KASSLY BY SYMFLO

User Manual

Your store, simplified.

Version 2.0

Generated 27 September 2026

The current version of this manual is always at

kasslypos.com/docs — check there before relying on a saved copy.

Support: support@kasslypos.com

Contents

1. Getting Started

What is Kassly?
Creating Your Store
Installing the App
The Setup Wizard
Plans & Add-Ons
Your First Sale

2. Store Setup

Store Settings
Branch Management
Terminal Management
Users & Roles
Custom Roles

3. Product Catalog

Adding Products
Categories & Organisation
Variants
Product Pricing
Services Catalog
Ingredients & Recipes
Importing Products
Barcode Labels

4. Selling at the Counter

The POS Screen
Making a Sale
Payments
Receipts
Hold & Recall
Returns & Refunds
Discounts
Queue Management

5. Shift & Cash Management

Opening a Shift
During Your Shift
Closing a Shift
Cash Over and Short

6. Inventory Management

Stock Levels

Receiving Stock

Stock Adjustments

Stock Counts

Stock Transfers

Warehouses

Batch & Expiry

Inventory Valuation

Recipe-Derived Stock

7. Purchasing & Suppliers

Suppliers

Purchase Orders

Receiving Purchase Orders

Consignment

8. Production & Commissary

Commissary

Production Orders

9. Customers & Selling on Credit

Customer Profiles

Loyalty Points

Memberships

Receivables

Post-Dated Cheques

Sales Orders and Invoices

10. Services & Appointments

Bookable Services

Appointment Calendar

Resources

Rentals

11. Kitchen & Job Orders

Kitchen Display System

Stations

Table Management

Job Orders

12. Online Store

Setting Up Your Online Store

Online Orders

Fulfilling an Online Order

13. Staff & Payroll

Staff Records

Attendance & Timesheets

Payroll

Staff Loans

Commissions

14. Reports & Analytics

The Dashboard

Sales Reports

Inventory Reports

Profit Reports

Insights AI

Exporting Reports

15. Accounting & BIR Compliance

Chart of Accounts

Books of Accounts

Financial Statements

X and Z Readings

BIR Compliance

16. Offline Mode

How Offline Works

What Works Offline

Sync Status

Troubleshooting Sync

17. Settings & Administration

Tax Configuration

Receipt Settings

Notifications

Approvals & Promotions

Audit Logs

Running Multiple Businesses

18. Appendices

Supported Hardware

Import Formats

Glossary

PART 1

Getting Started

What Kassly is, how to create your store, and how to get to your first sale.

What is Kassly?

A quick overview of what Kassly does, who it is built for, and what it costs to start.

Kassly is a point-of-sale and business management system built for Philippine businesses. It handles the counter — ringing up sales, taking payments, printing receipts — and the work behind it: stock levels, suppliers, staff, customers, and the reports you need at the end of the month.

It runs on phones and tablets you already own, keeps selling when the internet drops, and starts free.

Who Kassly is for

Kassly organises itself around what kind of business you run. You pick a business type when you sign up, and the system adjusts its language and screens to match — a salon sees *services* and *appointments*, a carinderia sees *orders* and a *kitchen display*, a hardware store sees *stock* and *suppliers*.

There are three broad types, each with more specific options underneath:

Business type	Examples
Retail	Sari-sari stores, groceries, convenience stores, pharmacies, hardware, apparel, electronics, bookstores
Food & beverage	Restaurants, cafes, fast food, bakeries, bars, carinderias, milk tea stands, catering and cloud kitchens
Services	Salons, barbershops, spas, nail salons, gyms, motor shops, car washes, laundries, pet grooming, sports venues, KTV, billiard halls

If none of these describe you exactly, pick the closest one — you can change it later, and it only affects wording and defaults, never what you're allowed to do.

What you get for free

The Free plan is genuinely free, with no time limit and no card required. It includes the full point of sale, basic inventory, senior-citizen and PWD discounting, memberships, and basic reports.

It has these limits:

Limit	Free plan
Products	50
Branches	1
Terminals (devices selling at once)	1
Staff accounts	2

When you outgrow those, or want something the Free plan doesn't cover — kitchen displays, appointments, payroll, multi-branch stock transfers — you add just the pieces you need. See Plans and add-ons.

What Kassly does not do

Being straight about the edges saves everyone time:

- **It is not a full accounting system.** Kassly keeps books of accounts and produces BIR-format reports, but it is not a replacement for your accountant or for dedicated accounting software.
- **It is not a delivery or fleet system.** There is no route planning, driver app, or proof-of-delivery workflow. Kassly covers the sale and the invoice, not the truck.
- **It is not an ERP.** Light B2B is supported — sales orders, invoices, credit terms — but a true distributor with warehouses, returns processing, and multi-level pricing will outgrow it.

Where to go next

If you're setting up for the first time, work through this part in order: Creating your store, then Installing the app, then The setup wizard.

If you already have a store running and want a specific answer, the manual index lists every section.

Creating Your Store

How to sign up, what you are asked for, and what exists the moment your store is created.

Signing up creates two things at once: your personal login, and the store it belongs to. You become the **Owner** of that store — the only role that can change billing, add branches, or delete data.

Signing up

Go to **kasslypos.com** and choose **Get started**, or sign up from the mobile app.

You'll be asked for:

Field	Notes
Store name	Your business name as customers know it. It appears on receipts, so use the name you want printed.
Business type	Retail, Food & beverage, or Services.
What kind of business	The more specific option — "Cafe / Coffee Shop", "Motor Shop", "Sari-sari Store". Optional, but it's what lets Kassly preset sensible defaults for you.
Your name	The account holder.
Email address	Used to log in, and where password resets and receipts of your own go.
Password	At least 8 characters.

You also confirm you accept the terms of service. If someone referred you, there's a field for their referral code.

> **You are not asked to choose a web address.** Older documentation mentioned picking a store URL at signup. That is no longer part of registration — if you later turn on the Online Store, you choose your storefront address then.

What exists immediately after signing up

Kassly provisions a working store, not an empty shell. Straight after signup you have:

- **Your store**, on the Free plan, with no trial clock running.
- **One branch**, which you can rename to match your actual location.
- **Your Owner account**, already logged in.
- **A default tax setup** you should review before your first real sale — see Tax configuration.

What you do *not* have yet is products, staff accounts, or a configured receipt. That's what the setup wizard is for.

Verifying your email

Check your inbox for a verification link and click it. Until you do, some features that send mail on your behalf stay locked — this protects you from someone signing up with an address they don't control.

If the mail doesn't arrive within a few minutes, check spam, then request a new link from your account settings.

If you already have a Kassly account

Signing up again with the same email will not work — one email, one account. What you probably want instead is one of these:

- **A second location for the same business** → add a branch, don't sign up again. See Branch management.
- **A genuinely separate business** → you can own more than one store and switch between them. See Running multiple businesses.
- **A staff member who needs access** → the Owner invites them. See Users and roles.

Installing the App

Where to get Kassly on Android and iOS, what runs in a browser instead, and what hardware you need.

Kassly has two halves, and it matters which one you're in:

- **The app** — where you sell. Runs on Android and iOS phones and tablets, works offline, drives the receipt printer and cash drawer.
- **The web back office** — where you manage. Runs in any browser on a laptop or desktop: products, inventory, staff, reports, settings.

You can do a surprising amount from either, but selling is designed for the app and setup is much faster on a real keyboard.

Getting the app

Platform	Where
Android	Google Play — search *Kassly POS*, or go to `play.google.com/store/apps/details?id=com.symflo.kassly`
iOS / iPadOS	App Store — search *Kassly POS*

The direct links are also on kasslypos.com/downloads.

Sign in with the same email and password you used at signup. The app will pull down your store, products, and settings on first login — do that once on wi-fi before you rely on it at the counter.

Getting the back office

Open **kasslypos.com** in a browser and sign in. There is nothing to install.

Chrome, Edge, Safari and Firefox are all supported. It works on a phone browser in a pinch, but tables and reports are much easier to read on a bigger screen.

What hardware you need

Nothing, to start. A phone you already own is enough to make your first sale.

When you're ready to set up a real counter:

Item	What to know
Tablet	An 8–11" Android tablet is the usual choice. It must have Google Play — some models sold in the Philippines ship without it and cannot install the app.
Receipt printer	58mm or 80mm thermal, connected by Bluetooth or USB. 80mm is easier to read and standard for BIR receipts.
Cash drawer	Usually driven by the printer, not the tablet.
Barcode scanner	Optional. A Bluetooth scanner speeds up a grocery or pharmacy counter considerably; the app can also scan with the camera.

See Supported hardware for tested models and setup notes.

Keeping the app updated

Updates arrive through Google Play and the App Store like any other app. Turn on automatic updates if you can — releases regularly carry BIR-related and sync-related fixes, and running an old build at the counter is how small problems become end-of-day problems.

The Setup Wizard

The three steps Kassly walks you through after signup, and the checklist that follows it.

After you create your store, Kassly walks you through a short wizard. It is deliberately short — three steps, none of which you can get badly wrong — because the rest is easier to do once you can see the system.

Step 1: Store information

Your business details, as they should appear to customers and on receipts:

- **Business name** — your registered business name if you have one
- **Address** — the branch address that prints on receipts
- **Contact number** — what customers should call

None of this is locked in. You can change all of it later in **Settings → Store Settings**.

Step 2: Branches

You already have one branch, created with your store. Here you rename it to something meaningful — "Main", "Divisoria", "Second Floor" — and set its address if it differs from the store address.

If you only have one location, accept the default and move on. Branches matter when you have more than one place selling at the same time; see Branch management.

Step 3: Done

The wizard confirms you're set up and drops you on the dashboard.

The dashboard checklist

The wizard is not the whole of setup — it's the part that has to happen before anything else works. The rest shows up as a checklist on your dashboard:

Step	Counts as done when
Store info	You've saved an address or a contact number
Tax & receipt	You've set a tax rate for the store
First sale	You've completed one real sale

The checklist reads your actual data rather than remembering which buttons you pressed. If you add your address from **Settings** instead of the wizard, the step ticks itself. If you complete a sale from the app, the last step ticks. This means you can safely ignore the wizard and do things your own way — the checklist keeps up.

You can dismiss the checklist at any time with **Dismiss**; it won't come back, and dismissing it changes nothing about your store.

What to do before your first real sale

The wizard doesn't force these, but each one is painful to fix after the fact:

1. **Set your tax rate.** Whether you're VAT-registered, non-VAT, or VAT-exempt changes what prints on every receipt. See Tax configuration.
2. **Set up your receipt.** Your business name, TIN, address, and any BIR permit details. See Receipt settings.
3. **Add a few products.** You don't need your whole catalogue — start with your ten best sellers and add the rest as you go. See Adding products.

Then make one small sale to yourself and check the printed receipt. It's the fastest way to catch a wrong tax setting or a misspelled business name.

Plans & Add-Ons

How Kassly is priced — a free base, paid add-ons per branch, and bundles that group them at a discount.

Kassly does not have tiers you climb. There is one free plan, and you add the specific capabilities your business needs on top of it.

This means two businesses paying the same amount can have completely different systems, and neither is paying for features the other one needed.

> **If you were quoted Starter, Growth, or Enterprise pricing**, that was the old model and it no longer applies. Those plans still exist for stores that were on them, but they are closed to new sign-ups.

The free base

Every store starts here and stays here unless you choose otherwise. Free forever, no card, no trial clock. See What is Kassly? for the limits.

The Free plan covers the whole point of sale — sales, payments, receipts, returns, senior-citizen and PWD discounts, memberships, and basic reports.

Add-ons

Add-ons are priced **per branch, per month**. One branch on Payroll costs ₱300; three branches on Payroll costs ₱900.

Add-on	Monthly	What it adds
Cash Drawer & Expenses	₱300	Cash in/out tracking and expense recording
Customer Memory & Promos	₱300	Customer history, loyalty, and promotions
Staff Commissions	₱300	Per-staff commission rules and payouts
Rooms & Chairs	₱300	Bookable resources for salons, spas, clinics
Stock Transfers Between Branches	₱300	Move stock between your locations
B2B Sales Orders	₱300	Quotes, sales orders, and invoicing
Court & Room Rentals	₱300	Time-based, hourly rental selling
Consignment	₱300	Track goods held on consignment
Loans	₱300	Staff loans and deductions
Payroll	₱300	Philippine statutory payroll
Recipe Costing	₱350	Recipes, ingredient costing, yield
Kitchen Orders & Tables	₱400	Kitchen Display System and table management
Inventory Pro	₱400	Batches, expiry, counts, valuation
Business Reports	₱400	Full report history and advanced reporting
Appointments & Bookings	₱400	Calendar, bookings, reminders
Job Orders & Service Tickets	₱400	Repair and service job workflow
API Access	₱500	Programmatic access to your own data
Insights AI	₱500	Plain-language answers about your numbers
Warehouse & Commissary	₱500	Warehouses and central production

Bundles

Most businesses need four or five add-ons, and buying them separately costs more than it should. Bundles group the add-ons a particular kind of business actually uses, at a discount.

Packs — grouped by business type

Pack	Monthly	Built for
Negosyo Starter	₱449	Any small business taking its first step past the free plan
Gym Pack	₱799	Gyms and fitness studios
Service Jobs Pack	₱849	Laundries, car washes, pet grooming
Sports & Venue Pack	₱999	Courts, KTV, billiard halls, venue rental
Beauty Pack	₱1,099	Salons, barbershops, spas, nail salons
Tindahan Pack	₱1,099	Sari-sari stores, groceries, convenience stores
Repair Pack	₱1,149	Motor shops, electronics and appliance repair
Kitchen Pack	₱1,399	Restaurants, cafes, fast food, bakeries

Everything

Bundle	Monthly	Covers
Everything Bundle	₱2,999	16 add-ons on one branch: every add-on except Consignment, Loans and Payroll

At ₱2,999 the Everything Bundle costs about half of buying those 16 add-ons separately (₱5,950). Consignment, Loans and Payroll are bought on their own. If you're weighing three or four bundles against each other, the Everything Bundle is usually the cheaper answer.

Trials

Add-ons and bundles can be trialled before you pay. A trial gives you the real feature on your real data — not a sandbox — and ends on its own without charging you.

Two things worth knowing:

- **One trial per add-on, per store.** Once a trial has been used, it's used. This is tracked permanently, so cancelling and re-subscribing does not reset it.
- **Trialling a bundle covers everything inside it.** If you later trial an individual add-on that the bundle already included, that add-on's own trial is considered spent.

Changing what you pay for

You can add or remove add-ons and bundles at any time from **Settings → Billing**.

- **Adding** takes effect immediately.
- **Upgrading from add-ons to a bundle** credits the unused remainder of what you've already paid for against the bundle price, so you're not billed twice for the same days. You'll see the credit in a preview before you confirm.
- **Removing** takes effect at the end of the period you've already paid for. The feature keeps working until then.

What happens when something lapses

If a payment fails or a trial ends without you subscribing, the feature stops being available — but **your data is never deleted**. Appointments you booked, payroll you ran, and recipes you built all stay exactly where they are. Subscribe again and everything is where you left it.

Your First Sale

A five-minute walkthrough — one product, one sale, one receipt — to prove your setup works before real customers arrive.

Your store exists, the app is installed, and the settings are saved. One real sale from end to end is the fastest way to find out whether all of that is actually right — and it takes about five minutes.

Do it on a quiet morning, not with a queue in front of you.

Before you start

You need three things, all covered earlier in this part:

- The app installed and signed in — Installing the app
- Your store details saved — The setup wizard
- Your tax setting chosen — Tax configuration

Step 1: Add one product

Not your whole catalogue. One thing you genuinely sell, with a name and a price. The Free plan holds 50 products, so there is room to add the rest at your own pace. See Adding products.

Step 2: Open a shift, if you have shifts

If you have the Cash Drawer & Expenses add-on, open a shift first and declare the cash already in the drawer. Then this sale is part of a drawer that reconciles at the end of the day. See Opening a shift.

If you are on the Free plan, skip this. Kassly does not require an open shift to sell, and nothing will stop you.

Step 3: Ring up the sale

Add the product to the cart and take payment. Cash is the simplest first test — enter what the customer handed over and Kassly works out the change. See Making a sale and Payments.

Charge yourself ₱20 for it if you like. A real sale of a real amount tests more than a ₱0 one.

Step 4: Read the receipt properly

This is the actual point of the exercise, so do not skip it. Print it, or open it on screen, and check every line:

Check	Because
Business name and address	They print on every receipt from now on
TIN and any permit details	Wrong here is wrong on thousands of receipts
VAT lines, or their absence	This is your tax setting showing its work
The receipt number	It is the start of your sequence

If anything is wrong, fix it now — in Receipt settings or Tax configuration — while one sale is affected instead of a month of them. See Receipts for what each line means.

What just happened

- The sale is on record in the back office, with its payment and its receipt.
- If the product tracks stock, its stock level came down.
- The **First sale** step on your dashboard checklist has ticked itself. See Dashboard.

Want the ₱20 back? Void the sale or process a return. Either way the sale stays on record and shows up on your readings as a void or a return — Kassly does not erase sales. See Returns and refunds.

That is Getting Started

You have a store, a product, a sale and a receipt. Everything from here is optional, and you can add it when you actually need it:

- Sell faster and handle the awkward cases — Making a sale
- Account for the drawer at the end of the day — Opening a shift
- See what your numbers are doing — Dashboard
- Add only what your business needs — Plans and add-ons

PART 2

Store Setup

Your store profile, branches, terminals, and the people who use the system.

Store Settings

Your business details, tax type, operating defaults, and which of them reach a printed receipt.

Everything about your business as a whole — its name, address, TIN, tax type, and the defaults the rest of the system falls back on — lives on one page.

You'll find it at **Settings → Store Settings**. Only the Owner can change it, though everyone's device reads it: the POS pulls your tax rate and service charge from here, so a wrong value shows up at the counter immediately.

> **There is no page called "Store profile".** The settings this section describes are split across **Settings → Store Settings** and **Settings → Receipt Settings**. If you're looking for receipt wording, it's on the second one.

Where to find it

Page	What it holds
Settings → Store Settings	Business information, business type, tax, operating defaults, service charge, feature toggles
Settings → Receipt Settings	The header and footer text on your receipts, and whether the TIN shows

Store Settings is one long page rather than tabs, with a single **Save Changes** button at the top. Nothing saves until you press it.

Store information

Field	Limit	Notes
Store Logo	1 MB, up to 1024 × 1024 px	JPEG, PNG, WebP or SVG
Store Name	255 characters	Your registered business name
Phone	50 characters	
Address	1,000 characters	
Email	255 characters	Must be a valid email address
TIN	50 characters	Only shown once your store is BIR-accredited, or once you set your tax type to VAT-registered
BIR Permit No.	100 characters	Only shown once your store is BIR-accredited

The logo is used in more places than you'd expect: the storefront if you run an online store, membership cards, scheduled report emails, delivery receipts, and — as a printed image — on thermal receipts. Upload a square image if you can; Kassly makes a 150-pixel version specifically for receipt printers.

> **Your address and TIN may look blank the first time you open this page**, even though you typed them when you signed up. They are stored, and they print correctly. Type them in again here and save once, and the fields will stay filled from then on.

Business type

Your business type is shown here rather than edited directly. Press **Change** to open **Change business type**, pick the closest match, and save.

There are three umbrella types — Retail, Food & Beverage, and Services — and 31 more specific options underneath them. The umbrella changes how Kassly talks and what it shows: a Food & Beverage store gets *Menu Items* instead of *Products*, a service charge field, a kitchen display, and table management; a Services store gets partners, a customer queue, and job orders; a Retail store gets barcode entry pushed to the front.

The specific type underneath only affects starting suggestions. Below the type you'll see **Suggested categories** with an **Apply** button, which adds a set of product and expense categories that suit your kind of store. It is safe to press twice — categories you already have are skipped.

Changing your business type does not touch a single row of your data. It changes wording and defaults only. See What is Kassly? for the full list of types.

Tax settings

Tax Type has three options:

Option	What it does
VAT-Registered (12% VAT)	12% output VAT is split out of your sales, and revenue is reported net of VAT
Non-VAT (Percentage Tax)	No VAT is charged; sales are recorded in full
VAT-Exempt	No VAT is charged; sales are recorded in full as VAT-exempt

New stores start on **Non-VAT (Percentage Tax)**.

Switching *to* VAT-Registered is the one setting Kassly will refuse to save until you've filled in three other things — your business name, your address, and your TIN. You'll get a warning above the Save button naming which are missing, and the button stays disabled until you fix them.

> **VAT only affects your internal reports until your store is BIR-accredited.** Turning on VAT-Registered does not change what prints. See What prints on a receipt below.

Tax Rate (%) and **Tax Inclusive Pricing** appear only once your store is BIR-accredited *and* set to VAT-Registered. Before that, there is nothing to adjust.

Operational settings

Setting	Default	What it does
Low Stock Threshold	10	Alerts you when stock falls below this quantity
Business Day Start	00:00	The hour your trading day rolls over

There is no setting for negative stock. A sale always goes through and takes its full quantity, so an item can go below zero; Kassly then asks you to recount it. See When stock goes below zero.

Business Day Start is the one to think about. If you close at 2am, a sale at 1:30am belongs to yesterday's takings, not today's. Setting this to `04:00` makes every report, X-reading and Z-reading treat 4am as the boundary. If you close before midnight, leave it at `00:00`.

Service charge

This card only appears for Food & Beverage stores.

Pick **Percentage** or **Fixed Amount**, set the rate or the peso amount, and choose whether **Apply by default** is on. With it on, every new order carries the service charge without the cashier doing anything.

Feature toggles

These turn optional screens on and off for your whole store. They are separate from what you pay for: a toggle can be switched on and still be locked because the add-on isn't active.

Toggle	What it does
Kitchen Display System (KDS)	Shows the kitchen queue on the dashboard and enables KDS stations
Table Management	Manage restaurant tables and dine-in orders
Auto-Print Order Slip	Prints the kitchen ticket, or the job order slip, whenever a receipt prints
Show expenses in X/Z reading	Adds an expenses section and a net-after-expenses line to the reading
Scan-first POS	The terminal grid starts empty and cashiers scan or search to add items
Partners	Shows the Partners tab in navigation
Queue	Shows the customer queue tab in navigation
Job Orders	Shows the Job Orders tab in navigation

Which of these you see depends on your business type. Kitchen Display, Table Management and Auto-Print Order Slip are Food & Beverage; Partners, Queue and Job Orders are Services. **Show expenses in X/Z reading** and **Scan-first POS** are available to everyone.

> **Show expenses in X/Z reading is off for a reason.** A reading with expenses in it is no longer in BIR's expected shape. Kassly marks it clearly as non-BIR when you turn this on, but if you are going to hand a reading to an examiner, leave it off.

Scan-first POS is worth trying if you have hundreds of products. A grocery cashier scanning barcodes does not need a wall of tiles, and an empty grid is faster to work from.

Currency, dates and time zone

None of these are settings, and that is deliberate.

Currency	Philippine peso, ₱. Not configurable
Time zone	Asia/Manila. Not configurable
Number and date formatting	Philippine format throughout

Kassly is built for one country, so there is no currency picker to get wrong. If you sell in another currency, Kassly is not the right system for you.

> **Thermal receipts print `P` where the screen shows `₱`.** Receipt printers use a character set that has no peso sign, so Kassly substitutes a capital P rather than printing a blank box. Your PDF receipts and every screen still show ₱.

What prints on a receipt

This is the part that surprises people, so it's worth being exact.

Until your store is **BIR-accredited**, a Kassly receipt is a transaction record, not an official invoice. It prints:

- your store name, in large type
- your branch address, or your store address if the branch has none
- the branch name
- the transaction number, date, cashier, and customer if one is attached
- the items, subtotal, any discount, any service charge, the total, and the payments
- the line **TRANSACTION RECORD** where an official receipt would say INVOICE
- the line **This is not a BIR invoice.**

It does **not** print your TIN, a VAT breakdown, a machine identification number, a serial number, a permit number, or a validation QR code. Setting your tax type to VAT-Registered does not add any of them. Those appear only once your store is BIR-accredited, which is a separate process that Kassly's operators switch on for your store — it is not a toggle on this page.

Once accredited, the same receipt gains the TIN line (labelled **VAT REG TIN** or **NON VAT REG TIN** to match your tax type), the terminal's MIN and serial number, the VAT or percentage-tax breakdown, a validation seal QR code, and the accreditation footer. The **TRANSACTION RECORD** label is replaced by the correct invoice type for the sale.

Not all of those BIR fields come from this page. The **TIN** is the one you set here. The **MIN**, **PTU number** and **serial number** belong to the individual device and are entered against it — see Terminal management. The branch address that prints comes from the branch record, not from the store address, whenever the branch has one — see Branch management.

Who can change these settings

Only the Owner. A Manager, Cashier or office Staff account can *read* the store settings — their device needs the tax rate and service charge to ring up a sale correctly — but the page itself and the save are Owner-only. See Users and roles.

Branch Management

Adding and configuring branches, what a branch actually separates, and why every branch you add multiplies your add-on bill.

A branch is a place that sells. Your store was created with one, called **Main Branch**, and if you only have one location you can leave this page alone forever.

Branches live at **Management → Branches**. Only the Owner can add, edit or delete one, though everyone can see the list — a cashier's device needs it to know which branch they're opening a shift at.

Adding a branch

Management → Branches → Add Branch.

Field	Required	Rule
Name	Yes	Up to 255 characters. What staff will see — "Divisoria", "Second Floor"
Code	Yes	Up to 20 characters, unique within your store. Typed in uppercase automatically
Address	No	Up to 1,000 characters. This is what prints on receipts from this branch
Phone	No	Up to 50 characters
Email	No	Must be a valid email
Status	No	Active or Inactive. Defaults to Active

Pick the **Code** carefully. It is short, it shows in the branch list, and it has to be unique — `MNL`, `CEB`, `BR2`. Reusing a code that already exists will fail, and the message you get back will not be a friendly one, so check the list first.

The **Address** matters more than it looks. When a receipt prints, Kassly uses the branch's address if it has one, and only falls back to the store address if it doesn't. Fill it in for every branch that has its own street address.

> **The Free plan includes one branch.** Adding a second is a paid step — not because of a per-branch licence, but because every add-on you subscribe to is billed per branch. See What it costs below.

What a branch separates

This is the question that decides whether Kassly's branch model fits your business, so here it is plainly.

Kept separate per branch

Stock levels	Quantity on hand and reorder points, per product, per branch
Stock movements	Every receipt, adjustment, count and transfer
Stock counts	A count belongs to one branch
Sales	Every transaction records which branch it happened at
Shifts	Opened and closed per branch
Terminals	A terminal belongs to exactly one branch
Expenses	Recorded against a branch
Purchase orders	Raised for a branch
Appointments and job orders	Booked at a branch
Staff assignment	Which branches a person works at
Attendance punches	Clocked in at a branch
Tables and queue	Per branch

Shared across the whole store

Products and services	One catalogue for the whole store
Categories	One set
Prices	**One price list for the whole store**
Customers	One customer file, visible at every branch
Suppliers	One list
Promotions and coupons	Store-wide
Tax settings, receipt text, service charge	Store-wide
Membership plans	Store-wide
Staff accounts	One account per person, assignable to several branches

> **Prices cannot differ between branches.** There is no per-branch price override. If your Makati branch charges more than your Zamboanga branch for the same item, Kassly cannot express that — you would need the item listed twice, or separate stores. What Kassly *does* support is different price types on the same item (retail, wholesale, member, and quantity tiers), which apply everywhere equally.

Because the catalogue is shared and stock is not, adding a branch does not mean re-entering your products. It means the new branch starts at zero stock for all of them, and you bring stock in by receiving it or transferring it.

Moving stock between branches

Transfers need the **Stock Transfers Between Branches** add-on (₱300 per branch each month), or any bundle that includes it. Without it, each branch's stock is adjusted independently and there is no way to move a quantity from one to another as a single tracked movement.

Who sees which branch's data

Every staff member is assigned to one or more branches, and one of those is marked **Primary**. That assignment decides which branch they open a shift at.

> **It does not currently limit what they can see.** A manager or cashier assigned only to your Cebu branch can still see figures from your Manila branch in reports and lists. Per-branch data walls are not something Kassly enforces yet. If a branch manager should not see the whole company's numbers, that is a gap you need to know about before you rely on it.

See Users and roles for how branch assignment is set.

Deactivating a branch

Set the branch's **Status** to **Inactive**. Be clear-eyed about what this does and does not do.

It does:

- remove the branch from the terminal and branch picker when opening a shift
- hide it from your online storefront, if you run one
- hide it from the customer-facing branch list
- drop it out of branch comparison reports and the dashboard's branch widget

It does not:

- stop anyone signing in
- reduce your bill
- give back the terminal allowance the branch was carrying

So "Inactive" is a way to take a location out of the way of your staff, not a way to stop paying for it. If a branch has genuinely closed for good, delete it.

Deleting a branch

Deleting keeps the record but removes the branch from your lists. Kassly will refuse in four cases, each with a specific message:

Message	What to do first
"*Cannot delete the main branch.*"	Nothing. Your main branch is permanent
"*Cannot delete branch with existing terminals.*"	Delete or move the branch's terminals
"*Cannot delete branch with assigned users.*"	Reassign the staff to another branch
"*Cannot delete branch with existing stock levels.*"	Transfer or write off the stock

The stock-levels guard catches people out. A branch that ever held stock has stock-level records even when the quantity is now zero, so you may need to clear them before the delete goes through.

What it costs

Add-ons are priced **per branch, per month**. The bill is the add-on's price multiplied by your branch count:

Add-ons active	1 branch	3 branches
Payroll (₱300)	₱300	₱900
Kitchen Pack bundle (₱1,399)	₱1,399	₱4,197

A bundle is charged once at the bundle price per branch, not as the sum of the add-ons inside it. See Plans and add-ons.

Two details worth knowing:

- **Inactive branches are counted.** Deactivating a branch does not take it off the bill.
- **The branch count is fixed when you subscribe.** Kassly records how many branches you had at the moment you subscribed or started a trial, and renews on that number. Adding a branch afterwards does not silently raise your existing add-ons' price — but it also means a newly added branch may be using a feature you are not yet being billed for. Expect the count to be brought up to date the next time you change your subscription.

Each branch also comes with **one terminal included**. Two branches means two terminals at no extra cost. See Terminal management.

Fields you cannot set here

Branches carry four BIR fields in the database — a branch TIN, a permit number, a BIR Form 2303 address, and a five-digit branch code — that have no field on this page. They exist for BIR-accredited stores and are set up as part of accreditation rather than by you. Until then, receipts fall back to your store's TIN from **Settings → Store Settings**.

Branch operating hours are similar: the system can store them, but there is no place to enter them yet.

Terminal Management

Registering the devices that sell, how pairing works, how many terminals you get, and how to cut off a lost tablet.

A terminal is a named till at a branch — "Counter 1", "Window", "Kiosk". It is not the same thing as the tablet: the terminal is the record Kassly keeps, and a device gets *paired* to it. That distinction is the whole of this section, and it is the thing worth understanding before your first device breaks.

Terminals live at **Management → Terminals**. Only the Owner can add, edit or delete one. Owners and Managers can unlink a device. Cashiers can see the list, because they choose a terminal when they open a shift.

What a terminal is

Each terminal keeps its own **receipt counter**. Receipt numbers have to run in an unbroken sequence per till, so the counter belongs to the terminal record and never resets — not when a device is replaced, not when the app is reinstalled. It also accumulates a lifetime sales total and a Z-reading counter.

This is why the terminal record outlives the hardware. Treat a terminal as the *position* at the counter, and the tablet as a consumable that sits there.

Adding a terminal

Management → Terminals → Add Terminal.

Field	Required	Rule
Branch	Yes	A terminal belongs to exactly one branch and cannot be moved between branches later without editing it
Name	Yes	Up to 255 characters, unique within that branch
Status	No	Active, Inactive or Deactivated. Defaults to Active

Under those is a **BIR Registration** section. Leave it empty unless your store is BIR-accredited and you have been given these numbers:

Field	Limit
MIN	50 characters — the Machine Identification Number
PTU Number	50 characters — the Permit to Use number
Serial Number	100 characters — the device's serial
Registration Date	A date
Device Brand	100 characters, e.g. Sunmi
Device Model	100 characters, e.g. V2 Pro

Once your store is accredited, the MIN and serial number print on every receipt this terminal issues. Before accreditation they are stored and print nothing. See Store settings for what a receipt looks like at each stage.

Pairing a device

There is no pairing code to type. Pairing happens by itself the first time someone opens a shift.

1. **You create the terminal** here, on the web dashboard, and pick its branch and name.
2. **On the device**, someone with permission to open a shift signs in with their email and password and taps to open a shift. If the branch has only one terminal, it is chosen for them; otherwise they pick it from the **Terminal** dropdown.
3. **The device pairs itself** at that moment. Nothing to press.
4. **After that, staff switch in with their four-digit PIN.** They never need the owner's password again, and each person's sales are tracked separately under the same terminal.

> **A device does not have to pair successfully for the shift to open.** If pairing fails — a flaky connection, usually — Kassly opens the shift anyway rather than blocking the sale. The device then shows as **Not paired** in the terminal list even though it is selling. Check the list after setting up a new device, and if it says Not paired, close and reopen the shift on a good connection.

Behind the scenes the device holds a token that lasts **72 hours** and renews itself whenever the device is used, so a device in daily use never needs re-pairing. A device that has been switched off for longer re-establishes itself on the next PIN login without you doing anything.

The device also reserves a block of **500 receipt numbers** at a time. That is what lets it keep selling with no internet — it already holds the numbers it needs. When the block runs low, it draws another on the next sync.

How many terminals you get

One terminal per branch, included. Not one terminal per store.

Branches	Terminals included
1	1
2	2
5	5

On the Free plan, with your one branch, that is one terminal — one device selling at a time. When you try to add a terminal beyond your allowance, Kassly refuses and tells you the limit is reached.

> **The refusal message says to upgrade your plan. Ignore that wording.** There is nothing to upgrade to. What you actually need is either another branch or an extra terminal, below.

Inactive branches still count toward the allowance, so deactivating a branch does not cost you a terminal slot.

Buying extra terminals

When you're at your limit, the button at the top of the page changes from **Add Terminal** to **Add another terminal**, and opens a purchase dialog instead of the create form.

Price	₱100 per terminal, per month
How many at once	Between 1 and 10
Billing	Added to your subscription

Extra terminals are not tied to a branch — they raise your total allowance, and you can then create the terminal wherever you need it.

Watching your terminals

The list shows seven columns:

Column	What it tells you
Name	The terminal's name
Branch	Which branch it belongs to
Status	Active, Inactive or Deactivated
MIN	The BIR machine number, or a dash
Receipts	How many receipts this terminal has issued in its lifetime
Device	**Not paired**, or a green dot and the device's name
Last Seen	When the terminal last did something, or **Never**

Two of those are easy to misread.

> **The green dot means "a device is paired", not "the device is online now".** There is no live connection indicator. A tablet that is switched off, or in a drawer, or lost, still shows a green dot until you unlink it.

> **Last Seen means the last time this terminal posted a sale or synced.** It is not a heartbeat. A terminal that has been open all morning without a single sale will show a stale time, and that is normal. Read it as "last activity", not "last contact".

Kassly does not record which app version a device is running, so there is no way to tell from here whether a tablet is out of date.

For sales figures per terminal, use the terminal performance report, which needs the **Business Reports** add-on (₱400 per branch each month). Deactivated terminals stay in that report on purpose, so last year's numbers still add up.

Terminal status

Active, Inactive and Deactivated look like three levels of shutting a terminal down. They are not.

All three statuses do exactly one thing: anything other than Active is hidden from the terminal picker when someone opens a shift. There is no coded difference between Inactive and Deactivated — pick whichever label suits your records.

> **Changing the status does not cut off a paired device.** It does not revoke the device's access, does not sign anyone out, and does not stop a device that is already selling. If you need to actually cut a device off, use **Unlink Device**.

Replacing a lost or broken device

This is the part to read before you need it.

Use Unlink Device. Do not create a second terminal.

The unlink button sits in the terminal's row, next to the edit pencil, and only appears when a device is actually paired. Confirming it:

- revokes the paired device's access immediately
- keeps the terminal record, its receipt counter, its Z counter and its lifetime total exactly as they were
- records how far the device had got through its reserved receipt numbers, so the gap is accounted for
- leaves the terminal free to pair with a new device on the next shift open

Then set up the replacement tablet the same way as the first: sign in, open a shift, pick the same terminal. It carries on the same receipt sequence.

Creating a *new* terminal instead is the mistake to avoid. It starts a second receipt sequence at your branch, consumes another slot from your allowance, and leaves you unable to delete the old one — because a terminal that has issued receipts can never be deleted.

> **Unlinking is not instant on the device itself.** A tablet that is still running keeps working on the receipt numbers it already holds, and can keep selling offline until those run out. For a genuinely stolen device, unlink the terminal *and* change the PINs and passwords of everyone who used it. See Users and roles.

Deleting a terminal

You can only delete a terminal that has never issued a receipt — a mistake, a duplicate, a test. Once a single receipt has gone through it, Kassly refuses:

> "*Cannot delete terminal with existing receipts (BIR compliance).*"

That is deliberate and permanent. Receipt sequences have to be accountable, and a deleted terminal would take its sequence with it. A retired terminal that has sold anything gets its status set to Deactivated and its device unlinked, and then it sits in the list as history.

You also cannot delete a branch while it still has terminals attached, so retiring a branch means dealing with its terminals first. See Branch management.

Users & Roles

The four built-in roles and what each can reach, how to add staff, how PIN login works at the counter, and what a manager override actually covers.

Every person who touches Kassly has their own account and one of four roles. The role decides what they can reach; a four-digit PIN decides who is standing at the till.

Staff accounts live at **Management → Staff**. Only the Owner can open that page.

The four roles

Role	Who it's for
Owner	You. Full access to everything, including billing and staff
Manager	A shift supervisor or branch manager who runs the store day to day
Cashier	Someone whose job is the counter
Staff	Office and back-of-house people who only need to clock in and read their own payslip

The table below is what each built-in role gets by default. A custom role can add to it, or replace it entirely for the staff who hold that role. The Owner is never restricted.

Staff is the one that surprises people. It is not "a general employee account" — it is deliberately the narrowest role in the system. A Staff account cannot open the POS and cannot see any admin screen. It exists so that a cleaner, a rider or an office clerk can appear on your timesheet and payroll without being given the keys to the store.

What each role can do

Task	Owner	Manager	Cashier	Staff
Ring up a sale at the POS	Yes	Yes	Yes	No
Open and close a shift	Yes	Yes	Yes	No
Print an X-reading	Yes	Yes	Yes	No
Print a Z-reading	Yes	Yes	No	No
Record cash in and cash out	Yes	Yes	Yes	No
Reopen a closed shift	Yes	Yes	No	No
Process a return or refund	Yes	Yes	No	No
Void a sale	Yes	Up to a limit	Needs approval	No
Reprint a receipt	Yes	Yes	No	No
Create and edit products	Yes	Yes	No	No
Adjust stock	Yes	Yes	No	No
See customers	Yes	Yes	View only	No
Open reports	Yes	Yes	No	No
Act on the approvals queue	Yes	Yes	No	No
See the audit trail	Yes	Yes	No	No
Run payroll	Yes	Yes	No	No
Edit pay rates and government IDs	Yes	No	No	No
Clock in and out for themselves	Yes	Yes	Yes	Yes
Read their own payslips	Yes	Yes	Yes	Yes
Add or edit staff accounts	Yes	No	No	No
Change Store Settings	Yes	No	No	No
Manage billing and add-ons	Yes	No	No	No
Create custom roles	Yes	No	No	No

Two entries deserve a note:

- **A Cashier cannot process a return.** Refunds and returns require an Owner or a Manager. If your cashiers handle exchanges on their own, they need to be Managers, or a Manager needs to be reachable.
- **Discounts have no permission check.** Whoever is ringing up the sale can apply a discount, including a Cashier. If discounts are a leak in your store, the control you want is the audit trail and the reports, not a role.

Managers can prepare and run payroll but cannot change what anybody is paid — editing rates and government IDs stays with the Owner. A payroll run a Manager computed still needs the Owner to sign it off.

Adding a staff member

Management → Staff → Add Staff.

> **Kassly does not send an invitation email.** You type the password and the PIN yourself and pass them on to the person. There is no "set up your password" link, so treat the first password as temporary and change it once they've signed in.

Field	Required	Rule
Name	Yes	Up to 255 characters
Email	Yes	Must be a valid email, and must not already be used by any Kassly account anywhere
Password	Yes, except for Staff	At least 8 characters
PIN	Yes, for everyone	Exactly 4 digits
Role	Yes	Manager, Cashier or Staff
Status	No	Active, Inactive or Suspended. Defaults to Active
Custom Role (optional)	No	See Custom roles
Branches	Yes	At least one. One of them is marked **Primary**

A few things that are easy to trip on:

- **The email must be unique across all of Kassly**, not just your store. If someone already has an account with another Kassly store on that address, you'll need a different one.
- **Branches are required even if you only have one.** Tick it and set it as primary.
- **The Custom Role dropdown is offered for Manager, Cashier and Staff.** A custom role can add permissions to the built-in role, or replace them entirely. See Custom roles.
- **A pay rate is not set here.** It lives on the **Payroll** tab of the same page.

Roles you cannot assign

The Owner role is permanent and one-way:

- You cannot create a second Owner. The role dropdown on a new staff member offers Manager, Cashier and Staff only.
- You cannot promote anyone to Owner afterwards. Kassly refuses with "*A non-owner cannot be promoted to owner.*"
- You cannot demote the Owner. Editing the Owner shows the role locked, with the note "*The owner role is permanent and cannot be changed.*"

If the wrong person holds the Owner account, that is not something you can fix from this page — contact support.

Turning an account off

Set the staff member's **Status** to **Inactive** or **Suspended**. Both do exactly the same thing; the only difference is the colour of the badge in the list, so use whichever label you prefer for your own records.

A non-active account:

- cannot sign in — they get "*Your account has been deactivated.*"
- cannot be picked as a manager for an override

- disappears from the timesheet kiosk roster

> **Deactivating does not sign someone out of a device they are already using.** If someone has walked out with a paired tablet, deactivating their account is not enough. Change their password — that revokes every device they are signed in on immediately — or unlink the terminal's device. See Terminal management.

Deleting a staff member

Deleting is for people who have genuinely left. It signs them out of every device at once, and their name stays on every sale and shift they handled — Kassly never rewrites history.

Two behaviours worth knowing:

- **You cannot delete your own account.** Kassly refuses with "*Cannot delete your own account.*"
- **The email address is freed.** If the same person comes back, you can create a fresh account on the same address.

Cashier PIN login

On a shared tablet at the counter, nobody wants to type an email and password between customers. Kassly's answer is the PIN.

The owner pairs the device once. After that, staff switch in by typing their own four-digit PIN. The terminal stays linked, and each person's sales are recorded against them individually under the same terminal.

Length	Exactly 4 digits
Who sets it	The Owner, on the staff form
Can staff change their own?	No
Works offline?	Yes
Lockout after wrong attempts?	No

Some honest detail on that last row. Kassly limits how fast PINs can be tried — ten login attempts a minute, five manager-override checks a minute — but there is no counter that locks an account after so many wrong tries, and nobody gets notified. Every attempt, right or wrong, is written to the audit trail.

Because there are only 10,000 possible four-digit PINs and the PIN alone identifies the person, treat a PIN like a till key rather than a password:

- Don't use `1234`, the year, or a birthday.
- Change a PIN when someone leaves, and change any PIN they might have watched being typed.
- Never give two people the same PIN. Kassly matches whoever's PIN it is, so shared PINs make your sales-per-cashier figures meaningless.

Staying signed in

There is no session timeout and no auto-lock. Once a staff member signs in, they stay signed in until one of these happens:

Event	Effect
They sign out	That device only
The Owner changes their password	Signed out of every device, immediately
The Owner deletes the account	Signed out of every device, immediately
The Owner sets the account to Inactive	Blocks new sign-ins only — existing devices are not kicked out

> **A tablet left signed in stays signed in indefinitely.** If your counter tablet is somewhere the public can reach, this matters. Kassly has no screen lock of its own, so use your device's own lock screen and auto-lock timer.

Manager override

An override is a manager standing at the till and typing their PIN to authorise something a cashier is not allowed to do on their own. It is narrower than most people expect. Exactly two things use it:

1. **Voiding a sale**
2. **Reopening a closed shift** — and this one is a permission on the signed-in user, not a PIN prompt. A Cashier cannot reopen a shift even with a manager next to them; the manager has to sign in.

Price overrides, discounts, no-sale drawer opens, deleting a line after scanning, and reprinting a Z-reading have **no** override path. They are either allowed for that role or not.

How a void override works

When a cashier voids a sale, they must type a reason of at least 5 characters, then a manager types their PIN. Kassly matches the PIN against everyone active in your store, so the cashier never learns which manager approved and never needs to be told a name.

What happens next depends on who typed the PIN:

Situation	Result
A manager's or owner's PIN	The void goes through there and then
No manager PIN given	"*Void submitted for manager approval.*" The sale stays as it is until someone acts on the approvals queue
A PIN that matched someone without override rights	"*This PIN does not have permission to void.*"
A wrong PIN	"*Manager PIN verification failed.*"

Managers cannot void anything. Above ₱10,000, a void needs the Owner. A manager who tries gets refused, and the void has to be queued for the Owner or done by them.

Voiding a sale that was paid in cash needs an open shift, because the cash has to come out of a drawer that is being counted. If there's no shift open you'll see "*Open a shift to refund cash on a void, or choose store credit instead.*"

Every void ends up in the approvals queue whether it was authorised on the spot or queued for later, so the history is complete. Every PIN check, successful or failed, is written to the audit trail.

The two-person rule

Kassly has an optional stricter mode for destructive actions — voids, refunds and discount overrides. With it on:

- No void is ever done on the spot. Every one queues for approval.
- A manager's own PIN cannot authorise their own request. Kassly answers "*A different user must approve this action.*"
- Approving one of these requires the approver to re-type their own PIN.

> **The two-person rule cannot be switched on from the web dashboard yet.** There is no Security page in **Settings**. If you want it enabled, ask support.

Custom Roles

Build your own permission sets. Add to a built-in role, or replace it outright, so a staff member can do exactly what you trust them with.

The four built-in roles cover most stores, but they are fixed. A custom role changes what one group of staff can do. Examples: a cashier who can also receive deliveries, a stockman who can see the warehouse but never the sales figures, or a supervisor who runs the till but never sees the reports.

You'll find this at **Settings → Custom Roles**. Creating, editing and deleting roles needs the **Manage Custom Roles** permission. The Owner always has it.

Two kinds of custom role

Every custom role works in one of two ways. The **Replaces the base role's permissions** switch on the role form decides which.

Switch	What staff with the role get
Off (the default)	Everything their built-in role already allows, **plus** the permissions ticked on the custom role
On	**Only** the permissions ticked on the custom role, plus clocking in and out and reading their own payslips

Every role created before this switch existed works the first way. Nothing about them changed.

The role list marks roles with the switch on as **Replaces base role**.

Adding to a built-in role

With the switch off, the custom role is layered on top of the built-in role. Every permission the built-in role carries stays, and the ticked ones are added. Use this to lift a Cashier or Staff account up, such as a cashier who can also adjust stock.

A role in this mode can never take anything away. Giving it to a Manager usually changes little, because Managers already hold most permissions.

Replacing a built-in role

With the switch on, the built-in role's permissions no longer apply. The staff member can do what is ticked on the custom role and nothing else. Use this to take something away, such as a Manager who runs the floor but must not see the reports, or a cashier who needs a manager's PIN for every manual discount.

Two things are always kept, whatever you tick: **Clock In / Out (Self)** and **View Own Payslips**. Every employee is entitled to their own time records and payslips.

> **Tick everything the job needs.** A role in this mode starts from nothing. If these staff run a till, tick **Open the POS**. If they open the dashboard, tick **View Dashboard**. Anything left unticked disappears from their menus and screens.

The Owner is never restricted by a custom role.

Creating a role

Settings → Custom Roles → New Role opens a form with these fields:

Field	Required	Limit
Name	Yes	255 characters, and must be unique within your store
Description	No	255 characters
Replaces the base role's permissions	No	Off unless you switch it on
Capabilities	Yes	At least one must be ticked

The name is what you'll see in the staff form later, so make it describe the job: "Senior Cashier", "Stockman", "Warehouse Clerk". The description is only ever shown on this page.

The capability list is a long set of tickboxes grouped by area. Each one shows a plain-language label and, underneath it, the technical key it maps to. Tick what you need and press **Create**.

You can also start from a template, or use the copy button on an existing role to clone it. A clone keeps the original's switch setting.

What you can grant

Each permission covers one action. Holding it means the staff member can do that action directly. At the POS, some actions can still be done without the permission if a manager enters their PIN. The manager must hold the permission themselves.

> **In the web back office there is no manager-PIN prompt.** A button for an action the signed-in person lacks the permission for is simply not shown.

These are the permissions people most often grant:

Group	Capability	What it allows
POS & Cash	Open the POS	Run a till
POS & Cash	End Shift Without Manager PIN	Close a shift without a manager standing by
POS & Cash	Void Sales Without Manager PIN	Void a sale on their own
POS & Cash	See All Staff's Transactions	See everyone's sales, not just their own
POS & Cash	Process Returns	Process a return straight away and approve other people's returns. Without it, a return is sent for approval
POS & Cash	Set Up Tables & Floor Plan	Add, edit and remove tables. Seating and clearing tables stays open to everyone at the POS
Catalog & Inventory	View Products	See the product catalog
Catalog & Inventory	Create / Edit Products	Add, edit, import and delete products, services and modifiers
Catalog & Inventory	Manage Categories	Add, edit and delete categories
Catalog & Inventory	Stock In / Adjust Inventory	Stock in, adjust stock and use bulk stock-in
Catalog & Inventory	Receive Stock (POs & Transfers)	See purchase orders and stock transfers, and receive them
Catalog & Inventory	Create / Submit / Cancel Purchase Orders & Suppliers	Raise and manage purchase orders and suppliers
Catalog & Inventory	View Compositions/Ingredients	Read recipes and see ingredient consumption, without editing them
Catalog & Inventory	Create / Edit Recipes (Compositions)	Create and edit recipes
Warehouse	View Warehouses	See warehouses, their zones and bins, stock levels, and receiving history
Warehouse	Manage Warehouses	Create and edit warehouses, zones and bins; create, approve and cancel stock transfers
Warehouse	Request Stock Transfers	Raise a stock transfer request
Production	Run Production (Commissary)	Approve, reject and complete production runs
Production	Generate Delivery Receipts	Print delivery receipts for purchase orders, production orders and transfers
Customers	Manage Customers	Add, edit and delete customers
Reports & Compliance	View Reports / View Financial Reports	Open the reports, and the profit and margin reports
Reports & Compliance	Schedule Report Emails & Saved Views	Set up scheduled report emails
Finance & Accounting	Approve / Reject Expenses	Approve or reject pending expenses

Group	Capability	What it allows
Finance & Accounting	Edit Approved / Rejected Expenses	Change or delete an expense after it has been approved or rejected
Workforce	Act on Approvals	Approve or reject items in the approvals queue (see below)
Workforce	View Everyone's Attendance & Timesheets	Open the Timesheet for all staff
Workforce	Add / Edit / Deactivate Staff	Manage staff accounts
Loans	Approve Loans / Write Off Loans	Approve loan requests; write off a loan
Payroll	Approve Payroll Runs / Mark Payroll Paid	Sign off a computed payroll run; mark a posted run paid
Settings & Admin	Edit Store, Receipt & Inventory Settings	Save Store Settings and Receipt Settings. Everyone can still read them
Settings & Admin	Edit Security Settings	Change the manager-approval and two-person rules
Settings & Admin	Manage Branches, Manage Subscription & Billing, Manage Custom Roles	What they say

> **If you created roles before September 2026, check them.** Some tickboxes used to do nothing: products, categories, customers, stock in and adjust, shift management, returns and BIR readings. They now do what their labels say. A cashier whose role has **Create / Edit Products** ticked can now edit products.

Manager PIN Override (older app versions) only matters for phones and tablets that haven't updated the Kassly app. Newer versions check the specific permission for each action instead.

Approvals need two permissions

Act on Approvals lets someone work the approvals queue. For each request, they also need the permission for that kind of request:

Request	Also needs
Void	Void Sales Without Manager PIN
Refund or return	Process Returns
Expense	Approve / Reject Expenses
Purchase order	Create / Submit / Cancel Purchase Orders & Suppliers
Stock transfer	Manage Warehouses
Stock count or receiving variance	Stock In / Adjust Inventory
Production run	Run Production (Commissary)
Loan	Approve Loans
Payroll run	Approve Payroll Runs
Leave	Approve Leave
Discount override, stock adjustment	Nothing extra

Requests they can't act on still show in the queue, but without the Approve and Reject buttons.

Two permissions change money flow rather than just visibility:

- **Manage Warehouses** and **Run Production (Commissary)** both auto-approve the requests their holder creates. A stock transfer raised by someone with Manage Warehouses skips the approval step entirely; the same is true of a production run raised by someone with Run Production. Grant these two only to people you would have approved the request for anyway.

Add-ons still apply

A capability is permission, not entitlement. The warehouse, production, loans and payroll capabilities all sit behind paid add-ons, and granting the capability to a staff member does not turn the add-on on:

Capabilities	Needs
Warehouse, Production, Generate Delivery Receipts	**Warehouse & Commissary** (₱500 per branch each month)
Receive Stock, purchase orders	**Inventory Pro** (₱400 per branch each month)
Stock transfers	**Stock Transfers Between Branches** (₱300 per branch each month)
View Compositions/Ingredients	**Recipe Costing** (₱350 per branch each month)
Loans	**Loans** (₱300 per branch each month)
Payroll, View Own Payslips	**Payroll** (₱300 per branch each month)
Configure Job Order Board	**Job Orders & Service Tickets** (₱400 per branch each month)

Any bundle that includes the add-on works too. See Plans and add-ons.

Assigning a role to a staff member

Custom roles do nothing until someone holds one. Open the staff member on the staff page and use the **Custom Role (optional)** dropdown. It is offered for Manager, Cashier and Staff accounts. One custom role per staff member. You cannot stack two.

The change takes effect the next time that person's app loads their account, so ask them to sign out and back in if they don't see the new screens.

Branch assignment

Every staff member must be assigned to at least one branch, and one of those is their primary branch. That is set on the staff form, not on the custom role.

> **Branch assignment does not currently limit what a staff member can see.** It records where they work, and the POS uses it, but reports and lists are not filtered by it — a manager or cashier at one branch can still see figures from your other branches. If you need a manager who is walled off to their own branch, Kassly does not enforce that yet. The only account that is genuinely store-wide by design is the Owner.

Editing and deleting

Editing a role changes what every staff member holding it can do, immediately. That includes flipping **Replaces the base role's permissions**: switching it on for a role that Managers hold takes away everything that role doesn't tick. There is no per-person exception. If one person needs something different, make a second role.

You cannot delete a role while it is still assigned to anyone. Kassly refuses with "*Cannot delete a role that is still assigned to staff.*" Move those people off the role first, then delete it. Deleting a role does not delete the staff accounts; they simply fall back to their built-in role's permissions.

Worked examples

A receiving clerk

A hardware store wants the person on the delivery bay to receive deliveries without seeing sales.

1. Create a role named **Receiving Clerk**, with the switch off.
2. Tick **Receive Stock (POs & Transfers)** and **Generate Delivery Receipts**. Leave everything else alone.
3. Create the staff account as **Staff**, then set its **Custom Role** to Receiving Clerk.

That person can still clock in and read their payslips, and now also sees Purchase Orders and Transfers in the sidebar. They cannot open the POS, the reports or the product catalog, because neither Staff nor the custom role allows it.

A floor supervisor who doesn't see the numbers

A restaurant wants a supervisor who runs the till and signs off voids, but never sees the dashboard, the reports or the expenses.

1. Create a role named **Floor Supervisor** and switch on **Replaces the base role's permissions**.
2. Tick **Open the POS**, **Manage Own Shift**, **End Shift Without Manager PIN**, **Void Sales Without Manager PIN**, **View Approvals Queue** and **Act on Approvals**, plus anything else the job needs on the floor.
3. Create the staff account as a **Manager**, then set its **Custom Role** to Floor Supervisor.

The supervisor gets the till, their shift, voids and the void approvals, and nothing else a Manager would normally have. The dashboard, reports and expenses are gone from their sidebar.

PART 3

Product Catalog

Products, categories, variants, pricing, services, and recipes.

Adding Products

What a product is in Kassly, the fields the form asks for, how barcodes and SKUs work, and the Free plan's 50-item limit.

A product is anything you sell by the piece, the kilo or the bottle — and also anything you only buy and consume, like cooking oil or shampoo. Both live in the same list, which is why the page is called Products even in a salon.

You add products in the web back office, not in the app. Open **Catalog → Products**. Anyone with the **View Products** permission sees this page, Cashiers included, but adding or changing products needs **Create / Edit Products**, which Owners and Managers have by default.

Creating a product

1. Click **Add Item** at the top right of the Products page.
2. Fill in the name, the category and the selling price. Everything else has a sensible default or can wait.
3. Click **Create Item**.

The form is one page in four blocks — Basic Information, Pricing, Variants and Options — and it saves in one go. Nothing is created until you press the button.

What each field is for

Field	Required	What to put in it
Product Name	Yes	Up to 255 characters. This is what the cashier sees and what prints on the receipt.
SKU	No	Your own item code. Leave it blank and Kassly generates one.
Barcode	No	The number on the packaging. See Barcodes below.
Category	Yes	Every sellable product needs one. See Categories and organisation.
Description	No	Up to 2,000 characters.
Product Image	No	JPEG, PNG or WebP, up to 5 MB and 4096 × 4096 pixels.
Cost Price	Yes	What the item costs you. Pre-filled with 0 so you are not blocked by a number you don't know yet.
Selling Price	Yes	What you charge.
Wholesale Price	No	Only appears if you have the Customer Memory & Promos add-on.

Cost and selling price are covered properly in Product pricing, including tax handling.

How the SKU is generated

If you leave SKU blank, Kassly builds one from the category name: the first three letters, then a four-digit number. A product in Beverages becomes `BEV-0001`, then `BEV-0002`, and so on. With no category it uses `GEN-0001`, and an ingredient gets `ING-0001`.

Three things worth knowing about SKUs:

- **They must be unique within your store.** If you type one that is already taken, the form tells you so and refuses to save.
- **A deleted product keeps its SKU reserved.** You cannot reuse the code of an item you deleted last month.
- **Services keep a separate list.** A service and a product can share the same SKU without clashing.

Options

The Options block at the bottom is a row of checkboxes.

Checkbox	Default	What it does
Track Stock	Off	Counts quantities for this item and enables low-stock and out-of-stock warnings.
Show in POS	On	Whether the item appears on the selling grid at all.
Ingredient / Raw Material	Off	Files the item under Ingredients as well. A label only — see Ingredients and recipes.
Stock from Recipe	Off	Only on an item that already has a recipe. Covered in Recipe-derived stock.
Active	On	An inactive product stays in your records but leaves the selling grid.

Track Stock is **off** on a new product. If you save without turning it on, Kassly asks you to confirm — "*This product will not have its stock levels tracked. You won't receive low-stock alerts or out-of-stock warnings.*" That prompt is the only warning you get, so read it rather than clicking through it.

Track Stock and Stock from Recipe are mutually exclusive. An item either counts its own finished units or works its availability out from its ingredients, never both, and Kassly rejects a save that tries to set both.

Which products appear in your online storefront is a separate question, handled in Online store setup.

Stock unit and packaging

Turn on Track Stock and two more fields appear.

Stock Unit is the unit you count in. There are five to choose from:

Unit	Counts in
pc	Pieces
g	Grams
kg	Kilograms
ml	Millilitres
L	Litres

Your cost price is per this unit. If you track flour in grams, the cost price is the cost of one gram — ₱0.045 for flour at ₱45 per kilo, not ₱45. Cost is kept to four decimal places precisely so sub-centavo unit costs stay honest.

Packaging Conversions let you buy in one unit and count in another. Add a row reading `1 case = 24 pc`, or `1 sack = 25000 g`, and that unit becomes available wherever you enter quantities for this item. Each unit can only have one conversion, and you can add up to 20 per product.

Barcodes

There is one Barcode field, on the product itself. Type it in or scan it — the field ignores the Enter keystroke a hardware scanner sends at the end, so scanning will not submit the form early.

Whether the field appears at all depends on the business type you chose at signup:

Business type	Barcode field
Retail	Shown, prominently
Food & Beverage	Shown, labelled *(optional)*
Services	Hidden — a haircut has no barcode

A scan at the counter matches the product's own barcode first, then the barcodes of individual variants.

No barcode on the packaging? Press **Generate** next to the empty Barcode field for an in-store barcode, then save the product. What those numbers are, and how to print them on labels, is in Barcode labels.

> **Kassly does not enforce unique barcodes.** Two products can carry the same number, and a scan will then ring up whichever one it happens to find first. Keeping barcodes unique is your job, not the system's.

Product types

You will see a **Type** on the product detail page. You never set it yourself:

- **Standard** — an ordinary item.
- **Variant Parent** — set automatically as soon as you add variants, and changed back to Standard if you remove them all. See Variants.

The Free plan's 50-item limit

The Free plan allows 50 products. What counts toward it surprises people, so to be exact:

Counts toward the 50	Does not count
Sellable products	Products you have deleted
Products flagged as ingredients	Services
Inactive products	

When you hit the limit the **Add Item** button is no longer offered, and trying anyway returns "*SKU limit reached (50 products on Free plan). Subscribe to any add-on to unlock unlimited SKUs.*"

Any paid add-on or bundle lifts the cap to unlimited — including one you are only trialling. It does not have to be an inventory add-on; the cheapest ₱300 add-on removes the limit just as well as the Everything Bundle. See Plans and add-ons.

One catch: while you are at the cap you also cannot add a **service**, even though services themselves do not count toward the 50.

Deactivating and deleting

Prefer deactivating. Clear the **Active** checkbox and the product leaves the selling grid immediately, while every report and receipt that mentions it stays intact. Kassly asks you to confirm.

Deleting cannot be undone from the interface, and Kassly says so before it does it. Your history is safe either way — receipts, Z-readings and BIR reports keep their own copy of the name, SKU and price at the time of each sale — but the item itself, and its stock, leave the catalog.

Kassly refuses to delete an item that something else depends on, and tells you what:

Reason it stops you	Why it matters
Used as an ingredient in a live recipe	That recipe would quietly stop deducting stock.
Has recipes attached	The recipes become unreachable.
Still has stock on hand	That value drops out of inventory valuation.

You get the list and a **Delete anyway** button. Read the list first — a recipe that has lost an ingredient still looks perfectly healthy on screen.

Where to go next

- Categories and organisation — how the selling grid is built
- Variants — sizes, colours and per-variant stock
- Product pricing — cost, margin and VAT
- Importing products — what can and cannot be bulk-loaded from a spreadsheet

Categories & Organisation

How categories group your products, how they order the selling grid, and how Collections curate a shortlist per branch.

Every sellable product belongs to exactly one category. That is not filing for its own sake — the category is what a cashier taps to find the item, and it decides the colour and the position of the group on the selling grid.

Open **Catalog → Categories** in the web back office. Owners and Managers can change this list.

Creating a category

Click **Add Category** and fill in three things.

Field	Required	What it does
Name	Yes	Shown on the selling grid and on the product form's Category picker.
POS Color	No	The colour the group is drawn in. Defaults to grey.
Display Order	No	A number that decides where the group sits. Lower numbers come first.

That is the whole form. There is no description, no image, and no parent category.

The list itself shows a colour dot, the name, a **Products** count and the order. The count is every product filed under the category, including inactive ones.

How categories reach the selling grid

When the app pulls your catalog down, Kassly sends the categories sorted by **Display Order first, then name**, each with its colour. Products reach the grid only if both of these are true:

- the product is **Active**, and
- **Show in POS** is ticked.

Anything else stays in the back office. See Adding products for both checkboxes.

Within a category, products are not manually orderable. If you need a specific running order — bestsellers first, say — use a Collection instead.

Getting Display Order right

Leave Display Order blank when you **create** a category and Kassly gives it the next number after your highest, so new categories land at the end. That is usually what you want.

> **Clearing the number on an existing category has the opposite effect.** A category with no number sorts *before* every numbered one. If you edit a category and empty the Display Order box, expect it to jump to the front of the grid. Give every category a number and this never bites you.

Numbering in tens — 10, 20, 30 — leaves room to slot a new group in the middle later without renumbering everything.

No sub-categories

The Categories screen is a single flat list. There is no "parent category" field, so you cannot build *Beverages → Hot → Coffee*. Name the categories at the level you actually want to tap: `Hot Drinks` and `Cold Drinks`, not `Drinks` with children.

Categories and item codes

The category also seeds auto-generated SKUs: the first three letters of the category name, then a number. Products in `Beverages` become `BEV-0001`, `BEV-0002`, and so on. Renaming a category later does not renumber SKUs that already exist.

Categories and kitchen stations

If you run a Kitchen Display System, tickets are routed by category — starters to the cold station, mains to the hot line. You do **not** set that here. You pick which categories belong to a station from the station itself. See Stations and Kitchen display.

Collections

Collections are a second, looser way to group items, and they are free — no add-on needed. Open **Collections** in the sidebar, directly under POS.

A collection differs from a category in three important ways:

	Category	Collection
How many can an item be in?	Exactly one, and it is required	Any number, or none
Scope	Your whole store	One branch
Product order	Not adjustable	The order you tick the products

Use them for a shortlist that does not match your filing: *Favourites*, *Bundles*, *Merienda*, *Christmas*.

Click **New Collection** and you get:

Field	Notes
Name	Required.
Description	Optional, for your own reference.
Color	Pick a swatch or type a hex value.
Icon name	Optional, free text — e.g. `star`, `heart`, `coffee`.
Active	On by default. An inactive collection is not sent to the app.
Products	Search and tick. Ticked items appear as chips above the list.

The **order you tick the products is the order they are stored in**, so pick your top seller first. Removing and re-adding an item moves it to the end.

Collections are positioned automatically — a new one goes to the end of that branch's list — and only active collections for the branch the terminal is signed in to are sent to the app.

Copying a collection to another branch

Use the ⋮ menu on a collection and choose **Copy to branch**. Pick the target branch and Kassly copies the name, description, colour, icon and the full product list with its ordering. The copy is independent from then on — editing one does not change the other.

This option only appears for an Owner, and only when your store has more than one branch.

Deleting a category

Kassly refuses to delete a category while any product is filed under it: "*Cannot delete category that has products. Move or delete products first.*" Reassign those products to another category, then delete.

If you only want the group off the grid for a while, there is no "deactivate category" — deactivate the products in it instead, or move them to a category you keep out of the way with a high Display Order.

Variants

How to sell one product in several sizes or options, with its own price and stock for each, and how to split one out later.

A variant is a version of the same product that needs its own price or its own stock count — Small, Medium, Large; 330 ml and 1 litre; Red and Black. You create them on the product itself, not as separate products.

Use a variant when the thing being sold is genuinely the same item in another size. Use two separate products when they are different things that happen to sit together on a shelf.

Adding variants

Variants live in their own block on the product form, between Pricing and Options.

1. Open the product (**Catalog → Products**, then the item) and click the edit pencil.
2. In the **Variants** block, click **Add Variant**.
3. Fill in the row. Repeat for each option.
4. Save.

The moment a product has variants its Type becomes **Variant Parent**. You do not set that yourself.

> **A product must have either no variants or two or more.** Exactly one is refused: "*A product must have either no variants or 2 or more.*" A single variant adds nothing the product's own name and price do not already say.

You can add up to 50 variants to one product.

What a variant row holds

Field	Required	Notes
Name	Yes	What the cashier picks — `Small`, `1 Litre`, `Red`.
SKU	No	Generated if you leave it blank.
Cost	Yes	Pre-filled with 0, like the product's own cost.
Selling	Yes	Warns "*Below cost*" under the field if it is less than the cost.
Wholesale	No	Only appears with the Customer Memory & Promos add-on.

Kassly refuses to save a row with a blank Cost or Selling price, and tells you which row is at fault.

There is no on/off switch for an individual variant on this form — rows are created active. If you stop selling one option, remove its row or split it out into its own product, which you can then deactivate.

There is no variant matrix

Kassly does not generate combinations for you. There is no "Size × Colour" grid that produces six rows from two attributes. You type the rows you want, and if an item varies on two things, you put both in the name:

```
Small / Red
Small / Black
Large / Red
Large / Black
```

That is deliberate about what it is not: for a product with three sizes in five colours you are typing fifteen rows by hand. If that is your catalog, consider whether colour needs to be a variant at all, or whether the sizes alone are what you actually price and count separately.

Variant codes and barcodes

Variant SKUs are checked hard, because they are how a specific option is identified everywhere else:

- **Unique across your whole catalog.** Not just within the product. If another product's variant already uses the code, you get "*SKU … is already used by another product in your catalog. Pick a unique SKU.*"
- **Unique within the product.** Repeating the same SKU on two rows of the same product is rejected before anything is saved.
- Capitalisation does not make a SKU different. `SM-01` and `sm-01` collide.

Barcodes work differently. The product form has **one** Barcode field, on the product itself — the variant rows have no barcode box. Kassly can match a scan to a specific variant, and it does index the barcodes of active variants, but this form is not where you set them.

To give each variant a barcode, tick the product on the Products list, tap **Print labels**, then **Generate barcodes**: every active variant without one gets an in-store barcode. See Barcode labels.

Stock per variant

Each variant carries its own quantity at each branch. Small and Large are counted, received and adjusted independently, and a variant that is out of stock does not affect the others.

On the Products list the **Stock** column shows the combined total across all variants, which is usually what you want at a glance. To see or change one variant's quantity, work from Stock levels.

Deactivating the whole product takes all of its variants off the grid at once. Their stock rows and sales history stay exactly where they are.

Prices per variant

Once a product has variants, the **variant's** price is what is charged. The product's own selling price is still shown on the Products list, but a sale always takes the price from the option the cashier picked.

The same applies to wholesale prices: a line rung up at the wholesale price takes the variant's wholesale price, falls back to the product's, and finally falls back to the ordinary selling price if neither is set. See Product pricing.

Splitting a variant into its own product

Sometimes a variant grows up — the 1-litre bottle starts selling in volumes that deserve its own reporting line. On the product's edit screen, each saved variant row has a small arrow button: **Split into its own product**.

Kassly asks you to confirm, then:

What happens	Detail
A new product is created	Named `Parent name - Variant name`, with the variant's name, SKU, barcode and prices.
Settings are copied from the parent	Category, image, description, tax settings, stock unit, Show in POS.
Live stock moves	The variant's current quantities transfer to the new product.
History stays put	Past sales, stock movements and purchase orders stay attached to the original variant.
The variant is removed from the parent	And you are taken to the new product's edit page.

> **This is one-way.** There is no "merge back". Splitting also counts as creating a product, so on the Free plan it needs a free slot under the 50-item limit.

If the split leaves the parent with exactly one variant, Kassly folds that last variant back into the parent automatically — its price moves up to the product, its stock merges into the product's own, and the Type goes back to Standard. That is the same rule as "no product has exactly one variant", applied for you.

Removing variants

Delete rows with the bin icon and save. If you remove every row, the product becomes a plain Standard product again and keeps its own price and SKU.

Removing a variant does not erase what it sold. Receipts and reports keep their own copy of the name and price at the time of each sale.

Recipes and variants

A recipe can be attached to one specific variant or to all of them. A large iced coffee that uses more milk than a small one gets its own recipe; a dish where size makes no difference to the kitchen gets one recipe with the variant left blank.

When a sale needs a recipe, a variant-specific one wins over the catch-all. See Ingredients and recipes.

Product Pricing

Cost price versus selling price, margin, wholesale and custom pricing, how VAT-inclusive pricing works, and what happens when you change a price.

Two numbers matter on every item: what it costs you and what you charge. Kassly asks for both, because without the cost it cannot tell you a margin, a food cost or a profit.

Pricing sits in the **Pricing** block of the product form (**Catalog → Products → Add Item**, or the edit pencil on an existing item).

The price fields

Field	Required	Notes
Cost Price (₱)	Yes	What one unit costs you. Pre-filled with 0.
Selling Price (₱)	Yes	What you charge. Left blank on purpose on a new item — it should be a deliberate number, never a safe default.
Wholesale Price (₱)	No	Needs the Customer Memory & Promos add-on to appear.
Allow Custom Pricing	No	Off by default. Lets a cashier type their own price for this item.

Cost is pre-filled with zero because plenty of small merchants genuinely do not know it and only care about the selling price. Leaving it at zero costs you nothing at the counter — but it makes every margin, profit and food-cost figure in Kassly wrong, so it is worth going back to fill in.

Cost price is per stock unit

If the item tracks stock, the cost is the cost of **one stock unit**. Flour tracked in grams at ₱45 per kilo has a cost price of `0.045`, not `45`.

Cost is kept to four decimal places for exactly this reason. Selling prices stay at two — you cannot charge a customer ₱0.045.

Margin

As soon as both numbers are filled in, Kassly shows the margin under the selling price — `Margin: 42.9%` — worked out as the gap between selling and cost, as a percentage of the cost.

If you type a selling price below the cost you get a red warning instead: "*Selling price is below cost — you will lose money on each sale.*" It is a warning, not a block. Loss leaders are allowed.

Wholesale price

> **Needs the Customer Memory & Promos add-on** (₱300 per branch each month), or any bundle that includes it. Without it the field is simply not shown.

A wholesale price is a second price on the same item, used when a line is rung up as wholesale rather than retail — B2B sales orders and consignment issues do this. It is not applied automatically to a customer just because they are marked as wholesale.

If a line asks for the wholesale price, Kassly looks in this order:

1. the variant's wholesale price,
2. the product's wholesale price,
3. the ordinary selling price.

So leaving wholesale blank is safe: nothing sells for ₱0 by accident.

See Sales orders and invoices.

Allow Custom Pricing

Turn this on for items with no fixed price — cut-to-length cable, custom cakes, tailoring. It lets a cashier enter the amount at the counter.

It is a per-item permission. If a sale tries to set its own price on a product that does not allow it, Kassly rejects the whole sale: "*Product … does not allow custom pricing.*"

Tax-inclusive versus tax-exclusive

Every product carries a **Tax Inclusive** setting, and it changes the meaning of the selling price you typed.

Setting	Your ₱112 selling price means	VAT at 12%
Tax Inclusive (on)	The customer pays ₱112	₱12.00 is carved out of the ₱112
Tax Inclusive (off)	The customer pays ₱125.44	₱13.44 is added on top

The arithmetic, so you can check a receipt by hand:

- **Inclusive** — VAT = total − (total ÷ 1.12). The line total does not change.
- **Exclusive** — VAT = total × 0.12, and the line total goes up by that amount.

Philippine retail prices are almost always tax-inclusive, which is why new products default to it.

> **The product's own setting wins.** Your store-wide *Tax Inclusive Pricing* switch in **Settings → Store Settings → Tax Settings** is the default for ad-hoc items typed at the counter, but a product or service always uses the value stored on itself. If you flip the store switch, it does not retroactively change items already in your catalog.

VAT classification

Alongside Tax Inclusive there is a **VAT Classification** with three options:

Classification	What Kassly does
Vatable (12%)	Applies your tax rate, inclusive or exclusive as set.
VAT-Exempt	No VAT at all. The price is the price, and the Tax Inclusive setting is ignored.
Zero-Rated	No VAT at all.

Two whole-store cases override anything an item says:

- If your store's **Tax Type** is *Non-VAT (Percentage Tax)* or *VAT-Exempt*, every line is treated as VAT-exempt with zero VAT, no matter how the product is classified. Nothing is carved out of your revenue.
- The **Tax Inclusive** and **VAT Classification** fields only appear on the product form if your store is marked BIR-accredited. If they are not shown, new products are created tax-inclusive and vatable.

Tax rates and the store-level settings are covered in Tax configuration. Senior-citizen and PWD discounting interacts with VAT and is covered in Discounts.

Changing a price

Edit the product, change the number, save. There is no approval step and no scheduling.

What happens next:

The back office	Updated immediately.
The app	Picks the new price up on its next catalog sync. A terminal running offline keeps selling at the old price until it syncs.
Past sales	Untouched. Every receipt, report and Z-reading keeps the price that was actually charged.
Stock valuation	Uses cost, not selling price, so a reprice does not move your inventory value.

Because a reprice only reaches a terminal on sync, plan price changes for a moment when your devices have signal — not five minutes before a rush. See Sync status.

What Kassly does not do

Being straight about the edges:

- **No quantity-break pricing.** There is no "10 pieces or more, ₱9 each" tier.

