QS Prime Restaurant

User Manual — Mac

Version 1.8.0 · November 2026

Restaurant management for chop bars, fast-food counters, cafés, bars and restaurants: a menu with choices (sides, extras, pepper), Eat In and Takeaway with their own prices, order numbers called out at the counter, kitchen tickets printed at each station, plus everything from QS Prime POS: till and cash, customers, credit accounts and loyalty points, stock for drinks and bought-in items, purchase orders, admin approvals and an audit log, a dashboard with charts, reports, accounting export, backups, a training store, and several tills sharing one restaurant through a store server, which keep taking orders when the server can't be reached.

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New in 1.8

Tills keep working when the store server is off. A till that can't reach the server goes on taking, sending and paying orders on its own tables and at the counter, and prints kitchen tickets on the printers it can still reach. What it did waits on that Mac and goes to the server by itself when it's back, each thing once. Voids, comps, moves, refunds, credit sales and back-office changes wait for the server, and waiter phones need it. If two tills sold the last of something meanwhile, the Dashboard shows **OVERSOLD STOCK** (sections 23.6 and 23.7).

New in 1.7

Takeaway, delivery and reservations. **Phone orders** that find the caller by number, with "same as last time" (section 4.13); **delivery** with zones and fees, an **order board** and riders (4.14 to 4.16); **riders' money** settled at the till (4.17); **delivery-app orders** with their commission (4.18); a "your order is ready" message on WhatsApp (4.19); and **reservations** on the floor plan (5.15).

New in 1.6

Menu control and restaurant reports. A **sold out list** and "5 left" from any till, phone or kitchen screen (section 4.9), an optional **table number** on counter orders (4.10), **menu times**, **happy hour** and **combos** (8.5 to 8.7), eight new reports and a fuller dashboard (15). A kitchen screen now says why it's empty (23.17).

New in 1.5

Recipes, ingredients and food cost: purchase units, batches, live food cost, ingredients off stock at Send, waste and stock counts (section 12).

New in 1.2 to 1.4

Split bills, moving and merging tables, service charge, tips, voids and comps (section 5.10 to 5.14). Several tills sharing open tables, kitchen printers on the store server (23.11, 23.12). Waiter phones and the kitchen screen, with no app and no internet (23.13 to 23.17).

Welcome to QS Prime Restaurant 1.0

QS Prime Restaurant is built on QS Prime POS, so tills, shifts, receipts, taxes, customers, reports and backups work the same way. What's new for a restaurant: **Menu Setup** with kitchen stations and their printers (section 8.2) and choices such as "Choose a Side" and "Extras" (section 8.3); **choices and notes** when an item is ordered (section 4.2); **Eat In or Takeaway**, with takeaway prices (section 4.3); an **order number** on every receipt (section 4.6); and **kitchen tickets**, one per station, printed when the order is paid (section 4.8).

1. Getting started

1.1 Installing the app

QS Prime Restaurant comes as a disk image, **QS Prime Restaurant 1.8.0.dmg**. Double-click it and drag **QS Prime Restaurant** onto the **Applications** shortcut in the window that opens. Eject the disk image, then open the app from Applications.

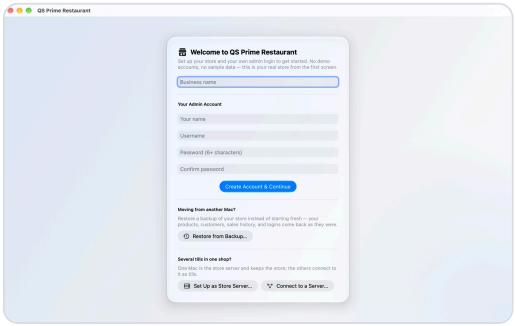
The first time, macOS may say the app is from an unidentified developer — normal for apps that don't come from the Mac App Store. Control-click (right-click) the app in Applications, choose **Open**, and confirm. You only do this once per Mac.

> **Already using QS Prime POS?**
> QS Prime Restaurant is a separate app with its own data and its own licence key; it doesn't change QS Prime POS, and the two can be on the same Mac. A QS Prime POS backup can't be restored into it. To bring your items across, export them from QS Prime POS (Products › Export) and import the file in Menu Items (section 8.4).

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 these 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 20.
- **Several tills in one shop? Set Up as Store Server…** makes this Mac the shop's store server (it needs the shop's Multi-User licence), and **Connect to a Server…** makes it a till of a server that's already running. See section 23.



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

1.3 The trial period

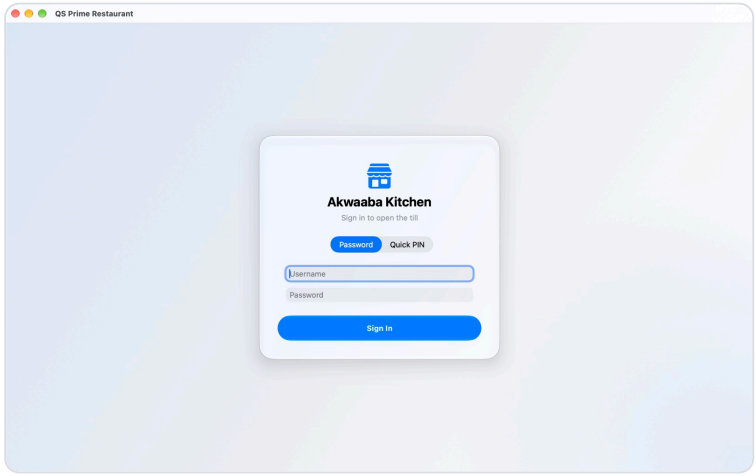
Every feature works for 15 days from first launch. The days left are shown in **Settings > License**. After that, the app shows an activation screen until a license key is entered (section 24).

1.4 Before your first sale

Set up the menu first: your **kitchen stations** and their ticket printers, which station makes each category, and any **choices** such as sides and extras (section 8). Then add your **menu items**. The Orders screen won't take orders until a till is open: go to **Till & Shifts**, enter the opening cash float, and click **Open Till** (section 7). While you're setting up, it's worth adding your logo (section 18) and choosing a backup folder on a USB drive or cloud folder (section 20).

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, Tables, Orders, Menu Items, Menu Setup, 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 16).
Cashier	Tables, Orders, Appointments (when switched on), Customers, Sales History (their own sales), Refunds, and Till & Shifts.
Waiter	Tables only: open tables, take orders, send them to the kitchen and print the bill. A cashier takes the payment.

Admins add staff accounts in **Settings > User Accounts**. On a shared till, **Switch Staff** at the bottom of the sidebar (⇧⌘U) changes who's working with their PIN, without signing out.

> **Button colours**
> The main action on each screen — New Menu Item, 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**).

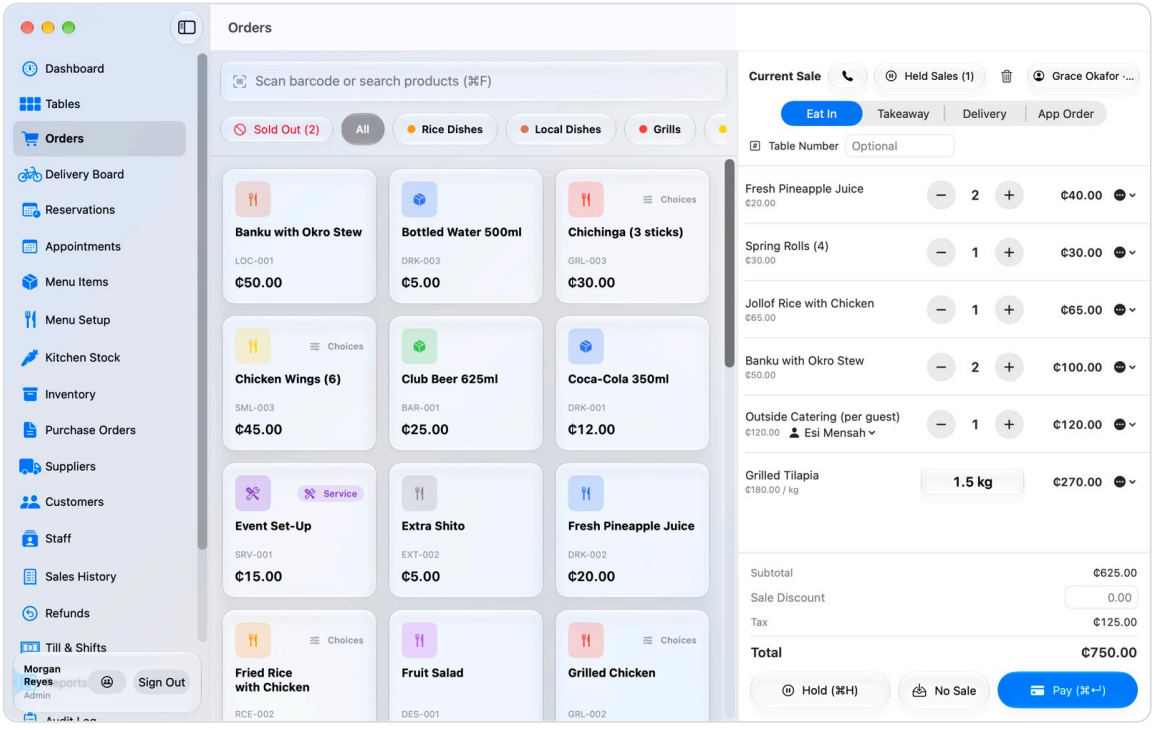
3
Take orders all day: on **Tables** for people sitting down (section 5), where each round goes to the kitchen when you press Send, and on **Orders** at the counter, where each paid order prints its kitchen tickets.

4
Pay or cancel every table that's still open, count the drawer and **Close Till**. The store is backed up automatically.

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

4. Taking orders — the Orders screen

The menu is on the left, the current order on the right.

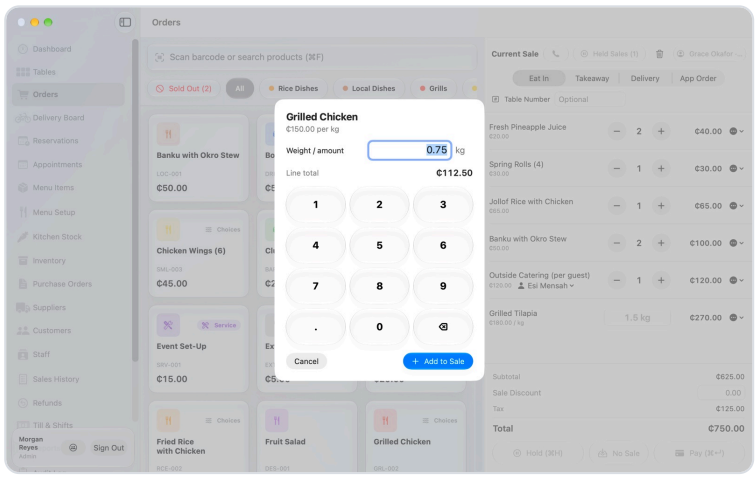


The Orders screen with an order in progress and a customer attached.

4.1 Adding items

- **Click an item's tile** to add one. Click again for another. Items marked **Choices** open the choices window first (section 4.2).
- **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.

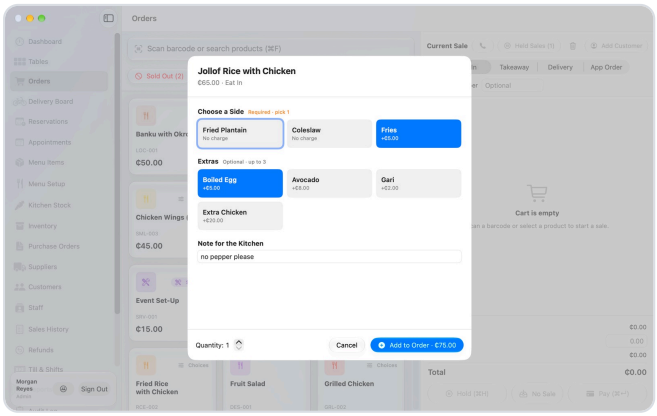


Tapping Grilled Chicken, sold by the kilogram: enter the weight, then Add to Sale.

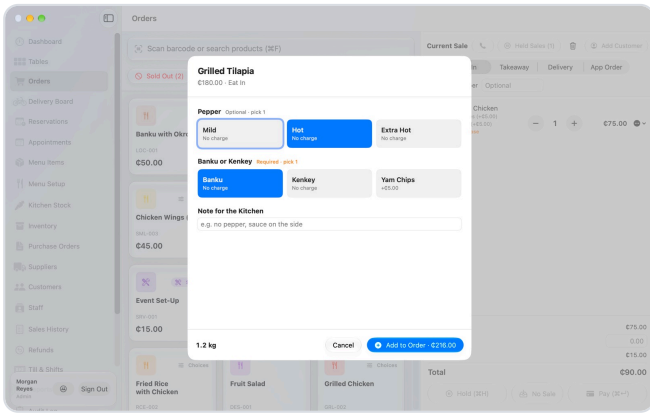
4.2 Choices and notes for the kitchen

An item with choices (section 8.3) opens a window when it's ordered. Each group says whether it's **Required** (orange) or **Optional**, and how many can be picked. Click a choice to pick it; click it again to unpick it. In a group that takes one choice, clicking another one swaps them. Choices with a price add it to the item, and the button at the bottom shows the price for the quantity chosen.

Type anything else the kitchen needs to know under **Note for the Kitchen** ("no pepper", "sauce on the side"). Set the **Quantity** and click **Add to Order**. If a required group has nothing picked, the window says what's missing.



Jollof Rice with Chicken: Fries as the side (+₵5.00), a boiled egg (+₵5.00) and a note.

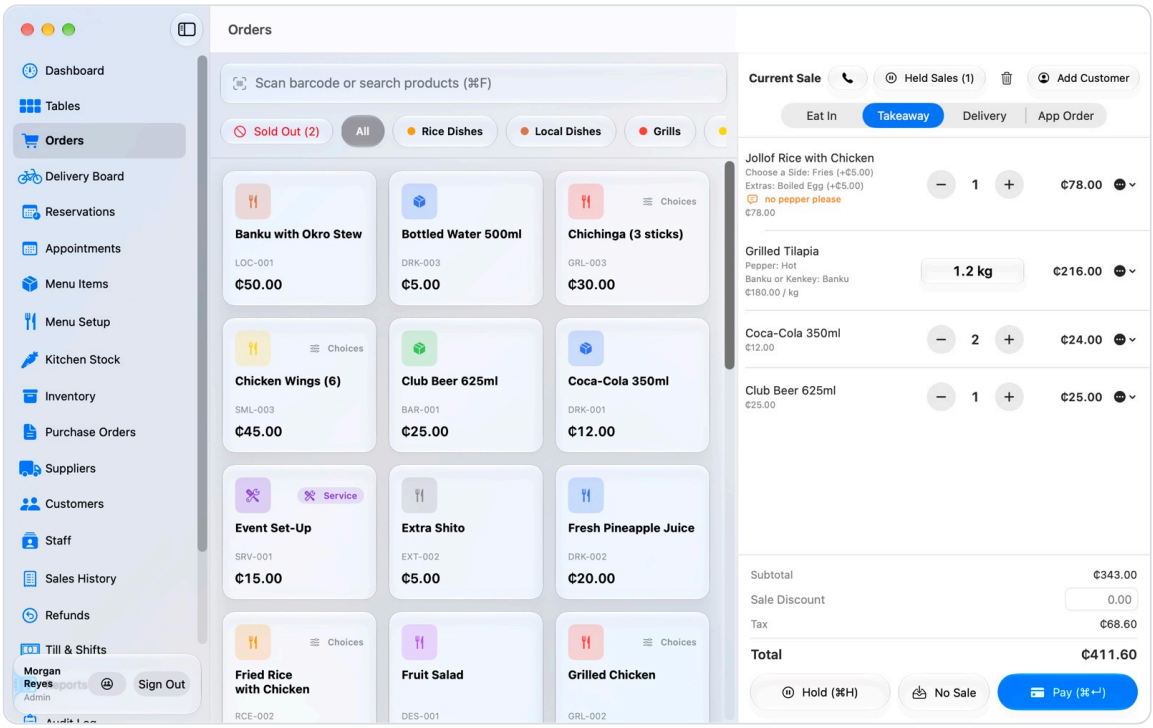


Grilled Tilapia, sold by the kilogram: the weight first, then its choices.

- Each dish appears on the order with its choices and note under its name. The same item with exactly the same choices adds to that line; different choices, or a note, make a new line.
- To add or change a note later, use **Note for the Kitchen…** in the line's ••• menu.
- Items sold by weight ask for the weight first and then their choices.

4.3 Eat In or Takeaway

The switch at the top of the order sets whether the customer eats in or takes away. Items with a **Takeaway Price** (section 8.1) change price when you switch; items without one cost the same either way. A price typed with **Change Price…** stays as typed. The order type prints on the receipt and on the kitchen tickets. If you never do takeaway, switch off **Ask Eat In or Takeaway** in Settings and every order is Eat In.



A takeaway order: the Jollof line costs ₵78.00 (₵68.00 takeaway price + Fries + Egg), with its note in orange.

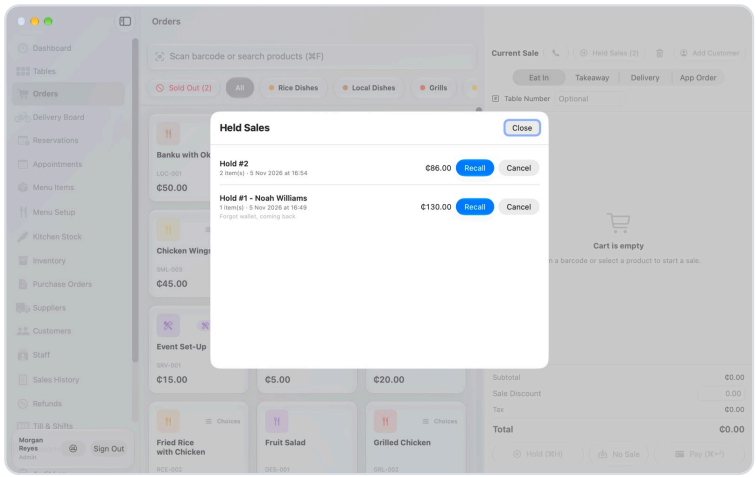
4.4 The current order

- 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 16).
- 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 14).
- **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 · 285 pts**). It's optional — walk-in sales are fine. Search by name, email or **phone number**, typed any way (024 412 3456, 0244123456 and +233 24 412 3456 all find the same customer). New customer? Click **Quick Add Customer**, enter the name and phone (email optional) and click **Add to Sale**; whatever you typed in the search box is filled in for you. A phone number another customer already has is refused, with a button to use that customer instead. Add the address and credit settings later in Customers.
- The trash button clears the cart.
- The cart stays put if you go to another screen (to check stock, say) and come back.

4.5 Holding and recalling an order

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.

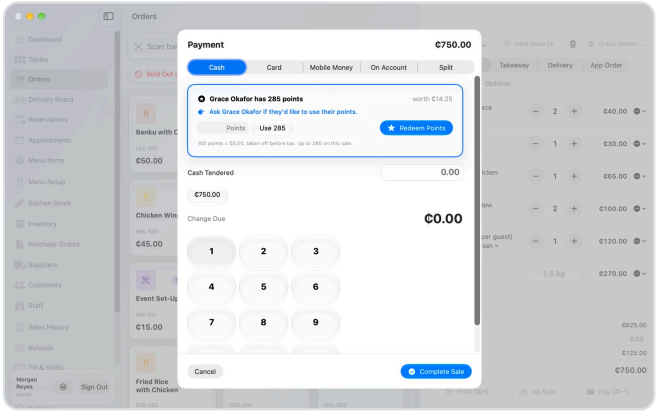
If you recall a held sale while the cart already has items, the app asks before replacing them — hold the current sale first if you want to keep it.



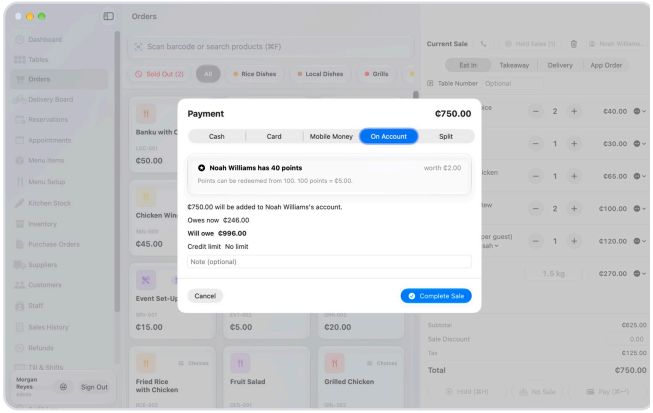
Held sales, ready to recall.

4.6 Taking payment

Pay (⌘↩) opens the payment window.



Cash payment, with quick amounts and a keypad.

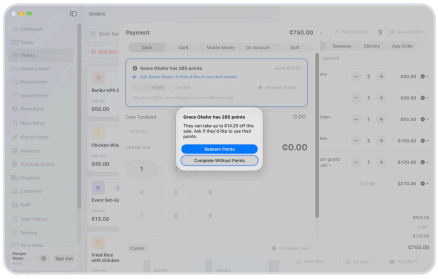


On Account: shows what the customer owes now and after this sale.

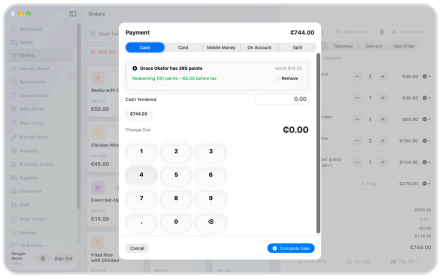
Method	How it works
Cash	Type or tap the amount handed over (or use a quick amount); **Change Due** is worked out for you.
Card	Charges the full amount to card.
Mobile Money	Charges the full amount to mobile money.
On Account	Credit sale: the total is added to the customer's account balance. Needs a customer on the sale who is allowed credit, and must fit within their credit limit (section 13.1).
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.

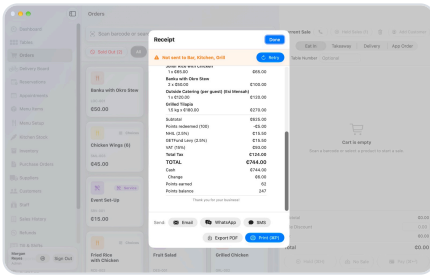
If Settings says so, a cashier needs an admin's PIN to redeem points (section 16). Points are **never spent automatically** — it's the customer's choice. While a customer could redeem, the points box is outlined in blue with **Ask … if they'd like to use their points**. If the cashier clicks **Complete 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.

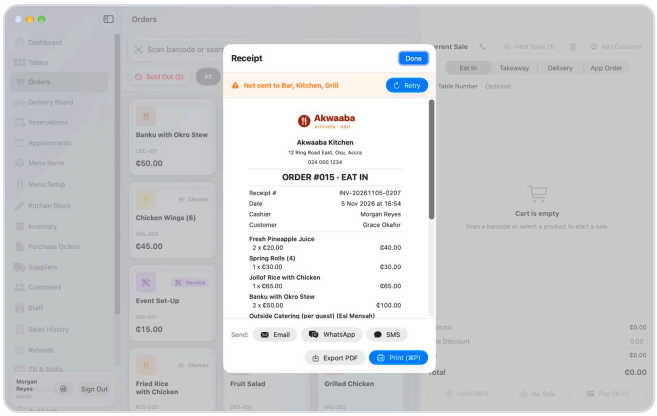


100 points redeemed: ₵5.00 off before tax.



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

Click **Complete Sale**. The kitchen tickets print (section 4.8) and the receipt appears, ready to **Print (⌘P)**, **Export PDF**, or send by **Email**, **WhatsApp** or **SMS** (section 4.7). The receipt shows the **order number** in large print, such as **ORDER #014 · TAKEAWAY**, for calling the order out at the counter. Numbers start again at #001 each day; on a restaurant with several tills, tills after the first add their number (**T2-014**) so two tills never call out the same order. 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.

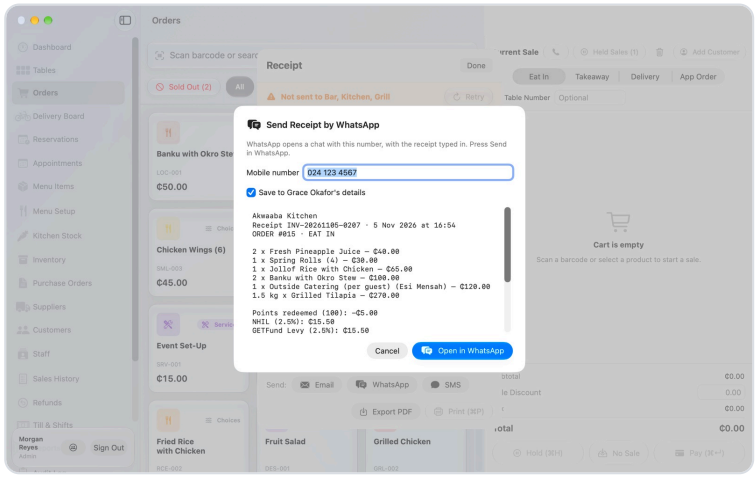
Keyboard shortcuts

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.

4.7 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 Restaurant never sends anything by itself, and there's no SMS service to pay for.



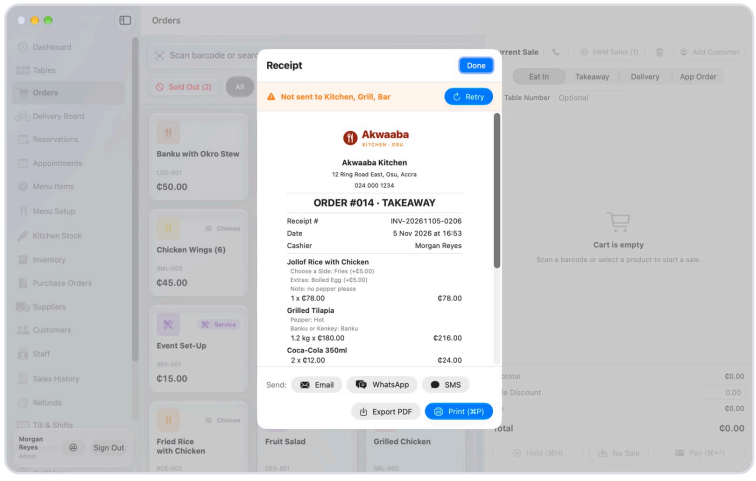
Sending a receipt by WhatsApp: the number, the option to save it to the customer, and the text they'll get.

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.

4.8 Kitchen tickets

When an order is paid, each kitchen station that makes something on it gets its own ticket on its own printer: the Grill gets the tilapia, the Bar gets the palm wine, and so on. Each ticket shows the station, the order number and Eat In or Takeaway in large print, the time and cashier, and each dish with its quantity, its choices and the kitchen note in bold. Items that no station makes (bottled drinks handed over at the counter, say) aren't on any ticket.



The receipt after paying: the order number, each dish's choices, and the kitchen bar at the top.

The bar at the top of the receipt window says where the order went:

- **Sent to Kitchen, Grill** (green): every ticket printed. **Reprint Tickets** prints them again, marked ***** COPY ***** so the kitchen doesn't cook the order twice.
- **Not sent to Grill** (orange): that station's printer is off, out of paper, not connected, or the station has no printer yet. The order is paid and saved; fix the printer and click **Retry**, which sends only the tickets that didn't print. The same bar is in **Sales History › Reprint Receipt**, so a ticket can be sent later from any till.

Practice orders

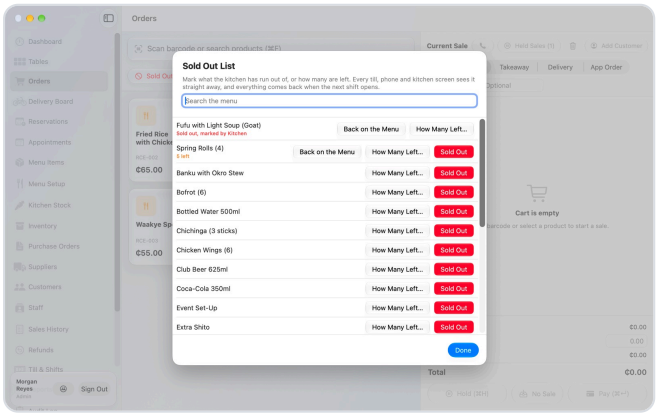
The training store (section 22) never prints kitchen tickets, so the kitchen never cooks a practice order. Kitchen tickets can also be switched off in Settings, for a counter where the cook reads the receipt.

4.9 What's sold out, and how many are left

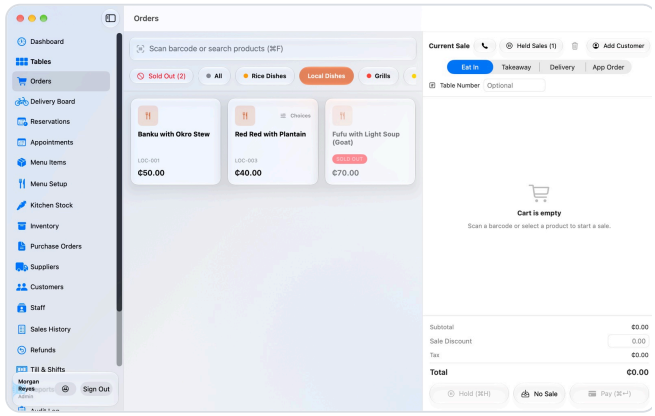
When the kitchen runs out, tell everyone once. Click **Sold Out** above the menu (the button shows how many items are marked), or right-click a tile. It greys out straight away on every till, waiter phone and kitchen screen, stays in sight at the end of the list so nobody thinks it's been lost, and clicking it says why.

- **Sold Out**: nobody can order it.
- **How Many Left…**: type a number and each order counts it down. The tile says **5 left**. At nothing it's sold out by itself.
- **Back on the Menu**: it's available again. Anything marked also comes back by itself when the next shift opens: the first till to open after every till has closed clears the list. A second till opening during service changes nothing.

A table's dishes count down when they're sent to the kitchen, and a counter order's when it's paid, the same moments ingredients come off (section 12). If something on the table sells out before Send, Send says so and you take it off. **Paying is never refused**: what's on the bill has been eaten. A void that says the food wasn't made puts its portions back on the count. Every change is in the Audit Log with who made it.



The Sold Out list: what's marked comes first.



A sold out item, greyed, at the end of its category.

Anyone can change the list.

Cashiers and waiters can, because they're the ones the kitchen tells. It needs no approval, since no money changes hands, and it's logged.

4.10 A table number on a counter order

Some places take the order and the money at the counter, then bring the food to the table, often with a numbered stand. When **Eat In** is selected, type the number in **Table Number** above the order. It's never required, and **Takeaway** clears it.

It prints large on the kitchen ticket, shows large on the kitchen screen, and goes on the receipt beside the order number. It's only a number on this order: it doesn't open or tie up a table on the floor plan, because the bill's already paid. Letters work too, like **B4**.

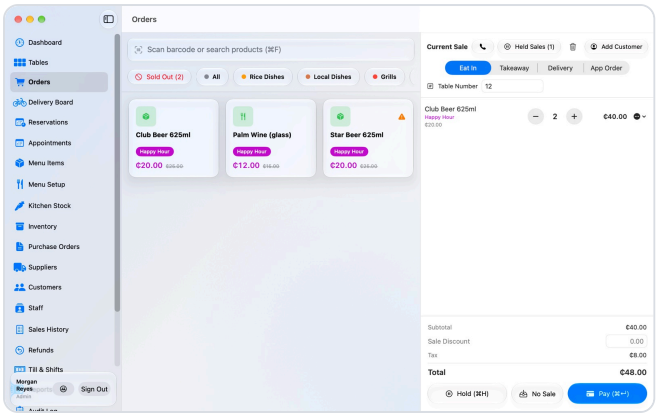
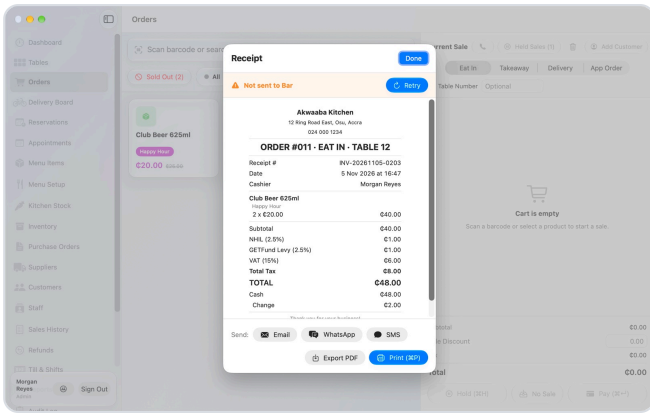


Table Number on an Eat In order, and a happy hour price on the line.

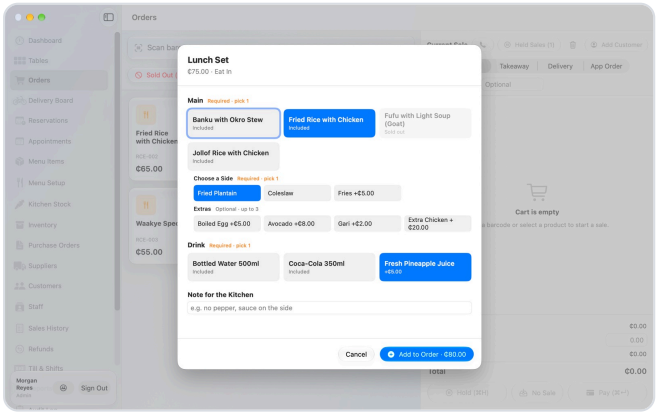


The number on the receipt.

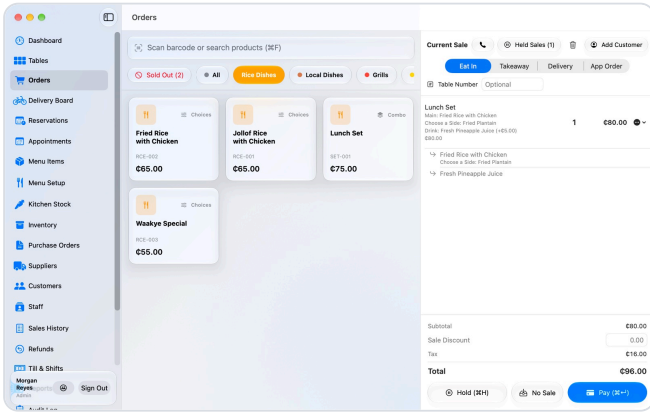
4.11 Combos and set menus

A tile marked **Combo** opens a window with one choice to make for each part, such as a main and a drink. Anything that adds to the price says so; anything sold out is greyed. If a dish asks for its own choice, like a side, that appears under it and is required too.

The order shows the combo with one price and the dishes under it, each going to its own station's ticket and coming off stock like any other dish. The combo goes as a whole: to change it, remove it and add it again, and voiding or moving any part does the whole combo. The receipt shows one line with the choices listed.



Choosing what's in a Lunch Set.



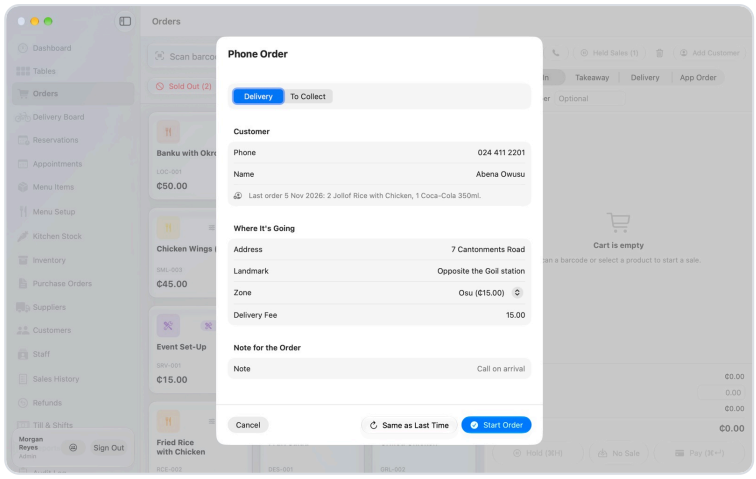
One price, with its dishes under it.

4.12 Menu times and happy hour on the order screen

An item outside its time (section 8.5) stays on the screen, greyed, with its time on the tile, and can't be ordered. During a happy hour (section 8.6) the tile shows the cheaper price with the usual one crossed out, and the price changes by itself when it starts and ends. A line keeps the price it was ordered at: a table with happy hour drinks doesn't go up at 19:00, and another round after that is a new line at the full price. It isn't a discount, so it needs no approval.

4.13 Phone orders

When the phone rings, click the phone button at the top of the cart, or **Phone Order** on the Delivery Board. Choose **Delivery** or **To Collect** and type the number, however the caller gives it: 024 411 2201, 0244112201 and +233 24 411 2201 are the same number. If they've ordered before, their name, last address, landmark and zone fill in, and the window shows what they had last time.

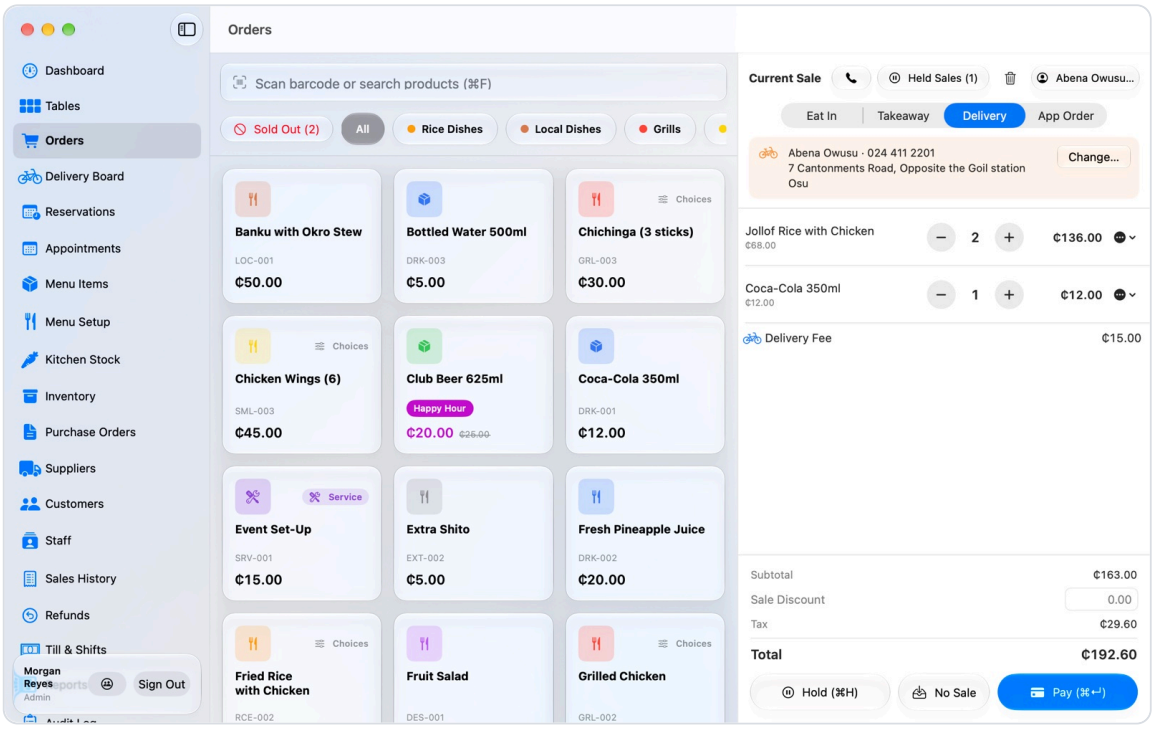


The caller is found by number, with their last order.

Same as Last Time puts their last order on the cart at today's prices. Anything sold out or off the menu is left off, and the app tells you what, so you can say so before they hang up. **Start Order** gives you an empty cart for them to choose from. A new caller's name and number go on the customer list when the order is placed.

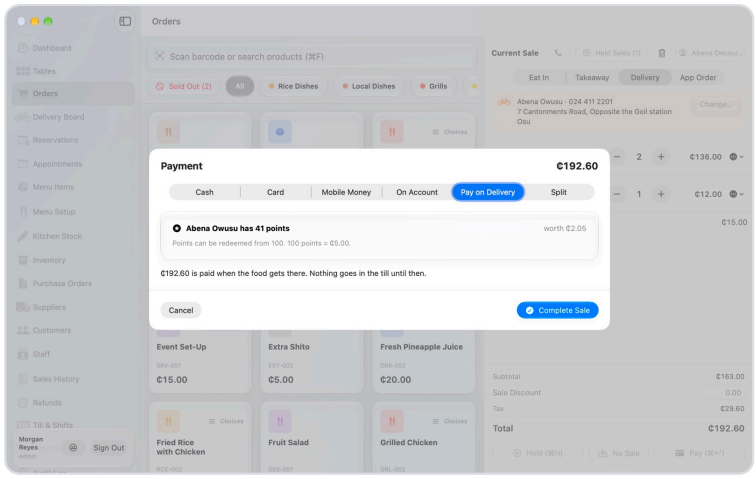
4.14 Delivery

Choose **Delivery** on the order-type switch, or start from the phone. A delivery needs a phone number and somewhere to go: an address or a landmark. Choosing a **Zone** fills in its **Delivery Fee**, which you can change. The fee is a line on the order and on the receipt. Delivery, To Collect and App Orders use the takeaway price when an item has one. **Change…** in the orange box corrects the details at any time before payment.



