QS Prime Restaurant for Windows

User Manual

Version 1.8.0 · November 2026

For restaurant owners, managers, cashiers and waiters: chop bars, fast-food counters, cafés, bars and restaurants. A floor plan with orders that stay open on the table, 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 or shown on a kitchen screen, waiters taking orders on their phones, phone orders and delivery with riders, and reservations — plus the till and cash, customers, credit and loyalty points, stock for drinks and bought-in items, purchase orders, approvals, reports, backups, a training store and several tills.

qsprimepos.com · support@qsprimepos.com · Call or WhatsApp 026 477 7748

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New in 1.8: tills keep working offline

Tills keep taking, sending and paying orders while the server is off; oversold stock is listed (section 22). *Earlier:* delivery and reservations (1.7), menu control, food cost, phones, tables.

1 Getting started

What you need

- A PC running **Windows 10 or Windows 11 (64-bit)**. Nothing else needs to be installed first.
- A screen at least 1280 × 720. A touchscreen works well — every button is sized for fingers.
- Optional: a **receipt printer** (80 mm thermal or any normal printer), **kitchen ticket printers** (80 mm or 58 mm ESC/POS), a **cash drawer** that plugs into the receipt printer, and a USB or Bluetooth **barcode scanner** for bottled drinks. See **section 23**.

Installing

1. Double-click the Setup file, **QSPrimeRestaurant-Setup-1.8.0.exe**.
2. If Windows shows **"Windows protected your PC"**, click **More info**, then **Run anyway**. (This appears because the installer isn't signed with a paid certificate; it only happens the first time.)
3. Follow the steps. Tick **Create a desktop shortcut** if you want one. No administrator password is needed.
4. Open **QS Prime Restaurant** from the Start menu or the desktop.

Upgrading to a newer version

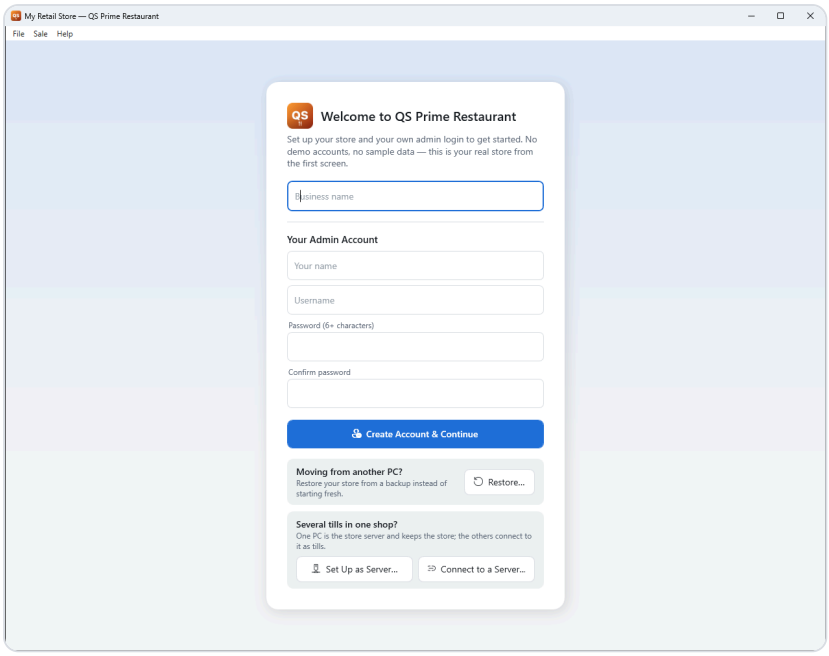
Just run the new Setup file. It updates the app in place and keeps your restaurant, sales and license. Uninstalling also leaves your data on the PC, so nothing is lost if you reinstall.

Already using QS Prime POS?

QS Prime Restaurant is a separate app with its own data and its own license key; it doesn't change QS Prime POS, and the two can be on the same PC. 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 10).

First launch: set up your restaurant

The very first time the app opens, it asks you to create your store and **your own Admin login**. There are no ready-made demo accounts — this is your real restaurant from the first screen.



The one-time setup screen

1. Type your **business name** — it appears on receipts, kitchen tickets and at the top of the app.
2. Enter **your name**, a **username**, and a **password** of at least 6 characters (twice).
3. Click **Create Account & Continue**. You're signed in as the restaurant's Admin.

> **Moving from another PC?**
> Don't set up a new store — click **Restore...** at the bottom of this screen and choose your backup file instead. Your menu, sales, customers and logins come back exactly as they were. See **section 19**.

> **Several tills in one restaurant?**
> The welcome screen also offers **Set Up as Server...** for the PC that will keep the restaurant's store, and **Connect to a Server...** for each other till. See **section 22**.

Before your first order

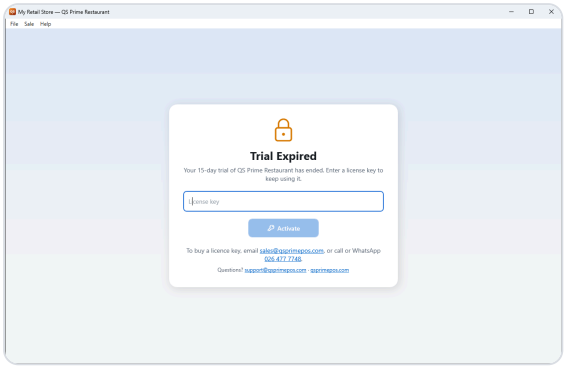
1. Set up the menu first: your **kitchen stations** and their ticket printers, which station makes each category, and any **choices** such as sides and extras (**Menu Setup**, section 10).
2. Add your **menu items** in **Menu Items**, with their prices, takeaway prices and choices.
3. Add your logo (Settings → Receipt) and choose a backup folder on a USB drive or cloud folder (section 19).
4. 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 5).

Trial and license

The app runs fully for **15 days** as a free trial. Settings shows how many days remain. To keep using it after that, enter the **license key** you were given:

1. Go to **Settings → License**.
2. Paste the whole key into the box and click **Activate**. It then shows **Licensed to …** in green.

If the trial runs out before a key is entered, the app shows the screen below and nothing else is available until a valid key is activated. **No data is lost** — everything is there as soon as you activate.



Shown only when the trial has ended and no key has been entered

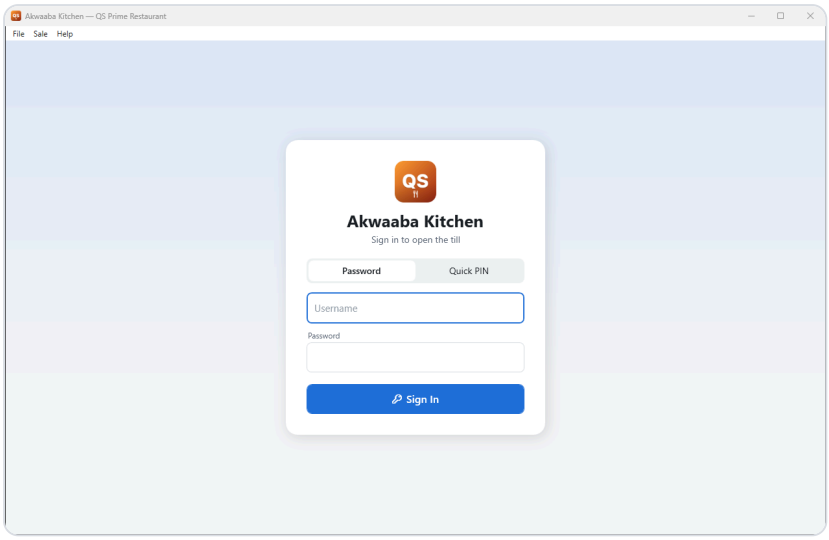
One key, both platforms; Single-User and Multi-User

A QS Prime Restaurant key works for the Mac and Windows versions of QS Prime Restaurant (a QS Prime POS key doesn't). On a new PC, just enter your key again. A **Single-User** key is for one PC. A **Multi-User** key says how many tills it covers and is entered only on the store server PC; the tills connected to it don't need a key (section 22). Settings → License shows which kind you have.

Buying a license key

Email **sales@qsprimepos.com**, or call or WhatsApp **026 477 7748**. The trial-ended screen and Settings → License show the same details — click the address or the number to start a message — and **Help → Email Sales About a Licence Key…** opens a new email to sales.

2 Signing in and user roles



The sign-in screen

Each person who uses the till should have their own login, so every order, refund and till shift records who did it.

- **Password** — type your username, press `Enter`, type your password, press `Enter`.
- **Quick PIN** — click **Quick PIN** and type your PIN. Handy for fast cashier changes. A PIN is optional, 4 to 6 digits and different for everyone; an admin sets it in Settings → User Accounts with **Set PIN…**. An admin's PIN also approves cashiers' actions at the till (section 17).

To hand over the till, click **Sign Out** at the bottom-left. Signing out clears any unfinished order — hold it first if you need to keep it (see section 6). Where waiters share one PC, **Switch Staff** (`Ctrl+Shift+U`) under your name is quicker: the next person types their PIN and takes over, and an order in progress on the Orders screen stays where it is (section 7).

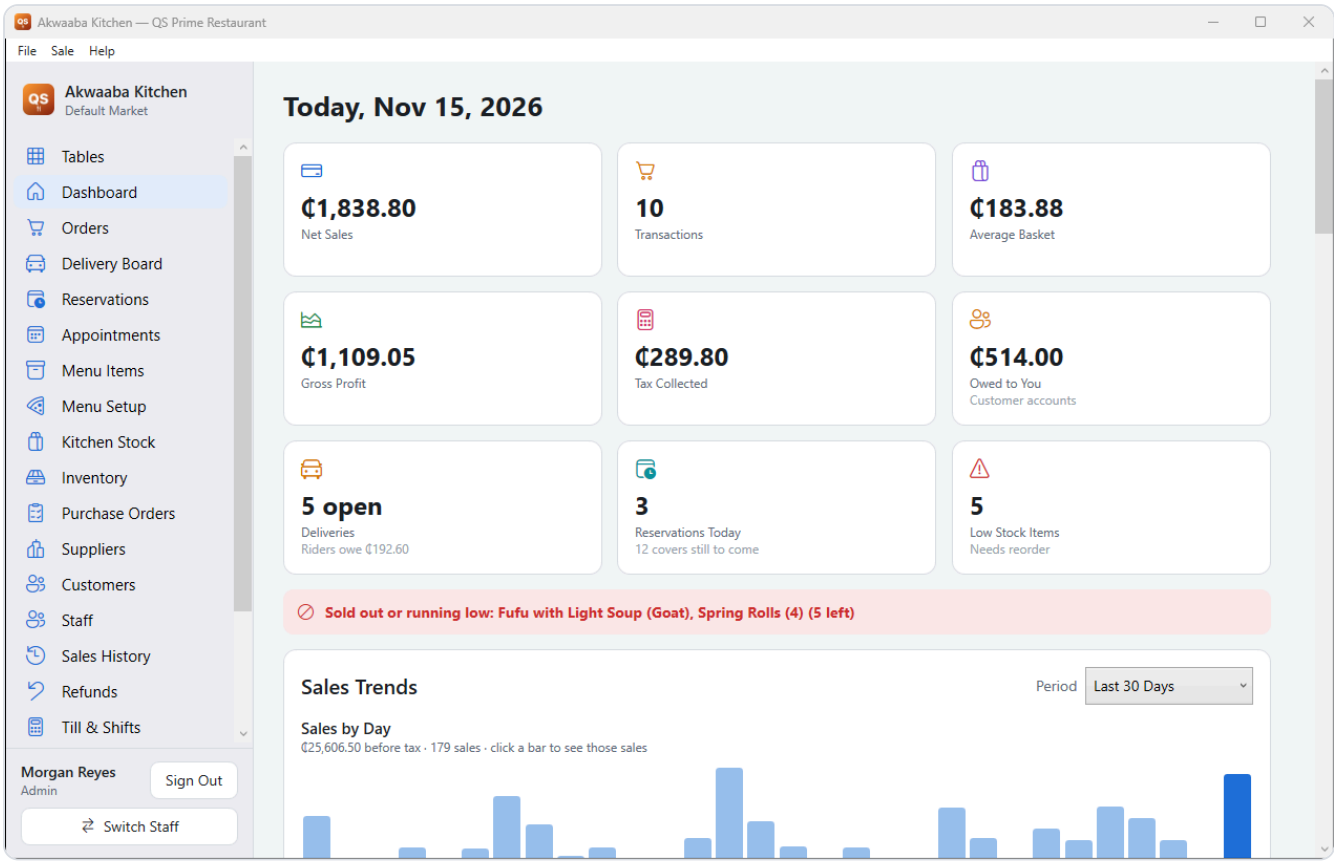
What each role can do

There are three roles. A **Waiter** sees only **Tables**: they open tables, take orders, send them to the kitchen and print the bill, and a cashier or an admin takes the payment (section 7).

Screen	Admin	Cashier
Tables (Edit Floor Plan is for admins)	Yes	Yes
Orders, Delivery Board, Reservations, Appointments, Customers, Refunds, Till & Shifts	Yes	Yes
Cancel a delivery order; write off what a rider owes	Yes	Cancel with an admin's PIN; write off, no
Staff	Yes	No
Sales History	All sales	Only their own sales
Void a sale (same day)	Yes	With an admin's PIN (or freely, if Settings allows)
Discounts over the limit, Change Price..., No Sale	Yes	With an admin's PIN (section 17)
Audit Log	Yes	No
Till & Shifts › Cash Variances (repayments and write-offs)	Yes	No
Dashboard, Menu Items, Menu Setup, Inventory, Purchase Orders, Suppliers, Reports, Settings	Yes	No
Back Up Store Now (File menu)	Yes	No — but closing the till still makes the automatic backup

Admins add accounts and switch them on or off in **Settings → User Accounts** (section 18).

3 Finding your way around



The main window: sidebar on the left, the selected screen on the right

- **Sidebar** — click a section to open it. Your business name and the current store are at the top; your name, role, **Sign Out** and **Switch Staff** are at the bottom. Once the restaurant has a floor plan, **Tables** is first and the app opens on it.
- **File menu** — **New Store…**, **Switch Store**, **Back Up Store Now**, **Restore from Backup…**, **Open Training Store…** and **Reset Training Store…** (section 21), and **Exit**.
- **Sale menu** — the order-taking shortcuts (new order, find an item, pay, hold, recall, print last receipt). They work while the Orders screen is open.
- **Help menu** — **Visit Website**, **Email Support…**, **Chat on WhatsApp**, **Email Sales About a Licence Key…** and **About QS Prime Restaurant** (section 18).

Everything you type is **saved automatically** as you go. On editing screens (Menu Items, Menu Setup's choices, Purchase Orders, Customers, Suppliers) there is also a **Save** button, which saves and closes the record.

> **Button colours**
> The **blue** button with an icon is the main thing to do on each screen or window — **New Menu Item**, **Save**, **Pay**, **Open Till**, **Process Refund**, **Back Up Now**. White buttons are the other options (**Import**, **Export**, **Cancel**, **Hold**…). **Red** buttons delete something, and always ask first.

4 A day at the till

The typical routine, start to finish. Each step is explained in the sections that follow.

1 · Open the till

Count the starting cash and enter it as the opening float.

2 · Take orders

At the counter: tap the dishes and their choices, take payment, and the kitchen tickets print. At a table: send each round to the kitchen, print the bill, take payment.

3 · During the day

Refunds, held orders, cash paid in or out of the drawer.

4 · Close the till

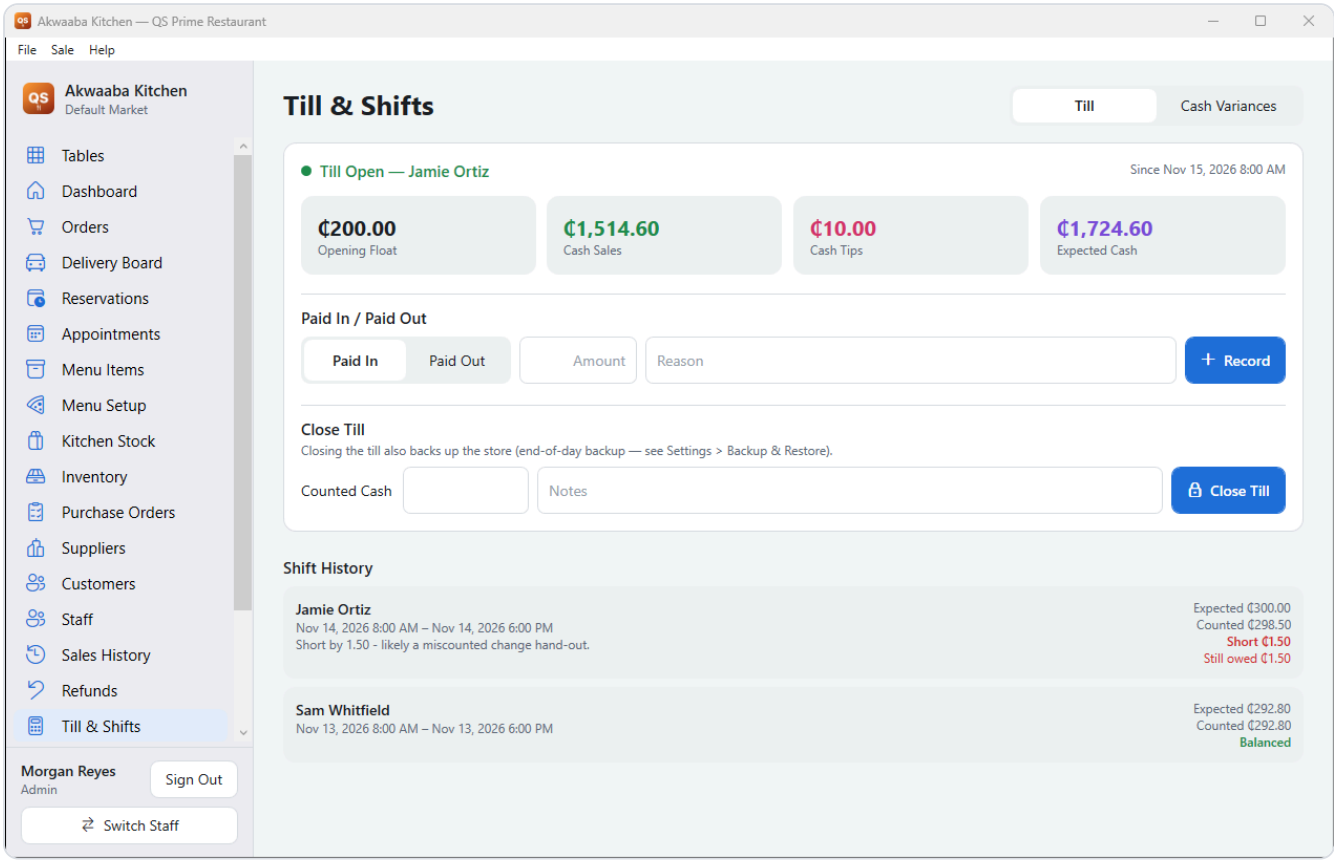
Every table paid or cancelled, then count the drawer and enter it. The store is backed up automatically.

5 · Review

Check the End of Day Summary in Reports.

5 Till & Shifts

The Orders screen only takes orders while a till shift is open. The shift records the opening cash, every cash sale and refund, and money paid in or out — so at closing time the app can tell you exactly how much cash *should* be in the drawer.



An open till with its running cash totals, plus the history of closed shifts

Opening the till

1. Go to **Till & Shifts**.
2. Count the cash you're starting with and type it into **Opening Float**.
3. Click **Open Till**. You can now take orders.

Each PC has one till shift open at a time. In a restaurant with several tills (section 22), every till opens, counts and closes its own shift, and this screen lists the other tills that are open.

Paid in / paid out

When cash goes into or out of the drawer for something other than a sale — e.g. paying for gas or charcoal, or topping up change — record it so the count still balances:

1. Choose **Paid In** or **Paid Out**.
2. Enter the amount and a short reason, then click **Record**.

Closing the till (end of day)

1. Pay or cancel any table still open on this till: the till won't close while one is (section 7). The same goes for this till's orders on the Delivery Board: mark them delivered or collected, or cancel them (section 6).
2. Count all the cash in the drawer.
3. Type it into **Counted Cash**, add any notes, and click **Close Till**.
4. A green message confirms the till is closed and where the **end-of-day backup** was saved (section 19).

The app compares your count with the **Expected Cash** (opening float + cash sales − cash refunds + cash customers paid towards their accounts + delivery cash (what riders hand in and orders paid on collection) + paid in − paid out; voided sales don't count) and records the difference in the Shift History:

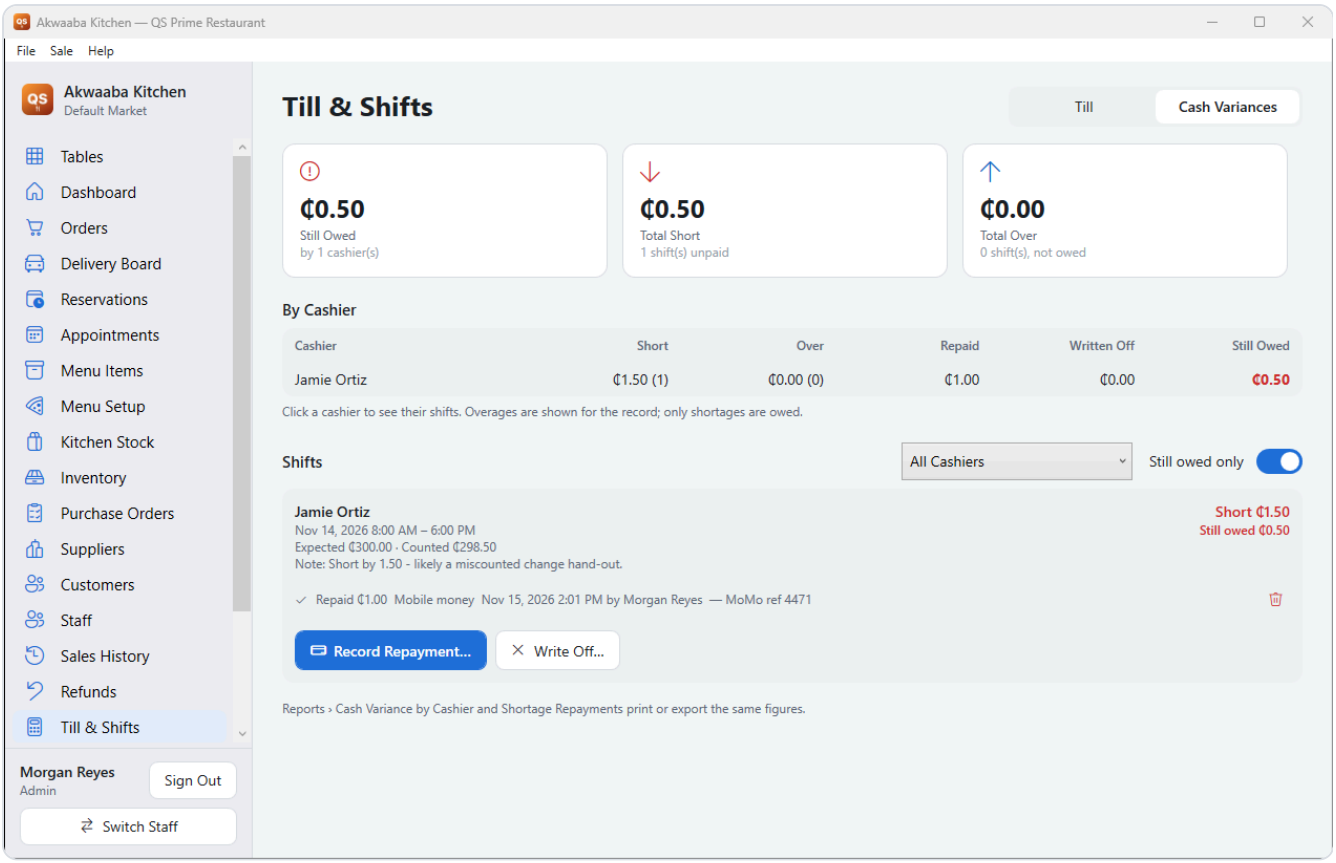
Shown as	Meaning
Balanced	The drawer matched exactly.
Over ₵…	More cash than expected.
Short ₵…	Less cash than expected.

Cash variances: what cashiers owe

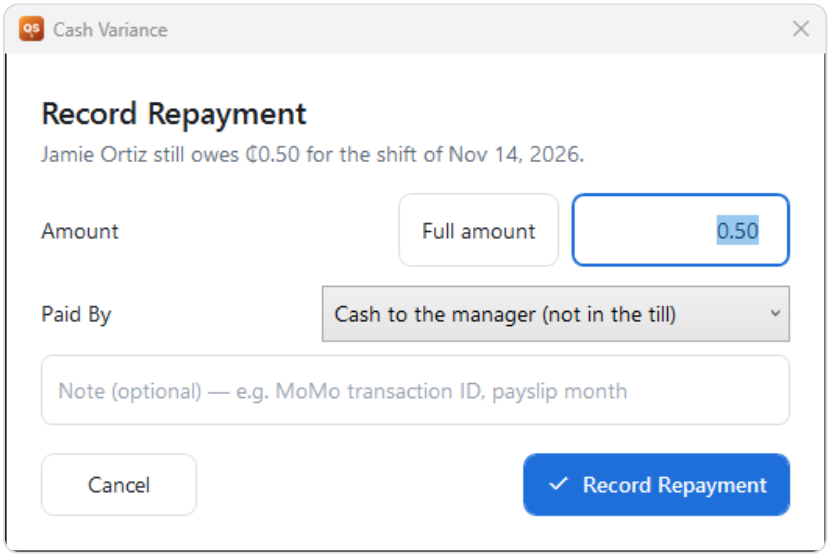
Admins see a second tab at the top of Till & Shifts, **Cash Variances**. It lists every closed shift that didn't balance, on every till. A shortage is owed by the cashier who ran that shift; an overage is shown for the record but nobody owes it.

- 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 PC), **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 red bin next to a repayment removes one entered by mistake (it asks first, with Cancel as the default). 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 16) print and export the same figures. In a restaurant with several tills, a repayment recorded on any PC reaches all of them.

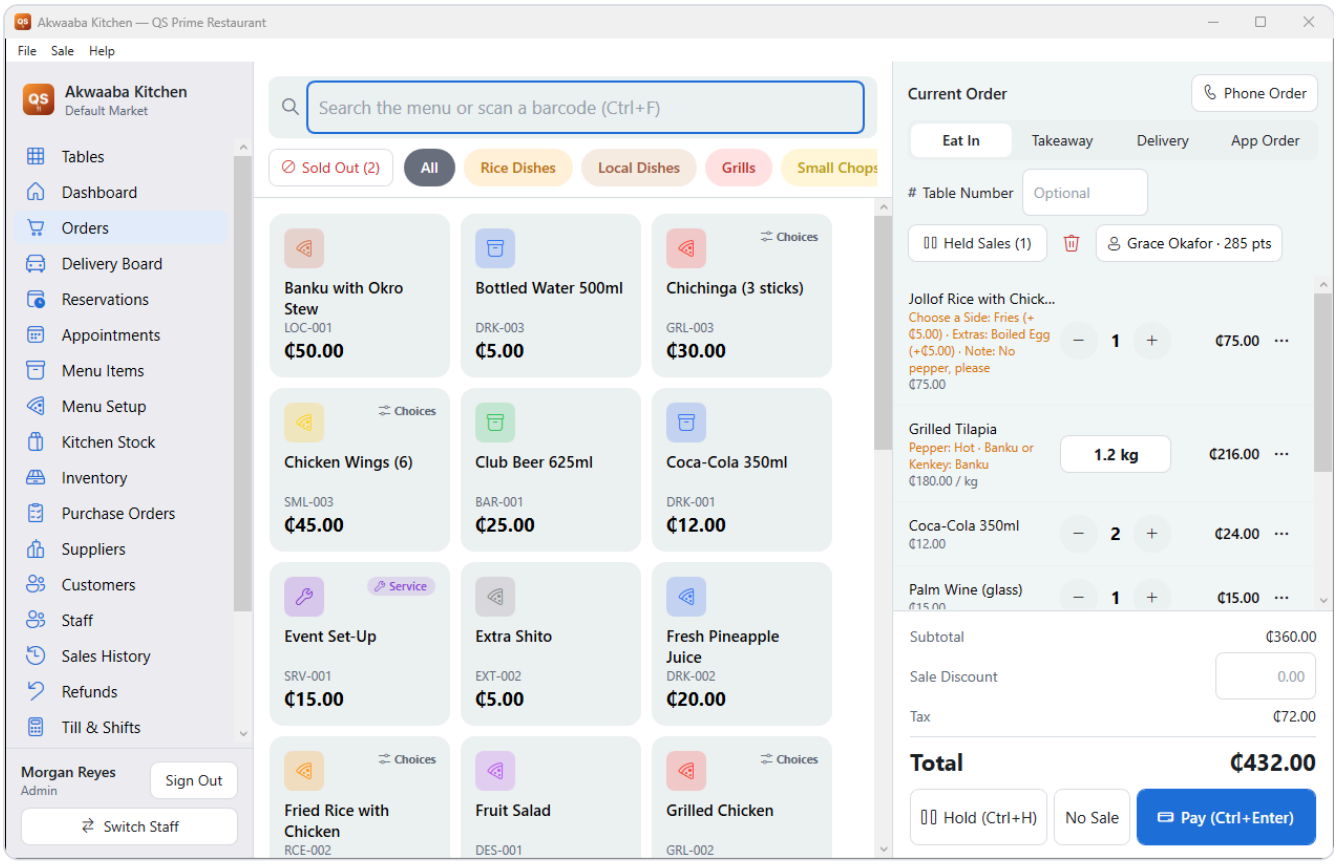


Jamie was ₵1.50 short, has repaid ₵1.00 by mobile money, and still owes ₵0.50



Recording the rest of the repayment

6 Taking orders (the Orders screen)



The menu on the left; the current order, with each dish's choices and note in orange, on the right

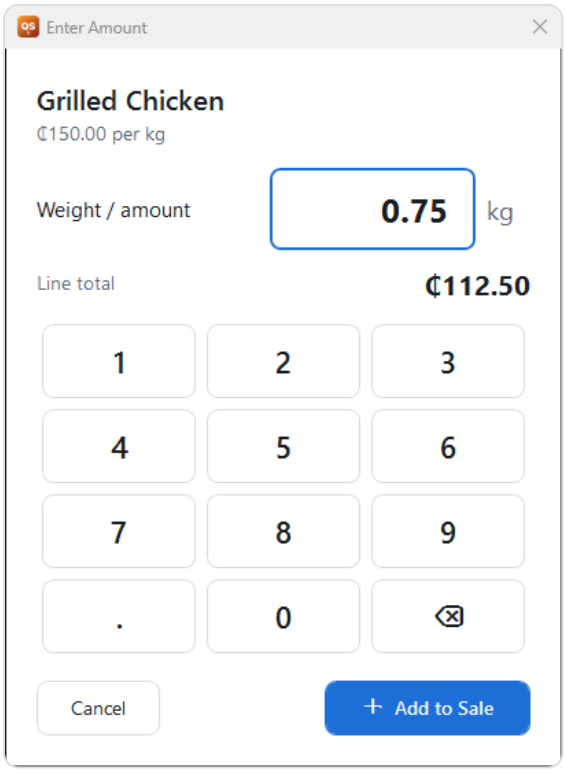
Adding items

- **Tap an item's tile** to add one; tap again for another. Tiles marked **Choices** open the choices window first (below).
- **Search** by typing part of a name; the tiles filter as you type. **Category chips** (All, Rice Dishes, Grills…) narrow the tiles to one category.
- **Scan a barcode** (bottled drinks, say), or type an exact SKU or barcode and press Enter. Press Ctrl + F any time to jump back to the search box.

Tiles for services carry a **Service** label. A ⚠ on a tile means a stocked item (a bottled drink, for example) is low. Inactive items don't appear and can't be ordered.

Items sold by weight

A tile showing a price per unit — **₵180.00 / kg** for grilled tilapia — is sold by weight. Tapping it asks how much: type the weight from your scale (or use the keypad) and click **Add to Sale**. The line total is shown as you type. If the item has choices, they come next, with the weight fixed. To change the weight later, click the amount on the order line (e.g. **1.2 kg**).

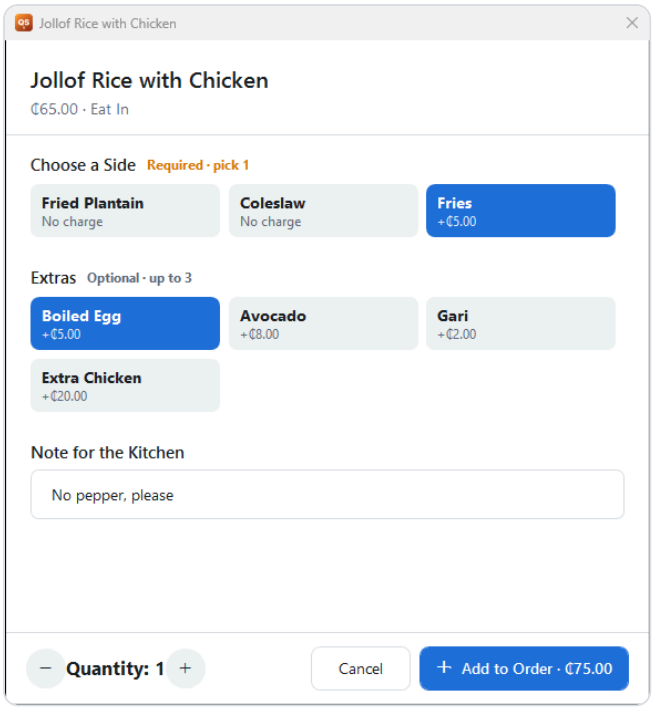


Grilled Chicken, sold by the kilogram: 0.75 kg

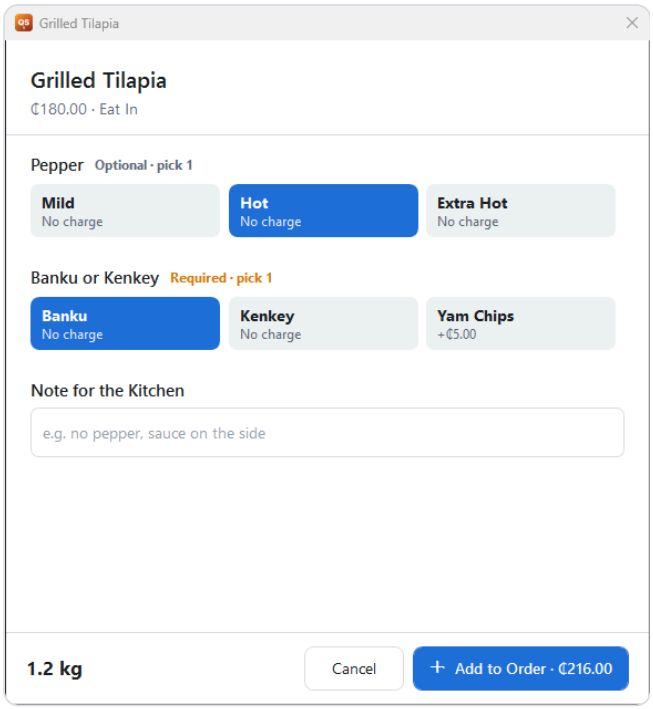
Choices and notes for the kitchen

An item with choices (section 10) opens a window when it's ordered. Each group says whether it's **Required** or **Optional**, and how many can be picked. Tap a choice to pick it; tap it again to unpick it. In a group that takes one choice, tapping 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

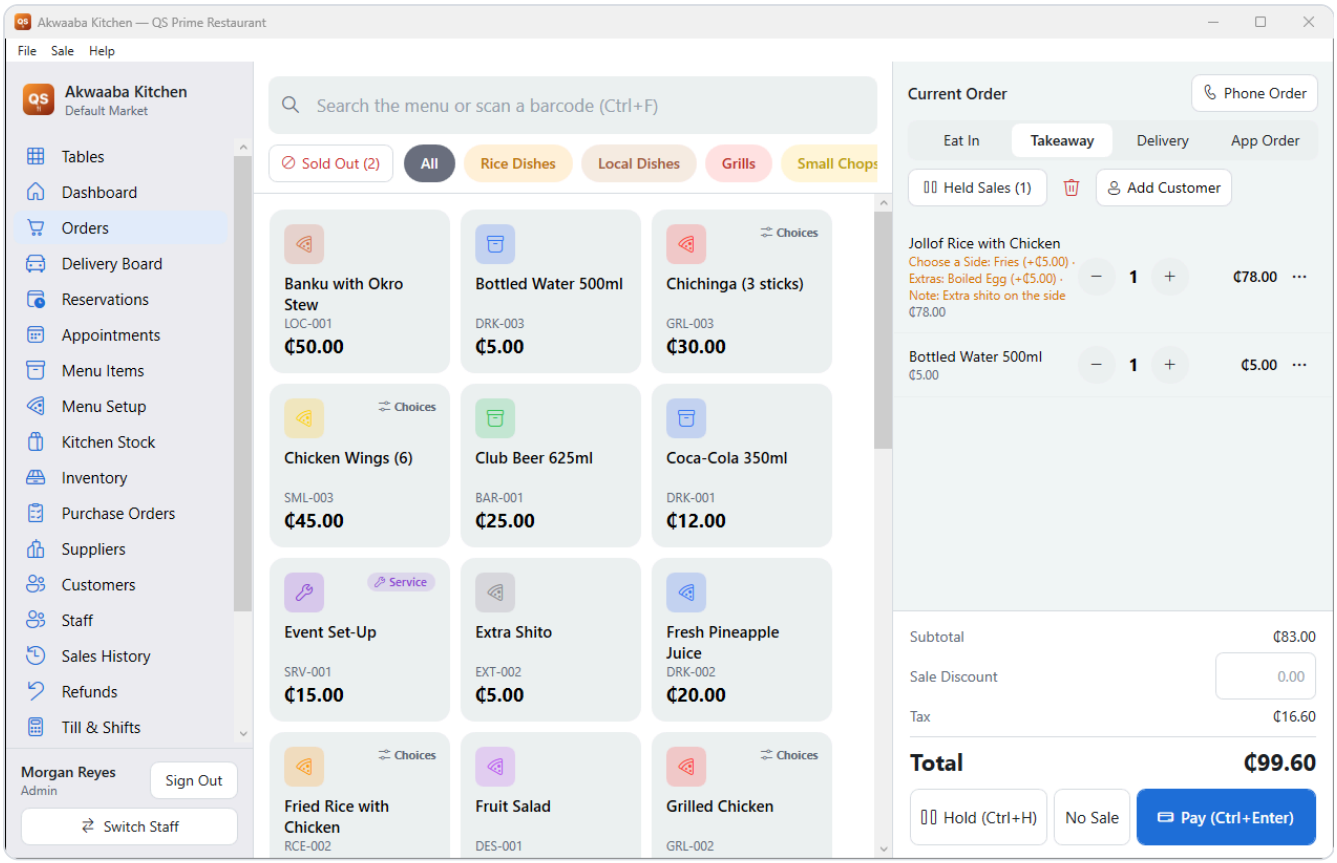


Grilled Tilapia, sold by the kilogram: the weight first, then its choices

- Each dish appears on the order with its choices and note in orange 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.

Eat In or Takeaway

The **Eat In / Takeaway** switch at the top of the order sets whether the customer eats in or takes away. With delivery switched on, it also has **Delivery** and **App Order** (below). Items with a **Takeaway Price** (section 10) 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

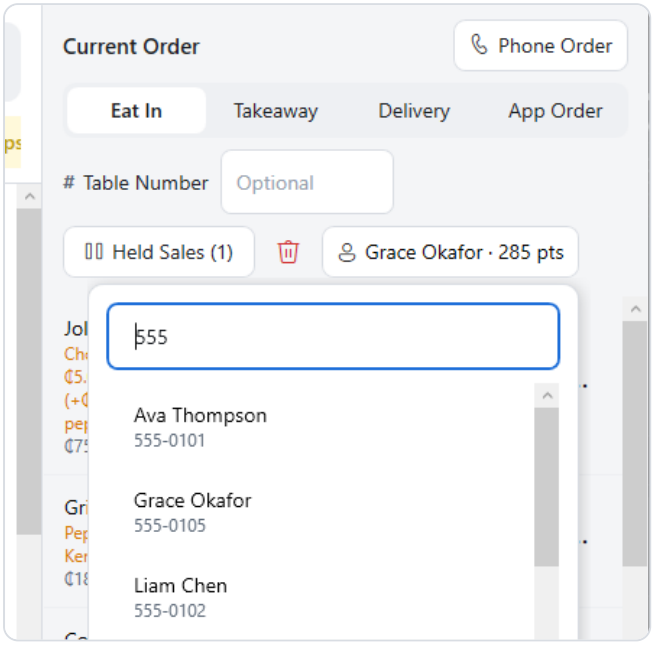
The current order

- **− / +** change the quantity. Taking a line to zero removes it. A weighed line shows its amount instead; click it to change the amount.
- ⋯ next to a line → **Change Quantity…** (or **Change Amount…**) to type an exact number, **Note for the Kitchen…**, **Change Price…** (charge a different price for this order only — the line then shows *₵60.00 (was ₵65.00)*; typing the usual price puts it back), **Line Discount…** (an amount off that line), or **Remove**.
- The **bin** icon at the top cancels the whole order (`Ctrl` + `N` starts a new order the same way).
- The order stays put if you go to another screen (to check stock, say) and come back.

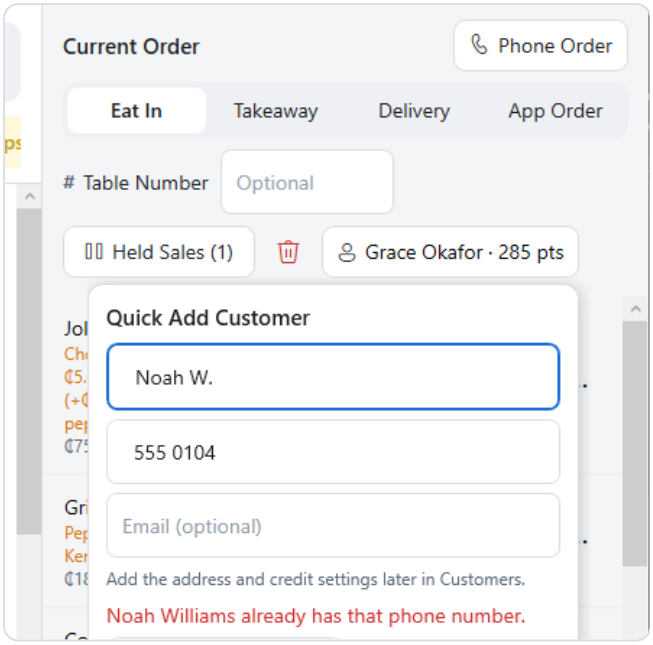
Customers and discounts

- **Add Customer** links the order to a customer for their purchase history and loyalty points; the button then shows their points balance (**Grace Okafor · 285 pts**). Leave it empty for walk-in customers. Search by name, email or **phone number**, typed any way: 024 412 3456, 0244123456 and +233 24 412 3456 all find the same customer, and three digits are enough to start. Each customer's number shows under their name; press `Enter` when only one is left to choose them.
- New customer? Click **Quick Add Customer**, enter the name and phone (email is optional) and click **Add to Sale** (or press `Enter`). Whatever you typed in the search box is filled in for you: a number goes into Phone, a name into Name. A phone number another customer already has is refused, with a **Use …** button to put that customer on the order instead. Cashiers can add customers too; add the address and credit settings later in Customers.

- **Sale Discount** takes an amount off the whole order. Type it and press Enter or click elsewhere. It's shared across the items before tax, so the tax is worked out on the discounted price. For a cashier, discounts over the limit (10% of the order to start with) and price changes need an admin's PIN — see section 17.
- **No Sale** (next to **Pay**) opens the cash drawer without a sale — to give change, say. It always asks for a reason and is recorded in the Audit Log.



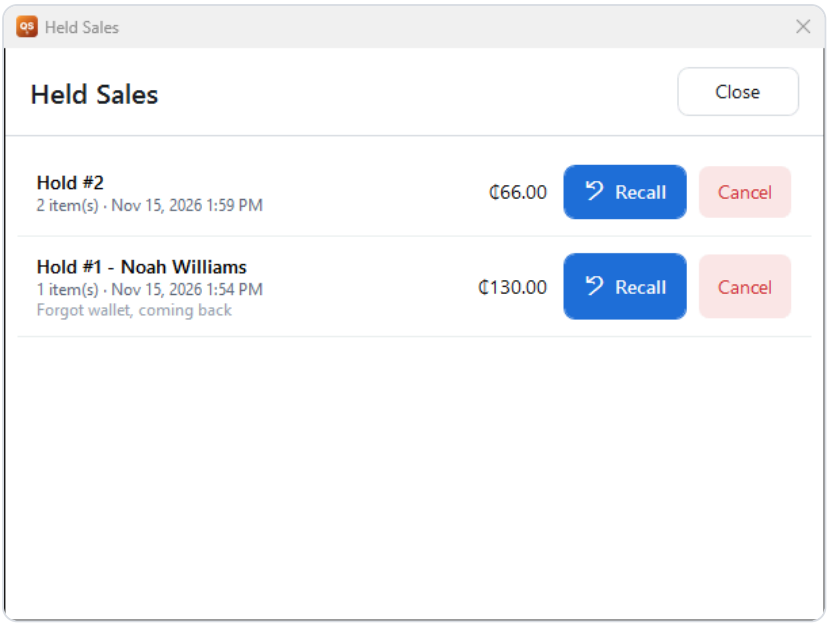
Add Customer: "555" finds every number with 555 in it



Quick Add: 555 0104 is Noah Williams' 555-0104

Holding and recalling an order

If a customer needs to step away, click **Hold** (Ctrl + H). The order is saved and the till is free for the next customer. Held orders are numbered **Hold #1**, **Hold #2**… To bring one back, click **Held Sales** (Ctrl + R) and choose **Recall**. **Cancel** discards a held order you no longer need. A held order keeps its order type, choices, notes, discount, price changes and any approvals. Nothing goes to the kitchen until the order is paid.

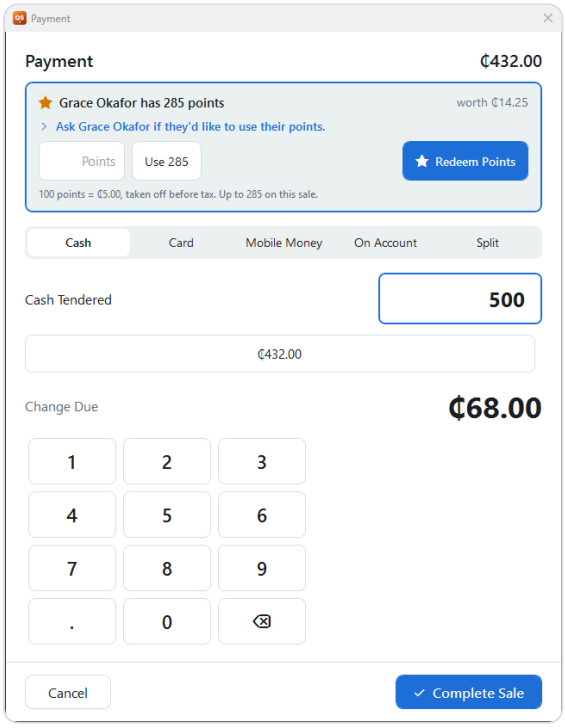


Held orders waiting to be recalled

If the order already has items when you recall, the app asks before replacing them.

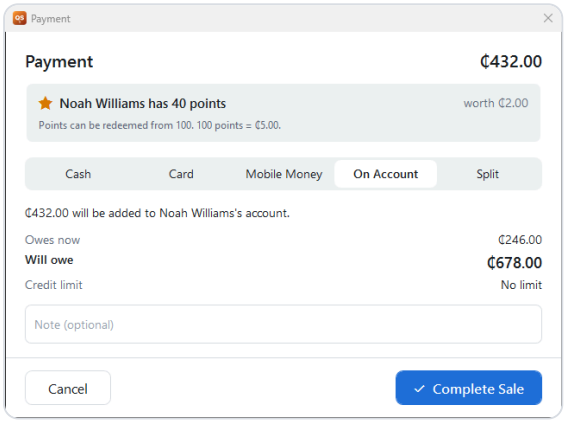
Taking payment

Click **Pay** (Ctrl + Enter) and choose how the customer is paying:



Cash payment with change worked out

Method	What to do
Cash	Enter what the customer handed you — type it, use the on-screen keypad, or tap a quick-amount button. The **Change Due** is shown in large figures.
Card	Charge the full amount on your card machine. Optionally type the authorisation code.
Mobile Money	Take the full amount by mobile money. Optionally type the transaction reference.
On Account	A credit sale: the customer eats now and pays later. Add the customer to the order first; they must be allowed credit (section 14). The window shows what they owe now, what they will owe, and their credit limit — or why On Account can't be used.
Split	For part-cash, part-card and so on — part can be On Account too. Add a line per payment method with its amount (and the cash handed over, for cash). **Remaining** turns green when the lines add up to the total.

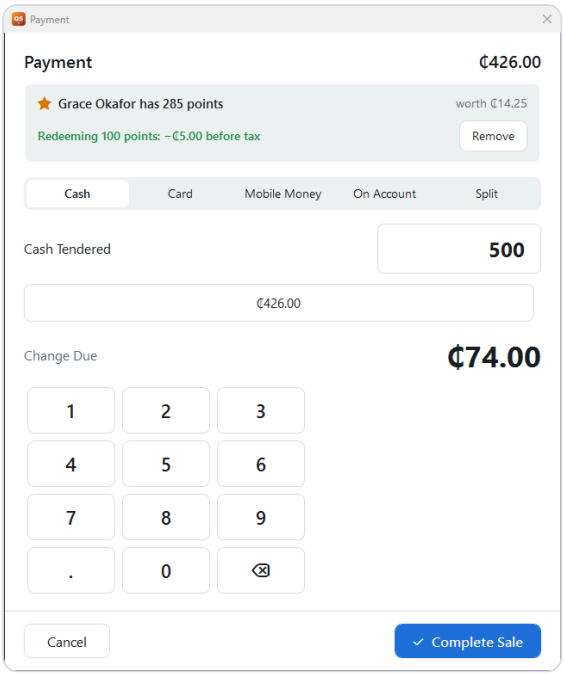


On Account: the order goes on the customer's account

Click **Complete Sale** (or press Enter). The kitchen tickets print (below), stocked items such as bottled drinks are taken off stock, the sale gets its receipt and order numbers, and the receipt appears. If the cash drawer is set up, it opens for cash sales.

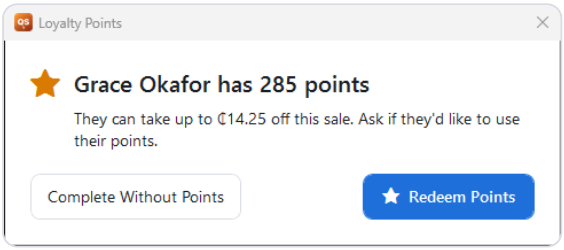
Loyalty points at the till

When the customer on the order 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 order **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 order is worth.



100 points redeemed: ₵5.00 off before tax

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 you click **Complete Sale** without redeeming, the app asks once:

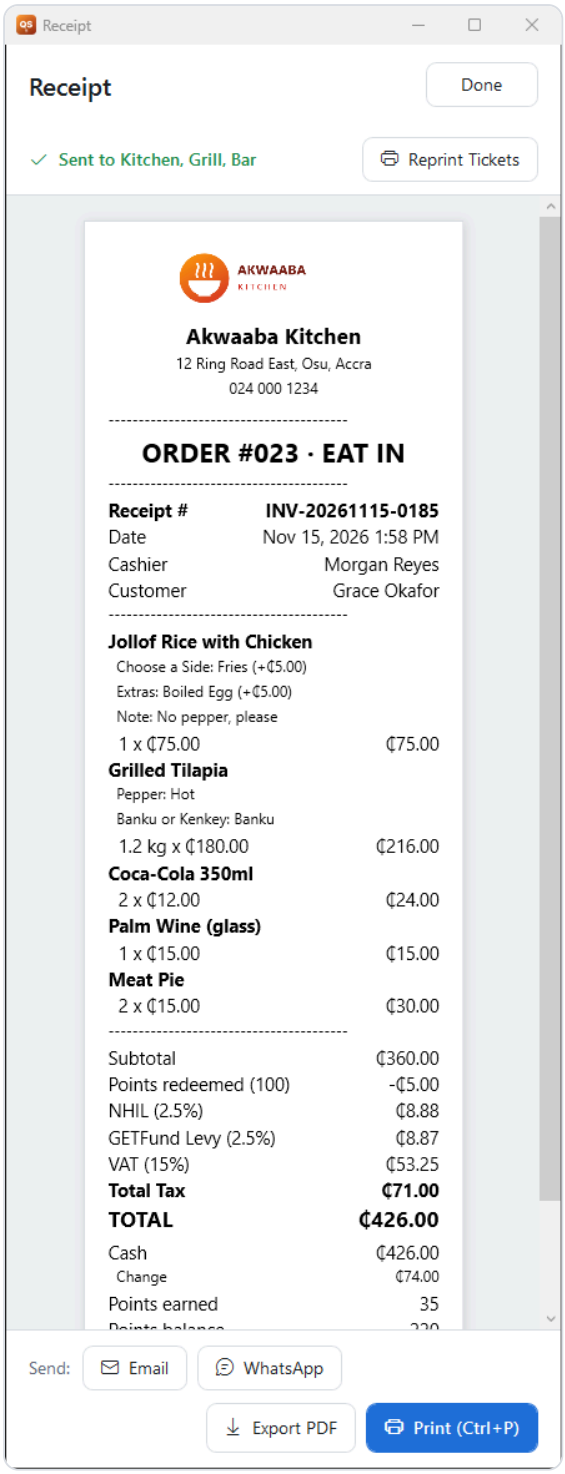


The reminder at Complete Sale

- **Redeem Points** — the default (also `Enter`, or `Esc`) — goes back to the payment window so you can redeem.
- **Complete Without Points** finishes the sale; the customer keeps their points.

The reminder can be switched off in Settings → **Loyalty Points**. Whatever they spend, the customer also **earns** points on what they pay (section 14).

Receipts and order numbers



The receipt, with your logo at the top and the order number under it. Each dish shows its choices and note; the customer's points are at the bottom

The receipt shows the **order number** in large print, such as **ORDER #005 · EAT IN**, for calling the order out at the counter. Numbers start again at #001 each day; in a restaurant with several tills, tills after the first add their number (**T2-014**) so two tills never call out the same order.

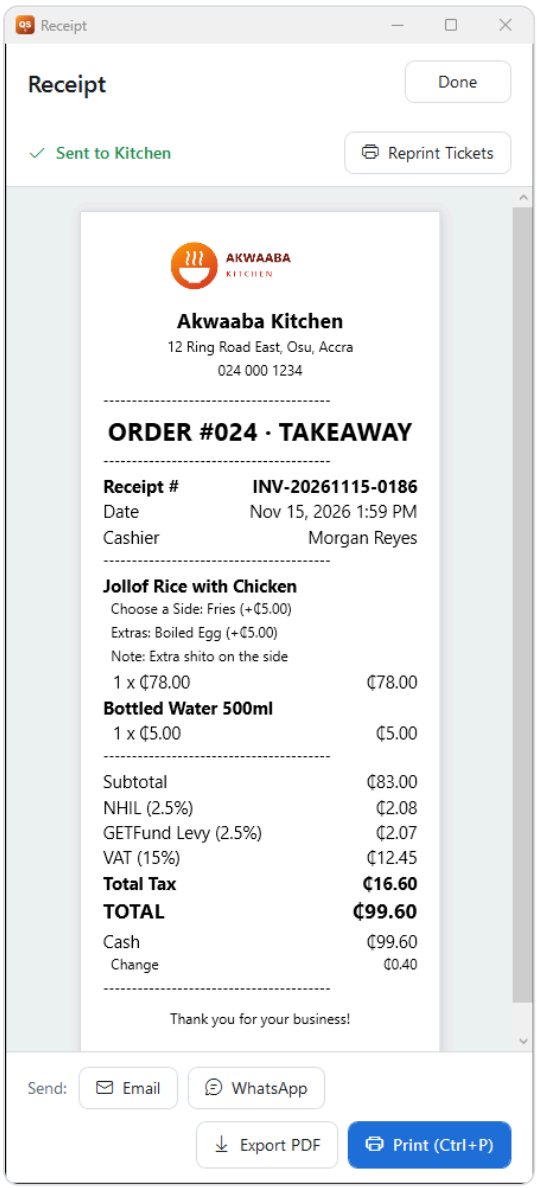
- **Print** (Ctrl + P) — opens the print window with your receipt printer already chosen.
- **Export PDF** — saves the receipt as a PDF, e.g. to email to a customer.
- **Done** — back to taking orders.

The receipt of an On Account sale also shows the customer's **Account balance** — everything they owe after this sale. Each tax is on its own line — *NHIL (2.5%)*, *GETFund Levy (2.5%)*, *VAT (15%)* — then **Total Tax**; the lines always add up to the total tax. When a customer is on the order, it shows **Points redeemed** (with what they took off) under the subtotal, and **Points earned** and the new **Points balance** at the bottom.

Missed printing? **Sale → Print Last Receipt** (Ctrl + P on the Orders screen) shows it again. Any older receipt can be reprinted from **Sales History**. What you see on screen is exactly what prints.

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, the Kitchen gets the jollof. 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. Which station makes what is set in Menu Setup (section 10). A table's tickets go when each round is sent, not when it pays (section 7).



A takeaway order, paid: the bar at the top says where its tickets went

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

- **Sent to Kitchen, Grill**: every ticket printed. **Reprint Tickets** prints them again, marked ***** COPY ***** so the kitchen doesn't cook the order twice.
- **Not sent to Grill**: 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.

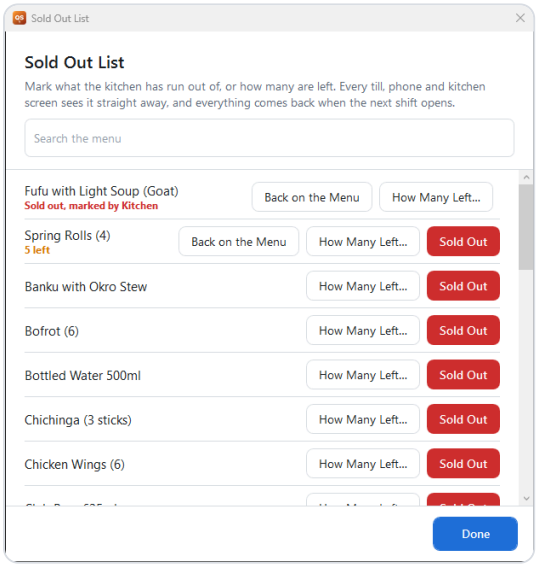
> **Practice orders**
> The training store (section 21) never prints kitchen tickets, so the kitchen never cooks a practice order. Kitchen tickets can also be switched off in Settings → Orders & Kitchen, for a counter where the cook reads the receipt.

What's sold out, and how many are left

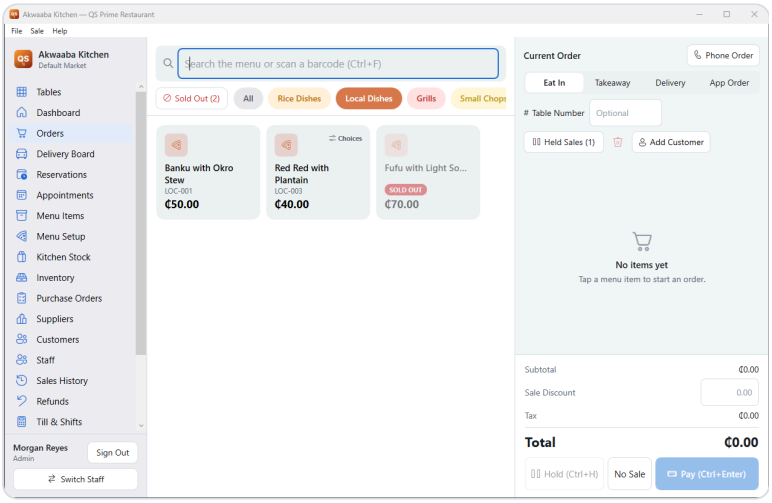
When the kitchen runs out, tell everyone once. Click **Sold Out** above the menu (the button shows how many items are marked, and turns red while any are), or right-click a tile. It greys out straight away on every till, waiter phone and kitchen screen, stays in sight at the end of its category so nobody 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 13). 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.

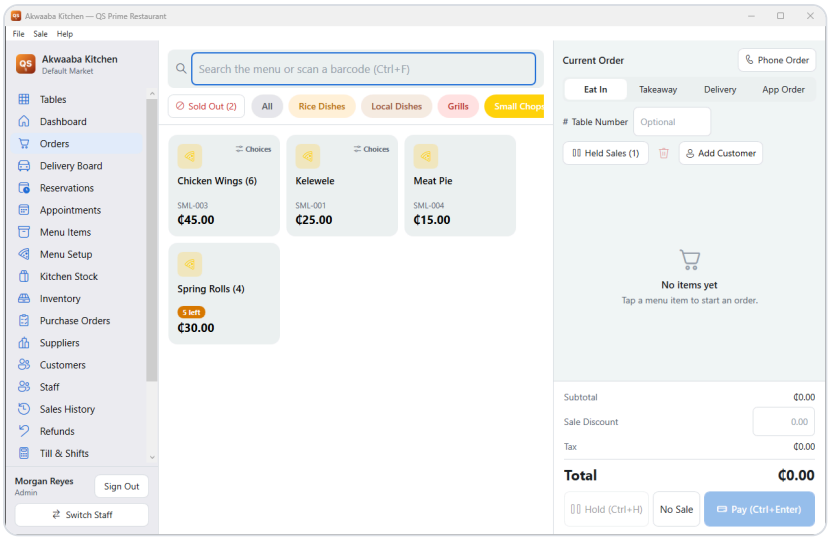


The Sold Out List: what's marked comes first



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.



Spring Rolls with 5 left

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**.

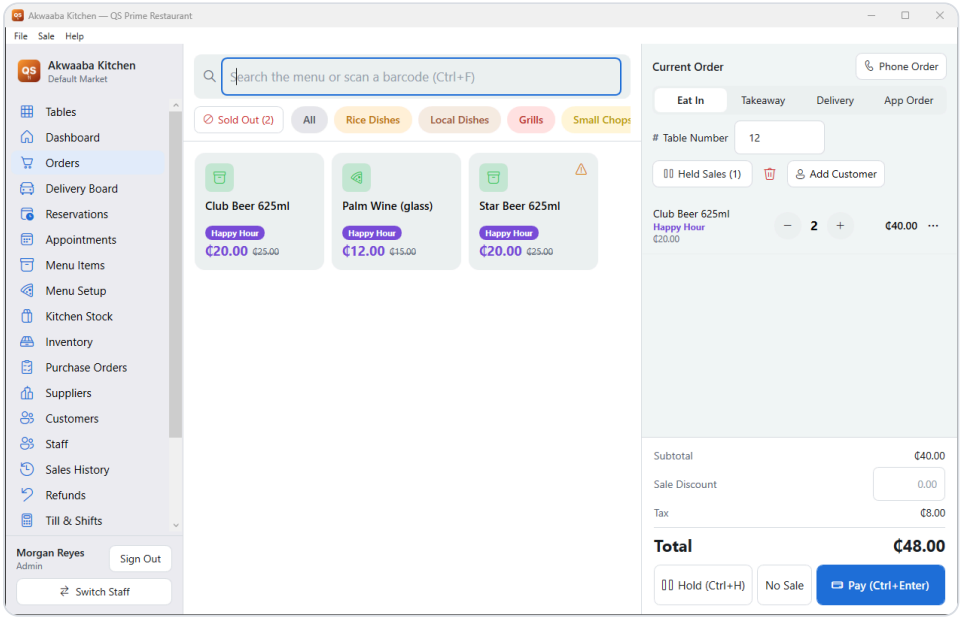
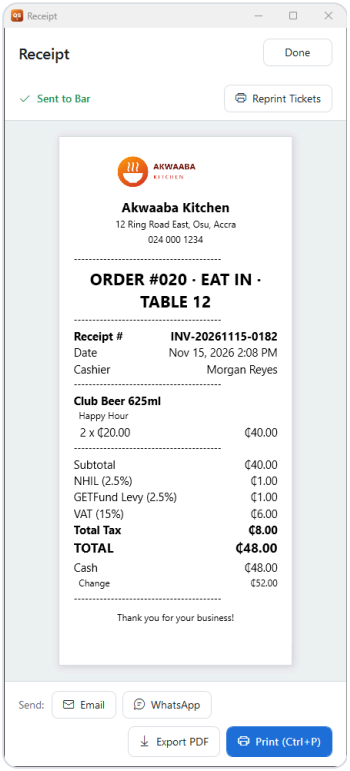


Table Number on an Eat In order, and a happy hour price on the line

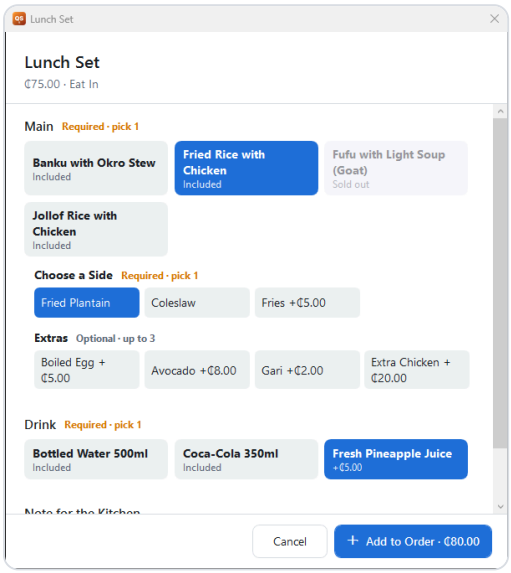


The number on the receipt

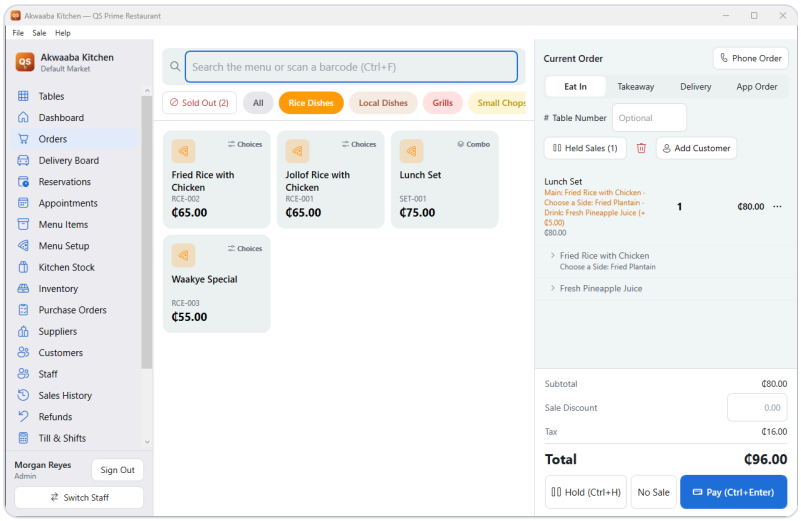
Combos and set menus

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. **Add to Order** shows the price with everything chosen.

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.



