LULU STEP-BY-STEP GUIDE

Point of Sale from start to finish: locations, registers, devices, staff and your first till day

One end-to-end guide for store owners: choose a Lulu POS package, set up locations and products, create registers, pair devices, add staff with PINs and location access, set offline rules, then open, sell, refund, close and reconcile a till day — with what each package allows.

For: Everyone · About 25 minutes · 17 steps · Updated November 20, 2026

Before you start You need the store owner account, or a role that can manage Point of Sale, users and settings. Have at least one product and one location. One device is enough to try everything here: a browser on your own laptop counts. This guide links the steps together. For more detail on checkout, discounts and receipts see “Point of Sale: run a till day”, and for scanning see “Barcode scanning in POS without a scanner”.

Steps at a glance

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STEP 1

Plan your setup in this order

Point of Sale works best when you set it up in the same order the till depends on it. 1) Add the Lulu POS app and pick a package. 2) Check your locations under Settings → Locations. 3) Make sure the products you sell in the shop are Active and published to Point of Sale. 4) Create a register for each counter and give it a location. 5) Pair a device to each register. 6) Add your staff, give them POS access and a PIN, and (on Retail or Pro) choose where they may sign in. 7) Set receipts, payment types and offline rules under Point of Sale → Settings. 8) Open the register with a float and ring up a small cash test sale, then close it and check Reports.

- The Point of Sale dashboard (`/admin/pos`) has a “Setup checklist” that ticks off Location set, Register created, Device paired, Staff PIN set, Receipt configured and Tipping configured as you go.
- Everything under `/admin/pos/...` is the back office. The till itself is a separate screen at `/pos`.

STEP 2

Add the app and choose a package

Open Point of Sale in your admin sidebar. If the app isn't added yet you land on the install page with three packages. Lite is free and included with your plan: 1 checkout device and 2 cashier accounts. Retail is $29/month or $290/year (14-day free trial): 2 checkout devices and unlimited cashiers. Pro is $59/month or $590/year (14-day free trial): 4 checkout devices and unlimited cashiers. On Retail and Pro you can add an extra checkout device for $10/month each, up to 20. Click “Add for free” for Lite, or “Start free trial” for Retail or Pro.

- What the packages change at the till: Retail adds exchanges and refunds to store credit, the register Hardware settings (USB or serial receipt printer and cash drawer) and per-location staff access. Pro adds returns of sales made at another location and the “By location” branch report.
- Prices are in USD, per shop, on top of your Lulu plan, with 0% commission on in-person sales.
- There is no limit on the number of registers. Only checkout devices and cashier accounts count against your package.
- You can upgrade, start a trial or add a device later from “Upgrade” or “Manage plan” on the Lulu POS plan card at the top of the dashboard.

STEP 3

Check your locations

Every register sells from a location: stock is taken from there, and tax is worked out from that location's address. Create your shops and warehouses under Settings → Locations (“Add location”). Then open Point of Sale → Settings and, under Location, choose a “Default location”. It is “Used when a register has no location of its own”.

- A register set to “No location” sells from the default location. If you never chose one, Lulu uses your oldest location.
- Give each register its own location if you have more than one shop. Stock checks, returns and the branch report all follow the register's location.

STEP 4

Get products ready for the till

The register finds a product only when it is Active and published to the Point of Sale channel. In the product's “Publishing” card, under “Sales channels and apps”, tick “Point of Sale”. To change many products at once, select them on the Products list and use “Publish to…”. Then put stock where you sell it: on the variant's “Inventory” card, type the quantity into “Available” on the row for the register's location. If the stock is sitting at another location, move it under Products → Transfers (“Create transfer”, then “Mark as in transit” and “Receive items”).

- Publishing is store-wide. You can't show a product at one shop's register and hide it at another's. What differs per location is stock: an item with no stock at the register's location still shows, and the cart warns, for example ““Classic Tee” is out of stock at Galle Road — 12 available at Main store”. It's a warning, not a block. You can still sell it, and that location's stock goes below zero.
- Prices are the same at every location. The register uses the variant's price; there are no per-location prices. Discounts limited to a market don't apply at the till, because the register has no market.
- Give every variant a barcode or SKU so it can be scanned. See “Barcode scanning in POS without a scanner”.