A delivery on the Orders screen: who it's for, where it's going, and the fee.

Pay opens the payment window as usual. If they've paid already, by Mobile Money for instance, take it as normal. Otherwise choose **Pay on Delivery** (or **Pay on Collection**): the order goes to the kitchen now, and nothing goes in the till until the money comes in.

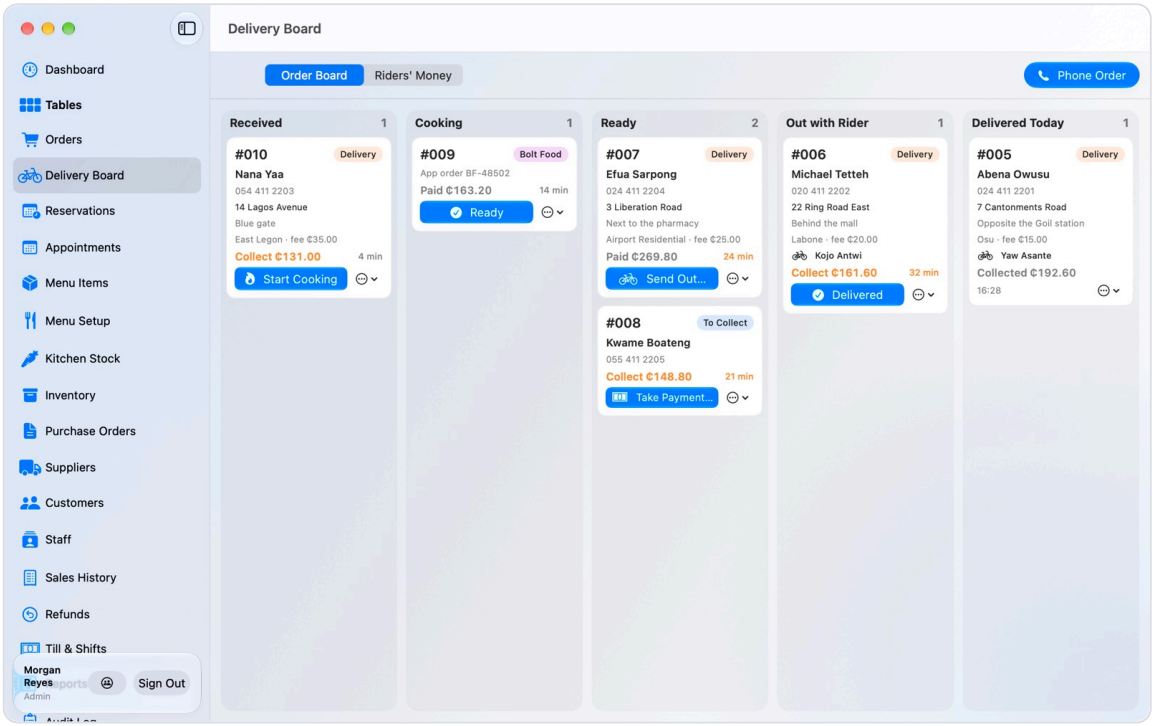


Pay on Delivery.

> **The sale counts on the day it's ordered**
>
> A delivery is a sale from the moment it's placed, so the kitchen ticket, stock, recipes and reports all work as for any other order. Money still to come shows as **Pay on Delivery** in Payment Totals, like On Account.

4.15 The Delivery Board

Delivery Board in the sidebar shows every delivery, order to collect and app order, in columns: **Received**, **Cooking**, **Ready**, **Out with Rider** and **Delivered Today**. Each card has the order number, the customer and address, what's to collect, how many minutes it's been, and a button for its next step. Any till can move an order along.



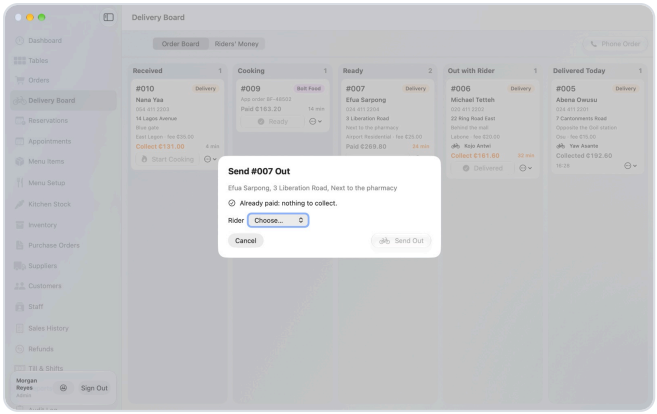
The Delivery Board.

If every station on an order uses a kitchen screen, the kitchen moves it for you: Cooking when the first item is marked done, Ready when the last ticket is finished. A station that only prints can't tell the app it's

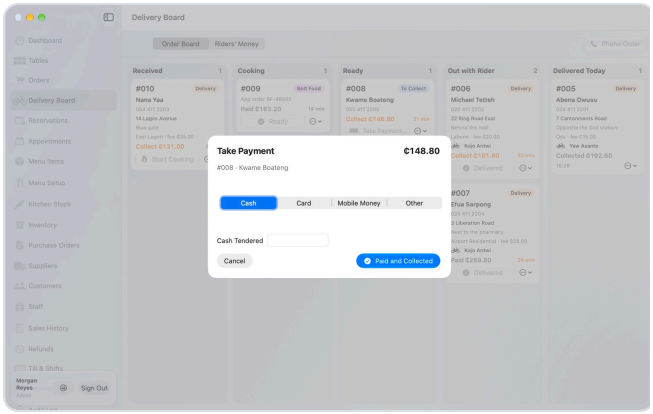
finished, so someone clicks **Ready**.

- **Send Out…** asks which rider. Riders are in **Staff**, with **Takes Deliveries** on (section 14.1).
- **Delivered** means the rider has handed it over and collected what was due. That money is now on the rider (section 4.17).
- **Take Payment…**, on an order to collect, takes the money and marks it collected. Cash goes in this till's count.

The **…** menu on a card has **Receipt or Rider's Slip…**, **Back a Step** for a slip of the finger, and **Cancel Order…**.



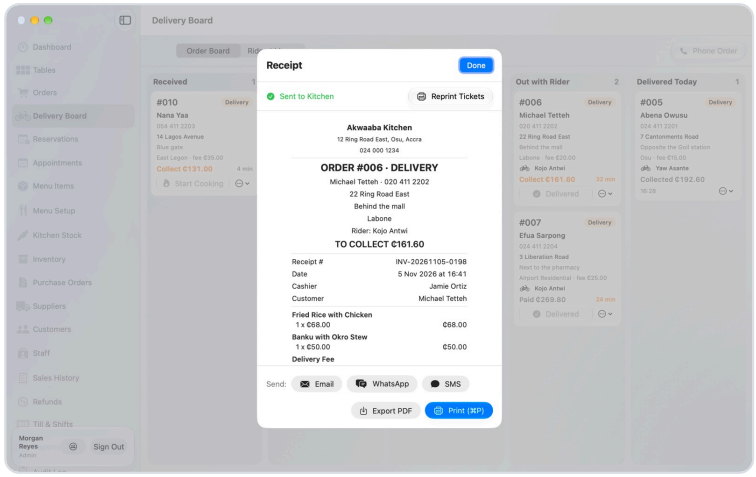
Sending an order out: the rider is told what to collect.



Taking payment for an order to collect.

4.16 The rider's slip and cancelling

The receipt for a delivery doubles as the rider's slip: the customer's name and number, the address and landmark, the rider, and **TO COLLECT** in large print if there's money to bring back. Print it from **Receipt or Rider's Slip…** after sending the order out, so the rider's name is on it.



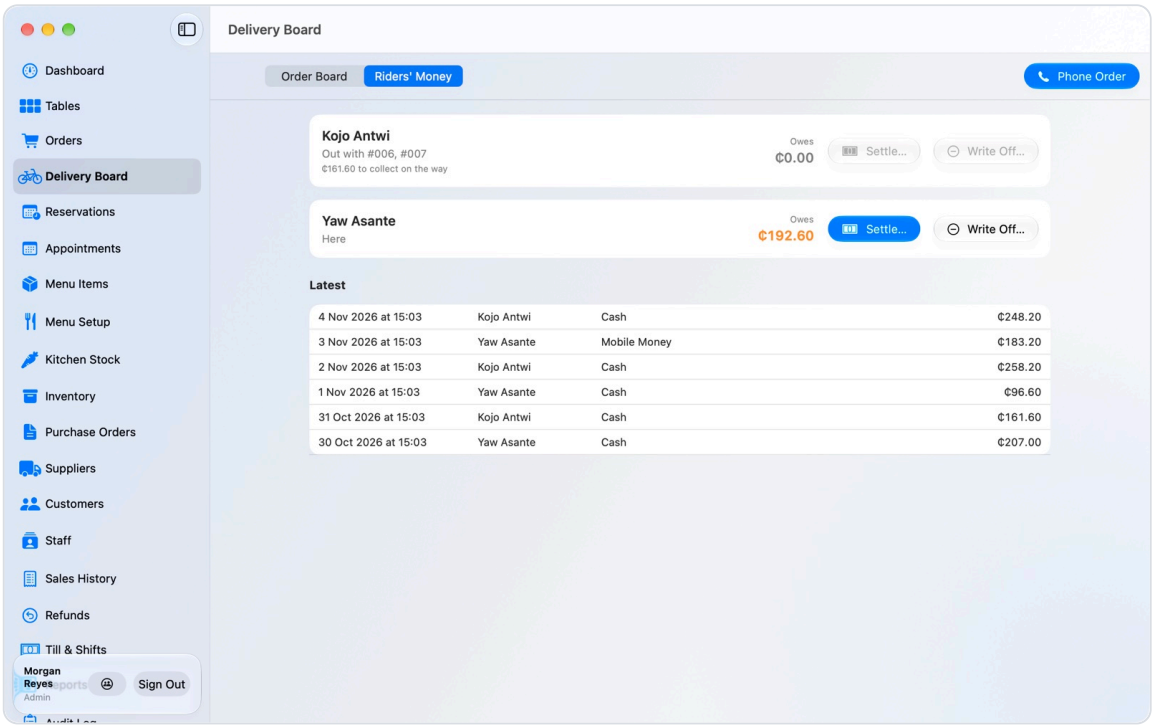
A delivery's receipt, with what the rider must collect.

Cancel Order… asks whether the food has been made, then for a reason, with an admin's PIN if you aren't one. It voids the sale, so stock and ingredients go back (or go down as waste if it was made), and money already paid is out of the till's count: give it back to the customer. If the food hadn't been made, the kitchen gets a **CANCELLED** ticket. An order can only be cancelled on the till that rang it up, because its sale is in that till's count.

The till can't close while its orders are still on the board. Mark them delivered or collected, or cancel them. A rider who still owes money doesn't stop it closing: that money is on the rider, not in this drawer.

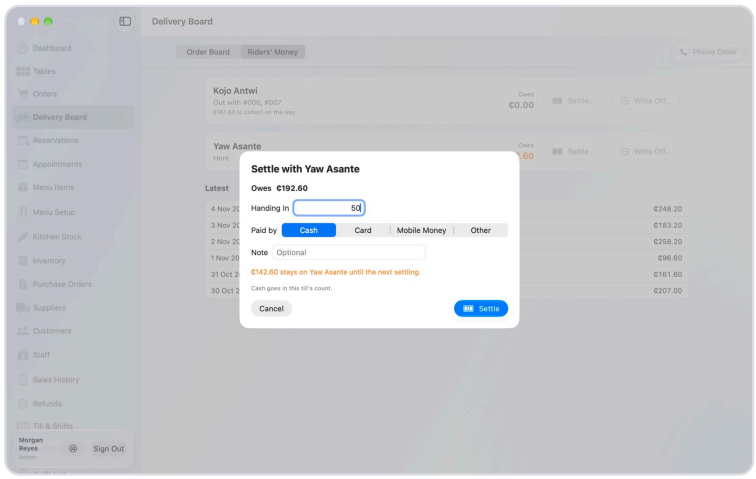
4.17 Riders' money

Delivery Board › Riders' Money shows each rider: what they're out with, what they've yet to collect, and what they **owe**, which is everything they've delivered less what they've handed in.



Riders' Money.

Settle… records what a rider hands in, by cash or otherwise. Handing in part is fine: the rest stays on them. Cash goes in the count of the till that took it, so **Expected Cash** goes up. An admin can **Write Off…** what a rider can't hand in, with a reason, which goes in the Audit Log. No money comes in for that.

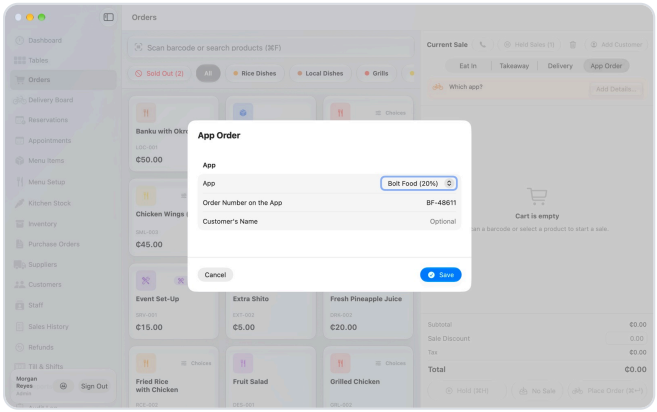


A rider handing in part of what they owe.

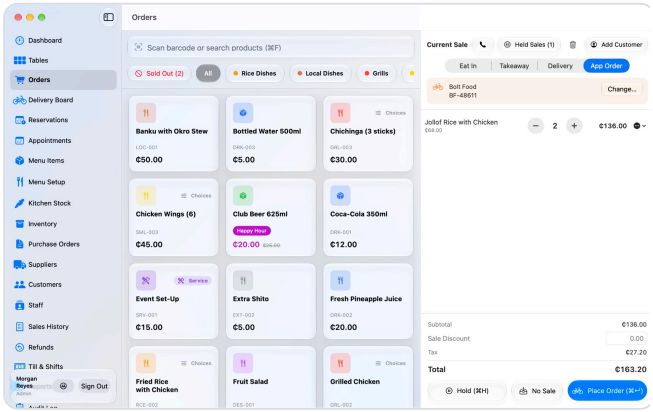
4.18 Delivery-app orders

Orders from Bolt Food, Glovo and the like are typed in by hand. Choose **App Order** on the order-type switch, pick the app and, if you like, its order number, add the items and click **Place Order**. There's no

payment to take, because the customer paid the app. The order goes to the kitchen and the board, and when the app's rider has it, click **Rider Took It**.



Choosing the app.



An app order on the Orders screen.

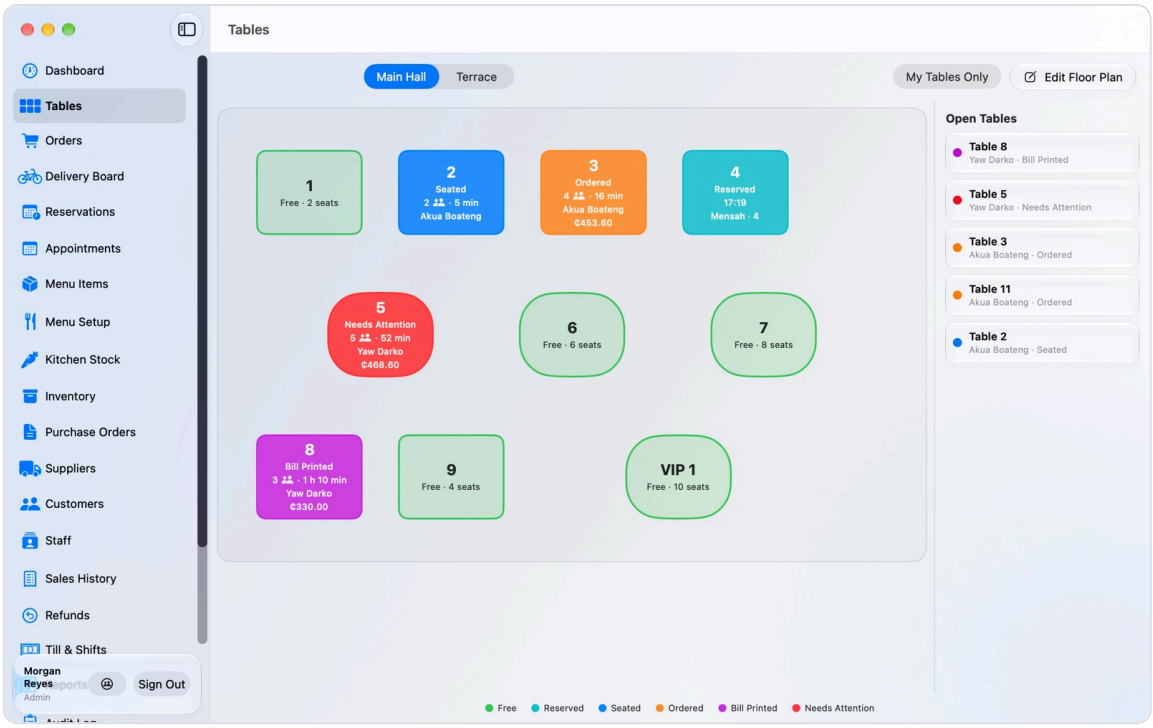
Each app's commission is set in **Menu Setup › Delivery** (section 8.8). The **Delivery Apps** report takes it off, so you can see what you really take home and what the app should pay you. Changing a rate only affects new orders. Automatic import from the apps waits for the cloud add-on.

4.19 "Your order is ready" on WhatsApp

Switch this on in **Settings › Delivery & Reservations** and set the wording. A card in the **Ready** column then has **Send "Your Order Is Ready"…** in its **…** menu, which opens WhatsApp with the message filled in. Someone presses Send there, so nothing reaches a customer by itself. Ask customers before messaging them. The training store never offers it.

5. Tables and open orders

For people sitting down, an order stays open on the table for the whole meal: rounds go to the kitchen as they're ordered, the bill comes when they ask, and payment closes the table. A paid table becomes an ordinary sale, so Sales History, refunds, reports and the till treat it like any other. **Tables** is the first screen once a floor plan exists. To work at a counter only, turn off **Use Tables** in **Settings > Orders & Kitchen**.

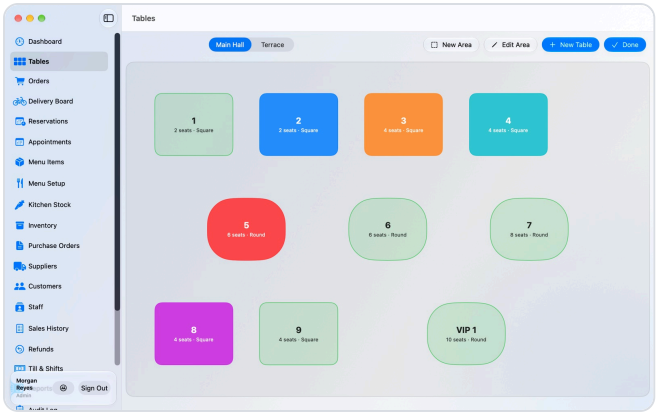


The floor plan: each table shows its status, covers, time seated, waiter and running total.

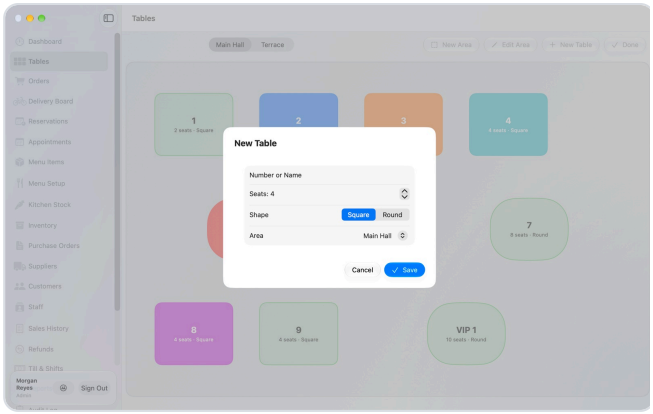
5.1 Setting up the floor plan

Admins click **Edit Floor Plan**:

- **New Area** adds a part of the restaurant, such as Main Hall, Terrace or VIP. **Edit Area** renames or removes the one on screen.
- **New Table** asks for a number or name, the seats, the shape (**Square** or **Round**) and the area.
- Drag a table to where it stands in the room. Click it to change or delete it. Click **Done** when you've finished.



Editing the floor plan.



A new table.

Give each category its **usual course** in **Menu Setup › Stations** (Small Chops as Starter, Grills as Main, and so on), so that dishes start in the right course on a table. Without one, a dish has no course and can't be held.

5.2 What the colours mean

Status	Meaning
Free (green)	Nobody at the table.
Seated (blue)	Open, with nothing sent to the kitchen yet.
Ordered (orange)	At least one round has gone to the kitchen.
Bill Printed (purple)	The bill has been printed and the table hasn't paid yet.
Needs Attention (red)	No round for longer than **Table Needs Attention After** in Settings (30 minutes unless you change it).

Open Tables on the right lists every open table with your own first. **My Tables Only** fades everyone else's. The till must be open before a table can be opened.

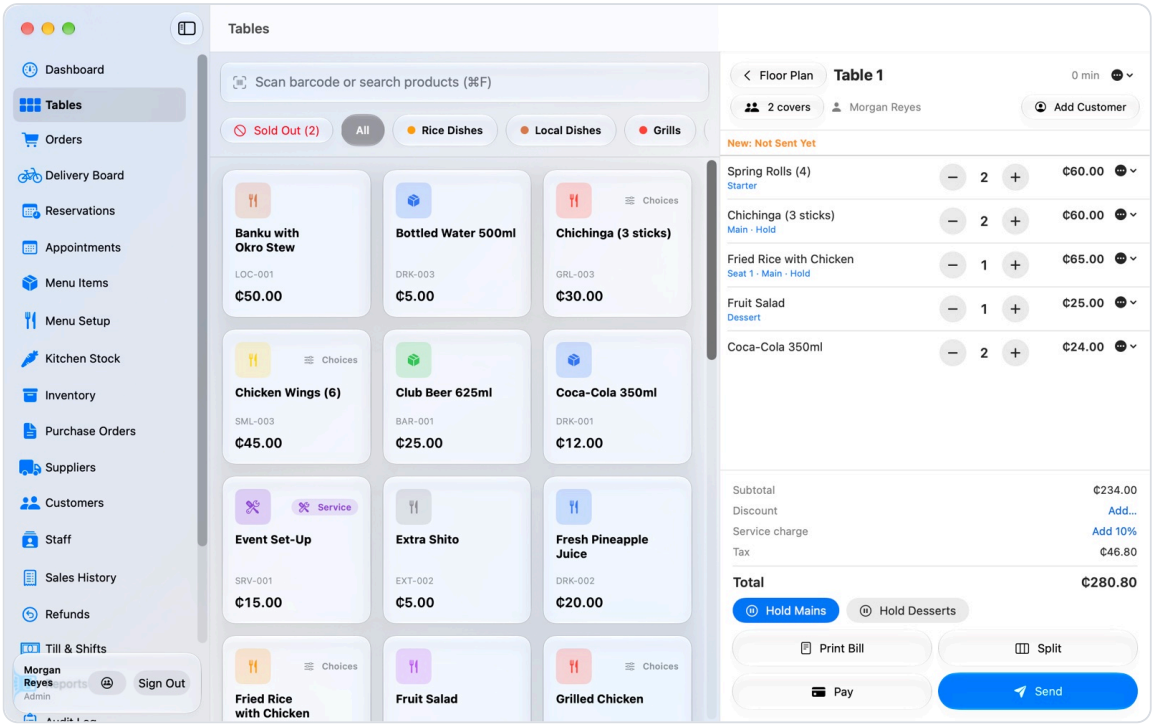
5.3 Taking an order

1
Click a free table and enter how many people are sitting down (**covers**). The table now belongs to you.

2
Add items just as on the Orders screen: click tiles, search or scan. Items with choices ask for them, and weighed items ask for the weight.

3
Use a line's ••• menu to set its **Seat** (optional), change its **Course** or add a note for the kitchen.

4
Click **Send** (⌘↵). Each station gets its own ticket. Click **Floor Plan** to go back.



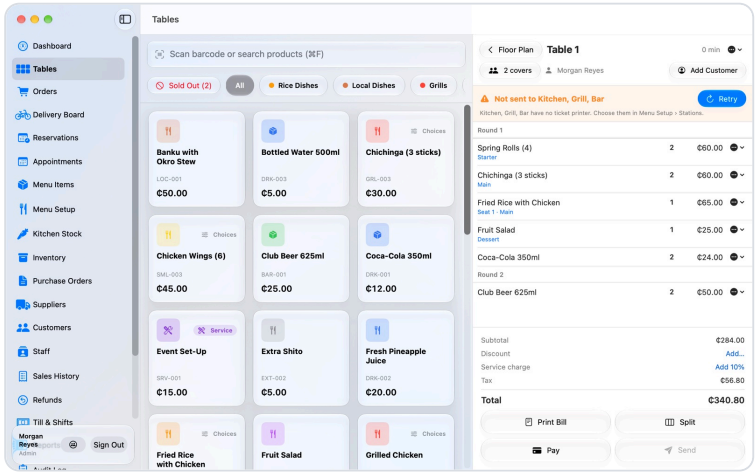
Round 1 before it's sent: Mains are set to Hold.

When they order more, click the table, add the items and click **Send** again. Only the new items go to the kitchen, on a ticket headed **TABLE 1 ROUND 2**. The price is fixed when a line is added, so a menu change during the meal doesn't change what the table was told.

Sent lines can't be changed or removed: to take one off, void it (section 5.10). If a table has to be closed without paying, use **Cancel Table** (section 5.7).

5.4 Holding and firing a course

To have starters first and mains later, click **Hold Mains** before you send. The kitchen gets the whole order now, with the mains under **--- HOLD MAINS ---**, so it can prepare but not cook them. When the table is ready, click **Fire Mains**: a short **FIRE** ticket tells the station to start. **Hold Desserts** and **Fire Desserts** work the same way.

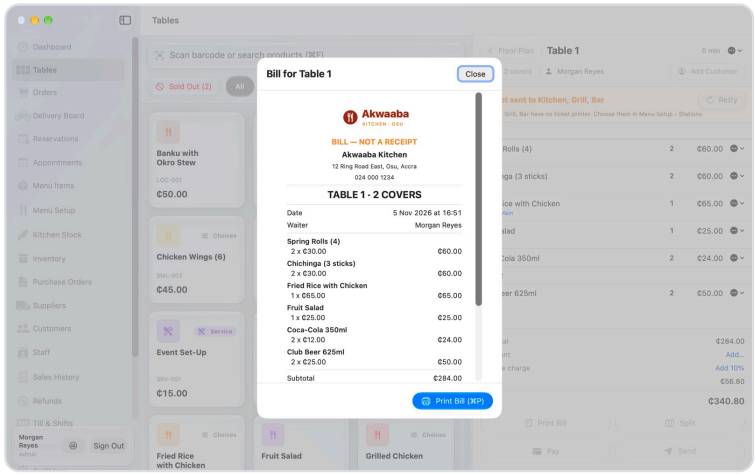


Two rounds sent and Mains fired. The bar at the top means a ticket didn't print.

If a ticket doesn't print, the lines stay sent and an orange bar says **Not sent to Grill**. Fix the printer and click **Retry**: only the tickets that failed are printed.

5.5 The bill

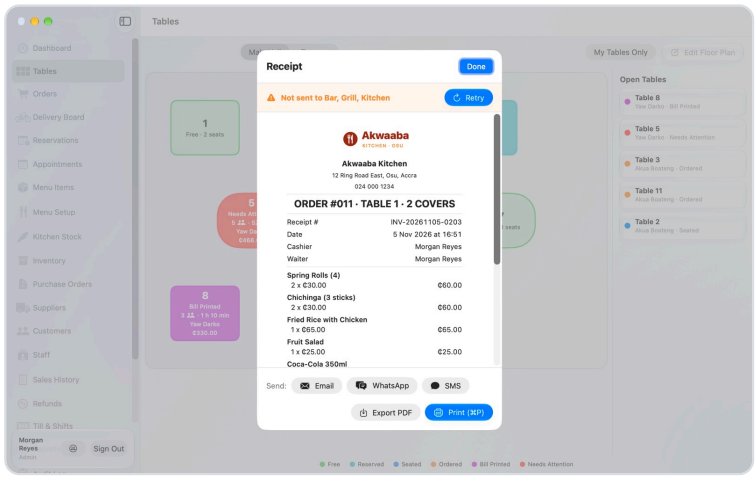
Print Bill shows what the table has had so far, headed **BILL — NOT A RECEIPT**. Printing it turns the table **Bill Printed**. Send any new items first: the bill and payment wait until nothing is left unsent. Click **Add…** beside Discount to take an amount off the bill; the usual approval rules apply (section 16).



The bill for Table 1.

5.6 Taking payment

Click **Pay**. If the bill is split, **Pay** opens the bills instead (section 5.11). The payment window is the same as at the counter, with every tender including split payments and On Account. Completing it closes the table, frees it on the plan and shows the receipt with the table, covers and waiter. If a course is still on hold, the app asks first. Waiters don't see **Pay**.

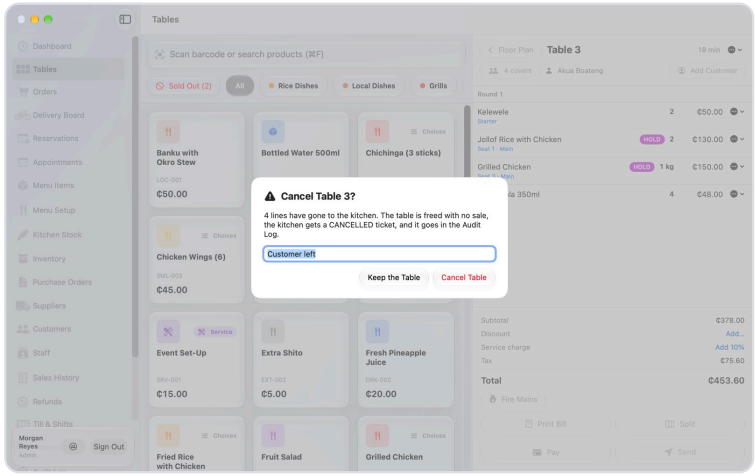


The receipt: Table 1 is free again behind it.

> **Stock**
> Bottled drinks and other counted items come off stock when the table pays, like any sale. **Send** refuses an item if the stock left, after what other open tables have already ordered, is too low (unless you allow selling below zero). A table is never stopped from paying because of stock.

5.7 Changing a table

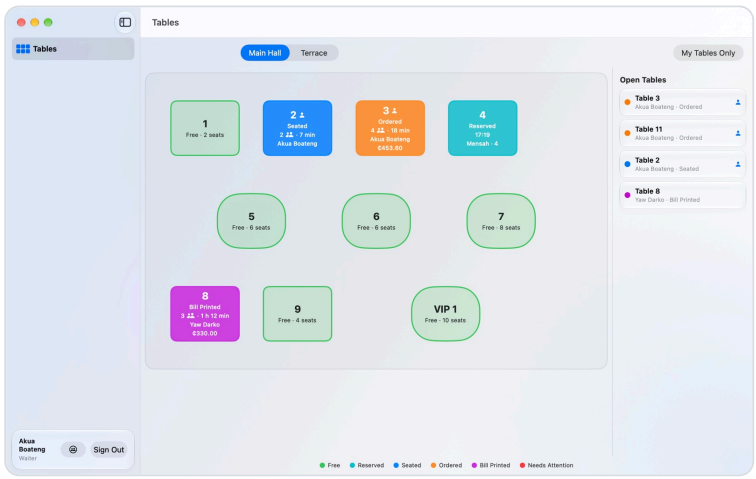
- **Change Covers** and **Add Customer** are at the top of the order.
- **Move to Another Waiter** in the ••• menu needs an admin or an admin's PIN, and goes in the Audit Log.
- **Cancel Table** in the same menu closes the table with no sale, and asks for a reason. If anything has been sent, it needs an admin or an admin's PIN, the kitchen gets a **CANCELLED** ticket, and it goes in the Audit Log.



Cancelling a table. **Keep the Table** is the default.

5.8 Waiters

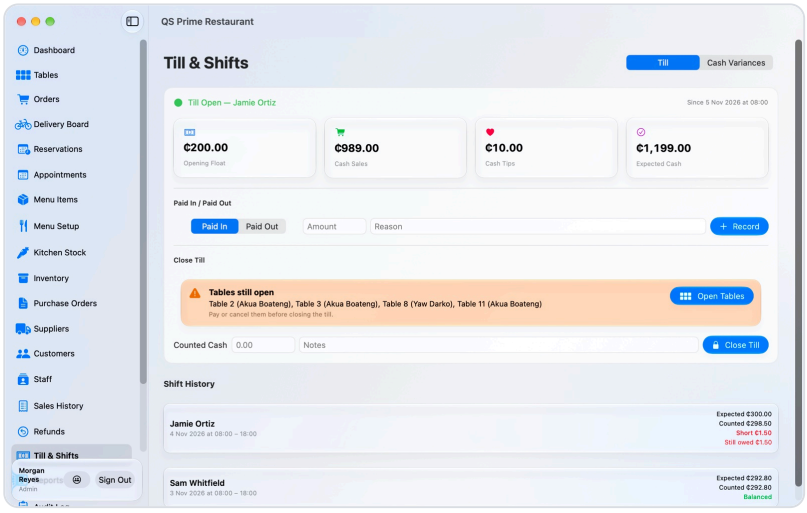
Give each waiter an account with the **Waiter** role and a PIN in **Settings > User Accounts**. A waiter sees only Tables, with their own first. Anyone who opens a table is its waiter, including a cashier or an admin. On a shared Mac, use **Switch Staff** (⇧⌘U) so each person's tables stay theirs.



Signed in as a waiter: only Tables, with Akua's own tables first and marked.

5.9 Closing the day

A till can't close while tables opened on it are still open. **Till & Shifts** lists them with their waiters. Pay or cancel each one, then close the till. With several tills, each till is held up only by its own tables, and a table belongs to the till that last opened it. A till going home can hand its tables on: open each one on a till that's staying open, and it moves there (section 23.11).

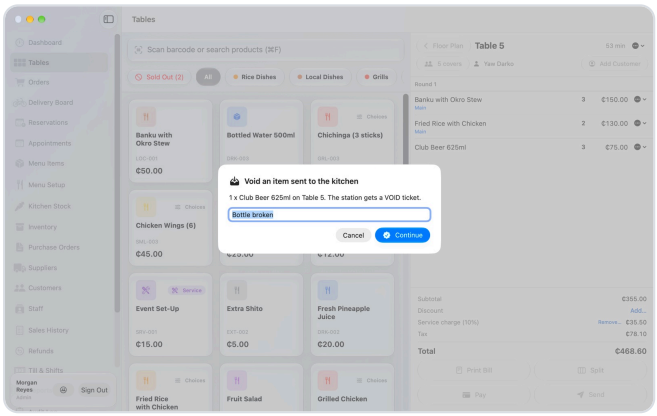


Tables still open: Close Till refuses until they're paid or cancelled.

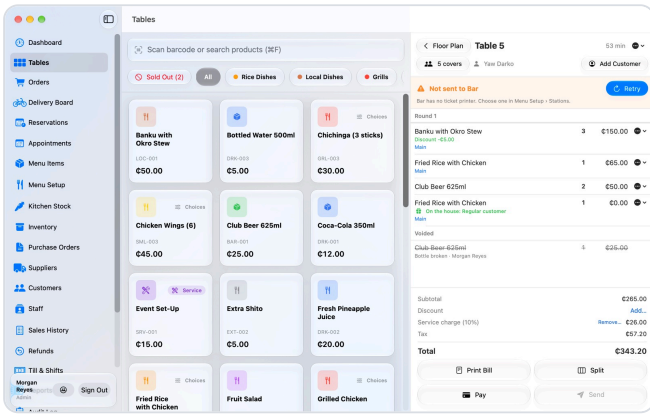
5.10 Voids, comps and discounts

Every line sent to the kitchen has a ••• menu. A line of several (three beers) offers one or all of them.

Choice	What it does
Void	Takes the item off the bill. It needs a reason, and an admin or an admin's PIN. The station gets a **VOID** ticket with the reason, unless its first ticket never printed. The line stays on the order, crossed out, and goes in the Audit Log. For a dish with a recipe it first asks if the food was already made (section 12.5). Before **Send**, just use **Remove**.
On the House	A comp: the item stays on the bill at ₵0.00, marked with the reason, and stock still comes off because it was served. It needs a reason, and an admin or an admin's PIN. The sale records it at cost, so Profit shows what it cost you, and the Audit Log shows it with that cost. **Charge for It Again** undoes it before payment.
Discount on This Item	An amount off that line. **Add…** beside Discount does the same for the whole bill. Together they follow the limit in **Settings > Approvals & Audit Log**: over it, a cashier or waiter needs an admin's PIN.
Move to Another Table	Section 5.12.



Voiding one beer. A waiter would also be asked for an admin's PIN.

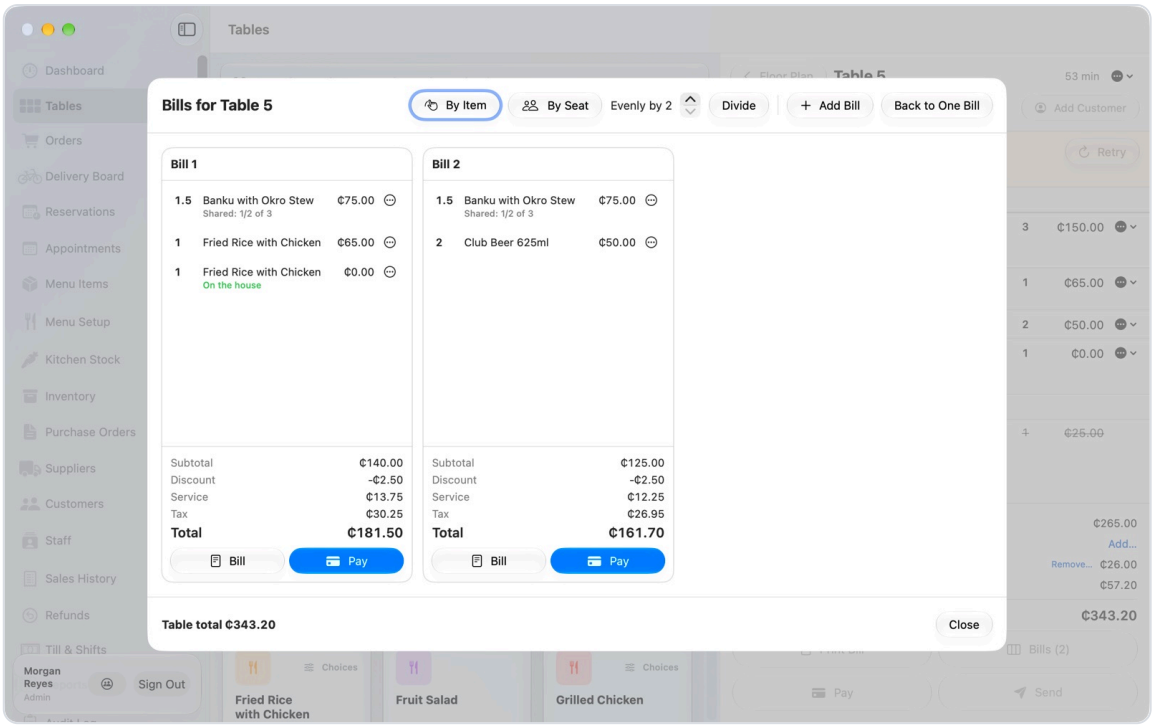


After a void, a comp and an item discount. No printer is set up for the Bar here, so the VOID ticket waits for **Retry**.

