

Taking an order

How to ring items through the till, add options, change the basket and take payment by cash or card.

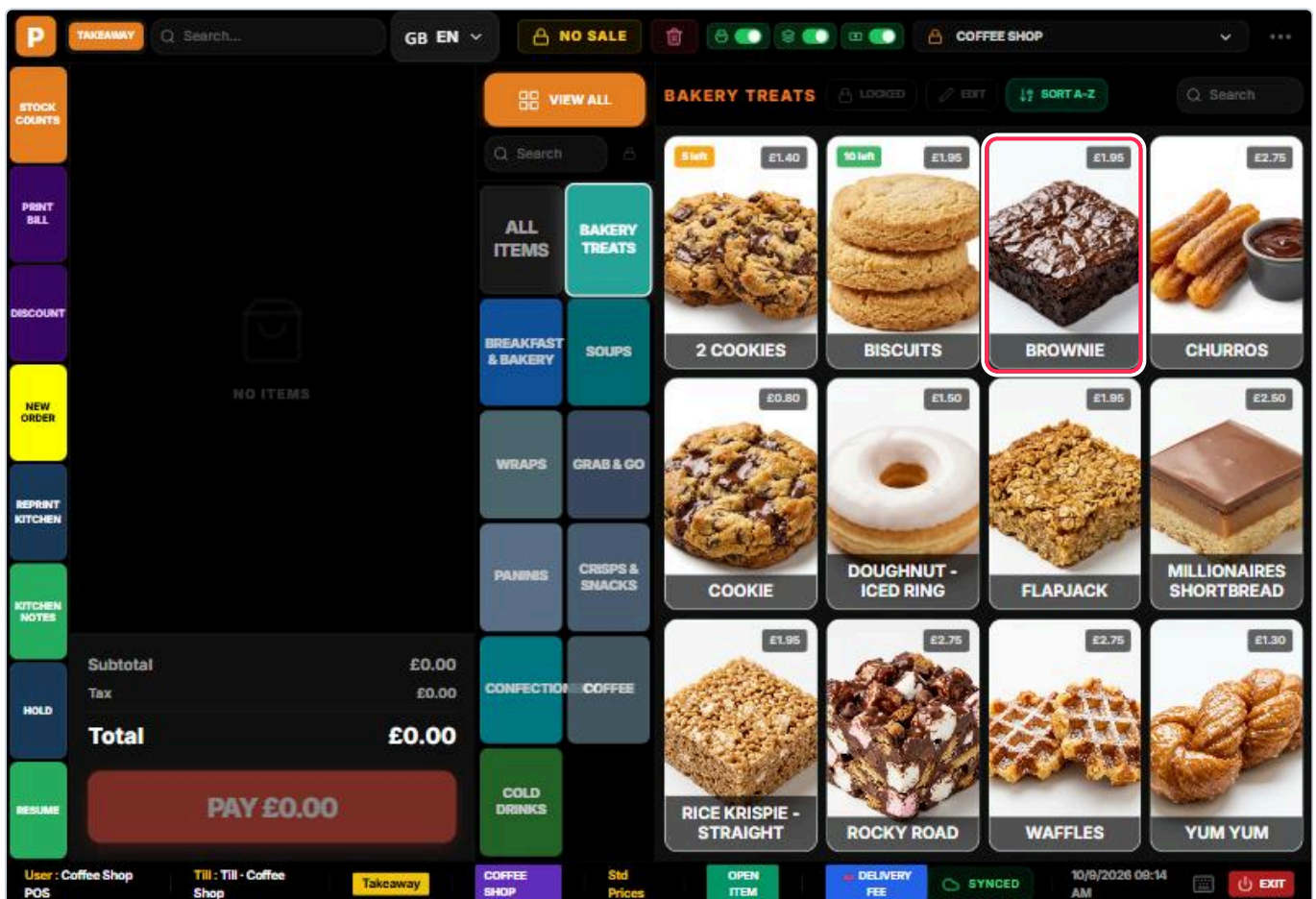
Screenshots taken on a live till at app.posso.co.uk, 9 October 2026. Your menu, prices and side buttons will be different.

