



CROSSROADS
— P O S —

Your register. Your working guide.

The Windows register manual

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Search the online manual for a specific task. Its screenshots open larger when pressed. Screens pictured here use sample records.

Connect your register and sign in

Connect the Windows register to your store once. Each cashier then signs in with their own Counter PIN.

First connection

Open Crossroads POS on the counter computer. Use the connection code from Roadside to connect it to your store. Check the store name before continuing. If you do not have a code, ask your store owner or Manager to arrange access.

Give this register a name that identifies the counter, such as Front counter or Yard counter. Customers see that name on receipts. You can change it later in **Register settings** if your role allows it.

Sign in for your shift

1. On the connected computer, choose your name under **Who's working?**.
2. Enter your own Counter PIN, then press **OK**.
3. Check the cashier name on the left rail and the register name at the top before starting a sale.

A Counter PIN is your register sign-in code. It is separate from your Roadside password. If your name is missing or your PIN is refused, ask the store owner or Manager to check your access in Roadside. **Refresh staff list** reloads the people available to this register.

Clock in or out

When your store has Time clock enabled, you can open **Time clock** from the cashier sign-in screen without opening a sale. Follow the name and PIN prompts and check the recorded result. A clock-in reminder may also appear when you enter the register.

Hand the counter to another cashier

Press **Switch cashier** on the left rail. The next cashier chooses their own name and enters their PIN. The computer stays connected to the store and keeps the current basket. Check that basket before continuing it.

Use **Lock register** when you leave the counter. Locking the register keeps the store connection and saved work.

Practice before serving a customer

Choose **Try the practice register** from setup to use sample products without store credentials. Practice sales stay separate from store sales and do not change inventory or take real payments. Entering practice from a connected register locks the real cashier session.

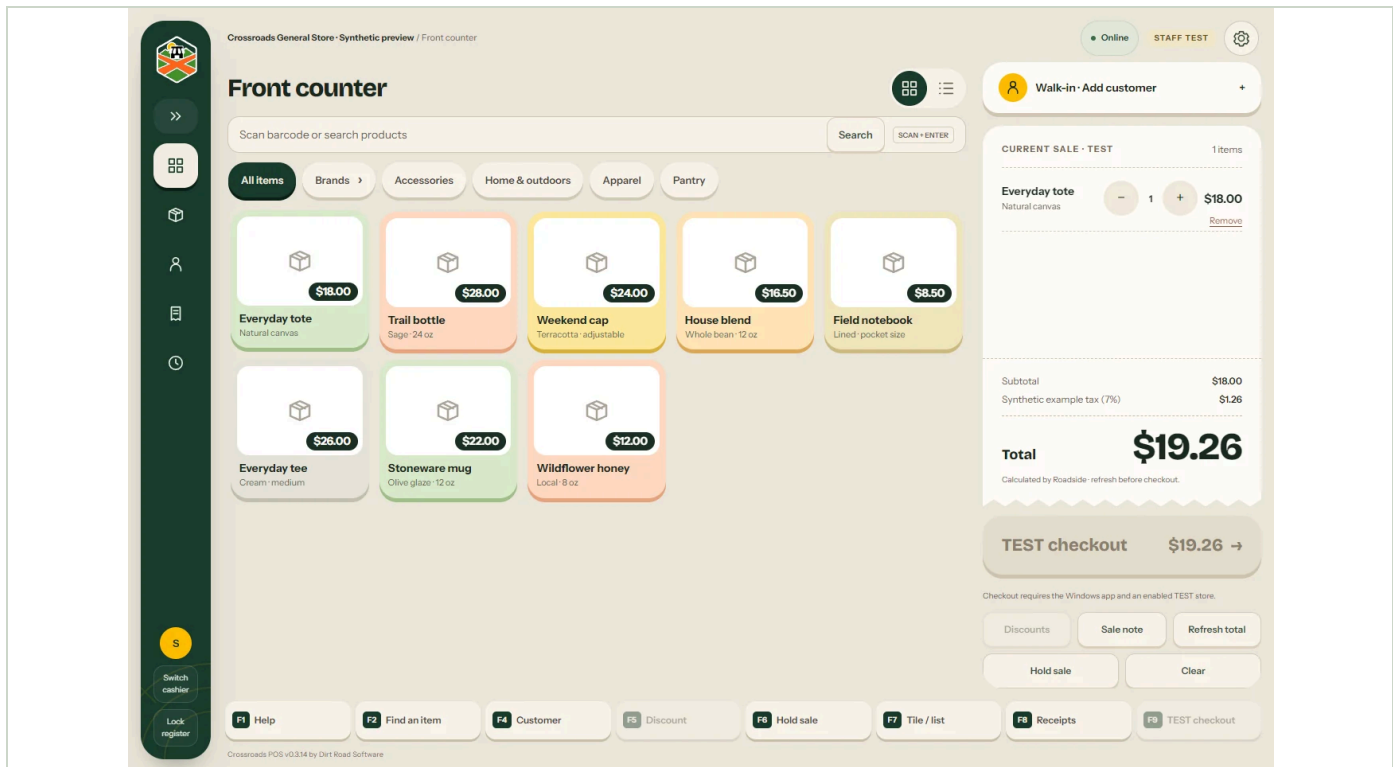
Try scanning an item, changing its quantity, holding the basket and finishing a cash sale. Return to your store's register and sign in before serving customers.

