

Sales Guide

Brisk managed documentation

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Tasks and Screens

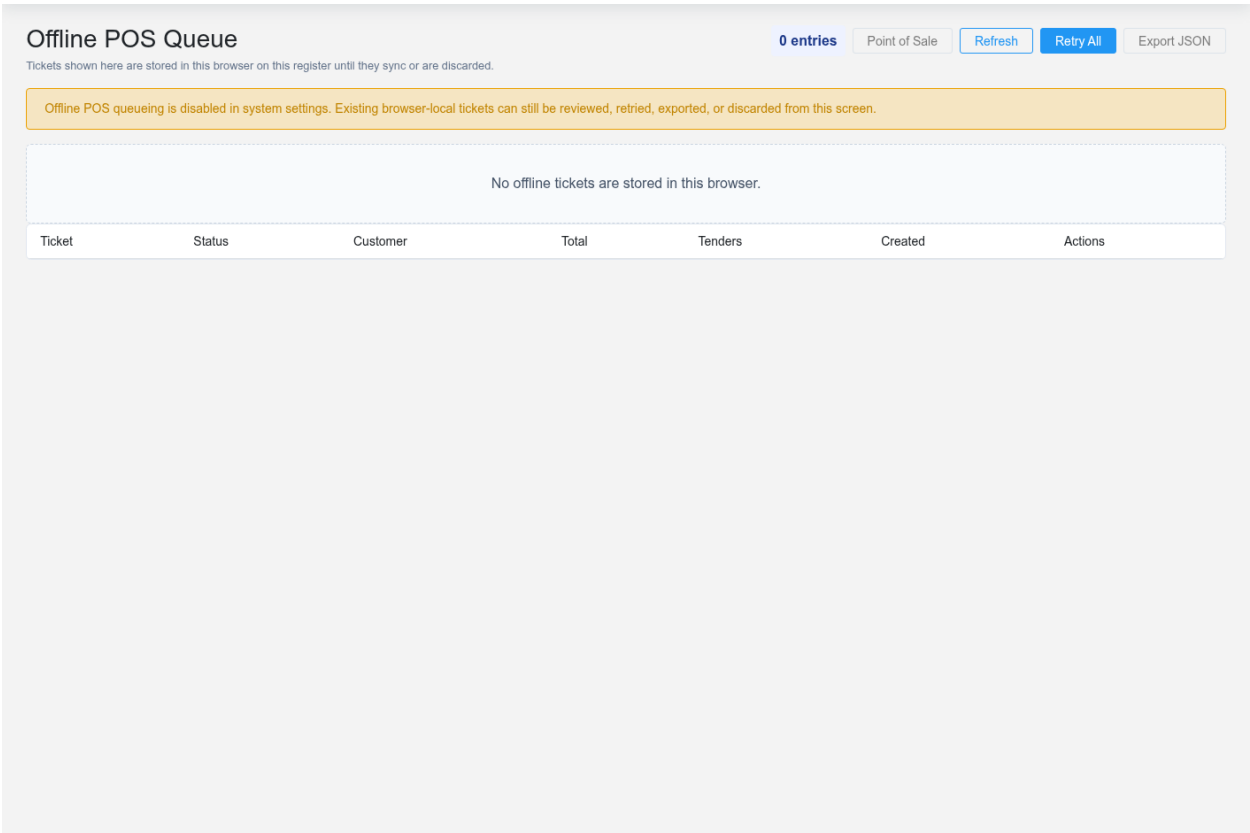
Offline POS Queue

Offline POS Queue

Purpose and when to use this screen

The Offline POS Queue shows tickets stored in this browser when the register could not reach Brisk. Use it after connectivity returns, when Point of Sale reports queued work, or before clearing/replacing a register. The queue is local to this browser and device; another workstation will not show the same tickets.

Review queued sales



The Offline POS Queue queue screen in the Brisk documentation demo.

Review **Ticket**, **Status**, **Customer**, **Total**, **Tenders**, and **Created** for every row. Compare the ticket with the live [Sales](#) list before retrying, especially if connectivity failed after the cashier pressed the final button. A ticket can have reached the server even when the browser did not

receive the confirmation.

Use **Refresh** to reread browser-local state. Retry one ticket when you have verified it is missing from Brisk; use **Retry All** only when every queued ticket has been checked. A successful sync should create the sale once and remove or mark the local ticket accordingly.

Preserve unresolved tickets

Use **Export JSON** before browser maintenance, clearing site data, replacing the workstation, or discarding a ticket that may be needed for investigation. Store the export as sensitive business data: it can contain customer, item, tender, and transaction details. Export is an evidence and recovery aid, not a second way to import the sale.

Offline limits

System settings control whether offline queueing is enabled, allowed tenders, maximum ticket total, retention period, and popup behavior. Existing local tickets remain reviewable when offline mode is later disabled. Transactions outside those rules should wait for a live connection rather than being forced into the queue.

When a retry fails

Record the ticket identifier and error, export the queue, confirm the user still has permission to create sales, and check customer/item availability and current settings. Do not repeatedly finalize or discard the ticket while payment or server status is uncertain.

