

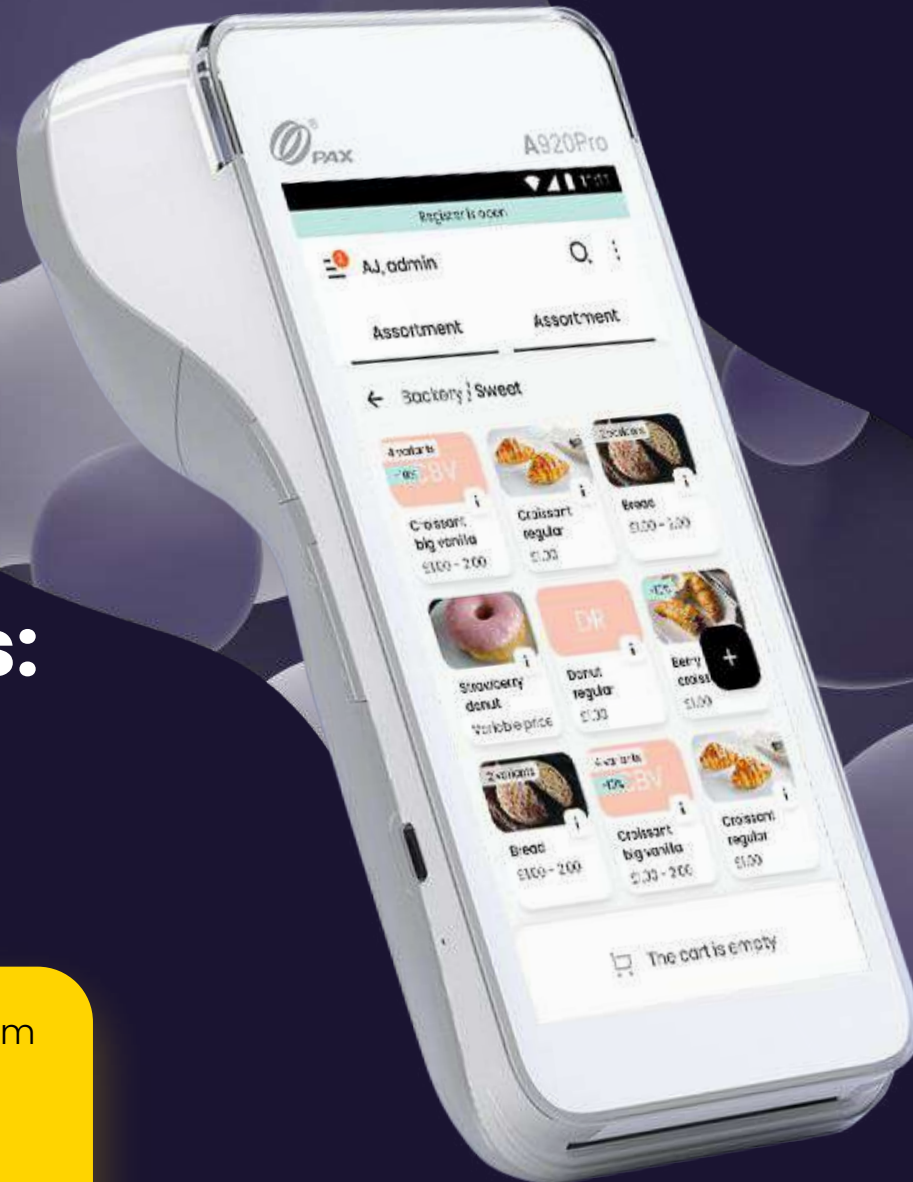
dnapayments



Zash

DNA Payments: Zash ePOS User Guide

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dnapayments.com
0208 102 8100
or contact your Account Manager



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Introduction

Our **Zash ePOS** is a cloud-based Point of Sale solution that consolidates software and hardware into one platform. Depending on your business's needs, you can use our **Zash ePOS** on a regular Android Phone/Tablet, a dedicated **PAX A920 Pro** Android payment

1 Point of Sale System: an Android App downloaded from Google Play Store on any Android Device:
<https://play.google.com/store/apps/details?id=com.zash.go>

Our Point of Sale interface has a web-based version you can use without an Android Device; it includes a web dashboard to check your reports and manage your assortment.

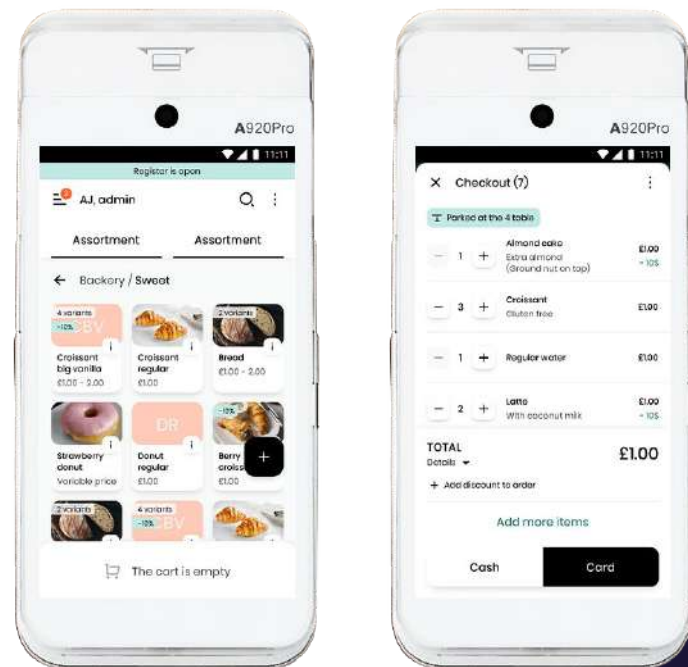
To test the service, use these credentials:
Login: hello@getzash.com
Password: Zash2020

2 Hardware: PAX Payment Terminals, Printers and Android Tabs that provide flexible setup, depending on your business's needs. To have our **Zash ePOS** set up with your Payment Solution and your preferred acquirer connected, we need to link it to your MID, and you're then good to go. The onboarding process takes less than an hour.

terminal (Hardware and Software in one), or a number of devices bundled together.

The solution consists of 3 main components:

3 DNA Payments Acquiring: **Zash ePOS** can connect to your DNA Payments Acquiring, so all your card payments will be directly settled in your account. Delivered in the cloud, our Payment Solutions provide flexibility and scalability while reducing capital investment requirements. For more details, please visit our website dnapayments.com



Getting started

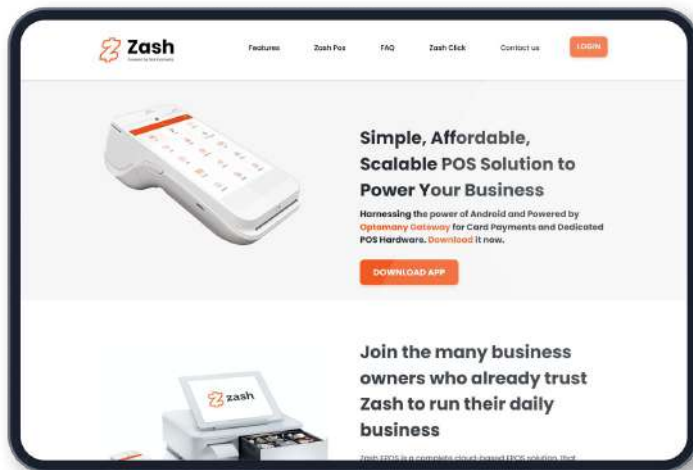
Create an account

Setting up your account with **Zash ePOS** is quick and easy. Register your business account both using our website and the **Zash ePOS App** by following these steps:

Web-based registration

- 1 Go to www.getzash.com.
- 2 Click the **“Login”** button on the main page of our website.

- 3 Fill in the registration form as shown below.
- 4 Fill in the first 3 fields, select your country, tick a checkbox, and click the **“Sign-up”** button.
- 5 Verify your email address by pressing the button in our email (please check your spam folder).
- 6 Log in to your account using your email address and the password you created previously, and fill in additional Account and Company information forms.
- 7 Your account is ready to use on the website and the **Zash ePOS App**.

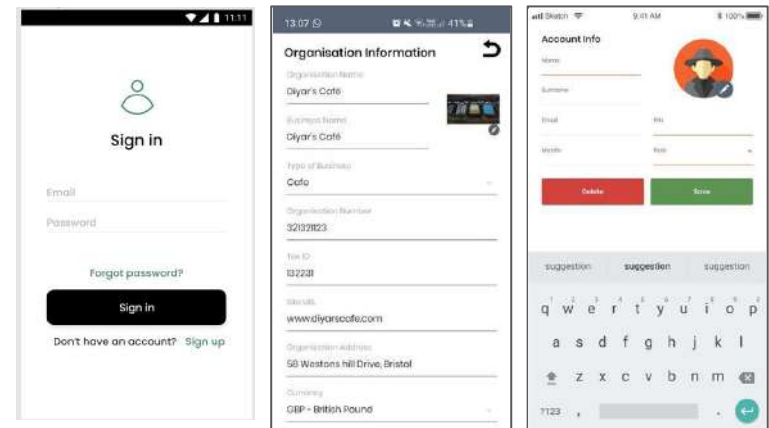
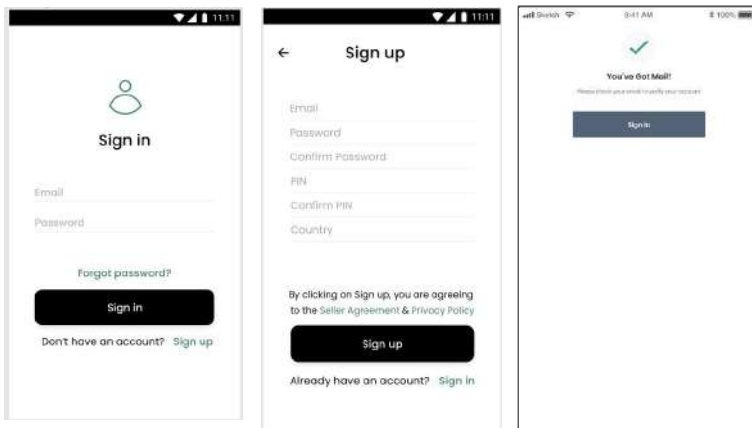
A screenshot of the Zash Sign Up form. The form is titled "Sign Up" and contains the following fields: Email, Password, Confirm Password, Pin, and a dropdown menu for "Select your country". Below the fields, there is a checkbox for "By clicking on Sign Up means you agree to the Seller Agreement & Privacy policy." and a "Sign Up" button. At the bottom, there is a link: "Already have an account? Sign In".A screenshot of the Zash Login form. The form is titled "Let's go!" and contains the following fields: "Enter your email" with an "Email" input field, and "Enter your password" with a "Password" input field and a "Forgot?" link. Below the fields is a "Login" button. At the bottom, there is a link: "Don't have an account? Sign Up!".

