

TillFlow

The Complete User Manual

Version 1.0.13

20 November 2026

Retail till · Back Office

WELCOME

About this manual

This manual explains **everything TillFlow 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? 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. Printers and cash drawer	Receipt printers, the cash drawer and your logo. Direct printing and the drawer need the Windows program.
10. 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.
11. Backups and your data	Keeping your records safe. Please read this - it protects your business.
12. Licence, trial and security	How the free trial works, how to register and activate a computer, and what the Security tick boxes do.
13. Troubleshooting	Something not working? Find it here.
14. Common questions	Quick answers.
15. Words explained (glossary)	Short explanations of words used in TillFlow.

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.

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CHAPTER 1

Getting started

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

1.1 What is TillFlow and how is it organised?

TillFlow 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.

> **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)

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** 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 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. 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, phone and email (phone and email are optional).
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".

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 do I have?

The version number is shown under the **TillFlow** 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.
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 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** 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 (9.1)

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 Retail Data\tillflow.db**, and a daily backup is saved in **Documents\TillFlow Retail 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 Retail 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) (11.1) · Restoring from a backup (new or reset computer) (11.3) · Moving TillFlow to a new computer (11.6)

1.10 Today's date between midnight and 02:00

Older versions used the world clock (UTC) to work out "today". In South Africa that gave **yesterday's date between 00:00 and 02:00**. TillFlow now uses **your computer's own date**, so report start and end dates, CSV and backup file names, stocktake references, loyalty entries, gift card dates and the registration request all show the right day.

> **Tip** Entries saved before this version keep the date they were saved with. They are not changed.

1.11 What TillFlow does not do (limits)

TillFlow keeps your information **on your own computer**. Make a backup regularly (Back Office > Setup & Settings > Database) and check printing and the cash drawer on your own equipment before you trade.

Not available:

- Coupons.

- SMS messages.
- Card-machine integration - card payments are recorded as "Card" after the customer pays on your card machine.
- Two tills sharing one stock count works between Windows computers only (see Shared tills); Android is not included.

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 PRICE	Managers only. Changes the price of the selected line and shows its cost (see "Changing a price at the till").
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.
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) (4.18)

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 Changing a price at the till and seeing the cost (Manager only)

A **Manager** or **Senior Manager** can change the price of one item in the basket. The button **CHANGE PRICE** is next to **DISCOUNT**. Cashiers do not see it.

1. Scan the item, and tap its line in the basket if there is more than one.
2. Press **CHANGE PRICE**. A window shows the **cost price**, the **normal price** and the **price now**.
3. Type the **new price (each)**. A line under it shows your profit, or in red **Below cost: you lose R.. on each one**.
4. Press **APPLY PRICE**. The line gets a **PRICE CHANGED** tag.

- The cost price is shown only in this window. It never appears on the basket, the slip or the customer screen.
- The new price applies to the **whole line**. To change just one of several, sell it on its own line first.
- A price you set is **not** changed by specials or combos.
- Every change is written to the audit trail with who did it, the old price, the new price, and BELOW COST when it applies.
- If no cost price is saved for the item, the window says so.

See also: The till screen explained (what each button does) (2.1) · Making a sale (scan, choose, pay) (2.3)

2.7 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)

2.8 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)

2.9 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.

2.10 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.

2.11 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.

2.12 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.

2.13 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.

2.14 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.

2.15 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.

2.16 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**.

2.17 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.

2.18 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).

2.19 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.

2.20 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.

2.21 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.

2.22 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).

2.23 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 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.

2.24 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.

2.25 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.

2.26 The "connect to a running TillFlow" message

Once a computer has been connected to the server, it will not show the "connect to a running TillFlow" 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 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.

2.32 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.

2.33 Scan Stocktake: counting stock by scanning barcodes

Scan Stocktake lets you count your stock by scanning barcodes in **Back Office**. It is not on the till. Open **Products & Stock > Stock Manage > Scan Stocktake** and press **OPEN SCAN STOCKTAKE**.