Navigation

Common tasks

- [Return to the normal counter-sale workflow](#)

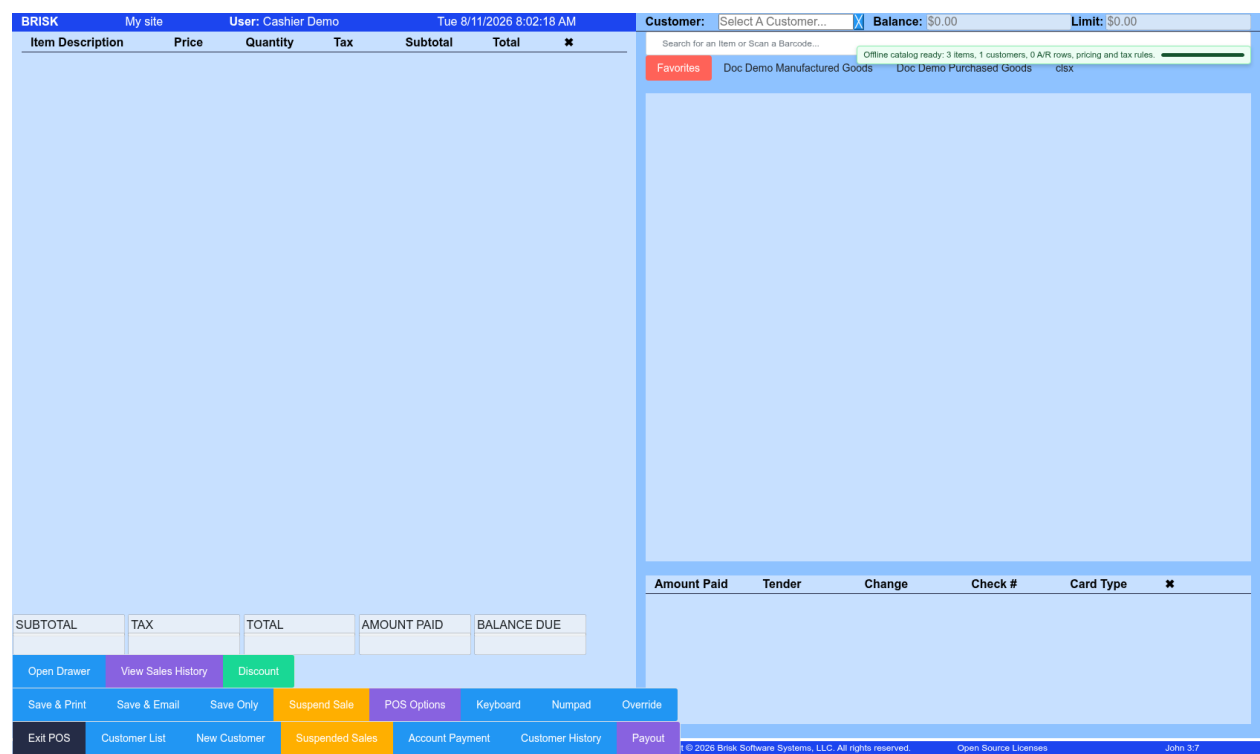
Point of Sale

Point of Sale

Purpose and when to use this screen

Point of Sale is the cashier workspace for selecting a customer, scanning or searching items, applying permitted pricing and tax behavior, accepting tender, printing receipts, and handling foodservice tickets or customer-account payments. Finalizing creates business and accounting effects; the cart is the last safe place to correct ordinary entry mistakes.

Work in Point of Sale



The Brisk Point of Sale workspace with its fictional offline-ready demo catalog.

1. Confirm the workstation and **Cash Drawer**, when shown. The drawer should match the physical till that will be reconciled.
2. Select the customer before relying on price class, tax code, credit limit, account balance, or fulfillment defaults. Use the correct cash/walk-in customer when identity is not required.

3. Search or scan each item. Verify description, unit, quantity, price, discount, tax, options, and fulfillment behavior on every row.
4. For foodservice, confirm ticket/order type, table, server, guest count, notes, options, and whether kitchen or shelf tickets have been printed.
5. Review subtotal, discount, tax, total, and customer/account context before opening payment.
6. Select the actual tender and enter reference/check/card information as required. Do not mark a payment successful until Brisk and the terminal/processor agree.
7. Finalize once, read the confirmation, and provide the intended receipt.

Pause or recover a sale

Use [Suspended Sales](#) for an unfinished live ticket that should be resumed later. Use the [Offline POS Queue](#) only when connectivity caused a browser-local ticket. Search live sales before retrying uncertain work so a delayed response does not become a duplicate charge or sale.

Customer account payments

In the account-payment dialog, confirm customer, balance, amount, tender, check/reference or card type, memo, and invoice applications. Auto Apply is a convenience; review how the amount is distributed and whether any remainder should stay unapplied before saving.

Working safely and effectively

Do not share supervisor credentials for overrides. If a price, tax, credit, inventory, or payment warning appears, resolve the cause or obtain the authorized override. For a completed error, use the supported return, void, or correction workflow tied to the original [Sale](#); do not create an unrelated opposite sale merely to make totals net to zero.

Navigation

Common tasks

- [Follow a counter sale through period close](#)
- [Follow customer order to cash](#)