



OSEBO 360 · RETAIL & POINT OF SALE GUIDE

The Osebo Retail & Point of Sale Book

A plain-language, step-by-step guide to running a shop on Osebo – from the products, the barcodes and the price list, through the till, the tenders and the drawer counted at close, to the day end that says what the shop took and what it cost to sell.

WHAT'S INSIDE

- Part 1** Setting up the shop
- Part 2** Stock, and what it cost
- Part 3** Selling
- Part 4** Taking things back
- Part 5** Counting the drawer
- Part 6** Reading the day
- Part 7** Your people and your seats

Contents

How to use this book	4
The big picture – four moves	4
The one idea to hold on to: the shelf price is the price	4
The second idea: a payment that cannot be proved is not a payment	5
The third idea: the drawer is counted tender by tender	5
What you actually pay for	5
Who can do what	6
How to read a figure	6
What this app does not do	6
Part 1 Setting up the shop	8
Step 1. The shop itself	8
Step 2. The workspace	9
Step 3. Products	10
Step 4. Price lists	12
Step 5. Barcodes	13
Part 2 Stock, and what it cost	15
Step 6. Getting stock in	15
Step 7. Stock on hand	15
Step 8. Costing & posting	16
Part 3 Selling	18
Step 9. Open your drawer	18
Step 10. Ring a basket	19
Step 11. Take the money	19
Step 12. The receipt	19
Part 4 Taking things back	20
Step 13. A return	20
Step 14. Who may refund	21
Part 5 Counting the drawer	22
Step 15. Close your drawer	22
Step 16. Drawers	23
Part 6 Reading the day	24
Step 17. The sales register	24
Step 18. One sale	25
Step 19. Day end	25
Step 20. Drawer differences	26
Part 7 Your people and your seats	28

Step 21. People & seats	28
Step 22. The subscription	29
Glossary	31
Setup checklist	32
The routine	33
Where to go next	34

How to use this book

This guide walks you through Retail & Point of Sale 360 – the standalone Osebo app for a shop that sells across a counter. It is one of the Osebo 360 apps: sold on its own, with its own signup, its own price and its own menu. You are not buying a workforce platform with a till bolted to it.

Work through Parts 1 and 2 once, in order, before you take a single payment. After that you will live in Part 3, which is the day, and Part 6, which is how you find out whether the day was any good.

Every figure in this book comes from one real workspace – **Osu Corner Shop** – on the Retail & Point of Sale 360 plan. It has been traded: **20 products** across **21 barcodes** on one price list, **5 sales** and **1 return** through **2 shifts**, taken on cash, mobile money and a split of the two. Where this book quotes a number, that number is on the screen beside it.

The big picture – four moves

Whatever you use today – a cash box and a notebook, a till that prints a roll nobody keeps, a spreadsheet on a Sunday – this app does four things, and the menu is organised around them:

- **Put the shop on the system.** Shops, products, prices and barcodes. Parts 1 and 2.
- **Sell.** The till, the drawer, the tenders and the receipt. Part 3.
- **Take things back.** Returns, on the tender the customer paid with. Part 4.
- **Count and read the day.** The drawer at close, the register, and what it all cost you. Parts 5 and 6.

The one idea to hold on to: the shelf price is the price

This is the idea the whole till is built on, and it is where it differs from software written for countries that add tax at the counter.

A Ghanaian shop prices on the shelf. The number on the label is the number the customer hands over, and the tax – VAT, NHIL, GETFund, the COVID-19 levy – is **worked out of it**, not added to it. So the till never surprises anybody at the end, and the receipt can still split the components so a business customer can reclaim them.

Osu Corner Shop is not registered for VAT, and the till says so rather than printing a zero: **“No tax to add – this shop is not registered for VAT, so the shelf price is all revenue.”** A zero would read as a charge that came to nothing, which is a different claim.

★ IMPORTANT

This is also why you never type a tax-exclusive price anywhere in this app. If you catch yourself

computing backwards from a net figure, you are fighting the product: enter what is on the label.

The second idea: a payment that cannot be proved is not a payment

Mobile money is most of the counter in Ghana, and a MoMo line with no reference against it is a payment nobody can trace when the customer disputes it three weeks later.

So a MoMo tender takes the **network** and the **transaction id** with it. Cash takes an amount and gives change the till works out. A card takes its own reference. And a basket can be settled across several of them at once – half on MoMo, the rest in cash – which is what people actually do.

▲ WATCH OUT

A tender that cannot give change is applied before one that can. Send MoMo first and cash last, or a correct GHS 70 of mobile money against a GHS 120 basket is refused as an over-tender on a tender that has no way to give the difference back.

The third idea: the drawer is counted tender by tender

At the end of a shift the cashier counts what is in front of them – cash, mobile money and card, separately – and the till compares each against what it says should be there.

Two facts, never one. A drawer that is twenty cedis light on cash and twenty over on mobile money nets to nil, and a single net figure of zero would hide both. That pair is exactly what is worth looking at: it is usually one sale rung on the wrong tender, and it is invisible to any system that only reports a total.

What you actually pay for

You pay for **the people who work the counter**, and for nobody else.

Four roles spend a seat: the Shop Manager, the Shift Supervisor, the Cashier and the Stock Clerk. The Shop Viewer costs nothing, however many of them there are – the owner and the accountant read the products, the shelf and the takings without being counted.

▲ WATCH OUT

The figures are on this app's page on the Osebo site, where they are kept current. They are deliberately not printed here: a book outlives a price list. What does not change is the mechanism – you are counted by the people on the counter, and everybody who only reads is free.

Who can do what

Five roles ship with the app:

- **Shop Manager** – runs the shop: products, prices, shops and who works here. Closes anybody's drawer.
- **Shift Supervisor** – works the counter and oversees the shift: price overrides, refunds, and closing a drawer that is not theirs.
- **Cashier** – sells, takes money, and counts their own drawer at the end of it.
- **Stock Clerk** – receives, counts and corrects stock. Does not touch the till.
- **Shop Viewer** – sees the products, the shelf and what is on it. Changes nothing, costs no seat.

▲ WATCH OUT

The split that matters is the price override. A cashier cannot change a price; a supervisor can, and every override is recorded on the sale with their name on it. A till where anybody can discount anything is a till that cannot be reconciled.

How to read a figure

Every screenshot in this book is annotated: an arrow points at the control being discussed, a label says what it is, and the caption underneath gives the real figures from that screen. Figures are numbered in document order – Figure 12 is the twelfth figure in the book.

