

Grocer Ease

User manual · version 1.04
Point of sale and stock for grocery stores and mini-markets

Grocer Ease by Nextdab · November 2026
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1. Installing Grocer Ease

What you need

- A Windows 10 or Windows 11 PC (64-bit) with 4 GB of memory or more and 1 GB of free disk space.
- An administrator account on that PC for installing. Cashiers can use standard Windows accounts afterwards.
- No internet connection is needed to install Grocer Ease or to start selling. Internet is needed **once within 7 days** to register the copy with the owner's email (a 6-digit code). With internet, Grocer Ease also checks in with Nextdab for its licence, messages and updates, and emails the codes for "Forgot password?".
- Arabic screens need nothing extra: the Arabic font is installed with the app.
- A USB drive for the backups. Two are better: one stays in the PC, one goes home each night.
- Optional: a receipt printer (80 mm or 58 mm) with its Windows driver, a cash drawer plugged into the printer, a barcode scanner, a label printer, a weighing scale that prints barcode labels, a second screen for the **customer display**, and phones on the shop Wi-Fi to use as stock scanners. See *Setting up your hardware* (section 19).

Download and install

1. Download the Windows installer **Grocer-Ease-Setup-1.04.exe** from **nextdab.com → Downloads**, copy it to the PC and double-click it.
2. The installer is **not code-signed yet**, so Windows may show "Windows protected your PC". Click **More info → Run anyway**.
3. Accept the administrator prompt, keep the default folder (`C:\Program Files\Grocer Ease`) or choose another, and click **Install**.
4. Leave **Run Grocer Ease** ticked and click **Finish**.

The installer creates:

- a desktop shortcut and a Start-menu entry named **Grocer Ease**;
- the data folder `C:\ProgramData\Nextdab\Grocer Ease`, where the shop's data, backups and logs are kept. Every Windows user of the PC can work in it;
- a Windows Firewall rule "Grocer Ease (shop network)" for TCP port 47800 on private and work networks (never on public Wi-Fi). Grocer Ease only listens on it after the owner switches on extra tills, branches or phones.

Grocer Ease on the Microsoft Store

Grocer Ease is coming to the **Microsoft Store**. The Store edition is the same app and uses the same data folder. Two things are different:

- **Updates** are installed by the Microsoft Store (Library → Get updates), not from Settings → Licence and updates.
- An extra till or a branch computer is also updated from the Microsoft Store.

A shop can move from one edition to the other: uninstall one, install the other, and the data is still there.

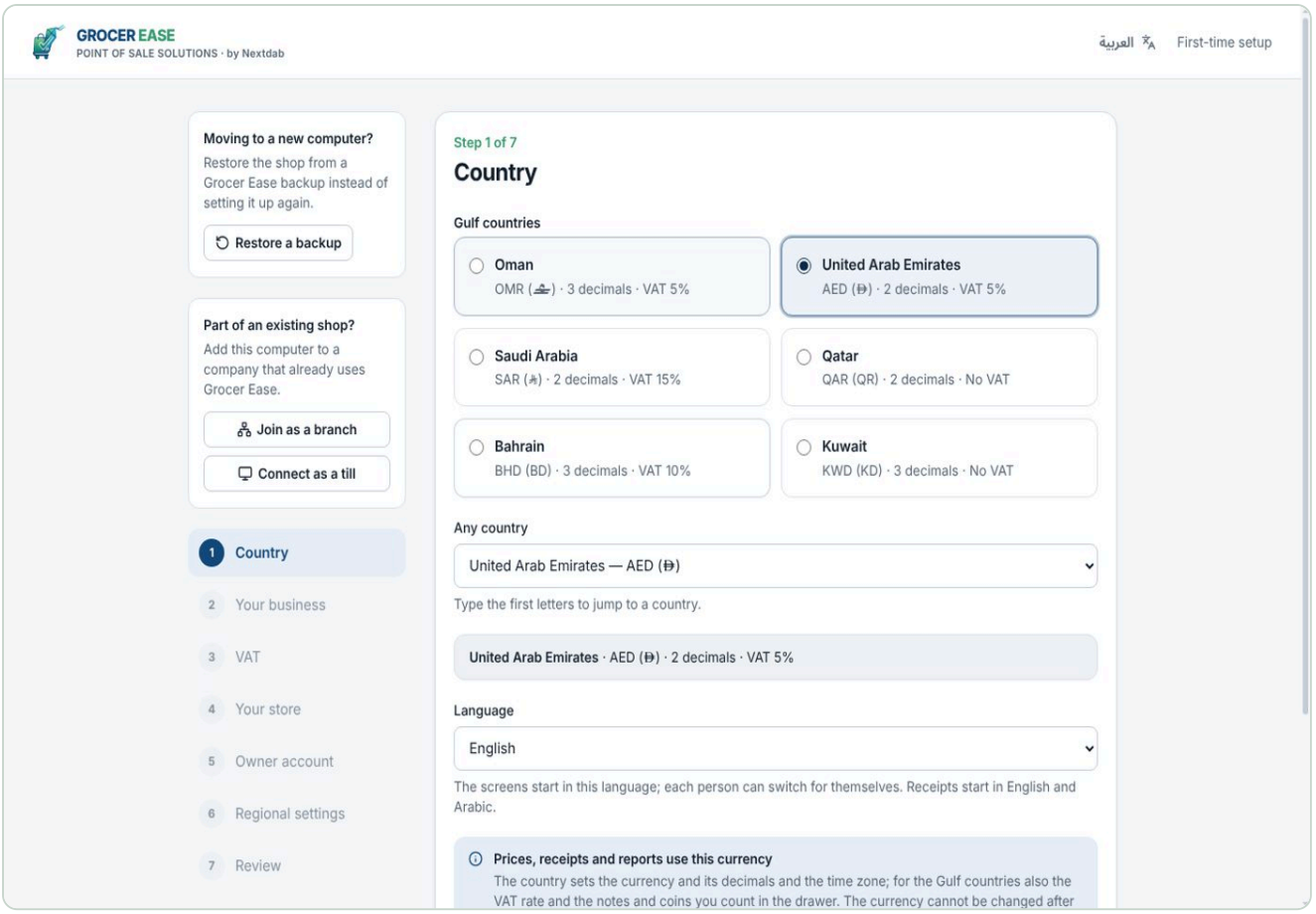
First start: the setup wizard

The setup wizard opens the first time and takes about three minutes. To set up in Arabic, press **العربية** at the top first (what you typed is kept when you switch).

1. **Country**: one of the six Gulf countries, or any other country from the **Any country** list. It sets the currency, its symbol and decimals, and the time zone. For the Gulf countries it also sets the VAT rate, what a VAT number looks like, and the notes and coins counted in the drawer. The currency cannot be changed after setup.
2. **Your business**: name, Arabic name (optional, printed on receipts), owner, phone, email, address and an optional logo.
3. **VAT**: whether you are VAT registered, your VAT number, whether shelf prices include VAT, and the standard rate. Qatar and Kuwait have no VAT and the step only says so. In other countries, type your standard rate (0 if you charge none) and your tax number as your tax office gives it.
4. **Your store**: the branch name and a 2 to 6 letter code (for example MCT, used in receipt numbers), address, phone and receipt printer.
5. **Owner account**: username, password (8 characters or more, with a letter and a number), an optional 4 to 6 digit PIN, and the owner's email. Press **Send code** and type the 6-digit code from the email: this **registers** the copy and lets the owner use **Forgot password?** later. Without internet, finish the setup and register within 7 days.
6. **Regional settings**: screen language (English or العربية), time zone, date format and receipt paper width.
7. **Review**: check everything, click **Finish setup**, then sign in.

Everything can be changed later in **Settings**.

- **Moving an existing shop to this PC?** Instead of the wizard, choose **Restore a backup** on the left of the first screen and pick the shop's newest backup (for example from its USB drive). The licence belongs to the old PC: ask Nextdab for one for this PC's Machine ID (see section 17).
- **An extra till or a branch computer?** Don't run the wizard. Choose **Connect as a till** or **Join as a branch** on the left of the first screen (see section 14).