Counting

1. Press **Start new stocktake**, give it a name, type who is counting and choose what you are scanning with: **Barcode scanner** (USB, Bluetooth or handheld that types the code and presses Enter) or **Type or search only**.
2. Scan a barcode, or type a barcode, SKU or part of the name and press Enter. Each scan adds 1. Use **+** and **-** to fix the number, or **Set exact quantity** to type it (0 is a real count and decimals are allowed).

3. The same product scanned twice stays on one line. Barcodes with leading zeros, extra barcodes, SKUs and batch codes that contain a comma all match.
4. A wrong scan? Press **Undo** (it remembers the last 50 steps).

While the Scan Stocktake screen is open, everything you scan goes into the stocktake and nothing reaches the Back Office behind it. Your count saves by itself, so you can press **Back**, close the program and carry on later: pick the stocktake under **Continue counting**.

Settings

- **Add 1 each scan** or **Ask how many** (a box asks for the quantity after every scan).
- **Blind count** hides the stock quantity and the differences so the counter is not influenced.
- **Beep on scan**: high beep = found, low double beep = not on the list.

Items that are not on the list

- Scan it and press **Add new item**. Type the barcode, name and quantity (price, cost, category, supplier, unit and SKU are optional). TillFlow warns if the barcode, SKU or name already belongs to a product and offers **Count this product instead**. With no price you get a one-time reminder that the till will sell it at R0.00.
- Or press **Count later** to keep the barcode and quantity on a separate list. Later, open **Counted > Count later**, tap the item and press **Create product**.

Finishing: Apply to stock

1. Open the **Finish** tab. You see every counted product with the stock now, the counted number and the difference, and the new items.
2. A **Manager or the Senior Manager** ticks **Set stock to counted quantity** and presses **Apply to stock**. Anyone can count, but only a Manager can apply.
3. A backup copy is saved first. Only the products you counted change; every product you did not count keeps its stock. New items are created as real products with the counted quantity.
4. The stocktake appears in **Stock Level Trace**, the stocktake history and Activity History. After applying, the stocktake is read-only.

Selling while you count

Stock is not changed while you count, only when you press Apply to stock. On the **Finish** tab the box **Subtract sales made after each product was counted** is ticked by default. Each product is then set to the counted quantity **minus** what was sold (and plus anything refunded back to stock) after that product was last counted, so sales made during the count are not lost. The table shows **Sold since counted** and the **New stock** for every product. Untick the box if you want stock to equal the counted quantity exactly (for example when the shop was closed).

> **Note** Counting a product again later moves its count time forward, so only sales after the latest scan of that product are subtracted. After the 7-day free trial ends you can still look at stocktakes, but counting and Apply to stock are switched off until a licence is activated.

The Finish tab can also save the counted list, the new items and the count later list as CSV files for your records. To bring in a count made on the **TillFlow Stocktake** phone app, use **Import Stocktake CSV** instead.

▶ In the program: **Go to Stock Manage**

See also: Counting your stock (stocktake) and correcting quantities (4.6) · Importing a stocktake from the phone app (2.35)

2.34 Installing TillFlow on an Android phone or tablet (APK)

The Android build is a file ending in **.apk**. GitHub gives it to you inside a **.zip** file, and the APK must be taken out of the zip first.

1. On GitHub open **Actions**, then the newest **Build TillFlow Android APK** run, and download **TillFlow-Android-APK** (a zip).
2. On the phone, open the zip in **Files** and choose **Extract**, or unzip it on the computer first. Install the file ending in **.apk**, never the zip.
3. Tap the .apk and allow **install unknown apps** for the app you opened it from (Files, Chrome, WhatsApp).
4. Tap **Install**. If Play Protect warns, tap **Install anyway**.

