LULU STEP-BY-STEP GUIDE

Barcode scanning in POS without a scanner

How the Lulu POS register reads barcodes: typing a code and pressing Enter, plugging in a USB or Bluetooth scanner, what the scan icon in the search bar does, where to set barcodes on products, how to print barcode labels, and scanning gift cards, customer cards, discount codes and receipts.

For: Everyone · About 8 minutes · 8 steps · Updated November 20, 2026

Before you start You need the Lulu POS register open at `/pos` on a paired device (see “Set up Point of Sale with one device”), and products that are Active and published to the Point of Sale channel. A barcode scanner is optional: everything in this guide also works by typing the code on the keyboard.

Steps at a glance

1. Give your products a barcode (or a SKU)
2. Without a scanner: type the code and press Enter
3. With a USB or Bluetooth scanner
4. What the scan icon in the search bar does
5. Print barcode labels for your shelves and stock
6. Scan a gift card at checkout
7. Scan a customer's in-store card
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STEP 1

Give your products a barcode (or a SKU)

The register looks codes up in two fields on each variant. For a product with one variant, open the product and, in the inventory area, open the “Barcode” chip to fill “Barcode (ISBN, UPC, GTIN, etc.)”, or the “SKU” chip to fill “SKU (Stock Keeping Unit)”. For a product with options, open each variant (`/admin/products/…/variants/…`) and fill the same two fields in its “Inventory” card. Save.

- Use the number printed under the manufacturer's barcode (UPC/EAN/ISBN) if the item has one. If it doesn't, a SKU works too, because the register also accepts an exact SKU.
- Give every variant its own code. If two variants share the same barcode, a scan returns only one of them, and the register gives no way to choose.

STEP 2

Without a scanner: type the code and press Enter

Click into the register's search bar (“Search or scan to add items”), type the barcode or SKU, and press Enter. If the typed text matches no product name, the register looks the code up exactly: first against variant barcodes, then against SKUs. A match is added straight to the cart, one unit at a time with no confirmation. If nothing matches, the register shows “No product matches barcode (the code)”.

- Codes must match exactly as saved on the variant. Part of a code doesn't match.
- The live results list under the search bar searches product names (and vendor), not barcodes. If your typed code also appears in a product title, that product is listed, and Enter adds the highlighted result instead of doing the barcode lookup. Use the arrow keys to move the highlight, or make sure codes don't look like product names.
- Only Active products published to Point of Sale can be found, by name or by code.

STEP 3

With a USB or Bluetooth scanner

Most handheld scanners act as a keyboard: they type the code very fast and finish with Enter. The register listens for that pattern anywhere on the selling screen, so you don't need to click into the search bar first. A burst of at least 4 characters, typed with less than about 60 milliseconds between keys and ending in Enter, is treated as a scan and looked up exactly like a typed code. Ordinary typing is slower, so it is never mistaken for a scan.

- Set the scanner to send an Enter (carriage return) after each code. Most do by default; check its manual if scans type the code but nothing is added.
- Pair a Bluetooth scanner in the device's own Bluetooth settings, as a keyboard. Nothing needs to be set up in Lulu.
- A code shorter than 4 characters isn't caught as a scan. Type it and press Enter instead.

STEP 4

What the scan icon in the search bar does

The icon at the right of the search bar (“Scan a barcode”) doesn't open the camera. It shows a reminder under the bar: “Scan with the counter scanner, or type the barcode and press Enter.” The register cannot read barcodes with a phone or tablet camera today. Without a scanner, type the code as in the previous step.

STEP 5

Print barcode labels for your shelves and stock

Go to Point of Sale → Labels (`/admin/pos/labels`, “Print labels”). Under “Add products”, search by product title and tick the variants you need. Set how many labels each gets (1–500) in the “Selected” list. Pick a “Template”: “2.25 × 1.25 in roll”, “1.5 × 1 in roll” or “A4 sheet (3 × 8 = 24/page)”. Under “Fields”, choose what to print: “Title”, “Variant”, “Price”, “Barcode” and “SKU”. Then click “Print … labels”, which opens your browser's print dialog.

