StartERP
AI BUSINESS OS

USER GUIDE · POS TERMINAL

# Keyboard POS

A second counter made for a till with a keyboard and a barcode scanner and no touch screen, in every business category: shops, supermarkets, pharmacies, fashion, jewellery and spare parts, trade and building counters, restaurants and cafés, salons, spas, gyms, clinics and gaming lounges, service desks, hotels, showrooms and tailors. Type or scan a code, press Enter, and pay with F10 F10. Every action has a key, so the mouse is never needed. It is part of the POS module at no extra charge.

Every business category: shops · restaurants · salons · clinics · desks · tailors
F1–F10
Alt+Shift letters
Windows · Linux · macOS
Your own keys

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# Every key at a glance

Each action has a function key and an Alt+Shift letter. The letter works everywhere, also on a Mac keyboard without **fn** and with an Arabic layout. On a Mac, Alt is the Option key (⌥⇧).

| Key | Or | Does |
|---|---|---|
| `F1` | `Alt+Shift+H` | Help |
| `F2` | `Alt+Shift+C` | Customer |
| `F3` | `Alt+Shift+F` | Find item |
| `F4` | `Alt+Shift+Q` | Quantity |
| `F5` | `Alt+Shift+P` | Price |
| `F6` | `Alt+Shift+D` | Discount |
| `F7` | `Alt+Shift+O` | Hold |
| `F8` | `Alt+Shift+L` | Recall |
| `F9` | `Alt+Shift+X` | New bill |
| `F10` | `Alt+Shift+Y` | Pay |
| — | `Alt+Shift+M` | Next document type (sale, quotation …) |
| — | `Alt+Shift+E` | Note on the chosen line |
| — | `Alt+Shift+V` | Open the touch counter |
| — | `Alt+Shift+S` | Bills: find, reprint or share a past sale |
| — | `Alt+Shift+R` | Return items of a sale |
| — | `Alt+Shift+Z` | Cash shift: open, X report, close (Z) |
| — | `Alt+Shift+J` | Item history: its sales, quotations and purchases (the chosen line or list row) |
| — | `Alt+Shift+W` | New product or service |
| — | `Alt+Shift+1` | POS documents (quotations, proformas, purchases) |
| — | `Alt+Shift+2` | Light or dark screen |
| — | `Alt+Shift+3` | Full screen on or off |
| — | `Alt+Shift+0` | Back to the ERP |

| | |
|---|---|
| `Enter` | Add the code in the box (5*CODE adds five, *3 sets the last line) |
| `Type a name` | Matches show as you type: ↓ ↑ choose, Enter adds (5*name adds five), PgDn shows all in F3, Alt+Shift+O its columns |
| `← → in F4 / F5` | Move between Quantity, Price excl. VAT and Price incl. VAT |
| `↑ ↓` | Choose a line |
| `+ −` | Change the chosen line by one (code box empty) |
| `Del` | Remove the chosen line (code box empty) |
| `Ctrl+Enter (⌘+Enter on a Mac)` | Pay; in the payment, save and print |
| `Esc` | Close a window and go back to the code box |
| `Alt+Shift+K` | Open the keyboard POS from any screen |

## In the payment window

| Key | Does |
|---|---|
| `F9 / Alt+Shift+S` | Save |
| `F10 / Alt+Shift+P` | Save & print |
| `F2 / Alt+Shift+Y` | Add payment (split the bill) |
| `F3 / Alt+Shift+X` | Exact amount: the amount due in the amount box |
| `F4 / Alt+Shift+Q` | Next quick cash amount (50, 100 …) |
| `F5 / Alt+Shift+U` | Remove the last payment added |
| `F6 / Alt+Shift+D` | Cash discount |
| `F7 / Alt+Shift+G` | Commission |
| `F8 / Alt+Shift+Z` | Report to ZATCA on or off |
| `Alt+Shift+M` | Next payment method |
| `Alt+Shift+R` | Default print format (then ↑ ↓) |
| `Alt+Shift+W` | Print Center |
| `Alt+Shift+F` | Save & download PDF |
| `Alt+Shift+C` | Back to the cart |

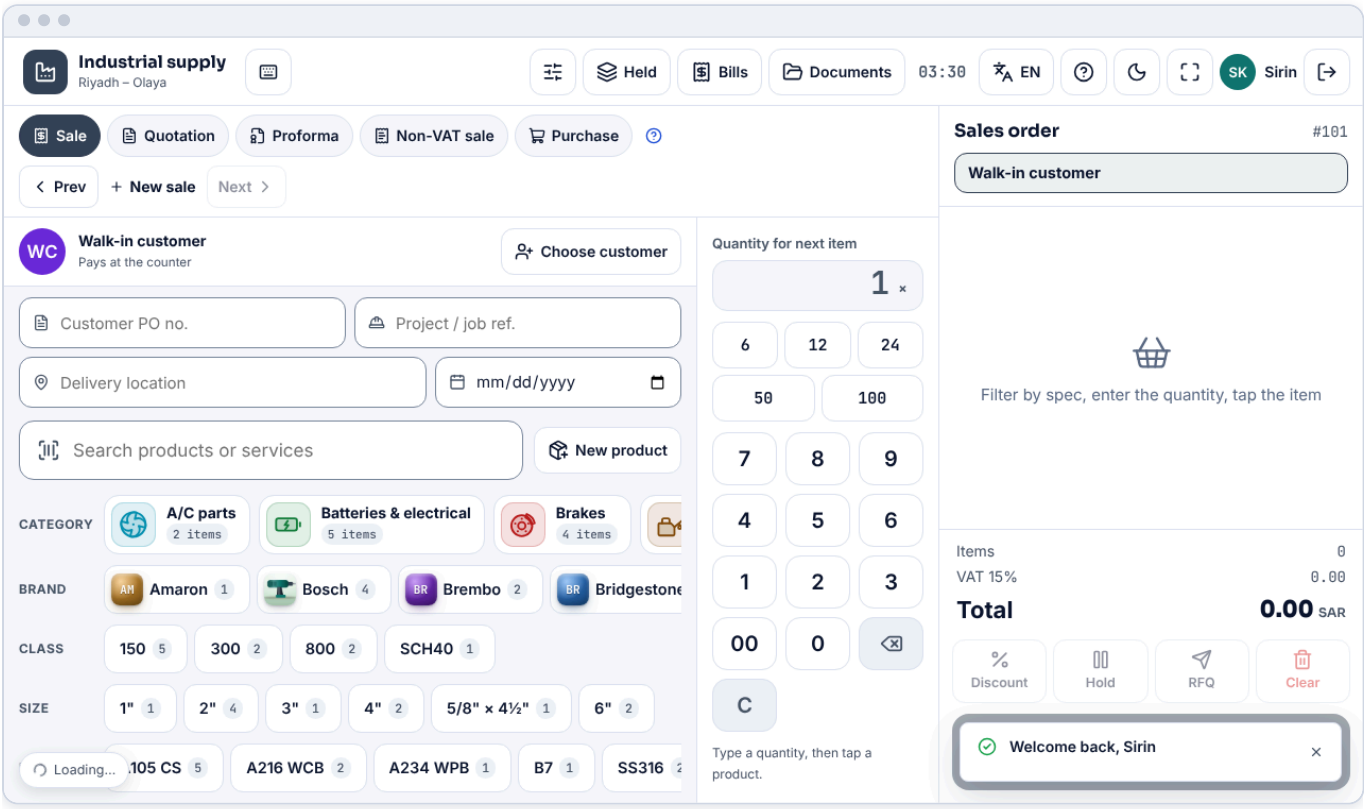
| | |
|---|---|
| `↑ ↓ ← → Alt+Shift+1…9` | Payment method |
| `0–9 . Backspace Del` | Type or correct the amount |
| `Enter` | Add the payment on the screen |
| `Ctrl+Enter` | Save & print |
| `Esc` | One step back: card form, discount editor, then the cart |

**Part of the POS module, no extra charge.** The owner can turn it off in **Settings → Store → POS terminal → Keyboard POS**.

# A sale, step by step

## Open the keyboard counter

Open it from Sales → Keyboard POS, the Keyboard button on the touch counter's top bar, the small keyboard button on the POS shortcut, or Alt+Shift+K (⌥⇧K on a Mac) from any screen. The till remembers the choice: POS opens the keyboard counter until you press Alt+Shift+V for the touch counter.



