LULU STEP-BY-STEP GUIDE

Set up Point of Sale with one device: register, device, staff, first sale

For store owners and QA testers: install the free Lulu POS app, create a register, pair a single device, give a staff member POS access, and ring up and reconcile a first in-person sale — plus the Lite / Retail / Pro packages Point of Sale is sold under and what happens when you hit a plan's limits.

For: Everyone · About 12 minutes · 10 steps · Updated November 20, 2026

Before you start You need access to Settings in your store admin, and at least one product in your catalog to sell. You only need ONE physical device to test the whole flow end to end — a browser on your own laptop counts as the device, there is no need for a second phone or tablet. Point of Sale is now an App Store app, “Lulu POS” (handle `shopwise-pos`): a store that hasn't added it yet is shown an install page the first time it opens Point of Sale, with three packages — Lite is free and is enough for everything in this guide.

Steps at a glance

1. Open Point of Sale (and add the app if you haven't)
2. Add a register
3. Pair one device to the register
4. What happens when you hit Lite's limits
5. Give a staff member POS access and a PIN
6. Sign in on the device and open the drawer
7. Ring up a test sale
8. Close the session and reconcile cash
9. Check reports
10. Packages: Lite, Retail, Pro

STEP 1

Open Point of Sale (and add the app if you haven't)

In your store admin sidebar, under Sales channels, click “Point of Sale” (`/admin/pos`). This nav entry always shows. If your store hasn't added Lulu POS yet, you land on `/admin/pos/install` instead: three package cards (Lite, Retail, Pro) with their prices, device/cashier caps and feature lists, plus a line reminding you prices are per shop, in USD, on top of your plan, with 0% commission on in-person sales. Click “Add for free” on Lite — no payment method needed — and you're returned to the normal Point of Sale dashboard. At the top is the Lulu POS plan card: your package (Lite, with a Free badge), checkout devices used out of your cap, cashier accounts, and the “Upgrade” and “Manage plan” buttons (both open the app's page, `/admin/app-store/shopwise-pos`). Below it are Today's sales, any open drawer sessions, and “Open register”, which opens the actual till screen at `/pos`.

- The in-person till itself lives at `/pos`; everything under `/admin/pos/...` (Registers, Devices, Staff & PINs, Reports, Sessions) is the management side in your normal admin.
- If the store already has POS from before this app existed, it was migrated onto Lite automatically (a few were grandfathered onto Retail) — you won't see the install page at all.

STEP 2

Add a register

Go to Point of Sale → Registers (`/admin/pos/registers`) and click "Add register". A register is a checkout terminal, optionally tied to a location — stock for sales made on it is drawn from that location. Give it a name (for example "Front counter") and save.

- One register is enough to test everything in this guide.

STEP 3

Pair one device to the register

Go to Point of Sale → Devices (`/admin/pos/devices`) and click "Pair new device". Name the device (for example "Test laptop") and pick the register you just created, then click "Generate code". A 6-digit pairing code appears — it expires in 15 minutes. On the device you want to use as the till (a browser tab on the same laptop you're using right now is fine), open `/pos/pair` and type in the code.

- You only need this one device paired — there's no requirement to use a second physical machine to finish testing.
- If the code expires before you use it, go back to the device row and generate a new one.

STEP 4

What happens when you hit Lite's limits

Lite includes exactly 1 checkout device and 2 cashier accounts. If you try to pair a second device (Point of Sale → Devices → “Pair new device”) while one is already paired, you get a 422 error explaining the limit (“Lulu POS Lite includes 1 checkout device, and 1 is already paired…”) with an “Upgrade to Retail” button — the same error shows on the pairing screen itself if a code minted earlier is typed into a second browser. Giving a third non-owner staff member a PIN (or having them sign in with email and password on the till) hits the same kind of 422 for cashiers. You don't need to test this for the one-device walkthrough, but it's worth triggering once to see the upgrade prompt a merchant would see.

- If a store downgrades (trial ends, plan canceled) while it has more devices or cashiers than the new plan allows, nothing breaks immediately: there's a 7-day grace period, after which the least-recently-used devices/cashiers over the cap are automatically paused (the merchant can also choose what to keep from the plan card on the Point of Sale dashboard, or on POS → Settings, before the grace period ends).

STEP 5

Give a staff member POS access and a PIN

Staff accounts are created under Settings → Users first. Once a staff member exists, go to Point of Sale → Staff & PINs (`/admin/pos/staff`) and click "Set PIN" next to their name — a PIN is 4 to 6 digits and is stored hashed, never in plain text. This is what lets them sign in on the shared till with a quick PIN instead of their full email and password.

