TillFlow Pro

The Complete User Manual

Version 0.9.73

20 November 2026

Retail · Restaurant · Repair Shop · Back Office · Head Office

WELCOME

About this manual

This manual explains **everything TillFlow Pro can do**, in simple words. You do not need any computer knowledge. Each chapter covers one part of the program, and each topic is a short **How To** with numbered steps you can follow one at a time.

How to use this manual

- **Just starting?** Read Chapter 1 (Getting started), then Chapter 2 (Selling at the till).
- **Looking for something?** Use the Contents (next page) or the Index at the back, which lists every topic A to Z with its page.
- **Something went wrong?** Go to the Troubleshooting chapter and the Common questions chapter.
- **Unsure of a word?** See Words explained (glossary), the last chapter.
- **Inside the program** the same help is available under **Back Office → Help**, with a search box.

Signs used in this manual

Tip A shortcut or a better way of doing something.

Note Something good to know.

Important Read this first. It protects your money or your records.

"▶ In the program" tells you which Back Office screen to open.

OVERVIEW

What is inside

Chapter	What it covers
1. Getting started	New to TillFlow Pro? Start here. You do not need any computer knowledge.
2. Selling at the till	Everything a cashier does: opening a shift, making a sale, taking payment, discounts, refunds and closing the shift.
3. Till sessions and cash-up (Manager)	For Supervisors, Managers and Senior Managers: checking each cashier's shift and closing the day.
4. Products and stock	Adding products, prices, receiving stock, counting stock, ordering from suppliers, specials and deals.
5. Customers and accounts	Keeping a customer list, selling on account, statements and receiving payments.
6. Reports and the Home page	Seeing how the business is doing.
7. Expenses and Profit & Loss	Record what the business spends (rent, salaries, marketing, utilities, other) and see what is left after costs.
8. Employees, roles and security	Who can do what, PINs, and keeping your till safe.
9. Restaurant mode	Tables, menus, waiters, kitchen and bar tickets, tips and split bills.
10. Repair Shop mode	Job cards for repairs and service work: book in, quote, deposit, photos, tell the customer, collect and pay.
11. Printers and cash drawer	Receipt printers, the cash drawer, your logo and kitchen slips. Direct printing and the drawer need the Windows program.
12. Shared tills, one shop	Run more than one till on the same shop information (stock, sales, customers). Windows program only, all computers on the same shop network.
13. Head Office (remote access)	Sign in from any phone or computer to add items, change prices and change stock quantities in your shops. You set this up once.
14. Backups and your data	Keeping your records safe. Please read this - it protects your business.
15. Licence, trial and security	How the free trial works, how to register and activate a computer, and what the Security tick boxes do.
16. Troubleshooting	Something not working? Find it here.
17. Common questions	Quick answers.
18. Words explained (glossary)	Short explanations of words used in TillFlow Pro.

This manual is built from the program's own Help text, so it matches the version printed on the cover. A new edition is made with every new version of TillFlow Pro.

CONTENTS

Table of contents

1 Getting started 9

1.1 What is TillFlow Pro and how is it organised? 9
1.2 Adding your business logo (till slips and invoices) 9
1.3 First-time setup: creating your Owner profile 10
1.4 Which version of TillFlow Pro do I have? 10
1.5 Signing in every day (till and Back Office) 10
1.6 A quick tour of Back Office (what every menu does) 11
1.7 How to use this Help section 12
1.8 Entering your business details (name, address, VAT number, banking) 12
1.9 Where is my information kept? 12
1.10 Switching between Retail, Restaurant and Repair Shop 13
1.11 Before you start trading: what to check 13

2 Selling at the till 14

2.1 The till screen explained (what each button does) 14
2.2 Opening your till shift (do this before your first sale) 15
2.3 Making a sale (scan, choose, pay) 15
2.4 Selling items without barcodes (Short Menu) 15
2.5 Changing the quantity on the till (- and +) 16
2.6 Till session opens by itself when a cashier signs in 16
2.7 Slips: automatic printing and thermal printers 16
2.8 Product Lookup, A-Z lists and the cashier name at the top 16
2.9 Cash-up: card total, swipe count and float 17
2.10 Cash-up: Print and Submit, and reprinting the receipt 17
2.11 Dashboard sales: Refresh Sales and automatic refresh 17
2.12 Closing the program with the ESC key 17
2.13 Business name and registration number on every receipt 17
2.14 Scan box is slow or lags 18
2.15 Stock import skips products or says "Invalid or duplicate row" 18
2.16 Print shelf labels (price and barcode) 18
2.17 One product with more than one barcode 18
2.18 Join products that are in the list more than once 18
2.19 Till session history and cashier history (Robotill) 19
2.20 Why the Back Office is faster now 19
2.21 Where to restore a backup 19
2.22 Make a barcode for a product that has none 19
2.23 Logging in to the till with just your code 19
2.24 Time on the till slip 20
2.25 Today's date between midnight and 02:00 20
2.26 The "connect to a running TillFlow Pro" message 20
2.27 Logging out and back in on the till 20
2.28 Adding another variant of a product 20
2.29 Deleting a product 20
2.30 Float on the cash-up 20
2.31 Head Office staying online at night 21
2.32 Where to see profit 21

2.33 Payment screen: Cash and Card buttons 21
2.34 Importing a stocktake from the phone app 21
2.35 Stock export now has extra barcodes 22
2.36 Head Office changes reach the shop (Back Office or till) 22
2.37 Change a payment method (Cash recorded as Card, or Card as Cash) 22
2.38 Moving your product list to another store (export, then import) 22
2.39 Slip prints by itself after a sale 22
2.40 Stock Cost & Retail Value report 23
2.41 Back Office login with your code 23
2.42 Business details are optional 23
2.43 Which Robotill reports can I import? 23
2.44 A scanned item shows but is not added, or says it has no barcode 24
2.45 Scanning a scale label at the till 24
2.46 Taking payment (cash, card, EFT, on account, split payments) 25
2.47 Giving a discount 25
2.48 Choosing a customer for a sale 25
2.49 Suspending a sale, removing an item, or voiding the whole sale 26
2.50 Refunding an item or a whole sale 26
2.51 The Till Menu (nine extra actions) 27
2.52 Cash drop and petty cash (taking cash out of the drawer) 27
2.53 Reprinting a receipt or looking up an old sale 28
2.54 Printing an A4 or A5 invoice (or reprinting one) 28
2.55 Opening the cash drawer without a sale 29
2.56 Ending your shift: the blind cash-up 29
2.57 Printing a receipt 30

3 Till sessions and cash-up (Manager) 31
3.1 Finalising a cashier's cash-up 31
3.2 Reports about till sessions and payments 31

4 Products and stock 32
4.1 Selling by weight: scale barcodes (butchery, deli, fruit and veg) 32
4.2 Adding a product 33
4.3 Editing a product or changing one price 33
4.4 Changing many prices at once (bulk price change) 33
4.5 Putting stock in: receiving a delivery or adjusting stock 34
4.6 Counting your stock (stocktake) and correcting quantities 34
4.7 Scan Stocktake: counting stock by scanning barcodes 35
4.8 Seeing what is running low and reordering 36
4.9 Smart stock reordering (suggested orders from your sales) 36
4.10 Seeing the cost price and changing a price at the till (Manager) 37
4.11 Registering your suppliers (Suppliers page) 37
4.12 Supplier orders (purchase orders) and receiving against an order 38
4.13 Importing products from a spreadsheet (CSV) 38
4.14 Keeping your Robotill history (sessions, sales, payments) 39
4.15 Exporting products, sales or activity to Excel 40
4.16 Putting a product on special for a period 40
4.17 Combo deals, "3 for R50" and "buy 2 get 1 free" 40
4.18 Adding, renaming or removing a branch 41
4.19 Variants of the same item (Lay's Tomato, Cheese, Cream Cheese) 41
4.20 Setting up the Short Menu (quick buttons) 42

4.21 Cost, retail, trade and wholesale prices 42

5 Customers and accounts 43
5.1 Adding or editing a customer 43
5.2 Loyalty points: switching on and choosing the rules 43
5.3 Loyalty points at the till: earning and spending 44
5.4 Customer points: statement and adjusting 44
5.5 Gift cards: selling one at the till 45
5.6 Gift cards: paying with one 45
5.7 Gift cards and store credit: issue, add, remove and cancel 45
5.8 Reports for points and gift cards 46
5.9 Selling on account (customers who pay later) 46
5.10 Receiving a payment from a customer on account 47
5.11 Who owes you: Aged Debtors, Customer Balances and account payments reports 47
5.12 Printing a customer statement 48

6 Reports and the Home page 49
6.1 Understanding the Home page 49
6.2 Seeing today's, this week's or this month's sales (Sales summary) 49
6.3 Profit and stock analysis: margins, slow movers, dead stock and stock turnover 49
6.4 What do I owe each supplier? (Sales by Supplier) 50
6.5 The detailed reports (about 50 of them) 50
6.6 Finding an old sale, voids and the activity log 51

7 Expenses and Profit & Loss 52
7.1 Recording a business expense 52
7.2 Changing or deleting an expense 52
7.3 Reading the Profit & Loss page 52

8 Employees, roles and security 54
8.1 Changing my own password and PIN (Senior Manager or any manager) 54
8.2 Adding an employee (cashier, supervisor, manager) 54
8.3 What can each role do? (Cashier, Supervisor, Manager, Owner) 55
8.4 Changing an employee's PIN or details 55
8.5 Stopping an employee from using the till (Deactivate) 55
8.6 Changing the admin password 55
8.7 I forgot my PIN or password 56
8.8 Making and using your recovery code 56
8.9 Why did the till lock itself? 57

9 Restaurant mode 58
9.1 Turning on Restaurant mode 58
9.2 Setting up your tables 58
9.3 Extras and modifiers (extra cheese, no ice...) 58
9.4 Building the menu: category groups, categories and sub categories 59
9.5 Renaming or deleting a group, category or sub category 59
9.6 Putting menu items into the menu 59
9.7 Sending items to the Kitchen or the Bar 60
9.8 Taking an order at a table (waiter) 60
9.9 Using the Kitchen and Bar screens 60
9.10 Showing the kitchen and bar on another device (tablet, phone, spare PC) 61
9.11 Printing kitchen and bar slips 61

9.12 Voiding an item or moving a table 61
9.13 Printing the bill before the customer pays 62
9.14 Taking payment, tips and splitting the bill 62
9.15 Table bookings (reservations) 63
9.16 Discount, service charge and deals on a table 64
9.17 Holding an item and firing it later 64
9.18 Recipes and ingredients 64
9.19 Restaurant reports (waiters, tips, voided items) 64

10 Repair Shop mode 65
10.1 Turning on Repair Shop mode and setting the labour rate 65
10.2 Booking in a new job (new job card) 65
10.3 Finding a job on the job board 65
10.4 Moving a job through its stages 66
10.5 Adding labour, parts and other charges 66
10.6 Printing a quote or an invoice for a job 66
10.7 Adding photos to a job card 67
10.8 Telling the customer the job is ready (WhatsApp or e-mail) 67
10.9 Taking a deposit 67
10.10 Collecting and paying for a job (Collect & pay) 67
10.11 Cancelling a job 68
10.12 Viewing or editing a job card in Back Office 68

11 Printers and cash drawer 69
11.1 Setting up the receipt printer 69
11.2 Changing the wording on the receipt (header, footer, VAT number) 69
11.3 Putting your logo on receipts and job slips 70
11.4 Setting up the cash drawer 70
11.5 Printing in a normal web browser 70

12 Shared tills, one shop 71
12.1 What "tills sharing one shop" means 71
12.2 Setting up the MAIN TILL 71
12.3 Connecting a SECOND TILL 72
12.4 What happens if the main till is off or the network drops 72
12.5 Sale numbers on shared tills 72
12.6 Good to know: limits of shared tills 72
12.7 Turning sharing off or disconnecting a till 73

13 Head Office (remote access) 74
13.1 What Head Office does and what it needs 74
13.2 Connecting a shop to Head Office 74
13.3 Head Office says Offline or a change was Refused 75

14 Backups and your data 76
14.1 Automatic backups (what happens by itself) 76
14.2 Clearing my test sales before going live 76
14.3 Restoring from a backup (new or reset computer) 77
14.4 Back up now and the extra copy folder 77
14.5 Opening a new store from a backup (clear sales history) 77
14.6 Moving TillFlow to a new computer 78
14.7 The database file (what it is and how to see it) 78

14.8 A simple daily routine (opening and closing the shop) 78

15 Licence, trial and security 80
15.1 How the 7-day free trial works 80
15.2 A licence only works in the program it was bought for 80
15.3 Activating online with a licence code (easiest) 80
15.4 Registering this computer (Step 1) 81
15.5 Entering your activation key (Step 2) 81
15.6 The security chip lock (Windows) 82
15.7 Moving a licence to another computer 82
15.8 What the Security tick boxes do 82

16 Troubleshooting 84
16.1 The till says "Open your till shift before checkout" 84
16.2 Scanning a barcode says "Product not found" 84
16.3 The receipt printer prints nothing (or prints rubbish) 84
16.4 The cash drawer does not open 85
16.5 The kitchen screen on another device does not load 85
16.6 The WhatsApp or e-mail button for "job ready" does not work 85
16.7 My products, customers or sales have disappeared 86
16.8 The till says the Supervisor or Manager PIN is wrong, or no approver exists 86
16.9 I cannot open Back Office 86
16.10 The till shows the wrong mode (Retail, Restaurant or Repair Shop) 86
16.11 Stock numbers are wrong 86
16.12 A page looks strange or a button does nothing 87

17 Common questions 88
17.1 Do I need the internet? 88
17.2 Can two computers or tills share one stock list? 88
17.3 How do I delete a product? 88
17.4 A box asks me to type or choose something 88
17.5 Is there loyalty points, coupons or lay-by? 88
17.6 Does TillFlow work with my card machine? 88
17.7 How does VAT work? 89
17.8 Can I use it on a tablet or touch screen? 89
17.9 I still cannot find my answer 89

18 Words explained (glossary) 90
18.1 Glossary: what do these words mean? 91

CHAPTER 1

Getting started

New to TillFlow Pro? Start here. You do not need any computer knowledge.

1.1 What is TillFlow Pro and how is it organised?

TillFlow Pro is a till (point of sale) and shop-management program. It has **two parts**:

- **The Till** - the screen where you sell: scan or choose items, take payment, print the receipt. Cashiers work here.
- **Back Office** - the management screens: products and stock, customers, reports, employees, settings and this Help. Only Managers and Senior Managers can open it.

One program, **three ways of working**. You choose when you first set up (and can change later):

Mode	Good for	What the till looks like
Retail	Shops that sell items with barcodes	Barcode box, keypad, sale list, PAY button
Restaurant	Restaurants, cafes, bars, takeaways	A table plan, menu buttons, kitchen and bar tickets
Repair Shop	Workshops and repairs (formerly called Workshop)	A job board with job cards, quotes, deposits and collect-and-pay

> **Note** Everything you enter in Back Office (products, customers, staff) is shared with the till, because they are the same program on the same computer.

See also: First-time setup: creating your Owner profile (1.3) · A quick tour of Back Office (what every menu does) (1.6) · Switching between Retail, Restaurant and Repair Shop (1.10)

1.2 Adding your business logo (till slips and invoices)

Your own logo is printed at the top of your **till slips** (in black and white), **quotes** and **invoices**. The **TillFlow Pro** name and icon on the screens do not change. On the till and Back Office your **company name** shows large at the top left.

1. Open **Setup & Settings** and click **Display & Logo**.
2. Under **Your logo for till slips, quotes and invoices** click **Choose your logo** and pick a PNG or JPG picture. A wide picture on a white background works well.
3. The logo saves by itself and shows in the preview. To stop printing it click **REMOVE LOGO**.

> **Note** Slip darkness and a test print are under **Printing**. Your company name comes from **Business Details**.

▶ In the program: **Go to Settings**

1.3 First-time setup: creating your Owner profile

A brand-new TillFlow Pro has no products, no sales and no staff. The first time you open it you create your own Owner profile. This takes about two minutes.

1. Open TillFlow Pro. You will see **First-time Owner Setup**.
2. Sign in with the temporary login: Username **Tillflow** and password **12345**.
3. Fill in **About your business**: business name, the **type of business** (Retail shop, Restaurant/cafe/bar, Repair shop or workshop, Other service), phone and email.
4. Fill in **About you (the Owner)**: your full name, a username, a password (at least 8 characters) and your **PIN** (6 to 12 digits).
5. Save. Your profile is created and the temporary Tillflow / 12345 login **stops working**.

Note On **Which store is this computer for?** choose **This is my main store**, or **This is another branch** and type the branch name (for example **Pretoria Branch**). Do this on each new store's first setup, so the store is named correctly from the start. You can rename it later under **Settings > Branches**.

Important Write your password and PIN down and keep them somewhere safe. TillFlow cannot e-mail you a reset. See "I forgot my PIN or password".

Tip Choosing Restaurant switches the till to Restaurant mode and choosing Repair shop switches it to Repair Shop mode. Retail and Other start with the normal barcode till.

See also: Signing in every day (till and Back Office) (1.5) · Adding an employee (cashier, supervisor, manager) (8.2) · Entering your business details (name, address, VAT number, banking) (1.8)

1.4 Which version of TillFlow Pro do I have?

The version number is shown under the **TillFlow Pro** name at the top left of **Back Office** (for example **Version 0.9.54**), on the Back Office sign-in screen, and on the till screen under the name.

Tip If you phone or message for help, tell us this number. Compare it with the newest version number to see if you are up to date. A new version replaces the old one when you install it; your products, sales and settings stay.

See also: First-time setup: creating your Owner profile (1.3) · A quick tour of Back Office (what every menu does) (1.6)

1.5 Signing in every day (till and Back Office)

At the till

1. Choose your name from the list and type your **PIN**.
2. Cashiers and Supervisors go straight to the till. Managers and Senior Managers see **Welcome** and choose **OPEN TILL** (to sell) or **OPEN ADMIN** (Back Office).
3. Before the first sale of your shift you must **open your till shift** - see "Opening your till shift".

When you are done press **LOG OUT** (bottom right of the till).

In Back Office

Only Managers and Senior Managers. Choose **OPEN ADMIN** after signing in at the till, or open the Back Office page directly and type your name and your password or PIN. Use **Sign out** (top right) when you leave.

> **Note** The till locks itself after **five minutes** with no use. Type your PIN again to carry on - your sale in progress is not lost.

See also: Opening your till shift (do this before your first sale) (2.2) · I forgot my PIN or password (8.7) · What can each role do? (Cashier, Supervisor, Manager, Owner) (8.3)

1.6 A quick tour of Back Office (what every menu does)

Menu	What you do there
Home	Today's sales, profit, payment types, a 14-day chart, best sellers, cashiers today, stock running low, recent activity.
Products & Stock	Products, prices, stock receiving, stocktakes, supplier orders, specials, combo deals, the Short Menu, CSV import and export.
Customers	Customer list, accounts, statements and receiving payments.
Reports	Sales summary (today, this week...) and about 50 detailed reports. Print or export to CSV.
Restaurant	Turn Restaurant mode on, tables, extras, menu structure, kitchen/bar routing, kitchen screens on other devices.
Bookings	Table reservations: add, edit, mark arrived, no-show or cancel, and see what is coming up.
Repair Shop	Turn Repair Shop mode on, labour rate, open and edit job cards.
Till Sessions	See each cashier's shift and finalise the cash-up.
History	Look up old sales, reprint a slip, see events and errors.
Setup & Settings	Business details, printing, cash drawer, logo, database, and other settings.
Licensing	Your 7-day trial, registering this computer and entering your activation key.
Employees	Add staff, give them a PIN and a role, switch them off.
Help	This help section.

> **Tip** Every page has a **Home** button at the top to take you back. Pages under Products & Stock have a **Back to Products & Stock** button.

See also: What is TillFlow Pro and how is it organised? (1.1) · How to use this Help section (1.7)

1.7 How to use this Help section

- Type your question in the search box at the top in everyday words. The best matches come first. Searching for "refund", "cashier", "backup" or "printer" works well.
- Or choose a **subject** on the left (Getting started, The till, Products and stock...) to see all questions on that subject.
- Tap a question to open it. Tap it again to close it.
- Buttons such as **Go to Products** take you straight to the right Back Office page.
- The "Related" buttons at the bottom of an answer jump to other useful answers.

> **Tip** Not found? Try fewer words (for example "cash drawer" instead of "my cash drawer will not open"). The **Troubleshooting** subject covers common problems.

1.8 Entering your business details (name, address, VAT number, banking)

Your business details are printed on **quotes and invoices** (Repair Shop) and used on slips. Fill them in once.

1. Go to **Setup & Settings** and press **Business Details** (first in the list).
2. Fill in: business name, phone, email, address, your **VAT number**, the **VAT %** that is already included in your prices (use 0 if you do not charge VAT), your **banking details** and the **terms / footer note**.
3. Press **SAVE BUSINESS DETAILS**.

▶ In the program: **Go to Business Details**

> **Note** The receipt header, footer, VAT number and phone shown on the **till slip** are set under **Setup & Settings > Printing > Wording on the slip**.

See also: Setting up the receipt printer (11.1) · Printing a quote or an invoice for a job (10.6)

1.9 Where is my information kept?

- **In the Windows program**: every sale, product, customer and setting is saved in a real database file at **Documents\TillFlow Data\tillflow.db**, and a daily backup is saved in **Documents\TillFlow Backups**.
- **In a normal web browser**: the information is kept inside that browser on that computer. A different browser or computer will not see it.
- Nothing is sent to the internet. Two computers do **not** share one database in this version - each computer keeps its own.

> **Important** Keep copying **Documents\TillFlow Backups** to a memory stick or cloud drive. A backup that sits on the same computer is lost if the computer is lost or stolen.

See also: Automatic backups (what happens by itself) (14.1) · Restoring from a backup (new or reset computer) (14.3) · Moving TillFlow to a new computer (14.6)

1.10 Switching between Retail, Restaurant and Repair Shop

You can change the till mode at any time. **Nothing is lost** when you switch.

1. Go to **Restaurant** (for Restaurant mode) or **Repair Shop** (for Repair Shop mode) in Back Office.
2. Press **TURN ON RESTAURANT MODE** or **TURN ON REPAIR SHOP MODE**. To go back to the normal till press **SWITCH BACK TO RETAIL**.
3. **Reload the till screen** (close it and open it again, or press F5) so the till shows the new mode.

▶ In the program: **Go to Restaurant** ▶ In the program: **Go to Repair Shop**

> **Note** Only a Manager or Senior Manager can switch mode. Open tabs and open jobs stay safe while the till is in another mode.

1.11 Before you start trading: what to check

Before you rely on TillFlow Pro in your shop, check every step you depend on (especially printing and the cash drawer) on your own equipment, and keep your automatic backups switched on.

Not included:

- Coupons.
- SMS messages (the ready-for-collection message goes by WhatsApp or e-mail that you send yourself).
- Card-machine integration - card payments are typed in as "Card" after the customer pays on your card machine.

> **Note** Some switches on the Setup & Settings pages (for example General Settings) are saved but are **not connected to the till yet**. The pages that do work are Business Details, Printing, Database, and the Restaurant and Repair Shop pages.

CHAPTER 2

Selling at the till

Everything a cashier does: opening a shift, making a sale, taking payment, discounts, refunds and closing the shift.

2.1 The till screen explained (what each button does)

Button	What it does
Barcode / stock code / description box	Scan a barcode, or type a code or part of a name. **ENTER** adds the item.
Number keypad	Types numbers into the barcode box (handy for typing a stock code). **Clear** empties the box.
ENTER	Adds the item that matches what is in the box.
UP / DOWN / REMOVE	UP and DOWN move the highlight to another line in the sale. REMOVE voids the highlighted line (needs a Supervisor or Manager PIN).
PAY	Opens the payment window.
PRODUCT SEARCH	Puts the cursor in the box so you can search by name.
DISCOUNT	Gives a percentage discount on the whole sale (Manager approval).
CHANGE QTY	Changes the quantity of the highlighted line.
SUSPEND SALE	Puts the sale to one side (Supervisor or Manager PIN).
VOID SALE	Cancels the whole sale (Supervisor or Manager PIN and a reason).
SHORT MENU	Quick buttons for fast-selling items without barcodes.
TILL MENU	Reports, cash drop, refunds, reprint, open drawer and more.
CUSTOMER	Choose which customer this sale is for (on the restaurant till: ♙ **CUSTOMER** on the table).
Barcode scanner (restaurant till)	With a table open, scanning a barcode adds the item to that table. On the table plan the till asks you to open a table first.
CASH UP / END SHIFT	Count your drawer and close your shift.
LOG OUT	Leave the till.

See also: Making a sale (scan, choose, pay) (2.3) · The Till Menu (nine extra actions) (2.51)

2.2 Opening your till shift (do this before your first sale)

Every cashier opens a **shift** before selling. It records the cash you start with (your **opening float**) so the cash-up at the end of the day balances.

1. Sign in at the till. If you have no open shift, the **Open till shift** window appears (or press **CASH UP / END SHIFT** and choose to open).
2. Type a **Register name** (for example "Till 1").
3. Type your **opening cash float** - the cash you put in the drawer to start with (use 0 if none).
4. Press **OPEN SHIFT**.

Important You cannot take payment until a shift is open. If you try, the till says "Open your till shift before checkout".