- **No member price.** Member pricing is not a separate price on the item; loyalty and memberships work through discounts instead. See Memberships.
- **No per-branch prices.** A product has one selling price across your whole store. Branch-level pricing is not supported.
- **No scheduled price changes.** A new price takes effect the moment you save it. For time-limited pricing use a promotion instead — see Approvals and promotions.
- **No automatic markup.** Kassly will not set your selling price from your cost plus a percentage, and receiving stock at a higher cost never changes what you charge. Selling prices only change when you change them.

One thing does move a **cost** price on its own: completing a production run at a commissary recalculates the finished item's cost as a moving average of what was already on hand and what the batch cost to make. See Commissary.

Services Catalog

Setting up the things you sell that are not stock — haircuts, repairs, sessions — and every way a service behaves differently from a product.

A service is something you sell that nothing comes off the shelf for: a haircut, a massage, a car wash, a diagnostic fee. It has a price and a duration, but no quantity to count.

Services are a separate list from products, kept in **Catalog → Services**.

> **Food & Beverage stores do not get this page.** A restaurant sells menu items, which are products. If Services is missing from your sidebar, that is why — see Adding products instead.

Creating a service

Click **Add Service** and fill in the form.

Field	Required	Notes
Service Name	Yes	`Haircut`, `Full Body Massage`, `Brake Pad Replacement`.
SKU	No	Generated if left blank.
Category	Yes	The same category list your products use.
Duration (minutes)	No	How long the service takes. Marks the service as bookable, but does not set the booking's length — see below.
Description	No	Up to 2,000 characters.
Service Image	No	JPEG, PNG or WebP, up to 5 MB.
Cost Price (₱)	Yes	Your cost to deliver it — product used, contractor paid. Enter 0 if there is none.
Selling Price (₱)	Yes	What you charge. Kassly shows the margin once both are filled in.
Tax Inclusive	No	Only shown if your store is BIR-accredited.
VAT Classification	No	Vatable, VAT-Exempt or Zero-Rated. Same gating.
Active	—	On by default.

Tax handling is identical to products, so Product pricing covers it — including what tax-inclusive actually means for the number you type.

Commission and prep time

Two more fields sit in a **Commission** block:

Field	What it does
Commission Rate Override (%)	Overrides the partner's default commission rate for this one service. Leave blank to use the partner's rate.
Estimated Prep Time (minutes)	Shown on the Kitchen Display System.

Commission rules themselves live with your staff, not here. See Commissions.

How services differ from stocked products

This is the part worth reading twice, because the two look similar on screen and behave differently underneath.

	Product	Service
Stock	Optional — turn on Track Stock	**Never.** A service carries no quantity, no stock unit and no reorder point
Variants	Yes, with their own price and stock	**No.** Price a `Long Hair` version as its own service
Barcode	Yes	**No barcode field at all**
Wholesale price	With the Customer Memory & Promos add-on	**No**
Recipes	Can consume ingredients on sale	**No.** A service never deducts ingredients
Show in POS switch	Yes	**No.** Every active service is sent to the app
Duration	—	Yes — it marks the service bookable (but does not size the slot)
Free-plan 50-item limit	Counts toward it	Does not count toward it

The consequence that catches people out: **a service does not consume stock.** A hair colour that uses ₱180 of dye will not reduce your dye inventory. If you need the consumption tracked, either sell the product as a separate line on the same sale, or model the offering as a product with a recipe — see Ingredients and recipes.

Because there is no Show in POS switch, the only way to take a service off the terminal is to deactivate it.

Appointments and duration

Duration records how long the service takes, and it is what marks a service as bookable at all.

> **It does not size the booking, though.** When you create a booking you pick the length yourself — on the app from a fixed set of choices (30m, 1h, 1h 30m, 2h), defaulting to one hour regardless of what the service says. Treat Duration as a reference figure for your own planning and pricing, not as something the calendar enforces.

Booking, staff assignment and reminders are covered in Bookable services and Appointment calendar.

Rentals

A service can be sold by time instead of by the job — a badminton court, a KTV room, a function hall. Tick **Rentals** on the service form and you get:

Field	Options
Rental Unit	Per hour, or per fixed block
Block Length (minutes)	Required when the unit is a block
Minimum Billable Minutes	Optional floor, up to 1,440
Rounding	Exact, quarter hour, up to the hour, or up to the block

> **Needs the Court & Room Rentals add-on** (₱300 per branch each month), or any bundle that includes it. Without it, ticking Rentals is refused: "*The Court & Room Rentals add-on is required to create rental services.*"

The full explanation of how billed minutes become a charge is in Rentals.

Turning a service off, or deleting it

Clear **Active** and the service leaves the terminal and the appointment calendar. Kassly asks you to confirm. Existing transactions and past appointments are not affected.

Deleting is stricter than for products: **Kassly refuses to delete a service that has ever been sold.** You get "*Cannot delete this service because it has existing sales transactions. Deactivate it instead.*" That is the right answer — deactivating keeps your reports honest.

Services and the Free plan

Services do not count toward the Free plan's 50-item limit. But there is a catch worth knowing: while you are **at** the 50-product limit, adding a service is also blocked. Free up a product slot, or take any add-on to lift the cap entirely. See Plans and add-ons.

Who can edit services

Owners and Managers only — the Services page appears in the sidebar for those two roles, the same as Products. See Users and roles.

Ingredients & Recipes

Tracking the raw materials you buy, building recipes that deduct them automatically when a dish sells, and reading the food cost that comes out.

If you sell a dish, you do not sell a dish — you sell 250 g of pork, 30 ml of soy sauce and a cup of rice. Ingredients let you record the raw materials, and recipes let a single sale take them out of stock without anyone counting anything.

Two things here are priced differently, and it is worth being clear up front:

Screen	Where	Needs an add-on?
Ingredients	Inventory → Ingredients	No. Free on every plan.
Compositions (recipes)	Inventory → Compositions	Yes — Recipe Costing

> **Compositions need the Recipe Costing add-on** (₱350 per branch each month), or any bundle that includes it. Tracking raw materials on the Ingredients page does not.

An ingredient is a product with a label

This is the single most misunderstood thing in the catalog, so read it before anything else.

There is no separate ingredients table. **An ingredient is an ordinary product with the Ingredient / Raw Material box ticked.** The tick does one thing: it files the item under Inventory → Ingredients instead of cluttering the sellable Products list. It is a label, not a type.

What follows from that:

- **The same item can be an ingredient and a shelf item.** A bottle of cooking oil you both cook with and sell over the counter is one product, ticked as an ingredient, still priced and still on the POS grid. That is normal, not a mistake — in real Kassly stores a large share of the items used in production are also sold.
- **Ticking or unticking the box changes nothing else.** It never touches the price, the stock, or whether the item shows in POS.
- **Ingredients count toward the Free plan's 50-item limit**, because they are products. See Adding products.
- Ingredients are the only products allowed to have **no category and no selling price**, which is why the ingredient form does not ask for either.

The Ingredients page

Open **Inventory → Ingredients**. The table shows the ingredient's name and SKU, its unit, its cost per unit, how much is on hand and whether it is active. Pick a branch at the top of the app to see that branch's quantities.

Click **Add Ingredient**.

Field	Required	Notes
Name	Yes	`Pasta Sauce`, `All-Purpose Flour`.
Stock Unit	Yes	pc, g, kg, ml or L. Defaults to grams. The unit you count in.
Cost per unit	Yes	The cost of **one** unit. Kept to four decimals.
Reorder point	No	Only appears when a branch is selected — reorder points are per branch.
SKU	No	Generated as `ING-0001` if left blank.
Packaging Conversions	No	`sack = 25000 g`, `case = 24 pc`.
Active	—	On by default.

Cost per unit trips everyone up once. It is what one *stock unit* costs, not what a pack costs. Flour at ₱45 a kilo tracked in grams costs `0.045`. Enter `45` and every food cost in Kassly is a thousand times too high.

Packaging conversions exist so you never have to do that arithmetic twice: you buy by the sack, you count by the gram, and you enter `sack = 25000` once. That unit is then available whenever you receive stock or write a recipe line.

Anything created here is set up as stock-tracked, hidden from the POS grid, with a zero selling price and no category. You can change any of that afterwards from **Catalog → Products**.

> **Editing a dual-purpose item from the Ingredients dialog will take it off the POS grid.** Saving that dialog always writes "not sold": it clears the category, sets the selling price to zero and unticks Show in POS. If the item is one you also sell, edit it from **Catalog → Products** instead, where all its fields are on the form.

Marking products you already have

If your catalog already contains the raw materials, you do not need to retype them. On **Catalog → Products**, tick the products in the list and use **Mark as ingredient** (or **Remove ingredient flag**) in the bar that appears. Up to 500 at a time.

The Products page also has an **All Items / Sellable only / Ingredients only** filter, so you can work through either half of the catalog.

Building a recipe

A recipe — Kassly calls it a composition — says "one serving of this menu item uses these ingredients in these amounts". Open **Inventory → Compositions** and click **Add Composition**.

Field	Required	Notes
Menu Item	Yes	The thing you sell.
Composition Name	Yes	e.g. `Chicken Adobo Standard`. One item can have more than one recipe, which is why it needs a name.
Variant	No	Leave as *All variants* unless the recipe only applies to one size. Only offered when the item has variants.
Yield (servings per batch)	No	Defaults to 1.
Active	—	On by default.

Then add ingredient rows. Each row takes an ingredient, a quantity, a unit and a waste percentage.

The ingredient picker is grouped: **Ingredients** first, then **Other stock items** — so a finished dish you use inside another dish is still reachable, but your raw materials come up first. A row whose ingredient does not track stock is flagged *stock not tracked*, because that line will never deduct anything.

The same ingredient cannot appear twice in one recipe. As you type, the bottom of the dialog totals up **Total ingredient cost** and **Cost per serving**.

Yield: how a batch becomes a serving

Yield is how many servings one run of the listed quantities makes. It is the difference between a recipe card and a per-sale deduction.

A pot of adobo using 1 kg of pork that serves four has a yield of **4**, and the ingredient row says 1 kg. Sell one serving and Kassly deducts 250 g — the quantity divided by the yield.

Get the yield wrong and every deduction is wrong by the same multiple, so it is the one field worth double-checking.

Waste percentage

Waste is the trim, peel and spillage you pay for but never serve. A recipe line for 1 kg of fish with 20% waste means you have to buy more than a kilo to end up with a kilo of usable fish.

Kassly scales the line **up** accordingly: a line with waste of *w* percent consumes the named quantity ÷ (1 − *w* ÷ 100).

Waste	1,000 g on the recipe consumes
0%	1,000 g
10%	1,111 g
20%	1,250 g

The same factor is used for the stock deduction and for the food cost, so the two always agree. Waste can be anything from 0 up to 99.99.

What a sale actually deducts

When a sale completes, for every line that has an active recipe, Kassly:

1. works out servings sold ÷ yield,
2. multiplies each ingredient's quantity by that,
3. scales it up by the line's waste factor,
4. converts it into the ingredient's own stock unit, and
5. writes a stock movement, so the deduction is on the record rather than a silent change to a number.

Voiding that sale puts everything back the same way.

Three rules decide whether a line moves at all:

- **The ingredient must have Track Stock on.** Deduction keys on that and nothing else. An ingredient flagged as a raw material but not stock-tracked will sit in the recipe forever and never move.
- **The recipe must be Active.**
- **A variant-specific recipe wins** over the catch-all for the same item.

Food cost

The Compositions list is a food-cost report in its own right:

Column	What it is
Menu Item	The item sold, and the variant if the recipe is variant-specific.
Composition Name	Plus a warning badge if any ingredient has been deleted.
Ingredients	How many lines the recipe has.
Cost / Serving	Total ingredient cost ÷ yield, waste included.
Cost %	Cost per serving as a percentage of the item's selling price.
Status	Active or Inactive.

Cost % is colour-coded, which is the fastest read on the page:

Cost %	Colour
Under 30%	Green
30% to 40%	Amber
Over 40%	Red

Those thresholds are food-service rules of thumb, not a judgement about your business. A drinks-led cafe should be well under 30%; a steakhouse lives above it.

Cost / Serving is only as good as your ingredient costs. It reads the cost price on each ingredient at the moment you look — it is not a snapshot from when the recipe was written, and it does not update your selling price.

Use the **Export CSV** button for the same table as a spreadsheet.

There is also a fuller **Food Cost** dashboard under Reports.

> **The Food Cost dashboard needs the Inventory Pro add-on** (₱400 per branch each month), not Recipe Costing. If the menu item is visible but the page asks you to upgrade, that is the add-on it wants.

Ingredient consumption

Above the Compositions table sits an **Ingredient Consumption** panel: which raw materials went out, in what quantity, and what that was worth.

Today's figures are free. Any other date range — yesterday, this week, this month, a custom range — needs the **Business Reports** add-on (₱400 per branch each month).

When a recipe stops working

Recipes fail quietly, which is why Kassly flags the two ways it happens.

A deleted ingredient. Delete a product that a live recipe uses and the line stays in the recipe but stops deducting. Kassly refuses that deletion by default and lists the recipes involved — but if you push past it with **Delete anyway**, the affected recipes get an amber `N deleted` badge on the Compositions list. Edit the recipe to replace or remove those lines.

An untracked ingredient. Turning off Track Stock on an ingredient has the same effect: the line is there and nothing moves. The ingredient picker labels these *stock not tracked*.

Deleting the composition itself is straightforward — it cannot be undone, and it does not touch any stock already deducted.

Availability worked out from a recipe

For dishes cooked to order there is nothing meaningful to count, so Kassly can report how many portions the ingredients still cover instead. That is the **Stock from Recipe** option on the product form.

It is opt-in per item, and it is **advisory** — a portion count, not a limit. It never blocks or warns on a sale. The whole of it is explained in Recipe-derived stock.

Commissary batches

A recipe can also describe a batch made in a central kitchen — a day's worth of house sauce — rather than a dish assembled per order. Those are marked *producible*, and they behave differently: **a producible recipe is never deducted at the point of sale.** It is consumed when you run the batch at the commissary.

> Producible recipes are marked through the **Producible (commissary)** column of the import sheet, not through the Add Composition dialog, and the Compositions list does not label them separately. If a recipe is not deducting and looks otherwise correct, this is the first thing to check.

Commissary production, and how a completed batch recalculates the finished item's cost, is covered in Commissary and Production orders.

Butchery and breaking down

The same add-on includes **Decompositions**: the reverse direction, where one thing you bought becomes several things you sell. A whole tuna becomes belly, loin and trimmings, each with a share of the original. You name the source product, then the parts and each part's yield percentage.

If the add-on lapses

Nothing is deleted. Your recipes, ingredient costs and stock all stay exactly where they are — the Compositions and Decompositions screens simply stop being available until you subscribe again, and everything is where you left it. See Plans and add-ons.

Where to go next

- Importing products — bulk-load ingredients and recipes from a spreadsheet
- Stock levels — where ingredient quantities are managed
- Recipe-derived stock — portions from ingredients

Importing Products

What Kassly can and cannot bulk-load from a spreadsheet, the exact columns of each import sheet, and what happens when a row is wrong.

Kassly has four spreadsheet importers. Between them they cover sellable products, raw materials, recipes and stock quantities — and they are worth knowing about before you type a hundred rows by hand.

What the three sheets do

Sheet	Where to start	What it creates or changes	Add-on needed
Products	Catalog → Products → **Import**	Creates and updates sellable products: prices, category, VAT, stock tracking, reorder points, opening stock and preferred supplier	None
Ingredients	Inventory → Ingredients → **Import**	Creates and updates raw-material products, their costs, units, reorder points and opening stock	None
Compositions	Inventory → Compositions → **Import**	Creates and updates recipes and their ingredient lines	Recipe Costing (₱350 per branch each month)
Bulk Stock-In	Inventory → Stock Levels → **Bulk Stock-In** → *Import from Excel*	Adds quantities to products that already exist. Creates nothing	None

Two sheets create catalog rows: the products sheet for things you sell, and the ingredients sheet for raw materials. They are kept apart on purpose — a product row never rewrites a raw material of the same name.

Only an Owner or a Manager can import.

How a sheet import works

All four follow the same three steps, and it is worth doing them in order:

1. **Download the template.** It comes back already filled in with what you have, so you are editing your own data rather than guessing at a format.
2. **Fill it in.** Edit an existing row to update that item; type new rows underneath to add.
3. **Upload it back.** Kassly checks every row before it writes anything.

File format

Accepted	`.xlsx` and `.xls`
Not accepted	CSV, Google Sheets links, PDF, ODS
Maximum size	5 MB

CSV is not accepted anywhere. If you keep your list in a CSV, open it in Excel, Numbers or Google Sheets and save or export it as `.xlsx` first.

Each template also arrives with a second tab called **How to use**, which repeats the column rules next to the sheet itself. Do not rename the first tab — the importer looks for it by name and falls back to whichever sheet is open, which is not always the one you meant.

The products sheet

Start from **Catalog → Products → Import**. The **Export** button beside it downloads the same sheet without opening the dialog, which is the quickest way to get your product list into a spreadsheet.

Seventeen columns, in this order.

Col	Heading	Required	Notes
A	Name	Yes	What the item is called on the menu or shelf.
B	SKU	No	Blank generates one. Keep it to update the product on a re-upload.
C	Barcode	No	Scanned at the counter.
D	Category	On a new product	A category that doesn't exist yet is created, so watch the spelling.
E	Cost Price	No	Blank on a new product means 0.
F	Selling Price	On a new product	What the customer pays.
G	VAT	No	`Vatable` , `VAT Exempt` or `Zero Rated` . Defaults to Vatable.
H	Track Stock	No	`Yes` or `No` .
I	Stock Unit	No	One of the stock units, e.g. `pc` , `kg` , `L` . Only matters when Track Stock is Yes.
J	Opening Qty	No	Stock to **add** at the branch you pick. Needs Track Stock set to Yes.
K	Reorder Point	No	Warn when stock falls to this level. Only saved if you pick a branch.
L	Show in POS	No	`Yes` or `No` .
M	Active	No	`Yes` or `No` .
N	Description	No	Shown on the online store and receipts.
O	Sold By	No	`Per piece` (default) or `By weight/volume/length` .
P	Supplier	No	The preferred supplier. Must match a name on your Suppliers page; capitals don't matter.
Q	Supplier SKU	No	The supplier's own code for the item. Up to 100 characters.

How rows are matched and written:

- **A row updates the product with the same SKU** (capitals don't matter), anywhere in your catalog. A row with a blank SKU matches a sellable product of the same name instead, and never a raw material.
- **A blank cell on an existing product leaves that field alone.** Only what you type overwrites what is there, so deleting a column by accident changes nothing.
- **Pick a branch** in the dialog if you fill in Opening Qty or Reorder Point — both are per branch.
- **Suppliers are matched, never created.** A supplier carries contact details and a TIN the sheet can't supply, so add new suppliers on the Suppliers page first. A name that matches no supplier — or more than one — does not stop the upload: the rest of the row imports, the product's supplier is left as it was, and the dialog lists the skipped cells after the import. See Suppliers.

A sheet downloaded before the Supplier columns existed still imports; its empty P and Q columns simply leave suppliers alone.

The ingredients sheet

Seven columns, in this order.

Column	Header	Required	What to put in it
A	Name	Yes	What you call the raw material.
B	SKU	No	Leave blank and one is generated. Keep the existing value to update rather than duplicate.
C	Stock Unit	Yes	One of `pc`, `g`, `kg`, `ml`, `L`. Blank is read as `pc`. The column has a dropdown.
D	Cost per Unit	Yes	The cost of one Stock Unit — not the price of a whole sack. Sub-centavo values are kept to four decimals.
E	Opening Qty	No	Stock to **add** at the selected branch.
F	Reorder Point	No	Warn when stock falls to this level.
G	Notes	No	Recorded against the opening stock movement.

The template lists your existing ingredients first and leaves about fifty blank rows underneath to type into. It reads up to about 2,000 rows.

Two things to be careful about:

- **Opening Qty adds, it does not set.** The template deliberately leaves it blank on existing rows. Fill it in on a re-upload and you will add that quantity a second time.
- **Opening Qty and Reorder Point need a branch.** Both are per branch, so pick one in the dialog. Upload a sheet with quantities and no branch selected and Kassly stops you: "*Pick a branch before importing opening quantities — stock has to land somewhere.*"

How rows are matched

For each row, Kassly looks for an existing **ingredient**:

1. by SKU, ignoring capitalisation, then
2. by exact name, ignoring capitalisation and surrounding spaces.

A match updates the name, unit and cost. No match creates a new ingredient.

> **Matching only looks at items already flagged as ingredients.** A row named after an ordinary product you have not flagged will create a second, ingredient-flagged copy instead of updating it. Flag the item as an ingredient first — the Products page can do it in bulk — then import.

The compositions sheet

This one is in **long format**: one row per ingredient line. Rows that share the same Menu Item, Variant and Composition Name make up one recipe.

Column	Header	Required	What to put in it
A	Menu Item SKU	One of A or B	The item you sell. Matched first.
B	Menu Item	One of A or B	Used when the SKU is blank.
C	Variant	No	Leave blank if the recipe applies to every size or option.
D	Composition Name	Yes	e.g. `Chicken Adobo Standard`. Repeat it on every row of the recipe.
E	Yield	No	Servings the listed quantities make. Blank is read as 1. Repeat it on every row.
F	Ingredient SKU	One of F or G	Must already exist.
G	Ingredient	One of F or G	Used when the SKU is blank.
H	Quantity	Yes	How much of the ingredient the whole yield uses.
I	Unit	No	Defaults to the ingredient's stock unit. Any packaging conversion you have set up also works.
J	Waste %	No	0 to 99.99.
K	Producible (commissary)	No	`yes` only for batches produced at a commissary. These are **not** deducted at the point of sale.

You need either the SKU or the name for the menu item, and either the SKU or the name for the ingredient. The SKU wins when both are filled in.

Ingredients must exist before you import recipes. The sheet cannot create them. Run the ingredients import first, or add them on the Ingredients page.

Two rules protect what you already have:

- **A recipe you leave out of the sheet is untouched.** A partial sheet is never a mass delete.
- **A recipe that *is* in the sheet has its ingredient lines replaced** by whatever the sheet says. Half a recipe in the sheet means half a recipe afterwards.

It reads up to about 5,000 rows, which is a lot of recipes.

The bulk stock-in sheet

This one changes quantities only — it never creates or edits a product. It also requires you to pick a branch.

Column	Header	Notes
A	product_id	Filled in for you. **Do not edit or clear it.**
B	variant_id	Filled in for you. Leave alone.
C	Product Name	For your reference.
D	SKU	For your reference.
E	Variant	For your reference.
F	Current Qty	What is on hand now. For your reference.
G	Quantity to Add	The one column you fill in. Must be at least 0.01.
H	Cost Price	Optional. The cost of this batch.
I	Batch Number	Optional.
J	Expiry Date (YYYY-MM-DD)	Optional.
K	Notes	Optional.

Leave a row's Quantity to Add blank and that row is skipped. Batch numbers and expiry dates are only meaningful with the Inventory Pro add-on — see Batch and expiry — and receiving against a purchase order is a different, better-documented path: see Receiving stock.

What happens to a bad row

All four importers are **all-or-nothing**. If one row is wrong, nothing at all is saved — you never end up with half a catalog and no idea which half.

Instead the dialog shows a list, in place, under the heading "*Nothing was saved — fix these rows and upload again*", with one line per problem naming the row number. For example:

```
Row 14: Cost per Unit must be a number of 0 or more.
Row 22: "Kalamansi" is repeated on row 9. Give each row a unique name or SKU.
Row 31: no ingredient found for "Patis". Add it on the Ingredients page (or import it) first.
```

The checks that will stop an import:

Sheet	Rows are rejected for
Products	Missing name; no category or selling price on a new product; a non-numeric or negative cost, price, opening quantity or reorder point; an unrecognised VAT setting, stock unit or Sold By value; a Yes/No column that is neither; an opening quantity on an item that doesn't track stock; the same SKU twice; the same name twice when the SKU is blank; a Supplier SKU over 100 characters.
Ingredients	Missing name; an unrecognised stock unit; a non-numeric or negative cost, opening quantity or reorder point; the same SKU twice; the same name twice when the SKU is blank; a SKU that already belongs to a product that is not an ingredient.
Compositions	A menu item or ingredient that cannot be found; a missing composition name; an ingredient that does not track stock, since it would never deduct; a quantity of zero or less; a yield of zero or less; waste outside 0–99.99; a variant name the item does not have; the same ingredient twice in one recipe.
Bulk Stock-In	A quantity below 0.01.

Fix the sheet and upload it again. Nothing was written, so there is nothing to undo.

Entirely blank rows are ignored, not treated as errors — the templates ship with spare rows on purpose.

One thing is reported without rejecting the file: on the products sheet, a **Supplier** name that matches no supplier. That row still imports, and the dialog stays open after the import with a note naming the row, so you can add the supplier and set it on the product page.

Re-uploading a sheet

Re-uploading is the normal way to make bulk changes, and both catalog importers are built for it: download, edit, upload, repeat. The one thing that does not survive a careless re-upload is the ingredients sheet's **Opening Qty**, because it adds rather than sets. Clear that column before you upload again.

The Free plan and imports

New rows count against the Free plan's 50-item limit, and the check happens before anything is written:

"*This file would add 40 new items but only 12 remain on your plan. Subscribe to any add-on to unlock unlimited SKUs.*"

Rows that update an existing item do not count. See Plans and add-ons.

Getting data out

Exports are separate from imports and more widely available:

- **Compositions** — the **Export CSV** button on the Compositions page gives you the whole filtered list with cost per serving and cost percentage.
- **Products** — the **Export** button on the Products page downloads the products sheet, pre-filled with your catalog.
- **Templates as exports** — because every template arrives pre-filled with your current data, downloading one is also the quickest way to get your ingredient list or your recipes into a spreadsheet.

A full reference of every file format Kassly reads and writes is collected in Import formats.

Barcode Labels

Printing price tags and barcode stickers on A4 sticker sheets or a label printer, and giving items that came without a barcode an in-store one.

Print barcode labels for anything in your catalog. Each label carries the item's name, its price, the barcode bars and the number under them, and the SKU if you want it. Labels print on A4 sticker sheets through any printer, or on label rolls through a label printer.

> **Free on every plan**, including Free. Who can print is decided by the **Print Labels** permission, which Owners, Managers and Cashiers have by default.

Printing labels

1. Open **Catalog → Products** in the web back office.
2. Tick the items you want labels for.
3. Tap **Print labels** in the bar that appears above the list.
4. Choose your label paper and how many labels of each item.

5. Tap **Print labels**. The PDF opens in a new tab. Print it from there.

To print labels for one product, open it and tap **Print labels** at the top of its page. That lists the product and each of its active variants.

A product with variants gets one line per **active** variant, named `Product - Variant`, and each variant's label carries the variant's own barcode. The parent's barcode is never borrowed: scanning it would ring up the product without saying which size or colour was sold.

Labels print from the web back office on a computer. The Kassly app does not print labels yet.

Label paper

Paper	Labels per page	Label size	Same layout as
A4 sticker sheet	24	63.5 × 33.9 mm	Avery L7159
A4 sticker sheet	40	48.5 × 25.4 mm	Avery 3657
A4 sticker sheet	65	38.1 × 21.2 mm	Avery L7651
Label roll	1	50 × 25 mm	—
Label roll	1	40 × 30 mm	—
Label roll	1	38 × 25 mm	—

The dialog remembers the paper you chose last in this browser.

Printing on A4 sticker sheets

- **Print at Actual size (100%).** "Fit to page" shrinks the page slightly, and by the bottom row every label has drifted off its sticker.
- **Partly used sheet?** Set **Start at label** to the first unused sticker. Stickers are counted left to right, top to bottom, starting at 1. The stickers before it are left blank.
- Generic sticker sheets sold locally often use one of these layouts, but not always. Measure one sticker against the table before you buy a pack.

Printing on a label printer

Each label is its own PDF page, exactly the size of the label.

- In the printer's settings on your computer, set the paper size to your label size, for example 50 × 25 mm, and print at **Actual size**.
- Any label printer with a normal driver for Windows or macOS works this way, thermal ones included. A printer that only works through its own phone app cannot print these labels.

See Supported hardware.

What a label shows

On the label	Details
Name	Up to two lines. A longer name is cut short with "...".
Price	Switch it off with **Show price**. See below for which price.
Barcode	The bars. See Barcode types.
Number	The barcode's digits or text, printed under the bars.
SKU	Only when you tick **Show SKU**.

Which price

The label shows the price the till charges. For a variant that is the variant's own price. An item sold by weight shows its price per unit, like **₱280.00 / kg**.

If you have the Customer Memory & Promos add-on and at least one of the items has a wholesale price, you can choose **Wholesale price** instead. An item without a wholesale price then shows its retail price, which is also what the till charges a wholesale customer for it.

How many labels

Type how many labels each item needs; 0 leaves an item out. Two shortcuts sit above the list:

- **1 each** sets every item back to one label.
- **One per unit in stock** gives each item one label per whole unit on hand, added up across your branches. An item with no stock, or below zero, gets none. An item that does not track stock keeps the number it had.

One PDF holds up to 1,000 labels. Print a bigger job in batches.

Items without a barcode

A label without a barcode would not scan, so Kassly will not print one. The dialog lists those items and holds back **Print labels** until each one is dealt with:

- **Generate barcodes** gives every one of them an in-store barcode in one go. This needs the **Create / Edit Products** permission.
- **Leave them out** sets their labels to 0 and prints the rest.

You can also give a single product a barcode while adding or editing it: press **Generate** next to its empty Barcode field, then save the product.

In-store barcodes

The barcodes Kassly generates are 13-digit EAN-13 numbers starting with **04**. GS1, the organisation behind retail barcodes, reserves that range for numbers a store assigns itself, so they never clash with a manufacturer's barcode.

- **Unique in your store.** Kassly never issues the same number twice, and skips any number already on another product or variant, deleted ones included.
- **Never replaces a barcode.** Only items without one get one.
- **One per variant.** A product with variants gets a barcode on each active variant. The product itself stays without one.

- **Scans straight away.** At the counter they ring up like any other barcode, offline too once the till has synced the catalog.
- **Kept clear of scale labels.** If your scale labels use a prefix of 0 or 04, Kassly issues from 02 or 29 instead, so an in-store barcode is never read as a weighed-goods label.

> **These numbers only mean something inside your store.** They are not registered with GS1. If a supermarket, distributor or marketplace asks for a registered barcode, you need one from GS1 Philippines.

Barcode types

Kassly picks the bars from the number saved on the item:

Saved barcode	Prints as
13 digits with a valid check digit	EAN-13
12 digits with a valid check digit	UPC-A
8 digits with a valid check digit	EAN-8
Anything else: letters, symbols, or digits with a wrong check digit	Code 128

Code 128 prints the code exactly as saved, so a scanner reads back the same text. A mistyped retail number is printed as Code 128 rather than "corrected", because as EAN-13 it would scan as a different number than the one on the product.

When a label cannot be printed

Kassly checks every label before it creates the PDF. If any would not scan, it prints nothing and marks the item in the list:

Message	What to do
Item has no barcode, so its label would not scan	Generate a barcode, or leave the item out.
Barcode too long for this label size	Choose a wider label. Long codes, usually letters and digits, need more width to stay readable.
Barcode has characters a printed barcode cannot carry	Edit the product's barcode to use letters without accents, digits and common symbols only.

Who can do what

Action	Permission	Built-in roles that have it
Print labels	Print Labels	Owner, Manager, Cashier
Generate barcodes	Create / Edit Products	Owner, Manager

A custom role gets either one by ticking that permission. See Custom roles.

PART 4

Selling at the Counter

Day-to-day POS: ringing up sales, payments, receipts, returns, and discounts.

The POS Screen

How the selling screen is laid out, how to find a product, and how the cart works.

The POS screen is where you ring up sales. It runs on the Kassly app on an Android or iOS device — a phone, or a tablet at the counter. Everything on this page is the app.

There is no selling screen in the browser. The website is for setting things up and reading reports; the counter runs on the app. See Installing the app.

Before the screen opens

Two things stand between you and the POS.

The device must be linked to a terminal. An unlinked device shows **Terminal not linked** — "This device isn't paired to a terminal yet. Sales can't be processed until an owner or manager links it." An owner or manager taps **Link Terminal**; a cashier sees "Ask the store owner to sign in and pair this device." See Terminal management.

A shift must be open. If your store has shift tracking, the POS is replaced by an **Open Shift** form: your name, an **Opening Cash Amount** field, and **Start Shift**. Confirm that the shift is yours — "This shift and every sale in it will be recorded under {your name}. If this isn't you, tap Switch cashier and sign in with your own PIN." See Opening a shift.

> **On the Free plan there is no shift form.** Kassly opens a ₱0 shift for you silently, so you go straight to selling. Shift tracking and the cash drawer come with the **Cash Drawer & Expenses** add-on (₱300 per branch each month).

The layout

The top bar says **POS** with your branch name underneath, your cashier badge, and the sync indicator.

Below that the screen splits differently by device size:

	Tablet	Phone
Products	Left, most of the screen	The whole screen
Cart	Always visible on the right	A green bar at the bottom — tap **View Cart**
Categories	A sidebar down the left	A scrolling strip across the top
Product columns	4	2
Side actions	Chips in the top bar	A scrolling chip strip under the top bar

The side-action chips are the jobs that sit alongside selling: **Staff**, **Scan Member**, **Job Order**, **Receivables**, **Cash In**, **Cash Out**. Only the ones your store has appear.

Rotating the device does not change the layout.

Finding a product

There are four ways, and most counters end up using two of them.

Tap it

Products show as tiles with an image, the name and the price. Without an image you get a plain tile with a package icon. A tile can also carry:

- **OUT** or **Out** — no stock. The tile is greyed, the price is struck through, and it cannot be tapped.
- **Low** — running low, or **"3 left"** when the count is an estimate from a recipe.
- **WS: ₱x** — the wholesale price, when the product has one.
- **2 variants** — tapping opens **Select Variant** first.
- **45 min** for services, or a duration badge for membership plans.

Tiles are listed alphabetically: products, then services, then membership plans. The button beside the search box switches between the card grid and a compact list, and your choice is remembered on that device.

> **The grid shows up to 200 items.** There is no "load more". If your catalogue is bigger than that, search or scan rather than scroll — and consider turning on scan-first mode below.

Search

The box at the top says **Search products...** — or "Search menu items..." / "Search services...", depending on your business type. It matches the product name, the SKU and the barcode. Services match on name and SKU.

Results narrow as you type; there is no Search button.

> When nothing matches, the product area just goes blank. There is no "no results" message, so an empty screen means "nothing matched", not "something broke".

Categories and collections

The first chip is **All**. After it come your POS collections (starred), then **Memberships** if you sell membership plans, then your categories.

POS collections are your own groupings — a bestsellers shelf, a promo set, whatever you set up in the back office. They hold products only, so choosing one hides services and membership plans. Collections appear once the app has synced its catalogue.

Scan

Each device chooses its own scanning method in **Settings → Barcode Scanner**:

Mode	For
Camera	"Scan barcodes with the device camera." The default for food and service businesses.
Hardware Scanner	A Bluetooth or USB scanner paired as a keyboard. The default for retail. The camera stays available as a backup.

Camera scanning reads EAN-13, EAN-8, UPC-A, UPC-E, Code 128, Code 39, Code 93 and QR codes. Point at the barcode — the overlay says "Point at a barcode", then "Processing...", then "Added to cart!". The device buzzes on each scan and ignores the same code twice in a row.

An unrecognised code stops with **Not Found** — "No product found for barcode: {code}". Tap **OK** and the camera re-arms.

Hardware scanning adds items straight to the cart with a toast — "Added {name}" — and never interrupts you with a dialog. An unknown code shows "No product found for barcode: {code}" and you carry on. A scanned member loyalty card is recognised and offered for attaching to the sale.

Scanning looks in the device's own catalogue first, so **scanning works offline**. Both product and variant barcodes match.

Scanning something already in the cart adds 1 to that line rather than making a second line. Two lines only appear when something genuinely differs — different modifiers, or a different price tier.

> **Quantity prompt on scan** (Settings) asks for a count on every scan or tap instead of adding one at a time. Type the number, or just scan the next item to ring the current one as 1. It is on by default for retail, and it is what you want for anything sold by weight or by the handful.

> **Scan-first mode** starts the grid empty and fills it only from a search or a scan. For a grocery with thousands of SKUs, browsing tiles is a waste of time. Turn it on in **Settings → Store Features**.

The cart

The cart header reads **Cart (6)** — the total number of units, not lines. An empty cart says "Cart is empty" / "Tap a product to add it".

Beside it: **+ Customer** (becomes **Customer** ✓ once one is attached), **Hold**, and **Held**.

Each line shows the item name, the variant, the unit price and the line total. It may also carry a **WS** or **Custom** badge, a modifier count, the note you typed, the assigned staff member, and — in a kitchen setup — a prep badge (**Sent**, **Preparing**, **Ready**, **Served**, or **86'd** for a rejected line).

To do this	Do that
Change quantity	The round **−** and **+** buttons on the line
Type a quantity	Scan or tap in quantity-prompt mode, then use the keypad
Remove a line	Swipe the line left and tap the red bin, or **−** at quantity 1
Edit price, modifiers, note or staff	Tap the line
Empty the cart	**Clear**, then confirm "Remove all 6 items from cart?"

The most you can put on one line is 999.

Tapping a line opens one dialog with everything editable on it:

- **Price** — one tap for **Retail** or **Wholesale**, or type a custom unit price. Only offered on products that allow it.
- **Modifiers** — the current selections, and **Edit modifiers**.

- **Note for kitchen** — up to 500 characters, "e.g. No ice, extra hot, allergy: peanuts".
- **Partner** — the staff member credited with the line.
- **Remove from cart**.

> **There is no per-line discount.** What you can change per line is the price: retail, wholesale, or a typed amount. Discounts are applied at checkout, to the whole order — except statutory senior citizen and PWD discounts, where you choose which items qualify. See Discounts.

The totals block

Underneath the lines, in this order:

Label	Shown when
SC 10% (toggle)	Your store charges a service charge — flip it off for this sale if you need to
Subtotal	Always
VAT 12% (incl.)	Your prices include VAT
VAT Exempt	There is an exempt amount
Discount	A discount applies
Service Charge (10%)	A service charge applies
Total	Always

Then the order-type chips, then **Clear** and **Checkout**.

Order types

The chips you get depend on your business type, and the set is fixed:

Business type	Order types
Retail	Walk-in · Delivery
Food & beverage	Dine-in · Takeout · Delivery
Services	Walk-in · Appointment

Choosing a chip records the order type on the sale. It does not, on its own, start anything else — picking **Dine-in** does not open a table picker. Tables are chosen from the **Tables** screen, which brings you back to the POS with the table already attached. See Table management.

Once a table is attached the chips are replaced by a blue **Table 7** banner, and **Checkout** is joined by **Send Order** for the kitchen.

Working offline

Selling works offline. An amber strip appears at the top — "You're offline — transactions will sync when reconnected" — and the product area adds "Showing cached catalog. Transactions will sync when back online."

If the stock figures are more than half an hour old you also get "Stock may be 40m out of date — quantities update on reconnect."

The sync indicator in the top bar is the thing to watch:

It says	Meaning
Synced	Nothing waiting
3 pending	Three sales queued — tap to sync now
Offline - Sales saved locally	No connection, sales are safe on the device
Offline (3) - Unsynced for 26h	Get this device back online

A few things genuinely need a connection: sending an order to the kitchen, updating a note on an already-sent line, job orders, receivables, and the customer queue. Each says so when you try.

Your cart survives closing the app. See How offline works.

Making a Sale

Ringing up a sale from the first item to the receipt — quantities, line edits, notes, and what happens when you finish.

A sale is: put items in the cart, take the money, hand over the receipt. This page walks the whole thing and covers the fiddly bits in the middle.

If you have not used the screen before, read The POS screen first.

The short version

1. Add items — tap, scan, or search.
2. Adjust quantities and lines as needed.
3. Attach a customer, if you want the sale on their record.
4. Tap **Checkout**.
5. Take payment.
6. Print the receipt, then tap **New Transaction**.

Adding items

Tap a tile, scan a barcode, or search and tap. Each tap adds one.

Some items ask a question first:

Item	What you get
A product with variants	**Select Variant** — pick the size, colour or flavour
A product with modifiers	**Choose your options** — required groups are marked **Required**
A membership plan	A check that the customer does not already hold one
A service	Straight into the cart

Modifier groups can insist on a choice. If they do, you cannot confirm without one: "Please select an option", or "Please select at least 2 options". The modifier sheet shows the running **Extras** total and confirms with **Add to Cart**.

> **A membership plan cannot be sold without a customer attached.** Kassly blocks it, and this is on purpose — without a customer there is nobody to issue the membership to, so you would take the money and the customer would leave with nothing. Attach the customer first. See Memberships.

Quantities

The **−** and **+** buttons on each cart line are the everyday way. The limit on one line is 999.

If you sell by weight or by the handful, turn on **Quantity prompt on scan** in **Settings**. Every scan or tap then opens a keypad showing the item name, "₱35.00 each · 42 in stock", and the running line total. Type the count and tap **Add to cart** — or just scan the next item, which rings the current one as 1 and opens a fresh prompt.

+ checks stock first. If there is not enough you get "Only 4 in stock" and the quantity does not move. An item at zero cannot be added at all.

> **Stock figures can be behind.** Offline, the app uses the last catalogue it synced, and says so — "Stock may be 40m out of date". A sale is never blocked by a stale number; the count is corrected on the next sync.

Editing a line

Tap the line. One dialog holds everything:

Price. One tap for **Retail** or **Wholesale**, or type a custom unit price into the ₱ field. The line then carries a **CUSTOM** badge. A custom price is only offered on products set up to allow it — see Product pricing.

Modifiers. The current selections, and **Edit modifiers** to change them.

Note for kitchen. Up to 500 characters — "e.g. No ice, extra hot, allergy: peanuts". The note prints on the receipt under its line, prefixed with `*`, and shows on the Kitchen Display.

Partner. The staff member credited with the line, and a commission override if you need one. See Commissions.

Remove from cart. Or swipe the line left and tap the red bin.

Editing a line that has already gone to the kitchen is limited, and the dialog says so — "Already sent to kitchen — limited edits." Saving a note on a sent line needs a connection; offline you get "Note saved locally, but the kitchen display won't update until you're back online."

Removing a sent line asks first — "Remove Item" / "Remove Iced Latte?"

> **There is no order-wide notes box.** Notes go on individual lines. The sale's own notes field is filled in by Kassly — with the senior citizen or PWD ID you entered, and with any promo code applied.

Custom and open-price items

You cannot type in a brand-new item and name it on the app. What you can do is override the price of something already in your catalogue — either from the line editor, or from **Custom Price** on the variant picker.

The practical answer for one-off sales is a catalogue product called something like "Other" or "Miscellaneous", set to allow a custom price. See Adding products.

Attaching a customer

Tap **+ Customer**, search, and select. The button changes to **Customer ✓**, and a strip appears showing who is attached.

Attaching a customer is what makes the sale part of their history, feeds loyalty points, allows charging to their account, and applies wholesale pricing where the customer is on that tier. It also auto-applies the senior citizen or PWD discount when their record says they qualify.

> **Needs the Customer Memory & Promos add-on** (₱300 per branch each month), or any bundle that includes it. Without it there is no **+ Customer** button and sales are anonymous — which is fine for a store that does not track customers.

Order type, service charge and rush

The order-type chips under the cart totals record how the order is being fulfilled — Walk-in, Dine-in, Takeout, Delivery, or Appointment, depending on your business type.

If your store charges a service charge, its toggle sits at the top of the totals block — **SC 10%**, or **Service Charge** for a flat amount. It arms itself when the first item goes into an empty cart, and you can flip it off for one sale without changing the setting. Set the rate in **Settings → Service Charge**.

Rush is in the checkout screen. Turning it on flags the order for the kitchen; it does not change the price.

Dine-in: sending to the kitchen

With a table attached, **Send Order** posts the order to the kitchen and marks the table occupied. If items have already been sent, the button becomes **Update Order** and only the new items go through.

The order stays open on the table until it is paid. To add to it, come back from the **Tables** screen and the tab loads into the cart.

Sending needs a connection — "Cannot send dine-in orders while offline. Kitchen Display requires an active connection." Selling offline still works; it is the kitchen screen that needs the network. See Kitchen display.

Taking payment

Checkout opens the payment screen. Everything about tenders, split payments and change is in Payments; everything about discounts is in Discounts.

You cannot complete a sale for less than its total. If the tenders do not cover it you get "Payment does not cover the total" — "Collected ₱569.80 of ₱753.20 — ₱183.40 short. Add the remaining payment before completing the sale." Nothing is saved and the cart is untouched, so you can just add the rest.

This is a deliberate refusal, not a bug. A sale that reaches the server underpaid can never be completed there: it has no receipt number, no stock movement, and appears in no report. Better to be stopped at the counter.

What finishing a sale does

The moment a sale completes:

- It gets its **receipt number** from the terminal's series — see Receipts.

- **Stock is deducted** for every tracked product, including stock behind modifiers and behind recipes. See Stock levels.
- **Commissions** are recorded for any line with a staff member on it.
- **Loyalty points** are awarded to the attached customer.
- Any **promo code** used counts one redemption against its limit.
- The sale joins your reports, your shift totals, and your books.

Then the receipt screen opens with **Print Customer Copy**, **Print Store Copy**, and **New Transaction**.

Selling offline

Sales rung offline are saved on the device and sent up when the connection comes back, keeping the day they were actually made rather than the day they synced. The sync indicator in the top bar shows how many are waiting.

Two things need a connection at the moment of sale: **charging to a customer's account**, and **applying a promo code**. Both say so.

Offline sales go up in batches of up to 100. See What works offline.

Orders taken away from the till

If you run a second device as an order pad, someone can build an order there and a cashier settles it later. The order-taker types the **Queue number** from the customer's paper ticket so the cashier can find it.

The order arrives on the cashier's **Pending Orders** screen with no receipt number — it is not a sale yet. The cashier searches for it, opens it, and takes payment; the receipt number is issued then.

Two things to know. If two cashiers open the same order, only the first one to finish can take payment — the second is told the order is no longer pending. And the sale stays credited to the person who **took** the order, not the person who settled it, so it appears in the order-taker's figures rather than the cashier's.

Payments

Cash, GCash, Maya, card and charge-to-account — including split payments, deposits, and how change is worked out.

Checkout opens the payment screen. Pick a method, enter the amount, and the sale completes when the tenders cover the total.

The methods

Under **Payment Method** you get:

Method	What it needs
Cash	An amount tendered
Card	An amount and a reference number
GCash	An amount and a reference number
Maya	An amount and a reference number
Credit	A customer attached, and a connection

Cash, Card, GCash and Maya are always available. **Credit** only appears when you have the accounts receivable feature and a customer is attached.

> **There is no bank transfer or cheque at checkout.** Both exist elsewhere in Kassly — a bank transfer can settle a customer's outstanding balance, and post-dated cheques are handled against receivables — but neither is a tender you can pick when ringing up a sale. See Receivables and Post-dated cheques.

Cash

Type the cash handed over into **Amount Tendered**, or use one of the quick buttons above it. The quick buttons are worked out from what is still owed: the next round ₱100, the next round ₱500, the next round ₱1,000, and then ₱1,000 / ₱2,000 / ₱5,000. On a ₱753.20 bill you get ₱800, ₱1,000, ₱2,000 and ₱5,000.

Change appears in a green panel as soon as the tendered amount covers the balance. Change is calculated against **what is still owed**, not the original total — so on a ₱500 bill with ₱300 already paid by GCash, tendering ₱500 in cash gives ₱300 change, not ₱0.

> **Kassly does not round cash.** There is no rounding to the nearest 5, 25 or 50 centavos, and no setting for it. The total is the total to the centavo. If your store rounds at the drawer, that rounding is not recorded anywhere.

Card, GCash and Maya

All three use the same form: an **Amount** (pre-filled with the balance owed) and a **Reference Number**.

The reference number is required. Until you enter one the payment button stays greyed out. There is no error message — a disabled button is the whole signal. Spaces alone do not count.

Kassly does not talk to card terminals or e-wallets. You take the payment on the provider's own device or app, then record it here with its reference so the two can be reconciled later.

> **Over-tendering a non-cash method gives no change and no warning.** Type ₱600 against a ₱500 balance and Kassly records ₱500. Only cash produces change.

If your store has a payment QR code uploaded, a customer-facing display can show it with **Scan to pay** and the steps "Open the GCash app" / "Tap Scan QR" / "Confirm ₱…". That is a display aid; you still record the reference yourself.

Credit — charging to a customer's account

Credit puts the amount on the customer's tab instead of collecting it now. It is the *utang* / charge-account method, and it creates a receivable you will have to collect.

> **Needs accounts receivable**, which comes with the **Cash Drawer & Expenses** add-on (₱300 per branch each month), the **B2B Sales Orders** add-on, the **Consignment** add-on, or any bundle including one of them.

Three conditions, all of which the app enforces:

- **A customer must be attached.** Remove the customer and the method resets to Cash. Without a credit record loaded you see "Link a customer to use credit" — "A customer must be assigned to this order before using credit payment."

- **You must be online.** Tapping **Credit** offline gives "No Connection" — "Credit payments require an internet connection." The tile is greyed out.
- **The customer must have room on their limit.** Over it, you get "Exceeds credit limit" — "This payment of ₱1,200.00 would exceed the available credit of ₱500.00."

Before you confirm, the screen shows **Current balance owed**, **Credit limit** and **Available credit**. A credit limit of ₱0 means **No limit** — not "no credit".

The limit is checked against the credit part only, not the whole bill. A ₱1,000 sale with ₱800 in cash and ₱200 on account passes for a customer with ₱300 of room, because only the ₱200 is charged.

Collecting the balance later is covered in Receivables.

Split payments and deposits

To take more than one tender, enter the first amount and tap **Split/Deposit** instead of the pay button. The payment is added to a **Payments** list showing a running "₱300.00 / ₱500.00", the method picker resets, and the heading changes to **Next Payment**.

Remaining shows what is still owed. Remove a tender with the × on its row.

Common combinations:

- **Cash plus GCash**, where the customer is short on cash.
- **A cash deposit with the rest on account** — take what they can pay now as cash, then add a **Credit** tender for the remainder.
- **Two cash tenders**, which stays labelled Cash rather than Split.

A sale settled with two different methods is recorded as **Split**, and both tenders show individually on the receipt.

> **A sale can never leave the counter underpaid.** If the tenders fall short you get "Incomplete Payment" — "Please enter the full amount or add another payment." Push past that and a second guard stops you with "Payment does not cover the total" — "Collected ₱569.80 of ₱753.20 — ₱183.40 short. Add the remaining payment before completing the sale."
> Nothing is written when a sale is refused. The cart survives, so you add the rest and carry on. This refusal exists because an underpaid sale that reaches the server is stuck: no receipt, no stock movement, invisible in reports, and impossible to finish from the device. It is better to be stopped now.

If you genuinely need to let a customer pay later, that is not an underpaid sale — it is a **Credit** tender for the unpaid part.

A sale that comes to ₱0 — a full-discount promo, say — completes without asking for money.

Where the money shows up

Tender	Effect
Cash	Expected drawer cash goes up; reconciled when you close the shift
Card / GCash / Maya	Recorded against the sale and broken out on the X and Z readings
Credit	No money moves — the customer's balance owed goes up

Cash and non-cash are separated on every reading and report, so a shift's drawer total is only ever measured against cash. See Closing a shift.

What prints

The receipt lists each tender on its own line, and a cash line also shows **Tendered** and **Change**. A credit sale prints **Payment on Account**.

Once your store is BIR-accredited, a sale settled on credit prints as a **CHARGE INVOICE** rather than a **CASH INVOICE** — the document type follows how it was paid. See Receipts.

Receipts

What prints on a receipt, how receipt numbers are assigned, and how to print a second copy later.

Every completed sale gets a receipt number and a receipt. The receipt screen opens as soon as payment goes through, and from there you print as many copies as you need.

Printing after a sale

The receipt screen shows the full receipt, the change due, and three buttons:

Button	What it does
Print Customer Copy	Prints the receipt marked `CUSTOMER COPY`
Print Store Copy	Prints the same receipt marked `STORE COPY`
New Transaction	Closes the receipt and clears the cart for the next customer

Each button prints on demand — nothing prints automatically. While one copy is printing the other is disabled, because both share the one printer. A button that says **Printed** has succeeded; one that says **Retry Customer Copy** did not, and tapping it tries again.

If no printer is connected the buttons are greyed out. The sale is still complete and the receipt is still saved — you just cannot put it on paper until a printer is paired.

Connecting a printer

Go to **Settings → Printer** ("Receipt printers & scanners"), scan, and tap **Connect** on your printer. Kassly prints to Bluetooth ESC/POS thermal printers.

Two settings there matter:

- **Paper width** — **58mm** (32 characters) or **80mm** (48 characters). Set this to match your paper roll, or lines wrap in the wrong place.
- **Open Cash Drawer on Print** — pops a connected drawer whenever a receipt prints.

Kassly guesses the width from the printer's name when it can, but the setting overrides the guess.

Printing again later

Open **History**, tap the sale, and the same receipt screen opens with the same **Print Customer Copy** and **Print Store Copy** buttons. There is no limit on how many times you can print.

> **A reprint from the app is not marked as a reprint.** It prints `CUSTOMER COPY` or `STORE COPY` again, exactly like the first one. The word `REPRINT` only appears on a receipt downloaded from the back office on a computer (see below), where the reprint is also written to the audit log.

Cashiers can only reopen and print their **own** sales, plus any unpaid order they picked up from another device. Owners and managers can print any sale in the branches they have access to.

From the back office

On a computer, a sale's receipt can be downloaded as a PDF. Owners and managers also have a separate **reprint** download, which stamps `REPRINT (printed 2026-09-10 14:32)` on the face of the receipt and records who did it in the audit log.

What appears on a receipt

In order, from the top:

1. **Store name**, large and bold, then the branch address.
2. **`TRANSACTION RECORD`** — or, once your store is BIR-accredited, the invoice type (`CASH INVOICE`, `CHARGE INVOICE`, `SERVICE INVOICE` or `INVOICE`), preceded by your TIN, branch name, machine number and serial.
3. **`CUSTOMER COPY`** / **`STORE COPY`**.
4. **Receipt number**, date, time, and the cashier's name.
5. **Customer name**, if one was attached to the sale.
6. **`Signature: ____________________`** — on statutory senior citizen, PWD, NAAC and Solo Parent sales, for the beneficiary to sign. See Discounts.
7. **The items** — one line per item with its name, then `qty x price` and the line total. Modifiers print underneath as `+ Extra Cheese` with their own price, and a note on the line prints as `* no onions`.
8. **Subtotal**, then **Discount** (with the discount type in brackets), then **Service Charge** if one applied, then **TOTAL** in bold.
9. **Payments** — one line per tender. A cash line also shows **Tendered** and **Change**.
10. **VAT breakdown** — VATable Sales, VAT Amount (12%), VAT-Exempt Sales, Zero-Rated Sales. Accredited stores only.
11. **`Thank you for your purchase!`**, then — for stores that are not yet accredited — `Please come again` and `This is a transaction record and not an official receipt.`

Receipt numbers

Receipt numbers run in one unbroken series per terminal, made from the terminal's name and an eight-digit counter:

```
POS-01-00000148
```

Things worth knowing about the series:

- **A voided sale keeps its number.** The number is used up and the series carries on. This is deliberate — a missing number looks like tampering, so Kassly never reuses or renumbers.

- **Each terminal has its own series.** Two terminals in one branch produce two independent runs of numbers, which is why the terminal name is part of the number.
- **A terminal reserves numbers in blocks of 500 when it pairs**, so it can keep issuing valid numbers with no internet. If a device gets through all 500 while still offline it falls back to a temporary number beginning `OFL-`, and that number is swapped for a proper one from the series when the device syncs.
- **A sale rung with no terminal paired** gets a number in the form `TRN-00000001`. See Terminal management.

Owners and managers can check the series for missing numbers from the back office — see BIR compliance.

Receipt settings

Settings → Receipt on a computer holds:

Setting	Effect
Header Text	Extra line shown under the store name
Footer Text	Extra line shown at the bottom
Show TIN	Whether your TIN appears — only offered once accredited

> **Header and footer text appear on the receipt shown on screen, not on the thermal printout.** The printed receipt's layout is fixed, because most of it is prescribed by the BIR. If you need wording on the paper receipt, that is not something you can set yourself today.

Your store name, address, TIN and logo come from Store Settings, not from this page.

Emailing and texting receipts

Kassly cannot email or text a receipt. There is no send button, no digital receipt link, and no receipt history a customer can log into. A customer's email address on their profile is not used for receipts.

If a customer wants a copy later, reopen the sale in **History** and print it, or download the PDF from the back office and send that yourself.

BIR receipts

Until your store is BIR-accredited, Kassly prints a **`TRANSACTION RECORD`** that says plainly it is not an official receipt. It is a complete, accurate record of the sale — it is simply not the document the BIR recognises.

Behind the scenes Kassly still computes and stores the VAT, the invoice type and the discount detail correctly, so the numbers are right when your accreditation comes through and there is nothing to reconstruct.

Once accredited, the same receipt gains the invoice-type heading, your TIN with its VAT status, the machine number and serial, the VAT breakdown, a validation seal QR code, your permit number, and the accredited supplier block. Nothing about how you ring up a sale changes.

Full detail — accreditation, permits, X and Z readings, books of accounts — is in BIR compliance.

Hold & Recall

Park a cart to serve the next customer, then bring it back — on this device or any other terminal in the branch.

Holding parks a cart so you can serve someone else and come back to it. It is the answer to "I forgot my wallet, I'll be right back" and to a queue building up behind one indecisive customer.

Holding a cart

Tap **Hold** in the cart header. The cart empties, and you are ready for the next customer.

Hold is greyed out on an empty cart — "Add items before holding." It is hidden altogether once a table's order has been sent to the kitchen: at that point the order lives on the table, so use **Send Order** or **Checkout** instead.

What happens next depends on your connection, and the toast tells you which:

Toast	Meaning
"Cart held — visible on all terminals."	Parked on the server. Any terminal in the branch can pick it up.
"Cart held on this device."	The server hold failed. Only this device can pick it up.
"Cart held (offline) — syncs to other terminals when back online."	Parked locally. It becomes a branch-wide hold when the device reconnects.

Bringing one back

Tap **Held**. The list is titled **Held Transactions (4)** and counts both the holds on this device and the holds on the server.

Each row shows the number of items, the time it was held, and the total. Holds parked on this device are badged **LOCAL**. Server holds also show up to two item names, then "+2 more".

Tap the row to bring it back. There is no separate button — one tap loads the cart and the order is taken off the list.

An empty list says "No held transactions" / "Tap Hold in the cart to park a transaction."

A few things to expect:

- **You cannot recall onto a cart that already has items in it.** You get "Cart in progress" — "There's already a cart in progress. Hold or clear it before resuming."
- **If another terminal got there first** you get "Already taken" — "Another terminal already picked up this order." The list refreshes on its own.
- **A server hold needs a connection to recall.** You can see it in the list while offline, because the list is cached, but tapping it fails. Holds badged **LOCAL** always work.
- **Server holds do not show the customer's name or table number** in the list — only items, time and total. Those details come back with the cart.

Recalling does not re-apply the discount

A recalled order's discount is applied exactly once. When a held order comes back, Kassly rebuilds each line at its full undiscounted price and then works the discount out once, from scratch. The discounted figures stored against the held order are never used as the starting point, so nothing can be discounted a second time.

For a senior citizen or PWD discount, Kassly also works out **which lines** the discount originally covered, by looking at which of them carried a discount, and keeps that selection. So a discount you applied to three of six items comes back covering those same three.

> **If a recalled order's total is not what you remember, the recalled figure is the one to collect.** It is priced from the current catalogue and the discount is recalculated, so it is the amount the sale will actually be recorded at. Collect what the screen says now.

Two related notes:

- **Holding, recalling, holding again and recalling again is safe.** Each round trip re-prices from the full price, so the discount cannot creep.
- **A hold parked on the device does not remember a partial senior/PWD selection.** If the discount only covered some of the items, a local hold brings it back covering all of them. Check the basket selection at checkout before you take payment. Server-side holds keep the selection correctly.

Everything about how those discounts are calculated is in Discounts.

Discarding a held cart

Long-press a **LOCAL** row and confirm — "Discard held cart?" / "3 items · ₱450.00 will be lost."

A server hold cannot be discarded from the app. The only way to clear it is to recall it and then use **Clear** on the cart. This is deliberate: sales records are kept for ten years and are never deleted, so recalling an order marks it as picked up rather than removing it.

How long a hold lasts

Holds never expire. There is no timer, no nightly cleanup, and no "stale" warning. A cart held on Friday is still in the list on Monday.

Local holds survive closing the app and even signing out. They are cleared only if the device is switched to a different business.

Because nothing expires, it is worth glancing at the **Held** list at the end of a shift and clearing anything abandoned. Otherwise it accumulates.

Held orders are not the same as pending orders

If you run a second device as an order pad, orders it sends appear on a different screen: **Pending Orders**.

	Held Transactions	Pending Orders
Where it came from	A cashier tapped **Hold**	An order-taking device sent it
What tapping it does	Loads a fresh cart you can edit	Opens checkout to settle that order
Shows its age	No	Yes — badged **STALE** after 30 minutes
Search	No	By number, name, or table

Pending Orders can be searched — "Search by #number, name, or table" — which is how a cashier matches a customer's paper ticket to their unpaid order. An empty list says "No pending orders" / "Orders sent from an order-taking device appear here".

A dine-in tab is a third thing again: it lives on the table, not on either list. See Table management.

Returns & Refunds

Voiding a sale, what it puts back, how money goes back on an account sale, and where returns show up in the day's numbers.

Something went wrong with a sale. What you do about it depends on which of two things happened.

Situation	Use
The sale itself was a mistake — wrong item, wrong customer, rang twice	**Void** the whole sale
The sale was right, and now the customer is bringing something back	A **return** — see the honest limitation below

Voiding is the only reversal you can do from the app. There is no returns screen in the Kassly app, on the desktop app, or in the web back office. The system records returns and partial refunds — the data model, the credit memo numbering, the stock and accounting effects are all there and correct — but there is no button to create one. Today, a partial return has to be handled by voiding and re-ringing, or through the API.

That is a real gap and worth planning around, especially if you take frequent part-returns.

Voiding a sale

Open **Transactions**, tap the sale, and tap **Request Void** on the receipt.

The dialog is titled **Void Transaction** and warns you first:

> This reverses the sale. Stock and cash will be restored. The voided record stays in your history for audit. A manager must approve.

A **Reason** is required — at least 5 characters, up to 500 — with the prompt "e.g. Customer changed order, wrong item rang up". Then tap **Void with manager approval**.

Only **completed** sales can be voided. Sales that have not yet synced cannot be voided from the app; get the device online first.

Who can void

Who	What happens
An owner or manager	A confirmation, then the void goes through immediately
A cashier, with a manager present	The manager enters their PIN on the spot
A cashier, alone	**Request Manager Approval** — the void is queued

A queued void notifies the owner and the branch managers, and the sale is **not** reversed until one of them acts on it. Until then the app says "Submitted for owner approval.", the sale carries a **Void Pending** badge, and the receipt shows a **Void Pending Approval** pill so nobody submits it twice.

Approvers act on it under **Oversight → Approvals**, filtered to **Voids**. See Approvals and promotions.

If your store has the two-person rule switched on, even a manager's void needs a second person's approval. See Users and roles.

What a void puts back

Voiding a completed sale reverses everything the sale did:

- **Stock goes back on the shelf** — the products, anything deducted for a modifier, and any recipe ingredients consumed.
- **Commissions and tips** on the sale are reversed.
- **A promo code redemption** is given back to the promotion's count.
- **A dine-in table** is freed, and its kitchen ticket is pulled off the Kitchen Display.
- **A membership** issued by the sale is cancelled.
- **A charge on the customer's account** is cancelled — see the next section.

Voiding an **unpaid** order — one that was never completed — just cancels it. There is nothing to put back, because nothing was ever deducted.

What a void does not do

- **The sale is not deleted.** It stays in your history marked **Voided**, keeps its receipt number, and shows on the X and Z readings as a void. Sales records are kept for ten years and are never removed.
- **The receipt number is not reused.** A gap in the numbering is what tampering looks like, so Kassly never renumbers.
- **A voided sale's receipt can still be printed**, and it prints without any "VOID" marking on it. Be careful handing one over — there is nothing on the paper to say the sale was reversed.

Voiding a sale that was charged to an account

This is the case that needs a decision from you, and Kassly asks for it.

When the sale you are voiding was charged to a customer's account, the void dialog adds a section headed **Charged to account**:

> If the customer already paid, choose how to return it. Unpaid credit is simply cancelled.

Two options, and **Refund cash** is selected by default:

Choice	What happens
Refund cash	The part the customer already paid comes back out of the drawer as cash. Their balance drops only by what they still owed.
Store credit	Nothing leaves the drawer. Their balance drops by the whole charge, so the amount they had already paid becomes credit in their favour that the next sale uses up.

The distinction matters because a charge sale can be part-paid. Voiding always cancels the part still owed. The part already **collected** is money you now owe back, and that is what this choice is about.

> **A cash refund needs an open shift.** Cash cannot leave a drawer that is not open. If there is money to hand back and no shift is open you get "Open a shift to refund cash on a void, or choose store credit instead." Open a shift, or pick **Store credit**.

> **A queued void always settles as store credit**, whichever option was chosen. A cash refund needs someone standing at the drawer, and an approver acting remotely is not. The requested choice is recorded for the approver to

> see, but the money goes back as store credit. If the customer needs cash in hand, a manager has to do the void at the till.

Nothing is chosen or asked for on a sale that was not charged to an account — the section does not appear.

What each one does to the day's numbers

This trips people up, so here it is plainly.

A void removes the sale from your totals. It drops out of the transaction count, out of gross and net sales, and out of the payment breakdown. It appears instead as its own line — the number of voids and their peso value — on the X and Z readings. Because a voided cash sale is no longer counted as a cash sale, the drawer's expected cash drops by that amount, which is correct: you handed the money back.

A return does not reduce net sales on the reading. The refund shows on its own **Returns** line, and the day's sales figure stays as it was rung. A cash refund does reduce expected drawer cash, so the drawer still reconciles.

In the profit reports, returns are netted off revenue — the refund less its VAT share — and the cost of the goods is reversed for anything put back into stock. So your margin figures do account for returns even though the sales figure on the reading does not.

The short version: **if a sale should never have happened, void it** — that keeps the numbers clean. Returns are a separate, later event, and they are reported as one.

See Closing a shift, X and Z readings and Profit reports.

How returns work, for when you use the API

If you are integrating, or your store is handled by someone who is, this is the behaviour to expect.

A return is recorded against a **completed** sale, item by item. For each item you say how much is coming back and whether to **restock** it — restocking is on by default, and you turn it off for goods that come back damaged. You cannot return more of an item than is left un-returned on that sale.

Money goes back by one of five methods: cash, card, GCash, Maya, or **store credit**. Store credit reduces what the customer owes you, and can take their balance below zero — that negative balance is credit in their favour.

A cash refund is recorded as a cash movement out of the open shift, so the drawer reconciles at close instead of showing a shortage.

Returning everything on a sale is recorded as a **full** return; anything less is **partial**. Once your store is BIR-accredited, each return is also given a sequential credit memo number in the form `CM-00000001`, and its slip prints as a **CREDIT MEMO** rather than a plain return record.

> **A refund is applied the moment it is recorded.** An approval row is created for the audit trail, but rejecting it afterwards does **not** reverse the refund. Treat the approval as a record of what happened, not as a gate in front of it.

Returns are restricted to owners and managers. Cashiers cannot record one.

Discounts

Promo codes and statutory senior citizen / PWD discounting — including how the 20% and the 12% VAT interact.

Discounts are applied at checkout, not in the cart. There are two kinds you can apply at the counter: a **promo code**, and a **statutory** senior citizen or PWD discount.

The statutory discounts are on the Free plan. Promo codes are not.

What you can and cannot discount

	Whole order	Chosen items
Promo code	Yes	No
Senior citizen / PWD	Yes (the default)	Yes

There is no per-line discount and no free-hand discount field in the app. You cannot knock ₱50 or 10% off a sale on the spot. What you can do per line is change the *price* — retail, wholesale, or a typed amount on products set up to allow it. See Making a sale.

A sale can carry only one discount. Apply a promo code and the senior/PWD option disappears from the screen; apply senior/PWD and the promo option disappears. To swap, remove the applied one with its × first. There is no warning message — the other option simply is not there.

Promo codes

Tap **+ Promo Code**, type the code, and tap **Apply Code**. A valid code shows a **PROMO** badge with the promotion's name and the amount taken off.

> **Needs the Customer Memory & Promos add-on** (₱300 per branch each month), or any bundle that includes it.

Promotions can be a percentage off, a fixed peso amount off, or buy-X-get-Y. They are set up in the back office — see Approvals and promotions.

Two limits worth knowing:

- **Promo codes need a connection.** Offline you get "Promo codes need a connection to verify — connect and try again." The code has to be checked against its dates, its usage limit and your store before it can be trusted.
- **Buy-X-get-Y codes cannot be applied at the counter.** The code is real and is not rejected as invalid, but Kassly cannot yet work out the discount automatically, so nothing comes off.

A code that has expired, is not yours, or has hit its redemption limit is refused. Every code that *is* used counts one redemption when the sale completes — and if the sale is later voided, the redemption is given back.

Senior citizen and PWD discounts

Philippine law entitles senior citizens (RA 9994) and persons with disability (RA 10754) to **20% off, plus exemption from VAT** on their purchase. Kassly implements this as one action.

Applying it

Tap **+ Senior / PWD Discount (20%)**, choose **Senior Citizen** or **PWD**, then:

Field	Required	Notes
ID number	**Yes**	The OSCA ID for a senior, the PWD ID for a PWD
Name	No	The cardholder's name, if it differs from the payer

Tap **Apply 20% Discount**. Without an ID number you get "ID Required" — "Please enter the Senior Citizen / PWD ID number."

The ID is required by law, not by us. It goes on the receipt and into your sales book, which is what the BIR looks at when checking that a claimed discount was genuine.

If a customer's record is already marked as a senior or a PWD, attaching them to the sale applies the discount automatically, using the ID on their profile. No typing.

Choosing which items it covers

By default the discount covers **everything in the cart**. When there is more than one line you also get a picker:

- On a phone: **Apply discount to:** with a checkbox per line, and a **Select All** / **Deselect All** toggle. The footer reads "3 of 6 items" and the discount total.
- On a tablet: **Tap items to apply Senior/PWD discount**. Selected lines are tinted and show their own share of the discount.

Untick anything the entitlement does not cover. The per-line figure shown comes from the same calculation as the total, so the two can never disagree.

> **Deselect All really means no discount.** It does not quietly fall back to "all items". If you clear every line, the discount is ₱0.

If you add another item after applying the discount, and the discount was set to cover everything, the new item is covered too. If you had picked a subset, the new item is not — check the picker before taking payment.

How the discount and VAT interact

This depends on your store, and it matters, so here is exactly what Kassly does.

If your store is VAT-registered and your prices include VAT: the 12% VAT is taken out first, the 20% comes off the VAT-exclusive price, and the discounted lines become VAT-exempt. That is the order the law requires — the discount is not 20% of the shelf price.

A ₱235.00 shelf price on a VAT-registered store:

Step	Amount
Shelf price (VAT-inclusive)	₱235.00
Less 12% VAT (₱235.00 ÷ 1.12)	₱209.82
Less 20% senior discount	−₱41.96
What the customer pays	**₱167.86**

The receipt shows the subtotal as **₱209.82** for that line, the discount as **₱41.96**, and no VAT on it.

If your store is not VAT-registered, or your prices are entered without VAT: there is no VAT to take out, so the discount is a straight 20% off the price. The same ₱235.00 item becomes a ₱47.00 discount and ₱188.00 to pay.

Most Kassly stores are in the second group. Which one you are in comes from your tax setup — see Tax configuration.

Items you did not tick keep their VAT. On a mixed basket, some lines end up VAT-exempt and some stay VATable, and the receipt's VAT breakdown splits them correctly.

On the receipt

A statutory sale prints the discount class and rate — "Senior Citizen Discount (20%)" — the ID label and number, the cardholder name, and a `Signature: ____________________` line for the beneficiary to sign. Get it signed; that signature is part of what makes the claim defensible.

See Receipts.

What the app does not offer

Kassly's books support two more statutory discounts, but **the app can only apply Senior Citizen and PWD**:

Class	Rate	Available at the counter?
Senior Citizen	20%	Yes
PWD	20%	Yes
National Athlete / Coach (NAAC)	20%	No
Solo Parent	10%	No

If you need to give a NAAC or Solo Parent discount, it cannot be rung up on the app today. Records that carry one are handled and reported correctly, but there is no button for it.

Also missing: **there is no cardholder TIN field** in the app, even though the sales book has a place for it.

No approval is needed for a discount

Any cashier can apply a 20% statutory discount or a valid promo code without a manager PIN. There is no discount limit, no approval threshold, and no second-person sign-off — at any amount.

That is a deliberate trade-off for the statutory discounts, which are an entitlement rather than a favour and should not need a manager standing by. But it does mean discounts are worth reviewing: every one is recorded against the cashier and the sale, appears as **Discount** on the X and Z readings, and can be listed in your reports. See Sales reports.

Voids *do* need a manager — see Returns and refunds.

Discounts, service charge and totals

The order these are applied in:

1. Add up the lines.
2. Take off the discount.
3. Add the service charge, calculated on the **discounted** subtotal.

So a discount reduces the service charge too.

A discount is only ever applied once

If a sale is held and recalled, or a table's tab is reopened, or an order is handed from one device to another, the discount is worked out afresh from the full prices — never applied on top of an already-discounted figure.

It is worth saying out loud because it is the kind of thing that is easy to get wrong and hard to spot: a discount applied twice under-charges the customer, and the sale may not be completable at all. Kassly rebuilds every recalled line at its full price before applying anything, so it cannot happen. See Hold and recall.

Queue Management

Take names at the door, work through them in order, and ring up the sale when the service is done.

The **Queue** is a waiting list. You add each customer as they walk in, they get a number, and staff work down the list. It is built for salons, barbershops, clinics, laundries, and anywhere people wait their turn rather than sitting at a table.

Queue is free. It is not an add-on, and there is nothing to buy.

Turning the queue on

The **Queue** tab is on by default for stores set up as a **Services** business. Every other business type has to switch it on.

Go to **Settings → Features** and turn on **Queue tab** ("Show the customer queue tab in navigation"). The tab appears in your navigation immediately.

Turning it off only hides the tab. It does not delete anything, and anyone already in the queue is still there when you switch it back on.

Adding someone to the queue

Tap **+** on the Queue screen. The **Add to Queue** sheet asks for:

Field	Required	Notes
Customer Name	Yes	Free text — "Walk-in customer name". No customer record needed.
Service	No	Pick from your services. Used later to pre-fill the sale.
Assign Partner	No	The staff member who will handle them. Can be changed later.
Priority	No	"Move to front of queue" — sorts them above everyone waiting.

Tap **Add to Queue** to save. The next number is assigned for you.

> **The queue needs a connection.** Unlike selling, the queue does not work offline. When your device is offline the screen shows "*You're offline. Queue updates require an internet connection.*", and tapping **+** gives you "*Queue management requires an internet connection.*" Sales still go through offline — only the waiting list stops.

How the numbers work

Numbers run per branch and restart at 1 each day. Yesterday's #14 and today's #14 are different customers.

Numbers are assigned in the order people are added — priority changes where someone sits in the list, not what number they were given.

> Two staff adding a walk-in at the very same moment can occasionally be given the same number. It is uncommon, but if you see two #7s, that is why. Nothing else about the entry is affected.

Working the list

Each row shows the number, the name (or **Walk-in** if you left it blank), the service, the assigned partner, a status badge, and how long they have been waiting — *Just now*, *18m wait*, *1h 5m wait*, or *~30m est.* if you entered an estimate. Priority entries are flagged **Priority**.

The list sorts priority entries first, then oldest first. Pull down to refresh.

Tap a row to act on it:

From	Actions available
Waiting	**Start** · **No Show** · **Cancel**
In Progress	**Complete** · **Cancel**
Completed, **Cancelled**, **No Show**	None — the entry is finished

Start stamps the time the service began; **Complete**, **Cancel** and **No Show** stamp the time it ended. Those timestamps are what let you see how long people actually waited.

Entries are never deleted. Someone who left is marked **No Show** or **Cancelled**, and they stay on the day's list as a record.

The header counts how many are still waiting and how many are on the list altogether — for example "3 waiting · 11 total".

Charging the customer

Once an entry is **Completed**, a **Charge** button appears on its row. Tapping it opens the POS with a fresh cart, the service already rung up, and the assigned partner already attached to the line. Add anything else, then take payment as normal — see Payments.

