



# Owner & Cashier Guide

SnapPOS is a simple, offline-first point-of-sale system for independent shops. It runs on your own equipment at the counter — your inventory, sales, and reports all live on your machine, so it keeps working even when the internet is down. Run one till or several: with Multi-Register switched on, each till keeps its own cash drawer and shift while sharing one live inventory. It can be deployed directly on a standard operating system or as a containerized (Docker) application.

## 1. Recommended computer & hardware

SnapPOS is lightweight, so it does not need a powerful computer. It runs well on inexpensive hardware.

### The till computer

| Component               | Minimum                                                     | Recommended                                                                                                    |
|-------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Operating system</b> | Windows 10 (64-bit), Linux (Ubuntu/Debian), or macOS 10.15+ | Windows 11 (64-bit), a modern Linux LTS, or the latest macOS                                                   |
| <b>Processor</b>        | Dual-core (Intel Celeron/Pentium/i3, or AMD equivalent)     | Quad-core (Intel i3/i5 or AMD Ryzen 3/5)                                                                       |
| <b>Memory (RAM)</b>     | 4 GB                                                        | 8 GB                                                                                                           |
| <b>Storage</b>          | 64 GB, SSD strongly preferred                               | 128 GB+ SSD                                                                                                    |
| <b>Display</b>          | 1366 × 768                                                  | 1920 × 1080, touchscreen (great with the "Glass" look and for customer interaction)                            |
| <b>Power</b>            | —                                                           | UPS (battery backup) — a till PC that loses power mid-sale is the #1 cause of trouble; a small UPS prevents it |

**Why an SSD?** SnapPOS stores everything in a single database file. An SSD is faster and far more reliable than a spinning hard drive for the constant small writes a register makes.

**Docker & multi-OS support.** Beyond a standard Windows install, SnapPOS ships as a container image. The same application runs on Windows, Linux, and macOS anywhere Docker Engine is installed — useful for hosted setups, back-office servers, or shops that aren't on Windows. See the Docker quick reference in the Appendix.

### Peripherals

- **Barcode scanner** — any USB scanner in “keyboard wedge” (HID) mode. That means the scanner simply “types” the barcode and presses Enter, exactly like a keyboard. Most inexpensive USB scanners do this out of the box.
- **Receipt printer** — an 80mm thermal receipt printer set as the host computer's default printer. SnapPOS prints through the system's native print spooler, so if the printer prints a system test page, it will print receipts.
- **Cash drawer** (optional) — most cash drawers connect through the receipt printer (the printer “kicks” the drawer open). Check that your printer has a drawer/kick port (RJ11/RJ12).
- **Customer-facing display** (optional) — a second monitor or touchscreen for the customer side.

## Network & internet

- **No internet is required to make sales.** The core register runs entirely on the local machine.
- Internet is only needed for the optional extras: email alerts, text (SMS) alerts, and emailed backups.
- SnapPOS runs at `http://localhost:8420` on the till itself. It is LAN-only and not exposed to the wider internet unless explicitly configured (e.g. through a Docker network bridge or reverse proxy).

## 2. Getting started

Your SnapPOS till arrives ready to use — **PC Guru handles the installation and initial setup.** Once it's in your hands, here's how to make it yours:

1. **Log in** with your admin password (set up for you at install).
2. **Set your business details** in **Settings > App & appearance** and **Business branding**:
  - Language (English / Spanish), appearance/theme
  - Currency symbol, sales tax rate, default starting cash (float)
  - Business name, logo, background image
3. **Load your inventory** (see §4) — import a spreadsheet (CSV) or add items by hand.
4. **Do a test sale** and a **test receipt print** to confirm everything's working.

Once your items and settings are in, you're ready to sell. If anything needs changing at the system level, contact PC Guru (see the Appendix).

## 3. A day at the register

### Open the day

Go to **Close Day > Open shift** (or you'll be prompted) and enter the **starting cash (float)** in the drawer. You need an open shift to make sales.

