Zahli

Manager guide

English

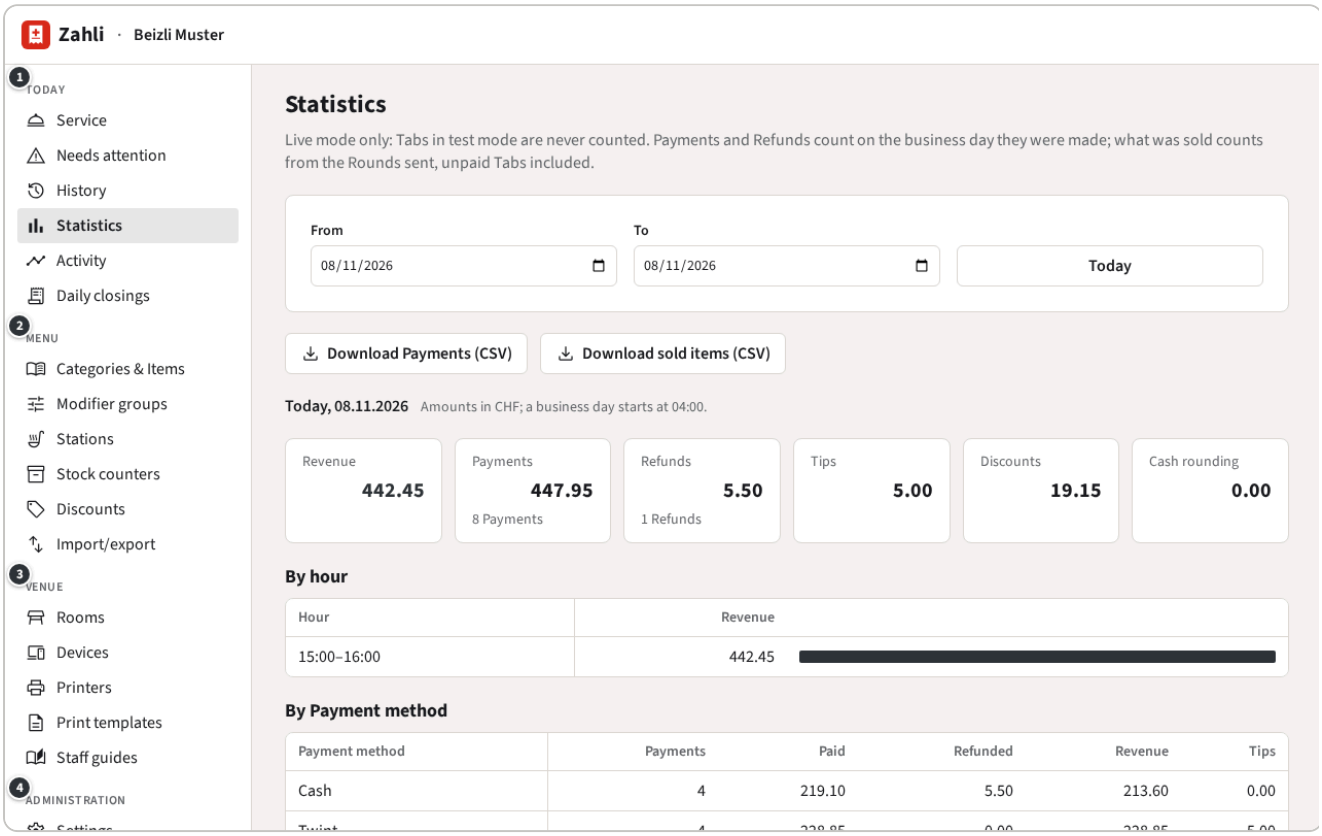
8 November 2026

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Manager guide

This Guide is for Managers. A Manager serves like a Waiter, so for service read the Waiter guide; this Guide holds only what a Manager adds: the admin app in a browser, test mode, and money matters on any Tab in the staff app. Each topic is one task, with an example from **Beizli Muster**, where Michael is the Manager, Silvia serves and Anna is the Tenant admin.



The admin app

Open `app.zahli.ch` in a browser on a laptop or tablet and sign in. The sidebar groups the pages:

- ① **Today**: the day. **Service** opens the staff app; then **Needs attention**, **History**, **Statistics**, **Activity** and **Daily closings**.
- ② **Menu**: **Categories & Items**, **Modifier groups**, **Stations**, **Stock counters**, **Discounts** and **Import/export**.
- ③ **Venue**: **Rooms**, **Devices**, **Printers**, **Print templates** and **Staff guides**.
- ④ **Administration**: for a Manager only **Settings**.

The foot of the sidebar holds your name (it opens **Your account**), the language and colour switches, and **Sign out**.

A Tenant admin looks after the rest: Staff members with their passwords and Staff QRs, VAT rates, Payment providers, the Audit log and new Discount presets. In **Settings** a Manager sees the **Twint code** and **Locale and security** but cannot change them. At Beizli Muster that is Anna's; see the Tenant admin guide.

The words this Guide uses

Besides the words of the Waiter guide:

- **Admin app**: the management pages in a browser, for Managers and Tenant admins. The **staff app** is where you serve, on a phone or in a browser.
- **Category** and **Item**: the menu's groups and what guests order. A **Modifier group** is a set of Modifiers with a rule for how many may be picked.
- **Stock counter**: something the venue can run out of, such as Schoggikuchen; at zero its Items are **Sold out**.
- **Device**: a phone or tablet enrolled into the venue, a staff phone such as S-001 or the **kitchen terminal** K-001. **Enrolment** binds it with a one-time code.
- **Printer**: a named place to print, such as Theke, for Tickets, Receipts or Guest slips.
- **Business day**: the period one **Daily closing** covers. It starts at the venue's cut-off time, at Beizli Muster 04:00, not at midnight.
- **Activity**: what each Device, Printer and Staff member did over a period.
- **Correction**: taking paid items back off a Tab. The guest gets the money back with a **Refund**.
- **Test mode**: Tabs that move no real money and count in no statistics.

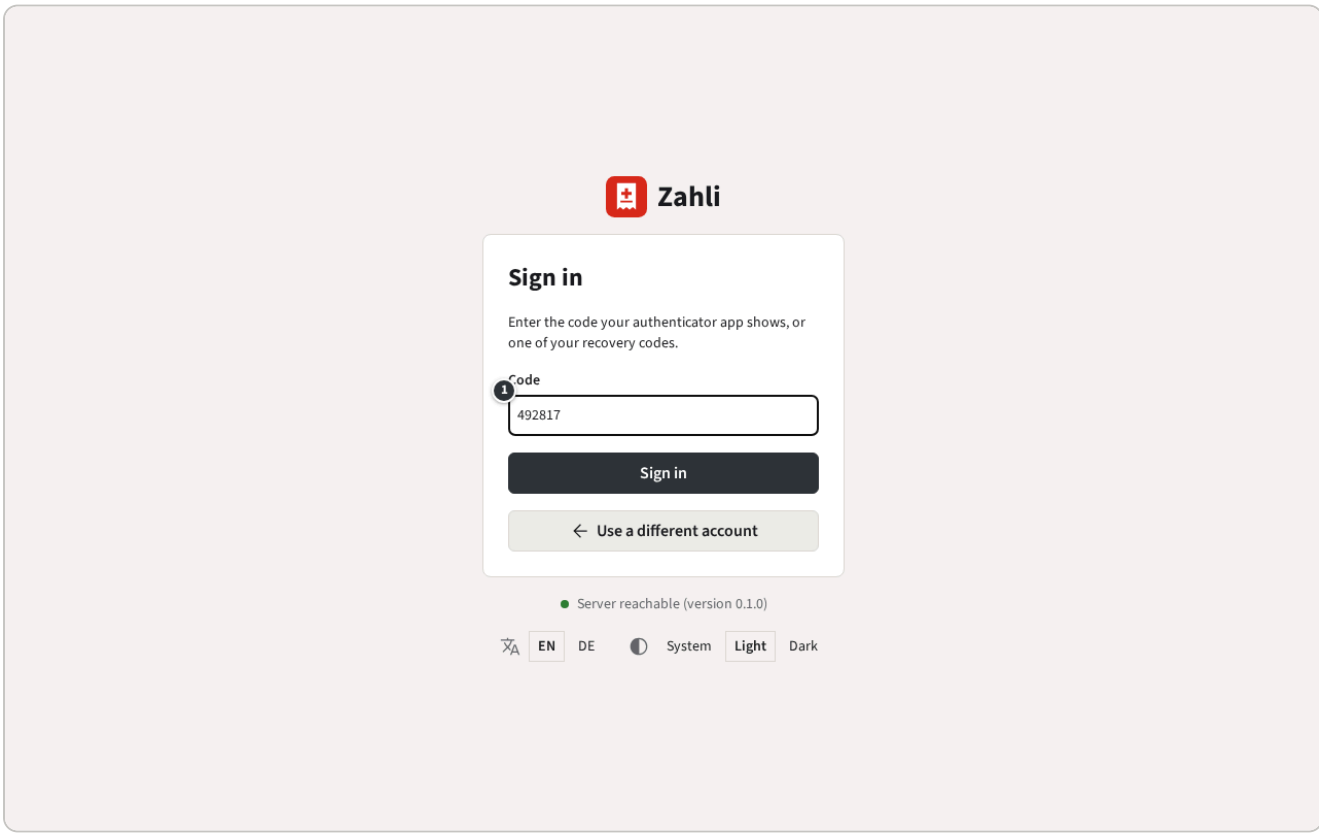
The first steps: sign in, choose your language, and look at Needs attention every day.

Signing in in a browser

On the venue's phones you sign in like everyone else, with your name and password or your Staff QR (see Signing in in the Waiter guide). In a browser, a Manager signs in with email and password and lands in the admin app.

Sign in

1. Open `app.zahli.ch`.
2. Enter your **Email** and **Password**, for Michael `michael@beizli-muster.ch`, and click **Sign in**.
3. If you have set up two-factor authentication, the page then asks for a **Code** ①: the six digits your authenticator app shows now, or one of your recovery codes. Click **Sign in** again.

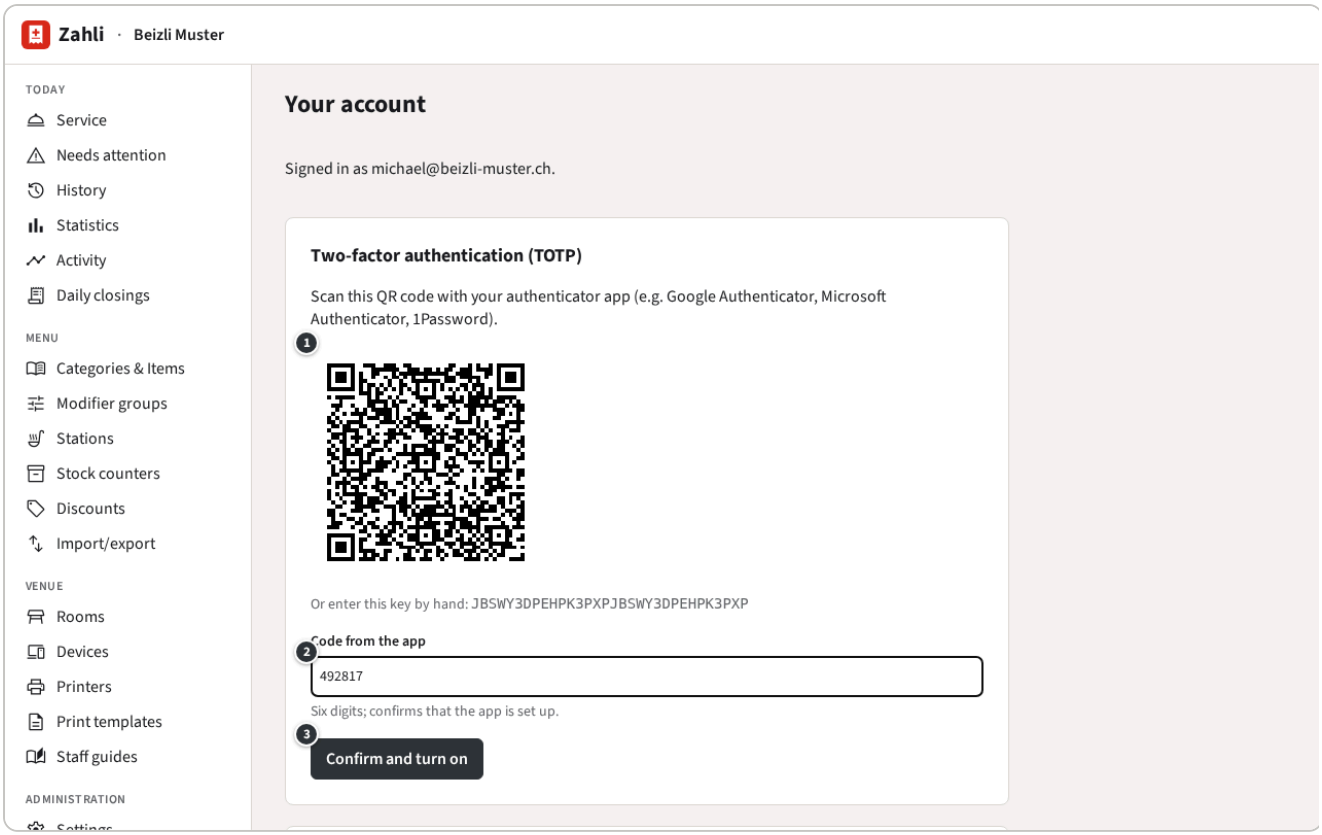


The admin app opens at **Today → Needs attention**. On a computer others use too, sign out when you leave: **Sign out** at the foot of the sidebar.

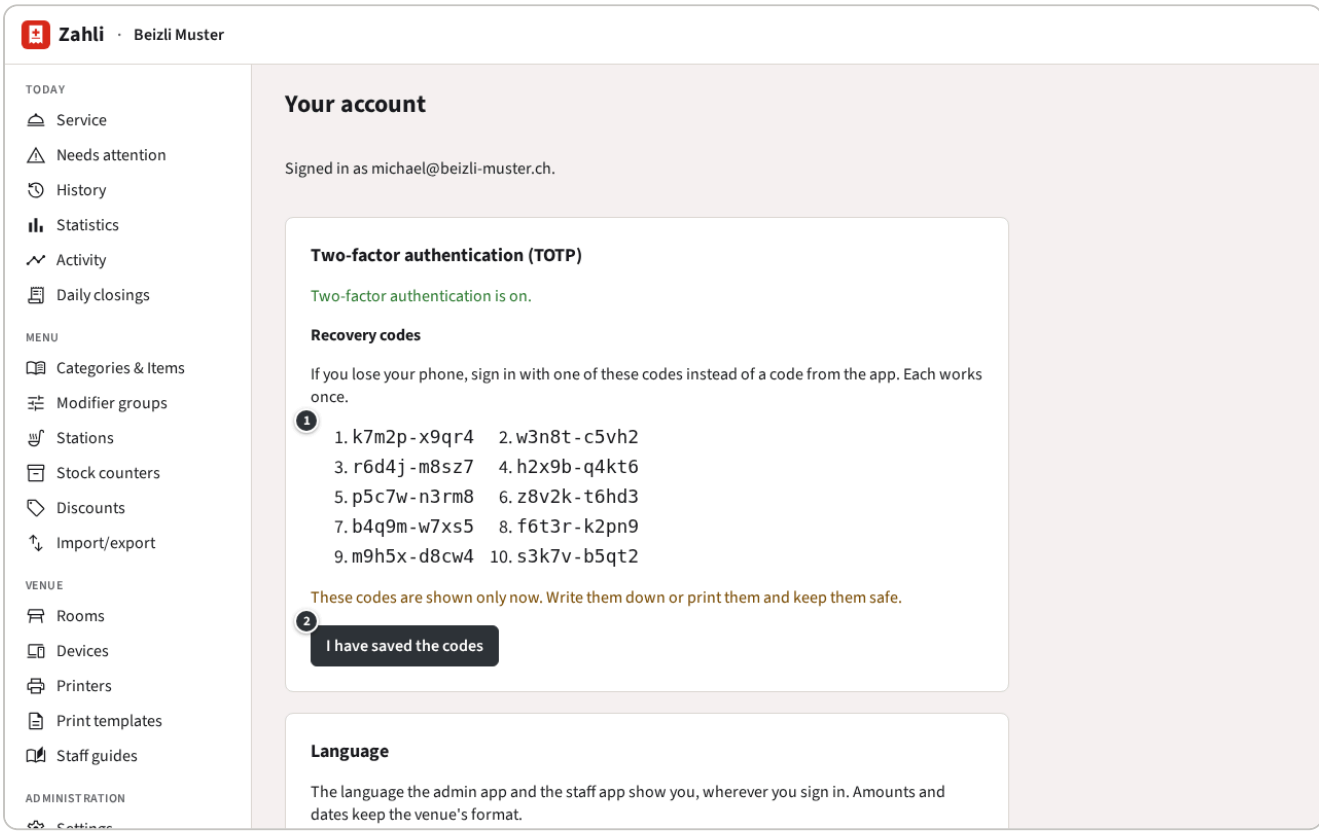
Set up two-factor authentication

Two-factor authentication is optional for Managers, and worth it: someone who learns your password still cannot sign in without your phone. It applies to signing in with your email in a browser; on the venue's phones nothing changes.

1. Click your name at the foot of the sidebar: **Your account** opens.
2. Click **Set up two-factor authentication**.
3. Scan the QR code ① with an authenticator app on your phone, such as Google Authenticator. Enter the six digits it shows ② and click **Confirm and turn on** ③.



4. Zahli now shows ten **Recovery codes** ①, this once only. Each one works once instead of a code from the app, for when your phone is lost. Write them down or print them, keep them away from your phone, and click **I have saved the codes** ②.



Keep the recovery codes safe: without your phone, they are the only way in. To turn two-factor authentication off, for example before moving to a new phone, enter your **Password** on the same page and

click **Turn off**; then set it up again on the new phone.

Between admin app and staff app

One sign-in serves both apps in the same browser.

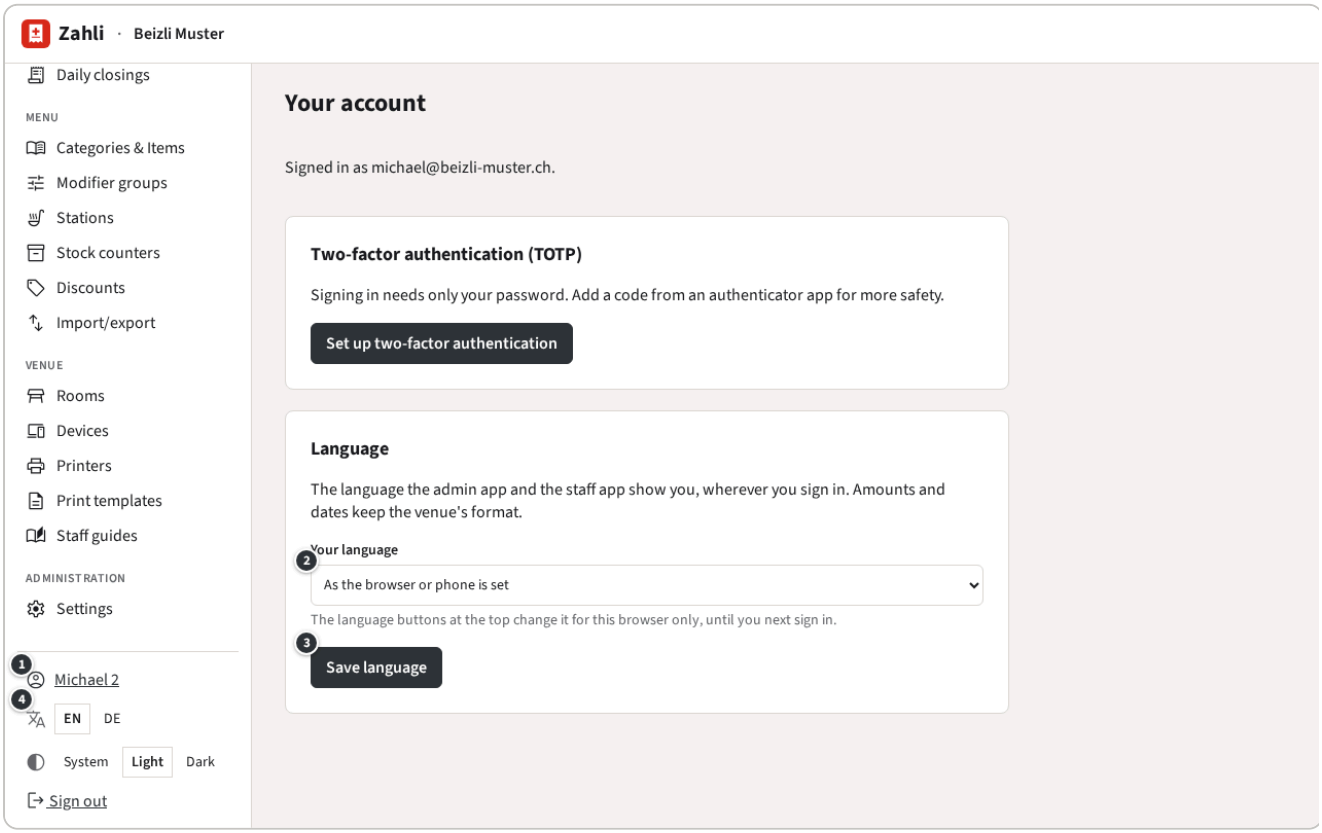
- **Today → Service** opens the staff app in a browser tab of its own, the same tab each time, so the admin page stays where it was. Serve there as the Waiter guide describes; see also Service.
- To go back, switch to the browser tab of the admin app.
- **Sign out** in either app signs this browser out of both.

Example: Michael has the Statistics open on the office laptop when Table 6 wants to pay. He clicks **Service**, takes the Payment in the staff app's tab, and switches back to the Statistics.

Your language

The admin app and the staff app speak English and German. Your choice is saved with you, so both apps show it in every browser and on every phone you sign in to. Amounts and dates keep the venue's format, such as CHF 1'234.50.