Important If Android says **package appears to be invalid**: the file is a zip, the download was cut short (download again), or an older copy of TillFlow made with a different key is installed. Uninstall the old copy first (back up first - uninstalling deletes its data). From version 1.0.11 the APK is signed, so it installs.

Note Install every new version over the old one. Never delete the key file **android/tillflow-retail.jks** from the repository or updates will stop installing.

2.35 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 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 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.

2.36 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.

2.37 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.

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.

The till also ignores **spaces** (even hidden ones), **dashes**, **dots** and **capital letters** when it compares the scanned code with the saved barcode. If the scanner leaves off or adds the last (check) digit, the till still finds the product, as long as only one product fits. When you save a product, any spaces in its barcode are removed.

- **"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 (4.14) · Combo deals, "3 for R50" and "buy 2 get 1 free" (4.15)

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.

The slip you keep in the till

After a **Cash drop**, a **Withdrawal / petty cash**, a **Refund** or a **Change of payment method**, the till prints a slip. It shows the type, the amount, the **reason** and **who authorised it**, with a line for the cashier and the authoriser to sign. **Keep every slip in the till.** The cash amount comes off the

expected drawer cash straight away (Card and EFT refunds do not touch the drawer cash). If the slip does not print, the transaction is still saved; a message tells you.

Every one of them is also listed, one by one, on the **cash-up slip** at the end of the shift under **CASH MOVEMENTS & CHANGES THIS SHIFT**, with a total of the cash taken out of the drawer. Staple the slips you kept to the cash-up slip.

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

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 (9.4) · The cash drawer does not open (13.4)

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 (9.1) · Reprinting a receipt or looking up an old sale (2.53) · The receipt printer prints nothing (or prints rubbish) (13.3)

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** 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) (4.11)

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 (4.10) · Counting your stock (stocktake) and correcting quantities (4.6) · Seeing what is running low and reordering (4.7)

4.6 Counting your stock (stocktake) and correcting quantities

Prefer to count with a barcode scanner? Use **Scan Stocktake** (see the topic **Scan Stocktake**).

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 (2.33) · Importing a stocktake from the phone app (2.35)

4.7 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) (4.8) · Supplier orders (purchase orders) and receiving against an order (4.10)

4.8 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 (4.7) · Supplier orders (purchase orders) and receiving against an order (4.10)

4.9 Registering your suppliers (Suppliers page)

The **Suppliers** page keeps one record for each supplier: name, contact person, phone, email, address, VAT number and bank details. The details are used by the **Sales by Supplier** report to show what you owe each supplier.

1. Go to **Products & Stock** and press **Suppliers**.
2. Press **ADD SUPPLIER**, type the name (required) and any details, then **Add supplier**.
3. To change details press **Edit** next to the supplier, change them and press **Save changes**.

- A name that is typed on products but not registered shows as **not registered**. Press **Add details** to register it. Nothing is created for you automatically.
- On a product, the Supplier box now offers your registered names as you type. A new name can still be typed.
- If you rename a supplier here, every product that used the old name is changed to the new name.
- **Remove from list** only removes the details. Products keep the supplier name.
- Two suppliers cannot have the same name (capital letters and extra spaces are ignored).
- Adding, changing or removing needs a Manager or Owner.

▶ 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 (4.10)

4.10 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**

4.11 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).

▶ In the program: **Go to Import**

See also: Exporting products, sales or activity to Excel (4.13)

4.12 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) (4.11)

4.13 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.

4.14 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 till and show an orange **SPECIAL** tag. A manual discount on the 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" (4.15)

4.15 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 (4.14)

4.16 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) (4.18)

4.17 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**

4.18 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)

4.19 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**.

▶ 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** 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** 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** 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) (4.8)

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

For a shop that sells other people's products and pays them at month end. The report adds up what was sold for each supplier and what you owe them at your **cost price**.

