

Selling at the till

Point of sale

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Point of sale

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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