



Gestix POS — Quick User Guide

For cashiers working at a Store counter

Gestix 7.1

October 2026

Examples use the fictional Belga Coffee & Equipment demonstration company.

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About this guide

This guide shows cashiers how to sell at the counter with the Gestix Point of Sale (POS): finding articles, checking stock in other Stores, taking payment, and finding a sale again afterwards.

This guide describes the Gestix POS with POS Store mode switched on. The screenshots were taken on Gestix 7.0.06.

Who this guide is for

- **Cashiers:** working at a Store workstation.
- **Managers:** the few tasks a cashier cannot do alone are on [For managers — Stores and workstations](#).

How to use this guide

- **Short, task-based sections:** each section explains one task, with short numbered steps.
- **Labels:** button, field and message names are shown as they appear on screen, in **bold** or in "quotes".
- **Examples:** they come from a fictional coffee retailer, Belga Coffee & Equipment, with two Stores, Brussels (BRU) and Antwerp (ANT), and a Central Warehouse (CEN). Your Store codes, articles and prices will differ.

In this guide

Task	Page
Sign in and check which Store you are in	Getting started
Find an article and add it to the ticket	Finding and adding articles
Change a quantity, sell by weight, remove a line, discard a ticket	Quantities and editing the ticket
Sell to a named customer	Selecting a customer
Take cash or card	Cash and card payments
See whether another Store has an article	Checking stock in other Stores
Understand an out-of-stock message	When an article is out of stock
Find a sale again and print a copy	Finding and reprinting recent sales
Handle a customer return	Returns

Getting started

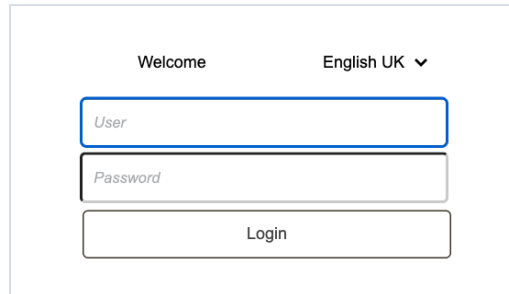
Sign in, open the POS and check that it shows your Store.

Before you start

- **Workstation:** your browser must already be bound to your Store's workstation. A manager does this once for each browser (see [For managers — Stores and workstations](#)).
- **Store access:** your sign-in works only at the workstations of the Stores your profile allows.

Signing in

1. Open Gestix in your workstation's browser.
2. In **Language**, choose "English UK".
3. Type your **User** and **Password**, then select **Login**.
4. If a "What's new" panel covers the screen, close it.
5. In the menu, under **Sales**, select **POS**. The POS sale screen opens.



