QS Prime POS

User Manual — Mac

Version 2.4.0 · September 2026

A point-of-sale system for retail, service and small business: selling, stock, purchase orders, services with staff commission and appointments, customers, credit accounts and loyalty points, till and cash, admin approvals and an audit log, reports, accounting export, backups.

Contents

Quick Solutions POS is now QS Prime POS

Version 1.9.2 renames the app, a product of Quick Solutions Prime. Nothing else changes: install it over the old version and your stores, sales, license key and backups are all as they were. Drag the old **Quick Solutions POS** app from Applications to the Trash once the new one opens.

New in version 2.4 — send receipts by email, WhatsApp or SMS

- The receipt screen has **Email**, **WhatsApp** and **SMS** buttons. They open Mail (with the receipt as a PDF), WhatsApp or Messages with the receipt filled in — you check it and press Send (section 4.5).
- The customer's number or email is filled in, and a new one can be saved to their details. No paid SMS service is needed.

Version 2.3

Accounting export: one balanced journal per day for QuickBooks or Xero, from Reports → Accounting Export… (section 13.1).

Versions 2.2 and 2.2.1 added staff, commission and appointments (section 12) and backup reminders (section 18.4); 2.1 added admin approval with a PIN and the Audit Log (section 14); 2.0 added purchase orders (section 10); 1.9 added VAT, NHIL and GETFund as separate taxes (section 15.1) and report headings; 1.8 added the delivery cost at Stock In and Cost History (section 9.1); 1.7 added same-day void; 1.6 added loyalty points; 1.5 added credit sales (On Account) and customer accounts; 1.4 added a chosen receipt printer and a real cash drawer; 1.3 added selling by weight or measure; 1.2 added Inventory, Non-Inventory and Service items and consistent button colours; 1.1 added backup and restore, the receipt logo and tax-free report revenue — all still described in this manual.

1. Getting started

1.1 Installing the app

QS Prime POS comes as a disk image, **QS Prime POS 2.4.0.dmg**. Double-click it and drag **QS Prime POS** onto the **Applications** shortcut in the window that opens. Eject the disk image, then open the app from Applications.

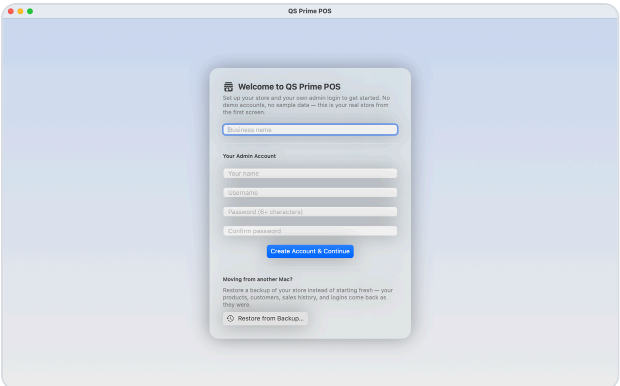
The first time, macOS may say the app is from an unidentified developer — normal for apps that don't come from the Mac App Store. Control-click (right-click) the app in Applications, choose **Open**, and confirm. You only do this once per Mac.

> **Updating from an earlier version**
> Install the new version over the old one exactly as above. Your store, sales and license stay as they are, and every existing product becomes an **Inventory Item** — exactly how it behaved before. Change any that are really services or non-inventory items in Products.

1.2 First launch — set up, or restore

The first time the app opens there's no sign-in screen and no demo data. You have two choices:

- **A new store:** enter your business name, your own name, a username and a password (6+ characters), then click **Create Account & Continue**. That creates exactly one Admin account — yours — and you're signed in.
- **Moving from another Mac?** Click **Restore from Backup…** and choose a backup of your store. Everything comes back as it was, including logins. See section 18.



The first-run screen: set up a new store, or restore one from a backup.

1.3 The trial period

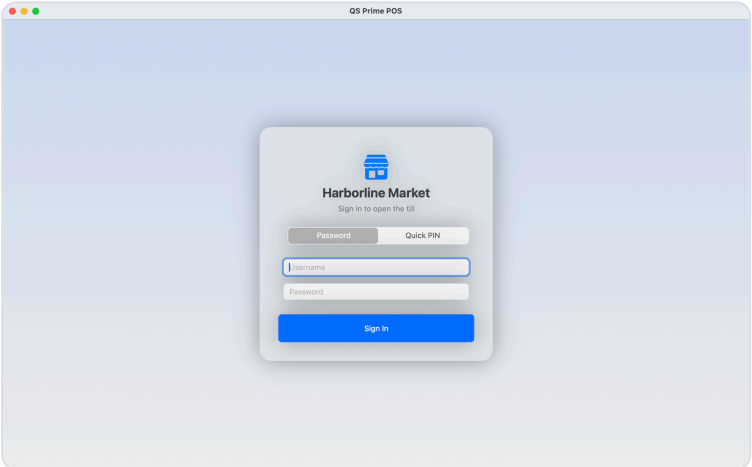
Every feature works for 15 days from first launch. The days left are shown in **Settings > License**. After that, the app shows an activation screen until a license key is entered (section 20).

1.4 Before your first sale

The POS Workspace won't take sales until a till is open: go to **Till & Shifts**, enter the opening cash float, and click **Open Till** (section 6). While you're setting up, it's worth adding your logo (section 16) and choosing a backup folder on a USB drive or cloud folder (section 18).

2. Signing in and roles

Each session starts at the sign-in screen. Sign in with a username and password, or switch to **Quick PIN** for a short numeric PIN if one has been set for you. **Sign Out** is at the bottom of the sidebar.



Sign-in screen, with the store's name.

Role	Can use
Admin	Everything: Dashboard, POS Workspace, Products, Inventory, Purchase Orders, Suppliers, Customers, Staff, Appointments, Sales History, Refunds, Till & Shifts, Reports, Audit Log, Settings, and Back Up Now. Admins approve cashiers' discounts, price changes and voids with their PIN (section 14).
Cashier	POS Workspace, Appointments, Customers, Sales History (their own sales), Refunds, and Till & Shifts.

Admins add staff accounts in **Settings > User Accounts**.

> **Button colours**
> The main action on each screen — New Product, New Customer, New Supplier, Save, Pay, Open Till, Process Refund, Back Up Now and so on — is a **blue** button with an icon. Grey buttons are other options (Import, Export, Cancel). Red text means delete or remove, and the app always asks first.

3. A day at the till

1
Sign in.

2
Open the till with the morning float (**Till & Shifts**).

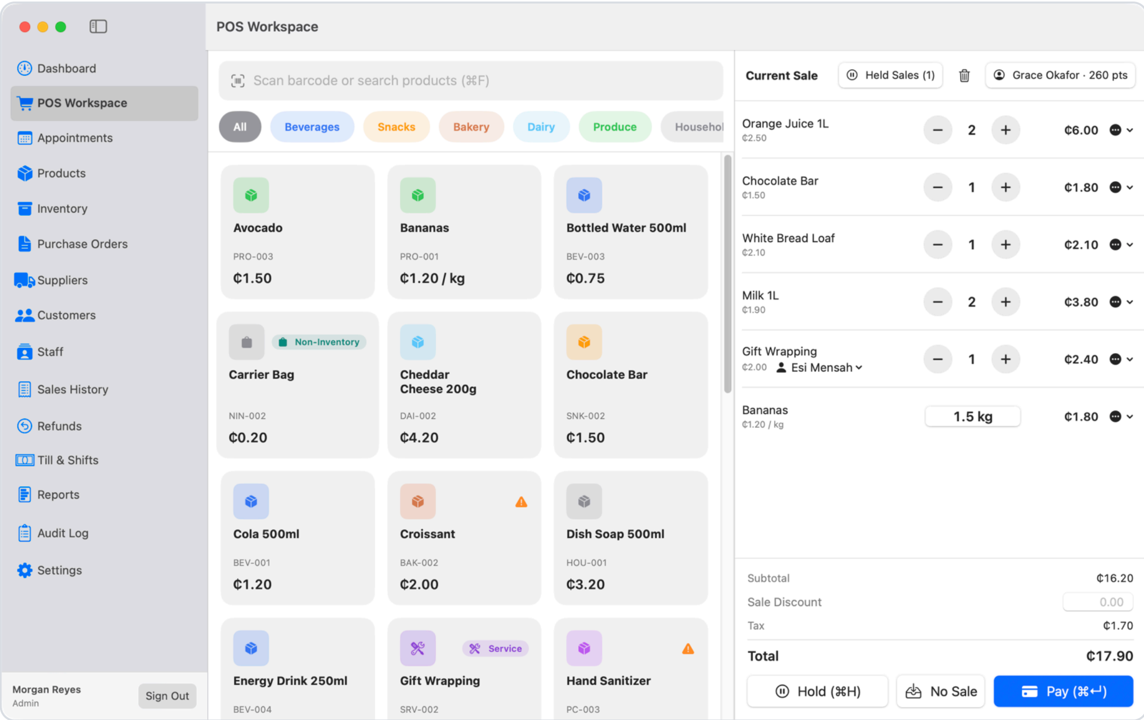
3
Sell from the **POS Workspace** all day.

4
Count the drawer and **Close Till**. The store is backed up automatically.

5
Run the **End of Day Summary** in Reports.

4. Selling — the POS Workspace

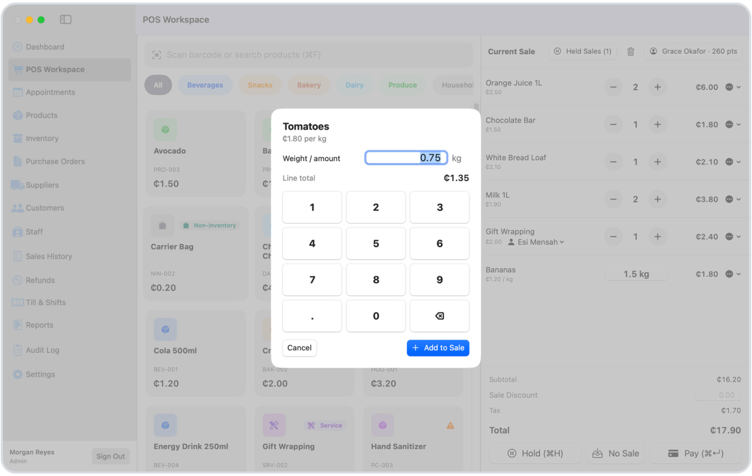
Products are on the left, the current sale on the right.



The POS Workspace with a sale in progress and a customer attached.

4.1 Adding products

- **Click a product tile** to add one. Click again for another.
- **Scan a barcode**, or type an exact SKU or barcode and press Return. ⌘F jumps to the search box. Products marked inactive can't be added this way — the app tells you why.
- **Products sold by weight or measure** (shown as "₵1.20 / kg" on the tile) ask for the amount when you tap or scan them: type it or use the keypad, check the line total, then click **Add to Sale**. To change it later, click the amount on the cart line (e.g. **1.5 kg**) or choose **Change Amount…** from the line's **•••** menu.
- **Search or filter** with the box and the category chips above the grid. A warning triangle marks items at or below their reorder level.



Tapping Tomatoes, sold by the kilogram: enter the weight, then Add to Sale.

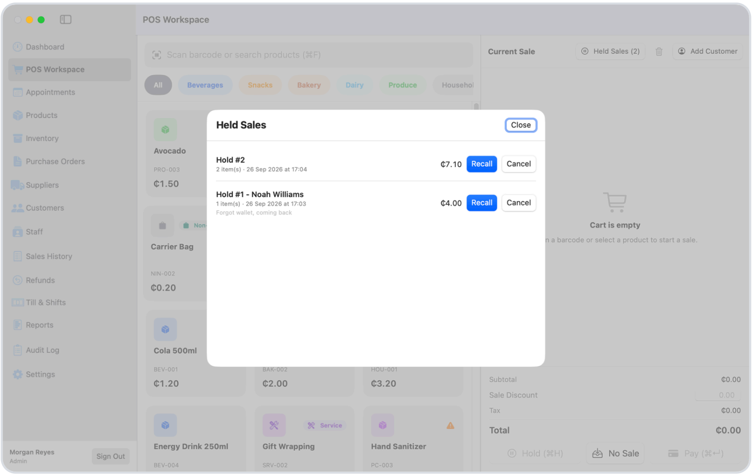
4.2 The current sale

- Change a quantity with **–** and **+** (for items sold by weight or measure, click the amount instead); the **•••** menu on a line has **Line Discount…**, **Change Price…** (charge a different price for this sale only; the line says *price changed*) and remove.
- **Sale Discount** takes a fixed amount off the whole sale. It applies when you press Return or click anywhere else. A cashier's discounts over the limit, and price changes, need an admin's PIN (section 14).
- A **service** line shows **Who?** under its name when the store has staff: click it and choose who did the job, and it shows their name. **Pay** reminds you if one is missing (section 12).
- **No Sale** (next to Pay) opens the cash drawer without a sale — to give change, say. It asks for a reason, and a cashier needs an admin's PIN; it's always recorded in the Audit Log.
- **Add Customer** attaches a customer for their purchase history and loyalty points; the button then shows their points balance (**Grace Okafor · 260 pts**). It's optional — walk-in sales are fine.
- The trash button clears the cart.
- The cart stays put if you go to another screen (to check stock, say) and come back.

4.3 Holding and recalling a sale

Hold (⌘H) parks the current sale and clears the screen for the next customer. Held sales are numbered **Hold #1**, **Hold #2**… and the numbers keep counting up day after day. **Held Sales** at the top of the cart (with a count) lists them: **Recall** brings one back, **Cancel** drops it.

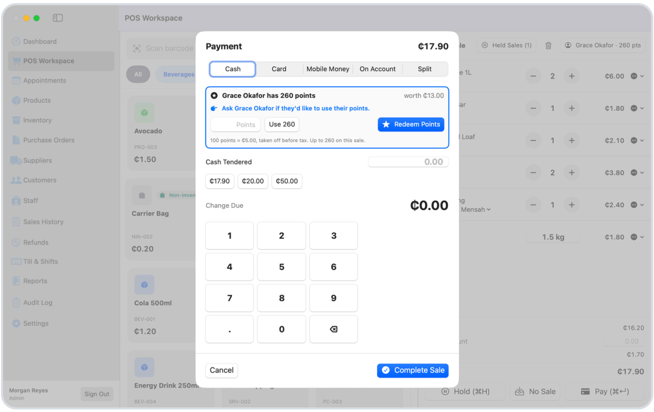
If you recall a held sale while the cart already has items, the app asks before replacing them — hold the current sale first if you want to keep it.



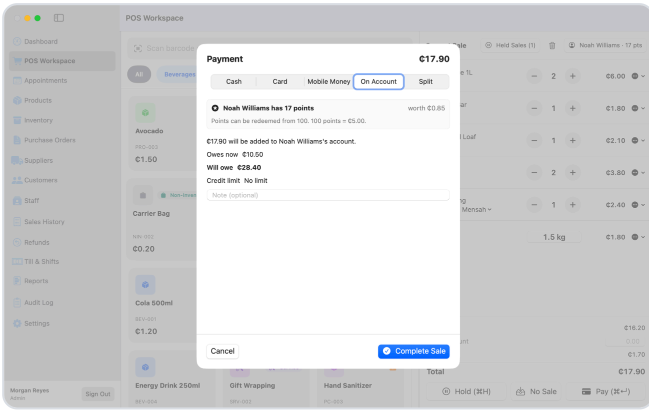
Held sales, ready to recall.

4.4 Taking payment

Pay (⌘↩) opens the payment window.



Cash payment, with quick amounts and a keypad.

