Hesabu ERP Point of Sale Manual

Point of sale

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Documentation version 1.0, published 17 November 2026. The screens in your own workspace may differ slightly depending on your plan and settings.

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Point of sale

Set up the till, open and close shifts, sell, take M-Pesa and cash, handle returns and reconcile the day.

Point of sale

Point of sale overview

What the point of sale (POS) does, how a day at the till runs and the order in which to set it up.

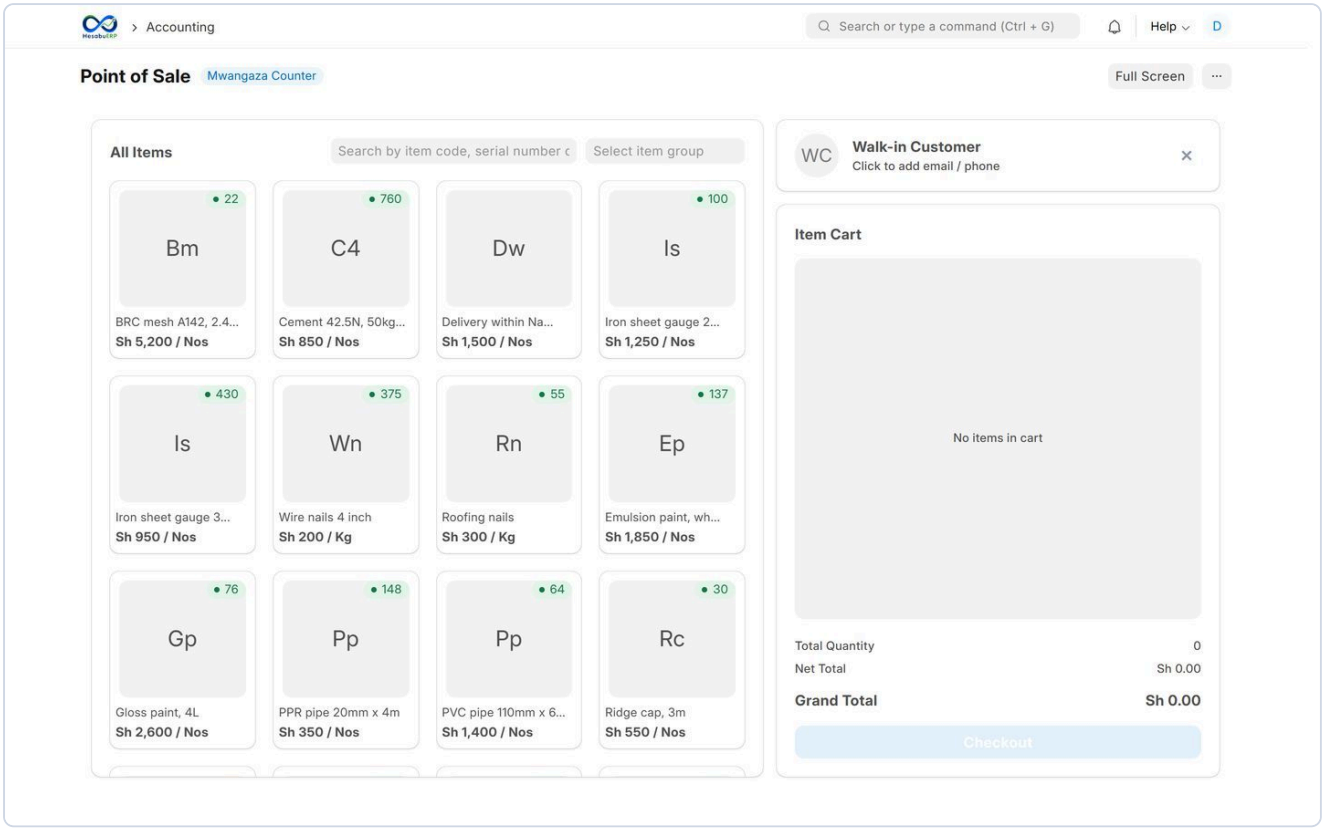
Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

The **Point of Sale (POS)** is a fast, touch-friendly screen for selling over the counter. The cashier picks items, takes payment and prints a receipt in seconds. Every sale updates your stock and your books automatically.