See also: Ending your shift: the blind cash-up (2.56) · Cash drop and petty cash (taking cash out of the drawer) (2.52)

2.3 Making a sale (scan, choose, pay)

1. Make sure your **shift is open**.
2. **Scan** the barcode with the scanner, or type the barcode, stock code or name in the box and press **ENTER**. If several items match, tap the right one in the list.
3. Scanning the same item again adds **one more** to the same line.
4. To change a quantity: highlight the line (tap it, or use UP/DOWN), press **CHANGE QTY**, type the number and confirm.
5. For items with no barcode use the **SHORT MENU**.
6. For an account customer, press **CUSTOMER** and type the first letters of their name.
7. Press **PAY**, choose how the customer pays and press **COMPLETE SALE**.
8. The receipt prints (if automatic printing is on) and the cash drawer opens for cash. The window also has a **PRINT RECEIPT** button.

Tip Items on special show an orange **SPECIAL** tag, and multi-buy or combo deals show their deal name on the sale line. The price is worked out for you.

Note The till sells at the **Retail** price. The Trade and Wholesale prices you can store on a product are for your records and price lists; they are not used at the till yet.

See also: Taking payment (cash, card, EFT, on account, split payments) (2.46) · Selling items without barcodes (Short Menu) (2.4) · Giving a discount (2.47) · Choosing a customer for a sale (2.48)

2.4 Selling items without barcodes (Short Menu)

1. Press **SHORT MENU** at the bottom of the till.
2. Tap the item. It is added to the sale.

The buttons come from a list a Manager sets up. If the Short Menu is empty it says "No Short Menu items yet".

▶ In the program: **Set up the Short Menu**

See also: Setting up the Short Menu (quick buttons) (4.20)

2.5 Changing the quantity on the till (- and +)

1. Scan the item. It is added to the sale with a quantity of 1.
2. Tap the line in the sale to select it. Then press the **+** button (right of CHANGE QTY) to add one more, or the **-** button (left of CHANGE QTY) to take one off. They always work on the selected line, which is the last item you scanned unless you tap another. The quantity never goes below 1. To take the item off completely press **REMOVE**.
3. To type an exact number: type it on the keypad (for example 12) and press **CHANGE QTY**, or press **CHANGE QTY** and type the number in the box that opens, then **SET QUANTITY**.

> **Note** Weighed items from the scale have no - and + buttons, because their quantity is the weight.

See also: Making a sale (scan, choose, pay) (2.3) · A scanned item shows but is not added, or says it has no barcode (2.44)

2.6 Till session opens by itself when a cashier signs in

When a cashier signs in at the till, a **till session is opened for her straight away**, so PAY never stops to ask for one. Managers and owners get theirs at the first PAY.

The opening cash (float) is the **Default float** in Back Office > Settings > Till Sessions. To turn this off, untick **Open a till session automatically when a cashier signs in to the till** in the same place.

See also: Making a sale (scan, choose, pay) (2.3)

2.7 Slips: automatic printing and thermal printers

If **Print a receipt automatically after every sale** is on (Back Office > Settings > Printing), the slip prints by itself after each sale and the till no longer shows a PRINT RECEIPT button.

Slips are now drawn as a **clear picture**, so they look sharp on thermal printers instead of like a dot-matrix print. If you prefer the printer's own text (fastest), change **Slip print style** in the same place.

See also: Reprinting a receipt or looking up an old sale (2.53)

2.8 Product Lookup, A-Z lists and the cashier name at the top

- **TILL MENU > Product Lookup** opens with **every product** already listed (A-Z). Type to narrow the list, clear the box to see all again. Tap a product and press **SELECT** to add it to the sale.
- All product lists and searches (till, Back Office, Short Menu) are sorted **A-Z** by name.

- The top of the till shows the signed-in cashier and the till, for example **Bella | Till 1**. The till name is set under Back Office > Settings > Shared tills (or the till session register name).
- On the PAY screen the **amount tendered is highlighted**: just type what the customer gave you and the change shows straight away.

2.9 Cash-up: card total, swipe count and float

On the **Blind Cash-Up / End Shift** screen the **Card / swipe terminal total** is filled in **automatically**: all successful card payments in your till session, less any card refunds. Declined or failed payments are left out. Under it you see **how many card swipes** were made. Nothing to type.

The **Float (R)** line shows the float set in Back Office > Settings > Till Sessions > **Float amount (R)**. Change it there and every till shows the new amount. The float is kept apart from sales takings. Each new till session starts its card totals at zero; old sessions stay saved.

2.10 Cash-up: Print and Submit, and reprinting the receipt

At the end of the shift press **TILL MENU > CASH UP / END SHIFT**, count the money and press **PRINT AND SUBMIT**. The cash-up is saved and a **cash-up receipt** prints: store name, date and time, cashier and till, cash counted, float, expected cash, shortage or surplus, card payments, **the amount to hand over to the manager** (cash counted less float), the cashier's confirmation line and a **manager signature line**.

It can only be submitted once. If the printer is off or fails, the cash-up is still saved: fix the printer and press **PRINT AGAIN** on the confirmation window. It will not be submitted a second time.

2.11 Dashboard sales: Refresh Sales and automatic refresh

The Back Office Dashboard has a **Refresh Sales** button. It loads the latest sales from every till straight away without reloading the program. It also refreshes **by itself every 5 minutes** (it waits if you are typing in a box).

Sales today, each payment type (Cash, Card, EFT, On account and any other) and each cashier's totals are worked out from the real sales. A sale is never counted twice, and refunds are taken off the payment type they were paid back on, so the payment totals add up to Sales today.

2.12 Closing the program with the ESC key

In the Windows program, press **ESC** (when you are not typing in a box) and the program asks **Are you sure you want to exit the program?** Choose **NO** to carry on where you were. **YES** closes the program. If a sale, payment or cash-up window is open, YES stays switched off until you finish or close it, so nothing is lost.

2.13 Business name and registration number on every receipt

Go to **Back Office > Setup & Settings > Business Details**, type your **Business name**, **Business registration number** and **Physical address** once and press **SAVE BUSINESS DETAILS**. Every receipt then prints the business name in big letters at the top with **Reg No: ...** directly under it, then

the physical address. Cashiers never type them. The details are kept for each branch, so every till of that branch prints the same details, and they stay after a restart or a sale.

If either is missing, Back Office shows a red warning on the Dashboard and Settings. The registration number accepts letters, numbers, spaces and / . - . You are asked to confirm before a saved registration number is removed or the business name is changed.

2.14 Scan box is slow or lags

The scan box answers instantly now. Product search no longer slows typing, a scanned barcode is added at once (Enter adds it immediately, and a fast scan without Enter is added after a split second). Hand-typed numbers are never added until you press Enter. After each scan the till is ready for the next one without clicking.

2.15 Stock import skips products or says "Invalid or duplicate row"

Older versions lost products when a name had a quote mark in it, for example **Maskers 10"s**: the lines after it were swallowed. From this version the import reads such names correctly, so all products in the Robotill Product Price List come in. Check the preview count against the number of products in your file before pressing **Confirm and import stock**.

2.16 Print shelf labels (price and barcode)

Open **Back Office > Products & Stock > Shelf Labels** (or press **SHELF LABELS** on the Products page).

Each label shows the product name, the selling price in big print and the product's own barcode with its number. The name, price and barcode are always the ones saved on the product right now. A product without a barcode prints without one.

> **Tip** If the print sits a little off the label, use **Move right / Move down**. For a label printer, install its Windows driver and set the same paper size in the print window.

2.17 One product with more than one barcode

A product can have extra barcodes. On the product (Products > Edit) fill **Other barcodes for this same product**, separated by commas. Scanning any of them at the till finds the same product.

When you import a Robotill Product Price List, products with exactly the same name are now joined into **one** product: every barcode is kept, quantities are added together and the first prices found are used. This makes the list much shorter.

> **Tip** You can also import the ready-made all-in-one CSV with a column called **barcodes** (barcodes separated by spaces).

2.18 Join products that are in the list more than once

If you imported your Robotill stock before, repeated names were kept as separate lines such as **Pringles 42g (6889)**. To make them ONE product with all its barcodes: **Back Office > Products &**

Stock > Import / Export CSV > Join products that have the same name > CHECK MY PRODUCTS. You see what will be joined (and the stock after joining), then press **JOIN THEM NOW**.

Stock quantities are added together, every barcode is kept, and the prices you already have are kept. A backup copy is saved first.

Importing the Product Price List again afterwards? Choose **Keep my current quantities and prices (only add missing barcodes and new products)** so your own changes are not overwritten.

2.19 Till session history and cashier history (Robotill)

After importing the Robotill history, **Till Sessions** shows a **Cashier history** table: sessions, first and last day, number of card sales, card total, cash total, all sales and cash drops for every cashier. Press **View sessions** to see only that cashier's sessions.

Each session line also shows how many **card sales** (count and total) were made between opening and closing the till.

Robotill lists every card payment one by one, so card sales are counted exactly. Cash is only given as one total per cashier, so the number of cash sales cannot be counted. Import the **Cash Drops and Withdrawals** file too if you want the drops per cashier.

2.20 Why the Back Office is faster now

Typing, scanning and deleting in the search box no longer redraw the whole screen. The letters appear at once and only the product list under the box updates a moment after you pause.

The Products list shows the first 200 products and the rest appear as you type or press **Show 300 more**. Opening Products and Add a product is now instant even with 9,000 products.

When you click into a price or quantity box its contents are selected, so typing replaces the 0 instead of going after it.

2.21 Where to restore a backup

Backups are looked after by the system, and cashiers have nothing to do with them: there is no backup or restore button on the till or on any login screen. Open **Back Office > Setup & Settings > Database** and press **RESTORE FROM A BACKUP...** (Managers and the Senior Manager only).

2.22 Make a barcode for a product that has none

In **Back Office > Products > Add product** (or when editing a product) press **GENERATE A BARCODE** next to the Barcode box. TillFlow Pro fills in a new, valid, never-used 13-digit barcode that you can print on a shelf label. You can also make barcodes for many products at once on the **Shelf Labels** page.

2.23 Logging in to the till with just your code

There is no list of names. Anyone logging in to a till types only their own code (PIN) and presses Enter. The till knows who they are. A cashier goes straight in. A Manager or the Senior Manager is recognised automatically and is asked to choose **OPEN TILL** or **OPEN ADMIN**. If two people happen to share the same code, the till asks which of them you are.

2.24 Time on the till slip

Each sale slip now prints the real date and time of the sale. Older sales that were saved with a date only print the date and no time.

2.25 Today's date between midnight and 02:00

Between midnight and 02:00 South African time, TillFlow used to use **yesterday's date** for some things: the default dates on reports, file names of exports and backups, the stocktake reference, loyalty points and gift cards. It now always uses **today's date on the computer**. Entries saved earlier keep the date they were saved with.

2.26 The "connect to a running TillFlow Pro" message

Once a computer has been connected to the server, it will not show the "connect to a running TillFlow Pro" message again. If you switch the connection off in Back Office the message can appear again so you can reconnect.

2.27 Logging out and back in on the till

Pressing **LOG OUT** (or the till locking by itself) simply locks the till. The next person, or the same cashier, types their code and carries on. You never need to close and reopen the program.

After a sale the change card stays at the side of the till but does not block it. You do not need to press anything: just scan, type or tap the next item and the card disappears by itself (or press the × on it).

2.28 Adding another variant of a product

In **Back Office > Products** press the variant button on the product. Scan the new barcode, press Enter, type the variant (for example Cherry) and save. The price, cost, trade prices, category, supplier, unit, alert level and all other details are copied from the first variant. The product name becomes the family name plus the variant.

2.29 Deleting a product

In **Back Office > Products** press the red **Delete** button on the product row, or open the product with Edit and press **Delete product**. You are asked to confirm, and a backup copy is saved first. The product is removed from the till, the short menu, specials and combos. Past sales stay in your reports. Only a Manager or the Senior Manager can delete.

2.30 Float on the cash-up

The cashier counts everything in the drawer, as before. The cash-up slip, the "Shift submitted" screen and the Back Office till-sessions list now take the opening float off automatically and show **Cash takings (after float)** - the money that goes to the manager or the bank. The shortage / surplus figure is unchanged because it already allowed for the float.

2.31 Head Office staying online at night

While TillFlow Pro is open on the shop computer, it tells Head Office it is there every 45 seconds and comes back online by itself after an internet break - you never need to press Test connection again. A long stock upload now carries on where it stopped instead of starting again.

For night access the shop computer must be **switched on with TillFlow Pro left open** (it can sit on the lock screen). The Windows program now stops the computer going to sleep while it is open. An Android phone or tablet cannot stay connected when the app is closed or the device sleeps, so use a Windows computer for this.

2.32 Where to see profit

The Back Office home screen now shows only sales: Sales today, Number of sales, This month, Cash / Card / EFT / On account today, Cashiers today and the sales chart. All profit figures are in **Back Office > Profit & Loss**.

Profit & Loss shows **Profit Today, This Week, This Month and This Year** (net profit, with the gross profit and expenses beside each), then Total Sales, Cost of Goods Sold (COGS), Gross Profit, Operating Expenses and Net Profit for the dates you choose. Refunds are taken off, and the page updates by itself whenever a sale or expense is recorded. Only a Manager or the Senior Manager can open it.

2.33 Payment screen: Cash and Card buttons

When you press PAY, the payment screen has a big **CASH** button on the left and a big **CARD** button on the right (Cash is chosen to start with). Tap one, check the amount and press COMPLETE SALE.

EFT is hidden until you want it. A Manager or the Senior Manager switches it on in **Back Office > Setup & Settings > Payments > Show EFT as a payment button on the till** and presses Save. **On account** appears when a customer has been chosen, and Gift card / Loyalty points appear when those are switched on.

2.34 Importing a stocktake from the phone app

After counting with the **TillFlow Stocktake** phone app, send the exported file to the computer. In **Back Office > Stock > Stock Manage > Import Stocktake CSV** press the file box and pick the file.

TillFlow Pro matches each row to a product by barcode (including extra barcodes), then SKU, then name. You see each product with its stock now, the counted number and the difference, plus any rows that could not be matched (you can save those as a CSV). If the file is from a different branch you get a warning.

Tick **Set stock to counted quantity** and press **IMPORT STOCKTAKE**. A backup copy is saved first, only the counted products change (a count of 0 sets the stock to 0), and the stocktake appears in **Stock Level Trace** and Activity History. Products that were not counted are never touched. Only a Manager or the Senior Manager can import.

The file ending in **-NEW-ITEMS** holds products added on the phone because they were not on the stock list. Pick it in the same place: you see each new product with its barcode, price, cost and counted stock. Tick **Create these new products** and press **ADD NEW PRODUCTS**. Each is created

with its stock set to the counted quantity. Rows whose barcode, SKU or name already exist in TillFlow Pro are skipped and listed (you can save them as a CSV). A backup copy is saved first.

The file ending in **-UNKNOWN** lists barcodes the phone did not know. Pick it in the same place and press **ADD AS NEW PRODUCT** next to each one. The barcode, name and counted quantity are filled in, you add the price and save.

2.35 Stock export now has extra barcodes

The Back Office stock export now includes a **Barcodes** column (extra barcodes of a product, separated by |) next to Barcode, and still has the Branch column. The phone app uses these to find products.

2.36 Head Office changes reach the shop (Back Office or till)

Changes you send from Head Office (prices, stock, new items) are now collected within about a minute by the shop whether the **till screen or the Back Office** is open. Before, only the till screen collected them, so a shop with just Back Office open showed Online but kept saying "Waiting for shop". The shop PC must be on with TillFlow Pro open.

2.37 Change a payment method (Cash recorded as Card, or Card as Cash)

If a cashier took Cash but pressed Card (or the other way round): press **Till Menu > Change Payment Method**, choose the sale, choose what it really was paid with, type a short reason, pick the Manager and enter the **Manager PIN**. The till session totals and the cash-up follow automatically. Rules: only sales from the shift that is open now, paid with one method (not split payments), and a Manager or Senior Manager must approve. Every change is kept on the sale and in the audit trail (History).

2.38 Moving your product list to another store (export, then import)

A product list you export from **Products & Stock** can be imported straight back, or into another store: **Products & Stock > Import**, choose the file, press **Preview import** and then **Import**. The import now understands the export's **Retail** column (your selling prices) and **Low-stock alert** column. Items with **negative stock** used to be written with a stray apostrophe and failed with "Invalid or duplicate row"; export now writes plain numbers and the import accepts older files too.

> **Note** The file carries SKU, barcode, name, category, supplier, quantity, cost, retail, trade and wholesale prices and the low-stock alert only. Extra barcodes, variant groups, specials, combos and pictures are not included.

2.39 Slip prints by itself after a sale

Switch on **Setup & Settings > General > Automatically print receipts** (or **Receipt printer > Print a receipt automatically after every sale**) and choose your printer. The slip prints by itself the moment a sale is paid. No sale-complete screen appears and the till is ready for the next scan immediately. When there is change to give, a big green **GIVE CHANGE** box with the amount shows

at the top of the till. It does not block anything: it disappears when the cashier scans, types or taps the next thing (or after 20 seconds).

2.40 Stock Cost & Retail Value report

In **Back Office > Reports > More reports** choose **Stock Cost & Retail Value** and press Preview. At the top is one line: the **total value of all your stock at cost price, at retail price, and the potential profit**. Below it is the same split per category. It shows today's stock (not history), and items with negative stock count as 0. You can print it or export it to CSV.

Every shop shows **only its own** stock values here - each shop is its own business, so values are never added together in Head Office. In Head Office, press **Edit** on a product in a shop to see how many of it that shop has in stock right now.

2.41 Back Office login with your code

After **Sign out** (top right of Back Office) you just type your employee code (PIN) and press Enter - the same code you use at the till. Only Managers and the Senior Manager can get in. If you prefer, press **Sign in with a username and password instead**.

The **Forgot your PIN or password? Use my recovery code** link is on the Back Office login screen (it is no longer on the cashier login screen).

2.42 Business details are optional

None of the business details (name, registration number, address, VAT number) are compulsory and no warning is shown if they are empty. Whatever you fill in under **Setup & Settings > Business Details** is printed on the receipt; anything left empty is simply left off.

2.43 Which Robotill reports can I import?

Stock: use **Product Price List** first (creates the products with prices and costs), then **Stock On Hand** (fills in the quantities; negative quantities become 0 and prices/costs you already have are kept).

History (Back Office > Imports > Robotill history): Till Sessions, Product Sales, Card Payments, Cash Payments, Sales By Cashier, Sales Per Day and Cash Drops and Withdrawals all import. The history is now stored squeezed (compressed), so even years of sales fit on the computer.

Recognised but skipped on purpose (the numbers are already covered by the files above, or nothing can be built from them): Items Sold, Profit and Tax Per Item, Departments, Top Performers, Sale Payments Summary, Refunds, Refunded Items, Stock Take Adjustments. You will see a message saying so - nothing is wrong with those files.

> **Tip** Very large stock imports are logged as one line in the history log instead of one line per product.

2.44 A scanned item shows but is not added, or says it has no barcode

A scanned barcode is added to the sale **by itself** - you do not need to click the search box, press Enter or search first. As soon as the till is open, just scan. (Typing on the on-screen number pad still needs the ENTER/ADD button.)

TillFlow now matches barcodes even if one has extra leading zeros (for example 0012345678905 and 12345678905), and adds the item straight away when every match is the same product.

New in 0.9.69: the till also ignores spaces (even hidden ones), dashes, dots and capital letters when it matches a barcode, so a product whose barcode was typed or imported with a stray space is found by the scanner too. If the scanner leaves off or adds the last check digit of a barcode, the till still finds the product as long as only one product fits. When you save a product, spaces are removed from its barcode automatically.

- **"No product has barcode ..."**: that product has no barcode saved. Open **Products**, edit the item, type the barcode, save. Products imported from Robotill with a blank barcode need this once.
- **"Several products match"**: two different products share the code. Tap the right one in the list, then fix the duplicate in Products.
- Check the barcode on the product matches the one on the packaging exactly.

> **Tip** In Products you can search for a blank barcode to find every item that still needs one.

See also: Making a sale (scan, choose, pay) (2.3)

2.45 Scanning a scale label at the till

1. Put the weighed item on the scale and let it print its label.
2. At the till scan the label (or type its number into the barcode box and press Enter).
3. The till adds the item with the weight and the price from the label, for example **Beef Mince 0.752 kg = R67.60**.
4. Carry on selling as normal and press **PAY**.

Each label is its own line, so two packs of mince show as two lines. Stock goes down by the weight sold (in kg). The price on the label is the price the customer pays, so the price per kg shown on the line can differ by a few cents because of rounding.

If the till shows a message

- **No product has this Scale code**: edit the product in Back Office and type its number in **Scale code (PLU)**.
- **Check digit is wrong**: the label is damaged or was typed wrong. Scan it again or reprint it.
- **No price per kg**: set the product's **Retail price** in Back Office.
- Nothing happens or the wrong item shows: use **Test a scale label** in Retail Settings to see how the till reads it.

See also: Selling by weight: scale barcodes (butchery, deli, fruit and veg) (4.1)

2.46 Taking payment (cash, card, EFT, on account, split payments)

1. Press **PAY**. The window shows **Sale total**, **Already paid** and **Still to pay**.
2. Choose the **Payment method**: Cash, Card, EFT or On account.
3. For cash type the **Amount tendered** - the till shows the **change** to give back.
4. Press **COMPLETE SALE**.

Split payments (customer pays part cash, part card)

1. In the payment window choose the first method and type the amount that is **less than** the total.
2. Press **SPLIT PAYMENT**. The amount is recorded and **Still to pay** goes down.
3. Choose the next method and finish with **COMPLETE SALE**.

On account

Use **On account** for customers who pay later. Choose the customer first with the **CUSTOMER** button. The till asks you to confirm that the balance is **unpaid** and saves it on the customer's account. See the Customers subject for statements and receiving payment.

> **Important** Card and EFT are **recorded by hand**: take the payment on your card machine first, then record it as Card or EFT. TillFlow does not talk to the card machine.

> **Tip** Pressing **CANCEL** in the payment window leaves your sale as it was.

See also: Selling on account (customers who pay later) (5.9) · Refunding an item or a whole sale (2.50) · Printing a receipt (2.57)

2.47 Giving a discount

1. Add the items first, then press **DISCOUNT**.
2. Type the **discount percentage** (0 to 100) and a **reason** (required).
3. If you are a Manager or Senior Manager you are approved automatically. Otherwise choose a Manager/Senior Manager and type their **PIN**.
4. Press **AUTHORISE DISCOUNT**.

> **Note** A manual discount switches off specials and deals for that sale (the discount replaces them). Every discount is written to the activity log with who approved it.

See also: Putting a product on special for a period (4.16) · Combo deals, "3 for R50" and "buy 2 get 1 free" (4.17)

2.48 Choosing a customer for a sale

1. Press **CUSTOMER**.
2. Type the customer's name (or the first letters) and confirm. The till says "Customer: ...".
3. Leave it blank for a **walk-in** customer.

The customer must already exist. If the list is empty the till says "Add customers in Back Office (Customers page)".

▶ In the program: **Go to Customers**

See also: Adding or editing a customer (5.1)

2.49 Suspending a sale, removing an item, or voiding the whole sale

Remove one wrong item

1. Highlight the line (tap it or use UP/DOWN).
2. Press **REMOVE**. The item goes at once. No supervisor PIN is needed, and the removal is still recorded with your name.

Cancel the whole sale

Press **VOID SALE**, type a **reason**, choose the **Supervisor or Manager** and type their **PIN**, then **AUTHORISE VOID**.

Suspend a sale

Press **SUSPEND SALE**. A Supervisor or Manager must enter their PIN, even if you are a manager yourself. The approval is recorded.

> **Note** Every void and suspend is recorded in the activity log. A sale that is **already paid** is not voided - use **Refund** (see below).

See also: Refunding an item or a whole sale (2.50) · What can each role do? (Cashier, Supervisor, Manager, Owner) (8.3)

2.50 Refunding an item or a whole sale

1. Press **TILL MENU**, then **Refund Item** (one line) or **Refund Sale** (everything).
2. Type the **sale number** to find it, then tap the paid sale in the list.
3. For an item refund choose the **Item** and the **Quantity to refund**.
4. Under **How was the refund paid?** choose Cash, Card or EFT. For Card or EFT type the **External refund reference**.
5. Type the **Refund reason** (required).
6. Tick **Return sale items to stock** if the item is resellable and back in the shop (it is then added back to stock).
7. A Supervisor, Manager or Senior Manager is chosen in the list, types their **Approver PIN**, and you press **AUTHORISE REFUND**.

> **Important** For **Card or EFT** the program cannot send the money back. First refund the customer on your card machine or bank, then type the **reference number** TillFlow asks for. Cash refunds need an **open till shift**.

> **Tip** The refunds reports (Reports > More reports > Refunds and Refunded Items) show everything refunded.