1. Click your name ① at the foot of the sidebar: **Your account** opens.
2. Under **Your language** ②, pick **English** or **German**. **As the browser or phone is set** follows the browser's or the phone's own language.
3. Click **Save language** ③.



Example: Michael picks **German**. The admin app switches at once, and the staff app shows German too, on the office laptop as on the phone S-001.

The language switch ④ at the foot of the sidebar, EN and DE, changes the language of this browser only, until you next sign in. In the staff app the same choice of your own is under **Settings → Your language**, as in Your language of the Waiter guide.

Test mode

In test mode every new Tab is a **test Tab**: it moves no real money, counts in no statistics and no revenue, and its Tickets and Receipts print with a large TEST. Card Payments go to the Payment provider's test account. What staff see then is in What TEST means.

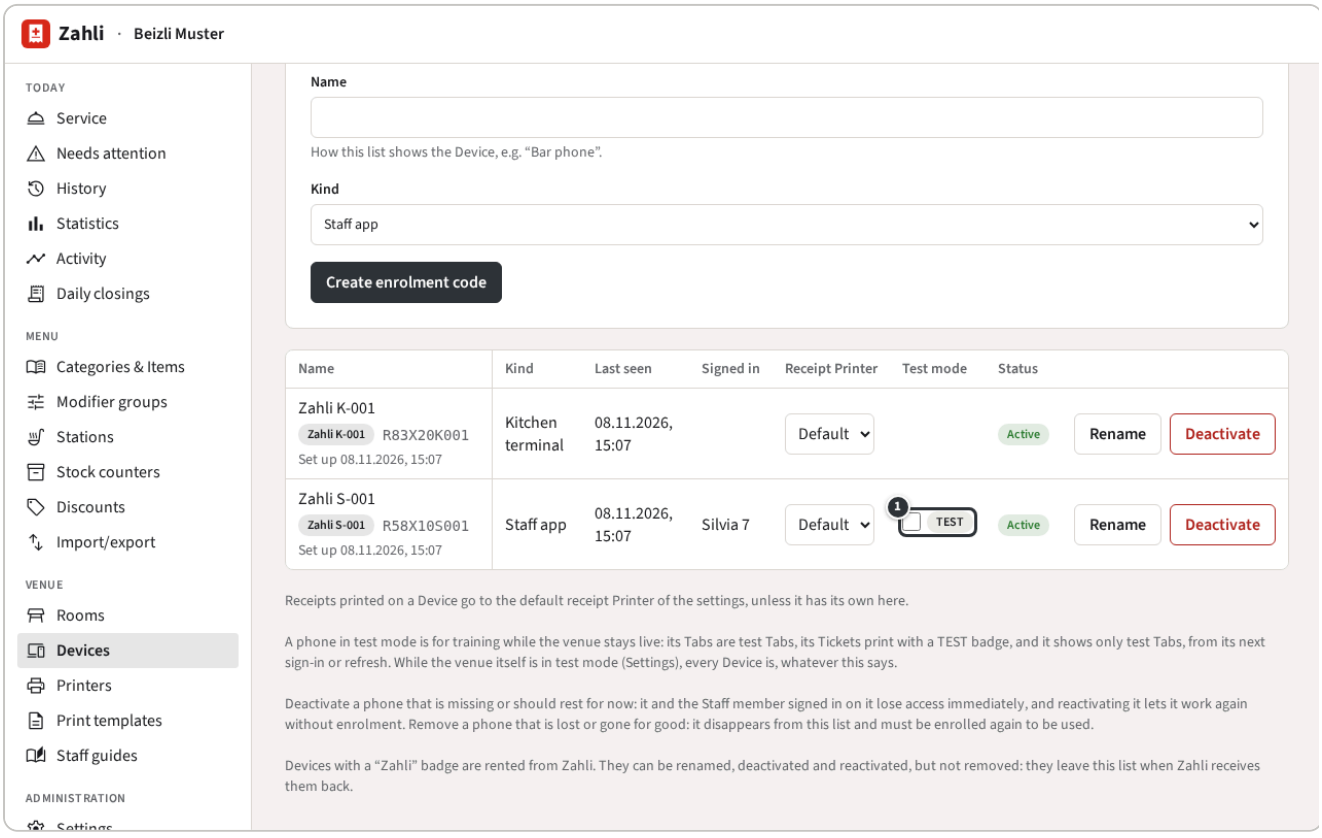
A test Tab is real data with a flag: it stays in the History with a TEST badge. Each Tab keeps the mode it was opened in, so switching changes only the Tabs opened afterwards. A phone or browser picks the change up at its next sign-in or refresh.

There are three switches, from narrow to wide.

One phone

For training on one phone while the venue stays live. Example: before the evening, Silvia shows a new colleague the staff app on the phone S-001.

1. In the admin app, open **Venue → Devices**.
2. In the phone's row, tick **TEST** ① under **Test mode**, and confirm.

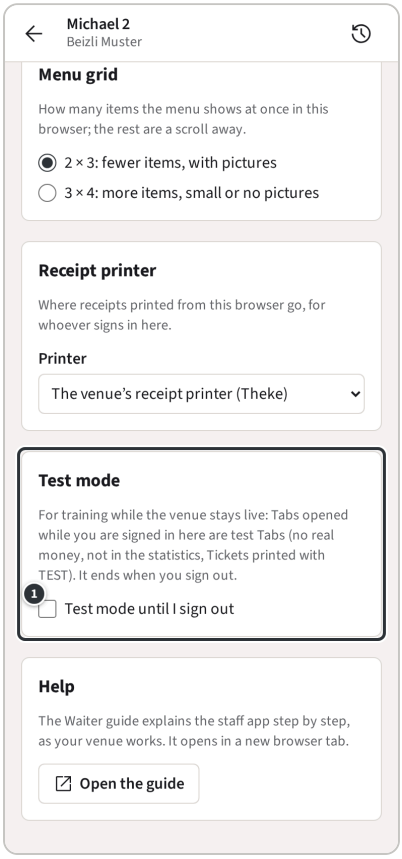


The phone stays in test mode until you untick it, and meanwhile shows only test Tabs. A Manager signed in on the phone itself finds the same switch in its **Settings**: **Test mode on this phone**. The kitchen terminal has no switch; it shows test Tickets with a TEST badge.

Your browser sign-in

To try something in the staff app in a browser without touching the day’s figures, for example a new Item before the menu goes out.

1. In the staff app, open **Settings**.
2. Tick **Test mode until I sign out** ①.

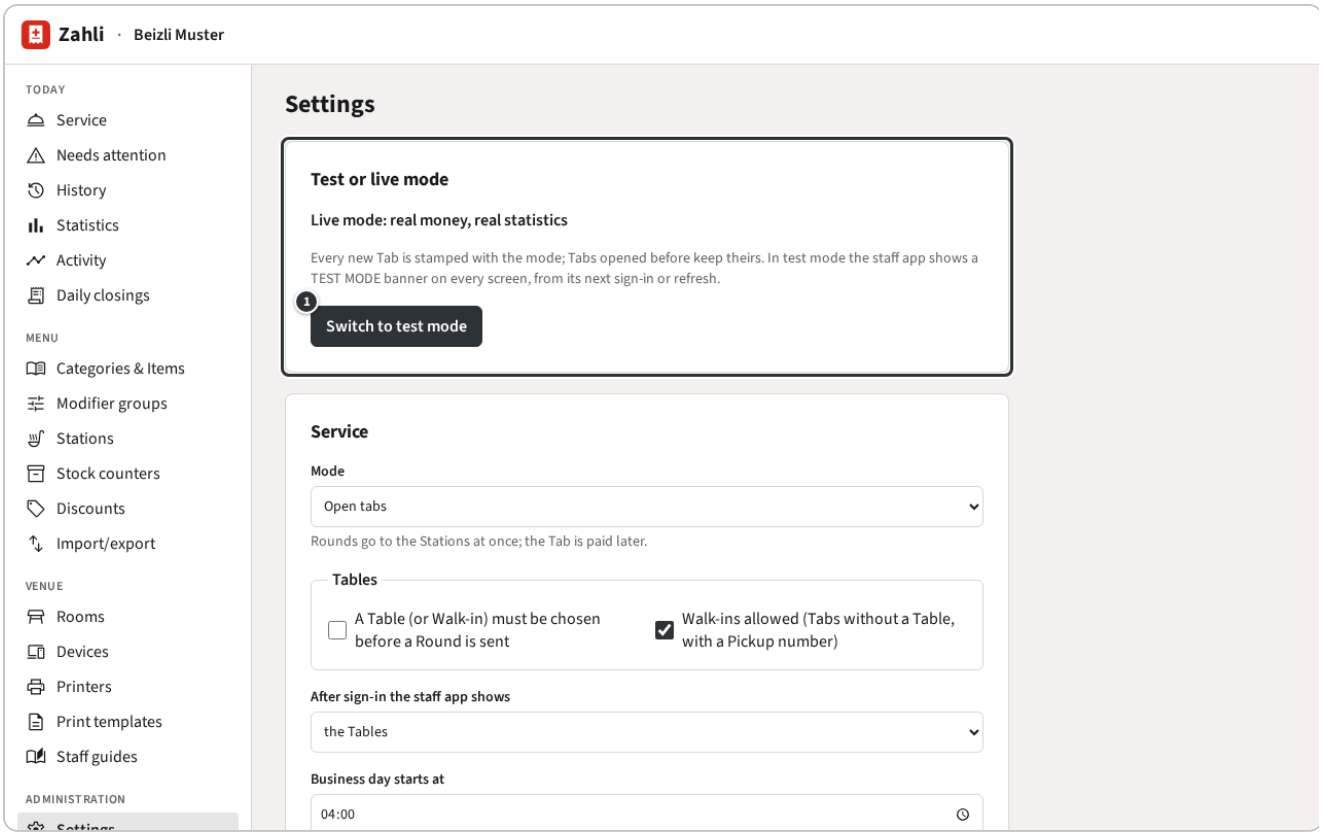


Only Tabs you open in this browser are test Tabs, and only until you sign out.

The whole venue

Before the venue goes live, or to train everyone at once.

1. Open **Administration → Settings**.
2. Under **Test or live mode**, click **Switch to test mode** ① and confirm.



Every phone and browser is then in test mode, whatever its own switch says, and shows the **TEST MODE** banner. **Switch to live mode** ends it. Never switch the venue during service: the Tabs opened meanwhile would be missing from the day’s revenue.

Service and Needs attention

Serve from the admin app

Today → Service opens the staff app in a browser tab of its own. You serve there as the Waiter guide describes, with a few things more:

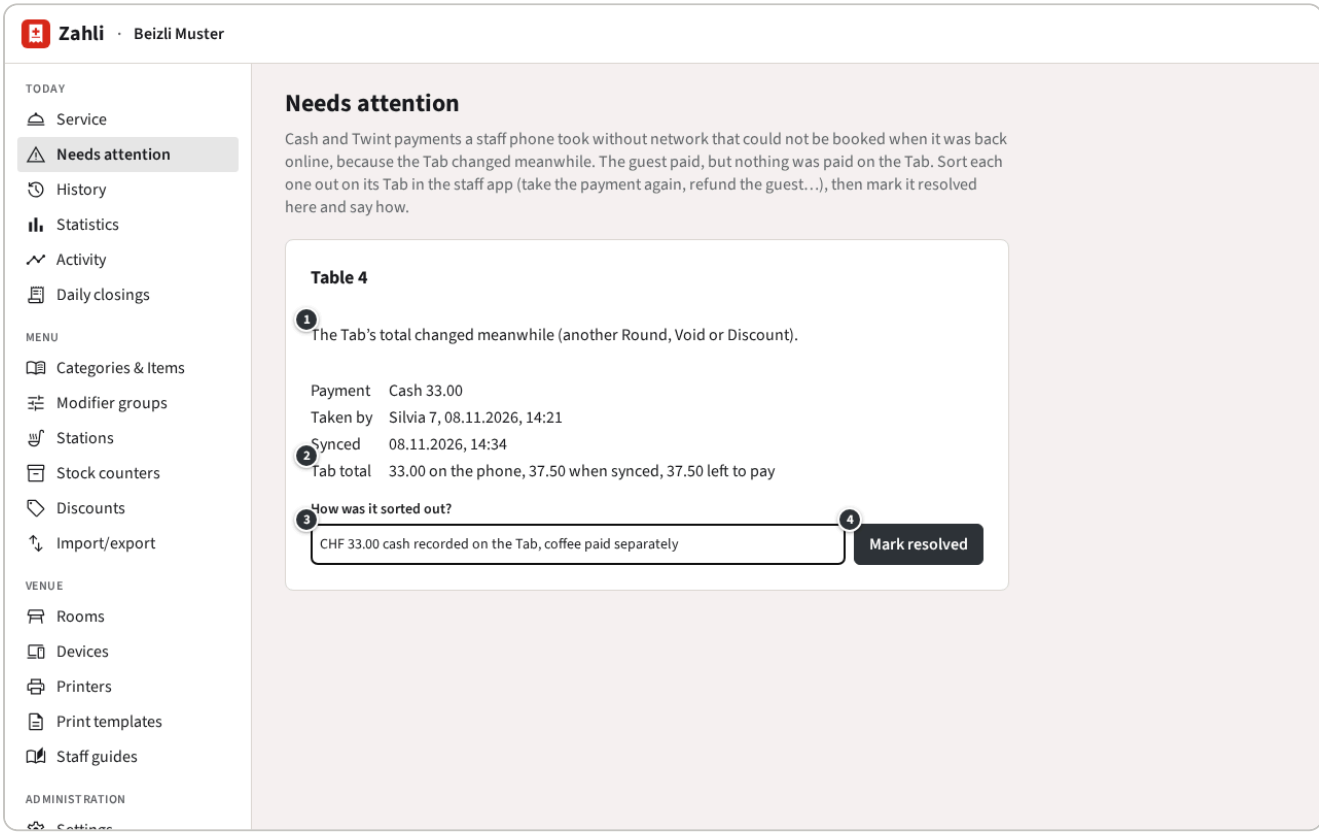
- Free-form Discounts, Corrections and Refunds on any Tab, not only your own.
- In **Settings**, the **Receipt printer** of this browser, where Receipts printed here go (at Beizli Muster the venue's Printer Theke), and test mode.

In a browser there is no Card and no working offline.

Needs attention

When a staff phone loses its network, Waiters can still take cash and Twint on Tabs opened on that phone (see Working offline). Back online, the phone books each such Payment, unless the Tab changed meanwhile. Then the guest has paid, but nothing is paid on the Tab. Zahli keeps the Payment aside for a Manager: the Tab shows **Needs attention** in the staff app, and the Payment is listed under **Today → Needs attention**, the page the admin app opens after you sign in.

Example: on Table 4, Silvia's phone had no network. She took CHF 33.00 in cash for the menu of the day, the mineral water and the coffee. Meanwhile Michael added a second coffee from his browser, so when the phone synced, the Tab came to CHF 37.50 and the cash was not booked.



① says why the Payment was not booked; ② what the Tab came to on the phone and when it synced, and what is left to pay. To sort it out:

1. Open the Tab in the staff app and put it right with what you know: here, take the CHF 33.00 again as a cash Payment, since Silvia has the money, and let the guest pay the second coffee. If the guest paid twice, refund the difference.
2. Back under **Needs attention**, write how you sorted it out ③ and click **Mark resolved** ④.

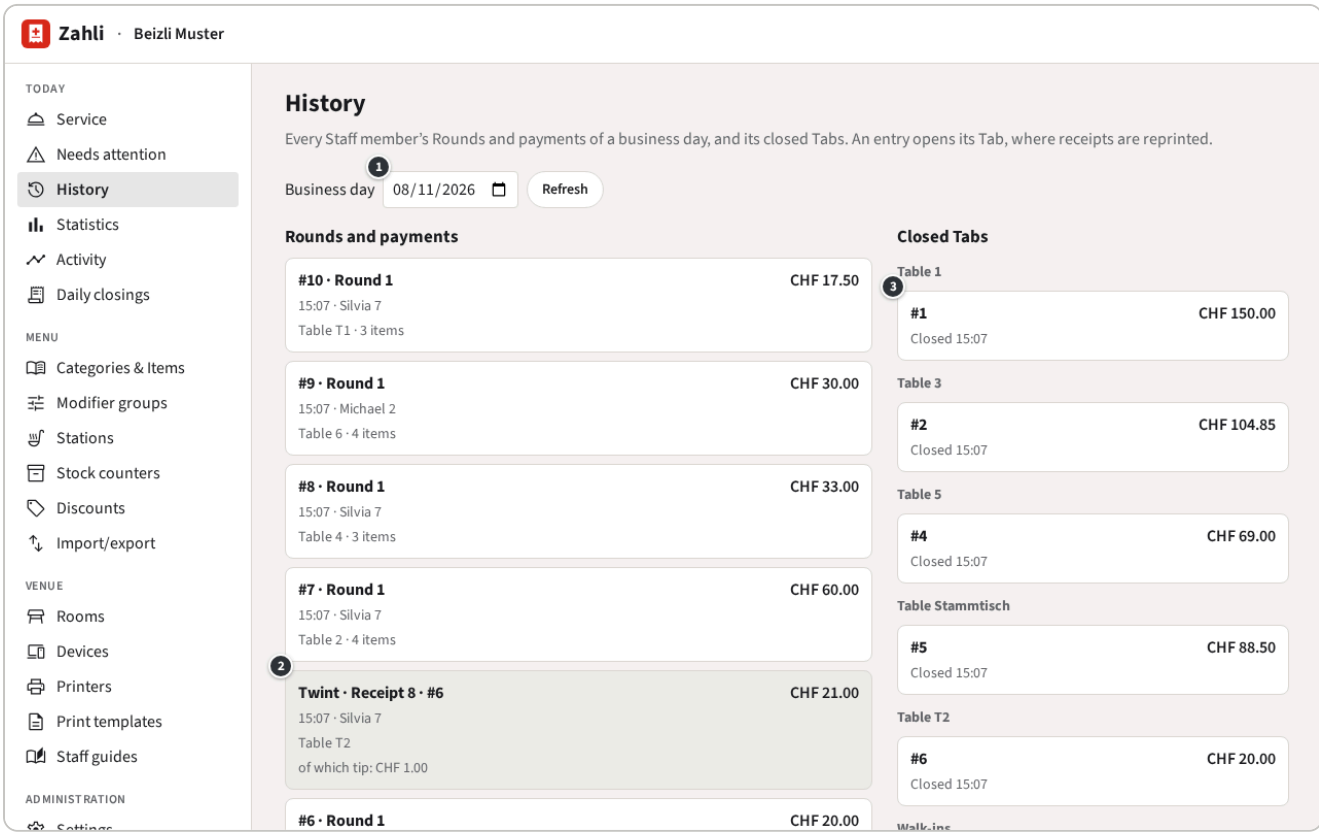
The entry leaves the list, and the Tab no longer shows it. Look at **Needs attention** every day before the Daily closing: the cash in the drawer includes these Payments.

History and Tab detail

In the staff app you see the History as a Waiter does, with one addition: **Mine** and **Everyone** switch between your own Rounds and Payments and those of every Staff member. The admin app has the same History for the whole venue, always everyone's.

Look through a business day

Open **Today → History**.

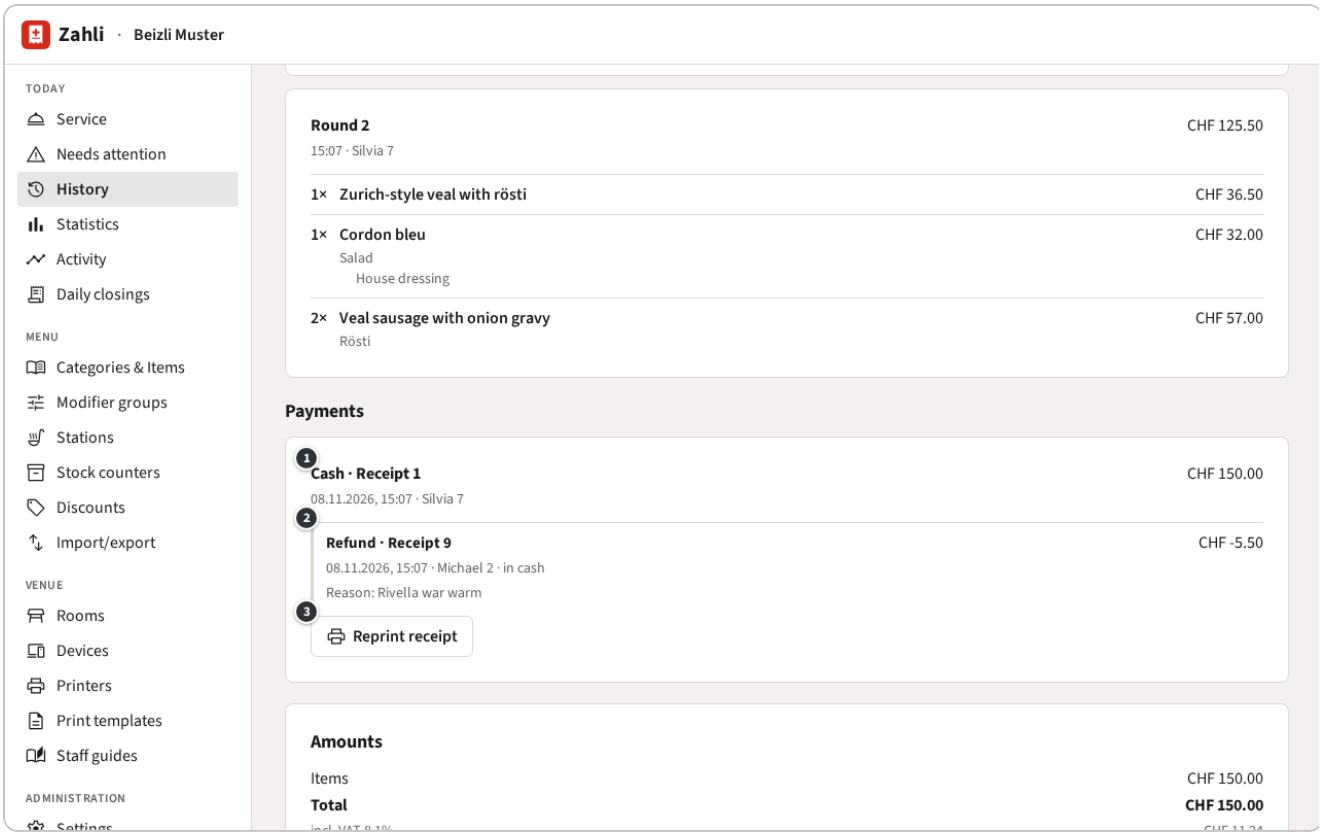


- ① picks another business day; **Back to today** comes back. **Refresh** loads the day again.
- On the left, every Round and Payment of the day, the latest first, with the time and who sent or took it. A Payment ② shows its Tip and anything refunded.
- On the right, **Closed Tabs** ③: the Tabs closed that day, by Table, the Walk-ins last.