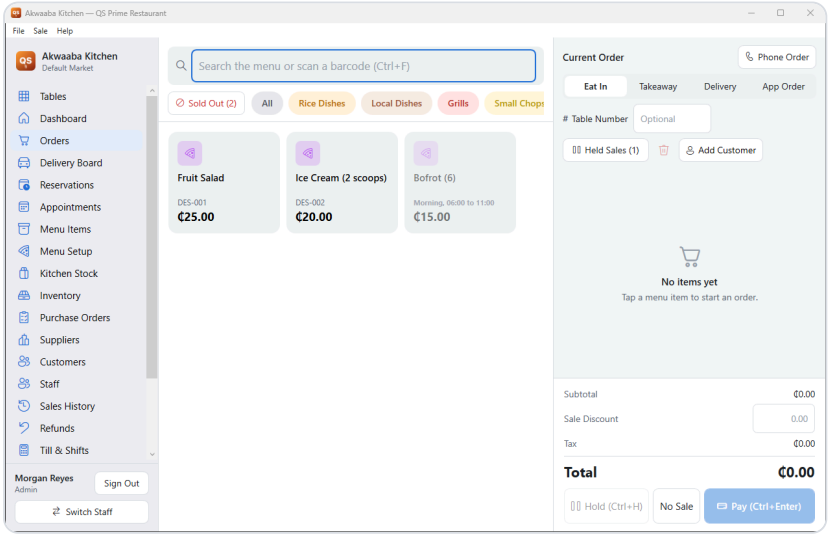
Choosing what's in a Lunch Set



One price, with its dishes under it

Menu times and happy hour on the order screen

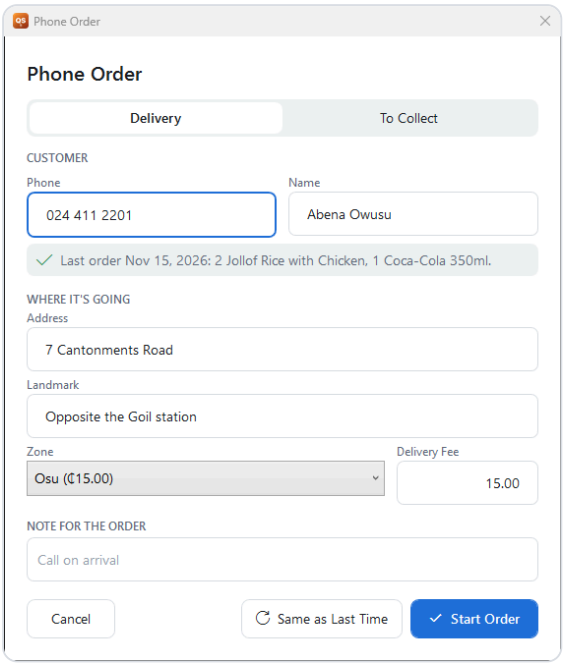
An item outside its time (section 10) stays on the screen, greyed, with its time on the tile, and can't be ordered. During a happy hour the tile shows the cheaper price with the usual one crossed out, and the price changes by itself when it starts and ends. A line keeps the price it was ordered at: a 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.



Bofrot is on the morning menu, so at 14:00 it waits, greyed, with its time

Phone orders

When the phone rings, click **Phone Order** at the top of the order, 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.

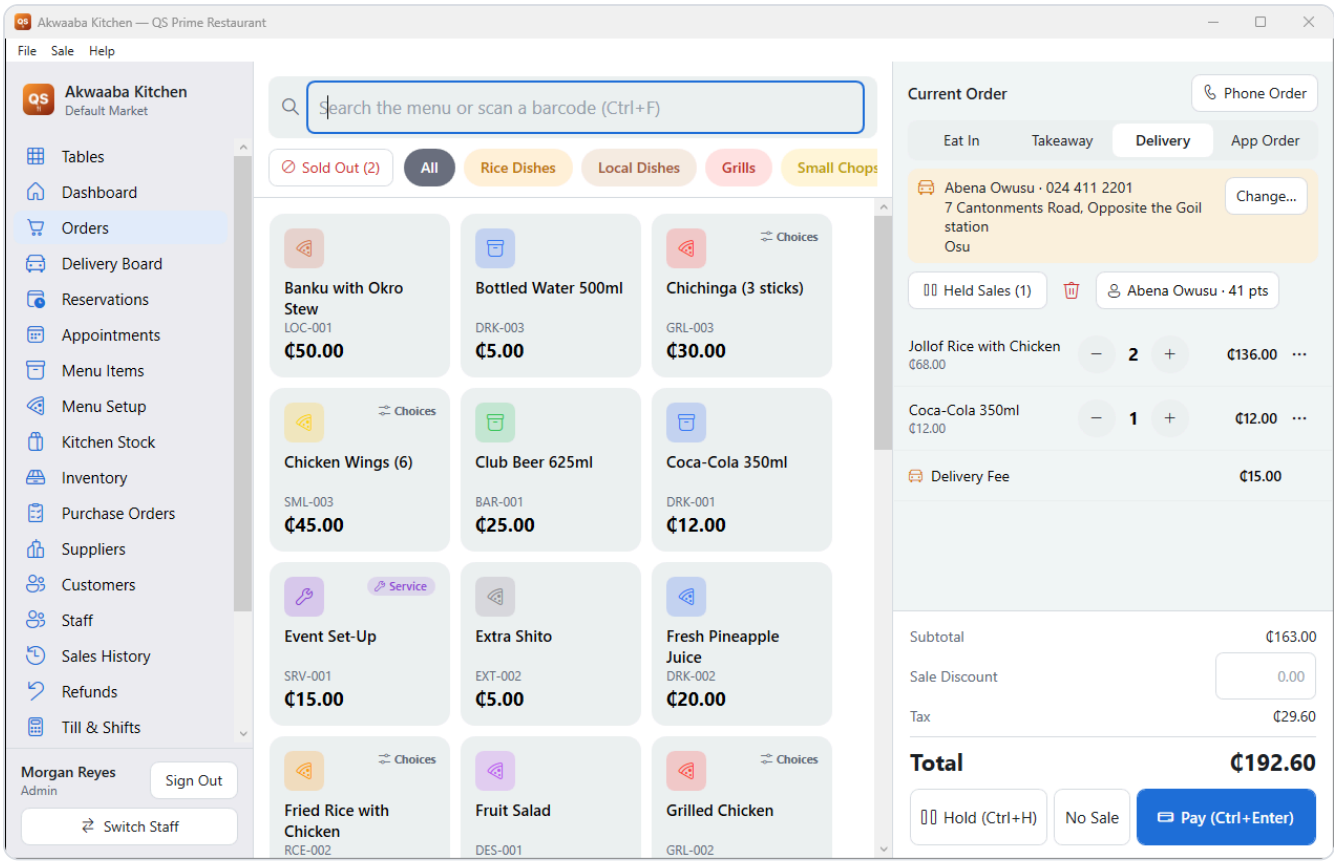


The caller is found by number, with their last order

Same as Last Time puts their last order on the order 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 order for them to choose from. A new caller's name and number go on the customer list when the order is placed.

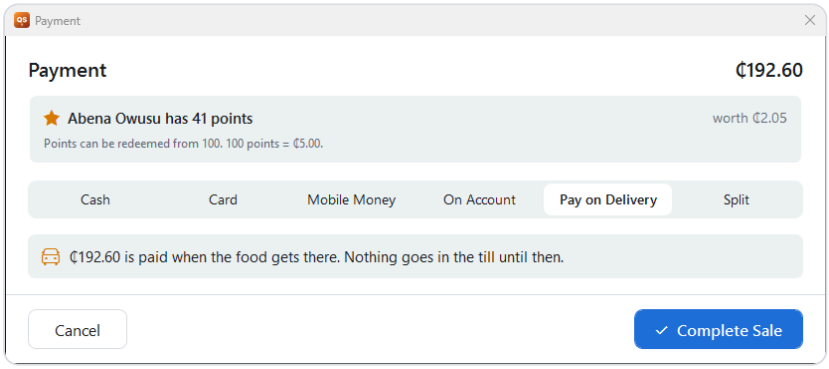
Delivery

Choose **Delivery** at the top of the order, 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. Closing the details window without filling it in puts the order back to Eat In.



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**) and **Complete Sale**: the order goes to the kitchen now, and nothing goes in the till until the money comes in.



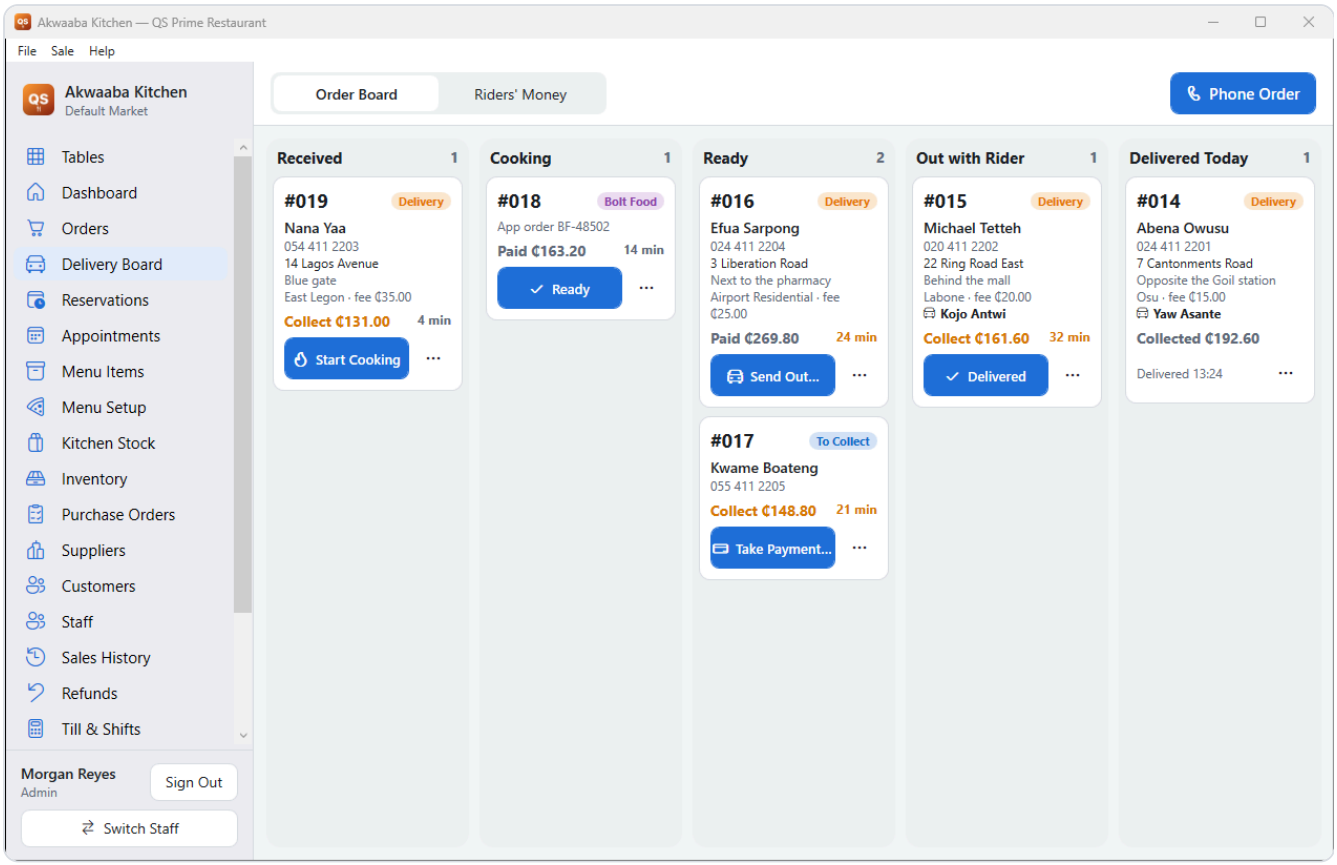
Pay on Delivery

> **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.

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 (amber, then red, as it gets late), and a button for its next step. Any till can move an order along.

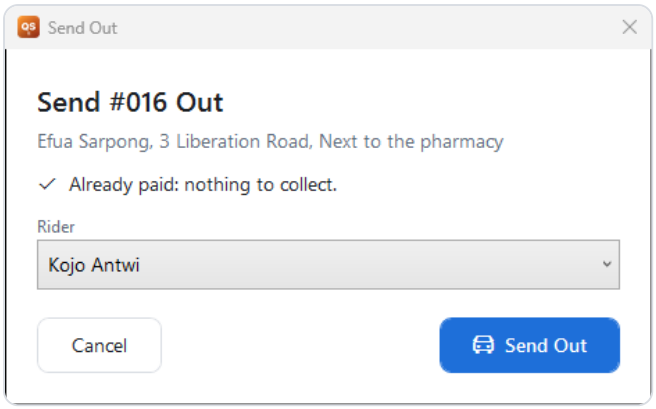


The Delivery Board

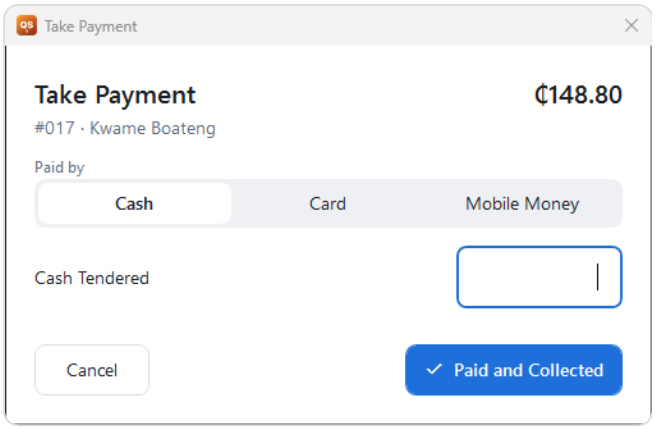
If every station on an order uses a kitchen screen, the kitchen moves it for you: Cooking when the first item is marked done, Ready when the last ticket is finished. A station that only prints can't tell the app it's finished, so someone clicks **Start Cooking** and **Ready**.

- **Send Out…** asks which rider. Riders are in **Staff**, with **Takes Deliveries** on (section 15).
- **Delivered** means the rider has handed it over and collected what was due. That money is now on the rider (Riders' money, below).
- **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: choose the rider; the window says what to collect



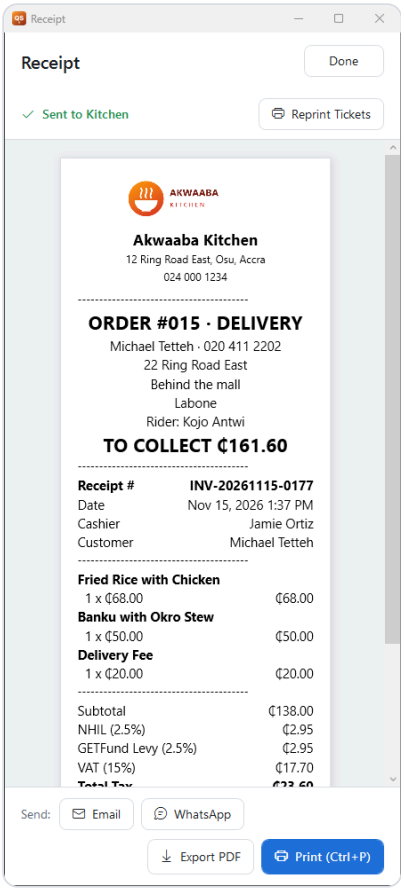
Taking payment for an order to collect

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.

Cancel Order… asks whether the food has been made (**Not Made: Put It Back**, **Already Made: Record as Waste** or **Keep the Order**), 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.

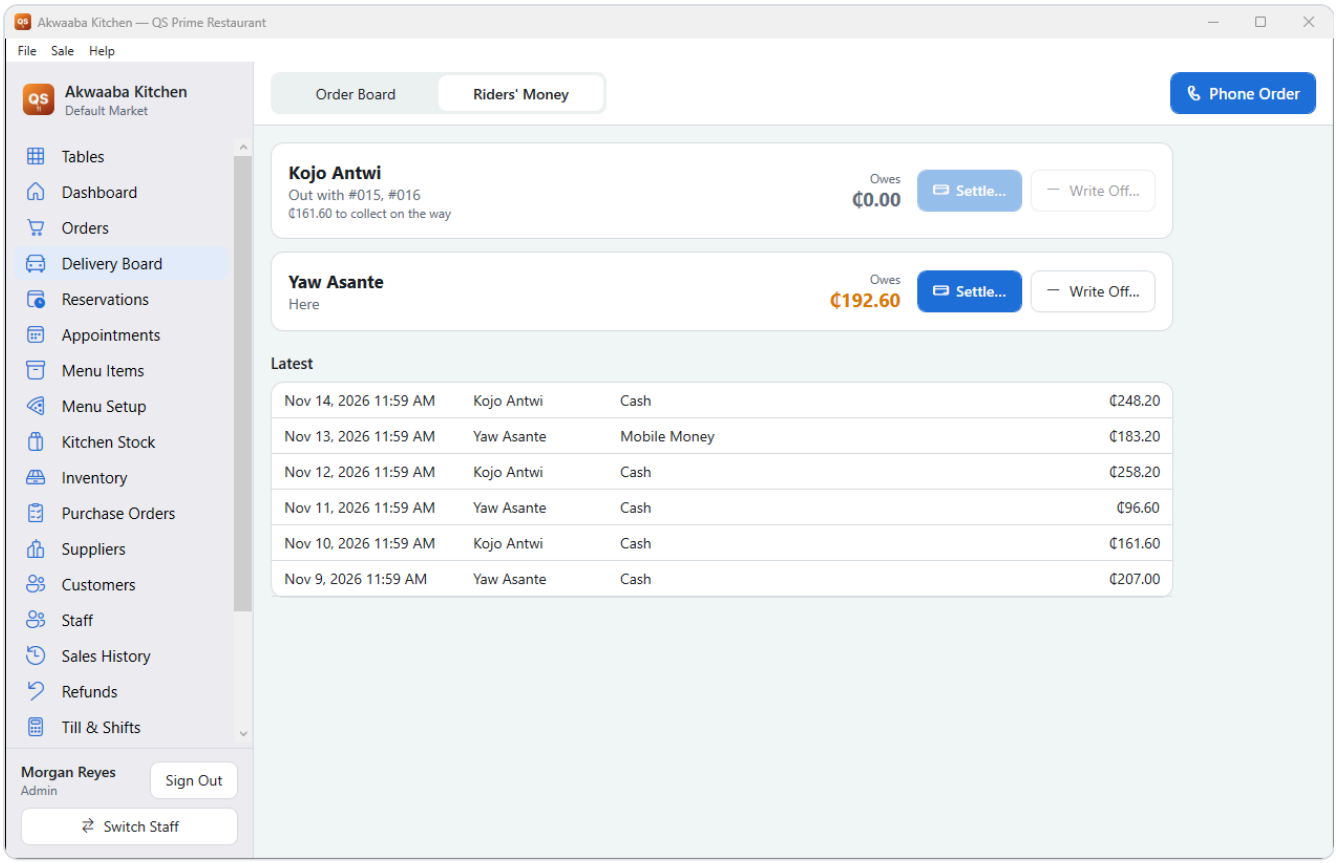
The till can't close while its orders are still on the board. Mark them delivered or collected, or cancel them. A rider who still owes money doesn't stop it closing: that money is on the rider, not in this drawer.



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

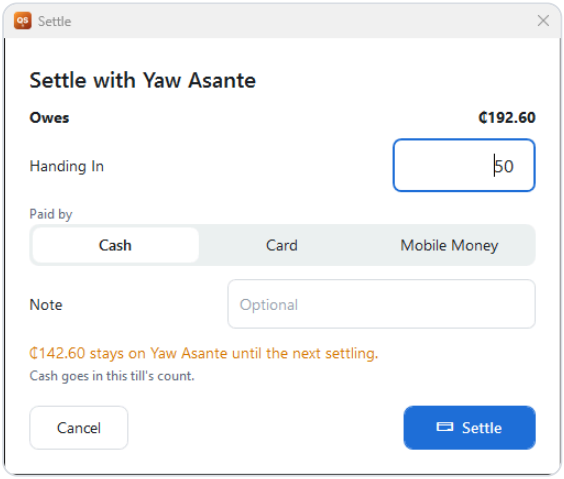
Riders' money

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. **Latest** lists the last money handed in.



Riders' Money

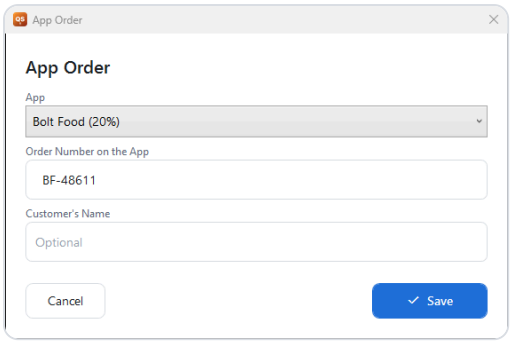
Settle… records what a rider hands in, by cash or otherwise. Handing in part is fine: the rest stays on them. Cash goes in the count of the till that took it, so **Expected Cash** goes up, and Till & Shifts shows it as **Delivery Cash**. An admin can **Write Off…** what a rider can't hand in, with a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



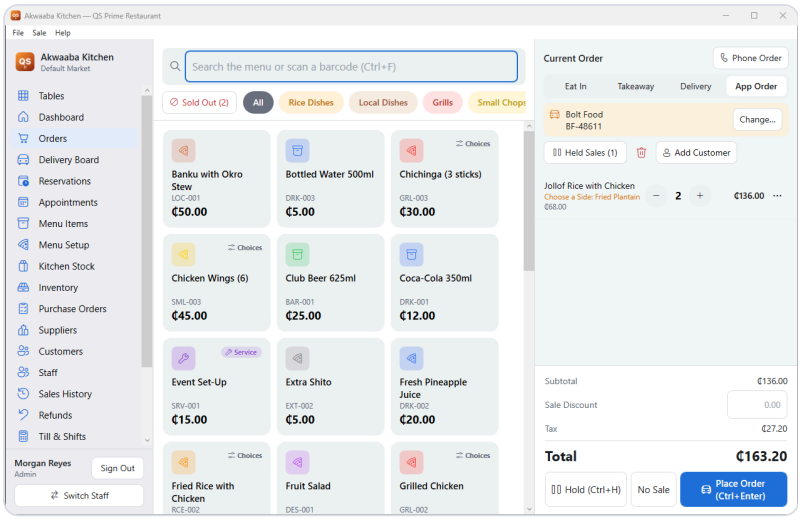
A rider handing in part of what they owe

Delivery-app orders

Orders from Bolt Food, Glovo and the like are typed in by hand. Choose **App Order** at the top of the order, pick the app and, if you like, its order number, then add the items and click **Place Order** (where Pay usually is). 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

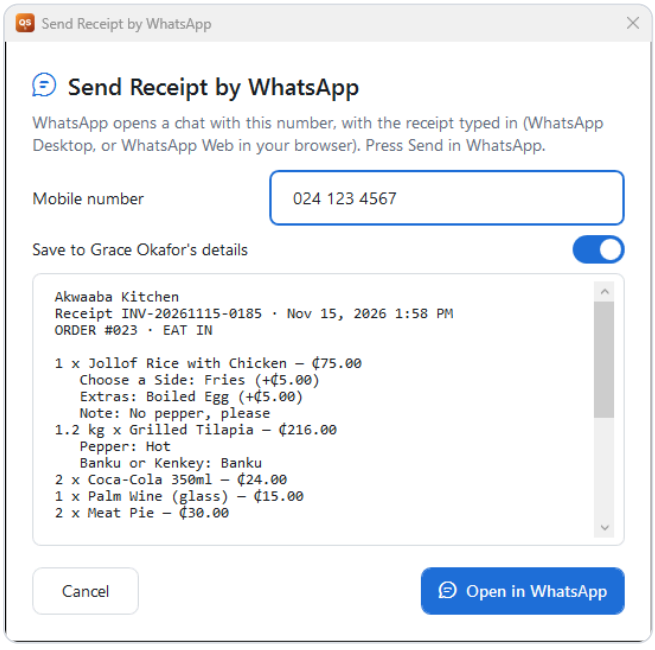
Each app's commission is set in **Menu Setup → Delivery** (section 10). The **Delivery Apps** report takes it off, so you can see what you really take home and what the app should pay you. Changing a rate only affects new orders. Automatic import from the apps waits for the cloud add-on.

"Your order is ready" on WhatsApp

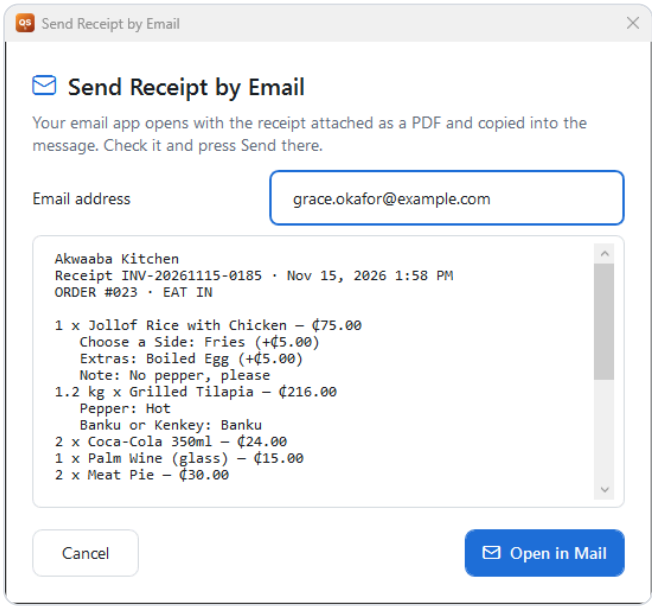
Switch this on in Settings → **Delivery & Reservations** and set the wording. A card in the **Ready** column then has **Send "Your Order Is Ready"…** in its ••• menu, which opens WhatsApp with the message filled in. Someone presses Send there, so nothing reaches a customer by itself. Ask customers before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

Sending a receipt by email or WhatsApp

Under the receipt — after a sale, after a refund, or with **Reprint Receipt** in Sales History — **Send:** offers **Email** and **WhatsApp**. The app never sends anything by itself: it opens your email app or WhatsApp with everything filled in, and you press Send there.



WhatsApp: the number and exactly what the customer will get



Email: the customer's address from Customers

1. Click **Email** or **WhatsApp**. The address or number is filled in from the customer on the order; type it if there isn't one.
2. Check the receipt text shown, then click **Open in Mail** or **Open in WhatsApp**.
3. **Email:** your email app (e.g. Outlook) opens a new message with the receipt **PDF attached** and the text in the message. **WhatsApp:** WhatsApp Desktop — or WhatsApp Web in your browser — opens a chat with that number and the receipt typed in. Press **Send** there.

- Local numbers like *024 123 4567* get the country code from Settings → Receipt (**233** for Ghana to start with); numbers typed with + keep their own.
- When the customer's saved number or email is different, **Save to … details** (on to start with) keeps the new one on their record.
- Some email apps (such as the Windows Mail app or the new Outlook) can't take an attachment from another app. Then the message opens with the receipt text only, and the app tells you where the PDF is saved so you can attach it.
- There's no SMS on the Windows version — Windows has no text-message app to hand the receipt to. Use WhatsApp.

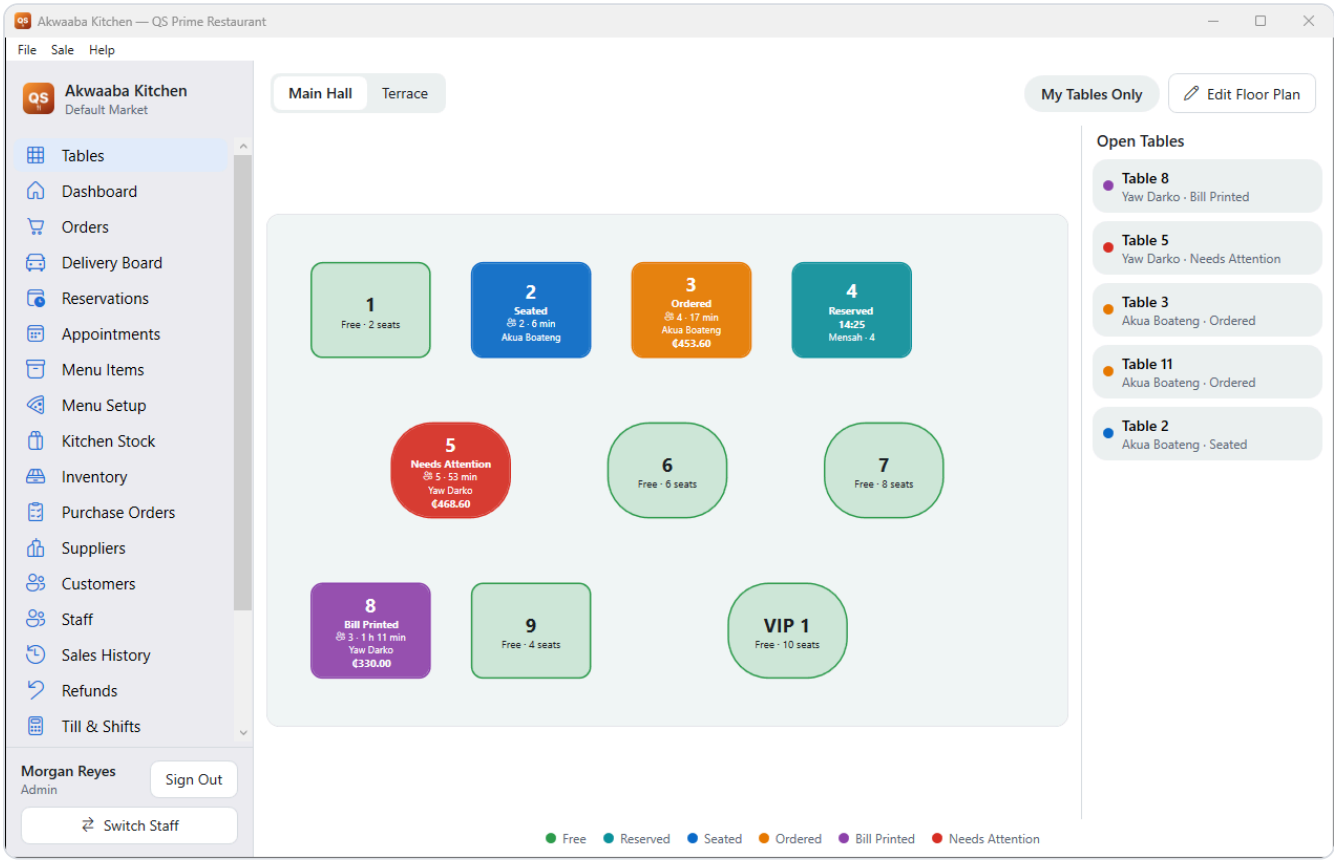
Keyboard shortcuts

Keys	Action	Also on screen as
Ctrl + N	New order (clears the current one)	Bin icon
Ctrl + F	Find an item / ready to scan	Search box
Ctrl + Enter	Pay (Place Order on an app order)	**Pay** / **Place Order**
Ctrl + H	Hold the order	**Hold**
Ctrl + R	Recall a held order	**Held Sales**
Ctrl + P	Print the last receipt	**Print** on the receipt
Ctrl + Shift + U	Switch Staff (on any screen)	**Switch Staff** under your name

On a table's order, Ctrl + Enter is **Send** and Esc goes back to the floor plan.

7 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, switch off **Use Tables** in Settings → Orders & Kitchen.

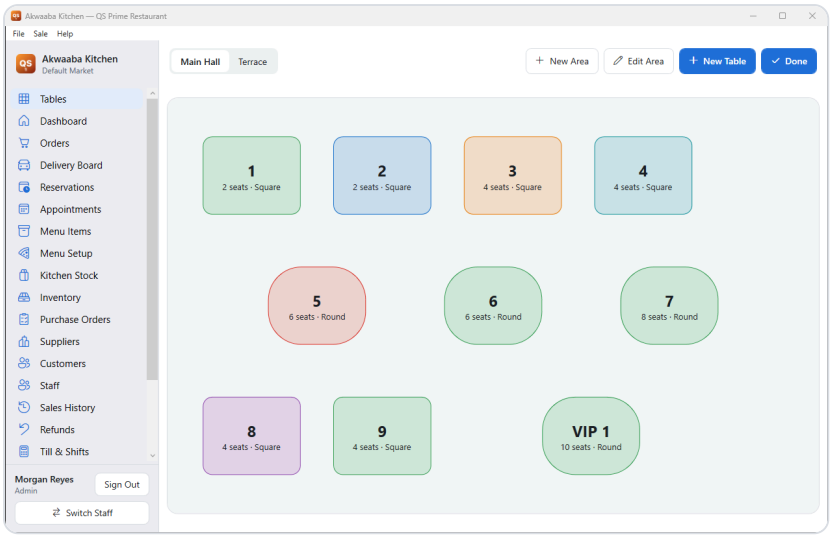


The floor plan: each table shows its status, covers, time seated, waiter and running total

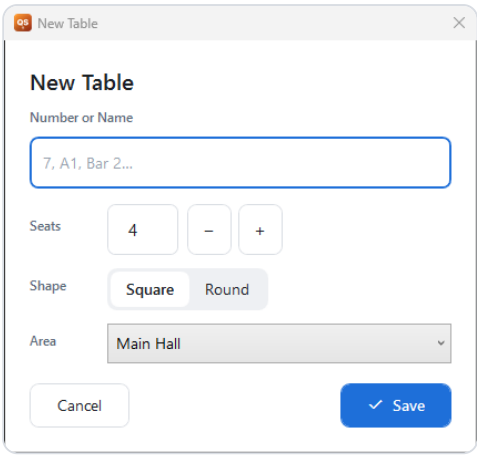
Setting up the floor plan

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. The buttons at the top-left switch between areas.
- **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 (section 10). Without one, a dish has no course and can't be held.

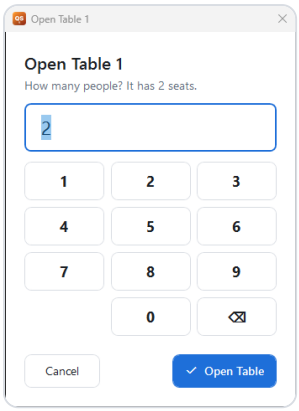
What the colours mean

Status	Meaning
Free (green)	Nobody at the table.
Reserved (teal)	Booked for someone arriving soon, with the time, name and covers (see Reservations, below).
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; 0 switches it off).

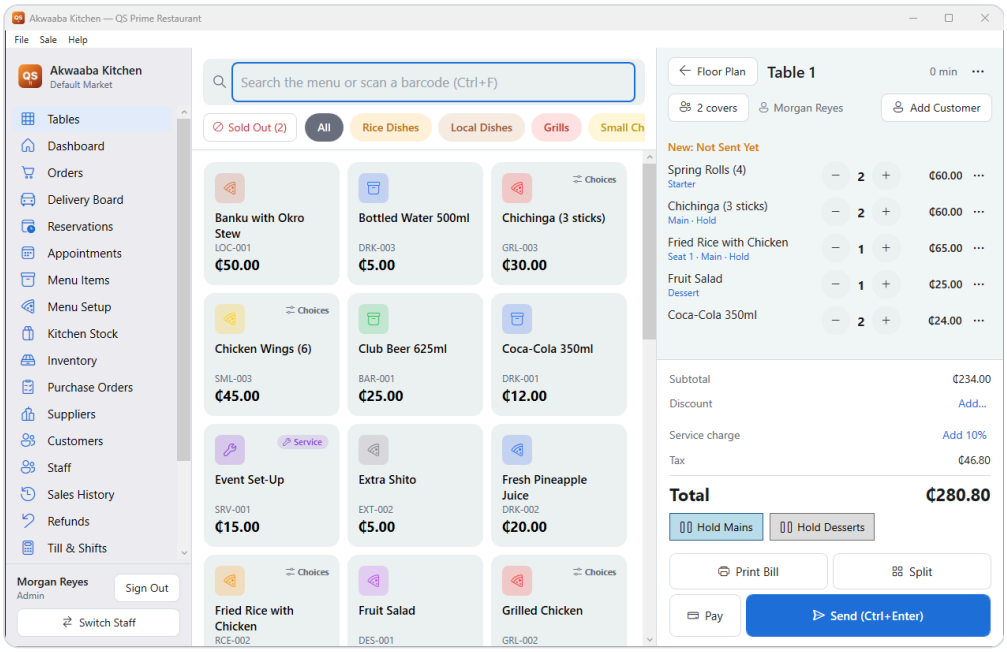
Open Tables on the right lists every open table, your own first. **My Tables Only** fades everyone else's. The till must be open before a table can be opened.

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 ••• button to set its **Seat** (optional), change its **Course**, add a note for the kitchen or remove it. **−** and **+** change the quantity.
4. Click **Send (Ctrl+Enter)**. Each station gets its own ticket. Click **Floor Plan** (or press `Esc`) to go back.



How many are sitting down



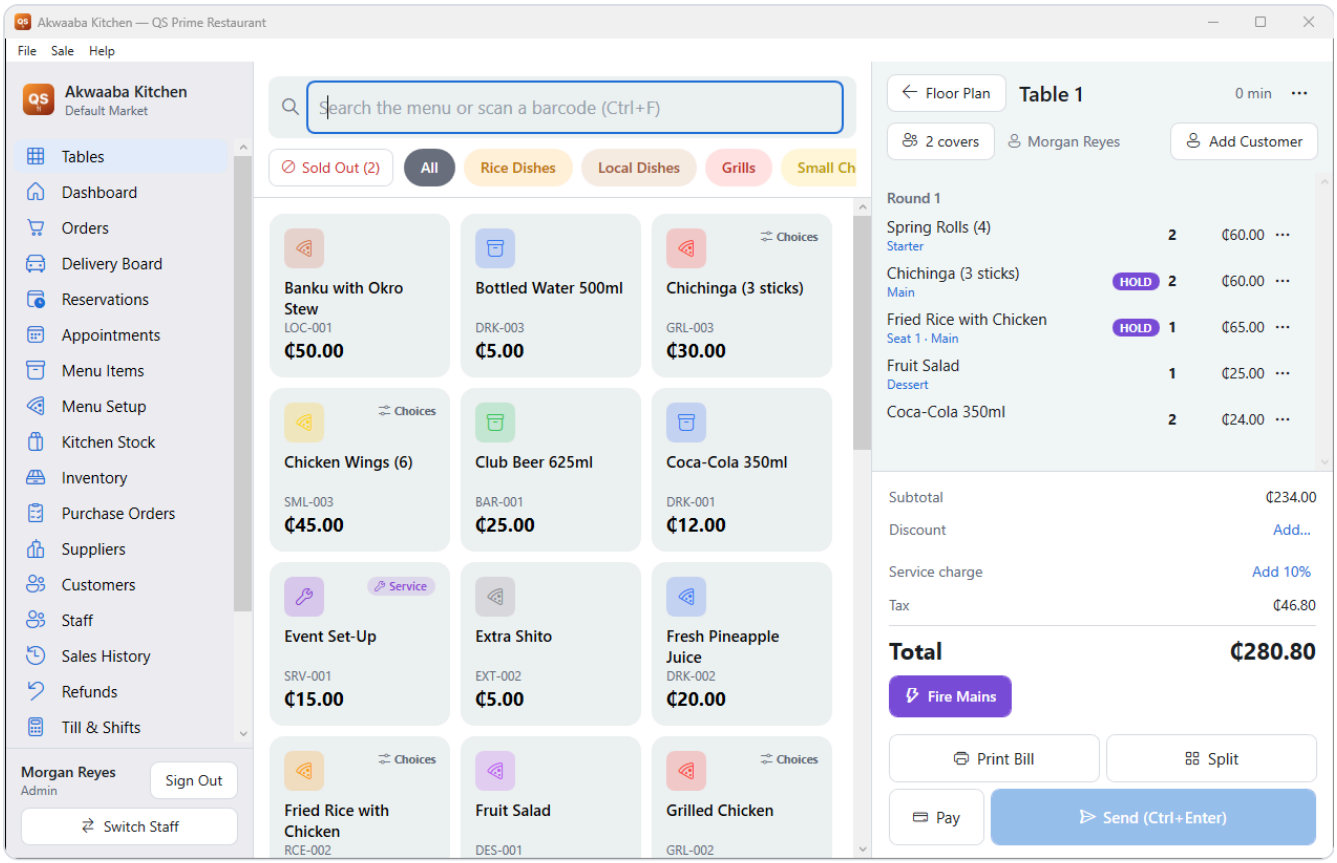
Round 1 before it's sent: Mains are set to Hold

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.

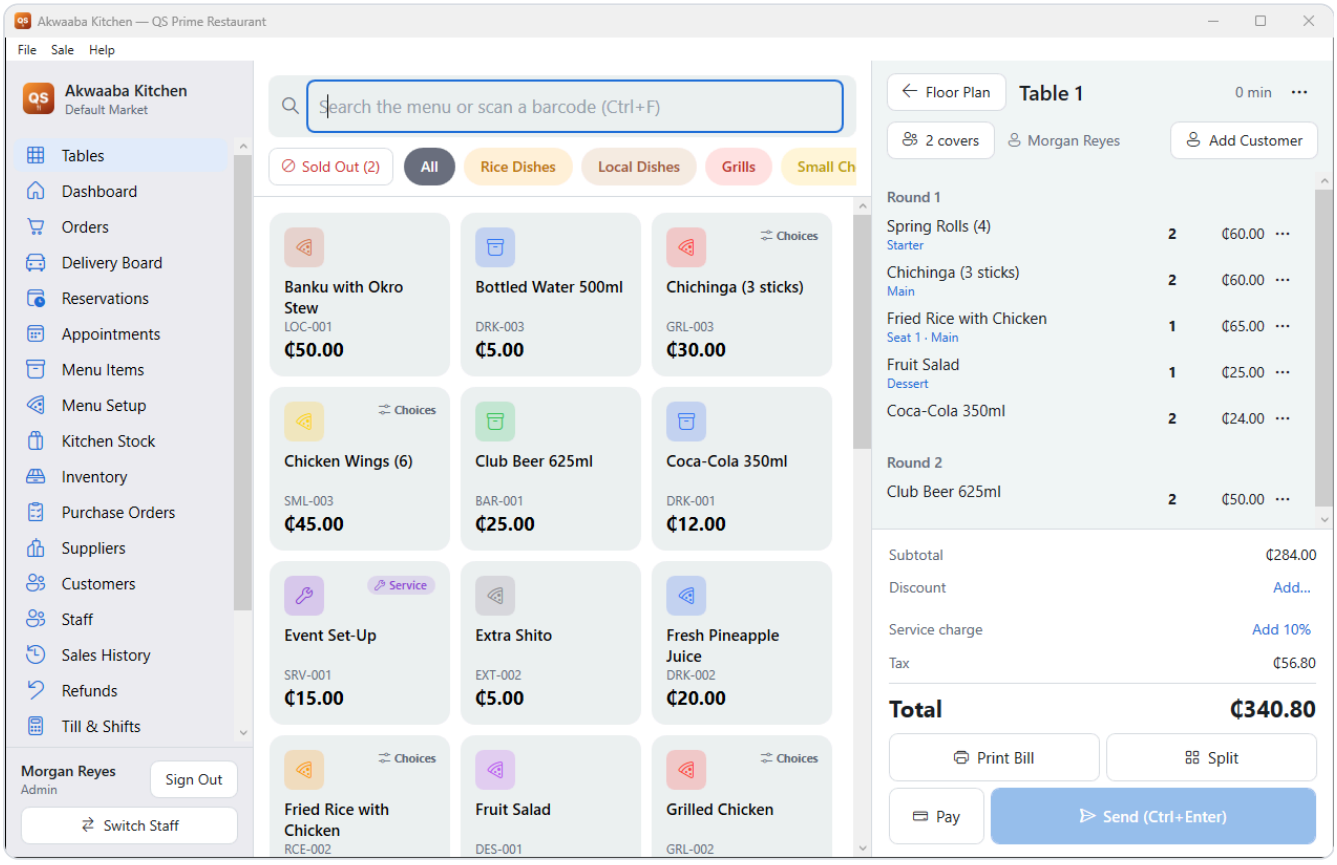
Sent lines can't be changed or removed: to take one off, void it (below). If a table has to be closed without paying, use **Cancel Table…** (below).

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 MAINS** ticket tells the station to start. **Hold Desserts** and **Fire Desserts** work the same way.



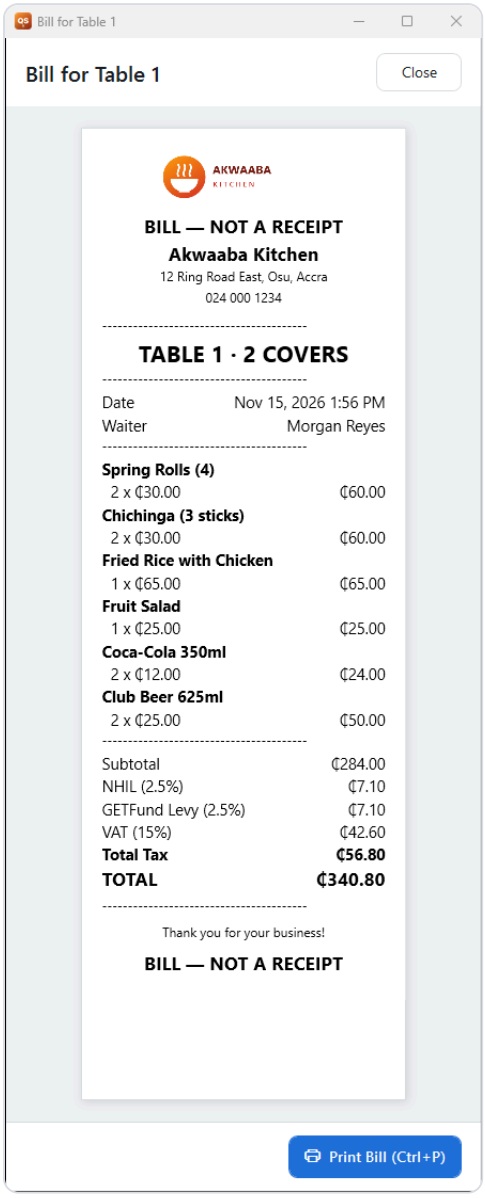
Round 1 sent, with the mains on hold: **Fire Mains** starts them



A second round of beers sent, and the mains fired

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.

The bill



The bill for Table 1

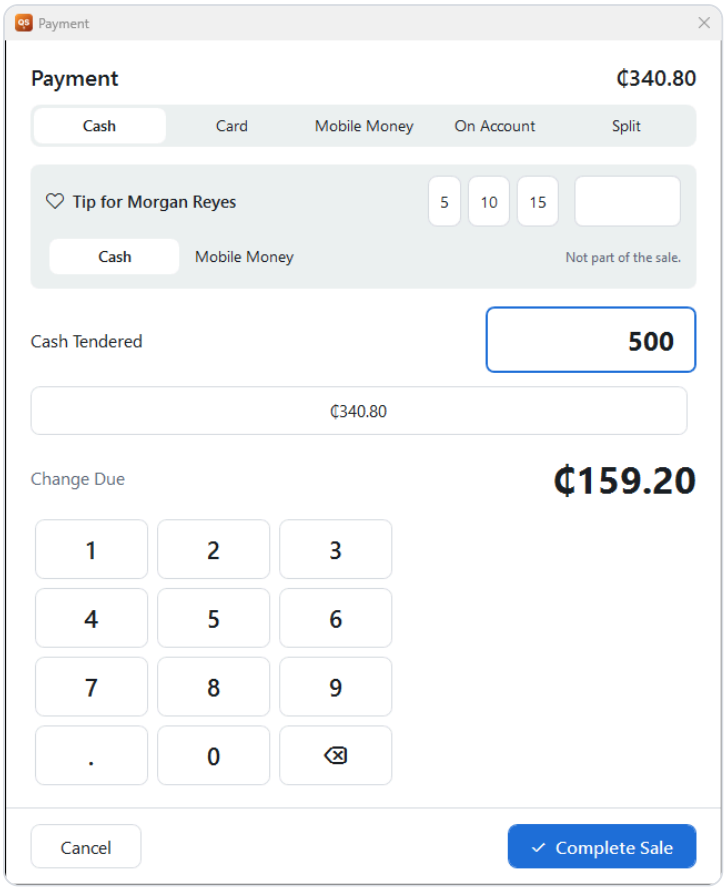
Print Bill shows what the table has had so far, headed **BILL — NOT A RECEIPT**, with the table, covers and waiter. Printing it (`Ctrl+P`) turns the table **Bill Printed**. Send any new items first: the bill and payment wait until nothing is left unsent.

Click **Add…** beside Discount to take an amount off the bill; the usual approval rules apply (section 17). **Add Customer** at the top puts a customer on the table, for loyalty points or an account.

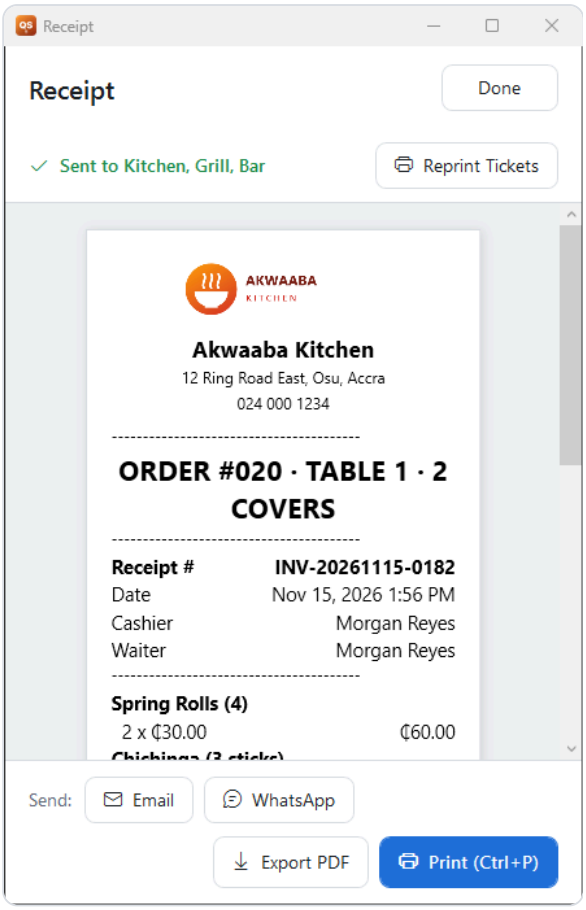
Taking payment

Click **Pay**. If the bill is split, **Pay** opens the bills instead (below). The payment window is the same as on the Orders screen, 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 (**Go Back** is the default). Waiters don't see **Pay**: a cashier or an admin takes the payment.

A table is paid through the Orders screen's payment, so if an order is in progress on the Orders screen the app asks you to finish or hold it first. The table's kitchen tickets have already gone, so paying prints none.



Paying Table 1 in cash



The receipt

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.

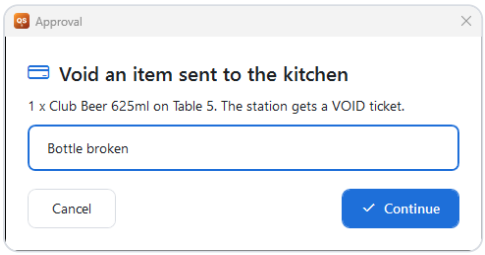
Changing a table

- **2 covers** (change the covers) and **Add Customer** are at the top of the order.
- **Move to Another Waiter** in the ••• menu at the top 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; **Keep the Table** is the default. 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.

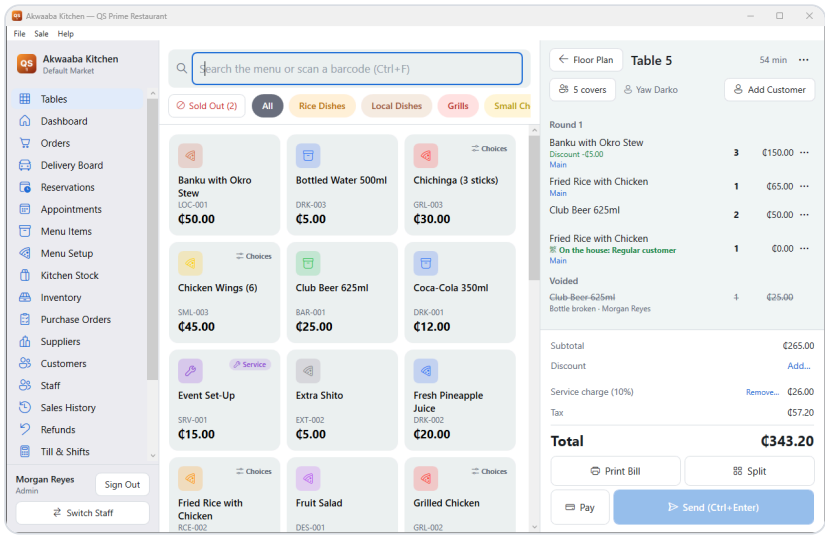
Voids, comps and discounts

Every line sent to the kitchen has a ••• menu. A line of several (three beers) offers one or all of them: **Void One…** or **Void All 3…**, and so on.

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 under **Voided**, crossed out, and goes in the Audit Log. 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, typed in a small window. **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…	See *Moving and merging tables* below.



Voiding one beer. An admin clicks Continue; a waiter or cashier is also asked for an admin's PIN

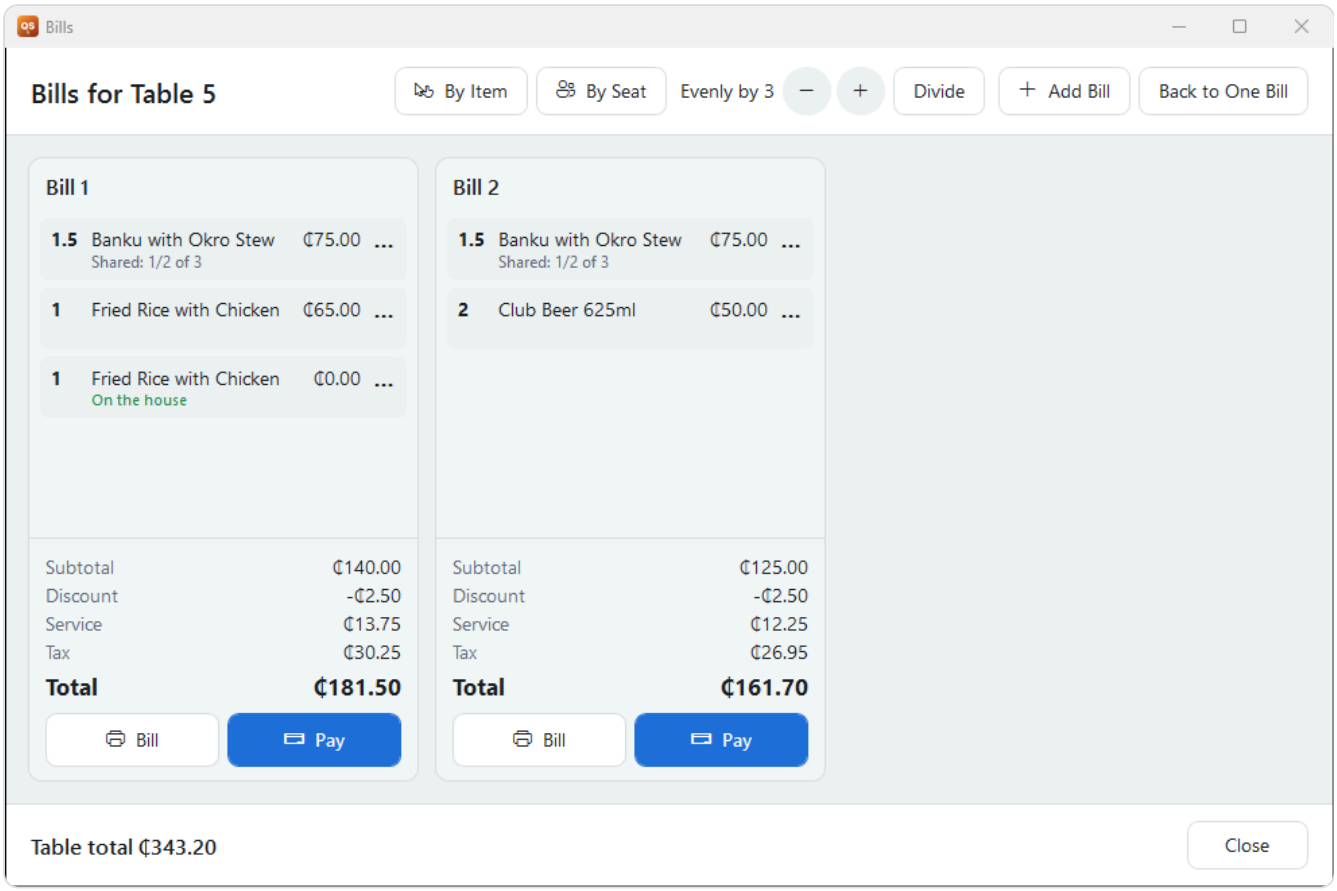


After a void, a comp and an item discount

Splitting the bill

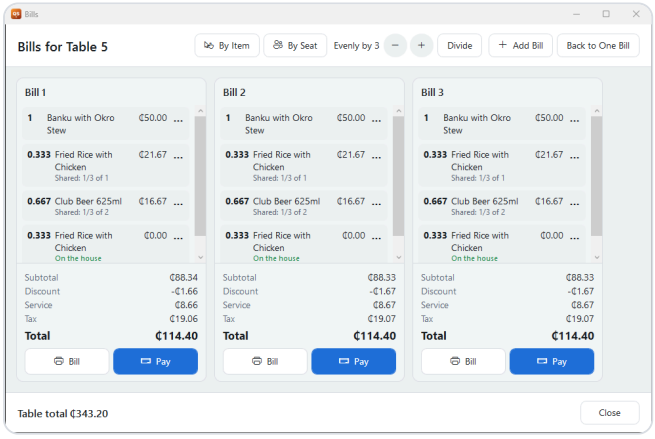
Click **Split**, which reads **Bills (2)** once the table is split (or **Split the Bill…** in the ••• menu at the top). Send any new items first. The **Bills** window opens; choose how:

- **By Item** gives you Bill 1 with everything and an empty Bill 2. Drag dishes from one bill to another, 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 (**−** and **+**), 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.

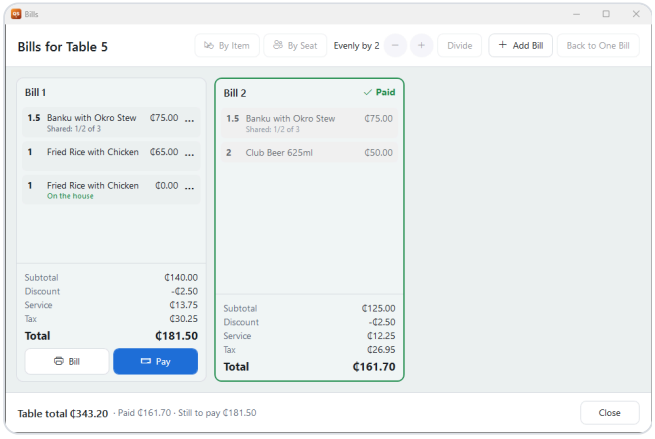


Split by item: the banku is shared, half on each bill

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**; after each receipt the Bills window comes back, and the table closes when the last bill is paid. Until then it stays open on the plan, the order shows **Paid so far** and **Still to pay**, and the till can't close. Waiters see **Bill** but not **Pay**.



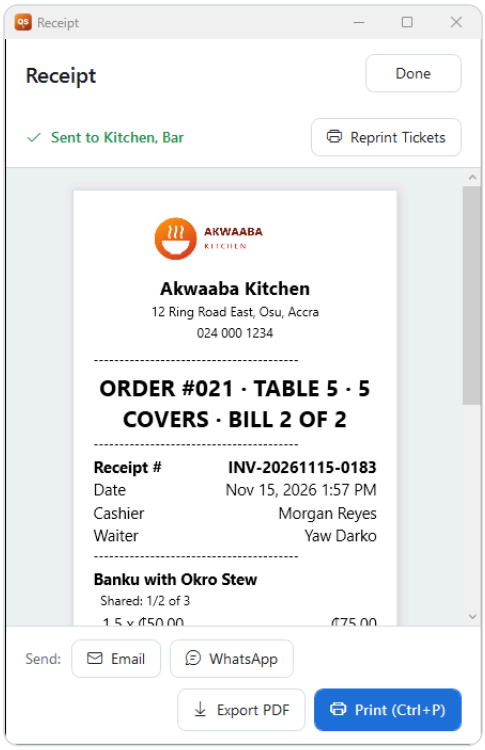
Evenly by 3. Quantities show as shares, such as 0.333



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

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

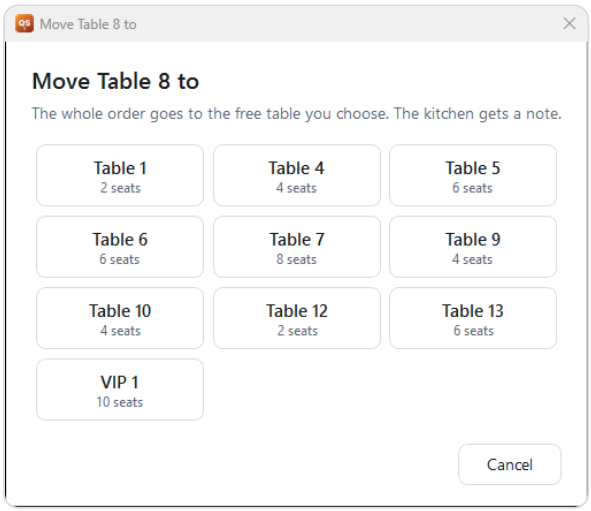
Once a bill is paid, a few things change:

- 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.

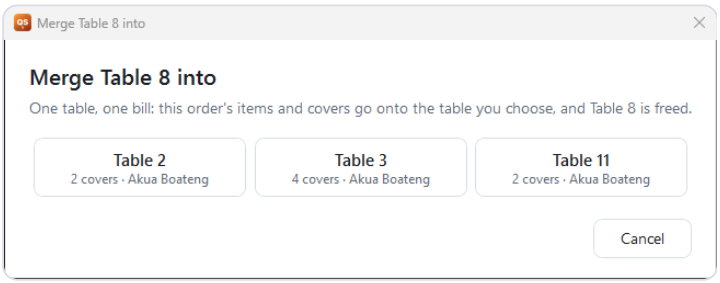
Moving and merging tables

- **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 One to Another Table…** or **Move All 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

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 10%** 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.

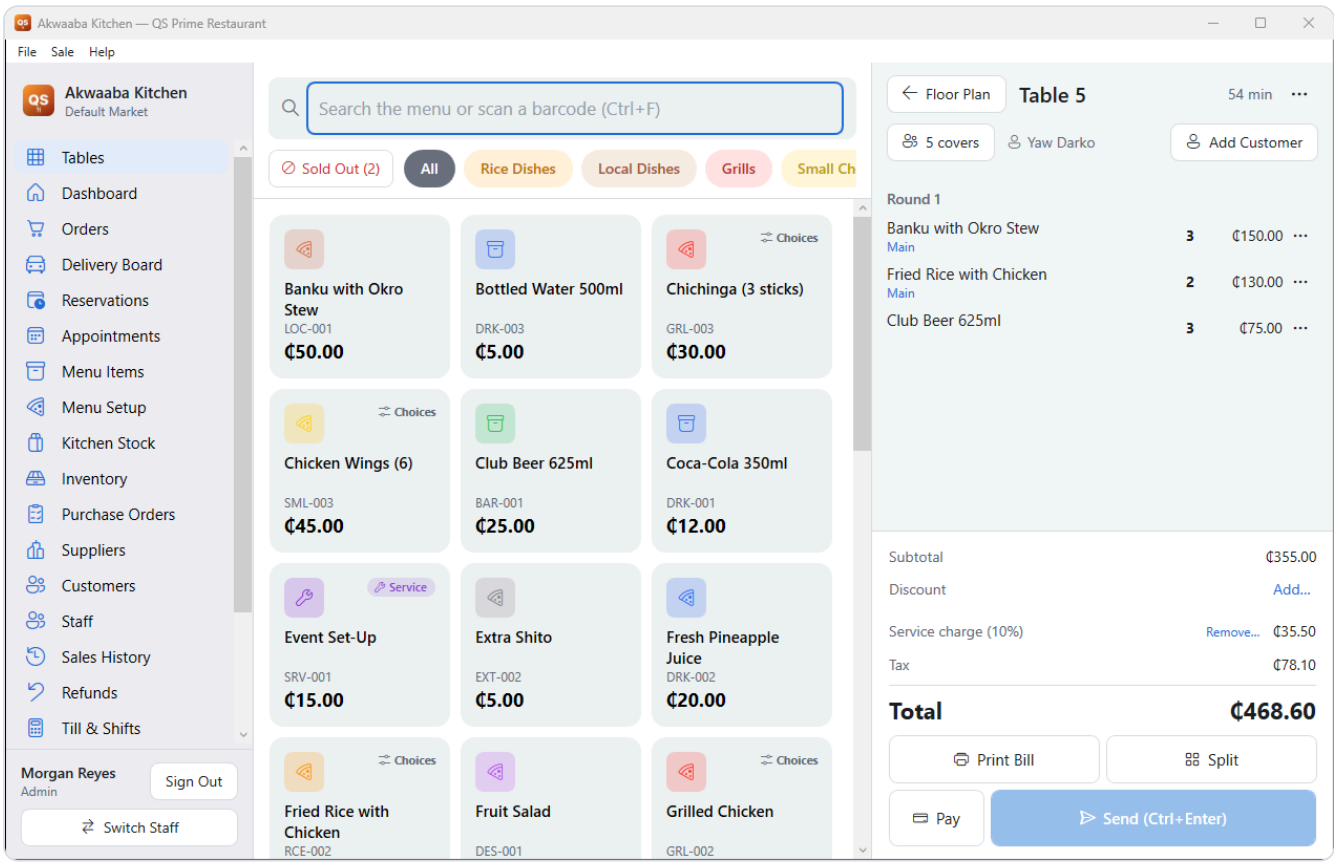
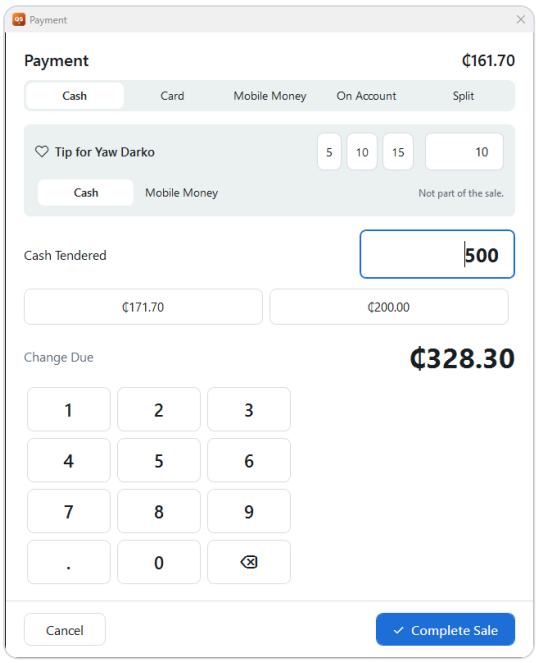


Table 5 has five covers, so the 10% charge from 5 covers applies

Tips



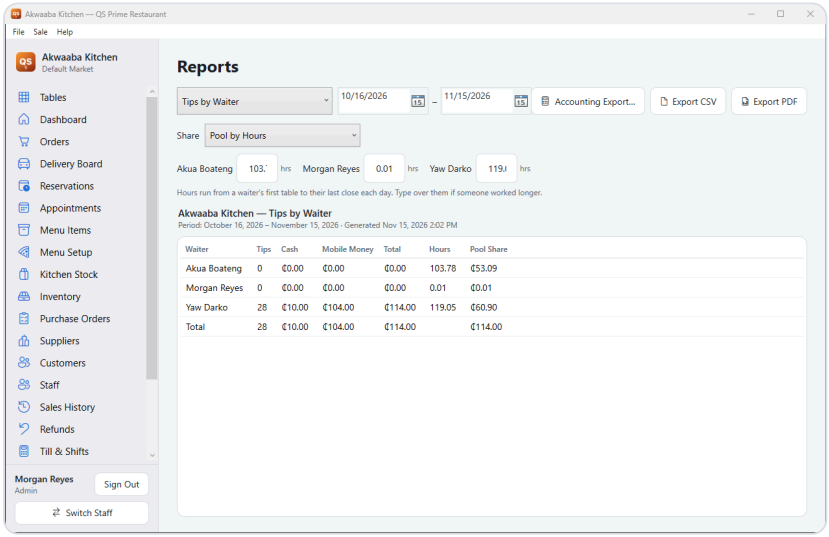
A ₵10.00 cash tip for the waiter: the bill is still ₵161.70, and the change leaves the tip in the drawer

On a table's bill, the payment window has a **Tip for** box with the waiter's name. Click **5**, **10** or **15** (per cent), 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 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 a **Cash Tips** tile. When you hand it to the waiter, record a **Paid Out** with the reason "Tips", or the till will count over. 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** under **Share**: **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.