5.11 Splitting the bill

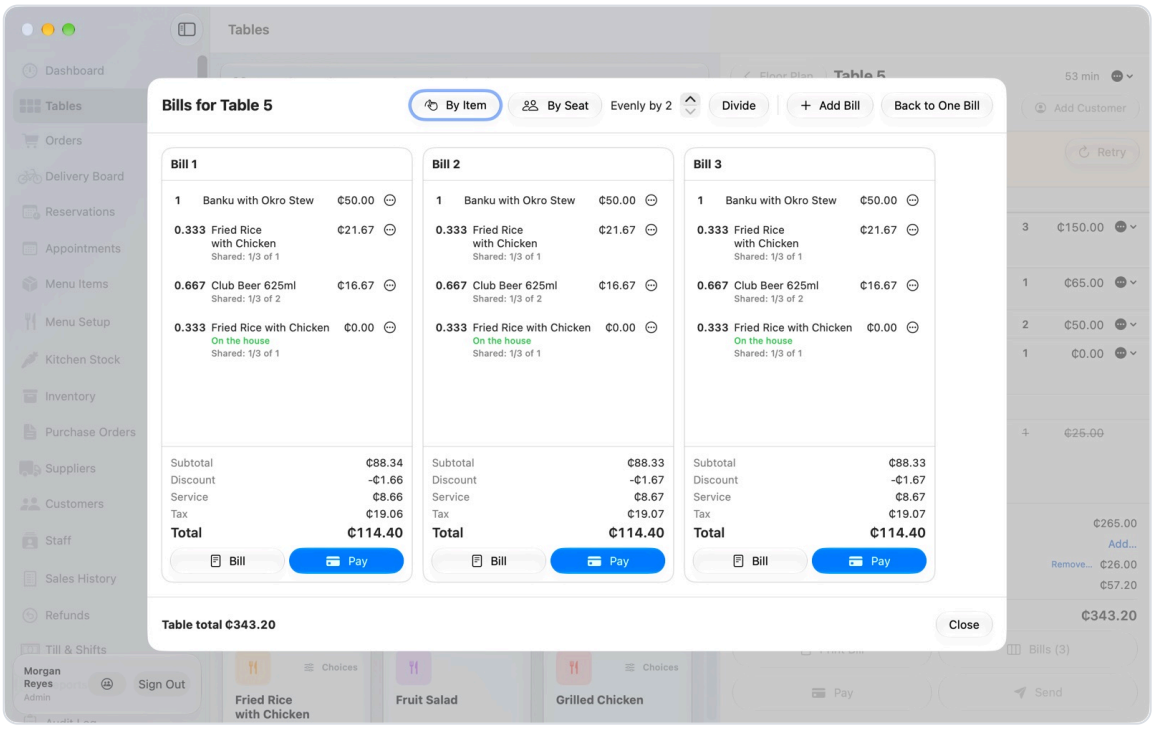
Click **Split**, which reads **Bills** once the table is split. Send any new items first. Then choose how:

- **By Item** gives you Bill 1 with everything and an empty Bill 2. Drag dishes across, or use a dish's ••• menu: **Move to Bill 2**, or **Move One to Bill 2** for one beer out of three. **Add Bill** adds another.
- **By Seat** gives each seat its own bill, from the seat numbers on the lines. Items with no seat were for the table, so they're shared evenly.
- **Evenly by** a number, then **Divide**, gives each bill the same share of everything.
- **Share with Bill 2: Half Each** in a dish's menu divides one dish between two bills. **Share with All Bills** divides it between all of them.



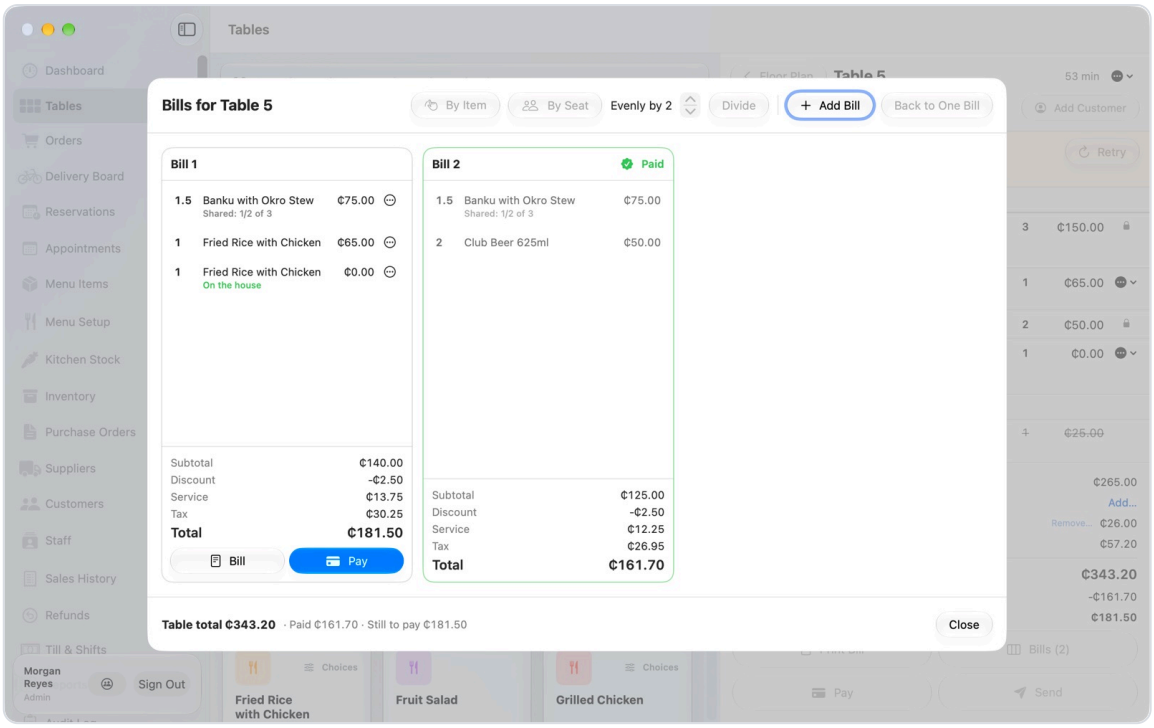
Split by item: the banku is shared, half on each bill.

Each bill has its own **Bill** and **Pay** buttons. Each is paid separately with any tender and gets its own receipt, headed **BILL 2 OF 2**, and the table closes when the last one is paid. Until then it stays open on the plan, showing what's left to pay, and the till can't close.

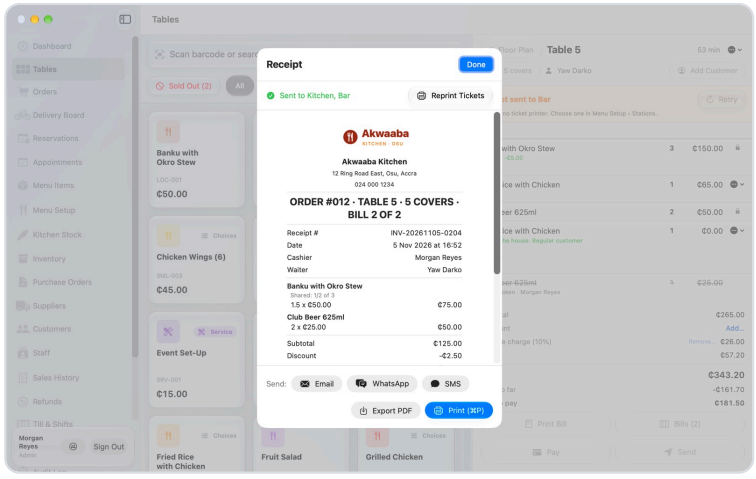


Evenly by 3. Quantities show as shares, such as 0.333.

> **It always adds up**
>
> Discounts, service charge and tax are shared out in proportion, and any odd pesewa goes to the largest bills. However you split it, the bills add back to the table's total to the pesewa, tax included. Stock comes off for the whole dish, however it's divided.



Bill 2 is paid and locked. Bill 1 owes exactly what's left.



Bill 2's own receipt: half the banku, with its share of the discount, service charge and tax.

Once a bill is paid, a few things change:

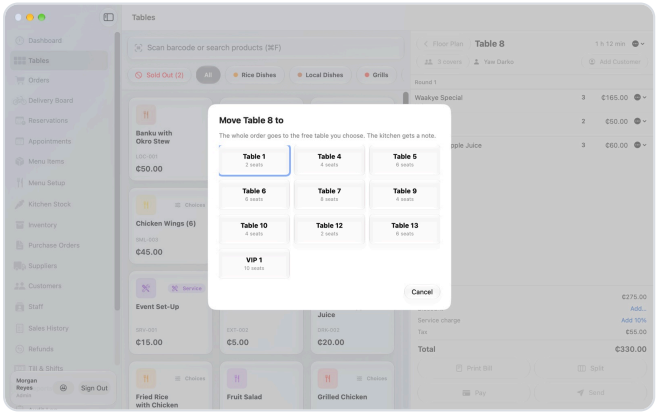
- Its items are locked; refund them from **Sales History** if you need to. Discounts and the service charge can't change, the table can't be cancelled or merged, and **Back to One Bill** is off.
- A new round goes on the last bill still to pay. Move it to another bill if it belongs there.
- Loyalty points can't be redeemed on a split bill. Clear the split to use them.
- If the rest of the party walks out, void what's left and the table closes.
- Voiding a paid bill's sale in **Sales History** while the table is still open makes that bill owed again.

5.12 Moving and merging tables

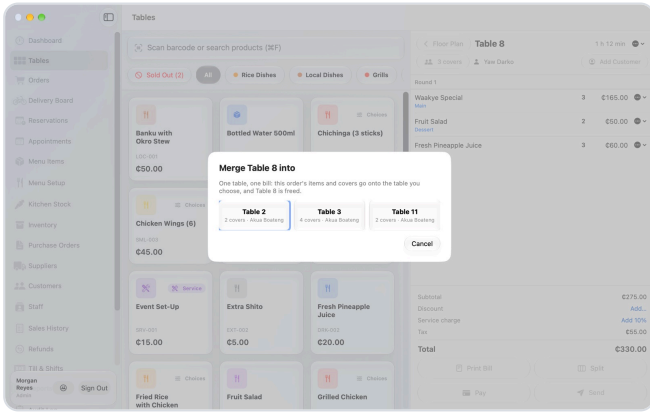
- **Move to Another Table** in the ••• menu at the top moves the whole order to a free table.
- **Merge with Another Table** puts this order on another open table: one table, one bill. Covers and discounts add up, the rounds stay in order, and this table is freed. Any split that hasn't been paid is cleared. The table you choose keeps its waiter.

- **Move to Another Table** in a line's ••• menu moves one item, or all of that line, to another open table. Nothing is cooked again.

The station gets a short **MOVED FROM TABLE 8** ticket so the food goes to the right place. All of these go in the Audit Log. No PIN is needed, because the money doesn't change.



Choosing a free table.



Merging into another open table.

5.13 Service charge

Set it in **Settings > Orders & Kitchen**: the **Service Charge** percent (0 means none), **Charge It** on every table or from a number of covers, and **Charge Tax on the Service Charge**. It's worked out on the bill after discounts, so a comp carries none, and it shows on the bill and the receipt. A table keeps the rate it opened with.

- **Remove…** beside it takes it off this table. It asks for a reason, needs an admin or an admin's PIN, and goes in the Audit Log. **Add** puts it back, or charges a table smaller than your rule.
- Reports count it in the Net Total, not in any dish's sales, and points aren't earned on it. A refund gives back the share on the dishes refunded. **Accounting Export** posts it on its own line.

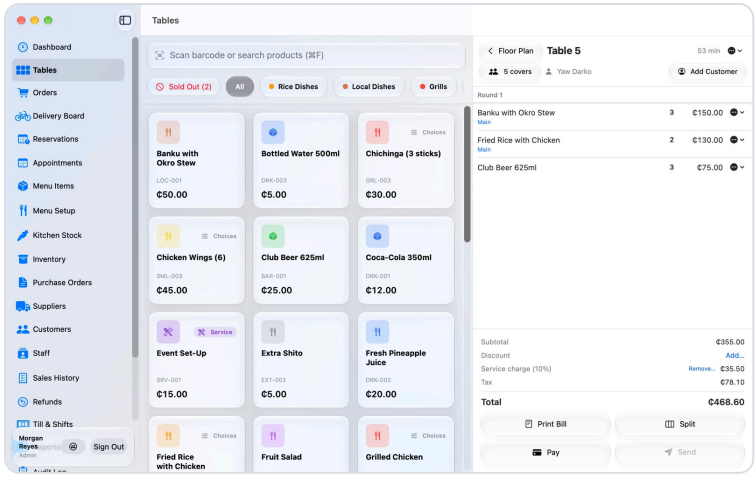
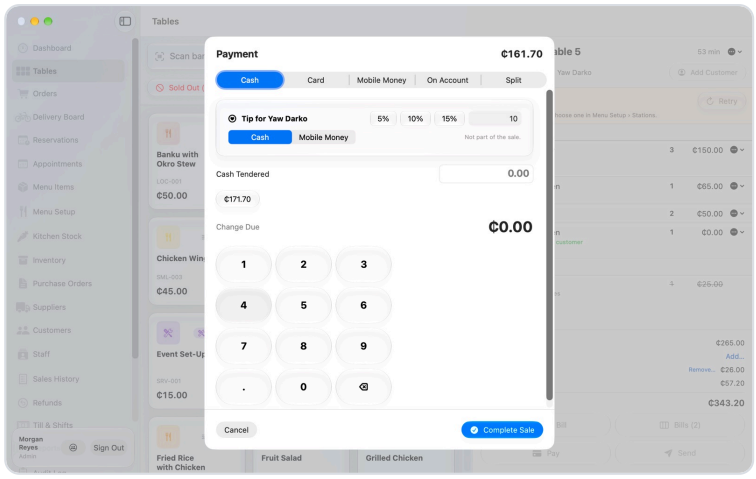


Table 5 has five covers, so the 10% charge from 5 covers applies.

5.14 Tips

On a table's bill, the payment window has a **Tip** box. Click **5%**, **10%** or **15%**, or type an amount, and choose **Cash** or **Mobile Money**. With a cash tip, the cash due includes it and the change comes out right. Turn this off with **Ask for Tips at Payment** in Settings.

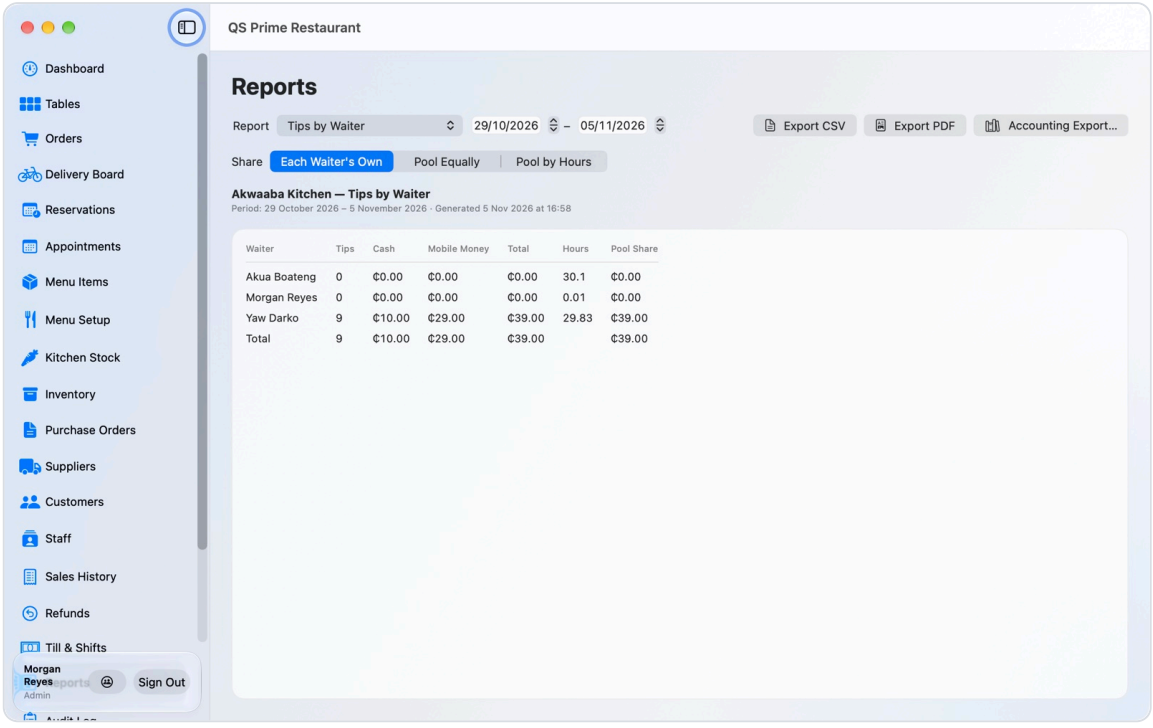


A ₵10.00 tip for the waiter: cash due is ₵171.70, the bill is still ₵161.70.

A tip is recorded for the table's waiter and kept out of sales: it isn't in the total, tax, points, the sales reports or the accounting export. The receipt shows it under the payment.

> **Cash tips and the drawer**
>
> A cash tip is in the drawer, so **Expected Cash** includes it and **Till & Shifts** shows **Cash Tips**. When you hand it to the waiter, record a **Paid Out** with the reason "Tips", or the till will count over short. Mobile Money tips arrive in your Mobile Money account, so pay those to the waiter however you normally would.

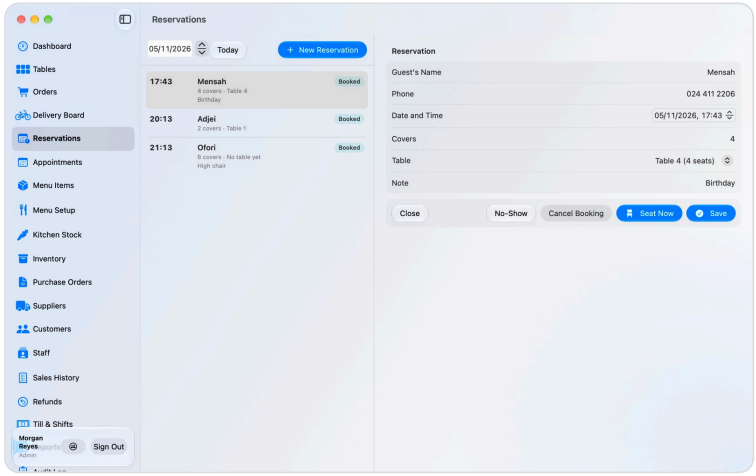
Reports → Tips by Waiter shows each waiter's tips for the dates you pick. To share them, choose **Pool Equally** or **Pool by Hours**: **Pool Share** shows each person's part, adding back to the total to the pesewa. Hours run from a waiter's first table to their last close each day, and you can type over them, since nobody clocks in.



Tips by Waiter.

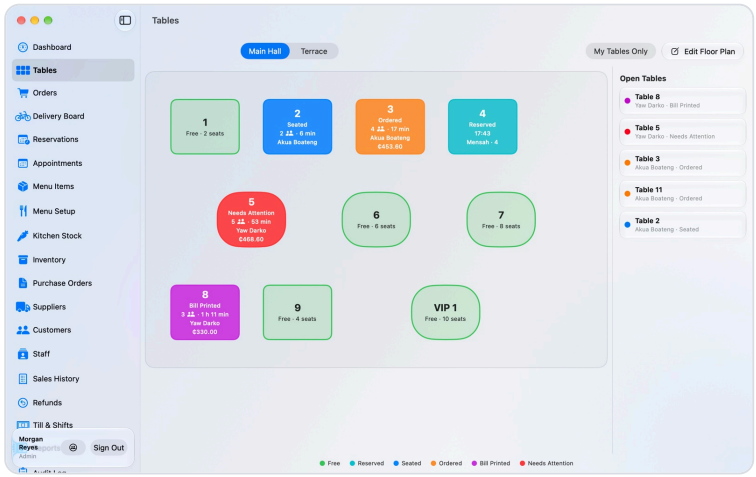
5.15 Reservations

Reservations in the sidebar lists a day's bookings. **New Reservation** takes the guest's name and phone, the date and time, covers, a table if you know it (or **Choose later**), and a note. **Save** keeps it. A table can't be booked twice within one sitting, 90 minutes unless you change it in Settings.



A day's reservations.

From an hour before the time until half an hour after, the table shows **Reserved** on the floor plan with the time and name, on every till and waiter phone. After that it shows as **Late** on the list and the table comes free. Both times can be changed in Settings.



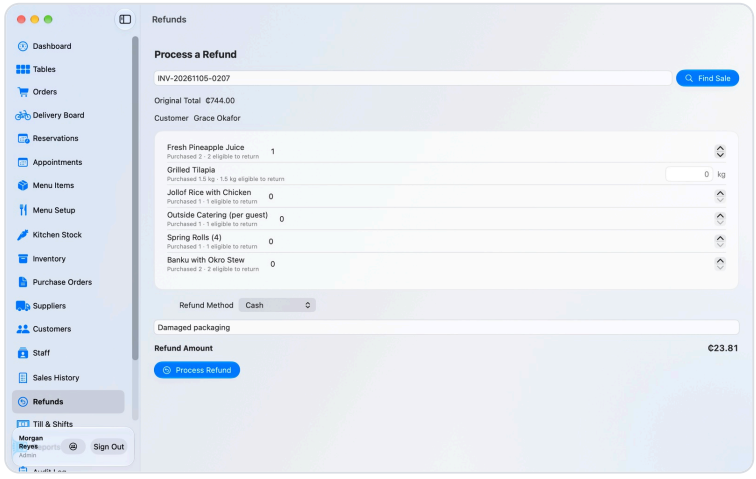
A reserved table on the floor plan, in teal.

When they arrive, click the table and choose **Seat** with their name, or click **Seat Now** on the reservation, which can use a different table. The table opens with their covers and, if their number is on the customer list, the customer. If someone else needs the table first, choose **Someone Else Is Sitting Here**: the booking keeps waiting. **No-Show** and **Cancel Booking** free the table, and **Back to Booked** undoes either.

6. Refunds, sales history and voids

6.1 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.

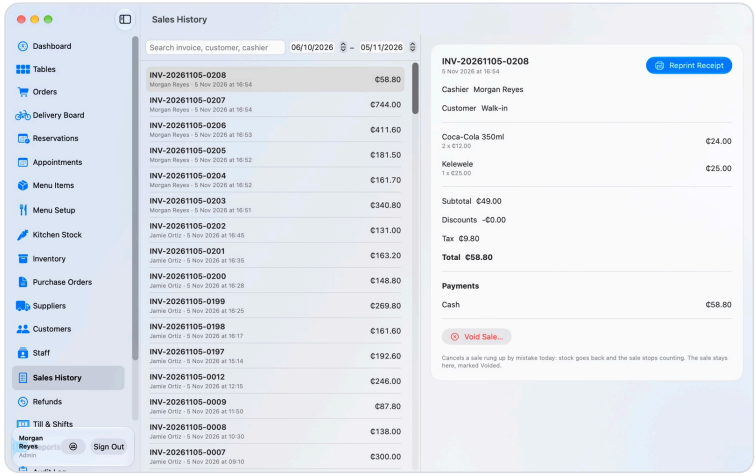


Returning one item from a sale.

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**.

6.2 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.

6.3 Voiding a sale (same day)

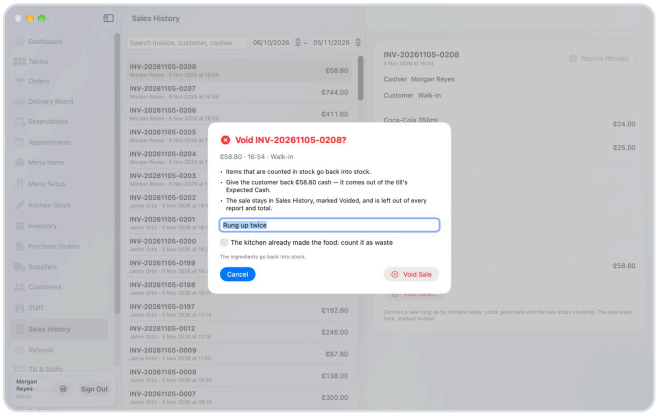
If a sale was rung up by mistake — entered twice, wrong items, wrong customer — it can be cancelled completely instead of refunded. An admin can void; a cashier can too, with an admin's PIN (Settings can let cashiers void without one, section 16).

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.

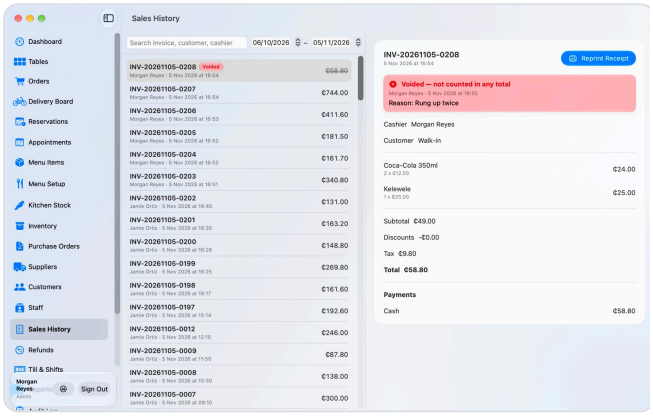
What a void does:

- **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.



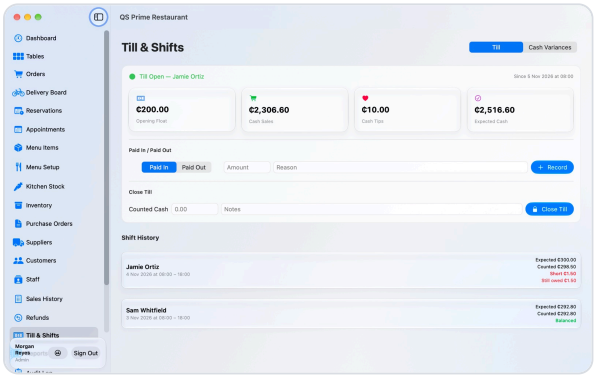
Void Sale: what will happen, and a reason.



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

7. Till and shifts

A shift runs from the opening float to the closing count. Each Mac has one till, open or closed, and it stays open across sign-outs until someone closes it. With several tills, each one opens, closes and counts its own (section 23.4).



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

7.1 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.

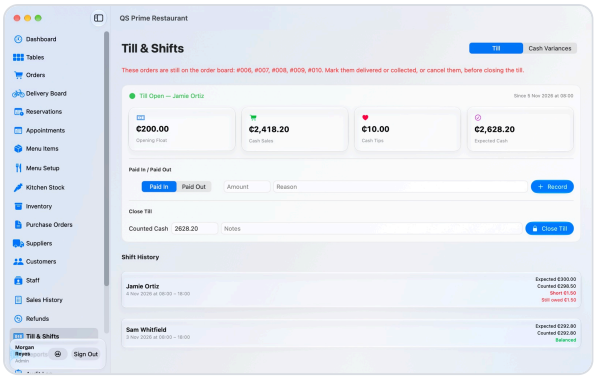
7.2 Closing the till

Tables opened on this till must be paid or cancelled first (section 5.9).

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 20). 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.



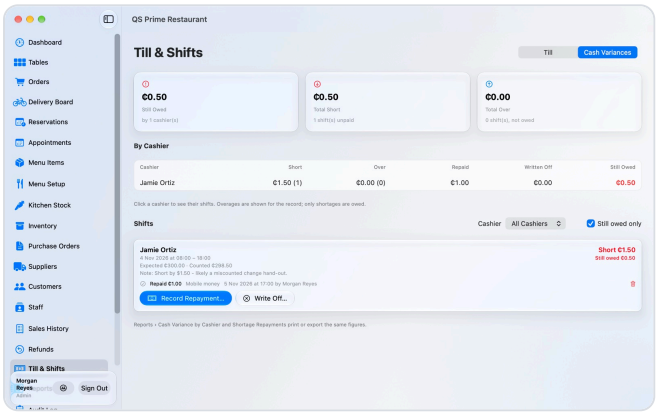
Till closed, with the end-of-day backup saved.

7.3 Cash variances: what cashiers owe

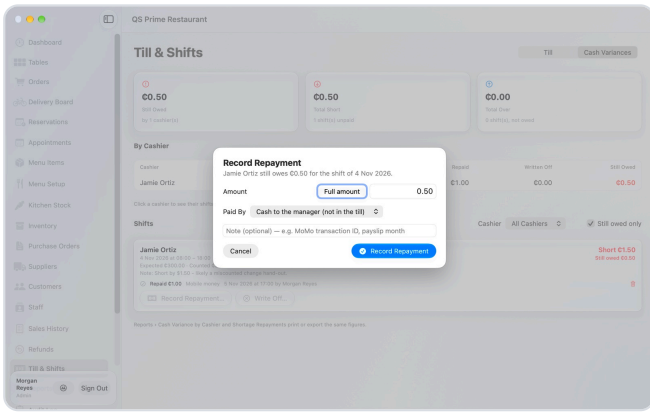
Admins see a second tab at the top of Till & Shifts, **Cash Variances**. It lists every closed shift that didn't balance, on every till. A shortage is owed by the cashier who ran that shift; an overage is shown for the record but nobody owes it.

- The tiles at the top show what is **Still Owed** and by how many cashiers, **Total Short** (what is still unpaid on short shifts; it runs to zero as they are repaid) and **Total Over**. What has been repaid or written off is in By Cashier and the reports.
- **By Cashier** adds it up per cashier. Click a cashier to see only their shifts. **Still owed only** hides shifts that are settled.
- **Record Repayment…** records money the cashier paid back. Part payments are fine: the rest stays owed. Choose how it was paid: **Cash into this till** (recorded as a Paid In on the open till, so today's count still balances; the till must be open on this Mac), **Cash to the manager** (kept outside the till), **Mobile money**, **Deducted from wages** or **Other**. Add a note such as the MoMo transaction ID or the payslip month.
- **Write Off…** clears all or part of a shortage nobody will pay, for example an agreed counting error. A reason is required.
- The bin next to a repayment removes one entered by mistake (it asks first). A cash repayment can't be removed once the till it went into has been closed and counted.

Repayments and write-offs are in the **Audit Log**, Shift History shows "Still owed" or "Settled" under each short shift, and End of Day lists the shortages repaid and written off that day. The reports **Cash Variance by Cashier** and **Shortage Repayments** (section 15.2) print and export the same figures.



Jamie was ₵1.50 short, has repaid ₵1.00 by mobile money, and still owes ₵0.50.

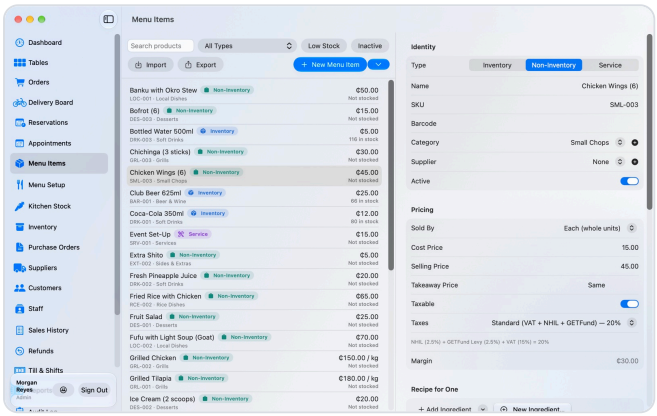


Recording the rest of the repayment.

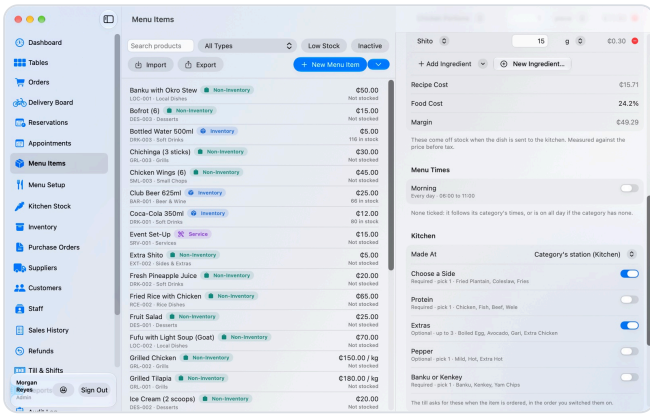
8. Menu items and Menu Setup

Menu Items lists everything you sell: a searchable list on the left and the item's details on the right. **Menu Setup** holds the kitchen stations and the choices offered with items. Both are for admins.

8.1 Menu items



Editing a menu item.

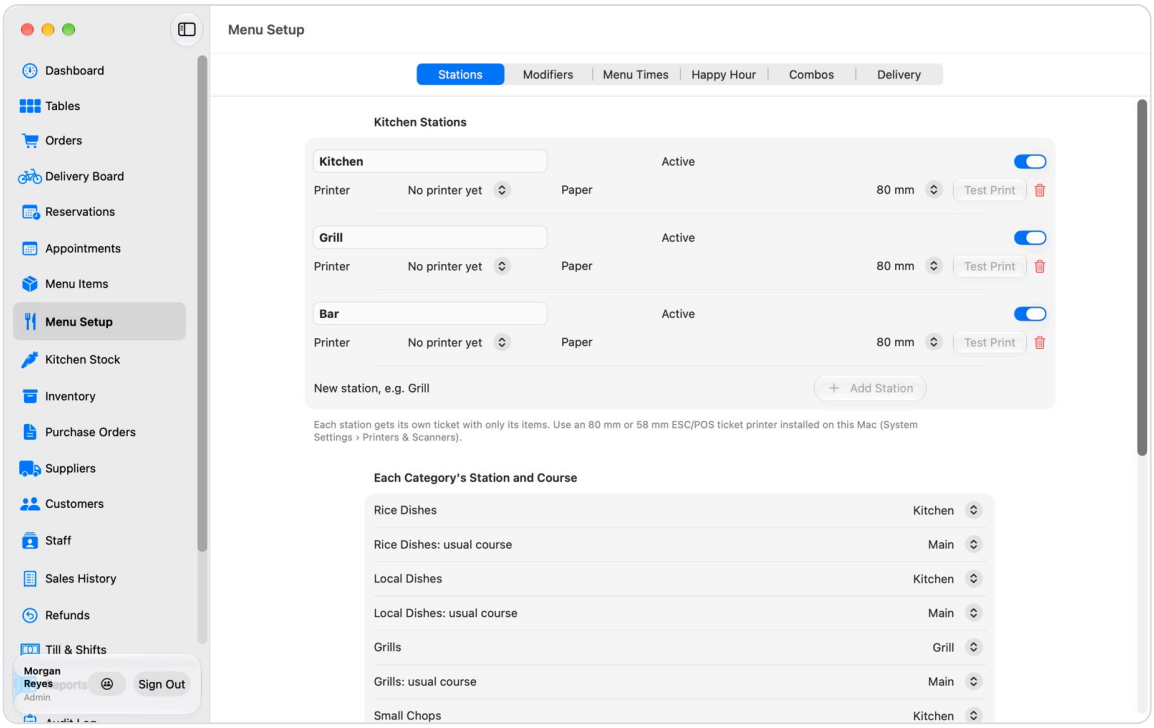


Kitchen: where the item is made, and the choices it asks for.

- **New Menu Item** starts an item of your default type, with the **Default Tax Rate** from Settings filled in. The arrow next to it starts a specific type (section 9): dishes made to order are **Non-Inventory Items**; bottled drinks and anything else you buy in and count are **Inventory Items**; charges such as a delivery fee are **Services**.
- Fill in the name, category, prices and taxes. Use the **+** next to Category to create one on the spot. **Sold By** sets the unit: **Each**, or kilogram for fish and meat sold by weight, and so on.
- **Takeaway Price** (under Pricing): what the item costs for takeaway, if that's different, for example to cover the pack. Leave it blank to charge the same.
- **Kitchen › Made At**: the station whose ticket the item prints on. It normally follows its category (section 8.2); pick another station to send just this item elsewhere, such as fresh juice from the Bar.
- **Kitchen › choices**: switch on the choice groups this item asks for (section 8.3). The Orders screen asks for them in the order you switched them on.
- **Taxable** and **Taxes**: turn Taxable off for items with no tax at all; otherwise pick the tax group, e.g. NHIL (2.5%) + GETFund Levy (2.5%) + VAT (15%) = 20% (section 17.1).
- Changes save as you type; **Save** confirms and closes the form. Turn **Active** off for items that are off the menu. **Delete Menu Item** asks first; past orders keep their own copy of the name and price.
- **Cost History** lists deliveries and every change to **Cost Price**. For Inventory Items, stock is changed in **Inventory** so every change is recorded.

8.2 Kitchen stations and their printers

Menu Setup › Stations lists the places in your kitchen that make food or drinks, each with its own ticket printer.



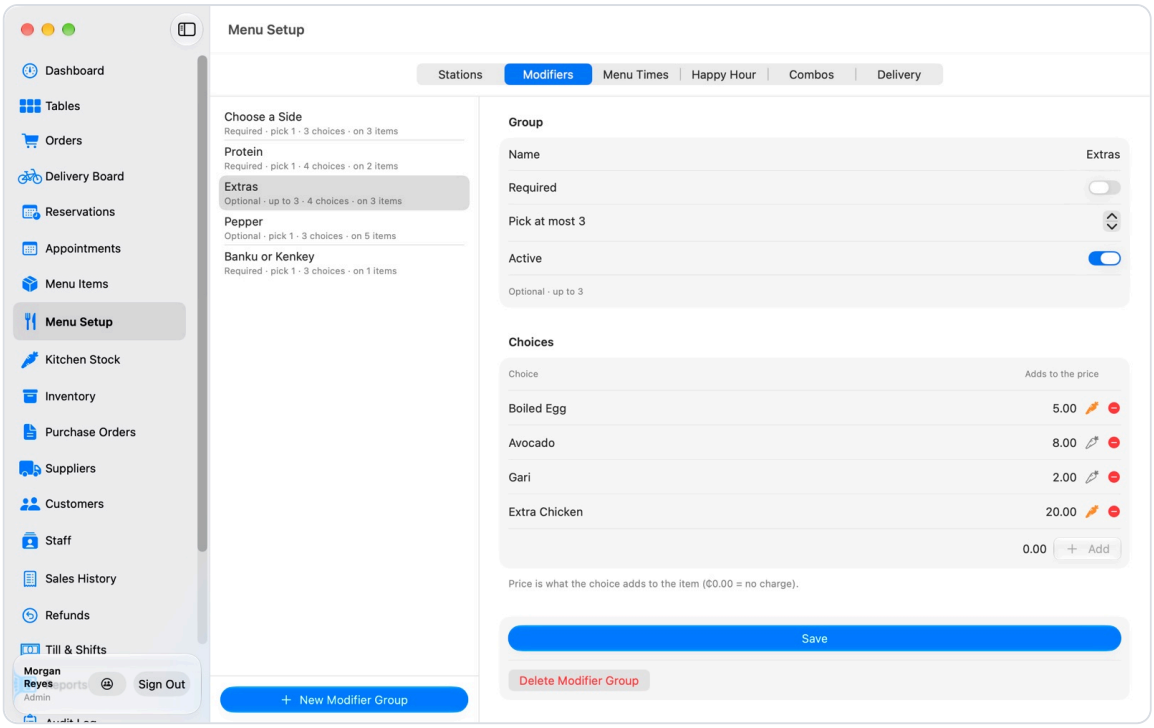
Three stations, and which station makes each category.

1. Install the ticket printer on this Mac first (**System Settings › Printers & Scanners**). With several tills, install it on the store server Mac: that's the one that prints, and the list shows its printers on every till (section 23.12). Any 80 mm or 58 mm thermal receipt printer that understands ESC/POS works, connected by network cable or USB. A network printer is best for a kitchen: it can sit at the station, away from the till.
2. Type the station's name (Kitchen, Grill, Bar, Pastry…) and click **Add Station**.
3. Choose its **Printer** and **Paper** width, then click **Test Print**. A short test ticket should come out at the station.
4. Under **Each Category's Station and Course**, choose a station for each menu category. Leave **Not sent to the kitchen** for things handed over at the counter, such as bottled drinks. The **usual course** sets what a dish starts as on a table (section 5.4).

- Rename a station by typing over its name. Switch **Active** off to stop sending to it without losing its settings.
- Deleting a station (the red bin) asks first; categories and items made there stop going to the kitchen until you choose another station. Past orders keep the station they went to.

8.3 Choices (modifier groups)

Menu Setup › Modifiers holds the groups of choices offered when an item is ordered, such as "Choose a Side" or "Extras". One group can be used on any number of items.



The Extras group: optional, up to 3 choices, each adding to the price.

- **New Modifier Group** starts one. Give it a name.
- **Required** on means the customer must pick at least the number shown (e.g. a side); off means picking is optional (e.g. extras). **Pick at most** limits how many can be picked: 1 for a side, more for extras.
- Under **Choices**, type each choice and what it **adds to the price** (0.00 = no charge), then click **Add**. The red minus removes a choice.
- **Save** keeps the changes and closes the group. **Active** off hides a group everywhere without deleting it.
- **Delete Modifier Group** asks first and takes the group off every item. Past orders keep the choices they were sold with.
- Attach a group to items in **Menu Items › Kitchen** (section 8.1). The list shows how many items use each group.

