User guide

Everything a shop needs on its first day: installing, selling, the kitchen, products and stock, reports, backups and the licence.

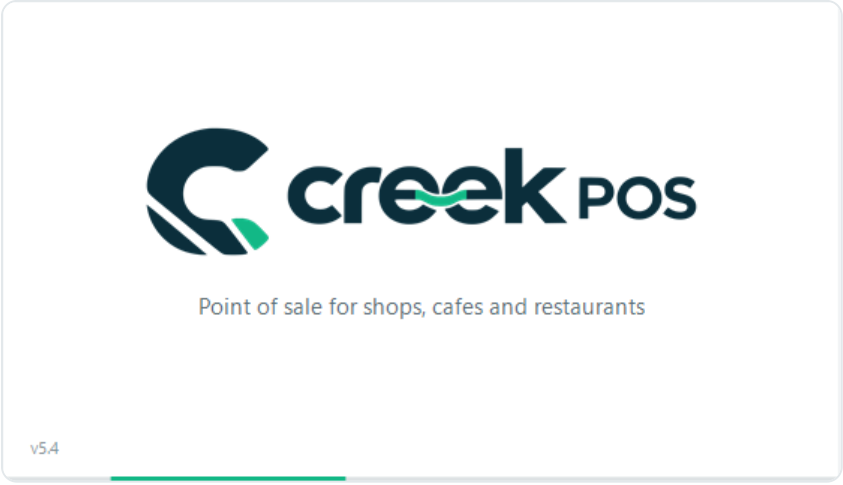
1. Installing
2. The first start
3. Accounts and signing in
4. The sales screen
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8. The customer display
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1. Installing

1. Run **CreekPOS-Setup.exe** and click Next, Next, Finish. CreekPOS installs under Program Files, adds a desktop and a Start-menu shortcut (and one for the kitchen screen if you choose it) and opens.
2. Your products, sales and settings are kept in `C:\ProgramData\CreekPOS\data`. Updating or uninstalling never removes them.
3. **Updating:** run the new Setup over the old one. It closes the till, replaces the program files and leaves your data as it is. The program tells the manager when a newer version is out.

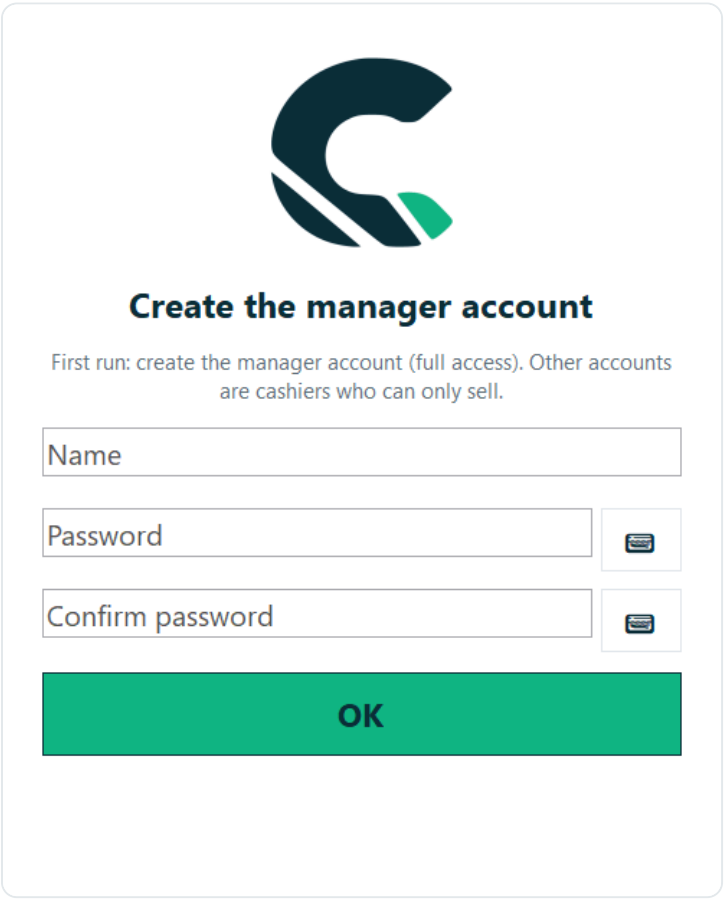
> CreekPOS runs on Windows 8.1, 10 and 11 with nothing else to install (Windows 7 SP1 needs the free .NET Framework 4.8 once). The interface speaks English, Arabic, Hindi and Urdu: Settings → General → Language.

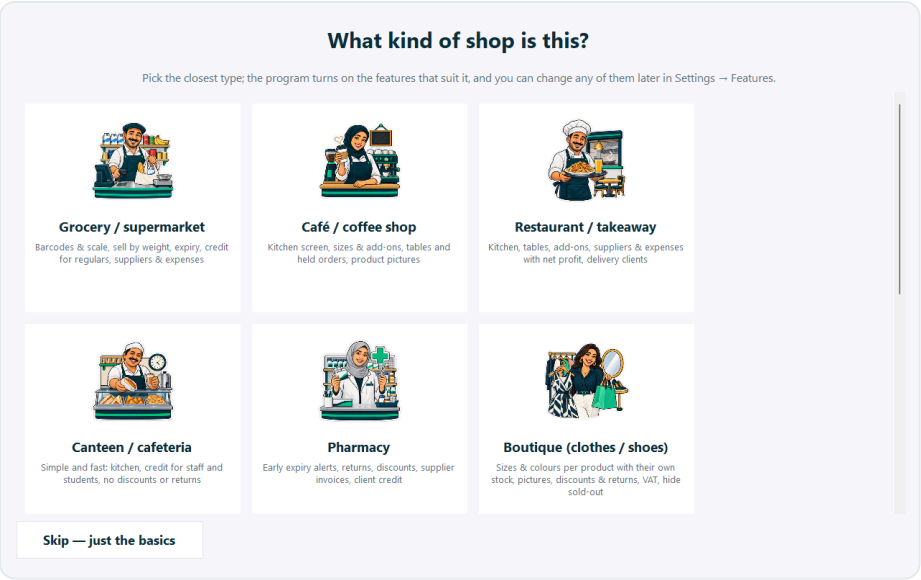
While the program loads it shows its start screen, then the sign-in:



