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, for industrial supply, grocery, supermarket, gift & fancy, bakery, butcher, drinking water, petrol station, mobile phone shop, spare parts (general, Toyota, Isuzu, Hyundai and Honda), car accessories, pharmacy and Ayurveda pharmacy, ladies boutique, footwear, baby, toy, textile, Kerala boutique, perfume and jewellery stores: 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.

Industrial · trade · building · grocery · retail · fuel · mobile · parts · pharmacy · fashion · jewellery

F1–F10

Alt+Shift letters

Windows · Linux · macOS

Your own keys

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User guide · Edition November 2026

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)
`Enter`		Add the code in the box (5*CODE adds five, *3 sets the last line)
`↑ ↓`		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

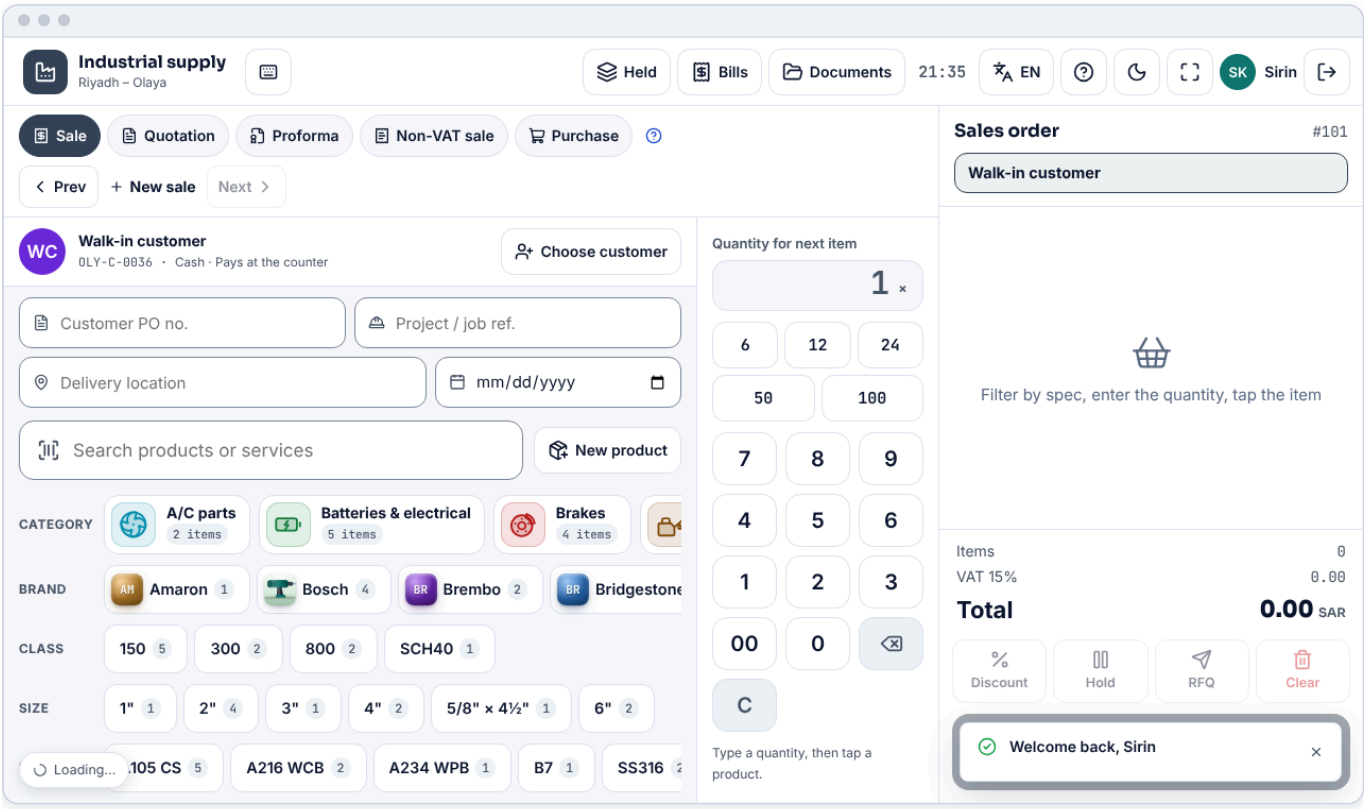
Key	Does
`Digits, . and Backspace`	Type the amount
`Alt+Shift+1, 2, 3 …`	Pick the payment method (← → move between them)
`Enter`	Add this part payment and pay the rest another way
`F10 or Ctrl+Enter`	Save, paid, and print
`F9 or Alt+Shift+S`	Save without printing

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.