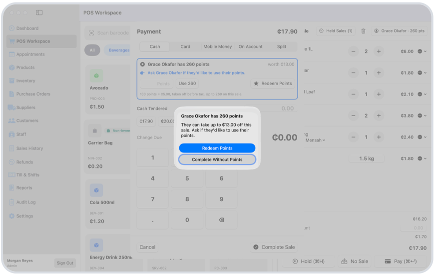


On Account: shows what the customer owes now and after this sale.

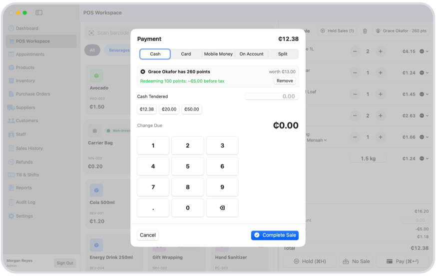
Method	How it works
Cash	Type or tap the amount handed over (or use a quick amount); **Change Due** is worked out for you.
Card	Charges the full amount to card.
Mobile Money	Charges the full amount to mobile money.
On Account	Credit sale: the total is added to the customer's account balance. Needs a customer on the sale who is allowed credit, and must fit within their credit limit (section 11.1).
Split	Any mix of methods over several rows. **Remaining** must reach zero before the sale can complete.

Loyalty points. When the customer on the sale has points, the top of the payment window says how many and what they're worth. Type a number of points (or click **Use …** for the most allowed) and click **Redeem Points**: the value comes off the sale before tax and the total goes down. **Remove** undoes it; cancelling the payment window drops it too. Points can only be redeemed from the minimum (100 by default), and never for more than the sale is worth.

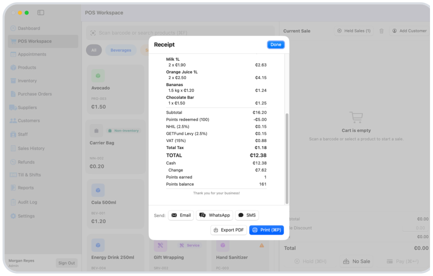
If Settings says so, a cashier needs an admin's PIN to redeem points (section 14). Points are **never spent automatically** — it's the customer's choice. While a customer could redeem, the points box is outlined in blue with **Ask … if they'd like to use their points.** If the cashier clicks **Complete Sale** without redeeming, the app asks once: **Redeem Points** (the default, also Return) goes back to the payment window; **Complete Without Points** finishes the sale and the customer keeps their points. The reminder can be switched off in Settings.



The reminder at Complete Sale.

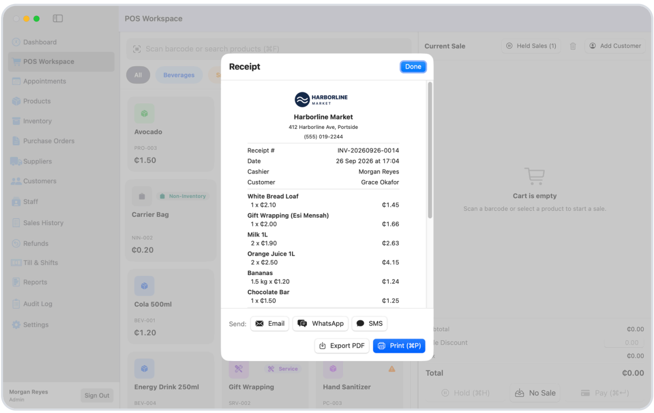


100 points redeemed: ₵5.00 off before tax.



The receipt shows points redeemed, earned and the new balance.

Click **Complete Sale.** The receipt appears, ready to **Print (⌘P)**, **Export PDF**, or send by **Email**, **WhatsApp** or **SMS** (section 4.5). If a cash drawer is set up and **Open Automatically on Cash Sale** is on, the drawer opens on sales that include cash.



Receipt with the store's logo.

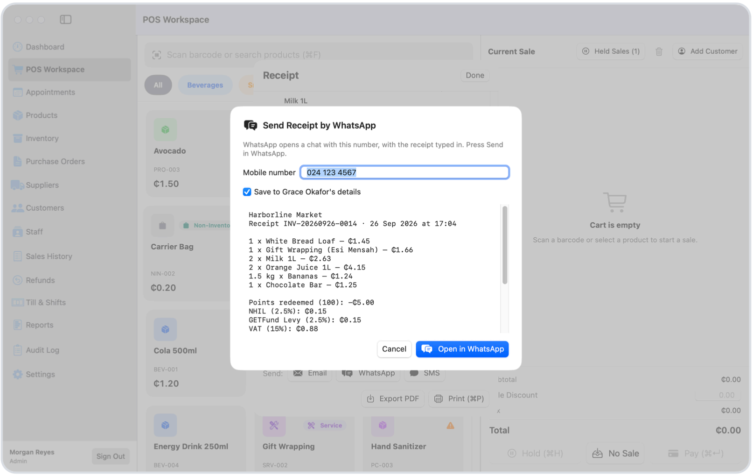
Keyboard shortcuts

Keys	Does	On screen
⌘N	New sale	Trash button
⌘F	Find product	Search box
⌘↩	Pay	**Pay**
⌘H	Hold sale	**Hold**
⌘R	Recall held sale	**Held Sales**
⌘P	Print last receipt	**Print**

They're also in the **File** menu.

4.5 Sending the receipt by email, WhatsApp or SMS

Customers who don't want paper can have the receipt on their phone. On the receipt screen (after a sale, or **Reprint Receipt** in Sales History), click **Email**, **WhatsApp** or **SMS**. A window shows who it goes to and exactly what they'll get; the customer's email or mobile number is filled in when they're on the sale. Check it, then click **Open in Mail**, **Open in WhatsApp** or **Open in Messages**. That app opens with everything filled in, and **you press Send there** — QS Prime POS never sends anything by itself, and there's no SMS service to pay for.



Sending a receipt by WhatsApp: the number, the option to save it to the customer, and the text they'll get.

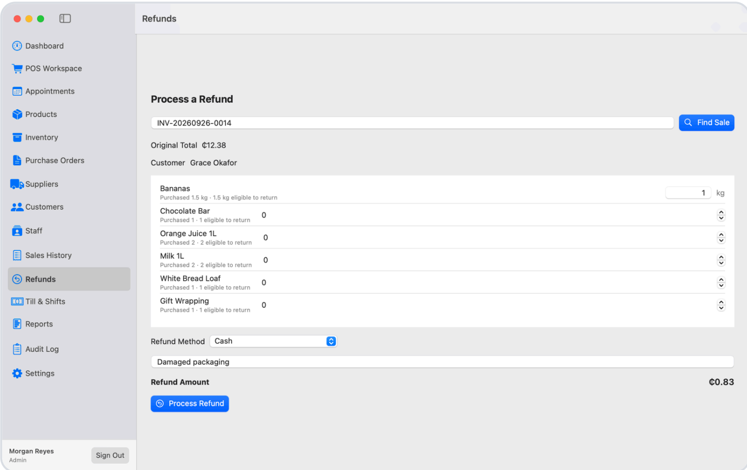
Button	What happens	Needs
Email	A new email in **Mail** with the receipt attached as a PDF and copied into the message.	An email account set up in the Mail app.
WhatsApp	A WhatsApp chat with that number, the receipt typed in.	WhatsApp on this Mac (otherwise WhatsApp Web opens in the browser).
SMS	A new message in **Messages**, the receipt typed in.	Messages signed in; for a text message to a non-iPhone, an iPhone with **Text Message Forwarding** on for this Mac.

Numbers can be typed the local way — **024 123 4567** — and the country code (233 for Ghana, set in **Settings > Receipt**) is added; numbers starting with + are used as they are. If the customer on the sale has no number or email yet, tick **Save to … 's details** to keep it for next time.

5. Refunds, sales history and voids

5.1 Processing a refund

1. Open **Refunds**, type or scan the receipt number (e.g. INV-20260924-0009) and click **Find Sale**.
2. Set how many of each item are coming back — for items sold by weight or measure, type the amount (e.g. 0.5 kg). Only items not already returned are listed.
3. Choose the **Refund Method** and type a reason. Choose **On Account** to take the refund off what the customer owes instead of paying out money.
4. Check **Refund Amount**, then click **Process Refund**. A refund receipt is shown.

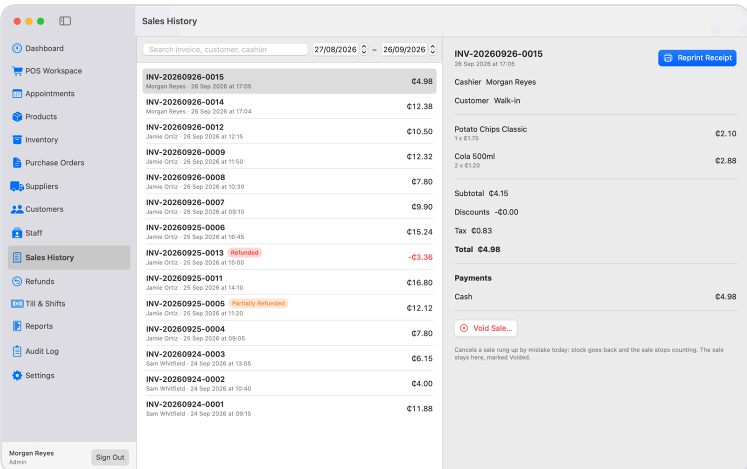


Returning one item from a sale.

The refund pays back exactly what the customer paid for those items, including their share of any discount. With **Prices Include Tax** on, the tax is already inside the price and isn't added again. Returned items go back into stock, and the original sale is marked **Partially Refunded** or **Refunded**.

5.2 Sales history

Every sale and refund, newest first, searchable by invoice number, customer or cashier, with a date range. Select one to see its lines, tax and payments, and click **Reprint Receipt** to print it again. Cashiers see their own sales; admins see everyone's.



Sales History with a sale selected.

5.3 Voiding a sale (same day)

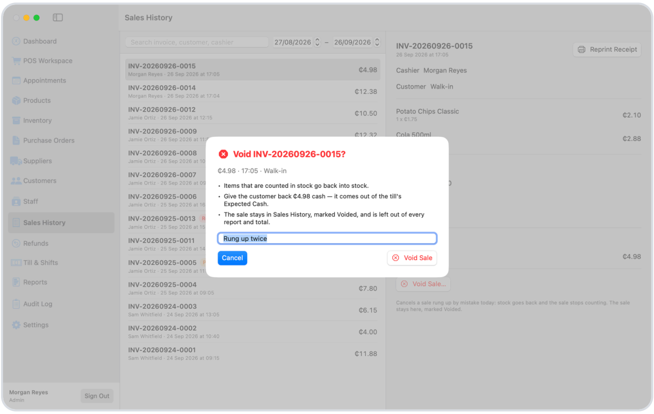
If a sale was rung up by mistake — entered twice, wrong items, wrong customer — it can be cancelled completely instead of refunded. An admin can void; a cashier can too, with an admin's PIN (Settings can let cashiers void without one, section 14).

1. In **Sales History**, select the sale and click **Void Sale…** (red, under the payments).
2. The window lists exactly what will happen. Type a **reason** — it's required — and click **Void Sale. Cancel** is the default, so pressing `Return` never voids anything. A cashier is then asked for an admin's PIN.
3. If the customer paid cash, give it back: the drawer opens if one is set up.

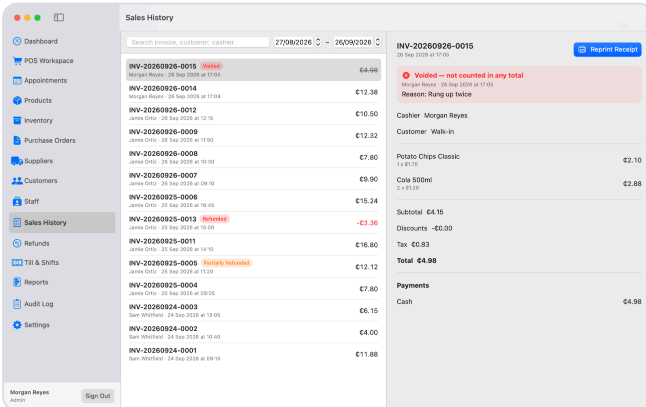
What a void does:

- **Stock** goes back for Inventory Items (recorded in Inventory as **Void**).
- **Cash** comes out of the till's **Expected Cash**, so the drawer still balances. **On Account** comes off the customer's balance. Card and mobile money must be reversed on the terminal or phone as usual.
- **Loyalty points** earned on the sale are taken back, and points spent on it are given back.
- The sale **stays in Sales History**, marked **Voided** with who voided it (and who approved it), when and why, and its reprinted receipt says **VOIDED**. It's left out of every report, the Dashboard and the till totals. End of Day shows **Voided Sales (not counted)**.

> **When the Void button is greyed out**
>
> The line under it says why. Only sales from the till that's open now can be voided (older sales use **Refunds**); a sale that's already been partly or fully refunded can't be voided; refunds themselves can't be voided. A voided sale can't be refunded.



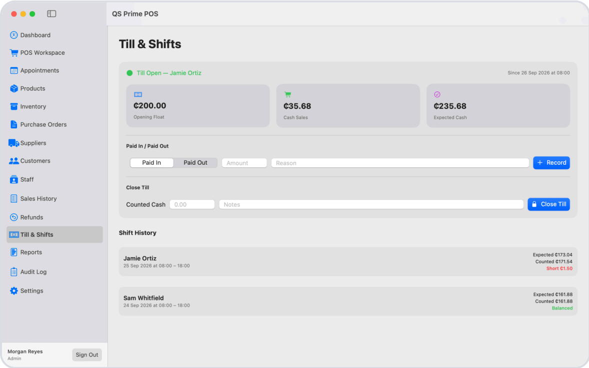
Void Sale: what will happen, and a reason.



A voided sale stays on record, left out of totals.

6. Till and shifts

A shift runs from the opening float to the closing count. Only one till can be open at a time, and it stays open across sign-outs until someone closes it.



An open till: float, cash sales, and the cash that should be in the drawer.

6.1 During the day

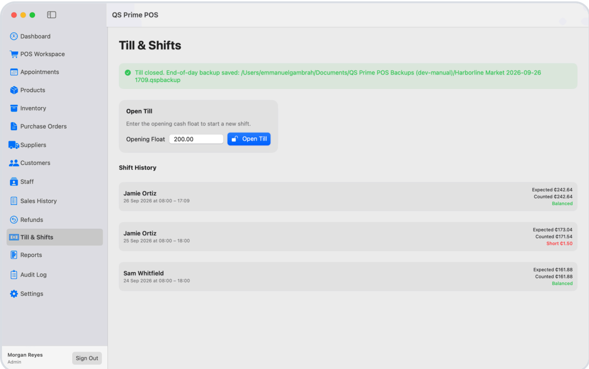
Expected Cash = opening float + cash sales + cash received on customer accounts + paid in – paid out. Voided sales don't count — their cash went back to the customer. Credit (On Account) sales bring in no cash, so they aren't counted. Use **Paid In / Paid Out** to record cash going into or out of the drawer outside a sale (e.g. paying a supplier), with a reason.

6.2 Closing the till

Count the drawer, enter **Counted Cash** and any notes, and click **Close Till**. The shift moves to **Shift History**:

Result	Meaning
Balanced	Counted cash equals expected cash.
Over	More cash in the drawer than expected.
Short	Less cash than expected.