A test Tab carries a **TEST** badge. Click any entry to open its Tab detail.

Read a Tab and reprint a Receipt

The Tab detail shows one Tab as it happened, without changing anything: where it was, who opened it and when it closed, its Rounds with Modifiers and Notes, Voids, Discounts, moves to another Table, its Payments with Tips and Refunds, and the amounts down to the balance. **Open the Tab page** shows the guest's page of the Tab.



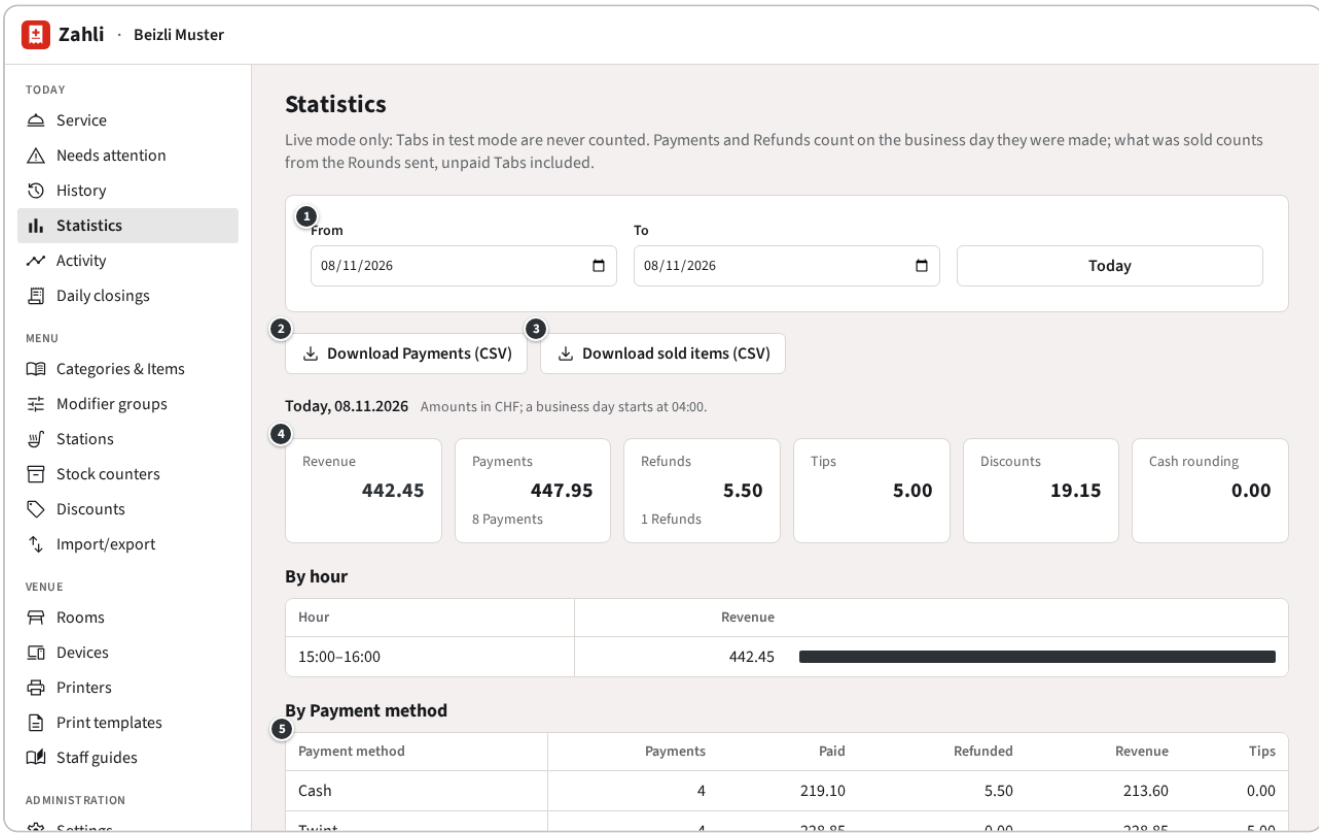
- ① each Payment, by method and Receipt number; ② a Refund made against it, with who made it and the reason.
- **Reprint receipt** ③ prints that Payment's Receipt again. It goes to this browser's receipt Printer: the one chosen under **Settings → Receipt printer** in the staff app in this browser, otherwise the venue's default receipt Printer.
- **Open in service** at the top opens the same Tab in the staff app, in its own browser tab, to void, pay or correct there.
- **Back to the History** returns to the History on the day you left it.

Example: the family from Table 1 asks for a copy of their Receipt. Michael opens **Today → History**, clicks *#1* under Table 1 and sees the cash Payment of CHF 150.00 with his own Refund of CHF 5.50 for the warm Rivella. He clicks **Reprint receipt** and the Receipt comes out of the Theke Printer.

To give money back or correct a paid Tab, see Discounts, Corrections and Refunds.

Statistics and CSV

Today → Statistics shows the figures of live Tabs only: what was taken in test mode never counts.



Choose the days

① **From** and **To** pick a range of business days; the page opens on today's, and **Today** goes back to it. A business day runs from the cut-off (04:00 unless the venue settings say otherwise) to the next, so a Payment at 01:30 still counts on the evening before.

What the figures mean

The tiles ④ add up the range:

- **Revenue**: what Payments took off their Tabs, less what Refunds gave back.
- **Payments** and **Refunds**: the money taken and given back, with how many.
- **Tips** and **Cash rounding**: taken on top, never revenue.
- **Discounts**: what Discounts took off the Tabs.

Below come the breakdowns: **By business day** (for more than one day), **By hour**, **By Payment method** ⑤ (a Refund counts under the method it was paid back by), **By Category**, **By Item**, **By Staff member** (the Rounds each sent, the Payments each took with their Tips, the Refunds each made) and **Discounts given**.

Payments and Refunds count on the business day they were made. What was sold, by Category and Item, counts from the Rounds sent, Tabs still open included; so its total is not the revenue.

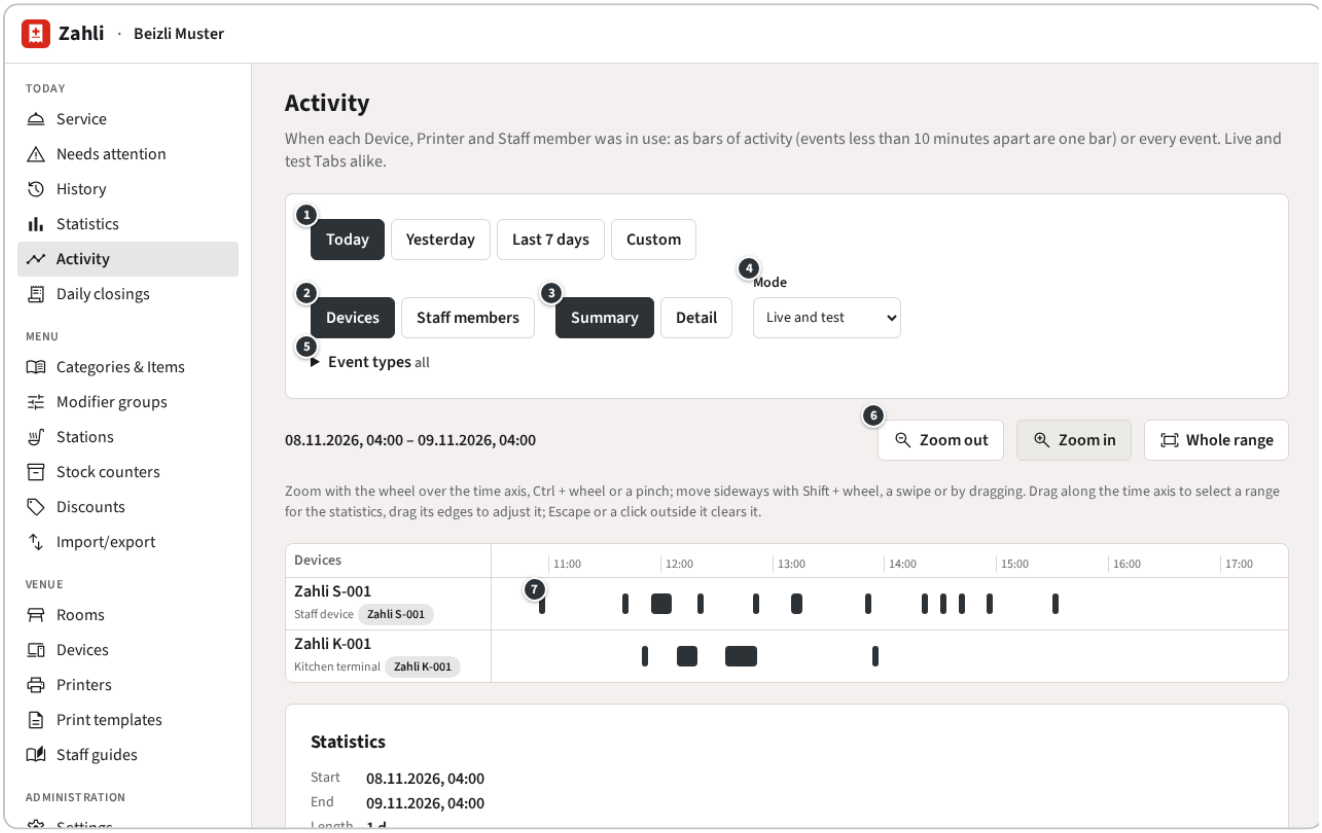
Export as CSV

② **Download Payments (CSV)** downloads every Payment and Refund of the range, one per row, with business day, time, Receipt number, method, Payment provider, amount, Tip, rounding, Staff member and Table. ③ **Download sold items (CSV)** downloads every line of the Rounds sent, with Category, Item, Modifiers, quantity, units on the house, revenue and VAT rate. Both open in any spreadsheet; send the Payments file to your bookkeeping.

Example: after lunch Michael checks the day. **Revenue** is CHF 442.45: the Payments of CHF 447.95 less his Refund of CHF 5.50 for the warm Rivella. The CHF 5.00 in Tips, CHF 1.00 for Silvia and CHF 4.00 for himself under **By Staff member**, are not part of it. At the end of the month he sets **From** to the first and **To** to the last day and clicks **Download Payments (CSV)** for the bookkeeper.

Activity

Today → Activity draws the venue's day as a timeline: one row per Device or Staff member, time running from left to right. It shows live and test Tabs alike.



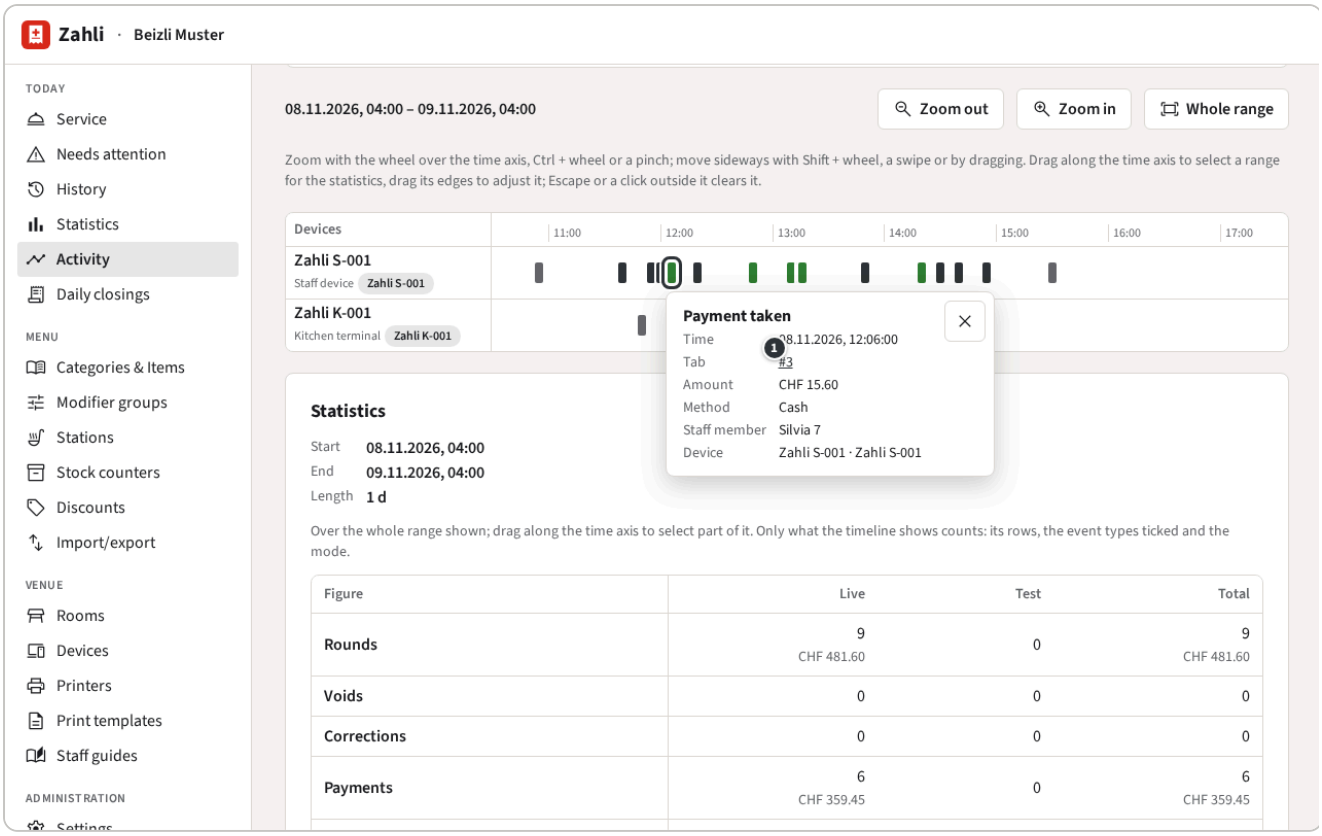
Choose what the timeline shows

- ① The range: **Today** (the current business day), **Yesterday**, **Last 7 days**, or **Custom** with a start and end time and **Show**.
- ② The rows: **Devices** (staff Devices, kitchen terminals and Printers, Zahli's with their Asset number) or **Staff members**. A row shows only once it has something in the range. On a Staff member's row a pale bar is the time they were signed in on a staff Device.
- ③ **Summary** draws bars ⑦, events less than 10 minutes apart forming one; **Detail** draws every event as a mark of its own.
- ④ **Mode**: **Live and test**, **Live only** or **Test only**; test events are drawn in the TEST style.
- ⑤ **Event types**: tick which to show, from **Round sent**, **Payment taken** and **Refund** to **Ticket done** on the kitchen terminal and **Not printed** on a Printer.
- ⑥ **Zoom in**, **Zoom out** and **Whole range**; the mouse wheel over the time axis zooms too, and dragging the rows moves sideways.

Rounds and Payments made in a browser belong to no Device: they show on the Staff member's row only.

Open an event

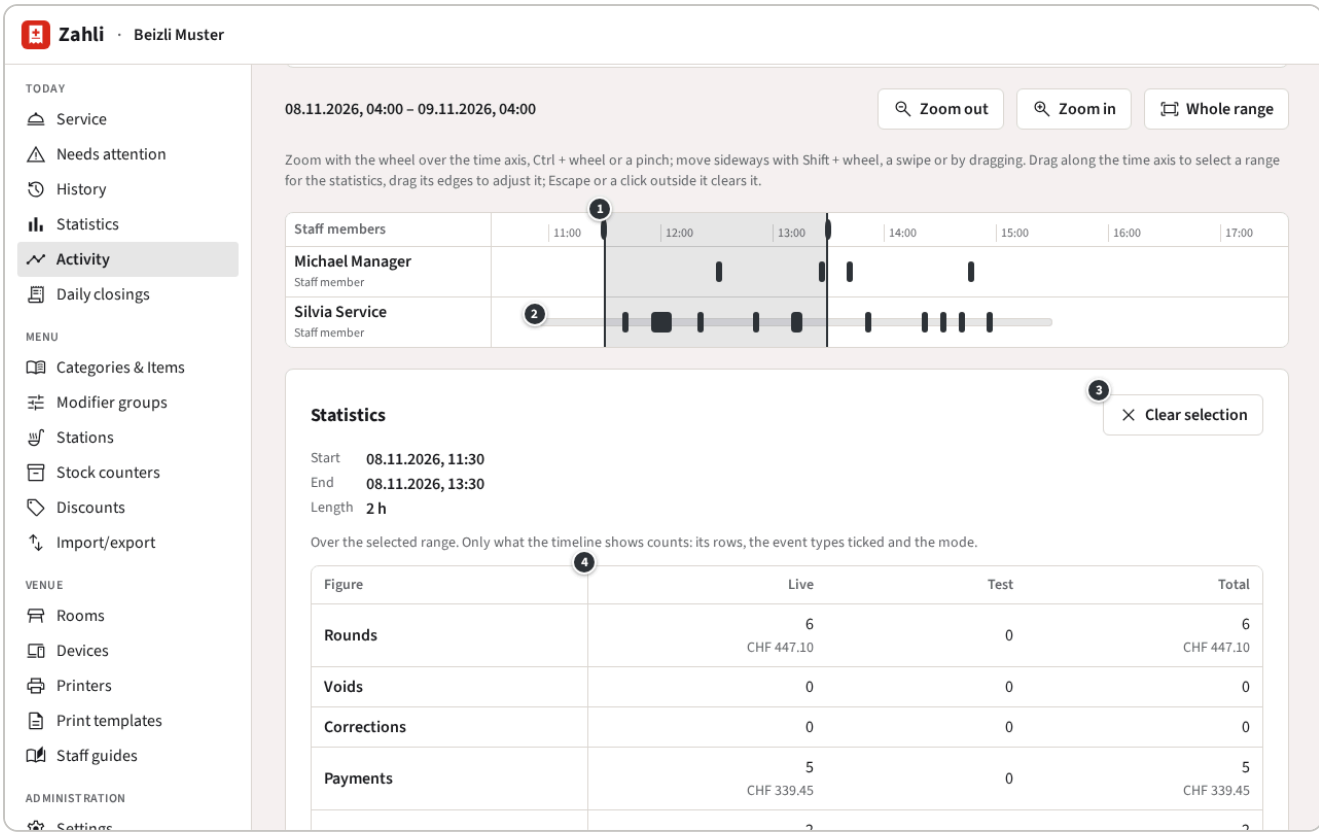
Click a bar to list its events, or a mark in **Detail** to see one: its time, Tab, amount, method, Staff member and Device.



The Tab number ① opens the Tab detail. Its **Back to Activity** brings you back to the timeline as you left it.

Statistics of a range

Below the timeline, **Statistics** adds up what the timeline shows: its rows, the event types ticked and the mode. Drag along the time axis to select part of the range ①; drag its edges to adjust it, and **Clear selection** ③ (or Escape) goes back to the whole range.



The figures stand in **Live**, **Test** and **Total** columns ④: Rounds, Voids, Corrections, Payments per method, Tips, Refunds and **Net taken**; for Printers also the Tickets, Receipts and Guest slips printed and roughly how much paper they took. Then **By row**, and under **Never active** the rows with nothing in the selection.

For revenue, use Statistics: it counts live Tabs only and by business day.

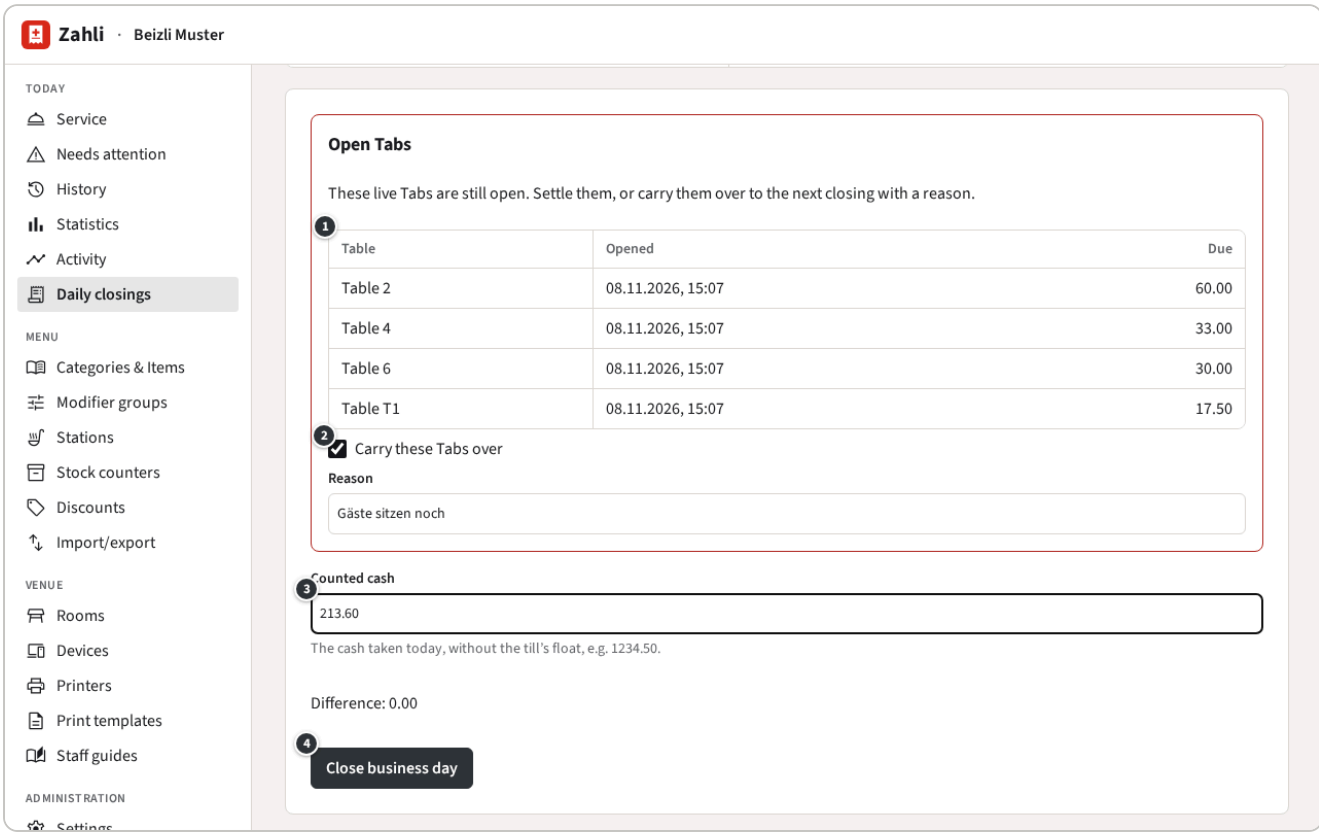
Example: Michael wants to know how lunch went. Under **Devices** he sees the kitchen terminal K-001 marking Tickets done soon after Silvia's Rounds from S-001. He switches to **Staff members**, where Silvia's pale bar ② shows her signed in from just before eleven, and drags from 11:30 to 13:30 to see the Rounds and Payments of those two hours.