Windows register and Roadside

This manual follows the Windows register. Roadside opens in your browser for store management. A store with both apps may ask which one you want after sign-in. Choose Crossroads POS to work at this register.

Find an item and build the basket

Scan a barcode or choose a product. The sale panel keeps the selected items and the current total together.



The register with sample products. The current sale stays on the right.

Read the screen

The left rail opens **Register**, **Inventory**, **Customers**, **Receipts** and **Held sales**. The top bar identifies the store and register. Its connection indicator and gear button open **Register settings**.

The main area holds search and product choices. Your basket is the **Current sale** panel. It shows the customer, quantities, adjustments and total before checkout.

Scan a barcode

1. Keep the register open and scan the item. A keyboard-style scanner sends the barcode followed by Enter.
2. Check the product and size added to the basket. A barcode assigned to a particular size selects that size.
3. Scan the next item. Repeated scans of a counted item increase its quantity.

If a barcode is unknown, acknowledge the message and check the package. The scan box clears for the next attempt. Search for the item by name or SKU, the store's own item code. Ask a Manager to correct the catalog if the barcode is missing.

Browse or search

Type part of the product name in search. **All items** returns to the full catalog; **Brands** browses by maker. Choose a category to see its products and any smaller categories inside it. The breadcrumb path takes you back to a parent category.

Swipe the category row on a touchscreen or drag it with a mouse to reach more choices. With a category focused, the arrow keys move along the row. Tile and list views show the same products.

Some products open an options picker. Choose the color or size shown there, then check the selected item in the basket. Other sizes appear as separate tiles. Scanning a size's own barcode selects it directly.

Change a counted quantity

Use the **+** and **-** controls on a basket line, or its quantity field. Check the total after a change. **Remove** removes that line. Weighed lines show their recorded weight instead of a counted quantity.

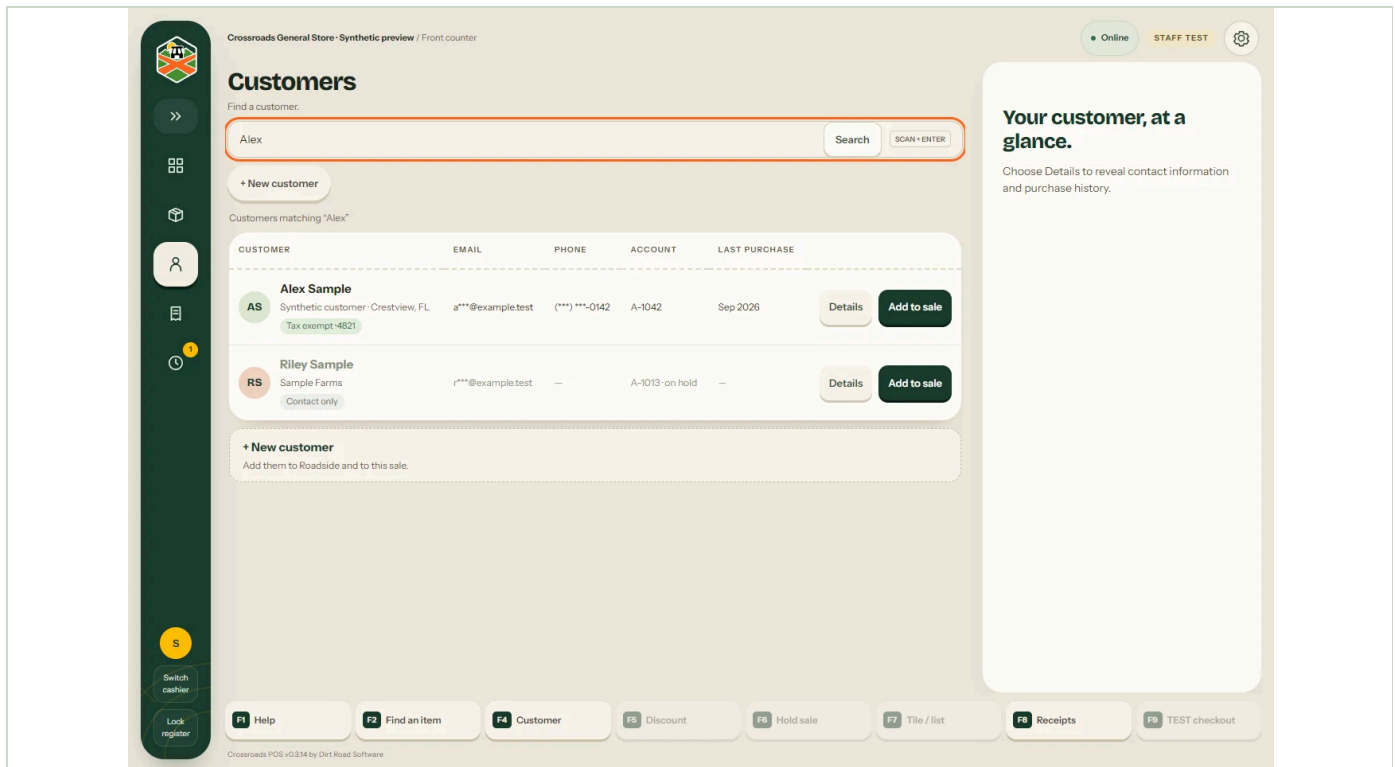
Use **Refresh total** if you need a fresh price check from Roadside. A stock problem or required approval must be resolved before checkout. Do not substitute another product to bypass a stock message.