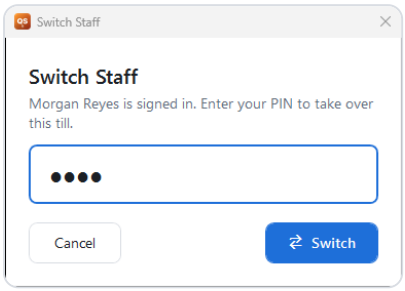


Tips by Waiter, pooled by hours

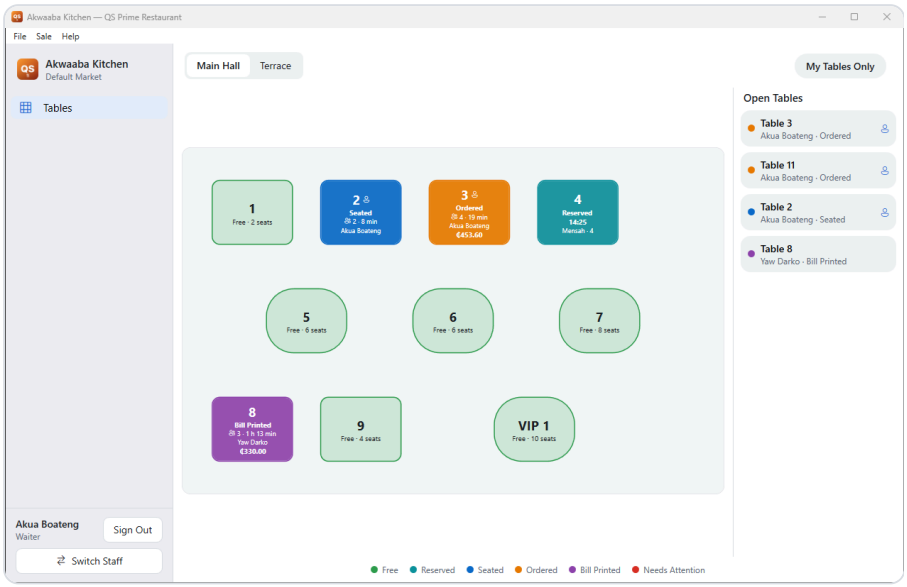
Waiters and Switch Staff

Give each waiter an account with the **Waiter** role and a PIN in Settings → User Accounts (section 18). A waiter sees only Tables, with their own first and marked with a person. Anyone who opens a table is its waiter, including a cashier or an admin.

Where several people share one PC, use **Switch Staff** under your name (`Ctrl+Shift+U`): the next person types their PIN and takes over without signing out, so each person's tables stay theirs.



Akua takes over with her PIN



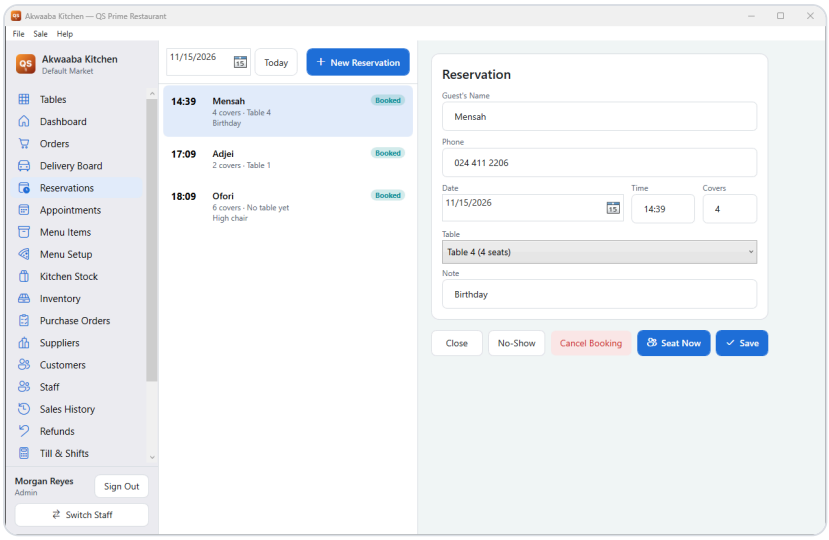
Signed in as a waiter: only Tables, with Akua's own tables first and marked

Closing the day

A till can't close while tables opened on it are still open: **Close Till** names them. 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 22). The End of Day Summary lists the tables served, covers and average spend per cover, and any table still open. On the Dashboard, **Covers by Hour** and **Average Spend per Cover** show how busy the tables were (section 16).

Reservations

Reservations in the sidebar lists a day's bookings; the date box and **Today** change the day. **New Reservation** takes the guest's name and phone (a known customer's name fills in from the number), 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, and a table with fewer seats than covers gets a warning.



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 → Delivery & Reservations.

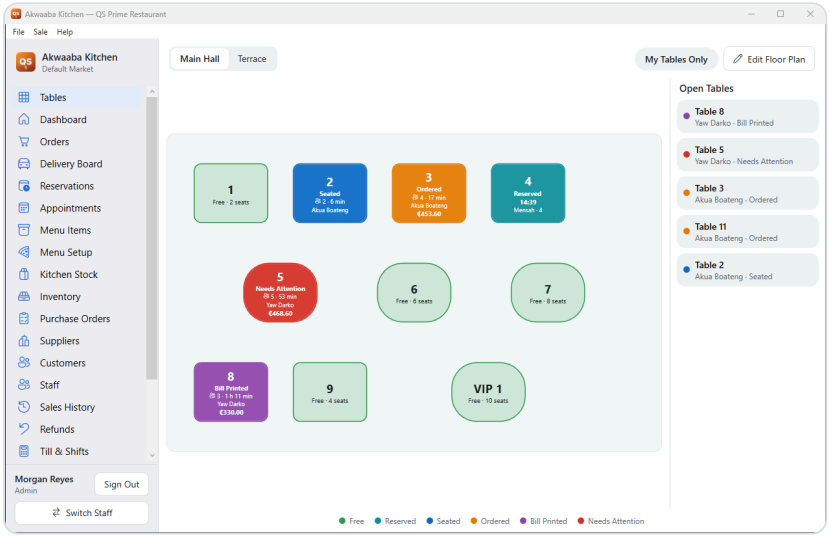
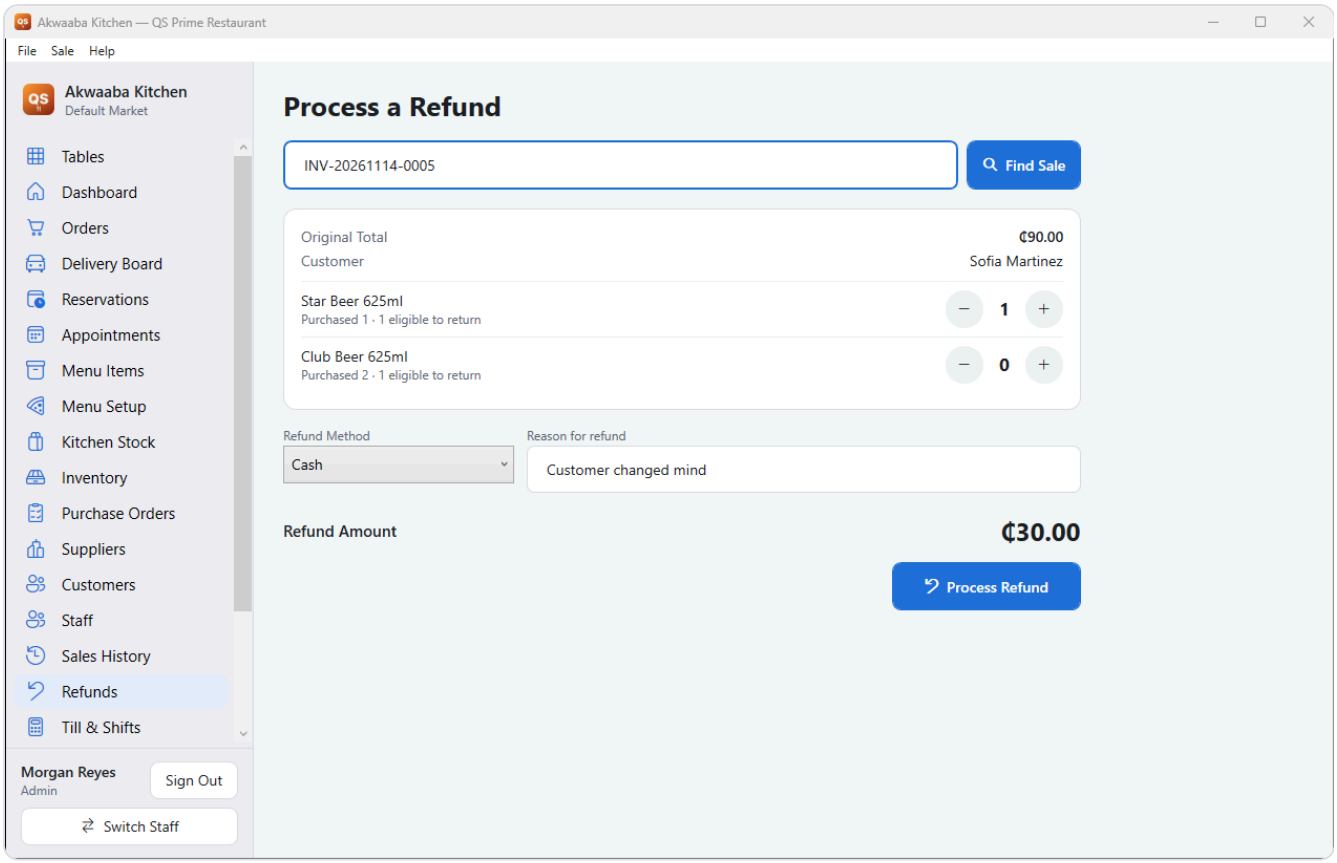


Table 4 reserved for Mensah at 14:18, in teal

When they arrive, click the table and choose **Seat Mensah** (their name), or click **Seat Now** on the reservation, which can use a different table. A waiter's phone can seat them too. 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. Bookings don't stop a till closing.

8 Refunds

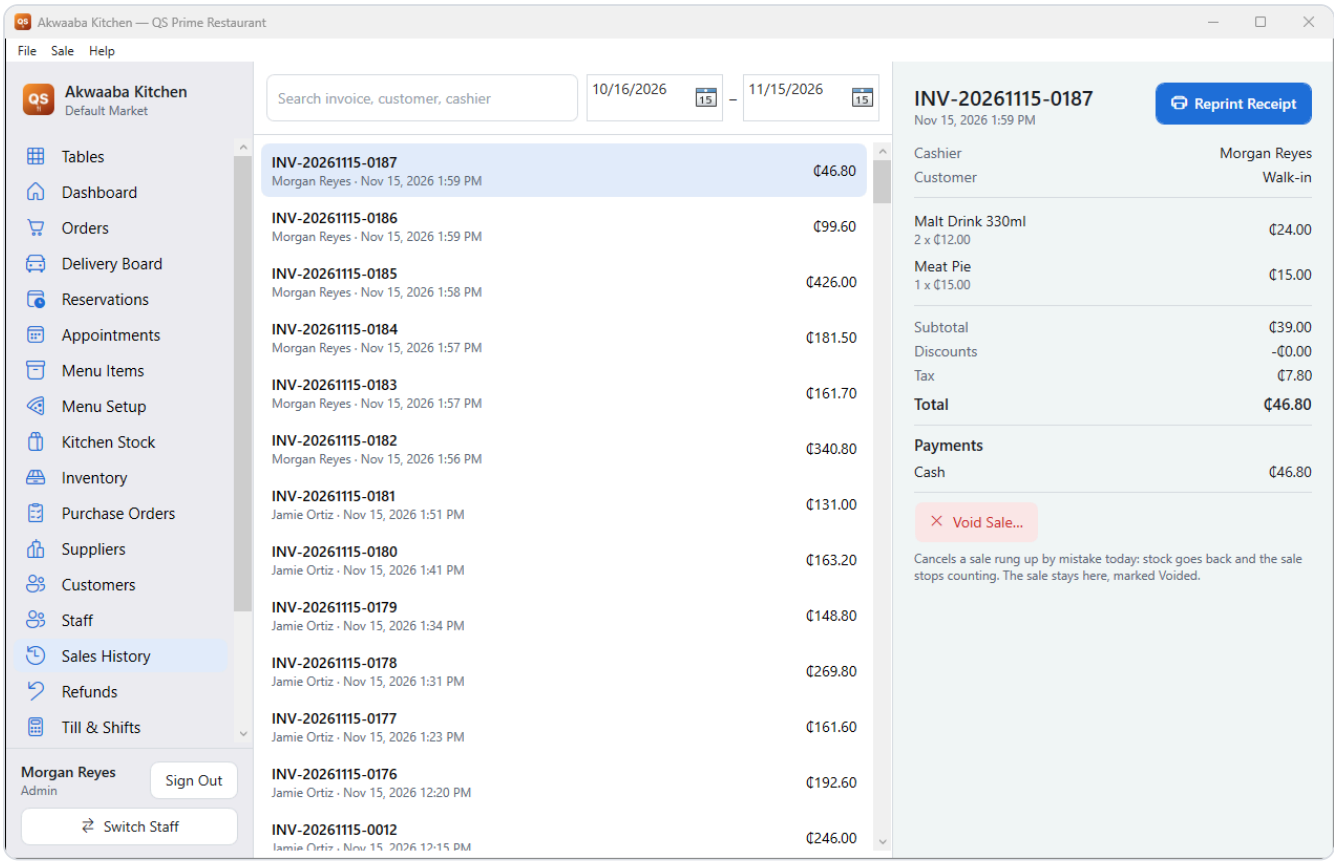


Refunding one Star Beer from yesterday's order

1. Go to **Refunds**.
2. Type or scan the **receipt number** from the customer's receipt (e.g. INV-20261107-0005) and press `Enter`.
3. Use **+ / −** to choose how many of each item are being refunded — or, for items sold by weight, type the amount (e.g. 0.5 kg). Only items not already refunded are listed.
4. Choose the **Refund Method** (how you're paying the money back) and type a reason.
5. Check the **Refund Amount** and click **Process Refund**. A refund receipt appears for printing.

- Refunded stocked items (bottled drinks, say) go **back into stock** automatically. Dishes, other non-inventory items and services have no stock, so nothing is added back for them.
- The original sale is marked **Partially Refunded** or **Refunded** in Sales History.
- You can't refund more than was bought, and the refund pays back exactly what the customer paid for those items — including their choices and their share of any discount.
- Cash refunds are taken off the till's expected cash.
- Refund Method **On Account** takes the refund off what the customer owes instead of paying money back (the sale must have a customer).
- **Loyalty points** earned on the refunded items are taken back, and points spent on them are given back. A full refund puts the customer's points exactly where they were.

9 Sales History



Every sale and refund, with the selected sale's details on the right

- **Search** by receipt number, customer name, or cashier name.
- Use the two **dates** to choose the period (the last 30 days by default). Opened from the Dashboard's **Busiest Hours** chart, the list shows only sales started in that hour until you click **Show All Hours** (section 16).
- Badges show **Partially Refunded** and **Refunded** sales; refunds themselves appear as their own entries with negative amounts in red.
- Click a sale to see its items, discounts, tax, and payments. **Reprint Receipt** shows it again for printing or PDF, with the kitchen bar to reprint or retry its tickets.

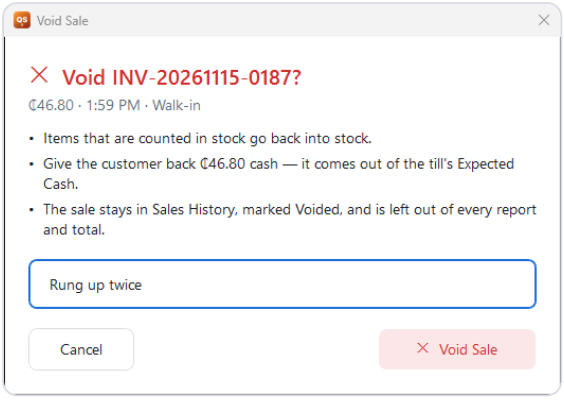
Cashiers see only the sales they made; admins see everyone's.

Voiding a sale the same day

A **void** cancels a sale rung up by mistake — rung up twice, wrong items, wrong customer — as if it never happened. It's for mistakes caught the same day; anything else goes through **Refunds** (section 8).

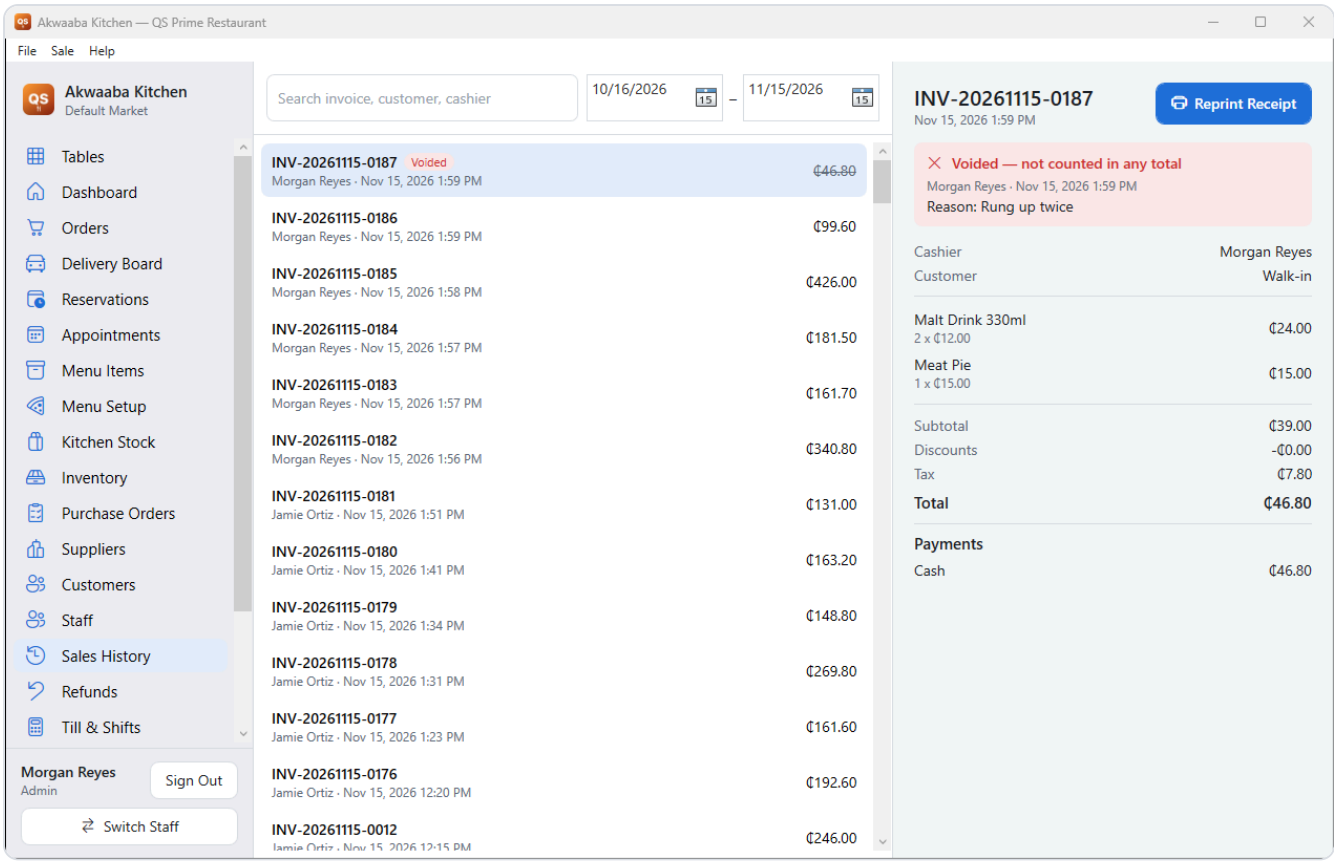
- **Who:** an admin, or a cashier with an admin's PIN — the admin types it on the cashier's screen when the cashier clicks **Void Sale**. With **Voids** switched off in Settings → Approvals & Audit Log, any cashier may void. Every void goes in the Audit Log.
- **Which sales:** a sale rung up on the till that's **open now**, with nothing refunded yet. Refunds themselves can't be voided, and a voided sale can't be refunded.

1. In **Sales History**, select the sale and click **Void Sale…** at the bottom of its details.
2. The window lists exactly what will happen to this sale. Type the **reason** (required).
3. Click **Void Sale**. **Cancel** is the default button, so pressing Enter never voids anything by accident.



Voiding a cash sale

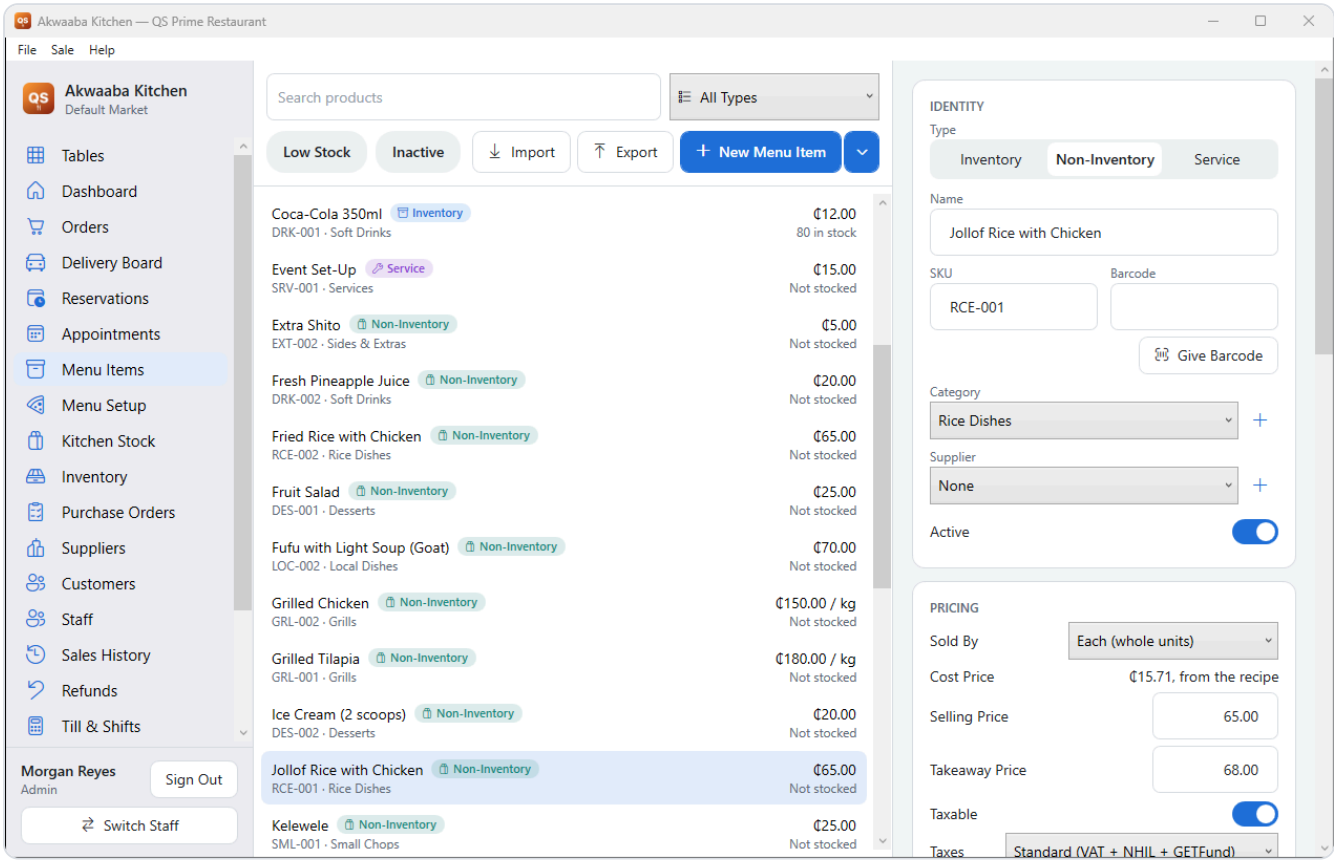
- Items counted in stock **go back into stock** (the movement history shows *Void INV-…*).
- **Cash** comes out of the till's Expected Cash — give it back to the customer. If a cash drawer is set up, it opens.
- An **On Account** sale comes off the customer's balance. **Card and mobile money** must be 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.
- A void doesn't print anything in the kitchen: if the food was already made, tell the kitchen yourself.
- The sale stays in Sales History with a red **Voided** label and a struck-through total, and who voided it, when and why. It's left out of the Dashboard and every report; the End of Day Summary lists it as *Voided Sales (not counted)*. Its receipt number stays used, and a reprinted receipt says **VOIDED** with the reason.



A voided sale in Sales History

10 Menu Items and Menu Setup

Menu Items holds everything you sell: dishes, drinks, extras and services, each with its price, takeaway price, choices and the station that makes it. **Menu Setup** holds the kitchen stations and the groups of choices. Both are for admins.



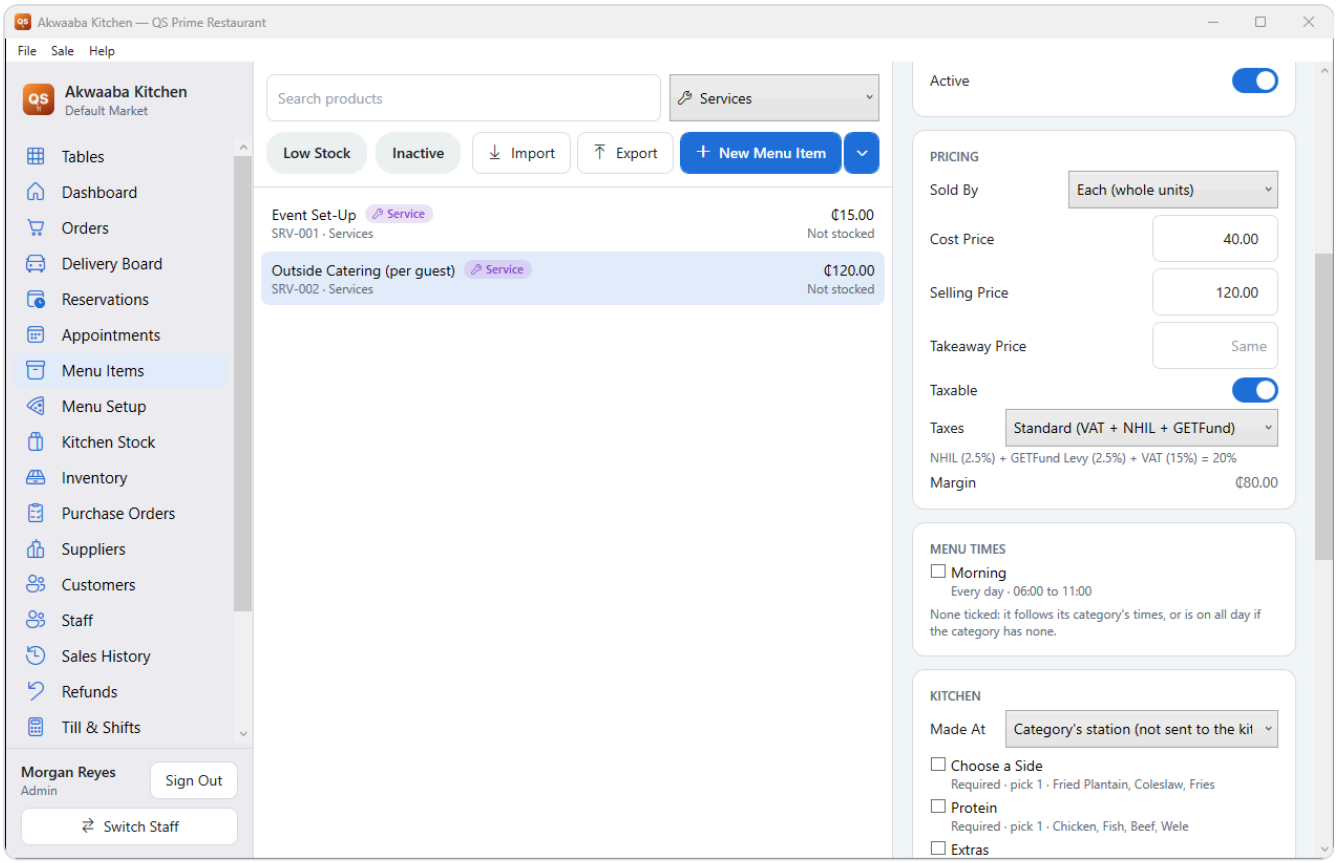
The menu list and the editor for the selected item

Inventory items, non-inventory items and services

Every menu item has a **Type**, shown as a coloured label in the list. The type decides whether the app counts its stock:

Type	Use it for	Stock
Inventory Item	Things you buy in and sell as they are, and count — bottled drinks, beer, water.	Counted. Sales take it off, refunds put it back, low-stock warnings and stock value apply.
Non-Inventory Item	Dishes cooked in your kitchen, fresh juice, extras — things you sell but don't count.	Not counted.
Service	Work or a fee — a delivery fee, outside catering.	None.

Non-inventory items and services sell even when nothing is "in stock", don't appear on the Inventory screen, and never show as low stock. The list shows **Not stocked** for them instead of a quantity.

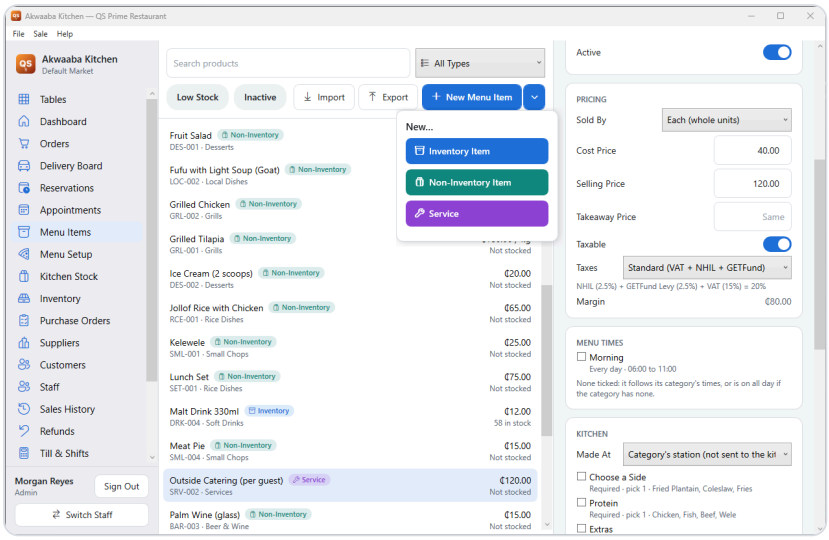


A service: the Type is set at the top of the editor, and there's no stock to manage

Services also have **Staff & Commission** settings — whether the till asks who did it, and the service's own commission rate (section 15).

- **Change an item's type** with the **Inventory** / **Non-Inventory** / **Service** buttons at the top of the editor, at any time. If an Inventory Item had stock, that number is kept but not counted while it's another type — switch it back and tracking carries on.
- **Show one type** with the **All Types** box next to the search.
- Sales keep the type each item had when it was sold, so changing a type later never changes past reports.

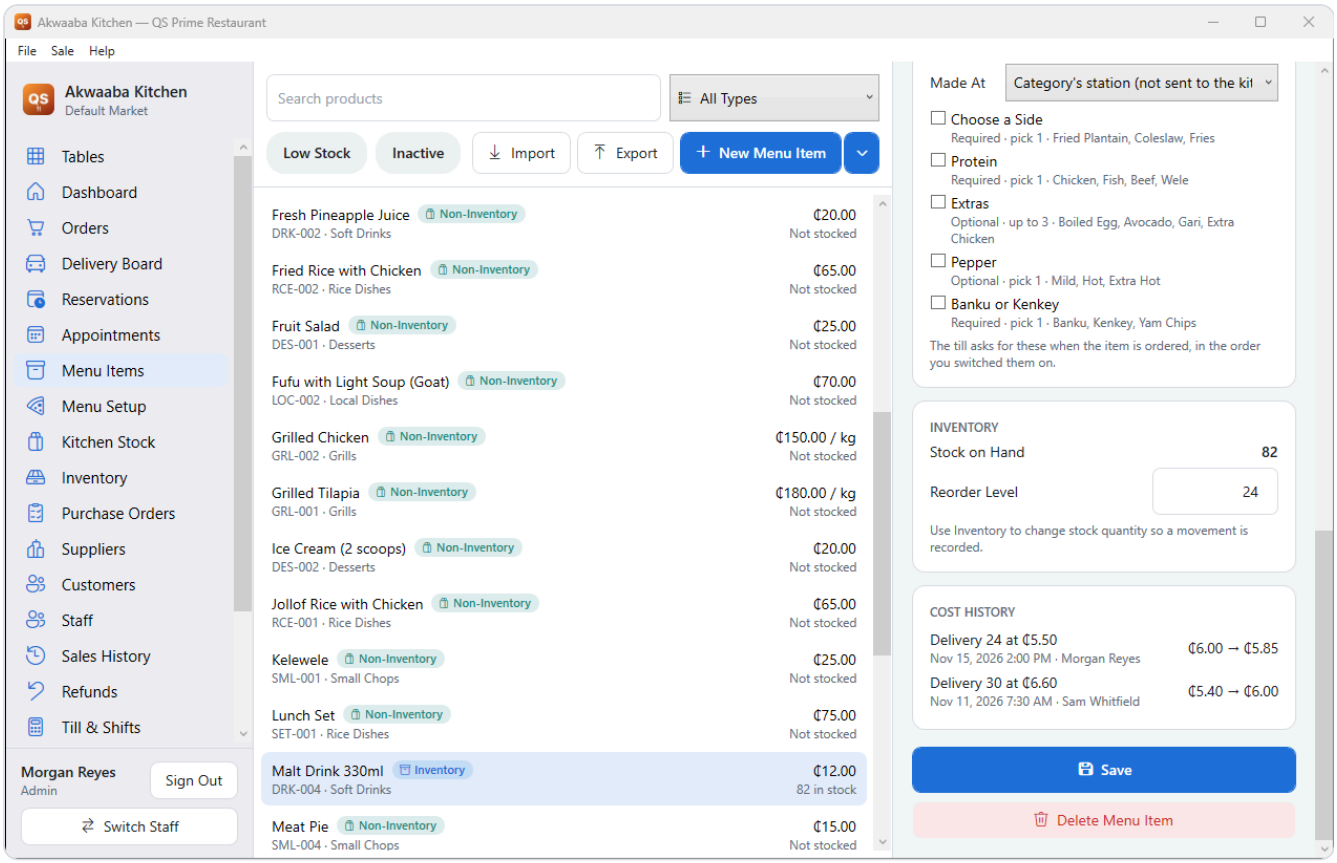
Adding and editing a menu item



The arrow next to New Menu Item offers each type

1. Click **New Menu Item** — it creates your usual type (set in Settings → **Products & Inventory** → **New Products Are**). For a different type, click the **arrow** next to it and choose **Inventory Item**, **Non-Inventory Item**, or **Service**. To change an existing item, click it in the list.
2. Fill in the **Name** and **SKU** (your own code, e.g. RCE-001). A bottled drink can have its **Barcode** scanned into the box.
3. Choose a **Category** (Rice Dishes, Grills, Soft Drinks…) and, for things you buy in, a **Supplier**. If one doesn't exist yet, click the **+** next to the box to create it on the spot.
4. Enter the **Cost Price**, **Selling Price** and, if it differs, the **Takeaway Price** (below), and check the item's **Taxes**. The **Margin** per unit is worked out for you.
5. Under **Kitchen**, check where it's made and tick the choices it offers (below).
6. For Inventory Items, set the **Reorder Level** — when stock falls to this number or below, the item is flagged as low stock.
7. Click **Save**.

- Switch **Active** off to take an item off the menu without deleting it. Use the **Inactive** filter to find those later.
- **Delete Menu Item** removes it permanently. Past sales keep their own copy of the name and price, so old receipts and reports are unaffected.
- Stock quantity can't be typed here — use **Inventory** (section 11) so every change is recorded.
- The **Low Stock** filter lists everything that needs reordering.
- **Cost History** shows the latest five changes to the item's cost — deliveries at a unit cost (section 11), and edits to **Cost Price**, which are recorded as *Edited in Products* when you save or move to another item.

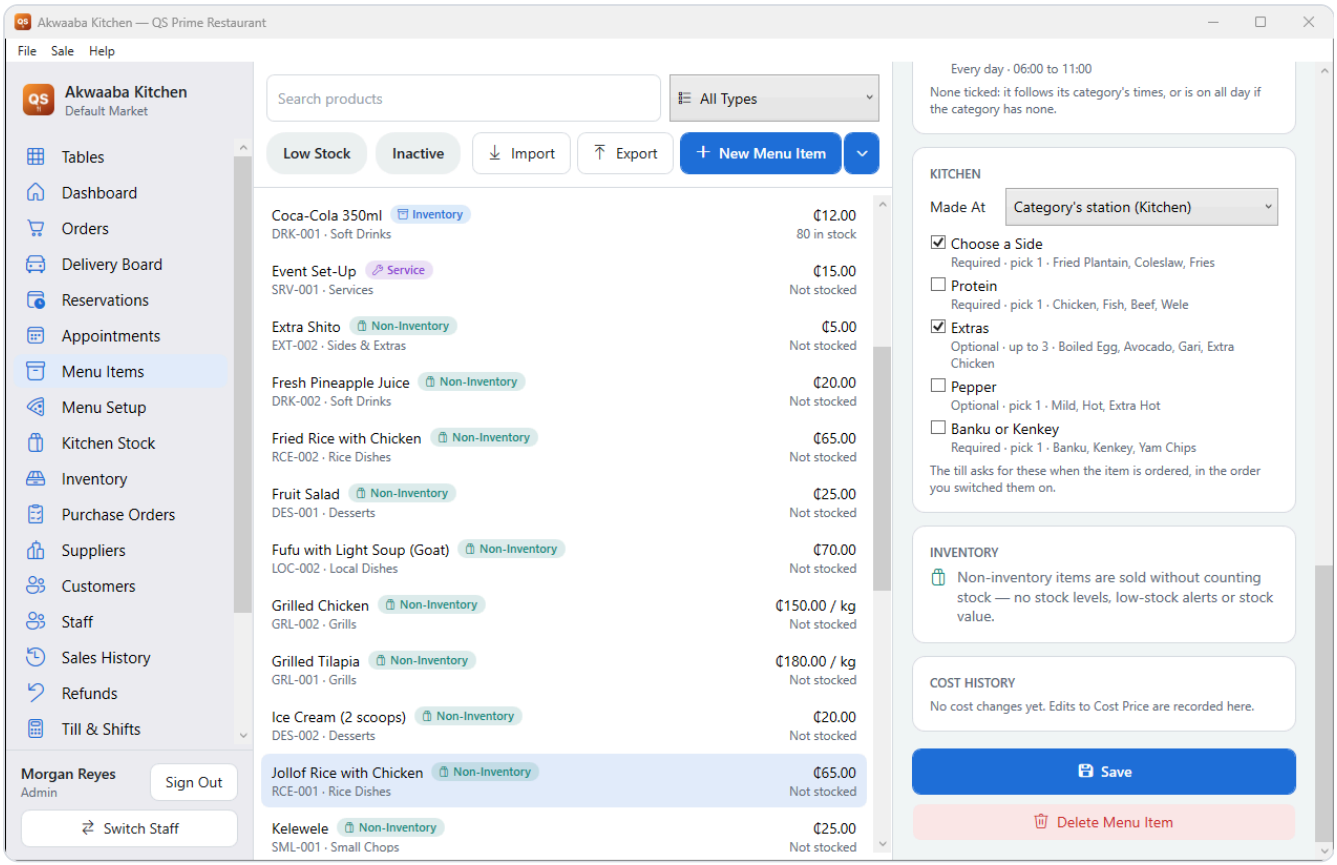


An item's Cost History

Takeaway prices

Many restaurants charge a little more for takeaway, for the pack. Type it in **Takeaway Price** under Pricing: Jollof Rice with Chicken is ₵65.00 to eat in and ₵68.00 to take away. Leave it empty (it shows *Same*) for items that cost the same either way. The Orders screen uses it when the order is switched to **Takeaway** (section 6).

The kitchen card



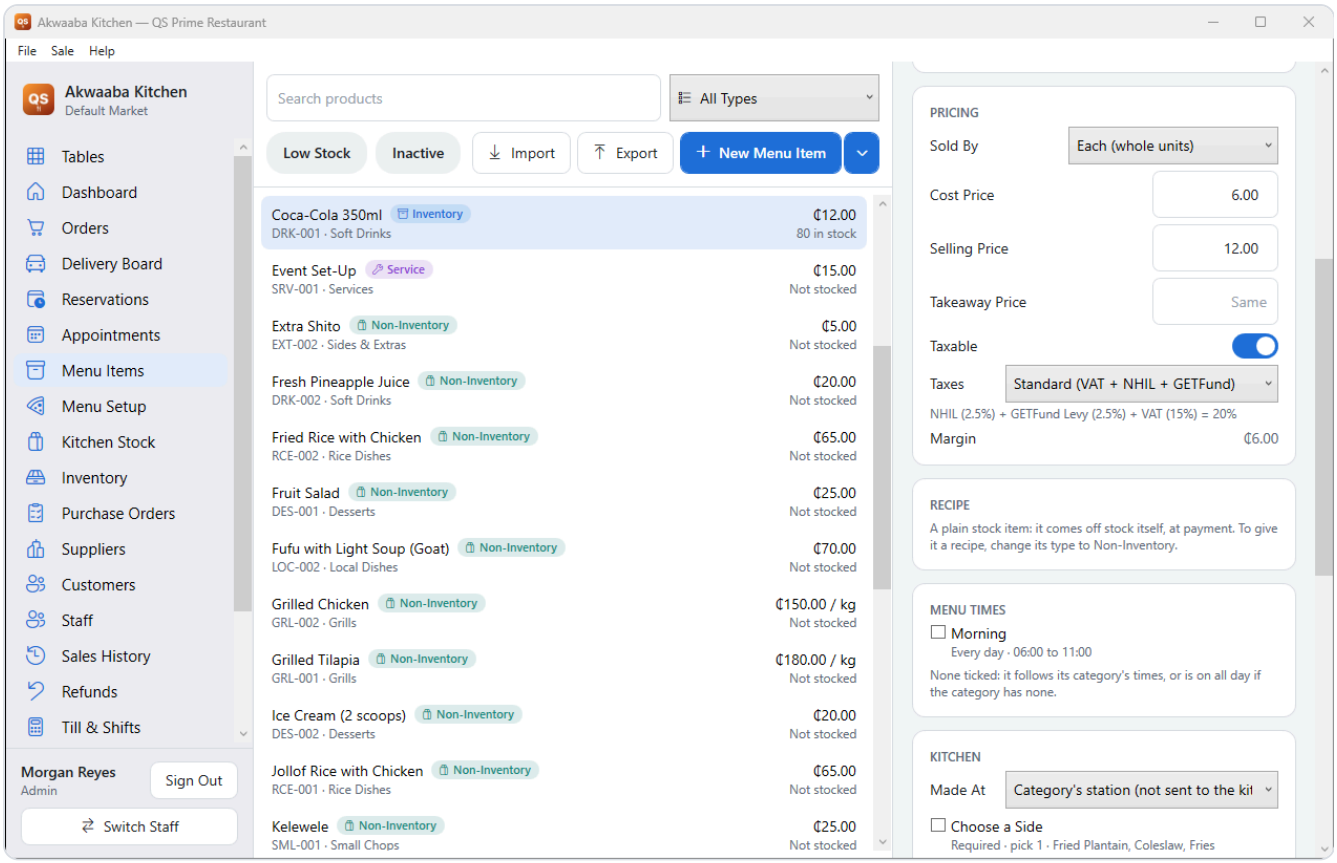
Jollof Rice with Chicken: made in the Kitchen, offering Choose a Side and Extras

- **Made At** — the station whose ticket the item goes on. *Category's station* (the usual) follows its category, which is set in Menu Setup; choose a station to send just this item somewhere else (fresh juice made at the Bar, say), or *Not sent to the kitchen* for things handed over at the counter.
- **Choices** — tick each group of choices the item offers. The till asks for them in the order you switched them on. Groups are made in Menu Setup (below).

Taxes on a menu item

Under **Pricing**, each item has a **Taxable** switch and a **Taxes** group:

- **Taxes** — the tax group charged on the item. The standard group, *Standard (VAT + NHIL + GETFund)*, charges NHIL 2.5%, GETFund Levy 2.5% and VAT 15%, each on the price before tax — 20% in all. The line under the picker spells it out. New items get the group chosen in Settings → Taxes → **Default for New Products**.
- **Taxable** — switch off for items that carry no tax at all. Switching it back on uses the item's group again.



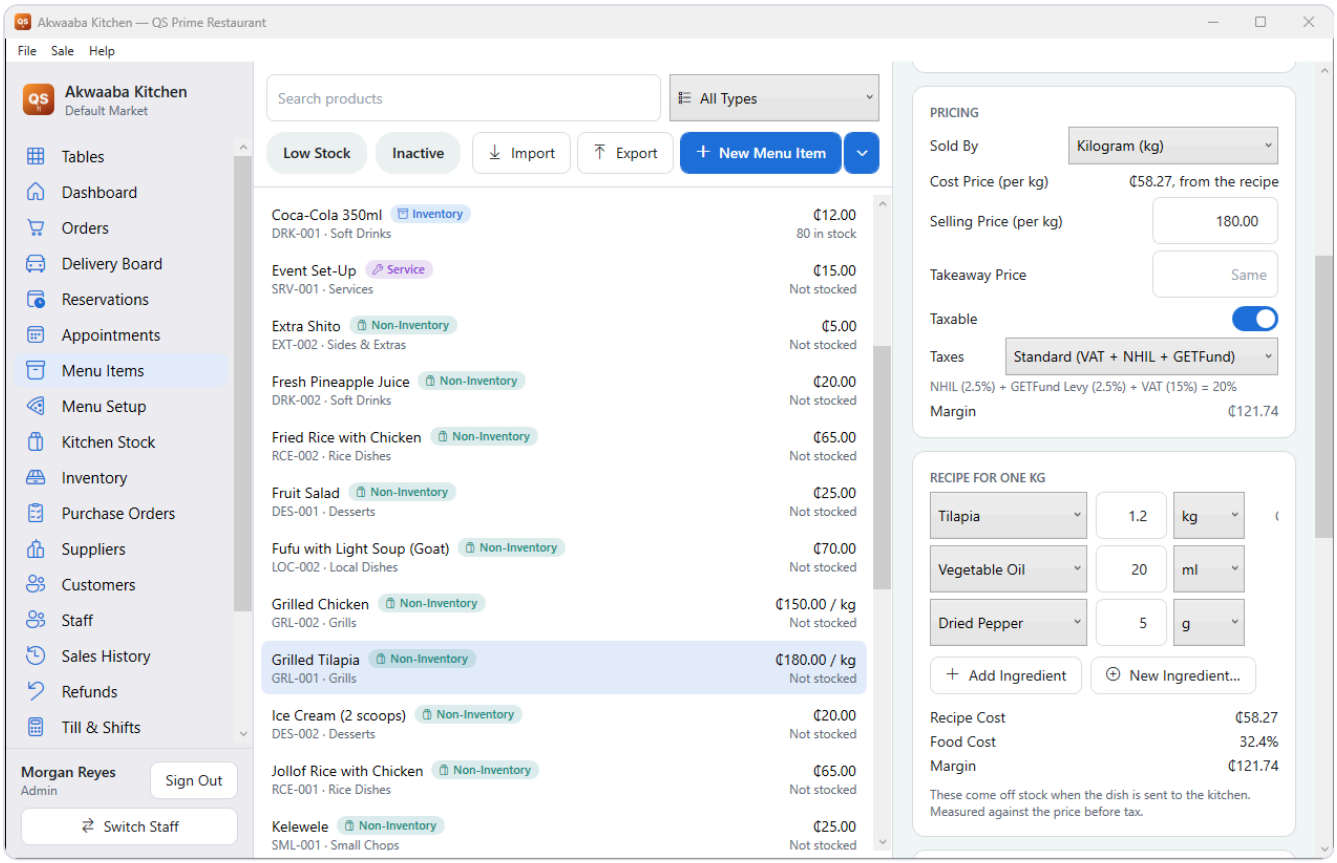
Coca-Cola carries NHIL, GETFund Levy and VAT: 20% in all

Every sale keeps the taxes it was charged, so changing a rate or an item's group never changes past receipts or reports. Each tax is worked out to the pesewa and the parts always add up to the sale's total tax; the total can occasionally differ by a pesewa from an invoice that rounds each tax separately.

Selling by weight

For grilled fish and chicken sold by the kilo, set **Sold By** (under Pricing) to the unit you sell in:

Sold By	Sells as
Each (whole units)	1, 2, 3… — the usual.
Kilogram (kg), Litre (L), Metre (m), Hour (hr)	Fractions too: 1.5 kg, 0.75 L.
Gram (g), Millilitre (ml)	Whole numbers: 250 g, 500 ml.



Grilled Tilapia, sold by the kilogram: the prices are per kg

- The **Cost Price**, **Selling Price** and **Takeaway Price** are per unit (per kg…), and the till works out each line from the weight.
- A weighed item with choices asks for the weight first, then the choices (section 6).

Import and export with Excel

To enter or update many items at once, use a spreadsheet:

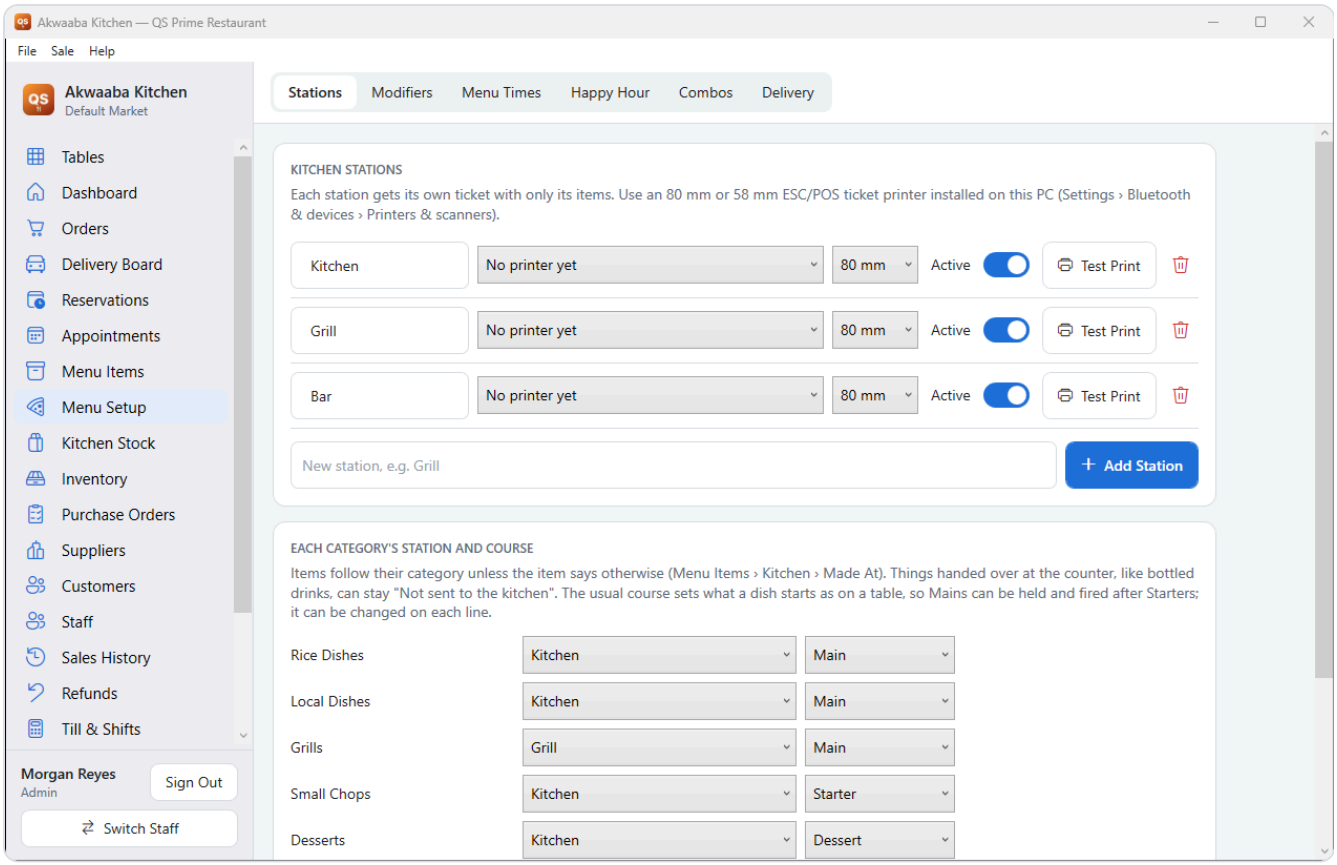
1. Click **Export** to save all menu items as a **.csv** file. Open it in Excel.
2. Edit or add rows in Excel, then save — keep it as CSV (**CSV UTF-8** or **CSV (Comma delimited)**).
3. Back in the app, click **Import** and choose the file. A summary shows how many items were created, updated, or skipped (with the reason).

> **Close the file in Excel first**
> If the file is still open in Excel when you import, Windows may not let the app read it.

Column	Notes
SKU, Barcode	Used to match existing items (SKU first, then barcode). No match = a new item.
Name	Required — rows without a name are skipped.
Category, Supplier	A category name that doesn't exist yet is created automatically.
Cost Price, Selling Price	Numbers, e.g. 24.50. A new cost for an existing item is recorded in its Cost History as *Imported from CSV*.
Tax Rate %	The item's total tax, e.g. 20 for the standard group. Used when **Tax Group** is empty: 0 = not taxable; a group's total = that group; any other rate is charged as a single tax.
Stock Quantity, Reorder Level	Numbers in the item's unit. Left empty (and ignored) for non-inventory items and services.
Active	Yes or No
Type	**Inventory**, **Non-Inventory**, or **Service** (capitals, spaces and hyphens don't matter). Left empty: new items become your usual type and existing ones keep theirs. Any other word skips the row.
Unit	**each**, **kg**, **g**, **L**, **ml**, **m**, or **hr** ("kilo", "litres", "hours" and similar work too). Left empty: new items are sold each and existing ones keep their unit. Any other word skips the row.
Tax Group	The name of a tax group from Settings → Taxes, or **None** for items that aren't taxable. Left empty: goes by Tax Rate %. A name that isn't a group skips the row.

Takeaway prices, stations and choices aren't in the file; set them in Menu Items after importing. A file exported from QS Prime POS imports as it is.

Menu Setup: kitchen stations



Menu Setup › Stations: three stations, and each category's station and course

A **station** is a place that makes food or drinks and gets its own ticket: the Kitchen, the Grill, the Bar. Open **Menu Setup → Stations**.

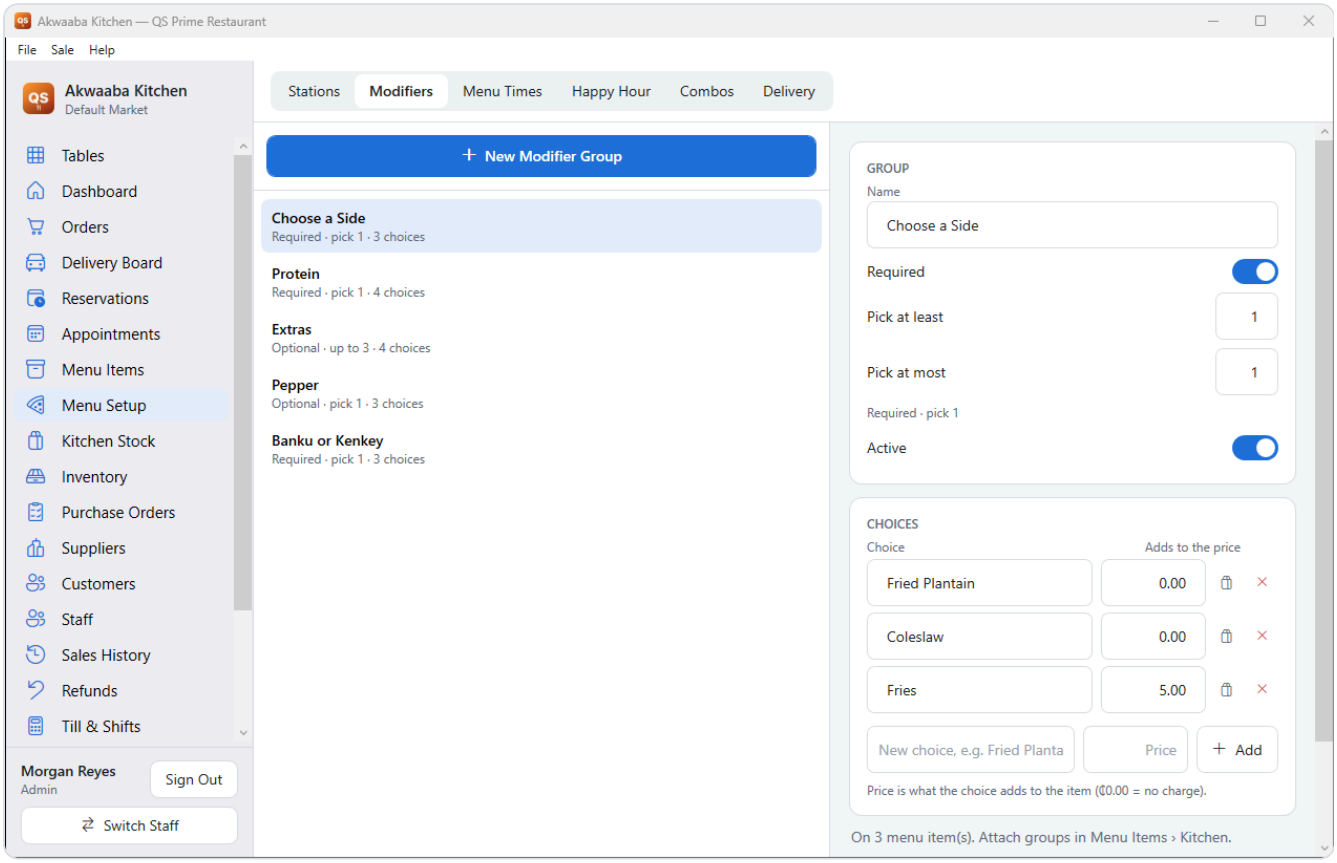
- **Add a station**: type its name in the box at the bottom and click **Add Station**.
- **Printer**: choose the station's ticket printer from the printers installed on this PC (Windows Settings → Bluetooth & devices → Printers & scanners), and its paper width, **80 mm** or **58 mm**. **Test Print** prints a short test ticket. With several tills, the list shows the **store server PC's** printers on every till, and Test Print prints through the server (section 22). A station with *No printer yet* is fine while you set up: its tickets show as *Not sent* on the receipt window, ready to Retry.
- **Active**: switch a station off to stop sending it tickets (the Grill on a day it isn't lit, say). The red bin deletes a station; its items then go to no station until you choose another.
- **Tickets Go To** (with a store server only): **Printer**, **Kitchen Screen**, or **Printer and Screen**. A station on Kitchen Screen needs no printer (section 22, The kitchen screen).

Under **Each Category's Station and Course**, choose the station for each category. Items follow their category unless their own **Made At** says otherwise (above). Things handed over at the counter, like bottled drinks, can stay *Not sent to the kitchen*. The second column is the category's usual **course** (Starter, Main or Dessert): what its dishes start as on a table, so mains can be held and fired after starters (section 7). It can be changed on each line of a table's order.

Ticket printers

Kitchen tickets need an ESC/POS ticket printer (most 80 mm and 58 mm thermal printers are), with its Windows driver installed. Each station can have its own printer, or several stations can share one. See section 23.

Menu Setup: choices (modifier groups)



Menu Setup › Modifiers: “Choose a Side”, required, pick 1, with Fries at +₵5.00

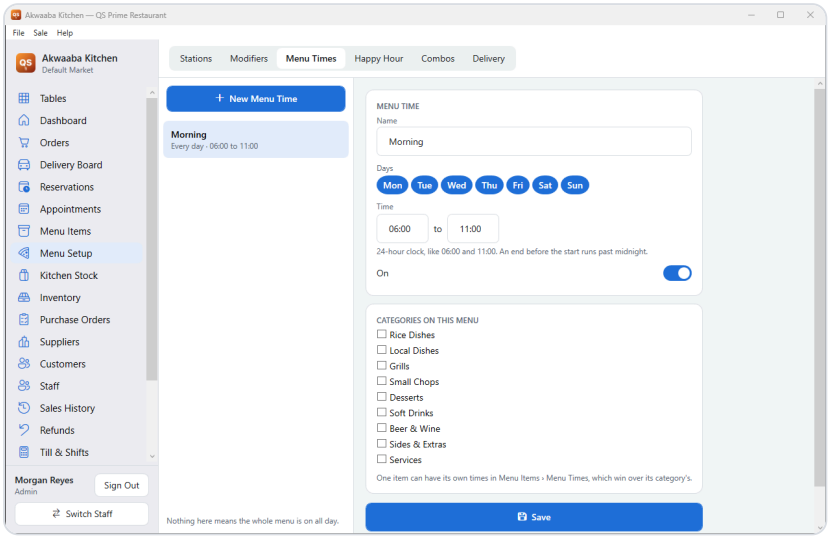
A **modifier group** is a set of choices offered when an item is ordered: *Choose a Side*, *Extras*, *Pepper*, *Protein*. Open **Menu Setup** → **Modifiers**.

1. Click **New Modifier Group** and give it a **Name**.
2. Switch on **Required** if every order of the item must pick something, and set **Pick at least** and **Pick at most** (1 and 1 for “choose one side”; 0 and 3 for “up to three extras”).
3. Under **Choices**, type each choice and what it **adds to the price** (0.00 for no charge), and click **Add**. The red × removes a choice.
4. Click **Save**. Then tick the group on each item that offers it, in **Menu Items** → **Kitchen**.

- Switch **Active** off to stop offering a group without deleting it. The bottom of the group says how many menu items use it.
- **Delete Modifier Group** removes it from every item. Past sales keep the choices they were sold with.
- Changing a choice’s price affects new orders only.

Menu Setup: menu times

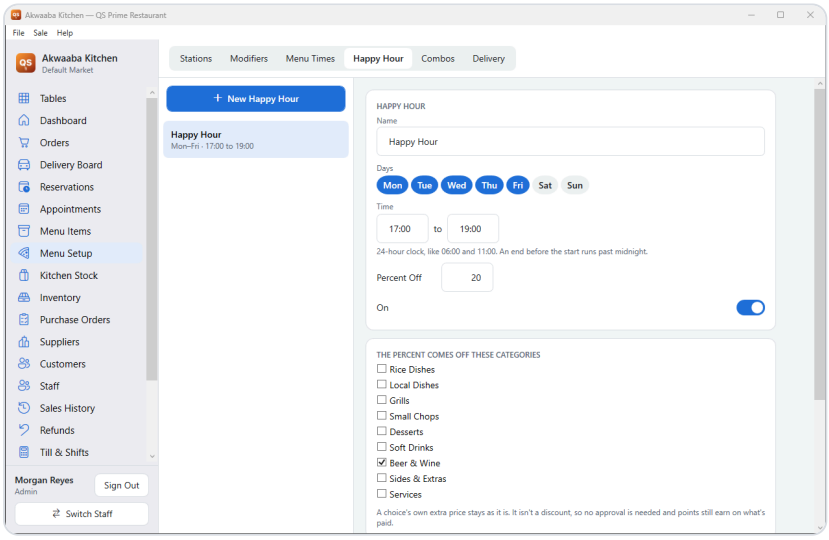
In **Menu Setup** → **Menu Times**, click **New Menu Time** and make one such as **Breakfast**: its days and hours, like 06:00 to 11:00. An end before the start runs past midnight, and belongs to the day it started. Tick the categories on that menu, or give one item its own times in **Menu Items** → **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. **Save** keeps it and closes it.



A morning menu

Menu Setup: happy hour

In **Menu Setup** → **Happy Hour**, click **New 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.



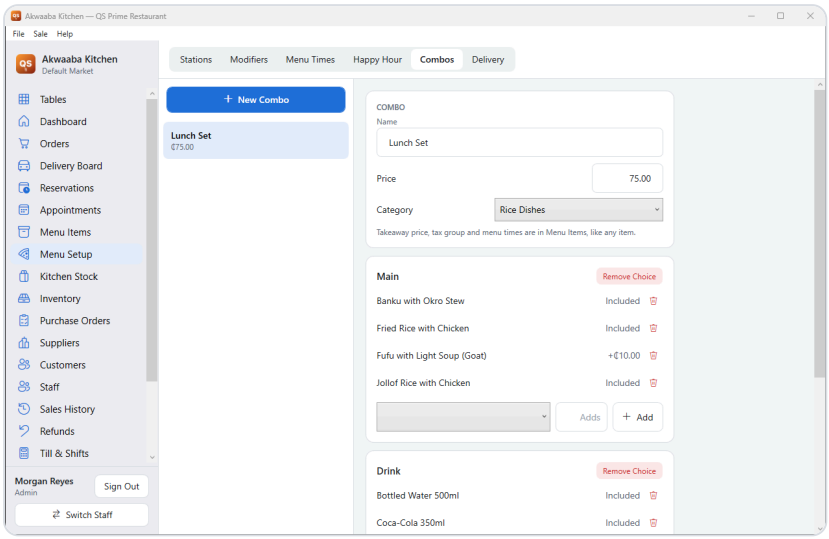
20% off beer and wine, Monday to Friday, 17:00 to 19:00

Menu Setup: combos and set menus

In **Menu Setup** → **Combos**, click **New Combo**, give it a name, a price and a category, 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.

