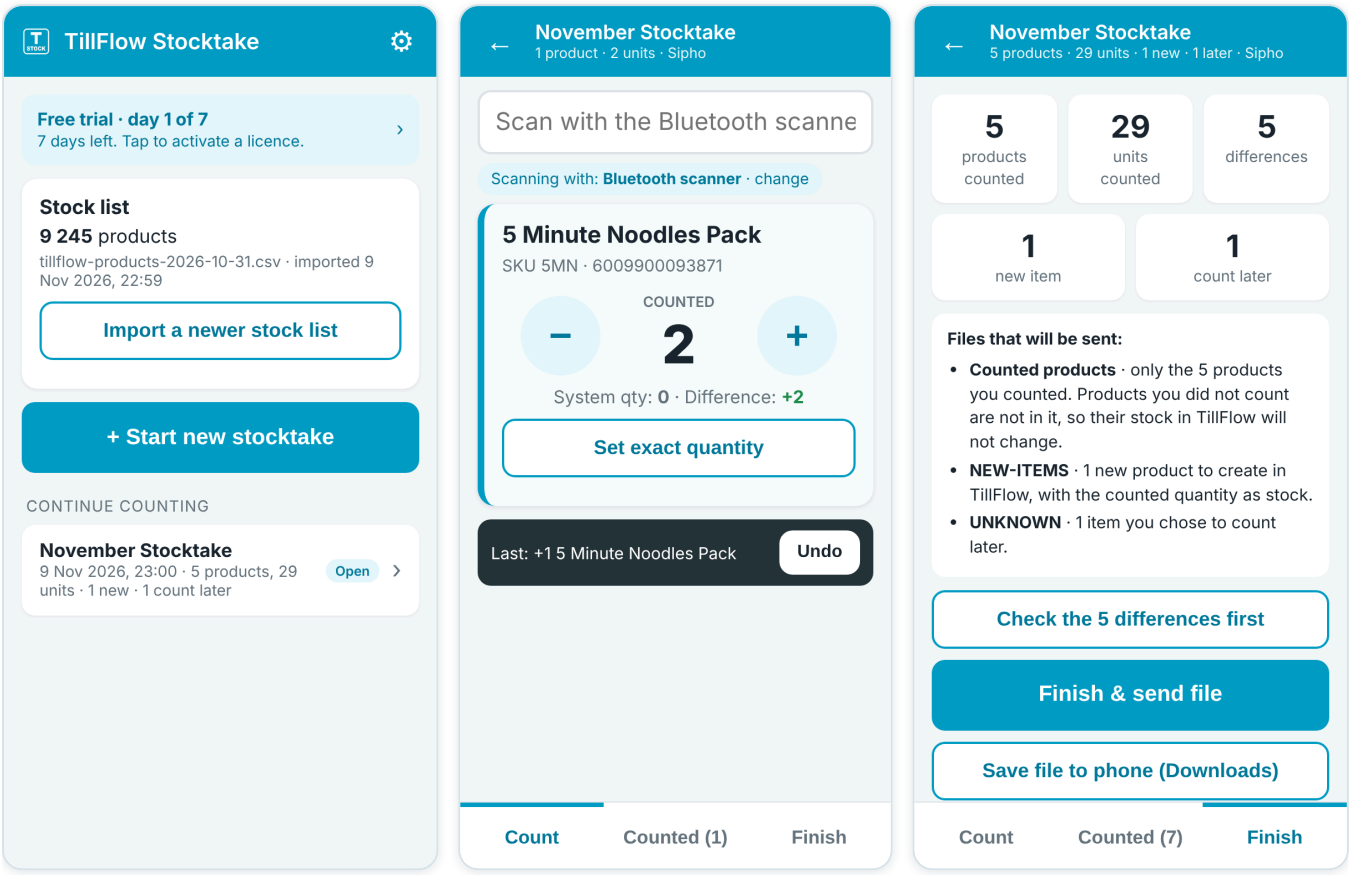
TillFlow Stocktake

User manual

Version 1.5.0 · November 2026 · Android phone and Windows PC



Counting shop stock for **TillFlow Pro**. Works offline. Your stock data never leaves the device unless you send it.

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1 What TillFlow Stocktake does

TillFlow Stocktake is a small app for counting the stock on your shelves. Staff walk around the shop with a phone, a handheld scanner or a PC, scan each product and count it. At the end the app makes a file with **only the products you counted**, which you import into TillFlow Pro to update the stock.

1. Import
Export the stock list from TillFlow Pro and open it in the app.

2. Count
Scan or search every product and count it.

3. Finish
Check the differences and send the files.

4. Update
Import the files into TillFlow Pro on the PC.

- **Works offline.** No internet, no account, no login. Your stock data is never sent anywhere.
- **Never loses a count.** Everything saves by itself after every scan. You can close the app or switch the phone off at any time.
- **Fast.** Handles 10,000+ products; scanning and searching are instant.
- **Only what you counted.** Products you did not count are never in the file, so their stock in TillFlow does not change.