What this app does not do

Said plainly, so you do not go looking:

- **It does not keep your books.** Every sale records what the stock cost it, and Day end books the matching entry for the whole shop in one run – but a ledger to post into is Osebo Finance & Accounting's. Without it the till sells, takes money and closes its drawer exactly as before, and the Day end screen tells you plainly that there is nowhere for the takings to land rather than failing quietly.
- **It does not file your return.** It works the levies out of the shelf price and splits them on the receipt so they can be returned. Filing is yours.
- **It does not sell on credit.** A basket is settled before it is a sale. An account customer who pays at month end is an invoice, which is a different product.

- **It does not take a payment it has not recorded.** Settling needs the connection. The till keeps the basket in front of the cashier and says plainly when it cannot reach the server, rather than appearing to take money that no record exists for.

Part 1 Setting up the shop

Step 1. The shop itself

A shop is a place that sells: its own till, its own drawers, its own stock. Most customers start with one and some never add another, but the register above them shows which is which rather than one merged number.

Do this now

1. Open **Shops**.
2. Name the shop as a customer would recognise it, and set what prints at the top and bottom of its receipt.
3. Add the others only when you actually have them.

The screenshot displays the 'Shops' management interface. At the top, there's a navigation bar with the following elements: a logo, 'ORGANIZATION Osu Corner Shop', 'RETAIL & POINT OF SALE 360', 'Trial - 14d left', a refresh icon, a bell icon with a red notification dot, and a user profile 'AB Adwoa Baffoe Tenant Owner'. Below this, the 'Shops' section is titled 'Shops' with a subtitle 'Each shop floor, the shelf it sells off, and the list it prices from'. There are two buttons: '+ Open another shop' and 'The till'. A sub-section 'Shops 1' contains a table with the following data:

SHOP	SELLS OUT OF	DEFAULT SHELF	PRICES FROM	TODAY	DRAWERS
Osu Mini Market OSU1	Osu Corner Shop Shop OSUCORNERSHO	Shop floor	Shop floor prices	GH¢ 649.20	none open

Below the table, a small note explains: 'A shop's floor is a place in Stores, and its shelves are the zones under that place — one stock ledger, so a shop and a warehouse speak the same vocabulary and anything sold off a shelf can be costed. The receipt header and footer, the price list and the default shelf live on the shop's own record rather than on the location, because a receipt footer on a fuel tank is a field nobody can explain.' At the bottom right, it says 'Designed & Developed By Marvalinks Digital'.

Figure 1 – Shops. A shop is a place that sells: its own till, its own drawers, its own stock. What prints at the top and bottom of its receipt is set here, per shop.

Step 2. The workspace

One screen about the company rather than about the selling: the name, the currency and the timezone. The timezone is what decides which day a sale belongs to, which is the whole basis of Day end.

Do this now

1. Open **Workspace**.
2. Set the trading name as a customer would recognise it on a receipt.
3. Set the currency and the timezone, and leave them alone afterwards.

ORGANIZATION
Osu Corner Shop

RETAIL & POINT OF SALE 360

Trial - 14d left

AB Adwoa Baffoe
Tenant Owner

RETAIL & POINT OF SALE 360

Workspace

Osu Corner Shop · what you are called, where you are, and what you are paying for

The till

People & seats

Billing

4
COUNTER SEATS BILLED

—
NO SEAT COUNT SET

0
HELD BY INVITATIONS

—
UNCAPPED PLAN

Company

Company name

Osu Corner Shop

This is what your colleagues see on the desk and in the invitations you send.

Timezone

UTC

Your response targets and business hours are measured in this.

Industry

Not listed — I'll type it

Industry benchmarks compare you with other Osebo companies in this industry.

Your industry

e.g. Marine survey

Recorded, but it cannot be benchmarked until enough companies name the same trade and we add it to the list.

Contact email

owner@osucorner.test

Phone

Website

https://

Address

Your logo

Printed on every invoice, quote, receipt and payment voucher you send, and used as the faint watermark behind the page on the templates that carry one. PNG, JPG, WEBP or SVG, up to 2 MB — a wide, transparent PNG sits best in a document header.

Nothing uploaded — documents carry no mark

Upload a logo

Choose File

No file chosen

Save

→ Looking for something else?

Who can sign in

People & seats.

Your plan and invoices

Billing.

2026 © Retail & Point of Sale 360

Designed & Developed By Marvalinks Digital

Figure 2 – Workspace – the one screen about the company rather than about the selling. The timezone set here is what decides which day a sale belongs to, which is the whole basis of Day end.

Step 3. Products

A product carries its name, its unit, its barcodes and its picture. Osu Corner Shop runs **20 products** behind **21 barcodes** – one product carries two, which is ordinary: a multipack and a single of the same thing scan differently and sell differently.

Do this now

1. Open **Products** and add each thing you sell.
2. Scan the barcode in rather than typing it. The thing the cashier scans has to be the thing the shelf label says.
3. Add a picture for anything that has no barcode – a tile the cashier can tap is how loose goods get rung up.

ORGANIZATION Osu Corner Shop RETAIL & POINT OF SALE 360 Trial - 14d left AB Adwoa Baffoe Tenant Owner				
Products What this shop sells, in the words that are on the shelf + New product Price lists Barcodes The till				
FIND A PRODUCT Moves stock? Both kinds Status On sale Q Name or shop code Q Apply Reset				
The catalogue 20 + New product				
PRODUCT	SOLD AS	STORES ITEM	CODES	SHELF PRICE
Carrier bag (large) BAG-L	each	No stock moves	1 code	GH¢ 1.00 tax included
Club Beer 625ml CLUB625	each	Club Beer 625ml CLUB625	1 code	GH¢ 16.00 tax included
Coca-Cola 500ml COKE50	each	Coca-Cola 500ml COKE50	1 code	GH¢ 6.00 tax included
Fanlce Vanilla 100ml FANICE10	each	Fanlce Vanilla 100ml FANICE10	1 code	GH¢ 4.00 tax included
Frytol Cooking Oil 5L FRYTOL5	each	Frytol Cooking Oil 5L FRYTOL5	1 code	GH¢ 210.00 tax included
Gino Tomato Mix 400g GINO400	each	Gino Tomato Mix 400g GINO400	1 code	GH¢ 15.00 tax included
Ideal Milk 380g IDEAL380	each	Ideal Milk 380g IDEAL380	1 code	GH¢ 18.00 tax included
Indomie Chicken 70g INDOMIE70	each	Indomie Chicken 70g INDOMIE70	2 codes	GH¢ 3.00 tax included
Key Soap bar 700g KEYSOAP	each	Key Soap bar 700g KEYSOAP	1 code	GH¢ 14.00 tax included
Malta Guinness 330ml MALTA33	each	Malta Guinness 330ml MALTA33	1 code	GH¢ 8.00 tax included
Milo tin 400g MILO400	each	Milo tin 400g MILO400	1 code	GH¢ 55.00 tax included
Omo Washing Powder 900g OMO900	each	Omo Washing Powder 900g OMO900	1 code	GH¢ 35.00 tax included
Plastic bag levy BAGLEVY - not taxable	each	No stock moves	none — found by name	GH¢ 0.20 tax included
Royal Aroma Rice 5kg RICESKG	each	Royal Aroma Rice 5kg RICESKG	1 code	GH¢ 125.00 tax included
Storm Energy 330ml STORM33	each	Storm Energy 330ml STORM33	1 code	GH¢ 9.00 tax included
Sugar 1kg SUGAR1KG	each	Sugar 1kg SUGAR1KG	1 code	GH¢ 22.00 tax included
Tea bread loaf BREAD	each	Tea bread loaf BREAD	1 code	GH¢ 10.00 tax included