Keyboard shortcuts

Key	Action	Key	Action
F1	Help	F6	Hold sale
F2	Find an item	F7	Tile / list
F4	Customer	F8	Receipts
F5	Discount	F9	Checkout

Put the right customer on the sale

Find an existing customer before making a new record. Check the selected name before taking payment.



Customer lookup keeps contact details masked until you open them.

Find and select a customer

1. Press **Walk-in · Add customer** in the sale panel, or open **Customers** from the left rail.
2. Type at least three characters of a name, email address, phone number or account number.
3. Check the matching person or business. Use **Details** when you need to confirm contact information.
4. Choose the customer for the sale and check the name now shown above the basket.

Contact information stays partly hidden in search results. Open details deliberately, and avoid leaving a customer's information visible to the next person in line.

To remove a selected customer, press **Use walk-in customer**. Check the total again: customer pricing or a saved tax treatment may affect it.

Add someone new

If your role permits it, choose **+ New customer**. Search first, then enter the person or business details requested. If Crossroads POS finds a possible duplicate, review that match before creating another record.

Customer creation, contact linking and email signup are separate results. Check the saved result for each. A new customer record does not by itself mean an email signup was recorded.

Correct contact details

Open the customer's details and use the edit controls your role allows. Save the change and wait for its result before repeating it. If the result is unanswered, keep the pending change for recovery rather than creating a second customer.

Email-list permission

Use the email signup option only when the customer agrees. Email-list tools collect subscriber records for export. They do not send newsletters.

Customer accounts and tax treatment

Check the customer and the total shown by the register. Ask a Manager to review an unexpected tax treatment or account match in Roadside. Fencepost CRM owns customer accounts and receivables; selecting a customer here does not record an account payment or authorize a charge.

Discounts, notes and held sales

Apply the store's permitted adjustments, or save a basket while you help another customer.

Apply a coupon or counter discount

With items in the basket, press **Discounts**. Enter a coupon code or choose one of the available counter discounts. The choices come from your store's setup and your permissions.

For an open discount, choose **Percent** or **Amount (\$)**, then enter the value. Choose the affected items when requested. Fill in any required reference and press **Add discount**. Press **Apply and refresh total** to return the changes to the sale.

Check the deduction and new total. If the register asks for Manager approval, the Manager chooses their own name and enters their Counter PIN. Do not enter someone else's PIN.

