USER GUIDE · VERSION 1

Retail POS

The till at the counter and the back office behind it: sell and take payment, close the day, and look after products, prices, stock, promotions and reports for every outlet.

1. What it is for
2. Sign in and choose your outlet
3. Open the till at the start of the day
4. Make a sale
5. Return or exchange an item
6. Put cash in or take cash out
7. Close the day
8. Find a past sale
9. Products and prices
10. Look after stock
11. Run a promotion
12. Look up a member
13. Read the reports
14. Outlets and tills
15. Users and roles

What it is for

For: Everyone

Retail POS is the till at your outlets' counters and the back office behind it. At the till, staff open the drawer, scan items, add the member, take payment, give the receipt, handle returns and close the day. In the back office, managers look up past sales and look after products, prices, stock, promotions, reports and the tills themselves.

Who uses it

Role	What they do
Beauty advisor	Sells at the till.
Store manager	Runs an outlet: approves voids, refunds and discounts above an advisor's limit, counts and receives stock.
Area manager	Looks after several outlets.
Merchandising	Products, prices and promotions.
Finance	Sales, payments and reports.
IT administrator	Outlets, tills, printers, users and roles.

The menu only shows the pages your role may use, so yours may be shorter than the one in these pictures.

What it needs from other systems

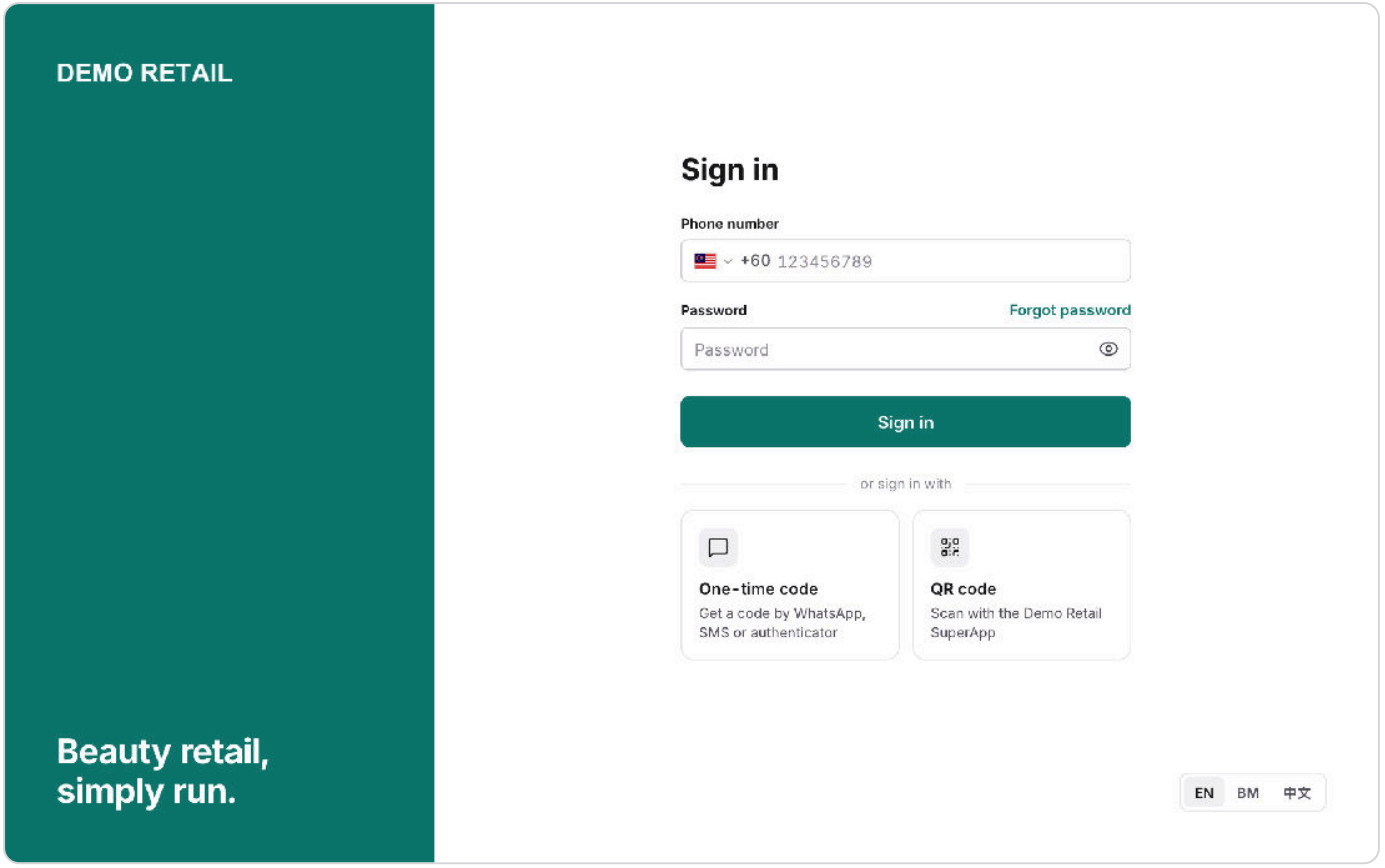
- Staff and outlets come from your company's central records (Master data) and update every night.
- Members, their points and vouchers come from Membership and Loyalty. The POS shows them but cannot change them.
- FPX, Card online and DuitNow payments go through RHB Pay.

RETAIL POS

Sign in and choose your outlet

For: Everyone

1. Open the POS in your web browser.
2. Type your **Phone number** and **Password**, then press **Sign in**.
3. No password? Press **One-time code** to get a code by WhatsApp, SMS or an authenticator app, or **QR code** to sign in with your phone.
4. To change the language, press **EN**, **BM** or **中文**.

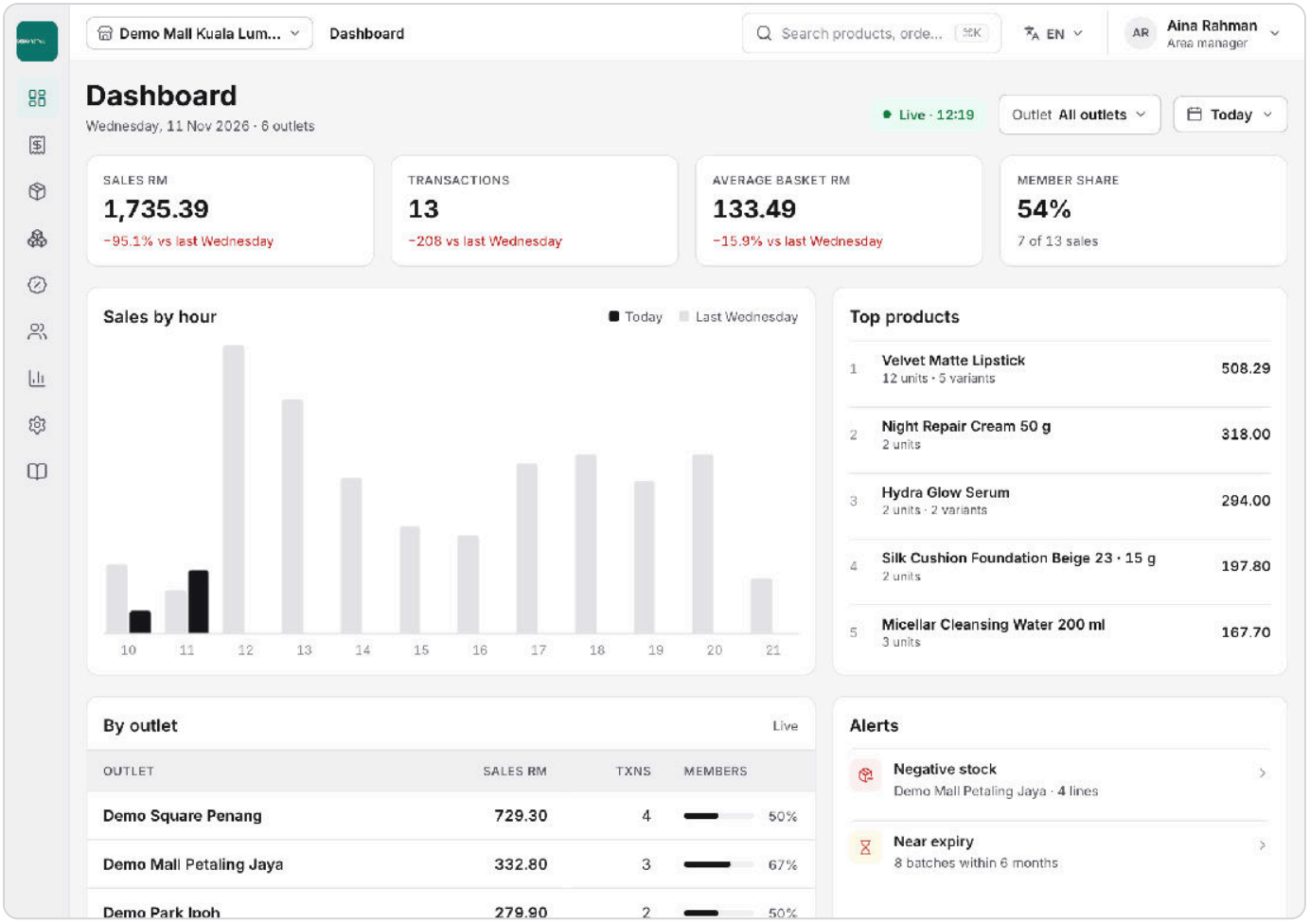


The dashboard

After signing in you land on the **Dashboard**.

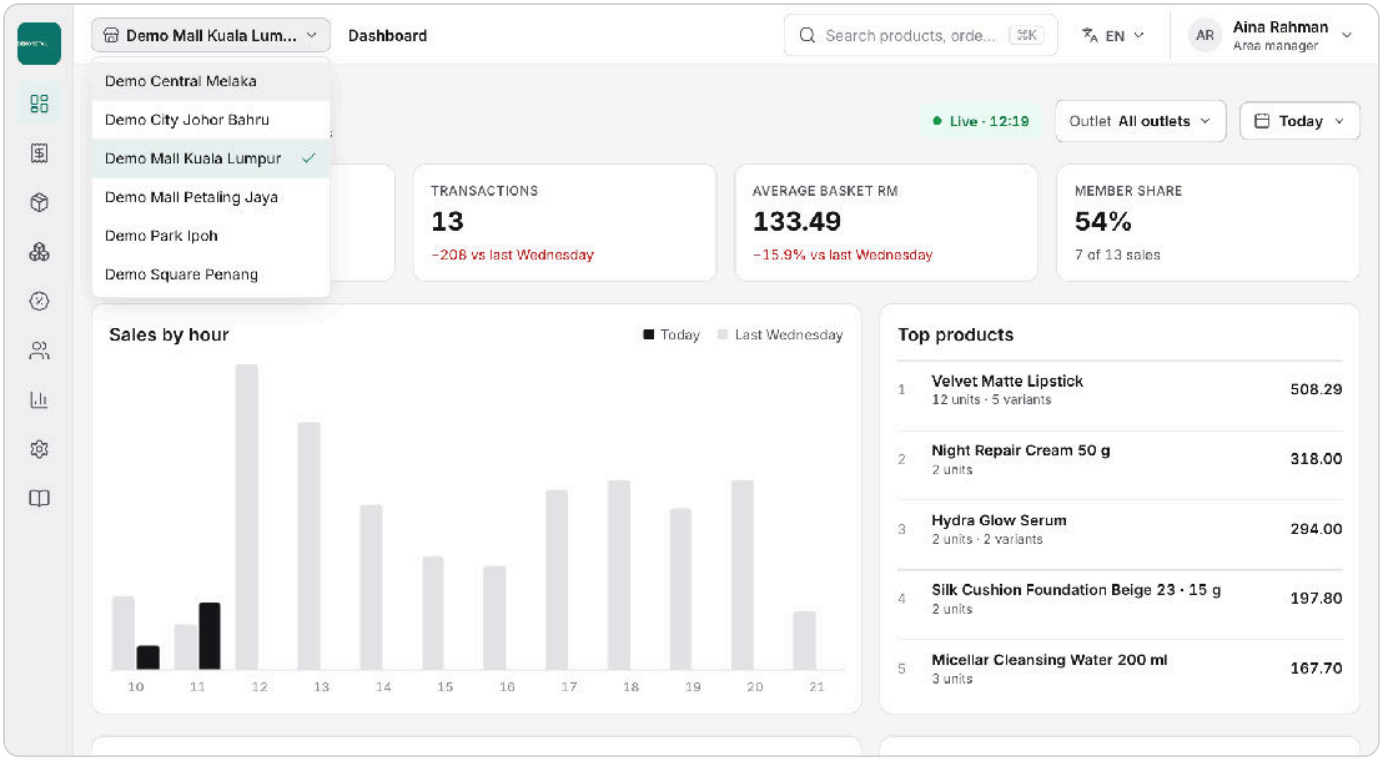
- The four boxes at the top show today's sales, number of sales, average sale value, and the share of sales made to members.
- Below them: sales by hour, best-selling products, sales per outlet, and **Alerts** that need attention, such as stock below zero or stock close to expiry.
- Use **Outlet** and **Today** at the top right to look at another outlet or another day.

- To jump to any page or setting, press Ctrl+K (⌘K on a Mac) or click the search box at the top and type what you need.



Choose your outlet

Stock, terminal and some report pages work on one outlet at a time. Click the outlet name at the top left and pick the outlet from the list.


Demo Mall Kuala Lum...
Dashboard
Search products, orde... ⌘K
EN
AR
Aina Rahman
Area manager
Demo Central Melaka
Demo City Johor Bahru
Demo Mall Kuala Lumpur
Demo Mall Petaling Jaya
Demo Park Ipoh
Demo Square Penang
Live · 12:19
Outlet All outlets
Today
TRANSACTIONS
13
−208 vs last Wednesday
AVERAGE BASKET RM
133.49
−15.9% vs last Wednesday
MEMBER SHARE
54%
7 of 13 sales
Sales by hour
Today
Last Wednesday
10
11
12
13
14
15
16
17
18
19
20
21
Top products
1 Velvet Matte Lipstick
12 units · 5 variants
508.29
2 Night Repair Cream 50 g
2 units
318.00
3 Hydra Glow Serum
2 units · 2 variants
294.00
4 Silk Cushion Foundation Beige 23 · 15 g
2 units
197.80
5 Micellar Cleansing Water 200 ml
3 units
167.70

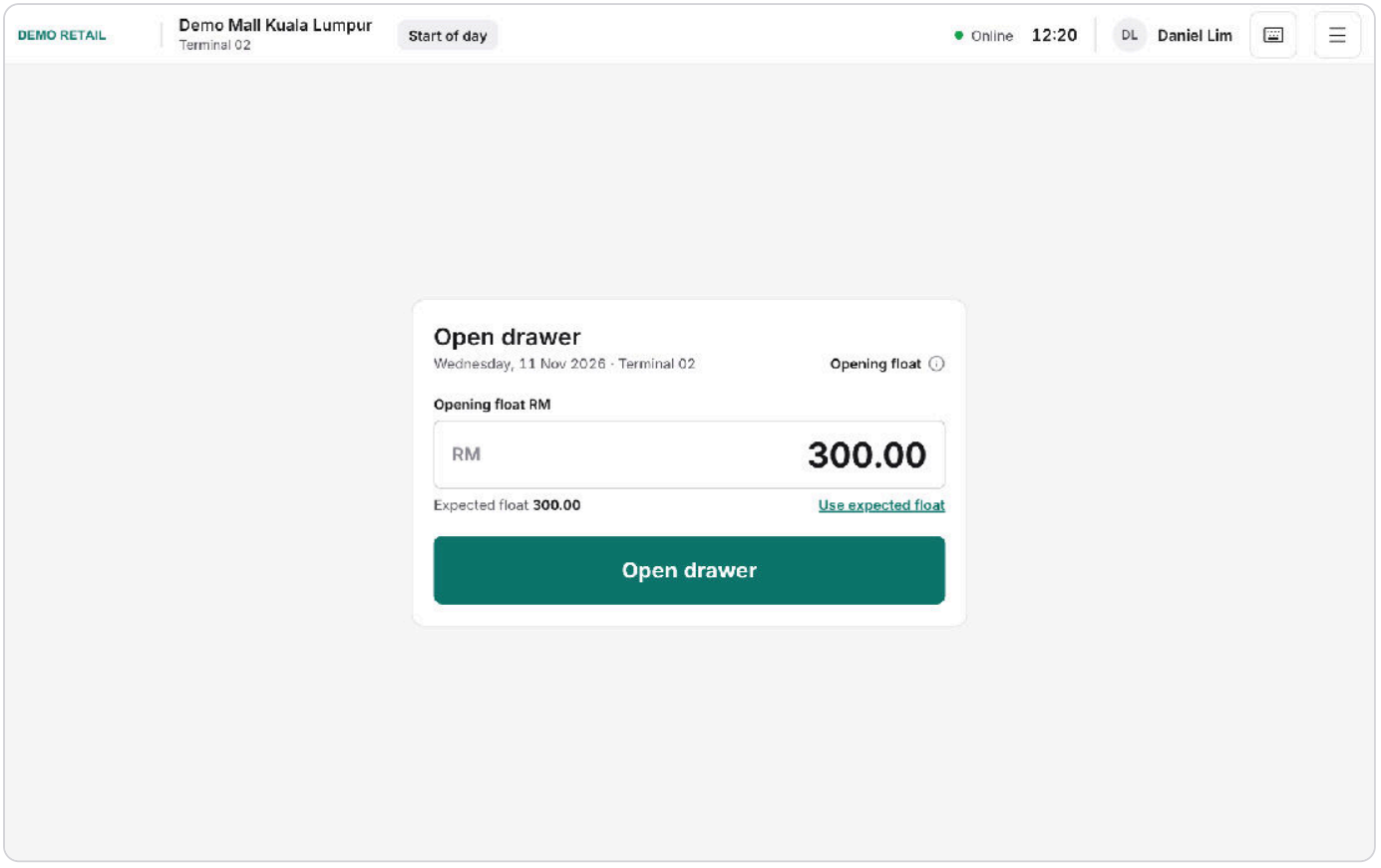
RETAIL POS

Open the till at the start of the day

For: Beauty advisors, Store managers

The first time the till opens each day, it asks how much cash is already in the drawer (the "float").