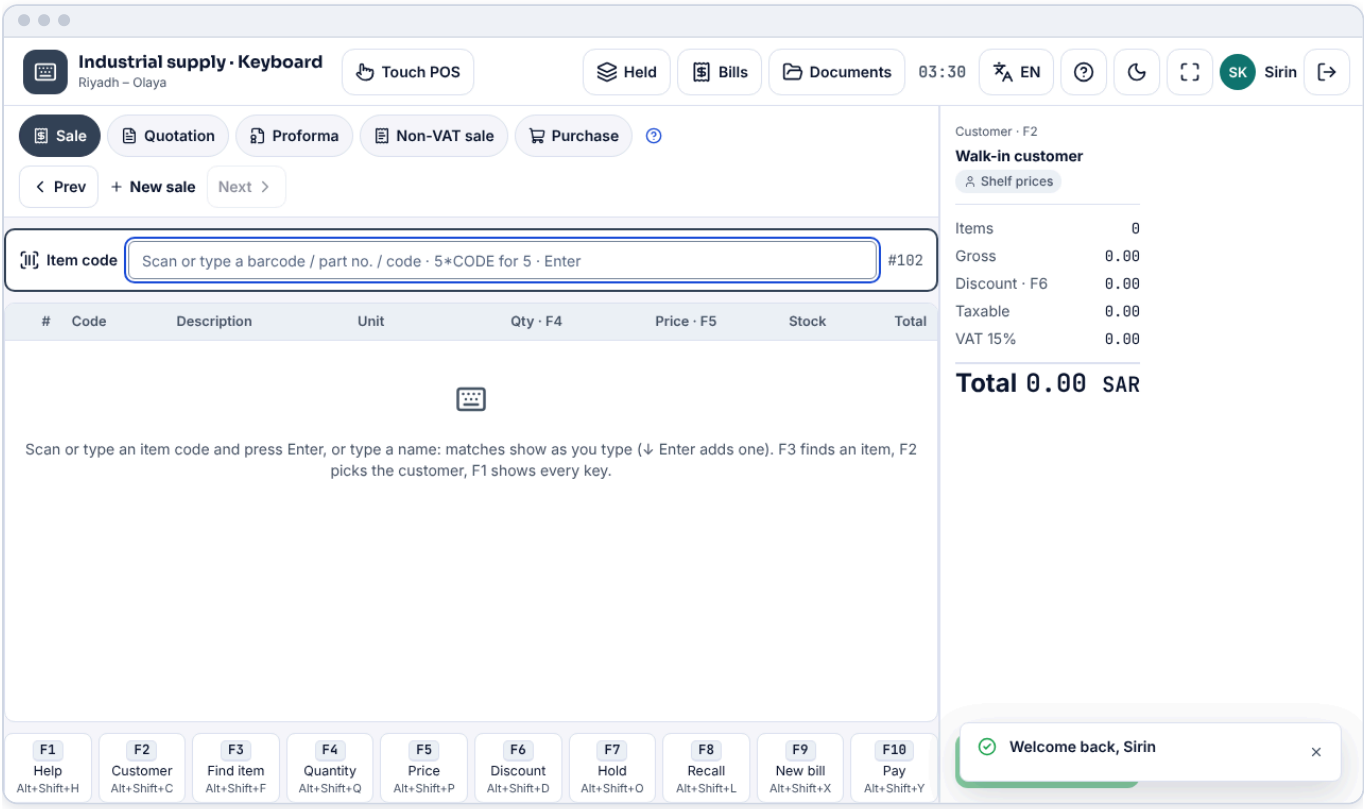

*The Keyboard button on the touch counter · demo store: Industrial Supplies*

## Add items with the code box

Scan or type a barcode, part no. or code and press Enter. 5*CODE adds five, and *3 changes the last line to three. Search as you type: from two letters, the matching items show under the box with their code, stock and price, without pressing Enter; ↓ ↑ choose one and Enter adds it (5*name adds five), a tap or click adds it too, PgDn opens every match in Find item (F3) and Esc goes back to the box. The list shows Price excl. VAT and Price incl. VAT, and Alt+Shift+O (or its gear) opens its own Table settings. A lone match goes on with Enter. Alt+Shift+J shows the history of the chosen line, or of the highlighted row in the list or in Find item: its sales, quotations, purchases and every stock movement. In the quantity and price window (F4, F5), ← and → move between Quantity, Price excl. VAT and Price incl. VAT. A scanner's barcode and Enter still add the exact item at once. Enter on a name or part of a code opens no window: the text stays in the box with its matches, the first one chosen, and a second Enter adds it. The words you typed are marked in the matches. A search typed again, or narrowed with more letters, shows its matches at once. In Find item, Alt+Shift+O opens Table settings: show, hide or move columns such as brand, country, category or rack; with the Warehouse module on, Stock shows

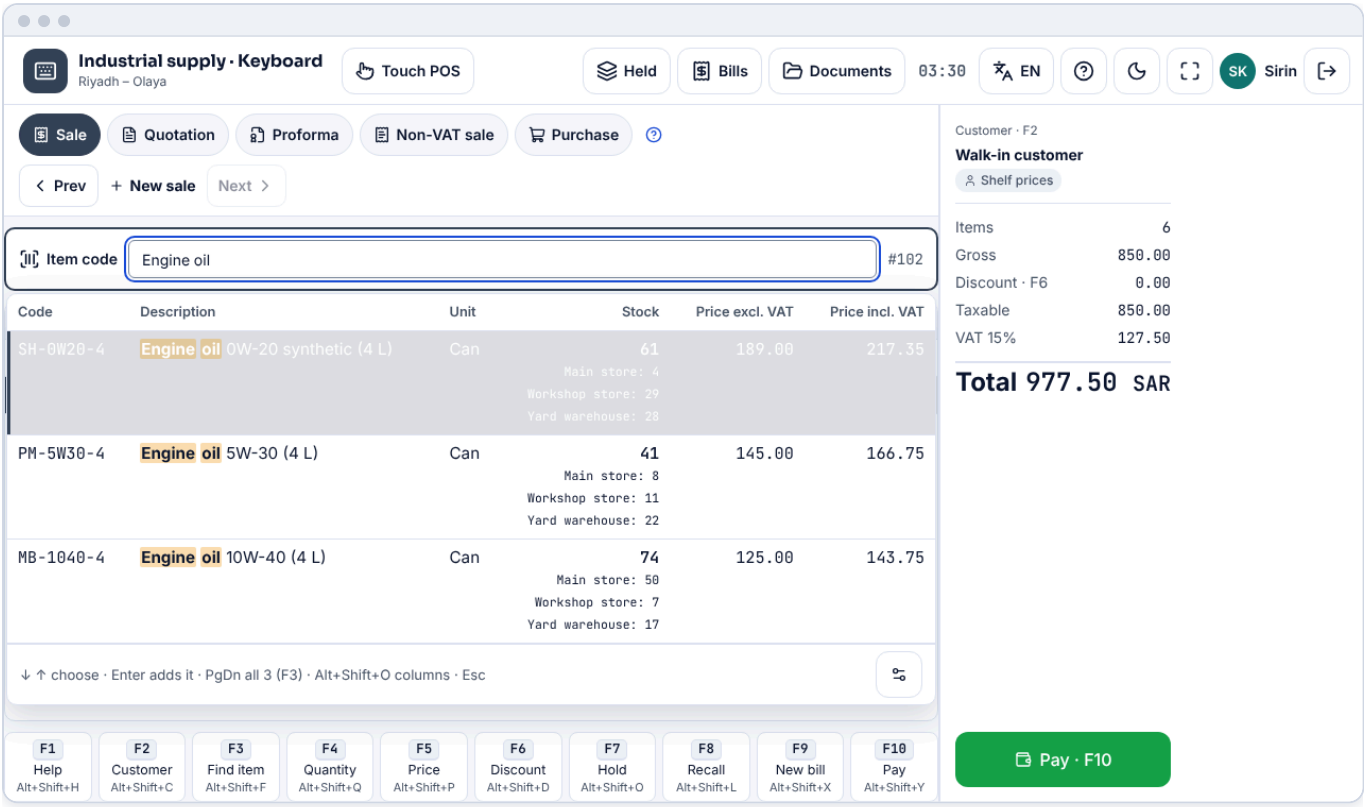
the main store and each warehouse. The customer picker (F2) has its own Table settings (Alt+Shift+O): phone, email, VAT and CR no., city, credit limit, balance and available credit.

Sold by weight (grocery, supermarket, butcher, bakery): the PLU alone asks for the kilos off the scale, 1.25*PLU adds 1.25 kg at once, and the scale's barcode label goes on at its weight. At a petrol station a fuel code (91, 95 …) asks for an amount or litres (Alt+Shift+L switches), the pump and the car's plate; Tab moves between them and Enter adds.



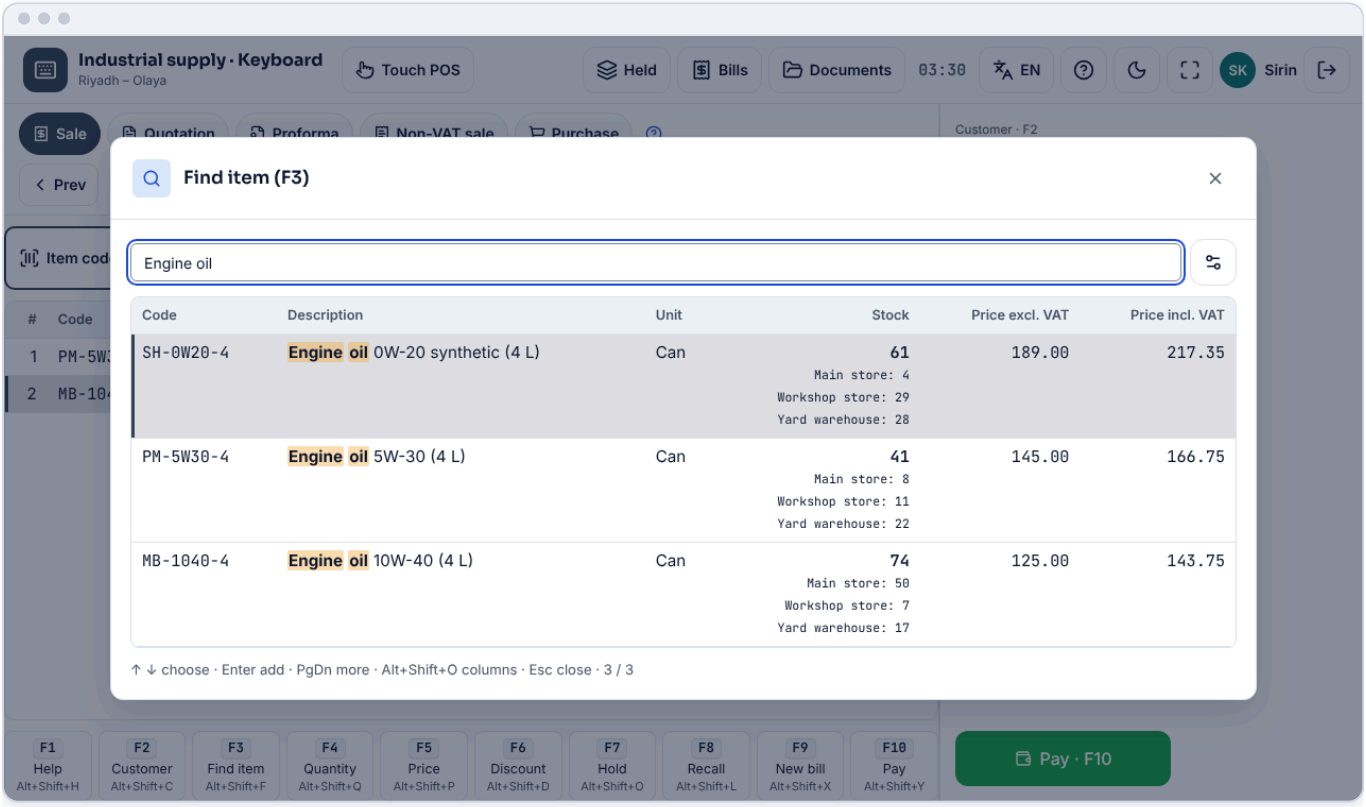

*The code box waits for a scan · demo store: Industrial Supplies*

## Search as you type




*Type a name: the matches show at once, ↓ Enter adds · demo store: Industrial Supplies*

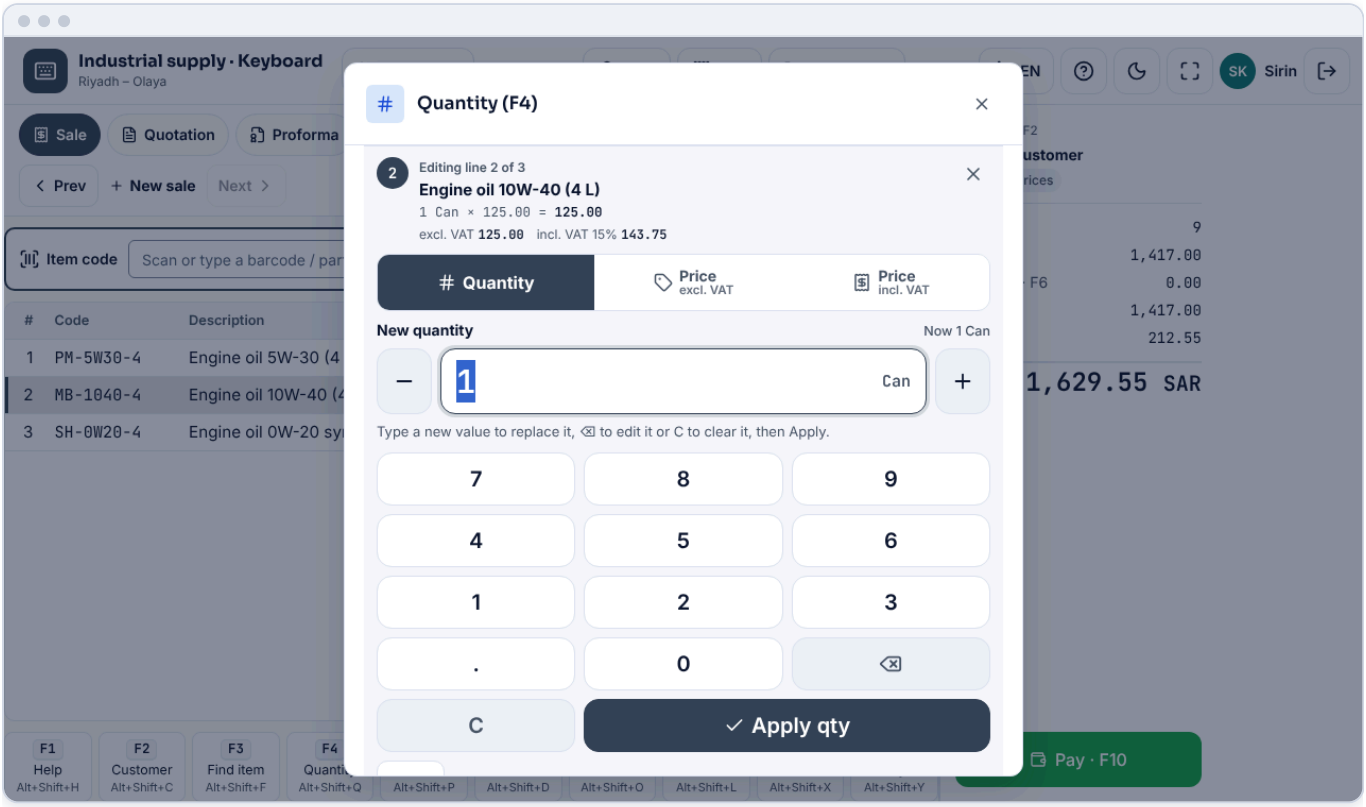
## Find an item by name (F3)