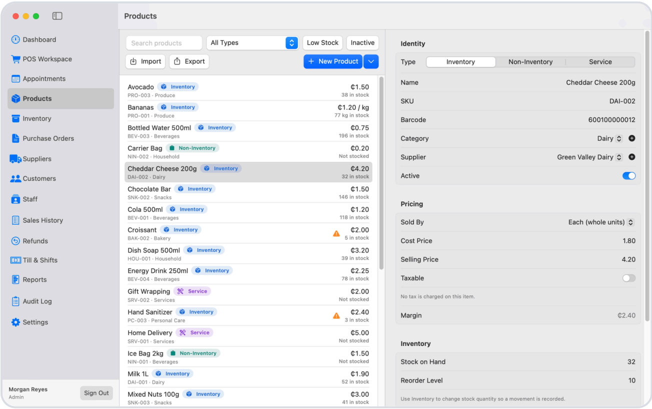
Closing the till also backs the store up automatically (section 18). A green message shows where the backup was saved. If the backup can't be saved — for example the USB drive isn't plugged in — the till still closes and the app tells you what went wrong, so you can use **Back Up Now** later.



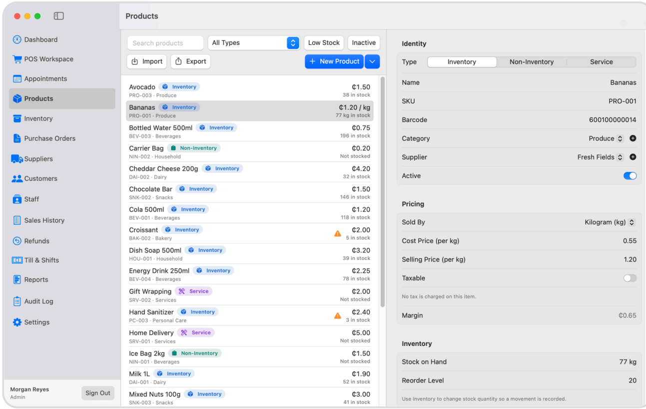
Till closed, with the end-of-day backup saved.

7. Products

A searchable list on the left and the product's details on the right. Each product shows a coloured badge for its type (section 8). The **All Types** menu shows one type only; **Low Stock** and **Inactive** filter the list too.



Editing a product.



Bananas, sold by the kilogram: prices per kg, 77 kg in stock.

- **New Product** starts a product of your store's default type, with your **Default Tax Rate** and **Default Reorder Threshold** from Settings already filled in. The arrow next to it starts a specific type — Inventory Item, Non-Inventory Item or Service.
- **Type** at the top of the form switches between Inventory, Non-Inventory and Service at any time.
- **Sold By** (first under Pricing) sets the unit: **Each** for whole items, or kilogram, gram, litre, millilitre, metre or hour. Kilograms, litres, metres and hours can be sold in fractions; grams and millilitres in whole numbers. Cost and selling price are then per that unit, and stock is counted in it.
- Fill in name, SKU, barcode, category, supplier, cost and selling price, taxes and reorder level. Margin is worked out for you. Use the **+** next to Category or Supplier to create a new one on the spot.
- **Taxable** and **Taxes** (under Pricing): turn Taxable off for items with no tax at all; otherwise pick the product's tax group — the line under it shows what it adds up to, e.g. NHIL (2.5%) + GETFund Levy (2.5%) + VAT (15%) = 20% (section 15.1).
- Changes save as you type; **Save** confirms and closes the form.
- **Cost History** (below Inventory) lists the latest deliveries with what they cost and every change to **Cost Price** — "Edited in Products" when someone changes it here, "Imported from CSV" when an import changes it — with the cost before and after.
- Turn **Active** off for items you no longer sell — they disappear from the POS and can't be scanned.
- **Delete Product** asks first. Past sales keep their own copy of the product's name and price.
- For Inventory Items, stock quantity is changed in **Inventory**, so every change is recorded. Non-inventory items and services have no stock fields.

Importing and exporting (Excel)

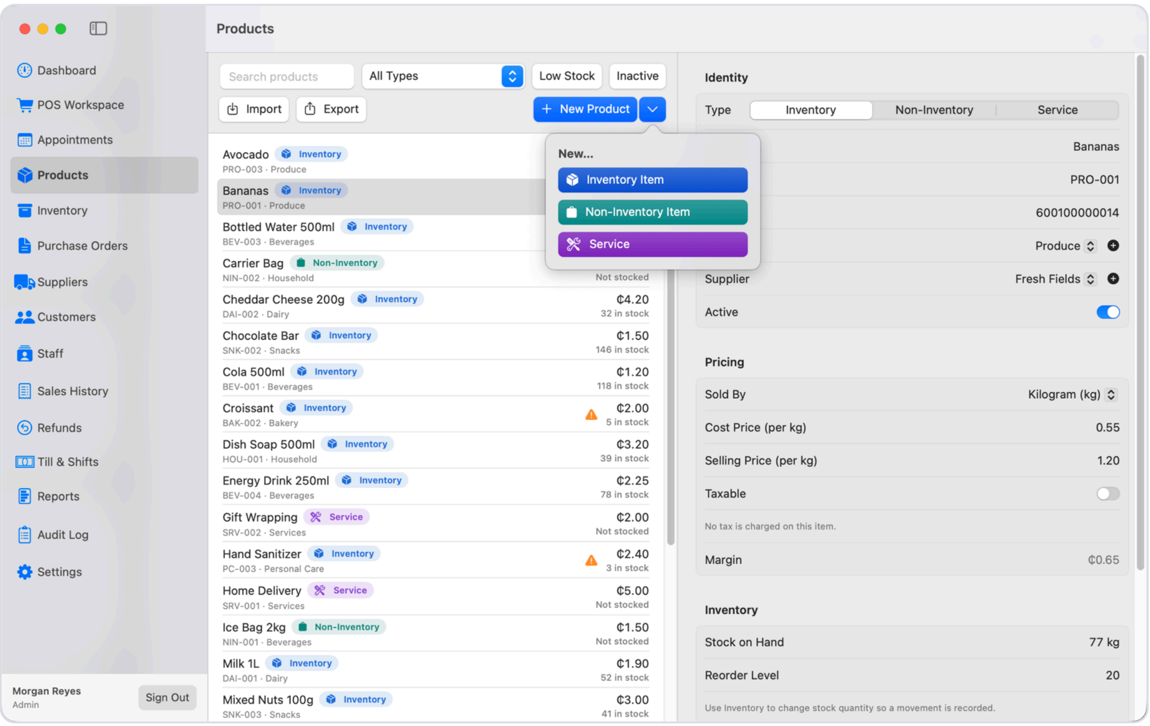
Export saves every product to a CSV file, which Excel opens and saves natively; **Import** reads the same layout back. Rows are matched by SKU (or barcode if there's no SKU) and updated, or added if new. Unknown categories are created. The **Type** column takes **Inventory**, **Non-Inventory** or **Service**; left blank, a new product is an Inventory Item and an existing one keeps its type, so files from earlier versions still import. Stock columns are ignored (and exported blank) for non-inventory items and services. **Unit** takes each, kg, g, L, ml, m or hr; left blank, a new product is sold by **Each** and an existing one keeps its unit. Stock and reorder amounts can have decimals (12.5). **Tax Group** takes a group name from Settings → Taxes, or **None** for items with no tax; left blank, the **Tax Rate %** decides (0 = not taxable, 20 = the standard group). A new **Cost Price** from the file is recorded in the product's Cost History. A summary lists how many were created, updated or skipped, and why.

Columns, in order
SKU · Barcode · Name · Category · Cost Price · Selling Price · Tax Rate % · Stock Quantity · Reorder Level · Supplier · Active · Type · Unit · Tax Group

8. Inventory Items, Non-Inventory Items and Services

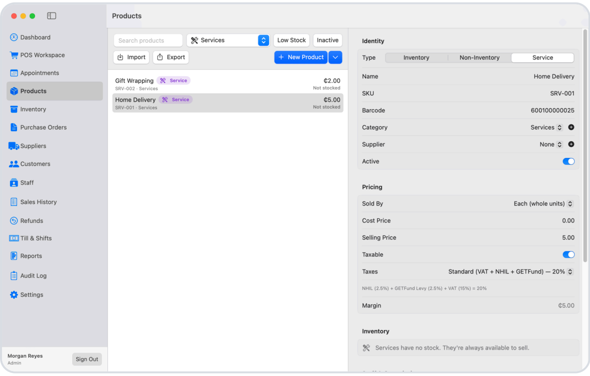
Every product is one of three types. The type decides whether the app counts its stock — nothing else changes: all three are sold, discounted, held, refunded, reported and printed on receipts the same way.

Type	Use it for	Stock
Inventory Item	Goods you keep on the shelf and count: drinks, groceries, spare parts.	Counted. Sales take stock off, refunds put it back; low-stock alerts, stock value and the Inventory screen apply.
Non-Inventory Item	Goods you sell but don't count: bought in for a job, sold by the bag or cup, consumables, carrier bags.	Not counted. Always available to sell; no stock levels or alerts.
Service	Work or a fee: delivery, installation, repairs, consultation, gift wrapping.	None. Always available to sell.



The arrow next to New Product, with the three types in their colours. The list shows each product's type.

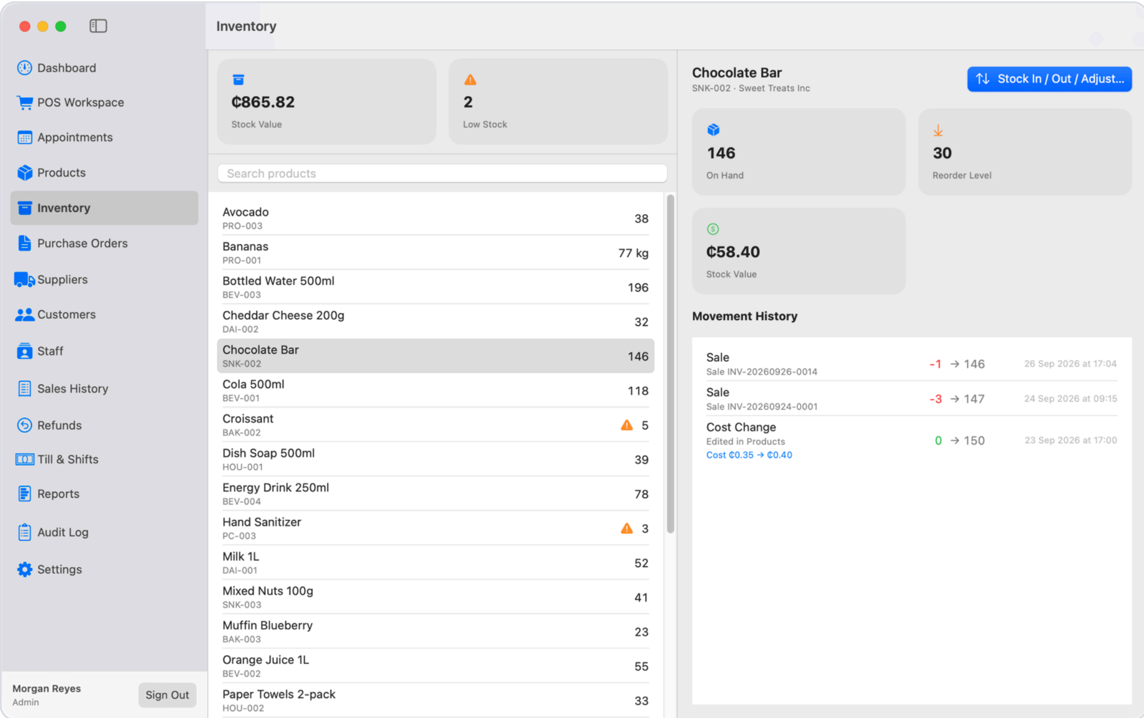
- **Choosing the type:** use the arrow next to **New Product**, or change **Type** at the top of any product's form.
- **Businesses that only sell services or non-inventory items:** set **Settings > Products & Inventory > New Products Are** to that type. **New Product** then creates it every time, the Dashboard stops showing low stock, and the Inventory screen simply says there's nothing to count.
- **Cost price** still matters for every type — it's how the reports work out profit. For a service, enter what it costs you to provide (or leave 0).
- **Changing an Inventory Item to another type** stops counting its stock. Units already on record are kept (and shown on the form) but not counted; switch back to Inventory Item to count them again.
- **In the POS**, non-inventory items and services show their type badge on the tile and never show a low-stock warning.
- **Reports: Sales by Item Type** splits revenue and profit between the three types; **Sales by Product** shows each product's type; **Stock Valuation** and **Low Stock** list Inventory Items only.



A service: no stock fields, and **Staff & Commission** (section 12).

9. Inventory

The Inventory screen lists **Inventory Items** only — non-inventory items and services have no stock to manage. Every change to stock is recorded with a date, a reason and who made it. Select a product to see its stock, value and movement history.



Inventory: stock value, low-stock count and a product's movements.

Stock In / Out / Adjust… opens a small form. Amounts are in the product's unit, so a delivery of 12.5 kg is entered as 12.5.

Type	Use it for
Stock In	Deliveries and restocks, with the **Unit Cost** of the delivery. Optionally record the supplier.
Stock Out	Damage, loss, samples.
Adjust	Setting the exact counted quantity after a stock count.

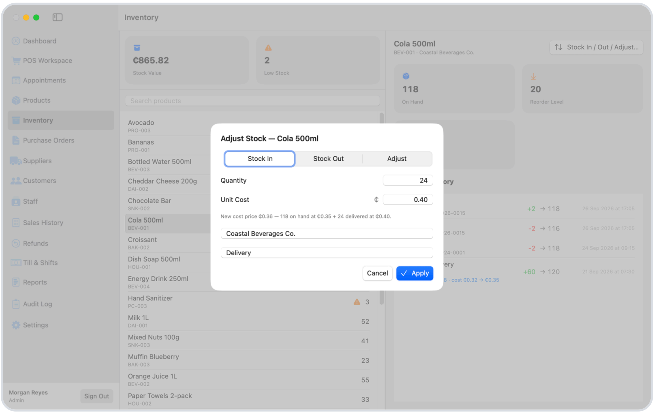
9.1 New cost price on delivery

Suppliers change their prices. When a delivery comes in, **Stock In** asks for its **Unit Cost** — what each unit cost this time — already filled in with the current cost price. Change it if the price was different; the line under it shows the new cost price before you click **Apply**.

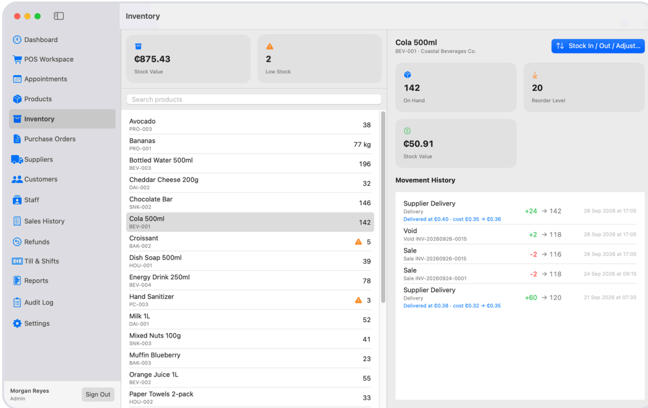
The new cost price is the **weighted average** of what's on hand and what arrived:

> **Example**
> 118 bottles on hand at ₵0.35 and 24 delivered at ₵0.40: (118 × 0.35 + 24 × 0.40) ÷ 142 = **₵0.36**. The stock is now worth exactly what was paid for it. With nothing (or less than nothing) on hand, the new cost is simply the delivery's cost.

