



PixelPlus POS Lite

Training manual

Version 1.13.0 · 27 October 2026

For cashiers, managers and business owners · PixelPlus IT

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1. Getting started

PixelPlus POS Lite runs in your web browser (Google Chrome or Microsoft Edge is best). Nothing needs to be installed except, on till computers with a slip printer, the free QZ Tray program (your admin sets this up; see the admin guide).

Signing in

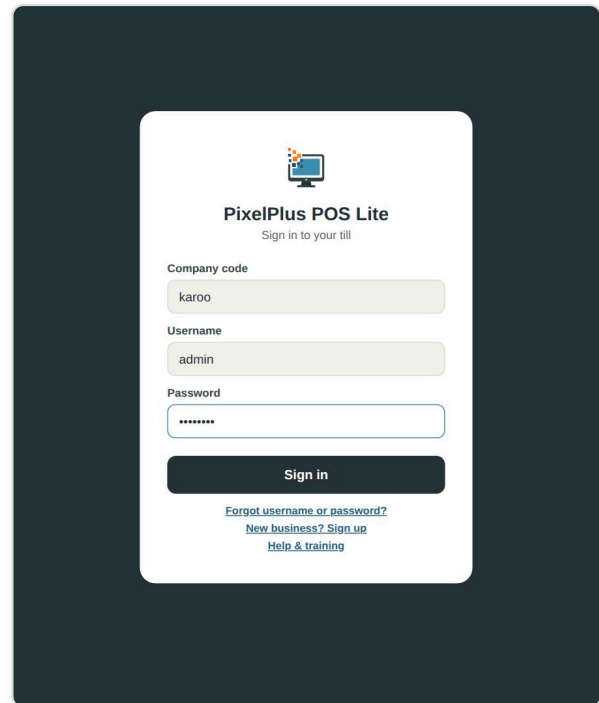
Every person signs in with three details:

1. **Company code:** your business's code (your admin can see it in Business settings). It is not your username.
2. **Username:** your own login name.
3. **Password:** your own password.

If your business has more than one till, you may be asked which workstation (till) you are at. Your admin can lock a person to certain workstations.

Can't sign in?

Check the company code first. If you are sure all three are right, your admin may have switched your user off, or the subscription may need paying: ask your admin.



The sign-in screen

The first time you sign in you may be asked to accept the business's licence agreement.

One person, one sign-in

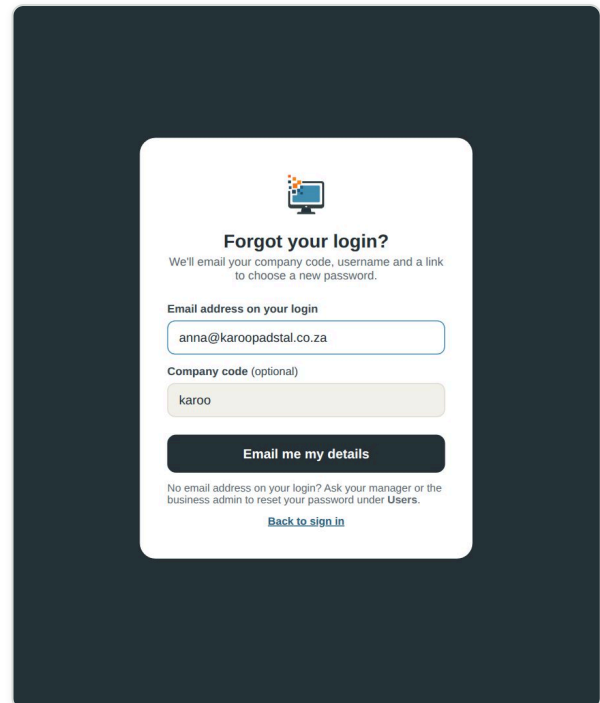
Everyone has their own username, and several people can work at the same branch and the same till at the same time. A username can only be signed in **in one place at a time**: if you sign in on a second computer or phone you are asked first, and if you carry on the first one is signed out within a minute (it shows why). Closed the browser without signing out? You can sign in again straight away (you're asked once), and after 3 minutes you're not asked at all.

Forgot your username or password?

1. On the sign-in screen tap **Forgot username or password?**
2. Type the email address on your login (the company code is optional) and tap **Email me my details**.
3. The email has your **company code, username** and a **Choose a new password** link. The link works once, for 1 hour. Check your spam folder.
4. Choose the new password; you're taken back to the sign-in screen with your company code and username filled in.

No email on your login?

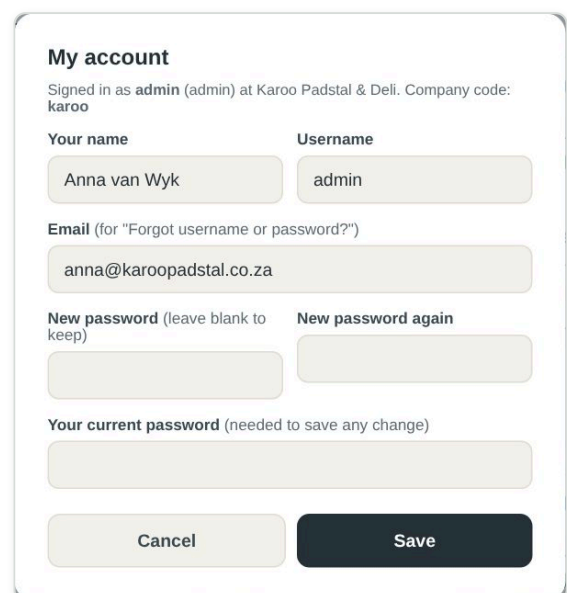
Ask your manager or admin to reset your password under Users. To make this work for you next time, add your email under My account.



Forgot username or password

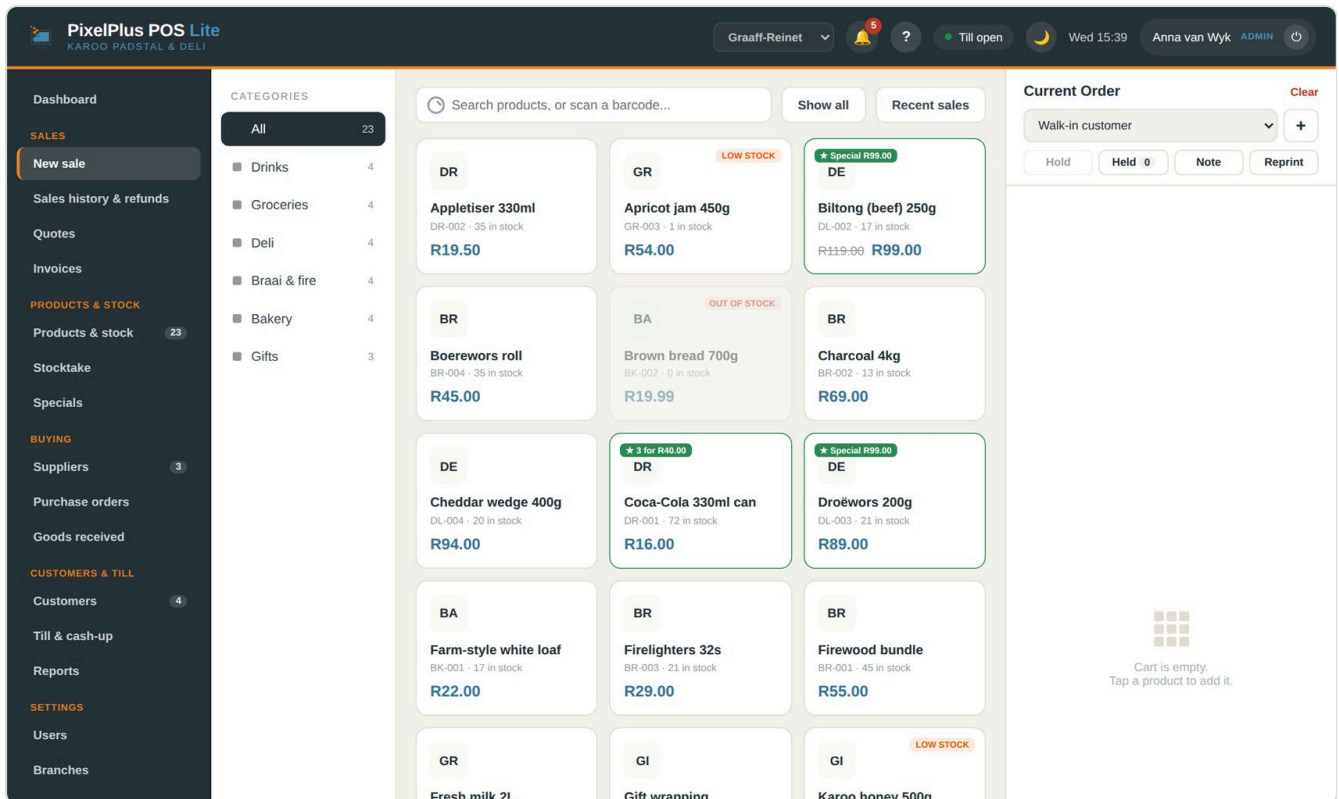
My account

Tap your name at the top of the screen (on a phone: ☰ → 👤 **My account**). Change your name, username, email address or password, type your **current password** at the bottom and tap **Save**. Use the new username or password next time you sign in.



My account

Finding your way around



The New sale screen. The menu is on the left, the order on the right.

- **Menu (dark, far left):** grouped under orange headings: Sales, Products & stock, Buying, Customers & till, Settings and Help. The page you're on is highlighted with an orange bar. You only see what your role allows (see Appendix A).
- **Categories (white, on the New sale screen):** tap a category to show only its products; **All** shows everything again. Categories are managed under Products & stock → Categories.
- **Branch (top):** which shop you are working in. While your till is open you stay in that till's branch.
- **Bell:** things that need attention now, such as low stock, overdue invoices, cash-ups waiting for approval and specials about to end (chapter 14).
- **?:** the help assistant. Type a question like "how do I refund" (chapter 20).
- **Till status:** shows whether your till is open, and where.
- **🌙:** switch between light and dark screens.

Signed out by yourself?

Your admin can set the app to sign out after some minutes without use, for safety. Just sign in again. A sale that is still on the screen is not kept, so **Hold** it (chapter 4) if you step away.

2. Opening the till

You must open a till before you can sell. The till session collects every sale, refund and cash movement until you close it with a cash-up (chapter 7).

1. Go to **Customers & till** → **Till & cash-up** (or tap the orange "open your till" banner on the Sales screen).
2. Count the change in the drawer and type it as the **Opening float**.
3. Tap **Open till**. The till pill at the top turns green.

PixelPlus POS Lite
KAROO PADSTAL & DELI

Graaff-Reinet 5 ? Till open Wed 15:40 Anna van Wyk ADMIN

Cashup

Till open
Opened 2026/09/30, 12:55:30 - 7 sales

Opening float	R300.00
+ Cash sales	R1,516.85
+ Cash account payments	R0.00
+ Paid in	R0.00
- Cash refunds	R25.30
- Paid out	R0.00
Expected cash	R1,791.55

+ Paid in - Paid out

Close till & cash up

☐ Count notes & coins

Counted cash in drawer

0.00

Notes (optional)

Close till & cash up

A manager needs to approve this cash-up afterwards.

Recent sessions

CASHIER	BRANCH / WORKSTATION	OPENED	CLOSED	OPENING FLOAT	EXPECTED	COUNTED	VARIANCE	STATUS
Anna van Wyk	—	2026/09/30, 12:55:30	—	R300.00	—	—	—	open
Thabo Mokoena	—	2026/09/30, 12:55:07	2026/09/30, 13:39:43	R500.00	—	—	R0.00	closed
Thabo Mokoena	—	2026/09/29, 12:55:07	2026/09/29, 12:55:07	R500.00	R1,287.18	R1,277.18	-R10.00	closed
Thabo Mokoena	—	2026/09/28, 12:55:07	2026/09/28, 12:55:07	R500.00	R1,406.10	R1,411.10	R5.00	closed
Thabo Mokoena	—	2026/09/27, 12:55:06	2026/09/27, 12:55:07	R500.00	R490.20	R470.20	-R20.00	closed - approved
Thabo Mokoena	—	2026/09/26, 12:55:06	2026/09/26, 12:55:06	R500.00	R1,352.80	R1,357.80	R5.00	closed - approved

Till & cash-up with an open till: the expected cash is worked out as you go

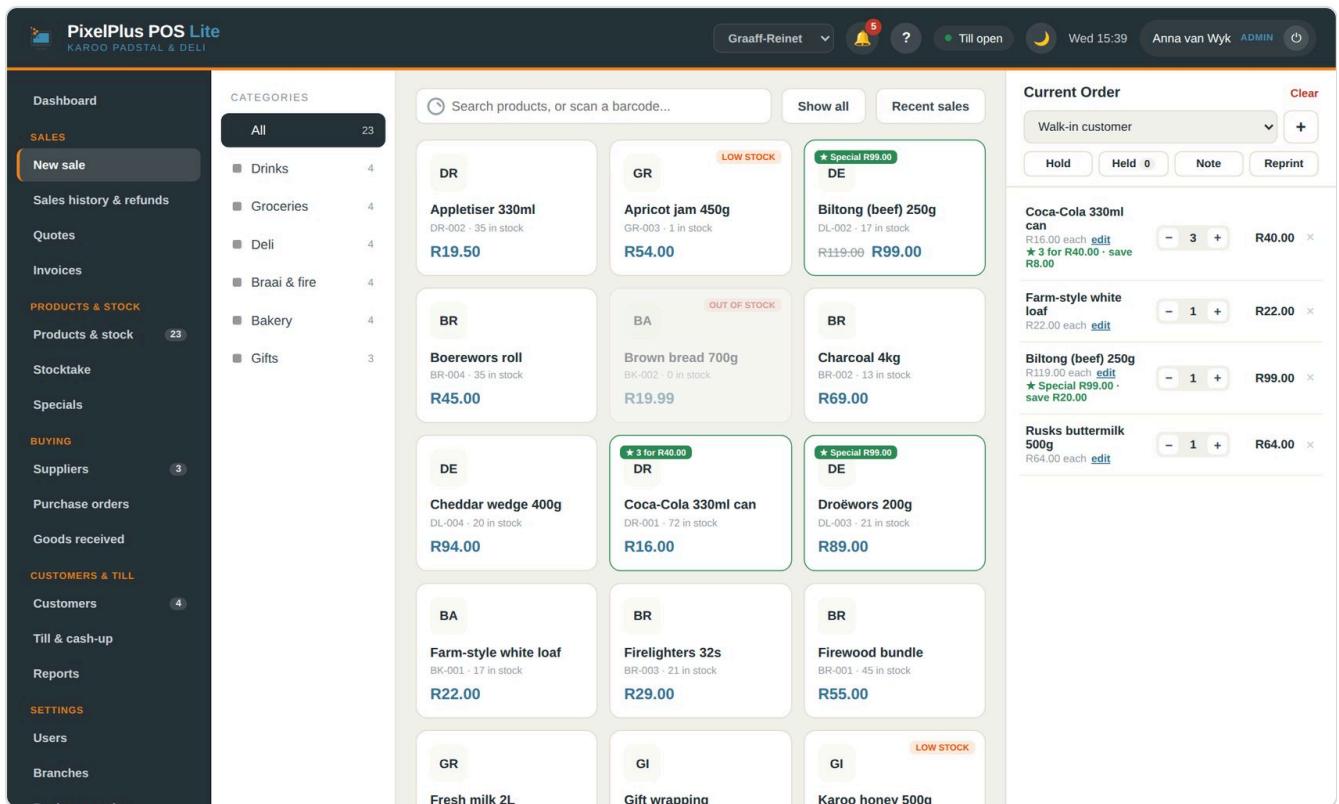
One till at a time

Each person has one open till at a time. If your till is still open on another workstation, close it there first.