Getting started

Create an account

App-based account registration

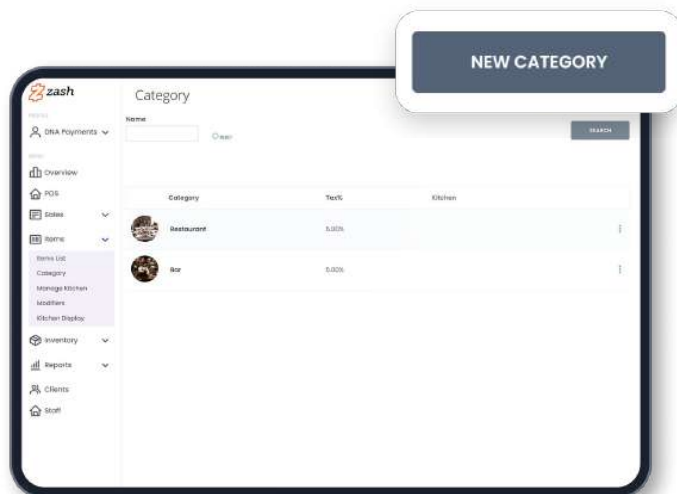
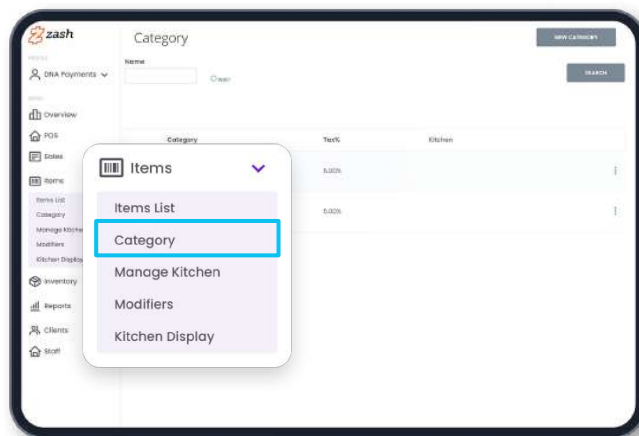
- 1 Download the **Zash ePOS App** from Google Play Market and click **“Sign-up”**.
- 2 Check your email inbox and authenticate the registered email.
- 3 Your account is now live.
- 4 Go Back to the **Zash ePOS App** and click the **“Sign In”** button.
- 5 Continue filling in your Account and Business details.
- 6 Your account is ready, and now you can use the POS functionality of the App.



Getting started

Adding and Editing Categories and Items

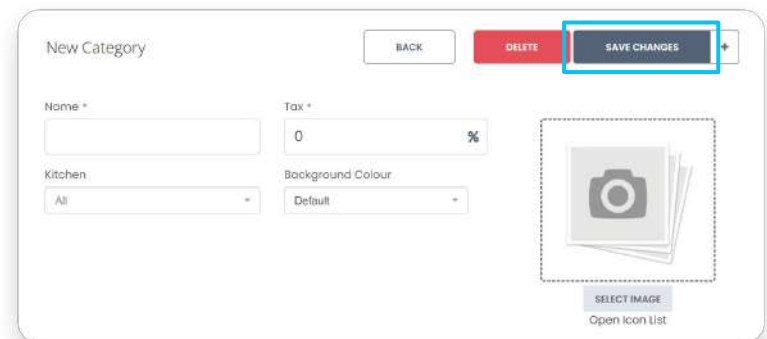
To start operating your **Zash ePOS**, you need to set up the **Product Categories** and **Items** you'll be selling in your store.



Adding Items and Categories using the Website dashboard

To add **Items** and **Categories** via the website dashboard, please follow these steps:

- 1 Log in to your account through the website.
- 2 Click on the **"Items"** section of the main menu on the left of the screen.
- 3 Click the **"Category"** tab at the top, which will open a page with a **"New category"** button in the upper right corner of your screen. After filling in all the category information, press **"Save Changes"**. The category is now created.



New Category

BACK DELETE **SAVE CHANGES**

Name *

Tax * %

Kitchen:

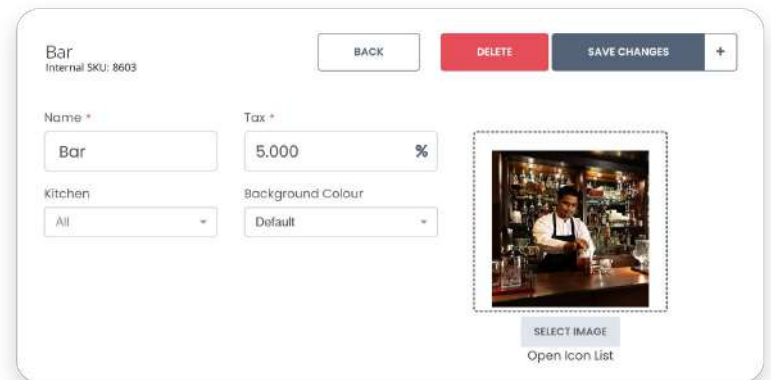
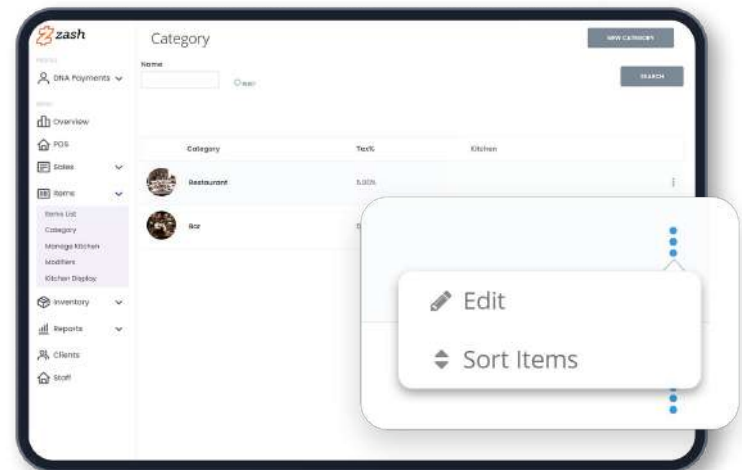
Background Colour:

SELECT IMAGE
Open Icon List

Getting started

Adding Items and Categories using the Website dashboard

- 4 To create an item, press the **“New product”** button, leading you to a product creation page. Then, fill in the product name, description, and price.
- 5 All **Categories** and **Items** created on the website will appear in your **Zash ePOS App**, and those **Items** created within the App will be visible on your website dashboard.



Getting started

Adding Items and Categories using the Zash ePOS App

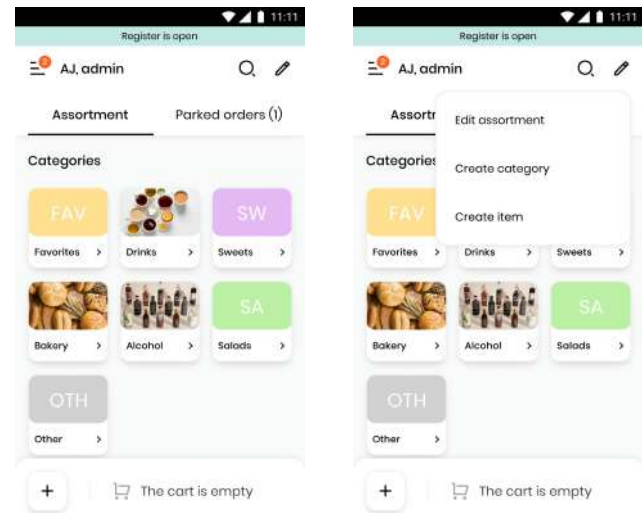
To add **Items** and **Categories** via the **Zash ePOS App**, please follow these steps:

Create a category

- 1 From the Home screen, tap the "✎" icon on the top right corner of your **"Assortment"** screen.
- 2 Select **"Create category"**, which will bring you to the **"Create New Category"** section.
- 3 Fill in the blank fields and press **"Save"** (in this section, you'll also be able to create a new sub-category).

NOTE

When adding a VAT% to the category, the tax will be applied to all items within that category.



Getting started

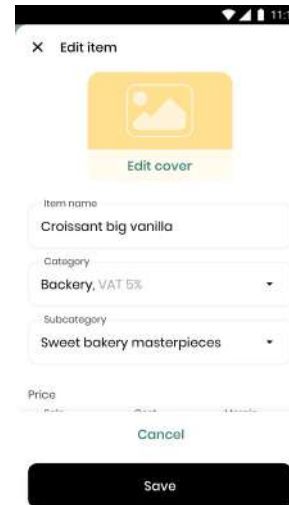
Adding Items and Categories using the Zash ePOS App

Create an Item

- 1 Tap the "📎" icon on the top right corner of your **Assortment** screen.
- 2 Tap **"Create Item"**.
- 3 Enter your **Item** name, price and cost.

NOTE

If your Item sells in several variations, you may add a variation by pressing the **"Add Variations"** button. The **Item** margin will be calculated automatically so you can price it accordingly. Your customers will never see the margin or cost.



✕ Edit item

Edit cover

Item name
Croissant big vanilla

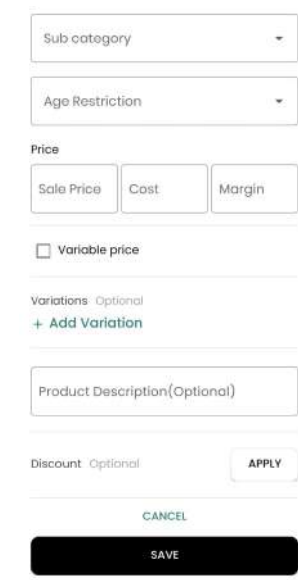
Category
Bakery, VAT 5%

Subcategory
Sweet bakery masterpieces

Price

Cancel

Save



Sub category

Age Restriction

Price

Sale Price Cost Margin

Variable price

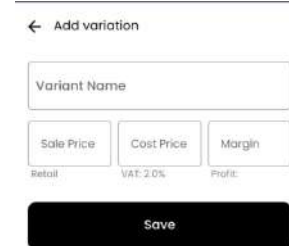
Variations: Optional
+ Add Variation

Product Description(Optional)

Discount: Optional APPLY

CANCEL

SAVE



← Add variation

Variant Name

Sale Price Cost Price Margin

Retail VAT: 2.0% Profit:

Save

Getting started

Set-up and menu display - Managing item modifiers

To optimise your menu and offer more customisation options for your customers, Zash ePOS allows you to create item modifiers. This feature enables you to add optional or compulsory modifiers to menu items, with the ability to set them as either paid or free of charge.