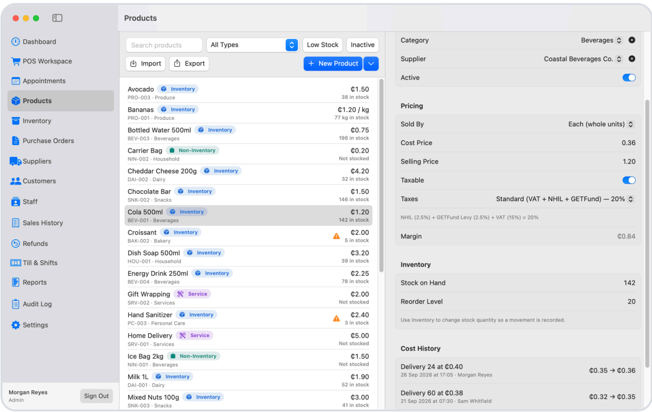
- Sales from now on use the new cost for profit; past sales keep the cost they were sold at.
- The delivery shows in **Movement History** in blue: "Delivered at ₵0.40 · cost ₵0.35 → ₵0.36".
- Each product's **Cost History** is in Products (section 7); **Reports → Cost Changes** lists every delivery cost and cost edit in a date range, with who made it.



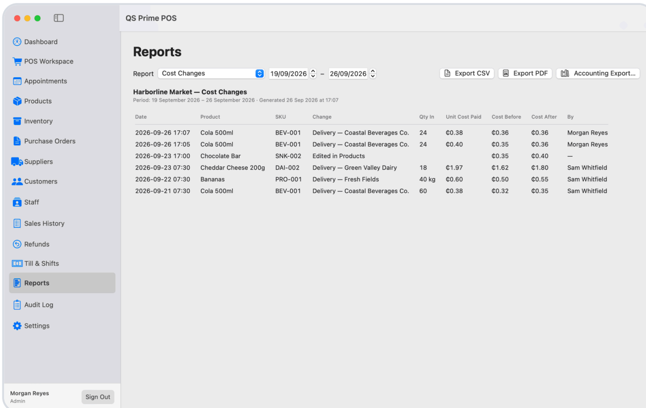
Stock In with the delivery's unit cost and the new cost price.



The delivery in Movement History, with its cost.



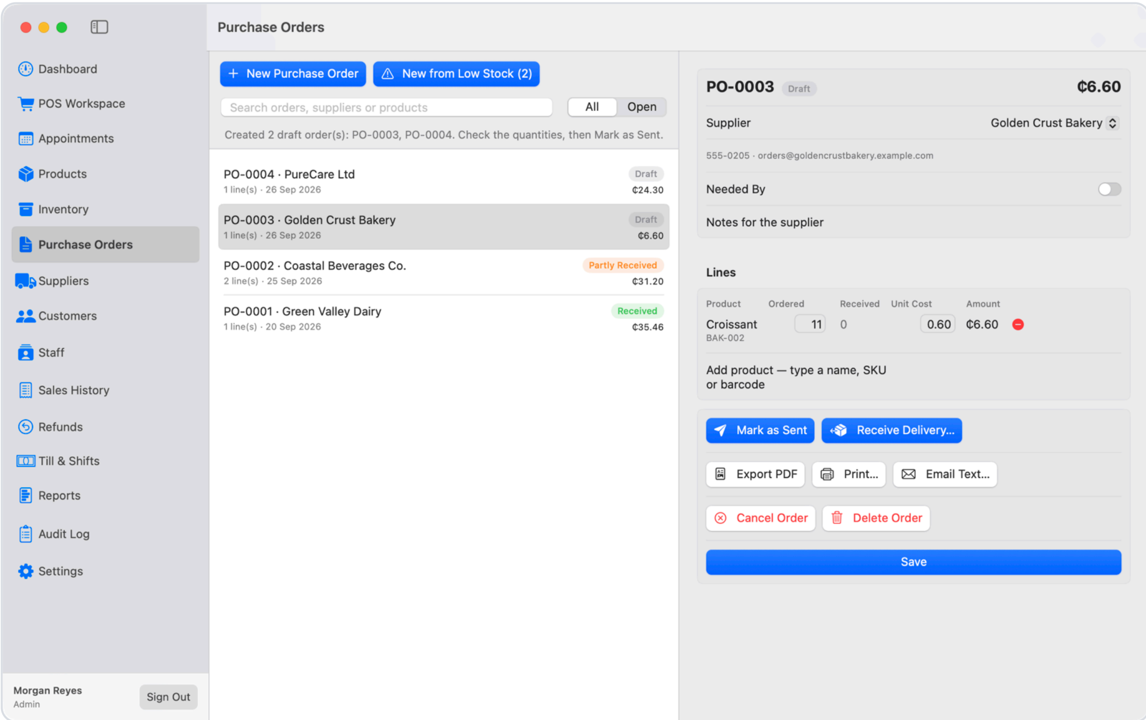
Cost History on the product.



The Cost Changes report.

10. Purchase orders

A purchase order is what you ask a supplier to deliver. The app turns your low stock into orders — one per supplier — gives you a PDF or a message to send, and when the goods arrive puts them into stock at the price you actually paid. The cost price updates exactly as it does with Stock In (section 9.1). **Purchase Orders** is in the sidebar for Admin users.



New from Low Stock made two draft orders, one for each supplier with items running low.

10.1 Creating an order

- **New from Low Stock** (the number is how many items are low) makes a **Draft** for each supplier, from the **Supplier** on each product. The quantity brings stock up to twice the reorder level — Croissant, 5 on hand and reordered at 8, gets 11 — and the unit cost is today's cost price. Items already on an open order are left out and named, so nothing is ordered twice. Items with no supplier go on one order with the supplier left for you to choose.
- **New Purchase Order** starts an empty draft: choose the **Supplier**, then type a name, SKU or barcode under the lines and click **Add**.
- Change a line's quantity or unit cost in place (press Return or click away); the red minus removes it. When the supplier has other items running low, **Add … Low-Stock Item(s)** adds them.
- **Needed By** and **Notes for the supplier** print on the order.

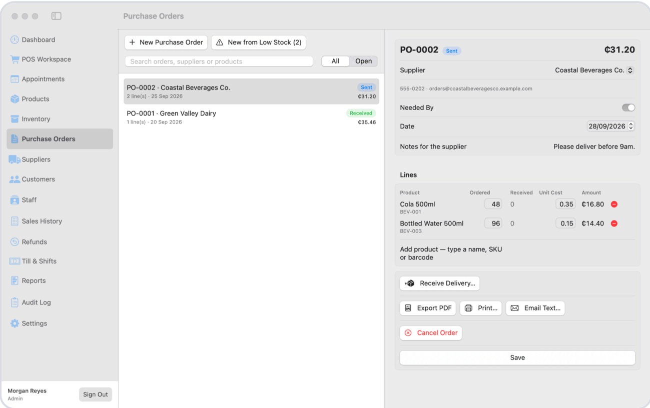
Only Inventory Items can be ordered. Lines can change while the order is a Draft or Sent; once goods have been received they're fixed.

10.2 Sending it to the supplier

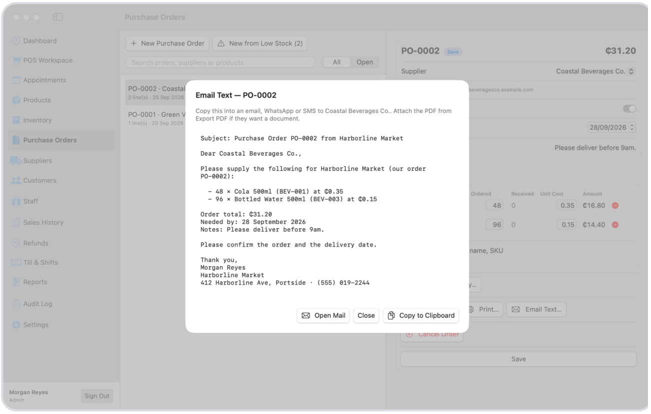
Mark as Sent when the order has gone (it needs a supplier and at least one line). To send it:

- **Export PDF** or **Print…** — the order with your business name, the supplier, each line, the total, the date and any notes.

- **Email Text…** — a ready-written message listing the order. **Copy to Clipboard** and paste it into an email, WhatsApp or SMS; **Open Mail** starts an email when the supplier has an email address. The app never sends anything by itself.



An order that has been sent, with a date it's needed by.

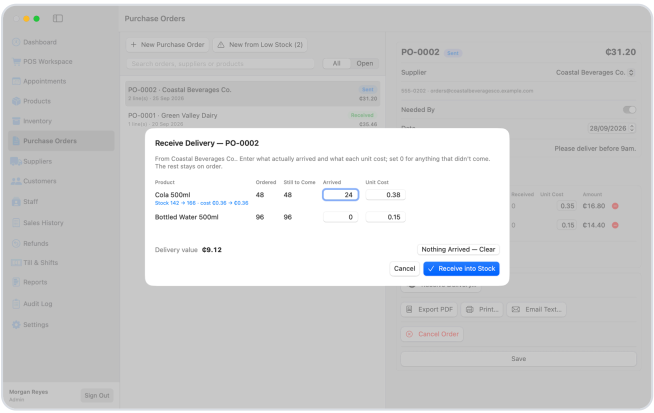


Email Text: copy it into email, WhatsApp or SMS.

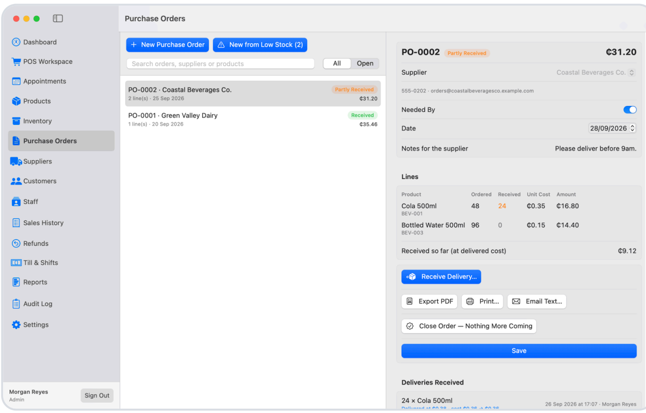
10.3 Receiving a delivery

1. Select the order and click **Receive Delivery….**
2. Each line is filled in with what's still to come, at the ordered cost. Change **Arrived** to what actually came (0 for anything that didn't) and **Unit Cost** to the price on the supplier's invoice**.** The blue line shows the stock and cost price before and after.
3. Click **Receive into Stock.**

Stock goes up, the cost price becomes the weighted average, and each line is recorded in the product's Movement History as a **Supplier Delivery** "Received on PO-0002"; the order lists it under **Deliveries Received**. If everything has arrived the order is **Received**; if not, it's **Partly Received** and you receive the rest when it comes. A supplier who sends more than ordered can be recorded too.



24 of 48 Cola arrived at ₵0.38; the water didn't come.



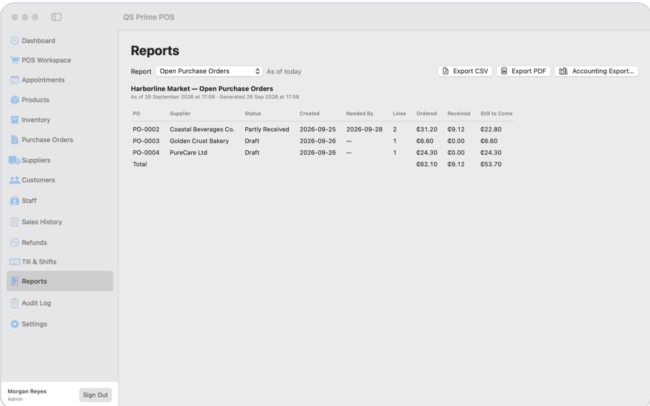
Partly Received: the rest is still on order.

Status	Meaning and what you can do
Draft	Being prepared. Edit it, **Mark as Sent**, receive it, cancel or delete it.
Sent	With the supplier. Still editable; **Receive Delivery…** or **Cancel Order**.
Partly Received	Some goods arrived. Receive the rest, or **Close Order — Nothing More Coming** if the rest won't come: the order becomes **Received (closed short)** and what arrived stays in stock.
Received	Complete. Kept for your records.
Cancelled	Cancelled before anything arrived. Can be deleted.

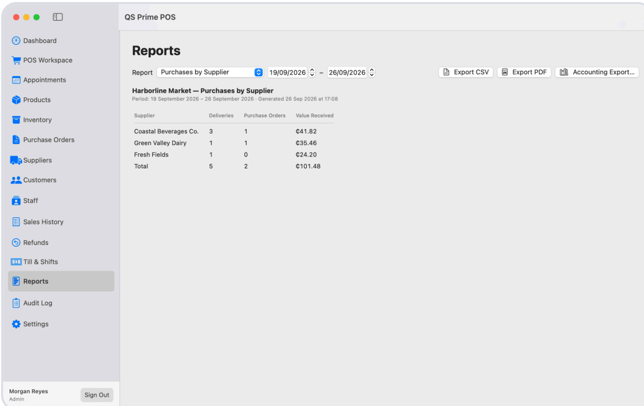
Only Drafts and Cancelled orders with nothing received can be deleted; the confirmation defaults to **Cancel**. If a product or supplier is deleted later, its orders keep the name they had.

10.4 Purchase reports

Reports → Open Purchase Orders lists every Draft, Sent and Partly Received order with what was ordered, what has arrived and what's still to come. **Purchases by Supplier** totals what you received from each supplier in the dates chosen — deliveries on purchase orders and Stock In deliveries with a supplier and cost alike.



Open Purchase Orders.



Purchases by Supplier.

11. Customers and suppliers

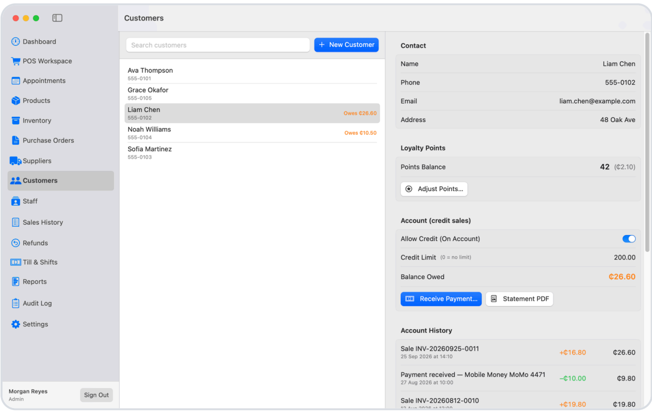
Customers keeps contact details, loyalty points and purchase history. **Suppliers** keeps the contacts you reorder from and shows how many products list each one. Both work the same way: **New Customer** / **New Supplier**, edit, **Save**; delete asks first, and past sales and products keep their records.

11.1 Customer accounts (credit sales)

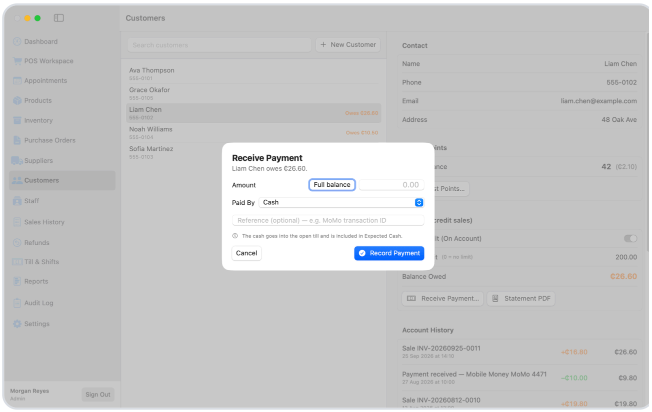
Some customers buy now and pay later. QS Prime POS keeps an account for each of them — every credit sale, every payment and the balance owed.

1. **Allow credit:** in **Customers**, select the customer, turn on **Allow Credit (On Account)** and, if you want, set a **Credit Limit** (the most they may owe; 0 = no limit).
2. **Sell on credit:** add the customer to the sale (**Add Customer**), click **Pay**, choose **On Account** and **Complete Sale**. You can also put part of a sale on account with **Split**. The receipt shows the customer's **Account balance**.
3. **Take a payment:** select the customer and click **Receive Payment…**. Enter the amount (or **Full balance**), how they paid and any reference, then **Record Payment**. Cash goes into the open till.
4. **Send a statement: Statement PDF** saves every charge and payment with the running balance.