The first screen of the setup wizard: choose the country.

On the first day: backups

1. **Settings → Backups → Add a USB drive**: plug in the drive and choose it. Every backup is then also copied to it.
2. Recommended: **Protect backups** with a password (owner). Write it down and keep it away from the shop.
3. Optional: **Add a folder** on another computer on the shop network or a cloud-synced folder.

See section 16 for everything about backups.

Updating and uninstalling

- **Updates from Nextdab** (with internet): new versions download by themselves and wait under **Settings → Licence and updates**. Choose **Install now** when no customer is waiting: a checked backup is made, Windows asks for permission, and Grocer Ease opens again on the new version with all data kept.
- **From a file** (owner): **Install from a file**, choose the `Grocer-Ease-Setup-<version>.exe` from Nextdab, type your password, then **Install now**. You can also simply run the newer installer over the installed one.
- With extra tills or branches, update the main computer (or the head office) first. Tills offer the same version themselves; every branch computer needs the same version before it exchanges changes again.
- **Uninstalling**: Windows **Settings → Apps → Grocer Ease → Uninstall**. The shop's data folder is kept on purpose. Delete it by hand only if you are sure you no longer need the data.

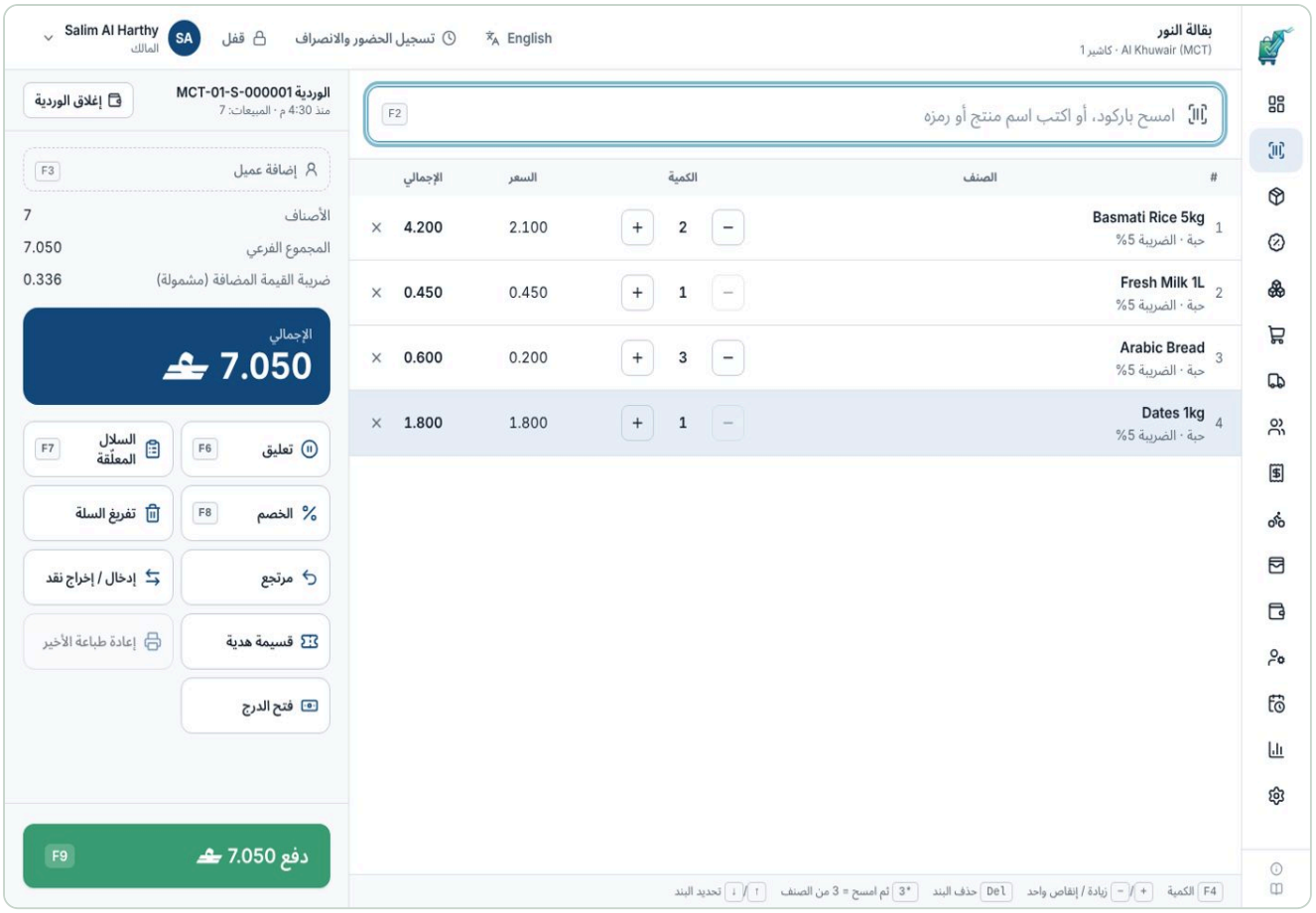
2. Getting started

Signing in

- Sign in with your username and password. After 5 wrong passwords the account locks for 5 minutes; a manager can unlock it under **Employees**.
- New employees choose their own password the first time they sign in.
- **Lock** (top bar) hides the screen when you step away; unlock with your PIN or password. The screen also locks after 10 idle minutes (Settings → Security).
- **Set a PIN** (top-right menu → Set quick unlock PIN). Managers need one: it is how they approve things at the till.
- **Forgot your password?** On the sign-in screen choose **Forgot password?**, type your username and **Send code**. A 6-digit code is emailed to the email confirmed on your account; type it with a new password. The code works once, for 10 minutes, with 5 tries; **Send a new code** if it has expired. You are signed out everywhere else. This needs a confirmed email (see below) and an internet connection; without one, the owner sets a new password for you under **Employees → Reset password** (the owner without a confirmed email calls Nextdab).
- **My email** (top-right menu): add your email and confirm it with the code sent to it, change it, or remove it. It is used only for "Forgot password?". The owner can confirm an email during the first-time setup. When the owner or a manager types someone's email under Employees, that person still confirms it here.

Arabic screens (العربية)

- Press **العربية** in the top bar (or on the sign-in screen, or at the top of the first-time setup) to use Grocer Ease in Arabic, written right to left. Press **English** to go back. The choice is yours only: each person keeps their own, and it is remembered for your next sign-in.
- The owner chooses the language the screens start in for everybody: first-time setup, right after the country (English is chosen to start with), or **Settings → Business → Screen language**. The business's Arabic name is also set there.
- Numbers stay in 0–9 and amounts are written like **1.250 ر.ع.**. Product names show as typed; give products an **Arabic name** (product → Arabic name) to have it printed on receipts.
- This user guide is in Arabic too: in the app it opens in the language of your screens.