Creating a modifier

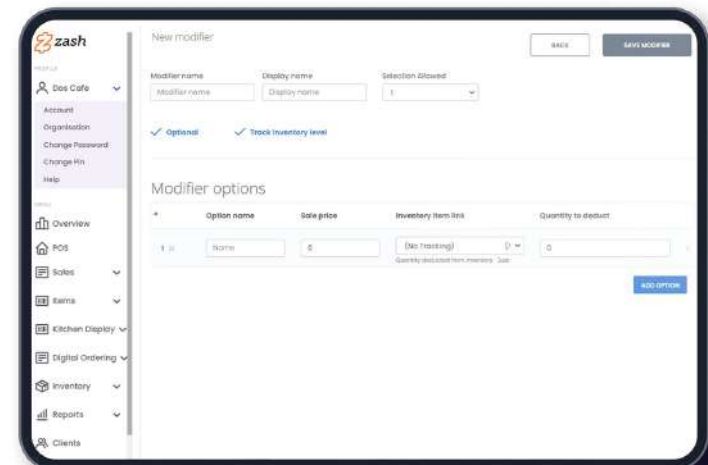
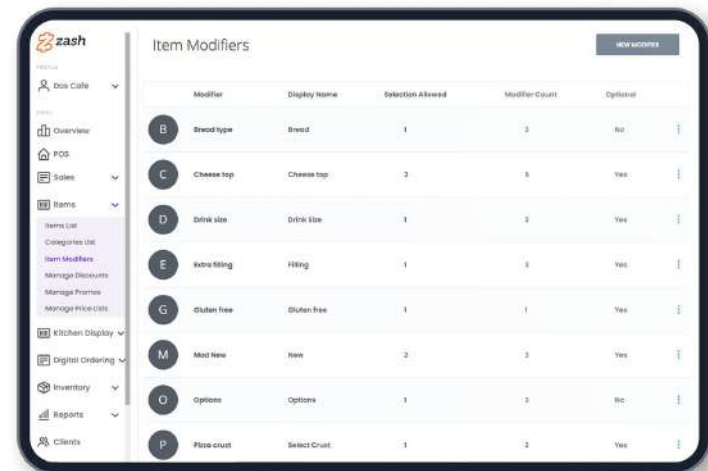
- 1 Log in to your **Zash Web Dashboard**.
- 2 Navigate to the **Modifiers Section**.
- 3 Click on **New Modifier** to start setting up a new modifier.

Define the Modifier's details, such as:

- Name (e.g. "Extra Cheese", "Size Large")
- Type (compulsory or optional)
- Price (paid or free)
- Save the Modifier once it's configured

Linking the Modifier to an Item

- 1 In the **Zash ePOS web dashboard**, go to the **Items Section** and locate the item you want to link with a modifier.
- 2 Open the **Edit Item Page** for that specific product.



Getting started

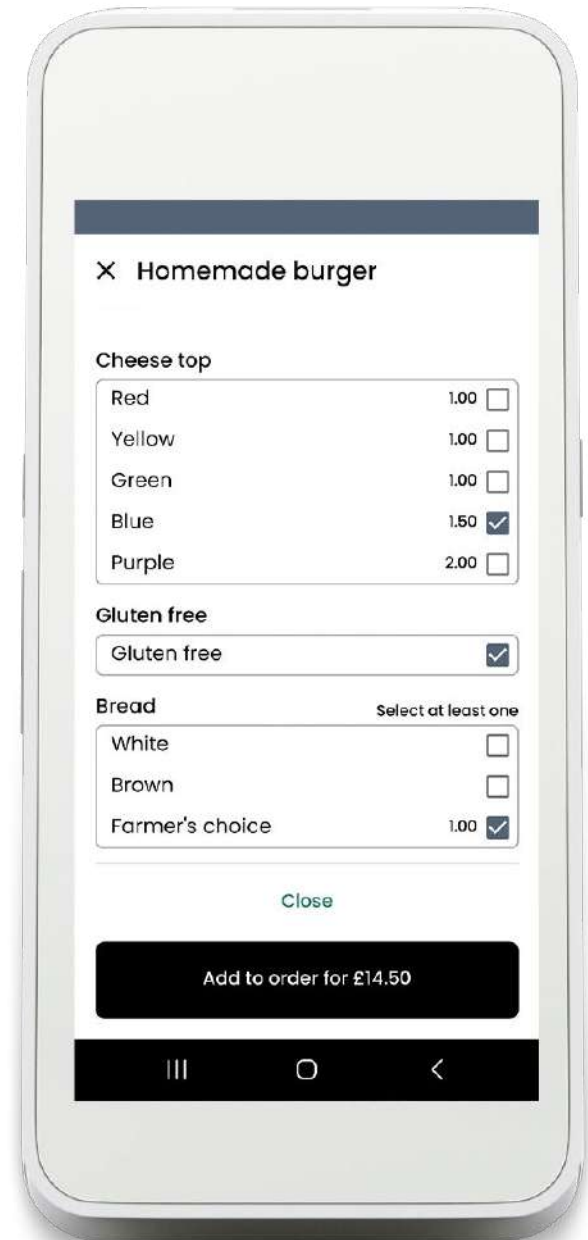
Managing item modifiers (continued)

- 1 Under the **Modifiers** section, select the modifier(s) you've created from the list.
- 2 Save the changes.

Viewing the Modified Menu Items

- 1 After linking the modifiers to the product items, the modifiers will automatically appear on your menu on the Terminal App.
- 2 When a customer selects the item, the relevant modifiers will be displayed as options (if optional) or as mandatory selections (if compulsory).
- 3 The menu will clearly reflect any associated costs (paid or free) for each modifier.

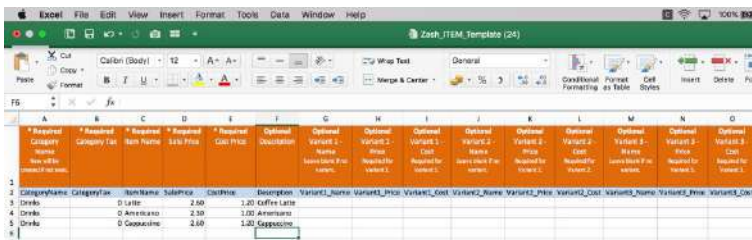
This process allows for a flexible and dynamic menu, allowing your customers to personalise their orders while streamlining the overall item list within the system.



Getting started

Bulk Upload of the product assortment using a spreadsheet

Zash ePOS makes it easy to import all your products, categories, prices, costs, and product variations from your previous EPOS solution. Fill in the spreadsheet template and send it to our **Support Team** to import all your products into **Zash ePOS**.



Required	Required	Required	Required	Required	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional		
Category	Category Tax	Item Name	SKU Price	Cost Price	Description	Variant 1 Name	Variant 1 Price	Variant 1 Cost	Variant 2 Name	Variant 2 Price	Variant 2 Cost	Variant 3 Name	Variant 3 Price	Variant 3 Cost	Variant 4 Name	Variant 4 Price	Variant 4 Cost
Drink		Latte	2.50		Latte												
Drink		Americano	2.50		Americano												
Drink		Cappuccino	2.60		Cappuccino												

Setting up your card payments

Zash ePOS offers integration exclusively with the **PAX A920 Pro** payment terminal, which has a pre-installed app with pre-setup MID from the Card Acceptance service provider.

With the **PAX A920 Pro** payment terminal, the **Zash ePOS App** will automatically appear on your device. You can create your account and use the **Zash ePOS App** immediately.



Getting started

Favourite Items Category

The **Favourite Items Category** feature allows you to highlight and prioritise your most popular or commonly used items, making them easily accessible for faster service. Here's how to enable and display your favourite items on the menu.

Steps to Enable and Display Favourite Items:

Enable Favourite Items:

- 1 On your **Zash ePOS terminal**, go to the **Item Edit Section** for any product.
- 2 Tap the **Star Icon** next to the **Item** to mark it as a **Favourite**. This will add the **Item** to the **Favourite Items** category.



BENEFITS

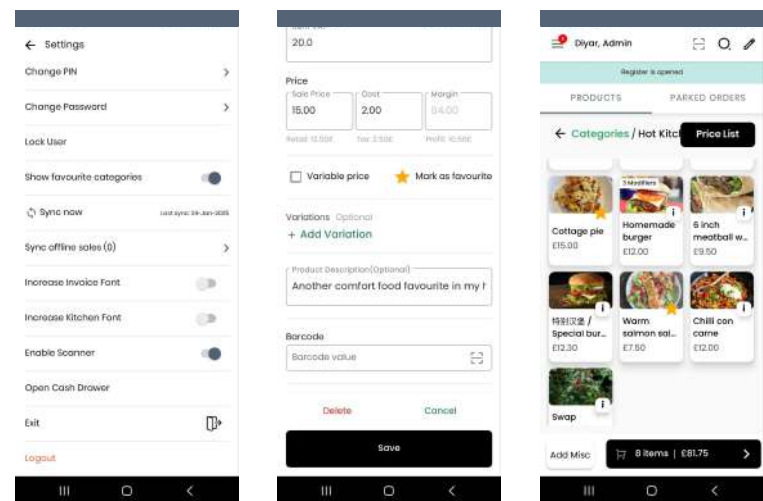
The Favourite Items feature helps streamline your service by allowing fast access to high-demand or frequently ordered items, reducing search time and improving efficiency, especially during busy periods.

Show Favourite Categories:

- 1 Press **Add** to begin the process of connecting a new printer.
- 2 The device will search for available Bluetooth printers.

Display in Menu:

- 1 Once enabled, the **Favourite Items** category will automatically appear as the first category in the menu, allowing quick access to your most popular products.



Getting started

Kitchen Setup

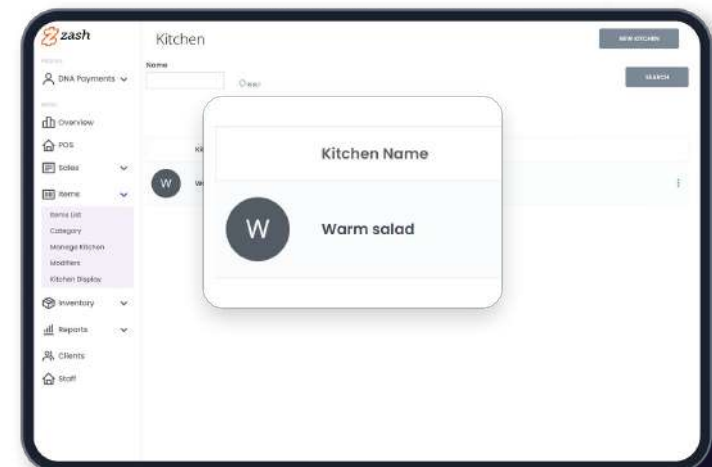
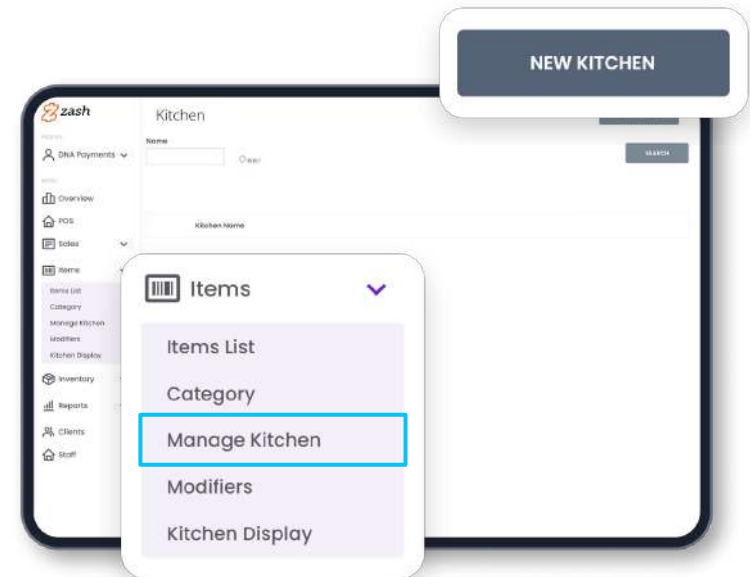
To set up communication between your order desk and your **Kitchen**, please:

- 1 Use your web-based dashboard to set up a new **Kitchen** in the **"Items"** menu.
- 2 The setup flow is different when using the app: Go to the **"Settings"** menu, select the **"Kitchen Management"** option, and create a new kitchen.
- 3 Choose the categories from your menu, which should send a message to the kitchen once ordered.



