



# Xrero Point of Sale

## Retail Shops & Stores — User Manual

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For cashiers, shop supervisors & owners

United Arab Emirates edition (AED · 5% VAT)

Version 2.0 · May 2026 · Complete illustrated guide

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Every screen in this manual reproduces the live Xrero Point of Sale. All product names, prices and figures shown are demonstration data; your shop's data will appear in their place.

# 1. Introduction & how POS connects

**Xrero Point of Sale** is the touch-screen till your shop sells from. It runs on a computer, tablet or dedicated POS terminal, works **online or offline** (it syncs when the connection returns), and turns a stack of products into a quick, VAT-correct sale and a printed receipt. Behind the scenes it stays joined to the rest of Xrero:

When you...	Xrero does this
Sell an item	Reduces its <b>stock</b> in Inventory in real time.
Take a payment	Records cash/card/bank in the session.
Close the session	Posts one summary <b>journal entry</b> to Accounting (sales, VAT, payments).
Invoice a customer	Creates a proper tax invoice with their TRN.

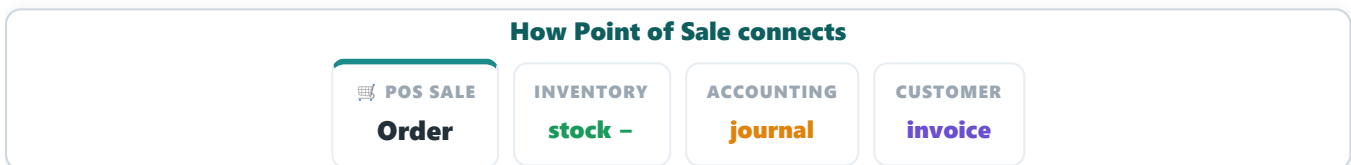


Figure 1.1 — A POS sale moves stock, posts to the accounts, and can invoice the customer.

This manual is for everyone who touches the till: the **cashier** who serves customers, the **supervisor** who opens and closes the session, and the **owner** who reviews the day's takings. No prior knowledge is assumed — every screen is shown and every button explained.

## Good to know

All prices are in **AED** and include **5% UAE VAT** where applicable. Receipts show your shop name, TRN and the VAT amount, so every sale is FTA-compliant.

# 2. Getting Started & the back office

Sign in to Xrero, open the apps grid (top-left) and choose `Point of Sale`. You arrive in the **back office** — the management side — whose top menu controls everything; the touch-screen till itself opens when you start a session.

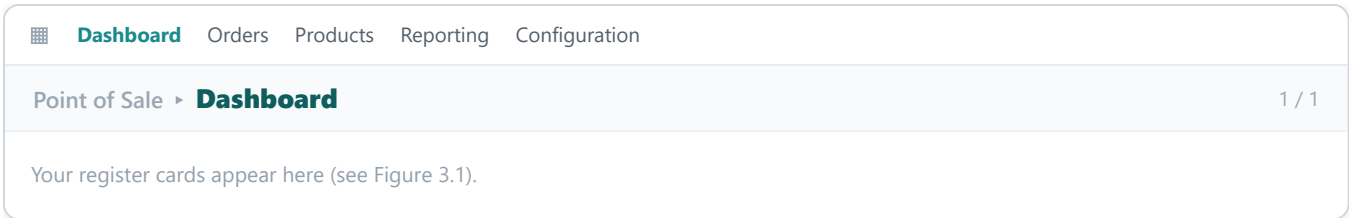


Figure 2.1 — The Point of Sale back-office menu.

Menu	What you'll find there
Dashboard	A card for each register/shop, with the New Session button and today's takings.
Orders	Every order, payment and session — searchable, refundable, invoiceable.
Products	Products, Product Variants, POS Product Categories, Pricelists.
Reporting	Sales analysis (pivot/graph) of every POS order.
Configuration	Settings, Point of Sale registers, Payment Methods.

## 3. The POS Dashboard

The Dashboard shows one card per **register** (you can run several — a main till, a returns desk, a kiosk). Each card shows the register's status and gives you the button to start selling.