STEP 5

Create a register for each counter

Go to Point of Sale → Registers and click “Add register”. Enter a “Register name” (for example “Front counter”) and choose its “Location”. Under “Register settings” you can override the “Tip prompt” and “Default grid mode”, and tick “Auto-print receipt after a sale”. On Retail and Pro, the “Hardware” section sets the printer connection (Browser print, USB or Serial), paper width, copies, auto-cut and cash drawer, and “Test print” checks it. Click “Save”.

- Click a register in the list to rename it, change its location or make it inactive. You can't make a register inactive while it has an open session (“Close the open session on this register before deactivating it.”).
- USB and serial printers work in Chrome or Edge on a computer or Android device. iPad uses browser printing. On Lite, receipts always print through the browser.

STEP 6

Pair a device to the register

Go to Point of Sale → Devices and click “Pair new device”. Type a “Device name” (for example “Front counter iPad”), pick the “Register”, and click “Generate code”. A 6-digit pairing code appears. It works once and expires in 15 minutes. On the device you want to use as the till, open `/pos/pair` on the same admin address, type the code under “Pairing code” and tap “Pair device”. The device now belongs to that register, and through it to that location and your store.

- If you chose “No register yet (assign with Edit before pairing)”, the Devices list shows “No register — can’t pair yet” and the code is refused on the device (“This pairing code isn’t linked to a register yet…”). Click “Edit” on the device, choose a “Register” and “Save”. The same code then works, as long as it hasn't expired.
- “Edit” on the Devices list also renames a device (“Device name”), and moves a paired device to another register. The move takes effect on the device's next action: it then sells from the new register's location and uses its drawer session. Sync its offline sales first (on the device: More → “Offline sales”). Any still waiting are sent later but booked on the new register.
- Any up-to-date browser works: a laptop, a desktop, an Android tablet or an iPad. The register can also be installed as an app from the browser's “Install app” or “Add to Home Screen” option. Open `/pos` while you are online the first time so the device can save the screens it needs.
- Pairing lasts a year on that browser. If you clear the browser's data or use a private window, the device has to be paired again.
- Pairing signs out whoever was signed in on that browser before, so the next person always signs in fresh.
- Several devices can share one register. They share the register's single cash drawer session, but each device keeps its own cart. For separate cash counts, give each counter its own register.
- If you reach your package's device limit, pairing is refused with a message such as “Lulu POS Lite includes 1 checkout device, and 1 is already paired…”. Upgrade, add a checkout device (Retail and Pro), or revoke a device you no longer use.

STEP 7

If a device is paired to a different store

A browser is paired to one store's register at a time. If you open the register from your admin (“Open register”) on a browser that is still paired to another store's register, for example a store you also manage, the till does not open. You see “This device is paired to another store” with that store's name, and nothing from the other store is shown. Choose “Pair this device to …” to move it to your store: you'll need a new code from Point of Sale → Devices, and staff sign in again afterwards. If your store has no register yet, the button reads “Set up a register for …” and takes you to Registers first. Choose “Keep using …” if the device really belongs to the other store: whoever was signed in on it is signed out (or the screen is locked) first, and that store's staff then sign in with their own PIN.

- “Pair this device to …” is switched off while sales made offline on the other store's register are still waiting to sync. Keep using that store until they've synced, then move the device.
- Sales saved offline are kept separately for each store, and the saved catalog for each register. Neither is ever shown on, or sent through, another store's register.
- If you open the register from the admin while offline, the till can't confirm which store the device belongs to. It asks you to reconnect instead of showing a saved catalog.
- If your admin sign-in has ended, “Open register” shows “Sign in to the admin again” and nothing else. Sign in, then click “Open register” again.