2 Installing the app

Android phone or handheld scanner

1. Copy the file `TillFlow-Stocktake.apk` to the phone (WhatsApp, email, USB or Google Drive).
2. Tap the file on the phone. If Android asks, allow installing apps from this source.
3. Tap Install. The app appears with the blue **T STOCK** icon.

To update later, install the new APK over the old one. **Your stock list, counts and licence stay.**

Windows PC

- **Setup** file (`TillFlow-Stocktake-Setup-…exe`): installs the app with a desktop icon.
- **Portable** file (`TillFlow-Stocktake-Portable-…exe`): runs without installing, for example from a USB stick.

> **"Windows protected your PC"?**
> Click **More info** → **Run anyway**. This appears once because the program is not paid-signed by Microsoft.

On a PC, use a USB or Bluetooth barcode scanner (choose **Bluetooth scanner**) or type the codes. The camera works only in the Android app.

3 Getting your stock list onto the phone

The app needs your product list so it knows every barcode, name and system quantity. Do this once per store, and again just before each stocktake so the quantities are up to date.

On the PC (TillFlow Pro)

1. Open **TillFlow Pro → Back Office → Stock** and export the stock to a CSV file.
2. Send the file to the phone: WhatsApp, email, USB cable or Google Drive.

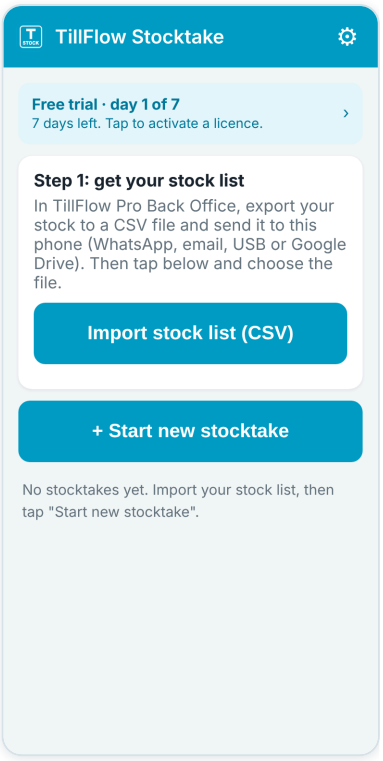
On the phone

1. Open TillFlow Stocktake.
2. Tap **Import stock list (CSV)**.
3. Choose the file you just sent (look in *Downloads* or *WhatsApp Documents*).
4. The app shows how many products it found. Tap **Use it**.

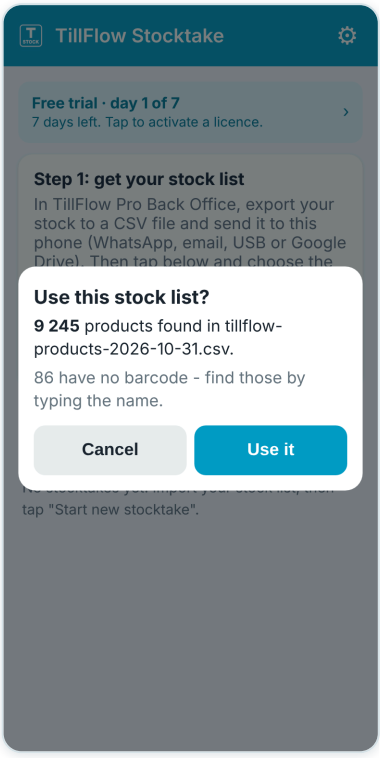
The home screen now shows **Stock list: 9,245 products** (your own number), the file name and when it was imported.

> **Newer list?**
> Tap **Import a newer stock list** on the home screen. Counts you already made are kept.

> **Prices and categories**
> If you imported a stock list with an older version of the app, import it again once so prices, categories and suppliers are included.



Home screen, no stock list yet



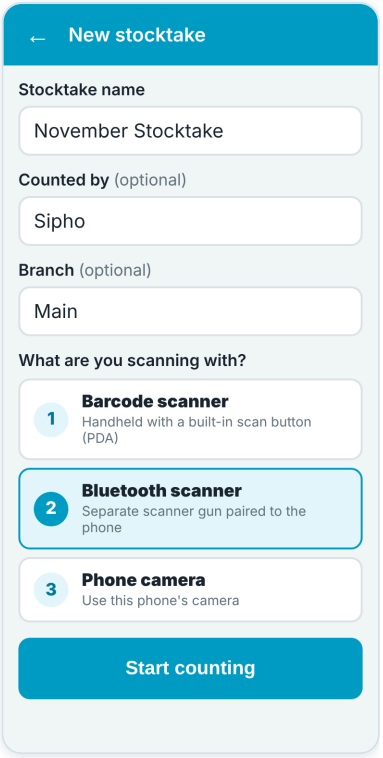
Confirm the import

4 Starting a stocktake

A stocktake is one counting session: for example "November Stocktake" for one store.