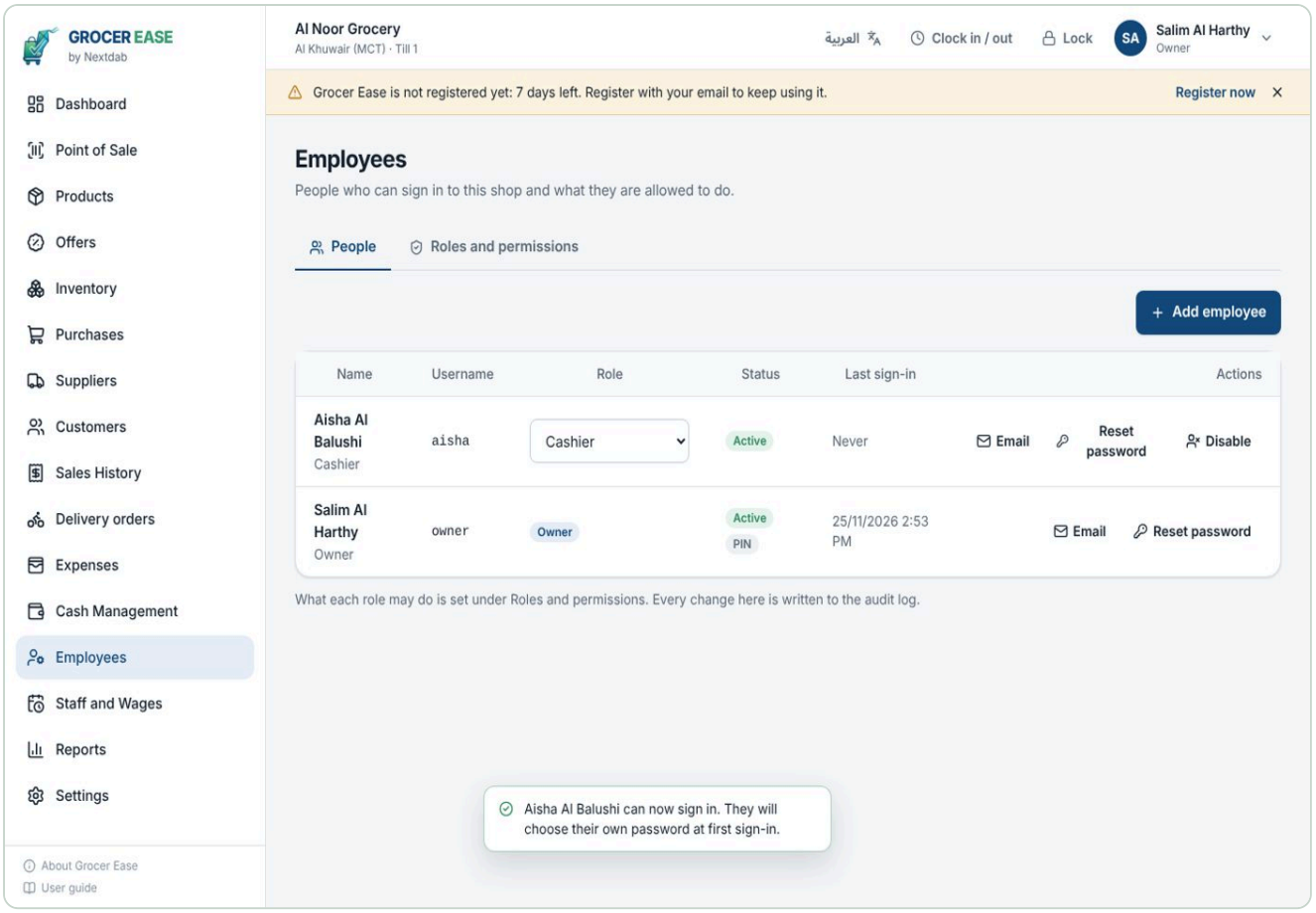


The till in Arabic.

Who can do what

Role	Can do
Owner	Everything, including the books, backups, restore, licence and updates.
Admin (manager)	Products, stock, purchases, customers, suppliers, expenses, most reports, approvals. Not the financial reports or the books.
Cashier	The till, their own shift and sales, returns and discounts only with a manager's approval.

The owner can change these or make new roles under **Employees → Roles and permissions**.



Employees, their roles and branches.

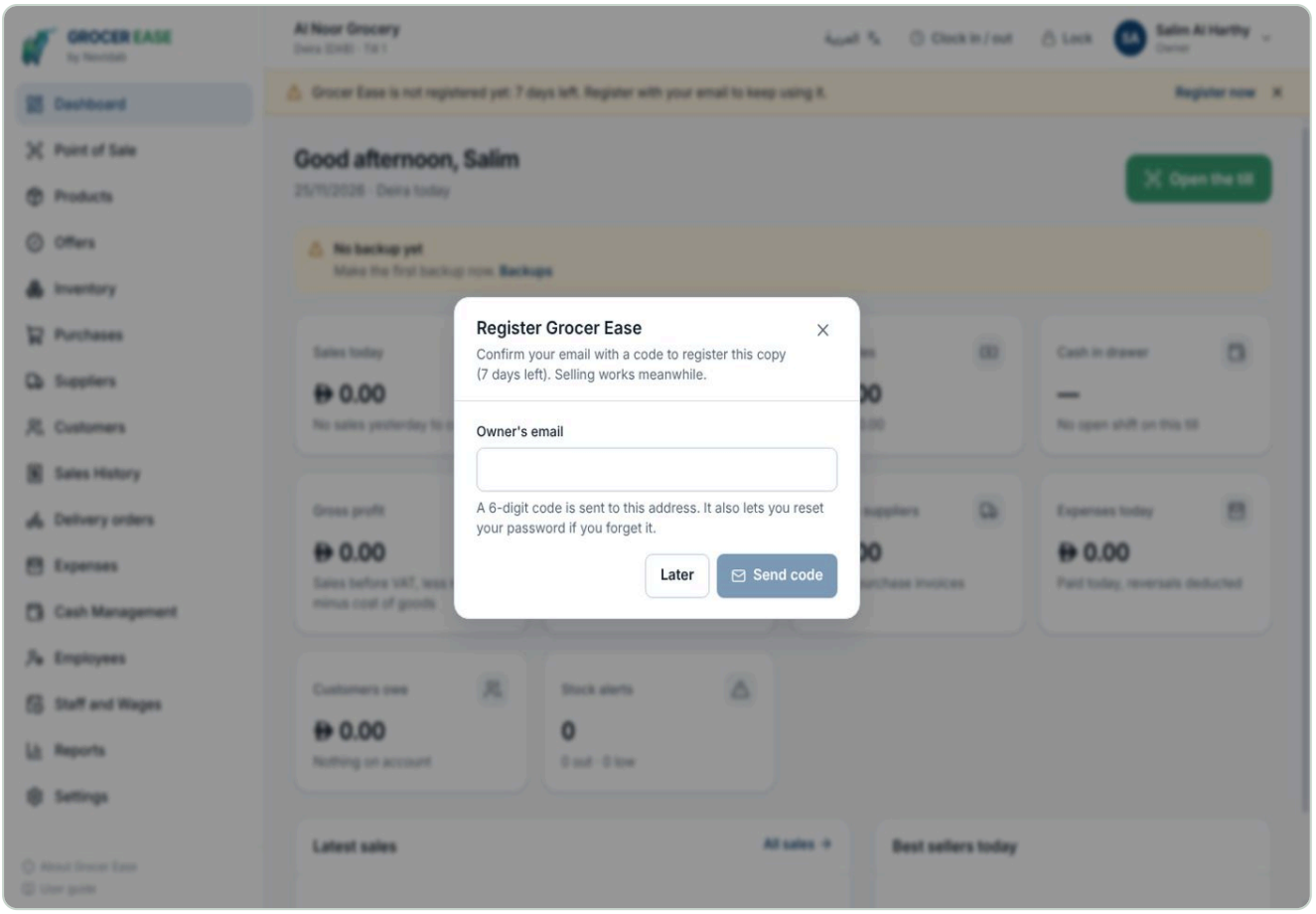
First-time setup: the country comes first

- The first screen of a new installation asks the **country**. The six Gulf countries are shown first; every other country of the world is in the **Any country** list (type the first letters to jump to it). The country sets:
- the **currency**, its **symbol** and its decimals (ISO 4217): OMR, BHD, KWD, IQD and JOD with 3 (1.250); most currencies with 2 (12.50); the yen, the won and a few others with none (1,500). Prices, receipts, reports and the books use it. It cannot be changed after setup;
- the **time zone** (countries with several, such as the United States, offer their own list);
- for the Gulf countries, the **VAT**: 5 % in Oman and the UAE, 15 % in Saudi Arabia, 10 % in Bahrain; **no VAT** in Qatar and Kuwait, where sales are recorded without VAT; and what a **VAT number** looks like (Oman's VATIN OM1100012345, the UAE's TRN of 15 digits, Saudi Arabia's 15 digits starting and ending with 3, Bahrain's 15 digits);
- for the Gulf countries, the **notes and coins** counted when a shift is closed (for example 1000 dirham down to 25 fils in the UAE). Elsewhere the drawer is counted as one total.
- Under the country, choose the **language** the screens start in: English (chosen to start with) or Arabic. Receipts start in **English and Arabic** in countries where Arabic is an official language (Oman and the other Gulf and Arab countries) and in **English** elsewhere; change it later in Settings → Receipts.
- **Other countries:** Grocer Ease does not know their VAT or sales tax, so you type your standard rate on the VAT step (0 if you charge none) and your tax number as your tax office gives it (4 to 20 letters and digits).

