BIZA · POINT OF SALE

AUTOMOTIVE PARTS & WORKSHOP

The parts counter beside the workshop bay

For **car dealerships, workshops, garages and auto-parts retailers** · September 2026

> A filter sold over the counter, the same filter fitted on a work order in bay three, and a third one reserved for a car coming in on Thursday. One shelf, three destinations, and a parts manager who counts it by hand on Fridays.

The counter, the workshop and the showroom draw down the same stock and post to the same ledger — so the shelf count is a query, not a Friday.

One shelf

Counter sales, workshop jobs and reservations on the same stock

By serial

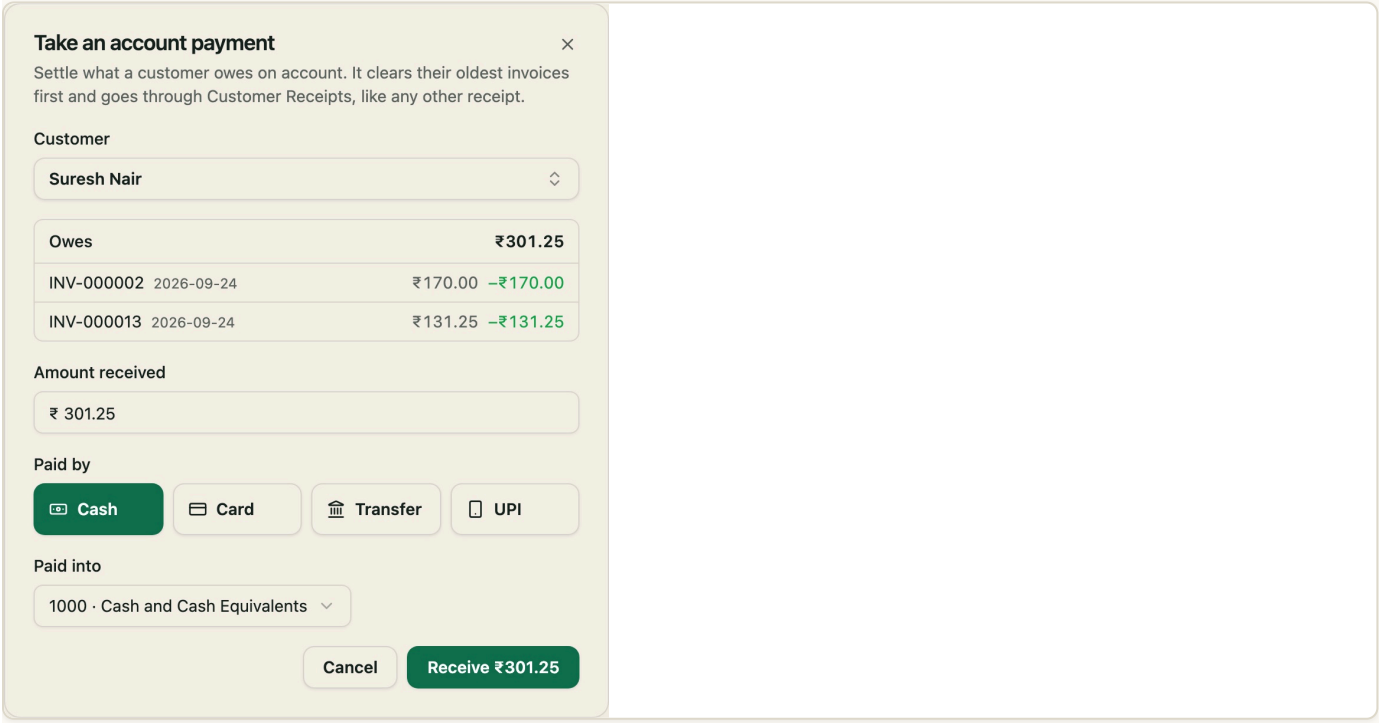
Batteries, units and anything registered one at a time

Work orders

Labour and parts on the job, invoiced from the record

One ledger

Vehicles, parts, labour and the books in the same system



A balance settled at the counter, clearing the oldest invoices first.

WHAT AN AUTOMOTIVE BUSINESS NEEDS

01 A parts counter that behaves like a shop

Barcodes, search by part number, quick tenders, a drawer, a receipt printer and the same shift discipline as any retail counter. Trade customers get their own price list with quantity breaks; a walk-in pays the shelf price.

