Take a payment

Take cash, card or a mix of both, add a tip, and give the change.

For Cashiers, waiters, managers · **Takes** 1 minute

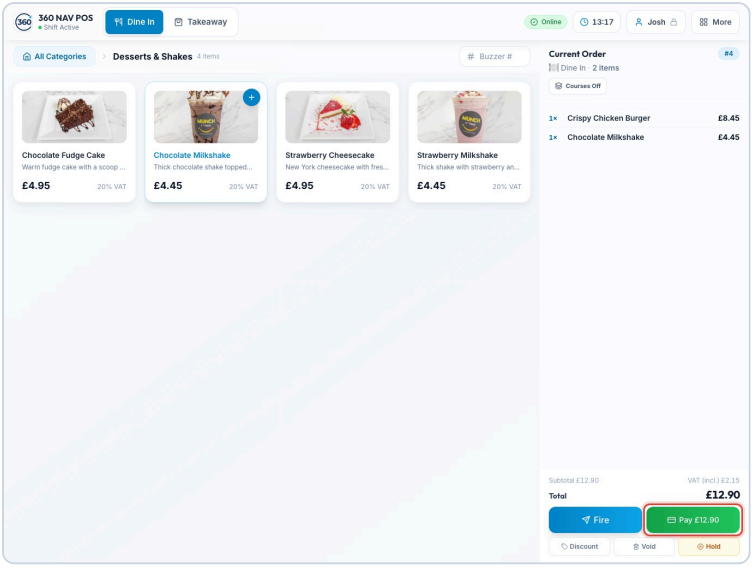
Watch the video
360navtech.com/pos/help/v/take-a-payment

Before you start

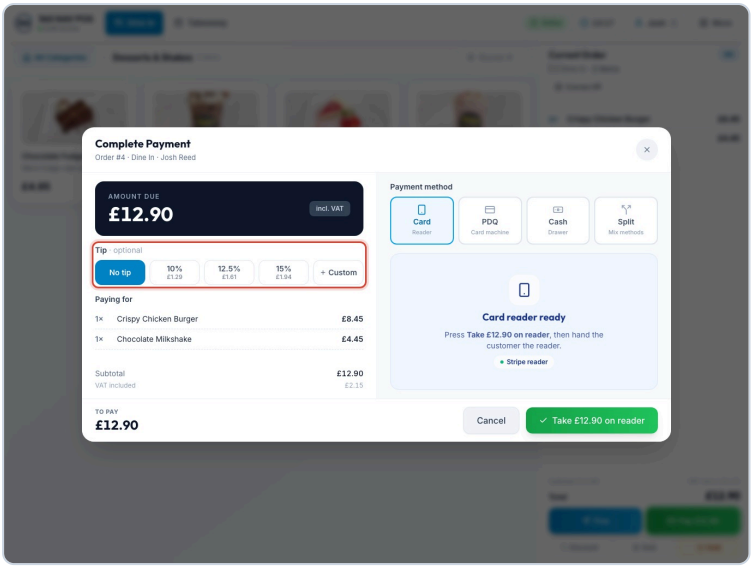
You need an order on screen with at least one item. See **Take an order**.

Steps

1. **Tap Pay.** The green **Pay** button at the bottom of the order shows the amount due.

