



INDITION COMMERCE

Receipt & Slip Designer

Receipt Printing · User Guide · September 2026



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This guide is for store managers who set up what the counter prints. There are two designers, and they work the same way: **Point of Sale → Receipt Designer** lays out the register’s sale and refund receipts, and **Service & Repair → Slip Designer** lays out the work order slips and the repair payment receipt. Connecting a printer, setting up a cash drawer and fixing print problems are covered by the other guides in this pack.

What prints where

Document	Designed in	Where it prints	Paper
Sale receipt	Receipt Designer → Sale receipts	The register, when a sale completes, and on a reprint.	The station’s paper, with the station’s own sale layout or the default (see <i>Stations</i>).
Refund receipt	Receipt Designer → Refund receipts	The register, when money goes back to a customer, and on a reprint.	The station’s paper, with its own refund layout or the default.
Online, emailed and PDF copies of receipts	Receipt Designer: the default layout of each type	The customer’s online receipt, the receipt email and its PDF.	Shaped like an 80mm receipt.
Drop-off receipt	Slip Designer	The work order screens in the back office, and the register.	Receipt printer, or a Letter page with Full page printing.
Work sheet (shop copy), then the Item tags	Slip Designer	The work order screens and the register. The tags print right after the shop copy.	Receipt printer. The work sheet also comes as a Letter page (the work order sheet).

Pickup receipt, then the Pickup release (shop copy)	Slip Designer	The work order screens and the register. The customer's receipt prints first, then the release the customer signs for the shop.	Receipt printer. The pickup receipt also comes as a Letter page.
Payment receipt	Slip Designer	The register, when it takes a deposit or the balance on a repair.	The station's receipt paper.
Letter pages: drop-off receipt, work order sheet, pickup receipt	Slip Designer, Letter layouts	Full page printing: the back office's PDF, and a station set to print work orders on a full page.	Letter (8 1/2" x 11").

Quotes, invoices, warranty packets and payment receipts printed from the back office are always full-page PDFs. They are not laid out in either designer.

Online, emailed and PDF copies

- They always follow the **default** layout of each type. A station's own layout only changes what that station prints.
- While a built-in **Indition basic** receipt is the default, these copies keep the design your customers have always had. Once a layout you designed is the default, the online page, the email and the PDF follow it too.
- The email leaves out the bar code and the QR code, because mail programs strip them. Instead it carries a **View your receipt online** button. On a printed receipt, the QR code opens the same online copy.
- They show your website logo, never the receipt printer logo (see *Manage Logos*). The inner margin and printer alignment only affect the printed copy.

The layouts lists

Each designer opens on a list of layouts. The Receipt Designer has two panels, **Sale receipts** and **Refund receipts**, with the buttons **+ New receipt layout** and **+ New refund layout**. The Slip Designer has the **Printing** panel at the top, then one panel per slip, each with its own **+ New ... layout** button: Drop-off receipt, Pickup receipt, Pickup release (shop copy), Work sheet (shop copy), Item tag and Payment receipt. In the Slip Designer, each slip lists its receipt-printer layouts first and its Letter layouts after them.

Column	What it shows
Layout	The layout's name, which opens it, and its description.
Paper	The paper the layout is designed for, for example <i>80mm roll</i> or <i>Letter</i> .
Default	A Default badge on the layout that prints unless something else is chosen.
Status	Active , or Retired for a layout switched off with <i>Available</i> .
Stations using it	Receipt Designer only. How many POS stations print with this layout. Hover over the number to see their names; click it to open Stations , filtered to them, in a new tab. An inactive station is marked (<i>inactive</i>).
Actions	View (a built-in layout) or Edit , Duplicate , Make default and Delete .

The Slip Designer has no *Stations using it* column. Every station prints each slip's default layout.

The default

- The Receipt Designer has one default sale layout and one default refund layout. Every register prints the default unless its station has been given another layout.
- The Slip Designer has one default per slip. The Drop-off receipt, Work sheet (shop copy) and Pickup receipt have two, one for the receipt printer and one for Letter (see *Service & Repair printing settings*).
- To change the default, click **Make default** in the list, or set **Use this layout by default** to Yes in the designer and save. The old default gives it up automatically. *Make default* is not shown on the layout that is already the default.
- The default is always available: making a layout the default also sets *Available* to Yes.