1. Type the total amount under **Opening float RM**, or press **Use expected float** if it matches.
2. If the amount is different from the expected float, a store manager has to approve it.
3. Press **Open drawer**.



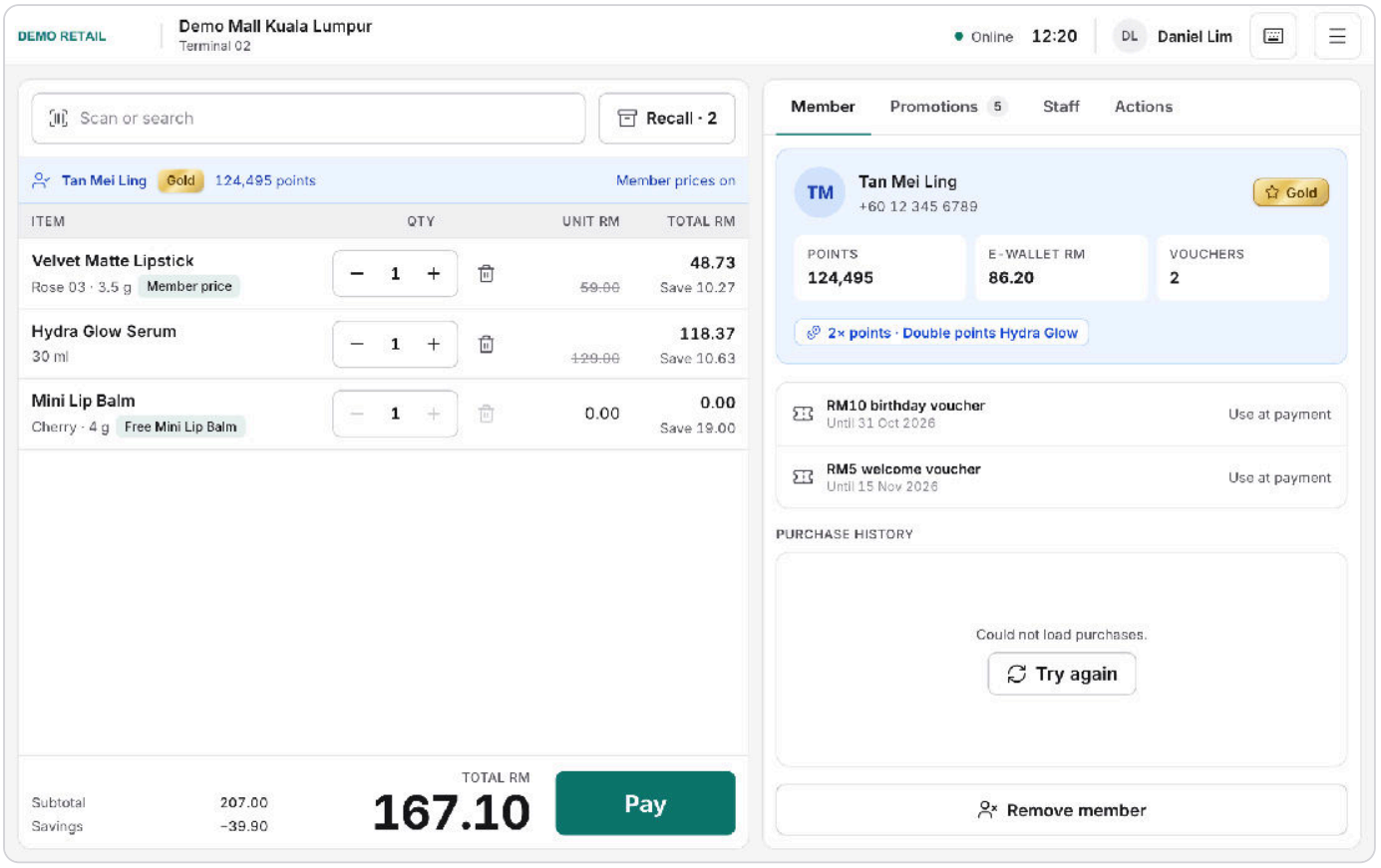
If a yellow banner says an earlier day's drawer is still open, close that day first (see Close the day).

Make a sale

For: Beauty advisors

Scan the items and add the member

1. Scan each product's barcode, or type its name in **Scan or search**.
2. Change the quantity with **+** and **−** on the line. The bin button removes the line. After a payment has been taken, removing a line is a void and asks for a reason.
3. If the customer is a member, open the **Member** tab. Scan their member QR code, type their member card number, or type their phone number and press **Find**.
4. Use the **Staff** tab to pick the sales person for the whole sale. Staff from other outlets show as **Not in this outlet** but can still be picked.
5. Member prices, promotions and free gifts are added by themselves. The saving shows under each line.



The **Promotions** tab shows which offers apply to this basket. When a deal needs more items, its reminder names them and its button adds the missing quantity.

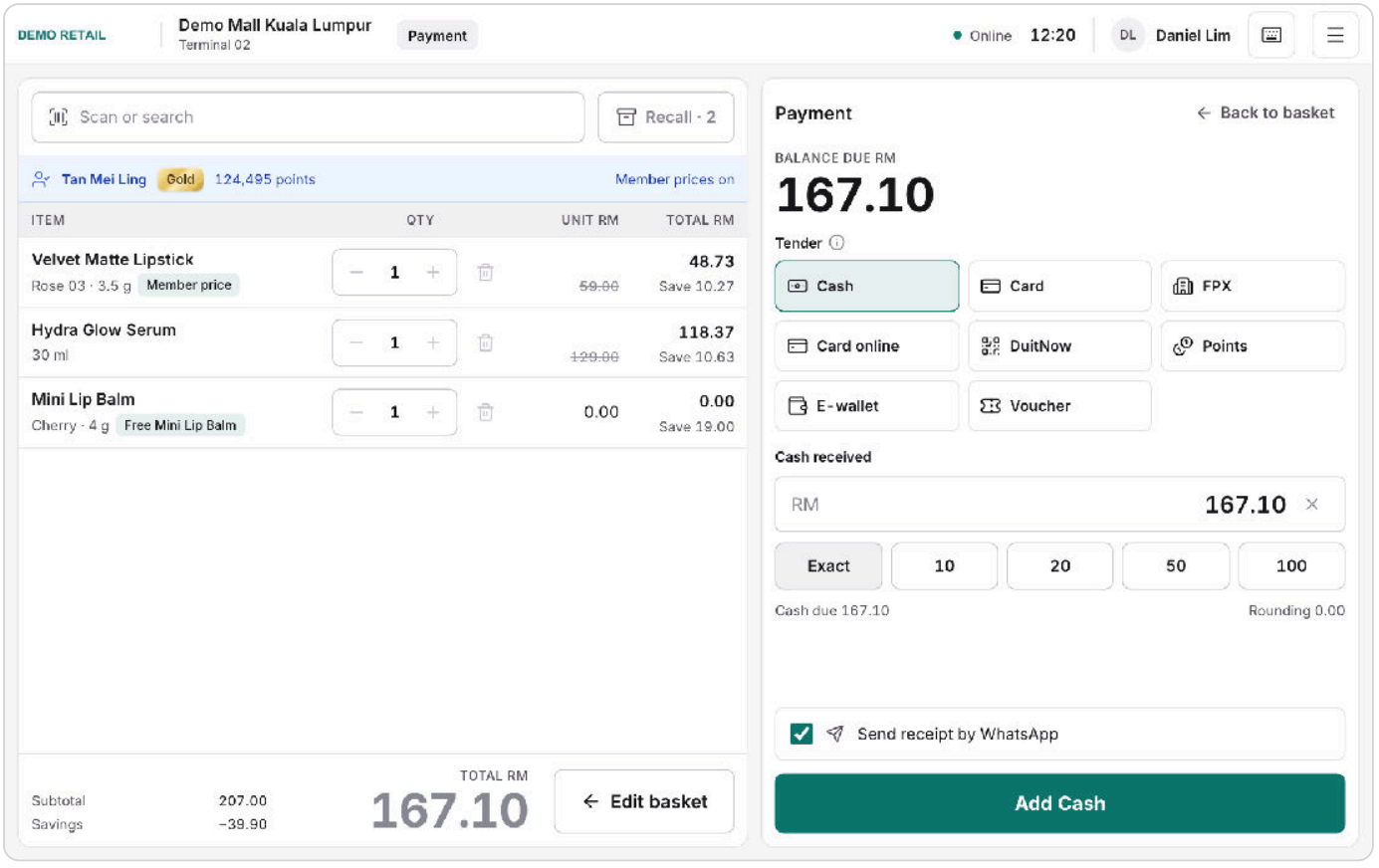
Give a discount on the whole receipt

1. Press **Receipt discount**.
2. Choose a percentage or a fixed amount off, and pick a reason. If the reason is **Other**, type a short note.
3. The discount shows as its own line under the totals. Press the small red × beside it to remove it.

Above your role's limit, a store manager must approve. Adding a receipt discount after a payment has been taken always needs a manager.

Take payment

1. Press **Pay**.
2. Choose how the customer pays: **Cash**, **Card** (the bank's card machine), **FPX**, **Card online**, **DuitNow**, **Points**, **E-wallet** or **Voucher**.
3. For cash, type the amount received or press **Exact**, **10**, **20**, **50** or **100**, then press **Add Cash**.
4. Paying with more than one method? Add each one until the balance due is 0.
5. The sale completes by itself once it is paid in full.

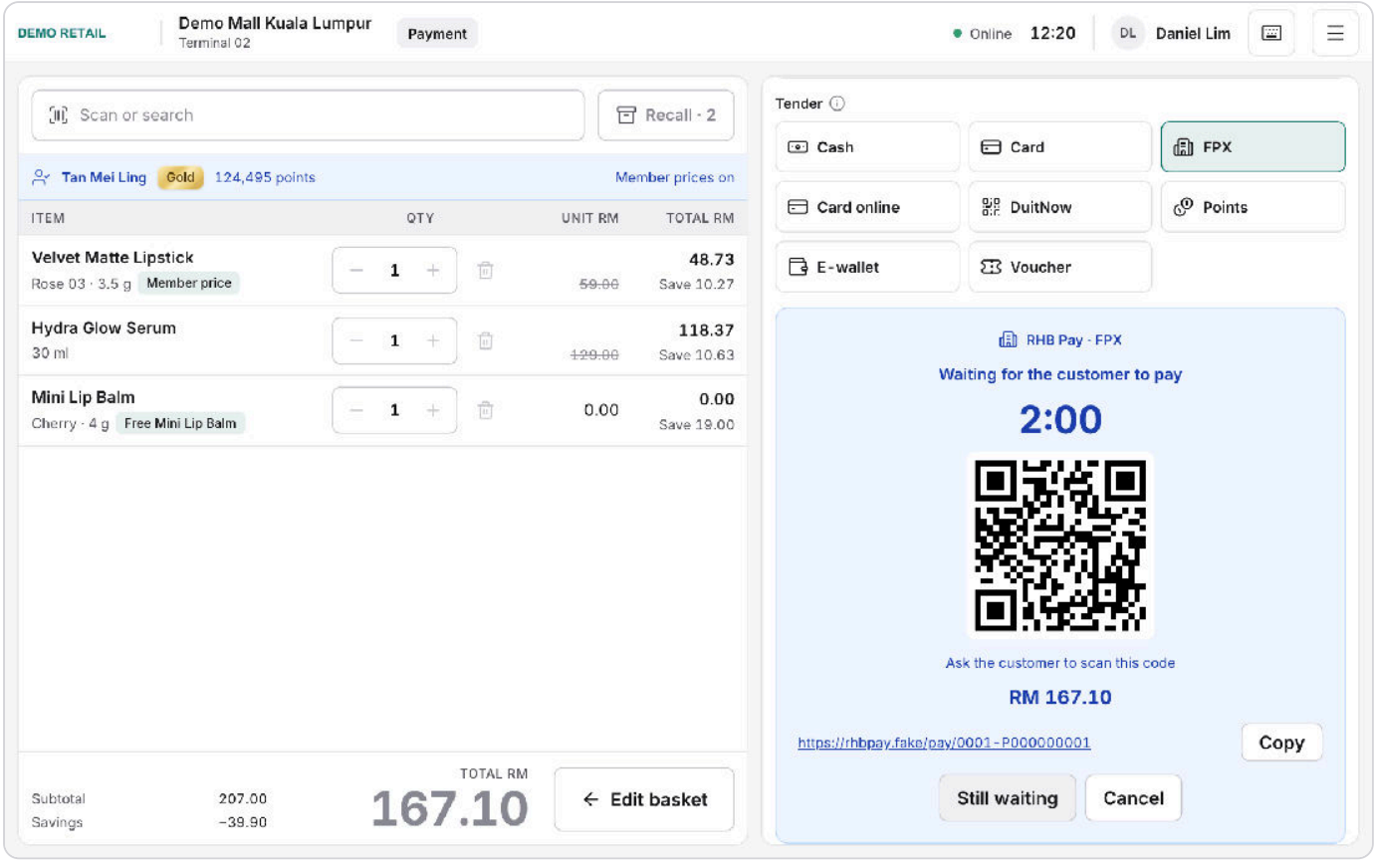


Need to change the basket? Press **Edit basket** or **Back to basket** before the sale completes.

FPX, Card online and DuitNow

These go through RHB Pay: the customer pays on their own phone.

1. Press **FPX**, **Card online** or **DuitNow**. The amount is set to the balance due; lower it if the customer pays only part this way.
2. Press **Show QR**. The code appears on the customer display, or on the till screen when there is no customer display.
3. The customer scans the code and pays. The till counts down from 2 minutes. Press **Still waiting** for 2 more minutes, or **Cancel** to choose another method.
4. When the payment arrives, the line turns green and shows the bank's reference.

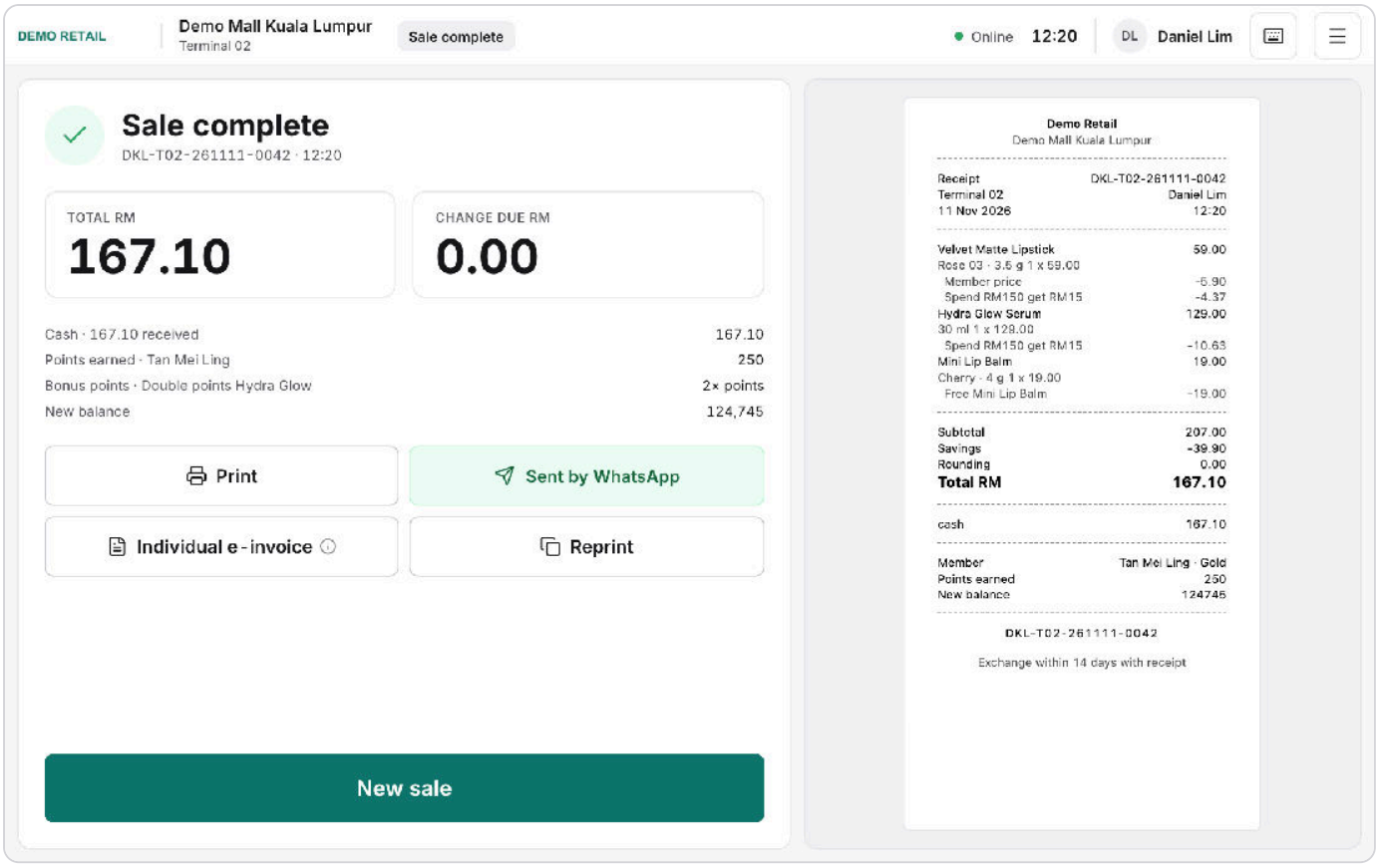


A paid RHB Pay payment cannot be removed from the basket; voiding that basket needs a manager's approval.