2. The first start

On the very first start CreekPOS asks for the **manager account** (a name and a password). The manager can do everything; other accounts are cashiers who sell.





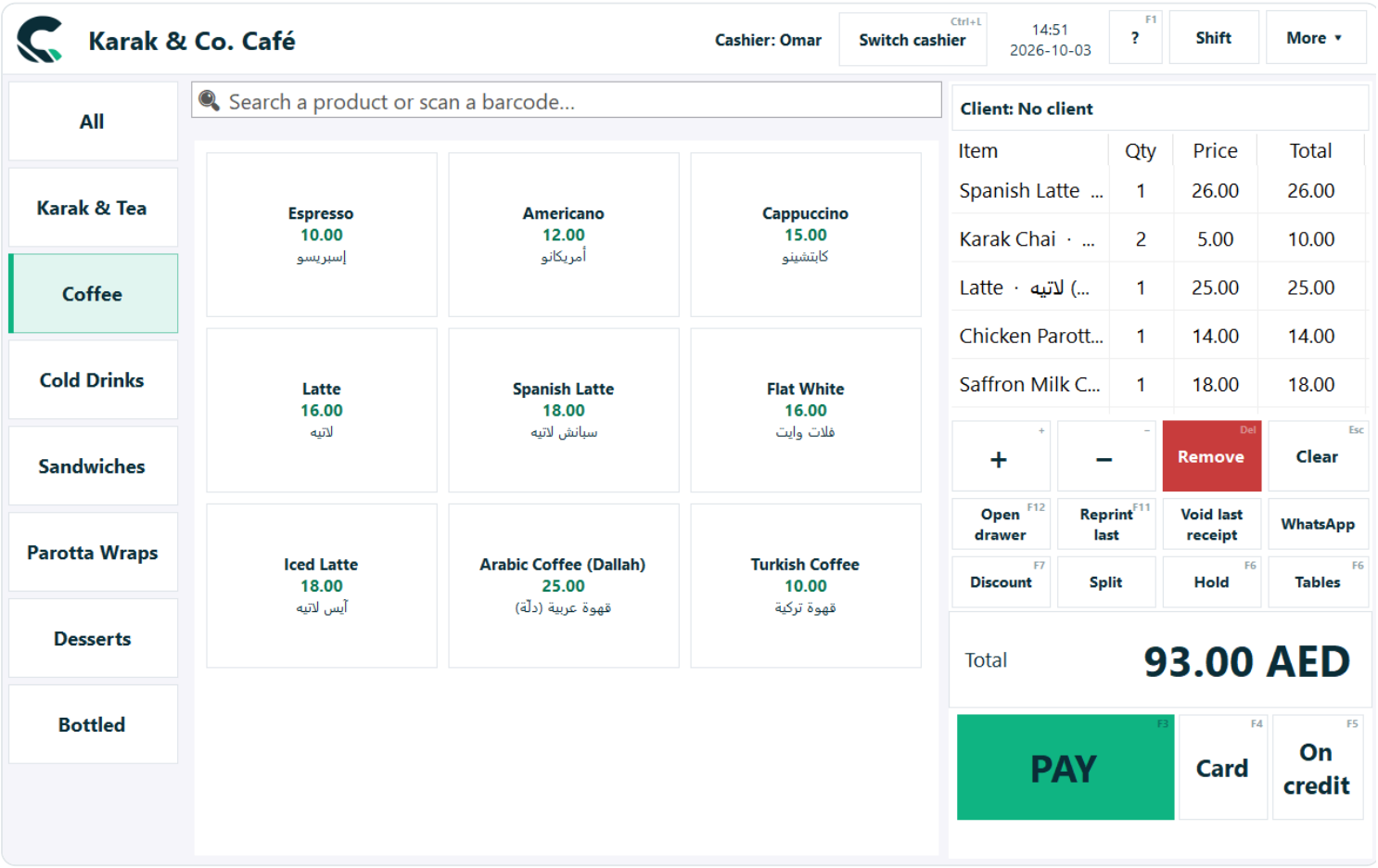
Then pick **what kind of shop** this is (grocery, café, restaurant, canteen, pharmacy, boutique…). The choice switches on the features that suit it — tables and the kitchen for a café, expiry dates and suppliers for a grocery — and you can change any of them later in Settings → Features.

If the shop has no products yet, CreekPOS offers the **ready catalogue**: thousands of products sold in the United Arab Emirates with their names and barcodes. Tick what you sell, add the prices, and you are ready.