Duplicate

Duplicate makes a copy named after the original with (*copy*) added, then opens it in the designer. A copy never becomes the default by itself, so nothing prints differently until you make it the default or give it to a station.

Delete

Delete asks you to confirm first. A built-in layout can't be deleted. Neither can the default: make another layout the default first. In the Receipt Designer, any stations that used a deleted layout go back to the default layout, and the confirmation tells you how many there are.

Available, and Status

The designer's **Available to stations** switch (Receipt Designer), or **Available** (Slip Designer), retires a layout without deleting it. Set it to No and the list shows the layout as **Retired**. A retired layout is no longer offered in Stations, and a station that still has one prints the default layout instead. Set it to Yes to bring the layout back.

Built-in (Indition basic) layouts

Each designer comes with built-in layouts named **Indition basic** Each one prints exactly what your registers and your shop printed before the designers existed, and each starts out as the default.

Designer	Built-in layouts
Receipt Designer	Indition basic receipt; Indition basic refund receipt
Slip Designer (receipt printer)	Indition basic drop-off receipt; Indition basic pickup receipt; Indition basic pickup release (shop copy); Indition basic work sheet (shop copy); Indition basic item tag; Indition basic payment receipt
Slip Designer (Letter)	Indition basic drop-off receipt (Letter); Indition basic work order sheet (Letter); Indition basic pickup receipt (Letter)

What you can and can't change

- A built-in layout can't be edited or deleted. The list shows **View** instead of **Edit**.
- Only three settings can be changed: the **Paper** (a roll; a built-in Letter page is always Letter), the **Inner margin** and the **Printer alignment**. Save them with **Save paper, margin and alignment**.
- A built-in layout's Paper only sets what the preview and a test print use. Registers print on their station's paper, and back-office slips print on the *Receipt Paper Width*.
- The inner margin and alignment change the printed copy only. The emailed and online copies stay as they are.

- The **Indition basic receipt** and the **Indition basic payment receipt** print no logo. The payment receipt is the register's own receipt: it looks like a POS sale receipt, prints your POS Settings header and footer, and prints on the station's paper.

Changing a built-in: duplicate it

- 1 In the list, click **Duplicate** on the built-in layout, or open it with **View** and click **Duplicate**.
- 2 The copy opens in the designer as an ordinary layout. Change anything you like, then click **Save layout**.
- 3 When you are happy with it, make it the default. In the Receipt Designer you can instead give it to only some stations.

Copy of	What the copy starts as
Indition basic receipt / refund receipt	Pieces set up to look like the built-in receipt.
An Indition basic slip	Pieces set up exactly like that slip.
Indition basic payment receipt	The Standard payment receipt . The register's receipt isn't made of pieces, so it can't be copied directly.
A built-in Letter page	An ordinary Letter layout made of that document's pieces, laid out across the page with the type a size larger.

Other ready-made layouts

These come ready to use. They are ordinary layouts, so you can edit them: **Standard sale receipt** (a clean receipt with your logo, the customer's details and a bar code), **Standard refund receipt**, **Full page receipt** and **Full page refund receipt** (for a register that prints on Letter paper), and in the Slip Designer the **Standard payment receipt**. The Standard payment receipt is a slip-style receipt with your logo, the payment, and the invoice's total, amount paid and balance.

Designing a layout

Click **+ New ... layout** to start one, or click **Edit** or a layout's name to change one. The settings are on the left and the **Live preview** is on the right. A new layout starts from the Standard arrangement in the Receipt Designer, or from the slip as it has always printed in the Slip Designer.

Layout

Setting	What it does
Layout name	The name shown in the list and in Stations.
What is it for?	A short description, for example <i>Front counter, 80mm printer</i> .
Use this layout by default	Yes makes this the default. Only one layout holds it: one per receipt type, or one per slip and paper.

Available to stations (Receipt Designer) / Available (Slip Designer)	No retires the layout without deleting it. The default is always available.
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1. What goes on the receipt (or slip): rows and pieces

A layout is a stack of **rows**, and each row holds one or more **pieces**, such as the store name, the items or the bar code. Hover over a piece to see what it prints.

- Drag pieces between rows. To take a piece off, drag it into **Not on the receipt (Not on the slip)**, or click its **x**.
- A piece in the tray has a **+** button that adds it on a new row at the bottom. Use it on a tablet, where dragging doesn't work, then move the row with its arrows.
- **+ Add a row** adds an empty row at the bottom.
- Sections, such as **Items** and **Totals**, always take a row of their own. If you drop one into a row that has other pieces, it moves to a new row just below.
- A row with nothing to print is left out, along with its line, for example Customer Email when there is no email on file, or Exchange on an ordinary sale.