Figure 3 – The catalogue for Osu Corner Shop: 20 products, each with its shop code, what it is sold as, the stores item behind it and its shelf price – every price marked “tax included”, because that is the only price this app asks you to type. Indomie Chicken 70g carries two codes, which is ordinary: a multipack and a single scan differently. Club Beer 625ml is age restricted. The carrier bag and the plastic bag levy move no stock, and the levy is marked “not taxable” and found by name rather than by scan.

✓ TIP

Products with no barcode get their own panel on the till, so the plastic bag levy and the loose items are one tap away instead of a search.

Step 4. Price lists

A price is not a field on a product, it is a row on a **price list**. That is what makes a promotion one change instead of a hundred edits, and it is what lets a second shop charge differently without duplicating the catalogue.

Osu Corner Shop runs one list – **Shop floor prices (Shelf price), GHS** – carrying **20 prices**. The till names the list it charged from, so when a customer says the shelf said something else there is a list to go and look at.

Do this now

1. Open **Price lists** and create the list the shop sells from.
2. Put a price on every product. A product with no price cannot be rung up.
3. Make a promotion a second list rather than an edit to the first one.

The screenshot displays the 'Price lists' management interface. At the top, the organization is 'Osu Corner Shop' with a trial period of 14 days left. The main section is titled 'Price lists' with a subtitle 'What things cost, and since when — a price is added rather than edited'. It features a '+ New price list' button and tabs for 'Products' and 'The till'. Below this is a table of existing price lists:

LIST	KIND	CURRENCY	PRICES ON IT	STATUS
Shop floor prices Default	Shelf price	GHS	20	In use

A note below the table states: 'A list's kind and currency cannot be changed once it exists: both are stamped onto every sale the list priced, and changing either would make yesterday's receipts unexplainable. Open a new list instead. Archiving one is safe — a shop pointed at an archived list falls back to the default rather than refusing to trade.'

Footer: 2026 © Retail & Point of Sale 360. Designed & Developed By Marvalinks Digital

Figure 4 – Price lists. A price is a row on a list rather than a field on a product, which is what makes a promotion one change instead of a hundred edits – and what lets a second shop charge differently without duplicating the catalogue. The till names the list it charged from, so a customer saying “the shelf said something else” has somewhere to be looked up.

Step 5. Barcodes

Every code that scans to a product, in one place. A code belongs to exactly one product; the app refuses a duplicate rather than letting two things answer to the same scan.

Do this now

1. Open **Barcodes**.
2. Scan each code in rather than typing it.
3. Add the second and third codes a product really carries – a multipack and a single are the same product and different scans.

ORGANIZATION
Osu Corner Shop

RETAIL & POINT OF SALE 360

Trial - 14d left

AB Adwoa Baffoe
Tenant Owner

Barcodes

Which codes the scanner resolves, and to how many

+ Add a code

Products

The till

Products with no code at all 1

Plastic bag levy
BAGLEVY - per each

+ Give it a code

These appear as tiles on the till instead, which is the right answer for loose produce and a photocopy. For anything that comes in packaging, a code is one movement instead of a search.

FIND A CODE

A code, or a product name

Apply Reset

Codes 21

+ Add a code

CODE	SCANS AS	SELLS
16001234000018	Voltic 1.5L VOLTIC15	12 eaches an outer
16001234000124	Indomie Chicken 70g INDOMIE70	40 eaches an outer
6001234000011	Voltic 1.5L VOLTIC15	1 each
6001234000028	Voltic 750ml VOLTIC75	1 each
6001234000035	Coca-Cola 500ml COKE50	1 each
6001234000042	Malta Guinness 330ml MALTA33	1 each
6001234000059	Fanlce Vanilla 100ml FANICE10	1 each
6001234000066	Milo tin 400g MILO400	1 each
6001234000073	Ideal Milk 380g IDEAL380	1 each
6001234000080	Gino Tomato Mix 400g GINO400	1 each
6001234000097	Frytol Cooking Oil 5L FRYTOL5	1 each
6001234000103	Royal Aroma Rice 5kg RICES5KG	1 each
6001234000110	Sugar 1kg SUGAR1KG	1 each
6001234000127	Indomie Chicken 70g INDOMIE70	1 each
6001234000134	Tea bread loaf BREAD	1 each

Figure 5 – Barcodes: every code that scans to a product. A code belongs to exactly one product, and a duplicate is refused rather than letting two things answer to the same scan.

Part 2 Stock, and what it cost

Step 6. Getting stock in

Stock arrives on an opening receipt or a goods-in, each line carrying what you paid for it. That cost is not decoration: it is the layer the sale will take the stock down against, and it is the only reason margin can be a figure rather than an opinion.

Osu Corner Shop was stocked with **18 opening receipts** across its 20 products.

★ IMPORTANT

A product with no cost behind it can still be sold – and the sale will say so. The register marks those rows “no cost behind it” and Day end refuses to show a margin while any sale in the day is unvalued, because a margin computed over half the basket is worse than no margin at all.

Step 7. Stock on hand

What is on the shelf, by product. Every figure is summed from movements – nothing holds a running total – so correcting a movement corrects the page.