The point of sale screen

A day at the till

1. The cashier **opens the shift** with the cash in the drawer.
2. They **sell**: pick items, choose the customer if needed, take payment, print the receipt.
3. They handle **returns** when a customer brings goods back.
4. At closing they **close the shift**, count the cash and the system shows any difference.
5. The accountant reviews the day's sales and the reconciliation.

Setup order

1. Make sure your items have prices and stock. Create a warehouse for the shop.
2. Create the payment accounts: cash, M-Pesa and card.
3. Set up the POS profile and cashiers.
4. Train cashiers on selling at the till.

Important notes

- Each sale made at the till creates a **POS Invoice**. At the end of the shift, these are combined into regular **Sales Invoices** when you close the shift.
- The POS needs a working internet connection for normal use. If your connection is unreliable, test before you rely on it at a busy counter.
- If the POS is not in your sidebar, it may not be part of your plan. Contact us.

Next steps

Read Setting up the POS.

Related documentation

- Setting up the POS: profile, payments and cashiers
- Opening and closing a shift
- Selling at the till

Point of sale

Setting up the POS: profile, payments and cashiers

Create a POS profile with the warehouse, price list and payment methods, and assign it to cashiers.

Intermediate · About 30 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A **POS Profile** holds the settings for a till: which company, warehouse and price list it uses, which payment methods it accepts and who may use it.

Prerequisites

- A company, a shop warehouse and items with prices.
- A **Walk-in Customer** for anonymous sales (create it under **Customer**, with a group such as *Individual*).
- The Accounts Manager role to set up payment accounts.

Steps

Create modes of payment

1. Search for **Mode of Payment** and click **Add**.
2. Create one for each method: *Cash*, *M-Pesa* and *Card*.
3. In the **Accounts** table, choose the **Company** and the **Default Account** for that method: - *Cash*: a cash account (cash in hand) - *M-Pesa*: a bank-type account for your M-Pesa till or paybill - *Card*: the bank account that receives card settlements
4. Save.

Create the POS profile

1. Search for **POS Profile** and click **Add POS Profile**.
2. Enter a name, such as *Main Shop Till*, and choose the **Company**.
3. Choose the **Warehouse** the till sells from.

4. Choose the **Price List** and the **Currency**.
5. Under **Payments**, add each mode of payment and tick **Default** on the one used most, usually cash.
6. Under **Applicable for Users**, add the cashiers who may use this profile.
7. Optionally limit the items by **Item Group** or **Customer Group**, and set a default **Customer**.
8. Save.

Create the cashier users

1. Create a user for each cashier. Give only the roles they need, such as *Sales User* and *Accounts User* for POS. See Creating users and assigning roles.
2. Do not give cashiers the ability to change prices or delete invoices. See Permissions and restricting access.

Practical example

Mwangaza Hardware creates a profile *Main Shop Till*. It sells from the *Shop - MH* warehouse on the *Retail* price list, and accepts Cash, M-Pesa and Card. Two cashiers, Wanjiru and Otieno, are listed as applicable users.

Important notes

- One profile can be used by several cashiers, but only one shift should be open per till at a time.
- Match the M-Pesa account to your real till or paybill so reconciliation is simple.
- Prices come from the price list. Update it when your prices change. See Creating items.

Common mistakes

- Forgetting to add the cashier under **Applicable for Users**, so they cannot open the POS.
- Selling from a warehouse that holds no stock, so items show zero available.
- Missing payment accounts, so payments cannot be posted.

Troubleshooting

If the cashier sees *No POS Profile found*, the user is not listed on any profile, or the profile is disabled.

Next steps

Read Opening and closing a shift.

Related documentation

- Point of sale overview
- Opening and closing a shift
- Creating users and assigning roles
- The chart of accounts

Point of sale

Opening and closing a shift

Start the day with the drawer cash recorded and end it with a count and a reconciliation.