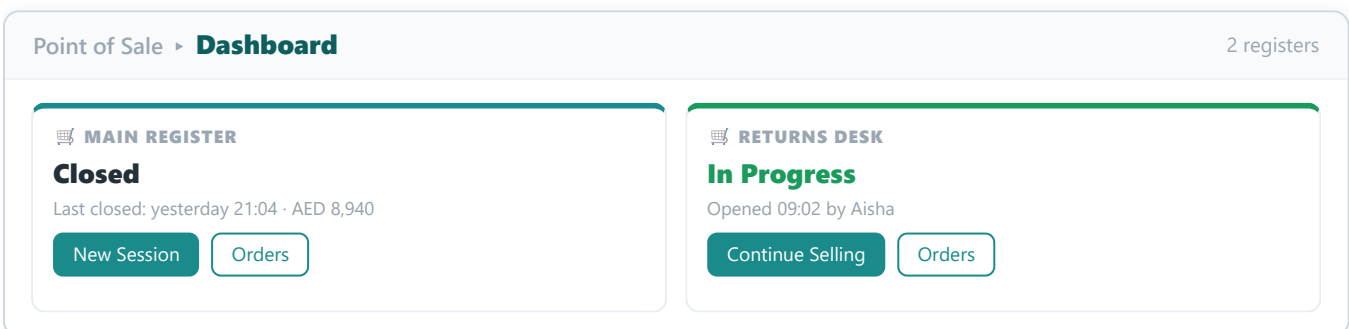


Figure 3.1 — The Dashboard: each register is a card. "New Session" opens a fresh shift; "Continue Selling" resumes an open one.

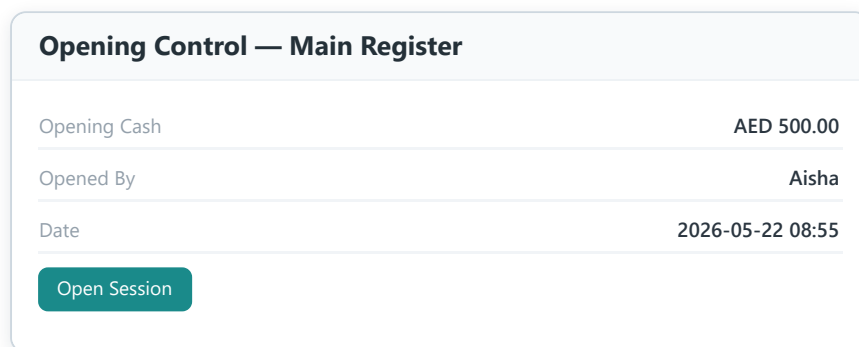
### Tip

If a colleague left a session open, you'll see **Continue Selling** instead of New Session — you join their shift rather than starting a new one.

## 4. Opening a session (the cash float)

A **session** is one shift at a till — everything sold between opening and closing belongs to it. If cash control is on, you start by declaring the **opening float** (the money already in the drawer).

- 1 On the register card, click `New Session`.
- 2 If prompted, count the drawer and enter the **Opening Cash** amount, then `Open Session`.
- 3 The full-screen register opens — you're ready to sell.



Opening Control — Main Register	
Opening Cash	AED 500.00
Opened By	Aisha
Date	2026-05-22 08:55
<input type="button" value="Open Session"/>	

Figure 4.1 — The opening control: declare the starting cash float.

## 5. The register screen — a guided tour

The selling screen has two halves. On the **left** is the **current order** — the items being bought and the running total. On the **right** are the **products**, grouped into category tabs. The bar along the **bottom** holds the action buttons; a numpad lets you change quantity, price or discount on the selected line.



Figure 5.1 — The register: the order (left, with the VAT breakdown), the product grid & numpad (right), and the action bar (bottom).

## 6. Ringing up a sale

Selling is as simple as tapping. Tap a product tile to add it; tap again to add another. Select a line to make it the "active" line, then use the numpad to change it.

- 1 Tap each product the customer is buying — it appears in the order on the left.
- 2 To add several of one item, tap it repeatedly or select the line and type the quantity on the numpad.
- 3 The total (with 5% VAT) updates live as you go.
- 4 When done, tap `Payment` (Chapter 12).

### Tip

Use the category tabs (Drinks, Bakery, Dairy...) or the search box at the top of the grid to find a product fast in a large catalogue.

## 7. Barcode scanner & weighing scale

A **barcode scanner** makes selling far faster: just scan the item and it's added to the order, quantity and price filled in automatically. Scanning the same item again increases its quantity.

Barcode type	What happens on scan
Normal product barcode	Adds 1 of that product.
Weighed-product (scale) barcode	Reads the embedded weight/price (e.g. fruit weighed at the counter).
Customer / loyalty card	Attaches that customer to the order.



Figure 7.1 — Scanning a barcode adds the product instantly.

## 8. Quantity, price override & line discounts

Select a line, then use the numpad keys to adjust it:

Key	Effect on the selected line
Qty	Type the quantity (e.g. select Water, tap Qty, type 6).
% Disc	Apply a percentage discount to that line.
Price	Override the unit price (if your role allows it).
Backspace / 0	Set quantity to 0 to remove the line.

