Bill&Go

User manual

For owners and staff

Made from the help center on November 7, 2026. The latest words are always at billandgo.app/manual/.

BASILBOOK

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Part 1

Set up your shop

From a new account to a shop ready for its first order: the store, the team and the menu.

1.1 Set up your shop: the first-day checklist

The order to set things up in, so the first shift runs smoothly.

Most shops are ready in an afternoon. Go in this order; each step links to its guide.

1. Create your shop and add your store, with its tax and opening hours.
2. Set the store's money and exchange rate if you take more than one currency.
3. Add categories, then products and their choices, like sugar and ice.
4. Set up printing: install the Printing app or plug in the box, and add your printers.
5. Check your payment methods: Cash, QR Code and Card come ready.
6. Add your team and give each person a username and password.
7. If you have tables, add them.
8. Open the POS, open a shift and ring up a test order, then void it.

> **Tip.** Want a hand? The Bill&Go team can help you set up and walk your staff through their first shift. Talk to us.

1.2 What you need at the counter

The tablet or computer for the POS, the printers, and the computer or box that prints to them.

Bill&Go runs on what most shops already have. You need three things:

- **A POS.** Any computer or tablet with a web browser, at pos.billandgo.app, or the Bill&Go POS app: on the App Store for iPad and iPhone, and coming to Google Play for Android (Sunmi POS devices included).
- **Printers.** Receipt and kitchen printers on your shop's network (wifi or cable), or plugged in by USB to a Printing Core box. A sticker printer if you put stickers on cups.
- **Something that prints.** The free Bill&Go Printing app on a Windows or Mac computer that stays on in the shop, a Bill&Go Printing Core box, or the POS app itself on a tablet or a Sunmi POS device. The POS sends every ticket there, so no print dialog ever opens.

An internet connection is needed: the POS, the kitchen and the console all read the same orders. The POS app keeps taking orders and cash for a while if the connection drops, and sends them when it is back.

> **Tip.** Not sure your printers will work? Talk to us with their make and model before you buy anything new.

1.3 Create your shop

Make your Bill&Go account and your shop in a minute, with a month of Pro free and no card.

Who The owner

Where console.billandgo.app/signup

Your shop is made by its owner, once. Everyone else is added by you later, so only the owner signs up.

1. Open Get Started on billandgo.app, or go to console.billandgo.app/signup.
2. Type your **Shop name**, **Your name** and **Email**. **Phone (optional)** starts with + and the country code, like +85512345678.
3. Choose a **Password**. The meter under it must say Fair or better, and it cannot be your shop's name or your own name.
4. Press **Create your shop**.
5. You land on **Stores** with a new store ready to fill in. Add your first store: nothing takes orders until a store exists.

> **Tip.** Every new shop gets one month of Pro free, with no card. After it, choose a plan or stay on Free; nothing you added is taken away.

> **Good to know.** If the email already has a Bill&Go account, you are asked to **Sign in** instead. One email signs in to one shop.

1.4 Sign in to the console and the POS

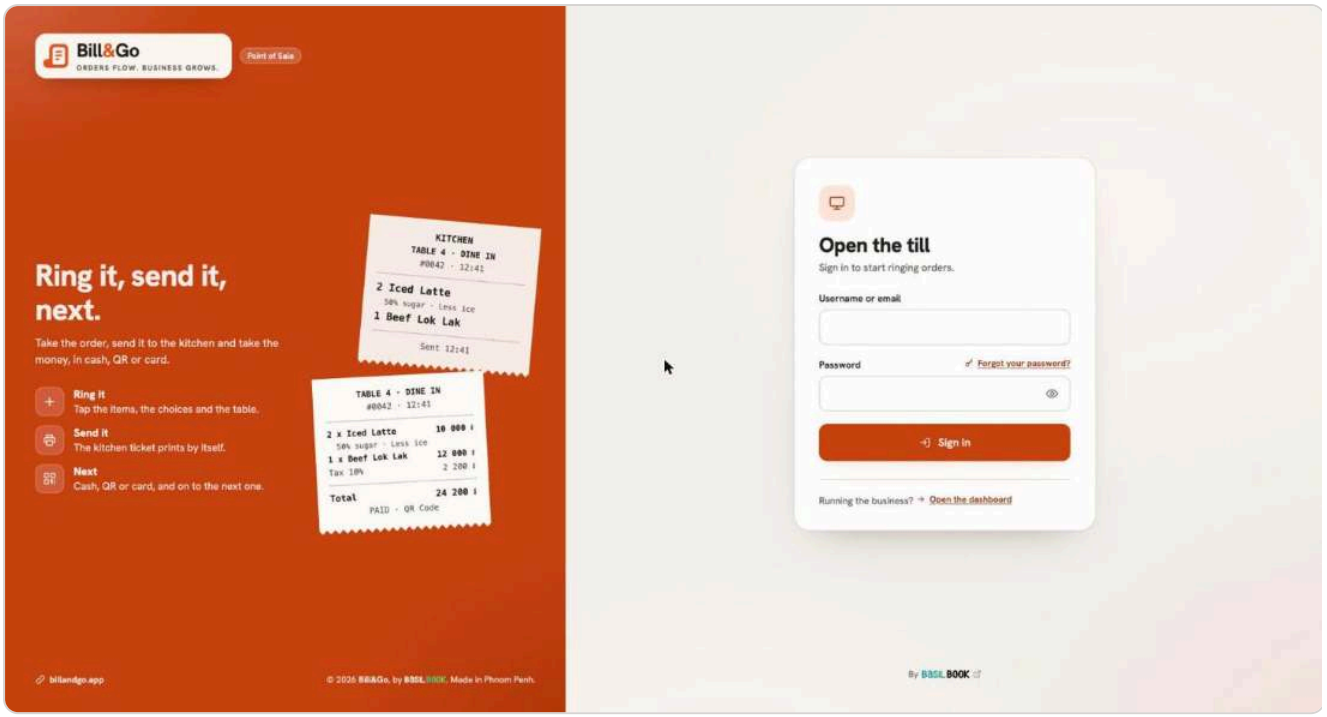
Where to sign in, with an email or a username and business code, and what to do when a password is forgotten.

Who Everyone on the team

Where console.billandgo.app (the console) and pos.billandgo.app (the POS)

Bill&Go has two places on the web. The **console** (console.billandgo.app) is where the owner and managers set up the shop and see reports. The **POS** (pos.billandgo.app) is where orders are taken at the counter. The same account opens both; **Switch to POS** and **Switch to Dashboard** move between them.

1. Type your email, or the username the owner gave you, in **Email or username** (**Username or email** on the POS).
2. With a username, a **Business code** field appears. Type the code the owner gave you; the computer remembers it.
3. Type your **Password** and press **Sign in**.



Signing in to the POS. The console's sign-in looks the same.

If your Google account uses the same email as your Bill&Go account, **Continue with Google** signs you in without a password. Google never makes a new shop.

Forgot your password?

1. Press **Forgot your password?** beside the password field.
2. Type your **Email** and press **Email me a link**.
3. Open the email, then type your new password in **New password** and **Type it again**, and press **Set password**. You are signed out everywhere else.

> **Good to know.** People who sign in with a username only, without an email, cannot reset by email. Ask the owner or a manager to set a new password for you.

Choosing your own password

If the owner gave you your password, the first sign-in asks you to choose your own. Type the **Password you were given**, your **New password** twice, then press **Set my password**.

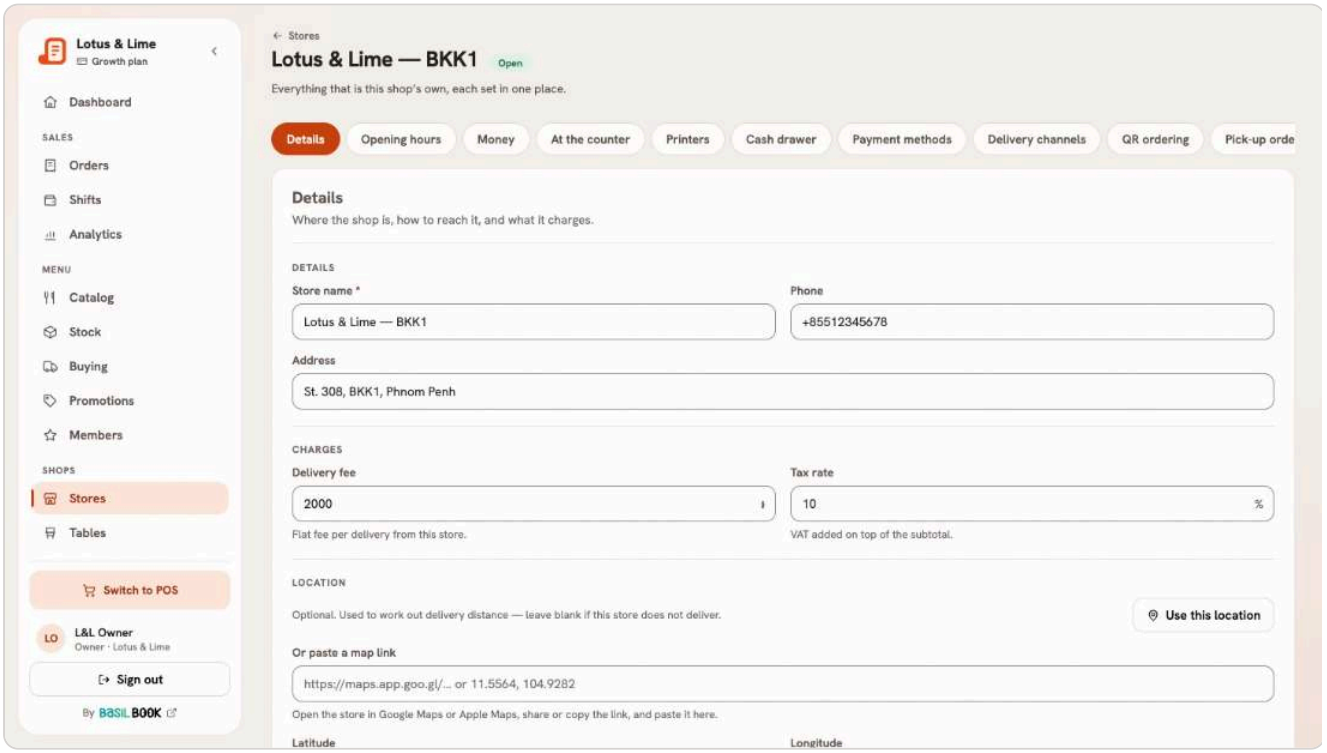
1.5 Add a store

Add a branch with its address, tax, delivery fee and opening hours.

Who Owner and managers
Where Console → Stores → New store

1. Open **Stores** and press **New store**.
2. Under **Details**, type the **Store name**, **Phone** and **Address**.
3. Under **Charges**, set the **Delivery fee** and the **Tax rate** added on top of the subtotal.
4. Under **Location**, press **Use this location**, or paste a Google Maps or Apple Maps link. **Delivers up to** limits how far you deliver.

5. Set the **Opening hours**.
6. With another store already, **Print like** copies its bill, kitchen ticket and sticker templates.
7. Leave **Open for business** on and press **Add store**.



A store's page: Details first, then every setting it keeps for itself.

A new store starts with your company's money settings; change them on its own page.

> **Good to know.** Your plan sets how many stores you can have. A manager who adds a store works there.

1.6 A store's own settings

Every branch keeps its own money, counter, printing, payment and ordering settings.

Who Owner and managers (Money, At the counter and connections: owner only)
Where Console → Stores → the store's Settings

Open **Stores** and press **Settings** on a store. Each tab is that store's alone:

- **Details** and **Opening hours**.
- **Money**: its currency, second money and rate. See Money and exchange rate.
- **At the counter**: **The kitchen screen marks orders cooking and ready**, and **Print a call number on every order**. These switches save the moment you flip them.
- **Printers**, **Payment methods** and **Delivery channels**.
- **QR ordering** and **Pick-up ordering**.
- **ABA PayWay**, **BasilBook** and **Telegram**.

Every POS, receipt and report reads the settings of the store the order was taken at.

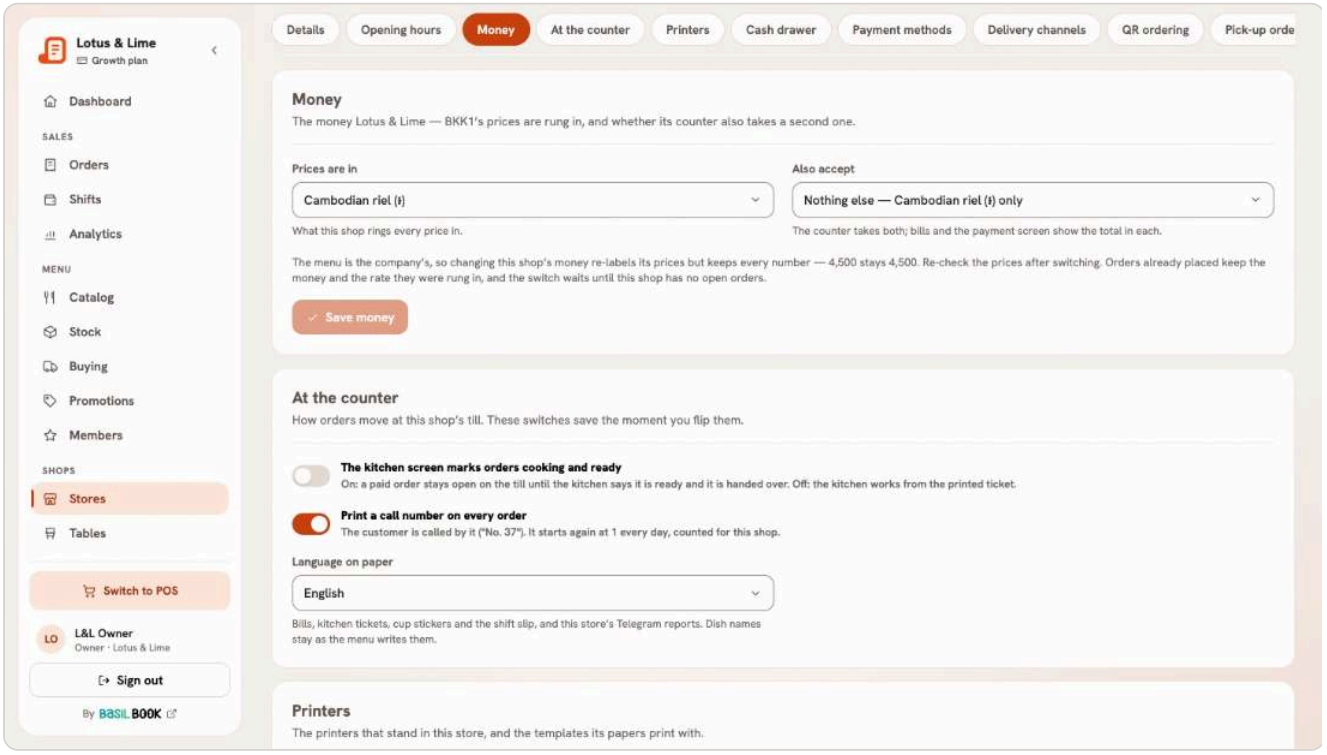
1.7 Multi-currency: money and exchange rate

Choose the money your prices are in, a second money to accept, and your own rate.

Who The owner

Where Console → Stores → the store → Money

1. Open the store's **Money** tab.
2. Choose what **Prices are in**, like US dollars.
3. In **Also accept**, choose the second money, like riel, or **Nothing else**.
4. Type the **Exchange rate** as 1 dollar = 4,100 riel, or press the flip button to say it the other way round.
5. Press **Save money**.



Money, and the At the counter switches below it.

The POS takes both monies in one payment and gives change in either. The shift is counted per money.

> **Good to know.** Each order keeps the rate it was placed at, so changing the rate never changes an old receipt.

1.8 Add tables

Add the tables in each store so the POS can seat dine-in orders.

Who Owner and managers

Where Console → Tables → New table

1. Open **Tables** and press **New table**.
2. Choose the **Store**, type the **Name** (T1, Terrace 2, Bar) and the number of **Seats**.
3. Set its place in **Order on the till**, and add it.

At the POS, **Dine in** asks **Which table?** and shows which tables are seated and how much is on them.

> **Good to know.** A table stays in its store. To move it, add it at the other store and remove the old one.

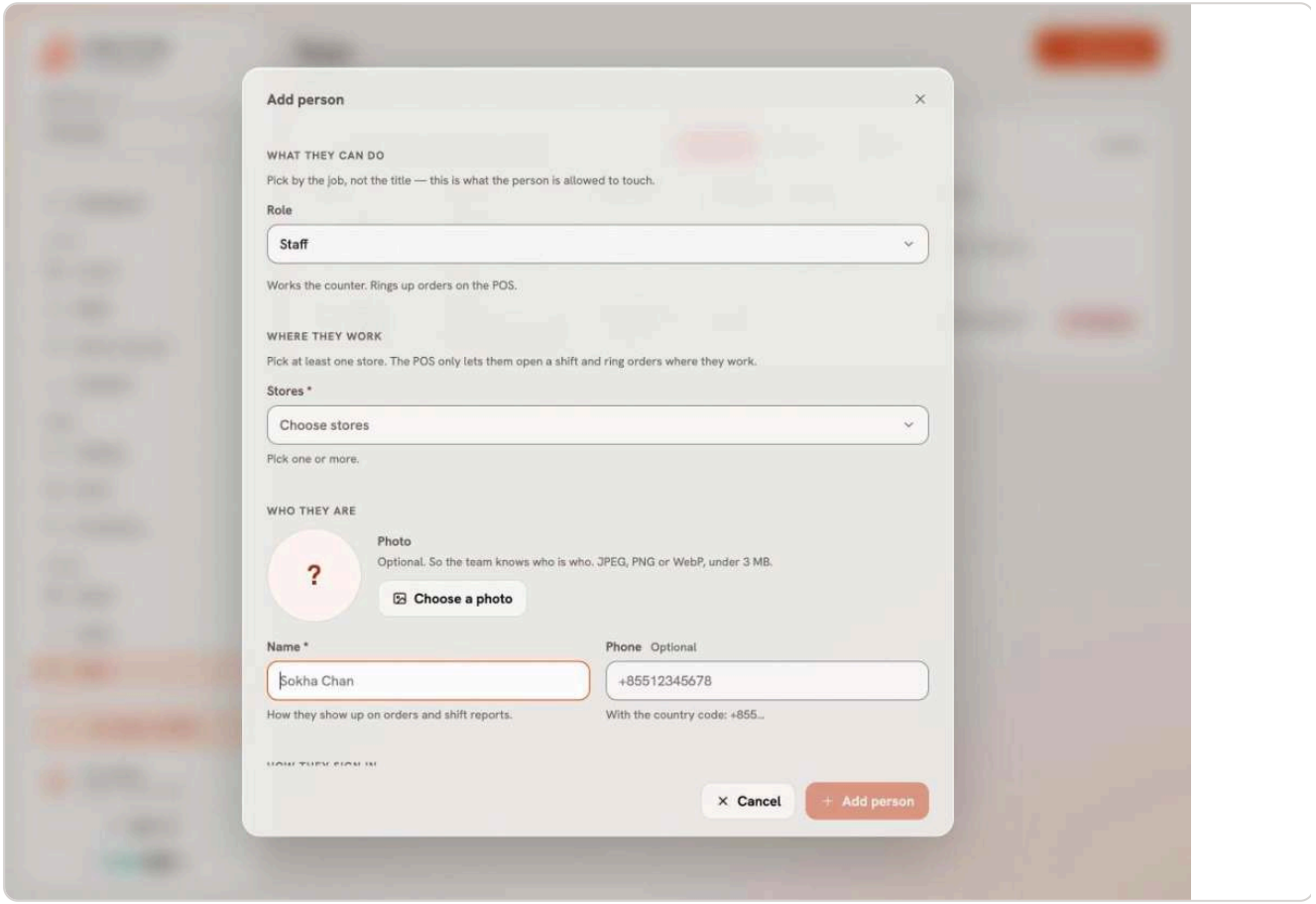
1.9 Add a person to your team

Give a manager or staff member their role, the stores they work at, and how they sign in.

Who Owner and managers

Where Console → Team → Add person

1. Open **Team** and press **Add person**.
2. Under **What they can do**, pick the **Role**: **Manager**, **Staff** or **Driver**.
3. Under **Where they work**, pick the **Stores**. With one store this is done for you.
4. Add a photo, their **Name** and **Phone**.
5. Under **How they sign in**, give a **Username** (lowercase, no spaces) and a **Password**. Leave the password empty and add an **Email** to send them an invite instead.
6. Leave **Ask them to choose their own password** on, and press **Add person**.



Adding a person: role first, then where they work.

Give them the username, the password and your **Business code** (in **Settings → Business**). They sign in at the POS.

Roles

- **Owner** — everything, billing included. There is one, and it never changes.
- **Manager** — runs the shop: orders, refunds, the menu and the people.

- **Staff** — works the counter and rings up orders.
- **Driver** — takes deliveries.

> **Good to know.** A manager or staff member with no store cannot use any POS until someone picks where they work.

1.10 Your business name, logo and time zone

Change what belongs to the whole company: its name, logo, time zone and business code.