- **Currency symbols:** every currency is written with its symbol, as its central bank writes it: $12.50, €12.50, £12.50, ¥1,500, ₹12.50, KSh 12.50. The Omani rial, Saudi riyal and UAE dirham have their central banks' new official signs (﷼ 1.250, ﷼ 15.00, ﷼ 43.00); the Qatari riyal, Kuwaiti and Bahraini dinar are written QR, KD and BD. Grocer Ease carries the new signs itself, so they show on every screen and printout without installing anything. On Arabic screens the symbol follows the amount: 1.250 ﷼, 1.250 ر.ع. 12.50 د.ك. Receipts and invoices use the same symbol.
- Some features are Oman's own and appear only in Oman: Fawtara e-invoicing, the Social Protection Fund and the WPS salary file, and the end-of-service estimate. Elsewhere the **VAT return** report shows the VAT on sales, purchases and expenses without Oman's box numbers, and pay details take the bank's SWIFT code with the account number or IBAN.
- Loyalty points do not suit currencies without decimals (yen, won): a point can be worth no less than one yen. In those countries points start switched off and at 0 a unit.

Registering Grocer Ease (owner)

- A new copy of Grocer Ease is registered with the **owner's email**, confirmed with a 6-digit code. This needs internet once. Register during setup (Owner account → **Send code**), or later: the banner under the top bar → **Register now**, or the top-right menu → **My email**.
- You can **sell straight away**. Until the copy is registered a banner shows the days left; in the last 2 days the registration window also opens when the owner signs in.
- **7 days** after setup an unregistered copy opens **only the registration screen**. Nothing is deleted, automatic backups keep running, and selling starts again as soon as the owner signs in and registers there. Others see "Ask the owner".
- A **branch computer** is never stopped: the head office registers for the company.



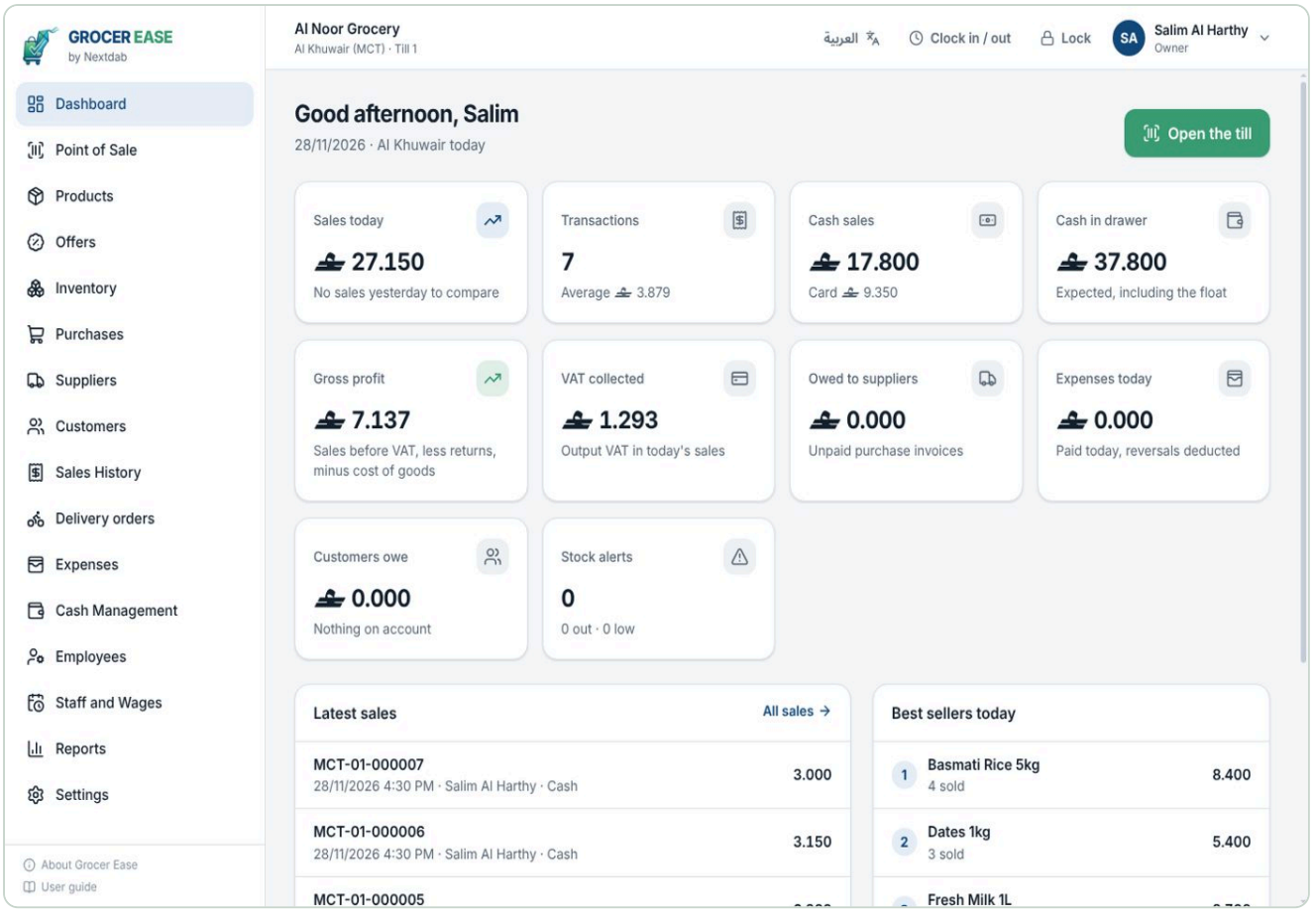
Registering the copy with the owner's email.