Daily closing

A Daily closing records a business day's takings once and for all: revenue per Payment method, VAT per rate, Tips per Staff member, cash rounding, and the cash you counted against the cash expected. Like the statistics, it counts live Tabs only. Once made, a closing can never be changed.

Close the day

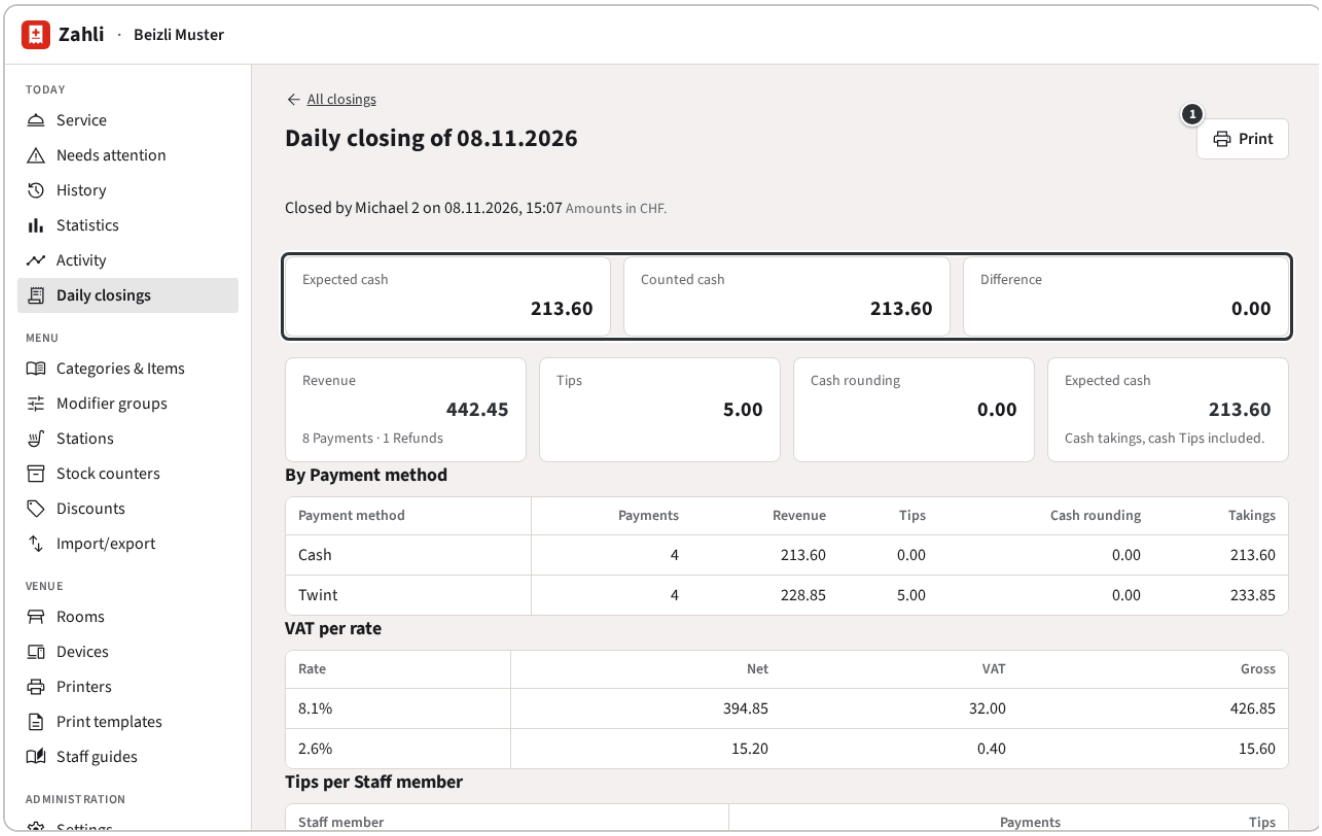
1. Open **Today → Daily closings**. The page shows what closing the current business day would record now; **Business day** picks another day not closed yet.
2. Check the figures. **Expected cash** is the cash taken, cash Tips included.
3. If live Tabs are still open, they are listed ① and block the closing. Settle them first, or tick **Carry these Tabs over** ② and give a **Reason**: they then count in the next closing once paid. Test Tabs never block.
4. Count the cash in the till, without its float, and enter it under **Counted cash** ③. **Difference** shows how far it is off.
5. Click **Close business day** ④. The closing opens.



A closing also counts the Payments and Refunds of earlier days that no closing has counted yet, and says so. A day before the latest closed one can no longer be closed.

Look at a closing and print it

Under **Closings** the page lists every closing, the latest first, with revenue, expected and counted cash, the difference, how many Tabs were carried over and who closed it. Click a day to open its closing.

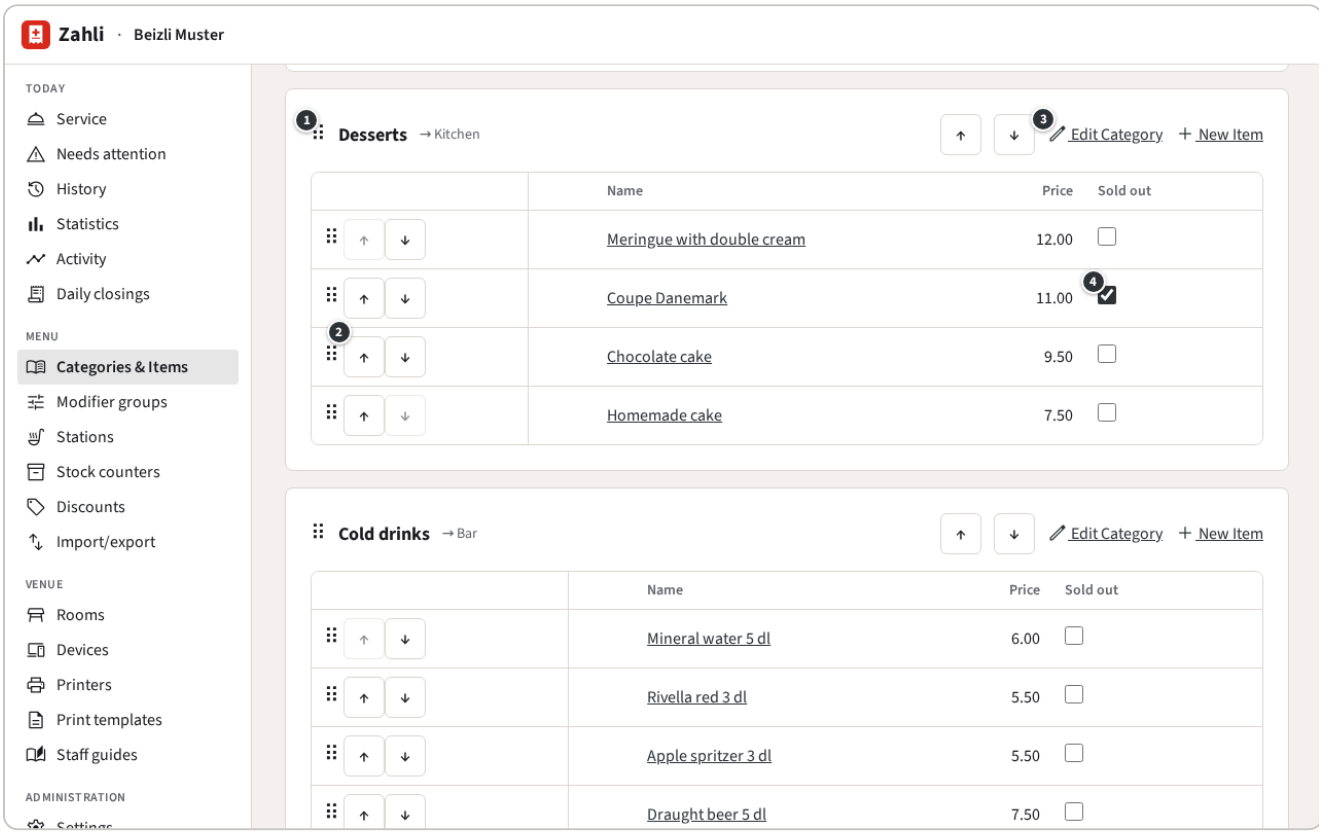


The top row compares the cash expected, counted and the difference; below come the figures and the Tabs carried over with the reason. **Print** ① prints the closing on the venue's default receipt Printer (see Printers).

Example: at the end of lunch Michael counts CHF 213.60 in the till, exactly the expected cash, so the difference is 0.00. Tables 2, 4, 6 and T1 are still sitting, so he ticks **Carry these Tabs over** with the reason "Gäste sitzen noch", clicks **Close business day** and then **Print** for the folder behind the counter.

Categories and Items

The menu is under **Menu → Categories & Items**: each Category is a tab of the staff app's menu (Taking a Round), with its Items in the order the staff app shows them. After a Category's name, the arrow names the Station its Tickets go to, such as → *Kitchen*.



- ① moves the whole Category: drag it by the handle ⠿.
- ② moves an Item within its Category: drag it by its handle, or click ↑ or ↓.
- ③ **Edit Category**; next to it, **New Item** adds an Item to this Category.
- ④ the **Sold out** box.

Moving and ticking are saved at once, and phones and browsers in service get each change by themselves. Changes never touch Rounds already sent: they keep the name, price and VAT rate they were sent with.

The forms enter one name for each thing, the German one, which every name has. Beizli Muster's English names, such as *Chocolate cake* for the Schoggikuchen, came with its menu file (Menu import and export).

Add a Category

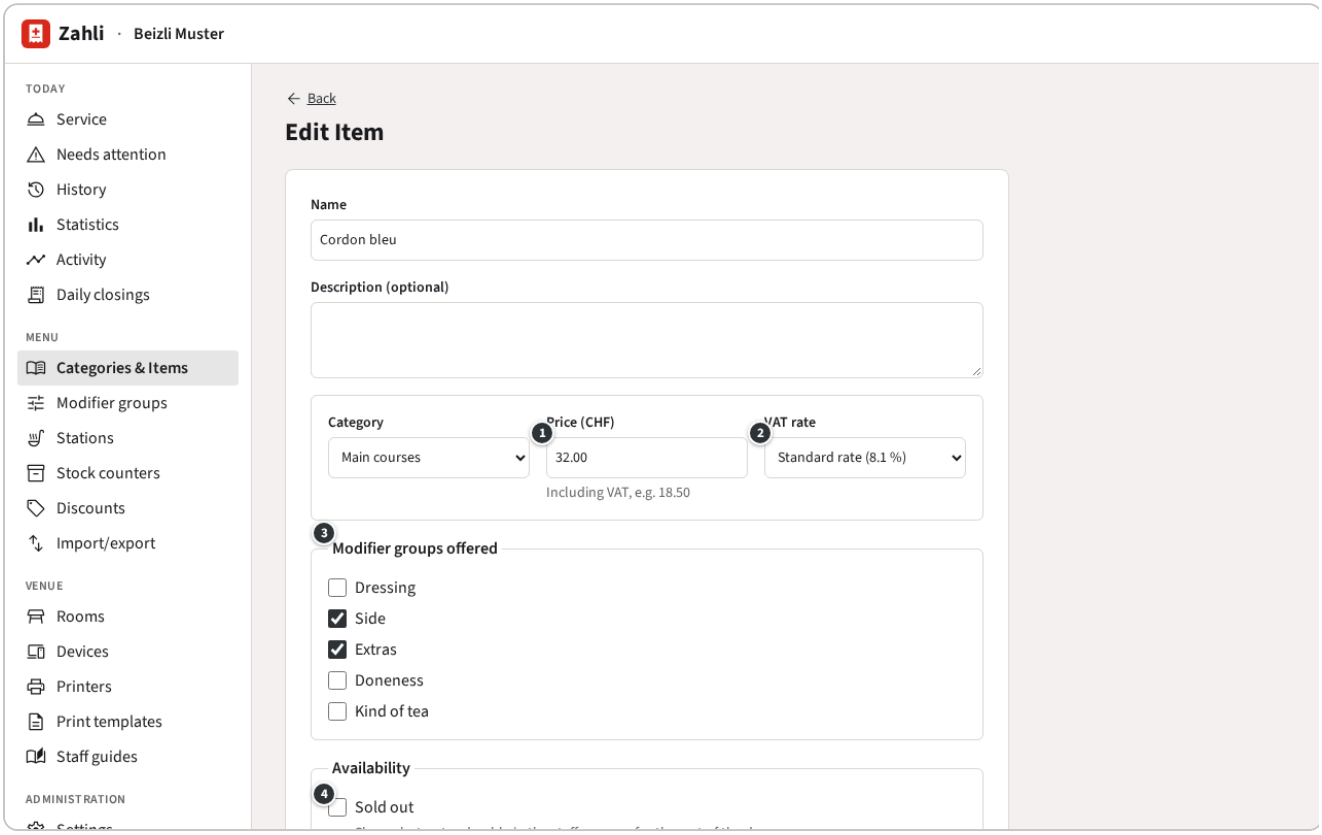
1. Click **New Category** at the top.
2. Enter the name and choose the **Station** its Items' Tickets go to.
3. Leave **On the menu** ticked and click **Create**.

Example: for the summer, Michael adds a Category *Glace*, made in the Küche. It appears at the end of the menu; he moves it up with ↑ until it follows the Desserts.

Untick **On the menu** to hide a Category and all its Items in the staff app, such as the Glace in winter; the menu marks it **Off the menu**. Tick it again to bring it back as it was. **Remove Category** works only for a Category without Items.

Add or change an Item

Click **New Item** next to its Category, or an Item's name to change it.



- ① **Price (CHF)**: what the guest pays, VAT included, such as 32.00.
- ② **VAT rate**: one of the venue's rates. A Tenant admin sets them up; you choose among them.
- ③ **Modifier groups offered**: the groups its dialog asks for, such as the side (Modifier groups).
- ④ **Availability**: **Sold out** and **On the menu**, as for a Category.
- **Note required**, below: for an Item that stands for several things. Beizli Muster's *Homemade cake* asks which cake before it can be added.

Click **Create** or **Save**.

Example: the cordon bleu costs 32.00 at the standard rate and offers *Side* and *Extras*, so the Waiter picks fries, rösti, noodles or salad and may add cheese or an egg.

Whether an Item is counted, like the chocolate cake, is set on its counter (Stock counters).

Its picture

Once the Item exists, the form's **Image** part takes a picture: **Add image** uploads a JPEG, PNG or WebP of up to 10 MB, cropped to a square for the staff app. Where Zahli's photo search is set up, the same part also has **Search for photos**: type *Cordon bleu*, click **Search** and click a photo. It is stored like an upload, with its photographer's name. **Replace image** and **Remove image** change it later.

Put the menu in order

Drag Categories and Items by their handles, or use ↑ and ↓. Items stay in their Category; to move one to another Category, choose its **Category** in its form.

Example: the chocolate cake sells best, so Michael moves it to the top of the Desserts with ↑ twice.

Mark an Item sold out

Tick its **Sold out** box ④ in the menu, or in its form. In the staff app it keeps its place, in red, and cannot be tapped (Sold out). It stays sold out, also the next day, until you untick it. The staff app itself has no switch for it, so Waiters tell you when something has run out.

Example: the Coupe Danemark ran out at lunch. Michael ticks it; in the evening, with fresh ice cream, he unticks it.

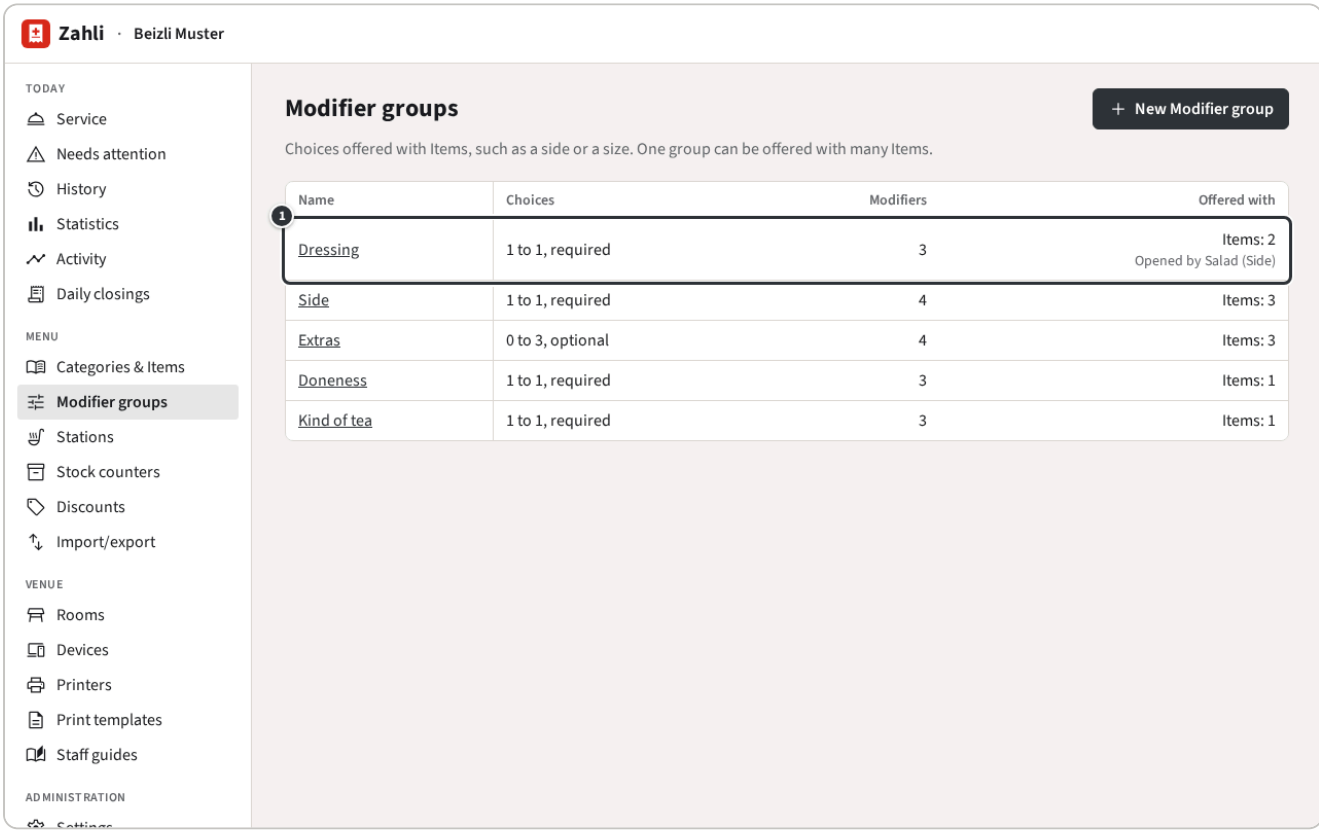
An Item whose Stock counter is at zero is sold out by itself, and the menu marks it **Out of stock** until the counter is refilled.

Off the menu or removed

To hide an Item for a while, untick **On the menu**. **Remove Item**, at the bottom of its form, removes it for good, without asking first; Rounds already sent keep it.

