EXONITA DOCS · EXONITA POS

Exonita POS user manual

Supermarket · Tenant Admin, Cashier

Guides for everyone who runs a supermarket on Exonita POS: the owner who sets it up and the cashier at the checkout.

Screens captured 10 November 2026
Latest version online: https://docs.exonita.com/supermarket/

Contents

1. Tenant Admin guide
2. Cashier guide

EXONITA POS

Tenant Admin guide

Set up your store once (business details, counters, invoice numbers, products, barcodes, staff and security), then receive stock, close the business day and check your reports.

What you can do

- Everything a cashier can do
- Set up business details, counters, invoice numbering, products, barcodes and labels
- Add staff, choose what each role can do and decide how staff sign in
- Choose which transactions ask staff to confirm it's them
- Change prices and give discounts at the counter, and set up offers
- Receive stock, see what's left and how it moved
- Approve expenses, check every till and close the business day
- See dashboards, reports and GST returns, and export them

Ask your administrator

- Your licence decides how many billing counters you can register. To add more, contact Exonita support.
- If you lose the phone with your authenticator app, another administrator can reset your two-step verification. If you are the only administrator, contact Exonita support.

Your administrator can change what your login can see. If a button in this guide is missing for you, ask them.

TASK 1

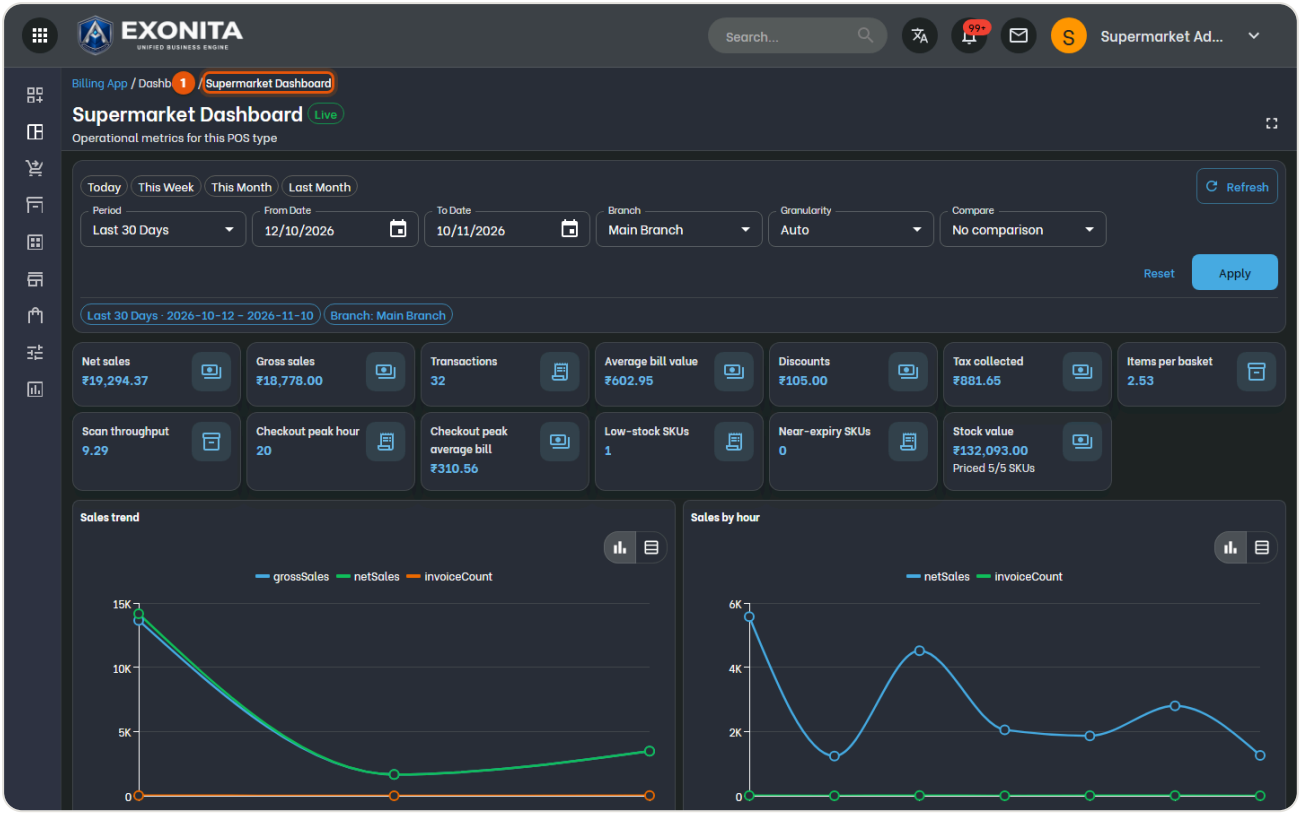
Open Exonita POS

Start from the Supermarket Dashboard and find each screen in the left menu.

WHERE App launcher → **Billing App**

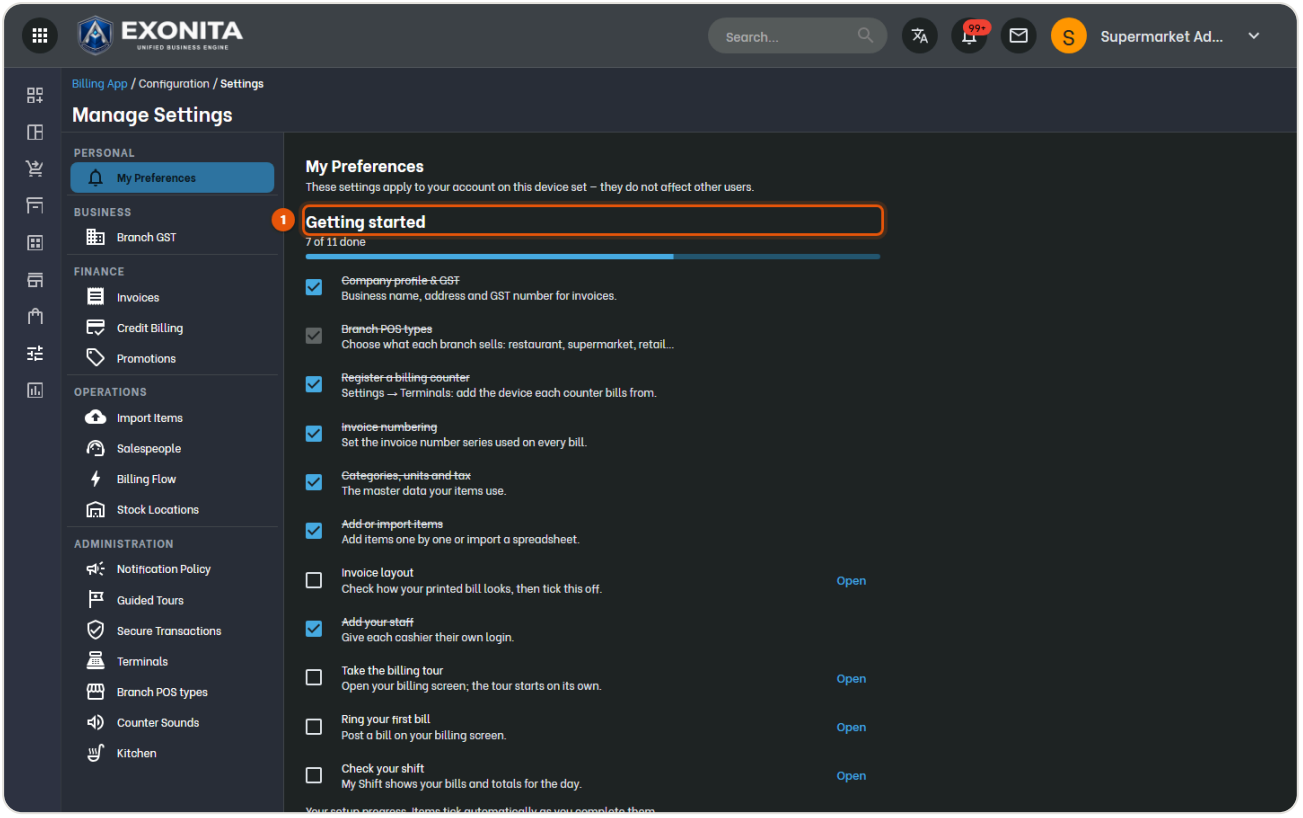
1 Sign in and open **Billing App** from the app launcher (Exonita POS shows as **Billing App** there). It opens on the **Supermarket Dashboard**. The icons on the left open every other screen.

You'll see: You see today's sales, bills and stock for your branch.



2 Open **Settings** → **My Preferences**. **Getting started** lists the 12 setup tasks in order and ticks each one as you finish it. This guide follows the same order.

You'll see: You see how many setup tasks are done. Select **Open** next to a task to go to its screen.



TIP

The floating **Getting started** button can be hidden. Select **Show The Button Again** here to bring it back.

TASK 2

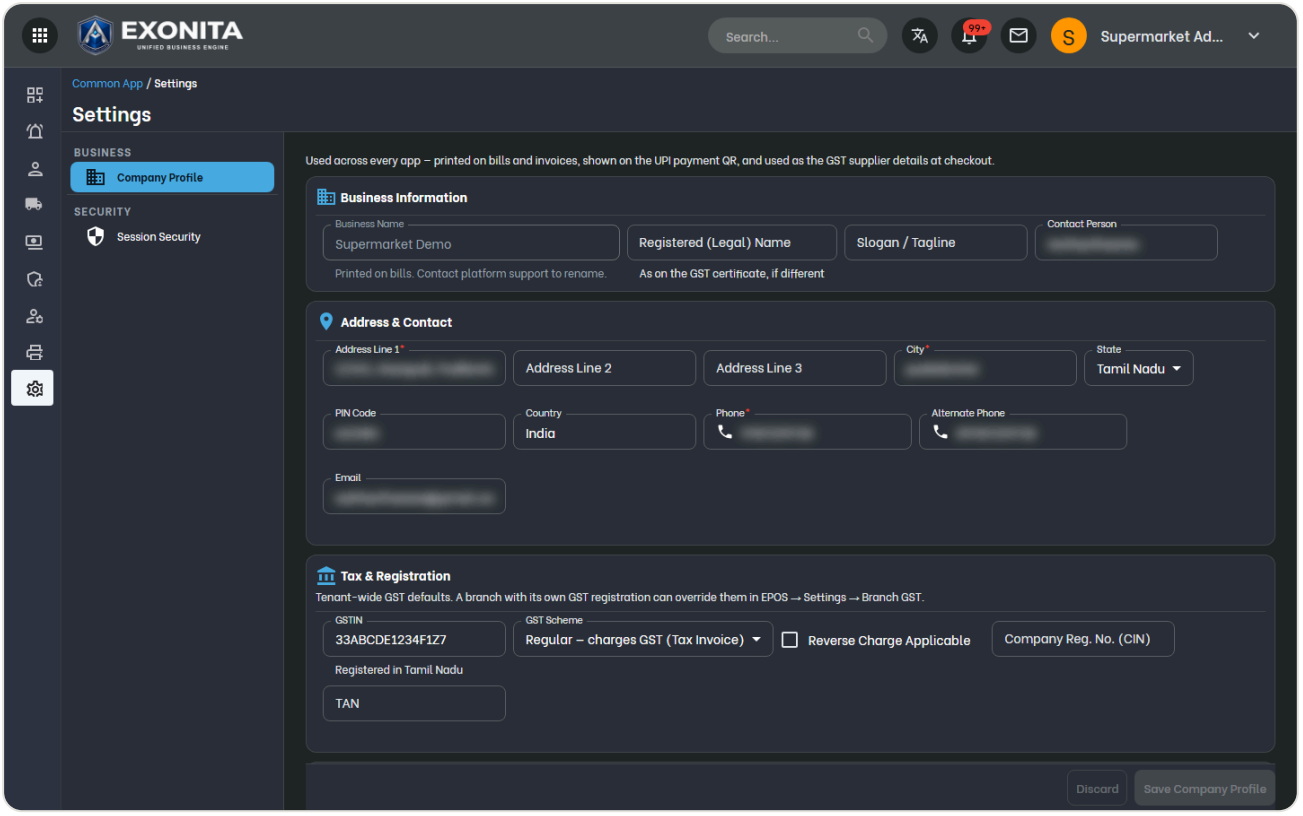
Enter your business details

Set the business name, address, GST number and UPI ID printed on every bill.

WHERE Common App → Settings → Company Profile

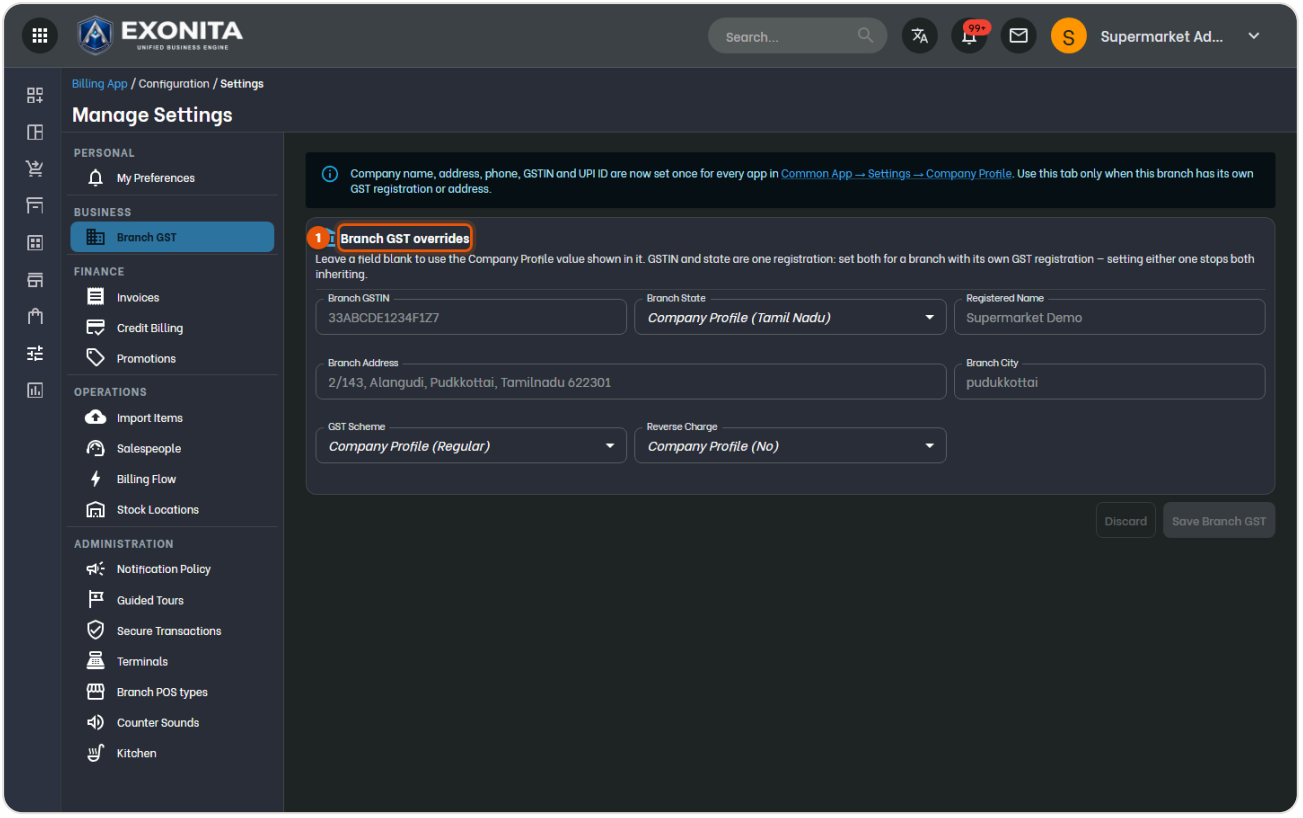
1. Open **Common App** from the app launcher, then **Settings**. On **Company Profile**, enter your business name, address, phone, **GSTIN** and UPI ID, then save.

   You'll see: Every app, including Exonita POS, prints these details on bills and receipts.



2. Only if a branch has its own GST registration or address: in Exonita POS, open **Settings** → **Branch GST** and fill in **Branch GSTIN** and **Branch State**. Leave a field blank to use the Company Profile value.

You'll see: Bills from that branch print the branch's own GST details.



IMPORTANT

GSTIN and state are one registration. Set both for a branch with its own registration.

TASK 3

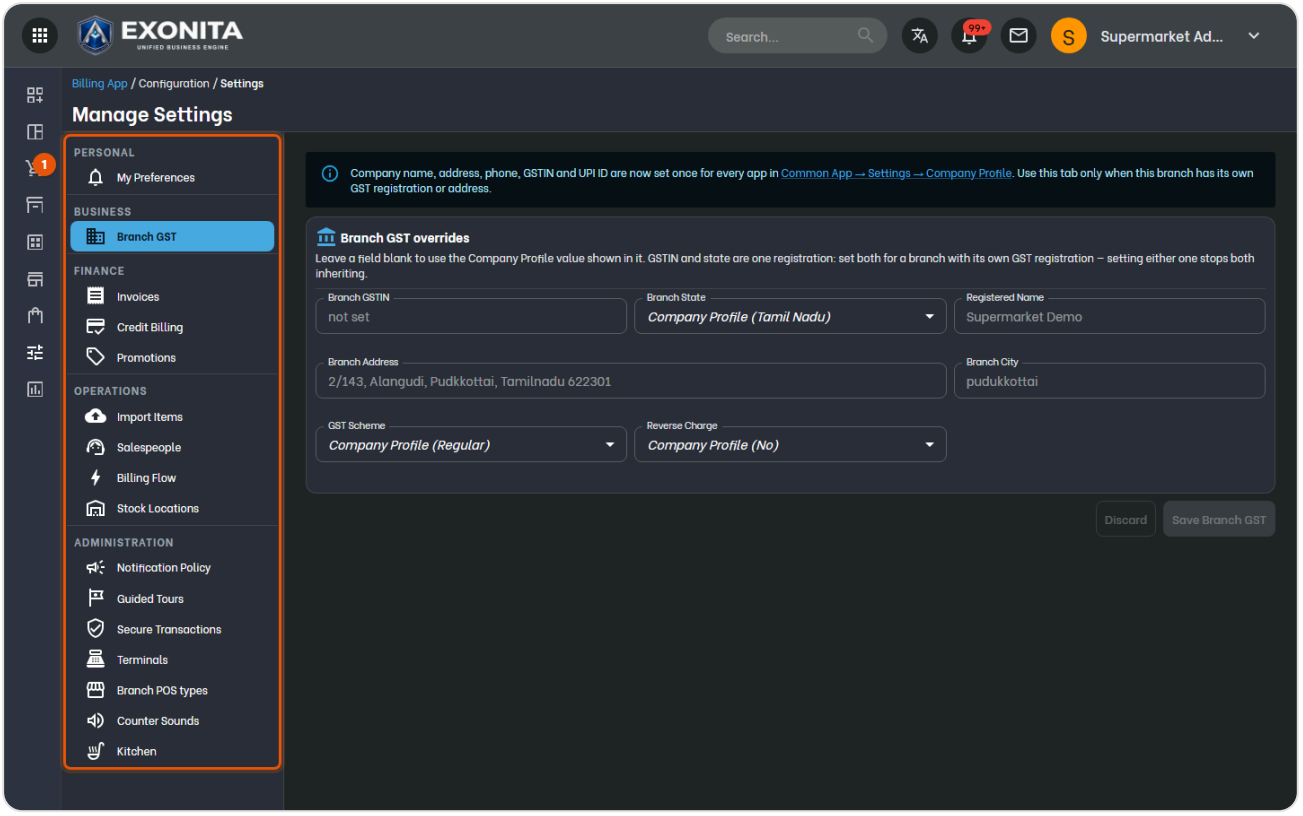
Set your branch to Supermarket

Choose what each branch sells, so the right counter opens.

WHERE Settings → Branch POS Types

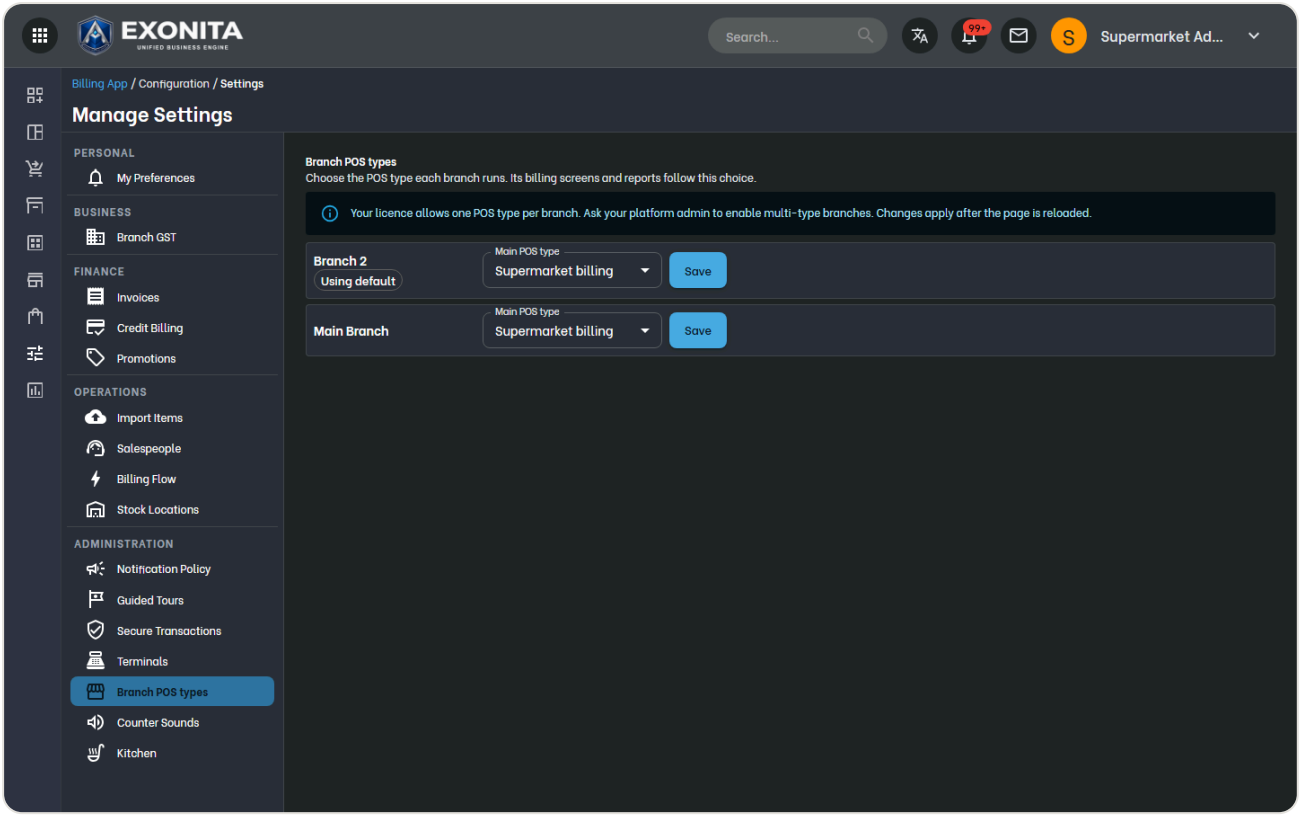
1 Open **Settings**. The sections are grouped on the left: **Personal**, **Business**, **Finance**, **Operations** and **Administration**.

You'll see: Select a section to open it on the right.



2 Select **Branch POS Types**. For each branch, choose **Supermarket billing** as the **Main POS type** and select **Save**.

You'll see: Cashiers at this branch get the supermarket counter.



TASK 4

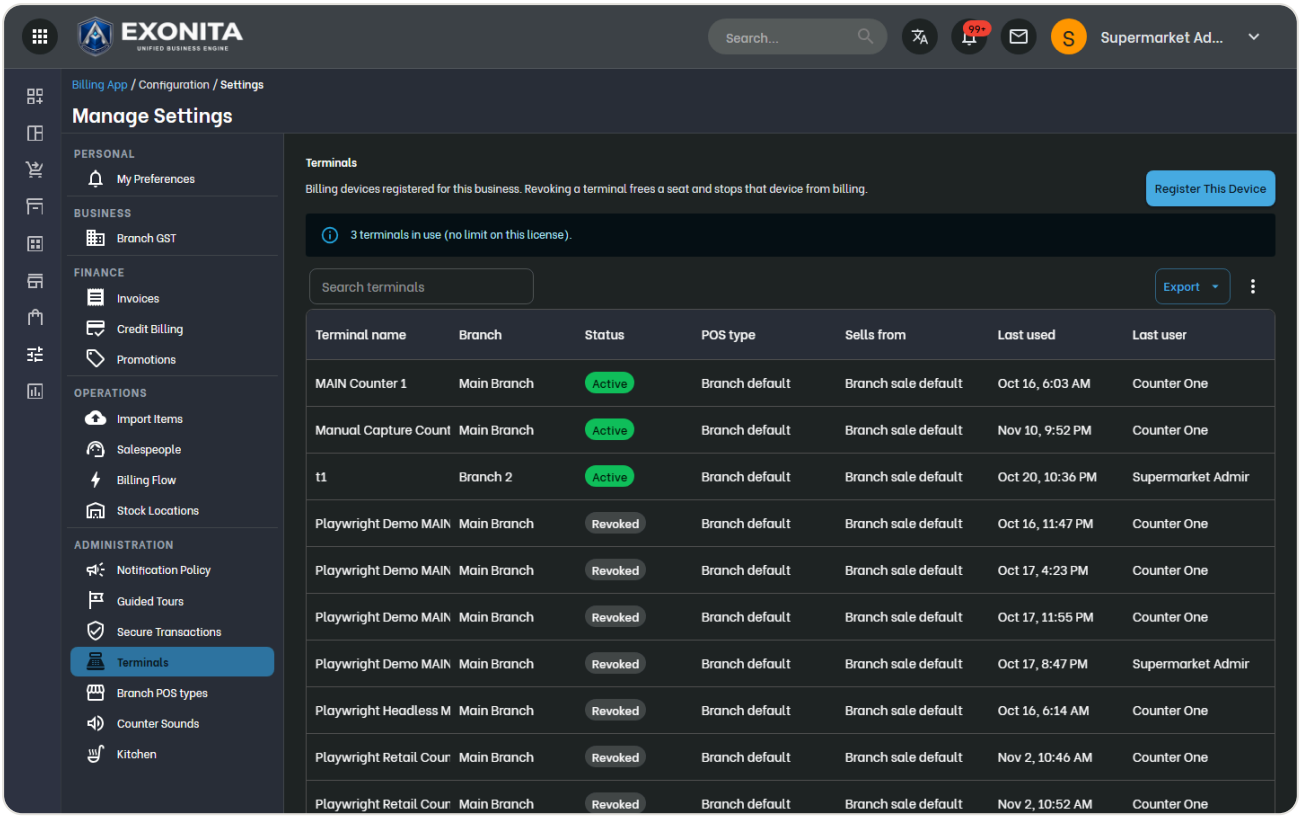
Register a billing counter

Allow a computer to bill. Each counter is one terminal on your licence.

WHERE Settings → Terminals

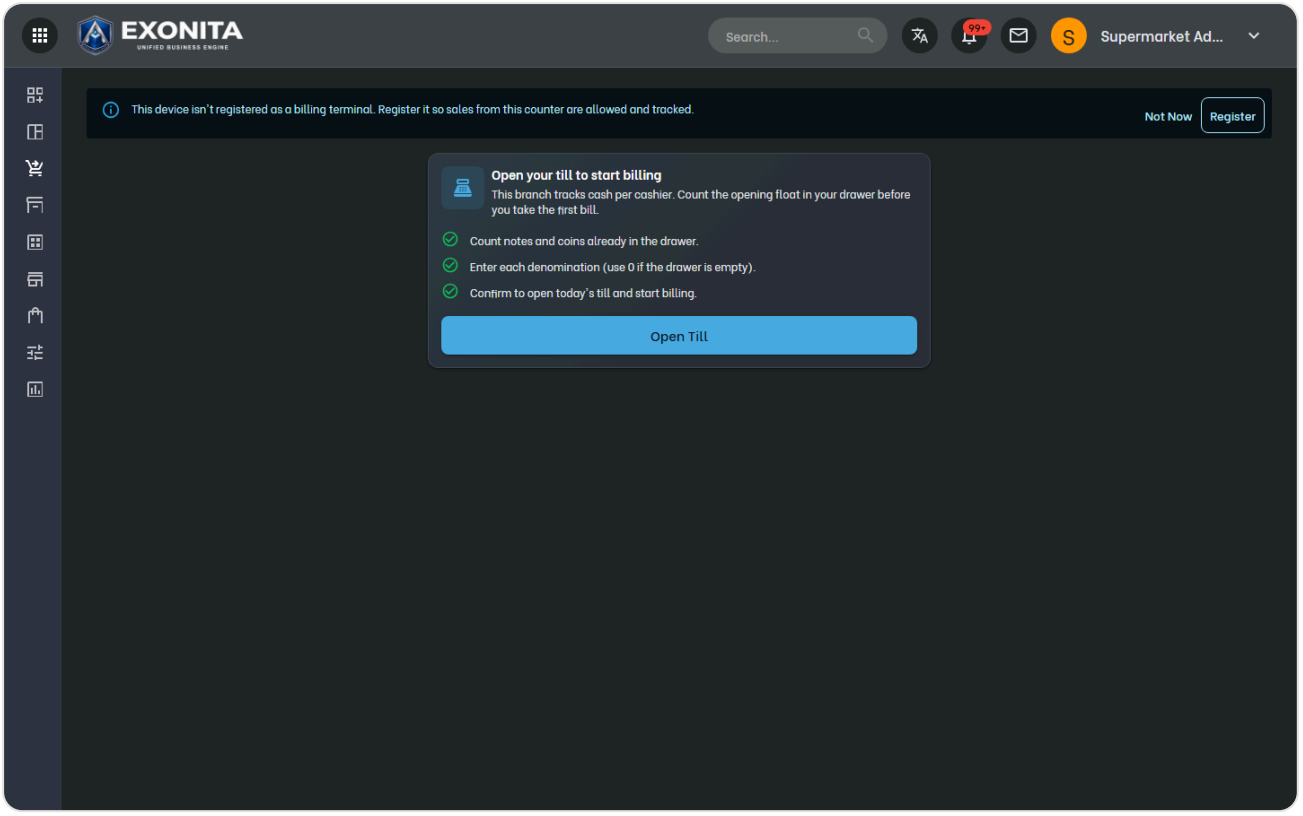
1 Select **Terminals**.

You'll see: You see every registered counter, its branch, where it sells from, its last user, and how many of your licence's terminals are in use.



2 On the computer at the counter, open the supermarket counter. Select **Register this device**, give it a name such as `Counter 1`, and select **Register**.

You'll see: The computer is now a billing counter for your current branch.



TIP

To stop a lost or old computer from billing, select **Revoke** next to it in **Terminals**. That frees a seat on your licence.

TASK 5

Set up the counter PC: full screen and direct printing

Open the supermarket counter full screen every day and print bills straight to the receipt printer, with no print preview. The counter stays full screen while it prints.

WHERE On the counter PC (Windows), before you open Exonita POS

1. Open Windows **Settings** → **Bluetooth & devices** → **Printers & scanners**. Turn off **Let Windows manage my default printer**, select the receipt printer, then select **Set as default**.

   You'll see: The receipt printer is this PC's default printer. Bills will print on it without asking.

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2. Right-click the desktop and select **New** → **Shortcut**. For the location, paste `"C:\Program Files\Google\Chrome\Application\chrome.exe" --kiosk --kiosk-printing https://app.exonita.com/epos/billing/store` (with the quotes). Select **Next**, name it `Supermarket POS`, and select **Finish**.

   You'll see: A **Supermarket POS** shortcut is on the desktop.

   > **TIP**
   > If Chrome isn't in that folder, try `C:\Program Files (x86)\Google\Chrome\Application\chrome.exe`. For Microsoft Edge, use `"C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe" --kiosk https://app.exonita.com/epos/billing/store --edge-kiosk-type=fullscreen --kiosk-printing`.