A new computer for an existing shop

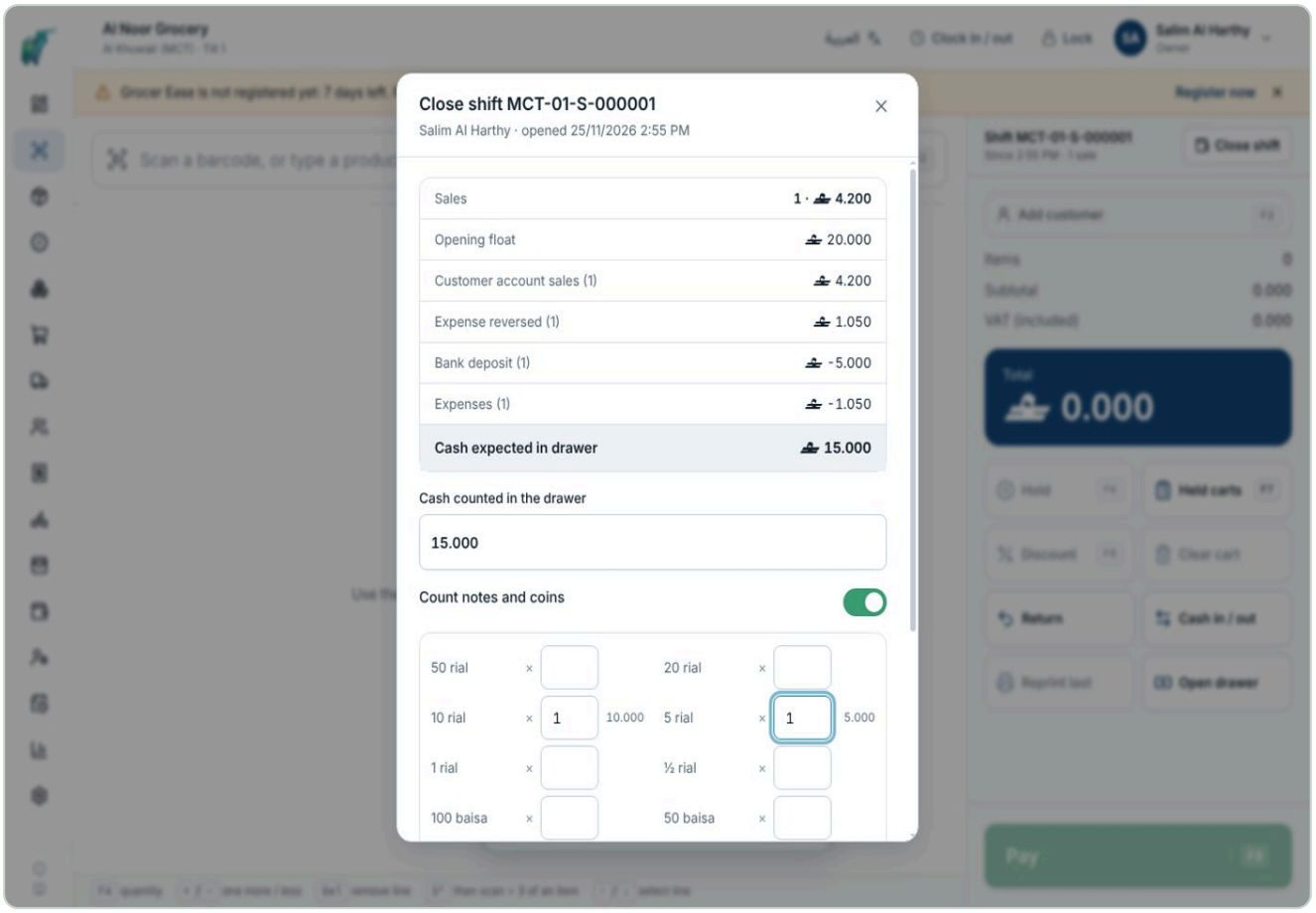
On the first screen of a new installation choose **Restore a backup** (left side) and pick the shop's newest backup, for example from the USB drive. If the backup is protected, type the backup password. Grocer Ease restarts with the shop's data; sign in as before.

3. The daily routine

1. **Open a shift** at the till: count the float (the change in the drawer) and enter it.
2. **Sell** all day (see section 4).
3. **Close the shift**: count the drawer — the total, or note by note — and Grocer Ease shows whether it matches. Print the **Z report**. A backup is made by itself when the shift closes.
4. Close Grocer Ease at night. If no backup was made in the last hour, it makes one before closing.
5. Take the USB backup drive home (see section 16).



The dashboard: today's sales and what needs attention.

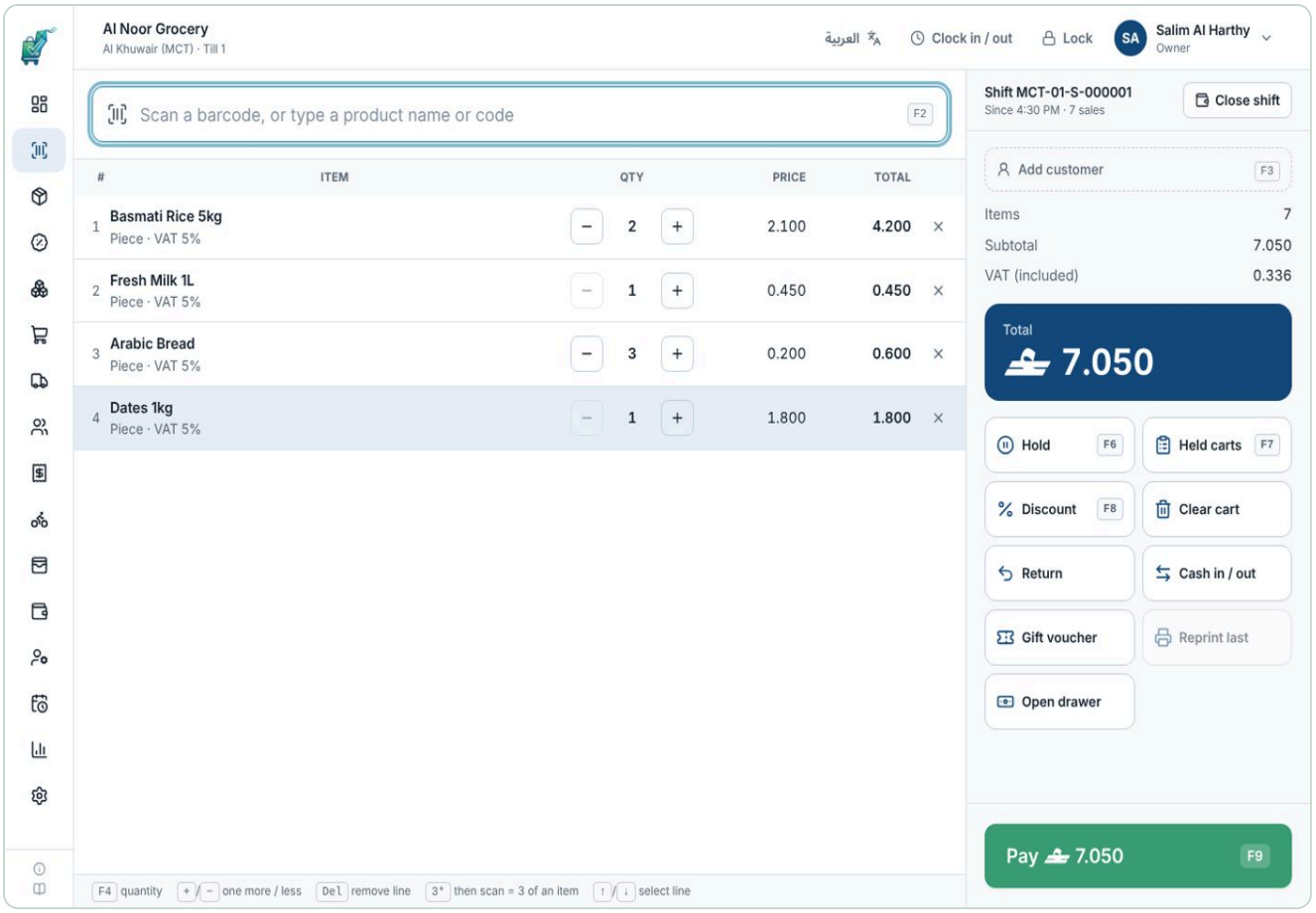


Closing a shift: counting the drawer note by note.