Row control	Choices
▲ ▼	Move the row up or down.
Justify	Left, Center, Right; Ends puts the first piece at the left and the last at the right, for example the invoice number and the date on one line; Spread gives each piece an equal share of the width, centered.
Rule line	No line, Thin line above, Thick line above, Dashed line above, Dotted line above.
x (red)	Removes the row. Its pieces go back to the tray.

Piece settings

Under the rows, **Piece settings** lists every piece that is on the layout, each with only the settings it has.

Setting	What it does
Text	The words of a piece you type, such as a Title, Custom Text, the Questions Line or the Closing Line. It can run to several lines.
Label (Heading on a slip section)	The words printed before a value, such as <i>Invoice #</i> , or over a section, such as <i>Your items</i> . Hide label (Receipt Designer) prints the value alone.
Size (pt)	The piece's type size. Leave it blank to use the base text size (Receipt Designer) or the slip's own size (Slip Designer).
Bold (Bold value), Upper case	Yes/No switches.
Label left, value right	Receipt Designer. The label at the left edge and the value at the right, as on the Indition basic receipt.
Font	Receipt Designer text pieces. <i>Layout font</i> , or a font of the piece's own.
Word, Style	The PAID and REFUND stamps: the word, and Box or Rounded, with a tick .

Height (mm), Size (mm)	Receipt Designer. Logo height (16mm to start), bar code height (10mm) and QR code size (22mm).
Number under the bars	Prints the number below a bar code.
Section switches and lines	What a section includes, such as item numbers or serial numbers, and its own lines, such as Lines between items or Line above the total . The tables in the next two sections list them.

2. Text and spacing (Receipt Designer) / 2. Spacing (Slip Designer)

Setting	What it does
Font	Arial / Helvetica (clearest on thermal paper), Courier (the classic till receipt), Menlo / Consolas (the Indition basic receipt) or Georgia / Times (serif).
Base text size (pt)	6 to 20. 9pt suits most 80mm printers; try 8pt on 58mm paper.
Space between rows (mm)	0 to 10.
Extra space between rows (mm)	Slip Designer, 0 to 10. Slips keep their own type sizes. To change one, use that piece's <i>Size (pt)</i> .

Sections 3 and 4 of the designer, **Inner margin** and **Printer alignment**, are explained in their own section below.

Saving

Click **Save layout**. Registers that use the layout print with it from their next receipt. **Cancel** returns to the list without saving. If you try to leave with unsaved changes, by Cancel, a breadcrumb or the menu, the browser asks first.

Receipt Designer pieces

Both means the piece is on sale and refund receipts.

Piece	On	What it prints	Settings of note
Logo	Both	Your receipt printer logo on a roll receipt (Manage Logos). On a Letter page, the store location's website logo.	Height (mm)
Store Name	Both	The store the sale was rung up at.	
Store Address	Both	That store's address.	
Store Phone	Both	That store's phone number, or the support phone when it has none.	
Header Text	Both	The <i>Receipt Header</i> lines from POS → Settings → Receipt.	

Title	Both	A heading you type, such as SALES RECEIPT or TAX INVOICE.	Text
Date and Time	Both	When the sale was completed or the refund made.	Label
Customer Name	Both	The customer, or <i>Guest</i> for a walk-in sale.	Label
Customer Address, Customer Phone, Customer Email	Both	From the customer's record, each left off when there is none. A placeholder email address never prints.	Label
Footer Text	Both	The <i>Receipt Footer</i> lines from POS → Settings → Receipt.	
Questions Line	Both	<i>Questions?</i> followed by the store or support phone number.	Text
Custom Text 1, 2, 3	Both	Anything you type: a return policy, opening hours, a website address.	Text
Invoice Number	Sale	The sale's invoice number.	Label
Cashier	Sale	Who rang up the sale.	Label
Items	Sale	Every line sold: quantity, name and amount.	Item number, Serial numbers, Original price, Discount, Unit price, Qty / Item / Unit / Total columns; Lines between items
Totals	Sale	Subtotal, discount, tax, card fee, tip and the total.	Line above the total
Payments	Sale	Every tender, what was tendered and the change, and anything refunded since.	PAYMENT heading, Method on its own line; Line above Tendered (split payments)
Exchange	Sale	On an exchange, what came back and the credit given. Nothing on other sales.	
Gift Cards Sold	Sale	Gift cards issued on the sale, with their last four digits and balance.	Heading and note
PAID Stamp	Sale	A boxed PAID once the sale is paid in full.	Word, Style
Customer Signature	Sale	The customer's signature, when one was captured. Nothing otherwise.	
Sale Note	Sale	The note the cashier added, on the copy printed at the register.	Label
Bar Code	Both	The invoice number (the refund number on a refund) as a bar code, for scanning a return.	Height (mm), Number under the bars