See also: The Till Menu (nine extra actions) (2.51) · Suspending a sale, removing an item, or voiding the whole sale (2.49)

2.51 The Till Menu (nine extra actions)

Action	What it does	PIN needed?
Till Session Report	Shows the cashier the total sales, card sales and cash sales for the shift so far. Only a CLOSE button. To print a full session report, use Back Office > Till Sessions.	No
Cash Up / End Shift	Count your drawer and close the shift.	No
Product Lookup	Check a product's price and stock.	No
Cash Drop	Move cash from the drawer to the safe.	Supervisor or higher
Withdraw Cash / Petty Cash	Take cash out for an expense.	Supervisor or higher
Reprint Slip	Print an earlier receipt, marked DUPLICATE.	No
Refund Item	Refund one line of a paid sale.	Supervisor or higher
Refund Sale	Refund a whole paid sale.	Supervisor or higher
Open Cash Drawer	Opens the drawer without a sale (reason required, recorded).	Supervisor or higher

See also: Cash drop and petty cash (taking cash out of the drawer) (2.52) · Reprinting a receipt or looking up an old sale (2.53) · Refunding an item or a whole sale (2.50) · Opening the cash drawer without a sale (2.55)

2.52 Cash drop and petty cash (taking cash out of the drawer)

Cash drop (moving cash to the safe)

1. Press **TILL MENU > Cash Drop**.
2. Type the **Cash drop amount (R)** and a **Reason**, choose the **Supervisor / Manager / Senior Manager** and type their **Approver PIN**.
3. Press **AUTHORISE CASH DROP**. The drop is recorded against your shift.

Withdraw cash / petty cash (money you spend)

Press **TILL MENU > Withdraw Cash / Petty Cash** and complete the same details. Both need a Supervisor-or-higher PIN and an open shift.

> **Tip** Cash drops keep your drawer safe and are taken into account when the shift is cashed up.

The slip you keep in the till

After a cash drop, a withdrawal, a refund or a change of payment method, the receipt printer prints a **slip** showing what was done, the amount, the **reason** and **who authorised it**. Put the slip in the till drawer. The cash amount is taken off the cash the till expects straight away (a Card or EFT refund does not touch the drawer cash). If the slip does not print, the transaction is still saved and the message tells you so.

Every one of these is also **listed one by one on your cash-up slip** at the end of the shift, with the time, amount, reason and authoriser, and a total of the cash taken out. Staple your kept slips to the cash-up slip so the manager can check them.

See also: Ending your shift: the blind cash-up (2.56)

2.53 Reprinting a receipt or looking up an old sale

At the till

TILL MENU > Reprint Slip. It lists **only your own sales from your current till session** (the last 5, newest on top), not other cashiers' sales and not the whole day. Choose the sale. The slip is clearly marked **DUPLICATE**. This works the same on every till, because every sale is tied to the **cashier and her till session**, not to the till. To reprint an older sale or another cashier's sale, a Manager uses **History** in Back Office.

In Back Office

1. Open **History**.
2. Choose the date range or search for the sale or the cashier and press **APPLY FILTERS**.
3. Press **VIEW / REPRINT** next to the sale, then **PRINT DUPLICATE SLIP**.

Need a proper invoice for a buyer instead of a till slip? See "Printing an A4 or A5 invoice".

▶ In the program: **Go to History**

See also: Printing an A4 or A5 invoice (or reprinting one) (2.54)

2.54 Printing an A4 or A5 invoice (or reprinting one)

Any completed sale, from **any till**, can be printed as a full **A4** or smaller **A5** invoice with your business details, the customer's details, every item, VAT, payments, balance due and your banking details. You can print it as many times as you like.

1. Open **History** in Back Office.
2. Choose the date range, or type the **sale number, customer name, cashier or total** in the search box, and press **APPLY FILTERS**.

3. Press **VIEW / REPRINT** next to the sale.
4. Tick **Mark as COPY** if this is a reprint you want stamped COPY, then press **PRINT A4 INVOICE** or **PRINT A5 INVOICE**.
5. In the print window choose your printer (or "Save as PDF" to email it) and press Print.

You can also print a customer's earlier invoices from **Customers > Statement**: look under **All purchases** and press **A4** or **A5**. Quotations in the Quotations tab print as QUOTATION.

To make the invoices look right

- Fill in **Setup & Settings > Business Details**: business name, address, phone, email, **VAT number**, **VAT %**, **banking details** and your **terms**. They are printed on every invoice.
- The document says **TAX INVOICE** when a VAT number is filled in, otherwise **INVOICE**.
- Choose the customer at the till (press **CUSTOMER**) before the sale so their name and address print. Sales without a customer print as "Customer".

> **Note** If the page comes out the wrong size, pick A4 or A5 in the print window's "Paper size" setting. Every reprint is recorded in History > Events.

▶ In the program: **Go to History**

See also: Reprinting a receipt or looking up an old sale (2.53)

2.55 Opening the cash drawer without a sale

1. Press **TILL MENU > Open Cash Drawer**.
2. Type a **reason**, choose a Supervisor or Manager and type their **PIN**.

The drawer opens and the action is recorded. This needs the **Windows program** and a drawer connected to the receipt printer.

See also: Setting up the cash drawer (11.4) · The cash drawer does not open (16.4)

2.56 Ending your shift: the blind cash-up

At the end of your shift you count the money in your drawer. The program **hides** how much it expects until you have submitted, so the count is honest (a "blind" cash-up).

1. Press **CASH UP / END SHIFT**.
2. For every note and coin type **how many** you have. The amounts and **Cash counted** add up by themselves.
3. Type the **Card / swipe terminal total** and the **EFT / other** total from your card machine and bank.
4. Check **Total declared** and press **SUBMIT & END SHIFT**.

Your shift is now closed and waiting. A Supervisor, Manager or Senior Manager **finalises** it in Back Office.

▶ In the program: **Go to Till Sessions**

See also: Finalising a cashier's cash-up (3.1) · Opening your till shift (do this before your first sale) (2.2)

2.57 Printing a receipt

If automatic printing is switched on (**Setup & Settings > Printing > Print a receipt automatically after every sale**) the receipt prints as soon as you press COMPLETE SALE. If not, press **PRINT RECEIPT** in the "sale complete" window.

No printer set up yet? See "Setting up the receipt printer". In a normal web browser the receipt opens the normal print window.

See also: Setting up the receipt printer (11.1) · Reprinting a receipt or looking up an old sale (2.53) · The receipt printer prints nothing (or prints rubbish) (16.3)

CHAPTER 3

Till sessions and cash-up (Manager)

For Supervisors, Managers and Senior Managers: checking each cashier's shift and closing the day.

3.1 Finalising a cashier's cash-up

1. Open **Till Sessions** in Back Office.
2. In **Shift reconciliation** find the shift (cashier, register, opened, status).
3. Compare **Expected cash**, **Declared** and **Variance** (the difference).
4. Press the **Finalize** button in the Action column to close it off.

A shift can also be opened from this page (Register name and Opening float), and the cash-ups can be exported with **Export cash-ups CSV**.

▶ In the program: **Go to Till Sessions**

See also: Ending your shift: the blind cash-up (2.56) · The detailed reports (about 50 of them) (6.5)

3.2 Reports about till sessions and payments

Go to **Reports > More reports** and look under **Till & Payments**: Till Sessions, Till Session Summary, Sale Payments Summary, Sale Payments, Card Payments, Payments from Accounts, Cheque Payments, Cash Drops and Withdrawals, Split Payments.

▶ In the program: **Go to Reports**

See also: The detailed reports (about 50 of them) (6.5)

CHAPTER 4

Products and stock

Adding products, prices, receiving stock, counting stock, ordering from suppliers, specials and deals.

4.1 Selling by weight: scale barcodes (butchery, deli, fruit and veg)

A shop scale weighs the item and prints a label with a barcode that holds the **item code** and the **price** (or the **weight**). When the cashier scans that label the till adds the right weight and price by itself. Do these three things once:

1. **Switch scale labels on first.** In Back Office open **Products & Stock > Products**, press **+ ADD PRODUCT** and tick **I sell items by weight on a scale** (it is off by default; it is the same switch as **Enable scale barcodes** in Retail Settings). **Give each weighed product a Scale code.** Open **Products & Stock > Products**, edit the product (for example Beef Mince) and type its number in **Scale code (PLU)**. Use the same number you programmed into the scale for that item. Set the **Unit** to **kg** and the **Retail price** to the price **per kg**.
2. Open **Setup & Settings > Retail Settings** and tick **Enable scale barcodes**.
3. Fill in how your scale prints its labels: **Scale label starts with** (usually 2), **Digits used for the item code**, **Digits used for the price or weight**, and whether **The label holds** the price (in cents) or the weight (in grams). If the label has one extra check digit between the item code and the price, choose **Yes**. Press **SAVE SETTINGS**.

Check that it reads your labels correctly

1. Still on Retail Settings, find **Test a scale label**.
2. Scan a real label from your scale (or type the number printed under its barcode) and press **TEST THIS LABEL**.
3. It tells you the item code it found, the product, the weight and the price. If the answer is wrong, change the digit counts above until it matches what the scale printed. Nothing is sold while you test.

A normal barcode (a tin of beans, say) is still sold the usual way. Only labels that match your scale settings are treated as scale labels.

> **Note** The number of digits and what they mean is set inside your scale, and different brands (Digi, Mettler Toledo, CAS, Bizerba and others) are set up differently. If the test box cannot read your label, take a photo of the label and the scale's label-format screen to your scale supplier and ask them to match the Retail Settings above. A normal EAN-13 label has 13 digits, for example 2 + item code 6 digits + price 5 digits + 1 check digit.

▶ In the program: **Go to Retail Settings** ▶ In the program: **Go to Products**

See also: Scanning a scale label at the till (2.45) · Adding a product (4.2)

4.2 Adding a product

1. Go to **Products & Stock > Products**.
2. Press **+ ADD PRODUCT**.
3. Fill in: **SKU** (your own unique code), **Barcode**, **Scale code (PLU)** (this box only shows after you tick **I sell items by weight on a scale** at the top of the form; it is off by default) (only for items weighed on a scale, see Selling by weight), **Product name** (required), **Category**, **Supplier**, **Unit**, **Cost price** (what you pay), **Retail price** (what you charge), and optionally **Trade** and **Wholesale** prices and the **Low-stock alert at** quantity.
4. Press **Add product**.

> **Tip** If you scan an unknown barcode in the Barcode box and press Enter, a new blank product opens with that barcode already filled in.

> **Tip** For a restaurant: tick **Ingredient / stock item only** for things you buy but never sell on the menu (buns, patties), and use the **Recipe** box on a menu item to take its ingredients off stock when it is sold (see "Recipes and ingredients").

> **Tip** The product is created with **0 in stock**. To put stock on the shelf use **Receive stock** or the **CSV import** (see below).

▶ In the program: **Go to Products**

See also: Editing a product or changing one price (4.3) · Putting stock in: receiving a delivery or adjusting stock (4.5) · Importing products from a spreadsheet (CSV) (4.13)

4.3 Editing a product or changing one price

1. Go to **Products & Stock > Products**.
2. Find it with the **search box** (SKU, name, barcode or category) or the category filter.
3. Press **Edit** at the end of the row, change what you need and save.

The list shows **Cost**, **Retail**, **Margin** (red when under 15%) and stock. Sort by name, category, stock (lowest first) or margin, or tick **Low stock only**.

See also: Changing many prices at once (bulk price change) (4.4) · Adding a product (4.2)

4.4 Changing many prices at once (bulk price change)

1. In **Products** press **BULK PRICE CHANGE**.
2. Choose the **category** (or all), **which price** (retail, trade, wholesale or all), increase or decrease, by **%** or **Rand**, and optional **rounding** (50c, R1, R5).
3. Check the **preview** - nothing changes yet.
4. Press **APPLY**.

> **Note** Cost prices are never touched. Every bulk change is recorded in the activity log with the before and after prices.

▶ In the program: **Go to Products**

4.5 Putting stock in: receiving a delivery or adjusting stock

One item, quickly

1. Go to **Products & Stock > Stock Level Management**, choose the **Stock Move / Discard** tab and press **OPEN STOCK MOVEMENTS** (the "Receive or adjust stock" page).
2. Choose the **Product**.
3. Choose **Receive stock (+)** or **Adjustment (+ / –)**.
4. Type the **Quantity / difference** and a **Reason / supplier / delivery note** (required).
5. Press **Record stock movement**.

A whole delivery (GRV)

Open **Stock Receiving / GRV**, then **scan each item** as it comes out of the box (every scan adds 1), or type the quantities. You can change the quantity and cost in the table and remove lines. Save to put it all into stock.

> **Note** Stock cannot go below zero by an adjustment. A GRV line with a cost of 0 does **not** wipe the saved cost.

See also: Supplier orders (purchase orders) and receiving against an order (4.12) · Counting your stock (stocktake) and correcting quantities (4.6) · Seeing what is running low and reordering (4.8)

4.6 Counting your stock (stocktake) and correcting quantities

> **Note** Prefer to count with a barcode scanner? Use **Scan Stocktake** (see the topic **Scan Stocktake: counting stock by scanning barcodes**).

Full or partial stocktake

1. Open **Products & Stock > Stock Level Management**, choose the **Create New Stock Take** tab and press **+ CREATE NEW STOCK TAKE**.
2. Give it a **Stocktake reference** and optional notes.
3. Type the **counted quantity** only for the items you counted. Blank rows are ignored.
4. Press **Finalize counted items**. The system quantities are replaced by your counts and the differences are logged.

Correcting a single item

1. Open **Stock Level Management** (the first tab, **Adjust an Item's Stock**, is the Quick Stock Adjustment).
2. Choose the **Product**, type the **Quantity counted** and the **Reason**.

3. Press **ADD TO REVIEW**, check the rows and press **CONFIRM STOCK ADJUSTMENTS**.

▶ In the program: **Go to Products & Stock**

See also: Putting stock in: receiving a delivery or adjusting stock (4.5) · Scan Stocktake: counting stock by scanning barcodes (4.7)

4.7 Scan Stocktake: counting stock by scanning barcodes

1. Open **Products & Stock > Stock Level Management** and choose the **Scan Stocktake** tab, then press **OPEN SCAN STOCKTAKE**. The counting page fills the whole window.
2. Press **Start new stocktake**, type a **name** (and who is counting) and choose **Barcode scanner** or **Type or search only**.
3. Scan each product (a USB or Bluetooth scanner types the barcode and presses Enter), or type a barcode, SKU or part of the name and press Enter. Every scan **adds 1**.
4. Use **+** and **−**, or **Set exact quantity**, to correct a count. Made a mistake? Press **Undo** (the last 50 steps are kept).
5. When you are done, open the **Finish** tab, check the differences, tick **Set stock to counted quantity** and press **Apply to stock**.

Settings on the counting page

Press **Settings** at the top to choose **Add 1 per scan** or **Ask how many** (the number you type is **added**), **Blind count** (hides the stock the system expects, so staff count honestly), and the beep.

A barcode that is not on your list

A red box offers **Add new item** (name, quantity and price; it becomes a real product when you apply, and the program warns you about a clash with an existing barcode, SKU or name, with a button to count that product instead) or **Count later** (the barcode and quantity are kept on a list, and you can **Create product** from it afterwards).

Counting rules

The same product scanned twice is **one line**. A count of **0 is a real count** and sets the stock to 0. Decimals are allowed (for example kg). Leading zeros, extra barcodes, SKUs and barcodes with commas all match. A 7-digit-or-longer number typed into a quantity box is refused, because it looks like a barcode.

Selling while you count

Tick **Subtract sales made after each product was counted** (it is ticked for you) if the shop kept trading. Each product is set to the counted number **minus what was sold since it was scanned** (and plus anything refunded back to stock). Voided sales and quotes are ignored, and stock never goes below 0.

> **Note** Only the products you counted are changed. Products you did not count keep their stock. Only a **Manager or the Owner** can apply, and a backup is saved first. The result shows in **Stock Level Trace** and the audit log, and the stocktake becomes read-only. Your count is saved on **this computer** as you go, so nothing is lost if the program closes; press **Back** to leave the page and open it again later. After the **7-day free trial** ends you can look at a stocktake but not count or apply it. Stocktaking is only done in Back Office, not at the till.

▶ In the program: **Go to Products & Stock**

See also: Counting your stock (stocktake) and correcting quantities (4.6)

4.8 Seeing what is running low and reordering

1. Open **Products & Stock > Stock Running Low**. Every item at or below its minimum is listed, grouped by supplier.
2. The **On order** column shows what you already ordered. The suggested order quantity brings stock up to **twice the minimum** - you can change it.
3. Tick the items and press **Create supplier order(s)**. One draft order is made per supplier.

The **Home** page also shows "Stock to replenish" with an **Order stock** button.

▶ In the program: **Go to Products & Stock**

See also: Smart stock reordering (suggested orders from your sales) (4.9) · Supplier orders (purchase orders) and receiving against an order (4.12)

4.9 Smart stock reordering (suggested orders from your sales)

Normally **Stock Running Low** only lists items at or below their minimum and suggests twice the minimum. With **Smart stock reordering** switched on, TillFlow also looks at what you actually **sold recently** and suggests how much to order to cover your next few days or weeks. It is **off** until you tick it, and you can switch it off again at any time.

1. Open **Setup & Settings > Retail Settings**.
2. Tick **Smart stock reordering (suggest orders from your recent sales)**.
3. Set **Look at sales of the last (days)** (for example 30), **Order enough for (days)** (for example 14) and **Supplier delivery time (days)** (for example 3).
4. Press **SAVE SETTINGS**.
5. Open **Products & Stock > Stock Running Low**.

- The list now shows **Sold** in the chosen period and **Days of stock left**.
- An item is listed if it is at or below its minimum **or** it will run out before the supplier could deliver (days left is no more than your delivery time). Those items show their days left in red.
- The suggested quantity covers the order period plus the delivery time, based on the average you sell per day, less what you have and what is already on order. Items with no recent sales use the normal suggestion.

Nothing is ordered by itself. You can change any quantity, tick what you want and press **Create supplier order(s)**, then send the draft order to your supplier as usual.

> **Note** It is only as good as your records: keep stock quantities up to date by receiving stock (GRVs) and doing stocktakes, and set the supplier on each product so orders are grouped correctly. A new item with no sales history is suggested the normal way.

▶ In the program: **Go to Retail Settings** ▶ In the program: **Go to Stock Running Low**

See also: Seeing what is running low and reordering (4.8) · Supplier orders (purchase orders) and receiving against an order (4.12)

4.10 Seeing the cost price and changing a price at the till (Manager)

When a **Manager or Senior Manager** is signed in at the till, a **CHANGE PRICE** button sits next to **DISCOUNT**. Cashiers and supervisors do not see it.

1. Scan or tap the item so it is on the sale and **select its line**.
2. Press **CHANGE PRICE**. The box shows the **cost price**, the normal price and the price now.
3. Type the new price for **one**. The box shows your profit as you type, or tells you in red if the price is **below cost**.
4. Press **SET PRICE**. The line shows a **PRICE CHANGED** tag and the new price is used for the whole line.

> **Note** The cost price shows only in this box, never on the sale list or the receipt. Every change is saved in the **audit log** (Back Office > Audit) with the old price, the new price, the cost and who did it. If no cost price is saved for a product the box says so.

> **Tip** A price you set by hand is not changed by specials or combos. To go back to the normal price, remove the line and scan the item again.

4.11 Registering your suppliers (Suppliers page)

Open **Back Office > Products & Stock > Suppliers**. This is your list of the people you buy from (or sell products for).

1. Press **ADD SUPPLIER**, type the name and, if you like, the contact person, phone, email, address, VAT number and **bank details**. Press **Add supplier**.
2. On a product (**Products > Edit product**) click the **Supplier** box: your registered suppliers are offered, so the spelling is always the same.
3. Names already typed on your products show on the Suppliers page as **not registered**. Press **Add details** to register them. Nothing is lost if you do not.
4. Press **WHAT DO I OWE? (PAYOUT REPORT)** to see what you owe each supplier for any dates.

Note If you **change a supplier's name**, every product that used the old name changes to the new one. **Remove from list** only removes the details; the products keep the name. Only a Manager or the Senior Manager can add or change suppliers.

▶ In the program: **Go to Suppliers**

See also: What do I owe each supplier? (Sales by Supplier) (6.4) · Supplier orders (purchase orders) and receiving against an order (4.12)

4.12 Supplier orders (purchase orders) and receiving against an order

Orders are numbered **PO-0001, PO-0002...** and move through: Draft, Sent to supplier, Part received, Received, Closed (short) or Cancelled.

1. Open **Products & Stock > Supplier Orders**.
2. Open a **draft**. Change the supplier and note, the quantities and costs. Add items by scanning a barcode or typing a name or code. Remove lines you do not need.
3. Press **Mark as sent** (this locks the order). Use **Print** or **Copy order text** to send it to the supplier by e-mail or WhatsApp.
4. When the goods arrive press **Receive stock against this order**. Only what is still outstanding is shown - change the numbers to what actually arrived.
5. Lines left at 0 stay on the order. The order becomes **Part received** or **Received** by itself.

Tip Items that arrive but were not on the order are added to it as extra lines. If a supplier will not deliver the rest, **Close** the order as "short".

▶ In the program: **Go to Products & Stock**

4.13 Importing products from a spreadsheet (CSV)

1. Open **Products & Stock > Import / Export CSV**.
2. Press **Download CSV template** and open it in Excel.
3. Fill in one row per product. Columns: **sku, barcode, name, category, supplier, unit, qty, cost, price, trade, wholesale, min**. Save as CSV.
4. Press **Choose CSV file**, choose how **Existing item quantity** is handled (replace or add), then **Preview import**.
5. Check the preview, then press **Confirm and import stock**.

Note Existing products are matched by SKU first, then barcode, then name. The limit is 10,000 rows and 5 MB per file. For a bigger list, import it in two or more files.

Importing straight from Robotill

1. In Robotill, export **Product Price List** and **Stock On Hand** (the .csv files from its backups/reports). Do not change them.

2. In TillFlow open **Products & Stock > Import / Export CSV**, choose the **Product Price List** file and press **Preview import**. It says "Robotill file recognised".
3. Check the preview, then confirm the import.
4. Then do the same with the **Stock On Hand** file to bring in the quantities (choose to update quantities).

Note Robotill often gives different products the same short code or the same name (for example 10 variants called "Kingsley 2L Combo"). TillFlow keeps them apart by adding the last 4 digits of the barcode to the name, for example "Kingsley 2L Combo (0443)", and ignores repeated short codes. The stock importer takes **products** only. Sales and cash-up files go in the history importer (next topic).

Tip For a restaurant, type the menu position in the category column, for example **Drinks > Hot drinks > Coffee**.

▶ In the program: **Go to Import**

See also: Exporting products, sales or activity to Excel (4.15)

4.14 Keeping your Robotill history (sessions, sales, payments)

When you change from Robotill to TillFlow you can keep your **old history**. Once imported, your Robotill sales behave like **normal sales** in **every report**: Home, Sales Summary, Sales per Day and Month, Itemised Sales with cost and profit, Product Sales, Sales by Cashier, Payments, Profit by Product and Category, Profit & Loss, History and more. Your weekly and monthly figures run on from Robotill to TillFlow without a gap. The old sales are read-only: they never change your stock, today's till or cash-ups.

1. In Robotill export the reports you want to keep: **Till Sessions**, **Sales Per Day**, **Sales Per Month**, **Sale Detail By Date**, **Card Payments**, **Cash Payments**, **Sales By Cashier** and **Product Sales**.
2. In TillFlow choose the right **branch** (shop) at the top. Each shop keeps its own history.
3. Open **Products & Stock > Import / Export CSV**. In the box **Import Robotill history** click **Choose Robotill files** and select all the files at once.
4. Click **Import history files**. A list shows what was imported and what was skipped.
5. To read it open **Reports** and pick a report under **Robotill history (imported)**, set the **From** and **To** dates and press **PREVIEW**. **EXPORT CSV** gives you everything in Excel.

Note A day is only taken from Robotill when TillFlow has **no sales of its own** on that date, so the changeover day is never counted twice (TillFlow's own sales win). Robotill does not save **who made each sale**, so TillFlow works the cashier out: it uses the card payment (same amount, close in time) and otherwise the till session that was open. If two sessions overlap, the sale goes to the person who opened last, so treat the cashier split as a close estimate. Costs come from your imported **Product Sales** file, so import that file for correct profit. The exact Robotill reports are still under **Robotill history (imported)** in Reports.

> **Tip** Your old Robotill **till sessions** show under **Till Sessions** (Previous till sessions). **History > Sales** shows the sale total, cost of sales, profit and margin of every sale, with a total at the bottom.

> **Note** Importing the same file again is safe: nothing is counted twice. You can import a new period later and it is added. The archive is part of your normal **backups**. Product files (Product Price List, Stock On Hand) go in **Import stock from CSV**, not here.

▶ In the program: **Go to Import**

See also: Importing products from a spreadsheet (CSV) (4.13)

4.15 Exporting products, sales or activity to Excel

- **Products list**: Products page > ⇩ **EXPORT LIST**.
- **Customers list**: Customers page > ⇩ **EXPORT LIST**.
- **Any report**: open it and press **EXPORT CSV**.
- **Stock, sales and activity**: Products & Stock > **Export Manager**.

The file goes to your browser's normal Downloads folder and opens in Excel.

4.16 Putting a product on special for a period

1. Open **Products & Stock > Specials**.
2. Choose the **Product**, type the **Special price** and the **Start date** (and optional **End date**).
3. Press **ADD SPECIAL**.

The till uses the special price automatically between the dates and shows an orange **SPECIAL** tag. Your normal price is **never changed**. The list shows "Running now", "Starts ..." or "Ended". Press **Remove** to stop one early.