Money entry

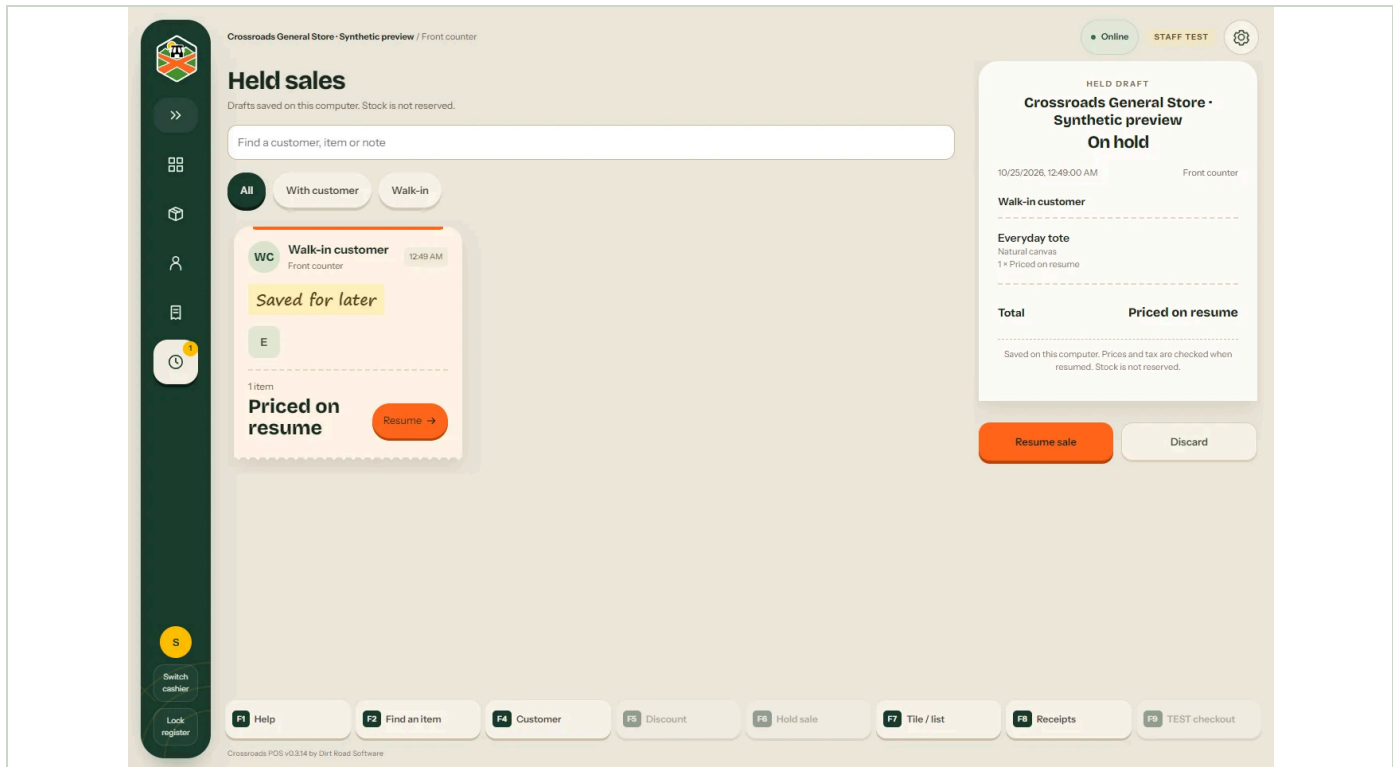
Dollar fields fill from the cents side: typing 6250 enters \$62.50. Backspace removes the last digit. Percent fields use the percentage you type.

Add a sale note

Press **Sale note**, enter the note and press **Save note**. Use it for information that belongs with this sale. Avoid putting PINs or payment-card details in a note.

Hold the basket

1. Check the items and selected customer.
2. Press **Hold sale**, then **Save held draft**. The register saves the draft and starts a fresh basket.
3. Open **Held sales** when the customer returns. Choose the saved basket and resume it.
4. Check its items and refreshed total before checkout.



Held sales are saved drafts on this register.

A held sale is not paid and does not reserve stock. Connected held baskets are saved on this computer and register. Return to the same register to resume one.

Clear an unwanted draft

Clear asks you to confirm removal of the current draft's items and customer. Check that you are clearing the intended basket. An unanswered payment is saved work to resolve, not an ordinary draft to clear.

Take cash or a check

Check the final total, enter what the customer hands you and confirm the payment once.

Take cash

1. Check the items, customer and total in the sale panel, then press the checkout button.
2. Enter the amount handed over in **Cash received (\$)**. Dollar fields fill from the cents side, so 2000 means \$20.00.
3. Check the displayed change and any approval request.
4. Confirm once. Wait for the result before starting another sale.

When the sale finishes, the change window keeps the amount due visible. Return that change and use the receipt action the customer needs. Press **Next customer** when you are ready.

Cash checkout

PRACTICE - NO PAYMENT TAKEN

\$19.26

Cash tendered

19.26

Exact \$20.00

Change due

\$0.00

Cash practice only. Card payments will appear when a supported payment integration is connected.