Welcome English UK ▼

User

Password

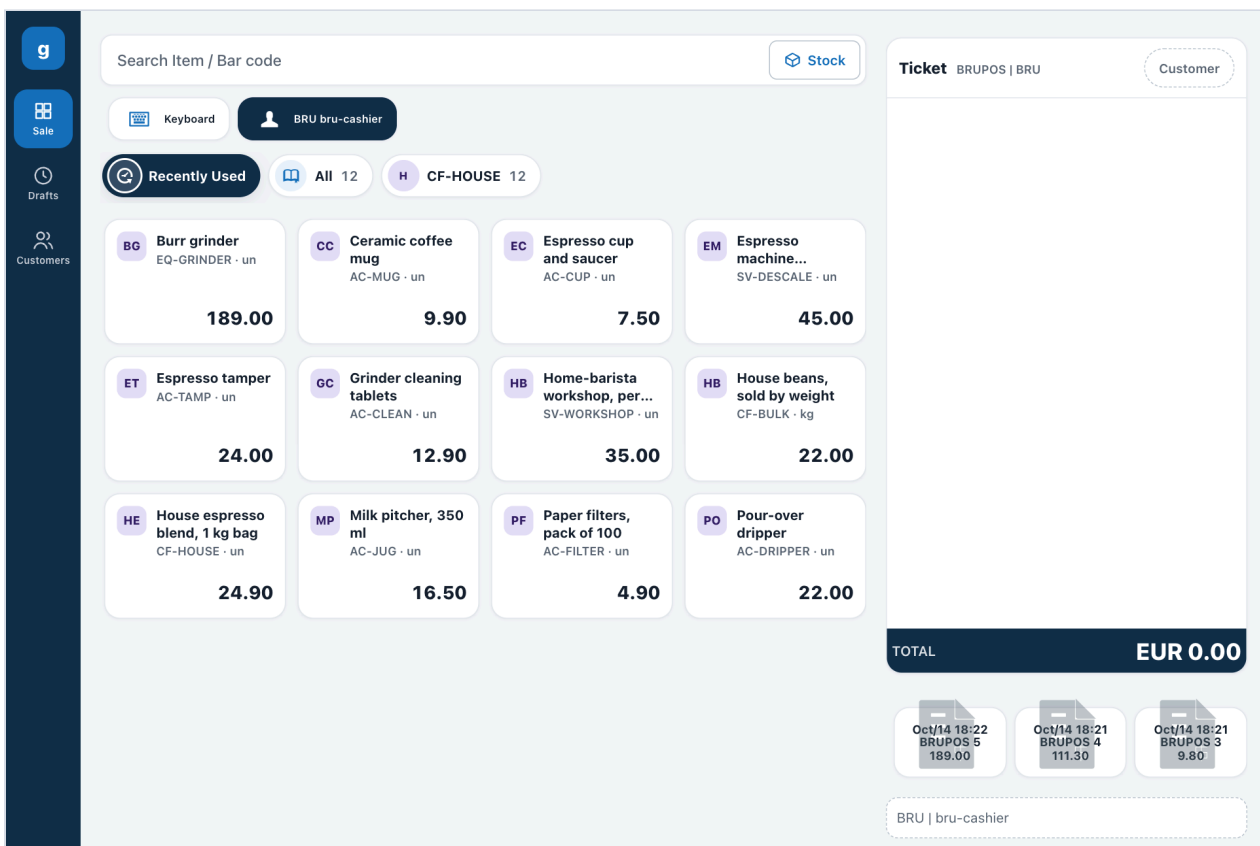
Login

Choose the language each time you sign in.

Checking which Store you are in

The workstation decides the Store, not the cashier. Before your first sale, check the top of the ticket:

- **Ticket BRUPOS | BRU:** the sales series (BRUPOS) and the Store (BRU).
- **Operator button:** next to **Keyboard**, it shows the Store and your login, for example "BRU bru-cashier".



Search Item / Bar code Stock

Keyboard BRU bru-cashier

Recently Used All 12 H CF-HOUSE 12

BG Burr grinder EQ-GRINDER · un 189.00	CC Ceramic coffee mug AC-MUG · un 9.90	EC Espresso cup and saucer AC-CUP · un 7.50	EM Espresso machine... SV-DESCALE · un 45.00
ET Espresso tamper AC-TAMP · un 24.00	GC Grinder cleaning tablets AC-CLEAN · un 12.90	HB Home-barista workshop, per... SV-WORKSHOP · un 35.00	HB House beans, sold by weight CF-BULK · kg 22.00
HE House espresso blend, 1 kg bag CF-HOUSE · un 24.90	MP Milk pitcher, 350 ml AC-JUG · un 16.50	PF Paper filters, pack of 100 AC-FILTER · un 4.90	PO Pour-over dripper AC-DRIPPER · un 22.00

Ticket BRUPOS | BRU Customer

TOTAL EUR 0.00

Oct/14 18:22 BRUPOS 5 189.00
Oct/14 18:21 BRUPOS 4 111.30
Oct/14 18:21 BRUPOS 3 9.80

BRU | bru-cashier

The sale screen: search field and Stock button at the top, article tiles in the middle, the ticket on the right.

A manager who may work in several Stores sees the header change with the workstation:



The same manager at the Brussels and Antwerp workstations.

If the POS does not open

You see	What it means	What to do
"POS Store configuration" and "ANT (Antwerp): Your privilege profile is not authorised for this Store"	You are at another Store's workstation	Use your own Store's workstation, or ask a manager
"POS Store configuration" and "This device is not bound to a POS workstation"	This browser is not bound to a workstation	Ask a manager to bind it

Both pages have a **Log out** link.

Finding and adding articles

Add an article to the ticket by tapping its tile, or by scanning or typing its code.

Tapping a tile

1. Choose a group above the tiles: **Recently Used**, **All**, or a family.
2. Tap the article's tile. It is added to the ticket as a new line.

Each tile shows the description, the article code, the unit (for example "un" or "kg") and the price.

Note

If your company does not allow negative inventory, articles with no stock in your Store are not shown as tiles. Services are always shown. See [When an article is out of stock](#).