### Ring up a sale

1. **Scan an item's barcode** (or type it and press Enter) in the scan box on the **Register** screen. Press **F2** any time to jump back to the scan box.
2. Each scanned item is added to the current sale.
3. Adjust as needed:
  - **Quantity** — click a line to change its quantity (e.g. 3 of the same item, or a weighed amount like 1.5).
  - **Discount** — apply a dollar-off or percent-off to a line.
  - **Void** — remove a line before payment is taken.
4. Take payment. Tap **Charge** — it shows the amount due — then pick how they are paying. **Cash** asks what the customer handed over and shows the change to count out; press **Enter** or **Done** and the sale is finished. **Card** finishes the sale as soon as the payment is approved.
5. Paying more than one way? Tap **Split payment**, enter an amount, pick a tender, and repeat. The **Remaining** line counts down and the sale only finishes when it reaches zero — so a basket can never be closed with money still owing.
6. **Print** hands them a receipt for the sale you just finished. It is not what completes the sale — taking payment is.

**Receipt numbers.** Every completed sale gets a number in the form **YYYYMMDD-NNN** — the date plus a counter that resets each morning (for example **20260721-014** is the 14th sale on July 21, 2026). It prints on the receipt, so you can find or reprint that sale later from the **History** screen (see §5).

**“Not enough stock” message?** If you try to sell more of an item than your inventory shows, the sale is blocked and asks you to **update that item's quantity on the Inventory screen first**. This is deliberate — it keeps your stock counts honest. Fix the count, then ring it up.

**Unknown barcode?** If you scan something not in your inventory, SnapPOS offers to **add it on the spot** (or link the barcode to an existing item) so you can finish the sale.

## Returns / refunds

Click **Return** on the Register screen:

1. Type the **receipt number** from the customer's receipt and click **Look up**. SnapPOS lists what was sold on it.
2. **Tick** each item coming back and set how many. You cannot return more than was bought, or return the same item twice.
3. Choose whether to **put the items back in stock** (uncheck for damaged goods).
4. Confirm. It is recorded in your **sales history as a return**, so sales and tax totals net out correctly, and the invoice is flagged **Returned** or **Part returned** in History.

**Refunds follow how they paid.** A cash sale is refunded from the drawer; a card sale goes back to the card. That matters at close: refunding a card sale in cash pays out money the drawer never took in, and the day still balances, so the loss is invisible.

Amounts come from the **original sale** — the price actually charged, including any discount — not today's shelf price. Returning the full quantity gives back exactly what was paid.

*No receipt? Click **Return without a receipt** and scan the item. That path refunds cash at the current price, since there is no record of how they paid.*

## Cash in / out

Use **Cash In/Out** to record money added to or taken from the drawer that isn't a sale (e.g. making change, a petty-cash payout). Enter a negative amount for cash taken out.

## Close the day

Go to **Close Day**, **count the cash** in the drawer, and enter the amount. SnapPOS shows the **expected** amount (starting float + cash sales – cash refunds ± cash in/out) and the **variance** (over/short). If it's short and you've enabled the alert, a shortage notice is sent.

## 4. Managing inventory (Inventory screen)

- **Add an item** — SKU/barcode, name, category, price, cost, starting quantity, low-stock level, and whether it's taxable.
- **Edit an item** — click **Edit** on any row to change any field, including the SKU/barcode, in one popup.
- **Adjust stock quickly** — use the + / – stepper on each row (type a number to add/remove that many at once).
- **Categories** — pick from your existing categories or type a new one.
- **Low-stock level** — when an item drops to or below this number, it's flagged (and can trigger an alert).
- **Remove** — deactivates an item but keeps its sales history.