*Find item: ↑ ↓ choose, Enter adds · demo store: Industrial Supplies*

## Change a line (↑ ↓, + −, F4, F5, Del)

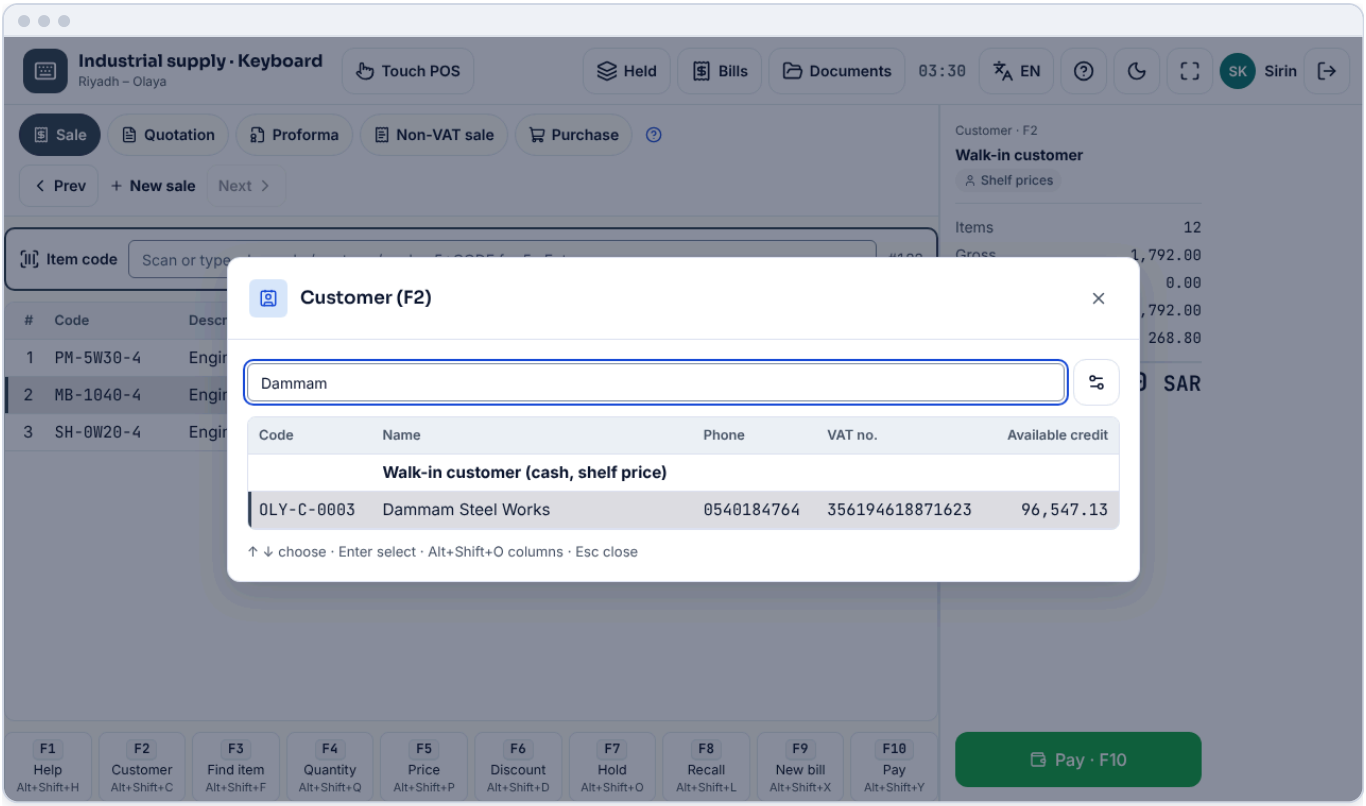
↑ and ↓ choose a line; + and − change it by one; F4 sets its quantity, F5 its price (a manager's PIN if your role cannot change prices) and Del removes it. Alt+Shift+↑ and Alt+Shift+↓ move the chosen line up or down the bill; the invoice keeps that order.



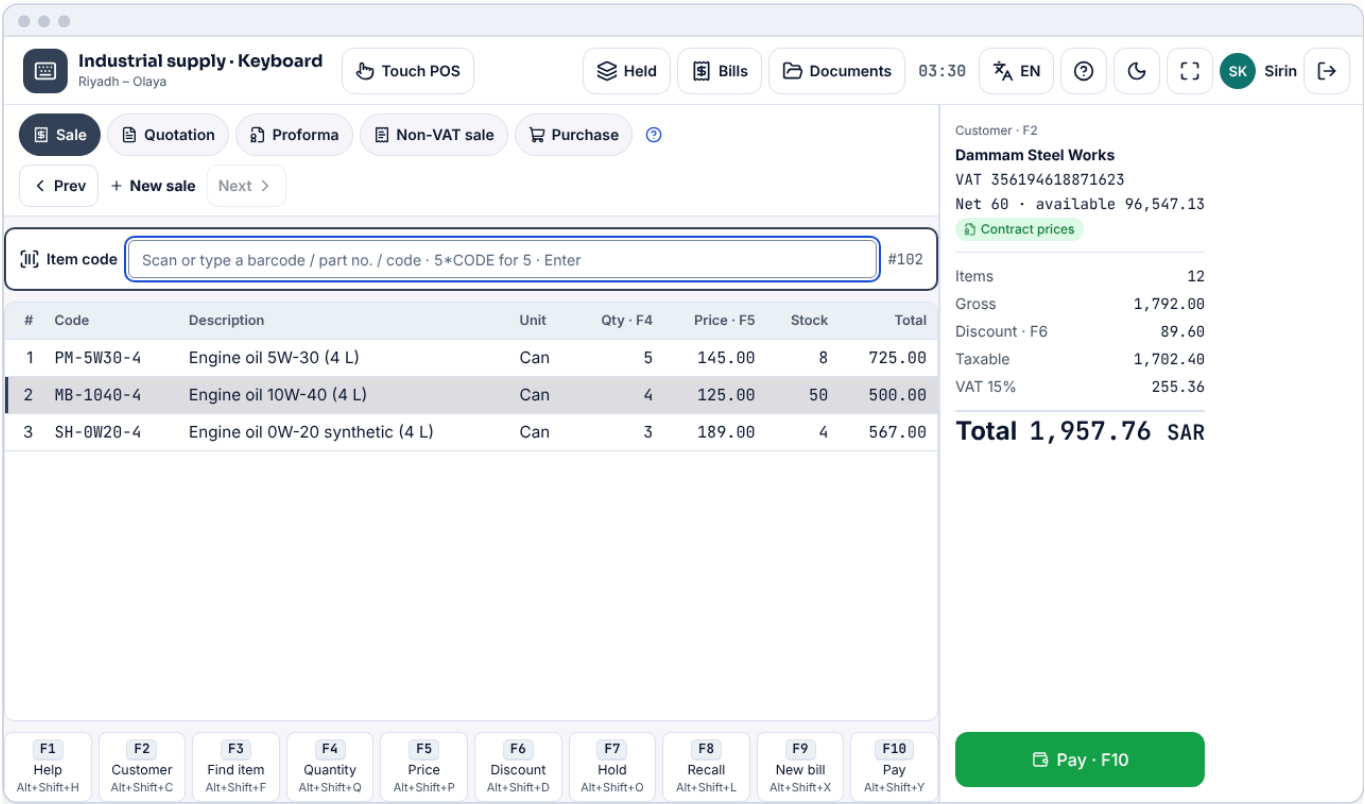

*F4: the quantity of the chosen line · demo store: Industrial Supplies*

## Customer, discount, hold and recall

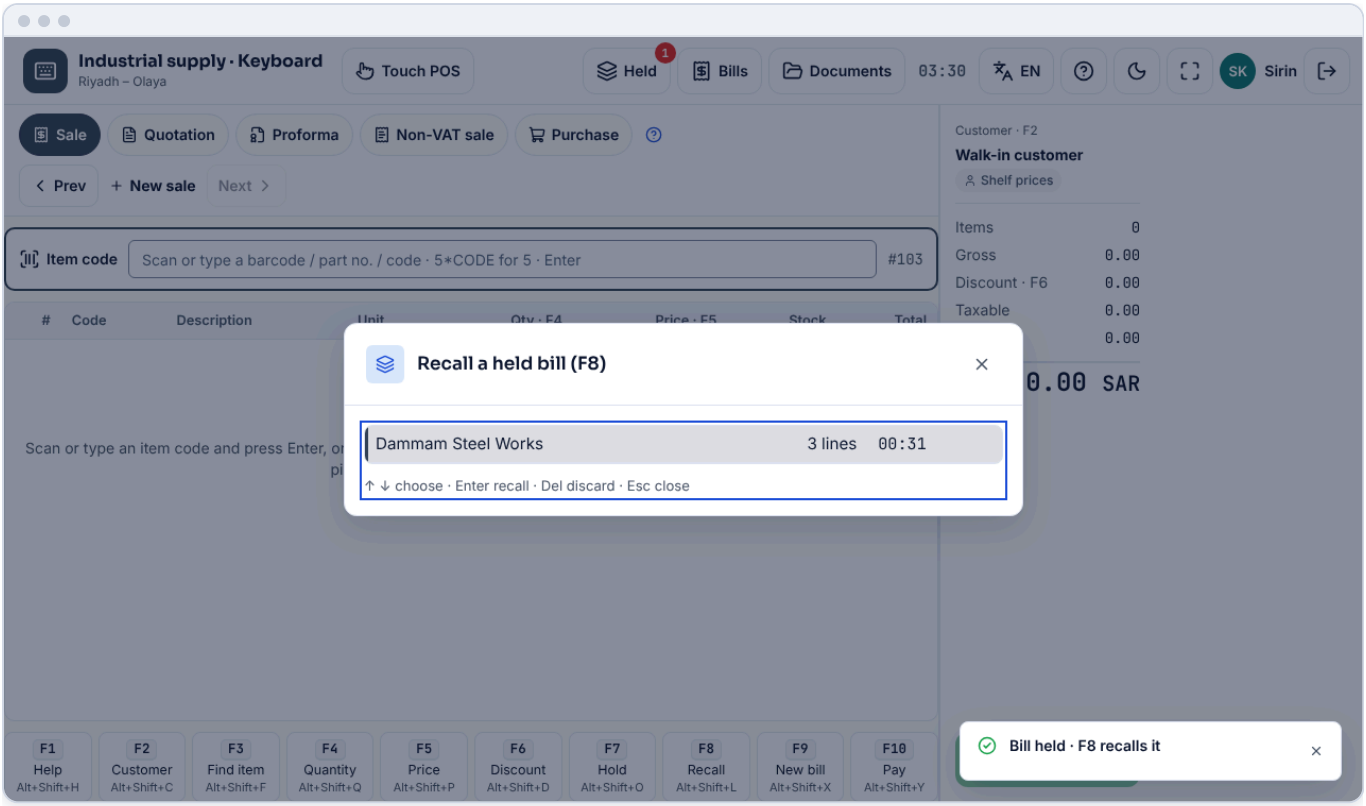
F2 picks the customer (trade accounts get their contract prices), F6 a bill discount (10% or an amount), F7 holds the bill and F8 recalls it, F9 starts a new bill.