The Customers list shows **Owes ₵…** next to anyone with a balance, and the **Account History** lists each movement. A sale is refused with a clear message if the customer isn't allowed credit or it would take them over their limit.



A customer's account: limit, balance, Receive Payment, history.



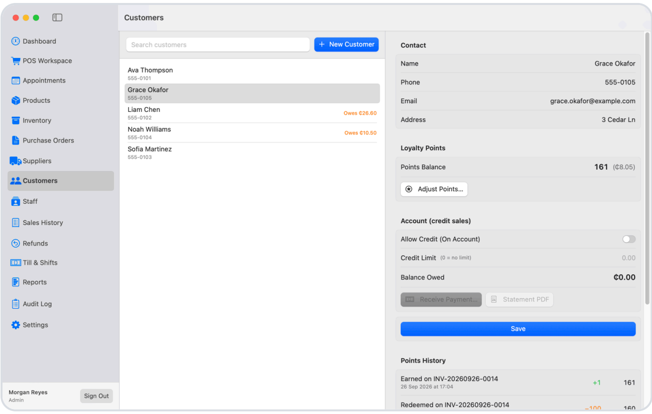
Receive Payment.

11.2 Loyalty points

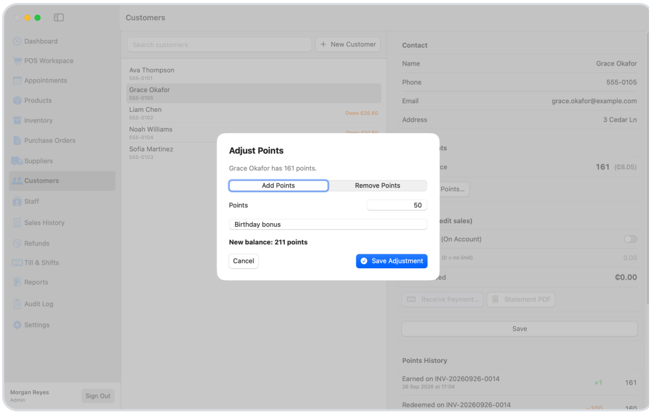
Every customer earns points when they're on a sale — nothing to switch on. The rates are in Settings → **Loyalty Points**:

Setting	Default	Means
Earn 1 Point for Every	₵10 spent	Points are earned on what the customer pays after all discounts (including points spent), excluding tax, rounded down. ₵85 earns 8 points.
Redemption Value	100 points = ₵5	What points are worth when spent (₵0.05 a point). Taken off before tax.
Remind the Cashier at Payment	On	At **Complete Sale**, ask the cashier to offer points when the customer could redeem and none are being used.
Minimum Points to Redeem	100	A customer needs at least this many to redeem, and redeems at least this many at a time.

- **Refunds:** returning goods takes back the points earned on them, and gives back any points spent on them. A full refund puts the customer exactly where they were. A balance never goes below zero.
- **Points History:** select a customer to see every change — earned, redeemed, refunds, adjustments — with the balance after each.
- **Adjust Points…** adds or removes points by hand (a goodwill bonus, a correction). A reason is required and goes into the history.
- Points balances typed in before version 1.6 are kept and appear as an **Opening balance**.



A customer's points balance, Adjust Points and history.



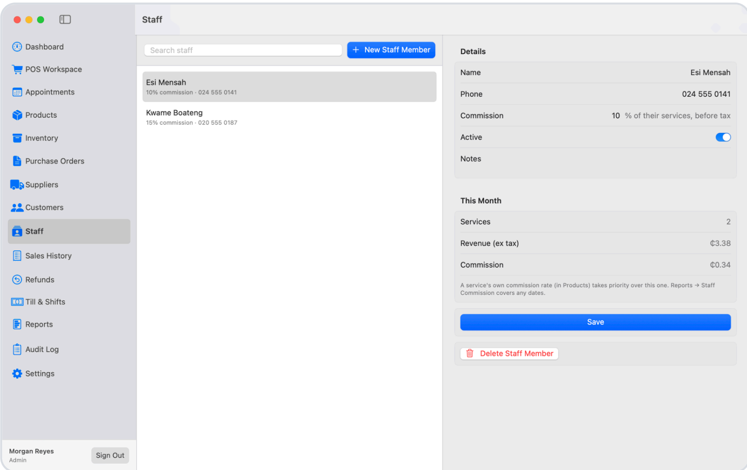
Adjust Points, with a reason.

12. Services: staff, commission and appointments

For businesses that sell work as well as goods — a salon, a repair shop, a delivery service — QS Prime POS records **who did each job**, works out their **commission**, and keeps an **appointment book.** Staff here are the people who do the work; they don't need a login.

12.1 Staff

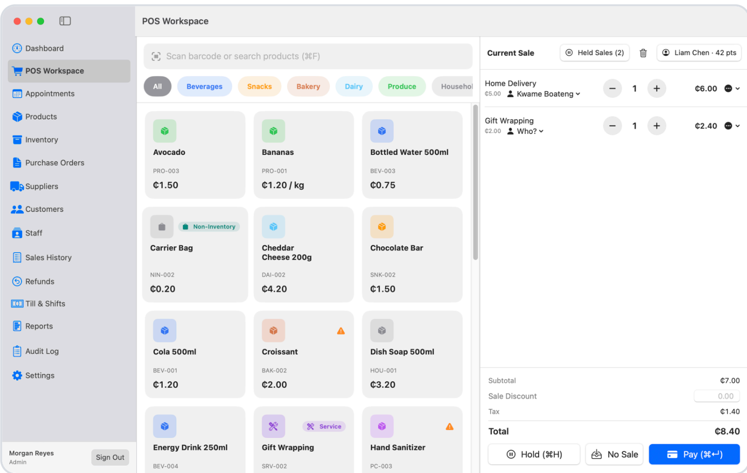
Staff in the sidebar (admins) lists them. **New Staff Member**, then enter the name, phone and **Commission** — a percentage of what their services earn before tax. **This Month** shows their services, revenue and commission so far, and **Upcoming Appointments** their next bookings. Turn off **Active** to stop someone being chosen but keep them on file; deleting someone keeps their name on past sales and bookings.



A staff member with their commission and this month's figures.

12.2 Who did it — at the till

In **Products**, every service has **Staff & Commission**: **Ask Who Did It** (on for services) and an optional **Commission for This Service.** Once you have staff, a service line in the cart shows **Who?**; choose the person and it shows their name. **Pay** won't open while a service still says **Who?**. The receipt prints the name next to the service, for example *Home Delivery (Kwame Boateng)*. A store with no staff is never asked.

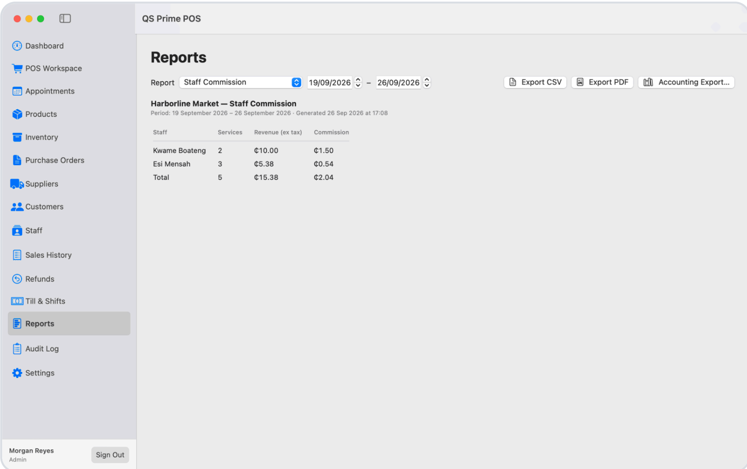


Home Delivery rung up from an appointment, with Kwame; Gift Wrapping still asks Who?

12.3 Commission

Commission is the service's revenue **before tax and after discounts**, times the rate: the service's own rate if it has one, otherwise the staff member's. The rate is saved with the sale, so changing a rate later doesn't change what was already earned. Refunds take commission back; voided sales don't count. **Reports → Staff Commission** shows, for any dates, each person's services, revenue (ex tax) and commission, with a total.

> **Example**
>
> Esi earns 10%. She gift-wraps for ₵2.00, VAT and levies on top: commission is 10% of ₵2.00 = ₵0.20. If Gift Wrapping had its own 30% rate, she'd get ₵0.60 instead.



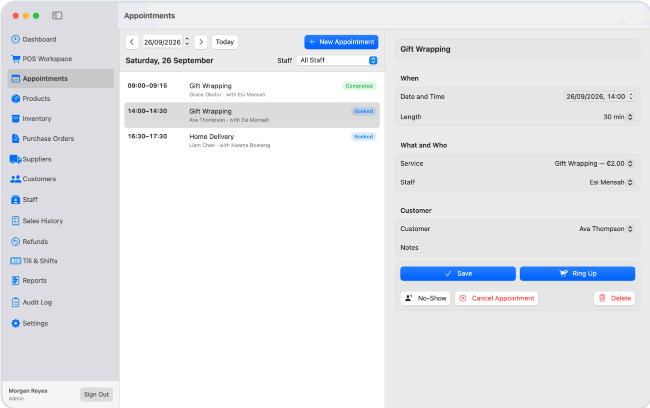
Reports → Staff Commission.

12.4 Appointments

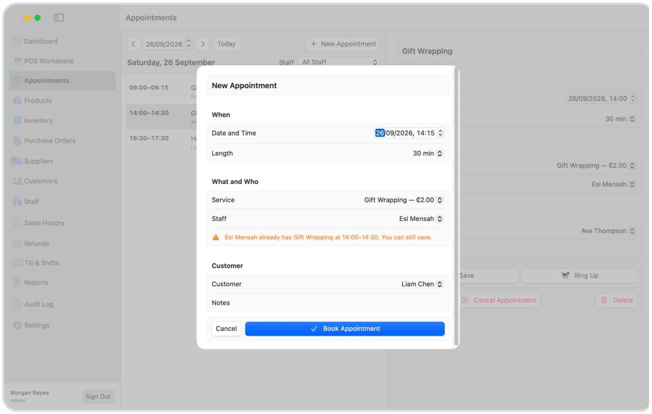
Appointments in the sidebar (everyone) shows one day: use the arrows, the date or **Today**, and **Staff** to see one person's day. Each booking shows its time, service, customer and staff member, and **Booked**, **Completed**, **Cancelled** or **No-Show**.

1. **New Appointment**: choose the date and time, **Length**, **Service**, **Staff** (or Anyone) and the **Customer** — or type a walk-in's name and phone. If the staff member is already booked then, the form warns you (you can still save). Click **Book Appointment**.
2. When the customer arrives, select the booking and click **Ring Up**: the service goes into the POS cart with its staff member and customer. Add anything else they buy and take payment as usual. Completing the sale marks the booking **Completed** with the receipt number.
3. Otherwise use **No-Show** or **Cancel Appointment** (both keep a record), or **Delete**.

Ring Up needs an empty cart — finish or hold the sale in progress first. Change a booking by selecting it, editing and clicking **Save**. A store that doesn't take bookings can hide Appointments in **Settings → Services, Staff & Appointments**.



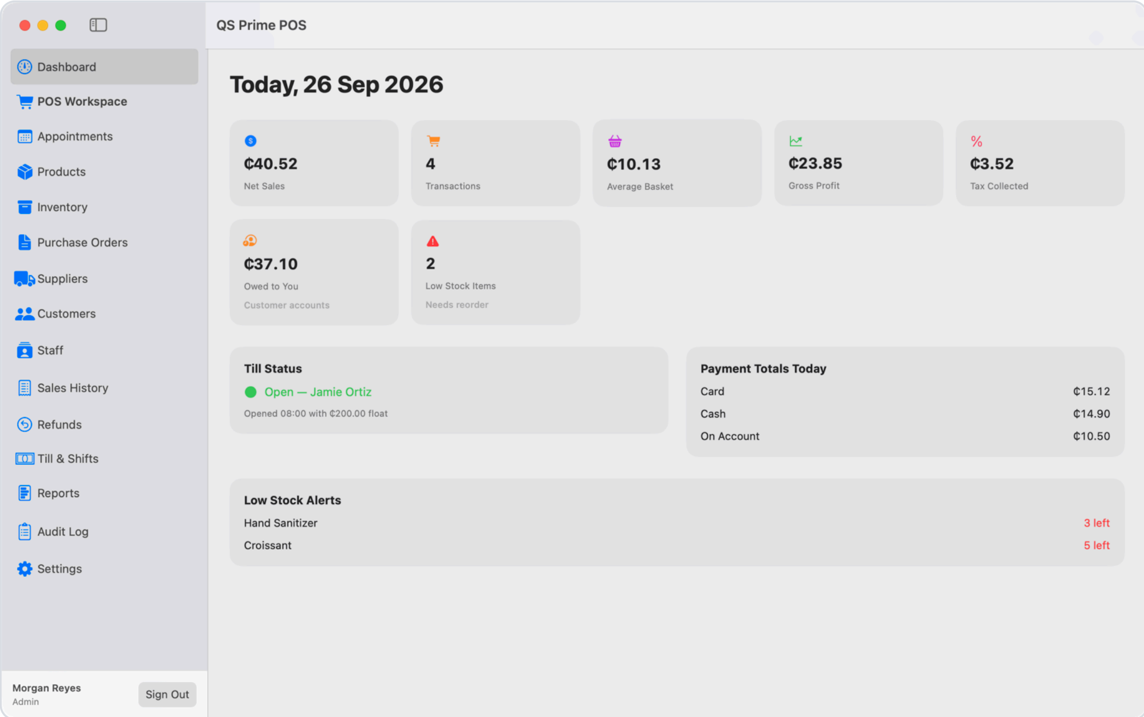
The day's bookings, with Ring Up on the selected one.



A new booking that overlaps one of Esi's — the form warns.

13. Dashboard and reports

The **Dashboard** shows today at a glance: net sales, transactions, average basket, gross profit, tax collected, **Owed to You** (total of customer balances, when anyone owes), low stock, till status and payment totals.



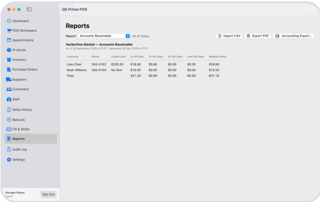
The Dashboard.

In **Reports**, pick a report and a date range — or, for the End of Day Summary, a single date, which starts on today. **Export CSV** and **Export PDF** save what's on screen.

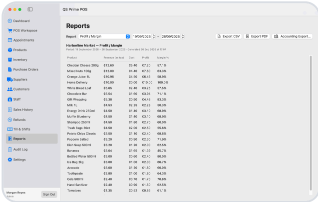
Every report is headed with your **business name** (and address), the report, the **period** it covers — "Date: …" for End of Day, "Period: … – …" for date ranges, "As of …" for stock and money owed — and when it was **generated**; the store name is added when you have more than one. PDFs repeat this in the footer of every page with "Page 1 of 3", widen each column to fit what's in it, wrap long product names instead of cutting them off, and turn landscape when a report has many columns. The CSV starts with the same heading lines, then the table. Customer statements get the same heading.