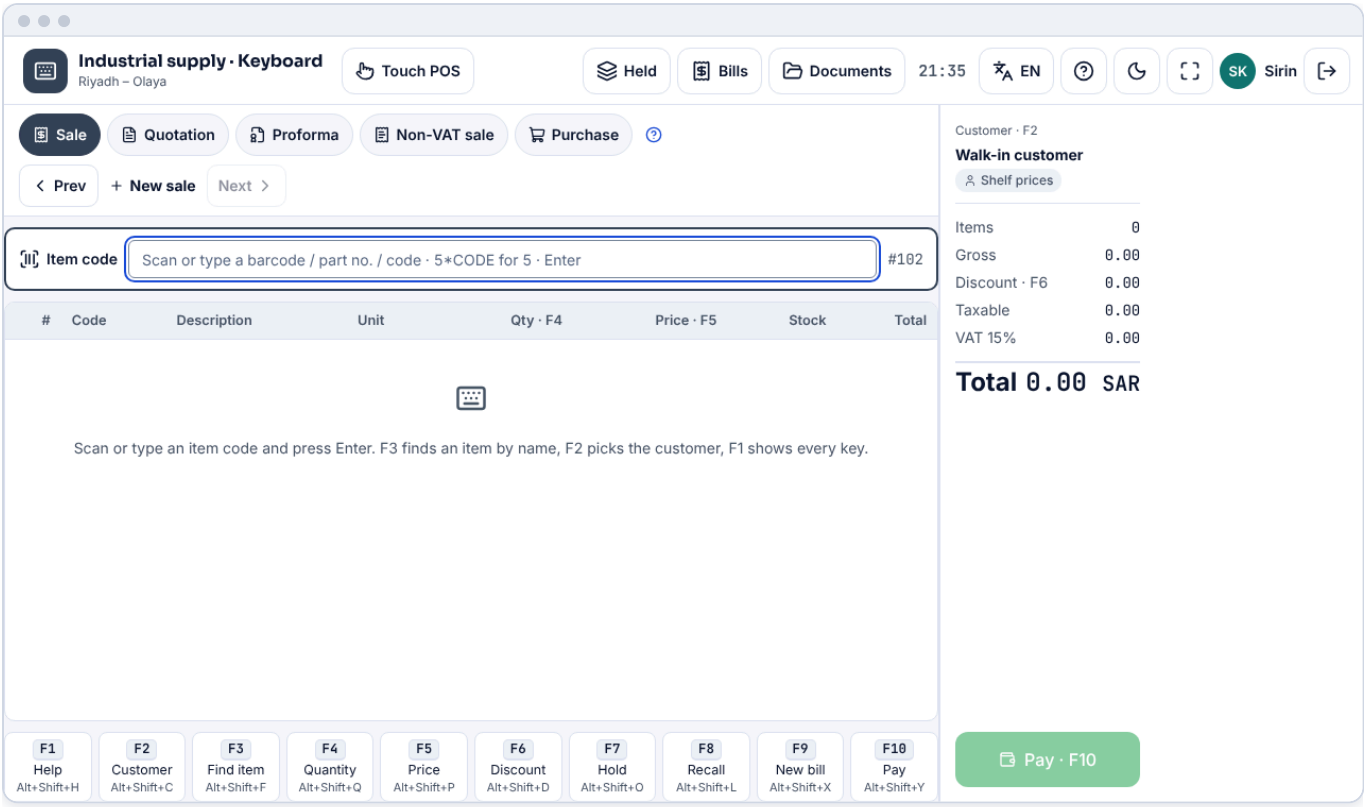


The Keyboard button on the touch counter · demo store: Industrial Supplies

Add items with the code box

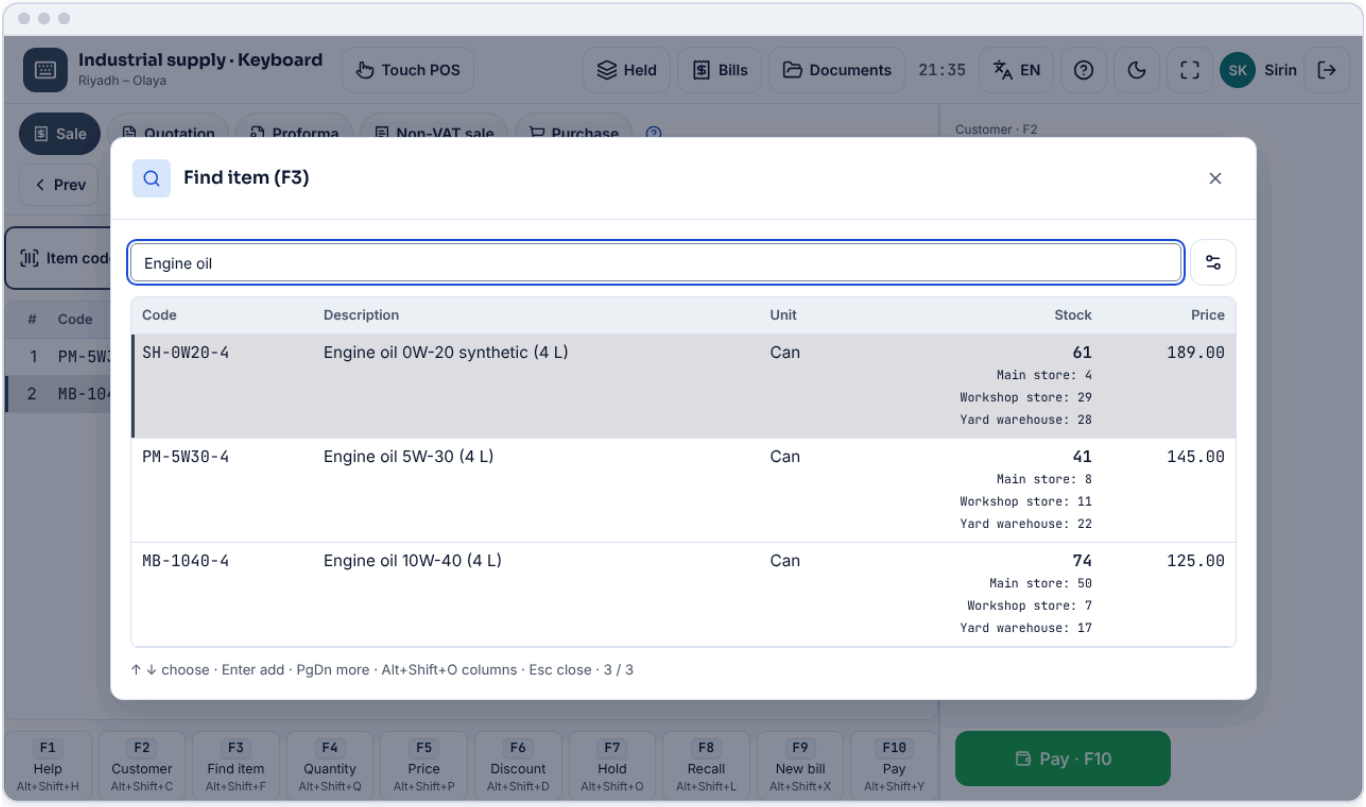
Scan or type a barcode, part no. or code and press Enter. 5*CODE adds five, and *3 changes the last line to three. A code that is not found opens Find item (F3) with the text already typed. In Find item, Alt+Shift+O opens Table settings: show, hide or move columns such as brand, country, category or 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

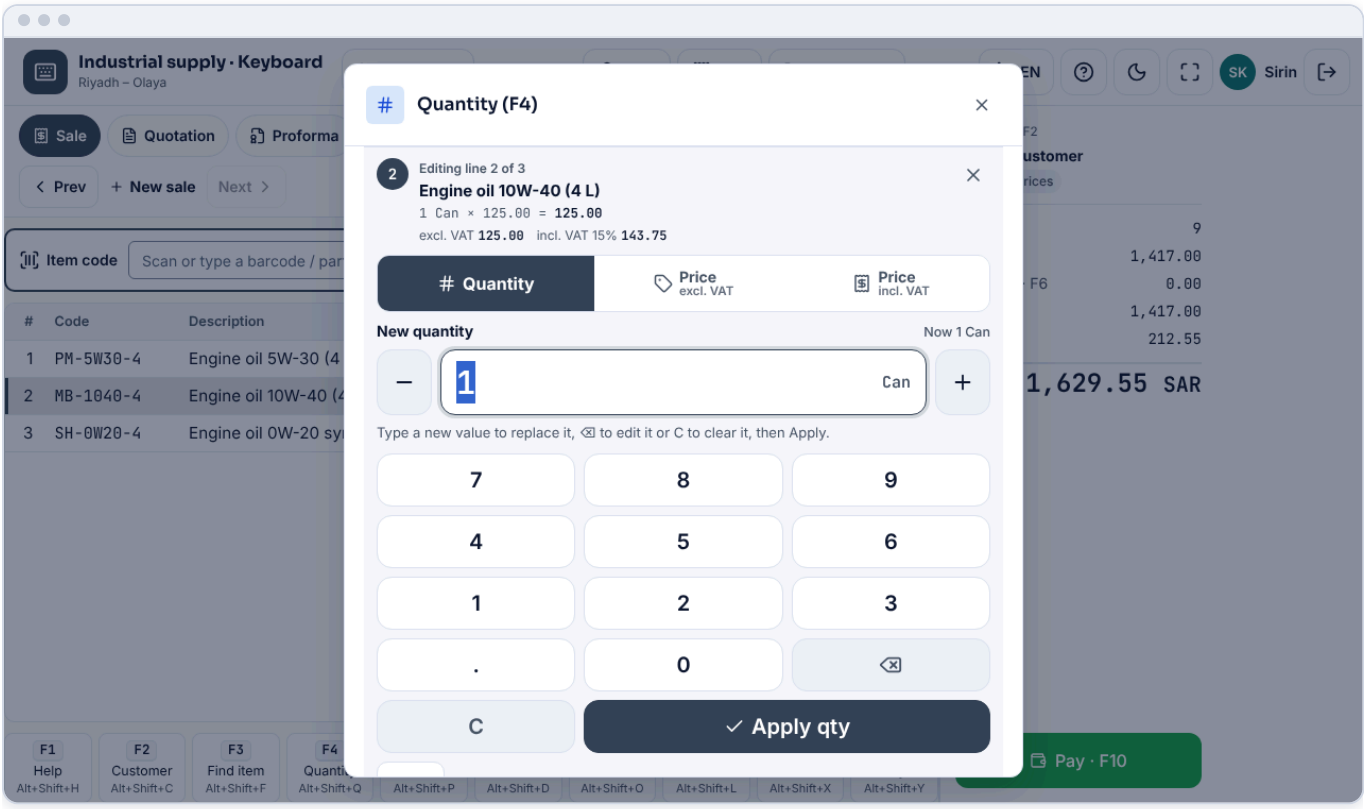
Find an item by name (F3)