3. Making a sale

1. Add the items

- **Tap a product** to add it. Tap again for another one.
- **Scan the barcode** with the scanner: the item is added straight away. Extra barcodes on a product (e.g. the case barcode) work too.
- **Search:** type part of the name, SKU, brand or barcode in the search box. Use the category list to narrow down.
- Change the quantity with – and + in the order, or remove a line with ✕.



An order with four items. Items on special show ★ and the saving (chapter 5).

The price on each product already includes VAT, so the total is exactly what the customer pays. The VAT line under the order ("VAT included") shows how much of the total is VAT; nothing is added on top.

Products show **LOW STOCK** or **OUT OF STOCK**. You can't sell more than the branch has in stock, except services (like gift wrapping), which have no stock.

2. Choose the customer (optional)

Leave it on **Walk-in customer** for normal sales. Choose a customer to keep their history, or to put the sale on their account. Tap + next to the list to add a new customer on the spot.

New customer

Name

Phone

Email

Cancel Add & select

Adding a customer while selling

3. Take payment

Button	What happens
Cash	Type the amount the customer gives you, or tap one of the quick amounts. The change is shown in big numbers. The cash drawer opens by itself.
Card	Take the card payment on your card machine first, then tap Card.
EFT / Other	For bank transfers, SnapScan, Zapper, vouchers and so on. Your admin chooses which of these buttons show.
Account	Puts the sale on the chosen customer's account (they pay later). Only works with a customer chosen, and within their credit limit.
Split	Pay with more than one method, e.g. R200 cash and the rest by card. The amounts must add up to the total.

Cash payment

Total due: R258.75
Amount tendered (R)

Exact R258.75 R260.00 R300.00 R400.00

CHANGE DUE
R41.25

Cancel Take payment

Cash: the change is worked out for you

Split payment

Total due: R665.85. Split it across any of the payment methods. The amounts must add up to the total.

Cash

Card

EFT

Other

Account

Remaining: R665.85

Cancel Take payment

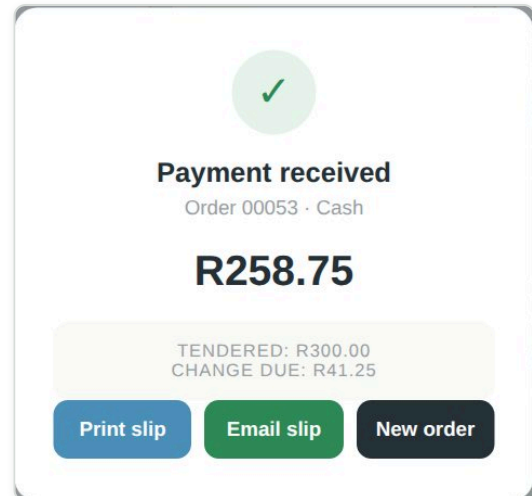
Split payment

4. After the sale

The sale is saved and the stock is taken off. Now you can:

- **Print slip:** prints on the slip printer, or choose an A4 page.
- **Email slip:** emails a receipt (needs the customer's email, and email set up in Settings).
- **New order:** clears the screen for the next customer.

Your admin can set slips to print automatically after every sale.



The sale is done

What the customer's slip looks like

Karoo Padstal & Deli	
12 Church Street, Graaff-Reinet, 6280	
049 891 0000	
VAT: 4123456789	

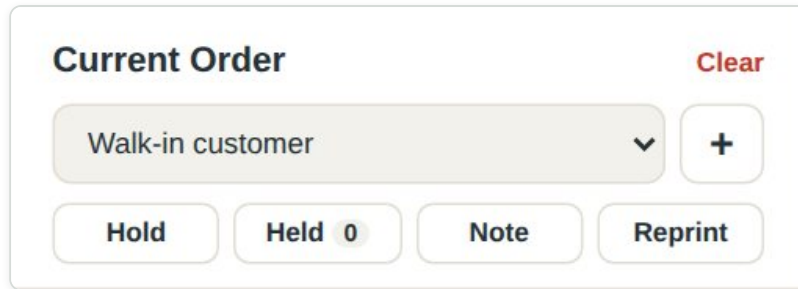
Receipt 00048	2026/09/30, 13:00
Served by	Anna van Wyk

Coca-Cola 330ml can	
3 x R16.00	R40.00
* Cold drink combo - 3 for R40.00	-R8.00
Farm-style white loaf	
1 x R22.00	R22.00
Biltong (beef) 250g	
1 x R119.00	R99.00
* Biltong month-end - Special R99.00	-R20.00
Rusks buttermilk 500g	
1 x R64.00	R64.00

Subtotal	R225.00
VAT	R33.75
TOTAL	R258.75
Payment	Cash
You saved on specials	R28.00
Note: Customer collects hamper Friday	
Tendered	R300.00
Change due	R41.25

Thank you for stopping at the padstal! Safe travels.	

Reprinting a slip



The screenshot shows a 'Current Order' panel. At the top left is the title 'Current Order'. At the top right is a red 'Clear' button. Below the title is a dropdown menu showing 'Walk-in customer' with a downward arrow. To the right of the dropdown is a button with a plus sign '+'. Below these are four buttons in a row: 'Hold', 'Held 0', 'Note', and 'Reprint'.

Reprint is next to Hold, Held and Note

- **Reprint** prints the last sale on your till again, straight to the slip printer, in one tap.
- For an earlier sale on your till: **Recent sales** (above the products) → .
- For any older sale: Sales history & refunds →  (chapter 6).

Reprinted slips show ***** REPRINT ***** with the original date and cashier, and every reprint is recorded in the audit log.

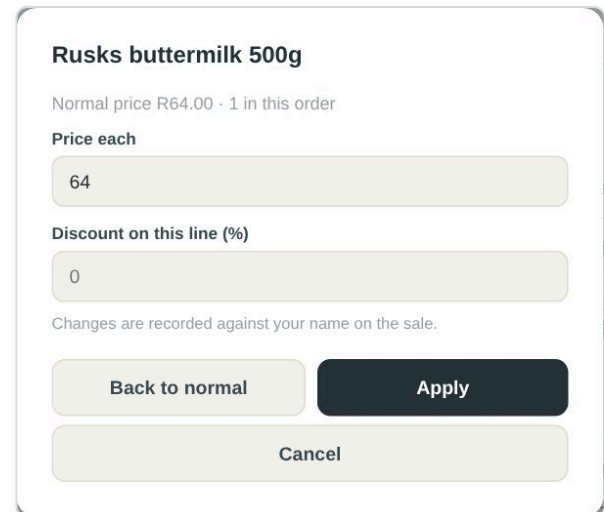
4. Prices, discounts, notes and holds

Change a price or discount on one item

Tap **edit** under the item in the order. You can type a new price each, or a discount % for that line. **Back to normal** undoes it.

Who may do this: admins and managers always. Cashiers only if the admin allows it in Settings, and only up to the largest discount the admin set.

Every changed price and discount is saved on the sale with your name.

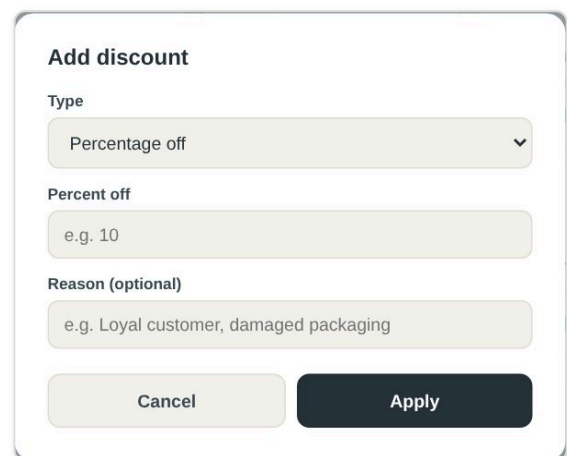


The dialog box is titled "Rusks buttermilk 500g". Below the title, it says "Normal price R64.00 - 1 in this order". There are two input fields: "Price each" with the value "64" and "Discount on this line (%)" with the value "0". Below these fields, a small note states "Changes are recorded against your name on the sale." At the bottom, there are three buttons: "Back to normal" (light grey), "Apply" (dark grey), and "Cancel" (light grey).

Changing one line

Discount on the whole sale

Tap **+ Add discount** above the payment buttons. Choose a percentage or an amount off, and add a reason (e.g. "Loyal customer"). The discount comes off before VAT. **Remove** takes it off again.



The dialog box is titled "Add discount". It has three sections: "Type" with a dropdown menu showing "Percentage off", "Percent off" with an input field showing "e.g. 10", and "Reason (optional)" with an input field showing "e.g. Loyal customer, damaged packaging". At the bottom, there are two buttons: "Cancel" (light grey) and "Apply" (dark grey).

A note on the sale

Tap **Note** above the order to add a note, e.g. "Collect on Friday". It prints on the slip and is kept with the sale.

Hold a sale and serve the next customer

Hold this sale

4 items · R258.75. Stock isn't taken off until the sale is completed.

Name to find it by

Man in green bakkie

Cancel

Hold sale

Held sales

Man in green bakkie
4 lines · R258.75 · Anna van Wyk · 13:39
· Customer collects hamper Friday

Bring back

×

Close

Held: bring it back when they return

Hold: give it a name you can find it by

1. Tap **Hold** and give it a name, e.g. "Man in green bakkie".
2. The screen clears for the next customer. The held sale doesn't take stock off yet.
3. When they come back, tap **Held** and **Bring back**. Held sales can be picked up on any till in the same branch.

Open the cash drawer without a sale

Tap **Drawer** above the order and give a reason (e.g. "Change for R200 note"). Who opened it and why is kept in the audit log.

5. Specials and promotions

New in version 1.6

Run specials without changing your normal prices. While a special runs, the till charges the special price by itself; when it ends, prices go back to normal.

The four kinds of special

Kind	Example	How the till works it out
Special price	Biltong now R99 (normally R119)	Every item costs the special price.
Percentage off	15% off braai & fire	The % comes off each item's normal price.
Multi-buy	3 cold drinks for R40	Every full group of 3 costs R40. Extra items are at the normal price (4 cans = R40 + R16).
Free items	Buy 2 koeksisters, get 1 free	For every 3 in the order, the customer pays for 2.

See your specials

Go to **Products & stock** → **Specials**. The number next to Specials in the menu is how many are running now.

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KAROO PADSTAL & DELI

Graaff-Reinet 5 ? Till open Wed 15:39 Anna van Wyk ADMIN

Specials Search specials... All specials Shelf tickets + New special

Specials change the price at the till by themselves while they run — no need to change the product's price. When two specials fit the same item, the customer gets the better one. Typing a different price at the till replaces the special for that line.

SPECIAL	OFFER	APPLIES TO	BRANCH	WHEN	SOLD	SAVED CUSTOMERS	STATUS
Biltong month-end	Special R99.00	Biltong (beef) 250g, Droëwors 200g	All branches	27 Sept 2026 – 02 Oct 2026	19	R380.00	Running
Festive hampers	10% off	Category: Gifts	All branches	01 Dec 2026 – 24 Dec 2026	0	R0.00	Starts later
Braai weekend	15% off	Category: Braai & fire	All branches	Always - Fri, Sat, Sun	0	R0.00	Outside its hours
Cold drink combo	3 for R40.00	Coca-Cola 330ml can, Still water 500ml	All branches	Always	21	R56.00	Running
Happy hour pies	Special R35.00	Karoo lamb pie	All branches	Always - 15:00–17:00	0	R0.00	Running
Koeksister Friday	Buy 2 get 1 free	Koeksisters (6)	All branches	Always - Fri	0	R0.00	Outside its hours

The Specials screen

Status	Meaning
Running	On the till right now.
Starts later	Its start date hasn't come yet.
Outside its hours	The dates are right, but not today's day or the time right now (e.g. a Friday-only special on a Wednesday).
Ended	Its end date has passed.
Off	Someone switched it off.

Create a special

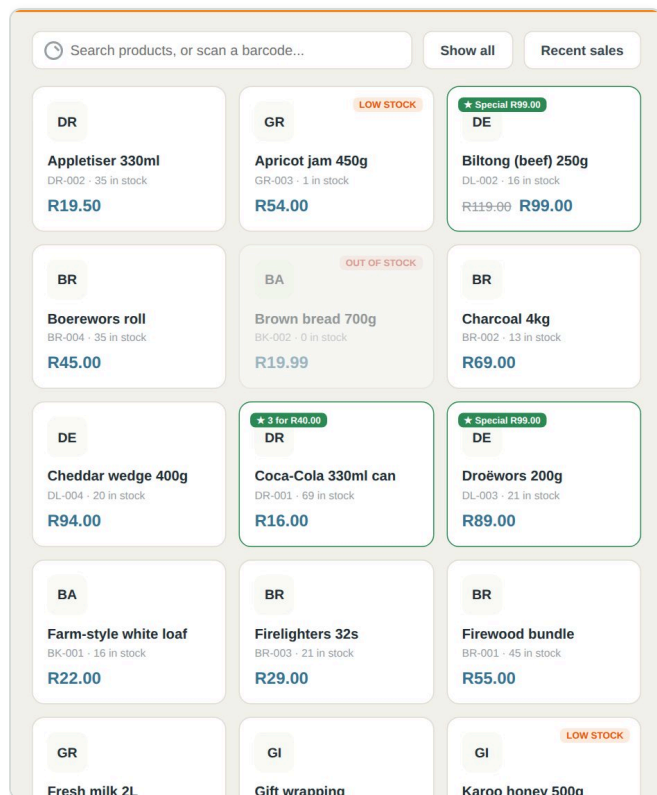
1. Tap **+ New special**.
2. **Name:** for you, e.g. "Rusks & jam combo".
3. **Kind of special:** choose one of the four, then fill in the price, % or quantities.
4. **Applies to:**
 - **Chosen products:** type part of the name, SKU or scan the barcode and press to add it. Add as many as you like; × removes one.
 - **A whole category,** e.g. all of Braai & fire.
 - **Everything in the shop,** e.g. a 10% store-wide sale.
5. **Branch:** all branches, or just one.
6. **Starts / Ends (optional):** the first and last day. Leave empty to run until you switch it off.
7. **Only on these days (optional):** e.g. tick Fri and Sat for a weekend special.
8. **From / To time (optional):** e.g. 15:00 to 17:00 for a happy hour.
9. Check the **Preview** at the bottom: it shows the normal and the special price for a few of the products.
10. Tap **Create special**.

Creating a multi-buy special

Check the preview

If the preview says "no saving", the special price is not lower than the normal price for that product, so the till won't use it.

