BIZA · POINT OF SALE

SUPERMARKET & GROCERY

Lanes, scales, and a drawer that reconciles

For **supermarkets, grocery stores and mini-markets** · September 2026

> Six lanes, four cashiers, a scale in produce, a promotion that started this morning, and one number at the end of the night that has to match the cash in the safe. Usually it nearly does — and nobody can say which lane the difference came from.

Here it can be said. Every lane has its own shift, every drawer its own count, and every discount its own line in the ledger.

Per lane

A shift, a float and a blind count for every counter

Weight or price

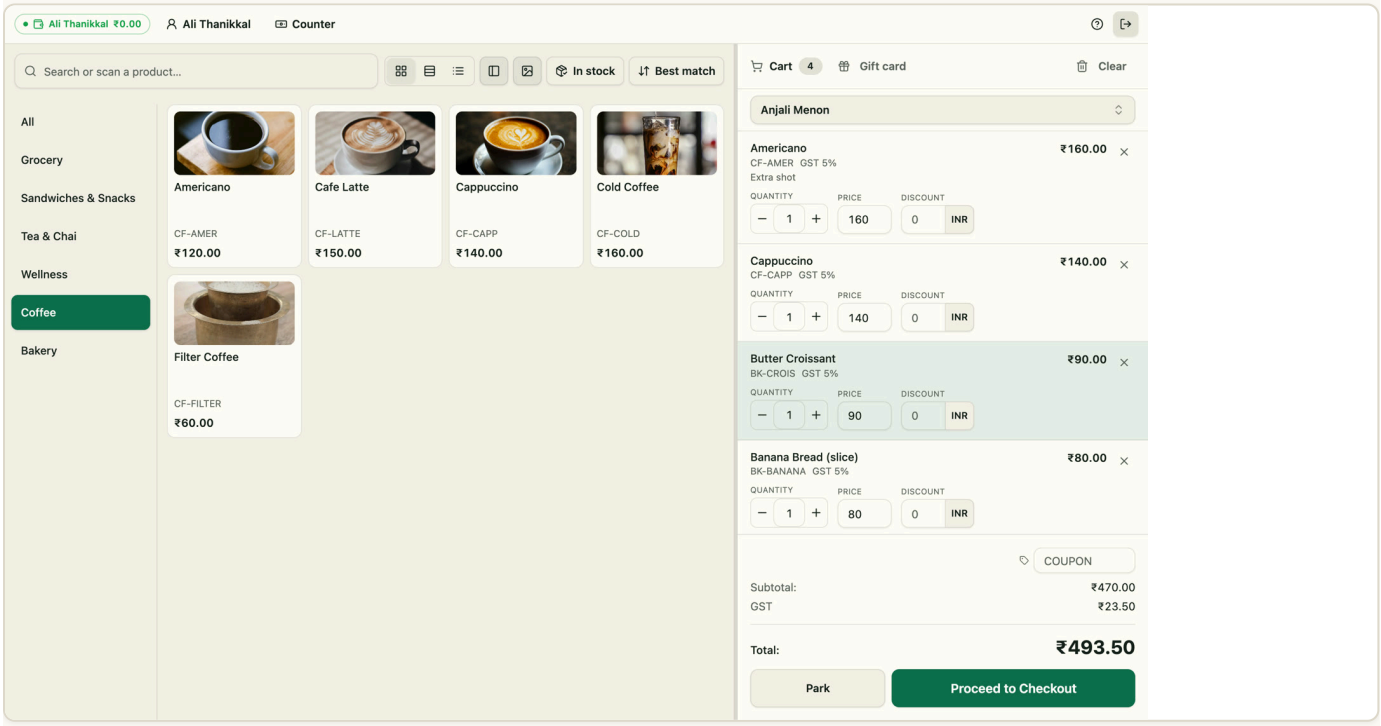
In-store scale labels decode into the right quantity

Flagged

Variance, voids, refunds and manual discounts scored per shift

Ties

Counter totals, the receivable ledger and the journal, side by side



The counter: a named regular, options priced on the line, GST worked out as the cart fills.

WHAT A GROCERY FLOOR NEEDS

01 Scale labels that the counter understands

The labels your weighing scales print — an in-store EAN-13 carrying the item code and either the weight or the price — are decoded into the right quantity at the counter. A price-embedded label sells the price divided by the shelf price in kilos, so the unit price on the receipt stays the shelf price.

- Configurable prefixes, item-code digits and decimals
- Unit price on the slip stays the shelf price
- Falls back to a normal barcode if the label is not ours
- Weight-embedded or price-embedded labels
- Works with any scale that prints EAN-13
- Unit-tested against real check digits

02 Promotions that run themselves, and cost a line

Multi-buys, bundles, percentage and amount discounts run automatically or behind a coupon code, limited by day, time window, customer group and usage. The counter applies them as the basket fills; the server re-runs the same engine and refuses a sale whose discount does not match.