The short version

- Tap the **category**, then tap the **product**.
- If an options window opens, choose the options or tap **NEXT — SKIP OPTIONS**.
- Check the basket on the left, then tap the red **PAY** button.
- Tap **Cash Payment** or **Card Payment**.

1 Choose the category, then the product

The till has three parts: the **basket** on the left, the **categories** in the middle and the **products** on the right. Tap a category (for example Bakery Treats), then tap the product the customer wants. Each tile shows the price, and a badge such as **5 left** if that item is being stock counted.

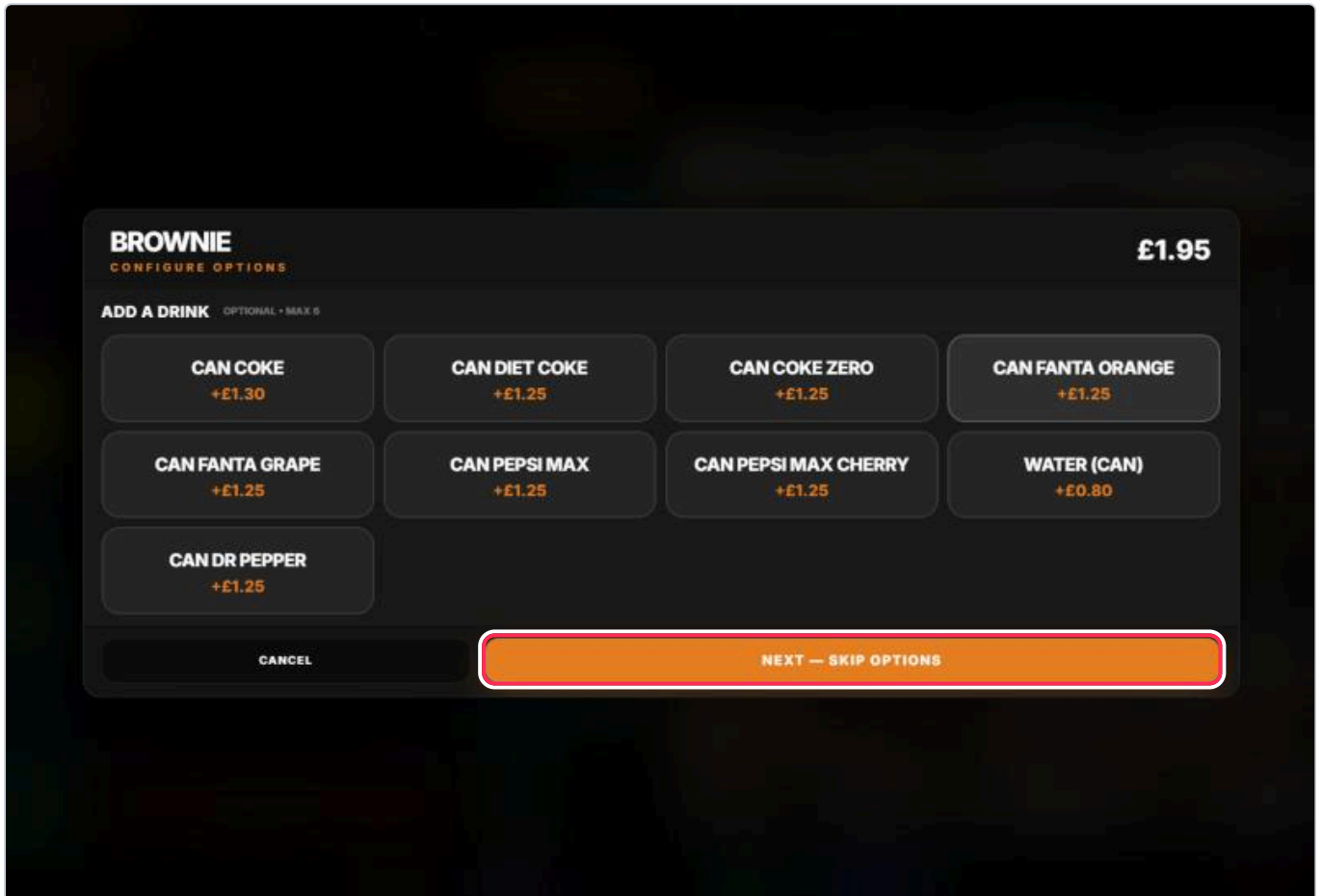


Can't find it? Tap **ALL ITEMS**, or type part of the name in the **Search** box above the products.