At the till



Products on special have a green ★ tag and show the special price

- Products on special show a green ★ tag, e.g. "★ Special R99.00" or "★ 3 for R40.00".
- In the order each special line shows ★ and how much the customer saves.
- Multi-buy and free-item specials kick in as soon as there are enough in the order.
- If two specials fit the same item, the customer automatically gets the **better** one.
- The slip shows the special under the item and "You saved on specials" at the bottom (see chapter 3).
- The till checks for new specials every few minutes and whenever you open New sale.

Price changes and discounts on special items

Tap **edit** on a special line and you'll see which special it is on. Typing a different price **replaces** the special for that line.

By default no extra line discount can be given on an item that is already on special. The admin can allow it in Settings (the admin guide explains how). A discount on the whole sale is still allowed within your limit.

Biltong (beef) 250g

Normal price R119.00 · 1 in this order

★ On special: Biltong month-end (Special R99.00). Typing a different price replaces the special; no extra discount can be given on it.

Price each

119

Changes are recorded against your name on the sale.

Back to normal

Apply

Cancel

A line that is on special

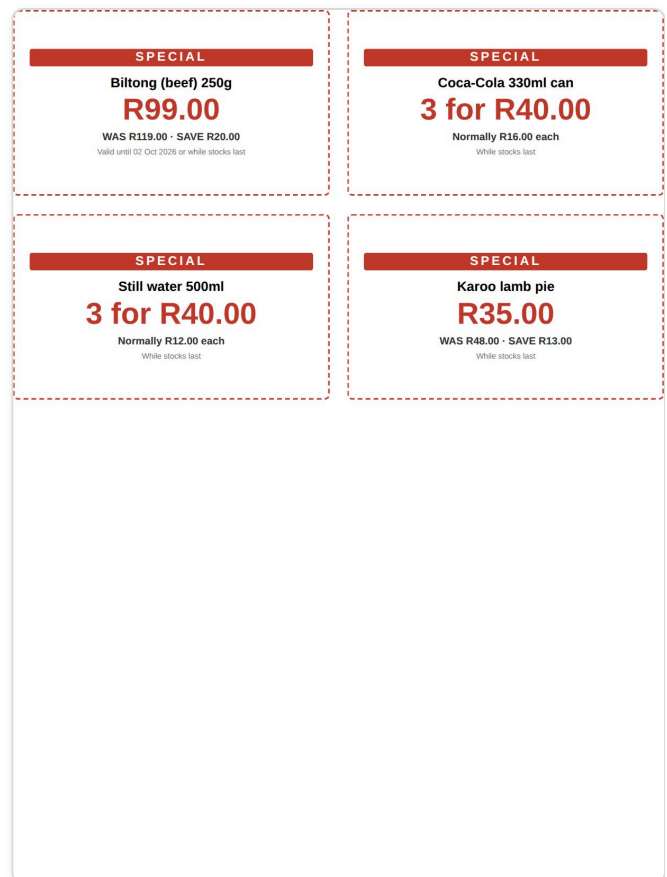
Shelf tickets

Tap **Shelf tickets** on the Specials screen to print a ticket for every product on a special that is running now at your branch, 8 per A4 page. To print only one special's tickets, tap  on its row.

Special price and % off tickets show **WAS** and **NOW** and the saving. Multi-buy and free-item tickets show the offer, e.g. "3 for R40.00". If the special has an end date it is printed on the ticket.

Taking tickets down

The  bell reminds you 3 days before a special ends.



Shelf tickets, ready to cut out

Stop, change or reuse a special

Button	What it does
⏸ / ▶	Switch the special off straight away, or back on.
	Change it (price, products, dates...).
	Copy it, e.g. to run the same special next month. The copy starts without dates.
	Print its shelf tickets.
	Delete it. Sales already made keep the special on their slips and in reports.

Creating, changing, switching and deleting specials needs an admin or manager. Every change is kept in the audit log.

How well did it do?

Specials performance

From

To

Branch

Update

09/24/2026

09/30/2026

All branches

Today

Yesterday

Last 7 days

Last 30 days

This month

Last month

This year

By special

SPECIAL	SALES	ITEMS SOLD	CUSTOMERS SAVED	PROFIT	TAKINGS
Biltong month-end	16	19	R380.00	R513.00	R1,881.00
Cold drink combo	7	21	R56.00	R80.50	R280.00

Items sold: 40 · Customers saved: R436.00 · Takings: R2,161.00

By product

PRODUCT	SPECIAL	SOLD	SAVED	TAKINGS
Coca-Cola 330ml can	Cold drink combo	21	R56.00	R280.00
Biltong (beef) 250g	Biltong month-end	19	R380.00	R1,881.00

Print A4

Print slip

Email

Export Excel

Export PDF

Close

Reports → More reports → Specials performance

The **Specials performance** report shows, for any dates, each special's number of sales, items sold, how much customers saved, the profit and the takings, plus a list per product. The Specials screen also shows "Sold" and "Saved customers" so far.

Good to know

Specials apply to sales at the till. They don't change quotes or invoices: type the price you want there. Refunds give back what the customer actually paid, special price included.

6. Sales history and refunds

Sales → **Sales history & refunds** lists sales for the dates and branch you choose. Cashiers see their own sales; managers and admins see everyone's.

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Graaff-Reinet

5

?

Till open

Wed 15:39

Anna van Wyk

ADMIN

Dashboard

SALES

New sale

Sales history & refunds

Quotes

Invoices

PRODUCTS & STOCK

Products & stock 23

Stocktake

Specials 3

BUYING

Suppliers 3

Purchase orders

Goods received

CUSTOMERS & TILL

Customers 4

Till & cash-up

Reports

SETTINGS

Users

Branches

Sales

09/17/2026 to 09/30/2026 All branches Update

ORDER	BRANCH	DATE	CASHIER	CUSTOMER	PAYMENT	TOTAL	STATUS	
00053	Graaff-Reinet	2026/09/30, 13:40:00	Anna van Wyk	Walk-in	Cash	R258.75	Complete	<div><div></div><div></div><div></div><div></div></div>
00052	Graaff-Reinet	2026/09/30, 13:13:52	Anna van Wyk	Walk-in	Cash	R185.15	Complete	<div><div></div><div></div><div></div><div></div></div>
00051	Graaff-Reinet	2026/09/30, 13:12:24	Anna van Wyk	Walk-in	Cash	R185.15	Complete	<div><div></div><div></div><div></div><div></div></div>
00050	Graaff-Reinet	2026/09/30, 13:10:57	Anna van Wyk	Walk-in	Cash	R185.15	Complete	<div><div></div><div></div><div></div><div></div></div>
00049	Graaff-Reinet	2026/09/30, 13:09:31	Anna van Wyk	Walk-in	Cash	R185.15	Complete	<div><div></div><div></div><div></div><div></div></div>
00048	Graaff-Reinet	2026/09/30, 13:00:01	Anna van Wyk	Walk-in	Cash	R258.75	Complete	<div><div></div><div></div><div></div><div></div></div>
00047	Graaff-Reinet	2026/09/30, 12:56:55	Anna van Wyk	Walk-in	Cash	R258.75	Complete	<div><div></div><div></div><div></div><div></div></div>
00042	Graaff-Reinet	2026/09/30, 12:55:07	Thabo Mokoena	Walk-in	Card	R105.80	Complete	<div><div></div><div></div><div></div><div></div></div>
00043	Graaff-Reinet	2026/09/30, 12:55:07	Thabo Mokoena	Walk-in	Cash	R221.40	Complete	<div><div></div><div></div><div></div><div></div></div>
00044	Graaff-Reinet	2026/09/30, 12:55:07	Thabo Mokoena	Walk-in	Other	R197.20	Complete	<div><div></div><div></div><div></div><div></div></div>
00045	Graaff-Reinet	2026/09/30, 12:55:07	Thabo Mokoena	Walk-in	Cash	R25.30	Refunded	<div><div></div><div></div><div></div><div></div></div>
00046	Graaff-Reinet	2026/09/30, 12:55:07	Thabo Mokoena	Walk-in	Other	R565.85	Complete	<div><div></div><div></div><div></div><div></div></div>

Sales history

Button	What it does
	See the sale: items, specials, discounts, payments and notes.
	Reprint the slip (or an A4 copy), marked REPRINT.
	Email the receipt.
	Refund (managers and admins; shows only while something on the sale can still be refunded).

Refund an item or the whole sale

1. Tap ↶ on the sale.
2. Type how many of each item are coming back, or tap **Refund everything on this sale**.
3. Tick **Damaged** on anything that must **not** go back into stock. Everything else is put back automatically.
4. Choose **Refund how?**: the same way it was paid, or cash, card, EFT, other or the customer's account.
5. Give a reason and tap **Process refund**. A cash refund opens the drawer.

The refund is exactly what the customer paid for those items, including specials and discounts. The original sale stays on record, so reports and the cash-up stay correct.

Refund — Order 00053

Enter how many of each item are coming back. They go back into stock unless you tick "Damaged".

Refund everything on this sale

Coca-Cola 330ml can R13.33 each · 3 refundable	<input type="text" value="0"/>	☐ Damaged
Farm-style white loaf R22.00 each · 1 refundable	<input type="text" value="0"/>	☐ Damaged
Biltong (beef) 250g R99.00 each · 1 refundable	<input type="text" value="0"/>	☐ Damaged
Rusks buttermilk 500g R64.00 each · 1 refundable	<input type="text" value="0"/>	☐ Damaged

Refund how?
The same way it was paid (Cash) ▼

Reason
e.g. Faulty item, customer changed mind

Cancel

Process refund

Refunding items

No "void"

A finished sale can't be deleted. Correct it with a refund; that way there's always a record of what came back and why.

7. Cash-up: closing the till

Cash paid in or out during the day

When cash goes into or out of the drawer for something other than a sale or refund (petty cash, change from the bank, a delivery paid in cash), record it on **Till & cash-up**:

- **+ Paid in**: e.g. extra change brought from the bank.
- **– Paid out**: e.g. milk for the coffee station, petrol for a delivery.

Enter the amount and a reason. It is counted in the expected cash.

Cash paid out

Cash taken out of the drawer that isn't a refund, e.g. petty cash, a delivery, banking.

Amount

Reason

Recording a paid out

Closing the till

1. Go to **Till & cash-up**. The figures show the opening float, cash sales, cash account payments, paid in, cash refunds and paid out, and the **expected cash**.
2. Count the drawer. Tick **Count notes & coins** to type how many of each note and coin you have; the total fills in by itself. Or type the total in **Counted cash in drawer**.
3. Add a note if something needs explaining, then tap **Close till & cash up**.
4. The difference (variance) is shown: short in red, over in green.

PixelPlus POS Lite

KAROO PADSTAL & DELI

Graaff-Reinet

5

?

Till open

Wed 15:40

Anna van Wyk ADMIN

Dashboard

SALES

New sale

Sales history & refunds

Quotes

Invoices

PRODUCTS & STOCK

Products & stock 23

Stocktake

Specials 3

BUYING

Suppliers 3

Purchase orders

Goods received

CUSTOMERS & TILL

Customers 4

Till & cash-up

Reports

SETTINGS

Users

Branches

Cashup

Till open

Opened 2026/09/30, 12:55:30 - 7 sales

Opening floatR300.00

+ Cash salesR1,516.85

+ Cash account paymentsR0.00

+ Paid inR0.00

- Cash refundsR25.30

- Paid outR0.00

Expected cashR1,791.55

+ Paid in

- Paid out

Close till & cash up

☒ Count notes & coins

R2000

R1000

R500

R200

R100

R5

R20

R10

R0.50

R20.20

R0.10

Counted cash in drawer

0.00

Notes (optional)

Close till & cash up

A manager needs to approve this cash-up afterwards.

Recent sessions

CASHIER	BRANCH / WORKSTATION	OPENED	CLOSED	OPENING FLOAT	EXPECTED	COUNTED	VARIANCE	STATUS
Anna van Wyk	—	2026/09/30, 12:55:30	—	R300.00	—	—	—	open
Thabo Mokoena	—	2026/09/30, 12:55:07	2026/09/30, 13:39:43	R500.00	—	—	R0.00	closed
Thabo	—	2026/09/29,	2026/09/29,	R500.00	R1,000.00	R1,000.00	R0.00	closed

Closing the till, with the notes and coins count and recent cash-ups below

PixelPlus POS Lite — Training manual · v1.13.0

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Print and approve

-  on a cash-up prints a cash-up slip with the figures and the count, for signing.
- If your admin switched on approval, a manager checks each closed cash-up and taps  to approve it. Cash-ups waiting for approval, and ones with a variance, show in the  bell.

8. Products and stock

Products & stock lists every product with its price, cost and stock at this branch and at all branches. The boxes at the top count products, low stock, out of stock and stock value. Use the filter to show **Low stock**, **Out of stock**, **Services** or **Inactive** products.

PixelPlus POS Lite
KAROO PADSTAL & DELI

Graaff-Reinet 5 ? Till open Wed 15:54 Anna van Wyk ADMIN

PRODUCTS 23 **LOW STOCK** 5 **OUT OF STOCK** 2 **STOCK VALUE (COST)** R11,155.50

Stock Search products... All products Categories Barcode labels Stock movements Export CSV Import CSV

Transfer stock + Add product

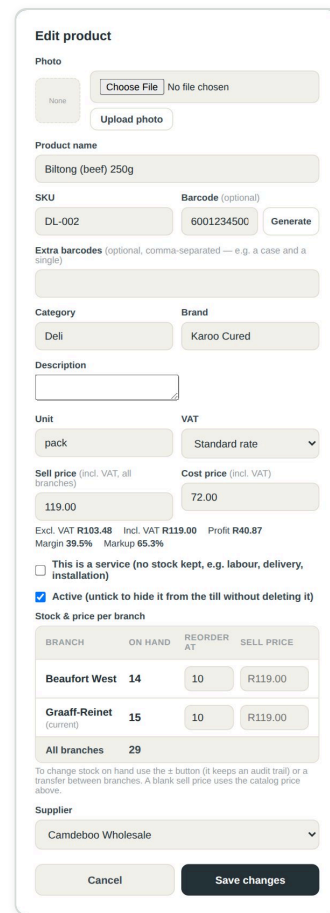
PRODUCT	CATEGORY	SUPPLIER	PRICE INCL. VAT	COST INCL. VAT	THIS BRANCH	ALL BRANCHES	STATUS
Appletiser 330ml DR-002 - 6001234500001 - Appletiser - per each	Drinks	Karoo Beverages	R19.50	R12.00	35	56	In stock
Apricot jam 450g GR-003 - 6001234500094 - Karoo Kitchen - per jar	Groceries	Camdeboo Wholesale	R54.00	R33.00	1	5	Low stock
Biltong (beef) 250g DL-002 - 6001234500063 - Karoo Cured - per pack	Deli	Camdeboo Wholesale	R119.00	R72.00	15	29	In stock
Boerewors roll BR-004 - 6001234500131 - per each	Braai & fire	—	R45.00	R21.00	35	52	In stock
Brown bread 700g BK-002 - 6001234500032 - Sneeuberg - per each	Bakery Zero-rated	Sneeuberg Bakery	R19.99	R12.50	0	0	Out of stock
Charcoal 4kg BR-002 - 6001234500117 - Blaze - per bag	Braai & fire	Camdeboo Wholesale	R69.00	R42.00	13	22	In stock
Cheddar wedge 400g DL-004 - 6001234500070 - Ladismith - per each	Deli	Camdeboo Wholesale	R94.00	R61.00	20	25	In stock
Coca-Cola 330ml can DR-001 - 6001234500001 - Coca-Cola - per each	Drinks	Karoo Beverages	R16.00	R9.50	66	111	In stock

Products & stock

Add or edit a product

Tap **+ Add product**, or  on a product.