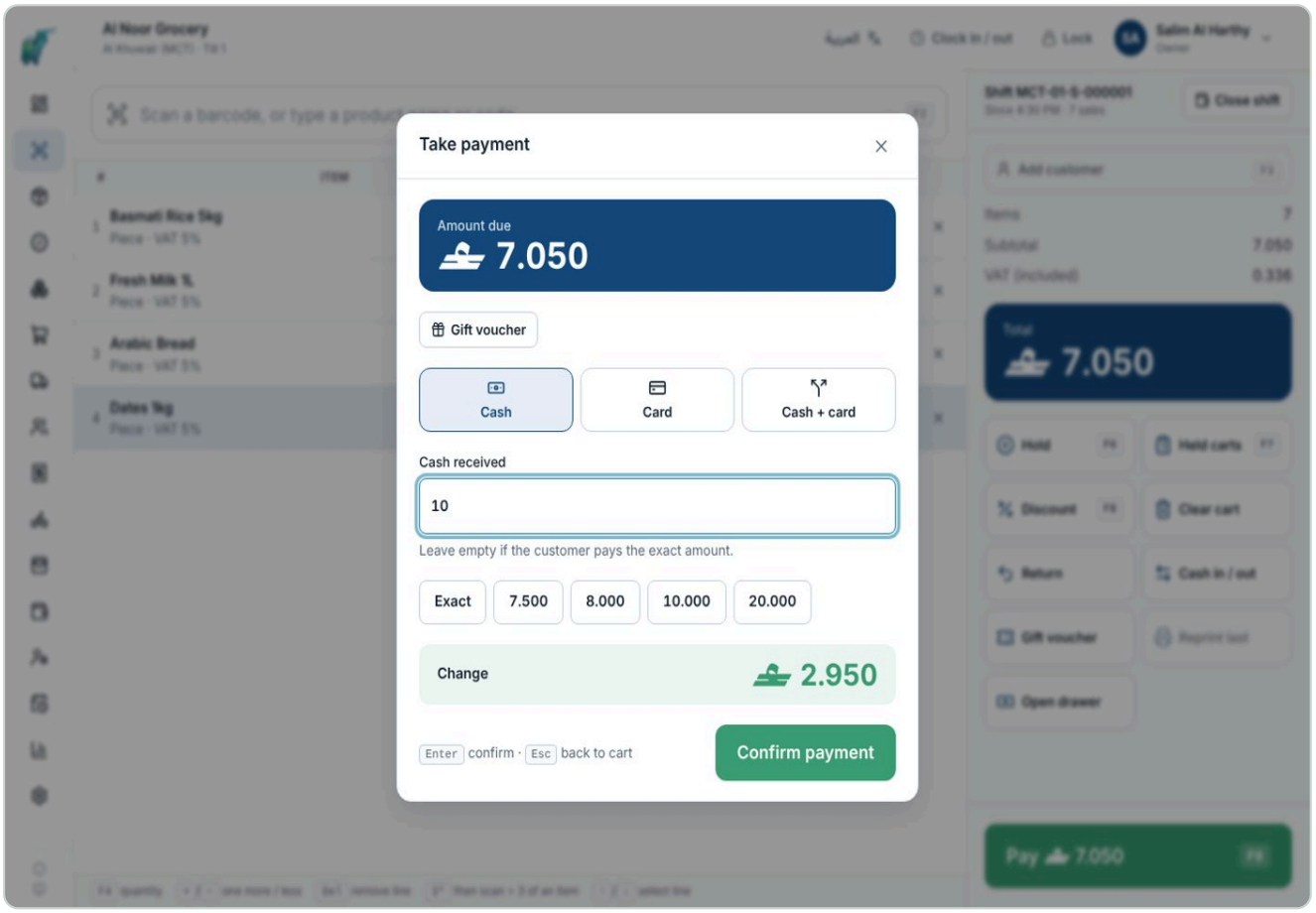
4. The till (Point of Sale)

Key	What it does
F2	Go to the scan box
F3	Choose a customer (for credit sales or their VAT number on the invoice)
F4	Change the quantity of the selected line
F6 / **F7**	Hold the cart / bring back a held cart
F8	Discount on the whole sale
F9 or **F12**	Pay
+ / **−**	One more / one less of the selected line
Del	Remove the selected line
`3*` then scan	Sell 3 at once

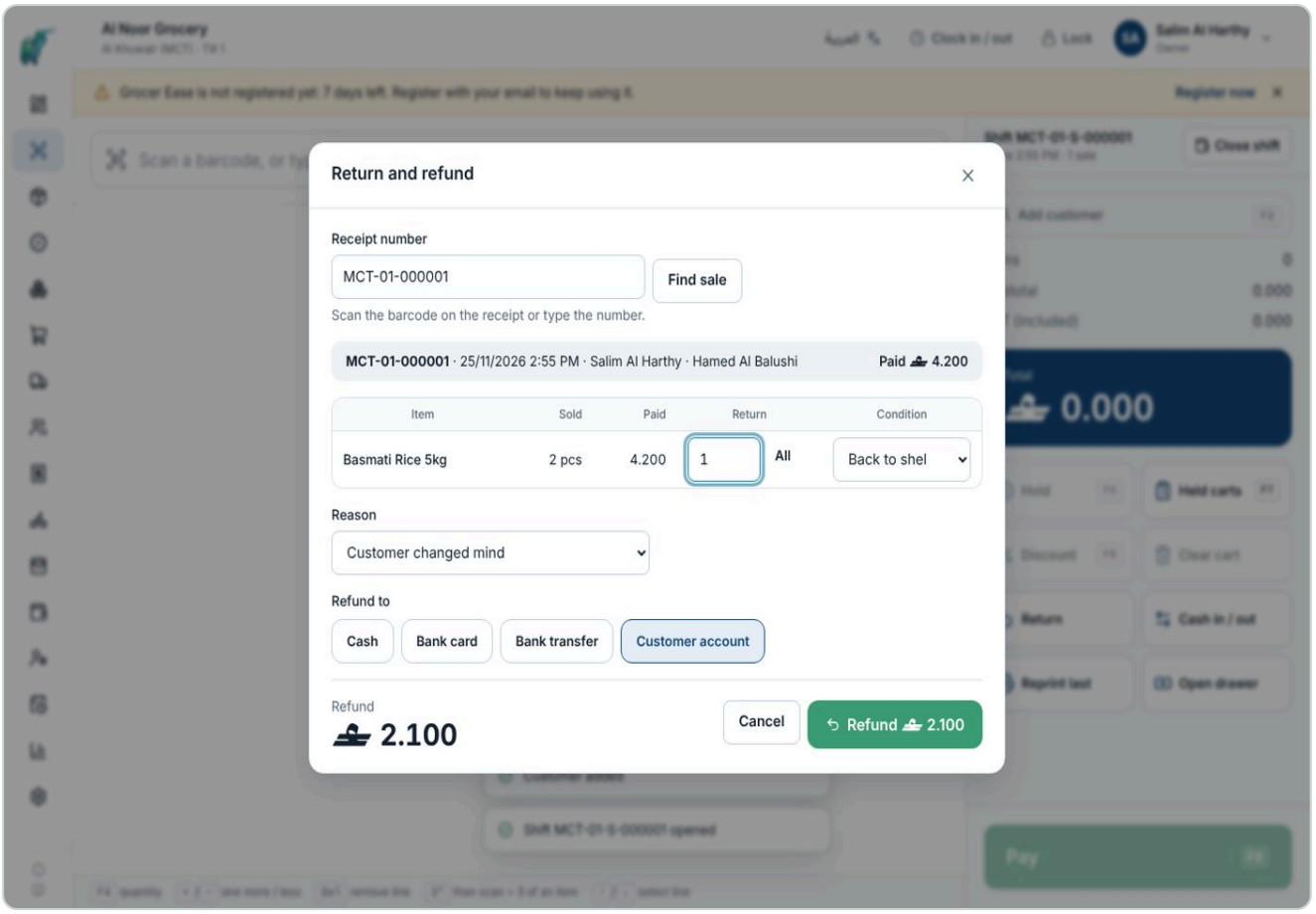
- **Scan** a barcode, a carton barcode, a scale label or type a product code or part of a name.
- **Loose goods**: products sold by weight ask for the weight, or read it from the scale label.
- **Pay** in cash (quick-cash buttons show the change), by card (type the slip reference), cash and card together, or **On account** for a customer allowed to buy on credit.
- **Approvals**: when your role does not allow something — a bigger discount, changing a price, removing lines, a return, cash out, a reprint — a manager picks their name and types their PIN on your screen.
- **Return**: scan the barcode on the customer's receipt, choose what comes back and whether it can be sold again, and refund in cash, by card or to the customer's account. Completed sales are never changed or deleted; a return is its own document.
- **Cash in / out**: money put in or taken out of the drawer (to the safe, the bank, or the owner) — always recorded.