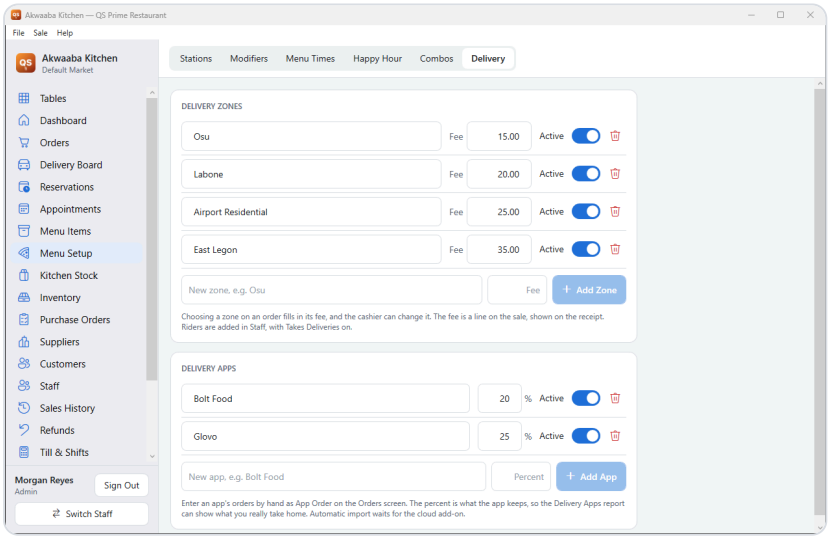
The combo's sale and its dishes' cost come together in the reports, so **Sales by Product** and **Item Mix** show what the Lunch Set earned after what's in it. Takeaway price, tax group and menu times are in **Menu Items**, like any item; on a combo, Menu Items shows a Combo note where the kitchen card would be, since each dish goes to its own station.



A Lunch Set: one main and one drink

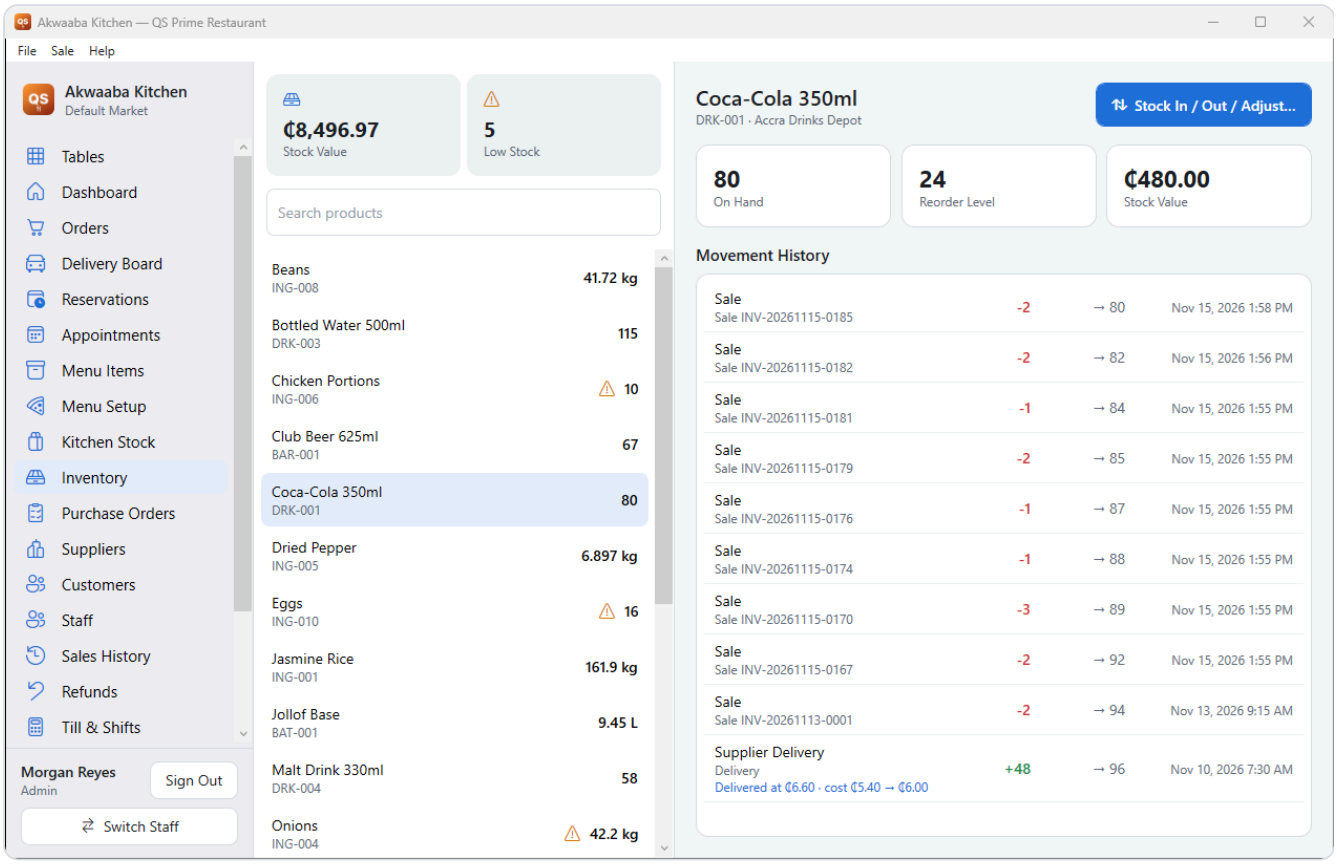
Menu Setup: delivery zones and apps

Menu Setup → **Delivery** has your **Delivery Zones**, each with its fee, and your **Delivery Apps**, each with the percent it keeps. Type a name and a fee (or percent) in the empty row and click **Add Zone** or **Add App**; a change is saved when you leave the box. Switch **Active** off to stop offering one; the bin deletes it, after asking. 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.

11 Inventory

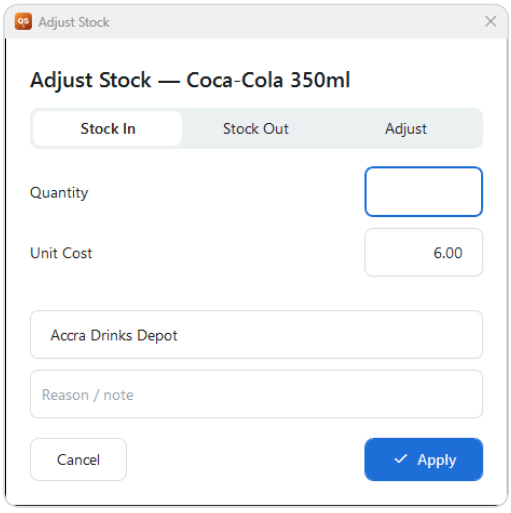


Stock levels, and the movement history of the selected item

Inventory lists your **Inventory Items** — the things you buy in and sell as they are, like bottled drinks and beer, whose stock is counted. Non-inventory items and services aren't here (they have no stock); if you only sell those, this screen simply says so.

The top shows the total **Stock Value** (at cost) and how many products are **Low Stock**. Select a product to see every change to its stock — sales, refunds, deliveries, adjustments — with the quantity after each one.

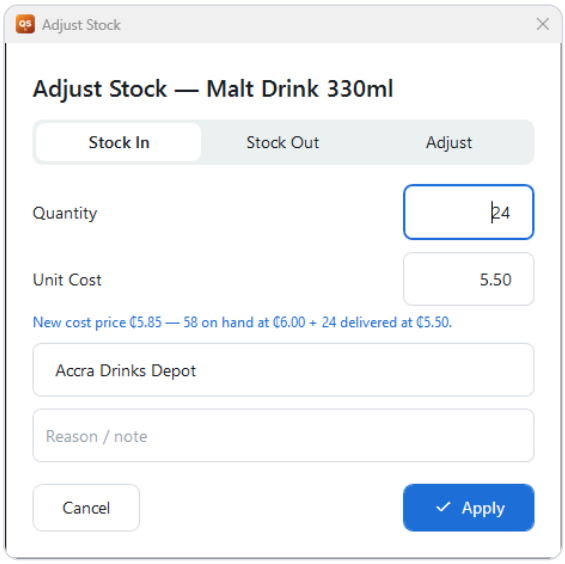
To change stock, select the product and click **Stock In / Out / Adjust...**. Always add a short reason — it appears in the history. Quantities are in the product's unit: whole bottles and cans for drinks.



Option	Use it for
Stock In	Deliveries and new stock. Enter the **Unit Cost** the supplier charged (see below), and the supplier to record it as a supplier delivery.
Stock Out	Damaged, expired, or stolen goods, or items used in the restaurant.
Adjust	After a stock count: enter the **actual** quantity on the shelf and the app records the difference.

Deliveries and the cost price

Suppliers change their prices. So that your profit figures keep up, **Stock In** asks for the delivery's **Unit Cost** — what you paid for each unit (per kg, per litre… for items sold by weight or measure). It starts at the current cost price; change it to what's on the supplier's invoice.



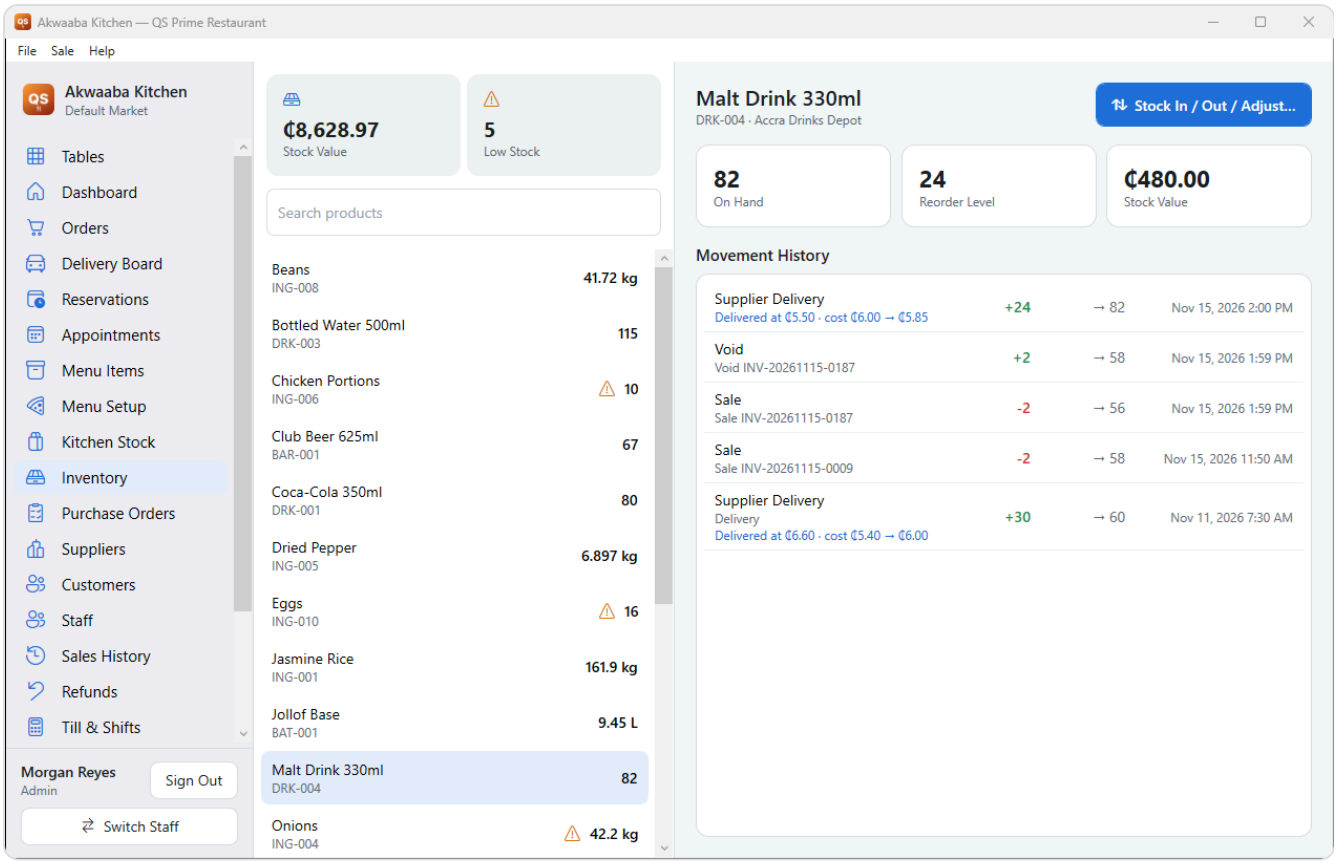
24 malt drinks delivered at ₵5.50 each

The product's cost price becomes the **weighted average** of the stock you already had and the delivery:

> **Example**
> 58 on hand at ₵6.00 + 24 delivered at ₵5.50 = (58 × 6.00 + 24 × 5.50) ÷ 82 = **₵5.85** each. The window shows the new cost price before you click **Apply**. With nothing on hand, the new cost is simply the delivery's cost.

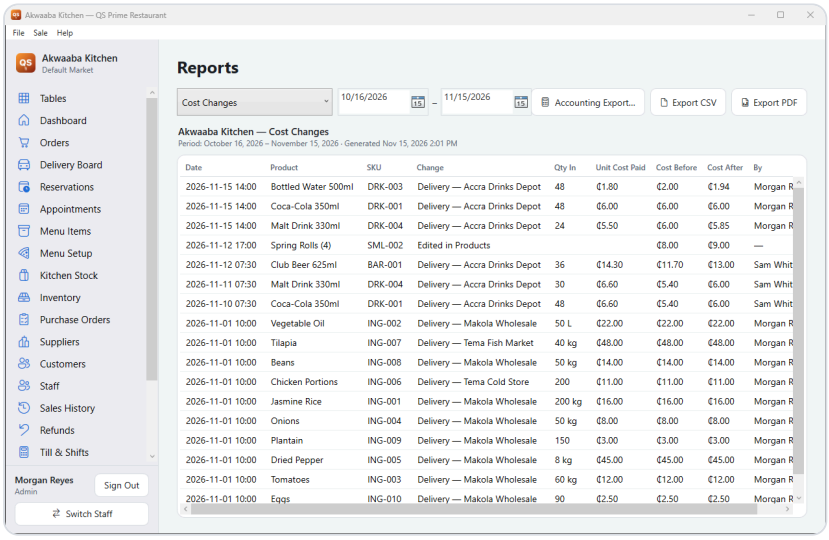
Ingredients and batches (section 13) are listed here too. One bought by the bag can be delivered in bags: **Stock In** offers **Bags (50 kg)** or the unit it's kept in, and its cost becomes what that delivery cost rather than an average.

- Sales from now on use the new cost for profit; **past sales keep the cost they had**, so old reports don't change.
- The movement history shows each delivery's cost in blue: *Delivered at ₵5.50 · cost ₵6.00 → ₵5.85*.
- A delivery at the same cost is still recorded. Leave **Unit Cost** empty to leave the cost price as it is.
- Costs are kept to four decimal places so repeated averages don't drift; they're shown to the pesewa.



Each delivery's cost in the movement history

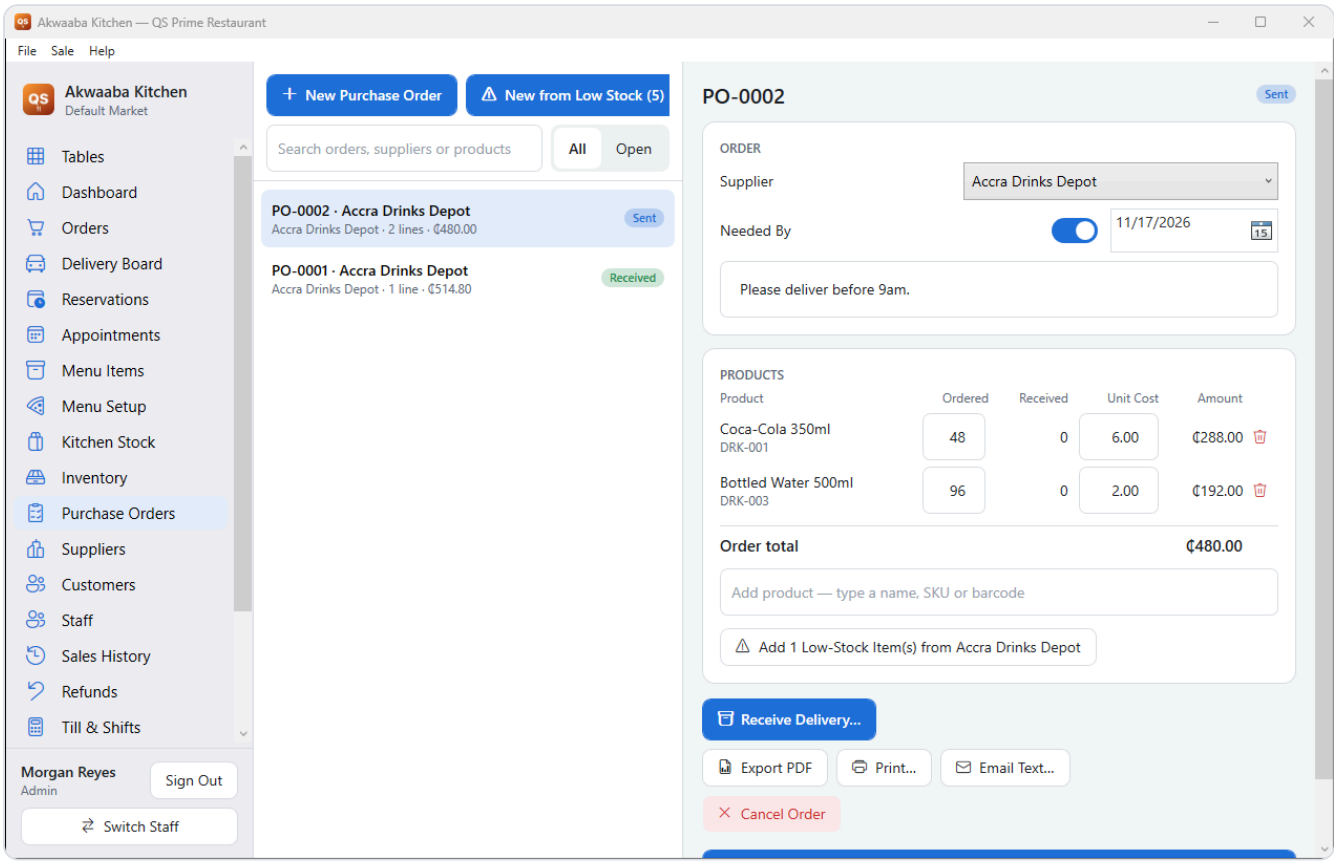
Every change to a product's cost — deliveries, a cost price typed in **Menu Items**, and a new cost from an **Excel import** — is kept in its **Cost History** (in Menu Items, section 10) and in the **Cost Changes** report (section 16).



Reports → Cost Changes

12 Purchase Orders

Order stock from your suppliers, send them the order, and put what arrives into stock at what it actually cost. Admins only.

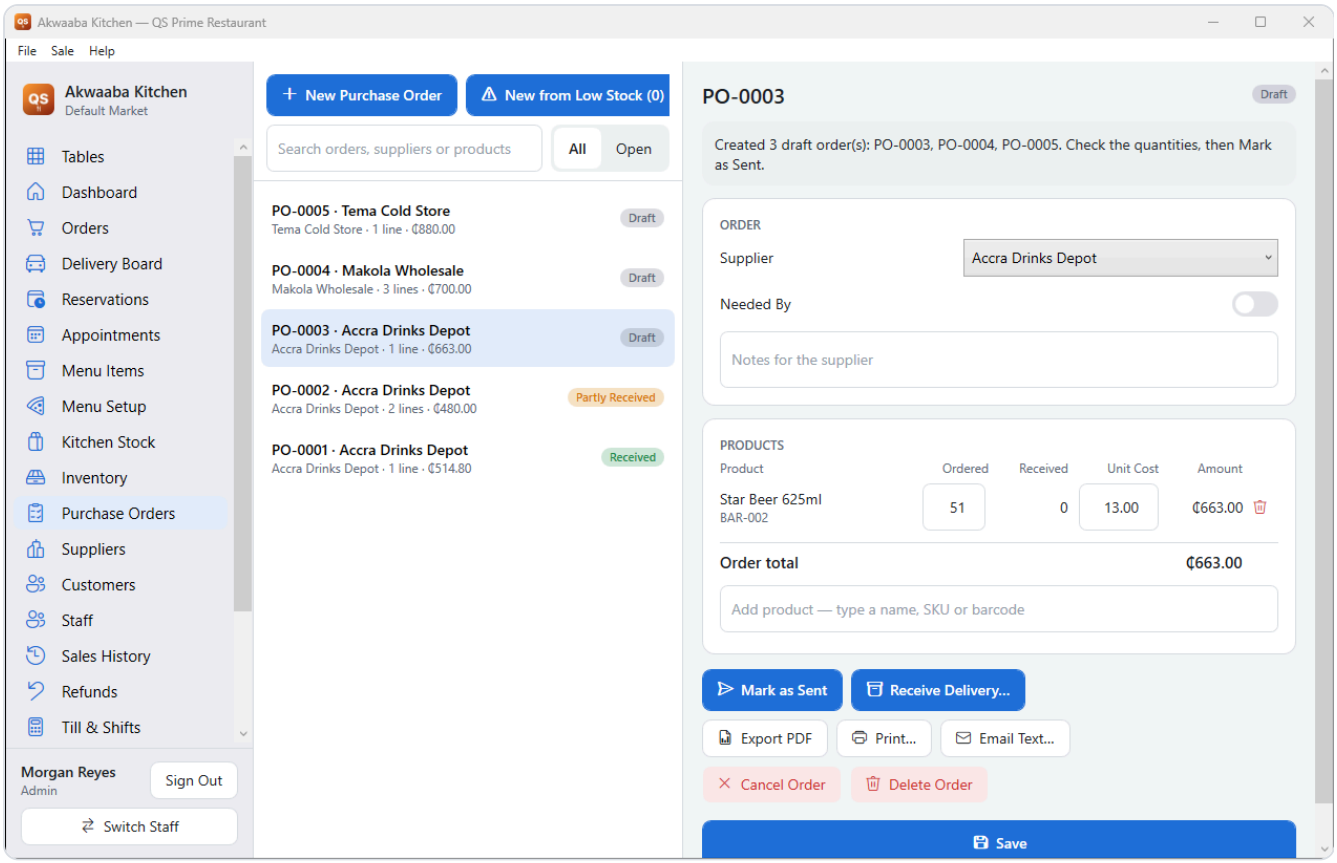


An order sent to Accra Drinks Depot, waiting for delivery

Ordering what's running low

New from Low Stock (the number in brackets is how many items need ordering) creates **one draft order per supplier** for every active Inventory Item at or below its reorder level:

- Items are grouped by the **Supplier** on the product. If that supplier is in Suppliers, the order is linked to it (so it has their phone and email); otherwise the name is kept on the order. Items with no supplier go on one order with the supplier left blank.
- The suggested quantity brings stock up to **twice the reorder level** — at least one, and whole units rounded up (items sold by weight can be ordered in kg).
- The unit cost starts at the product's current cost price.
- Anything already on an open order isn't ordered twice — the message names what was skipped.



New from Low Stock made one draft for each supplier

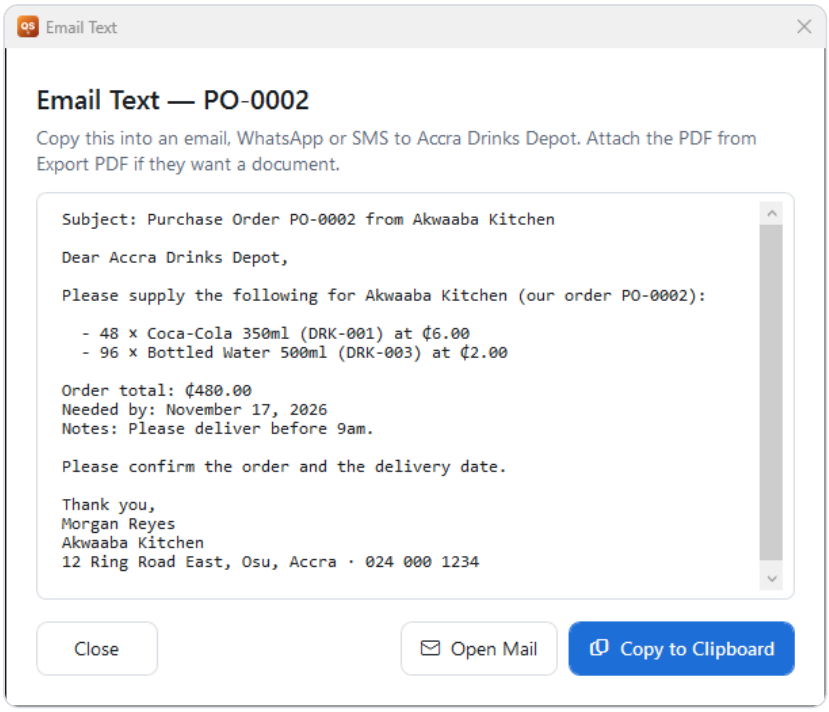
You can also start an empty order with **New Purchase Order**, choose the **Supplier**, and add products by typing a name, SKU or barcode under **Products** and clicking **Add**. When the supplier has other items running low, **Add … Low-Stock Item(s) from …** adds them in one click. Only Inventory Items can be ordered — non-inventory items and services have no stock.

Change a line's quantity or unit cost by typing in its box (it's checked when you leave the box or press Enter), or remove it with the red bin. Tick **Needed By** to give a delivery date, and add **Notes for the supplier**. Lines can be changed while the order is a **Draft** or **Sent**; once anything has been received they're fixed. **Save** saves and closes the order.

Sending the order

The app doesn't send anything by itself. Use whichever suits the supplier:

- **Export PDF** — the order as a PDF with your business heading, to attach to an email or WhatsApp.
- **Print…** — print it on your office printer.
- **Email Text…** — the order as ready-written text. **Copy to Clipboard** and paste it into an email, WhatsApp or SMS; when the supplier has an email address in Suppliers, **Open Mail** starts a new email to them in your mail app with the text filled in, and you press Send there.

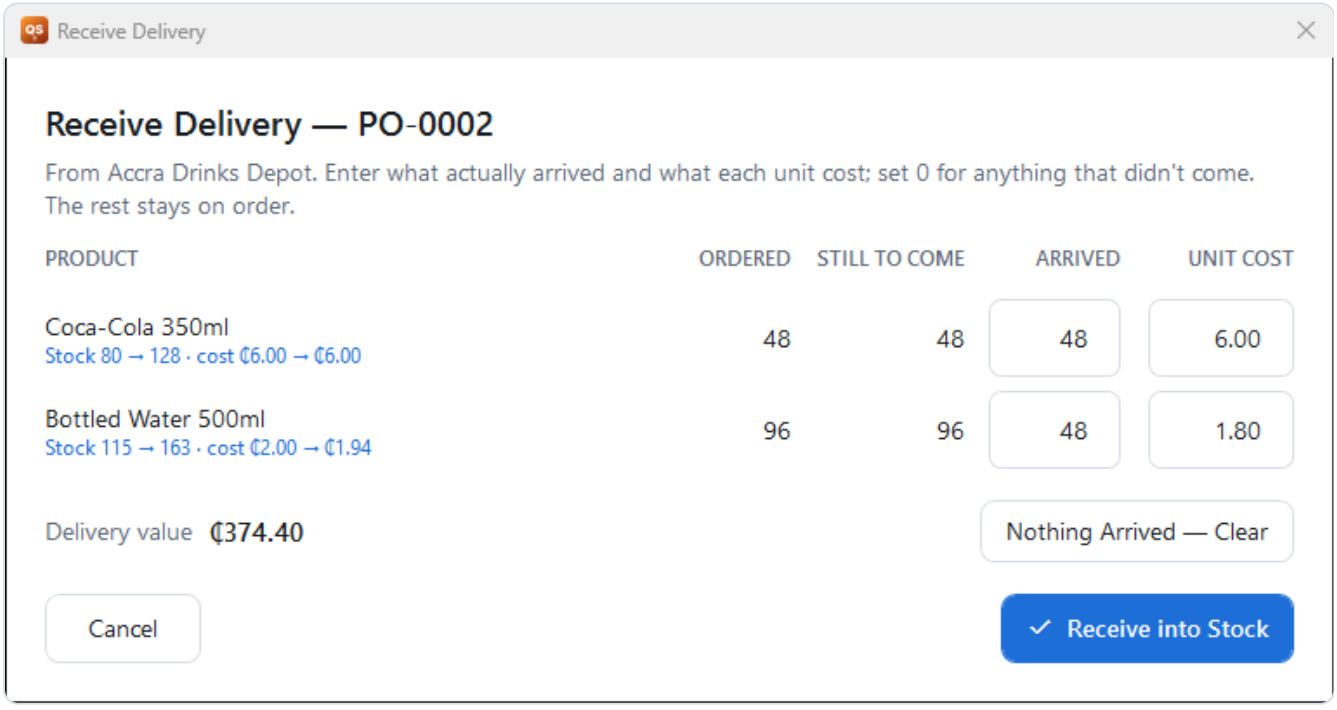


Email Text: copy it into an email or WhatsApp

Then click **Mark as Sent** (it needs at least one product and a supplier). A sent order can still be changed until goods arrive.

Receiving a delivery

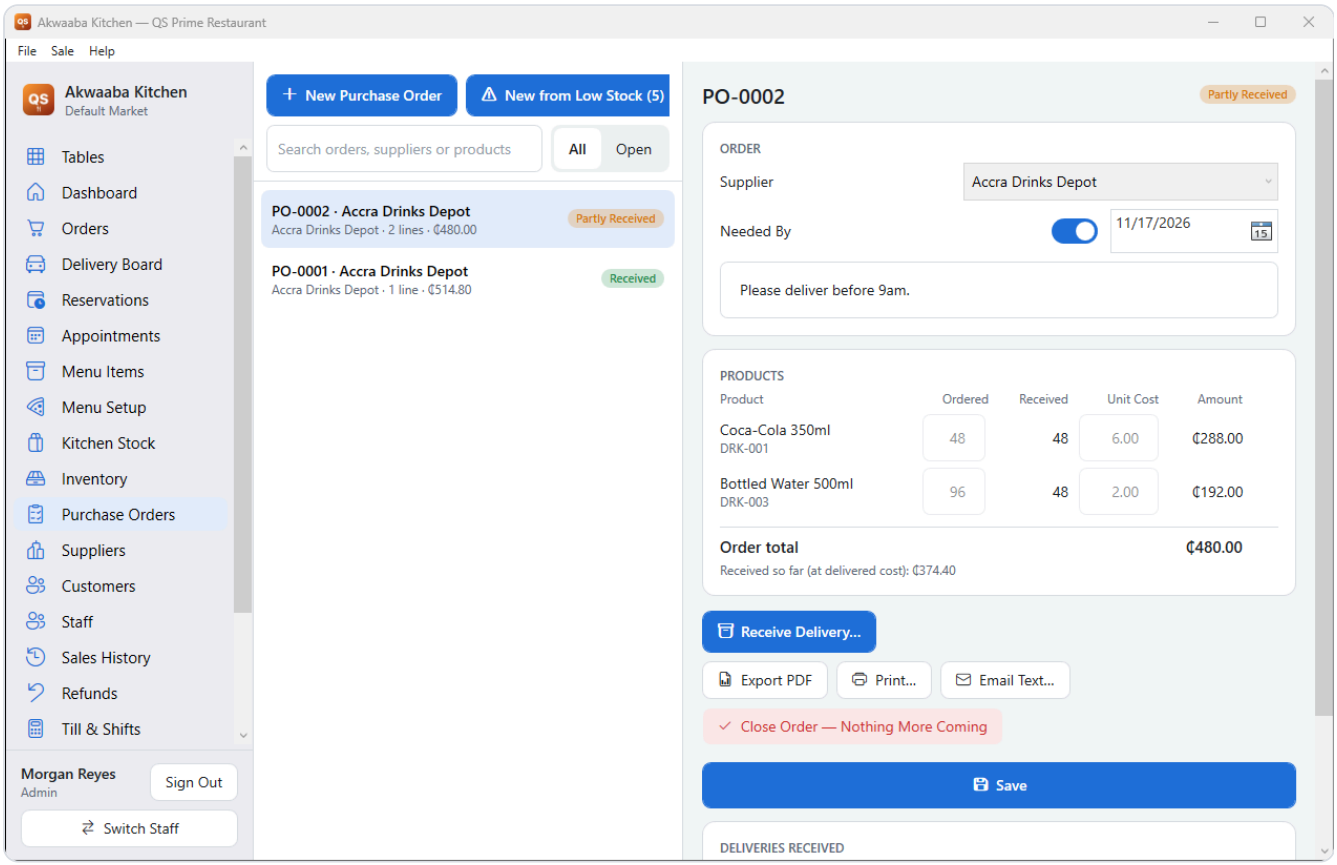
When goods arrive, open the order and click **Receive Delivery…**. Every line still to come is filled in with the quantity outstanding at the ordered cost — change what's different:



Receiving: all 48 Coca-Colas arrived; only 48 of the 96 bottles of water came, at ₵1.80

- **Arrived** — what actually came. Set **0** for anything that didn't (or click **Nothing Arrived — Clear** and fill in just what came). More than ordered is allowed; the line says so.
- **Unit Cost** — what each unit cost on the supplier's invoice. The blue line shows the stock and the new cost price before you confirm.
- **Receive into Stock** adds the stock and updates the cost price to the **weighted average**, exactly like Stock In (section 11). The movement history shows *Received on PO-0002*. If anything is wrong (a negative cost, say), nothing is changed.

If everything has arrived the order becomes **Received**; otherwise it's **Partly Received** and you can receive the rest later. Each delivery is listed under **Deliveries Received**.

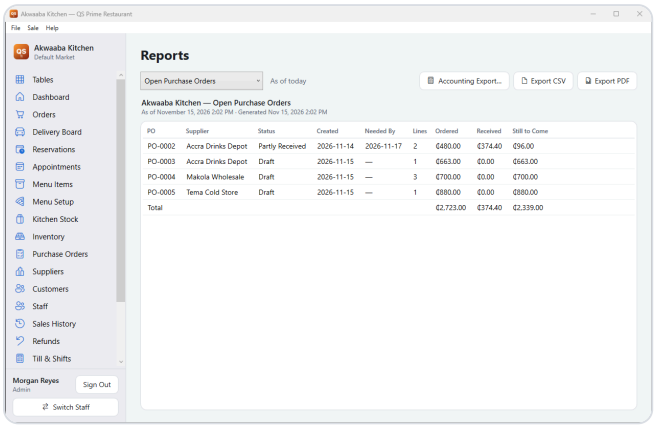


Partly received: 48 waters are still to come

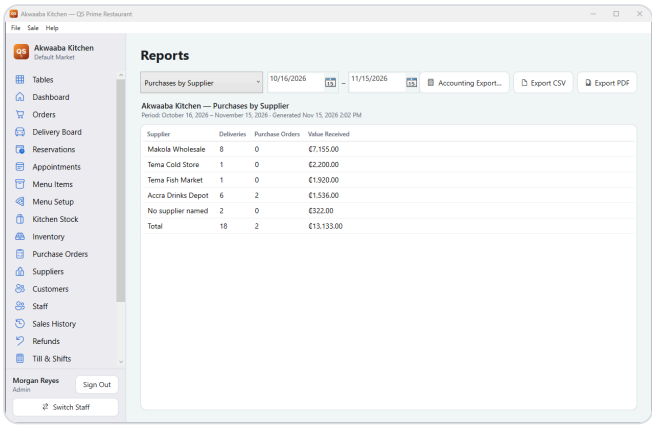
Status	Meaning
Draft	Being put together. Can be changed, sent, cancelled or deleted.
Sent	With the supplier. Can still be changed or cancelled.
Partly Received	Some goods have come. Receive the rest, or **Close Order — Nothing More Coming** if the rest isn't coming: what arrived stays in stock and the order becomes *Received (closed short)*.
Received	Complete.
Cancelled	**Cancel Order** — only before anything has been received. The order stays in the list.

Delete Order removes a Draft or a Cancelled order that nothing was received on (it asks first; Cancel is the default). Order numbers run PO-0001, PO-0002… per store. Use **All** / **Open** above the list to show only orders still waiting for goods, and the search box to find an order by number, supplier or product.

Purchase reports



Open Purchase Orders: what's still on order



Purchases by Supplier

Open Purchase Orders (as of now) lists every Draft, Sent and Partly Received order with its value ordered, received and still to come. **Purchases by Supplier** totals, for the dates chosen, every delivery that recorded a unit cost — received on a purchase order or put in with Stock In — per supplier.

13 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. Admins only.

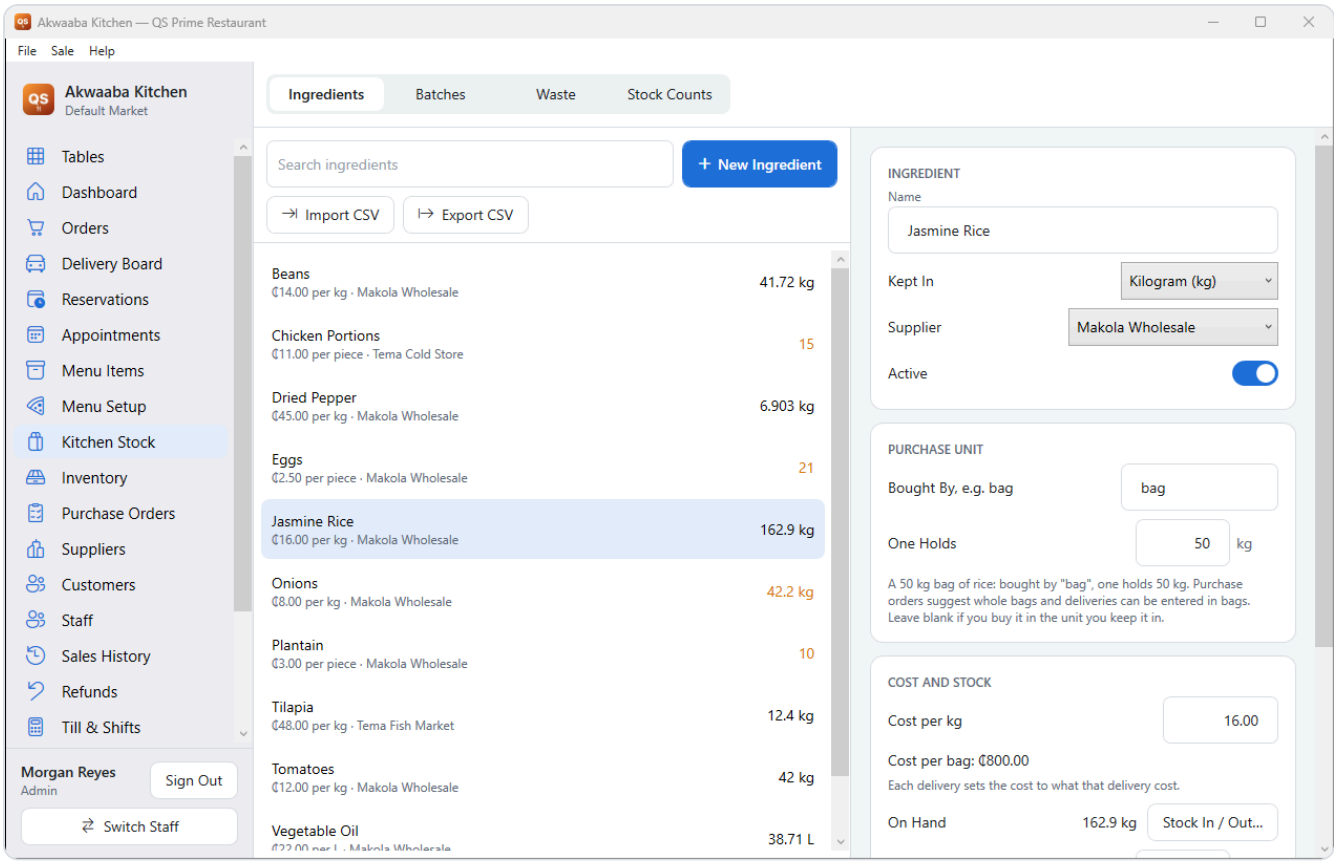
Three kinds of stock

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** in the sidebar. They don't appear on any till or phone, or in Menu Items. They do appear in **Inventory**, **Stock Valuation** and **Low Stock**, because they're stock.

Ingredients and purchase units

Open **Kitchen Stock** › **Ingredients** and click **New Ingredient**: a name, the unit it's kept in and what it costs are enough to start.

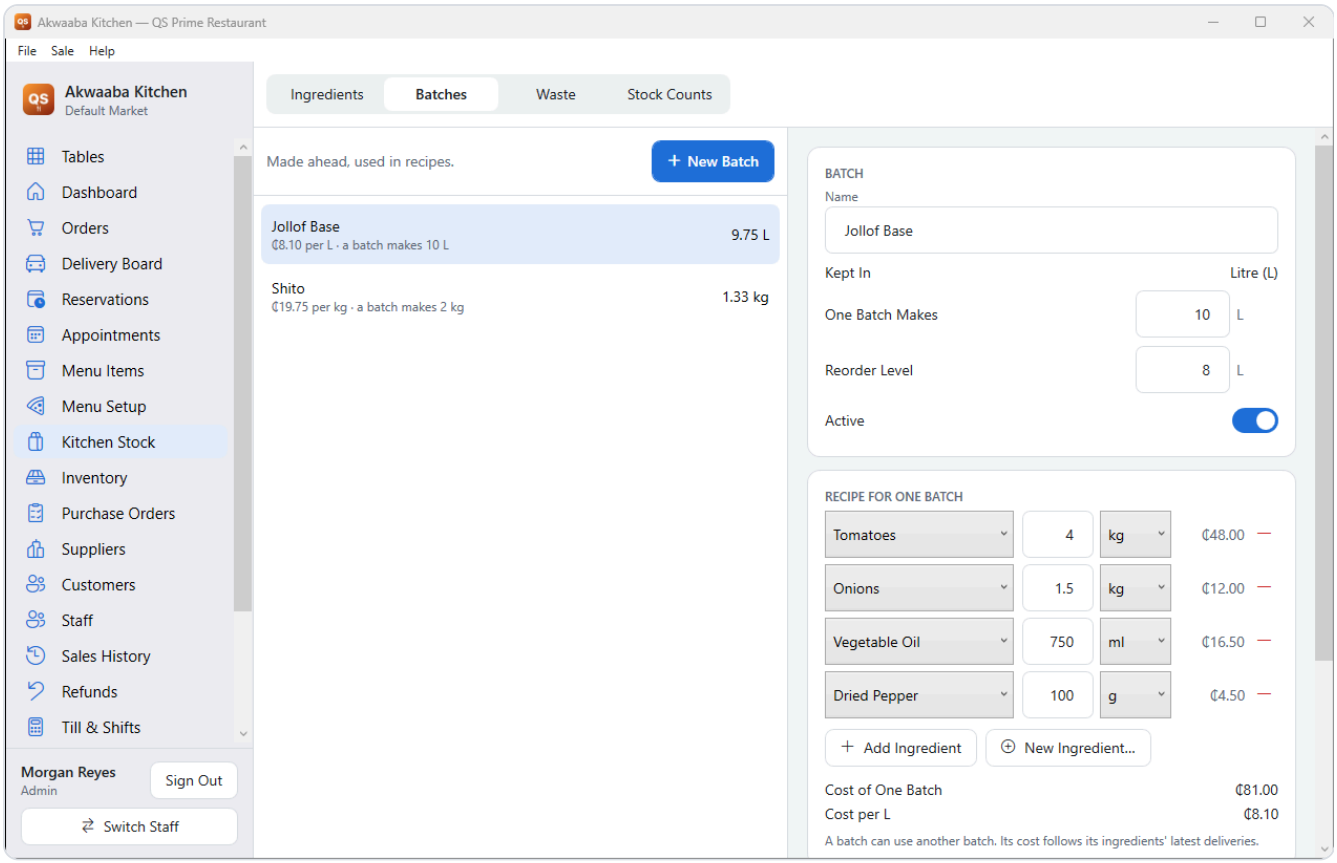


Rice is kept in kg and bought by the 50 kg bag: ₵16.00 a kg is ₵800.00 a bag

- **Kept In** is the unit stock is held in: kilogram, gram, litre, millilitre or piece. Changing it converts the cost and the reorder level for you.
- **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.
- **Save** keeps your changes and closes the ingredient; **Delete Ingredient** asks first, and one with any stock history is only made inactive, so past figures stay right.

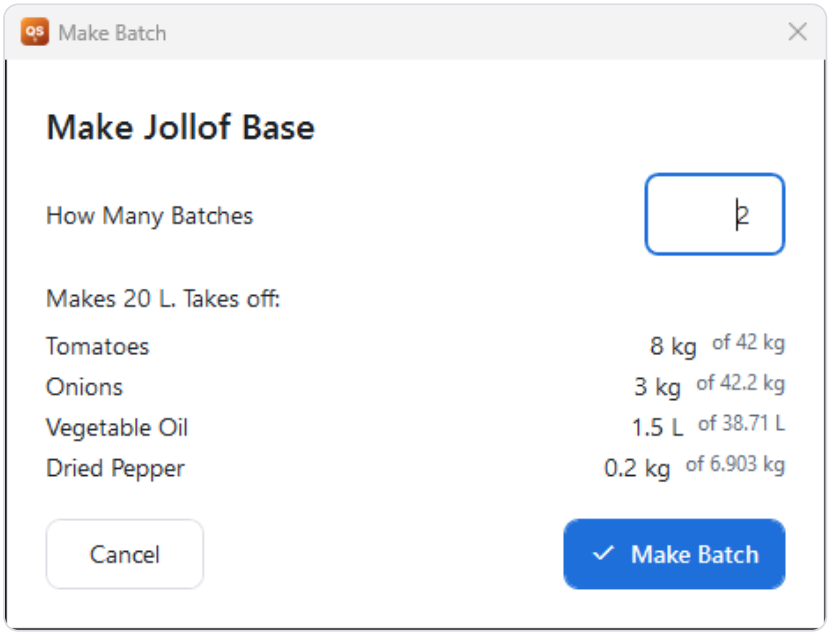
Batches

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. An amount shows in orange when there isn't that much on hand.

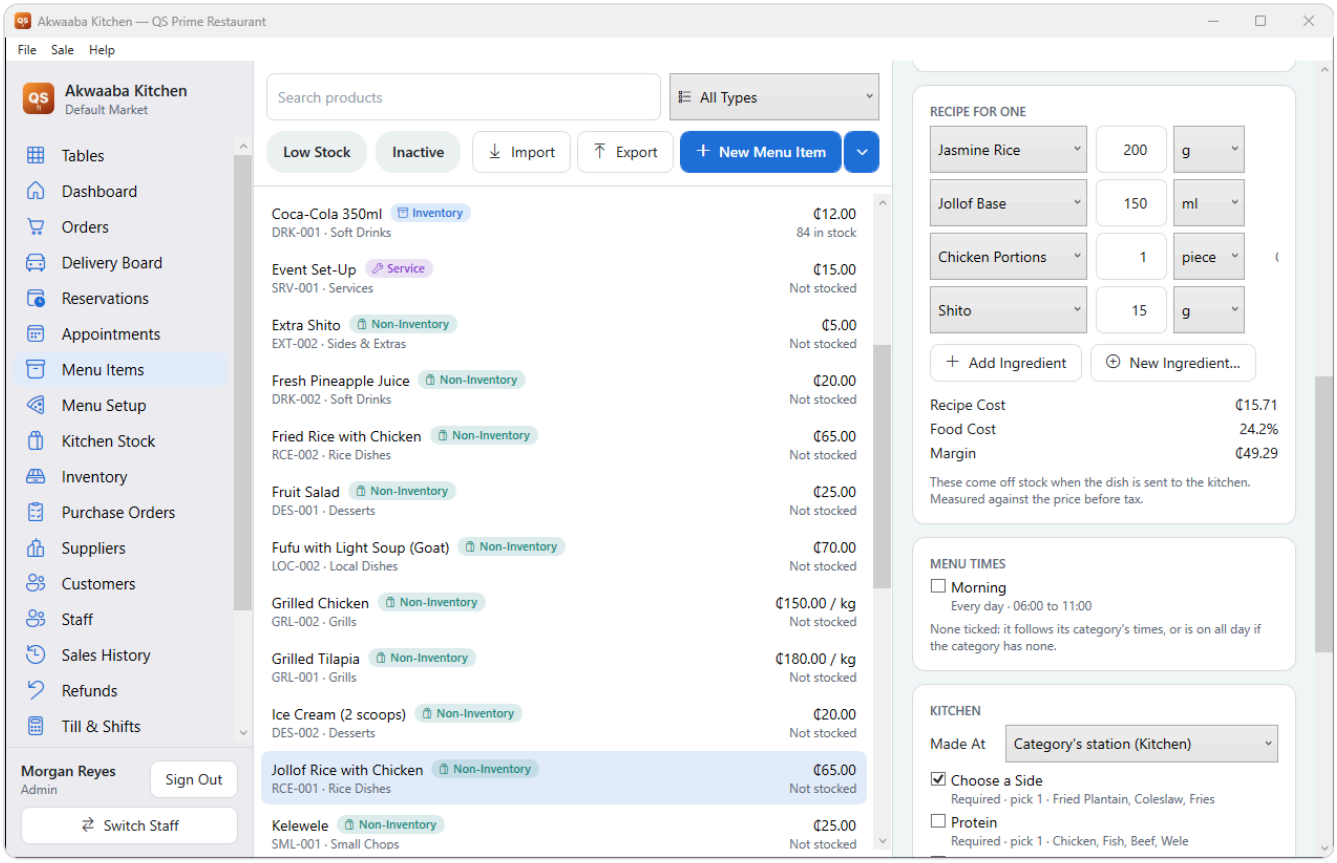


Making two batches shows what comes off, and from how much

> **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.

Giving a dish a recipe

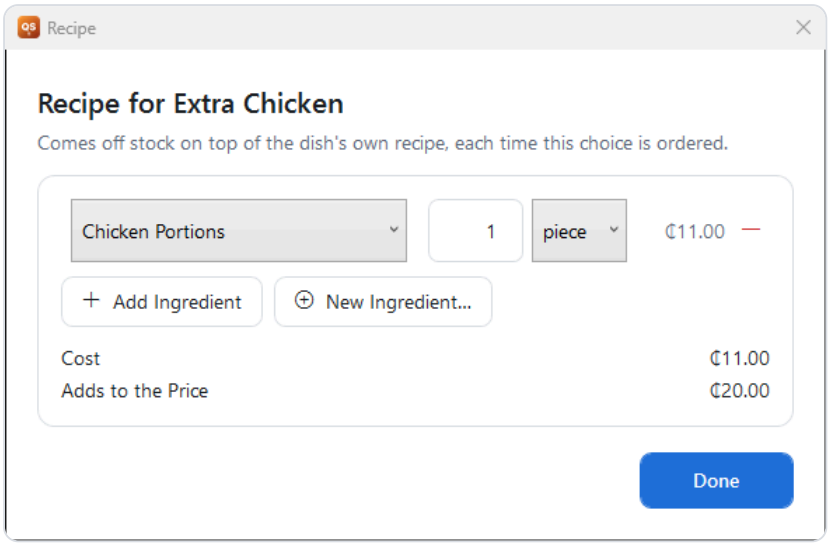
Open the dish in **Menu Items**. It needs to be a **Non-Inventory** item. Under **Recipe for One**, click **Add Ingredient** and choose from the list (batches are marked), then set the amount and the unit. **New Ingredient…** beside it adds one you haven't set up yet. Each change saves as you make it, and **Recipe Cost**, **Food Cost** and **Margin** update at once; the red minus takes a line out.



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 ("from the recipe") and follows the latest deliveries. A sale keeps the cost it had when it was sent, so past reports don't change. The item's type can't be changed while it has a recipe.

Choices. In **Menu Setup** › **Modifiers**, the stock button beside a choice opens its own recipe (it turns orange once the choice has one). “Extra Chicken” takes one more chicken portion and adds its cost to the plate, whichever dish it’s on.

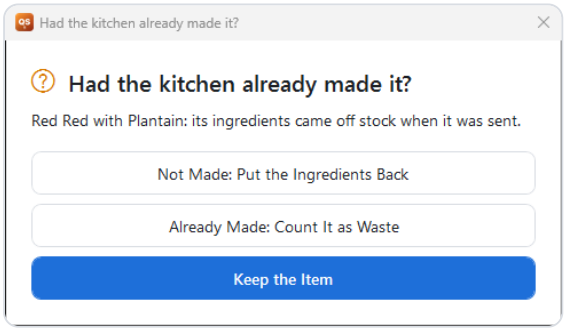


A paid extra with its own recipe

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, before the usual reason and PIN. **Keep the Item** is the default and changes nothing.



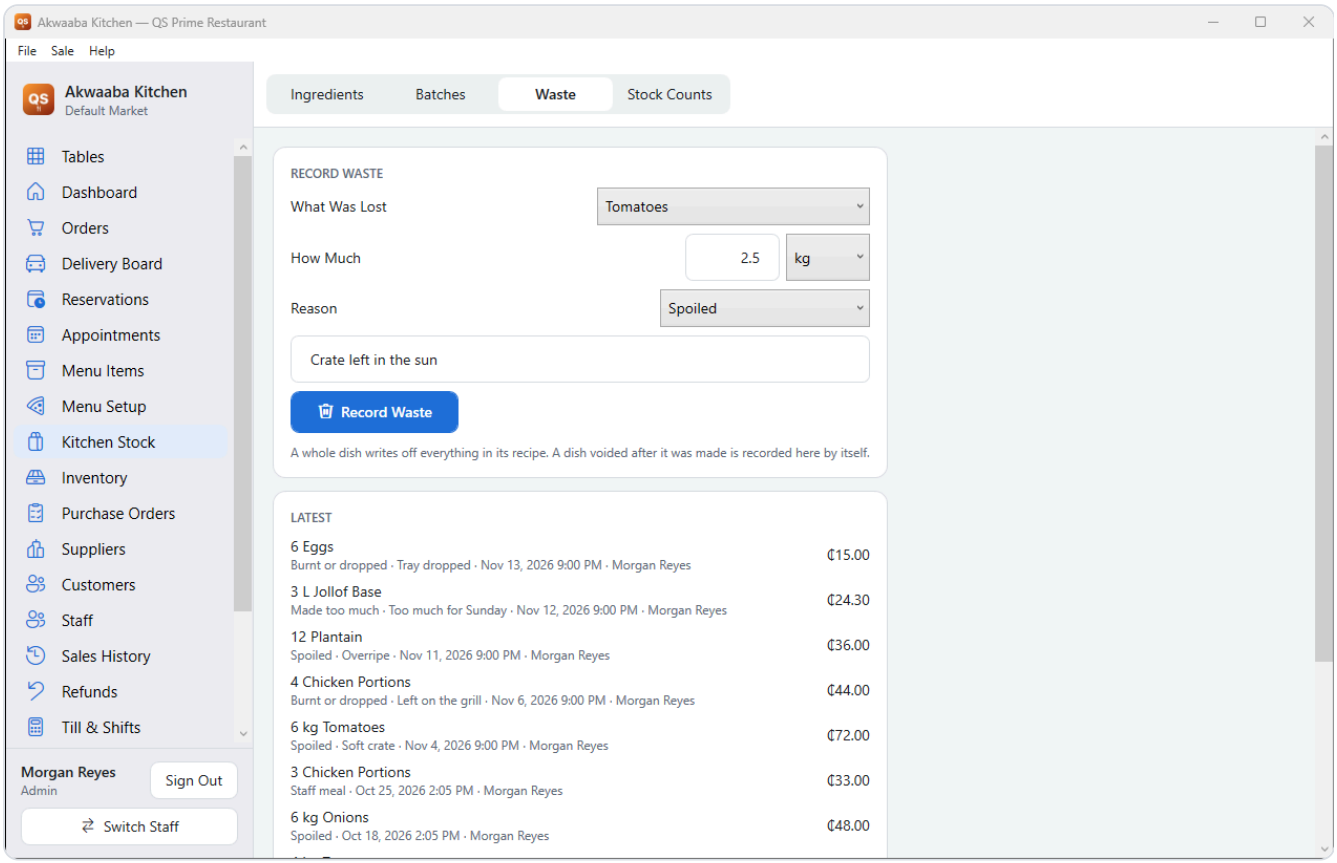
Asked before the usual reason and PIN

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 with a switch, 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.

Waste

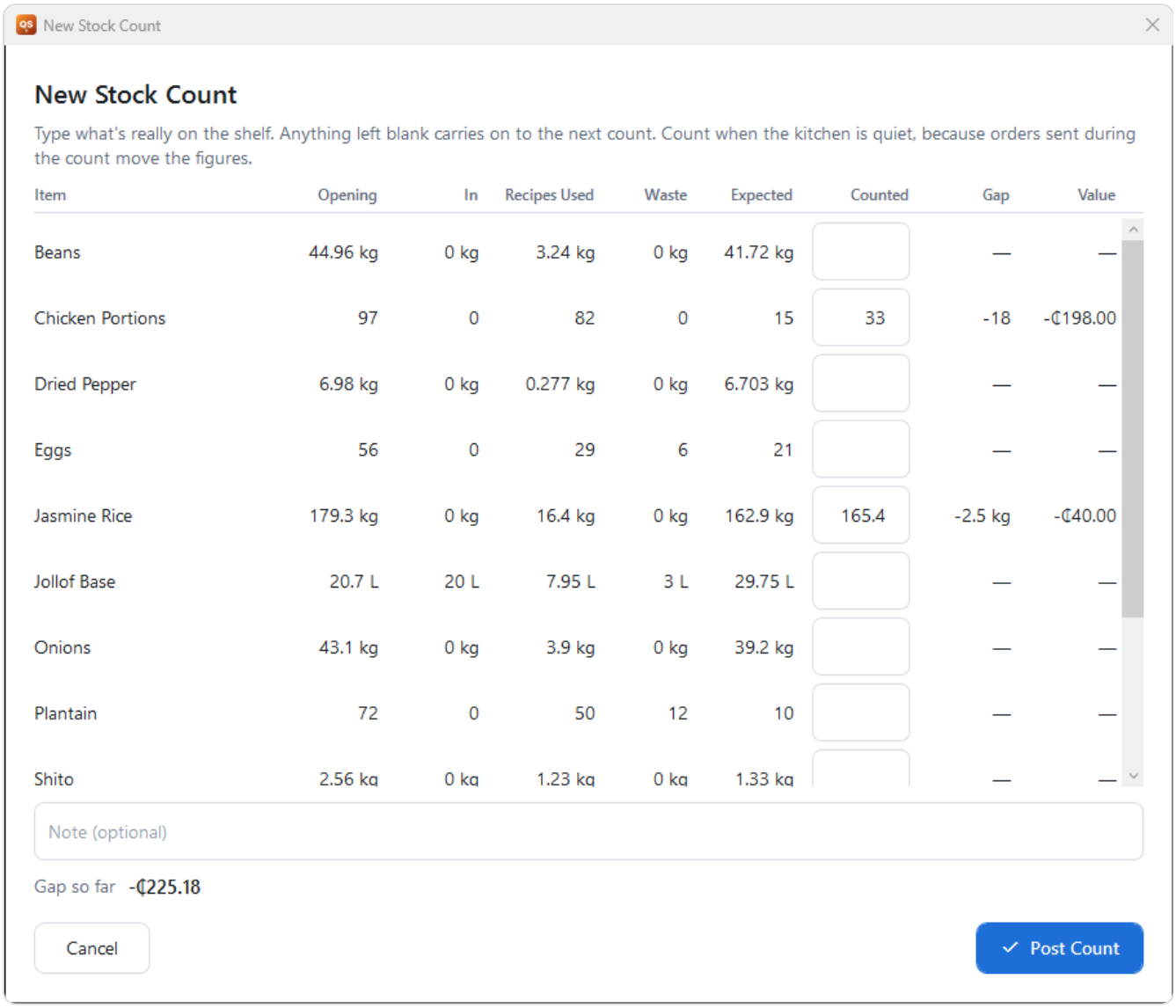
Kitchen Stock › Waste: choose what was lost, how much, and why. Choose an ingredient, a batch or a stock item for that thing alone, or a **whole dish** to write off everything in its recipe. The value is at what it cost that day.



Recording waste, with the latest entries below

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.



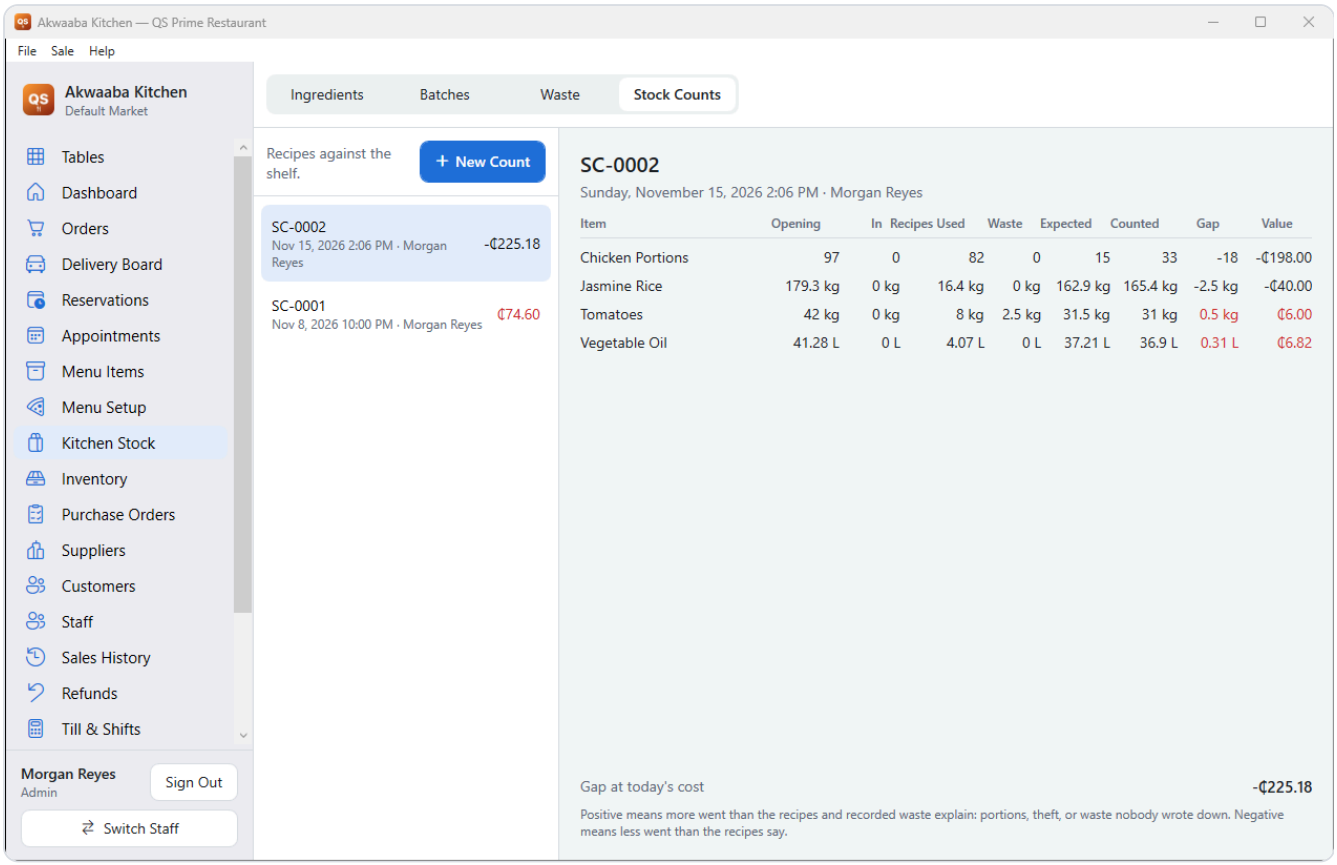
The gap and its value appear as you type

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

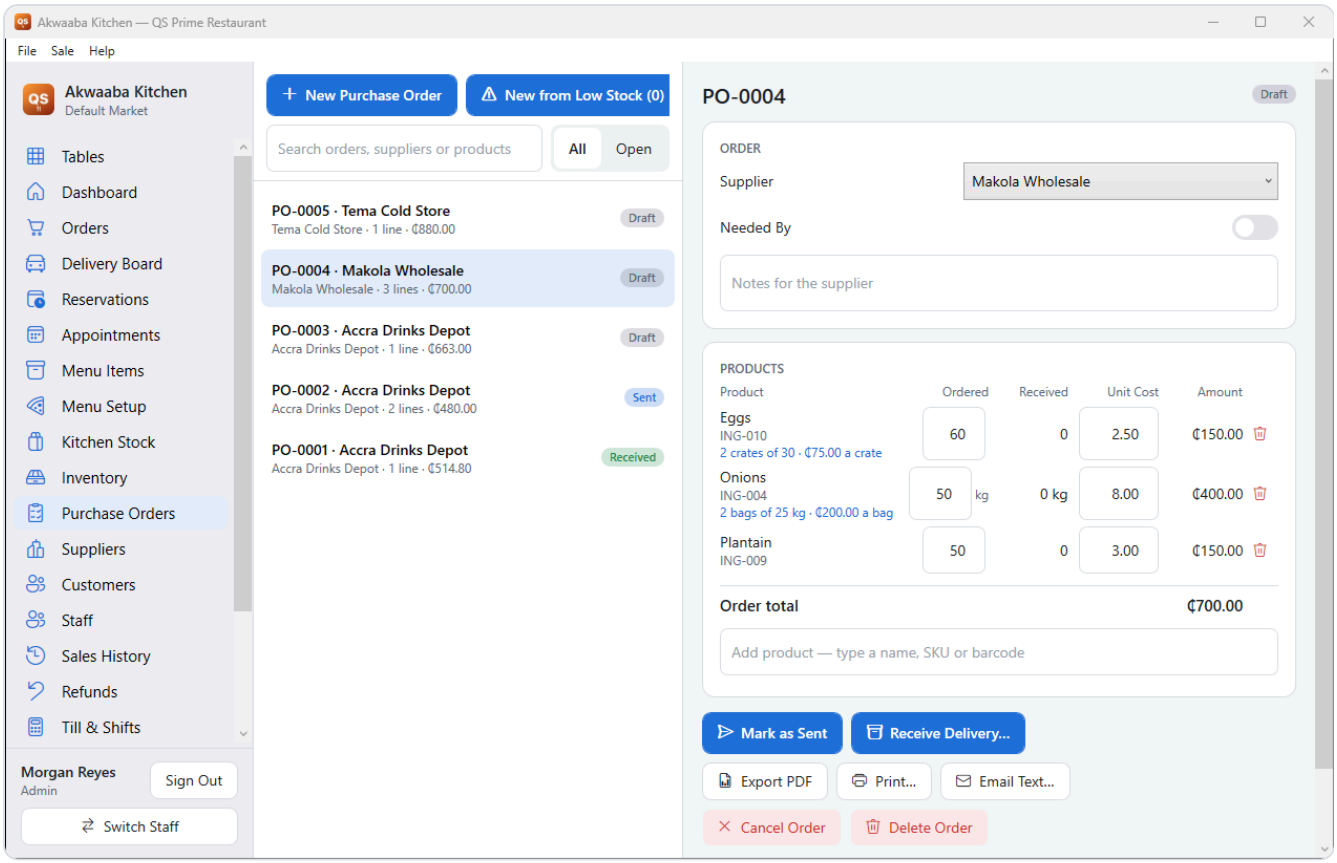
generous. **Post Count** asks first (**Keep Counting** is the default), then makes stock on hand what you counted and keeps the count as it was. It can't be undone.