EXAMPLE

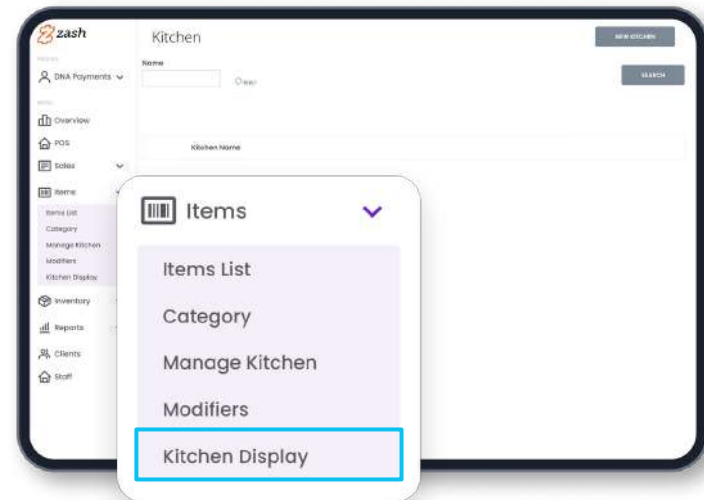
You've got a **"Warm Salad"** item on your menu. Once the sales desk parks the order containing **"Warm salad"**, it'll appear on the kitchen screen so that kitchen staff gets notified.



Getting started

To choose categories, simply:

- 1 Click on the **"Edit Assortment"** tab in the "🔧" section.
- 2 Select the category you need, and select the **Kitchen** you've just created in the drop-down.
- 3 To install the screen in your **Kitchen**, you need a display with an Internet connection: a tablet, mobile phone, desktop, or laptop.
- 4 Once chosen, access your web dashboard, go to the **"Items"** menu, and select the **"Kitchen Display"** option.



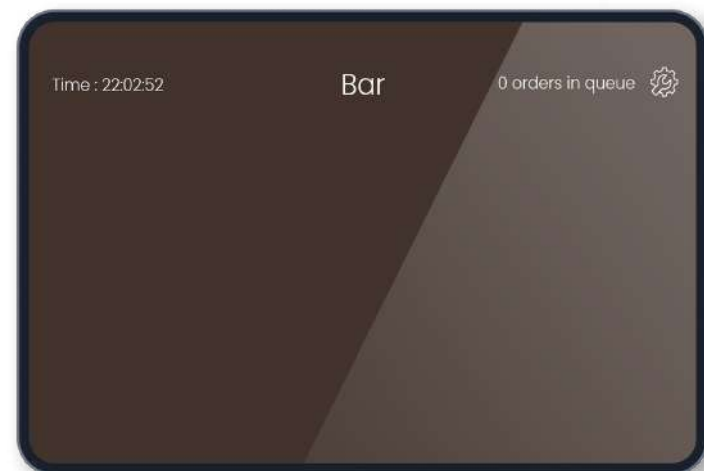
Hi, Adam!

Select kitchen (Version 2.0)

📍 Bar

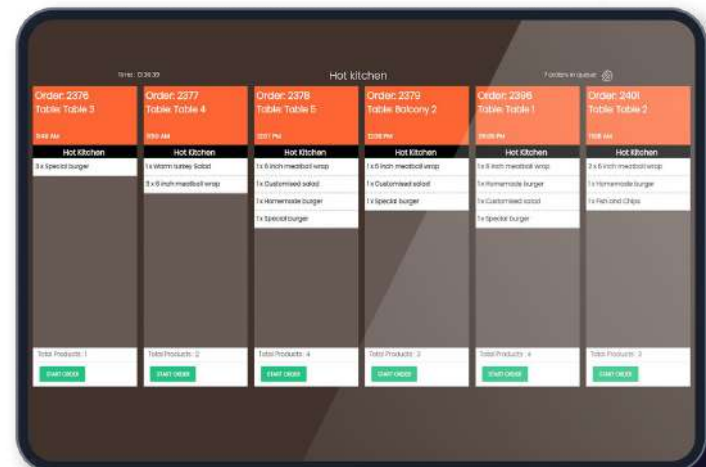
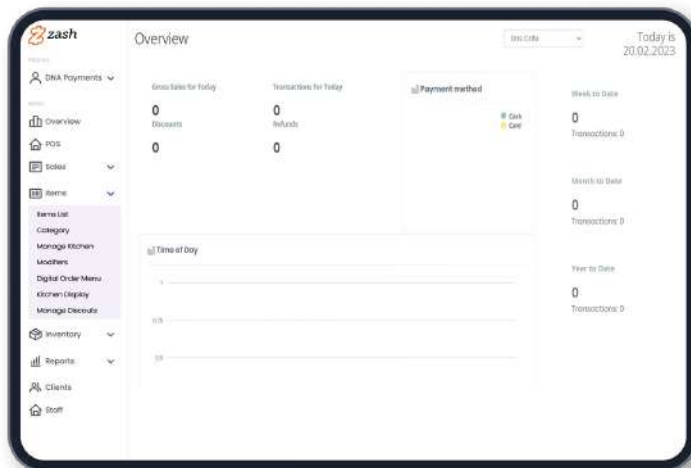
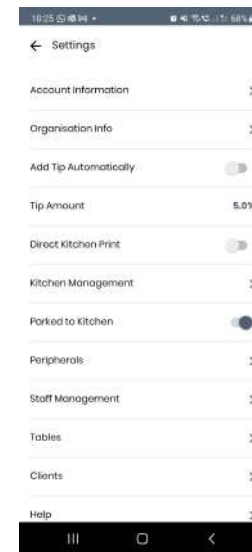
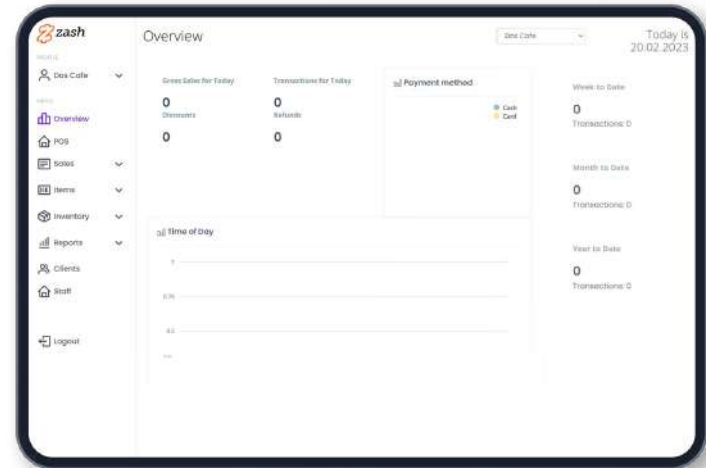
📍 Restaurant

Back



Getting started

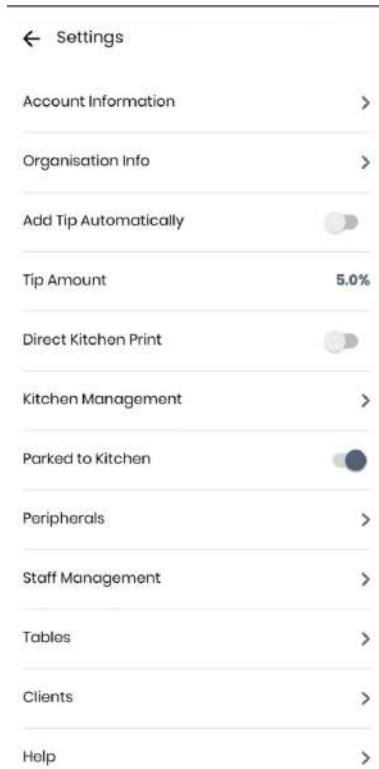
- 5 In the new tab, select the **Kitchen** you need to turn on.
- 6 Your **Kitchen** screen is all setup, and you should see a blank brown screen on your display.
- 7 Using your **Zash ePOS App**, go to **“Settings”** and turn on the toggle called **“Parked to Kitchen”**.
- 8 Your **Kitchen** is all set up. After these steps, all parked items from your selected categories will pop up on the **Kitchen** screen.



Getting started

Table management

The **Table Management** function lets you create your tables list, with the capacity of each table mentioned, allocate orders to the tables and see whether the table is free or occupied. When creating and parking the order next, you'll be offered this table list. If you'd like to enable the **Table Management** function, you only need to create the tables as shown in the screenshots below:



A screenshot of the 'Tables' screen. At the top, there is a back arrow and the text 'Tables'. Below this is a table with three columns: 'Table', 'Capacity', and 'Status'. The table contains the following data:

Table	Capacity	Status
Table 1	4	Occupied (2164)
Table 2	4	Occupied (2165)
Table 3	10	Occupied (2169)
Table 4	6	Occupied (2172)
Table 5	4	Free
Table Central	8	Free
Balcony 2	4	Free
Balcony 1	4	Free

Each row in the table has a red checkmark icon to its right. Below the table is a black button with the text 'Add Table'.

A screenshot of the 'Add Table' form. At the top, there is a back arrow and the text 'Tables'. Below this are two input fields: 'Name' and 'Capacity'. At the bottom of the form is a black button with the text 'SAVE'.

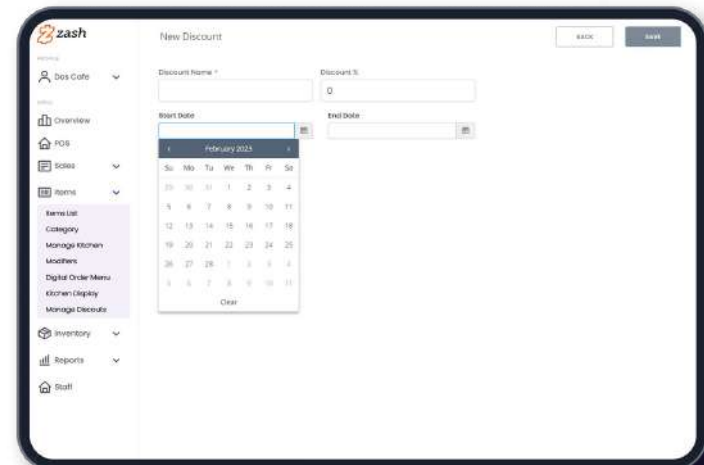
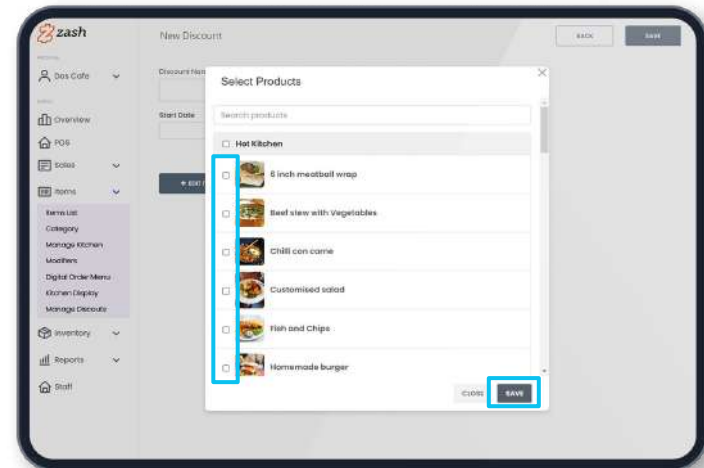
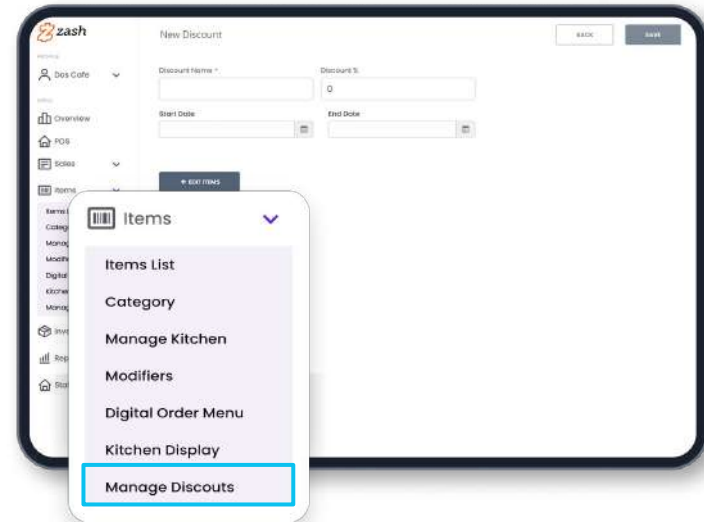
Getting started

Discount Management

The **Discount Management** function lets you create a discount campaign for a selection of products or product categories, schedule it, and apply the discount's size.