3. Accounts and signing in

- Every start shows the sign-in: pick the user, type the password, press **Log in**.
- Add cashiers in Settings → **Users** → **Add user**; from there you also change a password or switch an account off.
- **Switch cashier** (top bar, `Ctrl+L`) hands the till over at the end of a shift without closing the program.
- Sensitive actions (reports, settings, voids, refunds) need a manager. When a cashier is signed in, the manager confirms with a password or a manager card for that one action. Every receipt records the cashier who issued it.

4. The sales screen



- The **categories** are on the left, the **products** in the middle; tap a product to add it. Scanning a barcode, or typing in the search box, finds it too.
- The **order** is on the right: `+` and `−` change the quantity of the selected line, `Qty` types it, `Remove` drops the line, `Clear` starts again.
- Under the order: open the drawer, reprint or void the last receipt, send the receipt on WhatsApp, a discount, split the bill, hold the order or put it on a table, and an A4 invoice.
- A barcode the shop does not have yet but the catalogue knows opens a small window with the product's name and category: type the price and it is added and sold.

5. Taking payment

1. Press **PAY** (`F3`) for cash: type what the customer gave, the change shows in large digits and the drawer opens.

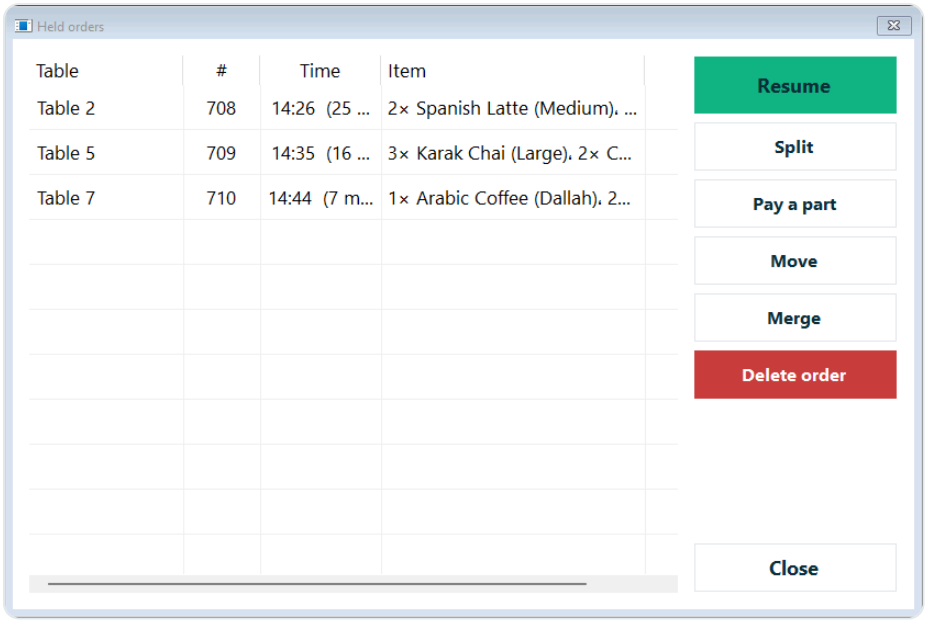
2. **Card** (F4) records a card payment; **split** takes part cash and part card.
3. **On credit** (F5) puts the sale on a client's account (see Clients and credit).

Prices include VAT (5 %) unless you set them to exclude it in Settings; the receipt shows the VAT and the shop's TRN.

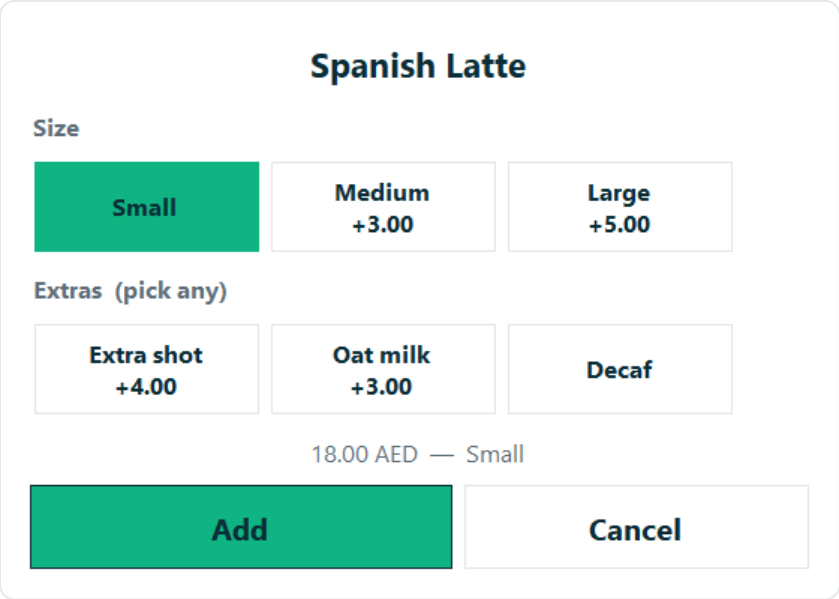
6. Tables, held orders and options

In a café or a restaurant an order can wait on a **table** while the guests eat: pick the table, add to it as more is ordered, and pay it at the end (or split it between the guests).