- **Name, SKU, category, supplier, brand, description** and **unit** (each, pack, kg...).
- **Barcode**: scan it into the box. No barcode? Tap **Generate** for a store barcode you can print on labels.
- **Extra barcodes**: e.g. the case or a second supplier's barcode, separated by commas.
- **Sell price** and **cost price**, both **including VAT**. The sell price is exactly what the customer pays at the till; VAT is never added on top. The price before VAT, the profit, margin and markup show as you type.
- **VAT**: standard, zero-rated (e.g. brown bread, milk) or exempt.
- **This is a service**: labour, delivery, gift wrapping. Never runs out and isn't counted.
- **Active**: untick to take a product off the till without deleting it or its history.
- **Stock and price per branch**: opening stock, reorder level and (if different) the price at each branch.
- A **photo** shows on the till tile.



Edit product

Photo
none Choose File No file chosen
Upload photo

Product name
Biltong (beef) 250g

SKU DL-002 Barcode (optional) 6001234500 Generate

Extra barcodes (optional, comma-separated — e.g. a case and a single)

Category Deli Brand Karoo Cured

Description

Unit pack VAT Standard rate

Sell price (incl. VAT, all branches) 119.00 Cost price (incl. VAT) 72.00

Excl. VAT R103.48 Incl. VAT R119.00 Profit R40.87
Margin 39.5% Markup 65.3%

☐ This is a service (no stock kept, e.g. labour, delivery, installation)
☒ Active (untick to hide it from the till without deleting it)

Stock & price per branch

BRANCH	ON HAND	REORDER AT	SELL PRICE
Beaufort West	14	10	R119.00
Graaff-Reinet (current)	15	10	R119.00
All branches	29		

To change stock on hand use the + button (it keeps an audit trail) or a transfer between branches. A blank sell price uses the catalog price above.

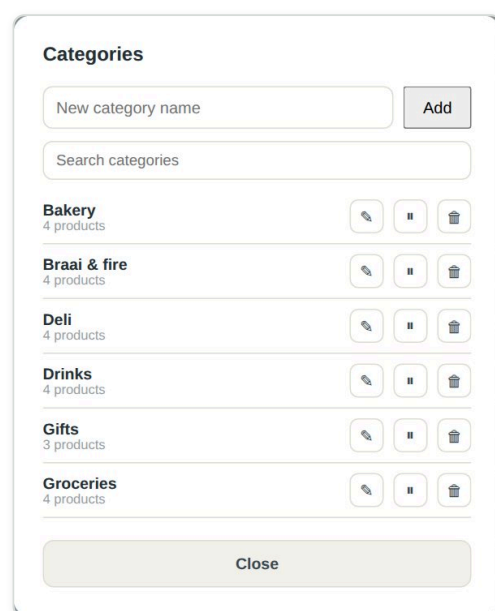
Supplier
Camdeboo Wholesale

Cancel Save changes

The product form (top part)

Categories

Categories opens the category list: add, rename () , hide from the till () or delete. Deleting a category keeps its products, just without a category.



Categories

New category name Add

Search categories

Bakery
4 products   

Braai & fire
4 products   

Deli
4 products   

Drinks
4 products   

Gifts
3 products   

Groceries
4 products   

Close

Barcode labels

Barcode labels: type how many labels you need for each product and choose an A4 sheet or a label printer roll. Labels show the name, price and barcode.

Barcode labels
Tick the products and how many labels of each. Products without a barcode get their SKU as the barcode (scanners read it).

Appletiser 330ml	6001234500001	R19.50	<input type="text" value="0"/>
Apricot jam 450g	6001234500094	R54.00	<input type="text" value="0"/>
Biltong (beef) 250g	6001234500063	R119.00	<input type="text" value="0"/>
Boerewors roll	6001234500131	R45.00	<input type="text" value="0"/>
Brown bread 700g	6001234500032	R19.99	<input type="text" value="0"/>
Charcoal 4kg	6001234500117	R69.00	<input type="text" value="0"/>
Cheddar wedge 400g	6001234500070	R94.00	<input type="text" value="0"/>
Coca-Cola 330ml can	6001234500001	R16.00	<input type="text" value="0"/>
Droëwors 200g	6001234500070	R89.00	<input type="text" value="0"/>
Farm-style white loaf	6001234500025	R22.00	<input type="text" value="0"/>
Firelighters 32s	6001234500124	R29.00	<input type="text" value="0"/>
Firewood bundle	6001234500117	R55.00	<input type="text" value="0"/>
Fresh milk 2L	6001234500094	R38.50	<input type="text" value="0"/>
Gift wrapping SV-001		R25.00	<input type="text" value="0"/>
Karoo honey 500g	6001234500148	R129.00	<input type="text" value="0"/>
Karoo lamb pie	6001234500056	R48.00	<input type="text" value="0"/>
Koeksisters (6)	6001234500049	R45.00	<input type="text" value="0"/>
Maize meal 2.5kg	6001234500087	R42.00	<input type="text" value="0"/>
Melktert slice	6001234500049	R28.00	<input type="text" value="0"/>
Padstal gift hamper	6001234500148	R450.00	<input type="text" value="0"/>
Rooibos iced tea 500ml	6001234500025	R24.00	<input type="text" value="0"/>
Rusks buttermilk 500g	6001234500110	R64.00	<input type="text" value="0"/>

Label size

Show

A4 sheet (3 × 8 labels)

Name, price & barcode

Cancel

Print labels

Adjust stock (damaged, lost, found...)

Tap **±** on a product. Choose **what happened** (stock count correction, damaged, lost/stolen, expired, own use, returned to supplier, stock received without a GRV, other), add or remove, the quantity and a note. You see the stock before and after before saving.

For stock coming in from a supplier use a GRV instead (chapter 11), so the cost and supplier balance are right.

Adjust stock — Farm-style white loaf

Graaff-Reinet. For deliveries from a supplier, use a GRV instead.

What happened

Add or remove

Damaged

Remove (-)

Quantity

-2

On hand now 16 → after 14

Notes

e.g. Box dropped in storeroom

Cancel

Save adjustment

Stock movements: where did the stock go?

Stock movements shows every change: sales, refunds, GRVs, transfers, stocktakes and adjustments, with who, when, the reference and the stock before → after. Filter by type or search for a product.

Stock movements — Graaff-Reinet					
Search product, reason or refer		All types			
Rusks buttermilk 500g	Sold				-1
Sale 00053 - Anna van Wyk - 2025/09/30, 13:40:00 - 00053 2 - 1					
Biltong (beef) 250g	Sold				-1
Sale 00053 - Anna van Wyk - 2025/09/30, 13:40:00 - 00053 17 - 16					
Farm-style white loaf	Sold				-1
Sale 00053 - Anna van Wyk - 2025/09/30, 13:40:00 - 00053 17 - 16					
Coca-Cola 330ml can	Sold				-3
Sale 00053 - Anna van Wyk - 2025/09/30, 13:40:00 - 00053 72 - 69					
Biltong (beef) 250g	Sold				-1
Sale 00052 - Anna van Wyk - 2025/09/30, 13:13:52 - 00052 18 - 17					
Farm-style white loaf	Sold				-1
Sale 00052 - Anna van Wyk - 2025/09/30, 13:13:52 - 00052 18 - 17					
Coca-Cola 330ml can	Sold				-3
Sale 00052 - Anna van Wyk - 2025/09/30, 13:13:52 - 00052 75 - 72					
Biltong (beef) 250g	Sold				-1
Sale 00051 - Anna van Wyk - 2025/09/30, 13:12:24 - 00051 19 - 18					
Farm-style white loaf	Sold				-1
Sale 00051 - Anna van Wyk - 2025/09/30, 13:12:24 - 00051 19 - 18					
Coca-Cola 330ml can	Sold				-3
Sale 00051 - Anna van Wyk - 2025/09/30, 13:12:24 - 00051 78 - 75					
Biltong (beef) 250g	Sold				-1
Sale 00050 - Anna van Wyk - 2025/09/30, 13:10:57 - 00050 20 - 19					
Farm-style white loaf	Sold				-1
Sale 00050 - Anna van Wyk - 2025/09/30, 13:10:57 - 00050 20 - 19					
Coca-Cola 330ml can	Sold				-3
Sale 00050 - Anna van Wyk - 2025/09/30, 13:10:57 - 00050 81 - 78					
Biltong (beef) 250g	Sold				-1
Sale 00049 - Anna van Wyk - 2025/09/30, 13:09:31 - 00049 21 - 20					
Farm-style white loaf	Sold				-1
Sale 00049 - Anna van Wyk - 2025/09/30, 13:09:31 - 00049 21 - 20					
Coca-Cola 330ml can	Sold				-3
Sale 00049 - Anna van Wyk - 2025/09/30, 13:09:31 - 00049 84 - 81					
Rusks buttermilk 500g	Sold				-1
Sale 00048 - Anna van Wyk - 2025/09/30, 13:00:01 - 00048 3 - 2					
Biltong (beef) 250g	Sold				-1
Sale 00048 - Anna van Wyk - 2025/09/30, 13:00:01 - 00048 22 - 21					
Farm-style white loaf	Sold				-1
Sale 00048 - Anna van Wyk - 2025/09/30, 13:00:01 - 00048 22 - 21					
Coca-Cola 330ml can	Sold				-3
Sale 00048 - Anna van Wyk - 2025/09/30, 13:00:01 - 00048 87 - 84					
Rusks buttermilk 500g	Sold				-1
Sale 00047 - Anna van Wyk - 2025/09/30, 12:56:55 - 00047 4 - 3					
Biltong (beef) 250g	Sold				-1
Sale 00047 - Anna van Wyk - 2025/09/30, 12:56:55 - 00047 23 - 22					
Farm-style white loaf	Sold				-1
Sale 00047 - Anna van Wyk - 2025/09/30, 12:56:55 - 00047 23 - 22					
Coca-Cola 330ml can	Sold				-3
Sale 00047 - Anna van Wyk - 2025/09/30, 12:56:55 - 00047 90 - 87					
Melktert slice	Expired				-2
Expired - Past sell by date - Anna van Wyk - 2025/09/30, 12:55:34 - ADJ-00110 14 - 12					
Close					

Transfer stock to another branch

Transfer stock: choose the product, how many and the branch it goes to. It comes off this branch and goes onto the other straight away.

Transfer stock

From Graaff-Reinet (the branch you're viewing) to another branch.

Product

Search products...

Quantity

1

To branch

Beaufort West

Notes (optional)

Cancel

Transfer

RECENT TRANSFERS INVOLVING THIS BRANCH

No transfers yet.

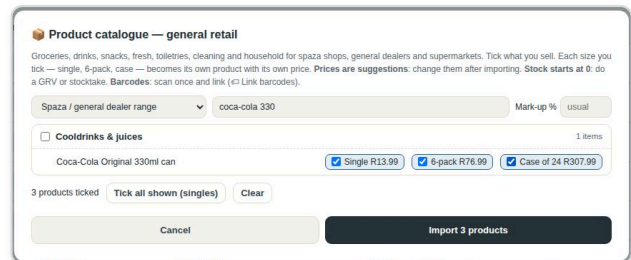
Import and export

Export CSV downloads your product list for Excel. **Import CSV** adds many products at once (name and SKU are required; a row with an SKU you already have updates that product).

9. Product catalogue and barcodes

A new shop doesn't have to type in every product. **Products & stock** →  **Product catalogue** has over 600 everyday South African retail products — groceries, drinks, snacks, fresh produce, dairy, toiletries, baby, cleaning, household, pet food — for spaza shops, general dealers and supermarkets.

1. Choose **Spaza / general dealer range** or the **full supermarket range**.
2. Search (e.g. "coke 330", "maize 10kg") or open a category, and tick what you sell. Each size — **Single, 6-pack, Case** — becomes its own product with its own price. The box beside a category ticks all its single items.
3. Optional: type your **Mark-up %** so the cost prices match your margins.
4. Tap **Import**. Products you already have are skipped.



The screenshot shows the 'Product catalogue — general retail' screen. At the top, it says 'Groceries, drinks, snacks, fresh, toiletries, cleaning and household for spaza shops, general dealers and supermarkets. Tick what you sell. Each size you tick — single, 6-pack, case — becomes its own product with its own price. Prices are suggestions: change them after importing. Stock starts at 0: do a GRV or stocktake. Barcodes: scan once and link (in Link barcodes)'. Below this, there's a search bar with 'coca-cola 330' entered. To the right, 'Mark-up %' is set to 'usual'. Under the 'Coca-Cola Original 330ml can' category, three options are checked: 'Single R13.99', '6-pack R76.99', and 'Case of 24 R307.99'. At the bottom, it says '3 products ticked' and 'Tick all shown (singles)' with a 'Clear' button. There are 'Cancel' and 'Import 3 products' buttons at the very bottom.

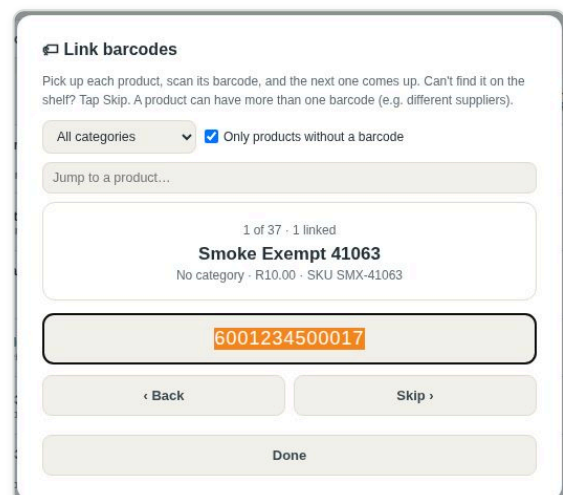
Ticking products and pack sizes

After importing

Prices are suggestions: check them (👉). Stock starts at 0 at every branch: do a GRV or a stocktake. Zero-rated foods come in as zero-rated VAT.