Report	Shows
End of Day Summary	One day: transactions, gross sales, discounts, tax, net total, average basket; voided sales (listed, not counted); payment totals (including On Account); credit sales and payments received on accounts; loyalty points issued and redeemed; each till shift's float, expected and counted cash and variance (or that it's still open); top 5 products.
Daily Sales	The same figures, day by day across a range.
Sales by Product	Type, quantity, revenue (ex tax), cost and profit per product.
Sales by Category	Quantity and revenue (ex tax) per category.
Sales by Item Type	Quantity, revenue (ex tax), cost and profit for Inventory Items, Non-Inventory Items and Services — by the type each item had when it was sold.
Sales by Cashier	Transactions and totals per cashier.
Profit / Margin	Revenue (ex tax), cost, profit and margin % per product.
Tax / VAT	Each tax separately — NHIL, GETFund Levy, VAT — with the sales it was charged on (ex tax) and the amount collected; sales that weren't taxable; and the total. End of Day lists each tax under Tax Collected.
Payment Totals	Totals and counts by payment method.
Stock Valuation, **Low Stock**	Current stock position of Inventory Items (not tied to dates).
Accounts Receivable	Every customer who owes money, with their credit limit and balance split by age: 0–30, 31–60, 61–90 and over 90 days (payments clear the oldest sales first). As of today.
Loyalty Points	For the dates chosen: points issued, redeemed (and their value), taken back and given back on refunds, and adjustments. As of now: points outstanding, what they're worth, and the customers with the biggest balances.
Cost Changes	Every delivery that recorded a unit cost, and every cost edit or import, in the dates chosen: product, quantity delivered, unit cost paid, cost before and after, and who did it.
Open Purchase Orders	Every order not yet complete: status, date, needed by, value ordered, received so far and still to come (section 10.4). As of now.
Purchases by Supplier	For the dates chosen: deliveries, purchase orders and the value received from each supplier.
Staff Commission	For the dates chosen: each staff member's services, revenue before tax and commission, with a total (section 12.3).
Audit Log	Every discount over the limit, price change, refund, void, points redemption and No Sale in the dates chosen, with who approved it (section 14.3).
Shift & Cash Variance	Every shift's float, expected and counted cash, and variance.

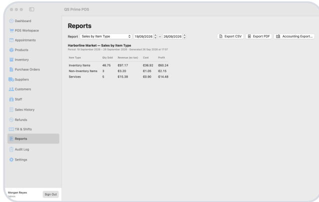
> **Why "Revenue (ex tax)"?**
> Tax you collect belongs to the tax authority, so it isn't counted as revenue or profit. Profit in these reports therefore matches **Gross Profit** on the Dashboard. Totals that include tax — what customers actually paid — are in End of Day, Daily Sales and Sales by Cashier.



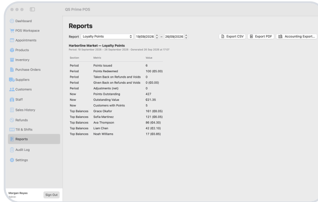
Accounts Receivable: who owes what, and for how long.



Profit / Margin, with revenue excluding tax.



Sales by Item Type.



Loyalty Points.

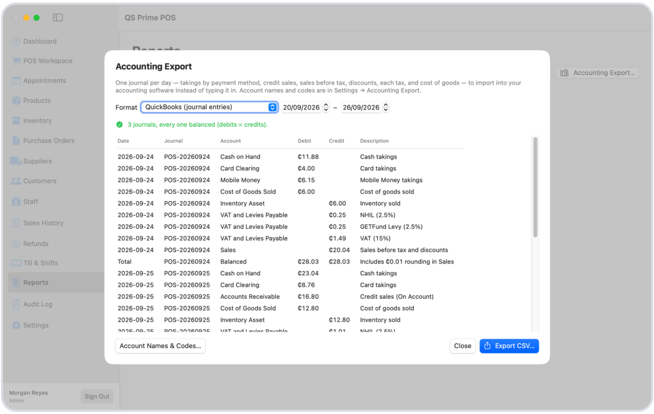
13.1 Accounting export (QuickBooks and Xero)

Instead of typing each day's figures into your accounting software, **Reports → Accounting Export…** makes them into journals it can import. Choose **QuickBooks (journal entries)** or **Xero (manual journals)** and the dates, check the preview, then **Export CSV…**.

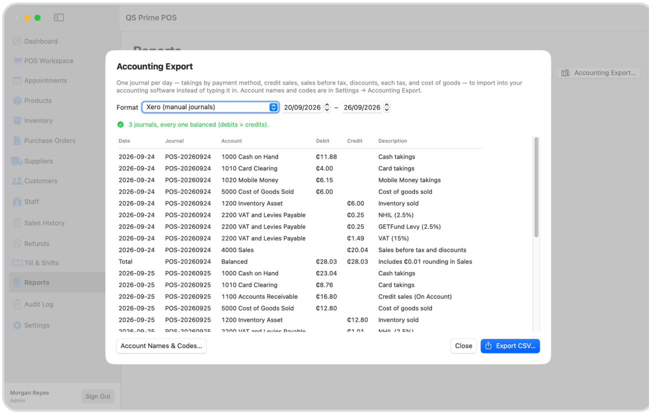
There's **one journal per day** with sales or account payments, numbered like **POS-20260926**:

Debit (money in and costs)	Credit
Cash, Card, Mobile Money and Other takings, as paid	**Sales** — before tax and discounts
Accounts Receivable — credit (On Account) sales	Each tax on its own line — NHIL, GETFund Levy, VAT — to **Tax Payable**
Discounts — including loyalty points, without tax	**Inventory** — the cost of stock sold
Cost of Goods Sold — for Inventory Items	**Accounts Receivable** — money customers paid off their accounts

Refunds on the day reduce the figures (a day of nothing but refunds simply swaps sides); voided sales are left out. The preview shows each day's totals and says **Balanced** — debits equal credits — before it lets you export. Because tax is worked out sale by sale, a day's total can differ from the figures added up by a cent or two; that difference goes to Sales and the preview says so.

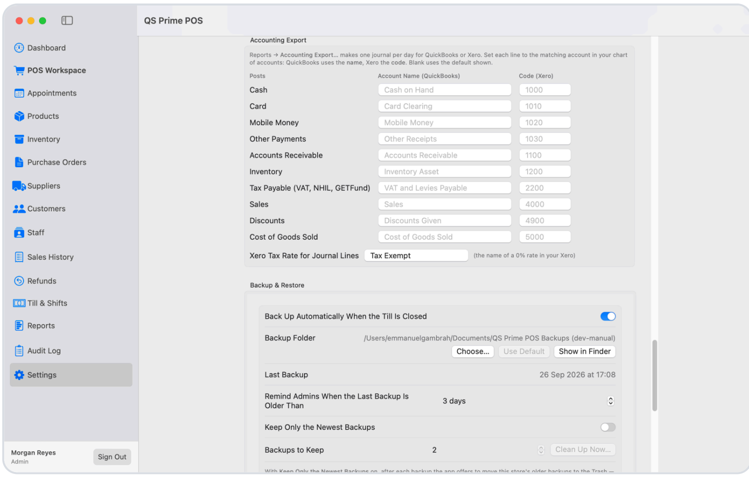


The QuickBooks preview: debits, then credits, each day balanced.



The same days for Xero, with account codes.

Before the first import, open **Settings → Accounting Export** and set each line to the account in your chart of accounts: QuickBooks matches the account **name**, Xero the **code.** Blank uses the default shown (for example *Sales* / 4000). For Xero, also give the name of a 0% tax rate in your Xero (*Tax Exempt* to start with), since the tax is already on its own lines.



Settings → Accounting Export: a name for QuickBooks and a code for Xero per line.

> **Importing**
> QuickBooks Online: **Settings (gear) → Import Data → Journal Entries**, choose the file and the **dd/MM/yyyy** date format. Xero: **Accounting → Manual Journals → Import.** Check the first import with your accountant, and import each date range only once.

14. Approvals and the Audit Log

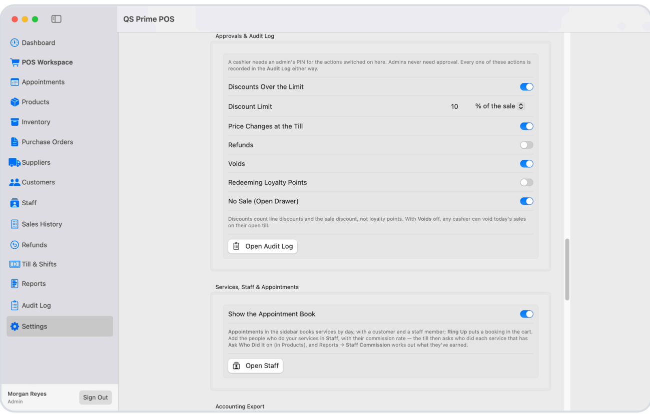
Some things at the till are worth a second pair of eyes: a big discount, a price typed in by hand, a void, opening the drawer without a sale. In QS Prime POS a cashier needs an **admin's PIN** for these — the admin types it on the cashier's screen and the cashier stays signed in — and every one of them is written to the **Audit Log**. Admins never need approval; their own actions are logged too.

14.1 What needs approval

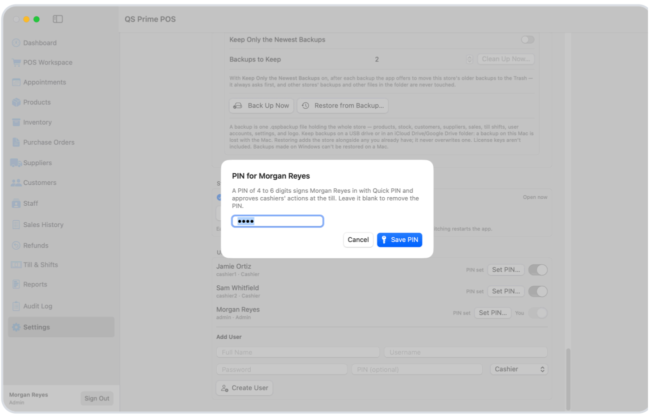
Choose in **Settings → Approvals & Audit Log**:

Action	Starts	Notes
Discounts Over the Limit	On	Line discounts plus the sale discount (not loyalty points) above the **Discount Limit** — a percentage of the sale (10% to start with) or a fixed amount per sale. Once approved, the discount can go down or stay the same without asking again.
Price Changes at the Till	On	**Change Price…** on a cart line.
Refunds	Off	Switch on to have an admin approve every refund.
Voids	On	On: a cashier voids with an admin's PIN. Off: any cashier can void today's sales on their open till.
Redeeming Loyalty Points	Off	Switch on to have an admin approve points being spent.
No Sale (Open Drawer)	On	Always asks for a reason; with this on, a cashier also needs an admin's PIN.

> **Give each admin a PIN**
> Only an active admin's PIN approves. In **Settings → User Accounts** click **Set PIN…** next to a person and enter 4 to 6 digits (blank removes it). Each PIN belongs to one person only, and the same PIN signs them in with **Quick PIN**. If no admin has a PIN, Settings warns you and nothing can be approved.



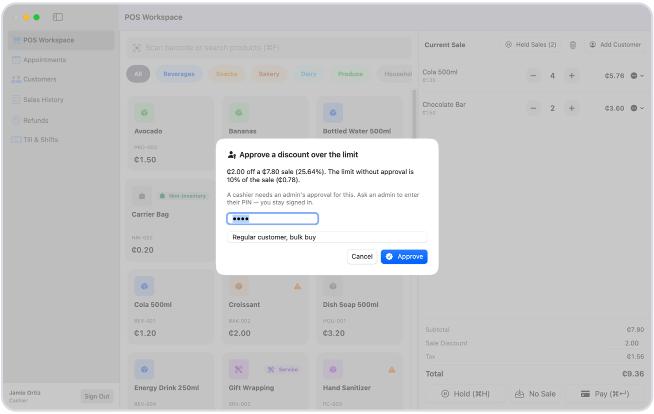
Settings → Approvals & Audit Log.



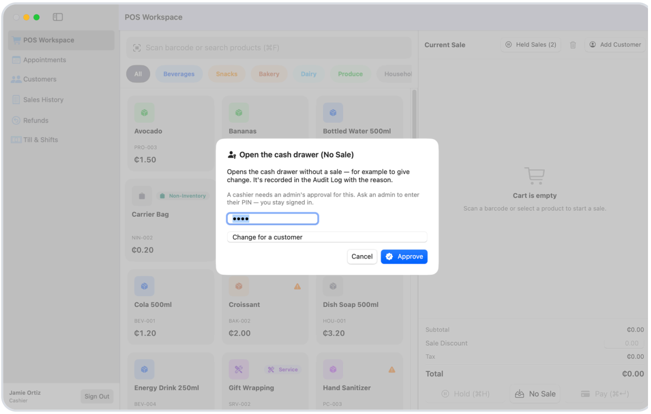
Set PIN… for an admin.

14.2 Approving at the till

When a cashier does something that needs approval, a window says what it is — for a discount, how much it is and what the limit is. The admin types their **PIN**, adds a reason if they like, and clicks **Approve**; the action goes ahead with their name on it. **Cancel** leaves things as they were (a sale discount goes back to what it was). A wrong PIN, or a cashier's PIN, is refused.



A ₵2.00 discount on a ₵7.80 sale is over the 10% limit.

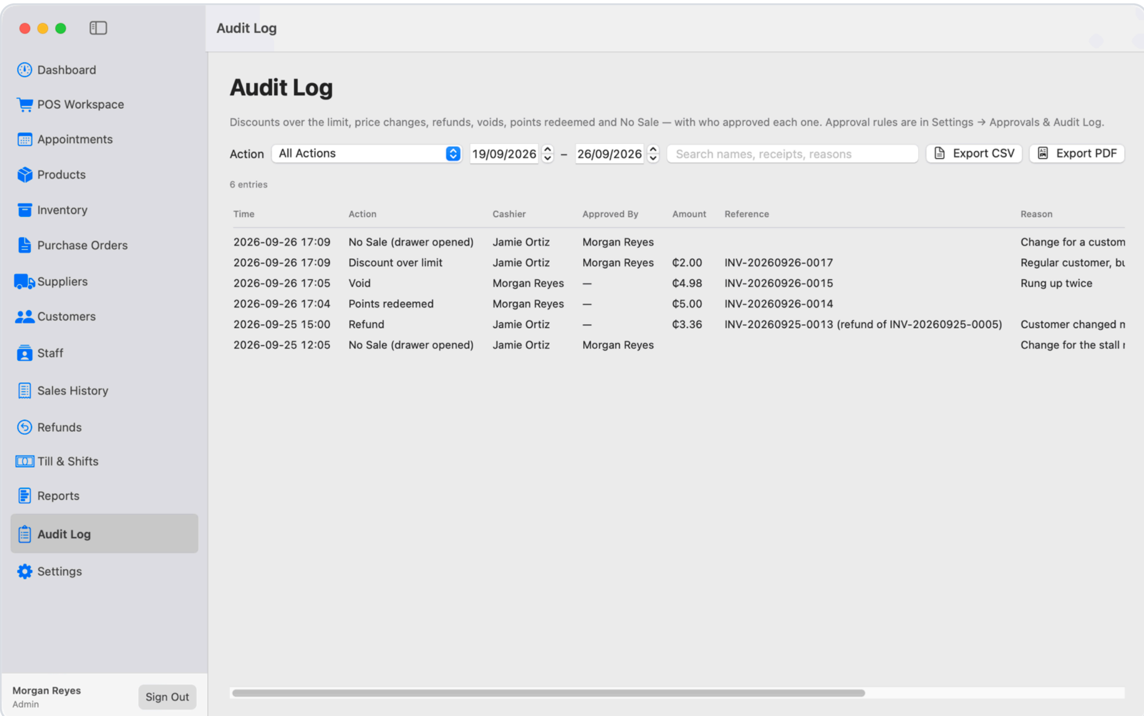


No Sale: a reason, and an admin's PIN for a cashier.

A held sale keeps its approvals: recall it and the approved discount and price changes are still there.