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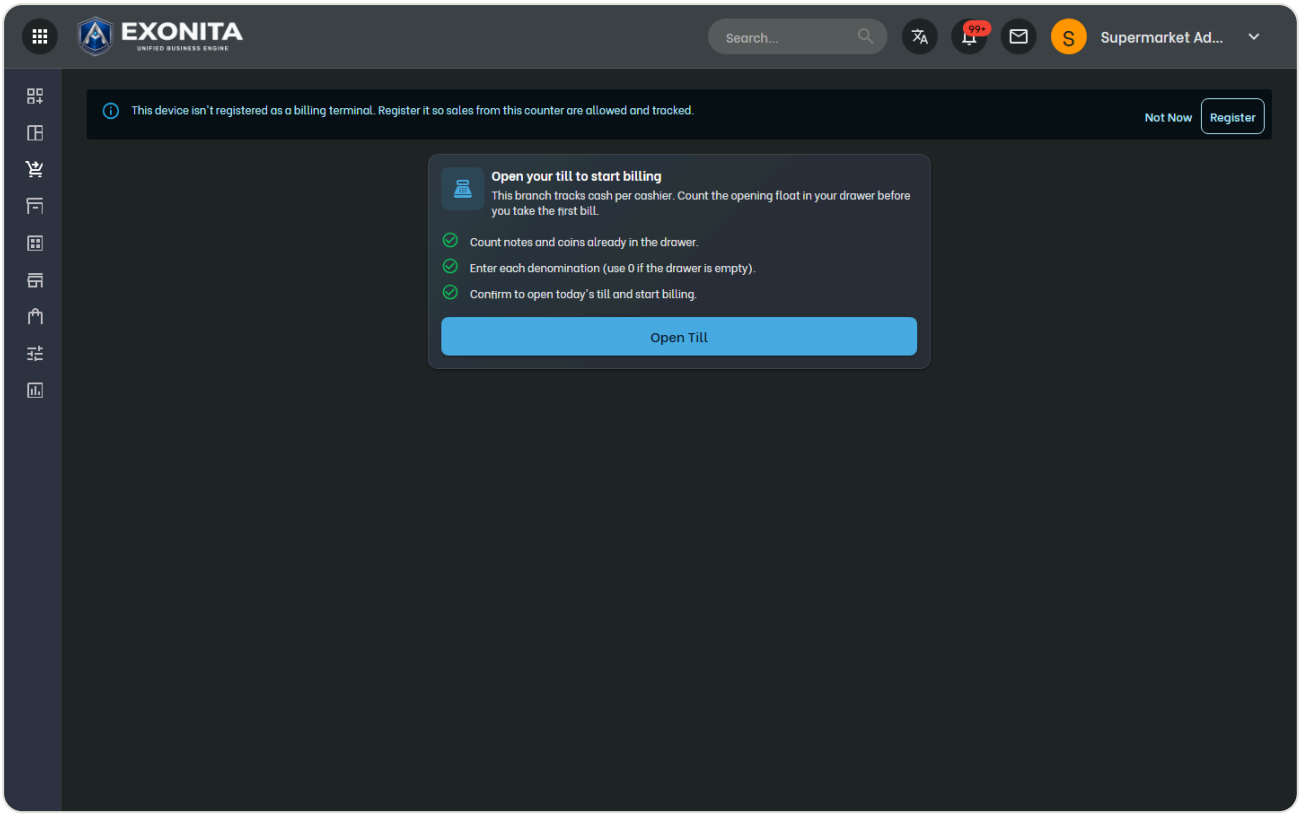
3. Close every Chrome window on the PC, including Chrome in the system tray next to the clock.

   You'll see: Chrome isn't running.

   > **IMPORTANT**
   > If any Chrome window is still open, the shortcut opens an ordinary window instead: no full screen and no direct printing.

4 Double-click the **Supermarket POS** shortcut. Sign in the first time; the PC remembers you after that.

You'll see: The supermarket counter opens full screen, with no address bar or tabs. Each morning it first asks the cashier to open the till. When you print a bill it goes straight to the receipt printer.



TIP

To leave full screen, press `Alt` + `F4`. To start the counter when the PC switches on, press `Win` + `R`, type `shell:startup`, and copy the shortcut into the folder that opens. Keep a normal Chrome shortcut for anyone who needs back-office pages.

TASK 6

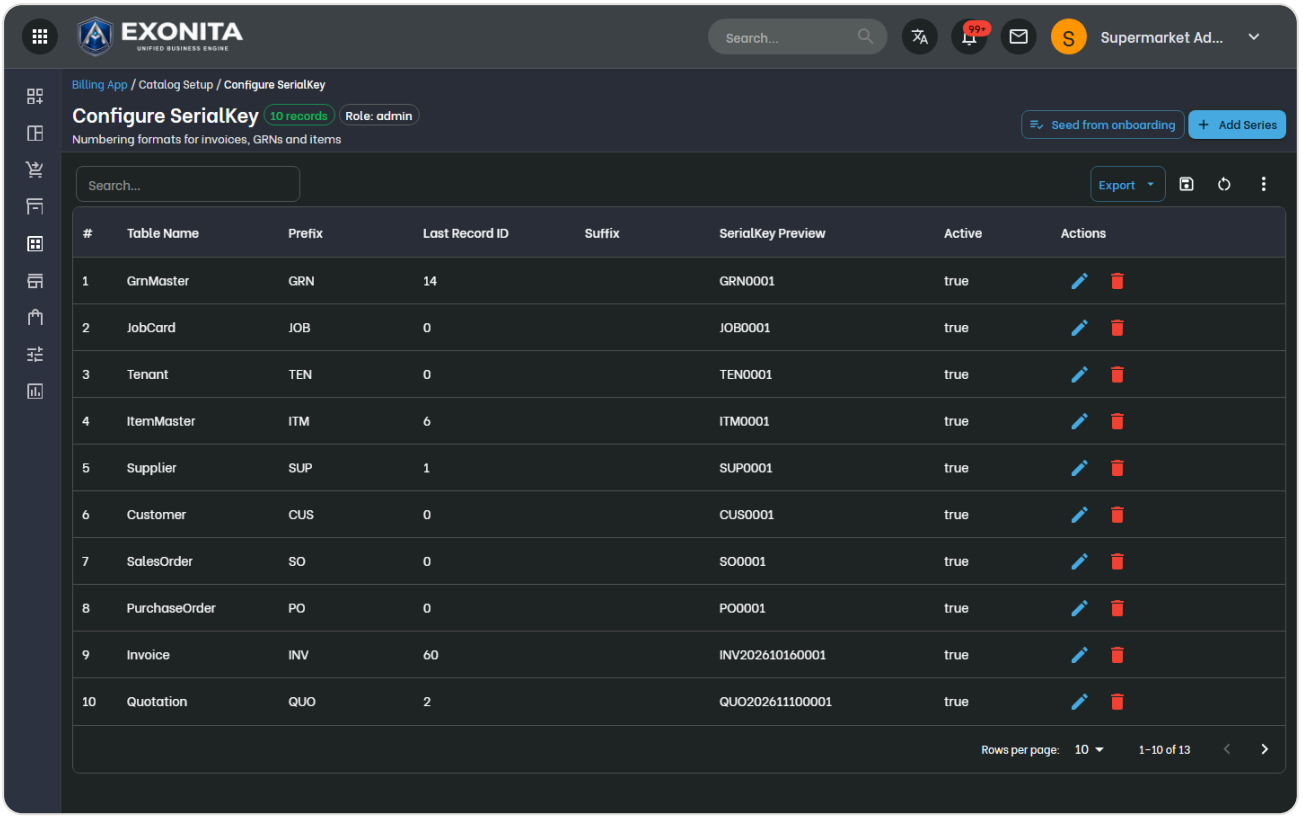
Set invoice numbering

Choose the number series printed on every bill and document.

WHERE Configuration → Configure Serial Key

1 Open **Configure Serial Key**. Each document type, such as **Invoice**, **CreditNote** and **Customer**, has its own **Prefix** and number. Select the pencil next to **Invoice** to change the prefix of your bills.

You'll see: SerialKey Preview shows how the next number will look. New documents use these series.



IMPORTANT

Set this before your first bill. Changing it later can leave gaps in your invoice numbers.

TASK 7

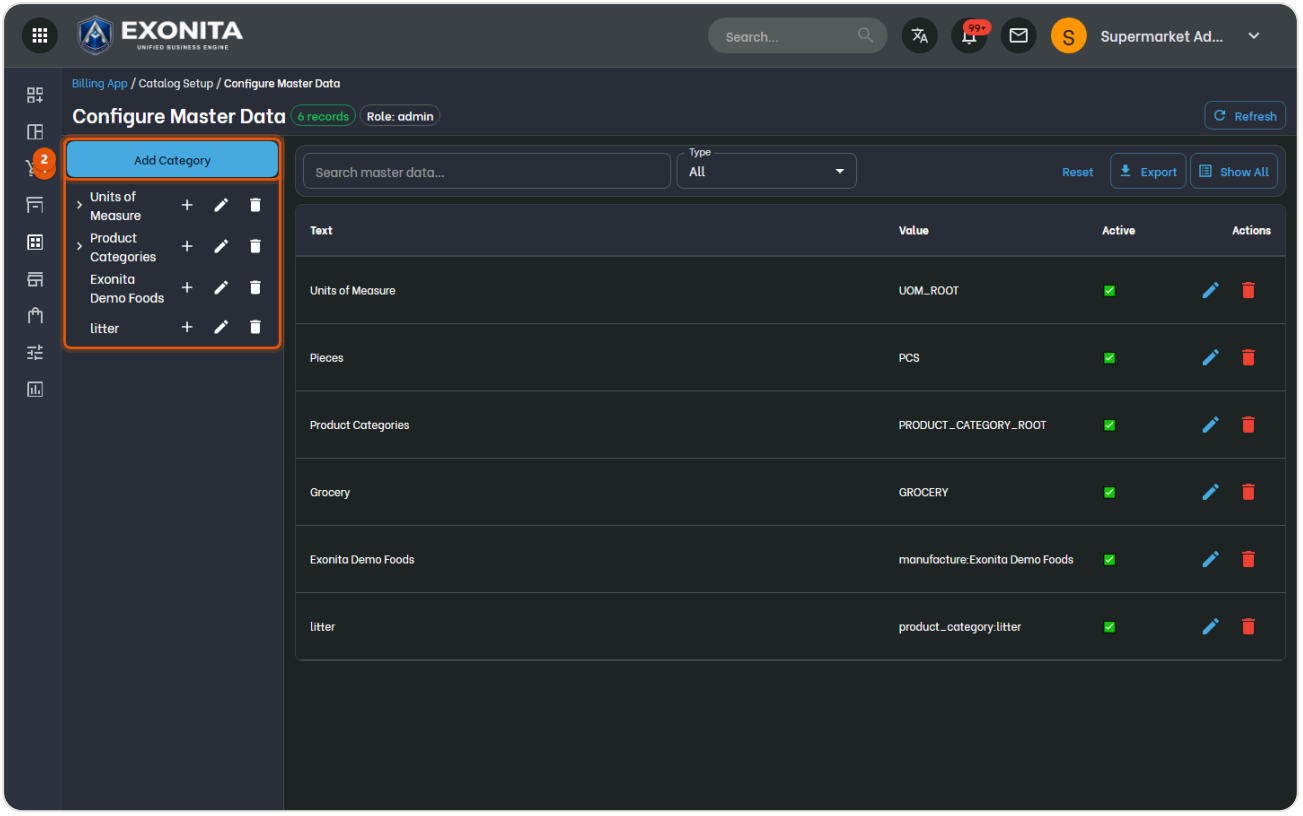
Add categories, units and tax

Create the lists your products use.

WHERE Catalog Setup → Master Data

1. Open **Master Data**. Choose a list on the left, such as categories or tax, and select **Add Category** (or **Add Child** for a sub-category).

   You'll see: The new entry can be used on your items.



TIP

Create aisle-style categories, such as Grocery, Dairy, Personal care and Household. Reports and offers work per category.

TASK 8

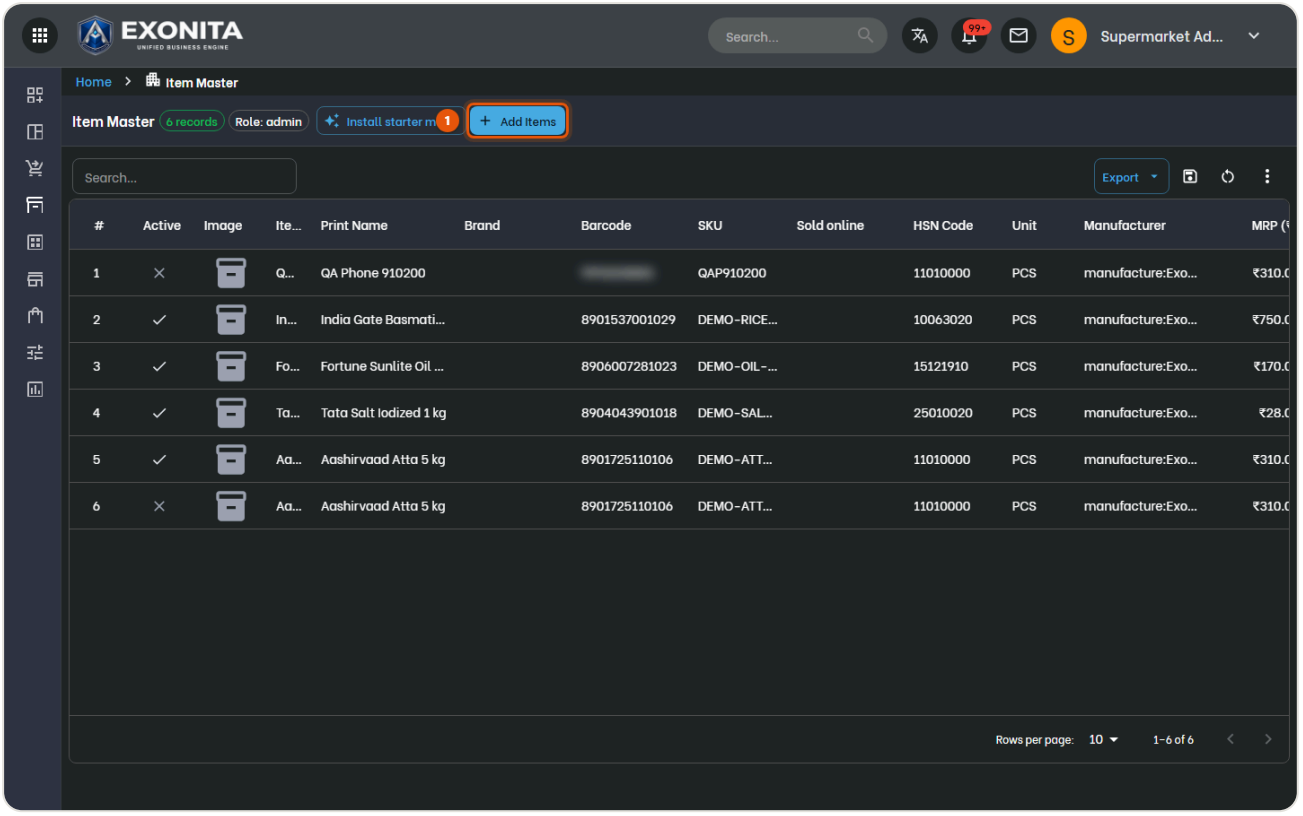
Add your products

Put every product in your catalogue with its price and tax.

WHERE Inventory → Item Master

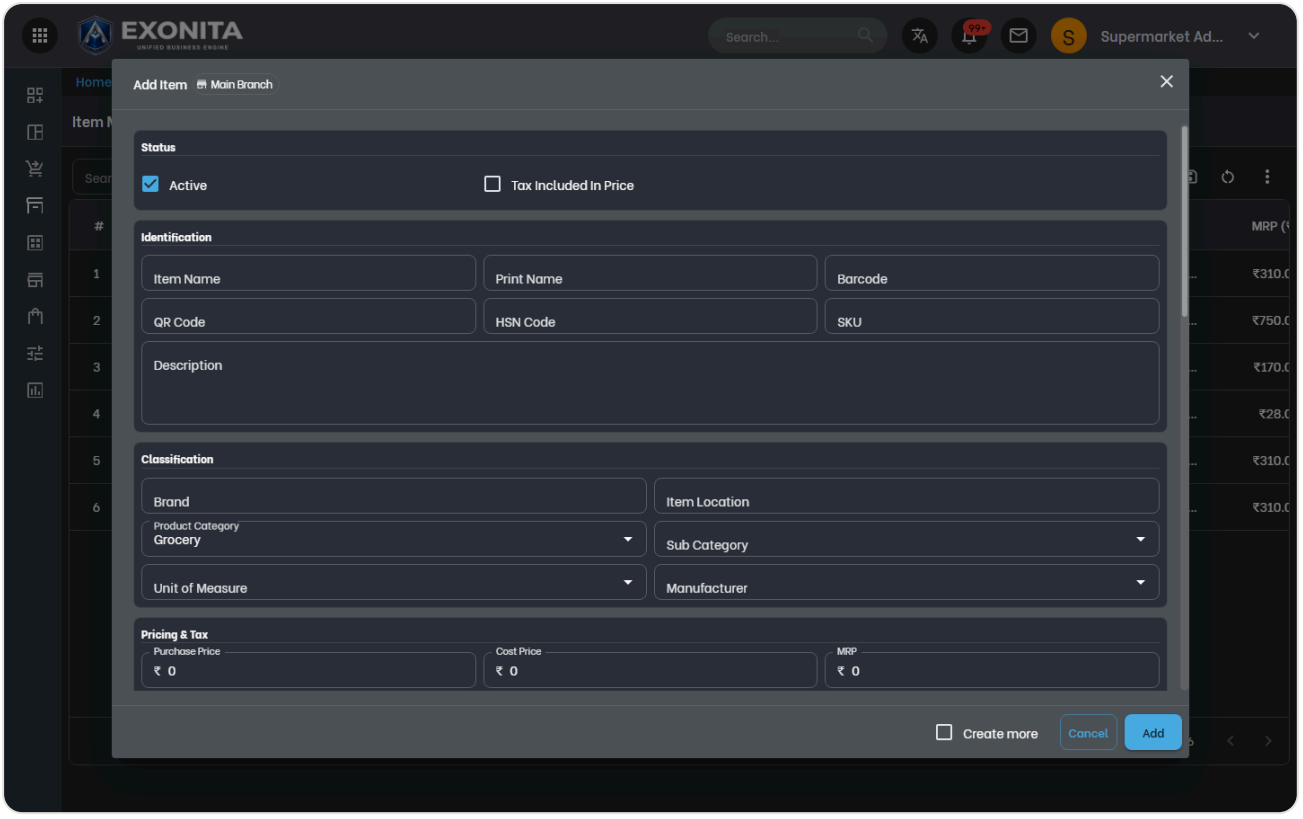
1 Open **Item Master**. Your products are listed with their **Barcode**, **SKU**, **HSN Code**, prices and **GST %**.

You'll see: Select **Add Items** for one product, or **Import** to load a spreadsheet of many.



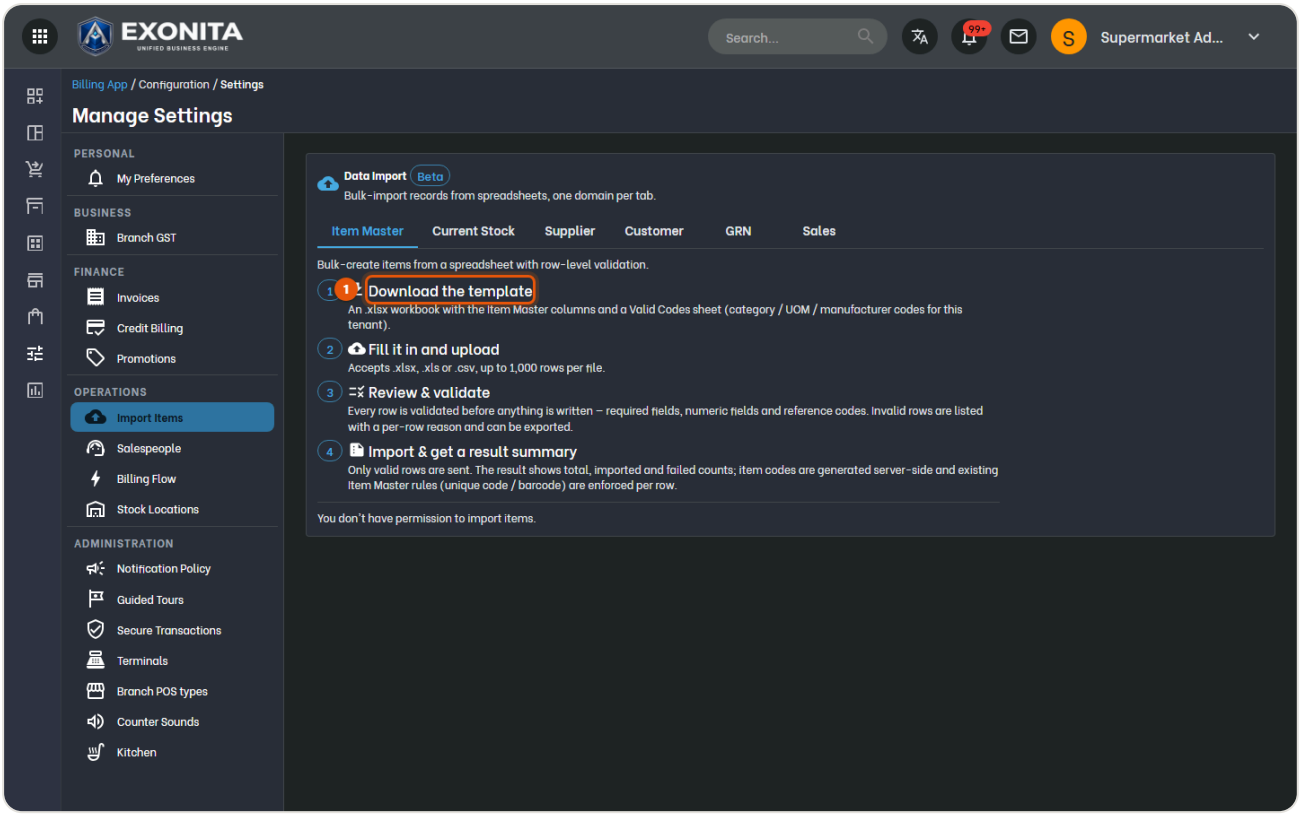
2 Select **Add Items**. Enter the product name, category, price and tax, then save.

You'll see: The product appears on the counter and the Quick POS.



3 To add many products at once, open **Settings** → **Import Items**. On **Item Master**, download the template, fill it in and upload it.

You'll see: Every row is checked first. Rows with mistakes are listed with the reason; only valid rows are imported.



TIP

Up to 1,000 rows per file, as .xlsx, .xls or .csv. The template's **Valid Codes** sheet lists your category, unit and tax codes.

TASK 9

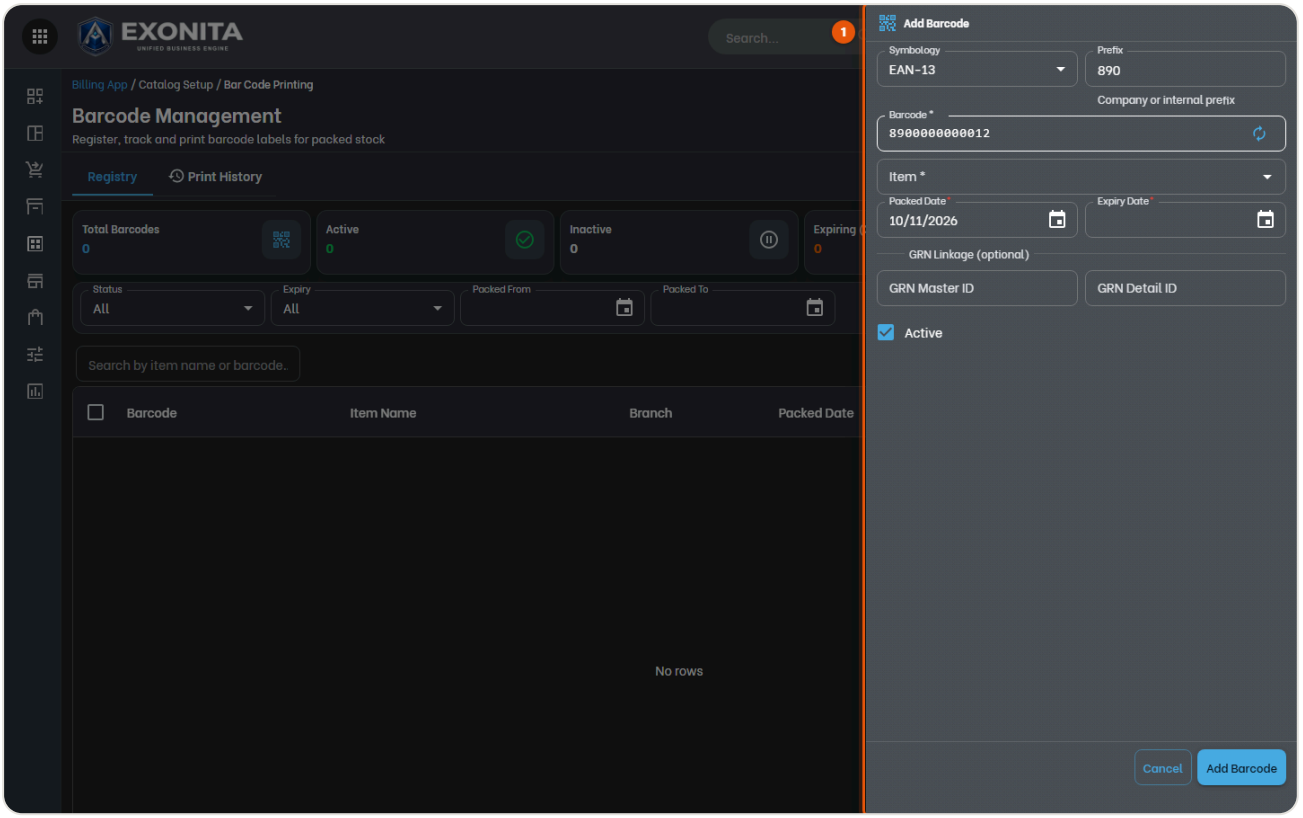
Print barcodes and shelf labels

Label products that don't come with a barcode, such as loose or repacked items, and print shelf labels.

WHERE Catalog Setup → Barcode Printing / Label Printing

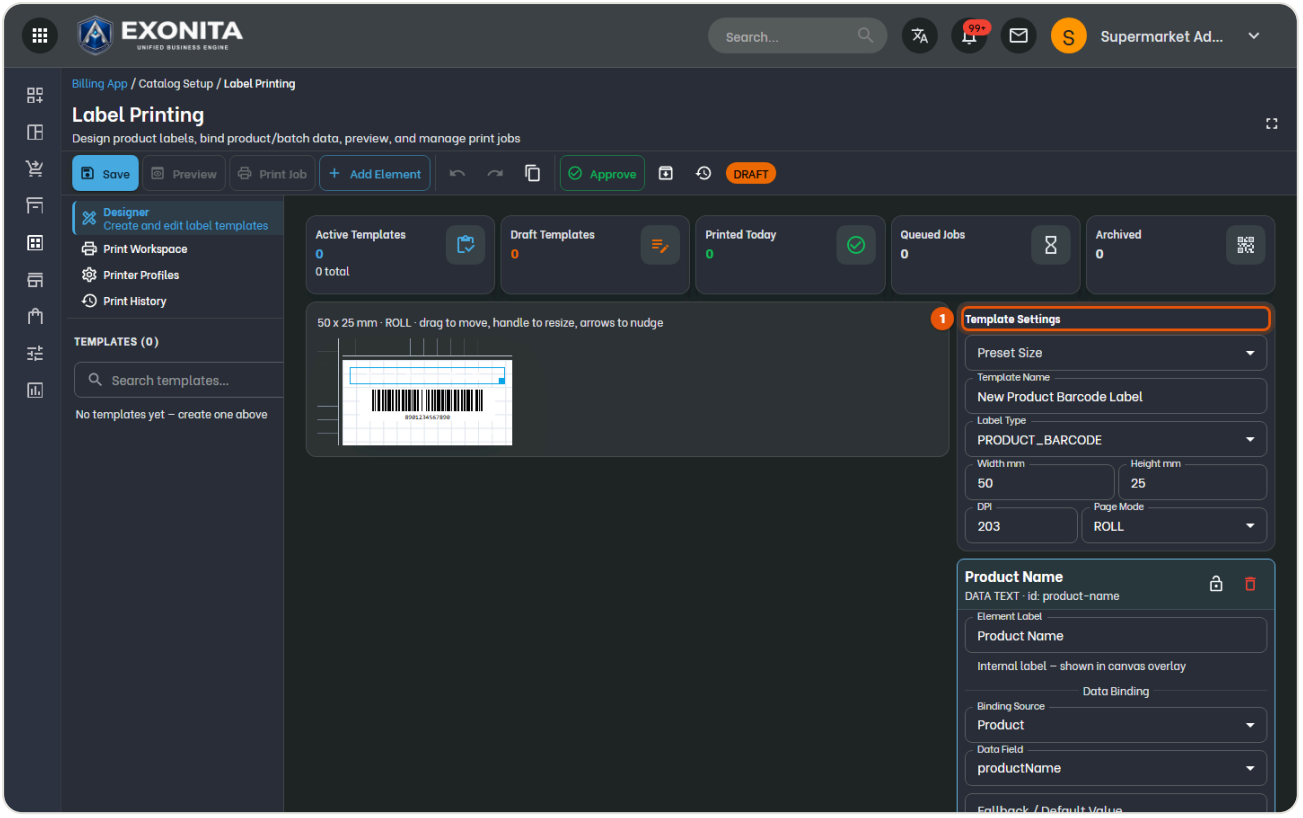
1. Open **Barcode Management** and select **Add**. In **Add Barcode**, keep **EAN-13** and your **Prefix**, pick the **Item**, set the **Packed Date** and **Expiry Date**, and select **Add Barcode**. Use it for products you pack yourself, such as rice repacked into 1 kg bags.

   You'll see: The barcode is listed with its dates and status (**Expiring** and **Expired** are counted at the top). Print it and stick it on the packs; the counter scans it like any other barcode.



2 Open **Label Printing** to design a label: choose a **Preset Size**, give it a **Template Name**, and drag the name, barcode, price and unit where you want them.

You'll see: Save the template, then print labels for any product on your label printer.



TASK 10

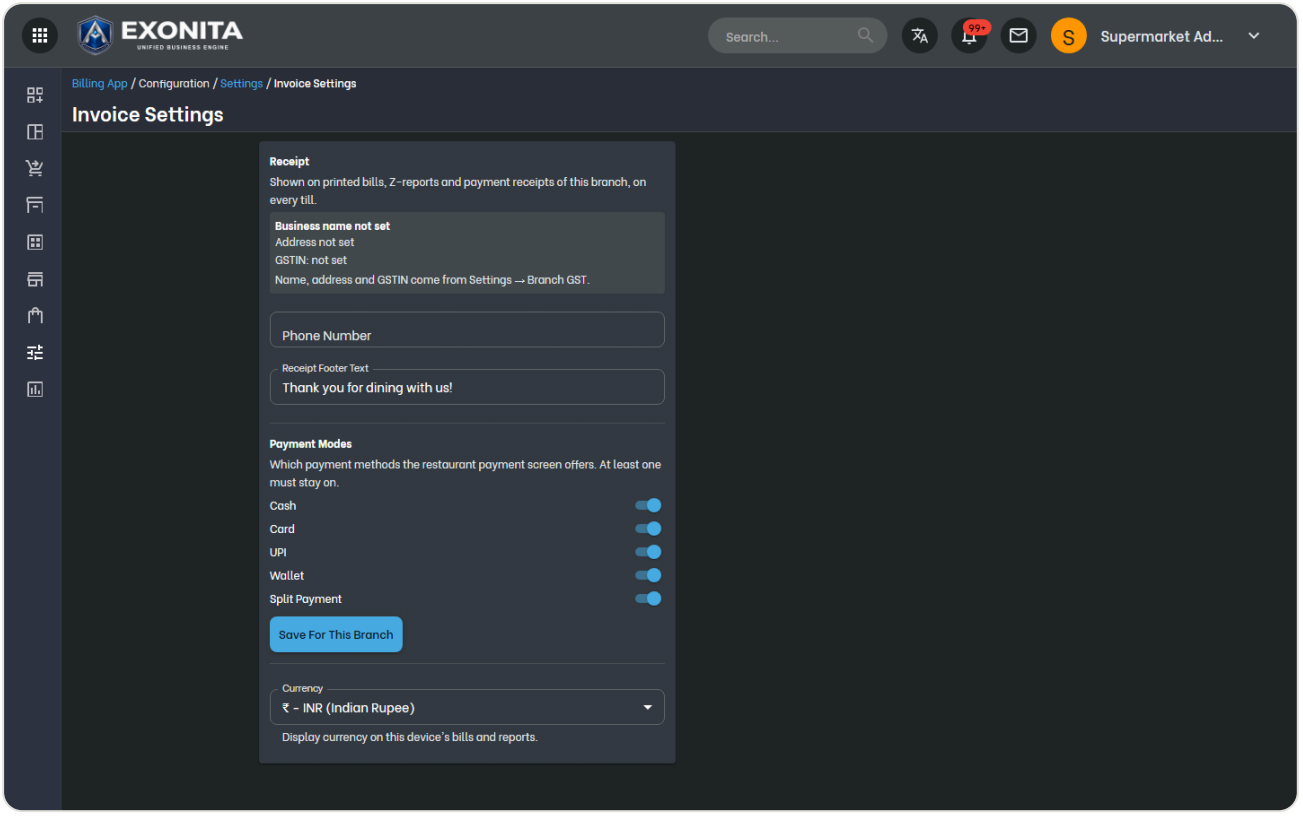
Check the invoice layout

Make sure the printed bill looks right.