QR Code	Both	Opens this receipt online. Not in emails.	Size (mm)
REFUND Stamp	Refund	A boxed word that marks the slip as a refund.	Word, Style
Refund Number	Refund	The refund's own number.	Label
Original Sale	Refund	The invoice number of the sale the goods came from.	Label
Returned Items	Refund	What came back: quantity, name and amount.	Item number, Serial numbers; Lines between items
Refund Totals	Refund	Subtotal, discount, tax, card fee refunded and the amount refunded.	Line above the amount refunded
Refund Details	Refund	How the money went back, the reason, and the reference.	

Slip Designer pieces

Slips: **DO** Drop-off receipt, **PU** Pickup receipt, **PR** Pickup release (shop copy), **WS** Work sheet (shop copy), **IT** Item tag, **PAY** Payment receipt. Every piece except the Bar Code also has Size (pt), Bold and Upper case.

Piece	Slips	What it prints	Settings of note
Logo	DO PU PR WS PAY	Your receipt printer logo for the work order's repair location (Manage Logos). On a Letter layout, the location's website logo. Without a logo, the shop name.	
Store Address and Phone	DO PAY	The repair location's name, address and phone number.	
Store Name and Phone	PU	The repair location's name and phone number.	
Shop Name	WS	The shop and repair location names.	
Title	DO PU PR WS PAY	The heading over the work order number.	Text
Work Order Number	All	The work order number, large.	
Dropped Off / Ready By	DO	When it came in, and the estimated ready date.	
Picked Up / Released By	PU	When it went home, and who handed it over.	
Customer and Release	PR	Customer, phone, when it went home and who handed it over.	

Customer	DO PU WS PAY	Name, address, phone and email, each only when on file. Placeholder (walk-in) emails never print.	Heading; Address, Phone, Email
Items	DO WS	Each item with its serial number, the issue and the condition.	Heading (DO); Serial numbers, You told us / Issue, We noted / Condition; Lines between items
Returned Items	PU	The items handed back.	Heading; Serial numbers; Lines between items
Accessories	DO PU	The accessories left with the machine, or handed back.	Heading
Accessories Checklist	WS	What was left with the machine, each with a box to tick.	Heading
Handed Back Checklist	PR	Items and accessories, each with a box to tick.	Heading
Deposit and Return	DO	Any deposit paid, and pickup or the ship-to address.	
Work Done	PU	The quote lines with their amounts.	Heading
Totals	PU PR PAY	Job total, amount paid and the balance. On a payment receipt, the figures after this payment. When a repair has two invoices, they are for the invoice the payment was taken against.	
Invoice Number	PU	The invoice number, once the job has been invoiced.	Label
Due Date and Priority	WS	RUSH / EMERGENCY in reverse print, or the due date.	
Warranty / Goodwill Box	WS	A boxed MANUFACTURER WARRANTY, STORE WARRANTY or GOODWILL REPAIR. Nothing on a paid job.	
Bin, Tech, Intake and Return	WS	Where it is, who has it, when it came in and how it goes back.	
Quote	WS	The quote's parts, or every line with its price (see <i>Show Prices on the Shop Copy</i>).	
Bench Checklist	WS	Reproduced, diagnosed, approved, repaired, QA, accessories back.	Heading
Tech / QA Lines	WS	Initials lines for the tech and QA.	
Received Statement	PR	What the customer signs to.	Text
Signature Lines	PR	Customer signature, date and staff.	