After the sale goes through, the entry shows **Charged** and the sale is linked to it. If the sale was rung offline the link is made when the device syncs.

> **Completing an entry does not create a sale, and taking a sale does not complete an entry.** They are two separate steps, joined by **Charge**. If you ring someone up from the POS directly instead of using **Charge**, their queue entry stays **Completed** and unlinked — which is fine, it just will not say **Charged**.

What the queue does not do

Be aware of these limits before you build a workflow on it:

- **No customer-facing "now serving" display.** There is no screen you can put in the waiting area, and no public link. Staff read the numbers off their own device.

- **The list is one day at a time.** You cannot pull up last Tuesday's queue. Sales history is the durable record — see Making a sale.
- **It is not connected to appointments.** A booked appointment does not create a queue entry, and a queue entry is not a booking. Queue is for walk-ins.
- **It is not connected to the Kitchen Display.** The KDS has its own list of tickets, which is unrelated to this one.
- **Priority is on or off.** There is no middle rank.
- **Priority cannot be changed after the fact.** Neither can the service or the number. Cancel the entry and add a new one if you need to.
- **The screen refreshes when you open it, when you pull down, and after you act.** It is not live-updating between devices, so two staff working the same list should refresh before acting.

A separate thing: order numbers on order-taking devices

If you run a second device as an order pad — someone taking orders away from the till while a cashier settles them — that flow uses its own **Queue number**, typed in by the order-taker to match the paper ticket the customer is holding.

That number is not part of the Queue described on this page. It is not drawn from the same list, it does not appear on the receipt, and it is only there so the cashier can match a customer to their unpaid order. See Making a sale for how an order is handed from one device to another.

PART 5

Shift & Cash Management

Opening and closing shifts, cash drops, and accounting for over/short.

Opening a Shift

Starting a shift, declaring the opening float, and who is allowed to open one.

A shift is one person's session at the counter — from the cash they start with to the cash they count at the end. Kassly uses it to reconcile the drawer, to attribute sales to a cashier, and to produce the X and Z readings for the day.

> **Needs the Cash Drawer & Expenses add-on** (₱300 per branch each month), or any bundle that includes it. See Plans and add-ons. Without it there are no shifts — selling still works, you just have no drawer reconciliation and no readings.

What a shift covers

A shift belongs to **one user**, at **one branch**, and optionally on one terminal. It runs from the moment you open it to the moment it is closed.

Sales are matched to a shift by **who rang them up, at which branch, and when** — between the shift's open and close. Nothing is stamped onto the sale itself. That has three consequences worth knowing:

- Two cashiers sharing one tablet each have their own shift, and each gets their own reading. The shift follows the person, not the device.
- One cashier moving between two devices in the same branch still has one shift, and the sales from both devices belong to it.
- A sale rung up at another branch is never part of this shift.

Who can open a shift

Role	Can open a shift	Can see shifts
Owner	Yes	Every shift in the store
Manager	Yes	Shifts in the branches they can access
Cashier	Yes	Their own shift only
Staff	No	No

The **Shifts** list in the back office (**Sales → Shifts**) is for owners and managers. A cashier sees their own current shift in the app. See Users and roles.

Declaring the opening float

Count the cash physically in the drawer before you start selling, and declare that figure. Do not work from memory or from yesterday's number.

Field	Required	Notes
Branch	Yes	Which location you are selling at
Terminal	No	The device or register this shift runs on
Opening float	No	₱0 or more. Defaults to ₱0 if you leave it blank

The opening float is recorded as a movement of its own — **Opening Float** — and it becomes the **Beginning Balance** line on your closing reconciliation. It is also the reason you never subtract the float when you count down: Kassly expects the whole drawer, float included.

Opening with ₱0 is perfectly valid. It records no float movement, and the closing count is then expected to be your cash sales, less anything you paid out.

One open shift per person

You can only have one shift open at a time. Trying to open a second one is refused:

> You already have an open shift. Close it first.

This is per person, not per device — so the answer is always to close the shift that is still open, not to look for another tablet.

Shifts without a terminal

A terminal is optional, and a shift without one still opens, still reconciles, and still produces readings. What changes is the numbering:

- **With a terminal**, the shift's Z-reading number comes from that terminal's own Z counter — the sequence the BIR expects a register to keep.
- **Without a terminal**, Kassly numbers the reading by counting the branch's previous readings instead. That is fine internally, but it is not a register sequence.

If your store is BIR-accredited, the sale itself will refuse to go through on an unpaired device:

> Terminal must be paired before processing a sale. Please bind to a registered POS terminal in Settings → Terminals.

See Terminal management.

You can sell without a shift

Kassly does not force a shift before a sale. Sales, payments and receipts all work with no shift open, and nothing warns you.

What you give up is everything a shift is for: no expected-cash figure, no over/short, no X or Z reading covering that stretch of the day, and no record of cash paid out of the drawer. If you are using shifts at all, open one before the first sale of the day.

One action genuinely requires an open shift: **handing back cash when you void a sale that was paid on credit and had already been partly collected**. Without a drawer to take it from, Kassly stops you rather than quietly turning the refund into store credit:

> Open a shift to refund cash on a void, or choose store credit instead.

Opening a shift offline

The app can open a shift with no internet at all. When it reconnects, the shift is created carrying the time you **actually** opened it, so sales you rang up in the meantime land inside this shift rather than falling outside every reading.

Three guards keep that from being abused by a wrong device clock:

Guard	Why
Never a time in the future	A device clock set ahead would open a shift that has not started
Never more than 96 hours ago	The offline window is 72 hours; anything older is a stale queue, not a real shift
Never earlier than your previous shift closed	Overlapping shifts would count the same sales into two readings

If the app retries an open it never got an answer for, it gets back the shift it already created rather than a duplicate. See How offline works.

Next

Once the shift is open, During your shift covers Cash In, Cash Out, and everything else that moves the drawer.

During Your Shift

Cash In and Cash Out, where a Cash In came from, cash drops, and everything else that moves the drawer between opening and closing.

Between opening and closing, more passes through the drawer than sales. Somebody buys load, the owner adds change, a customer pays down their utang, you drop ₱5,000 to the safe. Every one of those has to be recorded, or the drawer will not add up at the end of the night.

> **Needs the Cash Drawer & Expenses add-on** (₱300 per branch each month), or any bundle that includes it. See Plans and add-ons.

The movements Kassly tracks

Movement	What it is	Recorded by	Expected cash
Opening Float	The cash you declared when you opened	Kassly, at open	Adds
Cash In	Cash into the drawer that is not a sale	You	Adds
Cash Out	Cash out of the drawer that is not change	You	Subtracts
AR Collection	A customer paying down credit in cash	Kassly, when you record the payment	Adds
Refund	Cash you hand back on a return or a void	Kassly, when you process it	Subtracts

Sales are not in this list. Cash from sales is counted from the payments on the sales themselves, so you never record a sale as a Cash In.

Cash In and Cash Out are recorded **in the app**, at the counter. The back office shows them but does not record them — open a shift from **Sales → Shifts** and look at **Cash Movements**.

Cash In

Record a Cash In for any cash that arrives in the drawer without being a sale: the owner bringing change, a top-up from the safe, loan money that landed in the till.

Field	Notes
Amount	At least ₱0.01
Reason	Free text, up to 255 characters. Write what actually happened
Source	Where the money came from. Optional — see below

Where a Cash In came from

The source is the accounting half of the question, and it matters more than it looks: without it, every peso put into a drawer is treated as the owner putting money into the business.

Source	Use it for	What it does to your books
Owner's Capital	You or a partner putting money into the business	Increases owner's equity
Loan Proceeds	Cash from a business loan that has been disbursed	Nothing here — the loan itself already records the cash against Loans Payable
Transfer from Safe / Bank	Cash moved in from the safe, the bank, or another till	Nothing — moving your own cash between your own tills does not make the business richer
Other	Anything you cannot classify	Increases owner's equity, and is marked as unclassified

Loan Proceeds has to name a loan that is on your books and has actually been disbursed. Cash recorded against a loan that does not exist would leave your books holding money with no debt behind it, so Kassly refuses it:

> Pick the loan this cash belongs to, or record it as another source.

A Cash In with **no source** is treated as Owner's Capital. That is deliberate: it is exactly how every Cash In behaved before the classification existed, and giving those older entries a new meaning would restate reports you have already filed. In the back office an unclassified movement simply carries no label rather than a guess.

Two things the list deliberately does not offer, because a cashier at 10pm should not be deciding either of them:

- **A refund of an earlier expense.** Booking it correctly needs a link back to the original expense; guessing the account misstates your profit and loss.
- **Other income.** Crediting income moves BIR-reportable sales. That is a reclassification for your accountant, not a dropdown at the counter.

Cash Out

Record a Cash Out whenever cash leaves the drawer for something other than customer change — buying supplies, paying a delivery, petty cash for load.

Every Cash Out is treated as a business **expense**, so the money shows up in your expense reporting instead of just vanishing from the drawer:

- **With a category**, it is recorded under that category.
- **Without one**, it is recorded under **Uncategorized**. Kassly creates that category once and reuses it, so uncategorised payouts collect in one place rather than disappearing.

Who records it decides whether the expense counts immediately:

Who records it	Expense status
Owner or Manager	Approved straight away
Cashier	**Pending** — it waits in **Approvals**

Either way the **drawer is reduced immediately**. The cash physically left, so the shift's expected amount drops whether or not anyone has approved the expense yet. Approval decides when it hits your profit and loss, not when it hits the drawer. See Approvals and promotions.

Cash drops

Kassly has no separate Cash Drop action. Record a drop the way it actually happens:

1. Taking money out of the till to the safe — record a **Cash Out** with a reason like "drop to safe".
2. Bringing money back the other way, or topping up the till — record a **Cash In** and classify it as **Transfer from Safe / Bank**, so a change-fund top-up is not counted as fresh capital.

> **Kassly tracks the drawer, not the safe.** Money you drop leaves the shift's expected cash and is not tracked anywhere after that. If you need to know how much is in the safe, you still need to count the safe.

Customer payments against credit

When a customer pays down their outstanding balance **in cash** during your shift, Kassly records an **AR Collection** for you. You do not record it as a Cash In.

- It is not a sale. It settles something you already rang up, so it never appears in net sales.
- It **adds to expected cash**, and it appears on the closing reading as its own **AR Collected** line — otherwise the expected figure looks inflated and reads like an error.
- A cash credit payment needs an open shift. A payment by GCash, card or bank transfer is recorded against the customer but never touches your drawer.
- A post-dated cheque that clears is a bank event, and deliberately leaves your drawer readings alone.

See Receivables and Post-dated cheques.

Cash you hand back

A cash refund — on a return, or on a void where cash had already been collected — is recorded as a **Refund** movement and reduces expected cash.

It lands on the shift of **whoever processed it**. If a different cashier handles the return, the cash comes out of their drawer, which is usually what physically happened. If nobody has a shift open, the return is still processed but no drawer movement is recorded at all. See Returns and refunds.

Movements cannot be edited or deleted

Once recorded, a cash movement is permanent. Kassly refuses to change it or remove it, and shifts themselves are never deleted either — financial records are kept for the ten years the BIR requires.

If you record the wrong amount, correct it with an opposite movement and say so in the reason. You will see both entries. That is the point: the trail shows what happened and what was fixed, rather than pretending the mistake never occurred.

Checking the drawer mid-shift

An **X reading** is a snapshot you can take at any time during an open shift without closing anything. It shows sales so far, the payment mix, VAT, and the cash reconciliation ending in **Expected in Drawer** — which is the figure to compare against a mid-shift count.

- It changes nothing and seals nothing. Take as many as you like.
- It is clearly marked as an internal document, not a BIR one.
- An owner, a manager with access to the branch, or the cashier whose shift it is can pull it. A cashier cannot pull somebody else's.

Detail is in X and Z readings. When the day is done, carry on to Closing a shift.

Closing a Shift

Counting down the drawer, declaring the closing count, what the shift report shows, and the difference between an X and a Z reading.

Closing a shift is the moment the drawer is counted and the day is sealed. Kassly works out what should be there, compares it with what you say is there, and issues the shift's Z reading.

> **Needs the Cash Drawer & Expenses add-on** (₱300 per branch each month), or any bundle that includes it. See Plans and add-ons.

Counting down

1. **Count the cash physically in the drawer** — all of it, including the opening float. Do not subtract the float; Kassly expects the whole drawer.
2. **Enter that figure as the closing count.** In the back office the field is **Closing Cash Amount**.
3. **Add a note if anything happened** — a customer shorted you, a payout was not logged, the till was left unattended. Up to 500 characters.

4. **Confirm.** The shift closes, the totals are worked out, and the Z reading is sealed.

> **Count first, then look at Expected.** If you read the expected figure before you count, you will count towards it, and a genuine shortage will quietly disappear into a recount.

A closing count is required. The only way a shift is closed without one is Kassly's automatic close, described below.

What Kassly works out at close

Figure	How it is arrived at
Expected in Drawer	Opening float + cash sales + Cash In + AR cash collected − Cash Out − cash refunds
Ending Balance	The figure you counted and declared
Over / Short	Ending Balance − Expected in Drawer
Transactions	Completed sales you rang up in the shift window
Total Sales, **Discounts**, **Refunds**	Totals for the same window
Payment Breakdown	One line per tender actually used

Only **cash** counts towards the expected drawer. A sale paid on credit, by GCash, by card, or by bank transfer appears in the payment breakdown but not in the cash figure — the money never reached your till. See Cash over and short for how to read a variance.

What the shift report shows

Closing seals a **Z reading** for the shift, which you can view in the back office and download as a PDF sized for an 80mm thermal roll.

Section	Contents
Transaction Receipt Range	Beginning and ending receipt (TRN) numbers
Sales Summary	Transaction count, void count, voided sales, return count, gross sales, discounts, returns and refunds, service charge, net sales
Payment Breakdown	One line per tender used
VAT Analysis	VATable sales, VAT amount at 12%, VAT-exempt sales, zero-rated sales
Accumulated Grand Total	Beginning and ending lifetime accumulator — BIR-accredited stores only
Cash Accountability	Beginning Balance, Cash Sales, AR Collected, Cash In, Cash Out, then Expected in Drawer, Ending Balance, and Over / Short
Expenses	Optional and off by default — see below

In Cash Accountability, the **AR Collected**, **Cash In** and **Cash Out** lines only appear when there was something on them, so a plain shift stays short.

Showing expenses on the reading

Settings → Store Settings has a toggle, **Show expenses in X/Z reading**. It is off by default, which keeps the reading BIR-clean. Turned on, it adds an expenses section and a net-after-expenses line, both clearly marked as management figures rather than BIR totals. Payouts already taken from the drawer are flagged so nothing reads as deducted twice.

Turning it on affects **shifts closed from then on**. Readings already sealed are never changed — that is what sealing means.

X reading versus Z reading

	X reading	Z reading
When	Any time during an open shift	Once, when the shift closes
How many	As many as you like	One per shift
Numbered	No	Yes, from the terminal's Z counter
Changes anything	No	Seals the shift
BIR document	No — marked internal	Yes for an accredited store; otherwise marked as an internal Z-reading
Who can see it	Owner, manager, or the shift's own cashier	Owner and manager only

Two more things worth knowing:

- The Z counter is a **four-digit** field, as declared to the BIR. On reaching 9999 Kassly refuses to seal any further readings rather than rolling over silently — the terminal has to be replaced or re-accredited first.
- A Z reading per shift exists for **cashier accountability**. Separately, Kassly seals a **business-day Z reading per terminal**, which rolls up every shift on that terminal for the day. That is the daily reading the BIR asks for.

Both are covered in X and Z readings.

Who can close a shift

Shift	Who can close it
Your own	You
Anyone's, in a branch you can access	Owner or Manager

A manager closing somebody else's shift declares the figure they actually counted. When a shift is closed on the cashier's behalf, Kassly writes who did it into the shift's notes, so the count is never anonymous.

Owners, and managers assigned to that branch, are notified when a shift closes, with the sales total. The person whose shift it was is not notified about their own close.

When nobody closes the shift

A shift left open for more than 24 hours is closed automatically overnight. When that happens **no count is recorded**, because nobody counted the drawer.

The reading reports Over / Short as **NOT COUNTED** rather than zero, and nothing is posted to your books. A drawer nobody looked at has an unknown variance, and recording it as balanced — or as a shortage of the entire expected balance — would be worse than recording nothing. The shift's notes say the drawer was never counted.

The lesson is the ordinary one: close your shift before you go home, even if the count is ugly.

Reopening a closed shift

Sometimes a ₱500 note turns up in a pocket a minute after closing. An owner, or a manager with access to the branch, can reopen a recently closed shift — a cashier cannot.

Condition	Rule
Time limit	Within 24 hours of closing
Who	Owner, or a manager with access to that branch
Fiscal lock	Not once the shift's business day has been sealed by a daily Z reading

The last one is not a preference: a sealed business day is a fiscal record, and a late correction is not allowed to reach back into it.

Reopening keeps the shift's original Z-reading number, and writes who reopened it and when into the notes. The Z reading sealed at the first close is not reissued — a sealed reading never changes.

Then take a look at Cash over and short, which is where most end-of-day questions actually land.

Cash Over and Short

How the over/short figure is calculated, the cash movements that explain it, and how to investigate a variance.

Over or short is the gap between the cash Kassly expected in the drawer and the cash you counted. It is one subtraction, and every argument about it comes down to whether the movements behind it were recorded honestly.

> **Needs the Cash Drawer & Expenses add-on** (₱300 per branch each month), or any bundle that includes it. See Plans and add-ons.

The calculation

Expected in Drawer is built up from the movements of the shift:

	Line
	Opening float
plus	Cash sales
plus	AR cash collected
plus	Cash In
minus	Cash Out
minus	Cash refunds
equals	**Expected in Drawer**

Over or short is then what you counted, less that figure. A positive result is an **Over**, a negative one a **Short** — Kassly labels it either way rather than leaving you a minus sign to interpret.

A worked example

Line	Amount
Opening float	₱1,000.00
Cash sales	₱8,450.00
AR collected in cash	₱300.00
Cash In — top-up from the safe	₱500.00
Cash Out — supplies	(₱1,200.00)
Cash refund on a return	(₱150.00)
Expected in Drawer	**₱8,900.00**
Counted and declared	₱8,850.00
Short	**₱50.00**

What does not move the figure

This is where most reported "shortages" come from — money that was never supposed to be in the drawer in the first place.

Not in expected cash	Why
A sale paid **on credit**	Nothing was collected yet; it is a receivable
GCash, Maya, card, bank transfer	The money went to an account, not your till
A post-dated cheque that clears	A bank event, deliberately kept out of drawer readings
Non-cash refunds and store credit	No cash left the drawer

A credit sale for ₱5,000 rung up at 3pm changes your sales, your receivables and your VAT. It does not change what should be in the drawer at 9pm.

The movements behind the figure

A variance is only useful if you can see what moved. Three places show it:

On the shift itself — in the back office, **Sales → Shifts**, open a shift. It shows **Opening**, **Closing**, **Expected**, **Difference**, the payment breakdown, and the full **Cash Movements** list with each movement's category or classification.

On the shift's Z reading — the **Cash Accountability** section spells the calculation out line by line: Beginning Balance, Cash Sales, AR Collected, Cash In, Cash Out, then Expected in Drawer, Ending Balance, and Over or Short.

Over a date range — **Reports → Z-Reading / End-of-Day** lists every sealed Z reading for a period, with **Cash In** and **Cash Out** sitting immediately before **Over / Short** so the three read as one group: what went in, what came out, what was missing. It exports to CSV with the same columns. This is what answers "we were ₱500 short last week" — you can see whether it was one bad count or a ₱500 payout somebody logged.

The two cash columns only appear when cash actually moved in or out during the range. A period of plain selling does not get two columns of zeroes.

> Every figure in that report is read from the **sealed** reading, never recalculated. What you export always matches the Z reading that was printed at the close. That also means a reading sealed before a figure existed shows a dash rather than a zero — Kassly will not assert "no cash moved" on a shift where it cannot know, and the totals skip those rows instead of understating the period.

Two lines that are easy to miss

- **AR cash appears as AR Collected, not as Cash In.** A customer paying down utang in cash is on its own line, because it inflates the drawer without being a sale. If Expected looks too high, check that line before assuming an error.
- **Cash refunds reduce Expected in Drawer but have no line of their own** on the reconciliation. They show up in the sales summary as returns and refunds. If the accountability lines look like they add up to slightly more than Expected, a cash refund is the usual reason. The same is true of the Cash In and Cash Out columns in the range report: they cover Cash In and Cash Out movements only, not AR collections and not cash refunds.

Not counted is not balanced

A shift closed automatically after 24 hours has **no** over/short — not zero. Nobody counted that drawer, so the variance is unknown.

Shown as	Means
A number	A real count, and a real variance
Not counted / **NOT COUNTED**	The drawer was never counted
₱0.00	Counted, and it matched exactly

A counted-and-empty drawer is a legitimate ₱0.00. It is a different fact from a drawer nobody opened, and Kassly keeps them apart everywhere — on the screen, on the printed reading, in the export, and in your books. Range totals sum only the shifts that were actually counted, so a week of auto-closed shifts never adds up to a confident zero.

What it does to your books

A counted variance posts to **Cash Over/Short** (account 5300), an expense account:

Variance	Entry
Short	Debit Cash Over/Short, credit Cash on Hand
Over	Debit Cash on Hand, credit Cash Over/Short

So shortages read as a cost and overages reduce that cost — the standard treatment. An uncounted drawer posts nothing at all. See Chart of accounts.

Investigating a variance

Work down the list. Most variances are found in the first three steps.

1. **Was the opening float declared correctly?** A float counted from memory makes every figure after it wrong.
2. **Was anything paid out without a Cash Out?** Buying supplies out of the till and forgetting to log it is the single most common shortage.
3. **Was a drop to the safe recorded?** Money moved out and not logged looks exactly like missing money.

4. **Did a customer pay utang in cash?** That shows as AR Collected and raises Expected; if the cash was pocketed for a payout, you get a shortage.
5. **Was a return refunded in cash on someone else's shift?** The refund lands on the drawer of whoever processed it.
6. **Compare against the payment breakdown.** If cash sales look too high for the day, a card or GCash payment may have been rung up as cash — which produces a shortage of exactly that amount.
7. **Check the whole week in the range report.** A recurring variance of the same size is a process problem, not a counting problem.

If the variance is real, close the shift with the true count and explain it in the notes. A recorded shortage with an explanation is worth far more than a shift that was made to balance.

PART 6

Inventory Management

Stock levels, counts, transfers, warehouses, expiry, and valuation.

Stock Levels

Where Kassly keeps your quantities, why they are per branch, what a sale takes out, and what makes an item count as low.

Stock Levels is the answer to "how much do we actually have". Open **Inventory → Stock Levels**. It is free on every plan, and it is the page the rest of this part writes into.

Two things decide what you see: the item has **Track Stock** switched on, and the branch you are looking at. Everything else on this page follows from those two.

One quantity per branch, per variant

A stock figure in Kassly is not a property of a product. It is a row that ties together a **branch**, a **product** and — when the product has variants — one **variant**. Three branches selling the same shirt in two sizes is six quantities, kept apart on purpose.

That has consequences worth knowing before you go looking for a number:

- **There is no company-wide "on hand" figure to edit.** Every stock-in, adjustment and count names a branch.
- **The reorder point is per branch too**, which is why it is not on the product form. The main warehouse and a small kiosk should not warn at the same number.
- **Warehouse stock is kept in a separate ledger** and does not appear on this page at all. See Warehouses.

Items with Track Stock off never appear here, even if they once did. If you switch tracking off, the old row stays in the database but is filtered out of the list, the counters and the reorder suggestions, so it cannot show up as "Out of Stock" for the rest of time.

What the four counters mean

Counter	What it counts
Total SKUs	Tracked products with a stock row, plus active tracked products that have no stock row anywhere in the branches you can see
In Stock	Quantity above zero **and** above the reorder point (or no reorder point set)
Low Stock	Quantity above zero but at or below the reorder point
Out of Stock	Quantity at or below zero, plus every tracked product with no stock row at all

A product with no stock row is deliberately counted as out of stock rather than ignored. A tracked item nobody has ever stocked in has none.

An item **below** zero is out of stock and more: it is **oversold**. Its row shows the quantity in red with an **Oversold** badge. See When stock goes below zero.

What "low" means

Low is not a guess. An item is low when its branch quantity is **at or below the reorder point set for that branch**. An item with no reorder point is never low — it simply goes from In Stock to Out of Stock.

> **A reorder point of 10 appears by itself the first time an item gets stock.** When Kassly has to create a stock row for you — the first stock-in, the first sale, a transfer arriving — it creates it with a reorder point of 10 and a suggested reorder quantity of 50. Those are placeholders, not advice. Set your own on the items that matter, and clear the field on the ones where a warning is just noise.

Setting a reorder point and quantity

On **Inventory → Stock Levels**, click the sliders icon at the end of a row. For a product stocked at several branches, expand it first and use the icon on the branch's row — each branch has its own setting.

Field	What it does
Reorder when stock falls to	The reorder point. At or below it, the item is Low. Leave it blank to turn the low-stock alert off.
Quantity to order	What **Inventory → Reorder** suggests ordering. Leave it blank and the suggestion is enough to climb back to the reorder point.

Setting either never moves stock. You need the permission to manage stock (Owners and Managers by default) to see the icon.

The product and ingredient import sheets can also set the reorder point for the branch you pick. See Importing products.

Two things happen when a movement drops an item to or below its reorder point:

- Every Owner, and every Manager assigned to that branch, gets a **Low Stock Alert** notification naming the item and what is left. See Notification settings.
- The item joins **Inventory → Reorder**, grouped by supplier, which needs the Inventory Pro add-on (₱400 per branch each month).

How a sale moves stock

A completed sale does three things per line, in one transaction:

1. deducts the quantity sold from that branch's stock row,
2. writes a **Sale** movement recording the deduction, and
3. pushes the new figure to every POS terminal on that branch, live.

Voiding the sale puts it back the same way, as a **Return** movement. Nothing is edited in place — the ledger only ever gains rows.

Three cases go further than the obvious one:

- **A modifier that points at a real item deducts it too.** An "extra cheese" option linked to a cheese SKU takes cheese out of stock at the quantity set on the option, multiplied by the line quantity.
- **A dish with a recipe deducts its ingredients, not itself.** See Ingredients & recipes.

- **A sale always takes the full quantity.** If the system thinks you have 3 and you sell 5, on-hand goes to −2. This includes stock a confirmed sales order has reserved: a POS sale can take on-hand below the reserved quantity, and that order is then short. Either way, Kassly asks for a recount; see When stock goes below zero.

A stock row carries two numbers: **on hand** (the physical figure) and **available** (on hand minus what confirmed sales orders have reserved). Reserving stock does not change the on-hand figure. Only a real movement does.

When stock goes below zero

A sale never waits on stock. An offline till can't see what the other tills sold, and a recipe uses its ingredients whether or not anyone stocked them in. So Kassly records every sale in full, and a count that was already wrong becomes visible as a negative number instead of hiding behind a zero.

A negative quantity nearly always means one of these:

- a delivery arrived but was never stocked in,
- the last count was off, or
- two tills sold the last units while one of them was offline.

When a sale takes an item below zero, or below what confirmed sales orders have reserved, every Owner and every Manager assigned to that branch gets one **Stock Oversold** notification naming the items and how short they are. A whole offline batch that syncs at once sends one notification, not one per sale. An item that is already negative doesn't notify again on later sales.

To put it right, stock in the delivery that was missed, or count the item. The Inventory page shows how many items are oversold, and **Show oversold** lists just those rows. Once a stock-in or count brings the item back to zero or above, it reads normally again.

Stock recorded as negative is always the truth of what was sold. If it had stopped at zero instead, the stock-in you record later would leave the count too high by however much was oversold.

The movement ledger

Every change to a quantity writes one movement row, and movement rows cannot be edited or deleted. This is the record you audit against, and it is why a mistake is fixed with a second movement rather than a correction of the first.

Type	Written by
Stock In	Receiving stock outside a purchase order
Sale	A completed sale, a linked modifier, or a recipe deduction
Return	A void, or a refund putting stock back
Adjustment	A correction that removes stock
Transfer In / Transfer Out	A stock transfer arriving or leaving
Stock Count	An approved inventory count, for the variance only
Decomposition	Breaking one bought item into several sellable parts
Job Order Consumption	Parts used on a service job
GRN Receipt	A purchase order received into a warehouse
Production Consumption / Production Output	A commissary production run

To read the history for one item, open it from **Catalog → Products** and look at **Stock Movement History**: type, quantity, who did it, the note they left, and the receipt number when the movement came from a sale.

Every movement lives at a branch **or** at a warehouse, never both and never neither. That is enforced in the database, which is why a branch filter automatically excludes warehouse activity.

Kassly re-adds the ledger nightly and compares the total against the stored on-hand figures. Any disagreement is logged for support rather than silently corrected, so if a number looks impossible it is worth raising.

Where the stock went

Above the dashboard's stock cards, and again on the Compositions page, sits a **Stock Consumption** panel: how much went out over a period, what it was worth, and the **Goods Consumed** list of the items that moved most.

It sums every outflow in the ledger — sales, recipe deductions, adjustments, transfers out, production — not just sales, so it is the honest answer to "what did we get through this week". Sales that were later voided are excluded entirely, so a void does not leave a phantom in the consumption figure.

Two details to keep in mind:

- **A composed dish appears as its ingredients.** Selling a burger shows up as beef, bun and lettuce, never as "1 burger".
- **Items Depleted, Units Consumed and Value Consumed always cover everything** in the period. The Top 5 / 10 / All buttons only change how much of the list is printed underneath.

> **Today is free. Any other date range needs the Business Reports add-on** (₱400 per branch each month), or any bundle that includes it. Without it the other presets in the date picker are locked, and the panel shows today only.

On the app

The POS app has the same list under **Inventory**, with Total SKUs, Low Stock and Out of Stock counters, an **All / Low / Out** filter, and search across name, SKU and variant. It updates live from the same broadcast the tills receive, and tapping an item shows that item's quantity in every branch.

Two tiles at the top lead to the jobs that belong on a phone rather than a desk: **Counts** and **Receive PO**.

Where to go next

- Receiving stock — putting quantities in
- Stock adjustments — taking them out and fixing them
- Stock counts — checking the figures against the shelf
- Recipe-derived stock — items with no quantity of their own

Receiving Stock

Putting quantities into a branch when there is no purchase order — one item at a time, a whole delivery at once, or a spreadsheet.

Most stock arrives without paperwork: a supplier drops off a box, you buy something from the market, you are opening a branch and typing in what is already on the shelves. This page covers all of that. It is free on every plan — no add-on gates any of it.

If the delivery *does* have a purchase order behind it, receive it against the PO instead so the ordered, received and outstanding figures stay in step. That needs the Inventory Pro add-on (₱400 per branch each month) and lives under **Inventory → Purchase Orders**.

Three ways in

Use	Where	Good for
Stock Adjustment → Stock In	Inventory → Stock Levels → **Stock Adjustment**	One item, with batch and expiry
Bulk Stock-In	Inventory → Stock Levels → **Bulk Stock-In**	A whole delivery, typed or from Excel
Stock In on the app	Catalog → tap an item → **Stock In**	A quick top-up at the counter

One item at a time

Open **Inventory → Stock Levels** and click **Stock Adjustment**. Set **Adjustment Type** to **Stock In (add inventory)**.

Field	Required	Notes
Branch	Yes	Stock is per branch. There is no all-branches option.
Product	Yes	Search by name or SKU.
Adjustment Type	Yes	Stock In adds. The other two options are covered in Stock adjustments.
Variant	Only if the item has variants	
Quantity	Yes	
Unit	—	Defaults to the item's own stock unit.
Cost Price	No	The cost of **one** unit at this delivery's price.
Batch Number	No	Up to 100 characters.
Manufacture Date	No	
Expiry Date	No	Must not be earlier than the manufacture date.
Notes	No	Required for the other two adjustment types, optional here.

Batch and expiry fields only appear when the type is Stock In, which is deliberate — see Batch & expiry for what Kassly does with them, and for what it does not do.

Buying in cases, counting in grams

If the item has packaging conversions set up, the **Unit** dropdown offers them, and the form shows what you are really adding underneath the quantity box — `= 25,000 g` when you enter one sack. The quantity stored is always in the item's own stock unit, so the conversion happens once, here, and never again.

Setting conversions up is covered in Ingredients & recipes.

Cost Price is worth filling in

Cost Price is optional, and skipping it costs you nothing today and something later. Kassly values your stock as a **weighted average of the costs recorded on the movements that brought it in**. A stock-in with no cost contributes nothing to that average, and an item with no costed movements at all falls back to the Cost Price on the product record.

Enter the cost of **one stock unit** at the price you actually paid this time. Full detail in Inventory valuation.

A whole delivery at once

Click **Bulk Stock-In** on the Stock Levels page. Pick a branch first — the whole screen depends on it — then choose a tab.

Manual Entry is a table you add rows to: product, quantity, and optionally a unit, cost price, batch and expiry per row. Click **Submit Stock-In** and every row is written in one transaction. If anything fails, nothing is written.

Import from Excel is the same job from a spreadsheet:

1. Click the template button to download `bulk-stock-in-template.xlsx`. It comes pre-filled with your own products for the branch you selected, so you are only typing quantities.
2. Fill in the quantities. Rows with no quantity are ignored.

3. Upload it and click **Submit Import**. `.xlsx` or `.xls`, up to 5 MB.

The import is checked before anything is written. If any row has a problem you get *Some rows contain errors. Please fix them and re-upload.* with the list, and **no** stock moves — you fix the sheet and upload it again rather than hunting for which half went through. A sheet with no quantities at all is refused the same way.

Both routes are safe to retry: a submit that times out and is sent again will not double up.

Column-by-column detail for every Kassly import sheet is in Import formats.

Opening stock for a new branch

Two shortcuts save a lot of typing when you are starting out:

- The **ingredient importer** creates raw-material products *and* their opening stock from one sheet. See Ingredients & recipes.
- After creating a product, Kassly offers to take you straight to the Stock Adjustment form for it.

On the app

Open **Catalog**, tap an item, and scroll to **Stock In**: a quantity, an optional note, and **Add to stock**. It adds to the branch the device is signed in to.

Staff below manager see *Requires manager approval.* under the heading and get a manager PIN prompt when they tap the button.

> **A manager's PIN is not currently enough on its own.** Recording stock needs the signed-in account to be an Owner or a Manager. A cashier who is granted the *Stock In / Adjust Inventory* permission through a custom role will pass the PIN prompt and then be refused by the server. Sign in as a manager to record stock on the app.

What happens after you save

- One **Stock In** movement per item, naming you and the time. It cannot be edited or deleted afterwards.
- The branch's on-hand figure goes up.
- Every POS terminal on that branch gets the new figure live.
- If the item is still at or below its reorder point, a **Low Stock Alert** goes out anyway. Receiving does not clear an alert on its own — receiving *enough* does.

Offline

This is the part to read before you rely on it in a store with bad signal.

Job	Offline
Stock In on the app	**Not protected.** There is no offline queue. The request fails and nothing is recorded.
Receive PO on the app	Blocked, with *Receiving requires a connection.*
Everything on the web	Needs a connection, like the rest of the web app

> **Nothing you type into the app's Stock In box is queued for later.** Unlike a sale, it is not held on the device and sent when signal returns — offline you get an error and the delivery is simply not recorded. If you are receiving in a dead spot, write the quantities on paper and enter them once you are back online.

Where to go next

- Stock levels — what the quantities mean once they are in
- Batch & expiry — recording a batch, and its limits
- Stock adjustments — the other direction

Stock Adjustments

Taking stock out for wastage, spoilage and shrinkage, correcting a wrong figure, and who is allowed to do it.

An adjustment is how you tell Kassly that stock left without a sale — it went in the bin, it broke, it walked, or the number was wrong to begin with. It is free on every plan and it lives on the same form as receiving: **Inventory → Stock Levels → Stock Adjustment**.

The three types, and which one you want

Adjustment Type	What it does
Stock In (add inventory)	Adds to the current figure
Adjustment (remove/correct)	**Subtracts** from the current figure
Physical Count (set absolute quantity)	Replaces the current figure with the number you type

> **Adjustment only ever removes.** Whatever you enter is taken off, so there is no way to add stock with an Adjustment. To add, use Stock In. To land on an exact figure without working out the difference, use Physical Count.

Physical Count here is the blunt version: it sets one item at one branch to one number, immediately, with no review. The governed version — count a list of items, get a variance report, have a manager approve anything unexpected — is Stock counts.

There are no reason codes

This surprises people, so it is worth stating plainly. Kassly has no dropdown of wastage / spoilage / shrinkage / breakage reasons. What it has is a **Notes** field, and for Adjustment and Physical Count that field is **required** — up to 500 characters.

So the reason is whatever you type, and it is only as useful as your habits. The practical advice is to agree one wording per reason and stick to it, because the note is what you will be reading back in six months:

- `Wastage – spoiled, past use-by`
- `Breakage – dropped in transit`
- `Shrinkage – count short, no explanation`

- `Correction — was entered as 100 cases, should have been 100 pcs`

Notes appear in **Stock Movement History** on the product page and in the export, next to the quantity and the person who made the change.

Filling in the form

Field	Required	Notes
Branch	Yes	Adjustments are per branch.
Product	Yes	
Adjustment Type	Yes	
Variant	Only if the item has variants	
Quantity	Yes	For Adjustment, the amount to remove. For Physical Count, the figure to land on.
Unit	—	Packaging units are offered if the item has them; the figure is converted to the item's stock unit.
Cost Price	No	
Notes	**Yes** for Adjustment and Physical Count	Up to 500 characters.

Batch and expiry fields are not offered on an Adjustment — they only appear for Stock In. See Batch & expiry for why that matters if you are writing off an expired batch.

An adjustment cannot go below zero

If the removal would take the branch below zero, Kassly refuses it and tells you what it has: *Insufficient stock. Current: 4, requested: 10.*

That is a guard rail, not a bug to work around. A branch showing 4 when the shelf holds 10 means an earlier delivery was never recorded — fix that with a Stock In or a Physical Count rather than shaving the write-off down until it fits.

Sales are different: a sale always takes its full quantity, so an item can be below zero already (see When stock goes below zero). You can't remove more from an oversold item. Record a **Physical Count** with what is really on the shelf, or a **Stock In** for the delivery that was missed.

Nothing is ever edited

Every adjustment writes one **Adjustment** movement — an immutable row carrying the quantity, the branch, the note, the time and your name. Movements cannot be edited or deleted, by anyone, including support.

The practical consequence: **you correct a mistake by making a second movement, not by fixing the first.** Removed 100 when you meant 10? Stock In the 90 back with a note saying so. Both rows stay in the history, which is exactly what you want when someone asks what happened.

Who is allowed to adjust

Where	Who
Web	Owner and Manager
App	Owner and Manager. Lower roles see *Requires manager approval.* and a manager PIN prompt.

The custom-role permission for this work is **Stock In / Adjust Inventory** (`stock.manage`) — see Custom roles.

> **Granting that permission to a cashier does not currently work for adjustments.** The server still requires the signed-in account to be an Owner or Manager, so a cashier holding the permission passes the app's PIN prompt and is then refused. Until that changes, adjustments have to be made from a manager's account.

Everything is attributed either way: the movement records the account that made it, and adjustments also appear in the audit trail. See Audit logs.

Recipe waste is a different thing

If you run recipes, you will meet a **waste percentage** on each ingredient line. That is not an adjustment and it is not wastage you record after the fact — it is the trim, peel and spillage built into the recipe, applied automatically on every sale. It is explained in Ingredients & recipes.

Use an adjustment for the wastage nobody planned. Use the recipe's waste percentage for the wastage that happens every single time you cook the dish.

Seeing what you wrote off

Adjustments are outflows, so they show up in the **Stock Consumption** panel alongside sales and transfers. That means the panel answers "what did we get through" rather than "what did we sell" — see Stock levels for how to read it and what it costs beyond today.

Where to go next

- Stock counts — the reviewed way to correct figures
- Stock levels — the ledger and its movement types
- Receiving stock — the other direction

Stock Counts

Counting the shelf on the app, how variance decides whether a manager has to approve, and what approval actually changes.

A stock count is the disciplined version of correcting your figures: you walk the shelf, type what is really there, and Kassly shows you the difference against its own number before anything is committed. Big differences go to a manager. Small ones apply on the spot.

It is free on every plan.

> **Counts are done on the POS app.** There is no stock-count screen in the web app — counting is a job you do standing at a shelf with a phone in your hand, so that is the only place it lives. What the web app *does* have is

> the one-item **Physical Count** option on the Stock Adjustment form, which is a different, unreviewed thing. See Stock adjustments.

Starting a count

On the app, open **Inventory → Counts**, then **New count**. You pick a type and optionally leave a note.

Type	Shown as	Meant for
Cycle count	*Cycle count* — Scheduled full segment	The regular walk through part of the catalogue
Spot check	*Spot check* — Quick verification	A handful of items you have a doubt about

The count is created against the branch the device is signed in to.

Partial or full — the honest answer

The type is a label. It does not change how the count behaves, and Kassly has no "full count" mode that locks the catalogue or requires every item to be seen.

A count is exactly the lines you add to it, and nothing more:

- Nothing is pre-loaded. You start with an empty count.
- An item you never add is not counted and is not touched. It is not assumed to be zero.
- A line whose counted figure matches Kassly's figure writes nothing at all when the count is approved.

So a full count is a cycle count where you happened to walk the whole shop, and a partial count is one where you did not. Both are safe. What you cannot do is prove after the fact that a count covered everything — the count only knows what you put in it.

Adding lines

For each item, either scan its barcode or search for it, then enter the counted quantity and an optional line note. Each line shows three figures:

Column	What it is
System	What Kassly thought you had **at the moment you added the line**
Counted	What you typed
Variance	Counted minus System

> **The System figure is a snapshot taken when the line is added, not when the count is submitted.** If the till sells three of an item while you are still counting the next aisle, that sale is not reflected in the line you already added — and approving the count will overwrite the real figure with your counted one. Count a busy section when the till is quiet, or count it last.

Lines can only be added while the count is **Open**.

Submitting, and when a manager gets involved

Tap **Submit**. What happens next depends on the size of the variance:

- Every line is inside your tenant's thresholds → the count is **approved immediately**, stock is applied, and you see *Applied*.
- Any single line is outside them → the count goes to **Submitted**, an approval is queued for a manager, and you see *Submitted for approval*.

A line trips the check if **either** test fails:

Test	Default
Absolute variance in units is greater than the units threshold	5 units
Variance as a percentage of the system figure is greater than the percentage threshold	10%

The percentage is the absolute variance divided by the system figure. **When the system figure is zero the percentage test is skipped**, because a percentage of nothing has no meaning — a line counted against zero can therefore only be caught by the units test.

> **The thresholds have no settings screen yet.** They default to 5 units and 10% for every tenant and can currently only be changed through the API. If the defaults are wrong for your business, ask support to change them rather than hunting for the setting.

Submitting also asks for a manager PIN if the person counting does not hold the **Stock In / Adjust Inventory** permission. Anyone from Cashier upwards can start a count and add lines.

The four states

Status	Shown as	Means
`open`	Open	Still being counted; lines can be added
`submitted`	Submitted	Waiting for a manager, because a variance was too large
`approved`	Approved	Applied to stock
`rejected`	Rejected	Nothing changed; kept as a record

Approved and Rejected are final. A rejected count cannot be re-opened — start a fresh one.

What approval changes

Approving a count, whether automatically or by a manager, does this and only this, for each line where the counted figure differs from the system figure:

1. sets the branch's on-hand figure to **your counted quantity**, and
2. writes a **Stock Count** movement for the difference, referencing the count.

Lines with no variance are skipped entirely — no movement, no noise in the history.

Rejecting changes no stock. The count, its lines and the reason are kept as an audit record, and the manager's reason is appended to the count's notes.

Pending counts appear in the shared approvals queue alongside everything else waiting on a manager. See Approvals and promotions.

Offline

Counts need a connection. Both the list and the New count screen say so: *Counts require a connection.* Lines are sent to the server as you add them, and the System figure has to come from the server, so there is nothing sensible to do offline.

If you are counting a stockroom with no signal, count on paper and enter it where you have signal. Nothing is lost, but nothing is queued either.

Where to go next

- Stock adjustments — correcting a single item
- Stock levels — what the figures mean
- Approvals and promotions — the manager's side

Stock Transfers

Moving stock from one branch to another with a request, an approval, a shipment and a confirmed receipt.

A transfer is a shipment with a paper trail: stock leaves one location, sits in transit, and only lands at the other location when someone there confirms it arrived. Nothing is "moved" instantly, because in real life nothing is.

> **Needs the Stock Transfers Between Branches add-on** (₱300 per branch each month), or any bundle that includes it.

Open **Inventory → Transfers**. Transfers are a web-app screen; there is no transfers screen on the POS app.

The life of a transfer

Status	Shown as	Means
`requested`	Awaiting Approval	Filed by someone who cannot approve their own; waiting on a manager
`pending`	Pending	Approved and ready to send. No stock has moved yet.
`in_transit`	In Transit	Deducted from the source, not yet at the destination
`received`	Received	Added at the destination. Final.
`rejected`	Rejected	The approver said no. Final. No stock ever moved.
`cancelled`	Cancelled	Called off. Final.

Each transfer gets a reference like `ST-000001`.

Creating one

The button says **New Transfer** if you can approve transfers and **Request Transfer** if you cannot — same form either way.

Field	Required	Notes
From	Yes	The source location
To	Yes	The destination. Must not be the source.
Notes	No	
Items	Yes	A product and a quantity per row

With only the Stock Transfers add-on the two selectors are labelled **From Branch** and **To Branch** and list branches. Add Warehouses and they become **From** and **To**, with branches and warehouses in separate groups — the same screen then handles warehouse-to-branch and warehouse-to-warehouse moves.

Who can approve their own request is the thing to understand here. If your role can manage warehouses, the transfer you create is approved on the spot and goes straight to Pending — a queue round-trip you could approve yourself would be friction, not control. Everyone else files a request that lands in Awaiting Approval and shows up in the approvals queue for a manager. See Approvals and promotions.

Shipping and receiving

Ship is the moment stock actually leaves. Kassly checks the source has enough of every item and refuses the whole shipment if it does not — *Insufficient stock for product … at source branch.* Nothing partial goes out. On success each item is deducted at the source and gets a **Transfer Out** movement, and the transfer becomes In Transit.

Receive is the moment it lands. Each item is added at the destination with a **Transfer In** movement, and the transfer becomes Received. Terminals at the destination branch get the new figures live.

> **There is no partial receive.** A transfer is received in full, at the quantities that were shipped. If four of the ten arrived, receive it and then record the shortfall as an adjustment at the destination with a note — see Stock adjustments. Purchase orders can be received short; transfers cannot.

While a transfer is In Transit the stock is in neither location's on-hand figure. That is correct — it is on a van — but it does mean a transfer left in transit for a week makes both branches look understocked.

Cancelling and rejecting

Status when you cancel	What happens to the stock
Awaiting Approval or Pending	Nothing. No stock had moved.
In Transit	Returned to the **source** location
Received	Cannot be cancelled at all

A cancelled in-transit transfer writes the return leg as a **Transfer In** movement at the source, noted *cancelled - stock returned*. It reads slightly oddly in the history — a Transfer In at the branch the goods left from — but the quantity is right and the note explains it.

Reject is the approver's "no" on a request that was never approved. It asks for a reason, and no stock is involved.

Permissions

Transfers are split across four permissions so that a stockroom can work the dock without being able to authorise movements between branches.

Action	Permission
See the list and open a transfer	Receive Stock (POs & Transfers)
Create or request one	Request Stock Transfers
Approve or reject a request	Manage Warehouses
Ship and receive	Receive Stock (POs & Transfers)
Cancel	Owner or Manager

See Custom roles for assigning these, and Users and roles for what the built-in roles already carry.

What a transfer does not do

- **It does not cost anything to the receiving branch.** A transfer moves quantity, not money. Nothing is invoiced between your own branches.
- **It carries no batch or expiry information.** A batch received at one branch and transferred to another does not follow the stock. See Batch & expiry.
- **It does not change unit cost.** For valuation, transfer movements carry whatever cost was recorded; a transfer with no cost on it contributes nothing to the destination's weighted average. See Inventory valuation.

If the add-on lapses

Nothing is deleted. Transfers already received stay in the ledger and in every branch's figures; the Transfers screen simply stops being available until you subscribe again. A transfer left In Transit stays In Transit, so finish anything in flight before letting the add-on go. See Plans and add-ons.

Where to go next

- Warehouses — transfers to and from a central location
- Stock levels — the movement types a transfer writes
- Branch management — setting the branches up

Warehouses

Central storage locations that hold stock but never sell it — how they differ from a branch, how stock gets in and out, and what they cannot do.

A warehouse is a place that holds stock and does not sell it. If you buy in bulk for several branches, or run a central kitchen, you want the stock recorded somewhere before it is anywhere near a till — that is what this is for.

> **Needs the Warehouse & Commissary add-on** (₱500 per branch each month), or any bundle that includes it. One subscription grants both the warehouse screens and the commissary production features.

Open **Inventory → Warehouses**.

A warehouse is not a branch

They are different kinds of thing, and mixing them up is the source of most questions about this feature.

	Branch	**Warehouse**
Sells	Yes — POS, shifts, receipts	**Never.** No POS, no shift, no sales
Holds stock	Yes	Yes, in its own separate ledger
Appears on Stock Levels	Yes	**No**
Counted with a stock count	Yes	No
Stocked in or adjusted by hand	Yes	**No**
Counts toward your per-branch add-on price	Yes	No

The last two rows are the ones to plan around. Every stock movement in Kassly belongs to a branch **or** a warehouse, never both — which is why a branch filter never shows warehouse activity, and why the branch tools in the rest of this part simply do not apply here.

Creating one

Click **New Warehouse**.

Field	**Required**	**Notes**
Code	Yes	Up to 20 characters, unique across your business. e.g. `WH-001`
Name	Yes	e.g. `Main Warehouse`
Address	No	
Contact Phone	No	
Create default zones	—	On by default

Leaving **Create default zones** on gives the warehouse six zones straight away: **Receiving**, **Storage**, **Picking**, **Packing**, **Shipping** and **Returns**. A seventh type, **Quarantine**, exists but is not created for you — add it yourself if you hold stock back for inspection.

A code stays reserved after you delete a warehouse, so reusing an old code is refused with a plain message rather than failing oddly.

Zones and bins

Inside a warehouse you can describe the physical layout: zones of the types above, and bins within them.

Bin type
Rack
Shelf
Floor
Freezer
Fridge
Hazmat

> **Stock is held at the warehouse, not in the bin.** Zones and bins are there to describe and label the space — nothing in Kassly today records which bin a quantity is sitting in, and no report splits stock by bin. Treat them as a map for your staff, not as locations you can query.

The warehouse screen

Opening a warehouse gives you four tabs.

Tab	What is on it
Stock	What the warehouse holds, per product
Zones	The layout, and the bins inside each zone
Goods Receipts	Deliveries received here, by GRN number
Settings	Name, address, phone, active flag, delete

The Stock tab lists Product, SKU, On Hand, Allocated, Available and Reorder Point, with a search and a low-stock filter.

> **Allocated, Available and Reorder Point are not in use yet.** Allocated is always zero, Available therefore always equals On Hand, and no screen sets a warehouse reorder point — so the low-stock filter on this tab currently finds nothing. The columns are groundwork for pick-and-pack, not figures to read.

Getting stock in

There are exactly two ways, and neither of them is typing a number:

- **Receive a purchase order into the warehouse.** When you raise a PO you choose a delivery destination; choose the warehouse and receiving it writes the stock there, along with a numbered **Goods Receipt** you can open from the Goods Receipts tab. Each item gets a **GRN Receipt** movement carrying the PO line's unit cost.
- **Receive a transfer from a branch or another warehouse.** See Stock transfers.

There is no stock-in form, no adjustment form and no count for a warehouse. That is a real gap: if a warehouse figure is wrong, the only lever you have is a transfer, so opening balances have to arrive as a PO receipt or as a transfer from a branch you stocked in the ordinary way.

Getting stock out

- **Transfer it to a branch** — the normal path, and the reason most warehouses exist.
- **Transfer it to another warehouse.**
- **Consume it in a commissary production run**, which turns inputs into a finished item and yields that item into a warehouse.

Warehouse-to-branch transfers use the same screen as branch-to-branch ones. Because a warehouse never sells, stock leaving one always leaves as a transfer.

Deleting a warehouse

Kassly refuses the deletion, with a specific reason, in three cases:

Reason	Message
It still holds stock	*Cannot delete a warehouse that still holds stock. Transfer it out first.*
A transfer is pending or in transit	*Cannot delete a warehouse with pending or in-transit transfers.*
An open purchase order is due to be delivered there	*Cannot delete a warehouse that is the delivery destination of an open purchase order.*

Clear the blocker and try again. Deleting is a soft delete — the record and its history are kept, and the code stays reserved.

Permissions

Action	Permission
See warehouses, zones, bins and stock	View Warehouses
Create, edit, delete warehouses, zones and bins	Manage Warehouses

Both are assignable through Custom roles, so a stock controller can see everything without being able to restructure the place.

Valuation includes warehouse stock

The valuation report values branch **and** warehouse stock, so the total matches what your books say you are holding. Warehouse rows are costed from GRN receipts and transfer-ins. See Inventory valuation.

Where to go next

- Stock transfers — the only way stock leaves
- Inventory valuation — what the stock is worth
- Stock levels — the branch side of the ledger

Batch & Expiry

Recording a batch number and expiry date when stock arrives, reading the expiry alerts, and the important things batch tracking does not do.

If you sell anything perishable, you want to know what is about to go off before your customers do. Kassly lets you tag incoming stock with a batch number and an expiry date, and reports on what is close to the line.

Read the limits section on this page before you build a process around it. What Kassly does here is narrower than most people assume from the words "batch tracking".

What	Needs an add-on?
Recording a batch number and expiry when stock arrives	No. Free on every plan.
The **Expiry Alerts** page and the daily notification	Yes — Inventory Pro

> **Expiry Alerts needs the Inventory Pro add-on** (₱400 per branch each month), or any bundle that includes it. Recording the dates does not.

Recording a batch

Batch details are captured when stock comes **in**, and only then.

Where	Batch fields
Stock Adjustment → **Stock In (add inventory)**	Batch Number, Manufacture Date, Expiry Date
Bulk Stock-In, both the table and the Excel template	Batch number and expiry per row
Receiving a purchase order, in the web app	Batch number and expiry per line
Receiving a purchase order on the POS app	**Not offered**

Field	Notes
Batch Number	Up to 100 characters. Free text — Kassly does not generate it.
Manufacture Date	Recorded, but not used by any report.
Expiry Date	Must not be earlier than the manufacture date. This is the field everything keys off.

The panel is headed **Batch & Expiry Tracking (optional)** and appears only when the adjustment type is Stock In. There is nothing to switch on per product; you either fill the fields in for a delivery or you do not.

The Expiry Alerts page

Open **Inventory → Expiry Alerts**. Four counters across the top:

Counter	What it counts
Expired Batches	Batch lines already past their date
Expired Units	The quantity sitting on those lines
Expiring Soon	Batch lines due within the window
Critical (7d)	Of those, the ones due within a week

Below that, a **View** toggle between **Expiring** and **Expired**, a **Days Ahead** box (30 by default) and a search across product, SKU and batch number.

The table shows Product, Batch, Location, Qty, Expiry Date and a Status badge:

Days until expiry	Badge
Already past	Expired *n*d ago
0	Expires today
1–7	*n*d left, red
8–14	*n*d left, amber
15–30	*n*d left, yellow
More than 30	*n*d left, plain

Location is a branch or a warehouse — batches are reported from both, so a delivery received into a central warehouse shows up here too. See Warehouses.

The daily alert

Every morning at 08:00 Manila time Kassly checks for batches expiring **within seven days** and sends one notification to every Owner and Manager: "*3 product batches expiring within 7 days.*" It is a nudge to open the page, not a list.

The seven days here are fixed and separate from the Days Ahead box on the page. See Notification settings.

What batch tracking does not do

This is the part that matters.

A sale never picks a batch. Selling an item deducts from the branch's single on-hand figure. It does not choose the oldest batch, the nearest-expiry batch, or any batch at all — the sale's movement carries no batch number.

There is no FEFO or FIFO picking. Kassly does not rotate stock for you and will not warn a cashier that the item they are ringing up belongs to a batch that expires tomorrow. Rotation is a shelf discipline; Kassly's contribution is telling you what to go and look at.

A batch's quantity is what you received, not what is left. Kassly works out a batch's figure by adding up every movement carrying that exact batch number. Because only incoming movements ever carry one, that figure does not go down as you sell.

> **In practice this means an expired batch line does not clear itself, and there is currently no screen that can clear it.** The batch fields appear only on Stock In, and Stock In only adds — so a batch you have thrown away will keep appearing on the Expired list at its original quantity.
> Record the write-off as an ordinary **Adjustment** with a note naming the batch. Your total stock will then be right, which is what the valuation and your books depend on. The Expired line will remain, so treat that list as a running record of what has expired rather than a live picture of what is still in the bin.

Nothing carries a batch between locations. A transfer moves quantity only, so a batch received at the main branch and sent to a second branch is still reported at the first. See Stock transfers.

Getting value out of it anyway

Given the above, the way to use this feature is:

- **Fill the expiry date in on deliveries of perishables**, and give the batch a name you will recognise — the supplier's lot code, or just the delivery date.
- **Work the Expiring list, not the Expired one.** Its whole purpose is the fortnight before something becomes a loss: discount it, use it in a special, or move it to the branch that will sell it.
- **Write off with an Adjustment and a clear note**, so the money side and Stock consumption stay honest.
- **Do not use batch quantities as a stock figure.** The figure to trust is the one on Stock levels.

Where to go next

- Receiving stock — where the batch fields live
- Stock adjustments — recording a write-off
- Inventory valuation — what the remaining stock is worth

Inventory Valuation

What your stock is worth, how Kassly works out a unit cost, and exactly what Cost Price means on a product and on a movement.

Valuation answers one question: if you had to write down what the stock on your shelves is worth, what number would you write? Kassly works it out from the cost you recorded when each delivery arrived, not from a figure you maintain by hand.

> **Needs the Inventory Pro add-on** (₱400 per branch each month), or any bundle that includes it.

The page is **Inventory Valuation**, at `/app/inventory/valuation`. It has no sidebar entry today — reach it from that address, or from **Reports → Inventory Summary**, which shows the same valuation figures alongside your low stock and expiring batches.

The costing method is weighted average

Kassly values stock at **weighted average cost**. That is the only method, and it is not a setting. If you were expecting to choose FIFO or specific-identification, Kassly does not offer them.

The average is worked out per **product, per location, per variant** — the same grain as a stock figure. Two branches that bought the same item at different prices carry different unit costs, correctly.

Only cost-bearing movements feed it:

Location	Movements that count toward the average
Branch	Stock In, Return, Transfer In — where a cost above zero was recorded
Warehouse	GRN Receipt, Transfer In — where a cost above zero was recorded

Everything else — sales, adjustments, counts, transfers out, production — moves quantity without changing the unit cost.

When there are no cost-bearing movements at all, Kassly falls back to the **Cost Price** on the record: the variant's own cost for a variant, or the product's when the variant has none (a variant cost of zero counts as none). This is why a shop that never fills in the cost field on a stock-in still gets a plausible valuation: it is being valued at its list cost, not at what it paid.

What Cost Price means

The word appears in two places and means slightly different things, which is worth pinning down.

Where	Meaning
Cost Price on a product or ingredient	What **one stock unit** costs, held to four decimal places. The standing figure, and the fallback for valuation.
Cost Price on a stock-in or a PO line	What one stock unit cost **on that delivery**. This is what builds the weighted average.

"One stock unit" is the trap. Flour bought at ₱45 a kilo but counted in grams costs `0.045`, not `45`. Enter the wrong one and every valuation, food cost and margin in Kassly is out by a factor of a thousand. See Ingredients & recipes for the full explanation and for packaging conversions, which exist so you only have to do that arithmetic once.

Reading the Valuation tab

Card	What it is
Total Inventory Value	Quantity × average cost, summed over everything
SKUs Valued	How many rows went into that total

Column	What it is
Product	Name and SKU
Branch	The location holding it — a branch or a warehouse
Quantity	On hand at that location
Avg Cost	The weighted average unit cost
Total Value	Quantity × Avg Cost

There is a search across product name and SKU, and an **All Branches** filter.

Three things to know about what is in the total:

- **Warehouse stock is included.** A central warehouse's holdings are valued alongside branch stock, so the total matches what your books say you own. See Warehouses.
- **Only positive quantities are valued.** Rows at zero or below are left out entirely, so a negative figure somewhere cannot quietly reduce your total.
- **It is always "right now".** Kassly keeps no valuation snapshots, so there is no way to ask what the stock was worth at the end of last month. If you need that for your books, export the report on the day.

The Cost of Goods Sold tab

The second tab, **Cost of Goods Sold**, takes a Start Date and an End Date and totals up what the stock you sold in that period cost you, with Total COGS and Units Sold above a per-product table.

What is in the figure:

- **It costs what physically left the shelf.** A dish made from a recipe contributes its *ingredients*, not the dish — sell one cake and you will see flour, sugar and eggs, not "cake". That is the point of reading the stock ledger, and it is why this total will not tie exactly to the Gross Profit on the sales reports, which cost the menu item sold instead. Use the profit reports for margin by product.
- **Voided sales are left out.** A sale you voided never really left the shelf, so it drops out of the period entirely.
- **Sales made before September 2026 are costed at today's cost price.** Kassly did not stamp a cost onto sale movements until then, so for older ranges the report falls back to each product's current cost price. That is close enough to read a trend, but if a cost has changed since, the older figure is not what you actually paid.

Managers see their own branch's sales; owners see every branch.

If you want to know what you got through

Valuation is about what you are holding. For what left the shelves — sales, recipe deductions, wastage, transfers — use the **Stock Consumption** panel and its **Goods Consumed** list, described in Stock levels. That one values each outflow at the cost recorded on the movement, falling back to the product's cost price — the same ladder the COGS tab uses, so the two agree on what an outflow was worth.

Today's figures there are free; other date ranges need the Business Reports add-on (₱400 per branch each month).

Keeping the valuation honest

The figure is only as good as three habits:

1. **Fill in Cost Price on every stock-in and every PO line.** A costless receipt contributes nothing to the average and quietly leaves the item valued at its standing list cost.
2. **Keep Cost Price on the product roughly current.** It is the fallback, and for anything you have never costed on receipt it *is* the valuation.
3. **Count, and apply the counts.** Valuation multiplies by the on-hand quantity, so an uncounted shrinkage is an overstated asset. See Stock counts.

Where to go next

- Receiving stock — where the cost is captured
- Stock counts — keeping the quantities true
- Warehouses — the other half of what you own

Recipe-Derived Stock

For dishes cooked to order — showing how many portions the ingredients still cover instead of a quantity nobody counted, and why it never stops a sale.

Some things you sell have no stock of their own. Nobody counts adobo; there is pork, soy sauce and rice, and a cook. Counting the dish is meaningless, and leaving it untracked tells a cashier nothing.

Stock from Recipe is the third option: Kassly works out how many portions the ingredients still cover and shows that instead. It is opt-in per item, and it is **advisory** — a number to inform a promise, never a limit.

> **Needs the Recipe Costing add-on** (₱350 per branch each month), or any bundle that includes it — because it needs a recipe to derive from, and recipes live behind that add-on.

Switching it on

The tick is on the product form, in the **Options** card: **Stock from Recipe**. Three rules govern when you can use it.

It is edit-only. A product created a moment ago cannot have a recipe yet, so the option does not appear on the create form. Save the product, write its recipe, then come back and tick it.

It needs a recipe first. Until the item has one the checkbox is visible but greyed out, with the reason on hover: "*Add a recipe for this item under Compositions first, then its stock can be derived from the ingredients.*"

It cannot coexist with Track Stock. An item counts its own units or derives them, never both — two disagreeing numbers for the same dish is worse than one. Ticking either box clears the other, and the server refuses the combination outright: "*An item cannot both track its own stock and take its stock from a recipe. Turn off Track Stock to derive availability from ingredients.*"

How the number is worked out

For each line of the recipe that can constrain anything, Kassly asks how many portions that one ingredient covers, and the answer for the dish is **the smallest of those**.

Per line:

1. **Per portion** = the line's quantity ÷ the recipe's yield.
2. Converted into the ingredient's own stock unit, using the item's packaging conversions.
3. Scaled up by the line's **waste factor**.
4. **Portions** = the ingredient's on-hand quantity at this branch ÷ that figure, **rounded down**. Two point nine portions' worth of mince is two portions.

The dish reports the lowest figure across all its lines, and remembers which ingredient produced it — that is the **limiting ingredient**, and hovering the figure names it: "*Limited by Pork Belly — 1800g on hand, 262.5g per portion*"
.

An ingredient with no stock row at this branch counts as zero, not as unknown. An ingredient that tracks stock but has never been received here genuinely has none.

Waste is applied, and it makes the number smaller

A recipe line with *w* percent waste consumes **quantity ÷ (1 − w ÷ 100)** — you have to buy more than a kilo of fish to serve a kilo of fish. A line with 20% waste therefore covers fewer portions, not more.

Waste on the line	1,000 g of ingredient really consumes
0%	1,000 g
10%	1,111 g
20%	1,250 g

The same factor is used for the portion count, for the deduction a sale makes, and for the saved food cost, so the three always agree.

> **The live cost preview inside the Add Composition dialog is wrong.** As you type a recipe, the **Total ingredient cost** and **Cost per serving** shown at the bottom of the dialog scale waste the other way — multiplying by (1 + waste ÷ 100) instead of dividing by (1 − waste ÷ 100). On a line with waste it **understates** the cost. The saved recipe, the Compositions list, the food cost reports, the stock deduction and this portion count all use the correct factor. Trust the list, not the dialog's running total.

Two rules that keep it in step with what a sale takes

Every line that a sale would skip is also skipped here, on purpose. Otherwise a line that never deducts anything would pin a dish at zero portions while it carried on selling.

A line is skipped when:

- **the ingredient has Track Stock off**, or
- **the ingredient has been deleted**, or
- **its unit cannot be converted** to the ingredient's stock unit, or
- **its quantity works out as zero or less**.

That first rule is also why **this is never a cascade.** If one of your ingredients is itself a recipe-derived item, it has Track Stock off — so its line is skipped rather than recursed into. Kassly only ever looks one level down, at counted ingredient stock.

Producible recipes — the ones a commissary makes in batches — are excluded from this entirely. They are consumed by a production run, not by a sale.

What you see

On **Catalog → Products**, an item with Stock from Recipe on shows its portion count in the stock column as `24 served`, with a status badge.

On the POS, the card carries a badge reading `24 left`.

Portions	Reads as
Above 5	In stock
1 to 5	Low
0	Out of stock

That threshold of five portions is a flat default, deliberately provisional — whether it should be something you set per dish is still an open question.

A dash is not "sold out"

Sometimes there is no honest figure to give, and Kassly shows `--` rather than guessing. **A dash never means the dish has run out.** Hover it and the reason is there:

Reason	Hover text
No recipe attached	*No recipe attached yet, so there is nothing to derive portions from*
No tracked ingredients	*None of this recipe's ingredients track stock, so no portion count can be derived*
Yield missing or invalid	*This recipe has no yield set, so portions cannot be worked out*
No branch chosen	*Pick a branch to see how many portions the ingredients cover*

The last one catches most cases: ingredients are held per branch, so a portion count with no branch selected would be a number about nowhere. Pick a branch at the top of the app.

On the POS a dish with no figure synced is treated as unconstrained rather than sold out — showing "sold out" for a dish nobody measured would take it off the menu for no reason.

It never blocks a sale

This is the design, not a gap.

A dish showing 0 portions can still be sold. The card stays tappable, the cashier can ring it up, and nothing warns or asks for an override. Compare counted stock, where a tracked item at zero disables the card.

The reason is that a derived figure is never quite true:

- it is a snapshot of one branch at one moment, stale the instant another till rings the same dish;
- an offline terminal cannot see the sales that have not synced yet;
- it is only as good as the ingredient on-hand behind it, which drifts every time spoilage or a delivery goes unrecorded.

A POS that refuses a dish the kitchen can actually cook is worse than one showing a stale count. So treat the number as what it is: a good enough answer to "can I promise this to the table", checked by the person who can see the kitchen.

Because that is the point, cashiers can see the figure too — not just owners and managers.

Variants

The catalogue list and the POS grid use the item's **product-level** recipe — the one that applies to all variants. A dish whose only recipes are variant-specific therefore reads as having no recipe on the list, even though selling it deducts correctly.

Per-variant portion counts are available when Kassly asks about one specific item and variant, which is what happens when you open the item itself.

When the figure looks wrong

Symptom	Usual cause
`--` on every dish	No branch selected
`--` on one dish	No recipe, an inactive recipe, or all its recipes are variant-specific
Far fewer portions than expected	The yield is wrong, or an ingredient's cost/unit was entered per pack instead of per stock unit
Far more portions than expected	An ingredient that should constrain it has Track Stock off, so its line is being skipped
A dish that should be out still shows portions	The ingredient's on-hand figure is overstated — count it

Where to go next

- Ingredients & recipes — writing the recipe this reads
- Stock levels — the ingredient quantities behind the number
- Stock counts — making those quantities true

PART 7

Purchasing & Suppliers

Suppliers, purchase orders, receiving stock, and consignment.

Suppliers

Keeping a record of the businesses you buy from, so a purchase order has someone to be addressed to.

A supplier record is the name, the person you ring, and the TIN you need for your books. It exists so that every purchase order points at a real business rather than a note in someone's phone.

> **Suppliers need the Inventory Pro add-on** (₱400 per branch each month), or any bundle that includes it. The same add-on covers purchase orders, expiry alerts and reorder suggestions. See Plans and add-ons.

Only an Owner or a Manager can open this screen. A custom role cannot be given supplier access on its own.

The Suppliers list

Open **Inventory → Suppliers**. The table shows:

Column	What it is
Name	The supplier's business name.
Contact	The named person, or `-`.
Phone	Their number, or `-`.
Email	Their email, or `-`.
Products	How many products in your catalog are linked to this supplier.

The search box at the top matches on **name, contact person and email**, so you can find a supplier by the person you deal with rather than the registered business name.

Suppliers are shared across your whole business. They are not per branch — one record serves every branch that orders from them.

Adding a supplier

Click **Add Supplier**. Only the name is required; everything else you can fill in when you have it.

Field	Required	Notes
Name	Yes	The business name, e.g. `Universal Robina Corp`. Up to 255 characters.
Contact Person	No	The person you actually deal with.
Phone	No	Up to 50 characters, so a landline and a mobile fit in one line.
Email	No	Must be a valid email address if you enter one.
TIN	No	Their Tax Identification Number, in the form `123-456-789-000`.
Address	No	Up to 1,000 characters.

Nothing here is validated against the BIR. The TIN is stored as you type it, for your own records and for the person doing your books.

To change any of it later, use the pencil icon on the supplier's row. The same form opens with the values filled in.

Deleting a supplier

The bin icon on the row opens a **Delete Supplier** confirmation.

A supplier that has ever been on a purchase order cannot be deleted. Kassly refuses with *Cannot delete supplier with existing purchase orders.* — because deleting it would leave those POs, and the payables behind them, pointing at nothing.

That is deliberate and there is no override. If you have stopped buying from a supplier, leave the record where it is; it costs you nothing and it keeps your purchase history readable.

> **There is no way to mark a supplier inactive from this screen.** The list is the full list. If you deal with many suppliers you have retired, use the search box rather than expecting them to be filtered out.

What a supplier record does not carry

Be clear about what is and is not stored here, because the gaps trip people up:

- **No payment terms field.** There is no Net 30, no credit limit, no due-date rule on a supplier. What you owe is recognised when goods arrive — see Receiving purchase orders — and it is recorded as an expense dated the day the receipt was finalised, not on terms.
- **No supplier-level price list.** Unit costs are entered per line, per PO. The PO form suggests the product's own cost price — see Purchase orders.
- **No notes field on the form.** The list and the dialog carry the six fields in the table above and nothing else.
- **No per-supplier statement or balance.** There is no screen that totals what you owe one supplier. Procurement spend lands in the **Procurement** expense category with the PO number as its reference.

Linking products to a supplier

Each product can name one **preferred supplier** — the business you usually buy it from — plus that supplier's own code for the item (**Supplier SKU**). Set them in either place:

- **On the product form**, in the **Supplier** card. It appears once you have Inventory Pro and your role can manage purchase orders. Search for the supplier by name; the × clears it.

- **In the product import sheet**, in the **Supplier** and **Supplier SKU** columns. See Importing products.

The supplier must already be on this list. Neither the form nor the sheet creates a supplier for you, because a supplier record carries contact details and a TIN that a product row cannot supply.

Once products are linked:

- The **Products** column counts the products whose preferred supplier is this one.
- **Inventory → Reorder** groups the items that have fallen below their reorder point under their supplier, and **Create PO** turns a group into a purchase order with the supplier, branch and quantities already filled in. See Inventory reports.

A product with no preferred supplier still shows up on the reorder page, under **No Supplier**. Its **Create PO** opens the same pre-filled order with the supplier left blank for you to pick.

Supplier history

There is no supplier detail page. To see what you have bought from a supplier, open **Inventory → Purchase Orders** — every row shows its supplier, and each PO carries its own line items, receipts and payable.

The purchase-order list has a search box for the PO number and a status filter, but no supplier filter, so on a long list you are reading down the Supplier column. See Purchase orders.

Where to go next

- Purchase orders — raising, approving and sending an order
- Receiving purchase orders — what arrives, and what you then owe
- Stock levels — reorder points, which decide what shows up as due to order

Purchase Orders

Raising an order to a supplier, the statuses it moves through, who signs it off, and what Kassly can and cannot send to the supplier for you.

A purchase order records what you asked a supplier for, at what price, and where it should be delivered. Until something physically arrives it is a commitment and nothing more — no stock, no expense, no money owed.

> **Purchase orders need the Inventory Pro add-on** (₱400 per branch each month), or any bundle that includes it. Delivering a PO into a warehouse instead of a branch additionally needs **Warehouse & Commissary** (₱500 per branch each month).

Who can do what

Action	Who
See the list and open a PO	Owner, Manager, or a custom role with **Receive stock**
Create and submit a PO	Owner, Manager
Receive items	Owner, Manager, or a custom role with **Receive stock**
Close Short	Owner, Manager
Cancel	Owner, Manager

The split exists so a stockroom or dock person can work a delivery without also being able to commit your money. See Custom roles.

Raising a purchase order

Open **Inventory → Purchase Orders** and click **New Purchase Order**.

Field	Required	Notes
Branch	Yes	The branch the goods belong to. Also the branch the expense is booked against.
Supplier	Yes	From your supplier list. See Suppliers.
Deliver To	No	**Branch (default)**, or a warehouse under the **Warehouses** heading.
Expected Date	No	Must be today or later.
Notes	No	Up to 2,000 characters.

Then add **Line Items**. Each line needs a product, a quantity and a unit cost:

- Quantity and unit cost must both be **greater than zero**. A line at ₱0 is rejected, so a freebie has to go in as a stock adjustment rather than a PO line.
- Both accept decimals, so 2.5 kg is a valid quantity.
- **Unit Cost pre-fills from the product's cost price** when you pick the product (or the variant's own cost, for a variant). It is a suggestion — type over it with what the supplier is actually charging this time.
- **Line Total** is quantity × unit cost, and the totals update as you type.

A PO must have at least one line. Save it and it lands in **Draft**.

Starting from reorder suggestions

Inventory → Reorder has a **Create PO** button on every supplier group. It opens this same form with the order filled in for you:

- the **Supplier** of the group, or blank for the **No Supplier** group;
- the **Branch** the items are low at — a group that is low at more than one branch asks which branch first, because a purchase order is for one branch;
- one **line per item**, with the variant where the stock is per variant, the suggested quantity, and the usual unit cost.

The quantity is the item's **reorder quantity** at that branch, or — when none is set — enough to climb back to the reorder point. Everything stays editable before you save. Items that no longer exist are left out, and the form tells you how many. See Stock levels for setting the reorder point and quantity.

Kassly numbers it for you as `PO-000001`, counting up per business.

Delivering into a warehouse

If you have the Warehouse & Commissary add-on, **Deliver To** offers your warehouses as well as the branch. Choosing a warehouse changes what happens when the goods arrive: stock lands at warehouse level and Kassly writes a Goods Receipt (GRN) instead of a branch stock movement. That is covered in Receiving purchase orders and Warehouses.

Without the add-on, saving a PO with a warehouse selected is refused with *Warehouse delivery requires the Warehouse Management add-on.* Branch-destined POs keep working normally.