Complete practice sale

A practice cash payment. Practice uses sample data and separate receipts.

Take a check

Check payment appears when your store has it switched on. Press **Add check** in checkout. Enter the check number, the requested name and **Check amount (\$)**. Follow the payee shown on screen and your store's identity-check policy.

Adding a check sets the cash amount to zero. For a check-only payment, leave it at zero and check that the check covers the total. For a split payment, enter the remaining cash received as well. Recheck the change before confirming.

A check is recorded as accepted pending clearing. Acceptance at the counter does not mean the bank has cleared it. If a customer has a returned-check restriction, follow the register's response and ask a Manager to handle it.

Cash-discount pricing

When your store has cash-discount pricing, the checkout total includes the applicable adjustment and names it. Use the total displayed for that payment. Do not add the same discount again as a counter discount.

If the result does not come back

Keep the sale. An unanswered result does not mean payment failed. Use **Check Roadside** or **Retry saved sale** on that saved attempt when available. Do not ring the basket again or take payment a second time.

The [offline and recovery chapter](#) explains waiting sales and when to contact support.

Sell an item by weight

For a product priced by weight, the register reads the scale and records that weighing on its own sale line.

Before the first weighing

A product sold by weight has a price per unit, such as a price per pound. Your register's scale must be configured in **Register settings** under **Scale**. Have the store owner or Manager check the setup before using it for a sale.

Tare is the weight of the bag or container removed from the gross weight. The net weight is the product weight the customer pays for. Check the unit on the scale against the unit used to price the item.

Weigh a bag

1. Scan or choose the product. The **Weigh** window opens.
2. For a Stable stream (StC) scale, start with the scale empty and reading zero after the window opens. Then place the item on the scale.
3. Enter the known packaging weight in **Tare** if needed, and press **Use tare**. Use one tare method. If the register cannot read a tare set on the scale, clear it on the scale and enter it in the window.
4. Wait for a steady weight. Check the net weight, tare, price per unit and total.
5. Press **Accept** to put the weighed line in the basket.

Weigh Bush Beans, Contender

Bush Beans, Contender

Bulk seed \$2.49 / lb

Net weight (lb)

1.37 lb

Steady. Check the weight and price, then Accept.

Gross	1.42 lb
Tare (from the scale)	0.05 lb
Price	\$2.49 / lb
Total	\$3.41

Tare (lb) 0

Use tare

Clear

For packaging you know the weight of. Steps of 0.01 lb. A tare set on the scale is read from it.

Cancel

Re-weigh

Accept

Check the weight and price before accepting the line.

With Stable stream (StC), the accepted steady weight stays available after you lift the bag off. Press **Re-weigh** if you need a new reading, starting again from an empty scale at zero. Other scale types may take another reading when you press Accept, so leave the item in place until accepted.

Several bags of the same product

Accept the first weighing, then scan or choose the product again for the next bag. Each bag keeps its own line and tare. **Remove** takes off only that line.

You cannot type over a recorded weight as if it were a counted quantity. Remove an incorrect line and weigh it again.

When the scale refuses a reading

Follow the message for an unsettled weight, overload or wrong unit. If it asks for zero, empty and zero the scale before putting the item back. Do not substitute a typed quantity for a failed weighing. The [hardware chapter](#) covers connection checks.

Receipt and connection

The receipt records the product's net weight, unit price and total, with the tare. Check those lines when reviewing a weighed sale.

Finish weighed-item checkout while connected to Roadside. If the register refuses a weighed line while offline, reconnect before taking payment.

Find a receipt, reprint or refund

Use the saved original receipt to handle a past sale. A reprint does not create another sale.

Find a sale

Open **Receipts**. Search by receipt number, customer or total. Choose **This register** or **All registers** as needed, and use **More sales** to load older results.

The screenshot shows the 'Receipts' screen in the Crossroads POS system. The interface includes a sidebar with navigation icons, a top header with 'Crossroads General Store - Synthetic preview / Front counter', and a main content area. The main area displays a list of sales with columns for receipt number, date, time, cashier, and total. A search bar is available for finding sales by receipt number, customer, or total. A 'Day summary' button is also present. On the right, a preview of a receipt for receipt number D1-000100 is shown, detailing the items, taxes, and total amount of \$24.99. The receipt also includes the store's address and contact information.