Terms and Signature	DO	When the drop-off terms were accepted, and the customer's signature.	
Tracking QR Code	DO PAY	Opens the repair's tracking page on the customer's phone.	Heading, Text
Paid Stamp	PAY	A boxed word under the work order number.	Text
Invoice, Date and Cashier	PAY	The invoice paid against, when the payment was taken and who took it.	Invoice number, Cashier
Payment	PAY	The amount and how it was paid: method, check number or card reference, cash tendered and change, any card fee.	Amount line; Deposit or balance, Check number / card reference
Item Box	IT	ITEM 1 OF 2 (or WORK ORDER), with RUSH / EMERGENCY.	
Customer Name	IT	The customer's name, large.	
Item	IT	The item and its serial number.	
Due Date and Bin	IT	When it is due and where it is kept.	
Closing Line	DO PU PAY	A last line to the customer.	Text
Bar Code	All	The work order number as a bar code. Scanned at the register, it opens the work order.	Number under the bars
Cut Line	PR WS	Where to tear the slip off.	Text
Custom Text 1	All	Anything you type: opening hours, a returns policy, your website.	Text
Custom Text 2	DO PU PR WS PAY	A second piece of text of your own.	Text

Paper

Paper	Printable width	Suits
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	An ordinary office printer. In the Slip Designer, only the drop-off receipt, work order sheet and pickup receipt can be Letter.

Printable width and the shaded strips

A thermal print head can't reach the edges of its paper. For example, 80mm paper prints only 72mm. Receipts and slips are laid out at the printable width, so nothing is cut off at the right. The preview shows the whole paper, with the strips the head can't reach shaded at each side.

The end mark

Every roll receipt and slip ends with a tiny 1mm mark 12mm below its last line. Printer drivers trim blank paper from the end of a page (Epson calls this "Paper Reduction"). Without the mark, the cut could fall through the last lines or the bar code. The mark makes the printer feed the receipt past its cutter first. Every slip and item tag has its own mark, so a printer that cuts after each page cuts each one in the right place. The mark is on the printed copy only: not on screen, not in a PDF, and not on a Letter page.

Designed for

Designed for, above the preview, is the paper you are laying the layout out for. It is saved with the layout and shown in the list's Paper column. The preview and a test print use it, and the inner margin boxes show that paper's usual margins. On a built-in layout this box is called **Paper** and offers the rolls only.

What actually prints comes from the printer's setting, not from the layout:

What prints	Paper used
Sale and refund receipts at a register	The station's Paper this register prints on . For a register on Letter, give the station the <i>Full page receipt</i> and <i>Full page refund receipt</i> layouts. A built-in Indition basic receipt prints as an 80mm receipt on a Letter station.
Slips from the back-office work order screens	The Receipt Paper Width in the Slip Designer's Printing panel.
Slips at a register	The station's Work Order Printing Receipt paper width .
Payment receipt at a register	The station's receipt paper. If the station prints receipts on Letter, its Work Order Printing width is used instead.
Full page printing	Letter, using the slip's Letter default. In the Slip Designer, a layout designed for Letter prints with Full page printing, and a roll layout prints on the receipt printer.

Inner margin and printer alignment

Both designers have these two settings, and so do the built-in layouts. They change the **printed copy** only. The preview and a test print show them, but the online, emailed and PDF copies don't move.

Inner margin

Top (mm), Right (mm), Bottom (mm) and Left (mm) set the white space kept clear inside each edge, from 0 to 25mm. A side left blank keeps the paper’s usual margin, which is shown in gray in the box.

- Use it when text touches an edge, or is clipped at an edge.
- Thermal printers drift by a fraction of a millimeter. Give the side your printer drifts toward more room than the others.

Printer alignment

Move right (mm, negative moves left) and **Move down (mm, negative moves up)** shift everything printed by up to 20mm. They never change the paper size. Anything moved past an edge is cut off, just as it would be on the printer.

- Use it only when a printer puts *everything* slightly off to one side, or too high or too low.
- If the right side is cut off, or the receipt comes out shrunken with big margins, alignment won’t fix it. Check the paper size and scale in the print dialog; the printer setup guide in this pack explains how.
- Both settings belong to the layout. At the register, a station can be given its own copy of a layout, so one off-center printer can be corrected without moving the others. A slip’s default layout prints everywhere, so its alignment applies to every printer that prints that slip.

