

Kinxso POS Cloud

Browser-based point of sale, stock and accounts for one shop or many.

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1. Getting started

Set up in this order

Each step depends on the one before it, and doing them out of order means going back.

1. **Shop details** - name, address, tax registration and receipt wording.
2. **Users** - your team, each with a role and a PIN for the till.
3. **Categories and brands** - how your products are grouped.
4. **Products** - what you sell, with prices and tax.
5. **Opening stock** - what you have on the shelves today.
6. **Opening balances** - what the business already owns and owes, if you are moving from another

system.

Only then start selling. Products added mid-trade is normal; starting with no products at all means the till cannot ring anything up.

Users and PINs

Staff sign in to the till with a PIN rather than a password, because a cashier types it dozens of times a day. Give each person their own - a shared PIN means the sales report cannot tell you who sold what, and a shortfall at the end of a shift has no owner.

Roles decide what someone can reach. A cashier does not need the accounting screens; a manager does.

More than one shop

POS Cloud handles several shops under one account. Each shop keeps its own stock, its own till and its own numbers, and reports can be read per shop or across all of them.

Staff are scoped to the shops they work in, so a cashier at one branch cannot sell from another branch's stock or see its takings.

2. Products, stock and purchases

Products

Products - New. Each product needs a name, a selling price, and a category. Add a barcode if you scan, a cost price if you want margin reporting, and the tax rate that applies.

Categories and **brands** are how you find things later and how reports group them. A shop with 600 products and no categories has reports that tell it nothing.

Barcodes

If you scan at the till, put the real barcode on the product. Scanning is faster and removes the commonest error at the counter: ringing up the wrong similar-looking item.

Stock

Inventory shows what you hold. Stock moves on its own as you sell and as you receive purchases - you should rarely type a stock figure by hand.

When you do need to correct one, record it as an adjustment with a reason. "Stock was wrong" with no reason recorded is how shrinkage becomes invisible.

Batches and expiry

For goods with expiry dates - pharmacy, food, cosmetics - **Batches** tracks stock by batch so you can sell the oldest first and see what is about to expire. The expiry report is what stops you finding out at the counter.

Purchases

Purchases - New records what you buy from suppliers. Enter the supplier, the items and the costs. Receiving a purchase increases stock automatically, which is why it should be entered when goods arrive rather than when the invoice is paid.

A purchase entered late means the till thinks you have nothing to sell while the boxes sit in the stockroom.

Why this matters at the till

Everything above exists so the till can be fast. A cashier should scan, take money, and move on. They should not be deciding prices, looking up tax rates, or wondering whether something is in stock.

3. Selling at the till

A sale

Open **POS**. Scan or search for items, and they build up on the ticket. Change quantities as needed, take payment, and the receipt prints or is emailed.

Stock reduces, the sale appears in reports, and the ledger entry is written for you.

Payment

Take cash, card, or a split across both. Record what was actually tendered - if a customer pays part cash and part card and you record it all as cash, the till will not reconcile and somebody will spend an hour looking for the difference.

Discounts and offers

Discounts are applied at the till by the cashier, within the limits their role allows. **Offers** are rules set up in advance - a promotion on a product or category - and apply themselves.

Prefer offers over manual discounts for anything planned. A promotion applied by hand depends on every cashier remembering it, and shows up in reports as a cashier giving money away rather than as a campaign you ran.

Returns

Process a return against the original sale wherever possible. That puts the stock back, refunds the right amount, and leaves a trail connecting the two. A refund typed in as a standalone negative is untraceable a week later.

Customers and khata

Customers records who you sell to. For regulars, that history is worth having.

Khata is credit: goods now, payment later. Record the sale against the customer, and record payments as they come in. The khata screen shows who owes what.

Credit is a loan you are making. The khata balance is real money that is not in your bank yet, and the longer it sits the less likely it is to arrive.

Shifts

Open a shift at the start, close it at the end, and count the drawer. The system tells you what should be there; the count tells you what is. Investigating a small difference on the day is easy, and a month of uncounted drawers is not.