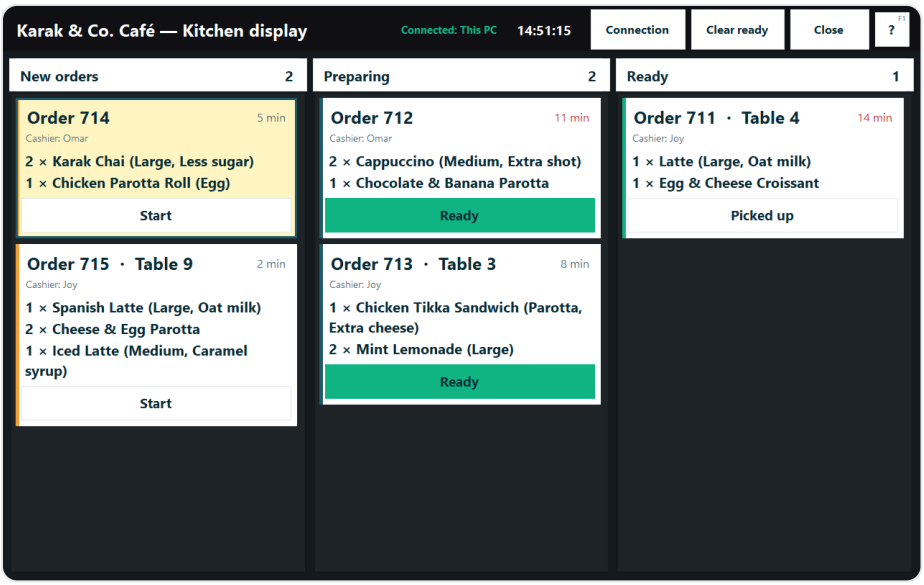


Sizes and extras: a product can ask for its options when it is added (size, milk, extra shot…), each with its own price. They print on the receipt and on the kitchen ticket.



7. The kitchen screen and tickets

Switch the kitchen on in Settings → Features. Every order with something to prepare appears on the **kitchen screen** (the **CreekPOS-Kitchen** shortcut, on this PC or on another PC of the shop's network) and moves from New to Preparing to Ready. A kitchen printer can print a ticket for every order instead, or as well.





Karak & Co. Café

Order #1048

Table 6 · 08:12 · Omar

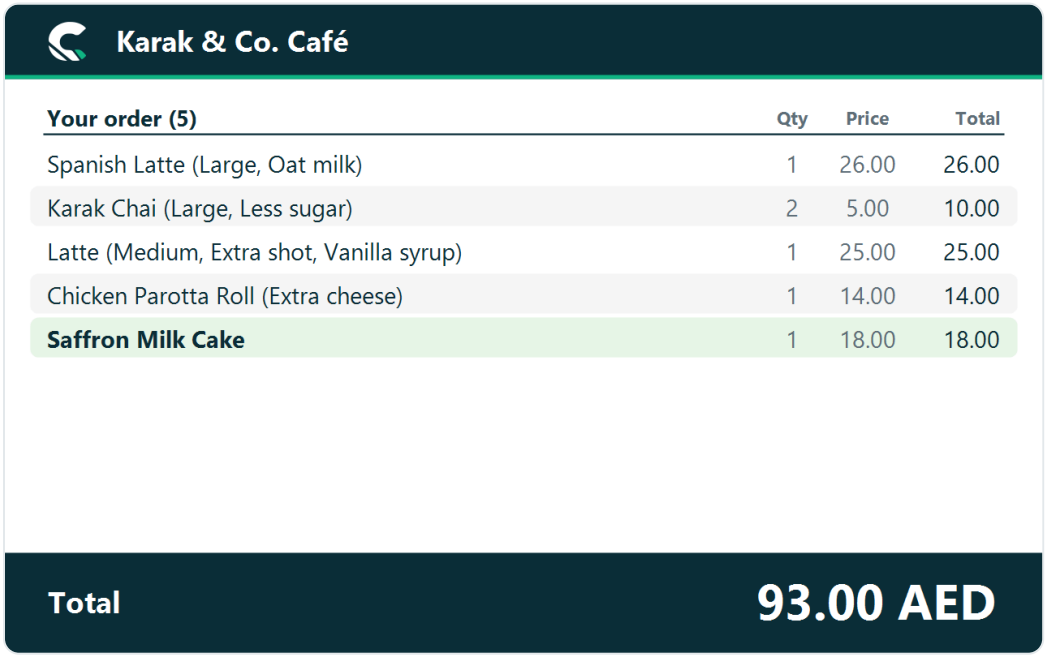
Printed 2026-10-03 14:51

Item	Qty
Spanish Latte (Large, Oat milk)	1
Karak Chai (Large, Less sugar)	2
Latte (Medium, Extra shot, Vanilla syrup)	1
Chicken Parotta Roll (Extra cheese)	1
Items	4

Thank you! Free karak on your 10th visit

8. The customer display

A second monitor facing the customer shows the order as it is rung up, the total and, after payment, the change. Extend the Windows display to the second monitor and tick the customer display in Settings → Features; it opens with the program. Pole displays (2 × 20) are supported too.



9. The printer and the receipt

1. Plug the receipt printer in: CreekPOS finds it and offers to set it up. Otherwise choose it in Settings → **Printer & receipt** with the paper width (80 or 58 mm).

2. The **Tests** tab prints a test receipt and opens the drawer, so you can check both before you switch on "print on every sale".
3. The shop's name, address, phone, TRN and a thank-you line are set in the same tab; your own logo can replace the CreekPOS one in Settings.