1. Go to **Products & Stock > Suppliers** and press **WHAT DO I OWE EACH SUPPLIER?** (or open **Reports** and choose **Sales by Supplier**).
2. Choose the **From Date** and **To Date** (for example the whole month) and press **PREVIEW**.
3. Read the line **<supplier> - TOTAL TO PAY** for each supplier. Next to it are their contact and bank details from the Suppliers page.
4. Use **PRINT** or **EXPORT CSV** to keep a copy or send it.

- **Owed to supplier** = quantity sold x the cost price of the product. **Shop keeps** = sales minus owed.
- Returns and refunds in the same dates are taken off, and shown in **Qty returned**.
- Products with no supplier are listed last under "(No supplier set)". Give them a supplier on the product to include them.
- Old sales that did not keep a cost price use the product's current cost, and the report says so.

See also: Registering your suppliers (Suppliers page) (4.9) · The detailed reports (about 50 of them) (6.5)

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.
- **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**.

▶ 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

Printers and cash drawer

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

9.1 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) (9.2) · Putting your logo on receipts (9.3) · Setting up the cash drawer (9.4) · The receipt printer prints nothing (or prints rubbish) (13.3)

9.2 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**.

The receipt shows your business name, phone, VAT number, items, total, VAT included, payments, and change.

Every slip also prints a small web address line at the very bottom, under your footer. It is added automatically.

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

9.3 Putting your logo on receipts

1. Open **Setup & Settings > Printing > Logo on receipts**.
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** 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). **REMOVE LOGO** deletes it; switching the setting to No keeps the picture but stops printing it.

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

9.4 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 (13.4)

9.5 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 10

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.

10.1 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 and cash drawer 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 (10.2) · Connecting a SECOND TILL (10.3) · Good to know: limits of shared tills (10.6)

10.2 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 (10.3) · What happens if the main till is off or the network drops (10.4)

10.3 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 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 (10.2) · Good to know: limits of shared tills (10.6)

10.4 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.

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.

On the main till, if the label turns red and says **MAIN TILL · NOT SHARING**, the program now tries to start sharing again by itself about every 20 seconds.

See also: Good to know: limits of shared tills (10.6) · Sale numbers on shared tills (10.5)

10.5 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 (10.6)

10.6 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.
- **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 (10.1) · What happens if the main till is off or the network drops (10.4)

10.7 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 (10.1)

CHAPTER 11

Backups and your data

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

11.1 Automatic backups (what happens by itself)

In the Windows program TillFlow saves **all your data** to **Documents\TillFlow Retail 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 Retail 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) (11.3) · Where is my information kept? (1.9) · A simple daily routine (opening and closing the shop) (11.8)

11.2 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 starts sale numbers again at 1. It **keeps** products, prices, customers, employees, settings 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**

11.3 Restoring from a backup (new or reset computer)

1. Copy your backup file (for example TillFlow-backup-2026-10-18.json) into **Documents\TillFlow Retail Backups** on the computer.
2. Open TillFlow. 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) (11.1) · Moving TillFlow to a new computer (11.6)

11.4 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 Retail Backups still happens.

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

See also: Automatic backups (what happens by itself) (11.1) · Restoring from a backup (new or reset computer) (11.3) · Opening a new store from a backup (clear sales history) (11.5)

11.5 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 Retail Backups).
2. Install TillFlow 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. Count your stock in the new store afterwards.

See also: Restoring from a backup (new or reset computer) (11.3) · Back up now and the extra copy folder (11.4)

11.6 Moving TillFlow to a new computer

1. On the **old** computer copy the newest file from **Documents\TillFlow Retail Backups** to a memory stick.
2. Install TillFlow on the **new** computer and open it once.
3. Put the backup file in **Documents\TillFlow Retail 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) (11.3)

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

The Windows program keeps your records in a real database file, **Documents\TillFlow Retail 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**

11.8 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 Retail 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) (11.1)

CHAPTER 12

Licence, trial and security

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

12.1 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. 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) (12.3) · Registering this computer (Step 1) (12.4)

12.2 A licence belongs to one TillFlow program

Every licence is made for **one** TillFlow program. This program is **TillFlow (Retail)**, so it only accepts a licence that was bought for TillFlow (Retail).