Give the receipt

1. The screen shows the total and the change to give back. The receipt prints.

2. Press **Print** or **Reprint** for another copy. A receipt can also go to a member by WhatsApp.
3. If the customer asks for an e-invoice, press **Individual e-invoice**.
4. Press **New sale** for the next customer.



Till keyboard shortcuts

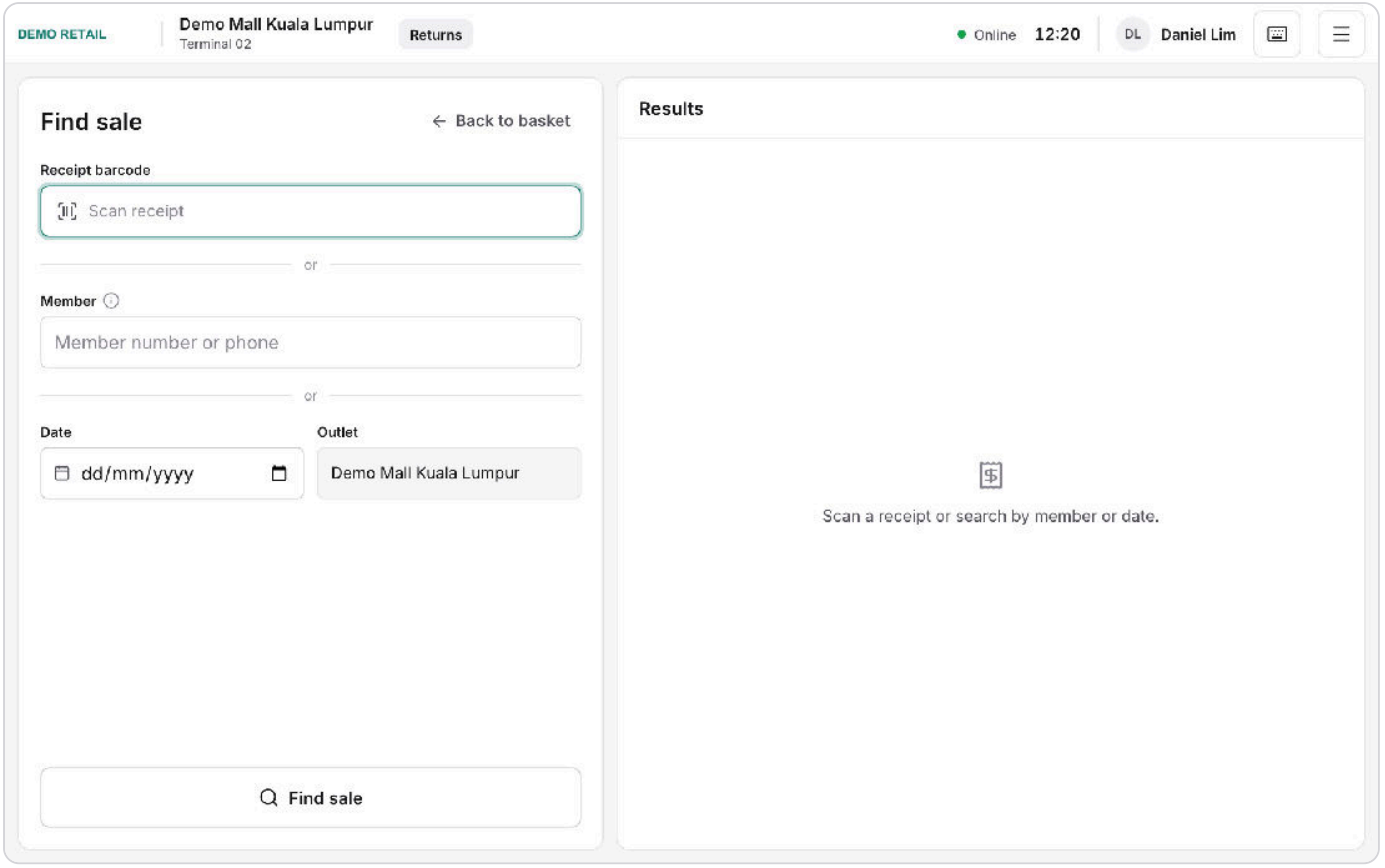
Key	What it does
F1	Show all keyboard shortcuts
F2	Member tab
F3	Scan or search box
F4	Suspend: put the basket on hold
F5	Recall: bring back a basket on hold
F6	Returns
F7	Drawer
F8	Void the whole basket
F12	Lock the till when you step away

RETAIL POS

Return or exchange an item

For: Beauty advisors, Store managers

1. Press the menu button (≡) at the top right of the till, then **Returns**.
2. Find the original sale: scan the receipt barcode, or search by member number, phone or date. Press **Find sale**.
3. Pick the items coming back and follow the screen.
4. The refund goes back the way the customer paid. Money paid through RHB Pay (FPX, Card online, DuitNow) is refunded in cash from the drawer.

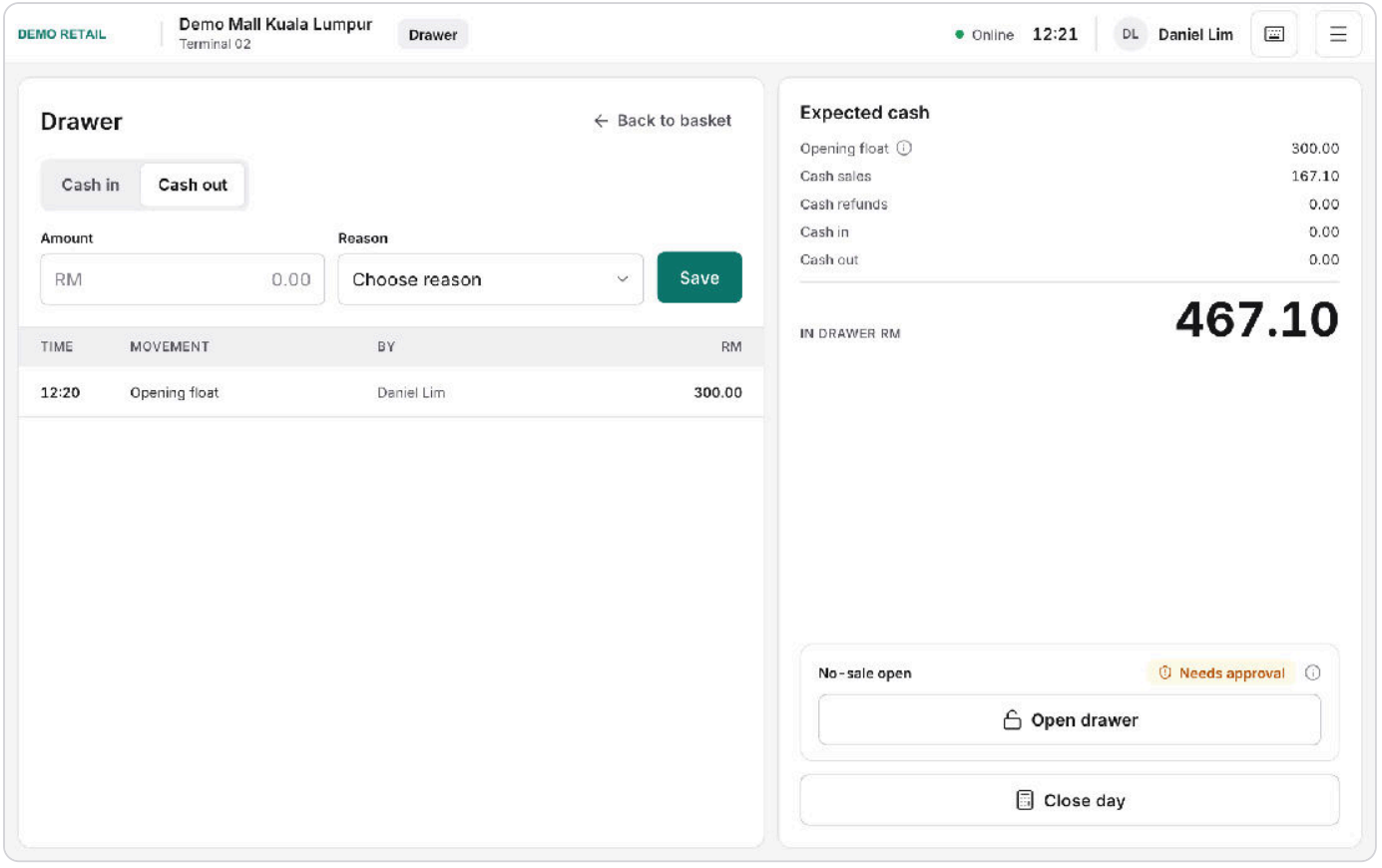


Refunds above your role's limit need a store manager to approve on the till.

Put cash in or take cash out

For: Beauty advisors, Store managers

1. Press the menu button (≡) at the top right of the till, then **Drawer**.
2. Choose **Cash in** or **Cash out**, type the **Amount**, choose a **Reason** and press **Save**.
3. **Expected cash** on the right shows how much should be in the drawer right now.

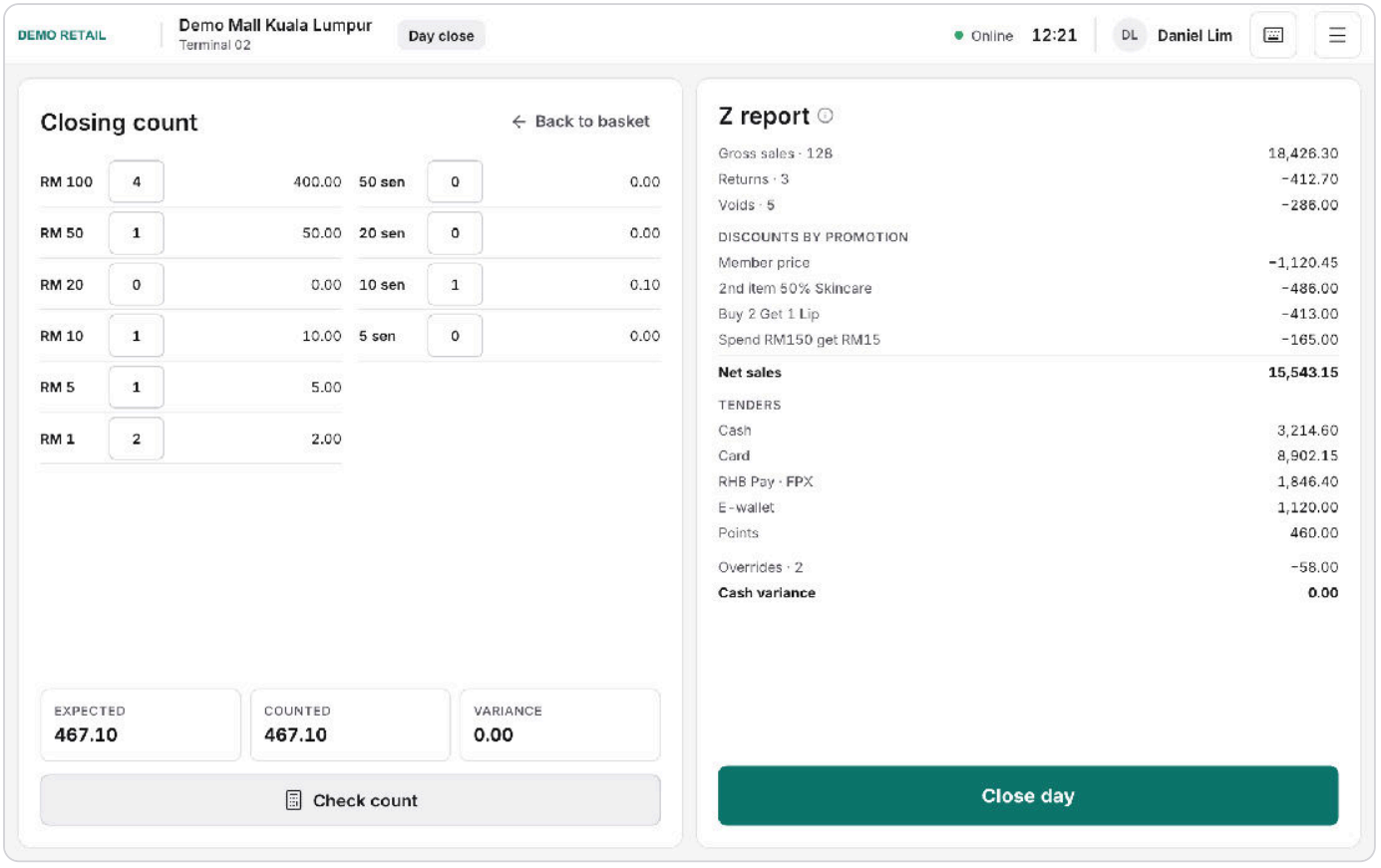


Opening the drawer without a sale (**No-sale open**) needs a manager's approval.

Close the day

For: Store managers

1. At closing time, open **Drawer** and press **Close day**.
2. Count every note and coin in the drawer and type how many of each under **Closing count**.
3. Press **Check count**. **Variance** shows any difference between the cash expected and the cash counted.
4. The Z report (the end-of-day summary) appears on the right. Press **Close day** to finish. The Z report prints.