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

Change a line (↑ ↓, + −, F4, F5, Del)

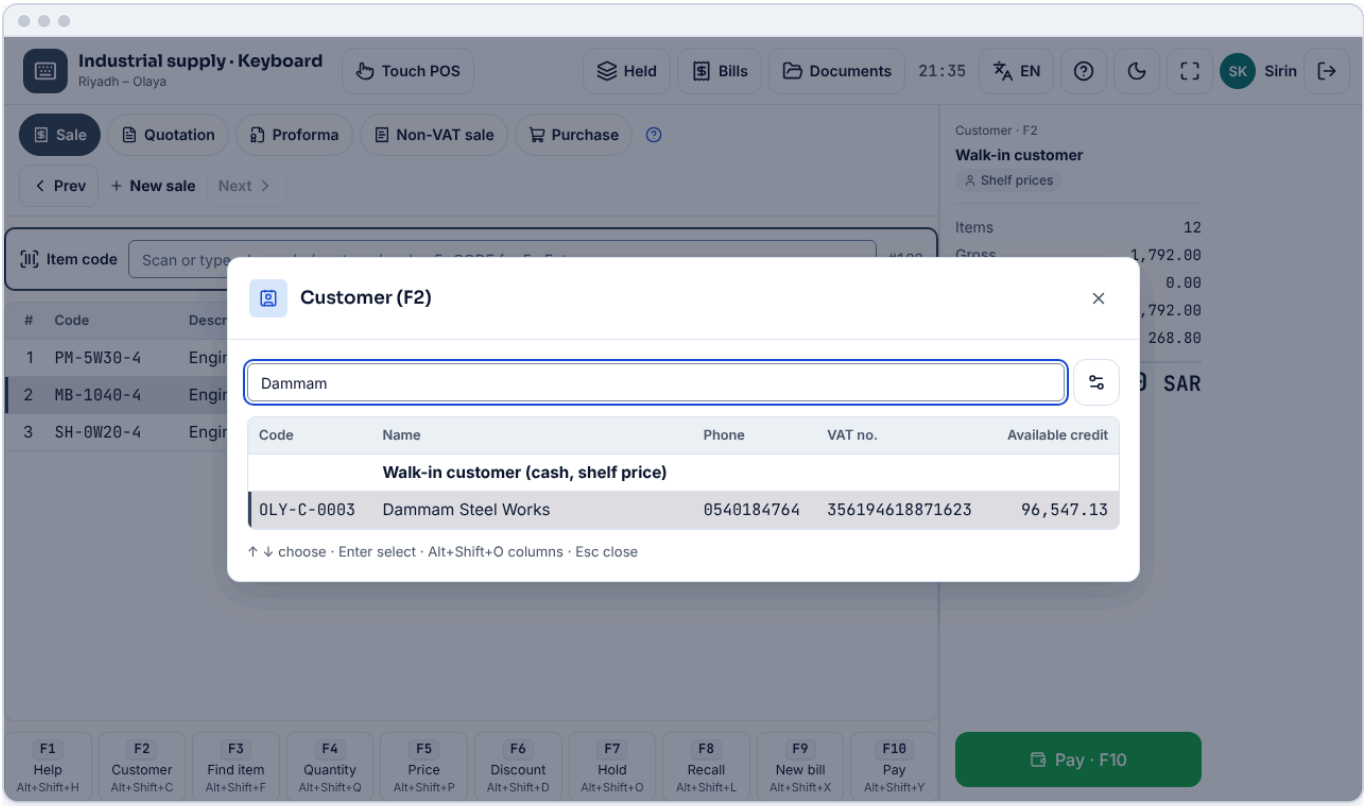
↑ and ↓ choose a line; + and − change it by one; F4 sets its quantity, F5 its price (a manager's PIN if your role cannot change prices) and Del removes it.



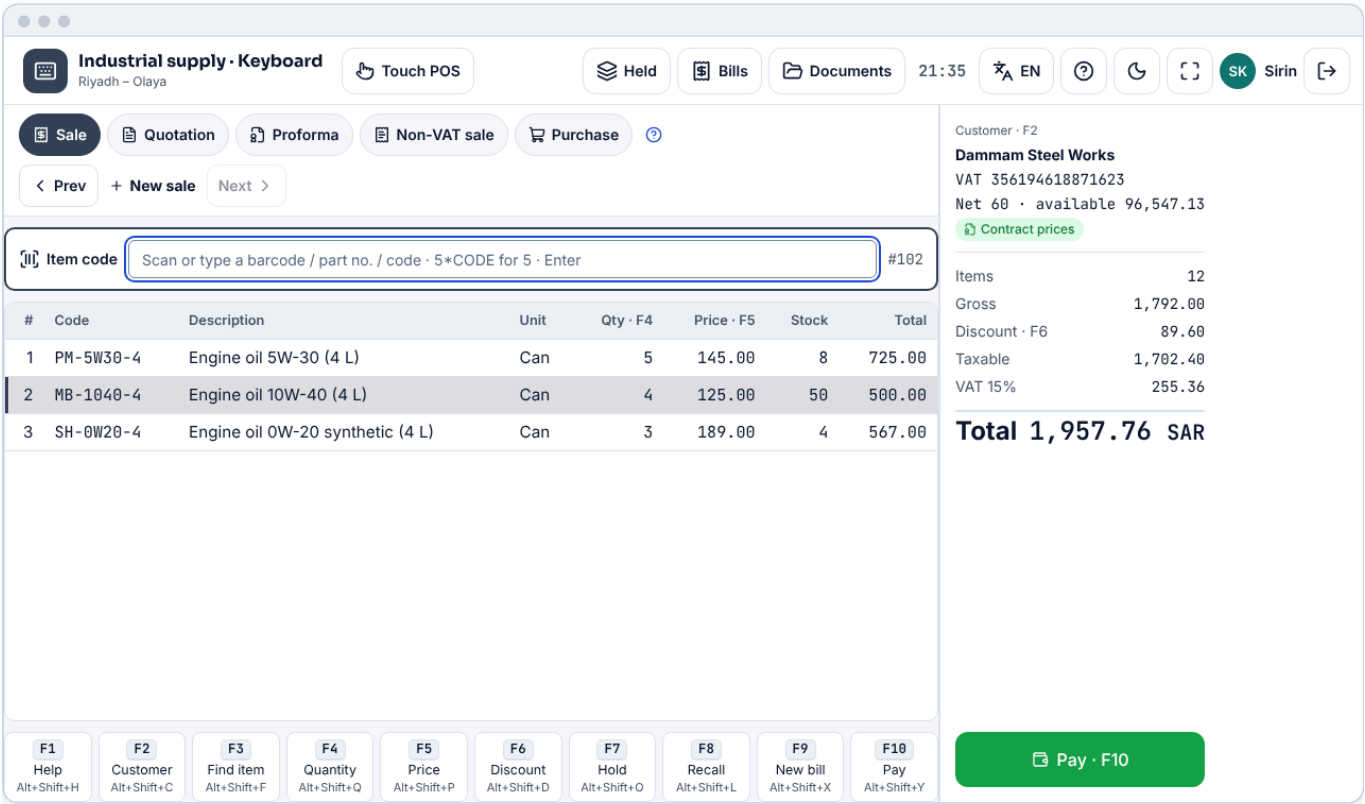
F4: the quantity of the chosen line · demo store: Industrial Supplies