Linking barcodes: scan once

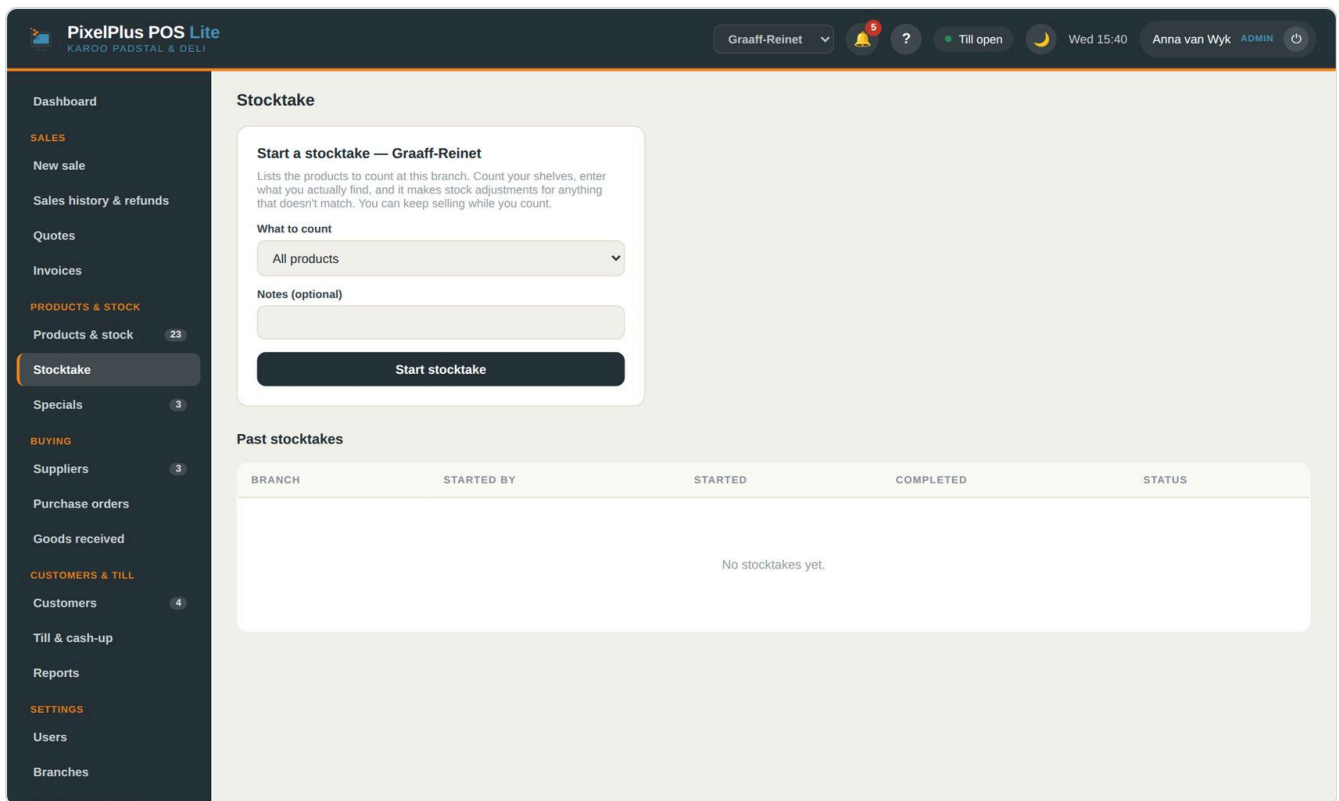
- **Products & stock** →  **Link barcodes** shows each product without a barcode: pick it up, scan it, and the next one appears. Tap Skip if it's not on the shelf.
- Or simply start selling: when you scan a barcode the system doesn't know, it asks which product it is. Choose it once and every later scan just works (managers and admins).
- A product can have more than one barcode, e.g. the same item from two suppliers.



The screenshot shows the 'Link barcodes' screen. It says 'Pick up each product, scan its barcode, and the next one comes up. Can't find it on the shelf? Tap Skip. A product can have more than one barcode (e.g. different suppliers)'. Below this, there's a dropdown for 'All categories' and a checked checkbox for 'Only products without a barcode'. A search bar says 'Jump to a product...'. In the center, it shows '1 of 37 · 1 linked' and 'Smoke Exempt 41063' with 'No category · R10.00 · SKU SMX-41063'. Below this is a large box containing the barcode '6001234500017'. At the bottom, there are 'Back', 'Skip', and 'Done' buttons.

Link barcodes

10. Stocktake



Starting a stocktake

1. Go to **Products & stock** → **Stocktake**.
2. Under **What to count** choose **All products**, or one category if you count a section at a time. Services are never counted.
3. Tap **Start stocktake**. **Print count sheet** gives a list to write on while you walk the shelves.
4. Type what you actually find next to each product. It saves as you type, and the difference shows straight away.
5. You can keep selling while you count: sales made during the count are allowed for.
6. Tap **Complete stocktake**. Every difference becomes a stock adjustment, and shows in Stock movements.

11. Buying from suppliers

Suppliers

Buying → **Suppliers**: contact details, VAT number, notes, what you owe them, and buttons for **history** (GRVs and payments), **statement** and **R** to record a payment to them. Import and Export work like customers (chapter 12).

SUPPLIER	CONTACT	PHONE	EMAIL	PRODUCTS SUPPLIED	BALANCE OWED	
Camdeboo Wholesale VAT 4777666555	Sipho Ndlovu	049 892 3333	sales@camdeboo.co.za	11	R1,772.00	
Karoo Beverages VAT 4999888777	Johan Smit	049 892 1111	orders@karoobev.co.za	4	R0.00	
Sneeuweburg Bakery	Mariaan Botha	049 892 2222	bake@sneeuweburg.co.za	4	R0.00	

Suppliers

Purchase orders

1. **Buying** → **Purchase orders** → **+ New purchase order**, or **Order low stock** to start one with everything that's running low from one supplier.
2. Choose the supplier, add products, quantities and costs, an expected delivery date and a reference.
3. Save, then **print** or **email** it to the supplier (status becomes *sent*).
4. Nothing changes in stock until the goods arrive.

PO #	SUPPLIER	REFERENCE	DATE	RECEIVED	TOTAL	STATUS
PO-00001	Karoo Beverages	Weekly order	2020/09/30	9 / 144	R1,766.40	received
PO-00002	Camdeboo Wholesale	Deli restock	2020/09/30	32 / 42	R2,835.80	partial

Purchase orders: received so far and status

New purchase order

Deliver to: Graaff-Reinet (switch branch in the header to change)

Supplier

Camdeboo Wholesale

Reference (optional)

Expected delivery

mm/dd/yyyy

Add product

Search by name, SKU or barcode...

ITEM	QTY	COST	TOTAL
No items yet.			

Notes (optional)

Cancel Save purchase order

A new purchase order

Receiving the goods (GRV)

1. When the delivery arrives, tap 📦 on the purchase order.
2. The goods received note (GRV) opens with the ordered quantities. Change them to what actually arrived, check the costs and type the supplier's invoice number as the reference.
3. Save. The stock goes in, the product costs update and the supplier's balance goes up.
4. If less arrived than ordered, the order stays **partial** until the rest comes (📦 again) or you cancel it (⊘).

Stock that arrives without an order: **Goods received** → **+ New GRV**.

New GRV — goods received for PO-00001

Change the quantities to what actually arrived. Anything short stays open on the purchase order.

Supplier

Karoo Beverages

Receiving branch

Graaff-Reinet

Reference (supplier invoice/delivery note #)

Weekly order

Add product

Search products to receive...

Rooibos iced tea 500ml	48	13	×
Coca-Cola 330ml can	96	9.5	×

Notes (optional)

☒ Update product cost price from this GRV

☒ Add to supplier balance owed (uncheck if paid immediately)

Cancel Save GRV

Receiving a purchase order

12. Customers

PixelPlus POS Lite
KAROO PADSTAL & DELI

Graaff-Reinet 5 ? Till open Wed 15:40 Anna van Wyk ADMIN

Customers Search name, company, phone. Active Export Import + Add customer

CUSTOMER	PHONE	EMAIL	ORDERS	TOTAL SPENT	BALANCE OWED	CREDIT LIMIT	LAST PURCHASE
Graaff-Reinet Guest House GR Guest House (Pty) Ltd	049 891 4444	bookings@grguesthouse.co.za	0	R0.00	R1,131.60	R10,000.00	—
Karoo Rugby Club Karoo Rugby Club	049 891 7777	treasurer@karoorugby.co.za	0	R0.00	R0.00	R3,000.00	—
Nomsa Khumalo	073 222 9876	nomsa.k@gmail.com	0	R0.00	R0.00	—	—
Pieter Nel Nel Boerdery	082 555 1234	pieter@nelboerdery.co.za	0	R0.00	R622.40	R5,000.00	—

Customers, with what they owe and their credit limit

Button	What it does
	History: everything they bought, invoices, payments, quotes and refunds, and what they owe.
	Statement: every sale on account, invoice, payment and refund, with the running balance, to print or email.
R	Record a payment from them (optionally against one invoice).
/	Edit, or remove. A removed customer keeps all their history.

Edit customer

Customer name	Company (optional)
<input type="text" value="Pieter Nel"/>	<input type="text" value="Nel Boerdery"/>
Phone	Other phone
<input type="text" value="082 555 1234"/>	<input type="text"/>
Email	
<input type="text" value="pieter@nelboerdery.co.za"/>	
Address	
<input type="text" value="Camdeboo Farm"/>	
City / town	Postal code
<input type="text" value="Graaff-Reinet"/>	<input type="text"/>
Credit limit (optional — leave blank for no limit)	
<input type="text" value="5000.00"/>	
Notes	
<input type="text"/>	
☒ Active (untick to hide them from the till without removing them)	
<input type="button" value="Cancel"/>	<input type="button" value="Save changes"/>

Customer details

Pieter Nel

Company	Nel Boerdery
Phone	082 555 1234
Email	pieter@nelboerdery.co.za
Address	Camdeboo Farm, Graaff-Reinet
Total spent	R0.00
Last purchase	—
Balance owed	R622.40
Purchases (0)	
No purchases yet.	
Returns (0)	
No returns.	
Invoices (1)	
Invoice INV-00001 · 2026/09/30 R1,122.40	
partial · due 2026/10/30	
Payments (1)	
EFT · 2026/09/30 R500.00	
<input type="button" value="Close"/>	

Customer history

- A customer can have a company name, two phone numbers, email, address, notes and a **credit limit** (a sale on account that goes over it is blocked).
- Filter the list: **Active**, **Owing money**, **Inactive**.

Import and export customers (or suppliers)

1. **Import** → **Download template**. Fill it in in Excel, one customer per row. Only the Name column is required.
2. Save it as **CSV**, then **Choose CSV file**.
3. A row whose name or email already exists updates that customer instead of making a double.

Export downloads everyone as a CSV file.

Import customers

1. Download the template and fill it in (Excel is fine — save it as **CSV**).
2. Choose the file to import.

Only Name is required. A row with the same name or email as an existing customer updates that customer.

<input type="button" value="Download template"/>	<input type="button" value="Choose CSV file..."/>
<input type="button" value="Close"/>	

13. Quotes and invoices

Quotes

The screenshot shows the PixelPlus POS Lite interface. The top header includes the logo, a dropdown menu for 'Graaff-Reinet', a notification bell with 5 alerts, a help icon, a 'Till open' button, the time 'Wed 15:40', and the user 'Anna van Wyk' with an 'ADMIN' role. The left sidebar contains navigation links: Dashboard, SALES (New sale, Sales history & refunds, Quotes, Invoices), PRODUCTS & STOCK (Products & stock, Stocktake, Specials), BUYING (Suppliers, Purchase orders, Goods received), CUSTOMERS & TILL (Customers, Till & cash-up, Reports), and SETTINGS (Users, Branches). The main content area is titled 'Quotations' and features a search bar and a '+ New quote' button. Below this is a table with the following data:

QUOTE #	FOR	REFERENCE	RAISED BY	DATE	VALID UNTIL	TOTAL	STATUS	
QUO-00001	Graaff-Reinet Guest House	—	Anna van Wyk	2026/09/30	2026/10/30	R4,885.20	draft	
QUO-00002	Karoo Rugby Club	—	Anna van Wyk	2026/09/30	2026/10/30	R5,331.40	draft	

Quotes

1. **Sales** → **Quotes** → **+ New quote**. Choose an existing customer, or type a prospect's name and email.
2. Add products (or **+ Service / custom line** for anything not in your product list), quantities, prices and line discounts, plus a discount on the whole quote if needed.
3. Set **Valid until**, a reference and notes. Your quote terms print at the bottom.
4. Save, then print or email it.

New quotation

Customer (existing)

— Not an existing customer —

Or prospect name

e.g. Jane Smith

Prospect email

for emailing the quote

Reference (optional)

Valid until

10/30/2026

Add product

Search by name, SKU or barcode...

+ Service / custom line

ITEM	PRICE	DISC %	TOTAL
No items yet.			

Discount on the whole quotation

0

%

Notes (optional)

Cancel

Save quotation

The quote editor (invoices and purchase orders use the same editor)

Button	What it does
→ Sale	The customer accepts and pays now: the items go into the till at the quoted prices (even for a cashier who can't change prices). Take payment as usual.
→ Inv	The customer accepts and pays later: makes an invoice at the quoted prices.
 / ✕	Email the quote, or delete it.

Quotes past their **Valid until** date show as *expired* by themselves; the bell warns you 3 days before.

Invoices

Customer invoices

INVOICE #	CUSTOMER	REFERENCE	DATE	DUE	TOTAL	STILL OWED	STATUS
INV-00001	Pieter Nel	—	2026/09/30	2026/10/30	R1,122.40	R622.40	partial
INV-00002	Graaff-Reinet Guest House	—	2026/08/21	2026/09/20	R1,131.60	R1,131.60	overdue

Invoices with their due date, what is still owed and the status

Status	Meaning
Unpaid	Nothing paid yet.
Part-paid	Some has been paid.
Paid	Settled.
Overdue	Past its due date and not fully paid (shown in red and in the bell).
Cancelled	⊘ on an invoice with no payments: the stock goes back and it comes off the customer's account.

- **+ New invoice** works like a quote. The stock comes off and the amount goes onto the customer's account.
- Tap **R** on an invoice to record a payment against it (cash, card, EFT or other).
- To give back part of an invoice (returned goods), tap **↶** on the invoice to make a **credit note**.
- Filter by status at the top, or search by number or customer.