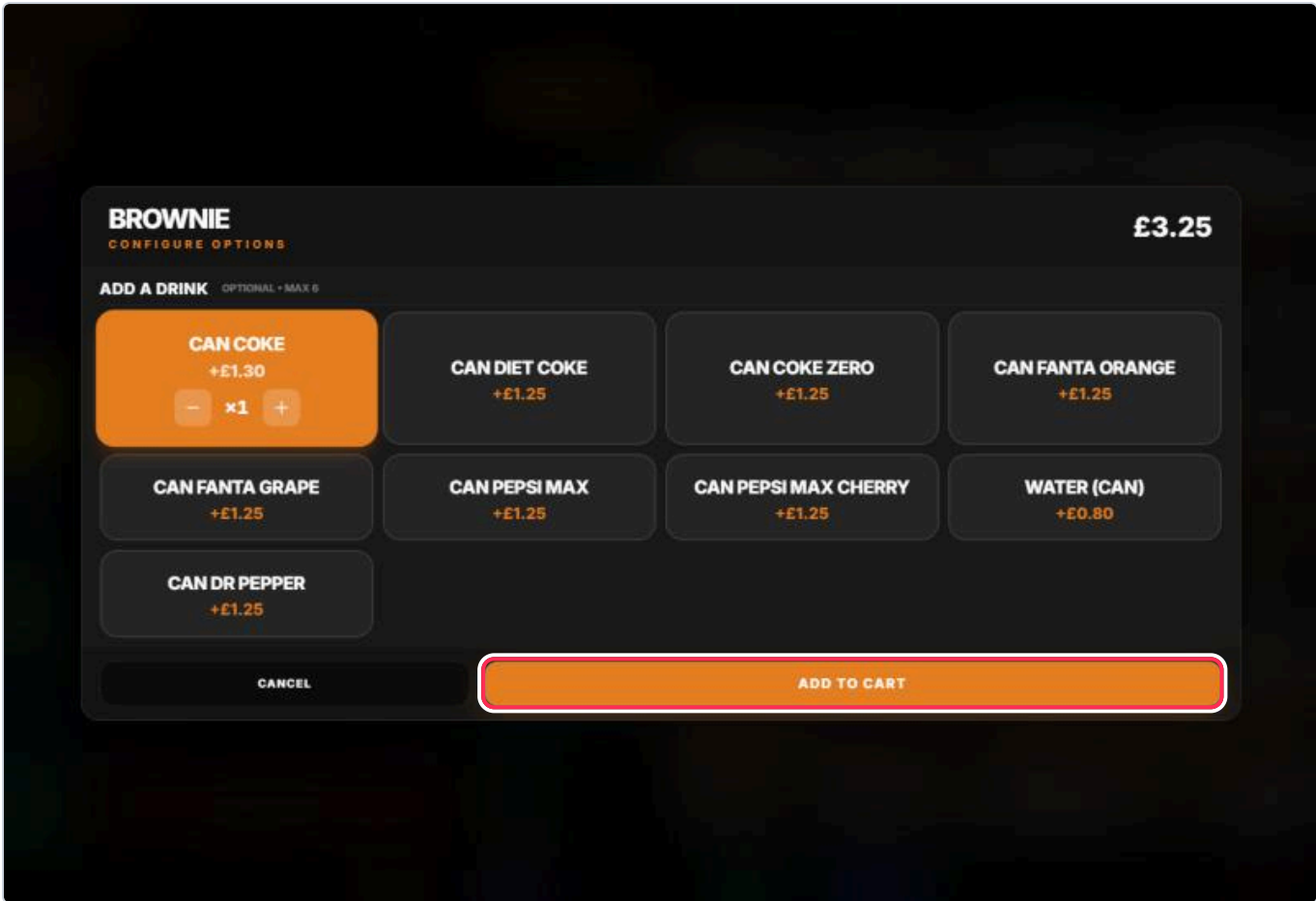
2 Choose options, or skip them

Some products open an options window. Here a Brownie offers **Add a drink**. "Optional" means the customer does not have to pick one.

- No options wanted: tap **NEXT — SKIP OPTIONS**.
- Changed their mind about the item: tap **CANCEL**.