- If you type a code made for another program (for example TillFlow Pro or Restaurant Flow), TillFlow shows **"This licence code is for …, not for TillFlow (Retail)"** and nothing is changed.
- The 7-day free trial is not affected. It keeps counting as normal until you activate the right licence.
- Each TillFlow program keeps its own trial and licence on the computer, so installing two of them side by side does not mix them up.

> **Tip** Wrong code? Ask your supplier for the licence code for TillFlow (Retail). You do not need to reinstall anything.

▶ In the program: **Go to Licensing**

See also: Activating online with a licence code (easiest) (12.3) · How the 7-day free trial works (12.1)

12.3 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) (12.4) · Moving a licence to another computer (12.7)

12.4 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) (12.5) · Moving a licence to another computer (12.7)

12.5 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) (12.4)

12.6 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.

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 this version a computer that has its licence **stays licensed** while the chip wakes up, and TillFlow **checks again by itself every 30 seconds**. If a licence really cannot be checked, the message tells you why. Nothing needs to be typed in again.

▶ In the program: **Go to Licensing**

See also: Moving a licence to another computer (12.7) · Activating online with a licence code (easiest) (12.3)

12.7 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** A computer with a **security chip** can only be freed from that same computer, because the server asks the chip for proof. If you removed the licence and see "the server did not free this computer's place", or the old computer is dead, ask your supplier to free it on the admin page. An older copy of TillFlow cannot free a chip-locked place by itself.

> **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) (12.4)

12.8 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 13

Troubleshooting

Something not working? Find it here.

13.1 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)

13.2 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) (4.11)

13.3 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 (9.1) · Putting your logo on receipts (9.3)

13.4 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 (9.4)

13.5 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) (11.3) · The database file (what it is and how to see it) (11.7) · Where is my information kept? (1.9)

13.6 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)

13.7 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)

13.8 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**.

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)

13.9 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 14

Common questions

Quick answers.

14.1 Do I need the internet?

No. TillFlow works **without internet**. Your information stays on your computer. Only shared tills and online licence activation use a connection.

14.2 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).

14.3 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**

14.4 A box asks me to type or choose something

When TillFlow needs you to type or choose something (a price tier, a customer, 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.

14.5 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 (4.14) · Combo deals, "3 for R50" and "buy 2 get 1 free" (4.15)

14.6 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)

14.7 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**

14.8 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.

14.9 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 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 15

Words explained (glossary)

Short explanations of words used in TillFlow.

15.1 Glossary: what do these words mean?

Word	Meaning
POS / till	Point of sale - the screen where you sell.
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.
CSV	A simple spreadsheet file that opens in Excel.

APPENDIX

What is new in each version

Newest first. Older history from TillFlow Pro (before this app existed) is kept in the docs folder of the project.

Version 1.0.13 - TillFlow (Retail) v1.0.13 – Manager Change Price, safer licence removal, tighter licence server (from Pro 0.9.73)

- New **CHANGE PRICE** button next to DISCOUNT, shown only to a Manager or Senior Manager (checked again when the window opens and when the price is applied).
- The window shows cost price, normal price and price now, and a live line: "Profit R.. (..%)" or, in red, "Below cost: you lose R.. on each one". If no cost is saved it says so.
- The price is checked (0 to 9,999,999, 2 decimals) and applies to the whole line. The line gets a "PRICE CHANGED" tag. Specials and combos never override a manual price.
- Every change is written to the audit trail (PRICE_CHANGED: manager, product, old price, new price, cost, BELOW COST).
- The cost is shown only inside the window, never on the basket, slip or customer display.
- Not done: price change for restaurant mode, changing part of a quantity, approval by a second person.