Who The owner

Where Console → Settings → Business

- **Name** — your business name, on the apps and receipts.
- **Business code** — what staff type when they sign in with a username. It never changes.
- **Time zone** — every clock in Bill&Go follows it: the shop day, call numbers, reports and quiet hours.
- **Logo** — up to 2 MB. It shows in the apps and on receipts whose template has **Logo** on.

> **Tip.** Money, tax and printing are set for each store: see A store's own settings.

1.11 Add categories

Group your menu, like Coffee or Rice dishes, and choose which papers its items print on.

Who Owner and managers

Where Console → Catalog → Categories → New category

1. In the console, open **Catalog** and the **Categories** tab.
2. Press **New category**.
3. Type the **Name**, and the **Khmer name** if you want it on the POS and the kitchen ticket.
4. Pick an **Icon**, or press **Guess from the name**.
5. Under **Prints on**, choose **Kitchen ticket**, **Order slip** (the sticker printer), both, or neither.
6. Press **Add category**.

With both off, the category's items show on the bill only: right for bottled drinks the counter hands over itself.

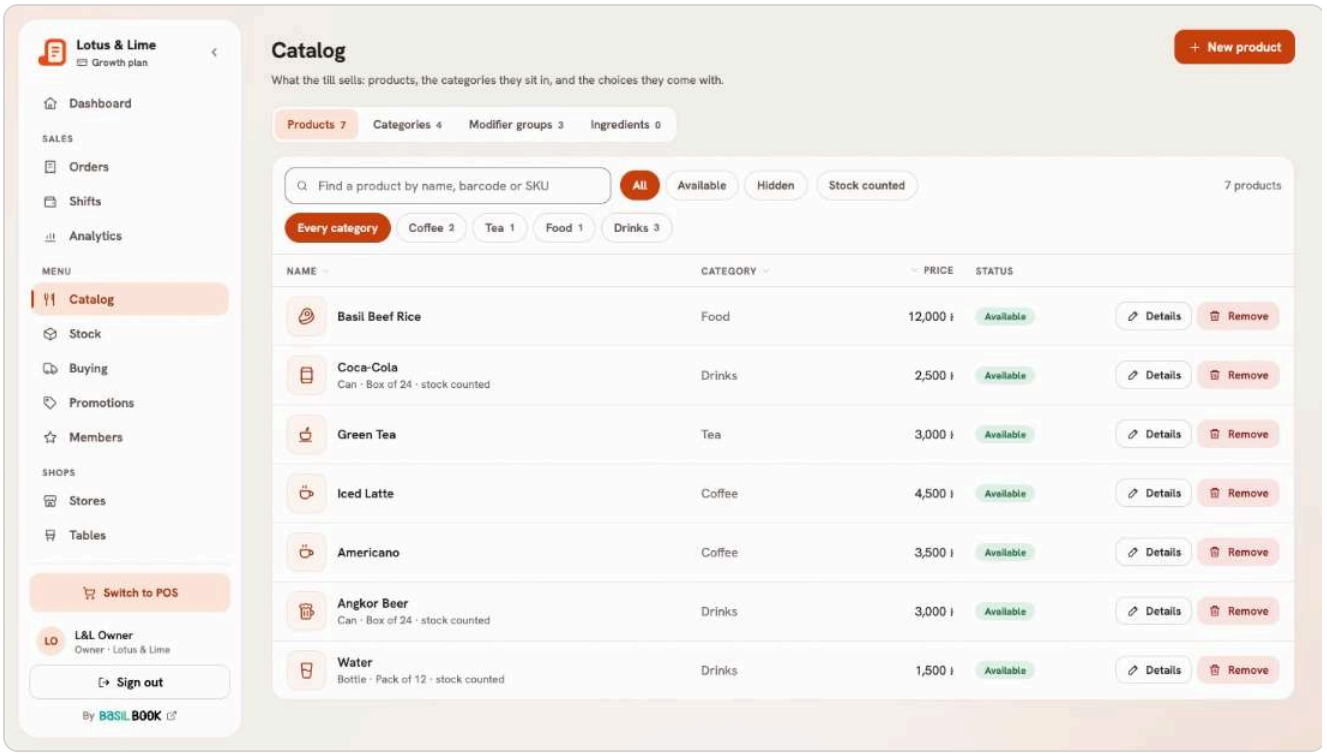
> **Tip.** Categories are the tabs along the top of the POS's menu, in the order you see here.

1.12 Add a product

Put a dish or drink on the menu with its price, photo, Khmer name and choices.

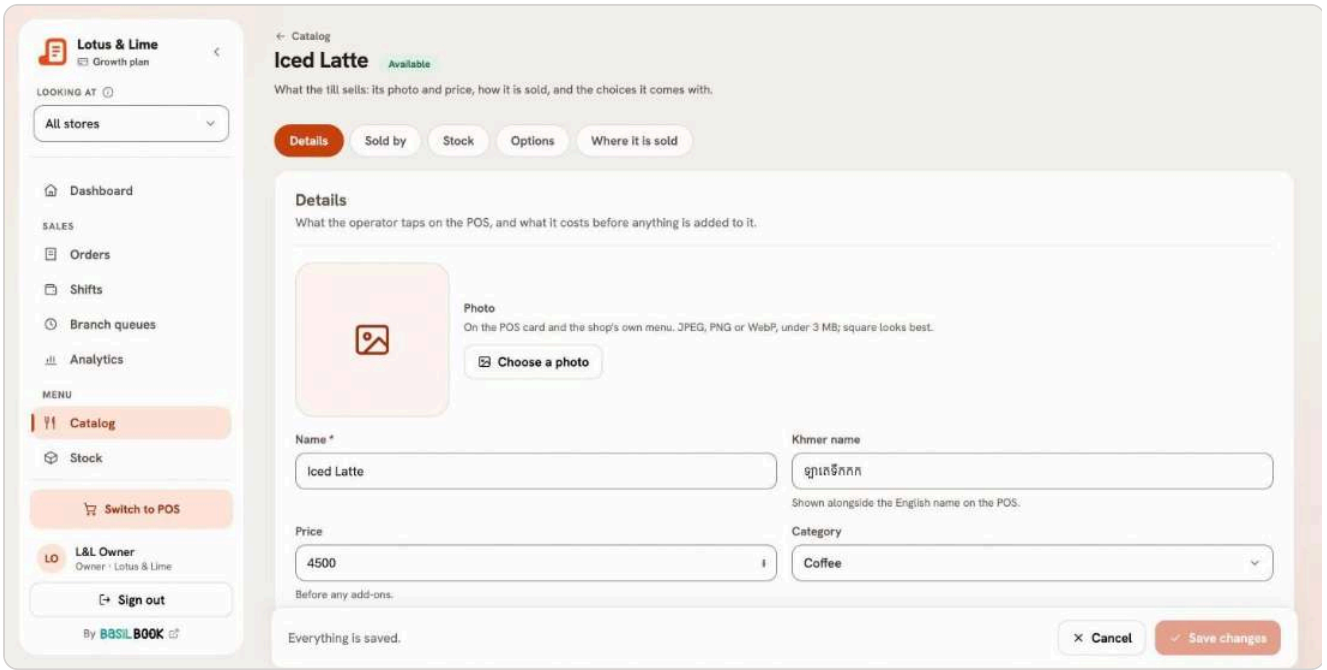
Who Owner and managers

Where Console → Catalog → Products → New product



The Catalog, with New product at the top right.

1. Open **Catalog** and press **New product**.
2. On **Details**: **Choose a photo** (up to 3 MB), type the **Name** and **Khmer name**, the **Price** (before any add-ons), and pick the **Category**.
3. On **Options**, pick the **Modifier groups** it has, like Sugar level or Size. You can make a new one from here.
4. With more than one store, under **Where it is sold**, pick the **Stores**. Leave it empty for every store.
5. Press **Add product**.



A product's Details tab.

Hide a product for a while

Turn **Available** off. A hidden product does not appear on the POS, but keeps its sales history. Turn it back on when it is back.

Sold by the can, bottle or pack

On **Sold by**, say what **One is called** (Can, Bottle…) and add packs with **How many** and their **Price**, like a six-pack. The POS asks which when it is added.

> **Good to know.** A product has one price for every store. A store can only narrow what it sells, not change the price.

> **Tip.** Find products quickly with the search: it reads English and Khmer names.

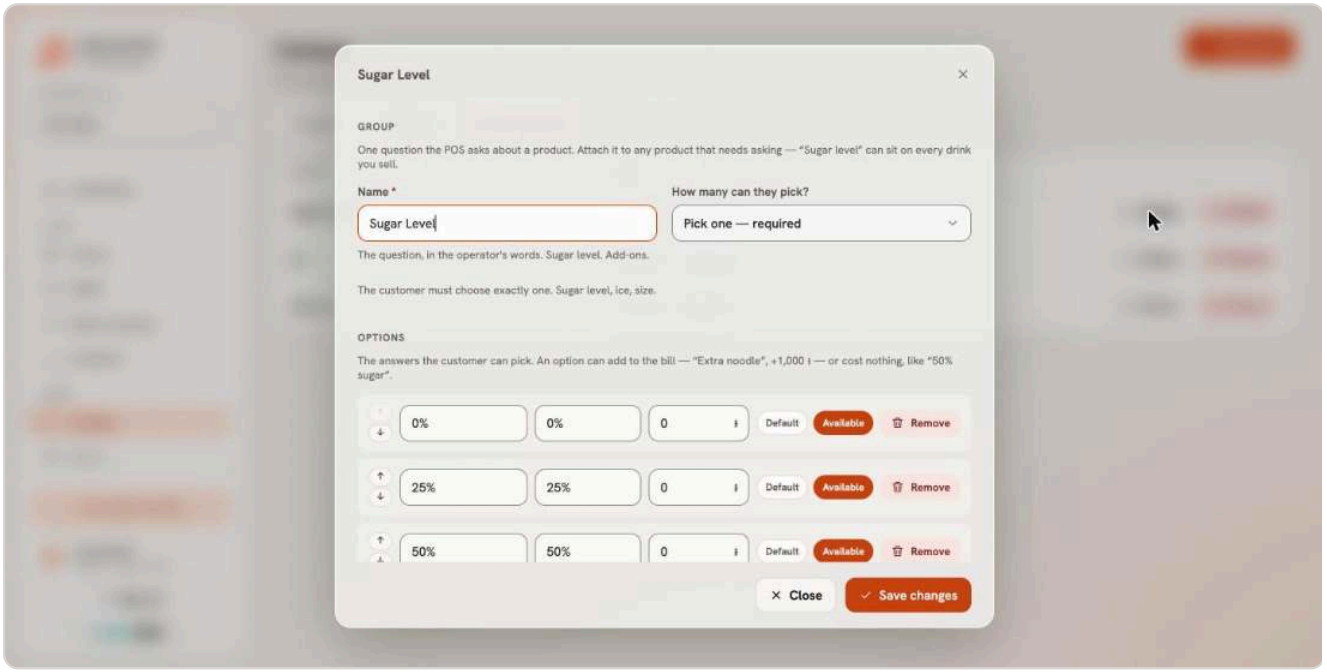
1.13 Choices: sugar, ice, sizes and add-ons

Make a modifier group, like Sugar level, with its options, extra charges and how many can be picked.

Who Owner and managers

Where Console → Catalog → Modifier groups → New group

1. Open **Catalog**, the **Modifier groups** tab, and press **New group**.
2. Type the **Name** as the question, like “Sugar level”.
3. Choose **How many can they pick?**: **Pick one — required**, **Pick one — optional**, **Pick any — optional**, or **Custom** with a **Minimum** and **Maximum**.
4. Under **Options**, type each **Option name**, its Khmer name and any **Extra charge** (it can be less than zero, for a smaller size). Press **Add option** for the next one.
5. Press **Add group**, then add the group to products on their **Options** tab.



A modifier group and its options.

At the POS, the usual choice is already picked, so a normal order is one tap. A required group must be answered before the item is added, and Bill&Go checks the rules again when the order is placed.

1.14 Khmer names on the POS and on paper

Give products, categories and choices Khmer names, and print them for the kitchen or on the bill.

Who Owner and managers

Products, categories, choices and promotions each have a **Khmer name** field next to the English one. The POS's search reads both.

- For the cooks, switch on **Khmer names** in the kitchen ticket template.
- For customers, switch on **Khmer names** in **The items** of the bill template.

See Receipt templates for where those switches are.

1.15 Barcodes and SKUs: scan to add

Give products and packs a barcode or an SKU, then add them at the POS with a scanner or the camera.

Who Owner and managers set the codes; anyone at the POS can scan
Where Console → Catalog → Products → a product → Barcode, SKU

A product can have two codes, both optional. The **Barcode** is the code printed on the package: the usual codes on packaged goods (EAN-13, EAN-8, UPC-A) and Code 128, digits and letters. The **SKU** is your shop's own code for it, like LATTE-ICED-L: letters, digits and dashes. Letters are kept in capitals.

Give a product its codes

1. In the console, open **Catalog** and the product.
2. In **Barcode**, type the number under the bars. With a scanner plugged into the computer, click in the box and scan the product instead.
3. In **SKU**, type your own code if you use one.
4. Press **Save changes**.

A pack has its own codes, like the barcode on a box of 24: type them next to the pack on **Sold by**.

In the Bill&Go Console app, open the product and press **Scan** next to **Barcode** to read it with the camera. Type the SKU yourself.

> **Good to know.** Each barcode and each SKU belongs to one product or pack in your shop. If another already has it, Bill&Go says which, so you can take it off there first.

> **Tip.** The search on **Catalog** finds a product by name, barcode or SKU: scan or type it into the search box.

Scan at the POS

A USB or Bluetooth barcode scanner needs no set-up: it types like a keyboard and ends with Enter. Plug it in or pair it, and scan. The POS looks for the code as a barcode first, then as an SKU, so a label you print with your SKU scans too.

- On the web POS, scan while the cursor is not in a text box. If you were typing a note, click on the menu first.
- In the Bill&Go POS app, a paired scanner works the same way. Or press **Scan** and hold the code up to the camera.

The product is added just as if you had tapped it. If it has choices to make, like a size, they open first. Scan a pack's code and the pack is added.

If nothing in this store has the code, the POS says **No product has this code** with the code it read. Check the product's codes in the console, or whether the product is sold at this store.

Part 2

Daily use of the POS

A day at the counter: open a shift, take orders, send them to the kitchen and close up.

2.1 The Bill&Go POS app

The POS as an app for iPad, iPhone and Android, which keeps taking orders without a connection.

Who Owner, managers and staff

The POS app is the same POS as pos.billandgo.app, on the App Store for iPad and iPhone (search for Bill&Go POS) and coming to Google Play for Android. Sign in with the same **Username or email**, **Business code** and **Password**.

Its tabs are **Orders**, **New order**, **Tables** (when the store has tables) and **Accounting**. The printing status, **Inbox**, **Help**, **Settings** and **Sign out** are at the top; on an iPhone, the last three are under **More**.

- On an iPad in landscape, the menu and the ticket sit side by side. On a phone, the ticket is a sheet behind the order bar.
- It keeps taking orders and cash when the connection drops: see When the internet drops.
- It chimes for new online orders and orders from tables.

> **Good to know.** The app prints through your shop's Printing app or box, like the web POS, or by itself with **This device prints**. The kitchen screen and reservations are on the web POS for now.

2.2 The POS Settings screen

This device's own settings in one place: sound, printing, the customer screen, the lock, notifications and language.

Who Everyone at the POS; a few rows are for the owner and managers

Where POS → Settings

Settings holds what belongs to this device. The shop's own settings stay in the console. Nothing here needs an open shift.

Find it in the POS app

- **iPad:** the gear at the top, beside Help.
- **iPhone:** under **More** at the top.
- **Android:** the gear at the top.
- **Before the POS is open:** a **Settings** button on the screen that asks you to choose a store or open the POS.

What is in it

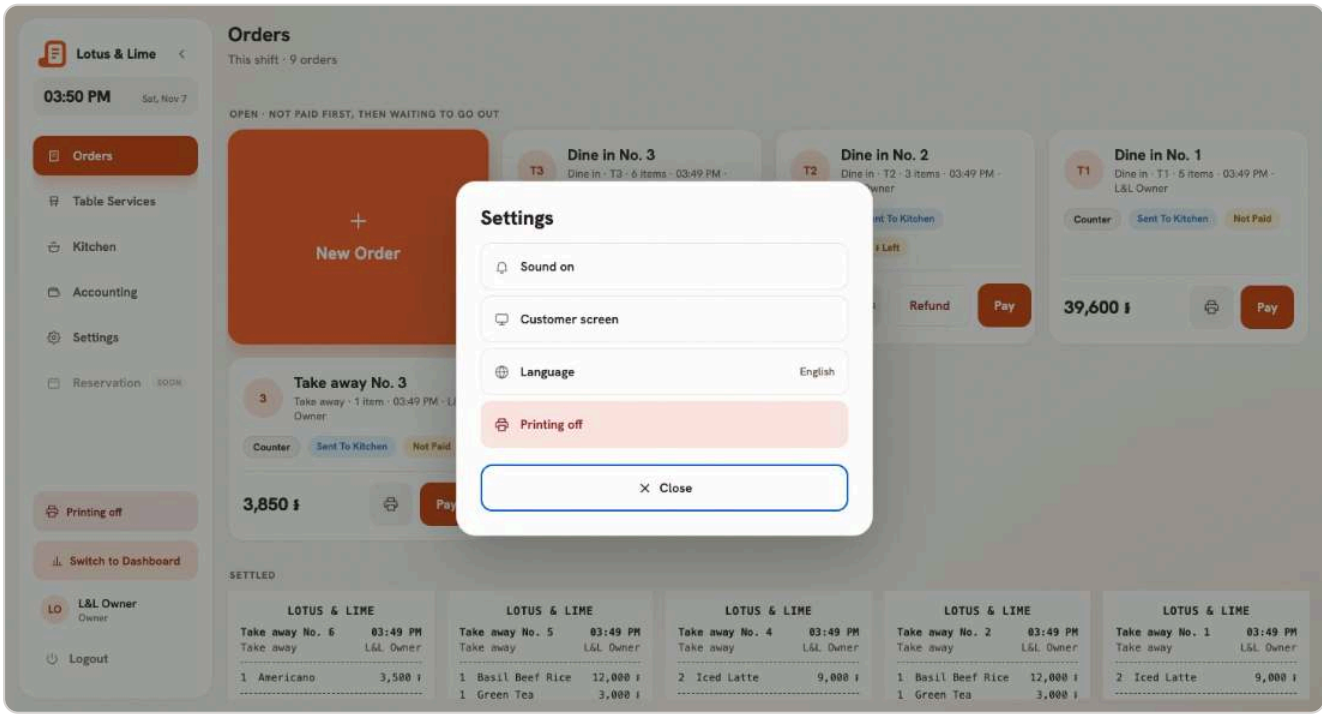
- **Sound:** Chime for new orders.
- **Printing:** This device prints, and whether the shop is printing, which opens the printing window.

- **This device: Customer screen on the second display**, on Android while a second screen is there; **Lock this device to the app**, on Android for the owner and managers, or a line on Guided Access on an iPad or iPhone (see Lock a device); and **Scale** for a USB scale, on Android.
- **Notifications and language: Notification settings** and **Language**. These two are yours, not the device's.

A switch saves the moment you flip it. **This device** is left out when nothing in it applies, as on a cashier's iPhone. **Send feedback** and **Sign out** stay at the foot of **Accounting**.

On the web POS

Press **Settings** on the side rail. A window opens over the order, so nothing on screen is lost. It has **Sound on** or **Sound off**, **Customer screen**, **Language** and the printing status. While the sound is off, the **Settings** button shows a crossed-out bell.



Settings on the web POS opens over the order.

2.3 Choose the store this POS is at

Tell the POS which branch it stands in, and what "not yet assigned" means.

Who Owner, managers and staff
Where The POS, after signing in

A POS works for one store at a time. With one store there is nothing to choose. With more, the POS asks once and remembers it on that computer or tablet.

- **Web POS:** with two stores, both names sit in the side rail; with three or more, one button opens **Which store is this till at?**
- **POS app:** the first time, **Which counter is this?** asks you to pick the store this device stands at.

Switching stores with an order on screen asks first: **Stay at** the store you are at, or **Move and clear** the order.

“You are not yet assigned to a branch”

A manager or staff member works only at the stores the owner or a manager chose for them. Until then the POS says **You are not yet assigned to a branch**. Ask the owner or a manager to set where you work (see Add a person), then press **Check again** in the app or sign in again.

2.4 Open a shift

Count the float in the drawer and open the POS, so you can start selling.

Who Owner, managers and staff

Where POS → Accounting (it opens by itself when no shift is open)

Nothing can be sold without an open shift. When none is open, the POS shows **Open the till**.

1. Count the money in the drawer, each currency on its own. Tap a note button for each note you hold, or type the total.
2. Press **Open the till**.
3. Check the amounts in **Open the till with …?** and press **Yes, open the till**. Press **Go back** to change them.

The shift starts with that float, and closing it later counts against it.

Someone else has the POS

The POS belongs to whoever opened the shift. If it says **Dara has the till since 14:02**:

- **Staff** can only take over by counting it: press **Count and close Dara’s drawer**, close their shift, then open your own.
- **Managers** can also press **Step in**: you sell, and the money goes into Dara’s drawer. A banner says so while you are stepped in.
- The **owner** can work on any open shift; the banner still names whose drawer it is.

> **Good to know.** Opening and closing a shift need an internet connection, on the web POS and the app.