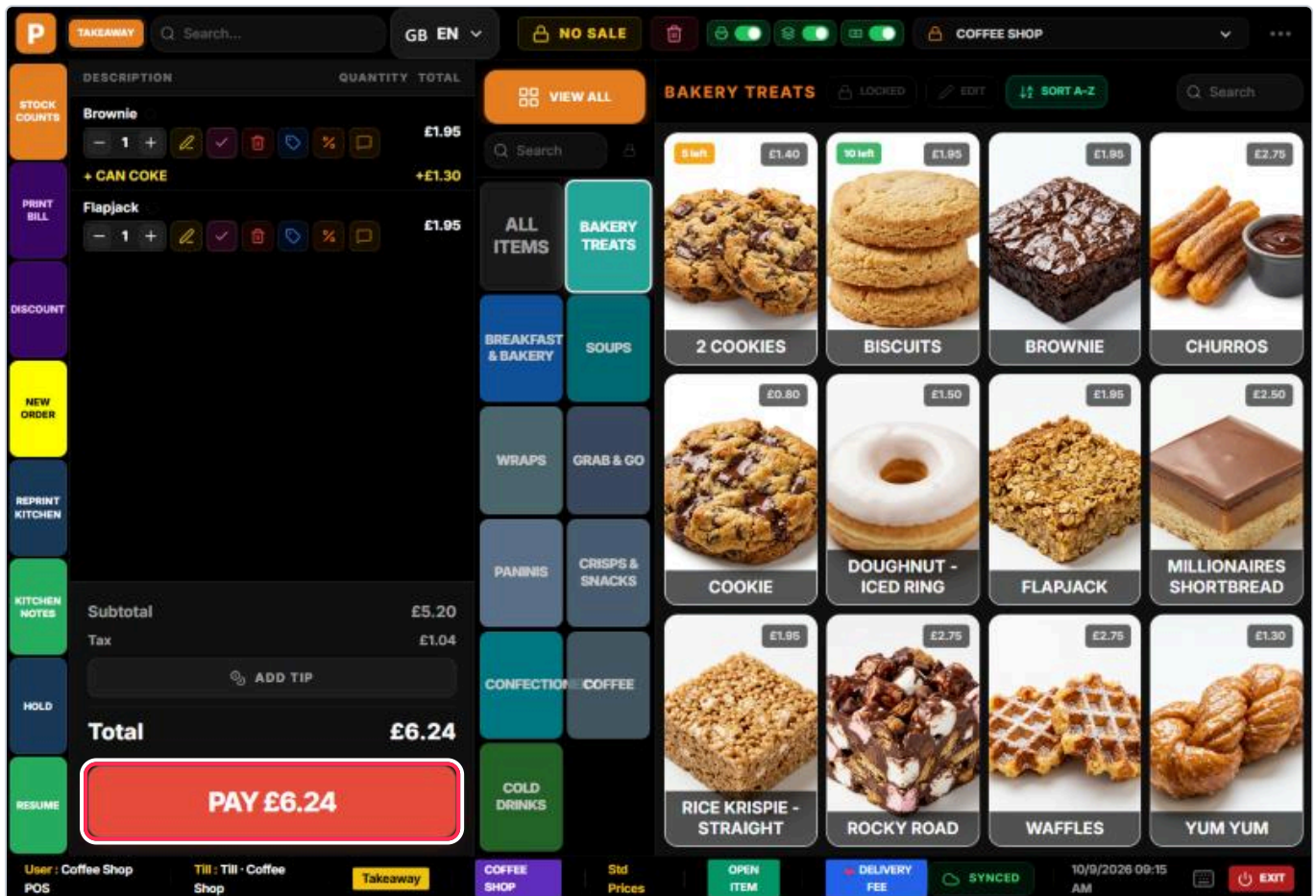


To add an option, tap it. It turns orange, the price at the top right goes up, and – and + let you add more than one. Then tap **ADD TO CART**.



3 Check the basket

Each item appears on the left with its options underneath. Read the order back to the customer. The bottom of the basket shows the **Subtotal**, the tax or VAT line and the **Total**. The **Total** is what the customer pays.