How to measure

- 1 Click **Test print** with a layout that has a centered piece, such as the bar code or the store name.
- 2 With a ruler, measure in millimeters the white space from the left edge of the paper to that piece, and from the piece to the right edge.
- 3 Subtract the left gap from the right gap and halve the result. That is your **Move right**. For example, 7mm on the left and 5mm on the right gives $(5 - 7) \div 2 = -1$, so enter **-1** to move everything 1mm left.
- 4 For up and down, compare the space above the first line with what you want, and enter the difference in **Move down**. A negative number moves everything up.
- 5 Click **Test print** again. When it’s right, click **Save layout** (or **Save paper, margin and alignment** on a built-in).

Preview and Test print

The **Live preview** redraws as you change things. It is drawn by the same code that prints, at the real width of the paper, so what you see is what prints. A test print uses the same choices.

Control	Receipt Designer	Slip Designer
Designed for / Paper	The paper to preview and test print on (see <i>Paper</i>).	
Preview with	A typical sale (three items, card), A short sale (one item, cash) or A long sale (long names, split payment, gift card); for refunds, A sample refund (two items, card). The sample carries your own store name, address, logo, header and footer.	—

A real number	Or a real sale number (for example POS-20260926-004512), or Or a real refund number . Details only the register knows, such as the card auth code and the cashier's note, appear only on the copy printed at the sale.	Preview with work order: leave it blank for the most recent work order, or type a work order number. The payment receipt uses the most recent work order with a payment on it, or a sample cash payment.
Zoom	Fit to width (to start with; it shrinks a Letter page to fit and never enlarges a narrow roll past 125%), Actual size, 125%, 150% .	

If the number you type isn't found, a note says so and the preview shows a sample or the most recent work order instead. Item tags preview even when *Item Tags* is set to *Don't print tags*.

Test print

- 1 Set **Designed for** (or **Paper**) to the paper in the printer you are testing.
- 2 Click **Test print**. A new tab opens with exactly what the preview shows, including your unsaved changes, the inner margin and the alignment, and the browser's print dialog opens.
- 3 Choose the receipt printer (or the office printer, for Letter) and print.

A test print saves nothing. You can try a change on the default layout without it reaching the registers. Click **Save layout** when you are happy with it.

Manage Logos

Both designers have a **Manage Logos** button at the top right, on the breadcrumb bar. The *Logo* note in the designer has a Manage Logos link too. It opens the **Receipt printer logos** dialog: the logo your receipt printer prints at the top of receipts and slips.

- 1 Drag your logo file onto the drop area, or click the area to choose a file. It saves right away and is shown in black and white, the way the receipt printer prints it.
- 2 To replace a logo, drop a new file on it. To take it away, click **Remove**.
- 3 Click **Done**. Every change is already saved, and the preview redraws with the new logo.

One store location, or several

Store locations are the locations in Store Management (In-Store Pickup). A receipt uses the logo of the location the sale was rung up at; a slip uses the logo of the work order's repair location.

You have	The dialog shows
One store location	A single drop area, Your receipt logo .
Several store locations	One drop area, Logo for every store location , and the switch Set different logos for each location .

Several, with <i>Set different logos for each location</i> = Yes	The top area becomes Shared logo - for any location without its own , followed by a drop area for each location. A location without a logo of its own prints the shared one.
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Use the same logos in POS and Service & Repair

When both modules are installed, the dialog has this Yes/No switch. In the Slip Designer it reads **Use the same logos in Service & Repair and POS**. It starts at Yes, which keeps one set of receipt logos for both: a change in either designer changes the other's too. Turning it on copies the logos from the designer you are in to the other module, replacing the logos it had. Turning it off leaves each module with the logos it has.

Which file to use

File	Advice
SVG	Best. Your logo in solid black on a white or transparent background prints as sharp as the text.
PNG	Accepted if it is at least 300 pixels wide; a smaller one is refused. The dialog recommends 1,000 pixels wide or more.
JPG	Not accepted. JPG compression leaves smudges that the printer prints as stray dots.
Color	Use a one-color, black version. Receipt printers print black only, so gray and color come out as dots.
Size	Up to 2 MB. A receipt logo rarely needs more than 200 KB.

An SVG is cleaned when you upload it: anything that could run, load or link somewhere else is removed. An SVG is refused if it declares a DOCTYPE or entities, or has no size (no viewBox, width or height). If that happens, export it again as a plain SVG.

Why a separate receipt logo?