To create a discount, you need to:

- 1 Use your web dashboard and go to the **Items** section, **Manage Discounts**.
- 2 Press the **"New Discount"** button.
- 3 Name your discount campaign, select a discount % size and choose your campaign's start and end dates.
- 4 Press **"Edit Items"** and choose the **Items** and/or **Categories** by ticking the tick boxes next to their name.
- 5 Save the selection, and save the campaign.



Getting started

Staff Management

To register your staff to **Zash ePOS**, you need to follow these quick steps:

- 1 Go to the **Staff Management** section by clicking the **"Staff"** button in the **"Settings"** menu.
- 2 Click the **"Add staff"** button.
- 3 Fill in your staff member's name, surname, email, and mobile phone and select either admin or staff user permissions (**"Admin"** can change items, control staff, and create staff members, whereas **"Staff"** can operate only order creation and sales functions).



TIP

To complete the registration of an additional staff member, you need to input the PIN that you created during your main account registration.

The screenshot shows two parts of the application interface. On the left, the 'Staff Management' screen features a search bar and a table with the following data:

Name	Role
Diyar di.daskhathayev@gmail.com	Admin
Samantha samanthadaskhathayev@gmail.com	Admin
Bar diyar@drappointments.com	Staff
Ice ice@zash.com	Staff

At the bottom of this screen is an 'Add Staff' button. On the right, the 'Staff' form for adding a new member includes input fields for Name, Surname, Email, Mobile, and Role (with a dropdown arrow), a PIN field with a visibility toggle, a profile picture icon, and a 'Save' button.

Getting started

Attendance

You'll need the **"Attendance"** function to track your staff's hours during a specific period. To start counting hours, your staff members need to **Clock in - Start the shift**. To do so, you need to:

- 1 Enter the **Attendance** section.
- 2 Tap **"Clock in"**.
- 3 Select the **Staff** member.
- 4 Enter the **Staff's PIN code**.

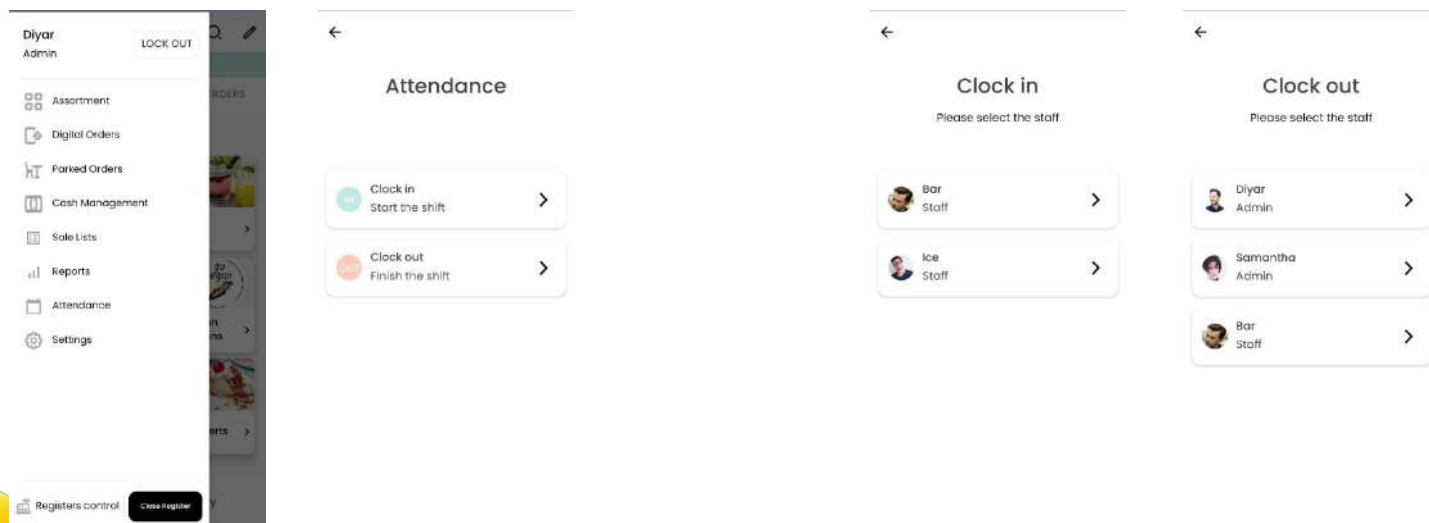
Then, the shift for the selected member of staff has been started.

If you would like to stop the shift:

- 1 Enter the **Attendance** section.
- 2 Tap **"Clock out"**.
- 3 Select the Staff member.
- 4 Enter the Staff's PIN code.

Once completed, the shift for the selected staff member has been stopped.

To view your staff member's timesheet report, you need to go to the **Web Dashboard** **Staff** section and press three dots on the right side of the staff member's name. There, select the period of the report and press Download.



Hardware and peripherals

Hardware requirements

We provide the **PAX A920 Pro** payment terminal to set up a complete EPOS solution. An Android-based payment terminal, the **PAX A920 Pro** includes a built-in printer and touch screen that are all in one device. The **PAX A920 Pro** payment terminal settings are ready to use; however, if you've got any additional questions on the functions of the **PAX A920 Pro** terminal, please get in touch with us at support@dnapaymentsgroup.com



Hardware and peripherals

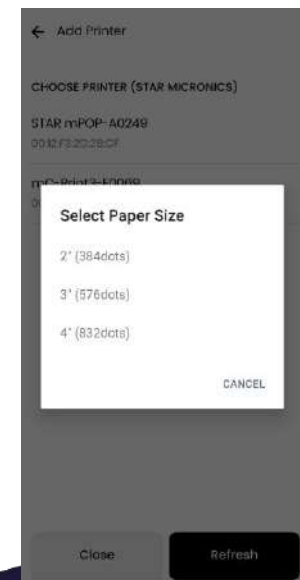
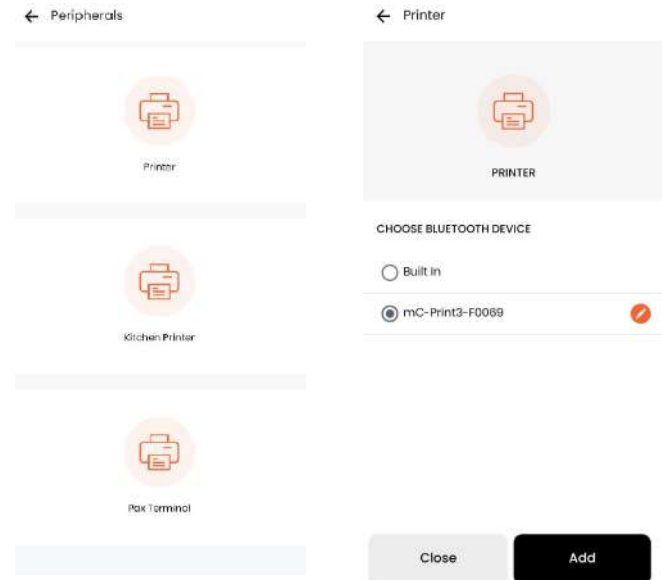
Connecting to a Printer

To connect a printer, follow these quick steps:

- 1 Go to the **"Side Menu"**.
- 2 Click the **"Peripherals"** section.
- 3 Click the **"Printer"** button and follow the instructions to connect the printer.

i NOTE

Currently, the **Zash ePOS App** only supports printers produced by **"Star Micronics"**.



Hardware and peripherals

Connecting to a Tablet

Please follow these steps to connect your **A920 Pro terminal** to an **Android Tablet** (please check the recommended tablet model with sales).

- 1 Connect your **Android Tablet** and **A920 Pro** to the same Wi-Fi network.
- 2 Install the latest **Zash ePOS app** on your Android Tablet from the Play market.
- 3 Open the **Zash ePOS app** on your tablet. Log into your account.
- 4 Go to **Settings** **Peripherals** **PAX Terminal**.
- 5 Press the **"ADD"** button. Enter your **PAX A920 Terminal Serial Number** on your terminal's back cover. The serial number example is S/N: **1850267502**; please use only the numeric part of it.

- 6 Now enter your **PAX terminal's IP Address**.

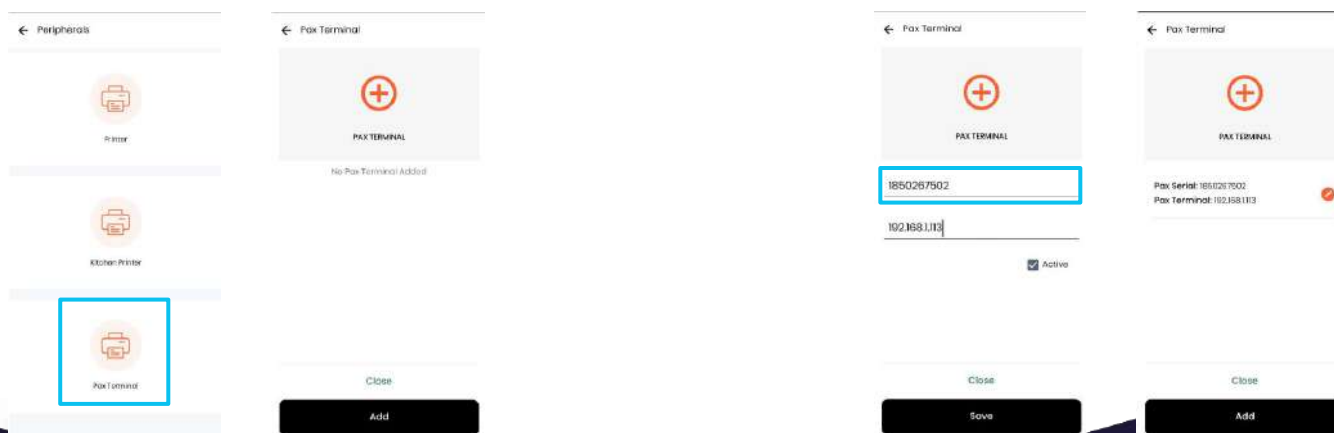
On your PAX terminal, go to settings for your payments app. It looks like three horizontal lines on the top right corner of your main menu.