Modifier groups and Follow-up groups

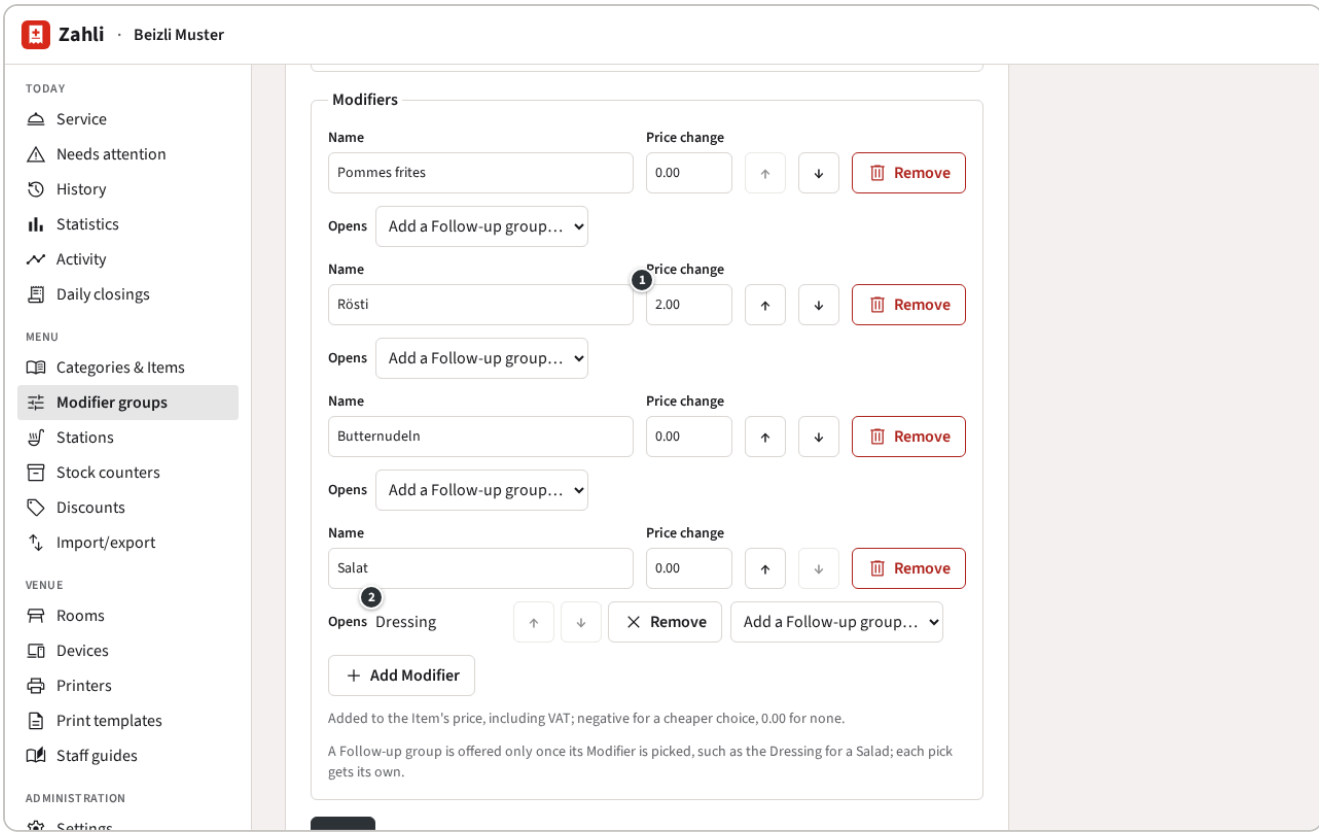
A Modifier group is a set of choices the staff app asks for with an Item, such as the side of a cordon bleu (Taking a Round). One group can be offered with many Items. They are under **Menu → Modifier groups**.



The list shows how many Modifiers each group has to pick, how many Modifiers it holds, and how many Items offer it. A Follow-up group also says which Modifiers open it ①: *Dressing* is offered with **Items: 2** and is **Opened by Salad (Side)**.

Create or change a group

1. Click **New Modifier group**, or a group's name to change it.
2. Enter the name and, under **Choices per unit**, how many may be picked for one unit of an Item: **At least** and **At most**. Tick **Required** if the Waiter must pick; an optional group may be skipped.
3. Under **Modifiers**, click **Add Modifier** for each choice and enter its name and **Price change** ①: added to the Item's price, VAT included; 0.00 for none, negative for a cheaper choice. ↑ and ↓ set the order the dialog shows; **Remove** takes a Modifier out.
4. Click **Create** or **Save**.
5. Offer the group with its Items: tick it under **Modifier groups offered** in each Item's form (Categories and Items).



Example: Beizli Muster's *Side* is required, at least 1 and at most 1, so the Waiter picks exactly one side; Rösti costs 2.00 more. *Extras* is optional, 0 to 3: up to three of cheese, egg, bacon or no onions.

A required group needs at least 1, the minimum may not be above the maximum, and a group needs at least as many Modifiers as its minimum; the form says which rule a change breaks. Rounds already sent keep the picks and prices they were sent with.

Follow-up groups

A Modifier can open further groups, which the dialog offers only once it is picked. Under the Modifier, **Opens** ② lists them:

1. Choose a group in **Add a Follow-up group…**.
2. Choose another for a second one; ↑ and ↓ set their order, **Remove** stops opening one.
3. Click **Save**.

Example: in *Side*, Salad (*Salat* in the form, which shows the German names) opens *Dressing*. A cordon bleu with salad then asks for a dressing, one with rösti does not. The Waiter sees the group right after the side, titled *Dressing · Salad*.

- A Follow-up group is an ordinary group: Beizli Muster also offers *Dressing* directly with the green salad.
- Its rules apply only while it is offered: *Dressing* is required, but only once salad is picked.
- Each pick opens its own copy, so two sides picked each get their own dressing.
- A Follow-up group may open others in turn, at any depth, but never itself: a change that makes a loop is refused, naming the chain.

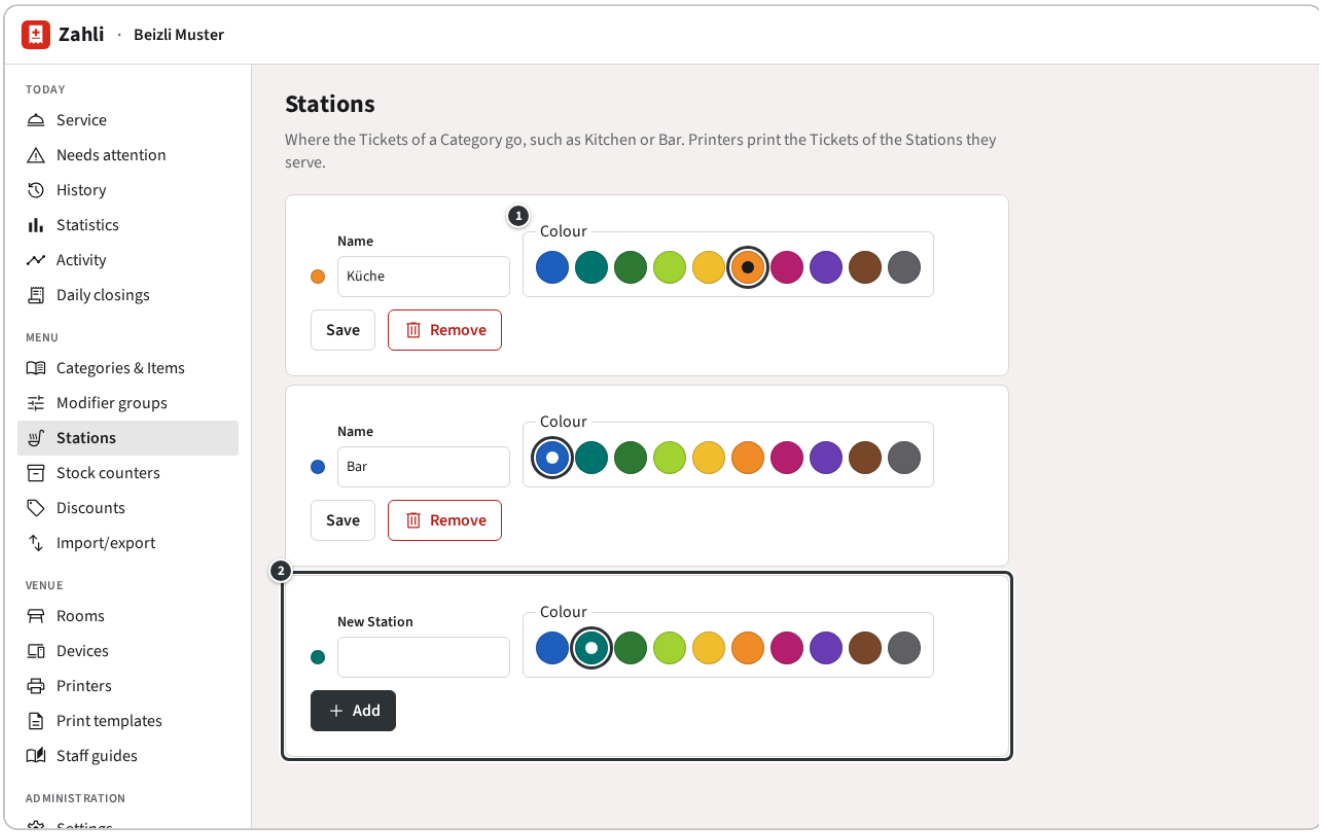
- When a required Follow-up group has fewer choices left than its minimum, because Stock counters ran out, the Modifier that opens it is hidden. If all dressings were gone, Salad would disappear from the sides.

Delete a group

Remove Modifier group, at the bottom of its form, deletes it at once, without asking first. The hint next to it says how many Items offer it; they and the Modifiers that open it no longer do. Removing a single Modifier from a group (**Remove**, then **Save**) also drops the groups it opened. Rounds already sent keep their picks.

Stations

A Station is where the Tickets of a Category go, such as Beizli Muster's Küche and Bar. Every Category sends its Items to one Station; a Printer prints the Tickets of the Stations it serves, and a kitchen terminal shows those of the Stations chosen on it. The Stations are under **Menu → Stations**.



Add a Station

1. In the last row, ②, enter the name of the **New Station**.
2. Pick its **Colour**; a new Station gets the first colour no other Station uses.
3. Click **Add**.

Example: in summer, Beizli Muster grills on the Terrasse. Michael adds a Station *Grill*, keeps its teal, and then sends a new Category *Vom Grill* there.

Name and colour

Change a Station's name or pick another of the ten colours ① and click **Save** in its row. When a kitchen terminal shows several Stations, each Ticket carries a badge with its Station's name in its colour: the orange Küche and the blue Bar (Your screen). Pick colours that tell the Stations apart at a glance.

Which Categories go there

A Category's Station is set on the Category: under **Menu → Categories & Items**, click **Edit Category**, choose its **Station** and click **Save**. The menu shows it after each Category's name, such as → *Bar* for the Cold drinks (Categories and Items).

Example: to send the Category *To take away* to the Küche instead, Michael chooses Küche as its Station. Rounds sent from then on go to the Küche; Tickets already sent stay where they went.

Which Printer and screen

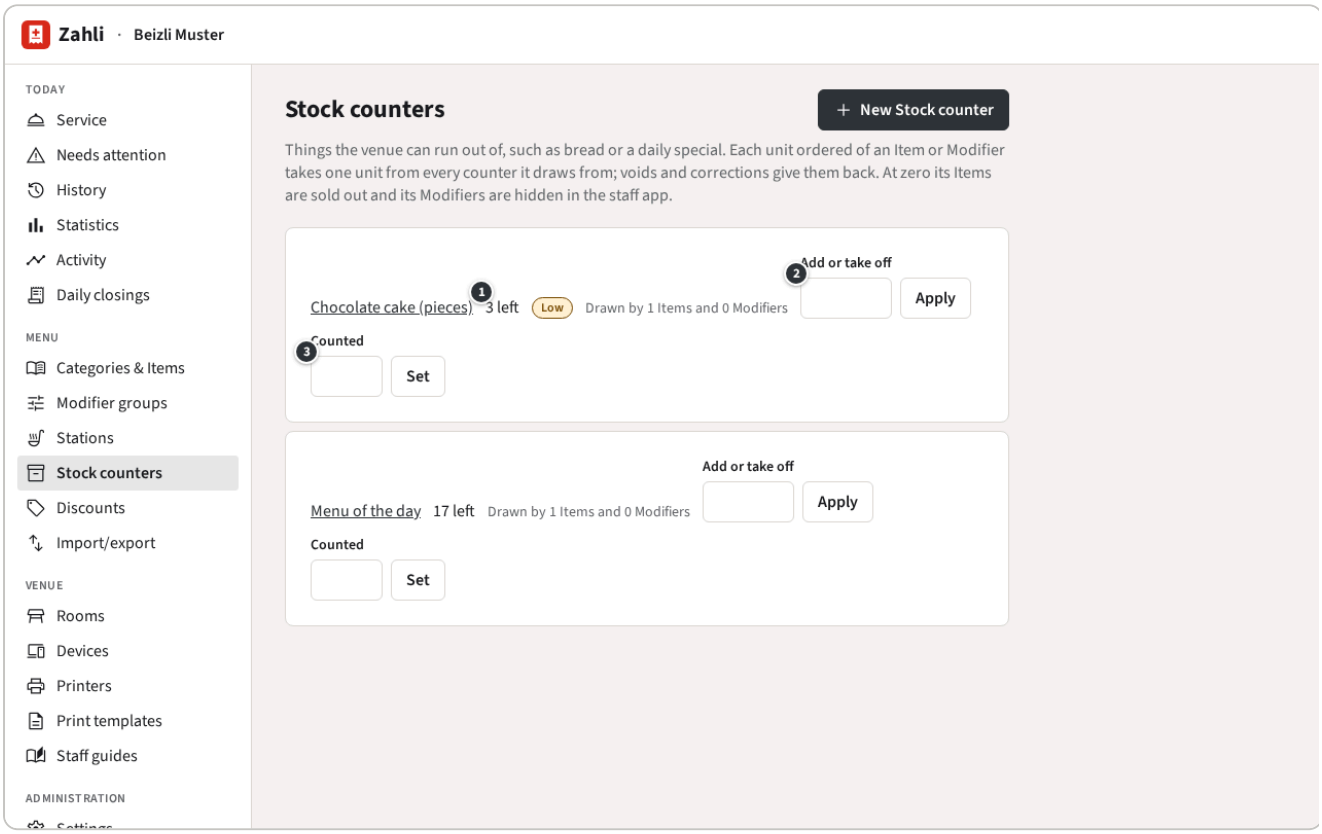
Which Printer prints a Station's Tickets is set on the Printer (Printers). A kitchen terminal shows the Stations chosen on the tablet itself (Choosing Stations).

Remove a Station

Click **Remove** in its row. A Station that Categories still send to stays, with the message **Categories still send their Tickets to this Station. Route them elsewhere first.**

Stock counters

A Stock counter counts something the venue can run out of, such as Beizli Muster's chocolate cake or its menu of the day. Each unit ordered of an Item or Modifier that draws from it takes one unit when the Round is sent; a Void or a correction gives it back. The counters are under **Menu → Stock counters**.



- ① how many are left; **Low** once few are left, **None left** at zero.
- ② **Add or take off** adds units to what is there, or takes them off.
- ③ **Counted** replaces it with what you counted.

Create a counter

1. Click **New Stock counter**.
2. Enter the name and the **Units there are now**.
3. Under **Show what is left from**, enter from how many on the staff app shows what is left.
4. Tick the **Items that draw from it** and the **Modifiers that draw from it**, and click **Create**.

Example: in the morning the Beizli bakes five pieces of chocolate cake. Its counter *Chocolate cake (pieces)* starts at 5, shows what is left from 3, and the Item *Chocolate cake* draws from it. After two pieces for Table 6, the staff app's tile says **3 left** (Sold out).

One counter can serve several Items and Modifiers: a counter *Rösti (portions)* could be drawn by the Zurich-style veal with rösti and by the Modifier Rösti of the sides. A unit ordered takes one unit, also when the Item and its Modifier both draw from the same counter.

Click a counter's name to change its name, where it shows what is left from, or what draws from it. **Remove Stock counter**, at the bottom, stops its Items and Modifiers from drawing from it.

Refill or count

During service, add what comes in: enter the number under ② and click **Apply**. A negative number takes units off, such as -1 for a piece that fell on the floor; taking off more than is left is refused. Units ordered meanwhile still count, so adding is safe while the Waiters keep ordering.

To set what is really there, enter it under ③ and click **Set**, best when nobody is ordering.

Example: at three in the afternoon, Michael brings another cake of 12 pieces: he enters 12 and clicks **Apply**, and 3 left becomes 15. At closing he counts 4 pieces where the counter says 5: he enters 4 under **Counted** and clicks **Set**.

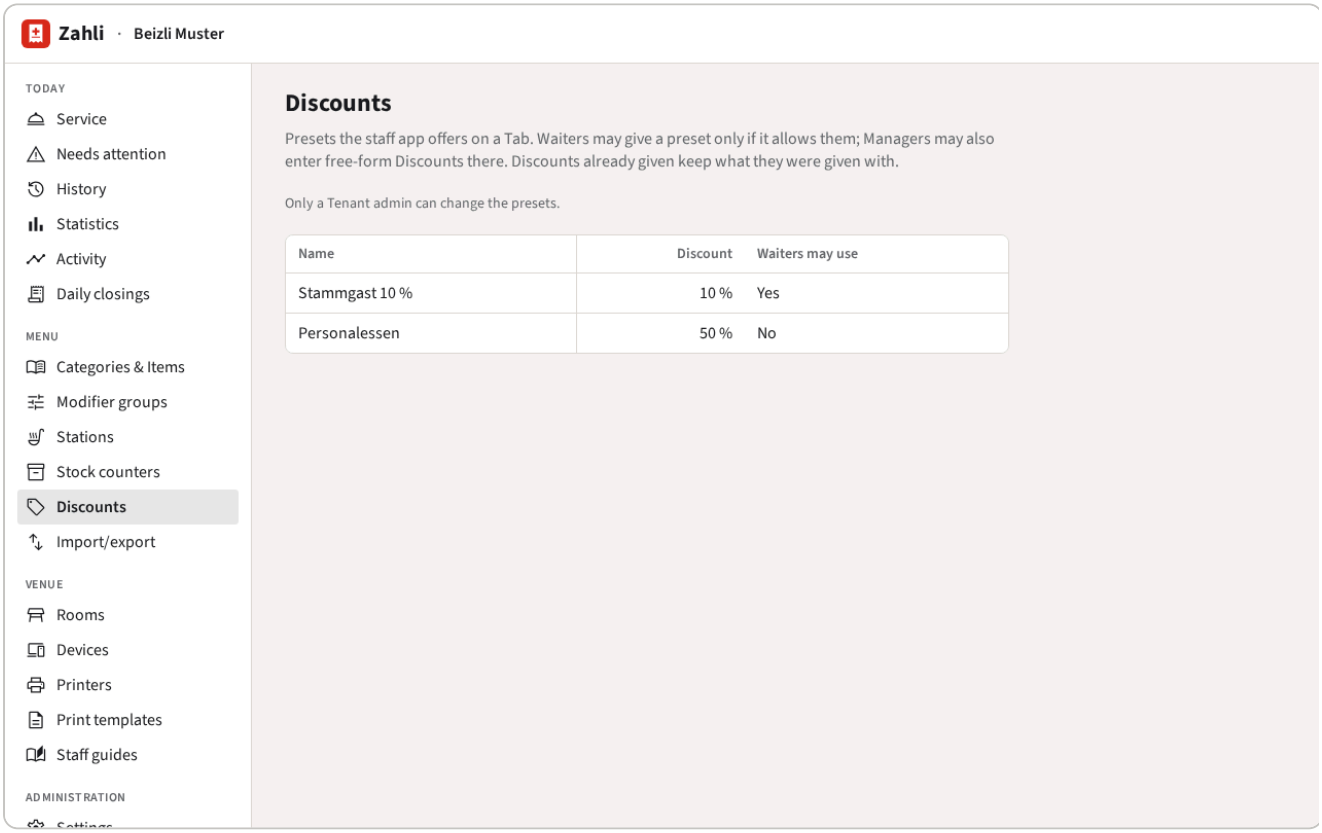
At zero

When a counter reaches zero, its Items are sold out in the staff app and its Modifiers are no longer offered. A Round that would take more than is left is not sent; the Waiter sees which item ran out. Under **Menu → Categories & Items** such an Item shows **Out of stock**.

As soon as you add units, they can be ordered again by themselves: the counter does not tick **Sold out**, so there is nothing to untick.

Discount presets

Discount presets are the Discounts your venue has prepared, so nobody types a percentage at the table. **Menu → Discounts** lists them: their name, the Discount, and whether Waiters may give them.



As the page says, **Only a Tenant admin can change the presets.** Ask yours for a new preset, another value, or to let Waiters give one.

Example: Beizli Muster has two. *Stammgast 10 %* (*Regular 10 %* in the English staff app) gives regulars 10 %, and Waiters may give it. *Personalessen* (*Staff meal*), 50 %, is for Managers only.

Give a preset

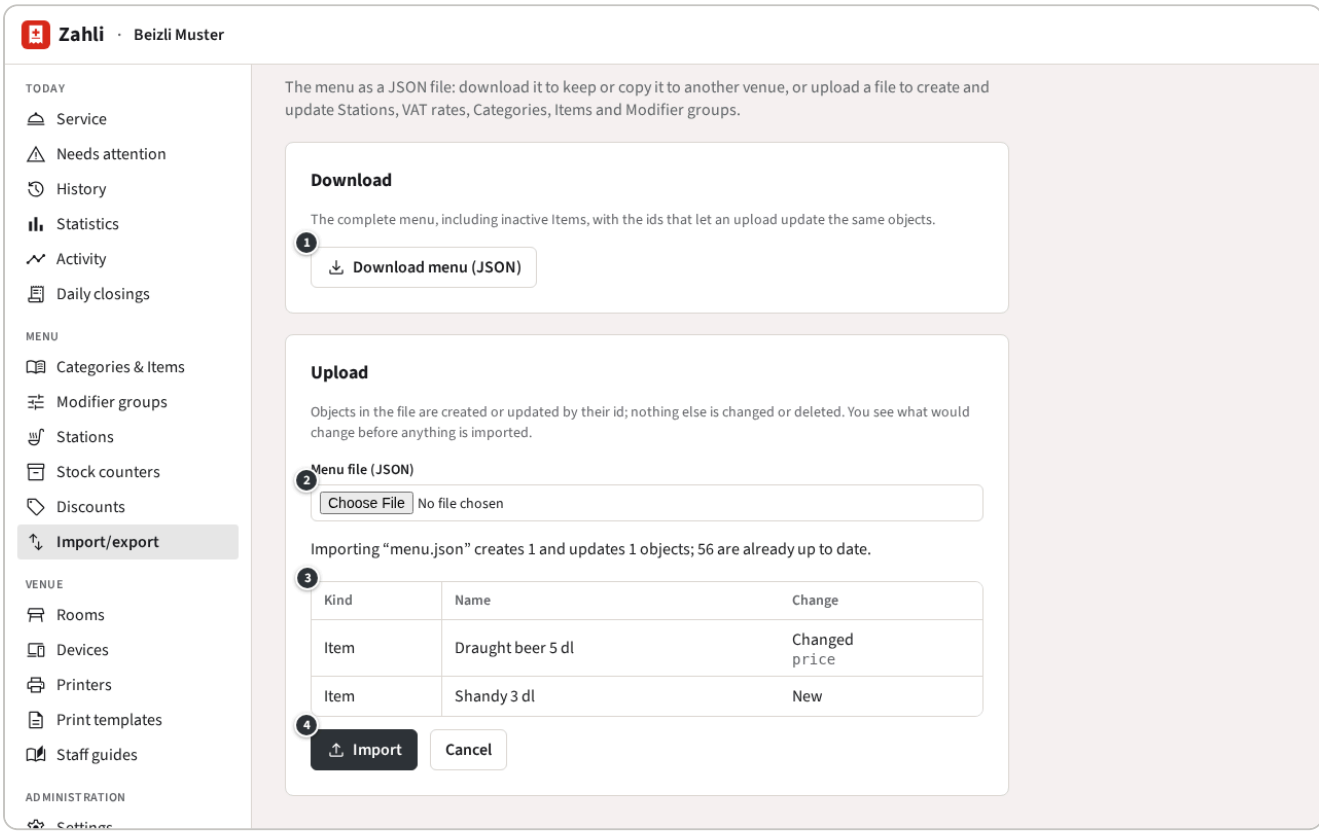
In the staff app, you give a preset like a Waiter does (Discounts), but you may give every preset, also those Waiters may not use.