Karak & Co. Café

Unit 2, Jumeirah Lakes Towers, Dubai · 04 555 0187

Receipt # 1048 — 2026-10-03 08:12

Cashier — Omar

Table — **Table 6**

Item	Qty	Price	Total
Spanish Latte (Large, Oat milk) سبانش لاتيه	1	26.00	26.00
Karak Chai (Large, Less sugar) شاي كرك	2	5.00	10.00
Latte (Medium, Extra shot, Vanilla syrup) لاتيه	1	25.00	25.00
Chicken Parotta Roll (Extra cheese) رول براتا دجاج	1	14.00	14.00
Saffron Milk Cake كيكة الحليب بالزعفران	1	18.00	18.00

Total — **93.00 AED**

VAT 5% — 4.43

Prices include VAT

Tax reg. no. — 100345678900003

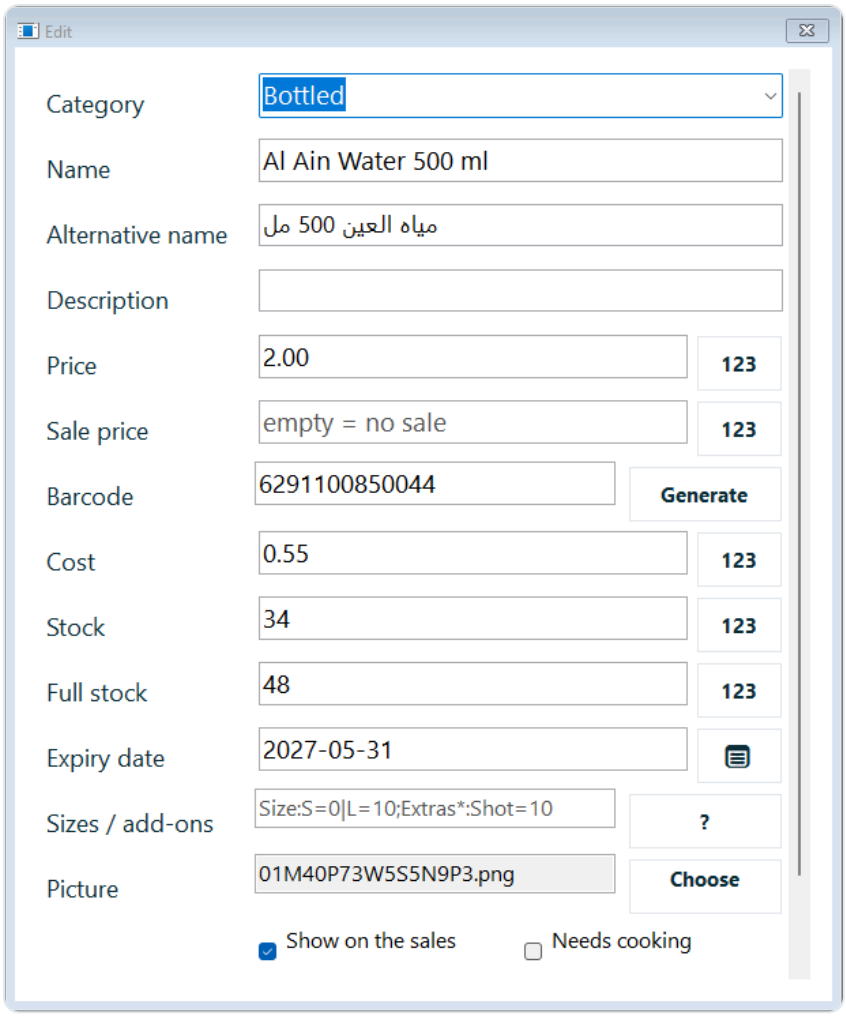
Payment — **Card**

Paid — **93.00 AED**

Thank you! Free karak on your 10th visit

10. Products and prices

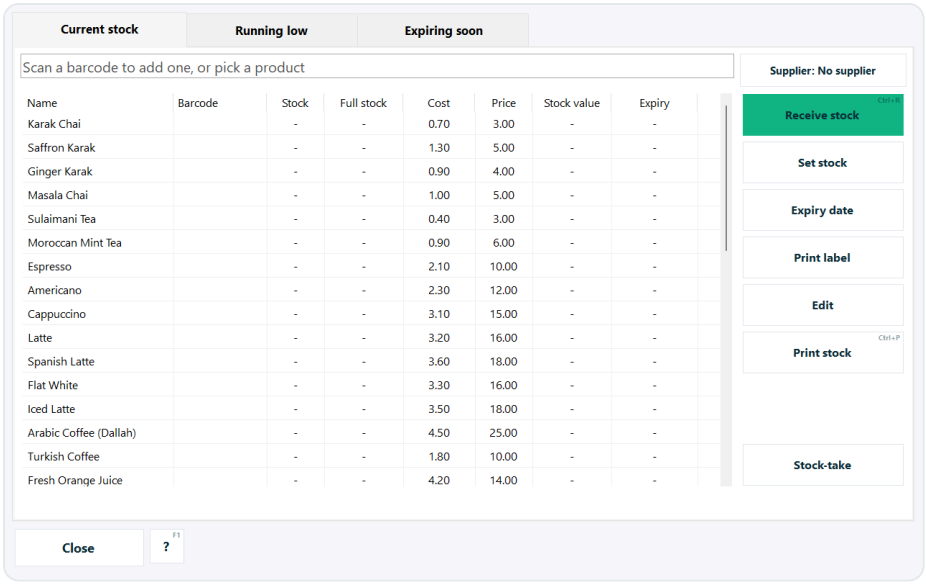
Settings → **Products** lists every product with its category, price and stock. `Add` or double-click a product to edit it: name, a second name in another language, price and sale price, barcode (or **Generate** one), cost, stock, expiry date, sizes and extras, and a picture.