WHERE Settings → Invoices, and Common App → Print Management

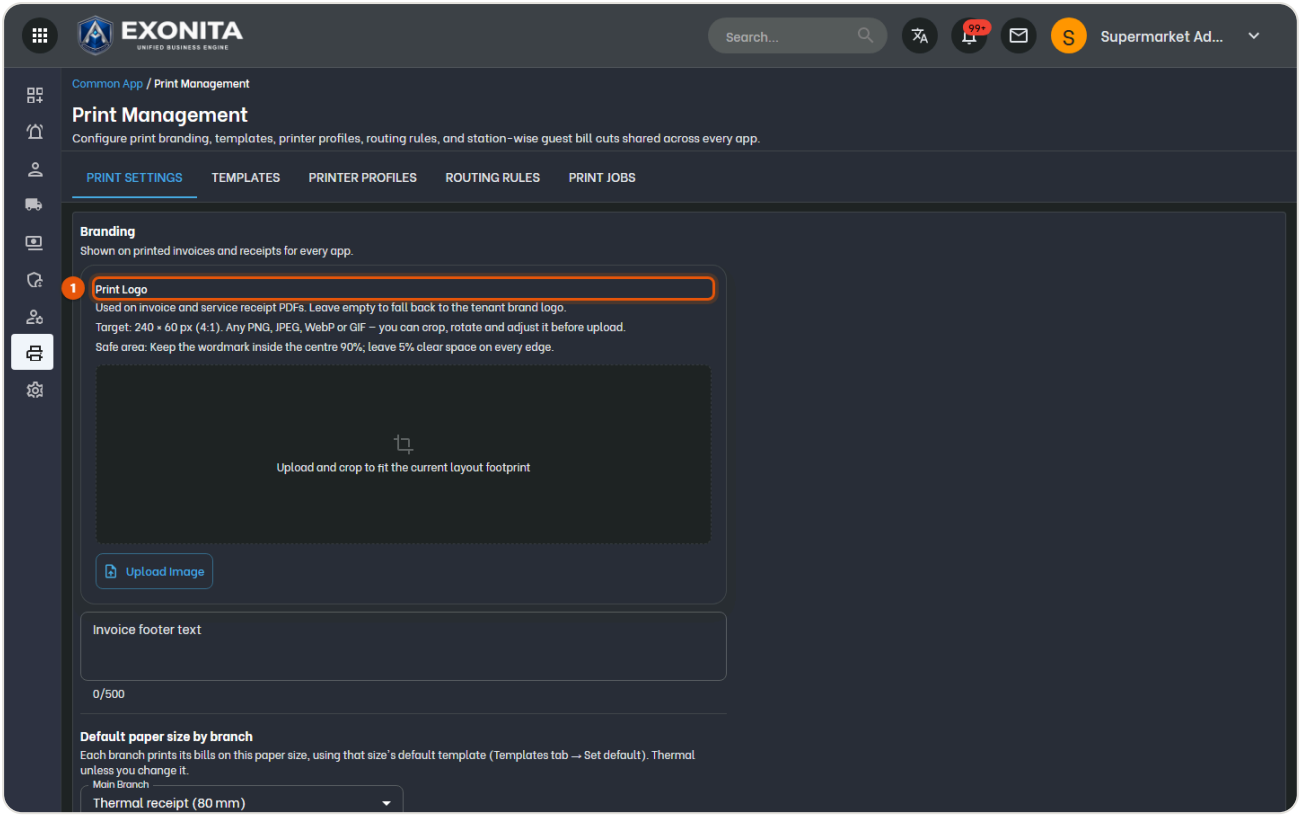
1. Open **Invoice Settings** and check the preview of your bill: business name, GST number and address. Set the **Phone Number** and the **Receipt Footer Text** printed at the bottom.

   You'll see: Bills at this branch print with this layout, on every counter.



2 To print your logo, open **Common App → Print Management**. Under **Branding**, select **Upload Image** for the **Print Logo**, crop it and select **Save Changes**.

You'll see: Invoices and receipts print with your logo.



TIP

Use a wide logo, about 240 × 60 pixels.

TASK 11

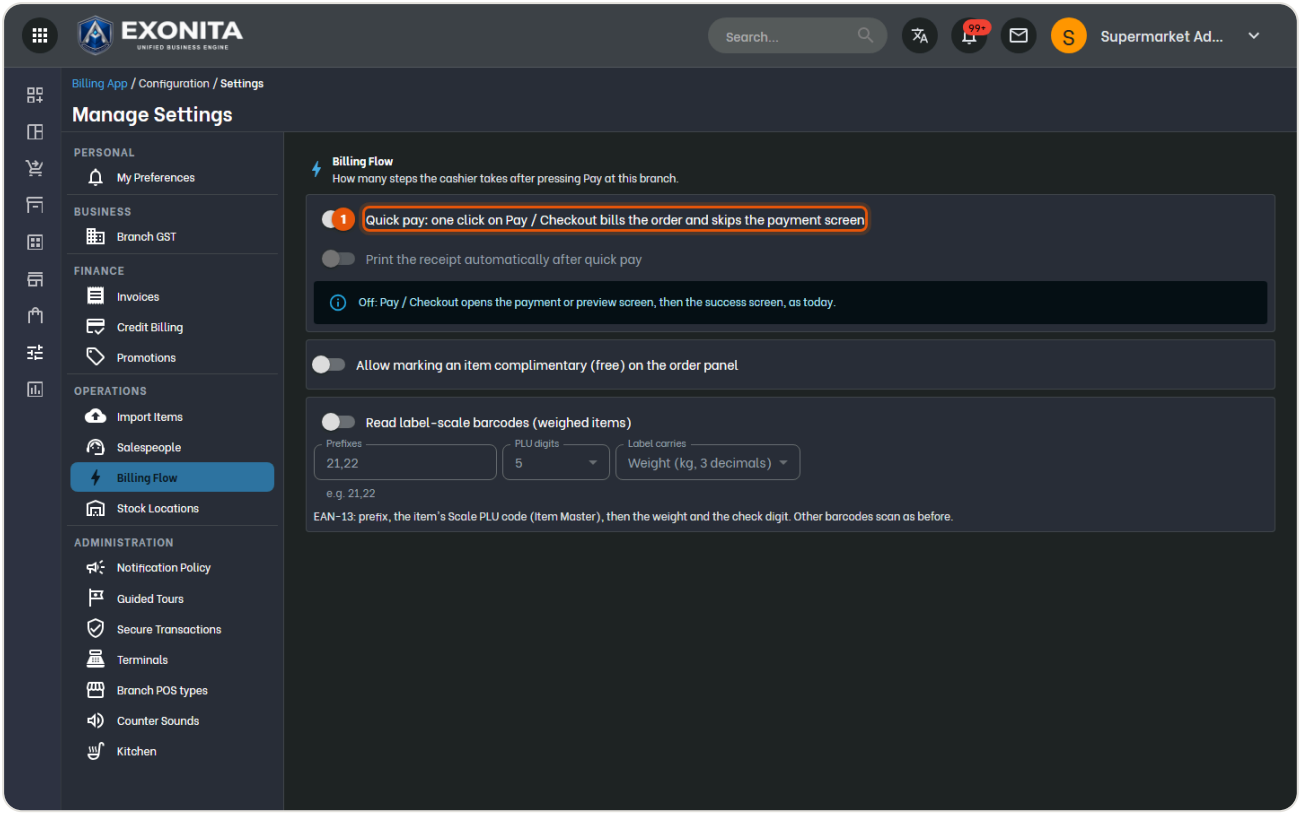
Choose how the counter bills

Decide how many steps a bill takes, whether you bill on credit, and which offers apply on their own.

WHERE Settings → Billing Flow / Credit Billing / Promotions

1. Select **Billing Flow**. Turn on **Quick pay** to post cash bills with one click on **Checkout**, and choose whether the receipt prints automatically. Choose whether the counter reads label-scale barcodes for weighed items.

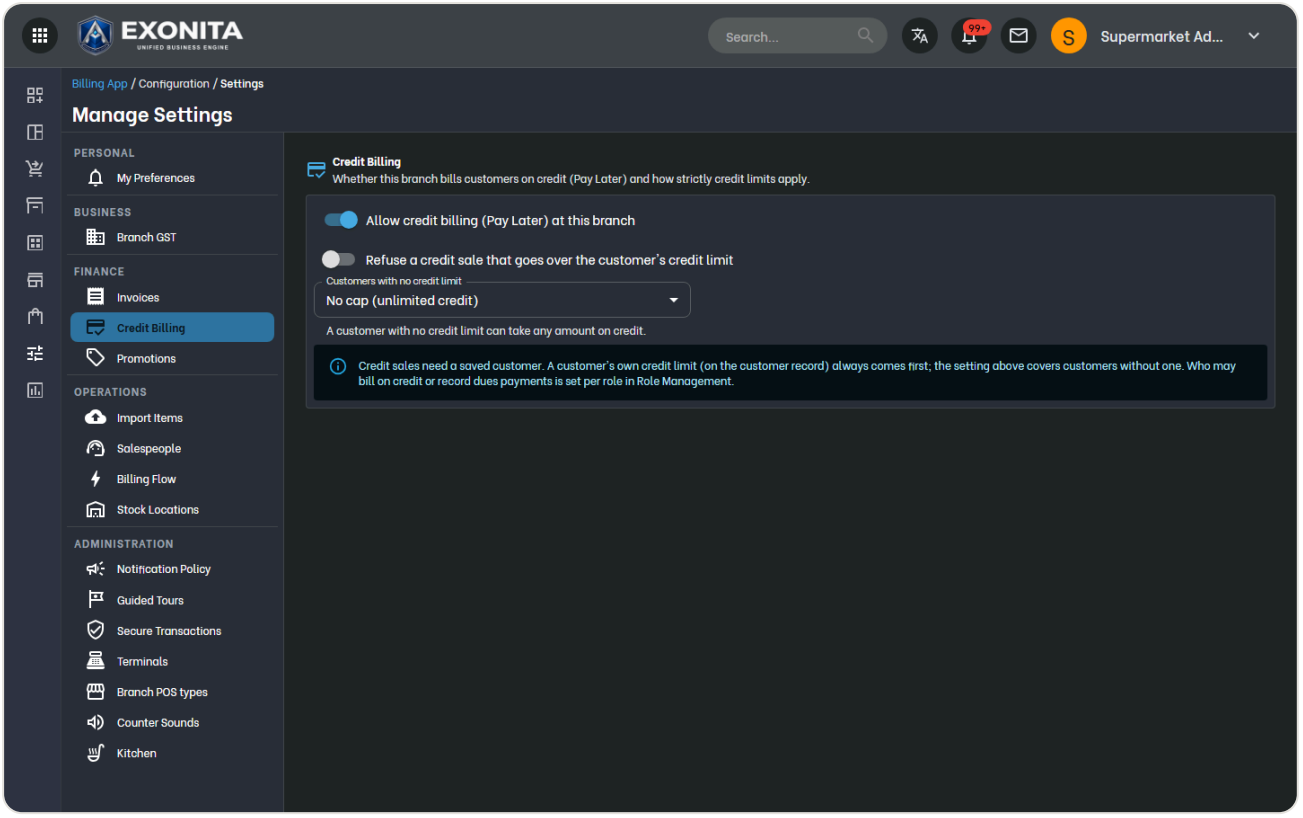
   You'll see: The counter at this branch bills the way you chose.



> **TIP**
>
> With quick pay on, credit bills still show the preview. Cashiers can still choose another mode from the ▾ next to **Checkout**, or with `Shift` + `F4`.

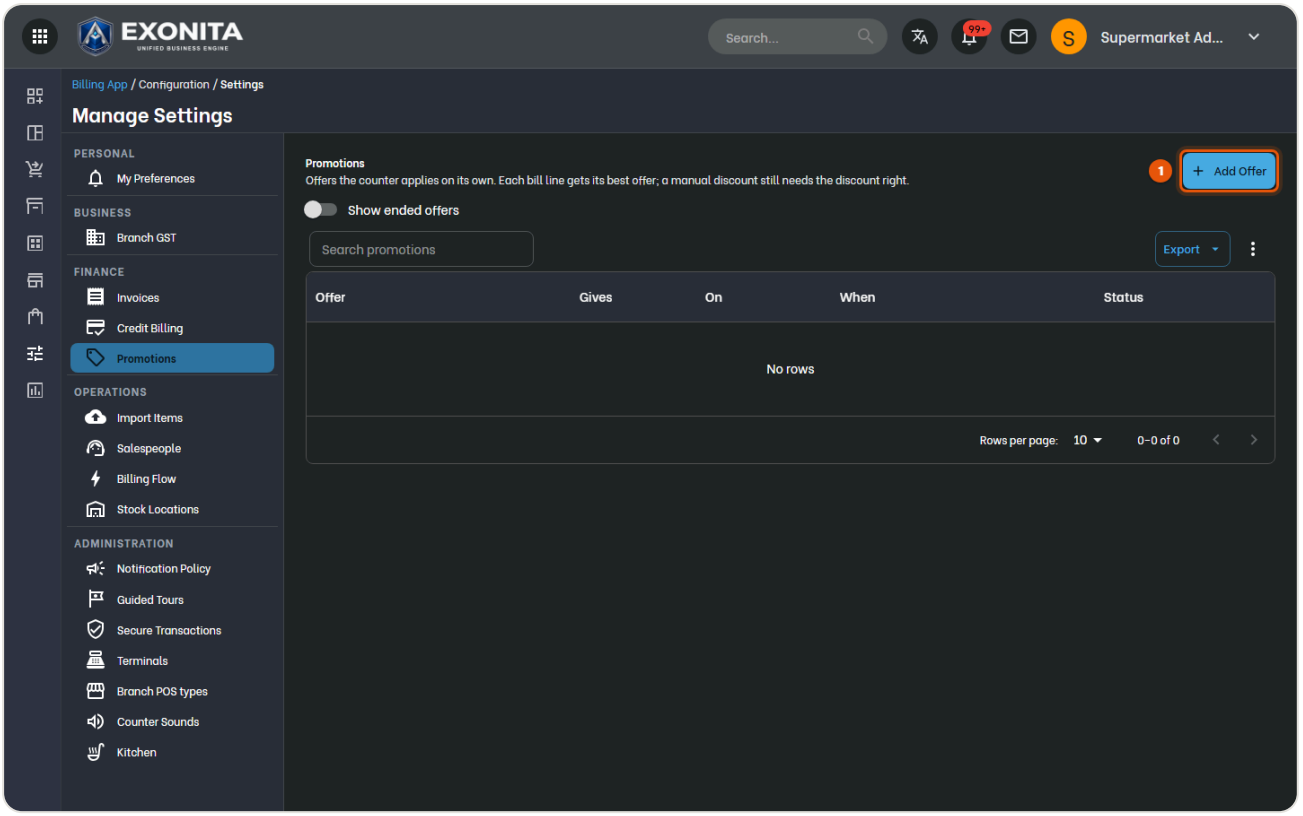
2 Select **Credit Billing**. Turn on **Allow credit billing (Pay Later) at this branch** if regular customers may pay later, and choose what happens for customers with no credit limit.

You'll see: Cashiers can bill a saved customer on credit, up to their limit.



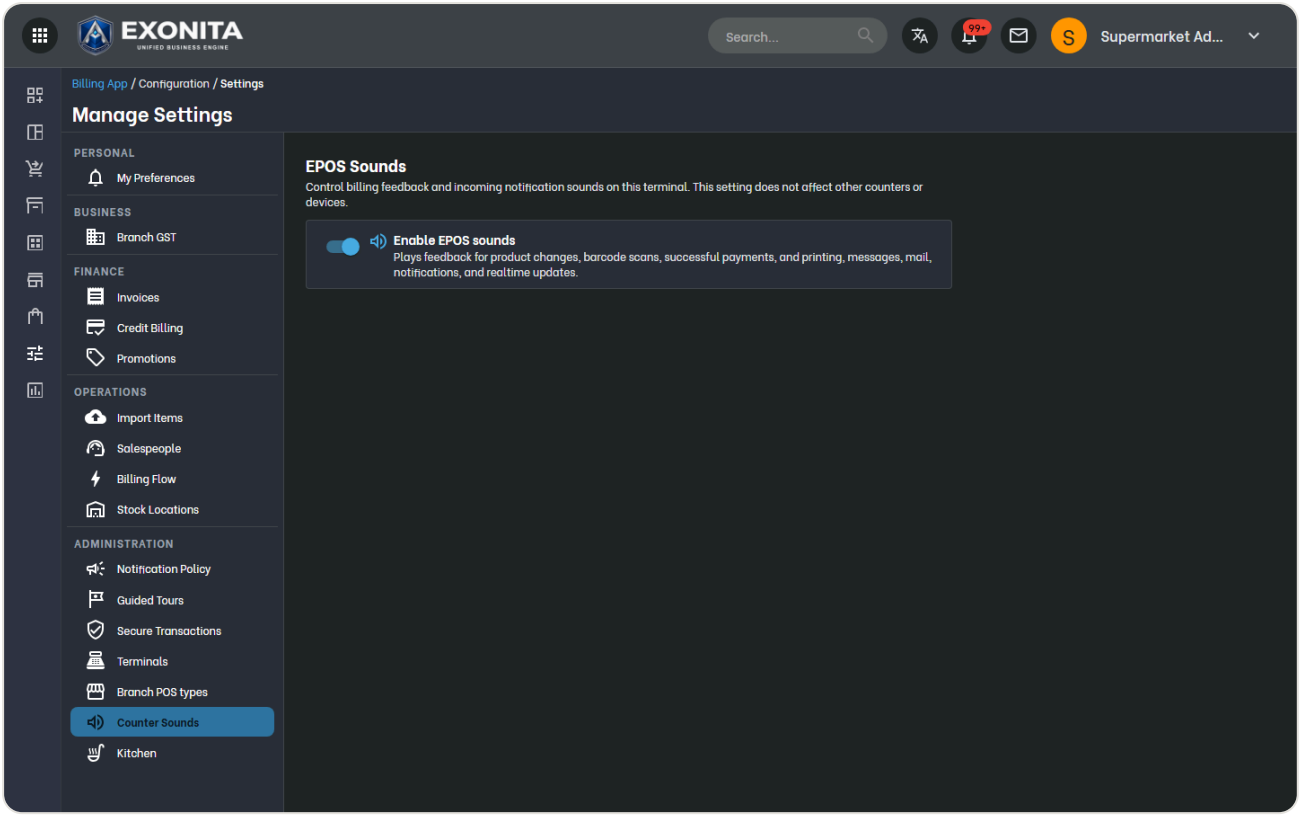
3 Select **Promotions**, then **Add Offer** to set up a scheme, such as buy two, get one free on a product, or a percentage off a category.

You'll see: The counter applies the best offer to each bill line on its own. A manual discount still needs the discount right.



4 Select **Counter Sounds** to switch the counter's sounds for scans, payments and new orders on or off.

You'll see: This applies to this computer only.



TASK 12

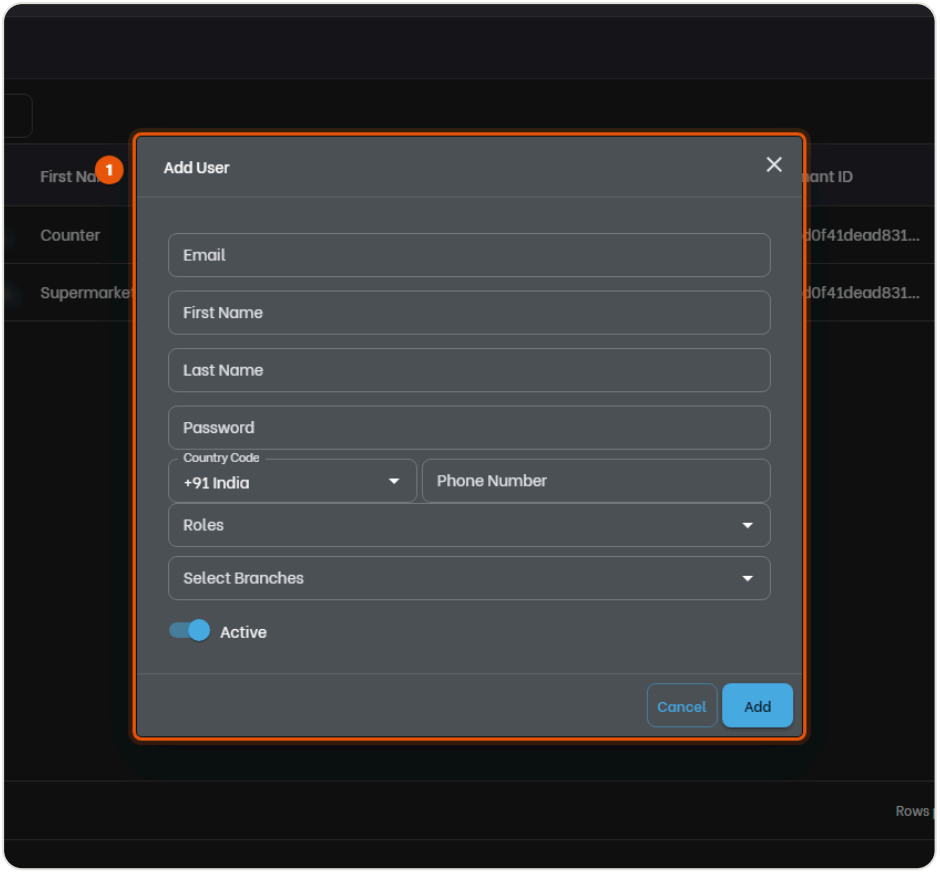
Add your staff and choose what they can do

Give each cashier their own login, and decide which screens and actions each role gets.

WHERE Common App → User Manager / Role Setup

1. Open **Common App** → **User Manager** and select **Add User**. Enter the person's email, name, password and phone, choose their **Roles** (such as **Cashier**) and the branches they work at, then select **Add**.

   You'll see: They can sign in with their email and password.

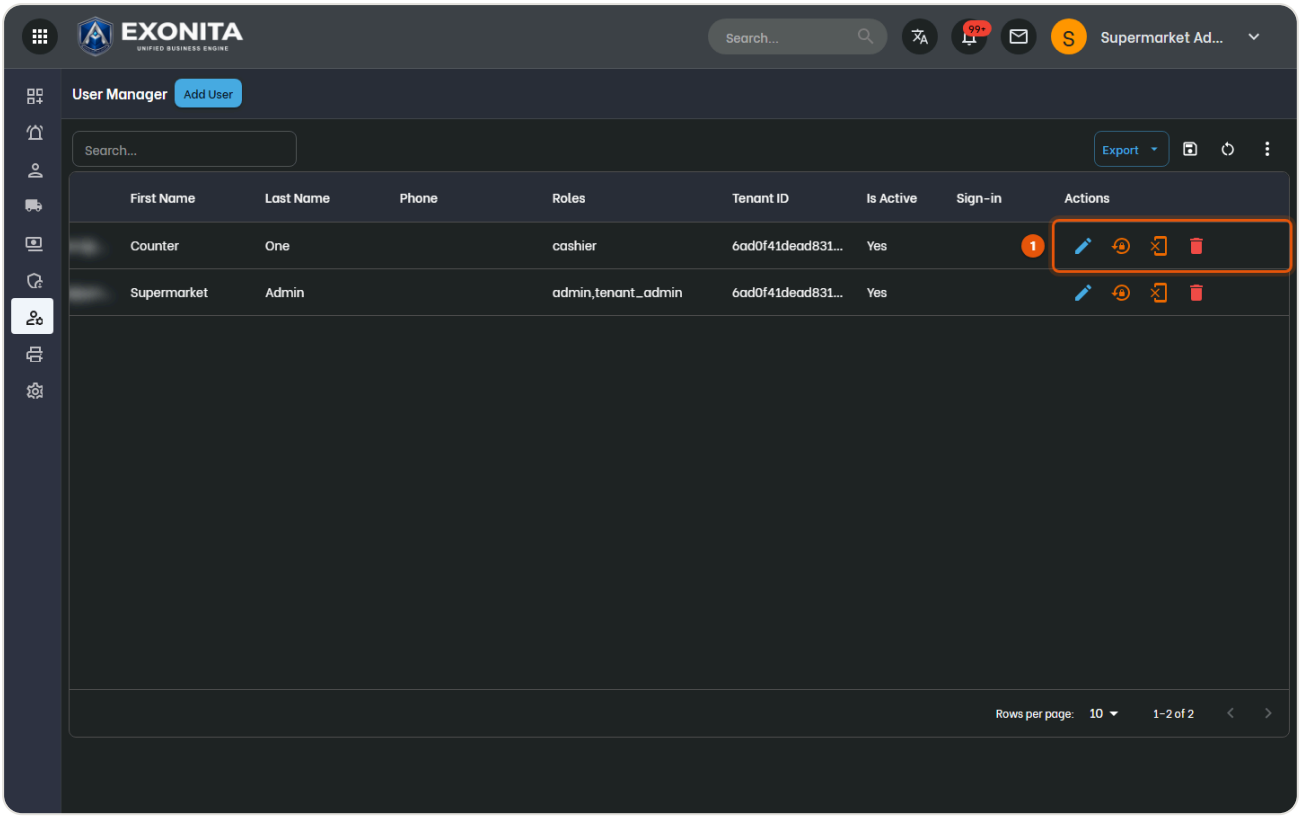


TIP

Give everyone their own login. Every bill is recorded under the name of the person who signed in.

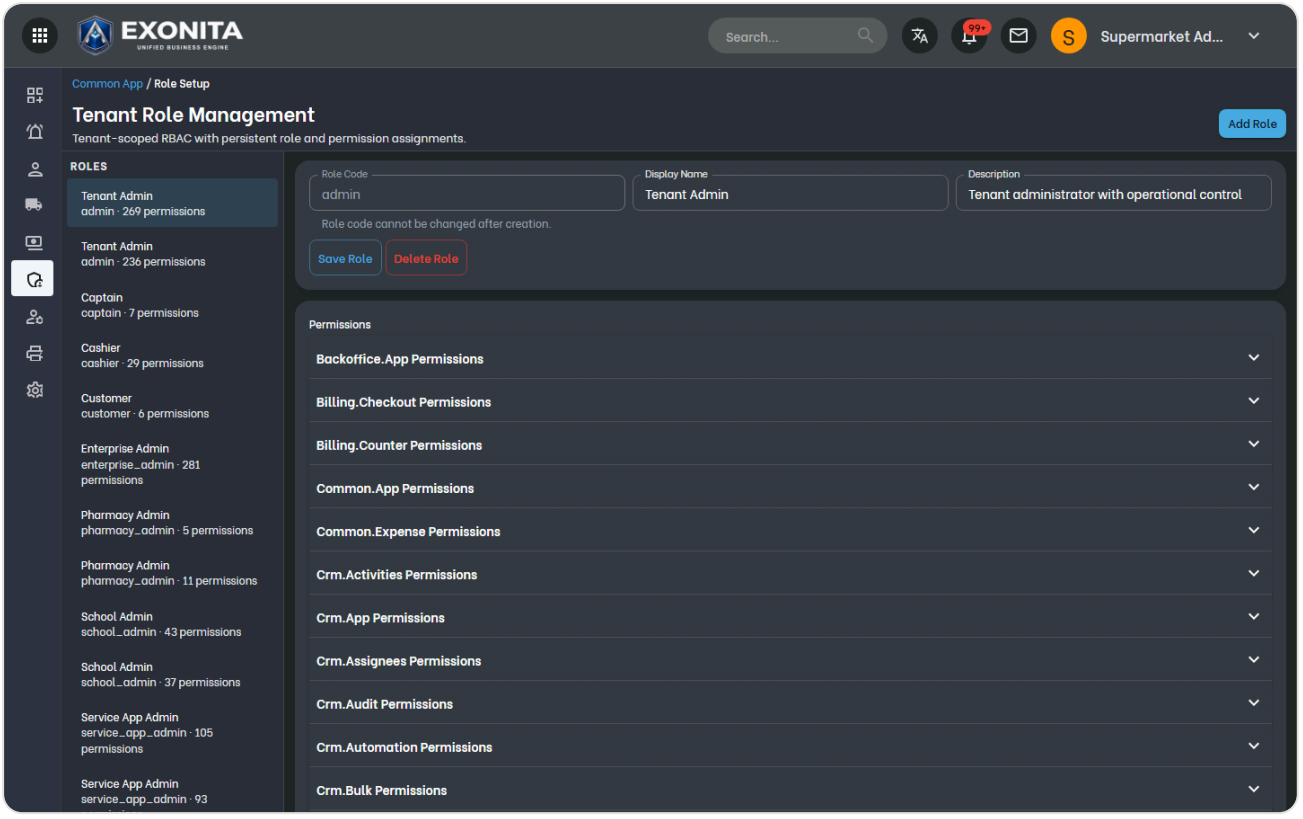
2 To help someone who can't sign in, use the icons under **Actions** at the end of their row: the pencil to edit them, **Reset Password**, and **Reset two-step verification** (for a lost phone). A user who is locked out after too many wrong passwords also gets an unlock icon there.

You'll see: They can sign in again. Resetting two-step verification makes them set it up again at their next sign-in.



3 Open **Role Setup**, choose a role such as **Cashier**, and switch permissions on or off.

You'll see: The change applies the next time those users open a screen.



TIP

Cashiers can't give discounts or change prices by default. Turn on those permissions only for people you trust with them.

TASK 13

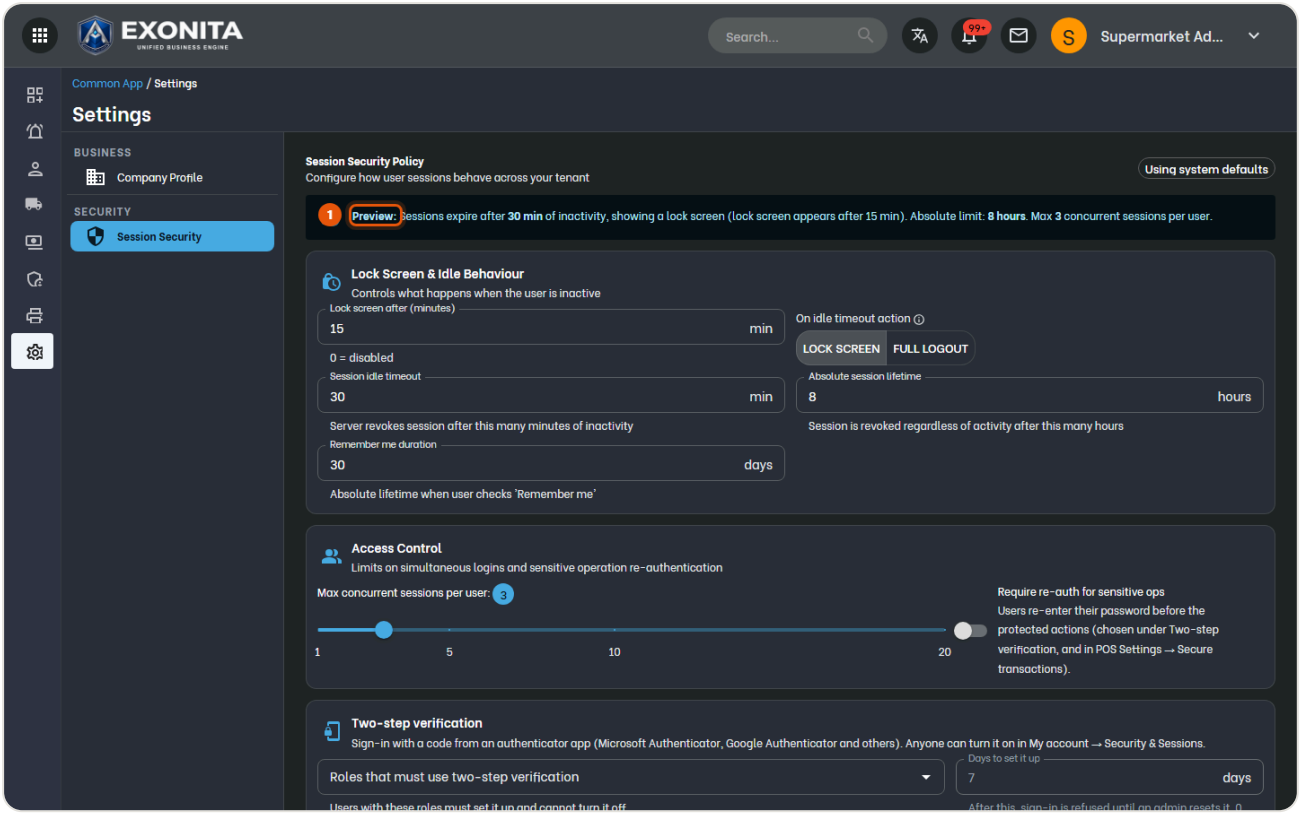
Decide how staff sign in

Choose who must use two-step verification, and which admin actions ask for a code.