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

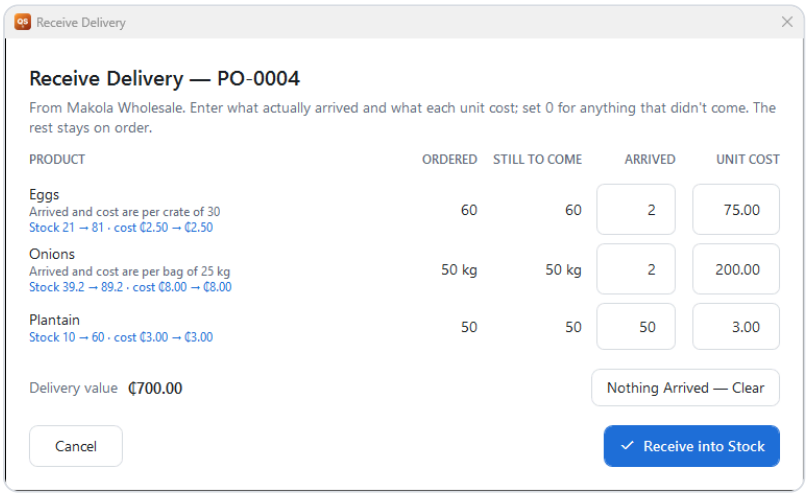
Reorder levels and buying by the bag

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.

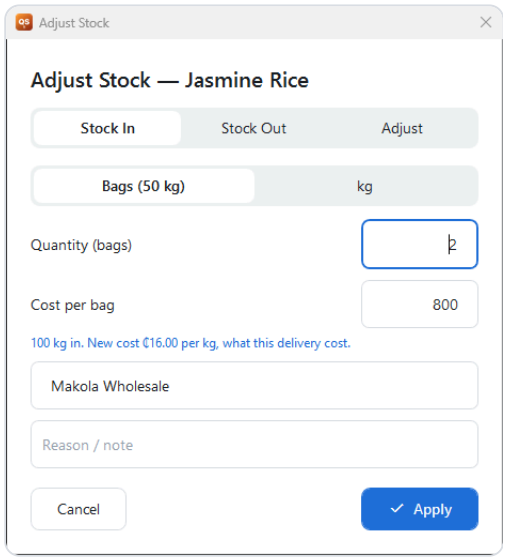


The lines say how many bags or crates that is, and what one costs

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: bags or the unit it's kept in.



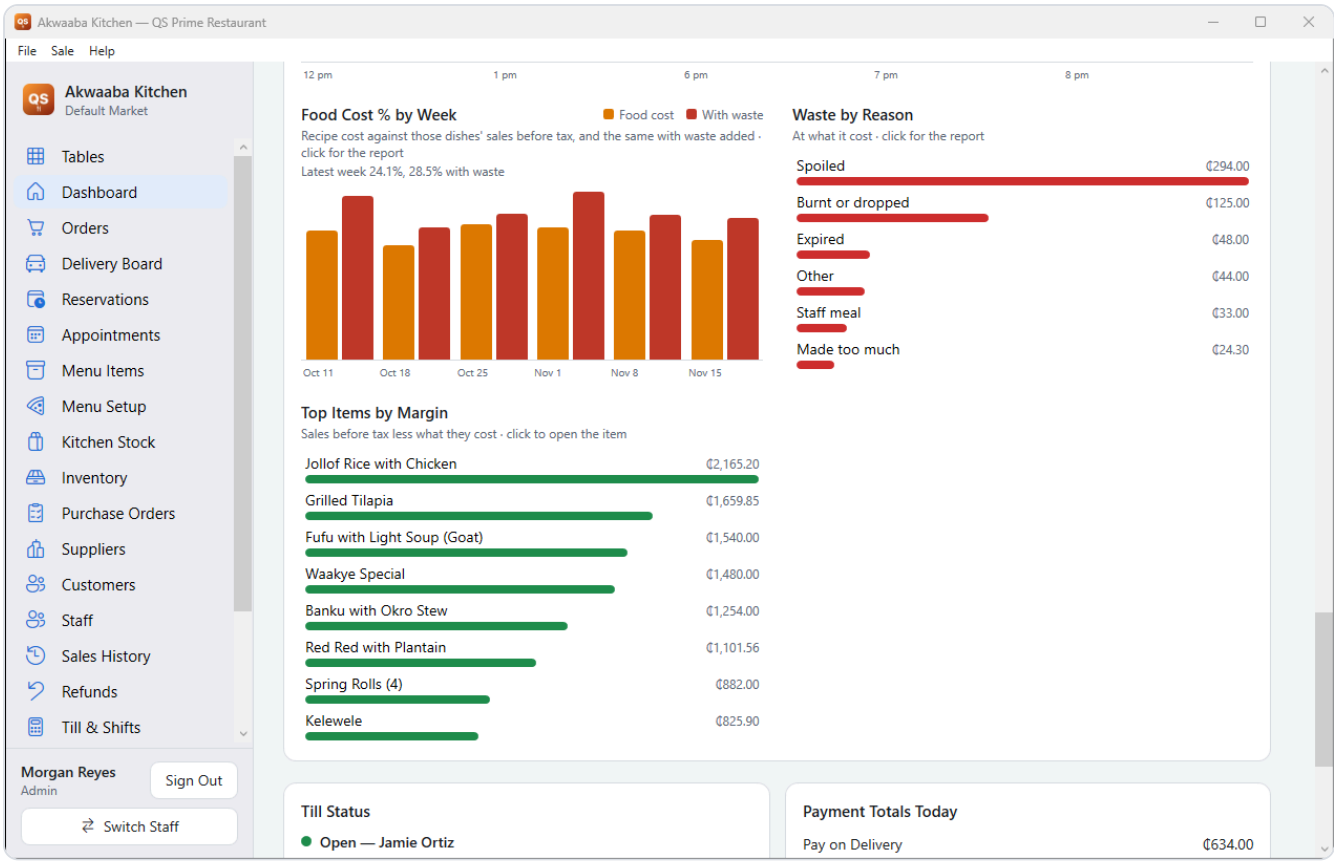
Receiving by the bag or crate



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

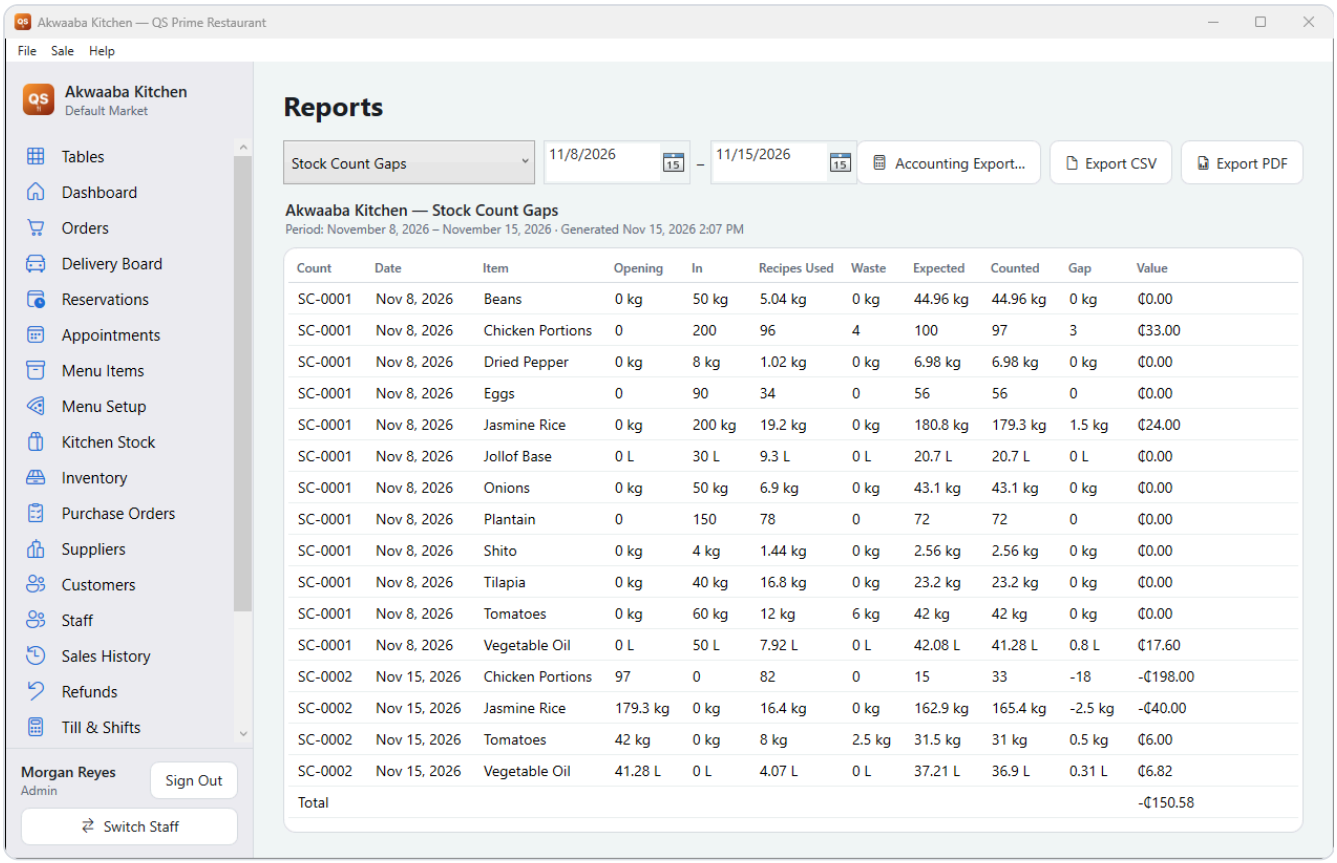
Charts and reports

Once dishes with recipes have sold, the Dashboard adds **Food Cost % by Week** (orange is recipe cost against those dishes' sales before tax; red 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.



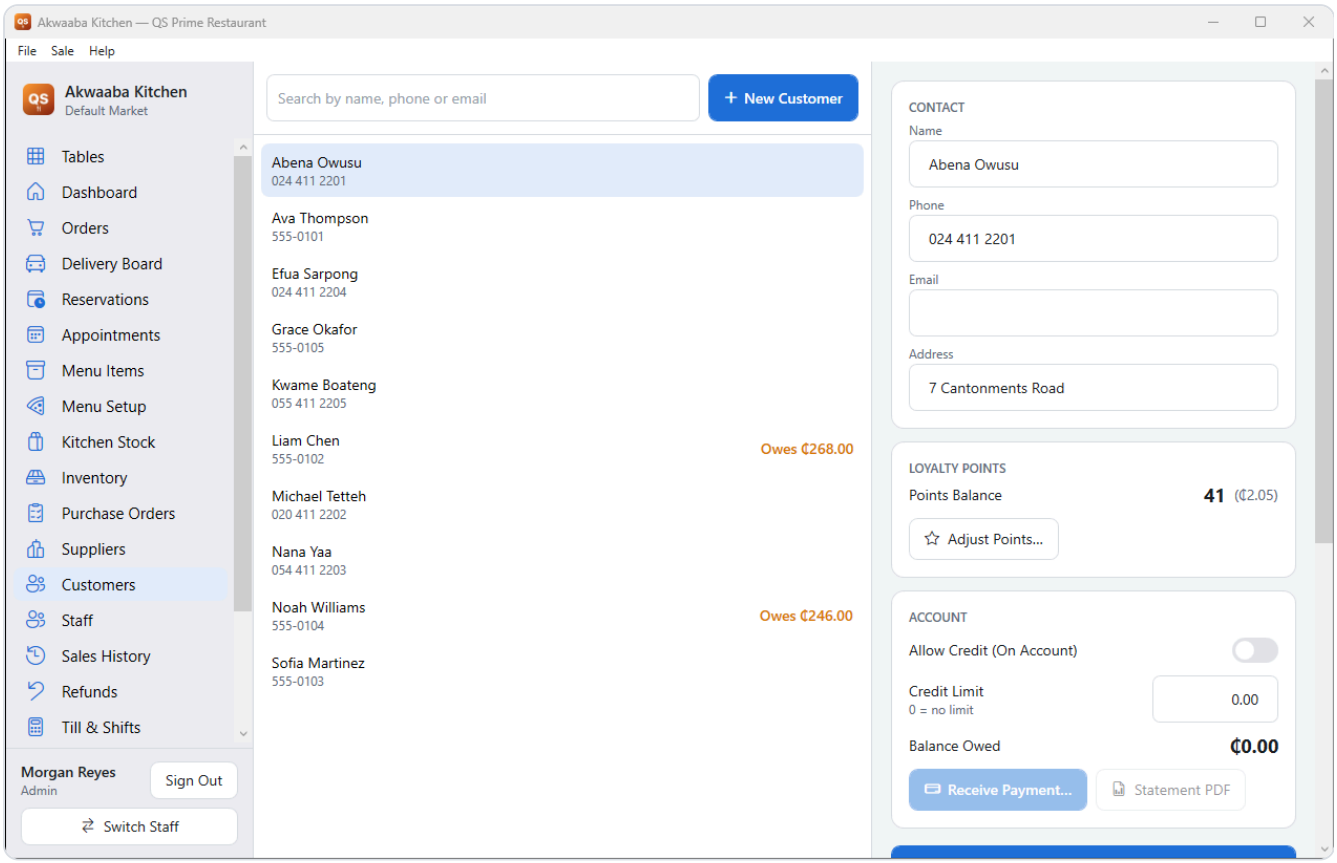
Stock Count Gaps: every counted line and the total

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.

14 Customers and Suppliers

Customers



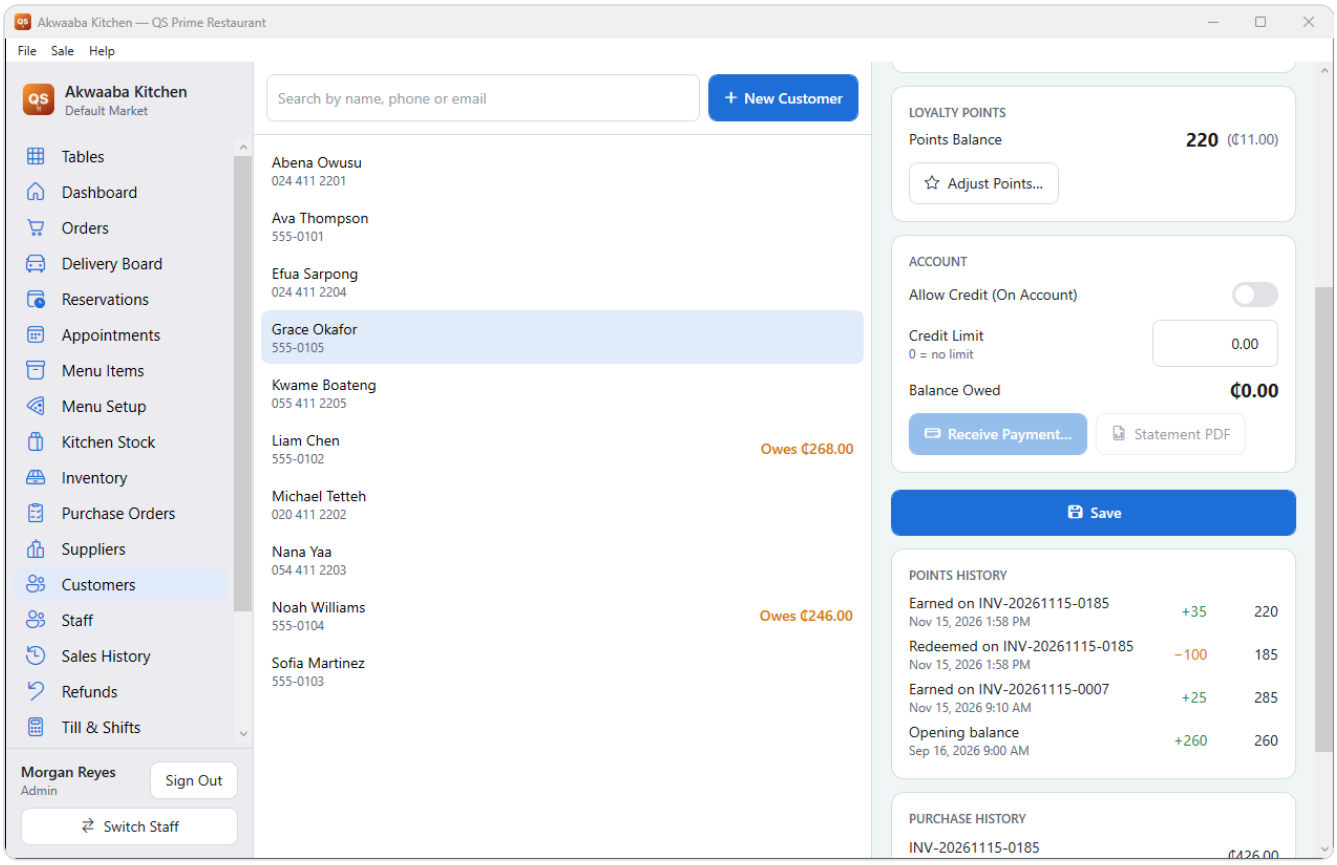
A customer's details, loyalty points, and recent purchases

- **New Customer** adds one; fill in name, phone, email and address, then **Save**. Cashiers can also add one from the till (**Quick Add Customer**, section 6).
- The search box finds customers by name, email or phone number, however the number is typed (024 412 3456 = 0244123456 = +233 24 412 3456).
- **Purchase History** lists their most recent 30 sales.
- **Delete Customer** removes them; their past sales stay in Sales History, just without the customer name. If they still owe money, the app warns you first.

Loyalty points

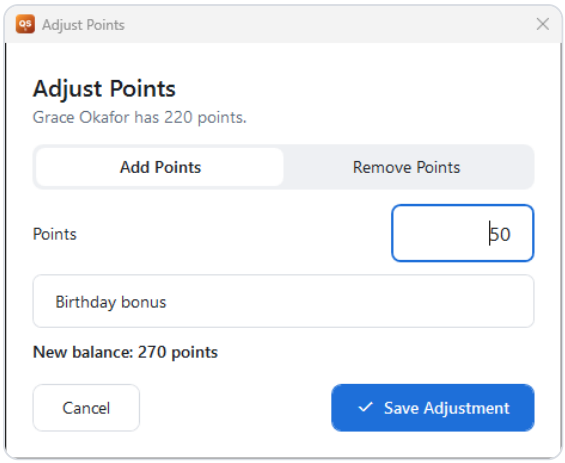
Every customer earns points when they're on a sale — nothing to switch on. The rates are in Settings → **Loyalty Points**:

Setting	Starts at	Meaning
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.



A customer's points balance (and what it's worth), Adjust Points, and the Points History

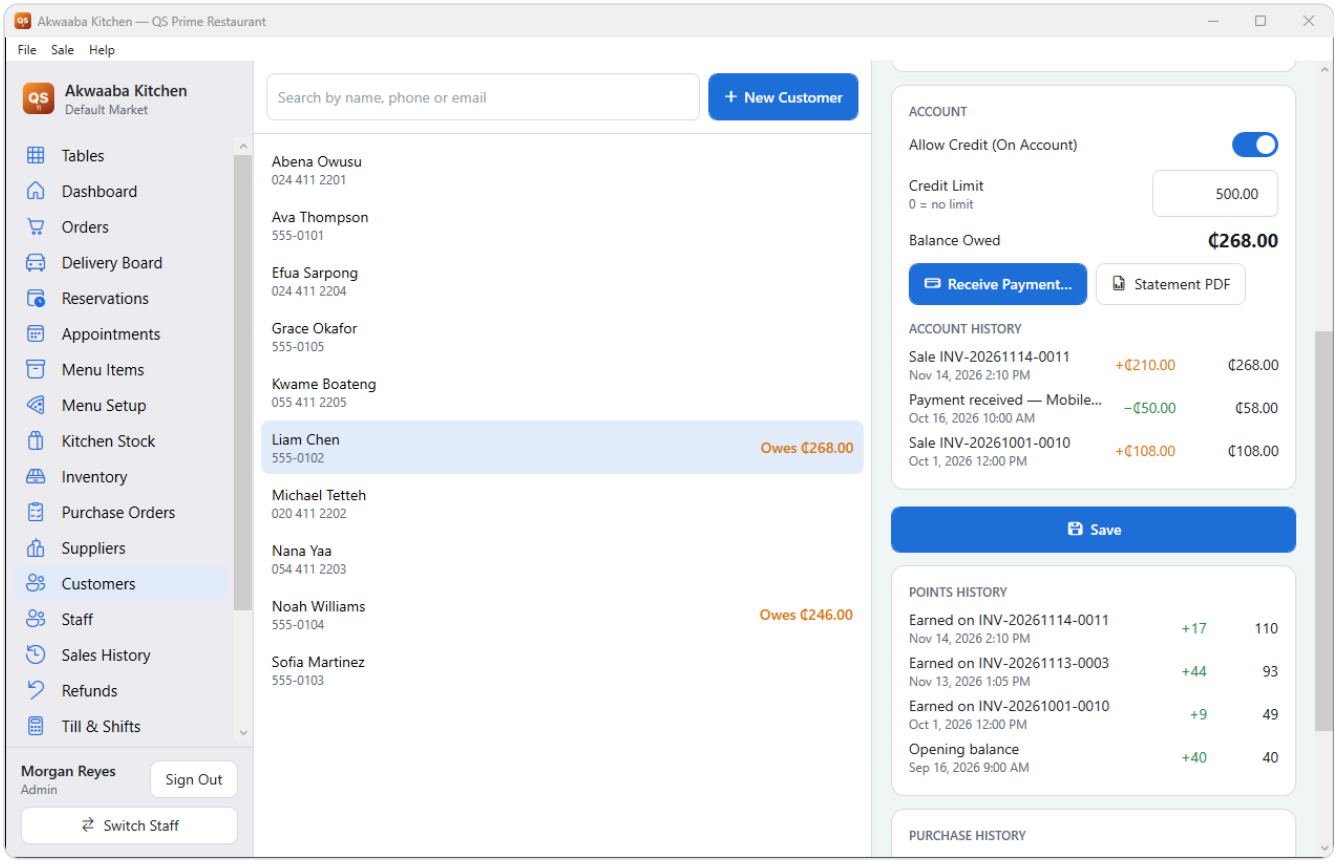
- **Points History** lists every change — earned, redeemed, refunds, adjustments — with the balance after each.
- **Adjust Points…** adds or removes points by hand (a goodwill bonus, a correction). A reason is required and goes into the history. You can't take away more points than they have.
- **Refunds** take back the points earned on returned goods and give back any points spent on them. A balance never goes below zero.



Adjust Points, with a reason

Customer accounts and credit

Customers you trust can buy **On Account** — take the goods now and pay later. The Customers list shows **Owes ₵…** next to anyone with a balance.

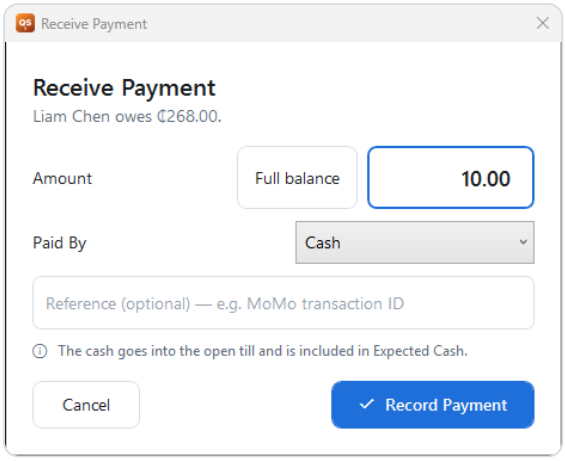


A customer's account: credit settings, what they owe, and every charge and payment

1. Select the customer and switch on **Allow Credit (On Account)**. Everyone starts with credit off.
2. Optionally set a **Credit Limit** — the most they may owe. Leave it at 0 for no limit. A sale that would take them over the limit is refused, and the payment window says how much more they can have.
3. At the till, add the customer to the sale and choose **On Account** when paying (section 6).

Balance Owed is always worked out from their On Account sales, refunds to their account and the payments they've made, so it can't get out of step. **Account History** lists each charge (orange) and payment (green) with the balance after it.

Receiving a payment



Recording a payment towards the balance

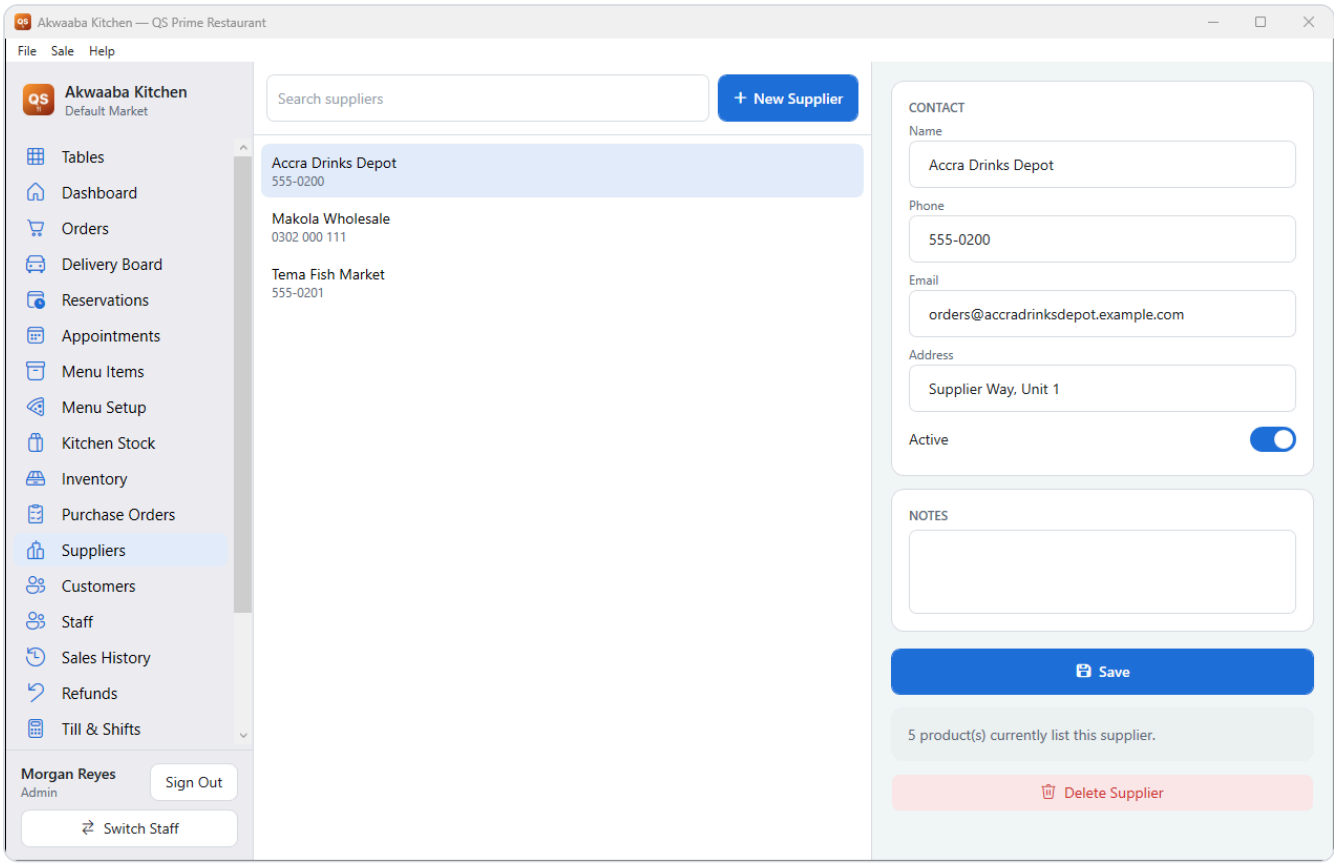
1. Select the customer and click **Receive Payment…**.
2. Type the amount (or click **Full balance**), choose how they paid — cash, card, mobile money or other — and add a reference such as the MoMo transaction ID.
3. Click **Record Payment**. You can't take more than they owe.

Cash goes into the open till and is included in its Expected Cash, so the drawer still balances at closing time. Credit sales themselves add nothing to the till — no cash changed hands.

Statements

Statement PDF saves a statement for the customer — every charge and payment with the running balance, ending with the balance owed — ready to print or send.

Suppliers



The supplier directory

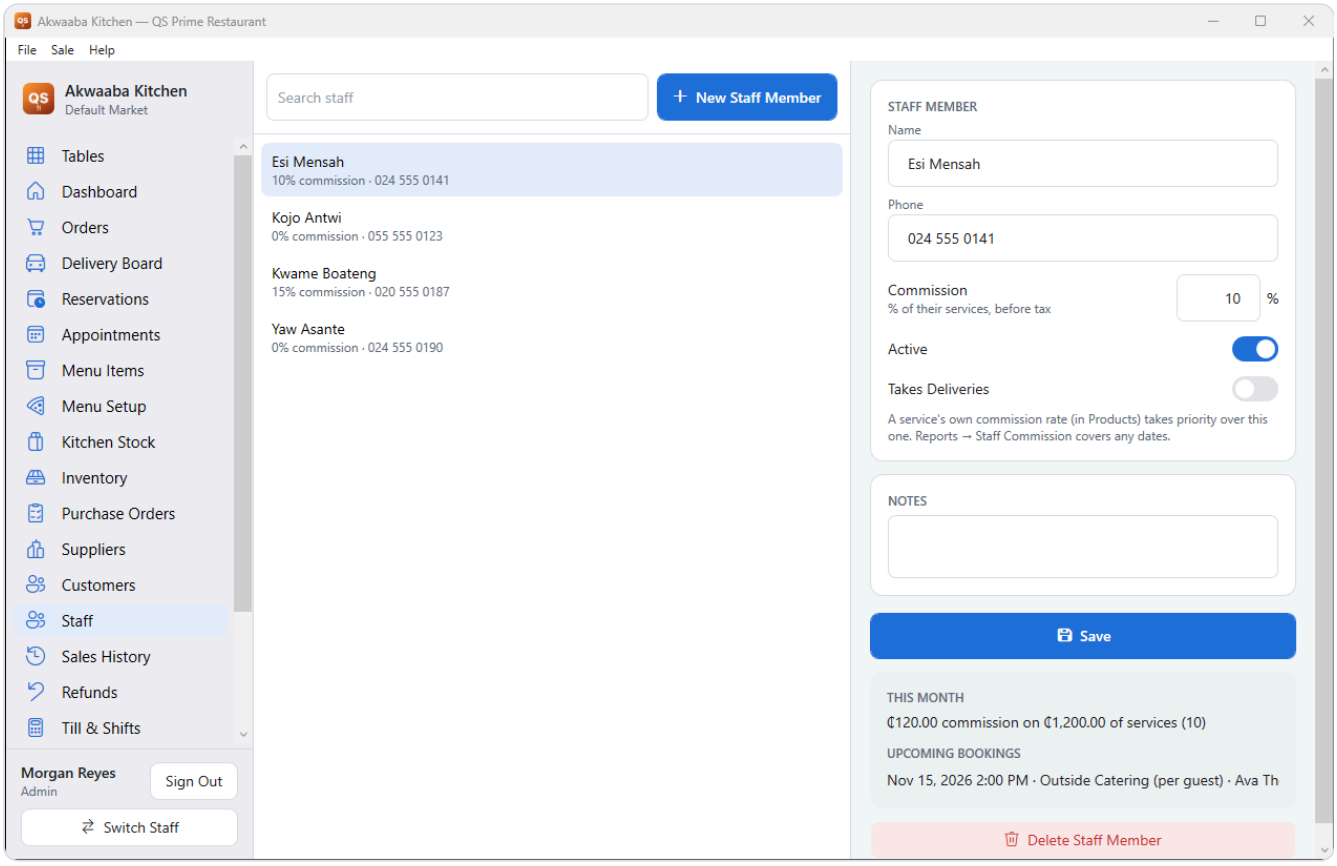
Keep the contact details of the businesses you buy from. The screen shows how many products list each supplier. Suppliers can also be added directly from the product editor with the **+** button.

15 Services: staff and bookings

For outside catering, deliveries and other services: record who did each job, work out their commission, and keep a book of bookings. The appointment book is off to start with; switch it on in Settings → Services, Staff & Appointments.

Staff

Staff in the sidebar (admins only) lists the people who do your services. They don't sign in to the till — they're not user accounts.

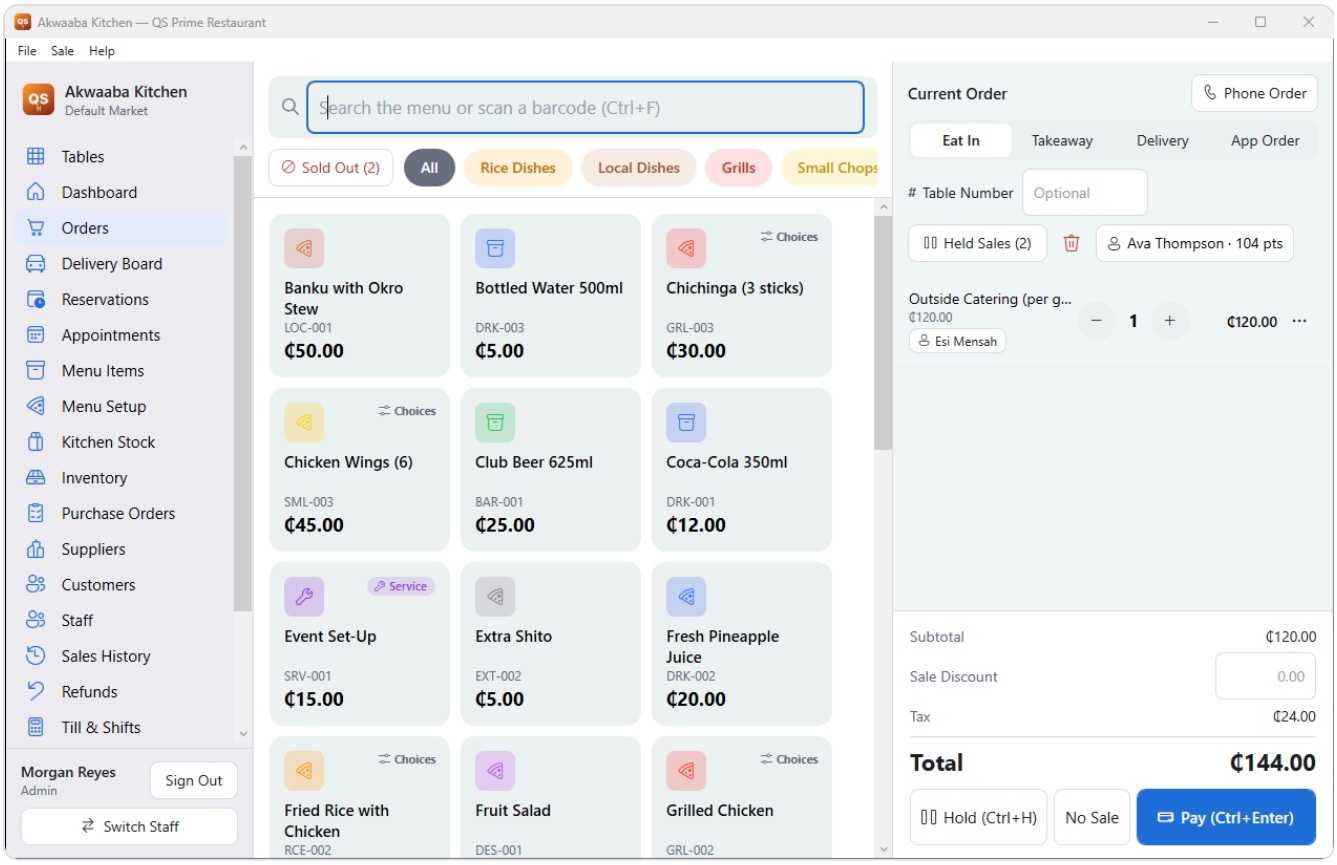


A staff member, what they've earned this month, and their upcoming bookings

- **New Staff Member** adds one: name, phone, **Commission** (% of their services, before tax), and notes. **Save** saves and closes.
- Switch on **Takes Deliveries** for your riders: they can then be sent out with orders and settle what they collect (section 6).
- Switch **Active** off to stop someone being chosen but keep them on file. **Delete Staff Member** removes them from the lists; past sales and appointments keep their name, and the commission they earned stays in the reports.
- **This Month** shows their commission so far; **Upcoming Bookings** lists what they're booked for.

Who did it, at the till

Once the store has staff, a service line on the order shows **Who?**. Click it and choose the person. **Pay** won't go ahead until every such line has someone — the message names the service. A store with no staff sees no change.



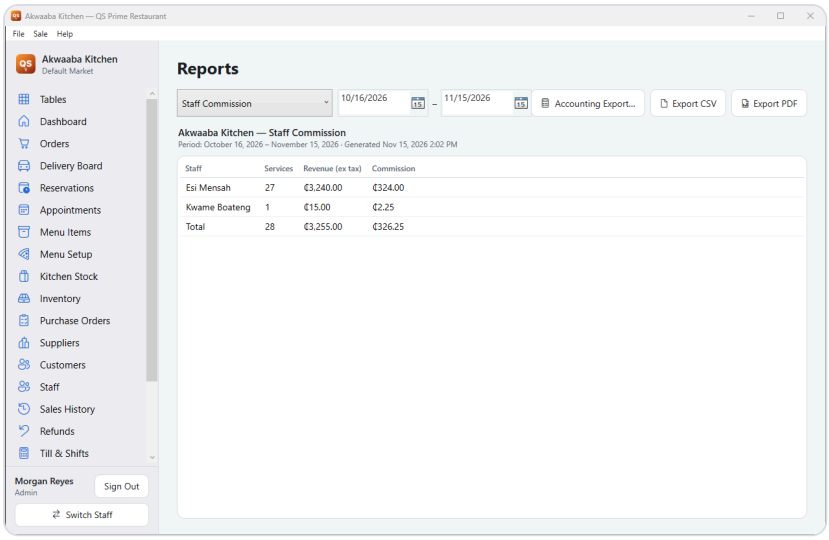
A service line with the staff member chosen

Which services ask is set per service in **Menu Items → Staff & Commission**: **Ask Who Did It** (on for every service to start with), and an optional **Commission for This Service**. The receipt prints the name next to the service, e.g. *Outside Catering (per guest) (Esi Mensah)*.

Commission

- Commission is worked out on what the service earned **before tax and after discounts**.
- The rate is the **service's own** commission if it has one, otherwise the **staff member's**. The rate used is kept with the sale, so changing a rate later doesn't change past commission.
- Refunds take the commission back; voided sales don't count.

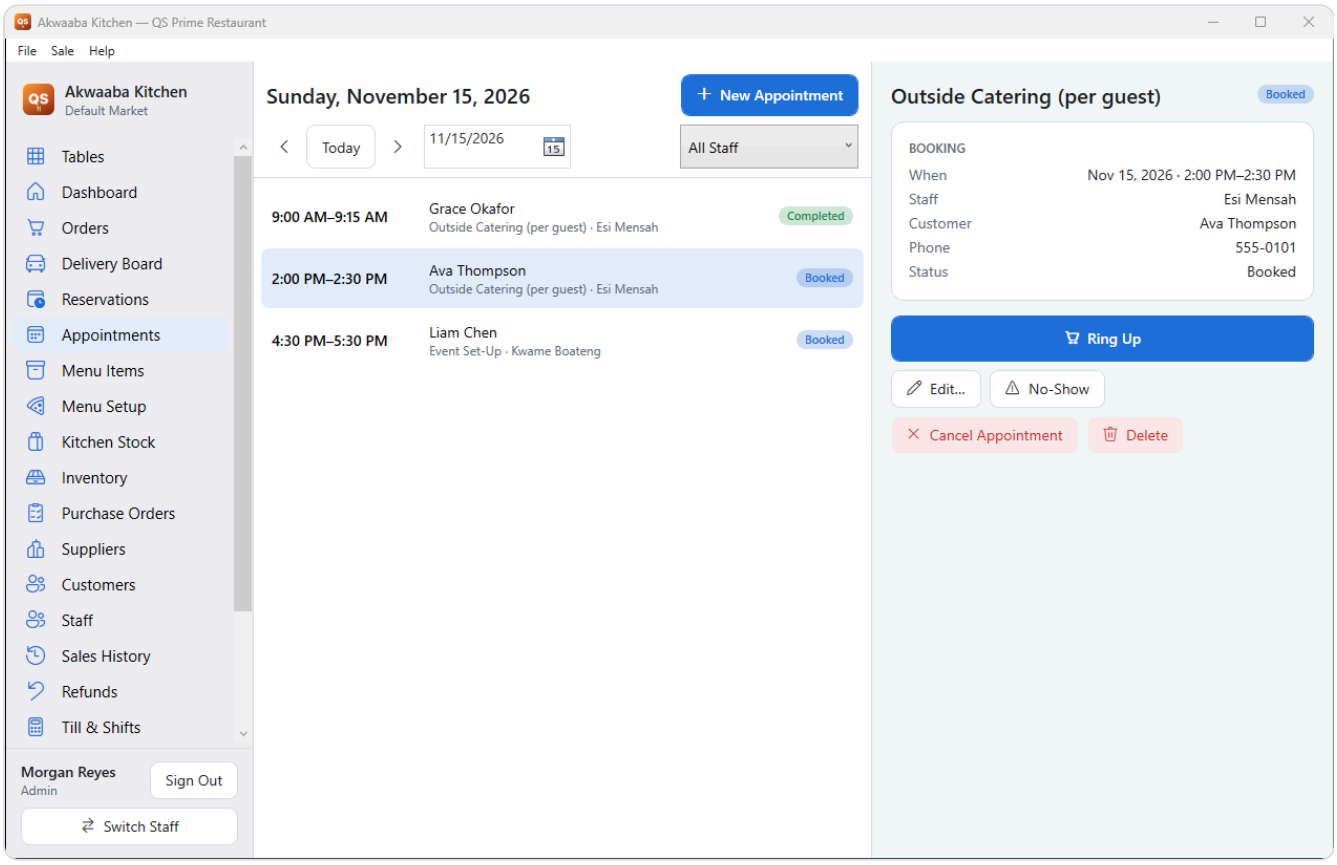
Reports → **Staff Commission** gives, for the dates you choose, each person's services, revenue before tax and commission, with totals — biggest earner first.



Reports → Staff Commission

The appointment book

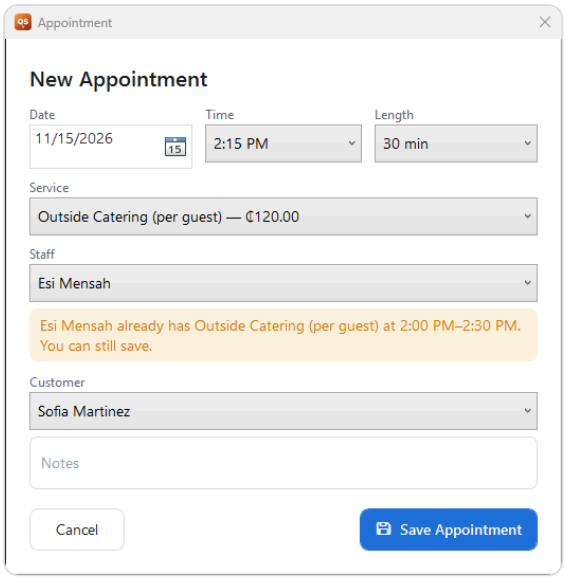
Appointments in the sidebar shows one day at a time — use the arrows, **Today** or the date — for everyone or one staff member. Each booking shows its time, customer, service, staff member and status: **Booked**, **Completed**, **Cancelled** or **No-Show**.



Today's bookings

1. Click **New Appointment**.
2. Choose the date, time and length (15 minutes to 3 hours), the **service**, the **staff** member (or *Anyone*) and the **customer** — someone from Customers, or *Walk-in* with a name and phone.

3. If the staff member already has a booking at that time, a warning says so. It doesn't stop you — back-to-back bookings are fine. Click **Save Appointment**.



A new booking that overlaps Esi's 2:00 PM

Select a booking to act on it:

- **Ring Up** puts the booking on the Orders screen — the service, the staff member and the customer — and opens the till. The till must be empty (finish or hold any order first). When that sale is paid, the booking becomes **Completed** with its receipt number. A held sale keeps its booking.
- **Edit…** changes the booking; **No-Show** and **Cancel Appointment** mark it, and **Book Again** brings a cancelled or no-show booking back.
- **Delete** removes a booking from the book (not a completed one). To keep a record, cancel it instead.

Stores that don't take bookings can hide the book: Settings → **Services, Staff & Appointments** → **Show the Appointment Book**.

16 Dashboard and Reports

Dashboard

Today at a glance: net sales, number of sales, average basket, gross profit, tax collected, low-stock count, whether the till is open, today's totals per payment method, and the products that need reordering (see the picture in section 3). A store with no Inventory Items has nothing that can run low, so the low-stock tile isn't shown. When customers owe you money on account, **Owed to You** shows the total. In a restaurant with several tills, **Tills** lists every till that's open, who opened it and with what float. With delivery on, **Deliveries** shows how many orders are open on the board and what riders owe; with reservations on, **Reservations Today** shows the bookings and covers still to come. Clicking either opens its screen.

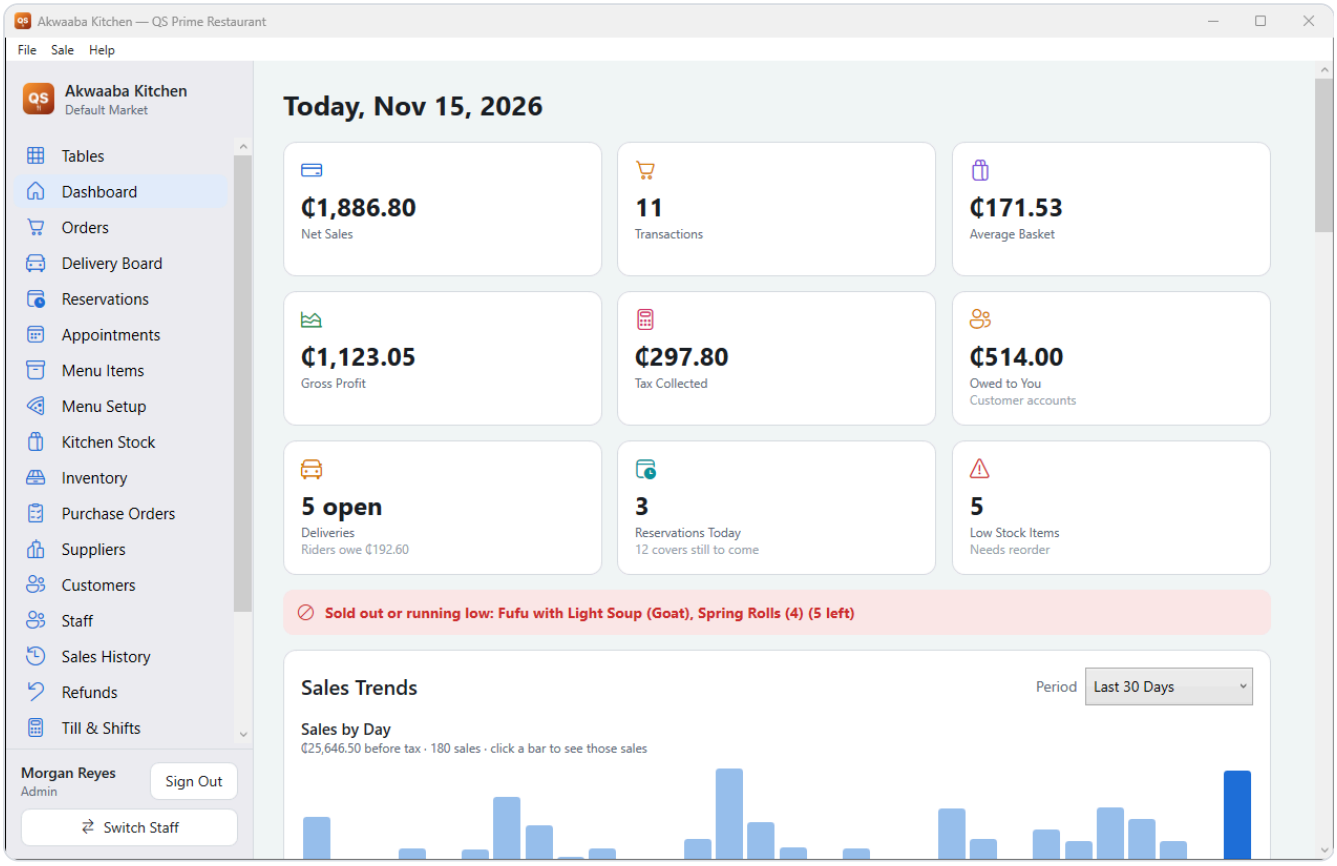
Sales trends: the Dashboard's charts

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 tiles at the top stay today's. The app keeps your choice while it stays open, so it's still chosen when you come back from a chart click.

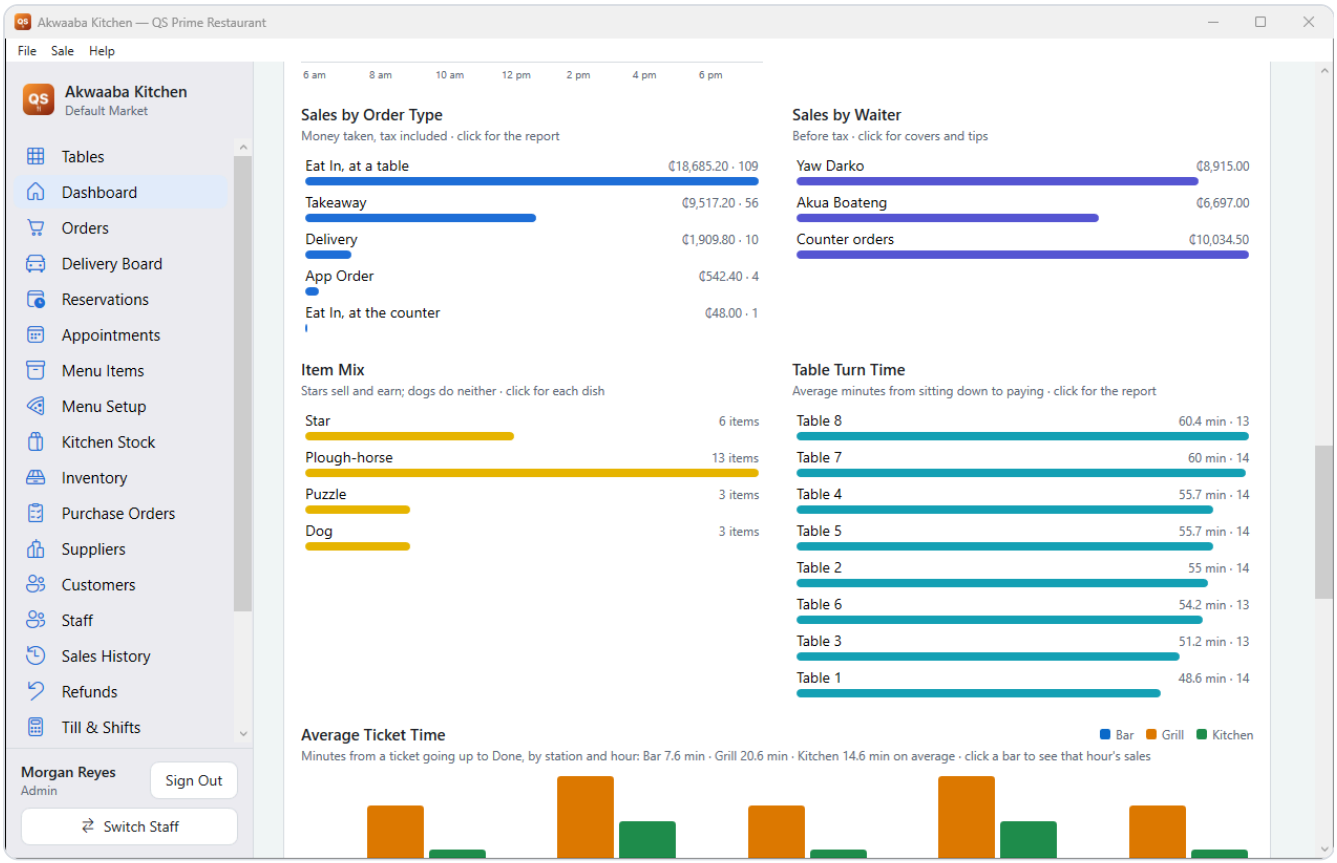
Chart	Shows	Click a bar to open
Sales by Day	Revenue before tax each day, with the total and number of sales above. Today's bar is darker. Periods longer than about two months show **Sales by Week** instead. Point at a bar to see its figures.	**Sales History** for that day (or week).
Best Sellers	The top 10 products. Switch between **Revenue** (before tax) and **Quantity** sold.	That item 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.
Covers by Hour	How many people sat down at tables in each hour of the day across the period, with the tables and covers above. Shown once tables have been served (section 7).	**Sales History** showing only sales started in that hour.
Average Spend per Cover	What each person at a table spent before tax, day by day (week by week for longer periods), with the average for the period above.	**Sales History** for that day (or week).
Average Ticket Time	Minutes from a ticket going up on the kitchen screen to **Done**, by station and hour, with each station's average above. Shown once the kitchen screen has finished tickets in the period (section 22).	**Sales History** showing only sales started in that hour.
Food Cost % by Week	Recipe cost against those dishes' sales before tax (orange), and the same with that week's waste added (red). Shown once something with a recipe has sold (section 13).	The **Food Cost by Item** report.
Waste by Reason	What was thrown away, at what it cost, by reason.	The **Waste** report.
Top Items by Margin	The dishes that earn the most: sales before tax less what they cost.	That item in **Menu Items**.
Sales by Order Type	Eat in at a table, eat in at the counter, and takeaway, with the total and orders of each.	The **Sales by Order Type** report.
Sales by Waiter	Each waiter's sales before tax, with counter orders on a line of their own.	The **Sales by Waiter** report.
Item Mix	How many dishes are Stars, Plough-horses, Puzzles and Dogs (see Reading the Item Mix, below).	The **Item Mix** report.

Chart	Shows	Click a bar to open
Table Turn Time	Average minutes from sitting down to paying, table by table, with how many meals.	The **Table Turn Time** report.

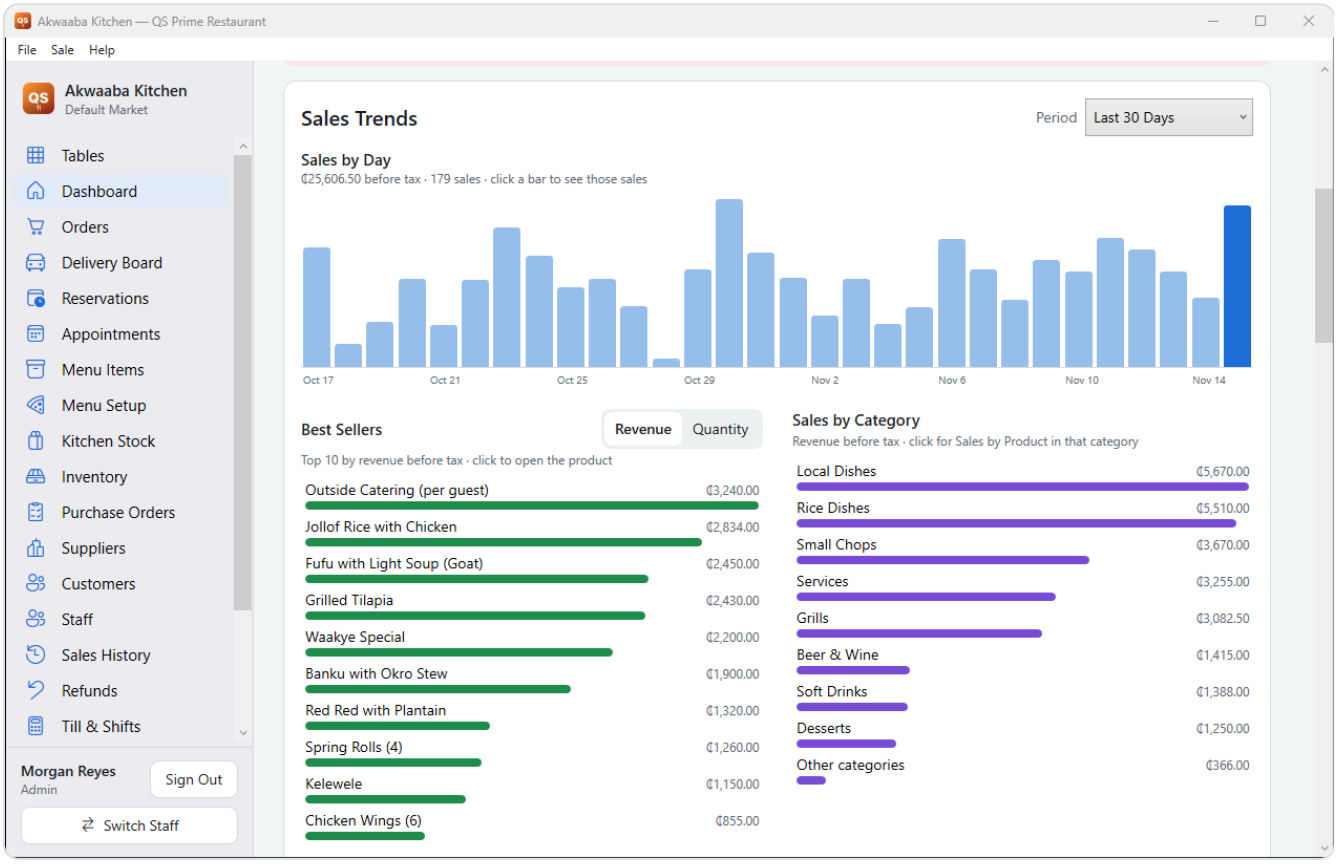
Who sold what, and how. The last four cards are for the restaurant: every bar opens the report behind it. Anything sold out or being counted shows in a red line near the top of the Dashboard; clicking it opens Orders, where the Sold Out List is (section 6).



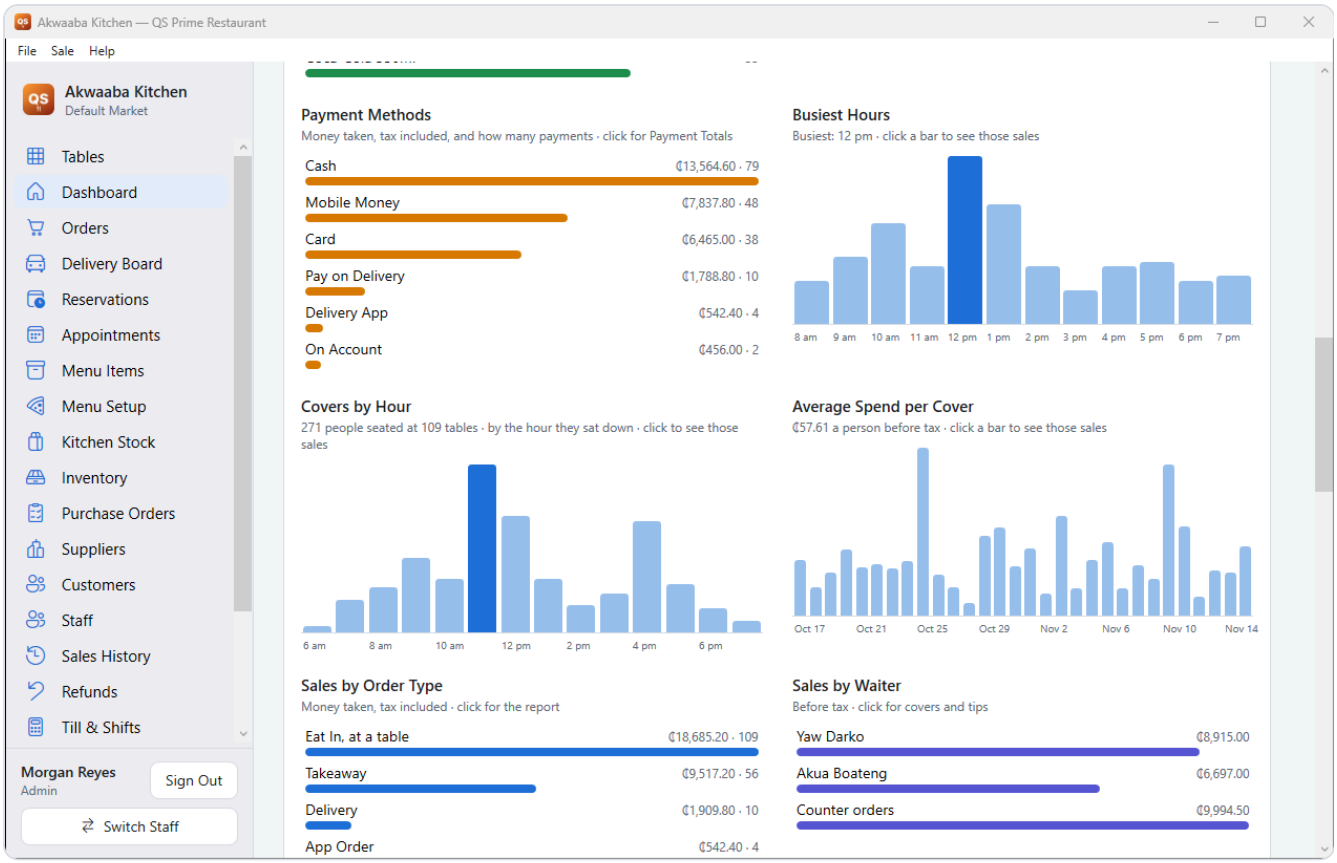
The red line: Fufu is sold out and Spring Rolls have 5 left



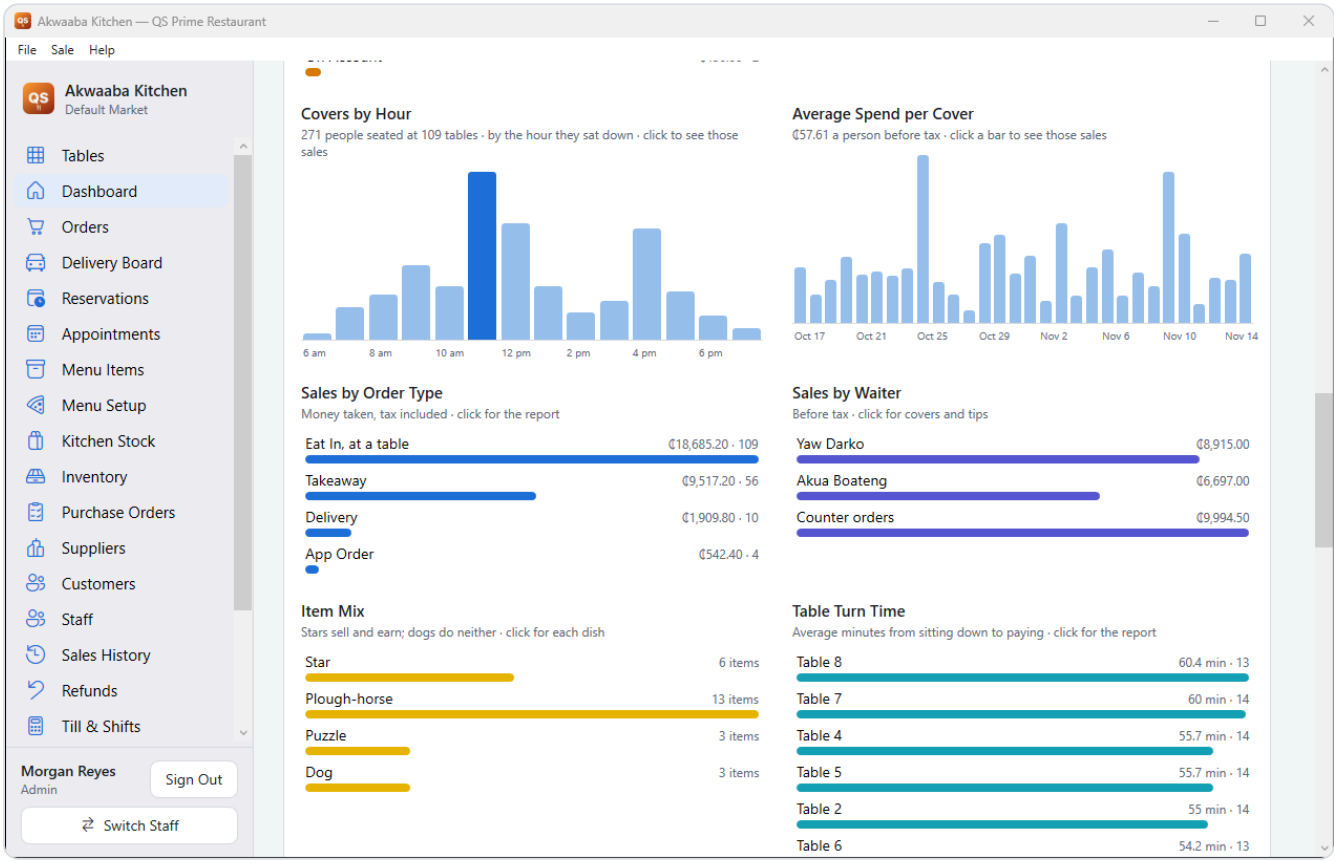
The restaurant cards



Sales by day, best sellers and sales by category

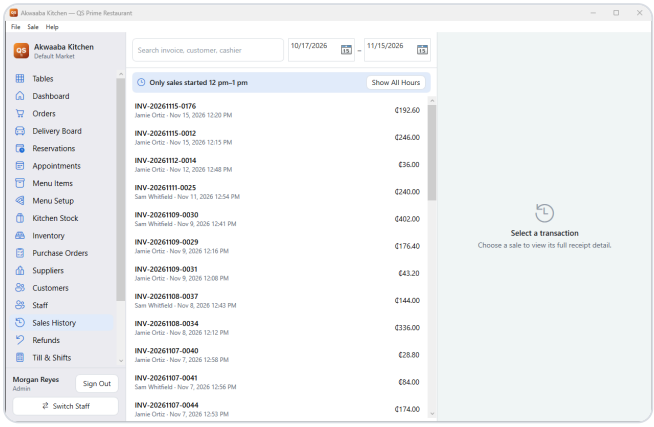


Best sellers by quantity, payment methods and busiest hours

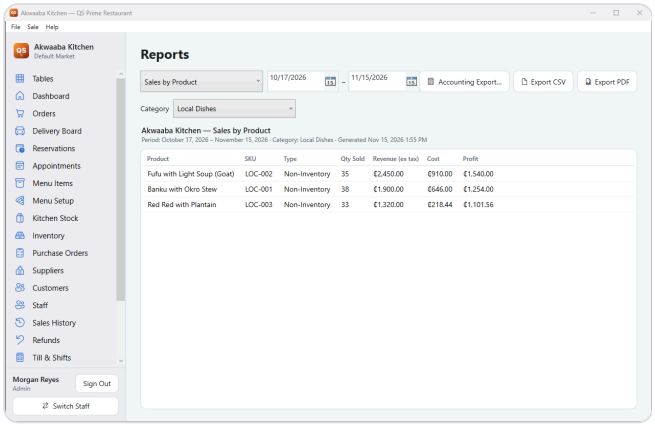


Covers by hour and average spend per cover

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.