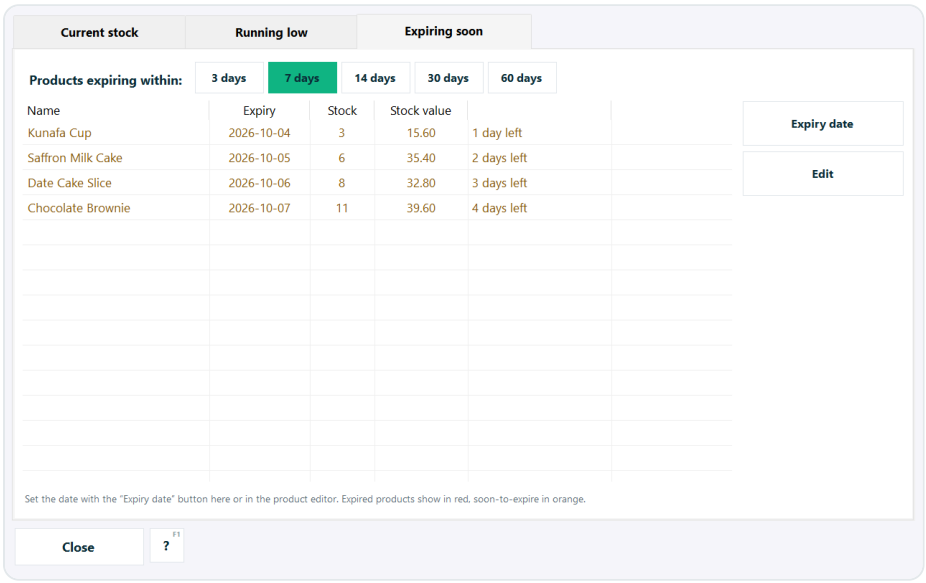


- **Import / export** a CSV (Excel) file to change many prices at once — export first to get the template.
- **Pick from the catalogue** adds ready products with their names, barcodes and categories (the catalogue has no pictures: add your own in Products).
- Select several products to change their category, price or visibility together.

11. Stock and expiry dates

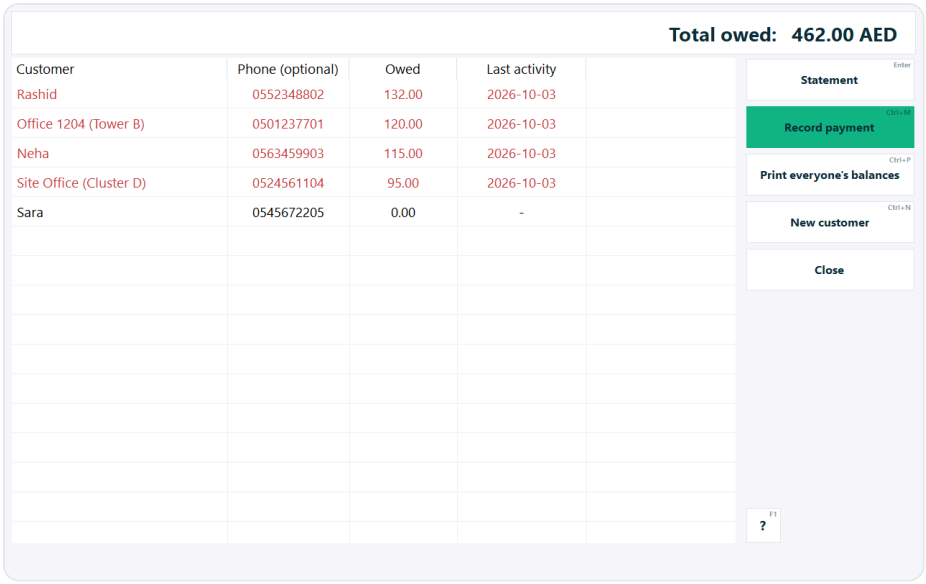
Inventory shows the stock of every product, what is running low and what expires soon. Receive stock from a supplier, count the shelves with the stock-take, and print the list.