Scanning or typing a code

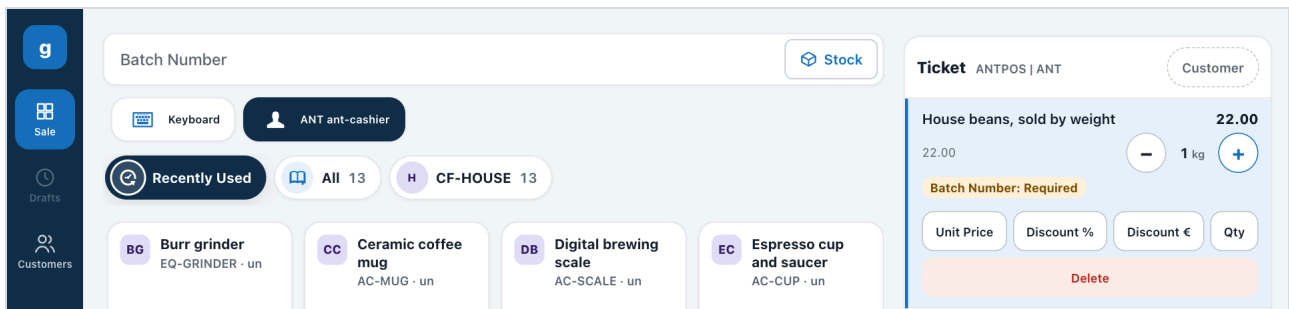
1. Scan the barcode, or tap the **Search Item / Bar code** field and type the article code or barcode.
2. Press **Enter** if you typed it. The article is added to the ticket.

Typing part of a description filters the tiles, so you can tap the article you want. Articles with no stock in your Store can still be found this way; what happens next depends on your company's stock setting (see [When an article is out of stock](#)).

Articles with a lot (batch) number

Some articles, such as coffee sold by weight, are tracked by lot.

1. Add the article. The line shows "Batch Number: Required", and the search field shows "Batch Number".
2. Scan or type the lot number in the search field and press **Enter**.

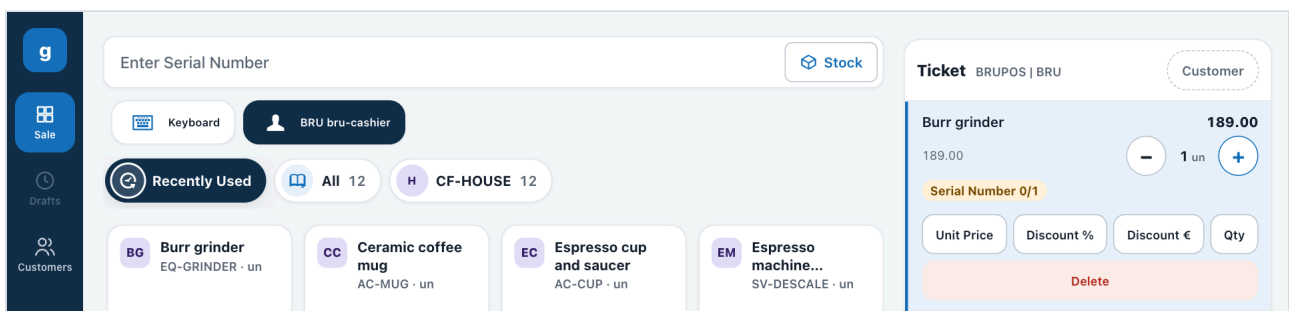


CF-BULK added at Antwerp: the line waits for its batch number.

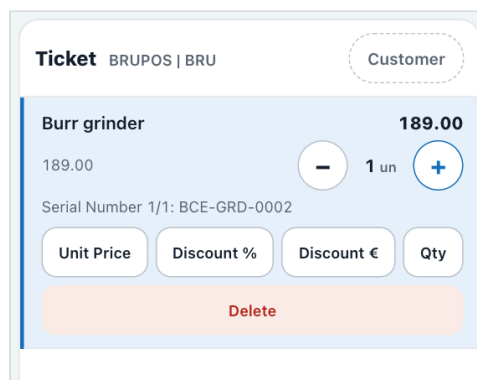
Articles with a serial number

Equipment such as a grinder is tracked by serial number.

1. Add the article. The line shows "Serial Number 0/1", and the search field shows "Enter Serial Number".
2. Scan or type the serial number in the search field and press **Enter**. The line shows the number, for example "Serial Number 1/1: BCE-GRD-0002".



A burr grinder waiting for its serial number.



The same line after the serial number was scanned.

