Refresh OS

POINT OF SALE · ONBOARDING GUIDE

Your café, live in an afternoon.

Everything you need to go from a fresh RefreshOS account to a busy counter: setup, menu and recipes, the printer and cash drawer, a barista's day, and the owner's routine — with a screenshot for every step.

Version 1.0 · November 2026
Applies to RefreshOS POS on any laptop, tablet or till PC.

Help, any day
WhatsApp / phone +92 336 3232704 ·
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How to read this guide. Chapters 01–06 are for the owner, once. Chapter 07 is the one to print and keep by the till for baristas. Chapter 08 is the owner's day-to-day. Anything marked PRO is part of the Pro plan (and of every free trial).

01 Before you start

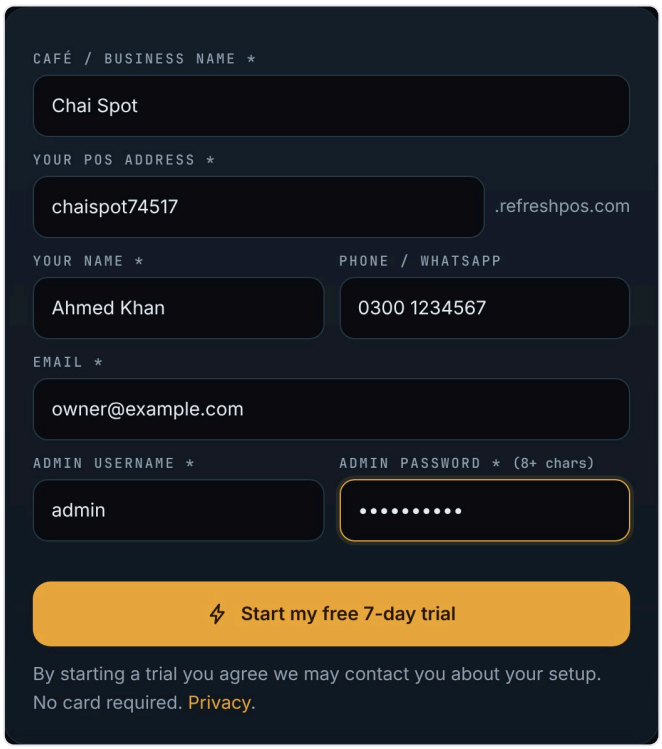
RefreshOS POS is a web app: nothing to install, and it keeps selling when the internet drops. Setting up a café takes 20–40 minutes if you have the following ready.

YOU NEED	DETAILS
A device for the till	Any laptop, Android tablet or Windows till PC with **Google Chrome**. A second device can be a second till — same address, same logins.
Receipt printer	An **80 mm thermal printer** (USB or network). The cash drawer plugs into the printer's drawer port (RJ11) and opens when a receipt prints.
Internet for setup	Setup, reports and the owner's dashboard need internet. The till itself keeps selling offline and syncs later.
Your menu	Categories, products, prices for Regular and (optionally) Large. An Excel template is provided if you prefer a spreadsheet.
Ingredients (optional at first)	Name, unit (g, kg, ml, L, pcs), stock in hand and cost per unit — this is what makes stock deduction and profit figures work.
Staff	Names and a 4-digit (or longer) PIN for each barista. Admins need a password of 8+ characters.
For receipts	Café name, phone, address, NTN if you print it, and a logo (PNG or JPG).

Keep the admin password private. Baristas sign in with their own PIN. The admin login opens the whole business: prices, stock, staff and reports.

02 Get your POS address

1. Open **refreshpos.com/pos** and scroll to **Start my free 7-day trial**. Enter your café name, the web address you want (letters and numbers), your name, phone, email, and choose the admin username and password.
2. Press the button. Your café is created in about a minute at **yourcafe.refreshpos.com** and the address is shown on screen and emailed to you.
3. On every till device, open that address in Chrome and bookmark it (Chrome menu → **Add to Home screen** on tablets, or **Create shortcut** on a PC) so it opens like an app.



The trial form. The web address becomes yourcafe.refreshpos.com.

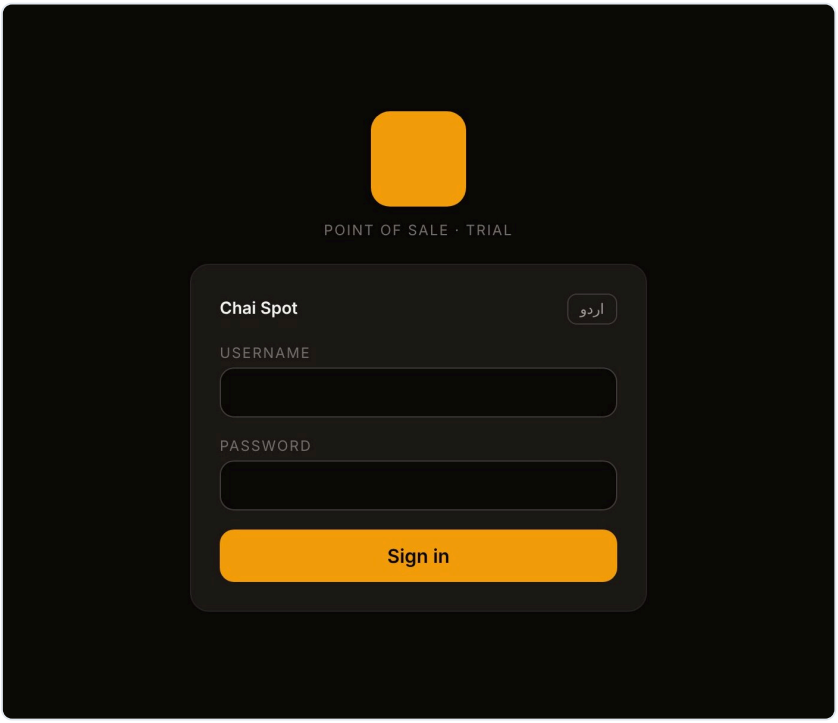


Done. Your POS address, ready to sign in.

> **Trial and plans.** Every feature is open for 7 days. After that the POS turns read-only (nothing is lost) until RefreshOS activates your plan — message us on WhatsApp and we switch it on the same day.

03 First sign-in and the setup wizard

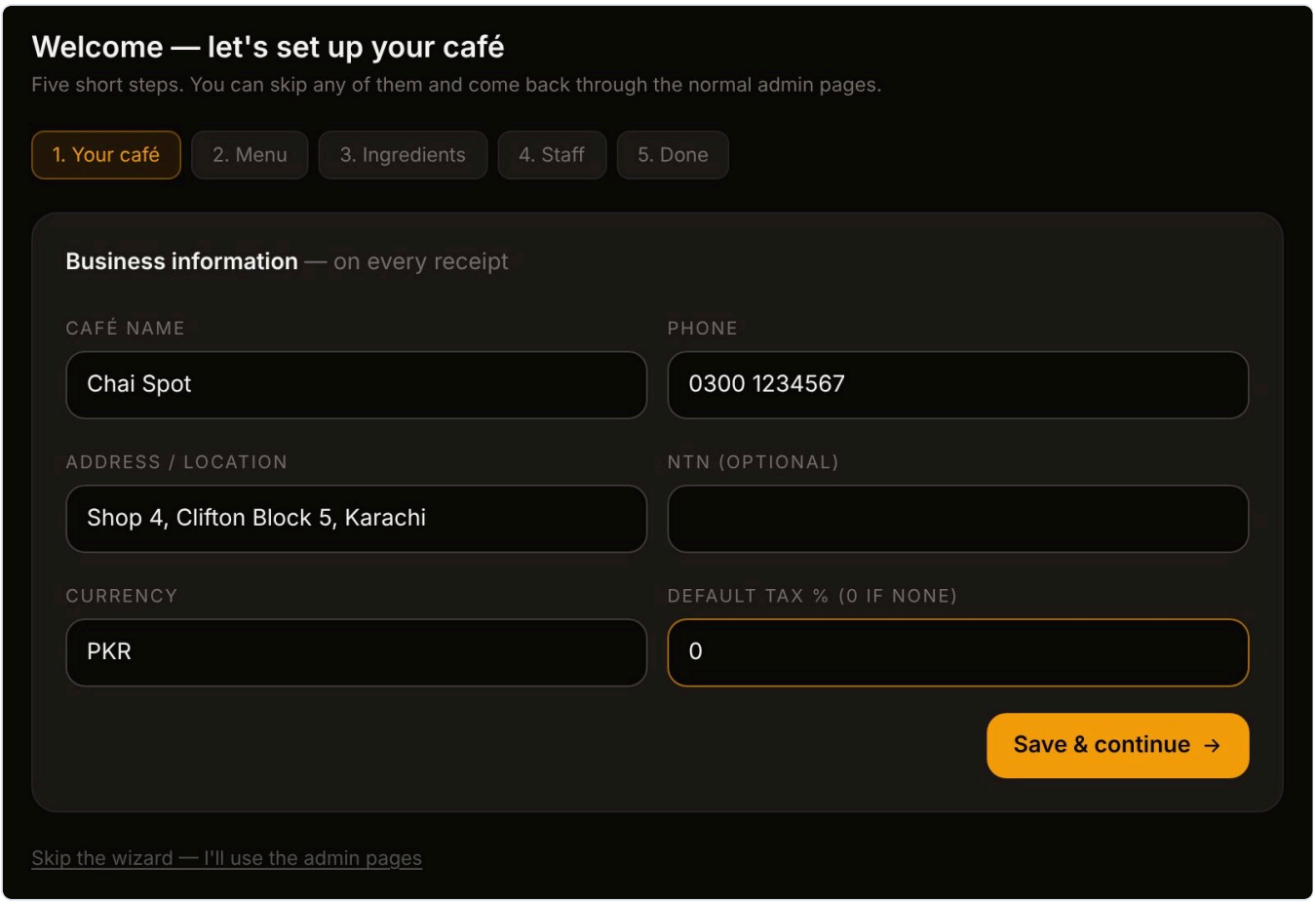
Sign in with the admin username and password you chose. A brand-new café lands on a five-step wizard; every step can be skipped and done later from the admin pages.



The sign-in screen. The EN / اردو button switches the till language.