> **Note** Specials work on the retail till and the restaurant till. On the restaurant till the menu button shows the normal price crossed out, the special price and an orange **SPECIAL** tag, and the price is fixed when the item is added to the table. A manual discount on the retail till replaces specials and deals for that sale. A special can also be a **happy hour**: tick the days and fill in the **From** and **To** times (they may run past midnight). Without times a special runs all day.

▶ In the program: **Go to Specials**

See also: Combo deals, "3 for R50" and "buy 2 get 1 free" (4.17)

4.17 Combo deals, "3 for R50" and "buy 2 get 1 free"

Open **Products & Stock > Combo Deals**. There are three kinds:

- **Two or three different items for one price** (Combo): choose Item 1, Item 2, optionally Item 3, and the combo price. All the items must be on the sale for the deal to apply. Leave Item 3 as

"none" for a two-item combo.

- **Buy N for a set price** (Multi-buy): for example 3 Fanta for R30. It repeats - 6 gives two sets, extras are at normal price.
- **Buy N, get M free**: for example buy 2 get 1 free.

1. Type a **Deal name**, choose the product(s) and type the quantity and price. A product cannot be used twice in one combo.
2. Set the **Start date** and optional **End date**.
3. Press **CREATE COMBO** or **CREATE MULTI-BUY DEAL**.

The till applies the deal by itself and shows the deal name on the sale line. Order of pricing: special price, then two- or three-item combos, then multi-buy deals.

▶ In the program: **Go to Combo Deals**

See also: Putting a product on special for a period (4.16)

4.18 Adding, renaming or removing a branch

1. Log in to Back Office as the **Senior Manager**.
2. Open **Setup & Settings > Branches**.
3. To add one, type the **New branch name** and press **ADD BRANCH**.
4. To rename, change the name and press **Save name**.
5. To remove, press **Remove**. This only works for a branch with **no sales**, and not the branch you are working in.

Each branch keeps its **own** products, stock, sales and customers. There is no limit on the number of branches. On the till, pick the branch from the list at the top. Give staff access to a branch under **Employees**.

▶ In the program: **Go to Branches**

See also: Setting up the Short Menu (quick buttons) (4.20)

4.19 Variants of the same item (Lay's Tomato, Cheese, Cream Cheese)

Every variant is its **own product** with its **own barcode, price and stock**. Only the **Variant group** name joins them together, so reports can show each variant and a total for the whole group.

1. Open **Products & Stock > Products** and add the first variant, for example **Lay's Tomato 30g**. Type a **Variant group**, for example **Lay's Chips**.
2. On that product press **+ Variant**. The details (category, supplier, prices, low-stock level and group) are copied for you.
3. Scan the **new barcode**, change the **name** to the new variant (for example **Lay's Cheese 30g**) and press **Add product**.
4. Repeat for every variant.

At the till, scan the packet. The till finds that exact variant, so the stock of that variant goes down. To see the sales: **Reports > Sales by Variant Group**.

> **Note** You can switch this off under **Setup & Settings > Retail Settings > Use variant groups**. Products keep their group name when it is switched off.

▶ In the program: **Go to Products**

4.20 Setting up the Short Menu (quick buttons)

1. Open **Products & Stock > Short Menu**.
2. **Scan** the item's barcode into the scan box (or type its code or name and press **ENTER**), or choose the **product** from the list. If you like, type a shorter **button label**.
3. Press **ADD TO SHORT MENU**. Use **Remove** to take one off.

Two faster ways

- **Type part of a name** in the scan box (for example "twiz"). Every matching product is listed straight away. Press **ADD** next to the one you want.
- In **Products**, press **Add to short menu** next to any product. Products already on the menu show a tick.

▶ In the program: **Go to Short Menu**

See also: Selling items without barcodes (Short Menu) (2.4)

4.21 Cost, retail, trade and wholesale prices

- **Cost price** - what you pay. Used to work out profit and margin.
- **Retail price** - what the till charges.
- **Trade** and **Wholesale** prices - you can store them on each product (and the names can be changed). In this version the till charges the Retail price.

Margin is shown on the Products page. Reports use the cost recorded at the time of the sale to work out profit.

CHAPTER 5

Customers and accounts

Keeping a customer list, selling on account, statements and receiving payments.

5.1 Adding or editing a customer

1. Open **Customers** in Back Office.
2. Press + **ADD CUSTOMER**.
3. Fill in **Name** (required), Phone, Email, Address, **Account limit** (optional) and Note.
4. Press **Add customer**.

To change a customer press **Edit** on their row, change the details and press **Save changes**. A customer who has **no sales** can be removed with **Remove customer**.

> **Tip** In Repair Shop mode, a new customer typed on a job card is saved to this list automatically.

▶ In the program: **Go to Customers**

See also: Selling on account (customers who pay later) (5.9) · Printing a customer statement (5.12)

5.2 Loyalty points: switching on and choosing the rules

Loyalty points reward your regular customers. They **earn points** every time they buy and can **spend the points** like money on a later sale. It is **off** until you switch it on.

1. Open **Setup & Settings > Loyalty Program**.
2. Tick **Enable loyalty points**.
3. Choose the rules: **Points earned for every R1 spent** (for example 1), **Rand value of 1 point when spent** (for example 0.01, so 100 points = R1), and **Minimum points before a customer can spend them** (for example 100).
4. Press **SAVE SETTINGS**.

> **Note** Example with the rules above: a customer who spends R200 earns 200 points. 200 points are worth R2.00 when spent. Points can only be spent once the customer has 100 or more.

Switch it off again at any time. Points already earned are kept and come back when you switch it on again.

See also: Loyalty points at the till: earning and spending (5.3) · Customer points: statement and adjusting (5.4)

5.3 Loyalty points at the till: earning and spending

Earning points

1. Add the items as normal.
2. Press **CUSTOMER** (on the restaurant till, press ♙ **CUSTOMER** on the table) and choose the customer. **Points are only given when a customer is chosen.**
3. Take payment. The till shows a small message with the points earned and the new balance.

Points are earned on the money actually paid with cash, card, EFT or a gift card. They are **not** earned on the part left on account, on a part paid with points, or on the price of a gift card being sold.

Spending points

1. Choose the customer, then press the payment button.
2. Change **Payment method** to **Loyalty points**. The till shows how many points they have and the most they can spend, and fills in that amount.
3. If the points do not cover the whole sale, press **SPLIT PAYMENT** and take the rest as cash, card or EFT.

To check someone's points without a sale, choose the customer and use **Till Menu > Gift Card / Points Balance**.

> **Note** Limits: points cannot be used to buy a gift card, and refunding or voiding a sale does not give the points back. Fix this by hand on the customer's statement (see "Customer points: statement and adjusting").

See also: Loyalty points: switching on and choosing the rules (5.2) · Customer points: statement and adjusting (5.4)

5.4 Customer points: statement and adjusting

When loyalty points are switched on, the **Customers** page has a **Points** column and each customer's **Statement** shows a **Loyalty points** section with their balance and every point earned, spent or changed.

1. Open **Customers** and press **Statement** next to the customer.
2. Under **Loyalty points**, type a number in **Add or remove points** (use a minus sign to remove, for example -50).
3. Type a reason (for example "Birthday bonus" or "Sale refunded") and press **SAVE POINTS CHANGE**.

Every change is saved in the history with your name and the date. A balance can never go below zero.

▶ In the program: **Go to Customers**

See also: Loyalty points at the till: earning and spending (5.3) · Reports for points and gift cards (5.8)

5.5 Gift cards: selling one at the till

A gift card is a number the customer can spend later, like money. First switch it on: **Setup & Settings > Loyalty Program > Enable gift cards and store credit**, then **SAVE SETTINGS**.

1. At the till press **TILL MENU** and choose **Sell Gift Card**.
2. Type the amount the customer wants on the card and press **ADD TO SALE**. A line like "Gift card GC12345678" is added to the sale.
3. Take payment as normal. The card becomes active the moment the sale is completed.
4. Give the customer the card number. It is printed on the receipt as the item name. Write it on a card or slip if you have physical cards.

> **Note** On the restaurant till the card goes on the **open table**, or on a new **Takeaway** bill when you are on the table plan. It is never sent to the kitchen or bar and becomes active when the bill is paid.

> **Note** Cards are created by the till, so every card has its own unique number (GC and 8 digits). If the sale is cancelled before it is completed, no card is created.

See also: Gift cards: paying with one (5.6) · Gift cards and store credit: issue, add, remove and cancel (5.7)

5.6 Gift cards: paying with one

1. Add the items and press the payment button.
2. Change **Payment method** to **Gift card**.
3. Type or scan the **gift card number**. The till shows what is left on the card and fills in the amount (the smaller of the card balance and what is still to pay).
4. If the card does not cover everything, press **SPLIT PAYMENT** and take the rest another way. Otherwise press **COMPLETE SALE**.

The till will not let anyone spend more than the card has left, and a cancelled card cannot be used. To look at a balance without a sale use **TILL MENU > Gift Card / Points Balance**.

> **Note** A gift card cannot be used to buy another gift card.

See also: Gift cards: selling one at the till (5.5) · Gift cards and store credit: issue, add, remove and cancel (5.7)

5.7 Gift cards and store credit: issue, add, remove and cancel

Open **Customers** and scroll down to **Gift cards & store credit** (it only shows when gift cards are switched on). The top shows how many cards are active and the **total still owed on cards** - money customers can still spend with you.

Give store credit instead of a cash refund

1. Type the **Amount**.

2. Optionally choose the **customer** the credit belongs to, and type a note such as "Refund credit".
3. Press **ISSUE CARD**. Give the customer the new card number.

Add, remove or cancel

- **History** shows everything that ever happened to a card: issued, spent at the till, changed by hand, cancelled.
- **Add / remove** changes the balance by hand (type 50 to add or -50 to remove).
- **Cancel** stops a lost or stolen card from being spent. This cannot be undone.

> **Note** If a sale paid with a gift card is voided or refunded, the card is **not** topped up automatically. Use **Add / remove** to put the money back on the card.

See also: Gift cards: selling one at the till (5.5) · Reports for points and gift cards (5.8)

5.8 Reports for points and gift cards

Open **Reports > More reports** and look under **Customers**:

- **Customer Loyalty Points** - each customer's points earned, spent, changed by hand and balance.
- **Gift Cards & Store Credit** - every card with its balance. The total at the bottom is what you still owe customers.
- **Gift Card Transactions** - every movement on every card, newest first.

These reports list everything, so the date range does not apply. Each one can be printed or saved as a CSV file.

> **Note** About your sales figures: selling a gift card shows as a sale, and when it is spent the goods are a sale again. Treat the gift card line as money received in advance. Payments by gift card and by points are listed on their own lines in the payment reports and do not count as cash in the drawer.

▶ In the program: **Go to Reports**

See also: Customer points: statement and adjusting (5.4) · Gift cards and store credit: issue, add, remove and cancel (5.7)

5.9 Selling on account (customers who pay later)

1. Make sure the customer is on the **Customers** list.
2. At the till press **CUSTOMER** (on a restaurant table: ♙ **CUSTOMER**) and choose them.
3. Add the items and press **PAY**.
4. Choose **On account** and press **COMPLETE SALE**. Confirm that the unpaid balance is saved on their account.

The Customers page shows each customer's **Owes** amount, and **Customers who owe you** and **Total owing to you** at the top. Tick **Only customers who owe** to see just those.

If you filled in an **Account limit** for the customer, the till will not let a sale go over it. It tells you how much they owe and how much the sale adds. Take some payment first, or raise the limit on the Customers page. A limit of 0 or blank means no limit. You must choose a customer before saving a sale on account. If you press **CUSTOMER** and leave the name blank, the sale is for a walk-in customer (no customer). A shop that wants to allow account sales with no customer chosen can tick **Allow sales on account without choosing a customer** in **Setup & Settings > Retail Settings** (account limits still apply to named customers).

See also: Receiving a payment from a customer on account (5.10) · Printing a customer statement (5.12)

5.10 Receiving a payment from a customer on account

1. Open **Customers** and press **Statement** next to the customer.
2. In **Receive a payment** type the **Amount**, choose **Paid by** (Cash, Card or EFT) and an optional note.
3. Press **RECEIVE PAYMENT**.

> **Note** The money is taken off the **oldest unpaid sales first**. A payment larger than the amount owing is refused. Account payments are kept apart from till shifts, so they do not upset any cash-up.

▶ In the program: **Go to Customers**

5.11 Who owes you: Aged Debtors, Customer Balances and account payments reports

1. Open **Reports** and scroll to **More reports**.
2. In the **Report** list look under **Customers**.
3. Choose **Aged Debtors**, **Customer Balances** or **Payments from Accounts** and press **PREVIEW**.
4. Use **PRINT** or **EXPORT CSV** if you want a copy.

- **Aged Debtors** shows each customer who owes you, split into **0-30**, **31-60**, **61-90** and **Over 90 days** (counted from the sale date), with totals. Payments are taken off the oldest sales first. Phone the people in the right-hand columns first.
- **Customer Balances** shows everyone who owes you now, their **Account limit** and how much of it is **still available**.
- **Payments from Accounts** lists the payments you received on accounts in the dates you choose.

> **Note** Aged Debtors and Customer Balances always show what is owing **today**. The From and To dates only change **Payments from Accounts**.

▶ In the program: **Go to Reports**

See also: Selling on account (customers who pay later) (5.9) · Receiving a payment from a customer on account (5.10)

5.12 Printing a customer statement

1. Open **Customers** and press **Statement** next to the customer.
2. The page shows **Amount owing**, **Total bought**, **Last purchase**, unpaid sales, payments received and all purchases.
3. Press **Print statement** (choose a printer or Save as PDF) or **CSV** for Excel.

▶ In the program: **Go to Customers**

CHAPTER 6

Reports and the Home page

Seeing how the business is doing.

6.1 Understanding the Home page

- **Today's sales** with an up/down arrow against yesterday, the number of sales and the average sale.
- **Profit and margin** and this month's totals.
- **Cash / Card / EFT / On account** totals for today.
- A **14-day sales chart**.
- **Best sellers this week**, **Cashiers today** (one row per cashier, a cashier with a till open but no sales is tagged "till open"), open tills, **Stock to replenish** and recent activity.

▶ In the program: **Go to Home**

6.2 Seeing today's, this week's or this month's sales (Sales summary)

1. Open **Reports**. The **Sales summary** is at the top.
2. Press **Today**, **Yesterday**, **This week**, **This month** or **Last month**, or choose your own dates and press **Show**.
3. Read net sales (after refunds), profit and margin, items sold, payment types, sales by category, by cashier and your best-selling products.
4. Press **PRINT** or **EXPORT CSV**.

▶ In the program: **Go to Reports**

See also: The detailed reports (about 50 of them) (6.5)

6.3 Profit and stock analysis: margins, slow movers, dead stock and stock turnover

These five reports help you see where the money is made and where it is stuck. Open **Reports**, scroll to **More reports**, and look under **Profit & Stock Analysis**. Choose the **From** and **To** dates and press **PREVIEW**.

- **Profit by Product**: for each product the quantity sold, sales, cost of sales, **gross profit** and **margin %**, best profit first. Use it to see what really earns you money, and which popular items earn very little.
- **Profit by Category**: the same, grouped by category.
- **Slow-Moving Items**: items that do sell, but so slowly that today's stock would last longer than the **days of stock** limit (90 by default, change it in **Setup & Settings > Retail Settings**). Shows the money tied up in each.

- **Dead Stock**: items you hold stock of that did **not sell at all** in the chosen dates, with the most money tied up first and the date they last sold. Choose 3 or 6 months to find true dead stock.
- **Stock Turnover**: by category, how many times a year your stock sells through (**turns per year**, higher is better) and how many **days** today's stock would last.

Note Gross profit is sales less the cost recorded **at the time of each sale**, before rent, wages and other expenses (see Profit & Loss for those). Sales include account sales that are not yet paid, and are after any whole-sale discount. Quotes and voided sales are left out. Sales lines with no recorded cost are counted in sales but left out of profit and margin, and the report says so. Slow-moving, dead stock and turnover use **today's** stock quantities and costs, so keep stock up to date with GRVs and stocktakes.

Tip Run Dead Stock and Slow-Moving every month. Run a special or a combo on the items at the top of those lists to turn old stock back into cash.

▶ In the program: **Go to Reports**

See also: The detailed reports (about 50 of them) (6.5) · Smart stock reordering (suggested orders from your sales) (4.9)

6.4 What do I owe each supplier? (Sales by Supplier)

If you sell other people's products and pay them at month end, use **Reports > More reports > Sales by Supplier (what to pay each supplier)**.

1. Register your suppliers on the **Suppliers** page and choose the supplier on every product: **Products > Edit product > Supplier** (or use the **supplier** column when you import a CSV). Spelling differences in capital letters or extra spaces are treated as the same supplier.
2. Put the price you pay the supplier in the **Cost** box of the product.
3. At month end open the report, set **From** and **To** and press **PREVIEW**.
4. Each supplier is listed with their products, the quantity sold and returned, the sales, **Owed to supplier** and **Shop keeps**, then a **TOTAL TO PAY** line. Each total line also shows that supplier's contact and bank details from the Suppliers page. Use **PRINT** or **EXPORT CSV** to send it to the supplier.

Note **Owed to supplier** is the Cost price times the quantity sold, less anything returned. Products with no supplier are listed last. If an older sale has no saved cost, today's cost is used and the report says so.

▶ In the program: **Go to Reports**

See also: Registering your suppliers (Suppliers page) (4.11)

6.5 The detailed reports (about 50 of them)

1. Open **Reports** and scroll to **More reports**.

2. Choose the report from the list, set the **From** and **To** dates and press **PREVIEW**.
3. Use **PRINT**, **EXPORT CSV** or **SAVE PDF VIA PRINT**.

The reports are grouped:

- **Sales** - Itemised Sales with Cost & Profit, Sales per Day, Sales per Month, Product Sales, Sales by Cashier, Top Performers.
- **Pricing** - Discounts Used, Combo Deals Used, Price Overrides.
- **Profit & Stock Analysis** - Profit by Product, Profit by Category, Slow-Moving Items, Dead Stock, Stock Turnover (see "Profit and stock analysis").
- **Stock** - Stock on Hand, Received Stock / GRVs, Stocktake Adjustments, Discarded Stock, Moved Stock, Product Price List.
- **Till & Payments** - Till Sessions, Till Session Summary, Sale Payments, Card Payments, Cash Drops and Withdrawals, Split Payments.
- **Tax** - Sales Tax, Sales Tax Detail, Tax Invoices.
- **Refunds** - Refunds, Refunded Items.
- **Customers** - Customer Balances, Aged Debtors, Customer Statements, Customer Account Payments, Customer Purchase History.
- **Restaurant** - Waiters and Tips, Sales per Table, Sales & Tips by Waiter, Voided Items after Sending, Table Bookings.
- **Repair Shop** - Job Cards (Repair Shop).
- **Staff** - Employee Activity & Approvals.

▶ In the program: **Go to Reports**

6.6 Finding an old sale, voids and the activity log

Open **History**. The tabs across the top are **Sales, Lay-Bys, Quotations, Voided Sales, Events** and **System Errors**.

- **Sales** - search by date range, sale number or cashier, then **VIEW / REPRINT**.
- **Voided Sales** - sales that were cancelled.
- **Events** - the activity log: discounts, voids, refunds, stock receipts, stocktakes, price changes, staff changes, each with who did it and when.

▶ In the program: **Go to History**

CHAPTER 7

Expenses and Profit & Loss

Record what the business spends (rent, salaries, marketing, utilities, other) and see what is left after costs.

7.1 Recording a business expense

1. Open **Expenses** in the Back Office menu.
2. Choose the **Date** and the **Category**: Rent, Salaries, Marketing, Utilities or Other.
3. Type what it was for (for example "Electricity for October") and the **Amount**.
4. Press **ADD EXPENSE**.

The page shows the total for the period and a block for each category. Use **This month**, **Last month**, **This year**, **All** or your own dates to change the period.

> **Tip** Not sure where something goes? Use **Other** and describe it. Stock you buy to resell is **not** an expense here: it is counted as cost of sales when you sell it.

▶ In the program: **Go to Expenses**

See also: Changing or deleting an expense (7.2) · Reading the Profit & Loss page (7.3)

7.2 Changing or deleting an expense

1. Open **Expenses** and find the line (change the period if it is an older one).
2. Press **EDIT** to change it, then **SAVE CHANGES**. Or press **DELETE** and confirm.

EXPORT CSV saves the list for the period as a spreadsheet file that opens in Excel. Every add, change and delete is also written to the History log.

▶ In the program: **Go to Expenses**

See also: Recording a business expense (7.1)

7.3 Reading the Profit & Loss page

Open **Profit & Loss** in the Back Office menu and choose the period. It works down the page like this:

- **Sales (all tills)** - everything sold on every till in the shop, with voided sales and quotes left out.
- **Less: refunds** - money given back to customers.
- **Less: cost of sales** - what the goods you sold cost you.
- **Gross profit** - sales after refunds, minus cost of sales.
- **Business expenses** - the five categories from the Expenses page.
- **Net profit / (loss)** - gross profit minus all business expenses. A loss shows in red.

> **Note** The cost of sales is only as good as the **cost prices** on your products. If some sold items have no cost price the page tells you, because the profit then looks higher than it really is.

Use **PRINT** or **EXPORT CSV** to keep a copy. VAT is not separated out; amounts are shown as recorded.

▶ In the program: **Go to Profit & Loss**

See also: Recording a business expense (7.1)

CHAPTER 8

Employees, roles and security

Who can do what, PINs, and keeping your till safe.

8.1 Changing my own password and PIN (Senior Manager or any manager)

1. Sign in to Back Office and click **Employees**.
2. At the top, in the box **My login**, type your **current password**.
3. To change the password: type the new password (at least 8 characters) twice and click **Change my password**.
4. To change the till PIN: type your current password again, then the new PIN (6 to 12 numbers) twice and click **Change my PIN**.

Note Two employees cannot have the same PIN. If you forget your password, ask the Senior Manager to reset your PIN under Employees.

▶ In the program: **Open Employees**

8.2 Adding an employee (cashier, supervisor, manager)

1. Open **Employees** in Back Office.
2. Under **Create employee** type the **Name**.
3. Choose the **Role**: Cashier, Supervisor, Manager or Senior Manager.
4. Type a **PIN** of 6 to 12 digits. Every employee must have their **own** PIN.
5. Choose the **Status** (Active) and the **Allowed branches**.
6. Press **Create employee**.

Tip Waiters in Restaurant mode and technicians in Repair Shop mode are simply employees. A job card's technician list comes from your employees.

▶ In the program: **Go to Employees**

See also: What can each role do? (Cashier, Supervisor, Manager, Owner) (8.3) · Changing an employee's PIN or details (8.4) · Stopping an employee from using the till (Deactivate) (8.5)

8.3 What can each role do? (Cashier, Supervisor, Manager, Owner)

Role	Can do	Cannot do
Cashier	Sell, look up products, open and close their own shift.	Open Back Office. Approve voids, refunds, discounts or cash drops.
Supervisor	Everything a cashier can, plus enter a PIN to approve voids, suspending a sale, cash drops, petty cash, refunds and opening the drawer. Finalise cash-ups.	Open Back Office. Approve manual discounts.
Manager	Everything above plus approve discounts, open Back Office, change prices, import stock, manage stock, create cashier and supervisor profiles.	Create Owners.
Senior Manager	Everything, in all branches.	-

> **Note** Voids, refunds, suspending a sale and cash drops always ask for a **Supervisor-or-higher PIN**, even when a manager is the one serving. Discounts need a Manager or Senior Manager.

See also: Adding an employee (cashier, supervisor, manager) (8.2) · Signing in every day (till and Back Office) (1.5)

8.4 Changing an employee's PIN or details

1. Open **Employees** and press **Edit** on the person.
2. Type a **New PIN** (leave it blank to keep the old one) or change the name, role or branches.
3. Press **Save employee**.

▶ In the program: **Go to Employees**

See also: I forgot my PIN or password (8.7)

8.5 Stopping an employee from using the till (Deactivate)

Press **Deactivate** on their row in **Employees**. They can no longer sign in, but everything they did (sales, voids, shifts) **stays in the history**. You can set them back to Active with **Edit**.

> **Tip** Use Deactivate rather than deleting so your reports and activity log stay complete.

▶ In the program: **Go to Employees**

8.6 Changing the admin password

1. Open **Employees** and scroll to **Change admin password**.

2. Type your **Current password**, then the **New password** twice.
3. Press **Change password**.

▶ In the program: **Go to Employees**

8.7 I forgot my PIN or password

A cashier, supervisor or manager forgot their PIN

An Owner (or a Manager, for cashiers and supervisors) opens **Employees > Edit** and types a **New PIN** for them.

The Senior Manager forgot their PIN or password

Use the **recovery code** (see "Making and using your recovery code"). On the first screen click **Forgot your PIN or password? Use my recovery code**, type the code and choose a new PIN. Nothing is deleted. If nobody has a recovery code and another Senior Manager exists, they can set a new PIN under Employees. Your sales data is never lost.

> **Tip** Create a **second Owner** profile and keep its details somewhere safe, so you are never locked out.

See also: Changing an employee's PIN or details (8.4) · Adding an employee (cashier, supervisor, manager) (8.2)

8.8 Making and using your recovery code

The **recovery code** is your safety net. There is **no master password** (a master password would work in every shop and anyone who learned it could get in). Instead each shop has **its own code** that only you hold.