14.3 The Audit Log

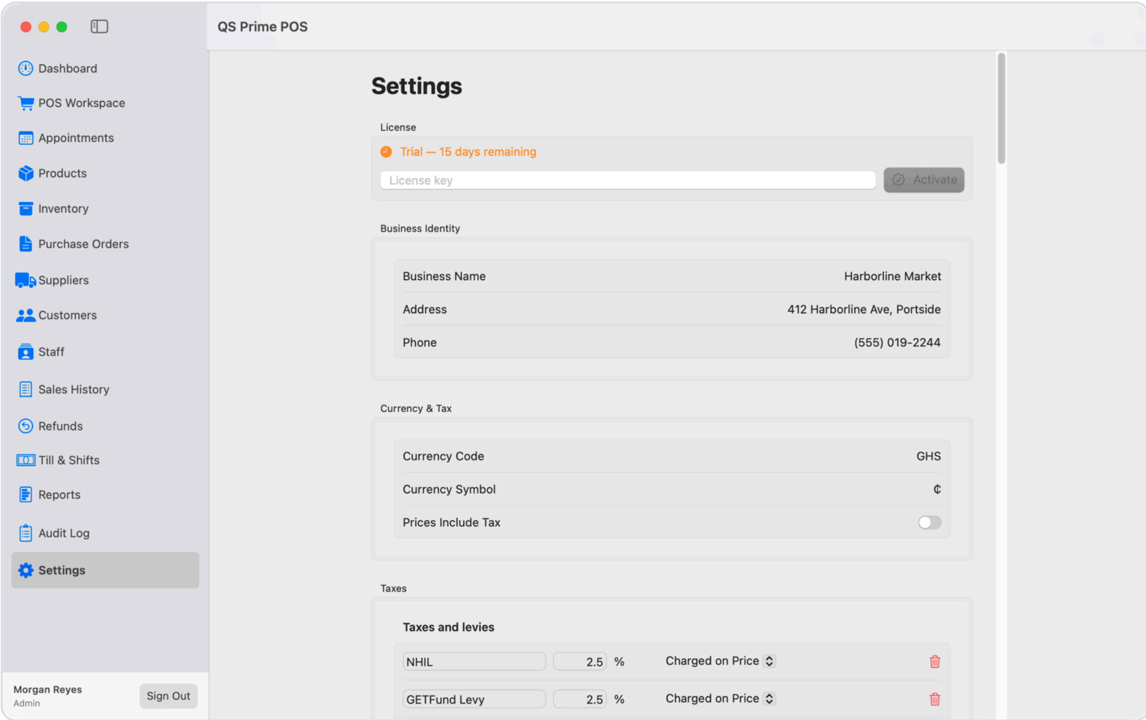
Audit Log in the sidebar (admins only) lists, newest first: the time, the action, the cashier, who approved it (**—** when no approval was needed), the amount, the receipt number, the reason and the details — for example "₵2.00 off ₵7.80 (25.64%); limit 10% of the sale". Discounts over the limit, price changes and points are recorded when the sale is completed, so abandoned carts don't clutter the log. Filter by action and dates, search for a name, receipt or reason, and **Export CSV** or **Export PDF**. **Reports → Audit Log** gives the same list for a date range.



The Audit Log: a refund, No Sales and a discount, with who approved each.

15. Settings

Admins only. Changes save as you make them.



The top of Settings.

Section	Covers
License	Trial days left, or who the app is licensed to; enter a license key (section 20).
Business Identity	Name, address and phone shown on receipts and the sign-in screen.
Currency & Tax	Currency code and symbol, and **Prices Include Tax** (switch on if your shelf prices already include tax).
Taxes	Your taxes and levies, tax groups, **Default for New Products**, and **Move Products To** (section 15.1).
Receipt	Footer text, **Receipt Printer**, automatic printing and **Test Print** (section 17), 80mm thermal width, your **Company Logo** (section 16), and the **Country Code for WhatsApp and SMS** (section 4.5).
Cash Drawer	**Cash Drawer Enabled**, **Drawer Connected** (simulated or through the receipt printer), **Drawer Pin**, **Open Automatically on Cash Sale** and **Test Drawer** (section 17).
Products & Inventory	**New Products Are** — the type **New Product** creates; allow selling Inventory Items into negative stock; **Default Reorder Threshold** for new Inventory Items.
Loyalty Points	Turn points on or off, and set **Earn 1 Point for Every**, **Redemption Value**, **Remind the Cashier at Payment** and **Minimum Points to Redeem** (section 11.2).
Services, Staff & Appointments	**Show the Appointment Book**, and **Open Staff** (section 12).
Approvals & Audit Log	Which actions a cashier needs an admin's PIN for, the **Discount Limit**, and **Open Audit Log** (section 14).
Accounting Export	The account name (QuickBooks) and code (Xero) for each journal line, and the Xero tax rate (section 13.1).
Backup & Restore	Automatic backup on Close Till, backup folder, **Back Up Now**, the backup reminder, **Keep Only the Newest Backups** and **Clean Up Now…**, **Restore from Backup…** (section 18).
Stores	Your stores on this Mac, switching between them, and **New Store…** (section 19).
User Accounts	Staff logins: name, username, role, PIN (**Set PIN…**: 4–6 digits, one per person; an admin's PIN approves at the till), and **Active**. You can't deactivate the account you're signed in with.

15.1 Taxes: VAT, NHIL and GETFund

Ghana charges several taxes on the same sale. QS Prime POS keeps each one separate, so receipts and the tax report show them the way a GRA tax invoice does.

Tax	Rate	Charged on
NHIL	2.5%	The tax-exclusive value — each tax separately, not on top of each other. Together: **20%**.
GETFund Levy	2.5%	
VAT	15%	

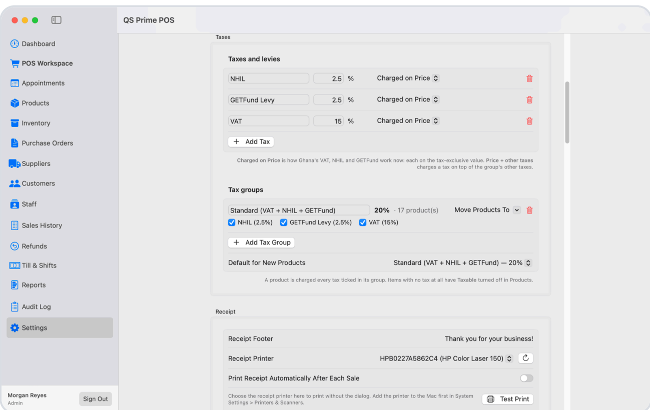
Example (from a GRA tax invoice)
Court rental ₵333.33 + 4 × water ₵5 = **₵353.33** tax-exclusive. NHIL ₵8.83 + GETFund ₵8.83 + VAT ₵53.00 = ₵70.67 tax. Total **₵424.00**. The app works each tax out to the pesewa, so the levies print as ₵8.83 or ₵8.84 rather than a rounded ₵9, and always add up to the total tax.

Settings → Taxes has two parts:

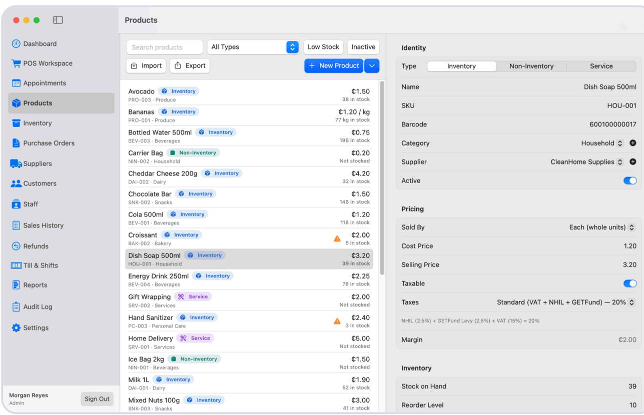
- **Taxes and levies** — name, rate, and **Charged on Price** (how all three work now) or **On Price + other taxes** (a tax charged on top of the others, as VAT used to be). **Add Tax** adds one; the red bin deletes one. If a rate changes, change it here once and every product in its groups follows. Past sales keep what they were charged.
- **Tax groups** — the sets of taxes charged together. Tick the taxes in each group; the group's total shows beside its name with how many products use it. **Default for New Products** is what **New Product** starts with. **Move Products To** moves every product in a group to another in one step.

Items with no tax at all (for example unprocessed food, or services that are exempt) have **Taxable** turned off on the product in Products — no tax group needed.

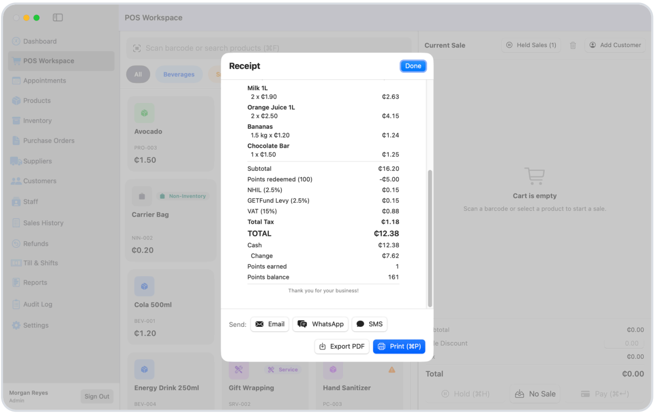
Updating from version 1.8 or earlier
Nothing you charge changes on its own. Each product keeps the rate it had: products at 15% go into a group called **Tax 15%**, and products at 0% have Taxable turned off. The **Standard (VAT + NHIL + GETFund)** group at 20% is ready. When you're ready to charge the levies, open Settings → Taxes, click **Move Products To** on **Tax 15%**, choose **Standard**, and set **Default for New Products** to Standard.



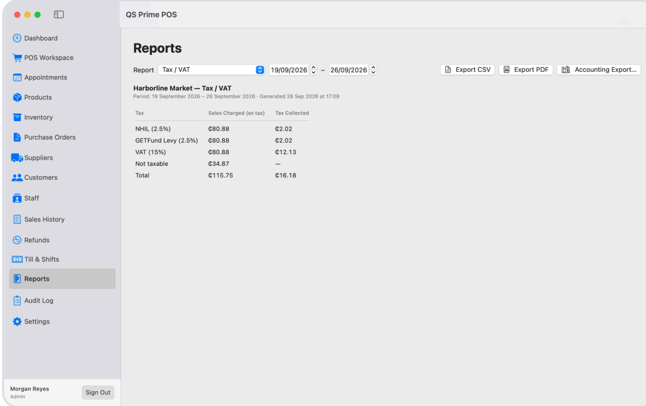
Settings → Taxes: Ghana's three taxes and the standard group.



A product's Taxable switch and tax group.



The receipt lists NHIL, GETFund Levy and VAT, then Total Tax.



Tax / VAT report: each tax, and sales that weren't taxable.

16. Your logo on receipts

Your company logo can be printed at the top of every receipt — on paper, in receipt PDFs, and in the on-screen receipt.

1. Go to **Settings > Receipt**.
2. Next to **Company Logo**, click **Upload Logo…** and choose the image (PNG, JPEG, BMP, GIF, TIFF or HEIC).
3. The logo appears in the preview box. Complete a sale or reprint a receipt to see it in place.

The logo controls are under the printer settings in **Settings > Receipt** (picture in section 17.1).

- The logo is centred above your business name, up to 60% of the receipt's width and no taller than one inch. Its shape is kept; the receipt grows to fit.
- Large images are reduced automatically, so any reasonable file is fine.
- The logo is saved inside your store, so it's included in backups and comes back when you restore.
- **Remove** takes it off receipts (the app asks first). You can upload a new one at any time.

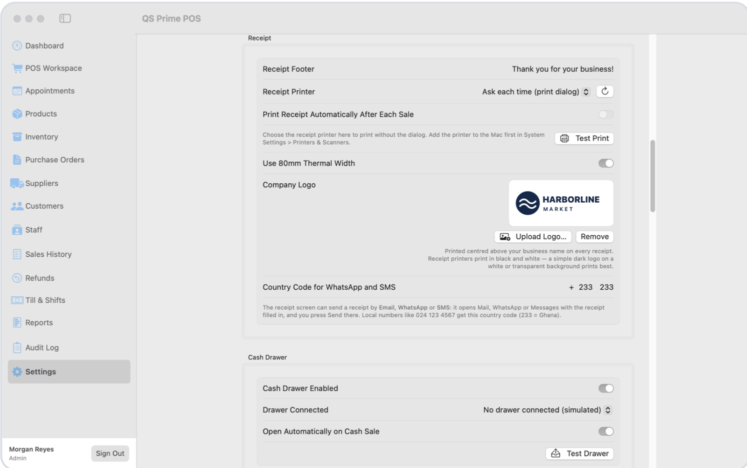
> **Getting a good print**
> Receipt printers print in black and white. A simple, dark logo on a white or transparent background prints best; fine detail and pale colours may fade.

17. Receipt printer, cash drawer and scanner

17.1 Receipt printer

1. Connect the printer and add it to the Mac in **System Settings > Printers & Scanners** (most USB and network receipt printers appear there like any printer; install the maker's Mac driver if asked).
2. In **Settings > Receipt**, choose it under **Receipt Printer**. Click the round arrow if it isn't listed yet.
3. Click **Test Print**. A short test receipt should come out.
4. If you want a receipt for every sale without clicking Print, turn on **Print Receipt Automatically After Each Sale**.

With **Ask each time (print dialog)** chosen, printing shows the normal Mac print dialog, as before. If the chosen printer is switched off or unplugged, Settings says so and receipts fall back to the print dialog until it's back. Keep **Use 80mm Thermal Width** on for 80 mm receipt paper.



Settings > Receipt: receipt printer, automatic printing and Test Print.

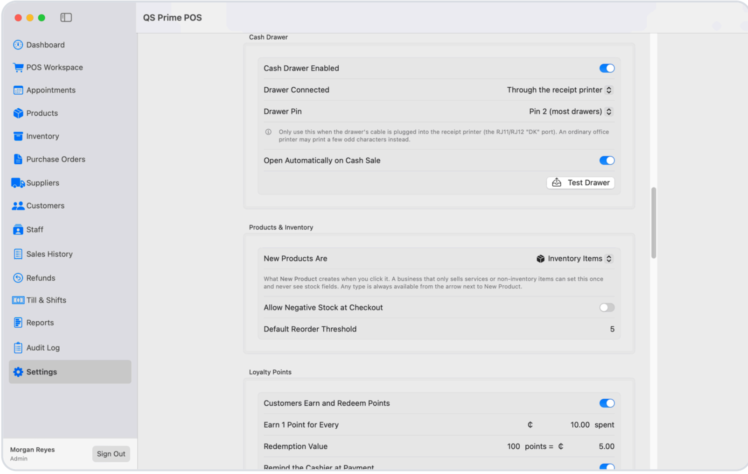
17.2 Cash drawer

Almost every POS cash drawer plugs into the receipt printer (a phone-style cable into the port marked **DK** or **Drawer**) and opens when the printer receives an "open drawer" command. To use one:

1. Plug the drawer's cable into the receipt printer, and set up the printer as above.
2. In **Settings > Cash Drawer**, set **Drawer Connected** to **Through the receipt printer**. Leave **Drawer Pin** on **Pin 2** unless your drawer's instructions say pin 5.
3. Click **Test Drawer**. The drawer should pop open.

With **Open Automatically on Cash Sale** on, the drawer opens after every sale paid wholly or partly in cash. If it can't open (for example the printer is off), the sale still completes and the app tells you what went wrong.

> **Only for receipt printers**
> Choose **Through the receipt printer** only when the drawer really is plugged into a receipt printer. Sent to an ordinary office printer, the open-drawer command may print a few odd characters. Until you change it, the drawer setting is **No drawer connected (simulated)** and nothing is sent anywhere.



Settings > Cash Drawer set to open through the receipt printer.