Step 1 · Your café

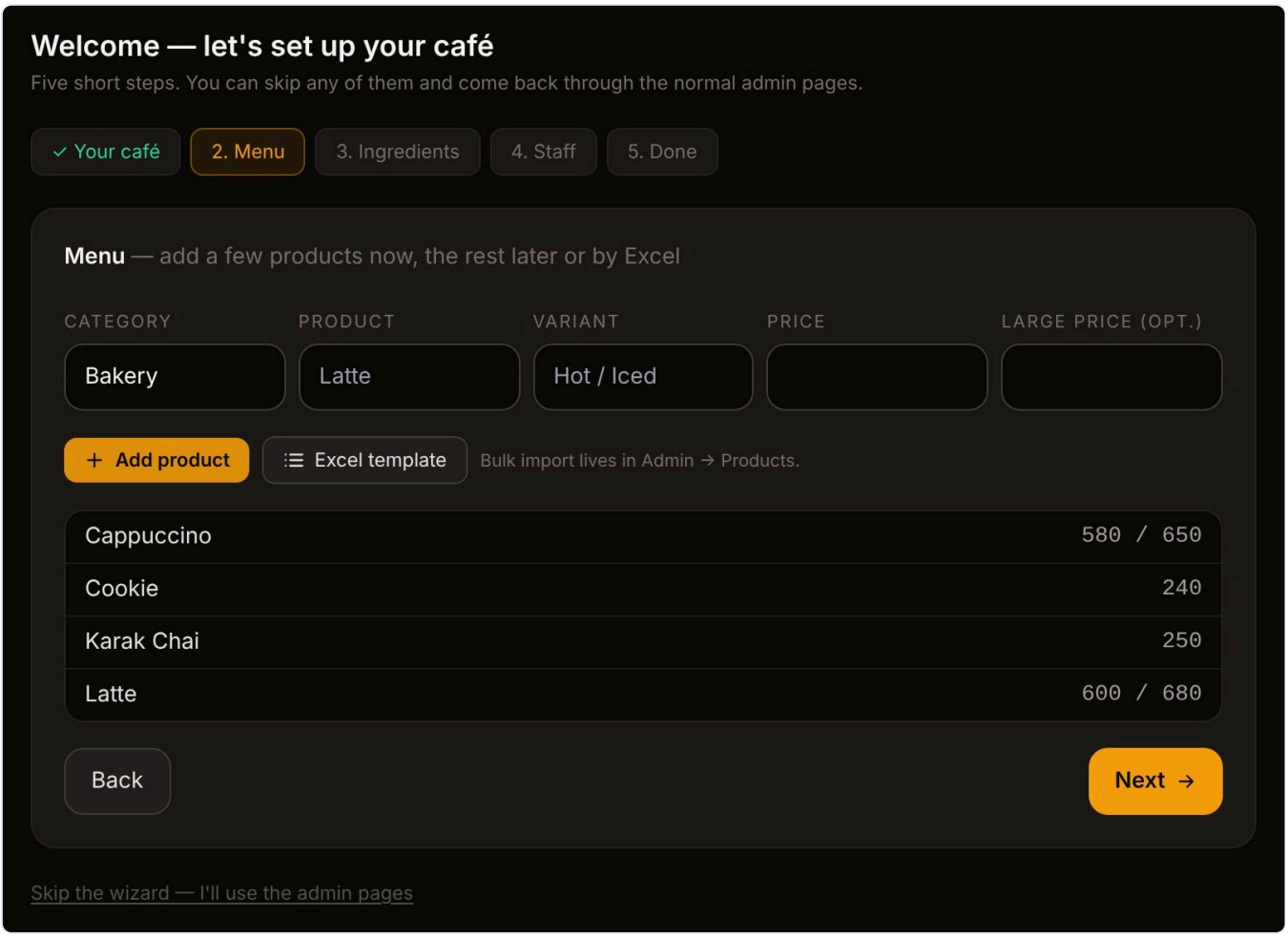
Café name, phone and address print on every receipt. **Default tax %** is applied to products you add in the wizard; use **0** if you do not charge tax. It can be changed per product later, and the tax mode (added on top vs. included in prices) lives in Settings.



Business information. Save & continue moves to the menu.

Step 2 · Menu

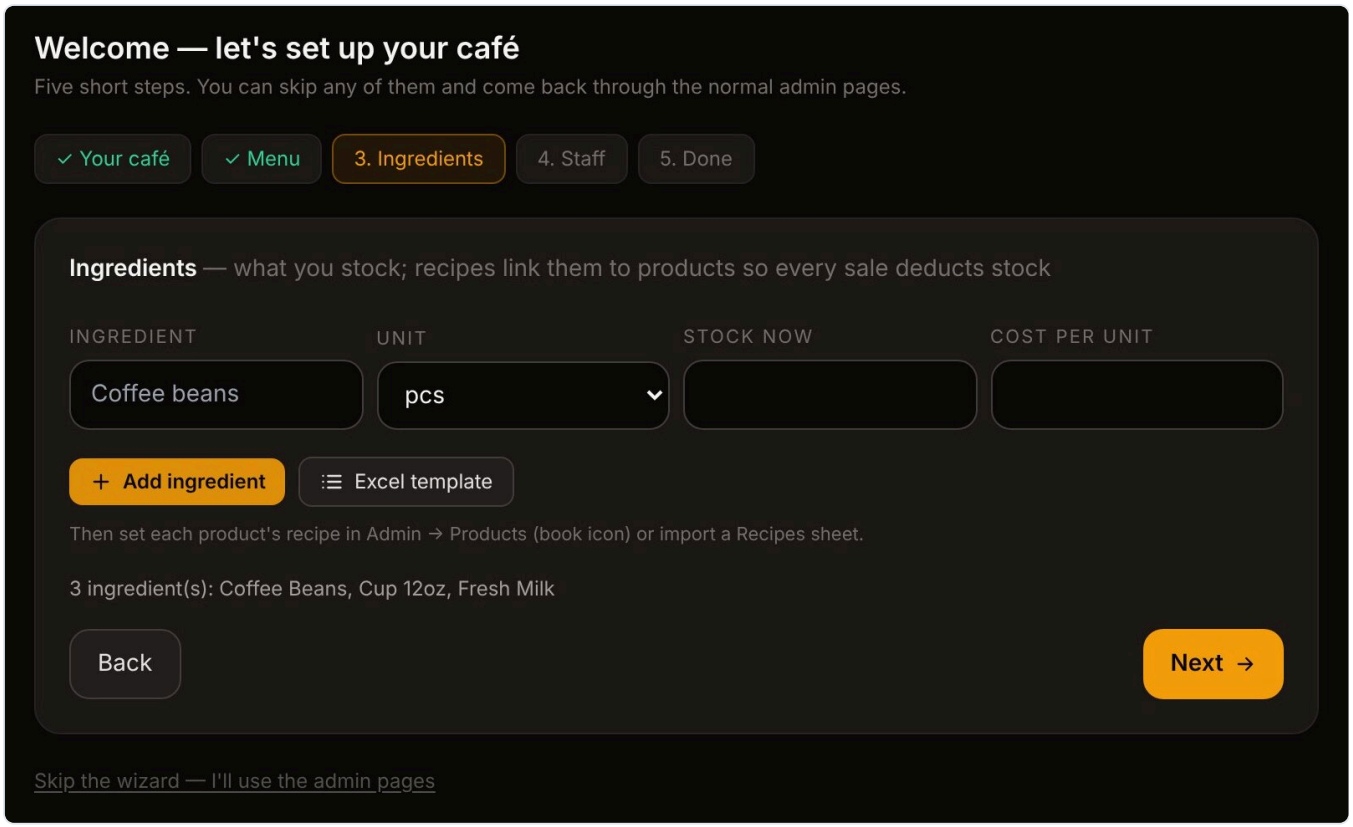
Type a category (new ones are created as you go), the product, an optional variant such as Hot or Iced, the Regular price and, if you sell two sizes, the Large price. Press `Enter` or **Add product**. For a long menu, download the Excel template here and import it later from Admin → Products.



Menu. Four products added; the list below confirms each one.

Step 3 · Ingredients

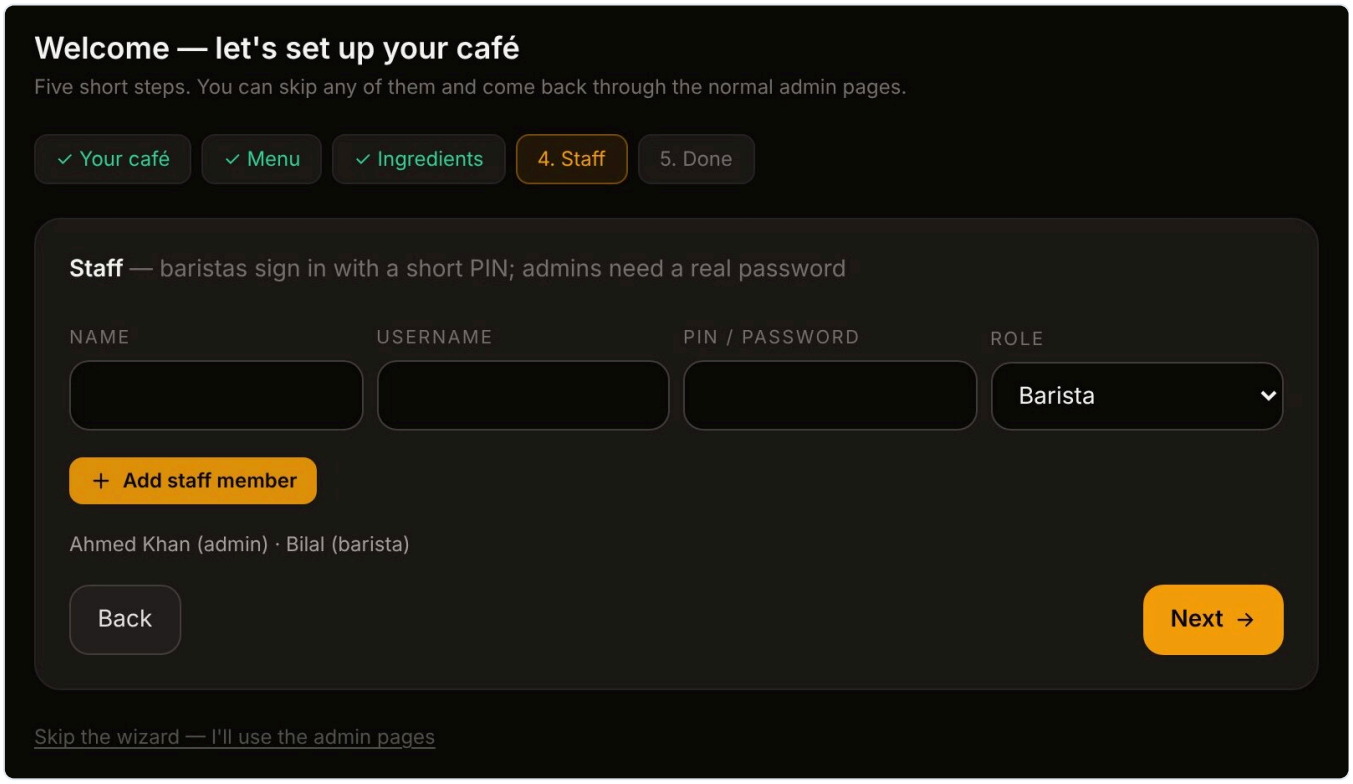
What you stock: beans in grams, milk in millilitres, cups in pieces. Enter the stock you have now and the cost per unit. Recipes (chapter 04) connect these to products so every sale deducts stock automatically.



Ingredients. Units can be changed later without losing data.