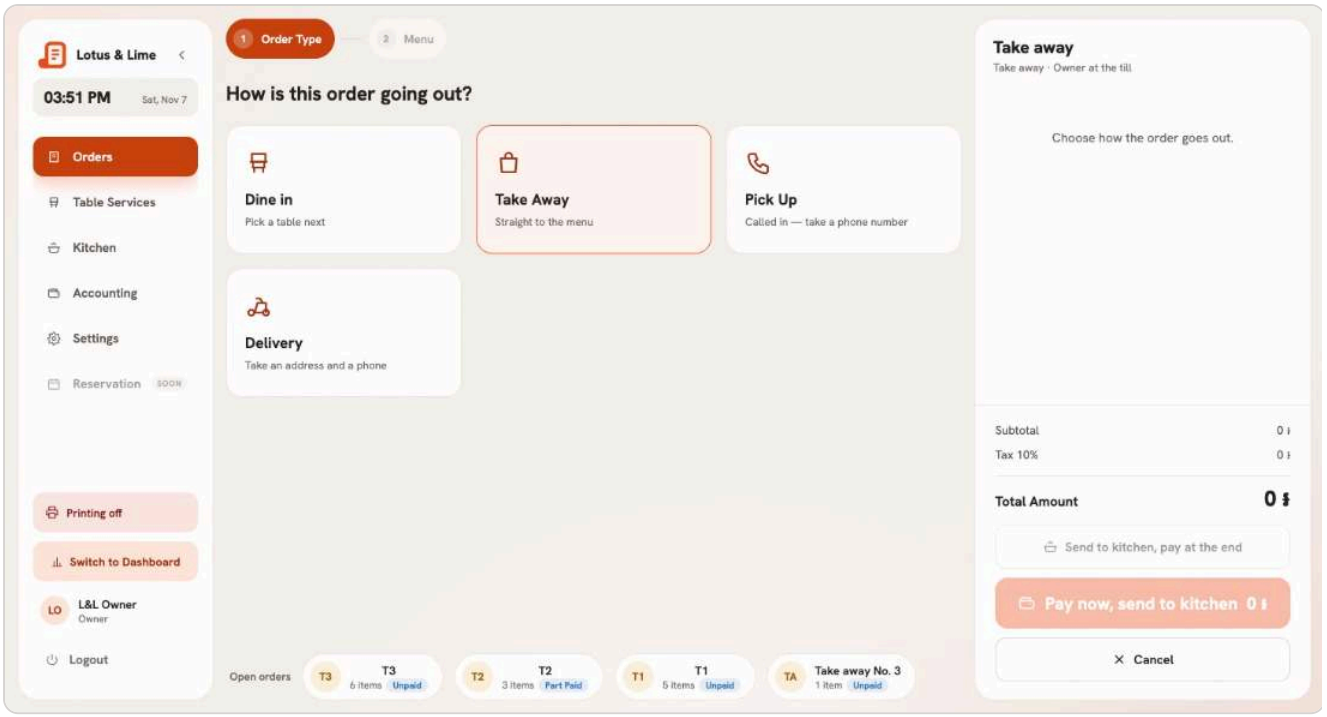
2.5 Take an order

Pick the order type, add products with their choices, and add notes for the kitchen.

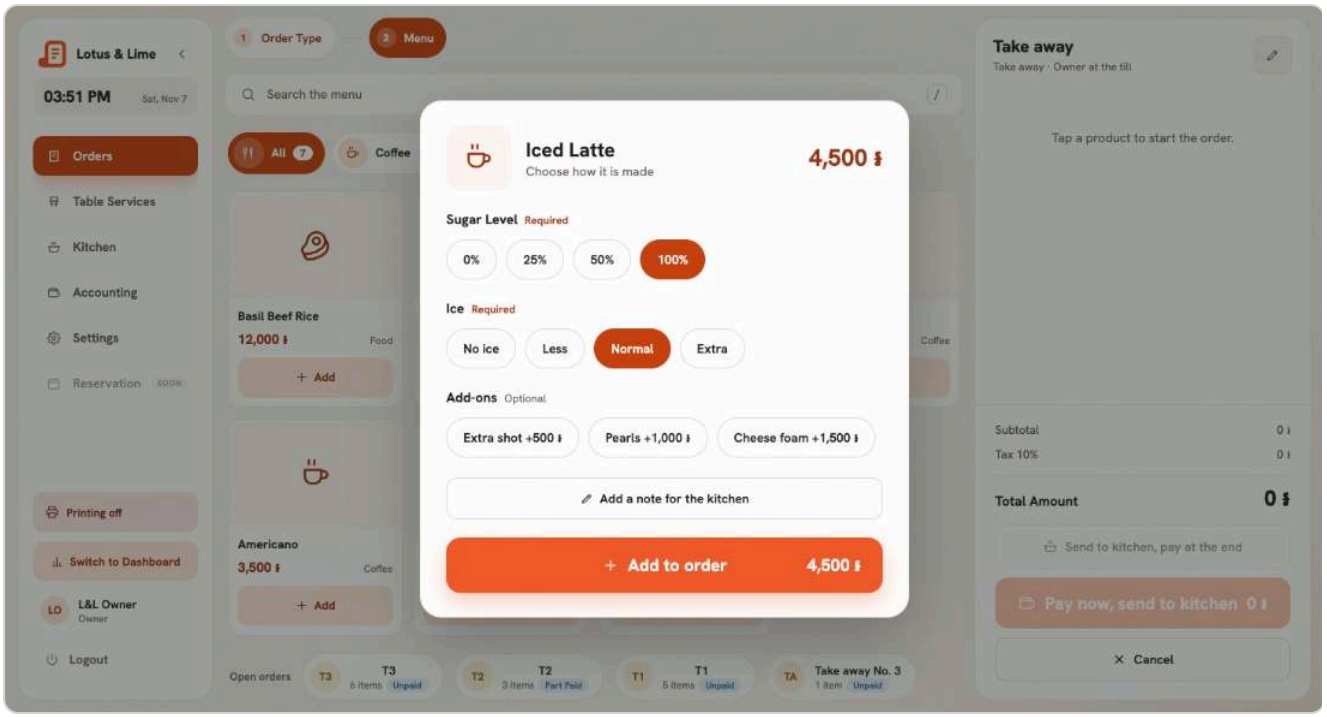
Who Owner, managers and staff

Where POS → Orders → New order (POS app: the New order tab)

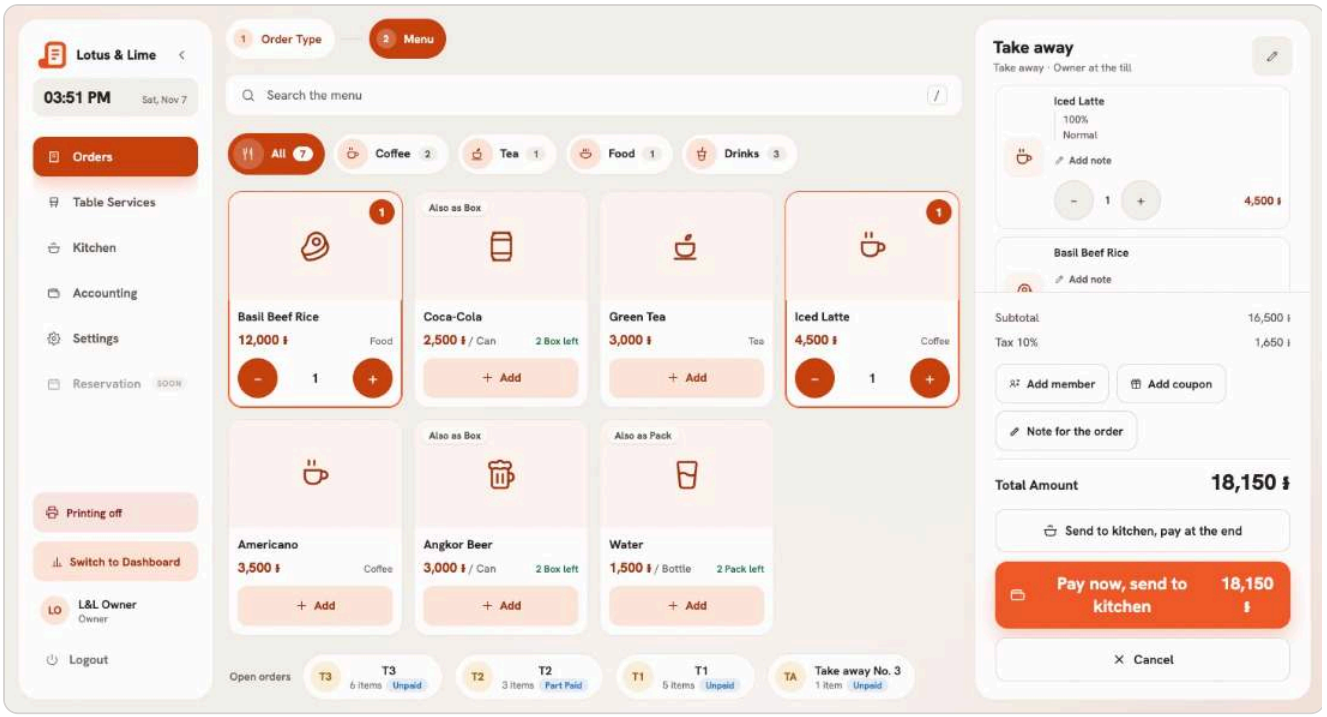
1. Open **New order**. The POS asks **How is this order going out?**
2. Pick **Dine in** (then the table, in **Which table?**), **Take Away**, **Pick Up** (a phone order: name and phone) or **Delivery** (name, phone, address and who delivers it).
3. Tap products to add them. Search in English or Khmer, or tap a category. **Low** and **None left** show stock that is running out.
4. If a product has choices, like sugar level or size, pick them in **Choose how it is made** and press **Add to order**. The usual choices are already picked; a **Required** group must be answered.
5. Change a quantity with the steppers. **Add note** on a line tells the kitchen something about that dish.
6. Send it to the kitchen, or take the money now: see Send to kitchen and Pay now.



Step 1: the order type.



Choices for an Iced Latte: the usual ones are already picked.



The ticket on the right, with the total and Pay now.

Delivery orders

Pick who delivers it: your own rider, Grab, foodpanda, Nham24, WOWNOW, E-GetS, or **Other**. Paste a Google Maps or Apple Maps link in the address and the POS shows how far it is from the shop. An address outside the store's delivery area cannot be taken.

Adding to an open order

Tap the order in **Open orders**, or the seated table. The ticket shows what is **already on this order** and what you are **adding now**; the kitchen gets a ticket marked ADDED TO ORDER.

> **Tip.** Leaving a ticket with items not yet sent asks first: keep it for later, or discard it. Nothing is lost by accident.

2.6 Send an order to the kitchen

Send the order now and take the money at the end, with the kitchen ticket printed by itself.

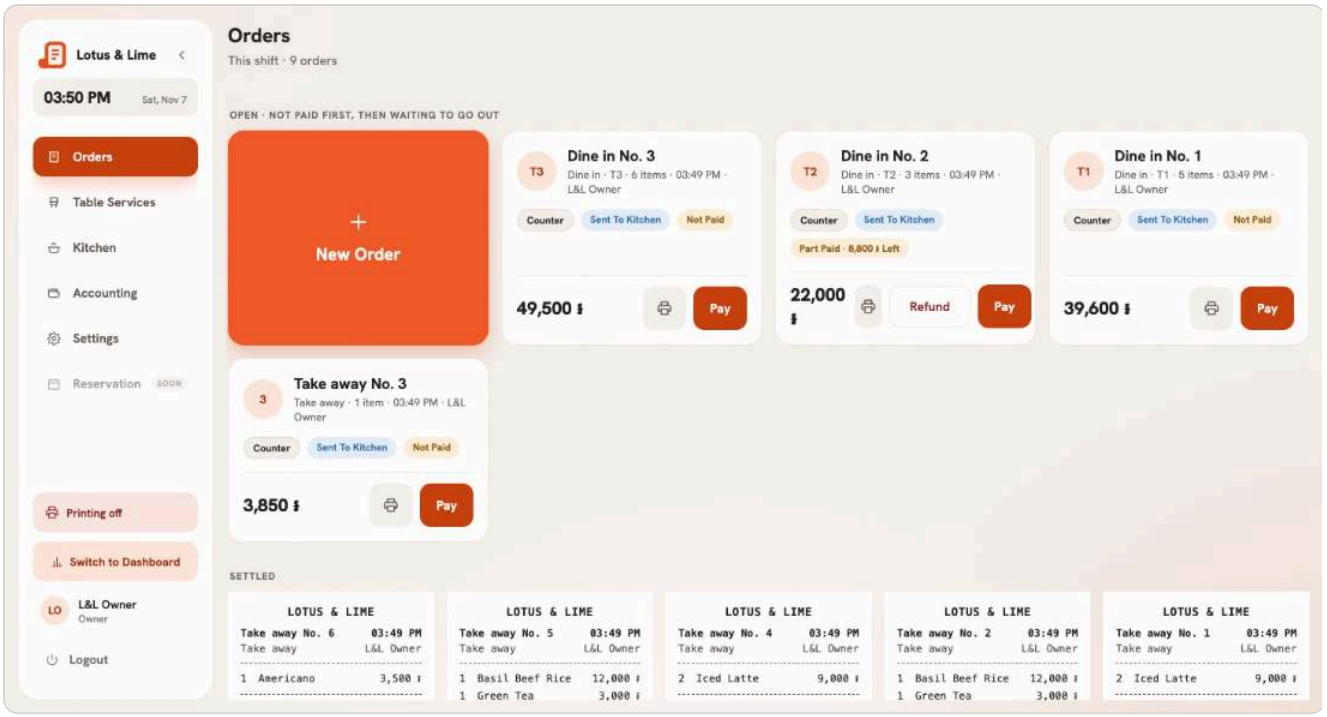
Who Owner, managers and staff

Where POS → the order's ticket

A new order has two ways on:

- **Send to kitchen, pay at the end** — for Dine in, Pick Up and Delivery. The order stays open until it is paid.
- **Pay now** — take the money first; the kitchen gets the order once it is paid. A plain counter Take Away has only this.

On an open order with new items, the buttons are **Send to kitchen** and **Discard new items**.



Open orders on the POS, each with its call number and Pay.

The POS says **Sent to kitchen** (or **Sent to kitchen · Table 4**). The kitchen ticket and any cup stickers print by themselves; the bill does not.

> **Good to know.** Which printer gets which dish is decided by the category: see Which printer prints what.

2.7 Promotions and deals at the POS

How deals land on the bill by themselves, how to take one off, and how to add a counter-only deal.

Who Owner, managers and staff

Where POS → the order's ticket

Promotions that apply by themselves show as discount lines on the bill as soon as the order fits them. Nobody has to remember them.

- To take one off, press ✕ on its line. It shows as off; press it again to **put it back**. It stays off when more is added.
- Deals the cashier picks are under **Add a deal** (or **Deals**). Bill&Go checks each one still fits.

> **Good to know.** The POS cannot make up a discount or change a price. Deals are set up in the console: see Add a promotion. Discounts never add up on each other, and tax is worked out after the discount.

2.8 Call numbers and order references

How "Take away No. 2" is counted, and the reference printed on every paper.

Every order gets a call number, counted separately for each order type and starting again each shop day: Dine in No. 1, Take away No. 1, Delivery No. 1. It is always said with its type, like **Take away No. 2**, so two customers never hear the same number. A dine-in order is called by its table.

Each order also has a reference like 20261028-0042: the date, then a count for that store. Both print on every ticket and bill.

Whether call numbers print is a store setting: **Print a call number on every order** under the store's **At the counter** tab.

2.9 Move an order on: accept, ready, delivered

The one big button on an order that takes it to its next step, and what each step means.

Who Owner, managers and staff
Where POS → the order

An open order always has one big button with its next step. Bill&Go decides which step comes next, so the POS and the console always agree.

- **Accept** — an order from a phone, a table or another system, once you can make it.
- **Send it out** — a delivery leaves with the rider; it can go before it is paid, because the rider brings the money back.
- **Done** / **Collected** — the customer has it.
- **Delivered** — the rider handed it over.

If your kitchen marks orders cooking and ready on the kitchen screen, the order stays open until it is handed over. Switch this in the store's **At the counter** tab.

2.10 Accept or turn down online orders

Orders from a phone, the table QR or the shop API arrive at the POS with a chime and wait for you.

Who Owner, managers and staff
Where POS → the strip at the top; Console app → Orders

An online order arrives in a strip at the top of the POS with a chime, and as a notification on the apps. It waits for you.

- **Accept** — the kitchen ticket prints.
- **Turn down** — pick why: Sold out, The kitchen is closed, Too busy right now, or Other.

With more than one branch sharing online orders, **Too busy right now** passes the order to the branch that can make it soonest. The POS says **Passed on to** that branch.

> **Good to know.** A paid order cannot be turned down: the owner or a manager cancels and refunds it.

> **Tip.** Print online orders only once they are accepted with the printing rule **Print online orders once they are accepted** on the **Printers** page.

2.11 The chime for new orders

The POS plays a sound for new online orders and orders from tables. How to mute it, and what the switch does not cover.

Who Everyone at the POS

Where POS → Settings → Sound

When an online order or an order from a table comes in, the POS plays a chime, so nobody has to watch the screen. The order then waits for someone to accept or turn it down.

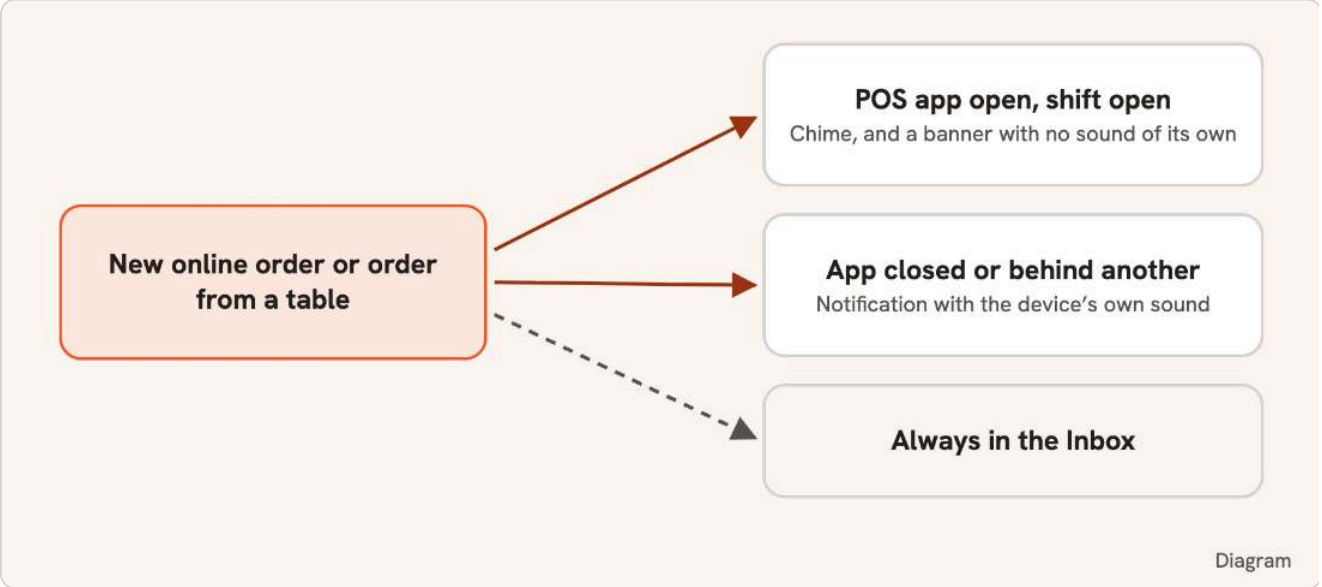
In the POS app

1. Open Settings.
2. Under **Sound**, switch **Chime for new orders** on or off.

- It is on until someone turns it off. The choice stays on that device, whoever signs in.
- Turning it on plays the chime once, so you can hear it.
- It plays on any tab while the app is open and a shift is open.
- Its loudness is the device's media volume, not the ringer. On an iPhone or iPad it plays with the silent switch on.
- It mixes with other sound, so the shop's music carries on.

On the web POS

Press **Settings** on the side rail, then **Sound on** or **Sound off**. Each computer or tablet remembers its own. A browser lets a page make sound only after one tap on it, so tap the POS once after opening it. While the sound is off, the **Settings** button shows a crossed-out bell.



A diagram, not a screen: how a new order reaches you.

What the switch does not cover

- It is about the open app. With the app closed or behind another one, a new order comes as a notification with the device's own sound, muted or not.
- While the app is open and muted, those orders still show as a banner, with no sound.
- An order for another of your stores keeps the notification's sound, because this POS is not watching that store.

To silence notifications too, use **Notification settings**: see Notifications and the inbox.

2.12 Print a bill or a ticket again

Print the bill before paying, a kitchen ticket again, or one cup sticker.

Who Owner, managers and staff

Where POS → the order → Print bill / Kitchen ticket

- **Print bill** on an unpaid order prints a bill marked NOT PAID for the table to check. Printed again, it says COPY 2, COPY 3.
- **Kitchen ticket** opens a window: print the whole **Kitchen ticket** again (marked REPRINT), or **Cup stickers**, one or all.
- On a paid order, **Print bill** or **Print again** reprints the receipt.

Every reprint says REPRINT and who asked for it. Cup stickers keep their numbers (2/3).