Do this now

1. Open **Stock on hand**.
2. Read it against a physical count before you trust a margin.
3. Correct through a movement, never by editing a total – there is no total to edit.

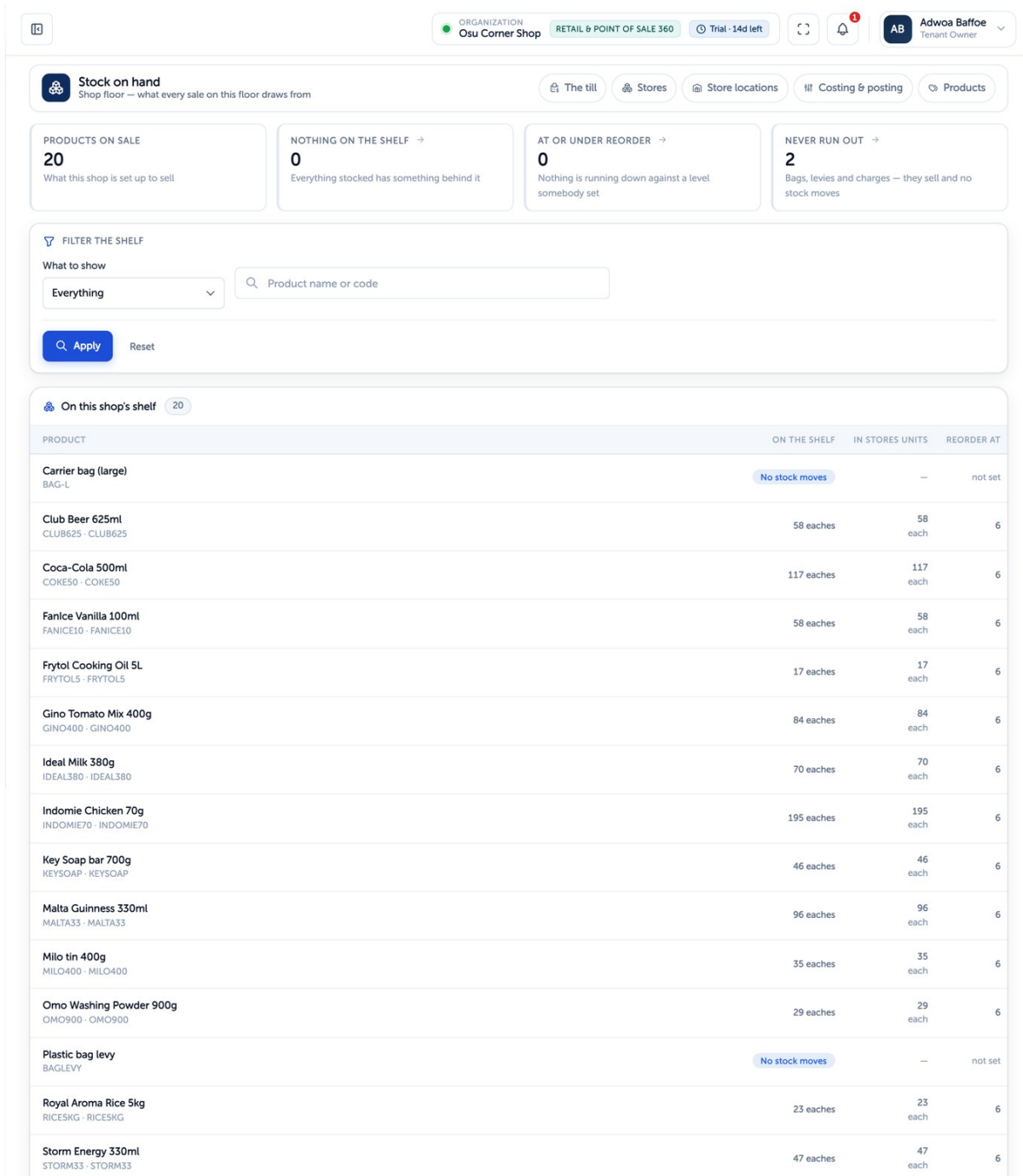


Figure 6 – Stock on hand, by product. Every figure is summed from movements and nothing holds a running total, so correcting a movement corrects this page.

Step 8. Costing & posting

Where the cost layers and the posting accounts are set: which account the takings land in, which the cost of sales comes out of, and which period is open to be valued.

Do this now

1. Open **Costing & posting**.
2. Set the accounts the takings and the cost of sales belong to.

3. Check the valuation period is open before the first day you want a margin for.

ORGANIZATION: Osu Corner Shop | RETAIL & POINT OF SALE 360 | Trial - 14d left | AB Adwoa Baffoe Tenant Owner

OPERATIONS · STORES

Stock Valuation & Posting

Osu Corner Shop · how stock is costed, and which accounts its movements land in

← Stock on hand | ⇌ Movements

Weighted average
 COSTING METHOD
 What a unit leaving the store costs

Not opened
 VALUATION
 Nothing is valued yet

Off
 LEDGER POSTING
 Nothing reaches the ledger

GHS
 BOOKS KEPT IN
 Stock priced in any other currency is held back

Stock is not valued yet

Nothing here takes effect until somebody lays down the opening cost of what is already on the shelves. That is one command, run deliberately for this organisation: `php artisan inventory:open-valuation --organization=osu-corner-shop--xbxrbn`. It writes one opening cost layer per item and location, and warns by name on every item whose standing unit cost is zero — stock valued at nothing issues at no cost, silently.

What a unit leaving the store costs

An accounting policy, not a preference. Both answers are correct and they report different figures.

Costing method

☒ **Weighted average**
 every unit on the shelf costs the pooled average of what was paid for it

Receive 10 @ GHS 10.00, then 10 @ GHS 14.00. Issue 5 → cost of sales GHS 60.00.
 Every unit on the shelf costs the pooled average, so the five issued are charged at 12.00 each.

☐ **FIFO**
 the oldest stock on the shelf is the stock that leaves first, at what it cost

Receive 10 @ GHS 10.00, then 10 @ GHS 14.00. Issue 5 → cost of sales GHS 50.00.
 The oldest five leave first, at the 10.00 they were bought for. The 14.00 batch is untouched.

Changing this restates the cost of every unit still on the shelf, so it can only be chosen before anything has been valued.

There is no ledger for stores movements to reach

This organisation does not have the Finance suite, so stock is costed and valued but nothing is written to a general ledger, and posting stays off. The store room is unaffected — it receives, issues, counts and transfers exactly as before.