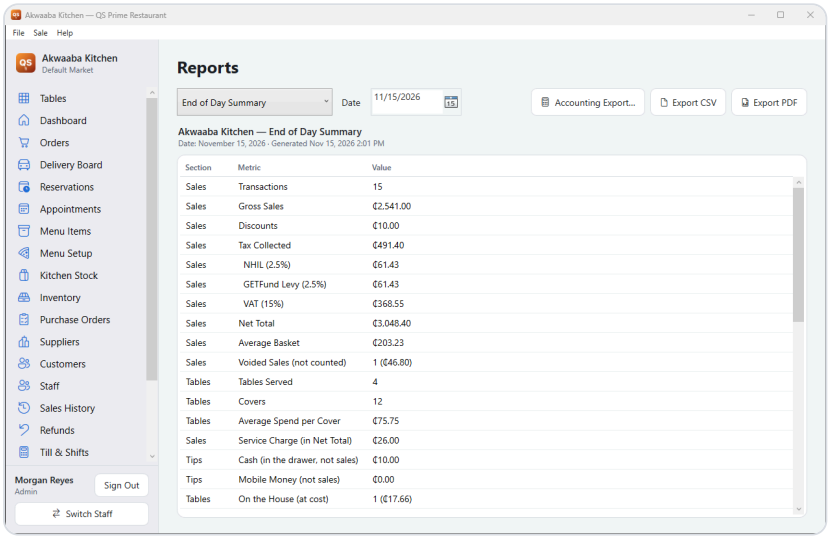


Sales History opened from the busiest hour

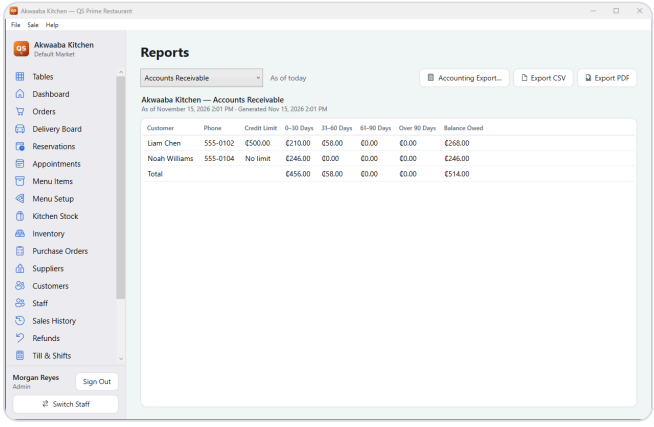


Sales by Product opened from the Local Dishes bar

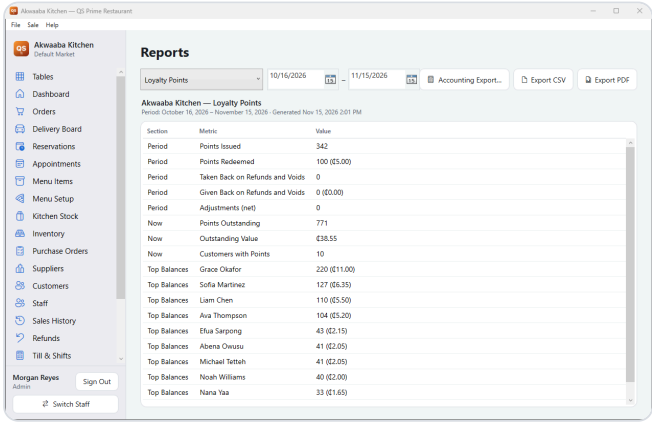
Reports



The End of Day Summary



Accounts Receivable: who owes what, and for how long



Loyalty Points: issued, redeemed and outstanding

Choose a report at the top-left and the date (or the date range). Every report can be saved with **Export CSV** (opens in Excel) or **Export PDF** (to print or email, e.g. to your accountant).

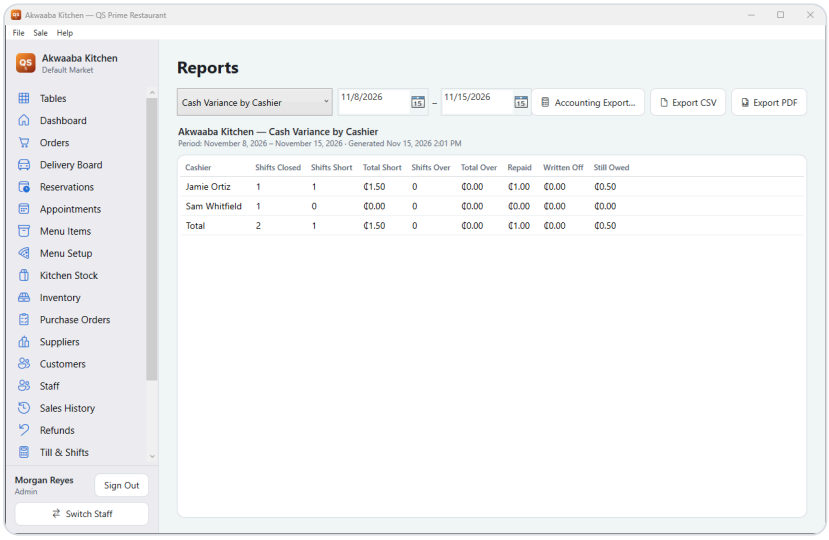
Above each report — and at the top of every PDF and Excel export — is its **heading**: your business name, the report, the period it covers (*Date:* … for End of Day, *Period:* … – … for a range, *As of* … for stock and receivables), the store if you run more than one, and when it was produced. In a PDF, columns are sized to what's in them, long names wrap onto a second line instead of being cut off, wide reports print landscape, and every page has a footer with the page number. Customer statements carry the same heading.

Refunds are already subtracted in every report, and voided sales are left out, so the figures reflect what was actually kept. Quantities of products sold by weight or measure show their unit (e.g. *1.5 kg*); totals that mix units are plain numbers.

Report	Shows
End of Day Summary	One day: sales totals, discounts, tax (with each tax listed under Tax Collected), payment methods, every till shift's cash count, and the top 5 products. A till that hasn't been closed yet shows *Still open — not counted yet* instead of a count. With several tills, a **By Till** section shows what each till took (section 22). Sales voided that day are listed as **Voided Sales (not counted)**. On days with credit sales or account payments, an **Accounts** section shows the credit sales and the payments received by each method. On days with loyalty activity, a **Loyalty** section shows the points issued and redeemed. Shortages repaid or written off that day (section 5) are listed under Till. On days with deliveries, a **Delivery** section shows the orders, fees, money handed in and what riders still owe.
Daily Sales	Totals for each day in the range.
Sales by Product / by Category / by Cashier	What sold, and who sold it. By Product and by Category show revenue **before tax**; By Product also shows each product's type, cost and profit, and can be narrowed to one **Category**.
Sales by Item Type	Quantity, revenue (before tax), cost and profit for Inventory Items, Non-Inventory Items and Services — e.g. how much your services earn. Uses the type each item had when it was sold; the profits add up to the Dashboard's Gross Profit.
Profit / Margin	Revenue **before tax**, cost, profit, and margin for each product. Tax is left out because it's owed to the tax office, not earned — so these profits match the Dashboard's Gross Profit.
Tax / VAT	For your tax return: each tax (NHIL, GETFund Levy, VAT…) with the sales it was charged on (before tax) and the tax collected, the sales that carried no tax, and the total.
Payment Totals	How much came in by cash, card, mobile money, and other — and how much was sold On Account.
Stock Valuation	What your stock is worth at cost, per Inventory Item.
Low Stock	Inventory Items at or below their reorder level.
Oversold Stock	What a till sold beyond the stock while it was offline, with the till, the receipt and whether it was checked (section 22).
Shift & Cash Variance	Every till shift opened in the dates chosen, with its till, expected cash, counted cash, the difference, what has been repaid or written off, and what is still owed.

Report	Shows
Cash Variance by Cashier	One line per cashier for shifts closed in the dates chosen: shifts short and over, totals, repaid, written off and still owed (section 5).
Shortage Repayments	Every repayment and write-off recorded in the dates chosen: cashier, shift, how it was paid, amount, who recorded it and the note.
Accounts Receivable	As of today: every customer who owes you, with their credit limit and how long it has been owed — 0–30, 31–60, 61–90 and over 90 days — plus a total. Payments are counted against the oldest sales first, so old debts stand out.
Cost Changes	Every change to a product's cost in the dates chosen: deliveries (quantity, unit cost paid and supplier), edits in Menu Items and Excel imports, with the cost before and after and who made it.
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.
Open Purchase Orders	As of now: every order still waiting for goods, with its value ordered, received and still to come (section 12).
Purchases by Supplier	For the dates chosen: deliveries with a unit cost — on purchase orders or by Stock In — and their value, per supplier.
Staff Commission	For the dates chosen: each staff member's services, revenue before tax and commission (section 15).
Tips by Waiter	Each waiter's cash and Mobile Money tips for the dates chosen, with an optional pool, equally or by hours (section 7).
Comps & Voids	Items put on the house (at cost) and voided after sending (at menu price), with the reason and who approved them (section 7).
Food Cost by Item	Each dish with a recipe: sold, sales before tax, recipe cost, food cost % and margin (section 13).
Waste	Every waste entry: when, what, how much, why, who and its value (section 13).
Stock Count Gaps	Every line of the stock counts in the period, with the total gap in cedis (section 13).
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.

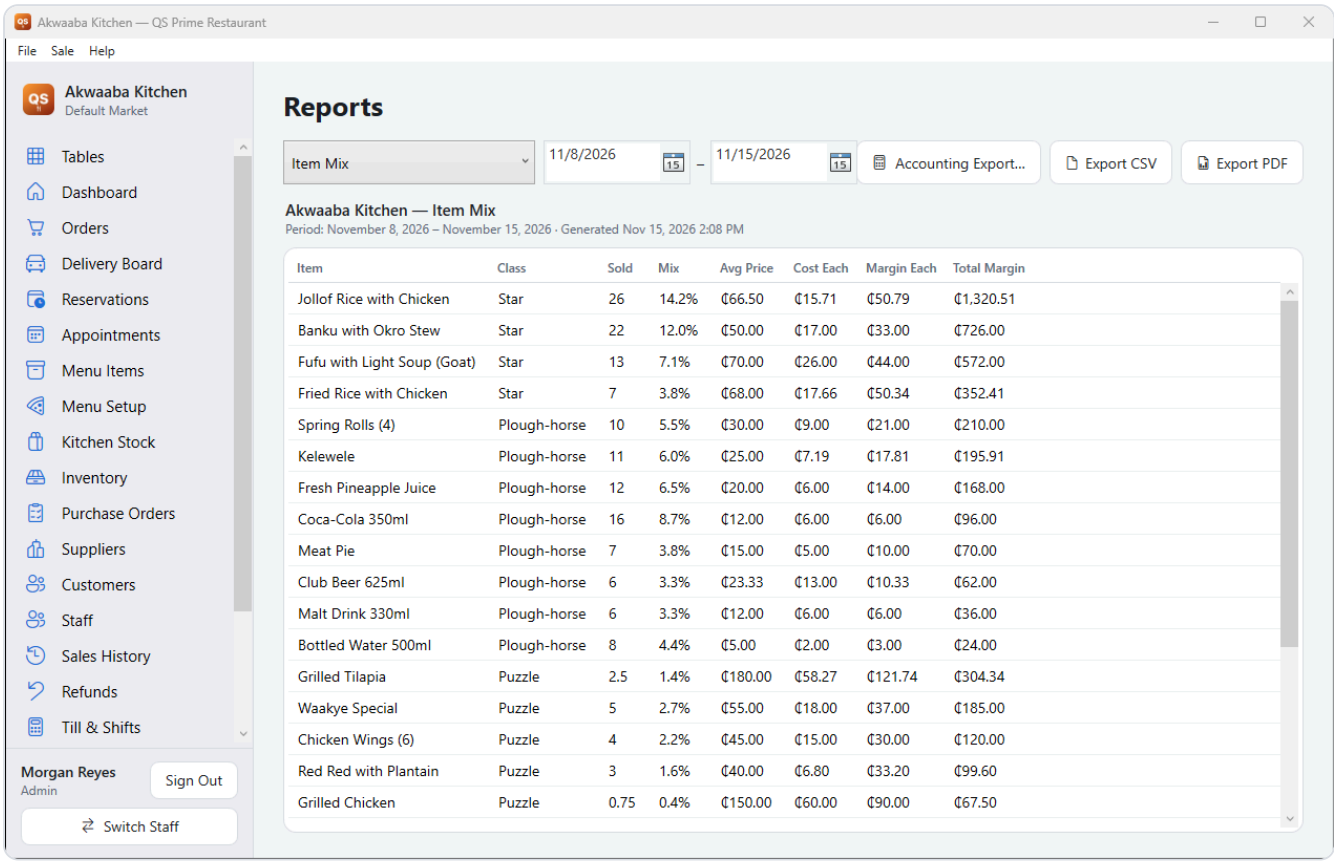
Report	Shows
Voids & Comps by Staff	Whose name is on each void after sending, sale voided and comp, with the values, and how many approvals each admin gave.
Service Charge & Tips	Day by day: service charge, the tax on it, cash tips and Mobile Money tips.
Sales by Order Type	Eat in at a table, eat in at the counter, takeaway, delivery and app orders: orders, sales before tax, tax, total and average order. A refund comes off the type it refunds.
Deliveries by Rider	For the dates chosen: what each rider delivered, the fees, what they collected and handed in, anything written off, and what they owe now (section 6).
Deliveries by Zone	Orders, fees and takings per zone.
Delivery Apps	Each app's orders, sales, commission and what you take home: what the app should pay you.
Reservations	Every booking with its time, guest, covers, table and how it ended, and how many didn't show (section 7).
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.
Audit Log	For the dates chosen: every discount over the limit, price change, refund, void, points redemption, No Sale and cash shortage repayment or write-off, with who did it and who approved it (section 17).



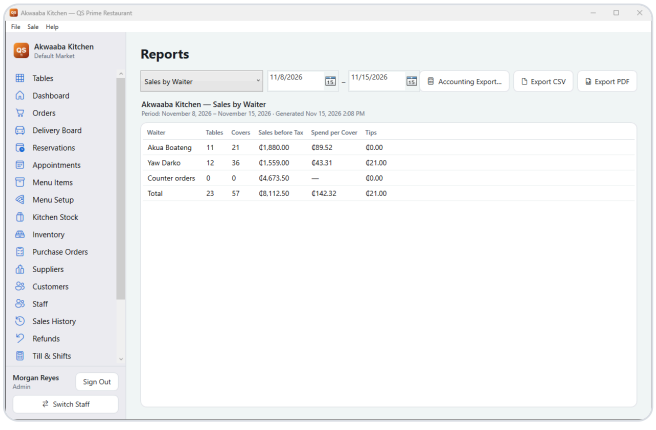
Reports → Cash Variance by Cashier: Jamie still owes ₵0.50

Reading the Item Mix

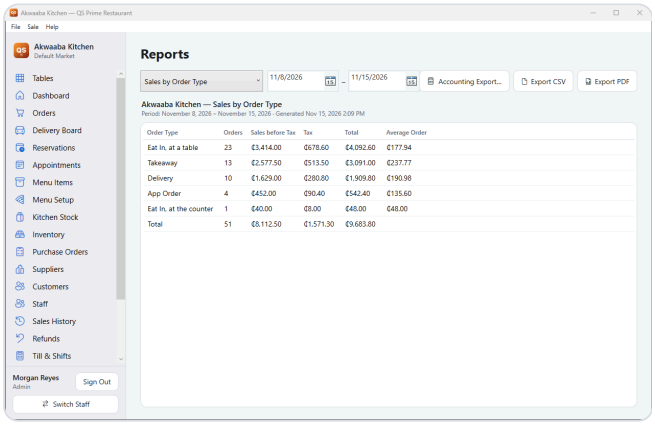
A dish is **popular** when it sells at least 70% of an even share of the dishes rated, and **profitable** when it earns at least the average margin per plate. **Star**: both, so keep it prominent. **Plough-horse**: sells well, earns little, so look at its price or cost. **Puzzle**: earns well, sells 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



Sales by Order Type

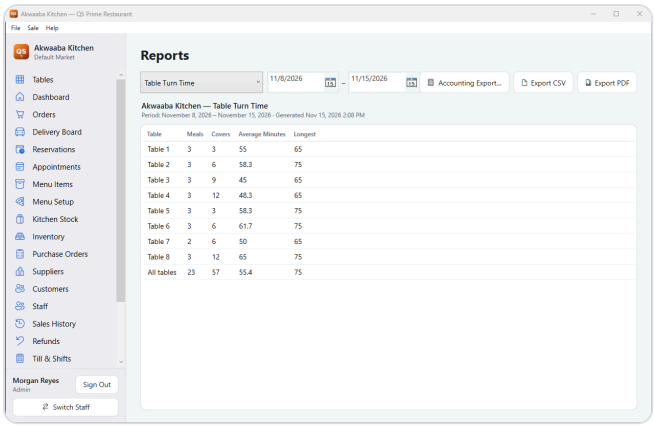
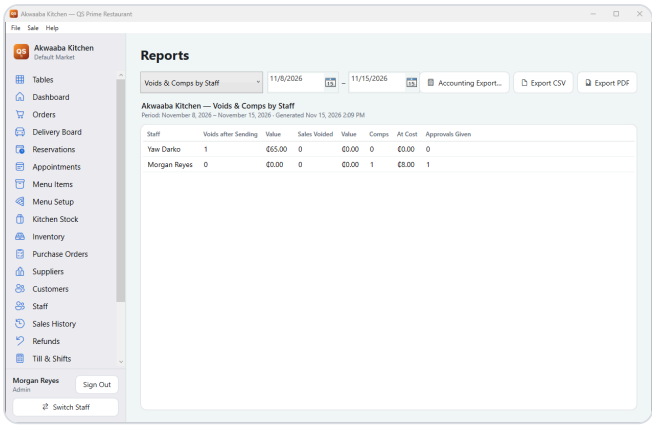
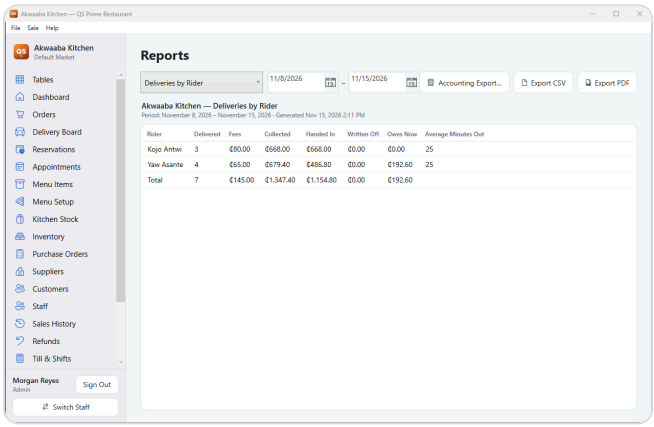


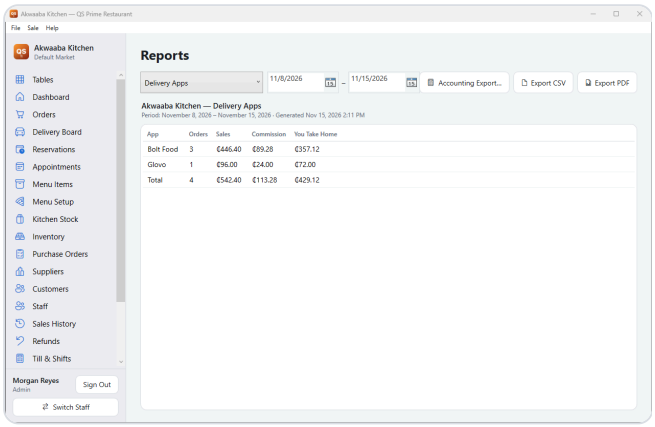
Table Turn Time



Voids & Comps by Staff



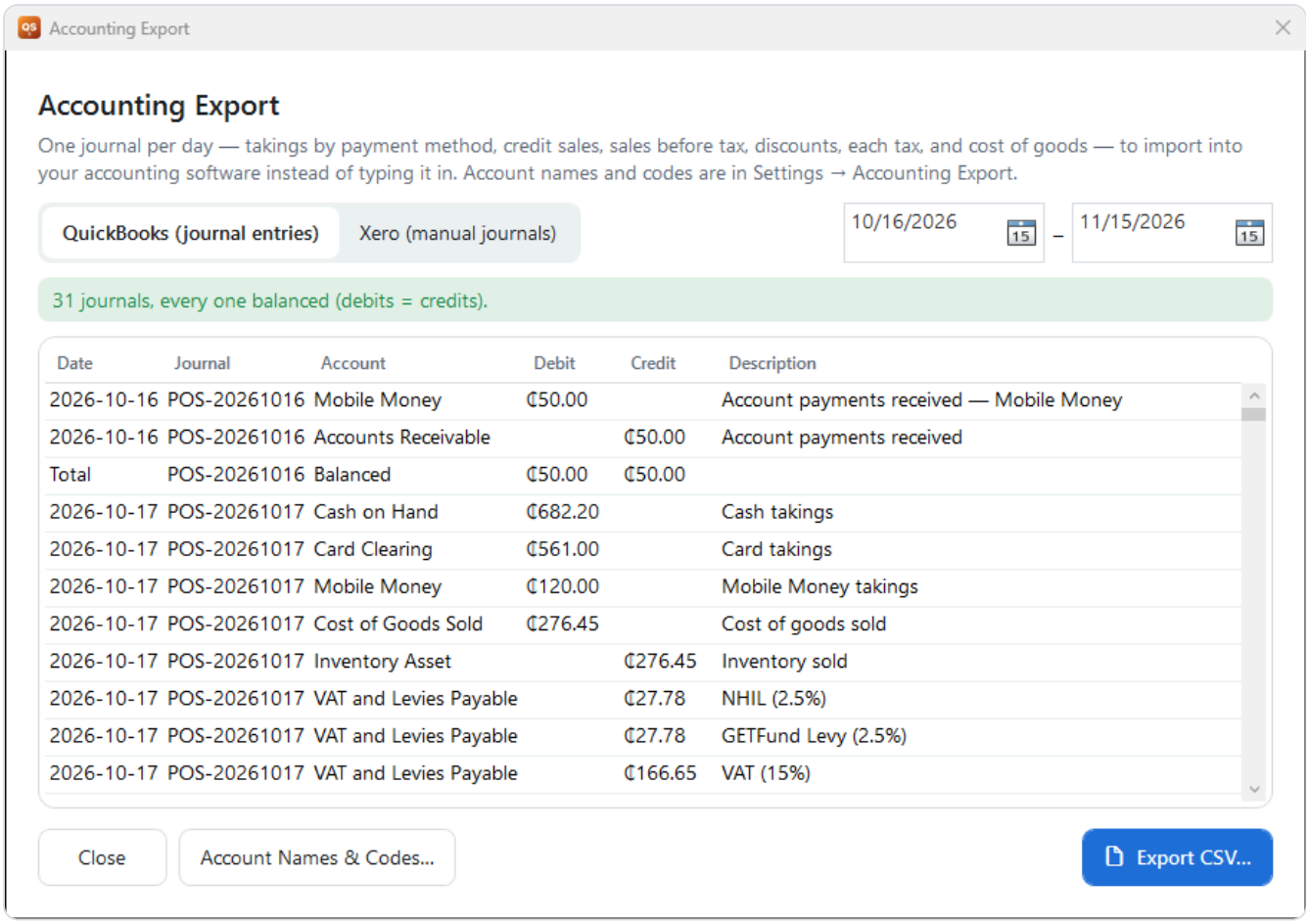
Deliveries by Rider



Delivery Apps: what's really taken home

Accounting export (QuickBooks and Xero)

Accounting Export… at the top of Reports turns each day's trading into **one journal entry** and saves it as a file your accounting software imports, so nobody retypes the day's takings.

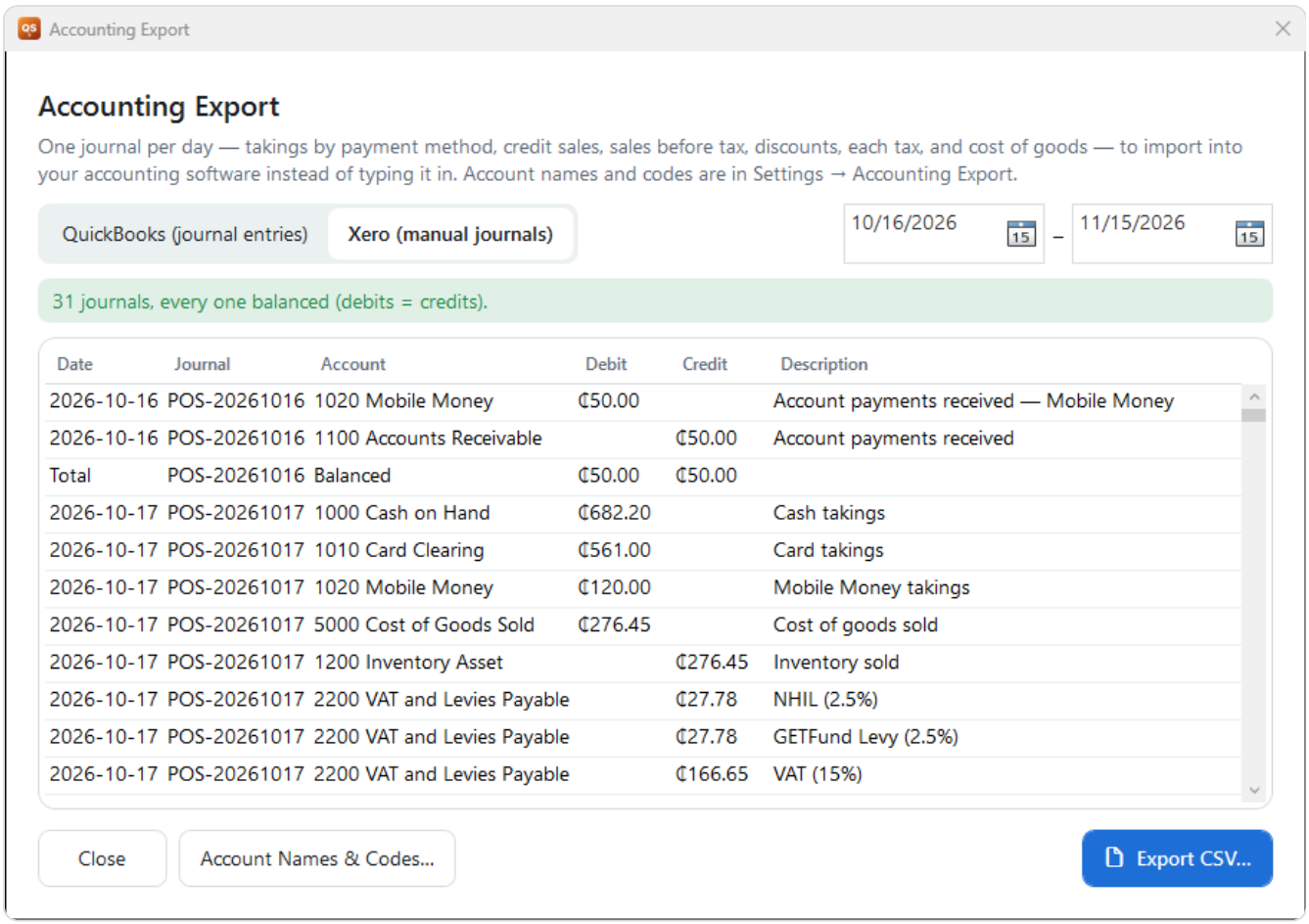


The journals for the last month, checked and ready to export

1. Choose **QuickBooks (journal entries)** or **Xero (manual journals)**, and the dates.
2. Look over the preview: one journal per day (named *POS-20260926* and so on), and a line saying every one is **balanced** — debits equal credits.
3. Click **Export CSV...** and save the file. In QuickBooks Online use *Import Data → Journal Entries* (choose day/month/year dates); in Xero, *Manual Journals → Import*.

Side	What each day's journal holds
Debits	Money taken by each payment method (cash, card, mobile money, other); credit sales to Accounts Receivable; discounts and loyalty points (before tax); cost of goods sold for Inventory Items.
Credits	Sales before tax and discounts; each tax on its own line (NHIL, GETFund Levy, VAT...); inventory used up.
Account payments	Money customers paid towards their accounts: into the account it was paid by, off Accounts Receivable.
Deliveries	Money still to come from riders and customers is debited to **Delivery Money to Collect** (1110), and app orders to **Owed by Delivery Apps** (1120), as the sale happens. What's handed in moves from Delivery Money to Collect 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 are subtracted and voided sales left out. Because tax is rounded on every sale, a day can be a few pesewas out; that difference goes to Sales so the day balances, and the preview says how much. If a day ever doesn't balance, **Export CSV…** stays greyed out. QuickBooks matches the **account names** and Xero the **account codes** — set them to match your chart of accounts in Settings (**Account Names & Codes…** goes there).



The same journals for Xero: account codes and names

Check the first import with your accountant
The files follow QuickBooks' and Xero's published import layouts. Import one day first and check it with your accountant before importing more.

17 Approvals and the Audit Log

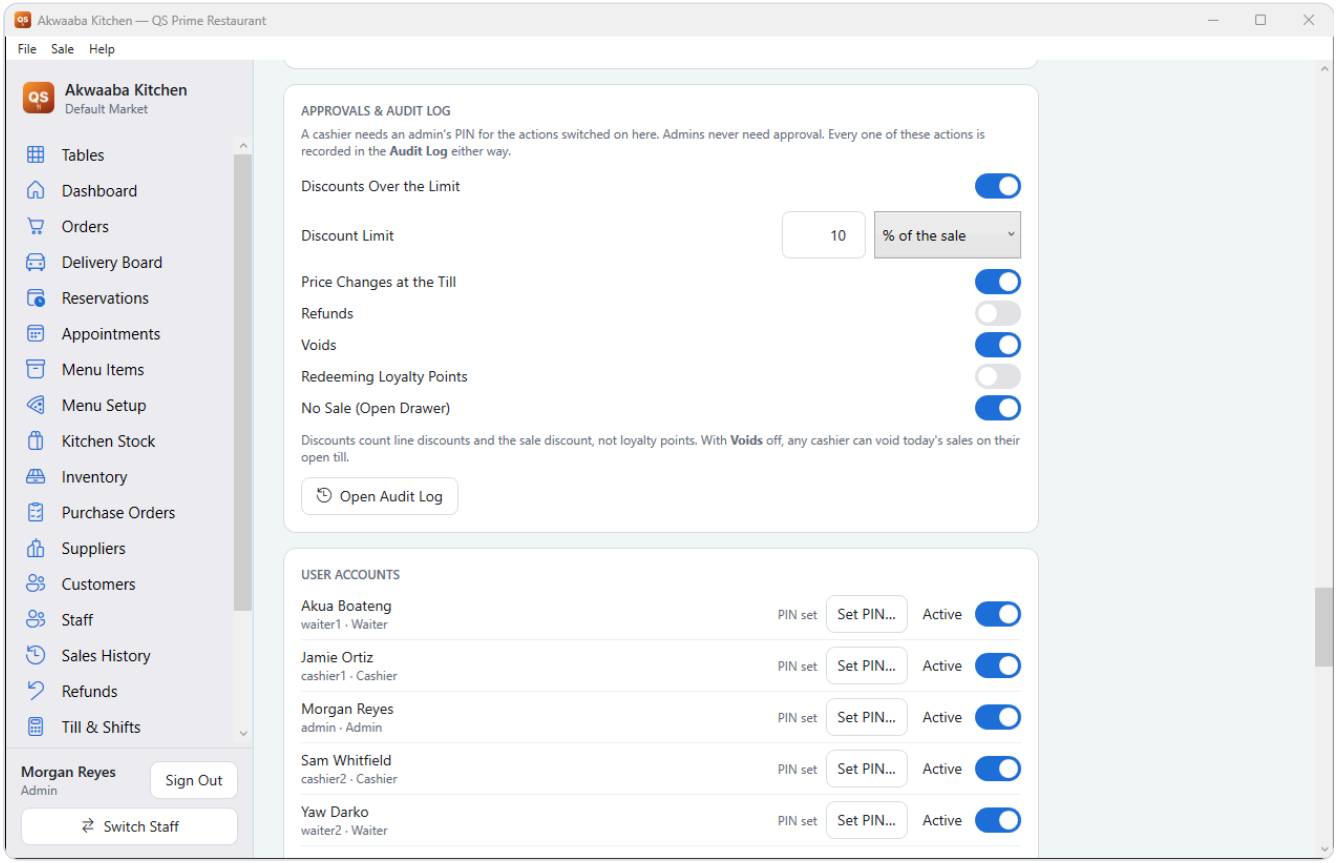
Some till actions are worth a second pair of eyes. A cashier needs an **admin's PIN** for them; the admin types it on the cashier's screen and the cashier stays signed in. Whatever happens, it's written in the **Audit Log**.

What needs an admin

Admins never need approval. For cashiers, Settings → **Approvals & Audit Log** decides — these are the starting settings, for new stores and for stores updated from an earlier version:

Action	Needs a PIN	Notes
Discounts Over the Limit	On	The limit is **10% of the sale** to start with, or set a fixed amount per sale. Line discounts and the sale discount count together; loyalty points don't. Exactly at the limit is fine. Once approved, going lower doesn't ask again; going higher does.
Price Changes at the Till	On	**Change Price…** on a cart line (section 6).
Refunds	Off	Switch on if cashiers should ask before refunding.
Voids	On	A cashier voids with an admin's PIN. Off: any cashier may void today's sales on their open till (section 9).
Redeeming Loyalty Points	Off	Switch on to have points redemptions approved.
No Sale (Open Drawer)	On	Opening the drawer without a sale. It always asks for a reason, even for an admin.

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 7).

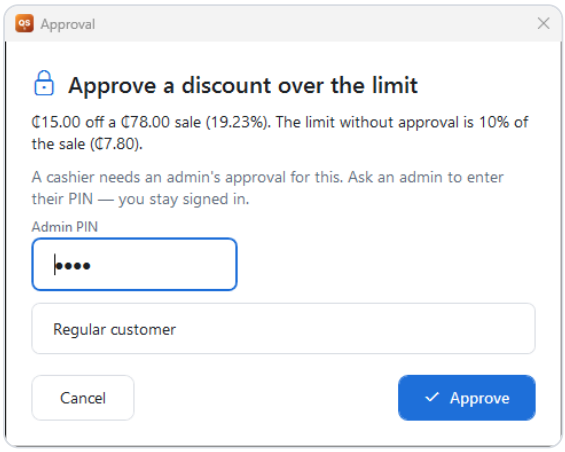


Settings → Approvals & Audit Log, and Set PIN… for each user

Give an admin a PIN first

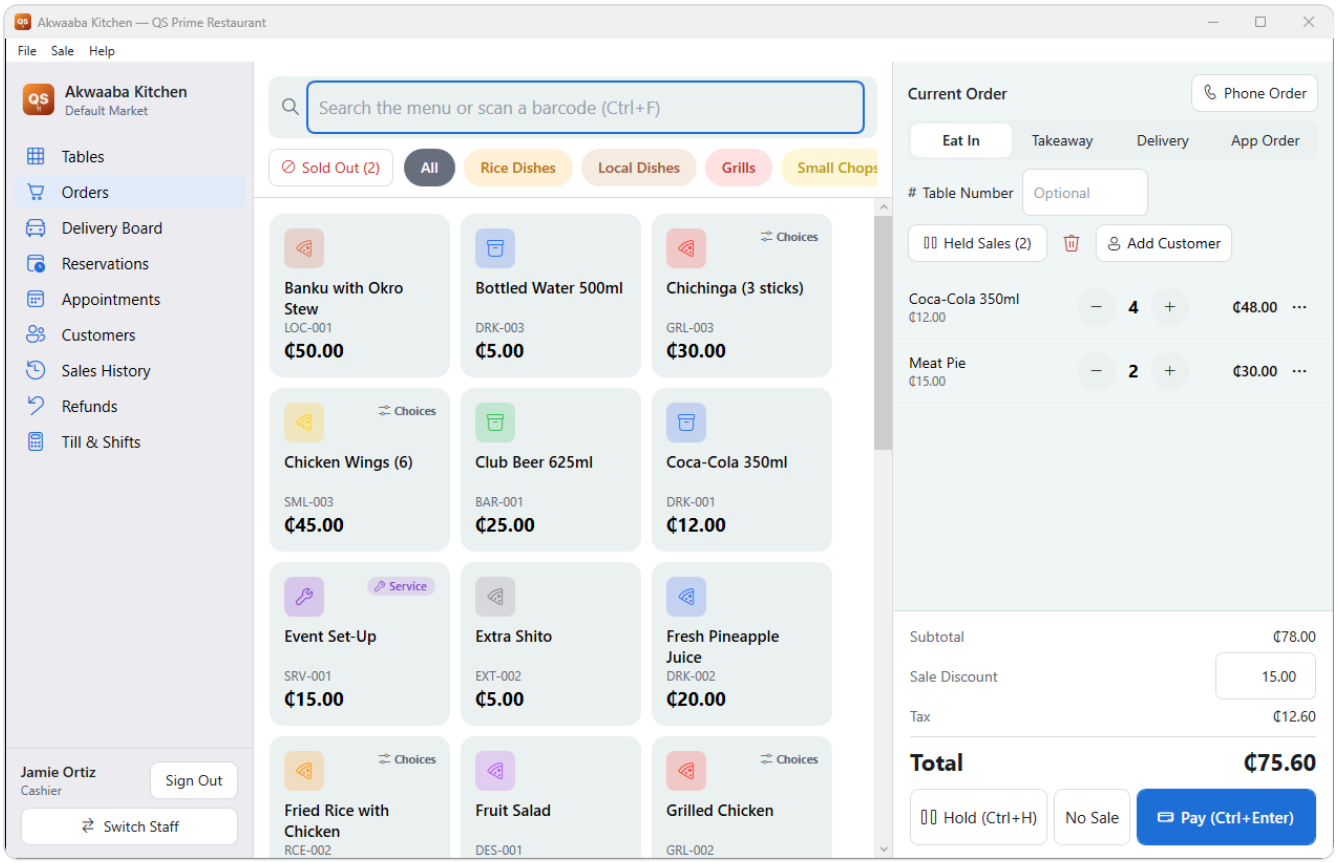
Only an **active admin's** PIN approves anything. The admin created when the store was set up has no PIN until you give it one: Settings → User Accounts → **Set PIN…**. Until an admin has a PIN, Settings shows a warning and the prompt says nobody can approve. PINs are 4 to 6 digits, and no two people can share one (the same PIN signs in with Quick PIN).

The PIN prompt



A cashier's ₵15.00 discount on a ₵78.00 order, over the 10% limit

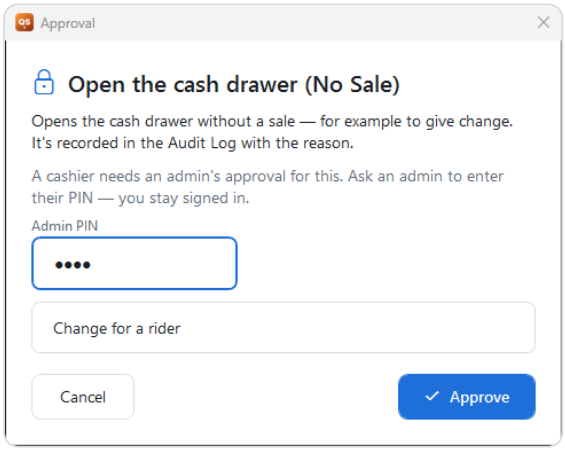
1. The cashier does something that needs approval — here, a sale discount over the limit. The prompt says exactly what is being approved.
2. An admin types their **PIN**, and optionally a **reason**.
3. **Approve** (or `Enter`) lets it through; **Cancel** (or `Esc`) changes nothing — a discount that was typed goes back to what it was.



The approved discount on the cashier's sale

A sale you **Hold** keeps its approvals, so recalling it doesn't ask again.

No Sale and Change Price

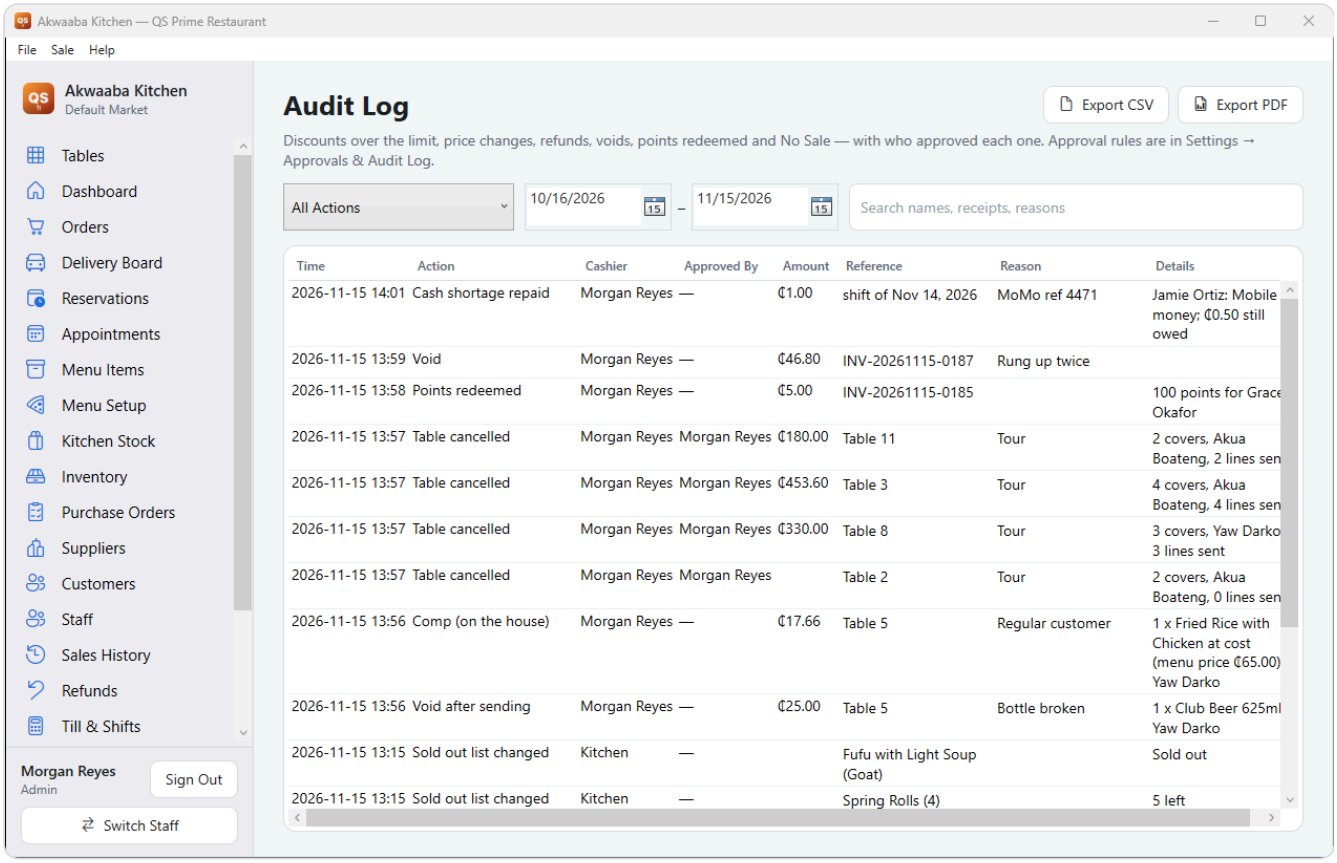


No Sale needs a reason; a cashier also needs a PIN

- **No Sale**, next to **Pay**, opens the cash drawer without a sale. It needs a reason every time and needs a cash drawer set up in Settings (section 23).
- **Change Price…** in a cart line's ⋯ menu charges a different price for that line. The receipt shows the price charged. Typing the usual price puts it back without asking.

The Audit Log

Audit Log in the sidebar (admins only) lists every discount over the limit, price change, refund, void, points redemption, No Sale, and cash shortage repaid or written off — when, which action, the cashier, the admin who approved it (— when none was needed), the amount, the receipt number, the reason and the details. Choose an action and dates, or search for a name, receipt or reason; **Export CSV** and **Export PDF** save it. It's also in Reports as **Audit Log**, and Settings has an **Open Audit Log** button.

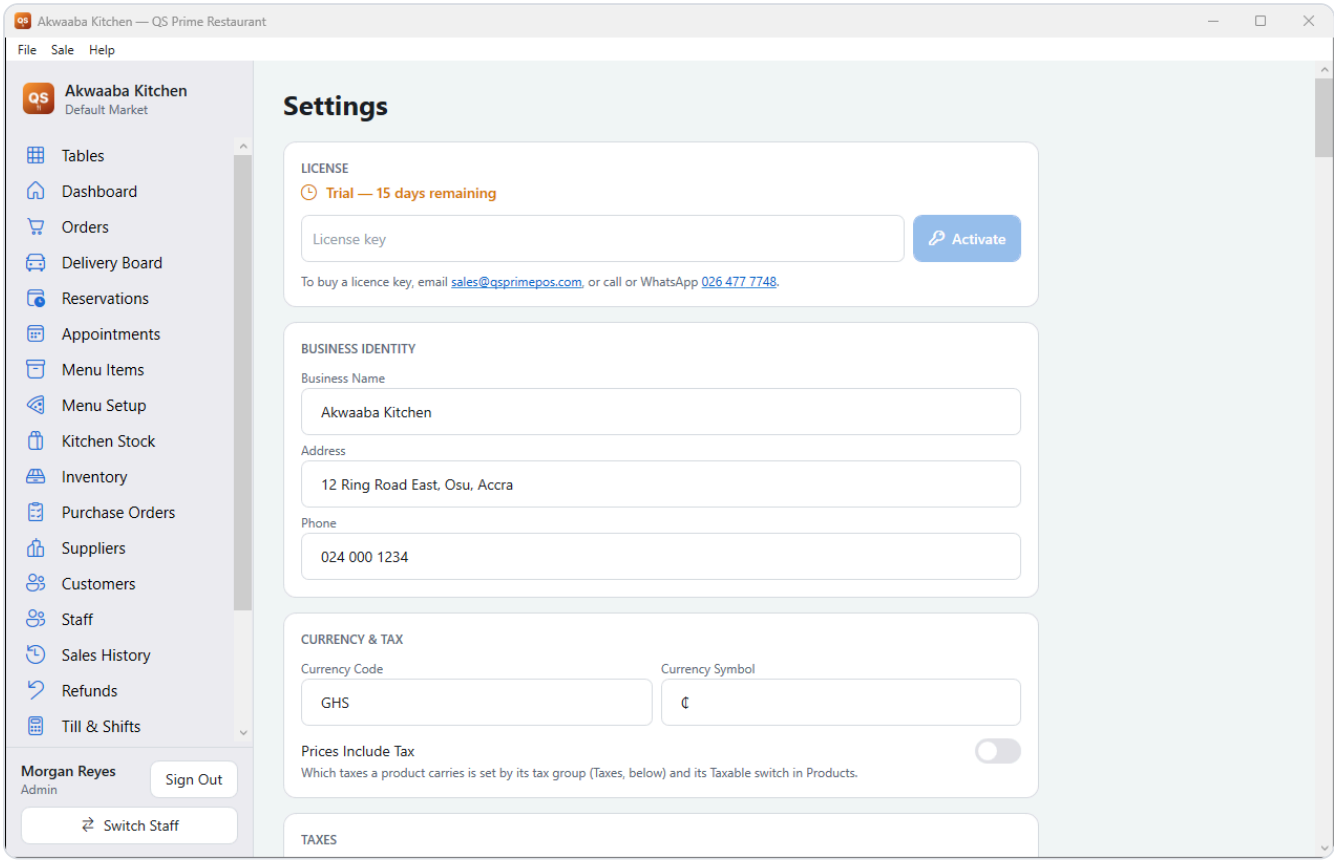


The Audit Log

Discounts, price changes and points are logged when the sale is **completed**, with its receipt number, so a sale that was abandoned doesn't fill the log. Refunds, voids and No Sale are logged as they happen. Names are copied into the log, so it still reads correctly after someone is renamed or removed.

18 Settings

Admins only. Changes save as soon as you make them.



License, business details, and currency & tax

License

Shows the trial days left or who the app is licensed to, with the box to activate a key (section 1).

Business Identity

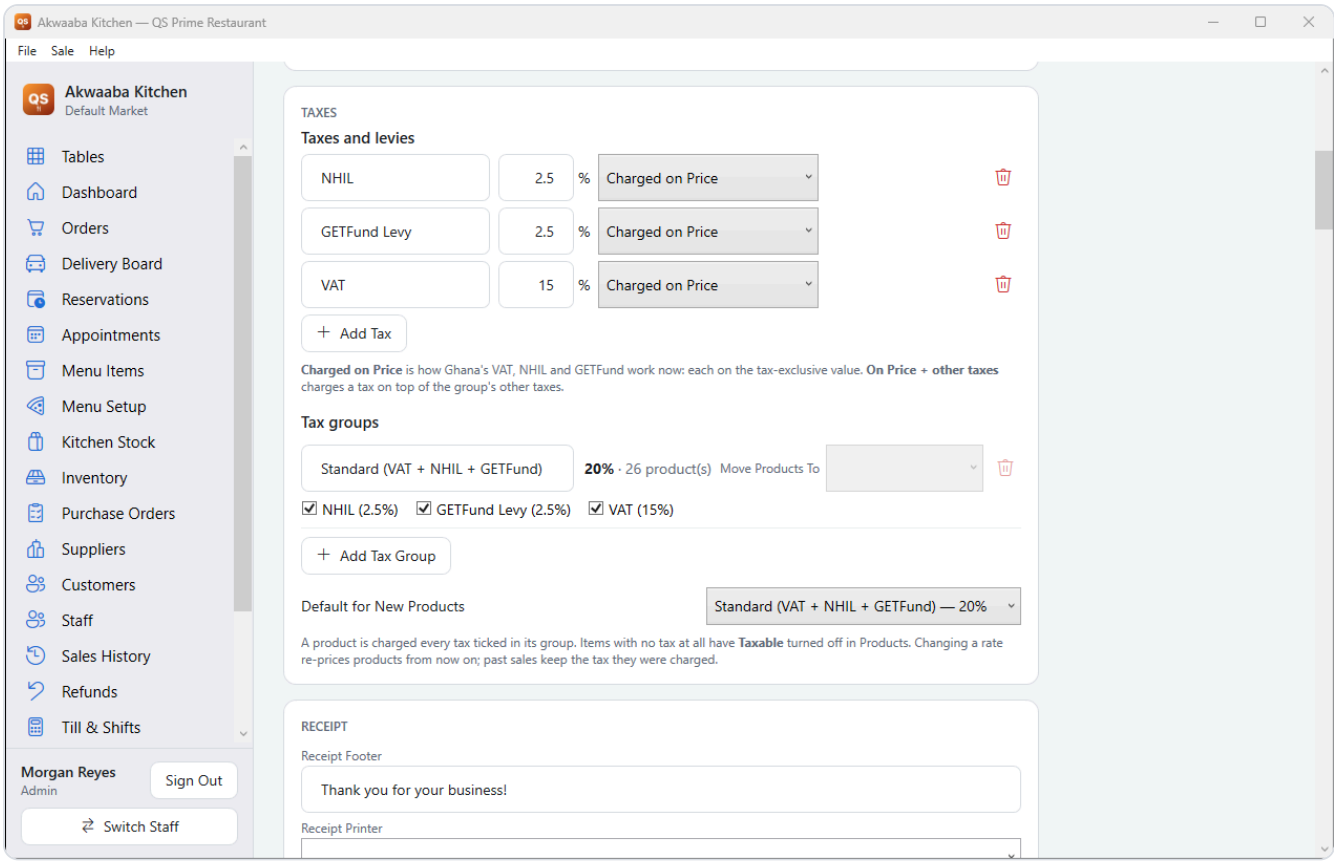
Business name, address, and phone number — printed at the top of every receipt.

Currency & Tax

- **Currency code and symbol** — e.g. GHS and ₵.
- **Prices Include Tax** — switch on if your shelf prices already include tax (the tax is then worked out *inside* the price instead of being added at the till).

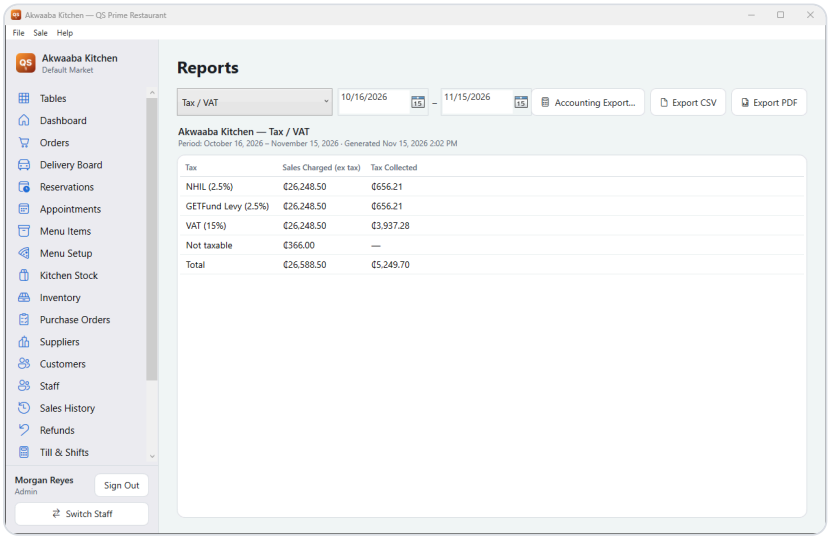
Taxes

The taxes your store charges and the groups products use. A new store starts with Ghana's rates as on a GRA tax invoice: **NHIL 2.5%**, **GETFund Levy 2.5%** and **VAT 15%**, all in the group *Standard (VAT + NHIL + GETFund)* — 20% on the price before tax.

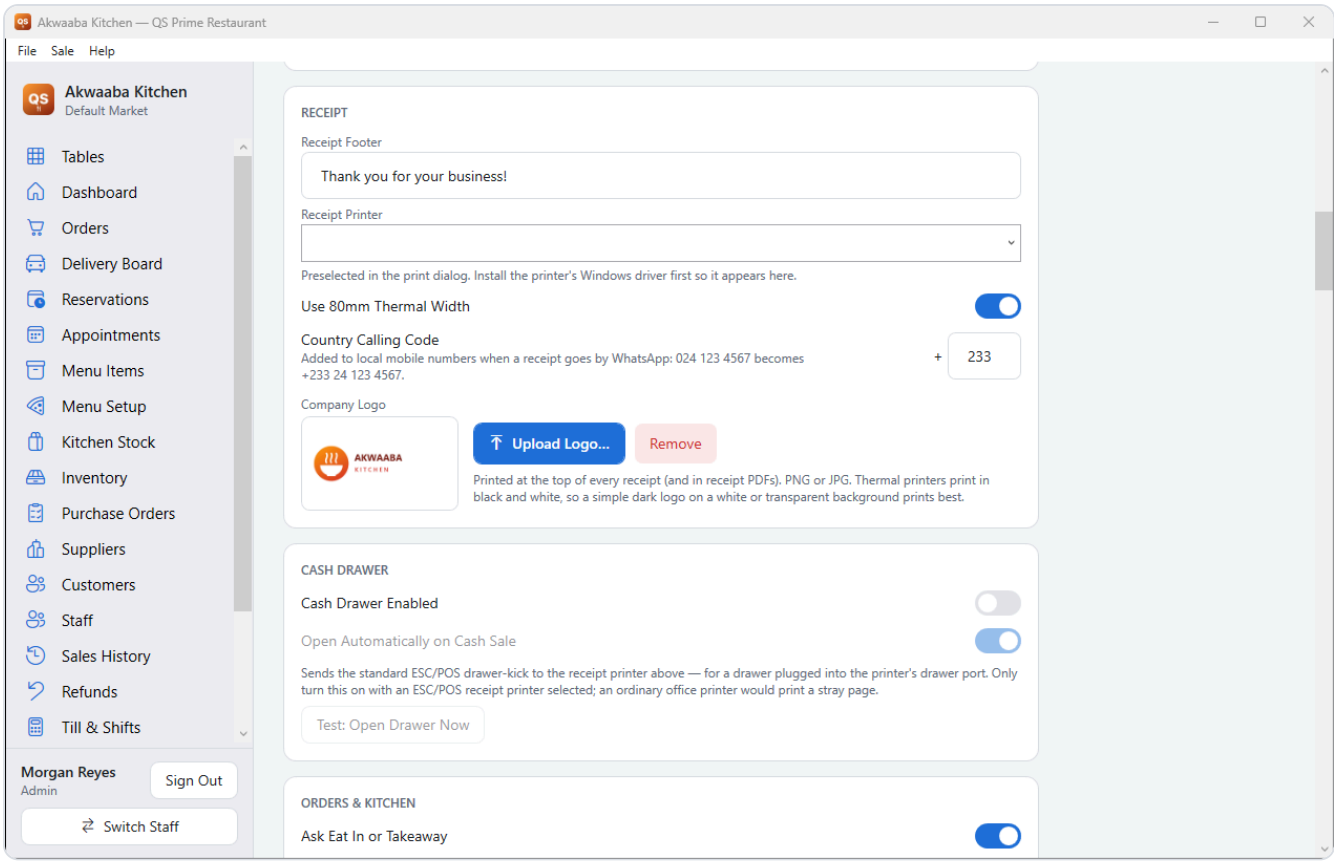


Settings → Taxes

- **Taxes and levies** — each tax's name and rate. **Charged on Price** is how VAT, NHIL and GETFund work now; **On Price + other taxes** charges a tax on top of the group's other taxes. If GRA changes a rate, change it here — products are re-priced from then on, and past sales keep the tax they were charged. **Add Tax** adds one; the bin deletes one (it comes out of every group).
- **Tax groups** — tick the taxes each group charges. The bold figure is the group's total and the count is how many products use it. **Move Products To** moves all of a group's products to another group — e.g. from a group of your own to the standard group. A group's bin moves its products to the default group first; the default group can't be deleted.
- **Default for New Products** — the group **New Menu Item** gives new products.



Reports → Tax / VAT, one row per tax



Receipt settings with a company logo uploaded, and the cash drawer

Receipt and company logo

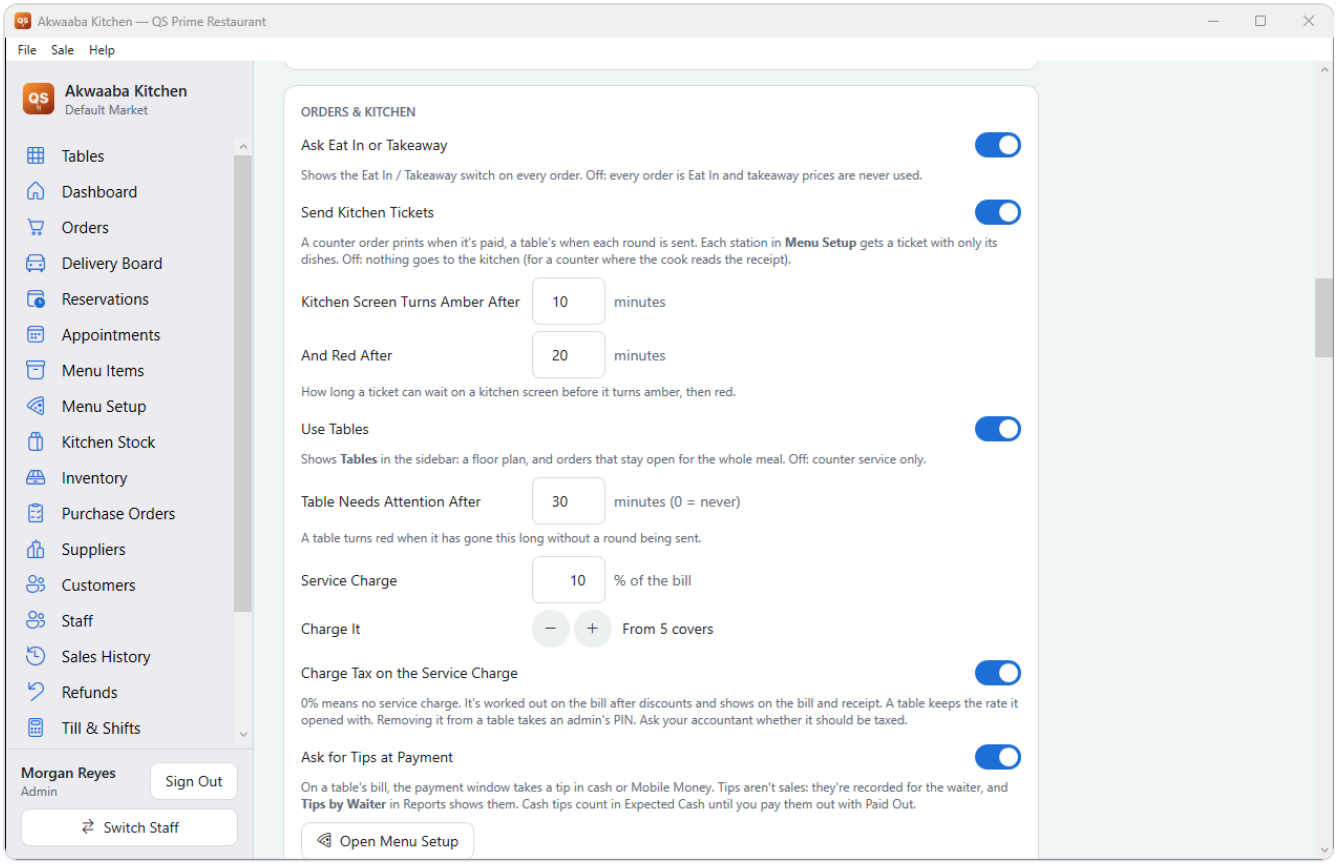
- **Country Calling Code** — added to local mobile numbers when a receipt goes by WhatsApp (233 for Ghana).
- **Receipt Footer** — the message at the bottom, e.g. “Thank you for your business!”
- **Receipt Printer** — choose your receipt printer; it’s selected automatically whenever you print.
- **Use 80mm Thermal Width** — on for thermal receipt rolls; off to print on normal A4/Letter paper.
- **Company Logo** — click **Upload Logo…** and pick your logo (PNG, JPG, BMP, or GIF). It prints centred at the top of every receipt and receipt PDF. **Remove** takes it off.

> **Logos on thermal printers**
> Thermal printers print in black and white only. A simple, dark logo on a white or transparent background prints most clearly; print a test receipt after uploading.

Cash Drawer

See section 23. **Test: Open Drawer Now** checks that it works. In the training store the drawer never opens, whatever is set here.

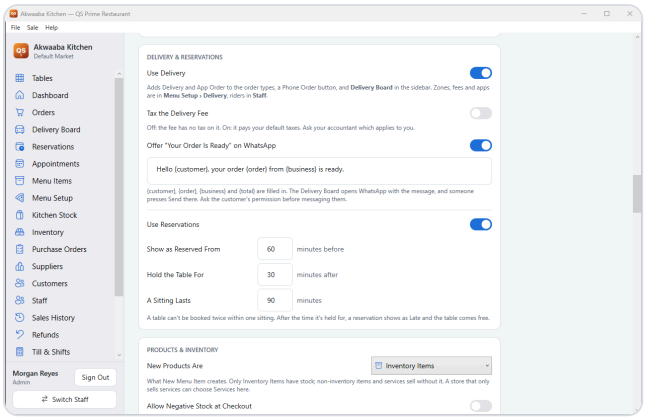
Orders & Kitchen



Settings → Orders & Kitchen

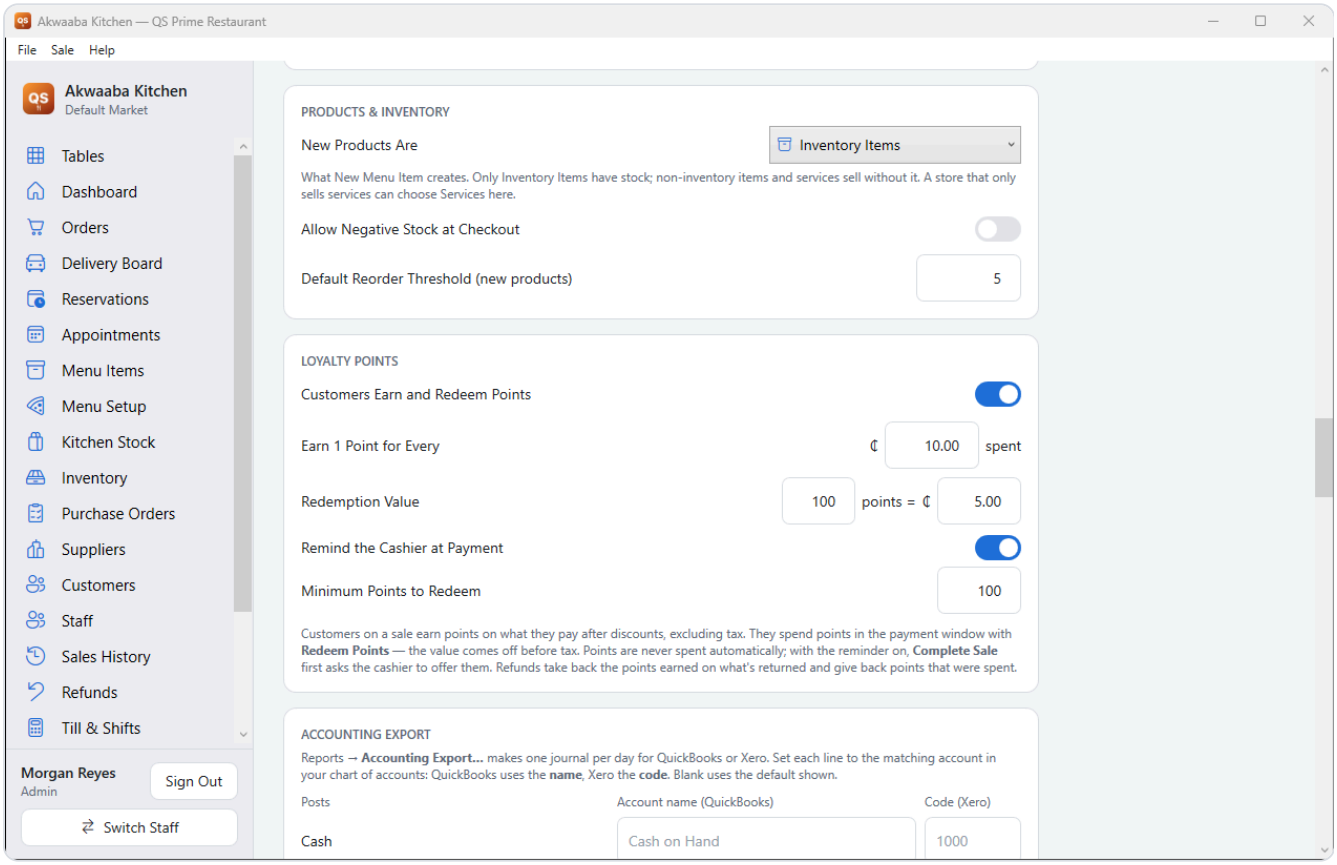
- **Ask Eat In or Takeaway** — shows the Eat In / Takeaway switch on every order. Off: every order is Eat In and takeaway prices are never used.
- **Send Kitchen Tickets** — a counter order prints when it's paid, a table's when each round is sent. Each station in Menu Setup gets a ticket with only its dishes. Off: nothing goes to the kitchen, printers or screen, for a counter where the cook reads the receipt.
- **Kitchen Screen Turns Amber After** and **And Red After** — minutes before a ticket's timer changes colour on the kitchen screen (10 and 20 to start with; red is always at least a minute after amber; section 22).
- **Use Tables** — shows **Tables** in the sidebar: the floor plan, and orders that stay open for the whole meal (section 7). Off: counter service only. It comes or goes at once.
- **Table Needs Attention After … minutes** — a table turns red when it has gone this long without a round being sent (30 to start with; 0 = never).
- **Service Charge**, **Charge It** (on every table, or from a number of covers) and **Charge Tax on the Service Charge** — a percentage added to a table's bill after discounts; 0% means none (section 7).
- **Ask for Tips at Payment** — the tip box in the payment window for a table's bill; tips are recorded for the waiter, not as sales (section 7).
- **Open Menu Setup** goes straight to the stations and choices (section 10).