- Buy X get Y, N for a fixed price, percentage or amount off
- Day-of-week and time windows for happy hours
- Posted to a discounts account — revenue stays gross
- Automatic or coupon-triggered
- Minimum basket, maximum discount, usage caps
- Re-validated server-side on every sale

03 Lanes, cashiers and the honesty of the drawer

Each lane is a counter with its own shift. Cashiers switch by PIN and are signed in as themselves, so every sale, void and drawer open carries a name. The close is a blind count — the expected figure stays hidden until the cash is counted.

- A float counted at open, cash in and out with reasons
- Voids, no-sales and price overrides on the audit trail
- X report any time, Z report at the close
- Blind count at close with the variance recorded
- Lock the screen without closing the drawer
- Manager dashboard across every lane, live

04 Dairy, meat and anything with a date on it

Products can be tracked by batch with an expiry: the counter offers the soonest-expiring batch first, highlights one inside the warning window and refuses an expired one unless

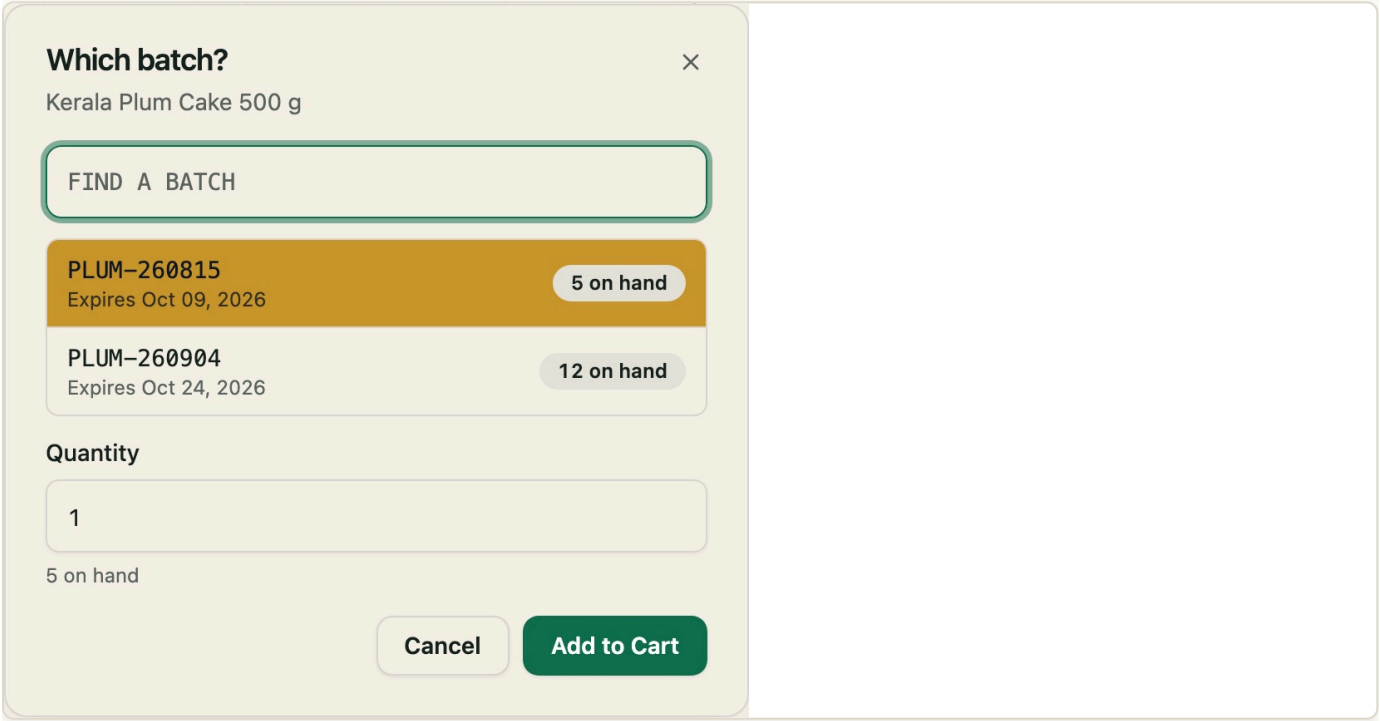
you allow it. A return brings the exact batch back to the shelf.

- Soonest expiry first, with days remaining shown
- Warning window you set, in days
- Expired batches refused by default
- Write-offs recorded against the batch
- Returns restock the exact batch
- Lot ledger per store location

05 The night manager sees the whole floor

The dashboard puts every lane side by side — sales, average basket, refunds, voids and no-sales, expected drawer, last sale, online or not — and flags the shifts worth a second look. A reconciliation tab shows what the counters reported, what the receivable ledger recorded and what the journal debited, per tender.