Receipt Number	Date	Time	Cashier	Total
D1-000100	Oct 24	10:48 PM	D1-Cashier Sam	\$24.99
D1-000099	Oct 24	10:08 PM	D1-Cashier Mona	\$66.02
D1-000098	Oct 24	9:28 PM	D1-Cashier Sam	\$14.99
D1-000096	Oct 24	8:08 PM	D1-Cashier Sam	\$128.50
D1-000095	Oct 24	7:28 PM	D1-Cashier Mona	\$24.99

Choose a sale to read its original receipt and available actions.

Select the sale and compare its receipt number, date and total before taking an action. A customer's details can also link to their purchase receipts when your role allows it.

Print or email

Use **Reprint** from the selected receipt for another paper copy. In the Windows register, the configured receipt printer receives one copy directly. Check the paper before pressing again if nothing appears.

Use **Email receipt** for an emailed receipt and check the destination requested by the form. Review the send or delivery status shown. Do not assume a failed or unanswered email reached the customer.

Printer selection belongs to this PC. See [Settings and hardware](#) for paper size and the Windows printer choice.

Issue a refund

Refund controls appear only when your role and the sale allow them. Open the original receipt and press **Refund**. Check the amount left to refund.

1. Enter the refund amount within the remaining total.
2. Choose the reason. Add a note when the form requires one.
3. For a counter payment, choose how it is returned: **Cash** or **Store check**. Enter the store check number if applicable.
4. For a full refund, check the **Return items to stock with a full refund** choice against what the store actually received.
5. Confirm once and wait for the recorded result.

A partial amount refund does not put items back into stock. It is an amount adjustment, not an item-by-item return. Handle any separate stock correction through the store's authorized stock process.

An unanswered refund

Return to Receipts and use **Recover saved refund** for the existing attempt. The original cashier may need to recover it. Do not issue a fresh refund while the first result is unknown. Ask a Manager or support to resolve an uncleared-check restriction or another refusal.

Offline work and waiting sales

Check whether the register is ready for offline work before taking payment. Keep any saved sale whose result is still unknown.

Check readiness while connected

Open the connection indicator or the gear at the top. **Connection & saved data** shows the download and saved-data state, along with waiting sales or work needing review. Wait for **Register data saved** before relying on the local catalog.

Offline payment also needs this register's current authorization. A catalog saved on disk alone does not authorize checkout. Follow the readiness message and the limit shown for your store.

When the connection drops

The first connection loss opens a notice. Acknowledge it before continuing. You may mute repeated connection warnings for ten minutes; that does not change the register's payment permissions.

When ready, the register uses saved products and prices for permitted cash or check payments. A completed local sale has a saved receipt on this computer and waits to reach Roadside. Keep using the original sale record.

After restarting the app or Windows, saved work remains available. Reconnect for the online time check required before new offline payments. If the register says authorization or saved data is not ready, reconnect before taking payment.

Review the saved-sales queue

Open **Register settings**, then **View saved sales**. Choose the date and read each sale's status.

Status	What to do
Waiting for Roadside	Keep the saved record. Let it sync after reconnecting.
Synced	Roadside has accepted the saved sale. Do not enter it again.
Synced with differences	Read the details and have a Manager review them.
Manager review needed	Keep the receipt and refer the result to a Manager.

Use **Sync now** when offered after the connection returns. Check that waiting and review counts have cleared or have an identified reason. A local day total can include sales already counted by Roadside. Do not add the two totals together.

A payment with no answer

If a payment was sent but no matching answer came back, use **Check Roadside** or **Retry saved sale** for that saved attempt. A missing lookup does not cancel it. Do not take payment again or turn the same basket into a new sale.