The till with a sale in progress.



Take payment: cash with the change shown, card, or both.



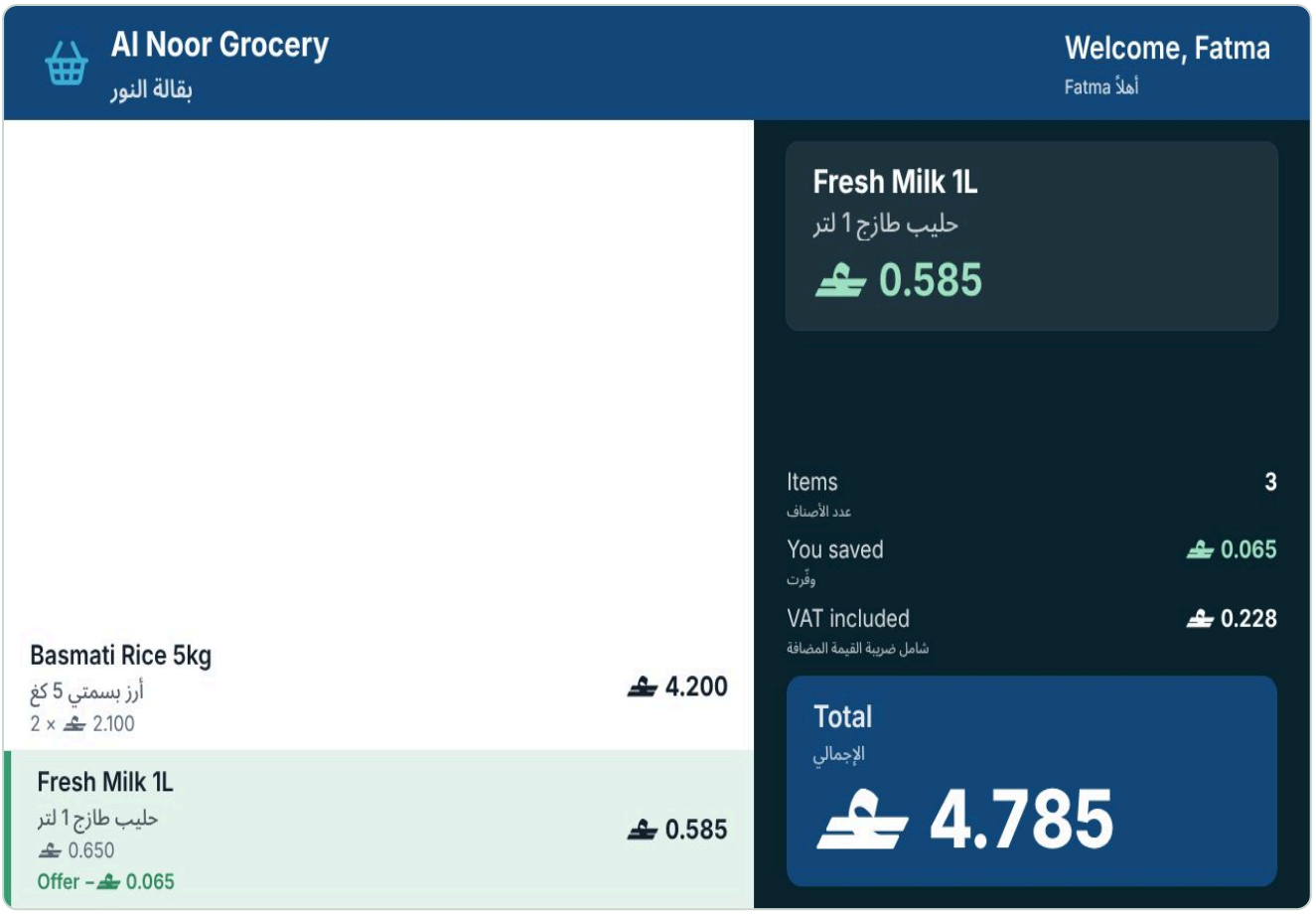
A return: choose what comes back and how it is refunded.

Customer display (a second screen facing the customer)

Any monitor or small screen plugged into the till computer can face the customer. It shows each item as it is scanned (with its Arabic name when the product has one), what an offer saved, the total in large figures, the cash received and the change, then "Thank you". Between customers it shows your logo, your welcome message and today's offers. It never shows costs, stock, barcodes, the customer's phone number or balance; a customer is greeted by first name only.

1. Plug the screen into the till computer. In Windows, open **Settings → System → Display** and choose **Extend these displays** (not *Duplicate*). Keep the till screen as the main display.
2. In Grocer Ease, open **Settings → This computer → Customer display** and switch on **Show the customer display**.
3. **Customer display screen**: leave **Automatic** (the screen the till is not on), or choose the screen by name. No second screen yet? Choose **In a window on this screen** to try it.
4. Choose the **language**: English (the default), English and Arabic, or Arabic. Type a **welcome message** in English and in Arabic; it is shared by every till of the business (or set it for one branch).

Each till computer has its own settings. The display cannot be clicked or typed into, so the scanner always types into the till. When the till is locked it shows "One moment, please"; with no shift open, "This till is closed". If the screen is unplugged, the display closes and comes back by itself when the screen is plugged in again.



The customer display during a sale.

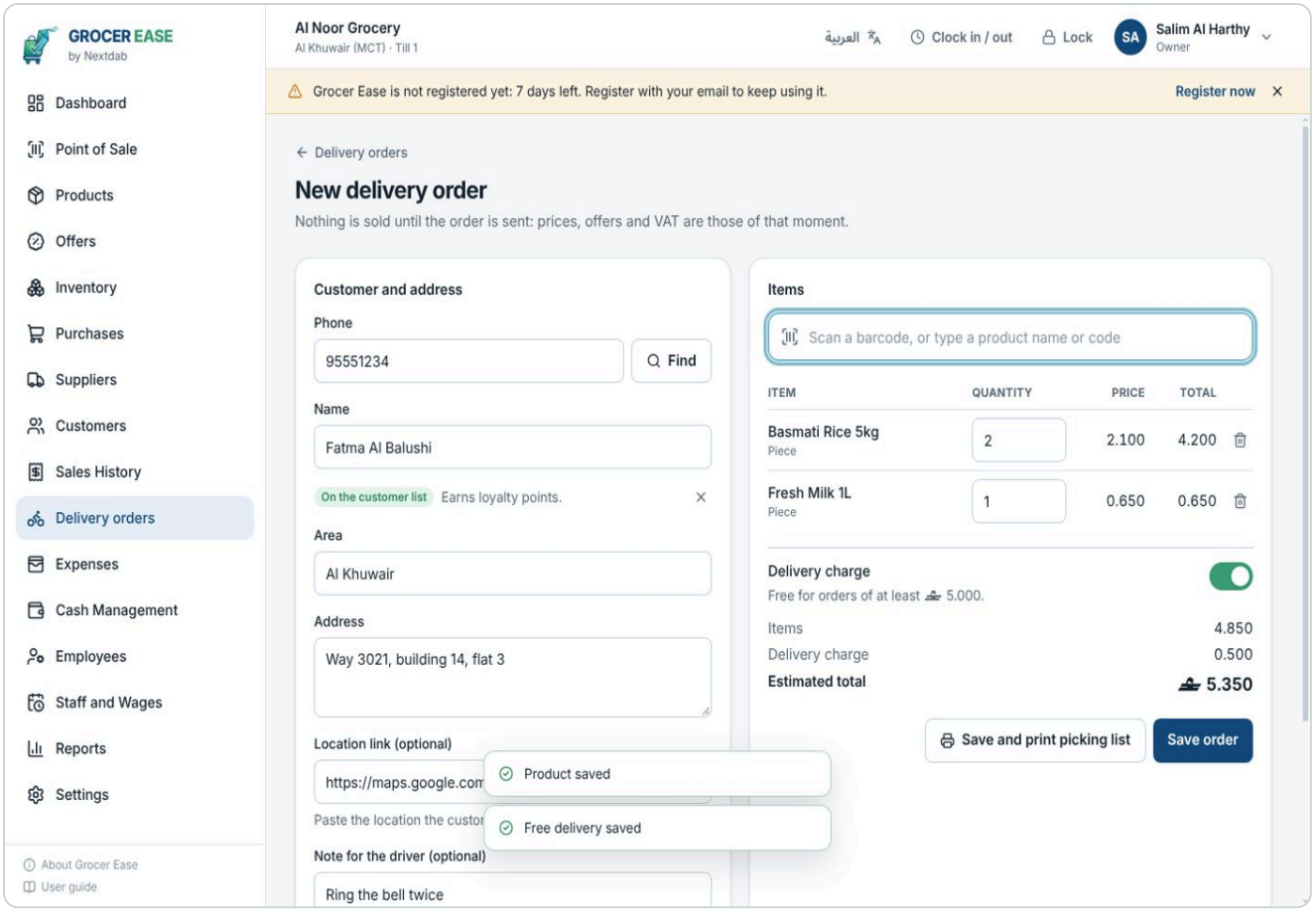
Delivery orders (phone and WhatsApp)