Warning

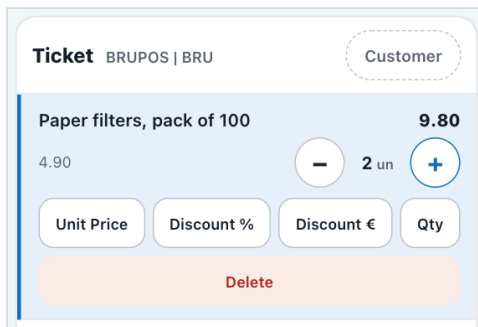
You cannot complete the payment while a line still needs its lot or serial number.

Quantities and editing the ticket

Change the quantity of a line, sell by weight, change a price or give a discount, remove a line, put a ticket aside, or discard the whole ticket.

Selecting a line

Tap a line to select it. The selected line is highlighted and shows its actions: **Unit Price**, **Discount %**, **Discount €**, **Qty** and **Delete**. A newly added line is already selected.



Paper filters at quantity 2, with the line's actions.

Changing a quantity

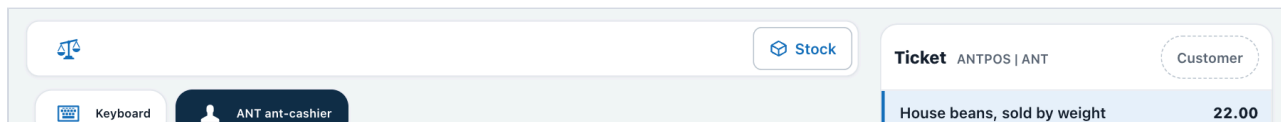
- Tap + to add one.
- Tap – to remove one. At quantity 1, – asks whether to delete the line.

If your company does not allow negative inventory, the ticket cannot hold more of an article than your Store has in stock: a larger quantity is refused with a "Short item stock" message.

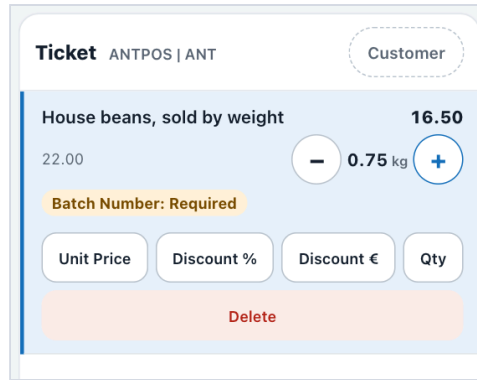
Selling by weight

1. Add the article, for example CF-BULK, sold by the kg.
2. On its line, tap **Qty**. The search field shows a scale icon.
3. Type the weight, for example 0.75, and press **Enter**.

The line shows the weight and the price for that weight, for example "0.75 kg", 16.50. Weights have two decimals.



After Qty, the search field waits for the weight.



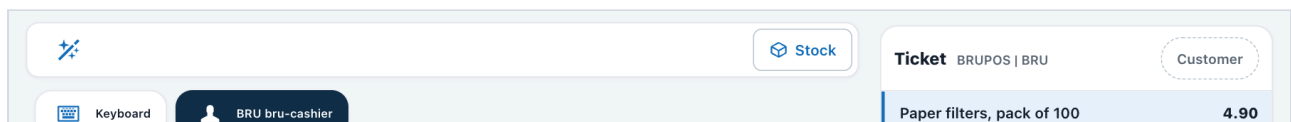
The line at 0.75 kg. It still needs its batch number.

Changing the price or giving a discount

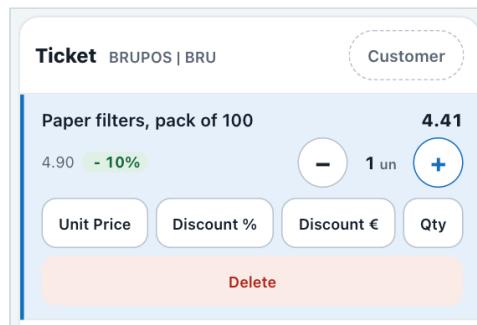
Use these only when your Store allows it.

1. Select the line.
2. Tap **Unit Price**, **Discount %** or **Discount €**. The search field shows an icon for that action.
3. Type the new unit price, the percentage or the amount, and press **Enter**.

The line shows the original price with the discount, and the new amount. To leave without changing anything, tap the same button again.



After Discount %, the search field waits for the percentage.



Paper filters with 10% off: "4.90 - 10%", now 4.41.

Entering 0 does not remove a discount or reset the price. To remove a discount, delete the line and add the article again.