WHERE Common App → Settings → Session Security

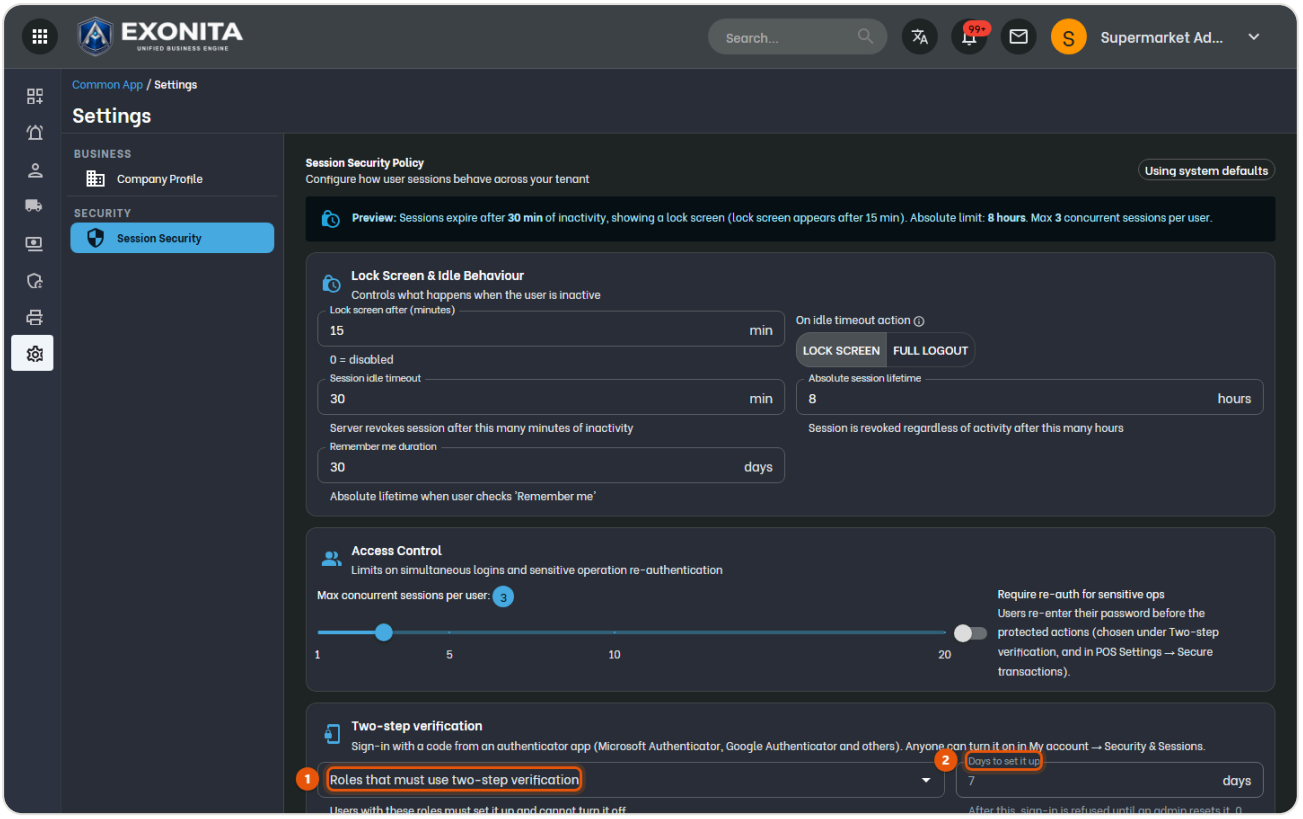
1 Open **Common App → Settings → Session Security**. At the top, choose how long a session can stay idle and what happens then: **Lock screen** or **Full logout**.

You'll see: Preview sums up the policy in one sentence.



2 Scroll to **Two-step verification**. In **Roles that must use two-step verification**, add the roles that need it, such as administrators. Set **Days to set it up**: `0` makes them set it up at their next sign-in.

You'll see: Users with those roles are asked to set up two-step verification after they sign in, and can't turn it off.

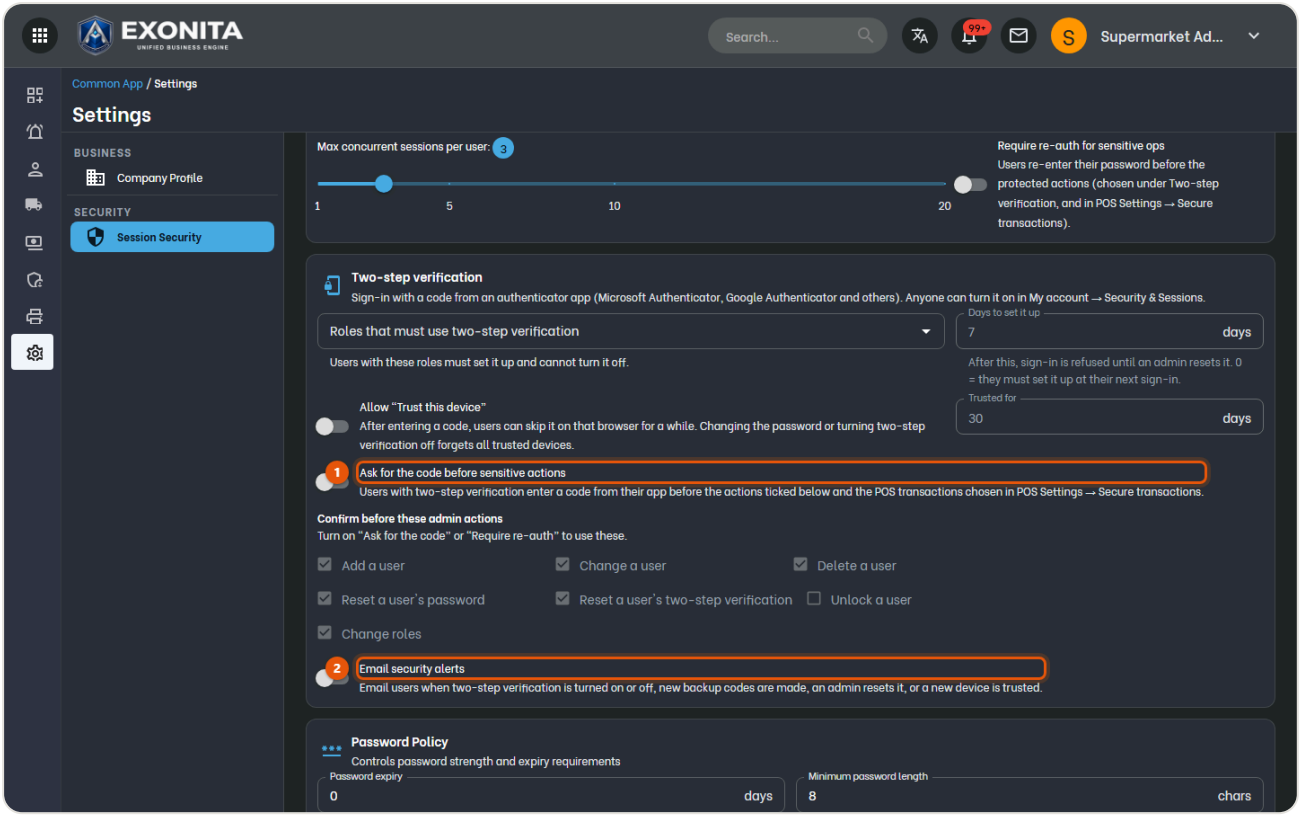


IMPORTANT

After the deadline, sign-in is refused until an administrator resets that person's two-step verification.

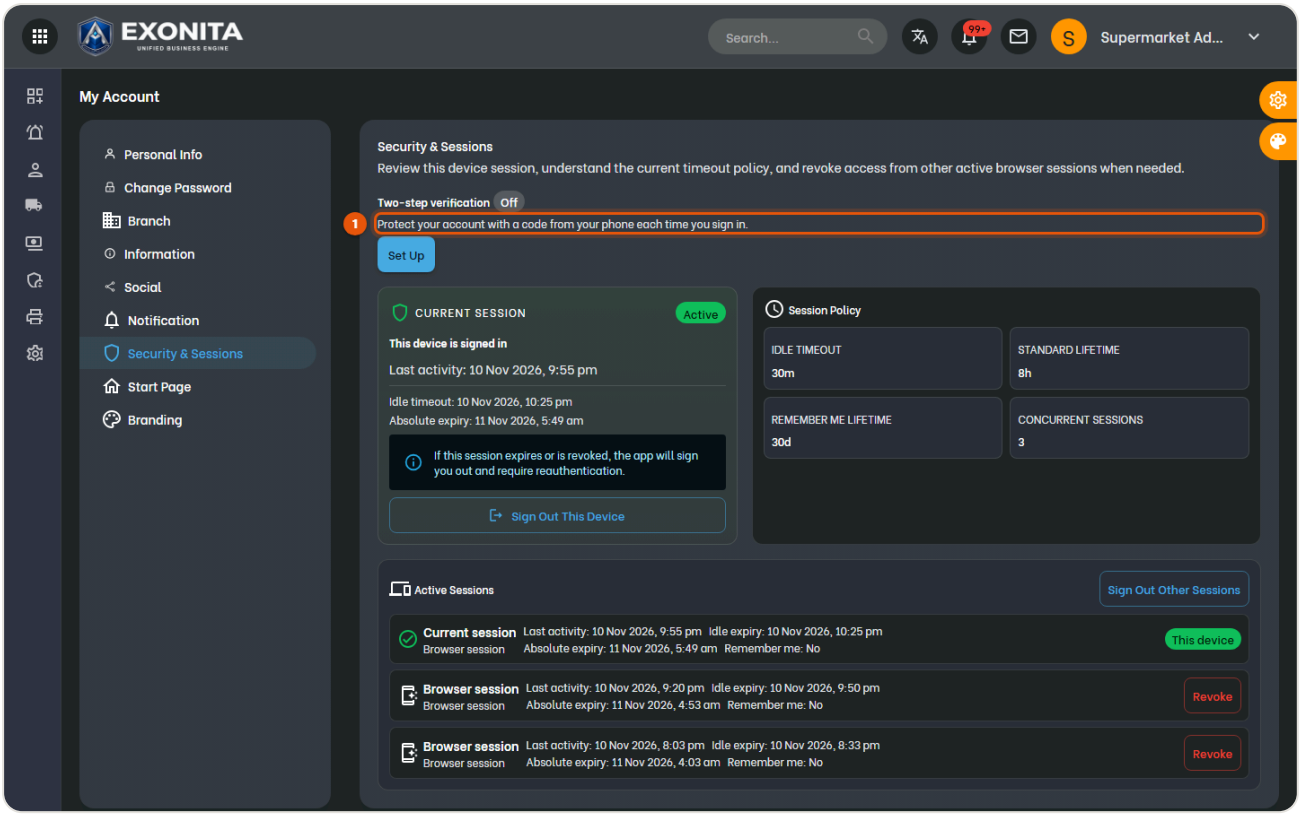
3 Below that, choose whether to **Allow "Trust this device"** and for how many days, **Ask for the code before sensitive actions**, and **Email security alerts**. Under **Confirm before these admin actions**, tick the actions that ask: adding, changing or deleting a user, resetting a password or two-step verification, unlocking a user, and changing roles. Then select **Save Security Policy**.

You'll see: Changing this policy always asks for confirmation.



4 Turn on two-step verification for yourself first: open your name at the top right → **My account** → **Security & Sessions**, and select **Set Up** next to **Two-step verification**.

You'll see: The set-up shows a QR code to scan with Microsoft Authenticator or Google Authenticator.



TIP

The **Sign-in security** guide shows every set-up step, including the backup codes.

TASK 14

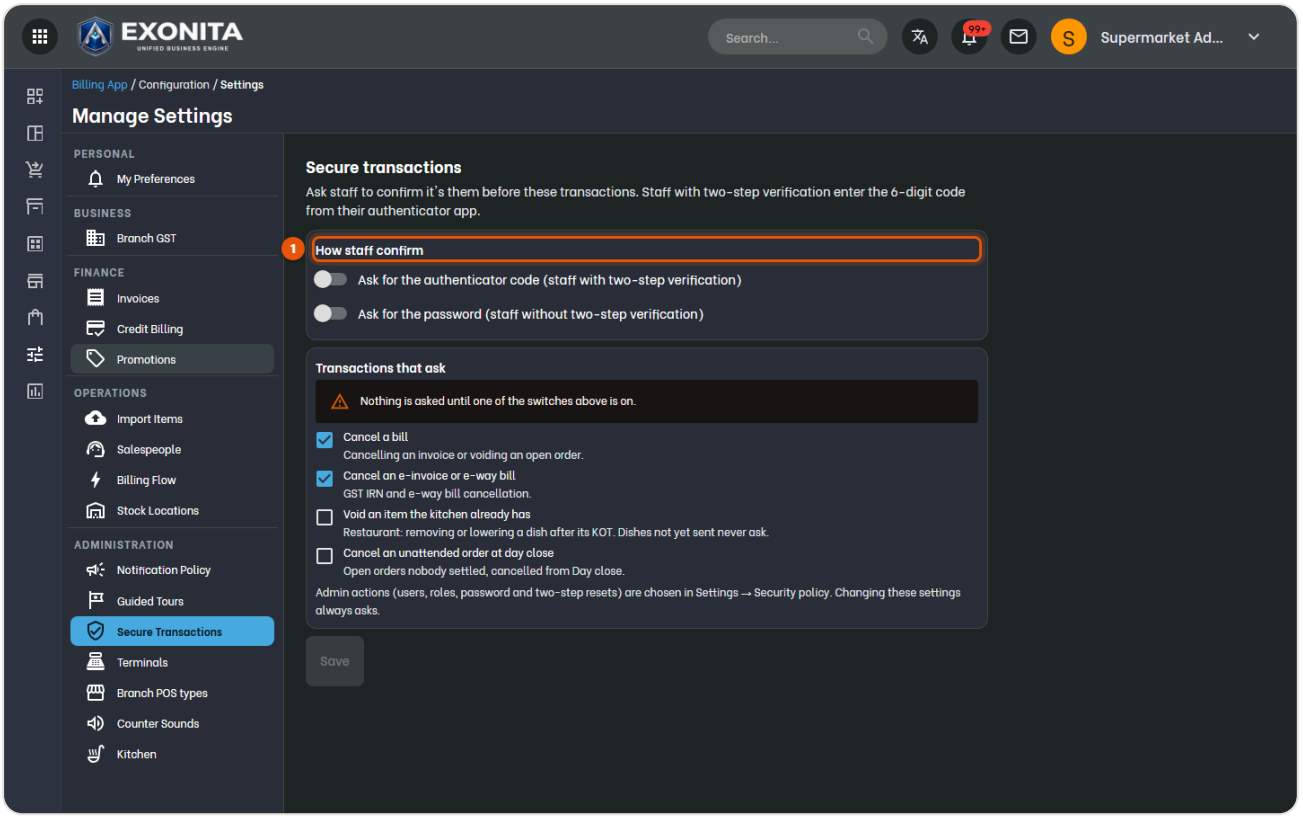
Choose which transactions ask staff to confirm

Ask the person at the counter to confirm it's them before money-changing actions such as cancelling a bill.

WHERE Settings → Administration → Secure Transactions

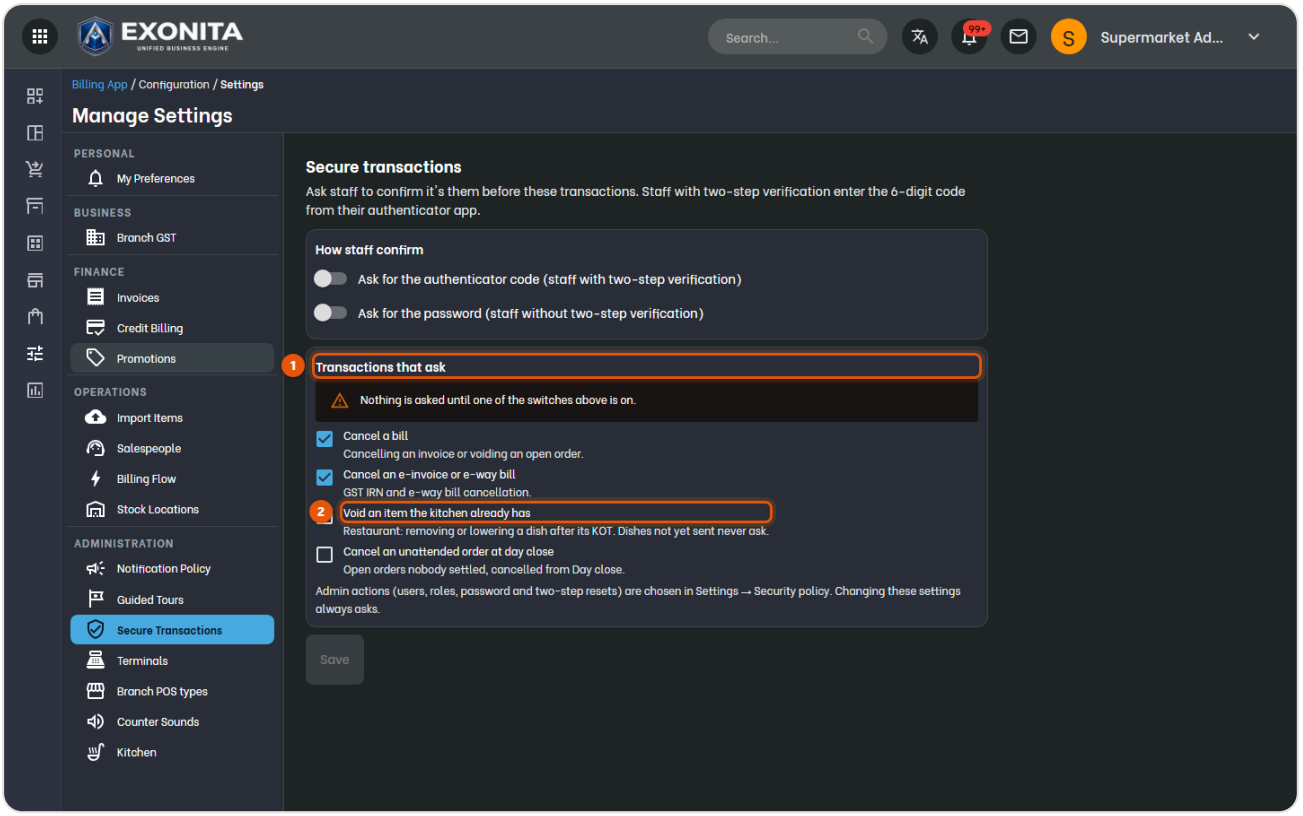
1. Open **Settings → Secure Transactions**. Under **How staff confirm**, turn on **Ask for the authenticator code** (staff with two-step verification) and **Ask for the password** (staff without it).

   You'll see: Nothing is asked until one of these switches is on.



2 Under **Transactions that ask**, turn on the ones to protect: **Cancel a bill**, **Cancel an e-invoice or e-way bill**, **Void an item the kitchen already has** and **Cancel an unattended order at day close**, then save.

You'll see: Before those actions, staff see **Confirm it's you** and enter their code or password. One confirmation covers the same action for about 4 minutes.



TASK 15

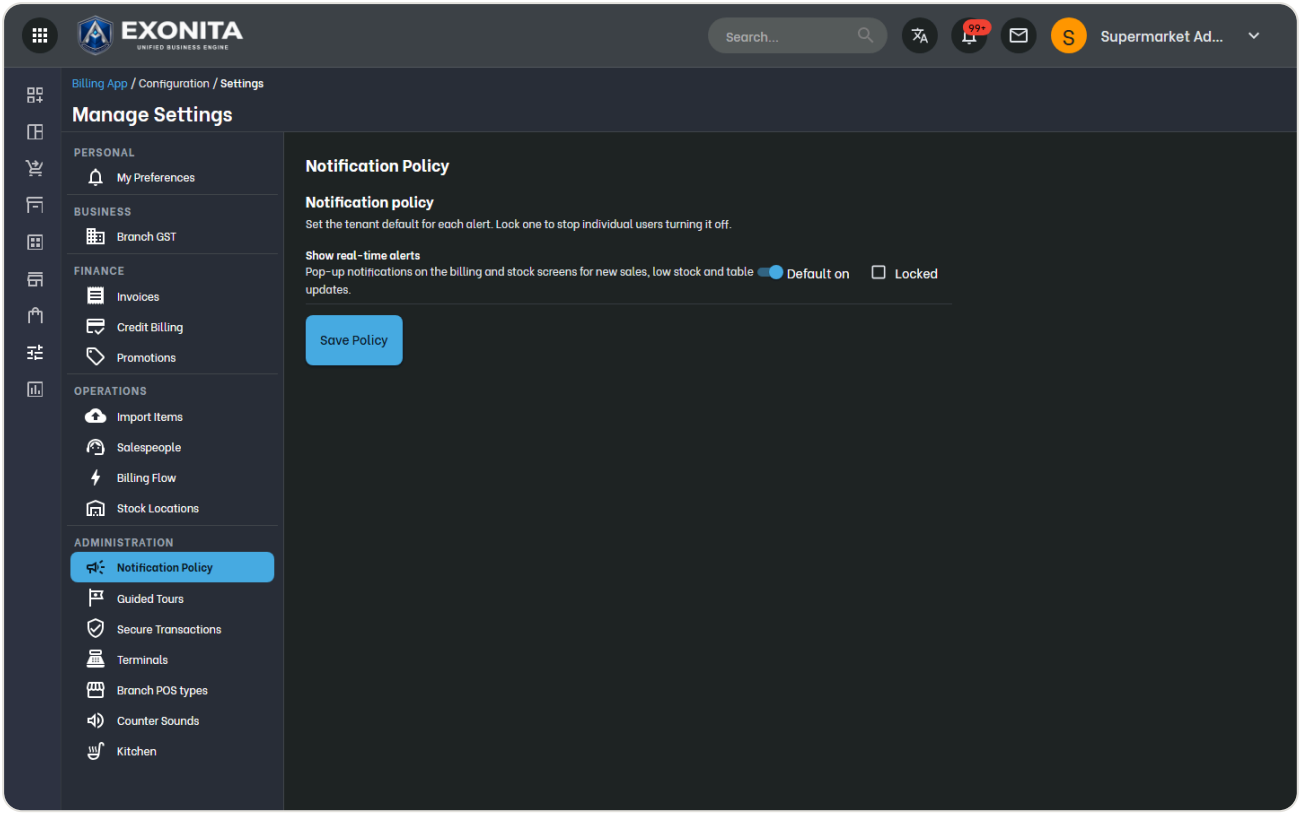
Set alerts and guided tours for staff

Decide which pop-up alerts staff see and whether new staff get guided tours.

WHERE Settings → Notification Policy / Guided Tours

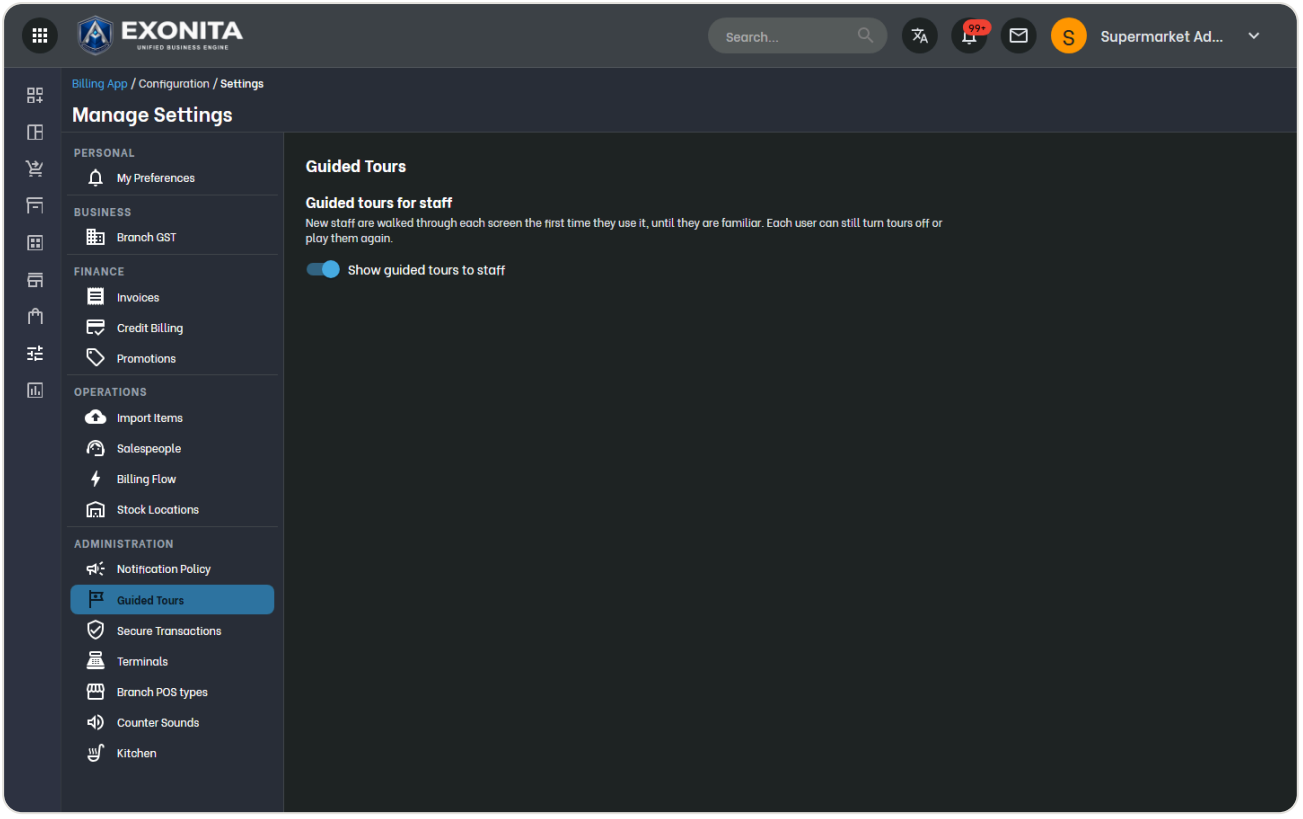
1. Select **Notification Policy**. Set the default for each alert, and lock it to stop staff turning it off. Select **Save Policy**.

   You'll see: Staff see real-time alerts for new sales and low stock as you chose.



2 Select **Guided Tours** and leave **Show guided tours to staff** on.

You'll see: New staff are walked through each screen the first time they use it.



TASK 16

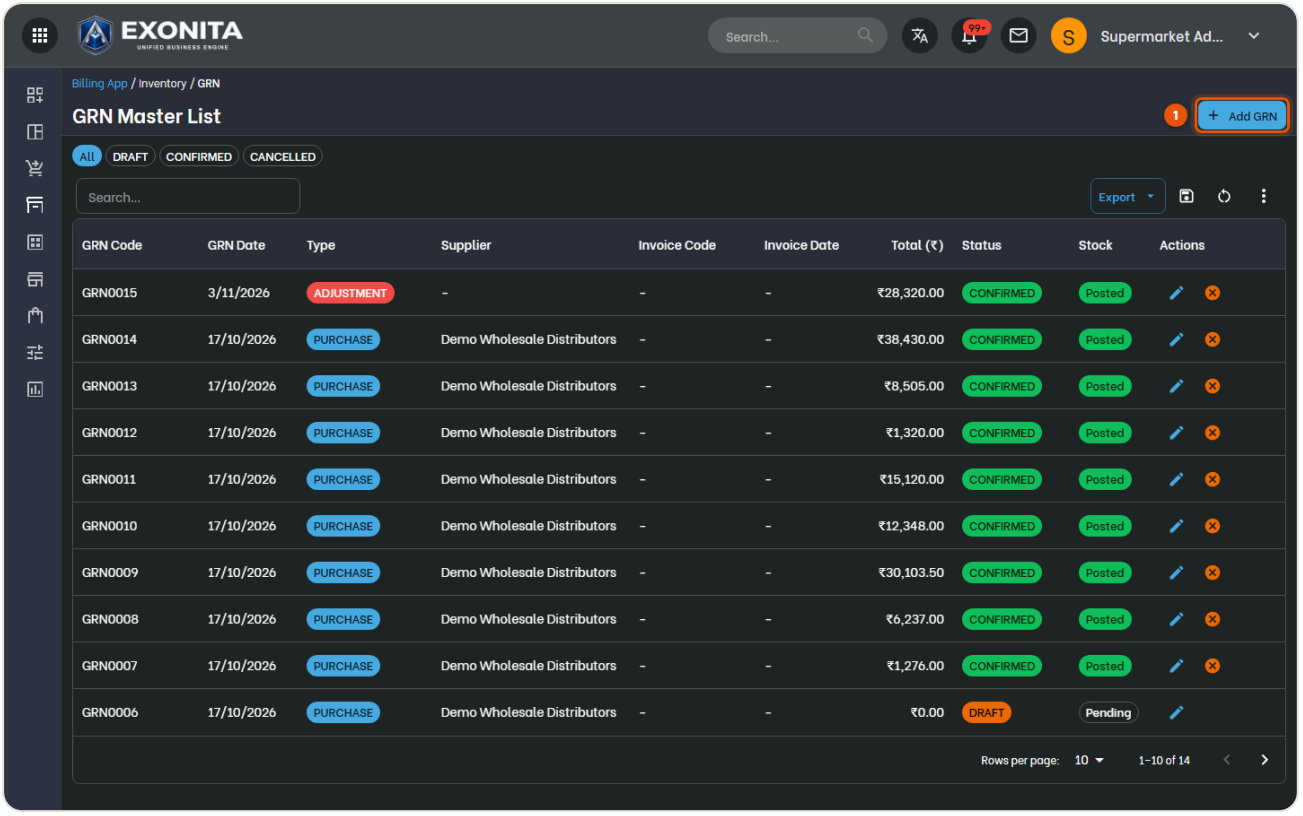
Receive and count stock

Record what you buy, see what's left and know when to reorder.

WHERE Inventory → Kitchen stock / GRN List / Current Stock / Stock Movement Ledger

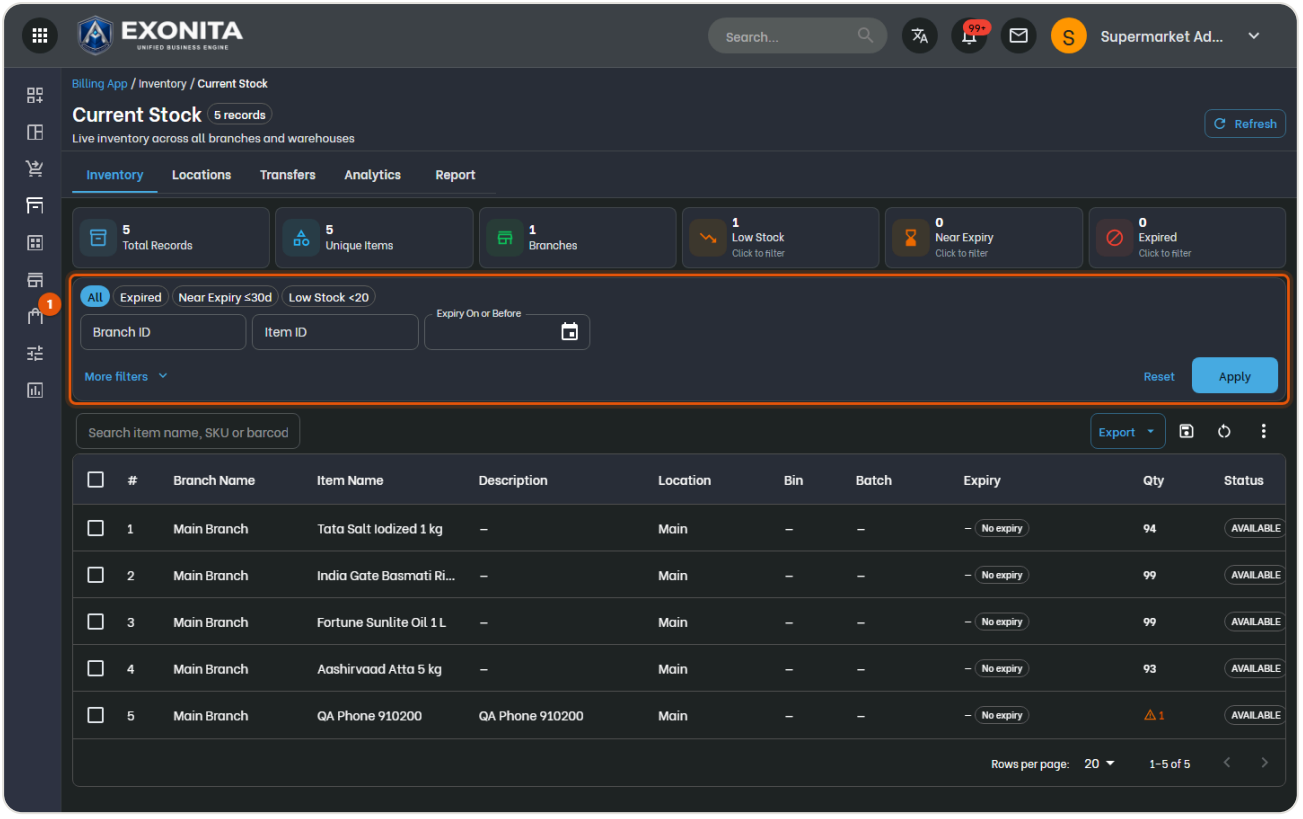
1. When stock arrives, open **GRN List** and select **Add GRN**. Enter the supplier, their invoice number and the items received.