The statuses

Status	What it means
Draft	Being written. Nothing has been committed.
Submitted	Sent for sign-off and open to receive against.
Partial	Some of what you ordered has arrived; the rest is still expected.
Received	Everything ordered has arrived. Terminal.
Closed	Finalised at the quantity actually received, via **Close Short**. Terminal.
Cancelled	Abandoned before anything arrived. Terminal.

The badge on the PO shows the status word itself — a partially received order reads **Partial**.

> **The status filter on the list has no Closed option.** It offers All Statuses, Draft, Submitted, Partial, Received and Cancelled. To find a short-closed PO, leave the filter on **All Statuses** and search by PO number.

Submitting and sign-off

Open a Draft PO and click **Submit**. Two things happen:

1. The PO moves to **Submitted**, which is the state it can be received against.
2. A **purchase order** item appears in the approvals queue for a manager, carrying the PO number and the order total.

The sign-off is a record, not a gate. A submitted PO is immediately receivable whether or not anyone has approved it yet — approving simply affirms it and leaves the decision on the audit trail.

Rejecting it, or asking for changes, sends the PO **back to Draft** so the buyer can revise and submit again. The reason is captured on the approval. See Approvals and promotions.

> **Submitting does not create an expense or a payable.** Earlier versions of Kassly booked the full order value the moment you submitted. It no longer does: what you owe is recognised only when goods arrive. If you

> are used to seeing a pending Procurement expense appear at submit time, that is why it no longer does.

Sending it to the supplier

This is the honest bit, and it is the most common surprise on this screen.

Kassly does not send the purchase order to your supplier. There is no email button, no supplier portal, and no printable PO document. Submit is an internal state change. You still order the way you always did — a call, a text, Viber, a walk-in — and the PO in Kassly is the record you receive against.

The **Delivery Receipt** button on a PO is not the order document. It generates a numbered, printable two-copy proof-of-delivery PDF for goods that have physically moved, which you would use when *you* are handing goods over. It needs the **Generate delivery receipts** capability, held by Owners and Managers by default.

Cancelling

Cancel is available on a Draft or Submitted PO and moves it to **Cancelled**.

Once anything has been received the PO cannot be cancelled. Kassly refuses with *This PO already has received stock. Short-close it to finalise at the received quantity instead of cancelling.* The received goods are real, they are on your shelves, and they carry a payable — so the way out is **Close Short**, described in Receiving purchase orders.

A fully received or closed PO cannot be cancelled at all.

Reading the PO

Open any PO and the four cards across the top read:

Card	What it shows
Order Total	The full ordered value. Once anything is received, the received value appears underneath it.
Expected	Your expected delivery date, or `-`.
Received	The date the PO was finalised, or `-`.
Created By	Who raised it.

Below that, the **Items** table gives each line's product, quantity ordered, quantity received so far, unit cost and line total.

What purchase orders will not do

- **No supplier-facing document.** As above — no PO PDF, no email.
- **Receiving does not update a product's cost price.** The unit cost you paid is stamped on the stock movement and drives the payable, but the product's standing cost price is left alone. If a supplier's price has moved for good, edit the product. See Adding products.
- **No revising a submitted PO.** There is no edit form after Draft. To change a line, have the approval rejected so the PO returns to Draft, or cancel and raise a new one.
- **No blanket or recurring orders**, and no ordering against a supplier contract or price list.
- **No PO on the mobile app.** The phone app can *receive* against a PO, but raising one is web-only. See Receiving purchase orders.

Where to go next

- Receiving purchase orders — the receipt, short-close, and what becomes payable
- Suppliers — the records a PO points at
- Warehouses — delivering into a back-of-house location
- Inventory reports — reorder suggestions and what is due to order

Receiving Purchase Orders

Recording what actually arrived, receiving in more than one delivery, closing an order short — and why what you owe is the received value and never the ordered value.

Receiving is where a purchase order stops being a plan. You count what the driver brought in, you type those numbers, and Kassly moves the stock and works out what you owe.

The one rule to take away from this page: **you owe for what arrived, not for what you ordered.**

> **Receiving needs the Inventory Pro add-on** (₱400 per branch each month), the same one that carries purchase orders themselves. Receiving into a warehouse additionally needs **Warehouse & Commissary** (₱500 per branch each month).

An Owner, a Manager, or anyone holding the **Receive stock** capability through a custom role can receive. That is the point of the split — the person on the dock does not need the keys to your finances.

Bill from received, not from ordered

A purchase order goes through three money states, and only the last one is real:

PO state	Stock	What you owe
Draft	Nothing	Nothing
Submitted	Nothing	Nothing — a commitment, not a debt
Partial	Whatever arrived so far	Nothing yet
Received or Closed	Everything that arrived	The received value

The received value is each line's **quantity received × unit cost**, added up. Kassly stores it on the PO as its received amount and it is the figure that reaches your books.

This matters because short deliveries are ordinary. You order 100 cases, 80 arrive, the supplier's invoice is for 80. If Kassly had booked ₱-for-100 when you submitted the order, your payables would be permanently overstated and someone would have to hunt the difference down every month. It does not, so they do not.

The consequence to plan around: **nothing at all reaches your expense reports or your books until a PO is finalised** — either fully received, or short-closed. A PO sitting on Partial for three weeks is invisible to your profit figures.

Recording a receipt

Open a **Submitted** or **Partial** PO and click **Receive Items**. A dialog lists every line with what is still outstanding.

Field	Required	Notes
Qty to Receive	Yes	What arrived on this delivery. Must be greater than zero. Decimals allowed.
Batch #	No	Up to 100 characters.
Expiry Date	No	Feeds expiry alerts.

Click **Confirm Receipt**. For each line Kassly:

1. adds the quantity to the line's received total,
2. raises the stock at the branch,
3. writes a stock movement stamped with the unit cost, the batch number and the expiry date, and referencing the PO number,
4. tells the POS terminals at that branch about the new quantity.

The stock movement is the record. Nothing changes a number silently. See Stock levels and Batch and expiry.

You cannot receive more than you ordered. Ask for 30 when 10 are outstanding and Kassly refuses, naming the product and the remaining quantity. An over-delivery has to be handled either as a separate PO or as a stock adjustment — see Stock adjustments.

Receiving is safe to retry. The mobile and web clients send an idempotency key with the request, so a receive that times out and gets resent does not put the stock away twice.

Partial receipts

Receive less than the full outstanding quantity on any line and the PO moves to **Partial**. The stock you received is already yours and already on the shelf; the rest is still expected.

You can receive against a Partial PO as many times as the deliveries take. Each receipt accumulates onto the same line. When the last unit lands the PO flips to **Received**, stamps the received date, and the payable is recognised.

When a short receipt needs a manager

A short delivery that is out of the ordinary raises a **receiving variance** item in the approvals queue.

The test runs per line, on the shortfall against what was outstanding:

Threshold	Default
Units	more than 5 units short
Percentage	more than 10% short

Either one being exceeded is enough. Only one variance approval is open per PO at a time, so a second short receipt on the same PO does not queue a duplicate.

> **The thresholds are defaults, and there is no screen for changing them.** They are stored as business settings and can be moved, but not from the Settings pages as they stand.

Approving a variance **annotates the record; it does not reverse anything.** The stock moved when you received it. Approval marks the PO as accepted with variance, with who accepted it and when; rejecting records the reason.

Neither touches your stock or the payable — those are settled by receiving and by short-closing. See Approvals and promotions.

On the phone, a short receipt over the threshold comes back as *Short-receive exceeded the tenant threshold. A manager must approve the variance.* with a **View approvals** link.

Close Short

Sometimes the rest is never coming. The supplier is out of stock, the season is over, or you have simply moved on.

Close Short finalises a Partial PO at the quantity received so far. Open the PO and click **Close Short**. The confirmation tells you exactly what you are agreeing to:

- how many units remain and will no longer be expected,
- the **Payable** figure the PO will be finalised at.

Confirm and the PO moves to **Closed**, with the received date stamped and the payable recognised at the received value.

Three things to know:

- **It cannot be undone.** There is no reopen.
- **It moves no stock.** Receiving already put the goods away; Close Short is purely the closing-out step.
- **It is only available on a Partial PO.** A Submitted PO with nothing received cannot be short-closed — there is nothing to finalise at. Cancel it instead.

That gives you a clean rule for abandoning an order:

Situation	What to use
Nothing has arrived	**Cancel**
Some arrived, the rest never will	**Close Short**
Some arrived, the rest is still coming	Leave it on Partial

What lands in your books

When a PO is finalised — fully received or short-closed — Kassly creates one **approved** expense:

Field	Value
Category	**Procurement**, created automatically the first time you need it
Amount	The received value
Reference	The PO number
Description	`Purchase Order PO-000001 — Supplier Name`
Date	Your business day at the branch, not UTC
Status	Approved, with the person who finalised it recorded as approver

The business date matters if you receive late: a delivery signed for after closing time is still today's expense, not tomorrow's.

On the accounting side the received value is capitalised as inventory and recognised as a payable — a debit to Merchandise Inventory and a credit to Accounts Payable, dated the received date and referenced by PO number, described as *Inventory received from supplier*. Paying the approved expense then relieves Accounts Payable against cash. Because both legs are sized to the received value, a short-closed PO nets cleanly instead of leaving a stub in payables. See Books of accounts and Chart of accounts.

Receiving does **not** update the product's own cost price. The price you paid is stamped on the movement and used for the payable and for valuation, but the product's standing cost stays as you set it. If a supplier's price has changed for good, edit the product.

Receiving into a warehouse

If the PO's **Deliver To** was a warehouse, receiving behaves differently in three ways:

- Stock lands at **warehouse level**, not at a branch, so no POS terminal is notified.
- Kassly writes a **Goods Receipt** — a GRN, numbered `GRN-000001` — recording the warehouse, the PO, who received it and when, with one line per product including its batch number and expiry date.
- Each delivery gets **its own GRN**. Receive a warehouse PO in three deliveries and you have three goods receipts against one PO.

Everything else is the same: the over-receive guard, the accumulation of received quantities, the variance approval, the statuses, and the payable at the received value.

If the warehouse has been deleted since the PO was raised, receiving is refused with *The delivery warehouse for this PO no longer exists.* — because otherwise the stock would be put away somewhere nothing can see it.

GRNs are listed on the warehouse's own page. There is no bin- or zone-level putaway step; stock lands at the warehouse as a whole. See Warehouses.

Receiving on the phone

The mobile app has a receiving screen for the dock: **Receive PO**, reached from the Inventory or Oversight menus.

It lists your **Submitted** and **Partial** POs. Open one and each outstanding line shows Ordered, Received and Outstanding, with two inputs:

Field	Notes
Received now	What arrived.
Variance note (optional)	e.g. `box damaged, short-shipped`. Carried into the approvals queue.

There is a **Scan to jump** button that reads a barcode and scrolls to that line, which is faster than hunting a long delivery by eye. Scanning something that is not on the order says *That product is not on this PO.*

Then **Submit receive**. If everything on the order has already been received, the screen says *All items fully received.*

> **Receiving does not work offline.** Unlike the POS, a receipt cannot be queued. Offline, the list screen warns *Receiving requires a connection.* and the PO screen *Reconnect to submit a receive.* — and the quantity and note boxes, the scan button and the submit button are all disabled until you are back on a connection.

That is deliberate: a receipt has to check the outstanding quantity on the server before it can be trusted, and two people receiving the same delivery on two phones offline would over-receive it. If you are in a stockroom with no signal, count on paper and enter it when you have a bar of signal. See What works offline.

The phone screen also does **not** collect batch numbers or expiry dates. If you track expiry, receive that delivery on the web instead.

What receiving deliberately does not do

Two things people expect here are genuinely not built, and it is better you know now than discover it at audit.

There is no three-way matching. Kassly matches the purchase order against the goods receipt. It does not hold the supplier's invoice as a document, and there is no screen that compares PO to receipt to invoice, flags a price variance between the PO cost and the invoiced cost, or blocks a payment over a mismatch. The payable is sized from *your* receipt at *your* PO unit costs. If the supplier bills a different price, you reconcile that yourself and adjust the expense.

There is no BIR treatment on the purchasing side. Receiving does not capture input VAT separately, produce a purchase journal in the BIR format, or handle withholding tax on your supplier payments. The BIR features in Kassly cover your *sales* — see BIR compliance. Purchases reach your books as a Procurement expense and nothing more.

Both were deliberately left out of this release rather than half-built. Do not plan a process around them.

Where to go next

- Purchase orders — raising, submitting and cancelling
- Receiving stock — putting stock in without a PO
- Stock adjustments — correcting a mis-receive
- Inventory valuation — how received cost feeds your stock value

Consignment

Placing your stock with a reseller who only pays once they sell it — issuing it out, taking unsold goods back, and settling the resales they report.

Consignment is the arrangement where you hand goods to another shop and they pay you only for what they sell. The stock stays yours the whole time it sits on their shelf. Kassly tracks it so you know, at any moment, who is holding what of yours and for how long.

> **Consignment needs the Consignment add-on** (₱300 per branch each month), or any bundle that includes it. That one add-on also grants **Accounts Receivable**, because settling a consignment books a sale that is usually on credit — you cannot run one without the other.

Only an Owner or a Manager can use these screens. A cashier is blocked even when the add-on is active.

Which direction this works in

Read this before anything else, because it decides whether the feature is for you at all.

Kassly tracks goods you place with someone else. You are the consignor; the shop holding your stock is the consignee. Everything on the Consignment screen is about stock leaving your branch and sitting with a reseller.

It does not track goods someone else has placed with you. There is no intake screen for a supplier's stock held on your shelves, no separate ledger of what you owe a consignor, and no settlement run in that direction. If a supplier consigns to you, the closest fit is to receive the goods normally when you take ownership of them — see Receiving purchase orders — which is a different arrangement and worth agreeing with them explicitly.

Consignees are customers

A consignee is a **customer record**, not a supplier record. That is how the receivable and the settlement sale hang together: the shop reselling for you is a business that buys from you, just on unusual timing.

You do not tick a box to make someone a consignee. **The act of consigning stock to a customer marks them as one**, and they appear on the Consignment list from then on. See Customer profiles.

The Consignment screen

Open **Sales → Consignment**. Four cards along the top age your outstanding consigned value by how long the oldest consignment to each consignee has been sitting there:

Bucket	Days outstanding
Current	30 days or fewer
31–60 days	31 to 60
61–90 days	61 to 90
90+ days	more than 90

Below that, one row per consignee:

Column	What it is
Consignee	The customer's name.
Held units	Total units of yours they are holding.
Held value	What those units are worth at the price you consigned them at.
Days outstanding	Since the oldest still-held consignment to them.
Last settlement	When they last reported resales, or blank.

The aging card is the number to watch. Stock that has sat with a reseller for ninety days is usually not selling, and it is your money on someone else's shelf.

Issuing stock out

Click **New consignment** — from the list, or from a consignee's own page.

Field	Required	Notes
Consignee	Yes	Search by name or phone. Any customer can become one.
Branch	Yes	The branch the stock leaves from.
Product	Yes	One row per product, with a variant if it has them.
Qty	Yes	Greater than zero. Decimals allowed.
Unit price	No	What you charge per unit when they sell it.
Reference	No	Optional. Your own delivery-note or slip number, up to 100 characters.
Notes	No	Up to 2,000 characters.

Leave **Unit price** blank and Kassly uses the product's wholesale price, or its selling price if there is no wholesale price. Fill it in when this consignee is on different terms.

The **Value** column on each row is quantity × unit price, so you can see what you are placing before you commit.

What issuing out does to your stock

This is the part that surprises people, and it is correct:

- **Your on-hand quantity does not go down.** The goods are still your asset.
- **The quantity is reserved instead**, so the POS cannot sell it. Your available-to-sell figure drops by exactly what you consigned.
- **No revenue and no receivable are created.** Nothing is owed yet.

Because the check is against *available* stock, you cannot consign what you have already promised elsewhere. Try and Kassly refuses, naming the product and how much is actually available.

A movement is recorded as **Consigned Out**, and the consignee's held quantity for that product goes up.

What they are holding

Open a consignee from the list. The page shows their **AR balance**, **Held units** and **Held value**, then two tables.

Held stock — one row per product they still hold, with the held quantity, the unit price, and the value.

Movement history — every consignment event for this consignee, newest first, with the date, the type, the product, the quantity, the unit price, the value and your reference.

The type badge is one of three:

Type	Meaning
Consigned Out	Stock placed with them. Still yours.
Returned	Unsold stock came back.
Sold (Settled)	They reported a resale and it was settled into a sale.

Held quantity is always worked out from that history — everything consigned out, minus everything returned, minus everything settled. There is no separate holdings figure to drift out of step with the ledger, which means the history and the held total can never disagree.

> The movement history shows the **200 most recent** movements for a consignee. A long-running relationship will have older activity that this table no longer reaches.

Settling reported resales

When the consignee reports what they sold, click **Settle** on their page.

Field	Required	Notes
Settle qty	Yes	Per product. Cannot exceed what they hold.
Unit price	No	Defaults to the price you last consigned that product to them at.
Payment method	Yes	Cash, Card, GCash, Maya, Bank transfer, or Credit.
Reference	No	Optional.

Click **Settle & record sale**. Kassly then, in one step:

1. releases the reservation on the settled units,
2. books a **real sale** through the ordinary checkout machinery, which drops your on-hand exactly once and generates a receipt,
3. takes the payment by the method you chose, and
4. records a **Sold (Settled)** movement per line, linked to the sale.

Settling on **Credit** raises a receivable against the consignee, which is the normal case — they pay you on terms after reselling. Their credit limit is enforced, so a settlement that would push them past it is refused. See Receivables.

Settling with cash or an e-wallet takes the money there and then, with no receivable.

Because settlement books a proper sale, the revenue lands in your sales reports, the receipt exists, and your stock finally comes down — all on the day the resale was reported to you, not the day you handed the goods over.

Trying to settle more than they hold is refused, naming the quantity they actually have.

Taking unsold stock back

Click **Return** on the consignee's page and enter the quantity per product. The dialog shows what they hold beside each line so you are not guessing.

A return **releases the reservation** and records a **Returned** movement. Your available-to-sell figure goes back up. No receivable is created and no revenue is reversed, because none was ever recognised for that stock.

You cannot return more than they hold.

What consignment does not do

- **No commission or revenue split.** Kassly records one price per unit — what *you* get. A margin the consignee keeps on top of that is between you and them, and is not modelled. There is no percentage-of-sale setting.
- **No consignee statement to send them.** There is no printable statement or PDF of what a consignee holds. The screen is for you.
- **No per-consignment tracking.** Held quantity is a net figure per product per consignee. You cannot ask which of two deliveries a settled unit came from, and the value shown uses the price of the **most recent** consignment

of that product to that consignee — so if you changed the price between deliveries, the held value follows the newer price.

- **No expiry or batch tracking on consigned stock.** Batch numbers do not travel with a consignment.
- **Nothing on the phone, and nothing offline.** Consignment is web-only, and all three actions need a connection.

Where to go next

- Customer profiles — the records consignees live in
- Receivables — what a credit settlement creates
- Stock levels — where reserved stock shows up
- Sales orders and invoices — the other way to sell to a business on terms

PART 8

Production & Commissary

Making stock in-house: commissary transfers and production orders.

Commissary

A central kitchen or prep site that builds batches from recipes and distributes them to your branches — and the producible flag that makes a recipe buildable.

A commissary is where you make things in bulk. One kitchen cooks the day's sauce, one prep room portions the meat, one bakery bakes for four shops — and the branches receive finished goods instead of each doing it themselves.

In Kassly a commissary is a **warehouse that also produces**. Same location record, same stock, with production layered on top.

> **The commissary needs the Warehouse & Commissary add-on** (₱500 per branch each month), or any bundle that includes it. One add-on grants both the warehouse locations and the production side — they ship together because a commissary is a warehouse.
> You will also need the **Recipe Costing** add-on (₱350 per branch each month), because production is driven by recipes and that is where recipes live.

Once the add-on is active, **Commissary** and **Production Orders** appear under Inventory in the sidebar. Owners and Managers have full access. A custom role can be given a narrower slice, using the capabilities listed further down this page.

Setting up the site

There is nothing to configure called "a commissary". You create a warehouse and produce into it.

Set the warehouse up first — see Warehouses — and stock it with the raw materials you will build from, either by delivering a purchase order into it (see Receiving purchase orders) or by transferring stock in from a branch (see Stock transfers).

You can also produce **directly at a branch**. A single-shop kitchen that preps its own stock does not need a warehouse at all — it just needs the add-on and a producible recipe. Every production run targets **exactly one** location: a branch or a warehouse, never both.

Producible recipes

A recipe in Kassly — Kassly calls it a composition — normally describes one serving of a dish and deducts its ingredients when that dish sells. A **producible** recipe is different: it describes a **batch you make**, and it is consumed when you run that batch rather than when something sells.

The consequences are worth stating plainly:

- **A producible recipe never deducts at the point of sale.** Sell the finished item over the counter and no ingredients come out for it, because they came out when you produced the batch.
- **A producible recipe is excluded from stock-from-recipe availability.** It does not contribute a portion count on the POS. See Recipe-derived stock.
- **Only producible recipes can be built.** The recipe picker on the production screens lists producible, active recipes and nothing else.

That makes the flag the single most important switch on this page — and the hardest to find.

Marking a recipe producible

> **The producible flag can only be set through the composition import sheet.** It is not on the **Add Composition** or **Edit Composition** dialog, and the Compositions list does not label producible recipes differently from ordinary ones. If a recipe is not deducting on sales and otherwise looks correct, or if it will not appear in the production recipe picker, this is the first thing to check.

To set it:

1. Open **Inventory → Compositions** and click **Import**.
2. Download the template. It already contains every recipe you have, one row per ingredient, with a **Producible (commissary)** column showing `no` or `yes`.
3. Change that column to `yes` on every row of the recipes you build in batches. `y`, `true` and `1` are accepted too.
4. Upload the file back.

Recipes you leave out of the sheet are untouched, so you can upload a file containing only the recipes you are changing.

Two things to be careful of, both consequences of how the import matches rows:

- A recipe is matched on its **menu item, variant and composition name**. Change the name in the sheet and you create a second recipe rather than renaming the first.
- The import **rewrites** the flag from the sheet. Re-import a producible recipe with that column blank or `no` and it becomes an ordinary POS recipe again, and will silently start deducting on sales.

The full sheet format, and the rest of what import can do, is in Importing products and Ingredients and recipes.

Yield on a producible recipe

Yield on an ordinary recipe means servings per batch, and the sale deducts a divided share of each line. **Production does not divide.** A run builds whole batches: the quantities on the recipe are consumed as written, multiplied by how many batches you are making.

So a recipe listing 10 kg of pork with a yield of 40 produces 40 portions and consumes 10 kg — one batch. Set the batch multiplier to 3 and it produces 120 portions and consumes 30 kg.

Waste percentages still apply, and are applied the same way as on a sale, so a line's cost and its stock deduction always agree. See Ingredients and recipes.

Who can do what

Production is split across three capabilities so a prep cook can ask for a batch without being able to approve it.

Capability	What it allows
View production	See the Commissary and Production Orders screens.
Request production	File a run or a production order, complete an approved run, cancel one.
Manage production	All of the above, plus approve and reject other people's requests.

Owners and Managers hold all three. A custom role can be given any of them — which is how you let a commissary supervisor file batches while a manager signs them off. See Custom roles.

The Commissary screen

Open **Inventory → Commissary**. One row per production run:

Column	What it is
Reference #	`PR-000001`, counting up per business.
Output	The finished product the batch makes.
Output Qty	Planned while pending; actual once completed.
Unit Cost	What one unit of the output ended up costing.
Location	The branch or warehouse the run happened at.
Date	When it was raised.
Status	See below.

The search box matches the reference number. The status filter offers All Statuses, Awaiting Approval, Draft, Completed, Cancelled and Rejected.

Run statuses

Status	What it means
Awaiting Approval	Filed by someone who cannot approve their own. No stock touched.
Draft	Approved and ready to build. Still no stock touched.
Completed	Built. Ingredients consumed, output in stock. Terminal and permanent.
Cancelled	Withdrawn before building. No stock was ever moved.
Rejected	A manager declined the request. Terminal.

Draft means approved, not unfinished. It is the state a run sits in between sign-off and the moment you actually cook, and it is the only state that can be completed.

Requesting a batch

Click **New Production Run**.

Field	Required	Notes
Recipe	Yes	Producible, active recipes only.
Produce into	Yes	One location, from the **Commissary / Warehouses** or **Branches** group.
Batch multiplier	Yes	How many batches. Greater than zero; decimals allowed.
Labor cost (₱)	No	For this batch as a whole, not per unit.
Overhead cost (₱)	No	Likewise.
Notes	No	Up to 2,000 characters.

As you change the recipe or the multiplier, the dialog previews what the batch will take: each **Ingredient** with the quantity **Consumed**, its **Line cost**, the **Input cost** total, the **Output** quantity, and the resulting **Unit cost**. Nothing is written while you are looking at the preview.

What happens when you save depends on your access:

- Hold **Manage production** and the button reads **Create Draft**. The run is self-approved straight to **Draft** — you could have approved it anyway, so the round trip would be friction and nothing more.
- Hold only **Request production** and the button reads **Submit Request**. The run lands in **Awaiting Approval**, an item appears in the approvals queue, and the run cannot be completed until a manager acts on it.

Approving, rejecting, cancelling

Open a run in **Awaiting Approval** and a manager sees **Approve** and **Reject Request**.

- **Approve** moves the run to Draft, and records who signed it off. The detail page then shows the approver's name.
- **Reject Request** needs a reason — *Why is this production request being rejected?* — and is terminal. The reason is shown on the run afterwards.

Cancel run withdraws a run that is Awaiting Approval or Draft. The confirmation is explicit that *a cancelled run writes no stock movements. This cannot be undone.*

A **Completed** run cannot be cancelled, rejected or reversed. Correct a mis-produced batch with a manual stock adjustment instead — see Stock adjustments.

Building the batch, the yield you enter, and how the cost is worked out are all covered in Production orders.

Getting output to the branches

Producing into a warehouse leaves the finished goods at the warehouse. Two ways to move them on:

- **A production order**, which is the demand ticket that requests goods for a branch and creates the delivery for you once the batch is built. This is the path to use for routine restocking. See Production orders.
- **A stock transfer** you raise yourself, warehouse to branch, when the goods are already sitting in the warehouse. See Stock transfers.

> **Both paths need the Stock Transfers Between Branches add-on** (₱300 per branch each month) to ship and receive the delivery, because that is the screen the dock works from. Without it you can produce at the warehouse but you cannot move the output to a branch through Kassly.

> If you have no add-on for transfers, produce **directly at the branch** that needs the goods instead. That skips the delivery leg entirely.

What a commissary does not do

- **No production scheduling or capacity planning.** There is no calendar, no shift plan, no machine or station allocation. A run is raised, approved and completed; nothing sequences them for you.
- **No multi-step routing.** One run turns inputs into one output. A process with three stages is three runs, each with its own recipe, the middle products being ordinary stock items.
- **No labour tracking.** Labor cost is a number you type per batch, not something drawn from timesheets or staff rates.
- **No reversal of a completed run.**
- **Nothing on the phone.** The commissary screens are web-only.

Where to go next

- Production orders — building a batch, yields, and costing
- Ingredients and recipes — writing the recipes a batch is built from
- Warehouses — the location a commissary produces into
- Stock transfers — moving finished goods out to branches

Production Orders

Building a batch from its recipe — the yield you actually got, what the output ends up costing, and the demand ticket that carries a batch from a branch's request to its shelf.

There are two halves to producing goods in Kassly, and they are worth keeping apart in your head.

The production run is the physical build: ingredients go out, finished goods come in, and a cost falls out of the arithmetic.

The production order is the paperwork around it: a branch says it needs 40 litres of sauce, someone approves it, the batch is built, and the goods are delivered. It writes no stock of its own — it drives the run and the delivery transfer that do.

> **Both need the Warehouse & Commissary add-on** (₱500 per branch each month), plus **Recipe Costing** (₱350 per branch each month) for the recipes themselves. A production order raised against a B2B sales order additionally needs **B2B Sales Orders** (₱300 per branch each month).

Set-up, the producible flag, who can do what, and how a run is requested and approved are covered in Commissary. This page picks up at the moment you actually build.

Completing a run

Open an approved run — one showing **Draft** — from **Inventory → Commissary** and click **Complete**.

The dialog asks for one thing: the **Actual yield**, in the output product's own unit. It starts pre-filled with the planned yield, and you change it to what you really got out of the batch.

Underneath, Kassly tells you the difference as you type:

What you entered	What it says
Less than planned	*Short by 3.00 L — this raises the unit cost.*
More than planned	*Over by 2.00 L.*

Then **Complete Run**. In one step Kassly:

1. Works out each ingredient's quantity — the recipe line multiplied by the batch multiplier, converted into the ingredient's own stock unit, then scaled up for that line's waste percentage.
2. Writes one **negative** stock movement per ingredient at the run's location, stamped with the ingredient's cost.
3. Writes one **positive** stock movement for the output, at the actual yield.
4. Rolls up the batch cost and stamps the unit cost on that output movement.
5. Blends the new batch cost into the finished product's standing cost price.

The run moves to **Completed**, which is terminal. It records who completed it and when.

> **An insufficient ingredient fails the whole run.** If any input is short at that location, nothing is consumed, nothing is produced, and you get the server's message back on the dialog. Kassly will not produce a partial batch or quietly consume what it can find — so top the ingredient up, or lower the batch multiplier and raise a new run.

There is **no way to reverse a completed run.** Correct a mis-production with a manual stock adjustment, which leaves both the run and the correction on the record. See Stock adjustments.

Yield: planned against actual

Planned yield is the recipe's yield multiplied by the batch multiplier. Actual yield is what came out of the pot.

Once a run is completed its summary shows **Planned yield**, **Produced** and **Yield variance** side by side, with the variance signed so a short batch is obvious.

The variance is not just a statistic. **Actual yield is the denominator of the unit cost**, so a short batch makes every unit more expensive, and that is correct: the same ingredients had to be paid for either way.

Batch	Cost in	Yield	Unit cost
Planned	₱4,000	40 L	₱100.00
Actual, short	₱4,000	32 L	₱125.00

If a recipe is habitually running short, that is a signal to fix the recipe's yield or its waste percentages rather than to keep absorbing it. See Ingredients and recipes.

What the batch costs

The unit cost of the output is the whole batch cost divided by the actual yield:

```
unit cost = (ingredient cost + labor cost + overhead cost) ÷ actual yield
```

- **Ingredient cost** is each line's consumed quantity — waste included — multiplied by that ingredient's current cost price, added up.
- **Labor cost** and **overhead cost** are the amounts you typed on the run for this batch as a whole, not per unit.

Every one of those is visible before you commit: the **New Production Run** dialog previews **Input cost**, **Output** and **Unit cost** live as you change the recipe, the multiplier, or the two cost boxes.

> **Labor and overhead can only be set when the run is raised.** The Complete dialog asks for the yield and nothing else, so a batch that turned out to need more labour than expected keeps the figure you entered up front. Cancel and re-raise the run if that matters to you.

Ingredient costs are read **at the moment you complete the run**, not from when the recipe was written. A batch built today costs today's ingredient prices.

How the finished product's cost is updated

A produced item — house sauce, portioned meat, par-baked bread — is never bought from anybody, so it has no purchase price to cost from. If Kassly left its cost price at zero, every dish made from it would show a food cost of zero.

So completing a run blends the batch into the product's standing cost price as a weighted average of what you already had and what you just made:

```
new cost = (on hand before × old cost + produced qty × batch unit cost)
           ÷ (on hand before + produced qty)
```

Two consequences worth knowing:

- **The new cost is not simply the batch cost.** Make a cheap batch on top of a large expensive stock and the standing cost barely moves. That is the point of a weighted average.
- **It is one cost per product, across your whole business** — not per branch and not per warehouse. Produce the same item at two sites at different costs and they average into one figure.

That standing cost is what every recipe using the item reads, which is how a dish made from house sauce ends up with a believable food cost.

The precision limit

Ingredient cost prices are kept to **four** decimal places, so a raw material that costs a fraction of a centavo per gram can be recorded honestly.

A produced item's cost price is rounded to two decimal places each time a run completes. So a produced good tracked in grams, or any item whose true unit cost falls below one centavo, cannot hold that cost exactly, and the rounding re-enters every time you produce it again.

If that matters for a particular item, track it in a larger unit — per litre rather than per millilitre, per kilo rather than per gram — so the unit cost lands somewhere the centavo can carry it.

Batch dates

A production run stores a manufacture date and an expiry date, and stamps both onto the output stock movement.

> **Neither dialog offers a field for them.** The New Production Run and Complete Run dialogs do not ask, so in practice a produced batch carries no expiry date and will not appear in expiry alerts. If you need shelf-life tracking on prepped goods, that gap is real — see Batch and expiry for what does carry expiry dates today.

The Production Orders screen

Open **Inventory → Production Orders**. One row per order:

Column	What it is
Reference #	`PO-000001`, counting up per business.
Output	The finished product being asked for.
Qty	The quantity requested.
Source	Where the demand came from — see below.
Destination	Where the goods have to end up.
Status	See below.
Due	Your requested date, if you set one.

> **Production order references are formatted `PO-000001`, which is the same shape purchase orders use.** They are separate documents, counted separately, so `PO-000004` may well exist as both a purchase order and a production order. When you quote a reference to someone, say which screen it came from.

The three demand sources

A production order says *why* you are making something. The source decides where it will be produced and where the goods must end up.

Source	Use it when	Produced at	Delivered to
Branch restock	A branch needs produced stock delivered to it	The commissary warehouse	The branch you name
Sales order	A B2B order needs a producible good its branch does not have	The commissary warehouse	The sales order's own branch
Make to stock	Planning ahead with no particular demand	The location you pick	The same location

For Branch restock and Sales order you can name the warehouse to produce in; if you have exactly one active warehouse, Kassly uses it. With several warehouses and no choice made, it stops and asks you to pick one.

Make to stock is the one that skips a step. It produces directly into the branch or warehouse you choose, so there is no delivery to arrange and the order completes as soon as the batch does.

Filing a production order

Click **New Production Order**.

Field	Required	Notes
Source	Yes	Branch restock, Sales order, or Make to stock.
Recipe	Yes	Producible, active recipes only.
Requested quantity	Yes	In the output product's unit. Greater than zero.
Destination branch	For Branch restock	Where the goods must end up.
Sales order	For Sales order	The B2B order driving this.
Produce into	For Make to stock	A branch or a warehouse — exactly one.
Due date	No	When you need it.
Notes	No	Up to 2,000 characters.

Kassly turns your requested quantity into a batch multiplier by dividing it by the recipe's yield, then raises the production run for you. Ask for 100 portions from a recipe that yields 40 and you get a run at 2.5 batches.

As with a standalone run, what happens on save depends on your access. Hold **Manage production** and the button reads **Create Order** and the run is self-approved. Hold only **Request production** and it reads **Submit Request**, the order lands awaiting approval, and the commissary approvers are notified.

A sales order that has already been invoiced or cancelled cannot drive production, and Kassly says so.

Statuses, and how one advances

A production order's status is a reflection of the run and the delivery it drives — you never set it yourself.

Status	What has happened
Awaiting Approval	Filed, waiting for a manager.
Approved	Signed off. The batch can be built.
Delivering	The batch is built and a delivery transfer is on its way.
Delivered	The goods are at the destination. Terminal.
Cancelled	Withdrawn before anything moved. Terminal.
Rejected	A manager declined it. Terminal.

You approve or reject a production order **by approving or rejecting its production run** — there is no second approval round. The order mirrors whatever the run does, and the detail page links straight to the run with **View run** and **Complete run**.

> The progress trail on an order also shows **In Production** and **Produced** steps, and the list filter offers **In Production**, **Produced** and **Fulfilled**. Nothing sets those three today: an order goes from Approved to Delivering the moment the run completes. Filtering by them returns nothing.

The delivery leg

When the run completes on a Branch restock or Sales order, Kassly creates the warehouse-to-branch **stock transfer** for you, back-linked to the order, at the actual quantity produced. It is **not** auto-shipped — the dock still ships it and the branch still receives it, exactly as with any other transfer.

The order's detail page carries a **Delivery transfer** panel with the transfer's status and a button that reads **Ship transfer**, **Receive transfer** or **View transfers** depending on where it has got to.

> **Shipping and receiving that transfer needs the Stock Transfers Between Branches add-on** (₱300 per branch each month), because it is worked from the Transfers screen. Without it, the goods stay at the warehouse. Use a **Make to stock** order into the branch itself instead.

Once the branch receives the transfer, the order flips to **Delivered**. See Stock transfers.

When a sales order is waiting

An order sourced from a sales order does one extra thing on delivery: it marks the sales order as ready and notifies the person who raised it — *Stock for SO-000012 is now at Cebu Branch — ready to confirm & invoice.*

It stops there deliberately. **Kassly will not confirm or invoice the sales order for you**, because invoicing books real revenue and can raise a credit charge against the customer. That stays a decision someone makes. The order's detail page has a **Generate Invoice** button for when you are ready. See Sales orders and invoices.

Cancelling

Cancel order is available only while an order is Awaiting Approval or Approved — that is, before any stock has moved. Cancelling also withdraws the linked run, so you do not have to tidy up in two places.

Once the batch has been built, cancelling is refused: *Only requested or approved production orders can be cancelled (production has already started or completed).* At that point the goods exist. Deal with them as stock — deliver them somewhere useful, or adjust them out.

Where to go next

- Commissary — the site, producible recipes, and approvals
- Ingredients and recipes — yields, waste, and food cost
- Stock transfers — the delivery leg
- Inventory valuation — how produced cost reaches your stock value

PART 9

Customers & Selling on Credit

Customer records, loyalty, memberships, receivables, and post-dated cheques.

Customer Profiles

Keeping a record of the people who buy from you — names, phones, purchase history — and when you need one at all.

Most sales do not need a customer. You only attach one when you want something that follows the person rather than the receipt: loyalty points, a membership, a tab to collect later, or a statement at the end of the month.

> **Needs the Customer Memory & Promos add-on** (₱300 per branch each month), or any bundle that includes it. Without it the **Customers** page is hidden and the POS refuses to create new customer records.

Walk-in or named

A sale with nobody attached is a **Walk-in**. That is not an error state and it is not a lesser sale — it is how most retail and food sales are recorded. You will see the word Walk-in on the transactions list, in the queue, on bookings, and on job orders wherever a customer was not attached.

Attach a customer when you need one of these:

You want	Why a customer is needed
Loyalty points	Points live on the customer record
A membership	The membership is issued to a customer
To sell on credit	The balance owed is the customer's, not the receipt's
A monthly statement	The statement is a list of that customer's charges
A senior citizen or PWD discount with an ID on file	The ID number is stored on the profile

Everything else — receipts, reports, X and Z readings, stock — works exactly the same either way.

Adding a customer from the dashboard

Sales → Customers, then **Add Customer**. The **New Customer** dialog asks for:

Field	Required	Notes
Name	Yes	The only required field
Phone	No	Must be unique within your store
Email	No	Must be unique within your store
Customer Type	No	Defaults to Regular
SC ID Number	No	Shown for Senior Citizen
PWD ID Number	No	Shown for PWD
Notes	No	Up to 2,000 characters

Phone and email are checked for duplicates against your own store only. Two different Kassly stores can each have a customer on the same number.

Adding a customer at the counter

Tap the customer button on the POS to open the **Customer** sheet. Type at least two characters to search by name or phone, or tap **New Customer** to create one. The counter form is shorter: name, phone, email, **Customer Type** and an optional photo taken with the camera.

A cashier can search for and create customers. Editing a profile, deleting one, and everything on the Customers page itself is owner and manager only.

> **The counter form shows a VIP chip that Kassly cannot store.** The customer types Kassly actually keeps are the four below — there is no VIP. Pick VIP and the record is refused as an invalid type. If you were offline when you picked it, the record sits on the device and is refused again on every sync attempt. Use **Regular** and put "VIP" in the notes instead.

Customer types

Type	What it does
Regular	The default. No special behaviour
Wholesale	A label for your own filtering and reporting
Senior Citizen	Carries the statutory 20% discount
PWD	Carries the statutory 20% discount

The type is a label on the person, not an automatic price change. Whether a particular sale gets the senior citizen or PWD discount is still chosen at checkout — see Discounts. Wholesale pricing is likewise chosen per line, not implied by the type; see Product pricing.

What a profile shows

Open a customer from the list to get their page. The three figures across the top are **Loyalty Points**, **Total Orders** and **Credit Balance**.

Below that:

Panel	What it is
Memberships	Only shown if the customer has any. Plan, Status, Started, Ends, Sessions
Visit History	Only shown if the customer has memberships. Visited, Plan, Notes
Loyalty History	Date, Type, Points, Value, Notes
Recent Transactions	Receipt, Date, Branch, Cashier, Items, Status, Total

Recent Transactions is the purchase history, and it is paginated — it is every sale attached to that customer, not just the last few. Tapping through to the receipt itself is done from Transactions.

Each profile also carries a QR card. That is the member card; it is covered in Memberships.

Editing a profile

Edit on the customer page opens the same fields as the create form, plus a **Payment terms (days)** box.

> **Payment terms typed here are not saved.** The box accepts a number and the page says "Customer updated", but the value is discarded — the customer's terms stay as they were. Aging on the Receivables page therefore counts from the date of the charge, not from a due date. See Receivables.

Business billing details — registered name, Business Style, TIN, billing address — are **not** part of the customer form. Kassly asks for them on the invoice itself, in the **Bill To** block. See Sales orders and invoices.

The customers list

The four figures at the top of **Customers** are **Total Customers**, **Regular**, **Wholesale** and **With Loyalty Points**. You can filter by type with **All Types**, search by name, phone or email, and sort by name, points or date created.

Deleting a customer

Kassly refuses to delete a customer in two cases, and says which:

- They still owe you money — "Cannot delete this customer because they have an outstanding credit balance. Collect the balance first."
- They have sales on file — "Cannot delete this customer because they have existing transactions. You can update their record instead."

The second one covers almost every real customer. Editing the record is the practical option; deleting is really only for a profile typed in by mistake.

Creating customers offline

The POS creates customers on the device when there is no connection, and the record syncs on its own when the signal comes back. The sheet tells you: "You're offline. This customer will sync to the server when connectivity returns."

> **Do not create a second record for someone who is already in the system.** If an offline record's phone or email matches a customer that already exists on the server, the sync is refused every time and the record never leaves the device. Worse, any sale attached to it is held back too, so it sits on **Pending Sync** indefinitely. Search first — the POS searches the on-device copy of your customer list even with no signal — and attach the existing customer rather than

> making a new one.

If a customer profile did get stuck this way, the sale can be repointed at the correct customer from the app's transaction history, but only once the sale itself has moved to **Sync Failed**. A held sale offers no such button.

What Kassly does not do here

- **No customer import.** There is no spreadsheet upload for customers. They are typed in, or created at the counter as people arrive.
- **No merge.** Two records for the same person stay two records.
- **No address book fields** beyond phone, email and notes — no birthday, no street address, no tags or segments on the profile itself.
- **No marketing sends.** Kassly does not email or text your customers.

Loyalty Points

The points balance on a customer record — the rates behind it, what it is worth, and the fact that nothing awards points automatically yet.

Every customer record carries a **Loyalty Points** balance. Read this page before you promise points to anyone, because the balance does not yet fill itself in.

> **Needs the Customer Memory & Promos add-on** (₱300 per branch each month), or any bundle that includes it — the same add-on that gives you the Customers page.

Nothing awards points automatically

Completing a sale does not add points to the customer's balance. There is no earn step in the POS, no setting to switch one on, and no background job that grants points when an offline sale syncs. A customer who buys from you every day stays on whatever balance they already had.

There is also no **Redeem** button. Not in the dashboard, not at the counter.

So in a store running Kassly today, the points column is a display: it shows what is stored against each customer, and it does not move on its own. If your promise to customers is "spend and earn", Kassly is not the thing keeping that count — you would be keeping it by hand.

This page documents the rates and the screens anyway, because they are what the balance means and what the numbers on screen are calculated from.

The rates

Rate	Value
Earning	1 point per ₱10 spent, rounded down
Redeeming	1 point is worth ₱0.50

Both are fixed in Kassly. There is no screen to change them, no per-plan or per-product rate, and no multiplier for a promo period.

The earn rate rounds down on the whole sale total, so a ₱749 sale is 74 points and a ₱9 sale is none. The redeem value is what turns a balance into the peso figure shown beside it: 400 points reads as ₱200.00.

Where the balance appears

Screen	What it shows
Customers list	A **Points** column, and a **With Loyalty Points** count at the top
A customer's page	The **Loyalty Points** figure, and a **Loyalty History** table
The POS customer sheet	A **Loyalty** tile reading "*n* points" on each customer, and "*n* pts" beside every search result

Loyalty History lists Date, Type, Points, Value and Notes. Type is either **Earned** (shown in green with a `+`) or **Redeemed** (amber, with a `−`). The history is a permanent record — rows are never edited or removed, only added.

Points never expire

There is no expiry. No months-of-inactivity rule, no year-end reset, no setting for either. A balance stays exactly where it is until something changes it.

Points are per store

A customer's points belong to the store that recorded them. If you run more than one Kassly business, the same person has a separate profile and a separate balance in each. Branches of the same store share one balance — the points are on the customer, not the branch.

What Kassly does not do here

- **No tiers.** There is no Silver / Gold / Platinum, and no automatic type change when someone crosses a threshold.
- **No points-as-payment at checkout.** Points are not a tender. The methods you can take are listed in Payments.
- **No points on returns.** A refund does not claw points back, because none were granted in the first place.
- **No printed points balance.** The receipt does not show a points total. See Receipts.

Memberships

Selling a monthly pass or a block of sessions, scanning a member in, and how memberships expire, renew and get cancelled.

A membership is a thing a customer buys once and then uses over time: a monthly gym pass, ten massage sessions, a year of unlimited washes. Kassly sells it like any other item, then keeps count of what is left.

> **Memberships are on the Free plan.** No add-on is needed. Attaching the membership to a customer does need the Customers feature, which comes with the **Customer Memory & Promos** add-on (₱300 per branch each month).

> **The Memberships menu only appears for service-type businesses.** It sits under **SERVICES** in the sidebar, and that whole group is shown for business types that use partners, a queue, or settlements. A plain retail or convenience-store setup will not see it until one of those is switched on in **Store Settings → Feature Toggles**.

Two kinds of plan

Plan Type	What runs out
Time-based (expires after a duration)	Days. The membership carries an end date
Session-based (limited visits)	Visits. The membership carries a session count

You pick one per plan and it cannot be both. A time-based plan is measured in **Days** or **Months**; a session-based plan is measured in visits.

Creating a plan

Membership Plans → **New Plan** opens **New Membership Plan**:

Field	Required	Notes
Name	Yes	e.g. Monthly Unlimited
Description	No	
Plan Type	Yes	Time-based or Session-based
Duration	Time-based only	A number plus **Days** or **Months**
Session Count	Session-based only	How many visits the plan grants
Price	Yes	VAT-exempt, and treated as VAT-inclusive
Active	—	"Allow new enrollments to this plan"

Plans are archived rather than deleted, so history stays readable. Switch **Active** off to stop selling one.

> **A membership plan's price is recorded VAT-exempt.** That is deliberate, and it is not a setting. If your accountant expects VAT on membership revenue, raise it with them before you sell — see Tax configuration.

Selling a membership

Ring the plan up at the POS like any other item and take payment normally. Two things are required:

- **A customer must be attached to the sale.** Without one, no membership is issued — you get a paid sale and nothing else.
- **The sale must complete.** The membership is created when the sale finishes, not when it is added to the cart.

On a time-based plan the membership starts today and ends on today plus the plan's duration. On a session-based plan it starts with the plan's full session count. The app then shows the member's QR code straight away so they can photograph it before they leave.

> **Voiding the sale cancels the membership.** Any active membership issued by that receipt flips to **Cancelled**. It is not deleted — the record stays for the audit trail.

Enrolling without a sale

Memberships → **Enroll Member** issues one directly, for a member who paid some other way or whose record you are catching up on:

Field	Required
Customer	Yes — search by name or phone
Membership Plan	Yes
Start Date	No — defaults to today
Notes	No

Kassly refuses a duplicate here: "Customer already has an active membership for this plan." That guard exists to stop a double-tap on the dialog. It does not apply to sales — one receipt can legitimately issue several memberships.

The member card

Every customer gets one QR code, and it belongs to the **customer**, not to the membership. That matters: the same card keeps working through renewal after renewal. Print it once.

Membership Settings → Member QR Code Mode has two options:

Mode	State
Static	Default. "Members get a permanent QR code. Print once, use forever. Reissue if a card is lost."
Rotating	"Coming soon — requires a customer app." Not selectable

If a card is lost, reissue it from the customer's page — the old code stops working. **Reissue All Member QRs** on the settings page invalidates every card at once, which you would only do after a leak.

Checking a member in

Scan the card at the counter and tap **Time In**. The app confirms with "Welcome, *Maria*" using the member's first name.

On a session-based membership the visit takes one session off. **When the last session is used the membership immediately becomes Expired** — there is no "0 sessions left but still active" state.

Kassly refuses a check-in and tells you why:

Message	Meaning
"Membership is not active."	Expired or cancelled
"No sessions remaining on this membership."	Session-based, count is 0

From the dashboard the same thing is **Log Visit**, with an optional note ("e.g. Attended yoga session, full body massage…"). Visits are listed per membership, and a customer's page shows their lifetime visits across every membership cycle they have had.

Owners, managers and cashiers can all record a visit. Creating, renewing, extending and cancelling is owner and manager only.

Renewing

Renew on a membership creates a new membership and marks the old one Expired. Nothing is lost in the handover:

- **Time-based**: if the current end date is still in the future, the new term starts from that date, not from today. Renew early and you keep the unused days.
- **Session-based**: leftover sessions roll forward. Five left plus a ten-session plan gives fifteen.

A renewal can also be rung up as a normal sale, which is the usual way — the POS carries the old membership through so the rollover still applies.

Extending

Extend is the correction tool, not the renewal tool: it adds to the current membership rather than starting a new term. It asks for **Days to add** or **Sessions to add** depending on the plan type, plus an optional reason.

Rule	Behaviour
Time-based	Days only. Sessions are refused
Session-based	Sessions only. Days are refused
Already lapsed	Extending revives it: "This membership is expired. Extending will revive it to active."
Time-based already past its end date	The added days count from today, so they are not swallowed by the gap
Cancelled	Refused — "Cannot extend a cancelled membership." Cancellation is deliberate and is not undone by accident

Cancelling, and how memberships end

There are three statuses and no others: **Active**, **Expired**, **Cancelled**.

How it ends	What happens
Time runs out	A sweep at 00:10 Manila time each day marks time-based memberships past their end date as Expired
Sessions run out	The membership flips to Expired the moment the last session is used
Cancel	Immediate, and the confirmation says so: "This action cannot be undone." Refused if already cancelled, or if already expired
The sale is voided	Any active membership from that receipt is cancelled

Cancel takes effect at once. There is no "cancel at the end of the period" button in the dashboard or the app — a cancellation ends the membership on the spot, including any days or sessions the member had left.

Even before the nightly sweep runs, a membership past its end date is treated as inactive everywhere — a check-in on it is refused. The sweep tidies the label, it does not decide the outcome. The **Memberships** list filters by **All**, **Active**, **Expiring** and **Expired** so you can see who is about to lapse.

Cancelling does not refund anything. Money is handled separately, through Returns and refunds.

Memberships when you are offline

Most of this works with no signal:

Action	Offline
Selling a membership at the POS	Works. Issued on the device and synced later
Scanning a member card	Works. The device checks its own copy first
Recording a visit	Queued, and the app says "Welcome, *Maria* (offline — will sync)"
Creating a plan, renewing, extending, cancelling	Needs a connection

A visit is only queued when the device gets no answer at all. If the server answers and refuses — no sessions left, membership not active, or you do not have permission — the app shows that refusal and does **not** queue anything. That is correct: a queued visit against an exhausted membership would just fail later, out of sight.

> **Do not create a new customer at the counter for someone already on file.** A membership sale is held back from syncing until its customer exists on the server. If the offline customer duplicates an existing phone or email, that customer can never sync, so the sale sits on **Pending Sync** forever and the membership never reaches the dashboard. Search for the existing customer and attach them instead. See Customer profiles.

Prepaid packages of services

Sell a prepaid block — "ten haircuts", "five sessions" — as a **session-based membership plan**. That is the supported path, and everything above applies to it: it is sold at the POS, consumed by scanning the member in, rolls leftover sessions forward on renewal, and can be topped up with **Extend**.

> **There is no separate "service package" screen.** Kassly's database carries a package structure that would let one package hold different services in different quantities, but nothing in the dashboard or the app sells, lists or redeems one. Session-based membership plans are what actually ships. If your packages need to mix services — two facials plus one massage — model them as separate plans for now.

What Kassly does not do here

- **No recurring billing.** A membership does not charge a card monthly. Renewal is a sale you ring up, or a button you press.
- **No freeze or hold.** There is no pause-my-membership. Use **Extend** to give the days back.
- **No family or shared memberships.** One membership belongs to one customer.
- **No membership-only pricing.** Being a member does not automatically discount other purchases; see Discounts.
- **No expiry reminders to the member.** Kassly does not text or email them.

Receivables

Selling on credit (utang), tracking who owes you what, collecting payments, and what happens when you void a credit sale that was already paid.

Selling on credit means finishing a sale without taking the money. The amount goes on the customer's account and you collect it later. Kassly calls the whole of that machinery **Accounts Receivable**, and it is live — the pages below are the ones you will actually see.

> **Needs accounts receivable**, which comes with the **Cash Drawer & Expenses** add-on (₱300 per branch each month), the **B2B Sales Orders** add-on (₱300), the **Consignment** add-on (₱300), or any bundle including one of them. Owners and managers only — a cashier can put a sale on credit at the counter but cannot open the Receivables pages.

"Credit" means two opposite things — get this straight first

This is the single easiest thing in Kassly to get backwards, so before anything else:

What you see	What it actually is	Direction
Credit — the tender at checkout	Charging the sale to the customer's account. Utang	The customer now **owes you** more
Store Credit — a refund method on a return	Money you owe the customer, held against their account	**You owe them**

They are opposites, and they move the same number in opposite directions.

> **Kassly's own labels are inconsistent here, and you need to know it.** At the counter the tender is called **Credit**. On the web **Transactions** list and in the report filters, that *same* tender is labelled **Store Credit**. It is not store credit. A sale filed under "Store Credit" in the transactions list charged the customer's account — it did not spend anything. Real store credit only ever comes from choosing **Store Credit** as the refund method on a return or a void. It shows up as a **negative** balance on the customer, and the next credit sale eats into it.

One practical consequence: a customer sitting on store credit has a negative balance, and the **Accounts Receivable** list only shows customers who owe you something. They will not appear there. Open their record from Customers instead.

Putting a sale on credit

At checkout, pick **Credit** as the payment method. Three conditions are enforced:

- **A customer must be attached.** No customer, no credit.
- **You must be online.** Credit is the one tender Kassly refuses offline: "Credit payments require an internet connection." If any leg of a split payment is credit, the whole sale is blocked until you reconnect.
- **The charge must fit inside the customer's limit.**

Only the credit portion is checked against the limit, not the whole bill, so a part-cash, part-credit sale is judged on the credit part alone. The mechanics of the checkout screen are in Payments.

The charge is recorded against the receipt, so the sale, the receipt and the balance all point at each other.

Credit limits

A limit of ₱0 means **No limit** — not "no credit". That is the default, and it is what every customer has.

> **There is no field anywhere for setting a credit limit.** Not on the customer form, not on the counter sheet, not on the Receivables pages. The limit is displayed in several places and enforced properly when it is set, but nothing in the dashboard or the app can set it. In practice every customer is on **No limit**, and the discipline about how much utang to allow is yours, not the software's.

Payment terms and what "overdue" means

The customer edit dialog has a **Payment terms (days)** box.

> **Terms typed into that box are not saved.** The page reports success and the value is discarded. Nothing in Kassly stamps a due date onto a credit charge either.

So overdue is measured from the day the charge was made, and the rule is a flat 30 days. A charge more than 30 days old counts toward **Overdue Amount** and lands in an aging bucket accordingly. If your store works on 15-day or 45-day terms, the aging columns will not match your own reckoning.

The Accounts Receivable page

Sales → Receivables. Four figures across the top:

Card	What it counts
Total Receivables	Everything currently owed to you
Overdue Amount	The part more than 30 days old
Customers with Balance	How many people owe you something
Collection Rate (30d)	Payments collected in the last 30 days as a percentage of charges made in the same period

Then **Aging Summary**, in four buckets — **Current**, **31 - 60 days**, **61 - 90 days**, **90+ days** — each showing an amount and a customer count. Then a **Post-Dated Cheques** panel with **Cheques On Hand** and **Due This Week**, which is a shortcut into Post-dated cheques.

The table below lists every customer who owes you, with **Customer**, **Phone**, **Balance**, **Credit Limit**, **Oldest Charge** and **Last Payment**. Search by name or phone. Click a row to open their ledger.

The customer ledger

Customer Ledger is the statement. Three cards — **Current Balance**, **Credit Limit**, **Available Credit** — over a table of every charge and payment:

Column	Meaning
Date	When it happened
Type	Charge or Payment
Amount	The full amount of that entry
Outstanding	On a charge, how much of it is still unpaid
Method	How a payment was taken
Reference	Receipt number on a charge; your own reference on a payment
Notes	
Balance	The running balance after that line

Filter by date with **From** and **To**. A date-filtered statement opens with the balance carried in from before the period, so the running balance still adds up.

A red **bounced cheque** badge appears above the table once a customer has bounced one on you. It is a warning only — Kassly never blocks a sale because of it.

If the customer has cheques you are still holding, a **Cheques on hand** panel lists them, labelled "Not yet cleared — excluded from the balance above." That exclusion is deliberate: a cheque is a promise, and the balance only moves when it clears.

Collecting a payment

Collect Payment on the ledger opens a dialog showing the outstanding balance, then:

Field	Required	Notes
Amount	Yes	Cannot exceed the outstanding balance
Payment Method	Yes	Cash, Card, GCash, Maya, Bank Transfer
Reference	No	"e.g. GCash ref #, check number"
Notes	No	

Two rules to know:

- **Overpaying is refused**: "Amount cannot exceed the outstanding balance" in the dialog, and "Payment amount exceeds outstanding balance." from the server.
- **A cash collection needs an open shift**: "Open a shift before collecting cash payments. Non-cash methods can be recorded without an open shift." That is because cash physically enters the drawer and has to reconcile at close. A bank transfer notification arriving in the back office does not.

The payment is applied to the **oldest unpaid charge first**, then the next, and so on. You do not pick which charge it settles.

Collecting from the app

The app has a **Receivables** screen with the same customer list and a **Collect Payment** sheet — Cash, GCash, Maya, Card, Bank, with the reference marked "Required for digital payments". It prints a collection receipt on a paired printer.

This screen needs a connection. Offline it shows an amber banner: **Offline** — "Reconnect to load balances and collect payments." Balances change from other terminals, so Kassly would rather show you nothing than a stale figure you might collect against.

Without the add-on the screen says "Receivables add-on not enabled" — "Enable the Accounts Receivable add-on to track customer balances and collect payments from this device."

Voiding a credit sale the customer already paid

This is the case worth reading twice. A credit sale can be part-collected — the customer paid ₱500 of a ₱2,000 charge — and then the sale turns out to be wrong. Voiding it has to do two different things with two different pots of money.

Voiding a sale is done in the app — the web dashboard has no void action. When you void a sale that went on credit, the app asks under **Charged to account**: "If the customer already paid, choose how to return it. Unpaid credit is simply cancelled." Two buttons:

Choice	What happens to the part already paid
Refund cash	Handed back out of the drawer, and recorded as a refund so the shift still reconciles at close
Store credit	Left on the customer's account as a negative balance. Their next credit purchase spends it

Either way, the part they had **not** yet paid is simply cancelled — it stops being a receivable.

Two things constrain the choice:

- **A cash refund needs an open shift.** Without one you get "Open a shift to refund cash on a void, or choose store credit instead." Kassly refuses rather than quietly turning your cash refund into store credit.
- **A void that goes through manager approval always settles as store credit**, whatever was picked when it was requested. The request records the preference for the approver to see, but a cash refund needs somebody standing at the drawer, and the approver may be elsewhere. If cash back matters, have the manager void it directly.

Voiding is covered more generally in Returns and refunds.

Where the money shows up

Event	Effect
A credit sale	No money moves. The customer's balance owed goes up
A cash collection	Expected drawer cash goes up, reconciled when you close the shift
A non-cash collection	Recorded against the customer. No drawer effect
A cleared cheque	Reduces the balance owed. **No** drawer effect — it is a bank event, and X and Z readings are untouched

See Closing a shift for how a collection reaches the drawer count.

What prints

A credit sale prints **Payment on Account** on the receipt. Once your store is BIR-accredited it prints as a **CHARGE INVOICE** rather than a **CASH INVOICE**, because the document type follows how it was paid. See Receipts.

What Kassly does not do here

- **No emailed or posted statements.** The ledger is a screen. There is no statement PDF, no send button, and no scheduled monthly statement run.
- **No interest, penalties or finance charges** on an overdue balance.
- **No collection reminders.** Kassly does not chase your customers.
- **No write-off action** on a bad receivable. A balance stays on the ledger until it is collected, or a cheque against it is written off.
- **No credit hold.** Exceeding a limit blocks that one sale; it does not flag the account.

Post-Dated Cheques

Recording a cheque you are holding, depositing it, and following it through to cleared, bounced, re-presented or written off.

A post-dated cheque is a promise, not money. Somebody who owes you ₱20,000 hands you a cheque dated three weeks out. Kassly's **Cheque Register** is where that piece of paper lives until the bank says yes or no.

> **Needs accounts receivable**, the same feature that unlocks Receivables — from the **Cash Drawer & Expenses** add-on (₱300 per branch each month), **B2B Sales Orders** (₱300), **Consignment** (₱300), or any bundle including one of them. Owners and managers only.

> **The register is on the web dashboard only.** There is no cheque screen in the app. If you take cheques at the counter, somebody records them from a browser afterwards.

The one rule that matters

A cheque only moves the customer's balance when you mark it cleared.

Receiving it does nothing to the balance. Depositing it does nothing to the balance. That is not an oversight — it is the point. Until the funds land you are holding paper, and treating paper as payment is how a store ends up thinking it has been paid twice.

That is also why the customer ledger keeps a separate **Cheques on hand** panel labelled "Not yet cleared — excluded from the balance above."

Recording a cheque

Sales → Cheques, then **Receive Cheque**:

Field	Required	Notes
Customer	Yes	The dialog then shows their outstanding balance
Cheque Number	Yes	e.g. 0012345
Amount	Yes	The face value
Bank	No	e.g. BDO
Drawer Name	No	The name on the cheque
Cheque Date	Yes	The date written on it — when it can be banked
Received Date	Yes	Defaults to today
Notes	No	

Pick the customer and the dialog does the arithmetic for you: **Outstanding balance**, minus **Cheques on hand (pending)**, equals **Net to collect**. Two warnings can appear, and both are advisory — neither stops you saving:

- If the amount is more than what is left to collect: "Cheques already on hand cover ₱12,000.00 — only ₱8,000.00 is left to collect, so this would over-collect." Or, with no other cheques on hand, "Amount exceeds the outstanding balance — the cheque can only clear up to what the customer owes at clearing time."
- If the customer owes nothing at all: "No outstanding receivable — a cheque recorded here will overpay this customer's account when it clears."

You will also get a warning if the same number from the same bank is already on record: "A cheque with number 0012345 from BDO is already on record." That is deliberately a warning and not a block, because re-presenting a bounced cheque legitimately reuses the number.

The lifecycle

Status	Means
Received	On hand. Not banked
Deposited	At the bank, waiting
Cleared	Funds received. The only status that reduces the balance owed
Bounced	The bank refused it
Re-presented	Superseded by a replacement cheque
Written Off	Closed as uncollectible
Voided	Recorded in error

And these are the moves Kassly allows. Anything else is refused:

From	You can go to
Received	Deposited, Voided
Deposited	Cleared, Bounced, Voided
Cleared	Bounced — a bank clawback, and nothing else
Bounced	Re-presented, Written Off
Re-presented, Written Off, Voided	Nowhere. These are final

You cannot skip the deposit step and clear a cheque straight from Received. You cannot void a cheque that already cleared — the move for that is Bounce.

Depositing

Deposit Cheque takes a **Deposited Date** and an optional **Bank Deposit Account** ("Optional — which account it was banked into", e.g. BDO 0012-3456-78).

Banking a cheque before its date is allowed, and Kassly tells you afterwards: "This cheque was deposited before its post-date." It is a note for your records, not a refusal — sometimes that is exactly what the drawer agreed to.

The register's quick filters are built for this job: **Due today**, **Due this week**, **Overdue to deposit**. The last one is the important one — cheques whose date has passed and which are still sitting in your drawer.

Clearing

Clear Cheque asks only for a **Cleared Date**, and warns you what it is about to do: "Clearing records a payment and reduces the customer's outstanding balance by ₱20,000.00." The button says **Mark Cleared**.

Clearing records a payment against the customer and applies it to their oldest unpaid charges first, exactly like an over-the-counter collection.

Two things it deliberately does **not** do:

- **It does not touch the cash drawer.** Clearing is a bank event. No shift is involved, and the X and Z readings are unaffected. Do not expect a cleared cheque to show up in a drawer count.
- **It cannot clear for more than the customer owes.** "Cheque amount exceeds outstanding balance." If the balance was settled some other way in the meantime, sort the balance out first.

Bouncing

Bounce Cheque asks for a **Reason** and an optional **Bank Penalty Fee**.

Reason
Insufficient funds (NSF)
Account closed
Signature mismatch
Stop payment
Stale / expired
Other

What happens next depends on where the cheque was:

- **Bounced from Deposited** — nothing to reverse. The cheque never reduced the balance, so only its status changes.
- **Bounced from Cleared** (a bank clawback) — the balance is re-opened by the full face value as a new charge, and the original payment record is left untouched rather than edited. The clawback is its own event in the ledger, so the history reads honestly.

A **Bank Penalty Fee**, if you enter one, is added as a separate charge on the customer's account — you are passing the bank's charge on to them.

Either way the customer's bounced-cheque count goes up by one, and a red badge appears on their ledger. It is a warning to you. It never blocks a sale.

Re-presenting

When a customer replaces a bounced cheque, use **Re-present Cheque** rather than recording a fresh one. It asks for:

Field	Required
New Cheque Date	Yes
Received Date	Yes
New Cheque Number	No — defaults to the old number
Bank	No — defaults to the old bank

The old cheque becomes **Re-presented** and a brand-new cheque is created, starting at **Received** and carrying the same amount, drawer and bank. The two are linked, so you can follow one attempt to the next. Like any receive, the new cheque does not move the balance.

Writing off and voiding

Write off closes a bounced cheque you have given up on. It is honest about its scope: it closes the *cheque*.

> **Writing off a cheque does not clear the receivable.** The customer still owes the money on their ledger. Kassly has no bad-debt write-off for a balance — see Receivables.

Void is for a cheque captured in error — wrong customer, wrong amount, typed twice. It only works from **Received** or **Deposited**, and since neither of those moved the balance, nothing needs unwinding.

Both ask for an optional **Note** ("Optional reason for the record.").

Reading the register

Tabs across the top: **On hand**, **Deposited**, **Cleared**, **Bounced**. Four figures above them:

Card	What it counts
On Hand	Face value of everything not yet cleared
Due This Week	Cheques maturing in the next seven days
Overdue to Deposit	Dated in the past and still not banked
Deposited (Pending)	At the bank, waiting for an answer

The table shows **Customer**, **Cheque #**, **Bank**, **Amount**, **Cheque Date** and **Status**, and marks a cheque **Matured** once its date has passed. Search by cheque number or customer.

Every status change is recorded permanently against the cheque, with who did it and when, so a single cheque's whole history — received, deposited, bounced, re-presented — reads back as a timeline.

Deposit reminders

Once a day, at 08:00 Manila time, Kassly notifies the owner and the cheque's branch managers about cheques still sitting on hand:

Notification	When
Cheque due to deposit — "Cheque 0012345 (₱20,000.00) is due Oct 3, 2026. Prepare to deposit it."	The cheque date is today or within the next two days
Cheque overdue to deposit — "Cheque 0012345 (₱20,000.00) was dated Oct 3, 2026 and is still not deposited. Bank it to collect."	The date has passed and it is still not banked

Only cheques still at **Received** are chased, and each cheque is reminded at most once a day, so re-running the job never double-notifies you. Once you mark it **Deposited** the reminders stop.

What Kassly does not do here

- **Cheque is not a tender at checkout.** You cannot pick it when ringing up a sale. A cheque is recorded here, against a balance the customer already owes. See Payments.
- **No bank integration.** Kassly does not know whether a cheque cleared. You mark it after your own bank tells you.
- **No cheque printing** and no cheques you issue to suppliers — this register is only for cheques you receive.

- **No partial clearing.** A cheque clears for its face value or it does not clear.
- **No deposit slips or batch deposits.** Cheques are deposited one at a time, and the bank account is a free-text note.

Sales Orders and Invoices

Taking a bulk order, reserving the stock, turning it into a real sale, and issuing a billing invoice — plus an honest account of where Kassly stops.

Sometimes a customer does not walk up to the counter — they send an order for forty cases, expect a price, and expect to be billed. A **Sales Order** is that order: it holds the lines and the prices, reserves the stock, and later becomes a real sale. A **Sales Invoice** is the piece of paper you send them.

> **Needs the B2B Sales Orders add-on** (₱300 per branch each month), or any bundle that includes it. It also switches on **Invoices** and accounts receivable, because a B2B order is usually billed on terms — see Receivables. Owners and managers only.

Where Kassly stops — read this before you plan around it

Kassly is a point-of-sale system with **light** business-to-business selling bolted on. It is not a distribution system, and it is not an ERP. What it does:

- Take an order, hold negotiated prices on it, and reserve the stock.
- Turn that order into a real sale, on any tender including credit.
- Produce a numbered customer invoice with a VAT breakdown and a PDF.
- Track what is owed and collect it.

What it does **not** do, and will not pretend to:

Not in Kassly	What that means in practice
Delivery and dispatch	No delivery notes, no drivers, no proof of delivery, no delivery status
Routes and van sales	No route planning, no van stock, no route settlement
Returns processing against an order	Goods coming back are handled as a normal sale return, not against the sales order
Partial shipment and backorders	An order is invoiced in full, once. There is no "ship 30 now, 10 next week"
Multiple invoices per order	One order, one invoice
Customer price lists or contract pricing	Prices are set line by line on each order
Purchase-order matching	No three-way match against the customer's PO

If your business genuinely needs delivery routes, partial shipments or returns tracked against orders, you need a distribution or ERP system alongside Kassly, not a setting inside it.

The sales order flow

Four statuses, in one direction:

Status	Means	Stock
Draft	Written down. Nothing committed	Untouched
Confirmed	Stock reserved for this customer	Reserved — available-to-sell drops, on hand does not
Invoiced	A real sale has been booked	Deducted, once
Cancelled	Abandoned. Any reservation released	Untouched

Orders are numbered **SO-000001** upward.

Creating one

Sales → Sales Orders → New Sales Order:

Field	Required
Customer	Yes
Branch	Yes — the branch whose stock is reserved and sold
Notes	No

Then the lines. Each line takes a product, a quantity, and a price:

Price type	Where the price comes from
Retail	The product's or variant's selling price
Wholesale	The wholesale price, falling back to retail if none is set
Custom	Whatever you type — the negotiated figure

A draft has no effect on anything. It is your quote.

> **There is no separate quote document, and no PDF for a sales order.** The draft order is the quote. If the customer needs something on paper before they commit, generate the invoice as a draft (see below) and send that — its PDF is the only printable document in this flow.

Confirming — reserving the stock

Confirm on a draft order reserves every stock-tracked line and reports "Order confirmed — stock reserved".

Reserving lowers what the POS can sell without lowering what is on the shelf. The goods are physically still there; they are just spoken for. Non-stock-tracked products and services reserve nothing, because there is nothing to hold back.

If a line cannot be covered, the whole confirm is refused and names the shortfall: "Insufficient stock to reserve 40 of "Cooking Oil 1L" — only 22 available." Nothing is half-reserved. See Stock levels.

Recording the sale

Record Sale on a confirmed order is the moment it becomes real. The dialog says so plainly: "Recording this sale will finalise the order, deduct stock and book the revenue. Choose how the customer is paying."

Payment method is **Cash**, **Card**, **GCash**, **Maya**, **Bank Transfer** or **Credit**. Cash asks for **Amount tendered** and shows change; the digital methods ask for a **Reference number**; **Credit** shows the customer's **Current balance** and **Credit limit** and refuses the sale if it would push them over ("Exceeds credit limit"). With nobody attached, "No customer linked — credit unavailable."

In one step Kassly releases the reservation, deducts stock for real, books the revenue, records the payment, and generates a receipt — through exactly the same machinery as a counter sale, so the order lands in your sales reports, your readings and your books like any other sale. If the payment does not cover the total, the whole thing is rolled back rather than left half-converted.

Cancelling

Cancel works on a **Draft** or **Confirmed** order, and releases any reservation. An **Invoiced** order cannot be cancelled — the sale is already booked, and the way to undo a booked sale is to void it. See Returns and refunds.

Sales invoices

Sales → Invoices is a separate list of billing documents, numbered **INV-000001** upward.

Status	Means
Draft	Being prepared. Editable and deletable
Sent	Issued to the customer. Due date fixed
Partially Paid	Some of it has been recorded as paid
Paid	Fully paid
Void	Cancelled

Overdue is not a status — it is a red flag Kassly works out from the due date, and it can sit on a Sent or Partially Paid invoice.

Where invoices come from

Two ways:

- **Automatically.** When you Record Sale on a sales order, Kassly creates a draft invoice for it. Cash actually collected at that moment is mirrored onto the document, so a cash-settled order does not sit there looking unpaid. A credit-invoiced order stays outstanding, which is correct — the money really is still owed.
- **By hand. New Invoice** builds one from nothing, with or without a customer attached.

The invoice itself

The **Bill To** block is where a business customer's billing identity is captured — name ("Customer or business name"), TIN, billing address and email. It lives on the invoice, not on the customer record, so each invoice can carry whatever the buyer's accountant needs.

Lines take a **Description**, quantity, unit price, discount, and a VAT treatment: **Vatable**, **VAT-Exempt** or **Zero-Rated**. Prices are treated as VAT-inclusive per Philippine practice, and the invoice carries the split — VATable sales, VAT-exempt sales, zero-rated sales — so it can be handed to an accountant as-is. See Tax configuration.

Payment terms (days) and **Due date** both appear. Enter terms and the due date is worked out from the issue date; enter a date and it is used as typed. If neither is given, the invoice has no due date and can never be flagged overdue.

Working an invoice

Action	When	What it does
Issue	Draft only	Moves it to Sent, stamps the date, and guarantees a due date exists
Edit	Draft only	Once issued, an invoice is fixed
Record payment	Not void	Shows **Balance due**, then takes an **Amount**, **Payment method**, **Reference** and **Paid on**
Download PDF	Any	The printable document
Delete	Draft only	
Void	Not already void	"Voiding cancels this invoice. This action cannot be undone." A voided invoice takes no further payments

Recording a payment on an invoice does not collect the money

This is the trap, and it is worth being blunt about:

> **An invoice is a document, not a ledger. Record payment** advances the invoice's own paid amount and its status, and that is all it does. It does not reduce the customer's receivable balance, does not put cash in a shift, and does not post anything to your books.
> If a sales order was invoiced on **Credit**, the money is collected on the **Receivables** page — **Collect Payment** on the customer's ledger. That is the action that actually reduces what they owe and reconciles the drawer. See Receivables.

Marking the document paid is for your own tracking of which bills the customer has settled. Do both, or you will either think you are owed money you have collected, or the reverse.

Bill first, sell later — the banner to watch for

Some merchants issue the invoice before the goods move. Kassly allows it, and then warns you, because a confirmed order with an invoice on it but no sale recorded is stock sitting reserved and revenue not booked:

> "Invoice INV-000004 exists, but this sale hasn't been recorded" — "Stock is still reserved and no revenue is booked. Once payment is collected, use Record Sale to finalise this order."

Take that banner seriously. Until **Record Sale** runs, the order has not happened as far as your stock, your reports and your books are concerned.

PART 10

Services & Appointments

Bookable services, the appointment calendar, resources, and time-based rentals.

Bookable Services

The services customers can book ahead — how long they take, what they cost, and which staff member performs them.

A bookable service is an ordinary service from your catalog that you can put on the calendar: a haircut at 2pm on Saturday, a two-hour massage, a badminton court from 6 to 8. There is no separate "bookable" list to maintain — every active service in **Catalog → Services** can be booked, and the calendar is simply another way of selling it.