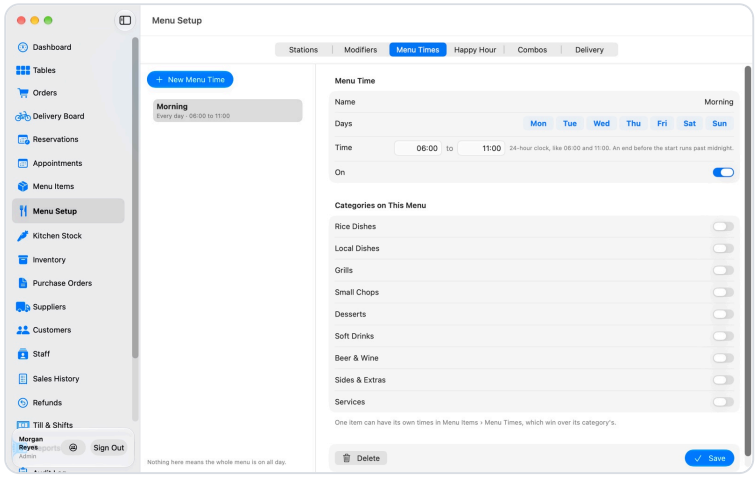
8.4 Importing and exporting (Excel)

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

8.5 Menu times

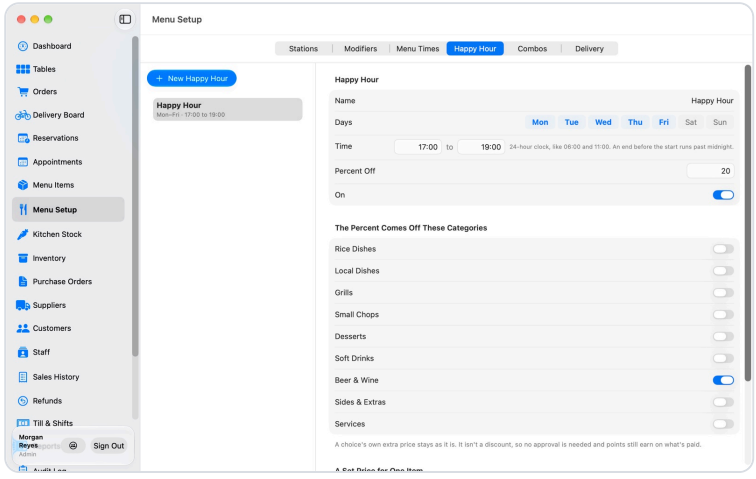
In **Menu Setup › Menu Times**, make a time such as **Breakfast**: its days and hours, like 06:00 to 11:00. An end before the start runs past midnight, and belongs to the day it started. Tick the categories on that menu, or give one item its own times in **Menu Items › Menu Times**, which win over its category's. An item can be on several. Items with no time are on all day, so nothing changes until you set one up. Switching a time off, or deleting it, puts its items back on all day.



A morning menu.

8.6 Happy hour

In **Menu Setup › Happy Hour**, choose the days and hours, then what's cheaper: a **percent off** whole categories, a **set price** for one item, or both. A set price wins over the percent, and if two happy hours overlap the cheaper one applies. A price dearer than the menu's is ignored. Takeaway prices come down by the same percent. A choice's own extra price stays as it is.



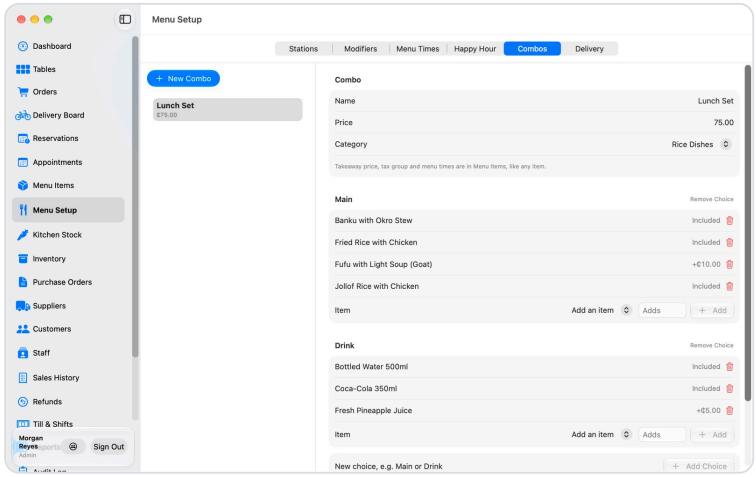
20% off beer and wine, Monday to Friday, 17:00 to 19:00.

8.7 Combos and set menus

In **Menu Setup › Combos**, click **New Combo**, give it a name and a price, then **Add Choice** for each thing the guest picks (Main, Drink). Add the items offered for each choice, and type what an item adds to the price if it's dearer: leave it empty if it's included. Items sold by weight can't go in a combo.

The combo's sale and its dishes' cost come together in the reports, so **Sales by Product** and **Item Mix** show what the Lunch Set earned after what's in it. Takeaway price, tax group and menu times are in **Menu**

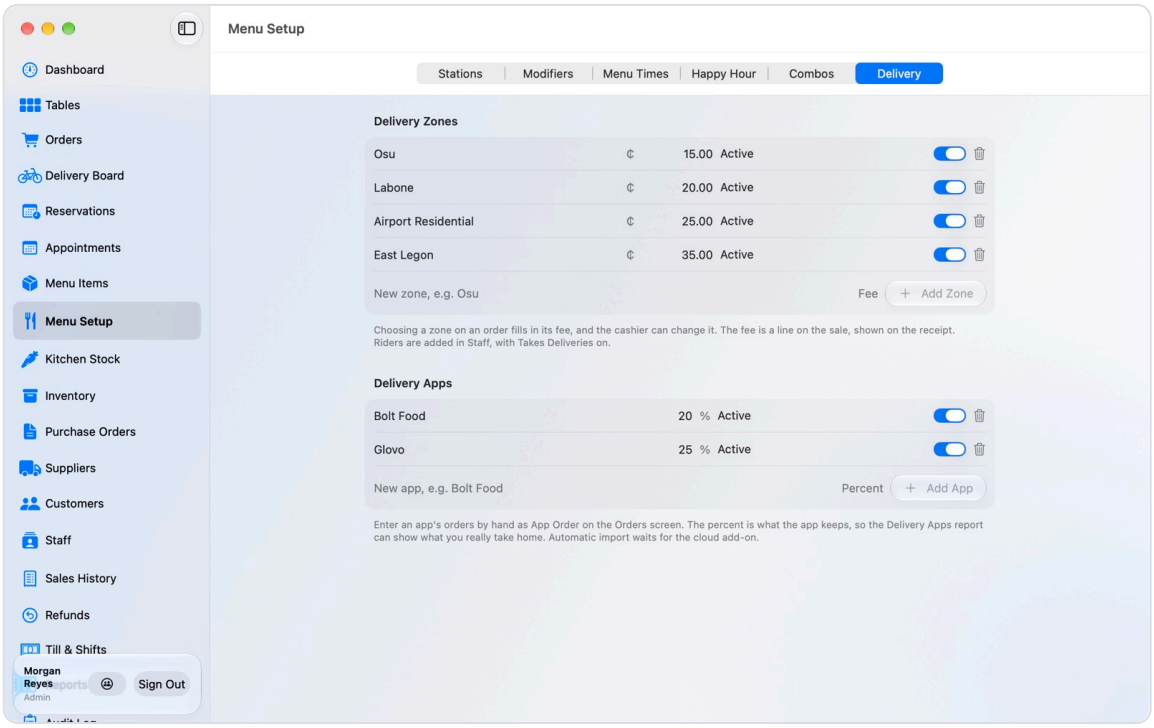
Items, like any item.



A Lunch Set: one main and one drink.

8.8 Delivery zones and apps

Menu Setup › Delivery has your **Delivery Zones**, each with its fee, and your **Delivery Apps**, each with the percent it keeps. Past orders keep the zone, fee, app and rate they were placed with. By default the fee has no tax on it; **Tax the Delivery Fee** is in Settings. Ask your accountant which applies to you.

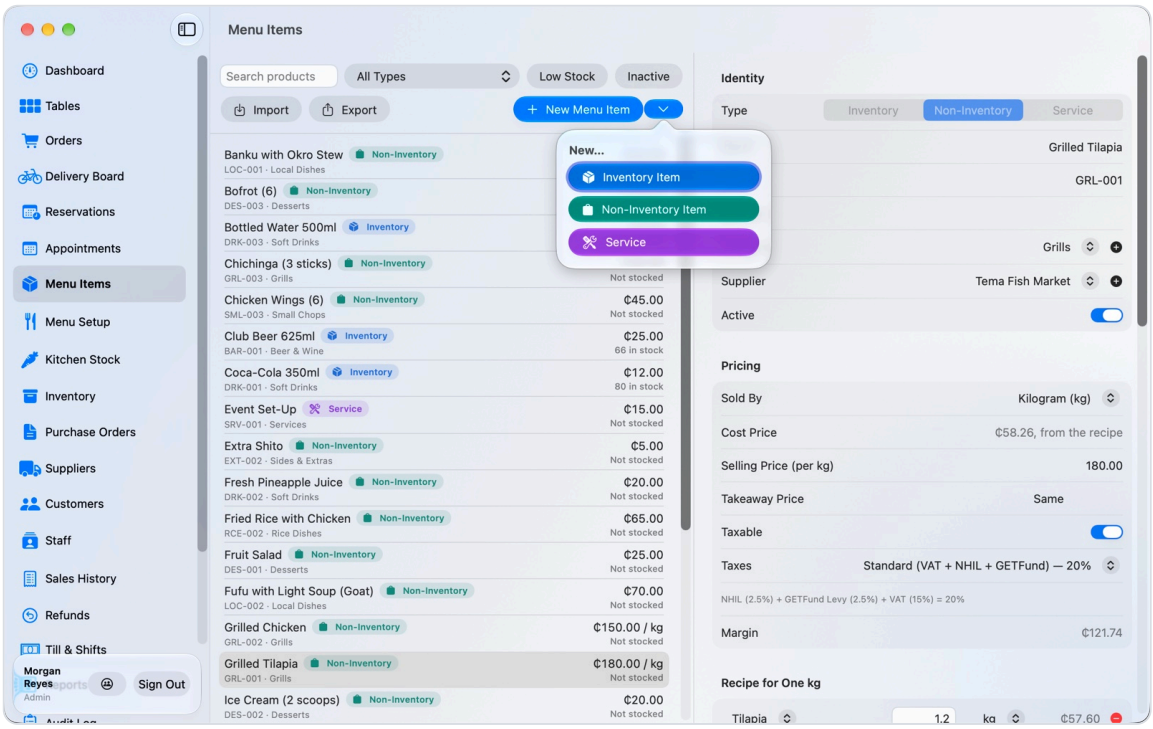


Zones and apps. The figures in the sample are made up: enter your own.

9. Inventory Items, Non-Inventory Items and Services

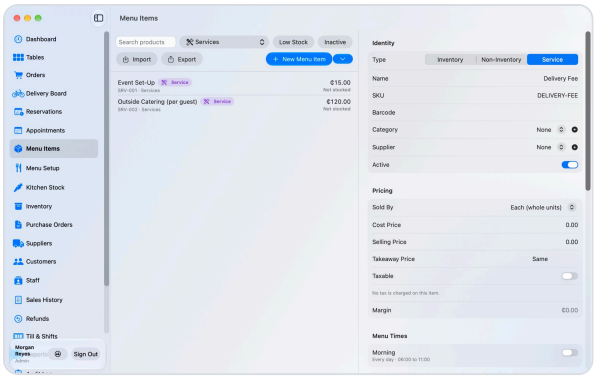
Every product is one of three types. The type decides whether the app counts its stock — nothing else changes: all three are sold, discounted, held, refunded, reported and printed on receipts the same way.

Type	Use it for	Stock
Inventory Item	Goods you keep on the shelf and count: bottled drinks, beer, anything bought in and counted.	Counted. Sales take stock off, refunds put it back; low-stock alerts, stock value and the Inventory screen apply.
Non-Inventory Item	Dishes made to order, fresh juice, takeaway packs: sold, not counted (until recipes arrive in a later version).	Not counted. Always available to sell; no stock levels or alerts.
Service	Work or a fee: delivery, installation, repairs, consultation, catering.	None. Always available to sell.



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

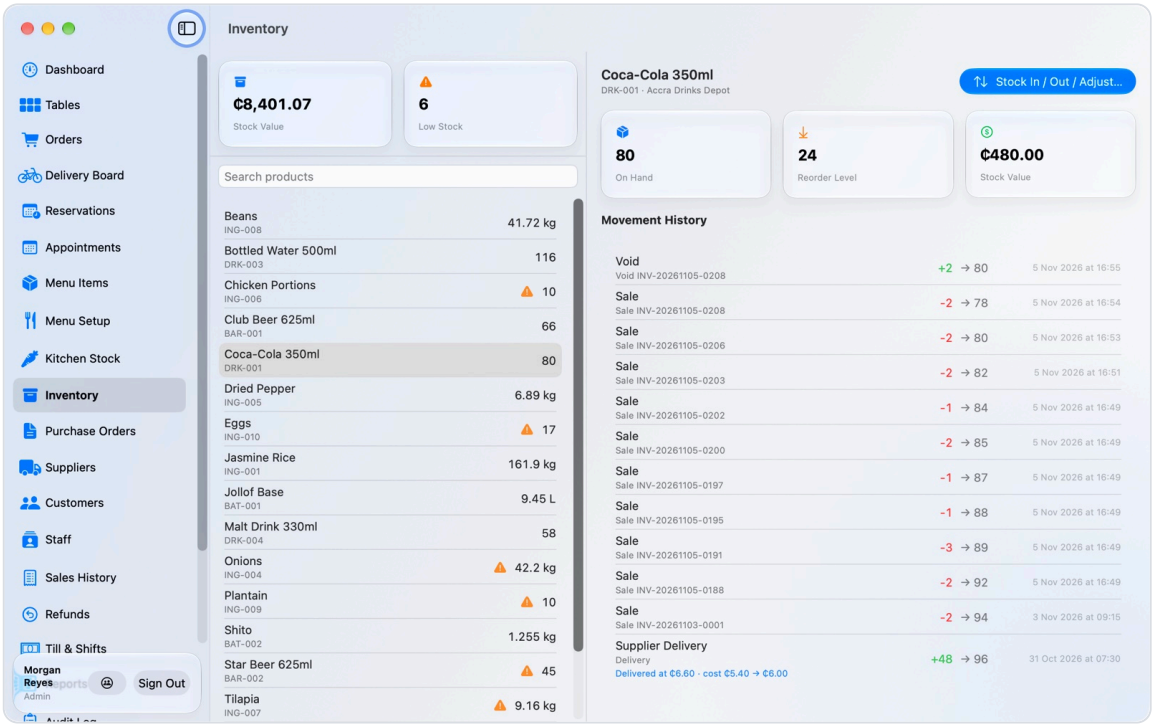
- **Choosing the type:** use the arrow next to **New Menu Item**, or change **Type** at the top of any product's form.
- **Businesses that only sell services or non-inventory items:** set **Settings > Products & Inventory > New Menu Items Are** to that type. **New Menu Item** then creates it every time, 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.
- **On the Orders screen**, dishes show a fork and knife and services a Service badge; neither ever shows 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 14).

10. 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.

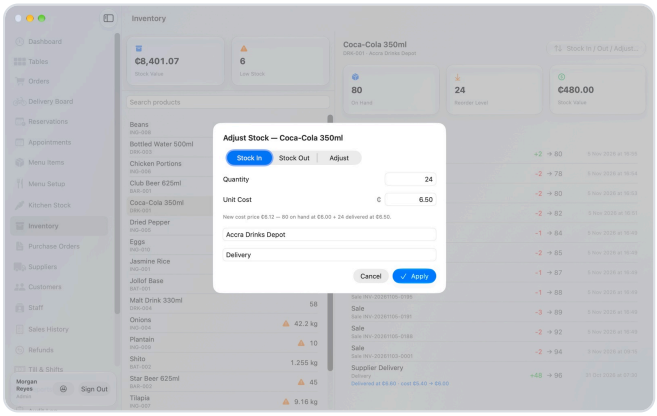
10.1 New cost price on delivery

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**.

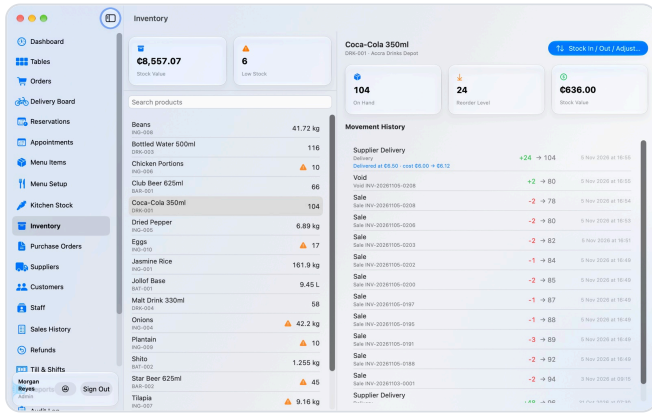
The new cost price is the **weighted average** of what's on hand and what arrived:

> **Example**
> 92 bottles on hand at ₵6.00 and 24 delivered at ₵6.50: (92 × 6.00 + 24 × 6.50) ÷ 116 = **₵6.10**. 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.

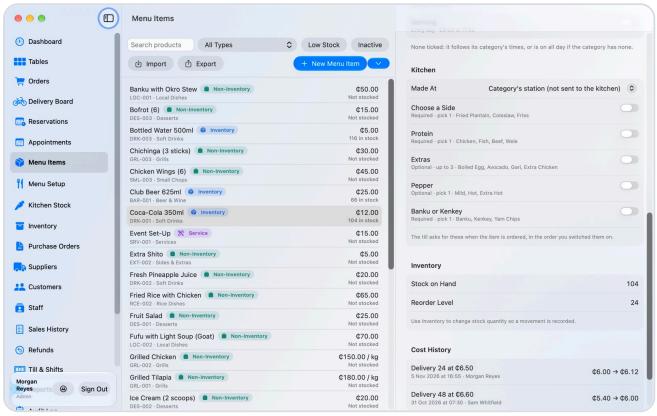
- Sales from now on use the new cost for profit; past sales keep the cost they were sold at.
- The delivery shows in **Movement History** in blue: "Delivered at ₵6.50 · cost ₵6.00 → ₵6.10".
- Each product's **Cost History** is in Menu Items (section 8); **Reports → Cost Changes** lists every delivery cost and cost edit in a date range, with who made it.



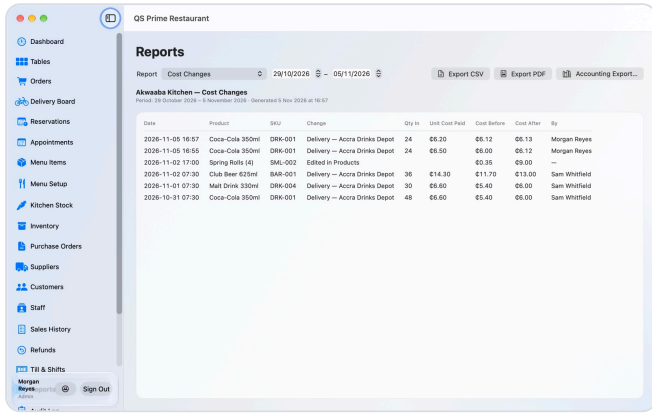
Stock In with the delivery's unit cost and the new cost price.



The delivery in Movement History, with its cost.



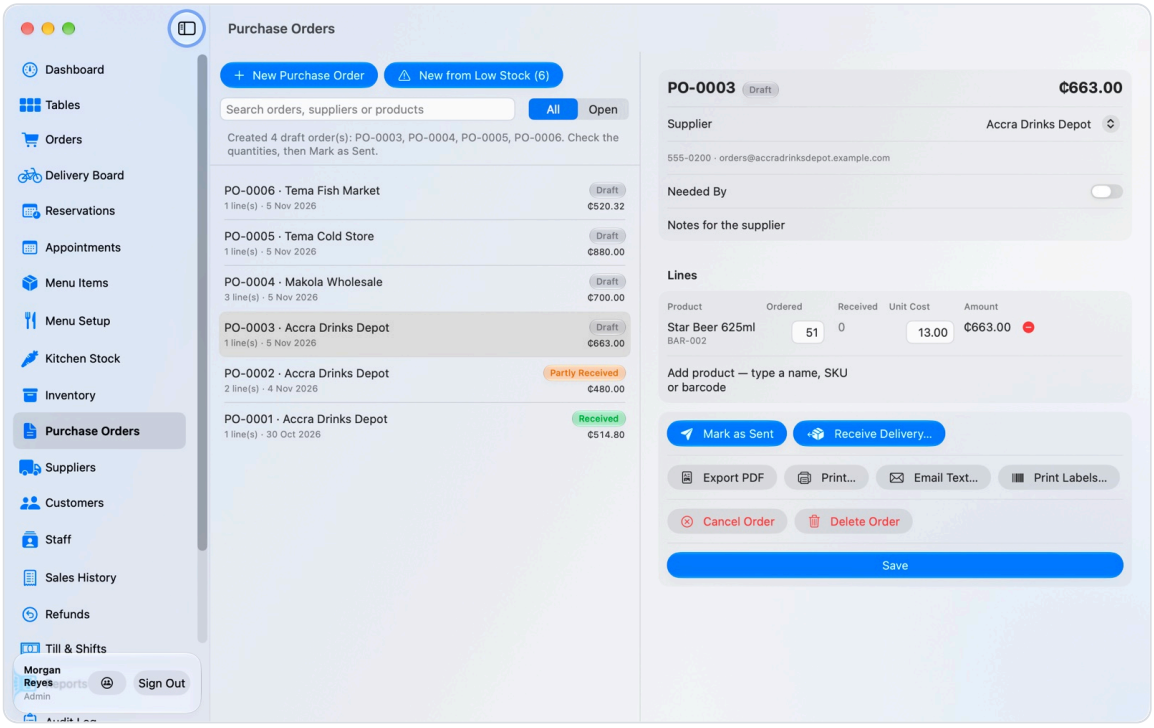
Cost History on the product.



The Cost Changes report.

11. 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 10.1). **Purchase Orders** is in the sidebar for Admin users.



New from Low Stock made a draft order per supplier for what's running low.

11.1 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 — Star Beer, 45 on hand and reordered at 48, gets 51 — 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.

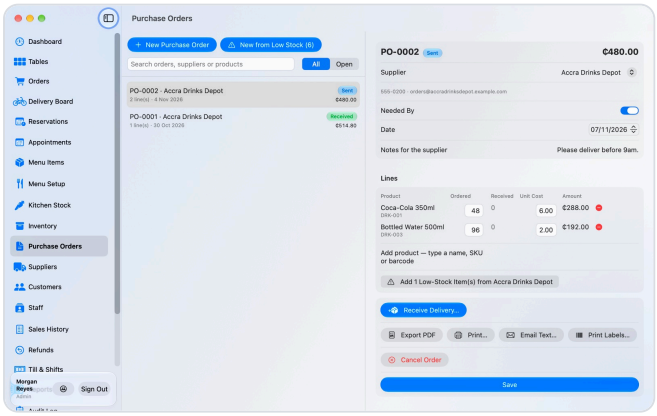
Only Inventory Items and ingredients can be ordered (section 12.8). Lines can change while the order is a Draft or Sent; once goods have been received they're fixed.

11.2 Sending it to the supplier

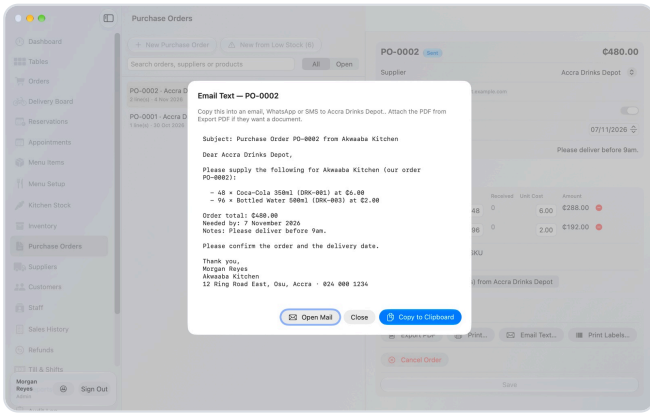
Mark as Sent when the order has gone (it needs a supplier and at least one line). To send it:

- **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.

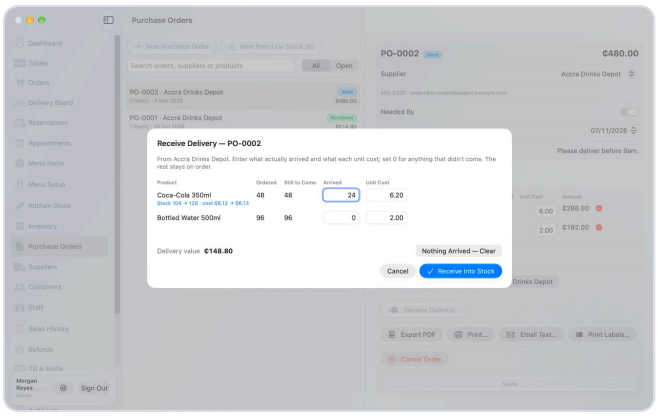


Email Text: copy it into email, WhatsApp or SMS.

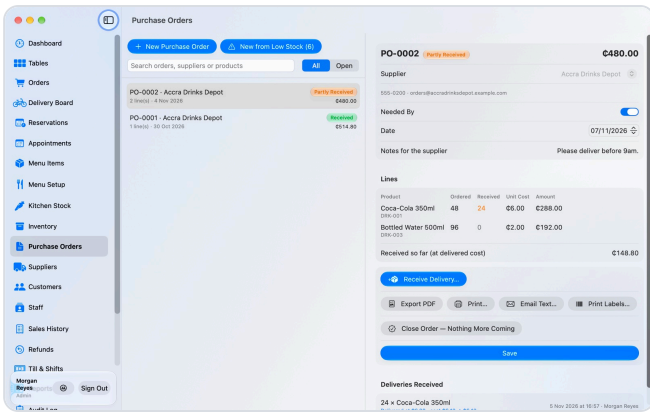
11.3 Receiving a delivery

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 Coca-Cola arrived at ₵6.20; the water didn't come.



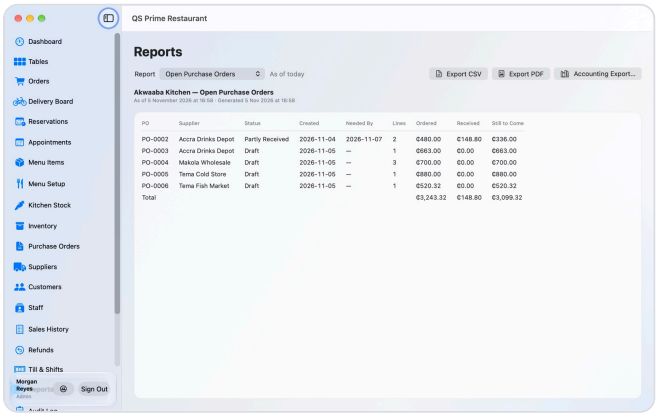
Partly Received: the rest is still on order.

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.

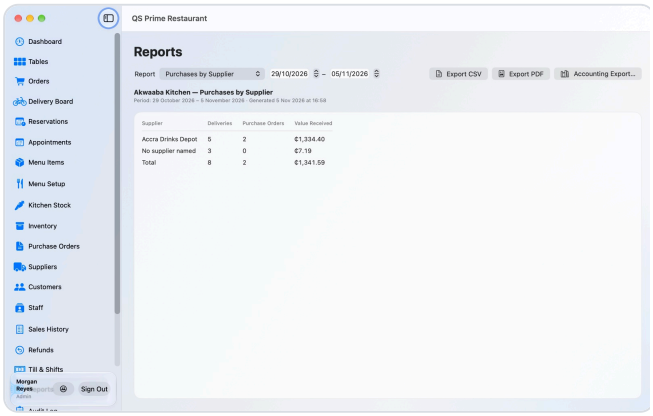
Only Drafts and Cancelled orders with nothing received can be deleted; the confirmation defaults to **Cancel**. If a product or supplier is deleted later, its orders keep the name they had.

11.4 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.

12. Kitchen Stock: ingredients, recipes and food cost

Tell the app what each dish is made of, and it takes the ingredients off stock every time a dish goes to the kitchen, shows what each plate costs you, and shows in cedis what the recipes can't explain when you count the shelves. It's all optional: a menu item with no recipe works just as before.

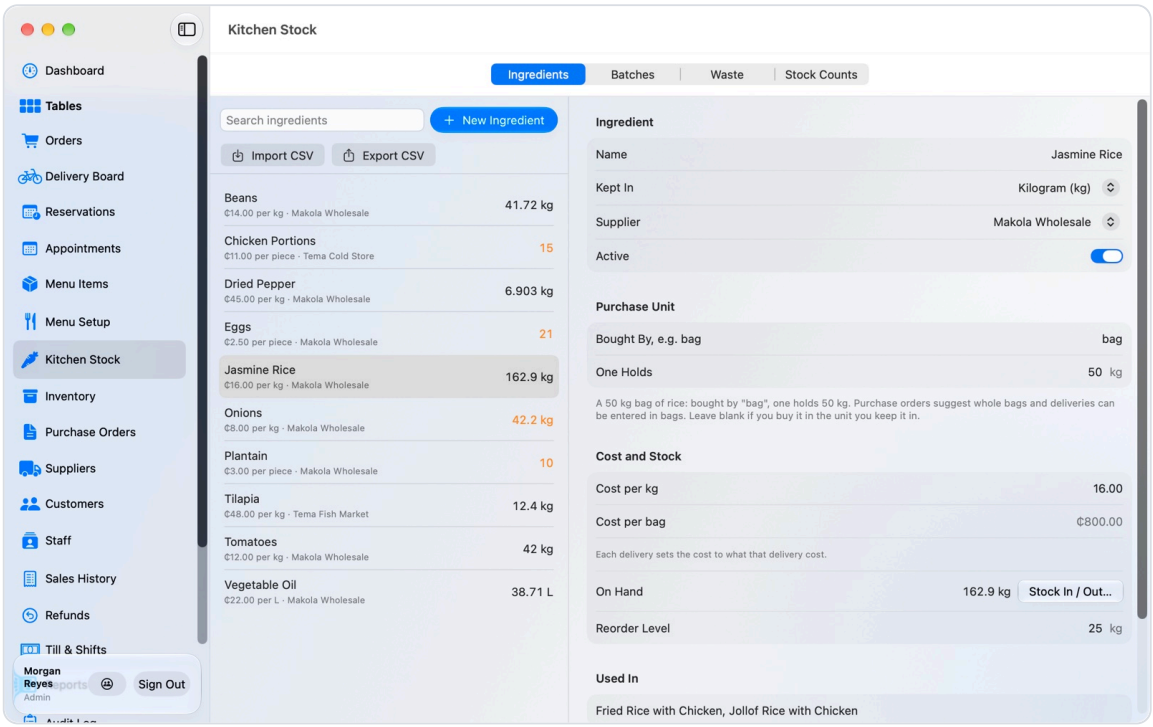
12.1 Three kinds of stock

Kind	What it is	When it comes off stock
Ingredient	What food is made from: rice, oil, chicken. Bought in, never on the menu.	When a dish using it is sent to the kitchen, or when a batch is made.
Batch	What the kitchen makes ahead: jollof base, shito. It has a recipe and is then used like an ingredient.	Its ingredients come off when you record making it. The batch itself comes off when a dish using it is sent.
Plain stock item	A menu item counted as itself: a bottle of beer, a can of malt. An Inventory Item with no recipe.	At payment, as before. Send only keeps it promised, so two tables can't be sold the last bottle.

Ingredients and batches live in **Kitchen Stock**. They don't appear on any till or phone. They do appear in **Inventory**, **Stock Valuation** and **Low Stock**, because they're stock.

12.2 Ingredients and purchase units

Open **Kitchen Stock** › **Ingredients** and click **New Ingredient**.



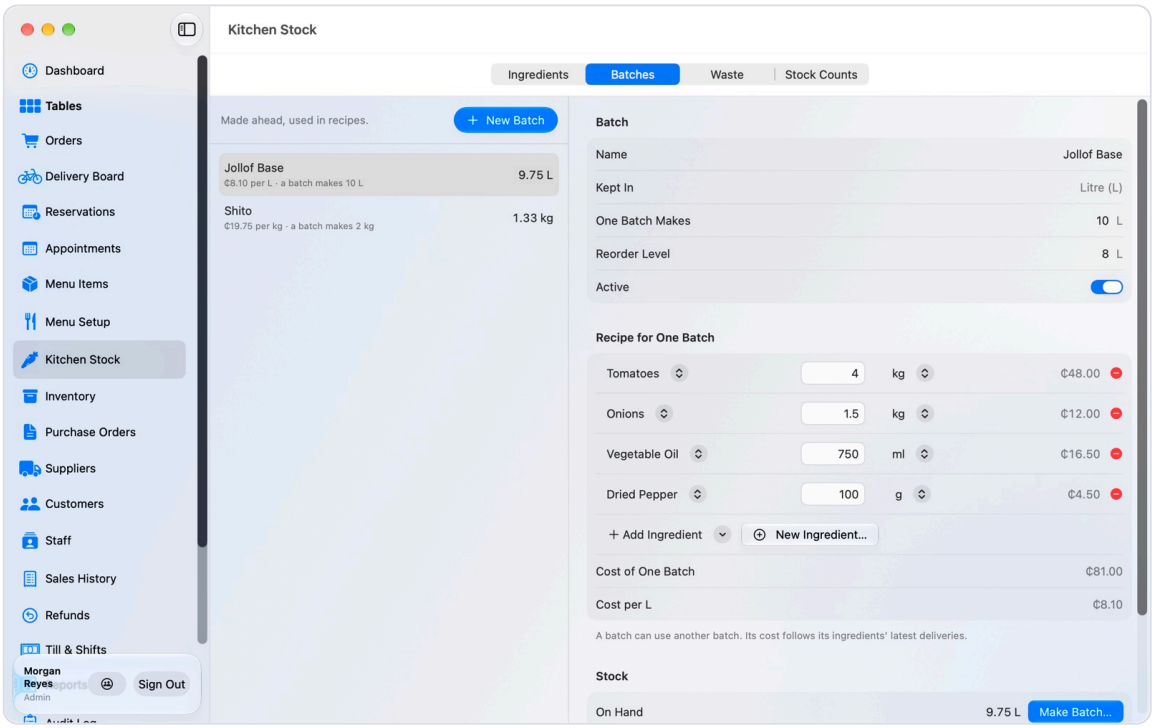
Rice is kept in kg and bought by the 50 kg bag: ₵16.00 a kg is ₵800.00 a bag.

- **Kept In** is the unit stock is held in: kilogram, gram, litre, millilitre or piece.

- **Bought By** and **One Holds** are the purchase unit: bought by "bag", one holds 50 kg. Leave them blank if you buy it in the unit you keep it in.
- **Cost per kg** follows the latest delivery: each delivery sets it to what that delivery cost. (A plain stock item keeps its weighted average.)
- **Import CSV** and **Export CSV** move the list to and from Excel, with the columns Name, Kept In, Bought By, One Holds, Cost per Unit, On Hand, Reorder Level and Supplier. A name that's already there updates that ingredient. On Hand only counts for a new ingredient: after that, stock moves through deliveries and counts.

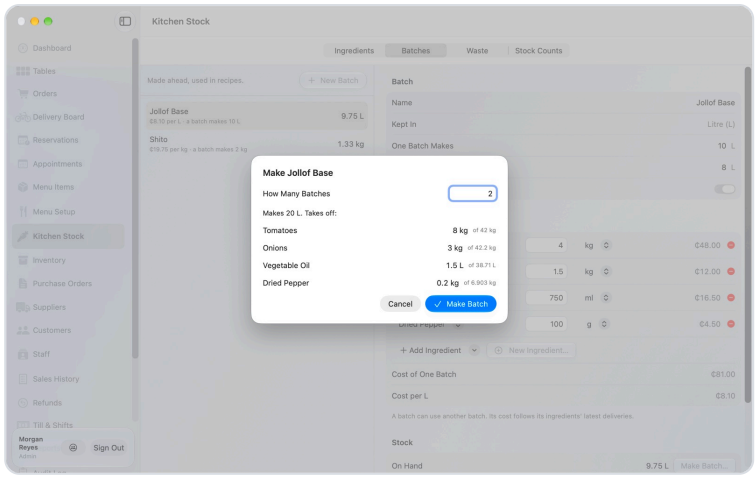
12.3 Batches

Kitchen Stock › Batches › New Batch: give it a name, the unit it's kept in, and what **One Batch Makes**. Then list what goes into one batch. A batch can use another batch. Its cost is what its ingredients cost today, divided by what it makes.



One batch of jollof base makes 10 L for ₵81.00, so a litre costs ₵8.10.

When the kitchen makes some, click **Make Batch…** and say how many. The ingredients come off and the batch goes on.

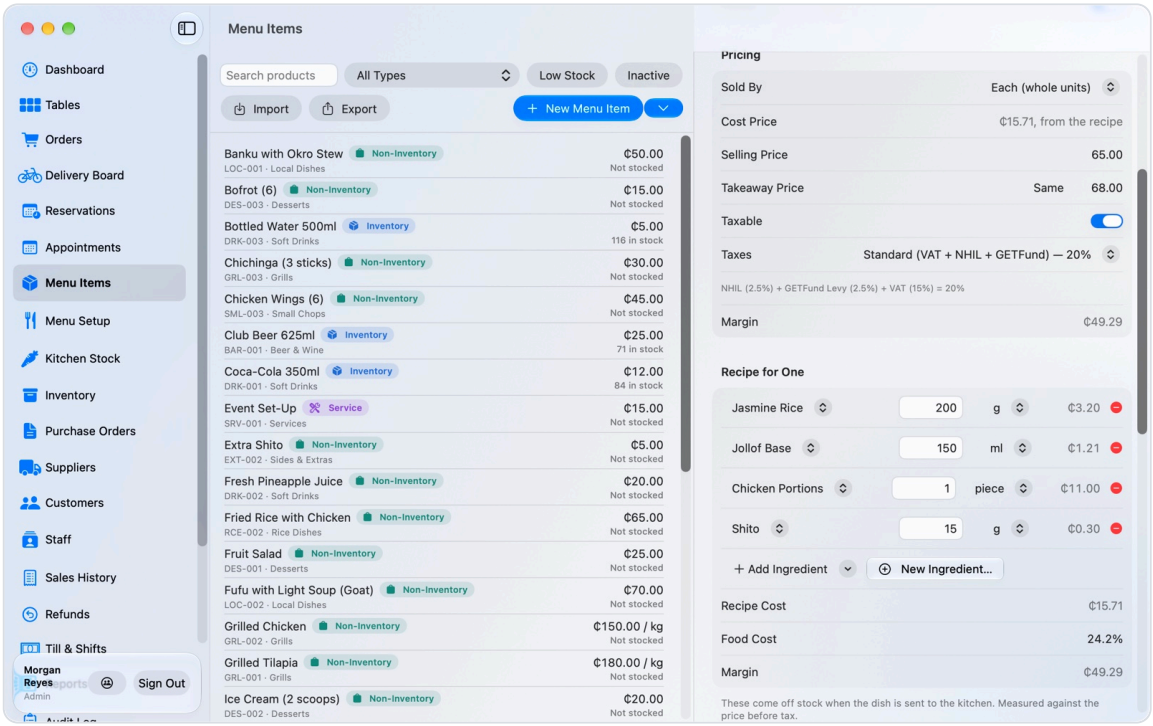


Making two batches shows what comes off, and from how much.

> **Record every batch**
> A dish takes the batch off stock, not what went into it. If nobody records making a batch, the batch goes below zero (shown in red) and its ingredients never come off, so they'd show as a gap at the next count.

12.4 Giving a dish a recipe

Open the dish in **Menu Items**. It needs to be a **Non-Inventory** item. Under **Recipe for One**, click **Add Ingredient**, then set the amount and the unit. Each change saves as you make it, and **Recipe Cost**, **Food Cost** and **Margin** update at once.

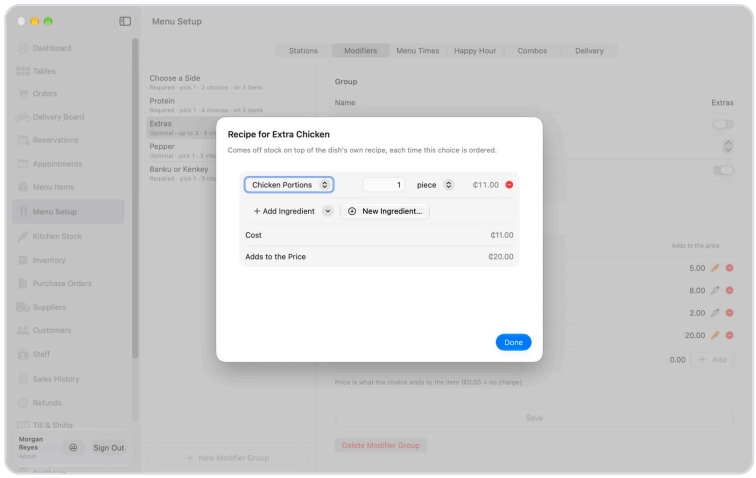


A plate of jollof costs ₵15.71 to make. At ₵65.00 before tax, food cost is 24.2%.