Delivery & Reservations



Settings → Delivery & Reservations

- **Use Delivery** — Delivery and App Order on the order type, **Phone Order**, and **Delivery Board** in the sidebar (section 6). Zones, fees and apps are in Menu Setup → Delivery, riders in Staff.
- **Tax the Delivery Fee** — off: the fee carries no tax. On: it pays your default taxes. Ask your accountant which applies to you.
- **Offer "Your Order Is Ready" on WhatsApp** and its wording: *{customer}*, *{order}*, *{business}* and *{total}* are filled in.
- **Use Reservations** — **Reservations** in the sidebar and Reserved tables on the floor plan (section 7). **Show as Reserved From** (60 minutes before), **Hold the Table For** (30 minutes after) and **A Sitting Lasts** (90 minutes).



Products & inventory, and user accounts

Products & Inventory

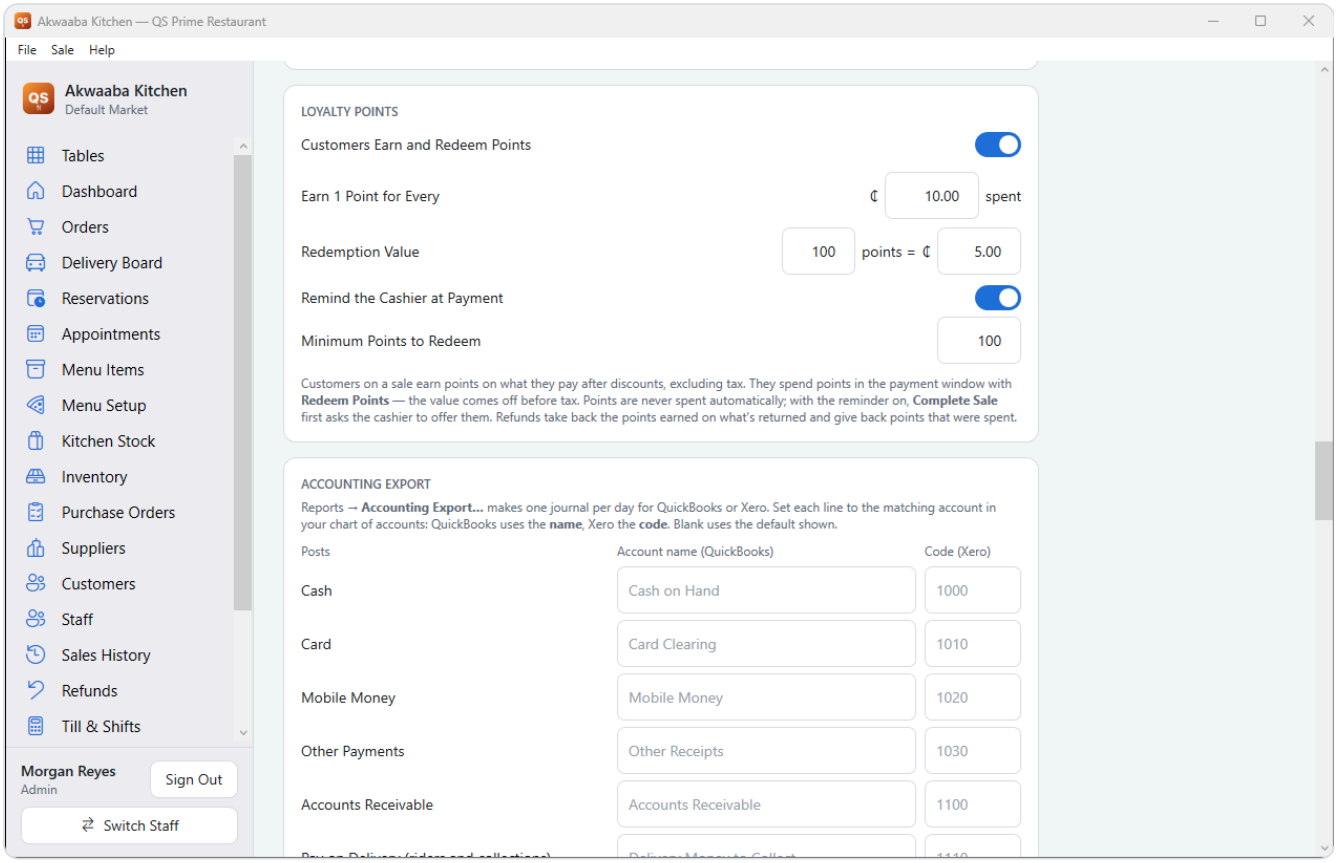
- **New Products Are** — what the **New Menu Item** button creates: Inventory Items (the usual), Non-Inventory Items, or Services. A business that only sells services sets this to **Services** once.
- **Allow Negative Stock at Checkout** — off (recommended): the till won't sell more of an Inventory Item than you have in stock. On: sales go through anyway and stock goes below zero until you add stock.

(Non-inventory items and services always sell.)

- **Default Reorder Threshold** — the reorder level given to new Inventory Items.

Loyalty Points

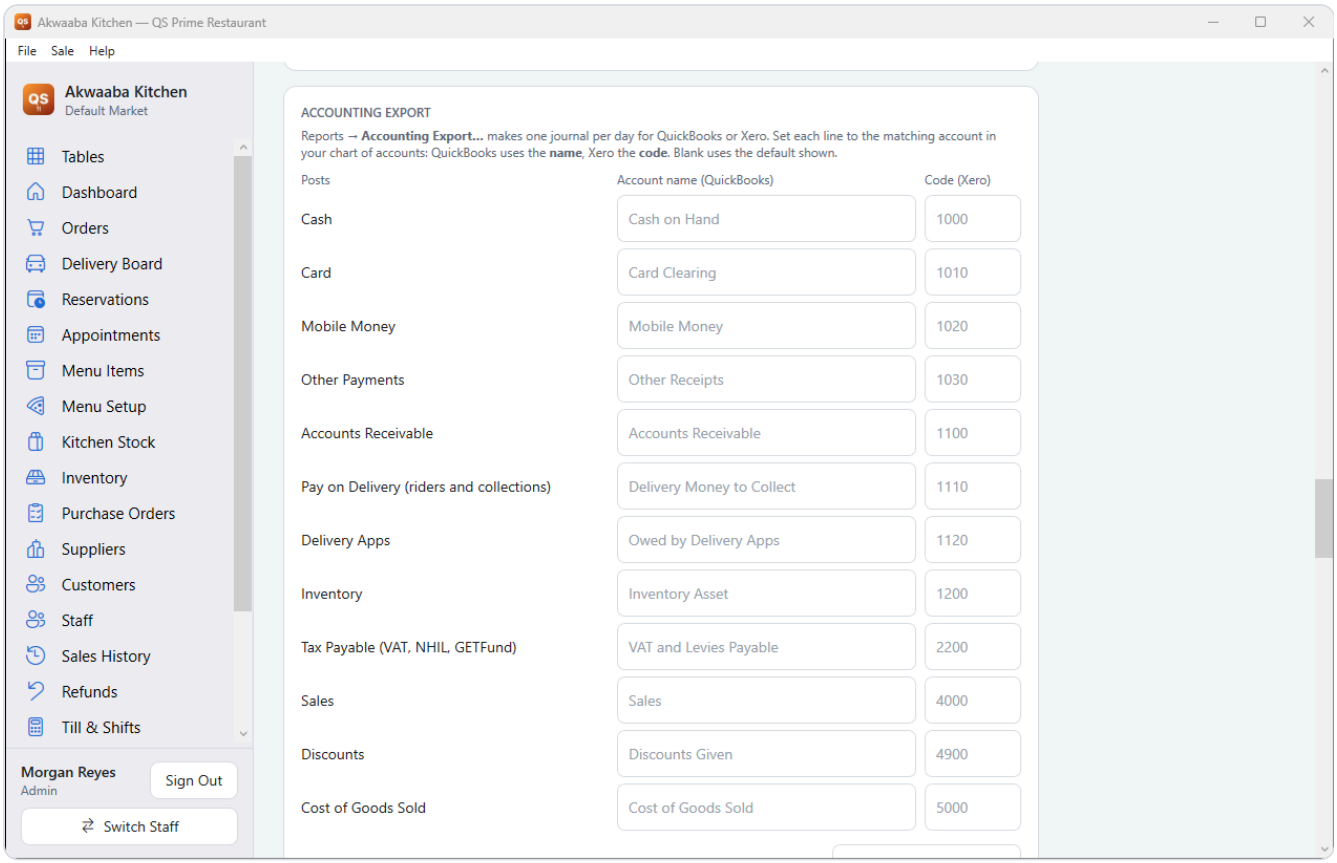
Switch points on or off with **Customers Earn and Redeem Points**, and set **Earn 1 Point for Every**, **Redemption Value**, **Remind the Cashier at Payment** and **Minimum Points to Redeem** (section 14). With points off, nobody earns and nothing can be redeemed; balances are kept for when you turn them back on.



Settings → Loyalty Points

Accounting Export

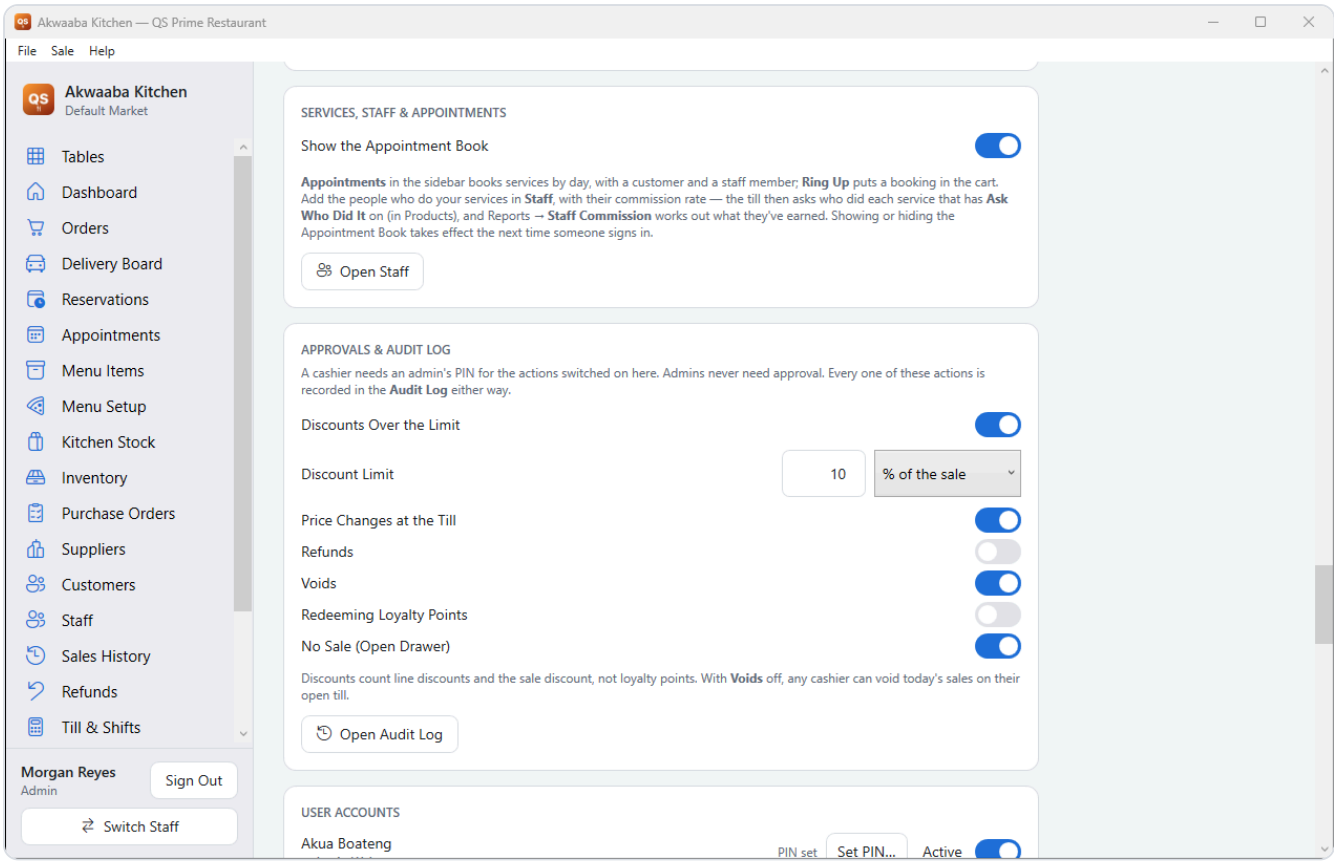
The account each journal line posts to: an **account name** for QuickBooks and a **code** for Xero, for cash, card, mobile money, other payments, accounts receivable, inventory, tax payable, sales, discounts and cost of goods sold. Blank uses the default shown in grey. **Xero Tax Rate for Journal Lines** should be a 0% rate such as *Tax Exempt*, because tax is already on its own lines.



Settings → Accounting Export

Services, Staff & Appointments

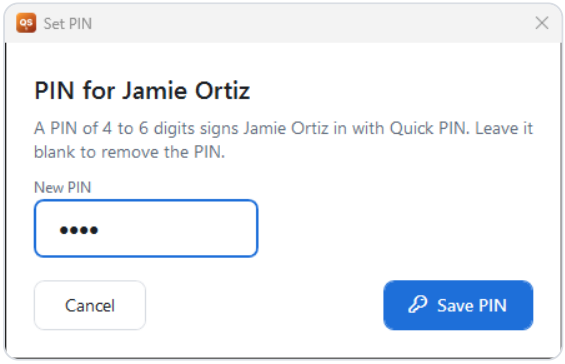
Show the Appointment Book puts Appointments in the sidebar (on to start with; a change shows the next time someone signs in), and **Open Staff** goes to the Staff screen — see section 15.



Settings → Services, Staff & Appointments

Approvals & Audit Log

Which till actions a cashier needs an admin's PIN for, and the discount limit — see section 17.



Set PIN… for a user

User Accounts

- Add a person with their full name, a username, a password (6+ characters), an optional Quick PIN (4–6 digits, not already someone else's), and a role (Admin, Cashier or Waiter), then click **Create User**. Give waiters a PIN, so they can take over a shared PC with **Switch Staff** (section 7).
- **Set PIN…** next to each person sets, changes or (left blank) removes their PIN. Each row says *PIN set* or *No PIN*. An admin's PIN approves cashiers' actions (section 17).
- Switch **Active** off when someone leaves — they can no longer sign in, but their past sales keep their name. (You can't switch off the account you're signed in with.)
- In the training store, the logins are copied from your real store each time it opens, so add or change logins in your real store.

Store Server (Several Tills)

Sets this PC up as the restaurant's store server, or connects it to one as a till; on a server or a till it shows the connection, the tills and the server's backups — see section 22. On a till, the Stores section is hidden: the till uses the restaurant's store.

Devices (Waiter Phones and Kitchen Screens)

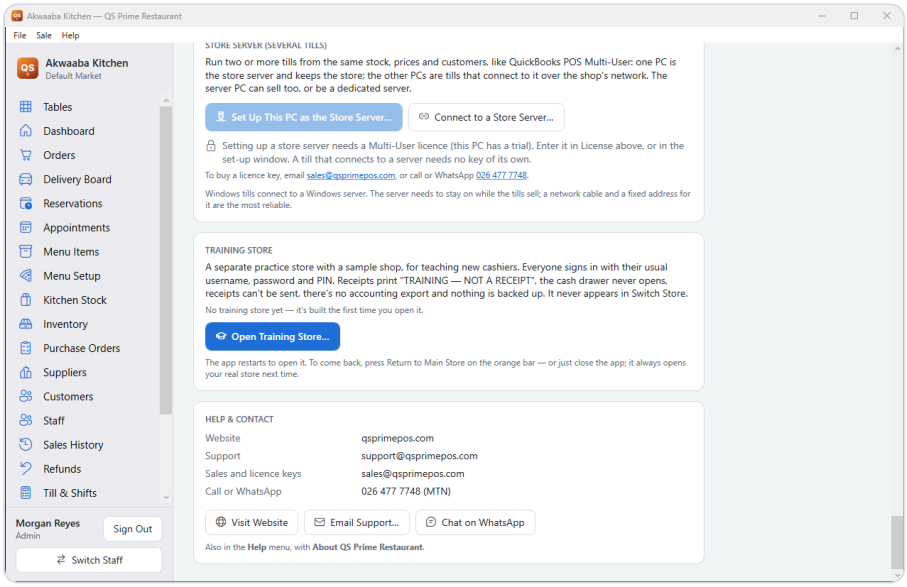
On the store server PC only: pair waiter phones and kitchen screens, rename or remove them, and choose the printer for bills from phones — see section 22.

Training Store

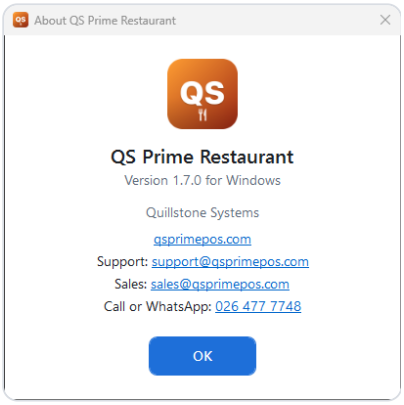
Open Training Store… restarts the app into a separate practice store, and **Reset Training Store…** starts it again from a fresh sample restaurant — see section 21. Inside the training store this section offers **Return to Main Store**, and Backup & Restore and Stores are replaced by a note.

Help & Contact

The last section of Settings shows how to reach Quillstone Systems: our website **qsprimepos.com**, **support@qsprimepos.com** for help, **sales@qsprimepos.com** for licence keys, and **026 477 7748** (MTN) to call or WhatsApp. **Visit Website** opens the website in your browser, **Email Support…** starts an email to support with the app's version already in the subject, and **Chat on WhatsApp** opens a chat with us. The **Help** menu at the top of the window has the same, plus **About QS Prime Restaurant**, which shows the version you have.



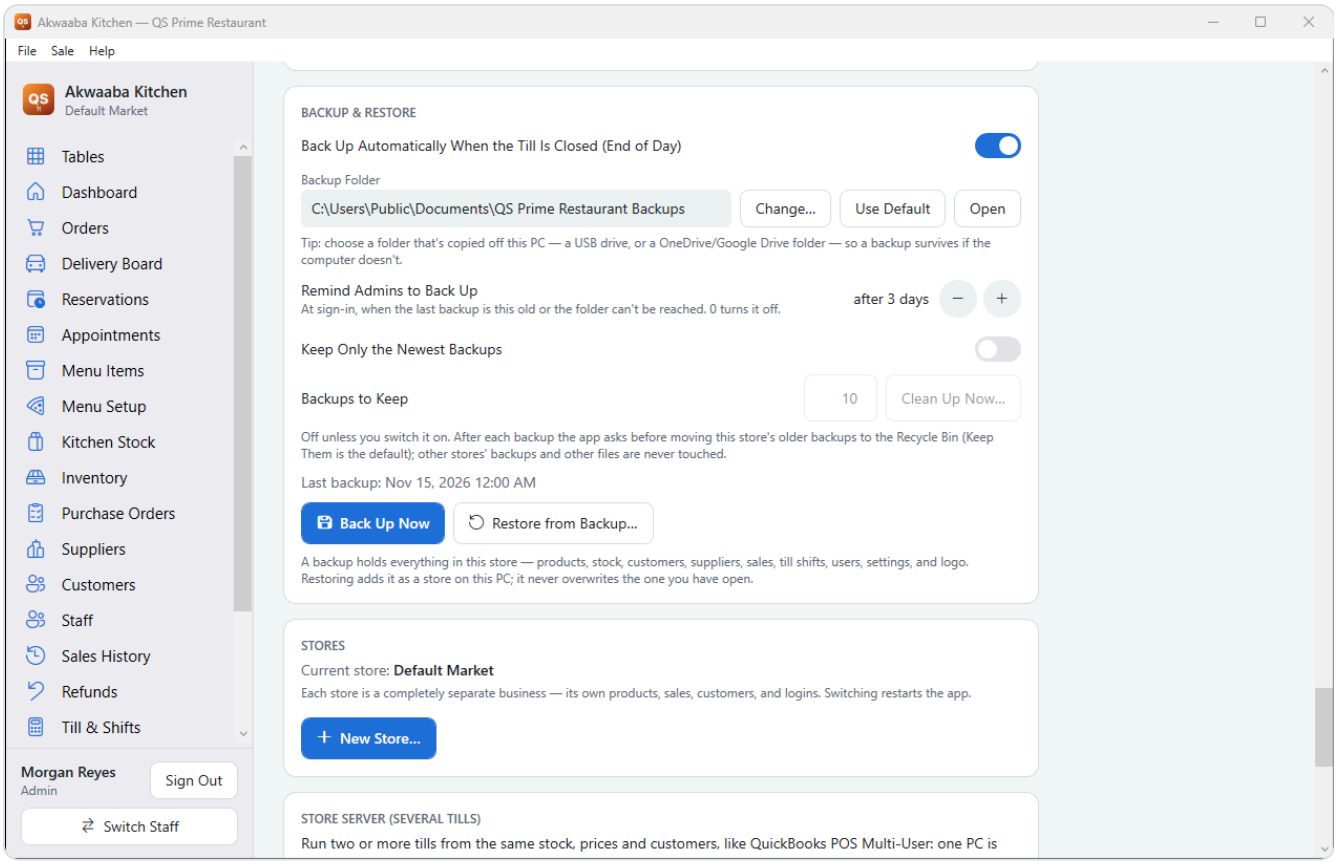
Settings → Help & Contact



Help → About QS Prime Restaurant

19 Backup and restore

A backup is a single file containing **everything** in your store: products and stock, customers, suppliers, all sales and refunds, till shifts, user logins, settings, and your logo.



Settings → Backup & Restore

End-of-day backups (automatic)

Every time the till is closed, the store is backed up automatically to the **Backup Folder** — by default *Documents\QS Prime Restaurant Backups*. Each file is named with the store and the date and time, e.g. *Akwaaba Kitchen 2026-11-07 1805.qsrbackup*, and older backups are kept. You can switch this off in Settings, but it's strongly recommended to leave it on.

> **Keep a copy away from the till PC**
> A backup stored only on the same computer is lost with the computer. Click **Change…** and choose a **USB drive** or a **OneDrive / Google Drive** folder, so every end-of-day backup is also safe elsewhere. If the folder can't be reached (e.g. the USB drive is unplugged), backups are saved in the default folder (Documents\QS Prime Restaurant Backups) instead, and the app says so — under the folder in Settings, in the reminder bar, and after each backup. **Use Default** goes back to the default folder.

Several tills

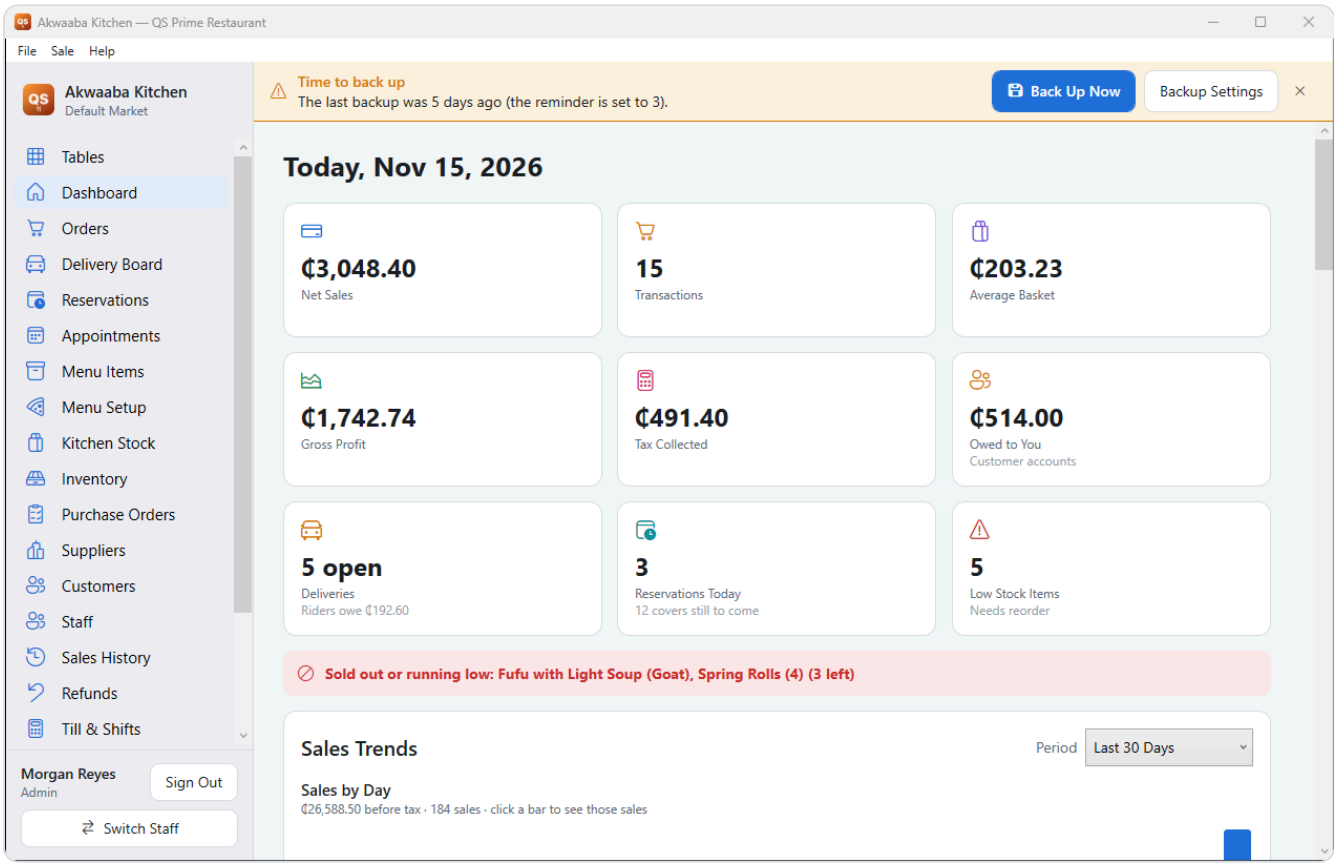
In a restaurant with a store server, backups are made on the server PC (every night, and when a till is closed or an admin clicks Back Up Now on any till), and a till shows no reminder bar. See section 22.

Backing up by hand

Click **Back Up Now** in Settings, or use **File → Back Up Store Now**. **Open** shows the backup folder in File Explorer.

Backup reminders

When an admin signs in and the last backup is **3 days** old or more — or there has never been one, or the chosen backup folder can't be reached — an orange **Time to back up** bar appears above the screen, saying why. It never stops you working. **Back Up Now** makes a backup there and then (the bar goes away), **Backup Settings** opens Settings, and **×** hides it until the next sign-in. Cashiers don't see it.



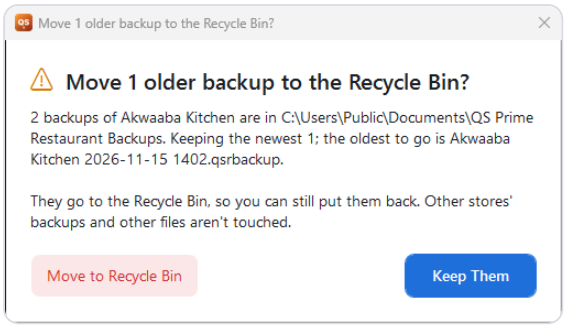
The reminder bar: the last backup was 5 days ago

Change the number of days with **Remind Admins to Back Up** in Settings → Backup & Restore; **0** turns the reminder off. (The folder warning still shows, because backups aren't going where you chose.)

Keeping only the newest backups

Backups are never deleted on their own. If the folder fills up, switch on **Keep Only the Newest Backups** and set **Backups to Keep** (10 to start with). After each backup you make — Back Up Now, or the end-of-

day backup — the app then **asks** before moving this store's older backups to the **Recycle Bin**; **Keep Them** is the default answer. **Clean Up Now…** asks the same at any time.



The question: Keep Them, or Move to Recycle Bin

- Only **this store's** backups are counted, recognised by their file names (*Akwaaba Kitchen 2026-11-07 1805.qsrbackup*). Other stores' backups and any other files in the folder are never touched.
- The newest backup is always kept. Files go to the Recycle Bin, so you can still restore one from there.

Moving to a new PC, or reinstalling

1. Copy your latest **.qsrbackup** file to the new PC (or plug in the USB drive).
2. Install QS Prime Restaurant and open it.
3. On the welcome screen, click **Restore…** (under "Moving from another PC?") and choose the backup file.
4. Check the details shown — store name, date, and number of products and sales — and click **OK**.
5. The app restarts into your store. Everyone signs in with the **same usernames and passwords as before**.
6. Enter your **license key** in Settings → License (license keys aren't stored in backups).

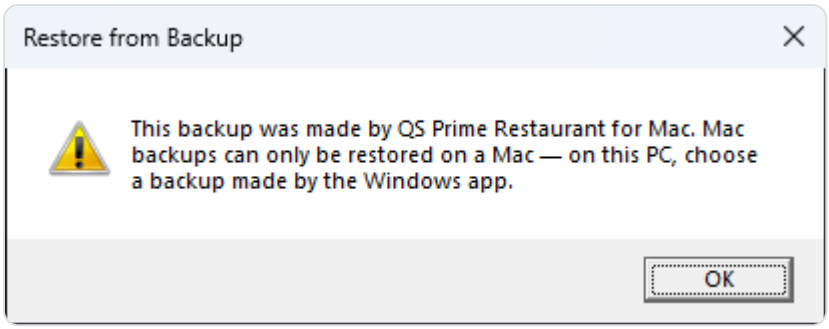
Restoring on a PC that already has a store

Use **Restore from Backup…** in Settings or the File menu. The backup is added as a **separate store** and the app restarts into it — your current store is never overwritten. Switch between them with **File → Switch Store** (section 20).

Newer backups
A backup made with a newer version of QS Prime Restaurant can't be opened by an older one. If you see that message, install the latest version first.

Backups from the Mac version

The Mac and Windows versions store their data differently, so a backup can only be restored on the kind of computer that made it. If you choose a backup made by QS Prime Restaurant for Mac, the app says so and nothing is changed:



Restoring a Mac backup on a PC

To move a store between a Mac and a PC, export the menu items to Excel on one (section 10) and import them on the other.

Backups from QS Prime POS

QS Prime Restaurant keeps its own backups (*.qsrbackup*). A QS Prime POS backup (*.qspbackup*) is refused with *"This is a QS Prime POS backup. It can only be restored in QS Prime POS."*, and nothing is changed. To bring a shop's items across, export them from QS Prime POS and import them in Menu Items.

20 Running more than one store

One installation can hold several completely separate businesses — each with its own products, sales, customers, and logins. Nothing is shared between them.

- **Create one: File → New Store…** (or Settings → Stores). Enter the business name and the first Admin account for that store. This works from the sign-in screen too.
- **Switch: File → Switch Store**, or **Switch to this store** in Settings → Stores. The app restarts to open the other store.

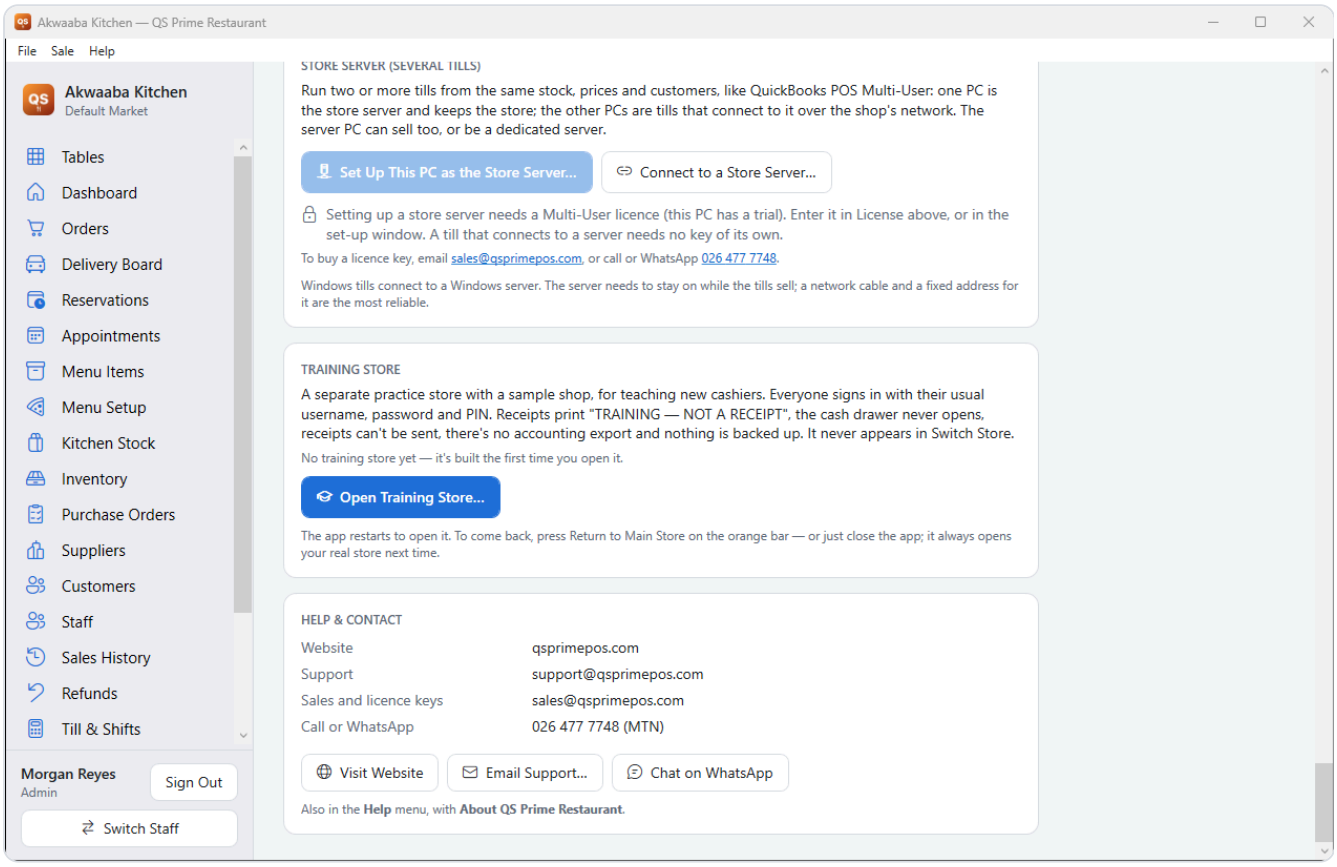
The current store's name is shown under the business name at the top of the sidebar. Backups are made per store, and one license covers every store on the PC. The training store (section 21) is separate from all of them and never appears in Switch Store.

21 The training store

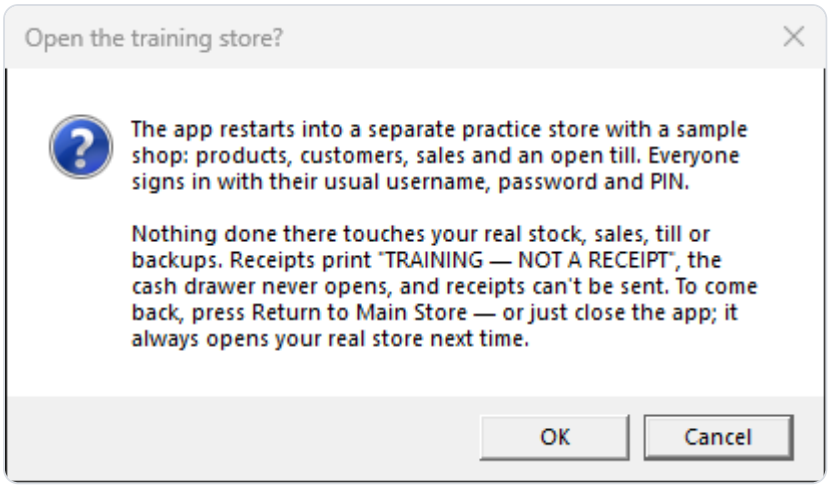
A separate practice store for teaching new cashiers. It has a sample restaurant — menu items, customers, weeks of sales and an open till — and nothing done in it touches your real stock, sales, till or backups.

Opening it

1. An admin goes to **Settings** → **Training Store** and clicks **Open Training Store…** (or uses **File** → **Open Training Store…**).
2. Read the message and click **OK**. The app restarts into the training store.
3. Everyone signs in with their **usual username, password and PIN**.



Settings → Training Store in your real store

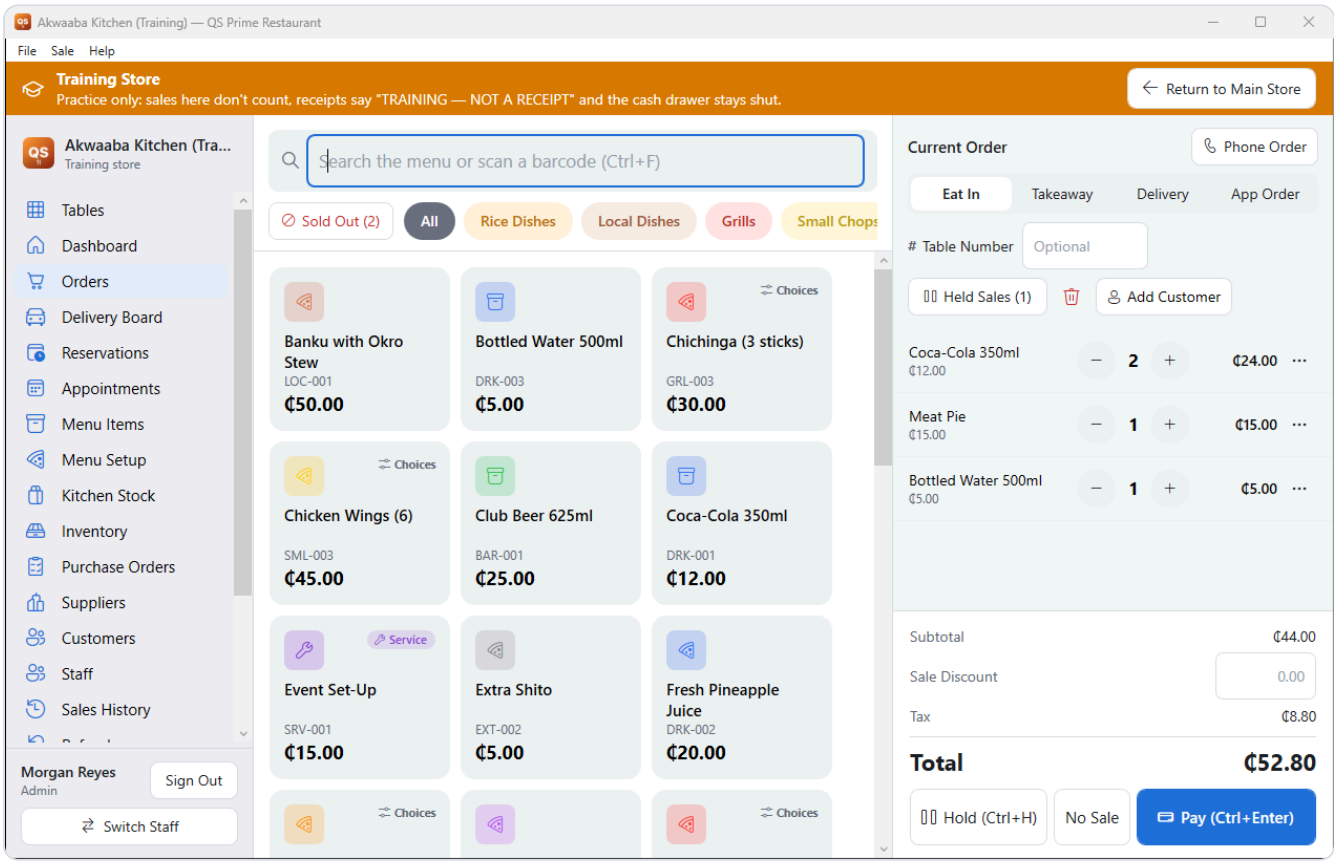


The app explains what the training store is before it restarts

Finish or hold any sale in the Orders screen first — the app says so if one is still in the cart, because the restart would lose it. The training store is built the first time it's opened; after that, opening it carries on where the last practice left off.

Practising

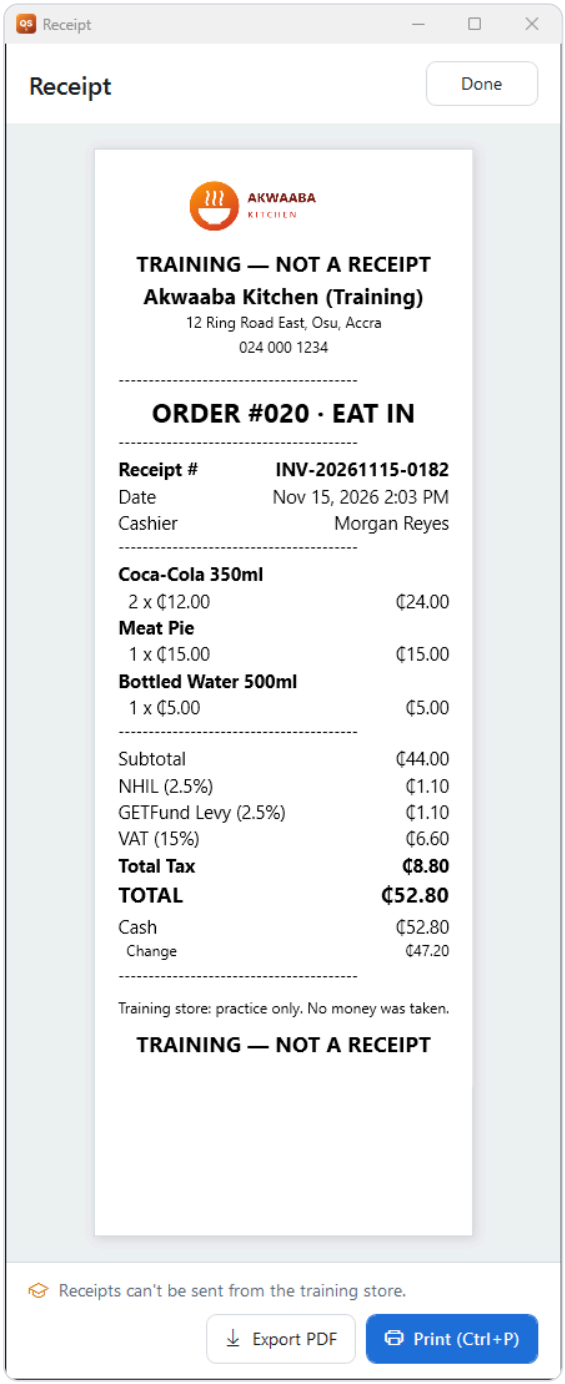
An orange **Training Store** bar runs across the top of every screen, the sign-in screen included, and the business name has **(Training)** after it. Everything works as in your real store: selling, refunds, voids, held sales, customers, stock, purchase orders, till shifts and reports.



Selling in the training store

A few things are different, so practice can't be mistaken for the real thing:

- **Receipts** say **TRAINING — NOT A RECEIPT** at the top and the bottom. They still print on your receipt printer, so cashiers practise the whole sale.
- The **cash drawer never opens** — not on a cash sale, not for No Sale, not for Test: Open Drawer Now.
- Receipts **can't be sent** by email or WhatsApp.
- Reports say **Training store (practice figures)** under the title, on screen and in every PDF and CSV. There's no **Accounting Export**.
- It's **never backed up**, and nothing can be restored into it. New Store and Switch Store are switched off too.



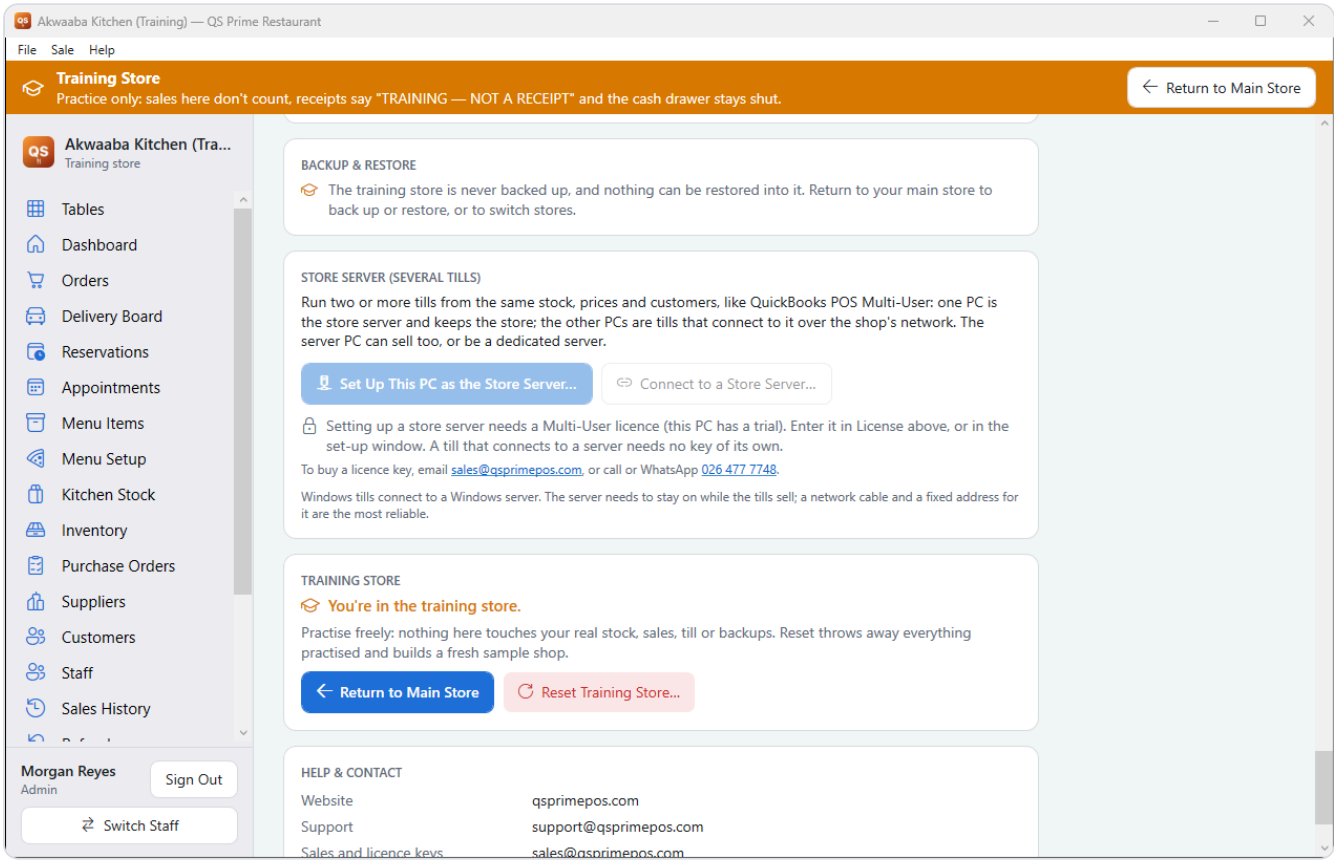
A practice receipt: marked at the top and bottom, and no Send buttons

Logins in the training store

The logins are **copied from your real store every time the training store opens** — names, passwords, PINs and roles. Someone added or changed in the real store can sign in to the training store the next time it opens. Changes made to logins inside the training store don't last and never go back to the real store. The sample restaurant's own demo logins are switched off, so nobody can sign in with a made-up password.

Coming back, and starting again

- **Return to your real store:** click **Return to Main Store** on the orange bar (or in Settings → Training Store, or the File menu). Anyone can do this. Or simply close the app — it always opens your real store the next time.
- **Start again:** an admin clicks **Reset Training Store…**. Everything practised is thrown away and a fresh sample restaurant is built; your real store isn't touched. **Cancel** is the default answer, so a stray Enter never throws practice away.



Settings in the training store: backups are off, and Return to Main Store or Reset

22 Several tills: the store server

A restaurant 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 PC is the **store server** and keeps the store; the other PCs are **tills** that connect to it over the restaurant's network. The server PC can be a till too, or be kept as a dedicated server nobody sells on. A restaurant with one PC doesn't need any of this and carries on exactly as before.

	Store server PC	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. Offline, a till keeps taking, sending and paying orders; these wait (below)
Menu items, stations and choices, stock, purchase orders, suppliers, staff, taxes, settings	Admins	Admins, while connected. If someone saved the same thing first, the till says so (below)
Reports, Audit Log, accounting export	Admins, whole restaurant	Admins, whole restaurant
Backups and restore	Nightly backup; restore is done here	Admins can back up now (the backup is made on the server)

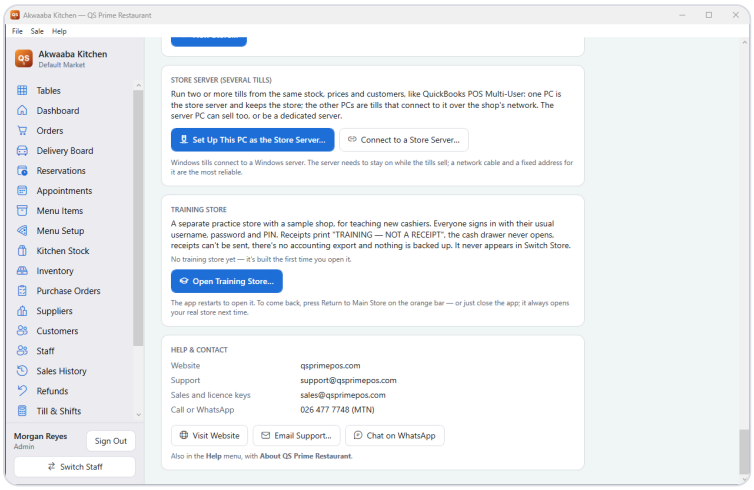
What you need

- A **Multi-User licence** for the restaurant, which says how many tills it covers (the server PC counts as one when it sells). It's entered once, on the server PC. The other tills don't need a key of their own.
- All the PCs on the **same network**, running the **same version** of QS Prime Restaurant for Windows. Windows tills connect to a Windows server only, and Mac tills to a Mac server. A network cable to the server PC 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 restaurant's main network.
- The server PC **switched on while the restaurant is open**. If a till can't reach it, the till keeps taking and paying orders on its own tables and at the counter, and sends them when the server is back; voids, refunds and back-office changes wait (below).

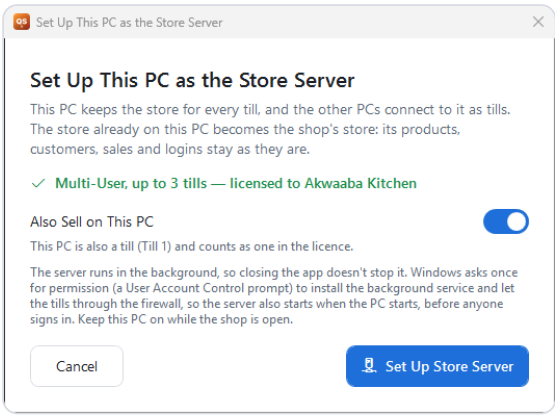
Setting up the store server

1. On the PC that will be the server, enter the Multi-User licence key in **Settings** → **License**. It then says **Multi-User, up to *N* tills**. (On a new PC, the welcome screen's **Set Up as Server...** asks for the key; then create your store or restore your backup as usual, and the PC becomes the server as soon as the store is ready.)
2. Close the till on this PC if it's open, so today's cash count is finished.

3. In **Settings → Store Server (Several Tills)**, click **Set Up This PC as the Store Server…**.
4. Leave **Also Sell on This PC** on if people sell on it (it becomes **Till 1**), or switch it off for a dedicated server. Click **Set Up Store Server**.
5. Windows asks once for permission (a **User Account Control** prompt): click **Yes**. This installs the background service and lets the tills through the firewall.
6. The app restarts. The store that was on this PC is now the restaurant's store: products, customers, sales and logins stay as they were.



Settings → Store Server on a PC with one till



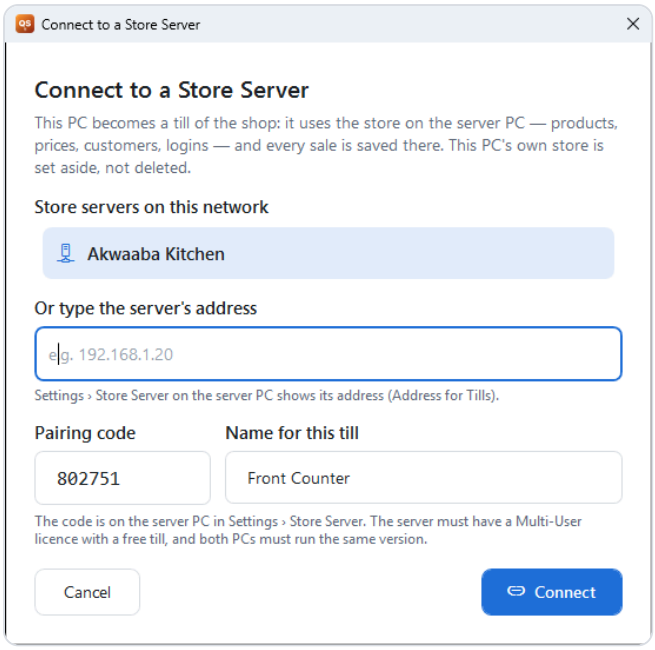
Setting up the store server

> **Running before anyone signs in**
>
> The server runs in the background, so closing the app doesn't stop it and the other tills keep working. Once the background service is installed, the server also starts when the PC starts, before anyone signs in. If the User Account Control prompt was cancelled, the server runs only while someone is signed in to this PC, and Settings → Store Server says so with an **Install the Background Service** button to try again.

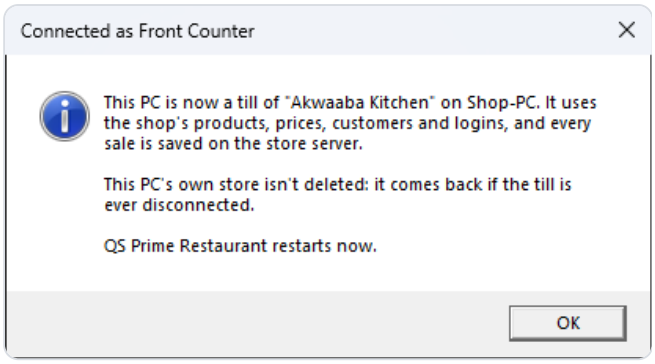
Connecting a till

1. Install the same version of QS Prime Restaurant on the other PC and open it.
2. On the welcome screen click **Connect to a Server…** (on a PC already in use: **Settings → Store Server → Connect to a Store Server…**).
3. Choose the restaurant under **Store servers on this network**, or type the server's address (shown on the server PC as **Address for Tills**).
4. Type the six-digit **pairing code** from the server PC, 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 restaurant'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. A till chosen from the list finds the server again by its name if the server's address changes. The PC's own store isn't deleted: it comes back if the till is ever disconnected.



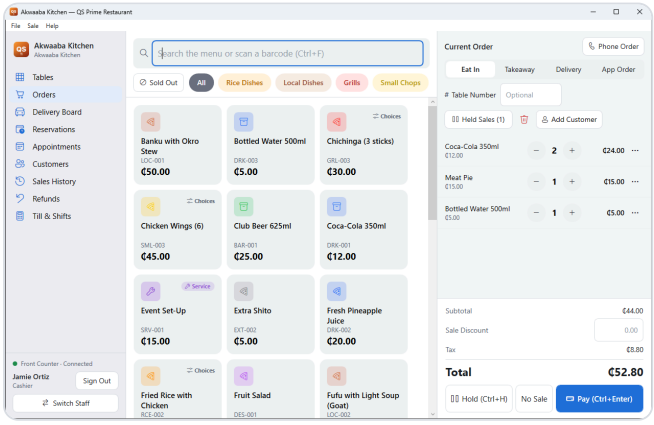
Connecting a till: the server, the pairing code and the till's name



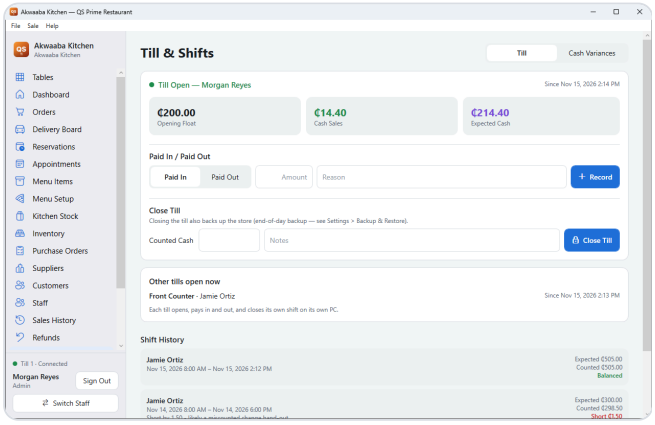
Connected: the till restarts with the restaurant's store

Selling on several tills

- Each till opens and closes **its own till shift** and counts **its own cash** (section 5), so several cashiers can work at once. **Till & Shifts** lists the **Other tills open now**, 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 **T2-20261011-0001**, 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, even on a screen that's open. Each till keeps its own **receipt printer** and **cash drawer** settings. Kitchen printers are shared, on the server PC (below).
- 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** (green), still connecting (amber), working offline or still sending what waited (orange, with how many, for example **Offline · 2 waiting**), or not let in by the server (red).



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



Till & Shifts on the server PC: its own till is open, and Front Counter is open too

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.

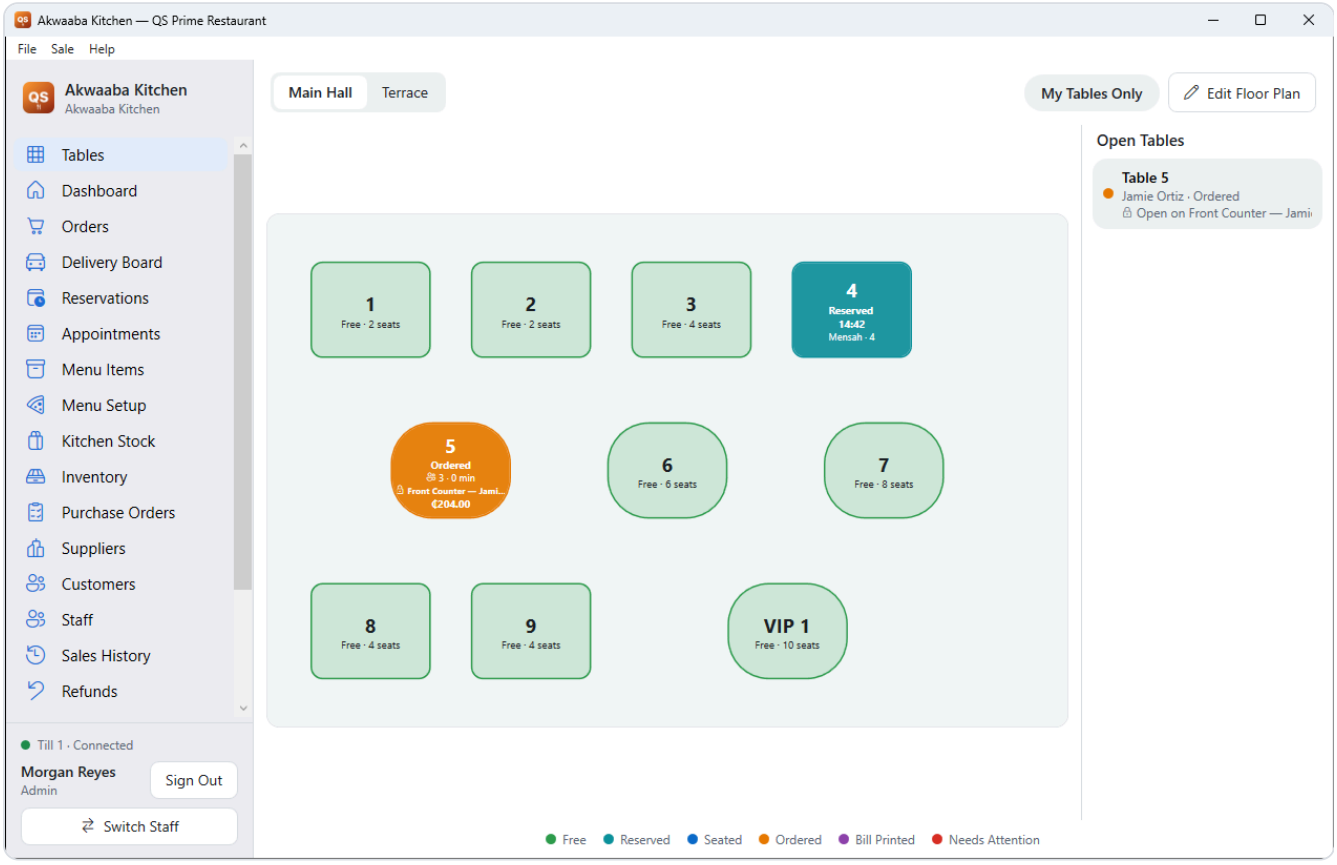
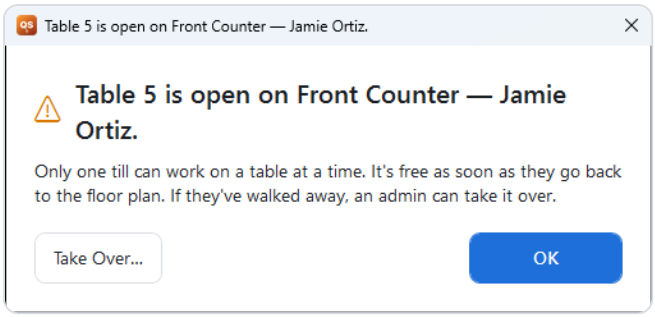


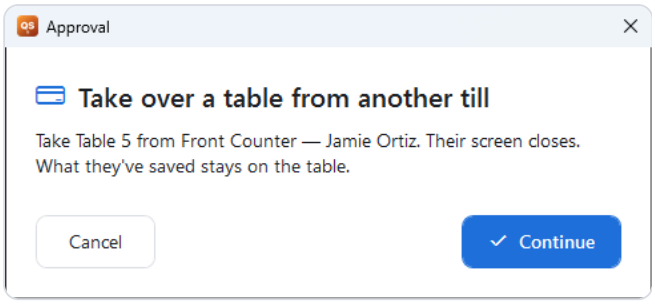
Table 5 is open on Front Counter, so the padlock and the till's name are on the table. Its total keeps up as they add to it.

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.

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.



Another till has this table



Taking it over (an admin presses Continue; anyone else types an admin's PIN)



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.

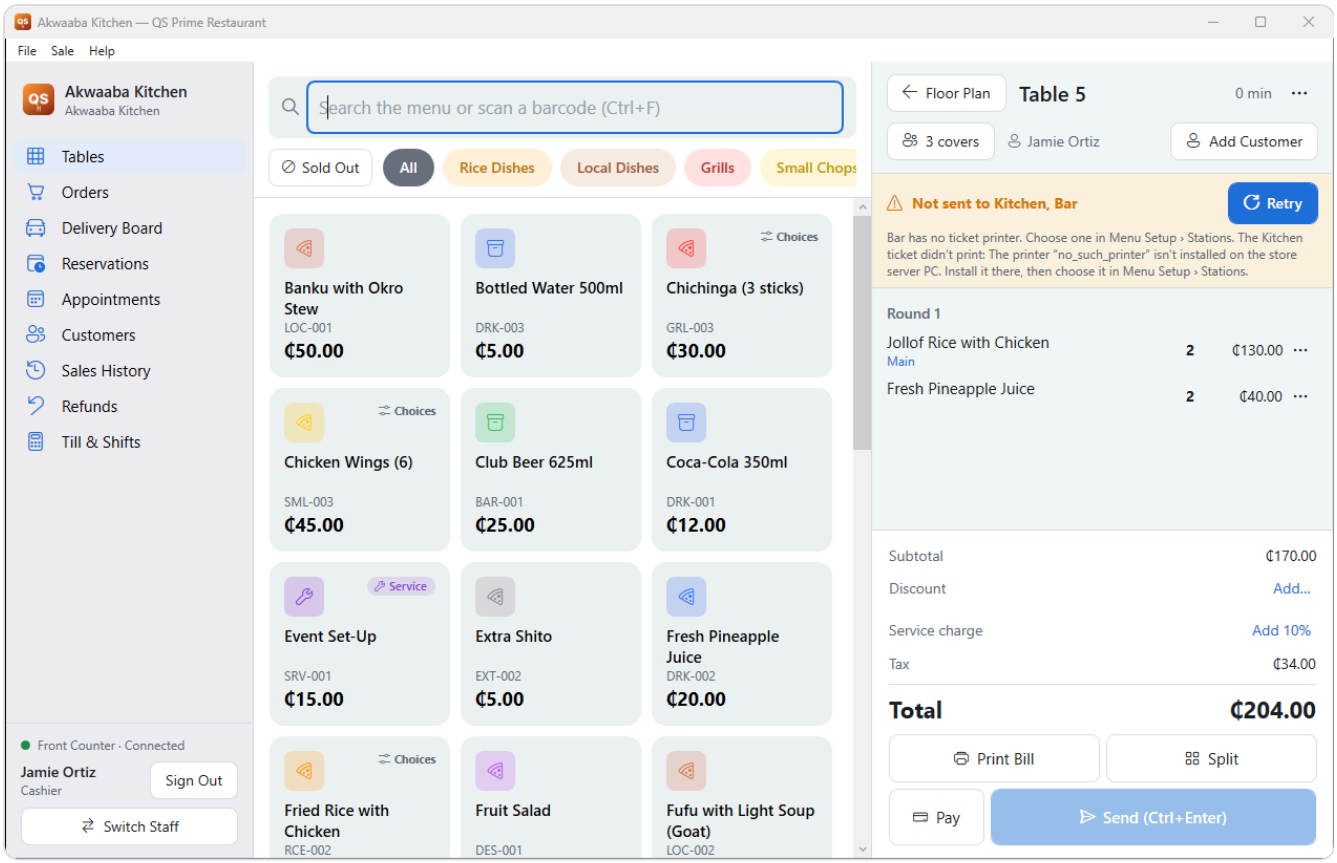
Closing a till with tables still open: a table belongs to the till that last opened it. When the bar closes for the night, open each of its tables on a till that's staying open, and they move there. Then the bar can close.