Make it (do this once, now)

1. Sign in to **Back Office** as the **Senior Manager**.
2. Open **Employees**. Find the box **Recovery code**.
3. Type your current password and click **Make my recovery code**.
4. Write the code down and keep it safe, **away from the till** (a safe, or with the owner). It is shown **only once**. Click **I have written it down**.

> **Note** A brand-new shop gets its code automatically at the end of first-time setup. Making a new code stops the old one working.

Use it when you are locked out

1. On the first TillFlow screen click **Forgot your PIN or password? Use my recovery code**.
2. Type the **recovery code**, choose the Senior Manager, and type a **new PIN** twice (6 to 12 numbers). You may also type a new Back Office password.
3. Click **RESET MY PIN**. Then sign in with the new PIN.

> **Important** Five wrong tries lock the recovery screen for 15 minutes. Keep the code private: anyone who has it can reset the Senior Manager login.

See also: I forgot my PIN or password (8.7) · Changing an employee's PIN or details (8.4)

8.9 Why did the till lock itself?

For safety the till locks after **five minutes** with nobody using it. Type your **PIN** to carry on exactly where you were. A sale in progress is kept.

CHAPTER 9

Restaurant mode

Tables, menus, waiters, kitchen and bar tickets, tips and split bills.

9.1 Turning on Restaurant mode

1. Open **Restaurant** in Back Office.
2. Press **TURN ON RESTAURANT MODE**.
3. Reload the till screen. It now shows the **table plan**.

To go back to the normal till press **SWITCH BACK TO RETAIL**. Choosing "Restaurant, cafe or bar" when you first sign up turns it on automatically.

▶ In the program: **Go to Restaurant**

See also: Setting up your tables (9.2) · Building the menu: category groups, categories and sub categories (9.4) · Sending items to the Kitchen or the Bar (9.7)

9.2 Setting up your tables

1. Open **Restaurant > Tables**.
2. Type a **Table name** (for example "Patio 1") and the number of **Seats**, then **ADD TABLE**.
3. Or type how many tables you have and press **CREATE NUMBERED TABLES** (Table 1, Table 2...). This **replaces** the list.
4. Press **Remove** next to a table you no longer need.

> **Note** If you add no tables, the till uses **Table 1 to Table 12**.

▶ In the program: **Go to Restaurant**

9.3 Extras and modifiers (extra cheese, no ice...)

1. Open **Restaurant > Extras and modifiers**.
2. Type the **Extra / option** (for example "Extra cheese") and the **Extra charge (R)** (0 for free options like "No ice").
3. Press **ADD EXTRA**. Use **Remove** to delete one.

A waiter ticks these on any item with **EXTRAS / NOTE**. The charge is added to the item price and the extras print on the kitchen ticket.

▶ In the program: **Go to Restaurant**

9.4 Building the menu: category groups, categories and sub categories

The menu has **three levels**: for example **DRINKS** (category group) > **HOT DRINKS** (category) > **COFFEE** (sub category). The third level is optional.

1. Open **Restaurant > Menu structure**.
2. **1. Category group**: type the name (for example Drinks) and press **ADD CATEGORY GROUP**.
3. **2. Category**: choose the group, type the name (Hot drinks) and press **ADD CATEGORY**.
4. **3. Sub category**: choose the category, type the name (Coffee) and press **ADD SUB CATEGORY**.

Your menu is listed under **Your menu structure**. Next, put your items in it - see "Putting menu items into the menu".

▶ In the program: **Go to Restaurant**

See also: Renaming or deleting a group, category or sub category (9.5) · Putting menu items into the menu (9.6)

9.5 Renaming or deleting a group, category or sub category

1. Open **Restaurant > Menu structure** and find the entry under **Your menu structure**.
2. Every line (group, category and sub category) has its own ✎ **Edit** and red ✕ **Delete** button. Press ✎ **Edit**: the name opens in a box right in that line. Type the new name and press **SAVE** (or Enter). Press **CANCEL** (or Esc) to leave it. Everything that belongs to it follows automatically - the menu items and their kitchen/bar routing.
3. Press ✕ **Delete** to remove one. You are asked to confirm.

> **Note** Deleting removes the entry and everything under it, and the menu items that were in it are **moved to "General"** - they are **not** deleted. You can then put them elsewhere. "General" itself cannot be deleted.

▶ In the program: **Go to Restaurant**

9.6 Putting menu items into the menu

1. Open **Restaurant > Put menu items in the menu**.
2. Next to each item choose its **Menu position** from the drop-down (Food, Food > Breakfast, Food > Breakfast > Omelettes...).
3. Press **SAVE MENU**.

> **Tip** You can also type **Drinks > Hot drinks > Coffee** in a product's **Category** box, or in the category column of a CSV import. It works the same way.

▶ In the program: **Go to Restaurant**

9.7 Sending items to the Kitchen or the Bar

1. Open **Restaurant > Kitchen and bar routing**.
2. For each category choose **Kitchen**, **Bar** or **Not sent**. A category or sub category follows the level above it unless you choose something different.
3. Press **SAVE ROUTING**.

> **Note** Example: Drinks to the Bar, but Drinks > Hot drinks to the Kitchen. "Not sent" is for things that never need preparing, such as packaged goods.

▶ In the program: **Go to Restaurant**

See also: Printing kitchen and bar slips (9.11)

9.8 Taking an order at a table (waiter)

1. On the **table plan** tap a **Free** table (green). Type the number of **guests** and press **OPEN TABLE**. You become the table's waiter.
2. For a customer without a table press **+ TAKEAWAY / COUNTER**.
3. Tap a menu group, then a category (and sub category), then tap the items. Tap an item again to add more, or use **− 1 / + 1**.
4. For extras or a note such as "well done" press **EXTRAS / NOTE**.
5. Press **SEND ORDER**. Only the **new** items are sent, each to the Kitchen or Bar.

Tables are coloured: **Free** (green), **Open tab** (orange), **Ready to serve** (bright green). Each shows the waiter, amount and how long it has been open.

> **Tip** Adding more items later and pressing SEND ORDER again sends only the new ones.

When the customer asks for the bill, press **BILL** (see "Printing the bill before the customer pays").

See also: Using the Kitchen and Bar screens (9.9) · Printing the bill before the customer pays (9.13) · Taking payment, tips and splitting the bill (9.14) · Voiding an item or moving a table (9.12)

9.9 Using the Kitchen and Bar screens

On the table plan press **KITCHEN** or **BAR**. Each ticket shows the table, waiter, minutes waiting, extras and notes.

1. When the food or drinks are done press **READY**. The table turns **bright green** on the plan.
2. After it is taken to the table press **SERVED** to clear the ticket.

A cancelled item appears as a red **CANCELLED** ticket. To show the screens on a separate tablet or computer see "Showing the kitchen and bar on another device".

See also: Showing the kitchen and bar on another device (tablet, phone, spare PC) (9.10)

9.10 Showing the kitchen and bar on another device (tablet, phone, spare PC)

The kitchen and bar can see their tickets on their own device. This needs the **Windows program** and the devices must be on the **same wifi or network** as the till computer. The till program must stay open.

1. Open **Restaurant > Kitchen and bar screens on other devices**.
2. Set **Screens on other devices** to **On**.
3. Type an **Access code** of 4 to 8 digits and press **SAVE**.
4. The page shows the web address (for example http://192.168.1.20:8787). **Type that address** in the browser of the tablet or phone.
5. Type the access code and tap **READY** and **SERVED** on the tickets.

Note The first time you switch it on, Windows may ask to allow TillFlow on your network. Choose **Private networks** and **Allow**. After six wrong codes a device is locked out for 60 seconds.

Tip If the page shows "The till screen is not open", open the till on the till computer - other devices only get new tickets while it is open.

▶ In the program: **Go to Restaurant**

See also: Using the Kitchen and Bar screens (9.9) · The kitchen screen on another device does not load (16.5)

9.11 Printing kitchen and bar slips

1. Open **Setup & Settings > Printing**.
2. Under **Kitchen and bar slips** set **Print a slip when an order is sent** to **Yes**.
3. Choose the **Kitchen printer** and **Bar printer** (leave blank to use the receipt printer), or type a network address.
4. Press **SAVE SETTINGS**, then **TEST KITCHEN PRINTER** and **TEST BAR PRINTER**.

When a waiter presses SEND ORDER a slip prints at the kitchen and/or bar. A void after sending prints a **CANCELLED** slip.

▶ In the program: **Go to Printing**

9.12 Voiding an item or moving a table

Void an item

Choose the item and press **VOID ITEM**. A **reason** is required. If it was **already sent** to the kitchen or bar a Supervisor or Manager must type their **PIN**, and a red CANCELLED ticket is shown on the kitchen/bar screen.

Move a table

Press **MOVE TABLE** and choose a free table. The bill and its tickets move with it.

9.13 Printing the bill before the customer pays

The waiter prints the bill and carries it to the table. **Nothing is paid yet**: the table stays open and the amount stays outstanding until the customer pays.

1. Open the table (tap it on the table plan).
2. Press 🧾 **BILL**. If some items have not been sent to the kitchen or bar yet, the till asks if you still want to print.
3. The bill prints on the receipt printer. It says **BILL - NOT YET PAID**, lists every item, the total and any tip, and asks the customer to pay the waiter. Without a printer it opens a print window instead.
4. Take it to the table. When the customer is ready, press **PAY** (or **SPLIT BILL**) on that table as usual.

On the **table plan** a table whose bill is printed shows **BILL PRINTED · UNPAID** in yellow. Inside the table a yellow strip shows the time the bill was printed.

If the order changes after the bill was printed

If an item is added or removed after the bill was printed the table shows **BILL OUT OF DATE** (red). Press **BILL (print again)** to print a new one. The count of prints is recorded.

Seeing every unpaid table

In Back Office open **Reports > More reports > Restaurant > Open Tables & Unpaid Bills**. It lists every open table, who the waiter is, the amount not paid, when the bill was printed and by whom. Printing a bill is also recorded in **History > Events**.

> **Note** Printing a bill does not make a sale and does not touch stock or cash-up. The sale is only recorded when the table is paid. After a part-payment (split bill) press BILL again to print what is left.

See also: Taking payment, tips and splitting the bill (9.14) · Taking an order at a table (waiter) (9.8) · Restaurant reports (waiters, tips, voided items) (9.19)

9.14 Taking payment, tips and splitting the bill

Pay the whole bill

Press **GO TO PAYMENT** (or PAY), complete the normal payment window (cash, card, EFT, split tenders, change). The tab closes when everything is paid. Cancelling the payment window leaves the tab untouched.

Tips

Press **TIP**, type the amount and **SAVE TIP**. The tip is **added to the bill**: the table shows **Bill with tip**, and PAY, the printed bill and the slip show the tip and the **TOTAL WITH TIP**. In the payment window you see SALE TOTAL, TIP and TOTAL WITH TIP, and the customer pays the total with tip (cash,

card, EFT or split). The tip is still kept **apart from your sales**: sales and VAT reports do not include it, and it shows in the **Waiters and Tips** report against the waiter. Cash tips are part of the cash in the drawer at cash-up, so pay them out to the waiter with **Withdraw Cash / Petty Cash** if you hand them over before cash-up. To take a tip off, press **TIP**, type **0** and save.

Split the bill

1. Press **SPLIT BILL**.
2. Tick the items (and quantity) that **one guest** is paying for, add their tip and press **PAY SELECTED**.
3. The rest stays on the table for the next guest.

Or press **SPLIT EQUALLY INSTEAD** to see each guest's share, then take the split payments on the whole bill.

> **Note** The tip is added to the amount charged (cash, card or EFT) but not to your sales. A tip cannot go on account. Specials are applied automatically when an item is added to the table. Combo, multi-buy and buy-N-get-M deals are worked out on the whole table bill (see "Discount, service charge and deals on a table").

See also: Taking payment (cash, card, EFT, on account, split payments) (2.46) · Restaurant reports (waiters, tips, voided items) (9.19)

9.15 Table bookings (reservations)

In Back Office

1. Open **Bookings** in the menu.
2. Under **New table booking** fill in the date, time, name, phone, number of guests and the table ("Any table" is allowed), then save.
3. Use **Previous day / Today / Next day** or pick a date to see that day. Each booking has **Arrived**, ✎ **Edit**, **No-show** and ✕ **Cancel**. **Undo** puts it back to Booked.

Coming up (next 14 days) shows how many bookings and guests there are each day. If another booking for the same table is closer than the minutes set in **Restaurant Settings > How long a booking keeps a table** (default 120), you are asked "Book it anyway?".

At the till

On the table plan press 📅 **BOOKINGS** to see today's bookings with **SEAT**, **NO-SHOW**, **CANCEL** and **＋ NEW BOOKING**. A booked table shows a purple **BOOKED** label from now until 30 minutes after the booking time. Opening it offers **SEAT (name)**, which opens the table with the booked guests and marks the booking Arrived, or **OPEN FOR SOMEONE ELSE**.

The **Table Bookings** report (Reports > More reports > Restaurant) lists the bookings for the dates you choose, with the guest total and the number of no-shows.

▶ In the program: **Go to Bookings**

9.16 Discount, service charge and deals on a table

% DISCOUNT

Press **% DISCOUNT** on the table, type the percentage and a reason (0 takes it off). If **Manager approval for discounts** is on and you are not a Manager, a Manager must choose their name and enter their PIN. It is taken off the whole bill and is not allowed on a bill with a gift card.

Service charge

Switch it on in **Restaurant Settings > Add a service charge to table bills**. Set the percentage (default 10) and from how many guests it applies (default 8, 0 = every table). It is never added to Takeaway bills. A Manager can take it off one table with ✕ (reason and PIN) and **PUT BACK** adds it again.

Deals

Combo deals, multi-buy deals and buy-N-get-M deals are worked out on the whole table bill. The deal name shows on the lines and there is a **Deals** line with what the customer saves. A discount replaces deals, as on the retail till.

9.17 Holding an item and firing it later

To keep an item back (for example a main course while the starters go out) press ⏸ **HOLD** on its line. **SEND** skips held lines. When the kitchen should start them press 🔥 **FIRE HELD**. **UNHOLD** takes the hold off one line. Items you add afterwards never join a held line.

9.18 Recipes and ingredients

1. Open **Products & Stock > Products** and add each ingredient as a product. Tick **Ingredient / stock item only** so it is not shown on the restaurant till menu.
2. Open the menu item (for example Cheese Burger). In the **Recipe** box choose an ingredient, type the quantity for ONE and press **Add**. Press **Remove** to take one out.
3. Save the product.

Every sale of the menu item takes its ingredients off stock. A refund that puts the item back into stock also puts the ingredients back. The Products list shows an "ingredient" or "recipe" tag.

> **Note** Voiding an unpaid order on the old order screen, and changing a quote into a sale, only move the item itself, not its ingredients.

▶ In the program: **Go to Products**

9.19 Restaurant reports (waiters, tips, voided items)

In **Reports > Sales summary** there is a **Waiters & tips** table. Under **More reports** use **Sales & Tips by Waiter**, **Waiters and Tips**, **Sales per Table** and **Voided Items after Sending**.

▶ In the program: **Go to Reports**

CHAPTER 10

Repair Shop mode

Job cards for repairs and service work: book in, quote, deposit, photos, tell the customer, collect and pay.

10.1 Turning on Repair Shop mode and setting the labour rate

1. Open **Repair Shop** in Back Office.
2. Press **TURN ON REPAIR SHOP MODE** and reload the till screen. The till now shows the **job board**.
3. Set your **Labour rate**: type the **Rate per hour (R)** and press **SAVE RATE**. Technicians can change the rate on a single job.

Choosing "Repair shop or workshop" at first sign-up turns it on automatically. The mode used to be called **Workshop**.

▶ In the program: **Go to Repair Shop**

See also: Booking in a new job (new job card) (10.2)

10.2 Booking in a new job (new job card)

1. At the till press **+ NEW JOB CARD**.
2. Choose an **existing customer** or type a **Customer name** and **Phone** for a new one (tick to save them as a customer).
3. Type the **Item / job** (for example "Laptop" or "Sign for Smith") and the **Problem / instructions**.
4. Choose the **Technician** and **Due date**, and an optional **Estimate given to customer (R, optional)**.
5. Press **BOOK IN**.

The job gets a number (J0001, J0002...) and the status **Booked in**.

> **Tip** Print the **job slip** for the customer: open the job and press **PRINT JOB SLIP**.

See also: Moving a job through its stages (10.4) · Adding labour, parts and other charges (10.5) · Printing a quote or an invoice for a job (10.6)

10.3 Finding a job on the job board

The till shows every job as a card with the job number, status colour, customer, item, technician, due date (red **OVERDUE**) and the amount so far.

- Filter with the buttons: **Open, Booked in, In progress, Waiting, Ready to collect, Overdue, Collected, Cancelled, All**.
- Search by job number, customer name, phone or item in the search box.

- In **Back Office > Repair Shop** you can also search the job cards and press **OPEN** to view or edit one.

▶ In the program: **Go to Repair Shop**

10.4 Moving a job through its stages

1. Open the job card.
2. Under **Move job to** press the next stage: **In progress**, **Waiting (parts / approval)** or **Ready to collect** (or back to **Booked in**).
3. Add dated notes with **+ ADD NOTE**.

Every change is recorded with who did it and when. When you move a job to **Ready to collect** the till offers to **tell the customer** (see "Telling the customer the job is ready").

See also: Telling the customer the job is ready (WhatsApp or e-mail) (10.8) · Collecting and paying for a job (Collect & pay) (10.10)

10.5 Adding labour, parts and other charges

1. Open the job card and press **LABOUR**, **PART** or **OTHER CHARGE**.
2. **Labour**: type the **Hours** and the **Rate per hour**.
3. **Part**: use **Search stock**, choose the part and the **Quantity**. The stock is taken off when the customer collects.
4. **Other charge**: type a **Description**, **Quantity** and **Price each**.
5. Remove a line with the × beside it (only while the job is open).

The job card shows the running total ("So far").

10.6 Printing a quote or an invoice for a job

1. Open the job card (at the till, or in **Back Office > Repair Shop > OPEN**).
2. Press **QUOTE** (or **PRINT QUOTE**) or **INVOICE** (or **PRINT INVOICE**).
3. A neat A4 page opens on screen. Press **PRINT / SAVE AS PDF** and choose your printer, or "Save as PDF" to e-mail it. **CLOSE** (or the Esc key) goes back.

- The **quote** shows the labour and parts, the total, VAT included, and "Valid until" (14 days by default).
- The **invoice** shows deposits already paid, the **balance due**, your banking details and terms.

> **Note** Your name, address, VAT number, banking details and terms come from **Setup & Settings > Business Details**. Change how many days a quote is valid under **Setup & Settings > Printing > Quotes, invoices and customer messages**.

▶ In the program: **Go to Business Details**

See also: Entering your business details (name, address, VAT number, banking) (1.8)

10.7 Adding photos to a job card

1. Open the job card and find the **Photos** panel.
2. Press **ADD PHOTO** and choose a picture (on a tablet or phone this can use the camera).
3. Tap a small picture to see it big. Press **DELETE PHOTO** to remove it.

You can add **up to 8 photos** per job. Each remembers who added it and when. Pictures are shrunk automatically so they stay small, and they are kept separately from your sales records. The same photos show in Back Office.

10.8 Telling the customer the job is ready (WhatsApp or e-mail)

1. Move the job to **Ready to collect**. The till asks "Job is ready - tell the customer?". (Or open the job and press ✉ **READY MESSAGE** any time. In Back Office use **READY MESSAGE TO CUSTOMER**.)
2. Check the message. It is filled in with the customer's name, the item, job number, balance due and your phone number. You can edit it.
3. Press **WhatsApp** (opens WhatsApp with the message ready) or **Email** (opens your e-mail program).
4. Press send in WhatsApp or your e-mail program.

> **Note** Nothing is sent automatically - **you** press send. South African numbers like 082... are changed to +27... for you. A note "Ready message sent by ..." is added to the job. There is no SMS.

> **Tip** Change the wording under **Setup & Settings > Printing > Quotes, invoices and customer messages**. You can use {name} {item} {job} {business} {balance} {phone} {due}. Use **Your country dialling code** if you are not in South Africa.

▶ In the program: **Go to Printing settings**

10.9 Taking a deposit

1. Open the job card and press **TAKE DEPOSIT**.
2. Type the **Deposit amount (R)** and press **GO TO PAYMENT**.
3. Choose how the customer pays (Cash, Card or EFT) and press the blue **TAKE DEPOSIT** button in the payment window to record it.

> **Note** The deposit is recorded as a normal sale so your till session and cash-up stay correct. It is taken off the job when the customer collects. The deposit is only recorded when you press the final **TAKE DEPOSIT** button in the payment window.

10.10 Collecting and paying for a job (Collect & pay)

1. Move the job to **Ready to collect**.

2. Press **COLLECT & PAY**. The basket is the job's labour and parts **less any deposits** already paid.
3. Take payment in the normal payment window (split payments, change and on account all work).

The job becomes **Collected**, is linked to the sale, and the parts are taken off stock.

10.11 Cancelling a job

1. Open the job and press **CANCEL JOB**.
2. Type a **reason**, choose a Supervisor or Manager and type their **PIN**.
3. Confirm with **CANCEL THE JOB**.

> **Important** If a deposit was taken you are reminded to refund it through **Till Menu > Refund Sale**.

See also: Refunding an item or a whole sale (2.50)

10.12 Viewing or editing a job card in Back Office

1. Open **Repair Shop** in Back Office.
2. Use the search box (job number, customer, phone or item) to find the job, then press **OPEN**.
3. Change the customer details, item, technician, due date, estimate or problem and press **SAVE CHANGES**.

From the same page you can print the **quote** and **invoice**, send the **ready message**, add or delete **photos**, and read the notes and history. Labour, parts, deposits, status changes and collecting payment are done at the till.

▶ In the program: **Go to Repair Shop**

CHAPTER 11

Printers and cash drawer

Receipt printers, the cash drawer, your logo and kitchen slips. Direct printing and the drawer need the Windows program.

11.1 Setting up the receipt printer

TillFlow works with **any receipt printer** (58 mm or 80 mm thermal, USB, Bluetooth, serial or network). No make or model is built in - you choose the one your shop has.

1. Install the printer in Windows first (the way the printer maker says). Make sure Windows can print a test page.
2. Open **Setup & Settings > Printing**.
3. Under **Receipt printer** choose it from the **installed on this computer** list - **or** type the **network printer address** (for example 192.168.1.50) and the port (normally **9100**).
4. Choose the **Paper width**: 80 mm (wide) or 58 mm (narrow).
5. Choose whether to **print a receipt automatically after every sale** and the number of **copies** (1 to 3).
6. Press **SAVE SETTINGS**, then **TEST RECEIPT PRINTER**.

PREVIEW ON SCREEN shows what a slip looks like without printing.

> **Note** In a normal **web browser** (not the Windows program) a receipt opens the normal print window instead, and the cash drawer cannot be opened.

▶ In the program: **Go to Printing settings**

See also: Changing the wording on the receipt (header, footer, VAT number) (11.2) · Putting your logo on receipts and job slips (11.3) · Setting up the cash drawer (11.4) · The receipt printer prints nothing (or prints rubbish) (16.3)

11.2 Changing the wording on the receipt (header, footer, VAT number)

1. Open **Setup & Settings > Printing** and scroll to **Wording on the slip**.
2. Change the **Header (business name)**, the **Footer** (for example "Thank you for your support!"), your **VAT registration number** and the **Business phone shown on slip**.
3. Press **SAVE SETTINGS**.
4. Every slip also prints a small **www.tillflow.co.za** line at the very bottom, under your footer. It is added automatically.

The receipt shows your business name, phone, VAT number, items, total, VAT included, payments, change, and in Restaurant mode the tip, waiter and table.

▶ In the program: **Go to Printing settings**

11.3 Putting your logo on receipts and job slips

1. Open **Setup & Settings > Printing > Logo on receipts and job slips**.
2. Choose the **Darkness** first (**Darker**, **Normal** or **Lighter**).
3. Press **Choose a logo picture** and pick a PNG or JPG file.
4. Check the black-and-white preview, set **Print the logo at the top of receipts and job slips** to **Yes** and press **SAVE SETTINGS**.
5. Press **TEST RECEIPT PRINTER** to see it on paper.

> **Tip** Simple, bold, **black-on-white** logos print best. Thermal printers print only in black and white, so colours and shading are turned into black and white; thin lines and light colours can disappear. If it prints too light or too dark, choose the picture again with Darker or Lighter.

The logo prints on customer receipts (including reprints) and Repair Shop job slips - **not** on kitchen and bar slips. **REMOVE LOGO** deletes it; switching the setting to No keeps the picture but stops printing it.

▶ In the program: **Go to Printing settings**

11.4 Setting up the cash drawer

The cash drawer plugs into the **receipt printer** and opens through it. Set up the printer first.

1. Open **Setup & Settings > Printing > Cash drawer**.
2. Choose when to **open the drawer**: **When a sale includes cash**, **After every sale** or **Never automatically**.
3. Leave **Drawer connection** on **Standard (pin 2)**. If the drawer does nothing when you test it, choose **Alternative (pin 5)**.
4. Press **SAVE SETTINGS**, then **TEST CASH DRAWER**.