- **Units:** use whichever suits the cook. Grams convert to kilograms and millilitres to litres. Weight doesn't convert to volume, or either to pieces, so those are refused rather than guessed.

- **Sold by the kg:** the recipe is for one kg sold. Grilled tilapia at 1.2 kg of raw fish per kg takes 0.96 kg for a 0.8 kg portion.
- **Food Cost** is measured against the price before tax, so it's the same whether your prices include tax or not. It turns orange above 40%.
- With a recipe, **Cost Price** is worked out for you and follows the latest deliveries. A sale keeps the cost it had when it was sent, so past reports don't change.

Choices. In **Menu Setup › Modifiers**, the carrot beside a choice opens its own recipe. "Extra Chicken" takes one more chicken portion and adds its cost to the plate, whichever dish it's on.

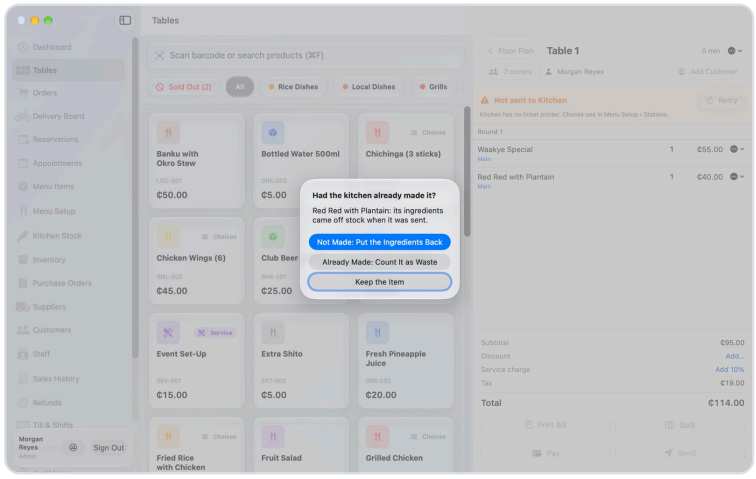


A paid extra with its own recipe.

12.5 When a dish comes off stock, and voids

- **A table:** at **Send**, from a till or a phone alike. Fire and payment don't take it again. A split bill doesn't change anything.
- **A counter order:** at payment, since that's when its ticket goes.
- **Never refused:** a dish is never stopped because the book says an ingredient has run out. The kitchen knows before the book does, and stock simply goes below zero until a delivery or a count puts it right.

When you void a line whose ingredients came off, the app asks whether the kitchen had already made it.



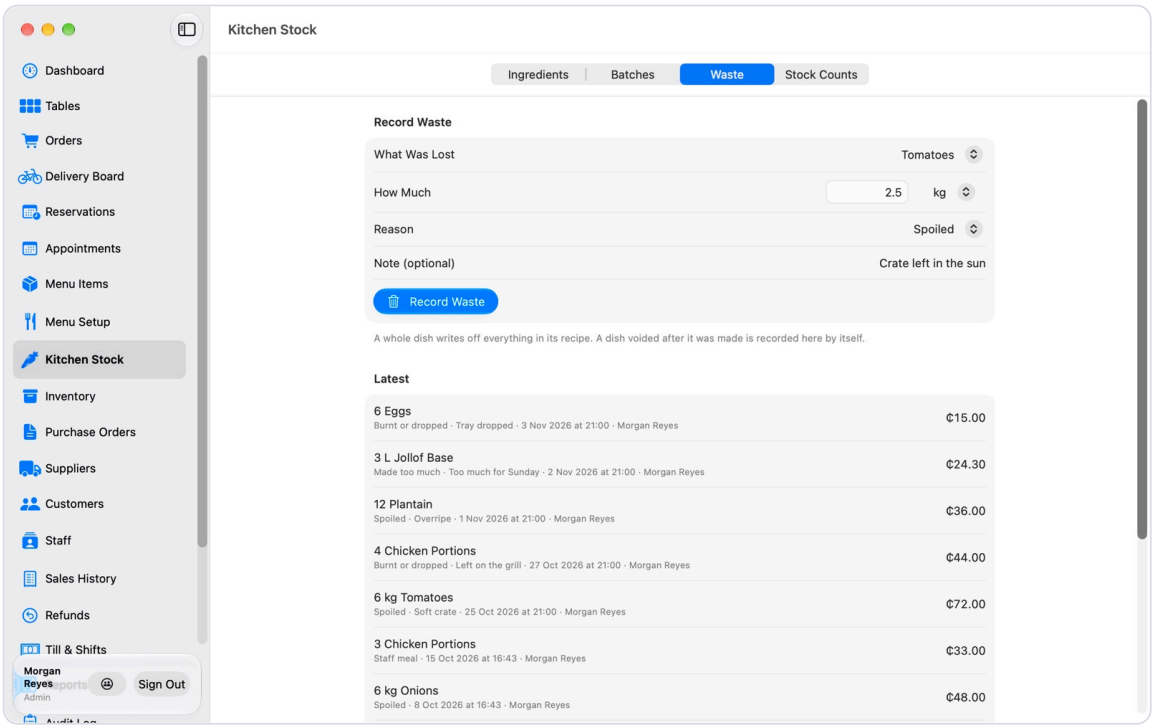
Asked before the usual reason and PIN.

Answer	What happens
Not Made: Put the Ingredients Back	The ingredients go back on the shelf.
Already Made: Count It as Waste	They stay off stock and show in the Waste list as "Voided after making".

Cancel Table asks the same, and so does voiding a counter sale in Sales History. A refund, and voiding a paid table's sale, don't put anything back: that food was served.

12.6 Waste

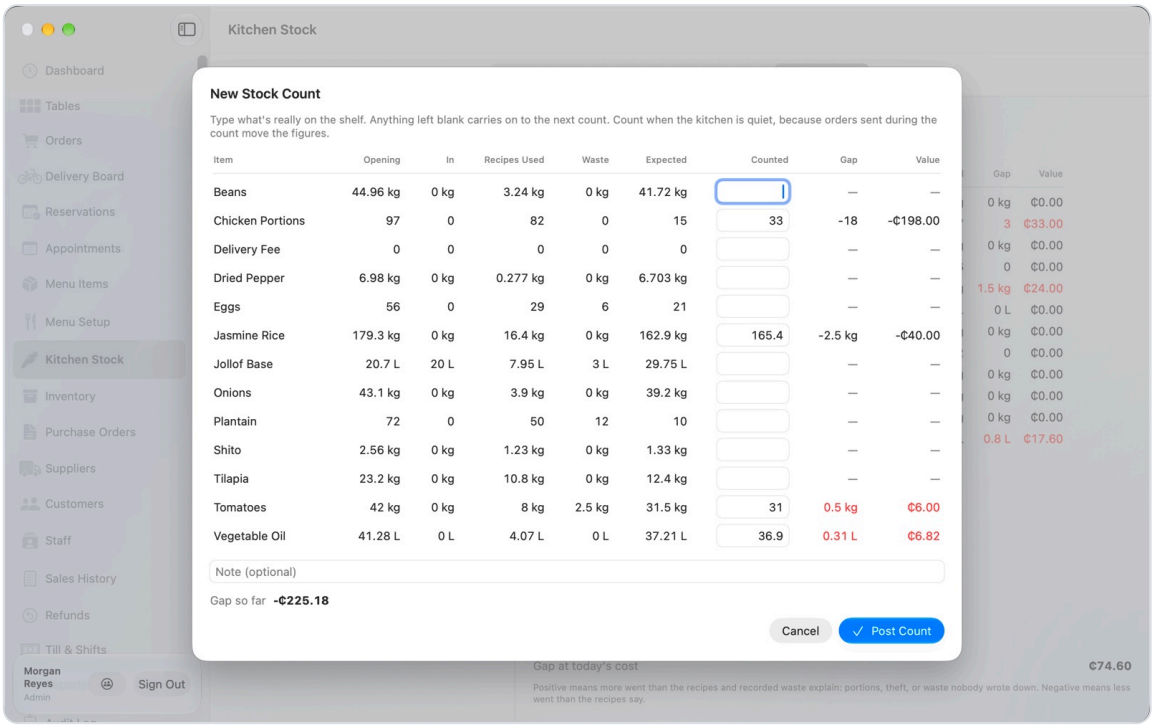
Kitchen Stock › Waste: choose what was lost, how much, and why. Choose an ingredient, a batch or a stock item for that thing alone, or a **whole dish** to write off everything in its recipe. The value is at what it cost that day.



Recording waste, with the latest entries below.

12.7 Stock counts: theoretical against actual

Kitchen Stock › Stock Counts › New Count lists every ingredient and batch with what the book says since its last count. Type what's really on the shelf. Anything left blank is left alone and carries on to the next count. Count when the kitchen is quiet, because orders sent during the count move the figures.

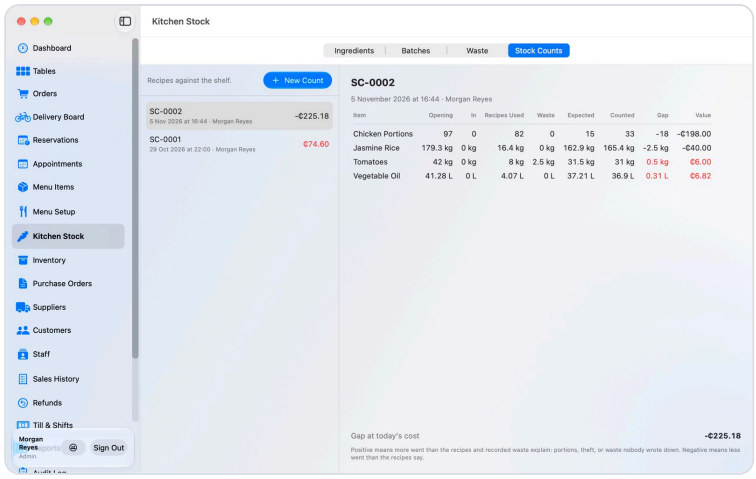


The gap and its value appear as you type.

A worked example, for rice at ₵16.00 a kg:

Line	Amount
Opening (the last count)	50 kg
In (deliveries)	+ 100 kg
Recipes Used (120 plates at 250 g)	– 30 kg
Waste	– 2 kg
Expected	118 kg
Counted	115 kg
Gap (Expected less Counted)	3 kg, ₵48.00

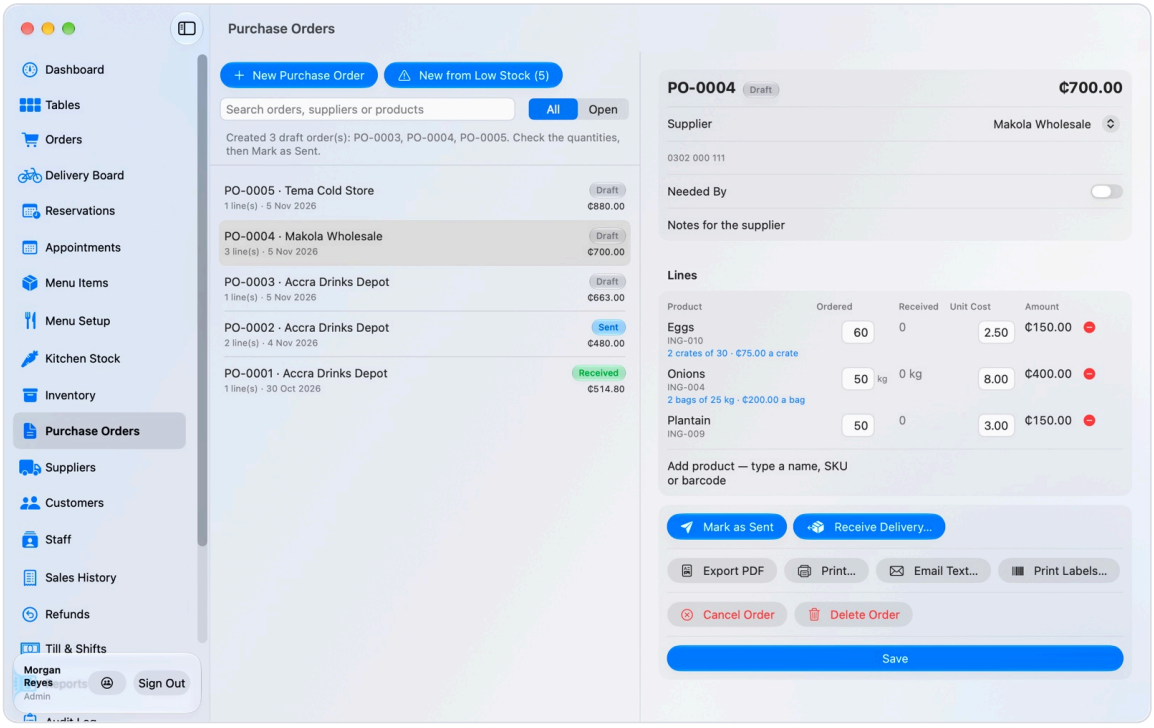
A positive gap, in red, means more went than the recipes and recorded waste explain: big portions, theft, or waste nobody wrote down. A negative gap means less went than the recipes say, so a recipe may be too generous. **Post Count** makes stock on hand what you counted and keeps the count as it was. It can't be undone.



A posted count. The value is at the cost on the day of the count.

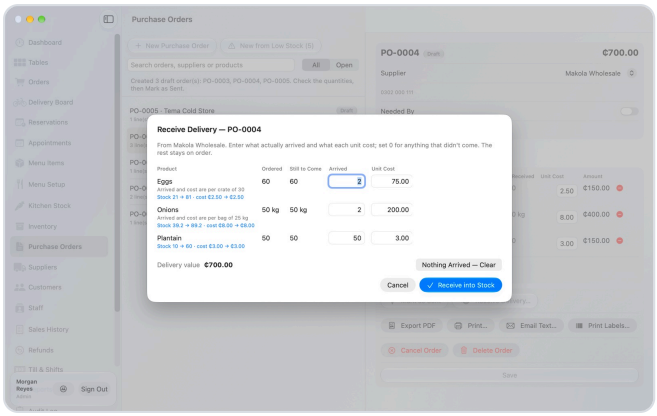
12.8 Reorder levels and buying by the bag

Set each ingredient's **Reorder Level**. In **Purchase Orders**, **New from Low Stock** then makes a draft per supplier, in whole purchase units. Batches are left out, because you make them rather than buy them.

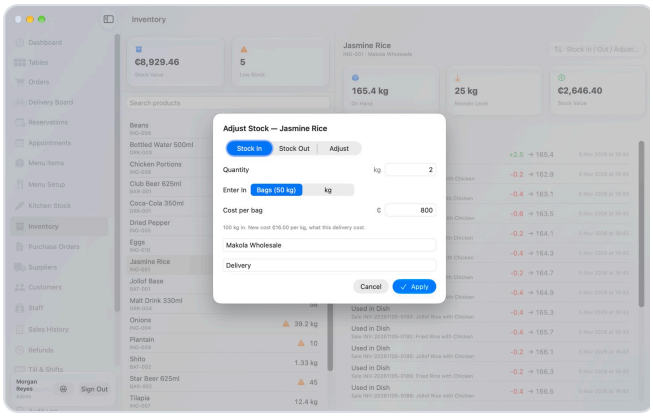


The lines say how many bags or crates that is, and what one costs.

When it arrives, **Receive Delivery…** asks how many bags came and what a bag cost, and does the conversion. **Stock In** in Inventory offers the same choice.



Receiving by the bag or crate.



2 bags at ₵800.00: 100 kg in, ₵16.00 a kg.

12.9 Charts and reports

Once dishes with recipes have sold, the Dashboard adds **Food Cost % by Week** (bars are recipe cost against those dishes' sales before tax, and the line adds that week's waste), **Waste by Reason** and **Top Items by Margin**.



Click a chart for the report behind it, or a margin bar for the item.

Report	Shows
Food Cost by Item	Each dish with a recipe: sold, sales before tax, recipe cost, food cost % and margin. Comps add cost and no sales, and refunds net off.
Waste	Every entry: when, what, how much, why, who and its value.
Stock Count Gaps	Every line of the counts in the period, with the total gap.

> **What the accounting export includes**
> A dish's recipe cost goes in the journal as cost of goods sold. Waste and count gaps don't appear in the journal, as stock adjustments never have: give your accountant the Waste and Stock Count Gaps reports for those.

13. Customers and suppliers

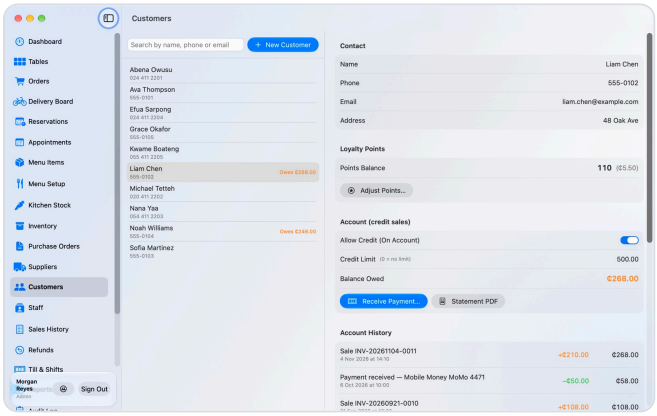
Customers keeps contact details, loyalty points and purchase history. Its search finds customers by name, email or phone number in any format. **Suppliers** keeps the contacts you reorder from and shows how many products list each one. Both work the same way: **New Customer** / **New Supplier**, edit, **Save**; delete asks first, and past sales and products keep their records.

13.1 Customer accounts (credit sales)

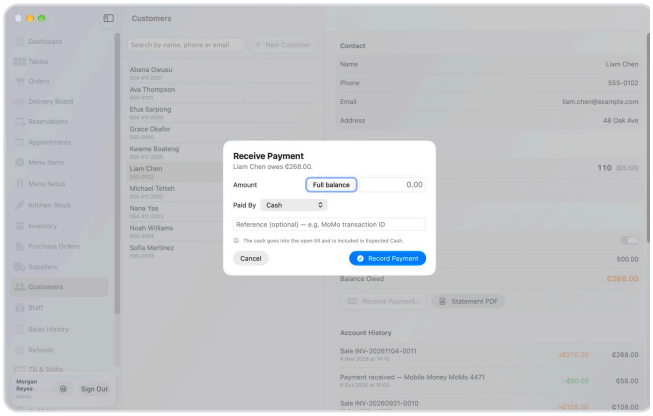
Some customers buy now and pay later. QS Prime Restaurant keeps an account for each of them — every credit sale, every payment and the balance owed.

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.



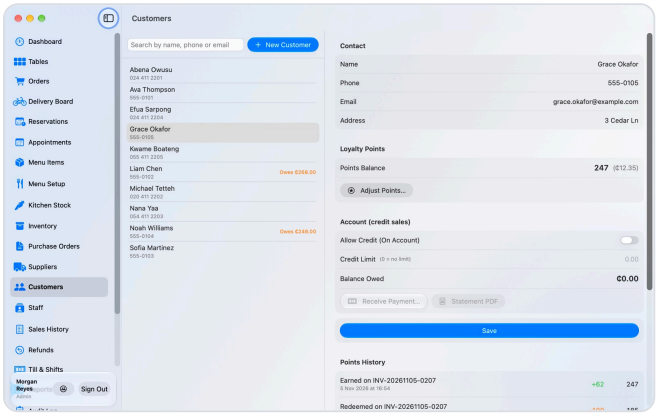
Receive Payment.

13.2 Loyalty points

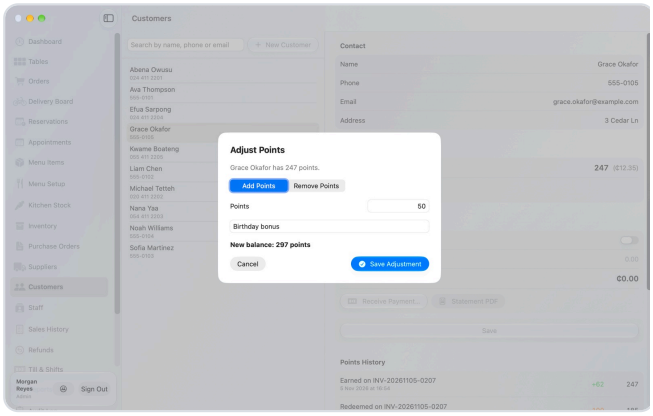
Every customer earns points when they're on a sale — nothing to switch on. The rates are in Settings → **Loyalty Points**:

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.



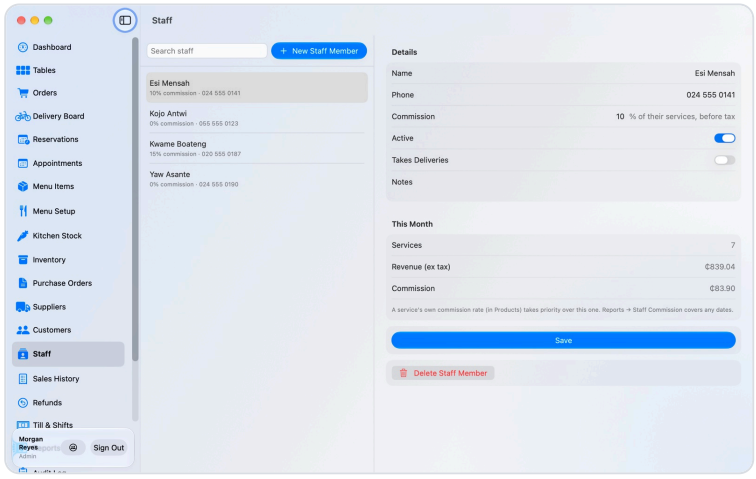
Adjust Points, with a reason.

14. Services: staff, commission and appointments

For work you charge for — delivery, outside catering, events — QS Prime Restaurant 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.

14.1 Staff

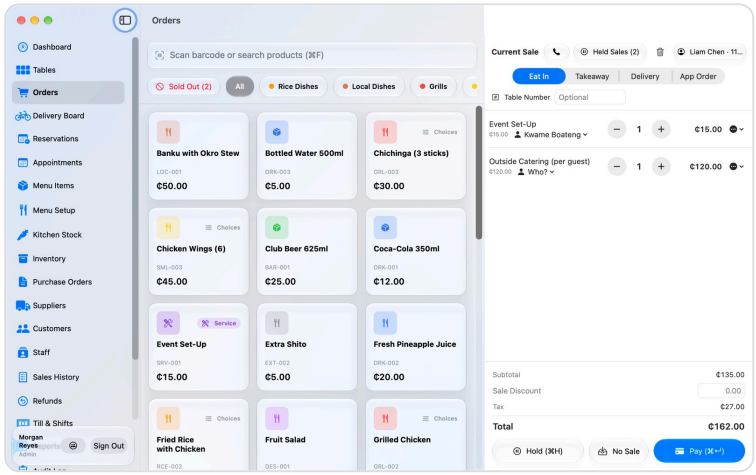
Staff in the sidebar (admins) lists them. **New Staff Member**, then enter the name, phone and **Commission** — a percentage of what their services earn before tax. **This Month** shows their services, revenue and commission so far, and **Upcoming Appointments** their next bookings. Turn off **Active** to stop someone being chosen but keep them on file; deleting someone keeps their name on past sales and bookings. Turn on **Takes Deliveries** for your riders: they can then be sent out with orders and settle what they collect (section 4.17).



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

14.2 Who did it — at the till

In **Menu Items**, 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 *Delivery Fee (Kwame Boateng)*. A store with no staff is never asked.

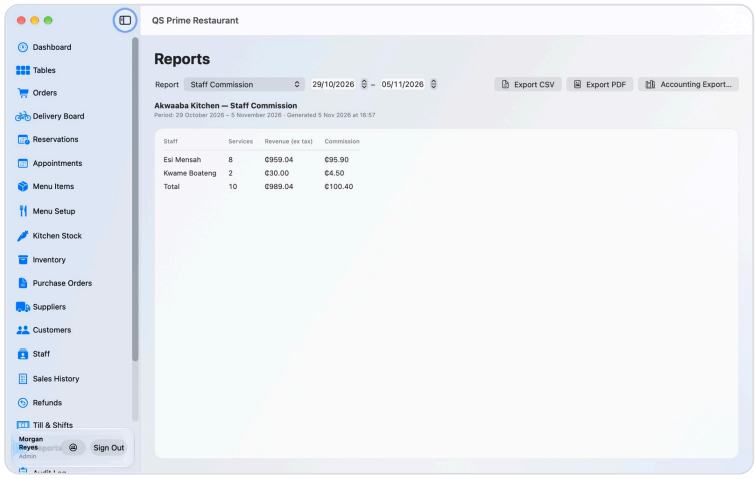


Event Set-Up rung up from an appointment, with Kwame; Outside Catering still asks Who?

14.3 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 caters for one guest at ₵120.00, VAT and levies on top: commission is 10% of ₵120.00 = ₵12.00. If Outside Catering had its own 30% rate, she'd get ₵36.00 instead.



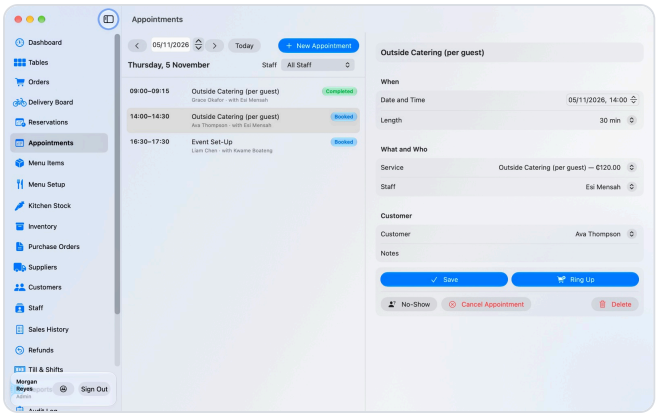
Reports → Staff Commission.

14.4 Appointments

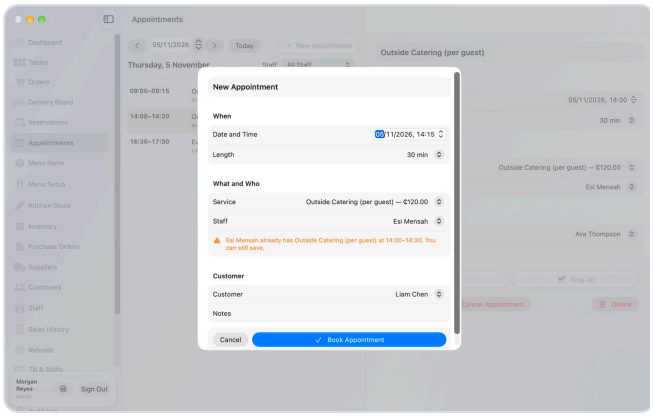
Appointments in the sidebar (everyone) shows one day: use the arrows, the date or **Today**, and **Staff** to see one person's day. Each booking shows its time, service, customer and staff member, and **Booked**, **Completed**, **Cancelled** or **No-Show**.

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**. Appointments start switched off in a new restaurant; turn on **Show the Appointment Book** in **Settings → Services, Staff & Appointments** to take catering and event bookings (the sample restaurant has it on).



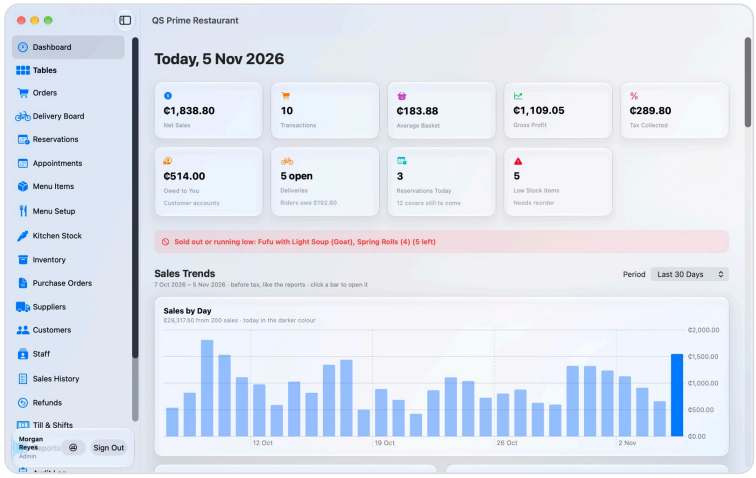
The day's bookings, with Ring Up on the selected one.



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

15. Dashboard and reports

The **Dashboard** (admins only) opens with today at a glance: net sales, transactions, average basket, gross profit, tax collected, **Owed to You** (total of customer balances, when anyone owes) and low stock. Under them are the charts, then till status, today's payment totals and low stock alerts.



The Dashboard: today's figures, with the charts below.

15.1 Sales trends: the Dashboard's charts

Scroll down to **Sales Trends**. Choose the **Period** at the top right — **Last 7 Days**, **Last 30 Days** (the default), **Last 12 Weeks**, **This Month** or **This Year**. Every chart covers those dates, always ending today; the figures at the top stay today's. The app keeps your choice while it stays open.

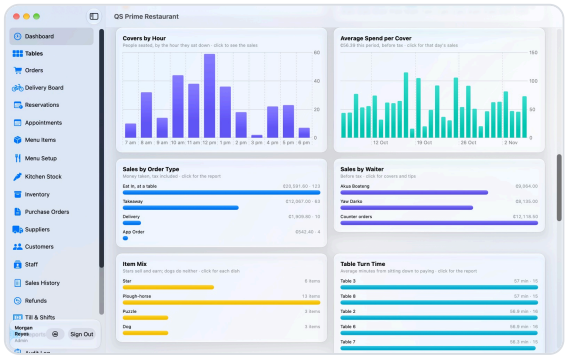
Chart	Shows	Click a bar to open
Sales by Day	Revenue before tax each day, with the total and number of sales above. Today's bar is darker. Periods longer than about two months show **Sales by Week** instead.	**Sales History** for that day (or week).
Best Sellers	The top 10 products. Switch between **Revenue** (before tax) and **Quantity** sold.	That product in **Menu Items**.
Sales by Category	Revenue before tax per category; past eight, the rest are added up as **Other categories**.	**Sales by Product** for that category and period (Other categories opens **Sales by Category**).
Payment Methods	Money taken by Cash, Mobile Money, Card and On Account, *including* tax, with the number of payments.	The **Payment Totals** report.
Busiest Hours	How many sales started in each hour of the day across the period; the busiest hour is darker. Useful for planning staff and breaks.	**Sales History** showing only sales started in that hour.



Sales by day, best sellers and sales by category.

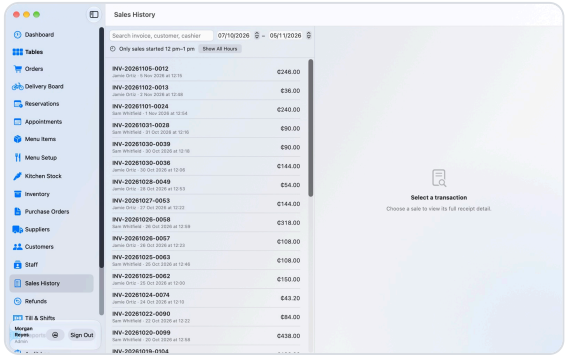


Payment methods and busiest hours.

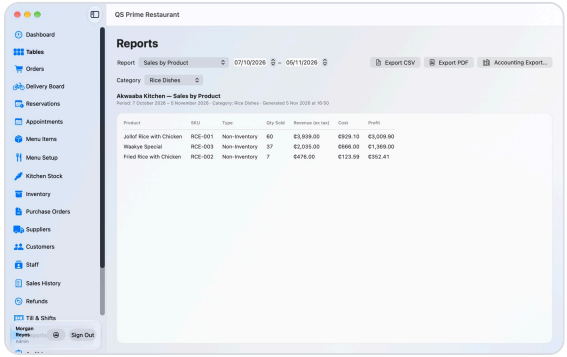


Once tables have been served: **Covers by Hour** counts people when they sat down, and **Average Spend per Cover** is revenue before tax per person.

The charts count sales exactly as the reports do: before tax, with refunds taken off and voided sales left out, so a bar and the report it opens always agree. Sales History opened from **Busiest Hours** says **Only sales started 12 pm–1 pm** (for example) above the list; click **Show All Hours** to see the whole day again. **Sales by Product** has a **Category** picker for the same reason — choose **All Categories** to see everything; the category is printed in the report's heading and exports.

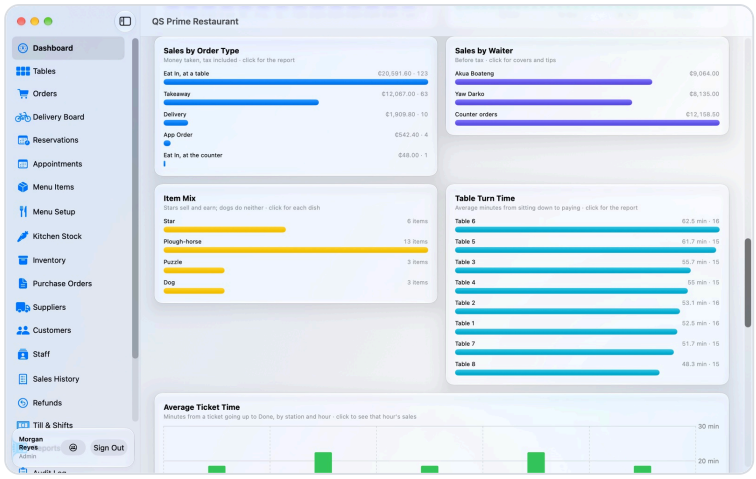


Sales History opened from the busiest hour.



Sales by Product opened from a category's bar.

Who sold what, and how. Further down are **Sales by Order Type**, **Sales by Waiter**, **Item Mix** and **Table Turn Time**. Every bar opens the report behind it. Anything sold out or being counted shows in a red line at the top of the Dashboard; clicking it opens Orders.



The restaurant charts.

15.2 Reports

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.

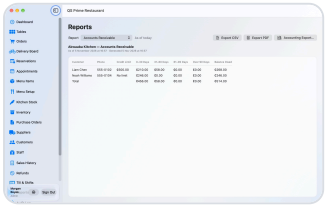
Report	Shows
End of Day Summary	One day: tables served, covers, average spend per cover and any tables still open; transactions, gross sales, discounts, tax, net total, average basket; voided sales (listed, not counted); payment totals (including On Account); credit sales and payments received on accounts; 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 — for all categories or one (**Category** picker).
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.

Report	Shows
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 11.4). 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 14.3).
Tips by Waiter	Each waiter's cash and Mobile Money tips for the dates chosen, with an optional pool, equally or by hours (section 5.14).
Food Cost by Item, **Waste**, **Stock Count Gaps**	What dishes cost against what they sold for, what was thrown away and why, and what the recipes couldn't explain (section 12.9).
Sales by Waiter	Each waiter's tables, covers, sales before tax, spend per cover and tips, with counter orders on a line of their own.
Covers & Spend per Cover	Tables, covers, sales before tax and spend per cover, day by day.
Table Turn Time	For each table: meals, covers, the average and longest minutes from sitting down to paying. Cancelled and merged tables aren't counted.
Item Mix	Each dish's sales, share, price, cost and margin, rated as below.
Voids & Comps by Staff	Whose name is on each void after sending, sale voided and comp, with the values, and how many approvals each admin gave.
Service Charge & Tips	Day by day: service charge, the tax on it, cash tips and Mobile Money tips.
Sales by Order Type	Eat in at a table, eat in at the counter, and takeaway: orders, sales before tax, tax, total and average order. A refund comes off the type it refunds.
Kitchen Times	By station and hour: tickets, the average and slowest minutes. Only tickets marked Done on a kitchen screen have a finish time, so stations that only print have nothing here.

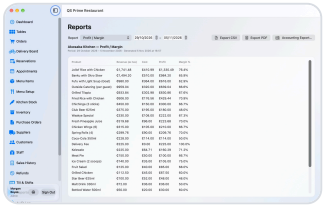
Report	Shows
Comps & Voids	Items put on the house (at cost) and voided after sending (at menu price), with the reason and who approved them (section 5.10).
Audit Log	Every discount over the limit, price change, refund, void, points redemption and No Sale in the dates chosen, with who approved it (section 16.3).
Shift & Cash Variance	Every shift opened in the period: till, float, expected and counted cash, variance, what has been repaid or written off, and what is still owed.
Cash Variance by Cashier	One line per cashier for shifts closed in the period: shifts short and over, totals, repaid, written off and still owed (section 7.3).
Shortage Repayments	Every repayment and write-off recorded in the period: cashier, shift, how it was paid, amount, who recorded it and the note.

Why "Revenue (ex tax)"?

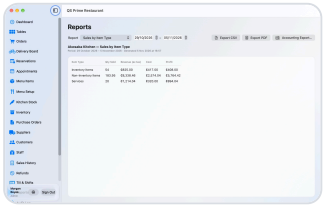
Tax you collect belongs to the tax authority, so it isn't counted as revenue or profit. Profit in these reports therefore matches **Gross Profit** on the Dashboard. Totals that include tax — what customers actually paid — are in End of Day, Daily Sales and Sales by Cashier.



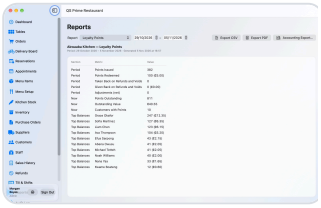
Accounts Receivable: who owes what, and for how long.



Profit / Margin, with revenue excluding tax.



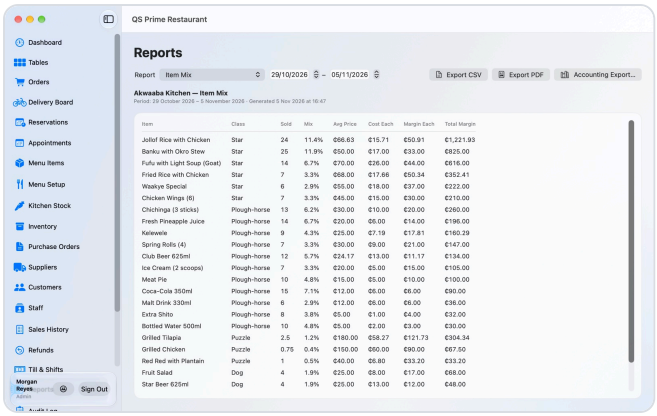
Sales by Item Type.



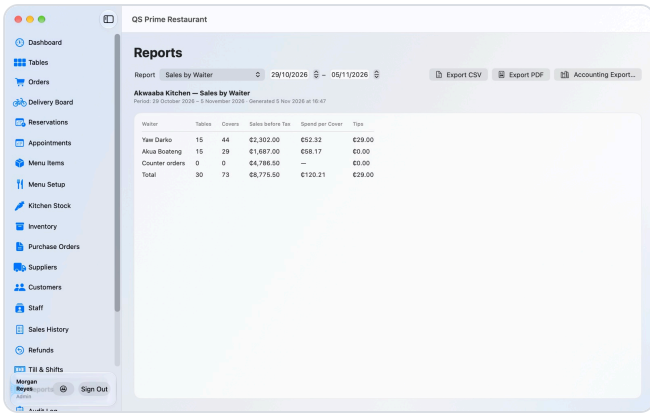
Loyalty Points.

Reading the Item Mix.

A dish is **popular** when it sells at least 70% of an even share of the dishes rated, and **profitable** when it earns at least the average margin per plate. **Star**: both, so keep it prominent. **Plough-horse**: sells well, earns little, so look at its price or cost. **Puzzle**: earns well, sells little, so move it up the menu or have the waiters suggest it. **Dog**: neither. A dish with no cost recorded would look like pure profit, so it's listed as **Not rated** and left out of both averages. Food given away isn't counted as sold.

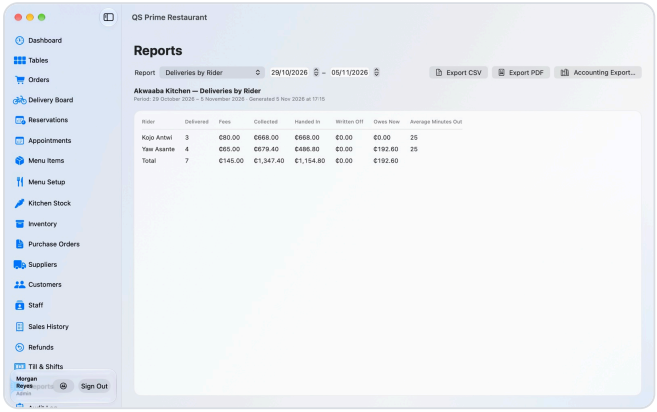


Item Mix for the sample restaurant.

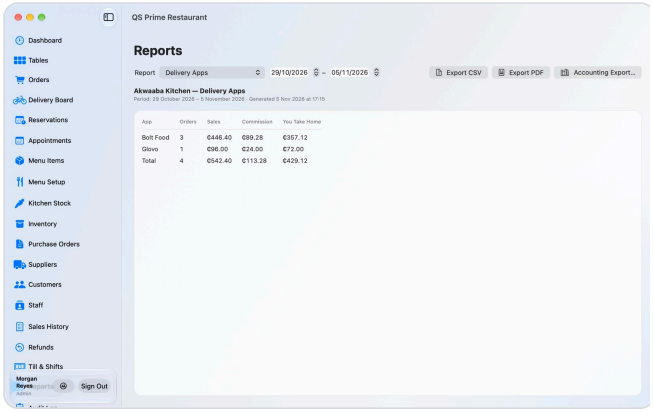


Sales by Waiter.