Version 1.0.12 - TillFlow (Retail) v1.0.12 – Suppliers page and "Sales by Supplier" report

- **New page: Suppliers** (Products & Stock > Suppliers). Register name, contact, phone, email, address, VAT number, bank details and a note. No duplicate names. Names typed on products but not registered are shown as "not registered" with an **Add details** ...
- **New report: Sales by Supplier (what to pay each supplier)**. Per supplier and product: qty sold, qty returned, sales after returns, owed at cost, shop keeps. A "TOTAL TO PAY" line per supplier (with contact and bank details) and a GRAND TOTAL. Refunds in ...
- **Product form:** the Supplier box offers the registered names (a new name can still be typed); the registered spelling is stored when a name matches.
- The supplier list is saved in the normal shop data (suppliers), is kept by the till when it loads and saves, and is kept when a new store is opened from a backup.
- Help: new topics "Registering your suppliers (Suppliers page)" and "What do I owe each supplier? (Sales by Supplier)".
- Not touched: offline storage keys, till-to-till sync, auto-backup, licence logic, the service-worker file list.

Version 1.0.11 - TillFlow (Retail) v1.0.11 – Android APK now installs

- **Cause:** the Android release build was not signed. Android refuses an unsigned APK with "package appears to be invalid".
- **Fix:** android/app/build.gradle now signs the release build with a new key file android/tillflow-retail.jks (V1 + V2 signatures). The build workflow also checks the APK with apksigner verify and stops with an error if it is not signed.
- Help: new topic "Installing TillFlow on an Android phone or tablet (APK)" (extract the zip first, allow unknown apps, remove an older differently-signed copy).
- README now names the real key file. The old, unused tillflow-sideload.jks is left in place (its password is unknown, nothing uses it).
- Not tested here: the sandbox has no Android SDK, so the APK build and phone install could not be run. The workflow's signature check will show it on GitHub.

Version 1.0.10 - TillFlow (Retail) v1.0.10 – Modern-web clean-up

- **Today's date:** the program used the world clock (UTC) for "today", which gave yesterday's date between 00:00 and 02:00 South African time. It now uses the computer's own date for report defaults, CSV and backup file names, stocktake references, the regis...
- **Question box and void box:** now native dialogs (<dialog>): Esc and the back gesture cancel them, and Enter is ignored while typing with an input method. The main till pop-ups, PIN lock, toasts and exit confirmation are deliberately unchanged.
- **Wide Back Office tables:** scrolling tables can be reached with the keyboard and are labelled for screen readers.
- **Stocktake screen:** the typing box now shows a clear focus ring.
- **Installed app:** the web manifest has a fixed id and the theme colour matches the page.
- Help: new topic "Today's date between midnight and 02:00".

Version 1.0.9 - TillFlow (Retail) v1.0.9 – A licensed till no longer falls back to "the trial has ended"

- **Problem:** licensed tills sometimes said "the 7-day trial has ended" and locked the till; closing and reopening the program fixed it. The licence check ran only once at start-up, and if the Windows security chip was slow to answer just after switching on,...
- **Fix (shared/licence.js):** a computer whose stored key matches it now stays **licensed** while the chip wakes up, and checks again by itself every 30 seconds until the full check passes. A key for another computer, another product or with a bad signature ...
- **Message:** if a licence really cannot be checked, the screen says why instead of talking about the trial.
- **Help:** topic "The security chip lock" has a new section "A licensed computer says the trial has ended".
- Trial length unchanged (7 days). Android logo question is open and was not touched.