1. On the home screen tap **+ Start new stocktake**.
2. **Stocktake name**: today's date is filled in; change it if you like (e.g. *November Stocktake*).
3. **Counted by** (optional): the staff member's name. It goes into the file.
4. **Branch** (optional): the store name (e.g. *Main*). It goes into the file so TillFlow knows which store it is.
5. **What are you scanning with?** Tap one:
   - **1 Barcode scanner**: a handheld with a built-in scan button (PDA).
   - **2 Bluetooth scanner**: a scanner gun paired to the phone, or a USB scanner on a PC.
   - **3 Phone camera**: use the phone's own camera.
6. Tap **Start counting**.

You must choose a scanner before you can start. You can change it later (see section 6).



New stocktake

5 Counting

The counting screen has three tabs at the bottom: **Count**, **Counted** and **Finish**.

Scan a product

1. Scan the barcode (or type it and press Enter).
2. The product appears with a big **COUNTED** number. Each scan **adds 1**.
3. Scan the next product. The app beeps:
   - short high beep = found
   - two low beeps = not on the stock list

On the product card

- **+** and **−**: add or take away 1.
- **Set exact quantity**: type the real number (e.g. *24*). This replaces the count.
- **System qty**: what TillFlow thinks you have. **Difference**: green = more than expected, red = fewer.

Made a mistake?

The dark bar shows the last change. Tap **Undo** to take it back (up to 50 steps).

No barcode? Search by name

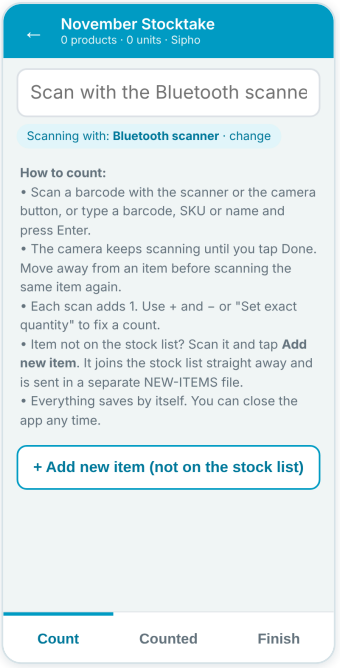
1. Type part of the name in the box at the top (e.g. *coconut*). Words can be in any order.
2. Matching products appear as you type.
3. Tap the right product to count it.

You can also type an SKU / stock code. A barcode can be typed with or without leading zeros.

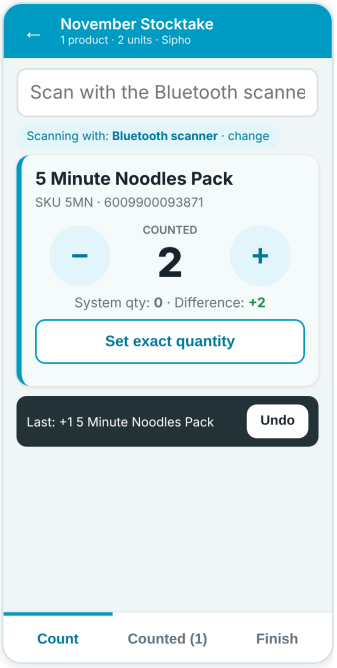
Typing the quantity for every product

For shelves with many of the same item, switch to **Ask how many** (Settings → *When an item is scanned*). Every scan then opens a box: type the number and tap **OK**. The number is **added** to anything already counted for that product.

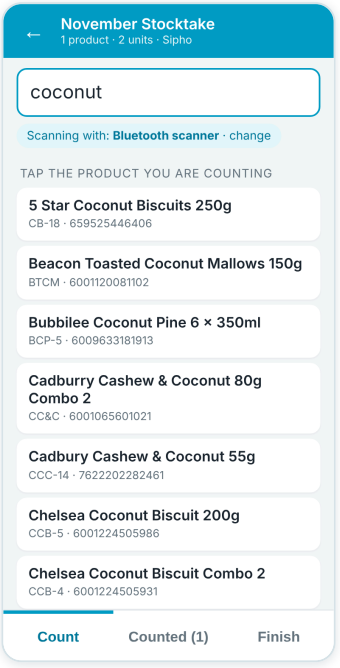
> **Same barcode on several products?**
> The app shows a list. Tap the right one.