Delivery reports. Deliveries by Rider: what each one delivered, the fees, what they collected and handed in, and what they owe now, whatever dates you choose. **Deliveries by Zone**: orders, fees and takings per zone. **Delivery Apps**: sales, commission and what you take home. **Reservations**: every booking with how it ended, and how many didn't show. **Sales by Order Type** now has Delivery and App Order rows, and **End of Day** has the day's deliveries, fees, money handed in and what riders still owe.



Deliveries by Rider.



Delivery Apps: what's really taken home.

15.3 Accounting export (QuickBooks and Xero)

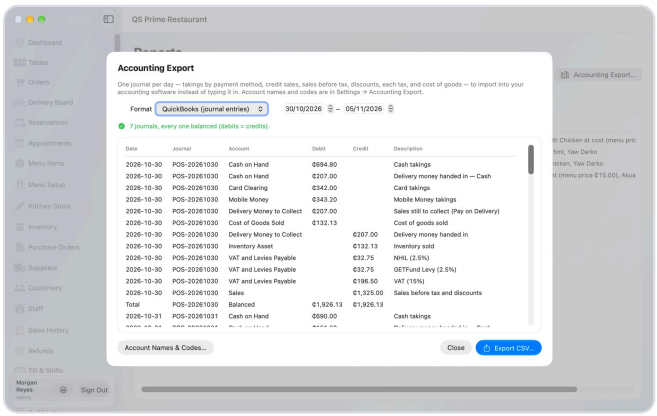
Instead of typing each day's figures into your accounting software, **Reports → Accounting Export…** makes them into journals it can import. Choose **QuickBooks (journal entries)** or **Xero (manual journals)** and the dates, check the preview, then **Export CSV…**.

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

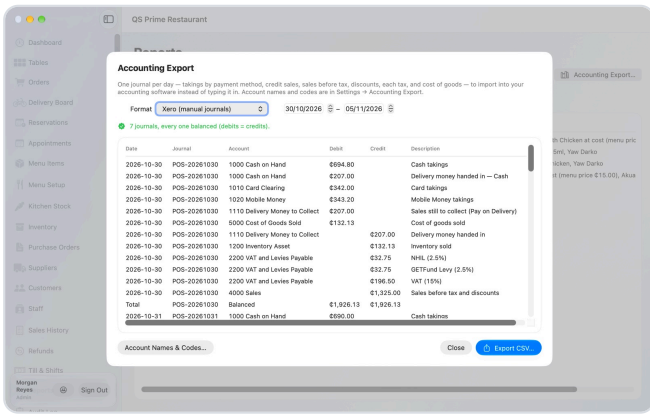
Debit (money in and costs)	Credit
Cash, Card, Mobile Money and Other takings, as paid	**Sales** — before tax and discounts
Accounts Receivable — credit (On Account) sales	Each tax on its own line — NHIL, GETFund Levy, VAT — to **Tax Payable**
Discounts — including loyalty points, without tax	**Inventory**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

Money still to come from riders and customers is debited to **Pay on Delivery**, and app orders to **Delivery Apps**, as the sale happens. What's handed in moves from Pay on Delivery to Cash or wherever it went, and a rider's write-off goes to Discounts. An app's commission isn't in the journal: record it when the app pays you, from its own statement.

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.



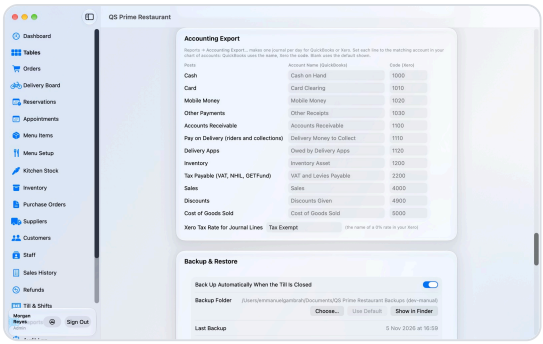
The QuickBooks preview: debits, then credits, each day balanced.



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.

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.



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

16. Approvals and the Audit Log

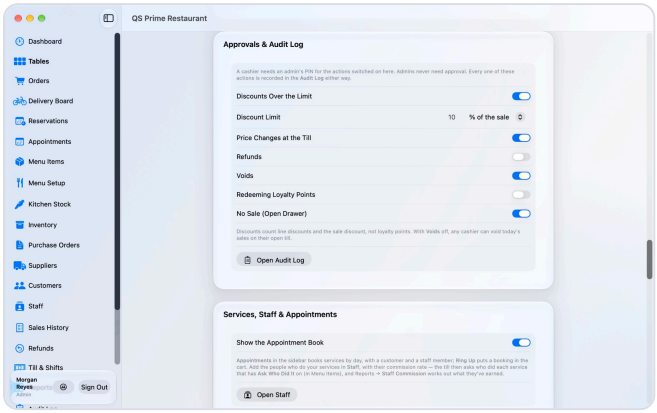
Some things at the till are worth a second pair of eyes: a big discount, a price typed in by hand, a void, opening the drawer without a sale. In QS Prime Restaurant a cashier needs an **admin's PIN** for these — the admin types it on the cashier's screen and the cashier stays signed in — and every one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

16.1 What needs approval

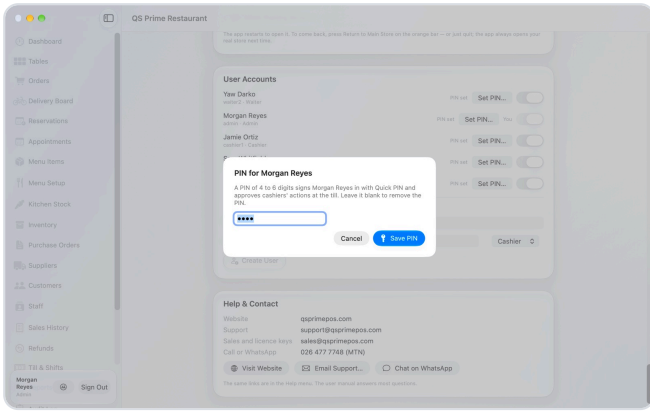
Choose in **Settings → Approvals & Audit Log**:

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.
Move a table to another waiter, Cancel a table	Always	Moving a table, and cancelling one with anything sent, need an admin or an admin's PIN. These can't be switched off (section 5.7).
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.



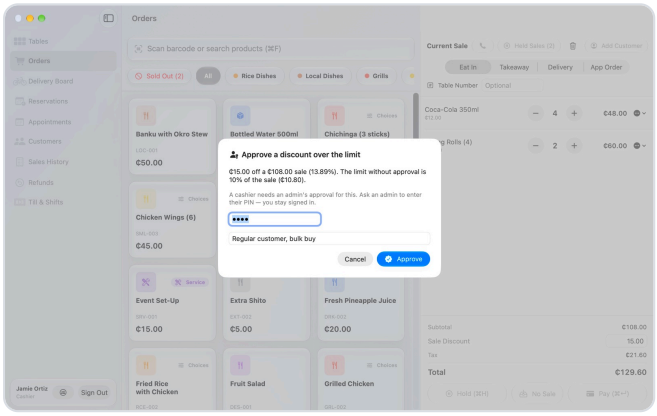
Settings → Approvals & Audit Log.



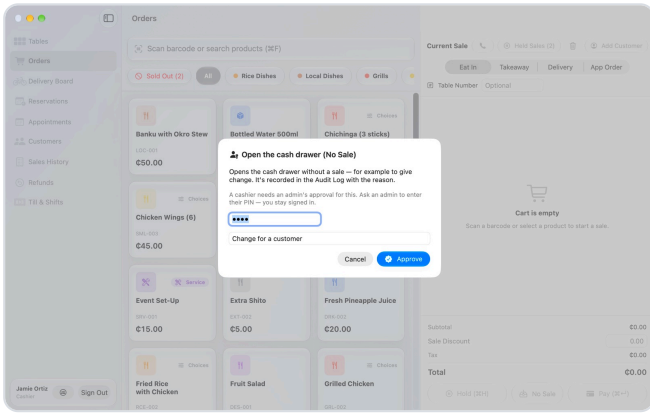
Set PIN… for an admin.

16.2 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 ₵15.00 discount on a ₵108.00 sale is over the 10% limit.



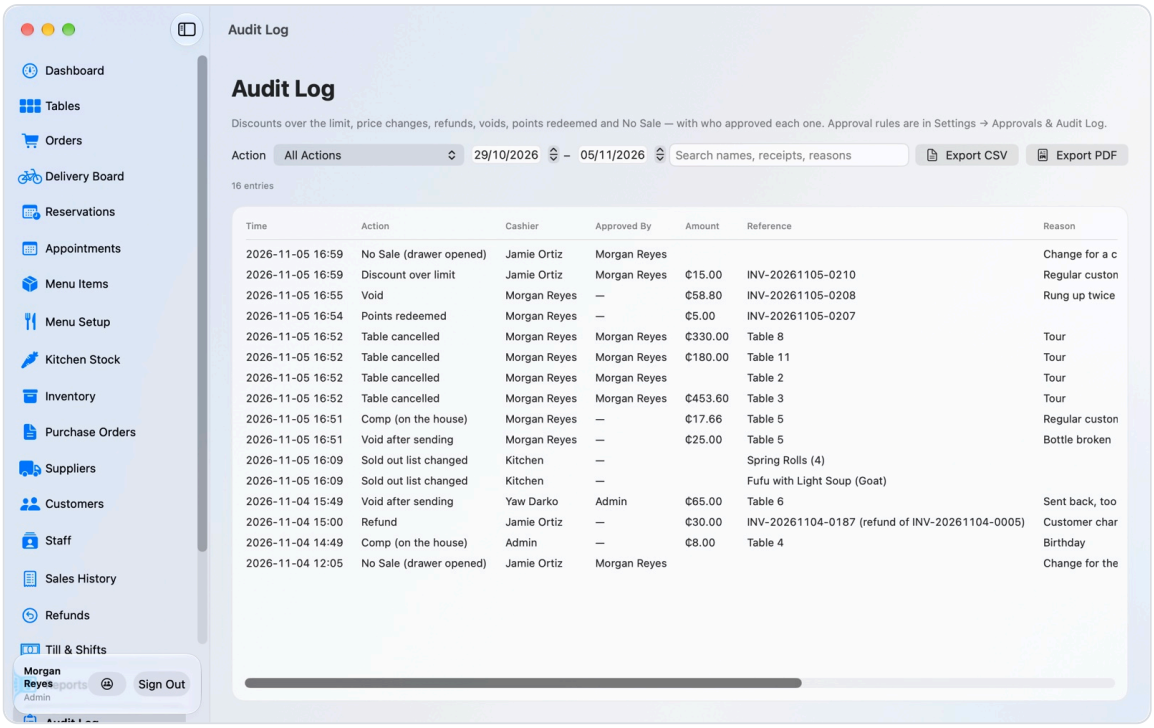
No Sale: a reason, and an admin's PIN for a cashier.

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

On a table, some things always need an admin or an admin's PIN, with no switch to turn them off: voiding a sent item, putting one on the house, removing the service charge, moving a table to another waiter, and cancelling a table once anything has been sent (section 5).

16.3 The Audit Log

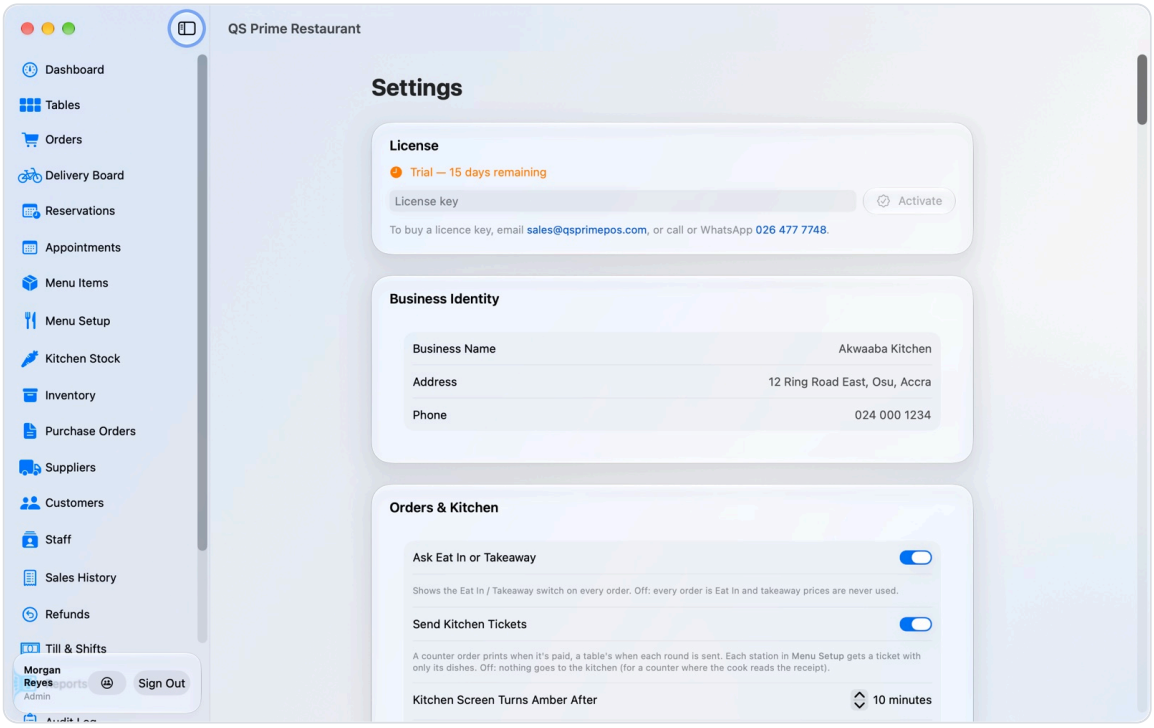
Audit Log in the sidebar (admins only) lists, newest first: the time, the action, the cashier, who approved it (— when no approval was needed), the amount, the receipt number, the reason and the details — for example "₵15.00 off ₵108.00 (13.89%); limit 10% of the sale". Discounts over the limit, price 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.

17. Settings

Admins only. Changes save as you make them.



The top of Settings, with Orders & Kitchen.

Section	Covers
License	Trial days left, or who the app is licensed to and which licence it is (Single-User or Multi-User); enter a license key (section 24).
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).
Orders & Kitchen	**Ask Eat In or Takeaway** (section 4.3), **Send Kitchen Tickets** (section 4.8), the kitchen screen's **amber and red times** (section 23.17), **Use Tables** and **Table Needs Attention After** (section 5), **Service Charge**, **Charge It** and **Charge Tax on the Service Charge** (section 5.13), **Ask for Tips at Payment** (section 5.14), with a button to **Menu Setup**.
Taxes	Your taxes and levies, tax groups, **Default for New Menu Items**, and **Move Products To** (section 17.1).
Receipt	Footer text, **Receipt Printer**, automatic printing and **Test Print** (section 19), 80mm thermal width, your **Company Logo** (section 18), and the **Country Code for WhatsApp and SMS** (section 4.7).
Cash Drawer	**Cash Drawer Enabled**, **Drawer Connected** (simulated or through the receipt printer), **Drawer Pin**, **Open Automatically on Cash Sale** and **Test Drawer** (section 19).
Products & Inventory	**New Menu Items Are** — the type **New Menu Item** 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 13.2).
Services, Staff & Appointments	**Show the Appointment Book**, and **Open Staff** (section 14).
Approvals & Audit Log	Which actions a cashier needs an admin's PIN for, the **Discount Limit**, and **Open Audit Log** (section 16).
Accounting Export	The account name (QuickBooks) and code (Xero) for each journal line, and the Xero tax rate (section 15.3).
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 20).
Store Server (Several Tills)	Make this Mac the store server, or connect it to one as a till; on the server Mac, the pairing code, the tills, **Also Sell on This Mac** and the server's backups; on a till, its connection and **Disconnect This Till…** (section 23).
Stores	Your stores on this Mac, switching between them, and **New Store…** (section 21). Not on a till of a store server.
Training Store	**Open Training Store…** and **Reset Training Store…**; in the training store, **Return to Main Store** (section 22).

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.
Help & Contact	Our website, support and sales email addresses and phone/WhatsApp number, with **Visit Website**, **Email Support…** and **Chat on WhatsApp** (section 17.2).

17.1 Taxes: VAT, NHIL and GETFund

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

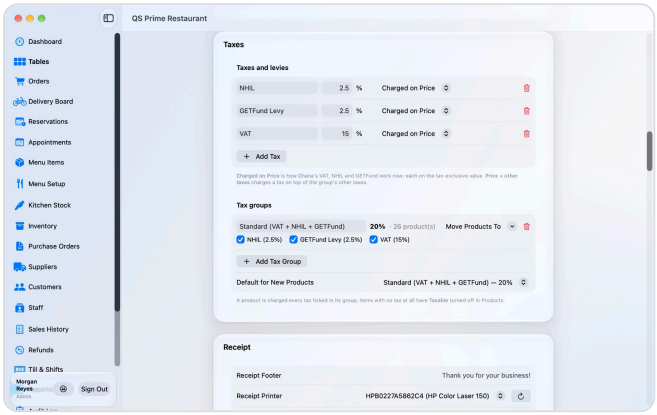
Tax	Rate	Charged on
NHIL	2.5%	The tax-exclusive value — each tax separately, not on top of each other. Together: **20%**.
GETFund Levy	2.5%	
VAT	15%	

> **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.

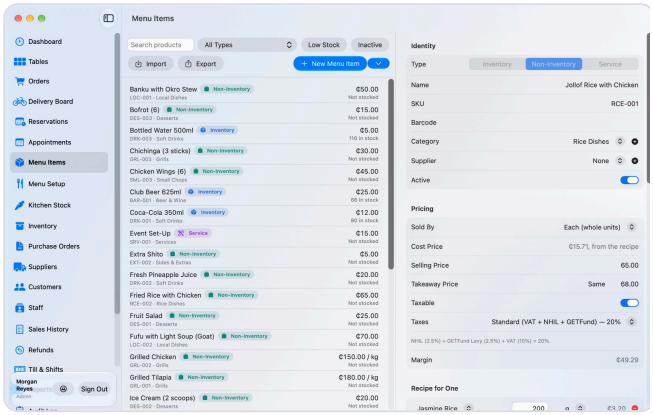
Settings → Taxes has two parts:

- **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 Menu Items** is what **New Menu Item** starts with. **Move Products To** moves every product in a group to another in one step.

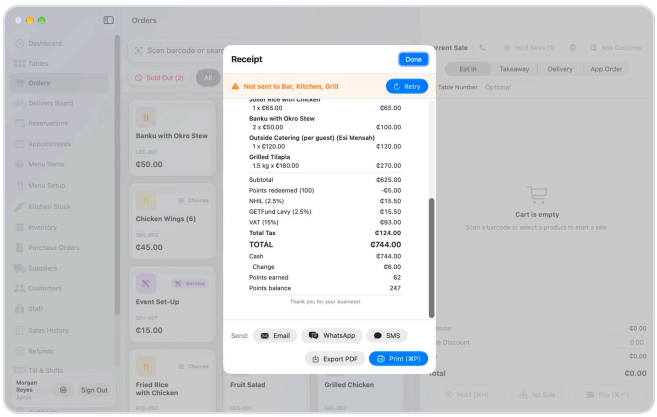
Items with no tax at all (for example unprocessed food, or services that are exempt) have **Taxable** turned off on the product in Menu Items — no tax group needed.



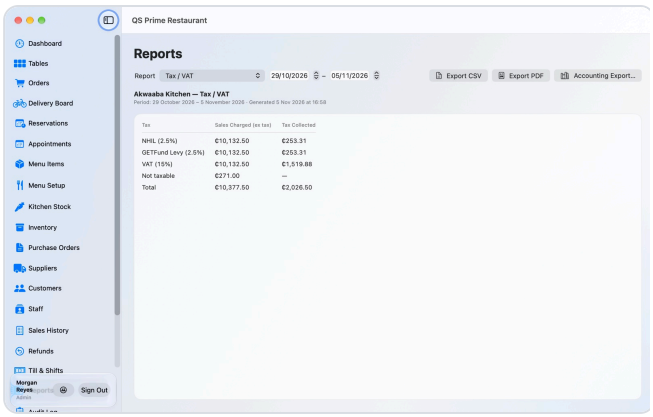
Settings → Taxes: Ghana's three taxes and the standard group.



A product's Taxable switch and tax group.

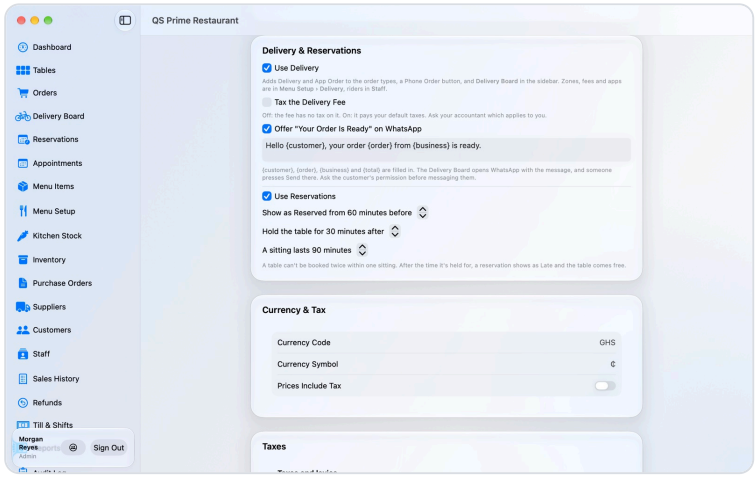


The receipt lists NHIL, GETFund Levy and VAT, then Total Tax.



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

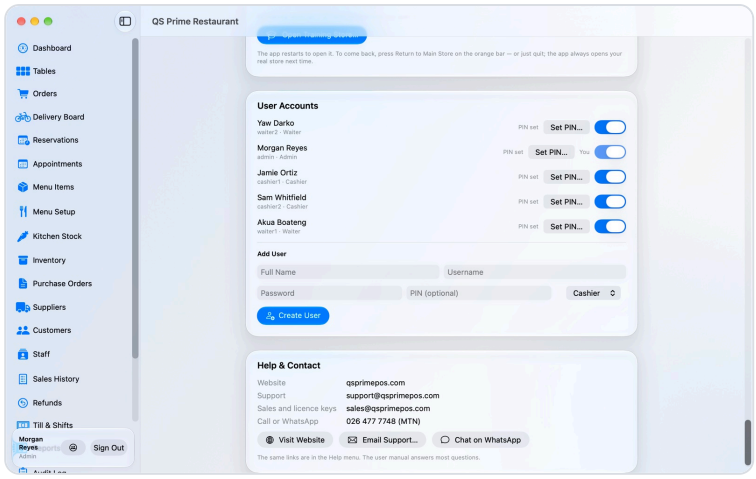
Delivery & Reservations. Use Delivery and **Use Reservations** show or hide those screens. Also here: **Tax the Delivery Fee**, the wording of the ready message, how long before and after a booking its table is held, and how long a sitting lasts.



Settings › Delivery & Reservations.

17.2 Help & Contact

The last section of Settings lists how to reach us: the website **qsprimepos.com**, **support@qsprimepos.com** for help, **sales@qsprimepos.com** for licence keys, and **026 477 7748** (MTN) for calls and WhatsApp. **Visit Website** opens the site, **Email Support…** starts a message in Mail with the app's name and version in the subject, and **Chat on WhatsApp** opens a chat with us. The same links are in the **Help** menu, and **QS Prime Restaurant > About QS Prime Restaurant** shows them under the version number.



Settings › Help & Contact.

18. 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 19.1).

- 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.

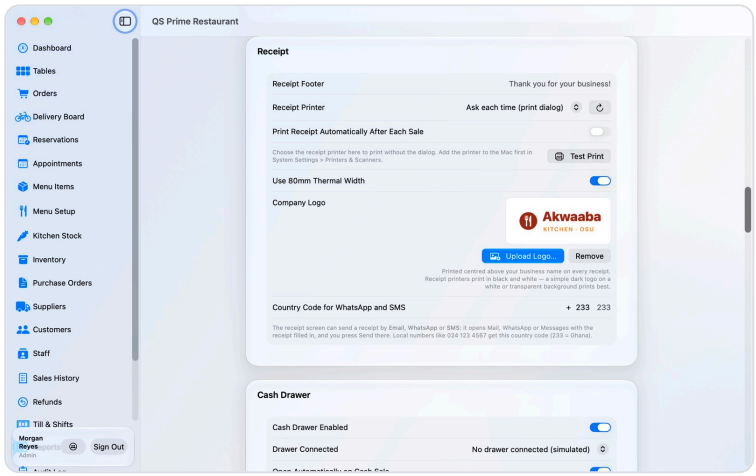
> **Getting a good print**
> Receipt printers print in black and white. A simple, dark logo on a white or transparent background prints best; fine detail and pale colours may fade.

19. Receipt printer, cash drawer and scanner

19.1 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.

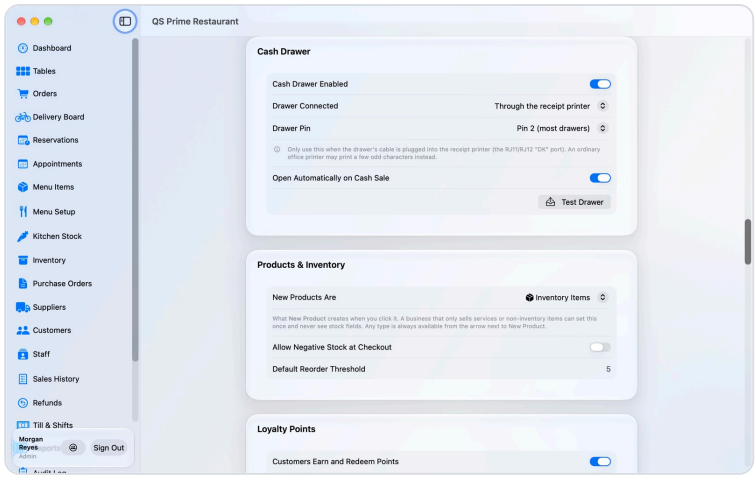
19.2 Cash drawer

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.

19.3 Barcode scanner

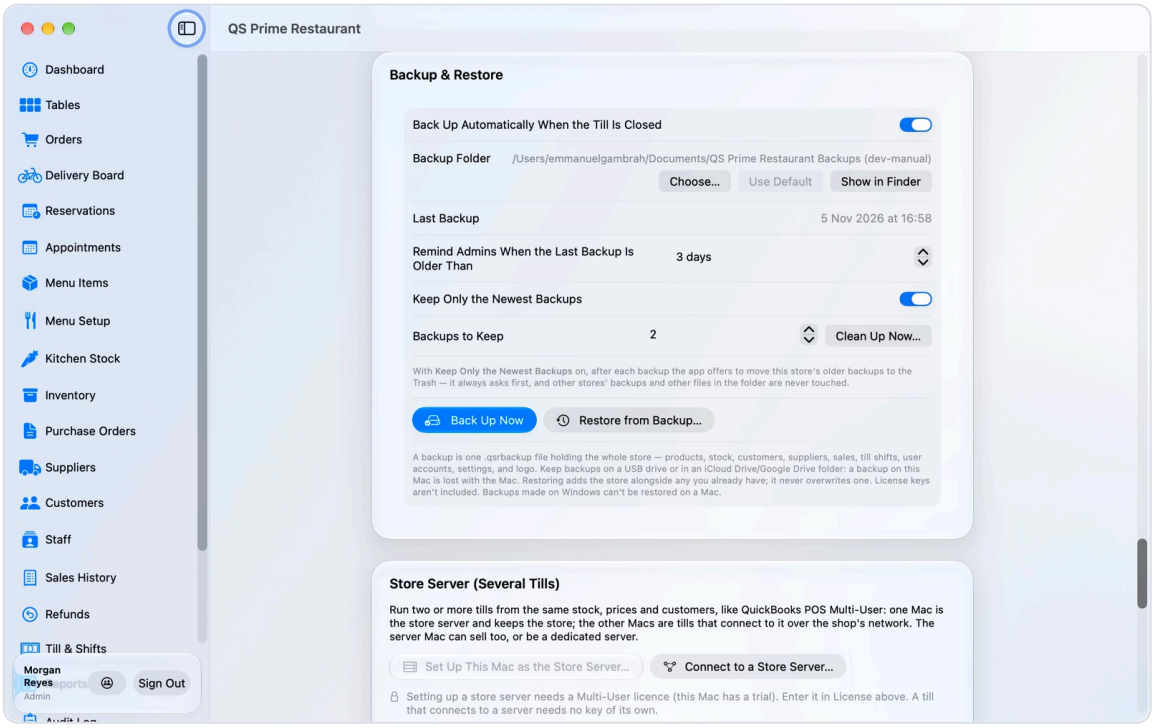
No setup is needed. USB and Bluetooth scanners act like a keyboard: click the search box in the Orders screen (or press ⌘F) and scan — the product goes into the sale. To check a scanner, open TextEdit and scan something: the numbers should appear followed by a new line. Products sold by weight ask for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

20. Backup and restore

A backup is a single file ending in **.qsrbackup** 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. **Akwaaba Kitchen 2026-09-24 1805.qsrbackup**. Old backups are kept; nothing is deleted unless you switch on **Keep Only the Newest Backups** — and even then the app asks first (section 20.5).

20.1 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. (With several tills, backups are made on the store server instead: see section 23.9.) Switch it off or on with **Back Up Automatically When the Till Is Closed** in **Settings > Backup & Restore**.



Settings > Backup & Restore.

20.2 Choosing where backups go

Backups go to **Documents > QS Prime Restaurant Backups** unless you choose another folder. Click **Choose…** to pick one, **Use Default** to go back, and **Show in Finder** to open it.

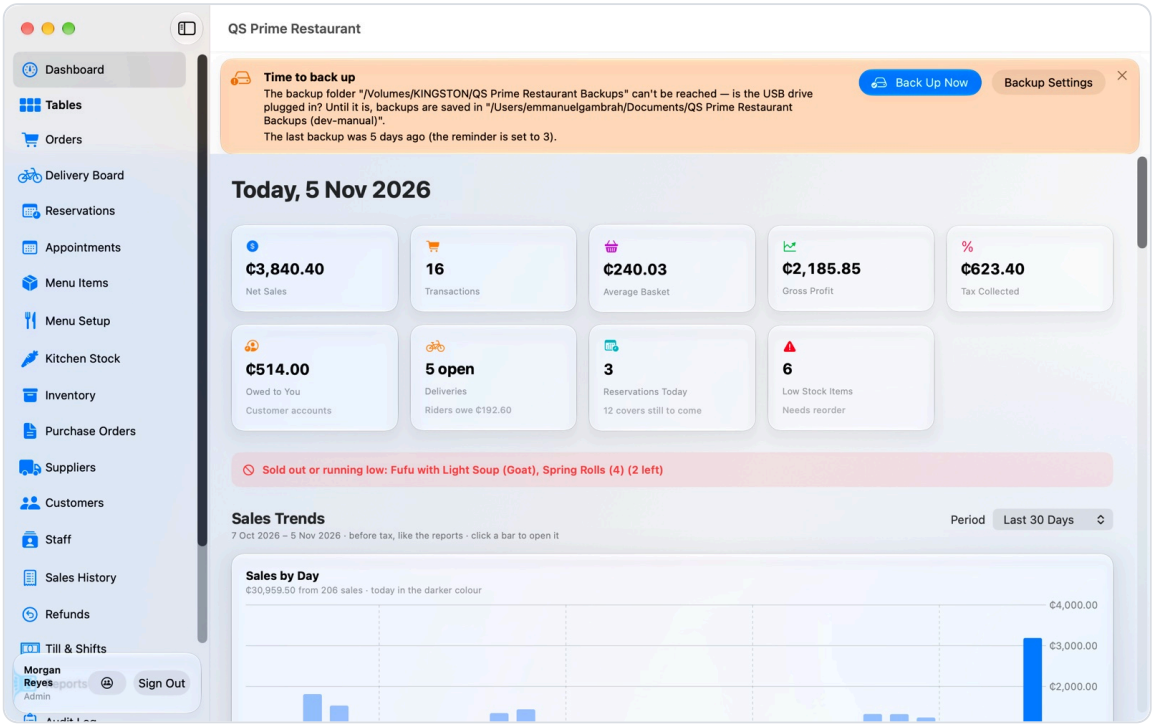
> **Keep backups off this Mac**
>
> A backup on the same Mac is lost if the Mac is lost, stolen or fails. Choose a folder on a USB drive, or in iCloud Drive or Google Drive, so there's always a copy somewhere else.

20.3 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.

20.4 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.

20.5 Keeping only the newest backups

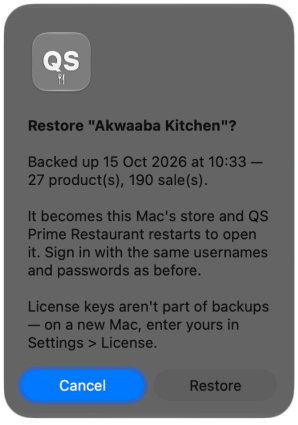
Backups add up. To stop them filling a USB drive, switch on **Keep Only the Newest Backups** and choose how many to keep (**Backups to Keep**, 10 to start with). After each backup the app then offers to move this store's older backups to the **Trash**. It always asks, **Keep Them** is the default, and 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.

20.6 Moving your store to a new Mac

1. On the old Mac, click **Back Up Now** (or close the till) and copy the newest **.qsrbackup** file to a USB drive or cloud folder.
2. On the new Mac, install QS Prime Restaurant (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.

20.7 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 21). If a store with the same name exists, the restored one is called, for example, **Akwaaba Kitchen (restored Sep 24)**.

20.8 Backups the app won't restore

- **Backups from QS Prime POS, or from a Windows version.** QS Prime POS backups (.qspbackup) belong to that app, and Mac and Windows store data differently, so only a Mac QS Prime Restaurant backup restores here. The app says so if you pick the wrong one.
- **Backups from a newer version** of QS Prime Restaurant. 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.

20.9 Where is my data?

On this Mac only, in your user Library under **Application Support > QSPrimeRestaurant** (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. With several tills, the shop's store is on the server Mac, and each till keeps a working copy that the server keeps up to date (section 23).

20.10 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. With several tills, the tills and the store server talk to each other over the shop's own network, encrypted, and nothing leaves the shop.

21. 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.

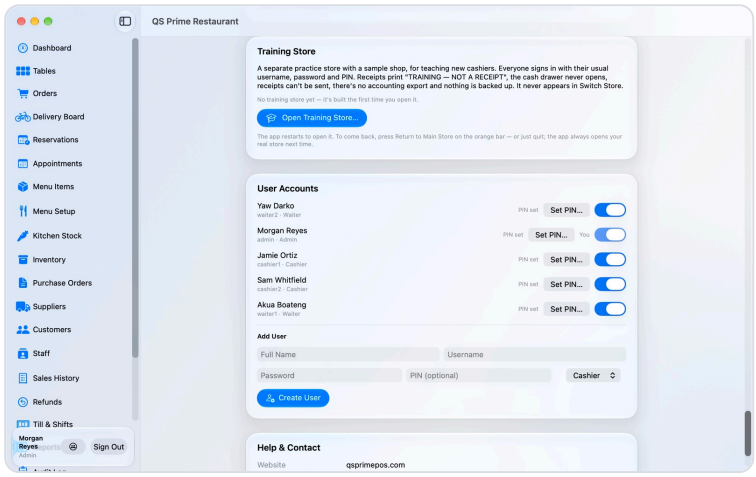
22. The training store

The training store is a separate practice store for teaching new cashiers, or trying something out, without touching the real shop. It comes with a sample shop — products, customers, a few weeks of sales and an open till — under your business name with **(Training)** after it. Everyone signs in with their **usual username, password and PIN**.

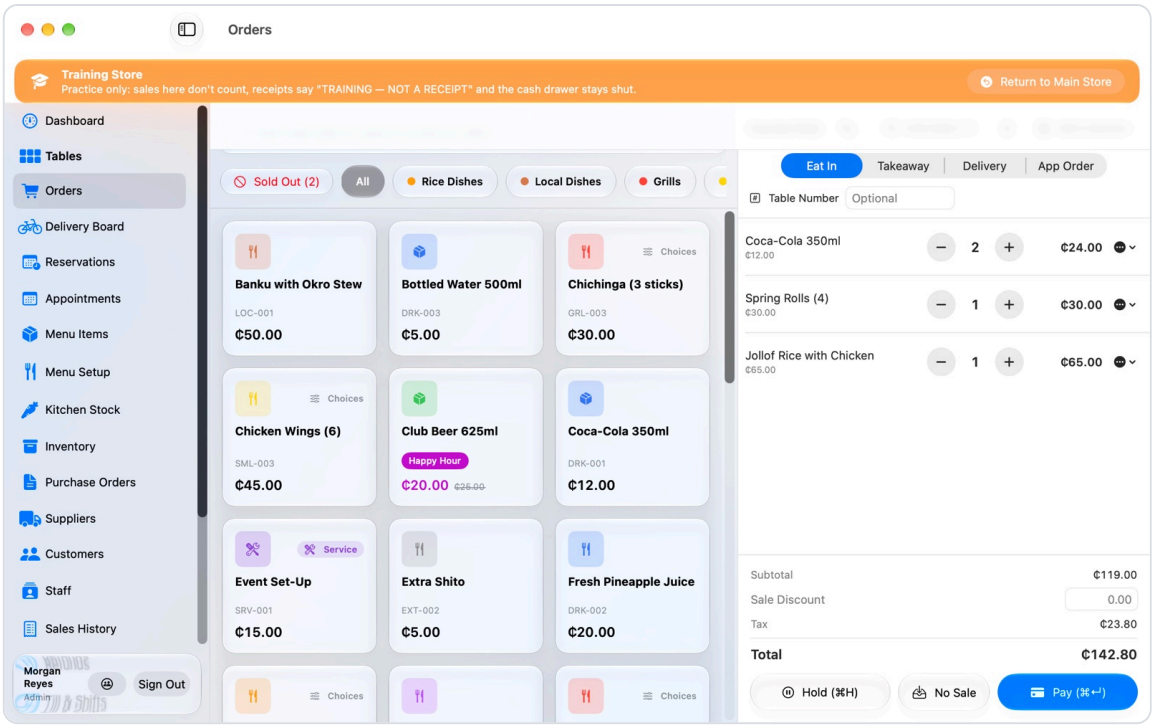
22.1 Opening it

1. An admin goes to **Settings > Training Store** and clicks **Open Training Store…** (or **File > Open Training Store…**).
2. Confirm with **Open Training Store**. The app restarts into the training store; an **orange bar** across the top of every screen, the sign-in screen included, shows you're in it.
3. Sign in as usual and practise: sell, take payment, hold and recall, refund, void, open and close the till, run reports.

Finish or hold any sale in progress first: the app asks you to, because the restart would lose it.



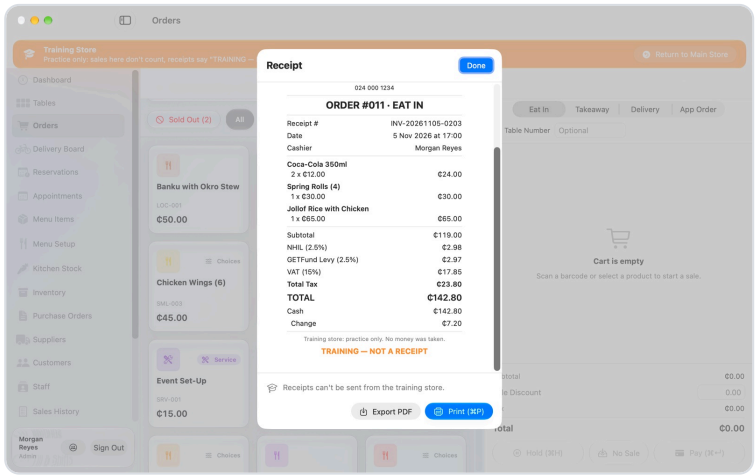
Settings > Training Store in your main store.



The training store: the orange bar and **Return to Main Store**.

22.2 What's different in the training store

- **Receipts** print **TRAINING — NOT A RECEIPT** at the top and bottom, so a practice receipt can never be mistaken for a real one. They print on your usual receipt printer.
- The **cash drawer never opens** — not on a cash sale, not with **No Sale**, not with **Test Drawer**.
- Receipts **can't be sent** by email, WhatsApp or SMS.
- **Reports** say "Training store (practice figures)", and there's no **Accounting Export**.
- **Nothing is backed up**, and nothing can be restored into it. Closing the till doesn't make a backup.
- It never appears in **Switch Store**, and **New Store…** is switched off.



A practice receipt: nothing to send, and marked as training.