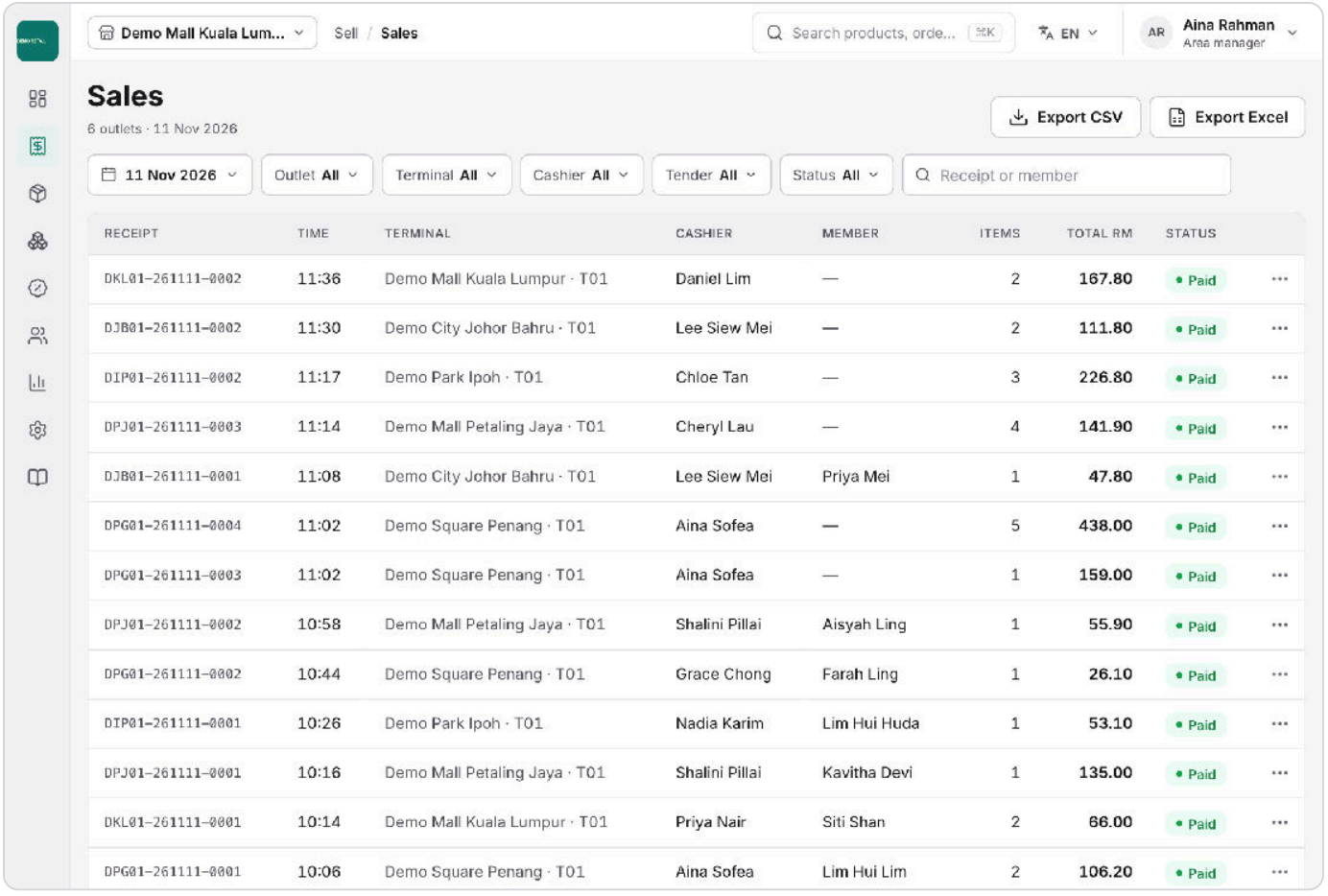


RETAIL POS

Find a past sale

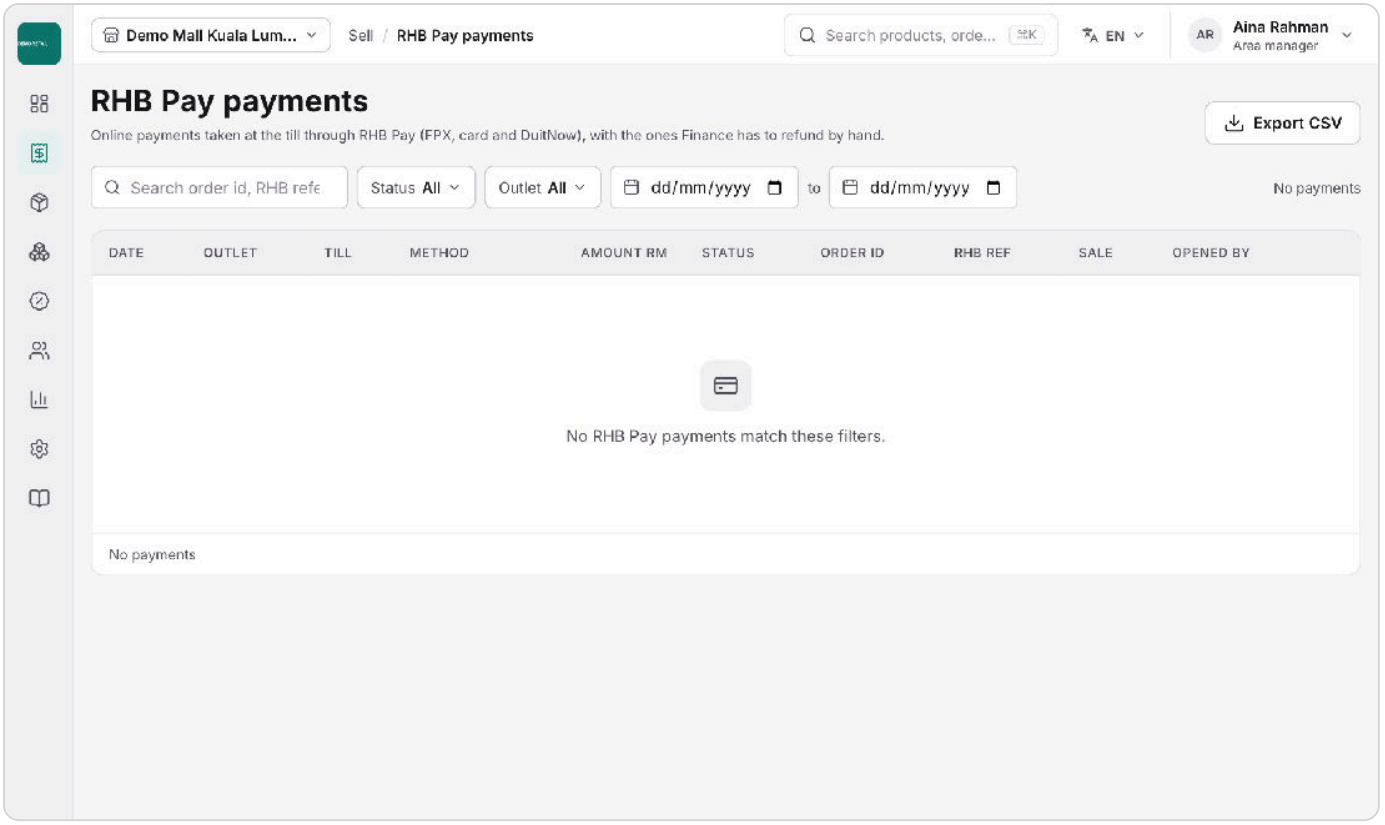
For: Store managers, Finance

1. In the menu, open **Sell**, then **Sales**.
2. Pick the date and narrow the list by **Outlet**, **Terminal**, **Cashier**, **Tender** (how it was paid) or **Status**, or search by receipt or member.
3. Click a sale to see its items, payments and receipt.
4. Press **Export CSV** or **Export Excel** to download the list.



RHB Pay payments

Sell, then **RHB Pay payments** lists every FPX, Card online and DuitNow payment with its status, bank reference and sale. Payments that need attention, such as one paid after the cashier cancelled or one for a different amount, sit at the top. Refund the customer through RHB, then mark it refunded here.

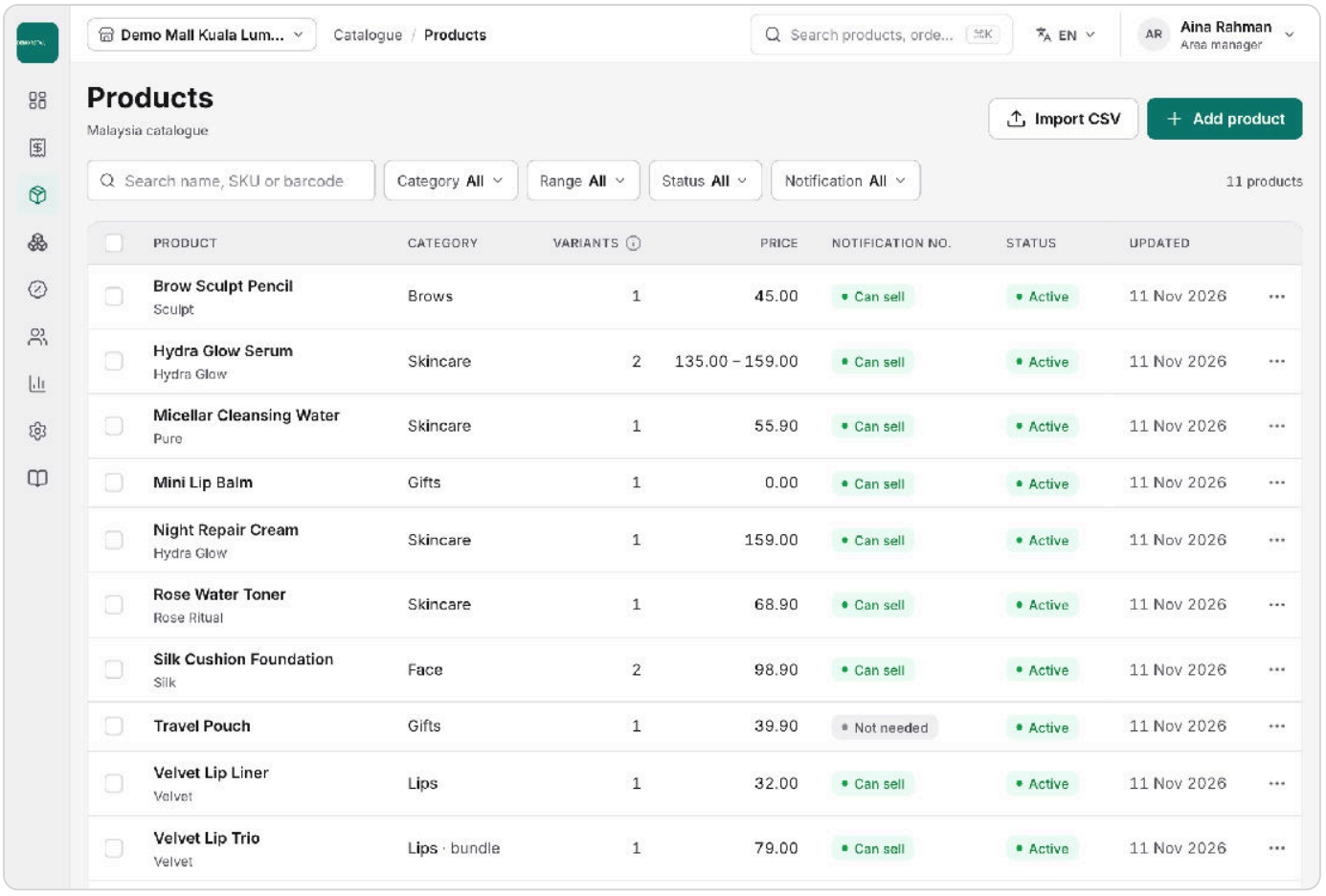

Demo Mall Kuala Lum...
Sell / RHB Pay payments
Search products, orde...
EN
AR
Aina Rahman
Area manager
RHB Pay payments
Online payments taken at the till through RHB Pay (FPX, card and DuitNow), with the ones Finance has to refund by hand.
Export CSV
Search order id, RHB refe
Status All
Outlet All
dd/mm/yyyy
to
dd/mm/yyyy
No payments
DATE
OUTLET
TILL
METHOD
AMOUNT RM
STATUS
ORDER ID
RHB REF
SALE
OPENED BY
No RHB Pay payments match these filters.
No payments

Products and prices

For: Merchandising

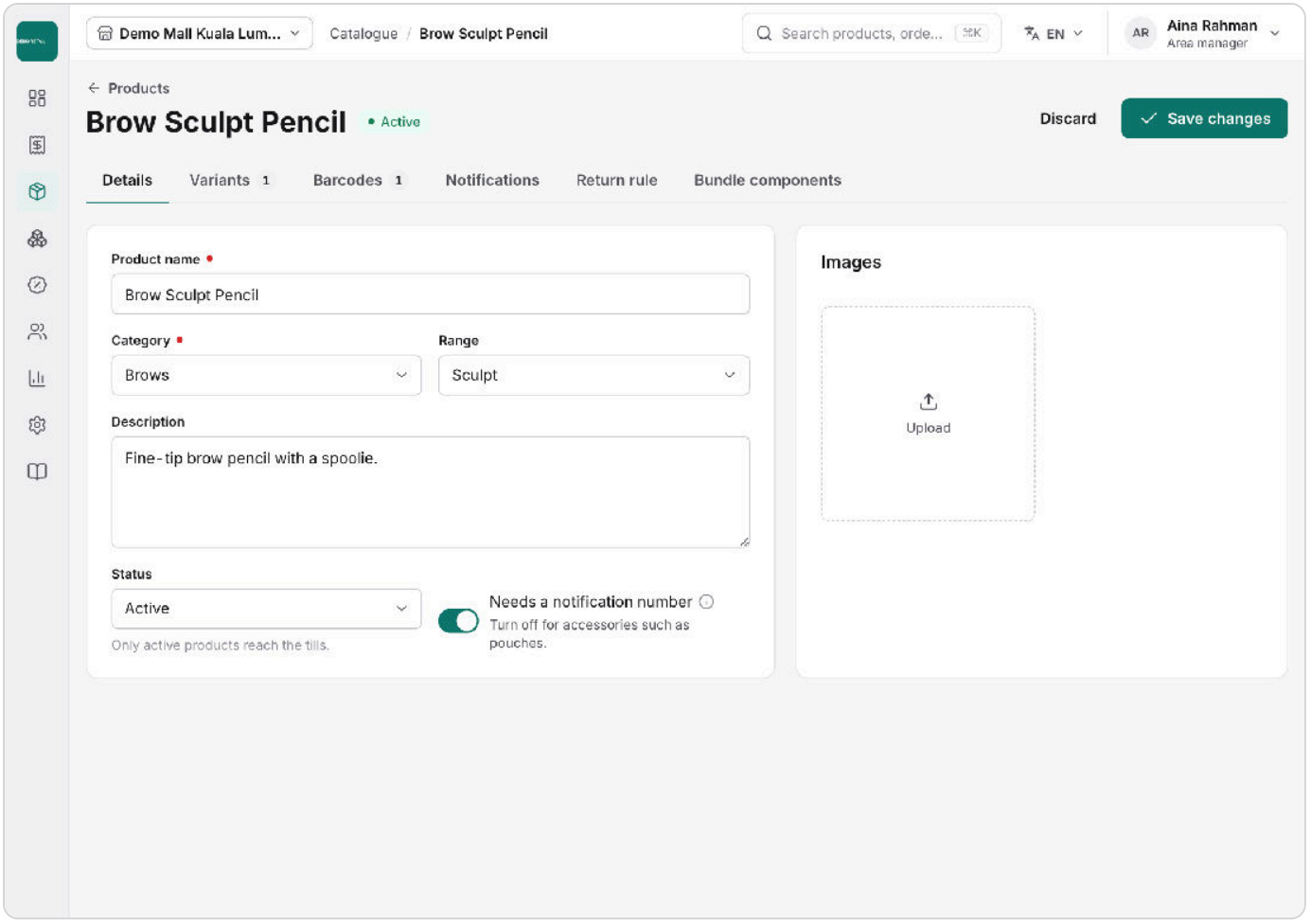
Find a product

1. Open **Catalogue**, then **Products**.
2. Search by name, SKU (the product code) or barcode, or narrow the list with **Category**, **Range**, **Status** and **Notification**.
3. Press **Add product** to create one, or **Import CSV** to add many at once.



Change a product

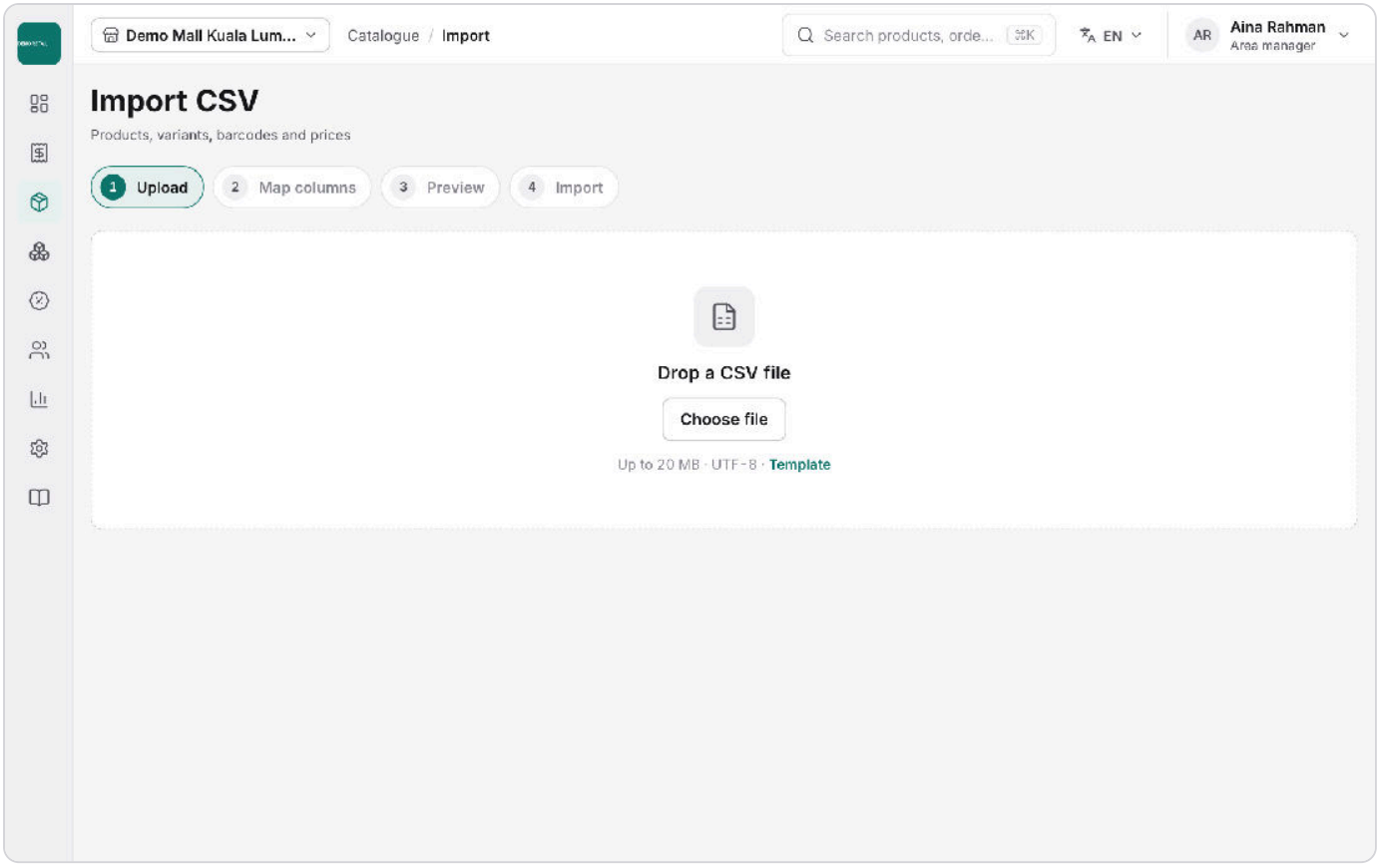
1. Click a product in the list to open it.
2. Use the tabs for its **Details**, **Variants** (shades and sizes), **Barcodes**, **Notifications** (cosmetic notification numbers), **Return rule** and **Bundle components**.
3. Make your change and press **Save changes**, or **Discard** to undo.



Only products with the status **Active** reach the tills.