Select **Wi-Fi settings**. Tap the **Wi-Fi network** you are connected to and find your terminal's IP address. An example is 192.168.1.113.

Enter your terminal's IP address on your tablet.

- 7 On your tablet, tick the **"Active"** tickbox and press **"SAVE"**.

You can now create orders using the tablet and take card payments using your **PAX A920 Pro terminal** in a single flow.



Connecting external bluetooth printer

You can easily connect a **Bluetooth printer** to enable receipt printing from your **PAX A920 Pro** payments terminal. Follow the steps below to pair and configure your printer:

Supported Printer Models:

- Star MC-Print3 (Bluetooth)
- Sunmi NT311

Steps to Connect the Bluetooth Printer:

Access Printer Settings:

- 1 On your **PAX A920 Pro** terminal, go to the **Settings** menu of your Zash app.
- 2 Select **Peripherals** from the options available.
- 3 Tap on **Printer** to open the printer configuration settings.

Add the Printer:

- 4 Press **Add** to begin the process of connecting a new printer.
- 5 The device will search for available **Bluetooth printers**.

- 6 Once the list of available printers appears, select your printer model (e.g., **Star MC-Print3** or **Sunmi NT311**) from the results.

Select Paper Roll Size:

- 7 After selecting the printer, choose the appropriate **paper roll size** for your printer (e.g., 80mm or 58mm) based on your printer's specifications.

Cash Drawer Settings (optional):

- 8 If your printer supports a connected cash drawer, configure the **cash drawer settings** to ensure it works with your printer setup.

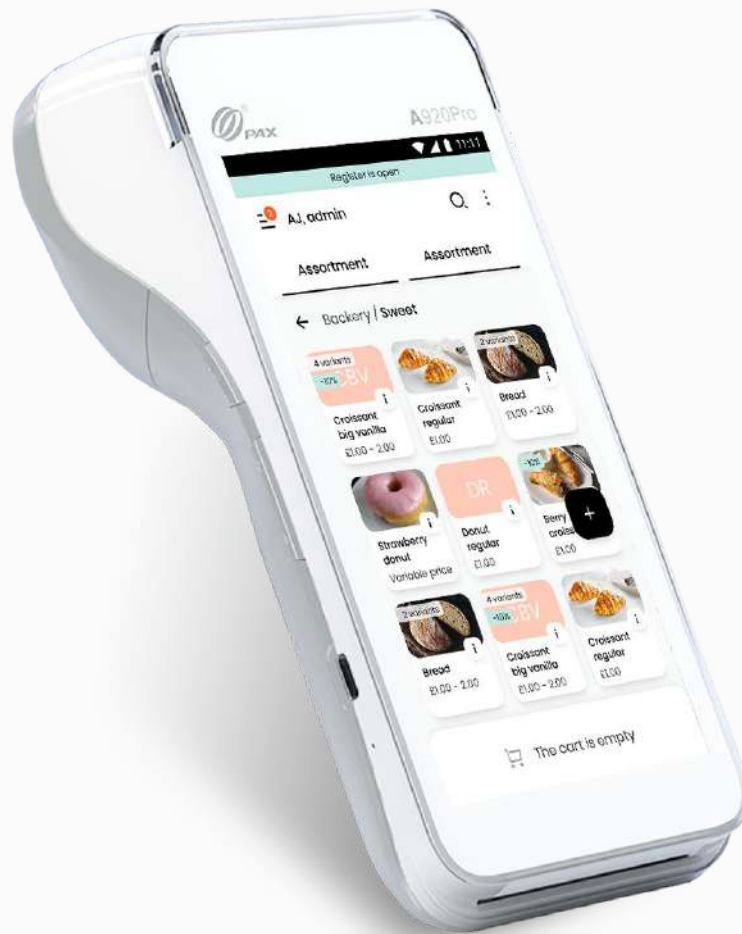
Finish Setup:

- 9 Once all the settings are selected and configured, press **Done** to complete the printer setup.
- 10 Your Bluetooth printer is now successfully connected to the PAX A920 Pro and ready for use.

Once completed, your terminal will be fully configured to print receipts via the external **Bluetooth printer**, making transactions smoother and more efficient.

Operating your POS

You'll mainly use the main **Assortment Screen** during your business operations. You'll access it once you're logged in and open the **Register**. You'll see your product assortment and existing parked orders on this screen. You can also go to your side menu (☰ button on the top left) or edit your product assortment.



Operating your POS

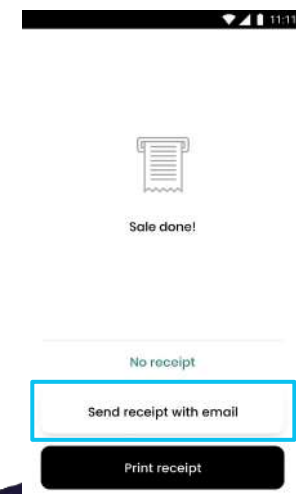
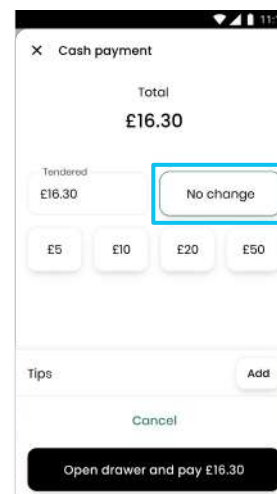
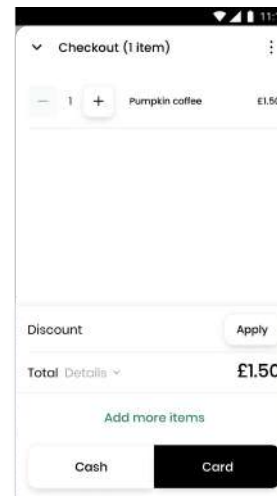
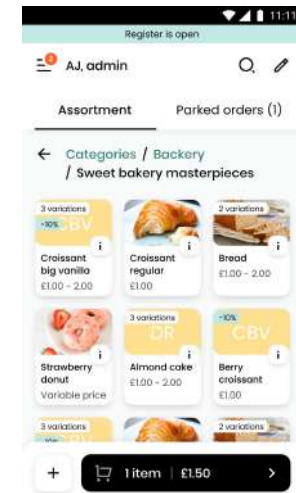
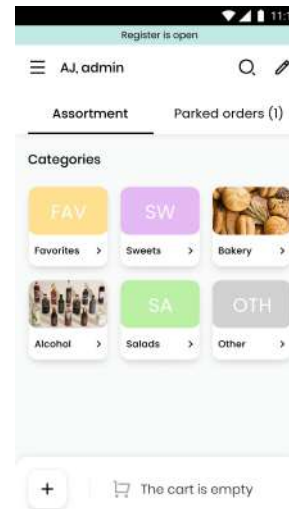
Order creation and Accepting Payments

To create an order, follow these quick steps:

- 1 Click on a **Category** and an **Item** you would like to add to your order.
- 2 Once you've tapped the **Item** from your main screen, it's added to your order.
- 3 Once complete, select the payment method: **Cash** or **Card**. **Cash** payments can be operated separately or by connecting a cash drawer, and the card payments are processed via the payment terminal.

Cash

- 1 Select **"Cash"**, and a new window will appear where you'll see the amount. Let's say this amount is £16.30. You can enter quick buttons, such as **"No change"**.
- 2 Once you click **"Open Drawer"** and **"Pay"**, the order is closed, and the **Confirmation screen** opens up. Here, you can select if the customer wants a receipt printed or emailed or doesn't need a receipt.



Operating your POS

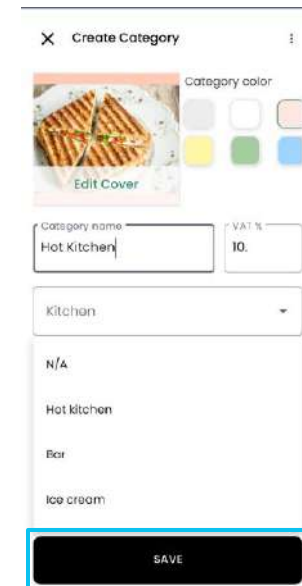
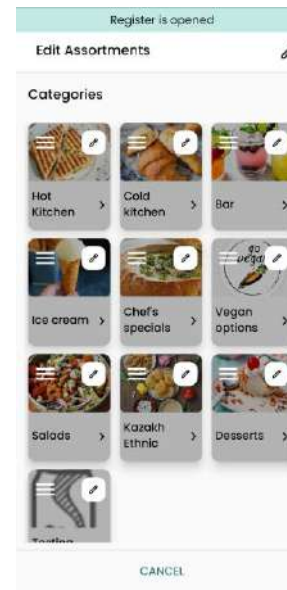
Card

- 1 Press **"Card"** when the order is completed.
- 2 Follow the instructions on the screen of your **PAX A920 Pro** payment terminal.



TIP

You can increase the quantity of the selected Item by repetitively clicking. You can also change the Item's quantity by tapping it in the order at the bottom of your main screen. It will unwrap the order, and you can amend the contents.

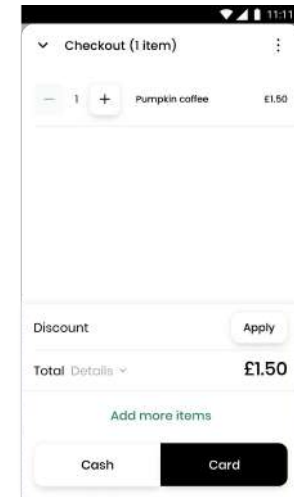
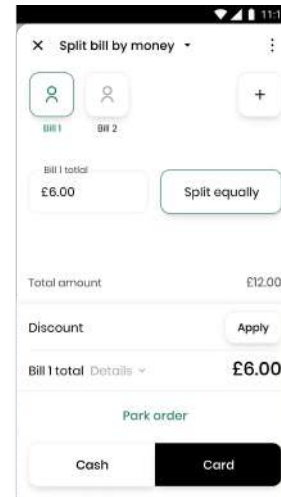


Operating your POS

Split the bill

To split a bill so that customers can pay separately for the items in the order, follow these quick steps:

- 1 Before going to the payment, click the **“Three dots”** button on the top right corner of the checkout page.
- 2 Select whether you want to split the bill by items or by the amount. Here, you can **“Add bill(s)”** and assign the items to a separate bill.
- 3 To split the bill, click the **“Split bill”** option, then click the **“Add bill”** button to create an empty bill.
- 4 Find your **Item** on the list above and press on it. You will see a pop-up asking you where to assign this **Item**.
- 5 Press **“Bill #2”**. You'll then have 2 bills; press the one you want to be paid first and proceed with the **Cash** or **Card** payment method selection.