Step 4 · Staff

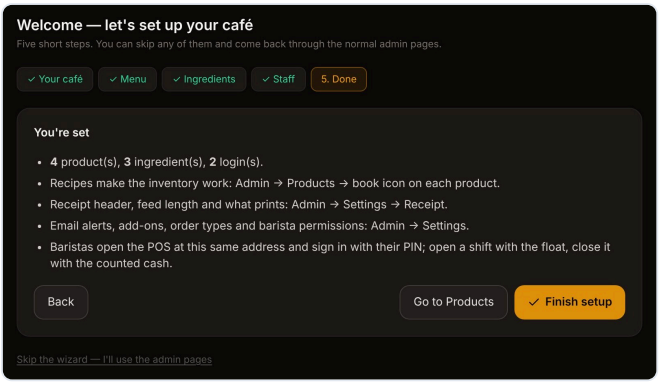
Add each barista with a username and a PIN (4+ characters). Admin accounts need an 8+ character password. You can add, disable or reset anyone later under Admin → Staff and Admin → Passwords.



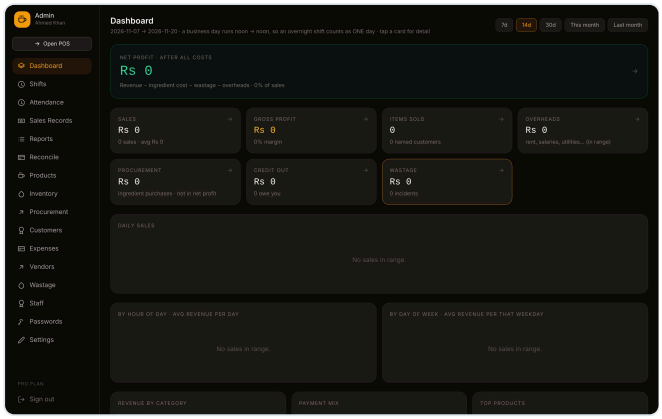
Staff. Baristas sign in with their PIN at the till.

Step 5 · Done

The summary lists what you created and where the remaining settings live. **Finish setup** opens the admin dashboard. The wizard only appears while the café has no products, so it will not come back once you have a menu.



Done. Everything else is in the admin pages.



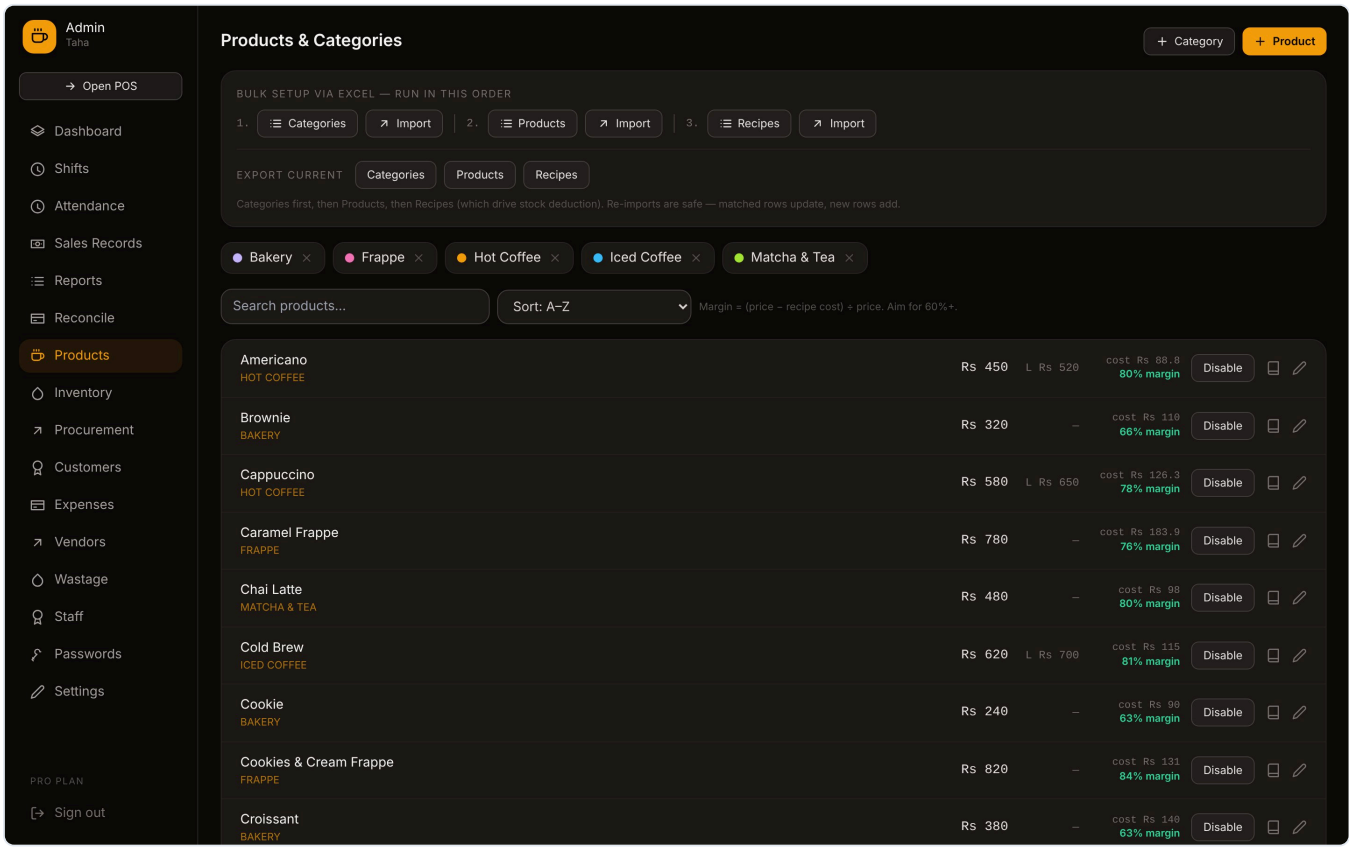
Your first dashboard — empty until the first sale.

04 Build the menu properly

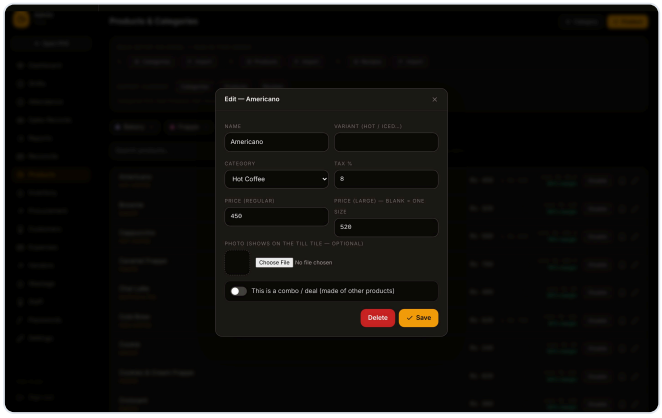
Admin → **Products** is the home of the menu. Three things make the POS pay for itself here: products with the right sizes, recipes so stock moves with every cup, and the beans and add-ons baristas pick at the till.

Products and categories

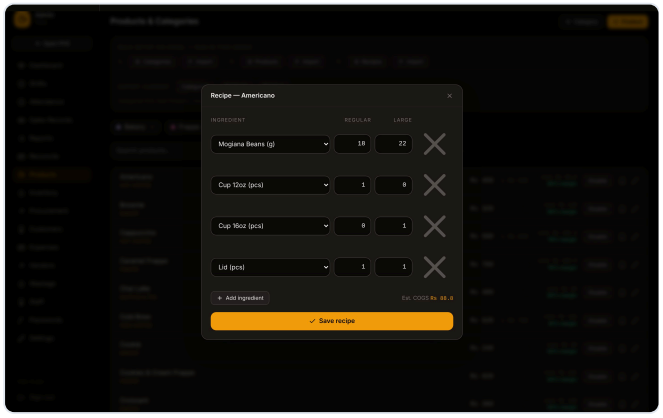
- **Categories** are the big tiles on the till; give each a colour. Baristas can reorder them with **Edit layout**.
- **Products**: name, variant (Hot / Iced…), category, tax %, Regular price and Large price (leave Large blank for one size). Add a **photo** for the tile if you like.
- **Combos**: a product made of other products (a breakfast deal) — its recipe is derived from the components.
- **Bulk setup**: Template → fill the sheet → Import, for categories, products, recipes and inventory. Existing RefreshOS v5 sheets import as-is.



Products. Import buttons at the top; book icon = recipe, pencil = edit.



Edit a product. Two prices, tax, photo, combo components.



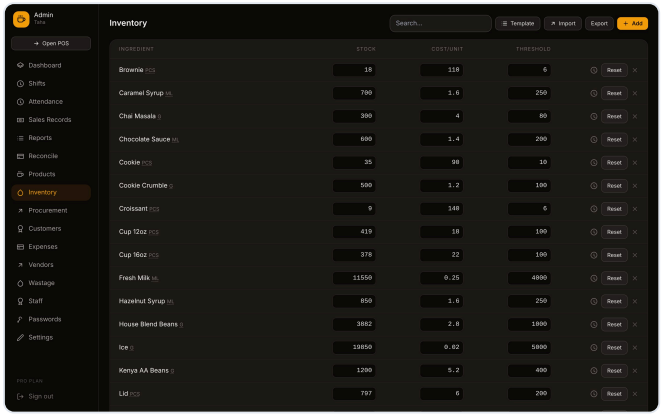
Recipe. Quantity per Regular and per Large — stock deducts per sale.

Recipes

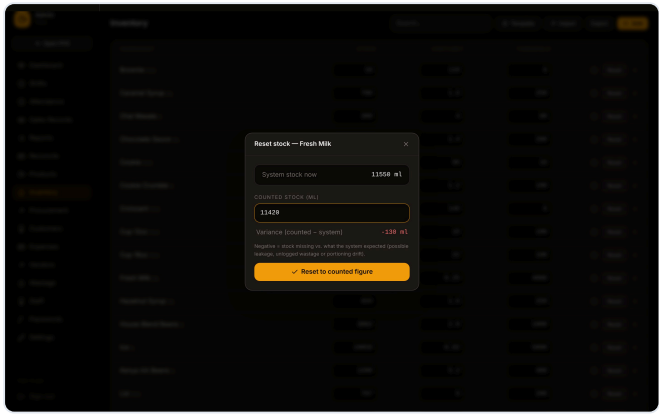
Click the book icon on a product and list its ingredients with the quantity used for a Regular and, if different, a Large. A 12 oz cup can be *0* for Regular and *1* for Large. From then on every sale deducts these amounts, and the dashboard can show gross profit after ingredient cost.

Inventory

Admin → **Inventory** shows every ingredient with stock, cost per unit and a low-stock threshold. Edit a number and click away to save. **Reset** is a stock-take: type what you physically counted and the variance against the system figure is shown before you save — negative means something left the shelf without a sale or a wastage entry.