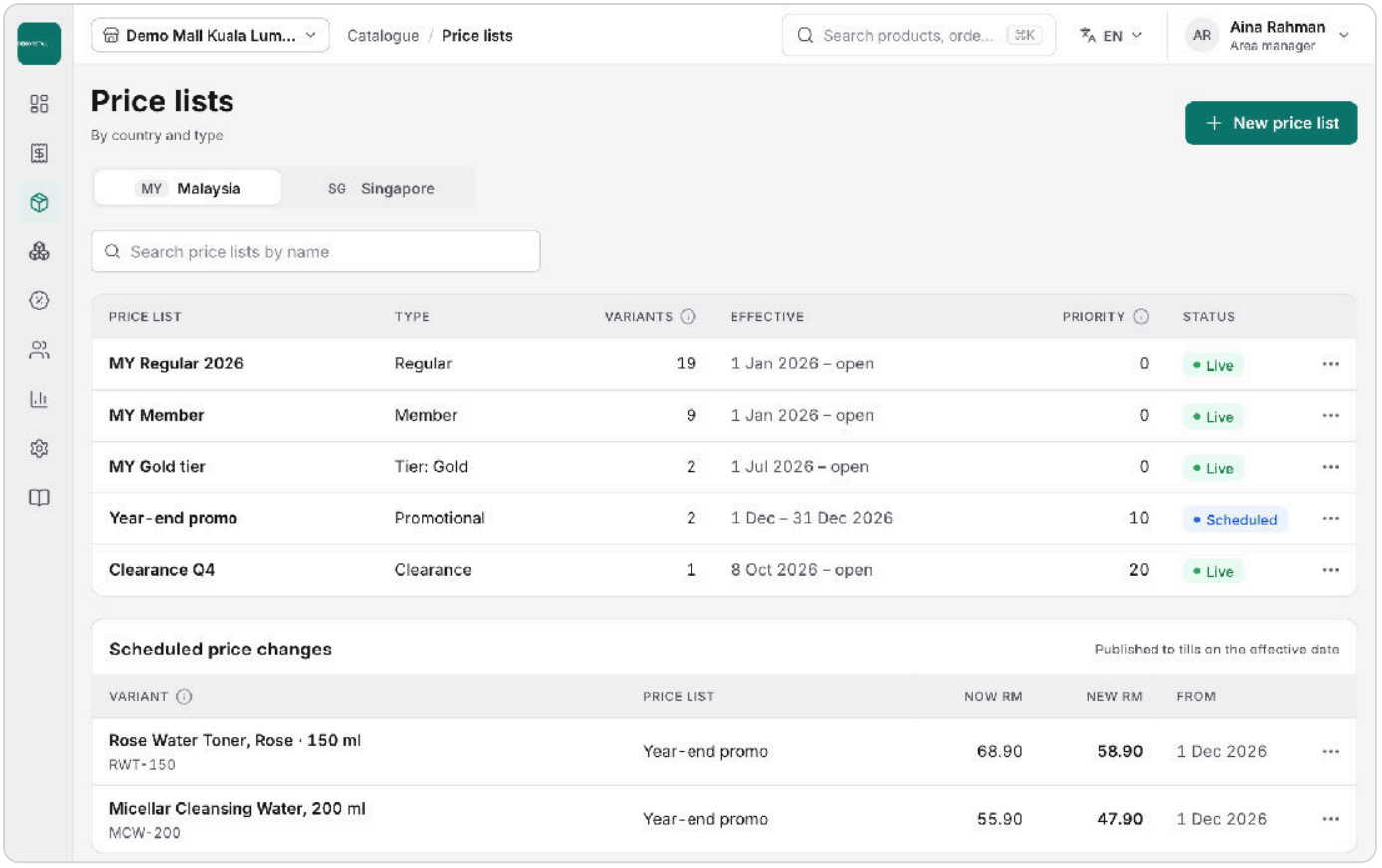
Import many products from a spreadsheet

1. Open **Catalogue**, then **Import**.
2. Download the **Template**, fill it in and save it as CSV.
3. Drop the file on the page or press **Choose file**, then follow the four steps: **Upload**, **Map columns**, **Preview**, **Import**.



Price lists

1. Open **Catalogue**, then **Price lists**, to see each price list, when it starts and whether it is live.
2. Press **New price list** to add one.
3. Price changes with a future date are listed under **Scheduled price changes** and reach the tills on that date.


Demo Mall Kuala Lum...
Catalogue / Price lists
Search products, orde... ⌘K
EN
AR
Aina Rahman
Area manager
Price lists
By country and type
+ New price list
MY Malaysia
SG Singapore
Search price lists by name
PRICE LIST
TYPE
VARIANTS
EFFECTIVE
PRIORITY
STATUS
MY Regular 2026
Regular
19
1 Jan 2026 – open
0
Live
MY Member
Member
9
1 Jan 2026 – open
0
Live
MY Gold tier
Tier: Gold
2
1 Jul 2026 – open
0
Live
Year-end promo
Promotional
2
1 Dec – 31 Dec 2026
10
Scheduled
Clearance Q4
Clearance
1
8 Oct 2026 – open
20
Live
Scheduled price changes
Published to tills on the effective date
VARIANT
PRICE LIST
NOW RM
NEW RM
FROM
Rose Water Toner, Rose · 150 ml
RWT-150
Year-end promo
68.90
58.90
1 Dec 2026
Micellar Cleansing Water, 200 ml
MCW-200
Year-end promo
55.90
47.90
1 Dec 2026

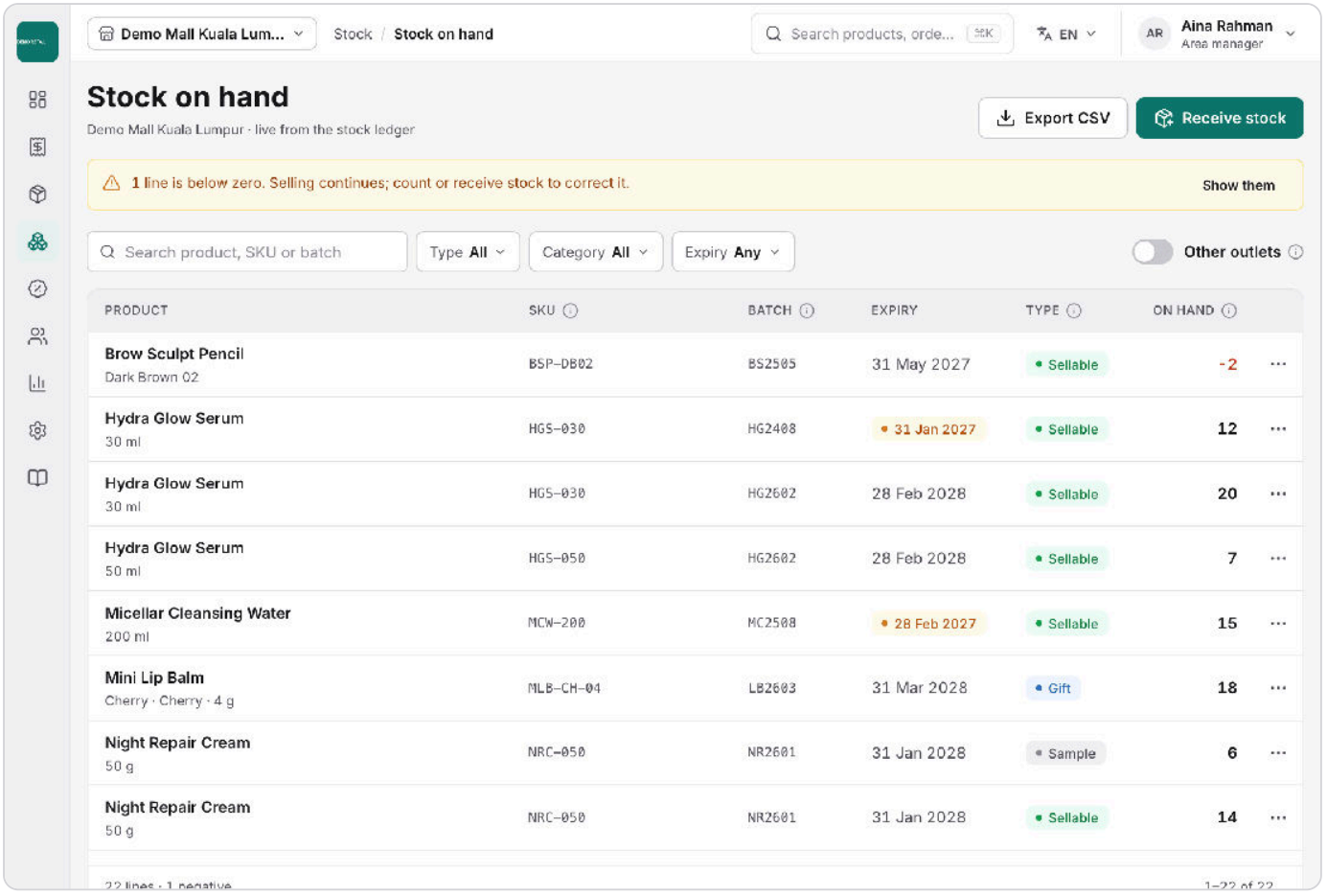
Look after stock

For: Store managers

Stock pages always work on the outlet chosen at the top left.

See what is in stock

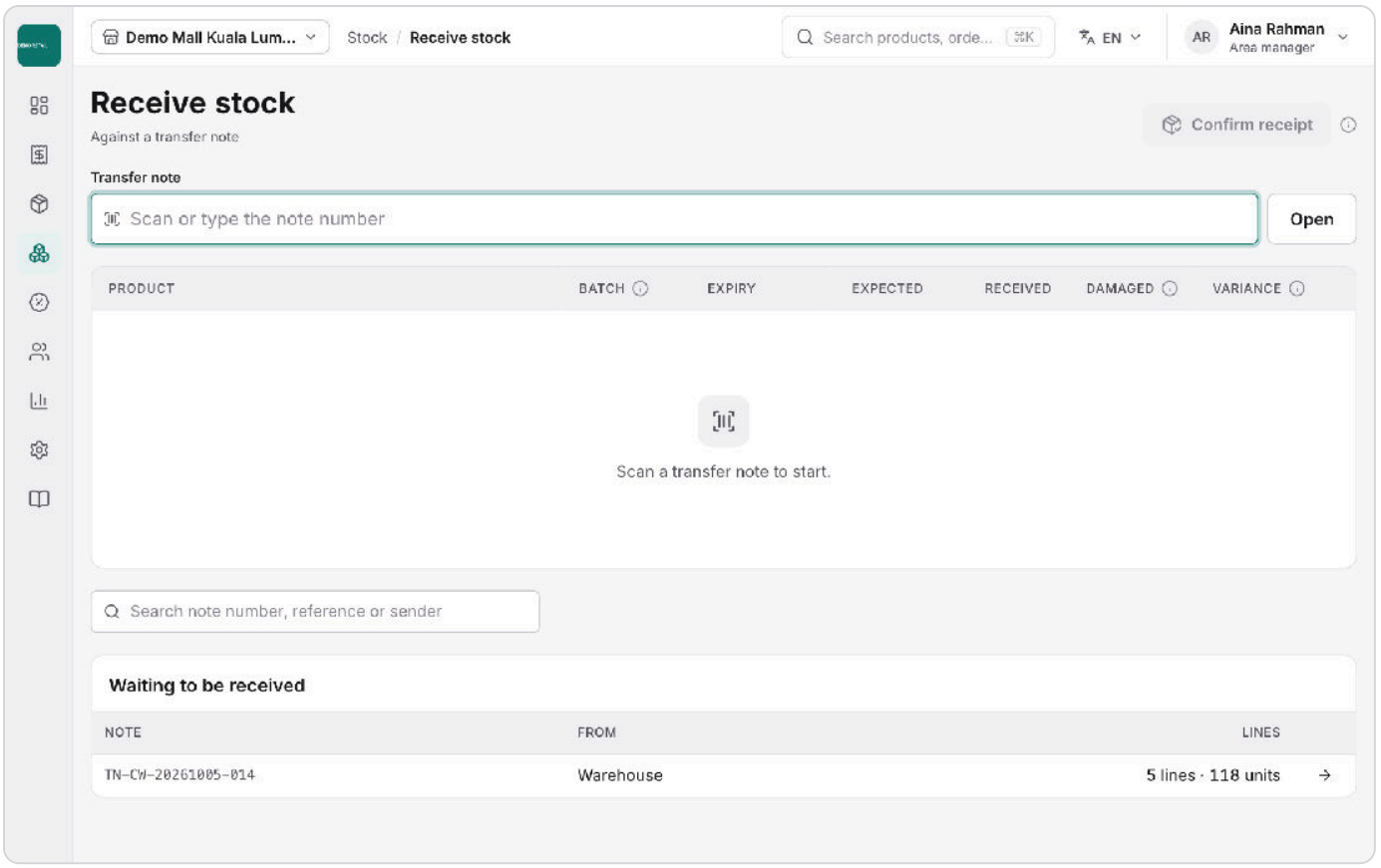
Open **Stock**, then **Stock on hand**. Filter by **Type** (sellable, tester, sample, gift), **Category** or **Expiry**, and press **Export CSV** to download. A yellow banner warns when a line is below zero; selling continues, and counting or receiving stock corrects it.



Receive a delivery

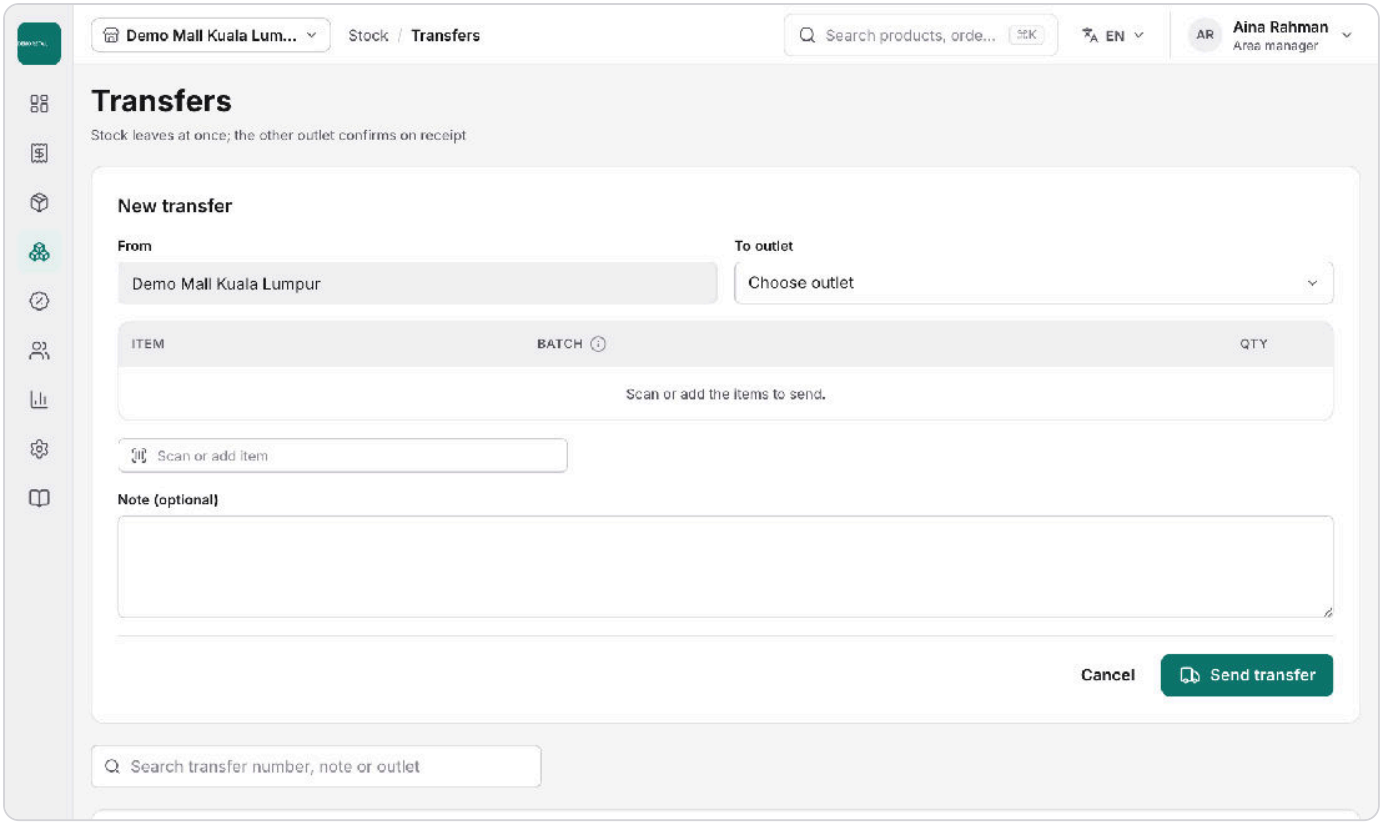
1. Open **Stock**, then **Receive stock**.
2. Scan or type the transfer note number and press **Open**. Deliveries on their way are listed under **Waiting to be received**.
3. For each line, type the quantity you received and any damaged units. **Variance** shows anything missing, extra or damaged.

4. When a line does not add up, pick the reason and add a note if it helps. **Confirm receipt** stays off until every short or extra line has a reason.
5. Press **Confirm receipt**.



