



TRAINING MANUAL

Cashier manual

For staff selling on the tills

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For training and reference

Welcome

This manual covers everything you do on the till: signing in, clocking on, selling with cash and EFTPOS, what to do if the internet drops, and the end-of-day count. Read it before your first shift and keep it handy at the stand.

FOR

Cashiers and stand staff

COVERS

The till, EFTPOS, timesheets, end of day

UPDATED

Sunday 1 November 2026

Your day at a glance

- 1 Sign in and choose your location
- 2 Clock in (user menu > Clock In)
- 3 Check the float, and that the top bar says "SmartPay Paired"
- 4 Sell: tap the products, then take cash, card, or part of each
- 5 At the end of the day: no sales waiting to upload, count the cash, and hand it to your manager
- 6 Clock out and sign out

When in doubt, ask

If anything doesn't look right — the float, a card payment, a red banner on the till — stop and call your manager before carrying on.

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1. Getting started

Welcome to Fireworks POS! This manual provides complete step-by-step instructions for operating the Point of Sale system. Read carefully and keep this manual accessible during your shifts.

1.1 Login procedure

To begin your shift, you must log into the system:

- 1 Open your web browser (Chrome, Firefox, or Edge recommended)
- 2 Go to till.onlinefireworks.co.nz
- 3 On the login screen, enter your email address in the "Email" field
- 4 Enter your password in the "Password" field (passwords are case-sensitive)
- 5 Click the "Login" button
- 6 If your credentials are correct, you will proceed to location selection
- 7 If you see an error, double-check your email and password. Contact your manager if you cannot log in after three attempts

Important

Never share your login credentials with anyone. You are responsible for all transactions made under your account.

1.2 Location selection

After logging in, you must select your work location:

- 1 You will see a "Select Location" screen showing available locations
- 2 If you work at only one location, it will be pre-selected
- 3 If you work at multiple locations, click on the location where you are currently working
- 4 Click "Continue to POS" to proceed to the Point of Sale interface
- 5 The selected location will be displayed in the top navigation bar

Note

You can only choose locations you have been assigned to. If the location you are working at is missing, ask your Regional Manager to assign you to it.

1.3 POS interface overview

The POS interface has been optimized for fast transactions with these key areas:

- **Top bar:** Displays your location, whether the till is online, whether the SmartPay terminal is paired, and your account menu
- **Search bar:** Located at the top of the product area for quick product lookups
- **Category filters:** Buttons to filter products by type (Sparklers, Fountains, Rockets, etc.)
- **Product grid:** Full-width display of all available products with images and prices
- **Shopping cart:** Right sidebar showing items in current transaction, subtotal, GST, and payment options

- **User menu:** Click your initials/avatar in the top right for the Sales Log, Clock In/Out, Reset Terminal Pairing and Sign Out

2. Starting your day

There is no till to open in the system. Sales are recorded against your location and the day, and your manager balances the cash at the end of the day (the cash-up).

2.1 Before you sell

- 1 Sign in and choose your location
- 2 Clock in (user menu > Clock In)
- 3 Count the float in the cash drawer and tell your manager if it is not what they gave you
- 4 Check the top bar says "SmartPay Paired". If not, pair the terminal (section 2.2)
- 5 You are ready to sell

2.2 SmartPay EFTPOS terminal pairing

Before you can accept card payments, you must pair your Eftpos terminal with the POS for the site you are working at. Pair once per device and site.

Pairing procedure

- 1 Log in to the POS and select the site you are working at
- 2 Turn the Eftpos terminal on and wait for the SmartPay / Smart Connection screen
- 3 On the terminal, press FUNC
- 4 Press 3 for Config
- 5 Enter 833767
- 6 Press 1, then press 1 again to pair
- 7 The terminal will display a pairing code
- 8 In the POS, when you process a card payment for the first time, you will be prompted to pair
- 9 Enter the pairing code exactly as shown on the terminal screen
- 10 Click "Pair Terminal"
- 11 Wait for confirmation on both the POS screen and the Eftpos terminal
- 12 Once paired, the terminal stays paired for this device at this location
- 13 Pairing is saved on this device for this location: a different device, or the same device at another location, needs pairing once
- 14 If card payments go to the wrong terminal, use user menu > Reset Terminal Pairing and pair again

Unpairing the terminal

- 1 From the SmartPay / Smart Connection screen, press FUNC
- 2 Press 3 for Config
- 3 Enter 833767

- 4 Press 1, then press 2 to unpair the POS

Troubleshooting EFTPOS pairing

- If pairing fails, verify the code is entered correctly (no spaces)
- Ensure the Eftpos terminal has a stable internet connection
- Try generating a new pairing code on the terminal (FUNC, 3, 833767, 1, 1)
- If the terminal shows "offline" or "device offline", check the network cables and power
- Contact your Regional Manager if pairing fails after multiple attempts