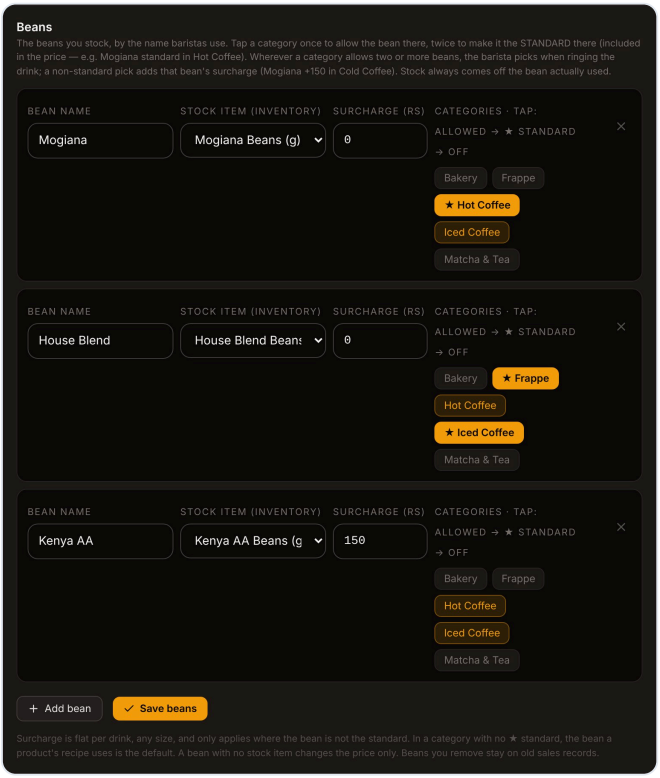
Inventory. Clock icon = movement history; the unit is clickable to convert.



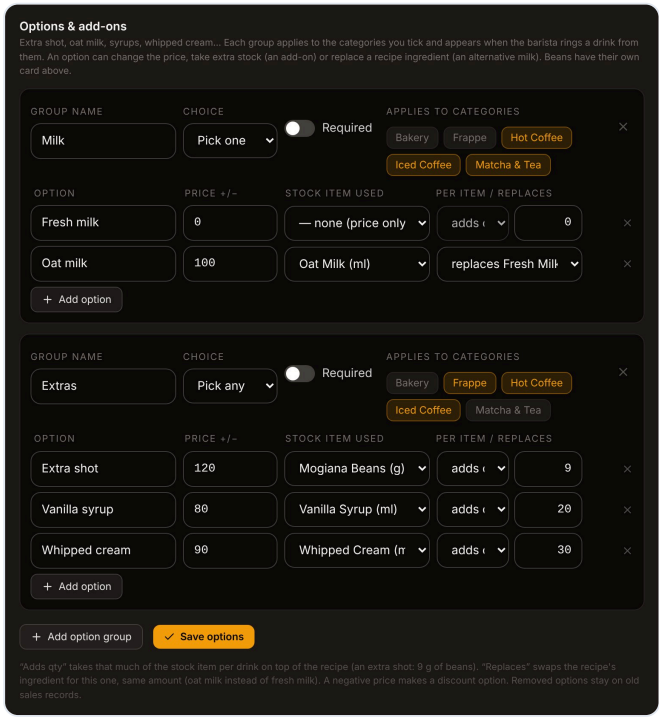
Stock-take. The variance is your leakage, shown on the spot.

Beans, sizes, options

- **Settings → Beans**: the beans you stock, each linked to its inventory item, with an optional surcharge. For each category tap once to *allow* the bean and again to make it the ★ **standard** (included in the price). Picking a different bean at the till charges the surcharge and deducts that bean's stock instead.
- **Settings → Sizes**: rename Regular / Large to whatever you print (Small / Large, 12 oz / 16 oz).
- **Settings → Options & add-ons** PRO: groups such as Milk (single choice) or Extras (pick any). Each option has a price change and either *adds* an ingredient quantity (extra shot: 9 g beans) or *swaps* a recipe ingredient (oat milk replaces fresh milk).



Beans with a standard per category.

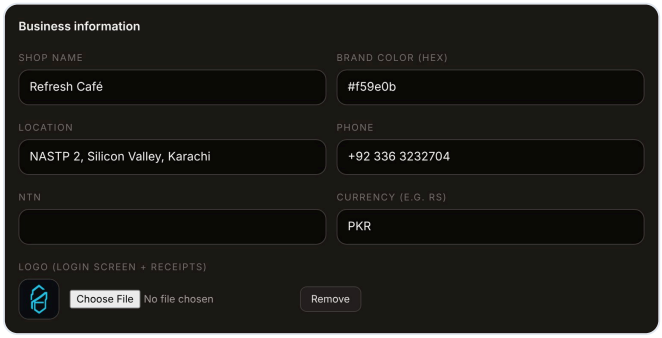


Options & add-ons.

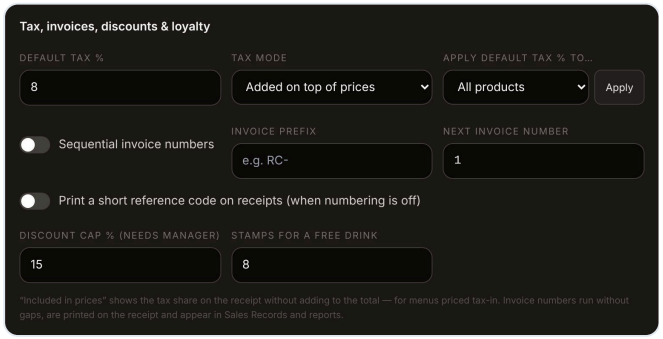
05 Settings checklist

Admin → **Settings** is one long page of cards. Go through it once in this order; most cafés are done in ten minutes.

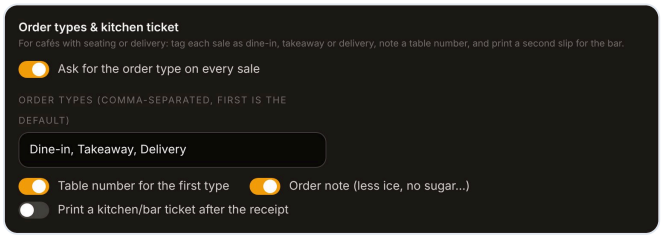
CARD	WHAT TO SET
Business information	Name, phone, address, NTN, currency and the logo that shows on the sign-in screen and receipts.
Tax, invoices, discounts & loyalty	**Tax mode**: exclusive (added on top) or inclusive (prices already contain it). Apply a default % to the whole menu or one category. **Invoice numbering** PRO with a prefix for corporate clients, or a short reference code on receipts. **Discount limit %**: above it an admin must approve at the till. **Loyalty threshold**: stamps for a free drink (default 8).
Sizes	The names of the two sizes.
Beans	See chapter 04.
Options & add-ons PRO	See chapter 04.
Order types & kitchen ticket PRO	Ask for Dine-in / Takeaway / Delivery on every sale (edit the list), a table number for the first type, an order note, and a kitchen or bar ticket printed after the receipt.
Barista permissions PRO	Which actions non-admins may do at the till: discounts, wastage, till expenses, khata settlement, credit sales, loyalty redemption, adding customers, viewing their sales, opening the till, editing the layout. Anything set to *admin* is hidden from baristas and refused by the server.
Email alerts PRO	Owner email(s) and the hour reports go out (7 am by default): the daily closing report, low-stock warnings, a Monday summary, month-end inventory in hand (CSV) and an instant email when a shift closes short of your threshold.
Happy hours	Name, start and end time, discount %, days, and which categories it applies to. The till applies it automatically.
Receipt	Language (English or Urdu), header and footer lines, paper feed after the cut, and whether the logo, cashier name, customer and tax line print.
WhatsApp nudges	The message templates used from Admin → Customers to nudge loyalty members and remind khata customers.
Shifts & staffing · Shop timings	Opening and closing times, the shift schedule, and the day cutoff — a business day runs noon to noon, so an overnight shift counts as one day in every report.



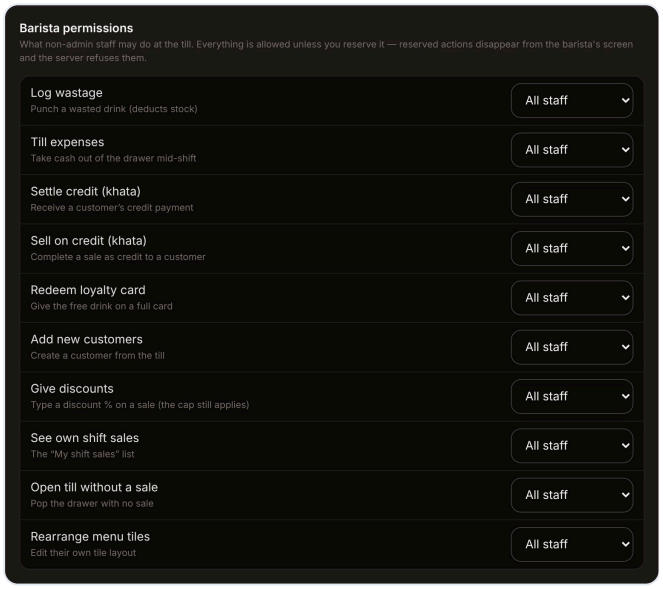
Business information.



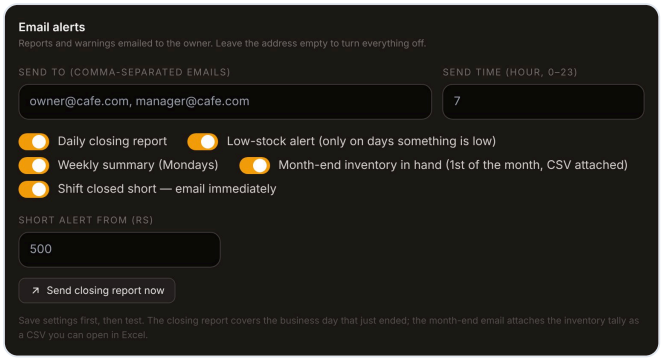
Tax, invoices, discounts & loyalty.



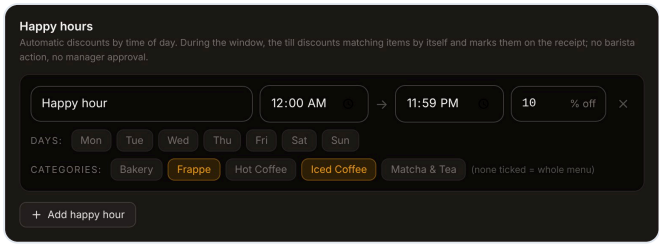
Order types & kitchen ticket.



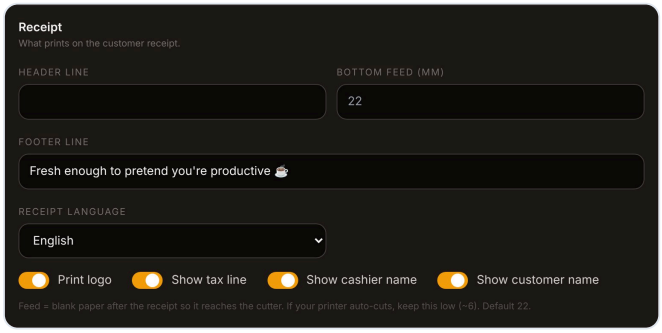
Barista permissions.



