# POS Operator Guide

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# Making a Sale

# Taking Payment

# Taking Payment

Once you have added everything the customer is buying to the cart, you are ready to take payment. Spectre POS supports paying by **cash** or by **card**, and prints or emails a receipt when the sale is done.

> **Before you start:** Payment methods are turned on by your store administrator. If you don't see Cash or Card at checkout, ask your administrator to enable them under **SpectrePOS → Settings → Payments**.

## Start the checkout

1. Build the order by adding products to the cart.
2. Review the line items and the **Order total** on the right.
3. Tap **Checkout**.

The checkout screen shows the amount due and the available payment methods.

## Pay with cash

1. Select **Cash**.
2. In **Amount Tendered**, enter the amount of cash the customer hands you. You can use the on-screen number pad.
3. The **Change** field automatically shows how much change to give back.
4. Tap **Complete** to finish the sale.

> **Partial payments:** If the amount tendered is less than the total, Spectre POS records a partial payment and keeps the remaining balance on the order so it can be settled later.

# Pay with card

1. Select **Card**.
2. If you are giving cash back on the card, enter the amount in **Cashback** (otherwise leave it at 0).
3. Tap **Complete**.

If your store is connected to Stripe, the card is charged through the card reader / Stripe checkout before the sale completes. If your store records card payments manually (for example, you run the card on a separate terminal), the sale is marked paid once you tap **Complete**.

# Give the receipt

After payment completes, the **Receipt** screen opens. You can:

- **Print** the receipt to your connected receipt printer.
- **Email** the receipt by entering the customer's email address.

You can also reprint a receipt later from **Orders** by opening the order and choosing **Receipt**.

# Troubleshooting

- **No payment methods appear at checkout.** Cash and Card are disabled by default. Your administrator enables them under **SpectrePOS → Settings → Payments**.
- **Card payment won't process.** Confirm the store is connected to Stripe (see the Admin Guide, *Connecting Stripe*) and that the card reader is paired under **Settings → Hardware**.
- **Receipt won't print.** Check the printer connection in **Settings → Hardware**. You can still email the receipt while you resolve the printer.

# Building the Cart

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A sale starts by adding products to the cart. You can search by name, scan a barcode, or type the barcode by hand. Then you can adjust quantities, apply a discount or extra fee, attach a customer, and add a note before taking payment.

## Add products

There are three ways to add a product:

1. **Search by name or SKU** — type in the search bar at the top of the POS screen. Tap the product to add it to the cart.
2. **Scan a barcode** — point your scanner at the barcode. If exactly one product matches, it goes straight into the cart.
3. **Type a barcode and press Enter** — when the typed value is 8 digits or more and exactly one product matches, it's added to the cart automatically. Otherwise, search results appear so you can pick one.

> **Tip:** If a scan or typed barcode shows search results instead of going to the cart, more than one product shares that code. Pick the right one from the list.

## Edit a line in the cart

Tap any line in the cart to edit it:

- **Quantity** — tap the quantity to change how many.
- **Price** — override the line price (useful for damaged stock or one-off pricing).
- Remove the line entirely from the line's actions.

# Add a discount or extra fee

Use **Add Discount** to take an amount off the order, or **Add Fee** to add a charge (for example, a custom labor fee). Both let you enter:

- A name (e.g. "Loyalty discount" or "Drilling fee")
- An amount, as either a flat value or a percentage

The discount or fee shows as its own line in the cart and is reflected in the totals.

# Attach a customer

Tap **Add Customer** to attach the sale to a customer. You can:

- Search the customer list, or
- Create a new customer right from the cart — the new customer is added to your database and attached to this sale.

Attaching a customer is required if you want to email a receipt or look up the sale later by customer.

# Add a note

Tap **Order Note** to add a note that is saved with the order. Notes are visible to anyone who opens the order later in **Orders**.

# Ready to take payment

When the cart looks right, tap **Checkout**. See *Taking Payment* for the cash and card flows.

# Customers

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The **Customers** screen is your customer database — names, contact info, billing and shipping addresses. You can add a customer from this screen or directly from the cart, and you can attach any customer to a sale so it shows on their order history.