The POS never opens a print dialog: everything goes to your shop's printing device, which is the Printing app, a box, or a POS app that prints. The printing button in the POS shows problems, like a printer out of paper, with **Try again**.

> **Good to know.** Your shop can ask staff reprints to wait for a manager's yes.

2.13 Void an order or take a dish off

Stop an unpaid order or one dish, and tell the kitchen at the same time.

Who Owner, managers and staff (staff: this shift's orders only)

Where POS → the order → More → Void order

Take one dish off

1. Open the order and press ✕ on the line.
2. Pick how many and why, and confirm. The POS says, for example, **Took 2× Latte off · kitchen told**, and the kitchen gets a TAKE OFF ticket.

This works while the kitchen is still on it. To take off the last dish, void the order instead.

Void the whole order

1. Open the order, press **More**, then **Void order**.
2. Pick the reason, or **Other** and type it, and confirm.

The kitchen gets VOID — DO NOT COOK, cups get VOID stickers, and the table is free again.

> **Good to know.** Only unpaid orders can be voided. Staff can void orders from the current shift; older ones need the owner or a manager. A paid order is refunded instead: see Refund an order.

2.14 Put cash in or take cash out

Record money added to or taken from the drawer during a shift, so the count still adds up.

Who Whoever has the POS

Where POS → Accounting → Cash in or out

1. Open **Accounting** and press **Cash in or out**.

2. Pick **Put cash in** or **Take cash out**, and the currency.
3. Tap the notes or type the amount.
4. Say why in **Why**: for example “Float top up”, “Paid a supplier” or “Taken to the bank”.
5. Press the button, which names what happens, like **Take out $20.00**.

It shows in the shift as **Put in** or **Taken out**, and the drawer count at closing includes it.

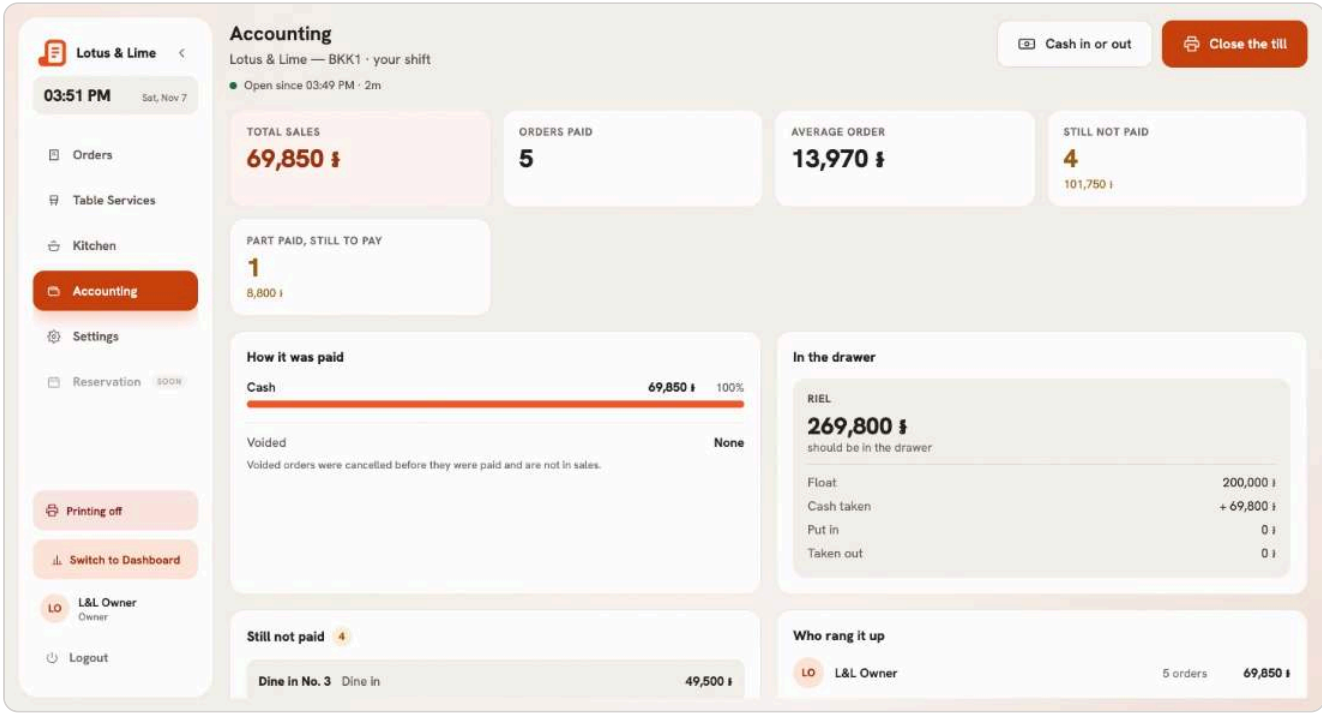
2.15 Close a shift

Count the drawer, see if it is over or short, and print the shift summary.

Who Whoever has the POS; anyone taking it over

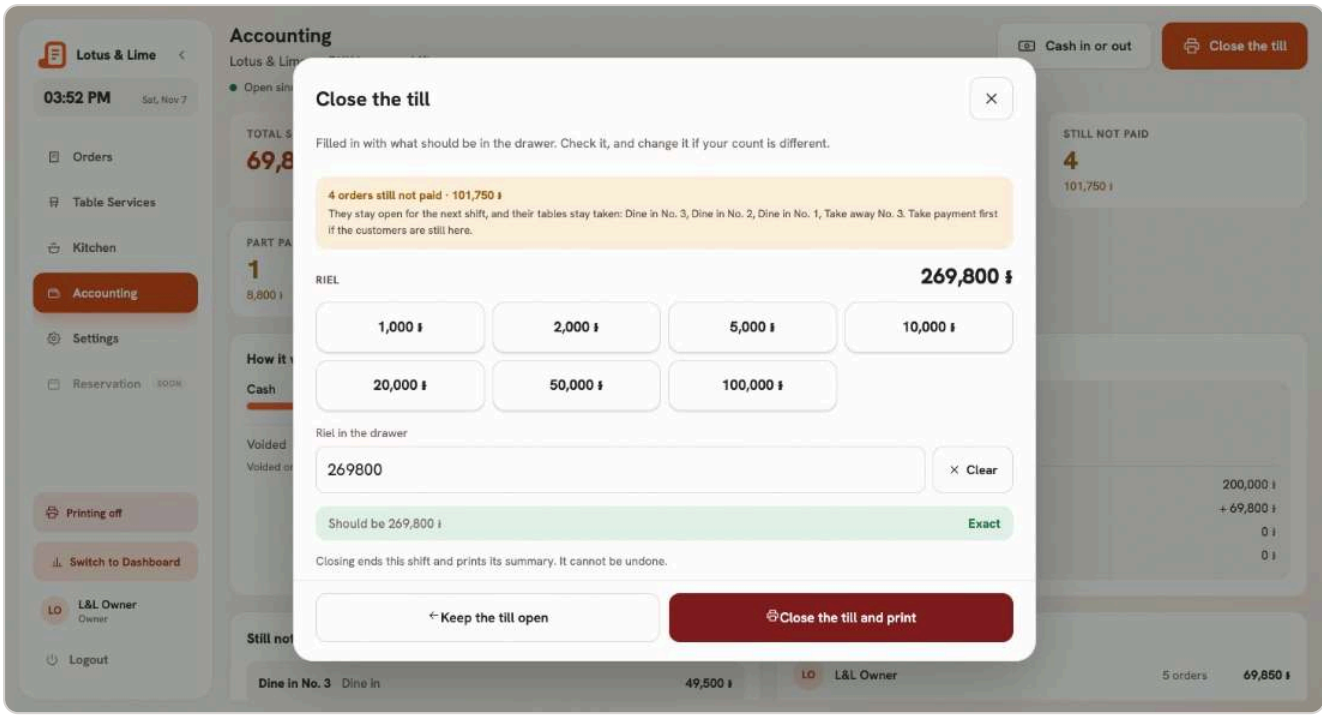
Where POS → Accounting → Close the POS

Accounting shows the shift so far: what should be in the drawer per currency (float, cash taken, put in, taken out, given back), sales, each payment method, voids and refunds, and sales by person.



Accounting: the shift so far.

1. Press **Close the till**.
2. Each currency is filled in with what should be in the drawer. Count the drawer and change the figure if yours is different; each shows **Exact**, **Over by** or **Short by**.
3. If it is different, say why in **Why the count is different**.
4. Press **Close the till and print**, then **Yes, close the till**.
5. The summary prints. **Open the next shift** starts the next one.



Closing the POS: the count is filled in; change it if yours is different.

Orders not yet paid stay open for the next shift and keep their tables.

> **Tip.** On Starter and above, **Keep the summary** saves it as Excel, CSV or PDF.

> **Good to know.** Taking over someone else's drawer, you count it without seeing what it should be, so the count is honest.

2.16 When the internet drops

What the POS app keeps doing without a connection, and what waits until it is back.

Where POS app

The POS app keeps taking orders and cash when the connection drops. A bar says **No connection** and how old the menu is. Orders are kept on the tablet and sent in order, exactly once, when the connection is back.

Works offline

- New orders and extra rounds
- Cash payments
- Removing an order not yet sent

Waits for the connection

- Card and QR payments
- Splitting a bill
- Void, take off and refund
- Opening and closing the POS, cash in and out
- Printing and reprints
- QR ordering at the table

An order taken offline is called **Offline 1**, **Offline 2** until it is sent and gets its real number. Totals offline do not include deals; if the real total is different, the app tells you once what the change should have been.

> **Good to know.** The web POS needs a connection to send orders. Its ticket survives a page reload, and an order sent twice by a retry is never rung twice.

2.17 Show the bill on a customer screen

A second screen facing the customer with the bill, the KHQR to scan, and your own pictures when the POS is quiet.

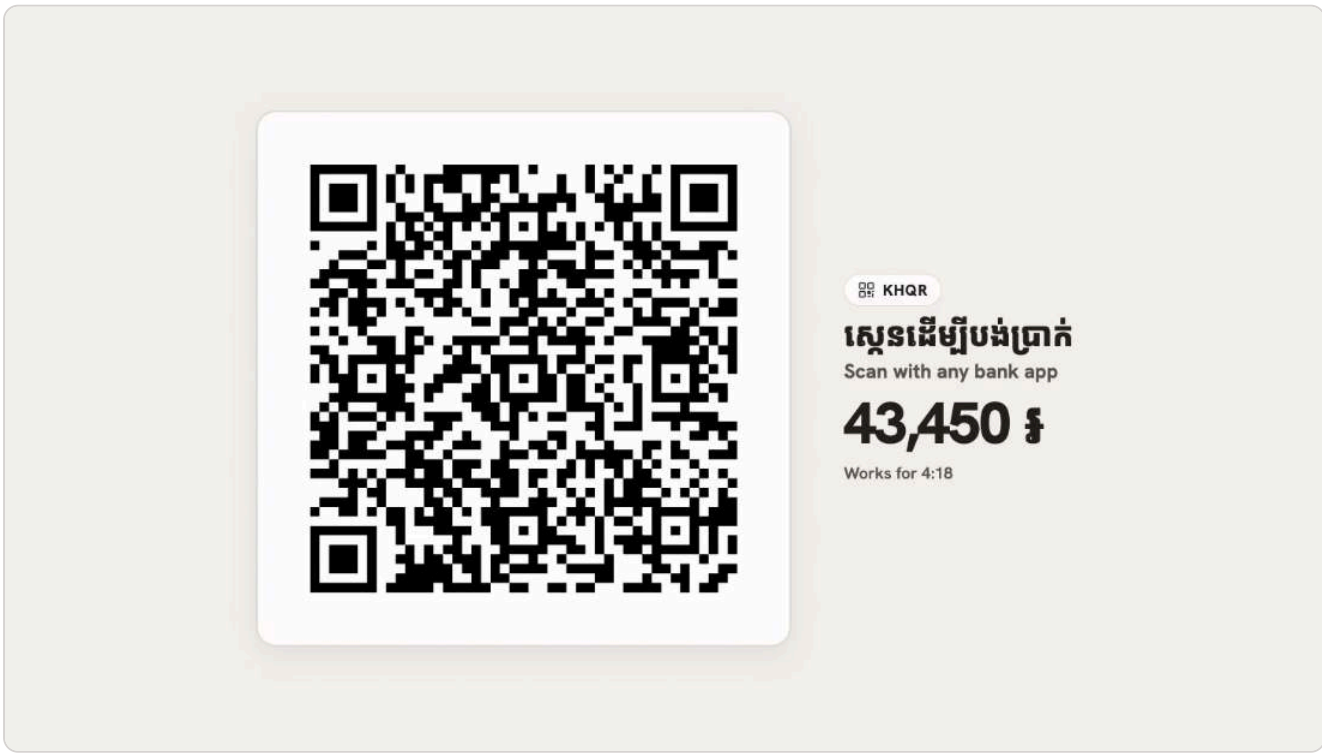
Who Owner and managers set the pictures

Where Web POS → Settings → Customer screen; pictures in Console → Customer screen

1. Plug a second screen into the POS's computer.
2. On the web POS, open **Settings** on the side rail and press **Customer screen**. A new window opens.
3. Drag the window to the second screen and make it full screen.

It shows the running bill, then **Paid** with the change. When a KHQR is shown for payment, the customer scans it there. When the POS is quiet, it shows your shop's pictures.

Add the pictures in the console under **Customer screen**. The bill and Paid show on every plan; your own pictures need Starter or above.



The customer scans the KHQR on the customer screen.

> **Good to know.** This is how it works on the web POS. A Sunmi D3 or another Android POS with its own second screen shows the customer screen in the POS app: see Use a Sunmi D3 as your POS. An iPad or iPhone has none.

2.18 Lock a device to the POS

Keep staff on the POS: the switch on Android, the PIN setting that makes it stronger, its limits, and Guided Access on an iPad.

Who Owner and managers
Where POS app → Settings → This device

A counter tablet can be kept on Bill&Go POS, so staff do not wander off to other apps. It keeps honest people on the POS; it is not a hard lock. Read the limits below before you count on it.

On Android

1. Sign in to the POS app as the owner or a manager. Staff do not see this switch.
2. Open Settings. Under **This device**, turn on **Lock this device to the app**.
3. Android asks in a window of its own. Say yes.
4. Turn on Android's PIN setting, below. Without it, the lock is easy to leave.

The switch stays on that device, whoever signs in next. Signing out does not end the lock: the sign-in screen and Help still work.

Ask for PIN before unpinning

Android's own button gesture leaves the lock: holding Back and Overview, or the same on the gesture bar. Android may even show how. With this setting on, that gesture asks for the device's PIN. Bill&Go cannot set it for you:

1. In Android's settings, give the device a screen lock with a PIN, and keep the PIN from staff.
2. Find app pinning, most often under Security, and turn on **Ask for PIN before unpinning**. The name and the place differ a little from one device to another.

What it cannot do

- Android asks every time the lock starts: at the switch, and each time the app opens. Whoever stands there can say no. The switch then says **Not locked right now**.
- The lock ends when the app closes or the device restarts, and the app does not open by itself after a restart. Someone has to open it and say yes again.
- While locked, Android does not let the app open another one. **Open Printers**, **Open settings** and the BasilBook link do nothing, and sign-in with Telegram is hidden. Do not count on Google or Apple sign-in either: use a password.
- Choose a USB scale before you lock the device: Android's question about it may not come up while locked.

To unlock

An owner or a manager signs in, opens **Settings** and turns the switch off. Settings also opens from the screen that asks to open the POS, so a device with no open shift can be let go too.

On an iPad or iPhone

Apple lets an app lock itself only on a managed device, so there is no switch. Use Apple's own Guided Access. Owners and managers see a line about it in Settings.

1. In the iPad's **Settings**, open **Accessibility**, then **Guided Access**. Turn it on and set a passcode.
2. Open Bill&Go POS.
3. Press the side button three times (the top button or the Home button on some iPads) and press **Start**.
4. To leave, press it three times again and type the passcode.

2.19 Use a Sunmi D3 as your POS

Set up a Sunmi D3: its built-in printer, what to print there, its customer screen and the cash drawer.

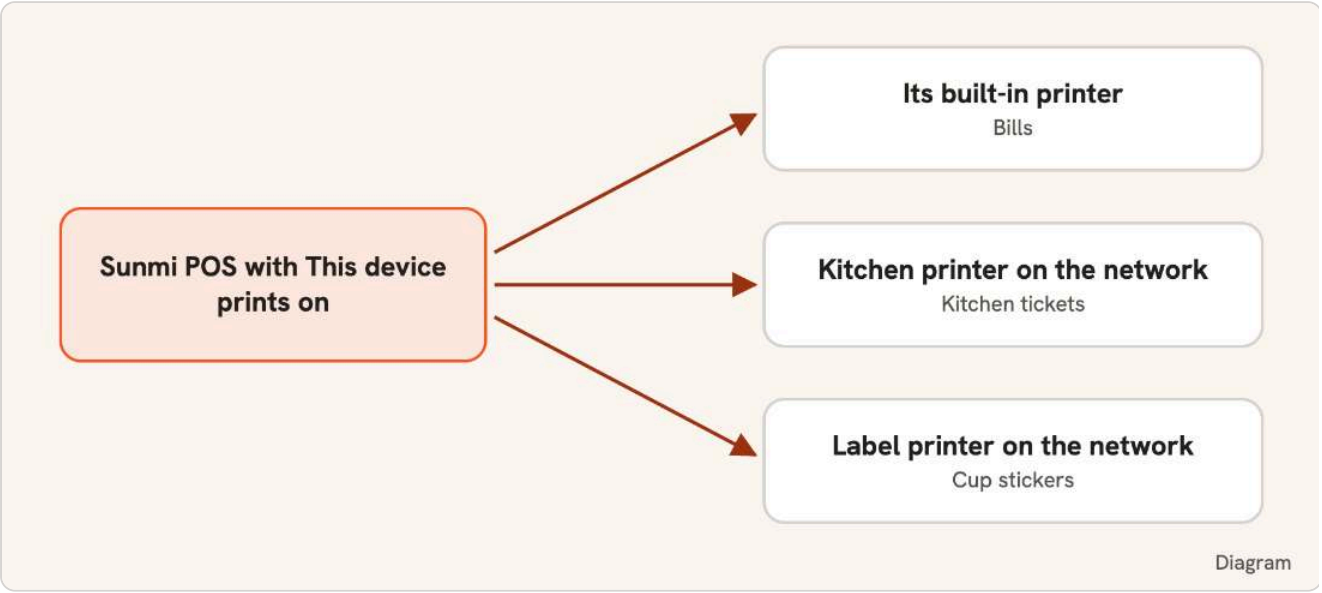
Who Owner and managers set it up

Where POS app on the Sunmi → Settings

The Bill&Go POS app runs on a Sunmi D3 as on any Android tablet, and uses what the D3 has: its own 80mm printer and its second screen, facing the customer. Other Sunmi POS devices with a built-in printer, like the T2, set up the same way.

Set up printing

1. Sign in to the POS app on the D3 as the owner or a manager, and choose the store.
2. Open **Settings**, then **This device prints**.
3. If the D3 is the only printing device in the shop, choose **Everything for this store**. Choose **Only this till's papers** only when a printing computer or box prints the rest.
4. Press **Turn on printing**.
5. Under **This till's printer**, leave **Bills** on. Tap **Kitchen tickets** as well only if kitchen tickets should print at the POS.
6. Press **Add this till's printer**, then **Print a test page**.



A diagram, not a screen: a Sunmi POS with Bills on its own printer.

Bills only, or kitchen tickets too?

A POS uses its own printer before any other of that type, so what you give it decides where the paper comes out:

- **With a Kitchen printer on the network:** keep **Bills** only. The D3 sends kitchen tickets to that printer by its address.
- **With Kitchen tickets on as well:** they print at the POS, and the Kitchen printer stays quiet for what the D3 prints.
- **With no Kitchen printer at all:** kitchen tickets print at the POS either way, because a store with no Kitchen printer prints them on its Receipt printer.

Cup stickers need a **Label** printer on the network; the built-in printer does not print them. It shows on the console's **Printers** page like your other printers, and only the D3 can print on it.

> **Good to know.** If the D3 is off or stops answering, its orders go to the store's other printing devices after a short while, and those use their own printers. With no other device, tickets wait. Keep the app signed in: it prints only while someone from the shop is signed in.

The customer screen

1. Open **Settings**.
2. Under **This device**, turn on **Customer screen on the second display**.

It shows your pictures or logo when the POS is quiet, the order as it is rung up with its total, the KHQR to scan, then **Paid** and **Thank you**. The switch shows only while a second screen is there, and stays on that device. Add your pictures in the console: see Show the bill on a customer screen.

The rest of the counter

- **Cash drawer:** plug it into the D3 and choose its printer for the store: see Open the cash drawer.
- **Keeping staff on the POS:** see Lock a device to the POS.
- **Scale:** a USB scale is set up under **Scale** in **Settings**.

> **Tip.** The D3 counts as one of your plan's printing computers or boxes.

Part 3

The console and its app

Run the shop from a computer or a phone: orders, stock, deals, online orders and delivery.

3.1 The Bill&Go Console app

Run the shop from your phone: sales, orders, shifts, the menu and the team.

Who Owner and managers

The Console app, coming to the App Store and Google Play, is the console in your pocket. Sign in with your email and password.