- Search or scan by part number
- Customer groups for garages and fleets
- Serial or batch tracking where it matters
- Price lists with quantity breaks for trade
- Split payment, drawer, receipt, returns
- Shift, blind count and variance per counter

02 The workshop, on the same stock

BIZA's showroom module runs work orders and a service calendar alongside vehicle sales. Parts issued to a job come off the same shelf the counter sells from, so there is one stock figure rather than a counter figure and a workshop figure that disagree.

- Work orders with labour and parts
- Parts issued from the same inventory
- Trade-ins and financing on a vehicle sale
- A service calendar for the bays
- Vehicle inventory, reservations and test drives
- Showroom reports on the same ledger

03 Serial numbers where the warranty depends on them

Batteries, tyres with DOT codes, ECUs and any unit registered individually can be serial-tracked: the counter sells that exact unit, the serial prints on the receipt and stays on the invoice line, and a return brings that unit back.

- Scan the serial to sell that unit
- Movement history per unit
- Batch tracking for oils and consumables
- Serial on the receipt and the invoice line
- Returns restock the exact serial
- Server re-validates every lot on sync

04 A fleet driver can take the part and sign for it

Fleet and garage accounts buy over the counter all day. **On account** is a tender here: the part leaves, the balance lands on the fleet's receivable, and the counter shows the balance and the remaining limit first. Nothing about terms, statements or ageing changes — only where the sale can be completed.

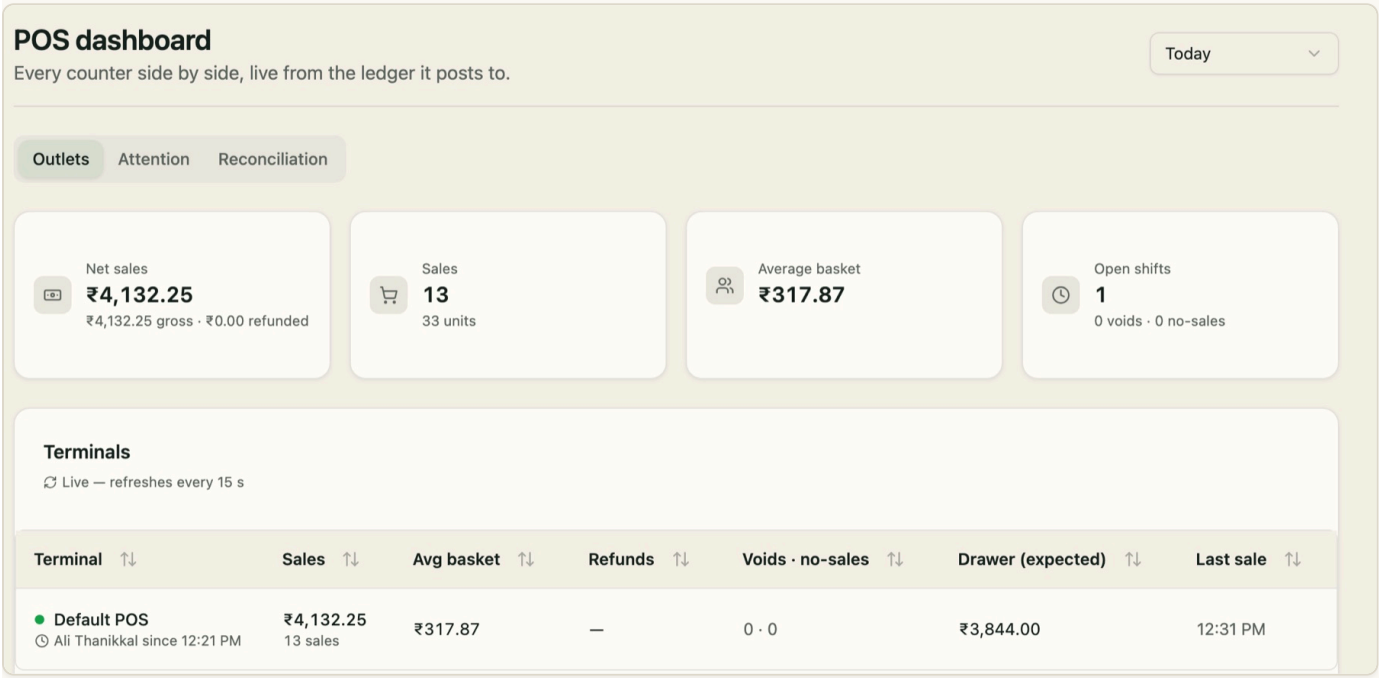
- "On account" as a tender at the parts counter
- Server refuses a walk-in or an over-limit charge
- Balance and remaining credit limit shown before it is committed
- Part cash, part account on one sale

- Statements and AR ageing as before
- Work-order parts still issue against the job

05 What the parts manager sees

Stock value and margin by location, purchase orders and landed costs on the same catalogue, transfers between the counter and the workshop store, and a live dashboard across counters with attention flags per shift.