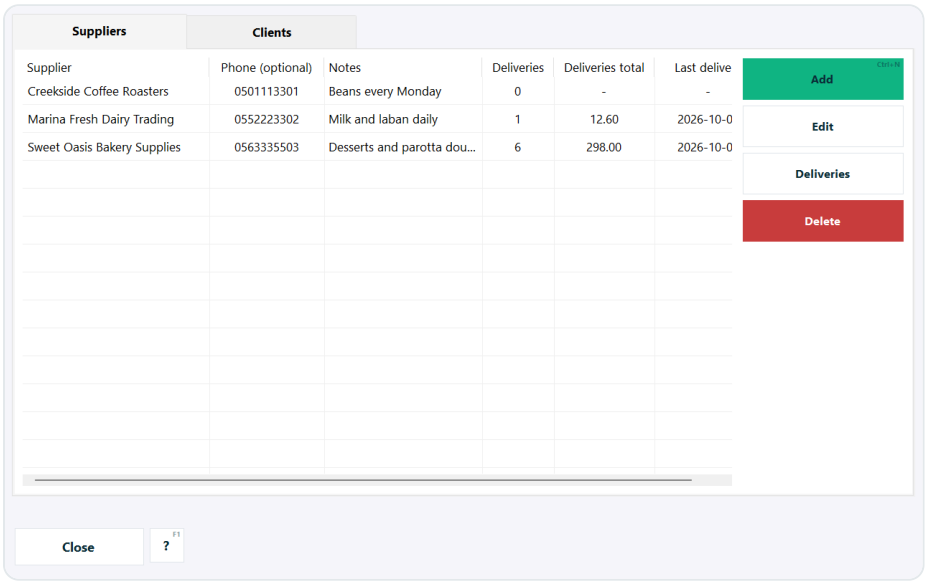




12. Clients, credit and suppliers

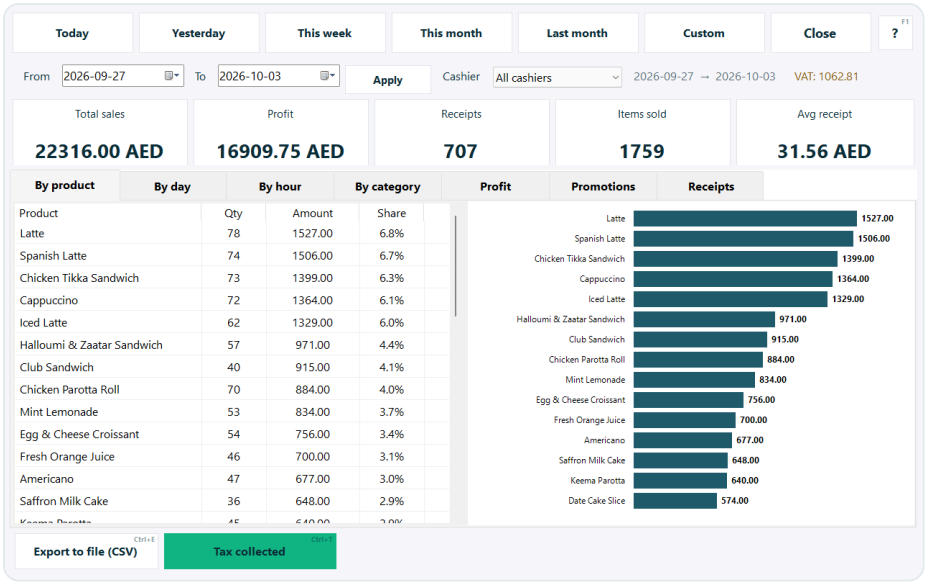
A sale **on credit** goes on the client's account. **Credit** lists who owes what; record a payment or print a statement. **Suppliers** keeps what each supplier delivered and what you paid.

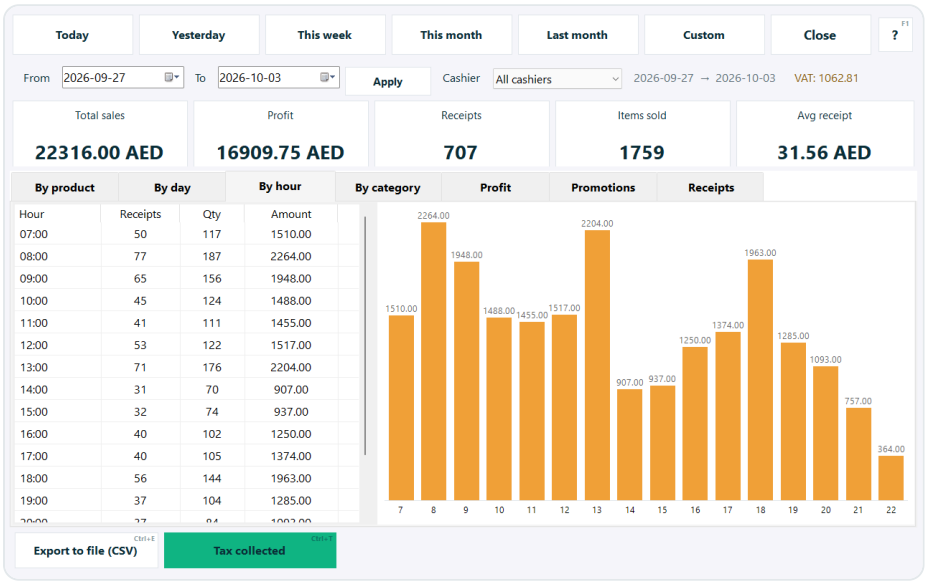




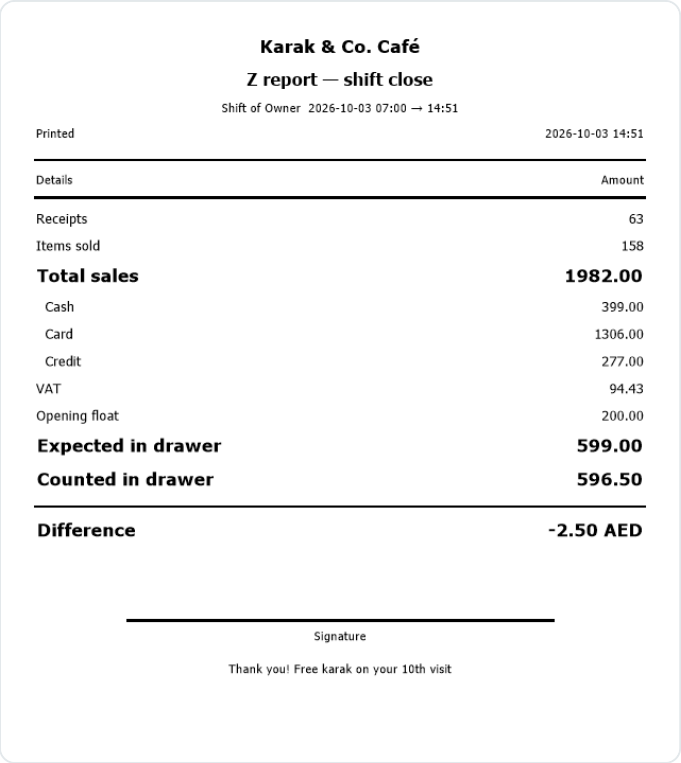
13. Reports and closing the day

Reports (F9): today, yesterday, this week, this month or any range, by product, day, hour and category, the profit, promotions and every receipt (reprint or void). Export any of them to a file.