- **Dashboard** — the day's sales, with the inbox behind the bell.
- **Orders** — accept or turn down, move an order on, void, refund, and print the kitchen ticket or bill.
- **Analytics** and **Shifts** — the reports, and **Print again** on a closed shift.
- **Manage** — the menu, promotions, stock, team, stores, tables, drivers, printers, receipts and the customer screen, and the owner's settings.
- **Account** — your language, notifications and sign-in methods.

> **Good to know.** Taking payments and adding items stay at the POS. Plans and billing are on the web console only.

3.2 Connections, keys and stickers in the Console app

What used to need the web console: DailyBrew hours, API keys, menu languages, sign-in methods and QR stickers for the tables.

Who Owner and managers (Settings: the owner)
Where Console app → Manage, Analytics and Account

Hours and sales by person

Open **Manage**, then **Settings**, and connect DailyBrew. **Hours and sales by person** then shows on **Analytics**: each person's days, hours, late arrivals and early leaves beside what they sold. Someone matched to nobody here has **Who is this?** to pick them from the team. See Staff hours from DailyBrew.

API keys

Open **Manage**, then **Settings**, then **API keys**, and press **Add API key**: a name, what it can do and, with more than one store, which stores. The whole key is shown once, with **Copy**. Each key has **Rename** and **Revoke**. See Connect another system with the shop API.

Menu languages

Open **Manage**, then **Menu languages**, and switch on the languages your table QR menu offers. Each saves as you tap it. Dish names in those languages are typed on the web console.

Sign-in methods

Open **Account**, then **Sign-in methods**. Each person links their own Google account, or Apple on an iPhone or iPad, and can unlink one. Telegram is linked on the web console and only shown here. Bill&Go keeps your last way in, and says so.

QR stickers for the tables

Open **Manage**, then **Tables**, and press **Print QR stickers** for the tables of a room, or **Print sticker** on one table. Choose the paper, an A4 sticker sheet or one per label; the phone's own print window then opens, where you pick a printer or save a PDF. **New sticker code** replaces a sticker that was copied or lost, and the old one stops at once.

Telegram and QR payments

Open **Manage**, then **Stores**, the store's settings and **Connections** for QR payments, BasilBook and Telegram. A shop still on its own Telegram bot can move to Bill&Go's with **Move to @...**, and links its groups again.

3.3 Notifications and the inbox

Which events ring your phone, quiet hours at night, and how to switch each one off.

Who Everyone using the apps

Every notification also lands in the app's **Inbox**, so nothing is missed when the phone was off. Each event has its own switch.

- **In the POS app:** new online orders, orders from tables, order ready (for whoever rang it), tickets that did not print, a printer not answering, and a POS left open.
- **For owners and managers (Console app):** the same orders and printing problems, a printing box offline, refunds, voids, low stock, and the end-of-day summary (off until you switch it on).

Between 22:00 and 07:00 shop time, everyday events go to the inbox without a sound. Urgent ones, like a new online order or a printer that stopped, still ring.

> **Tip.** Bills from Bill&Go, a trial ending or a payment that failed go to the owner's email, never to the apps.

3.4 Find an order and see what happened

Look up any order in the console, see what was ordered and paid, and its history.

Who Owner, managers and staff
Where Console → Orders

1. Open **Orders** in the console. Pick the days with **From** and **To**; **Back to today** returns to today.
2. Type in **Find an order** to search the orders shown. **Show older orders** looks further back.
3. Click an order to open it.

The order shows who rang it up, the invoice, the customer and delivery details, **What was ordered** with its totals, **Payment** (cash in, change, refunds) and **What happened**: every step, with who and when.

Every order offers **Kitchen ticket**, **Bill** and **Cup stickers** to print again. A cup sticker reprints with the same number, marked REPRINT.

A split bill shows each share under **Split bill**: what it covered, how it was paid, and what is left to pay. See Split the bill.

> **Tip.** With more than one store, pick a store in **Looking at** at the top of the side menu to see just that counter.

> **Good to know.** Orders keep the names and prices they were sold at. Changing a product later never changes an old receipt.

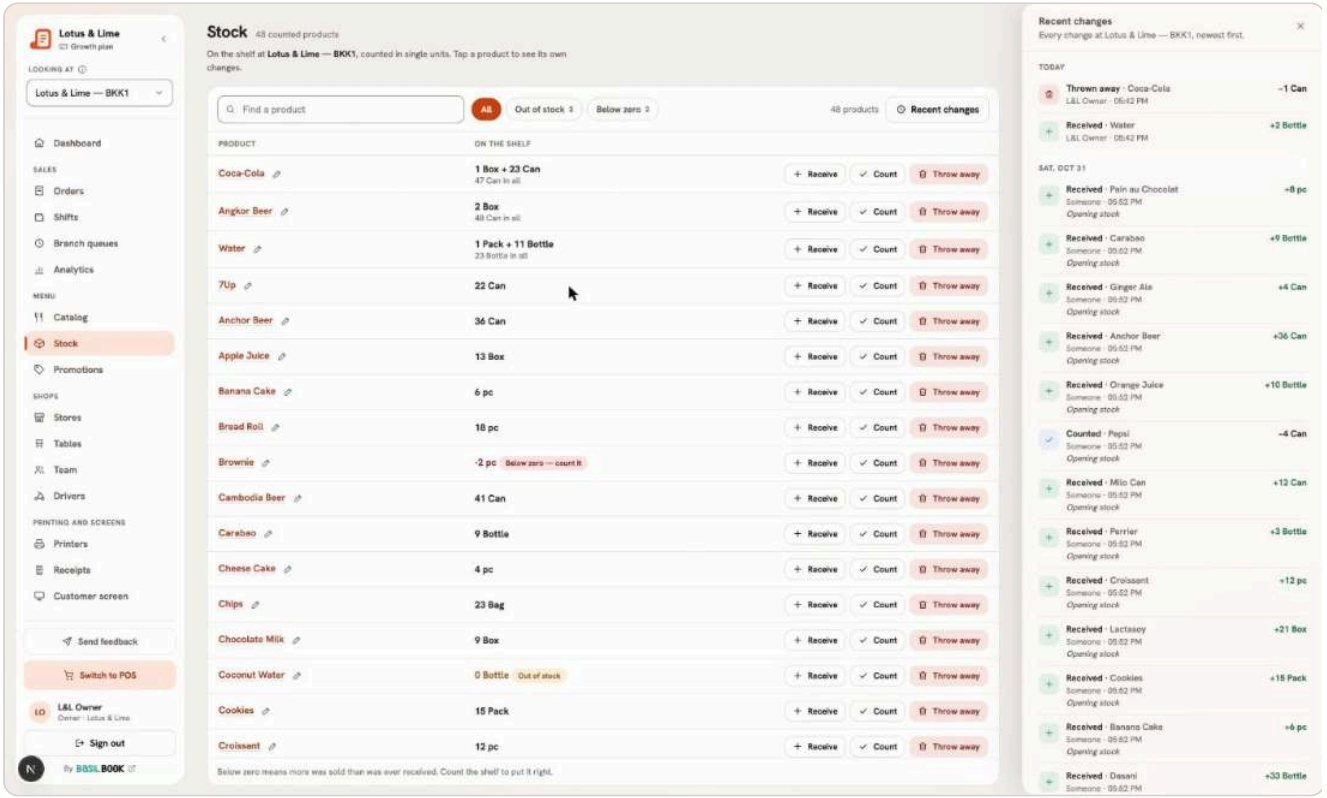
3.5 Count stock

Follow how many of a product each store has, receive deliveries and record counts and waste.

Who Owner and managers
Where Console → Stock

1. On the product, open the **Stock** tab, turn on **Count stock**, and set **Warn me when stock falls to**.
2. Open **Stock** in the console and pick the store in **Looking at**.
3. Press **Receive** when a delivery comes in, **Count** after counting the shelf (then **Record count**), or **Throw away** for waste. Type **How many**, and a **Note** if you like.

Each sale takes its units off at that store. Press **Recent changes** for every movement and who made it, day by day, or tap a product for just its own; tap the next product and the sheet switches to it.



Stock at one store, with its recent changes beside it.

> **Good to know.** A sale is never stopped by stock: if the count is wrong, the order still goes through and the count goes below zero, so you can see it and correct it.

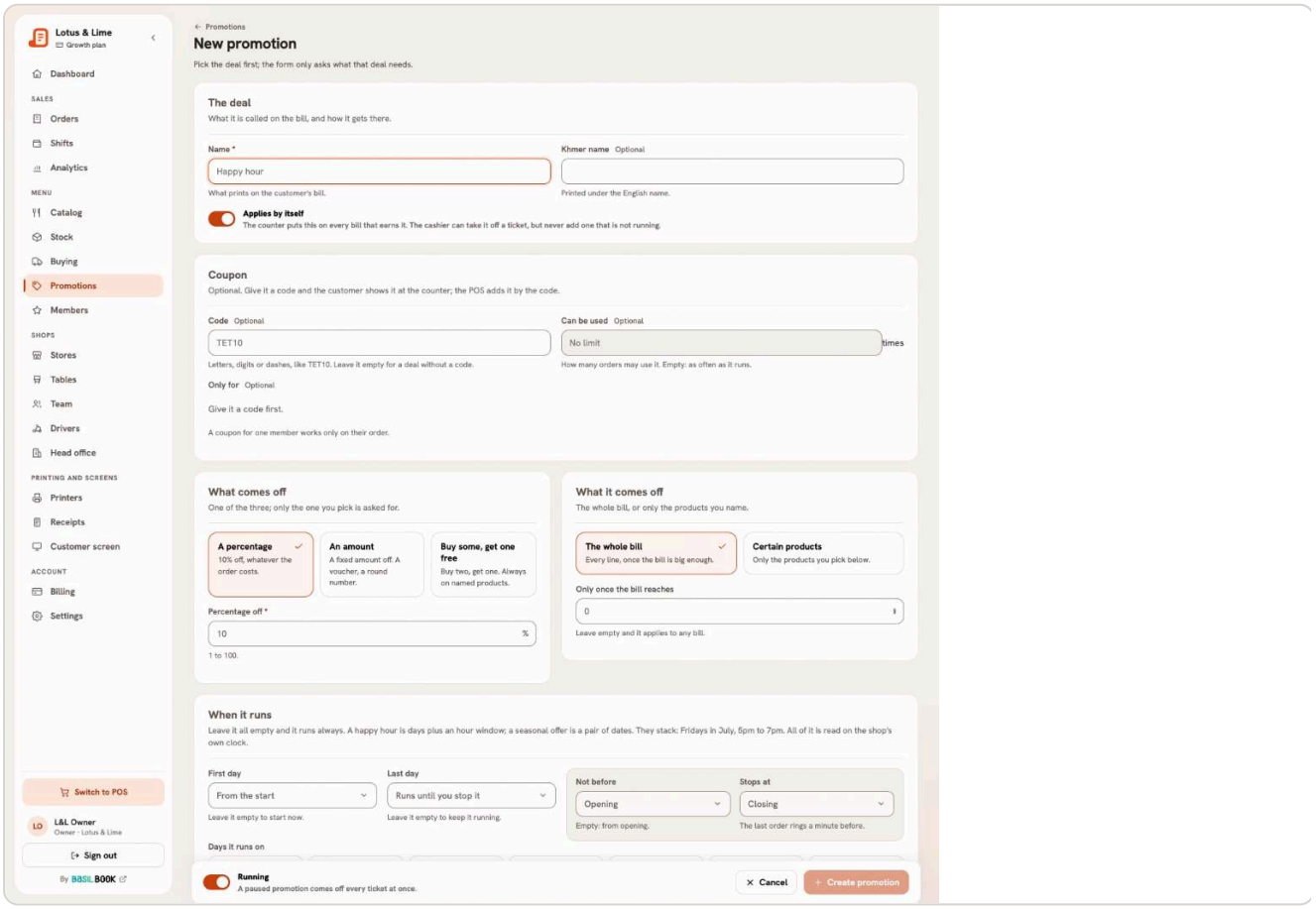
> **Tip.** The POS shows **Low** and **None left** on products running out, and owners and managers can get a low-stock notification.

3.6 Add a promotion

Set up percent off, money off or buy some get one free, on the whole bill or certain products.

Who Owner and managers
Where Console → Promotions

1. Open **Promotions** and add a new one.
2. Under **The deal**, type the **Name** — it prints on the customer's bill — and the Khmer name if you want it.
3. Leave **Applies by itself** on for it to land on every bill that fits. Turn it off for a deal the cashier picks at the POS.
4. Under **What comes off**, choose a percentage, **An amount**, or **Buy some, get one free** (with **They buy** and **They get free**).
5. Under **It applies to**, choose **The whole bill** (and, if you like, **Only once the bill reaches** an amount) or **Certain products**.
6. Set **When it runs** and **Where it runs** (see below), then press **Create promotion**.



A new promotion.

Rules every promotion follows

- Discounts never add up on each other. If two fit, the one higher in **Order of play** goes first.

- Tax is worked out on the price after the discount.
- The POS cannot change a promotion; it can only take one off a bill.

Turn **Running** off to pause a promotion without deleting it.

3.7 Happy hours, days and branches

Run a promotion only on certain dates, hours, weekdays or stores.

Who Owner and managers
Where Console → Promotions → the promotion

In **When it runs**:

- **First day** and **Last day** for a promotion that ends.
- **Not before** and **Stops at** for the hours, like 14:00 to 17:00.
- The day buttons, Monday to Sunday, for the days it runs.

In **Where it runs**, pick the **Stores**. Empty means every store, including ones you open later.

> **Good to know.** Times are your shop's own time, the same clock the POS shows.

3.8 Let customers order from the table

Customers scan a QR at their table, order from their phone, and pay at the end.

Who Owner and managers switch it on; staff run it
Where Console → Stores → the store → QR ordering

1. In the console, open **Stores**, the store, and the **QR ordering** tab.
2. Switch on **Let customers order from their phone** and choose how long a table's QR works.
3. At the POS, seat the table, then **Print QR** or **Show on screen**.

Each round the customer sends waits on the POS: **Accept** sends it to the kitchen, **Turn down** says why. They pay at the end, and the QR stops once the table is paid. **More time**, **Print a new QR** and **Stop QR** are on the table.

> **Good to know.** QR ordering needs Starter or above. Switching it off stops every table's QR at once.

3.9 Take pick-up orders from a link

Share a link or poster so customers order ahead from their phone and collect at the counter.

Who Owner and managers
Where Console → Stores → the store → Pick-up ordering

1. Open **Stores**, the store, and the **Pick-up ordering** tab.
2. Switch on **Let customers order ahead for pick-up**.
3. Under **How customers pay**, keep **Pay at the counter on pick-up**.
4. Copy **Your link** to your Facebook page or Telegram, or print the poster for the counter.

Orders arrive on the POS to accept like any online order.

> **Good to know.** Pick-up ordering needs Starter or above.

3.10 Delivery partners and your own riders

Add Grab, foodpanda or your own rider as a delivery channel, with the commission each takes.

Who Owner and managers

Where Console → Stores → the store → Delivery channels; Console → Drivers

1. Open **Stores**, the store, and the **Delivery channels** tab. Press **Add a channel**.
2. Add its **Logo**, the **Name on the button** and the Khmer name.
3. Set its **Commission**: a percent, an amount per order, or both.
4. Choose **Where it is offered**, and press the button to add it.

At the POS, the channel is picked on a Delivery order. The commission is worked out on the food after discounts and kept on the order, never on the customer's bill. Shift reports show each channel's sales, commission and what the shop kept.

Your own drivers

Add drivers in **Drivers** with **Add driver**: their name, phone, the stores they ride from, and a username and password to give them. Orders waiting to go out can be assigned there.

The owner can always take a delivery too, on every plan: they are offered beside the drivers, and sign in to the Bill&Go Rider app with their own account.

> **Good to know.** Drivers count toward your plan's driver limit; Free has none. The owner never counts.

3.11 Hand an order to another branch

Send an online order to the branch that can make it, by hand or by itself when a branch is busy.

Who Owner, managers and staff

Where Console → Orders → the order → Hand over to another branch

1. Open the order and press **Hand over to another branch**.
2. In **Which branch makes it?**, pick a branch. The quickest one is marked **Quickest now**.
3. Press **Hand over to** that branch.

The order and its kitchen ticket go to that branch. The customer keeps the same price and reference; the order gets the new branch's call number.

Let Bill&Go share them

In **Settings → Online orders**, the owner can switch on **Share online orders between branches** and set the **Minutes a branch has to accept an order**. An order not accepted in time moves to the quickest branch. **Branch queues** in the console shows each branch and what moved today.

> **Good to know.** Only online orders move. Pick-up orders move only by hand, and POS orders never.

3.12 Reset a password or remove someone

Set a new password for someone who forgot theirs, or take a person off the team.

Who Owner and managers (removing: owner only)

Where Console → Team → the person

Reset a password

1. Open **Team** and click the person.
2. Press **Email a reset link** if they have an email. Otherwise type a **New password**.
3. Leave on that they choose their own when they next sign in, and press **Save changes**.

They are signed out everywhere. An invite that never arrived can be sent with **Send the invite again**.

Remove someone

The owner presses **Remove** on the person. Their past orders and shifts keep their name.

3.13 Close or remove a store

Close a branch for a while, or remove it for good.

Who Owner and managers

Where Console → Stores → Remove

To stop orders for a while, turn **Open for business** off on the store. A closed store takes no orders and keeps everything.

1. To remove it, press **Remove** on the store in **Stores**.
2. Read what goes with it: the store leaves the POS and the console, and its tables go too. Past orders are kept.
3. Type the store's name and press **Remove permanently**.

> **Good to know.** There is no undo. If you may open again, choose **Close instead**.

Part 4

Printing

What prints the tickets, how to add printers, which paper goes where, and what to do when one stops.

4.1 Set up printing on a computer

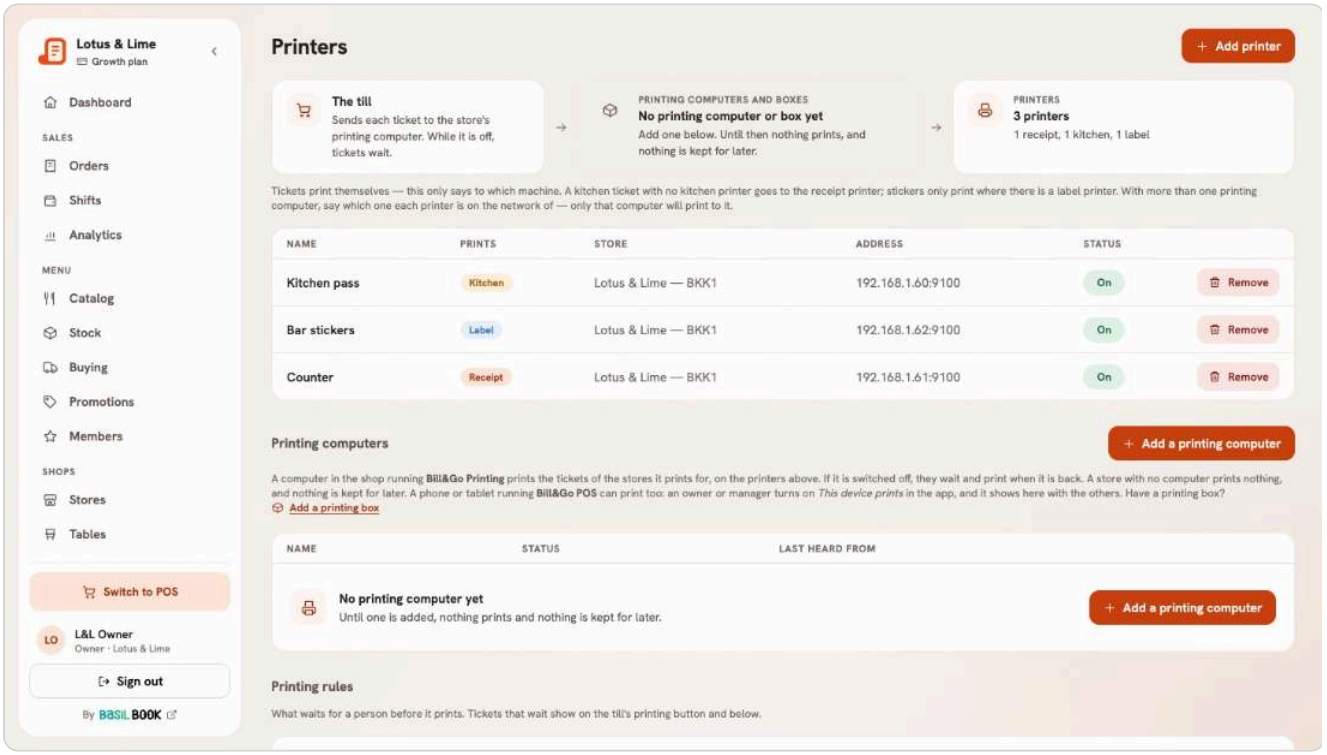
Install Bill&Go Printing on a Windows or Mac computer in the shop and pair it with a code.