A thermal printer prints black dots only. A color or gray website logo comes out speckled, and a picture is resampled to the printer's 203 dots per inch and blurs. An SVG is drawn straight onto the dots and prints as sharp as the text. So receipt printers get a logo of their own, and everything else keeps your website logo.

Where your website logo is still used

- The online, emailed and PDF copies of POS receipts.
- Letter pages: a POS *Full page receipt* at a station that prints on Letter, and the Letter drop-off receipt, work order sheet and pickup receipt.
- Service & Repair emails and the customer's pages, such as repair tracking and payment.

The website logo is the one set on each store location's page in Store Management. A location without one uses your website's own logo.

If there is no receipt printer logo

- **Receipt Designer:** the Logo piece prints nothing on a roll receipt. Your name still prints through the *Store Name* piece.
- **Slip Designer:** the Logo piece prints the shop name in capital letters instead.

The Logo piece must be on the layout

A logo only prints where the layout has the **Logo** piece. The Indition basic receipt, the Indition basic refund receipt and the Indition basic payment receipt print no logo. The Standard and Full page receipts, the drop-off and pickup receipts, and the Standard payment receipt have one. The work sheet and pickup release can have one if you add the Logo piece to a copy. The item tag has no logo. In the designer, the *Logo* note lists each store location as **Own receipt logo**, **Receipt logo set** or **No receipt logo**.

Stations

Go to **Point of Sale → Stations**. Each POS station, meaning each register device, has its own receipt printing and, when Service & Repair is linked to the POS, its own work order printing. Click the value in a station's column to change it.

Receipt Printing

The column shows the paper and the sale layout, for example *80mm roll · Default layout*. Clicking it opens **Receipt printing: station name**:

Setting	What it does
Paper this register prints on	The width of the roll in this counter's receipt printer, or Letter for an office printer.
Sale receipt layout	The default layout , or any available sale layout.
Refund receipt layout	The default layout , or any available refund layout.

Click **Save**. The column's filters, *Any paper* and *Any layout*, find the stations on a paper or a layout, and the Excel export includes the column. A station whose layout is retired or deleted prints the default layout.

Work Order Printing

This column appears only while Service & Repair is linked to the POS (Service & Repair Settings → POS Integration). It shows, for example, *Receipt printer · 80mm*, *Ask each time · 80mm* or *Full page*. Clicking it opens **Work order printing: station name**:

Setting	Choices
Print work orders on	Receipt printer prints the slips. Full page prints the Letter page, using the slip's Letter default. Ask each time offers both when the cashier prints. This decides what the Drop-off receipt and Work sheet & tag buttons do at this register.
Receipt paper width	58mm, 76mm, 80mm (standard) or 112mm. Hidden when Full page is chosen.

The payment receipt for a repair prints on the station's receipt paper, the same printer as its sale receipts. *Item Tags* and *Show Prices on the Shop Copy* come from the Slip Designer's Printing panel and apply to every station.

Service & Repair printing settings

The **Printing** panel is at the top of **Service & Repair → Slip Designer**. It sets how the **Work sheet & tags**, **Drop-off receipt** and **Pickup receipt** print from the back-office work order screens. POS registers are set per station, in **Point of Sale → Stations**.

Setting	Choices
Print Work Order Documents On	Receipt printer prints slips sized for thermal paper. Full page (PDF) downloads the drop-off receipt, work order sheet and pickup receipt as Letter PDFs, each with its default Letter layout. Ask each time shows one button per document with both choices.
Receipt Paper Width	58mm, 76mm, 80mm or 112mm roll: the width of the roll in this computer's receipt printer. On 58mm paper, a long work order number prints with very thin bar code bars that some scanners can't read, so test a scan at the register first.
Item Tags	One per item , One per work order or Don't print tags . Tags print after the shop copy, one slip each, to tape to the machine. This applies to the back office and to every POS station.
Show Prices on the Shop Copy	No prints the quote's parts with quantity and description only. Yes prints every quote line with its price, plus the job total.

Click **Save printing settings**.

Two defaults: receipt printer and Letter

The **Drop-off receipt**, **Work sheet (shop copy)** and **Pickup receipt** each have two defaults:

Default	Prints when	Starts as
Receipt printer	The document is printed on the receipt printer, in the back office or at a register.	Indition basic drop-off receipt / work sheet (shop copy) / pickup receipt
Letter	Full page printing: the back office's <i>Full page (PDF)</i> , or a station set to <i>Full page</i> .	Indition basic drop-off receipt (Letter) / work order sheet (Letter) / pickup receipt (Letter)

Making a layout the default replaces only the default for its own paper. A Letter layout replaces the Letter default, and the message says, for example, "... is now the default drop-off receipt for *Full page printing (Letter)*." A roll layout replaces the receipt-printer default. The Pickup release, the Item tag and the Payment receipt are receipt-printer only.