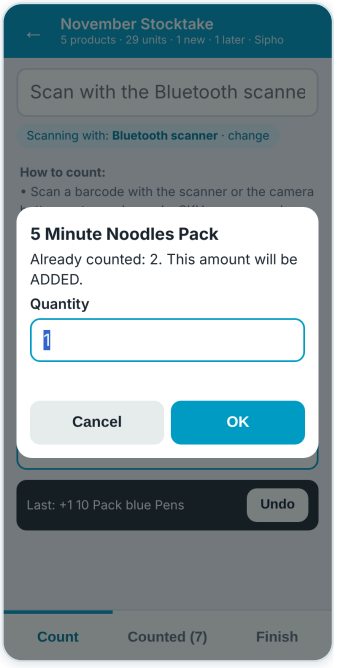
Ready to scan



Product counted twice



Search by name



"Ask how many" mode

6 The three ways to scan

The line under the scan box shows what you chose ("Scanning with: ..."). Tap it to change.

1. Barcode scanner (handheld PDA)

- Just press the scan button. The scan box stays ready and the on-screen keyboard stays hidden.
- To type a name, tap the keyboard button next to the scan box.
- The scanner must be set to **keyboard output** with **Enter** after each code (in the scanner's own settings).

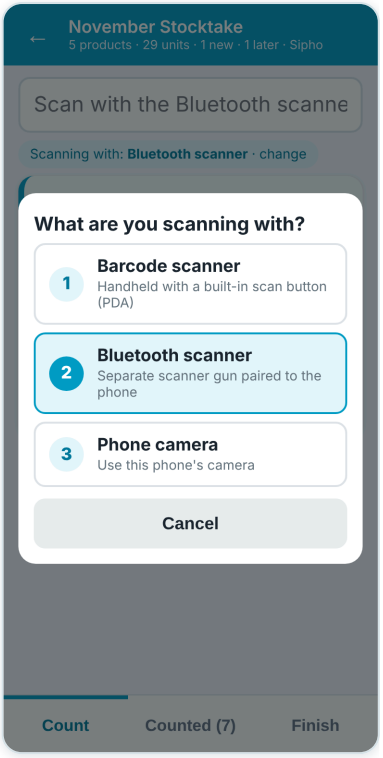
2. Bluetooth scanner (or USB scanner on a PC)

- Pair the scanner with the phone in Android's Bluetooth settings first.
- Then just scan. Nothing needs to be selected on the screen.

3. Phone camera (Android)

1. The camera opens by itself when you start counting (or tap the blue camera button).
2. Point it at a barcode. In **Ask how many** mode (switched on automatically for the camera) the camera closes and asks for the quantity.
3. Type the quantity and tap OK. **The camera opens again by itself** for the next product.
4. Tap **Done** or the phone's Back button to stop. Tap the camera button to carry on.

- The camera ignores the item you have just counted. To count the same item again, point away for a second, or use **+**.
- Dark shelf? Tap **Light** on the camera screen.
- The first time, Android asks to use the camera: tap **Allow**.



Change what you scan with

7 Items that are not on the stock list

When you scan something the app does not know, you see a red card: **"Item not on the stock list. Add it as a new item?"** You have three choices.

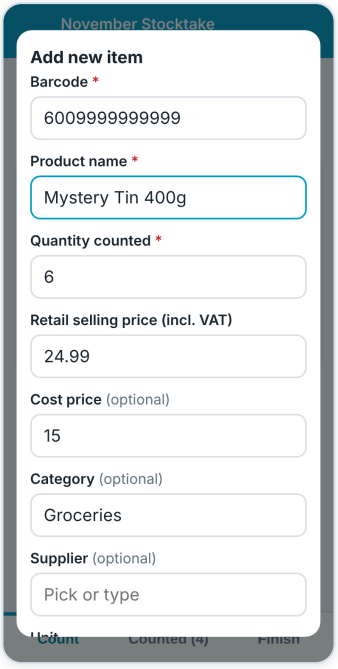
Button	What it does
Add new item	Fill in its details now. It is added to the stock list straight away and sent to TillFlow in a separate **NEW-ITEMS** file, ready to be created as a product.
Count later	Just write down the barcode, quantity and (optional) name. It goes into a separate **UNKNOWN** file to sort out later.
Cancel	Do nothing (for example a wrong scan).