Who Owner and managers

Where Console → Printers → Printing computers

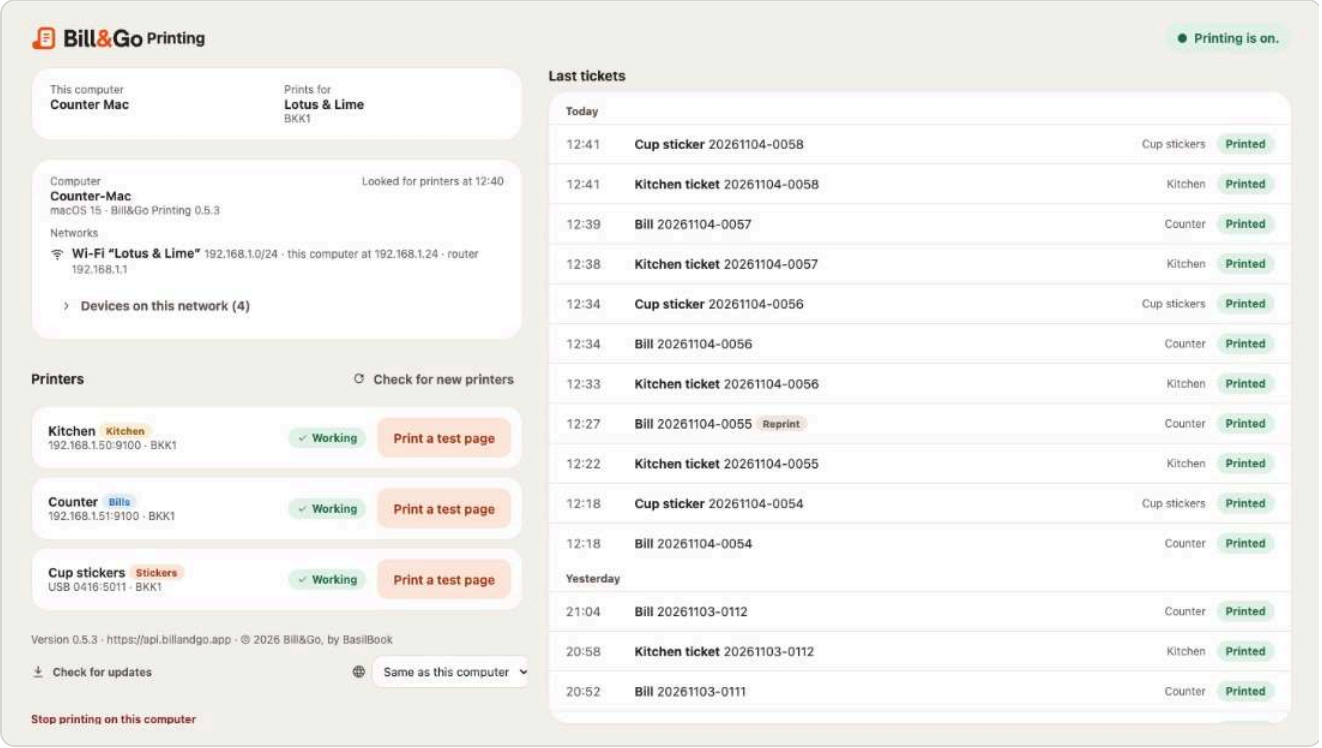
Tickets print from a computer that stays on in the shop during service, on the same network as the printers. The POS sends every ticket there, so no print dialog ever opens. No computer in the shop? See Add a Printing Core box or Print from the POS app.

1. Install Bill&Go Printing on that computer: from the Microsoft Store on Windows, or the Mac app.
2. In the console, open **Printers**, then **Printing computers**, and press **Add a printing computer**.
3. Give it a **Name** staff will know, like “Counter PC”. With more than one store, choose what it **Prints for**. Press **Get a code**.
4. Press **Copy**, open Bill&Go Printing on the computer, paste the **Code** and press **Connect**.
5. It says **Paired as Counter PC. Tickets will print here.** Now add your printers.



The Printers page. Tickets print once a printing computer is added.

The code works once, for 15 minutes. If it runs out, press **New code**.



Bill&Go Printing on the computer, once it is paired.

> **Tip.** The app starts by itself when the computer starts, and lives in the tray (Windows) or menu bar (Mac). A green dot means **Printing is on.**

> **Good to know.** No Microsoft Store on that computer? Use the Windows installer. Windows may warn you the first time: click **More info**, then **Run anyway**.

4.2 Add a Printing Core box

Pair a Bill&Go printing box by scanning the slip it prints, then typing the code it prints next.

Who Owner and managers
Where Scan the slip with your phone (or Console app → Manage → Printers → Add a printing box)

A Printing Core box does the Printing app's job without a computer, and also prints to printers plugged into it by USB.

1. Plug the box into the network and power it on. It finds a printer and prints a slip that says **Scan to add**.
2. Scan the QR code with your phone and sign in if asked. The page **Add a printing box** opens.
3. Give it a **Name**, like "Bar box", choose what it **Prints for**, and press **Add this box**.
4. The box prints a second slip with a six-digit code. Type it in **Code on the slip** and press **Add this box**.
5. The box prints **Added to** your shop. It is ready.

No camera to hand? Type the **Box id** printed under the QR code (BG-CORE-...).

The box looks for new printers every few minutes; they appear under **New printers found** with **Add as Receipt**, **Kitchen** or **Label**. It updates itself only while the shop is closed.

> **Good to know.** Three wrong codes stop the pairing; start again from the first slip.

> **Tip.** Setting up a box of your own on a Raspberry Pi takes a technician. Ask us and we will help.

4.3 Print from the POS app, with no computer or box

Turn on This device prints, and a phone or tablet prints the shop's tickets to your network printers.

Who Owner and managers

Where POS app → Settings → This device prints

A phone or tablet with the POS app can do the printing itself, so a small shop needs no printing computer or box. It prints to network printers on the same wifi, by the address on the console's **Printers** page.

1. Add your printers in the console first.
2. Sign in to the POS app as the owner or a manager, and choose the store.
3. Open **Settings**, then **This device prints**.
4. Choose what it prints, and press **Turn on printing**.

What it prints

- **Only this till's papers:** the tickets for orders started on this device. Online orders, tickets from other devices and shift summaries wait for another printing device.
- **Everything for this store:** every ticket for the store, like a printing computer.

> **Tip.** If this is the shop's only printing device, choose **Everything for this store**. Otherwise online orders and shift summaries have nothing to print them.

What to know

- It prints to network printers only, not USB or Bluetooth.
- It prints while someone from the shop is signed in to the app.
- On Android it keeps printing with the screen off or another app open, and shows "Printing for" the store in its notifications.
- An iPhone or iPad prints only while the app is on screen. Allow **Local Network** when it asks: that is how it reaches the printers. For a device kept only for printing, Guided Access holds it on the app.
- A ticket it cannot print goes back in the queue, for a printing computer or box if the shop has one.
- It counts as one of your plan's printing computers or boxes. The console's **Printers** page lists it, and can switch it off.

To stop, press **Stop printing on this device**. Tickets then wait for another printing device.

4.4 Add a printer

Tell Bill&Go about a receipt, kitchen or sticker printer: where it stands, what it prints and its address.

Who Owner and managers

Where Console → Printers → Add printer

1. Open **Printers** and press **Add printer**.
2. Pick the **Store** it stands in.
3. Pick its **Type**: **Receipt** (bills and the shift slip), **Kitchen** (kitchen tickets) or **Label** (cup stickers).
4. Give it a **Name**, and choose how it is **Connected by**: **Network** or **USB**.
5. For a network printer, type its **IP address**. Leave **Port** at 9100 unless you know otherwise.

6. Press **Add printer**.

> **Tip.** Don’t know the IP address? Most printers print a self-test page with it when you hold the feed button while switching them on.

Paper and copies

Open the printer to set **Paper in it** — **58mm** or **80mm**, or as the template says — or **Stickers in it** for a label printer, and how many **Copies** of every ticket it prints. The printer’s own setting wins over the template.

> **Good to know.** USB printers only print from a Printing Core box. On a computer with the Printing app, connect the printer to the network instead.

Sunmi POS devices

A Sunmi POS device (D3, T2…) has its own 80mm printer. Bill&Go POS prints on it once **This device prints** is on: no address to type.

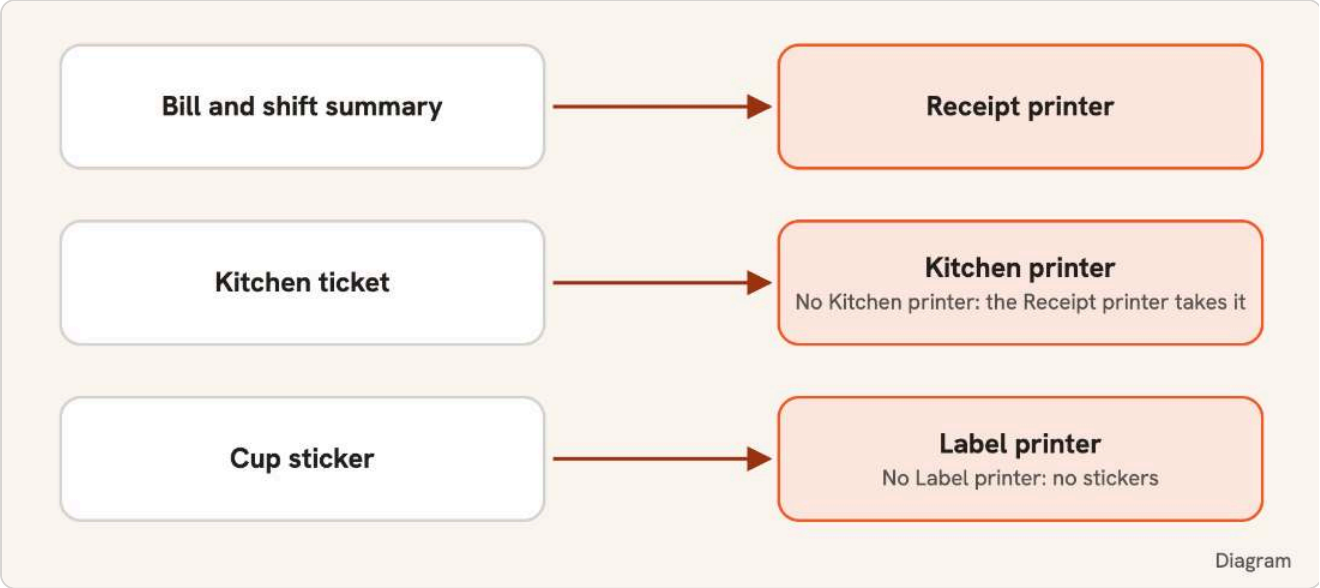
1. In Bill&Go POS on the Sunmi, turn on **This device prints**.
2. Under **This till’s printer**, tap the papers it prints: **Bills**, **Kitchen tickets** or both. Then tap **Add this till’s printer**.
3. Tap **Print a test page**.

It shows here with your other printers, by the name of its device. Change its papers and store here; only that device prints on it. It prints bills and kitchen tickets, not cup stickers. A POS uses its own printer before any other of that type: see Use a Sunmi D3 as your POS for which papers to give it.

4.5 Which printer prints what

How bills, kitchen tickets and cup stickers find their printer, what a category decides, and what happens with several printers.

- **Bills and the shift summary** print on the store’s **Receipt** printer.
- **Kitchen tickets** print on the **Kitchen** printer, or on the Receipt printer if the store has no kitchen printer.
- **Cup stickers** print on the **Label** printer, one per cup, numbered 1/3, 2/3… If the store has no label printer, none print.



A diagram, not a screen: which printer takes which paper.

Which items go on the kitchen ticket or a sticker is decided by their category's **Prints on**: **Kitchen ticket**, **Order slip**, both or neither. The bill always lists everything.

Several printers of the same type

Each store sends each paper to one printer:

- **One printer per type.** With two **Kitchen** printers in a store, the first by name takes every ticket and the other stays quiet. The same goes for **Receipt** and **Label**.
- **A category does not choose a printer.** It decides what goes on the ticket, not where the ticket prints, so drinks cannot go to one kitchen printer and food to another.
- **A POS's own printer comes first.** A Sunmi POS uses its built-in printer before any other of that type. Other devices never use it.
- **Copies are on the printer.** To get the same ticket twice, raise **Copies** on that printer.

When a printer stops

Nothing moves to the next printer by itself. Tickets wait for that printer, then show as not printed with **Try again**: see When a ticket does not print.

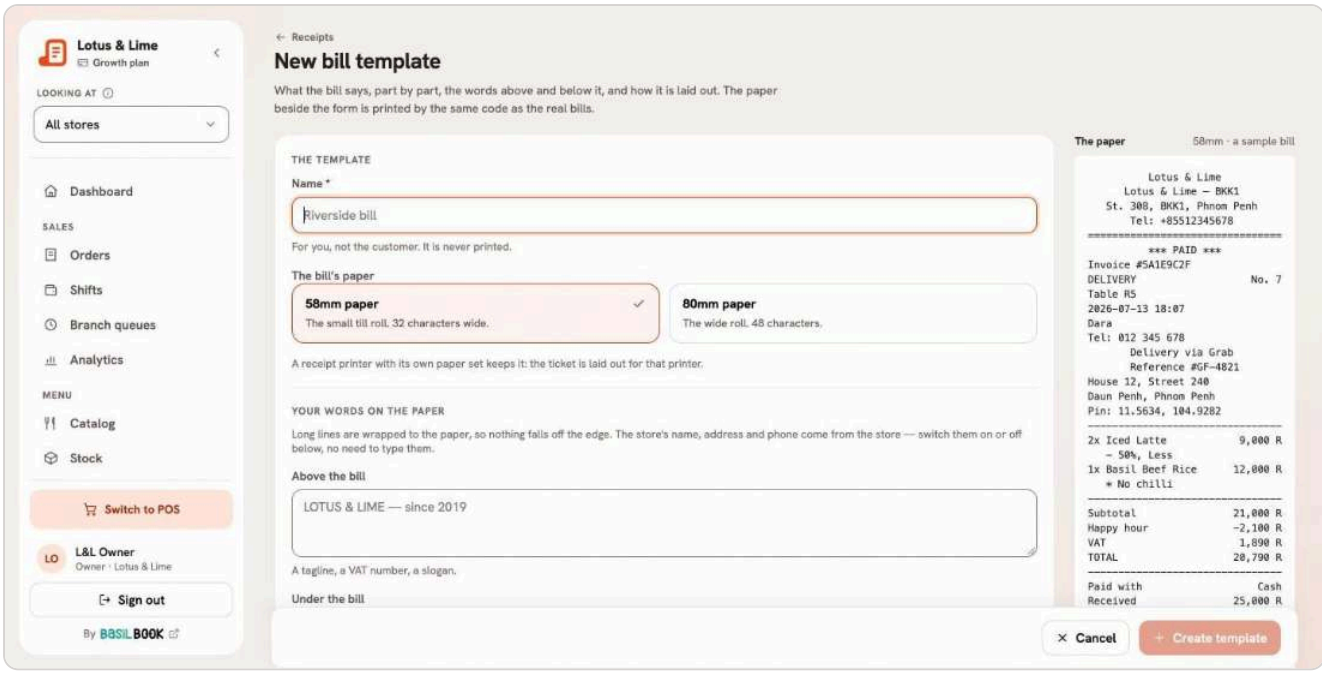
To use another printer of the same type, open the one that stopped on the **Printers** page and switch **Printing** off. The next by name takes its place.

4.6 Change what the bill and tickets say

Use receipt templates for your logo, words, VAT line, the other money and Khmer names, with a live preview.

Who Owner and managers
Where Console → Receipts

A template makes one paper: a **Bill**, a **Kitchen ticket** or a **Cup sticker**. The preview beside the form is drawn the same way the printer prints, so what you see is what prints.



The bill template, with the paper as it will print on the right.

What a bill template changes

- **Your words on the paper:** text **Above the bill** (a VAT number, a slogan) and **Under the bill** (thank you, the wifi password).
- **The top:** your logo, the store's address and phone.
- **About the order:** call number, table, time, who rang it up, the customer and delivery details.
- **The items:** Khmer names, choices, notes, the price of one.
- **The totals: VAT on its own line**, and **The other money**: under the total, on every item, or not on the bill.
- **Payment:** how it was paid, cash received and change.

Every item, every discount and the total always print; a template changes the words around them, never the sums.

Which store uses it

Under **Where it prints**, pick the **Stores**, or switch on **Use this for any store without its own**. The first template you make for a paper is that fallback.

4.7 Open the cash drawer

Plug the cash drawer into a printer, choose that printer for the store, and the drawer opens whenever cash is taken.

Who Owner and managers

Where Console → Stores → the store → Printers → Cash drawer

A cash drawer opens through the printer it is plugged into. Plug its cable into the printer's drawer port (most often the small RJ11 socket on the back of the receipt printer), and Bill&Go sends that printer the signal to open it.

It works with any printer Bill&Go already prints on, for example:

- a receipt printer on the shop network;
- a receipt printer plugged into a Printing Core box by USB;
- a POS terminal with a printer built in, such as a Sunmi D3.

1. Plug the drawer into the printer's drawer port. Add the printer first if it is not on the Printers page yet.
2. In the console, open **Stores**, open the store and go to **Printers**.
3. Under **Cash drawer**, choose **The printer the drawer is plugged into**.
4. Leave **Open it on every cash payment** on. Each choice is kept as you make it.

When it opens

- A **cash** payment, with or without change to give back.
- Cash given back on a refund.
- **Open the till**, **Close the till**, **Put cash in** and **Take cash out**.

Card, QR and other payments never open it. Switch **Open it on every cash payment** off and it opens only when someone presses **Open drawer**.

Open it without a sale

Owners and managers have **Open drawer** on the POS's **Accounting** screen, for change or a coin that fell in. Every time is written in the shift's report with who and when: **Drawer opened**. Staff do not have the button.

> **Good to know.** The drawer opens only while someone stands at it: if the printer is off, nothing opens later by surprise. Press **Open drawer** again once it is back.

> **Tip.** The drawer does not open? A few drawers are wired to the other pin of the port. Choose **Pin 5** under **Cash drawer** and try again.

4.8 When a ticket does not print

What the printing signs mean, where tickets wait, and how to print them again.

Nothing is lost when the printing computer is off: tickets wait and print when it is back. A printer that does not answer is tried again for a few minutes; then the ticket shows under Did not print, with Try again.

Check the signs

- The POS's printing button says **Printing on**, **Printing off**, **Out of paper**, **Printer open** or **Printer jammed**, and how many tickets are waiting.
- The Printing app's dot: green is **Printing is on.** Amber or red says what is wrong, like **Cannot reach the server right now.**
- The console's **Printers** page shows each computer and box, and when it was **Last heard from**.

Fix it

1. Load paper, close the lid or clear the jam. Tickets that waited for that print by themselves.
2. If the Printing app says **Printing is stopped**, open it from the tray or menu bar, or choose **Restart printing**.

3. Choose **Print a test page on every printer** in the app. A printer that does not print has the wrong IP address or is off the network.
4. A ticket that still did not print offers **Try again** on the POS and in the console.

> **Good to know.** After a power cut mid-print, Bill&Go asks whether the ticket **printed** or should **print again**, so the kitchen never cooks a dish twice.

Part 5

Payments

Payment methods, taking the money, splitting a bill, KHQR into your own account, and refunds.

5.1 Payment methods

Add the ways customers pay, like ABA Pay or Wing, and choose which the POS offers.

Who Owner and managers

Where Console → Stores → the store → Payment methods

Every shop starts with **Cash**, **QR Code** and **Credit/Debit Card**.

1. Open the store's **Payment methods** tab and press **Add a method**.
2. Type the **Name on the button**, like ABA Pay, and the Khmer name.
3. Choose **What kind of payment** it is. Only cash goes in the drawer.
4. Choose **Where it is taken**, and add it.

Move methods up and down to set their order on the POS, and switch **Offered at the till** off for one a store does not take.

For a KHQR with the amount on it that confirms itself, see Take KHQR into your own account.

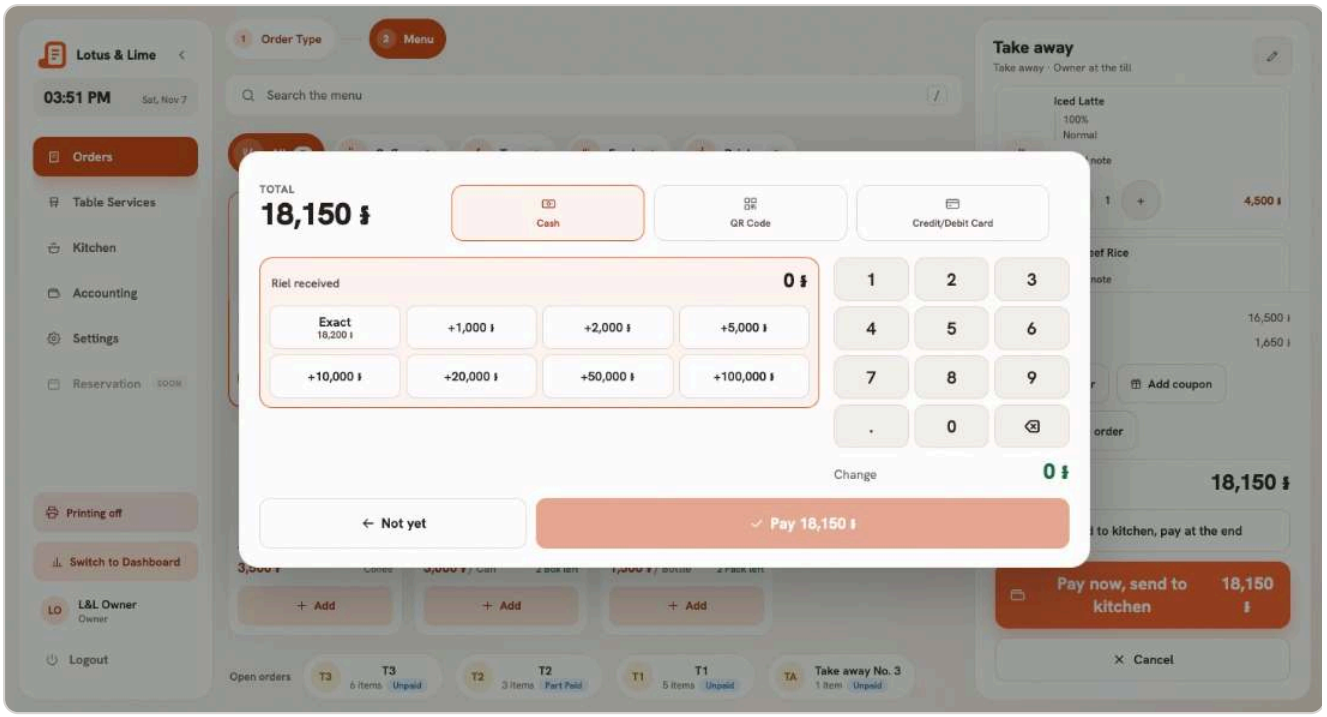
5.2 Take a payment

Take cash in more than one currency with the change worked out, or a card, QR or other method.