▶ In the program: **Go to Printing settings**

See also: Opening the cash drawer without a sale (2.55) · The cash drawer does not open (16.4)

11.5 Printing in a normal web browser

If you are not using the Windows program, receipts, quotes, invoices and statements open the normal browser **print window**. Choose your printer there, or choose **Save as PDF**. The cash drawer and silent (no-window) printing need the Windows program.

CHAPTER 12

Shared tills, one shop

Run more than one till on the same shop information (stock, sales, customers). Windows program only, all computers on the same shop network.

12.1 What "tills sharing one shop" means

Normally each computer keeps its **own** copy of the shop information. With shared tills, one computer is the **MAIN TILL** and keeps the one real copy. The other computers are **SECOND TILLS**: they show and update the same stock, sales and customers.

- A sale on till 2 takes the stock down on the main till within a few seconds.
- A price you change in Back Office shows on the other tills.
- Every till prints its own sale numbers, and two tills **never** print the same number.
- Each till keeps its **own printer, cash drawer and kitchen-slip settings**.

> **Note** Shared tills work **Windows to Windows only**. The Android app cannot join yet. The main till must be switched on with TillFlow open for the other tills to share.

▶ In the program: **Go to Shared Tills**

See also: Setting up the MAIN TILL (12.2) · Connecting a SECOND TILL (12.3) · Good to know: limits of shared tills (12.6)

12.2 Setting up the MAIN TILL

1. On the computer that will keep the shop information, open **Setup & Settings > Shared Tills**.
2. Choose a **name** for this till (for example "Front counter") and keep or change the **access code**.
3. Press **TURN ON SHARING ON THIS COMPUTER**.
4. Write down the **address** and **access code** shown on the page. You type them on the other tills.
5. If Windows asks about the **firewall**, choose **Allow** for **private networks**. Without this the other tills cannot reach the main till.

> **Note** Use the computer that is switched on whenever the shop is open. Close TillFlow on the main till and the other tills carry on selling on their own and catch up when it is back.

▶ In the program: **Go to Shared Tills**

See also: Connecting a SECOND TILL (12.3) · What happens if the main till is off or the network drops (12.4)

12.3 Connecting a SECOND TILL

On a brand new computer (just installed), do **not** create a new shop. On the first screen press **This shop already has a TillFlow Pro running? CONNECT TO IT**.

1. Make sure the main till is on and sharing is turned on there.
2. On the other computer press **CONNECT TO IT** on the first screen (or open **Setup & Settings > Shared Tills** if the till is already set up).
3. Type the main till's **address** and **access code**, and a name for this till.
4. Press **TEST THE CONNECTION**. It should say it found the shop.
5. Press **CONNECT THIS TILL**. The login screen then opens with the shop's own staff and PINs.

> **Note** The information on this computer is **replaced by the main till's**. TillFlow first saves a **safety copy** of what was here. Do not connect a computer that holds information you still need unless you have checked the safety copy exists.

▶ In the program: **Go to Shared Tills**

See also: Setting up the MAIN TILL (12.2) · Good to know: limits of shared tills (12.6)

12.4 What happens if the main till is off or the network drops

A second till keeps the shop information it had and **can keep selling**. The top of the screen says **MAIN TILL NOT REACHABLE**. Every sale is kept and **sent automatically** when the main till is back.

On the **main till**, if the label turns red and says **MAIN TILL · NOT SHARING**, the sharing service stopped (for example after a network change or Windows waking up). The program now tries to start it again **by itself about every 20 seconds**, so you should not have to close the program. Press **Refresh Sales** on the Home page to load the other tills' latest sales.

Sale numbers are handed out in blocks and topped up in the background while connected, so a second till normally has plenty to keep selling through a short break. For long breaks, keep the main till on.

See also: Good to know: limits of shared tills (12.6) · Sale numbers on shared tills (12.5)

12.5 Sale numbers on shared tills

The main till gives each till a **block of numbers** (10 at a time). That is how two tills never print the same number. Numbers are always rising on each till, but across the shop you may see **gaps** (for example when a till is closed with unused numbers). A gap does not mean a sale is missing.

See also: Good to know: limits of shared tills (12.6)

12.6 Good to know: limits of shared tills

- **Windows to Windows only.** Android is not included.
- The main till must be **on, with TillFlow open**, for tills to share.

- If two people edit the **same restaurant tab or the same job card** at exactly the same moment, the later save wins.
- **Restore a backup only on the main till.** A second till will refuse.
- The **licence** is part of the shop information, so all tills share it.
- The connection is on your **shop network** with an access code. Do not open it to the internet.

See also: What "tills sharing one shop" means (12.1) · What happens if the main till is off or the network drops (12.4)

12.7 Turning sharing off or disconnecting a till

Open **Shared Tills** and press **DISCONNECT THIS TILL** (second till) or **TURN OFF SHARING** (main till). A disconnected till keeps a copy of the shop information as it is at that moment and then works on its own again.

▶ In the program: **Go to Shared Tills**

See also: What "tills sharing one shop" means (12.1)

CHAPTER 13

Head Office (remote access)

Sign in from any phone or computer to add items, change prices and change stock quantities in your shops. You set this up once.

13.1 What Head Office does and what it needs

Head Office is **your own private web page** on your hosting. Each shop sends its **stock list** (item names, codes, prices, quantities) to it about once a minute. You sign in, find an item, change a price or quantity, or add a new item, and the shop picks the change up and applies it.

> **Note** Head Office shows "no stock received yet" until the shop has sent its stock. The stock is sent about a minute after you save the Head Office settings, from Back Office or the till screen, as long as the computer is online. Changes you type at Head Office are applied when the **till screen** is open. Nobody has to approve them in the shop. If the till was switched off when you made the changes (for example at night), they are applied a few seconds after the till is opened in the morning, and a **Head Office changes** box listing them appears once the cashier has signed in. The cashier just presses OK. Only a sale in progress holds a change back, and it is applied about a minute after that sale is finished. If it still says no stock after a few minutes, open **Settings > Head Office** and press **SEND ALL STOCK AGAIN**. All stock is also re-sent automatically once a day.

- The change reaches the shop within about **a minute**, but **only while the till is switched on, open and online**. If the till is off, the change waits and arrives when it is opened.
- The page shows each shop as **Online** or **Offline**, and under **Changes sent** you can see which changes are Done, Waiting or Refused.
- Only the stock list is sent. **Customers, sales and PINs never leave the shop.**
- Every change shows in the Audit log in Back Office with the name **Head Office**.

> **Note** Stock tip: when changing quantity while the shop is trading, use **Add to stock** (it keeps sales made in the meantime). Use **Set stock to exactly** only after a stock count.

13.2 Connecting a shop to Head Office

1. On your Head Office page click **Add shop**, type the shop name and click Add. It shows a **Shop ID** and a **Secret key**. Write the key down: it is only shown once.
2. In the shop open **Back Office > Settings > Head Office Support**.
3. Type the **Shop ID** and **Secret key**. Check the web address (it is already filled in for tillflow.co.za/headoffice/api.php; change it only if you put the page somewhere else).
4. Tick **Send my stock to Head Office and accept changes from it**, then click **SAVE** and **TEST CONNECTION**. It should say Connected.
5. Leave the till open. Within a minute the shop appears on your Head Office page as Online with its items.

Do this once in every shop, each with its own Shop ID and Secret key. A shop with several branches sends all of its branches; you choose the branch on the Head Office page.

▶ In the program: **Open Head Office settings**

13.3 Head Office says Offline or a change was Refused

- **Offline:** the till is closed or has no internet. Open TillFlow on the till and check the internet.
- **Waiting for shop:** the till is busy with a sale or a window. It is applied as soon as the sale is done.
- **Refused - barcode already used / name already exists:** that barcode or name is already on another item in the shop. Pick a different one.
- **Refused - item no longer exists:** the item was deleted at the shop after you opened it.
- **Wrong Shop ID or key:** the key was changed. Make a new key under Connect details and type it into the shop.

CHAPTER 14

Backups and your data

Keeping your records safe. Please read this - it protects your business.

14.1 Automatic backups (what happens by itself)

In the Windows program TillFlow saves **all your data** to **Documents\TillFlow Backups** without anyone pressing anything:

- **One file per day**, for example TillFlow-backup-2026-10-18.json. The newest **30 days** are kept.
- It saves about 20 seconds after the last change, a few seconds after TillFlow opens, and when a page is closed.
- A small badge in Back Office (bottom right) says "Auto-backup saved 14:32". **Click it** to open the backup folder.
- A **red warning bar** appears on any screen if a backup ever fails.

Important Copy the **TillFlow Backups** folder to a **memory stick or cloud drive** regularly (at least every week). A backup on the same computer does not help if the computer is lost, stolen or fails. The backup files contain staff PIN hashes (scrambled) so keep them private.

Note In a normal web browser there is no automatic backup. Use the Windows program for that.

See also: Restoring from a backup (new or reset computer) (14.3) · Where is my information kept? (1.9) · A simple daily routine (opening and closing the shop) (14.8)

14.2 Clearing my test sales before going live

Before you start using TillFlow for real you can remove the practice sales you made. This clears **one shop (branch) at a time**.

1. Close the till screen on this computer (so nothing is open while you clear).
2. Sign in to **Back Office** as the **Senior Manager**.
3. Open **Settings > Database**. Scroll down to **Clear test sales (start fresh)**.
4. Tick the extra boxes if you also want to clear expenses, the activity log or stock movement history.
5. Type the word **CLEAR** and click **CLEAR TEST SALES**, then confirm. A backup file is saved first.

Note It removes sales, refunds, till sessions (cash-ups) and open tables, and starts sale numbers again at 1. It **keeps** products, prices, customers, employees, settings, the restaurant table plan and your imported Robotill history. Stock quantities are not changed: import your **Stock On Hand** file afterwards to set them right.

Tip Your imported Robotill history is **kept**. Clearing test sales does not remove it.

▶ In the program: **Open Database settings**

14.3 Restoring from a backup (new or reset computer)

1. Copy your backup file (for example TillFlow-backup-2026-10-18.json) into **Documents\TillFlow Backups** on the computer.
2. Open TillFlow Pro. On a new or reset computer with no data a **yellow box** appears on the login screen. (Otherwise press **Restore from a backup…** on the login screen.)
3. Choose the backup you want.
4. Click twice to **confirm**.

> **Note** Before it restores, TillFlow saves whatever is on the computer as **TillFlow-before-restore-…** in the same folder, so nothing is thrown away by mistake. If a day's backup ever becomes less than half its size, the bigger one is kept as **TillFlow-before-shrink-….**

See also: Automatic backups (what happens by itself) (14.1) · Moving TillFlow to a new computer (14.6)

14.4 Back up now and the extra copy folder

A backup that only lives on the shop computer is lost if that computer dies. The **extra copy** puts every backup in a second place as well.

1. Sign in to **Back Office** as the Senior Manager and open **Settings > Database**.
2. Under **Extra copy**, press **CHOOSE EXTRA COPY FOLDER**.
3. Pick a memory stick, a second drive, or a cloud folder (OneDrive, Google Drive, Dropbox).
4. Press **BACK UP NOW** to test it. The page shows the latest backup time.

To stop the extra copies press **STOP EXTRA COPIES**. **BACK UP NOW** makes a backup straight away.

> **Important** If the memory stick is not plugged in, the extra copy is skipped and TillFlow keeps working. The normal backup in Documents\TillFlow Backups still happens.

▶ In the program: **Open Database settings**

See also: Automatic backups (what happens by itself) (14.1) · Restoring from a backup (new or reset computer) (14.3) · Opening a new store from a backup (clear sales history) (14.5)

14.5 Opening a new store from a backup (clear sales history)

To start a new shop with the same products, prices, customers and employees but **no sales history**:

1. Copy a backup file from the old shop onto a memory stick (from the extra copy folder or Documents\TillFlow Backups).
2. Install TillFlow Pro on the new computer and open it.

3. On the sign-in screen press **Restore from a backup** (yellow box).
4. Tick **This is a NEW store: clear the sales history after restoring**. Optionally also tick **set every stock quantity to 0**.
5. Press **Restore from a file** and choose the backup file.

> **Note** A new store keeps products, prices, customers and employees. It starts with no sales, refunds, till sessions, expenses or Robotill history, and is not tied to the old store's Head Office. Count your stock in the new store afterwards.

See also: Restoring from a backup (new or reset computer) (14.3) · Back up now and the extra copy folder (14.4)

14.6 Moving TillFlow to a new computer

1. On the **old** computer copy the newest file from **Documents\TillFlow Backups** to a memory stick.
2. Install TillFlow Pro on the **new** computer and open it once.
3. Put the backup file in **Documents\TillFlow Backups** on the new computer.
4. Use **Restore from a backup...** on the login screen (see "Restoring from a backup").

> **Tip** Do this before you stop using the old computer, and keep its data until you have checked the new one shows your products, customers and staff.

See also: Restoring from a backup (new or reset computer) (14.3)

14.7 The database file (what it is and how to see it)

The Windows program keeps your records in a real database file, **Documents\TillFlow Data\tillflow.db**. Everything you save is copied into it a moment later, and it loads when the program opens - so records survive clearing the browser data, updating or reinstalling.

1. Open **Setup & Settings > Database**.
2. It shows the file location, size, number of records and the last save time.
3. Press **OPEN THE DATABASE FOLDER** to see the file.

> **Note** If the file is ever damaged, it is set aside (never deleted) and a new one is started from your saved records. The daily backups still run as well. Two computers cannot share one database yet.

▶ In the program: **Go to Database**

14.8 A simple daily routine (opening and closing the shop)

Opening

- Cashier signs in and **opens the till shift** with the opening float.

- Check the printer has paper.

Closing

1. Each cashier does **CASH UP / END SHIFT** (count the drawer, type the card and EFT totals, submit).
2. A Supervisor, Manager or Senior Manager opens **Till Sessions** and presses **Finalize** for each shift.
3. Look at **Reports > Sales summary > Today**.
4. In Back Office check the badge says **Auto-backup saved** with a recent time.
5. Once a week copy **Documents\TillFlow Backups** to a memory stick or cloud drive.

See also: Ending your shift: the blind cash-up (2.56) · Finalising a cashier's cash-up (3.1) · Automatic backups (what happens by itself) (14.1)

CHAPTER 15

Licence, trial and security

How the free trial works, how to register and activate a computer, and what the Security tick boxes do.

15.1 How the 7-day free trial works

A new copy of TillFlow starts a **7-day free trial**. Nothing needs to be typed and nothing is paid to start.

- **Days 1 to 7:** everything works.
- **Day 8 onwards:** new sales are blocked until you activate a licence. Restaurant mode, Repair Shop mode, Shared tills, Expenses and Profit & Loss, Specials and combos and Stock imports are locked as well. You can still look at your records, run reports, and back up or export your data. Nothing is deleted.

A small label (for example "TRIAL · DAY 3 OF 7") shows at the top of the till and in the Back Office. Activating a licence removes all limits for good.

> **Tip** Putting the computer clock back does not give trial days back. TillFlow remembers the latest date it has seen.

▶ In the program: **Go to Licensing**

See also: Activating online with a licence code (easiest) (15.3) · Registering this computer (Step 1) (15.4)

15.2 A licence only works in the program it was bought for

Every licence belongs to **one product**: TillFlow Pro, TillFlow (Retail), Restaurant Flow or Repair Shop. The activation key carries the product name and the program checks it. A licence bought for another product is refused with a message such as "This licence code is for TillFlow (Retail), not for TillFlow Pro". Licences you already have for TillFlow Pro keep working exactly as before.

> **Tip** If you bought the wrong product, contact your supplier. The product cannot be changed on an existing licence; a new licence for the right product is made instead.

15.3 Activating online with a licence code (easiest)

1. Your supplier gives you a **licence code** that looks like TF-XXXX-XXXX-XXXX.
2. Open **Licensing** in the Back Office menu.
3. Type the code in **Licence code** and press **ACTIVATE ONLINE**.

The computer needs internet only for this moment. The page then shows **LICENSED**, and the licence keeps working with no internet.

- "All computers on this licence are already in use" means the package is full. Ask your supplier to free a computer or upgrade.

- "Could not reach the licence server" means no internet right now. Try again, or use the email way (Step 1 and Step 2).
- Each licence code works for only as many computers as the package you bought.

▶ In the program: **Go to Licensing**

See also: Registering this computer (Step 1) (15.4) · Moving a licence to another computer (15.7)

15.4 Registering this computer (Step 1)

1. Open **Licensing** in the Back Office menu.
2. Under **Step 1: Register this computer**, type your **Business name** and choose the **Licence package** you bought (1, 3, 5 or 10 computers).
3. Press **CREATE REGISTRATION EMAIL**. If no email program opens, press **SAVE REQUEST FILE** or **COPY REQUEST** and send the text to your supplier by email or WhatsApp.

The request contains a **registration code** that starts with TFR1. It identifies this one computer. It is safe to send; it cannot be used to copy your data.

> **Tip** Every computer needs its own registration, even if they share one shop. A 3-computer package means you can activate 3 computers.

▶ In the program: **Go to Licensing**

See also: Entering your activation key (Step 2) (15.5) · Moving a licence to another computer (15.7)

15.5 Entering your activation key (Step 2)

1. Your supplier sends back an **activation key** that starts with TFL1.
2. Open **Licensing**, paste the whole key into **Activation key** and press **ACTIVATE THIS COMPUTER**.
3. The page changes to **LICENSED** and shows your business name, package and licence number.

- "This key was made for a different computer" means it belongs to another PC. Each computer has its own key.
- "This key is not genuine, or it was typed or copied wrongly" means a character was lost. Copy and paste the whole key again.

Once activated, the licence works **without internet** and does not expire.

▶ In the program: **Go to Licensing**

See also: Registering this computer (Step 1) (15.4)

15.6 The security chip lock (Windows)

In the Windows program, activating also creates a **secret key inside the computer's security chip** (the TPM; if the computer has none, Windows protects the key in software). Your licence is then locked to that key, so a copy of the program or its data on another computer will not work, even if someone copies the computer code.

- Nothing to type. It happens automatically when you press **ACTIVATE ONLINE**.
- The Licensing page shows **Locked to** with a short code when the lock is on.
- If you change the motherboard, reset the TPM, or move to another Windows user or a new Windows install, the key changes and TillFlow will say the licence is locked to a different security chip. Contact your supplier: they move the licence to the new setup for you.
- Browsers and Android have no chip, so licences activated there are not chip-locked.

▶ In the program: **Go to Licensing**

See also: Moving a licence to another computer (15.7) · Activating online with a licence code (easiest) (15.3)

A licensed computer says the trial has ended

If the security chip is slow to start (often just after the computer is switched on), TillFlow used to give up and show the trial message until the program was closed and opened again. From version 0.9.70 a computer that has its licence keeps working as LICENSED while the chip wakes up, and TillFlow checks again by itself every 30 seconds until the licence is confirmed. If a licence really cannot be checked, the message now says why. Nothing needs to be re-entered.

15.7 Moving a licence to another computer

1. On the old computer open **Licensing** and press **REMOVE LICENCE FROM THIS COMPUTER**. With internet this frees its place on your licence straight away.
2. On the new computer open **Licensing**, type your licence code and press **ACTIVATE ONLINE**. (With no internet, use Step 1 and Step 2 and your supplier will send a key.)

Note From version 0.9.73, a computer that has the **security chip lock** must prove it is itself before the server frees its place, so nobody else can free it by knowing your licence code. If the old computer is already dead, your supplier frees the place for you.

Tip You can move a licence yourself up to **3 times in 12 months**. After that, or if the old computer is dead, stolen or broken, contact your supplier and they will move it for you.

▶ In the program: **Go to Licensing**

See also: Registering this computer (Step 1) (15.4)

15.8 What the Security tick boxes do

Open **Setup & Settings** and choose **System Security**. There are four tick boxes. They are all ticked until you untick one. Unticked means no PIN is needed (or no lock), but the action is still written to

the History log with the worker name.

- **Manager approval for discounts:** when ticked, a cashier needs a manager or senior manager PIN to give a discount. Unticked, any worker can give a discount (it is still written to the History log).
- **Manager approval for price overrides:** this covers changing the price level (retail, trade, wholesale) at the till. Unticked, any worker can change it.
- **Supervisor approval for voids:** when ticked, voiding an item or a whole sale needs a supervisor PIN. Unticked, only a reason is needed, and the void is still recorded with the worker name.
- **Lock POS after 5 minutes:** when ticked, the till locks itself after a quiet time (5 minutes unless you change **Auto lock after seconds** under **Retail Settings**). Unticked, it never locks by itself.

> **Tip** For a shop with several staff, leave all four ticked.

▶ In the program: **Go to Security settings**

CHAPTER 16

Troubleshooting

Something not working? Find it here.

16.1 The till says "Open your till shift before checkout"

You must open a shift before you can take any payment. Press **CASH UP / END SHIFT** if needed, or sign out and in again, and complete **Open till shift** (register name and opening float). See "Opening your till shift".

See also: Opening your till shift (do this before your first sale) (2.2)

16.2 Scanning a barcode says "Product not found"

- Check the product exists and that its **Barcode** box (Products > Edit) holds exactly the number printed under the barcode.
- Try typing the number into the barcode box and pressing **ENTER** - if that works, the scanner is fine and the product's barcode is the problem.
- If it does nothing at all, click once inside the barcode box and scan again. The scanner must "type" the digits and press Enter (most do by default).
- A new product: in Back Office type or scan the barcode in the Products barcode box and press Enter to start a new product with it filled in.

▶ In the program: **Go to Products**

See also: Adding a product (4.2) · Importing products from a spreadsheet (CSV) (4.13)

16.3 The receipt printer prints nothing (or prints rubbish)

1. Check the printer is **on**, has **paper** and the cover is closed.
2. Check Windows itself can print a test page on that printer.
3. In **Setup & Settings > Printing** check the correct printer (or network address and port 9100) is chosen, then press **SAVE SETTINGS** and **TEST RECEIPT PRINTER**.
4. Check the **Paper width** matches your paper (58 or 80 mm).
5. Make sure you are using the **Windows program** - a web browser only opens the print window.

If it prints strange symbols or a picture is garbled, your printer may not be a standard ESC/POS receipt printer - note the make and model and tell whoever supports you. The logo can also be switched off (**Print the logo... = No**) to check.

▶ In the program: **Go to Printing settings**

See also: Setting up the receipt printer (11.1) · Putting your logo on receipts and job slips (11.3)

16.4 The cash drawer does not open

1. Check the drawer's cable is plugged into the **receipt printer** (not the computer) and the drawer is not locked.
2. Check the **receipt printer works** (test print).
3. In **Setup & Settings > Printing > Cash drawer** change **Drawer connection** to **Alternative (pin 5)**, press **SAVE SETTINGS** and **TEST CASH DRAWER**.
4. Check **Open the drawer** is not set to "Never automatically". By default it opens when a sale includes cash.

> **Note** The drawer only opens from the Windows program, not from a normal web browser.

▶ In the program: **Go to Printing settings**

See also: Setting up the cash drawer (11.4)

16.5 The kitchen screen on another device does not load

- The **till program must be open** on the till computer, and in **Restaurant mode**.
- In **Restaurant > Kitchen and bar screens on other devices** check it says **Status: running** and that **Screens on other devices** is **On** with an access code.
- The tablet must be on the **same wifi** as the till computer (not guest wifi or mobile data). Type the address exactly as shown, including the **:8787**.
- If Windows asked about the network, allow it on **Private networks**. You can change this in the Windows Firewall settings.
- After six wrong codes a device waits **60 seconds**.
- "The till screen is not open" means the till page is closed - open it.

▶ In the program: **Go to Restaurant**

See also: Showing the kitchen and bar on another device (tablet, phone, spare PC) (9.10)

16.6 The WhatsApp or e-mail button for "job ready" does not work

- If the button is **grey** and the message says there is **no phone number** (or e-mail) for the customer, add it: Back Office > Repair Shop > OPEN the job, or edit the customer.
- WhatsApp opens WhatsApp on the computer, or WhatsApp Web in the browser. WhatsApp must be installed or you must be able to sign in to WhatsApp Web.
- Phone numbers starting with 0 are changed to the country code in **Setup & Settings > Printing > Your country dialling code** (27 for South Africa).
- The e-mail button opens your computer's default e-mail program - one must be set up in Windows.

See also: Telling the customer the job is ready (WhatsApp or e-mail) (10.8)

16.7 My products, customers or sales have disappeared

1. Check the **branch** selector (top right) - each branch keeps its own products and sales.
2. Make sure you opened the **same way** as before. A web browser keeps its own separate data from the Windows program, and a different browser or computer has different data.
3. In the Windows program check **Setup & Settings > Database** - it shows how many records are stored.
4. Restore from the latest backup: see "Restoring from a backup".

> **Important** Do **not** clear the browser data or reinstall before checking your backups folder.

See also: Restoring from a backup (new or reset computer) (14.3) · The database file (what it is and how to see it) (14.7) · Where is my information kept? (1.9)

16.8 The till says the Supervisor or Manager PIN is wrong, or no approver exists

- Choose the **right name** in the approver list, then type that person's **own PIN**.
- Discounts need a **Manager or Senior Manager**. Voids, refunds, suspend and cash drops need a **Supervisor or higher**.
- If it says "Create a Supervisor or Manager account in Back Office first", add one in **Employees**.