← Settings | Save settings

2026 © Retail & Point of Sale 360. | Designed & Developed By Marvalinks Digital

Figure 7 – Costing & posting: which account the takings land in, which the cost of sales comes out of, and which period is open to be valued. A closed valuation period is the commonest reason a sale shows no cost – the sale is fine and the money is fine, the ledger has simply not been allowed to value it yet.

▲ WATCH OUT

A closed valuation period is the commonest reason a sale shows no cost. The sale is fine and the money is fine; the ledger simply has not been allowed to value it yet. Day end names the reason rather than leaving you to guess.

Part 3 Selling

Step 9. Open your drawer

Nothing can be taken until a drawer is open, and the till says so before you try: a payment with no drawer behind it has nothing to be counted against at the end of the shift.

Do this now

1. Open **The till**.
2. Press **Open my drawer** and enter the float you are starting with.
3. Leave it open for the shift. One drawer, one person, one count at the end.

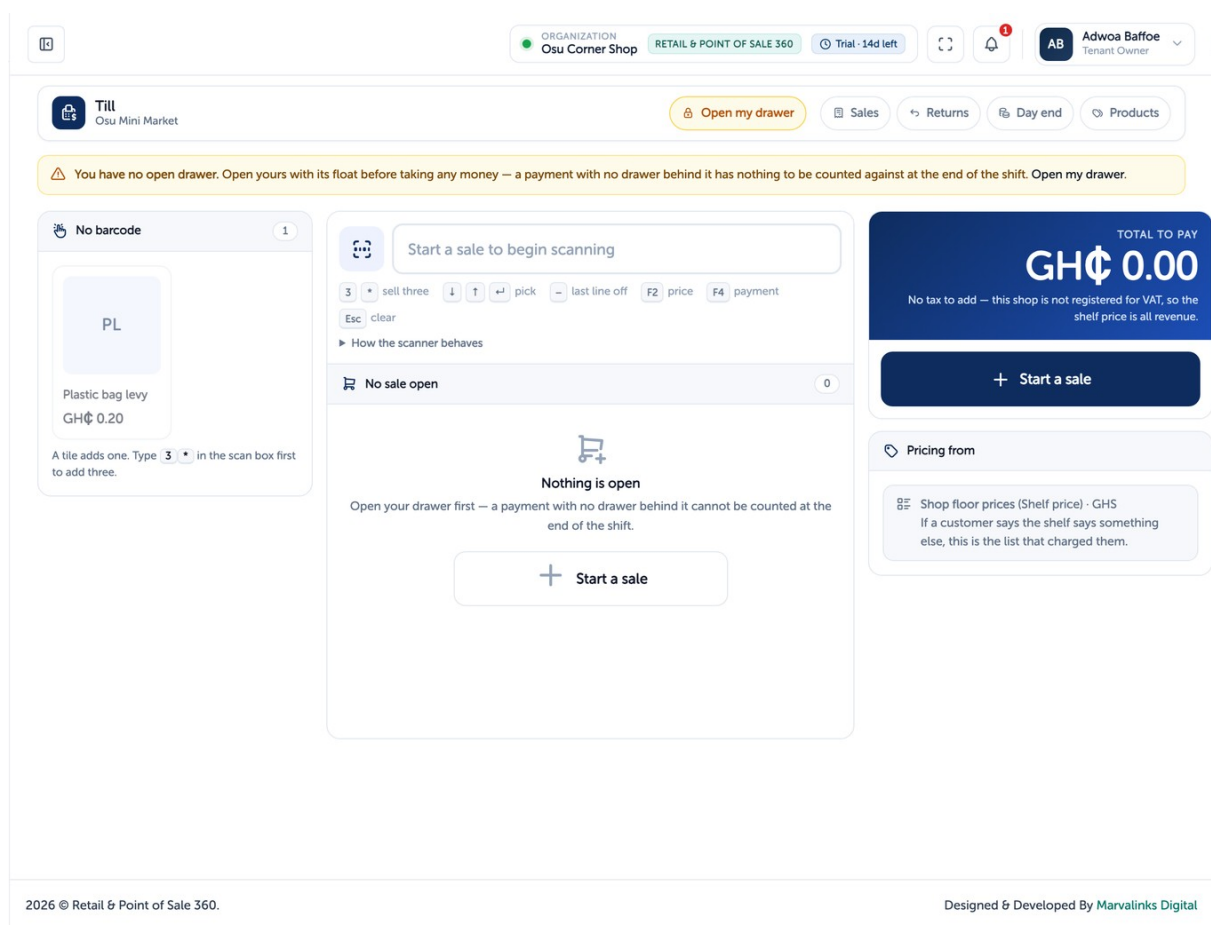


Figure 8 – The till. The scan box runs down the middle with the basket under it and the total to pay on the right, naming the price list it charged from. The keys are printed under the box: a quantity multiplier, up and down to pick a line, minus to take the last line off, F2 for a price override, F4 for payment, Esc to clear. Products with no barcode get their own panel, so the plastic bag levy is one tap rather than a search. Nothing can be taken until a drawer is open, and the banner says so rather than letting a cashier find out at payment.

Step 10. Ring a basket

Scan, or tap a tile for anything without a barcode. The basket builds down the middle of the screen and the total to pay sits on the right, with the price list it charged from named underneath it.

The keys are on the screen under the scan box: a quantity multiplier, up and down to pick a line, minus to take the last line off, **F2** for a price override, **F4** for payment and **Esc** to clear.

✓ TIP

Type **3 *** before scanning to add three of the next thing. It is faster than scanning the same item three times and far faster than editing the line afterwards.

Step 11. Take the money

F4 opens payment. Choose the tender, or several: cash takes an amount and the till works out the change; mobile money takes the network and the transaction id; a card takes its reference.

Do this now

1. Press **F4**.
2. Add each tender the customer is paying with. Put MoMo and card before cash.
3. Confirm. The receipt is ready, and the stock has already moved.

▲ WATCH OUT

The confirm button stays disabled until the tenders settle the basket. That is not a bug: a sale settled for less than it is worth is a shortage somebody has to find at close.

Step 12. The receipt

Sized for an 80mm till roll as well as A4, because that is what a shop actually owns. It carries the shop's own header and footer, the lines, the tenders with their references, the change, and – where tax was charged – the net and each component, so a business customer can put it through their books.

★ IMPORTANT

Where no tax was charged the receipt says so in words. A printed "VAT 0.00" reads as a charge that came to nothing, and a customer cannot tell that from a sale by a trader who is not registered.