- Stock value and margin by location
- Purchase orders, supplier invoices, landed costs
- Transfers between counter and workshop store
- Backorder where the product allows it
- Live dashboard with attention flags
- Ask the assistant which parts moved this month



The day so far, live from the ledger the counter posts to.

A DAY BETWEEN THE COUNTER AND THE BAYS

08:00	The parts counter opens with a float; the service calendar shows four bookings.
08:45	A filter and oil sell over the counter to a walk-in, paid by card.
09:30	Bay two issues the same filter to a work order; the shelf figure drops once, not twice.
11:15	A battery is sold by serial; the number prints on the slip for the warranty.
14:00	A fleet customer orders twelve filters on account — raised in Sales, same stock.
17:30	A wrong part comes back; the return restocks it and issues a credit note.

18:00 Close the counter: blind count, Z report, and the day is in the ledger.

WHAT THE BOOKS GET

A 560.00 counter sale of parts with 15% VAT, trade price list applied, paid in cash:

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Dr  Cash drawer                      644.00
    Cr  Parts sales                           560.00
    Cr  VAT output                             84.00
Stock   1 filter, 4 L oil  (location: Parts counter)
        1 battery  serial BAT-5521-99  printed on the slip
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SPECIFICATION

Automotive	Vehicle inventory, reservations and test drives; work orders with labour and parts; service calendar; showroom reports — all on the same catalogue, stock and ledger as the parts counter
Parts counter	Price lists with quantity breaks for trade; serial and batch tracking; returns that restock the exact unit; transfers between counter and workshop store
Devices	Windows, macOS and Linux desktop app; iPad and Android tablet; phone; any browser, installable as a web app
Printing	ESC/POS thermal printers over the network, or USB / serial / Bluetooth through the computer's print queue; 58 mm and 80 mm; cash drawer opens on cash sales
Tenders	Cash, card, bank transfer, gift card, store credit, loyalty points and **on account** (the balance stays on the customer's receivable); mada in Saudi Arabia, UPI with a scan-to-pay QR in India; split across any number, each banked to the account you choose
Cash control	Shifts per counter with a counted float, cash in / out with reasons, blind count at close, X and Z reports, variance, cashier PIN switch, audited drawer opens
Offline	Every sale, return and cash movement queues on the device and posts exactly once when the connection returns
Compliance	ZATCA Phase 1 QR and Phase 2 clearance (Saudi Arabia), GSTIN with HSN/SAC and a UPI QR (India), TRN (UAE), plain receipts elsewhere
New	Warranty by serial with claims; trade-ins and cores into stock; garage accounts paid at the counter

NEW AT THIS COUNTER

What the parts counter now has:

- **Warranty by serial.** A battery or an alternator comes back: look the serial up, see the sale and the cover, and log the claim.
- **Trade-ins and cores.** An old unit handed in pays part of the bill and goes into stock at the agreed value, with its serial.
- **Garage accounts settle at the counter**, oldest invoices first.

Integrations on request: VIN and parts-catalogue lookup, manufacturer warranty portals, and card terminals from your country's acquirer (Geidea and mada in Saudi Arabia, Pine Labs and Razorpay in India, Stripe elsewhere).

THE WHOLE COUNTER

Everything above sits on one product. This is all of it, the same in every edition, whether or not your counter needs each part on day one.