This page covers the setup: the service, its duration and price, and the staff member who does the work. Taking and managing the bookings themselves is in Appointment calendar.

> **Needs the Appointments & Bookings add-on** (₱400 per branch each month). It is also in the **Beauty Pack** (₱1,099 a month), the **Sports & Venue Pack** (₱999 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

Finding the pages

Three pages between them hold everything on this page:

Page	Where	For
Services	`/app/services`	The service itself: name, duration, price
Partners	`/app/partners`	The people who perform services, and their commission rates
Partner schedule	`/app/partners/{id}/schedule`	A partner's weekly availability

Services sits under **CATALOG** in the sidebar. Partners sits under **SERVICES**, next to Appointments.

> **The SERVICES sidebar group is only built for service businesses.** If your store is set up as Retail or Food & Beverage, Partners, Appointments and Resources are not in your sidebar at all, even with the add-on paid for. A Food & Beverage store gets **Bookings** in the DINING group instead. You can switch the group on by enabling **Partners** or **Queue** under **Store Settings**, or reach any of the pages by typing its address. Everything works normally once you are there.

What makes a service bookable

Nothing. Create the service the normal way — see Services catalog for the full form — and it appears in the calendar's **Service** picker straight away.

Two things do decide whether it shows up:

- **Active.** Clearing **Active** removes a service from the calendar as well as from the terminal.
- **Rentals.** A service with **Rentals** ticked books against a court, room or table instead of against a person. See Rentals.

Duration, and what it actually does

Duration (minutes) on the service form is a label, and it is worth knowing that before you plan around it.

Where duration shows up	What it does
The Services list	Displays as `60 min` next to the service
The POS product grid	Displays under the service name
The web calendar	**Nothing.** You type the start and end time yourself
The mobile app	**Nothing.** Length comes from fixed chips: `30m`, `1h`, `1h 30m`, `2h`

So a 45-minute service does not produce a 45-minute slot anywhere. On the web you set both ends of the booking by hand; in the mobile app you pick one of the four chips, and 45 minutes is not one of them. Fill in Duration so your staff can see how long the job takes, then set the real times when you book.

Price, and when money changes hands

The service's **Selling Price** is what the customer pays. A booking on its own takes no money and creates no sale — it is a note in a calendar until somebody rings it up at the counter.

There is a **Deposit Amount** field on the booking form, and it behaves the same way the job-order deposit does: it records a number and nothing else.

> **The deposit is a reminder, not a payment.** Typing an amount into **Deposit Amount** records that figure against the booking. No cash is recorded, no payment exists, and the amount is **not** subtracted from what the customer owes at checkout. If you take money up front, ring it up as a real payment. The web form also has no way to tick the deposit as paid, even though the field exists underneath.

Who performs the service

A **partner** is the person who performs services — a stylist, a therapist, a technician. Press **Add Partner** on the Partners page:

Field	Required	Notes
Name	Yes	The full name
Nickname	No	The display name. Used everywhere a partner is listed, including the calendar and the POS
Phone	No	Free text
Email	No	Must be unique within your store if you use it
Branch	Yes	A partner belongs to exactly one branch
Status	—	**Active**, **Inactive** or **On Leave**. Active by default
Commission Type	—	**Flat Commission**, **Tiered** or **Booth Rental**. Read the warning in Commissions before choosing anything but Flat
Hire Date	No	A date, for your own records
Service Commission (%)	—	Defaults to 60
Product Commission (%)	—	Defaults to 10
Booth Rental Amount (per day)	—	Replaces the two rates when Commission Type is Booth Rental
Notes	No	Free text

Only Active partners can be booked. Inactive and On Leave partners drop out of the calendar's partner picker and out of the POS staff list, but their past bookings and past commissions stay exactly where they are.

On a services business, the web calendar requires both a **Partner** and a **Service** before it will let you save a booking. For a court or room rental the partner field disappears entirely — a badminton court is not performed by a person.

Partner records versus staff records

These are two different lists, and mixing them up causes real confusion:

	Partner	Staff
Where	`/app/partners`	`/app/staff`
What it is	Somebody who performs services and earns commission	A login account with a role and a PIN
Can log in	No	Yes, unless they are on the Staff role
Clocks in and out	No	Yes
Gets a payslip	No	Yes
Earns commission	Yes	No

A stylist who both performs services and uses the till needs **two records** — one on each page. There is no screen anywhere in Kassly that links a partner to a login account, so nothing joins the two together for you. See Staff records and Users and roles.

Weekly availability

Partners → (a partner) → Schedule gives you seven rows, one per day, each with a start time, an end time and an **Available** tick. Press **Save Schedule**.

> **The schedule does not stop anyone booking outside it.** Nothing in Kassly reads these hours when a booking is saved: you can book a partner at 3am on their day off and it saves without complaint. Treat the schedule as a note to your front desk, not as a guard. The only rule Kassly actually enforces is that one partner cannot be in two places at once — see Appointment calendar.

Commission on a service

Each service carries a **Commission Rate Override (%)**, which replaces the partner's own rate for that one service. Leave it blank and the partner's rate applies.

The order Kassly works through is set out in full in Commissions, along with the ways commission is assigned at the counter.

Rental services

A court, a KTV room or a function hall is sold by time rather than by the job. Tick **Rentals** on the service form and the price becomes an hourly or per-block rate. Rental services are booked against a resource instead of a partner, and can also be metered live at the counter — see Rentals.

Who can do what

Action	Owner	Manager	Cashier
Create and edit services	Yes	Yes	No
See the Partners list	Yes	Yes	Yes
Add or edit a partner	Yes	Yes	No
Delete a partner	Yes	Yes	No
Set a partner's weekly schedule	Yes	Yes	No
Assign a partner to a sale line	Yes	Yes	Yes

The Partners and Services links only appear in the sidebar for Owners and Managers, but a cashier's terminal still reads the partner list so they can assign work to a stylist at the point of sale.

Appointment Calendar

Taking bookings, moving them, cancelling and marking no-shows — and the two things the calendar deliberately does not do.

The calendar is where bookings live: who is coming, when, for what, and with whom. It is shared across your whole store, so the front desk on the web and the tablet at the counter are looking at the same day.

What it is not is a reminder system. Nothing here contacts your customer — read Reminders below before you build a process around it.

> **Needs the Appointments & Bookings add-on** (₱400 per branch each month). It is also in the **Beauty Pack** (₱1,099 a month), the **Sports & Venue Pack** (₱999 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

Finding it

Where	Called	Notes
Web, service business	**Appointments**, under SERVICES	`/app/appointments`
Web, Food & Beverage	**Bookings**, under DINING	Same page, different label and wording
Mobile app	The **Appointments** tab	Only shown when the add-on is active

If the link is missing from your sidebar, see the note about the SERVICES group in Bookable services — the short version is that Retail stores do not get it built for them, and you reach the page by typing `/app/appointments`.

The calendar

Four views, switched from the buttons above the grid:

View	Shows
Day	One day, split into a column per court, per staff member, or per table
Week	Seven days side by side. This is the view you land on
Month	A month of blocks
List	The next 30 days as a plain list

Day view is the one that splits into columns, and what the columns are depends on what you book against. Courts and rooms win if you have any, then tables, then staff — the button relabels itself `Day · courts`, `Day · tables` or `Day · staff` so you can see which. Clicking an empty column pre-fills that court, table or person on the new booking.

The grid runs from **6am to 11pm in 30-minute rows** and opens scrolled to 8am. A booking earlier than 6am or later than 11pm still exists — it just is not drawn, so use List view to find it.

Above the grid: **Today**, arrows to step back and forward, an **All Branches** filter when you have more than one branch, and an **All Partners** filter on a services business. Below it is a colour key for the seven statuses.

Each block reads *customer name · service*, or **Walk-in** when no customer is attached. On the mobile app each card also carries a payment badge — **Paid**, **Part-paid**, **Bal ₱250** or **Refunded** — read from the sale the booking was rung up on. An unpaid booking shows no badge at all.

Making a booking

Press **New Appointment** (or **New Booking**), or click an empty slot.

Field	Required	Notes
Partner	On a services business	Hidden for a court or room rental
Service	On a services business	Rental services are marked `· rental` in the list
Customer	No	Defaults to **Walk-in**. Pick from your customer list
Branch	Yes	Which branch the booking is at
Start Time	Yes	Date and time
End Time	Yes	Must be after the start
Source	—	**Staff**, **Phone** or **Online**. Staff by default
Party Size	Food & Beverage only	Number of guests
Deposit Amount	—	Records a figure only. See Bookable services
Table	If you have tables	Food & Beverage. Picking a table clears the resource
Resource	If you have resources	A court, room or chair. Required for a rental service
Notes	No	Free text

Press **Create**. A retail store — one with neither Partners nor Queue switched on — only has to fill in the branch and the two times, so the calendar doubles as a simple diary.

The mobile app's booking form is deliberately shorter: a 30-minute time stepper, a duration chip (`30m`, `1h`, `1h 30m` or `2h`), service, staff, customer. It has no notes field, no deposit field and no party size, so a booking taken on the tablet cannot carry those.

Bookings must start now or later. A start time in the past is refused with "*The start time must be now or in the future.*" Rescheduling is not checked the same way, so an existing booking **can** be dragged back into the past.

Where a booking's time is anchored

Every time in Kassly is **Philippine time (Asia/Manila)**. This is fixed for the whole platform — there is no timezone setting on your store profile, and none per branch. A booking typed as `4:00 PM` is 4pm in Manila, and it reads as 4pm to everyone in your store.

Two consequences worth knowing:

- A store outside the Philippines will see its bookings shifted, and there is no setting to correct that.
- Days end at midnight Manila time. If you set a late-night cutover for your sales reporting, the calendar ignores it: 1am belongs to the new day here.

Booking statuses

Status	Means	Set by
Booked	Taken, not yet confirmed	The default for a new booking
Confirmed	The customer has confirmed	**Confirm**
Arrived	They are in the shop	**Arrived** on the web, **Check in** on mobile
In Progress	The work has started	**Start** on the web, **Start service** on mobile
Completed	Done	**Complete**, or automatically when the sale is paid on mobile
Cancelled	Called off	**Cancel**
No Show	Did not turn up	**No Show**

The buttons sit in a **Quick Actions** row inside the booking, and only the moves that make sense from the current status are offered. Once a booking is Completed, Cancelled or No Show, the row disappears — those three are the end of the line, and the mobile app says so outright: "*This booking is completed — no further actions.*"

Moving a booking

Drag a block to reschedule it, and drag its bottom edge to make it longer or shorter. In Day view, dropping it into a different column also reassigns the court, table or staff member. You get **Appointment moved** on success and a plain error if the new slot clashes.

You can also open the booking and edit the times by hand. Everything on the form stays editable — customer, service, partner, resource, notes — for the whole life of the booking.

Cancelling, and no-shows

Cancel marks the booking cancelled. It is not deleted: it stays on the calendar in grey and stays in your history, which is what you want when a customer argues about it later.

> **Cancelling is Owner and Manager only.** A cashier sees the **Cancel** button and gets a permission error when they press it. They *can* book, check in and start work — just not cancel. If your front desk runs on the Cashier role, that call has to come from a manager.

No Show is a separate status and does exactly one thing: it labels the booking. Nothing is charged, no deposit is kept, nothing is counted against the customer's record, and there is no no-show report. The slot is released for booking again.

A cancellation reason can be stored against a booking, but no screen offers you a box to type one, so in practice cancellations carry no reason. Put it in **Notes** before you cancel if you need the record.

Reminders

Kassly does not send appointment reminders. No SMS, no email, no push notification — not to the customer, and not to your staff. Nothing is sent when a booking is created, confirmed, moved or cancelled either.

> **The in-app tooltip on the Appointments page claims reminders are included. They are not.** That description is wrong, and it is the one thing on this page most likely to cost you a no-show. Ringing your customers the day before

> is still a phone call somebody has to make.

There is also nothing that flags an overdue booking. A 10am appointment still sitting on **Booked** at 11am looks identical to one at 5pm.

Turning a booking into a sale

A booking holds no money. The sale happens at the counter, in the mobile app — the web app has no working POS screen. See Making a sale.

On the mobile app, tapping a booking gives you the route through:

Action	What happens
Check in	Marks the booking Arrived
Start service	Marks it In Progress
Open tab	Moves the booking to In Progress and opens the POS with the service already in the cart
Open tab (start meter)	For a court or room: starts the rental clock and opens the POS with the tab loaded. SeeRentals

If the booking has no service attached, **Open tab** refuses with "*No service on this booking*" — a booking made as a plain diary entry has nothing to sell.

Once the sale is paid, the booking's payment badge follows the sale: **Paid**, **Part-paid**, a remaining balance, or **Refunded** if the sale is later voided. That link is set for you and cannot be edited by hand.

On the web there is no send-to-POS button at all. Mark the booking **In Progress** and ring the service up on the terminal.

Double-booking

Two rules are enforced when a booking is saved, both of them properly locked so two people booking at the same moment cannot slip past each other:

- **One partner, one place at a time.** Any overlap is refused with "*This partner already has an appointment during this time slot.*"
- **A resource cannot be booked past its capacity.** A room with capacity 1 gives "*This resource already has a reservation during this time slot.*"; one with capacity 4 gives "*This resource is fully booked for this time slot.*"

Cancelled and no-show bookings do not block a slot — the time frees up immediately. Tables are always strictly one booking at a time, whatever their seat count says. The details are in Resources and Table management.

The mobile app shows the position live above the booking form — "*Available — 2 of 4 booked, 2 left at this time.*", "*Court 1 is fully booked (4/4)*" — and greys the submit button out as **Slot unavailable** rather than letting you save and fail.

What the app does not carry

Things people reasonably expect a booking system to do, which this one does not:

- **Reminders of any kind.** Covered above; it bears repeating.
- **Repeating bookings.** Every week's appointment is entered separately.
- **Online self-booking by the customer. Source → Online** is a label you set yourself, not a public booking page.

- **A waiting list**, and no overbooking beyond a resource's capacity.
- **A cancellation window or fee.** Cancel is always allowed and always free.
- **Anything charged on a no-show**, including a deposit.

Working offline

The mobile app can take a booking with no signal. It saves locally, shows a **Syncing** badge, and uploads when the connection returns; a failure shows **Retry**. Retrying cannot create a duplicate — the same booking sent twice is recognised and matched to the one already saved.

Slot checking offline is done against whatever the tablet last downloaded, so two devices booking the same court while both are offline can still collide. The first one to reach the server wins and the second comes back as a conflict.

Who can do what

Action	Owner	Manager	Cashier
See the calendar	Yes	Yes	Yes
Create a booking	Yes	Yes	Yes
Reschedule or edit a booking	Yes	Yes	Yes
Check in / start / complete	Yes	Yes	Yes
Mark a no-show	Yes	Yes	Yes
Cancel a booking	Yes	Yes	**No**
Create courts, rooms and chairs	Yes	Yes	No

Staff on the **Staff** role cannot open the calendar at all. See Users and roles.

Resources

Setting up the physical things you book — rooms, chairs, bays, courts — and exactly how Kassly stops two customers landing on the same one.

A resource is a physical thing a booking occupies: Room 1, Chair 3, Bay 2, Badminton Court A. You set them up once, and from then on the calendar can book against them and refuse to put two customers on the same one at the same time.

Resources are separate from your restaurant tables, which have their own page — see Table management. A resource is also what a metered rental runs against; see Rentals.

> **Needs the Rooms & Chairs add-on** (₱300 per branch each month). The **Court & Room Rentals** add-on (also ₱300 a month) includes it, so a venue buying rentals does not need both. Rooms & Chairs is also in the **Everything Bundle** (₱2,999 a month), and comes with the **Sports & Venue Pack** (₱999 a month) by way of rentals. See Plans & add-ons.

Finding it

SERVICES → Resources in the sidebar, at `/app/resources`. If the SERVICES group is not in your sidebar — a Retail or Food & Beverage store does not get it built — the page is still there at that address. See Bookable services.

> **There is no Resources screen in the mobile app.** Creating and editing resources is deliberately a web job for owners and managers. The tablet shows them in two places only: as tiles on the **Rentals** board, and as chips when booking. A tenant with no resources set up sees "*No rentable resources — add courts, rooms, or tables on the web dashboard to start metering rentals.*"

Adding a resource

Press **Add Resource**.

Field	**Required**	**Notes**
Name	Yes	What staff will recognise: `Room 1`, `Chair A`, `Court 2`
Type	Yes	**Free text**, up to 50 characters. The placeholder suggests `room`, `chair`, `equipment`
Capacity	—	How many bookings may overlap. 1 by default. Read the next section before changing it
Status	Edit only	Not offered when you create one — a new resource is always **Available**

Type is not a list. Whatever you type is stored as-is, so `room`, `Room` and `rooms` are three different types as far as filtering is concerned. Pick one spelling and stick to it.

A resource belongs to **one branch** — the branch you have selected when you save it. There is no way to share a room between branches, and no field on the form to move it, so create Room 1 separately at each branch that has one.

Capacity, and what it really counts

Capacity is the number of bookings allowed to overlap — not how many people fit in the room.

Capacity	**Behaviour**
1	Any overlap at all is refused
4	Up to four bookings may run at the same instant; the fifth is refused

So a KTV room that takes one party at a time has capacity 1, even if ten people fit inside it. A row of four massage beds you treat as one bookable unit has capacity 4.

Kassly checks the *peak* number of bookings at any moment inside the window you are asking for, not just how many bookings touch it. That matters for a capacity-4 court: two existing bookings that never overlap each other do not between them use up two of the four slots at the same instant, so a third booking that bridges them is allowed.

> **Restaurant tables ignore capacity entirely.** A table's capacity counts seats, so it is never treated as a number of parallel bookings — a table takes exactly one reservation at a time, whatever the number says.

Preventing double-booking

Four separate guards, and it is worth knowing which one is talking to you:

Guard	Message
Booking over a full resource	"*This resource is fully booked for this time slot.*"
Booking over a single-occupancy resource	"*This resource already has a reservation during this time slot.*"
Starting a second rental meter on the same resource	"*This resource already has an open rental tab.*"
Starting a meter on a resource in Maintenance or Inactive	"*This resource is not available.*"

The booking check is locked against the resource's own record while it runs, so two people pressing save at the same moment cannot both get through. Cancelled and no-show bookings do not hold a slot.

The mobile app tells you before you try, live under the booking form:

- "*This slot is free.*"
- "*Available — 2 of 4 booked, 2 left at this time.*"
- "*Court 1 is fully booked (4/4)*"
- "*Court 1 is full and Ana is already booked*"

Statuses

Status	Means	Set by
Available	Free to book and free to meter	The default
Occupied	A rental meter is running on it	**Kassly, automatically** — set when a meter starts, cleared when it stops
Maintenance	Out of action	You, by editing the resource
Inactive	Retired but kept on file	You, by editing the resource

> **Occupied is not yours to set.** Kassly writes it when a rental meter starts and clears it back to Available when the meter stops. Setting it by hand will be overwritten by the next meter, and — more importantly — an Occupied resource disappears from the web calendar's Resource picker and from its Day view columns. That means **a court with a meter running right now cannot be booked for tomorrow from the web calendar** until the meter is stopped. Take that booking on the tablet, or wait until the current game finishes.

Resources in Maintenance and Inactive are likewise missing from the web calendar's picker, which is usually what you want — but it also means you cannot schedule a room *for after* its maintenance is finished. Put it back to Available first.

Editing, and deleting

Everything except the branch can be changed after the fact: name, type, capacity, status. Lowering the capacity of a resource that already has more overlapping bookings than the new number does **not** un-book anything — the existing bookings stand, and only new ones are held to the new limit.

Delete removes the resource from the list. Two things to know:

- Nothing checks whether the resource has bookings on it. **A court with bookings next week can be deleted**, and those bookings survive with nothing to point at — they vanish from the by-court columns and show no resource. Move or cancel the bookings first.

- The record is retired rather than truly erased, so past bookings and past sales keep their history. You cannot restore it from the interface, though, so a delete is one-way in practice. If you only want a resource out of use, set it to **Inactive** instead.

Two limits on the Resources page

Both are on the page itself rather than the underlying rules:

- **The search box does nothing.** Typing in it filters nothing out. Use your browser's find, or keep the list short.
- **The sortable column headers do nothing.** The list is always ordered the way Kassly stores it — its internal sort order, then by name.

Neither affects bookings; they are cosmetic faults on a list that is usually under twenty rows.

Who can do what

Action	Owner	Manager	Cashier
See the resource list	Yes	Yes	Yes
Add a resource	Yes	Yes	No
Edit a resource	Yes	Yes	No
Delete a resource	Yes	Yes	No
Book against a resource	Yes	Yes	Yes
Start and stop a rental meter	Yes	Yes	Yes

A cashier's terminal reads the list so the Rentals board and the booking form work, but the **Add Resource** and edit controls are for Owners and Managers. See Users and roles.

Rentals

Charging by the hour or by the block for a court, room or table — starting the clock, stopping it, and exactly how elapsed time becomes pesos.

A rental is a service you charge for by time instead of by the job: a badminton court at ₱200 an hour, a KTV room at ₱500 for a two-hour block, a billiard table by the quarter hour. You start a clock when the customer sits down, stop it when they leave, and Kassly turns the elapsed time into a price.

> **A rental is a service, not a new kind of product.** There is no "rental" item type to learn. You tick **Rentals** on an ordinary service, its selling price becomes the hourly or per-block rate, and the hours ride on the sale as the line's quantity. Everything downstream — VAT, receipts, Z-readings, commission, reports — treats it as the service sale it is.

> **Needs the Court & Room Rentals add-on** (₱300 per branch each month), which includes the Rooms & Chairs add-on so you do not need both. It is also in the **Sports & Venue Pack** (₱999 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

Finding it

Screen	Where	For
Service form	Web, `/app/services`	Setting the rate, the unit and the rounding
Resources	Web, `/app/resources`	The courts, rooms and tables themselves
Rentals board	The mobile app's **Rentals** tab	Starting and stopping the clock
Appointments	Either	Booking a court for later

The clock lives on the tablet. There is no rentals board in the web app, so the web is where you configure and the tablet is where you trade.

How a rental is priced

Three things decide the charge:

1. **The rate** — the service's selling price, read as *per hour* or *per block*.
2. **The elapsed time** — stamped by Kassly's own clock at start and at stop. The tablet's clock is not trusted for this, which is why stopping a meter needs a connection.
3. **The minimum and the rounding** — see below.

The result lands on the sale as a quantity: `1.25` on a ₱200/hour court is ₱250 for an hour and a quarter.

Setting up a rental service

Open the service and tick **Sell this as a time-based rental (charge per hour/block)**. Four fields appear:

Field	Required	Notes
Rental Unit	Yes	**Per hour** or **Per fixed block**
Block Length (minutes)	When the unit is a block	1 to 1,440. `120` for two-hour slots
Minimum Billable Minutes	No	1 to 1,440. Read the warning below
Rounding	—	Exact, quarter hour, up to the hour, or up to the block. Quarter hour by default

The form restates the consequence for you: "*Selling Price is the per-hour rate when rentals is on.*"

Without the add-on the tick is refused outright — "*The Court & Room Rentals add-on is required to create rental services.*" The full service form is covered in Services catalog.

Rounding and minimums

> **Leaving Minimum Billable Minutes blank does not mean "no minimum".** It means one whole unit. A per-hour court with the minimum blank bills a full hour to a customer who played for ten minutes; a two-hour-block room bills a full block. If you genuinely want to charge for ten minutes, set the minimum to `1` and the rounding to **Exact**.

Kassly applies the minimum first, then the rounding. On a court at **₱200 per hour**:

Played	Rounding	Billed	Charge
1h 05m	Quarter hour	1.25 hr	₱250
1h 05m	Up to the hour	2.00 hr	₱400
1h 05m	Exact	1.08 hr	₱216
10m	Quarter hour, no minimum set	1.00 hr	₱200
10m	Exact, minimum 1	0.17 hr	₱34

And on a KTV room at **₱500 per 2-hour block**:

Sung	Rounding	Billed	Charge
2h 10m	Up to the block	2.00 blocks	₱1,000
2h 10m	Quarter hour	1.13 blocks	₱565

That second row is the one to watch. **Quarter hour is the default rounding, and on a per-block service it bills fractions of a block** — which is almost never what a room priced by the block is meant to do. If you sell blocks, set the rounding to **Up to the block**.

Metering a rental at the counter

Open the **Rentals** tab on the tablet. Every rentable resource at the branch is a tile showing its name, its type and how many it holds.

1. Tap an **Available** tile, then **Start meter**.
2. Pick the rental service. The list shows each rate as `₱200 / hr` or `₱500 / block`; there is a search box if you have many.
3. The tile switches to a running clock: the elapsed time ticks up as **1h 05m** and next to it Kassly shows **₱250 est. (1.25 hr)**.
4. Tap **Items** at any point to put drinks, food or anything else on the same tab.
5. Tap **Stop** when they finish. The clock is stopped at Kassly's own time, the line is priced, and the app takes you to the POS to collect.

The estimate on the tile is labelled an estimate on purpose. The real figure is computed when you press **Stop**, because that is the moment the end time is stamped.

A running meter survives the app closing. Meters are held on the device as well as on the server, so a tablet that crashes or is restarted mid-game comes back with the clock still running.

The tab is an ordinary open sale, so everything in Making a sale and Payments applies once you stop the clock. Adding drinks to a court tab is how a venue ends up with one bill instead of two.

What the customer's receipt shows

The rental appears as a normal sale line: the service name, the quantity, and the amount.

> **No `hr` or `block` label is printed anywhere.** A quarter-hour court shows as a quantity of `1.25` on the checkout screen and on the printed receipt, with nothing saying what 1.25 counts. The unit only appears on the live Rentals board. If your customers query the bill, the practical fix is to name the service so the receipt reads clearly — `Badminton Court (per hour)` rather than `Badminton Court`.

Booking a court in advance

Metering is for walk-ins. For a booking next Saturday, use the calendar: create the booking with the **rental service** and the **Resource** it is for. The staff field disappears — the mobile app spells it out as "*Court booking · Court 1 — staff not required.*" — and the resource becomes required instead.

When the customer arrives, open the booking and tap **Open tab (start meter)**. That starts the clock and loads the tab into the POS in one step, and links the booking to the sale so the booking's payment badge tracks what has been collected. Full detail in Appointment calendar.

> **A booked hour is not a charged hour.** The booking reserves the court; the meter is what bills it. If somebody plays 6 to 8 on a 6-to-7 booking, the meter charges two hours, because the meter is the record of what actually happened.

One meter per court

A second meter on a court that already has one running is refused — "*This resource already has an open rental tab.*" Stop the first one, or start the second court.

A resource in **Maintenance** or **Inactive** cannot be metered at all: "*This resource is not available.*" Starting a meter also flips the resource to **Occupied** until you stop it, which has one side effect worth knowing about — see Resources.

Working offline

Step	Works offline
Starting a meter	No
Watching a running meter tick	Yes
Adding items to the tab	Yes
Stopping a meter	No
Taking the payment	Yes, once the meter is stopped

Both ends of the clock are stamped by Kassly, not by the tablet, so both need a connection. That is deliberate: a device with a wrong clock would otherwise under- or over-charge every customer, and there would be no way to tell which. If the line drops mid-game, the clock keeps running on screen and you can stop it as soon as the connection returns — you will be charging from the real start time either way.

Who can do what

Action	Owner	Manager	Cashier
Make a service a rental	Yes	Yes	No
Add courts, rooms and tables	Yes	Yes	No
Start a meter	Yes	Yes	Yes
Add items to a running tab	Yes	Yes	Yes
Stop a meter and take payment	Yes	Yes	Yes
Book a court in advance	Yes	Yes	Yes

See Users and roles.

PART 11

Kitchen & Job Orders

Kitchen Display System, stations, tables, and repair/service job orders.

Kitchen Display System

The kitchen screen — how orders reach it, what the colours and timers mean, and how the cook marks food done.

The Kitchen Display System, or KDS, is a screen in your kitchen that shows what has been ordered and what is still to be made. It replaces the printed docket: orders arrive on their own, the cook taps items as they go out, and finished orders leave the screen.

You do not need a special device. The KDS is a web page, so any tablet, laptop or old monitor with a browser will run it.

> **Needs the Kitchen Orders & Tables add-on** (₱400 per branch each month), which also covers Table management. It is in the **Kitchen Pack** (₱1,399 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

There is a second switch as well: **Kitchen Display System (KDS)** under **Feature Toggles** in **Store Settings**. It is on by default for food-and-beverage stores and off for everyone else, and turning it off stops orders being sent to the kitchen at all.

How an order reaches the kitchen

An order is not typed into the KDS. It arrives from wherever the sale was rung up, in one of four ways:

Where the order comes from	When it appears on the KDS
A sale paid at the counter	The moment the sale is completed
A dine-in order sent to a table	When the cashier sends it to the kitchen from the mobile app
Items added to an open tab	As soon as they are added
An online store order	When you accept it. See Online orders

Everything that follows on this page is about the KDS screen itself. Taking the order, choosing the table and sending it to the kitchen all happen in the Kassly mobile app, which is the only working POS. See Making a sale.

> **A held or parked cart does not reach the kitchen.** Only an open tab that has been sent, or a completed sale, appears on the KDS. If the cook is not seeing an order, check the order was actually sent rather than just saved.

Order states

The KDS tracks each *line* on an order, not just the order as a whole:

State	What it means
Pending	Sent to the kitchen, nobody has started it
Preparing	Being cooked
Ready	Done and waiting to go out
Served	Handed over. This is what clears it from the screen

An order leaves the KDS when every line on it is Served. Nothing expires and nothing is cleared automatically, so a screen that is filling up means orders are not being marked served.

There is no rule that promotes an order by itself. Marking every line Ready does not mark the order Served — someone still presses the button.

The four screens

All four are full-screen pages with no sidebar, and you switch between them from the header.

Screen	Address	Best for
Kanban	`/app/kds`	The default. Three columns: Pending, Preparing, Ready
Grid	`/app/kds/grid`	A wall of order cards with timers, keyboard control and printing
Wall	`/app/kds/wall`	One column per prep station — the expo view
Stats	`/app/kds/stats`	Average prep time, throughput, slowest items

Kanban

Three fixed columns. Each header shows how many orders are in it, and each column has one action that moves the whole order forward:

Column	Button
Pending	**Preparing**
Preparing	**Mark All Ready**
Ready	**Mark Served**, and **Recall** to send it back

Tap an individual item's checkbox to advance just that line. The columns are click-driven — you cannot drag cards between them.

An order with a mix of finished and unfinished lines sits in **Preparing**, so the middle column is where most of the real work is.

Grid

The same orders as cards in a grid, with more on each card and more control:

- The order number, or `ORD-` plus the last six characters of its id if it has no receipt number yet
- **RUSH** in red across the top of rushed orders, with the card outlined in red
- The table and the number of covers, as `Table T1 · 4 pax`
- Each line as a large quantity and name, with its variant, its modifiers and any **special instructions in amber**

- Anything the cashier typed as an order note, in an amber box
- **Mark All Ready**, then **Mark Served** and **Recall** once everything is ready
- **Toggle Rush** and **Print**

Pending orders sort above ready ones, and rushes above everything.

Tap an item to move it forward; press and hold it for half a second to move it back. That long-press works on the Grid and Wall screens, not on Kanban.

The timers

Each card carries the time since the order arrived. It counts in whole minutes — `<1m`, then `7m`, then `1h 5m` — and changes colour:

Age	Colour
Under 15 minutes	Grey
Over 15 minutes	Amber
Over 30 minutes	Red

These thresholds are fixed. There is no setting for them.

Separately, an item with an **estimated prep time** shows a countdown bar while it is being prepared. The bar turns amber at 80% of the estimate and goes red and pulsing, labelled **OVERDUE**, once the estimate has passed.

> **Only services carry an estimated prep time.** The field is **Estimated Prep Time (minutes)** on a service in your services catalog. There is no such field on a product, so ordinary menu items show no countdown — only the age timer above.

Wall

One column per prep station, plus a column literally named **Unassigned** for items routed nowhere. Use it as your expo screen: each column shows only its own station's lines. See Stations.

> **The Wall screen is half-finished. Its Rush, Print and Recall buttons do nothing, and its Mark Served button actually marks the items Ready, not served** — so an order can never be cleared from the Wall. Clear orders from the Kanban or Grid screen instead, and treat Wall as read-only.

Stats

Average prep time, average wait before someone starts, how many items were completed, what is pending and preparing right now, items per hour through the day, and your ten slowest items. It refreshes every 30 seconds and covers one day at a time.

Stats is for owners and managers only. The tab is shown on a paired kitchen screen too, but tapping it there just says it could not load the stats.

Marking things done

Four things you can do to a whole order, from the buttons on its card:

Action	Effect
Preparing	Everything Pending becomes Preparing, and the clock starts
Mark All Ready	Everything not yet Ready becomes Ready
Mark Served	Everything Ready becomes Served, and the order leaves the screen
Recall	Everything Ready goes back to Preparing

> **Mark All Ready is not limited to your station.** Even on a screen locked to one prep station, these four buttons act on the *whole* order. If the person at the bar presses Mark All Ready, the fried-chicken lines on that same ticket are marked ready too. Mark individual items instead when several stations share a ticket — or use the Wall screen, which is the one place that acts on a single station's lines only.

Sending an item back to **Pending** wipes its timestamps, so the prep-time figures on the Stats screen no longer count it.

Keyboard shortcuts

On the Grid screen only:

Key	Does
Arrow keys	Move between orders
Enter or Space	Bump the selected order — Ready, or Served if it is all ready
Backspace or Delete	Recall
R	Toggle rush
S	Toggle the sound
F	Full screen
1 to 9	Jump to an order by position
?	Show or hide the shortcut list
Esc	Deselect

Sound and printing

The Grid screen plays a short two-tone beep when a new order arrives, and the speaker button in the header turns it on and off. Two things to know: the sound is generated by the browser rather than played from a file, so **it may stay silent until somebody taps the screen once** after the browser starts, and only the Grid screen has a toggle. Kanban and Stats make no sound at all.

The printer button next to it turns on **Auto Print**, which prints a kitchen ticket for each new order when a supported printer is connected to that browser. Both settings are remembered per browser, so each screen needs setting up once.

Live updates

The KDS is live. New orders and status changes reach every kitchen screen through a websocket connection, so a screen sitting untouched on a shelf updates itself — nobody has to refresh anything. On top of that, each board reloads itself every 5 seconds (30 seconds for Stats) as a safety net, so even a broken websocket only costs you a few seconds' delay.

> **There is no connection indicator.** If the network drops entirely, the board keeps showing the last orders it knew about rather than warning you. On a screen that has been up all day and looks suspiciously quiet, reload the page.

Running it on a dedicated screen

You do not have to sign a staff account in on the kitchen tablet. Pair it instead, so it shows nothing but the kitchen board:

1. In Kassly, open the KDS and press **Pair Station**. Choose the branch, and the prep station if the screen is for one area only.
2. Kassly shows a **6-digit code**, good for **15 minutes** and one use only.
3. On the kitchen device, open `/app/kds/pair` and type the code.

The device is then paired for **one year**, after which it stops working and has to be paired again. Its header shows **Exit** and **Unpair** instead of the normal navigation, and if it was paired to a prep station it is locked to that station — it cannot be switched to another one from the device.

Every branch includes one paired screen. More cost **₱100 each per month**, bought from **Settings → Billing**. Pairing beyond your allowance is refused with a message telling you the limit.

Two administrative notes:

- **Managing paired screens is owner-only.** A manager can generate a pairing code, but only the owner can see the list of paired screens at `/app/kds-stations`, rename them, or unpair one.
- **Turning the KDS toggle off in Store Settings cuts every paired screen off immediately**, with a message about the add-on.

What the KDS does not do

- **It is not where orders are taken.** Nothing can be added to an order from the kitchen screen.
- **Served is not proof of delivery.** Marking an item served says a person pressed a button. There is no runner confirmation and no record of who served what.
- **A screen locked to a prep station is not locked to a branch.** The station lock is enforced properly; the branch is a display filter on the device. Bear that in mind before handing a paired tablet to somebody outside the business.
- **The English / Filipino switch in the header only covers the KDS.** The Tables and Prep Stations pages are English only.
- **Declined items are invisible.** A line can be rejected through the API, but no button in Kassly does it, and a rejected line is shown on the board as if it were still Pending. Treat rejections as not implemented.

Stations

Prep stations, how items get routed to the right one, and the difference between a prep station and a paired kitchen screen.

A prep station is an area of your kitchen — Bar, Grill, Fries, Dessert. Once you have them, a ticket can be split so the bar only sees drinks and the grill only sees grilled food, instead of every cook reading every order.

Small kitchens do not need this. One screen showing everything is simpler, and Kassly works fine that way. Set up stations when two people are working from the same ticket and getting in each other's way.

> **Needs the Kitchen Orders & Tables add-on** (₱400 per branch each month), in the **Kitchen Pack** (₱1,399 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

Two things called "station"

This trips people up, so get it straight before you start. Both live under **DINING** in the sidebar:

Sidebar item	What it is	Address
Prep Stations	An area of the kitchen: Bar, Grill, Fries	`/app/stations`
KDS Stations	A physical screen you have paired to Kassly	`/app/kds-stations`

Prep stations are unlimited and free with the add-on. Paired screens are capped — one per branch included, more at ₱100 each per month. Buying "another KDS station" buys a monitor slot, not a prep area. Pairing is covered in Kitchen Display System.

This page is about prep stations.

Creating a prep station

Open **Prep Stations** and press **Add Station**.

Field	Notes
Name	What the cook sees: Bar, Grill, Fries
Color	A colour picker. It becomes a stripe along the top of that station's cards and column
Icon	Free text, and there is no icon picker, so leave it alone
Order	Where the station sits on the Wall screen. Leave blank and it goes last
Branch	Pick a branch, or leave it on **All branches** to make the station available everywhere
Categories	Tick the product categories whose items should route here
Active	Turn a station off to hide it from the kitchen screens without deleting it

The list then shows each station with its branch, how many **Categories** point at it, how many product-level **Overrides** it has, whether it is active, and its order.

Only owners and managers can create, edit or delete a station, and the sidebar link is shown to them only.

How an item finds its station

Routing is by **product category**. When a sale is rung up, each line looks up the category it belongs to, finds the station that category is assigned to, and that station is stamped onto the line.

So the work is one-off and it is done from the station, not from the product: open the station, tick the categories that belong to it, save. A category can only point at one station.

Two consequences worth knowing:

- **The station is stamped at the moment of the sale, not looked up later.** Re-pointing a category tomorrow does not move tickets that are already on the kitchen screen, and it does not rewrite history. Whatever the routing said when the order was rung is what that ticket carries forever.

- **A category with no station leaves its items unrouted.** That is fine on a single screen showing everything, but see the warning below.

> **The per-product override does not work.** The product form shows a **Prep station (override)** dropdown, defaulted to **Inherit from category**, once you have at least one station. Setting it appears to save but the value is discarded, and the field is always blank again when you reopen the product. The **Overrides** column on the Prep Stations list will therefore always read 0. Route by category only, and split a category if one item genuinely belongs somewhere else.

Choosing a station on the kitchen screen

On the Kanban and Grid screens there is a station picker next to the branch selector. Pick a station and the board narrows to that station's items; the choice is remembered in that browser.

- The "show everything" option is called **All Stations**.
- **The picker disappears entirely when you have no prep stations**, which is why a new store sees no station control at all.
- On a screen that was paired to a specific prep station, there is no picker. The lock is enforced by Kassly itself, so the device cannot look at another station's work.

The **Wall** screen ignores the picker and shows one column per station side by side. That is the view for an expediter who needs to see all stations at once.

Items with no station

An item that is not routed anywhere is visible on a board showing **All Stations**, and it appears on the Wall screen in a column called **Unassigned**.

> **An unrouted item is invisible to a station-locked screen.** If you pair a tablet to "Grill" but never tick any categories for Grill, that tablet shows an empty board — for ever — while the sale goes through perfectly normally. Set your categories up first, and check the **Unassigned** column on the Wall screen from time to time to catch anything that slipped through.
> The same applies to the station-only kitchen ticket: printing a station's ticket for an order with no lines for that station prints a header and `0 item(s)`, with no warning.

Turning a station off or deleting one

Active off hides a station from the kitchen screens and the picker while leaving everything else alone. That is the safe way to retire an area temporarily.

Deleting one is also safe: every category and product that pointed at it, and every screen paired to it, is unhooked and falls back to showing everything. Tickets already on the board keep the station name they were stamped with. The station row itself is kept behind the scenes, so a deletion is recoverable with support's help.

Limits

- **A category's routing is only visible from the station.** Nothing on the category screen tells you a category is routed to the Bar — the only place to see or change it is a station's category list.
- **There is no drag-to-reorder.** Position is the numeric **Order** field.
- **Station colours are free-form hex**, not a fixed palette, so nothing stops you picking two colours a cook cannot tell apart.
- **Stations are not covered by the English / Filipino switch** on the kitchen screens; this page and the Prep Stations screen are English only.

Table Management

Setting up your tables, reading the floor plan, and what Kassly does and does not do about transfers, merges and split bills.

Table management gives you a floor plan: a tile per table, coloured by whether it is free, in use, being cleared or held. An open tab is attached to a table, so you can see at a glance which table has an order running and how much it has spent so far.

> **Needs the Kitchen Orders & Tables add-on** (₱400 per branch each month), which also covers the Kitchen Display System. It is in the **Kitchen Pack** (₱1,399 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

There is also a **Table Management** switch under **Feature Toggles** in **Store Settings**, on by default for food-and-beverage stores.

Read the limits before you plan your service around this. Several things restaurant owners expect — transferring a party, merging two tables, splitting a bill — are not built.

The two screens

Screen	Address	For
Tables	`/app/tables`	The floor plan. Day-to-day
Manage Tables	`/app/tables/manage`	Creating and editing tables. Set up once

Both are open to owners, managers and cashiers.

Setting up your tables

On **Manage Tables**, press **Add Table**.

Field	Notes
Branch	Only shown when you have more than one. **It cannot be changed afterwards**
Table Number	Up to 20 characters, and it does not have to be a number — "T1", "Bar 1" and "Outdoor 3" are all fine. Unique within a branch
Capacity	How many people it seats. Between 1 and 100, default 4
Display Order	Where it sits on the floor plan. Prefilled with the next number
Section (optional)	Up to 50 characters: "Indoor", "Outdoor", "Bar". Used as a filter on the floor plan
Active	Turn a table off to take it off the floor plan without deleting it

A new table is always created as **Available**.

Two practical notes. There is **no bulk create**, so twenty tables means twenty trips through the dialog. And the Manage Tables screen loads the **first 100 tables only**, with no page control, so a very large venue will not see all of them there.

The floor plan

Each tile shows the table number, its capacity, its status, and — when a tab is open on it — the order number and the running total. Above the grid is a summary line: how many are available, occupied, and reserved or being cleaned if any are.

If you have more than one branch, there is a branch selector. If your tables use more than one section, there is a section filter as well; with a single section it is hidden.

Tap a tile for the detail panel: capacity, section, and for an occupied table the order number, the number of items, the total and the cashier's name. The buttons you get depend on the status:

Status	Colour	Buttons
Available	Green	**New Order**
Occupied	Blue	**View Order**, **Clear Table**
Cleaning	Grey	**Mark Available**
Reserved	Amber	**Mark Available**

> **New Order and View Order do not work in the web app.** Both open the POS page, which in the browser is just a page telling you to install the Kassly mobile app. Take and view orders on the phone or tablet — the web floor plan is for looking at, and for setting a table's status.

The floor plan updates live: when the mobile app opens a tab or a payment goes through, the tile changes colour without a refresh. It also reloads itself every 15 seconds as a safety net. A table you have *just created* is the one thing that does not appear live — wait for the refresh or reload the page.

Assigning an order to a table

A table is claimed when a cashier sends a dine-in order to the kitchen from the Kassly mobile app and picks the table. Kassly then:

- Sets the table to **Occupied** and links the order to it
- Writes the table number onto the sale, so it shows on the receipt and in reports
- Sends the order to the kitchen. See Kitchen Display System

One table holds one order. If the table already has an open tab, sending a second order to it is refused with a message that the table already has an open order, naming the order that has it. That is deliberate: two tabs on one table is how a bill goes missing.

Items added to that tab later go to the kitchen as they are added, and the table's total on the floor plan goes up.

The number of covers — how many people are sitting there — belongs to the *order*, not the table, and is entered on the mobile app. It is what the kitchen screen shows as `Table T1 · 4 pax`.

Clearing a table

What happened	The table becomes
The bill was paid	**Cleaning**
The sale was voided	**Available**
You pressed **Clear Table**	**Cleaning**
You pressed **Mark Available**	**Available**

> **Paying a bill does not free the table.** It goes to **Cleaning**, and somebody has to press **Mark Available** before it can be used again. That is the intended flow — the table is not ready until it has been wiped down — but it does mean a busy service needs somebody keeping the floor plan honest, or you will end up with a screen full of grey tiles.
> A *voided* sale, by contrast, sets the table straight back to **Available**.

Reserved is the odd one out. It is a real status with its own amber colour, but **no screen in Kassly can set it.** There is no reservation record, no time, no party name, and no booking screen. If you take table bookings, use Appointments or a notebook.

What table management does not do

None of the following exists in Kassly, in any app. They are not hidden in the mobile app either — there is nothing in the system behind them.

- **No transferring a party to another table.** You cannot move an open order from T3 to T7. The order carries the table number it was sent with, and nothing changes it. In practice: seat the party, then send the order.
- **No merging tables.** Two tables cannot share one bill, and there is no concept of joining T4 and T5 for a party of eight. Put the party on the larger table, or take two separate orders.
- **No split bills.** One table's tab is one sale. You cannot split it by person or by item at the table level.
- **No visual floor layout.** The "floor plan" is a grid of equal tiles in the order you gave them. There is no dragging tables around, no shapes, no room outlines, and no multiple floors — only the **Section** label and the **Display Order** number.
- **No server or waiter assignment.** A table cannot be assigned to a staff member.
- **No table reporting.** There is no turn-time, no average occupancy and no covers-per-table report.

Two more things to be careful about:

- **Deleting a table is permanent, and Kassly will let you delete one with an open order on it.** There is no warning and no undo. The order survives, pointing at nothing, and its kitchen ticket stays on the board. Use **Active** off instead of deleting whenever you might want the table back.
- **Table changes are not audit-logged.** Creating, editing and deleting tables leaves no trail in Audit logs, unlike most other records.

Job Orders

Repair and service tickets — taking a job in, tracking it on the board, adding parts and labour, and handing it to the counter for payment.

A job order is a ticket for work that takes longer than a sale. A motorcycle comes in on Monday with bad brakes; you diagnose it, order a pad set, fit it on Wednesday, and the customer pays when they collect. That is one job order, and it collects the parts and the labour as you go so the customer pays once, at the end, for everything.

Repair shops, appliance and electronics servicing, laundries and car washes all run on this. If your work is finished before the customer leaves the counter, you do not need job orders — just ring up a sale.

> **Needs the Job Orders & Service Tickets add-on** (₱400 per branch each month). It is also in the **Repair Pack** (₱1,149 a month), the **Service Jobs Pack** (₱849 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

Finding it

Job orders live under **SERVICES → Job Orders** in the sidebar, at `/app/job-orders`. There is also a **Job Orders** switch in **Store Settings**, which controls whether that sidebar link is shown at all — it does not affect whether the feature works.

> **The sidebar link does not appear for retail or food-and-beverage stores.** The SERVICES group it belongs to is only built for service businesses, so a restaurant or a hardware store that buys the add-on has to reach the board by typing `/app/job-orders`. Everything works normally once you are there.

There are five screens, all of them real web pages:

Screen	Where	For
Board	`/app/job-orders/board`	The day-to-day view: every open job as a card in a column
New job	`/app/job-orders/new`	Taking a job in
Job detail	`/app/job-orders/{id}`	One job: its parts, its labour, its history
List view	`/app/job-orders/list`	Searching everything, including finished jobs
Configure Board	`/app/job-orders/board-settings`	Renaming and rearranging the columns

Taking a job in

Press **New job** and fill in the intake form. Only two fields are required:

Field	Required	What it is for
Branch	Yes	Which branch is doing the work
Title	Yes	What the job is, in a few words: "Brake pad replacement"
Asset / vehicle	No	One free-text line: "Honda Click 125i, ABC-123"
Customer	No	Links the job to a customer record. **New customer** creates one without leaving the form
Assigned to	No	The staff member doing the work
Promised at	No	Date and time you promised it. This is what drives the overdue warning
Priority	No	A number from 0 to 9
Deposit (₱)	No	What the customer paid up front. Read the warning below
Rush	No	Puts the card at the top of its column and marks it with a red badge
Deposit paid	No	A tick, nothing more
Diagnosis	No	What you found. Editable later
Customer notes	No	What the customer told you. Editable later
Intake note	No	An internal note that goes into the job's history

Press **Create job order**. The job is numbered **JO-2026-00001**, counting up per year, per store, and lands in your first column.

> **The deposit is a note, not money.** Filling in **Deposit (₱)** and ticking **Deposit paid** records those two facts on the job and nothing else. No cash is recorded, no payment exists, and the deposit is **not** subtracted from what the customer owes at checkout. If you take money up front, record it as a real payment at the counter and treat the deposit field as a reminder only.

Only Branch, Title, Asset, Customer, Assigned to, Promised at, Priority, Deposit, Rush and the notes can be captured. There is no field for a fault description beyond the title and notes, and none of these exist anywhere in Kassly:

- **Photos.** You cannot attach a picture of the damage.
- **An accessories or condition checklist** for what came in with the unit.
- **A warranty period** on the work or the parts.
- **A customer signature**, at intake or at release.

If those matter to you — and for a motor shop they usually do — keep taking them on paper against the job number.

The board

The board shows one column per stage, and one card per open job. Out of the box you get six:

Column	Meaning
Intake	Just received, not looked at yet
Diagnosing	Being assessed
Awaiting Approval	Waiting on the customer to say yes
Awaiting Parts	Waiting on a supplier
In Progress	Being worked on
Ready for Pickup	Done, waiting for the customer

Drag a card between columns to move the job. Kassly only allows moves that make sense — you cannot drag straight from Intake to Ready for Pickup, and a disallowed drag tells you so rather than sending anything. You can also move a job from the **Move to** menu on the job's own page, which offers a few destinations the board does not, such as Cancelled and Declined.

Each card carries the job number, a **Rush** badge if it is rushed, the title, the asset, a circle with the assignee's initials (a plain figure if nobody is assigned), the customer's name, the item count and the running total. The column header shows how many cards are in it.

The **promised time chip** is your only lateness signal. It reads `in 3h` while you are inside the promise and turns red as **`overdue 2h`** once you are past it. There are no other warnings — no colour bands per column, no limit on how many cards a column may hold, no escalation.

Jobs inside a column are ordered rushes first, then oldest first, so the top of each column is the work you should be doing.

The board updates live. When someone at another terminal moves a card, adds a part or takes a job in, your board changes without you refreshing. There is no backup polling, though — if the live connection drops, the board quietly goes stale, so use **Refresh** if the board looks wrong.

Finished, cancelled and declined jobs disappear from the board. They are not gone; look for them in **List view**.

Adding parts and labour

Open a job and press **Add item**. There are three tabs:

Tab	Use for	You choose
Product	A part out of your stock	The product, a variant if it has any, quantity, an optional discount
Service	Labour you have priced as a service	The service, quantity, an optional unit-price override
Custom	A one-off with no catalog entry	A name, a unit price and a quantity

Each line shows a status you can change from a dropdown: **Pending**, **Approved**, **In Progress**, **Done** or **Declined**. These are labels for your own benefit — nothing in Kassly checks them, so a job can be handed over for payment with lines still marked Pending.

> **A stocked part leaves your inventory the moment you add it to the job**, not when the customer pays. This is deliberate: the pad set is on the bike, so it should not still be on your shelf. Two consequences follow:
>
> - Once a part is committed, its **price and quantity are locked**. Kassly refuses the edit and tells you to remove the line and add it again.

> - The remove button on a committed part is **disabled in the web app**, with a note saying to remove it via a stock adjustment. So although removing such a line would return the stock, in practice you correct it with a stock adjustment instead.

Removing any other line is one click, and it is recorded in the job's history with your reason if you gave one.

The history

Every job has a **Timeline** down the right of its page, newest first. It records:

- Each status move, as `Diagnosing → Awaiting Parts`, with any note
- Each item added, as `Added Brake Pad Set × 1`
- Each item removed, with the reason

Each entry is stamped with the time and who did it. This is the record you go back to when a customer argues about what was agreed.

Editing a job after intake

The job's own page lets you edit **Diagnosis** and **Customer notes**, and that is all. Title, asset, customer, assignee, promised date, priority, rush and deposit are fixed once the job is created — there is no web screen to change them.

Plan the intake form accordingly, particularly **Promised at**, since it is what the overdue chip is built on.

Getting paid and closing the job

There is no **Complete** button. The last step you take is **Send to POS**, and the job closes itself when the payment goes through.

1. Move the job to a stage that allows handover. **In Progress** and **Ready for Pickup** both do by default; the earlier stages do not.
2. Press **Send to POS**. Kassly creates an **unpaid draft sale** carrying every line on the job, noted `Job Order #JO-2026-00001`, and moves the job to Ready for Pickup if it is not there already.
3. **Take the payment in the Kassly mobile app**, on the phone or tablet you use as a till. This is the only place a sale can be paid — the web app has no working POS screen. See Making a sale.
4. When that sale completes, the job moves itself to **Closed** and is stamped with the time.

> **The web app may say "Failed to send to POS" when it actually worked.** This is a known display fault, not a failed handover. Before pressing it again, reload the job: if it now shows as sent, the draft sale exists and is waiting in the mobile app. Pressing the button twice does not create a second sale.

Two more rules to know:

- **You cannot mark a job Closed by hand.** Kassly refuses the move with a message saying Closed is set automatically when payment is recorded. That is the guarantee that a closed job is a paid job.
- **Voiding the payment reopens the job**, back to the stage it was in before, so the work is not lost. It does **not** put the parts back into stock — those movements stand, and you reverse them with a stock adjustment if you need to.

Nothing tells the customer their job is ready. There is no SMS and no email on a job order, so ringing them is on you.

There is also **no printable intake slip or job card**. The one job-order slip Kassly can print comes off the *sale* after **Send to POS**, and it lists the sale's items — it is not the ticket you hang on the handlebars.

Finding a finished job

List view searches everything, open and closed. You can filter by status (including Closed, Cancelled and Declined), branch, assignee and customer, and search by job number, title or the contact name typed onto the job.

Two quirks: the search box fires on every keystroke, so give it a moment on a slow connection; and the dates in the table **do not show a year**, so a job from last January looks like this January's. Check the job number, which carries the year.

Configuring the board

Configure Board lets you make the columns match how your shop actually works — a motor shop might add "With Supplier", a laundry might not need Diagnosing at all. It needs the **Manage Job Orders** permission, so owners and managers only; anyone else sees a "Permission required" message.

For each column you set:

Setting	Notes
Slug	The permanent internal name, lowercase with underscores. **It can never be changed**, because the job history refers to it
Label	What staff see on the board. Change this freely
Color	One of nine: slate, blue, amber, orange, violet, brand, emerald, red, green
Role	What the column *means* to Kassly. See below
Initial column	New jobs land here. Exactly one column has it, and it must have the Intake role
Terminal column	Ends the job's life and hides it from the board. Only Completed and Cancelled roles may be terminal
POS-eligible	**Send to POS** is allowed from this stage

The role is the part that has consequences, because Kassly's own behaviour keys off it rather than off the column's name:

Role	What Kassly does with it
Intake	Where new jobs are created
Active	Nothing. Purely for your own organisation
Awaiting External	Nothing. For stages blocked on a customer, a part or a supplier
Ready for Handoff	**Send to POS** moves the job here automatically
Completed	Reached only by payment. Stamps the job as closed
Cancelled	A dead end for jobs that never finished

Drag the rows to reorder the columns, and use the **Allowed next** picker on each column to say where staff may move a card from it, then press **Save transitions**.

Kassly refuses to save a board that cannot work. You always need exactly one initial column with the Intake role, at least one column with the Completed role, and at least one POS-eligible column.

To retire a column, **Archive** it and nominate a replacement. Every job sitting in the archived column is moved to the replacement, and the moves in and out of it are deleted. That cannot be undone, so pick the replacement carefully.

Reset to defaults puts the nine original columns back. It refuses if any job in your records — including long-closed ones — sits on a column you invented, so in a store that has been running custom columns for a while this will usually tell you no.

Who can do what

Action	Owner	Manager	Cashier
See the board and jobs	Yes	Yes	Yes
Take a job in	Yes	Yes	Yes
Move a job between stages	Yes	Yes	Yes
Add a part or labour line	Yes	Yes	Yes
Change a line's status	Yes	Yes	Yes
Remove a line	Yes	Yes	No
Edit diagnosis and notes	Yes	Yes	No
Delete a job	Yes	Yes	No
Send to POS	Yes	Yes	No
Configure the board	Yes	Yes	No

A cashier sees the **Edit** button on the notes and the remove icon on each line even though neither will work for them — clicking gives a permission error. And staff on the **Staff** role cannot open job orders at all, which matters if your technicians are set up that way: put them on Cashier if they need to update their own jobs.

Deleting a job is blocked outright while any part on it has left your stock. Take the parts off it first.

PART 12

Online Store

Your storefront, how online orders reach the counter, and fulfilment.

Setting Up Your Online Store

Switching on your public storefront, the web address it gets, and which of your products customers can see.

The Online Store is a public page where your customers browse what you sell and place an order for delivery or pickup. The order lands in your Kassly inbox, you call the customer to confirm, and you accept it — at which point it becomes a normal sale.

Kassly takes the order. You take the money and you arrange the rider. Read What the Online Store does not do before you switch it on, because the parts Kassly deliberately leaves to you are the parts customers ask about.

What you need to switch it on

> **The Online Store costs nothing extra, but it is not available on the Free plan by itself.** It unlocks as soon as your store holds at least one paid add-on or bundle — any one of them, including one that is still on trial. When your last add-on lapses, the storefront goes dark with it.

No add-on "owns" the Online Store, so you will not find it in the add-on list in Plans & add-ons. Think of it as a perk that comes with being a paying customer.

While the storefront is dark, its public page answers every visitor with the same "This store is unavailable" message. That is deliberate: a shopper can never tell whether you switched the store off, your billing lapsed, or the address was never yours in the first place.

Turning the storefront on

The settings page is at **`/app/settings/online-store`** — type that path after your Kassly web address.

> **There is no sidebar link to this page yet.** The Online Store does not appear under SETTINGS in the left-hand menu, so the URL above is currently the only way in.

On that page, switch on **Store is live**. That is the master switch: turn it off and the storefront stops serving anything, whatever else is configured. Fill in the rest of the settings, then press **Save settings** — nothing is saved until you do.

Your store's web address

Your storefront lives on its own web address, built from your store's short name:

```
https://your-store-name.kasslypos.com
```

That short name (the "slug") is generated from your business name when you sign up — "Mac Cafe" becomes `mac-cafe`. A handful of names are reserved for Kassly's own infrastructure (`www`, `app`, `api`, `store`, `pos`, `docs` and similar), and a business whose name collides with one of those gets a number added, so "Images" becomes `images-1`.

Once your storefront is live, the settings page shows the exact link under **Your store link**, with buttons to copy it or open it. Share that link on your Facebook page — for most Philippine businesses that is where customers will find it.

Two limits to know:

- **The address cannot be changed from inside Kassly.** There is no setting for it, and renaming your store in **Store Settings** updates the name your customers see on the page but not the address itself. Contact support if you need the address changed.
- **`*.kasslypos.com` addresses do not resolve on the public internet yet.** The web server is configured for them, but the DNS record that makes any `your-store.kasslypos.com` name reachable from outside has not been published. Until it is, the link on the settings page will not open for you or for your customers. Ask support to confirm your storefront address is live before you advertise it.

What a customer sees

The storefront is a single mobile-first page with four screens:

Screen	What is on it
Menu (the front page)	Your logo, store name and address, your banner message, a branch picker if you have more than one active branch, category filters, and a card per item with its photo, description and price
Checkout	Order summary, delivery or pickup choice, name and mobile number, delivery address and landmark, payment preference, and the running Subtotal / Delivery / Total
Order tracking	The order number, a five-step progress list — Received, Confirmed, Preparing, Ready, Completed — and a button to call you
Every screen	A footer saying orders are prepared, delivered and paid for directly with you

The page is deliberately plain and small so it loads on mobile data. It is not the Kassly app: your customers never sign in, never create an account, and never see anything about your business other than what is on these screens.

If you have more than one branch, the customer picks one and the menu is for that branch. **Switching branches empties the cart**, because what one branch has in stock the other may not.

Which products appear

A product shows on the storefront only when both of these are true:

Condition	Where you set it
The product is **Active**	The product's own form
Show in Online Store is ticked	The product's own form, next to **Show in POS**

Show in Online Store is off by default and is separate from **Show in POS**, so publishing your online menu is a deliberate act, item by item. That is on purpose — a kitchen usually sells things over the counter it cannot send out on a motorcycle. See Adding products.

Then, per branch:

- A product you **track stock** for is shown greyed out and unorderable when the chosen branch has none on hand. Better to show it as unavailable than to take an order you have to ring back and cancel.
- A product you do not track stock for is always orderable.

Categories come from your normal product categories, in the same order they appear in your catalog.

Three things that will **not** appear online, however they are configured:

- **Services.** The storefront lists products only. Haircuts, repairs and bookable services are not orderable from it — use Appointments for those.
- **Variants.** The storefront shows one price per product, the product's own selling price. A customer cannot pick a size or a variant, and a variant-specific price is not used.
- **Add-ons, modifiers and options.** There is no way for a customer to choose extras. They can type a note against the order at checkout.

The settings, one by one

Everything below is on the Online Store settings page.

Setting	Default	What it does
Store is live	Off	The master switch for the whole storefront
Accept orders automatically	Off	On, an order becomes a sale the moment it is placed, with no one confirming it. Leave it off
Offer pickup	On	Off, every order must be a delivery
Expire unaccepted orders after (minutes)	30	How long an order waits for someone to accept it. Between 5 and 1,440 minutes
Minimum order amount	None	Orders below this are refused at checkout
Fee type	Flat fee	**Flat fee**, **Free above a threshold**, or **Estimate (confirmed on the call)**
Delivery fee	₱0	The peso amount quoted for delivery
Free delivery above	None	With **Free above a threshold**, the subtotal at which delivery becomes free
Accept cash on delivery	On	Off, COD disappears as a payment choice
Cash-on-delivery limit	₱5,000	Orders totalling more than this cannot choose COD
Require email verification	Off	The customer must enter an emailed code before the order reaches you
Payment instructions	Empty	Shown at checkout when the customer picks GCash or Bank transfer. Put your GCash number and account name here
Storefront banner	Empty	One line at the top of the menu, e.g. "Open daily 8am–8pm"

A note on the delivery fee: whichever mode you pick, the customer is shown a peso figure before they place the order, and that figure is what the sale is totalled at. **Estimate** mode still quotes the flat amount you set — it only changes the label to "Delivery (estimated)" so you can adjust it on the confirmation call. Nothing is ever left blank, because a customer who cannot work out their total abandons the cart.

Guarding against fake orders

There is no payment gate on the storefront, so an anonymous person can place an order that costs you a rider and a cooked meal. Kassly gives you five defences, and the first one is the one that matters:

1. **Manual acceptance.** With **Accept orders automatically** off, nothing is committed until a person on your side accepts. Call the customer first.
2. **The cash-on-delivery limit.** ₱5,000 by default. A large COD order has to choose GCash or bank transfer instead.
3. **A minimum order amount**, which makes nuisance orders pointless.
4. **Email verification.** Switch this on and the order is held, invisible to your kitchen, until the customer enters a 6-digit code sent to their email. The code is valid for 15 minutes, and they get 5 attempts before they have to ask for a new one. It is friction, so it is off by default.
5. **Automatic expiry** of orders nobody accepted, so a two-hour-old cart never surprises the kitchen.

Kassly also flags orders worth a second look. See Online orders for what the flags mean.

> **Email verification means email, not SMS.** Kassly has no SMS sending, so there is no way to verify a mobile number automatically. The phone call is your real check.

What the Online Store does not do

Say these out loud to yourself before you advertise the link, because customers will assume all four:

- **Kassly does not take payment.** No card, no GCash, no wallet — nothing is charged on the storefront. The payment choice a customer makes is a *preference*, telling you how they intend to pay. Your cashier records the money that actually came in when the order is completed.
- **Kassly does not book couriers.** You arrange your own rider — Lalamove, Maxim, your own driver — and you set the fee. There is **no live rider tracking**: the customer's tracking page can display a courier link, but nothing in Kassly can put one there, so in practice it never appears.
- **There are no refunds to process,** because no money passed through Kassly. Declining an order costs you nothing to reverse.
- **There is no customer login and no order history.** A customer keeps their order only through the tracking link. If they gave an email address, Kassly emails them that link, so closing the tab does not lose the order.

One more, less obvious: an online shopper is **not** automatically added to your customer list. Kassly links an order to a customer you already have when the mobile number matches one on file; a genuinely new online buyer stays unlinked until they exist as a real customer record. That keeps a public form from filling your customer list with junk. See Customer profiles.

Online Orders

How an order placed on your storefront reaches your counter — the order pipeline, the inbox, and what the flags on an order mean.

An online order is not a sale yet. It sits in an inbox on your side, waiting for a person to look at it, and it only becomes a sale in your books when you accept it. This page explains that waiting room: what the states mean, where you see them, and what happens to an order nobody touches.

> **Needs the Online Store**, which is free with any active or trialing add-on or bundle. See Setting up your Online Store.

Why an order is not a sale straight away

Every sale in Kassly gets a sequential receipt number and, if you are voiding one, a permanent audit trail — because that is what the BIR requires of a sales record. An order typed in by a stranger on the internet must never land in that record unchecked. If it did, a burst of prank orders would burn a run of receipt numbers, and turning each one down would need a void that the BIR can see.

So online orders live in their own list. Two moments matter:

- **Accept** creates the sale, still unpaid, and pushes it to your kitchen.
- **Complete** takes the payment, issues the receipt number, and takes the stock out of your inventory.

Everything before Accept costs you nothing to turn down.

The order number

Each order gets a number like **OS-00001**, counting up per store. It is a convenience for talking to the customer on the phone, nothing more — it is not a receipt number and it means nothing to the BIR. The real receipt number is issued at completion. See Receipts.

The pipeline

State	What you see	What the customer sees	Meaning
Pending	Pending	Received	Placed, waiting for someone on your side
Accepted	Accepted	Confirmed	You committed to it. A sale now exists, unpaid
Preparing	Preparing	Preparing	Being cooked, packed or picked
Ready	Ready	Ready	Waiting for the rider or for pickup
Completed	Completed	Completed	Paid, receipt issued, stock deducted
Rejected	Declined	Declined	You turned it down before accepting
Cancelled	Cancelled	Cancelled	You aborted it after accepting; the sale is voided
Expired	Expired	Expired	Nobody accepted it in time

The moves Kassly allows are exactly these, and no others:

- **Pending** → Accepted, Declined, or Expired
- **Accepted** → Preparing, Ready, or Cancelled
- **Preparing** → Ready or Cancelled
- **Ready** → Completed or Cancelled

Completed, Declined, Cancelled and Expired are final. There is no reopening an order and no going backwards — a mistake after completion is handled as a normal return or void on the sale itself. See Returns and refunds.

Declined, Cancelled and Expired are three genuinely different things and Kassly keeps them apart on purpose. Declined and Cancelled are your decisions. Expired is the system's, and a pile of expired orders means nobody is watching the inbox —

which is worth knowing separately from orders you turned away.

The inbox

The inbox is the **bell icon** in the top bar of the Kassly web app, on every page. It carries a red count of orders still Pending (shown as `9+` above nine). The bell is hidden entirely for stores without the Online Store, so it is never a dead button.

Click it and a panel slides in listing every order that is Pending, Accepted, Preparing or Ready — that is, everything still in play. Finished, declined and expired orders drop off this list.

Each order card shows:

- The order number, with a bike icon for delivery or a bag icon for pickup
- The customer's name and the order total
- **How many minutes ago it arrived**, while it is still Pending. The timer turns red at 15 minutes
- Any risk flags
- The customer's mobile number as a **tap-to-call link**
- The delivery address and landmark
- Every item with its quantity and line total
- The customer's payment preference

Then the buttons for whatever the order's state allows: **Accept** / **Decline** while it is Pending, **Start preparing**, **Mark ready**, and finally a payment picker with **Complete**.

Declining requires a reason. You have to type one — the Decline button stays disabled until you do. It is stored on the order, not shown to the customer; their tracking page only says the store could not take the order and to call you.

Three limits worth knowing about the web inbox:

- **It does not refresh by itself.** It loads when the page loads and reloads after you act on an order. A new order that arrives while you sit on the page will not appear until you reload it. Do not rely on the web bell as your alarm for new orders — keep the Kassly app on your counter tablet open instead.
- **The count is store-wide, not branch-wide.** With more than one branch, the number on the bell is every pending order in the business.
- **It shows recent orders only** — the most recent 25. If you leave dozens of orders unaccepted, the oldest ones stop appearing in the panel.

Risk flags

Kassly marks orders that deserve a closer look before you commit a rider and a cooked meal. A flag is not a block; it is a nudge to make the phone call count.

Flag	What triggers it
Email not verified	Email verification is on and this customer has not yet entered their code
High-value COD	A cash-on-delivery order worth more than 80% of your COD limit
Repeat canceller	This mobile number has two or more previous orders at your store that were declined, cancelled or expired

Repeat canceller works off the phone number itself, so it catches a guest who has never been saved as a customer — which is the whole point of it.

Orders that expire on their own

Every five minutes, Kassly expires Pending orders that have sat longer than your **Expire unaccepted orders after** setting (30 minutes unless you changed it). The customer's tracking page then tells them it was not confirmed in time and offers them the menu again.

This only ever touches orders still Pending. Once you have accepted one, it is yours and no sweep will take it away.

> **An order booked for later is exempt from expiry** — Kassly deliberately does not sweep scheduled orders. In practice this does not come up yet: the storefront checkout has no "order for later" option, so every order your customers can currently place is a now order, and every one of them will expire if left unaccepted.

Where an accepted order shows up elsewhere

Accepting does three things at once:

1. **Creates the sale.** An unpaid sale appears with the order type set to Delivery or Takeout, tagged as having come from the online store, and with the customer's name, phone, address and landmark copied into the sale's notes so whoever prepares and delivers it can read them.
2. **Pushes it to the kitchen.** If you have the Kitchen Display System, the order appears on it exactly like a counter order. See Kitchen Display System.
3. **Carries the delivery fee onto the sale**, as a service charge, so the sale totals what the customer was actually quoted.

Accepting the same order twice — a double tap, a network retry, two staff on two terminals — creates only one sale. Kassly stamps the sale with the order's identity and simply hands back the sale that already exists.

What accepting does **not** do: it does not take payment, does not deduct stock, and does not issue a receipt number. Those all happen at completion, which is covered in Storefront fulfilment.

Fulfilling an Online Order

Accepting, preparing and completing an online order — and exactly what it does to your stock, your receipts and the day's totals.

This is the working half of the Online Store: what each button does to your books. The short version is that **Accept** commits you and **Complete** is the moment the sale becomes real — payment recorded, receipt number issued, stock deducted.

> **Needs the Online Store**, which is free with any active or trialing add-on or bundle. See Setting up your Online Store.

Before you accept, make the call

Nothing about the storefront verifies that the person who typed the order exists. Kassly's own settings page says it plainly: call the customer to confirm before you prepare anything. On that call, settle the three things Kassly cannot settle for you:

- Whether they really placed the order
- The delivery fee, if you quoted it as an estimate
- How and when they will pay you

Then accept. If the call does not go well, decline — nothing has been committed and it costs you nothing.

Any signed-in staff member can accept, decline or complete an online order. There is no manager-only restriction and no PIN prompt on these actions. If that matters in your shop, control it by controlling who is signed in.

Accepting an order

Press **Accept** on the order card. Kassly then:

- Creates an **unpaid sale** in your branch, typed as Delivery or Takeout
- Copies the customer's name, mobile number, address, landmark and notes into the sale's notes, so whoever cooks and whoever rides can read them
- Adds the delivery fee to the sale as a **service charge**, so the sale totals what the customer was quoted
- Records who accepted it and when
- Sends it to the Kitchen Display System if you have it

Pressing Accept twice never creates two sales. The same is true of a network retry or two staff accepting on two devices at the same moment — Kassly finds the sale it already made and hands that one back.

An order held for email verification **cannot** be accepted until the customer enters their code. It will not appear as ready to work on until then.

Prices are recalculated when you accept

The prices the customer saw were locked in when they placed the order. The prices the *sale* is built from are read fresh from your catalog at the moment you accept.

Almost always these are the same number. When they are not — you changed a price in between — the sale is created at your **current** price, while the order record keeps the amount the customer was quoted. Two consequences:

- Check the total on the sale before you collect if you have been editing prices that day.
- The order's own figures are the record of what you quoted. They are what you refer to if a customer disputes the amount.

Prices sent by the customer's browser are never trusted at any point. A cart with a tampered price is rejected outright rather than quietly repriced.

If an item is no longer available

Because the catalog is re-read at acceptance, an order containing an item you have since deactivated or unpublished from the online store **cannot be accepted**. You get an error saying one of the items is no longer available, and that is the end of it — there is no way to edit an online order, swap an item, or accept part of it.

Your only move is to **Decline** it and ask the customer to order again. Say so on the phone call rather than leaving them watching a tracking page.

Note that running out of stock does **not** block acceptance. Stock is only checked when the storefront decides what to show; nothing re-checks it when you accept, and a sale can complete against stock you do not have (the item then goes below zero and the branch gets a Stock Oversold notification asking for a recount). Judging whether you can actually make it is the point of the phone call.

Preparing and marking ready

Two buttons, in order:

Button	Moves the order to	Customer's tracking page says
Start preparing	Preparing	Preparing
Mark ready	Ready	Ready

These are for the customer's benefit and for your own visibility — neither one touches money or stock. You can skip them: an accepted order can be completed directly, and Kassly allows completion from Accepted, Preparing or Ready.

If you run the Kitchen Display System, the kitchen has its own screen for the same order. Marking an order ready here does not tick anything off on the kitchen display, and clearing it there does not move the online order along. They are two separate lists that both happen to describe the same food.

Completing the order and taking payment

When the customer has actually paid you — cash handed to the rider, GCash received, transfer confirmed — pick the payment method on the order card and press **Complete**.

Choice	Records the sale as
Cash	Cash
GCash	GCash
Maya	Maya
Bank transfer	Bank transfer
Card	Card

The choice you make here is what goes in your books. It does **not** have to match the preference the customer picked at checkout — that was only a statement of intent. Record what actually came in.

Completing does five things:

1. Records **one payment for the full sale total**. There is no split payment and no partial payment on this screen. If a customer genuinely pays half in cash and half in GCash, this screen cannot express it.
2. Marks the sale Completed.
3. **Issues the receipt number.** This is the "punched as a sale" moment.
4. **Deducts stock**, and for anything with a recipe, deducts the recipe's ingredients too. See Recipe-derived stock.
5. Marks the online order Completed, so the customer's tracking page shows "Order complete".

> **An online sale is not tied to a POS terminal**, because no terminal was involved in ringing it. Its receipt number therefore comes from your store-wide series (`TRN-` numbers) rather than a terminal's own sequence. If you are BIR-accredited and reconcile receipt sequences per machine, count online sales separately. See BIR compliance.

Completing does not print anything and does not email a receipt. If the customer needs one, print it from the sale.

What happens to the day's totals

An accepted-but-not-completed order is an **unpaid sale**. It counts in no report, no dashboard figure and no reading. It simply sits there. An order you accept and never complete leaves that unpaid sale in your records permanently, so close out every order you accept — one way or the other.

Once completed, the sale counts in your sales figures for the day exactly like a counter sale, and appears in Sales reports and on the Dashboard.

Two details that catch people out:

- **The sale is dated from the moment it was accepted, not the moment it was completed.** An order accepted at 11:40pm and completed at 12:10am counts in the earlier business day.
- **Kassly credits the sale to the staff member who accepted it**, not the one who completed it.

Together those two decide which shift the money lands in. Cash from an online order shows up in a cashier's shift reading only when the person who *accepted* the order had that shift open at that time. If somebody else accepted it, or nobody was on shift, the physical cash the rider brings back has no matching sale in the drawer and will read as an overage at closing. Note it as a known reason when you close. See Cash over and short.

Declining, cancelling and voiding

There are two different ways to kill an order, and which one you get depends on whether you had already accepted it.