Selected line: Dates 500g	
Quantity	1
Unit Price	AED 22.00
Line Discount	10%
<b>Line Total</b>	<b>AED 19.80</b>

Figure 8.1 — Adjusting the selected line's quantity, price and discount.

## 9. Global discounts

To discount the **whole order** (e.g. a 5% staff discount), tap **More** ▶ **Discount** and enter the percentage. A global-discount line is added so the customer sees it clearly on the receipt. Global discounts must be enabled in the register settings (Chapter 24).

Order discount	
Discount %	5%
Applied to	Whole order
<b>New total</b>	<b>AED 52.87</b>

Figure 9.1 — A global discount applied to the entire order.

## 10. Customers

Most retail sales are anonymous, but attach a customer when you need a **tax invoice**, want to award **loyalty points**, or are serving a registered business buyer.

- 1 Tap **Customer**.
- 2 Search by name or phone — or tap **Create** to add a new one (name, phone, email, TRN).
- 3 Select them; their name now shows on the order and prints on the receipt/invoice.

Select Customer		
NAME	PHONE	LOYALTY
Omar Abdullah	+971 50 123 4567	320 pts
Sara Khan	+971 55 234 5678	85 pts

+ Create    Set Customer

Figure 10.1 — Attaching a customer (with their loyalty balance).

## 11. Loyalty, gift cards & coupons

Xrero POS supports the full set of customer-reward tools (switch on the ones you want in settings):

Tool	How it works at the till
Loyalty Program	Customers earn points per purchase and redeem them for discounts.
Gift Cards	Sell a gift card; later scan it as a payment method.
Coupons / Promo Codes	Enter a code for an automatic discount or free gift.
eWallet	Top up a customer balance they can spend later.

**Rewards — Omar Abdullah**

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Points balance 320

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Reward available AED 10 off (200 pts)

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Figure 11.1 — Redeeming loyalty points or applying a coupon at checkout.

## 12. Taking payment

Tap **Payment** to settle the order. Choose a method, enter the amount tendered, and validate. You can **split** a payment across methods (part cash, part card).

- 1 Tap **Payment**.
- 2 Tap a method — **Cash**, **Card** or **Bank** — and enter the amount (or tap the exact-amount shortcut).
- 3 For cash, the screen shows the **change** to give back.
- 4 Tap **Validate** to confirm.

**Payment**
Total due: AED 55.65

₹ Cash

🇦🇪 Card

🏠 Bank

Cash

AED 60.00

Total	AED 55.65
Tendered	AED 60.00
<b>Change</b>	<b>AED 4.35</b>

Figure 12.1 — The payment screen: method, amount tendered and change due.

## 13. The receipt

After validating, the receipt screen appears. **Print** it to a connected receipt printer, or **Email** it to the customer, then tap **New Order** for the next customer. The receipt carries your shop name, **TRN**, the line items, the **5% VAT** and the total — a valid UAE tax receipt.

XRERO MART	
TRN: 100123456700003	
6x Water 500ml	12.00
White Bread	5.00
2x Milk 1L	14.00
Dates 500g	22.00
<hr/>	
Subtotal	53.00
VAT 5%	2.65
<b>TOTAL</b>	<b>55.65</b>
Cash	60.00
Change	4.35
<hr/>	
Thank you! · xrero.com	

Figure 13.1 — A VAT-compliant receipt with shop name, TRN and the 5% VAT line.

## 14. Refunds & returns

To refund, tap **Refund**, find the original order (by receipt number or customer), choose the lines and quantities to return, then take the refund as a negative payment (cash back or card reversal). Stock of the returned items is added back to Inventory.

Refund — Order 00042		
PRODUCT	SOLD	REFUND
Fresh Milk 1L	2	1
<b>Refund total</b>		<b>- AED 7.00</b>

Figure 14.1 — Refunding one item from an earlier order; the milk returns to stock.

## 15. Invoicing a customer

Business buyers often need a full tax invoice, not just a receipt. After attaching a customer, tap **Invoice** on the payment screen — Xrero issues a proper VAT invoice (with the customer's TRN) that posts to Accounting, while still completing the POS sale.

### Note

A POS receipt is a valid **simplified tax invoice** for everyday sales; use a full **Invoice** when the customer is VAT-registered and needs to reclaim input tax.

## 16. Multiple & parked orders

Serving two customers at once, or a customer who forgot something? Tap **|| Park** (or the "+" tab) to hold the current order and start a new one. Parked orders sit in tabs at the top of the screen; tap one to resume it. Nothing is lost when you switch.