## Open Customers

In the drawer, tap **Customers**. You get a searchable list with:

- Avatar
- Billing details (name, company, phone)
- Shipping address
- Email
- Date created / modified
- Row actions (edit)

Use the search bar at the top to find a customer by name, email, or phone.

## Add a customer

Tap the **+** button at the top of the list to open the **Add Customer** dialog and fill in the fields (name, email, billing address, etc.). Save to add the customer to your database.

You can also add a customer **from the cart** when ringing up a sale: in the cart, tap **Add Customer** and choose to create a new one. That customer is added to your database **and** attached to the current sale in one step. See *Building the Cart → Attach a customer*.

## Edit a customer

Tap the edit action in the row, or open the customer's detail view. Update any field and save.

# Attach to a sale

When you're in the cart, tap **Add Customer** and pick the customer from the list. The sale and any receipt you email will be tied to them. Once attached, the customer's name and address show on the order detail and in their history.

# Tips

- **Email receipts go to the attached customer.** If the customer's email is missing or wrong, the email step at checkout asks you for one.
- **One customer per sale.** To split a sale between two customers, ring them up as two separate orders.

# Getting Started

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Spectre POS is the point-of-sale app your pro shop uses to ring up sales. It runs in any modern browser and also installs as an app on your iPad, phone, or desktop. This page walks you through your first sign-in and a quick tour of the screen.

# Sign in

1. Open your store's POS URL (your administrator gave you this — it looks like `market.spectrebowling.com/your-shop/pos/`).
2. Confirm or enter the store URL when prompted.
3. Pick your store from the list (if you have access to more than one).
4. Enter your username and password.

If you don't have a sign-in, ask your store administrator to create one for you under WordPress users.

# Install as an app

Installing Spectre POS lets it open full-screen, work offline, and feel like a native app on iPad and phone.

- **iPad / iPhone (Safari):** Share button → **Add to Home Screen**.
- **Android (Chrome):** menu ( ⋮ ) → **Install app** or **Add to Home Screen**.
- **Desktop (Chrome / Edge):** the install icon in the address bar, or the menu → **Install Spectre POS**.

The installed app uses the SpectrePOS icon and runs in its own window.

# The screen

After signing in you land on the **POS** screen. The drawer (menu) on the side gives you the main areas:

- **POS** — ring up a sale
- **Orders** — past sales
- **Customers** — customer database
- **Reports** — sales totals and charts

The header shows the current store name. Your user avatar (top right) opens a menu where you can:

- **Switch Store** — if you work in more than one store
- **Settings** — printer, scanner, theme, shortcuts
- **Logout**

# Next steps

- Build your first cart: see the **Making a Sale** chapter.
- Pair a receipt printer or barcode scanner: **Settings → Hardware** (see the *Troubleshooting* page for setup).

# Reports

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# Reports

The **Reports** screen gives you a visual breakdown of sales — a chart, a list of the underlying orders, and a summary panel — all filtered to the date range and criteria you pick at the top.

## Open Reports

In the drawer, tap **Reports**. The screen has three panels:

- **Chart** — a visual breakdown of sales for the selected period.
- **Orders** — the list of individual orders that make up the chart.
- **Report** — a summary panel with the totals.

On a larger screen these sit side by side; on a tablet or phone, they stack so you scroll down to see them in order.

## Filter

The filter bar at the top of the screen controls what the chart and lists show. You can adjust:

- **Date range** — pick the period you want to report on.
- Additional filters offered by your version of the app.

The chart, the orders list, and the report panel all update at the same time when you change a filter.

## Reading the report

- The **chart** shows you sales at a glance — pick a period and you can see how revenue is trending over it.
- The **orders** list lets you tap into any individual order from the period to see its detail.
- The **report** panel rolls up totals so you can compare days, shifts, or weeks without doing the math.

# Tips

- For end-of-day reconciliation, set the date range to today and compare the report total against your cash drawer and card terminal.
- For a snapshot of a specific cashier's sales, look at the **Orders** list filtered to the period and read the cashier column.