Payment on INV-00001

Pieter Nel · still owed R622.40

Amount

622.4

Method

Cash

Notes (optional)

e.g. EFT reference

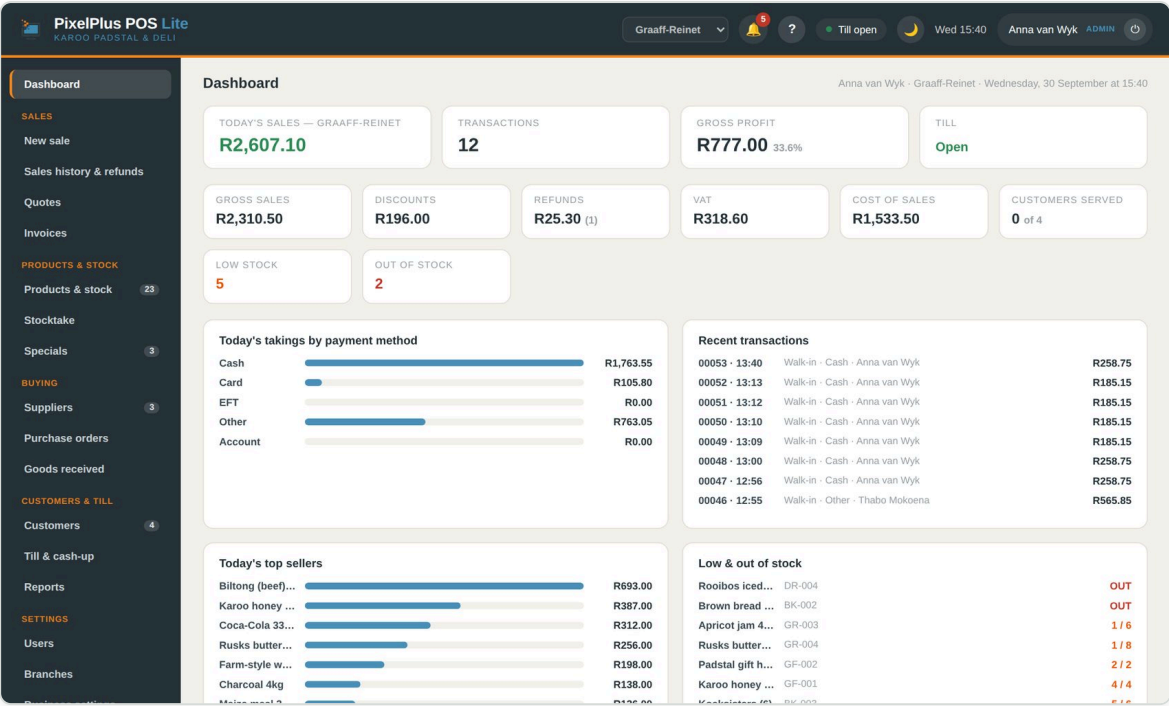
Cancel

Record payment

Recording a payment on an invoice

14. Dashboard, reports and the bell

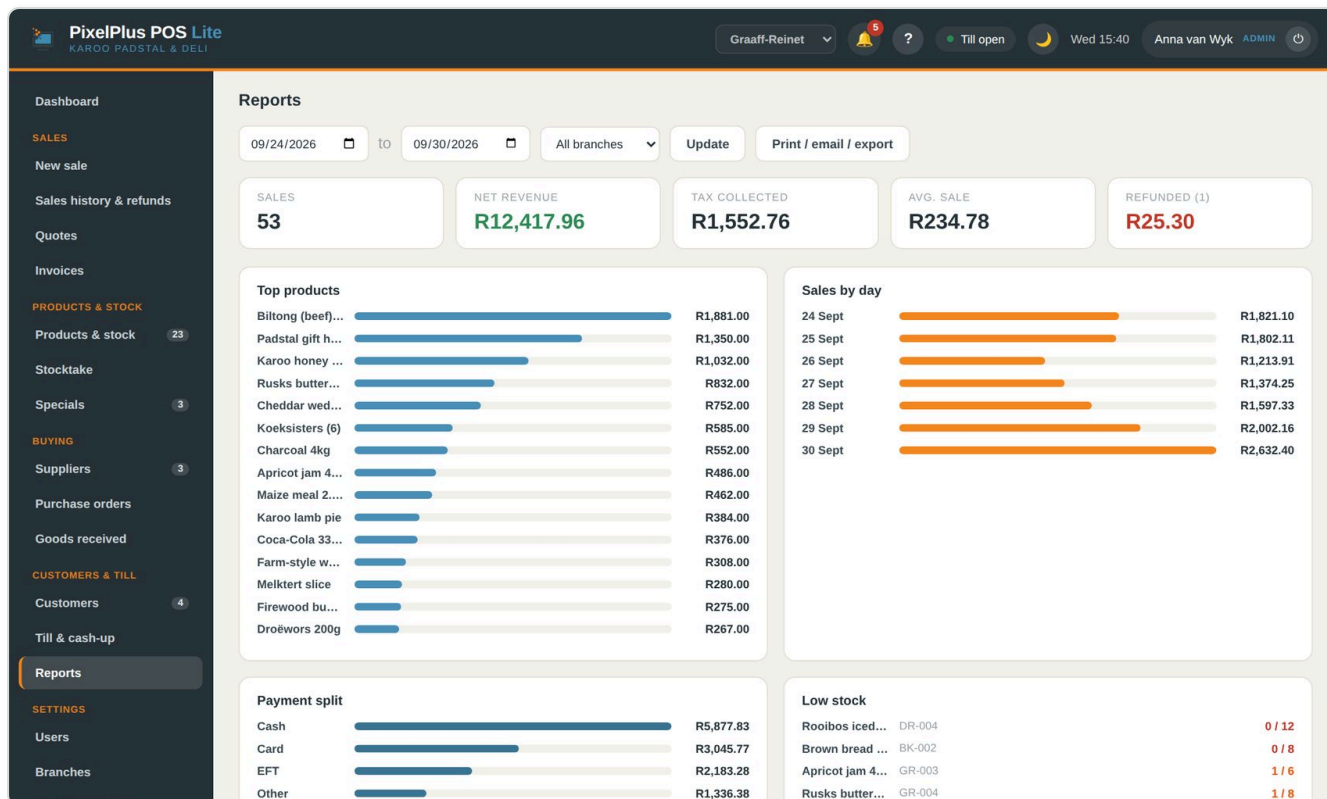
Dashboard



The dashboard

Today at your branch: sales and takings, takings by payment method, profit, VAT, discounts and refunds, whether the till is open, top sellers, low stock and the most recent sales.

Reports



Reports: pick the dates and branch, then Update

Choose the dates and branch and tap **Update**. The main page shows sales, payment split, top products, sales by cashier, VAT and stock on hand. **More reports** opens any of these, each of which can be printed, emailed or exported to CSV or PDF:

Group	Reports
Sales	Day end summary , sales summary, sales by day, sales by hour of day , sales per week / month, top products, sales by category, sales by supplier , payment split, profit margin, discounts given, refunds, tax report, specials performance, sales history (every sale)
Stock	Stock on hand, historical stock on hand (as at a date) , low stock, out of stock, slow-moving stock, sell-through % , category movement , stock movements (all changes), product transactions , stock transfers, stocktakes, goods received (GRVs), supplier purchases, re-order list by supplier , outstanding purchase orders
Customers & suppliers	Customer invoices & credit notes, quotations, payments received, customer balances, sales by customer, supplier payments, customer and supplier listings , customer and supplier journals , supplier balances , customer and supplier age analysis
Staff & control	Sales by cashier, cash-up variance, till sessions, audit log

New in 1.7

17 extra reports (in bold above) and the Accounting export for Sage and Pastel — see the next chapter.

Day end summary

One day (or any dates) at a glance: sales before and after discounts, refunds, net sales with and without VAT, invoices raised and goods received, the money taken per payment method, and every till session with its float, cash in and out, expected and counted cash and over / short.

Print it on the slip printer at closing time with **Print slip**.

Day end summary

From

To

Branch

09/30/2026

09/30/2026

All branches

Update

Today

Yesterday

Last 7 days

Last 30 days

This month

Last month

This year

Totals

	AMOUNT
Sales (transactions)	13
Sales before discounts	R2,817.55
Discounts on the sale	R0.00
Sales total (what customers paid)	R2,817.55
Refunds (1)	-R25.30
Net sales	R2,792.25
VAT in net sales	R342.75
Net sales excluding VAT	R2,449.50
Customer invoices raised (1)	R1,122.40
Goods received (1 GRVs, at cost)	R1,772.00

By payment method

METHOD	SALES	REFUNDS	ACCOUNT PAYMENTS	NET
Cash	R1,948.70	R25.30	R0.00	R1,923.40
Card	R105.80	R0.00	R0.00	R105.80
Other	R763.05	R0.00	R0.00	R763.05
EFT	R0.00	R0.00	R500.00	R500.00

Net received: R3,292.25

Tills

CASHIER	TILL	OPENED	CLOSED	FLOAT	PAID IN	PAID OUT	EXPECTED	COUNTED	OVER / SHORT
Thabo Mokoena	—	30 Sept 2026, 12:55	30 Sept 2026, 13:39	R500.00	R0.00	R0.00	—	—	R0.00
Anna van Wyk	—	30 Sept 2026, 12:55	Still open	R300.00	R0.00	R0.00	—	—	—

Print A4

Print slip

Email

Export Excel

Export PDF

Close

Reports → More reports → Day end summary

Monthly customer statements

Customers → **Statements** (or Reports → More reports → Customer statements → Email statements...).

Pick the month, type a message if you like, check who is ticked and click **Email ticked**. Each customer gets their own statement in the email; the list shows ✓ Sent next to each one. **Print ticked** prints them one per page. Customers without an email address can't be ticked — add it on the Customers screen.

Email customer statements

Month

From

To (statement date)

2026-09

or

09/01/2026

09/30/2026

Show

Message at the top of the email (optional)

Please settle the amount due by the 7th. Thank you for your support!

☒	CUSTOMER	EMAIL	OPENING	TRANSACTIONS	AMOUNT DUE	STATUS
☒	Graaff-Reinet Guest House	bookings@grguesthouse.co.za	R1,131.60	0	R1,131.60	
☒	Pieter Nel	pieter@nelboerdery.co.za	R0.00	2	R622.40	

Add a missing email address on the Customers screen (📧), then click Show again.

Close

Print ticked

Email ticked

Emailing September statements to every customer

One customer: **Customers** → ☰ on the customer, choose the month and click **Print** or **Email statement**. The statement shows the opening balance, every invoice, sale on account, return, credit note and

payment with a running balance, the age analysis and your payment details (from Settings → invoice terms). Supplier statements work the same way on the Suppliers screen.

Karoo Padstal & Deli
12 Church Street, Graaff-Reinet, 6280
Tel 049 891 0000
hello@karoopadstal.co.za
VAT no. 4123456789

STATEMENT
Date: **30/09/2026**
Period: 01/09/2026 to 30/09/2026
Account: C000001

TO
Pieter Nel
Nel Boerdery
Camdeboo Farm, Graaff-Reinet
pieter@nelboerdery.co.za
082 555 1234

DATE	DOCUMENT	DETAILS	DEBIT	CREDIT	BALANCE
01/09/2026	Opening balance				R0.00
30/09/2026	INV-00001	Invoice — (due 30/10/2026)	R1,122.40		R1,122.40
30/09/2026	RC1	Payment received — EFT for INV-00001		R500.00	R622.40

120+ DAYS
R0.00

90 DAYS
R0.00

60 DAYS
R0.00

30 DAYS
R0.00

CURRENT
R622.40

AMOUNT DUE
R622.40

Payment details
Banking: FNB · Karoo Padstal & Deli · Acc 62812345678 · Branch 210816. Please use the invoice number as reference.

Please contact us if anything on this statement does not match your records.

A customer statement

Every customer and supplier report has a **Customer** or **Supplier** dropdown — choose one, or leave it on All.

Age analysis

Customer age analysis splits each customer's balance into Current, 30, 60, 90 and 120+ days. Payments pay off the oldest amounts first. **Supplier age analysis** does the same for what you owe your suppliers.

Customer age analysis

As at right now

Update

CUSTOMER	PHONE	CURRENT	30 DAYS	60 DAYS	90 DAYS	120+ DAYS	BALANCE
Graaff-Reinet Guest House	049 891 4444	R0.00	R1,131.60	R0.00	R0.00	R0.00	R1,131.60
Pieter Nel	082 555 1234	R622.40	R0.00	R0.00	R0.00	R0.00	R622.40

Current: R622.40 · 30: R1,131.60 · 60: R0.00 · 90: R0.00 · 120+: R0.00 · Total: R1,754.00

Print A4

Print slip

Email

Export Excel

Export PDF

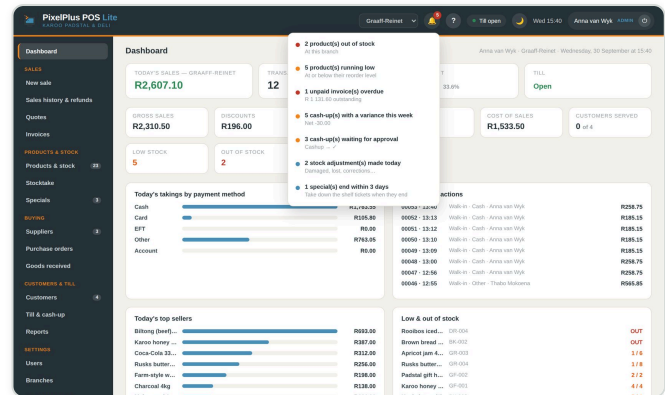
Close

Customer age analysis

The 🛎 bell

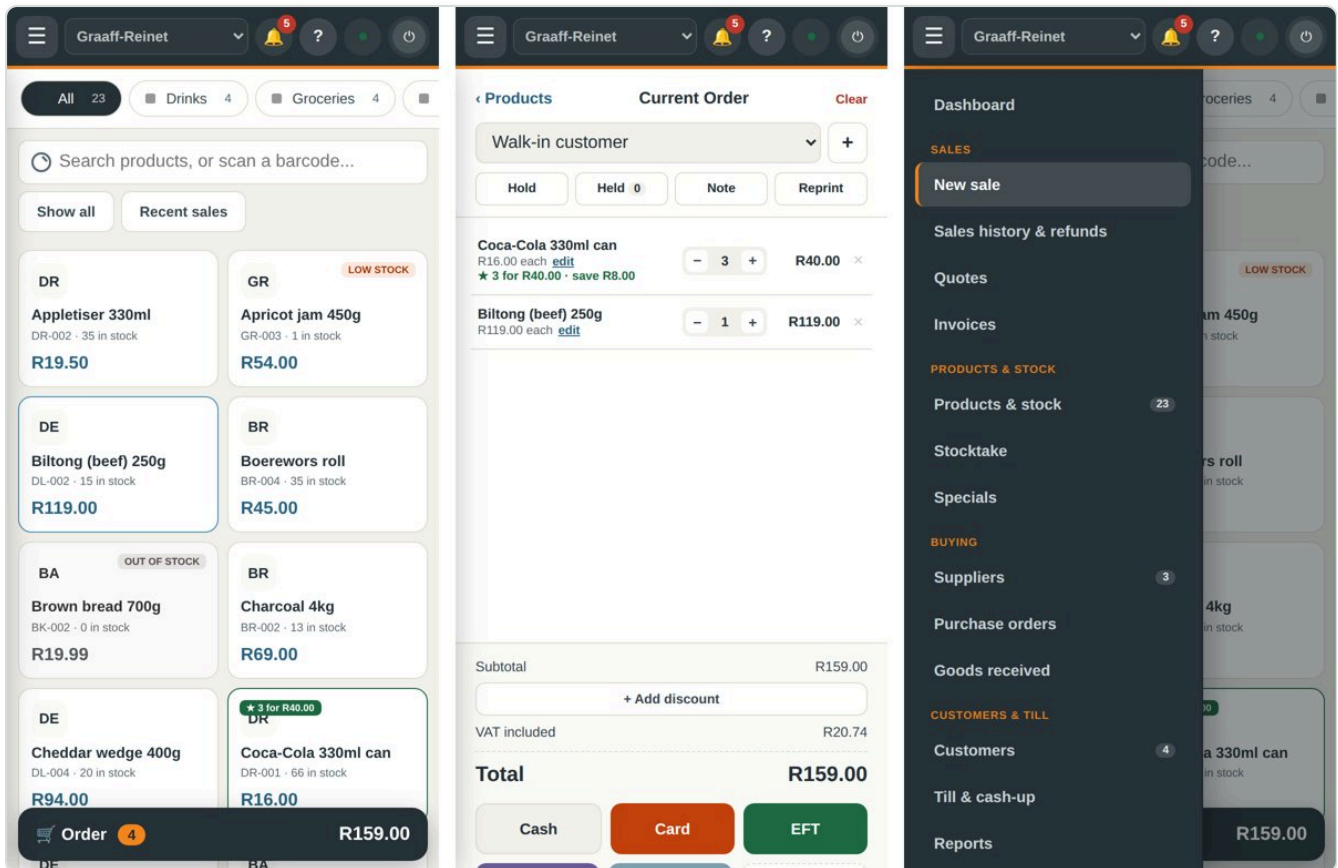
The bell counts things that need attention now. Tap an item to go straight there. Each one disappears by itself once it's dealt with:

- Products out of stock or running low at your branch
- Quotes about to expire, or expired recently
- Overdue invoices and how much is owed
- Cash-ups with a variance, or waiting for approval
- Stock adjustments made today
- Specials that end within 3 days



15. Using a phone or tablet

Open the same web address in the browser on the phone or tablet and sign in as usual. Everything works the same; the screen is arranged to fit.