- Live across lanes and branches, every 15 seconds
- Sales by hour, tender mix and top items
- Attention flags with thresholds you set
- Counter, ledger and journal side by side
- Every drawer: float, expected, counted, variance
- Ask the assistant how a lane did today

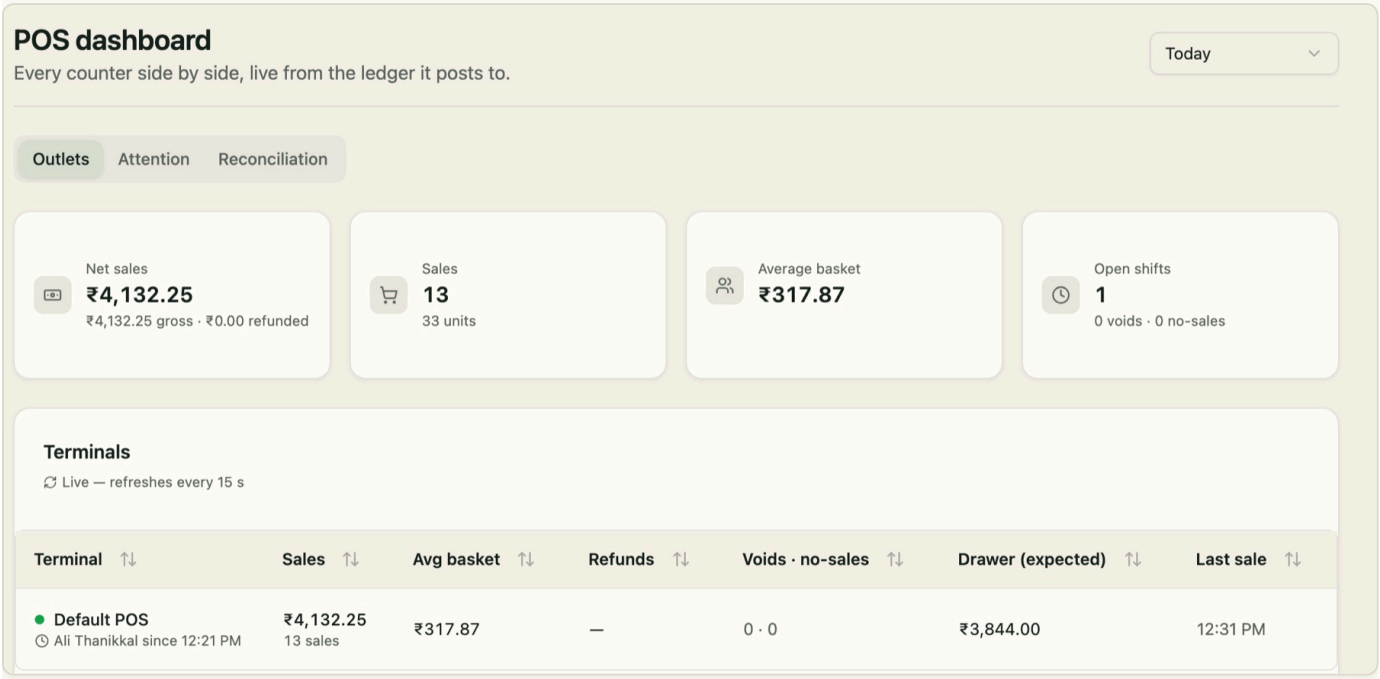


Batches offered soonest-to-expire first, with the days left on each.

A TRADING DAY

07:30	Four lanes open, each with its own counted float.
08:05	Produce is weighed; the scale label decodes to 0.840 kg at the shelf price.

11:00	The 3-for-10 promotion applies itself as the third pack goes into the basket.
14:40	A cashier goes on break; the next signs in by PIN on the same drawer.
17:20	Lane 3 opens the drawer without a sale. Reason recorded, manager sees the flag.
21:00	Each lane closes with a blind count. Two tie exactly; one is 2.50 short, and the shift says why.
21:15	The reconciliation tab shows counters, ledger and journal agreeing on every tender.



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

WHAT THE BOOKS GET

A 96.40 basket with 15% VAT, a 10.00 promotion and payment split 50 cash / 56.06 card:

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Dr  Cash drawer                      50.00
Dr  Bank — card acquirer             56.06
Dr  Sales discounts given            10.00
    Cr  Grocery sales                        105.00
    Cr  VAT output                            11.06
Stock   12 lines moved at the store's location; 2 dairy lines by batch
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SPECIFICATION

Grocery	Scale labels (weight or price embedded EAN-13); batch and expiry with FEFO; promotions and coupons; customer groups and price lists; self-checkout kiosk; multi-lane shifts and a live dashboard

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	Tiers and punch cards; ID checks at the lane and the kiosk; account payments at the counter; batch recall trace

NEW AT THIS COUNTER

What the lanes now have:

- **Loyalty tiers and punch cards** alongside points — a multiplier for your best customers, stamps on the lines you choose, rewards issued as store credit.
- **ID checks for tobacco and alcohol.** The cashier confirms before the line goes on the bill; the self-checkout lane calls a member of staff instead.
- **Account customers settle at the lane.** A monthly-credit household pays its balance at the counter, oldest invoices first, counted in the drawer.
- **Batch recall in one search** for anything sold by batch: every sale of it and how to reach the customers who bought it.

Integrations on request: a live link to your weighing scales, electronic shelf labels, 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 with your own catalogue, a scale label from your own printer and a real drawer. The POS guides are at **biza.app/docs**.