You want to	Order state	Use	What happens
Turn it away	Pending	Decline	No sale was ever created, so there is nothing to reverse. A reason is required
Abort after committing	Accepted, Preparing or Ready	Cancel	The sale that acceptance created is **voided**, with your reason on the void. A reason is required
Reverse a finished sale	Completed	Neither	Handle it on the sale itself as a void or a return

Cancelling an order you had accepted but not completed is clean: no payment was taken and no stock was deducted, so the void has nothing to put back.

A completed order cannot be cancelled from the inbox at all. At that point money has moved and a receipt number has been issued, so it has to be handled as a normal void or return, with the audit trail that carries. See Returns and refunds.

There is never a refund to process on Kassly's side, because no money passed through Kassly. Anything you owe a customer back, you hand back yourself.

PART 13

Staff & Payroll

Staff records, attendance, timesheets, payroll, loans, and commissions.

Staff Records

The employment record for each person on your team — their branches, their PIN, their employment details, and how a staff record differs from a login.

Every person who works for you gets one record on the Staff page. That record is two things at once: it is the login account they sign in with, and it is the employment file that attendance, payroll and payslips hang off.

This page is about the employment side. What each role is allowed to *do* is a separate subject, covered in Users and roles and Custom roles — read those for permissions, and this page for the record itself.

Staff management costs nothing extra. The **Payroll** tab described below needs the Payroll add-on; see Payroll.

Finding it

MANAGEMENT → Staff in the sidebar, at `/app/staff`. The page has two tabs:

Tab	Who sees it	Holds
Team	**Owner only**	The list of people: name, email, role, branches, PIN
Payroll	Owner and Manager, with the Payroll add-on	Pay rates, schedules, government IDs

> **Managers cannot see the Team tab.** Every action behind it is Owner-only, so a Manager who reaches `/app/staff` lands on the Payroll tab instead — and their sidebar labels the link **Employee Payroll** rather than Staff, to make that clear. Hiring, editing and removing people is the Owner's job.

There is no staff-management screen in the mobile app. The tablet has a read-only **Partners** directory, which is a different list — see the last section on this page.

Adding a staff member

Press **Add Staff**.

Field	Required	Notes
Name	Yes	
Email	Yes	Must be unique across all of Kassly, not just your store
Password	Unless the role is Staff	Minimum 8 characters. Hidden entirely for the Staff role
PIN	Yes	Exactly 4 digits. Required for every new person, every role
Role	Yes	**Manager**, **Cashier** or **Staff**. Owner cannot be created here
Status	—	**Active**, **Inactive** or **Suspended**. Active by default
Custom Role	No	Extra permissions on top of the built-in role. Not offered for the Staff role
Branches	Yes	At least one. One of them is the **Primary**

Press **Create**. Nothing is emailed to the new staff member — no invitation, no welcome message, no password link. Tell them their email and password yourself.

PINs

The 4-digit PIN is not a shortcut for the password. It does three jobs:

Used for	Where
Signing in on a paired tablet	The PIN pad on the mobile app's login screen
Clocking in and out	The time clock and the DTR kiosk. See Attendance and timesheets
Approving something at the till	A manager's PIN authorises voids and overrides

Two consequences: **a PIN is as powerful as the role it belongs to**, so a manager's PIN written on the counter is a manager's account handed out; and **a PIN can never be read back**. The Staff list only shows whether one is set. If somebody forgets theirs, edit the record and type a new one.

Leaving the PIN box blank when editing keeps the existing PIN. It is only mandatory when you create the record.

Logging in

Role	Email and password	PIN on a paired tablet
Owner	Yes	Yes
Manager	Yes	Yes
Cashier	Yes	Yes
Staff	**No**	Yes

The **Staff** role is for office and back-of-house people — a cook, a warehouseman, a bookkeeper. The form does not offer them a password at all, so they cannot sign in to the web app. They sign in on a paired tablet with their PIN, which is enough to reach their own timesheet, their own leave requests and their own payslips, and nothing else.

Changing somebody's password signs them out of every device immediately. That is the fastest way to cut off access without deleting anything.

Branch assignment

A staff member can be attached to several branches, and exactly one of those is their **Primary**. Tick the branches, then press **Set primary** on the right one.

The primary branch matters more than it looks:

- It is the branch a **one-tap clock-in** is recorded against when the app does not say which branch — which is most of the time. A punch recorded at the wrong branch throws that branch's timesheet out.
- Somebody with no branch at all cannot clock in: "*No branch is assigned to your account. Ask an admin to assign you to a branch.*"

Branch assignment also decides which branches' data a Manager sees, including on the Timesheet page. See Branch management.

Roles, and what they can be changed to

Manager, Cashier and Staff move freely between each other — promote a cashier to manager and back with no side effects on their history.

The Owner role is fixed in both directions:

- **An Owner cannot be downgraded.** The role picker is disabled on their record and reads "*The owner role is permanent and cannot be changed.*"
- **Nobody else can be promoted to Owner.** There is no way to create a second owner from this page.

Employment details

Hire dates, separation dates, employment status and government ID numbers are **not** on the Team tab. They live on the **Payroll** tab, one profile per person:

Field	Why it matters
Employment status	Active, On Leave, Resigned or Terminated. Only Active and On Leave are paid
Date hired	Somebody hired after a cutoff ends is left out of that run
Date separated	Somebody who left before a period started is left out
SSS / PhilHealth / Pag-IBIG / TIN	Printed on the payslip
Bank and account number	Reference only. Kassly does not send payments to a bank

All of that needs the Payroll add-on. Without it, Kassly holds no hire date and no employment status for anybody — the Team tab is the whole record. Full detail in Payroll.

Pay rate

There are two different rates, and it catches people out:

Rate	Where it is set	What uses it
Hourly rate	Inline on the free gross-pay estimate at `/app/payroll`	The free estimate, and as a fallback for staff with no payroll profile
Basic rate	The Payroll tab's profile, alongside a rate type	Every payslip

> **Neither rate is on the Add Staff form.** A brand-new staff member has no pay rate at all until you set one somewhere else. If you have not bought Payroll, set the hourly rate in the estimate table on the Payroll page; if you have, set the basic rate on the person's payroll profile. Note that buying Payroll replaces the estimate page with the runs list, so the inline hourly-rate editor disappears at that point — from then on the profile's basic rate is the one that counts.

Turning somebody off, and deleting them

You have three levers, in increasing severity:

Lever	Effect
Status → **Inactive** or **Suspended**	They can no longer sign in. The record, their history and their PIN stay
Change the password	Signs them out of every device at once
Delete	Removes them from the list

Deleting does all of this: signs them out everywhere, takes them off the Staff list, and frees their email address so the same person can be re-added later. Their history — punches, sales, payslips, audit trail — is untouched, because the record is retired rather than erased.

Two things it will not do: **you cannot delete your own account** ("*Cannot delete your own account.*"), and there is no way to bring a deleted staff member back from the interface. Re-adding them creates a fresh record with no history attached, so prefer **Inactive** for somebody who might return.

Staff and partners are different lists

If your business earns commission, you will meet a second list of people — **Partners**, under SERVICES. They are not the same thing:

	Staff record	Partner record
Page	`/app/staff`	`/app/partners`
Can sign in	Yes	No
Clocks in and out	Yes	No
Gets a payslip	Yes	No
Earns commission on a sale	No	Yes
Can be booked on the calendar	No	Yes

A stylist who both cuts hair and rings up sales needs **one of each**, and nothing in Kassly links the two records together — there is no screen for it. So expect to type the same person's name twice, and to keep both records in step by hand. See Bookable services and Commissions.

Who can do what

Action	Owner	Manager	Cashier
See the Team list	Yes	No	No
Add a staff member	Yes	No	No
Edit a staff member, including their PIN	Yes	No	No
Delete a staff member	Yes	No	No
See the Payroll tab	Yes	Yes, read-only	No
Edit a payroll profile	Yes	No	No

Everything a staff record changes is written to the audit trail, including who did it — see Audit logs.

Attendance & Timesheets

Clocking in and out, running a tablet as a time clock, reviewing the daily time record, and the one correction Kassly cannot make.

Attendance is a list of punches: somebody clocked in at 8:02, went on break at 12:00, came back at 12:45, clocked out at 17:30. Kassly stores those four moments and adds them up into a daily time record — the DTR — which is what payroll pays from and what you check when the hours look wrong.

Nothing here needs an add-on. The time clock, the kiosk, the timesheet page and the CSV export are all on the Free plan.

Finding it

Screen	Where	For
Timesheet	Web, `/app/timesheet`	Reviewing everybody's punches, and the CSV export
Time Clock	Mobile app, **Settings → Time & Attendance**	Punching in and out on a shared tablet
Time clock kiosk	Mobile app, locked to the punch screen	A dedicated tablet by the door
My Timesheet	Mobile app, **Settings → My timesheet & leave**	A staff member's own record and leave requests

The four punches

Punch	Means
Time In	The shift starts
Break Start	Unpaid break begins
Break End	Back on the clock
Time Out	The shift ends

Break time is deducted from paid hours. A person who clocks in at 8, breaks from 12 to 1 and clocks out at 5 is paid for 8 hours, not 9 — unpaid breaks are the norm in Philippine retail and food service, so that is what Kassly assumes. There is no setting to make breaks paid.

> **An unfinished pair counts for nothing.** Hours are added up from Time In to Time Out. A shift with a clock-in and no clock-out contributes **zero hours**, not "until now" and not "a full shift". A forgotten clock-out is therefore an unpaid shift, and — read the next section carefully — there is no way to go back and add the missing punch.

Punches cannot be corrected

There is no screen, on the web or on the tablet, that can add, edit or delete a punch. Not for an owner, not for anybody. The record is append-only by design: what the clock captured is what stays.

Practically, that means:

- A **missed clock-out** cannot be filled in. The shift reads as zero hours.
- A **wrong time** cannot be nudged.
- A **duplicate punch** cannot be removed.

The only repair available is to have the person punch correctly next time, and to adjust their pay by hand — either by setting the hours-based rate against a different figure, or by adding a manual line on the payslip. See Payroll.

Given that, the practical advice is boring but real: check the timesheet daily rather than at cutoff, while people can still remember what happened.

Three ways to punch

One-tap, on a shared device. In the mobile app, **Settings → Time & Attendance → Time Clock** ("Clock in or out for your shift") gives the signed-in person a single **Clock In** / **Clock Out** button. It confirms with **Clocked in** or **Clocked out**, and says **Punch failed** if it could not be saved.

A staff PIN pad. Where a roster has been downloaded, the same card opens a full-screen time clock instead: enter your 4-digit PIN, choose the punch, take an optional selfie, done. The PIN pad submits by itself once the fourth digit is in.

A dedicated kiosk. A tablet converted to a time clock and locked to that screen. This is the setup for a wall-mounted device by the staff door.

The punch screen greets you by first name and shows where you stand — **Not clocked in**, **On shift**, **On break**, **Off shift** — then offers only the sensible next actions. The unlikely ones are tucked behind **Wrong state?**, so somebody who forgot to clock out yesterday can still get themselves in today.

PIN problems are spelled out rather than generic:

Message	Means
"*PIN must be 4 digits.*"	Too short
"*PIN not recognised. Try again.*"	No staff member has that PIN
"*That's not Ana's PIN. Try again.*"	Right person tapped, wrong PIN
"*Ana has no PIN set. Ask an admin to set one.*"	Fix it on the Staff page
"*PIN data not loaded yet — pull to refresh.*"	The roster is stale
"*Staff list not synced yet. Connect to the internet once, then try again.*"	This device has never been online with this store

Setting up a kiosk

From the mobile app: **Settings → Convert to Time Clock**. It is an **Owner-only** action, and **Android only** — on an iPad the app says "*DTR kiosk mode is only available on Android.*"

Kassly tells you what you are agreeing to before you commit: "*The app will lock to the time-clock screen so staff can punch in and out. You'll need a manager PIN to exit kiosk mode.*"

Choice	Options
Mode	**Tiles** — a grid of names, tap yours then enter your PIN. Good for a small team who know each other
	PIN only — a keypad, no names shown. Better for a bigger or more private team
Require photo on punch	On or off

Three properties of a kiosk worth knowing:

- **It works offline.** Punches queue on the device and upload when the connection returns.
- **One device is one branch**, fixed at the moment you convert it. It cannot be moved to another branch afterwards.
- **The lock is not absolute.** Kassly says so itself: "*Long-press Back+Overview can still escape kiosk mode (Android limitation).*"

The kiosk home screen shows a wall clock, "*Tap your name to clock in or out*", and a pill under each name — **On shift · 2h 14m**, **On break**, **Off shift**, **Not yet**. A name is greyed out with **Sync pending — log in online once** or **No PIN set** when it cannot be used.

To take the device back, tap through to the exit prompt — "*Enter a manager PIN to leave kiosk mode and return to login.*" A wrong PIN gives "*Manager PIN not recognised.*", and repeated attempts get "*Too many attempts. Wait a minute and try again.*" Only an Owner or Manager assigned to that branch can release it.

> **There is no kiosk list on the web.** Nothing in the web app shows you which devices are enrolled as time clocks, and there is no button there to revoke one. A kiosk is released from the device itself with a manager PIN. If a kiosk tablet is lost, contact support — you cannot cut it off from the web app.

Selfies

When **Require photo on punch** is on, the kiosk takes a front-camera picture as each punch is made.

- A camera failure **never blocks the punch**. You can also **Skip and punch anyway**. The punch is saved and flagged as missing its photo, which shows in the Flags column on the Timesheet page.
- Photos are **deleted after 60 days**. The punch stays; the picture goes. They are evidence for a dispute this month, not a permanent archive.
- Managers can open a punch's selfie from the Timesheet page.

How verification is recorded

Every punch records how the person was identified:

Verification	Means
PIN	Entered a PIN at a time clock or kiosk. This is the only one that can carry a photo
Self-service	The signed-in person tapped their own Clock In button
Payfolk Face	A face match from a separate biometric device
Payfolk Fingerprint	A fingerprint match from a separate biometric device

> **Face and Fingerprint are not features of this app.** Kassly does not read a face or a fingerprint on a phone or tablet. Those two values only appear where a separate Payfolk biometric terminal has been installed and is feeding punches in. If you have no such device, you will only ever see PIN and Self-service.

Clock drift and offline punches

The time on a punch comes from the device that made it. Kassly records what the tablet said and does not overwrite it — which is the only way offline punching can work at all, and also the one way attendance can go wrong quietly.

Two safeguards catch it:

- A kiosk reports its clock to Kassly regularly. More than **15 minutes** out and every punch from that session is flagged, and the kiosk itself shows a banner: "*Clock is 18 min off — notify a manager*".
- A punch whose own timestamp is more than 15 minutes away from Kassly's clock is flagged the same way.

Flagged punches appear under **Flags** on the Timesheet page. They are a warning only: **nothing is corrected**, and the flagged time is still the time payroll uses. If you see the warning, fix the tablet's clock — the punches already recorded are stuck as they are.

Offline, a device holds up to **200 queued punches** before it stops accepting more, which is comfortably more than a day's worth for any branch. Sending the same punch twice is safe: the duplicate is recognised and discarded.

Reviewing the timesheet

MANAGEMENT → Timesheet, at `/app/timesheet`, is the review screen. It shows one row per person per day, expandable into the individual punches:

Column	Notes
Date	The **business day**, so a shift that ends at 3am can belong to the previous trading day
Employee	
Branch	
First in	Earliest Time In that day
Last out	Latest Time Out
Hours	Worked hours, two decimals
Punches	How many punches that day
Verification	PIN, Session, Face, Fingerprint
Flags	Clock skew, missing photo

Filters across the top: branch, employee, **Today / This week / Pay period / Custom**, and verification method. **Pay period** follows the Philippine semi-monthly convention — the 1st to the 15th, or the 16th to the end of the month, whichever half today falls in.

Download CSV exports what you are looking at, with columns built for a bookkeeper rather than for a developer:

`Date`, `Time`, `Employee`, `Branch`, `Type`, `Verification`, `Device`, `Photo missing`, `Clock skew warning`

The `Date` column is the business day; the `Time` column is the real wall-clock time, so a 3am punch still reads `03:00 AM`.

Two limits on this page:

- **Selecting more than one branch breaks the page.** Picking two branches, or using **Select all**, produces "*Couldn't load attendance*". Filter one branch at a time, or leave the filter empty to see all the branches you have access to.
- **Long ranges are truncated.** The page loads up to 200 punches at a time and has no page control, so a month across a busy branch will silently show only part of it. Pull shorter ranges, or use the CSV export, which streams everything.

A Manager only sees the branches they are assigned to. An Owner sees them all. A Cashier cannot open the page at all.

What a staff member sees

On the mobile app, **Settings → My timesheet & leave** shows the person their own record for the last two weeks:

- **Clock history** — one line per day: `08:02 → 17:30`, or **No clock-in** where they were absent, plus the hours worked as `8.00h`.
- **Leave requests** — what they have asked for and where each request stands.

They see their own data only, and no pay figures at all — no rate, no gross, no net. Payslips are a separate screen; see Payroll.

> **Early-morning punches show up on the wrong day in My Timesheet.** The day a punch is filed under in this staff-facing view is worked out in UTC rather than Philippine time, so **anything before 8:00 AM is listed under the previous day**. A 6am opening shift looks as though it happened yesterday. The punches themselves are correct, and the manager's Timesheet page groups them correctly — it is the staff member's own list that reads oddly. Check the Timesheet page when a date is in question.

Leave requests

A staff member files a request from the same screen: **Request Leave**, a type, a start date, an end date, and an optional reason. Dates are typed as `YYYY-MM-DD`, and the app is strict about it — "*Use YYYY-MM-DD for both start and end.*" and "*End date must be on or after start date.*"

Type	Accepted
Vacation	Yes
Sick	Yes
Unpaid	Yes
Other	Yes
Emergency	**No — see below**

> **The Emergency chip does not work.** The tablet offers Emergency as a leave type, but Kassly refuses it when the request is submitted. File an emergency absence as **Other** and put the reason in the box.

Every request lands in the shared **Approvals** queue for an owner or manager to approve or reject — see Approvals. A staff member can cancel their own request while it is still **Pending**, and only while it is pending.

> **Approved leave does not pay anybody, and does not block anything.** It is a record that the absence was authorised. Approved leave creates no hours, no pay and no adjustment on a payslip; it does not stop the person being booked or rostered, and it does not appear on the timesheet. A monthly-rate employee is paid their normal period pay while on leave because monthly pay ignores attendance — not because the leave was approved. An hourly or daily employee on approved paid leave has no punches, so they compute to zero, and you have to add the pay yourself.

Who can do what

Action	Owner	Manager	Cashier	Staff
Punch in and out	Yes	Yes	Yes	Yes
See their own timesheet	Yes	Yes	Yes	Yes
File a leave request	Yes	Yes	Yes	Yes
See everybody's timesheet	Yes	Their branches	No	No
Export the CSV	Yes	Their branches	No	No
Convert a tablet to a kiosk	Yes	No	No	No
Release a kiosk with a manager PIN	Yes	Yes	No	No
Approve a leave request	Yes	Yes	No	No
Edit or delete a punch	No	No	No	No

That last row is not a permissions setting — there is no such screen for anybody, at any level. See Users and roles.

Payroll

Philippine statutory payroll — pay periods, SSS, PhilHealth, Pag-IBIG and withholding tax, payslips, and what the module deliberately does not compute.

Payroll turns a cutoff into a set of payslips: gross pay from attendance or from a monthly rate, the four statutory deductions, any staff loan repayment, and the net figure you actually hand over. It keeps each payslip as a record of what was paid, and it books the cost to your accounts.

It is also the module with the most law in it, so this page is long and the warnings in it are not decoration. Read The government rate tables before you run your first cutoff.

> **Needs the Payroll add-on** (₱300 per branch each month). **It is not in any bundle**, including the Everything Bundle — it is bought on its own. An Owner can start a 30-day free trial from the Payroll page itself. See Plans & add-ons.

> **Payroll is web only.** There is no payslip, payroll or pay-amount screen anywhere in the mobile app — not for owners, not for staff. The tablet carries attendance history and leave requests, and nothing about money. Everything on this page happens in a browser.

Finding it

Screen	Where	For
Payroll	`/app/payroll`	The list of runs, and the **New Run** button
Run detail	`/app/payroll/runs/{id}`	One cutoff: its payslips and its lifecycle buttons
Employee Payroll	`/app/staff?tab=payroll`	Pay rates, schedules and government IDs
My Payslips	`/app/my-payslips`	A staff member's own payslips

MANAGEMENT → Payroll in the sidebar. Employee setup is a tab on the Staff page rather than a page of its own; the **Employee Setup** button on the Payroll page takes you straight there, and the old `/app/payroll/employees` address redirects to the same place.

Before you buy: the free gross-pay estimate

Without the add-on, an Owner opening `/app/payroll` gets a **free gross-pay estimate** instead of a paywall: pick a date range and a branch, and Kassly multiplies each person's clocked hours by their hourly rate. You can type the hourly rate straight into the table, and download the result as a CSV.

The page states its own limits: "*Estimate only. This excludes SSS, PhilHealth, Pag-IBIG and withholding tax, and is not a payslip.*"

A Manager without the add-on sees a locked notice with no rates in it — pay rates are Owner-only until Payroll is active.

> **Buying Payroll replaces this page with the runs list**, and the inline hourly-rate editor goes with it. From then on, the rate that matters is the **basic rate** on each employee's payroll profile. Set those up before your first cutoff.

Setting each employee up

Open **Staff → Payroll** and click a person. Everybody on your team is listed, including anybody with no profile yet — those are badged **Needs setup**, and a banner counts them.

Field	Notes
Employment status	**Active**, **On Leave**, **Resigned** or **Terminated**
Pay schedule	**Semi-Monthly**, **Monthly** or **Weekly**
Rate type	**Hourly**, **Daily** or **Monthly**
Hourly / Daily / Monthly rate	The label changes to match the rate type
Date hired	Optional
Date separated	Optional
Statutory deductions	**Computed**, **Fixed amount per cutoff**, or **Exempt**
SSS number, PhilHealth number, Pag-IBIG MID, TIN	Printed on the payslip. Nothing validates the format, because each agency uses its own
Bank, Account number	**Reference only — Kassly does not send payments to a bank**

Two notes the dialog itself makes:

- "*These drive every payslip, so changes only affect runs computed afterwards — an existing payslip is a record of what was paid.*" Raising somebody's rate does not restate last month.
- Government IDs are for printing. **What gets deducted does not depend on them being filled in**, so a blank TIN still has tax withheld.

Only Active and On Leave staff are paid. Resigned and Terminated people stay on file so their old payslips remain readable, and stop appearing in new runs.

Somebody with no profile can still be paid if they have an hourly rate from the free estimate — Kassly falls back to it and treats them as hourly and semi-monthly. Somebody with neither a profile nor a rate is skipped entirely, which is deliberate: a ₱0 payslip for a person who is not on payroll is noise.

How each rate type is paid

Rate type	Gross pay for the cutoff	Depends on attendance
Hourly	Rate × hours clocked, breaks deducted	Yes
Daily	Rate × days with a complete clock-in **and** clock-out	Yes
Monthly	The monthly rate divided by the number of cutoffs in a month	**No**

The number of cutoffs in a month is 1 for Monthly, 2 for Semi-Monthly, and 4.33 for Weekly — the same 52/12 figure the BIR uses to derive its own weekly table.

> **An unfinished shift pays nothing on an hourly or daily rate.** A clock-in with no clock-out contributes zero hours and does not count as a day worked, and punches cannot be corrected afterwards. This is the single biggest source of a wrong payslip — see Attendance and timesheets.

> **A monthly-rate employee is paid whether they turned up or not.** Absence and undertime deductions are not implemented, so a monthly employee who missed three days still draws their full period pay. Deduct it by hand as a manual line if you need to.

Statutory deductions, and the three modes

Each employee's profile chooses how their statutory deductions are worked out:

Mode	Behaviour
Computed from rate tables	The default and the only exact one. SSS, PhilHealth, Pag-IBIG and withholding tax are all resolved from the published schedules, and the employer's share is computed alongside
Fixed amount per cutoff	You type the peso amount per agency. No schedule is read and **no employer share is computed**
Exempt — no deductions	Nothing is withheld and no employer share is computed

Two things about **Fixed amount** the dialog is explicit about, and they are worth repeating:

- The amount is **per cutoff, used exactly as typed**. ₱500 against a semi-monthly employee is ₱500 withheld twice a month, not ₱250 each time.
- Leaving an agency blank **withholds nothing for that agency**. It does not fall back to the rate table.

And the trade-off: "*these payslips won't reconcile against an R-3/RF-1 remittance.*" Fixed amounts are common practice in small Philippine businesses, and Kassly supports them — but if your bookkeeper has to tie the payslips to a filed return, use Computed.

Exempt is for people the business does not remit for at all, typically contractors billing gross. Expanded withholding for professionals is not modelled anywhere in Kassly; that is not a payroll line.

Drafting a cutoff

Press **New Run**. The form opens on the semi-monthly cutoff today falls in, with a pay date five days after it closes.

Field	Notes
Period start	
Period end	Cannot be before the start
Pay date	Cannot be before the period end. **This decides which statutory rates apply**
Pay schedule	Only staff on this schedule are included
Branch	**All branches** by default
Notes	Optional, for the approver

Press **Create Draft**. Nothing is computed yet — "*Drafts a cutoff. Payslips are generated when you compute it, and no money moves until the run is approved and posted.*"

> **All branches is usually the right answer.** Contribution ceilings are per employee per month, not per branch. Splitting one person across two branch runs in the same month under-deducts their contributions, because each run resolves their brackets against only part of their pay.

Only **Regular** runs exist. 13th month pay and final pay are not implemented and are refused.

Who a run includes

A person is in the run when **all** of these are true:

- They are a member of your store, and — if the run names a branch — assigned to that branch.
- Their employment status is **Active** or **On Leave**.
- Their **pay schedule matches the run's**.
- They were not separated before the period started.
- They were not hired after the period ended.
- They have a basic rate, or an hourly rate to fall back on.

> **Mixed pay schedules mean two runs.** A store with monthly office staff and semi-monthly crew runs payroll twice each month — once per schedule. If a compute produces no payslips at all, this is almost always why; Kassly says "*No staff matched this cutoff — check pay schedules and rates on Staff → Payroll*".

Note the fallback for staff with no profile is pinned to **semi-monthly**, so those people never appear in a monthly run.

What Compute does

Press **Compute** on the run. Kassly generates one payslip per included employee, then queues the run for approval. For each person, in this order:

1. **Gross pay**, from the rate type and the attendance in the period.
2. **A monthly-equivalent basis** for the statutory brackets. A monthly-rate employee's basis is their monthly rate; an hourly or daily employee's basis is this cutoff's earnings scaled up to a month.
3. **SSS, PhilHealth and Pag-IBIG**, resolved monthly against that basis, then divided by the number of cutoffs in the month.
4. **Taxable pay** — gross less the employee's statutory contributions, which the tax code excludes from taxable compensation.
5. **Withholding tax** on the taxable figure, using the same annualise-then-divide method the BIR uses for its own per-period tables.
6. **Loan repayments**, then **manual deductions**, each taken only out of what is left.
7. **Net pay**, floored at zero.

Recomputing a computed run is normal and expected — a corrected attendance record is the usual reason. "*Every payslip is regenerated from current attendance, pay rates and statutory rates. Manual deduction lines are kept.*"

Two rules protect the arithmetic:

- **Statutory contributions can never exceed the cutoff's gross pay.** Somebody who worked two hours in a period would otherwise be charged the schedules' floor amounts, which are more than they earned. The three agency lines are scaled down proportionally so they add up to the gross exactly.
- **A zero-earnings cutoff has zero basis.** An hourly employee with no attendance is not charged the floor bands, because those bands exist for low earners, not for people with no earnings.

Which also means: **net pay never goes negative.** If pay cannot absorb everything, the deductions stop at zero rather than creating a debt.

A worked example

An employee on **₱30,000 a month**, semi-monthly, statutory mode Computed, with the rate versions currently seeded in Kassly:

Line	**Working**	**Amount**
Basic pay	₱30,000 ÷ 2 cutoffs	₱15,000.00
Monthly basis	The monthly rate	₱30,000.00
SSS	₱1,500 a month ÷ 2	₱750.00
PhilHealth	2.5% of ₱30,000 = ₱750 a month ÷ 2	₱375.00
Pag-IBIG	₱200 a month ÷ 2	₱100.00
Taxable pay	₱15,000 − ₱1,225	₱13,775.00
Withholding tax	15% of (₱27,550 − ₱20,833), then ÷ 2	₱503.78
Net pay	₱15,000 − ₱1,728.78	**₱13,271.22**

The employer's own share on top — ₱1,515 SSS, ₱375 PhilHealth, ₱100 Pag-IBIG — is shown on the run's **Employer Cost & Rates** card, along with the total cost of the cutoff.

These figures are what the tables shipped with Kassly produce. They are an illustration of the method, not advice about your own obligations.

The government rate tables

The four schedules are published centrally, the same for every store, and resolved by the run's **pay date** — so re-reading a payroll run from last year still shows the rates that were in force when it was paid. The versions used are listed on the run under **Rate schedules used**, and printed in the footnote of every payslip.

The versions currently shipped:

Agency	**Version**	**In force from**
SSS	SSS 2025 (15%)	1 January 2025
PhilHealth	PhilHealth 2024+ (5%)	1 January 2024
Pag-IBIG	Pag-IBIG 2024+ (₱10k ceiling)	1 February 2024
BIR withholding	BIR RR 11-2018 (2023 onwards)	1 January 2023

> **Check the effective rates for your own period before you rely on them.** Kassly does not promise these tables are current. Contribution rates, ceilings and the withholding table change by circular, sometimes in the middle of a year, and a version that was right when your account was created may not be right for the cutoff you are running now. Compare the version named on the payslip against the current SSS, PhilHealth, HDMF and BIR issuances, and against what your accountant files. If a version is out of date, contact support — a new version has to be published centrally; there is no screen for you to edit rates yourself.

If no published version covers your pay date, the run **refuses to compute** rather than quietly deducting nothing:

> "*No active SSS rate table covers 2027-01-20. Payroll cannot be computed until a rate version effective on that date is published.*"

That is the right failure. A payslip that silently skipped SSS would be a compliance problem you had no way of noticing.

Note also what TRAIN removed: **there is no civil status or dependents input anywhere in Kassly**, because personal and additional exemptions were abolished. That is not a missing field.

Manual deductions

Statutory and loan lines are computed. Anything else — a cash bond, a uniform, a cooperative share, an HMO contribution — is added by hand on the payslip:

- **Add** a line with a label and an amount. The payslip and the run's totals recompute immediately.
- **Manual lines survive a recompute.** They are your input, not derived data, so a corrected attendance record does not throw them away.
- **Only manual lines can be removed.** Trying to delete a statutory or loan line is refused: "*Only manual deduction lines can be removed. Statutory and loan lines are computed.*"
- A manual line is capped by what is left of the person's pay, like every other deduction.

Money withheld from an employee for somebody else — a cooperative, an HMO — is booked as a payable rather than as your income. See Chart of accounts.

Approving, posting and paying

Five states, and the last two are the ones that touch your books:

State	Means
Draft	Created, nothing computed
Computed	Payslips exist and are waiting for approval. **Nothing booked, and staff cannot see their payslips yet**
Approved	Signed off, ready to post
Posted	The cost is on your books, and loan deductions have been applied. **Immutable**
Paid	The cash disbursement is recorded

Approval goes through the shared Approvals queue — see Approvals — and two trust rules apply there:

- **A Manager cannot approve a run they computed themselves.**
- **A Manager-computed run needs an Owner's approval.**

An Owner still gets a queue row for their own run, which they can approve themselves. Rejecting a run sends it **back to Draft** rather than killing it, because a rejected cutoff still has to be paid once it is corrected. The payslips stay in place meanwhile so the approver's objection can be checked against what they actually saw.

Post to Books is the point of no return: "*This books the accrual to your books and applies any loan deductions to the staff loans. Posted runs cannot be edited or recomputed.*" At that moment the wages expense, the statutory payables, the withholding payable and the net wages payable all land on your accounts, and every loan deduction on the run becomes a real repayment against that loan's schedule.

Mark Paid — Owner only — records the cash going out. It is separate from posting on purpose: a cutoff that ends on the 15th and is paid on the 20th should accrue on one date and disburse on another.

> **There is no un-post.** A posted run cannot be edited, recomputed or reversed from the interface. If a posted cutoff is wrong, the correction is a manual accounting entry, and a conversation with your bookkeeper. Check the payslips at Computed, when recomputing is still free.

A run can be **deleted** only while it is Draft or Computed — "*The draft and all of its payslips are discarded. This cannot be undone.*"

The payslip

Every payslip carries, whether the figure is zero or not:

- The employer's name, address and TIN, and the employee's name and government ID numbers.
- The period, the pay date, the rate type, the pay schedule, the days and hours worked.
- Earnings, and every deduction line — **the four statutory lines print even at zero**, so nobody has to wonder whether SSS was forgotten.
- Taxable compensation, total deductions and net pay.
- The employer's own contributions, for information.
- A footnote saying how the statutory figures were arrived at, naming the rate versions for a Computed employee, or saying plainly that fixed amounts or an exemption were used.
- A line reading **"This run has not been marked paid yet."** until the run is marked Paid.

Download PDF gives an A4 payslip named for the period and the person — `payslip-2026-09-15-Ana-Cruz.pdf` — because these get emailed and filed by hand.

A payslip is an employee entitlement under the Labour Code, not a BIR document, so nothing about it is gated on BIR accreditation and no permit numbers are printed on it.

What staff can see

My Payslips, at `/app/my-payslips`, shows a staff member their own payslips, newest first, with a PDF download for each. It is available to every role, including the Staff role, and it shows only their own.

> **Only Posted and Paid runs are visible to staff.** A Draft or Computed run is a proposal that might still be recomputed, and showing somebody a figure that later changes is worse than showing nothing.

Nothing notifies them. No email and no push goes out when a payslip is published, so telling your team that pay is ready is still on you.

What payroll does not do

Everything in this list is genuinely absent, not hidden behind a setting:

- **Overtime pay**, **holiday pay** and **night differential**. There is nowhere to record them and they always compute to zero.
- **13th month pay**, and **final pay** for somebody leaving.

- **Absence and undertime deductions** for monthly staff.
- **Paid leave**. Approved leave creates no pay line.
- **BIR filing output** — no 1601-C, no Alphalist, no Form 2316.
- **Remittance files or reports** for SSS, PhilHealth or Pag-IBIG. The payslips and the run totals are what you have.
- **A bank payroll file.** The bank fields on a profile are a note to yourself; Kassly sends nothing to a bank.
- **Anything at all on mobile.**

For anything on that list, the run's figures are your starting point and the rest is manual.

Who can do what

Payroll uses three separate permissions on top of the add-on:

Permission	Covers	Default holders
View payroll	Read runs, payslips and employee profiles	Owner, Manager
Run payroll	Create, compute, post, mark paid, delete	Owner, Manager
Manage payroll	Edit pay rates, government IDs and manual deductions	Owner

Action	Owner	Manager
See runs and payslips	Yes	Yes
Draft and compute a run	Yes	Yes
Approve a run	Yes	Only one somebody else computed
Post to books	Yes	Yes
Mark paid	Yes	**No**
Delete a draft	Yes	Yes
Edit an employee's pay rate	Yes	**No**
Add or remove a manual deduction	Yes	**No**
See their own payslips	Yes	Yes

Cashiers and Staff see **My Payslips** and nothing else. Custom roles can be given any of the three payroll permissions individually — see Custom roles.

Staff Loans

Cash advances to your staff — filing one, getting it approved, and having it deducted from payroll automatically.

A staff loan is a cash advance against somebody's future pay: ₱10,000 in January, repaid ₱1,000 a cutoff for ten cutoffs. Kassly holds the amortisation schedule, tracks what is left, and — if you also have Payroll — takes the instalment off the payslip for you.

The same page also holds your **business** loans, the money you borrowed from a bank or a lender. They share one screen and one engine, so both are described here where the behaviour is the same.

> **Needs the Loans add-on** (₱300 per branch each month). **It is not in any bundle**, including the Everything Bundle. One add-on covers both staff advances and business loans. See Plans & add-ons.

> **Loans are web only.** There is no loan screen anywhere in the mobile app — no request, no balance, no repayment. A staff member cannot see their own advance on the tablet, and a manager cannot file one there.

"Loan Proceeds" at the POS is something else

The POS **Cash In** dialog has a reason called **Loan Proceeds**, described as "*Cash from a loan already recorded in Loans*". It is easy to assume that has something to do with a staff advance. It does not.

> **Loan Proceeds attributes drawer cash to a BUSINESS loan, never a staff advance.** It exists so that when your bank loan lands and you put the cash in the till, the Cash In can be tagged to the liability instead of looking like mystery money. The picker only offers business loans that have actually been disbursed, and it insists you say which one — "*Pick which loan this cash came from*". Nothing about it touches an employee's advance. See During your shift.

The two kinds of loan

	Employee Loan	Business Loan
What it is	A cash advance to a staff member	Money the business borrowed
The other party	A **Borrower**, picked from your staff	A **Lender**, typed as free text
Direction of the money	Out to the employee, then repaid back in	In from the lender, then repaid out
Repayment	Recorded directly, or deducted from payroll	Booked through the expense pipeline
In your books	An asset — Employee Loans Receivable	A liability — Loans Payable

The rest of this page is written for the employee case, and notes the business differences where they matter.

Finding it

SALES → Loans in the sidebar, at `/app/loans`. The list carries the borrower or lender, the principal, what is outstanding, the status and the next due date, filterable by type and status. Clicking a row opens the loan.

Filing a loan

Press **New Loan**.

Field	Required	Notes
Loan Type	Yes	**Employee Loan (cash advance)** or **Business Loan (bank/lender/owner)**
Borrower	For an employee loan	Searched from your staff by name or email
Lender	For a business loan	Free text, e.g. `BDO Unibank`
Principal Amount (₱)	Yes	
Term (installments)	Yes	A whole number of instalments, up to 360
Interest Type	Yes	**No Interest**, **Flat Rate** or **Diminishing (Reducing Balance)**
Interest Rate (% per period)	No	Disabled when the interest type is No Interest
Repayment Frequency	Yes	**Monthly**, **Per Payroll** or **Custom**

Two things to read carefully:

- **Term is a count of instalments, not months.** `6` means six instalments.
- **The interest rate is per period, not per year.** `2` means 2% per instalment. On a six-instalment flat loan that is 12% of the principal in total, not 2%.

Repayment Frequency is the field that decides whether payroll touches this loan. Only **Per Payroll** is picked up by a payroll run; see below.

Interest, and how the schedule is built

The amortisation schedule is generated the moment the loan is approved, and you can read it on the loan's page under **Amortization Schedule** — one row per instalment, with the principal and interest due, what has been paid against each, and its status.

Interest type	How each instalment is worked out
No Interest	The principal split evenly. Interest is always zero
Flat Rate	Total interest is principal × rate × term. Both principal and interest are split evenly across every instalment
Diminishing	A level instalment amount; each period's interest is recalculated on the remaining balance, and the principal is the rest

The last instalment absorbs any rounding, so the totals always come out exactly to the principal.

> **Due dates are always monthly, whatever frequency you chose.** The schedule is anchored one month apart from the approval date — even for a **Per Payroll** loan, which in practice is deducted twice a month. The due dates on the schedule are therefore a rough guide for a per-payroll loan, not the dates the deductions actually happen on. What the deduction takes is driven by the instalment amounts, not by their dates.

> **Nothing marks an instalment overdue.** An instalment past its due date and unpaid still reads **Pending**. There is no overdue report, no ageing, and no reminder — the **Next Due** column on the list is the only signal, and it does not change colour.

Approval

Filing a loan does **not** hand any money over. What happens next depends on who filed it:

Filed by	Result
Owner	Approved immediately — "*Loan created and approved*"
Anyone else	Queued — "*Loan request submitted — it now awaits approval before it can be disbursed*"

A queued loan sits in the shared **Approvals** queue and the loan's page says so: "*This loan is awaiting approval in the Approvals queue. It cannot be disbursed until approved.*" See Approvals.

Two trust rules are enforced there, the same ones payroll uses:

- **A Manager cannot approve their own loan request.**
- **A Manager-requested loan needs an Owner's approval.**

A rejected loan is finished — its status becomes Rejected and the reason is shown on its page. There is no way to revive it; file a new one.

Disbursing

Press **Disburse** on an approved loan and confirm. The loan becomes **Active**, is stamped with the date and who did it, and its full principal becomes outstanding.

That is also the moment the loan lands in your accounts: for a staff advance, Kassly books the advance as money owed to you and cash going out. See Chart of accounts.

> **Disbursing does not record a cash movement in the drawer.** Your books show the cash leaving, but an open shift's expected cash does not. If you hand the advance over out of the till, record a **Cash Out** on the shift as well, or the drawer will read short at close. See Cash over and short. The same applies in reverse when an employee repays in cash.

Repaying by hand

Record Repayment on an active loan. The dialog shows the outstanding balance and asks for an amount and a date.

The payment is applied to the **earliest unpaid instalment first**, and within each instalment to **interest before principal** — the standard convention. It rolls forward across instalments until the amount is used up, so a lump sum can clear several at once.

Paying more than the loan still owes is refused: "*Repayment amount exceeds the loan's outstanding balance.*" When the balance reaches zero the loan closes itself as **Completed**.

For a **business** loan the dialog asks for two more things — a **Branch** and an **Expense Category** — because a business repayment is money going out and rides through the normal expense pipeline: "*this books a linked expense through the normal expense pipeline.*" The loan's own balance drops straight away; the accounting entry waits until the linked expense is approved.

Repaying out of payroll

This is the part staff advances are for, and it has one precondition that is easy to miss.

> **Only loans set to Per Payroll are deducted automatically.** A **Monthly** or **Custom** employee loan is never touched by a payroll run — you record those repayments by hand. This is deliberate: taking money out of somebody's

> pay that they did not agree to is worse than making you do it manually.

You also need the **Payroll** add-on. Loans on its own tracks the advance; Payroll is what deducts it.

When a payroll run is computed, for each employee it looks for active employee loans set to Per Payroll and adds a **Loan repayment** line to the payslip:

- The amount is the **earliest unpaid instalment's remaining balance**.
- It is capped by what the payslip can absorb. Statutory contributions and withholding tax come off first, then loans, then manual deductions, and net pay never goes below zero — so a thin cutoff deducts less rather than overdrawing the person.
- More than one loan is taken oldest first, until the pay runs out.

Nothing is actually repaid until the run is posted. A computed run is a proposal; recomputing it changes the line freely. Posting the run turns each loan line into a real repayment against that loan's schedule, and posting twice cannot double-credit a loan.

The line appears on the payslip as **Loan repayment**, and it cannot be removed from the payslip — only manual lines can. See Payroll.

Writing a loan off

Write Off on an active loan asks for an optional reason, sets the outstanding balance to zero and marks the loan **Written Off**. The page then shows when and why.

There is no way back from a write-off, and no partial write-off. It is the answer for an advance to somebody who has left and is not going to repay.

Loan statuses

Status	Means
Pending Approval	Filed, waiting in the Approvals queue
Approved	Signed off. **Disburse** is now available
Active	Disbursed and being repaid
Completed	Fully repaid. Reached automatically
Written Off	Given up on
Rejected	Refused at approval. A dead end

What the borrower sees

Nothing, until payday.

> **A staff member cannot see their own loan anywhere in Kassly.** The Loans page needs a permission only Owners and Managers hold by default, there is no self-service loan screen, and nothing is emailed or pushed when a loan is filed, approved, disbursed or repaid. The only place the employee ever sees it is the **Loan repayment** line on their payslip — and only once the run has been posted.

So the paperwork your staff sign, and the conversation about what they owe, stay outside the app. Kassly is the ledger, not the notice board.

Who can do what

Loans use two permissions on top of the add-on:

Permission	Covers	Default holders
View loans	See the list, a loan and its schedule	Owner, Manager
Manage loans	File, disburse, record a repayment, write off	Owner, Manager

Action	Owner	Manager
See the loans list	Yes	Yes
File a loan	Yes, approved immediately	Yes, goes to the queue
Approve a loan	Yes	Not their own, and not one another Manager filed
Disburse	Yes	Yes
Record a repayment	Yes	Yes
Write off	Yes	Yes

Cashiers and Staff cannot open the page at all. Custom roles can be given either loan permission on its own — see Custom roles.

Commissions

Commission rates per staff member, how work is credited at the counter, tips, and settling up — plus the two commission types that do not actually work.

Commission is credited line by line at the point of sale: the cashier says which staff member did the work, and Kassly records what that person earned on that line. Later you total the unsettled amounts and pay them out as a settlement.

The people who earn commission are **partners** — see Bookable services for what a partner record is and how it differs from a staff login.

> **Needs the Staff Commissions add-on** (₱300 per branch each month) to *see* and *settle* commission. It is also in the **Beauty Pack** (₱1,099 a month) and the **Everything Bundle** (₱2,999 a month). See Plans & add-ons.

What the add-on actually unlocks

This is worth being precise about, because the boundary is not where most people assume it is.

	Needs Staff Commissions
Setting a partner's commission rates	No
Assigning a partner to a sale line	No
Commission being **recorded** against that line	No
Seeing a partner's unsettled total	**Yes**
Generating a settlement	**Yes**
Reading the commission ledger	**Yes**

Commission accrues whether or not you have the add-on. Every sale line with a partner on it writes a commission entry, from the day you set a rate. What the add-on buys is the ability to look at those entries and pay them out. If you buy it six months in, the six months of history is there waiting.

Two other gates matter more in practice:

- **Partners only exist on a services business.** The whole commission surface — the Partners page, the staff picker at the till — is built for stores set up as Services. A Retail or Food & Beverage store can switch it on with the **Partners** toggle in Store Settings, but nothing appears until it does.
- **The cart's Staff chip needs the Appointments add-on.** Assigning one staff member to the whole cart from the header requires **Appointments & Bookings** (₱400 a month) as well. Per-line assignment does not.

Setting a partner's rates

On **SERVICES → Partners**, each partner carries two percentages:

Field	Default	Applies to
Service Commission (%)	60	Service lines
Product Commission (%)	10	Product lines

Those defaults are what a new partner starts on, so **check them before you save somebody** — 60% of every service is a real number, and it is easy to accept by accident.

A single service can override the partner's rate: **Commission Rate Override (%)** on the service form. Leave it blank to use the partner's own rate. See Services catalog.

Which rate wins

For each sale line, Kassly works down this list and stops at the first match:

Order	Source	Result
1	A fixed peso amount set on that line at the till	Exactly that amount, whatever the price
2	The service's or product's **Commission Rate Override**	That percentage of the line total
3	The partner's **Service** or **Product Commission** rate	That percentage of the line total
4	A store-wide default	See below

> **There is no screen for the store-wide default**, so in practice step 4 is always zero. A partner whose rate is 0 and a service with no override means **₱0 commission** — silently, with a ledger entry recorded at zero. If commission is

> coming out at nothing, that is where to look.

Commission is calculated on the **line total**, which is after any discount on that line. Discount a haircut and the commission on it falls too. See Discounts.

Assigning the work at the counter

This all happens in the mobile app; the web app has no working POS screen. See Making a sale.

For the whole cart. The **Staff** chip in the cart header opens **Select Staff** — the active partners, by nickname where they have one. **Clear Selection** removes it again.

For one line. Open a cart line and choose **Partner**. The modal is headed "*Partner — Haircut*" and explains itself: "*Assign the staff member who earned commission on this line.*" Each partner in the list shows the rate they would earn. **Remove Partner** unassigns.

The same modal holds the commission control for that line:

Toggle	Behaviour
Default %	Use the normal rate, worked out from the list above
Fixed ₱	A flat peso amount — "*Partner earns this peso amount on this line, regardless of price.*"

Fixed amounts are the motor-shop case: the mechanic's cut on a job is negotiated per vehicle, not as a percentage. A fixed amount applies **only to the line you set it on**.

> **A line with no partner earns nobody anything.** No commission entry is written at all — it is not credited to a default person and it cannot be assigned after the sale is completed. If the cashier forgets, the only fix is a manual adjustment outside Kassly.

Tips

A tip is recorded against the staff member, not the sale, and it is settled alongside their commission.

The tip prompt appears when **both** are true: your store is set up as a Services business, **and** a partner is assigned. It is headed **Tip for Ana**, or **Add a tip**, and offers flat amounts:

No Tip (₱0) · ₱20 · ₱50 · ₱100 · Custom tip amount

The tip then shows as its own **Tip** line on the totals. There is no percentage option, and no way to split a tip between two people.

> **Retail and Food & Beverage stores never see the tip prompt**, and there is no setting to turn it on. A restaurant tracking tips has to handle them outside Kassly. Note that a service charge is a different thing entirely and is covered in Tax configuration.

What gets recorded

Every credit and reversal is a line in the commission ledger:

Entry	Written when
Service Commission	A service line with a partner is sold
Product Commission	A product line with a partner is sold
Tip	A tip is taken on a line with a partner
Void Reversal	The sale is voided, or the line is returned. A negative entry
Adjustment	Reserved. Nothing in Kassly writes one today

The ledger cannot be edited or deleted. Not by an owner, not from any screen — the only field that ever changes on an entry is the settlement it was paid out in. That is deliberate: a commission record somebody could quietly rewrite would be worthless in an argument about pay.

Voids and returns

Both reverse commission, and they reverse it differently:

- **Voiding a sale** writes a negative entry for the **full** commission and tip on every line.
- **Returning part of a line** writes a negative entry in **proportion** to the quantity returned. Return two of five items and 40% of that line's commission comes back.

The reversal is a new entry, dated when the void or return happened — the original credit stays on the record. So a partner's unsettled total drops, and if the original was already settled the reversal reduces the *next* settlement instead. See Returns and refunds.

Where you can see the totals

Place	Shows
Partners → a partner	**Unsettled Commissions**: service commission, product commission, tips, total, and the individual entries
Settlements	Each settled payout, with its breakdown
Profit & Loss report	Commission and tips as store-wide totals, deducted from profit

That is the complete list, and it has a conspicuous hole:

> **Nobody can see their own commission or tips.** There is no earnings screen for staff anywhere in Kassly — not on the web, not on the tablet. The **Partners** tab in the mobile app is a read-only directory of names, phone numbers and status chips with **no figures on it at all**. A stylist who wants to know what they have earned this fortnight has to ask you, and you have to read it off their partner page. Assigning work at the point of sale is the only commission screen your staff will ever touch.

There is also **no per-staff commission report** and no export — the Profit & Loss totals are store-wide, and the per-partner figures exist only on that partner's own page and on their settlements.

Settling up

A settlement is the act of paying commission out. It sweeps up every unsettled entry in a period, totals it, and stamps those entries as belonging to that settlement so they can never be paid twice.

SERVICES → Settlements → Generate Settlement:

Field	Notes
Partner	Must be **Active**. An inactive partner is refused: "*Cannot create settlement for an inactive partner.*"
Settlement Period	**Today**, **Custom Date Range**, or **Per Shift**

The settlement records the service commission, the product commission, the tips and any reversals, adds them into a gross payout, and — since there is nothing that puts deductions on a settlement — a net payout equal to the gross.

Overlaps are blocked: "*A settlement already exists that overlaps with this date range.*", and per shift, "*A settlement already exists for this partner and shift.*"

A cash payout on an open shift records a Cash Out on that shift, so the drawer reconciles at close instead of reading short by the amount you handed over. See Closing a shift.

> **A settlement stays Pending forever.** There is no **Mark Paid** button, and no way to record that the money actually changed hands — a generated settlement is the payout as far as Kassly is concerned. The status filter on the Settlements page makes this worse by offering **Draft**, **Approved** and **Paid**, none of which any settlement is ever set to, so filtering by status returns nothing. Leave the filter alone and read the list.

A date-range settlement covers the partner's **own branch** only. A partner who worked at two branches needs the entries from each settled separately.

Commission Type: only Flat works

The partner form offers three commission types. **One of them is implemented.**

Commission Type	What Kassly actually does
Flat Commission	Works as described on this page
Tiered	**Nothing.** The flat percentages are used instead
Booth Rental	**Nothing is charged**, and the flat percentages are still used

> **Do not set a partner to Tiered or Booth Rental.** There is no screen anywhere for defining commission tiers, so a Tiered partner simply earns their flat rate. Worse, a **Booth Rental** partner keeps earning commission: the form hides the two percentage fields when you pick Booth Rental, but it still saves the values behind them — including the 60% and 10% defaults on a new partner — and the calculation ignores the commission type entirely. The **Booth Rental Amount** you type is stored, displayed on the list, and never charged to anybody.
> If you rent chairs to independent stylists, keep the partner on **Flat Commission** with both rates set to **0**, and invoice the booth rent separately.

Who can do what

Action	Owner	Manager	Cashier
Set a partner's rates	Yes	Yes	No
Assign a partner to a sale line	Yes	Yes	Yes
Set a fixed commission on a line	Yes	Yes	Yes
Take a tip	Yes	Yes	Yes
See a partner's unsettled total	Yes	Yes	No
Generate a settlement	Yes	Yes	No
See their own earnings	No	No	No

That last row is not a permission you can grant — no such screen exists for anybody. Staff on the **Staff** role cannot reach any of the commission pages at all. See Users and roles.

PART 14

Reports & Analytics

The dashboard, sales and inventory reporting, margins, and exports.

The Dashboard

What every tile on the dashboard actually counts, which figures are free, and the two tiles most often misread.

The dashboard is the first screen you see after signing in on the web. It answers one question — *how is today going* — and it is the only reporting surface that is free in full.

Owners and Managers only. A Cashier who reaches this URL gets a permission error. See Users and roles.

> **Today's figures are free. History is not.** Every tile below is computed from live data at no charge. The moment you ask for a date range that isn't today — a chart over last week, a comparison against last month — you are into the **Business Reports** add-on (₱400 per branch each month). This split runs through the whole of Reports too.

Two views

Top right of the page is a toggle with two options.

View	Shows	Default for
Overview	Profit tiles, branch and terminal comparison, business-type metrics, three charts over a date range you pick	Owner
Operations	Today only — the operational tiles, voids, and a single full-width hourly chart	Manager

Your choice is remembered in that browser, so it survives a reload but does not follow you to another device.

What "today" means

Every "today" figure honours your **business-day cutover**, not midnight. If your cutover is set to 2am, a sale rung up at 1:30am counts toward the day that opened the previous morning — the same way your Z-reading does. With the cutover left at 00:00 this is simply the calendar day.

All of it is calculated in Philippine time, whatever timezone the device is in.

> **Figures are cached for 60 seconds.** Ringing up a sale and immediately reloading the dashboard may show the old number. Wait a minute. This is deliberate — the dashboard runs heavy queries, and it is also rate-limited to 60 refreshes a minute per user, after which you'll see "*Dashboard is refreshing too quickly. Please wait a moment.*"

The profit tiles

Overview only. These four sit at the top for Owners and Managers, and on the free plan they are visible but blurred — clicking one opens the upgrade dialog.

Tile	How it is derived
Net Profit (MTD)	Net sales − cost of goods sold − approved expenses, month to date
Gross Margin	Gross profit ÷ net sales, as a percentage. Sub-line shows the peso gross profit
Sales (MTD)	Sum of `total` on completed sales this month. Sub-line shows a rolling 7-day average
Avg. Order Value (MTD)	Sales this month ÷ number of sales this month. Paid plans also get a 7-day sparkline

Two things about that profit calculation are worth knowing, because they are the reason your margin looks lower here than a rough mental estimate:

- **Net sales excludes output VAT.** VAT you collect is money you owe the BIR, not revenue, so it is stripped out before margin is computed. Non-VAT stores have nothing to strip.
- **Net sales also excludes the service charge.** Under RA 11360 a service charge belongs to staff, so it is treated as a pass-through, never profit.

Cost of goods sold uses the **cost recorded on each line at the moment of sale**, not today's cost price. Expenses count only approved ones that are not already attached to a purchase order, so nothing is double-counted against COGS. Profit reports goes through this in full.

The operational tiles

These appear in both views.

Tile	Counts
Today's Sales	Total of today's completed sales. Tapping it opens the sales report
Orders Today	Number of today's completed sales
Unique Customers	Distinct named customers who bought today. Sub-line shows the repeat percentage for the month
Cash on Hand	See the warning below
Low Stock	Products at or below their reorder point that still have stock left. Only shown for business types that track stock
Pending POs	Purchase orders that are draft, submitted or partly received. Needs the Inventory Pro add-on

Three of these deserve a note.

Unique Customers only counts named customers. A walk-in sale with no customer attached contributes nothing to this tile, so a busy sari-sari store can sell all day and see zero here. That is not a fault — it means nobody was tagged to a customer record.

> **"Cash on Hand" is not cash, and it is not in your drawer.** It is the total of *every* payment taken today except charges to account — so cash, card, GCash, Maya, bank transfer and cheque all land in this one number. In Operations view, tap the tile to see the split by tender. It ignores your opening float and every cash-in and cash-out you recorded, so it is **not** what should be in the till. For that, use the X-reading during the shift or the Z-reading at the end. See X and Z readings and Cash over and short.

Low Stock excludes anything already at zero. A product that has run out completely drops off this count. Look at Stock levels for out-of-stock.

Needs Attention

This card is free on every plan, deliberately — voids are a fraud signal and you should see them whatever you pay.

Section	What lands here
Voids	Sales voided today, listed newest first, with the time and who voided them
Large discounts	Today's completed sales carrying an unusually large discount

"Large" has a fixed definition: the discount must be **at least 10% of the subtotal or at least ₱500, whichever of the two is larger**. So a ₱200 ticket needs ₱500 off to appear (it never will), and a ₱20,000 ticket needs ₱2,000 off. Each section lists at most five sales, with a "+N more" line under them.

Voids are dated by **when they were voided**, not when the sale happened — void yesterday's receipt this morning and it shows under today. Large discounts are dated by when the sale completed. Statutory senior-citizen and PWD discounts appear here like any other discount, so a pharmacy or clinic will see them routinely; that is normal, not a red flag.

When there is nothing to flag the card reads "*Nothing needs your attention today*".

Large discounts only appear in Overview. In Operations you get voids alone.

Sales Target

If you have set a target, this card shows a progress bar for the active period — daily, weekly or monthly, whichever is set. Progress is your actual sales for that period against the target, capped at 100% on the bar.

The **progress bar is free.** The pacing footer — projected finish, days remaining, and the comparison against the same period last year — is part of Business Reports.

When a target is active and pacing is available, the Today's Sales tile's arrow switches from "vs same day last week" to reading **behind target pace**, **on target pace** or **ahead of target pace**.

Branch and Terminal Performance

Both are Overview only, and both disappear entirely unless you are looking at **All Branches** — comparing one branch against itself is meaningless.

- **Branch Performance** hides itself when you have fewer than two active branches. Deactivated branches are left out.
- **Terminal Performance** hides itself when you have fewer than two terminals. Deactivated terminals stay in, so retired tills keep their history.

Each shows month-to-date sales, order count, average order value, margin, a 30-day sparkline and a weekday heatmap.

> **The terminal widget can under-count, and it needs the add-on.** Unlike the branch widget, this one requires **Business Reports** even for today. And a sale only carries a terminal if the device that rang it up supplied one — which is optional and not enforced. Sales that carry no terminal roll up into a single **Unattributed** row. Sales reports explains why.

Business-type metrics

Kassly shows a different metrics card depending on the business type set on your store. If your type isn't one of the three below — or isn't set at all — the card doesn't render.

Business type	Card title	Metrics
Food & beverage	**Restaurant Performance**	Avg Orders / Table Today, Active Tables Today, and a peak-hours heatmap over the last four weeks
Retail	**Retail Metrics**	Inventory Turnover, GMROI, Avg Basket Size, Returns Rate, Dead Stock (count and value), Sell-Through
Services	**Service Operations**	Utilization, No-Show Rate, Repeat Clients, top five providers, Next 7 Days bookings

The definitions that surprise people:

- **Avg Orders / Table Today** counts only sales that have a table number. Takeout and delivery are excluded, so the average isn't dragged down.
- **Avg Basket Size** is the number of *lines* per sale, not pesos.
- **Dead Stock** is anything with stock on hand that has had no sale in the last 60 days.
- **Inventory Turnover** uses your stock value *right now* as a stand-in for average inventory over the month, because Kassly does not snapshot inventory historically. Read it as a rough indicator, not an accounting figure.
- **Sell-Through** is units sold this month ÷ units received this month, so it swings wildly in a month where you took a big delivery.
- **Utilization** is booked appointment hours against your staff's scheduled availability, scaled by the number of weeks elapsed this month. If nobody has a schedule set, it shows a dash.

Today's Appointments and Kitchen Queue

Two side-by-side operational cards, each shown only when you have the matching add-on.

Today's Appointments breaks today's bookings into Upcoming, In Progress, Completed, No-show and Cancelled. Needs **Appointments & Bookings**, and only appears for service and F&B business types — not retail. See Appointment calendar.

Kitchen Queue shows In Queue, Avg Wait and Avg Prep for today's kitchen items. Needs **Kitchen Orders & Tables**. Avg Wait is the time from an item being rung up to the kitchen starting it; Avg Prep is from start to ready. See Kitchen display.

Stock Alerts and Goods Consumed

Stock Alerts lists items near or past their reorder point and expiring batches. Needs **Inventory Pro**.

Goods Consumed is the stock-depletion summary — how much stock actually left your shelves over a period, in units and at cost. On the free plan you get today only; other periods need Business Reports. It is covered fully in Inventory reports.

The charts

In **Overview** you get a date-range picker and three charts.

Chart	Shows
Sales by Hour / Sales by Day	Automatically hourly for a one-day range, daily for anything longer
Top products	Best sellers by revenue for the range. Tap a bar to open the product
Orders by Type	Count of sales per order type — dine-in, takeout, delivery, and so on

On the free plan the date picker's **Yesterday**, **This week**, **This month**, **Last month** and **Custom** presets are locked; clicking one opens the upgrade dialog. Today stays available, and the charts show today's data.

The card titles adapt to your business type, so a salon sees "Top Services" rather than "Top Products".

In **Operations** the picker and the three cards are replaced by one full-width **Today's Sales by Hour** chart, which always shows today regardless of any range you picked in Overview.

Quick Actions

Four shortcuts at the bottom: **Open POS**, **Add Product**, **Inventory**, **Reports**. Nothing more to them than a link.

Drilling down

Most tiles and charts are clickable and carry your current branch and date range into the destination, so the report opens on the same slice you were looking at. From the dashboard you land on the deep report pages described in Sales reports.

Sales Reports

The nine ways Kassly slices your sales — by period, product, category, cashier, terminal and branch — which are free, and where each one under-counts.

Everything under **Reports** in the sidebar is a slice of the same thing: completed sales. This page explains what each slice counts, so a number that looks wrong can be checked rather than argued about.

Owners and Managers only. Cashiers get a permission error on every report below. See Users and roles.

> **Most of this needs the Business Reports add-on** (₱400 per branch each month), or any bundle that includes it. The split is not "old data costs money" — it is per report, and it surprises people. The table below is the honest version.

Which reports are free

The report *pages* all open on the Free plan. What differs is whether the figures load.

Report	Free?
Daily Sales Breakdown	Free, any date range
Sales Summary	Free for today only
Top Products	Free for today only
Order Type Breakdown	Free for today only
Peak Hours	Free for today only
Payment Method Mix	Free for today only
Cashier Performance	Free for today only
Terminal Performance	Free for today only
Branch Comparison	Free for today only
Sales by Hour / Sales by Day chart on a report page	Free for today only
Monthly Comparison	Needs Business Reports
Discount Impact	Needs Business Reports

On the Free plan these pages open on today and the date picker is replaced by a fixed **Today** with a locked **Other dates** button that opens the upgrade dialog. A link to another date range opens on today instead. Comparisons with the prior period or last year, and the filters (cashier, terminal, category, payment, order type, hour, weekday), need Business Reports on every report.

> **"Today" is your store's today.** It is the date in the Philippines, or your current business day if you set **Business Day Start** after midnight in **Settings → Store Settings**, so a bar that closes at 4am still sees the night's sales at 2am.

What counts as a sale

Every figure on every report below shares these rules.

Rule	Detail
Status	Only **completed** sales. Held, pending and voided sales are excluded entirely
Date	The moment the sale completed, not when the cart was started
Day boundary	Your **business-day cutover**, not midnight — a 1:30am sale under a 2am cutover belongs to the previous trading day
Timezone	Philippine time, whatever timezone the device was in
Branch	Whatever the branch selector at the top of the page is set to

Voided sales are worth restating: they are not netted off, they are simply not there. If you void yesterday's sale this morning, yesterday's total drops. See Profit reports for how the Profit & Loss statement handles that case differently.

Sales Summary

The main sales page. Six tiles, then a trend chart, then a breakdown by category.

Figure	What it is
Total Sales	Sum of the sale totals — VAT included, service charge included
Transactions	Number of completed sales
Average Transaction	Total Sales ÷ Transactions
Total Discount	Sum of discounts given
Total Tax	Output VAT collected. Always ₱0 for a non-VAT store
Gross Profit / **COGS**	Owners and Managers only — see Profit reports

Below the tiles, the payment breakdown splits into two totals that people routinely confuse:

- **Collected** is money that actually changed hands — cash, card, GCash, Maya, bank transfer, cheque.
- **On account** is the part charged to a customer's tab. That is a receivable, not revenue collected. It is inside Total Sales but it is not in your drawer.

The category breakdown lists units, revenue and transaction count per category, and adds cost and gross profit for Owners and Managers. A product with no category lands under **Uncategorized**.

Date ranges and comparisons

Every deep report page carries the same toolbar.

The date picker offers **Today**, **Yesterday**, **This Week**, **This Month**, **Last Month** and **Custom**. Whatever you pick goes into the page's web address, so you can bookmark a range or send someone a link to exactly the slice you are looking at.

The **compare** selector next to it has three settings.

Setting	Compares against
vs Prior Period	The same number of days immediately before your range
vs Last Year	The same dates one year earlier
No Comparison	Nothing — the tiles show a bare figure

Prior Period is labelled for you where Kassly can name it: a one-day range compares against **Previous day**, seven days against **Last week**, and 28 to 31 days against **Last month**. Anything else gets the dates spelled out.

Underneath the chart, a **What drove the change?** card lists up to five movers — the products, cashiers, terminals or branches whose change accounts for most of the difference, ranked by the size of the swing rather than the percentage. A ₱50 item that doubled will not outrank a ₱5,000 item that fell 10%.

Comparisons are computed with your filters applied to both windows, so the comparison is like-for-like.

Filters

The filter bar sits under the toolbar on the sales, product, cashier, terminal and branch reports. Filters stack.

Filter	What to know
Cashier	The staff member on the sale
Terminal	Only sales that carry a terminal. Read the warning below
Category	Resolved through the product's *current* category, so recategorising a product changes past reports
Payment method	Any sale that used that tender. A split sale appears under **every** tender it used, so per-tender counts add up to more than your transaction count
Order type	Walk-in, dine-in, takeout, delivery or appointment
Hour from / to	The real wall clock, never shifted by your cutover. "6pm to 10pm" means 6pm to 10pm
Day of week	Bucketed by the day the *business day* opened, so it agrees with the weekday report

You can save a filter and date-range combination under a name from the **Views** menu, and recall it in one click. Fifty saved views per person, and you can pin the ones you use daily. Views are yours alone — they are not shared with the rest of your staff. This needs Business Reports.

Top Products

Ranked by revenue by default, or by units sold if you switch **Sort by**. Pick a Top N, or **All** to get every product sold in the range with no ceiling.

Revenue here is the line total as it was rung up. For a VAT-registered store that figure has the 12% VAT inside it.

Items typed in at the counter rather than picked from the catalogue have no product record, so they group by the name that was typed. Two cashiers who spell a custom item differently produce two rows.

The card title follows your business type, so a salon sees **Top Services**.

Peak Hours and Monthly Comparison

Peak Hours buckets one day into hours and shows transactions and sales per hour. Because it takes a single day, this is the report to use for "when should I put a second person on the till".

Monthly Comparison puts three rankings side by side against the previous period:

- **Which days drove the change?** — sales and foot traffic per weekday.
- Hourly ranking — the same by hour of day.
- Product ranking — the same by product.

Foot traffic is not the same as transaction count. Where a sale records covers (a dine-in headcount), Kassly counts the covers; where it does not, it counts the sale as one. So a table of six on one receipt is six in foot traffic and one in transactions.

Cashier Performance

Transactions, total sales and average basket for each person who rang up a sale in the range.

> **This report can total less than Sales Summary.** It only lists sales that have a staff member attached. A sale with nobody on it drops out of this report completely rather than appearing as "unknown", so the column will not add up to your Sales Summary total when that happens.

Orders that come in through your online store are credited to whichever staff member accepted them in the POS inbox, and dated by when the order was completed — not by when the shopper placed it. See Online orders.

Terminal Performance

Sales split by till. Same three columns as Cashier Performance, plus the branch and whether the terminal is still active. Retired terminals stay in the report so their history survives.

> **This report under-counts, sometimes badly.** Kassly does not force a sale to record which till rang it up. Sales that carry no till roll up into one **Unattributed** row. Treat that row as real revenue with a missing label, not as a rounding error.

Here is exactly when a sale does and does not get a terminal:

How the sale was made	Terminal recorded?
Rung up offline, then synced	Yes — recovered from the receipt number's prefix
Rung up offline on a device that was never paired	No — those receipts start `OFL-` and carry no terminal name
Rung up online, device sent its terminal	Yes
Rung up online, device did not send one	**No.** Kassly does not refuse the sale
Rung up online at a BIR-accredited store	Yes — the sale is refused without a paired terminal
Placed through your online store	**Never.** There is no till involved

There is one more trap. Recovery from the receipt number works by matching the terminal *name*, and names only have to be unique within a branch. If two branches both run a **Main Counter**, Kassly will not guess between them, and those sales stay Unattributed. Give every till a distinct name across the whole store and this problem disappears — see Terminal management.

Finally: **filtering by terminal drops the Unattributed sales**, because they have no terminal to match. A filtered total is therefore lower than the unfiltered one by exactly the Unattributed amount.

Branch Comparison

One row per branch: sales, transactions, average transaction and current stock value, with the same comparison block as the other reports. It defaults to month-to-date rather than today, because comparing branches over a single day is mostly noise.

Deactivated branches are left out. With only one branch there is nothing to compare, so use Sales Summary instead.

Daily Sales Breakdown

Free on every plan, over any range. One row per business day with gross sales, discounts, service charge, VAT and net sales, plus a total row, and a **Export CSV** button.

This is the report to reach for when you want the daily shape of a month and you do not have Business Reports. It uses your current cutover for every day in the range, including days that predate the per-till daily sealing, so a venue that trades past midnight sees each trading day whole.

It is not a substitute for a Z-reading. A Z-reading is a sealed, numbered document; this is a live calculation. See X and Z readings.

Where the money reports live instead

Three things people look for under Sales Reports are elsewhere:

- The sealed end-of-day figures, the drawer count and cash over or short live in Closing a shift and Cash over and short.
- Margin, cost of goods and the profit and loss statement are in Profit reports.
- The books the BIR requires — journals, ledger, trial balance — are in Books of accounts, and they are free on every plan.

Inventory Reports

Stock on hand, what actually left the shelves, what is not moving, and what your stock is worth — with the two different cost bases Kassly uses.

Kassly has two families of stock report and they sit behind two different add-ons. Knowing which is which saves a lot of hunting.

Owners and Managers only, with one exception noted under Goods Consumed.

Report	Where	Needs
Inventory Summary	Reports → Inventory Summary	Free: it's a snapshot of your stock right now
Goods Consumed	Dashboard, and the Ingredients page	Free for today. Any other range needs Business Reports
Slow-Moving Stock	Reports → Slow-Moving Stock	Business Reports
Valuation	Inventory → Valuation	Inventory Pro (₱400 per branch each month)
Reorder Suggestions	Inventory → Reorder	Inventory Pro
Expiring Items	Inventory → Expiry	Inventory Pro
Food Cost Analysis	Reports → Food Cost Analysis	Inventory Pro

Day-to-day stock work — looking a product up, receiving a delivery, counting a shelf — is not in this part. See Stock levels, Receiving stock and Stock counts.

Two cost bases, and when each is used

Almost every complaint about inventory figures comes down to this, so it is worth reading before the reports themselves.

Cost basis	Meaning	Used by
Current cost price	The cost sitting on the product record right now	Inventory Summary, Slow-Moving Stock, the dashboard's stock value
Weighted average cost	Averaged across every cost-bearing receipt of that product at that location	Valuation
Cost at the moment of movement	What the item cost when it actually moved	Goods Consumed
Cost at the moment of sale	What the item cost when it was sold	Profit reports

They will not agree, and none of them is wrong. Current cost price is a snapshot; weighted average is a history; cost-at-movement is a fact about one event. If you have just changed a supplier price, expect Inventory Summary to move immediately and Valuation to move gradually.

Inventory Summary

Four figures, computed live. This report takes no date range at all — it is always "right now".

Figure	Counts
Total SKUs	Stock records at the selected branch
Total Value	Quantity × the product's current cost price
Low Stock	At or below reorder point, but not yet at zero
Out of Stock	At or below zero, including oversold items below zero

Two rules to keep in mind:

- **Low Stock excludes anything already at zero.** A product that has run out completely moves to Out of Stock and leaves the Low Stock count. Watching only Low Stock will therefore miss the things that most need ordering.
- **An oversold item pulls Total Value down.** Its quantity is below zero, so quantity × cost is negative. Valuation (below) leaves oversold items out instead, so the two totals differ by that amount until you recount. See When stock goes below zero.
- **With no branch selected, Total Value includes your warehouses.** Pick a branch and it becomes that branch's shelves alone. This is deliberate — the ledger books warehouse-bound deliveries as inventory, so leaving warehouses out of the store-wide figure would understate it against your books. A manager restricted to specific branches never sees warehouse stock in this total. See Warehouses.

Goods Consumed

This is the stock-depletion report. It answers "how much stock actually left the building", in units and at cost, over a period. It appears as a card on the Dashboard and in full on the Ingredients page.

It reads the stock ledger and sums every **outflow**, whatever caused it:

- sales, including the per-ingredient deductions a recipe writes at sale time
- transfers out to another branch or a warehouse
- negative adjustments, and count corrections that reduced stock

- production and job-order consumption
- waste and spoilage written off

That is the whole scope. There is no filter by movement type — if it left, it is counted.

Recipes are already expanded, so you never see the dish. A sold burger appears as beef, bun and lettuce, in their own units. It never appears as "1 burger". This is why the report is genuinely useful for a kitchen and why its units look nothing like your sales report. See Ingredients and recipes.

A few more rules:

Rule	Detail
Voided sales are excluded	Both halves — the original deduction and the put-back. A voided sale never consumed anything, so it does not inflate the figure
Value uses the cost at the time of the movement	Falling back to the product's current cost, and to zero if neither exists
Dated by when the movement was written	Not by the sale's business day. A sale that syncs late lands on the day it synced
Branch scope	With no branch selected the total spans branches *and* warehouses. Pick a branch and warehouse movements drop out
Ingredients only	A toggle that narrows to ingredients — meaning anything flagged as an ingredient **or** used in any of your recipes. The flag alone is not enough, because most kitchens never set it
List length	The list shows at most 200 items. The summary line above it — distinct items, total units, total value — is always computed over everything, not just the visible rows

Figures are cached for 60 seconds, so a fresh movement takes up to a minute to appear.

The one exception to Owner-and-Manager access: a staff member on a custom role that can view recipes can open Goods Consumed, but they are always forced to ingredients-only. They never see store-wide consumption. See Custom roles.

Slow-Moving Stock

Products that still have stock on shelves and sold **nothing at all** in the lookback window. Pick 30, 60 or 90 days from the selector.

Rule	Detail
Zero sales, not low sales	One unit sold in the window removes a product from this list
Per branch	Judged for each (product, branch) pair. Something selling in Makati but not in Cebu appears for Cebu only
Stock-tracked products only	Services and non-tracked items are never listed
Stock on hand required	Something at zero has nothing sitting on a shelf, so it is not listed
Valued at current cost price	Not at weighted average

> **The lookback counts back from today, not from your date range.** The date picker at the top of the page does not affect this report. "Last 60 days" always means the 60 days ending now.

You can narrow the list to one category from the filter bar.

Valuation

Per-SKU stock value at **weighted average cost**, listed for every branch and every warehouse, with a store-wide total.

The weighted average for a product at a location is built from every cost-bearing inflow ever recorded there — stock-ins, returns and transfers in. It is a lifetime average, not a rolling one, so a single unusual purchase price keeps a small influence indefinitely. Where a product has no cost history at that location at all, Kassly falls back to the product's cost price.

Kassly values stock one way. There is no FIFO or LIFO option to choose.

Only quantities above zero are valued. An oversold item (below zero) does not appear here at all, where the Inventory Summary counts it as negative value.

Because this is the figure that ties to your books, it is also the one to reconcile against Financial statements. If they disagree, the usual causes are stock received without a cost, or adjustments made without one.