*F2: trade accounts get their contract prices · demo store: Industrial Supplies*



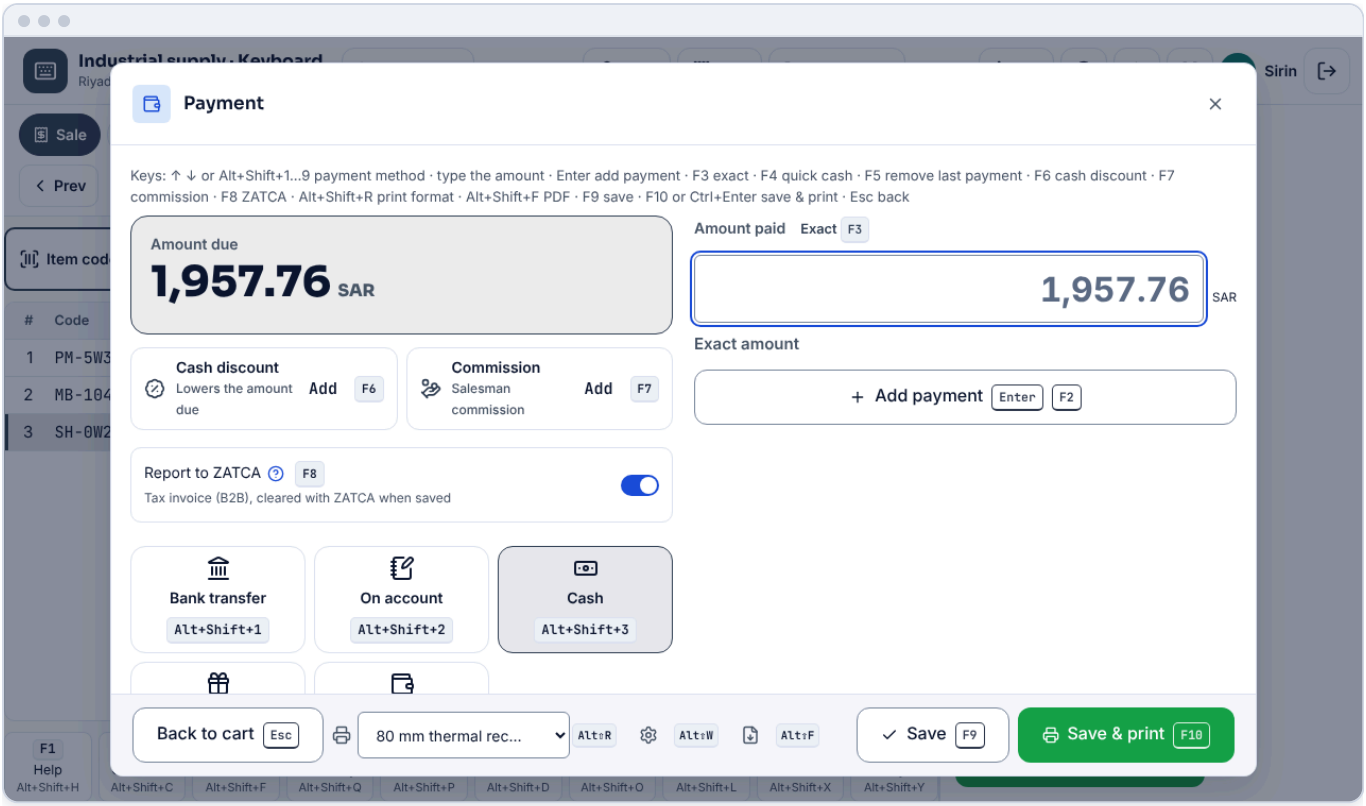

*The bill with a 5% discount · demo store: Industrial Supplies*




*F8: the held bills · demo store: Industrial Supplies*

## Pay and print (F10 F10)

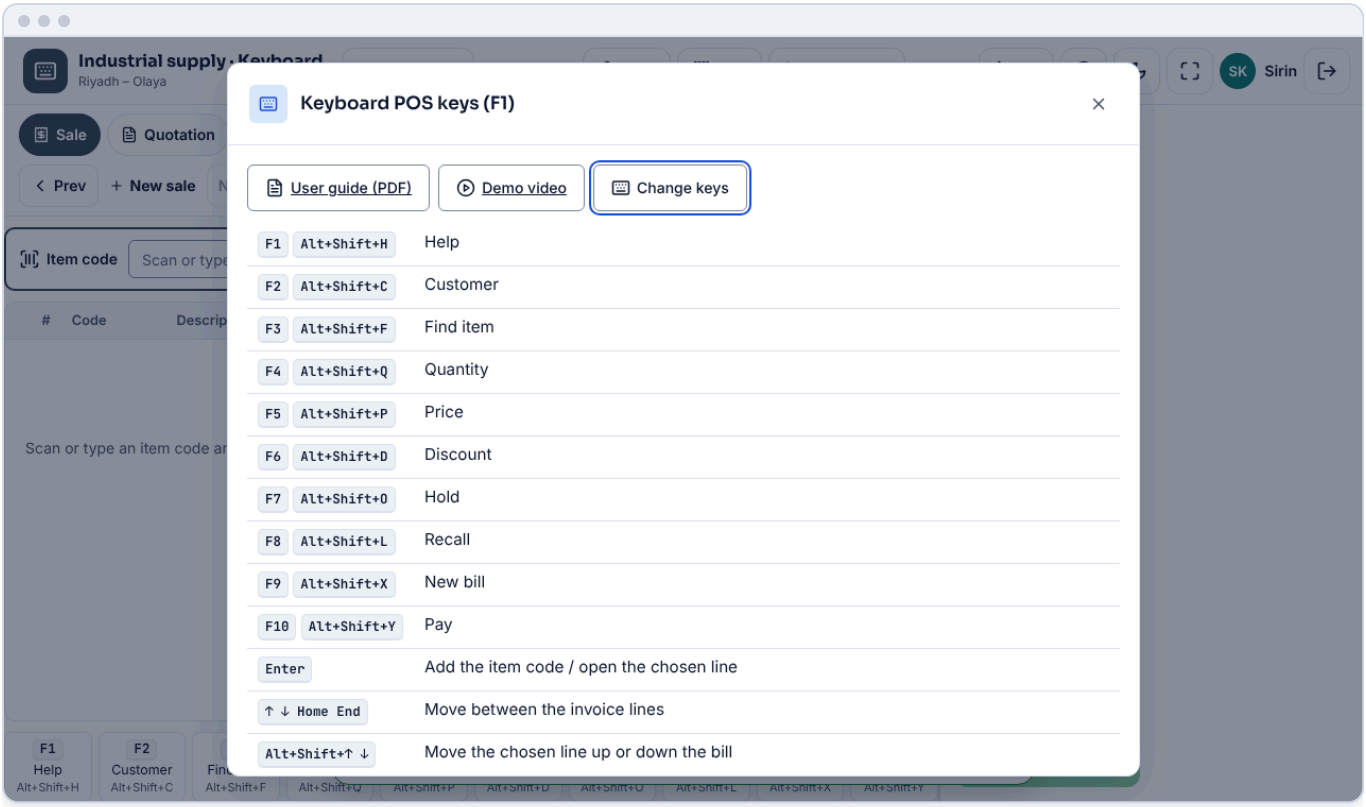
F10 opens the payment with the total already in and the cursor in the amount box. Every button there shows its key. Type the amount, ↑ ↓ or Alt+Shift+1, 2, 3 … picks the method (Alt+Shift+M the next one), Enter or F2 adds a part payment to split the bill, F3 puts in the exact amount due, F4 the next quick cash amount, F5 removes the last payment, F6 (Alt+Shift+D) a cash discount, F7 (Alt+Shift+G) a commission, F8 (Alt+Shift+Z) turns ZATCA reporting on or off, Alt+Shift+R goes to the print format, Alt+Shift+W opens the Print Center, Alt+Shift+F saves and downloads the PDF, F9 (Alt+Shift+S) saves, and F10 again (Alt+Shift+P or Ctrl+Enter) saves and prints. Esc goes one step back: the card form, the discount editor, then the cart. The next bill starts in the code box.



