

Guide for the cashier

Guides by job role

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Guides by job role

Guide for the cashier

Your day at the till: open, sell, take payments, handle returns and close.

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

Your role

You serve customers quickly and accurately, take payment and make sure the cash and M-Pesa you hold match what the system says.

Start of the day

1. Sign in with **your own** login. Never use someone else's.
2. Open the **POS** and open your shift, entering the float you counted. See Opening and closing a shift.

During the day

- Scan or select each item. Check the quantity before you charge.
- Choose the right payment method: cash, M-Pesa or card. See Selling at the till.
- For M-Pesa, **see the message** on the business phone before you complete the sale, and type the code.
- Give the receipt and the correct change.
- Never give discounts unless a manager has agreed.
- For returns, follow Returns and corrections at the till. Do not refund without a return document.

End of the day

1. Count the cash drawer in front of a witness if your policy says so.
2. Close the shift, enter the amounts you counted, and write a note about any difference. See Opening and closing a shift.
3. Hand the cash and the closing slip to your manager.

If something goes wrong

Problem	What to do
Item not found	Check the spelling or the barcode, then ask the storekeeper. Do not guess a price
Wrong item charged	Fix it before you complete the sale. After completing, make a return
Payment not received	Do not hand over the goods. Ask the customer to wait or pay by another method
Screen frozen	Refresh. Draft orders are kept. Tell your manager if it continues

Common mistakes

- Leaving the till open and signed in.
- Using the wrong payment method, so the count does not match.

Who to ask

Your shop manager for discounts and refunds. The administrator for login problems. See Login problems.

Related documentation

- Opening and closing a shift
- Selling at the till
- Returns and corrections at the till