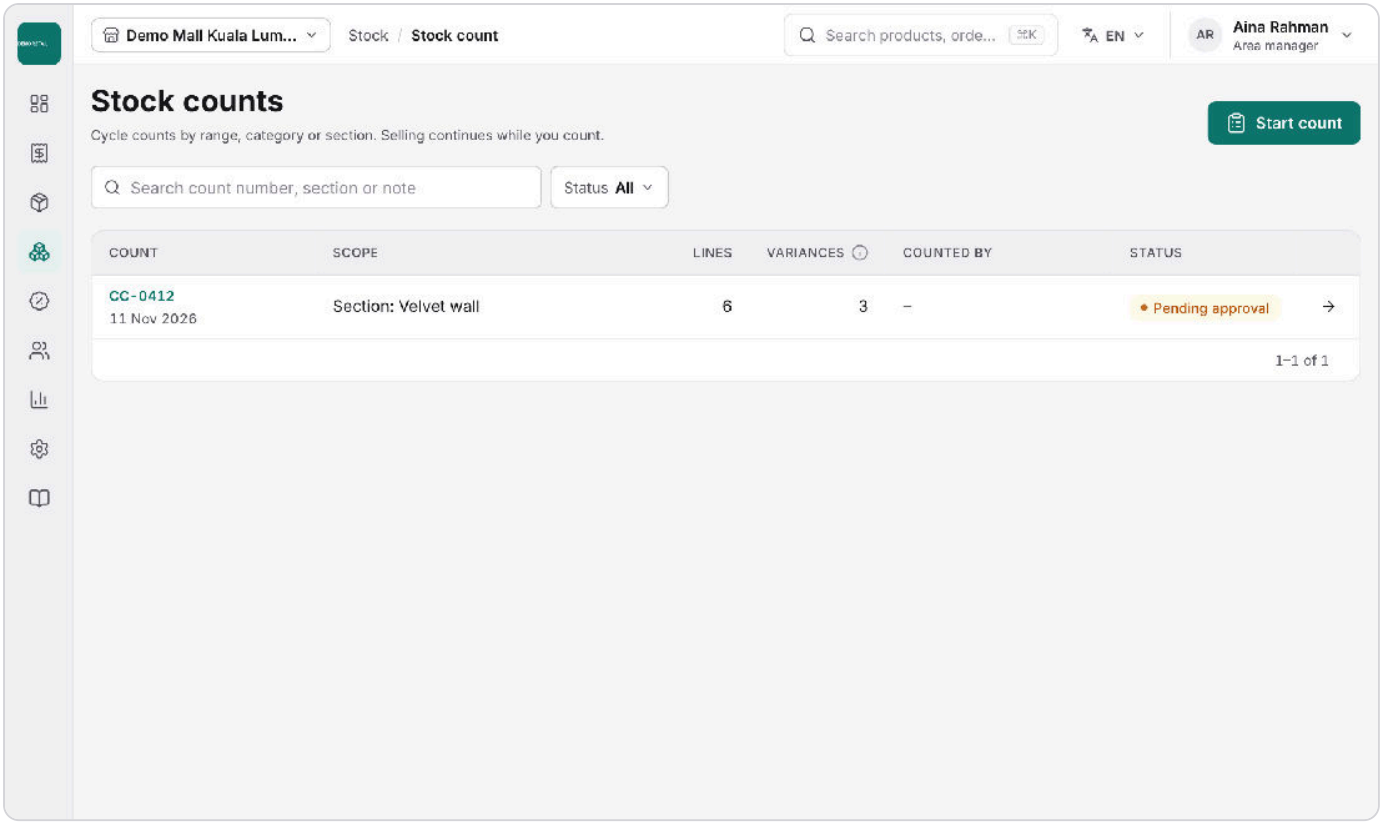
Send stock to another outlet

1. Open **Stock**, then **Transfers**.
2. Under **New transfer**, choose the outlet it goes **To**, scan or add the items and quantities, then press **Send transfer**.
3. The stock leaves your outlet straight away. The other outlet confirms it when it arrives.



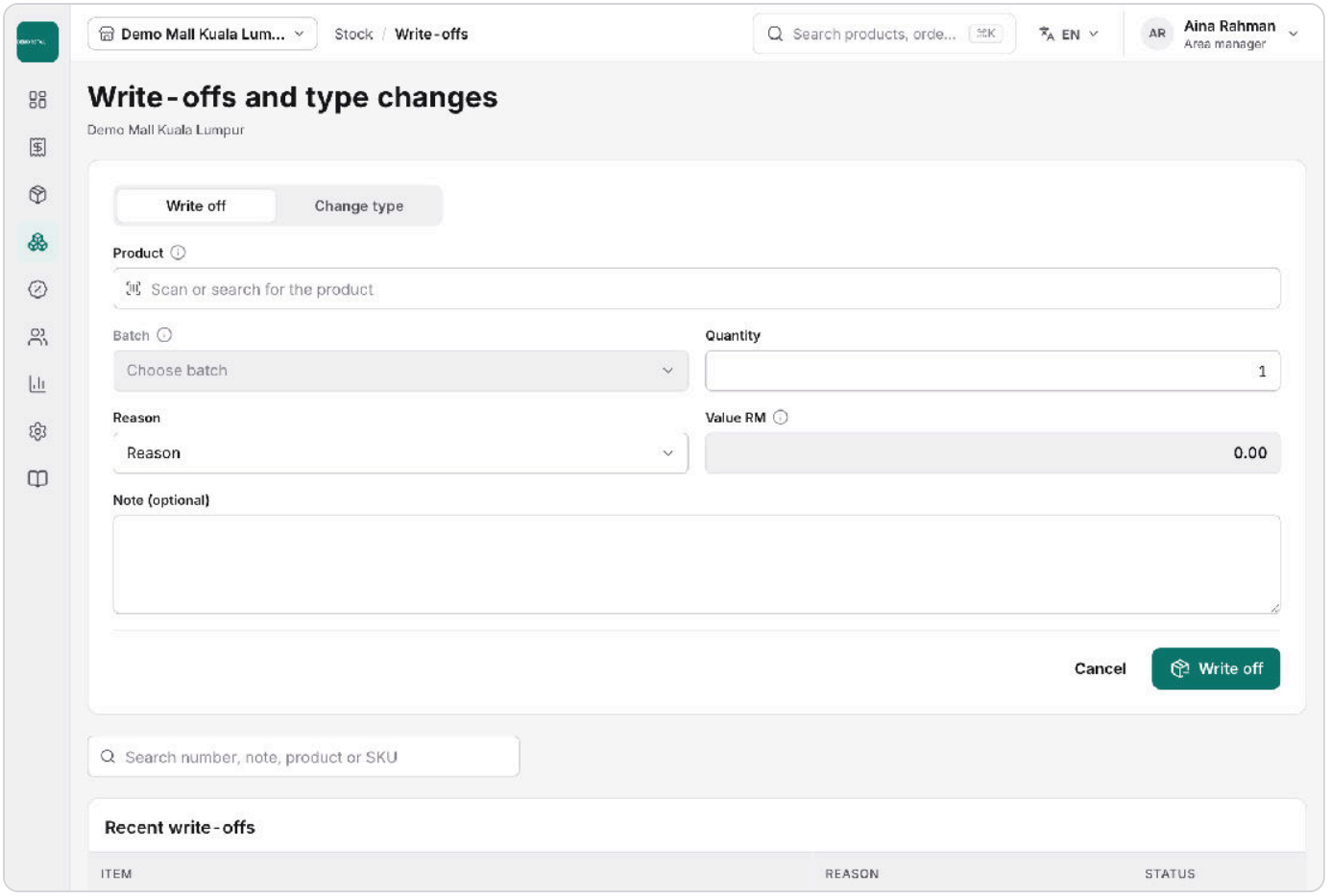
Count stock

1. Open **Stock**, then **Stock count**, and press **Start count**.
2. Count by range, category or shelf section. You can keep selling while you count.
3. When you finish, a manager approves the count and the stock figures are updated.



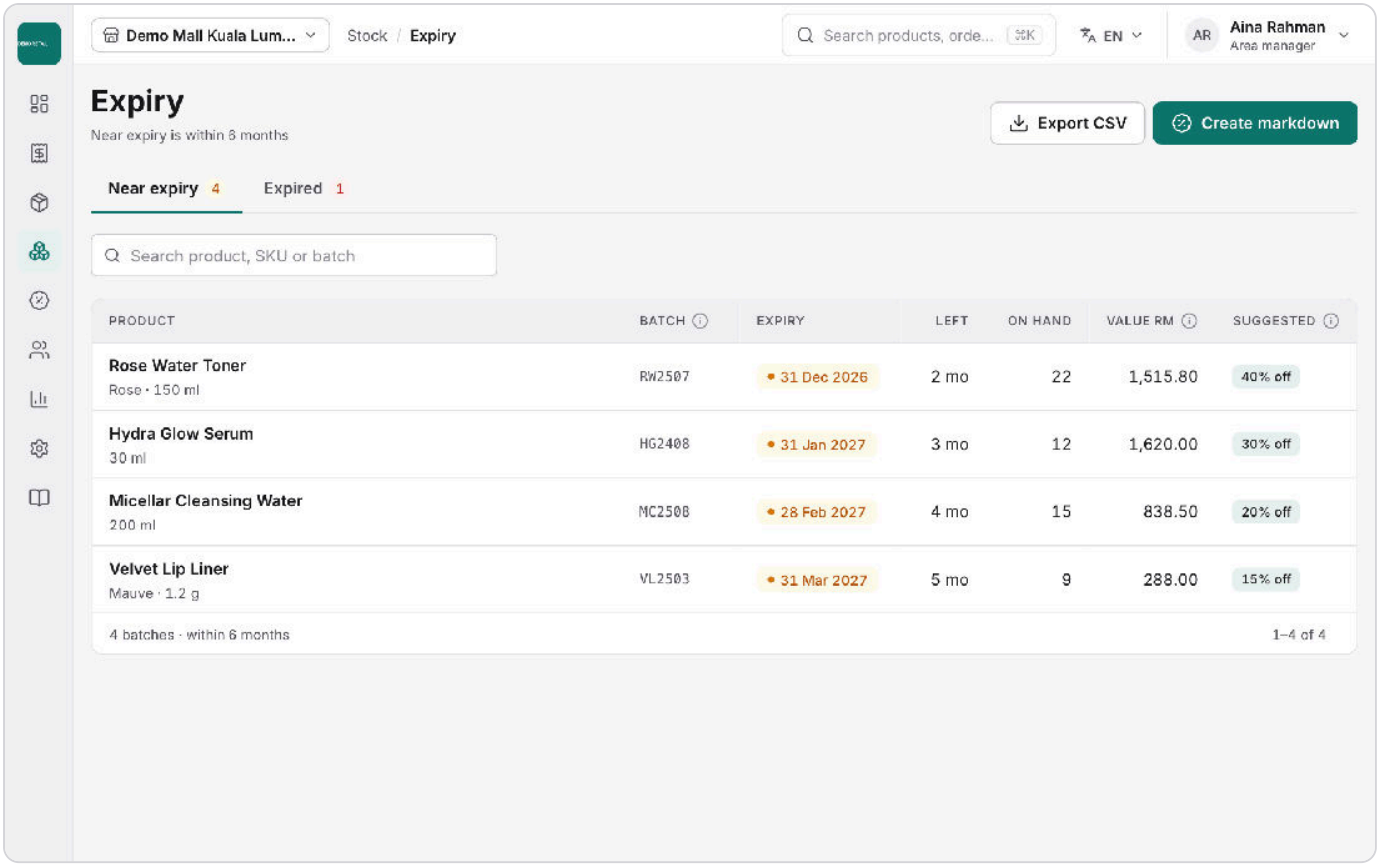
Write off damaged or expired stock

1. Open **Stock**, then **Write-offs**.
2. Choose the product, batch and quantity, and the reason: damaged, expired, used as a tester, used for samples, theft or loss, or other.
3. Add a note if needed and press **Write off**.
4. Use **Change type** to move stock between sellable, tester, sample and gift.



Check expiry dates

Open **Stock**, then **Expiry**, to see stock that expires within 6 months (**Near expiry**) and stock already **Expired**. Press **Create markdown** to put a discount on items close to expiry.


Demo Mall Kuala Lum...
Stock / Expiry
Search products, orde... ⌘K
EN
AR
Aina Rahman
Area manager
Expiry
Near expiry is within 6 months
Export CSV
Create markdown
Near expiry 4
Expired 1
Search product, SKU or batch
PRODUCT
BATCH
EXPIRY
LEFT
ON HAND
VALUE RM
SUGGESTED
Rose Water Toner
Rose · 150 ml
RW2507
31 Dec 2026
2 mo
22
1,515.80
40% off
Hydra Glow Serum
30 ml
HG2408
31 Jan 2027
3 mo
12
1,620.00
30% off
Micellar Cleansing Water
200 ml
MC2508
28 Feb 2027
4 mo
15
838.50
20% off
Velvet Lip Liner
Mauve · 1.2 g
VL2503
31 Mar 2027
5 mo
9
288.00
15% off
4 batches · within 6 months
1–4 of 4

RETAIL POS

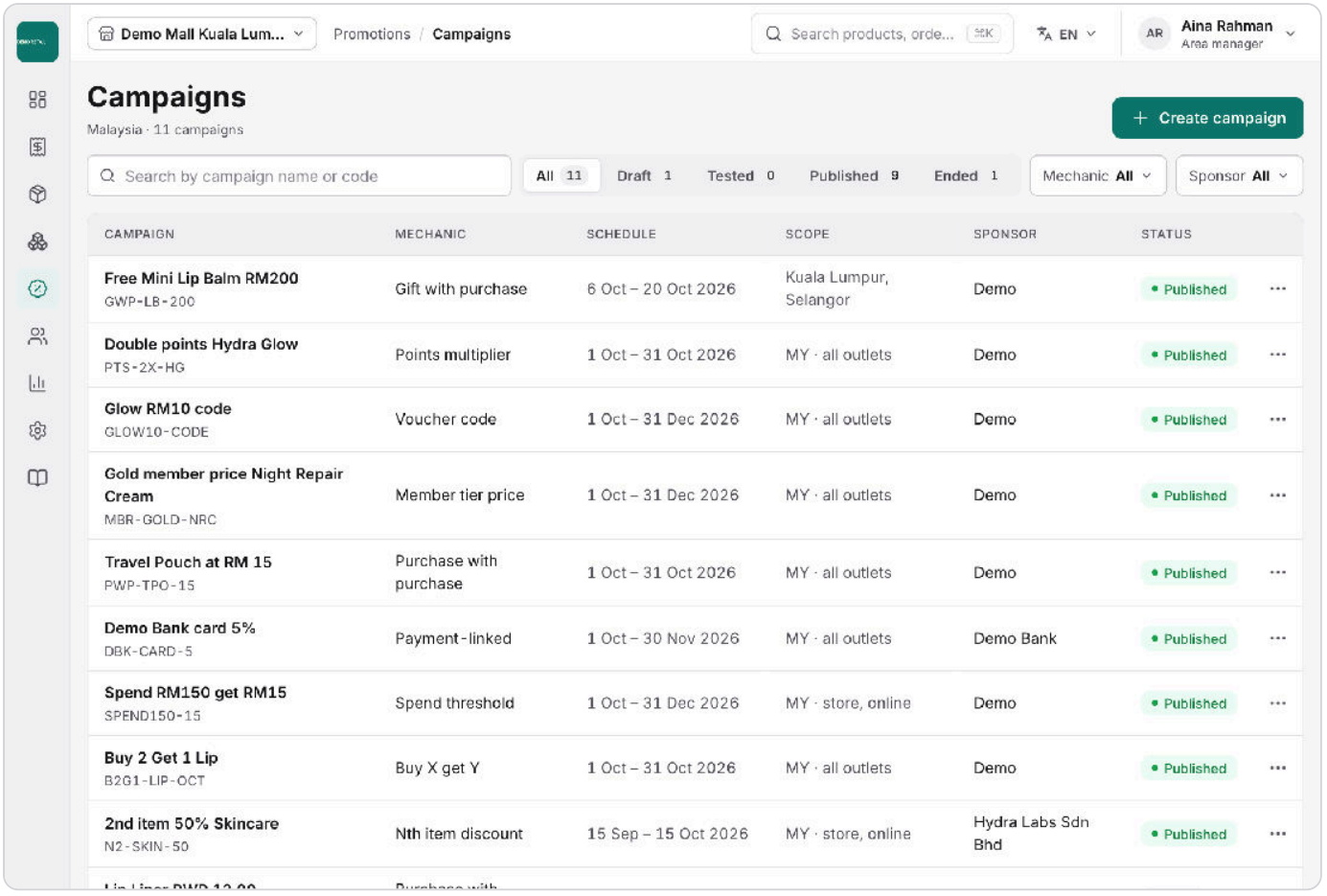
Run a promotion

For: Merchandising

Discounts, free gifts and voucher codes are applied by the tills on their own.

See all campaigns

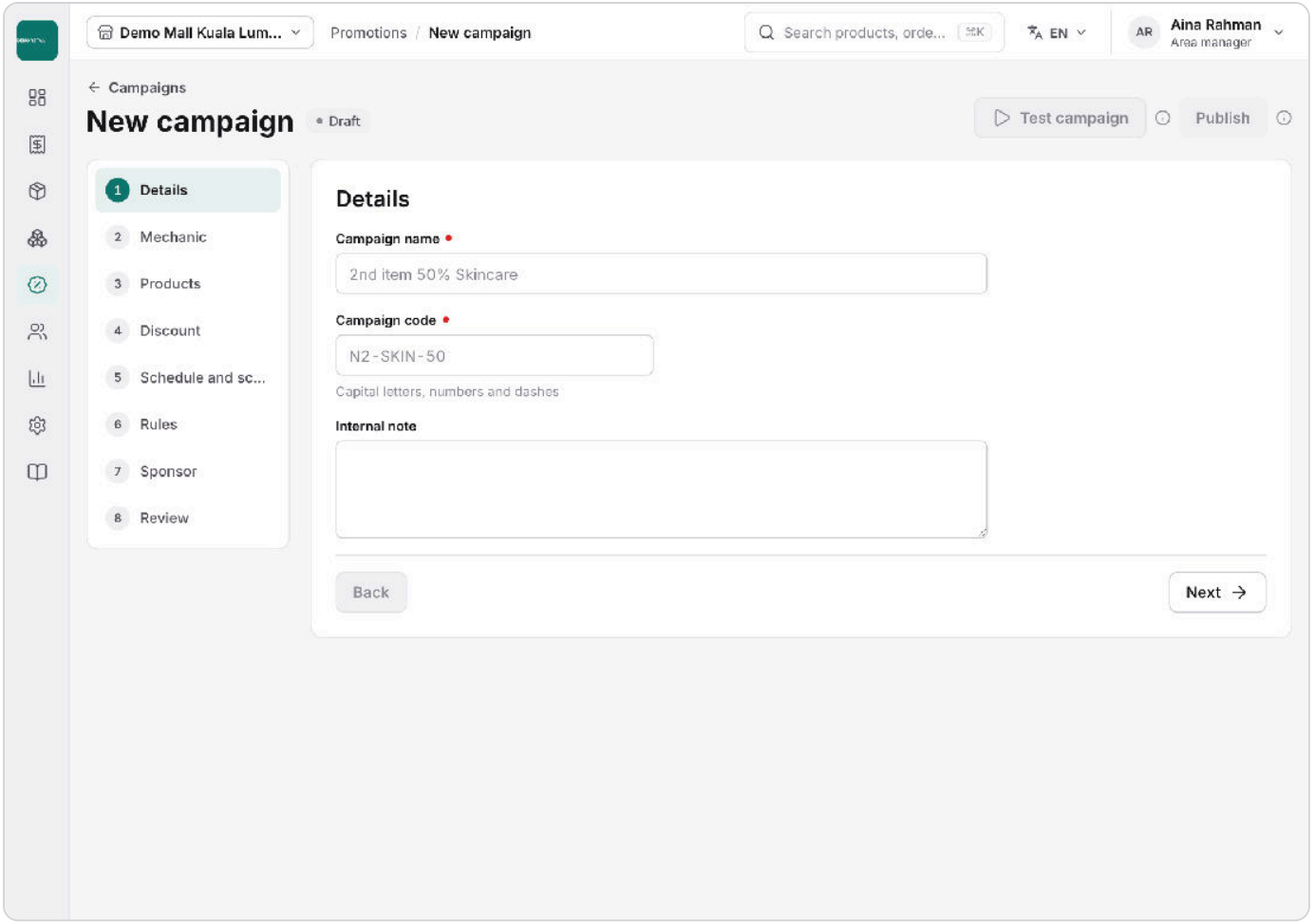
Open **Promotions**, then **Campaigns**. Each campaign is **Draft**, **Tested**, **Published** (running) or **Ended**. Filter by **Mechanic** (the type of deal) or by **Sponsor** (who pays for it).