3. Processing sales

3.1 Finding products

There are three ways to add products to a sale:

- 1 **Category filtering:** Click a category button (Sparklers, Fountains, Rockets, etc.) to show only those products
- 2 **Search bar:** Type product name or SKU code in the search bar at the top. The results filter as you type. A barcode scanner types the code and adds the matching product straight to the cart; the camera button scans with the device camera
- 3 **Scroll and click:** Browse the full product grid and click directly on any product

3.2 Adding items to cart

- 1 Find the product using any of the methods above
- 2 Click on the product card - it will be added to the cart on the right side
- 3 Each click adds ONE unit. Click multiple times, or change the quantity in the cart
- 4 The cart shows the total, including GST (15%)
- 5 Review the cart to ensure correct products and quantities
- 6 To remove an item, click the trash icon next to it in the cart

3.3 Processing cash payments

- 1 After adding all items to the cart, note the total amount shown
- 2 Click the green "Cash Payment" button
- 3 A dialog will appear asking for "Cash Tendered"
- 4 Enter the amount of cash the customer is giving you (e.g., 50.00 for \$50)
- 5 The system will automatically calculate the change due
- 6 Review the change amount shown on screen
- 7 Click "Complete Sale"
- 8 Give the customer their change (the exact amount shown on screen)
- 9 The cart will clear automatically, ready for the next customer

3.4 Part cash, part card

- 1 Enter the cash part in "Split Payment" and take that cash
- 2 The remaining amount is then paid by card on the terminal (or by more cash)
- 3 The sale is saved once it is fully paid

3.5 Processing card payments (SmartPay EFTPOS)

Card payments use the SmartPay Eftpos terminal. Ensure your terminal is paired (see Section 2.2).

- 1 After adding all items to the cart, note the total amount
- 2 Click the blue "Card Payment" button
- 3 The system will send the transaction to your paired Eftpos terminal
- 4 The terminal screen will show the transaction amount
- 5 Instruct the customer to insert, tap, or swipe their card on the terminal
- 6 The customer follows the prompts on the terminal (enter PIN if required)
- 7 The POS system will poll the terminal every 2 seconds for the transaction outcome
- 8 Wait for one of these outcomes: ACCEPTED, DECLINED, CANCELLED, DEVICE OFFLINE, or FAILED
- 9 If ACCEPTED: The sale completes automatically and the cart clears. Transaction successful!
- 10 If DECLINED: Inform the customer their card was declined. Offer alternative payment method
- 11 If CANCELLED: The customer cancelled the transaction. Restart the payment process or try cash
- 12 If DEVICE OFFLINE: The terminal lost connection. Check cables and network, then retry
- 13 If FAILED: A system error occurred. Try the transaction again or contact your manager

Important

Do not press any buttons during card processing - wait for the terminal to complete the transaction. If the page is reloaded or the internet drops during a card payment, the till checks the terminal again when it comes back, so an approved payment is not lost. Do not charge the customer a second time; if you are unsure, check the Sales Log and ask your manager.

3.6 If the internet drops

- A paid sale that cannot reach the server is kept on this till and uploaded automatically when the connection is back. A banner shows how many are waiting
- Do not close the browser or clear its data while sales are waiting to upload
- A red banner means a paid sale could not be saved: tell your manager straight away and do not sell the same items again
- Card payments need the internet. Take cash, or wait for the connection

4. End of the day

- 1 Check there is no "waiting to upload" banner. If there is, keep the till online until it clears
- 2 Count the cash in the drawer (notes and coins)
- 3 Write down anything paid out of the drawer (with receipts) and give it to your manager
- 4 Hand the cash and your count to your manager, who records the day's cash-up
- 5 Clock out

The cash-up compares the cash counted with the cash sales for the day, less cash refunds and anything paid out of the drawer. Small differences happen; explain anything you know about to your manager.

4.1 Sales log

User menu > Sales Log lists the sales made at your location, newest first, so you can check a sale went through.

5. Timesheet & clock in/out

All staff must clock in and out to track hours worked for payroll. This ensures accurate payment and maintains proper records for compliance.

5.1 Why track time

- Accurate payroll - you are paid for the exact hours you work
- Legal compliance - employment law requires accurate time records
- Manager oversight - helps with scheduling and labor cost management
- Your protection - creates a clear record of your work hours

5.2 How to clock in

At the start of your shift:

- 1 Click on your user menu in the top right corner (shows your initials/avatar)
- 2 Click "Clock In" button
- 3 You will see confirmation that you are clocked in
- 4 The menu now shows "Clocked In: X hrs Y m" with elapsed time
- 5 The timer updates in real-time as you work
- 6 You can check your elapsed time at any point by clicking your user menu

Important

Always clock in at the START of your shift, before setting up.