## Bulk import / export (CSV)

- **Import** a spreadsheet of products. SnapPOS recognizes common column names automatically, in English or Spanish (e.g. "Item Name" / "Nombre", "Quantity" / "Cantidad", "Retail Price" / "Precio"). Existing SKUs are updated; new ones are created.
- **Download inventory to edit** — export your catalog, edit prices/quantities/costs in Excel or Google Sheets, and re-import.
- **View / edit as spreadsheet** — a spreadsheet-style view of your whole catalog.

## 5. History, reports & analytics

### Sales history & reprinting a receipt

The **History** screen lists every completed sale, newest first — each row shows its **receipt number**, date and time, item count, payment type, and total. Returns are listed too, tagged as returns.

- **Find a sale** — filter by a date range, or search by receipt number (the whole number like 20260721-014, just the day, or the sequence).
- **Reprint a receipt** — click **Reprint** on any sale to open a clean copy you can print again or save as a PDF. It's rebuilt from the saved sale, so it always matches the original.

## Analytics

The **Analytics** screen shows charts and tables over a date range you choose. You can **customize which reports appear** (up to 6 at a time) from a catalog covering sales, profit, inventory, and cash trends. Your selection is remembered.

## Export to CSV

From the **Export** screen you can download:

- **Itemized sales** — each line, with its **receipt number**, and returns marked as return
- **Shift summaries** (each day's reconciliation)
- **Inventory snapshot** (your current catalog)

## 6. Customers, quotes & invoices

An optional add-on. With it switched on, SnapPOS keeps customer records, turns quotes into invoices, tracks who owes you money, and can bill the same customer on a schedule. With it off, nothing below appears and the register behaves exactly as it does today.

### Customer records

- Each customer gets a permanent reference like **C-000123**. Phone numbers and email addresses are searchable and can change freely without breaking anything.
- **Purchase history** is built from your real sales, not a separate copy, so it always agrees with History.
- **At the register** — a lookup box under the scan box attaches a customer to the sale. It works before the first scan or after the last.
- **Import / export** — export your customers to a spreadsheet, edit, and re-import. A bad row is skipped and named rather than stopping the whole file.

### Quotes and invoices

1. A **quote** is editable, carries no number, moves no stock, and owes nothing. Quote as many jobs as you like — an unaccepted quote never burns an invoice number.
2. **Issue** it and it becomes an **open** invoice: it gets a number, stock comes off the shelf, and the money is owed.
3. Once the balance reaches zero it is marked **paid**.

An issued invoice cannot be edited — the customer may already be holding a copy. To correct one, **void** it and raise a new one, or issue a **credit note** for the part that was wrong.

**An unpaid invoice is not in your drawer.** Money owed is not money taken, so an open invoice is deliberately left out of Close Day. It lands in the drawer on the day the customer actually pays — which may be a different day, at a different till. Without this, every drawer that billed a job would come up short by exactly that amount.

**Issuing needs an open shift.** An invoice writes real sales, and a sale has to belong to a trading session someone can close and reconcile. If the register is shut, the Issue button is unavailable.

### Deposits, part payments & office payments

- **Deposit on a quote** — take money before the work is done and the balance goes negative, which is correct: you are holding the customer's money.

- **Part payments** — pay an invoice in as many instalments as you like; the balance is simply what was invoiced minus what has been paid.
- **A cheque that arrives in the post** was received by no drawer. Record it as an office payment and it stays out of drawer reconciliation instead of inflating a count nobody made.

## Who owes you money

- The **accounts receivable** screen ages every open invoice so you can see what is overdue and by how long.
- **Statements** come from the same figures as that screen, and list already-settled documents from the period separately — so “I already paid that one” is answered without a phone call.
- **Reminders** are **off by default**. Turn them on and set how long after the due date to start chasing and how long to wait before chasing the same invoice again.

## Credit notes

A credit note refunds part of an invoice. It has its own **CN-** numbering, puts the stock back, and reduces what the customer owes. Because it is dated the day you give it, your books reverse the money on that day rather than rewriting a month you have already filed. Use **void** when an invoice should never have existed, and a credit note when only part of it should not.