Beginner · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Cashiers must **open** a shift before they can sell. It records the opening cash. At the end of the day they **close** it, count what is in the drawer and the system compares it with what the sales say it should be.

Steps

Open the shift

1. Search for **POS** and open it. If no shift is open, a dialog appears. (You can also search for **POS Opening Entry**.)
2. Choose the **POS Profile**, and the **Company**.
3. Enter the **opening amount** for each payment method. For cash, count the float in the drawer. For M-Pesa and card, enter 0.
4. Click **Submit**. The till opens.

Close the shift

1. In the POS, open the menu and choose **Close the POS**, or search for **POS Closing Entry**.
2. Check the period and the cashier.
3. For each payment method, the system shows the **Expected Amount**. Enter the **Closing Amount** you counted.
4. The **Difference** is the closing amount minus the expected amount. Write a note if it is not zero.
5. Click **Submit**. The day's POS invoices are consolidated into sales invoices.

Practical example

Wanjiru opens with KES 5,000 float. During the day the system records KES 38,200 in cash, KES 61,500 in M-Pesa and KES 12,000 by card. At closing, she counts KES 43,150 in the drawer. The

expected cash is 5,000 + 38,200 = 43,200, so the difference is −50. She notes *change given incorrectly* and submits.

Important notes

- Do not share a shift between cashiers. Each person opens their own, so differences can be traced.
- The accountant should review differences every day. Small differences are normal. Repeated ones are not.
- You cannot close a shift if some invoices are still in **Draft**. Submit or delete them first.
- Keep cash counts signed by the cashier.

Common mistakes

- Forgetting to close the shift, so the next day's sales are mixed in.
- Entering the expected amount as the closing amount instead of counting.

Troubleshooting

If the POS asks you to open a shift when one is already open, the old shift was never closed. Close it first, then open the new one.

Next steps

Read Selling at the till.

Related documentation

- Selling at the till
- Point of sale reports and the daily routine
- Setting up the POS: profile, payments and cashiers

Point of sale

Selling at the till

Add items, apply discounts, choose payment, take M-Pesa and cash and print the receipt.