   You'll see: Confirming the GRN adds the items to stock.



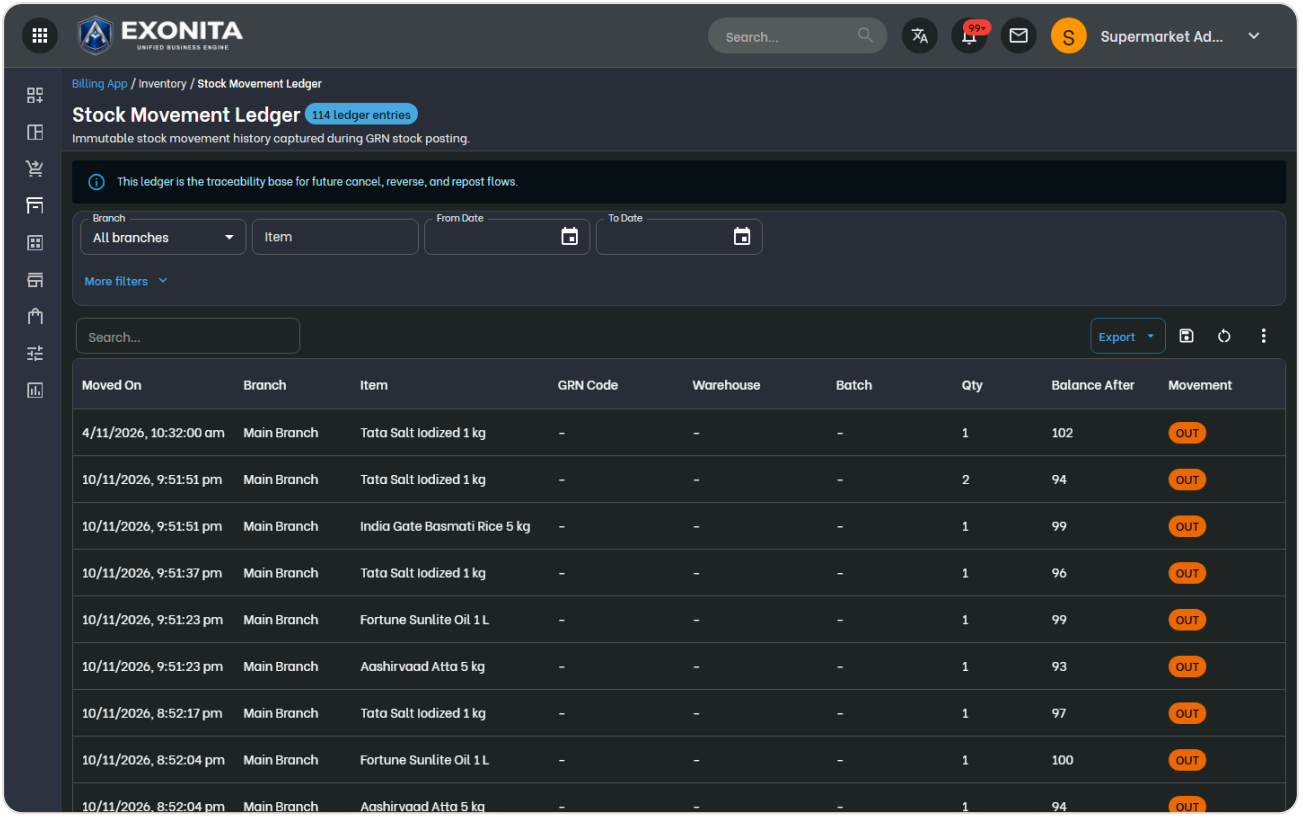
2 Open **Current Stock** to see the quantity and value of every item.

You'll see: Filter by category or location, and export the list.



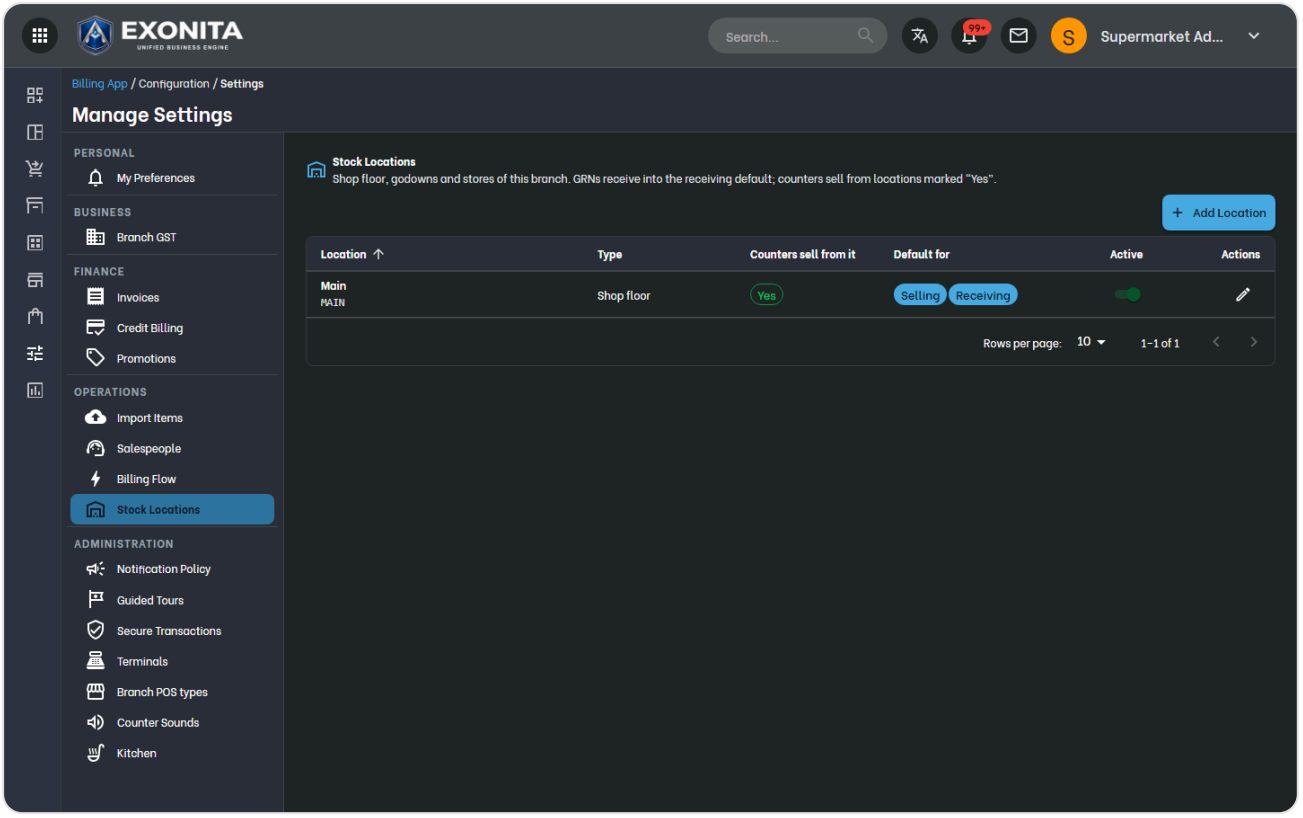
3 Open **Stock Movement Ledger** to see every movement of an item: received, sold, moved or counted.

You'll see: Use it to find out why a stock figure changed.



4 If you keep stock in a store room as well as the shop floor, add it in **Settings** → **Stock Locations** with **Add Location**.

You'll see: GRNs receive into the receiving location, and counters sell from locations marked **Yes**.



TASK 17

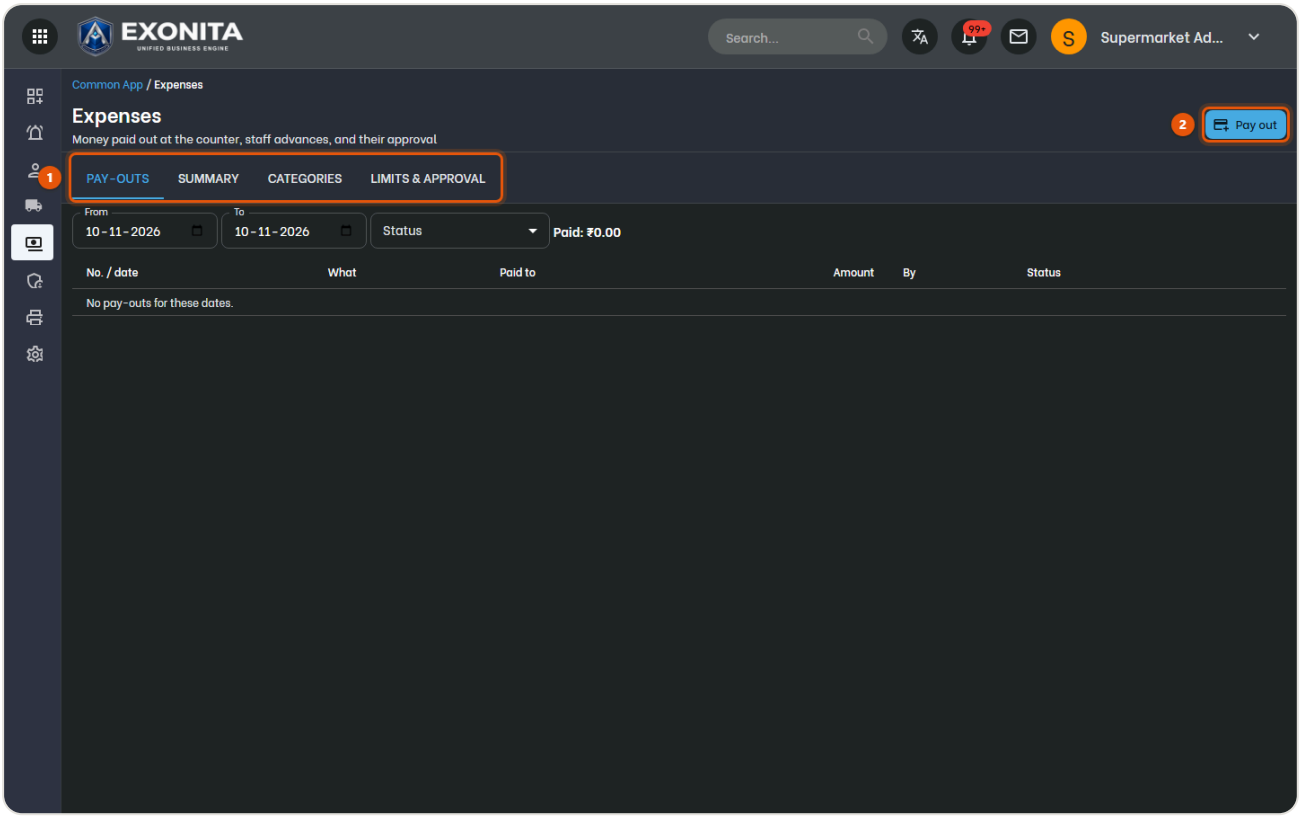
Check and approve expenses

See the cash paid out of tills, approve it and set spending limits.

WHERE Common App → Expenses

1. Open **Common App → Expenses**. **PAY-OUTS** lists money paid out, with who paid it and its status. Select **Pay out** to record one yourself.

   You'll see: Use **SUMMARY** for totals by category, **CATEGORIES** to set up expense types, and **LIMITS & APPROVAL** to decide which pay-outs need your approval.



TASK 18

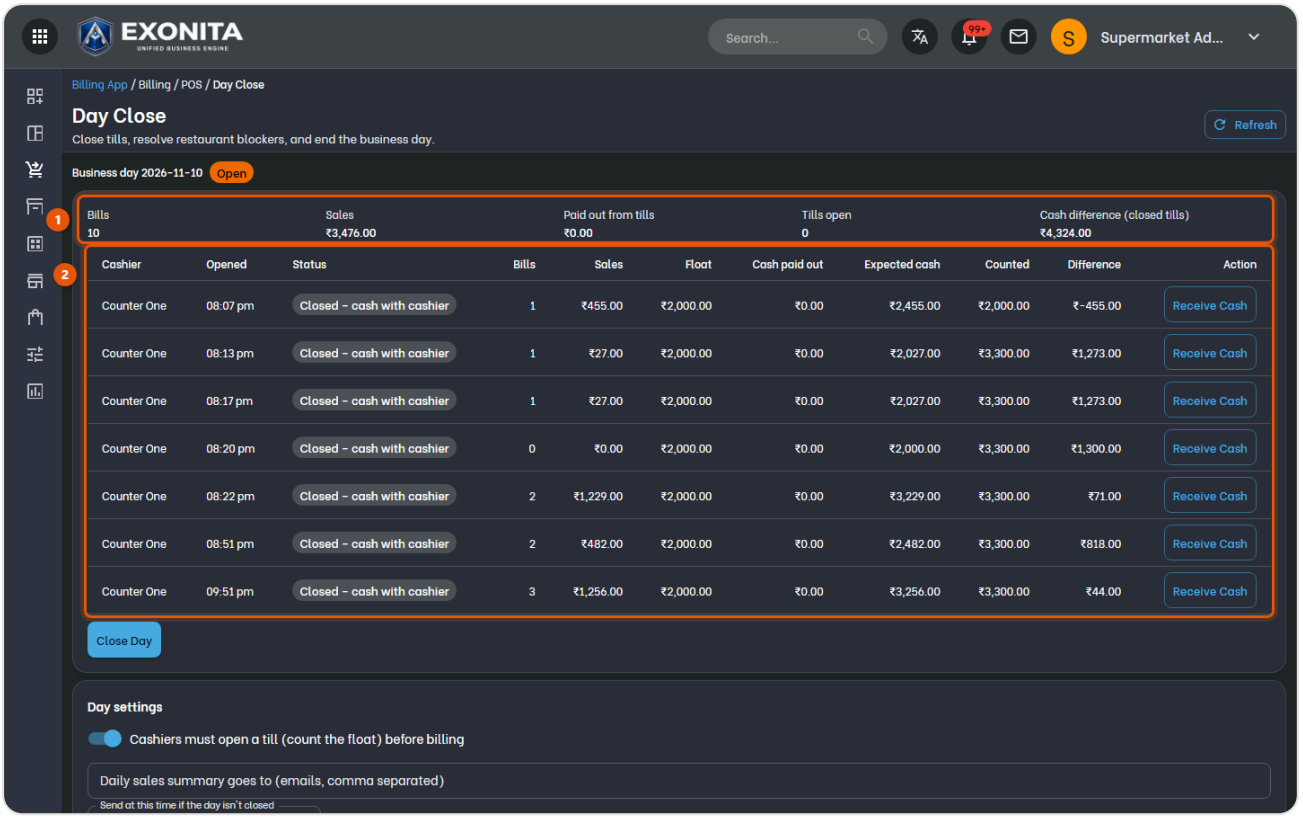
Close the business day

Check every till, clear open orders and close the day.

WHERE Billing / POS → Day Close

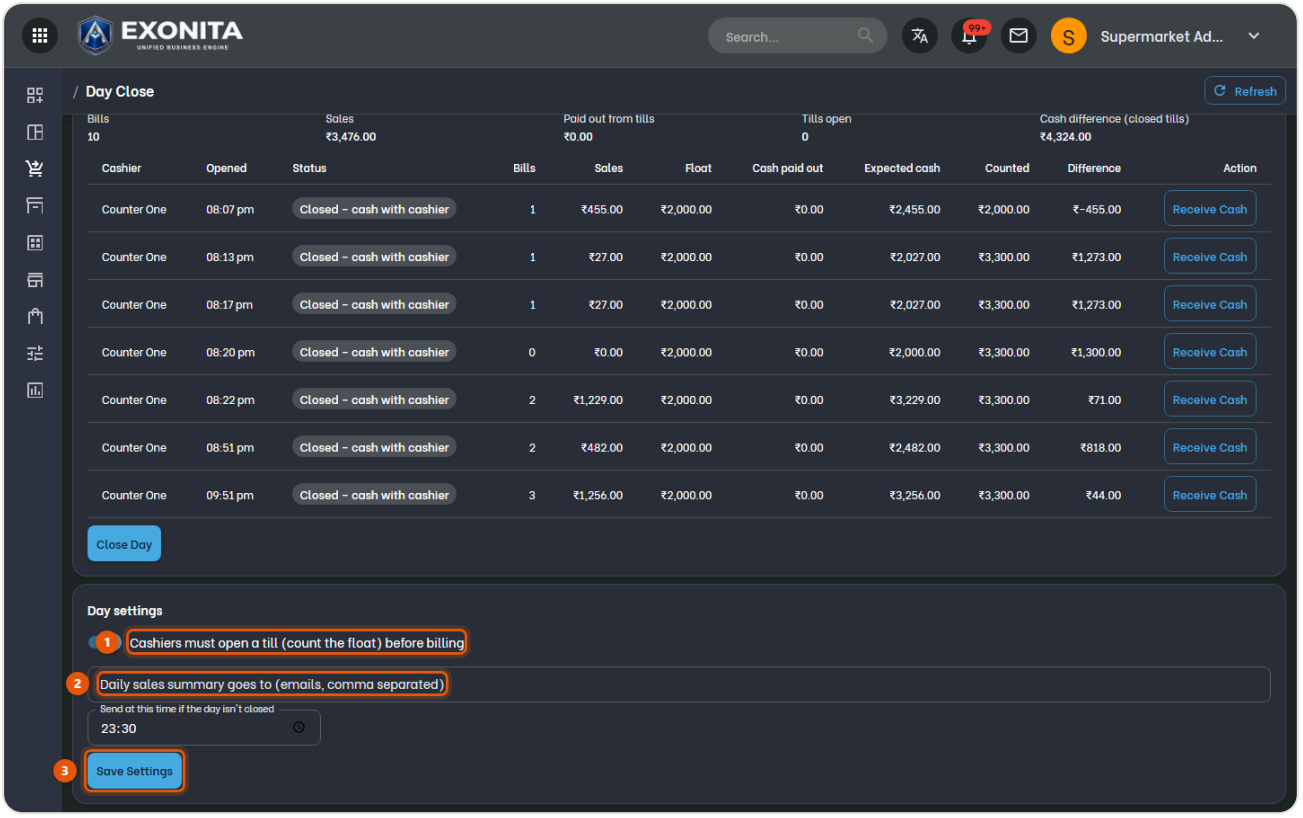
1. Open **Day Close**. The top shows **Bills**, **Sales**, **Paid out from tills**, **Tills open** and the **Cash difference** of closed tills.

   You'll see: Below, every till is listed with its float, cash paid out, expected and counted cash, and difference.



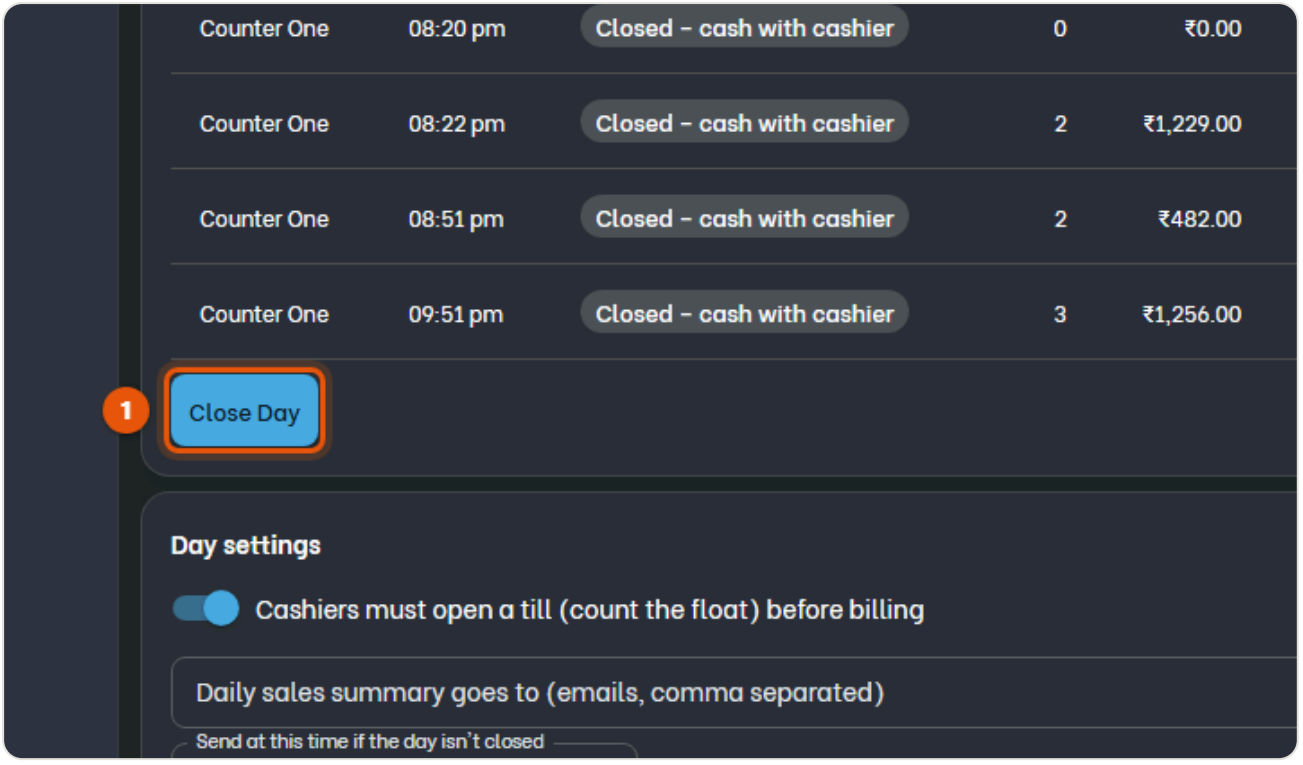
2 At the bottom of the page, under **Day settings**, choose whether **Cashiers must open a till (count the float) before billing**, who gets the daily sales summary by email, and when it is sent if the day isn't closed. Select **Save Settings**.

You'll see: With the till switch on, the counter asks every cashier to open a till first.



3 Receive the cash from each closed till. Select **Close For Cashier** for any cashier who has left. When every till is closed, select **Close Day** and confirm.

You'll see: The day is closed and the daily summary is emailed to the people in **Day settings**.



IMPORTANT

After the day is closed, no more bills can be posted for it. Until a day is closed, the next day's tills can't open.

TASK 19

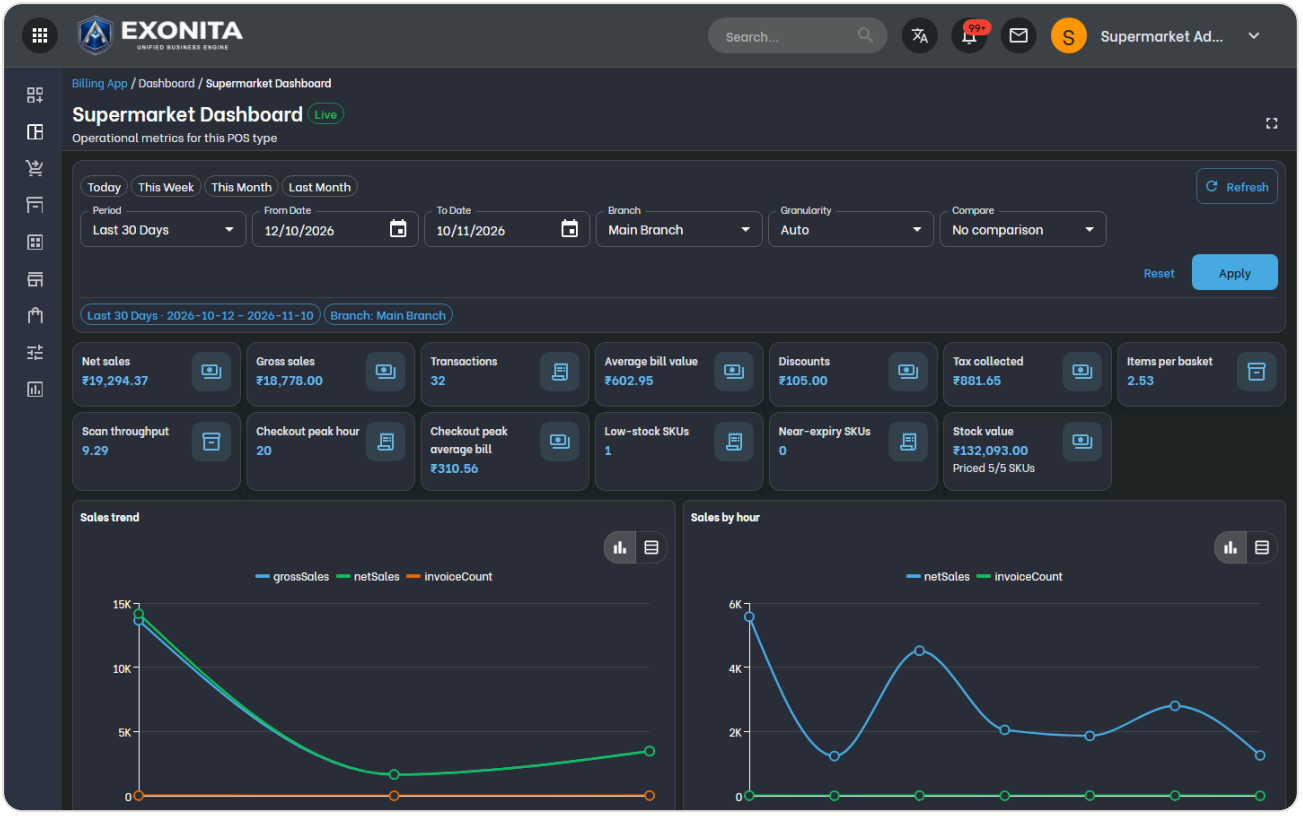
Check sales and reports

See how the store is doing and file your GST.

WHERE Dashboard / Report

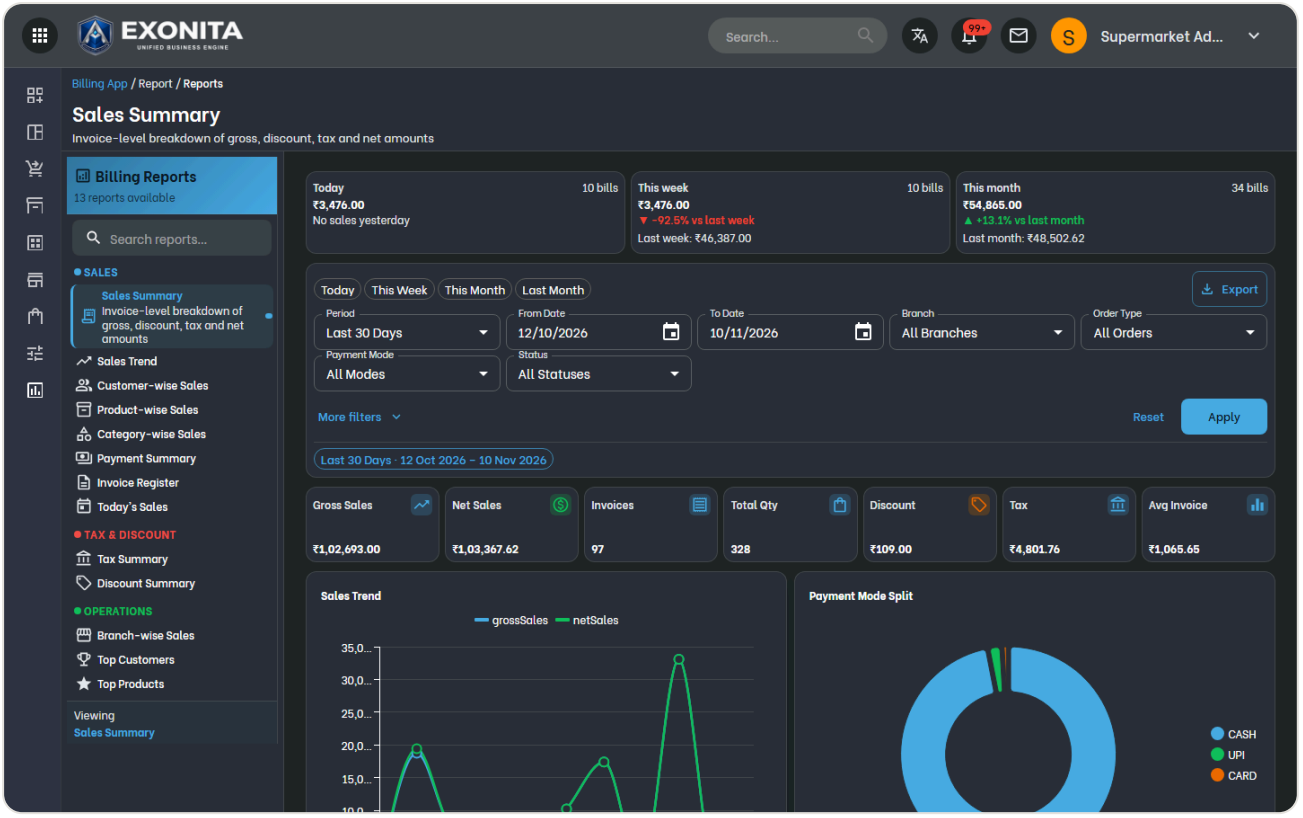
1 Open **Dashboard** → **Supermarket Dashboard** for sales, bills, basket size, top products and stock value.

You'll see: Choose **Today**, **This Week** or **This Month**, or set your own dates and select **Apply**.



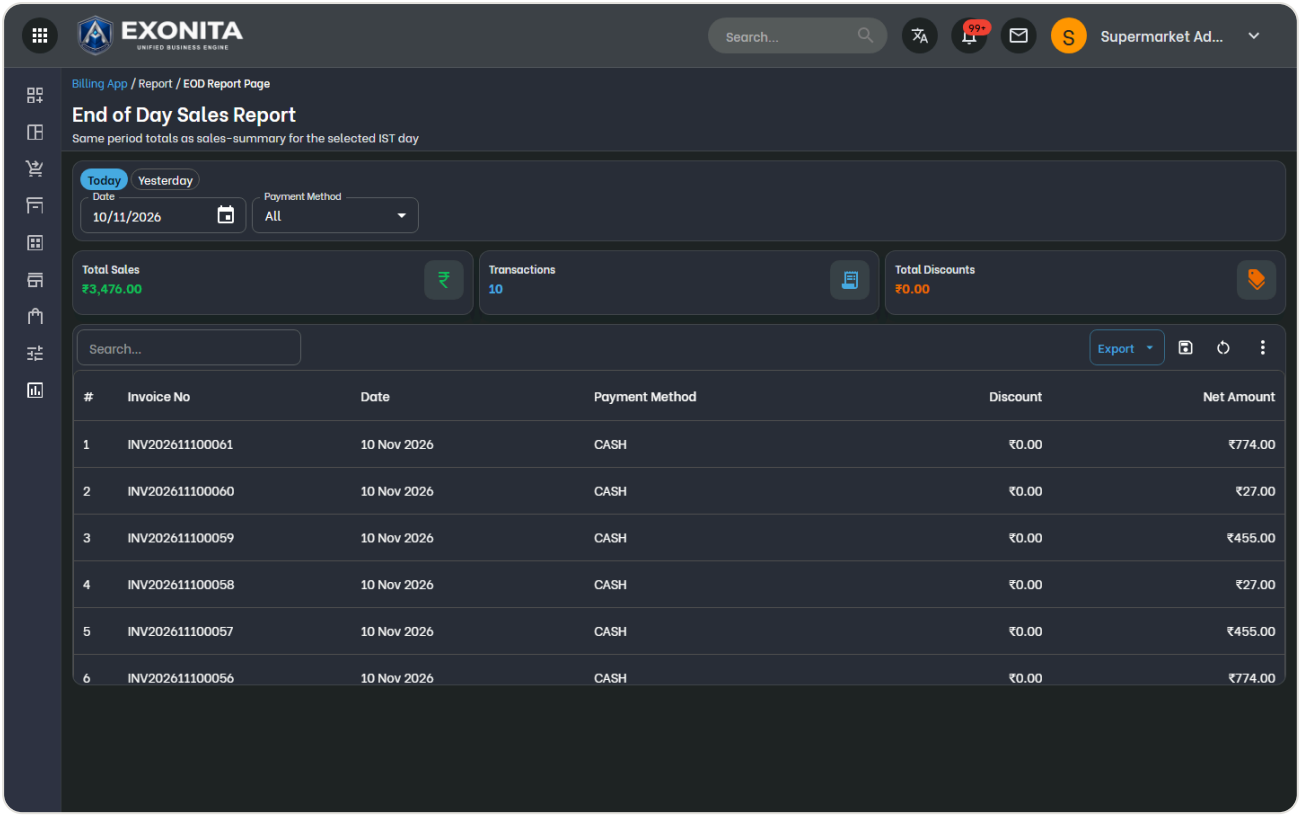
2 Open **Report** → **Reports** and choose a report on the left, such as **Sales Summary** or **Today's Sales**. Set the dates and branch, then export it.