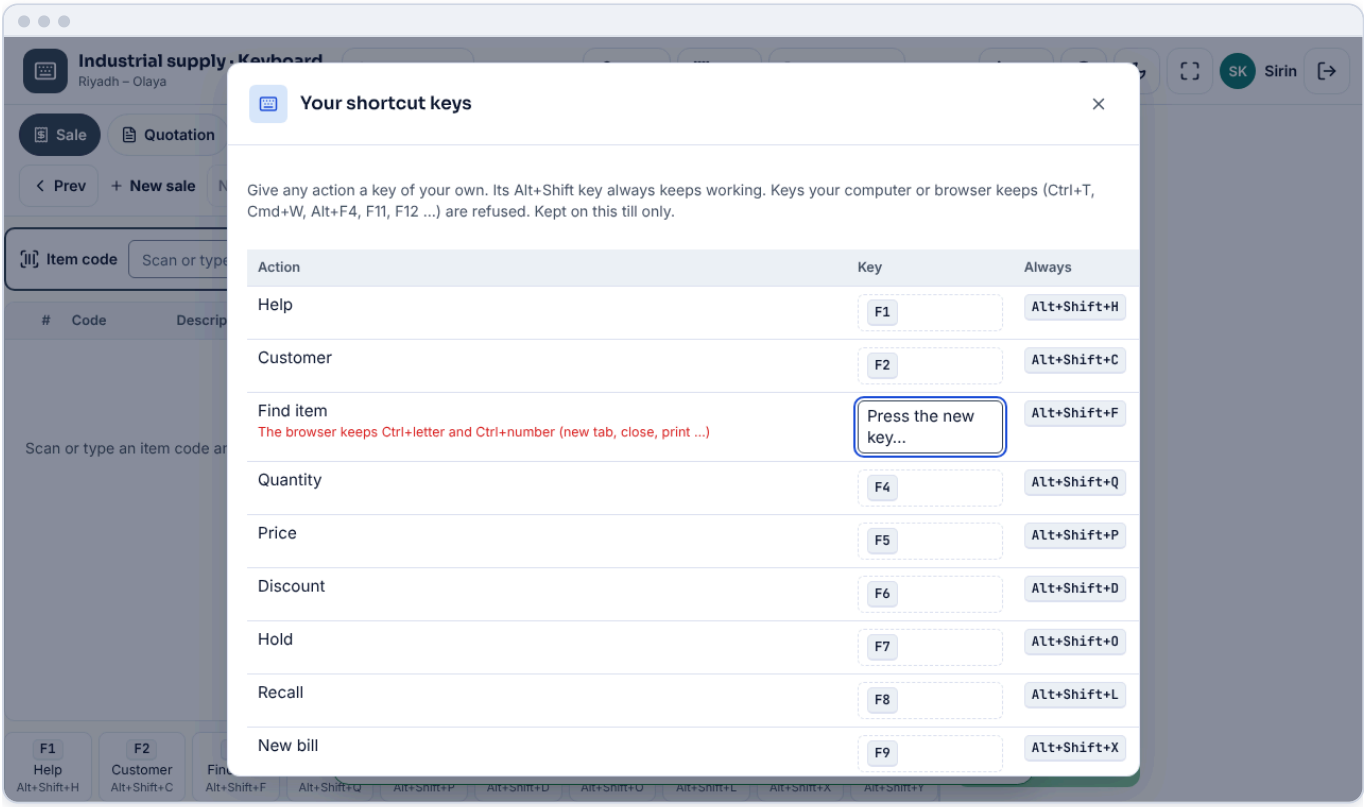

*F10: the payment, total already in, every button with its key · demo store: Industrial Supplies*

## Help and your own keys (F1)

F1 shows every key, the PDF user guide and the demo video. Change keys there gives any action a key of your own, kept on that till, the payment screen's actions (Save, Save & print, split, discount …) included. The top bar has keys too: Alt+Shift+W new product or service, Alt+Shift+1 POS documents, Alt+Shift+2 light or dark screen, Alt+Shift+3 full screen and Alt+Shift+0 back to the ERP.




*F1: every key, the guide and the video · demo store: Industrial Supplies*




*Change keys: Ctrl+T is refused, the browser keeps it · demo store: Industrial Supplies*

# Category counters

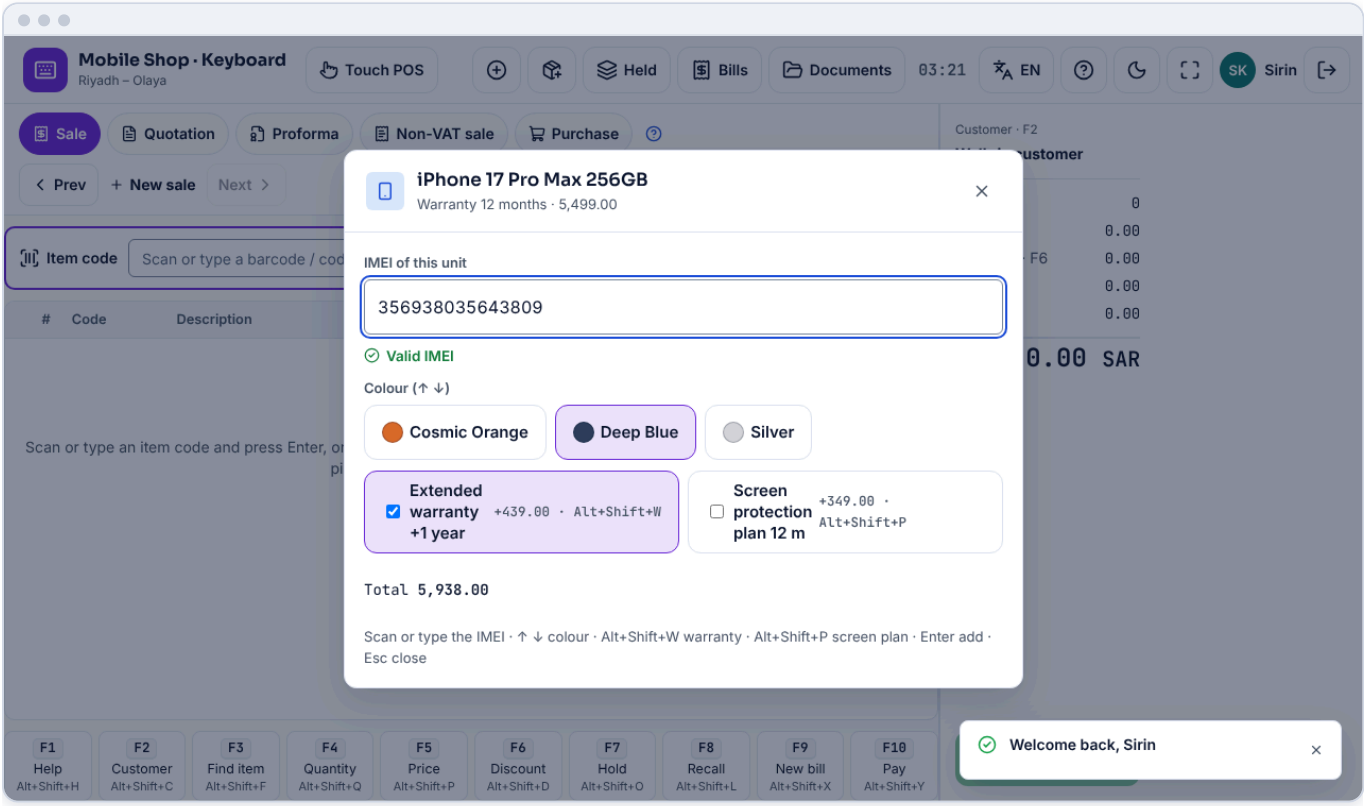
## Mobile phone shop: IMEI, serial numbers and warranty

Scan the phone's box barcode: the IMEI window opens with the cursor in the IMEI box. Scan the IMEI barcode on the box label or type its 15 digits. A wrong check digit, or an IMEI already on the bill or sold before, is refused.

↑ ↓ picks the colour, Alt+Shift+W adds the extended warranty (+1 year) and Alt+Shift+P the 12-month screen protection plan. Enter puts the phone and its add-ons on the bill; the phone's line shows its IMEI and until when its warranty runs.

A smartwatch or earbuds ask for the serial number: scan it, or press Enter to add the item without one (2*CODE adds two at once, without asking). The IMEI or S/N on the line is how the IMEI & serial numbers add-on finds the unit later.

A new SIM is registered with the customer's ID and fingerprint, so it is sold on the touch counter (Alt+Shift+V). Recharge cards, cables and cases go on at once.




*A scanned phone asks for its IMEI · demo store: Mobile Shop*

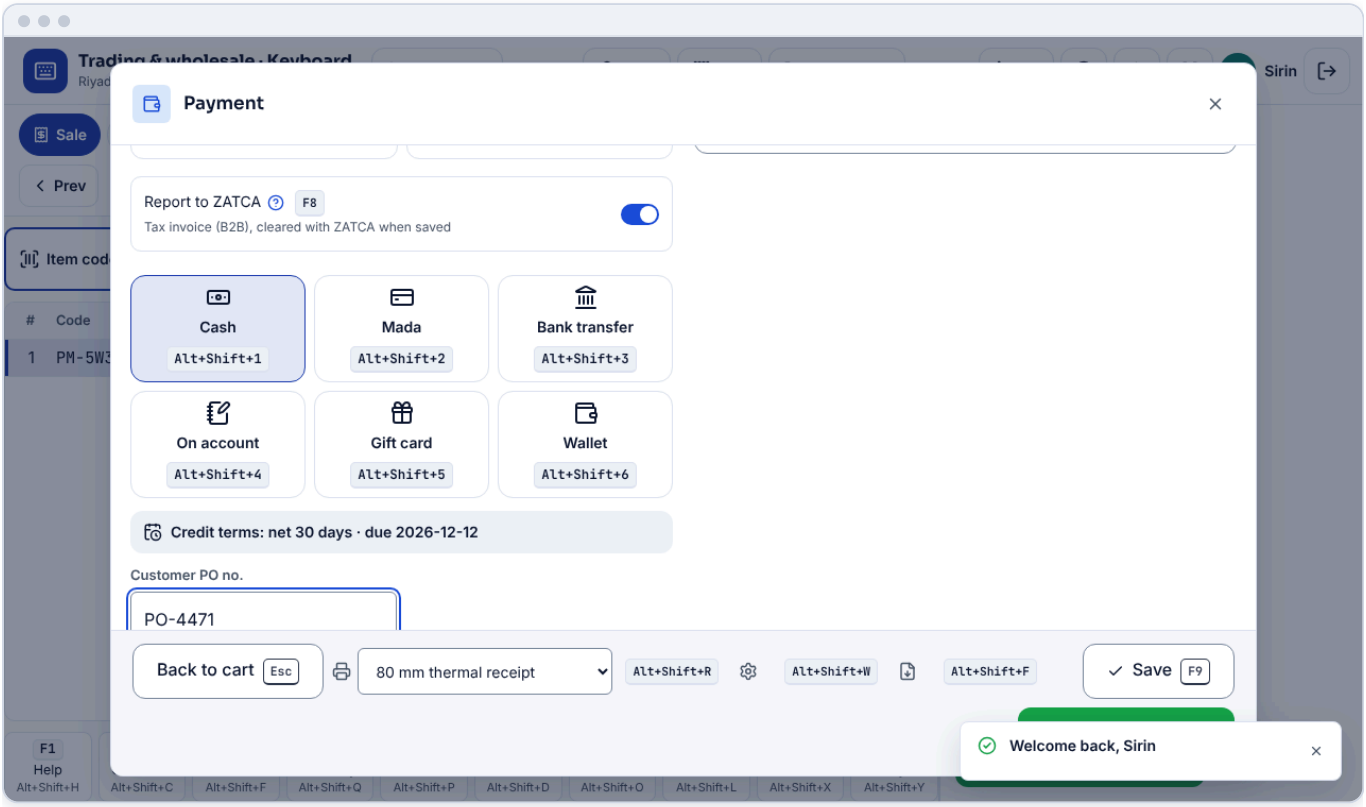
## Trade and building counters: trade prices, credit terms and the PO no.

Trading & wholesale, health & safety, paint, contracting (the yard counter), lighting, home furnishings, flooring & matting and CCTV / IT stores have the keyboard POS too, with the same keys.

F2 picks the customer. A trade account (wholesale, contractor, corporate, government …) gets the wholesale price where the product has one and its credit terms; the panel on the right shows Trade prices, the terms and the credit still available. A walk-in buyer pays the shelf price.

F10 opens the payment with the fields the counter's invoice carries: the customer's PO no. and project on the trading, safety and contracting counters, the site on paint and CCTV, the delivery or fitting date at the lighting, furnishings and flooring showrooms.