▶ In the program: **Go to Employees**

See also: What can each role do? (Cashier, Supervisor, Manager, Owner) (8.3) · Adding an employee (cashier, supervisor, manager) (8.2) · I forgot my PIN or password (8.7)

16.9 I cannot open Back Office

Back Office is for **Managers and Senior Managers** only. Cashiers and Supervisors are sent back. Sign in with a Manager or Senior Manager name and their password or PIN. At the till, Managers and Senior Managers choose **OPEN ADMIN** after signing in.

See also: Signing in every day (till and Back Office) (1.5) · What can each role do? (Cashier, Supervisor, Manager, Owner) (8.3)

16.10 The till shows the wrong mode (Retail, Restaurant or Repair Shop)

After switching mode in Back Office you must **reload the till screen** (close it and open it again, or press F5). See "Switching between Retail, Restaurant and Repair Shop".

See also: Switching between Retail, Restaurant and Repair Shop (1.10)

16.11 Stock numbers are wrong

- Do a **stocktake** or a **Quick Stock Adjustment** to set the real counted quantity (Products & Stock > Stock Level Management). The **Stock Level Trace** tab shows every stock movement.

- See what happened to an item: the **Stock on Hand**, **Received Stock / GRVs**, **Stocktake Adjustments** and **Moved Stock** reports.
- Remember: a refund only puts the item back into stock if you answer that it is **resellable and back in the shop**. Repair-shop parts come off stock when the customer **collects**.

See also: Counting your stock (stocktake) and correcting quantities (4.6) · Putting stock in: receiving a delivery or adjusting stock (4.5) · The detailed reports (about 50 of them) (6.5)

16.12 A page looks strange or a button does nothing

1. Press **F5** to reload the page. Your saved data is not lost.
2. If it is still wrong close TillFlow and open it again.
3. If it keeps happening note what you pressed and what you saw (a photo of the screen helps) and tell whoever supports you.

CHAPTER 17

Common questions

Quick answers.

17.1 Do I need the internet?

No. TillFlow Pro works **without internet**. Your information stays on your computer. Only the "job ready" WhatsApp/e-mail buttons and the other-device kitchen screens use a connection (your wifi) and only when you use them.

17.2 Can two computers or tills share one stock list?

Yes, on Windows. Set up shared tills under Back Office > Settings > Shared Tills: one computer is the main till and the others join it. How many tills you can connect is set by your licence (as many tills as your licence allows).

17.3 How do I delete a product?

Products cannot be deleted in this version - this keeps your old sales, reports and stock history correct. To stop using one, edit it and change its name (for example "OLD - Coke 330ml") and keep its quantity at 0.

▶ In the program: **Go to Products**

17.4 A box asks me to type or choose something

When TillFlow Pro needs you to type or choose something (a price tier, an order note, a tip, a customer, a table, a gift card amount, or the details of a return) it shows its own box in the middle of the screen with **OK** and **CANCEL**. **Enter** means OK and **Esc** means CANCEL. It works the same on Windows, Android and in a browser.

17.5 Is there loyalty points, coupons or lay-by?

Loyalty points and **gift cards / store credit** are available - switch them on under **Setup & Settings > Loyalty Program**. Coupons and lay-by are not in this version. Specials, combo deals and multi-buy deals are available too.

See also: Loyalty points: switching on and choosing the rules (5.2) · Gift cards: selling one at the till (5.5) · Putting a product on special for a period (4.16) · Combo deals, "3 for R50" and "buy 2 get 1 free" (4.17)

17.6 Does TillFlow work with my card machine?

TillFlow does not connect to a card machine. Take the payment on your card machine and then record it in TillFlow as **Card** (or EFT for bank transfers). Card refunds are also done on the machine first.

See also: Taking payment (cash, card, EFT, on account, split payments) (2.46) · Refunding an item or a whole sale (2.50)

17.7 How does VAT work?

Prices in TillFlow are **VAT-inclusive**. Quotes and invoices show "Includes VAT" using the **VAT %** you set under **Setup & Settings > Business Details** (use 0 for no VAT). Your VAT number is printed on them. The Reports list has Sales Tax and Sales Tax Detail reports.

▶ In the program: **Go to Business Details**

17.8 Can I use it on a tablet or touch screen?

Yes - the till and Back Office adjust to smaller touch screens, with larger buttons. The Windows program is the one with direct printing, the cash drawer, the real database file and the automatic backups.

17.9 I still cannot find my answer

Try the search box with different words, or look under **Troubleshooting**. If it is still unclear, contact whoever supplied TillFlow Pro to you and tell them what you were trying to do, what you pressed and what the screen said (a photo of the screen helps).

CHAPTER 18

Words explained (glossary)

Short explanations of words used in TillFlow Pro.

18.1 Glossary: what do these words mean?

Word	Meaning
POS / till	Point of sale - the screen where you sell.
Booking	A table reservation: the date, time, name, phone number and number of guests for a restaurant table.
Back Office	The management screens for Managers and Senior Managers.
SKU	Your own short code for a product (for example PAP-A4-500).
Barcode	The number under the stripes on a product. The scanner reads it.
Float	The cash you start the day with in the drawer.
Shift / till session	The period one cashier works on one till, from opening it to cashing up.
Cash drop	Moving cash from the drawer to the safe during the day.
Blind cash-up	Counting the drawer without being told what it should hold, so the count is honest.
Variance	The difference between the cash that should be there and the cash counted.
Finalize	A manager approves a cashier's closed shift.
GRV	Goods Received Voucher - the record of a delivery coming into stock.
PO	Purchase order - an order you send to a supplier (PO-0001).
Stocktake	Counting what is really on the shelf and correcting the system.
Margin	Profit as a percentage of the selling price.
On account	The customer takes the goods now and pays later.
Void	Cancelling an item or an unpaid sale before it is paid.
Refund	Giving the customer their money back for a paid sale.
Suspend	Putting a sale to one side to serve someone else.
Special	A temporary lower price for a product between two dates.
Combo / multi-buy	A deal such as "any 3 for R50" or "buy 2 get 1 free".
Short Menu	Quick buttons on the till for items without barcodes.
Tab / bill	A table's open bill in Restaurant mode.
Job card	The record of one repair job in Repair Shop mode.
Deposit	Money a customer pays up front towards a job.
Technician	The employee doing the repair.

CSV	A simple spreadsheet file that opens in Excel.

APPENDIX

What is new in each version

Newest first.

Version 0.9.73 - TillFlow Pro 0.9.73 - safety fixes from the reviewer's list

- Licence server (licence-server/api.php): removing a computer from a licence now needs proof from that computer when its place is locked to a security chip. Knowing the licence code and computer code is no longer enough.
- Licence server: CORS no longer says *. Only the Windows program, the Android app, localhost and tillflow.co.za / flowprosystems.co.za may read the answers.
- Program (shared/licence.js): Remove Licence signs the proof automatically. Message in Back Office if the server refuses.
- "30-day trial" wording fixed to 7 days (README, Help, Licence Maker, locked-feature card).
- Help: Moving a licence mentions the proof.
- NOT changed: Android signing key file, default login, shared-till server (see handoff). Older programs (0.9.72 and below) cannot free a chip-locked place by themselves any more; the supplier frees it from the admin page.

Version 0.9.72 - (not released yet)

- New report: **Reports > More reports > Sales by Supplier (what to pay each supplier)**. For the chosen dates it lists, per supplier, each product's quantity sold and returned, sales after returns, **Owed to supplier** (cost price x quantity, less returns) a...
- Help: topic "What do I owe each supplier? (Sales by Supplier)".
- Version 0.9.72.
- New **Suppliers** page (Back Office > Products & Stock > Suppliers): register a supplier once with contact person, phone, email, address, VAT number, bank details and a note; search, edit, remove from list, export list, and a button to the payout report. Na...
- Product form: the Supplier box now offers the registered suppliers (typing a new name still works) and stores the registered spelling when the name matches.
- Renaming a supplier renames it on every product that used it. Removing a supplier only removes the details.

Version 0.9.71 - (not released yet)

- Dates: today's date is now the computer's local date (South Africa) in Back Office report defaults, export/backup file names, stocktake reference, loyalty points, gift cards, job-quote default date, licence registration request date and the Licence Maker. B...
- Pop-ups: the question box (tfAsk) and the Back Office void box are now native dialogs (Esc closes them, the page behind cannot scroll). The main till pop-up (modal()) was NOT converted: a native dialog would hide the PIN lock screen, toasts and exit confirm...
- Back Office: wide tables are now keyboard-reachable named regions.
- Stocktake: input focus ring is visible again.
- Manifest: added a stable id (same as start_url, so installed copies keep their identity) and set theme colour to the brand blue.
- Help: topic "Today's date between midnight and 02:00".

Version 0.9.70 - (not released yet)

- Licence: a computer that has its licence no longer falls back to "the 7-day trial has ended" when the security chip is slow or the check fails once at start-up. It stays LICENSED while it checks again by itself every 30 seconds (no restart needed). Before, ...
- Licence: if a stored licence really cannot be checked, the sale-blocked message now says why instead of talking about the trial.
- Help: topic "The security chip lock" explains this.
- Version 0.9.70 (Windows, Android, service-worker cache).

Version 0.9.69

- Version bumped from 0.9.68 to 0.9.69 (Windows program, Android app, service-worker cache name). All earlier 0.9.68 changes are now in the 0.9.68 notes.
- The word "Flavour" is now "Variant" everywhere you can see it: the product form (Variant group), the "+ Variant" button, the Sales by Variant Group report, the Retail Settings switch "Use variant groups", the messages, and the Help topics. Old saved data is...
- Till: a scanned barcode is now matched ignoring spaces (also hidden ones), dashes, dots and capital letters, plus leading zeros. Before, a product whose barcode had a stray space inside (typed, pasted or imported) was found by search but not by the scanner....
- Till: if the scanner drops or adds the last check digit of a barcode, the till still adds the product when exactly one product fits.
- Products: spaces (including hidden ones) are removed from a barcode when the product is saved. Back Office barcode scan in the product form uses the same tolerant matching.
- Help: topic "A scanned item shows but is not added" explains the above.

Version 0.9.68

- Till > Reprint Slip: shows only the signed-in cashier's sales in her current till session (sales are tied to the cashier and session, not the till).
- Short Menu page: typing part of a name lists all matching products with an ADD button.
- Products: new "Add to short menu" button next to each product.
- Till: scanning works as soon as the till is open - no need to click the search box first (scanner keys are caught anywhere; Enter adds too).
- Till: a till session opens automatically when a cashier signs in (uses Default float); new Back Office toggle under Till Sessions. PAY no longer asks to open one.
- Reprint Slip: only the last 5, newest on top.

Version 0.9.67

- Till: one - and one + button beside CHANGE QTY, working on the selected sale line. CHANGE QTY now works (it used a pop-up the Windows program does not allow): it opens a box, or uses the number typed on the keypad.
- Till: keypad and buttons stay lined up on small screens.

Version 0.9.66

- Till scanning: barcodes now match even with extra leading zeros; if all matches are the same product it is added at once; clearer "No product has barcode X" message.
- Back Office > Settings > Database: BACK UP NOW, open backup folder, extra copy folder (memory stick/second drive/cloud).
- Restore screen: restore from a backup file, "This is a NEW store" (clears sales history, optional stock to 0).
- Help: extra copy, new store from a backup, scan problems.
- Windows files changed: main.js, preload.js, backup-store.js (upload the windows folder).
- Till: a scanned barcode (8+ digits) is added to the sale automatically, no Enter needed. Unknown barcodes show a clear message.

Version 0.9.65

- The function safety check (added in 0.9.62) now only warns and prints details; it can no longer stop a build.

Version 0.9.64

- Till: REMOVE (single item) no longer asks for a supervisor PIN or a reason. The item is removed at once and still recorded in the activity log (ITEM_REMOVED) with the cashier's name. VOID SALE (whole sale) still needs approval.

Version 0.9.63

- Till Menu > Till Session Report: when there is no till session (for example after Clear test sales, which removes sessions) it now shows a clear message with an OPEN A TILL SESSION button instead of a short pop-up.

Version 0.9.62

- Build safety net: scripts/check-functions.mjs + scripts/functions-baseline.txt. The build stops if any function that existed in an earlier version disappears. No program features changed.

Version 0.9.61

- Till Menu > Till Session Report shows only the current shift's report, no history. With no open session it says to open one first.
- (v0.9.60) "TillFlow Pro" header text small on the till.

Version 0.9.60

- Till: "TillFlow Pro" in the header is now small (the "Pro" part was staying big); company name stays large.
- Till Menu > Till Session Report shows only the current shift report (no history). Without an open session it tells you to open one first.

Version 0.9.59

- Windows program opens maximised (fits the screen).
- "TillFlow Pro" text smaller in Back Office and till header so the company name has room.
- Removed the extra "Home" chip from the Back Office breadcrumb (Back to Home stays).
- Till Sessions page lists previous (Robotill) till sessions.
- History: Sale Total, Cost of Sales, Profit and Margin columns, with a total row.

Version 0.9.58 - logo only on slips/invoices, bigger company name

- The TillFlow Pro icon and name are no longer replaced by the customer's logo in Back Office or the till.
- Display & Logo upload now only feeds till slips (black and white), quotes and invoices; Remove clears both.
- Company name is large at the top left of Back Office, the till and the restaurant till; "TillFlow Pro" is smaller; icon size unchanged.

Version 0.9.57 - Robotill history in every report, business logo upload

- Imported Robotill sales are now real sales in ALL reports (Sales per Day/Month, Itemised with cost and profit, Product Sales, Departments, Sales by Cashier, Payments/Card, Profit by Product/Category, Order History, Sale Detail, Tax Invoices, History, Home, ...
- Cashier worked out from card payments and till sessions; unit cost from imported Product Sales; days with only Sales Per Day (no sale lines) still use the daily totals; refunds from daily totals.
- A day is only used from Robotill when TillFlow has no sales of its own that day.
- Display & Logo: "Choose your logo" upload (resized, stored in settings.logoURL), preview, remove. Shown on Back Office and till top-left and on quotes/invoices.
- Help updated (Robotill history, Business logo, Clear test sales).

Version 0.9.56 - Cashiers for imported Robotill sales

- Home "Cashiers today", Sales Summary and cashier reports now show cashier names (sales, total, cash, card, profit) for imported Robotill days.
- Robotill does not store the cashier per sale, so it is worked out: card payments (same amount, within 20 min) first, then the till session open at that time (latest opened wins if two overlap). Estimate; help updated.

Version 0.9.55 - Recovery code (instead of a master password)

- Each shop gets its own recovery code (20 characters, stored only as a hash in tfpro_recovery_v1). Made automatically at the end of first-time setup and shown once; Senior Manager can make a new one under Back Office > Employees > Recovery code (current pass...
- First screen: "Forgot your PIN or password? Use my recovery code": enter the code, choose the Senior Manager, set a new PIN (and optionally a new Back Office password). Duplicate PINs refused. 5 wrong tries lock it for 15 minutes. Nothing is deleted.
- Help: "Making and using your recovery code"; "I forgot my PIN or password" updated.
- No master password on purpose: it would be a back door in every copy of the program.

Version 0.9.54 - Version number shown

- The version number now shows under the TillFlow Pro name in Back Office, on the Back Office sign-in screen and on the till screen. It is written into shared/version.js by scripts/sync.mjs from windows/package.json, so it can never disagree with the build. H...
- Help: "Which version of TillFlow Pro do I have?"

Version 0.9.53 - Scale switch and "which store is this?"

- Add/Edit product: new switch "I sell items by weight on a scale" (OFF by default). The Scale code (PLU) box is hidden until it is switched on (and still shown for a product that already has a code). Same setting as Retail Settings > Enable scale barcodes.
- First-time setup has "Which store is this computer for?": main store, or another branch with its own name (for example Pretoria Branch). The branch name is used on the till and in Head Office.
- Help updated (first-time setup, scale labels, adding a product).

Version 0.9.52 - Robotill history now counts in sales figures

- Imported Robotill daily totals (sales, refunds, cost, number of sales, card/cash) are added to the Home page (today/week/month and 14-day chart), Sales Summary, Sales per Month and Profit & Loss, only for dates with no TillFlow sales (TillFlow wins on the c...
- Product/category/cashier breakdowns remain TillFlow-only; full Robotill detail stays under Reports > Robotill history (imported).

Version 0.9.51 - Clear test sales

- NEW Back Office > Settings > Database > "Clear test sales (start fresh)" (Senior Manager only, type CLEAR, backup saved first). Clears the current branch's sales, refunds, till sessions, open tabs/kitchen tickets and resets sale numbers to 1; optional expen...
- Help: "Clearing my test sales before going live".

Version 0.9.50 - Import Robotill history

- NEW Products & Stock > Import / Export CSV > "Import Robotill history": pick many Robotill files at once; they are recognised by their headings. Till Sessions, Sales Per Day, Sales Per Month, Sale Detail By Date (grouped into sales), Card/Cash Payments, Sal...
- NEW Reports group "Robotill history (imported)" with 7 reports, date filter, preview (first 3,000 lines) and full CSV export.
- Product importer now points history files to the new box. Tested with all 14 supplied files (about 1.4 MB archive).

Version 0.9.49 - Import: report files are recognised and refused clearly

- Robotill report files (Till Sessions, Sales Per Day/Month, Card/Cash Payments, Items Sold, Sale Detail, Sales By Cashier, Departments, Product Sales, Profit and Tax) are no longer treated as products. The screen says plainly that only products can be imported.
- A file with a name column but no price/cost/qty/code/barcode is refused as "a report" (stops cashier lists being loaded as products).
- Tested with all 14 Robotill files supplied: Product Price List and both Stock On Hand files import (4,629 products); the other 11 are refused with a clear message.

Version 0.9.48 - Import straight from Robotill

- Import CSV now recognises Robotill files (Product Price List, Stock On Hand, Actual Stock On Hand): Description→name, StockCode→SKU, UnitCost/Cost, PricewithTax→price, Price2/Price3->trade/wholesale, StockOnHand→qty (negative becomes 0), "Default" categ...
- Robotill duplicates handled: repeated short codes dropped, repeated barcodes kept once, same-name products told apart with the last 4 barcode digits.
- Help: "Importing straight from Robotill".

Version 0.9.47 - Online Head Office

- NEW shared/headoffice.js: each shop (till screen) sends its stock list to your own Head Office page about once a minute and collects changes typed there (price, cost, trade/wholesale price, minimum, stock set/add, new items, name/code/barcode/category). Onl...
- NEW Back Office > Settings > Head Office Support: address, Shop ID, Secret key, on/off, Test connection, last-sync status.
- NEW headoffice-server/ (PHP + SQLite, for Xneelo hosting): login page, shop list with Online/Offline, stock search, edit/add, changes log with Done/Waiting/Refused, per-shop secret key, lock-out after 10 wrong attempts.
- Changes wait if a sale/window is open on the till. Duplicate barcode/name on add is refused and reported back. All changes written to the Audit log as "Head Office".
- CSP connect-src now allows https: (so any hosting address works). Service-worker cache tfpro-retail-v0947.
- Help: new "Head Office (remote access)" section; "Two tills" wording changed (licence decides how many tills).

Version 0.9.46

- First screen: "This shop already has a TillFlow Pro running? CONNECT TO IT" (Windows). A new computer joins the main till directly, without creating a new shop profile.
- Help updated (Connecting a SECOND TILL).

Version 0.9.45

- Login: if two employees share a PIN, the login screen now lets you pick who you are instead of blocking.
- Employees: saving a PIN already used by another employee is refused.

Version 0.9.44 - (includes v0.9.42 and v0.9.43)

- Flavour groups: optional "Flavour group" on a product, "+ Flavour" button copies details to a new flavour, report "Sales by Flavour Group", switch in Retail Settings.
- "Owner" is now shown as "Senior Manager" on screens (the role itself is unchanged).
- Branches in Back Office settings (add / rename / remove, no limit).
- Till Session Report shows total, card and cash sales.
- Short Menu scan box. Stock import limit 10,000 rows / 5 MB.
- Help updated.

Version 0.9.41 - TillFlow icon lines up on every till screen

- Restaurant and Repair Shop till headers showed an empty gap where the TillFlow icon should be (a white symbol on a transparent box). They now show the same TillFlow icon as the Retail till and Back Office.
- The "Till locked" screen now uses the real TillFlow icon at a fixed 56 px size instead of a symbol character.
- Version 0.9.41.

Version 0.9.40 - Restaurant: print the bill before it is paid

- New **BILL** button on the table order screen (restaurant.js restBill). Prints the table bill on the receipt printer (print-core.js printBill): "BILL / NOT YET PAID", items, total, tip, "Please pay your waiter". No printer: opens the browser print window.
- The table stays open and unpaid; no sale, stock or cash-up change until it is paid. Tab records billedAt, billedBy, billTotal, billCount; each print logged (TAB_BILL).
- Table plan: **BILL PRINTED · UNPAID** (yellow) and **BILL OUT OF DATE** (red) when items changed afterwards. Order screen: yellow strip with time, or warning to print again. After a (split) payment the bill flag resets.
- Warns if items have not been sent to kitchen/bar yet.
- Back Office report **Open Tables & Unpaid Bills** (Restaurant group).
- Help: new topic "Printing the bill before the customer pays"; order topic links to it.

Version 0.9.39 - A4 / A5 invoices and reprints (Back Office)

- Back Office > History > Sales > VIEW / REPRINT now has **PRINT A4 INVOICE** and **PRINT A5 INVOICE** (plus the existing duplicate slip) and a **Mark as COPY** tick. Works for any sale from any till/branch you may see; quotations print as QUOTATION.
- Customers > Statement > All purchases: **A4** / **A5** buttons per sale.
- Invoice shows: business name/address/phone/email/VAT no, TAX INVOICE (if VAT number) or INVOICE, number (INV-0012, branch prefix for other branches), date, bill-to customer (name, phone, email, address), items, total excl. VAT / VAT / total incl. VAT (from ...
- History search box now works (sale number, customer, cashier, total, date) - it was previously ignored.
- Printing uses its own page size (@page A4/A5) so nothing else on the page prints; every print is logged (PRINT_INVOICE).
- Help: new topic "Printing an A4 or A5 invoice (or reprinting one)"; Reprint topic links to it.

Version 0.9.38 - Loyalty points, gift cards and store credit

- Earned at the till when a customer is chosen: floor(money paid by cash/card/EFT/gift card, minus gift-card lines sold, x points per R1). Not earned on the unpaid account part or on the part paid with points.
- New payment method **Loyalty points** (needs a customer; capped at spendable value; minimum points rule; can be combined with other methods through Split payment).
- Back Office: Points column on Customers, Loyalty points section on the customer Statement with manual add/remove and history. Data: db.loyalty ledger (earn / redeem / adjust).
- Till Menu: **Sell Gift Card** (adds a line "Gift card GC########"; the card is created when the sale completes) and **Gift Card / Points Balance**.
- New payment method **Gift card** (type or scan number; shows balance; cannot exceed balance; cancelled cards refused; cannot buy a gift card with a gift card).
- Back Office > Customers > Gift cards & store credit: issue (store credit instead of refund), add/remove, cancel, history, total still owed. Data: db.giftCards, db.giftTx.

Version 0.9.37 - Advanced profit and stock analysis reports

- **Profit by Product** - qty, sales, cost of sales, gross profit, margin %, best profit first, with totals.
- **Profit by Category** - the same by category.
- **Slow-Moving Items** - items that sell but whose stock would last more than N days (setting slowDays, default 90, Retail Settings) at the selling speed in the chosen dates; stock value tied up; last sold.
- **Dead Stock** - items with stock that did not sell at all in the chosen dates; money tied up; last sold date and days since.
- **Stock Turnover** - by category and total: cost of stock sold, stock value now, turns per year, days to sell the stock.

Version 0.9.36 - Smart stock reordering (switchable) and a switch for account sales without a customer

- Setup & Settings > Retail Settings: new tick box **Smart stock reordering (suggest orders from your recent sales)** and three numbers: sales history days (30), order enough for days (14), supplier delivery days (3).
- Off: Stock Running Low works exactly as before (items at or below minimum, suggest twice the minimum).
- On: Stock Running Low also shows **Sold (N days)** and **Days of stock left**. Items are listed if at/below minimum OR they will run out within the delivery time. Suggested quantity = average daily sales x (order days + delivery days), less stock on hand an...
- Nothing is ordered automatically: the user edits the quantities, ticks items and presses Create supplier order(s) as before.
- New tick box **Allow sales on account without choosing a customer** (Retail Settings), off by default (so the v0.9.33 rule "choose the customer first" stays). When ticked, a walk-in account sale is allowed; account limits still apply to named customers.
- New topic "Smart stock reordering"; "Seeing what is running low", "Selling on account" updated.

Version 0.9.35 - Combos of two or three different items

- **Combo Deals** can now be made of **two or three different items** for one price (for example burger + chips + cooldrink for R90). Back Office > Products & Stock > Combo Deals has a new optional **Item 3**; leave it as "none" for a two-item combo. Existing...
- The deal applies only when **all** the items are on the sale. It repeats (two meals = two sets); extra items are charged at the normal price. The saving is spread over the items in proportion to their prices and the deal name shows on each sale line.
- The same product cannot be used twice in one combo.
- Saved deals list and the Combo Deals Used report show all three items.
- Help: "Combo deals" topic updated.
- Burger R60 + Chips R30 + Cooldrink R20, combo R90: three items = R90.00; only two of them = no combo applied; Pie + Cooldrink combo R35 still works; meal plus one extra drink = R110.00.