Example: after her shift, Silvia eats a cordon bleu at the Stammtisch. Michael opens her Tab and gives *Personalessen*; Silvia could not have given it herself.

A Discount keeps the name and value the preset had when it was given; a later change to the preset does not change it. A Discount of any other amount is a free-form Discount (Discounts, Corrections and Refunds).

Menu import and export

Under **Menu → Import/export**, the whole menu travels as one JSON file: to keep a copy before big changes, to change many prices at once in a text editor, or to copy the menu to another venue. The Rooms have their own file, on the Rooms page (Rooms).



Download the menu

Click ① **Download menu (JSON)**. You get `menu.json`: the Stations with their colours, the VAT rates, the Categories with their Items (also those off the menu), and the Modifier groups with their Follow-up groups, each with its id. Stock counters and Discount presets are not in it. Pictures are only named: in the same venue they stay, in another one the Items have none until you add them again.

Upload a file

1. Choose the file under ② **Menu file (JSON)**.
2. Zahli checks it and shows what importing it would change ③, without changing anything yet: each Station, Category, Item or Modifier group it would create (**New**) or change (**Changed**, with the fields), and how many are already up to date.
3. Click ④ **Import** to import it, or **Cancel**.

Example: Michael raises the draught beer from 7.50 to 8.00 and adds a *Shandy 3 dl* to the Cold drinks in the downloaded file, then uploads it. The page shows one Item to create and one to change, its price; everything else is up to date. He clicks **Import**.

What the file contains is created or updated by its id; what it leaves out stays as it is, and nothing is ever deleted. The order of things in the file becomes their order on the menu. A file that breaks a rule, such as prices in another currency or a Follow-up group that would open itself, is not imported; the page lists each problem with where it is in the file.

A file that creates or changes VAT rates is refused with **This file creates or changes VAT rates, which only a Tenant admin may do.** Ask a Tenant admin to import it, or leave the VAT rates as they are.

Copy a menu to another venue

Download the menu in one venue and upload the file in the other, which must use the same currency. Since the ids stay the same, uploading a newer file later updates the copies instead of adding new ones.

The first copy brings the first venue's VAT rates along as new ones, so a Tenant admin imports it; later files, with the same rates unchanged, a Manager can import too.

Example: Beizli Muster opens a summer kiosk at the lake as a venue of its own. Michael downloads the menu, Anna Admin uploads it in the kiosk, and Michael takes the hot meals off the menu there.

A later upload sets everything the file names as the file has it, also what was changed in the copy since: uploaded again, the Beizli's file would put the kiosk's hot meals back on its menu.

The menu is the same in test and live mode, so there is nothing to copy between them.

Laying out Rooms

The Rooms are the plans Waiters tap in the staff app (Rooms and Tables). You draw them under **Venue → Rooms**: each Room with its **Tables**, where a Tab can be opened, and its **decorations**, shapes or text that help find the way, such as a bar counter or the entrance. Beizli Muster has two Rooms, the Gaststube and the Terrasse.

Add or change a Room

- To add a Room, enter its name in **Name of the new Room** and click **Add Room**.
- Pick a Room by its tab above the plan. Under **Room** you change its **Name**, its **Width** and **Height** and its **Grid size**.
- **Move earlier** and **Move later** change the order of the Rooms in the staff app.
- Clear **Shown in the staff app** to hide a Room, for example the Terrasse in winter. The Room and its Tables disappear from the staff app and show **Hidden** here until you tick it again. A Room with an open Tab at one of its Tables cannot be hidden.
- **Delete Room** removes the Room with all its Tables and decorations, after you confirm; not while one of its Tables has an open Tab. The Tabs of removed Tables stay in the History.

Adding, moving and deleting a Room take effect at once. Everything else you change in a Room, including the Tables and decorations, takes effect only when you click **Save**.

Add Tables and decorations

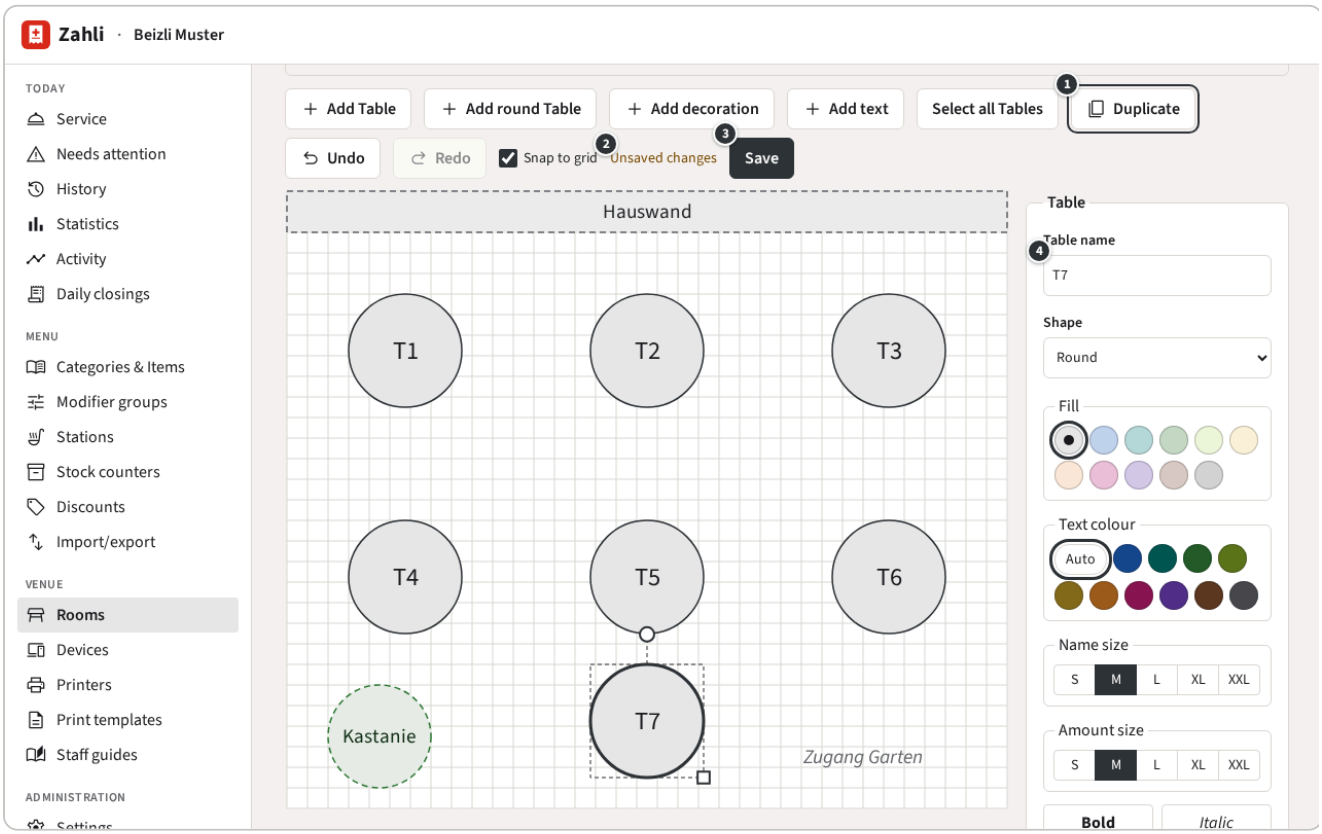
Add Table and **Add round Table** place a new Table in the Room, named with the next free number. **Add decoration** adds a shape, and **Add text** a text without a shape, such as *Fensterseite* in the Gaststube.

Then work on the plan:

- **Move**: drag a Table or decoration. With **Snap to grid** ticked it follows the grid; hold Alt to place it freely. The arrow keys move the selection too, Shift+arrow by one grid step. The grid shows only here, never in the staff app, and the snap setting is kept in this browser.
- **Resize** by its square corner, **rotate** by its round handle, in steps of 15° (with Shift in single degrees).
- **Select several**: Shift- or Ctrl-click (⌘ on a Mac), drag across the empty floor, Ctrl+A, or **Select all Tables**. A selection moves together.
- **Delete**: the Delete key, or **Delete** in the panel.
- **Undo** (Ctrl+Z) and **Redo** (Ctrl+Shift+Z) go back and forward over your changes, also after saving, until you open another Room.

Table names are unique across all Rooms: a second Table *5* is refused, also on the Terrasse.

Copy Tables



① **Duplicate** (Ctrl+D) copies the selection and places the copies right of it, or below it where the Room has no space. Dragging with Ctrl held drags out copies. Ctrl+C, Ctrl+X and Ctrl+V copy, cut and paste, also into another Room; pasted plain text becomes a text decoration.

A copy keeps the text of its Table's name and counts the number on from the highest in use: *T5* becomes *T7* when the Terrasse already has T1 to T6, *3.1* becomes *3.2*, and *Bar* becomes *Bar 2*. Several copies are numbered in Tab order: row by row, from top to bottom and left to right.

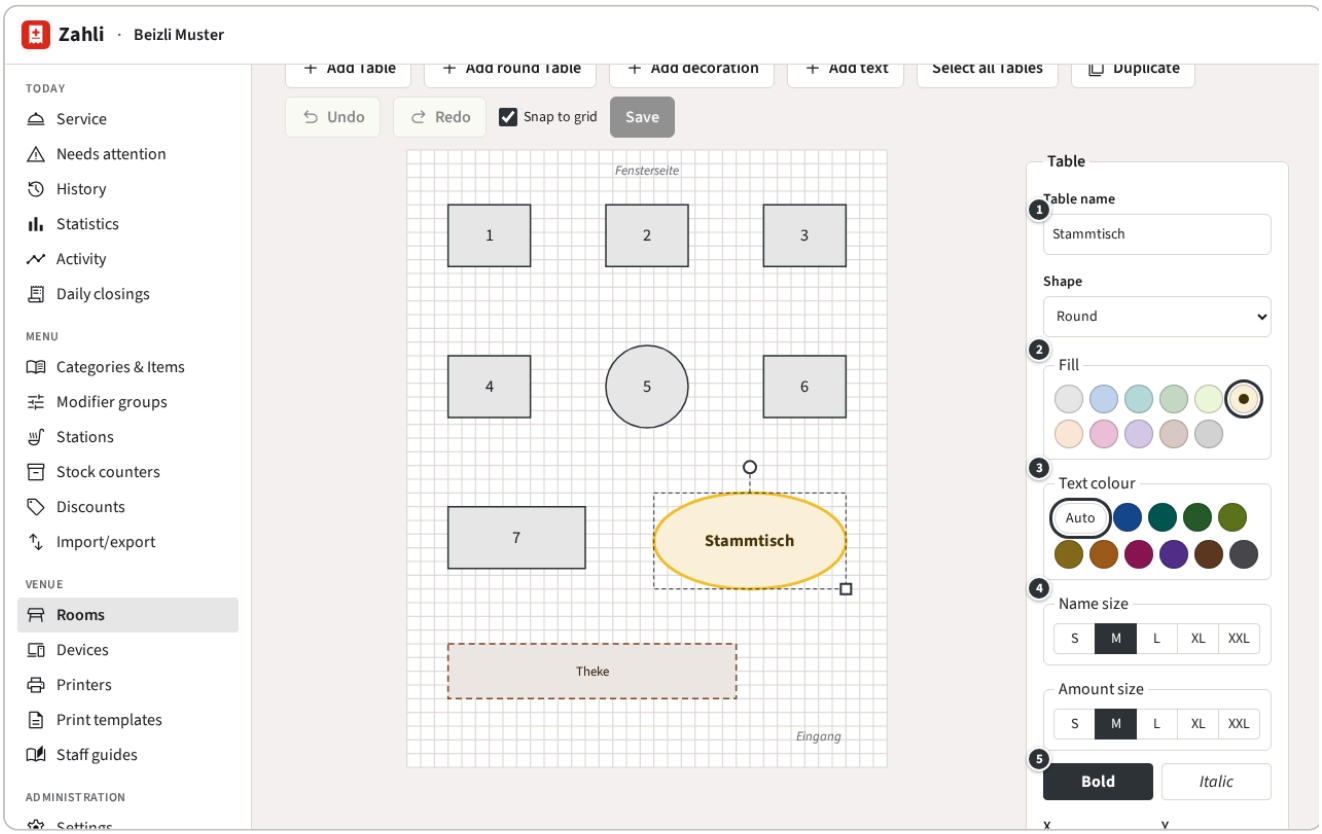
Until you save, ② shows **Unsaved changes**; ③ **Save** saves the Room. Leaving the page or opening another Room asks first whether to discard the changes.

Example: for a summer party, Michael adds a Table to the Terrasse. He clicks T5 and **Duplicate**; the copy T7 ④ appears right of T5, touching T6. He drags it below T5, where the Terrasse has room, and clicks **Save**. The phones show T7 on the Terrasse a moment later.

Name Tables quickly

In the field **Table name** (④ above), Tab goes on to the next Table in Tab order and selects its name for typing over, Shift+Tab goes back. To rename the Gaststube's Tables 1 to 7 as *G1* to *G7*, Michael clicks Table 1 and types *G1*, Tab, *G2*, Tab, and so on, then saves.

Format a Table or decoration



Select a Table and set, in the panel:

- ① its **Table name** and its **Shape**; a decoration has a **Label** instead, and the shape **Text only** for text alone,
- ② the **Fill**: **Default** or one of the Station colours. Each colour has a second shade that the phone shows while the Table has an open Tab, so a coloured Table still shows when it is occupied,
- ③ the **Text colour**, **Auto** by default,
- ④ the **Name size** and **Amount size** (the open Tab's amount); for a decoration the **Label size**,
- ⑤ **Bold** and **Italic**.

With several items selected, the panel shows what they share and **Mixed** where they differ; a choice applies to all of them. Text sizes are relative to the phone's text, so the plan here shows them as on a phone 400 dp wide; on a larger phone or tablet text takes less space.

Example: the Stammtisch, the regulars' table, stands out in yellow and bold, round and larger than the other Tables.

Import and export Rooms

Import and export (JSON) at the top of the page moves Rooms as a file, for a backup or for a second venue:

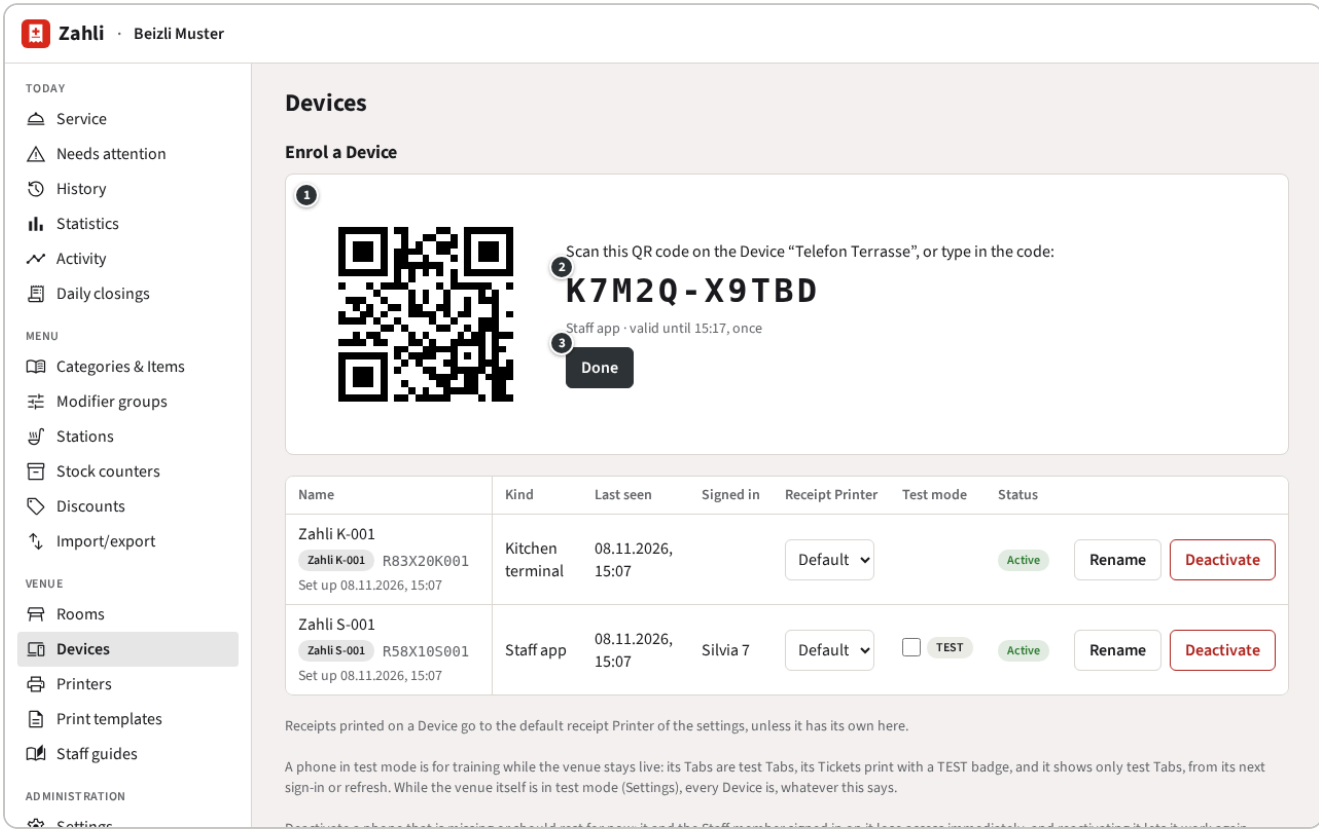
- **Download Rooms (JSON)** saves every Room, hidden ones too, with its Tables and decorations.
- Under **Upload**, choose a **Rooms file (JSON)**. Zahli first lists what it would create and change, and any Table name that is already taken; nothing happens until you click **Import**.

An import creates and updates, but never deletes: a Room, Table or decoration missing from the file stays as it is.

Devices

A **Device** is a phone or tablet set up for the venue: a phone that runs the staff app, or a tablet that runs the kitchen terminal. Each is enrolled once with a one-time code; then the staff sign in on it as often as they like. The Devices are under **Venue → Devices**.

Enrol a phone

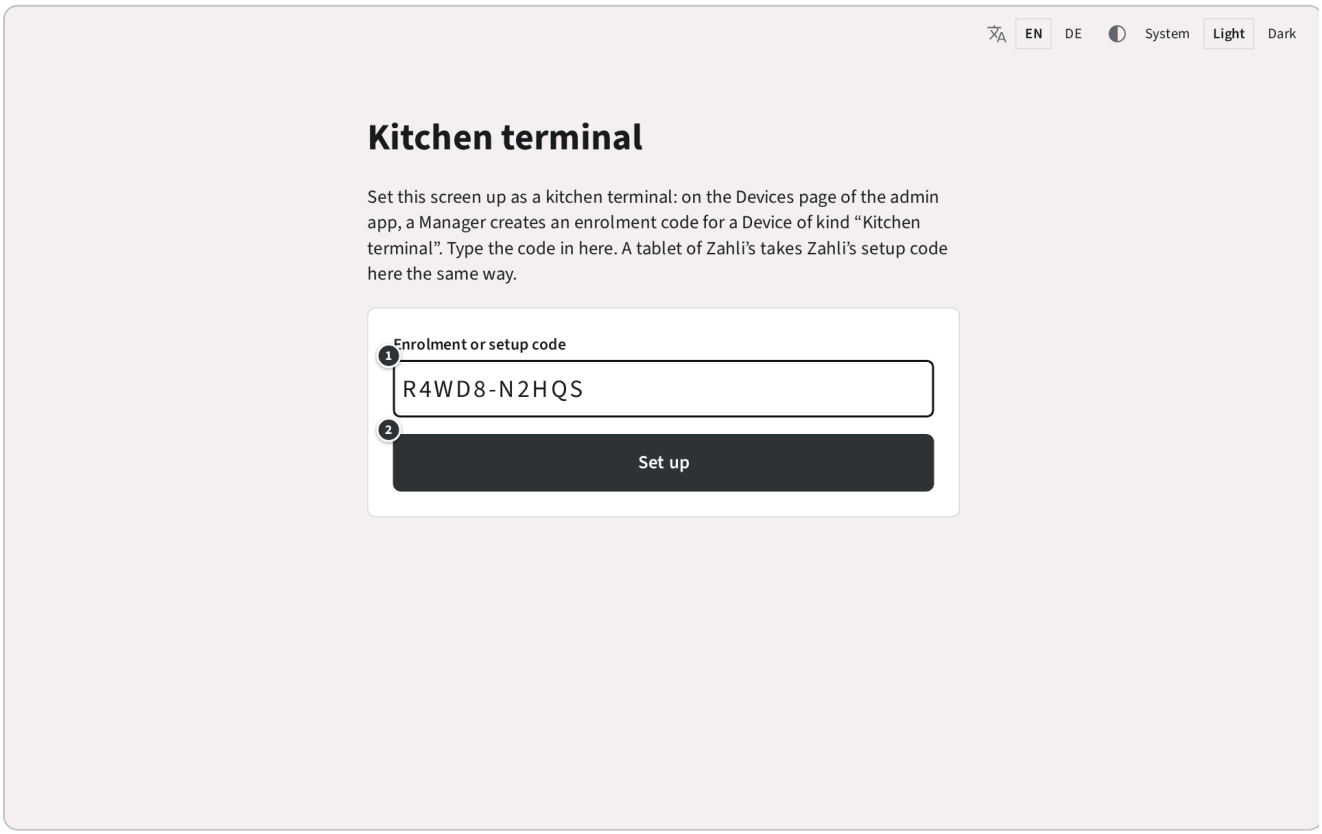


1. Under **Enrol a Device**, enter a **Name**, which is how the list shows the phone, and keep the **Kind** **Staff app**.
2. Click **Create enrolment code**. The page shows the code as ① a QR code and ② as text. It works once, for 10 minutes.
3. On the phone, open the Zahli app. It shows **Enrol this phone**: tap **Scan enrolment code or Staff QR** and scan ①, or type ② into **Enrolment code** and tap **Enrol**.
4. The phone shows the sign-in with its name and the venue. Click ③ **Done** to see it in the list.