Create a campaign

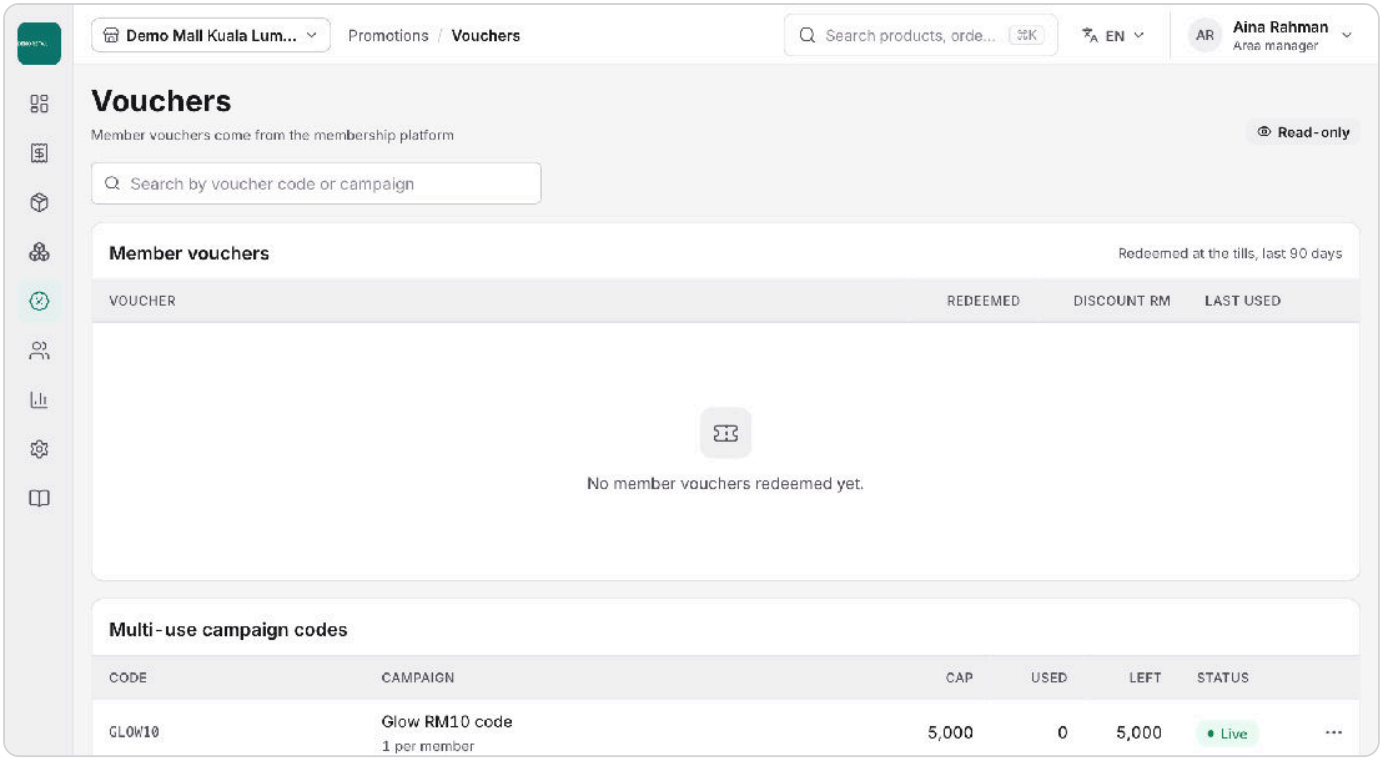
1. Press **Create campaign**.
2. Go through the 8 steps on the left with **Next**: **Details**, **Mechanic**, **Products**, **Discount**, **Schedule and scope**, **Rules**, **Sponsor** and **Review**.
3. Press **Test campaign** to try it on a sample basket. **Publish** only unlocks after a test.

4. Once published, the campaign reaches the tills on its start date.



Vouchers

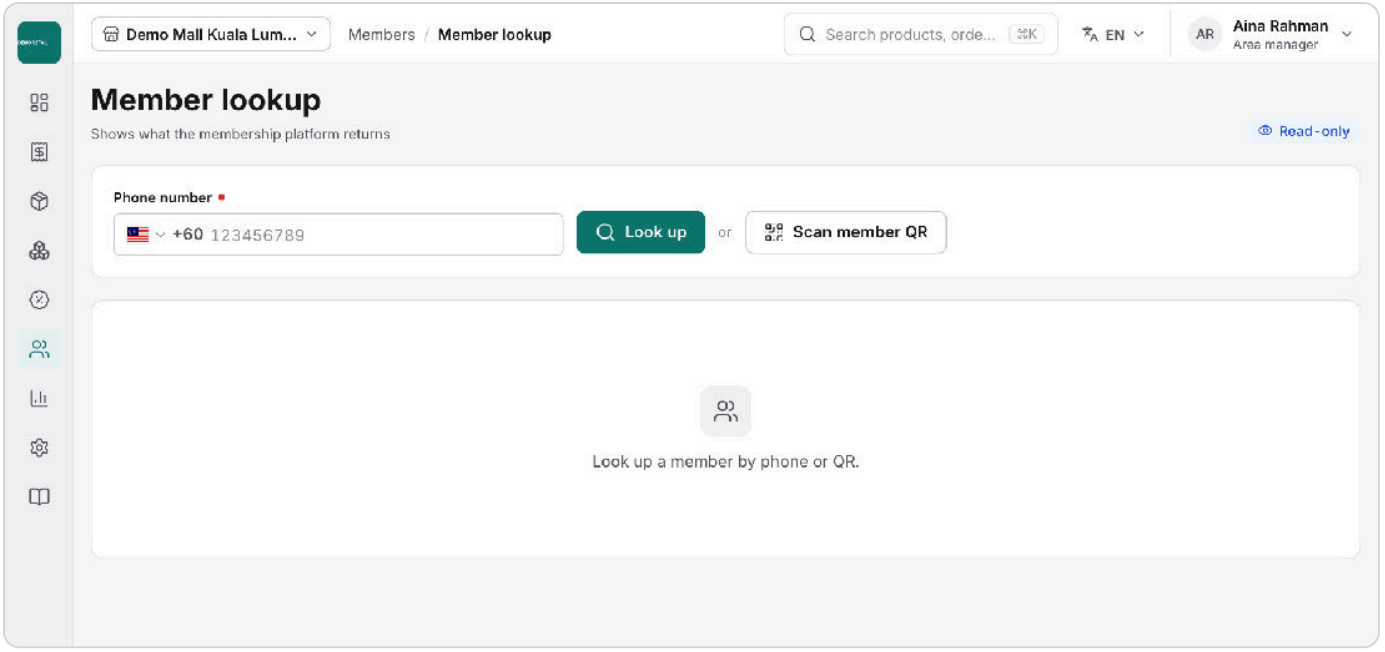
Open **Promotions**, then **Vouchers**, to see member vouchers used at the tills in the last 90 days, and the codes customers type in (**Multi-use campaign codes**). Member vouchers come from the membership system and cannot be changed here.


Demo Mall Kuala Lum...
Promotions / Vouchers
Search products, orde... ⌘K
EN
AR
Aina Rahman
Area manager
Vouchers
Member vouchers come from the membership platform
Read-only
Search by voucher code or campaign
Member vouchers
Redeemed at the tills, last 90 days
VOUCHER
REDEEMED
DISCOUNT RM
LAST USED
No member vouchers redeemed yet.
Multi-use campaign codes
CODE
CAMPAIGN
CAP
USED
LEFT
STATUS
GLOW10
Glow RM10 code
1 per member
5,000
0
5,000
Live

Look up a member

For: Everyone

1. Open **Members**, then **Member lookup**.
2. Type the member's **Phone number** and press **Look up**, or press **Scan member QR**.
3. Their tier, points and vouchers appear.

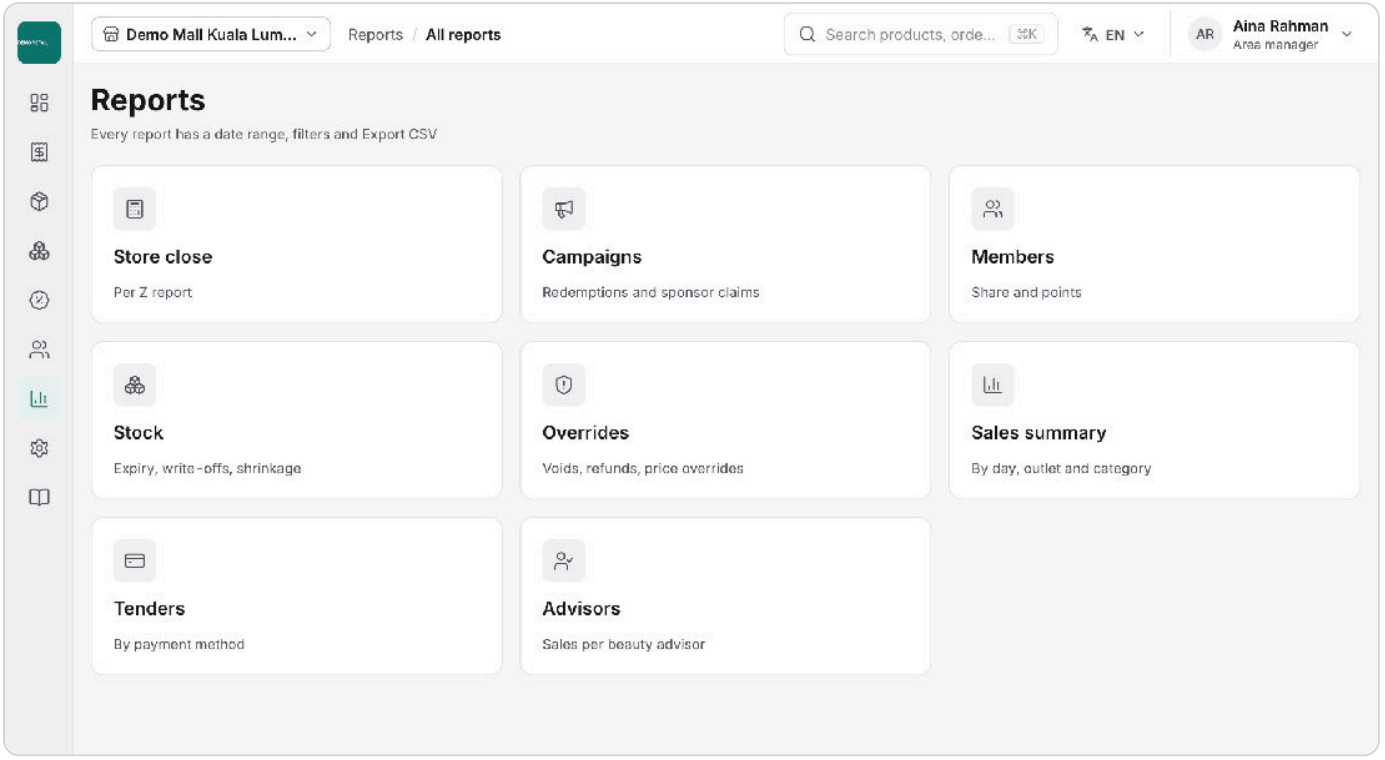


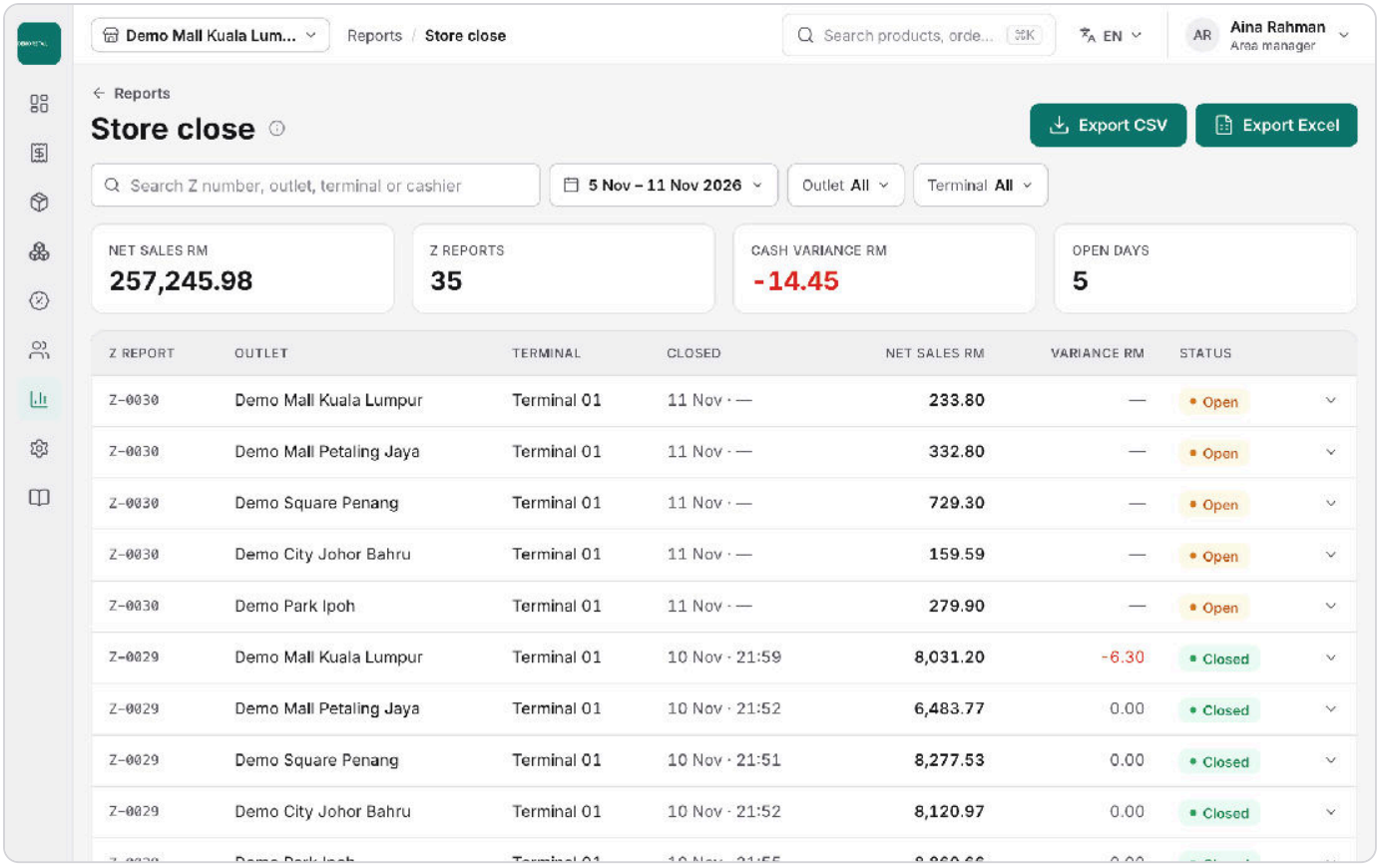
This page is read-only. Member details are changed in the membership system.

Read the reports

For: Store managers, Finance

1. Open **Reports**, then **All reports**, and pick one:
    - **Store close**: the end-of-day Z reports.
    - **Sales summary**: sales by day, outlet and category.
    - **Tenders**: sales by payment method. RHB Pay shows one line each for FPX, Card online and DuitNow.
    - **Advisors**: sales per beauty advisor.
    - **Campaigns**: promotion use and sponsor claims.
    - **Members**: member share and points.
    - **Stock**: expiry, write-offs and losses.
    - **Overrides**: voids, refunds and price changes made at the till.
2. Choose the dates and outlet at the top of the report.
3. Press **Export CSV** (or **Export Excel** where shown) to download it.