Part 4 Taking things back

Step 13. A return

One screen, against the original sale. Pick the lines coming back, give a reason, and the refund goes out on the tender the customer paid with. The stock goes back on the shelf and the ledger is reversed at the cost it left at.

Do this now

1. Open **Returns**.
2. Find the original sale by its number from the receipt.
3. Tick the lines coming back and the quantity of each.
4. Give the reason, and refund.

Organization: Osu Corner Shop | Retail & Point of Sale 360 | Trial - 14d left | Adwoa Baffoe (Tenant Owner)

Returns

Scan the receipt, tick what came back, give the money back the way it came in

Which receipt
The number printed on the customer's receipt — RS-... — matched exactly.

Receipt number *
RS-260412-00017 Find it

A scanner works here too if the receipt carries a barcode. Press Enter to look it up.

Returns so far (1)

RETURN	AGAINST	WHEN	WHO	GIVEN BACK
RR-261009-PSZDJ Osu Mini Market	RS-261009-BZ0KD	9 Oct 2026, 20:05	Adwoa Baffoe	GH¢ 5.00

2026 © Retail & Point of Sale 360. | Designed & Developed By Marvalinks Digital

Figure 9 – The returns desk. A return is taken against the original sale, line by line, and the refund goes back on the tender the customer paid with. The stock returns to the shelf and the ledger is reversed at the cost it left at.

▲ WATCH OUT

A refund needs an open drawer, exactly as a sale does – there has to be somewhere for the money to come out of, or it cannot be counted at close. The app refuses rather than recording a

refund that belongs to no shift.

Step 14. Who may refund

The Shop Manager and the Shift Supervisor. A cashier cannot, and the returns desk is not offered to them at all rather than offered and then refused.

♦ GOOD TO KNOW

Changing the tender a refund goes back on is a separate permission again. A desk that may not change it can still refund – on the tender the customer paid with, which is the default and the right answer almost every time.

Part 5 Counting the drawer

Step 15. Close your drawer

At the end of the shift the cashier counts cash, mobile money and card separately and enters each. The till compares every one against what it expected and shows the difference per tender.

Do this now

1. Open **My drawer**.
2. Count each tender and enter it.
3. Write a note if anything is off. "Cash does not agree with the MoMo log – handed to the manager" is worth more in a month than a number alone.
4. Close.

The screenshot displays the 'My drawer' interface within the Retail & Point of Sale 360 application. The top navigation bar shows the organization 'Osu Corner Shop', a trial status of 'Trial - 14d left', and the user 'Adwoa Baffoe, Tenant Owner'. The main section is titled 'My drawer' with the subtitle 'The money you are answerable for this shift'. It includes a 'Back to the till' button and a 'Everybody's drawers' button. The 'Open your drawer' section instructs the user to count the float and provides an 'Opening float' input field with the value '200.00'. A note explains that this is the money in the drawer before sales. An 'Open my drawer' button is located below the input field. The 'My shifts' section shows 0 shifts and a message stating 'You have not worked a drawer yet', explaining that shifts appear here with their status. The footer contains the copyright '2026 © Retail & Point of Sale 360' and the developer 'Designed & Developed By Marvalinks Digital'.

Figure 10 – My drawer: one cashier, one shift, from the float to the count. Cash, mobile money and card are counted separately and each is compared with what the till expected.

Step 16. Drawers

Every shift, open and closed, with its difference. A supervisor or a manager can close a drawer that is not theirs – somebody has to be able to, because cashiers go home.

Osu Corner Shop closed two shifts for the same cashier, both marked **tenders off** and both netting to nil: the pair of offsetting differences this app exists to show you separately.

Do this now

1. Open **Drawers**.
2. Read the difference per tender, never the net.
3. Close anything a cashier left open before the next shift opens its own.

ORGANIZATION
Osu Corner Shop

RETAIL & POINT OF SALE 360

Trial - 14d left

AB Adwoa Baffoe
Tenant Owner

Drawers

Every shift on every floor, what it was off by, and who signed for it

Day endMy own drawerSales

OPEN RIGHT NOW →

0

Every drawer has been counted and closed

OUT OF BALANCE →

1

Short, over, or with the money in the wrong tender

FIND A SHIFT

OutcomeOpened fromOpened to

Any outcomedd/mm/yyyydd/mm/yyyy

ApplyReset

Shifts 2

SHIFT	CASHIER	SHOP	OPENED	OUTCOME	OFF BY	BOOKED
TILL-OSU1-2A5VFJ closed 9 Oct, 20:05	Adwoa Baffoe	Osu Mini Market	9 Oct 2026, 20:05	Tenders off	nets to nil	Not posted
TILL-OSU1-ZFBM0Y closed 9 Oct, 20:05	Kwesi Oppong counted by Adwoa Baffoe	Osu Mini Market	9 Oct 2026, 20:05	Balanced	level	nothing to post

① Off by is the whole shift's figure and is a sum, nothing more. A shift marked tenders off adds up to nil and still has two tenders wrong, which is why the outcome column and not this one is the one to read. Differences are posted to cash short and over from Day end, one pair of lines per tender.

2026 © Retail & Point of Sale 360.

Designed & Developed By Marvalinks Digital

Figure 11 – Drawers. Every shift, open and closed, with its difference – and a supervisor or manager can close one that is not theirs, because cashiers go home. Both of Osu Corner Shop's closed shifts read "tenders off" and net to nil: a drawer light on one tender and over on another, which is the pair a single net figure would have hidden.

Part 6 Reading the day

Step 17. The sales register

Every sale and every return the shop has recorded, with what the filter above it adds up to rather than a lifetime total nobody asked for.

Osu Corner Shop reads **GHS 649.20 taken, net of returns** – 5 sales with 1 return against them – with **0 baskets still open**. Beside it the register says how many sales are **waiting on the ledger** and how many have **no cost behind them**, which are the two reasons a margin cannot be read.

Do this now

1. Open **Sales**.
2. Narrow to the day or the period you are asking about. The headline adds up what the filter returns, not a lifetime.
3. Open anything marked waiting on the ledger or with no cost behind it, and fix the cause rather than the row.