Installations, AMC contracts, made-to-order pieces and repairs that are followed on a jobs or orders board are sold on the touch counter (Alt+Shift+V).



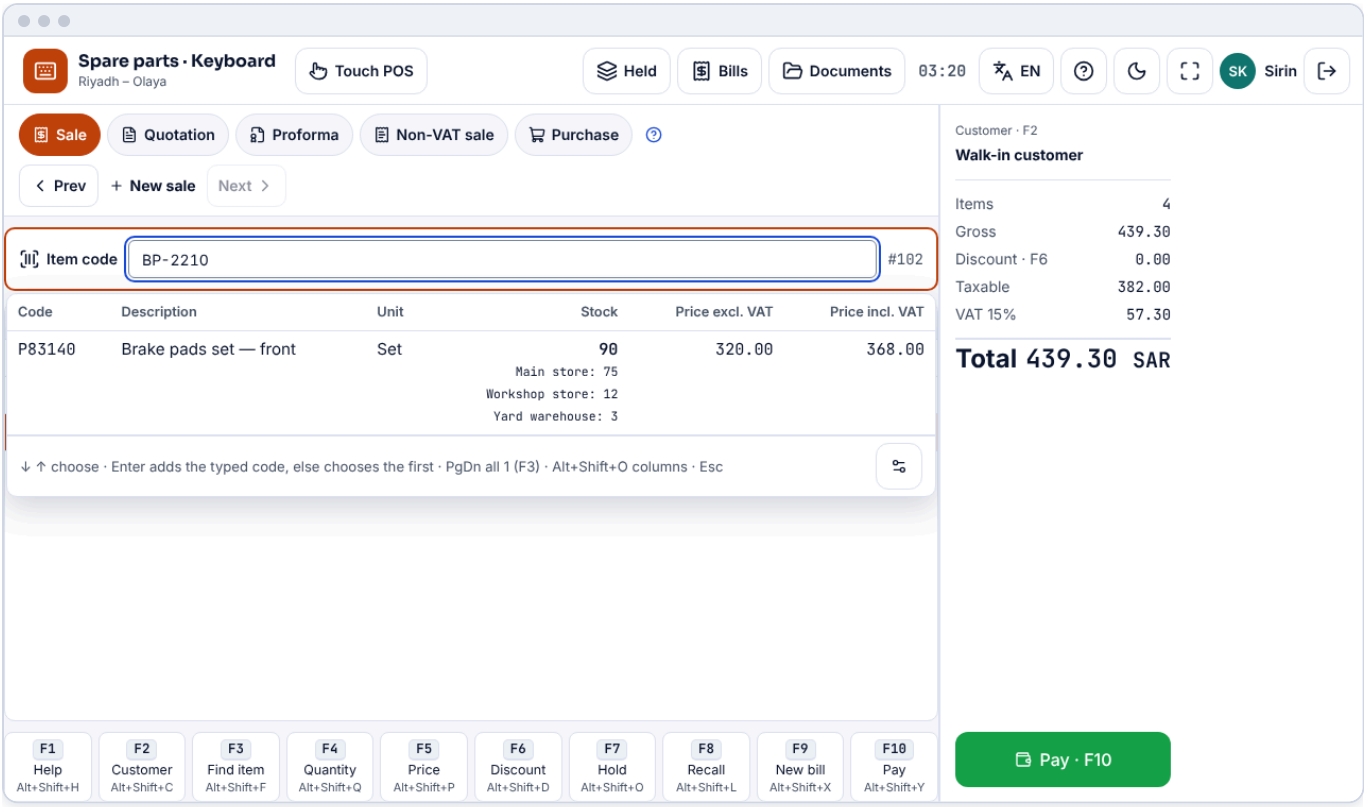

*A trade account on the trading counter, paying with its PO no. · demo store: Trading*

## Spare parts and car accessories: part numbers, OEM numbers and labour

The spare parts counter, the Toyota, Isuzu, Hyundai and Honda parts counters and the car accessories shop each have a keyboard counter. Scan the barcode or type the part no. or the product code and press Enter; 2*CODE adds two.

An OEM cross-reference number finds the part it belongs to: type 90915-10001 and the oil filter goes on the bill. Labour and fitting jobs (oil change, brake service, window tint …) are added by their code like a part.

Prices include VAT, as on the touch counter. Pick a customer with a VAT number (F2) and the sale is a B2B tax invoice. Each line keeps its part no.; vehicle fitment and job cards stay on the touch counter (Alt+Shift+V).

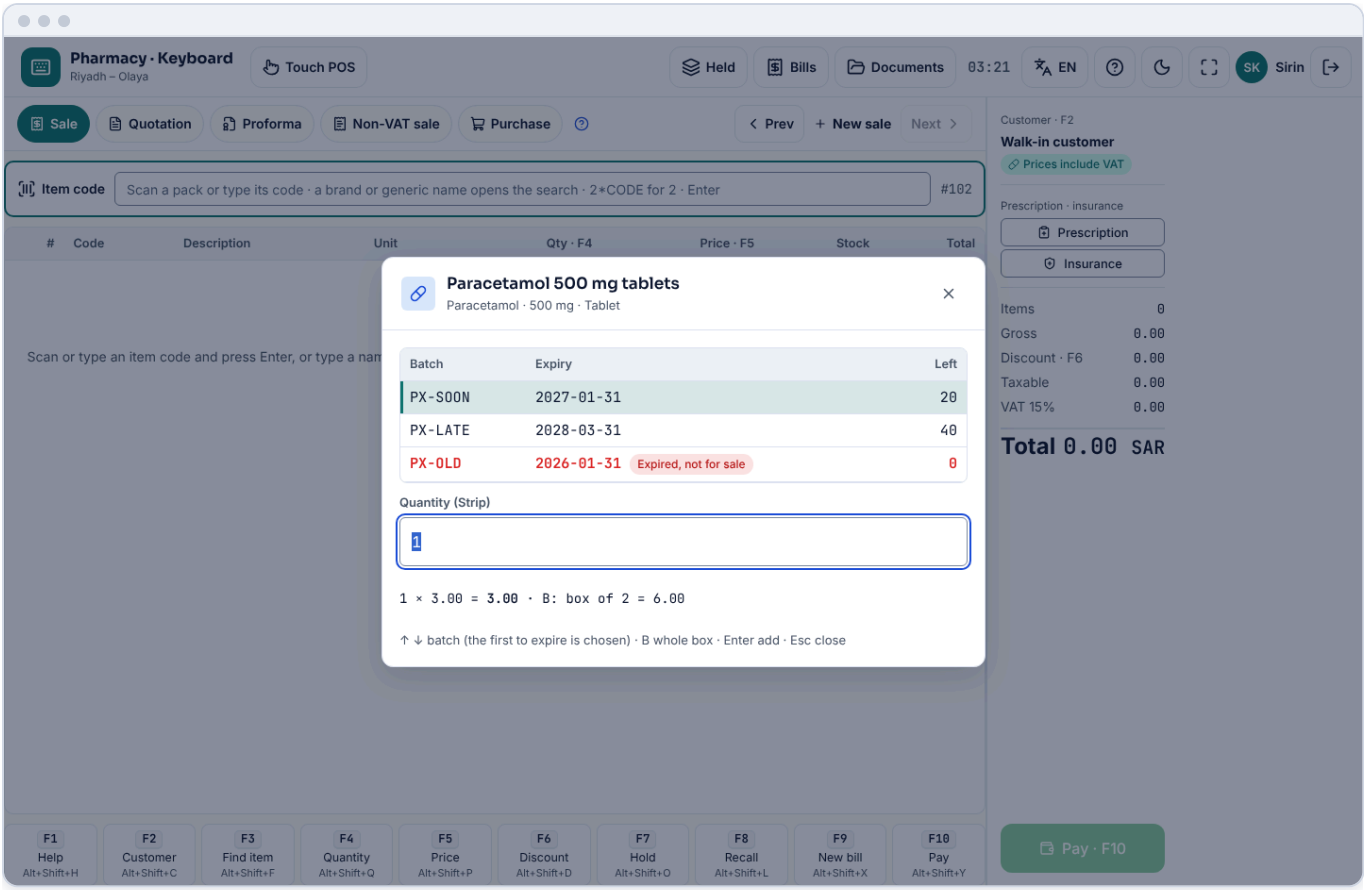



*A part by its code, a filter by its OEM number and the labour by its code · demo store: Auto Spare Parts*

## Pharmacy: batch, expiry, prescription and insurance

Pharmacy: a brand or generic name in the code box (paracetamol) lists the matches with each medicine's generic name, strength and form. A medicine kept by the strip asks one strip or the whole box (B). With Batch & expiry dates each medicine asks for its batch, the one that expires first already chosen; an expired batch is never offered, and the batch and expiry go on the invoice line. With Prescriptions, Alt+Shift+G finds or records the prescription and a controlled medicine waits for it at F10; with Insurance claims, Alt+Shift+U bills the sale to the patient's insurer.

In the medicine window ↑ ↓ picks another batch, B adds the whole box and Enter adds the quantity typed; Esc closes it. A medicine with no batch recorded and sold by the piece goes on at once. The Ayurveda pharmacy counter works the same way, by formulation name.



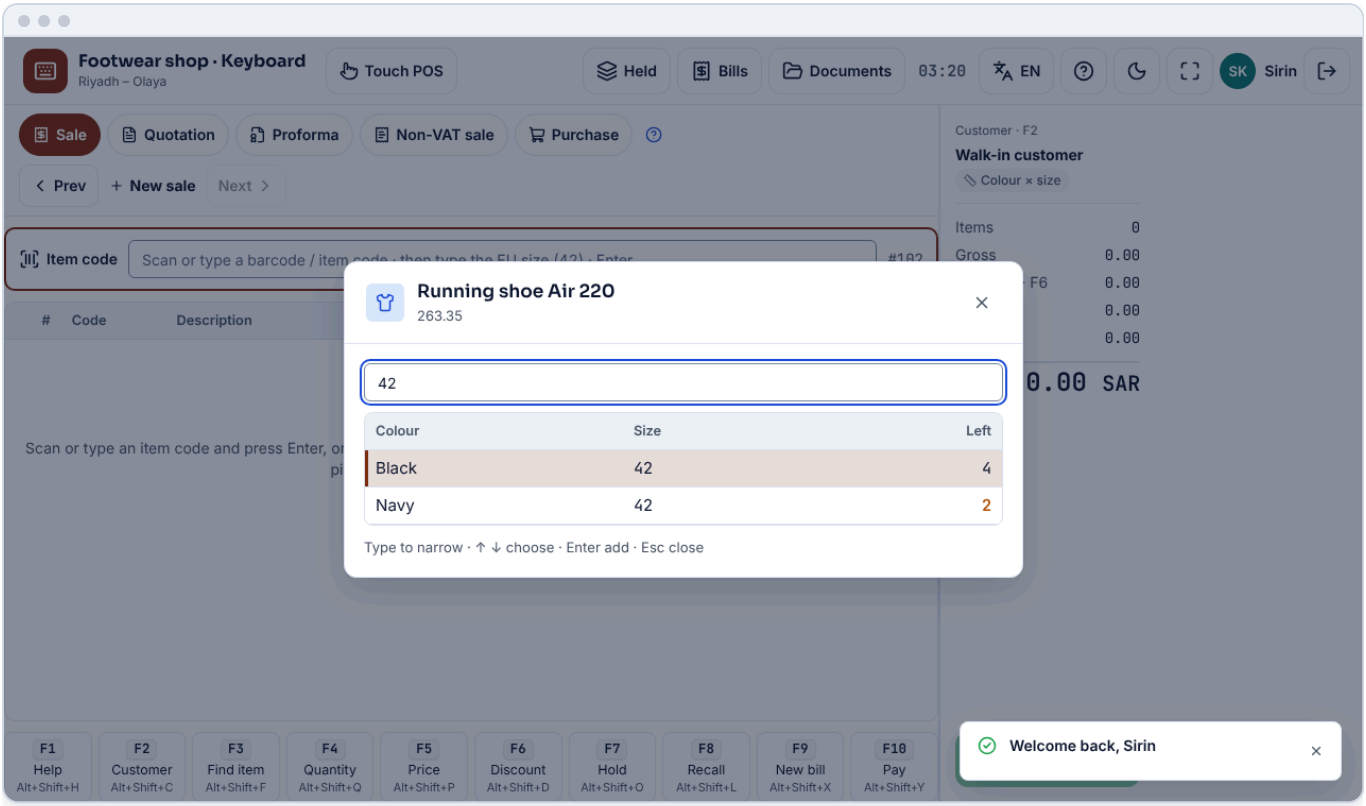

*The medicine window: batches by expiry, the expired one not for sale · demo store: Pharmacy*