Recover this register

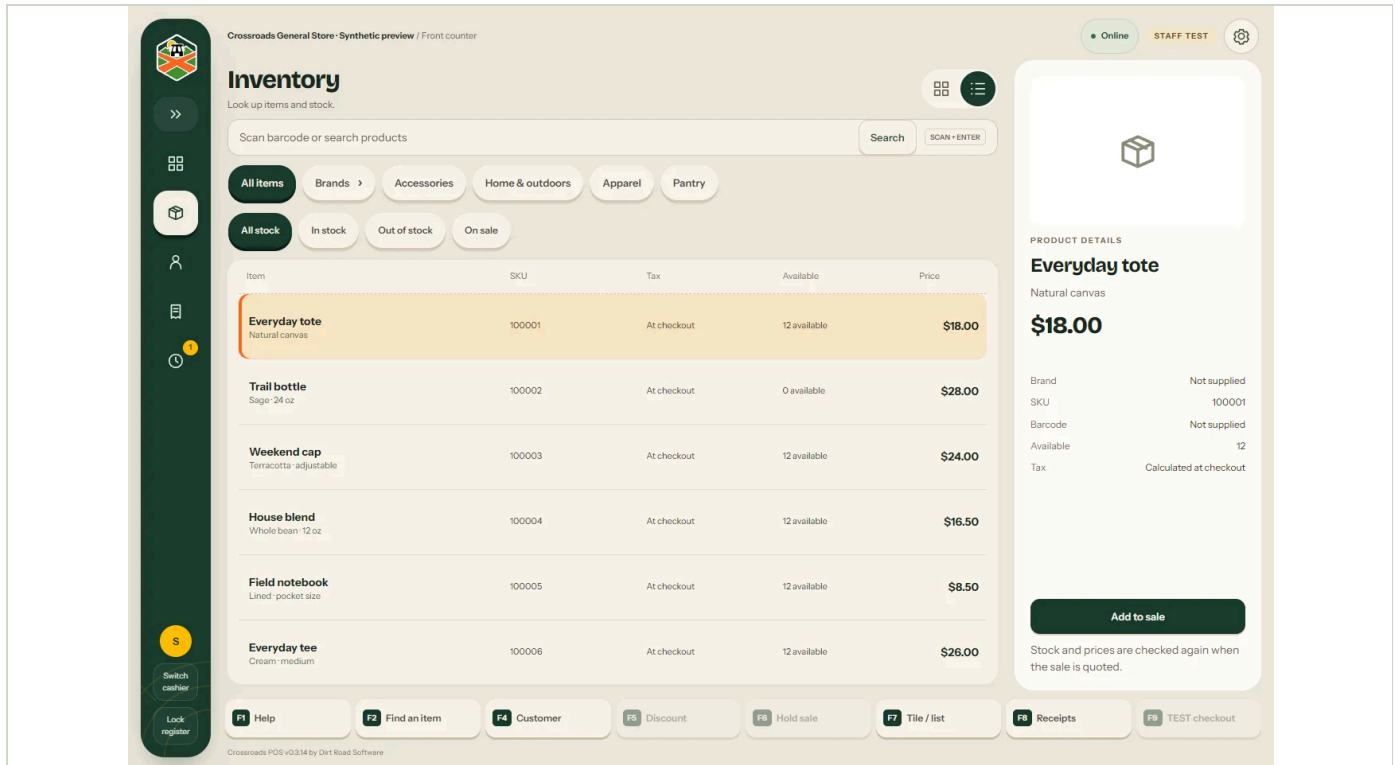
When setup finds retained work after disconnection, **Recover this register** opens. Keep this computer's data. Do not uninstall the app, clear its files or make a new store connection to get past the screen.

A Manager can use the encrypted waiting-sales file with Roadside's recovery process. **Save waiting sales to a file** requests a download; confirm that the file arrived. Exporting does not settle the sale. Roadside's signed settlement records the result, which the register must verify.

Pending customer changes and refunds are separate from a waiting-sales file. Contact support@dirtyroadsoftware.com if those remain blocked or the signed result is refused. Include the register name and the displayed message. Never send a PIN.

Look up stock and product details

Inventory helps you find the right item and check the stock information available to this register.



Inventory uses the same product catalog as the register.

Find the product

Open **Inventory** on the left rail. Search by product name or SKU, or browse categories and brands. Use the available department and stock filters to narrow the list.

Select a row to inspect its size, photo and stock information. Check the specific size or variant, not only the product name. A variant is one sellable choice of a product, such as a bag size or a boot size.

Put the item on a sale

Use the add-to-sale action in product details when available. Return to Register and check the selected size and quantity in the basket. If the item is sold by weight, complete the weighing window.

A shared product record

Products added in Roadside, including with Fetch with AI, are the same product records Crossroads POS rings up and Storehouse ERP uses for inventory, purchasing and receiving.

Use Roadside's product tools to correct catalog details. Storehouse ERP owns purchasing, receiving, inventory control and price books. The register's stock tools support checkout.

When stock looks wrong

Check the size, selected location and connection state first. A saved offline snapshot may be older than the current store record. Ask a Manager to review a stock shortage or correction in the appropriate stock screen. A held basket does not reserve the item.

The [Roadside product chapter](#) covers product editing. Your store's package and role determine which management screens you can open.

Review the day's sales

Use the register day summary for recorded sales and checks for deposit. Review waiting sales separately.

Open the summary

Open **Receipts** and press **Day summary**. Choose **This register** or **Every register**. Leave the date blank for today at the store, or choose the date you need.

The summary uses Roadside's recorded totals and the store's timezone. Check its date and register scope before comparing it with your paperwork.

Read the amounts

The summary separates cash handed over from change given. **Cash taken, after change** is different from the amount customers handed you. Refunds and returned-check collections have their own lines.