- "Change PIN" and "Clear PIN" are available the same way later.
- A manager can always sign in on the till with email and password instead of a PIN — useful before any PINs are set.

STEP 6

Sign in on the device and open the drawer

On the paired device, open `/pos`. Sign in either with the PIN pad (type the 4–6 digit PIN and tap Sign in) or switch to "Use email and password". Once signed in, if no drawer session is open you'll be asked to count the cash in the drawer and enter the opening float before you can start selling.

STEP 7

Ring up a test sale

Add any sample product to the cart, go to checkout, and complete payment with a cash or card tender (use test/sandbox card details if your store's payment gateway is in test mode). On the receipt screen, try both "Print receipt" and "Email receipt" if your device has a connected printer — either way the sale is recorded immediately.

- The sale appears as a normal order in Orders, tagged to your Point of Sale channel, and reduces stock at the register's location.

STEP 8

Close the session and reconcile cash

When you're done testing, close the drawer session from the till (or from Point of Sale → Sessions in admin). Count the actual cash in the drawer and enter it — Lulu compares it against the expected total (opening float plus cash sales) and shows any over or short amount. This is the cash reconciliation step a cashier does at the end of a shift.

STEP 9

Check reports

Back in admin, Point of Sale → Reports shows the sale you just made, broken out from your online sales. In Analytics, in-person Point of Sale sales appear in their own row under Sales by channel, separate from online orders and separate from any external (non-Lulu) POS connected via Settings → Apps.

STEP 10

Packages: Lite, Retail, Pro

Lulu POS is priced per shop, in USD, on top of your Lulu plan, with 0% commission on in-person sales. Lite is free, included with your plan: 1 checkout device, 2 cashier accounts, and checkout and barcode scanning · printed and email receipts · split payments and saved carts · returns at the original shop · shared online and shop stock · offline cash sales · daily sales reports and CSV export · low-stock alerts and stock counts · online order pickup. Retail is $29/month or $290/year (14-day free trial), 2 devices, unlimited cashiers, adding everything in Lite plus suppliers and purchase orders, exchanges and store credit, loyalty points and advanced promotions, staff roles and cash reconciliation, and priority support. Pro is $59/month or $590/year (14-day free trial), 4 devices, adding everything in Retail plus branch transfers and cross-branch returns, and margin and branch reports. An extra checkout device is $10/month on Retail or Pro (up to 20).

- The test in this guide only needs one device and one cashier, so it fits comfortably inside the free Lite tier.
- A “cashier account” is any active, non-owner staff member who has been given a POS PIN or has signed in to POS at least once — the owner always has access and is never counted against the cap.
- Upgrading from Lite to Retail/Pro, starting the 14-day trial, switching to yearly billing, or adding an extra checkout device are all done from the app's own page, `/admin/app-store/shopwise-pos` (reached from “Upgrade” or “Manage plan” on the plan card at the top of the Point of Sale dashboard).

Check your work

- A register exists under Point of Sale → Registers.
- One device shows status Paired under Point of Sale → Devices.
- A staff member has "Has POS access" and a PIN set.
- A drawer session opened with a float, and a test sale completed on `/pos`.

- The test sale appears under Orders tagged to Point of Sale, and under Point of Sale → Reports.
- Closing the session shows the cash reconciliation (expected vs. counted) screen.

Troubleshooting

The pairing code says it expired.

Pairing codes expire 15 minutes after they're generated. Go back to Point of Sale → Devices, find the device (it will show status Code expired or Pending), and click "New code" to generate a fresh one.

I only have one laptop — can I still test pairing a device?

Yes. A browser on the same computer you manage the store from counts as a device for pairing purposes — open `/pos/pair` in a separate tab or browser window and continue from there.

A staff member can't sign in on the till.

Check Point of Sale → Staff & PINs — they need "Has POS access" and a PIN set (or they can sign in with their normal email and password on the till's "Use email and password" option instead).

The sale doesn't show up in my online sales reports.

That's expected: Point of Sale sales are reported separately from online orders, in their own row under Sales by channel and in Point of Sale → Reports, so they're never mixed into online figures.

How is this different from connecting an outside POS system I already use?

This guide is about Lulu's own built-in till, now shipped as the Lulu POS app. If you run separate POS software and want it to push its sales into Lulu instead, see “Connect your in-store POS system” — that's a different connection (an access token under Settings → Apps), not a register/device pair.

I paired a device or gave out PINs and hit a “pos_limit” error.

That's the plan's device or cashier cap, not a bug — Lite includes 1 device and 2 cashiers. Either remove/unpair something you don't need, or use the “Upgrade to Retail” button in the error to see the paid tiers. If a store was recently downgraded, it gets a 7-day grace period before anything is actually paused.

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