## Fashion and gift counters: colour, size and gold by weight

Ladies boutique, footwear, baby, toy, textile, Kerala boutique, perfume and jewellery stores have the keyboard POS too, with the same keys.

A piece sold by colour and size opens the size window with the cursor in its box: type the size (42, M) or a colour and the size (black 42), and the list keeps only what matches, with what is left of each. ↑ ↓ choose, Enter puts that colour and size on the bill and the sale counts against it. 2*CODE asks once and adds two. A plain item goes on at once.

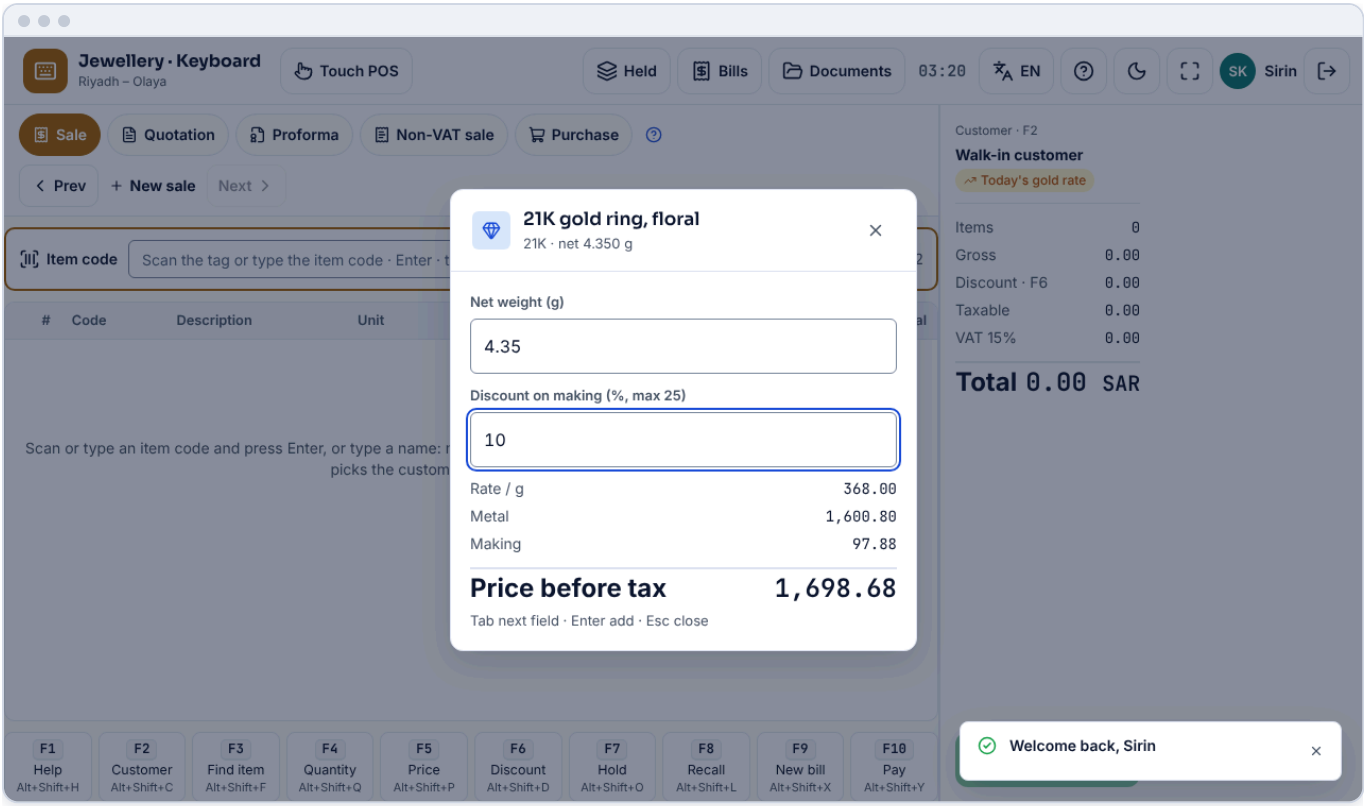
The textile counter sells fabric by the metre: 2.5*CODE adds 2.5 m. The perfume counter takes 3*CODE for three tola.




*A shoe with colour × size variants asks for its size · demo store: Footwear Shop*

At the jewellery counter a piece priced by weight opens the weight window: its net weight from the tag (type another for loose gold), Tab, the discount on making up to the store's limit, and the breakdown at today's rate (metal, wastage, making, stones). Enter puts it on the bill at that price.

Today's rate is set on the touch counter (Gold rate of the day). Each line keeps its tax rate (3% GST in India, 0% investment gold in the Gulf), and a bill carries one rate, so an item of another rate waits for the next bill. Old gold, custom orders, repairs and schemes are on the touch counter (Alt+Shift+V).

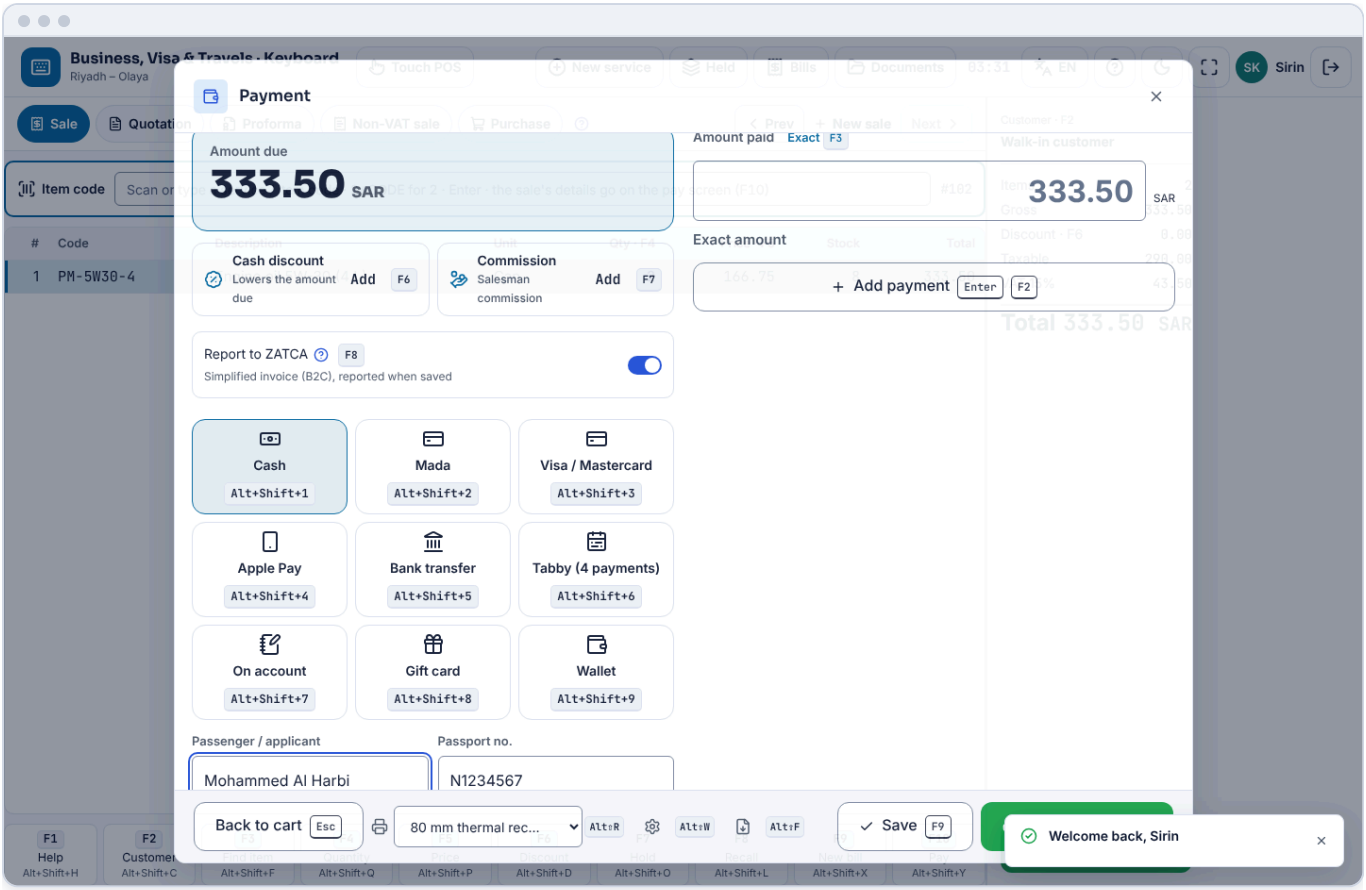



*A gold ring priced by weight at today's rate · demo store: Jewellery*

## Service desks and tailors: the sale's own details

Business, visa & travels, business centres, optical shops, car rental, fleet leasing, logistics, cargo, contract transport, digital signage, law firms, accounting and marketing agencies, real estate, hotels, resorts, serviced apartments, co-working, car and truck showrooms, interior design and software companies have the keyboard POS too, and so do the thobe, dishdasha, Indian and Kerala tailors, the ladies atelier, the Indian ladies boutique, the Kerala fancy store and Indian spare parts.

Services and items go on by their code. F10 opens the payment with the fields the counter's sale needs: the passenger, passport no. and travel date; the car's plate, licence and return date; the waybill, consignee and destination; the guest, room and nights; the matter no.; the chassis (VIN) and delivery date; the trial and delivery dates and the measurement no. at a tailor. Tab moves between them and they are kept on the sale. The Indian counters bill in GST and take UPI.