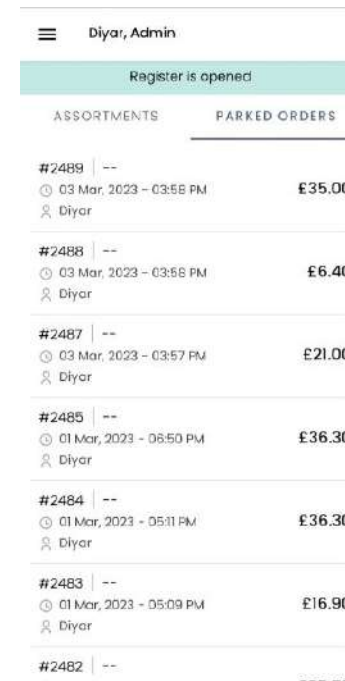
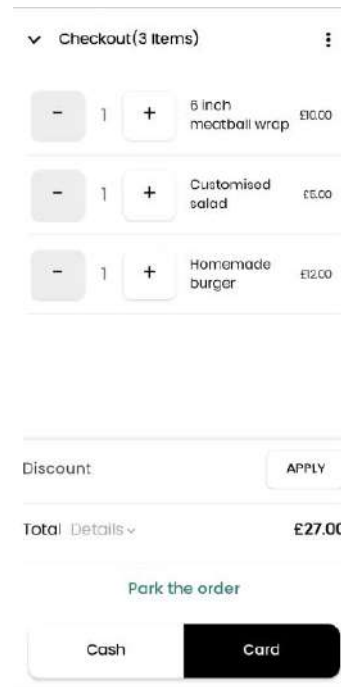
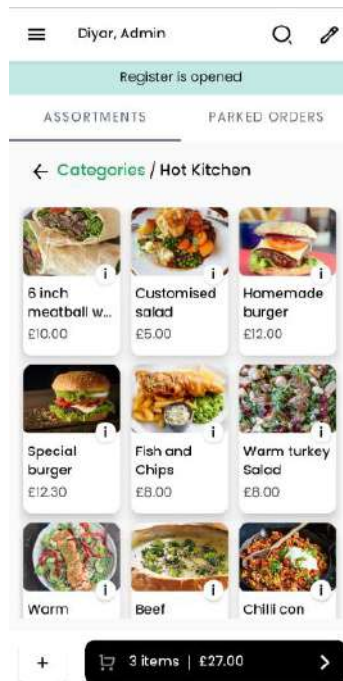


Operating your POS

Parking the order to a Table

After the tables are created, you can assign the order to a relevant table by following these quick steps:

- 1 Click the **"Park"** button on the POS order creation screen.
- 2 If you've enabled the kitchen display functionality, parked orders (whether with a table assigned or without) will be sent to the associated kitchen display.

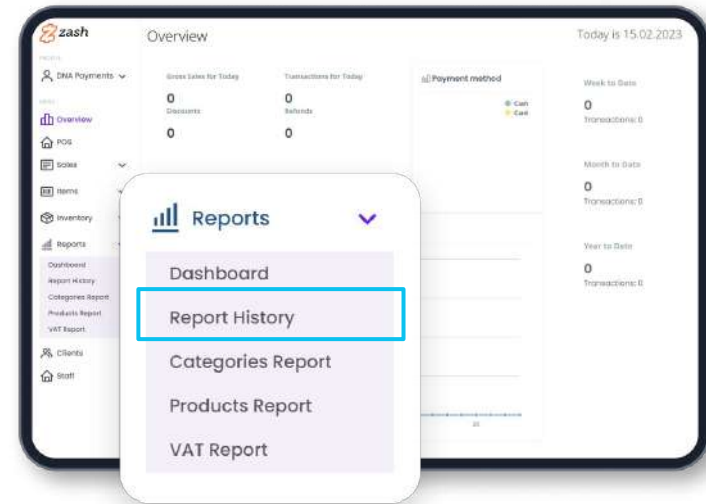


Operating your POS

Reports and Sales List

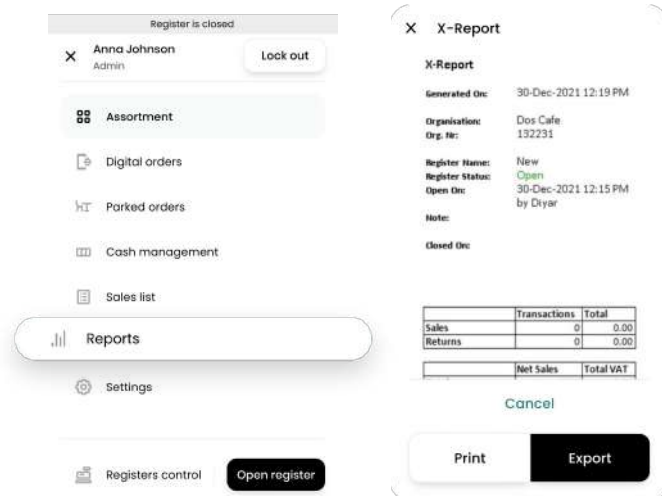
To operate on-site or remotely, access the **Zash ePOS App** from your Device (or our getzash.com website) and see your business's current and past reports.

From the **Home** screen, click "**Reports**" or go to "**Reports**" from your admin portal interface for a performance overview of the past week's sales or sales per POS terminal and your top-selling products, which can be exported into Excel or PDF documents.



Open and Close a Register

Suppose you formalise reporting for a shift or specific point of sale. In that case, you can open a Register to view that particular shift or POS, how many sales they've had currently (**X-Report**) or by a total at the end of the day (**Z-Report**).



Operating your POS

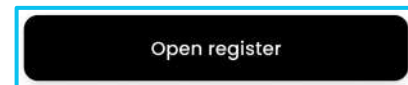
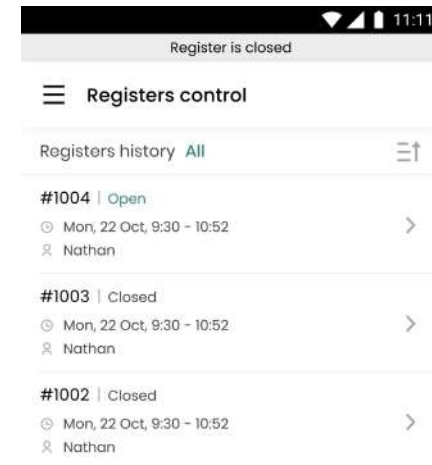
Open the Register

At the beginning of each business day, you must open the Register to start accepting payments. To do this, follow these quick steps:

- 1 Log in to the **Zash ePOS App** with your account. The system will ask whether you want to open the **Register** or continue.
- 2 Go to **“Menu”** from the main screen and click the **“Open Register”** button.

NOTE

When the **Register** is closed, you need to open it by clicking the **“Open Register”** button and register a cash amount to start the shift. Fill in the amount you've got in the cash register. Enter your **PIN** code so the system records the user opening the **Register**. The **Register's** cash amount is nulled at the end of a shift (When the **Z-Report** is produced). Therefore, you must enter a new amount, even if it's the same as when closing the previous shift. Press **“Open Register”** and enter **Cash Amount** to start the day.



Operating your POS

Closing the Register

Closing the **Register** means you clear your cash register at the end of the day.

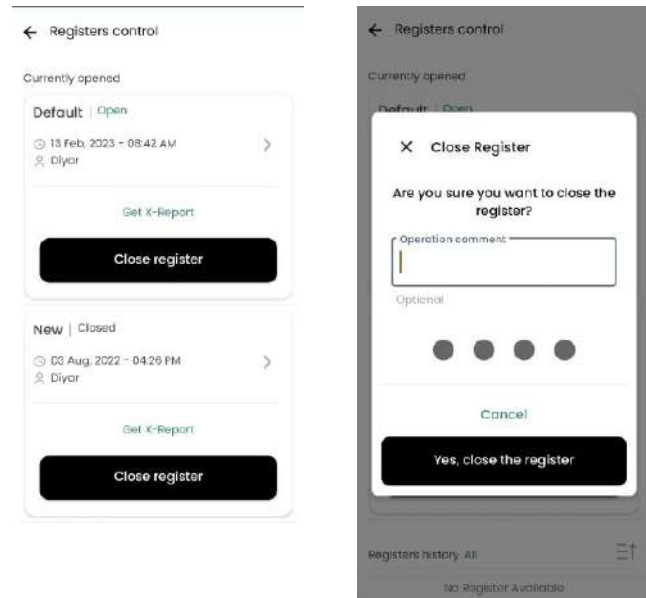
A **Z-Report** is automatically generated when closing and sent to your email address. When the **Register** is closed, you cannot receive any payments.

To close the **Register**, follow these quick steps:

- 1 Go to your **"Side Menu"**.
- 2 Click the **"Close Register"** button.
- 3 Enter your **PIN** code.
- 4 Close the **Register**.
- 5 A **Z-Report** is generated automatically. You must take the cash left in the Cashbox, which is nulled with the terminal closed.

i NOTE

You can print the **Z-Report** by clicking the **"Print"** button. The built-in printer on a **PAX A920 Pro** payment terminal will print it. You can also email the **Z-Report** by pressing the **"Export"** button.



Operating your POS

X-Reports

An **X-Report** is a round-up report of the terminal's sales since the previous **Z-Report** during a business day. You can print or email an **X-Report** anytime during a shift.

Z-Reports

A **Z-Report** is a round-up of all sales processed by your terminal since you opened it at the start of your business day. It includes data such as your total sales, total returns, and total net. These amounts are the sum after the cash register was used and cannot be reset.

All **Z-Reports** are under "**Z-Reports**" on the **Zash ePOS App** terminal screen. Only an account owner has access to this information.

All **Z-Reports** are stored digitally for seven years and are listed in chronological order under "**Z-Reports**" on the terminal screen of the App (only available to the account owner).

Daily and Monthly Reports

Account owners can access daily and monthly reports in the **Zash ePOS App**. These reports summarise all sales made by the business.

Staff accounts can only access their specific sales during an ongoing shift (**X-Report**).



Operating your POS

Z-day reports - History (only visible to the account owner)

As an account owner, under **Z-day reports**, you can view generated **Z-day** reports on behalf of the company in chronological order and choose to print them there.

Sales List

All payments processed by your terminal are listed in chronological order in the **Sales List**. You can also search for a transaction. You get detailed information about the purchase by pressing any transaction in the list. You can also refund or send or print a copy of the receipt.

The screenshot displays two parts of the POS interface. On the left is the 'Sale Lists' screen, which has a search bar and a list of transactions. On the right is the 'Sale Detail' screen for a specific transaction, showing a list of items, their prices, and a summary of totals and payment options.

Sale Lists

Register is opened

Search

2486	03 Mar, 2023 - 02:15 PM	32.00
Diyar		
2470	01 Mar, 2023 - 04:53 PM	35.30
Diyar		
2469	01 Mar, 2023 - 04:53 PM	35.30
Diyar		
2468	01 Mar, 2023 - 04:53 PM	41.20
Diyar		
2464	01 Mar, 2023 - 04:21 PM	47.70
Diyar		
2463	01 Mar, 2023 - 04:21 PM	47.70
Diyar		

Sale Detail

ID: 2470
Client Name:
Created By: Diyar
Terminal ID: 7174
Time: 01 Mar, 2023 - 04:53 PM

6 inch meatball wrap x 1	£10.00
Customised salad x 1	£5.00
Special burger x 1	£2.30
Cappuccino x 1	£3.00
Homemade lemonade x 1	£2.50
Lotte Macchiato x 1	£2.50
Net total	32.09
Discount	0.00
VAT	3.21
Tip Amount	0.00
Total	35.30
Card	35.30

EMAIL REFUND

PRINT

Operating your POS

Processing a Refund

In the **Sales List** section of the **Zash ePOS**, you can find the transaction by the **Order ID** you wish to refund. The **“Refund”** button will initiate the payment application and perform the refund action flow if a transaction is by **Card**. The refund can be processed for the whole order or a separate item. A **Cash** refund procedure will be reflected on the screen if paid in cash. The daily report will show all in and out payments.