Adding a new item

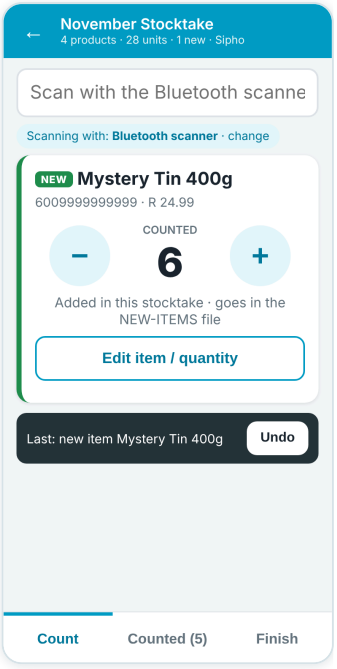
1. The **barcode** is filled in from the scan.
2. Type the **product name** and the **quantity counted** (both required, marked *).
3. Type the **retail selling price** (incl. VAT). If you leave it empty, the app reminds you that the till would sell it at R0.00. Tap Save again to save without a price.
4. Optional: cost price, category and supplier (pick from your list or type a new one), unit (normally *pcs*), SKU.
5. **More options**: extra barcodes, trade price, wholesale price, low-stock alert.
6. Tap Save.

Prices: type numbers only, e.g. *24.99* or *24,99*.

The item now has a green **NEW** tag. Scanning it again adds 1, and it shows up in search like any other product.



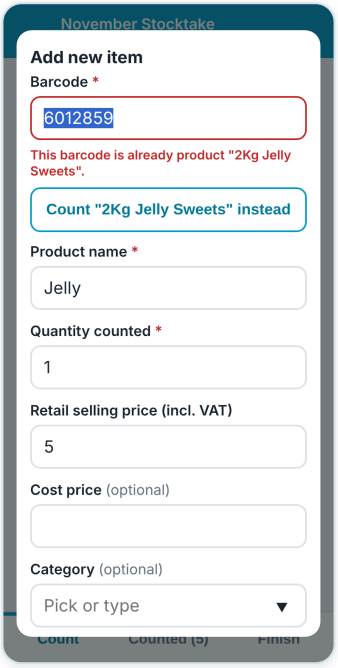
Add new item



The new item, counted

"This barcode is already product ..."

The app stops you adding a product that already exists: the same barcode (with or without leading zeros), an extra barcode, the same SKU or the same name. Tap the button under the message, e.g. Count "2Kg Jelly Sweets" instead, to count the existing product.

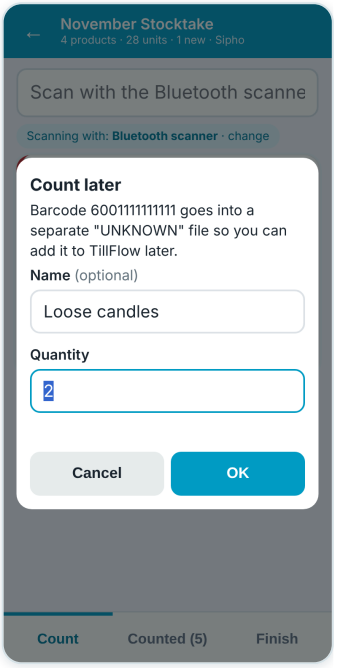


Barcode already used

Count later

Type an optional name and the quantity, then tap OK. Scanning the same barcode again adds 1. To turn it into a proper new item later: Counted → **Count later** → tap it → Make it a new item.

You can also add a new item without scanning: Count tab → + Add new item.



Count later

8 Checking and fixing counts

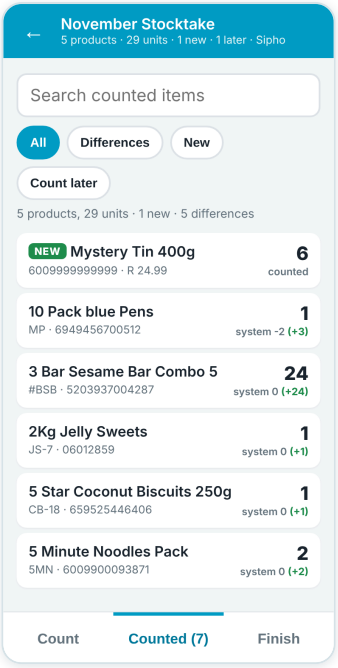
The **Counted** tab lists everything counted in this stocktake, newest first.

- Each line shows the counted quantity (big number), the system quantity and the difference.
- **Filters** at the top:
  - **All**: everything.
  - **Differences**: only lines where the count differs from the system. Check these before you finish.
  - **New**: new items you added.
  - **Count later**: barcodes you wrote down for later.
- **Search** the counted items with the box at the top.

