Checkout Modal and Payment Methods Guide

Payments | Counter staff and managers

Use the checkout modal to finish sales accurately with cash, card, check, on-account, store credit, split payments, and recovery steps when a payment fails or totals change.

What This Guide Helps You Do

- Choose the right payment path for the customer in front of you.
- Track changes to totals, fees, and open balances during checkout.
- Recover from tender mistakes without losing the order.

REVIEW THE CART BEFORE YOU ASK FOR PAYMENT

Most checkout mistakes start before the first tender is entered. Confirm the customer, line items, quantity, tax result, and delivery or pickup status before opening the payment modal.

- Changing the customer can change price and tax.
- Changing the address on a delivery can change both fee and tax.
- If the customer expects terms or tax exemption, verify it before collecting money.

USE BARCODE SCANNING LIKE A CASHIER SHORTCUT, NOT A SEPARATE WORKFLOW

USB barcode scanners act like fast keyboards in FlintPOS. Scan into POS and FlintPOS will try to find a product first. If the barcode looks like an order barcode, FlintPOS opens the order workflow instead.

1. **Keep focus in the main POS search box**
   FlintPOS allows scanner input while the product search field stays focused so the cashier does not need to click between scans.

2. **Expect repeat scans to increase quantity**
   If the scanned product is already in the cart, FlintPOS increments quantity and recalculates any full-load pricing instead of adding a duplicate line blindly.

3. **Treat barcode-not-found as a product-data problem**
   If FlintPOS says the barcode was not found, fix the catalog record or barcode label instead of bypassing the item forever.

USE THE RIGHT TENDER PATH

Checkout supports several payment types. Choose the one that matches how the customer paid.

1. **Use cash or check for counter payments you physically receive**
   Record the amount the customer handed you so change and the payment history stay accurate.
2. **Use card for terminal or in-app card collection**
   Confirm the processor is connected before attempting the charge.
3. **Use on-account only when the customer should leave with a balance**
   That choice moves risk to collections and reporting, so it should match policy.

SPLIT PAYMENTS AND PARTIAL BALANCES

Use split payments only for real mixed tenders. Use them when part of the balance is cash and part is card, or when only part of the order should remain on account.

- Apply the first tender, then confirm the remaining balance before taking the second.
- If a delivery leaves with money still due, make sure staff understands it is now a collections or COD workflow.
- Do not guess the remaining balance after a failed attempt. Read the modal and order history.

WHEN PAYMENTS FAIL

A failed payment is not the same as a lost order. The order should stay intact so you can retry with a different method or collect later from Orders.

1. **Read the failure message before you click again**
   FlintPOS distinguishes declines, terminal timeouts, and connection problems. The recovery step depends on which one happened.
2. **Check the remaining balance in the modal**
   Do not estimate from memory. The saved payments list and remaining amount tell you whether nothing posted, part posted, or only the fee path failed.
3. **Choose one clean recovery path**
   Retry the same method, switch to another tender, or leave the order unpaid and collect it later from Orders. Never ring the same sale a second time just to get paid.

ALWAYS VERIFY THE RESULT AFTER CHECKOUT

After submitting payment, confirm the order status, printed output, and any remaining amount due. Trust the saved order.

Keep Going

Use the FlintPOS Docs hub to search for related guides by role, category, or job to be done. Open the interactive walkthrough at /quickstart/checkout.html when you want a screen-by-screen visual refresher.