Version 1.0.8 - TillFlow (Retail) v1.0.8 – Barcode scan fix and "Variant" wording

- Cause: the scanned code was compared too strictly with the saved barcode, so a barcode saved with a stray space (typed, pasted, imported, or a hidden space) never matched.
- The till now ignores spaces, dashes, dots, capital letters and leading zeros when matching a scan against barcodes, extra barcodes and SKU.
- If the scanner drops or adds the last (check) digit, the till still adds the product when exactly one product fits. Scale labels keep priority.
- Saving a product removes spaces (including hidden ones) from its barcode and extra barcodes. Scanning in the product form also finds an existing product when a stray space hides it. Existing saved barcodes are not rewritten.
- Product form (Variant group, + Variant button and prompts), report "Sales by Variant Group", Retail Settings switch "Use variant groups", and Help (topics new-variant, variant-groups; old words kept as search keywords). Data field names are unchanged, so sa...

Version 1.0.7 - TillFlow (Retail) v1.0.7 – Slips for cash drops, withdrawals, refunds and payment changes

- After a **Cash drop**, **Cash withdrawal / petty cash**, **Refund** or **Payment method change** the till prints a slip to keep in the till: type, date, cashier, till, sale reference, amount, reason, who authorised it, and signature lines for cashier and au...
- The cash amount already comes off the expected drawer cash (unchanged logic; verified). Card and EFT refunds do not touch drawer cash.
- The **cash-up slip** now has a section **CASH MOVEMENTS & CHANGES THIS SHIFT** that itemises every one of these with time, amount, reason and authoriser, plus **Total cash taken out of drawer**. It also appears on PRINT AGAIN.
- Help: topic "Cash drop and petty cash" has a new section "The slip you keep in the till".

Version 1.0.6 - TillFlow (Retail) v1.0.6 – Scan Stocktake

- Count stock by scanning barcodes (USB / Bluetooth / handheld scanner) or by typing a barcode, SKU or name.
- Counting rules: same product twice = one line; 0 is a real count; decimals allowed; leading-zero barcodes, extra barcodes, SKUs and comma batch codes match; Undo (50 steps); Add 1 or Ask how many; Blind count; beep.
- Products not on the list: **Add new item** (clash checks for barcode, SKU and name, one-time no-price reminder) or **Count later** (create the product afterwards).
- Counts save automatically in their own storage and survive closing the program.
- While the screen is open, scanner input goes to the stocktake and not to Back Office.
- **Finish → Apply to stock** (Manager / Senior Manager only): preview, tick box, automatic backup first, only counted products change, new items are created as products, entry in Stock Level Trace, stocktake history and Activity History.

Version 1.0.5 - Changes carried over from TillFlow Pro (7 Nov 2026)

- Slip web address: it was already printing small at the bottom of every slip (v1.0.4). It is now one easy-to-change setting (WEBSITE at the top of the slip code in shared/print-core.js) and also shows in the printer test preview in Back Office. Help topic "C...
- Main till keeps sharing: if the sharing service stops (red label "MAIN TILL - NOT SHARING"), a check every 20 seconds starts it again by itself. File: windows/share-service.js. Help: topic "What happens if the main till is off or the network drops".
- Back Office Refresh Sales no longer hangs when sharing is stuck: it waits at most 3 seconds for the sync. File: shared/backoffice.js.
- Licence: a slow security chip no longer makes a licensed till show "unlicenced". A failed chip lookup is no longer remembered; the app asks up to 4 times, 1.5 seconds apart, and can try again later. File: shared/licence.js.
- Not applied (not part of TillFlow Retail): the Restaurant tip-on-bill change and the licence server admin change.
- Tested: the sharing watchdog (server stopped on purpose, it was back after 20 seconds), the slip and printer-test preview, all Back Office pages and reports. Not tested on a real security chip, a real second till, or a real printer.