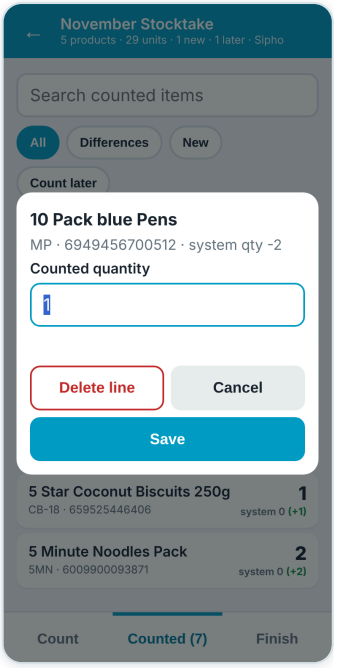
Change or delete a line

1. Tap the line.
2. Type the correct quantity and tap **Save**, or tap **Delete line** to remove it from the stocktake (it will then not be in the file).

> **Counted 0?**
> If a product is really not on the shelf, set it to 0. A 0 count **is** sent, so TillFlow sets that product's stock to 0. A product you did not count at all is left alone.



All counted items

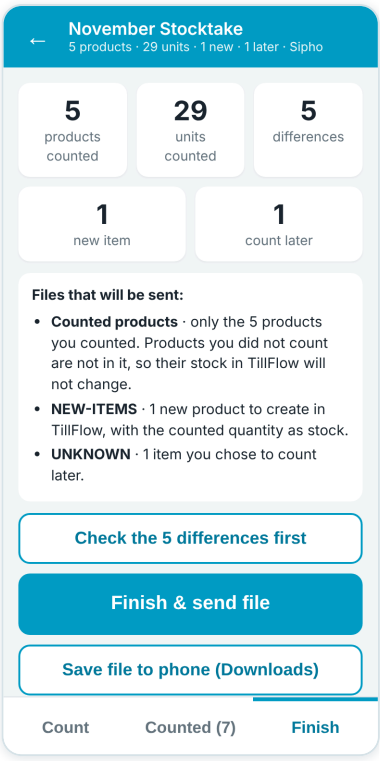


Change a count

9 Finishing and sending the files

1. Tap the **Finish** tab. The tiles show how many products and units you counted, the differences, new items and count-later items.
2. Optional: tap **Check the differences first**.
3. Tap **Finish & send file**. Android's share menu opens: choose WhatsApp, email, Google Drive or Nearby Share to send the file(s) to the PC.
   Or tap **Save file to phone (Downloads)**: the files go to *Download* → *TillFlow Stocktake*, ready to copy with a USB cable.
4. On the PC, open **TillFlow Pro → Back Office → Stock → Import stocktake CSV** and choose the file(s).

On a Windows PC the files are saved straight into *Downloads* → *TillFlow Stocktake* and the folder opens by itself.



Finish tab

The files

File name ends with	What is in it
`….csv`	The products you counted (only if you counted any).
`…-NEW-ITEMS.csv`	New items you added, with prices and the counted quantity as stock.
`…-UNKNOWN.csv`	Count-later barcodes.

The stocktake is now marked **Finished**. You can send it again at any time. If you count more, it re-opens.

Export updated stock list

Lower down on the Finish tab: makes a copy of the full stock list plus your new items, **for your records**. Do **not** import it instead of the stocktake files.

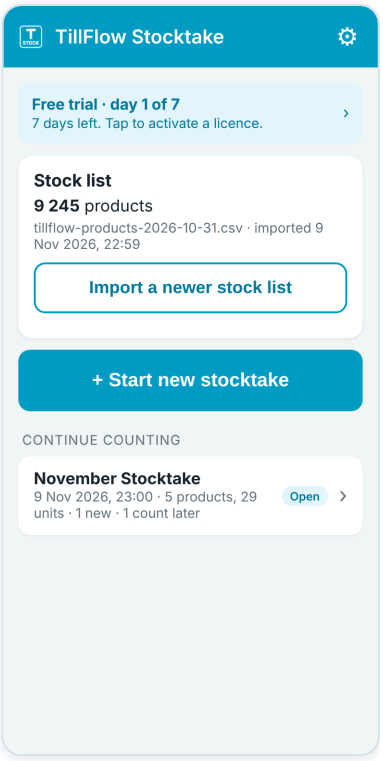
> **Before importing**
> Products sold after you exported the stock list change TillFlow's quantity. For the most accurate result, export the stock list just before counting and import the stocktake soon after.

10 Continuing, several stocktakes and stores

- The home screen lists your stocktakes under **Continue counting** (open) and **Finished**. Tap one to carry on.
- You can stop at any time, even mid-shelf. Everything is already saved.
- **Change name / counted by / branch** and **Delete this stocktake** are at the bottom of the Finish tab. Deleting asks twice and cannot be undone.

Several stores

- The phone holds **one stock list at a time**. Importing another store's list replaces it (stocktakes already counted are kept).
- **One phone for several stores:** import the right store's list before starting each stocktake, and type the store name in **Branch**.
- **A phone per store:** import that store's list and re-import before every stocktake.