STEP 8

Add staff and give them POS access

Add people under Settings → Users (the Users page) with “Add staff”. If they only work the till, choose “POS-only staff” under “Type of user” (“Point of Sale only, with POS roles. No staff seat.”) and give them a POS role that can use the register, such as “POS full permissions”. POS-only staff can't sign in to the admin at all, only to the register. For someone who also works in the admin, choose “Store staff”. Then go to Point of Sale → Staff & PINs. Click “Give POS full access” for anyone showing “No POS access”, and “Set PIN” to give them a 4–6 digit PIN. Click “Save PIN”.

- Managed POS roles: “POS administrator” (every POS feature plus device setup, POS users and POS roles), “POS full permissions” (every register feature plus POS user management), “POS user administrator” (adds and removes POS-only users and makes basic sales) and “POS device setup” (pairs devices only and can't use the till). A store user who holds only POS roles sees the Point of Sale pages their role allows, for example Devices for device setup or Staff & PINs for POS user management.
- A cashier account is any non-owner staff member who has a PIN or has signed in at the till. Lite includes 2. Retail and Pro are unlimited. The store owner is never counted.
- Only the store owner or someone with “Manage POS users” can set another person's PIN. There's no self-service PIN screen at the till, so a cashier who forgets their PIN asks a manager to “Change PIN” on Staff & PINs.
- Partner collaborators (the “Collaborator” rows on Staff & PINs) can't use Point of Sale. Their access never includes POS permissions, so these rows show “Collaborators can’t use Point of Sale” instead of the PIN and access buttons. If a partner also works your till, add them as a staff member with their own account.

STEP 9

Choose where each person can sign in (Retail and Pro)

On Point of Sale → Staff & PINs, click “Edit locations” next to a staff member. For each location, tick “Can sign in here”, and optionally pick a location role in place of their “Store-wide role”. Click “Save locations”. Once a location has at least one person ticked, only the people ticked there can sign in to that location's registers. Everyone else sees “You don’t have access to the register at this location. Ask a manager.”

- A location role can only narrow or reshape someone's POS permissions at that location. It never gives POS access to someone who has none.
- The store owner and Administrators can always sign in everywhere (“All locations (owner)”).
- On Lite the rows are locked (“Available on Retail”): everyone with POS access can sign in at every register.

STEP 10

Set receipts, payments and offline rules

Open Point of Sale → Settings. Set the receipt header and footer, the tip prompt, your “Payment types” (Cash, Card for your own card terminal, Gift card, Store credit, Bank transfer, Mobile wallet and your own custom types), and any “Required checkout information”. Under “Offline sales”, decide whether to “Allow offline card charges” and set a “Per-transaction offline cap” (0 means no cap). Click “Save settings”.

- The register never charges a card itself. “Card” records a payment you took on your own card terminal, with its reference number.
- Offline, the register takes only cash, card payments recorded from your terminal (when “Allow offline card charges” is on) and your custom payment types, up to the offline cap. Gift cards, store credit, Mintpay, bank transfer and mobile wallet need a connection. Offline cash sales are included on the Retail and Pro packages.
- Queued sales sync on their own when the connection is back. You can also open More → “Offline sales” on the till to “Retry” them. The register warns you when a sale has waited over 24 hours, and again after 72 hours.

STEP 11

Sign in at the till

On the paired device, open `/pos`. The sign-in screen shows the register's name and location ("… · Sign in to take the till"), six PIN dots and a number pad. A cashier types their PIN and taps "Sign in", or taps "Use email and password" to sign in with their account. Its footer says which device this is: "Paired to … Ask a manager to re-pair this device from Point of sale → Devices." From the admin, the "Open register" button on the Point of Sale dashboard opens the same till.

