

Offers, discounts and service charges

How to set up an offer that applies itself, add a service or bag charge, and control the reasons staff give for a void.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

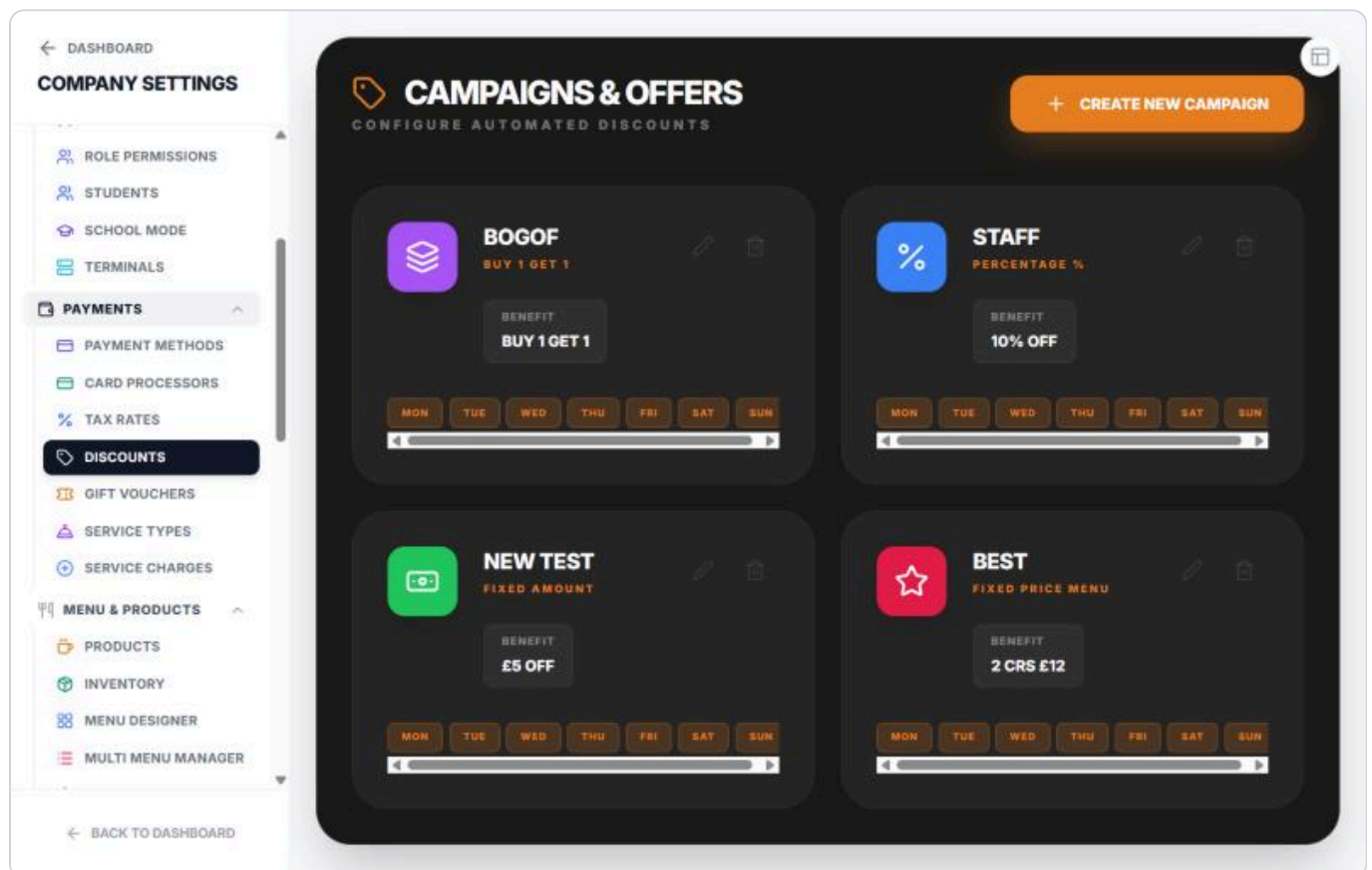
The short version

- Go to **Settings**, then **Payments**, then **Discounts**, and tap **CREATE NEW CAMPAIGN**.
- Choose the type of offer, fill in the details, choose the days, then tap **PUBLISH CAMPAIGN**.
- Service and bag charges are in **Service Charges**. Void reasons are in **POS Reasons**.