Customer, discount, hold and recall

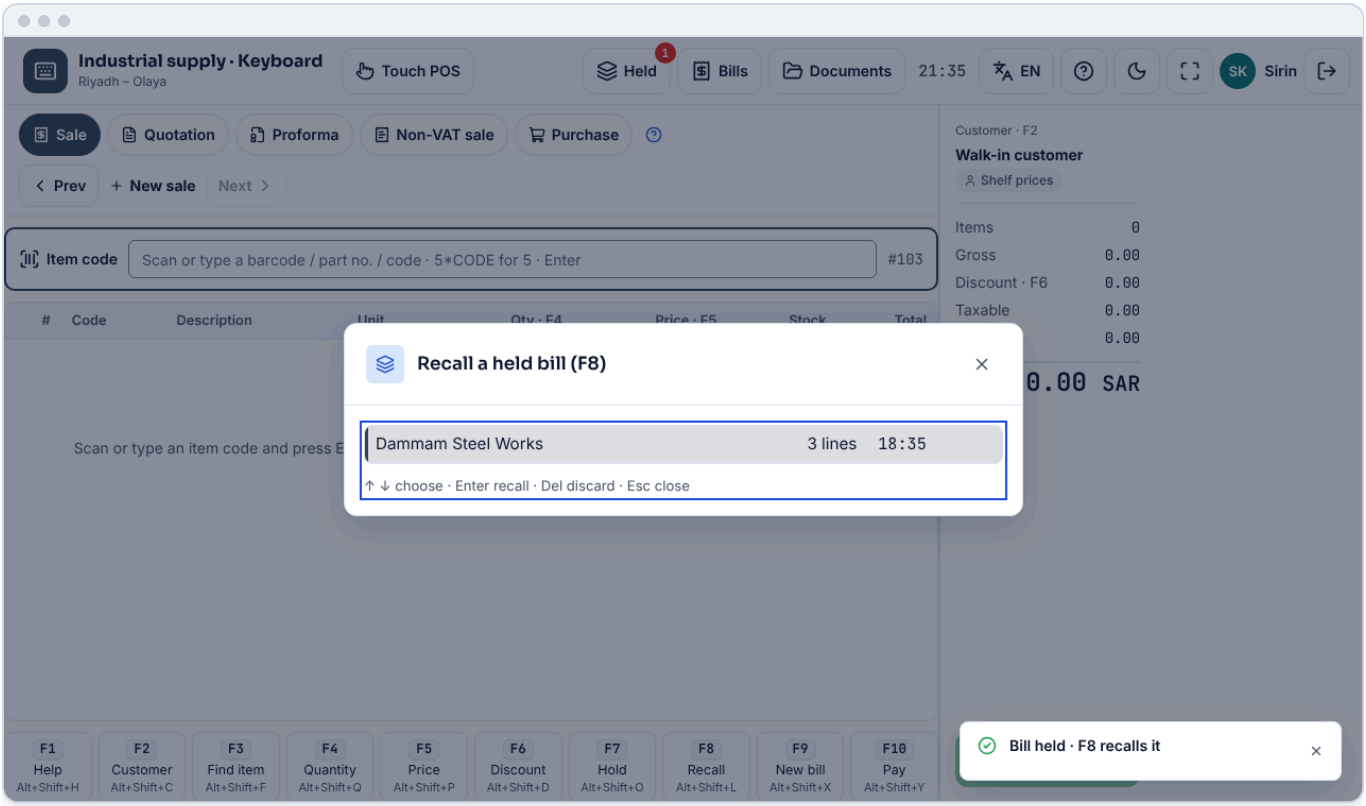
F2 picks the customer (trade accounts get their contract prices), F6 a bill discount (10% or an amount), F7 holds the bill and F8 recalls it, F9 starts a new bill.



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



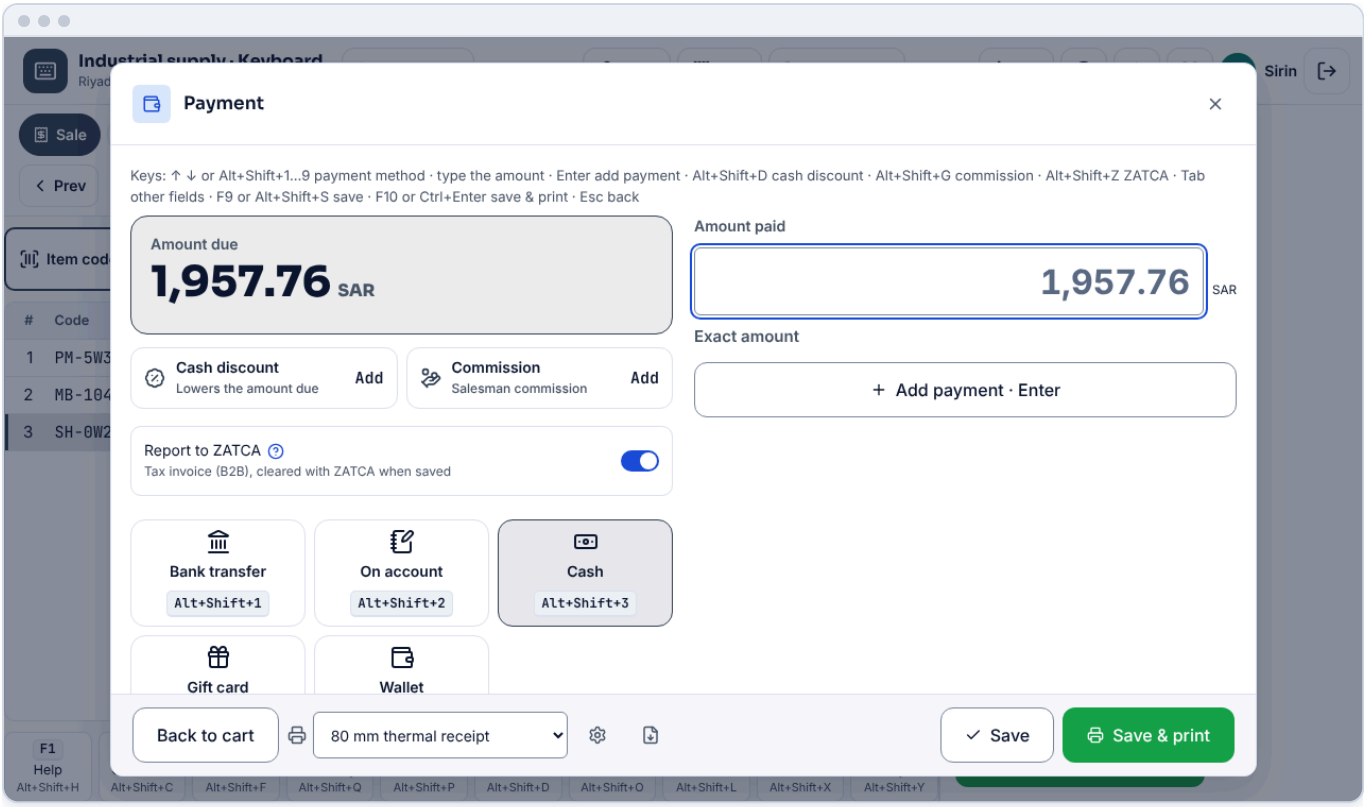
The bill with a 5% discount · demo store: Industrial Supplies