## Recurring plans

For customers you bill on a schedule — a monthly service, a standing order. You build the lines once and pick how often it repeats.

- Generation always produces a **draft**, never a finished invoice. The Invoices screen shows what is waiting and one click issues it.
- A plan can be set to **issue automatically**, in which case its drafts go out when the register **next opens** — the first moment there is a shift to attach them to.
- A till that was switched off on the 1st bills when it starts up on the 3rd rather than skipping the month.
- A plan anchored to the 31st bills the 28th in February and the **31st again in March** — it does not creep backwards.

**A customer is never billed twice for the same period.** That is enforced by the database itself, not by remembering to be careful — so a restart mid-run, or a clock that jumps, cannot double-bill.

## Printing, emailing & tax

- Quotes and invoices print through the same path as receipts — on a letter printer or the receipt printer.
- You can email a quote or an invoice to the customer. It queues, so a slow mail server never holds up the counter.
- **Internal notes are never shown to the customer** — not on the printed copy and not in the email. That is what separates them from ordinary notes.
- **Tax** — a tax-exempt customer pays none. Otherwise a part is taxed exactly as it would have been at the counter, and free-text lines such as labour are taxed only if you tick the box (labour is taxable in some states and not others).
- The rate is **saved onto the invoice** when it is issued, so a rate change next year never restates a document a customer already has.

## 7. Settings reference

Settings are grouped into collapsible sections:

- **App & appearance** — language, theme (Auto / Light / Dark / Glass), currency symbol, tax rate, and default starting float.
- **Business branding** — business name, admin password, logo, background image.
- **Email notifications** — enter your email server (SMTP) details once, then turn on any of: low-stock alerts, drawer-shortage alerts, automatic backup emails (with a daily/weekly schedule).
- **Card payments** — switch card payments on, point SnapPOS at your terminal, set when the day's batch closes, and turn on a credit-card surcharge if you use one.

- **SMS notifications (Twilio)** — enter your Twilio details once, then turn on low-stock and/or drawer-shortage text alerts.
- **Backup** — download a backup, or restore from a backup (see §8).

## 8. Backups & data safety

Your entire business — inventory, sales, settings — is in one database file. Protect it.

- **Download backup** (Settings › Backup) — saves a complete copy. **Keep it somewhere other than the till computer** (an external drive, another PC, or secure cloud storage).
- **Automatic backup emails** (optional) — SnapPOS can email a backup to you nightly or weekly.
- **Restore from backup** (Settings › Backup) — replaces all current data with a backup file. SnapPOS checks the file is a valid SnapPOS backup and automatically saves a safety copy of your current data first. Use this to recover a broken install or move to a new computer.

**Recommended routine:** download a backup at the end of each week (or enable weekly backup emails), and keep the last few copies off the machine.

## 9. Themes & branding

Choose a look in **Settings › App & appearance**:

- **Auto** — follows the computer's light/dark setting
- **Light, Dark**
- **Glass** — the branded frosted look (the default), which supports a custom background image

Upload your shop's **logo** and a **background image** in **Business branding**.

## 10. Frequently asked questions

### Do I need internet to use SnapPOS?

No — you can ring up sales, manage inventory, and close the day completely offline. Internet is only needed for email/text alerts and emailed backups.

### Can I run this on operating systems other than Windows?

Yes. In addition to running natively on Windows 10 and 11, SnapPOS is fully containerized. You can run it on Linux distributions (like Ubuntu or Debian) and macOS using Docker.

### Can I use it on more than one register?

Yes. With **Multi-Register** switched on, every till gets its own cash drawer and shift while sharing one live inventory, so stock stays right no matter which counter sells the item. A second till is simply another device on your shop network pointing its browser at the first one — same install, no separate download. Each till picks which register it is when it signs in. Core covers up to 3 tills and Core+ up to 6; more are available — ask PC Guru.