- After 5 wrong PINs in 15 minutes on one device, PIN sign-in on that device is locked for 15 minutes (manager-approval PINs have their own 5). Other tills keep working. As protection against guessing, PIN entry on all of the store's tills is also locked after 30 wrong PINs in 15 minutes, sign-in and approval PINs counted together. Wait, or sign in with "Use email and password".
- The same person can be signed in on two devices at once. Each device still has one cashier at a time.
- A cashier stays signed in for up to 14 days, or until they sign out or are switched. The till does not lock or sign out by itself when idle: lock it from the avatar menu ("Lock the register") when you step away. Only the same person's PIN unlocks it with the cart still there ("Sign in as someone else" signs out instead).
- Removing someone's POS role, suspending them or clearing their PIN takes effect on their next action at the till.

STEP 12

Hand over the till mid-shift

To change cashier without closing the drawer, open the avatar menu and choose "Switch staff", then the next person types their PIN and taps "Switch". The register says "Signed in as …". The drawer session keeps running, because it belongs to the register, not the person. A sale in progress stays in the cart, and sales rung up from now on are credited to the new cashier.

- To credit a sale to someone else, use "Attribute sale" in the cart's ⋯ menu (needs "Manage sales attribution for orders").

STEP 13

Open the drawer with a float

If no drawer is open, the till shows "No register session is open. Open one to track cash in the drawer." Tap "Open register", count the cash under "Cash in the drawer now" (or tap "Use last close · …"), add a note if you like, and tap "Open register · …". That amount is the opening float.

- Opening and closing the drawer needs "Start and end payment tracking sessions". A register has one open session at a time, shared by every device on that register.

STEP 14

Sell, refund and move cash during the day

Add items by search, scan, the Grid, the Library or the Keypad, then tap “Checkout · …”, take the payment and choose a receipt. For a refund, open More → “Returns and exchanges”, find the order, choose the items and whether to restock at this location, then pick where the money goes: “Original payment”, “Cash”, “Store credit” or “Gift card”. A cash refund is paid out of the open drawer. For cash added or taken out, open More → “Register session” and use “Pay in”, “Pay out” or “Drop”, each with an “Amount” and a “Reason”.

- Returns at the shop where the sale was made are included on every package. Exchanges and refunds to store credit need Retail. Returning a sale made at another location needs Pro, and the items are restocked at the location doing the return.
- “Return without receipt” refunds only to store credit or a gift card, never cash.
- See “Point of Sale: run a till day” for every checkout, discount and receipt option.

STEP 15

Close the drawer and check the difference

At the end of the day, on More → “Register session”, tap “Close register”. Count the drawer and enter it as “Cash counted”. “Expected in drawer” stays hidden until you tap “Show”, so the count is blind. Expected cash is the opening float plus cash sales and pay-ins, minus cash refunds, pay-outs and drops. The till then shows “Drawer balances”, “Over” or “Short” with the difference. Add a note explaining any difference and tap “Close register”. A closed session can't be reopened.

- In the admin, Point of Sale → Sessions lists every session with its “Variance”. A manager can close a forgotten session there with “Close session”.

STEP 16

Read the reports

Point of Sale → Reports shows in-person sales for “Today”, “Last 7 days”, “Last 30 days” or “Last 90 days”. Filter by register and staff with “All registers” and “All staff”. The tiles are “Net sales”, “Orders”, “Average sale”, “Tips”, “Refunds”, “Discounts” and “Tax collected”, followed by “By tender”, “By staff”, “By register”, “By hour” and “Cash drawer movements”. Click “Export CSV” to download.

- “By staff” and “By register” are on every package. “By location”, and filtering to one location, are on Pro (“Available on Pro”). Below Pro, all locations show together as one row.
- In-person sales also appear in Orders and in Analytics under Sales by channel.

STEP 17

Removing a device or going over your package

To retire a device, go to Point of Sale → Devices and click “Revoke”. The browser is signed out of the register at once and shows the pairing screen. A drawer session that is open on its register stays open, and can be closed from another device on the same register, from the admin, or after re-pairing. Sales the device still holds offline stay on it and sync only once it is paired to a register of the same store again, so let them sync before you revoke. If your package drops (for example a trial ends) and you have more devices or cashiers than it allows, everything keeps working for 7 days. After that, the extra devices show “Paused (over plan limit)” and the extra cashiers can't sign in. Choose what to keep with “Choose what to keep” on the plan card.