F8: the held bills · demo store: Industrial Supplies

Pay and print (F10 F10)

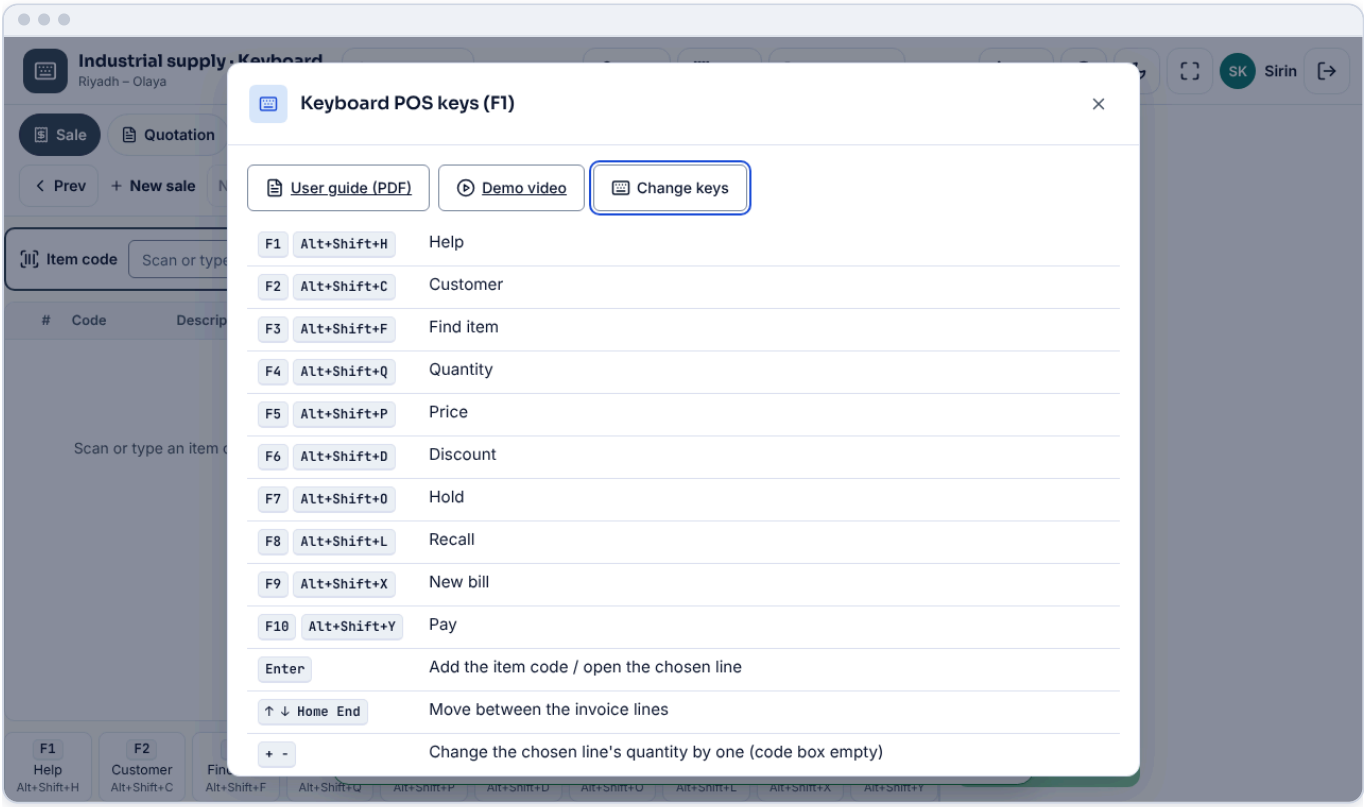
F10 opens the payment with the total already in and the cursor in the amount box. Type the amount, ↑ ↓ or Alt+Shift+1, 2, 3 … picks the method, Enter adds a part payment, Alt+Shift+D a cash discount, Alt+Shift+G a commission, Alt+Shift+Z turns ZATCA reporting on or off, Tab reaches the other fields, and F10 again saves and prints. The next bill starts in the code box.



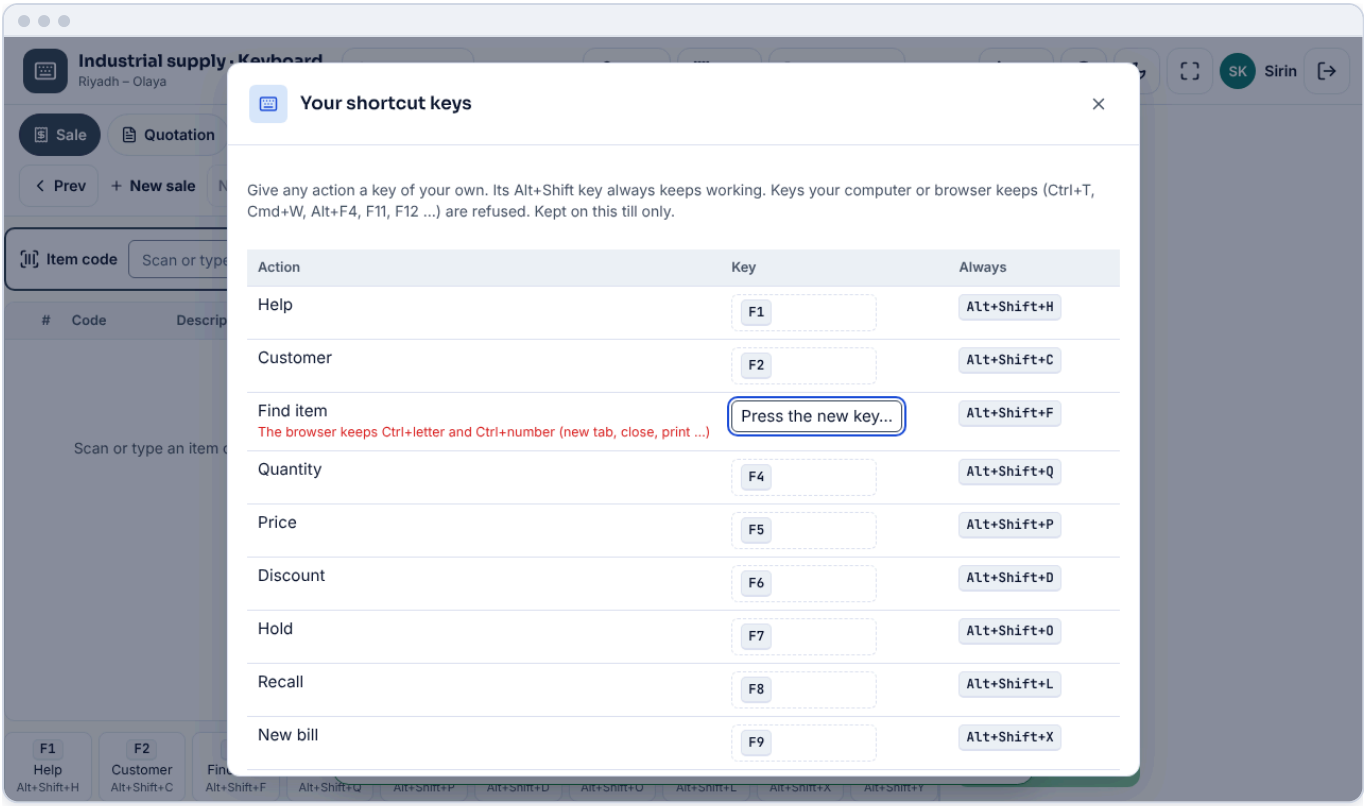
F10: the payment, total already in · demo store: Industrial Supplies

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.