SELLING

- Search by name, SKU or barcode; category chips; sort by best-selling or recently sold
- Variants on one card, with a picker; a variant barcode adds that variant directly
- USB and Bluetooth scanners with no setup; camera scanning in the mobile app
- Keyboard shortcuts: F2 search, F4 pay, F6 park, F8 returns, F9 exact cash
- Line and cart discounts, and price overrides, each behind its own permission
- Sold by the piece, kg, metre or litre; weight and price labels from scales
- Options with minimum and maximum choices, priced on the line
- Park a cart with a note and resume it on any counter
- A second screen for the customer; a self-checkout kiosk
- Full-screen register mode; phone and tablet layouts built for touch

PAYMENTS

- Cash with quick-amount chips, a keypad and exact cash; change worked out
- Card and bank transfer with a reference, banked to the account you choose
- Gift cards, store credit and loyalty points as tenders
- On account, within the customer's credit limit
- mada in Saudi Arabia; UPI with a scan-to-pay QR in India
- Split one bill across any number of tenders
- Tips to a liability, never revenue; a service charge by percentage
- Account payments at the counter, oldest invoice first
- Trade-ins and charge-to-room, where the counter uses them

RECEIPTS

- 58 mm and 80 mm thermal slips, printed as an image so every script prints as shown
- Auto-print, and the drawer opens on cash sales
- Email with the invoice PDF attached; WhatsApp with a link to it
- Reprint any sale from Transactions
- The receipt title, tax number and fiscal QR your country requires
- Serial, batch, expiry and HSN on the lines that need them

CUSTOMERS AND LOYALTY

- Walk-in by default; any customer from the address book in one search
- Customer groups, with their own promotions and price lists
- Price lists with quantity breaks, by group or by counter
- Promotions: percent off, amount off, fixed price, buy X get Y, N for X
- Schedules, days, hours, limits and coupon codes that say why they did not apply
- Points, tiers with multipliers, and punch cards that pay out as store credit
- Gift cards sold, reloaded and voided, booked as a liability

STOCK

- Each counter sells from its own location, with live on-hand on every card
- Low stock, out of stock, not stocked here and backorder, per product
- Serial numbers and batches with expiry, soonest-expiry first
- Returns put back the exact unit or batch that came back
- Recipes that take ingredients off the shelf, costed first-in-first-out
- Transfer stock between locations from the counter
- Price and product changes reach open counters without a reload

CASH AND TRUST

- Shifts per counter with a counted float
- Cash in and out with reasons; a mistake is voided with a reversing entry
- Blind count at close, X and Z reports, and the variance
- Every cashier is a real user; switch by PIN, lock the counter to step away
- Permissions checked by the database, not just the screen
- Voids, no-sale drawer opens and sign-ins recorded with a name

RETURNS

- Return any line or all of them, against the original sale
- Refund in cash, as a credit on the account, or as store credit
- A credit note every time, with its own number
- Returns work offline against the counter's own copy of the sale

TABLES AND KITCHEN

- Floors and tables with seats; table states: free, seated, not sent, bill printed
- Move or merge tables, or move some items onto another table's bill; the kitchen gets a slip
- Kitchen tickets per station, printed and on a kitchen screen, in rounds
- A kitchen log with time to plate, reprints and cancelled tickets
- Courses and seats; split by item or seat; print the bill before paying
- Comps with a reason, a daily limit per person, a manager PIN past it, and a report
- Guests order from the table by QR, from the categories you choose
- Pickup and delivery orders, with a delivery charge added for you
- Reservations and a waitlist; tips paid out to each server

OFFLINE

- Sales, returns, cash movements and shift open and close all work offline
- Everything queues on the device and posts exactly once when the line returns
- Anything the server refuses stays visible, with the reason, until someone acts

OVERSIGHT

- A live dashboard of every counter and outlet, refreshed every 15 seconds
- Sales by hour, tender mix and top items
- Attention flags at thresholds you set: variance, voids, refunds, discounts, no-sales
- Reconciliation: what the counters took against the ledger and the journal
- Reports for tips, comps and ingredient shortfalls

COMPLIANCE

- ZATCA Phase 1 QR and Phase 2 clearance in Saudi Arabia
- GSTIN with HSN/SAC in India; TRN in the UAE; VAT numbers elsewhere
- Age checks and prescriptions before the line goes on the bill
- A controlled-drug register, batch recalls and warranty checks by serial

DEVICES AND HARDWARE

- Desktop app for Windows, macOS and Linux
- iPad and Android tablets, and phones; or any browser, installable
- ESC/POS printers on the network, or USB, serial and Bluetooth through the computer
- Cash drawers on the printer's port; ticket printers per kitchen station

Screens from a demo workspace, "Cardamom Cafe & Store" in Kochi.

See it on your own counter

Start a free trial at **my.biza.app**, or ask for a walkthrough of a parts counter and a work order on the same stock. The guides are at **biza.app/docs**.