1 Open Campaigns and Offers

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

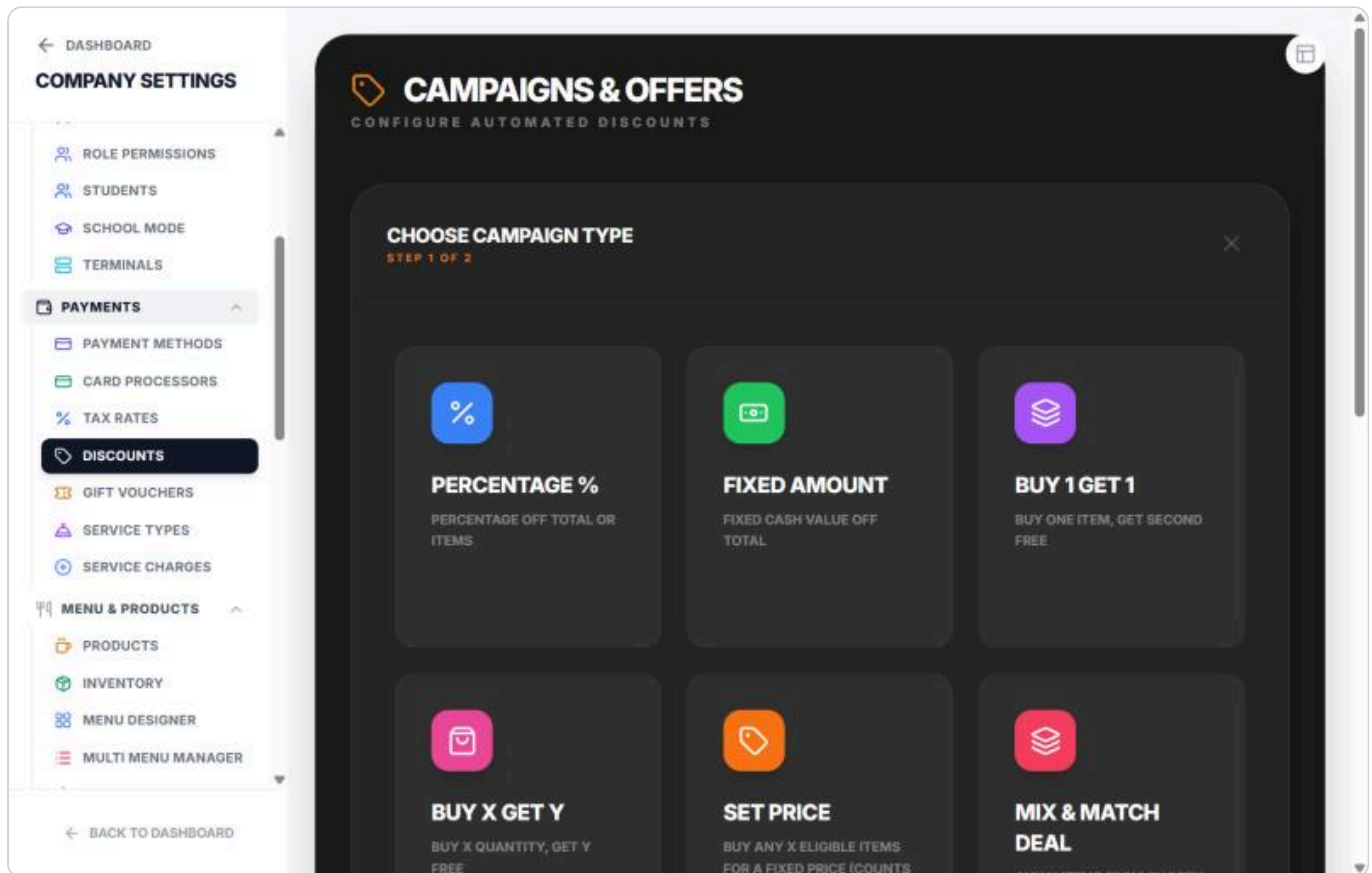
Open **Payments** and tap **Discounts**. Each offer you have is shown as a card with its type, its benefit and the days it runs. The pencil edits an offer and the bin deletes it.