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

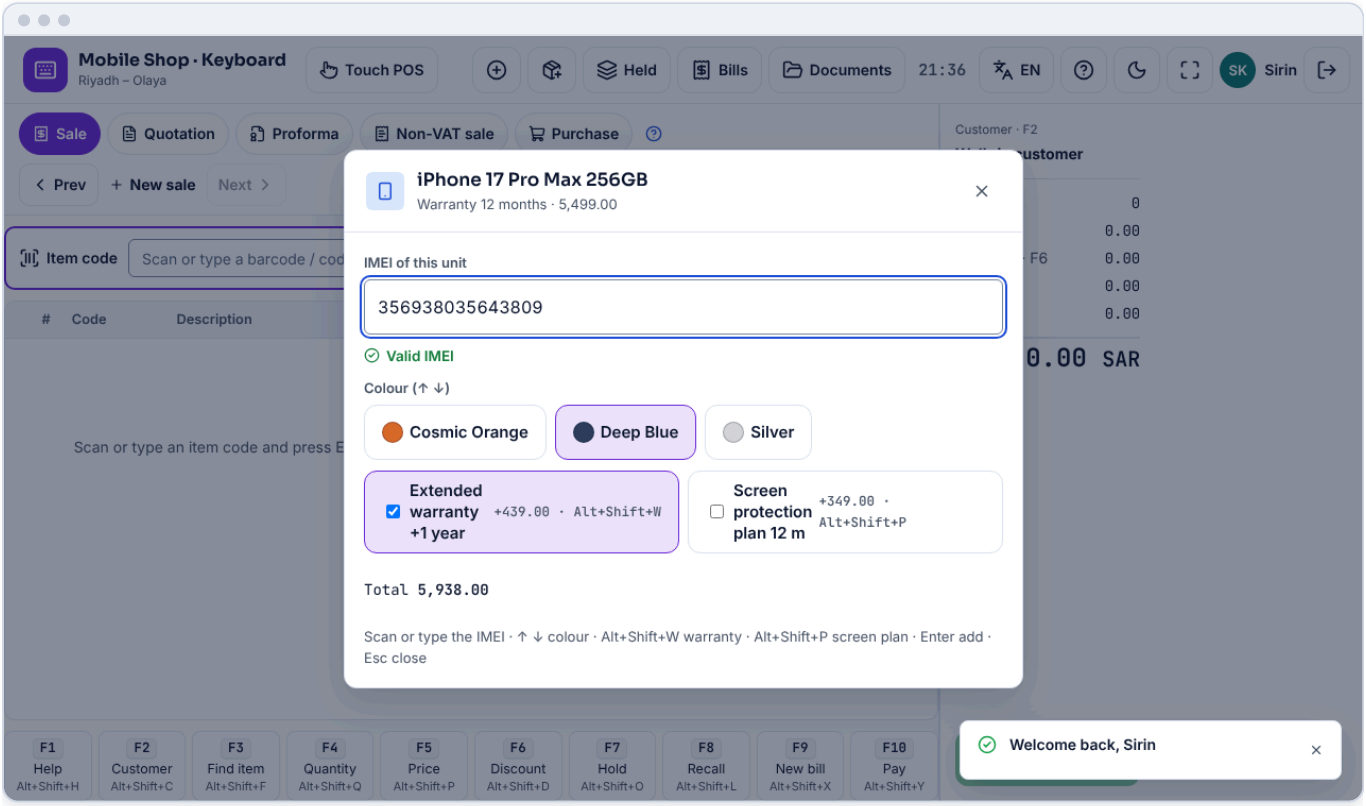
Mobile phone shop: IMEI, serial numbers and warranty

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

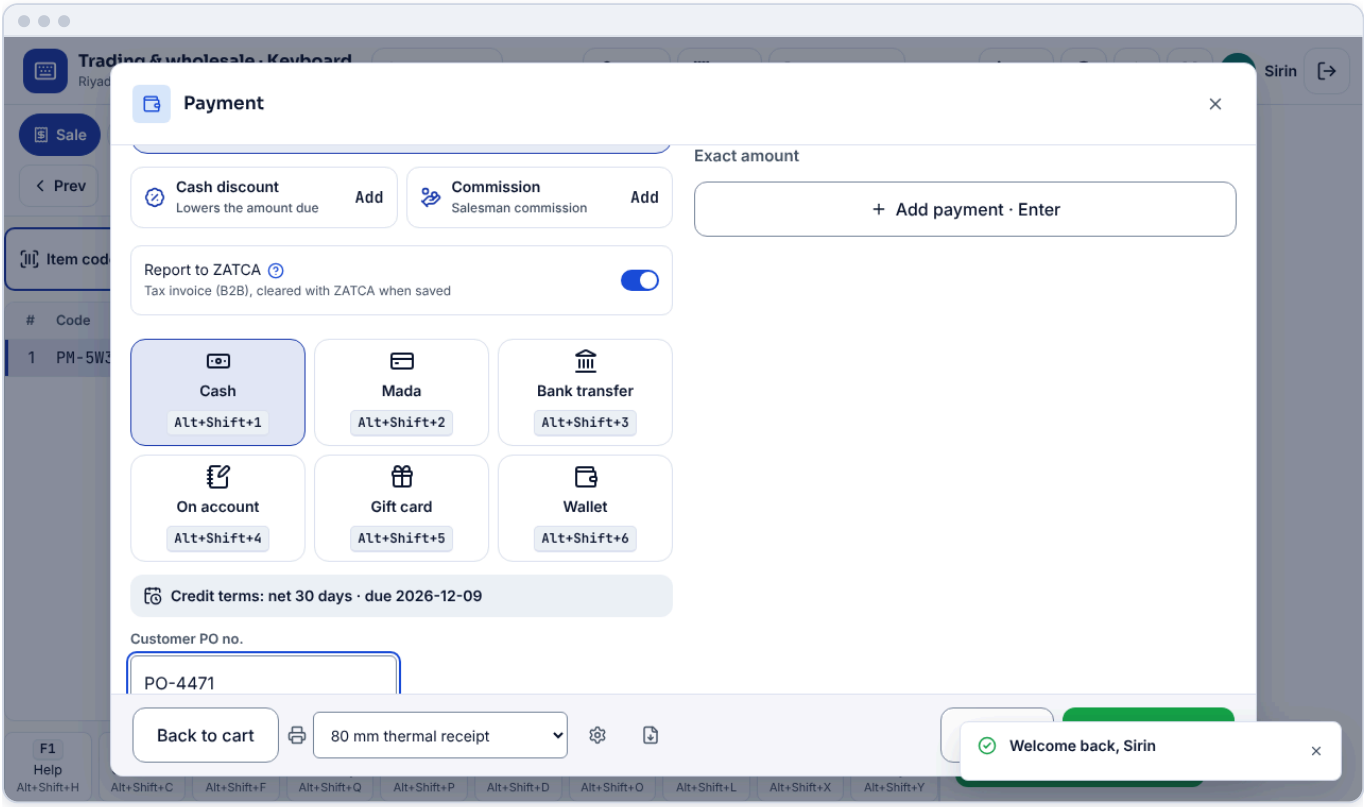
Trade and building counters: trade prices, credit terms and the PO no.

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).