### Is there a separate login for each cashier?

No — SnapPOS uses a single shared login by design, which keeps a small shop simple. Everyone at the counter uses the same admin password. Per-employee logins are not currently a feature.

### Can I take credit/debit cards?

Yes. Card payments are **standard in SnapPOS — not a paid upgrade** — and run through a payment terminal connected to your shop network. Switch them on in **Settings › Card payments** and enter your terminal's details; PC Guru sets this up with you. At the register, tap **Charge** then **Card**, and the sale finishes as soon as the terminal approves it.

### When does card money reach my bank?

Once the day's **batch** is closed. Card sales are authorized instantly but only pay out after the batch settles, so close it when you close the day — or set a nightly time in **Settings › Card payments** if you sometimes forget.

### What happens if the power goes out mid-sale?

SnapPOS uses a crash-safe database, so your data is protected. Still, a UPS (battery backup) is strongly recommended so the till shuts down cleanly.

### An item shows “out of stock” but I have it in hand — what do I do?

Go to the Inventory screen, update that item's quantity to match what's on the shelf, then ring it up. SnapPOS blocks selling below zero on purpose to keep counts accurate.

#### **How do I change a price?**

Edit the item on the Inventory screen (click Edit), or export the inventory to a spreadsheet, change prices, and re-import.

#### **How do I do a return from a previous day?**

Use the Return button on the Register — it works for any item, regardless of when it was sold.

#### **How do I look up or reprint an old receipt?**

Open the **History** screen, find the sale (filter by date, or search its receipt number), and click **Reprint**. The receipt is rebuilt exactly from the saved sale, so you can print it again or save it as a PDF.

#### **I forgot the admin password.**

There's no self-service reset screen (SnapPOS uses a single shared login), but recovery is quick — contact PC Guru. We run a password-reset tool on your till that sets a new password and safely backs up your data first. (You can also recover by restoring a backup you made while you still knew the password.)

#### **Can I run it in Spanish?**

Yes — Settings > App & appearance > Language. SnapPOS ships bilingual (English / Spanish) and defaults to Spanish.

## **11. Troubleshooting**

#### **SnapPOS won't open in the browser.**

Make sure it's running — check the tray icon / service, or that the Docker container is active. Then open <http://localhost:8420>. If needed, restart the host machine or the container.

#### **My barcode scanner isn't working.**

Confirm the scanner is in keyboard (HID) mode — scanning into a text document should “type” the barcode. Then make sure the cursor is in the scan box (press F2).

#### **Receipts won't print.**

Make sure the thermal printer is set as the system's default printer and can print a test page. SnapPOS prints through the platform's native print layer.

#### **Emails or texts aren't sending.**

Check the Email / SMS settings — SMTP server details or Twilio credentials must be correct, and the specific alert must be turned on. These also require a working internet connection.

#### **Card payments aren't going through.**

Check the terminal is powered on and on the same network as the till, and that card payments are switched on in **Settings** > **Card payments** with the terminal's details filled in. If the terminal shows a code, note it before retrying — it says where the transaction stopped.

#### **The drawer count is short at close.**

Compare against cash in/out entries and refunds for the day (both reduce expected cash). Use the itemized sales export to review.

## **Appendix**

### Quick reference

- **Web address (on the till):** <http://localhost:8420>
- **Keyboard shortcut: F2** — jump back to the scan box

### Docker Quick Reference

If deployed as a containerized setup, manage via Docker Engine:

- `docker ps` to check container status
- `docker restart snappos` to restart the service

### About the Creator

SnapPOS is proudly developed and maintained by **PC Guru**. For any technical support, hardware integration inquiries, or custom feature requests, please get in touch using the details below.

#### Support — PC Guru

**Phone:** 903-508-8828

**Email:** [support@pcguru.me](mailto:support@pcguru.me)

**Website:** [pcguru.me](http://pcguru.me)

**Hours:** 9 AM – 7 PM, weekdays