Recipes

Add your logo

- 1 Open **Point of Sale → Receipt Designer** (or **Service & Repair → Slip Designer**) and click **Manage Logos** at the top right.
- 2 Drop your SVG (or a PNG at least 300 pixels wide, ideally 1,000 or more) onto the drop area.

- 3 If your locations have different logos, set **Set different logos for each location** to Yes and drop each location's file.
- 4 If you use both modules, leave **Use the same logos in POS and Service & Repair** at Yes. Then click **Done**.
- 5 Check that the layout that prints has the **Logo** piece. If your default sale receipt is the *Indition basic receipt*, which has no logo, **Duplicate** it. Click **+** on **Logo** in *Not on the receipt*, which gives it a row of its own at the bottom. Click that row's ▲ until it reaches the top, set its Justify to **Center**, and click **Save layout**. Then click **Make default** in the list. Or make the *Standard sale receipt* the default instead, since it already has the Logo piece.
- 6 Click **Test print** to check the result.

Print a smaller receipt on a 58mm printer at one station

- 1 In **Receipt Designer**, click **Duplicate** on the sale layout you print today.
- 2 Name the copy, for example *58mm back counter*. Leave **Use this layout by default** at No and **Available to stations** at Yes.
- 3 Set **Designed for** to **58mm roll (2 1/4")**.
- 4 In **2. Text and spacing**, set **Base text size (pt)** to 8. A piece with its own *Size (pt)* doesn't follow the base size, so in **Piece settings** lower those sizes or clear them. (A copy of the Indition basic receipt gives most pieces their own size.) If you like, lower the Logo's *Height (mm)* too, and drag pieces you don't need into *Not on the receipt*.
- 5 Preview with **A long sale** to check long item names, click **Test print**, then **Save layout**.
- 6 Go to **Point of Sale → Stations** and click that station's **Receipt Printing** value. Set **Paper this register prints on** to 58mm and **Sale receipt layout** to your new layout, then click **Save**. Do the same for refunds with a refund layout if you want.
- 7 If that station also prints work order slips, set its **Work Order Printing Receipt paper width** to 58mm.

Setting a station's paper to 58mm is enough to print narrower receipts, even with a built-in layout. You only need a copy of the layout to change the type size or the pieces.

Move everything 1mm left for a printer that prints off-center

- 1 Open the layout that printer prints with: the default, or the station's own layout. For a built-in, click **View**.
- 2 In **Printer alignment**, set **Move right (mm, negative moves left)** to **-1**.
- 3 Click **Test print** and measure again (see *How to measure*).
- 4 Click **Save layout**, or **Save paper, margin and alignment** on a built-in.

This moves the print at every register that uses that layout. If only one printer is off: **Duplicate** the layout, set the alignment on the copy, save it, then give the copy to that station in **Stations** (sale and refund). For slips, set the alignment on the slip's default layout in the Slip Designer. It then applies to every printer that prints that slip.

Make a custom Letter drop-off receipt

- 1 In **Service & Repair** → **Slip Designer**, go to the **Drop-off receipt** panel. Open **Indition basic drop-off receipt (Letter)** with **View**, then click **Duplicate**. You can also click **+ New drop-off receipt layout** and set **Designed for** to **Letter (8 1/2" x 11")**.
- 2 Name it, then arrange the pieces. For example, put **Logo** and **Title** on one row set to **Ends**, or add **Custom Text 1** for your repair terms. On Letter the type is a size larger.
- 3 Type a recent work order number in **Preview with work order**, check the page, and click **Test print** to print it on your office printer.
- 4 Click **Save layout**, then **Make default** in the list, or set **Use this layout by default** to Yes before saving. This changes the Letter default only. The receipt-printer drop-off receipt stays as it is.
- 5 Make sure Full page printing is used. In the Printing panel, set **Print Work Order Documents On** to **Full page (PDF)** or **Ask each time**. For registers, set **Work Order Printing** in Stations to **Full page** or **Ask each time**.