Order ID	Date/Time	Total Amount
2486	03 Mar, 2023 - 02:15 PM	32.00
2470	01 Mar, 2023 - 04:53 PM	35.30
2469	01 Mar, 2023 - 04:53 PM	35.30
2468	01 Mar, 2023 - 04:53 PM	41.20
2464	01 Mar, 2023 - 04:21 PM	47.70
2463	01 Mar, 2023 - 04:21 PM	47.70

Item	Price
6 inch meatball wrap x 1	£10.00
Customised salad x 1	£5.00
Special burger x 1	£12.30
Cappuccino x 1	£3.00
Hamamada lemonade x 1	£2.50
Latte Macchiato x 1	£2.50

Net total	32.08
Discount	0.00
VAT	3.21
Tip Amount	0.00
Total	35.30
Card	35.30

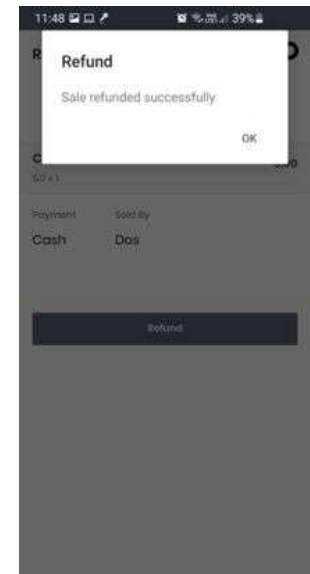
Buttons: EMAIL, REFUND, PRINT

Item	Price
Cinnamon Roll	2.30
Carrot Cake	7.00
Bagel	5.00
Chicken wrap - Mega wrap	8.30
Sandwich - Chicken half	3.00

Net total	20.97
Discount	0.00
VAT	6.63
Tip Amount	0.00

Payment: Sold By: Card

Button: Refund



Operating your POS

Cash Management

To see how much cash you've got in your POS, or if you want to take out cash, please:

Go to **HOME** □ **CASH MANAGEMENT**.

You can then add or delete cash assigned to the specific POS payment terminal.

EXAMPLE You have £1,000 and want to add £500. Or you've received £750 and want to deduct £150 at the end of the day. You'll then be left with £600 in your **"Float"**. All in and out transactions are registered in the **Cash List**.

← Cash Operations

Add Cash Withdraw Cash

Adjusted sum

-100 100.00 +100

Operation comment

Optional

Current drawer balance £374.70
Input sum £100.00
Balance after operation **£474.70**

Open drawer and add £474.70

← Clients

Email

Name	Mobile
Adam test@test.com	0777777777
Charlotte test@test.com	0707070700
Daniel d.doskhozhayev@gmail.com	0707070707 77
Jose d.doskhozhayev@gmail.com	7070707070
Martin martinsmith@test.com	0707070707 7

Add Client

← Client Information

Name

Surname

Email

Mobile

Credit Balance

More ▾

Save

Clients' Database

Typically, you'd prefer to save your clients' details in a journal to recognise your customers. To do this in the **Zash ePOS**, please follow these quick steps:

- 1 Click the **"Clients"** button in your App. Inside, you'll find the list of the clients that you've previously registered.
- 2 To create a new client, click the **"Add client"** button and input as much information about your client as you have. For the returning customers, you can also see how many transactions the client has spent in your store.

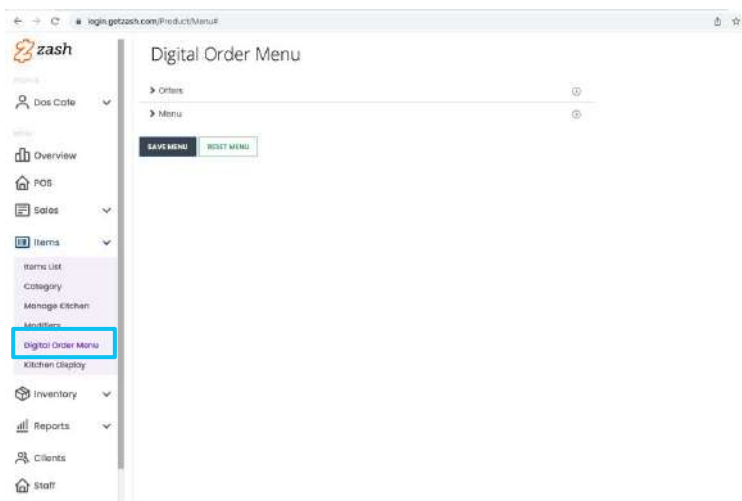
Digital Ordering

Digital Ordering lets customers place orders directly from their mobile phones. To do so, please:

- 1 Get your customer to scan the **QR code** at the table or follow a link.
- 2 Once scanned, the **QR code** will bring them to your business's website, which **Zash ePOS** generates (you don't need a separate website for this function; **Zash ePOS** creates it for you).

Digital Ordering Menu management

Digital Ordering lets you reflect your assortment in **Zash ePOS** through various customised options. You can create special menus, hide particular items or create new categories. The only restriction is that you can only create new **Items** in the **Zash ePOS** assortment.



i NOTE

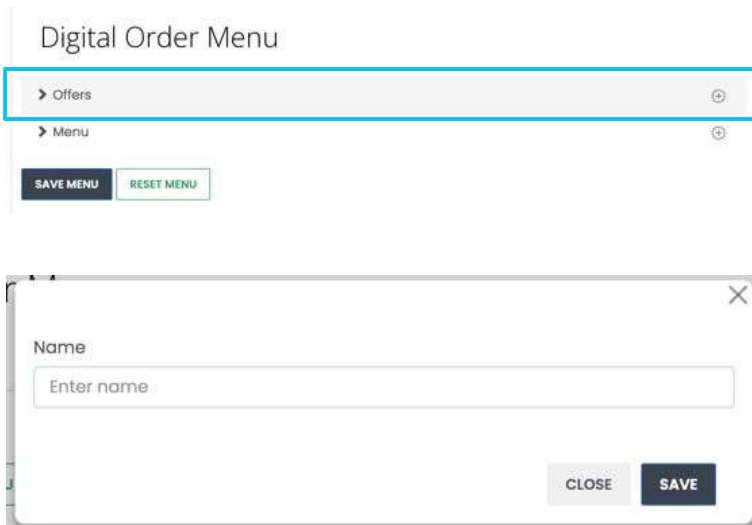
This function is only available for our **Zash Restaurant** plan subscribers. The subscribers of the **Digital Ordering** function will see additional sections in the **Web dashboard** as described here.

Digital Ordering

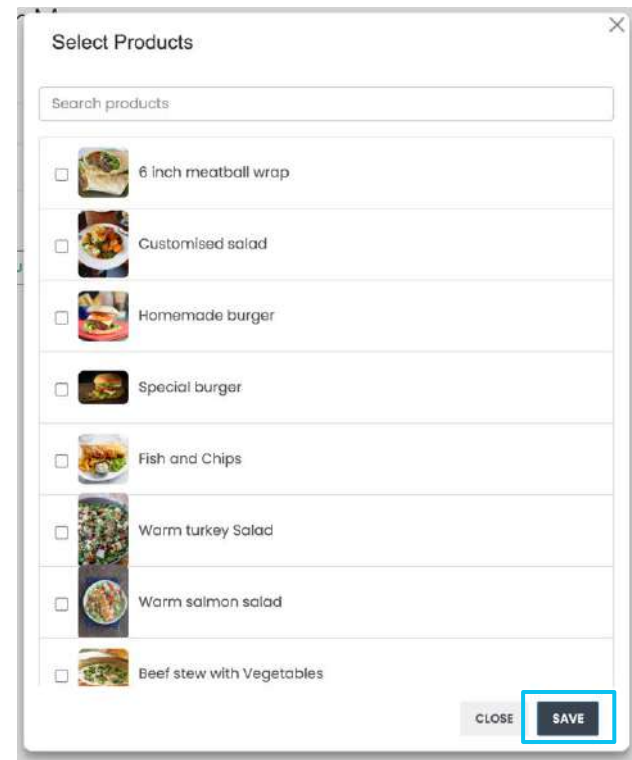
Special Offer menu creation

To create a **Special Offer** menu, follow these quick steps:

- 1 Press the **+** button on the **Offer** line of the menu creation page.
- 2 Create the title of your **Special Offer** and press **"Save"**.
- 3 To add the items to your new **Special Offer** menu, press the **"Add item"** button and select the items from your assortment.
- 4 Once selected, press **"Save"**.



Digital Order Menu



Digital Ordering

Main categories menu management

All categories in your **Zash ePOS** will automatically reflect in the main categories of **Digital Ordering**. To manage it, you need to press the **“Remove”**, **“Add sub-category”**, or **“Edit”** buttons on the corresponding category name.

Remove category: this button will remove the selected category from the **Digital Ordering** menu.

i NOTE

The category will be deleted from the **Digital Ordering** menu and kept in the **Zash ePOS** main menu. If you accidentally removed the category, click the **“Reset menu”** button to return to the initial stage of the **Digital Ordering** menu creation.

Add sub-category: This button lets you create a sub-category within the existing category, which helps you sort the items by common characteristics.

Edit: This button lets you add or remove items within the existing category of **Items**.



Digital Ordering

Digital Ordering QR code and links

You can print and place your **QR codes** on your tables or share the URL on your social media accounts. Customers will be redirected to the website that **Zash ePOS** generates. Your website will look as described below:

- 1 Your business's name is on the menu, followed by the address, links to your social media accounts, and a business description.
- 2 The **Digital Ordering** menu is managed in the web dashboard.
- 3 **eCommerce Payment** widget that lets you to accept payments without hardware.
- 4 Link to the incoming orders for your **Zash ePOS Kitchen** displays, terminals and reporting.



Managing your account

You can update your account or business details either in the **Zash ePOS App** or the web-based dashboard.

Zash ePOS App

To change your details in the **Zash ePOS App**, follow these quick steps:

- 1 Click the "**Settings**" button.
- 2 Select the appropriate option.
- 3 Click the "**Save**" button after the details are updated.

Web-based dashboard

To change your details in the **Web-based dashboard**, follow these quick steps:

- 1 Click the drop-down menu next to your account name.
- 2 Choose the suitable option to edit.

NOTE

Email and business data types are fixed and cannot be changed.

Pioneering payment solutions, powering businesses to thrive

DNA Payments Limited (Company No.11154668 /FCA No.806630). Registered office: 10 Lower Grosvenor Place, London, SW1W 0EN. DNA Payments Limited is authorised by the Financial Conduct Authority under the Payment Service Regulations 2017 for the provision of payment services.

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0208 102 8100

or contact your Account Manager