Who Owner, managers and staff

Where POS → Pay now on a new order, or Pay on an open one

Press **Pay now** on a new order, or **Pay** on an open one. The buttons along the top are your shop's payment methods, like **Cash**, **QR Code** and **Credit/Debit Card**.



The payment window, taking cash.

Cash

1. Pick **Cash**. There is a row for each currency the store takes.
2. Tap the notes the customer hands you, like **+$10** or **+10,000฿**, or press **Exact**. **Clear** starts again.
3. Pick how to **Give change in**: Dollars, Riel, or Dollars and riel. The window shows **Still to pay** or **Change**.
4. Confirm. The **Paid** screen says what to **Give back**, and the receipt prints by itself.

Riel is rounded to the nearest 100, always in the customer's favor. A customer can pay part in dollars and part in riel at the store's rate.

Card, QR and other methods

1. Pick the method. Run the card on the terminal, or let the customer pay by QR.
2. Once the money is in, add the **Reference on the slip** if you want it, and press **Pay**.

With QR payments on at the store, the QR method shows a KHQR with the exact amount, and the order marks itself paid once the customer has paid.

Not paying yet

Not yet closes the window and nothing is taken. After **Pay now** on a new order, nothing is placed either.

> **Good to know.** Paying does not always finish an order: a delivery stays open until it is delivered, and if your kitchen marks orders, until it is handed over.

> **Tip.** Need the receipt again? Press **Print bill again** on the Paid screen, or **Print again** on the receipt later.

5.3 Split the bill

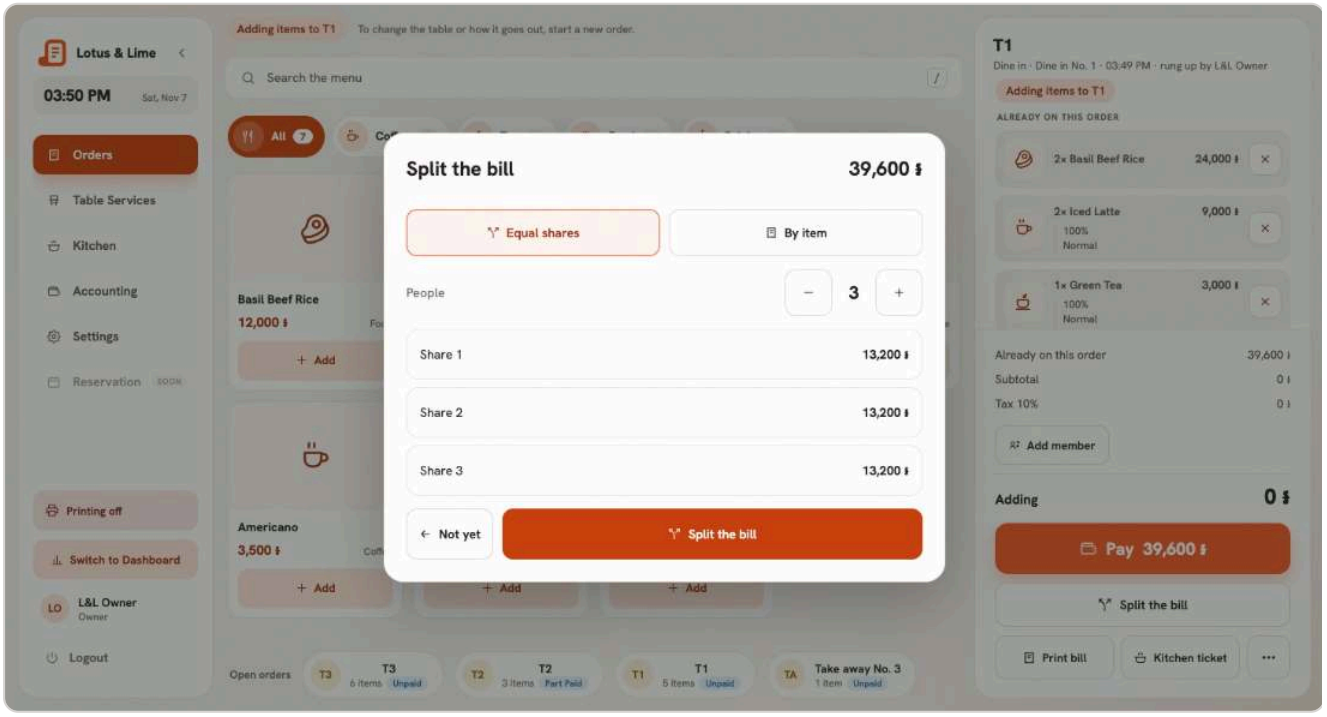
Let a table pay its own way: equal shares or by item, each share paid by cash, card or QR.

Who Owner, managers and staff

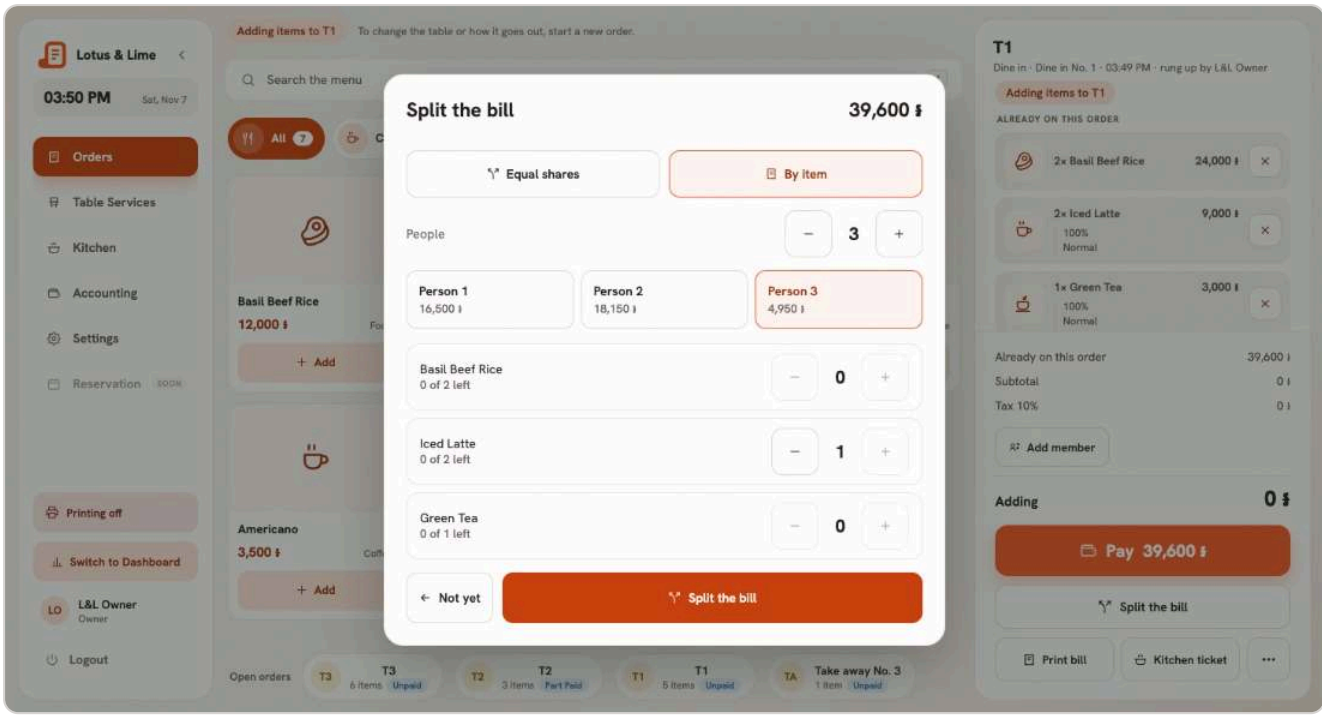
Where POS → the open order → Split the bill

A table can pay its own way. The order stays one order: the kitchen, the table and the reports see one bill, and only the money comes in pieces.

1. Open the order and press **Split the bill**, under **Pay**.
2. Pick **Equal shares** and set the number of **People**, or pick **By item**.
3. For **By item**, tap a person and give them their items with the + button. **Give the rest to** hands them everything left. Every item must go to someone.
4. Press **Split the bill**.
5. Press **Pay** on a share and take it as usual. Each share has its own way to pay: cash, card, QR or any other method.
6. Go on until the last share is paid. The order is then paid, and the table is free.



Equal shares: the POS shows each share before you split.



By item: tap a person, then give them their items.

How the shares are worked out

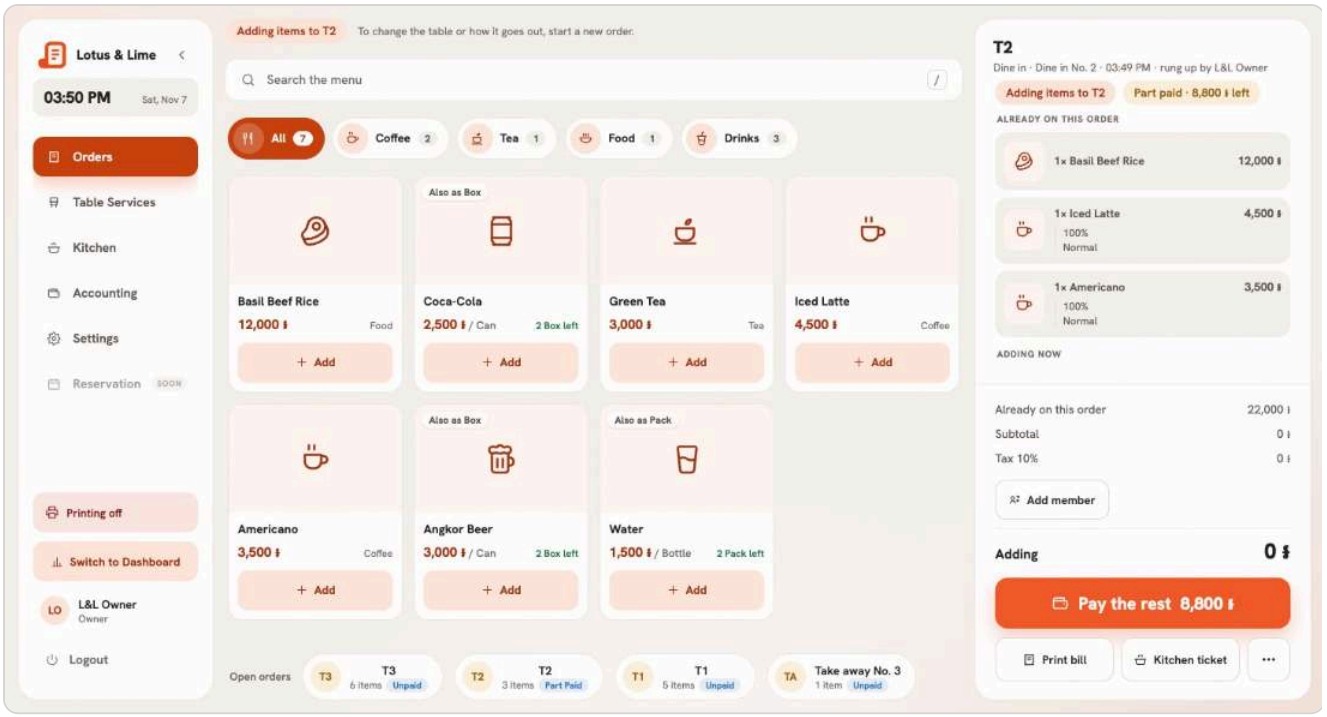
- **Equal shares:** the total in equal parts. What does not divide goes to the first shares: $10.00 for three people is $3.34, $3.33 and $3.33, and 10,000฿ is 3,400฿, 3,300฿ and 3,300฿, so everyone pays with notes they have.
- **By item:** each person pays for their own items. A discount on the bill and the tax are shared in proportion to what each person took.
- A bill splits between 2 and 20 people. The shares always add up to the total, and nobody types an amount.

Part paid

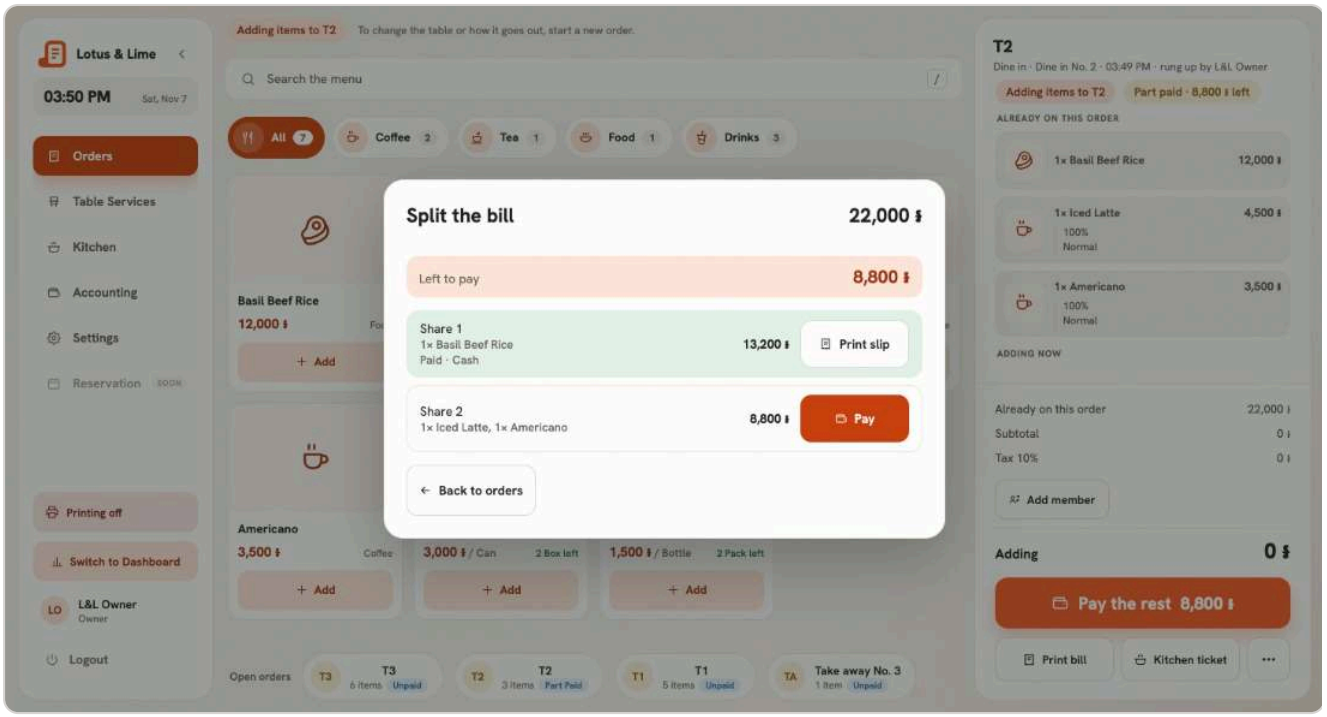
Until the last share is in, the order says **Part paid** with what is left, keeps its table and stays with the open orders. **Pay the rest** opens the shares again. A shift can close with a part-paid bill: it carries over like any open order, and the shift report shows it under **Part paid, still to pay**.

Before any share is paid, **Back to one bill** undoes the split. Adding to the order drops the split too, and paying the bill whole clears it.

Once a share is paid the bill is fixed: no more items, no taking a dish off, no void, and no paying it whole. It ends with its last share or with a refund.



A part-paid order keeps its table, with Pay the rest.



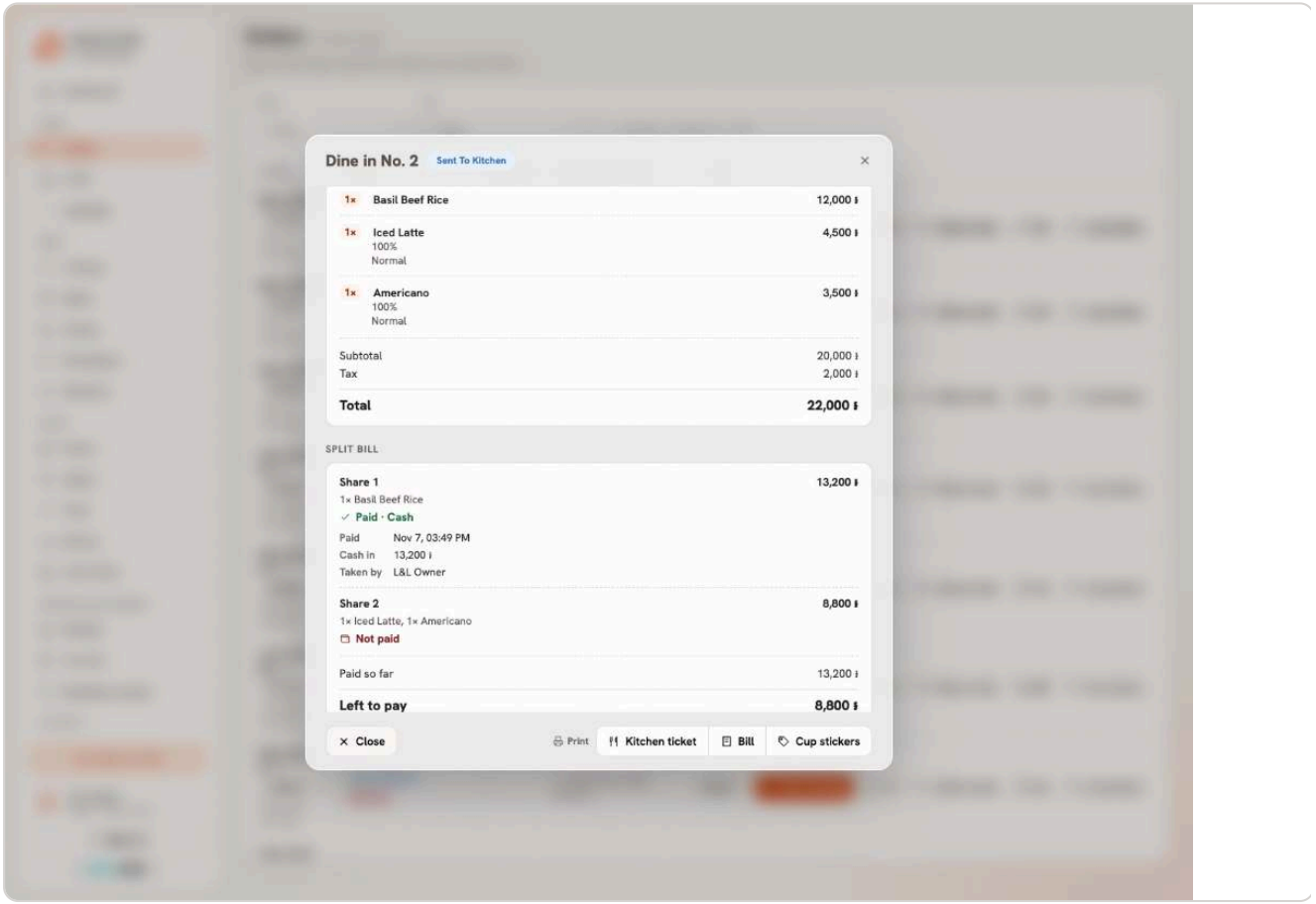
Each share is taken on its own.

What prints

- Each share prints its own slip, with what it paid for and how. Cash on a share opens the drawer.
- The last share also prints the whole bill, with a line for each share.
- **Print slip** on a paid share prints it again, marked as a reprint. **Print bill** on a part-paid order shows what was paid and what is left.

In the console

The order window in the console and the Console app has **Split bill**, with each share: what it covered, how it was paid and who took it, then **Paid so far** and **Left to pay**. The orders lists say **Part paid** with what is left. In the Console app, a part-paid order offers a refund to the owner and managers, and no void. Splitting a bill and taking a share stay at the POS.



A split bill in the console.

> **Good to know.** Only an open order taken at the POS can be split. Delivery orders and online orders cannot: a delivery is one bill the rider brings back, and an online order is paid in the app or at pick-up. Splitting needs a connection.