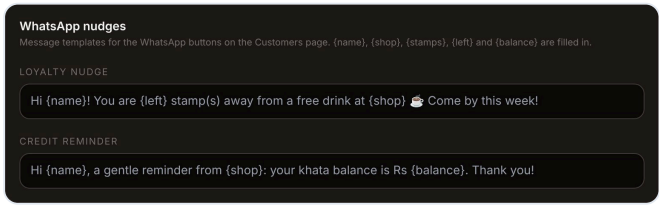
Email alerts.



Happy hours.



Receipt.



WhatsApp nudges.

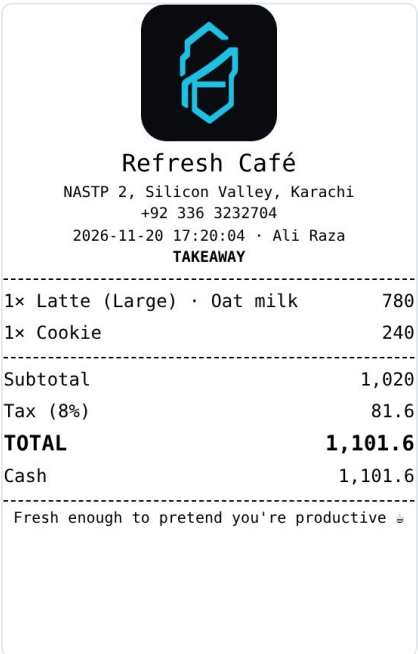
06 Printer and cash drawer

Receipts, kitchen tickets, X/Z reports and the drawer kick all go through the browser's print function to your default printer. Set it up once on each till device.

Windows PC or laptop

1. Install the printer's driver from its CD or website, connect it by USB and print a Windows test page.
2. In Windows **Printers & scanners**, set it as the **default printer**. In its **Printing preferences** choose the 80 mm paper size and, if the driver offers them, *Cut: after each page* and *Open cash drawer: before printing*.
3. Plug the cash drawer's RJ11 cable into the printer's drawer port. The drawer opens with every receipt and with the till's **Open till (no sale)** button.
4. Open the POS in Chrome and make a test sale. In the print dialog that appears, pick the receipt printer, set **Margins: None**, untick **Headers and footers**, and print. Chrome remembers these choices.
5. **Silent printing** (no dialog): right-click the Chrome shortcut you use for the till → Properties → in **Target**, add a space and `--kiosk-printing` after the closing quote → OK. Always open the POS from this shortcut; receipts now print instantly.
6. If the cut lands too close to the text, raise the **paper feed** in Settings → Receipt. Test with **Print X-report** inside Close shift — it prints without closing anything.

> **Android tablet.** Chrome on Android prints through a print service app supplied with most thermal printers (ESC/POS over USB, Bluetooth or Wi-Fi). Tell us the printer model and we will send the exact steps.



Refresh Café
NASTP 2, Silicon Valley, Karachi
+92 336 3232704
2026-11-20 17:20:04 · Ali Raza
TAKEAWAY

1× Latte (Large) · Oat milk	780
1× Cookie	240
Subtotal	1,020
Tax (8%)	81.6
TOTAL	**1,101.6**
Cash	1,101.6

Fresh enough to pretend you're productive ☕

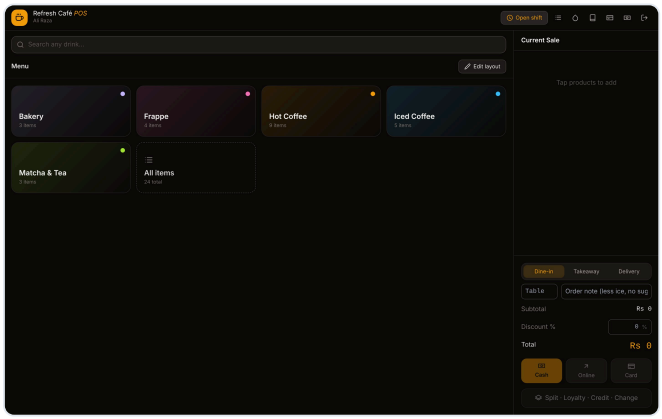
What prints. Logo, café details, time and cashier, order type, customer, each line with its options, totals and the footer line.

07 A barista's day

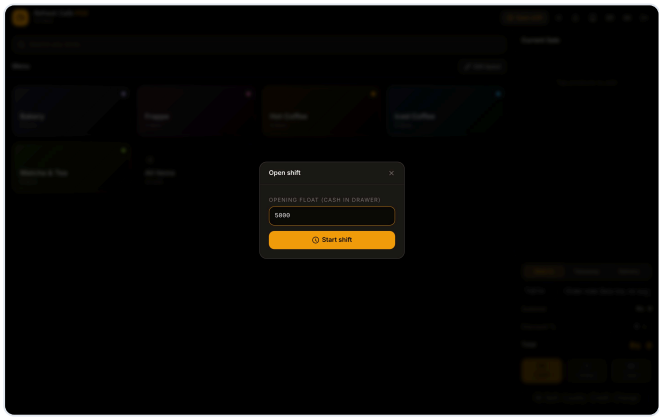
Print this chapter for the counter. The till is built for speed: tap a category, tap a drink, take the money. Everything else is one tap away in the header.

Sign in and open the shift

1. Open the café address in Chrome and sign in with your username and PIN.
2. Tap **Open shift** in the header, count the cash already in the drawer (the **float**) and enter it. Your attendance starts with the shift.



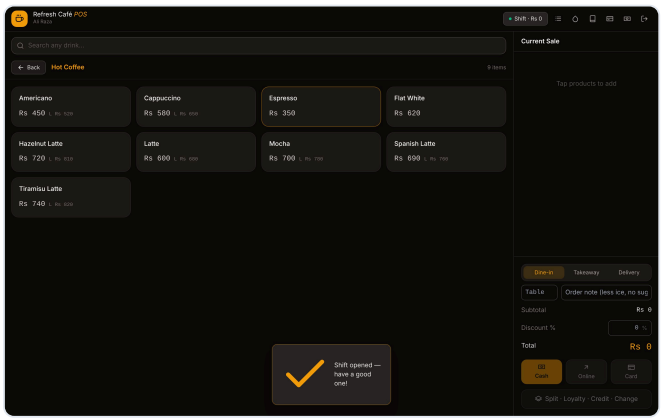
The till. Category tiles, search box, the current sale on the right.



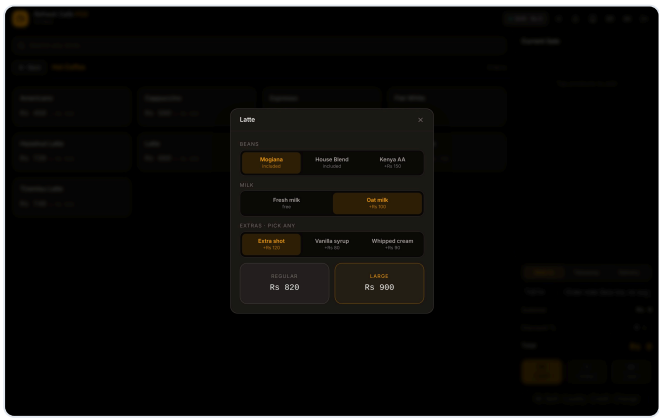
Open shift. The float is the drawer's starting point.

Take an order

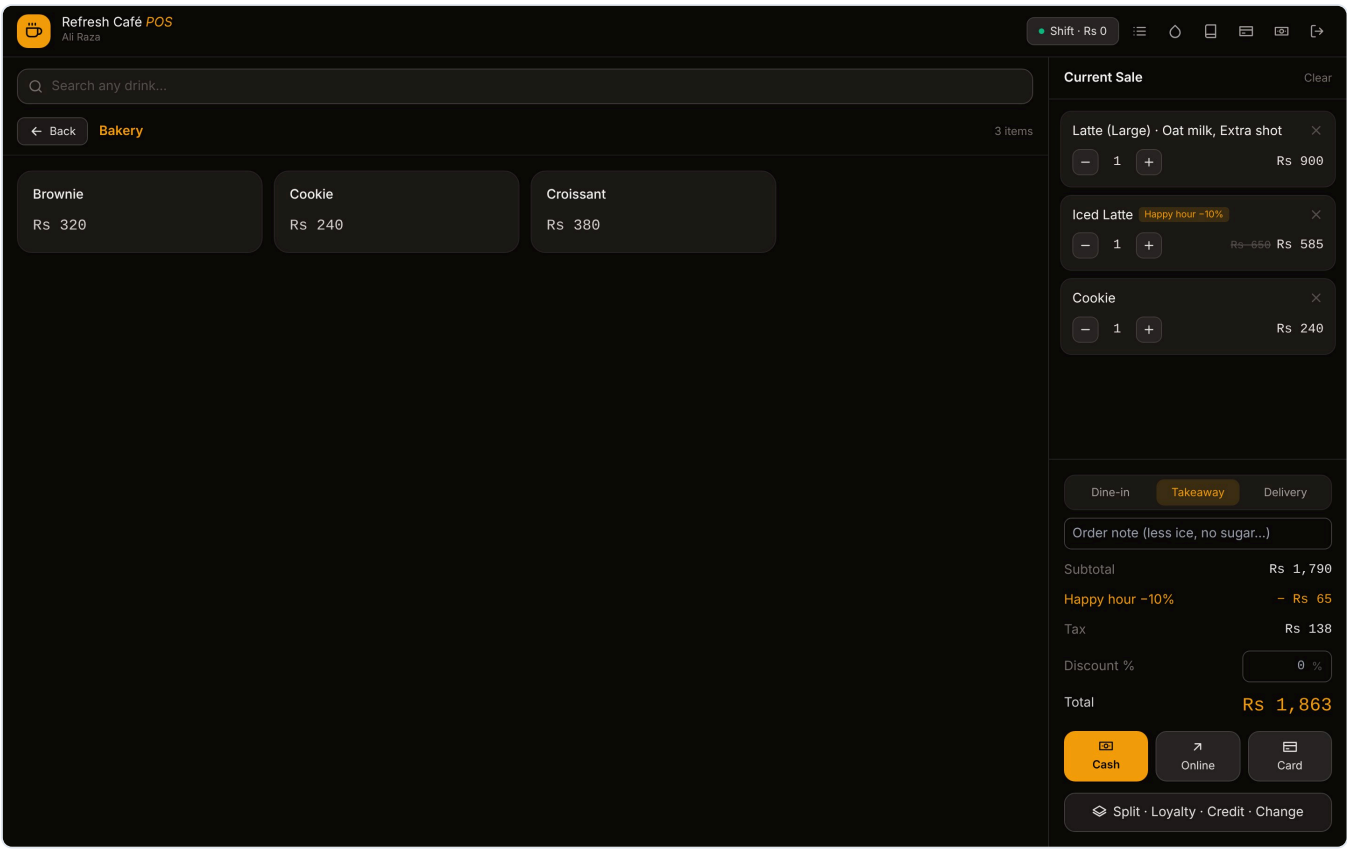
- Tap a **category**, then a **product**. Or type in the search box to find any drink.
- A product with two sizes, more than one bean, or add-ons opens a small picker: choose the bean, milk, extras and size. The price updates as you pick.
- In the sale panel use **+ / −** for quantity, **×** to remove a line, and **Clear** to start over. **Esc** returns to the home tiles.
- If the café uses order types, tap **Dine-in / Takeaway / Delivery**, add the table number or a note (less ice, no sugar).
- **Discount %** applies to the whole sale; above the café's limit the till asks for an admin password. Happy-hour discounts apply by themselves.