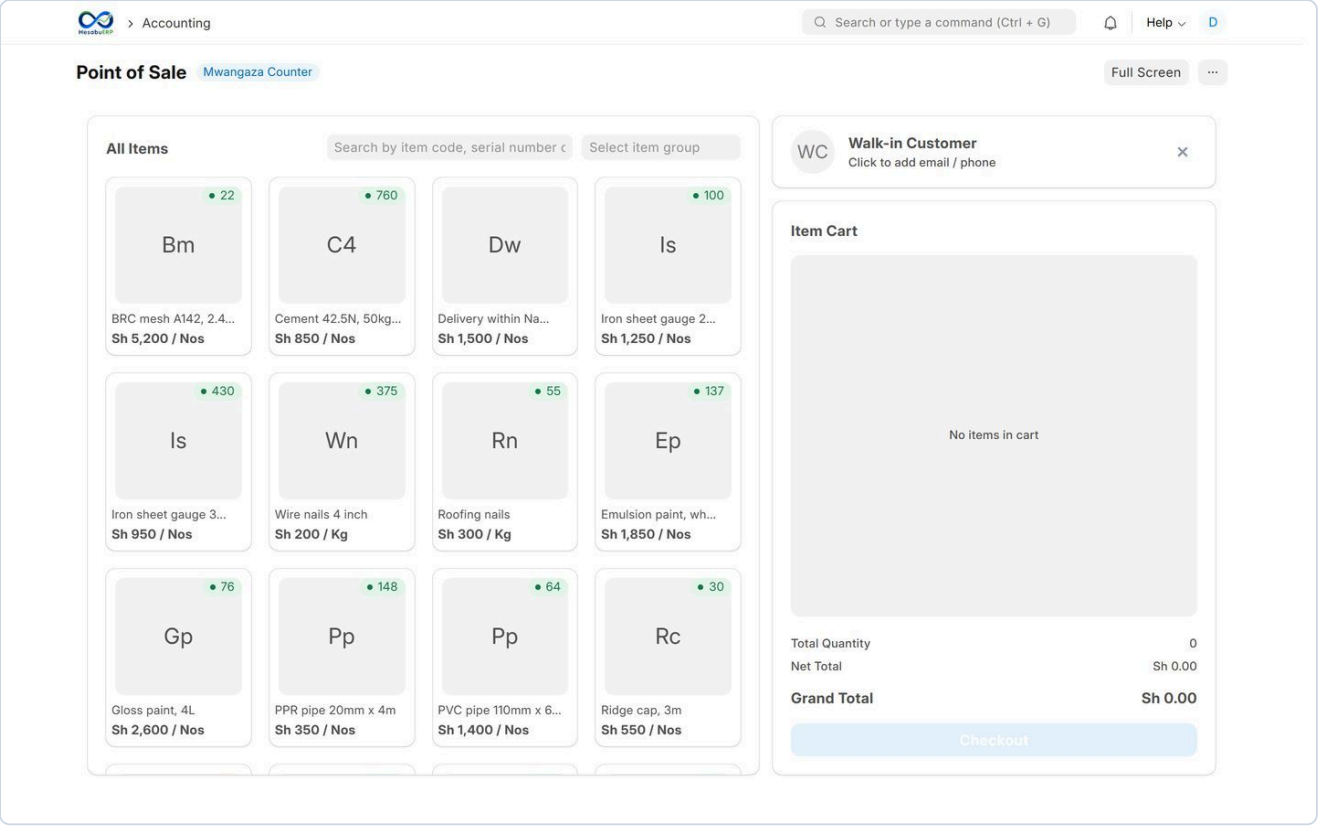
Beginner · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

A sale at the till takes four steps: add items, choose the customer, take payment and print the receipt.



The point of sale screen

Steps

Add items

1. Find an item by clicking its tile, searching by name or code in the search box, or scanning its **barcode**. See Barcodes and scanners.
2. Each click adds one. To change the quantity, click the item in the cart and type the number.
3. To remove it, set the quantity to 0 or use the delete key on the keypad.

Choose the customer

1. For a walk-in, leave the default customer.
2. For a customer with an account, click the customer box and select or create the customer. See Creating and managing customers.

Apply a discount

1. Click the item in the cart and set the **Discount** percentage, or use the discount on the whole invoice.
2. Cashiers should only do this with a manager's permission. You can restrict it in the POS profile.

Take payment

1. Click **Checkout**.
2. Choose the method: *Cash*, *M-Pesa* or *Card*.
3. For **cash**, enter the amount received. The system shows the **change** to give.
4. For **M-Pesa**, check that the payment message has arrived on the till phone, then enter the amount and the M-Pesa transaction code in the reference.
5. For **split payments**, add more than one method, for example part cash and part M-Pesa, until the remaining amount is zero.
6. Click **Complete Order**.

Print the receipt

1. After completing, click **Print Receipt**.
2. A receipt can also be emailed to the customer. Customise the layout under Print formats and letterheads.

Hold a sale

To serve another customer while the first looks for money, leave the draft order and start a new one. The draft can be reopened from **Recent Orders**.

Practical example

A customer buys two bags of cement and a bucket. The cashier scans the items, clicks **Checkout**, chooses *M-Pesa*, checks that the payment of KES 4,200 has arrived, types the transaction code, and completes the sale. The receipt prints and stock drops automatically.

Important notes

- Never accept an M-Pesa payment before you see the message on the business till or check the statement.
- Selling an item with no stock may be blocked, depending on your stock settings.
- Prices on the screen come from the price list. Staff cannot change them unless the profile allows it.
- Taxes are added according to the item tax settings. See Sales taxes and VAT.

Common mistakes

- Choosing the wrong payment method, which throws off the end-of-day reconciliation.
- Not entering the M-Pesa code, making it hard to trace a payment later.
- Starting to sell without an open shift.