### Open orders

**Order 1 (AED 55.65)**    Order 2 (AED 18.00)    + New

Tap a tab to resume that customer's order.

Figure 16.1 — Several orders held at once; switch between them with the tabs.

## 17. Closing the session

At the end of the shift the supervisor closes the session and reconciles the drawer.

- 1 Open the menu (top-right) and choose **Close Register**.
- 2 Count each payment method and enter the **counted** amount. The screen shows the **difference** versus expected.
- 3 Confirm to close — the session's sales **post to Accounting** as one journal entry, and you can print the **Z-Report**.

Point of Sale ▶ **Closing Control** Main Register

PAYMENT METHOD	EXPECTED	COUNTED	DIFFERENCE
Cash	AED 1,840.00	AED 1,840.00	0.00
Card	AED 1,400.00	AED 1,400.00	0.00

**Total Sales** **AED 3,240.00**

**Close Session**    **Print Z-Report**

Figure 17.1 — The closing control: count each method, resolve any difference, then post the session.

### Important

A cash difference is recorded as a cash-difference entry — count carefully. Once a session is closed it cannot be re-opened.

## 18. Orders in the back office

Menu path: Point of Sale ▶ Orders ▶ Orders

Every sale is listed here with its receipt number, date, cashier, customer, total and status. Open one to see its lines, reprint the receipt, invoice it, or trace it to its session and journal entry. There are also sub-menus for **Payments** and **Sessions**.

RECEIPT	DATE	CUSTOMER	TOTAL	STATUS
Main/0042	05-22 14:32	Walk-in	AED 55.65	Paid
Main/0041	05-22 14:18	Omar Abdullah	AED 210.00	Invoiced
Main/0040	05-22 13:55	Walk-in	AED 18.00	Paid

Figure 18.1 — The back-office Orders list, searchable and filterable.

## 19. Products & POS categories

Menu path: Point of Sale ▶ Products ▶ Products

To appear on the till, a product must be flagged **Available in POS** and given a **POS Category** (the tabs on the register), a sales price and the right **VAT**. Set a barcode for scanning and a product image for the tile.

Products ▶ Dates 500g		General Information	
Available in POS	✓ Yes	Sales Price	AED 22.00
POS Category	Grocery	Customer Taxes	VAT 5%
Barcode	6291100099001	Product Type	Storable

Figure 19.1 — A product set up for the POS: Available in POS, category, price, VAT and barcode.

Field	What it controls
Available in POS	Whether the product appears on the register at all.
POS Category	The tab/group it shows under (Drinks, Bakery...).
Sales Price & Taxes	The price and the 5% VAT applied.
Barcode	Lets the scanner find it.
To Weigh / Sold by Weight	For scale items priced per kg.

## 20. Pricelists & promotions

Menu path: Point of Sale ▶ Products ▶ Pricelists

A **pricelist** sets special prices — member prices, happy-hour rates, bulk discounts, time-limited promotions. The cashier can switch pricelist on the register (if more than one is allowed), or it applies automatically to a customer.

Pricelists ▶ <b>Ramadan Promo</b>		Valid 01–30 Ramadan
RULE	CONDITION	PRICE
Dates 500g	Always	AED 18.00
Water 500ml	Buy 6+	AED 1.75 each

Figure 20.1 — A pricelist with a fixed promo price and a bulk-quantity rule.

## 21. POS reports (X / Z & summaries)

Xrero adds a full set of point-of-sale reports you can print straight from the register's receipt area, plus the back-office sales analysis. These are the everyday reports a shop runs.

Report	What it shows
X-Report	A mid-shift snapshot of sales & payments <b>without</b> closing the session — for a quick check or a shift handover.
Z-Report	The end-of-day report produced at session close — totals by payment method and by VAT rate.
Sales Summary	Sales over a chosen period.
Payment Summary	Totals split by payment method (cash, card, bank).
Order Summary	A list of orders with their totals.
Category Summary	What sold, grouped by product category.
Product Summary	What sold, grouped by product.
Top Selling	Your best-selling products for the period.
Profit / Loss	Sales versus cost (margin) for the period.
Inventory Audit	Stock movement linked to POS sales by location.

Reports
Main Register

X-Report
Z-Report
Sales Summary
Payment
Top Selling
Profit/Loss

**Z-Report preview**

Cash sales	AED 1,840.00
Card sales	AED 1,400.00
VAT collected (5%)	AED 154.29
<b>Total sales</b>	<b>AED 3,240.00</b>

Figure 21.1 — The POS report buttons and a Z-Report preview with VAT collected.