Reorder Suggestions and Expiring Items

Reorder Suggestions lists everything at or below its reorder point, **grouped by the product's preferred supplier**, so one screen turns into one purchase order per supplier. Items with no preferred supplier are grouped under **No Supplier**. Link a product to its supplier on the product form or in the import sheet — see Suppliers.

Each row shows the current stock, the reorder point and an **Order Qty**: the reorder quantity you set for that branch, or enough to climb back to the reorder point when none is set.

Create PO on a group opens a new purchase order with the supplier, branch and every line already filled in — see Purchase orders. It appears for users who can manage purchase orders.

Expiring Items has two lists: batches expiring inside the next 30 days (adjustable), and batches that have already expired. Expired batches are listed until you deal with them — they do not age out. Batch tracking has to be on for the product for anything to appear here.

Food Cost Analysis

One row per menu item that has an active recipe: selling price, cost per serving, food cost percentage, and the peso margin.

Status	Food cost
Healthy	30% or less
Watch	Over 30%
High Cost	Over 40%

The summary above the table counts how many items are above your target. Target defaults to 35%.

Items without a recipe are absent — not zero-cost, absent. A menu built out half-way will show a food cost for the half that is built.

Export streams the whole table as a CSV, honouring the category filter and with no row limit. See Exporting reports.

What is not here

- **Stock movement history for one product** is on the product itself, not in a report. Open the product and read its movement list.
- **Variance from a count** is in the count record. See Stock counts.
- **What a dish can still be made from** is a POS-side availability calculation, not a report. See Recipe-derived stock.

Profit Reports

The Profit & Loss statement and Product Margins — what cost Kassly uses, what it strips out of revenue, and why two margin figures on two pages can disagree.

Profit is the number owners check and the number they most often dispute. This page sets out exactly what Kassly subtracts from what, so a margin that looks too low can be traced instead of guessed at.

Owners and Managers only. Cost, margin and profit are hidden from Cashiers and from custom roles everywhere they appear — on reports, on the dashboard, and inside insight panels.

> **Needs the Business Reports add-on** (₱400 per branch each month), or any bundle that includes it, for Profit & Loss and Product Margins. Food Cost Analysis needs Inventory Pro (₱400 per branch each month) instead. The profit tiles on the Dashboard are visible but blurred on the Free plan.

The cost basis

Every profit figure in Kassly uses **the cost recorded on the line at the moment of sale**. Not today's cost price, not an average.

That single choice has consequences worth stating plainly:

- **Changing a product's cost does not rewrite history.** Put your supplier price up today and last month's margin does not move. This is the correct behaviour and it is what lets you compare months.
- **A product sold before a cost was ever entered counts as costing nothing**, so it shows a 100% margin and inflates your profit. This is the single most common cause of "my margin looks impossible". Fix it by setting cost prices — see Product pricing — and the figures will be right from that point forward, not retrospectively.
- **Recipe-costed items** carry the cost of their ingredients as at the sale. See Ingredients and recipes.

Stock valuation uses a different basis again. Inventory reports has the comparison table.

What is taken out of revenue

Kassly never treats these two as your money, so they are removed before any margin is computed:

- **Output VAT.** VAT you collect is owed to the BIR. Margining against a VAT-inclusive total would overstate profit by the whole 12%. A non-VAT store has nothing to remove, and its VAT line reads ₱0 throughout. See Tax configuration.
- **Service charge.** Under RA 11360 a service charge belongs to your staff. It is shown on the statement for information and it is never counted as revenue.

Senior-citizen and PWD sales already store a VAT-free, pre-discount figure, so the same arithmetic holds for them without a special case. See Discounts.

Profit & Loss

Reports → Profit & Loss. It defaults to month-to-date. Every line is clickable and opens the items behind it.

Revenue

Line	What it is
Gross revenue	Sales before discounts, with VAT stripped out
Discounts	Everything given away, including statutory discounts
Voids	Total of sales voided during the period. **Information only**
Cross-period void reversal	Voids of sales that completed *before* this period. This one **is** subtracted
Returns	Refunds during the period, net of the VAT reversed with them
Service charge	Shown, never counted
Net revenue	Gross revenue − discounts − returns − cross-period void reversals

The two void lines catch everyone out, so here is the reasoning. A sale voided in the same period it was made is *already* absent from Gross revenue, because voided sales are never counted as sales. Subtracting it again would double-count the loss. But a sale made in June and voided in July was in June's revenue and has to come out of July's — that is the cross-period line. If the two void figures on your statement differ, that difference is voids of older receipts.

Cost and gross profit

Cost of goods sold is the per-line cost at sale, summed. It is then reduced by two reversals so it matches your ledger: cross-period voids give back the cost of the sale they undid, and returns that were restocked give back the cost of the units that came back on the shelf.

Gross profit is Net revenue − Cost of goods sold. Gross margin is that as a percentage of **net revenue**.

Below gross profit

Line	What it is
Service commission	Staff commissions accrued in the period, with void reversals netted off
Tips	Tips recorded to staff
Operating expenses	Approved expenses, with a breakdown by category and an itemised list
Net profit	Gross profit − operating expenses − commissions and tips
Net margin	Net profit as a percentage of net revenue

Two rules on expenses:

- **Only approved expenses count.** An expense sitting in the approvals queue is invisible here. See Approvals and promotions.
- **Expenses attached to a purchase order are excluded**, because the cost of those goods already reaches you through cost of goods sold. Counting them again would charge you twice for the same stock. See Receiving purchase orders.

Expenses are windowed on the **expense date** you entered, not on the moment the record was created. Backdating an expense moves it into the right period.

Because margins divide by net revenue, heavy discounting shrinks the denominator as well as the numerator. A store giving 20% away sees its margin percentage fall by more than the peso profit does.

This statement is built to tie to your books. If it does not reconcile against Financial statements, the difference is almost always an unapproved expense or a stock movement with no cost on it.

Product Margins

Reports → Product Margins. One row per product: units, revenue, cost, profit and margin percentage, with a comparison against the prior period and a **Profit movers** card.

Two limits to know before you rely on it:

> **It lists the top 50 products by revenue, and nothing else.** There is no "show all". A long tail of low-revenue products with terrible margins will not appear here at all. For a complete picture over a period, export the Sales Summary category breakdown or the Food Cost Analysis instead.

> **Its revenue is the line total as rung up, VAT included.** Unlike Profit & Loss, this page does not strip output VAT out of a product's revenue before computing its margin. For a VAT-registered store that makes every margin on this page read higher — by roughly eleven points on a fully vatable item — than the same product's real contribution to Profit & Loss. Use this page to rank products against each other, which it does correctly, and use Profit & Loss for the actual margin. A non-VAT store is unaffected and the two agree.

A product with no recorded cost shows 100% margin here, for the reason given under the cost basis above.

The dashboard profit tiles

The four tiles at the top of the Dashboard are month-to-date and are computed the same way as Profit & Loss, with one difference: they are simpler. Net Profit there is net sales less cost of goods sold less approved expenses — it does not carry the void, return and commission refinements the full statement does.

So the dashboard is the quick read and Profit & Loss is the answer. Where they differ, the statement is right.

Category and food-cost profit

Two more places profit appears:

- The **category breakdown** on Sales reports shows cost and gross profit per category for the period, using the same cost-at-sale basis.
- **Food Cost Analysis** works the other way round — it starts from a recipe and asks what percentage of the selling price the ingredients cost. It needs Inventory Pro and is covered in Inventory reports.

Getting a copy

Profit & Loss has an **Export as PDF** button. Product Margins has no export at all. See Exporting reports for the full matrix.

Insights AI

Asking about your numbers in plain English — the four questions it actually understands, and the separate insight panels that flag problems on report pages.

Two different things in Kassly are called insights, they cost different money, and they work in completely different ways. This page covers both.

Feature	Where	Needs
Insights AI — you type a question	Floating button, bottom right of any page	Insights AI add-on, ₱500 per branch each month
Insight panels — Kassly flags something	Top of the report pages and the Reports hub	Business Reports add-on, ₱400 per branch each month

Both are Owner and Manager only.

Asking a question

The button with the sparkle sits at the bottom right. Tapping it opens a panel headed **Insights AI — Ask questions about your business in plain English**, with four example questions to start from:

- *How were sales today?*
- *What are my top 5 products this week?*
- *Which items are running low on stock?*
- *How does this month compare to last month?*

Type a question, or tap one of the chips. After each answer a **Try next** row suggests three related questions.

Your conversation is kept on that device — the last fifty turns — so closing the panel and coming back does not lose it. It does not follow you to another device, and nobody else in your store sees it.

What it actually understands

> **This is not a general-purpose chatbot, and it is honest about that.** It matches your wording against four kinds of question. Anything outside those four gets "*I didn't catch that. Try one of these:*" and four suggestions. It will not answer a question about your suppliers, your staff, your bookings, or anything else that is not in the table below — and it will not make something up either.

Ask about	Words that trigger it	What comes back
Sales for a period	sales, sold, sell, revenue, earned, earn, made, make, income	Total sales, number of transactions, average sale
A comparison	compare, compared, comparison, vs, versus, "difference between", or "how does … today / yesterday / week / month / year"	Two periods side by side with the change
Best sellers	*top*, *best*, *highest*, *popular* or *leading* together with *product*, *item*, *seller* or *SKU* — or just "bestsellers"	A ranked table. "Top 5" or "top 12" sets the length
What is running low	low stock, running low, reorder (any ending), out of stock, restock	The reorder list

Comparison is checked before plain sales, so "*compare sales this month vs last month*" gives you the comparison rather than a single total.

The periods it recognises

You type	It reads
today	Today
yesterday	Yesterday
this week	Start of this week to now
last week	The whole of last week, Monday to Sunday
this month	First of this month to now
last month	The whole of last month
last 30 days, past 30 days	The last 30 days including today
last *N* days	The last *N* days, up to a maximum of 365

> **Anything else falls back to today, silently.** Ask "*how were sales in Q2*" or "*sales in June*" and you will get a confident answer about **today**, because neither phrase is in the list above. This is the one failure mode to watch for. Every answer names the period it used — read it before you trust the number.

To narrow to one branch, say **in Makati**, **at Makati** or **for Makati** at the end of the question. Just naming the branch anywhere in the sentence usually works too, as long as the branch name is at least three characters long. Shorter names are ignored, because a one- or two-letter name would match almost any sentence by accident.

> **Insights AI uses plain calendar days, not your business-day cutover.** Every other report in Kassly buckets a 1am sale under the trading day that opened the previous morning. Insights AI does not — it uses midnight-to-midnight in Philippine time. If you trade past midnight, chat answers will disagree with your dashboard and your reports, and the reports are the ones that are right. A store with the cutover left at midnight sees no difference at all.

Limits and record-keeping

Limit	Value
Questions per minute	30 per person
Question length	500 characters
Conversation kept	Last 50 turns, on that device only

Every question is written to your audit log — the text you typed and which of the four patterns matched it. Owners can read that back under Audit logs. This is deliberate: the answers contain sales figures, so who asked what is worth being able to check.

The footer of the panel says "*Insights AI can make mistakes. Verify important numbers in your reports.*" Take that literally. The arithmetic is the same arithmetic the reports use, but the interpretation of your sentence — especially the period — is the part that goes wrong.

Insight panels on report pages

Completely separate feature, part of Business Reports. These are the coloured cards at the top of a report page that say something is off. You do not ask for them; they appear when a rule fires.

They are threshold rules, not learning. Each one is a fixed comparison, computed over whatever date range the page is showing, and cached for five minutes.

Signal	Fires when
Sales drop	A day inside your range is 25% or more below the same weekday one week earlier. Marked high at 40% or more. Up to three days flagged
Discount outlier	A cashier's discount-to-sales ratio over the last 30 days is at least twice the store median. High at three times. Cashiers with fewer than ten sales are skipped
Margin issue	A product's margin is half its category's average or worse, having sold at least ten units. Up to five products
Transaction gap	Three or more consecutive hours with no sales at all between 9am and 9pm. High at four hours or more. Up to three gaps
Branch variance	A branch running at 70% or less of the average of its peers
No-show rate	Services businesses only — 15% or more no-shows over the range
Dead stock	Stock that has not moved in 60 days is worth more than 10% of your tracked inventory value
Product drift	Products that entered or dropped out of your top ten against the previous period

Some of these deliberately stay quiet:

- **Branch variance** is skipped for a single-branch store, and skipped when you have filtered the page to one branch. Comparing a branch against itself means nothing.
- **No-show rate** needs at least ten appointments in the range, so one cancellation on a quiet week does not raise a flag. It is skipped entirely for retail and food-and-beverage stores.
- **Dead stock** is a retail signal. It is skipped for services businesses, and it needs your inventory value to be non-zero.
- **Margin issue** and **dead stock** are hidden from anyone who cannot see financial figures, because their headline numbers are money.

Compare thresholds with the ones on the Dashboard. The dashboard's large-discount rule is a different rule with a different definition, and the two are not meant to agree.

If a signal cannot be computed — a detector that hits missing data, say — it is skipped quietly rather than blanking the whole panel. So an empty insights panel means "nothing to flag", not "something broke".

Which to use

The panels are better at finding problems, because they run without being asked and they compare against a baseline. Insights AI is better for a specific question you already have, from a phone, without navigating to a report.

Neither replaces the reports themselves. For anything you are going to act on — or send to your accountant — go to Sales reports or Profit reports and read the figure in context.

Exporting Reports

Every export button in Kassly, what format it produces, which ones are free, what the file actually contains, and the real limits of scheduled report emails.

Kassly exports in two formats — CSV for spreadsheets, PDF for sending to somebody — and it can email a report to you on a schedule. The buttons are scattered across the reports, so this page collects them into one table.

Owners and Managers only, throughout.

Where the export buttons are

Report	Formats	Needs
Sales Summary	CSV, PDF	Business Reports
Top Products	CSV, PDF	Business Reports
Cashier Performance	CSV, PDF	Business Reports
Terminal Performance	CSV, PDF	Business Reports
Branch Comparison	CSV, PDF	Business Reports
Payment Method Mix	CSV	Business Reports
Inventory Summary	CSV	Business Reports
Profit & Loss	PDF	Business Reports
Customer Insights	PDF	Business Reports
Daily Sales Breakdown	CSV	**Free**
Sales history (the transactions list)	CSV **free**; PDF needs Business Reports	
Audit log	CSV	**Free**
Z-Readings over a range	CSV	Cash Drawer & Expenses
Food Cost Analysis	CSV	Inventory Pro
BIR SLS, SLP, VAT declaration	CSV or JSON	Business Reports

Business Reports is ₱400 per branch each month; Inventory Pro likewise; and either arrives inside several bundles. See Plans and add-ons.

Reports with no export at all. People hunt for these, so it is worth saying they are not there: Peak Hours, Order Type Breakdown, Product Margins, Discount Impact, Monthly Comparison, Slow-Moving Stock, RFM Segmentation and Cohort Retention. For those, read the figures on screen or take the data from a report that does export.

> **On the Free plan the CSV button on a report page does not lock itself — it just fails.** You get "*Failed to export report. Please try again.*" Retrying will not help; the export endpoint is part of Business Reports. The free exports are the three marked above: Daily Sales Breakdown, the transactions CSV, and the audit log.

What is in a CSV

Every CSV is a plain download that opens in Excel, Numbers or Google Sheets. The files carry a UTF-8 marker where peso signs and Tagalog characters appear, so Excel reads them correctly without an import step.

Export	Columns
Sales Summary	A metric-and-value block (total sales, discount, tax, transactions, average), then a payment-method block, then one row per category with units, revenue, transactions — plus cost and gross profit for Owners and Managers
Top Products	Product, Quantity Sold, Revenue, Transactions
Cashier Performance	Cashier, Transactions, Total Sales, Avg Basket
Terminal Performance	Terminal, Branch, Status, Transactions, Total Sales, Avg Basket
Branch Comparison	Branch, Sales, Transactions, Avg Transaction, Stock Value
Inventory Summary	Total SKUs, Total Value, Low Stock, Out of Stock
Daily Sales Breakdown	Business Date, Transactions, Gross Sales, Discounts, Service Charge, VAT, Net Sales — plus a total row
Food Cost Analysis	Menu Item, SKU, Category, Selling Price, Cost / Serving, Food Cost %, Margin, Status

The **Sales history** CSV is the most detailed file Kassly produces and the one to use when you want raw data rather than a summary. It writes **one row per line item**, so a receipt with four items becomes four rows:

> Receipt #, Date, Status, Customer, Cashier, Branch, Order Type, Category, Item, Variant, SKU, Qty, Unit Price, Item Discount, Item Tax, Line Total, Transaction Total, Payment Method, then a money column per tender — Cash, Card, GCash, Maya, Bank Transfer, Cheque, Credit — then Tendered and Change.

New columns are only ever added on the end, never inserted, so a spreadsheet or script that reads by column position keeps working after an update.

Removed lines are left out. Voided receipts are included, marked as voided in the Status column, so you can see them rather than wonder where they went.

What the export includes and excludes

Your filters travel with the export. The date range, branch, cashier, terminal, category, payment method, order type, hour range, day-of-week filter, your chosen Top N and your sort order are all carried into the file. Export what you are looking at and you get what you are looking at.

Comparisons never travel. A CSV or PDF contains the current period only. Prior-period figures, percentage changes and the "What drove the change?" movers are on-screen features. If you need a comparison in a spreadsheet, export both periods and put them side by side yourself.

No row limits on the CSVs, with two exceptions that come from the reports themselves rather than the export: Product Margins is capped at 50 products (and has no export anyway), and Goods Consumed lists at most 200 items. See Inventory reports.

PDF exports

Where a report offers PDF, you get A4 portrait carrying your store name, the report name, the period, and the time it was generated in Philippine time.

PDF is for handing to somebody — a lender, an accountant, a franchisor. It is laid out for reading, not for re-analysis. Use CSV if the numbers are going to be worked on.

The **Sales history** PDF differs from its CSV: items are grouped under their receipt rather than flattened one per row. That is the version to attach to an email; the CSV is the version to open in a spreadsheet.

Filenames

Export	Filename
Report CSV	`sales-summary-export.csv`, `top-products-export.csv`, and so on
Report PDF	`sales-export.pdf`, `profit-and-loss-export.pdf`, and so on
Daily Sales Breakdown	`daily-sales-2026-09-01-to-2026-09-10.csv`
Z-readings	`z-readings-2026-09-01-to-2026-09-10.csv`
Sales history	`kassly-transactions-20260910-143022.csv` (or `.pdf`)
Audit log	`audit-trail-20260910-143022.csv`
Food cost	`food-cost-2026-09-10.csv`
BIR SLS / SLP	`sls-q3-2026.csv`, `slp-q3-2026.csv`

Scheduled reports

Reports → **Scheduled Reports**, or the section at the bottom of the Reports hub. This emails a report to a list of addresses on a cadence, so you do not have to remember to look. It needs Business Reports, and it is Owner and Manager only.

Schedule a report asks for:

Field	Options
Name	Free text, up to 120 characters — for example *Weekly Sales Digest*
Report	Sales Summary, Top Products, Cashier Performance, Terminal Performance, Branch Comparison, Profit & Loss, or Customer Overview
Date range	Last week, Last month, or Last 30 days
Frequency	Daily, Weekly or Monthly
Time of day	Any time, on your store's clock
Day of week	Weekly only
Day of month	Monthly only, 1 to 28
Recipients	Up to 25 email addresses
Format	PDF. The selector is fixed, and reads "*CSV scheduling coming soon*"

Times run on your store's timezone, Philippine time by default. Kassly checks for due schedules every five minutes, so a send can land a few minutes after the time you set. Each row shows **Last sent** and the next send, or **Not scheduled** when it is paused.

The switch on each row pauses and resumes it. **Send now** fires one immediately, which is the right way to check the address list works before trusting a weekly schedule.

A schedule **deactivates itself** if the person who created it loses report access or leaves the store. This is on purpose — a departed manager should not keep receiving your sales figures — but it means nobody gets that report until somebody re-enables it. Check your schedules after a staff change.

Two limits worth knowing before you rely on it

Scheduled emails always arrive as a PDF. If you need a spreadsheet on a cadence, export the CSV by hand for now.

> **The date range you pick is not applied to the emailed report yet.** Whatever you choose, the attachment covers the period that report defaults to: **today** for Sales Summary, Top Products, Cashier Performance, Terminal Performance and Customer Overview, and **month-to-date** for Branch Comparison and Profit & Loss. So a weekly Sales Summary schedule delivers a snapshot of the day it was sent, not the week before it. Until that is fixed, treat scheduling as "send me the current snapshot on this cadence" — which is genuinely useful for a daily 8am Profit & Loss, and misleading for anything else.

There is no archive of past sends inside Kassly. The emails in your inbox are the record.

Compliance exports

Three exports exist for filing rather than for management, and they are covered in their own sections:

- **Summary List of Sales**, **Summary List of Purchases** and the **VAT declaration** — quarterly for the lists, monthly or quarterly for the declaration, as CSV or JSON. See BIR compliance.
- **Books of accounts** — the journals, ledger and trial balance the BIR requires. Free on every plan. See Books of accounts .
- **Audit log** — free on every plan, because a computerised accounting system has to be able to produce its own activity trail. Exporting it is itself recorded in the log. See Audit logs.

PART 15

Accounting & BIR Compliance

Books of accounts, financial statements, X/Z readings, and BIR requirements.

Chart of Accounts

The fixed list of accounts Kassly posts to, what lands in each one, and why you cannot add your own.

Every sale, expense, purchase and payroll run you record is translated into double-entry bookkeeping against a fixed list of accounts. That list is the chart of accounts, and this page is it.

You do not have to set any of this up. There is no chart-of-accounts screen, no opening wizard, and no accounts to create — the chart ships with Kassly and is the same for every store.

How the chart works

Account codes follow the Philippine small-business convention:

Range	Kind of account
1xxx	Assets
2xxx	Liabilities
3xxx	Equity
4xxx	Revenue — with 49xx for contra-revenue
5xxx	Expenses

Each account also has a **normal side**, debit or credit. That is the side a healthy balance sits on, and it is what decides which column an account lands in on the Trial Balance. Assets and expenses are debit-normal; liabilities, equity and revenue are credit-normal.

The accounts

Assets — debit-normal

Code	Account	What lands here
1010	Cash on Hand	Every cash tender, cash refund, drawer top-up and payout. All non-credit tenders — GCash, card, bank transfer — are also treated as Cash on Hand
1020	Cash in Bank	Cheque clearing and cheque-bounce reversals
1100	Accounts Receivable - Trade	The credit-tendered portion of a charge sale, relieved when the customer pays
1150	Employee Loans Receivable	Staff cash advances outstanding, relieved by repayment or payroll deduction
1200	Merchandise Inventory	Stock capitalised when a purchase order is received, relieved as cost of goods sold at each sale
1300	Input VAT (Creditable)	Nothing today — see the limits below

Liabilities — credit-normal

Code	Account	What lands here
2010	Accounts Payable - Trade	Owed to suppliers for received purchase orders, and third-party amounts withheld from staff pay
2100	Output VAT Payable	The 12% VAT on your vatable sales
2200	Commissions & Tips Payable	Staff commissions and tips accrued at the sale, relieved when the payout is settled
2300	Service Charge Payable	Service charge collected from customers
2400	Salaries & Wages Payable	Net pay accrued when a payroll run is posted, relieved when it is paid
2410	Statutory Contributions Payable	SSS, PhilHealth and Pag-IBIG withheld and accrued, pending remittance
2420	Withholding Tax Payable	Compensation withholding tax on payroll
2430	Loans Payable	Business loans outstanding

> **Service charge is a liability, not your income.** Under RA 11360 the whole service charge belongs to covered employees, so Kassly credits Service Charge Payable at the sale and never shows it as revenue. It does not appear on your income statement at all.

Equity — credit-normal

Code	Account	What lands here
3000	Owner's Equity	Cash In, opening floats, Cash Out withdrawals, and the clearing leg of a drawer-funded expense

Revenue — credit-normal

Code	Account	What lands here
4010	Sales - Vatable	Sales carrying 12% VAT, shown net of the VAT itself
4020	Sales - VAT-Exempt	VAT-exempt sales, including senior citizen and PWD sales
4030	Sales - Zero-Rated	Zero-rated sales
4200	Other Income	Non-operating income — cheque bounce fees today

Account **4100 Service Charges** still exists in the chart so that older entries referencing it resolve, but nothing posts to it any more. Treat it as retired.

Contra-revenue — debit-normal

Contra-revenue accounts reduce revenue without reducing the gross sales figure. That matters for BIR presentation: the books show gross sales, then the deductions against them, rather than quietly netted-down sales.

Code	Account	What lands here
4910	Sales Discounts	Every discount granted, including senior citizen and PWD discounts
4920	Sales Returns and Allowances	Returns and refunds
4930	Voided Sales	The sales value of voided receipts

> **A senior citizen or PWD sale shows twice, on purpose.** The gross amount goes to 4020 Sales - VAT-Exempt and the discount goes to 4910 Sales Discounts. That is the presentation the BIR expects, and it is why exempt sales in your books look higher than what you actually collected. See Discounts.

Expenses — debit-normal

Code	Account	What lands here
5010	Cost of Goods Sold	The cost of what you sold, taken from the cost snapshot captured on each line at the moment of sale
5100	Operating Expenses	Every approved expense that is not a supplier payment or a loan repayment
5200	Commission Expense	Staff commissions accrued
5210	Tips Expense	Tips accrued
5300	Cash Over/Short	Counted drawer variance at shift close. Shortages debit it; overages credit it
5310	Statutory Contributions Expense (Employer Share)	Your share of SSS, PhilHealth and Pag-IBIG
5320	Salaries & Wages Expense	Gross compensation for a posted payroll run
5330	Interest Expense	The interest portion of a business loan repayment

What creates an entry

Kassly does not have a screen where you type journal entries. Every entry comes from something you already did somewhere else in the system.

What you did	Entry
Cash sale	Debit Cash on Hand · credit Sales and Output VAT · debit Sales Discounts if discounted · credit Service Charge Payable if charged · debit COGS and credit Inventory
Charge sale	The same, except the credit-tendered part debits Accounts Receivable. On a split tender, only the credit part is a receivable
Void	A mirror entry dated at the **void**, with the sales side routed to 4930 Voided Sales
Return or refund	Debit Sales Returns and reverse the Output VAT · credit cash, bank or the customer's tab depending on the refund method. Restocked items reverse the COGS pair
Customer pays down credit	Debit Cash on Hand · credit Accounts Receivable
Opening float	Debit Cash on Hand · credit Owner's Equity
Cash In	Depends on what you said it was — see below
Cash Out	Debit Owner's Equity · credit Cash on Hand. Approving a linked expense then reclassifies the equity leg into Operating Expenses, so an approved drawer expense nets out as debit Operating Expenses, credit Cash on Hand
Approved expense	Debit Operating Expenses · credit Cash on Hand
Purchase order received	Debit Merchandise Inventory · credit Accounts Payable
Supplier paid for that order	Debit Accounts Payable · credit Cash on Hand
Payroll run posted	Debit wages and employer contributions · credit each deduction and net pay
Payroll run paid	Debit Salaries & Wages Payable · credit Cash on Hand
Shift closed with a variance	Debit or credit Cash Over/Short against Cash on Hand

Why Cash In asks where the money came from

When you record a Cash In, Kassly asks you to classify it, and the answer changes the entry. Getting this right is the difference between a loan showing as a debt and a loan showing as your own capital.

You picked	Entry
Owner's Capital	Debit Cash on Hand · credit Owner's Equity
Loan Proceeds	Nothing here. The loan record books it as debit Cash on Hand · credit Loans Payable
Transfer from Safe / Bank	Nothing at all. Moving your own cash between your own tills leaves the business no richer
Other, or left unanswered	Debit Cash on Hand · credit Owner's Equity

> **Cash In that is really a loan, or really a transfer from the safe, must be classified.** Left as Other it is booked as owner's capital, which understates what you owe and overstates what you have put in. Older Cash In records from before this question existed are all treated as capital, and Kassly does not reinterpret them — reclassifying them would silently restate every trial balance you have already printed.

Three things deliberately create **no** entry:

- **Pending and held sales.** Nothing is an accounting event until it completes.
- **Stock adjustments, counts and transfers.** These move stock around without changing what the business owns, so they never reach the ledger. Only a sale or a received purchase order does.
- **Unapproved expenses.** An expense sits outside the books until it is approved. If the cash already left the drawer, that shows as a withdrawal against Owner's Equity, and approval reclassifies it into Operating Expenses.

Adding your own accounts

You cannot. The chart is fixed across the whole of Kassly, and there is no way — through the interface or otherwise — to add, rename, renumber or delete an account.

What you can do instead is use **expense categories**. Every approved expense posts to 5100 Operating Expenses no matter what, but the category name is written into the entry's memo, so it appears next to the amount in the General Journal and General Ledger. If your accountant wants rent separated from utilities, categories are the tool, not accounts.

> **If your accountant needs a different chart**, export the books as CSV and let them map the codes to their own. Every book on the Books of Accounts page downloads as CSV with the account code and name on every row, which is what makes remapping possible.

Limits worth knowing before you rely on this

Say these out loud to your accountant before they build anything on top of the figures.

Limit	What it means
Input VAT is not booked	1300 Input VAT is in the chart but nothing posts to it. A received purchase order is capitalised to inventory at its full value, VAT included. Your input VAT credit has to be worked out from your supplier invoices, not from Kassly's books
All non-cash tenders are Cash on Hand	GCash, Maya, card and bank transfer all post to 1010, not to separate clearing accounts. Use the payment breakdown on a shift or a Z reading to split them
Service charge distribution is not tracked	2300 Service Charge Payable accumulates but is never relieved by Kassly, so the balance grows. Paying it out is recorded as an ordinary expense or a drawer payout
Statutory remittance is an ordinary expense	Paying SSS, PhilHealth, Pag-IBIG or withholding tax posts to 5100 Operating Expenses and does not relieve 2410 or 2420
Only counted drawers post a variance	A shift closed without anyone counting the drawer posts nothing to 5300 — the variance is unknown, not zero. See Cash over and short
There is no opening-balance entry	Kassly's books start from your first recorded transaction. Stock, cash and debts that existed before you started are not in there unless you recorded them as Kassly transactions

That last one catches people out. If you opened your store in 2023 and started using Kassly in 2026, the balance sheet is a picture of what Kassly has seen, not of your business.

Where to see it

The chart itself has no page. You see it in use on **Sales → Books of Accounts**, which is where the journal, ledger, trial balance and statements are. That menu item only appears once your store is marked BIR-accredited — see BIR compliance for what that means and how it is set.

Books of Accounts

The General Journal, General Ledger, Trial Balance and Cash Disbursements Journal — where they are, what prints, and what they are derived from.

The books of accounts are the formal record an examiner asks to see. Kassly builds four of them for you — General Journal, General Ledger, Trial Balance and Cash Disbursements Journal — from the transactions you have already recorded.

You never write a journal entry yourself. There is no entry screen, and nothing here can be edited. Every line traces back to a sale, an expense, a purchase order, a payroll run or a shift close.

Where they are

Sales → Books of Accounts. Six tabs across the top: General Journal, General Ledger, Trial Balance, Cash Disbursements, Balance Sheet and Income Statement. The last two are covered in Financial statements.

Who can open it	Owner and Manager. A Cashier is refused
What it costs	Nothing. This is not behind an add-on — every store gets it
When the menu item appears	Only once your store is marked BIR-accredited. See BIR compliance

> **The menu item being hidden does not mean the books are empty.** They are being built from your transactions all along. Kassly hides the link until your store is accredited because before that there is nothing to submit. If you want the figures anyway, ask support for the direct link.

They are worked out, not stored

This is the single most useful thing to understand about this page.

Kassly keeps no separate accounting ledger. When you pick a date range, it reads your sales, returns, cash movements, expenses, purchase orders, credit payments, commissions, settlements, loans, payroll runs and shift closes for that range, and works out the entries on the spot.

Three consequences:

- **Correct a transaction and the books follow.** There is no re-posting step and no month-end close to run.
- **A void lands in the period it was voided in, not the period of the sale.** A January sale voided in February leaves January's sales alone and shows up in February as Voided Sales. That is why the chart has a contra account for it.
- **A sealed business day cannot be reached back into.** Once a daily Z reading has sealed a day, late corrections to that day are refused outright — see X and Z readings.

Dates you type are read in your store's own timezone, so "to 9 September" means the end of the 9th where you are, not somewhere else.

Picking a period

Book	Driven by	Defaults to
General Journal	A from/to range	The 1st of this month to today
General Ledger	The same from/to range	The 1st of this month to today
Cash Disbursements	The same from/to range	The 1st of this month to today
Trial Balance	A single **As of** date	Today
Balance Sheet	Its own **As of** date	Today
Income Statement	The same from/to range	The 1st of this month to today

The from/to range is shared by the three period books, so changing it on one changes it on the others. The two as-of dates are each their own.

General Journal

Every entry in the period, oldest first. One row per line of each entry, with the date and reference shown once on the entry's first line.

Column	Contents
Date	Date and time of the entry
Reference	Receipt number, credit memo number, PO number, or an internal reference like `EXP-14`
Account	Code and name, e.g. `1010 — Cash on Hand`
Description / Memo	The entry's description on the first line, then each line's own memo
Debit	Filled only on debit lines
Credit	Filled only on credit lines

The last row is **PERIOD TOTALS**. Those two figures should be identical. Every entry Kassly builds is checked as it is built, and an unbalanced one is rejected rather than shown, so in practice they always match.

Entry descriptions tell you what kind of event you are looking at. The full set: Cash sale, Charge sale, Voided sale (reversal), Sales return / refund, AR collection, Cash In, Opening Float, Cash withdrawal, Operating expense, Supplier payment (PO), Inventory received from supplier, Business loan repayment, Employee loan repayment, Cheque bounce clawback, Cheque bounce fee, Partner settlement payout, Cash shortage, Cash overage, and a payroll accrual and payroll paid line naming the pay period.

General Ledger

The same entries, regrouped by account. Each account gets its own block, in code order, and only accounts that actually have something in them appear.

Row	Contents
Opening balance	The account's cumulative net position the moment before the period started
One row per line	Date, Reference, Description, Debit, Credit, and the running **Balance** after that line
Period totals / closing balance	Total debits and credits for the period, and where the account ended

On screen each account is a collapsible row showing its code, name and balances; click it to see the activity. An account with an opening balance but no movement in the period says **No activity in period.**

The running balance follows the account's normal side, so a debit-normal account like Cash on Hand grows with debits, and a credit-normal account like Accounts Payable grows with credits. You will not see negative balances on healthy accounts.

> **Opening balances are cumulative from your very first transaction**, not from the start of a financial year. Kassly has no year-end close and no opening-balance entry, so "cumulative" means everything it has ever seen. If your business existed before you started using Kassly, that history is not in here.

Trial Balance

A single-date snapshot proving the books balance.

Column	Contents
Code	Account code
Account	Account name
Type	Asset, Liability, Equity, Revenue, Contra revenue or Expense
Debit	Total debits to that account from the beginning up to your as-of date
Credit	Total credits, same span
Balance	The net, on the account's normal side

Below the rows is a **TOTALS** line, and below that a verdict:

> *BALANCED — debits equal credits.*

or, if the two columns differ by more than a centavo:

> *NOT BALANCED — investigate immediately.*

On screen the same thing shows as a green **Balanced** badge or a red **Not balanced** badge with the peso difference. Note that the Debit and Credit columns are *cumulative totals*, not the balance — an account with plenty of movement in both directions shows large figures in both columns and a small Balance.

Cash Disbursements Journal

Cash going out. Specifically, every journal entry that credits **1010 Cash on Hand** during the period, with a note of what it was charged to.

Column	Contents
Date	Date and time
Reference	Receipt, credit memo, PO or expense reference
Description	What the entry was, with the line's memo underneath
Charged To (Offsetting Accounts)	The debit-side accounts of the same entry, with amounts
Amount	The cash that left

It ends with **TOTAL CASH DISBURSEMENTS**. An empty period says *No cash disbursements in this period.*

What turns up here, in practice:

- Cash Out movements from the drawer
- Approved expenses paid in cash
- Supplier payments against a received purchase order
- Cash refunds on returns
- Commission and tip settlements paid out
- Payroll runs marked paid
- Staff cash advances handed out
- Business loan repayments
- The cash side of a counted drawer **shortage**
- The reversal of a cash sale that was voided

Two things that are **not** here, and both surprise people:

> **Card and e-wallet refunds appear as cash disbursements.** Kassly books GCash, Maya, card and bank tenders into Cash on Hand, so a refund to a card looks like cash leaving. The amount and the reason are right; the tender is not distinguished. Use the payment breakdown on the shift or the Z reading if you need to know how the money actually moved.

> **Anything paid out of the bank is missing.** The journal is built on Cash on Hand only. A cheque-bounce reversal, which is booked against 1020 Cash in Bank, will not appear — look for it in the General Journal instead.

Downloading and printing

Each tab has **Download CSV** and **Download PDF**, and they use whatever period you have set.

Format	Notes
CSV	Opens cleanly in Excel — the file carries a byte-order mark so accented characters and the peso sign survive. Every row includes the account code and name
PDF	A4 portrait, ready to hand over

Filenames carry the period, for example `general-journal-2026-09-01_to_2026-09-10.csv` or `trial-balance-2026-09-10.pdf`.

Every PDF opens with the same letterhead block: your store name, address, TIN, the book's title, the period, and the date and time it was generated. The store name, address and TIN come from your store profile — if the TIN is blank there, the line is left off the printout entirely. Fill it in before you print anything for an examiner. See Store settings.

Limits to be honest about

Limit	What it means
These are not the only books BIR asks for	Kassly produces the General Journal, General Ledger, Trial Balance and Cash Disbursements Journal. It does not produce a Cash Receipts Journal, a Sales Journal, a Purchases Journal or a Subsidiary Sales/Purchases Ledger as separate books
Nothing here is registered or stamped	Registering your books, whether manual, loose-leaf or computerised, is between you and your RDO. Kassly generates documents; it does not register them
No opening balances	See the note under General Ledger. Pre-Kassly history is absent
No period locking of the books themselves	The posting lock protects a sealed business day from new sales-side corrections. It is not a general accounting period close — approving an old expense today will still land it in that older period's journal
Books are per store, not per branch	Every book covers the whole store. There is no branch filter on this page

Take the CSV to your accountant before your first filing that depends on it, and let them tell you what else they need. That conversation is much cheaper in month one than in month twelve.

Financial Statements

The income statement and balance sheet Kassly builds, exactly how each line is arrived at, and what they leave out.

Two of the six tabs on **Sales → Books of Accounts** are financial statements rather than books: an **Income Statement** for a period and a **Balance Sheet** as at a date.

Both are worked out from the same journal entries as the books of accounts, which is why they always agree with the trial balance for the same dates. There is no separate set of figures.

Who can open them	Owner and Manager. A Cashier is refused
What they cost	Nothing. Not behind an add-on
When the menu item appears	Only once your store is marked BIR-accredited. See BIR compliance

Income Statement

Pick a from/to range. It defaults to the 1st of the month up to today, and it is the same range the General Journal, General Ledger and Cash Disbursements tabs use.

The statement reads top to bottom in this order:

Section	What is in it
REVENUE	One line per revenue account with activity — Sales - Vatable, Sales - VAT-Exempt, Sales - Zero-Rated, Other Income
Total Gross Revenue	Those lines added up
LESS: CONTRA-REVENUE	Sales Discounts, Sales Returns and Allowances, Voided Sales — shown in brackets
Total Contra-Revenue	Those added up
NET REVENUE	Gross revenue less contra-revenue
LESS: COST OF GOODS SOLD	One line, in brackets
GROSS PROFIT	Net revenue less cost of goods sold
LESS: OPERATING EXPENSES	One line per expense account other than COGS — Operating Expenses, Commission Expense, Tips Expense, Cash Over/Short, the two payroll expense accounts, Interest Expense
Total Operating Expenses	Those added up
NET INCOME	Gross profit less operating expenses

The contra-revenue and operating-expenses sections are only printed when there is something in them, and any account whose movement for the period comes to less than one centavo is left off entirely. So a quiet week produces a short statement rather than a page of zeroes.

Five things about these figures

- **Revenue excludes VAT.** Output VAT is a liability, not income, so a ₱112 vatable sale contributes ₱100 to Sales - Vatable and ₱12 to Output VAT Payable.
- **Senior citizen and PWD sales are shown gross, with the discount below.** The full pre-discount amount is in Sales - VAT-Exempt and the discount is in Sales Discounts. It nets to what you actually collected, but the two halves are deliberately visible. See Discounts.
- **Service charge is not revenue and is not on this statement.** Under RA 11360 it belongs to your staff, so it sits as a liability instead. If your revenue looks lower than your takings, this is usually why.
- **Voids land in the period they were voided in.** A January sale voided in February leaves January untouched and appears in February under Voided Sales. That keeps a sealed month from being restated after the fact.
- **A drawer overage reduces expenses.** Cash Over/Short is an expense account, so a shortage is a cost and an overage shows as a negative one. See Cash over and short.

This is not the same as the Profit & Loss report

Kassly has two profit figures, and they are built for different questions.

	Income Statement	Profit & Loss report
Where	Sales → Books of Accounts	Sales → Profit & Loss
Built for	Your accountant and the BIR	Running the business
Cost	Free	Needs the **Business Reports** add-on (₱400 per branch each month)
Branch filter	No — whole store only	Yes
Presentation	By account code, in books-of-accounts form	Grouped for reading, with extra figures like service charge shown for information

They are designed to tie to each other on the same dates. If they disagree by more than rounding, that is worth a support ticket rather than a workaround.

Balance Sheet

Pick a single **As of** date. It defaults to today, and it has its own date independent of the from/to range.

Section	What is in it
ASSETS	One row per asset account with a balance — code, name, amount
TOTAL ASSETS	Those added up
LIABILITIES	One row per liability account with a balance
TOTAL LIABILITIES	Those added up
EQUITY	Two lines: **Owner's Equity** and **Retained Earnings**
TOTAL EQUITY	The two added up
TOTAL LIABILITIES & EQUITY	Liabilities plus equity

Underneath is a verdict:

> *BALANCED — Assets equal Liabilities + Equity.*

or, if the two sides differ by more than a centavo, *NOT BALANCED* with the peso difference. On screen it is a green **Balanced** or a red **Not balanced** badge. A section with nothing in it says *No asset balances.* or *No liability balances.*

How the two equity lines are arrived at

This is the part people ask about.

Owner's Equity is the balance of account 3000. It moves when cash goes into or out of the drawer outside of trading — opening floats, Cash In classified as Owner's Capital, and Cash Out withdrawals. It is not a figure you set.

Retained Earnings is not stored either. It is computed on the spot as all revenue, less all contra-revenue, less all expenses, from your very first recorded transaction up to the as-of date.

> **There is no year-end close.** Retained earnings run cumulatively from the beginning of your Kassly data and are never rolled over into a new year. If your accountant expects prior-year profit to sit separately from current-year profit, they will have to split it themselves using two income statements.

Downloading and printing

Both statements have **Download CSV** and **Download PDF**, using whichever dates you have set.

The CSV writes a Section column — Revenue, Contra-Revenue, COGS, Operating Expenses, or Assets, Liabilities, Equity — next to the account code, name and amount, with the subtotal and total rows in line. Filenames carry the period: `income-statement-2026-09-01_to_2026-09-10.csv`, `balance-sheet-2026-09-10.pdf`.

Each PDF opens with your store name, address, TIN, the statement title, the period, and the time it was generated. A blank TIN in your store profile means that line simply does not print, so fill it in before printing for anyone official. See Store settings.

What these statements do not include

Read this section before handing either statement to a bank, a lender, or the BIR as a finished financial statement. Both are honest summaries of what Kassly has recorded. Neither is a full set of audited financial statements.

Missing	What it means for you
No fixed assets	There is no account for equipment, vehicles, furniture, leasehold improvements or accumulated depreciation. Your ₱80,000 oven is not on the balance sheet, and no depreciation is charged against profit
No prepayments or accruals	Rent paid in advance is expensed the day it is approved. Nothing is spread across the months it covers
No current versus non-current split	Assets and liabilities are listed flat, in code order. There is no working-capital presentation
No cash flow statement	Only these two statements are produced. There is no statement of cash flows and no statement of changes in equity
No input VAT	Purchases are capitalised at their full value, VAT included, so there is no creditable input VAT on the balance sheet. Your VAT position has to come from your supplier invoices
No opening balances	The statements start at your first Kassly transaction. Stock, cash, debts and capital that existed before then are absent
Whole store only	Neither statement can be filtered to one branch
Nothing is audited or certified	Kassly generates the documents. It does not sign them, and it is not an accountant

If you need audited financial statements for a filing, a loan or a permit, these are the inputs your accountant works from, not the output they submit. Export the CSVs and let them take it from there.

X and Z Readings

The interim X reading, the Z reading that seals a shift, the separate business-day Z that seals a whole day, and the counters behind them.

A reading is Kassly's summary of what a till has sold. There are three of them, and the reason people get lost is that two are called Z.

This page is the fiscal side of a reading — what each one is for, what prints on it, and what a sealed reading locks. The practical business of counting the drawer and closing up is in Closing a shift, and how to chase a variance is in Cash over and short.

> **Needs the Cash Drawer & Expenses add-on** (₱300 per branch each month), or any bundle that includes it. See Plans and add-ons.

Three readings, two of them called Z

Reading	Covers	Produced	Numbered from
X reading	One shift, up to now	On demand, as often as you like	Not numbered
Z reading	One shift, at its close	Once, when the shift is closed	The terminal's **Z counter**
Daily Z reading	One terminal's whole business day, across every shift on it	Automatically, once the business day has ended	The terminal's **daily-Z counter**, a separate sequence

> **The per-shift Z and the daily Z are separate documents with separate counters.** Three cashiers handing over one terminal produce three Z readings — say numbers 41, 42 and 43 — and one daily Z, numbered 12. Neither number tells you anything about the other, and the daily Z has no shift and no cashier on it. When somebody asks for "the Z reading for yesterday", the daily one is almost always what they mean.

The per-shift Z exists for **cashier accountability**: it names a person, a drawer and a count. The daily Z exists as the **day of record** for a machine: it is the roll-up the BIR describes, and it is the one that seals the day against later changes.

Where to find them

Reading	Where
X reading	Back office: **Sales → Shifts**, open a shift, then **X-Reading**. On the phone it is the summary shown in the **End Shift** review step
Z reading	Back office: **Sales → Shifts**, open a *closed* shift, then **Z-Reading**. For a whole period at once, **Reports → Z-Reading / End-of-Day**
Daily Z reading	Nowhere on screen. It is sealed and kept, but there is no page for it — ask support for a copy

Both shift readings have a **Download PDF** button. The PDF is laid out for an 80mm thermal roll, so it prints on a receipt printer as well as on paper, and comes down as `x-reading-<shift>.pdf` or `z-reading-<shift>.pdf`.

	Who can open it
X reading	Owner, manager with access to that branch, or the shift's own cashier
Z reading	Owner and manager only — never the cashier

The X reading

An X reading is a look, not an act. It changes nothing, it is not numbered, and taking ten of them during a shift leaves no trace. Use it to check the day against the till at lunchtime, or to hand a supervisor a mid-shift figure.

The printed X carries:

Block	Contents
Header	`X-READING REPORT` and `(INTERIM)`, then branch, cashier, when the shift opened and when the reading was taken
Sales Summary	Transaction Count, Void Count, Voided Sales, Return Count, then Gross Sales, Discounts, Returns, Service Charge (only when there was one), and **NET SALES**
Serial Range	Beginning and ending receipt number for the shift so far
Accumulated Grand Total	Beginning and ending lifetime accumulator
Payment Breakdown	One line per tender actually used
VAT Summary	VATable Sales, VAT Amount (12%), VAT-Exempt Sales, Zero-Rated Sales
Expenses	Only when you have turned that setting on — see Closing a shift
Footer	`*** INTERNAL X-READING — NOT A BIR DOCUMENT ***` and `For shift reconciliation only`

Two things about it surprise people:

- **The X reading says nothing about the drawer.** No Expected in Drawer, no cash reconciliation, no over or short. Those lines only exist once a drawer has been counted, which happens at close. To see the expected figure mid-shift open the shift record itself in the back office.
- **The reading on screen is shorter than the PDF.** The panel in **Sales → Shifts** shows sales, payments, VAT and expenses. The serial range and the accumulated grand total are on the printout only.

The Z reading for a shift

Closing a shift seals its Z reading. Sealing means the shift gets a Z number from the terminal's counter and the reading is stored, once, under that shift. It is not reissued, and there is never a second Z reading for the same shift.

The printed Z carries the same sales, payment and VAT figures the X does, plus:

Block	Contents
Letterhead	Your registered business name and address. For an accredited store, also TIN and MIN
Title	`Z-READING REPORT` for an accredited store, `INTERNAL Z-READING` otherwise, then `Z-Counter No:`
Shift identity	Branch, cashier, shift opened, shift closed
Transaction Receipt Range	Beginning and ending TRN number
Cash Accountability	Beginning Balance, Cash Sales, then AR Collected, Cash In and Cash Out when there were any, then **Expected in Drawer**, **Ending Balance** and Over or Short
Footer	`END OF Z-READING`, the Z counter, the reset counter, when it was generated, and `*** THIS DOCUMENT IS SYSTEM GENERATED ***`. A store that is not accredited also gets `Internal tracking document — not a BIR report.`

The Accumulated Grand Total block prints only for an accredited store. So does the TIN and the MIN. Everything else prints either way. See BIR compliance for what accreditation changes and what it does not.

A shift can be sealed **without anybody counting the drawer** — that is what happens when a shift is left open and Kassly closes it overnight. The count is then genuinely unknown rather than zero, and the reading prints **NOT COUNTED** against Over / Short. Nothing is posted to your books for a drawer nobody looked at.

The daily Z reading

The daily Z belongs to a **terminal and a business day**, not to a person. It rolls up every shift that ran on that terminal for the day, and it is sealed automatically once the day is over. Nobody presses a button.

One per	Terminal, per business day
Numbered from	That terminal's daily-Z counter, which is nothing to do with the per-shift Z counter
Sealed	Once. A day already sealed is left exactly as it was, however many times the job runs again
Skipped	For a terminal that had no completed sales and no voids that day. A till nobody used does not get a reading

What prints:

Block	Contents
Letterhead	Registered name and address. For an accredited store, also TIN, MIN and PTU No.
Title	`Z-READING (DAILY)`, the business day, the Z counter for that day, and the terminal name
Identity lines	Reset Counter, number of Transactions, and the Serial Range for the day
Sales	Gross Sales, Discounts, Service Charge (when there was one), **NET SALES**, then Voided Sales and Returns / Refunds with their counts
Payments	One line per tender
VAT	VATable, VAT-Exempt, Zero-Rated and the VAT amount — accredited stores only
Accumulated Grand Total	Beginning and ending — accredited stores only
Footer	`*** THIS DOCUMENT IS SYSTEM GENERATED ***`, plus `This is not a BIR Z-reading.` for a store that is not accredited

Three differences from a shift's Z reading are worth knowing:

- **There is no Cash Accountability section.** A business day crosses drawers and cashiers, so there is no single count to reconcile against. Drawer accountability lives on the per-shift Z, and only there.
- **Voids are counted by when the void happened.** A sale rung on Monday and voided on Tuesday counts on Tuesday's daily Z. The per-shift Z works the other way round: it counts voids of the sales rung during that shift, whenever the void was actually done.
- **It only covers sales attached to that terminal.** A sale recorded with no terminal against it is in your sales figures and in your books, but it is in no daily Z. See Terminals.

The nearest thing to the daily Z that you can actually open is **Reports → Daily Sales Breakdown**, which gives one row per business day over any range and exports to CSV. It is worked out live from your transactions rather than read from the sealed reading, so it covers history from before sealing existed — but it is a report, not the reading.

When a business day starts and ends

A business day is a day in your store's own timezone, beginning at the time set in **Settings → Store Settings → Business Day Start**. It defaults to 12:00 AM, which makes a business day exactly the calendar day.

Push it later if you trade past midnight. With it set to 4:00 AM, a sale rung at 2:00 AM still belongs to the day that started the previous morning — which is what anyone working that shift would tell you, and what the daily Z will now agree with.

Kassly checks every hour and seals the **previous** business day, so today's daily Z appears some time after your cutover has passed. Checking hourly rather than once a night is deliberate: a missed run, or a store on an unusual cutover, is picked up on the next pass instead of being lost.

The counters

Counter	Lives on	What advances it
Z counter	The terminal	Every shift Z sealed on that terminal
Daily-Z counter	The same terminal, separately	Every business day sealed on that terminal
Reset counter	The same terminal	Only when the lifetime sales accumulator fills up and starts a fresh cycle. It reads 0 on effectively every terminal, forever

The Z counter is a **four-digit** field, matching what is declared to the BIR. On reaching 9999 Kassly **refuses to seal any further Z readings** rather than rolling quietly back to 1. That is the correct behaviour and not a fault: a counter that silently restarts destroys the one thing the number is for. The terminal has to be replaced, or re-permitted, before it can seal again. At a shift a day, 9999 is about 27 years, so this is a milestone you are unlikely to meet.

Two smaller notes on numbering:

- If a counter ever ends up **behind** the readings already recorded against a terminal — usually after imported or seeded data — Kassly pulls it forward to the highest number already used before issuing the next one. Numbers are never reused.
- A shift closed on **no terminal at all** cannot draw from a terminal counter. It falls back to counting the branch's own sealed shifts. It is a working number, not a machine counter, and it is another reason to attach a terminal to every till.

Once a business day is sealed

Sealing a business day is the point of the daily Z. Once a day is sealed, nothing later is allowed to reach back into it.

This lock is written by the daily Z and by nothing else. Closing a shift does not seal its day. So the ordinary rhythm is: you close up, you correct whatever needs correcting, and then some hours later — after the cutover — the day is sealed and the window shuts.

What the lock does:

Attempt	What happens
Reopening a shift whose business day is sealed	Refused, with a message saying the day has been sealed by a Z reading. There is no override
A sale that syncs in late for a sealed day, in an accredited store	It is not lost and the sealed reading is not touched. The sale is carried into the current open business day and flagged as a late posting, keeping a record of the business date it was actually rung on
A correction to your books dated into a sealed day	The sales side is refused. A void always lands in the period it was voided in, not the period of the sale — see Books of accounts

A reopened shift is still possible, and still useful, for a day that has not yet been sealed. The 24-hour limit and who may do it are in Closing a shift.

Taking a reading with no internet

Readings are worked out on the server, so an X reading normally means asking the server for one. Offline, Kassly falls back to a reading computed from the device's own records and labels it, in the corner of the summary, **Offline estimate**.

An offline estimate is honest about being one:

Included	Left out
Sales rung on **this device** during the shift, including ones still waiting to sync	Anything recorded on another device or in the back office
Gross, discounts, service charge, net, transaction count	**Returns and refunds — always shown as zero.** Returns are settled on the server and are not tracked on the device, so Kassly reports nothing rather than guessing
The payment mix and the full VAT split	The BIR fields: Z number, receipt-number range, accumulated grand total
Cash In and Cash Out queued on this device	
AR collections recorded on this device, with only the cash part counted toward Expected	

Closing offline queues the close rather than performing it. The screen says so:

> *Closed offline — totals below are this device's records. The official Z-reading is generated when the close syncs.*

Until it syncs there is no Z number and no thermal print of the Z — the print button is not offered, because there is nothing official to print yet. When the close does sync, the server issues the real Z reading using the time you actually closed the drawer, not the time the queue drained, so sales rung after you went home are not swallowed into your shift.

More on how any of this queues and drains is in How offline works and Sync status.

Three things that look like mistakes and are not

The accountability lines can add up to slightly more than Expected in Drawer. Expected takes cash refunds out of the drawer, but the printed lines only carry Cash Out — there is no refund line, and no note explaining the gap. If a Z will not reconcile by a few hundred pesos, check whether a return was refunded in cash on that shift; the difference is usually exactly that. The figures are right, the printout is just missing a line.

The footer counter can differ from the one in the header. `Z-Counter No:` at the top is this reading's own number and never changes. `Z-Counter` in the footer reports where the terminal's counter stands now, so on a reading you print weeks later it shows a higher number. The header is the one that belongs to the document.

A single shift's Z is worked out again each time you open or download it. So the Accumulated Grand Total on a Z printed today reflects the terminal's total today, not the total on the night of that close. When you need the figures exactly as they were sealed, use **Reports → Z-Reading / End-of-Day**, which reads the stored reading and never recalculates.

Limits to be honest about

Limit	What it means
No X reading on the phone outside End Shift	The cashier's X reading appears in the End Shift review step. A mid-shift X reading is a back-office job
No screen for the daily Z	It is sealed and kept, and it is what locks the day, but there is no page listing daily Z readings. Ask support if you need one
No reading covers a whole branch	A shift's Z covers one cashier's drawer; a daily Z covers one terminal. There is no combined reading across the tills in a branch — use **Reports → Daily Sales Breakdown** for that
The X reading is never a BIR document	It says so on its own footer, in both modes. Only the Z readings are ever presented as fiscal documents, and only for an accredited store
Accumulated Grand Total reads zero until you are accredited	The lifetime accumulator deliberately does not accumulate before then. The block still prints on the X, showing zeroes
Nothing here registers anything	A Z reading is a document Kassly produces. Registering machines, permits and books is between you and your RDO — see BIR compliance

If a reading and your own arithmetic disagree, work through Cash over and short before assuming either is wrong. Nine times in ten the answer is a movement nobody logged.

BIR Compliance

What Kassly does and does not do for BIR compliance, what changes if your store is accredited, and what stays your own responsibility.

The sentence that matters most is the first one. **Kassly is not a BIR-accredited CAS or POS system.** It tracks your transactions and stock and produces records in the format the BIR expects, and the receipts you hand customers still come from your own BIR-registered receipts or invoices.

That is not a hedge. It is the state of the software, and everything else on this page follows from it.

> **This page is general information about what the software does. It is not legal or tax advice.** It cannot tell you what your own registration obliges you to do, because that depends on how your business is registered. For that, ask your accountant or your RDO.

Three different things get called "BIR-ready"

Vendors and forum posts lump these together. They are not the same thing, and knowing which is which is most of the confusion gone.

	What it is	Who it attaches to
An accredited CAS or POS	A system the BIR has formally permitted to issue official receipts and invoices, with a Permit to Use for the machine	The software, and then the specific machine
BIR-format reports	Reports laid out the way the BIR expects — Z readings, sales summaries, VAT breakdowns — kept for your records and given to your bookkeeper	Nobody. Any system can produce them
Registered receipts (OR/SI)	The receipts or invoices you issue to customers, registered with the BIR. Usually printed booklets for a small business	You, the taxpayer

Kassly is firmly the middle one. It does not make you the first one, and it does not replace the third.

What Kassly does

	Where	What it costs
Computes and stores VAT on every sale, per line, with the VATable / exempt / zero-rated split	Everywhere. See Tax settings	Free
Senior Citizen and PWD discounts to the statutory formula, with the cardholder's ID number and name recorded	At the counter. See Discounts	Free
An unbroken, gap-free receipt number series per terminal, with gaps detectable after the fact	Receipts	Free
A tamper-evident record of who did what, chained so an altered entry shows	**Audit Trail**. See Audit logs	Free
Refuses to hard-delete a sale, a payment, a return, a stock movement or a shift	Everywhere	Free
X and Z readings per shift, and a sealed business-day Z per terminal	X and Z readings	Cash Drawer & Expenses, ₱300 per branch each month
General Journal, General Ledger, Trial Balance and Cash Disbursements Journal	Books of accounts	Free
Balance Sheet and Income Statement	Financial statements	Free
Summary List of Sales and Summary List of Purchases, by quarter	**Sales → BIR Reports**	Business Reports, ₱400 per branch each month

What Kassly does not do

Read this list rather than assuming. Every line on it has produced a support ticket from somebody who assumed the opposite.

Kassly does not	Which means
Issue official receipts or sales invoices	Keep issuing your BIR-registered receipts to customers. Kassly's printout is a transaction record, and says so on its face
Make you accredited, or apply on your behalf	Accreditation and a Permit to Use are separate processes that happen outside Kassly
Register your books	Whether manual, loose-leaf or computerised, registering books is between you and your RDO. Kassly generates documents; it does not register them
Transmit anything to the BIR	Nothing is filed, nothing is submitted, and no invoice is sent to the BIR's electronic invoicing system. Every return is still filed by you or your accountant
Give you an e-journal you can download	There is no e-journal export in the app
Produce every book the BIR may ask for	The four books listed above are what Kassly builds. A Cash Receipts Journal, a Sales Journal, a Purchases Journal and subsidiary ledgers are not produced as separate books
Know your registration	Kassly cannot tell whether you are VAT or percentage-tax registered, whether your branch is separately registered, or what your RDO expects of you. You tell it, in Store settings, and it takes your word
Give tax advice	Including anything on this page

Tracker mode and accredited mode

Every store starts in what the code calls tracker mode, and almost certainly stays there. In tracker mode Kassly deliberately withholds every BIR-regulated field, so nothing it prints can be mistaken for a fiscal document.

	Tracker mode	Accredited mode
Receipt heading	`TRANSACTION RECORD`	The invoice type — `CASH INVOICE`, `CHARGE INVOICE`, `SERVICE INVOICE` or `INVOICE`
TIN, MIN, PTU, permit number	Never printed, even when they are filled in	Printed
VAT breakdown on the receipt	Not printed	Printed
Receipt footer	`This is not a BIR invoice.`	That line goes, replaced by the accredited-supplier block — supplier name, TIN, accreditation number, permit numbers
Z reading title	`INTERNAL Z-READING`, footed `Internal tracking document — not a BIR report.`	`Z-READING REPORT`
Daily Z footer	`This is not a BIR Z-reading.`	No such line
Accumulated Grand Total	Stays at zero. The lifetime accumulator does not accumulate	Accumulates, and prints on the Z
Books of Accounts in the menu	Hidden. The books are still being built from your transactions	Shown under **Sales**
Terminal on a sale	Optional	Required — a sale with no terminal is rejected

What does **not** change is the part that matters for your bookkeeper. VAT is computed and stored either way. Statutory discounts work either way. The readings are sealed and the books are built either way. So if accreditation ever does land, there is nothing to reconstruct — the numbers were right all along.

> **Accredited mode is not a setting you can switch on, and it is not a cosmetic preference.** It is turned on for a store only when the paperwork behind it exists: BIR accreditation on the software side, and a Permit to Use for the machine on yours. Printing a TIN, a machine number and a permit number on a document that no permit covers is considerably worse than printing none of them. If you want to know where the software stands, ask support. If you want to know where *you* stand, ask your RDO.

Where each BIR identifier lives

If you are filling these in ahead of time, this is the map.

Field	Where you enter it
Registered business name, address, **TIN**, **BIR Permit No.**	**Settings → Store Settings**
MIN, **PTU Number**, serial number, device brand and model, registration date	**Management → Terminals**, per terminal
Business Day Start — the cutover that defines a business day for the daily Z	**Settings → Store Settings**

A branch can in principle carry its own TIN, permit and Certificate of Registration address, for a separately registered branch. There is no screen for those yet; until there is, every branch falls back to the store-level values.

Fill the TIN in before you print anything for anyone. On a book of accounts a blank TIN is left off the letterhead entirely rather than printed empty, which is easy to miss until an examiner points at it.

The records an examiner tends to ask for

Record	Where	Note
Books of accounts	Books of accounts	Derived on demand from your transactions; downloadable as CSV or PDF
Financial statements	Financial statements	Balance Sheet and Income Statement
Audit trail	Audit logs	The CSV export carries the chain fingerprints; pulling it is itself recorded
End-of-day readings	X and Z readings	Per shift, and a sealed business-day Z per terminal
Receipt series, with any gaps identified	Receipts	The series runs unbroken per terminal by design. A gap report exists, but has no screen
Voided sales	**Sales → Transactions**, and in the Voided Sales line of every reading	A separate void report exists but has no screen
Senior Citizen / PWD sales, listed out	No screen	A statutory-discount sales book exists but has no screen
VAT declaration figures for 2550M or 2550Q	No screen	Same

That last group is worth being blunt about. Kassly builds the VAT declaration aggregates, the receipt-gap report, the void report and the statutory-discount sales books, but the only ones with a page in the app today are the Summary List of Sales and the Summary List of Purchases, on **Sales → BIR Reports**, chosen by year and quarter. For the rest, ask support to pull them for you.

What stays yours to do

Nothing on this list is something software can do for you.

1. **Register your business, and register your receipts or invoices** with the BIR.
2. **Issue your registered receipts** to customers. Kassly's transaction record sits alongside them; it does not replace them.
3. **Register your books of accounts** in whichever form your RDO requires.
4. **Keep your records for the ten years the BIR requires.** Kassly protects sales, receipts, payments, stock movements and Z readings from permanent deletion on that basis, but the obligation is yours.
5. **File and pay your returns on time**, using Kassly's figures as the input, not as the filing.
6. **Ask, when in doubt.** Your accountant is cheaper than an assessment, and your RDO answers questions.

Limits to be honest about

Limit	What it means
No accreditation	Kassly is not an accredited CAS or POS. Nothing on any screen or printout should be read as claiming otherwise, and if you find something that does, tell support
Accreditation is not self-serve	There is no toggle. It is set per store, and only against real paperwork
Nothing here is per branch	Every book of accounts covers the whole store. A reading covers one shift or one terminal. There is no branch-level view of either
Pre-Kassly history is absent	There are no opening balances and no year-end close. Whatever your business did before you started using Kassly is not in these documents
Some BIR outputs have no screen	The daily Z reading, the void report, the receipt-gap report, the statutory-discount sales books and the VAT declaration figures all exist without a page. Support can pull them
Kassly settles nothing with the BIR	Every question that turns on your own registration — VAT status, branch registration, which books you must keep, whether you may issue machine-generated receipts at all — is a question for your RDO or your accountant, and Kassly's answer to it is whatever you typed into Settings

Take a CSV of your books, a Z reading and a receipt to your accountant before your first filing that leans on any of them, and let them tell you what else they need. That conversation in month one is far cheaper than the same conversation in month twelve.

PART 16

Offline Mode

Selling without internet, how syncing works, and how to fix a stuck sync.

How Offline Works

What Kassly stores on the device, how it decides you are offline, what it guarantees about your sales — and the truth about how long you can keep trading without a connection.

Philippine internet fails. Kassly is built on the assumption that it will fail during your busiest hour, and that you should keep selling anyway.

This page explains the machinery. If you just want to know whether a particular screen works, go straight to What works offline.

Which parts of Kassly work offline

Offline support lives in the **Kassly app on your phone or tablet**. That is where the till runs, and that is what keeps a copy of your data on the device.

The web dashboard — reports, settings, the product catalogue, purchase orders — needs a connection for everything. It is a window onto the server, not a copy of it. See Installing the app.

How Kassly decides you are offline

Kassly does not trust the phone's signal bars. A phone can show four bars of data on a network that cannot reach anything.

Instead the app asks the server a tiny question every **30 seconds**, and gives it **5 seconds** to answer.

What happens	What Kassly does
The check answers	Online. Straight away, no delay
One check fails	Nothing changes. A single slow answer on congested mobile data is not an outage
Two checks fail in a row	Offline
The phone reports the network link is gone	Offline immediately, without waiting for a check to time out
The link comes back	Kassly checks at once rather than waiting for the next 30-second tick

Two consecutive failures is roughly a minute. That delay is deliberate: flapping between online and offline every few seconds would take features away and give them back while a cashier was mid-sale.

> **Right after you open the app it reads as offline** until the first check answers. That is normal and clears within a few seconds. Do not read the very first badge you see as a verdict on your connection.

What is kept on the device

The app keeps a working copy of everything the till needs to serve a customer.

Kept locally	Used for
Products, variants, modifiers, barcodes, categories	Searching, scanning and pricing
Services	Selling a service or a booking
POS collections and their products	The tile layout on the register
Stock levels	Blocking an oversell, showing what is out
Recipe availability	Telling a kitchen a dish can no longer be made
Customers	Attaching a sale, looking somebody up
Membership plans and members' memberships	Scanning a member in, issuing a plan
Staff roster, with PIN checks	Verifying a manager approval or a time-clock punch
Tables	The floor plan and the table picker
Appointments and resources	The day's agenda
Held carts and held sales	Recall
Receipts, for 30 days	Reprinting
Your open cart	Surviving a crash or a restart

Your catalogue is downloaded in full the first time, then refreshed incrementally — only products and stock levels that actually changed — so a store with tens of thousands of items refreshes in a moment instead of re-downloading everything. A full pass runs at least every 12 hours, which is what catches deletions and refreshes everything else.

Everything in that list is **as of the last successful sync**. A price you changed on the web five minutes ago is not on an offline till.

The outbox

Anything you do offline that changes something goes into a queue on the device and is sent when the connection returns.

Queued offline	Notes
Sales	Including the payments, discounts and the receipt number
Shift opens and closes	
Cash In and Cash Out	
New customers	
Edits to a customer you created offline	
Memberships issued, and member visits	
Job orders taken in	
Appointments created, checked in, cancelled or moved on	
Time-clock punches	Station mode only — see the warning on What works offline
Payments collected against an account	

Receipt numbers while offline

Every paired till is handed a **block of 500 receipt numbers** in advance. The app refreshes the block whenever fewer than 50 remain, so under normal use it never runs dry.

Offline, the app takes the next number from its block. The receipt looks exactly like an online one — `Counter 1-00000042` — because it *is* the same sequence. That is what lets an offline sale be attributed to the right till when it eventually syncs.

If a device was never paired to a till, or a block runs out while offline, receipts fall back to a timestamp format beginning `OFL-`. Those sales are still complete and still sync. They just cannot be traced back to a till afterwards, so they land in the Unattributed row of Sales reports. Pair your devices and this never happens — see Terminal management.

Numbers are marked as used *before* the sale is saved. A crash at the wrong moment therefore skips a number rather than reusing one. Skipping is safe; reusing would not be.

How syncing works

When	What
Every 60 seconds	If the device has any network link at all, Kassly tries to drain the outbox
The moment the link returns	An immediate attempt, rather than waiting up to a minute
When you tap the sync badge	An immediate attempt, on demand

Note that sync uses a looser test than the badge does. The badge wants a quick answer from the server; sync only asks "is there any point trying". This is on purpose — on congested mobile data the quick check times out while a longer upload would have gone through perfectly well, and starving sync in that situation was worse than trying and failing.

Sales go up in batches of up to 100, and Kassly keeps draining batch after batch until the outbox is empty or something fails.

What Kassly guarantees

These are the promises the offline design is built to keep.

A sale is never posted twice. Every offline sale carries an id generated on the device. The server locks on that id, and if it has already seen it, it hands back the sale it already has instead of creating a second one. That is why retrying a sync — automatically, or by tapping the badge over and over — is always safe.

A failed sale is never deleted. Not by housekeeping, not by a new shift, not ever. A rejected sale is real money that was taken, so it stays visible until somebody resolves it. See Troubleshooting sync.

Kassly does not stop retrying. There is no attempt limit after which a sale is abandoned.

Statutory discounts are recalculated by the server. A senior-citizen or PWD discount is not simply trusted from the device — when the sale lands, the server recomputes it from which lines were marked. See Discounts.

A void undoes its stock. An offline sale that is later voided does not leave your stock permanently short, and it does not inflate consumption in Inventory reports.

You cannot oversell offline. The stock check runs against the local copy, so selling past zero is refused the same way it is online. What can happen is the opposite: the local copy is stale, so the till may refuse something you actually have, or allow something another till just sold. When that second case syncs, the sale is recorded in full, the item goes below zero, and the branch is asked to recount it. See When stock goes below zero.

How long can you stay offline

There is no cutoff. Kassly does not stop you selling.

What happens instead is that the badge gets more insistent. After 24 hours it starts naming the age of your oldest unsynced sale. After 48 hours it adds "*Reconnect soon*". Keep going past that and it keeps selling; the wording does not change again.

> **Older Kassly documentation said "up to 72 hours offline". Do not plan around that.** There is a 72-hour figure inside the app, but nothing enforces it — it only shapes how the warning is worded. Selling is not blocked at 72 hours, or at any other hour.

The real limits are practical, not a timer:

Limit	What runs out
Receipt numbers	500 per block. After that, receipts fall back to `OFL-` and lose their till
Blocked features	Everything in the blocked column of What works offline stays blocked the whole time
Stale data	Prices, stock and your customer list are frozen at the last sync. Another branch's activity is invisible
No Z-reading	An offline close produces this device's own totals. The official numbered Z-reading is only generated when the close reaches the server. See X and Z readings
Device storage	The outbox grows with every sale

Treat a day as the sensible ceiling and sync before you close. A week of unsynced trading is technically possible and is a genuinely bad idea.

Housekeeping

The app tidies up after itself, carefully.

Data	When it goes
Delivered queue entries	Immediately after delivery
Cached receipts	After 30 days — **unless** their sale has not synced yet
Last shift's synced sales	When a new shift opens
Synced job orders and appointment queue entries	After 30 days
Failed sales	**Never**

That last row is the important one, and it is why a red badge can sit there for days. It is not stuck because Kassly forgot about it; it is being kept deliberately.

Next

- What works offline — the feature-by-feature table.

- Sync status — reading the badge.
- Troubleshooting sync — clearing something stuck.

What Works Offline

Every feature, in three columns — works normally, shows you stale cached data, or is blocked until you reconnect — plus the handful of places where an offline action is silently lost.

This is the reference page. It covers the **Kassly app on a phone or tablet**; the web dashboard needs a connection for everything.

How to read this page

Every row carries one of three verdicts.

Verdict	Means
Works	Fully usable. What you do is saved on the device and sent up when the connection returns
Cached	The screen opens but shows data from the last sync. It may be out of date, and some actions on it are disabled
Blocked	Kassly refuses and tells you why. Nothing is lost, but nothing happens either

Where Kassly shows a specific message, it is quoted so you can match what is on your screen.

Selling

Feature	Verdict	Detail
Search, scan and add to cart	**Works**	From the local catalogue and barcodes
Ringing up and completing a sale	**Works**	Banner reads "*You're offline — transactions will sync when reconnected*"
Receipt number	**Works**	From the till's pre-allocated block. Falls back to an `OFL-` number if the device was never paired
Overselling	**Blocked**	Checked against the local stock copy, same as online
Manual discounts	**Works**	Calculated on the device
Senior citizen and PWD discounts	**Works**	Recomputed by the server when the sale lands
Promo codes	**Blocked**	"*Promo codes need a connection to verify — connect and try again.*"
Hold a cart	**Works**	"*Cart held (offline) — syncs to other terminals when back online.*"
Recall a cart held **on this device**	**Works**	
Recall a cart held on **another** till	**Blocked**	It was never on this device. You get a generic "*No internet connection.*"
Void a sale	**Blocked**	"*Cannot void while offline.*" Manager approval by PIN still works, against the cached roster
Returns and refunds	**Blocked**	Not available in the app at all, online or offline. Void is the only reversal. See Returns and refunds
Printing a receipt for an offline sale	**Works**	Printed from local data, with your logo from cache
Reprinting a receipt for an already-synced sale	**Blocked**	Needs the server. Fails as "*print failed, tap to retry*" with no mention of being offline
Emailing or texting a receipt	**Blocked**	Does not exist in the app in any state. Print or show on screen
Customer display on a second screen	**Works**	Entirely local

See Making a sale and Hold and recall.

Payments

Tender	Verdict
Cash	**Works**
Card	**Works**
GCash	**Works**
Maya	**Works**
Bank transfer	**Works**
Cheque	**Works**
Split across several tenders	**Works** — unless one leg is Credit, which blocks the whole sale
Credit / charge to account	**Blocked** — "*Credit payments require an internet connection.*"

Credit is the only refused tender, and the reason is that the balance and the credit limit live on the server. Selling on account offline would mean guessing at both. The receivables screen is likewise blocked: "*Reconnect to load balances and collect payments.*" See Payments.

Shifts and the cash drawer

Feature	Verdict	Detail
Open a shift	**Works**	"*Shift Opened Offline*" — "*No connection right now — your shift is active on this device and will sync automatically when you are back online.*"
Cash In and Cash Out	**Works**	Confirmed as "*Recorded Offline*"
Close a shift	**Works**	"*Closed offline — totals below are this device's records. The official Z-reading is generated when the close syncs.*"
X-reading during the shift	**Cached**	Computed on the device and labelled **Offline estimate**
Z-reading	**Blocked**	The numbered, sealed reading is generated server-side when the close syncs. No thermal print offline
Opening a shift with no branch on the device	**Blocked**	"*Branch information is missing — reconnect to the internet so the app can restore your account, then try again.*"

The offline X-reading is a real calculation, not a placeholder. It folds in queued cash movements and account payments taken on this device. Two things it cannot do: it always shows returns as zero, and it omits the BIR fields that only a real Z-reading carries.

See Closing a shift and X and Z readings.