- Labels carry a Code 128 barcode of the variant's barcode, or of its SKU when it has no barcode. So every label scans back to the right variant at the register.
- Printing goes through the browser, so use your label printer's driver and paper size in the print dialog.

STEP 6

Scan a gift card at checkout

At checkout, choose the “Gift card” tender. The “Gift card code” field (“Scan or type the code”) is focused, and a scan is caught wherever the focus is on that screen. The balance is checked straight away and shows “Card balance” and “Applied to this sale”. Tap “Redeem” to use it, and if the balance doesn't cover the sale, pay the rest with another tender. Typing works too: enter the code and press Enter or tap “Check balance”.

- Gift card codes are 8 to 20 letters and digits. Spaces and dashes from a printed voucher are ignored.
- A 2D scanner reading the QR of the gift card email's balance link works too: the register takes the code out of the link.
- Customers can show their card as a barcode from your store's gift card balance page (“Show code as barcode”, with the note “Show this at the till — the cashier can scan it to pay in store.”).
- Scanning something that isn't a gift card here shows “That barcode isn’t a gift card code”.

STEP 7

Scan a customer's in-store card

Signed-in customers have an “In-store customer card” on their account page: a barcode with a code like `C-1234-56`. At the register, tap “Add customer”. While the “Add customer” sheet is open (“Search or scan customers”), scan the card. If exactly one customer matches, they're attached to the sale at once. Otherwise the scanned value becomes the search and the matching customers are listed. The same scan lookup works for an exact email address or phone number.

- Without a scanner, type the card code, email or phone into the search field and pick the customer from the list.

STEP 8

Discount codes and receipts

In “Add discount”, the “Code” option says “Type it, or scan the customer’s QR code with the counter scanner.” Click into the “Discount code” field and scan or type the code, then tap “Apply”. For returns, the receipt printed from the register's 80 mm print view carries a barcode of the order number. On “Return or exchange” (`/pos/returns`), scan it into the “Scan the receipt, or search order number, customer or item” field, or type the order number, and pick the order from the results.

- Mintpay is the other way round: “Print payment slip” prints a QR code that the customer scans with the Mintpay app to pay. The register itself doesn't scan it.

Check your work

- Every variant you sell has a unique “Barcode (ISBN, UPC, GTIN, etc.)” or SKU.
- Typing a known barcode into the search bar and pressing Enter adds the item to the cart.
- An unknown code shows “No product matches barcode …”.
- If you use a scanner, it sends Enter after each code and a scan adds the item without clicking the search bar.
- Labels print from `/admin/pos/labels`, and a printed label scans back to the right variant.
- A gift card code is accepted on the “Gift card” tender, and a customer card attaches the customer in “Add customer”.

Troubleshooting

“No product matches barcode …” but the product exists.

Check that the code is saved exactly (no extra characters) in the variant's “Barcode (ISBN, UPC, GTIN, etc.)” or “SKU” field, and that the product is Active and ticked for “Point of Sale” in its “Publishing” card. Products not published to Point of Sale can't be scanned.

Pressing Enter added the wrong product.

When the typed text also matches a product name, Enter adds the highlighted search result rather than doing the barcode lookup. Clear the field and scan, or give products codes that don't appear in their titles. If two variants share one barcode, give each its own.

My scanner types the code into the field but nothing is added.

The scanner probably isn't sending Enter at the end. Turn on its carriage-return / Enter suffix (see the scanner's manual). Codes shorter than 4 characters aren't caught as scans; press Enter yourself after them.

The scan icon doesn't open my camera.

That's expected: the register has no camera scanning, and the icon only shows a reminder. Use a USB or Bluetooth scanner, or type the code and press Enter.

The scanned item says it is out of stock.

The scan worked. The register's location has no stock for that item. See “Point of Sale: run a till day” for setting stock per location or transferring it.

A gift card scan says “That barcode isn’t a gift card code”.

The scanned value isn't 8–20 letters and digits (or a gift card balance link). Check you scanned the gift card, not a product, or type the code printed on the card.

Need a hand? Contact support at https://lulu.us.com/contact. Screenshots use demonstration accounts; personal details were replaced.