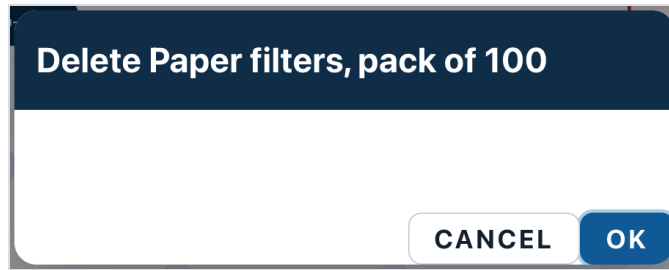
Limits set on the article

Maximum Discount: if the article has one, a larger discount percentage is refused.

Minimum Margin: if the article has one and the company uses **Minimum Margin Control**, a price that leaves too little margin is refused or shows a warning, depending on that setting.

Removing a line

1. Select the line.
2. Tap **Delete**.
3. Confirm with **OK**. **Cancel** keeps the line.

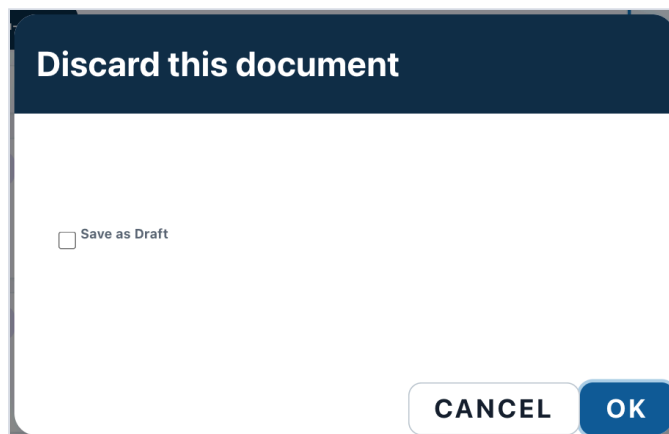


Putting a ticket aside

Tap **Save as Draft**, below the ticket. The ticket is cleared, and the saved ticket is listed under **Drafts** in the side rail, where you can open it again.

Discarding the whole ticket

1. Tap **Cancel**, below the ticket.
2. In "Discard this document", leave **Save as Draft** unticked.
3. Tap **OK**. The ticket is cleared. Nothing is sold and stock does not change.



Cancel and **Save as Draft** are below the ticket, above the payment buttons (see [Cash and card payments](#)).

Selecting a customer

Put a named customer on the ticket, for example when a business needs its VAT number on the invoice.

Sales without a customer

You do not have to select a customer. A ticket with no customer is a final consumer sale.

Selecting a named customer

1. In the ticket header, tap **Customer**. (You can also use **Customers** in the side rail.) The customer panel opens.
2. In the **Customer** field, type part of the name.
3. Tap **Search**.
4. Tap the customer's row.

The customer's name replaces **Customer** in the ticket header. You can select the customer before or after adding articles.

The interface shows a customer selection panel. At the top, there is a search bar labeled 'Customer' containing the text 'Atelier'. Below it is a table with the following columns: NAME, VAT ID, TELEPHONE / EMAIL, and POSTAL ADDRESS. The table contains one entry: 'Atelier Koffie Fictief BV' with VAT ID 'BE0000.000.196' and postal address 'Fictieve Laan 8, Antwerpen, 2000, BE'. To the right of the table are three buttons: 'Search' (blue), 'New Customer' (blue), and 'Cancel' (white with a grey border).

NAME	VAT ID	TELEPHONE / EMAIL	POSTAL ADDRESS
Atelier Koffie Fictief BV	BE0000.000.196		Fictieve Laan 8 Antwerpen 2000 BE

Searching for "Atelier": the list shows name, VAT ID, telephone or email, and postal address.

The ticket header shows the customer's name 'Atelier Koffie Fictief BE00...' in a blue pill-shaped button. Below the header is a list of items with their prices and quantities. Each item has a minus button, a quantity field, and a plus button. At the bottom of the list is a red 'Delete' button.

Item	Unit Price	Discount %	Discount €	Qty	Total
House espresso blend, 1 kg bag	24.90			2 un	49.80
Milk pitcher, 350 ml	16.50			1 un	16.50
Espresso machine descaling service	45.00			1 un	45.00

The customer's name in the ticket header.

The ticket footer shows a single VAT total, even when the ticket mixes VAT rates.

Creating a new customer

Search first: the customer may already exist.

1. In the customer panel, tap **New Customer**.
2. Type the customer's **NAME** and the other details you need, such as **VAT ID** for a business.
3. Tap **Save** to create the customer and put it on the ticket, or **Cancel** to close the form without creating one.