17.3 Barcode scanner

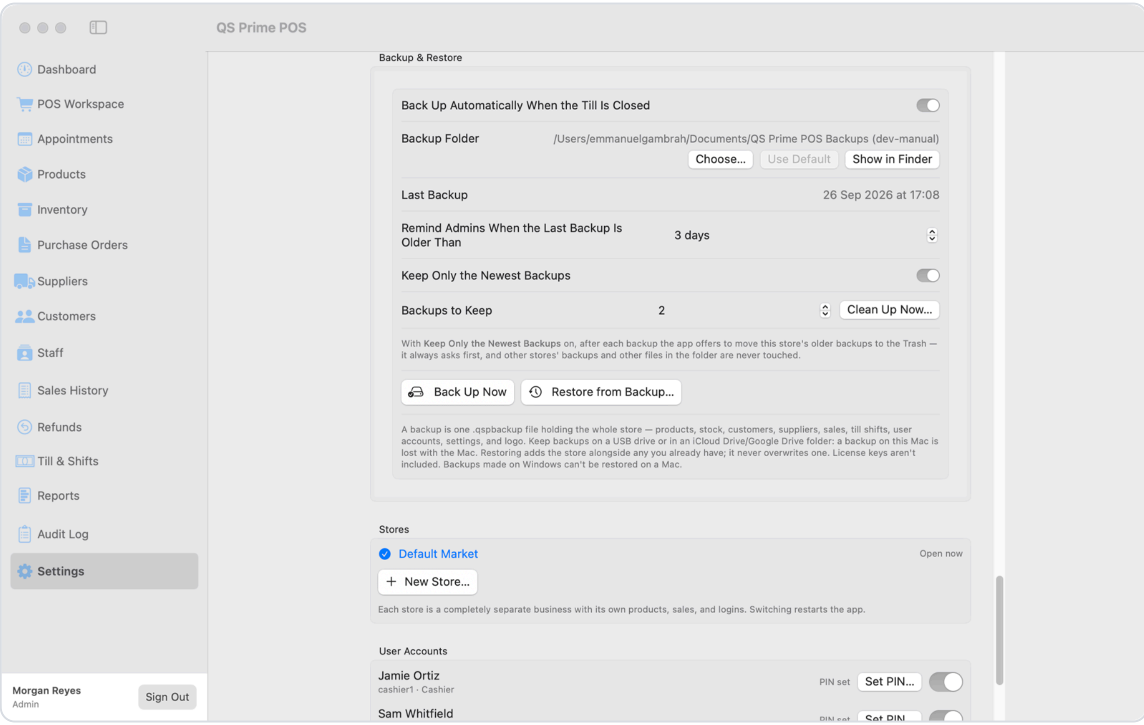
No setup is needed. USB and Bluetooth scanners act like a keyboard: click the search box in the POS Workspace (or press ⌘F) and scan — the product goes into the sale. To check a scanner, open TextEdit and scan something: the numbers should appear followed by a new line. Products sold by weight ask for the amount after scanning.

18. Backup and restore

A backup is a single file ending in **.qspbackup** that holds your whole store: products and stock, customers, suppliers, every sale and refund, till shifts, user accounts and passwords, settings and your logo. It's named after the store and the time, e.g. **Harborline Market 2026-09-24 1805.qspbackup**. Old backups are kept; nothing is deleted unless you switch on **Keep Only the Newest Backups** — and even then the app asks first (section 18.5).

18.1 Automatic backup at the end of the day

Every time the till is closed, the store is backed up to your backup folder. This is on from the start. Switch it off or on with **Back Up Automatically When the Till Is Closed** in **Settings > Backup & Restore**.



Settings > Backup & Restore.

18.2 Choosing where backups go

Backups go to **Documents > QS Prime POS Backups** (on a Mac that already had backups before the rename, the existing **Quick Solutions POS Backups** folder keeps being used) unless you choose another folder. Click **Choose…** to pick one, **Use Default** to go back, and **Show in Finder** to open it.

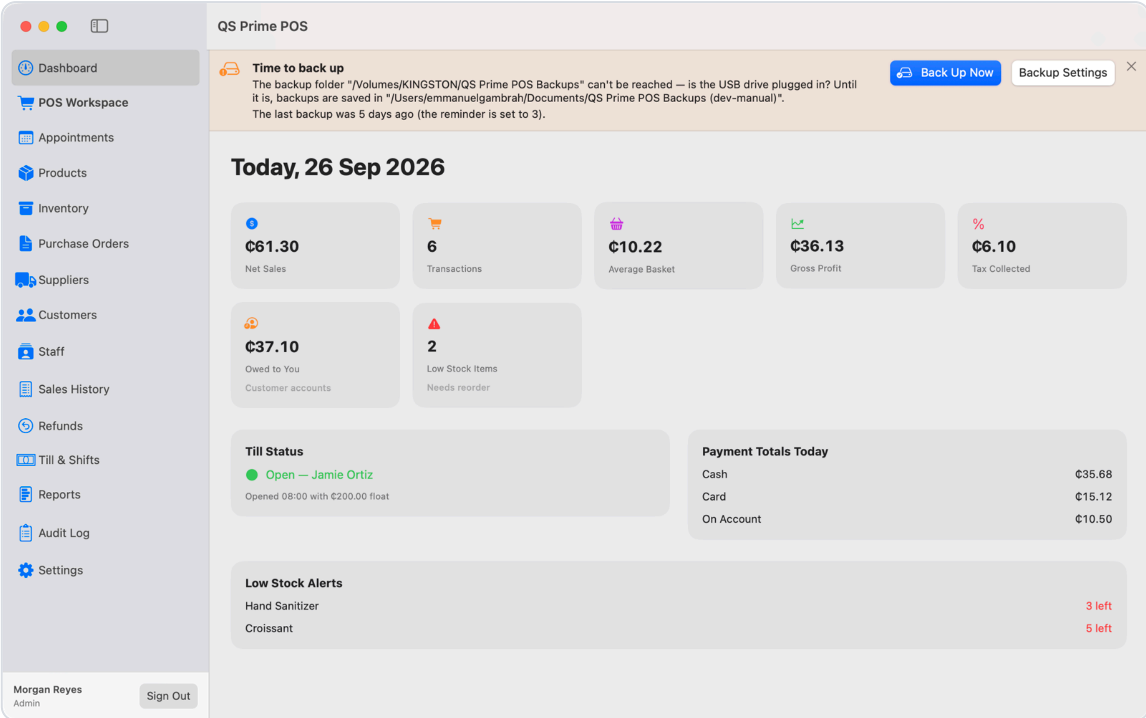
> **Keep backups off this Mac**
>
> A backup on the same Mac is lost if the Mac is lost, stolen or fails. Choose a folder on a USB drive, or in iCloud Drive or Google Drive, so there's always a copy somewhere else.

18.3 Backing up now

Click **Back Up Now** in **Settings > Backup & Restore**, or choose **File > Back Up Now**. A message shows where it was saved, with **Show in Finder**. Only admins can back up, because a backup contains every sale and account. **Last Backup** shows when it last happened.

18.4 Backup reminders

If nobody closes the till for a few days, nothing gets backed up. When an admin signs in and the last backup is older than the reminder — **3 days** to start with — a **Time to back up** bar appears at the top of the window with **Back Up Now**. It also appears when the chosen backup folder can't be reached (a USB drive that isn't plugged in, say), and names that folder: until it's back, backups are saved in the default folder instead, and the backup message says so. The bar never blocks the till; **×** hides it until the next sign-in. Change the number of days in **Settings > Backup & Restore** (**Off** stops the reminder).



The reminder: the last backup was 5 days ago, and the chosen USB folder isn't plugged in.

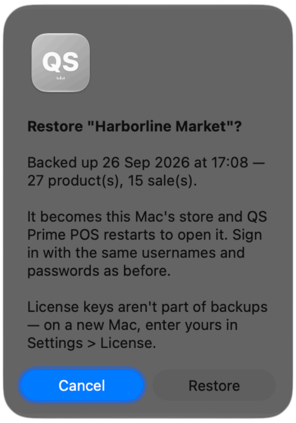
18.5 Keeping only the newest backups

Backups add up. To stop them filling a USB drive, switch on **Keep Only the Newest Backups** and choose how many to keep (**Backups to Keep**, 10 to start with). After each backup the app then offers to move this store's older backups to the **Trash**. It always asks, **Keep Them** is the default, and they go to the Trash rather than being deleted, so you can put them back. Only this store's own backups are counted — other stores' backups and any other files in the folder are never touched. **Clean Up Now…** asks the same question at any time.

Keeping the newest 2 of 4 backups.

18.6 Moving your store to a new Mac

1. On the old Mac, click **Back Up Now** (or close the till) and copy the newest **.qspbackup** file to a USB drive or cloud folder.
2. On the new Mac, install QS Prime POS (section 1.1) and open it.
3. On the welcome screen, under **Moving from another Mac?**, click **Restore from Backup…** and choose the file.
4. Check the store name, date and counts, then click **Restore**. The app restarts into your store.
5. Sign in with the same username and password as before.
6. Enter your license key in **Settings > License** — keys aren't stored in backups.



What the restore will bring back. Cancel is the default button.

18.7 Restoring on a Mac that already has a store

You can also restore from **Settings > Backup & Restore** or **File > Restore from Backup…** (available even before signing in). A restore never overwrites anything: the backup is added as an extra store and the app restarts into it. The store you had open stays as it was, and you can switch between them (section 19). If a store with the same name exists, the restored one is called, for example, **Harborline Market (restored Sep 24).**

18.8 Backups the app won't restore

- **Backups from the Windows version.** Mac and Windows store data differently, so a Windows backup can only be restored on Windows, and a Mac backup only on a Mac. The app says so if you pick the wrong one.
- **Backups from a newer version** of QS Prime POS. Update the app on this Mac first.
- **Files that aren't backups, or are damaged.** Nothing is changed when a file is refused.

A backup made on Windows is refused with an explanation.

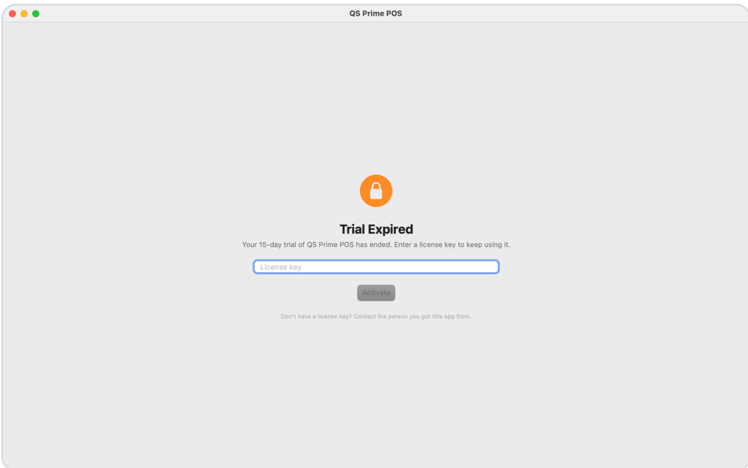
19. More than one store

One Mac can run several completely separate businesses, each with its own products, sales, customers and logins. **New Store…** (in the **File** menu or **Settings > Stores**) asks for the business name and its first admin account. To switch, use **File > Switch Store** or **Switch & Relaunch** in **Settings > Stores**; the app restarts into the chosen store. Each store has its own backup settings and backups.

20. Licensing

The app runs as a 15-day trial from first launch. To activate, enter your license key in **Settings > License** and click **Activate**; it then shows **Licensed to** your name. One license covers every store on the Mac.

If the trial ends before a key is entered, the app opens on the activation screen until you enter one. Nothing is lost: everything is exactly as you left it once activated.



The activation screen after the trial.

21. Troubleshooting

Problem	What to do
"App can't be opened because it is from an unidentified developer"	Control-click the app in Applications, choose **Open**, confirm. Once per Mac.
POS Workspace says **Till is closed**	Open a till in **Till & Shifts** (section 6).
"…isn't set up to buy on credit"	Turn on **Allow Credit** for the customer in **Customers** (section 11.1).
"…over their credit limit"	Take a payment first, raise their **Credit Limit**, or have them pay part now with **Split**.
Email says Mail can't send	Set up an email account in the Mail app first (Mail > Settings > Accounts), or use **Export PDF** and attach it yourself (section 4.5).
WhatsApp opens in the browser	WhatsApp isn't installed on this Mac. Install WhatsApp from the App Store, or send from WhatsApp Web in the browser.
An SMS doesn't reach an Android phone	Messages sends text messages through an iPhone: turn on **Settings > Apps > Messages > Text Message Forwarding** for this Mac on the iPhone. Otherwise use WhatsApp.
Receipts still show the print dialog	Choose the printer under **Settings > Receipt > Receipt Printer**. If it says "not connected", switch the printer on or check its cable.
The cash drawer doesn't open	Check **Drawer Connected** is **Through the receipt printer**, the drawer cable is in the printer's DK port, and try **Test Drawer**. If it still doesn't open, try **Pin 5**.
A product won't scan	Check its **Barcode** in Products matches the label, and that the product is **Active**.
"Enter a whole number" for a product sold by weight	Its **Sold By** is Each, gram or millilitre. Change it to kilogram, litre, metre or hour in Products to sell fractions.
New from Low Stock leaves a product out	It's already on an open order, it isn't an Inventory Item, or it's inactive. The message names anything already on order (section 10.1).
Receive Delivery says a product "has been deleted"	The product was deleted after it was ordered. Enter 0 for that line; the rest receives normally.
QuickBooks or Xero says an account doesn't exist	The name (QuickBooks) or code (Xero) in **Settings → Accounting Export** must match your chart of accounts exactly. Fix it and export again (section 13.1).
"Time to back up" at sign-in	Click **Back Up Now**. If it says the backup folder can't be reached, plug in the USB drive (or choose another folder in Settings > Backup & Restore) — until then backups go to the default folder (section 18.4).

"Choose who did …"	A service in the cart still says **Who?** — click it and choose the staff member. To stop a service asking, turn off **Ask Who Did It** for it in Products (section 12.2).
"Finish or hold the sale in progress first"	**Ring Up** needs an empty cart. Complete or hold the current sale, then Ring Up again.
"That isn't an admin's PIN"	Only an active admin's PIN approves — not the cashier's own. Check the admin has a PIN in Settings → User Accounts (section 14.1).
"No admin has a PIN yet"	An admin sets one with **Set PIN…** in Settings → User Accounts. Until then nothing that needs approval can be done by a cashier.
A product doesn't appear in Inventory	Only **Inventory Items** have stock. Check its **Type** in Products (section 8).
"…isn't an Inventory Item, so its stock isn't counted"	You tried to change stock on a non-inventory item or service. Change its type in Products if you want to count it.
A held sale has gone	Click **Held Sales** at the top of the cart.
"Backup failed" when closing the till	The backup folder isn't available (e.g. USB drive unplugged). Reconnect it or choose another folder, then click **Back Up Now**. The till was closed normally.
A restore is refused	See section 18.8. Windows backups only restore on Windows.
Logo prints faintly or not at all	Use a simpler, darker logo on a white or transparent background. Check the preview in **Settings > Receipt**.
Report revenue is lower than takings	Sales by Product, Sales by Category and Profit / Margin leave out tax (section 13).
Imported CSV skipped rows	The import summary lists why for each row (usually a missing name).
The app is locked on an activation screen	The trial has ended — enter your license key (section 20).
Asked for the license key after moving Mac	Keys aren't in backups. Enter the same key in **Settings > License**.

Where is my data?

On this Mac only, in your user Library under **Application Support > POSDesk** (one file per store). Don't copy or edit those files by hand — use **Back Up Now** and **Restore from Backup**, which handle them safely even while the app is open.

Is my data sent anywhere?

No. The app works fully offline and sends nothing over the internet. Backups go only to the folder you choose.