Inside a category. Both prices on the tile.



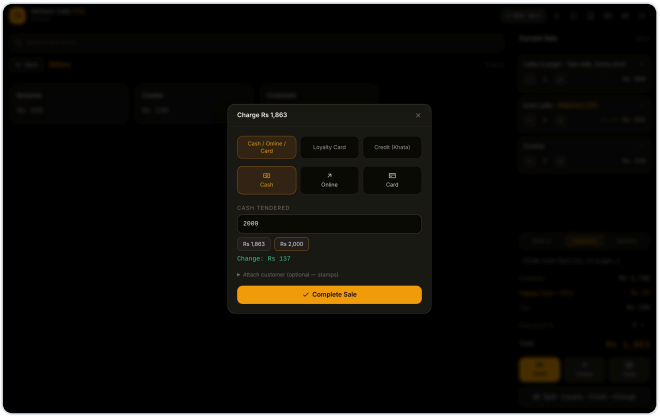
Beans, milk, extras, size. One picker, one tap per choice.



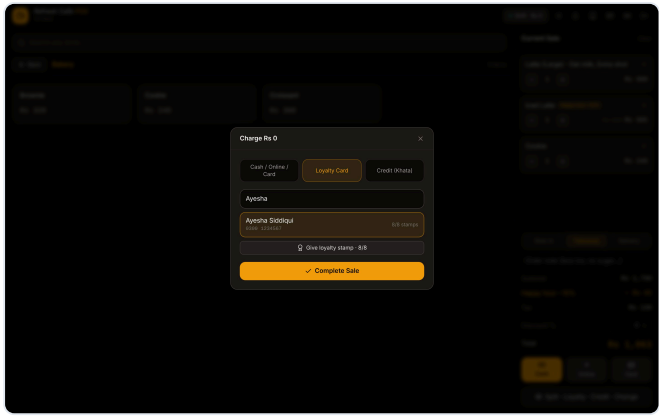
The sale. Order type, table, note, subtotal, happy hour, tax, discount and total.

Take the money

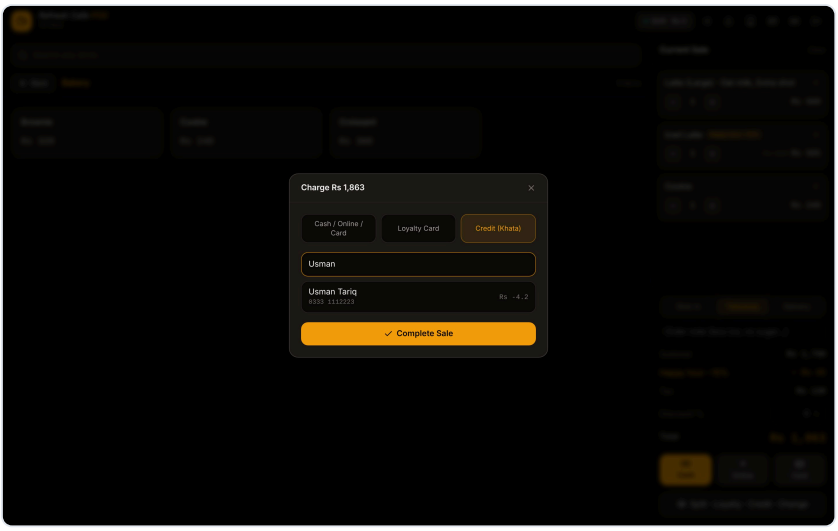
- **Cash / Online / Card** buttons charge the exact total in one tap and print the receipt.
- **Split · Loyalty · Credit · Change** opens the full screen: enter cash tendered to see the change, attach a customer to give a **loyalty stamp**, redeem a **full card** for a free drink, or put the sale on a customer's **khata** (credit).
- The receipt prints and the drawer opens. A kitchen ticket follows if the café uses one.



Cash with change. Quick buttons round to the next note.



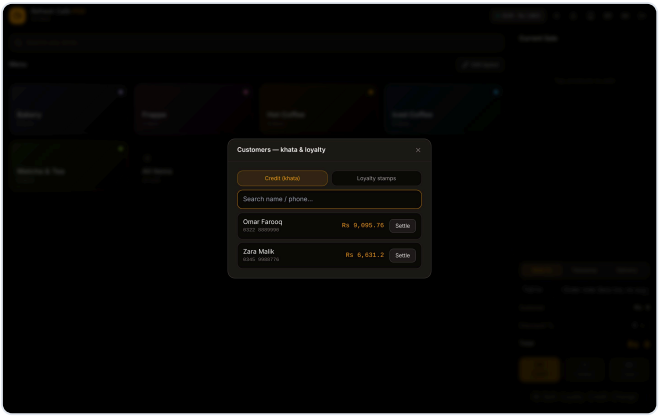
Loyalty. Pick the customer, give a stamp, or redeem a full card.



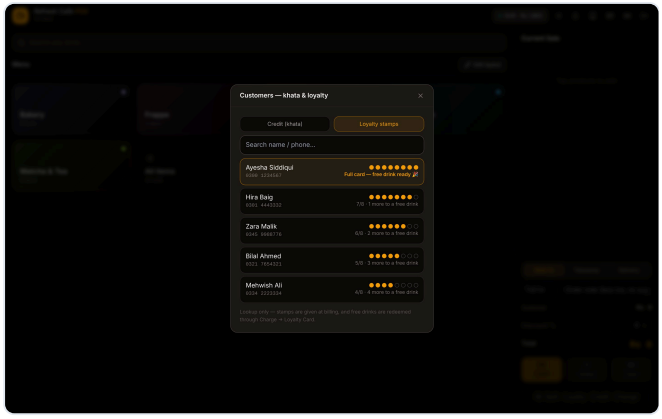
Khata. Credit sales need a customer; their balance is tracked for settlement.

The header buttons

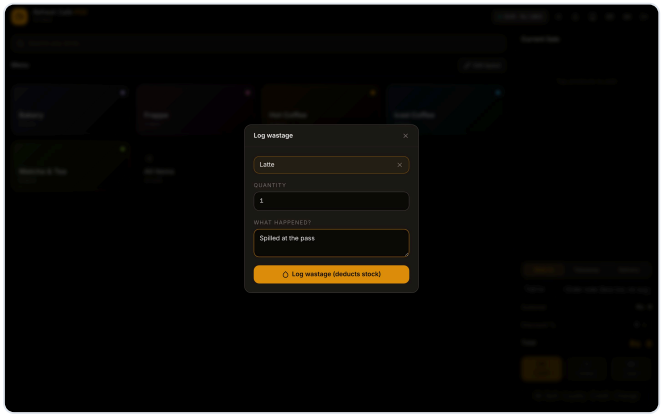
BUTTON	USE IT WHEN
My shift sales	Check what you have punched this business day against what you served — punch anything missing before closing.
Log wastage	A drink was spilled, remade or expired. Search the item, enter the quantity and what happened; stock is deducted and the cost is reported to the owner.
Credit & loyalty lookup	See who owes khata and settle it (cash, card or online, full or partial), or check anyone's stamp count.
Till expense	Cash taken out of the drawer for milk, ice or a rider. It reduces the expected cash on your Z-report, so the count stays honest.
Open till	Opens the drawer without a sale.



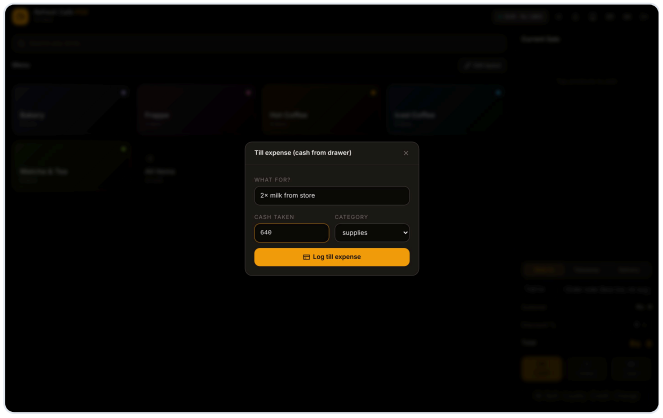
Khata. Outstanding balances with a Settle button.



Loyalty lookup. Stamps per customer, full cards highlighted.



Wastage. Deducts the recipe's stock.

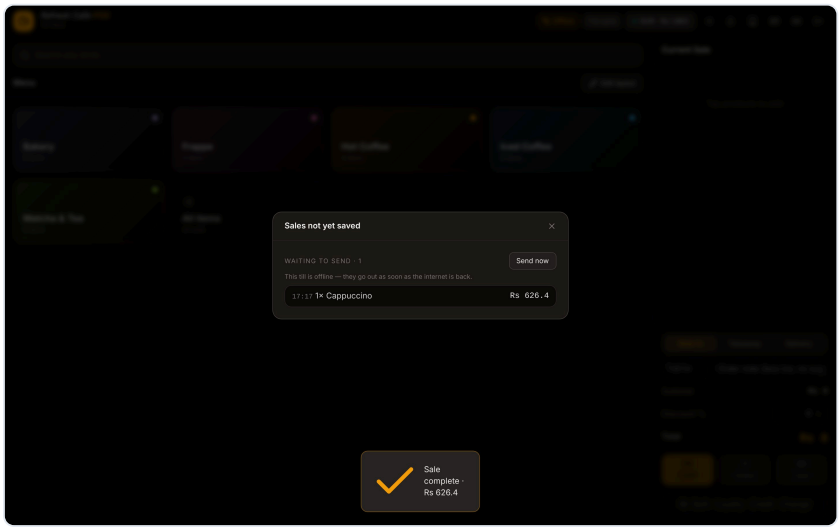


Till expense. Cash out, with a reason.

When the internet drops

Keep selling. An **Offline** badge appears in the header and each sale waits on the till with a **"2 to sync"** counter. Receipts still print. The moment the connection is back, the sales are sent in order with their original times. Tap the counter to see what is waiting and press **Send now** if you are impatient.