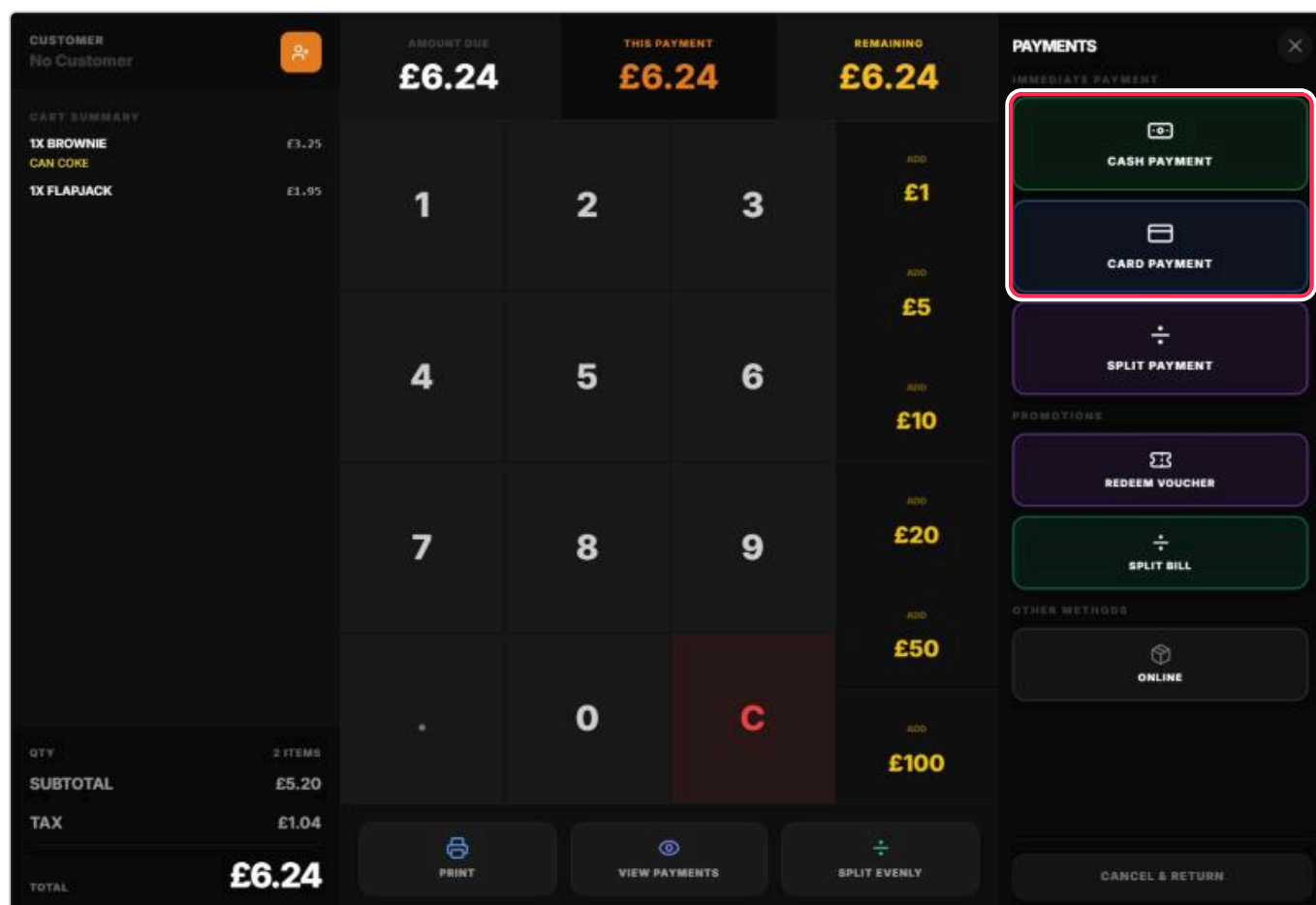
Changing a line

Under each item is a row of small buttons:

- 1 +	Fewer or more of that item.
Pencil	Change the options on that item.
Bin	Remove the item from the basket.
Speech bubble	Add a note to the item.
Tag and %	Change the price or give a discount on that item. Manager use only.

4 Tap PAY and take payment

Tap the red **PAY** button. The payment screen shows the order on the left, the **Amount Due** at the top and the payment buttons on the right.



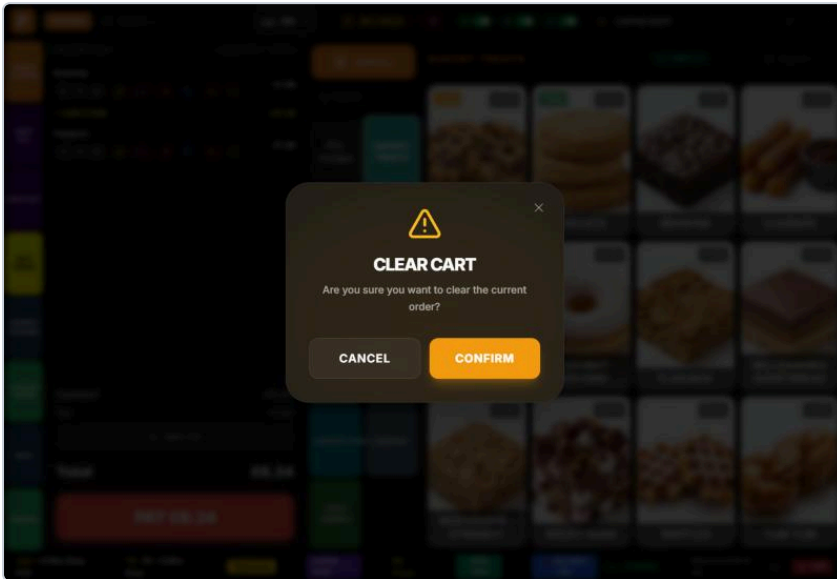
Cash	Enter what the customer hands over: tap the yellow £5 , £10 , £20 buttons or type it on the keypad. Then tap Cash Payment . The till shows the change to give. If they pay the exact amount, just tap Cash Payment .
Card	Tap Card Payment and take the payment on the card machine.
Part cash, part card	Tap Split Payment and follow the screen.
Not ready to pay	Tap Cancel & Return at the bottom right. The basket is kept.

When the payment is finished the basket empties and the till is ready for the next customer.



Customer changes their mind

To throw away the whole basket before payment, tap the yellow **NEW ORDER** button on the left side bar, then **CONFIRM**. Nothing is charged.



Good habits

- Check the basket is empty before you start a new customer.
- Use the bin on a line to remove one item; use **NEW ORDER** only to clear everything.
- Never take the money before tapping the payment button: the sale is only recorded when you tap it.
- If a product is missing or shows as unavailable, tell your manager. Do not ring it as something else.