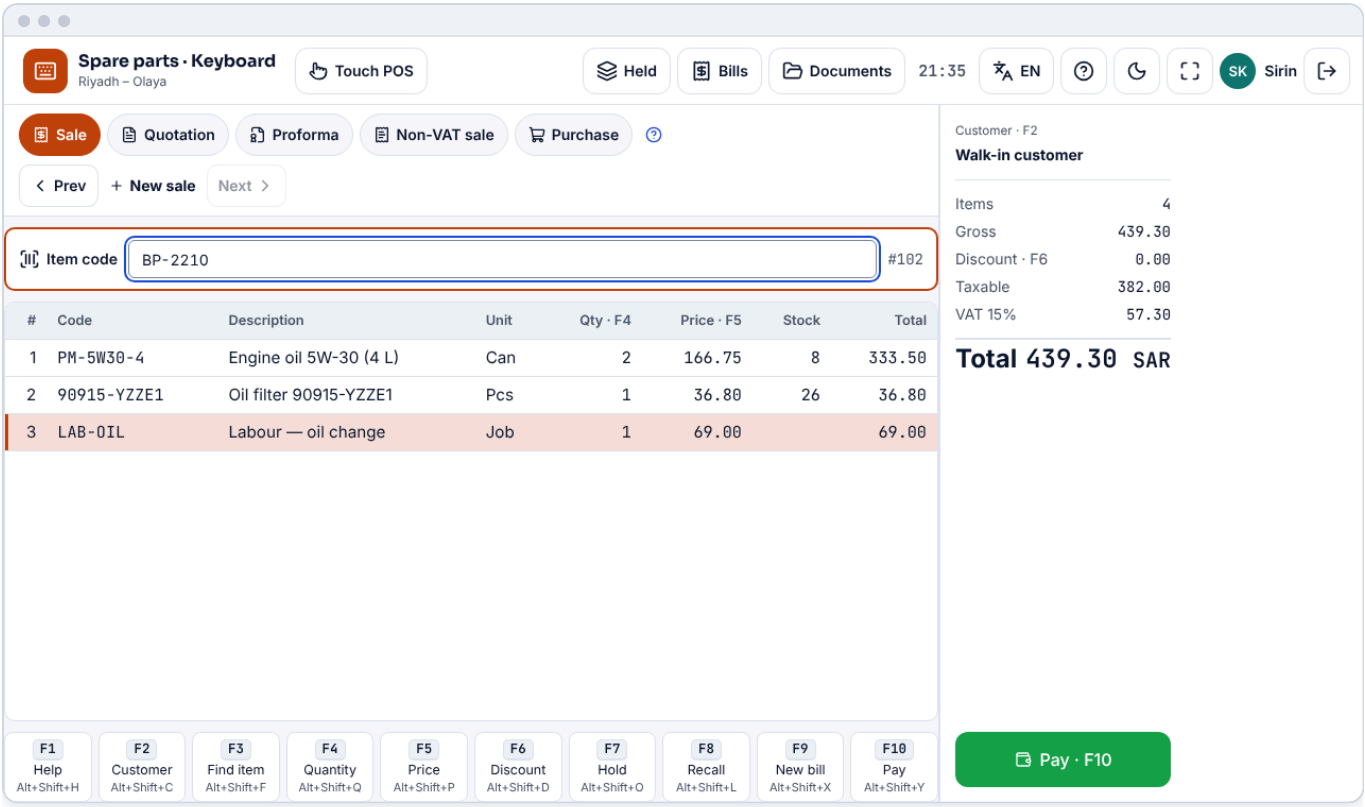
A trade account on the trading counter, paying with its PO no. · demo store: Trading

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).

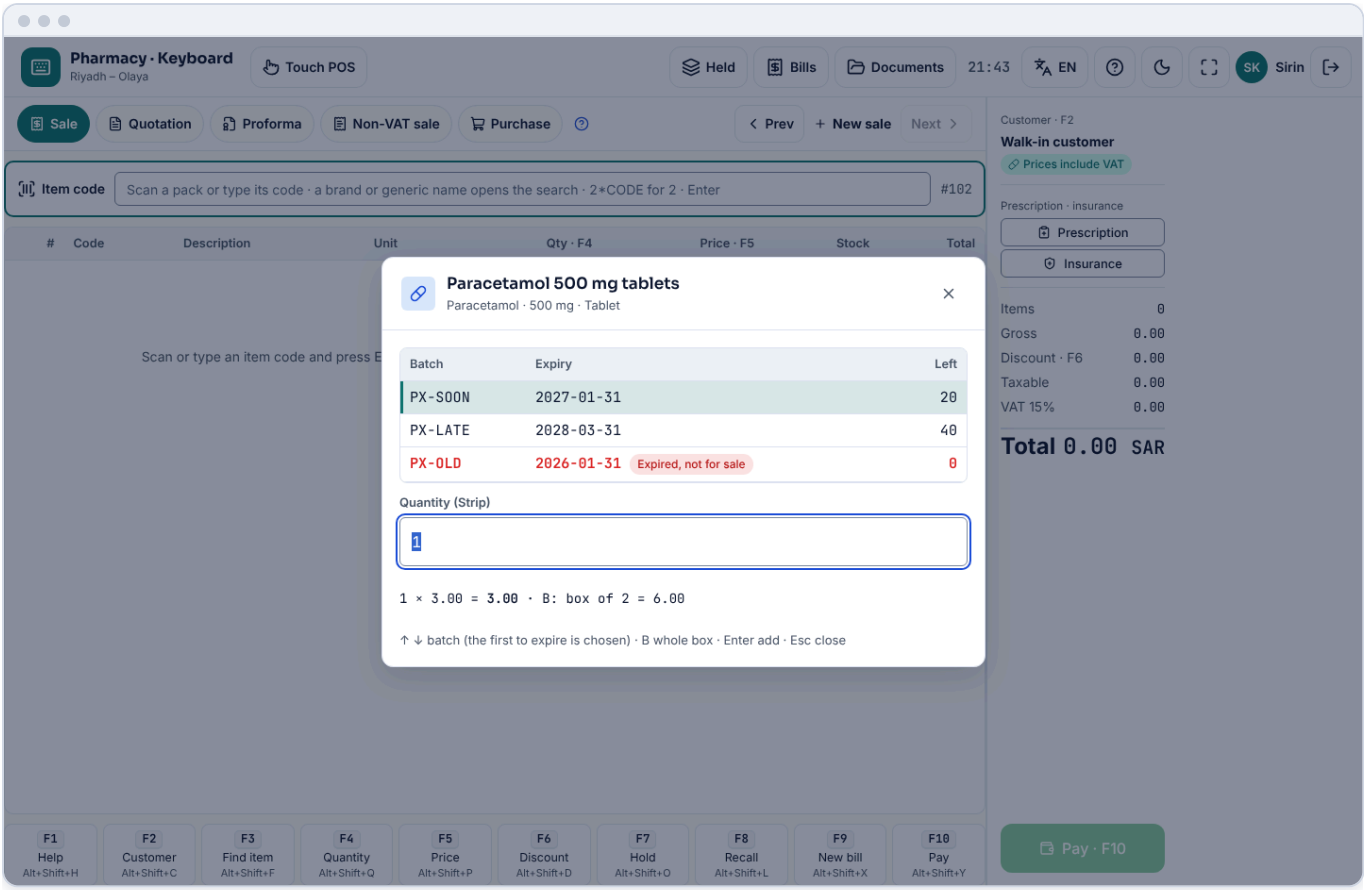


A part by its code, a filter by its OEM number and the labour by its code · demo store: Auto Spare Parts

Pharmacy: batch, expiry, prescription and insurance

Pharmacy: a brand or generic name in the code box (paracetamol) opens Find item 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.