Example: Beizli Muster buys a phone of its own for the Terrasse. Michael names it *Telefon Terrasse*, creates the code and scans it with the new phone. Silvia can sign in on it at once (Signing in).

Where the Tenant admin allows it, a Waiter can also enrol a phone by scanning their Staff QR on it; such a phone shows in the list named after its model and the Waiter's first name. A phone still enrolled at another venue asks before it moves to yours: it is removed there, and what it kept for that venue is discarded.

Enrol the kitchen terminal

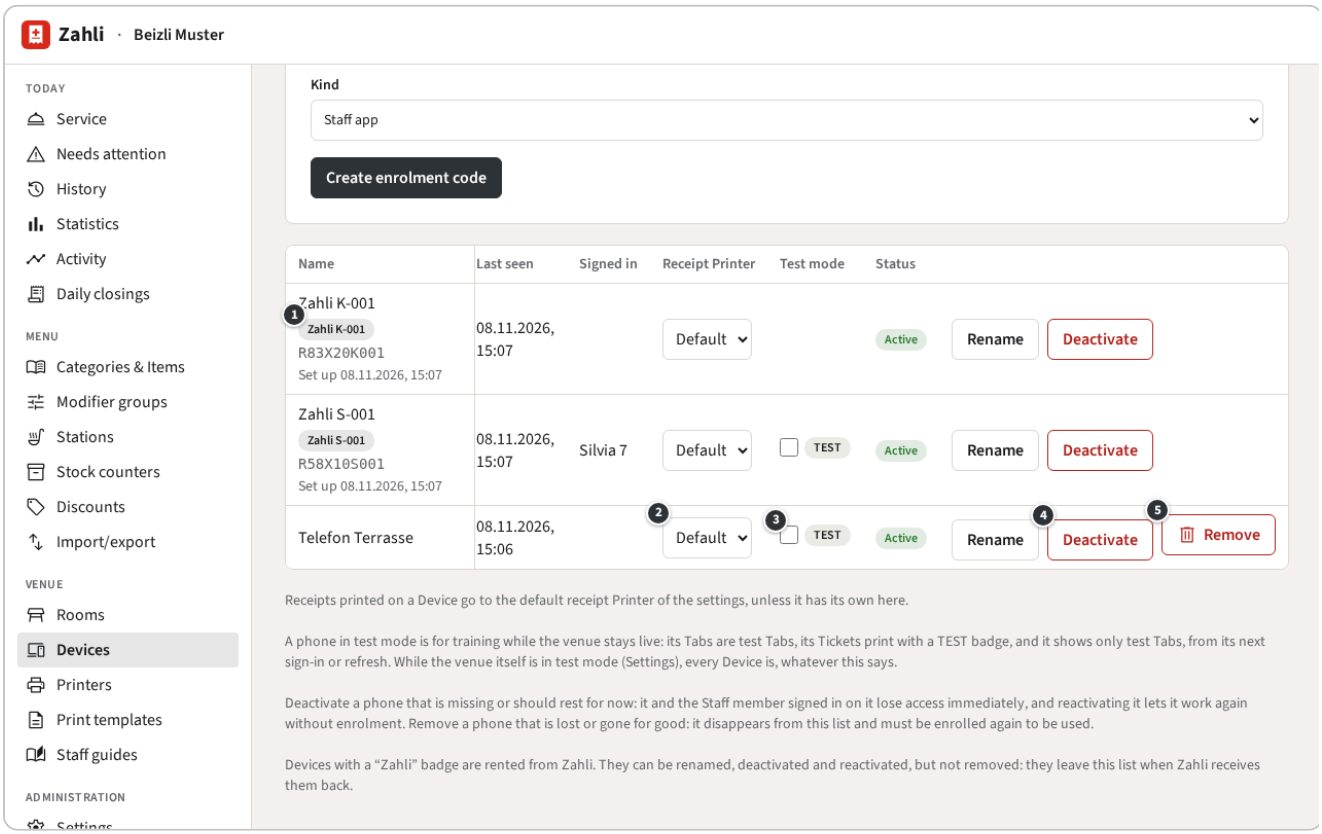


1. Under **Enrol a Device**, enter a name such as *Küchenbildschirm*, choose the **Kind Kitchen terminal** and click **Create enrolment code**.
2. On the tablet, open `app.zahli.ch/kitchen` in the browser. It shows **Kitchen terminal**.
3. Type the code into ① **Enrolment or setup code** and tap ② **Set up**. The tablet does not scan; type the code.
4. On the tablet, choose the Stations it shows (Choosing Stations).

A kitchen terminal enrols only with a code of its kind, never with a Staff QR.

Example: when K-001 goes back to Zahli after the summer, Beizli Muster uses a tablet of its own. Michael creates a code for *Küchenbildschirm*, types it on the tablet and chooses Küche and Bar there.

Look after the Devices



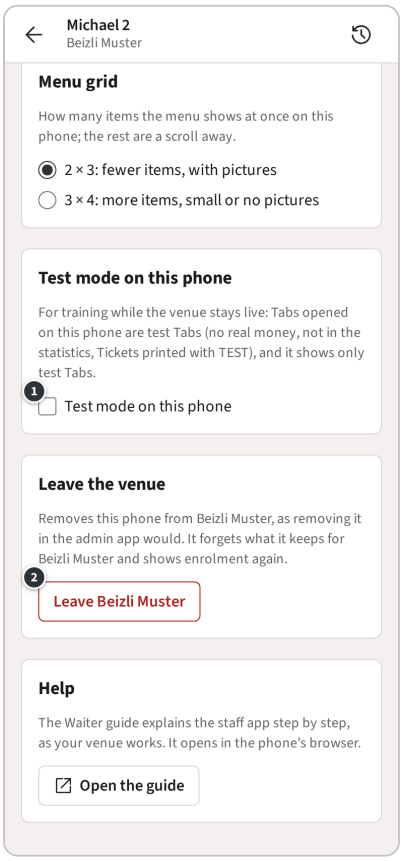
The list shows each Device's **Last seen** and who is **Signed in** on it.

- ② **Receipt Printer**: where Receipts printed on this phone go. **Default** is the venue's receipt Printer (Venue settings); choose another Printer for a phone that works next to it (Printers).
- ③ **Test mode**: puts a phone into test mode of its own, for training while the venue stays live (Test mode).
- **Rename** changes the name.
- ④ **Deactivate**: for a phone that is missing or should rest for now. Whoever is signed in on it is signed out at once, and it shows **This Device is deactivated** until you click **Reactivate**; then it works again without a new code.
- ⑤ **Remove**: for a phone that is lost or gone for good. It disappears from the list and must be enrolled again with a new code to be used. Its Tabs and History stay.

Deactivating and removing ask first. A kitchen terminal shows its own message when deactivated or removed (When the screen says deactivated).

Example: one evening *Telefon Terrasse* is nowhere to be found. Michael clicks **Deactivate**, so nobody can take orders on it. The next morning it turns up under the chestnut tree; he clicks **Reactivate** and it works again.

Leave the venue from the phone



A Manager signed in on a phone finds two more things in its **Settings** (the menu at the top left of the Rooms): ① **Test mode on this phone** (Test mode), and ② **Leave Beizli Muster** under **Leave the venue**.

Leaving removes the phone from the venue, as **Remove** in the admin app would. After you confirm, the phone forgets what it kept for the venue and shows enrolment again, ready for another venue. Use it before you hand a phone on. It is refused while Payments taken offline on the phone still wait to be sent; stay online until they are, then try again.

Phones and tablets rented from Zahli

Beizli Muster rents the phone S-001 and the tablet K-001 from Zahli. They need no enrolment: they belong to the venue for as long as the rental runs, and the list shows ① the badge **Zahli K-001** with the serial number and when Zahli set it up.

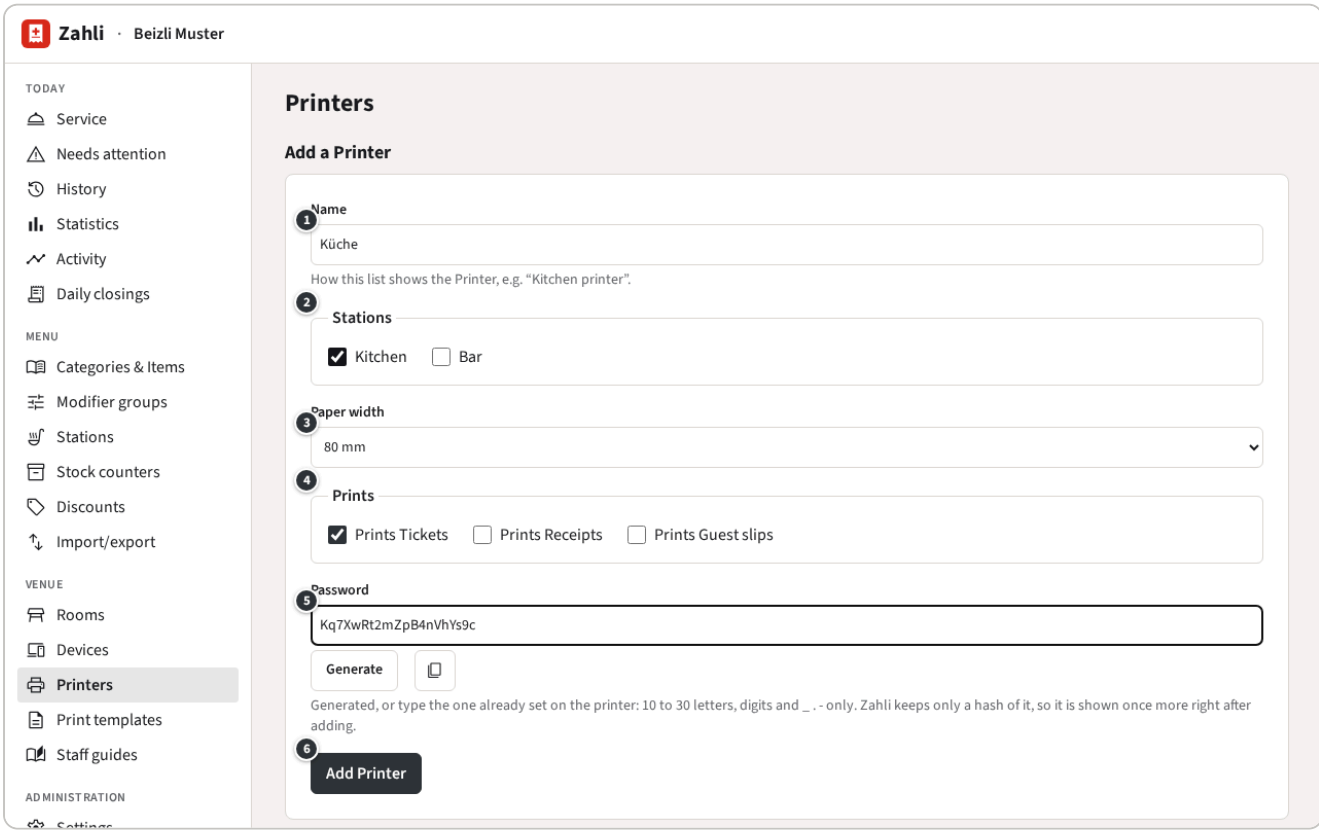
You rename, deactivate and reactivate them, and set the phone's Receipt Printer and test mode, like your own. You cannot remove them, and the phone's Settings say that it belongs to Zahli instead of offering to leave. When the rental ends, the Devices leave the list, and the phone shows **Not rented – please return to Zahli · S-001**, the tablet the same with K-001 (Not rented). Give them back to Zahli as agreed.

Printers and Print templates

A **Printer** is a named place where Zahli prints: the Tickets of the Stations it serves, Receipts, Guest slips, or all of them. An Epson receipt printer at the venue prints for it and fetches its jobs from Zahli over the internet; nothing at the venue needs to be opened to the internet. The Printers are under **Venue → Printers**.

At Beizli Muster, the Printer *Theke* at the counter prints the Bar's Tickets, the Receipts and the Guest slips, on the printer P-001 rented from Zahli. The Küche has no Printer yet: its Tickets show on the kitchen terminal only.

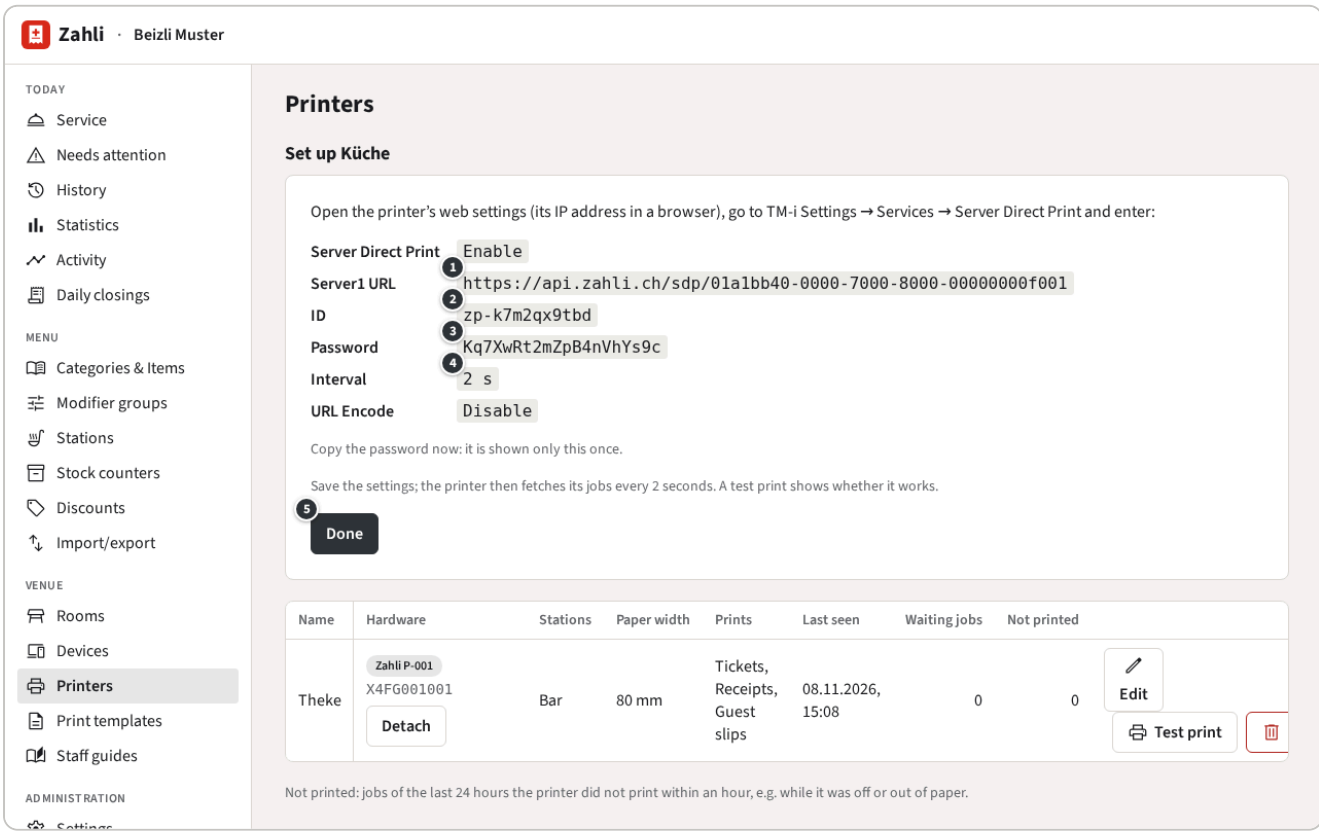
Add a Printer



1. ① **Name**: how the list shows it.
2. ② **Stations**: the Stations whose Tickets it prints.
3. ③ **Paper width**: **80 mm** or **58 mm**, as the printer's paper roll.
4. ④ **Prints**: **Prints Tickets**, **Prints Receipts**, **Prints Guest slips**.
5. ⑤ **Password**: generated for you. If the printer already has a password set for Zahli, type that one instead.
6. Click ⑥ **Add Printer**.

Example: Michael buys an Epson printer for the kitchen. He adds the Printer *Küche* for the Station Küche (shown as Kitchen in English), 80 mm, and only **Prints Tickets**. From then on the Küche's Tickets print there as well as showing on the kitchen terminal.

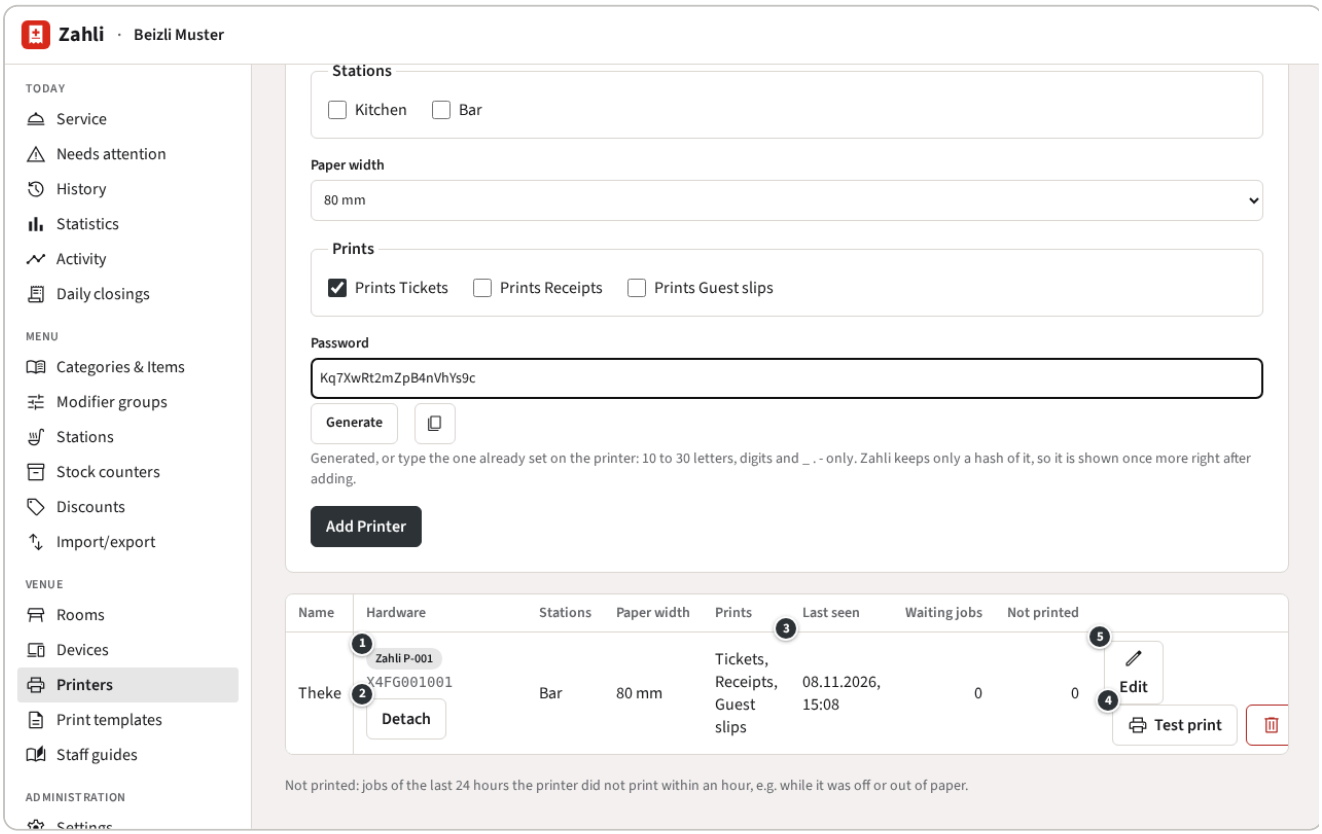
Set up the venue’s own Epson printer



After adding, the page shows what to enter in the printer. Open the printer’s web settings (its IP address in a browser on the venue’s network), go to TM-i Settings → Services → Server Direct Print, set **Server Direct Print** to **Enable** and enter ① the **Server1 URL**, ② the **ID**, ③ the **Password**, ④ the **Interval** of 2 seconds and **URL Encode Disable**. Save there, then click ⑤ **Done** here.

Copy the password before you click **Done**: it is shown only this once. Later, **Setup** in the list shows the card again without it; if it is lost, **New password** there sets a new one, and the printer prints nothing until you enter that in its settings too.

Test and watch a Printer



- ① **Hardware**: what prints for it. **Own printer** is the venue's printer; a badge such as **Zahli P-001** a printer rented from Zahli.
- ③ **Last seen**: when the printer last fetched its jobs. A working printer does so every 2 seconds.
- **Waiting jobs**: jobs not printed yet, for example while the printer is off or out of paper. They print once it is back.
- **Not printed**: jobs of the last 24 hours that did not print within an hour. Click the number to see them and print each again with **Print again**.
- ④ **Test print** sends a test page, which prints at the printer's next fetch.
- ⑤ **Edit** changes the name, Stations, paper width and what it prints.
- **Remove** removes the Printer: its password stops working and jobs waiting for it do not print. A Printer that Receipts go to stays until you choose another receipt Printer.