4. Staff, expenses and accounts

Employees and attendance

Employees holds your staff records. **Attendance** records who worked when, which feeds payroll and answers questions about who was on the till at a given time.

Expenses

Expenses records money going out that is not stock - rent, utilities, wages, repairs. Record them as they happen.

This is what makes the difference between knowing your sales and knowing your profit. A shop that records every sale and no expenses has a revenue figure and no idea whether it is making money.

Banks and payouts

Banks holds your accounts, and **payouts** records money moving out of the business. Keeping these current is what lets cash flow reporting mean anything.

The accounting section

Behind the till sits a real set of books: **chart of accounts, journal, ledger**, and the statements - **trial balance, profit and loss, balance sheet** and **cash flow**.

You do not have to touch these to run a shop. Sales, purchases and expenses post to them for you. They are there when you need to answer a question the shop reports cannot - what the business is worth, what it owes, whether this month's profit is real.

Two checks worth doing monthly:

- **Does the trial balance balance?** If not, something needs looking at before the figures are used.
- **Does the balance sheet match reality?** Compare its bank figure with your actual bank balance.

Opening balances

If you moved from another system, **Opening balances** is where you tell POS Cloud what was already true - stock on hand, money in the bank, what customers owed you. Do it before trading, or the books will only ever describe what has happened since you started, which is not what the business is worth.

5. Reports

The daily ones

Report	Answers
Most selling	What actually moves - the basis for what to reorder
By category	Which parts of the shop earn their shelf space
By employee	Who is selling, and how much
Hourly	When you are busy - the basis for staffing
Commission	What sales staff have earned
Expiry	What is about to go out of date, before it does

The two that change decisions

Most selling and **expiry** are the two that pay for themselves.

Most selling tells you where your money actually is. Most shops are surprised: a handful of lines carry the takings while a long tail sits still, tying up cash on shelves.

Expiry tells you what is about to become a loss. Acting on it a fortnight early - discounting, promoting, moving it to the front - turns a write-off into a sale.

Reading them honestly

A report is only as good as what was recorded. In particular:

- **Discounts typed in by hand** appear as reduced takings, not as a campaign.
- **Returns not matched to the original sale** distort both stock and sales.
- **Sales rung up under a shared PIN** make the by-employee report meaningless.
- **Expenses not recorded** make profit look better than it is.

None of these are faults in the reports. They are what happens upstream, at the counter.

Reporting across shops

With more than one shop, every report can be read per shop or across all of them. Comparing branches on most-selling lines is usually more informative than comparing their totals: two shops of different sizes should not take the same money, but they should both be selling the things that move.

6. Troubleshooting

"The till will not let me sell this item." Either the product has no stock recorded, or your role does not allow selling below stock. Receive the purchase that brought it in, or adjust stock with a reason.

"Stock says we have ten and the shelf has six." Something left without being recorded - breakage, staff use, theft, or a sale rung up against the wrong product. Adjust to the real figure with a reason recorded, then look at whether it keeps happening to the same lines.

"The drawer does not match at close." Check for a split payment recorded as a single method, a refund given in cash but recorded against card, or a sale voided after the money was taken. Count again before assuming the worst - the commonest cause is a miscount.

"A customer says they paid their khata." Look at the khata screen for that customer. If the payment is not there, it was never recorded. Record it with the correct date rather than today's, or the aging will be wrong.

"The by-employee report shows everything under one person." Staff are sharing a PIN. Give each person their own; the report cannot attribute what the system was never told.

"A promotion did not apply." Check the offer's dates and which products or categories it covers. An offer that has expired, or that was set on a category the product is not in, will not fire.

"Profit looks wrong." Usually expenses. Sales are recorded automatically because they go through the till; expenses only exist if somebody enters them. A profit figure with no expenses behind it is a revenue figure.

"I cannot see another branch's numbers." Your user is scoped to specific shops. That is deliberate. An owner or manager role with access to all shops can see across them.

"The trial balance does not balance." Stop and raise it with support before relying on the statements. Everything else reads from the same ledger.

Before contacting support

Note the exact wording of any message, the till and shop, the time, and the receipt or reference number. Most questions about a figure are answered by finding the transaction it came from.