The New Customer form.

Gestix may use an existing customer with matching details instead of creating a new record.

Cash and card payments

Take payment in cash or by debit card and complete the sale.

The payment buttons

The payment buttons are below the ticket. They show the payment type names set up for your company. In the Belgian examples in this guide, the names are in French:

Button	Meaning
Argent	Cash
Carte Débit	Debit card

Below the ticket total: Cancel and Save as Draft, then Argent (cash) and Carte Débit (debit card).

Before you pay, check that no line still needs a lot or serial number (see [Finding and adding articles](#)).

Before COMPLETE SALE

Check the customer, articles, quantities and total before completing the sale.

Paying in cash

1. Tap **Argent**. The payment sheet opens with the **TOTAL**.
2. Under **TENDERED (EUR)**, type the amount the customer gives you, or tap one of the amounts shown.
3. Check the **CHANGE**.
4. Tap **COMPLETE SALE**.

Paying by debit card

1. Tap **Carte Débit**. The payment sheet opens with the **TOTAL**. There is no tendered amount.
2. Take the card payment.
3. Tap **COMPLETE SALE**.

The image displays two side-by-side screenshots of a payment interface. Both screens show a 'TOTAL' of EUR 9.90 at the top. The left screen is for 'Argent' (Cash) payment, showing a 'TENDERED (EUR)' of 20.00 and a 'CHANGE' of 10.10. The right screen is for 'Carte Débit' (Debit Card) payment, showing no tendered amount and a change of 0.00. Both screens have 'CANCEL' and 'COMPLETE SALE' buttons at the bottom.

Left: cash, EUR 9.90 to pay, 20.00 tendered, 10.10 change. Right: debit card, no tendered amount.

On the payment sheet

- **OPTIONS:** what is printed. **Invoice** is ticked by default.
- **CANCEL:** closes the sheet without selling. The ticket stays as it is.

Warning

COMPLETE SALE records the sale and updates stock. It cannot be undone at the POS. Returns are made in the back office (see [Returns](#)).

After the sale, the ticket is cleared for the next customer, and the sale appears among the recent sales at the bottom right of the screen (see [Finding and reprinting recent sales](#)).

Checking stock in other Stores

Use **Stock** to see how many units of an article are available in your Store, in the other Stores and in other locations such as the Central Warehouse.

Looking up stock

There are two ways. Tap **OK** (or press **Esc**) to close the **Stock** sheet.

Search first

1. In the **Search Item / Bar code** field, type an article code, barcode or description. Do not press **Enter**.
2. Tap **Stock**.
3. Read the availability in the **Stock** sheet.

A description can match several articles: the sheet then lists up to 20 of them. If there are more, it says "Refine the search to see more items".

Stock first

1. Tap **Stock**. The button is highlighted and the search field shows "Scan or tap an item".
2. Scan an article, type its code and press **Enter**, or tap an article tile.
3. Read the availability in the **Stock** sheet.

Stock mode ends after one lookup. To cancel it before then, tap **Stock** again or press **Esc**.

Reading the Stock sheet

Row or group	What it shows
Here	Your Store. Always shown; at 0 it is marked "Out of stock"
STORES	Other Stores that have the article
OTHER LOCATIONS	Warehouses that are not Stores, such as the Central Warehouse, when they have the article
Total	The sum of the rows shown

Stock

Digital brewing scale

AC-SCALE · 2032026000113

Add

BRU **Here**

BRU · Brussels Store

Out of stock 0 un

STORES

ANT

ANT · Antwerp Store

2 un

OTHER LOCATIONS

CEN

Central Warehouse

18 un

Total

20 un

OK

At Brussels: none here, 2 at Antwerp, 18 at the Central Warehouse, 20 in total.

Here follows the workstation. The same kind of lookup at Antwerp shows Antwerp as **Here**.

Stock

French press, 600 ml

AC-PRESS · 2032026000120

Add

BRU **Here**

BRU · Brussels Store

Out of stock 0 un

STORES

ANT

ANT · Antwerp Store

4 un

Total

4 un

OK

Stock

Espresso tamper

AC-TAMP · 2032026000106

Add

ANT **Here**

ANT · Antwerp Store

Out of stock 0 un

STORES

BRU

BRU · Brussels Store

5 un

OTHER LOCATIONS

CEN

Central Warehouse

10 un

Total

15 un

OK

Left: at Brussels, an article available only at another Store. Right: the same kind of lookup at Antwerp.