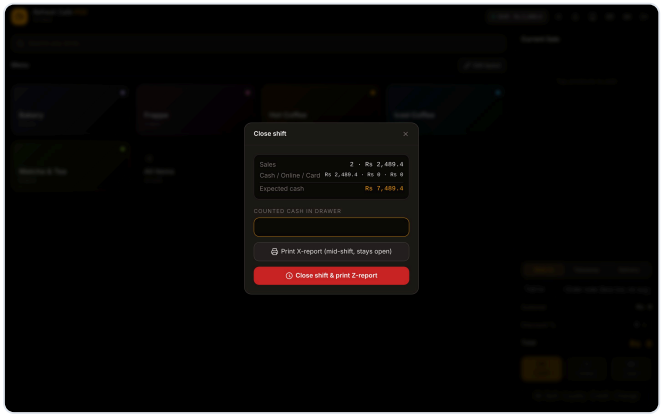
> **"1 not saved" in red** means the server refused a sale (for example a permission the café has reserved for admins). The receipt printed and the cash is in the drawer, so nothing is deleted: show an admin, who can retry or remove it with their login.



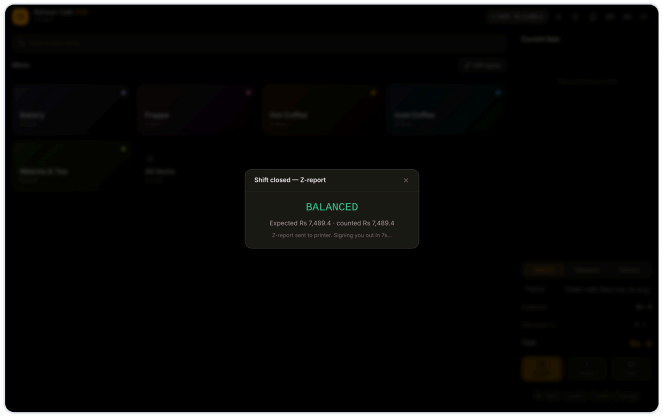
Sales not yet saved. Waiting sales, never lost.

Close the shift

1. Tap the **Shift · Rs …** pill in the header. The sheet shows sales, payment mix, khata received, till expenses and the **expected cash**: float + cash sales + khata cash − till expenses.
2. Count the drawer and type the amount. **Print X-report** prints the same figures mid-shift without closing.
3. **Close shift & print Z-report.** You see BALANCED, OVER or SHORT, the Z-report prints, your attendance is closed and you are signed out.



Close shift. Expected cash is worked out for you.



Z-report. Balanced to the rupee.

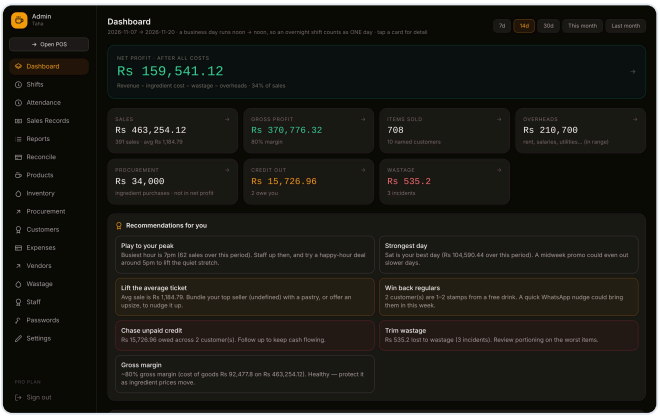
> **Taking over from someone.** If a colleague forgot to close their shift, your sign-in shows their figures and asks you to count the drawer. That closes their shift and opens the till for you in one step.

08 The owner's routine

Sign in with the admin login and tap **Admin** in the header (or you land there directly). Everything below is the left-hand menu, top to bottom.

Dashboard

Pick 7, 14 or 30 days or a month. The headline is **net profit**: revenue minus ingredient cost, wastage and overheads. Every card opens a breakdown. Below it: recommendations written from your own numbers, daily sales, your busiest hours and weekdays, revenue by category, payment mix, top products, sales by staff and a **leak watch** for short shifts and low stock.



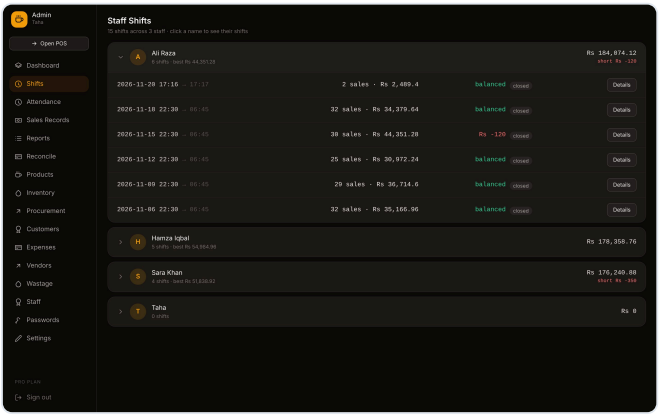
Dashboard. Net profit first, then the cards.



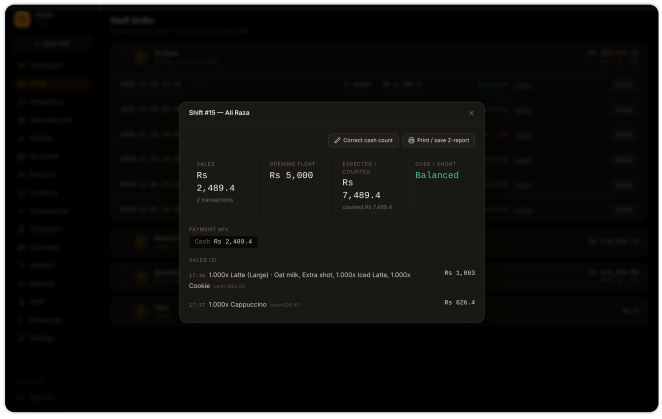
Patterns. By hour, weekday, category, payment, staff.

Shifts, attendance and sales records

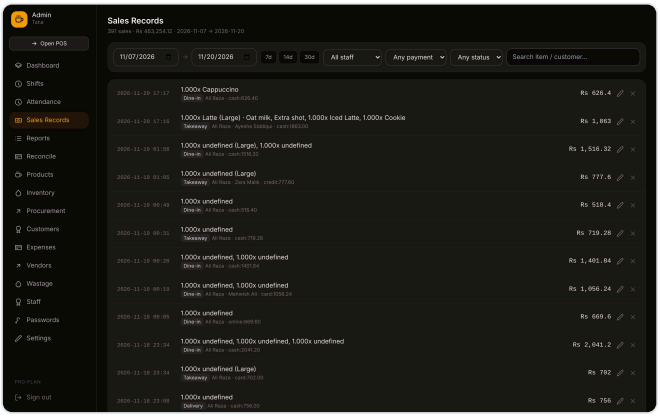
- **Shifts**: every shift per barista with sales, over/short and status. **Details** shows the full Z-report and lets you recount a drawer.
- **Attendance**: sign-in and sign-out times, editable when someone forgot.
- **Sales Records**: filter by date, staff, payment or status; open a sale to correct its payment or delete it (stock is put back).



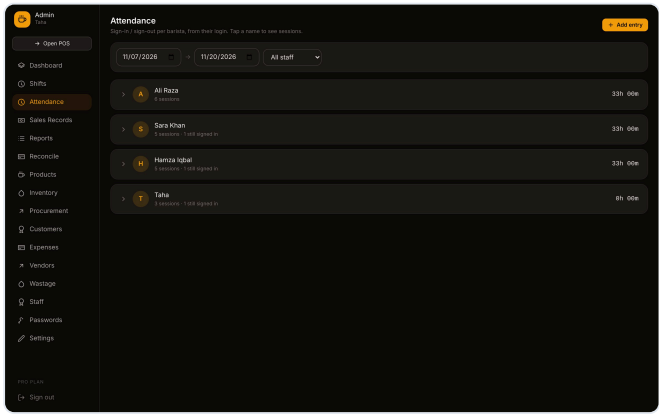
Shifts. Over/short per shift, forever.



Shift details. The Z-report, with a recount.



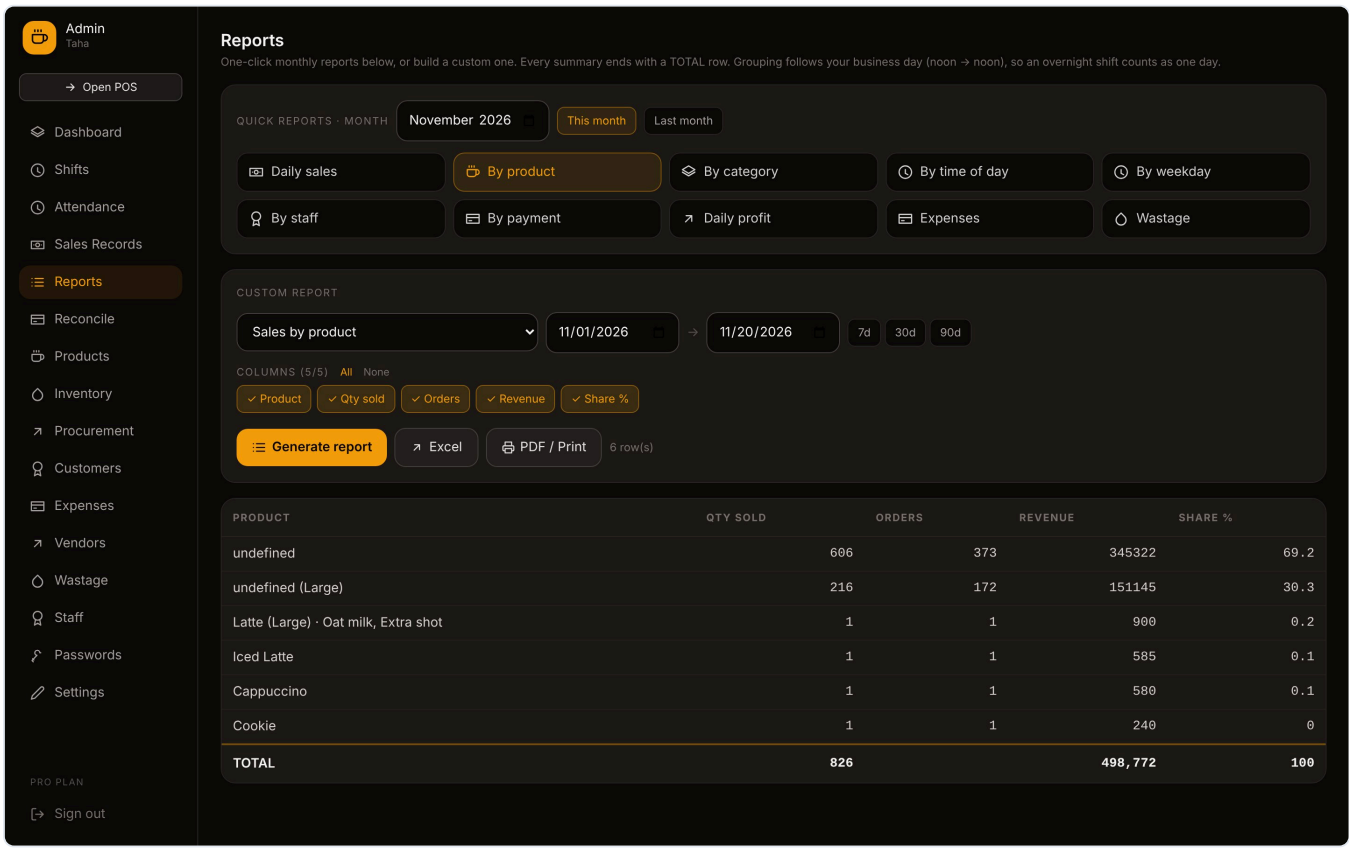
Sales records.