ORGANIZATION
Osu Corner Shop

RETAIL & POINT OF SALE 360

Trial - 14d left

AB Adwoa Baffoe
Tenant Owner

Sales

Every sale and every return this shop has recorded

Back to the tillReturnsDay end

TAKEN, NET OF RETURNS

GHC 649.20

5 sales, 1 return against

STILL OPEN

0

Baskets nobody has paid for

WAITING ON THE LEDGER

6

Paid for, not yet posted

NO COST BEHIND IT

6

Margin cannot be read on these

FIND A SALE

StatusAny status

Sale or returnBoth

Fromdd/mm/yyyy

To

dd/mm/yyyy

Q Sale number from a receipt

Q ApplyReset

The register6

SALE	WHEN	TOTAL	TAX	COST	LEDGER
RR-261009-PSZDJ PaidReturn	9 Oct 2026 20:05	GHC -5.00	—	Valuation closed	Not posted
RS-261009-1EMHK Paid	9 Oct 2026 20:05	GHC 41.00	—	Valuation closed	Not posted
RS-261009-XIYSU Paid	9 Oct 2026 20:05	GHC 55.20	—	Valuation closed	Not posted
RS-261009-BZOKD Paid	9 Oct 2026 20:05	GHC 57.00	—	Valuation closed	Not posted
RS-261009-LFPYF Paid	9 Oct 2026 20:05	GHC 122.00	—	Valuation closed	Not posted
RS-261009-XT2LF Paid	9 Oct 2026 20:05	GHC 379.00	—	Valuation closed	Not posted

ⓘ Tax on every row was worked OUT of the shelf prices, not added to them, and it was worked out once against the whole sale rather than line by line. Cost is the stock ledger's own figure for what left the shelf; where it says anything other than an amount, the ledger could not value that issue and Day end names the reason.

2026 © Retail & Point of Sale 360.

Designed & Developed By Marvalinks Digital

Figure 12 – The sales register: GHS 649.20 taken net of returns across 5 sales with 1 return against them, and 0 baskets still open. Beside them the two reasons a margin cannot yet be read, counted rather than described – 6 sales waiting on the ledger and 6 with no cost behind them. Every row carries its sale number from the receipt, the tax, the cost and the ledger state.

Step 18. One sale

What was sold, at what price, on what tender, by whom, and what it cost. Every override and every reference is on it.

Do this now

1. Open a sale from the register, or find it by the number on the customer's receipt.
2. Read the tenders and their references first when a payment is disputed.
3. Read the cost line when a margin looks wrong.

ORGANIZATION: Osu Corner Shop | RETAIL & POINT OF SALE 360 | Trial - 14d left | Adwoa Baffoe (Tenant Owner)

RR-261009-PSZDJ
Paid - 9 Oct 2026, 20:05 - Adwoa Baffoe - against RS-261009-BZOKD

Back to the till | Print receipt | All sales

REFUNDED
GH¢ -5.00
What the customer actually paid, tax included

REVENUE
GH¢ -5.00
The shelf price with the tax taken out of it

TAX
None
Not registered for VAT when this was sold

MARGIN
Unknown
Cost unknown — stock valuation is not open for this shop

What was sold (1)

ITEM	QUANTITY	PRICE EACH	DISCOUNT	TOTAL	COST
Voltic 1.5L VOLTIC15 - from Shop floor - -1 moved in stores units	-1	GH¢ 5.00	—	GH¢ -5.00	unknown

How the money went back (1)

TENDER	HANDED OVER	KEPT	CHANGE	EVIDENCE
Cash 9 Oct 2026, 20:05 - Adwoa Baffoe	GH¢ -5.00	GH¢ -5.00	—	—

Kept is what the business actually received and is what reaches the ledger and the drawer's expected total. Handed over is the note the customer produced, and the difference went back as change — a figure read off the wrong one of those overstates the day's cash every time a note is broken.

On the books

This sale cannot reach the ledger yet. This organisation has no chart of accounts, so there is no ledger for the takings to reach. The till still sells, takes money and closes its drawer exactly as before.

Send the receipt

An SMS cannot be sent for this sale. No number was taken for this sale.

2026 © Retail & Point of Sale 360. | Designed & Developed By Marvalinks Digital

Figure 13 – One sale, end to end: what was sold at what price, on which tender, by whom, and what it cost. Every override and every payment reference is on it.

Step 19. Day end

The one page that answers “was today any good”: what was taken, what it cost, what the tax was, and what has not reached the books yet. It opens on the last finished day, because a day still being traded is a figure that changes every time you reload it.

Do this now

1. Open **Day end**.
2. Leave it on the last finished day.
3. Read what was taken, what it cost and what the tax was.
4. Press the button that books the cost of sales. Nothing else will.

Day end
What was taken, what it cost, and what has not reached the books yet - Thursday, 8 October 2026

WHICH DAY
Date: 08/10/2026
A finished day. Everything below can be booked.
Show this day Reset

TAKEN
GH¢ 0.00
0 sales, tax included

REVENUE
GH¢ 0.00
Shelf prices with the tax taken out of them

TAX COLLECTED
GH¢ 0.00
VAT GH¢ 0.00 · NHIL GH¢ 0.00 · GETFund GH¢ 0.00

STOCK COST
Partial
0 of 0 sales have a cost behind them

MARGIN
Unknown
Not shown while any sale's cost is unknown

Cost of sales 0 days unposted
A sale records what the stock cost the moment it is paid for, and the matching journal entry — cost of sales against inventory — is written once per day for the whole shop, across every way stock moved. That is what this button does. Nothing runs it on a schedule.
Nothing is waiting. Every finished day in the last week has either been posted or had no stock movement with a cost to book.

Drawer differences not booked 1

SHIFT	CASHIER	OUTCOME	OFF BY
TILL-OSU1-2A5VFJ 9 Oct 2026, 20:05	Adwoa Baffoe	Tenders off This organisation has no chart of accounts, so there is no ledger for the takings to reach. The till still sells, takes money and closes its drawer exactly as before.	nets to nil

A shop's cash difference is a profit-and-loss item, and a shortage nobody books is a shortage nobody notices. The opening float is never posted — it was already in cash on hand when it went into the drawer, and a journal for it would count it twice.

Figure 14 – Day end – what was taken, what it cost, what the tax was, and what has not reached the books yet. It opens on the last finished day deliberately: a day still being traded is a figure that changes every time the page is reloaded. Cost of sales is booked from here, once per day for the whole shop, by somebody pressing the button – nothing runs it on a schedule.

▲ WATCH OUT

Cost of sales is booked here, once per day for the whole shop, by somebody pressing the button. Nothing runs it on a schedule – a posting that happens by itself is a posting nobody reads.