2 Choose the type of offer

Tap **CREATE NEW CAMPAIGN**. Step 1 asks what kind of offer it is.

- **Percentage %**: a percentage off the total or off chosen items.
- **Fixed Amount**: a cash amount off the total.
- **Buy 1 Get 1**: buy one item, get the second free.
- **Buy X Get Y**: buy a quantity, get some free.
- **Set Price**: any number of chosen items for a fixed price.
- **Mix & Match Deal**: any items from chosen groups for one deal price.
- **Fixed Price Menu**: a set price for a number of courses.
- **Storewide, Spend More, Free Item, Free Delivery** and **Specific Items**.



3 Fill in the details

Step 2 is the setup. The example here is a percentage offer.

- **Campaign name:** what staff and reports will call it.
- **Priority:** if two offers could apply, the higher number goes first.
- **Discount value:** the percentage or amount.
- **Applies to services:** tap Eat In, Takeaway, Collection or Delivery to switch each on or off.
- **Categories and products:** choose **Include** or **Exclude**, then pick the categories or products.
- **Start date** and **End date.** The end date is optional.
- **Start time** and **End time.** Leave blank for all day. An end time before the start time runs overnight, for example 22:00 to 02:00.
- **Active days:** the offer only triggers on the highlighted days.
- **Auto-apply (Kiosk):** applies the offer to kiosk orders that qualify.

Tap **PUBLISH CAMPAIGN** to switch it on, or **DISCARD** to cancel.

Tip. Test a new offer on the till before a busy service: ring through an order that should qualify and one that should not.

4 Add a service or bag charge

Tap **Service Charges**. Fill in **Create new charge**.

- **Charge name**, for example Service Fee.
- **Charge type**: **Percentage**, **Fixed** or **Bag**.
- **Value**: the percentage or amount.
- **Apply per cover**, **All orders**, **All products** and **Auto trigger** are tick boxes.

Service & Bag Charges
Manage additional fees, service charges, and bag fees

+ CREATE NEW CHARGE

CHARGE NAME: e.g. Service Fee

CHARGE TYPE: **PERCENTAGE** (selected), FIXED, BAG

VALUE: 0 %

☐ APPLY PER COVER

☒ ALL ORDERS

☒ ALL PRODUCTS

☐ AUTO TRIGGER

CREATE CHARGE RULE

NO CHARGE RULES DEFINED
Create service charges or bag fees to automate your billing.

Tap **CREATE CHARGE RULE**.

5 Set the reasons staff must give

Open **POS Reasons**. There are three lists: **Void Reasons**, **No Sale Reasons** and **Discount Reasons**. Type a reason name and tap **Add**. Tick **Allow Custom Text** if staff should be able to type their own explanation.

The screenshot displays the 'Void Reasons' configuration interface. On the left, a sidebar under 'COMPANY SETTINGS' lists various system features, with 'POS REASONS' and its sub-item 'VOID REASONS' highlighted. The main content area is titled 'Void Reasons' and includes a subtitle 'Reasons for cancelling or reversing transactions'. An 'ADD NEW REASON' section contains a text input for 'REASON NAME' (with the placeholder 'e.g. Customer Changed Mind'), a checkbox for 'Allow Custom Text', and a red '+ Add' button. Below this, a card shows an existing reason named 'Manager Void', which is a 'Fixed Reason'.

Tip. Short, specific reasons such as Customer changed mind, Wrong item rung and Manager void make the end-of-day report far more useful than one catch-all reason.

If something is not right

An offer is not applying

Check today is one of its **Active days**, the time is inside its start and end time, and the order type is switched on under **Applies to services**.

Two offers clash

Give the one that should win a higher **Priority**.

Staff cannot apply a discount

Their role needs **Apply Discount** ticked in **Team & Access**, then **Role Permissions**.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.