- A paused device keeps its pairing, so nothing needs re-pairing when you upgrade. A sale made offline before the pause is still accepted for up to 72 hours.
- Sales a device saved offline before an earlier update, whose register can't be confirmed, are held and listed as “… offline sales from an earlier pairing can’t be sent — contact support” rather than sent to another register.
- Revoking frees a device slot right away. “Re-pair” on a revoked device gives a new code.

Check your work

- Lulu POS is added, and the plan card shows the package you need.
- Every shop exists under Settings → Locations, and a Default location is chosen in Point of Sale → Settings.
- Products to sell are Active, published to Point of Sale, and stocked at the register's location.
- Each counter has a register with its own location.
- Each till device shows “Paired” under Point of Sale → Devices, on the right register.
- Each cashier has POS access and a PIN (and, on Retail or Pro, the right locations).
- Offline rules and payment types are saved in Point of Sale → Settings.
- A drawer was opened with a float, a test sale and a test refund went through, and closing showed the variance.
- The test sale appears in Point of Sale → Reports and in Sessions.

Troubleshooting

I clicked “Open register” and saw another store's products and prices.

That browser was still paired to another store's register. The till now stops on “This device is paired to another store” and shows nothing from that store. Choose “Pair this device to …” to move the device to your store with a new code from Point of sale → Devices, or “Keep using …” if the device belongs to the other store.

“Open register” sends me to the pairing screen.

This browser isn't paired to a register in your store yet. If your store has no register, the pairing screen says so and links to Registers. Create one, then get a code from Point of Sale → Devices.

A product shows at the till but says it is out of stock.

Stock is counted per location. Put stock at the register's location on the variant's Inventory card, or move it with a transfer. You can still sell it, and that location's stock goes below zero.

A product doesn't appear at the till at all.

Check it is Active and that “Point of Sale” is ticked in its Publishing card. Publishing applies to every register in the store.

Can I charge a different price at one shop?

No. The register uses the variant's price at every location. Use a discount at the till if one sale needs a different price.

A cashier gets “You don’t have access to the register at this location.”

Someone is ticked under “Edit locations” for that location, and this cashier isn't. Tick “Can sign in here” for them on Point of Sale → Staff & PINs.

Nobody can sign in with a PIN.

After 5 wrong PINs in 15 minutes on one device, that device's PIN sign-in is locked for 15 minutes; other devices still work. If 30 wrong PINs were typed across the store's tills in 15 minutes, every till waits 15 minutes. Wait, or sign in with “Use email and password”.

The offline queue says “… offline sales from an earlier pairing can’t be sent — contact support”.

These sales were saved on the device before an update and the register can't prove which store they belong to, so they are held instead of being sent to the wrong one. On More → “Offline sales”, use “Download held sales” to keep a copy. If you're sure they belong to this store, “Send to this store…” sends them, booked on this register, once the store owner or an administrator enters their PIN. Send them while you're online: the approval is checked again when each sale arrives and lasts 5 minutes. A sale that is refused goes back on hold. Otherwise contact support, and don't clear the browser's data.

The offline queue says sales “from another store’s register can’t be sent here”.

Those sales were made while this device was paired to another store. They are only ever sent to that store, once the device is paired to it again. Use “Download” to keep a copy. The pairing screen also warns you when a device still holds unsent sales.

I want to rename a device or change its register.

On Point of Sale → Devices, click “Edit” on the device, change “Device name” or “Register”, and click “Save”.

I can't set a PIN for a partner collaborator.

Collaborators can't use Point of Sale. Add the person as a staff member (or POS-only staff) with their own account instead.

Pairing a second device fails with a limit message.

Lite includes 1 checkout device, Retail 2 and Pro 4. Revoke one you don't use, upgrade, or add an extra checkout device on Retail or Pro ($10/month).

Can two devices use the same register?

Yes. They share the register's cash drawer session and each has its own cart. For separate cash counts, create a register per counter.

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