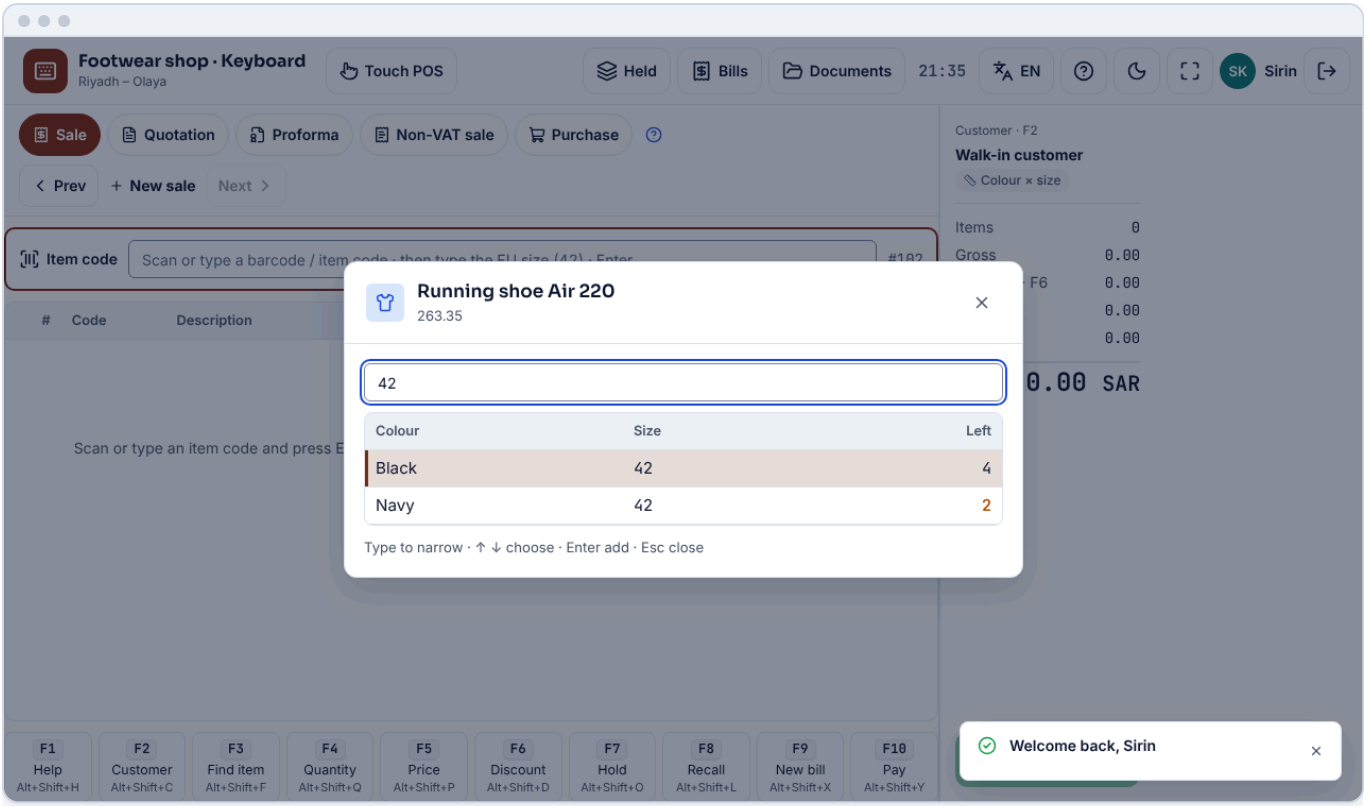
The medicine window: batches by expiry, the expired one not for sale · demo store: Pharmacy

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.

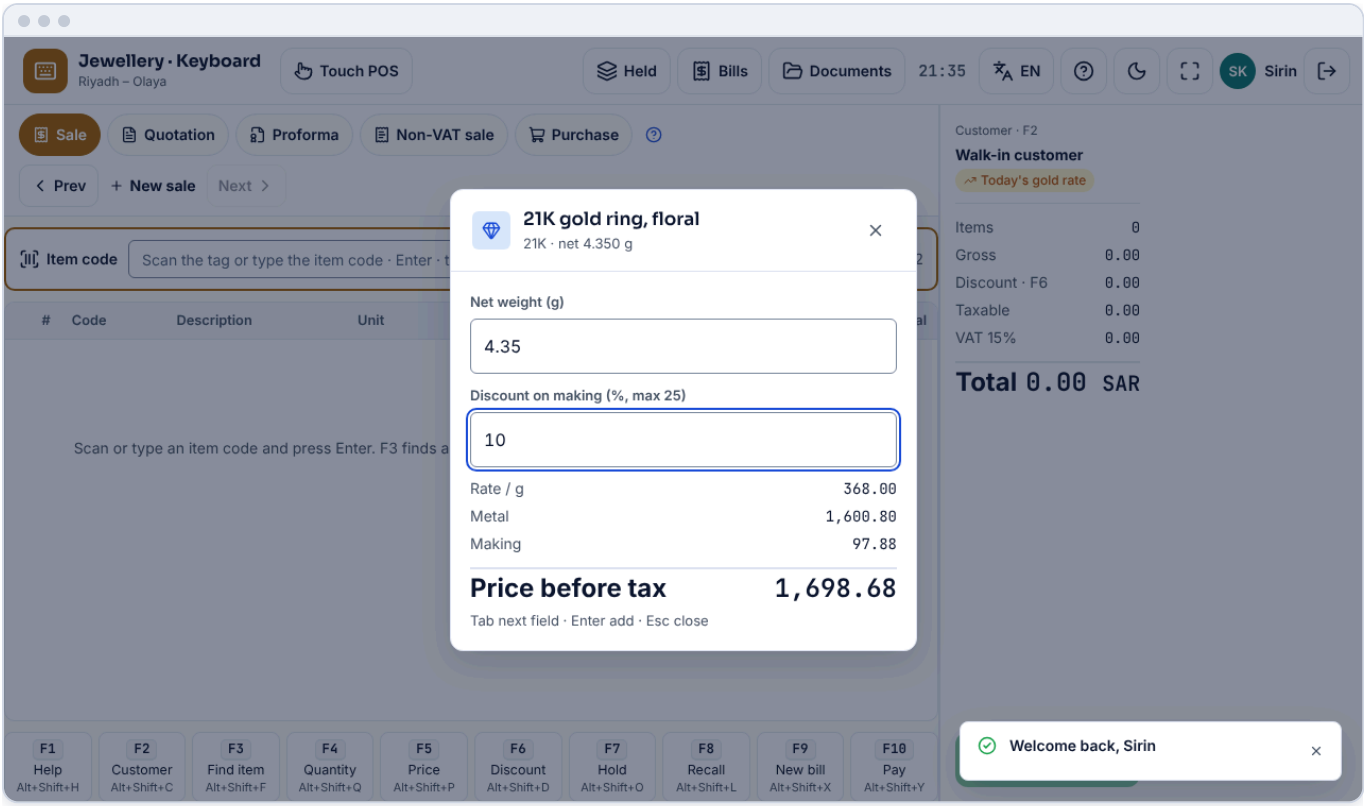
The textile counter sells fabric by the metre: 2.5*CODE adds 2.5 m. The perfume counter takes 3*CODE for three tola.



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

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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