You'll see: The report opens with your filters.



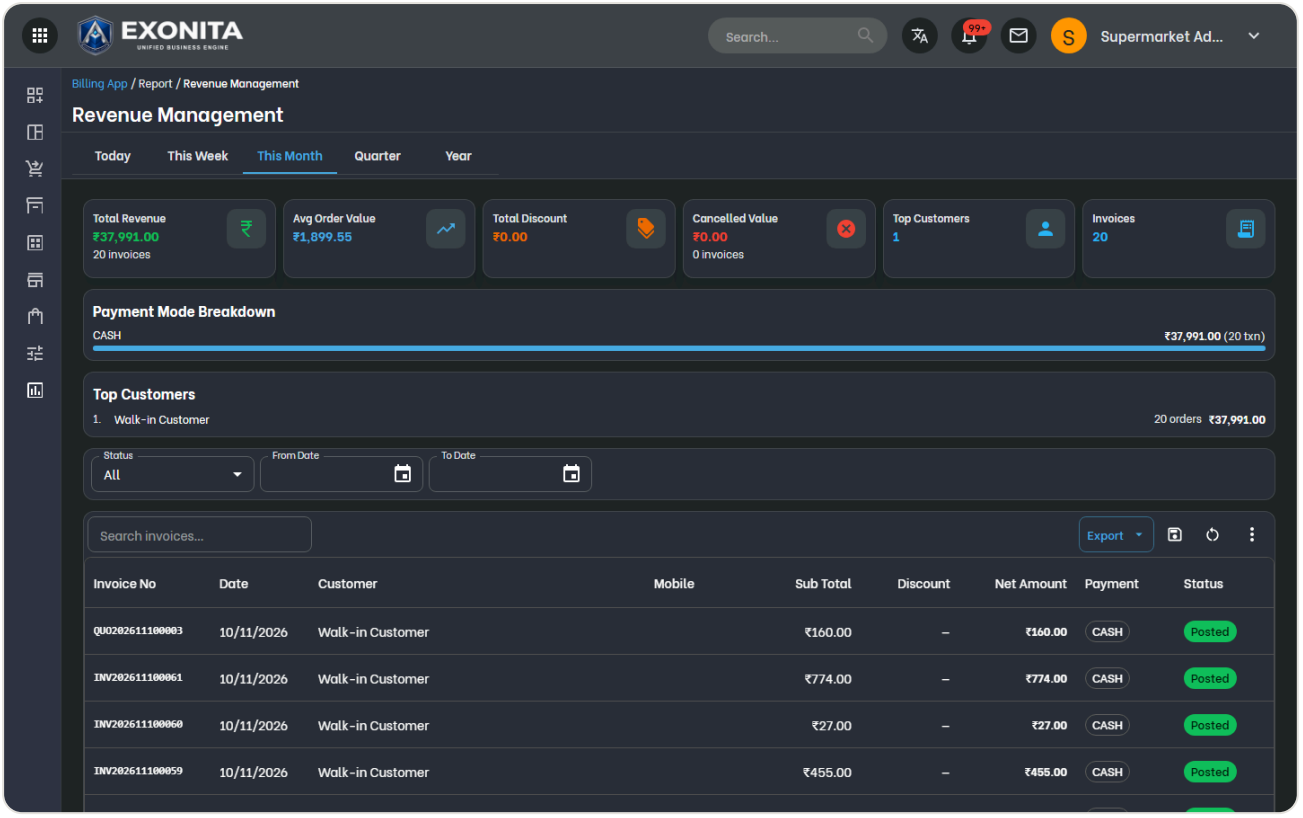
3 Open **EOD Report** for a day's totals by payment mode, tax and cashier.

You'll see: Use it to check the day before you close it.



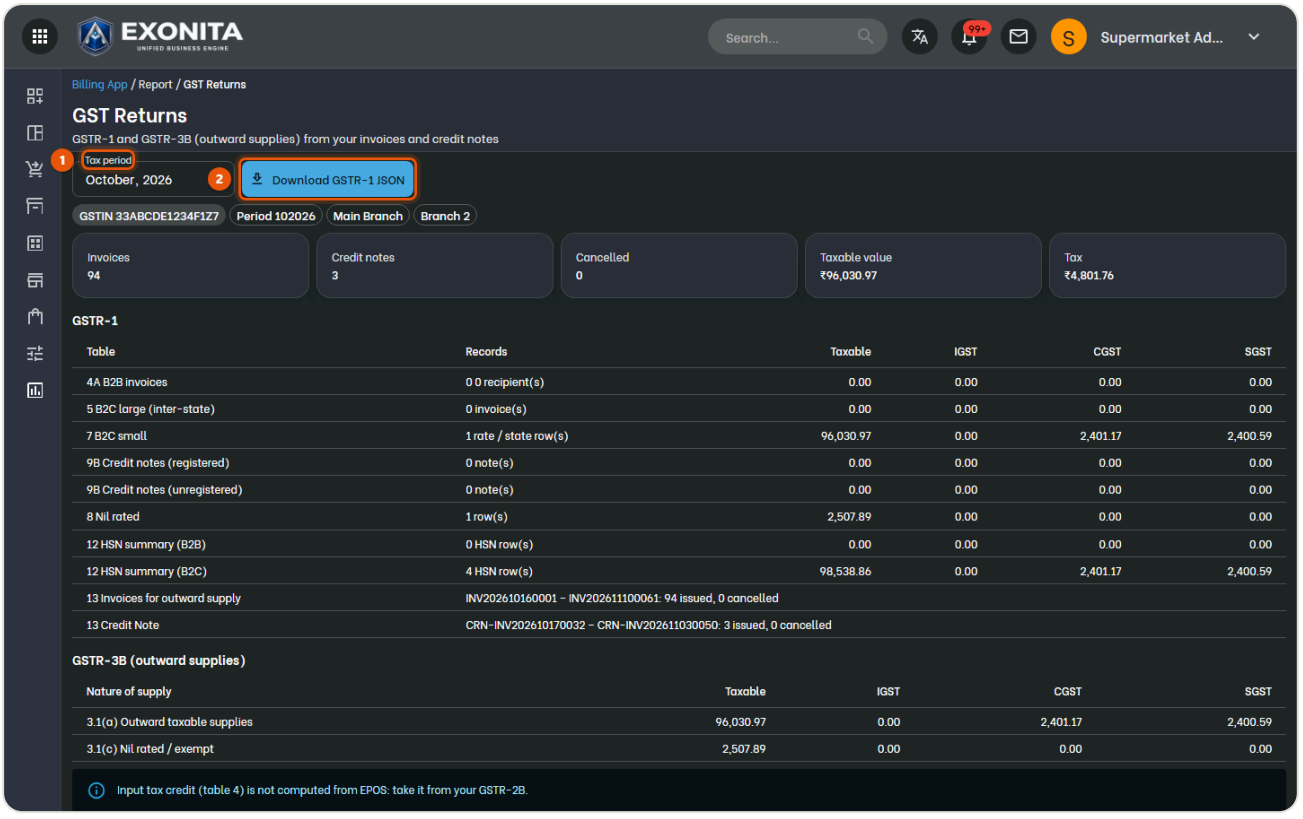
4 Open **Revenue Management** for revenue, average bill, discounts and cancelled value, with the split by payment mode and your top customers.

You'll see: Select **Today**, **This Week**, **This Month**, **Quarter** or **Year**.



5 For GST filing, open **GST Returns** and choose the **Tax period**. It sums up the month's invoices, credit notes and tax as GSTR-1 tables and the GSTR-3B outward supplies.

You'll see: Select **Download GSTR-1 JSON** and give the file to your accountant, or upload it on the GST portal.



TIP

The figures come from the bills posted under your GSTIN in **Company Profile** (or the branch's own GSTIN in **Branch GST**).

TASK 20

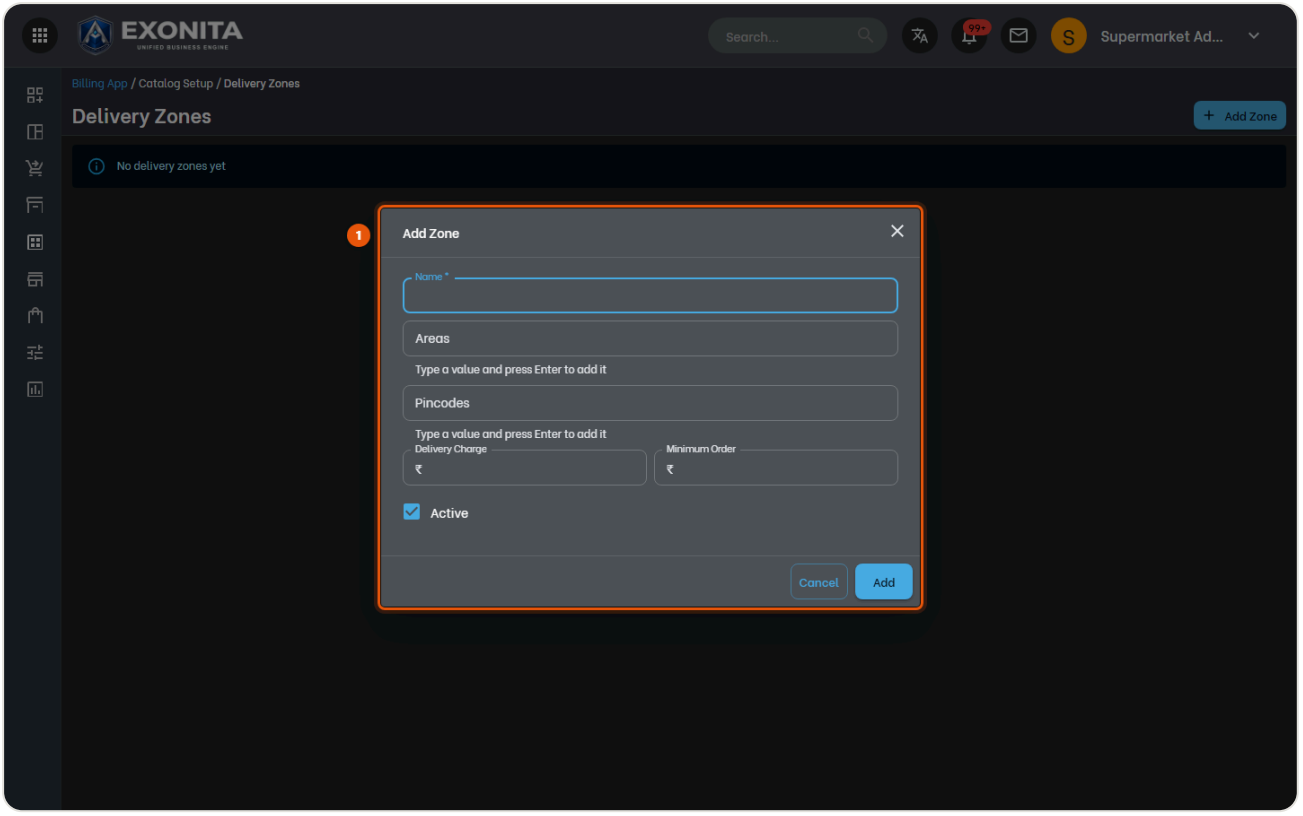
Set delivery zones and message customers

Charge the right delivery fee and send offers on WhatsApp.

WHERE Catalog Setup → Delivery Zones / Configuration → WhatsApp Marketing

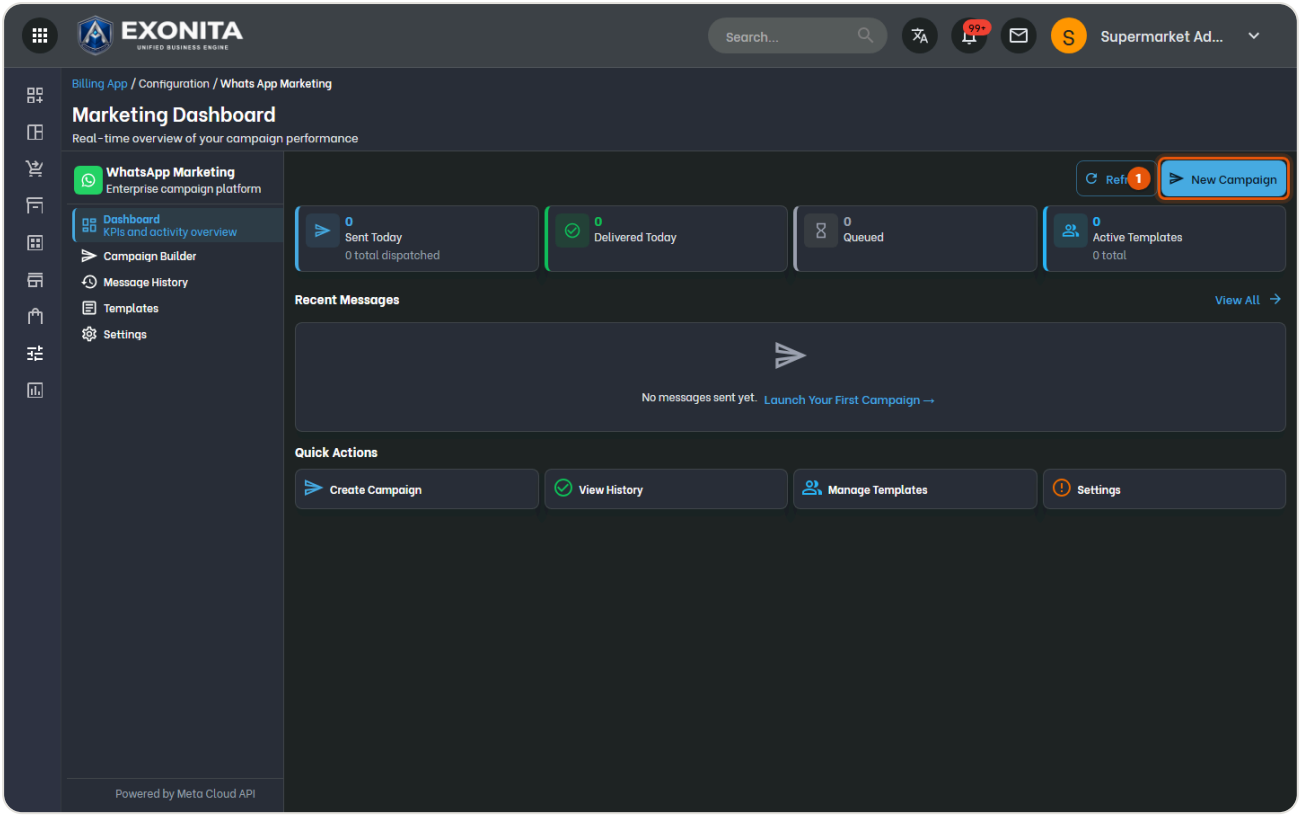
1. Open **Delivery Zones** and select **Add Zone**. Enter the areas or pincodes, the **Delivery Charge** and the **Minimum Order**, then save.

   You'll see: Delivery orders to that zone get its charge. Zones are set per branch.



2 Open **WhatsApp Marketing** and select **New Campaign** to send a message to your customers.

You'll see: **Sent Today**, **Delivered Today** and **Recent Messages** show how your campaigns went.



EXONITA POS

Cashier guide

Open your till, scan and bill items on the Supermarket POS or the Quick POS, take payment, park a bill, save a quotation, check your bills and close your till.

What you can do

- Scan barcodes or search products and bill them on either counter
- Take cash, card and UPI payments, or split a payment
- Park a bill and recall it later
- Save a quotation or a delivery challan instead of a bill
- See today's bills, reprint them, and cancel a bill if needed
- Open and close your own till and check your sales in **My Shift**

Ask your administrator

- If the counter says **This device isn't registered as a billing terminal**, ask your administrator to register it.
- If the till can't open because an earlier business day is still open, ask your administrator to close it in **Day Close**.
- Prices, products, stock and discounts beyond your limit are set by your administrator.

Your administrator can change what your login can see. If a button in this guide is missing for you, ask them.

TASK 1

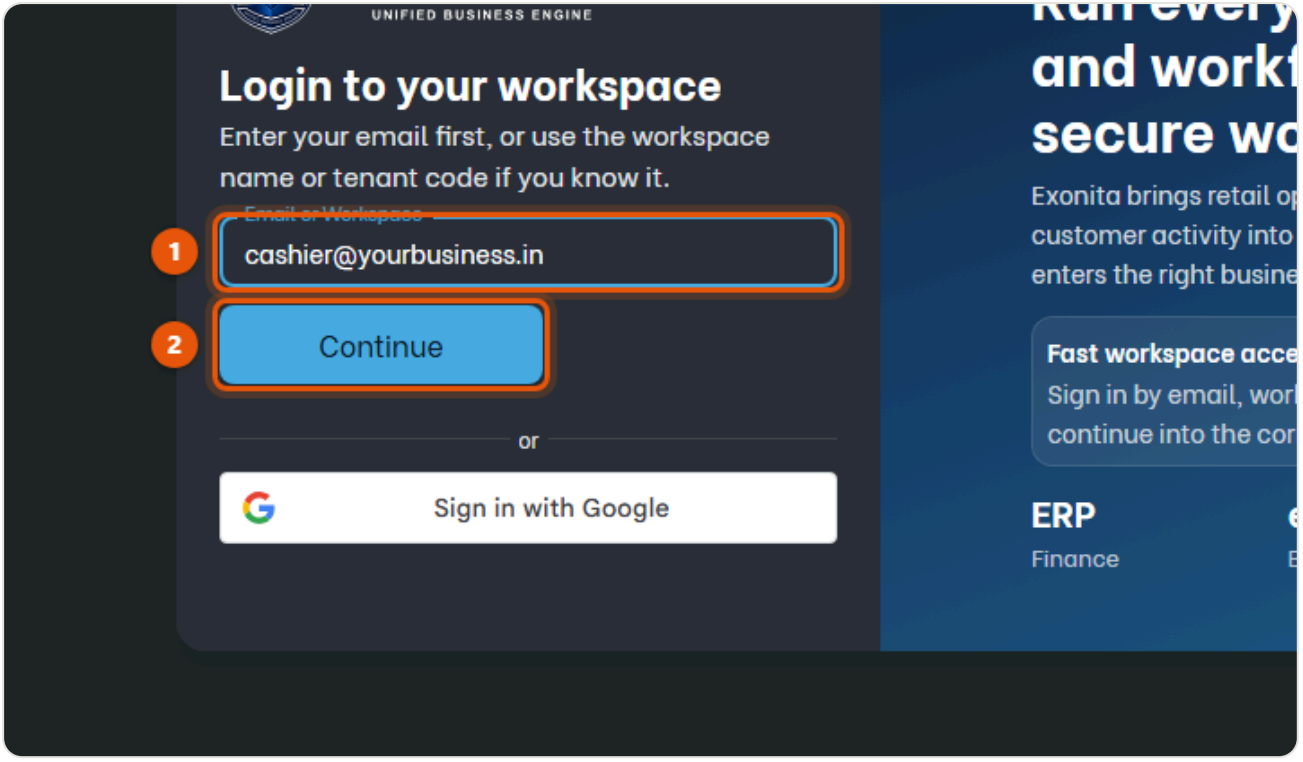
Sign in

Open your workspace with your own login.

WHERE Your web browser

1. Open the address your administrator gave you. Enter your email in **Email or Workspace** and select **Continue**, then enter your **Password** and select **Login**.

   You'll see: The supermarket counter opens.



> **TIP**
> Always sign in with your own login. Every bill is recorded under your name.

TASK 2

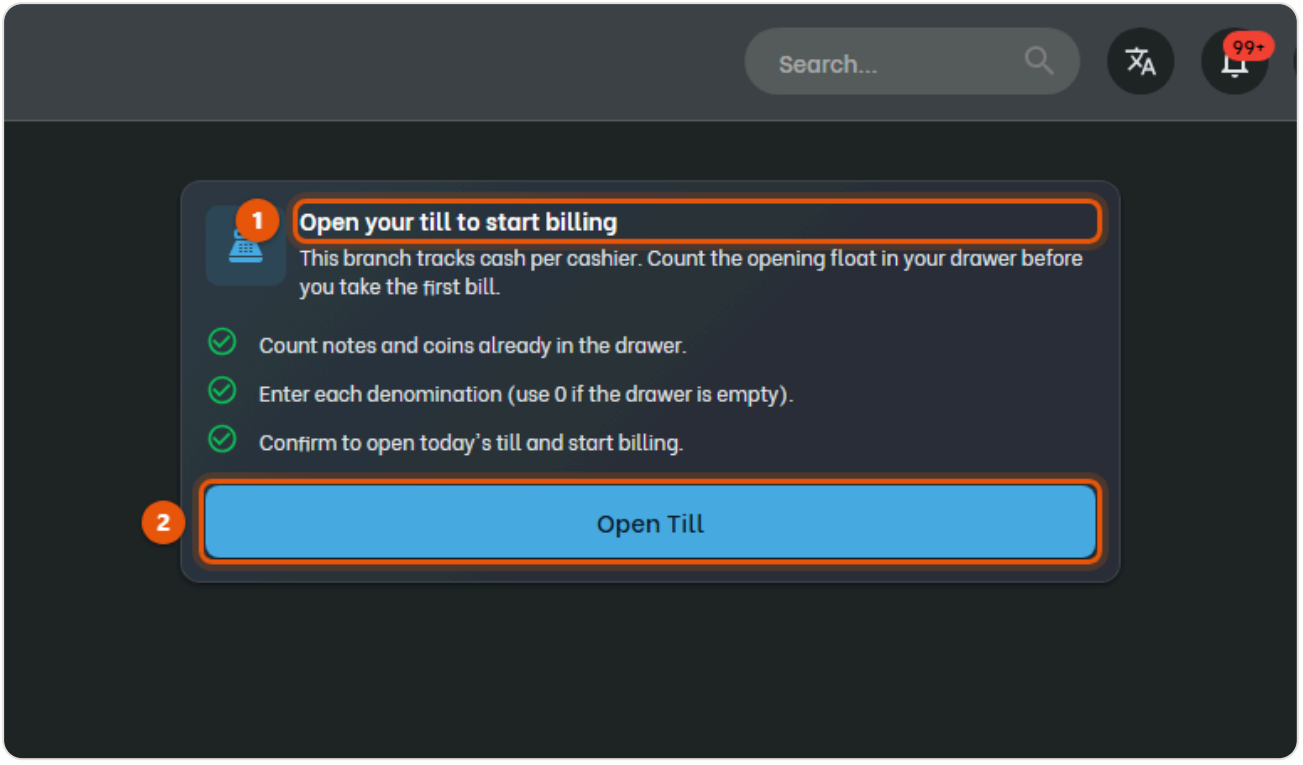
Open your till

Start your shift by counting the cash already in your drawer.

WHERE Supermarket POS

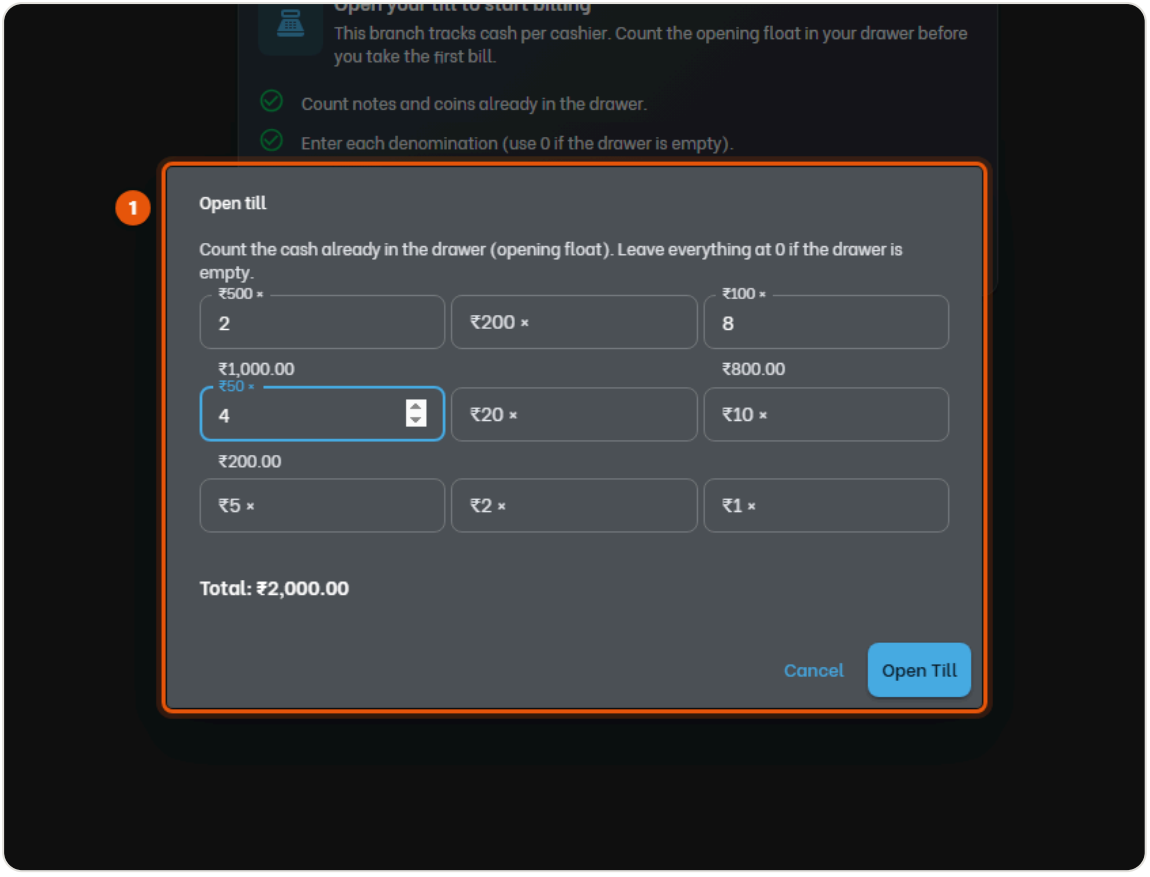
1. After you sign in, the counter asks you to **Open your till to start billing**. Select **Open Till**.

   You'll see: The **Open till** window opens.



2 Count the notes and coins in your drawer and enter how many of each you have. Leave everything at 0 if the drawer is empty.

You'll see: **Total** shows your opening cash.

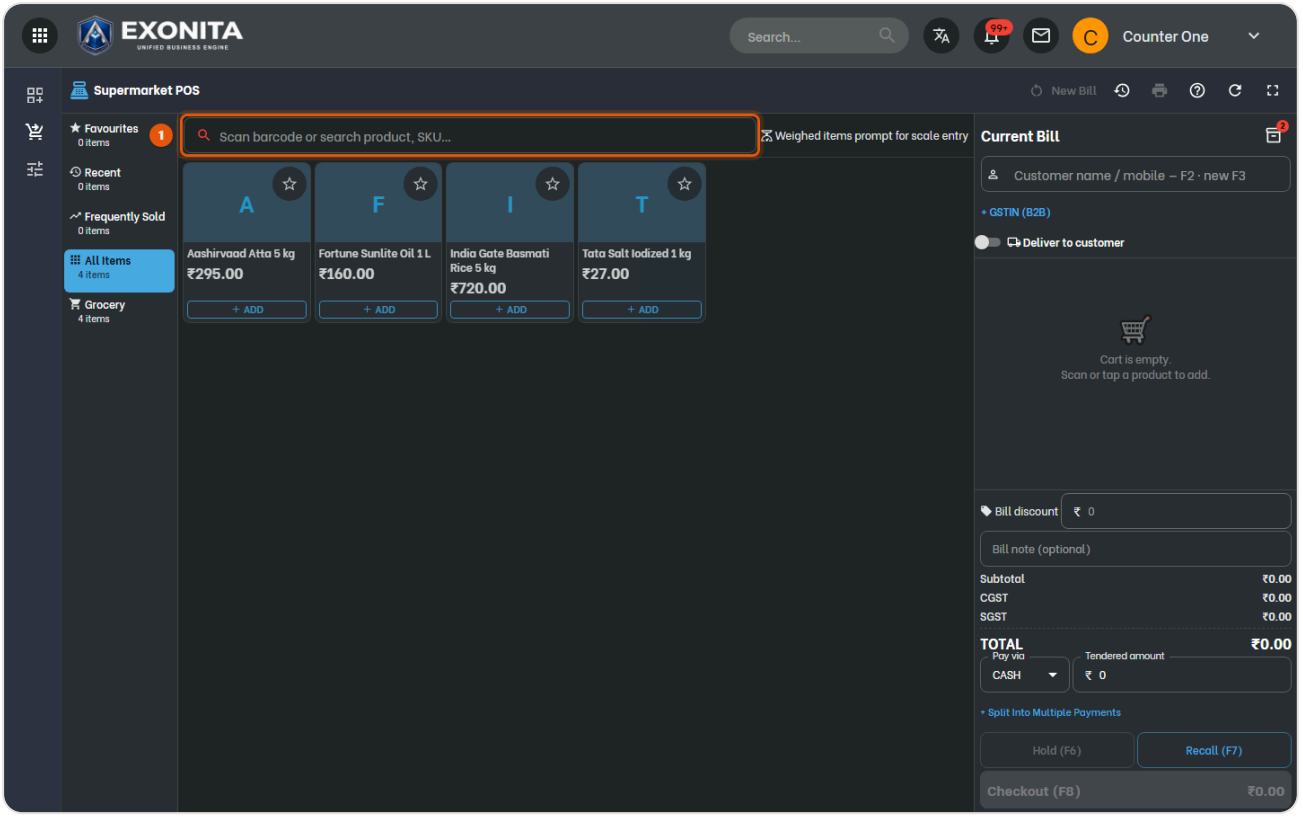


IMPORTANT

Count carefully. When you close your till, your drawer is compared with this amount plus the cash you collected.

3 Select **Open Till**.

You'll see: The counter is ready for the first customer.



TASK 3

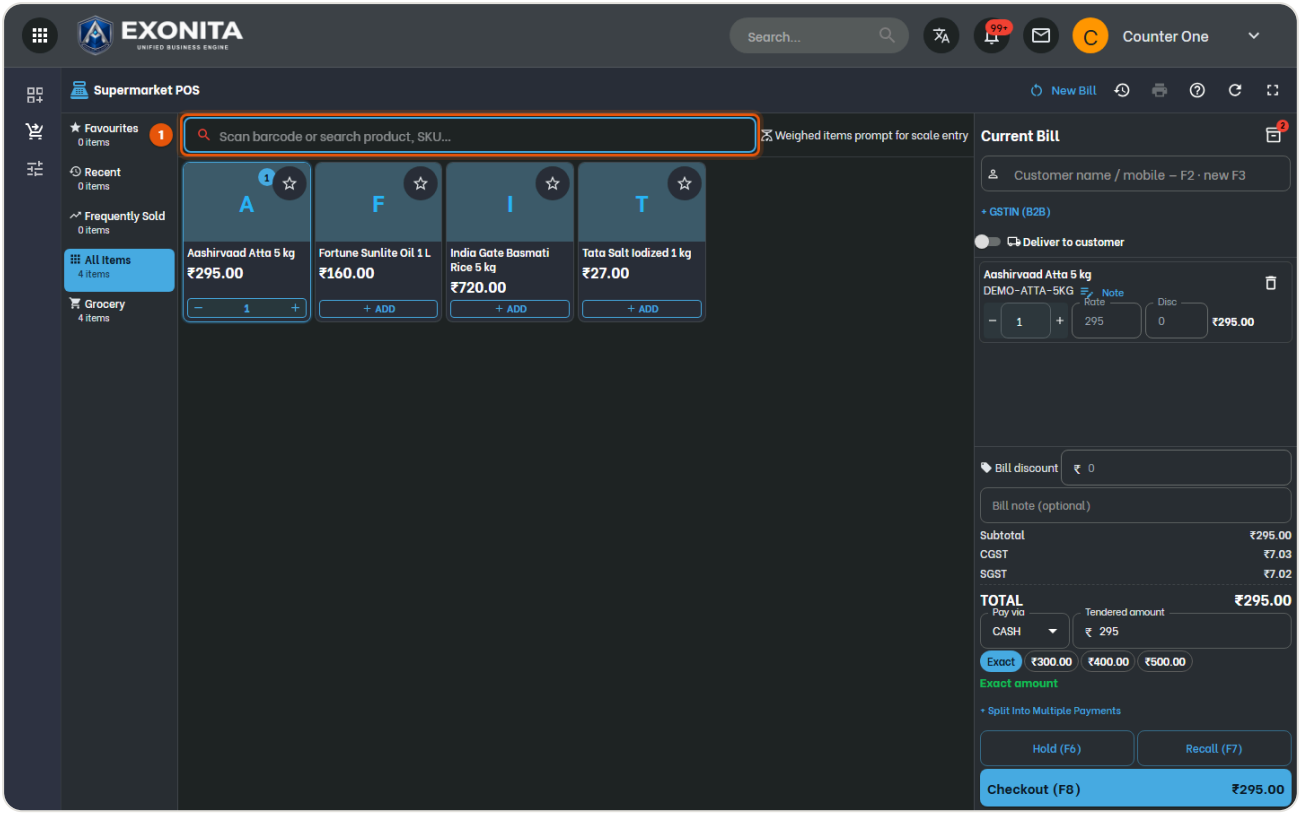
Bill a customer on the Supermarket POS

Scan or pick the items, take payment and print the receipt.