Customers, memberships and loyalty

Feature	Verdict	Detail
Search the customer list	**Cached**	As of the last sync
Add a new customer	**Works**	"*You're offline. This customer will sync to the server when connectivity returns.*"
Edit a customer that has already synced	**Blocked**	
A customer's purchase history	**Blocked**	"*Transaction history is unavailable offline.*"
Scan a member in	**Works**	Checked locally first
Record a member visit	**Works**	"*Welcome, {name} (offline — will sync)*"
Issue a membership at checkout	**Works**	
A visit the plan's rules refuse	**Blocked**	Expired or out-of-allowance visits surface as a policy error and are not queued

See Customer profiles.

Kitchen, tables and dine-in

Feature	Verdict	Detail
Kitchen Display	**Blocked**	Full-screen: "*You're Offline*" — "*Kitchen Display requires an internet connection to stay in sync.*"
Sending a dine-in order to the kitchen	**Blocked**	"*Cannot send dine-in orders while offline.*"
Order Mode (building a dine-in order)	**Cached**	"*Offline — you can build the order, but sending needs a connection.*"
Editing a note on an item already sent	**Cached**	The note is kept locally, with a warning that the kitchen will not see it
The floor plan	**Cached**	Table statuses may be stale, and a table's current order will not open
Marking a table clean or occupied	**Cached**	See the warning below
Settling a dine-in tab	**Blocked**	
Queue / waitlist	**Blocked**	"*You're offline. Queue updates require an internet connection.*"

See Kitchen display and Table management.

Appointments, rentals and job orders

Feature	Verdict	Detail
Today's agenda	**Cached**	
Create an appointment	**Works**	
Check a client in	**Works**	
Change an appointment's status	**Works**	
Cancel an appointment	**Works**	
Opening a tab from a booking	**Blocked**	"*Connection required*" — "*Opening a tab needs internet. Connect and try again.*"
The rentals board	**Cached**	
Starting a rental meter	**Blocked**	"*Starting a meter needs internet — the server stamps the start time. Connect and try again.*"
Stopping a rental meter	**Blocked**	Same reason
Taking in a job order	**Works**	"*Job order saved offline. It will sync when the connection is back.*"Intake only — progressing a job needs a connection

A meter has to be stamped by the server because the elapsed time is what the customer is billed for, and a device clock can be wrong or changed. See Rentals.

Inventory

Feature	Verdict	Detail
Looking at stock levels	**Cached**	As of the last sync
Recipe availability	**Cached**	
Receiving stock	**Blocked**	"*Receiving requires a connection.*"
Stock counts	**Blocked**	"*Counts require a connection.*"
Stock adjustments and stock-in	**Blocked**	See the warning below — this one fails badly
Creating or editing a product	**Blocked**	See the warning below

See Receiving stock and Stock counts.

Staff and the time clock

Feature	Verdict	Detail
Time clock in **station mode** (shared device, staff enter a PIN)	**Works**	PIN checked against the cached roster, punch queued
Station mode on a device that has never synced	**Blocked**	"*Staff list not synced yet. Connect to the internet once, then try again.*"
One-tap self punch (the older button on your own account)	**Blocked**	And the punch is **lost** — see the warning below
Timesheets and approvals	**Cached**	You can read them; the buttons are disabled

Reports

Feature	Verdict	Detail
Oversight dashboard	**Cached**	Headed "*Showing cached snapshot as of …*", with a `(cached)` label on the figures
Quick reports	**Cached**	The cards go blank rather than saying anything. See the warning below
Everything on the web dashboard	**Blocked**	The web app has no offline mode

Online orders

Feature	Verdict
The online-order inbox	**Blocked** — "*Could not load online orders*"
Accepting or rejecting an online order	**Blocked**, and the action is lost — see below

Orders keep arriving on your storefront while you are offline; they are simply not visible until you reconnect. Nothing is lost on the customer's side. See Online orders.

Where an offline action is silently lost

Most blocked features tell you clearly. A short list does not, and in these cases the thing you did **does not happen and is not queued**. If your connection is unreliable, treat these as connection-only work.

> **These actions are lost if you make them offline.** Kassly shows a generic error, or in some cases nothing at all, and there is no queue behind them:
>
> - **Stock adjustments and stock-in.** No warning about being offline, no queue — just a raw error. Your stock is not changed.
> - **Creating or editing a product** in the catalogue.
> - **Accepting or rejecting an online order.**
> - **A one-tap self punch** on the older time-clock button. Station mode queues correctly; this button does not, despite looking identical in use.
> - **Marking a table's status** — clean, occupied, free. The change sticks on the device and looks right, but it is never sent to the server, so other tills and the web floor plan never learn about it.
> - **Opening the POS from a table link** (a QR code or a deep link with a table on it) does nothing at all, with no message.
> - **Quick reports** on the oversight screen fail without saying so. The cards simply stay empty, which looks like "no sales" rather than "no connection".

The **Queue for approval** button that appears on some manager-approval prompts does nothing. Ignore it; get a manager to enter their PIN instead, which does work offline against the cached roster.

The pattern behind the list

Once you have read the table, the rule is easy to hold in your head.

Taking money works. Everything that has to agree with another device does not.

A sale is a self-contained fact — Kassly can record it and reconcile later. A kitchen ticket, a table status, a rental meter, a credit balance, a stock count and a queue position are all shared state: two devices editing them independently would produce two different truths, and Kassly refuses rather than guess which one wins.

The one thing to plan around is that **stock and prices are frozen**. If you are going to be offline for a stretch, sync first.

Next

- Sync status — reading the badge.
- Troubleshooting sync — when something will not go up.
- How offline works — the machinery underneath.

Sync Status

The coloured dot on the POS, the badges on each sale in Sales history, and what every state means — including the two that need you to do something.

Kassly tells you where it stands in two places: one badge at the top of the register, and one badge on each sale in Sales history. Between them you can always answer "has my money reached the server".

The badge on the register

Top of the POS screen, next to the shift information. It refreshes every ten seconds, so you never have to reload anything to see it change.

What you see	Means	Tap it?
Green dot — **Synced**	Online, and nothing is waiting	Nothing to do
Amber dot — **3 pending**	Online, and three items are still going up	Yes — taps a sync straight away
Amber spinner — **Syncing…**	A sync is running right now	Let it finish
Red dot — **Offline**	No connection, nothing waiting	Nothing to do
Red dot — **Offline (7) - Sales saved locally**	No connection, seven items waiting. This is the normal offline state	Nothing to do
Red dot — **Offline (7) - Unsynced for 26h**	Your oldest unsynced item is over a day old	Get online today
Red dot — **Offline (7) - Unsynced for 51h! Reconnect soon**	Over two days old	Get online now

The count in brackets includes more than sales. Shift opens, shift closes and cash movements recorded offline are counted too, so a shift you closed offline shows as pending even on a day with no sales.

The wording escalates at 24 hours and again at 48 hours. It does not escalate again beyond that, and **it never becomes a block** — see How offline works.

An amber badge is not a problem. It means Kassly is doing exactly what it should be. Only a red badge that is aging, or a **Sync Failed** badge on a sale, needs you.

Why a badge does not always match the signal bars

Kassly's badge tracks whether it can actually reach the server, not whether the phone thinks it has data. So:

- Full signal bars with a red badge means the network is up but not carrying traffic — a common state on congested mobile data, or on Wi-Fi that needs a captive-portal login.
- A red badge for a few seconds after you open the app is normal. The first check has not answered yet.
- A red badge that clears about a minute after the connection genuinely comes back is also normal. Kassly waits for two consecutive failed checks before going red, and it clears on the first success.

Occasionally a sync succeeds while the badge is red. That is not a bug. The badge wants a fast answer from the server; syncing only needs the connection to work eventually, and on a slow link the second condition is met while the first is not.

The badges in Sales history

Open **Sales history** and each sale carries its own state. Sales made on this device offline are listed alongside the ones from the server, so you see one merged list.

Badge	Means	Action
Synced (green cloud with a tick)	On the server. Done	None
Pending Sync (amber cloud with an arrow)	Rung up on this device, still waiting to go up	None — but see below if it does not clear
Sync Failed (red cloud with a slash)	The server rejected it	**Tap the row.** See Troubleshooting sync

Alongside those, sales carry their ordinary status — **Completed**, **Pending**, **Voided** or **Held**. Do not confuse the two. A sale can be Completed and Pending Sync at the same time: the customer paid and left, and the receipt has not reached the server yet.

Tapping a Pending Sync or Synced row opens the receipt. **Tapping a Sync Failed row** opens the recovery dialog instead, because there is no completed sale on the server to show a receipt for.

Each pending row also carries a **Retry** button, which changes to **Syncing…** while it works.

Where else Kassly labels stale data

Offline, some screens deliberately show you an old copy rather than nothing. Each says so.

Screen	Label
Oversight dashboard	"*Showing cached snapshot as of …*", with `(cached)` next to the figures
X-reading during a shift	**Offline estimate**
Shift close summary	"*Closed offline — totals below are this device's records. The official Z-reading is generated when the close syncs.*"
Timesheets and approvals	Data shown, action buttons greyed out

If a figure is not labelled, it came from the server.

Two things the offline X-reading cannot do, so do not read them as facts: returns always show as zero, and the BIR fields that a real Z-reading carries are absent. See X and Z readings.

Reading the count against your drawer

The X-reading counts every sale finalised on that device during the shift, in whatever sync state — including **Sync Failed** ones. That is correct: the customer paid, the cash is in the drawer, and it has to be counted.

So an offline shift can reconcile perfectly against the drawer while the badge still shows items pending. Reconcile against the drawer, not against the badge. See Cash over and short.

When to worry

Situation	Verdict
Amber, count falling	Normal
Amber, count static for several minutes with a good connection	Look into it
Red, count rising, no connection	Normal offline trading
Red with "Unsynced for ..."	Get online before the end of the day
Any **Sync Failed** badge	Deal with it today. It will not clear on its own

Sync Failed never resolves by waiting. Kassly keeps the sale forever rather than dropping it, so a red row sits there until somebody acts on it. Troubleshooting sync walks through what to do.

Troubleshooting Sync

Working out why a sale has not reached the server, what each rejection message means, how to clear a Sync Failed row — and the two things that destroy unsynced sales.

Almost everything drains on its own. This page is for the cases that do not: a count that will not fall, and a red **Sync Failed** badge that will not clear however long you wait.

Read Sync status first if you are not sure which state you are looking at.

Before anything else: what not to do

> **Never reinstall Kassly, clear its data, or reset the tablet while anything is pending.** The device is the only copy of an unsynced sale. Wiping the app destroys that money permanently, and no amount of support can recover it. Get the count to zero first.

> **Never sign in as a different business on a device with pending sales.** Switching to another business wipes the device clean, outbox included, so tenant A's sales can never be posted under tenant B's login. If you run more than one business, sync the device to zero before switching. See Multiple businesses.

Signing out of your own account is safe. Unsynced sales survive a logout, and a session timeout, and they drain the next time the same business signs in on that device. This matters because "sign out and sign back in" is one of the fixes below.

Start here

What you see	Go to
Amber count that is not falling	*An amber count that will not move*
Red badge, count rising, genuinely no internet	Nothing is wrong. Keep selling
Red badge but you believe you have internet	*The badge says offline and you do not think you are*
Sync Failed on one or more sales	*Clearing a Sync Failed sale*
A shift you closed offline has not appeared on the web	*A shift or cash movement that has not arrived*

An amber count that will not move

Amber means Kassly can see the server and is working through the queue. Tap the badge to force an attempt rather than waiting for the next minute.

If the count still does not fall, work down this list.

1. **Give it two minutes.** Kassly retries every 60 seconds and sends up to 100 sales per attempt. A long offline stretch takes several passes.
2. **Check it is not the server.** If Kassly gets a server error or a timeout, it treats that as "not this sale's fault", puts the sale back to pending without marking it failed, and stops hammering until the next attempt. So during a Kassly outage or a very slow link, a static amber count is the expected behaviour, not a jam. It will drain by itself when the server recovers.
3. **Check what is actually queued.** The count includes shift opens, shift closes and cash movements, not only sales. Open Sales history: if no sale shows Pending Sync but the count is 2, the queue is holding shift work.
4. **Look for a red row.** One **Sync Failed** sale keeps a permanent entry in the count. It does not block the others — see below — but it does keep the number above zero forever.
5. **Move to better signal, or a different network.** Switching from mobile data to Wi-Fi, or the reverse, forces an immediate attempt as soon as the link changes.

> **A single red row does not hold up the rest.** If Kassly sends a batch and the server rejects the whole batch, it re-sends every sale in it individually so the good ones get through and only the genuine offender stays failed. If you see one red row surrounded by green, that mechanism did its job.

The badge says offline and you do not think you are

Kassly tests whether it can reach the server, not whether the phone has a signal. Full bars and a red badge means the network is up but not usable.

Cause	What to try
Wi-Fi needing a portal login	Open a browser on the device and load any page. Log in to the network, then come back
Congested mobile data	Move, or switch to Wi-Fi. The badge clears on the first successful check
App just opened	Wait a few seconds. It reads offline until the first check answers
Connection genuinely just returned	Wait up to a minute. Kassly needs one successful check, and clears immediately when it gets one
Something blocking Kassly on the network	A guest or corporate Wi-Fi may be filtering it. Test on mobile data

Sync sometimes succeeds while the badge is still red, because syncing tolerates a slower connection than the badge check does. If the count is falling, ignore the colour.

Clearing a Sync Failed sale

Red means the server looked at the sale and refused it. Retrying identically will be refused identically, so something has to change first.

Tap the red row. It opens the recovery dialog rather than a receipt, and the dialog shows you the reason the server gave.

Match that message here.

Message	Cause	Fix
"*Session expired — sign out and sign back in to sync this sale.*"	The device's login was rejected	Sign out and back in on that device. Your pending sales survive it. Then tap **Retry**
"*Transaction pending: payment may not cover total.*"	The sale reached the server but its payments do not add up to the total, so it is sitting there unfinished	Contact support with the receipt number. Do not re-ring the sale — it exists
A message naming a specific field	The sale carries something the server will not accept	See below
"*Server rejected transaction*"	No specific reason came back	Export the CSV and contact support

For the "attach a customer" case, the dialog does the work for you. This is by far the most common rejection in practice: a sale — usually a membership sale — was rung up offline against a customer who was also created offline, and the link between the two did not survive the trip. The dialog lets you **Attach Customer**: pick an already-synced customer from the list, and Kassly re-sends the sale attached to them.

Two things about that list: it only offers customers the server already knows about, and that is deliberate. Picking another offline-only customer would reproduce the original problem. If the right person is not there, get them created online first — the Customer profiles page covers that — and then come back.

Retry on its own resets the sale's error and attempt count and tries again. Use it *after* fixing the cause, not instead of fixing it.

When a sale genuinely will not go

Some rejections cannot be fixed from the app — a field the server considers invalid, for instance. In that case:

1. Open **Sales history** and tap **Export CSV**. The file includes a **Source** column and a **Sync Status** column, which tells support immediately which side of the fence each sale is on.
2. Send that file with the receipt numbers of the red rows.
3. **Leave the rows alone.** They are the only record of that money. Kassly never deletes a failed sale — not on housekeeping, not when a new shift opens, not ever — precisely so this conversation is possible.
4. **Do not re-ring the sale to "get it into the system".** You will duplicate real revenue, duplicate the stock movement, and duplicate the BIR receipt.

A shift or cash movement that has not arrived

Shift work queues like a sale, so the usual answer is that it is still in the queue. Two specific cases:

- **You closed the shift offline and the web shows it open.** Expected. The close is queued. The official Z-reading is generated when it lands, which is why the offline close is labelled as this device's own records. See X and Z readings.
- **You could not open a shift at all**, with "*Branch information is missing — reconnect to the internet so the app can restore your account, then try again.*" This is the one shift action that offline cannot queue: the device does not know which branch it belongs to, and a shift with no branch would be rejected forever. Get online once and it repairs itself.

Cash In and Cash Out recorded offline are confirmed as **Recorded Offline** and fold into the offline X-reading, so your shift still reconciles against the drawer while they are queued. See Cash over and short.

Things that are not sync problems

A few common reports look like sync failures and are not.

Symptom	What it actually is
A price or a product is wrong on the till	The local catalogue is stale. Get online and let it refresh
Stock on the till disagrees with the web	Same cause. Offline stock is as of the last sync
A table's status is wrong on the web but right on the till	Table statuses set on a device are never sent up. See What works offline
A stock adjustment you made "disappeared"	It was never saved. Adjustments do not queue offline
A staff punch is missing	The one-tap self punch does not queue offline. Station mode does
An online order you accepted did not process	Accepting an order offline is not queued
Sales missing from Terminal Performance	Not a sync fault — see Sales reports

Preventing the next one

Habit	Why
Get the badge to green before you close for the day	The outbox is the only copy
Pair every device to a till	Unpaired devices issue `OFL-` receipts that no report can attribute
Open the app on Wi-Fi at the start of a shift	It syncs the catalogue, and the staff roster the PIN checks need
Create customers online where you can	The offline-customer link is the most common rejection
Sync a device to zero before switching business	Switching wipes the device

PART 17

Settings & Administration

Tax and receipt settings, approvals, promotions, audit logs, and multi-business setups.

Tax Configuration

Setting your tax type, VAT rate, and tax-inclusive pricing — the setting that changes every sale you ever ring up.

This is the most consequential setting in Kassly. Your tax type decides whether 12% VAT is carved out of every sale, what your reports show as revenue, and what prints on your receipts. Getting it wrong does not break the app — it quietly produces wrong numbers for months.

Set it once, before your first real sale, and check a printed receipt afterwards.

Everything here lives in **Settings → Store Settings → Tax Settings**.

Pick your tax type

Kassly has one dropdown, **Tax Type**, with three options. Pick the one that matches your BIR Certificate of Registration (Form 2303) — not the one that sounds best.

Option	Who it is for	What Kassly does
VAT-Registered (12% VAT)	Businesses registered as VAT taxpayers on their 2303	Splits 12% output VAT out of every vatable sale. Reports show revenue **net of VAT**.
Non-VAT (Percentage Tax)	Businesses under the percentage-tax regime — most small stores	Charges no VAT. Every line is recorded as VAT-exempt at its **full value**.
VAT-Exempt	Businesses the law exempts outright (for example, a BMBE or a co-operative)	Charges no VAT, and marks the receipt **EXEMPT**.

New stores start on **Non-VAT (Percentage Tax)**. That is the safe default and it is correct for the majority of Kassly stores, but it is a default — not a guess about your registration. Check it.

> **VAT registration is not something you switch on because your sales grew.** You are VAT-registered when the BIR says you are, on your 2303. Turning it on in Kassly does not register you, and turning it off does not deregister you.

Switching to VAT-Registered

Kassly will not let you save **VAT-Registered** until three things are on file under **Store Information** on the same page:

- **Store Name**
- **Address**
- **TIN**

Until they're filled in, **Save Changes** stays disabled and a warning tells you what's missing. This is deliberate: the VAT flag carves 12% out of your reported revenue and drives your BIR VAT declaration, so Kassly requires the identity that belongs on the paperwork before it will do that arithmetic.

What changes the moment you save

	VAT-Registered	Non-VAT / VAT-Exempt
VAT charged on a sale	12% on vatable items	None
How a sale is recorded	Sale net of VAT, plus Output VAT	Whole amount as a VAT-exempt sale
Revenue in your reports	Net of VAT (lower)	Full amount collected
Senior citizen / PWD discount	VAT removed first, then the statutory discount	Statutory discount on the gross price

Switching tax types changes **future** sales only. Sales already recorded keep the tax treatment they were rung up with — Kassly stores the VAT classification and VAT amount on each line at the time of sale, and never rewrites them. If you have been selling on the wrong setting, fix the setting and talk to your bookkeeper about the sales already in the books. Kassly cannot restate them for you.

The VAT rate and tax-inclusive pricing

Two more fields appear under **Tax Settings** — **Tax Rate (%)** and **Tax Inclusive Pricing** — but only once your store is **BIR-accredited** *and* set to VAT-Registered. Before accreditation they are hidden, because the receipt is not yet a BIR document and there is nothing for them to change on the printed copy.

- **Tax Rate (%)** — the Philippine VAT rate is 12%, and that is what Kassly computes with. Leave it at 12 unless your accountant tells you otherwise.
- **Tax Inclusive Pricing** — whether the prices you type into your catalogue already have VAT inside them.

Inclusive or exclusive, and why it matters

The difference is where the VAT sits relative to the price on your shelf label.

	Tax-inclusive (the usual choice)	Tax-exclusive
You set the price to	₱112	₱100
Customer pays	₱112	₱112
Kassly records VAT of	₱12	₱12
Net sale	₱100	₱100

Philippine retail convention is tax-inclusive: the price on the label is the price the customer pays, VAT already inside. Kassly defaults every new product and service to tax-inclusive for that reason.

> **The per-item setting is what actually decides.** Each product and service has its own **Tax Inclusive** checkbox, and for anything in your catalogue that checkbox wins over the store-wide toggle. If one product's VAT looks wrong, check the product, not the store setting. See Product pricing.

VAT classification per item

Not everything you sell is necessarily vatable. Each product and service also carries a **VAT Classification**:

Classification	Meaning	VAT charged
Vatable (12%)	The normal case	12%
VAT-Exempt	Exempt goods — prescription medicines, certain agricultural produce	None
Zero-Rated	Zero-rated sales, typically export sales	None

Like the Tax Inclusive checkbox, these fields appear on the product and service forms only once your store is BIR-accredited. Everything defaults to **Vatable** and tax-inclusive until then.

What changes on your receipts

Your tax type changes the printed receipt, but only after your store is BIR-accredited. Until then, every receipt is a plain **TRANSACTION RECORD** with the line *This is not a BIR invoice.* at the bottom — regardless of your tax type. Kassly still computes the correct VAT numbers in the background so your books and reports are right; it just doesn't print BIR-regulated fields on a document that isn't yet a BIR document.

Once accredited:

Your tax type	On the receipt
VAT-Registered	**VAT REG TIN**, plus a breakdown of VATable Sales, VAT-Exempt Sales, Zero-Rated Sales and VAT Amount (12%)
Non-VAT (Percentage Tax)	**NON VAT REG TIN**, plus Sales Subject to Percentage Tax and Exempt Sales
VAT-Exempt	**NON VAT REG TIN**, plus a large **EXEMPT** label near the top of the receipt

See Receipt settings for everything else that prints, and BIR compliance for what accreditation involves.

Selling to a VAT-registered business

If you are VAT-registered and you ring up **₱1,000 or more** of vatable items to a customer marked as a VAT-registered buyer, Kassly requires the buyer's full details before it will complete the sale:

- Name
- Business Style
- TIN
- Address

You'll get a clear error naming what's missing. This is not Kassly being fussy — without those four fields on the invoice, your customer cannot claim the input tax, and they will come back to you for a corrected copy. Fill them in on the customer record once and it never blocks you again. See Customer profiles.

The check only applies to customers you have explicitly marked as VAT-registered buyers. Walk-in sales and ordinary retail customers are never affected, at any amount.

Senior citizen and PWD discounts

Statutory discounts interact with your tax type, and the order of operations is set by law, not by preference.

- **If you are VAT-registered and your prices include VAT**, Kassly removes the VAT first, applies the statutory discount to the VAT-exclusive price, and marks the discounted lines VAT-exempt. This is the RA 9994 / RA 10754 treatment.

- **If you are Non-VAT or VAT-Exempt**, there is no VAT to remove, so the statutory discount comes straight off the price.

Kassly picks the right path from your tax type — there is nothing to configure. The discount rate itself depends on the class of beneficiary: 20% for senior citizens, PWDs and national athletes, 10% for solo parents. See Discounts.

A short checklist before your first sale

1. **Tax Type** matches your BIR 2303.
2. **Store Name**, **Address** and **TIN** are filled in if you're VAT-registered.
3. One test sale rung up and the receipt read end to end.

That third step catches more mistakes than the first two combined.

Receipt Settings

Everything that prints on a receipt, where each line comes from, and what you can and cannot change.

A receipt is the only thing most of your customers will ever see from Kassly, and for the BIR it is the document that matters. This page walks the receipt from top to bottom and tells you where each line comes from.

Two screens between them control the whole receipt:

- **Settings → Store Settings** — your business identity: name, address, TIN, BIR permit, logo.
- **Settings → Receipt Settings** — the free-text header and footer, and a live preview.

The receipt, top to bottom

What prints	Where it comes from
Store name (large, centred)	Your registered business name, or **Store Name** in Store Settings if no registered name is on file
(Business style) in brackets	Your trade name, when it differs from the registered name
Address	The branch's BIR address, or the branch address, or the store address — in that order
TIN	**TIN** in Store Settings, or a branch-specific TIN. Accredited stores only.
Branch name	The branch making the sale
MIN, **S/N**, **License**, **HDD S/N**	The terminal's BIR fields. Accredited stores only.
Document label	Set by Kassly from the sale type — *TRANSACTION RECORD*, or the BIR invoice type once accredited
REPRINT marker	Stamped by Kassly when a receipt is reprinted
EXEMPT	Printed large when your tax type is VAT-Exempt
TRN #, **Date**, **Cashier**	The sale itself
Customer block	The customer attached to the sale, plus their Business Style, TIN and address when they have them
SC/PWD discount block and signature line	Printed whenever a statutory discount was applied
Items, **Subtotal**, **Discount**, **Service Charge**, **TOTAL**	The sale
Payments, **Tendered**, **Change**	The sale
VAT breakdown	Computed from the sale. Accredited stores only.
Sales Subject to Percentage Tax	Non-VAT (Percentage Tax) accredited stores only
VALIDATION SEAL	Generated by Kassly. Accredited stores only.
Thank you for your purchase!	Fixed — see the warning below
This is not a BIR invoice.	Printed automatically when your store is not yet BIR-accredited
Accredited by / Acc. No. / PTU / Permit # footer	Kassly's own accreditation details plus your **BIR Permit No.** Accredited stores only.

Everything marked *accredited stores only* is absent until your store is BIR-accredited. Before that, every receipt is a plain transaction record. See BIR compliance.

Store Settings — your business identity

Settings → Store Settings → Store Information:

Field	Prints as	Notes
Store Logo	Not on thermal receipts by default — see below	Shown in the back office and on your online store
Store Name	The big line at the top	Up to 255 characters
Phone	Not printed on the sales receipt	Stored on your store record
Address	The line under the store name	Up to 1,000 characters
Email	Not printed on the sales receipt	Used for store correspondence
TIN	`VAT REG TIN:` or `NON VAT REG TIN:` line	Only appears once you are VAT-registered or accredited
BIR Permit No.	`Permit #:` in the footer block	Only appears once your store is accredited

The TIN and BIR Permit fields only appear on this screen when they can actually do something: TIN once your tax type is VAT-Registered, BIR Permit once your store is BIR-accredited.

> **Your logo does not print on a thermal receipt by default.** Uploading a logo sets it for the back office and your online store. Sending it to a receipt printer is controlled by a separate switch that the web back office does not currently expose, so it stays off. If you need your logo on printed receipts, ask support.

Receipt Settings — the text you control

Settings → Receipt Settings has three controls and a preview.

Control	What it does
Header Text	Free text shown below the store name. Up to 2,000 characters; about three lines is all that fits legibly.
Footer Text	Free text at the bottom. Up to 2,000 characters.
Show TIN	Appears only for BIR-accredited stores

The **Receipt Preview** on the right redraws as you type, using your real store name, address and TIN. Use it — it is much faster than printing.

> **Show TIN does not remove your TIN from a printed receipt.** Once your store is BIR-accredited, the TIN prints on every receipt because the BIR requires it. The toggle does not override that.

> **Header and Footer text do not appear on the PDF receipt.** The PDF you download or email from the back office prints a fixed *Thank you for your purchase!* line instead. Your header and footer text is sent to the app that does the selling, which is what drives your counter printer. Print one test receipt from the app after changing them and confirm you see your text.

Per-branch and per-terminal details

Some of what prints is not store-wide.

Per branch — a branch can carry its own TIN, BIR permit, BIR-registered (Form 2303) address and 5-digit BIR branch code. When set, they override the store's values on receipts issued from that branch. This matters for separately registered branches. These fields are **not editable from the web back office today** — ask support to set them.

Per terminal — each terminal can carry:

Field	Prints as
MIN (Machine Identification Number)	`MIN:`
Serial number	`S/N:`
PTU number	Part of the BIR footer block

You set these when you register a terminal. See Terminal management.

Paper width

Kassly renders receipts for two thermal paper widths:

Paper	Characters per line
58mm	32
80mm	42

The app that prints picks the width to match the printer you paired. 80mm is the usual choice for a counter and is easier for a customer to read; 58mm suits a handheld. If your receipts come out with wrapped or truncated lines, the width is set wrong for the printer — check the printer setup in the app, not these settings. See Supported hardware.

Reprints

Reprinting is deliberately visible. When a receipt is reprinted, Kassly:

1. Stamps **REPRINT (printed** *date and time***)** on the face of the copy, in a box, directly under the document label.
2. Increases that receipt's reprint counter.
3. Writes an entry to your audit log.

This is a BIR requirement, not a Kassly preference. You cannot print a clean second original.

A receipt you should print today

Ring up one small sale, print it, and read every line against the tables above. The mistakes this catches — a misspelled business name, a missing TIN, the wrong address on a second branch — are trivial to fix now and expensive to fix after a month of trading.

Notifications

What Kassly alerts you about, who gets each alert, and the one setting that changes when they fire.

Kassly tells you when something needs your attention — stock running out, a shift closed, a cashier asking to void a sale. This page lists every alert it sends, who receives it, and what makes it fire.

> **There is no notification preferences screen.** Alerts are not individually switchable, and there is no per-user opt-out. Kassly decides who gets what from your role and your branch. If an alert is noisy, the fix is in the underlying data — a reorder point set too high, for example — not in a preferences page.

Where notifications appear

The bell in the top bar. It shows an unread count and lists your **20 most recent** notifications. Tapping one marks it read; **Mark all read** clears the count.

New notifications arrive live, without a page refresh, as long as you have an internet connection.

On your phone. If you have signed in to the Kassly app on a phone or tablet, the same alerts arrive as push notifications, so they reach you when the app is closed. Nothing to set up — the app registers the device when you sign in. Sign out and that device stops receiving them.

Who gets what

Alerts go to **owners and managers**, never to cashiers or staff. The split is:

- **Owners** get everything for the whole store, across all branches.
- **Managers** get alerts for the branches they are assigned to.
- The person who *caused* an alert does not get pinged by it. A cashier's void request notifies the managers, not the cashier; the cashier who closes a shift does not get their own shift-closed alert.

Every alert Kassly sends

Alert	Fires when
Low Stock Alert	A product with a reorder point set falls to or below it — after a sale, or after a stock movement
Stock Oversold	A sale takes an item below zero, or below what confirmed sales orders have reserved. One notification per request lists up to five items; an offline batch syncing at once sends one. An item already below zero doesn't notify again. See When stock goes below zero
Large Transaction	A single sale totals **₱10,000 or more**
Shift Closed	A cashier ends a shift, with the sales total in the message
Expiry Alert	A daily 8:00am check finds product batches expiring within **7 days**
Sale needs attention	A synced sale's payments do not cover its total, so it has no receipt and is missing from your reports
Void approval requested	A cashier asks to void a sale and cannot do it themselves
Approval approved / rejected / changes requested	Someone acts on a request you filed
Cheque due	A post-dated cheque is due for deposit, or is overdue. Checked daily at 8:00am.
Production order filed / ready	A commissary production order is filed, or a sales order's production is ready
Membership	A membership lapses on the daily stale-membership sweep
Billing	Something happens to your subscription — a trial ending, a renewal, a failed payment

Some of these only exist if you have the relevant add-on. Expiry alerts need batch tracking, cheque reminders need receivables, commissary alerts need warehouse and commissary. See Plans and add-ons.

What controls the low-stock alert

The alert fires off each product's own **reorder point**, compared against that branch's quantity on hand. Two consequences worth knowing:

- **A product with no reorder point never raises a low-stock alert.** However low it gets. If you are not getting alerts, this is almost always why.
- The right reorder point differs wildly per product. A store selling 200 sachets a day and two cases of soft drinks a week should not use the same number for both.

Set them per product — see Stock levels.

Settings → Store Settings → Operational Settings also carries a **Low Stock Threshold** field, defaulting to 10. It is a store-wide default figure; it does not substitute for a missing reorder point, so do not rely on it to start your alerts.

Large Transaction fires at ₱10,000 and that figure is fixed. If most of your sales are above it, expect the alert most of the day.

Emails Kassly sends you

Notifications are in-app. Kassly also sends email, and email is used for a different set of things:

Email	When
Verify your email address	At signup
Add-on or bundle subscription confirmed	When you subscribe
Renewal invoice	Before a renewal falls due
Trial expiring / trial expired	Near the end of an add-on or bundle trial
Cancellation confirmed	When you cancel an add-on
Report subscription	On the schedule you set — see Exporting reports
Order confirmation and one-time codes	To your **customers**, for online-store orders

Billing and trial emails go to the store owner. You cannot switch these off — they are the record of what you are being charged for.

If notifications stop arriving

Work down this list:

1. **Check your role.** Cashiers and staff never receive notifications. Managers and owners do.
2. **Check your branch.** A manager only gets alerts for their assigned branches — see Users and roles.
3. **Check your connection.** Live delivery needs internet. The alerts are still stored, so they appear in the bell the next time you are online.
4. **Check the phone.** Push notifications need the app's notification permission granted in the phone's own settings, and they only go to devices that are still signed in.
5. **Reload the back office.** The live channel reconnects on page load.

Nothing is lost if delivery fails — every notification is written to your inbox first and pushed second.

Approvals & Promotions

The single queue where requests wait for a manager's decision, and how to run discounts and coupon codes.

Two things owners ask for constantly: a way to stop staff doing expensive things unsupervised, and a way to run a promo. This page covers both — the approvals queue, then promotions.

The approvals queue

Everything that needs a manager's decision lands in one place: **Approvals** in the sidebar. There is no separate inbox per feature.

The queue is not a paid add-on. It appears for anyone whose role can see it.

Who can see and act

	Owner	Manager	Cashier / Staff
See the queue	Yes	Yes	No
Approve or reject	Yes	Yes	No

Access is by capability — **View Approvals Queue** and **Act on Approvals** — which owners and managers hold by default. If you use custom roles, you can grant either to another role. See Custom roles.

What lands in the queue

Request type	Filed when
Void	A cashier asks to void a sale and cannot authorise it themselves
Refund	Any return or refund is processed
Purchase Order	A purchase order is submitted for sign-off
Expense	An expense is recorded by someone whose expenses need approval
Leave Request	A staff member files leave
Stock Transfer	A branch requests stock from another branch or a warehouse
Receiving Variance	Goods received differ from the purchase order by more than the allowed variance
Stock Count Variance	A stock count's difference exceeds the allowed variance
Production Run	A commissary production run is filed
Loan	A staff loan is created
Payroll Run	A payroll run is submitted for approval

Variance approvals use these limits, which is what "more than the allowed variance" means:

Limit	Default
Stock-count variance, units	5
Stock-count variance, percent	10%
Receiving variance, units	5
Receiving variance, percent	10%

A count or a receipt inside those limits applies straight away, with no approval. Outside them, it waits. These limits are not editable from the web back office today — ask support if you need different figures.

Acting on a request

Open **Approvals**, filter by **Status** and **Type**, and open a row to see the detail: what is being asked, the amount, who asked, and when.

- **Approve** applies the decision to the underlying record. A voided sale becomes voided, an approved purchase order moves forward, an approved leave request is granted.
- **Reject** needs a written reason — up to 500 characters — and the queue will not let you submit without one. Say something useful; the requester sees it.

Either way the requester gets a notification. See Notifications.

> **Rejecting a Refund does not claw the money back.** Refunds are applied at the counter first and recorded in the queue afterwards, as a sign-off and an audit record. Rejecting one is a statement that it should not have happened, not an undo. Correcting the money is a separate action.

Approved and rejected requests are final. **Changes requested** — a middle state that sends a request back to be amended — exists in Kassly, but the web queue only offers Approve and Reject.

The two-person rule

Kassly can require a second person's PIN before a destructive action goes through — voids, refunds, and discount overrides. It is **off by default**.

With it on, even a manager who could normally void a sale on their own must enter their PIN against the queue entry. With it off, an authorised manager voids inline at the counter and the queue entry is written purely for the record.

The two-person rule is not exposed on the web back office. Ask support to switch it on.

Promotions

> **Needs the Customer Memory & Promos add-on** (₱300 per branch each month), or any bundle that includes it.

Promotions live at **Promotions** in the sidebar. Owners and managers can create and edit them; cashiers can apply a coupon code at the counter but cannot change the promotion itself.

The three kinds

Type	What you set	What happens
Percentage Off	A percentage, up to 100	That percentage comes off
Fixed Amount Off	A peso amount	That amount comes off, never more than the sale itself
Buy X Get Y	A buy quantity and a get quantity	Applied at the item level by the app at the counter

> **Test a Buy X Get Y promotion with a real sale before you advertise it.** It is applied per item by the selling app rather than as one discount on the sale, so it behaves differently from the other two. Ring one up and check the total.

Every field on a promotion

Field	Required	What it does
Name	Yes	What you and your staff call it
Type	Yes	Percentage Off, Fixed Amount Off, or Buy X Get Y
Value	Yes	The percentage or the peso amount
Minimum purchase	No	The promotion is ignored below this subtotal
Buy quantity / **Get quantity**	For Buy X Get Y	The X and the Y
Product	No	Restricts the promotion to one product
Category	No	Restricts the promotion to one category
Coupon code	No	Leave blank for a promotion that applies by itself
Usage limit	No	The promotion stops working after this many uses, in total across your whole store
Start date / **End date**	No	Leave both blank for always-on
Priority	No	Higher numbers are considered first when several promotions could apply
Active	—	The manual on/off switch

Product and category are single-pick, not a list. A promotion covering five specific products means five promotions, or one promotion on a category that contains them.

Automatic promotions versus coupons

This is the distinction that catches people out:

- **Leave the coupon code blank** and the promotion applies automatically to any sale that matches its conditions.
- **Set a coupon code** and the promotion *only* applies when someone enters that code. It is deliberately excluded from automatic application — otherwise every customer would get your coupon discount without the coupon.

The Promotions form upper-cases the coupon code as you type it, so `summer2026` is stored as `SUMMER2026`.

When a promotion stops working

A promotion is inactive the moment any one of these is true:

- **Active** is switched off.
- Today is before the start date, or after the end date.

- The usage limit has been reached.

Kassly also runs a daily sweep just after midnight that switches off promotions whose end date has passed, so your list stays honest instead of filling with dead entries.

Usage is counted when a sale using the promotion is completed, and counted back down if that sale is later voided — so a void does not burn a use.

What promotions do not do

- **No per-customer limits.** The usage limit is a single total for the whole store. There is no "one per customer".
- **No stacking rules.** Priority decides the order promotions are considered in; there is no engine for combining or excluding them.
- **No branch targeting.** A promotion applies across your store, not to one branch.
- **They are not the same as statutory discounts.** Senior citizen, PWD, national athlete and solo-parent discounts are separate, legally defined, and handled by Kassly on their own. See Discounts.

Every change to a promotion is recorded — who changed what, and when. See Audit logs.

Audit Logs

The tamper-evident record of who changed what and when, who can read it, and how long it is kept.

Kassly keeps a record of the things people do in your store: who edited a price, who voided a sale, who logged in, who exported data. You read it at **Audit Trail** in the sidebar.

It exists for two reasons. The everyday one is that it settles arguments — "the price was ₱85 yesterday" has an answer. The formal one is that a BIR examiner looking at a computerised accounting system expects a trail like this, and expects to be able to tell whether it has been altered.

The Audit Trail is not a paid add-on.

Who can read it

Owners and managers only. Cashiers and staff cannot open the page and cannot reach the data behind it — this is enforced on the server, not just hidden in the menu. Managers see their own store's trail, in full.

Each store's trail is entirely separate. If you run more than one business, one business's audit trail never contains the other's.

What is recorded

Two kinds of thing land in the trail.

Changes to records. Every create, update and delete on the records that matter:

Sales and returns	Transactions, returns
Catalogue	Products, services, categories
People	Users, staff payroll profiles
Money	Expenses, expense categories, loans, payroll runs, cheques
Stock	Stock transfers, goods receipts
Buying	Suppliers, purchase orders, sales orders
Setup	Branches, terminals, warehouses, stations, customers, promotions

Account and security events. Logged in, logged out, failed login, password reset, email verified, two-factor turned on or off, store registered, an audit export pulled, and any question asked of Insights AI.

What each entry holds

Field	What it tells you
Timestamp	When it happened
Action	Created, Updated, Deleted, Voided, Logged In, Exported, and so on
User	Who did it — name, email and role
Record type and ID	Which product, sale, or user was touched
Old values	The fields as they were, before the change
New values	What they became
IP address and **device**	Where the request came from
Terminal	Which till, when the change happened at one
Chain values	Two fingerprints that prove the entry has not been altered

An update records **only the fields that actually changed**, with their before and after values — not a copy of the whole record. That keeps the trail readable.

Voiding a sale is surfaced as its own **Voided** action rather than being buried among ordinary edits, because it is the one everybody comes looking for.

Reading the trail

The Audit Trail page filters by:

Filter	Notes
Action	Grouped as Data changes, Authentication and Sensitive
User ID	The numeric ID of the person
From / **To**	A date range
Terminal	One till
Search	Matches a record ID, or an exact IP address

Entries are newest first, 25 at a time by default and up to 100.

The search box is narrow on purpose: it matches record IDs and IP addresses, not free text. To find "who changed the price of this product", filter by **Action: Updated** and search that product's ID.

Exporting for an auditor or an examiner

Export CSV downloads the trail for the date range and terminal you have filtered to. The file is named `audit-logs-` plus the date and time you pulled it.

The CSV is the version to hand to an accountant or a BIR examiner. It carries more than the screen does — including the chain fingerprints, so a technical reviewer can verify the trail independently, offline.

Exporting is itself recorded. Your own export appears in the very trail you just exported, as an **Exported** entry, with the row count and the filters you used. That is intentional. Report exports elsewhere in Kassly are not audited — only this one.

Why the trail can be trusted

Three properties, all enforced by Kassly rather than by policy:

- **Entries cannot be edited.** There is no way, through any screen or any API, to change an audit entry after it is written.
- **Entries cannot be deleted.** Not by you, not by a manager, not by support.
- **Entries are chained.** Each entry carries a fingerprint that includes the fingerprint of the entry before it, per till. Removing or altering an entry in the middle breaks every fingerprint after it, which is detectable.

A note on completeness: an entry needs a signed-in user to attribute it to. Changes made by Kassly's own scheduled jobs — a nightly sweep that closes stale shifts, for instance — have no user and are not written to your trail.

Two entries you may find surprising

- **Failed logins are recorded.** Someone guessing at your password leaves a trail of **Login failed** entries with the IP address they came from. Worth a look if something feels wrong.
- **Support access is recorded but hidden from this page.** When Kassly support accesses your store to investigate a problem, that is written to the chain, but the Audit Trail page does not show it inline — an entry reading "support accessed your account" alongside routine cashier activity alarms people out of proportion to what it means. It **is** in the CSV export. If you want to see exactly when support has been in, export the trail.

How long it is kept

Audit entries are kept for as long as your store exists. Kassly does not prune or archive them, and there is no retention setting to shorten them.

For context, the BIR requires books and transaction records to be retained for **ten years**. Kassly protects your financial records — sales, receipts, payments, stock movements and Z-readings — from permanent deletion on that basis, and the audit trail sits alongside them.

If your store is closed and deleted, the trail goes with it. Export first.

What the audit trail is not

- **It is not a report.** It records changes, not results. For what you sold, see Sales reports.

- **It does not record most reads.** Opening a page, running a report, or looking at a customer is not logged. The two exceptions are pulling an audit export and asking Insights AI a question — both of those are recorded.
- **It cannot undo anything.** It tells you what a value used to be. Putting it back is a change you make yourself, and that change is logged too.

Running Multiple Businesses

Owning more than one store on one login, switching between them, and exactly what is and is not shared.

One login can own several completely separate businesses. A carinderia and a hardware store. A salon and the gym next door. Each is its own store in Kassly, with its own products, staff, stock, reports and bill — and you move between them without logging out.

> **This is not how you add a second location.** Two branches of one business should be two *branches*, sharing products and customers and reporting together. Separate businesses share nothing. If you are unsure, you almost certainly want Branch management instead.

There is no charge for this. Every business you create starts on the Free plan.

Switching between businesses

The **business switcher** sits at the top of the sidebar, showing the business you are currently in. Open it and you get:

- **Create a new business**
- the list of businesses you belong to, with the one you are in marked
- **Business Hub**, once you own two or more

Pick a business and Kassly reloads into it. No password, no second login — you carry one account across all of them.

> **Right after signing in, the switcher can look empty.** It fills in once the page has fully loaded your account. If the list is blank or the Business Hub entry is missing straight after login, reload the page.

Creating a second business

From the switcher, choose **Create a new business**. You are asked for:

Field	Notes
Business name	Required
Business type	Retail, Food & beverage, or Services
What kind of business	The more specific option, and it must sit under the type you picked
TIN	Optional

Kassly then provisions a complete store — on the Free plan, with one branch, and you as its Owner — and drops you straight into it.

A TIN can only be used by one active business in Kassly. If you enter one already registered to an active store, you'll be told. This is a guard against accidentally registering the same business twice, and it compares digits only, so `123-456-789-000` and `123456789000` count as the same TIN.

The Business Hub

Once you own **two or more** businesses, **Business Hub** appears in the switcher and gives you one screen across all of them.

Pick a window — **Today**, **This Week** or **This Month** — and you get totals across every business you own:

Figure	What it means
GMV	Total sales value
Transactions	Number of completed sales
Low Stock	How many products are at or below their reorder point
Unsettled Sessions	Shifts still open, not yet closed and counted
Cash on hand	Money that should be in your open drawers

Below the totals, one card per business, sorted by sales with the best performer marked. Clicking a card switches you into that business.

The **Add-on coverage** grid shows which add-ons each business has, side by side. It is the fastest way to spot that you're paying for Payroll at one store and not the other — or paying for it twice when you only needed it once.

Three things to know:

- **The hub needs two businesses you own.** With one, the link does not appear and the page is not reachable.
- **The figures are cached for a minute.** A sale you just rang up may take up to a minute to appear in the hub. A business's own dashboard is live.
- **The hub covers up to 20 businesses.** Beyond that it stops adding them in.

Per-business sales trend lines need that business's own reporting add-on — a business on the Free plan shows its totals but no trend line.

What is shared, and what is not

This is the part worth reading twice.

	Shared across your businesses
Your login — email and password	**Yes**
Your two-factor setup	**Yes**
Products, prices, categories	No
Customers and loyalty points	No
Stock and stock movements	No
Staff accounts and roles	No
Branches and terminals	No
Sales, receipts, receipt numbering	No
Reports, books of accounts, BIR reports	No
Tax settings, receipt settings	No
Add-ons, bundles, subscriptions and bills	No
Audit trail	No

The short version: **the only thing shared is you.**

The practical consequences:

- **You pay per business.** An add-on bought for one business does nothing for another. The Everything Bundle at one store does not cover the store next door.
- **Free-plan limits apply per business.** Fifty products each, not fifty shared.
- **Staff do not carry across, and cannot be.** Email addresses are unique across the whole of Kassly, and adding a staff member always creates a new account. Someone who works at two of your businesses needs a **separate email address and a separate account at each**. There is no way to give one staff account access to two businesses.
- **A product you sell at both needs adding twice.** There is no way to copy a catalogue between businesses.
- **Reporting is per business.** The Business Hub is the only place you see them added together, and it shows five figures, not a full report. There is no consolidated profit and loss.

Your role, and who else can get in

You are the **Owner** of every business you create from the switcher.

Two rules follow from that, and they surprise people:

- **Your role belongs to your account, not to each business.** Kassly cannot make you an Owner at one of your businesses and a cashier at another on the same login. Whatever your account's role is, it is your role everywhere you belong.
- **You can only reach businesses you belong to.** Kassly checks membership on every single request, so another owner's store is not merely hidden from your switcher — its address will not open for you at all.

Limits worth knowing before you commit

Be aware of these; they are the things people ask for and Kassly does not do yet.

- **You cannot choose which business you land in at login.** Kassly opens your default business, and there is no way to change which one that is from the interface. Ask support.
- **You cannot leave a business, or delete one, yourself.** Renaming or closing a business is a support request.
- **You cannot invite a co-owner to a second business** the way you invite staff.
- **The switcher described here is in the web back office.** If the app you sell on does not offer one, moving between businesses there means signing out and back in.
- **There are no consolidated reports.** No combined P&L, no combined VAT return, no group inventory. Each business files its own.

If you have signed up twice already

Signing up twice with two different email addresses gives you two accounts, not one account with two businesses — and there is no way to merge them yourself.

Contact support with both email addresses and say which one you want to keep. Nothing is lost in the meantime; both stores keep working.

PART 18

Appendices

Hardware, import formats, keyboard shortcuts, and a glossary of terms.

Supported Hardware

Tablets, receipt printers, cash drawers and scanners that work with Kassly — and the ones to avoid.

Kassly runs on ordinary hardware. You do not need a purpose-built POS terminal, and you do not need to buy anything from us. This page is what we have actually tested, plus the traps worth knowing before you spend money.

Prices are rough Philippine street prices and move constantly. Treat them as a sense of scale, not a quote.

Tablets

The one rule that matters

> **The tablet must have Google Play.** Several Android tablets sold openly in the Philippines — most notably Huawei's, which run HarmonyOS — ship with **no Google Play Store at all**. Kassly is distributed through Google Play, so on those tablets you cannot install it. Not with a workaround, not with a sideload we support. Check for the Play Store icon **before** you pay.

This catches people every year. A Huawei MatePad is a perfectly good tablet at a tempting price, and it will not run Kassly.

What to look for

Feature	What you want	Why
Google Play	Present	Non-negotiable — see above
Screen	10–11 inches	8 inches works but is cramped for a busy menu
Battery	7,000mAh or more	It has to survive a full trading day
RAM	4GB minimum	4GB is enough; 8GB is comfortable
Android version	Android 13 or newer	Older builds fall out of support during the tablet's life
Brightness	The brighter the better	A dim screen is unreadable at a window-facing counter
Service in your area	An authorised service centre you can actually reach	The cheapest brands are thinnest on service outside Metro Manila and Cebu

Tablets that work well

These are the models we have used, grouped by what they are for rather than ranked. All have Google Play.

Tablet	Roughly	Notes
Xiaomi Redmi Pad SE 11"	₱10,000	The safe default. Big battery, wide warranty coverage in the Philippines, a brand your staff recognise.
Samsung Galaxy Tab A9+	₱15,000	The one to buy if you want it to last. Four years of Android updates and the best service network in the country.
Lenovo Tab M11	₱11,000–₱14,000	Solid, widely available, enterprise-ish build.
Infinix XPAD / **Tecno Megapad 11**	₱7,500–₱9,000	Cheapest route in, and genuinely capable. Fewer software updates and thinner service coverage — fine for a second screen or a kitchen display, riskier as your only till.

An 8-inch tablet like a Redmi Pad SE 8.7" or Galaxy Tab A9 is fine for a small counter or a food cart where space is tight.

Phones

A phone works. This is not a compromise you have to apologise for — a food cart, a market stall, or a service business doing house calls runs perfectly on a phone. Any Android phone with Google Play, or any iPhone, will do.

All-in-one POS terminals

If you want a single wired unit with the printer and cash-drawer port built in, the **iMin** and **Sunmi** Android terminals both run Kassly, since they are Android devices with Google Play. Expect ₱24,000–₱40,000 depending on the model and whether you want a customer-facing second screen.

The trade-off, honestly stated:

	All-in-one terminal	Tablet plus accessories
Cost	₱24,000+	₱13,000–₱24,000
Printer connection	Wired — always connected	Bluetooth — can drop mid-shift
Cash drawer	Wired port, reliable	Triggered through the printer, occasionally flaky
If it breaks	Vendor-specific parts, a wait	Buy another tablet at any mall
Portability	Bolted to the counter	Take it to the table

A tablet plus a Bluetooth printer is the right answer for most Philippine SMEs. A high-volume restaurant counter is where a wired all-in-one starts to pay for itself, because a printer that disconnects during Friday dinner service costs more than the hardware did.

Receipt printers

Kassly speaks **ESC/POS**, the standard almost every thermal receipt printer in the Philippines understands. Two paper widths are supported:

Paper	Characters per line	Use it for
80mm	42	A counter. Easier to read, and standard for BIR receipts.
58mm	32	A handheld or a very tight counter

80mm is the default recommendation. Budget ₱2,500–₱4,000 for a decent 80mm Bluetooth thermal printer, ₱1,500–₱2,500 for 58mm.

Printers we have tested

Connected by USB to a computer running the web back office, these are known to work:

- **Epson** TM-T82, TM-T88, TM-T20
- **Star Micronics** TSP100 (in USB mode)
- **Xprinter** XP-58, XP-80
- Generic **POS-58** and **POS-80** printers

Kassly also recognises the USB chipsets these use, including the CH340 USB-to-serial chip found in most inexpensive printers sold locally.

Any ESC/POS printer should work whether or not it is on that list — the list is what we have confirmed, not a whitelist.

What to avoid

- **Inkjet or laser printers.** Kassly prints thermal receipts. An A4 printer will produce a page, but it is not a receipt.
- **Printers with no ESC/POS mode.** A handful of consumer label printers speak only their own vendor protocol. Ask before you buy.
- **Wi-Fi-only printers.** They work, but they add a second thing that can fail when your internet does. Bluetooth or USB is more robust in a Philippine shop.

Cash drawers

A cash drawer is not connected to your tablet. It plugs into your **printer**, with an RJ11 or RJ12 cable, and the printer pops it open when Kassly sends the kick command with the receipt.

That has two consequences:

- **You need a printer to have an automatic cash drawer.** No printer, no automatic drawer.
- **The printer must have a drawer port.** Cheap Bluetooth printers often do not. Check for the RJ11/RJ12 socket before buying.

Budget ₱1,500–₱2,500 for a basic drawer, ₱3,000–₱5,000 for a sturdier one. Any standard 12V or 24V RJ11/RJ12 drawer works — this is genuinely commodity hardware.

If your drawer has no port to plug into, that is fine. Plenty of Kassly stores use a manual cash box and record cash in Kassly. See Opening a shift.

Barcode scanners

Optional, but transformative for a grocery, a pharmacy, or a hardware store.

Buy a scanner that **acts like a keyboard** — described as HID, keyboard-wedge, or "plug and play". It types what it reads, so it works anywhere Kassly has a search box, with no driver, no pairing profile and no setup. USB for a fixed counter, Bluetooth for a tablet.

- ₱1,500–₱3,000 buys a perfectly good 1D laser scanner. That is all a grocery needs.
- ₱3,500–₱6,000 gets a 2D imager, which also reads QR codes and damaged labels.
- Zebra and Honeywell units start around ₱8,000 and are worth it only for very high volume.

Label printers

Kassly prints barcode labels as a PDF, so any printer your computer can print to will do. See Barcode labels for the label sizes.

- **A4 sticker sheets** print on the inkjet or laser printer you already have. Buy sheets that match one of the layouts in the barcode labels guide, and print at **Actual size**.
- **A thermal label printer** prints one label at a time from a roll, with no ink. Install the printer's Windows or macOS driver, set its paper size to your label size (50 × 25 mm, 40 × 30 mm or 38 × 25 mm), and print the PDF at **Actual size**.
- **Check for a computer driver before you buy.** Some cheap label printers only work through their own phone app. Those cannot print Kassly's labels.

Printing labels from the Kassly app on a phone or tablet is not available yet.

Kitchen display screens

The Kitchen Display System runs in a browser or the app, over your network. There is no special hardware, no vendor SDK, and no per-screen licence beyond the add-on.

Any cheap Android tablet, wall-mounted, works. ₱8,000–₱12,000 per screen is plenty. Two practical notes: mount it where steam and oil will not reach it, and plug it into permanent power rather than relying on the battery.

See Kitchen display.

A working counter, three ways

Setup	What's in it	Roughly
Start with what you have	A phone you already own	₱0
A real counter	Redmi Pad SE 11" + stand + 80mm Bluetooth printer + cash drawer	₱14,000–₱15,000
Built to last	Galaxy Tab A9+ + lockable stand + 80mm printer + cash drawer + Bluetooth scanner	₱24,000

A tablet stand is worth the ₱800–₱2,000. A tablet lying flat on a wet counter next to the sink is a tablet you will replace.

Before you buy anything

1. **Make your first sale on the phone in your pocket.** It costs nothing and tells you what you actually need.
2. **Check the tablet has Google Play** in the shop, before paying.
3. **Check the printer has a cash-drawer port** if you want an automatic drawer.
4. **Buy from an authorised local retailer** rather than the cheapest import listing. When the printer dies in month four, the warranty is the whole point.

Import Formats

The exact spreadsheet layout for every bulk import Kassly accepts, column by column.

Kassly accepts four bulk imports, all of them Excel spreadsheets. This page is the column-by-column reference for each.

Import	Where	What it does
Products	Products page → Import	Adds and updates sellable products, with opening stock and a preferred supplier
Ingredients	Ingredients page → Import	Adds and updates raw materials, with opening stock
Bulk Stock-In	Inventory → Bulk Stock-In → Import from Excel	Adds quantity to products you already have
Recipes	Compositions page → Import	Builds recipes and their ingredient lines

Read this before you build a spreadsheet

Three rules apply to all four imports, and ignoring any of them will cost you an afternoon.

> **Always start from the template Kassly gives you.** Every import has a **Download template** button that produces an .xlsx pre-filled with your own data. Fill that in and upload it back.

Kassly reads columns by position, not by heading. The heading row is there for you to read; the importer skips it and takes column A as column A. So:

- **Do not insert, delete, or reorder columns.** A sheet with the right headings in the wrong order imports the wrong data into the wrong fields, without complaining.
- Renaming a heading is harmless.
- Adding columns to the right of the last one is harmless.

Everything is all-or-nothing. One bad row rejects the whole file with a list of what to fix, and nothing is saved. You never end up with half a catalogue and no idea which half. (One exception, on the products sheet: a Supplier name that matches no supplier is reported after the import instead of rejecting the file.)

File rules, identical for all four:

Format	`.xlsx` or `.xls` — **not** `.csv`
Maximum size	5 MB
Data starts on	Row 2
Who can import	Owner or Manager only

Products

Adds and updates the things you sell.

- **Template:** `products-template.xlsx`, pre-filled with your existing sellable products. The **Export** button on the Products page downloads the same file.
- **Sheet name:** `Products`. Helper tabs `Lists` (your categories and suppliers) and `How to use` come with it.
- **Matching:** by SKU, then by name when the SKU is blank. A blank cell on an existing product leaves that field as it is.

Col	Heading	Required	Notes
A	Name	Yes	What the item is called on the menu or shelf.
B	SKU	No	Blank generates one. Keep it to update the product on a re-upload.
C	Barcode	No	Scanned at the counter.
D	Category	On a new product	A category that doesn't exist yet is created, so watch the spelling.
E	Cost Price	No	Blank on a new product means 0.
F	Selling Price	On a new product	What the customer pays.
G	VAT	No	`Vatable`, `VAT Exempt` or `Zero Rated`. Defaults to Vatable.
H	Track Stock	No	`Yes` or `No`.
I	Stock Unit	No	One of the stock units, e.g. `pc`, `kg`, `L`. Only matters when Track Stock is Yes.
J	Opening Qty	No	Stock to **add** at the branch you pick. Needs Track Stock set to Yes.
K	Reorder Point	No	Warn when stock falls to this level. Only saved if you pick a branch.
L	Show in POS	No	`Yes` or `No`.
M	Active	No	`Yes` or `No`.
N	Description	No	Shown on the online store and receipts.
O	Sold By	No	`Per piece` (default) or `By weight/volume/length`.
P	Supplier	No	The preferred supplier. Must match a name on your Suppliers page; capitals don't matter.
Q	Supplier SKU	No	The supplier's own code for the item. Up to 100 characters.

Supplier (P) is matched against your Suppliers page by name and never creates a supplier. An unknown or ambiguous name imports the rest of the row and leaves the supplier as it was, with a note after the import. A sheet from before columns P and Q existed still imports.

Ingredients

Adds and updates the raw materials you cook or build with — flour, cooking oil, shampoo, brake fluid.

- **Template:** `ingredients-template.xlsx`, pre-filled with your existing ingredients plus 50 blank rows
- **Sheet name read:** `Ingredients`, falling back to whichever sheet is active
- **Row limit:** 2,000 rows. Rows past that are **silently ignored** — split a larger catalogue into several files.
- **Add-on:** none. Available on the Free plan.

Col	Heading	Required	Format and notes
A	`Name`	**Yes**	What you call the raw material, e.g. *Pasta Sauce*
B	`SKU`	No	Leave blank and Kassly generates one prefixed `ING`. Keep the existing SKU to update rather than duplicate.
C	`Stock Unit`	No	One of `pc`, `g`, `kg`, `ml`, `L`. **Case-sensitive** — `L` is valid, `l` is not. Blank means `pc`. The template gives you a dropdown.
D	`Cost per Unit`	**Yes**	A number, 0 or more. What **one stock unit** costs — cost per gram, not the price of the sack. Rice at ₱45/kg tracked in grams is `0.045`.
E	`Opening Qty`	No	A number, 0 or more. Stock to **add** at the chosen branch.
F	`Reorder Point`	No	A number, 0 or more. Only saved if you pick a branch.
G	`Notes`	No	Free text, recorded against the opening-stock movement

How rows are matched

1. If **SKU** is filled in and matches one of your existing items, that item is **updated** — only its name, stock unit and cost.
2. If **SKU** is blank, Kassly matches on **Name**, exactly, ignoring case.
3. No match either way, and a new ingredient is created: stock-tracked, hidden from the POS, priced at zero.

Rows that will be rejected:

- The same SKU twice in one file.
- A SKU that already belongs to something that is not an ingredient.
- Two rows with the same name and no SKU.

Opening quantities

If **any** row has an Opening Qty above zero, you must pick a branch in the import dialog. Stock has to land somewhere.

> **Blank out Opening Qty before you re-upload.** The template leaves it blank on existing rows for exactly this reason. Opening Qty **adds** stock; uploading the same file twice adds it twice.

Plan limits

New ingredients count against your plan's product limit — 50 on the Free plan. If the file would take you over, Kassly refuses the whole upload and tells you how many places are left. Any active add-on lifts the limit entirely.

Bulk Stock-In

Adds quantity to products you already have, with optional cost, batch and expiry. Use it for a big delivery, or to load your opening stock at go-live.

- **Template:** `bulk-stock-in-template.xlsx` — you must choose a branch to download it
- **Sheet read:** whichever sheet is active
- **Row limit:** none
- **Add-on:** none. Available on the Free plan.

> **This import only works with a template you downloaded yourself.** Columns A and B hold Kassly's internal product IDs, and they are how a row is matched. They are hidden in the template. A sheet you built by hand, or one another store downloaded, will fail on every row with *Product not found.*

Col	Heading	Read?	Required	Notes
A	`product_id`	Yes	**Yes**	Kassly's product ID. Hidden. **Never edit or clear it.**
B	`variant_id`	Yes	No	Kassly's variant ID. Hidden.
C	`Product Name`	No	—	For you to read. Editing it does nothing.
D	`SKU`	No	—	For you to read
E	`Variant`	No	—	For you to read; `—` when there is no variant
F	`Current Qty`	No	—	The branch's quantity when you downloaded the template
G	`Quantity to Add`	Yes	**Yes**	At least `0.01`. Blank or `0` skips the row entirely — that is how you ignore products you are not receiving.
H	`Cost Price`	Yes	No	Cost per unit for this delivery
I	`Batch Number`	Yes	No	Needs batch tracking to be useful
J	`Expiry Date (YYYY-MM-DD)`	Yes	No	Exactly that format, e.g. `2027-03-15`
K	`Notes`	Yes	No	Free text

The workflow is: download the template for the branch, delete nothing, type quantities into column G only on the lines you actually received, and upload.

> **Quantity to Add adds. It does not set.** A product at 40 with `10` in column G ends up at 50, not 10. Upload the same file twice and you have added twice. To correct a wrong quantity, use a stock adjustment instead — see Stock adjustments.

There is no `Unit` column. Everything is in the product's own stock unit.

Recipes

Builds recipes — which ingredients, how much of each, and how much waste. One row per **ingredient line**, so a recipe with six ingredients is six rows that repeat the same menu item and composition name.

- **Template:** `compositions-template.xlsx`, pre-filled with your existing recipes in the same layout
- **Sheet name read:** `Compositions`, falling back to whichever sheet is active
- **Row limit:** 5,000 rows. Rows past that are silently ignored.
- **Add-on: needs the Recipe Costing add-on** (₱350 per branch each month), or any bundle that includes it.

Col	Heading	Required	Notes
A	`Menu Item SKU`	One of A or B	Tried first, matched ignoring case
B	`Menu Item`	One of A or B	Exact name, ignoring case. Also the fallback if the SKU in A matches nothing.
C	`Variant`	No	Must be the name of an existing variant of that item
D	`Composition Name`	**Yes**	What this recipe is called, e.g. *Regular*, *Large*
E	`Yield`	No	How many servings one batch makes. Greater than 0; blank means `1`. Put it on **every row** of the recipe.
F	`Ingredient SKU`	One of F or G	Tried first
G	`Ingredient`	One of F or G	Exact name, ignoring case
H	`Quantity`	**Yes**	How much of the ingredient, greater than 0, in the unit in column I
I	`Unit`	No	Blank falls back to the ingredient's own stock unit
J	`Waste %`	No	`0` to `99.99`. Blank means `0`.
K	`Producible (commissary)`	No	`yes`, `y`, `true` or `1` for yes. Anything else, blank included, is no. The template writes `yes` / `no`.

What gets rejected

- A menu item or ingredient Kassly cannot find. Ingredients must already exist — import them first.
- An ingredient that does not have stock tracking switched on. It would sit in the recipe and never actually deduct, so Kassly refuses it rather than let you believe it works.
- A variant name that item does not have.
- The same ingredient listed twice in one recipe.

Create versus update

A recipe is matched on **menu item + variant + composition name**, ignoring case.

- **New combination** → a new recipe.
- **Existing combination** → the recipe's yield and commissary flag are updated, and **all its ingredient lines are replaced by the ones in your sheet.**
- **Not in your sheet at all** → left completely alone. A partial upload is never a mass delete.

That means an existing recipe must be listed **in full**. Uploading a file with one line of a six-ingredient recipe leaves you with a one-ingredient recipe.

Note that Kassly is forgiving in one place: if the SKU in column A or F matches nothing, it quietly falls back to the name in the neighbouring column. So a typo'd SKU with a correct name still imports.

Imports Kassly does not have

Be straight about this, because older documentation claimed otherwise:

- **There is no customer import.**
- **There is no staff or employee import.**
- **There is no stock count import.**
- **CSV is not accepted anywhere.** If you have a CSV, open it in Excel or Google Sheets, paste the values into the Kassly template, and save as .xlsx.

> **If you are working from a "CSV Import Format" appendix with columns like `name`, `sku`, `barcode`, `price`, `cost_price`, `stock`** — that came from a previous version of this manual and describes an importer that does not exist. Nothing reads those columns. The four formats above are the complete list.

When an import fails

The error list names the **row number** and the problem, one line per bad row. Fix them in your spreadsheet and upload the same file again — nothing was saved, so there is nothing to undo.

The exception is Bulk Stock-In, which reports the failure but shows less detail per row. If it will not go through, the cause is almost always an edited or missing column A.

Glossary

Plain-language definitions of the Kassly, retail and BIR terms used throughout this manual.

Terms as this manual uses them. BIR terms are explained in plain words rather than quoted from the regulation, and are marked **(BIR)**.

A

Add-on — A paid capability you switch on for your store, priced per branch per month. See Plans and add-ons.

Approval — A request waiting for a manager's decision — a void, a refund, a purchase order, a leave request. All of them sit in one queue. See Approvals and promotions.

AR — Short for accounts receivable: money customers owe you for goods already delivered. See Receivables.

AR Collection — A cash payment a customer makes against what they already owe, rather than for a new sale. It shows in the drawer so the cash reconciles at close, but it is not counted as a new sale.

Audit trail — The record of who changed what and when. Cannot be edited or deleted by anyone. See Audit logs.

B

Batch — A specific delivery of a product, tracked separately so you know which stock expires when. See Batch and expiry.

BIR (BIR) — The Bureau of Internal Revenue, the Philippine tax authority.

BIR-accredited (BIR) — A store whose Kassly installation the BIR has approved as a computerised system for issuing receipts and invoices. Until a store is accredited, Kassly still computes correct tax figures but prints a plain *TRANSACTION RECORD* rather than a BIR document. See BIR compliance.

BMBE (BIR) — Barangay Micro Business Enterprise. A registration that exempts a very small business from income tax. If you hold one, your tax type may be VAT-Exempt — check your registration.

Books of accounts (BIR) — The formal accounting records the BIR requires you to keep: sales journal, purchase journal, general ledger, and so on. See Books of accounts.

Branch — One physical location of your business. Branches share your products and customers but keep their own stock, staff assignments and shifts. See Branch management.

Business day cutover — The time of day Kassly starts counting a new business day. Defaults to midnight. A bar that closes at 2am sets it to, say, 4am so a 1am sale counts to the night it belongs to.

Business Hub — One screen totalling sales across all the separate businesses you own. See Running multiple businesses.

Business Style (BIR) — Your trade name — the name over the door — as opposed to your registered business name. Both can print on a receipt.

Bundle — Several add-ons sold together at a discount, curated for a kind of business. See Plans and add-ons.

C

Capability — A single specific permission, like *Act on Approvals*. Roles are made of capabilities, and custom roles let you assemble your own. See Custom roles.

CAS (BIR) — Computerized Accounting System. What the BIR calls software like Kassly when it is used to issue receipts and keep books. Accreditation is accreditation *of a CAS*.

Cash In — Money you put into the drawer that is not a sale — the owner adding capital, a float topped up from the safe, loan proceeds. See During your shift.

Cash Out — Money taken out of the drawer that is not a refund — paying a supplier in cash, a cash drop to the safe, an expense.

Commissary — A central kitchen or workshop that produces stock for your branches to sell. See Commissary.

Composition — Kassly's name for a recipe: the list of ingredients and quantities that make one unit of something you sell. See Ingredients and recipes.

Consignment — Goods you hold and sell but do not own until they sell. See Consignment.

Coupon code — A promotion that applies only when someone types the code. Coupon promotions never apply automatically.

E

E-journal (BIR) — An electronic copy of every receipt issued, in the order they were issued, which an accredited store must be able to produce for a BIR examiner.

G

Grand total (BIR) — A running lifetime total of everything a terminal has ever sold. It only ever goes up. The BIR uses it as a tamper check: if it disagrees with your reported sales, something has been removed.

H

Hold / Recall — Parking a cart to serve someone else and picking it up again later. See Hold and recall.

I

Ingredient — A raw material you count and consume rather than sell — flour, oil, shampoo. In Kassly an ingredient lives in your catalogue, marked as an ingredient and hidden from the POS. Some ingredients are also sold directly, and that is fine. See Ingredients and recipes.

Input VAT (BIR) — The VAT you paid your suppliers, which a VAT-registered business deducts from the VAT it collected.

J

Job order — A repair or service ticket that runs over time — take the item in, work on it, hand it back. See Job orders.

K

KDS — Kitchen Display System. The screen in the kitchen that shows orders as they are rung up, replacing printed chits. See Kitchen display.

L

Loyalty points — Points a customer earns on purchases and spends later. See Loyalty points.

M

Membership — A plan a customer buys that entitles them to something over time — a month at the gym, ten sessions at the salon. See Memberships.

MIN (BIR) — Machine Identification Number. A number the BIR assigns to each terminal that issues receipts. It prints on every receipt from that terminal.

Modifier — An option added to an item at the counter: extra rice, no ice, large. See Making a sale.

N

NAAC — National Athlete and Coach. A statutory 20% discount plus VAT exemption, evidenced by a PNSTM ID. See Discounts.

Non-VAT (BIR) — A business under the percentage-tax regime rather than VAT. It charges no VAT on sales. Most small Philippine businesses are here, and it is Kassly's default. See Tax configuration.

O

Offline mode — Kassly's ability to keep selling with no internet, storing sales on the device and syncing them when the connection returns. See How offline works.

Opening float — The cash you put in the drawer at the start of a shift so you can give change. See Opening a shift.

OSCA ID — The identification card issued to senior citizens by the Office for Senior Citizens Affairs. Required to give a senior citizen discount, and its number prints on the receipt.

Output VAT (BIR) — The VAT a VAT-registered business collects from its customers and owes to the BIR.

Over / short — The difference between the cash your drawer should hold and what it actually holds at close. See Cash over and short.

Owner — The role that can do everything in a store, including billing. There is one per store, created at signup.

P

PDC — Post-dated cheque. A cheque a customer gives you dated in the future. See Post-dated cheques.

Percentage tax (BIR) — The tax a non-VAT business pays on its gross sales instead of VAT.

PTU (BIR) — Permit to Use. The BIR's permission for a specific terminal or system to issue receipts.

PWD — Person with Disability. A statutory 20% discount plus VAT exemption, evidenced by a PWD ID.

Q

Queue — Numbered order tickets for a counter where customers wait for their food or service. See Queue management.

R

Reorder point — The stock level at which Kassly warns you that a product is running low. **A product with no reorder point never raises a low-stock alert.** See Stock levels.

Reprint — Printing a second copy of a receipt. Kassly stamps every reprint with a visible REPRINT marker and the time, counts it, and logs it. You cannot print a clean second original. See Receipt settings.

S

SC — Senior citizen. See *OSCA ID* and Discounts.

Service charge — A percentage or flat amount added at checkout, common in restaurants. Set as a default in Store Settings; the cashier can still switch it off per sale.

Shift — One cashier's session at one terminal, from opening the drawer to counting it at close. Almost everything about cash is organised around shifts. See Opening a shift.

Solo Parent — A statutory 10% discount plus VAT exemption on qualifying goods, evidenced by a Solo Parent ID.

SSPT (BIR) — Sales Subject to Percentage Tax. The line on a non-VAT store's receipt that shows what its percentage tax is computed on.

Station — A part of the kitchen — grill, drinks, desserts — so each screen shows only its own work. See Stations.

Stock count — Physically counting stock and reconciling it against Kassly's figures. See Stock counts.

Stock movement — Any recorded change in stock, with its reason: a sale, a delivery, an adjustment, a transfer, waste. The complete history of a product's quantity.

Stock transfer — Moving stock between branches or warehouses. See Stock transfers.

Store credit — Value held on a customer's account, usable against future purchases. Often the result of a refund on a credit sale.

T

Tax-inclusive — Prices that already contain VAT. ₱112 on the shelf, ₱12 of it VAT. Philippine retail convention, and Kassly's default for every new product. See Tax configuration.

Terminal — One device registered to sell. Free plan gives you one; add-ons allow more. Receipt numbering and the BIR grand total are per terminal. See Terminal management.

TIN (BIR) — Taxpayer Identification Number. On an accredited receipt it prints in full BIR form: nine digits plus a five-digit branch code, with a `VAT REG TIN` or `NON VAT REG TIN` label in front of it.

Two-person rule — An optional setting requiring a second person's PIN before a void, refund or discount override goes through. Off by default. See Approvals and promotions.

V

VAT (BIR) — Value Added Tax, 12% in the Philippines. Only businesses registered as VAT taxpayers charge it.

VAT-exempt (BIR) — A sale, or a whole business, that the law exempts from VAT outright. No VAT is charged, and the sale is recorded at its full value.

VATable sales (BIR) — The portion of your sales that VAT was charged on, net of the VAT itself.

Void — Cancelling a completed sale. The sale is not erased — it stays as a voided record, and its receipt number is never reused. That is deliberate: a missing receipt number is what a BIR examiner looks for.

W

Warehouse — A stock location that does not sell — a stockroom, a bodega, a commissary store. See Warehouses.

Waste % — In a recipe, the share of an ingredient lost in preparation — trimmings, peel, spillage. Kassly includes it in the cost of a dish, because you paid for it. See Ingredients and recipes.

X

X-reading (BIR) — A mid-shift or end-of-shift summary of sales so far. Does not close anything and can be run as often as you like. See X and Z readings.

Y

Yield — How many servings one batch of a recipe makes. A sauce recipe with a yield of 20 costs one twentieth of its ingredients per serving.

Z

Z-reading (BIR) — The reading that closes sales into your BIR records — per shift, and once for each business day. The daily one is sealed: taken once for a business day, it cannot be retaken. See X and Z readings.

Zero-rated (BIR) — A sale a VAT-registered business makes at 0% VAT, usually an export. Different from VAT-exempt in how it is reported, though the customer pays no VAT either way.