Version 1.0.4 - Wording clean-up and web address on the slip

- Removed all "development / test version / prototype / sample / preview" wording the user can see: the warning box on the Employee Login screen, "Local prototype" on the locked-till screen, "LOCAL PREVIEW" and the "Test version" note in the Back Office, "Pro...
- The "Load sample data" button was taken out of the old Data tools card (Clear everything is still there).
- Help: the topic "Is this a test version?" is now "What TillFlow does not do (limits)" and is correct for the current program.
- Slip: **www.tillflow.co.za** now prints small, centred, at the very bottom of every till slip (graphic slip, printer text mode and browser print). File: shared/print-core.js.
- Kept on purpose because they are real functions: the Test print button on the Printing page, "Test a scale label", and "Clear test sales" (start fresh before going live).
- Tested: the slip lines and picture show the small address under "Thank you"; the text-mode bytes switch to the small printer font. Not tested on a real printer.

Version 1.0.3 - Licensing (one licence per TillFlow program)

- Licensing pack from TillFlow Pro added: shared/licence-core.js, shared/licence.js and the new shared/product.js. This program's product word is retail.
- A licence now belongs to one program. A code or key made for TillFlow Pro, Restaurant Flow, Repair Shop or TillFlow Stock is refused here with "This licence code is for X, not for TillFlow (Retail)". Keys made before products existed mean TillFlow Pro, so t...
- The app tells the licence server its product when activating online (product: retail) and the registration code (email way) carries it.
- Robert's licence public key file (licence-public-key.js) and the licence server address are now in the app.
- product.js is loaded before licence-core.js in index.html and backoffice.html and is in the offline file list (sw.js).
- Own storage names (tfretail_...) keep this program's trial and licence apart from the other TillFlow programs.

Version 1.0.2 - Give-change box and CSV fixes

- Till: after a cash sale with change, a big green "GIVE CHANGE R..." box shows at the top of the till (the small message was too easy to miss). It never blocks the till and disappears on the next scan, key or tap, or after 20 seconds. It shows only when ther...
- CSV: the exported product list no longer puts an apostrophe in front of negative numbers, and the product import accepts such files, including negative stock. Fixes "Invalid or duplicate row" when re-importing an export. File: shared/backoffice.js.
- CSV product import now reads the export's "Retail" (price) and "Low-stock alert" columns, so prices and minimum levels are no longer lost when moving a product list to another store. File: shared/backoffice.js.
- Help: new topic "Moving your product list to another store (export, then import)"; "Slip prints by itself after a sale" now mentions the GIVE CHANGE box.
- Already in v1.0.1 and checked again: automatic slip printing, Change Payment Method (Manager PIN), the question box (no browser pop-ups), happy-hour specials on the till, Stock Cost & Retail Value report, employee-code Back Office login, CASH / CARD buttons...
- Tested in a browser: change box after cash with change (shows, then clears on a key press), none after card or exact cash; export then import into an empty store keeps negative stock, prices and low-stock alerts; all checks pass. Not tested on a real till, ...

Version 1.0.1 - TillFlow (Retail), first release

- New name TillFlow, original TillFlow logo. Own app ID (za.co.tillflow.retail), own GitHub repo name, own licence product code ("retail") and own storage prefix, so it installs next to TillFlow Pro, Restaurant Flow and the Repair Shop app and shares no data ...
- Removed: Head Office (settings tab, page, Help chapter, server folder), Restaurant mode (tables, tabs, kitchen/bar screens, bookings, waiter reports, recipes) and Repair Shop mode (job cards, workshop), the mode switch and the "What type of business is it?"...
- Kept everything retail: barcode till, short menu, Trade/Wholesale prices, flavour groups, scale barcodes, labels, loyalty and gift cards, customers/accounts, specials and combos, stocktake and CSV import, stock cost and retail value report, shifts/cash-up, ...
- Happy-hour (specials by time of day) check moved into the till file so specials still follow their days and times.
- Licence keys now carry a product code. A key for another TillFlow app is refused here, and keys made for this app are refused there. The Licence Maker and licence server send and check the product.
- Help and the PDF manual no longer mention Restaurant, Repair Shop or Head Office.

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