Demo Mall Kuala Lum...
Reports / Store close
Search products, orde... ⌘K
EN
AR
Aina Rahman
Area manager
Reports
Store close
Export CSV
Export Excel
Search Z number, outlet, terminal or cashier
5 Nov – 11 Nov 2026
Outlet All
Terminal All
NET SALES RM
257,245.98
Z REPORTS
35
CASH VARIANCE RM
-14.45
OPEN DAYS
5
Z REPORT | OUTLET | TERMINAL | CLOSED | NET SALES RM | VARIANCE RM | STATUS
Z-0030 | Demo Mall Kuala Lumpur | Terminal 01 | 11 Nov · — | 233.80 | — | Open
Z-0030 | Demo Mall Petaling Jaya | Terminal 01 | 11 Nov · — | 332.80 | — | Open
Z-0030 | Demo Square Penang | Terminal 01 | 11 Nov · — | 729.30 | — | Open
Z-0030 | Demo City Johor Bahru | Terminal 01 | 11 Nov · — | 159.59 | — | Open
Z-0030 | Demo Park Ipoh | Terminal 01 | 11 Nov · — | 279.90 | — | Open
Z-0029 | Demo Mall Kuala Lumpur | Terminal 01 | 10 Nov · 21:59 | 8,031.20 | -6.30 | Closed
Z-0029 | Demo Mall Petaling Jaya | Terminal 01 | 10 Nov · 21:52 | 6,483.77 | 0.00 | Closed
Z-0029 | Demo Square Penang | Terminal 01 | 10 Nov · 21:51 | 8,277.53 | 0.00 | Closed
Z-0029 | Demo City Johor Bahru | Terminal 01 | 10 Nov · 21:52 | 8,120.97 | 0.00 | Closed

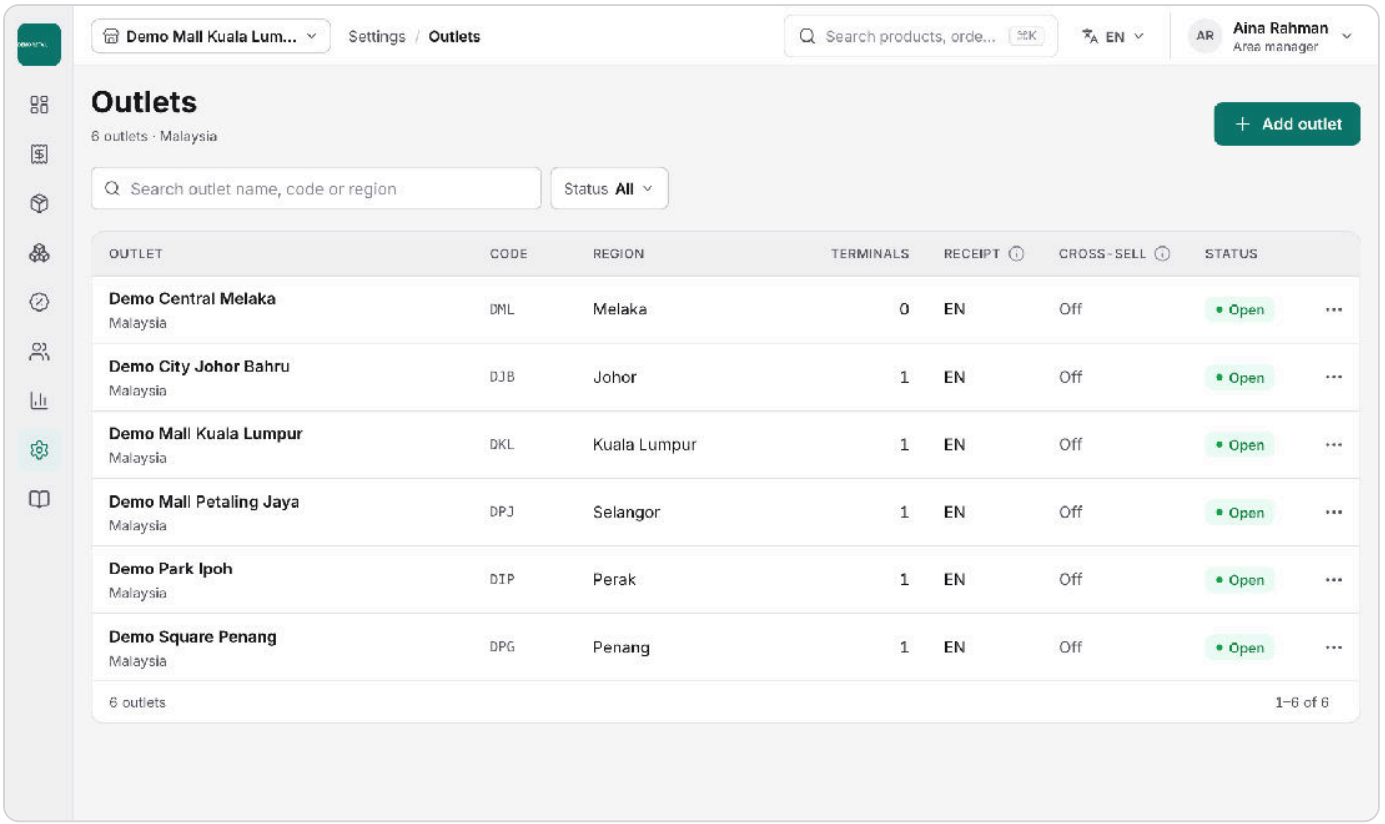
Outlets and tills

For: Administrators

Most staff do not see these pages. Outlets come from your company's central records and update every night.

Outlets

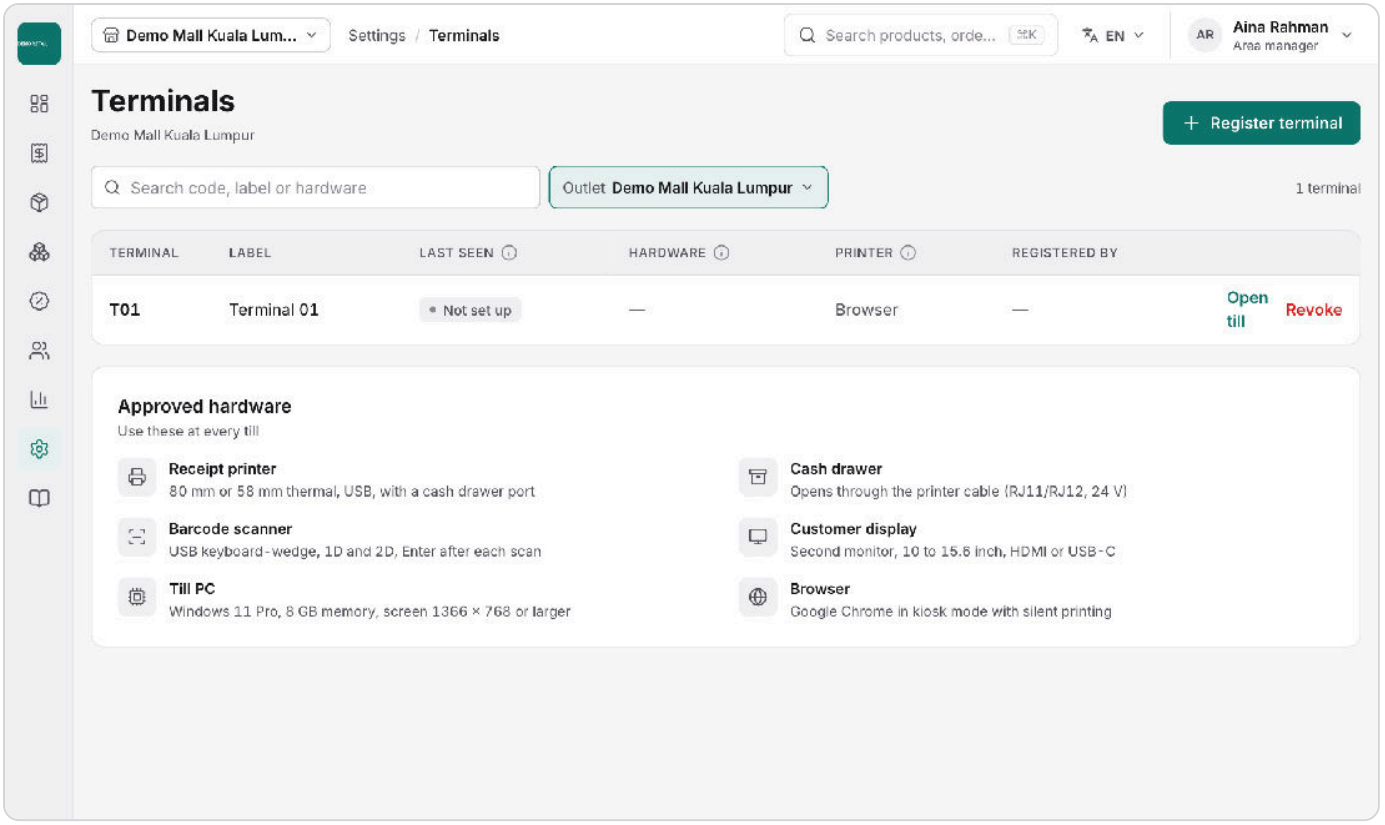
Open **Settings**, then **Outlets**, to see every outlet with its code, region, number of tills, receipt language and status. Use the ··· button on a row to change an outlet's settings.



Set up a new till computer

Each till computer is registered once for its outlet.

1. Open **Settings**, then **Terminals**.
2. Choose the **Outlet** and press **Register terminal**.
3. Follow the steps on the till.



The **Approved hardware** list below shows the receipt printer, barcode scanner, till PC, cash drawer and customer display to use at every till.

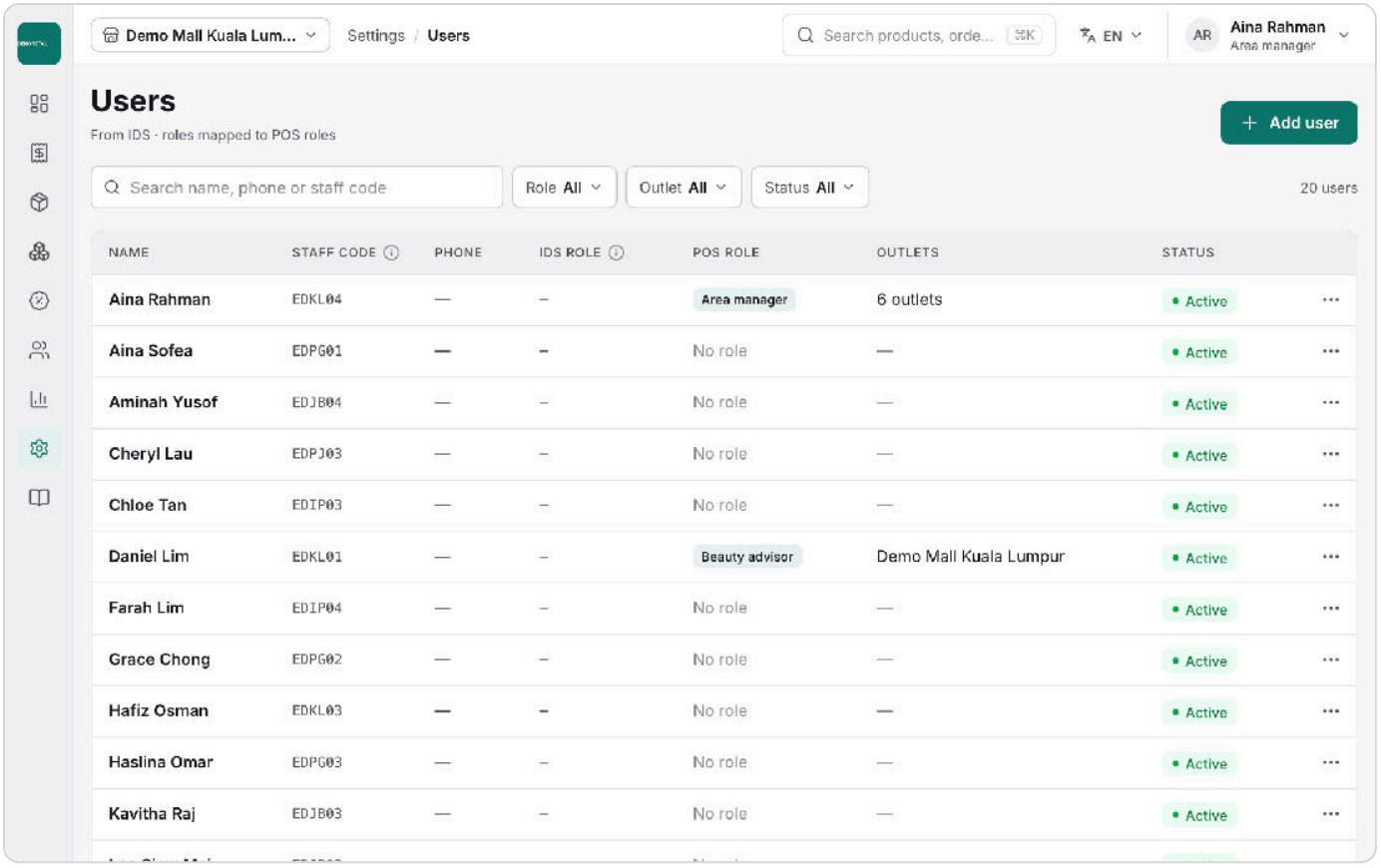
RETAIL POS

Users and roles

For: Administrators

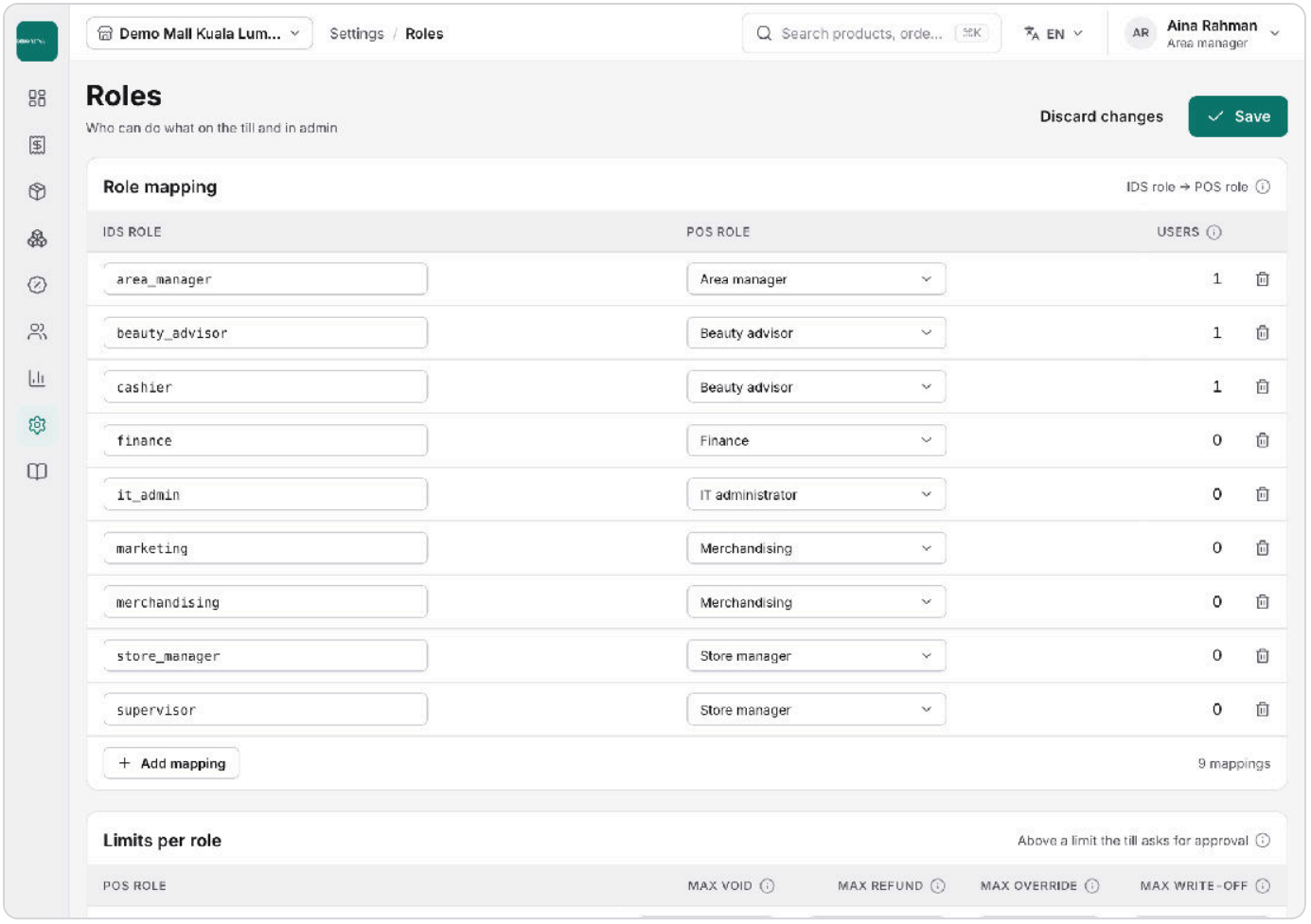
Users

Open **Settings**, then **Users**, to see who can sign in, their POS role, their outlets and whether they are active. Staff are added from the company staff directory: press **Add user** and search by name, phone or staff code.



Roles and limits

1. Open **Settings**, then **Roles**.
2. **Role mapping** links each job title from the sign-in system to a POS role.
3. **Limits per role** sets the biggest void, refund, price change and write-off a role can make. Above the limit, the till asks for a manager's approval.
4. Under **Permissions**, tick what each role may do.
5. Press **Save**, or **Discard changes** to undo.


Demo Mall Kuala Lum...
Settings / Roles
Search products, orde... ⌘K
EN
AR
Aina Rahman
Area manager
Roles
Who can do what on the till and in admin
Discard changes
Save
Role mapping
IDS role → POS role
IDS ROLE
POS ROLE
USERS
area_manager
Area manager
1
beauty_advisor
Beauty advisor
1
cashier
Beauty advisor
1
finance
Finance
0
it_admin
IT administrator
0
marketing
Merchandising
0
merchandising
Merchandising
0
store_manager
Store manager
0
supervisor
Store manager
0
Add mapping
9 mappings
Limits per role
Above a limit the till asks for approval
POS ROLE
MAX VOID
MAX REFUND
MAX OVERRIDE
MAX WRITE-OFF