Adding the article from the Stock sheet

Tap **Add** next to an article to put it on the ticket. It follows the normal sales rules, as if you had scanned it: for example a lot or serial number may be required, and the stock setting applies (see [When an article is out of stock](#)). A discontinued article shows "Discontinued" instead of **Add**.

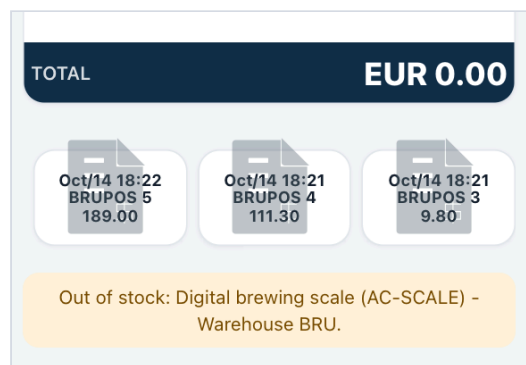
Looking up stock changes nothing.

When an article is out of stock

What the POS does with an article that has no stock in your Store depends on the company setting **Allow Negative Inventory on Sales**, which your administrator sets under **Admin › Settings**. Ask your manager which applies at your Store. The examples in this guide come from a company that does not allow negative inventory.

When negative inventory is not allowed

- **Browsing:** articles with no stock in your Store are not shown as tiles. Services are always shown.
- **Searching:** typing part of a description or code can still find them. They appear as tiles marked "Out of stock". Tapping one opens the Stock sheet instead of adding the article.
- **Scanning or typing the code:** the article is not added. A message below the ticket names the article and your Store's warehouse, for example "Out of stock: Digital brewing scale (AC-SCALE) - Warehouse BRU."
- **Quantities:** the ticket cannot hold more of an article than your Store has in stock. A larger quantity is refused with a "Short item stock" message.
- **Stock lookup:** the Stock sheet still shows where else the article is available.



The scale was scanned at Brussels, where there is none in stock: the ticket total stays at EUR 0.00.

When negative inventory is allowed

All articles are shown and can be sold, even if your Store's stock goes below zero. A tile shows the stock when it is zero or less.

Allowing negative inventory removes only the stock-quantity restriction. The article's other restrictions still apply: for example a lot or serial number may be required, and minimum quantities and price or discount limits are still checked.

What to do

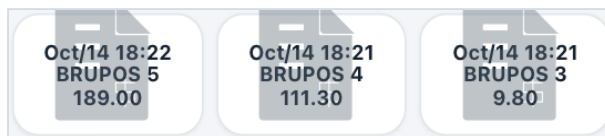
1. Check whether another Store or location has the article: see [Checking stock in other Stores](#).
2. Tell the customer where it is available, and follow your Store's procedure.

Finding and reprinting recent sales

Find a completed sale again, and print a copy for the customer.

On the POS: the last three sales

The bottom right of the empty sale screen shows your Store's three most recent sales. Each tile shows the date and time, the document number and the total.



The three most recent Brussels sales.

To print a copy:

1. Make sure the ticket is empty.
2. Tap the tile of the sale. A copy of that document is printed.

Each copy is counted on the document (**Print Count** in the back office).

In the back office: Recently Used

For older sales, use the Invoicing module:

1. In Gestix, outside the POS, open **Invoicing** (under **Sales**).
2. Under **Recently Used**, find the sale by series, date, customer and total.
3. Select the row. The document opens.
4. To print a copy, select **Print** in the toolbar.

Recently Used	
BRURET 14/10 ()	7.50
BRUPOS 14/10 Lena Willems (...)	189.00
BRUPOS 14/10 Atelier Koffie Fi...	111.30
BRUPOS 14/10 ()	9.80
BRUPOS 14/10 ()	7.50
BRUPOS 14/10 ()	9.90

Recently Used shows only your Store's documents.

Note

Use the search fields further down the Invoicing page to find a sale that is no longer in Recently Used.

Returns

Returns are handled in the back office by an authorised operator, not on the POS screen. If you do not have access, ask your supervisor.

The operator records a **Credit/Return** from the original sale.

Before you start

- Find the original sale, for example BRUPOS 3: see [Finding and reprinting recent sales](#).
- Agree with the customer what is returned and how the money is paid back.

Recording a return

1. In **Invoicing**, open the original sale.
2. In the toolbar, select **Credit/Return**. A new document opens in your Store's return series, marked "(Not saved)", with **Related Doc** set to the original sale and its lines copied.
3. Check the lines. If only some articles come back, remove or change the other lines with the icons at the start of each line.
4. In **Reason for Credit**, type why the articles are returned. This field is required: the document cannot be saved without it.
5. Check **Payment of Returns** (the amount paid back to the buyer) and choose the **Payment**, for example **Argent** (cash) or **Carte Débit** (debit card).
6. Select **Check** to recalculate the document.
7. Select **Save**, then confirm.