22.3 Logins

Each time the training store opens, it copies every login from your main store: names, passwords, PINs, roles and who's switched off. A new cashier added in the main store can practise straight away. Changes made to

logins **inside** the training store don't last, and never reach the main store. The sample shop's own demo logins are switched off.

22.4 Going back, and starting again

Click **Return to Main Store** on the orange bar (or in **Settings > Training Store**, or **File > Return to Main Store**). The app restarts into your real store. Simply quitting works too: the app **always opens your real store** next time.

The training store remembers what was practised, so the next session carries on from there. To start again from a fresh sample shop, an admin clicks **Reset Training Store…** and confirms **Reset and Open**; everything practised is thrown away. **Cancel** is the default button.

23. Several tills: the store server

A shop with two or more tills can run them all from the same stock, prices, customers and logins. It works like QuickBooks POS Multi-User: one Mac is the **store server** and keeps the store; the other Macs are **tills** that connect to it over the shop's network. The server Mac can be a till too, or be kept as a dedicated server nobody sells on. A shop with one Mac doesn't need any of this and carries on exactly as before.

	Store server Mac	Other tills
Selling, held sales, customers, appointments	Yes, if it's set up to sell	Yes. Held sales and new customers are kept on the server, so any till can recall or find them
Refunds, voids, credit sales, account payments, points, admin approvals	Yes, if it sells	Yes, while connected to the server
Products, stock, purchase orders, suppliers, staff, taxes, settings	Admins	Admins, while connected. If someone saved the same thing first, the till says so (section 23.5)
Reports, Audit Log, accounting export	Admins, whole shop	Admins, whole shop
Taking and paying orders while the server can't be reached	Yes, if it sells (its app starts the server again)	Yes, on its own tables and at the counter: they wait on the till and are sent when the server is back (section 23.6)
Backups and restore	Nightly backup; restore is done here	Admins can take a backup now (it's made on the server)

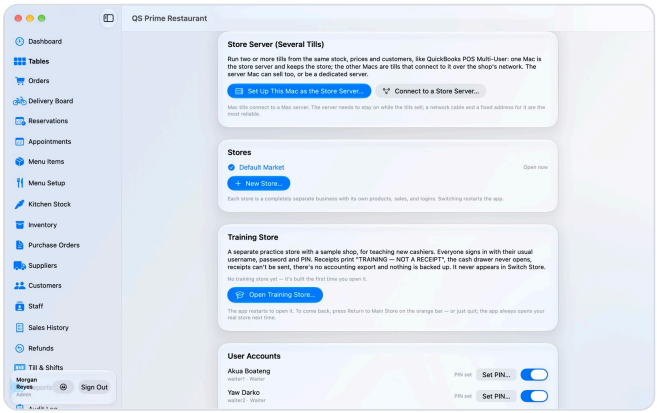
23.1 What you need

- A **Multi-User licence** for the shop, which says how many tills it covers (section 24). It's entered once, on the server Mac. The other tills don't need a key of their own.
- All the Macs on the **same network**, running the **same version** of QS Prime Restaurant. A network cable to the server Mac is the most reliable, and a fixed address for it (set on your router) stops tills losing it. Guest Wi-Fi networks often stop devices seeing each other; use the shop's main network.
- The server Mac **switched on while the shop is open**. If the tills can't reach it they keep taking orders, but voids, refunds, phones and back-office work wait until it's back (section 23.6).

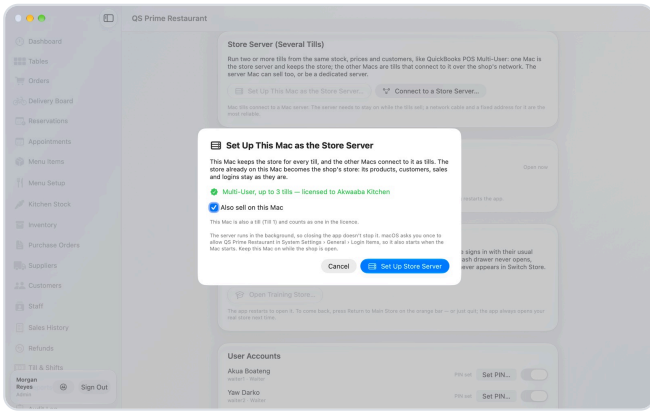
23.2 Setting up the store server

1. On the Mac that will be the server, enter the Multi-User licence key in **Settings > License**. (On a new Mac, the welcome screen's **Set Up as Store Server…** asks for it, then you create your store or restore your backup as usual.)
2. Close the till on this Mac if it's open, so today's cash count is finished.
3. In **Settings > Store Server**, click **Set Up This Mac as the Store Server…**.
4. Leave **Also sell on this Mac** on if people sell on it (it becomes **Till 1**), or switch it off for a dedicated server. Click **Set Up Store Server**.

5. The app restarts. The store that was on this Mac is now the shop's store: products, customers, sales and logins stay as they were.



Settings > Store Server on a Mac with one till.



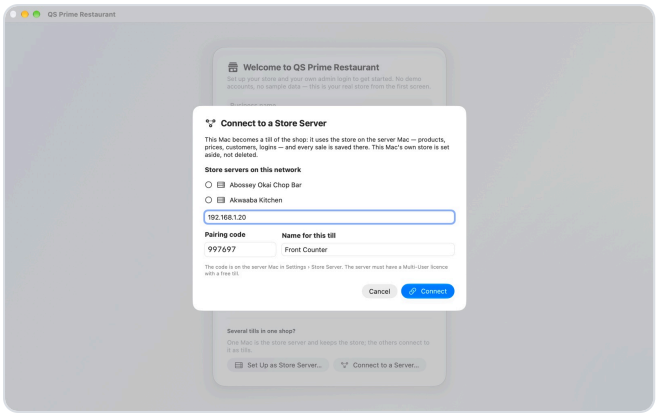
Setting up the store server.

> **Starting with the Mac, before anyone signs in**
> The server runs in the background, so quitting the app doesn't stop it and the other tills keep working. The first time, macOS asks you to allow **QS Prime Restaurant** in **System Settings > General > Login Items** (an administrator's password may be needed). Once that's allowed, the server also starts when the Mac starts, even before anyone signs in. Until then it runs while this Mac is signed in, and **Settings > Store Server** says so with an **Open Login Items** button.

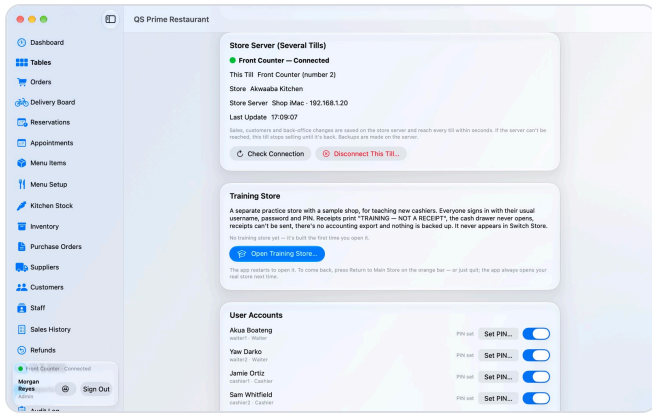
23.3 Connecting a till

1. Install QS Prime Restaurant on the other Mac and open it.
2. On the welcome screen click **Connect to a Server…** (on a Mac already in use: **Settings > Store Server > Connect to a Store Server…**).
3. Choose the shop's server in the list, or type its address (shown on the server Mac in **Settings > Store Server**).
4. Type the six-digit **pairing code** from the server Mac, give the till a name if you like (for example **Front Counter**), and click **Connect**.
5. The till downloads the store and restarts. Sign in with the shop's usual logins.

Each pairing code works once, and five wrong tries make the server choose a new one, so nobody else on the network can join. Everything the tills and the server send each other is encrypted.



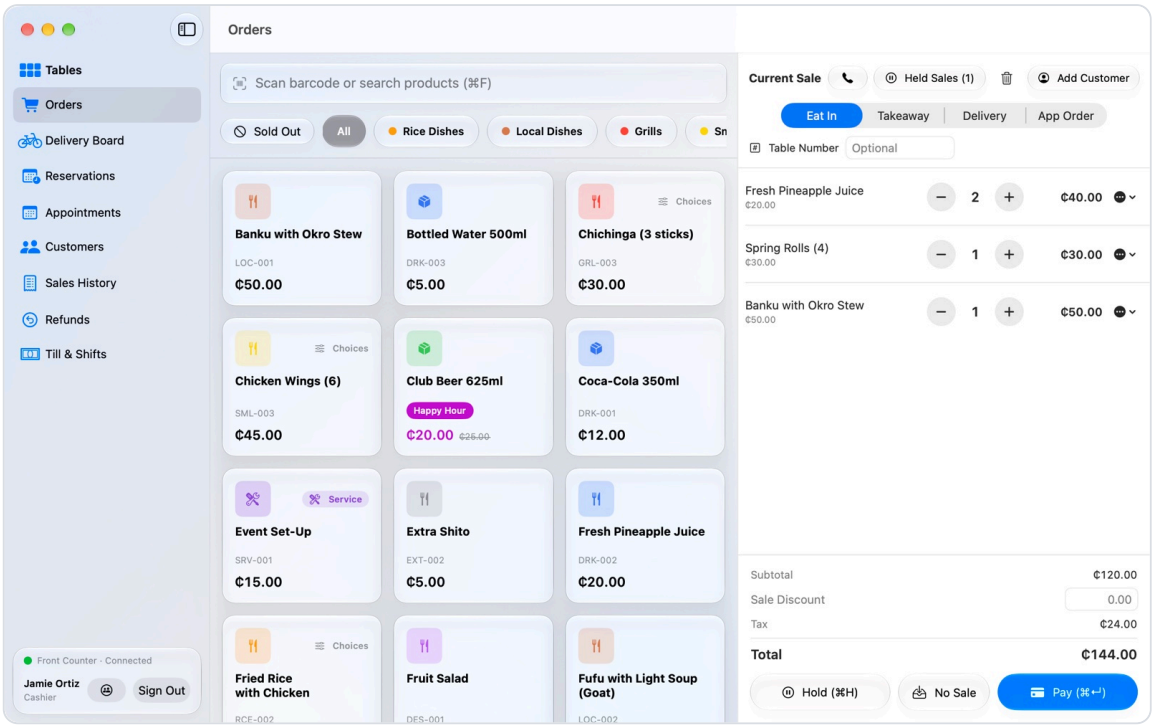
Connecting a till: the server, the pairing code and the till's name.



Settings > Store Server on a till.

23.4 Selling on several tills

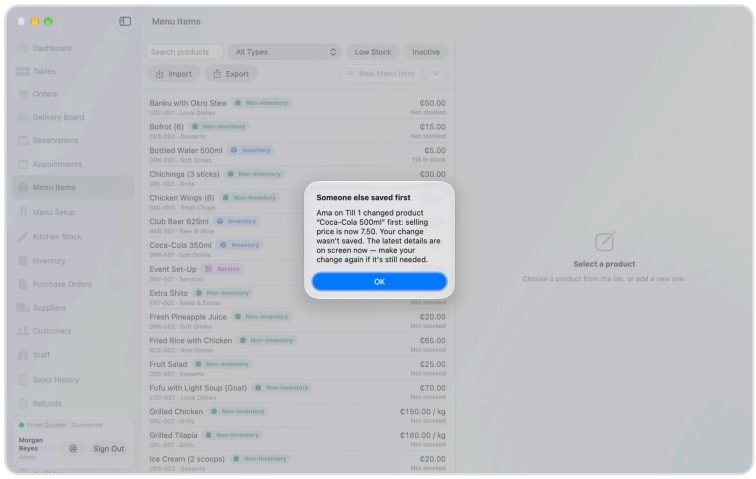
- Each till opens and closes **its own till shift** and counts **its own cash** (section 7), so several cashiers can work at once. **Till & Shifts** lists the other tills that are open, but only the till that opened a shift can pay cash in or out of it, or count and close it.
- Receipt numbers carry the till's number, like **T2-20261004-0014**, so two tills never print the same number.
- Prices, products, customers, open tables and settings changed on any till reach every other till within seconds. Each till keeps its own **receipt printer** and **cash drawer** settings. Kitchen printers are shared, on the server Mac (section 23.12).
- Stock is shared. If two tills sell the last one at the same moment, the second is told how many are left, unless the store allows selling into negative stock.
- The light at the bottom of the sidebar shows which till this is and whether it's **Connected**.



Selling on the Front Counter till. The light at the bottom left says it's connected to the server.

23.5 "Someone else saved first"

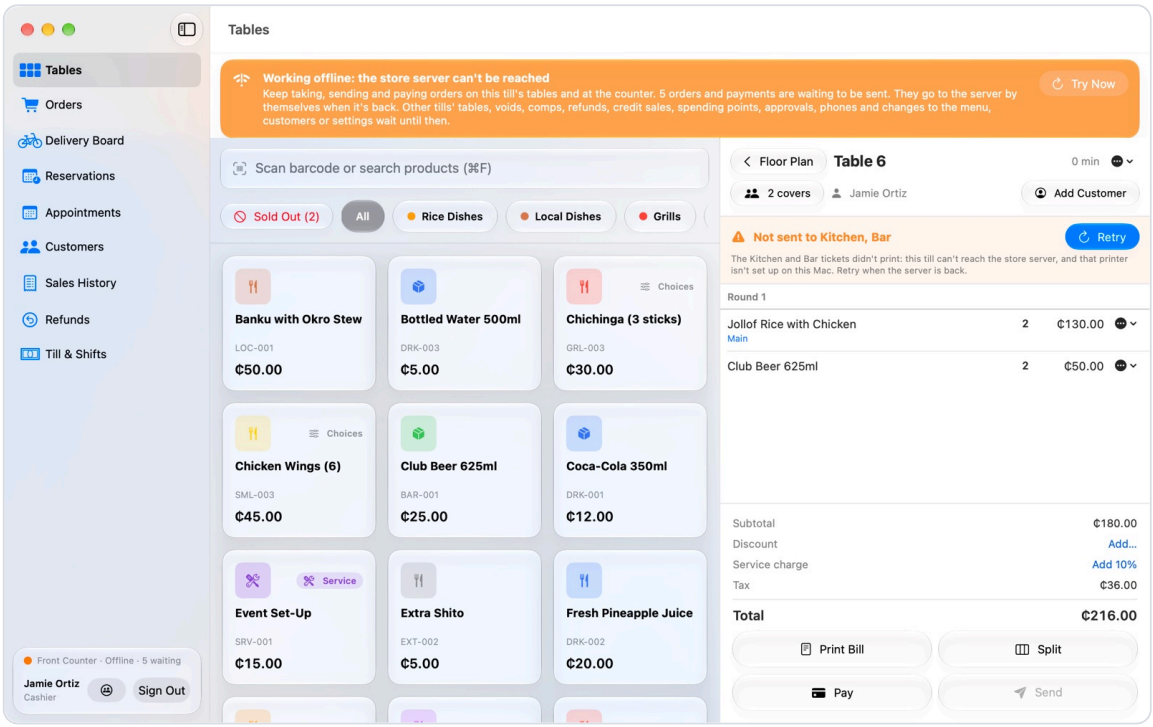
Admins can do the back office from any till. If two people change the same thing — the same product's price, say — the first save wins and the second person is told who changed what, instead of one silently overwriting the other. The screen then shows the latest details: make your change again if it's still needed. Changes to different things, like one person editing a product's name while a till sells it, are both kept.



Another admin changed the price first.

23.6 Working offline: when a till can't reach the server

If the server Mac is switched off, asleep or off the network, a till **keeps working**. An orange bar says **Working offline**, and the light at the bottom of the sidebar turns orange and counts what's waiting, for example **Offline · 4 waiting**. Orders are kept on the till's Mac, receipts print and the drawer opens as usual, and the till uses its own receipt numbers, so nothing clashes with the other tills.



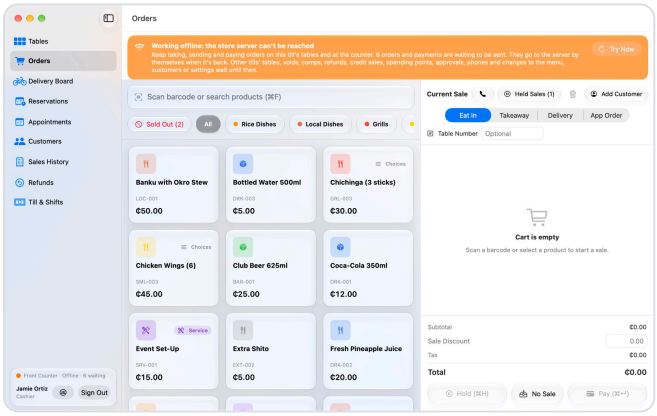
Offline: Table 6 is opened and sent. The station printers aren't set up on this Mac, so the round waits under Not sent with Retry.

Tables offline. A till keeps working on **its own tables** (the ones it last opened) and can open new ones. Another till's tables wait, because that till may be working on them too: opening one says so. When the

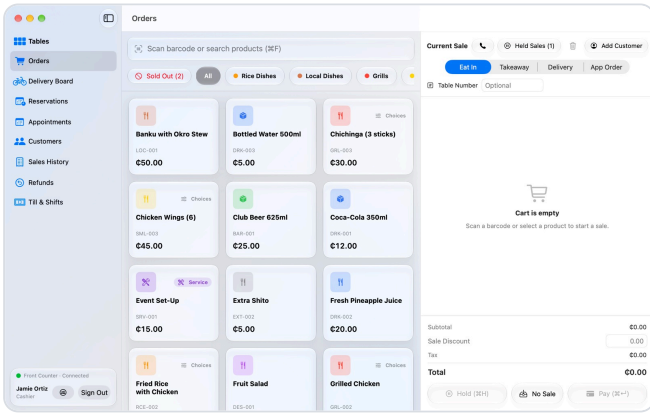
server is back, the till asks for its tables again as usual. If someone opened the same table on another till meanwhile, both meals stand: the one from the offline till comes off the floor plan and stays in **Open Tables** under its own name, for example "Table 8 (Bar Till)", ready to pay or to move to a table, and the Audit Log says so.

Kitchen tickets offline. Tickets normally print through the server Mac. Offline, a till prints on the station's printer itself if that printer is also set up on this Mac (same printer name in System Settings > Printers). If it isn't, the round is still sent and shows **Not sent to Kitchen — Retry**: tell the kitchen, and tap **Retry** when the server is back. To be safe, set up each kitchen printer on the tills too.

The till keeps trying every few seconds, and **Try Now** checks straight away. When the server is back, what was waiting goes to it by itself, oldest first, and the light turns green again. Each thing reaches the server **once**, even if the connection drops while it's being sent or the Mac is restarted, because it's kept on disk until the server has it. It then appears on the other tills, the floor plan, Sales History, stock and End of Day as usual.

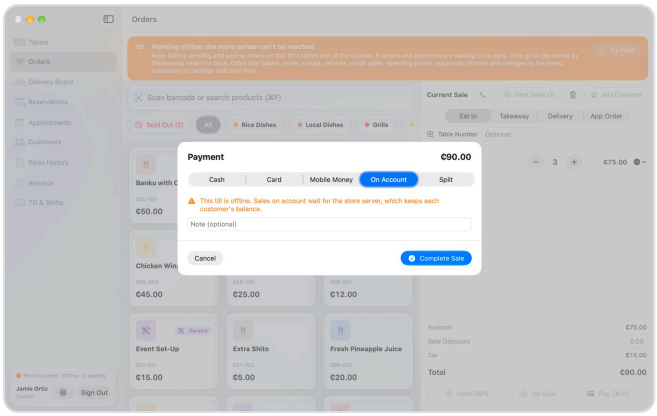


Offline, with orders and payments waiting.

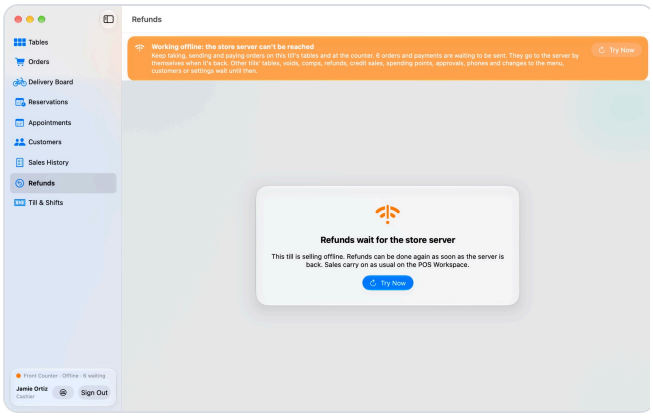


Back online: everything has been sent.

What works offline: opening this till, taking orders at the counter and on this till's tables, Send, Hold and Fire, printing the bill, splitting it and paying it (cash, card, mobile money or other, in several payments if needed), tips, service charge as it is, earning loyalty points, phone and delivery orders and moving them along the board, riders paying in, seating a booked guest, Paid In and Paid Out, and holding and recalling sales. **What waits for the server** (the till says so if you try): other tills' tables and Take Over, voids, comps, discounts, moving, merging and cancelling tables, refunds, sales **On Account** and account payments, spending points, admin approvals (PINs), new customers (a phone order from a new caller keeps the name and number on the order), bookings, waste, stock counts and batches, and every change to the menu, stock, staff, taxes and settings. These need the server because every till relies on the same balances, stock and tables. Opening a till offline leaves yesterday's sold out list as it was; the next till opened online clears it.



On Account waits for the server.



Refunds wait for the server.

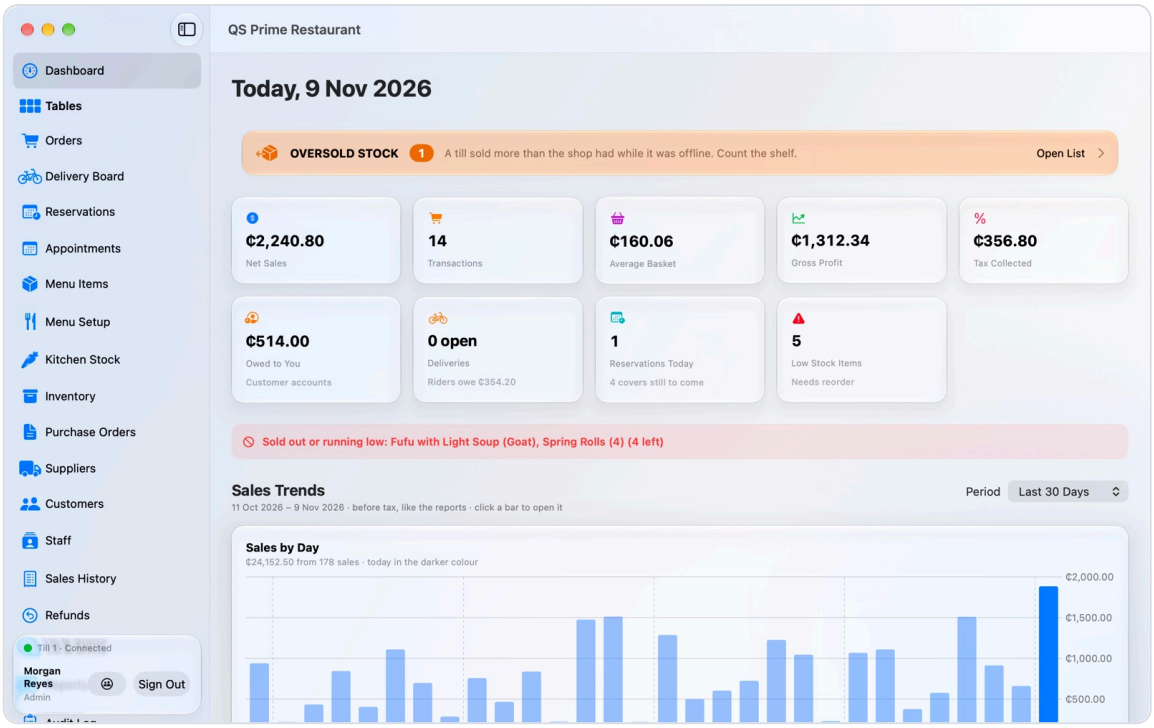
Waiter phones and the kitchen screen need the server, since it's the server that serves them. If they can't reach it, they say so: take orders on a till until it's back. If only one till has lost the server, the phones keep working.

> **Don't disconnect a till with orders waiting**
> They would be lost. **Disconnect This Till…** warns first and offers **Keep Them**. Bring the server back instead (or the till back onto the restaurant's network), and they're sent by themselves. A backup isn't made on the server while a till is offline; the server's nightly backup includes everything once it arrives.

A red bar, **Selling is stopped on this till**, still appears when the server answers but won't let the till in: the till was removed, the licence is missing, or the server is on a different version. Those need putting right on the server Mac (section 25).

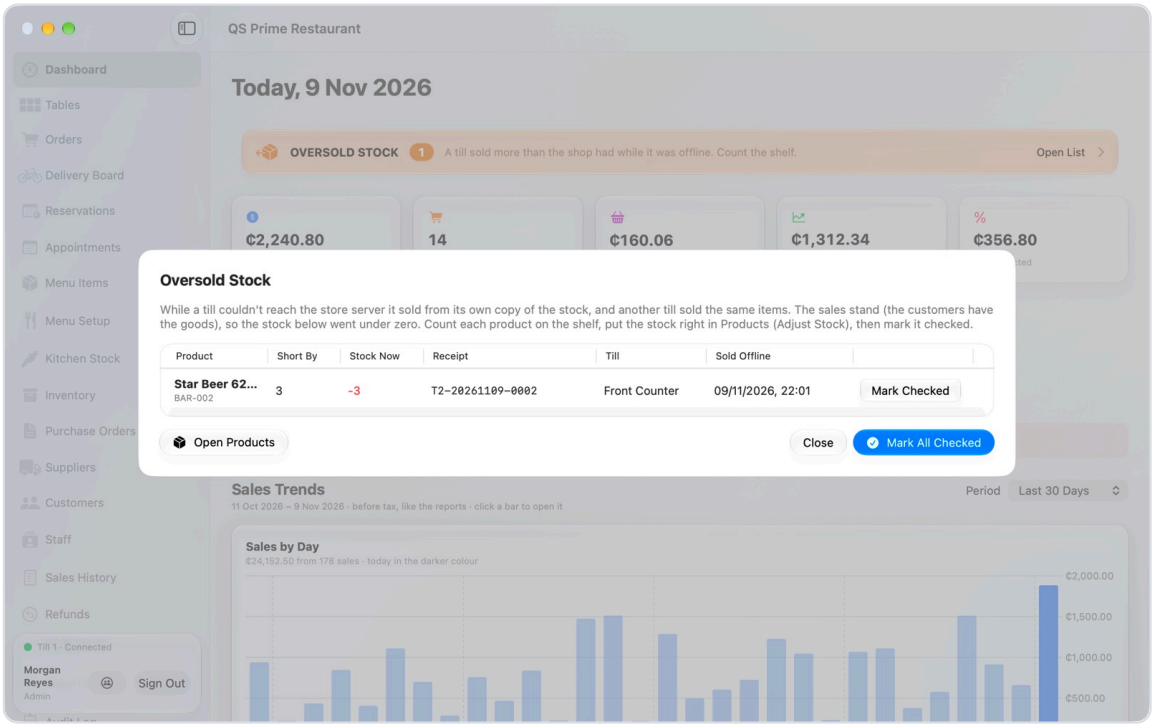
23.7 Oversold stock

An offline till sells from its own copy of the stock. If another till sold the same items meanwhile, there may not have been enough for both. The sale stands, since the guest has the drinks and the money is in, so the stock goes below zero and the Dashboard shows **OVERSOLD STOCK** to admins, with how many items to check. (Restaurants that allow selling into negative stock don't get this list. Dishes made from recipes aren't on it either, since their ingredients can already go below zero.)



The Dashboard after an offline till sold the last Star Beer the server Mac had sold too.

Click it to see each item, how many it was short by, the stock now, the receipt, the till and when it was sold. Count it on the shelf, put the stock right (**Adjust Stock**), then click **Mark Checked** (or **Mark All Checked**). The **Oversold Stock** report in Reports lists them all for any dates, checked or not, and exports like every report.

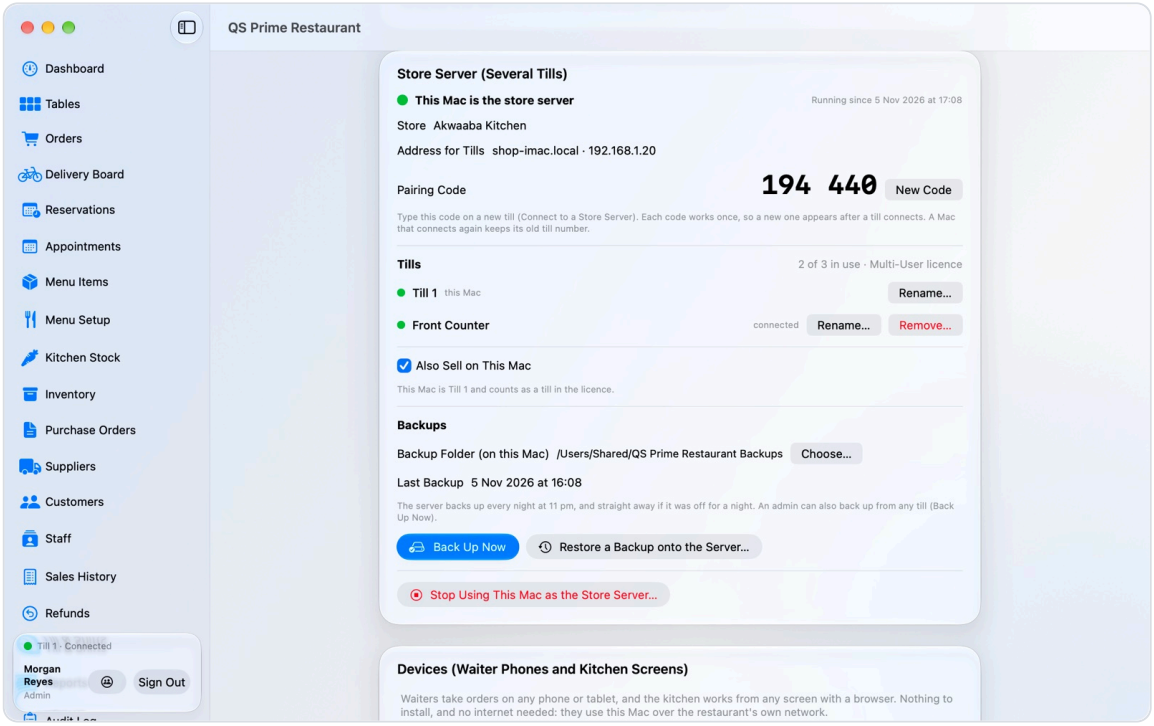


The Oversold Stock list.

23.8 Settings > Store Server on the server Mac

- **Address for Tills** and the **Pairing Code** (**New Code** picks another).

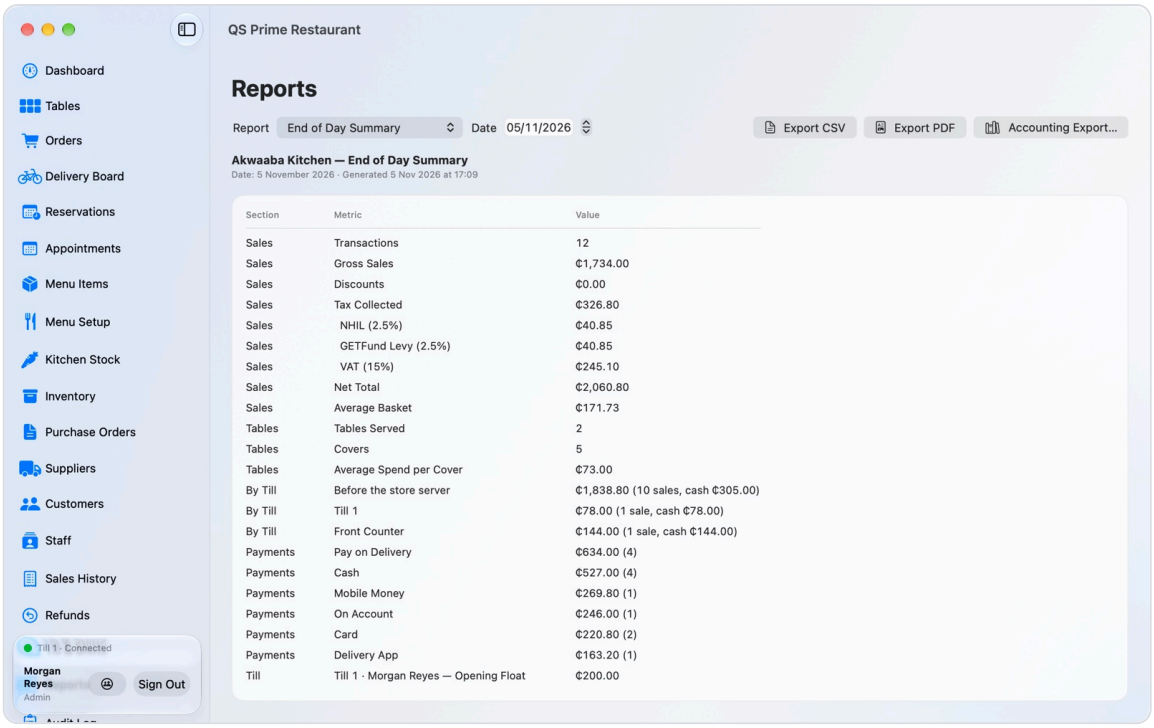
- **Tills**: each till with when it was last seen, **Rename…** and **Remove…** (a removed till stops selling and frees its place in the licence), and how many of the licence's tills are in use.
- **Also Sell on This Mac**: switch off for a dedicated server. The POS, Till and Refunds screens are then hidden on this Mac; the back office stays.
- **Backups** (section 23.9) and **Stop Using This Mac as the Store Server…** (section 23.10).



The server Mac: pairing code, tills, backups.

23.9 End of day and backups

End of Day Summary covers the whole shop and adds a **By Till** row for each till: what it took, how many sales and how much cash. Each till's opening float, expected and counted cash are listed under its name. The Dashboard lists every open till.



End of Day with a row per till.

The store server backs the shop up **every night at 11 pm**, and straight away if it was off for a night. Backups go to **/Users/Shared/QS Prime Restaurant Backups** on the server Mac unless you choose another folder in **Settings > Store Server > Backups** (a folder you'd chosen before setting up the server is kept). An admin can also click **Back Up Now** on any till; the backup is made on the server. Closing a till asks the server for a backup too (**Ask the Server for a Backup When a Till Is Closed**).

To restore, use **Restore a Backup onto the Server…** on the server Mac. The server switches to the backup straight away, and every till downloads it and restarts. The store the server had is kept on the Mac, not deleted.

23.10 Moving the server, and stopping

- **Moving to a new server Mac:** back up on the old server, restore the backup on the new Mac, enter the Multi-User key there and set it up as the store server, then connect the tills to it with its pairing code (disconnect them from the old server first).
- **Disconnect This Till…** (Settings > Store Server on a till) turns the Mac back into a one-till Mac with its own store and its own licence or trial.
- **Stop Using This Mac as the Store Server…** turns the server Mac back into a one-till Mac with the whole shop's store, every till's sales included. The other tills stop selling until they're disconnected.

> **Upgrading a one-till shop**
>
> Ask for a Multi-User licence (sales@qsprimepos.com, or call or WhatsApp 026 477 7748), enter it on the Mac that's been your till, set it up as the store server, and connect the new tills. Nothing needs to be moved or re-entered.

23.11 Tables on several tills

Every till shows the same floor plan, live. A table opened at the bar can have its next round added at the main till, and be paid at either. Each part of a split bill can be paid on a different till; the cash goes into the

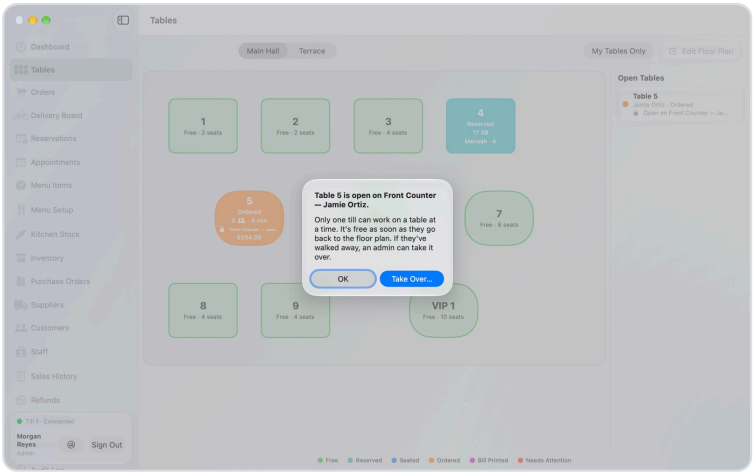
shift of the till that took it.

Only one till can work on a table at a time. A table is held from the moment someone opens its order until they go back to the floor plan, or the table is paid or cancelled. Other tills see who has it on the table and in **Open Tables**, and can still see its status and total.



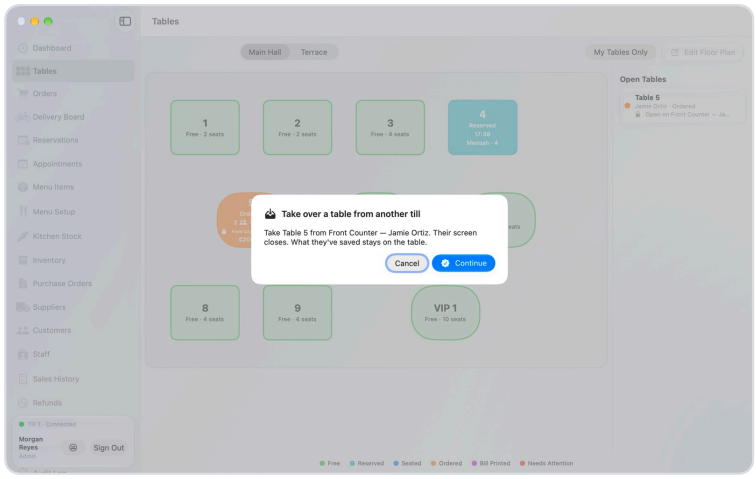
Table 5 is open on Front Counter, so the padlock and the till's name are on the table. Its total keeps up as they add to it.

Click a table someone else has, and the till says who, for example **Table 5 is open on Front Counter — Jamie Ortiz**. It's free as soon as they go back to the floor plan. If a till is switched off or loses the network, its tables free themselves within about 15 seconds.

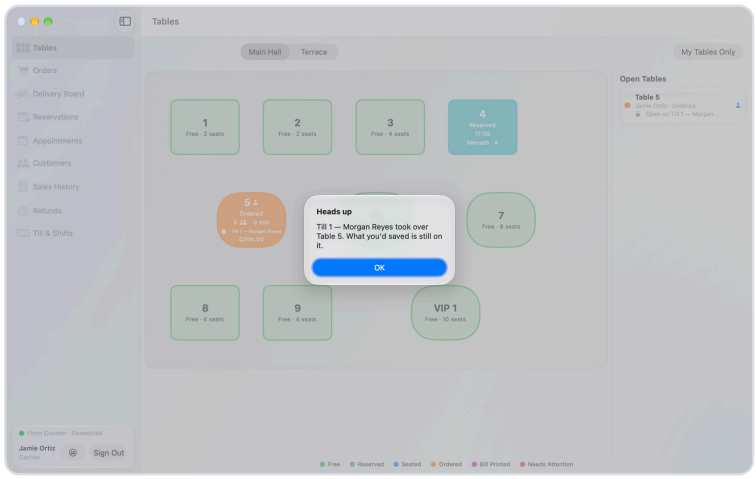


Another till has this table.

Take Over… is for when someone has walked away and left a table open on their screen. It needs an admin or an admin's PIN, and goes in the Audit Log. The other till goes back to its floor plan and says who took the table. Everything they'd already saved stays on the order, and every change is saved as it's made, so nothing is lost.



Taking a table over from another till.



What the other till sees.

Some things can only be settled by the server, because each till's copy can be a couple of seconds behind:

- If two tills open the same free table at the same moment, the second is told it has just been opened, and goes back to the floor plan.
- If two tills send the last bottle at the same moment, the second is told how many are left and its line stays unsent, unless the store allows selling into negative stock. Paying a table is never refused for stock: the food has already been eaten.

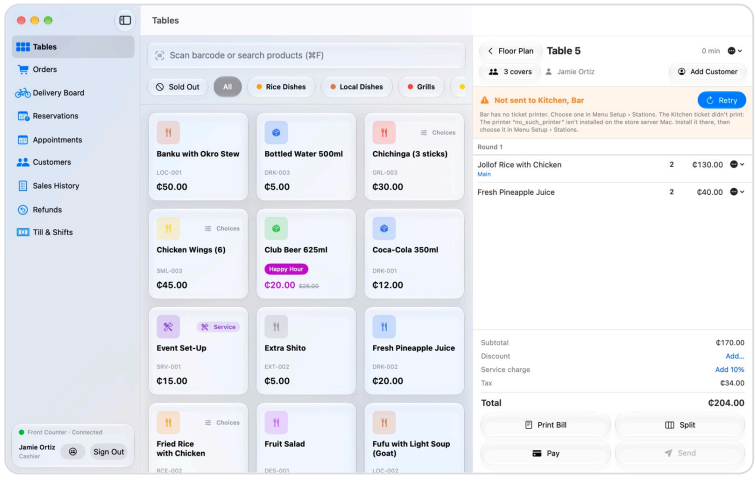
Closing a till with tables still open: a table belongs to the till that last opened it. When the bar closes for the night, open each of its tables on a till that's staying open, and they move there. Then the bar can close.