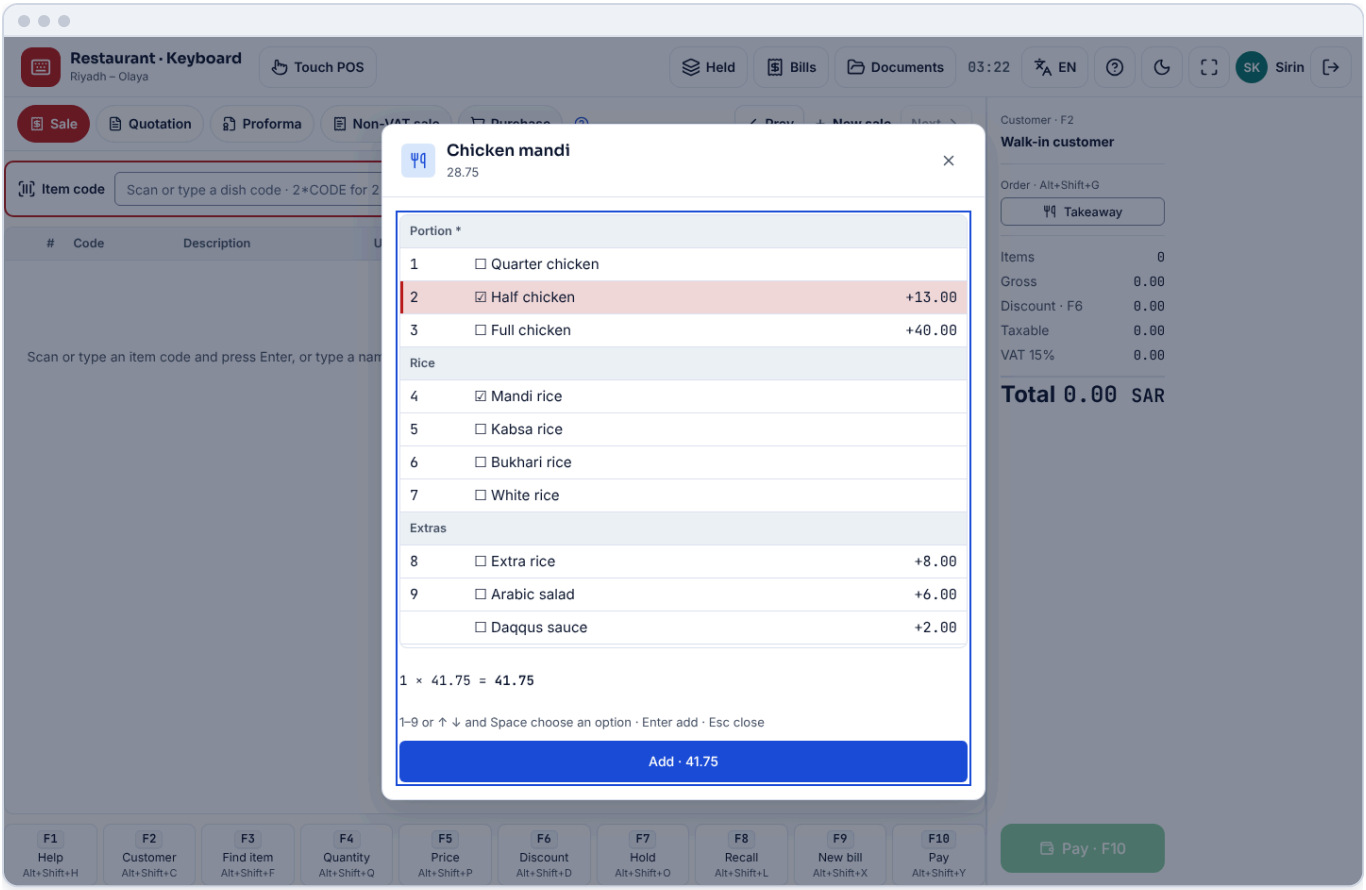



*The pay screen of the travel desk asks for the passenger and passport · demo store: Business Visa and Travels*

## Restaurants and cafés: order type, table, options and the kitchen

Restaurants (Pakistani, Yemeni mandi, Kerala, Turkish …), boofiya, ice cream, catering, coffee shops and cafeterias have the keyboard POS too. Beside the customer is the order: Dine-in · Table 7 · 3 guests. Alt+Shift+G sets the order type and the table and guests, or a delivery's phone and address; a dine-in bill asks for its table before it is paid.

A dish with options asks for them: 1–9 (or ↑ ↓ and Space) choose, a required choice must be made, and Enter adds the dish with the options' prices. With the Kitchen display add-on Alt+Shift+U sends the new dishes to the kitchen, each to its station, and paying sends whatever the kitchen has not had. Splitting a bill and moving tables are on the touch counter (Alt+Shift+V).



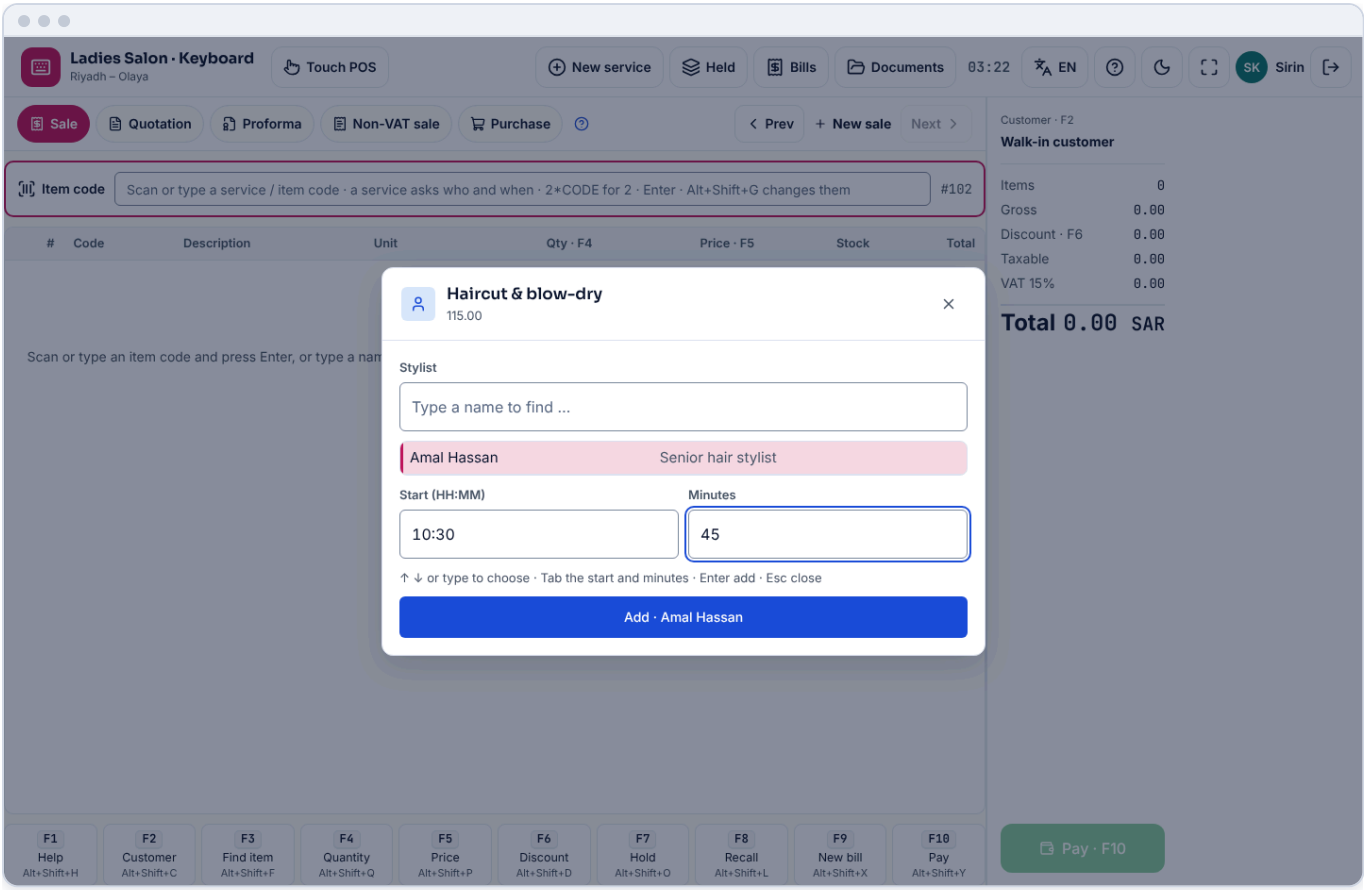

*A chicken mandi asks for its portion, rice and extras · demo store: Restaurant*

## Salons, spas, gyms, clinics, gaming lounges and workshops: who and when

Ladies salons, hair salons & spas, barbershops, Ayurveda spas, gaming lounges, gyms, clinics, dental and acupuncture clinics, Ayurveda clinics and hospitals, hospitals, car washes and workshops have the keyboard POS too.

A service asks who does it: the stylist, barber, therapist, trainer, doctor or technician (your employees whose job title fits) or, at a gaming lounge, the station. ↑ ↓ or typing a name picks, Tab moves to the start time and the minutes, and Enter adds it; the line reads Amal · 10:30–11:15 and Alt+Shift+G changes it on the last service. Products go on at once.

Paying keeps each stylist's commission on the amount before VAT, after the bill discount. F10 asks the plate and odometer at a car wash or workshop, the patient's file no. at a clinic and the member no. at a gym or gaming lounge. The appointment book, packages and the live station board stay on the touch counter (Alt+Shift+V).




*A service asks who does it, the start time and the minutes · demo store: Ladies Beauty Salon*

# Works on every computer

Every F-key action also has an Alt+Shift letter (Alt+Shift+F find, C customer, Q quantity, Y pay …) and Ctrl+Enter (⌘+Enter on a Mac) pays. They work on Windows, Linux and macOS in any browser, on a Mac keyboard without fn, and with an Arabic layout.

Keys the computer or the browser keeps (Ctrl+T, Ctrl+W, Cmd+Q, Alt+F4, Alt+Tab, F11, F12, Alt+letter …) are never used and are refused when you choose your own keys. In the StartERP desktop app the browser's keys are free to use.

Spare parts, Toyota, Isuzu, Hyundai and Honda parts and car accessories shops have it too: the code box also takes an OEM cross-reference number, labour and fitting jobs are added by their code like a part, prices include VAT as on the touch counter, and a customer with a VAT number gets a B2B tax invoice.

The owner can turn it off in Settings → Store → POS terminal → Keyboard POS.

Trade and building counters have it too: trading & wholesale, health & safety, paint, contracting (the yard counter), lighting, home furnishings, flooring & matting and CCTV / IT. A trade customer (wholesale, contractor, corporate …) picked with F2 gets the wholesale price and credit terms, a walk-in buyer the shelf price, and the pay screen asks for the PO no., project, site or delivery date the counter's invoice carries.

Keys never used, because the computer or browser keeps them: Ctrl or ⌘ with a letter (new tab, close, print …), Alt with a letter or a number (menus, tabs on Linux), F11 and F12, Alt+F4, Alt+Tab, the Windows key, and the Alt+Shift letters Chrome keeps (T, N, B, I, A).

> **Watch the demo video:** https://gulf-union-attachments.s3.eu-west-2.amazonaws.com/help-media/videos/keyboard-pos/keyboard-pos-demo-en.mp4
> It is also linked in the F1 window of the keyboard POS.



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