5.3 How to clock out

At the end of your shift:

- 1 Click on your user menu in the top right corner
- 2 Click on "Clocked In: X hrs Y m" button
- 3 A modal window opens showing your clock in time and total elapsed time
- 4 Enter your break minutes in the "Break (minutes)" field - for example, if you took a 30-minute lunch break, enter 30. The break must be shorter than the shift
- 5 Add any notes about your shift in the "Notes" field (optional but recommended)
- 6 Click "Clock Out" button to confirm
- 7 Your shift is now recorded in the system
- 8 The total hours worked = Elapsed time - Break time

Break time honesty

Be accurate with break times. They are deducted from your total hours. Dishonest reporting is a serious issue.

5.4 If you forget to clock in/out

If you forget to clock in at the start or clock out at the end of your shift, you can request a time adjustment:

- 1 Click on your user menu in the top right corner
- 2 If clocked in: Click "Clocked In: X hrs Y m". If not clocked in: Click "Clock In"
- 3 Click "Request Time Adjustment" button at the bottom of the modal
- 4 Select the date for which you need an adjustment
- 5 Enter the correct clock in time (format: HH:MM, e.g., 09:00 for 9am)
- 6 Enter the correct clock out time (format: HH:MM, e.g., 17:00 for 5pm). A finish time earlier than the start (e.g. 18:00 to 01:00) is counted as the next morning
- 7 In the "Reason" field, explain why you need this adjustment - be honest (e.g., "Forgot to clock in at start of shift")
- 8 Click "Submit Request"
- 9 Your request goes to your Regional Manager for review
- 10 You will see the status of your request in the adjustment requests list

5.5 Viewing your adjustment requests

After submitting a time adjustment request, you can check its status:

- **PENDING** (yellow badge): Your request is waiting for manager review. No action needed from you
- **APPROVED** (green badge): Your manager approved the request. The hours have been added to your timesheet for payroll
- **REJECTED** (red badge): Your manager rejected the request with a reason. Review the rejection reason and speak with your manager if needed

View your adjustment requests by clicking your user menu → Clock In/Clocked In → Request Time Adjustment → scroll down to see your request history.

5.6 Important timesheet notes

- ALWAYS clock in at the start of your shift - this is a requirement, not optional
- ALWAYS clock out at the end of your shift before leaving
- Be honest with break times - they are deducted from your total hours
- Your manager can see all your timesheets and clock in/out times
- Frequent forgotten clock ins/outs may result in disciplinary action
- Time adjustment requests should be exceptions, not routine
- If you have questions about your hours, speak with your manager promptly

Remember: Accurate timesheets ensure you are paid correctly. Make it a habit to clock in when you arrive and clock out when you leave.

6. When to contact your regional manager

Cashiers have limited permissions for security. Contact your Regional Manager for:

6.1 Refunds and returns

You CANNOT process refunds. Only Regional Managers and System Admins can refund transactions.

- If a customer requests a refund, politely explain you need to call your manager
- Note the transaction number from the receipt
- Contact your Regional Manager immediately
- The manager will verify the refund request and process it through the admin system
- Never attempt to refund by giving cash without manager approval

6.2 Stock discrepancies

- Product showing wrong price
- Item not found in the system
- Physical stock doesn't match system quantity
- Damaged products that need to be written off
- Missing products or potential theft

6.3 Cash issues

- The float in the drawer is not what you were given
- Cash is missing or you think you gave the wrong change
- You paid for something out of the drawer
- A red "couldn't be saved" banner on the till

6.4 EFTPOS / payment issues

- Cannot pair Eftpos terminal
- Terminal shows offline repeatedly
- Card payment accepted but didn't record in system
- Customer disputes a charge
- Eftpos terminal malfunction or hardware problem

6.5 System / technical issues

- Cannot login (after verifying correct password)
- System running very slowly
- Products not loading
- Internet connection problems
- Computer hardware issues

7. Best practices and tips

- CLOCK IN when you arrive and CLOCK OUT when you leave
- CHECK the float matches what you were given before you start
- NEVER share your login credentials - you are responsible for your account
- COUNT CAREFULLY at the end of the day - accuracy is critical
- KEEP YOUR WORKSPACE CLEAN - a tidy checkout area creates better customer experience
- BE PATIENT with card transactions - wait for the terminal to complete processing
- ASK FOR HELP - contact your manager if uncertain about any procedure
- TELL YOUR MANAGER about anything that affects the cash (payouts, wrong change)
- LOG OUT when leaving your workstation unattended

8. Quick reference guide

Daily Workflow Summary

- 1 Login with your credentials
- 2 Select your location
- 3 Clock in to start your shift
- 4 Check the float and that SmartPay is paired (pair once per device and location)
- 5 Process sales throughout the day (cash, card, or part of each)
- 6 At the end of the day: no sales waiting to upload, count the cash, hand it to your manager
- 7 Clock out to end your shift
- 8 Sign out

Remember: This system is designed to be simple and efficient. Follow these procedures and you'll provide excellent customer service while maintaining accurate records.