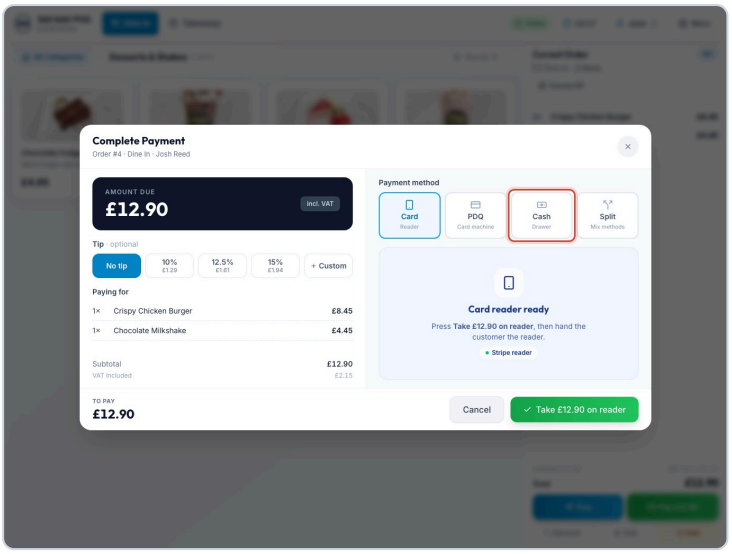


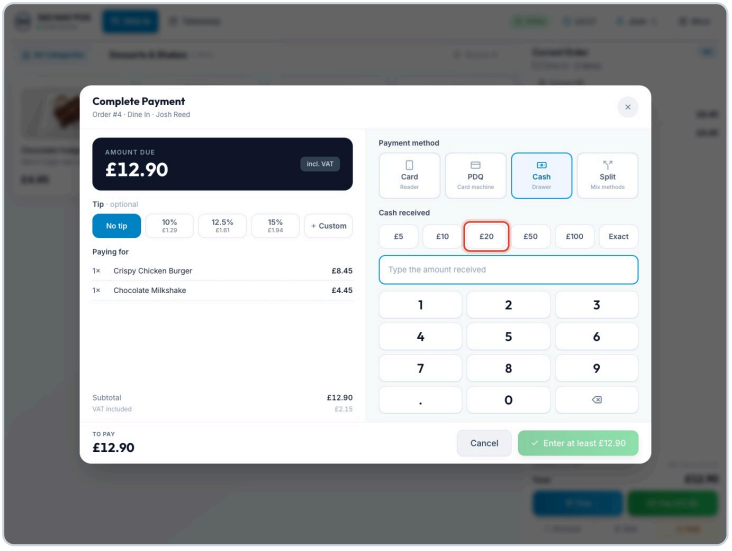
2 **Add a tip if the customer wants to.** Tap 10%, 12.5% or 15%, or **Custom** for an amount. Leave it on **No tip** otherwise.



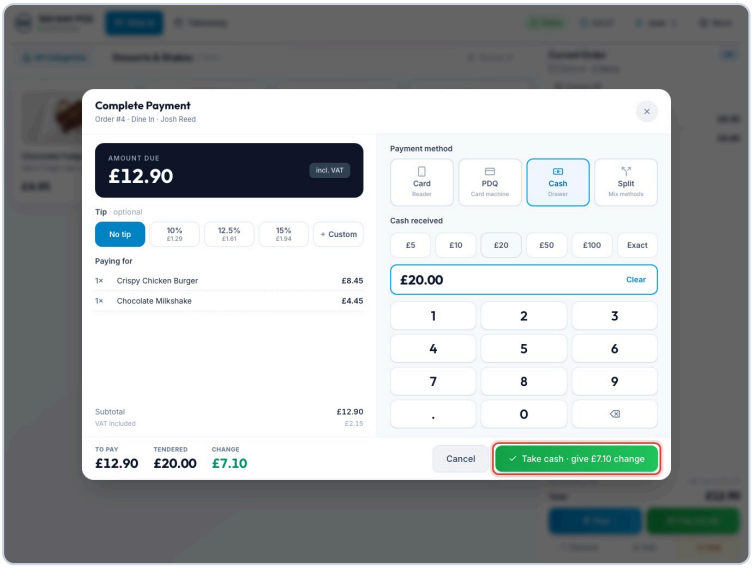
3 Choose how they pay.

- **Cash**: tap **Cash**, then the note they handed you (£5, £10, £20, £50), **Exact**, or type the amount.
- **Card (reader)**: tap **Card**, then **Take £… on reader**, and hand the customer the card reader.
- **PDQ**: if you use a separate card machine, charge it there first, then tap **PDQ** and confirm here.
- **Split**: tap **Split** to take part by card and part in cash.



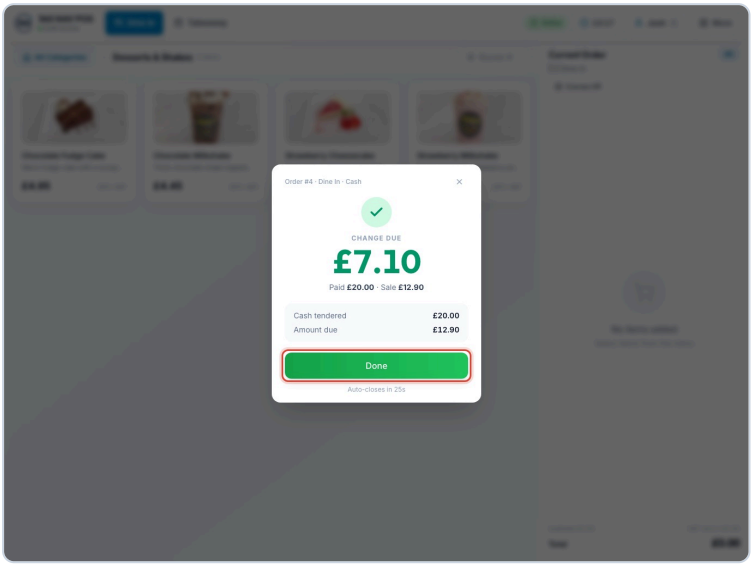


4. **Check the change.** For cash, the green button shows the change to give back, for example **Take cash · give £13.15 change**.



5. **Finish.** Tap the green button. The cash drawer opens for cash payments, and the receipt prints if your till is set to print automatically.

6. **Give the change and tap Done.** The screen shows the change due in large numbers. Tap **Done**, or leave it and it closes by itself after a few seconds. The till is ready for the next order.



Tips

- A card payment that fails leaves the order unpaid, so you can try again or take cash.
- To print a receipt on request, a manager can turn on automatic printing in **More → Settings → Receipt Printer**.
- With PDQ, the till only records what the card machine took. Always charge the machine first.
- To refund a payment later, see **Refunds** (coming soon).

If something goes wrong

- **Card reader not ready**: check it is switched on and paired in **More → Settings → Card Payments**.

- **Drawer doesn't open**: check the receipt printer is on; the drawer opens through it.