# Troubleshooting

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When something doesn't work in Spectre POS — a printer won't print, a scan won't go through, the app says it's offline — most fixes live in two places: **Settings → Hardware** and the **Logs** screen.

## Settings → Hardware

Open the user menu (your avatar, top right) → **Settings** → **Hardware** tab. This is where you pair and check the bridge that talks to your physical hardware (printer, scanner, customer display).

The Hardware card shows:

- **Bridge URL** — the address of the bridge running on your hardware.
- **Cashier name** — used to identify this terminal in logs.
- **Status** — a badge that tells you whether the bridge is connected.
- **Download bridge APK** — downloads the latest version of the bridge app for the Android terminal.

### Pair the bridge

1. Tap **Pair**.
2. The terminal displays a 6-digit code.
3. Type that code back in the app and confirm.

Once paired, **Status** turns green.

### Barcode scanning

Open the **Barcode Scanning** sub-tab to fine-tune scanner timing, prefix, suffix, and minimum length. The defaults work for most handheld scanners; adjust only if your scanner behaves oddly.

# Logs

Open the user menu → **Settings** → there's a **Logs** entry. Use it to see what's happening inside the app — sync attempts, hardware events, errors.

You can:

- **Search** the log entries.
- **Filter** by log level (info, warning, error).
- See **context, timestamp, level, code** for each entry.

When you contact support, copying the last few errors from here gives them the fastest path to a fix.

# Offline mode

Spectre POS keeps a local copy of your products, customers, and orders. If your internet drops, you can keep ringing up sales — they're stored locally and sync up automatically when you're back online.

While offline:

- New sales are queued locally and show up in **Orders** after sync.
- The bridge to your hardware (if it's on the same local network) keeps working.
- Card payments through Stripe will not work until you're back online.

# Common fixes

- **Receipt won't print.** Check the **Hardware** status — if it's not green, re-pair. If green, check the printer's own power and paper, then try printing from the order detail again.
- **Scanner stopped working.** Open **Hardware** and confirm the bridge is connected. If you use a USB scanner connected directly to the device, check the **Barcode Scanning** sub-tab settings.
- **The app feels stale or wrong.** Open the user menu and tap **Clear All Local Data**, then sign in again. Only do this when nothing else has worked — it deletes everything cached on this device and re-downloads from the server. (Available on the web app.)
- **Sales aren't syncing.** Check that you're online and that the **Logs** screen doesn't show repeated sync errors. If errors persist, contact your store administrator.

# When to escalate

If a problem keeps coming back after the steps above, capture:

1. What you were doing.
2. The exact error from **Logs** (search, copy the entry).
3. The Bridge **Status** at the time.

…and send that to your store administrator or Spectre support.

# Orders

# Viewing Orders

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The **Orders** screen lists every sale the store has rung up. Use it to look up a past sale, check who the cashier was, see how it was paid, and reprint or email a receipt.

## Open Orders

In the drawer, tap **Orders**. You get a list of orders with columns for:

- Order number
- Date created, modified, completed, and paid
- Customer and billing details
- Status (completed, processing, refunded, etc.)
- Total
- Payment method
- Cashier
- Receipt

Use the filter bar at the top to narrow the list by date range or other criteria, and tap any order to open its full detail view.

## Reprint or email a receipt

From the **Orders** list, the **Receipt** column has an action for each order:

- **Print** — sends the receipt to your connected receipt printer (see *Troubleshooting* → *Hardware* if it doesn't print).
- **Email** — opens a dialog where you can enter the customer's email address. If the order already has a customer attached, the address is pre-filled.

You can also reach the Receipt action from inside the order detail view.

# Refunding an order

The Spectre POS app shows order history but does not currently process refunds. To refund a sale, the store administrator runs the refund from WooCommerce in the WordPress admin (under **WooCommerce → Orders**). The refund then shows up on this list as a separate refund line tied to the original order.

# Troubleshooting

- **An order I just rang up isn't on the list.** Pull down to refresh, or check that you're online (see *Troubleshooting* for offline behavior — pending sales sync when you reconnect).
- **The cashier column is blank or wrong.** The cashier is recorded from whoever was signed in at checkout. Make sure each cashier signs in under their own account rather than sharing a login.