WHERE Billing / POS → Supermarket POS

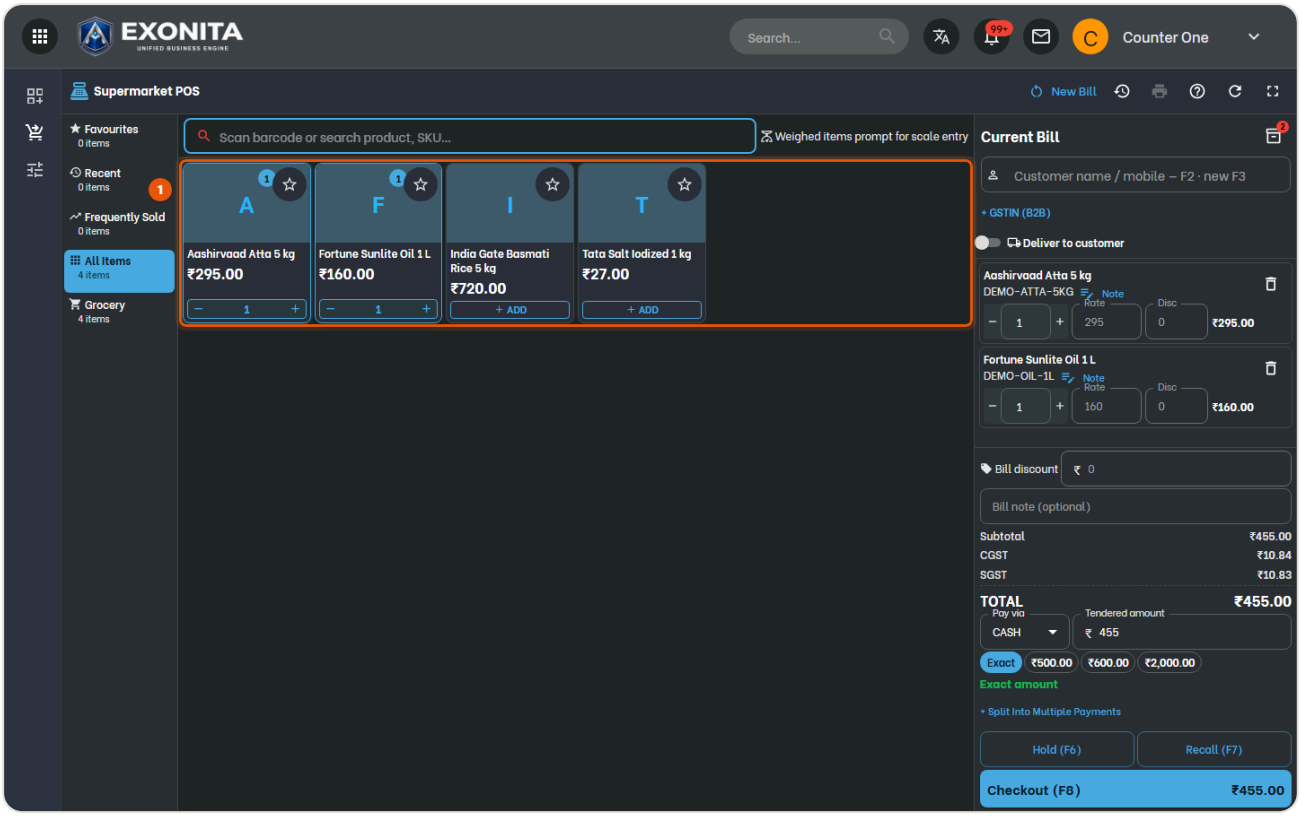
1. Scan the item's barcode, or type its name or SKU in **Scan barcode or search product, SKU...** and press `Enter`. Press `/` to jump to the box from anywhere.

   You'll see: The item is added to **Current Bill** on the right.



2 Or tap a product tile to add it. Pick a category on the left, or **Favourites** and **Recent** for your regulars.

You'll see: Tap the same product again to add one more. Change the quantity, rate or discount on the bill line.

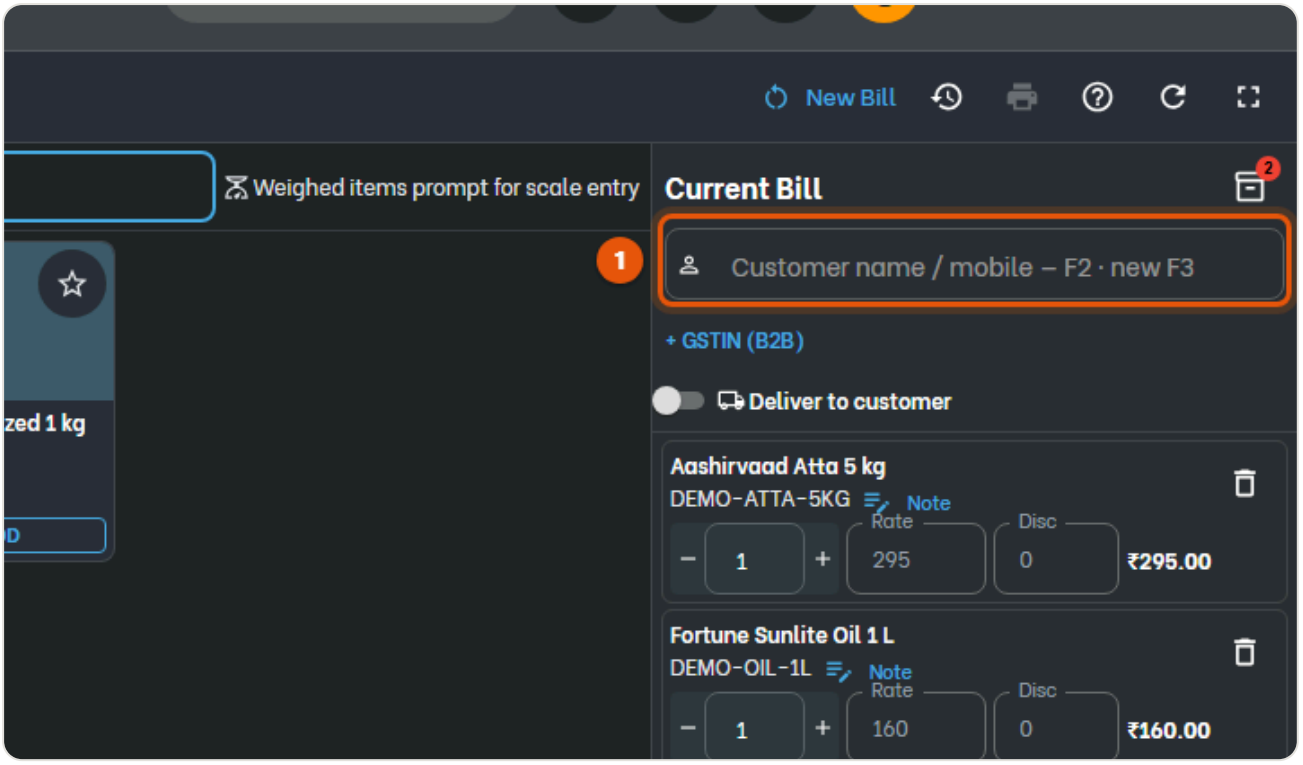


TIP

Weighed items prompt for scale entry: for loose items sold by weight, the counter asks for the weight, or reads it from a label-scale barcode.

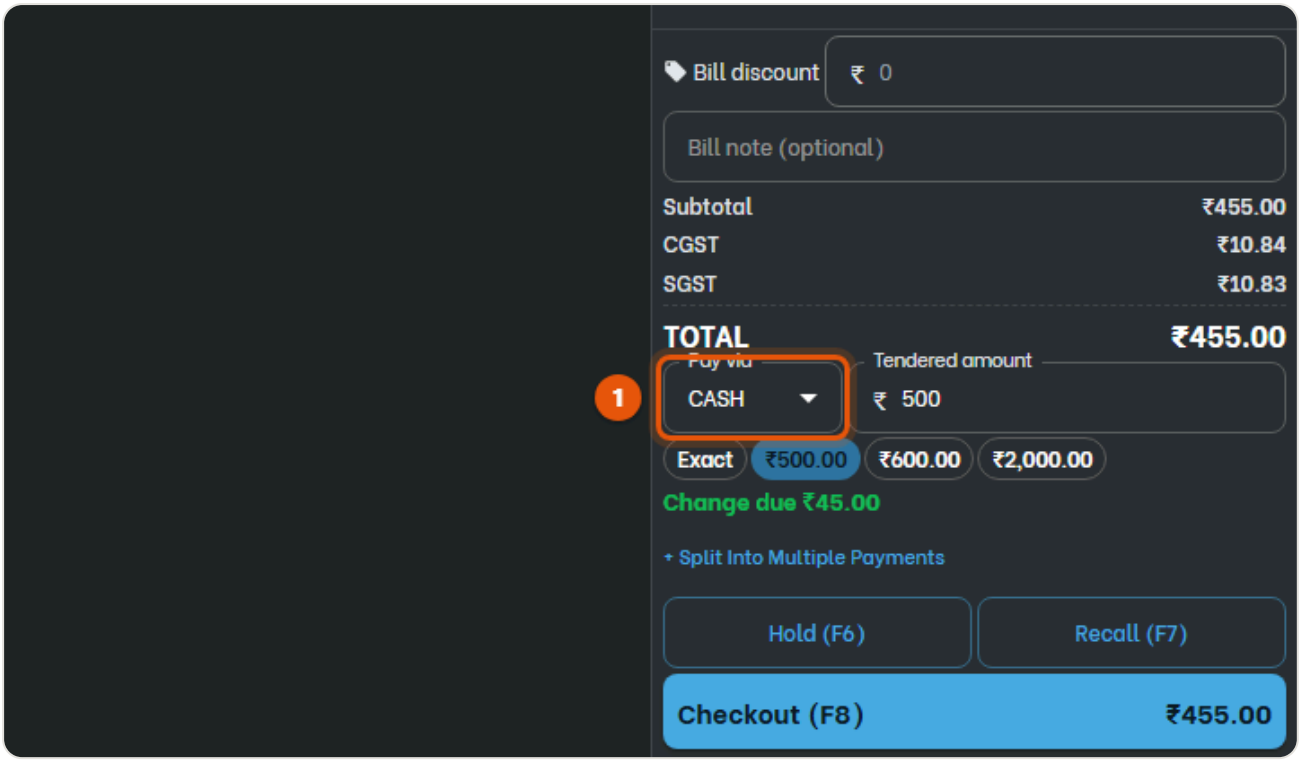
3 For a regular customer, search them in **Customer name / mobile** (`F2`), or add a new one (`F3`). Leave it empty for a walk-in sale.

You'll see: The customer prints on the bill. Select **+ GSTIN (B2B)** for a business customer's GST invoice.



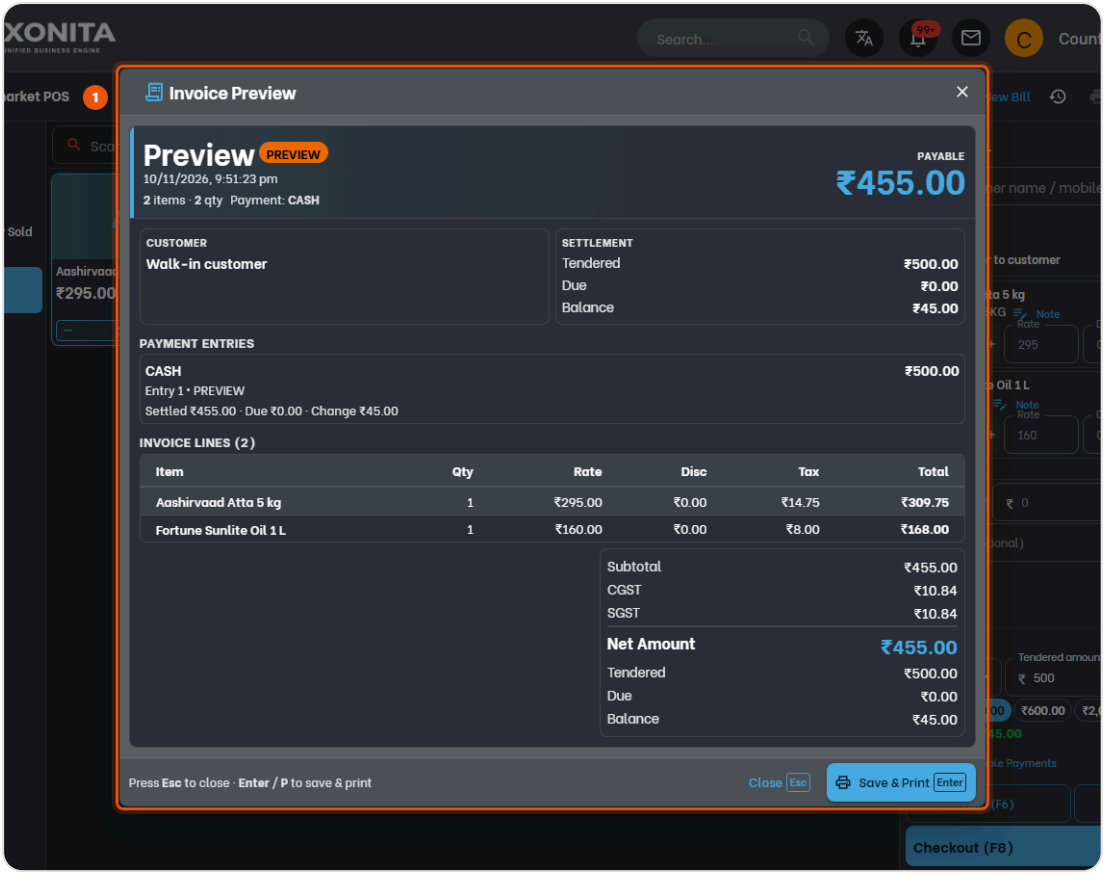
4 Under **Pay via**, choose **CASH**, card or UPI. For cash, select **Exact** or a quick amount such as **₹500**, or type what the customer gave you in **Tendered amount**.

You'll see: The change to give back is shown. To take part in cash and part by card, select **+ Split Into Multiple Payments**.



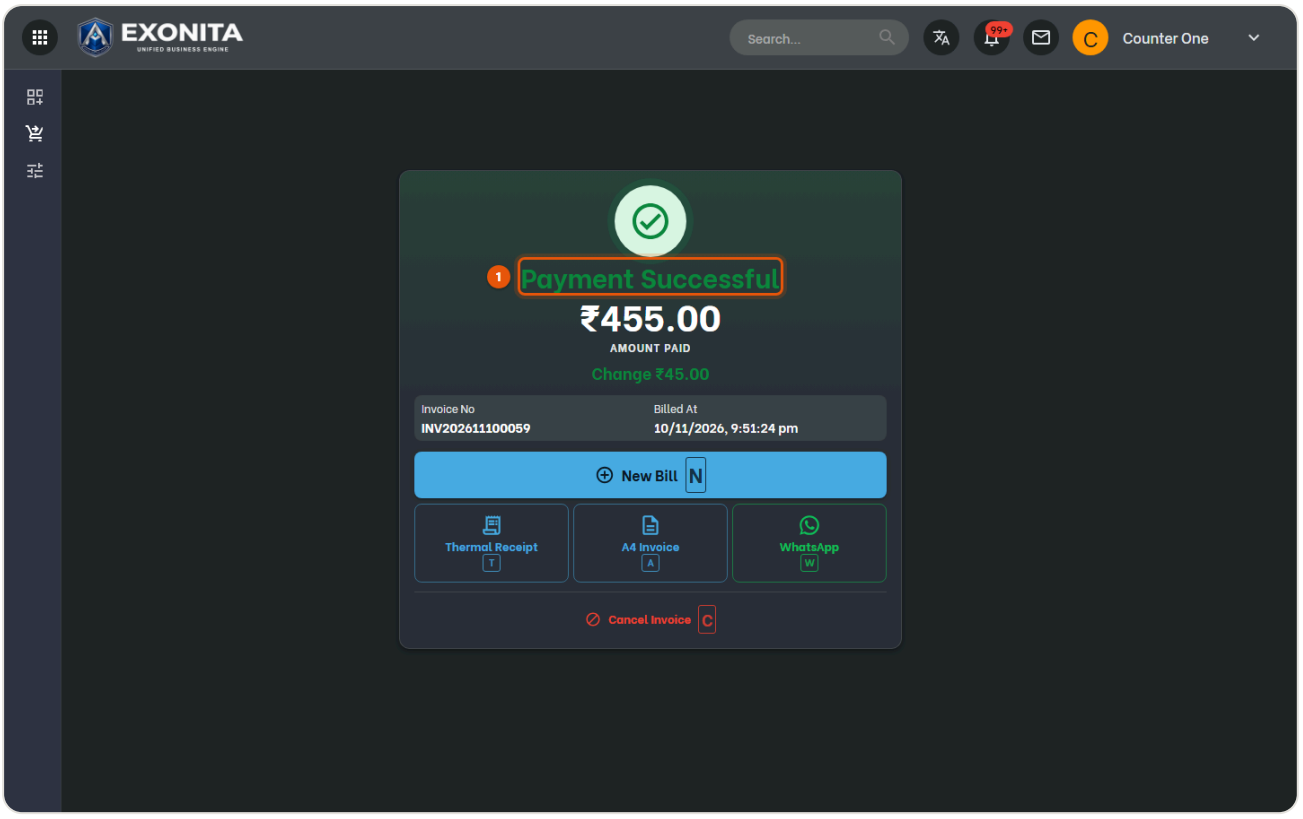
5 Select **Checkout (F8)**.

You'll see: **Invoice Preview** shows the items, tax, what the customer paid and the change.



6 Select **Save & Print** or press `Enter`.

You'll see: **Payment Successful** shows the invoice number. Print a **Thermal Receipt** `T` or **A4 Invoice** `A`, or send it on **WhatsApp** `W`. Select **New Bill** `N` for the next customer.



IMPORTANT

Check the total before you confirm. A posted bill can be cancelled (**Cancel Invoice** `C`), but not edited.

TASK 4

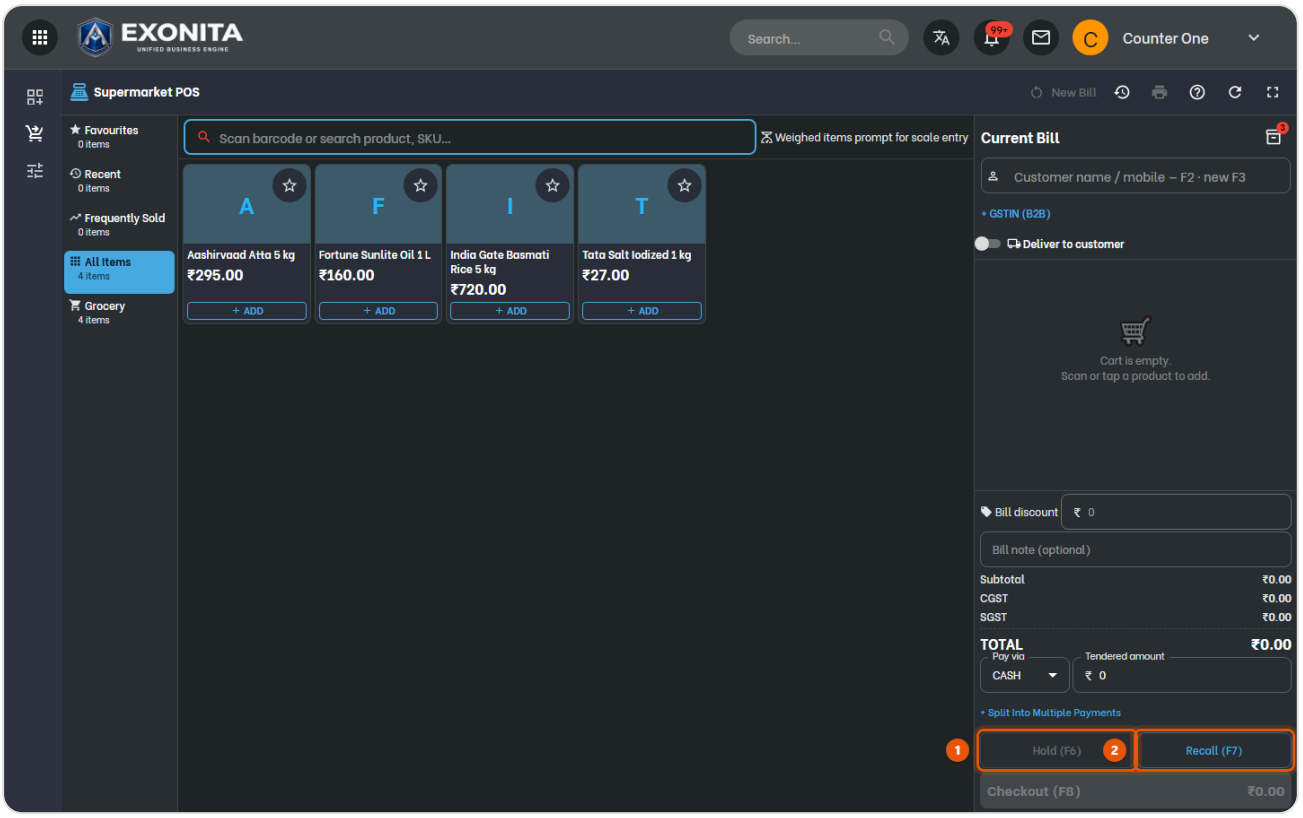
Park a bill and pick it up later

Serve the next customer while one is still shopping.

WHERE Supermarket POS → Hold (F6) / Recall (F7)

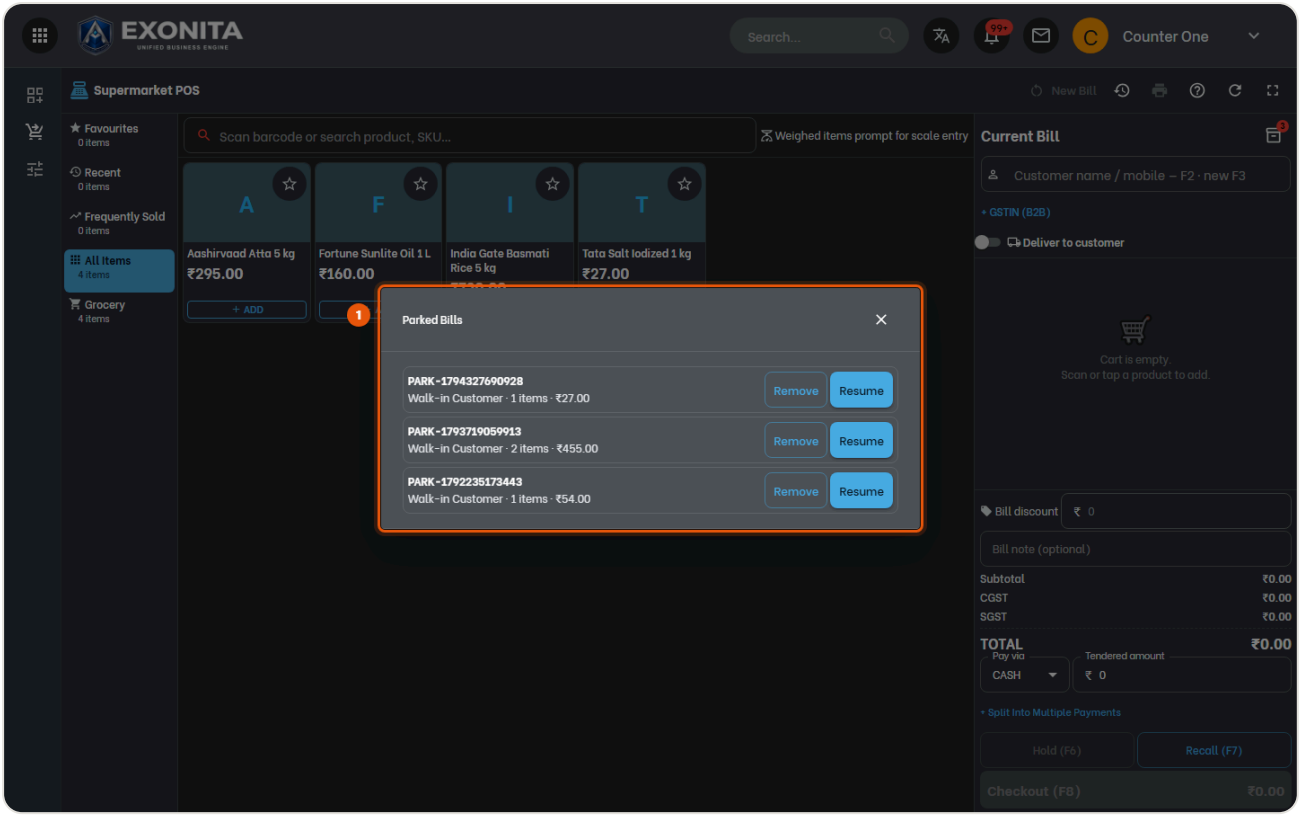
1 With items on the bill, select **Hold (F6)**.

You'll see: The bill is parked and the counter is clear. The number on **Recall (F7)** goes up by one.



2 When the customer is back, select **Recall (F7)** and pick their bill.

You'll see: The bill opens again with everything on it.



TASK 5

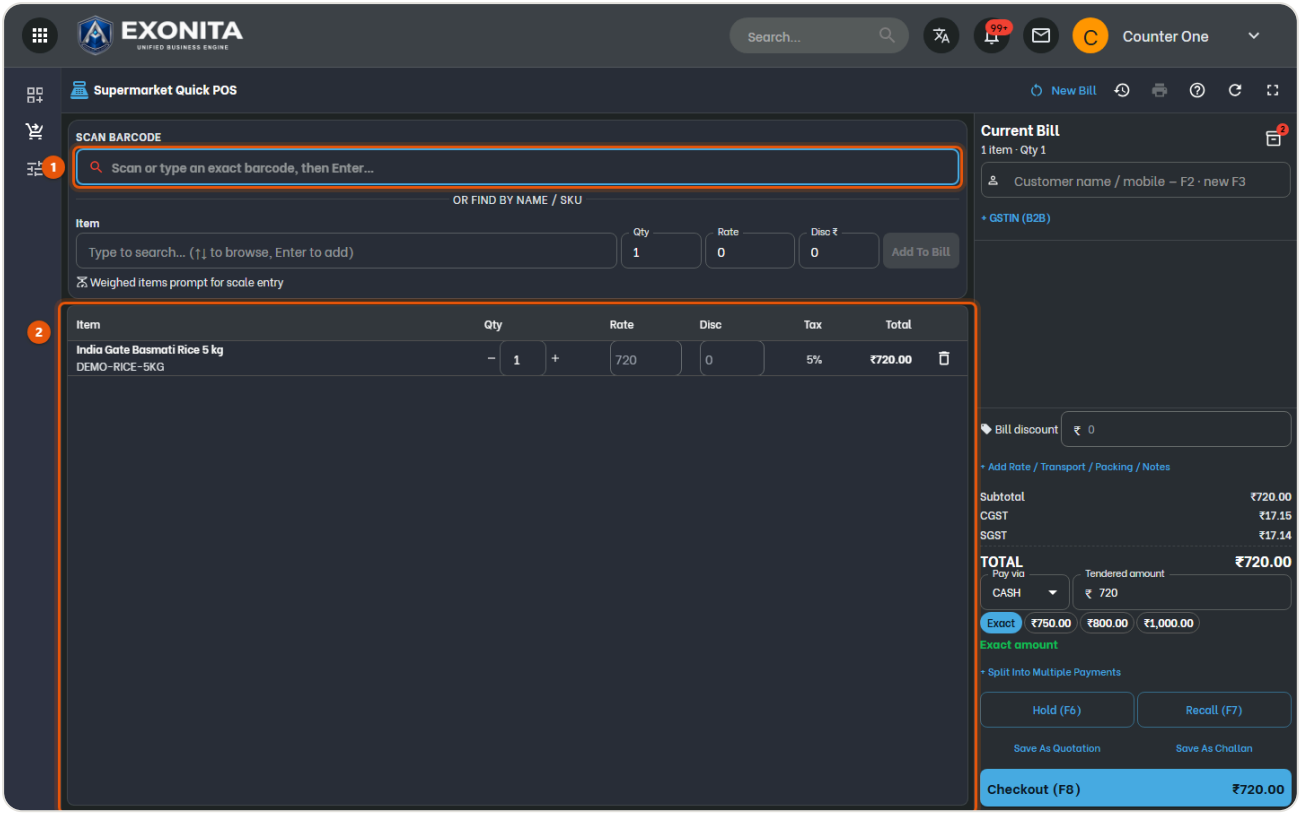
Bill fast on the Supermarket Quick POS

Bill with the keyboard: scan, or type a name, and the bill fills in as a list you can edit.

WHERE Billing / POS → Supermarket Quick POS

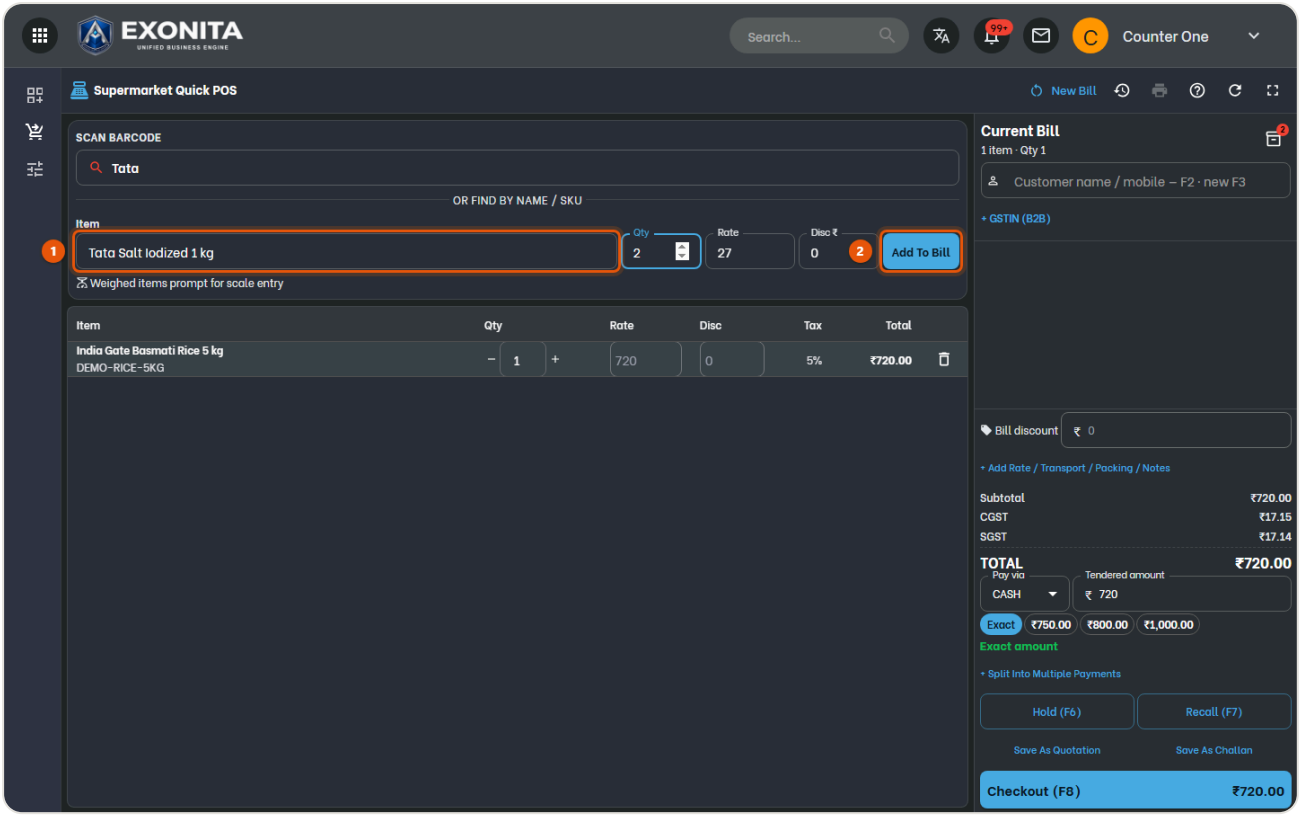
1. Open **Supermarket Quick POS**. Scan the barcode, or type it exactly in **SCAN BARCODE** and press `Enter`.