Attendance.

Reports

One-click monthly reports — daily sales, by product, by category, by time of day, by weekday, by staff, by payment, daily profit, expenses, wastage — each with a TOTAL row and **Excel** or **PDF** export. The custom builder lets you choose any dataset, date range and columns. **Inventory in hand (stock tally / leakage)** is the sheet to print before a stock-take.

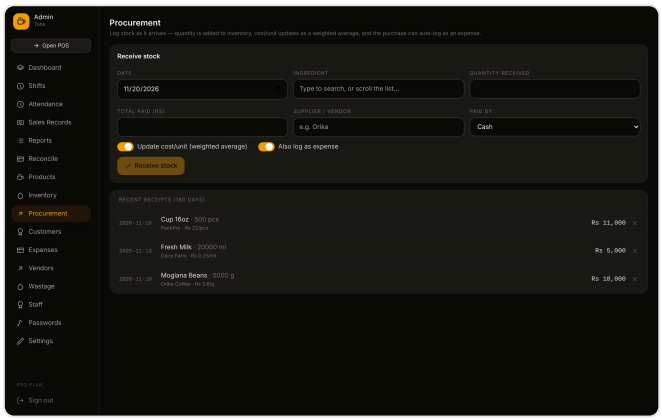


Reports. By product for the month, ready to export.

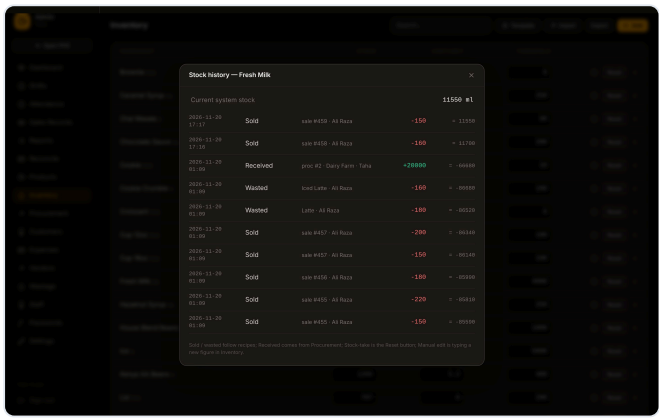
Stock: procurement, inventory, wastage, expenses

- **Procurement**: log every delivery — ingredient, quantity, total paid, vendor. Stock goes up, the cost per unit becomes a weighted average and the purchase is logged as an expense in one step.
- **Inventory**: stock-take with Reset, movement history, unit changes (chapter 04).
- **Wastage**: what baristas logged, with cost, by date range and item.

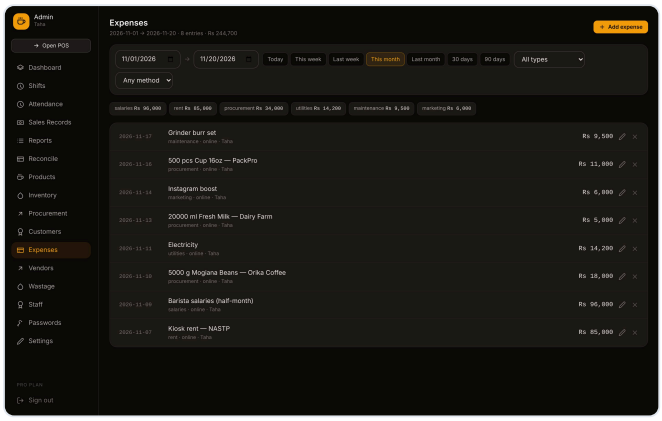
- **Expenses** and **Vendors**: rent, salaries, utilities and the suppliers you buy from. Overheads feed the net-profit figure.



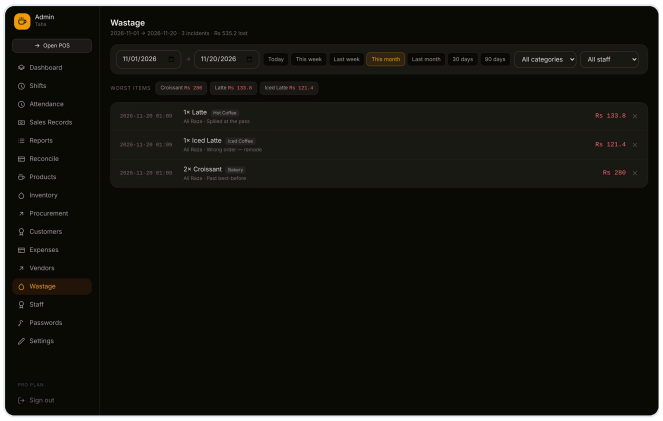
Procurement. Receive stock, cost averaged automatically.



Movement history. Every gram, in and out.



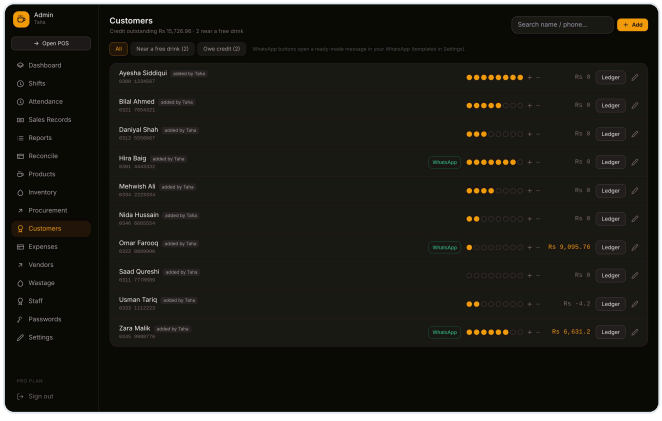
Expenses. Date, week and month filters.



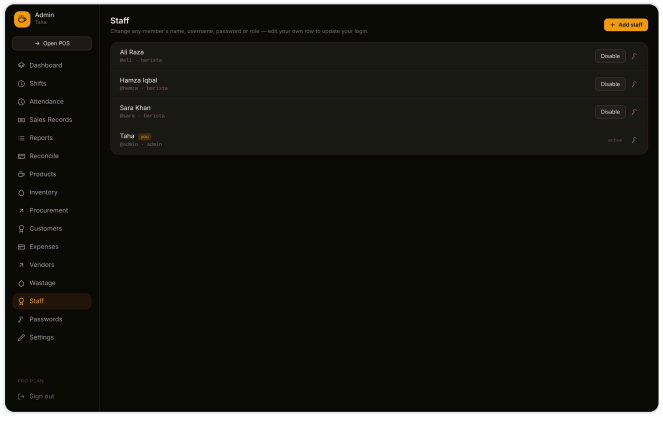
Wastage. Cost by incident.

Customers, staff and passwords

- **Customers**: stamps and khata balance per customer, the ledger behind each balance, settlements, and a **WhatsApp** button that opens a ready-written nudge.
- **Staff**: add baristas and admins, change roles, disable a login the day someone leaves.
- **Passwords**: set any login's PIN or password without knowing the old one. Changing it signs that person out everywhere.



Customers. Khata, loyalty, WhatsApp.



Staff.

Pro extras. **Reconcile** matches card and online sales to what the bank settled. **Outlets** appears when you run more than one café on RefreshOS: a grouped view and stock transfers between branches.

09 Daily, weekly and monthly checklists

Every shift

- [ ] Open the shift with the counted float.
- [ ] Punch every drink before it is made — the receipt is the order.
- [ ] Log wastage as it happens.
- [ ] Till expenses only with a reason (keep the slip).
- [ ] Close with the counted cash; keep the Z-report with the cash.

Every day (owner)

- [ ] Read the closing email or the dashboard: sales, over/short, wastage.
- [ ] Chase any shift that closed short.

Every week

- [ ] Stock-take the key items (beans, milk, syrups): Inventory → Reset.
- [ ] Log deliveries in Procurement the day they arrive.
- [ ] Enter the week's expenses.
- [ ] Settle khata that is due; send WhatsApp nudges.
- [ ] Review Shifts for repeated shortages.

Every month

- [ ] Reports → month → Daily sales, By product, Daily profit: export to Excel.
- [ ] Full stock-take; print Inventory in hand first.
- [ ] Check prices against ingredient costs; adjust the menu.

10 Troubleshooting

SYMPTOM	WHAT TO DO
Nothing prints	Check the printer is the Windows default and has paper; print a Windows test page. If a dialog pops up, open the POS from the shortcut with `--kiosk-printing` (chapter 06).
“Offline” badge	Check the Wi-Fi. Keep selling — sales queue and sync later.
“2 to sync” does not go away	The server is not reachable yet. The till retries every 20 seconds; tap the counter and press Send now. If it persists for an hour, message us.
“1 not saved” in red	The server refused a sale. An admin opens it from the counter: Retry after fixing the cause (usually a permission) or Remove with the admin login. The cash still has to be explained at close.
“Your session expired”	Sign in again. Sales waiting on the till are sent right after.
“X's shift is still open”	Count the drawer in the box shown; that closes their shift and signs you in.
Barista forgot the PIN	Admin → Passwords → set a new one.
Admin password lost	WhatsApp RefreshOS from the café owner's number; we reset it.
POS is read-only	The trial has ended or the plan lapsed. Nothing is lost; message us to activate.
Wrong stock figures	Check the product's recipe quantities, then Reset the ingredient to the counted amount. The movement history shows every change.
“Update ready” button	A new version is available. The till updates itself at a safe moment; in Admin click the button.
Second till	Open the same address on another device and sign in. Each device keeps its own offline queue.

11 Support

RefreshOS is built and run by a café that uses it every night at NASTP 2, Silicon Valley, Karachi. Ask us anything about setup, hardware or a report — the fastest route is WhatsApp.

CHANNEL	DETAILS
WhatsApp / phone	+92 336 3232704
Email	refreshosnastp@gmail.com
Website	refreshpos.com · the 3-minute demo video is at refreshpos.com/pos
Instagram	@refreshos_

> **Onboarding call.** For your first week we are happy to join a short call, import your menu with you and check the first Z-report together. Send us your menu sheet and printer model when you book it.