Step 20. Drawer differences

A shop's cash difference is a profit-and-loss item, and a shortage nobody books is a shortage nobody notices. Day end lists the shifts whose differences have not been booked, and the

opening float is deliberately not among them – it was already in cash on hand when it went into the drawer, and a journal for it would count it twice.

Part 7 Your people and your seats

Step 21. People & seats

Everybody who works the shop, and which of them costs a seat. Osu Corner Shop runs **3 people** on the counter.

Do this now

1. Open **People & seats**.
2. Invite each person by email and choose their role.
3. Give read-only people the Shop Viewer role. They cost nothing.

The screenshot displays the 'People & seats' management interface for 'Osu Corner Shop'. At the top, a summary bar shows: 4 Counter Seats Being Worked, 0 No Seat Count Set, 4 People in this Workspace, and 0 Held by Invitations. Below this is an 'Invite somebody' form with a text input for 'Their work email' (containing 'colleague@osu-corner-shop.com') and a dropdown for 'Joining as' (set to 'Shop Manager — Runs the shop: products, prices, shops and who wor...'). A row of role indicators shows: Shop Manager (uses a seat), Shift Supervisor (uses a seat), Cashier (uses a seat), Stock Clerk (uses a seat), and Shop Viewer (free). Below the form is a table titled 'In this workspace' with 4 people listed. The first row is for 'Adwoa Baffoe' (owner@osucorner.test) with roles 'ARC USER', 'TENANT OWNER', and 'SHOP MANAGER', and a note '2 roles not governed here.' and 'This is you'. The other three rows are for 'Adwoa Baffoe' (adwoa.baffoe@osu-corner-shop.test) with role 'SHIFT SUPERVISOR', 'Akua Mensimah' (akua.mensimah@osu-corner-shop.test) with role 'SHOP MANAGER', and 'Kwesi Oppong' (kwesi.oppoing@osu-corner-shop.test) with role 'CASHIER'. Each row has 'Edit', 'Suspend', and 'Remove' buttons. At the bottom is an 'Invitations' table with 0 entries, showing a message 'No invitations yet.'

2026 © Retail & Point of Sale 360. Designed & Developed By Marvalinks Digital

Figure 15 – People & seats. Four roles spend a seat – Shop Manager, Shift Supervisor, Cashier and Stock Clerk – and the Shop Viewer spends none, which is how the owner and the accountant read the shop for nothing.

Step 22. The subscription

What you are on and how many seats are spent. The counter counts distinct people holding one of the four working roles, so taking a role off somebody gives the seat back immediately.

Do this now

1. Open **Subscription**.
2. Read the seats spent against the people in the workspace.
3. Move anybody who only reads onto Shop Viewer. The seat comes back immediately.

ORGANIZATION
Osu Corner Shop

RETAIL & POINT OF SALE 360

Trial - 14d left

AB Adwoa Baffoe
Tenant Owner

SUBSCRIPTION · BILLING CENTRE

Billing & History

Osu Corner Shop · what you pay for Retail & Point of Sale 360, and every receipt for it.

USD

Retail & Point of Sale 360 · Trial

Renews 09 Nov 2026

0 receipts

← My Subscription

→ Marketplace

Retail & Point...

YOUR PLAN

14d

TRIAL LEFT

4

SEATS BILLED

36.00

PER MONTH

0

RECEIPTS

Insights & Recommendations

Generated from this report's data

Billing in good standing

No outstanding payments, grace periods or scheduled changes — next renewal 09 Nov 2026.

Current Plan Subscription

Managed by platform administrator

ASSIGNED PLAN

Retail & Point of Sale 360

Plan status, billing cadence and renewal timeline — assigned and managed by your platform administrator.

USD 36.00

≈ GH\$ 432.00

list price · 4 counter seats · monthly

Trial

Renews 09 Nov 2026

AMOUNT USD 36.00 ≈ GH\$ 432.00	STATUS Trial	BILLING CYCLE Monthly Set by the platform administrator	CURRENT PERIOD 09 Oct – 09 Nov 2026 Renews 09 Nov 2026, estimated from the billing period	BILLING CURRENCY USD Plan invoices are issued in this currency
--------------------------------------	-----------------	---	---	--

Billing Controls

Renew / Pay Plan

Settle or renew your assigned ...

Add to your workspace

Set up with our team, not from ...

Subscription Overview

Your plan, modules and status

Plan tiers are managed by the platform administrator — contact **support** to change plans.

Marketplace add-ons 0

Browse Add-ons

Just Retail & Point of Sale 360, for now

Nothing else is installed, and nothing needs to be — the app works on its own. If you want something alongside it, it is set

Figure 16 – *The subscription: what the workspace is on and how many seats are spent. The counter counts distinct people holding one of the four working roles, so taking a role off somebody gives the seat back immediately.*

Glossary

- **Basket** – a sale being rung up, before it is settled.
- **Tender** – a way of paying: cash, mobile money, card.
- **Split tender** – a basket settled across more than one of them.
- **Drawer** – one cashier's shift, from the float to the count.
- **Shelf price** – the price on the label, tax included. The only price you type.
- **Price list** – a set of prices a shop charges from.
- **Override** – a price changed at the till. Its own permission, recorded on the sale.
- **Cost layer** – what a specific unit of stock was bought for, and what a sale takes it down against.
- **Day end** – the once-a-day run that books what the day's sales cost.

Setup checklist

1. Workspace: name, currency, timezone.
2. The shop, with its receipt header and footer.
3. Products, with barcodes scanned in rather than typed.
4. A price list, with a price for everything you sell.
5. Stock in, with what you paid for it.
6. Costing & posting: the accounts, and an open valuation period.
7. People & seats: one Shop Manager, then the counter.
8. Ring one basket, settle it, refund it, and close the drawer before you open for real.

The routine

- **Every shift** – open a drawer, and count it at the end.
- **Every day** – Day end: what was taken, what it cost, and book the cost of sales.
- **Every week** – the sales register, and any drawer difference still unbooked.
- **Every month** – the price list against the shelf, and stock on hand against a count.

Where to go next

Everything in this book is in the app under the menu group it belongs to. If the shop is one end of a bigger stock operation – a warehouse, customers' goods, zones and put-away rules – Inventory & Warehouse 360 is the same stock engine with a building on the front of it, and it has a book like this one. If you want the takings to land in a real ledger, with a trial balance and a VAT return you file from, that is Osebo Finance & Accounting, and this shop posts straight into it.