## 22. Hardware (printer, drawer, scanner, display)

Xrero POS works with standard retail hardware. Connect them directly (USB/Bluetooth on a tablet) or through an **IoT Box** for a full till station.

Device	Used for
Receipt printer	Printing receipts and X/Z reports.
Cash drawer	Opens automatically on a cash payment.
Barcode scanner	Scanning products and customer cards.
Customer display	Shows the customer their items and total.
Weighing scale	Selling by weight at the counter.
Card terminal	Integrated card payments (where supported).

Settings ▸ **Connected Devices** IoT Box: online

🖨️ Receipt Printer	<span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 4px;">Connected</span>
📷 Barcode Scanner	<span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 4px;">Connected</span>
💰 Cash Drawer	<span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 4px;">Ready</span>
📺 Customer Display	<span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 4px;">On</span>

Figure 22.1 — Connected devices on a till station.

## 23. Multi-cashier login

With employee login enabled, each cashier signs in to the register with a **PIN or badge**, so every order records who served it. Use it to track sales by cashier and to control who may give discounts or refunds.

Select Cashier

Aisha

Khalid

Mona

Enter PIN to start serving.

Figure 23.1 — Cashiers log in by PIN/badge so each sale is attributed.

## 24. Configuration & settings

Menu path: Point of Sale ▸ Configuration

Setting	What it's for
Point of Sale (register)	Create each register/shop; set cash control, the receipt header/footer (with your TRN), and the journals it posts to.
Payment Methods	Define Cash, Card and Bank methods and the accounts they post to.
POS Categories	The product tabs shown on the register.
Pricelists	Promotions and special prices.
Loyalty / Coupons / Gift Cards	Switch on the reward programs you offer.
Bills / Tips / Customer Display	Optional features per register.

Configuration ▶ **Settings** Main Register

<input checked="" type="checkbox"/> Cash Control (opening/closing)	<span style="color: green; font-weight: bold;">On</span>
<input checked="" type="checkbox"/> Global Discounts	<span style="color: green; font-weight: bold;">On</span>
<input checked="" type="checkbox"/> Loyalty Program	<span style="color: green; font-weight: bold;">On</span>
<input checked="" type="checkbox"/> Customer Display	<span style="color: green; font-weight: bold;">On</span>
Receipt Footer	"Thank you · TRN 100123456700003"

Figure 24.1 — Register settings: cash control, discounts, loyalty and the VAT receipt footer.

## 25. Accounting integration

When a session closes, Xrero posts **one journal entry** summarising the whole shift — sales income, the 5% VAT collected, and the money received by each payment method — so your till always reconciles with your books. Cash differences are posted to a cash-difference account, and invoiced orders post their own customer invoices.

Session POS/Main/0007 ▶ **Journal Entry** Posted

ACCOUNT	DEBIT	CREDIT
Cash on hand	1,840.00	
Card clearing	1,400.00	
Sales income		3,085.71
VAT payable (5%)		154.29

Figure 25.1 — The session's journal entry: takings vs. sales income and VAT.

## 26. Glossary

Term	Meaning
Register	A till/point of sale you sell from.
Session	One shift, from opening to closing.
Cash float	The starting cash in the drawer.
Order / Receipt	A single sale and its printed proof.
Parked order	An order held aside to serve another customer.
X-Report / Z-Report	Mid-shift snapshot / end-of-day report.
Pricelist	A set of special prices/promotions.
Loyalty / Coupon / Gift Card	Customer reward and payment tools.
TRN	Tax Registration Number printed on VAT receipts.

## 27. FAQ & troubleshooting

### The product isn't on the register.

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Open the product, tick **Available in POS**, give it a POS category and a price, then close and re-open the session (or refresh).

### The barcode scanner isn't adding items.

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Check the product has the right **Barcode**, and that the scanner is configured as a keyboard device or paired via the IoT Box.

### I can't apply a discount.

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Enable **Global Discounts** (and line discounts) in the register settings; your cashier role may also need permission.

## I can't close the session.

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Make sure no order is left in progress, count each payment method, and resolve any cash difference. Closing then posts the session to Accounting.

## The receipt printer didn't fire.

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Check it shows **Connected** under Connected Devices, and that the register's printer is selected in settings.

## Where do POS sales appear in the accounts?

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When a session closes it posts one journal entry summarising the day's sales, VAT and payments (Chapter 25), so the till always reconciles with your books.

### **Need help?**

Contact your Xrero administrator or visit [xrero.com](https://xrero.com).