With **shifts** on, each cashier opens the shift with the float in the drawer and closes it by counting the cash: the **Z report** shows what was expected and what was counted.



Karak & Co. Café

Z report — shift close

Shift of Owner 2026-10-03 07:00 → 14:51

Printed 2026-10-03 14:51

Details	Amount
Receipts	63
Items sold	158
Total sales	**1982.00**
Cash	399.00
Card	1306.00
Credit	277.00
VAT	94.43
Opening float	200.00
Expected in drawer	**599.00**
Counted in drawer	**596.50**
Difference	**-2.50 AED**

Signature

Thank you! Free karak on your 10th visit

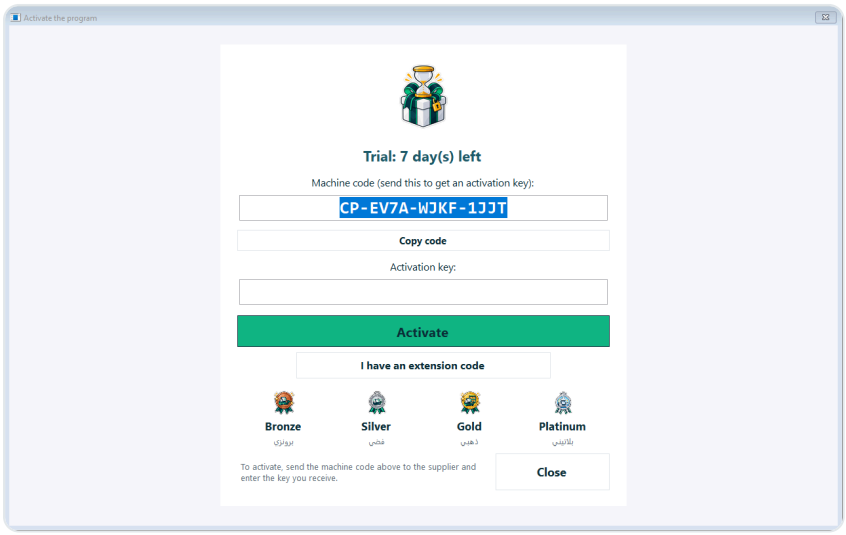
14. Backups

- Settings → **Backup**: Back up now to a USB stick or a folder, and switch on the daily automatic backup.
- **Restore** from the same tab: pick the backup and what to bring back (products, settings, sales…).

> Keep a backup away from the shop PC. A copy on the same disk does not help if the disk fails.

15. The trial and the licence

CreekPOS runs as a full trial for 14 days. To keep using it, buy a package (Bronze, Silver, Gold or Platinum) and activate it: the **machine code** on the licence screen goes to CreekPOS support, the activation key you receive goes back in the same screen. The key belongs to this PC; to move it to a new PC, release it first from Settings → Licence.



16. Keyboard shortcuts

Key	Sales screen
`F1`	the list of shortcuts on the screen you are on (every button shows its key)
`F3` / `F4` / `F5`	pay cash / card / on credit
`F6`	hold the order / tables
`F7`	discount
`F9`	reports
`F11` / `F12`	reprint the last receipt / open the drawer
`+` `-` `*` `Del` `Esc`	quantity up / down / type it, remove the line, clear the order
`Ctrl+L`	switch cashier

17. Getting help

Settings → **Support** sends the support team what they need to help (never your sales) and can open a remote help session that you approve.

E-mail	support@creekpos.com
WhatsApp	+1 (650) 442-5630
Website	creekpos.com

ملخص بالعربية

ثبّت البرنامج بتشغيل **CreekPOS-Setup.exe** (التالي، التالي، إنهاء)؛ تُحفظ البيانات في `C:\ProgramData\CreekPOS\data` ولا يحذفها أي تحديث. عند أول تشغيل أنشئ حساب المدير واختر نوع المحل، ثم أضف الأصناف من الكتالوج الجاهز أو من ملف Excel.

شاشة البيع: اضغط على الصنف أو امسح الباركود، ثم **دفع** للنقد أو **بطاقة** أو **آجل** على حساب العميل. للمقاهي والمطاعم: الطاولات، والطلبات المعلّقة، والأحجام والإضافات، وشاشة المطبخ وتذكرة المطبخ، وشاشة العميل.

التقارير حسب الصنف واليوم والساعة والفئة، والربح، وتقرير Z لإغلاق الوردية. خذ نسخة احتياطية يومية على فلاشة أو مجلد خارج الجهاز. الفترة التجريبية 14 يومًا، ثم يُفعَّل البرنامج بمفتاح خاص بهذا الجهاز. للدعم: support@creekpos.com أو واتساب +1 (650) 442-5630.