Expected cash from sales does not include the opening float or a counted drawer. Use the store's drawer-count procedure for those amounts. This summary does not close the drawer.

Print and export

Press **Print summary** for a paper copy. **Download checks (CSV)** saves the checks-for-deposit list as a spreadsheet-readable file. Check that the download arrived and that its date and register scope are correct.

Check waiting sales before reconciling

Review **View saved sales** in Register settings for sales still waiting for Roadside or needing Manager review. The local day view covers this computer's saved sales, including waiting items. It is not an extra day's takings to add to the Roadside summary.

After synchronization, compare the recorded totals again. Keep the original receipt numbers with any unresolved difference.

Settings, printer and scale

The gear at the top opens this register's settings from every main view.

Identify the computer

Register settings shows the store, register and cashier. Use the naming control if your role allows it. Choose a name that identifies the counter; it appears on receipts.

Choose the receipt printer

1. Install the printer in Windows and confirm Windows can print to it.
2. Open **Register settings** and find **Receipt printer**.
3. Choose the queue under **Print receipts to**, or keep **Windows default printer**. Wait for the saved confirmation.
4. Set the correct receipt roll in Windows printer preferences. Check that the store receipt width matches the paper, 58 mm or 80 mm.
5. Print a practice receipt and check the paper.

The printer choice is saved on this PC. Windows **Print receipt** sends one copy directly to that queue. Virtual printers may ask where to save a file. A browser uses its system print dialog.

If no paper comes out, inspect the printer queue and the printer before pressing again. A request accepted by Windows does not prove the receipt printed. The app does not automatically retry an unanswered print.

Connect the scale

In **Register settings**, open **Scale**. Match the scale type and COM port to this register's equipment. A COM port is the Windows connection used by a serial scale or a USB-to-serial adapter.

Stable stream (StC) is for a scale configured to send steady readings in that mode. Other scale types remain available. Choose the type the equipment actually uses. The scale's serial settings must match the register.

Use **Read weight** to check the connection. Empty and zero the scale, then test with an item. If a port is busy, close any other program using it. Have a Manager confirm the scale division and trade setting; do not change them to force a refused reading through.

The [weighed-items chapter](#) covers tare and the sale workflow.

Check the scanner

A keyboard-style barcode scanner should send the code followed by Enter. If it does not, check its scanner settings. A trailing Enter acknowledges neither a register error nor a refused sale; read and acknowledge that message first.

Give support the right details

The footer shows the app version. Include it with the register name, the exact message and the steps that caused the problem when writing to support@dirtyroadsoftware.com. For hardware problems, include the model and Windows paper or scale settings. Crop private customer information out of screenshots.

If the problem involves a waiting payment or refund, keep the saved work and its receipt number. Follow support's recovery instructions before replacing the computer or reinstalling the app.

Quick answers at the counter

Start with the symptom, then open the full instructions if you need them.

The barcode is unknown

Acknowledge the message, then search the item by name or SKU. Check the exact size. Ask a Manager to correct the missing barcode. [Scanning instructions](#).

I cannot find the held basket

Open Held sales on the same computer and register where it was saved. A held draft is not a paid receipt or a stock reservation. [Held-sale instructions](#).

The amount came out a hundred times too small

Money fields fill from the cents: 6250 means \$62.50. Check the amount before confirming. Percent fields use the percentage typed. [Cash and checks](#).

The connection dropped during payment

Keep the saved attempt. Check its status or retry that same saved sale when offered. Do not take payment again. [Unanswered payments](#).

The app restarted while offline

Saved work remains available. Reconnect for the time check before taking new offline payments. [Offline and recovery](#).

The scale asks me to start at zero

For StC, empty the scale and let it read steady zero after the weighing window opens. Then put the bag on. Use Re-weigh to start a new reading. [Weighing instructions](#).

I need to weigh another bag of the same item

Accept the first bag, then choose or scan the product again. Each weighing keeps a separate line and tare. [Several bags](#).

The receipt did not print

Check the selected Windows printer, queue and paper. Look for a pending print before sending another copy. [Printer setup](#).

The refund has no result

Recover the existing saved refund from Receipts. Do not start another refund while its result is unknown. [Refund recovery](#).

My drawer does not match the day summary

Check the date, register scope, change and refunds. The summary excludes opening float and counted drawer cash. Check waiting sales, and avoid adding the local total to Roadside's total. [Day summary](#).

I need help from a person

Email support@dirtyroadsoftware.com with the app version, register name and the exact message. Keep any waiting sale on the original computer. Never send your Counter PIN.