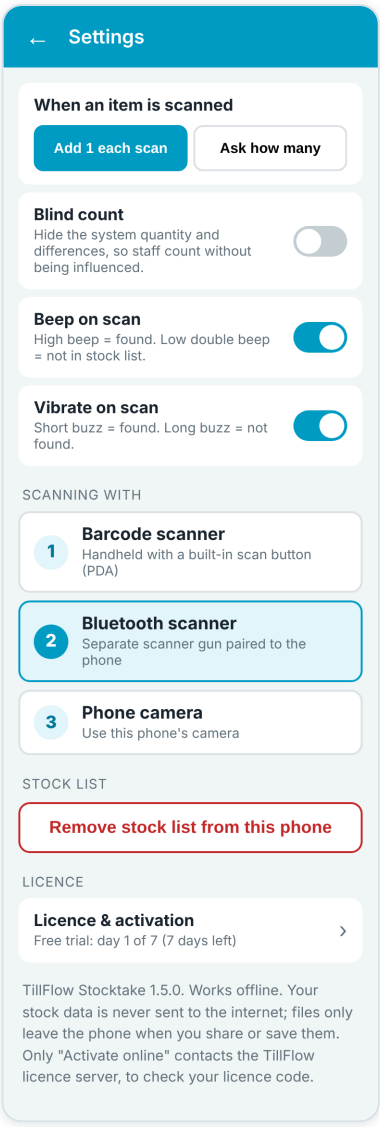


Home with a stocktake to continue

11 Settings

Tap ⚙ on the home screen.

Setting	What it does
When an item is scanned	**Add 1 each scan** or **Ask how many**.
Blind count	Hides the system quantity and differences, so staff count what they see without being influenced.
Beep on scan	High beep = found; two low beeps = not on the stock list.
Vibrate on scan	Short buzz = found; long buzz = not found.
Scanning with	Barcode scanner, Bluetooth scanner or Phone camera.
Stock list	Remove the stock list from this phone (stocktakes are kept).
Licence	Licence & activation (section 12).



Settings

12 Licence and free trial

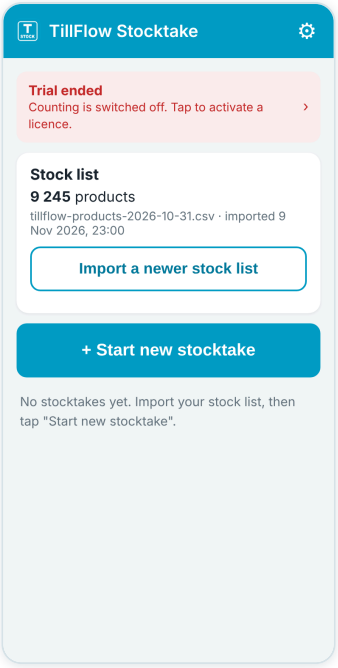
TillFlow Stocktake has a **7-day free trial** with everything switched on. A licence is needed after that.

During the trial

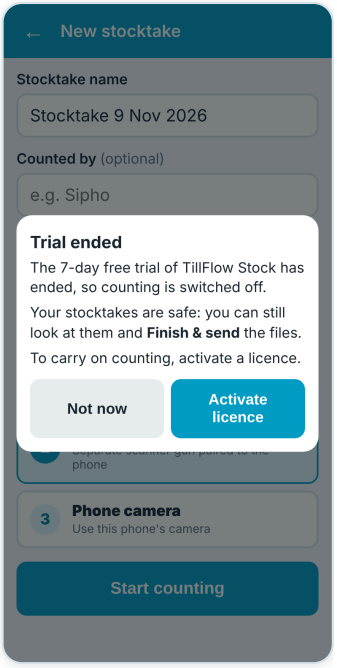
The home screen shows **Free trial · day X of 7** and how many days are left. Tap it to activate.

When the trial ends

- Counting is switched off: no new stocktakes, no scanning, no changing counts.
- **Your stocktakes are safe.** You can still open them and **Finish & send** the files.
- Activate a licence and counting works again straight away.



Trial ended banner



Trying to count after the trial

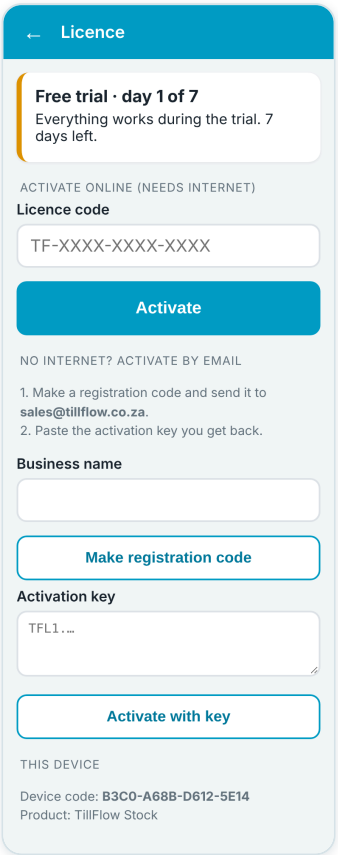
Activate online (needs internet)

1. Settings → **Licence & activation** (or tap the trial banner).
2. Type your licence code, e.g. `TF-XXXX-XXXX-XXXX`.
3. Tap **Activate**. The screen shows ✔ **Licensed**.