> **Tip.** A refund is always of the whole order, and each share goes back the way it came: see Refund an order.

5.4 Take KHQR into your own account

Connect a store's ABA PayWay or Bakong account: the POS shows a KHQR with the exact amount, and the order marks itself paid.

Who The owner

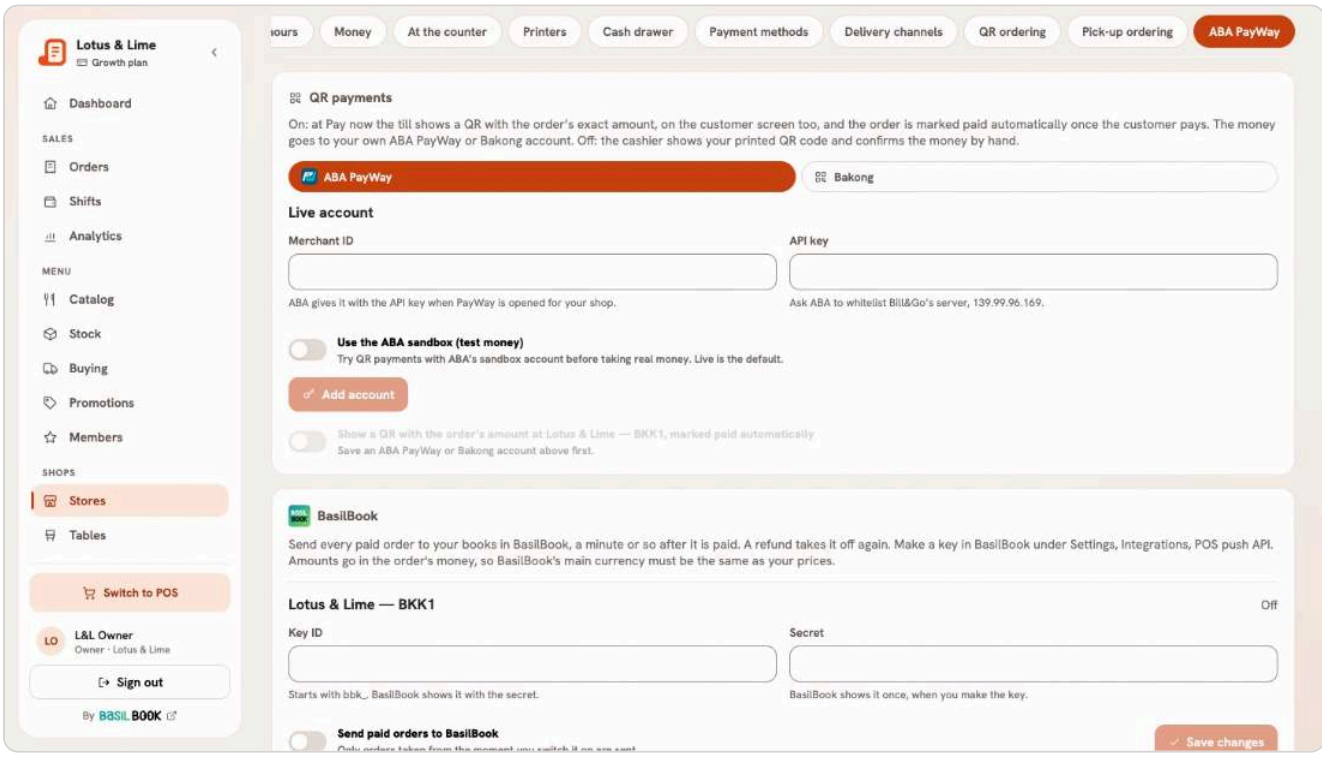
Where Console → Stores → the store → ABA PayWay; Console app → Manage → Stores → the store → Connections

Each store can take KHQR into its own account. The money goes straight to that account, not through Bill&Go. With no account, the QR method still works: the cashier shows your printed QR and confirms the money by hand.

Connect the account

1. Open the store's **ABA PayWay** tab. The card is called **QR payments**.
2. Under **Where the money goes**, pick **ABA PayWay** or **Bakong**.
3. For ABA PayWay, type the **Merchant ID** and **API key** that ABA gave you when it opened PayWay for your shop, and ask ABA to whitelist Bill&Go's server: the address is shown beside the key.
4. For Bakong, type the **Bakong account ID**, like shop@aba. It is in your bank app, under your Bakong or KHQR account.
5. Press **Add account**.
6. Switch on **Show a QR with the order's amount**. It saves when you flip it.

A POS left open picks up the change when it next comes to the front or opens the pay window. Nobody has to sign in again.



The QR payments card, before an account is added.

At the POS

1. Pick the QR method in the payment window. On a new order, press **Show the KHQR**: this sends the order to the kitchen, so show it once the customer is ready to pay.
2. The customer scans it with any bank app, on the screen or on the customer screen.
3. The payment confirms itself once the money is in, and the receipt prints.

A KHQR works for 5 minutes. When it runs out, press **New QR**. If the bank is slow to answer, **Confirm by hand** finishes it. Each share of a split bill gets its own KHQR for its own amount.



The customer scans the KHQR on the customer screen.

Try it first with ABA's sandbox

Switch on **Use the ABA sandbox (test money)** and add the **Sandbox merchant ID** and **Sandbox API key** that ABA sent you. ABA's email calls the key the Public Key. Until you switch it off, the consoles show a warning and the POS says **Sandbox: test money, not a real payment**.

A sale paid with test money runs like a real one, is marked **Test, not a sale** on the POS and on the bill, and stays out of every report and total. Its stock still moves.

> **Good to know.** KHQR takes riel and US dollars only. QR payments come with Starter and above; a connection keeps working if you move to a smaller plan. If a QR could not be made, the card says why.

5.5 Refund an order

Give the money back for a paid order, with a REFUND copy of the bill.

Who Owner and managers
Where POS → Orders → the paid order → Refund (POS app: the receipt → Refund)

1. Find the paid order and open it.
2. Press **Refund** and pick the reason.
3. The POS says how the money goes back, like **Hand back 14,600 ៛ from the drawer**. Confirm.

A REFUND copy of the bill prints. A cash refund comes out of the open shift and shows in the drawer count as **Given back**, so a shift must be open.

> **Good to know.** Refunds are for the whole order. A split bill goes back share by share, each the way it came, and a part-paid order can be refunded too: what was taken goes back and the order is canceled. Staff cannot refund: ask the owner or a manager.

Part 6

Reports and connections

What each day came to, and how Bill&Go talks to Telegram, DailyBrew, BasilBook and your own systems.

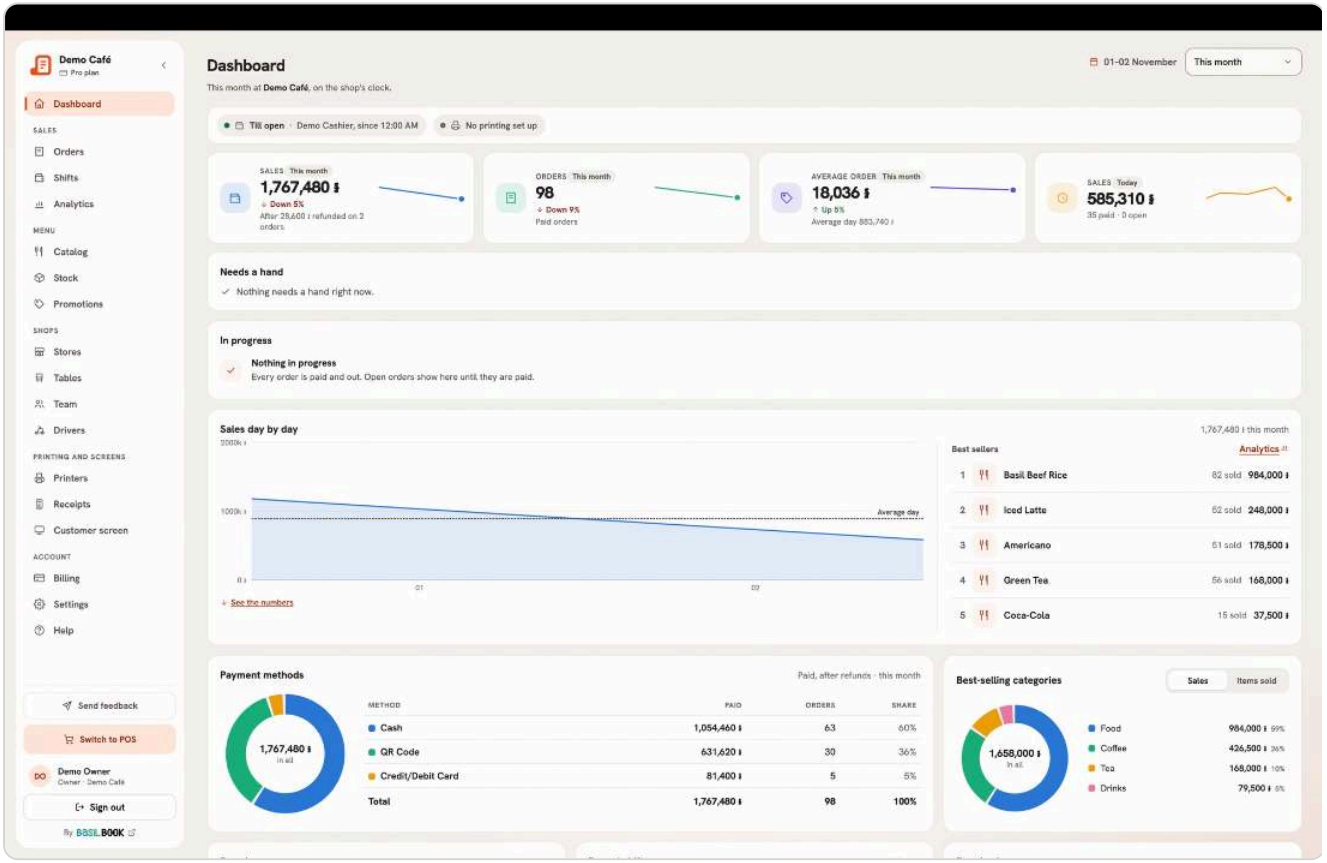
6.1 Read the dashboard

Today's sales and orders at a glance, what needs a hand, best sellers and what is running low.

Who Owner, managers and staff

Where Console → Dashboard

The dashboard opens on today. Change the days at the top: **Today**, **This month**, **Last month**, **Last 7 days**, **Last 30 days**, or **Choose dates…**



The dashboard for this month.

- The tiles: **Sales**, **Orders**, **Average order**, **Open orders** and **Paid orders**.
- **Needs a hand**: orders waiting for someone.
- **Sales hour by hour** for one day, or **Sales day by day**.
- **Best sellers**, **Best-selling categories** and **Payment methods**.
- **Busy hours**, **Recent shifts**, **Running low** and **Latest orders**.

Refunds are taken off the sales and said under them.

> **Tip.** With more than one store, pick one in **Looking at** to see just that branch.

6.2 Check a shift

See who had the POS, what it took, and whether the drawer counted right.

Who Owner, managers and staff

Where Console → Shifts

1. Open **Shifts** and pick the days with **From** and **To**.
2. Each line shows when it **Opened** and **Closed**, the store, **Who** had it, its **Sales** and whether the **Drawer** was right.
3. Click a shift for its report.

- **Takings**: sales by payment method.
- **Delivery apps**: each channel's sales, commission and what the shop kept.
- **The drawer**: per money, what should have been there and what was counted.
- **Who rang it up**: each person's sales.

> **Tip.** Press **Print again** on a closed shift to print its summary.

6.3 Sales charts and busy hours

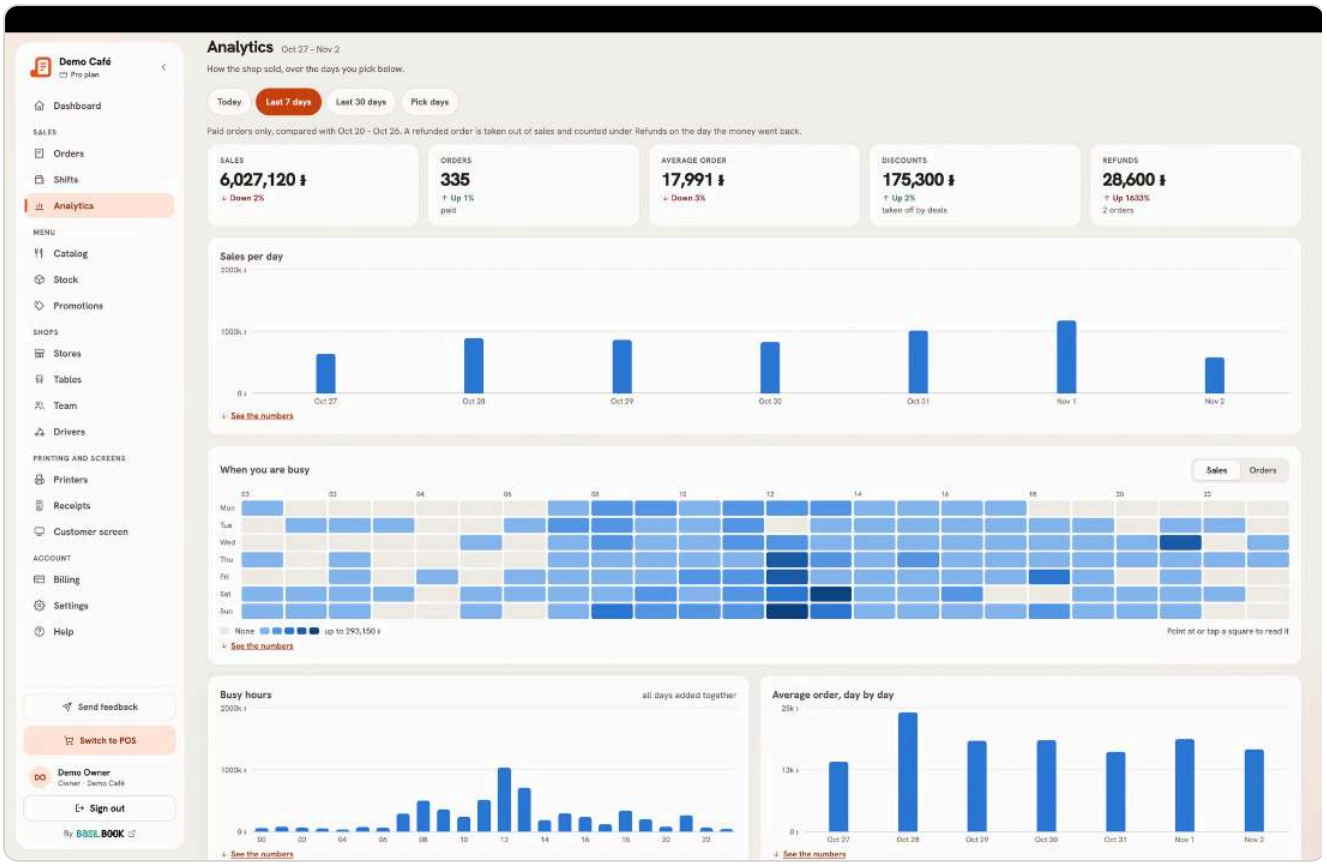
Analytics shows when you are busy, what sells, how people pay and what deals gave away.

Who Owner and managers

Where Console → Analytics

Pick the days (**Today**, **Last 7 days**, **Last 30 days** or **Pick days**) and **Which money** to show.

- Sales per day, and a calendar of the days.
- **When you are busy**: hours and weekdays as squares, darker when busier.
- Best sellers by takings and by count, and by category.
- How people paid, how orders went out, and deliveries by channel.
- Who rang it up, what the deals gave away, refunds and voids by reason, and tables.



Analytics for the last 7 days.

> **Good to know.** Analytics comes with Starter and above.

6.4 Get sales and reports in Telegram

Post each sale to a Telegram group, and send the managers the day's report and every shift handover.

Who The owner

Where Console → Stores → the store → Telegram

A store can link two Telegram groups:

- **Sales group** — each paid sale and refund is posted here.
- **Managers' group** — the day's report at midnight, each shift's handover, and figures when asked.

1. Open the store's **Telegram** tab and press **Link a group** on the one you want.
2. Press **Add @... to a group** and pick the group. Or send the **/link** code shown in the group yourself.
3. The card says **Waiting for the group...**, then shows the group's name.
4. Press **Send a test message** to check.

Ask for the figures

In the managers' group, send **/total** for the takings so far today, or **/summary** for the same in full. Add a day, like **/total 15/10**, or two days for a run of days. Buttons under the answer change it to yesterday, this week, this month or a day you pick.

Post sales to the group off keeps the group linked but quiet. **Unlink** takes it off.

> **Good to know.** Telegram comes with Starter and above. A connection keeps working if you move to a smaller plan.

6.5 Staff hours from DailyBrew

Connect DailyBrew, and Analytics shows each person's days, hours and late arrivals beside what they sold.

Who The owner connects it; owner and managers read it

Where Console → Settings → DailyBrew; Console app → Manage → Settings

Bill&Go has no clock-in of its own. If your team checks in with DailyBrew, Bill&Go reads those hours and shows them beside each person's sales. DailyBrew stays the one record: a fix made there shows here too.

1. In DailyBrew, make a key under **Settings**.
2. In Bill&Go, open **Settings**, paste the key under **DailyBrew** and press **Connect DailyBrew**. A key DailyBrew refuses is not kept.
3. Open **Analytics** and find **Hours and sales by person**.
4. People are matched by username. For anyone listed as not matched, press **Who is this?** and pick them from your team.

Paste a new key replaces the key, and **Disconnect** stops it.

> **Good to know.** The connection comes with Starter and above. The POS never shows these hours.

6.6 Send paid orders to BasilBook

Every paid order goes to your BasilBook books as a sale, and a refund takes it off again.

Who The owner

Where Console → Stores → the store → BasilBook

1. In BasilBook, make a key under **Settings → Integrations → POS push API**.
2. In Bill&Go, open the store's **BasilBook** tab and paste the **Key ID** (it starts with bbk_) and the **Secret**.
3. Set an **Order number prefix**, so these orders are easy to spot in your books.
4. Switch on **Send paid orders to BasilBook** and press **Save**.

Orders paid from then on reach BasilBook within about a minute. If some are not taken, the tab says so, with **See why** and **Send them again**.

> **Good to know.** BasilBook's main money must be the same as the store's price money. The connection comes with Starter and above. More about BasilBook.

6.7 Connect another system with the shop API

Make an API key for your website, accounting or a delivery partner, and revoke it any time.

Who The owner

Where Console → Settings → API keys

1. Open **Settings**, then the **API keys** tab, and press **Add API key**.

2. Give it a **Name**, like “Website”.
3. Choose **What it can do**: **Read**, or **Read and place orders**. Orders it places wait at the POS to be accepted.
4. With more than one store, choose **Which stores** it may use.
5. Copy the key straight away — it is shown once — and press **Done**.

Each key shows when it was last used. **Revoke** stops it at once. Give your developer the Shop API reference.

> **Good to know.** Keep the key on a server, never in a web page or a phone app. The shop API comes with Starter and above.

Part 7

Plans and billing

What each plan includes, and how to change or cancel it.

7.1 What each plan includes

The four plans, their limits, and what happens when a shop reaches one.

Every new shop starts with a month of Pro free, with no card. Then it chooses a plan, or stays on Free.

- **Free** (free): 1 store, the owner and 1 staff, 50 products, 1 printing computer or box, 500 orders a month.
- **Starter** ($12.99 a month): 1 store, the owner and 3 staff, 200 products, 2 printing computers or boxes, no order limit.
- **Growth** ($35.99 a month): up to 3 stores, the owner and 10 staff, 500 products, 6 printing computers or boxes, no order limit.
- **Pro** ($99.99 a month): up to 9 stores, the owner and 50 staff, 5,000 products, 18 printing computers or boxes, no order limit.

Starter and above add analytics, the connections (Telegram, BasilBook and the shop API), QR ordering at the table, pick-up ordering, your pictures on the customer screen, and delivery drivers.

Growth and Pro can add **Franchise mode**, a head office for a franchise or a group of shops: one menu, prices and deals sent to every shop, their sales side by side, and tasks for their stores. It is $49.99 a month with 3 shops in the group, then $9.99 a month for each shop past 3; your own shop is not counted. Add it on **Billing** in the web console. Each shop in the group keeps its own data, plan and bill.

> **Good to know.** Orders are never refused. Past Free's monthly orders, the owner gets a notice and one email. A limit only stops adding more — moving to a smaller plan never takes away what you have.

> **Tip.** See every detail side by side on the pricing page.

7.2 Choose, change or cancel your plan

Pick a plan, pay monthly or yearly, update your card, and see your invoices.

Who The owner

Where Console → Billing (on the web)

1. In the console on the web, open **Billing**.
2. Under **How you pay**, choose **Monthly** or **Yearly · 2 months free**.
3. Under **Compare plans**, press **Choose**, **Upgrade to** or **Move down to** on the plan you want, and pay by card.

Your plan shows how much of each limit you use, marked **Almost full** or **Full**. **Manage card and invoices** changes the card and downloads invoices.

Cancel plan keeps your plan until the end of what you paid for, then moves the shop to Free.

> **Good to know.** Plans are bought on the web console only, never in the apps. Payments are by card through Paddle; local tax may be added at checkout.