Example: before service, Michael clicks **Test print** on Theke. The page says **Test page queued for Theke; it prints at the printer's next poll.**, and P-001 at the counter prints the test page.

A printer rented from Zahli

A printer rented from Zahli needs no setup: you attach it to one of your Printers, which keeps its name, Stations, paper width and what it prints.

- Rented printers attached to no Printer are listed under **Rented printers not attached** and print nothing.
- **Attach…** on a Printer chooses one of them and **Attach** attaches it. It prints the jobs waiting for the Printer too. A printer attached before is detached.

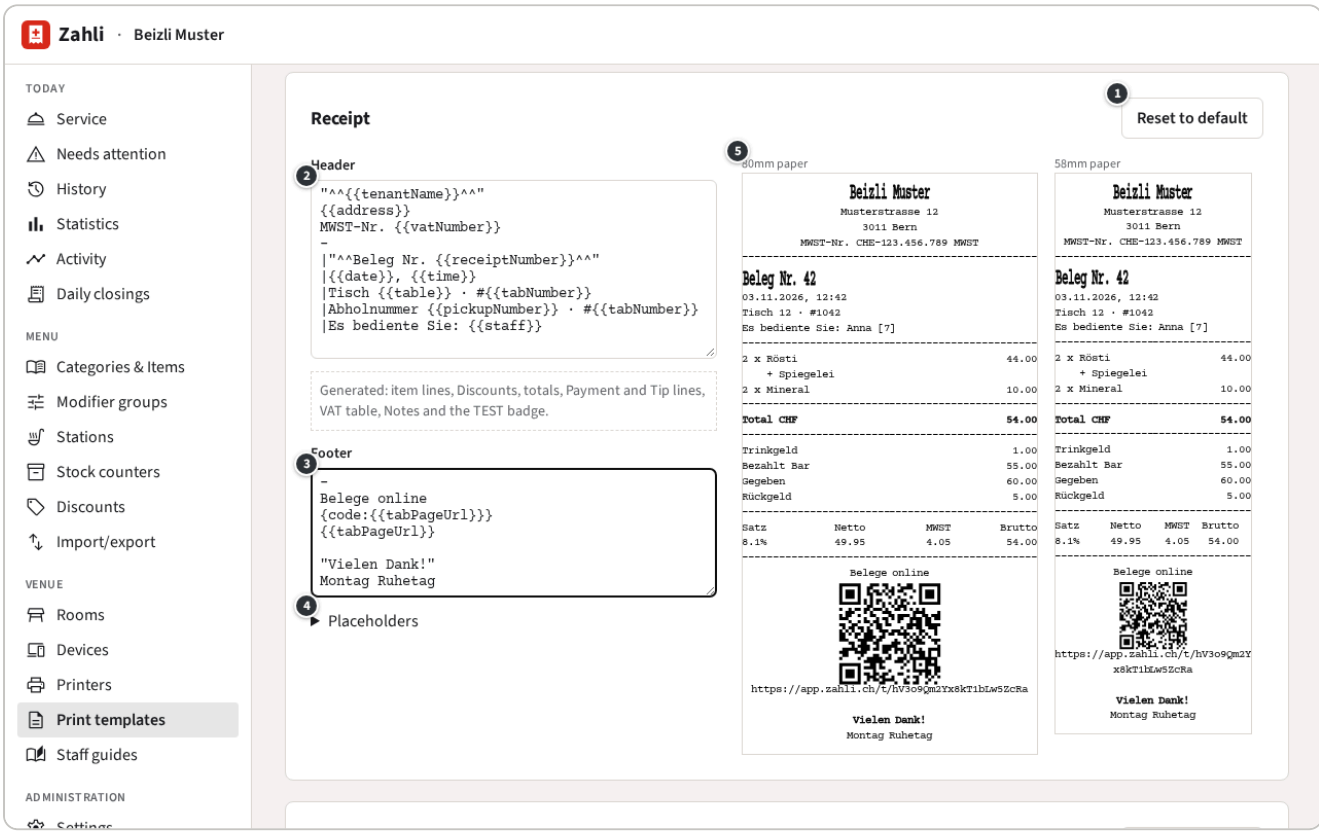
- ② **Detach** stops it printing for the Printer; the jobs wait for the next printer. Until one prints for it, the Printer shows **No printer attached**.

Example: P-001 jams during a busy evening, and Zahli brings the spare P-002. Michael clicks **Attach…** on Theke and chooses P-002. Theke's Tickets and Receipts, the waiting ones too, now come out of P-002.

Where Receipts and Guest slips print

Receipts print on the phone's own Receipt Printer, chosen on the Devices page (Devices), or else on the venue's default receipt Printer (Venue settings). In a browser, a Manager chooses it in the staff app's **Settings** under **Receipt printer**. Only Printers with **Prints Receipts** are offered. Whether Guest slips print is a venue setting; they come out of the sending phone's Receipt Printer if it prints Guest slips, or else out of the first Printer that does.

Print templates



Under **Venue → Print templates** you write the top and bottom of Receipts and of Tickets: ② **Header** and ③ **Footer**. What lies between them, the items, totals, VAT and the TEST badge, Zahli adds itself.

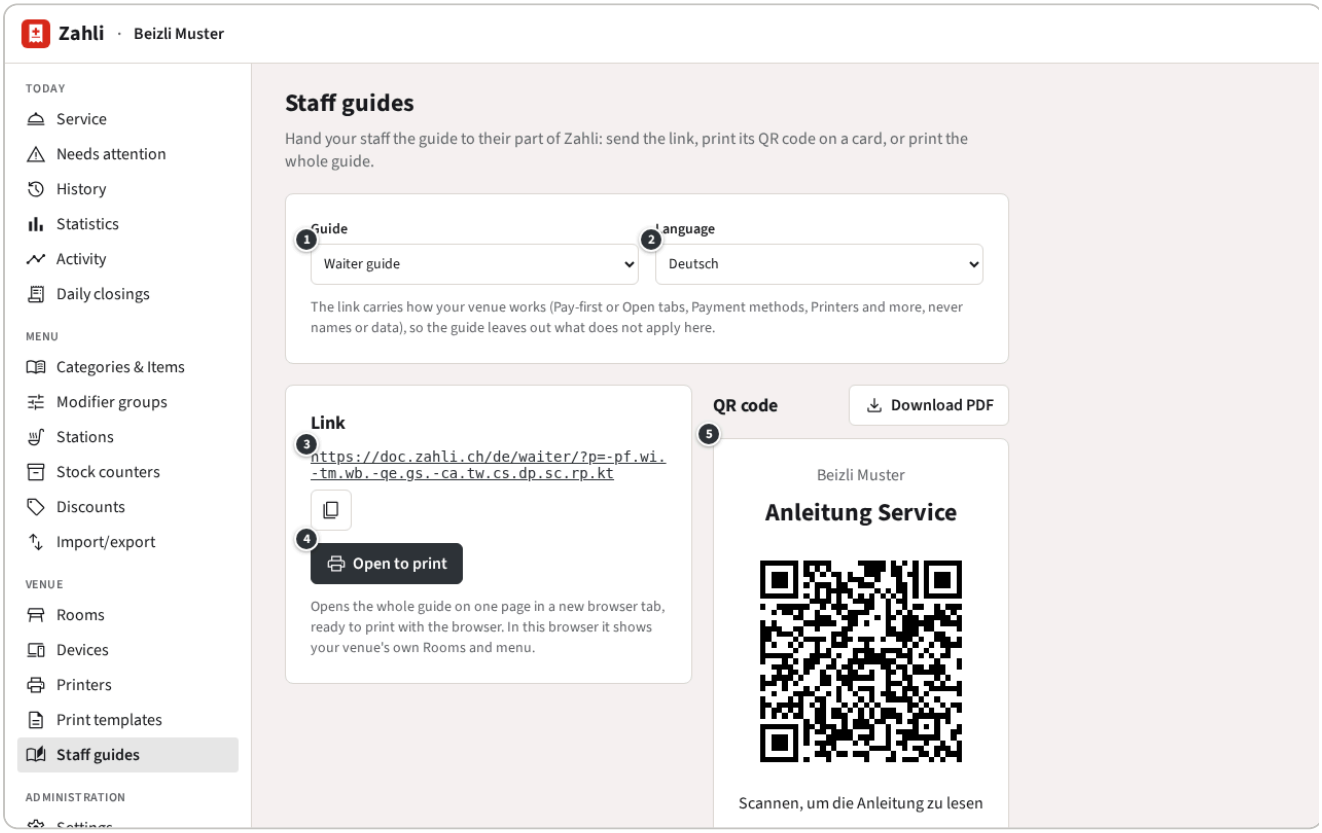
- A line prints as you type it. Text in double quotes prints bold, such as `"Vielen Dank!"`; the defaults show more of the ReceiptLine signs.
- ④ **Placeholders** lists what Zahli fills in when printing, such as `{{tenantName}}`, `{{table}}` or `{{receiptNumber}}`. A line whose placeholder has no value is left out: the Table's line on a Walk-in's Receipt, for example.
- ⑤ **Preview** shows a sample print on 80 and 58 mm paper as you type.
- ① **Reset to default** puts back the built-in header and footer.

- Click **Save** below the Ticket. An unknown placeholder is not saved; the message gives its line. A Receipt without the venue's name, address, VAT number, the date or the Receipt number is saved, with a warning, since a Receipt should show them.

Example: Beizli Muster is closed on Mondays. Michael adds the line *Montag Ruhetag* to the end of the Receipt's footer, sees it under *Vielen Dank!* in the preview and clicks **Save**. Every Receipt printed from then on says so.

Staff guides

Under **Venue → Staff guides** you hand your staff the guide they need: the Waiter guide to the Waiters, the Kitchen guide to whoever works at the kitchen terminal, this guide to another Manager.



1. ① **Guide**: **Waiter guide**, **Kitchen guide**, **Manager guide** or **Tenant admin guide**.
2. ② **Language**: **Deutsch** or **English**; at first your venue's language.
3. ③ The link, to send by message or email. The button beside it copies it.
4. ④ **Open to print** opens the whole guide on one page in a new browser tab. Print it there with the browser's Print (Ctrl+P), on paper or as a PDF.
5. ⑤ The QR code on a card: **Download PDF** makes a PDF of it to print, cut out and lay by the till or pin up in the kitchen. A phone scanning it opens the guide.

Fitted to your venue

The Waiter guide's link carries how your venue works: Pay-first or Open tabs, Walk-ins, the Payment methods, Discount presets for Waiters, Stock counters, a receipt Printer, a kitchen terminal and a few settings more. Opened through it, the Waiter guide leaves out what does not apply to you, so a Waiter at a venue without Card never reads about Card. The link holds only these switches, never names or data. The other guides are the same for every venue.

The link follows your settings as they are when you open the page. Once you change them, for example with a kitchen terminal or Card added, open the page again, hand out the new link and print a new card.

Example: Beizli Muster takes Open tabs, Cash and Twint, prints Receipts on Theke and has the kitchen terminal K-001. Michael picks **Waiter guide** in **Deutsch**, clicks **Download PDF** and lays the card by the till.

Silvia scans it with her phone and reads the Waiter guide without the passages on Pay-first and Card.

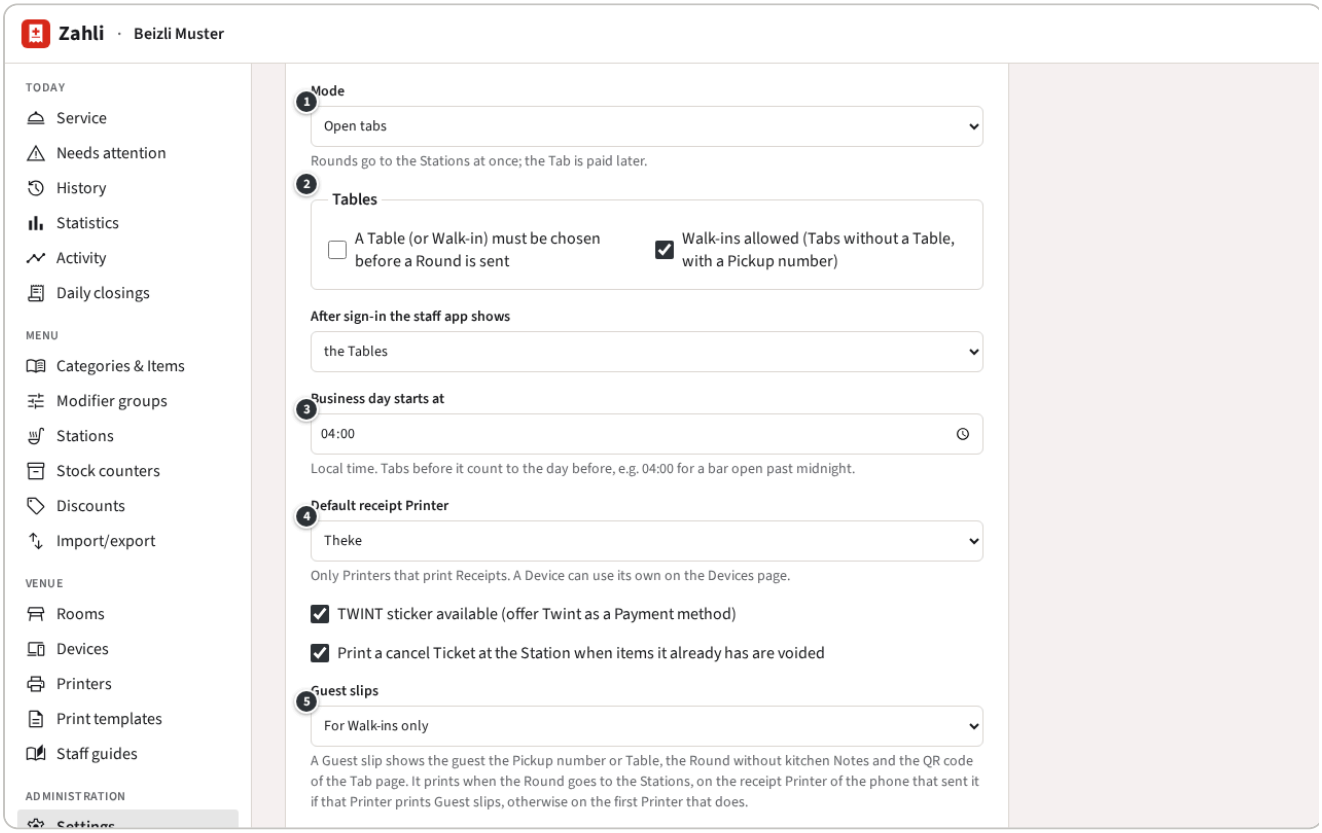
Your own Rooms and menu

Opened in a browser where you or one of your staff are signed in to Zahli, the Waiter guide shows your venue's own screens in place of Beizli Muster's: each of your Rooms, your menu, the choices of your first item with Modifiers, and an example Tab of your first three items with its Pay sheet. That Tab exists only on the page; nothing is sent or booked. Printed from there, the guide is a picture of your venue at that moment, open Tabs included, so print it before service. Where nobody is signed in, as on most phones scanning the card, it shows Beizli Muster's screens.

Example: Michael clicks **Open to print** before opening time and prints the Waiter guide with the Gaststube, the Terrasse and the menu of Beizli Muster as they are today.

Venue settings

How the venue works for everyone is set under **Administration → Settings**. A Manager changes the card **Service**, and switches the whole venue between test and live mode in the card above it (Test mode).



The Service card

- ① **Mode**: **Open tabs**, where Rounds go to the Stations at once and the Tab is paid later, or **Pay-first**, where a Round goes to the Stations only once the Tab is paid (Pay-first).
- ② **Tables**: whether a Table (or a Walk-in) must be chosen before a Round is sent, and whether Walk-ins, Tabs without a Table, are allowed.
- **After sign-in the staff app shows**: **the Tables**, or **the menu, for a new Tab**; the latter suits a counter where guests order and pay at once.
- ③ **Business day starts at**: when one business day ends and the next begins, in local time. Tabs before it count to the day before, in the History and the Daily closing.
- ④ **Default receipt Printer**: where Receipts print unless a phone has its own (Printers).
- **TWINT sticker available (offer Twint as a Payment method)**: offers Twint at the Pay sheet.
- **Print a cancel Ticket at the Station when items it already has are voided**: after a Void, the Station gets a cancel Ticket for what it already had.
- ⑤ **Guest slips**: **Never**, **For Walk-ins only**, **Always**, or **QR code on the kitchen Ticket instead**. A Guest slip gives the guest their Pickup number or Table, the Round, and the QR code of the Tab page. It needs a Printer with **Prints Guest slips**.

Click **Save** at the end of the card. The staff app takes the change at its next sign-in or refresh.

Example: Beizli Muster's business day starts at 04:00, so a round of drinks at half past midnight still belongs to the evening before and its Daily closing. Walk-ins are allowed, and only they get a Guest slip with their Pickup number, printed at the Theke. For a summer festival, Michael would switch the **Mode** to **Pay-first**, let the staff app open with **the menu, for a new Tab**, and switch both back afterwards.

What the Tenant admin sets

Further down, the cards **Twint code** (the venue's Twint QR code shown on the phones) and **Locale and security** (language and currency of the prints, sign-out after idle time, Staff QRs enrolling phones, Waiters in a browser) say **Only a Tenant admin can change these.** You see them, greyed or without buttons, but cannot change them. At Beizli Muster, Anna does (Tenant admin guide).

Free-form Discounts, Corrections and Refunds

A Waiter gives Discounts from presets and items on the house, and corrects only Payments they took themselves, on the same business day. A Manager may do more, on every Tab, in the staff app.

A Discount of your own

Example: Table 2 waited long for the mains, and Michael takes CHF 6.00 off.

1. On the open Tab, tap **Give a discount**.
2. Choose ① **Percentage** or **Amount** and enter it ②: 6.00.
3. Write the reason ③; it is required and stays with the Discount. Tap **Give discount** ④.

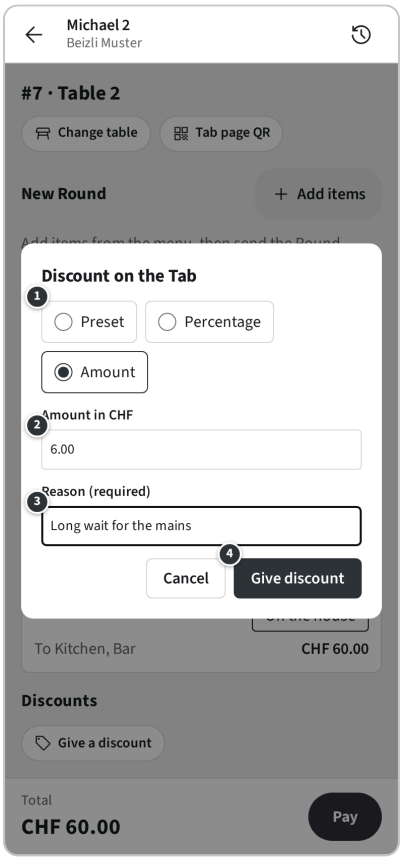


Table 2 then comes to CHF 54.00 instead of 60.00. Under **Preset** you also find the presets Waiters may not give, such as Staff meal at 50 %.

A Discount is given only on an open Tab, never for more than is left to pay, and stays once given. A percentage also takes off Rounds sent after it. Once the Tab is paid, money goes back with a Correction and a Refund.

Correct any Tab

You correct as the Waiter guide shows, but on any Tab, from any day, whoever took the Payment.

Example: the regulars at Table 3 paid CHF 104.85 by Twint to Silvia, with their 10 % off. Later it turns out one of their three Pinot Noir never came. Michael opens the Tab, for example from the History, taps

Correct items, picks one Pinot Noir and taps **Correct**. The guests are owed CHF 7.65, the CHF 8.50 less their 10 %, and the Refund opens on the Twint Payment with that amount filled in.

Give money back

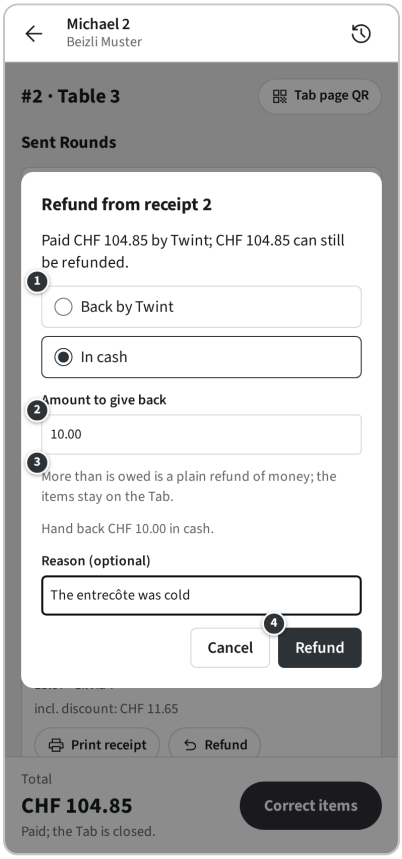
On a Payment of the Tab, tap **Refund**. Unlike a Waiter, you choose how the money goes back ①:

- By the way it was paid, such as **Back by Twint**: the default.
- **In cash**, whatever the guest paid with, for example when the guest stands at the counter and wants the money now.
- Where the Payment provider can no longer refund a Payment it took, the Refund offers **In cash** and **Done in the provider's back office**: for the second, refund it in the provider's back office first, then record it here.

You may also give back more than a Correction owes, or money without any Correction: a plain Refund ③, where the items stay on the Tab.

Example: a guest at Table 3 says the entrecôte was cold. Michael gives CHF 10.00 back in cash and leaves the entrecôte on the Tab.

1. On the Twint Payment, tap **Refund**.
2. Choose **In cash** ①, enter 10.00 ② and add the reason if you like.
3. Hand over the cash and tap **Refund** ④.



Each Refund gets its own Receipt number and shows on the Tab and in the History. The Tip is never refunded; it stays with whoever took the Payment. Cash goes back rounded to 0.05, and a Payment taken offline can be refunded once it is synced.