On a phone: the products, the order, and the ☰ menu

- **☰ (top left)** opens the menu. Tap a screen to go there; tap outside the menu to close it. Light / dark mode is at the bottom of the menu on a phone.
- **Selling on a phone:** the products fill the screen and the categories are a row you can swipe. Tap products to add them; the **Order** bar at the bottom shows how many items and the total. Tap it to see the order, choose the customer and take payment. **◀ Products** goes back.
- **On a tablet** the order stays on the right of the products, like on a computer.
- Windows (payments, products, reports) open as a sheet from the bottom. Wide tables scroll sideways with your finger.
- Tip: in the browser menu choose **Add to Home screen** to open PixelPlus POS like an app.

Printing and the cash drawer

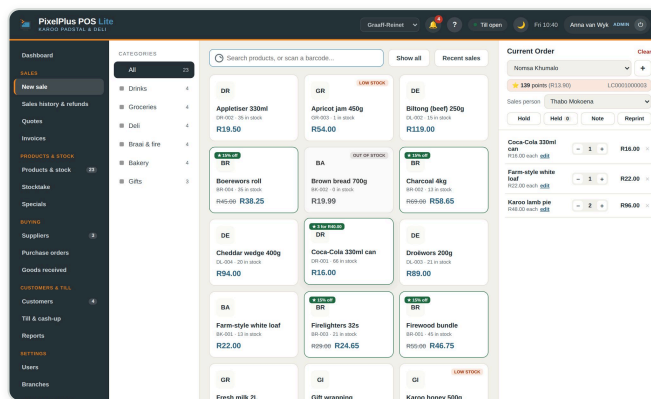
The slip printer, cash drawer and pole display connect to the till computer through QZ Tray, so use a computer for the main till. A phone or tablet is ideal for checking stock, sales and reports, quotes and invoices, or selling where a printed slip isn't needed (email the slip instead).

16. Loyalty points and loyalty cards

When your business uses the loyalty programme, every customer collects points when they buy and can pay with them later, at **every branch**. Your admin decides how much they spend for a point and what a point is worth (for example 1 point per R10, and 1 point = R0.10).

Picking the customer: scan their card

1. Scan the customer's **loyalty card** with the barcode scanner while the product search box is selected (or type the card number and press Enter). The customer is picked straight away.
2. No card with them? Choose them in the customer list as usual. They still earn points.
3. Their points and what they're worth show under their name. "needs 50 to use" means they can't pay with points yet.



A customer picked by scanning their card, with their points

Paying with points

1. Tap **Points** (it's greyed out until the customer has enough points).
2. The amount is filled in with the most they can use. Change it to use fewer points.
3. If points don't cover everything, choose how the rest is paid (cash, card...).
4. Tap **Take payment**. The slip shows the points used, earned and the balance.

Points on items paid with points

The part paid with points normally doesn't earn new points. Some items (airtime, cigarettes, vouchers) may be set to earn no points.

A screenshot of the 'Pay with points' dialog box. It shows the customer's name 'Nomsa Khumalo' and their current points '139 points, worth R13.90 (1 point = R0.10)'. The total due is 'R134.00'. There is a field 'Use points for (R)' with the value '13.90'. Below this, it says 'Uses 139 points - 0 left - R120.10 still to pay'. The 'The rest is paid by' section has a dropdown menu set to 'Cash'. There is also a field for 'Cash tendered (optional)' with the value 'exact'. At the bottom, there are two buttons: 'Cancel' and 'Take payment'.

Pay with points

Refunds

When items come back, the points that sale earned for them are taken back, and any points used to pay are given back to the customer as points. The rest goes back the usual way. If the customer already spent the points, their balance can go below zero until they earn more.

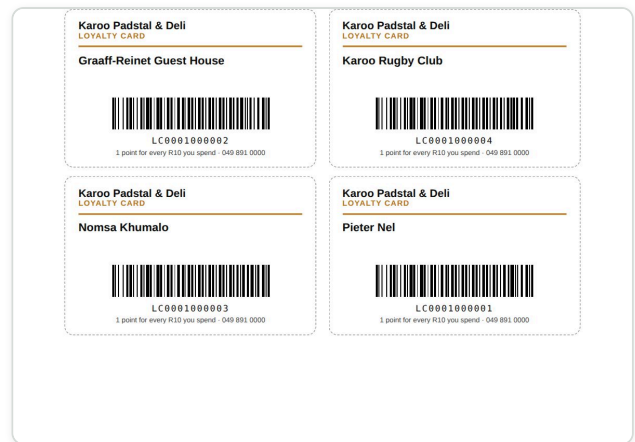
Sales person (commission)

If your business pays commission and asks who made the sale, a **Sales person** list shows above the order. Choose the person who helped the customer before taking payment. It goes back to you after each sale.

Loyalty cards and points history

Customers → ★ **Loyalty cards** prints cards for all customers, the ones you tick, or those without a card yet: on A4 paper or card sheets (10 per page) or on a card printer (one plastic card at a time). Customers without a card number get one automatically. A lost card? Just print a new one.

★ next to a customer shows their points and every movement (earned, used, refunds, adjustments). Managers can **add or take off points** there, with a reason.



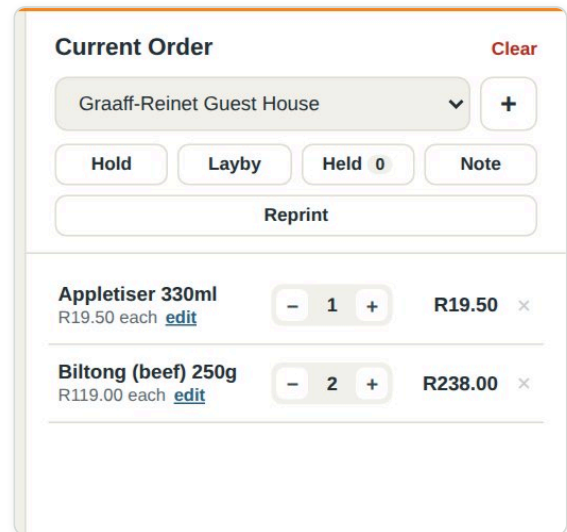
Loyalty cards printed on A4 (10 per page)

17. Laybys

A layby lets a customer pay a deposit now and the rest over the next weeks. The goods are put aside straight away, and they get them when everything is paid. Until then it is **not a sale yet**: the money paid is kept for the customer.

Making a layby

1. Ring up the items as usual, with any discount.
2. Choose the **customer** in the list above the order (or add them with +). A layby always needs the customer's name and phone number.
3. Tap **Layby** next to Hold.



Current Order Clear

Graaff-Reinet Guest House +

Hold **Layby** **Held 0** **Note**

Reprint

Appletiser 330ml - 1 + **R19.50** ×
R19.50 each [edit](#)

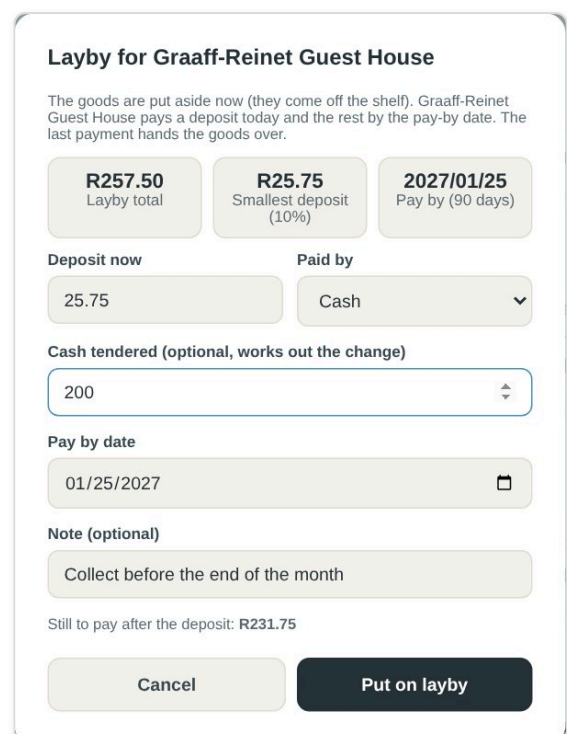
Biltong (beef) 250g - 2 + **R238.00** ×
R119.00 each [edit](#)

The order with the customer chosen, and the Layby button

4. The window shows the total, the **smallest deposit** and the **pay-by date**. Type the deposit the customer pays now (it can be more than the smallest).
5. Choose how they pay. For cash you can type what they hand over to see the change.
6. Add a note if you like (size, colour, when they'll collect) and tap **Put on layby**.
7. Print the **layby slip** (A4 or slip printer) and let the customer sign it. Put the goods in your layby area with a copy.

The goods leave the shelf now

Stock comes off as soon as the layby is made, so nobody else can buy them. If the layby is cancelled they go back.



Layby for Graaff-Reinet Guest House

The goods are put aside now (they come off the shelf). Graaff-Reinet Guest House pays a deposit today and the rest by the pay-by date. The last payment hands the goods over.

R257.50 **R25.75** **2027/01/25**
Layby total Smallest deposit (10%) Pay by (90 days)

Deposit now **Paid by**

25.75 Cash ▼

Cash tendered (optional, works out the change)

200 ▲ ▼

Pay by date

01/25/2027 📅

Note (optional)

Collect before the end of the month

Still to pay after the deposit: **R231.75**

Cancel **Put on layby**

Making a layby: deposit, how it is paid, pay-by date

Taking a payment

1. Menu → **Laybys**. Search the layby number, the customer's name or phone number.
2. Tap **R+** on the layby (or open it and tap **Take a payment**).
3. Type the amount and how they pay, then **Take payment**. Print the slip so they can see what is still owed.

Any till at any branch can take a layby payment.
Cash counts in your till's cash-up as **Cash layby payments**.

Layby payment — LB-00001

Karoo Rugby Club still owes R161.00 · pay by 2027/01/25

Amount: 100 Paid by: Cash

Cash tendered (optional, works out the change)

Still owed after this: R61.00

Buttons: Cancel, Take payment

Taking a layby payment

The last payment: handing over the goods

When a payment settles the layby, it becomes a normal sale on the spot: the screen says **Paid in full — hand over the goods**. Print the receipt, fetch the goods from the layby area and give them to the customer. Loyalty points are earned now.

The Laybys screen

Laybys

Search layby #, customer, phone | Open (still paying) | + New layby

Summary: 3 Open laybys, R589.75 Still to be paid, R83.75 Paid so far (held for customers), 0 Past their pay-by date

LAYBY #	CUSTOMER	MADE	PAY BY	TOTAL	PAID	STILL OWED	STATUS
LB-00001	Karoo Rugby Club 049 891 7777	2026/10/27	2027/01/25	R184.00	R23.00	R161.00	90 days left
LB-00002	Nomsa Khumalo 073 222 9876	2026/10/27	2027/01/25	R232.00	R35.00	R197.00	90 days left
LB-00003	Graaff-Reinet Guest House 049 891 4444	2026/10/27	2027/01/25	R257.50	R25.75	R231.75	90 days left

Laybys: what is still owed, and how many days are left

- The boxes at the top show how many laybys are open, what is still to be paid, what has been paid so far and how many are **past their pay-by date**.
- Choose **Overdue**, **Collected**, **Cancelled** or **All** to see other laybys. Laybys past their date are red, and also show on the bell.
- Tap a layby to see everything: the items, every payment and who took it.

More time, or cancelling

- **More time** (managers and admins) changes the pay-by date.
- **Cancel layby** (anyone who may do refunds) puts the goods back on the shelf and pays back what the customer paid, less the cancellation fee. Type why, check the fee and choose how to pay back. The money comes out of your till.

Phone first

Before cancelling an overdue layby, phone the customer: often a little more time is all they need.

Layby LB-00001

90 days left

Karoo Rugby Club

049 891 7777

treasurer@karoorugby.co.za

Made 2026/10/27 by Anna van Wyk

Graaff-Reinet

Pay by 2027/01/25

R184.00

Total

R23.00

Paid

R161.00

Still owed

ITEM	QTY	TOTAL
Boerewors roll	2	R90.00
Cheddar wedge 400g	1	R94.00

PAYMENTS	HOW	TAKEN BY	AMOUNT
2026/10/27, 07:33	Cash	Anna van Wyk	R23.00

Take a payment

Print layby slip

Email

More time

Cancel layby

Close

One layby: items, payments and what you can do

18. Month end and financial year end

Some businesses like to "close" each month and their financial year so the owner and the accountant have fixed, official figures. It is **optional**: an admin switches it on in Business settings → Selling, VAT & documents → **Use month end and financial year end**. Then **Month & year end** appears in the menu for managers and admins.

Month end & year end

Close each month (and your financial year) to lock in the official figures: sales, VAT, profit, stock value and what customers and suppliers owe at the last second of the period. Nothing is deleted or reset, and the till keeps working as normal.

Month end

Do it after the last day of the month, once the tills are cashed up. Months are closed in order.

Start with

September 2026 ▾

Review & close...

Financial year end

Your financial year starts in **March**. Do a full stocktake on the last day of the year first.

Nothing to close yet. The current financial year can be closed once it has finished (Financial year Mar 2026 – Feb 2027).

Closed periods

PERIOD	DATES	CLOSED	BY	NOTES
No month or year ends done yet.				

Month & year end: what can be closed next, and the closed periods

Month end

1. After the last day of the month, cash up every till (and approve the cash-ups if you use approval).
2. Click **Review & close...** next to the month. The first time you choose which month to start with; after that months are closed in order.
3. Check the figures and the warnings at the top (for example a till that is still open).
4. Type a note if you like and click **Close**.

Month end — September 2026
01 Sept 2026 to 30 Sept 2026 - not closed yet (preview)

Before you close

CHECK

⚠ 1 till(s) opened on or before 30 Sep are still open. Cash up first so the cash-up differences fall in this period.
 ⚠ 3 cash-up(s) in this period still need a manager's approval.