23.12 Kitchen printers on the server Mac

The store server owns the kitchen printers. Every till's **Send**, **Fire**, void and counter order goes to the server, which prints at the station, so a till needs no connection of its own to a kitchen printer.

- **Install each ticket printer on the server Mac** (**System Settings › Printers & Scanners**). A network printer is best. **Menu Setup › Stations** lists the server Mac's printers on any till, and **Test Print** prints through the server too.
- The server Mac must be on for tickets to print, as for selling (section 23.6).
- Receipt printers and cash drawers stay with each till.

If the server can't print a ticket, the order is safe. The round stays sent, every till shows **Not sent to Kitchen** on that table, and **Retry** on any till prints only the tickets that are still owed. If the answer from the server gets lost on the network and the till asks again, the ticket isn't printed twice.



The server couldn't print: the round is safe, and Retry prints what's owed.

23.13 Waiter phones and the kitchen screen

Waiters can take orders at the table on any phone or tablet, and the kitchen can work from a screen instead of paper. There's nothing to install and no internet is needed: the store server shows the pages to devices on the restaurant's own network. Anyone outside that network gets nothing.

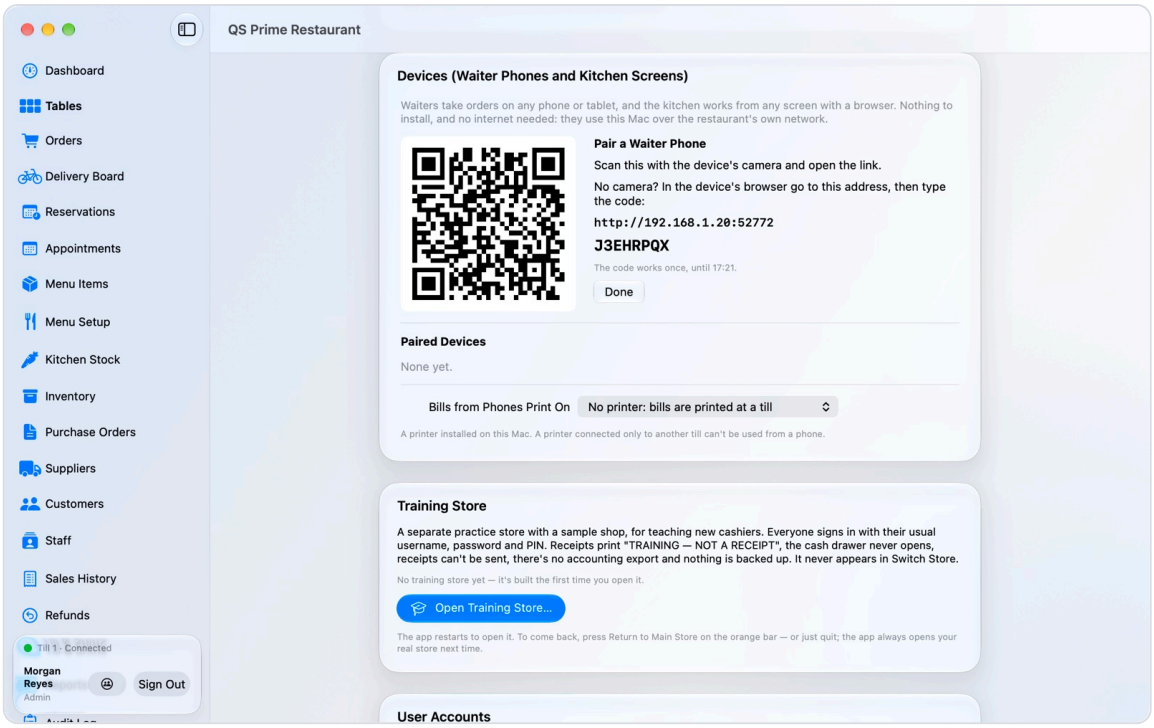
This needs a store server, so a Multi-User licence (section 23.1). Phones and kitchen screens don't use up till places. At least one till must be open before a table can be opened from a phone, and payment stays at the tills.

> **Before you start**
>
> Give the server Mac a fixed address on the network (your router calls this a reserved or static address). A paired device remembers the address, so if it changes, each device has to be paired again. Use Wi-Fi with a password, and keep guests on a separate guest network: someone on the same Wi-Fi can't place or change an order, but could read one.

23.14 Pairing a phone or a kitchen screen

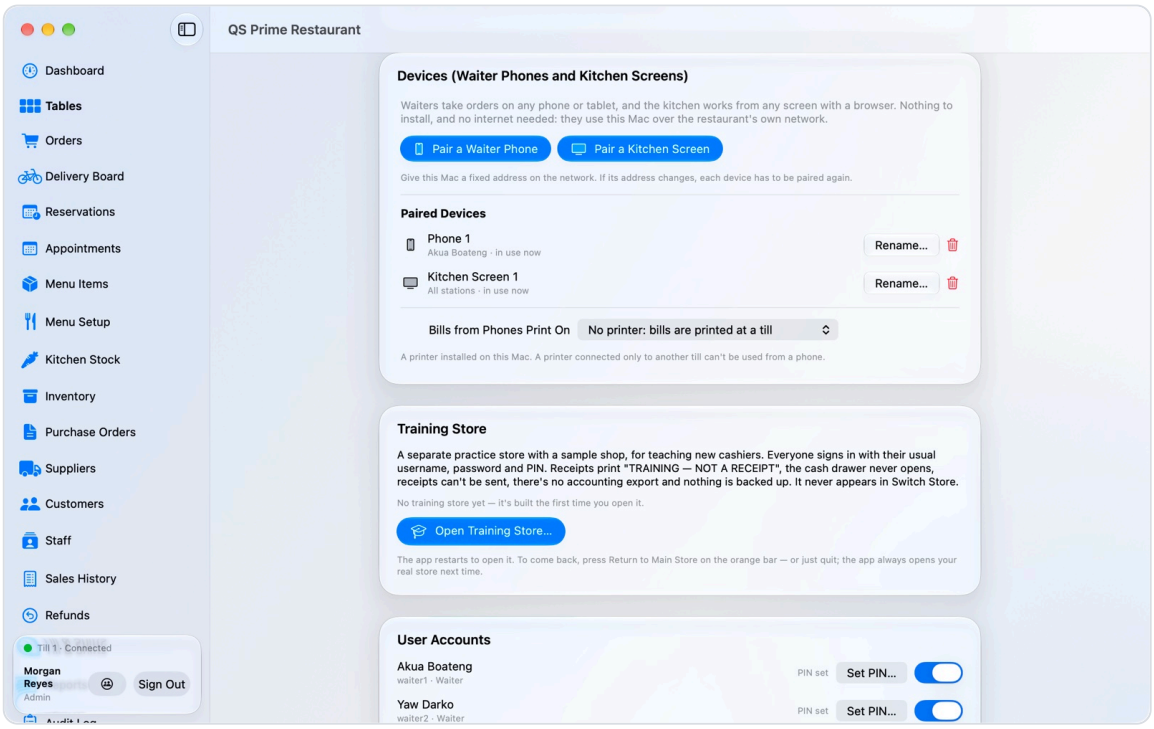
1. On the server Mac, open **Settings › Devices** and press **Pair a Waiter Phone** or **Pair a Kitchen Screen**. (This is on the server Mac only.)
2. Scan the QR code with the device's camera and open the link. On a screen with no camera, such as a TV box, type the address shown into its browser, then the eight-letter code.

A code works once and runs out after ten minutes. A device that hasn't been paired sees only the pairing page, and none of the restaurant's information.



Settings › Devices with a pairing code waiting.

The list below the code shows every paired device, who's signed in or which station it shows, and when it was last used. **Rename…** gives it a useful name, such as Ama's Phone. The bin removes it: it stops working straight away, and the orders it took are kept.



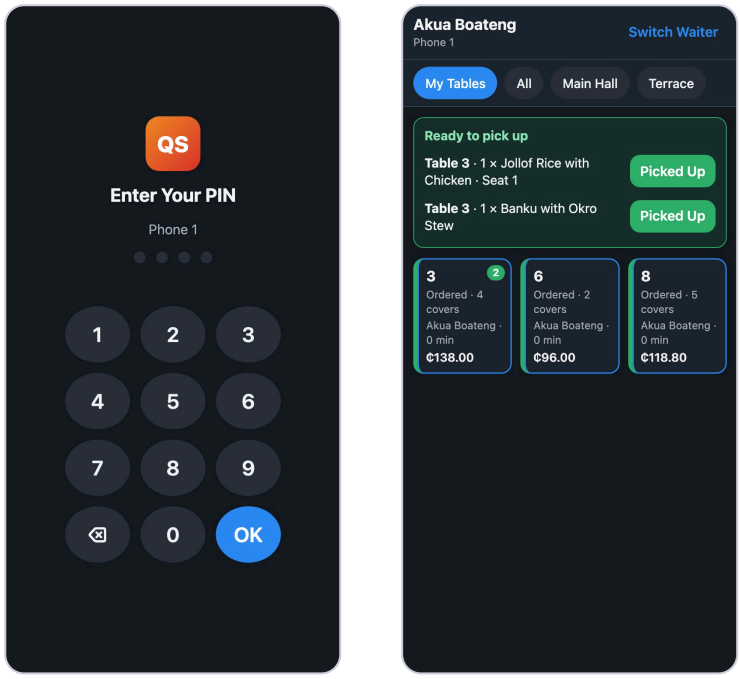
Two devices paired, and the printer for bills from phones.

Bills from Phones Print On chooses a printer installed on the server Mac. A printer connected only to another till can't be reached from a phone. With none chosen, bills are printed at a till.

If a phone forgets

A phone keeps its pairing in the browser. Clearing the browser's data forgets it, and Safari on an iPhone can do the same after a week or two without use. If a phone goes back to the pairing page, just pair it again.

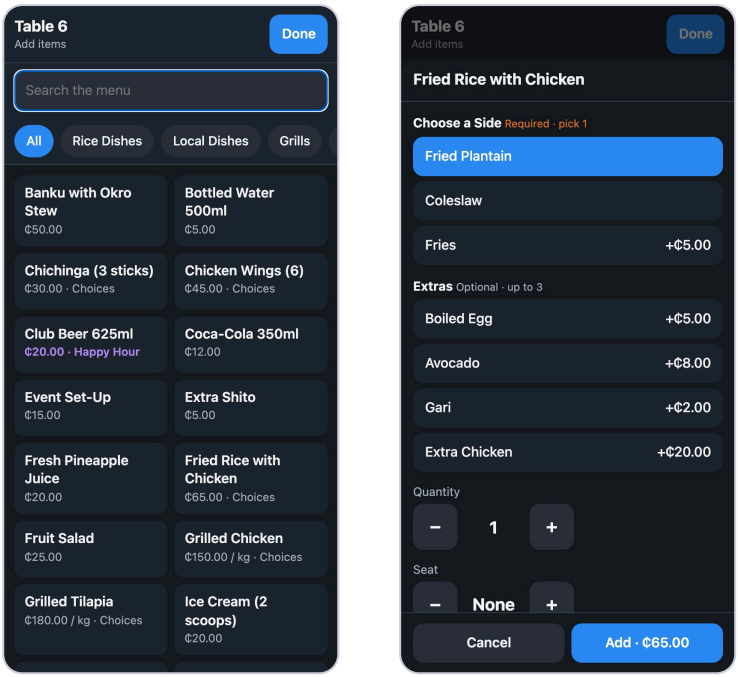
23.15 Taking an order on a phone



Signing in with a PIN, and the waiter's own tables with what's ready to pick up.

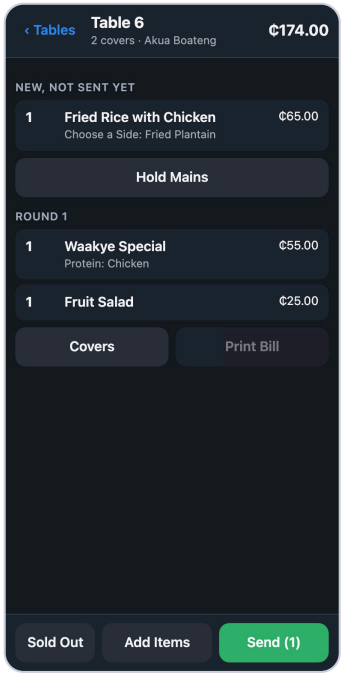
Signing in: each waiter uses their own PIN, set in **Settings › Users**. A phone stays signed in until someone presses **Switch Waiter** or it's left untouched for an hour. After five wrong PINs it waits a minute.

Tables: My Tables shows the tables you opened; **All** and each area show the rest. The colours mean the same as on the tills. Tap a free table and say how many people are at it. Whoever opens a table is its waiter.



The menu, and an item with choices. Required choices must be picked before it can be added.

Add Items opens the menu. An item with no choices goes straight on with one tap. An item with choices, or sold by weight, opens a sheet for them, with the quantity, seat and a note for the kitchen. Items that have run out show **Sold out**. Prices and rules come from the server, the same as on the tills.



A table: what's new, and each round already sent. The total at the top includes tax and service charge, like the bill.

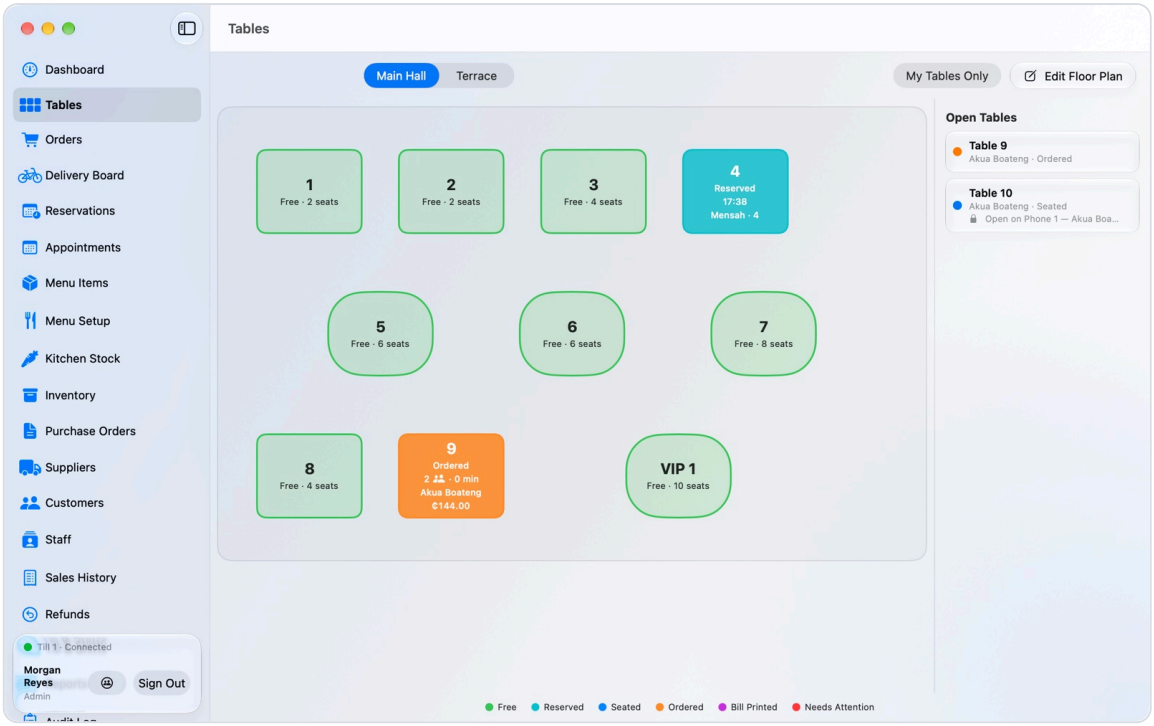
Send sends the new items to the kitchen as the next round. Until then, tap a new item to change its quantity, seat, course or note, or to remove it. **Hold Mains** sends them marked HOLD, and **Fire Mains** tells the kitchen to start them (section 5.4). If a printer fails, the round is still safe: the phone says **Not sent to Kitchen**, with **Retry**.

Print Bill prints the bill on the printer chosen in Settings › Devices. Voids, comps, discounts, moving tables and split bills stay on the tills. **Payment isn't taken on the phone.**

Ready: when the kitchen marks a dish done on its screen, it shows as **READY** on the table, and under **Ready to pick up** on the waiter's tables; Android phones also vibrate. Press **Picked Up** once you have it.

23.16 One person on a table at a time

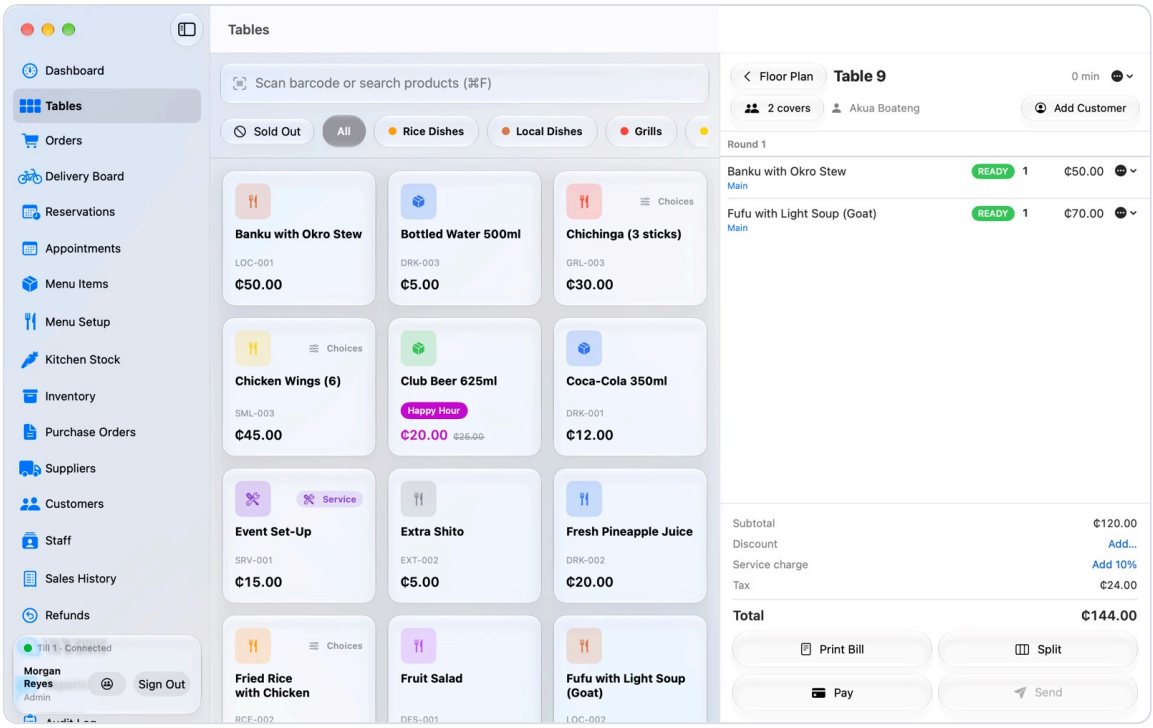
Phones follow the same rule as tills (section 23.11). A table is held from the moment someone opens it on a phone or a till until they go back to the floor plan. Everyone else sees who has it, for example **Open on Phone 1 — Ama**, and is told if they tap it. If a phone is switched off, drops off the Wi-Fi or is put in a pocket on that table, the table frees itself in about 15 seconds.



On a till, Open Tables shows that Table 10 is open on a phone. The till's floor plan shows the same on the table.

An admin can take a table over from a phone at a till with **Take Over…**, as with another till. The phone goes back to its floor plan and says who has it.

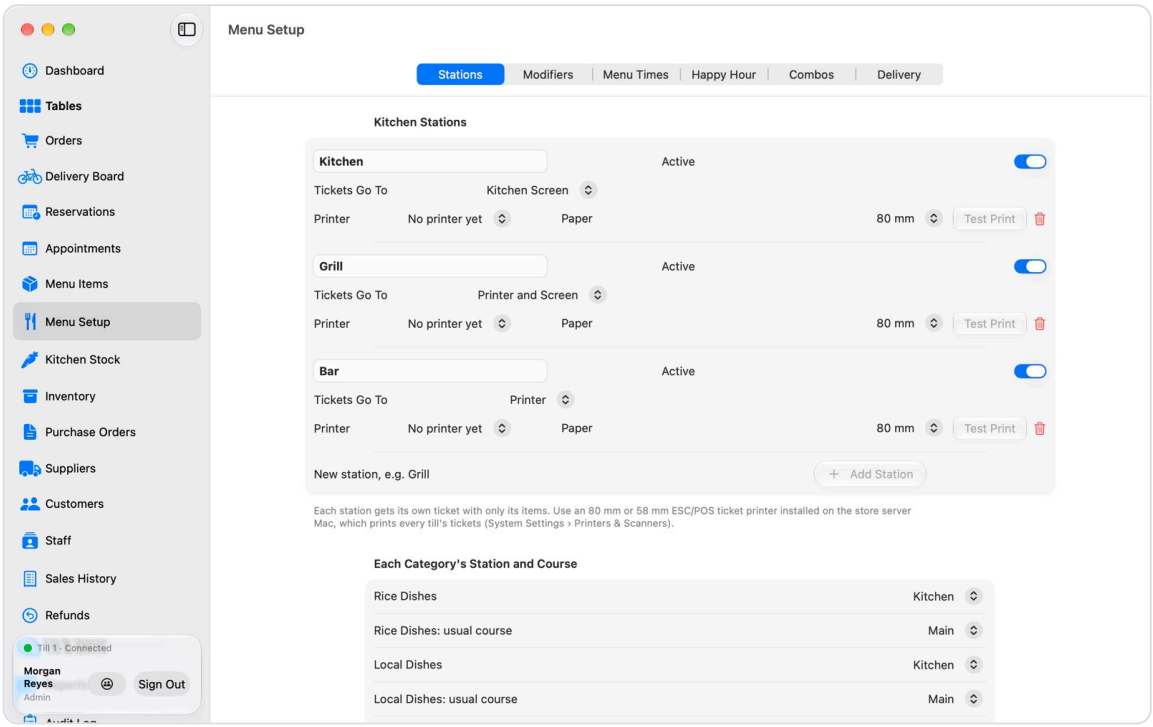
Closing a till: a table opened on a phone belongs to the till that's open, or the lowest-numbered one if several are. Tables from phones can be paid on any till. A till that has them can't close until each is paid, or opened on a till that's staying open.



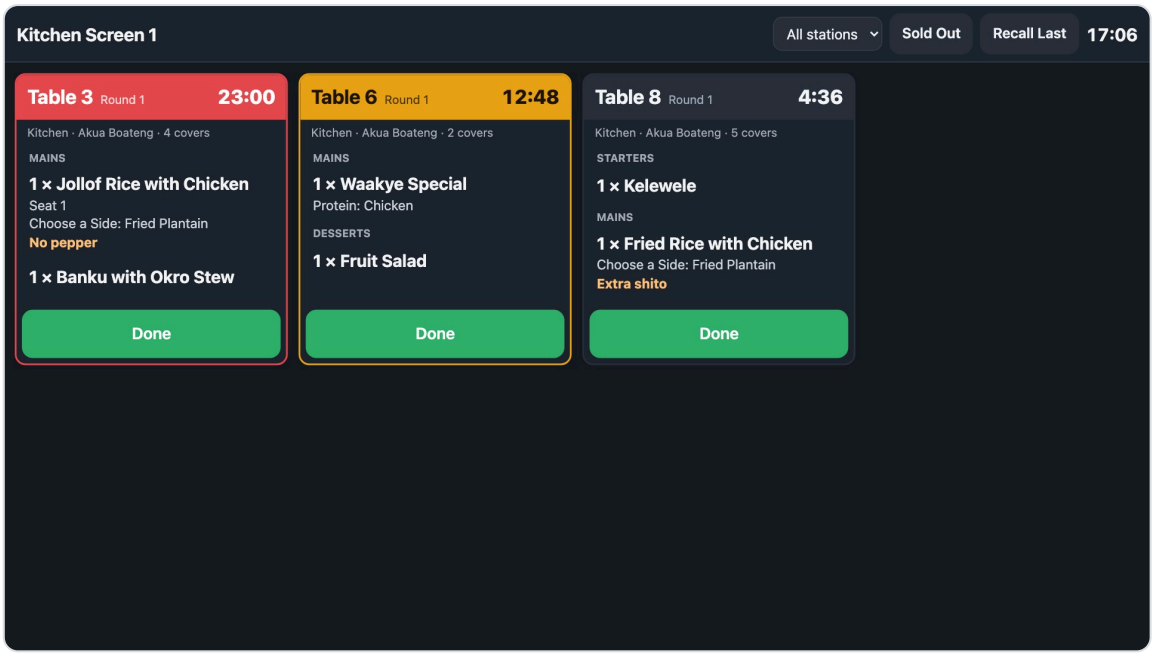
A table from a phone on a till, with the kitchen's READY on each dish.

23.17 The kitchen screen

Any screen with a browser will do: a TV with a cheap Android box, a tablet or an old laptop. Choose how each station gets its tickets in **Menu Setup › Stations**: **Printer**, **Kitchen Screen**, or **Printer and Screen**. A station on Kitchen Screen needs no printer. If the Mac ever stops being a store server, stations go back to printing, because the screen comes from the server.



Each station chooses printer, screen or both.



The kitchen screen. Oldest first, and the timer's colour shows how long each ticket has waited.

- **Tickets** appear by themselves within about two seconds, oldest first, with a short beep once someone has tapped the screen (browsers stay silent until then). Tickets from tills, phones and paid counter orders all come here.
- **The timer** turns amber after 10 minutes and red after 20. Change these in **Settings › Orders & Kitchen**.
- **Tap an item** to mark it done, and tap again to undo it. **Done** finishes the whole ticket, as does marking its last item. The waiter sees READY at once.
- **Recall Last** brings back the station's last finished ticket with its items not done, and takes READY back off the waiter's phone.
- **The station list** at the top chooses what this screen shows: one station, or all of them. It remembers the choice.
- **HOLD** items wait on the ticket and aren't marked done. When they're fired, they move to a **FIRE** ticket. **VOID**, **MOVED** and **CANCELLED** notes show in red, with a **Clear** button; a cancelled table's other tickets go by themselves, and a voided item is struck through.

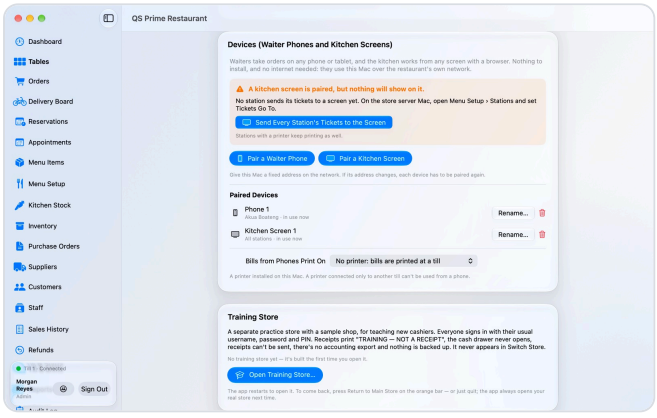
A kitchen screen needs no PIN, so hands stay free. Anyone who can touch it can mark tickets done. If it loses the server it says so in red, and picks up where it was when the server is back.

Average Ticket Time on the Dashboard shows the minutes from a ticket going up to Done, by station and hour. Notes and cancelled tables aren't counted.

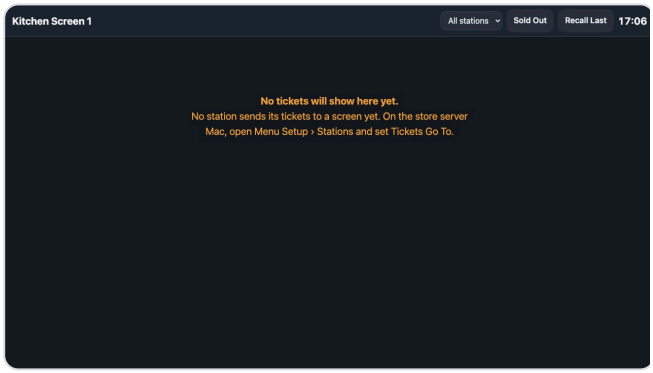


Ticket times, from the kitchen screen. Click a bar for that hour's sales.

If the screen shows no tickets. Pairing a screen doesn't change where tickets go, and a station prints until it's told otherwise. So when a kitchen screen is paired and no station sends to a screen, **Settings › Devices** warns you, with a button that sends every station's tickets to the screen (a station with a printer keeps printing too). The empty screen itself says why, and so does one set to a station that only prints. To choose station by station, use **Menu Setup › Stations › Tickets Go To**.

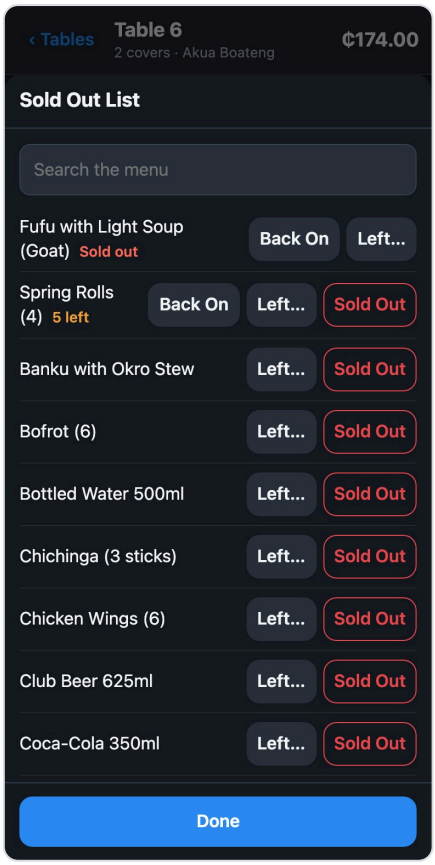


The warning in Settings › Devices.



The screen says why it's empty.

The kitchen can mark items sold out from here too: **Sold Out** at the top of the screen opens the same list as on a till (section 4.9).



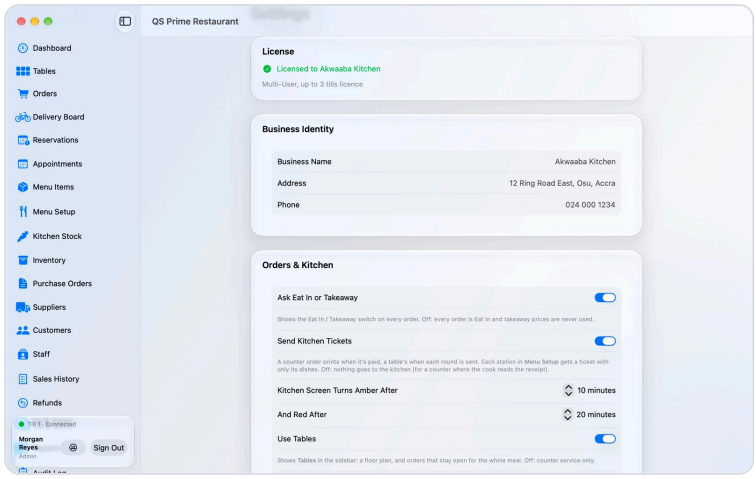
The Sold Out list on a phone.

24. 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. There are two kinds of licence:

Licence	What it covers
Single-User	One Mac selling on its own. A QS Prime Restaurant key; a QS Prime POS key doesn't unlock it.
Multi-User	A store server and its tills, up to the number of tills on the licence (the server Mac counts as one when it also sells). Enter it on the server Mac only; the tills are covered through the server. It also licenses the server Mac itself.

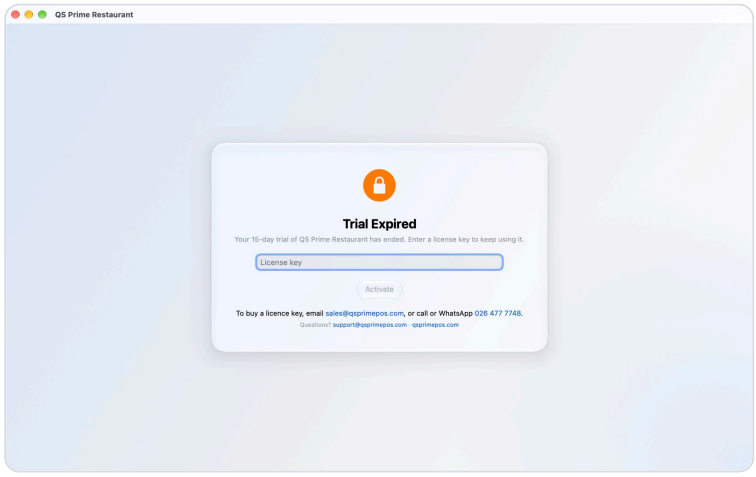
The 15-day trial is for one Mac selling on its own; setting up a store server needs a Multi-User licence. A till connected to a store server doesn't use its own trial or key. If the server's licence is missing, the tills say so and stop selling.



Settings > License on a store server with a Multi-User licence.

> **Buying a license key**
>
> Email **sales@qsprimepos.com**, or call or WhatsApp **026 477 7748**. Until the app is licensed, **Settings > License** and the activation screen show the same details, and clicking them starts the email or the WhatsApp chat. **Help > Email Sales About a Licence Key…** does the same.

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.

25. 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.
"Enter the customer's phone number" or "Enter where it's going" at Pay	A delivery needs a phone number and an address or landmark. Click **Change…** in the orange box above the cart (section 4.14).
The till won't close: "These orders are still on the order board"	Open the **Delivery Board** and mark them delivered or collected, or cancel them (section 4.16).
An order can't be cancelled: "rung up on" another till	Its sale is in that till's count, so cancel it there (section 4.16).
No riders to choose from	Open **Staff**, choose the person and turn on **Takes Deliveries** (section 14.1).
"That table is booked for…"	Another booking is within one sitting of that time. Choose another table or time, or change **A Sitting Lasts** in Settings (section 5.15).
An item can't be ordered and says it's sold out	Open **Sold Out** on the Orders screen and click **Back on the Menu**, or type a new count (section 4.9).
An item says it isn't on the menu now	It's outside its menu time. Check the time in **Menu Setup › Menu Times**, and the till's clock (section 8.5).
A kitchen screen stays on "No tickets"	The screen says why. Usually no station sends to a screen: use the button in **Settings › Devices**, or **Menu Setup › Stations › Tickets Go To** (section 23.17).
Happy hour prices don't show	Check its days and hours, that it's on, and that the item's category is ticked (section 8.6). A line already on an order keeps the price it was added at.
An ingredient or a batch shows a figure below zero	More was used than was recorded coming in: a delivery or a batch wasn't entered. Enter it, or put it right at the next stock count (section 12.7).
A recipe says a unit "can't be turned into" another	Weight only converts to weight and volume to volume. Use the unit the ingredient is kept in, or a piece count for something kept in pieces (section 12.4).
A stock item isn't offered on a till or phone	Ingredients and batches never are. To sell something, add it in **Menu Items** (section 8).
Tables says **Till is closed**	Open a till in **Till & Shifts** (section 7). A waiter asks a cashier to do it.
Close Till says tables are still open	Pay or cancel them (section 5.9). With several tills, you can instead open each one on a till that's staying open, and it moves there (section 23.11).

"Table 7 is open on Bar Till"	Another till is working on it. It's free when they go back to the floor plan. If they've walked away, an admin can choose **Take Over…** (section 23.11).
"Table 7 has just been opened"	Another till opened it at the same moment. Go back to the floor plan and open it from there (section 23.11).
A station's printer shows "(not connected)" on a till	Install the printer on the store server Mac, not the till, then choose it again (section 23.12).
A phone says "Can't reach the store server"	Check it's on the restaurant's Wi-Fi, not mobile data or the guest network, and that the server Mac is on. Some routers keep Wi-Fi devices apart ("client isolation" or "AP isolation"); switch that off.
A phone is back on the pairing page	The server Mac's address changed, the device was removed, or the browser cleared its storage. Pair it again (section 23.14), and give the Mac a fixed address.
"No till is open yet" on a phone	Open a till first. Every table belongs to an open till.
"No bill printer is set" on a phone	Choose one in Settings › Devices on the server Mac, or print the bill at a till.
Tickets don't reach the kitchen screen	Set the station to Kitchen Screen or Printer and Screen in Menu Setup › Stations, and check the screen's station list isn't showing a different station.
Hold Mains doesn't appear	Nothing unsent is in the Main course. Give the category a usual course in **Menu Setup › Stations**, or set it on the line.
A menu item can't be deleted	It's on an open table. Pay or cancel the table first.
The receipt says **Not sent to Grill**	That station's printer didn't print: check it's on, has paper and is connected, or choose its printer in **Menu Setup › Stations**, then click **Retry** (section 4.8).
Test Print prints odd characters or nothing	The station's printer must be an ESC/POS thermal receipt printer (most 80 mm and 58 mm kitchen printers are). Office printers can't print kitchen tickets.
An item doesn't ask for its choices	Switch its choice groups on in **Menu Items › Kitchen**, and check the group is **Active** and has choices (section 8.3).
Orders screen says **Till is closed**	Open a till in **Till & Shifts** (section 7).
"…isn't set up to buy on credit"	Turn on **Allow Credit** for the customer in **Customers** (section 13.1).
"…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 4.7).
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**.
An item won't scan	Check its **Barcode** in Menu Items matches the one on the bottle or pack, 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 Menu Items 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 11.1).
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 15.3).
"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 20.4).
"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 Menu Items (section 14.2).
"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 16.1).
"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 Menu Items (section 9).
"…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 Menu Items 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 20.8. Only QS Prime Restaurant backups made on a Mac restore here.
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 15.2).
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 24).
An orange **Training Store** bar is showing, or receipts say **TRAINING — NOT A RECEIPT**	You're in the training store. Click **Return to Main Store**, or quit and reopen the app (section 22).
A cashier can't sign in to the training store	Logins are copied from the main store when the training store opens. Check the login works in the main store, then return and open the training store again.
Asked for the license key after moving Mac	Keys aren't in backups. Enter the same key in **Settings > License**.
Orange bar **Working offline** / **Offline · n waiting**	The till can't reach the store server but keeps taking orders. Check the server Mac is on, awake and on the restaurant's network; what's waiting is sent by itself when it's back. **Try Now** checks straight away (section 23.6).
"This till can't reach the store server, so this has to wait"	Voids, comps, refunds, credit sales, other tills' tables, approvals and back-office changes need the server. Do it once the till is connected again, or on the server Mac (section 23.6).
A table called "Table 8 (Bar Till)" in Open Tables	Two tills opened table 8 while one was offline. Both meals stand: pay it from Open Tables, or move it to a free table (section 23.6).
OVERSOLD STOCK on the Dashboard	An offline till sold more than there was. Count the shelf, adjust the stock, then mark it checked (section 23.7).
"Selling is stopped on this till" (red)	The server answered but won't let this till in: it was removed, the licence is missing, or the versions differ. Check **Settings > Store Server** on the server Mac (section 23.6).
The server isn't in the list when connecting a till	Type its address from **Settings > Store Server** on the server Mac. Guest Wi-Fi often hides devices from each other; use the main network or a cable.
"That pairing code isn't right" / "picked a new pairing code"	Read the code again on the server Mac (**Settings > Store Server**). Each code works once, and five wrong tries change it.

"The Multi-User licence allows … tills"	Every till on the licence is in use. Remove one you no longer use on the server Mac, or ask for a licence with more tills.
"Setting up a store server needs a Multi-User licence"	A Single-User key or the trial can't run a server. Enter the shop's Multi-User key in **Settings > License** (section 24).
"Someone else saved first"	Another admin changed the same thing first. The latest details are now on screen; make your change again if it's still needed (section 23.5).
"The store server runs QS Prime Restaurant … and this Mac runs …"	Install the same version on the server and every till.
"This till's clock is more than five minutes away from the server's"	Turn on **Set time and date automatically** in System Settings > General > Date & Time on both Macs.
The server stops when the server Mac is restarted	Allow **QS Prime Restaurant** in System Settings > General > Login Items (section 23.2). Until then, open the app once after a restart.
"The last backup failed" on the server	The backup folder can't be reached. Choose another in **Settings > Store Server > Backups**. A background service may not be allowed to write to Documents or a USB drive: the default folder in /Users/Shared always works.

Still stuck? Email **support@qsprimepos.com** (**Help > Email Support…** puts the app's version in the subject), call or WhatsApp **026 477 7748**, or visit **qsprimepos.com**.