Credit/Return appears in the toolbar only while the sale still has something to return.

✓

+

Cancel

Check

Save

Customer

BRURET - POS Returns Brussels (Not saved)

Customer ID

customer ID

Q

☐ New

Seq Number

2

Name

Name

Date

14-10-2026

VAT ID

VAT ID

€

Your Ref Date

14-10-2026

Telephone

Telephone

Terms

Terms

Email

Email

Currency

EUR

Postal Address

Postal Address

Reference

Reference

City

City

PO Number

Your Ref

Zip Code

Zip Code

Related Doc

☒ BRUPOS 3

Country

Load

14-10-2026

Contact

Description

Description

Reason for Credit

Reason

Payment of Returns

Amount paid back to the buyer € 9.80

Warehouse

BRU

Shipping Charges

0.00

0

Gross Weight

0

Number of Packages

Number of Packages

Courier

Price List

Général

Item Code	Description	Qty	Un	Unit Price (VAT inclusive)	Disc (%)	VAT (%)	Amount
AC-FILTER	Paper filters, pack of 100	2	un	4.90		21	9.80

Article

Text

Général

Item Code

Description

0

Unit of Measur

0.00

0

0

Subtotal

9.80

Item Disc

Discount (EUR)

Discount (%) (%)

0

Net Amount

8.10

Base

8.10

VAT (%)

21

VAT Total

1.70

Total Amount (EUR)

9.80

Payment of Returns

9.80

Payment

Argent

Budget Heading

Notes/Comments

The supply of the goods mentioned above was made on this date (C.D. 2001/115/EEC)

Click the text to copy it into the Notes/Comments field

The supply of the goods mentioned above was made on this date (C.D. 2001/115/EEC)

The new Credit/Return: Related Doc, the copied line, Reason for Credit (still empty), Payment of Returns and Payment.

Warning

Save issues a numbered Credit/Return and puts the returned articles back into stock. Until you save, nothing is issued.

The result

The saved Credit/Return shows the original sale (**Related Doc** and **Originating Document**), the **Reason for Credit**, the returned lines and the refund. Once a sale has been fully returned, **Credit/Return** no longer appears on it.

For managers — Stores and workstations

What must be in place before cashiers can use the POS in a Store.

Stores

Admin > Stores lists each Store with its warehouse and its default POS sales and return series. The top of the page shows whether POS Store mode is on, and whether the Store-restricted profiles are synchronised.

Store	Description	Administrator	Warehouse	Default POS Sales Series	Default POS Return Series	Activate Site Logo	Invoice Logo
ANT	Antwerp	Manager	ANT (Antwerp Store)	POS Antwerp (ANTPOS)	POS Returns Antwerp (ANTRET)		
BRU	Brussels	Manager	BRU (Brussels Store)	POS Brussels (BRUPOS)	POS Returns Brussels (BRURET)		

POS Store mode is on; two Store-restricted profiles, "Synchronisation: Up to date".

Workstations

Admin › POS Workstation lists the workstations and their Stores. In the examples, each Store has one workstation.

Workstation	Store	Description
ANT-01	ANT (Antwerp)	Antwerp counter
BRU-01	BRU (Brussels)	Brussels counter

Binding a browser to a workstation

Each browser used at a counter is bound once to its workstation. Only an administrator can do this; cashiers cannot change the binding.

1. In the counter's browser, sign in as an administrator and open **POS**.
2. The page "POS Store configuration" says "This device is not bound to a POS workstation". Under "Bind this device to a POS workstation", select the workstation, for example "BRU Brussels - BRU-01 Brussels counter".
3. The POS opens with that Store's ticket header, for example "Ticket BRUPOS | BRU". Log out, so that the cashier can sign in.

The binding stays when users log out and sign in again.

Which Stores an operator may use

Store access is set in the operator's privilege profile, under **Admin › Roles/ Privileges**. Open the profile and use **Store access**: tick "Restricted to the Stores below" and tick the Stores. An operator whose profile does not allow a Store is refused at that Store's workstation (see [Getting started](#)).

Store access

☒ Restricted to the Stores below

- ☐ ANT Antwerp
- ☒ BRU Brussels

Synchronisation: Up to date

The Brussels Store profile, restricted to BRU.