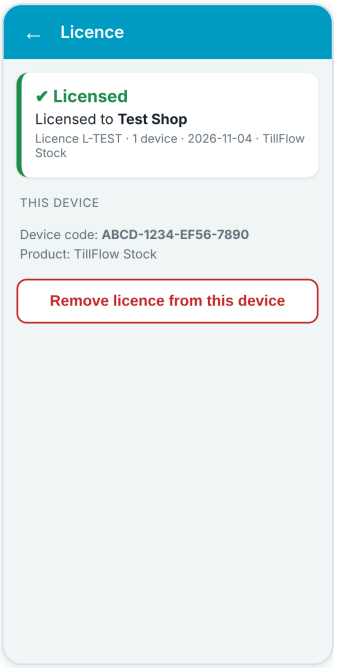
No internet? Activate by email

1. Type your business name and tap **Make registration code**.
2. Tap **Copy** and send the code to **sales@tillflow.co.za**.
3. Paste the activation key you get back and tap **Activate with key**.

- A licence is for **TillFlow Stock** only. A code for TillFlow Pro or TillFlow (Retail) is refused with a clear message.
- Each phone or PC uses one place on your licence. **Remove licence from this device** frees its place (with internet) so you can use it on another device.
- Only activation contacts the TillFlow licence server. Your stock data is never sent.



Licence screen (trial)



Licensed (example)

13 Questions and problems

A product shows "Item not on the stock list", but it is in TillFlow.

The stock list on the phone may be old, or the product has a second barcode that was not in the export. Import a fresh stock list. Meanwhile, search by name and count it, or use **Count later**.

The scanner beeps but nothing appears in the app.

Check **Scanning with** matches your scanner. For a handheld PDA choose **Barcode scanner** and set the scanner to "keyboard output" with Enter after the code. For a Bluetooth scanner, check it is paired and connected.

The camera counted the same item twice / did not count it again.

The camera ignores the item it has just counted. Point away for a second before scanning the same item again, or tap **+**. To fix a wrong count use **Undo** or **Set exact quantity**.

I typed a wrong quantity.

Tap **Undo** straight away, or go to **Counted**, tap the line and type the right number.

A barcode went into the quantity box by mistake.

The app notices ("That looks like a barcode, not a quantity") and does not save it. Type the quantity.

The phone switched off / the app closed in the middle of counting.

Nothing is lost. Open the app and tap the stocktake under **Continue counting**.

I can't find the file on the PC.

If you used **Save file to phone**, connect the phone with a USB cable and look in *Download → TillFlow Stocktake*. If you shared it by WhatsApp or email, save the attachment on the PC first.

"Could not reach the licence server".

Check the internet connection and try again, or use the email way (registration code).

"This licence code is for TillFlow Pro / TillFlow (Retail), not for TillFlow Stock".

Each program has its own licence. Use the licence code bought for TillFlow Stock.

The trial has ended but I still need my counts.

Open the stocktake, go to **Finish** and tap **Finish & send file**. Sending always works.

14 Quick reference

Print this page and keep it with the scanner.

Before counting

- TillFlow Pro → Back Office → Stock → export stock CSV.
- Send it to the phone → **Import stock list** → **Use it**.
- **+ Start new stocktake** → name, counted by, branch.
- Choose: Barcode scanner / Bluetooth scanner / Phone camera.

Counting

- Scan = +1 (or "Ask how many").
- **+ / –** to adjust, **Set exact quantity** to type the number.
- No barcode? Type the name and tap the product.
- **Undo** takes back the last change.
- Nothing on the shelf? Set it to **0**.

Not on the stock list

- **Add new item**: name*, quantity*, price, … → Save.
- **Count later**: barcode + quantity, sort out later.
- **Cancel**: wrong scan.

Phone camera

- Scan → type quantity → **OK** → camera opens again.
- **Light** for dark shelves, **Done** to stop.
- Same item again: point away first, or tap +.

Finishing

- **Counted** tab → **Differences**: check them.
- **Finish** tab → **Finish & send file**.
- PC: TillFlow Pro → Back Office → Stock → Import stocktake CSV.

Good to know

- Saves after every scan: never lose a count.
- Only counted products are sent; others don't change.
- Works offline. Licence: Settings → Licence & activation.
- Help: **sales@tillflow.co.za**