Version 0.9.34 - Scale barcodes (weigh-and-price labels)

- New product field **Scale code (PLU)** (Back Office > Products). A stock code (SKU) that is only numbers also works as the item code.
- New **Retail Settings** section: Enable scale barcodes, label starts with (default 2, several allowed like 2,20), digits for item code (default 6), digits for price/weight (default 5), label holds price (cents) or weight (grams), optional extra check digit ...
- **Test a scale label** box in Retail Settings: scan or type a label and see what the till will make of it, with the settings as currently typed (nothing is saved or sold).
- Till: a scanned label becomes its own sale line (e.g. Beef Mince 0.752 kg = R67.60). Price labels: the label price is exact (weight is worked out from the product's price per kg). Weight labels: price = weight x price per kg. Stock goes down by the weight (...
- Normal barcodes still work first; only labels matching the scale settings are read as scale labels. A wrong EAN-13 check digit is refused. Messages tell the cashier what to fix (unknown item code, no price per kg).
- The old unused "Scale barcode prefix" box (97900) is replaced.

Version 0.9.33 - Customer account limits and debtor reports

- A sale **on account** now needs a customer. If none is chosen the till says so and nothing is saved.
- The customer's **Account limit** (Back Office > Customers) is now enforced at the till. A sale that would take the customer over the limit is refused, with a message showing what they owe and what the sale adds. A limit of 0 or blank = no limit. A sale that...
- Choosing a customer shows what they owe and their limit.
- Fixed: pressing CUSTOMER and leaving the name blank (meant to be walk-in) used to pick the first customer in the list. It now clears the customer.
- stats-core.js is now loaded by the till page (it was only loaded in Back Office).
- New **Aged Debtors**: what each customer owes, split into 0-30, 31-60, 61-90 and over 90 days (by sale date, payments taken off the oldest sales first), with totals.

Version 0.9.32 - Real licensing and working security switches

- 7-day free trial (no payment to download and try): everything works for 7 days, then new sales are blocked until a licence is activated (records, reports, backup and export still work; Restaurant, Repair Shop, Shared tills, Expenses and Profit & Loss, Speci...
- Real activation keys: each computer sends a registration code (TFR1...), you make a machine-locked key (TFL1...) in the private **Licence Maker**, the customer pastes it in Back Office > Licensing. Signed with ECDSA P-256; the program only holds the public ...
- Packages: 1, 3, 5 and 10 computers. The Licence Maker keeps a list of seats and refuses to go over the package.
- Computer code: on Windows from the Windows machine id; in a browser/Android from a random id kept in browser storage (weaker).
- Trial start and "latest date seen" are also kept in two small files on Windows (userData and Documents\TillFlow Data), so clearing browser data or turning the clock back does not restart or extend the trial.
- The licence is per computer: it is NOT copied between tills that share a shop.

Version 0.9.31 - Expenses and Profit & Loss

- Record business expenses in five categories: **Rent, Salaries, Marketing, Utilities, Other**.
- Each expense has a date, category, description and amount. You can **edit** or **delete** it (delete asks first). Every add, change and delete is written to the History log.
- Period buttons: This month, Last month, This year, All, or your own dates.
- Shows the **total** and a block for **each category** with its share of the total.
- **EXPORT CSV** for Excel.
- Expenses recorded in older versions (categories such as Wages or Transport) are kept, counted in the totals and shown as "(older)". They can still be edited.

Version 0.9.30 - Two tills sharing one shop (TEST VERSION) and the till icon

- One computer is the **MAIN TILL**. It keeps the shop's one real copy (stock, sales, customers, jobs, tabs, settings) in its database file.
- Other computers are **SECOND TILLS**. They show and update the same information over your shop network. A sale on one till lowers the stock on the others within a few seconds.
- **Set-up**: on the main till press *Turn on sharing* and note the address and access code. On the other computer type them in, press *Test the connection*, then *Connect this till*. A safety copy of that computer's old information is saved first.
- **Sale numbers never clash.** The main till hands each till a block of 10 numbers at a time.
- **Each till keeps its own printer, cash drawer, kitchen-slip and receipt-width settings.** They are not shared.
- **If the main till is off or the network drops**, a second till keeps selling. Everything is saved on that till and sent automatically when the main till is back. The screen shows MAIN TILL NOT REACHABLE meanwhile.

Version 0.9.29 - Help section and Business Details

- **111 answers in 14 subjects**: Getting started, Selling at the till, Till sessions and cash-up, Products and stock, Customers and accounts, Reports and the Home page, Employees/roles/security, Restaurant mode, Repair Shop mode, Printers and cash drawer, Ba...
- **Search box**: type a question in everyday words ("refund", "add a cashier", "printer not printing", "3 for the price of 2"). The best answers come first. A subject list on the left shows every answer in a subject.
- **Popular questions** on the start page; tap an answer to open its numbered steps.
- **Go to ...** buttons jump straight to the right Back Office page (for example "Go to Business Details"). **Related** buttons jump to other useful answers.
- Works on a phone-width screen.
- Every button name quoted in the answers was checked against the program, so the steps match what you see on screen.

Version 0.9.28 - Edit and delete menu items, bigger till keypad

- Every category group, category and sub category now has **Edit** and **Delete** buttons.
- **Edit** lets you type a new name. Everything that belongs to it follows automatically: the menu items inside it and their kitchen/bar routing. A name that is already used next to it is refused.
- **Delete** asks "Are you sure?" first. Anything inside it (categories and sub categories) is deleted too, and the menu items that were in it are **moved to "General"**, not deleted - you can put them in another place under "Put menu items in the menu". "Gen...
- The number keypad, the UP / DOWN / REMOVE buttons and the right-hand buttons (PAY, PRODUCT SEARCH, DISCOUNT, CHANGE QTY, SUSPEND SALE, VOID SALE) are bigger. They now fill 80% of the height of the till area, and the number text is larger.
- Small screens and tablets are unchanged.

Version 0.9.27 - Repair Shop extras

- Buttons **QUOTE** and **INVOICE** on every job card.
- A neat A4 page opens on screen with your business details (Back Office > Settings > business profile), the customer, the job, the labour and parts, totals and VAT.
- The quote shows "Valid until" (default 14 days; change in Settings > Printing). The invoice shows deposits already paid and the balance due, plus your banking details and terms.
- Press **PRINT / SAVE AS PDF**. Choose your printer, or "Save as PDF" to email it. CLOSE (or Esc) returns to the job.
- Photos panel on the job card: **ADD PHOTO** (on a tablet this can use the camera). Up to 8 photos per job.
- Tap a picture to see it big; DELETE PHOTO removes it. Each photo remembers who added it and when.

Version 0.9.26 - Logo on receipts and job slips

Version 0.9.25 - Kitchen and Bar screens on other devices

- The till program must stay open on the till computer (on the till screen, not Back Office) for new tickets to reach the other devices. If it is not, the other device shows a red "No contact with the till" bar.
- Only devices on your own network can reach it, and each needs the access code. Six wrong codes lock that device out for a minute.
- Nothing is stored on the other device. All records stay in the till computer's database.
- READY on the other device also shows on the till's own Kitchen screen, and the other way round.
- In a normal web browser, and in Retail or Repair Shop mode, this is not available.
- New: Developer-Source/windows/kds-server.js (plain Node http server, port 8787) and kds-page.js (the screen that is served; no inline scripts, strict security policy).

Version 0.9.24

Version 0.9.23 - Search job cards in Back Office

Version 0.9.22 - Open job cards in Back Office

- You can change the details (customer, phone, item, problem, technician, due date, estimate) and press SAVE CHANGES.
- You can add notes.
- "Show all jobs" includes collected and cancelled jobs.
- Labour, parts, deposits, status changes and payment are still done at the till.

Version 0.9.21

Version 0.9.20 - "Workshop" is now called "Repair Shop"

Version 0.9.19 - Clearer deposit screen (Workshop)

Version 0.9.18 - Fold-away sections

- **Tables** starts folded away, so the long table list no longer pushes everything else down the page. Click "Tables" to open it.
- Your open/closed choices are kept while you work on the page.
- Nothing else changed. (Also includes the v0.9.17 database file: see CHANGES-v0.9.17.md.)

Version 0.9.17 - Real database file (Stage 5)

- Every sale, product, customer, staff member, table, job card and setting is copied into the file a moment after it is saved.
- When the program opens, everything is loaded from the file. If the browser storage was cleared, or the program was reinstalled, your records come back by themselves.
- First start after this update: your existing records are copied into the new file automatically. Nothing is lost.
- If the file is ever damaged, it is set aside (never deleted) and a new one is started from your saved records.
- Back Office > Setup & Settings > **Database** shows the file location, size, number of records and last save time, and has an "Open the database folder" button.
- The till and Back Office work exactly as before. Nothing changed in how you use them.

Version 0.9.16 - Menu: groups, categories and sub categories (Restaurant)

- A group, category or sub category can only be removed when it is empty.
- **On the till** the waiter sees the groups first. Tapping a group shows its categories; tapping a category shows its sub categories. Items placed directly at a higher level show under the "All ..." button of that level.
- **Kitchen / bar routing** lists every level. A category or sub category follows the level above it unless you choose something different (e.g. Drinks to the Bar, but Drinks > Hot drinks to the Kitchen).
- A menu built with the earlier two-level test version still opens: its top names are read as groups and the names under them as categories.

Version 0.9.14 - Workshop mode (job cards)

- **Job board**: all job cards as cards with job number, status colour, customer, item, technician, due date (red OVERDUE) and the amount so far. Filter by Open / Booked in / In progress / Waiting / Ready to collect / Overdue / Collected / Cancelled / All, an...
- **New job card**: pick an existing customer or type a new one (it is saved as a customer so statements and accounts work), what the item or job is, the problem or instructions, technician, due date and an optional estimate.
- **Job details**: move the job through Booked in > In progress > Waiting (parts / approval) > Ready to collect; add dated notes; every status change is recorded with who did it.
- **Labour and parts**: labour in hours at your hourly rate (set in Back Office), parts picked from stock (stock is reduced when the customer collects), or any other charge.
- **Deposit**: taken as a normal sale (cash, card or EFT) so your till session and cash-up stay correct. It is taken off the job when the customer collects.
- **Collect & pay**: only when the job is Ready to collect. The basket is the job's lines less any deposits; the normal payment window (split payments, change, on account) is used. The job is then Collected and linked to the sale.

Version 0.9.13 - Receipt printer and cash drawer

- After a sale: receipt prints automatically (if switched on) and the drawer opens for cash. The "sale complete" window has a **PRINT RECEIPT** button.
- **Till Menu > Reprint Slip**: reprint is clearly marked DUPLICATE.
- **Till Menu > Open Cash Drawer**: needs a Supervisor/Manager PIN and a reason, opens the real drawer and is logged (CASH_DRAWER_OPENED).
- **Restaurant mode**: pressing SEND ORDER prints a slip at the kitchen and/or bar printer. A void after sending prints a CANCELLED slip.
- Receipt shows business name, phone, VAT number, items, total, VAT included, payments, change, tip (not in total), waiter and table.
- Tested here with a simulated printer connection and a network test server. NOT tested with a real printer or drawer, and the Windows installed-printer path (raw job through the Windows print spooler) has not run on a real Windows computer. Please test on on...

Version 0.9.12 - Restaurant mode

- **Table plan**: tables show Free (green), Open tab (orange) or Ready to serve (bright green) with waiter, amount and how long the table has been open. A Takeaway / Counter button opens a bill without a table.
- **Open a table**: tap a free table, enter the number of guests. The signed-in employee becomes the waiter.
- **Order screen**: menu categories and search, tap items to add. EXTRAS / NOTE adds ticked extras (price added) and a kitchen note such as "well done".
- **SEND ORDER**: sends only the new items. Each item goes to the Kitchen or the Bar (or nowhere) according to its category (set in Back Office). Sent items are marked "sent"; adding more later sends only the new ones.
- **Kitchen and Bar screens**: tickets with table, waiter, minutes waiting, extras and notes. READY moves a ticket to "Ready to serve" (the table turns bright green on the plan), SERVED clears it.
- **VOID ITEM**: reason required. Items already sent to the kitchen/bar need a Supervisor/Manager PIN and put a red CANCELLED ticket on the Kitchen/Bar screen.

Version 0.9.2 - — Simplified Till Menu / Supervisor Controls

- Cash Drop now asks for reason, amount, approver and PIN *before* recording.
- Withdraw Cash already required supervisor PIN; it remains so.
- Refund Item / Refund Sale workflows now select a paid transaction, validate the original quantities and refund balance, require approver PIN and record the refund after confirmation. For **Card/EFT**, process the actual refund in the external terminal/bank ...
- The Cash Drawer action checks approval and records **request only**; physical drawer opening still requires a supported hardware integration and does not occur from this prototype.
- Till Session Report shows cashier-safe details and print preview, never the expected cash before declaration.
- No secure licence server, native printing/physical drawer driver, or protected database is part of this HTML test build. This is for evaluation only.

INDEX

All topics A to Z

A box asks me to type or choose something 17.4 · p. 88

A licence only works in the program it was bought for 15.2 · p. 80

A page looks strange or a button does nothing 16.12 · p. 87

A quick tour of Back Office (what every menu does) 1.6 · p. 11

A scanned item shows but is not added, or says it has no barcode 2.44 · p. 24

A simple daily routine (opening and closing the shop) 14.8 · p. 78

Activating online with a licence code (easiest) 15.3 · p. 80

Adding a product 4.2 · p. 33

Adding an employee (cashier, supervisor, manager) 8.2 · p. 54

Adding another variant of a product 2.28 · p. 20

Adding labour, parts and other charges 10.5 · p. 66

Adding or editing a customer 5.1 · p. 43

Adding photos to a job card 10.7 · p. 67

Adding your business logo (till slips and invoices) 1.2 · p. 9

Adding, renaming or removing a branch 4.18 · p. 41

Automatic backups (what happens by itself) 14.1 · p. 76

Back Office login with your code 2.41 · p. 23

Back up now and the extra copy folder 14.4 · p. 77

Before you start trading: what to check 1.11 · p. 13

Booking in a new job (new job card) 10.2 · p. 65

Building the menu: category groups, categories and sub categories 9.4 · p. 59

Business details are optional 2.42 · p. 23

Business name and registration number on every receipt 2.13 · p. 17

Can I use it on a tablet or touch screen? 17.8 · p. 89

Can two computers or tills share one stock list? 17.2 · p. 88

Cancelling a job 10.11 · p. 68

Cash drop and petty cash (taking cash out of the drawer) 2.52 · p. 27

Cash-up: card total, swipe count and float 2.9 · p. 17

Cash-up: Print and Submit, and reprinting the receipt 2.10 · p. 17

Change a payment method (Cash recorded as Card, or Card as Cash) 2.37 · p. 22

Changing an employee's PIN or details 8.4 · p. 55

Changing many prices at once (bulk price change) 4.4 · p. 33

Changing my own password and PIN (Senior Manager or any manager) 8.1 · p. 54

Changing or deleting an expense 7.2 · p. 52

Changing the admin password 8.6 · p. 55

Changing the quantity on the till (- and +) 2.5 · p. 16

Changing the wording on the receipt (header, footer, VAT number) 11.2 · p. 69

Choosing a customer for a sale 2.48 · p. 25

Clearing my test sales before going live 14.2 · p. 76

Closing the program with the ESC key 2.12 · p. 17

Collecting and paying for a job (Collect & pay) 10.10 · p. 67

Combo deals, "3 for R50" and "buy 2 get 1 free" 4.17 · p. 40

Connecting a SECOND TILL 12.3 · p. 72

Connecting a shop to Head Office 13.2 · p. 74

Cost, retail, trade and wholesale prices 4.21 · p. 42

Counting your stock (stocktake) and correcting quantities 4.6 · p. 34

Customer points: statement and adjusting 5.4 · p. 44

Dashboard sales: Refresh Sales and automatic refresh 2.11 · p. 17

Deleting a product 2.29 · p. 20
Discount, service charge and deals on a table 9.16 · p. 64
Do I need the internet? 17.1 · p. 88
Does TillFlow work with my card machine? 17.6 · p. 88
Editing a product or changing one price 4.3 · p. 33
Ending your shift: the blind cash-up 2.56 · p. 29
Entering your activation key (Step 2) 15.5 · p. 81
Entering your business details (name, address, VAT number, banking) 1.8 · p. 12
Exporting products, sales or activity to Excel 4.15 · p. 40
Extras and modifiers (extra cheese, no ice...) 9.3 · p. 58
Finalising a cashier's cash-up 3.1 · p. 31
Finding a job on the job board 10.3 · p. 65
Finding an old sale, voids and the activity log 6.6 · p. 51
First-time setup: creating your Owner profile 1.3 · p. 10
Float on the cash-up 2.30 · p. 20
Gift cards and store credit: issue, add, remove and cancel 5.7 · p. 45
Gift cards: paying with one 5.6 · p. 45
Gift cards: selling one at the till 5.5 · p. 45
Giving a discount 2.47 · p. 25
Glossary: what do these words mean? 18.1 · p. 91
Good to know: limits of shared tills 12.6 · p. 72
Head Office changes reach the shop (Back Office or till) 2.36 · p. 22
Head Office says Offline or a change was Refused 13.3 · p. 75
Head Office staying online at night 2.31 · p. 21
Holding an item and firing it later 9.17 · p. 64
How do I delete a product? 17.3 · p. 88
How does VAT work? 17.7 · p. 89
How the 7-day free trial works 15.1 · p. 80
How to use this Help section 1.7 · p. 12
I cannot open Back Office 16.9 · p. 86
I forgot my PIN or password 8.7 · p. 56
I still cannot find my answer 17.9 · p. 89
Importing a stocktake from the phone app 2.34 · p. 21
Importing products from a spreadsheet (CSV) 4.13 · p. 38
Is there loyalty points, coupons or lay-by? 17.5 · p. 88
Join products that are in the list more than once 2.18 · p. 18
Keeping your Robotill history (sessions, sales, payments) 4.14 · p. 39
Logging in to the till with just your code 2.23 · p. 19
Logging out and back in on the till 2.27 · p. 20
Loyalty points at the till: earning and spending 5.3 · p. 44
Loyalty points: switching on and choosing the rules 5.2 · p. 43
Make a barcode for a product that has none 2.22 · p. 19
Making a sale (scan, choose, pay) 2.3 · p. 15
Making and using your recovery code 8.8 · p. 56
Moving a job through its stages 10.4 · p. 66
Moving a licence to another computer 15.7 · p. 82
Moving TillFlow to a new computer 14.6 · p. 78
Moving your product list to another store (export, then import) 2.38 · p. 22
My products, customers or sales have disappeared 16.7 · p. 86
One product with more than one barcode 2.17 · p. 18
Opening a new store from a backup (clear sales history) 14.5 · p. 77
Opening the cash drawer without a sale 2.55 · p. 29
Opening your till shift (do this before your first sale) 2.2 · p. 15
Payment screen: Cash and Card buttons 2.33 · p. 21
Print shelf labels (price and barcode) 2.16 · p. 18
Printing a customer statement 5.12 · p. 48
Printing a quote or an invoice for a job 10.6 · p. 66
Printing a receipt 2.57 · p. 30

Printing an A4 or A5 invoice (or reprinting one) 2.54 · p. 28
Printing in a normal web browser 11.5 · p. 70
Printing kitchen and bar slips 9.11 · p. 61
Printing the bill before the customer pays 9.13 · p. 62
Product Lookup, A-Z lists and the cashier name at the top 2.8 · p. 16
Profit and stock analysis: margins, slow movers, dead stock and stock turnover 6.3 · p. 49
Putting a product on special for a period 4.16 · p. 40
Putting menu items into the menu 9.6 · p. 59
Putting stock in: receiving a delivery or adjusting stock 4.5 · p. 34
Putting your logo on receipts and job slips 11.3 · p. 70
Reading the Profit & Loss page 7.3 · p. 52
Receiving a payment from a customer on account 5.10 · p. 47
Recipes and ingredients 9.18 · p. 64
Recording a business expense 7.1 · p. 52
Refunding an item or a whole sale 2.50 · p. 26
Registering this computer (Step 1) 15.4 · p. 81
Registering your suppliers (Suppliers page) 4.11 · p. 37
Renaming or deleting a group, category or sub category 9.5 · p. 59
Reports about till sessions and payments 3.2 · p. 31
Reports for points and gift cards 5.8 · p. 46
Reprinting a receipt or looking up an old sale 2.53 · p. 28
Restaurant reports (waiters, tips, voided items) 9.19 · p. 64
Restoring from a backup (new or reset computer) 14.3 · p. 77
Sale numbers on shared tills 12.5 · p. 72
Scan box is slow or lags 2.14 · p. 18
Scan Stocktake: counting stock by scanning barcodes 4.7 · p. 35
Scanning a barcode says "Product not found" 16.2 · p. 84
Scanning a scale label at the till 2.45 · p. 24
Seeing the cost price and changing a price at the till (Manager) 4.10 · p. 37
Seeing today's, this week's or this month's sales (Sales summary) 6.2 · p. 49
Seeing what is running low and reordering 4.8 · p. 36
Selling by weight: scale barcodes (butchery, deli, fruit and veg) 4.1 · p. 32
Selling items without barcodes (Short Menu) 2.4 · p. 15
Selling on account (customers who pay later) 5.9 · p. 46
Sending items to the Kitchen or the Bar 9.7 · p. 60
Setting up the cash drawer 11.4 · p. 70
Setting up the MAIN TILL 12.2 · p. 71
Setting up the receipt printer 11.1 · p. 69
Setting up the Short Menu (quick buttons) 4.20 · p. 42
Setting up your tables 9.2 · p. 58
Showing the kitchen and bar on another device (tablet, phone, spare PC) 9.10 · p. 61
Signing in every day (till and Back Office) 1.5 · p. 10
Slip prints by itself after a sale 2.39 · p. 22
Slips: automatic printing and thermal printers 2.7 · p. 16
Smart stock reordering (suggested orders from your sales) 4.9 · p. 36
Stock Cost & Retail Value report 2.40 · p. 23
Stock export now has extra barcodes 2.35 · p. 22
Stock import skips products or says "Invalid or duplicate row" 2.15 · p. 18
Stock numbers are wrong 16.11 · p. 86
Stopping an employee from using the till (Deactivate) 8.5 · p. 55
Supplier orders (purchase orders) and receiving against an order 4.12 · p. 38
Suspending a sale, removing an item, or voiding the whole sale 2.49 · p. 26
Switching between Retail, Restaurant and Repair Shop 1.10 · p. 13

Table bookings (reservations) 9.15 · p. 63
Taking a deposit 10.9 · p. 67
Taking an order at a table (waiter) 9.8 · p. 60
Taking payment (cash, card, EFT, on account, split payments) 2.46 · p. 25
Taking payment, tips and splitting the bill 9.14 · p. 62
Telling the customer the job is ready (WhatsApp or e-mail) 10.8 · p. 67
The "connect to a running TillFlow Pro" message 2.26 · p. 20
The cash drawer does not open 16.4 · p. 85
The database file (what it is and how to see it) 14.7 · p. 78
The detailed reports (about 50 of them) 6.5 · p. 50
The kitchen screen on another device does not load 16.5 · p. 85
The receipt printer prints nothing (or prints rubbish) 16.3 · p. 84
The security chip lock (Windows) 15.6 · p. 82
The Till Menu (nine extra actions) 2.51 · p. 27
The till says "Open your till shift before checkout" 16.1 · p. 84
The till says the Supervisor or Manager PIN is wrong, or no approver exists 16.8 · p. 86
The till screen explained (what each button does) 2.1 · p. 14
The till shows the wrong mode (Retail, Restaurant or Repair Shop) 16.10 · p. 86
The WhatsApp or e-mail button for "job ready" does not work 16.6 · p. 85
Till session history and cashier history (Robotill) 2.19 · p. 19
Till session opens by itself when a cashier signs in 2.6 · p. 16
Time on the till slip 2.24 · p. 20
Today's date between midnight and 02:00 2.25 · p. 20
Turning on Repair Shop mode and setting the labour rate 10.1 · p. 65
Turning on Restaurant mode 9.1 · p. 58
Turning sharing off or disconnecting a till 12.7 · p. 73
Understanding the Home page 6.1 · p. 49
Using the Kitchen and Bar screens 9.9 · p. 60
Variants of the same item (Lay's Tomato, Cheese, Cream Cheese) 4.19 · p. 41
Viewing or editing a job card in Back Office 10.12 · p. 68
Voiding an item or moving a table 9.12 · p. 61
What "tills sharing one shop" means 12.1 · p. 71
What can each role do? (Cashier, Supervisor, Manager, Owner) 8.3 · p. 55
What do I owe each supplier? (Sales by Supplier) 6.4 · p. 50
What happens if the main till is off or the network drops 12.4 · p. 72
What Head Office does and what it needs 13.1 · p. 74
What is TillFlow Pro and how is it organised? 1.1 · p. 9
What the Security tick boxes do 15.8 · p. 82
Where is my information kept? 1.9 · p. 12
Where to restore a backup 2.21 · p. 19
Where to see profit 2.32 · p. 21
Which Robotill reports can I import? 2.43 · p. 23
Which version of TillFlow Pro do I have? 1.4 · p. 10
Who owes you: Aged Debtors, Customer Balances and account payments reports 5.11 · p. 47
Why did the till lock itself? 8.9 · p. 57
Why the Back Office is faster now 2.20 · p. 19