Kitchen printers on the server PC

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 PC** (Windows Settings → Bluetooth & devices → Printers & scanners). Add it on the server PC itself, by its network address or plugged in, not as a printer shared from another PC: the server runs as a background service, which sees only the printers installed for everyone on that PC. **Menu Setup** → **Stations** lists the server PC's printers on any till, and **Test Print** prints through the server too.
- The server PC should be on for tickets to print. A till that can't reach it prints on its own printer of the same name, if that printer is installed on the till too (see Working offline).
- 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

"Someone else saved first"

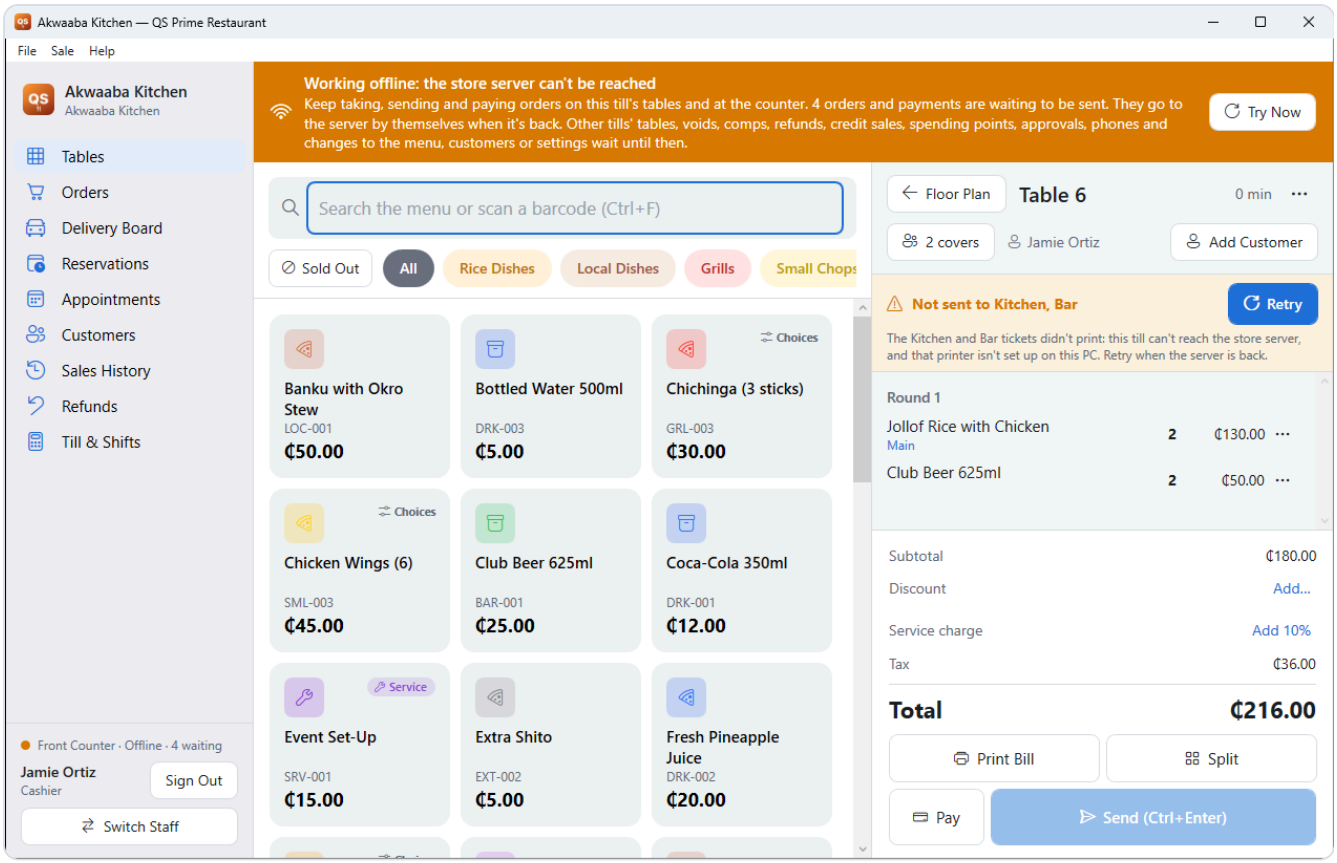
Admins can do the back office from any till. If two people change the same thing — the same product's price, say — the first save wins and the second person is told who changed what, instead of one silently overwriting the other. The screen then shows the latest details: make your change again if it's 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

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

If the server PC 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 PC, receipts print and the drawer opens as usual, and the till uses its own receipt numbers, so nothing clashes with the other tills.

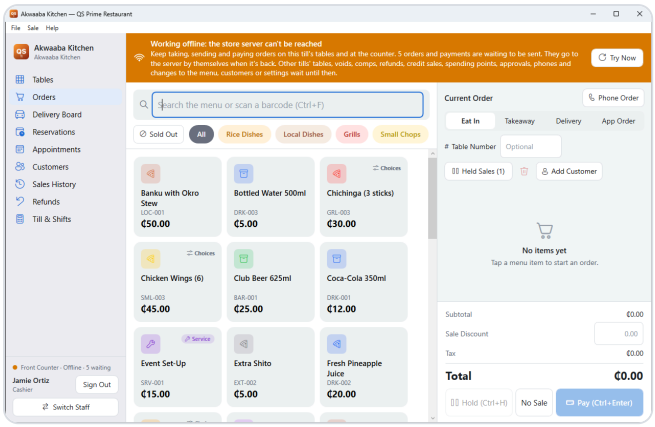


Offline: Table 6 is opened and sent. The station printers aren't installed on this PC, so the round waits under Not sent with Retry

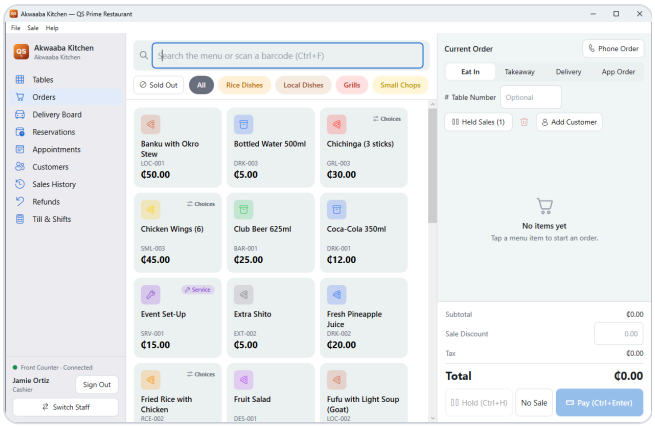
Tables offline. A till keeps working on **its own tables** (the ones it last opened) and can open new ones. Another till's tables wait, because that till may be working on them too: opening one says so. When the server is back, the till asks for its tables again as usual. If someone opened the same table 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 PC. Offline, a till prints on the station's printer itself if a printer of the same name is installed on this PC too (Windows Settings → Bluetooth & devices → Printers & scanners). If it isn't, the round is still sent and shows **Not sent to Kitchen** with **Retry**: tell the kitchen, and press **Retry** when the server is back. To be safe, install each kitchen printer on the tills too, under the same name as on the server PC.

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 PC 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.

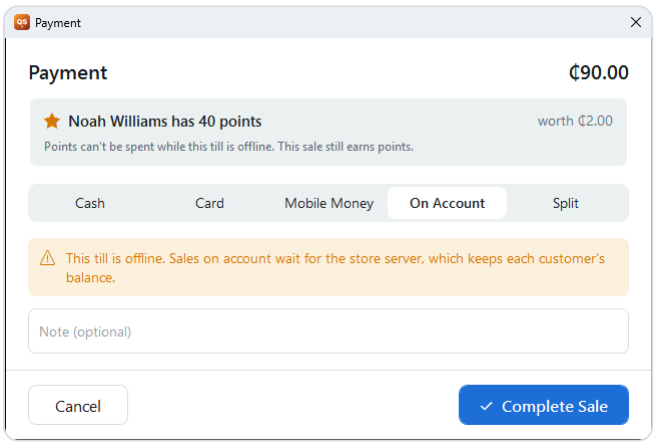


Offline, with orders and payments waiting

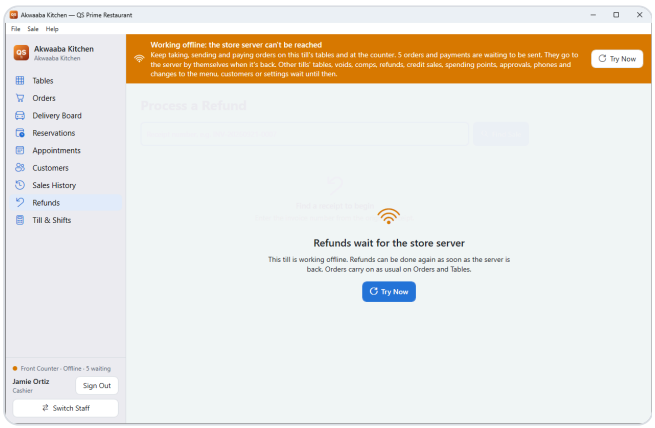


Back online: everything has been sent

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 Delivery 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. The **Refunds** screen is covered while the till is offline, and the payment window explains why On Account and points can't be used. 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

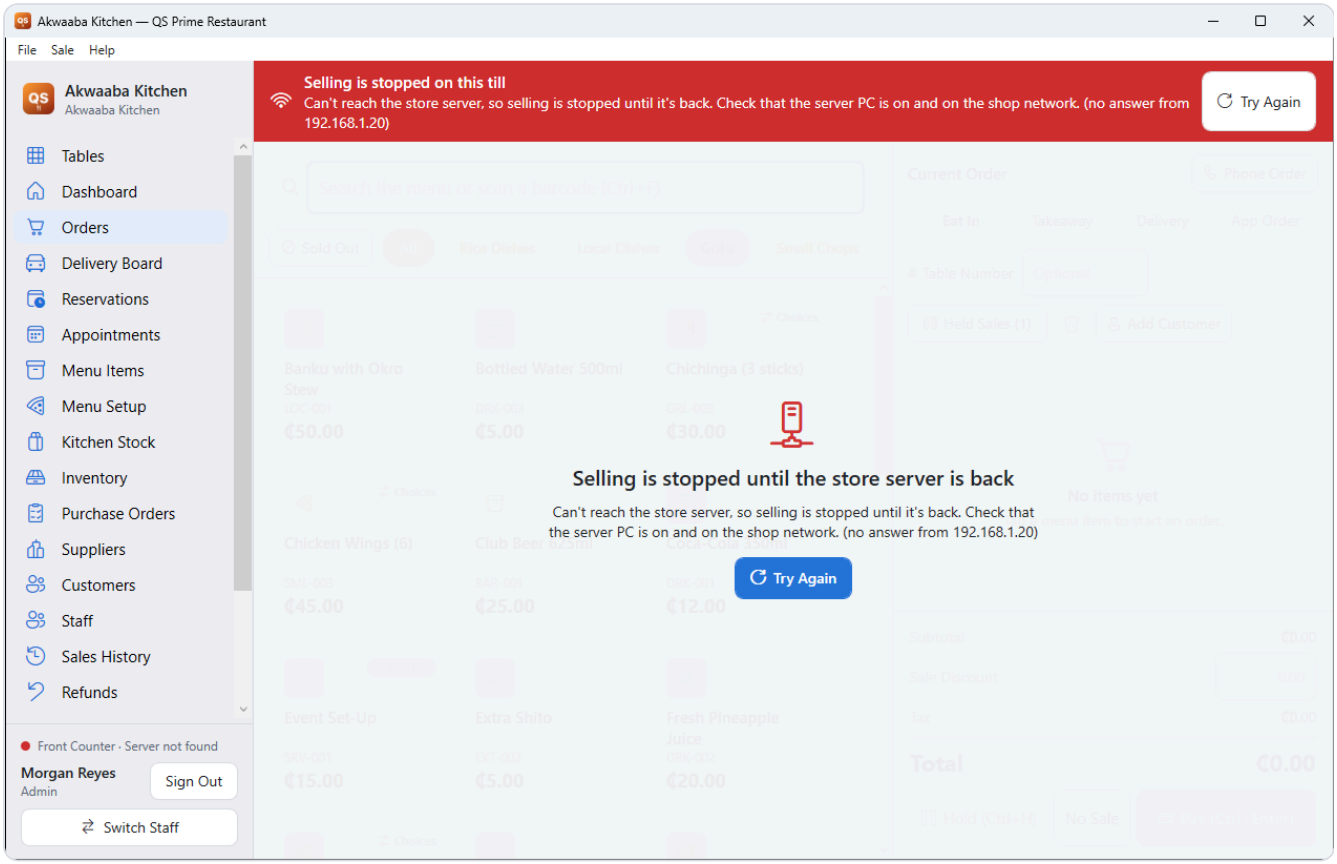


Refunds wait for the server

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. **Back Up Now** on an offline till, and closing it, say no backup can be made; the server's nightly backup includes everything once it arrives.

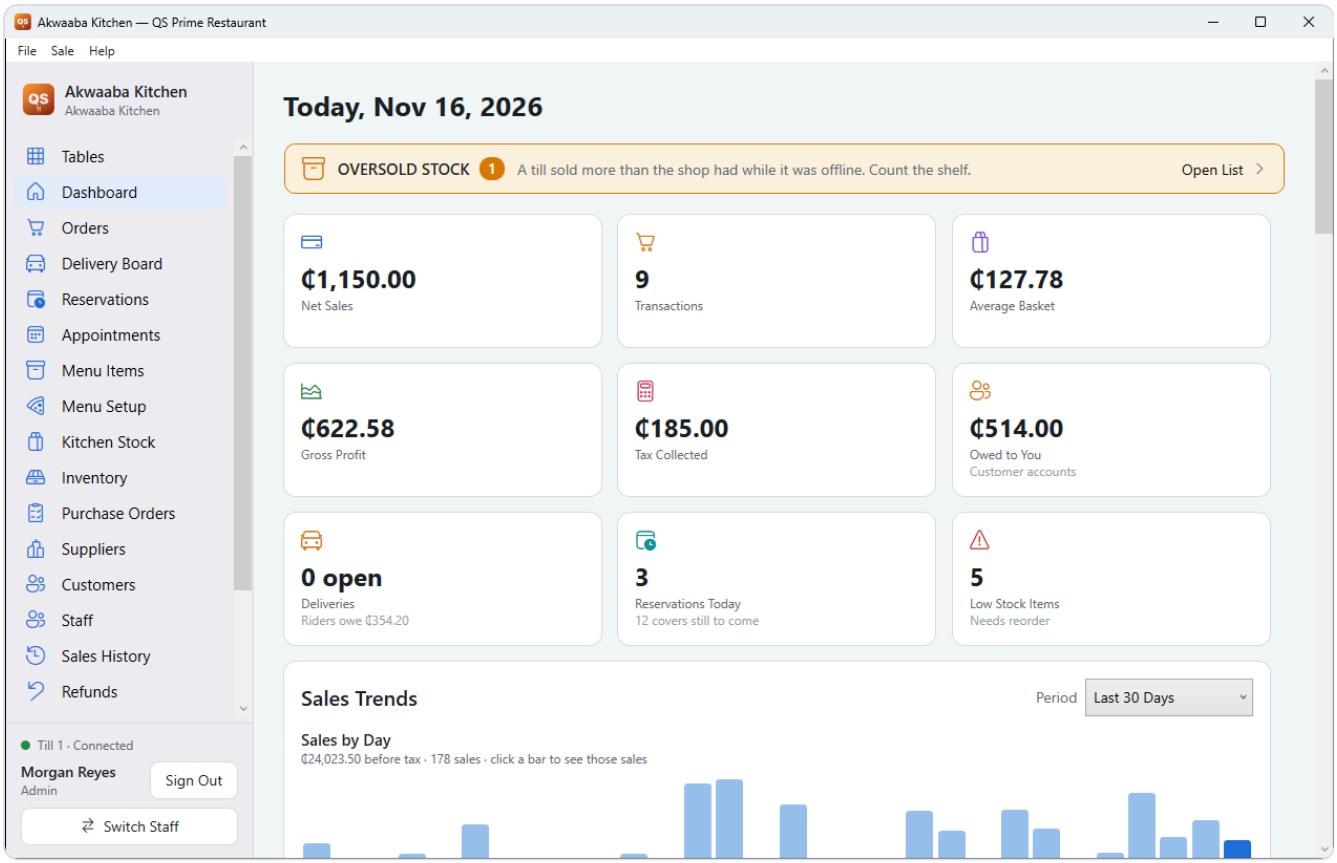
A red bar, **Selling is stopped on this till**, still appears when the server answers but won't let the till in: the till was removed, the restaurant's licence is missing, or the server is on a different version. The Tables, Orders, Delivery Board, Till & Shifts and Refunds screens are then covered. Those need putting right on the server PC.



The red bar: the server won't let this till sell

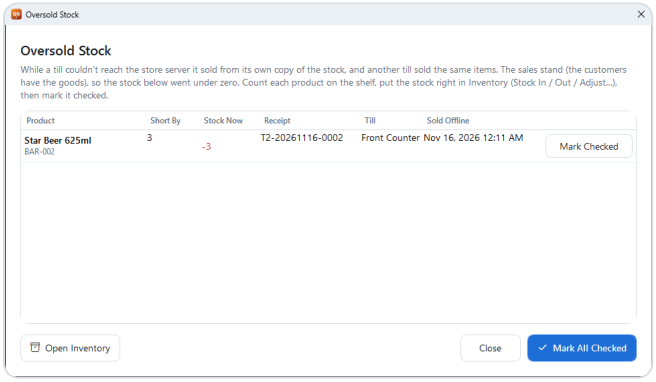
Oversold stock

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.)

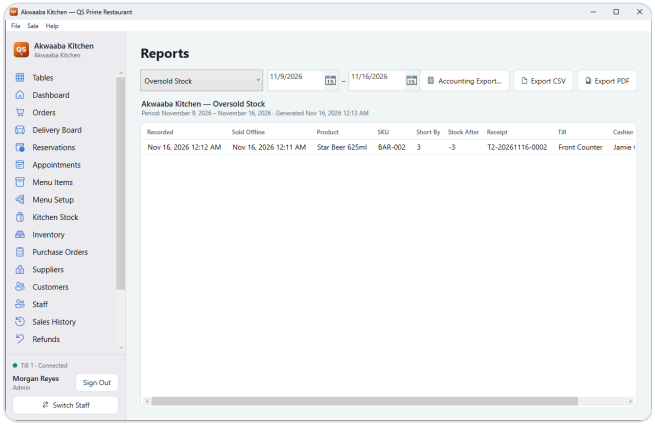


The Dashboard after an offline till sold the last Star Beer the server PC had sold too

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 in **Inventory** (**Stock In / Out / Adjust…**), then click **Mark Checked** (or **Mark All Checked**). **Open Inventory** takes you there. The **Oversold Stock** report in Reports lists them all for any dates, checked or not, and exports like every report.



The Oversold Stock list



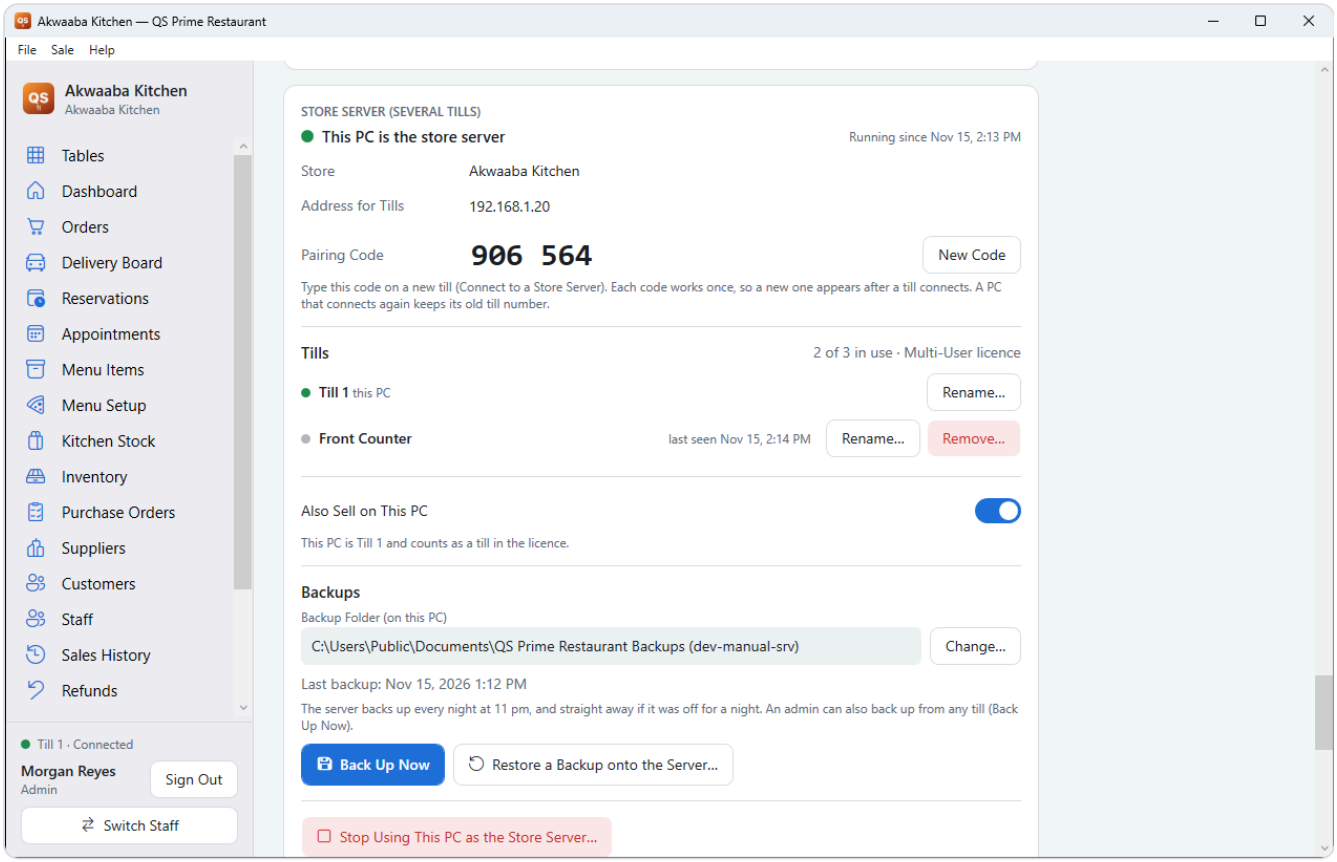
The Oversold Stock report

Store Server settings

On the **server PC**, Settings → Store Server shows:

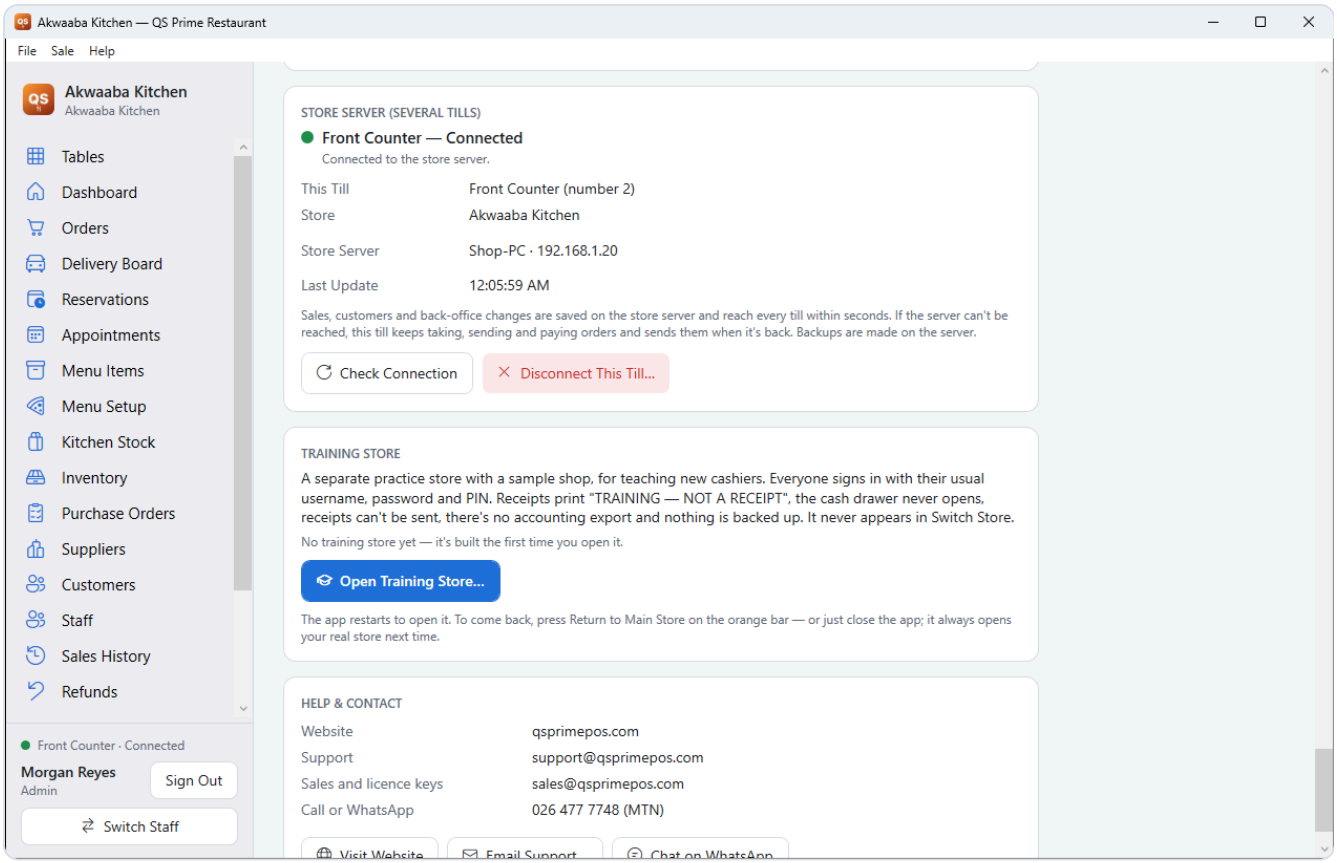
- Whether the server is running and since when, and whether it runs as the background service. If it isn't answering, **Start the Server** starts it again.
- **Address for Tills** and the **Pairing Code** (**New Code** picks another).

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



The server PC: address, pairing code, tills and backups

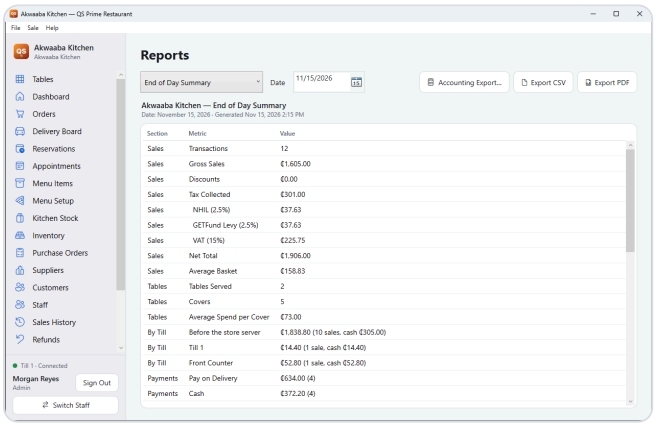
On a **till**, it shows the till's name and number, the store, the server, the last update and anything still waiting to be sent (**Offline — 2 changes waiting**), with **Check Connection** and **Disconnect This Till…**.



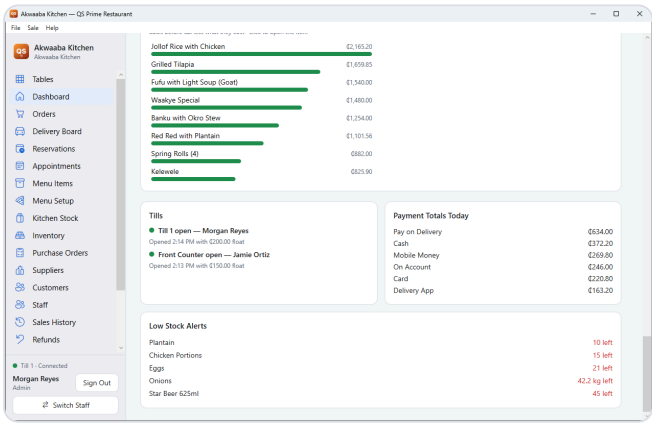
Settings → Store Server on a till

End of day and backups

End of Day Summary covers the whole restaurant and adds a **By Till** row for each till: what it took, how many sales and how much cash (sales from before the PC became the server are listed as *Before the store server*). Each till's shift is listed under *Till · Cashier*, and **Shift & Cash Variance** has a Till column. The Dashboard lists every open till.



End of Day with a row per till



The Dashboard on the server PC: both tills are open

The store server backs the restaurant up **every night at 11 pm**, and straight away if it was off for a night. Backups go to *C:\Users\Public\Documents\QS Prime Restaurant Backups* on the server PC unless you choose another folder with **Change…** (a folder you had 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**, in Settings → Backup & Restore).

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

Moving the server, and stopping

- **Moving to a new server PC:** back up on the old server, restore the backup on the new PC, 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 PC back into a one-till PC with its own store and its own licence or trial.
- **Stop Using This PC as the Store Server…** turns the server PC back into a one-till PC with the whole restaurant's store, every till's sales included, and removes the background service. The other tills stop selling until they're disconnected.
- **Updating:** install the new version on the server PC first, then on every till. The installer stops the server while it updates and starts it again on the new version. If a till already updated saves something the server's older version can't store yet, the till says so and asks you to open QS Prime Restaurant on the server PC, which restarts the server on the new version.

> **Upgrading a one-till restaurant**
> Ask for a Multi-User licence (sales@qsprimepos.com, or call or WhatsApp 026 477 7748), enter it on the PC 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.

Checklist for two PCs

Before the first busy day, try this once with two PCs on the restaurant's network:

1. Server PC: activate the Multi-User key, close the till, **Set Up This PC as the Store Server…**, answer **Yes** to Windows' prompt. Settings → Store Server says the server runs as the background service.
2. Till PC: **Connect to a Server…**, pick the restaurant from the list, type the pairing code. Sign in; the sidebar light is green.
3. Open a till shift on each PC and sell on both. The receipt numbers start **T1-** and **T2-**, and stock goes down on both.
4. Change a price on one PC; the other shows it within a few seconds.
5. Open a table on the till and send a round: the ticket prints at its station from the server PC, and the server PC's floor plan shows the padlock with the till's name. Go back to the floor plan on the till: the padlock goes.
6. Pull the till's network cable (or switch off its Wi-Fi): the orange **Working offline** bar appears. Take an order at the counter and pay it: the light says **Offline · 1 waiting**. Plug the cable back in: the order is sent by itself, it appears on the server PC, and the light turns green.
7. Restart the server PC and don't sign in: the till still connects (the background service is running).
8. Close both tills, check End of Day **By Till**, and click **Back Up Now** on the till: the backup appears in the server's backup folder.

9. Waiter phones: pair a phone in Settings → Devices on the server PC, open a table on it and send a round. The till's floor plan shows the table open on the phone, and the ticket reaches its station (below).

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, in their web browser. Anyone outside that network gets nothing.

This needs a store server, so a Multi-User licence (above). 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 PC 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.

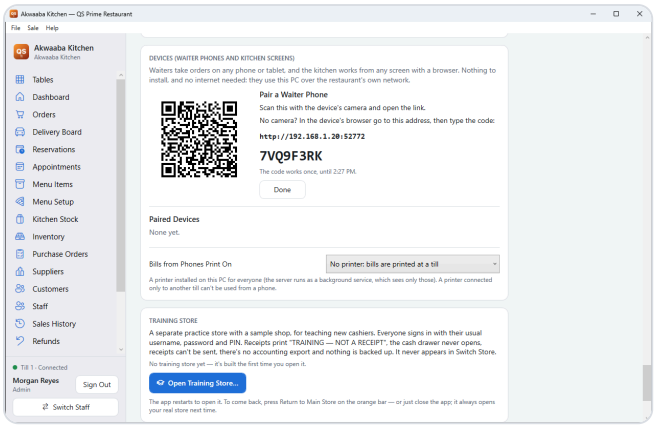
> **Windows must call the network Private**
> Windows only lets phones in on a network it calls **Private**. If it calls the restaurant's network **Public**, Settings → Devices warns you: in Windows Settings → **Network & internet**, open the network's properties and choose **Private network**. On a server set up with an older version, Settings → Devices also shows **Allow Phones Through the Firewall…**: click it and answer **Yes** to Windows' prompt once. Only devices on the restaurant's own network are let in.

Pairing a phone or a kitchen screen

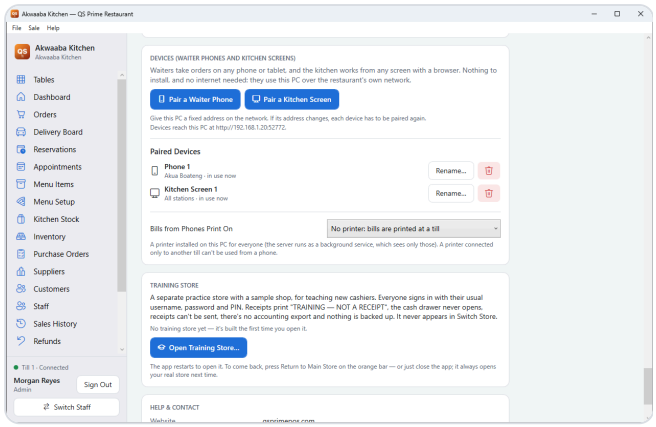
1. On the server PC, open **Settings** → **Devices** and click **Pair a Waiter Phone** or **Pair a Kitchen Screen**. (This is on the server PC only.)
2. Scan the QR code with the device's camera and open the link. On a screen with no camera, such as a TV box, type the address shown into its browser,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

The list below 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 red bin removes it: it stops working straight away, and the orders it took are kept.



Settings → Devices with a pairing code waiting

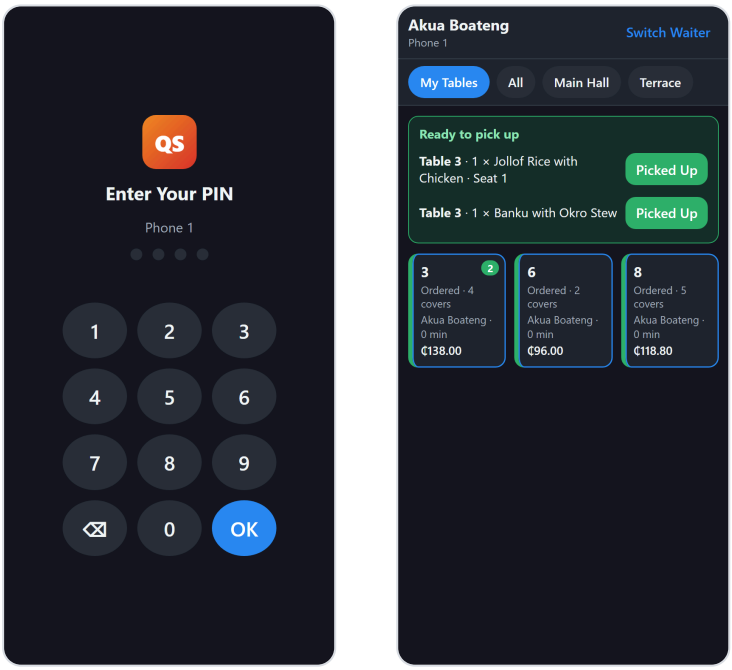


Two devices paired, and the printer for bills from phones

Bills from Phones Print On chooses a printer for bills asked for on a phone. It must be **installed on the server PC for everyone**: the server runs as a background service, which sees only those printers, so add it on the server PC by its network address or plugged in, not as a printer shared from another PC. 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.

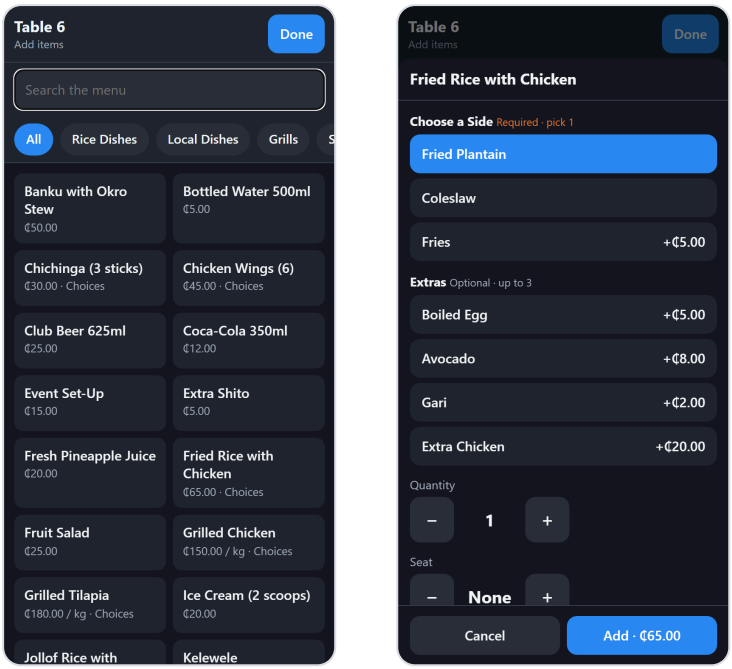
Taking an order on a phone



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

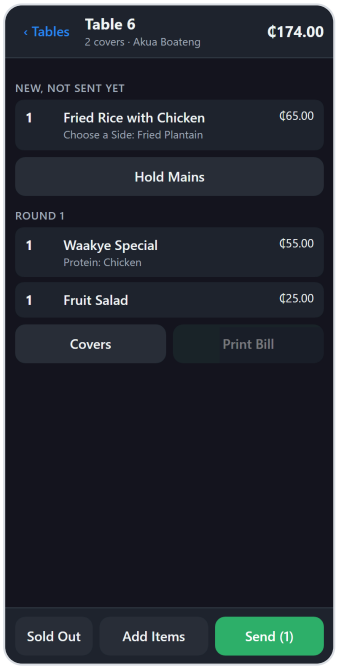
Signing in: each waiter uses their own PIN, set in **Settings** → **User Accounts**. A phone stays signed in until someone presses **Switch Waiter** or it's left untouched for an hour. After five wrong PINs it waits a minute.

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 7). 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.**

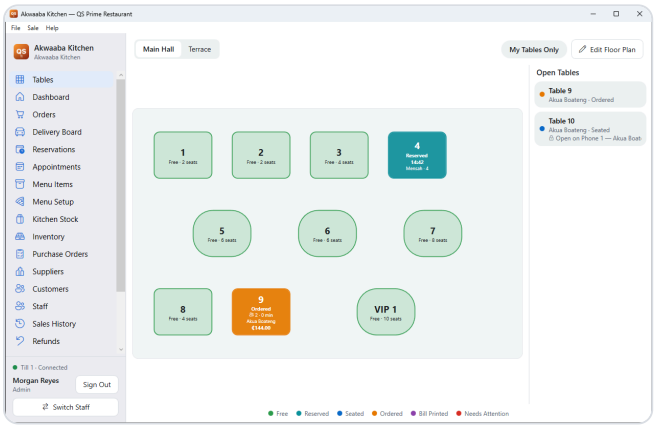
Ready: when the kitchen marks a dish done on its screen, it shows as **READY** on the table, and under **Ready to pick up** on the waiter's tables; Android phones also vibrate. Press **Picked Up** once you have it.

One person on a table at a time

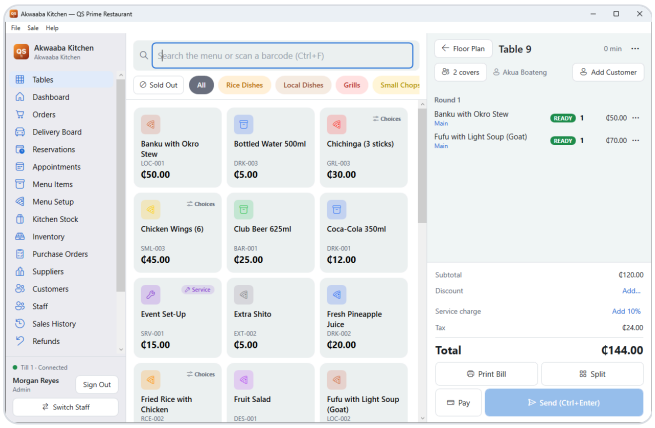
Phones follow the same rule as tills (Tables on several tills, above). A table is held from the moment someone opens it on a phone or a till until they go back to the floor plan. Everyone else sees who has it, for example **Open on Phone 1 — Akua Boateng**, and is told if they tap it. If a phone is switched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

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.



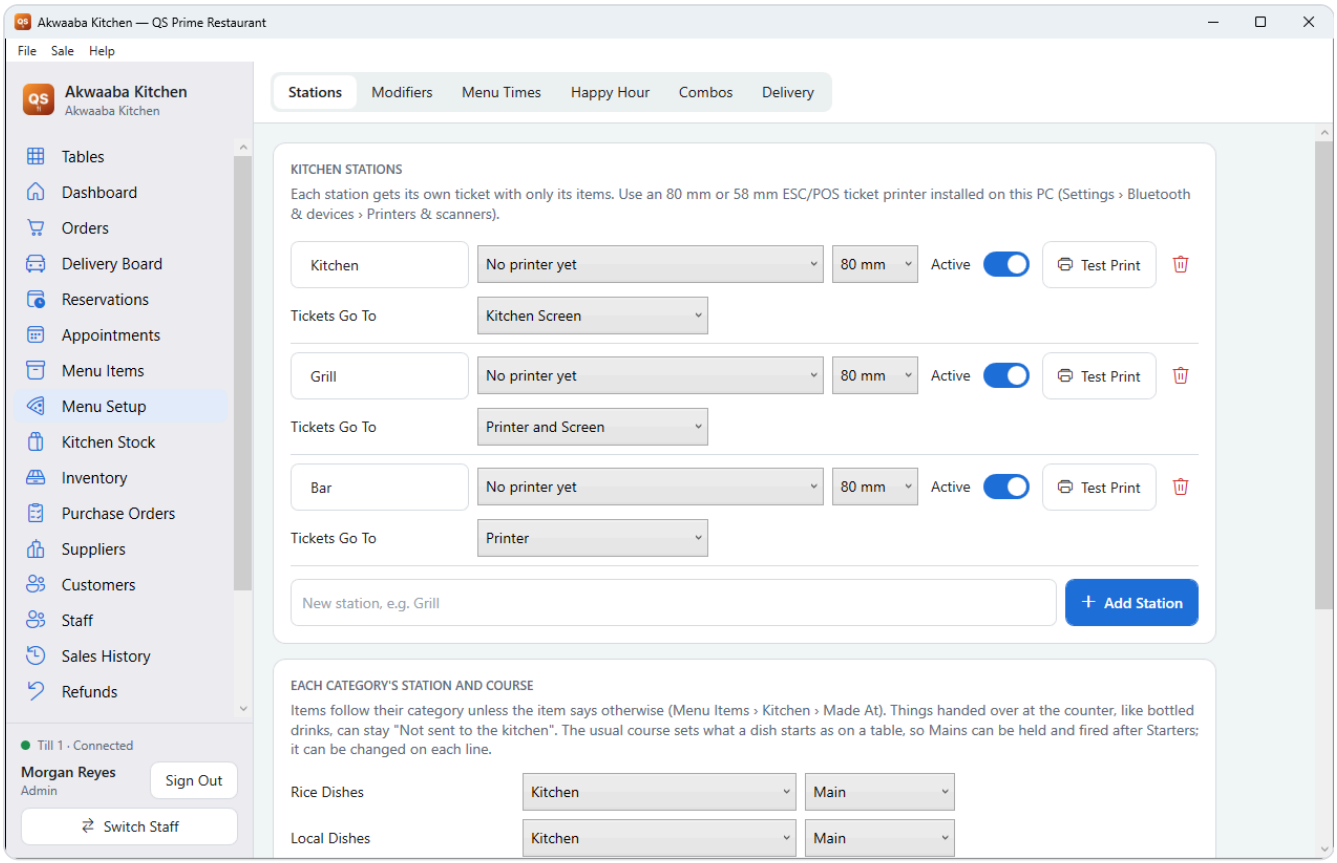
On a till, Open Tables shows that Table 10 is open on a phone



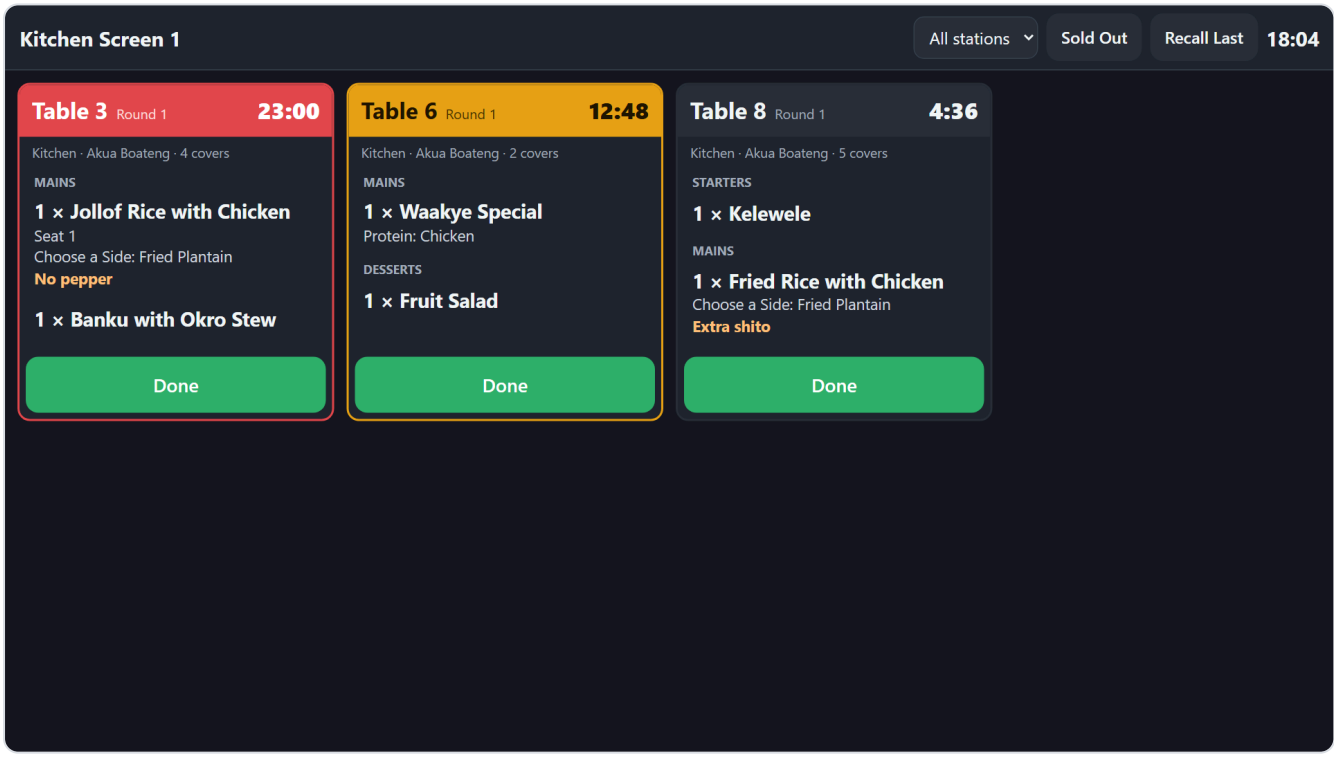
A table from a phone on a till, with the kitchen's READY on each dish (PICKED UP once the waiter has it)

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**, under **Tickets Go To**: **Printer**, **Kitchen Screen**, or **Printer and Screen**. A station on Kitchen Screen needs no printer. If the PC 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



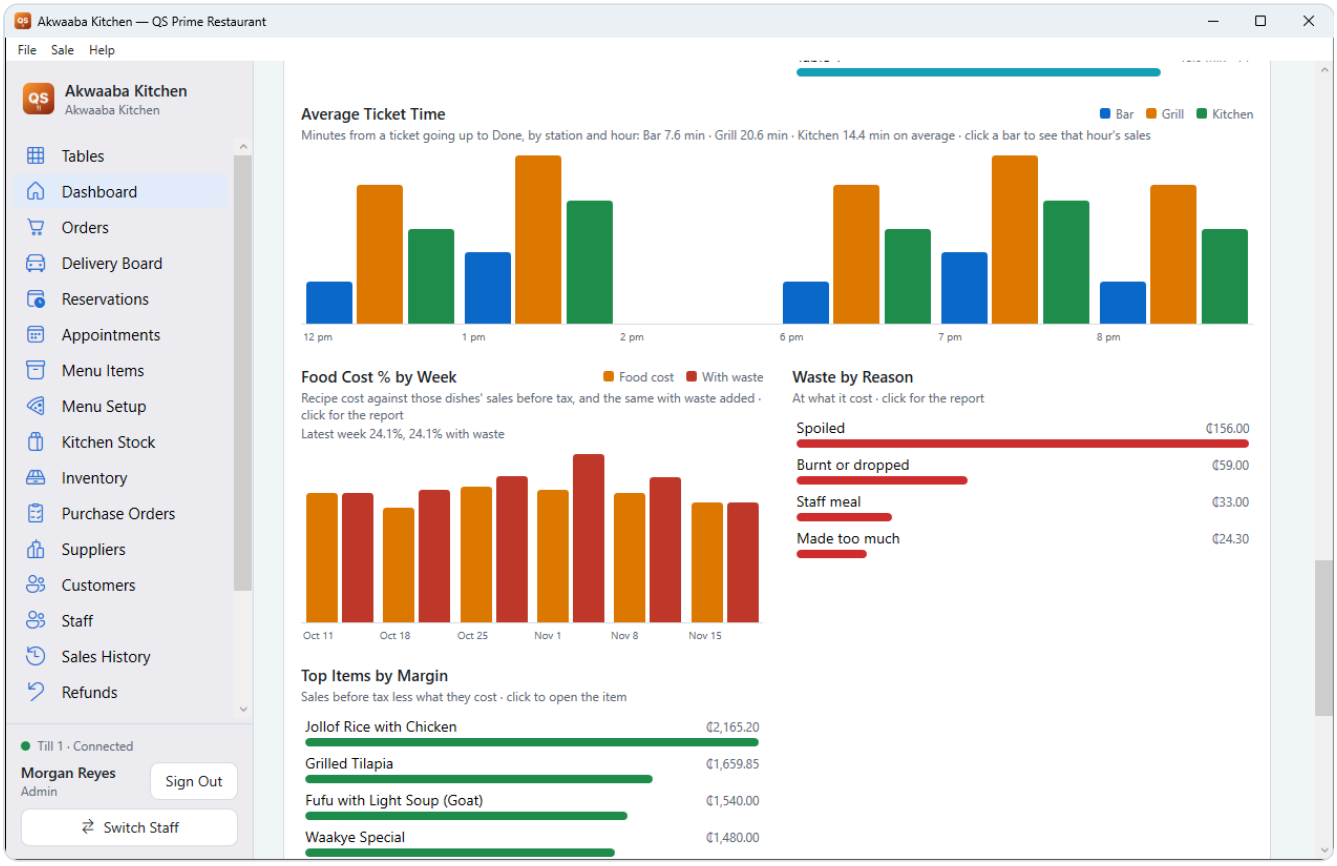
The kitchen screen. Oldest first, and the timer's colour shows how long each ticket has waited.

- **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.

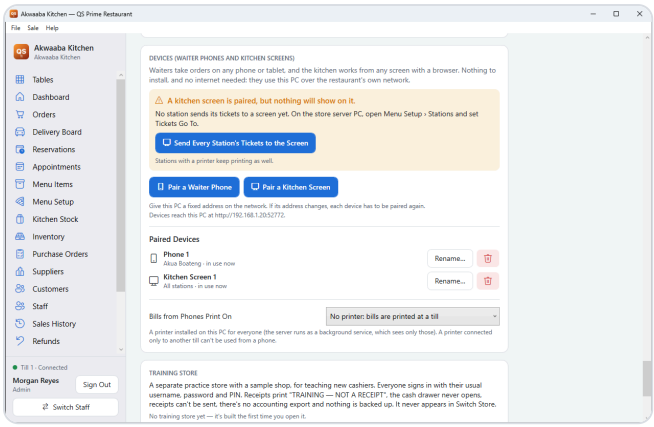
A kitchen screen needs no PIN, so hands stay free. Anyone who can touch it can mark tickets done. If it loses the server it says so in red, and picks up where it was when the server is back.

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.

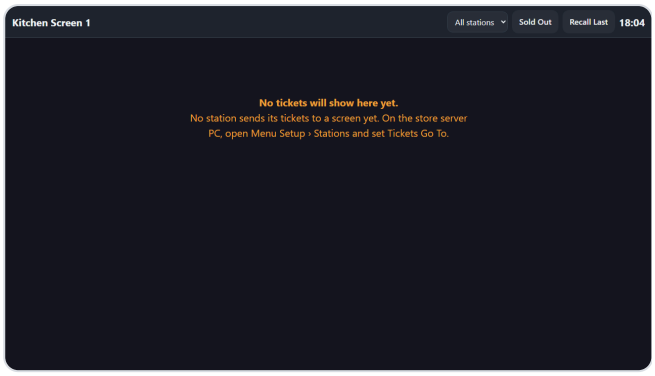


Ticket times, from the kitchen screen. Click a bar for that hour's sales.

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** on the server PC warns you, with **Send 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**.

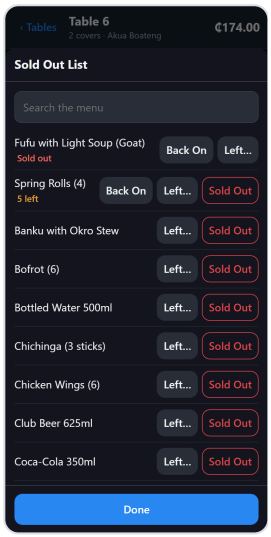


The warning in Settings › Devices



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 6). So can a waiter's phone, from **Sold Out** at the bottom of a table's order.



The Sold Out list on a phone

23 Connecting hardware

Barcode scanner

Almost every USB or Bluetooth scanner works straight away with no setup — it "types" the barcode and presses Enter. Plug it in, open the Orders screen, and scan. If nothing happens, press `Ctrl` + `F` so the search box has focus, then scan again. Scanning into the Refunds screen's receipt box works the same way.

> **Checking a scanner**
> Open Notepad and scan something. If the number appears and the cursor moves to a new line, the scanner is set up correctly for QS Prime Restaurant.

Receipt printer

1. Install the printer's **Windows driver** from the manufacturer (Epson, Star, Xprinter…), and print a Windows test page to check it.
2. In **Settings** → **Receipt**, choose it as the **Receipt Printer**.
3. Leave **Use 80mm Thermal Width** on for 80 mm receipt rolls.
4. Make a sale and print. The printer is selected for you in the print window — click **Print**.

Any normal printer also works: switch the 80 mm option off to print on A4/Letter paper.

Kitchen ticket printers

Kitchen tickets go straight to an **ESC/POS ticket printer** — most 80 mm and 58 mm thermal printers (Epson, Star, Xprinter…) — without a print window, and they cut the paper after each ticket.

1. Install the printer's **Windows driver** and print a Windows test page to check it. A printer in the kitchen can be on the network or plugged into this PC.
2. In **Menu Setup** → **Stations**, choose it as the station's printer and set the paper width (80 mm or 58 mm).
3. Click **Test Print**. A short ticket with the station's name should come out.

Several stations can share one printer, and the receipt printer can be a station's printer too. In a restaurant with several tills, install the kitchen printers on the **store server PC** only: it prints every till's tickets (section 22, Kitchen printers on the server PC). With a store server, a station can use a kitchen screen instead of a printer (section 22, The kitchen screen).

> **Not an office printer**
> An ordinary inkjet or laser printer doesn't understand ESC/POS and would print stray pages. Use it as a receipt printer if you like, but not for a station.

Cash drawer

For a cash drawer plugged into the receipt printer's drawer port (the small phone-style socket on most receipt printers):

1. Set up the receipt printer first (above).
2. In **Settings** → **Cash Drawer**, switch on **Cash Drawer Enabled** and **Open Automatically on Cash Sale**.
3. Click **Test: Open Drawer Now**. The drawer should pop open.

> **Only with a receipt printer**
> Leave the cash drawer switched off if your selected printer is an ordinary office printer — the open-drawer signal would make it print a stray page.

24 Troubleshooting and questions

Problem	What to do
“Till is closed” on the Orders screen	Open a till shift in **Till & Shifts** (section 5).
Scanning does nothing	Press Ctrl + F and scan again. Check the scanner in Notepad (section 23).
A scanned item isn’t found	That barcode isn’t on any menu item yet. Add it in **Menu Items** — click in the Barcode box and scan (section 10).
The receipt window says “Not sent to Grill”	That station’s printer is off, out of paper or not connected, or the station has no printer yet. Fix it and click **Retry**; only the missing tickets print. Later, use **Reprint Receipt** in Sales History (section 6).
A dish isn’t on any kitchen ticket	Its category has no station, or the item says *Not sent to the kitchen*. Check Menu Setup → Stations and the item’s **Made At**; also check the station is **Active** and that kitchen tickets are on in Settings → Orders & Kitchen (section 10).
“These tables are still open: … Pay or cancel them before closing the till.”	Open each table named on the floor plan and pay it, or use **Cancel Table…** in its ••• menu (section 7), then close the till. With several tills, you can instead open each one on a till that’s staying open, and it moves there (section 22).
“These orders are still on the order board” when closing the till	Open the **Delivery Board** and mark them delivered or collected, or cancel them (section 6).
“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 at the top of the order (section 6).
“This order was rung up on …”	Its sale is in that till’s count, so cancel it there (section 6).
No riders to choose from	Open **Staff**, choose the person and switch on **Takes Deliveries** (section 15).
“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 7).
There’s no Delivery Board or Reservations screen	Switch on **Use Delivery** or **Use Reservations** in Settings → Delivery & Reservations (section 18). Waiters see only Tables.
“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 22).
“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 22).

A station's printer shows "(not connected)" on a till, or "isn't installed on the store server PC"	Install the printer on the store server PC, not the till, then choose it again in Menu Setup → Stations (section 22).
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 PC is on. If Settings → Devices on the server PC warns that the network is Public, make it Private, and use **Allow Phones Through the Firewall…** if it's shown. Some routers keep Wi-Fi devices apart ("client isolation" or "AP isolation"); switch that off (section 22).
A phone is back on the pairing page	The server PC's address changed, the device was removed, or the browser cleared its storage. Pair it again, and give the server PC a fixed address (section 22).
"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 PC (a printer installed there for everyone), or print the bill at a till.
Tickets don't reach the kitchen screen	Set the station's **Tickets Go To** to Kitchen Screen or Printer and Screen in Menu Setup → Stations, and check the screen's station list isn't showing a different station (section 22).
There's no Tables screen	**Use Tables** is off in Settings → Orders & Kitchen (section 18). Tables also isn't shown on a PC set up as a dedicated store server.
Back to One Bill, Remove… or Cancel Table… is greyed out or refused on a table	One of its bills has already been paid. Pay the rest bill by bill, or void what's left (section 7).
The till counts over after a busy night	Cash tips are in **Expected Cash** until they're handed out. Record a **Paid Out** with the reason "Tips" when you pay the waiters (section 7).
"There's a sale in progress on the Orders screen. Finish or hold it first."	A table is paid through the Orders screen's payment window. Go to **Orders**, pay or **Hold** what's there, then pay the table.
A waiter can't find Pay	Waiters don't take payment: "A cashier takes the payment." A cashier or admin opens the table and clicks **Pay** (section 7).
Test Print prints nothing, or stray characters	The printer must be an ESC/POS ticket printer with its Windows driver installed; print a Windows test page first (section 23).
The choices window says something is missing	A **Required** group has nothing picked. Pick one, or make the group optional in Menu Setup → Modifiers.
"Only N of … in stock"	The till won't sell more than is in stock. Add the stock in **Inventory**, or allow negative stock in Settings → Products & Inventory. If the product isn't something you count, make it a Non-Inventory Item or Service (section 10).
"… isn't set up to buy on credit"	Switch on **Allow Credit** for the customer in **Customers** (section 14), or take another payment method.

“This would take … over their credit limit”	They’ve reached their Credit Limit. Take part of the sale another way (Split), record a payment from them first, or raise the limit in Customers.
“Add a customer to the sale to put it On Account”	Click **Add Customer** at the top of the cart and choose them, then pay On Account.
A batch shows below zero, in red	Dishes have used more than was recorded as made. Click **Make Batch…** for the batches the kitchen made, or its ingredients never come off (section 13).
A recipe line says a unit can’t be turned into another	Weight converts to weight and volume to volume, never to pieces. Choose a unit that matches how the ingredient is kept (section 13).
Rice or oil doesn’t show on the till or in Menu Items	Ingredients and batches are kept in **Kitchen Stock**, not on the menu. Their stock and deliveries are in Inventory and Purchase Orders as usual (section 13).
Void Sale… is greyed out	The reason is shown under the button: only admins can void, only sales from the till that’s open now, and not after a refund. Use **Refunds** instead (section 8).
“This sale was voided, so there’s nothing to refund”	The sale was already cancelled with a void — nothing was kept to refund.
“At least 100 points must be redeemed at a time” / “That’s worth more than the sale”	Points are redeemed from the minimum (Settings → Loyalty Points), and never for more than the sale before tax. **Use …** fills in the most allowed.
“Enter an amount in kg, e.g. 2.5” / “Enter a whole number”	The amount doesn’t fit the product’s unit — kilograms, litres, metres and hours take fractions; everything else is whole numbers. Check **Sold By** in Menu Items.
“… isn’t an Inventory Item, so its stock isn’t counted”	Only Inventory Items have stock. Change the product’s Type in **Menu Items** if you want to track it.
“This backup was made by QS Prime Restaurant for Mac”	Mac backups only restore on a Mac (section 19). Choose a backup made by the Windows app.
“… is inactive and cannot be sold”	Switch the product back to **Active** in Menu Items.
Receipt prints on the wrong printer	Choose the right one in Settings → Receipt → Receipt Printer.
Receipt is tiny, or on a full page	Check **Use 80mm Thermal Width**, and in the print window choose the 80 mm paper size if your driver offers several.
Logo prints faint or blotchy	Use a simpler, darker logo on a white background (section 18).
Drawer doesn’t open	Check the drawer cable goes into the printer’s drawer port, the printer is selected in Settings, and use **Test: Open Drawer Now**.
“Backup failed”	The backup couldn’t be written — check there’s space on the drive, then click **Back Up Now**.

“The backup folder … can’t be reached”	Usually an unplugged USB drive. Until it’s back, backups go to Documents\QS Prime Restaurant Backups. Plug the drive in, or choose another folder in Settings → Backup & Restore.
The “Time to back up” bar keeps coming back	The last backup is older than the reminder allows. Click **Back Up Now** in the bar, or change **Remind Admins to Back Up** in Settings.
An orange “Training Store” bar is at the top, and today’s sales are missing	You’re in the training store. Click **Return to Main Store** on the bar (section 21). Your real sales are all there.
“The training store couldn’t be opened”	Your real store opened instead. The message says why — usually that the store has no logins yet to copy. Finish first-run setup, then open the training store again.
“Backups are off in the training store”	The training store is never backed up. Return to your main store to back up or restore.
Forgotten password	An Admin can create a new account for the person in Settings → User Accounts and switch the old one off.
Import skipped some rows	The summary lists each skipped row and why — most often a missing product name, or a **Tax Group** that isn’t in Settings → Taxes.
Open in WhatsApp says to enter the customer’s mobile number	Type the number with its leading 0 (024 123 4567) or with + and the country code. Check the country code in Settings → Receipt.
The email opened without the PDF	Your email app can’t take attachments from other apps. The message says where the PDF is saved — attach it from there, or set a desktop email app such as Outlook as the default mail app in Windows Settings.
Nothing happens after Open in WhatsApp	Install WhatsApp Desktop from the Microsoft Store, or sign in to WhatsApp Web in your browser, then try again.
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 there and export again (section 16).
Accounting Export’s Export CSV… is greyed out	There’s nothing in those dates, or a day doesn’t balance (marked NOT BALANCED in the preview). Don’t import it — email support@qsprimepos.com.
Pay says “Choose who did … — click Who? on the line”	The service asks who did it. Click **Who?** on that cart line and choose the staff member, or switch off **Ask Who Did It** for that service in Menu Items (section 15).
Ring Up says to finish or hold the sale in progress	The till already has a sale. Complete it, or **Hold** it, then Ring Up the appointment again.
The PIN prompt says “No admin has a PIN yet”	An admin needs a PIN before anyone can approve: Settings → User Accounts → **Set PIN…** (section 17). Until then, an admin can do the action themselves.

"That isn't an admin's PIN"	Only an **active admin's** PIN approves — a cashier's PIN doesn't. Check the admin is switched on in User Accounts.
No Sale says no cash drawer is configured	Switch on the cash drawer in Settings → Cash Drawer (section 23).
Receive Delivery says a product "has been deleted from Products"	It was deleted after it was ordered, so it can't go into stock. Set its **Arrived** to 0, receive the rest, and add the product again if you still sell it (section 12).
New from Low Stock skips an item that's running low	It's already on an open purchase order (Draft, Sent or Partly Received) — the message names it. Receive or close that order first.
A product charges the wrong tax	Check its **Taxable** switch and **Taxes** group in Menu Items (section 10).
Characters like ₵ look wrong in Excel	Open exported files by double-clicking them. When saving from Excel, choose **CSV UTF-8**.
Orange bar **Working offline** / **Offline · n waiting**	The till can't reach the store server but keeps taking orders. Check the server PC 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. On the server PC, Settings → Store Server has **Start the Server** if it isn't answering (section 22).
"This till can't reach the store server, so this has to wait until it's back"	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 PC (section 22).
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 22).
OVERSOLD STOCK on the Dashboard	An offline till sold more than there was. Count the shelf, put the stock right in Inventory, then mark it checked (section 22).
Red bar: "Selling is stopped on this till"	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 PC (section 22).
The restaurant isn't in "Store servers on this network"	Type the server's address instead (Settings → Store Server on the server PC, **Address for Tills**). Check both PCs are on the same network, not guest Wi-Fi, and that Windows' prompt was answered Yes on the server (it lets the tills through the firewall).
"Setting up a store server needs a Multi-User licence"	Enter the restaurant's Multi-User key in Settings → License on the server PC. A Single-User key can't run a server.
"Someone else saved first"	Another admin changed the same thing a moment before. The latest details are on screen; make your change again if it's still needed.
Set-up says the till is open	Close the till on the server PC first (count the cash), then set it up.
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 6).

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 PC's clock (section 10).
Happy hour prices don't show	Check its days and hours, that it's on, and that the item's category is ticked (section 10). A line already on an order keeps the price it was added at.
A kitchen screen stays on "No tickets"	The screen says why. Usually no station sends to a screen: use the button in **Settings › Devices** on the server PC, or **Menu Setup › Stations › Tickets Go To** (section 22).
"Windows protected your PC" when installing	Click **More info → Run anyway** (section 1).

Where is my data?

Each store is kept on the PC in *%LOCALAPPDATA%\QS Prime Restaurant\Stores*. You don't normally need to touch it — use **Backup and restore** (section 19) to copy or move your data. A store server keeps the restaurant's store in *%ProgramData%\QS Prime Restaurant\Store Server*.

Is my data sent anywhere?

No. QS Prime Restaurant works completely offline. Your data stays on your PC and in the backup folder you choose. In a restaurant with several tills, the tills and the store server talk only to each other, over the restaurant's own network, and everything they send is encrypted. Waiter phones and kitchen screens talk only to the store server, on the same network: every request is signed, so nobody else can place or change an order or learn a PIN, but it isn't encrypted, which is why guests belong on a separate guest network (section 22).

> **Still stuck?**
> Email **support@qsprimepos.com**, call or WhatsApp **026 477 7748**, or visit **qsprimepos.com**. **Help → Email Support…** starts the email with your version already in the subject.