Sales & VAT

	AMOUNT
Sales (54)	R12,628.41
Discounts given on the sales	R0.00
Refunds (1)	-R25.30
Customer invoices (1)	R1,122.40
Net sales excluding VAT	R12,005.50
Output VAT (on sales)	R1,720.01
Input VAT (on goods received)	R231.13
VAT payable (output - input)	R1,488.88

Profit (excluding VAT)

	AMOUNT
Net sales excluding VAT	R12,005.50
Cost of sales	R6,984.14
Gross profit	R5,021.36
Gross margin	41.8%
Stock losses & adjustments (at cost)	R20.87
Cash-up over (+) / short (-)	-R30.00
Cash paid out of the tills	R65.00
Goods received (1 GRVs, excl. VAT)	R1,540.87

Money taken by payment method (sales - refunds + account payments)

METHOD	AMOUNT
Cash	R6,037.68
Card	R3,045.77
EFT	R2,683.28
Other	R1,336.38

Stock on hand at 30 Sept 2026 (cost excl. VAT)

BRANCH	UNITS	VALUE
Beaufort West	284	R5,466.48
Graaff-Reinet	487	R9,888.12

Units: 771 · Stock value: R15,354.60

Customers owe us (debtors) at 30 Sept 2026

NAME	OPENING	BALANCE	CURRENT	30	60	90	120+
Graaff-Reinet Guest House	R1,131.60	R1,131.60	R0.00	R1,131.60	R0.00	R0.00	R0.00
Pieter Nel	R0.00	R622.40	R622.40	R0.00	R0.00	R0.00	R0.00
Total:	R1,754.00	Current: R622.40	30: R1,131.60	60: R0.00	90: R0.00	120+: R0.00	

We owe suppliers (creditors) at 30 Sept 2026

NAME	OPENING	BALANCE	CURRENT	30	60	90	120+
Camdeboo Wholesale	R0.00	R1,772.00	R1,772.00	R0.00	R0.00	R0.00	R0.00
Total:	R1,772.00	Current: R1,772.00	30: R0.00	60: R0.00	90: R0.00	120+: R0.00	

Notes (optional)
 e.g. Stocktake done on the 30th

Close September 2026

Print A4 Print slip
 Email Export Excel
 Export PDF
 Close

Reviewing a month before closing it

The month end saves: sales and refunds, VAT payable (output VAT less input VAT on goods received), cost of sales and gross profit, money per payment method, purchases, stock losses, cash over / short, the **stock on hand per branch** at the last second of the month, and what every customer owes and what you owe each supplier, with the age analysis. After closing you can print the month-end pack, download the stock on hand to Excel, email the month's customer statements, or run the accounting export.

Nothing is deleted or reset

The till keeps working as normal. Every sale is dated when it happens, so a closed month's figures can't change afterwards. The 🛎 bell reminds you when last month hasn't been closed.

Financial year end

Do a full stocktake on the last day of the financial year, then **Financial year end** → **Review & close....** The year end has the same figures for the whole year, a month-by-month table, and the stock value and debtors / creditors at year end. The month your financial year starts is set in Reports → Accounting export → Account codes (March as standard).

Reopening

An admin can reopen the **latest** month or year with . Its saved figures are removed and it can be closed again.

19. Accounting export (Sage, Pastel, Xero)

Managers and admins can download everything the POS recorded in a period as files your accounting package imports. Every journal balances (debits = credits), and the screen shows a trial balance before you download.

Accounting export

From

To

Branch

09/01/2026

09/30/2026

All branches

Check

Last month

This month

Yesterday

Today

✓ 26 journals · debits R23,368.12 = credits R23,368.12 — balanced

What is included

FROM	JOURNALS	AMOUNT
Cash-up over / short	5	R50.00
Cost of sales	7	R6,984.14
Till sales	7	R12,628.41
Cash in / out	2	R265.00
Customer payments	1	R500.00
GRVs	1	R1,772.00
Invoices	1	R1,122.40
Refunds	1	R25.30
Stock adjustments	1	R20.87

Totals per account (trial balance for the period)

CODE	ACCOUNT	DEBIT	CREDIT
1000000	Sales	R22.00	R12,027.50
1500000	Other income / cash paid in		R200.00
2000000	Cost of sales	R6,984.14	
4150000	Cash over / short	R40.00	R10.00
4200000	Stock losses & adjustments	R20.87	
4300000	Petty cash expenses	R65.00	
6500000	Inventory	R1,540.87	R7,005.01
8000000	Debtors control	R1,122.40	R500.00
8400000	Bank	R5,729.05	
8410000	Cash on hand	R6,272.98	R130.30
8420000	Other payments clearing	R1,336.38	
9000000	Creditors control		R1,772.00
9500000	VAT control	R234.43	R1,723.31

Download

Sage 50cloud Pastel

Journal batch (18 columns, no header). In Pastel: Process → Journals → General journal batch → File → Import.

Pastel batch (.csv)

Sage One / Sage Business Cloud, Xero, QuickBooks

Double-entry journal: date, reference, account code, debit, credit. Import as journals or hand to your accountant.

Journal (.csv)

Bank statement files

Date, Description, Amount — for "Import bank statement" in Sage One / Sage Accounting, one file per account.

Card EFT Cash

Other

Daily takings summary

One line per day: incl. VAT, VAT, excl. VAT and each payment method — for capturing by hand.

Daily takings (.csv)

Master files (set up once)

Customers, suppliers and items with the same account codes the journals use. Import these first.

Customers Suppliers

Items

Ask your accountant to check the account codes once before the first import — change them under Account codes. Payments on account and supplier payments aren't linked to a branch, so they're only included when exporting All branches.

Account codes...

Close

Reports → Export to accounting software → Accounting export

Once: set the account codes

1. Click **Account codes...** (admins). Type the account numbers from your own chart of accounts — ask your accountant. Pastel wants 7 characters without the slash: 1000/000 is **1000000**.
2. Choose the month your financial year starts (Pastel periods), whether Pastel posts VAT with tax types, and whether to include cost of sales and stock losses.
3. Download **Customers**, **Suppliers** and **Items** and import them into the accounting package first, so customer codes (C000012) and supplier codes (S000004) match the journals.

Accounting export — account codes

Use the account numbers from your own chart of accounts (ask your accountant). Pastel wants 7 characters without the slash, e.g. 1000000 for 1000/000.

USED FOR	CODE	ACCOUNT NAME
Sales Till sales and invoices, excluding VAT	1000000	Sales
Cash paid into the till (from) Where "Cash in" on the till comes from	1500000	Other income / cash paid in
Cost of sales Cost (excl. VAT) of what was sold	2000000	Cost of sales
Cash over / short Cash-up differences	4150000	Cash over / short
Stock losses & adjustments Damaged, lost, stocktake and count corrections	4200000	Stock losses & adjustments
Cash paid out of the till (to) Where "Cash out" on the till goes	4300000	Petty cash expenses
Inventory (stock) Stock asset account	6500000	Inventory
Cash takings Cash taken at the till	8410000	Cash on hand
Card takings Card machine settlements	8400000	Bank
EFT received / paid EFT payments in and out	8400000	Bank
Other payment methods Vouchers and other methods	8420000	Other payments clearing
GRVs not on account paid from Deliveries paid immediately	8400000	Bank
Debtors control (customers) Used in the journal CSV; Pastel posts to the customer account	8000000	Debtors control
Creditors control (suppliers) Used in the journal CSV; Pastel posts to the supplier account	9000000	Creditors control
VAT control Output VAT on sales, input VAT on GRVs	9500000	VAT control

Financial year starts: March Customer codes start with: C Supplier codes start with: S

☒ Pastel: put VAT on the sales / GRV lines using 1 , 1 purchases 1). Untick to post VAT to the VAT control tax types (sales account instead.

☒ Include cost of sales and stock losses (stock valued at cost excl. VAT). Untick if your accountant works out stock at year-end.

Cancel Save

Account codes

Every month

1. Open **Accounting export**, click **Last month**, choose **All branches** and click **Check**. You should see **✓ balanced**.
2. Download the file for your package:

Package	Download and import
Sage 50cloud Pastel (Partner / Xpress)	Pastel batch — 18 columns, no header. In Pastel: Process → Journals → General journal batch → File → Import, then check and update the batch.
Sage One / Sage Business Cloud Accounting, Xero, QuickBooks	Journal — date, reference, account code and name, debit, credit, customer / supplier code. Import as journal entries or send to your accountant. Bank statement files (Card, EFT, Cash) suit "Import bank statement".
Captured by hand	Daily takings — one line per day: incl. VAT, VAT, excl. VAT and each payment method.

What's in the journals

Till sales and refunds (one journal per day) with output VAT; customer invoices and credit notes; payments on account; GRVs with input VAT (to the supplier's account when on account); supplier payments; cash paid in / out of the till; cash-up over / short; and cost of sales and stock losses at cost excl. VAT. Payments on account and supplier payments aren't linked to a branch, so they're only in an **All branches** export.

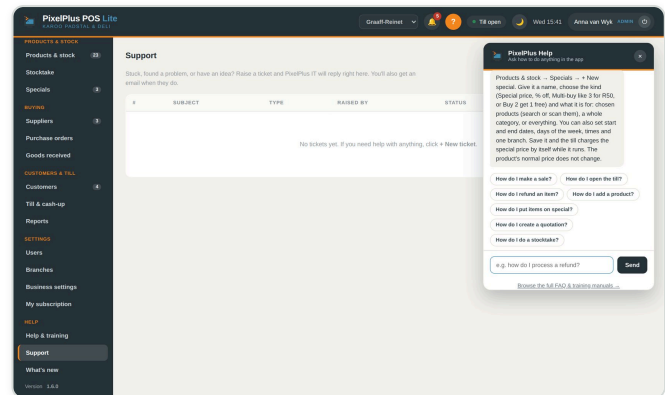
20. Getting help

The ? help assistant

Tap **?** at the top and type a question in your own words, the way you'd ask a colleague: "customer wants his money back", "end of day", "how much stock is left". Spelling mistakes are fine. Suggestions appear as you type; tap one, or press Send.

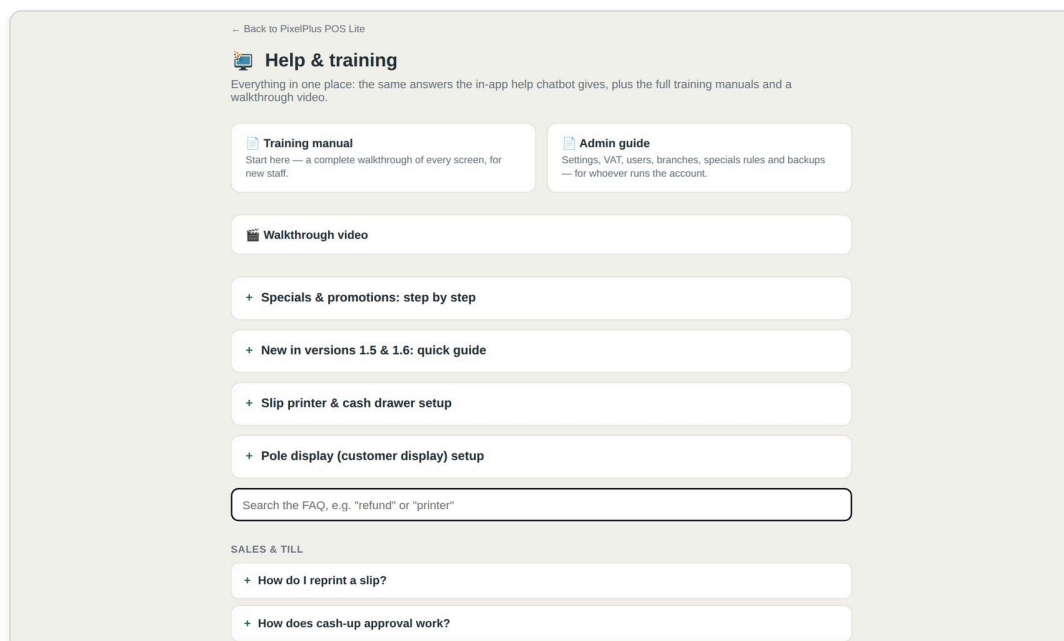
Your language: ask in English, Afrikaans, isiZulu, isiXhosa, Sesotho, Setswana or 中文 and the answer comes back in that language. Choose a language at the top of the help window to always get that one. Screen and button names stay in English so they match the app.

If it isn't sure, it shows the closest answers to pick from. If it has no answer, it offers to raise a support ticket for you.



Help & training page

Help → **Help & training** (also on the sign-in screen) has this manual, the admin guide, the walkthrough video, step-by-step guides (specials, new features, slip printer and cash drawer, pole display) and every FAQ answer, with a search box.



Help & training

Support tickets

Help → **Support** → **+ New ticket** sends a question or problem to PixelPlus IT. Replies show in the app and are emailed to you.

What's new

Help → **What's new** lists every update with its version and date. After an update you see a short pop-up the next time you sign in. Press **Ctrl** + **F5** on each till after an update so it loads the newest screens.

21. Appendix A: who can do what

Task	Cashier	Manager	Admin
Open/close own till, sell, hold, notes, receipts	✓	✓	✓
Change prices / line discounts at the till	If allowed, up to a limit	✓	✓
Refunds		✓	✓
See everyone's sales and cash-ups, approve cash-ups		✓	✓
Products, stock, categories, labels, stocktakes, transfers	See stock	✓	✓
Specials: create, change, switch off, delete	See them	✓	✓
Suppliers, purchase orders, GRVs, supplier payments		✓	✓
Add customers, draft quotes, take account payments	✓	✓	✓
Invoices, credit notes, removing customers		✓	✓
Loyalty: scan cards, pay with points, print cards	✓	✓	✓
Loyalty: add or take off points		✓	✓
Laybys: make, take payments, print slips	✓	✓	✓
Laybys: more time		✓	✓
Laybys: cancel and pay back		✓	✓
Commission report	Own only	✓	✓
Reports	Own shift	✓	✓
Audit log		✓	✓
Users, business settings, subscription			✓
Branches and workstations		✓	✓

Your admin sets each person's role in Settings → Users. If a button described in this manual isn't on your screen, your role doesn't include it.

22. Appendix B: quick reference

I want to...	Go to
Open the till	Till & cash-up → Opening float → Open till
Sell something	New sale → tap/scan items → payment button
Park a sale	New sale → Hold (bring back with Held)
Change one item's price	New sale → edit under the item
Put items on special	Products & stock → Specials → + New special
Print shelf tickets	Specials → Shelf tickets (or  on one special)
Refund	Sales history & refunds → 
Put goods on layby	New sale → choose the customer → Layby
Take a layby payment	Laybys → R+
Reprint the last slip	New sale → Reprint (older: Recent sales →  , or Sales history → )
Petty cash out of the till	Till & cash-up → – Paid out
Cash up	Till & cash-up → count → Close till & cash up
Add a product	Products & stock → + Add product
Record damaged stock	Products & stock → ± → Damaged
Print barcode labels	Products & stock → Barcode labels
Count stock	Stocktake → Start stocktake
Order from a supplier	Purchase orders → + New purchase order
Receive a delivery	Purchase orders →  (or Goods received → + New GRV)
Quote a customer	Quotes → + New quote
Invoice a customer	Invoices → + New invoice (or → Inv on a quote)
Record a customer payment	Invoices → R, or Customers → R
See how today is going	Dashboard
Get help	? at the top, or Help & training