   You'll see: The item is added at the top of the bill.



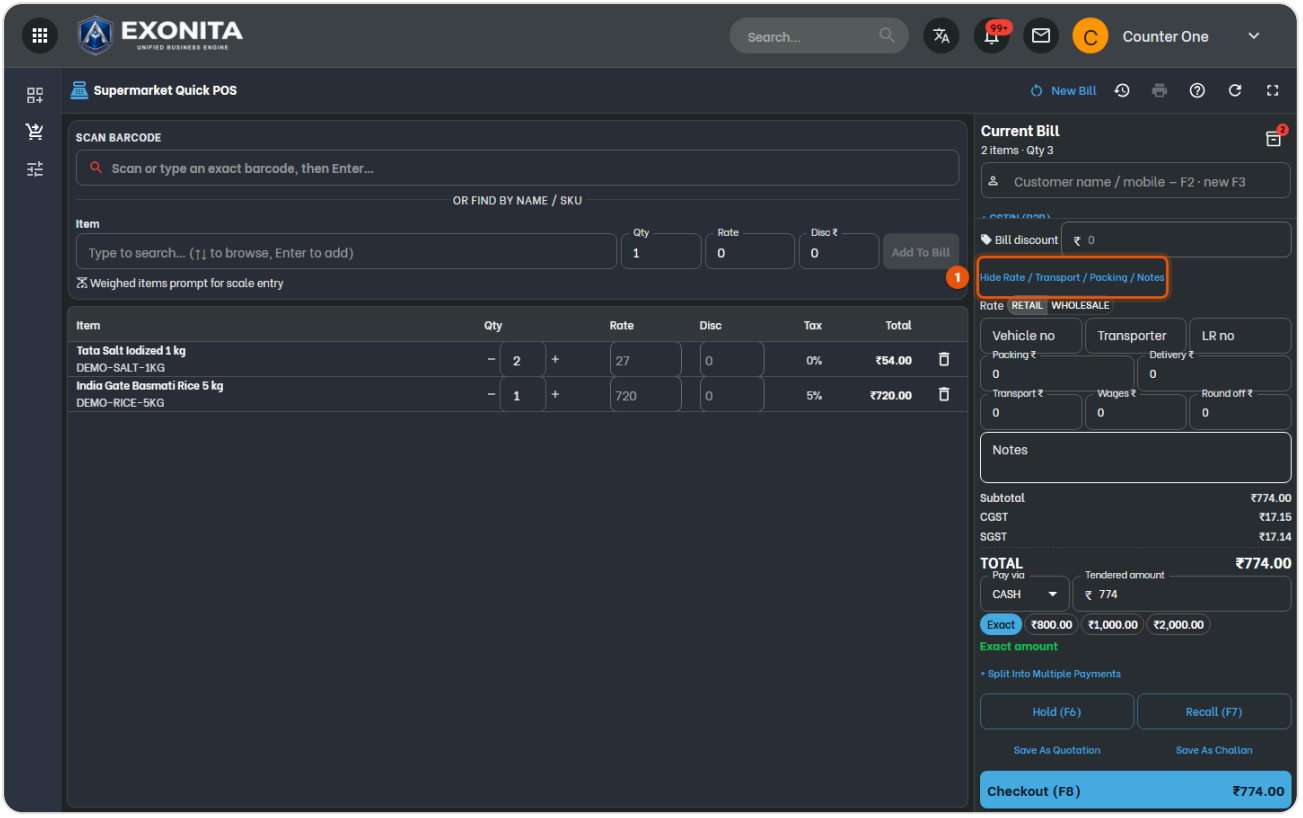
2 For an item without a barcode, type its name in **Item** (use [↑] [↓] to choose), set **Qty**, and press `Enter` or select **Add To Bill**.

You'll see: Newest items are listed first. Change any quantity, rate or discount right in the list.



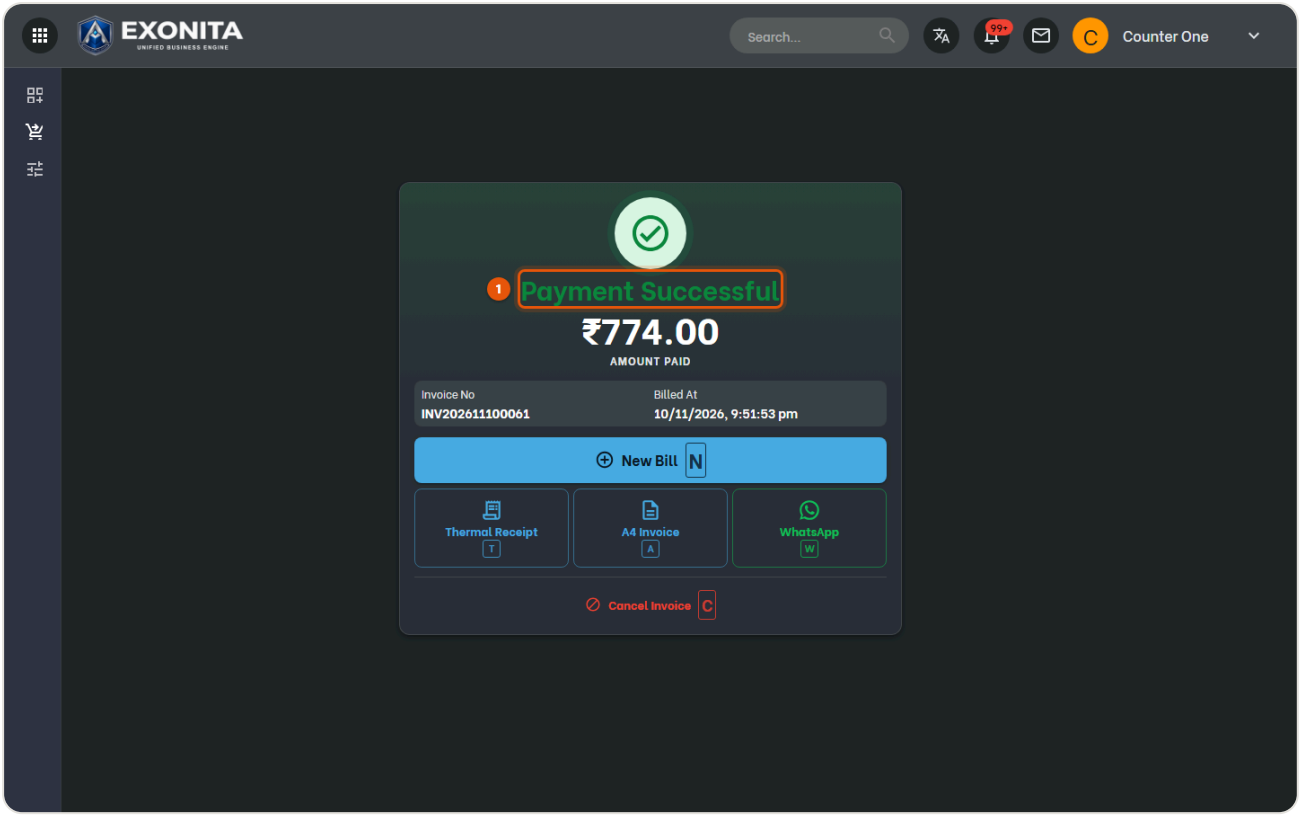
3 To bill at wholesale rates or add transport, packing or a note, select **+ Add Rate / Transport / Packing / Notes**.

You'll see: The extra charges and notes print on the bill.



4 Choose the payment, then select **Checkout (F8)** and **Save & Print**, as on the Supermarket POS.

You'll see: Payment Successful shows the invoice number.



TASK 6

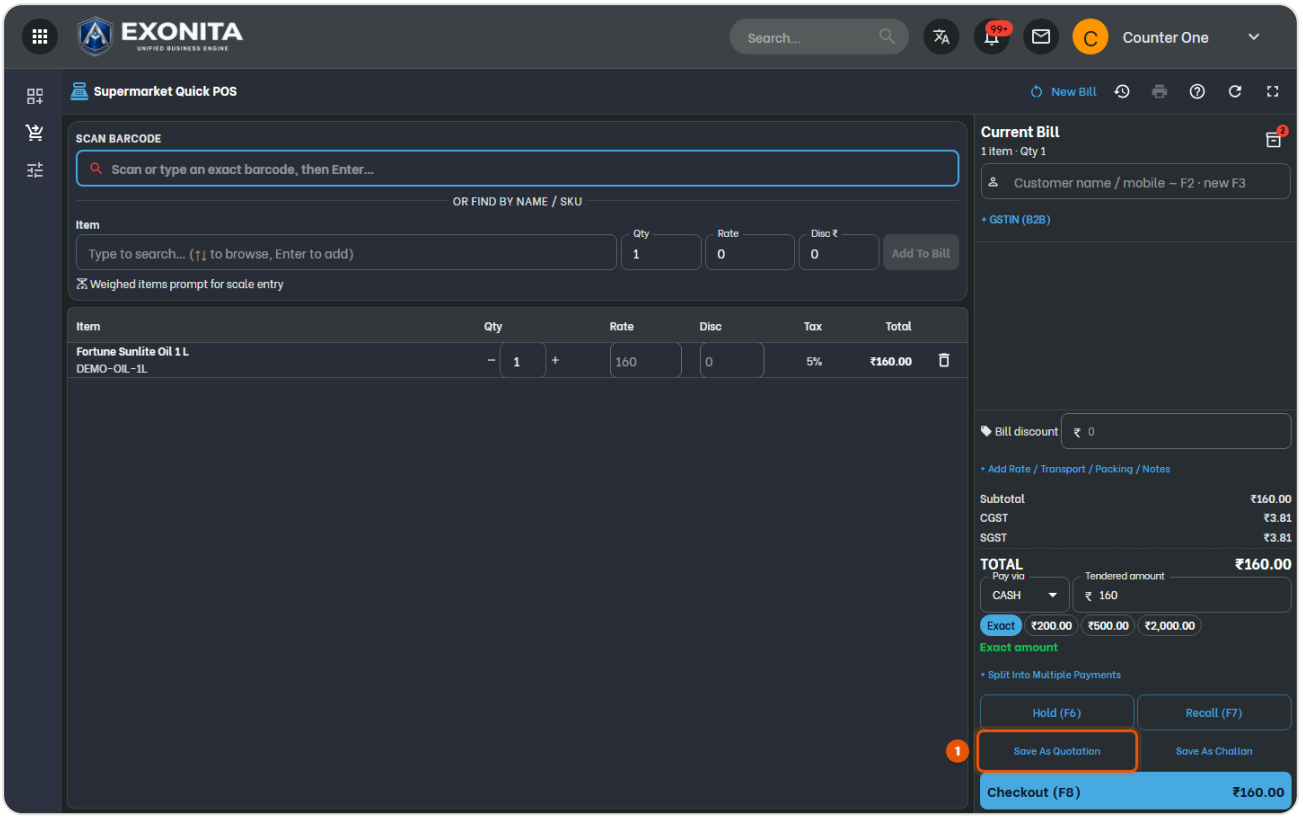
Save a quotation or a delivery challan

Give a customer a price, or send goods with a challan, without billing yet.

WHERE Supermarket Quick POS → Save As Quotation / Save As Challan

1. Add the items, then select **Save As Quotation** (no stock moves) or **Save As Challan** (for goods that leave on approval or for delivery).

   You'll see: The quotation or challan is saved with its own number, and the counter is ready for the next bill.



TASK 7

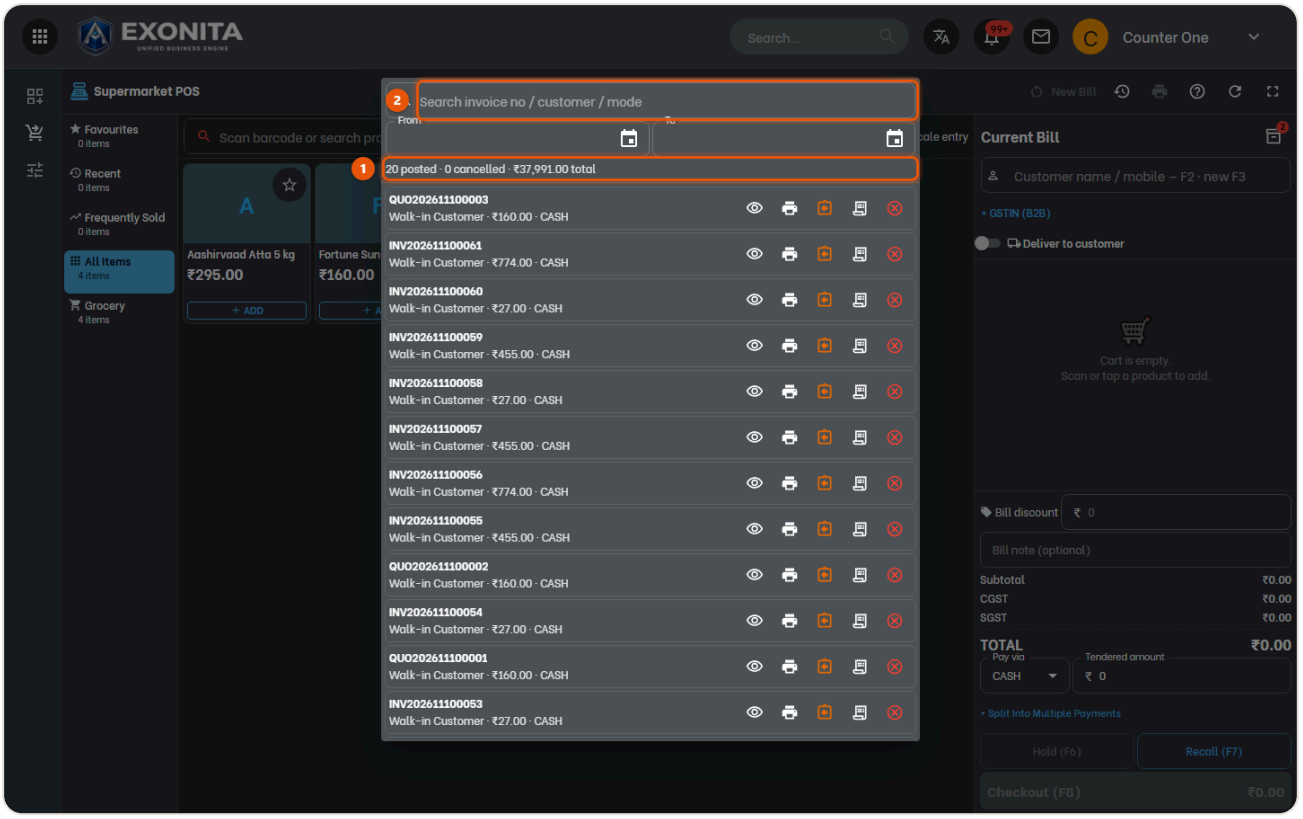
Find, reprint, return or cancel a bill

Look up a bill, print it again, take items back, or cancel it.

WHERE Counter → Recent bills

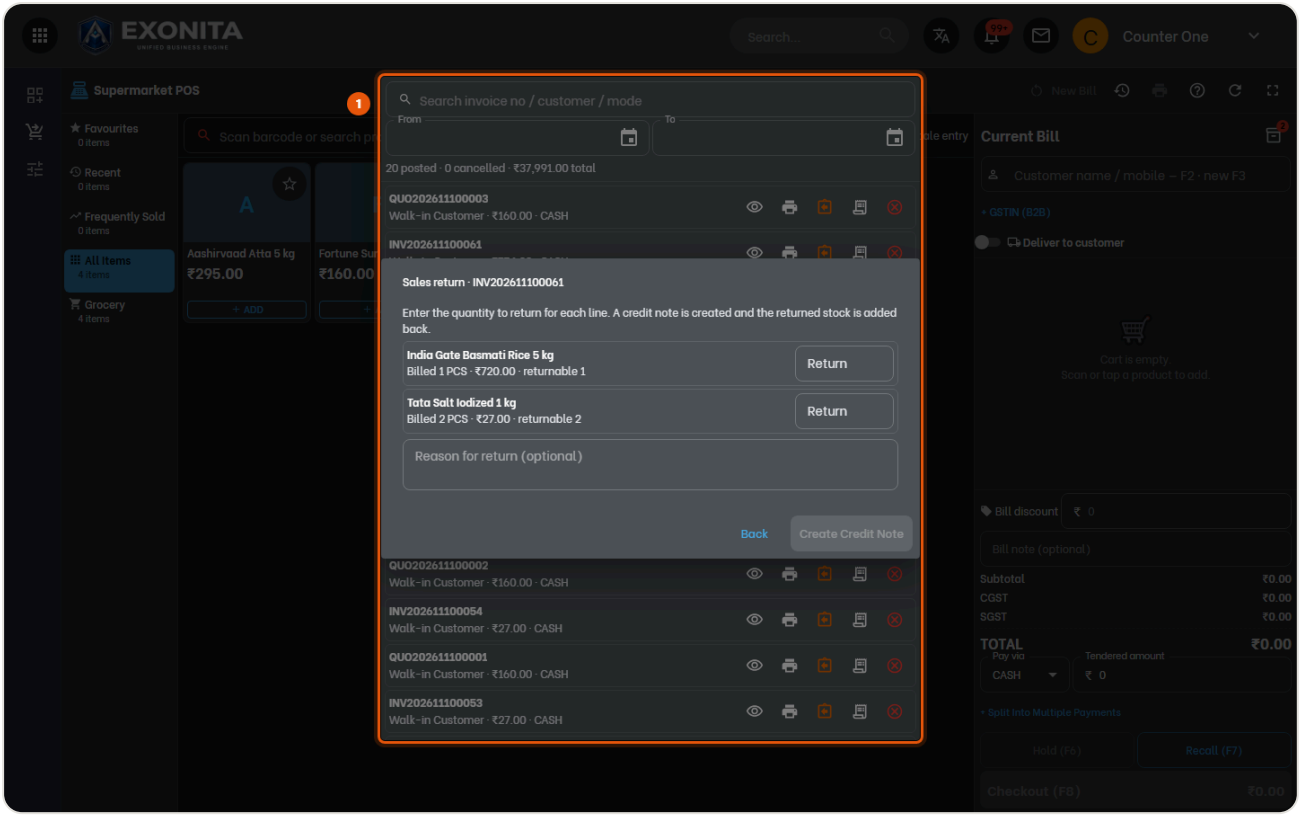
1. Select the **Recent bills** icon at the top of the counter, or press `Alt+2`. Search by invoice number, customer or payment mode, or set **From** and **To**.

   You'll see: The bills are listed newest first, with quotations (QUO…) and credit notes (CRN…). The icons on each bill are **View**, **Reprint**, **Sales return**, **e-Invoice / e-Way Bill** and **Cancel**.



2 When a customer brings items back, select **Sales return** on their bill, choose the items and quantities, and confirm.

You'll see: A credit note (CRN…) is made for the returned items, and they go back into stock.

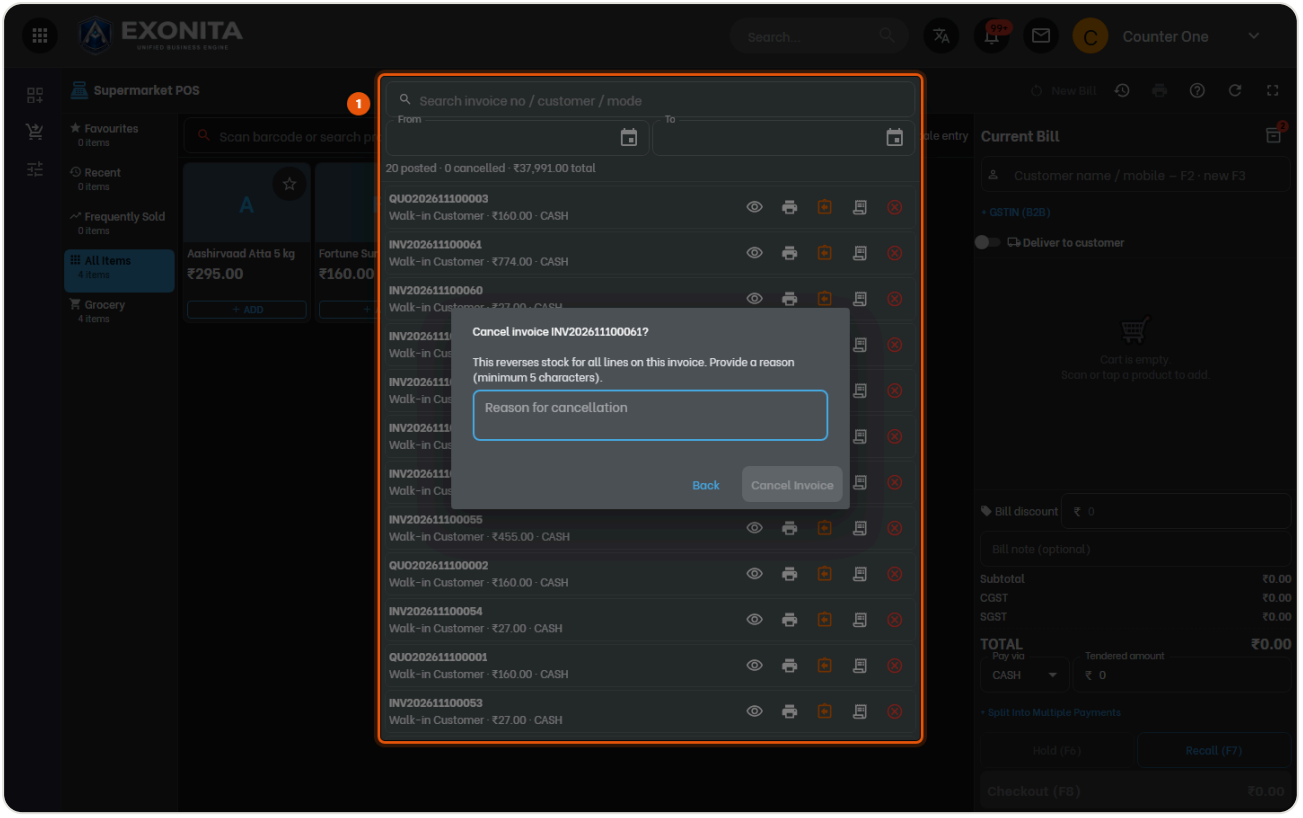


TIP

Returns show in **My Shift** and in Day Close, and the refund is taken out of the cash expected in your drawer.

3 To cancel a bill posted by mistake, select **Cancel** (the red icon) on it, enter the **Reason for cancellation** (at least 5 characters) and confirm. Select **Back** to keep the bill.

You'll see: A cancelled bill puts its items back in stock and shows under **Cancelled** in My Shift.



IMPORTANT

Every cancellation is recorded with your name and the reason. If your workspace protects cancellations, **Confirm it's you** asks for your code or password first.

TASK 8

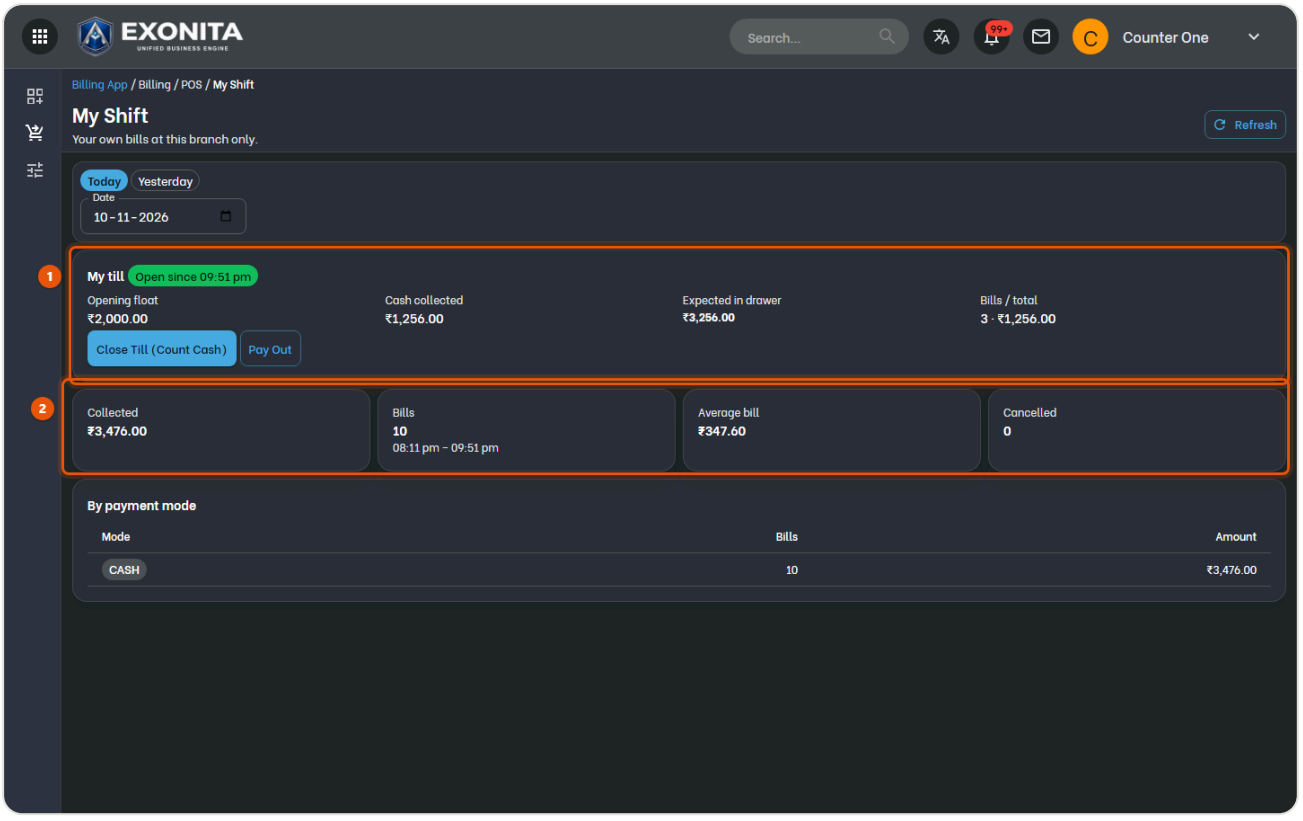
Check your shift

See your bills and the cash you should have in your drawer.

WHERE Billing / POS → My Shift

1 Open **My Shift** from the left menu.

You'll see: My till shows your opening float, the cash you collected and what should be in your drawer. Below are your bills and the split by payment mode.



TIP

Match the **Card** and **UPI** totals with your card machine and UPI app before you close your till.

TASK 9

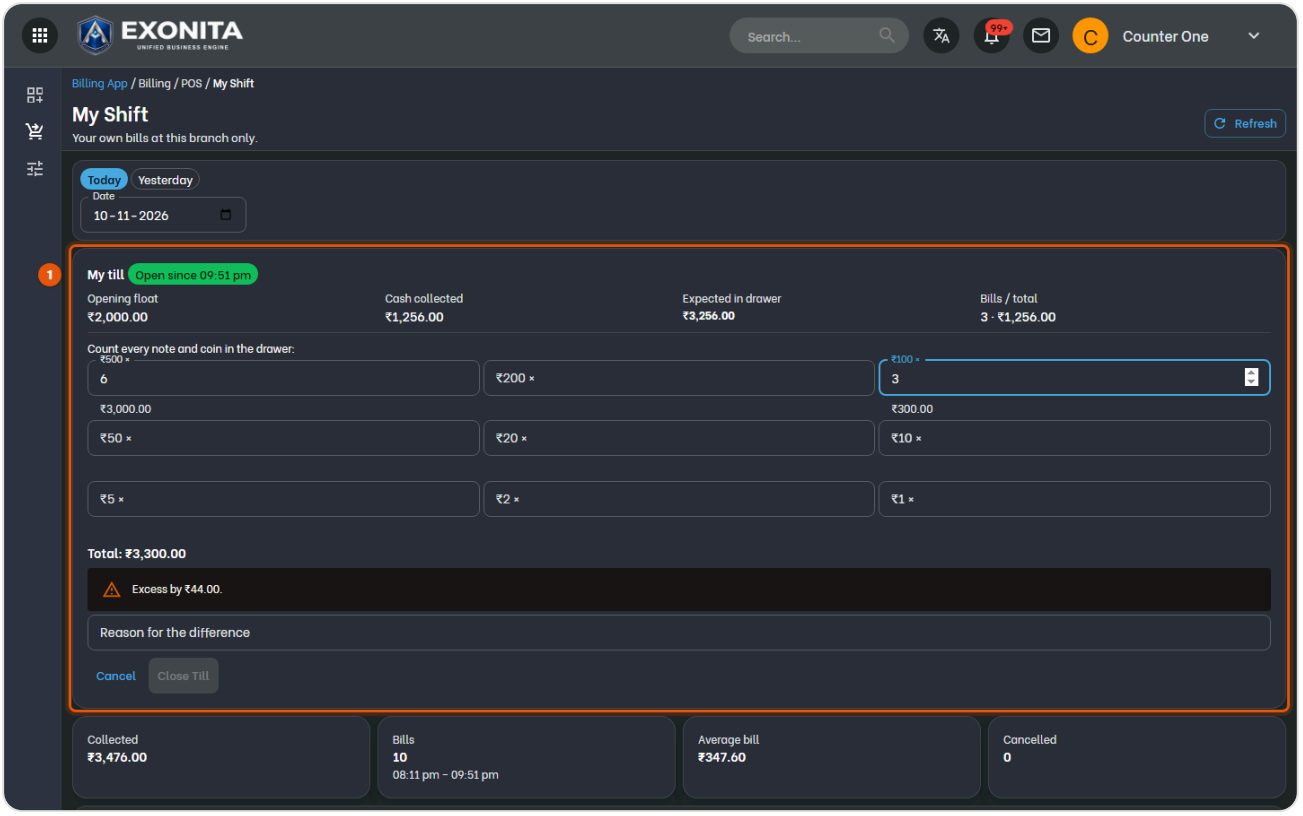
Close your till

End your shift by counting the cash in your drawer.

WHERE My Shift

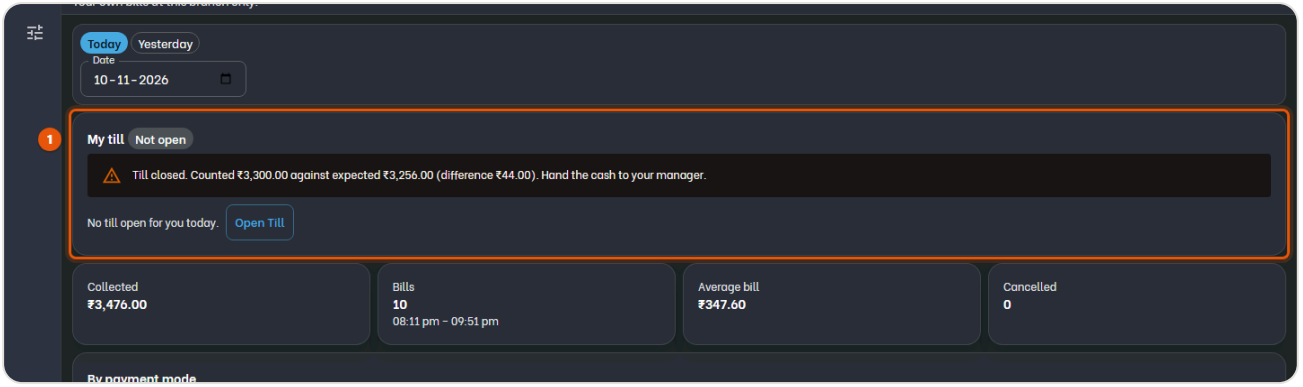
1. Select **Close Till (Count Cash)** and enter how many of each note and coin are in your drawer.

   You'll see: If the count doesn't match, you see how much you are short or over.



2 If there is a difference, enter the **Reason for the difference**. Then select **Close Till**.

You'll see: Your till is closed. Hand the cash to your administrator.



IMPORTANT

After you close your till you can't bill until you open a new one.