Troubleshooting

If an item does not appear, check that it is not disabled, is in the profile's item groups and has a price in the price list.

Next steps

Read Returns and corrections.

Related documentation

- Opening and closing a shift
- Returns and corrections at the till
- Setting up the POS: profile, payments and cashiers
- Creating items

Point of sale

Returns and corrections at the till

Take back goods, refund customers and fix mistakes safely.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Customers bring goods back, and cashiers make mistakes. You must never delete a sale to hide it. Use a **return** so stock and accounts stay correct and the history is clear.

Steps

Return goods from a sale

1. In the POS, open **Recent Orders** and find the original invoice using its number or date.
2. Click **Return**. The system opens a return document for that invoice.
3. Select the items and quantities being returned.
4. Choose how to refund the customer: **cash**, **M-Pesa** or a **credit note** for a later purchase.
5. Complete the return. Stock increases and sales fall by the returned amount.

An exchange

Do a return for the old item, then a new sale for the replacement. If the new item costs more, collect the difference.

A mistake before completing

If an order has not yet been completed, simply remove or change the lines. Nothing has been posted.

A mistake after completing

1. Do **not** delete the invoice.
2. Make a return for the incorrect sale, then a correct sale.
3. A manager can cancel a submitted invoice only if the shift is still open and your permissions allow it. See Credit notes and debit notes.

Practical example

A customer returns one of two paint tins because it is the wrong colour. The cashier finds the invoice in **Recent Orders**, returns one tin, refunds KES 1,800 in cash, and sells the correct colour as a new order. The cash count at closing still matches.

Important notes

- Ask for the original receipt. Check the item condition against your returns policy.
- Require manager approval for refunds above a set amount.
- A return of an M-Pesa sale should be refunded by M-Pesa, with a record of the transaction code.

Common mistakes

- Refunding cash without a return document, which causes a shortage at closing.
- Deleting invoices to cover errors.

Next steps

Read Point of sale reports and the daily routine.

Related documentation

- Selling at the till
- Credit notes and debit notes
- Opening and closing a shift

Point of sale

Point of sale reports and the daily routine

Review sales by cashier and item, check payments against the bank, and run a safe daily routine.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Once the shift is closed, the sales are in your books. These reports help the manager and accountant check them.

Useful reports

Search for each in the search bar.

Report	What it tells you
POS Closing Entry list	Each shift: cashier, totals per payment method, difference
Sales Register	Every invoice for a period, with customer and tax
Item-wise Sales Register	Which items sold, in what quantity
Sales Analytics	Sales by item, customer or period
Stock Balance	What is left on the shelves
Payment Entry / Bank Reconciliation	Whether the M-Pesa and card receipts reached the bank

Steps: the end-of-day routine

1. The cashier **closes the shift** and records the cash count. See Opening and closing a shift.
2. The manager opens the **POS Closing Entry** for the day, checks the differences and reads the notes.
3. The accountant compares the **M-Pesa** total with the M-Pesa statement, and the **card** total with the bank settlement. See Bank accounts and bank reconciliation.
4. The cash is banked, and the deposit is recorded as a bank transaction.

5. The storekeeper checks the fast-moving items in **Stock Balance**, and reorders. See Stock reports.

Practical example

On Friday evening the manager sees three closing entries. One cashier has a difference of −KES 400, with no note. The manager asks about it the next morning, and reviews that cashier's sales and returns for the day.

Important notes

- Reconcile M-Pesa and card **every day**. Problems are easier to trace while they are fresh.
- Restrict reports and closing entries to managers and accountants.
- Keep your sales by cashier. It helps with training and honesty.

Common mistakes

- Looking only at totals, and never at the differences.
- Not banking cash daily.

Next steps

Return to Point of sale overview.

Related documentation

- Opening and closing a shift
- Bank accounts and bank reconciliation
- Stock reports
- Financial reports

Support

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When you contact us, please give your workspace address and a short description of what you were doing. A screenshot helps.