Opening and closing a shift

Point of sale

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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