Delivery orders in the menu is for orders taken by phone, WhatsApp or at the counter and taken to the customer by a driver. Nothing is sold until the order leaves the shop.

1. **New delivery order**: type the caller's **phone** and press **Find**. A regular caller (from earlier orders or the customer list) fills in by itself; otherwise type the name, the area, the address and, if the customer sent one on WhatsApp, the location link. Choose how they will pay: **cash** or **card on delivery**, or **on the customer's account** for customers who buy on account.
2. Scan or search the **items** and set the quantities. The screen shows the prices, the **delivery charge** and the estimated total. **Save and print picking list** prints the list for whoever packs the order.
3. When the order is packed, press **Packed**. The board's **To do** tab shows new and packed orders, the ones wanted soonest first.
4. **Send with a driver**: choose the driver (anyone on the staff list of the branch, or **Someone else** for an outside rider). The sale is made now: the invoice (with the delivery charge as a line) and the **delivery slip** (address, phone, amount to collect) print, and the stock leaves the shop. A shift must be open on the till.
5. When the driver comes back, open **Out for delivery** and press the driver's name (or **Delivered** on one order). For each order choose **Cash** or **Card** (paid on the driver's card machine) and press **Take**: cash goes into the drawer of your shift and the order is **Delivered**.

- **Some items refused** at the door: on the order, press **Some items refused** and return them; the refund comes off what the driver collects.

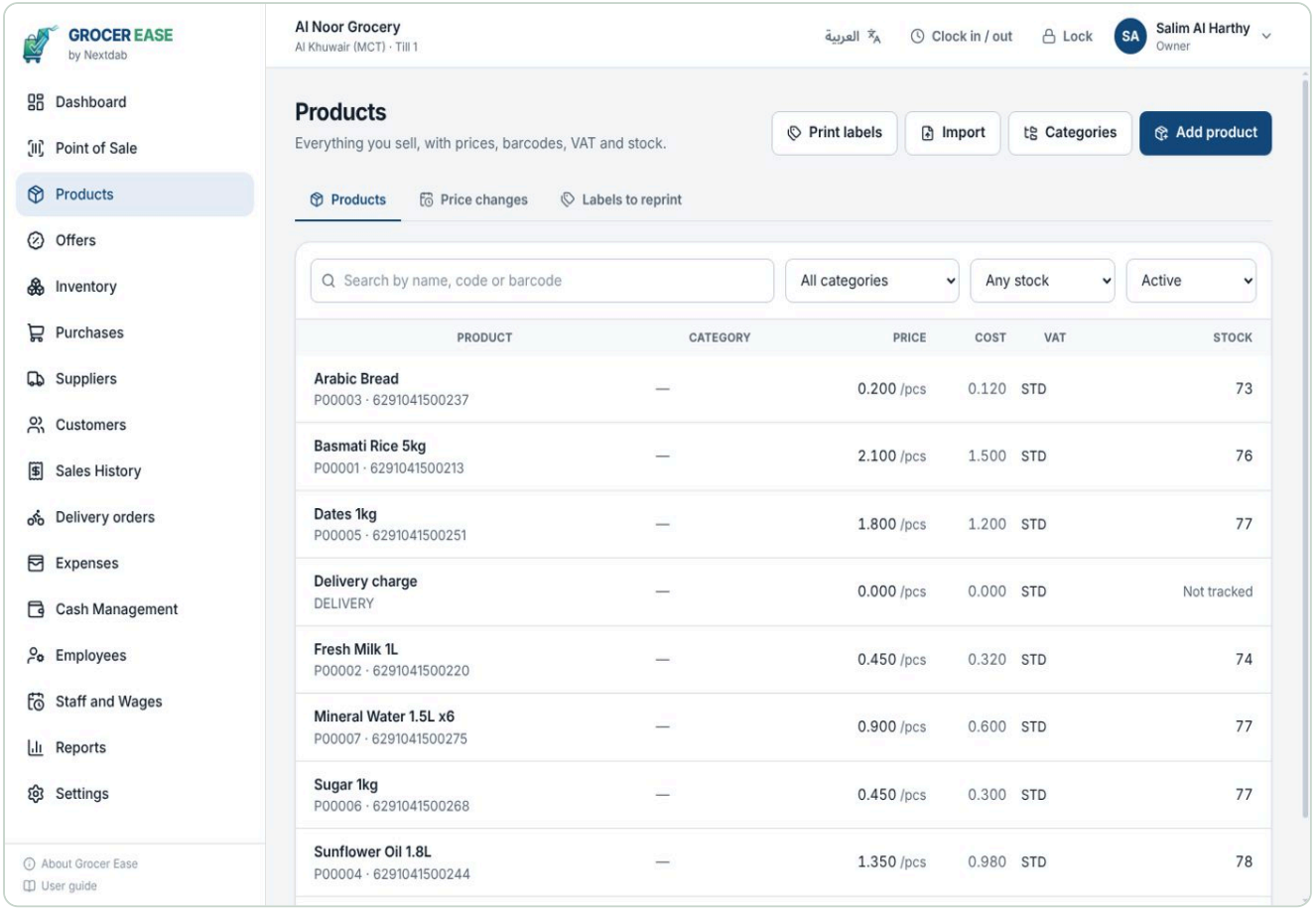
- **Not delivered** (nobody at home, wrong address): the whole sale is returned on a credit note, the goods go back on the shelf (or are written off if spoilt) and the driver owes nothing. Returns need a manager, as at the till.
- **Cancel order** before it is sent: nothing was sold, so nothing needs undoing.
- **Delivery charge**: the price of the item "Delivery charge" (with VAT like any item). Change it in **Settings → Till and stock → Delivery orders**, where you can also give free delivery from an order value. A price of 0 means free delivery. Leaving the charge off one order needs a manager.
- Reports → **Delivery orders** and **Delivery orders by driver** show every order, the time to deliver, what each driver handed over and what is still owed. In **Cash Management** the cash appears as "Delivery cash".



A new delivery order.

5. Products and prices

- **Add a product**: name, VAT, the price for one piece, and scan its barcode. Add **pack sizes** (a carton of 24) with their own price and barcode. Turn on **Sold by weight** for loose goods and give them a scale code.
- **Import** a product list from Excel or CSV (download the template first). Up to 20,000 rows at a time.
- **Print labels** for products and shelves.
- Price changes need permission and are recorded in the audit log. Every change of a normal, wholesale or branch price is also kept in the product's **Price history** (open the product, then **Show the price history**): when, from what, to what, how and by whom. The **Price changes** report lists them for a period.



Products with their prices, units and stock.

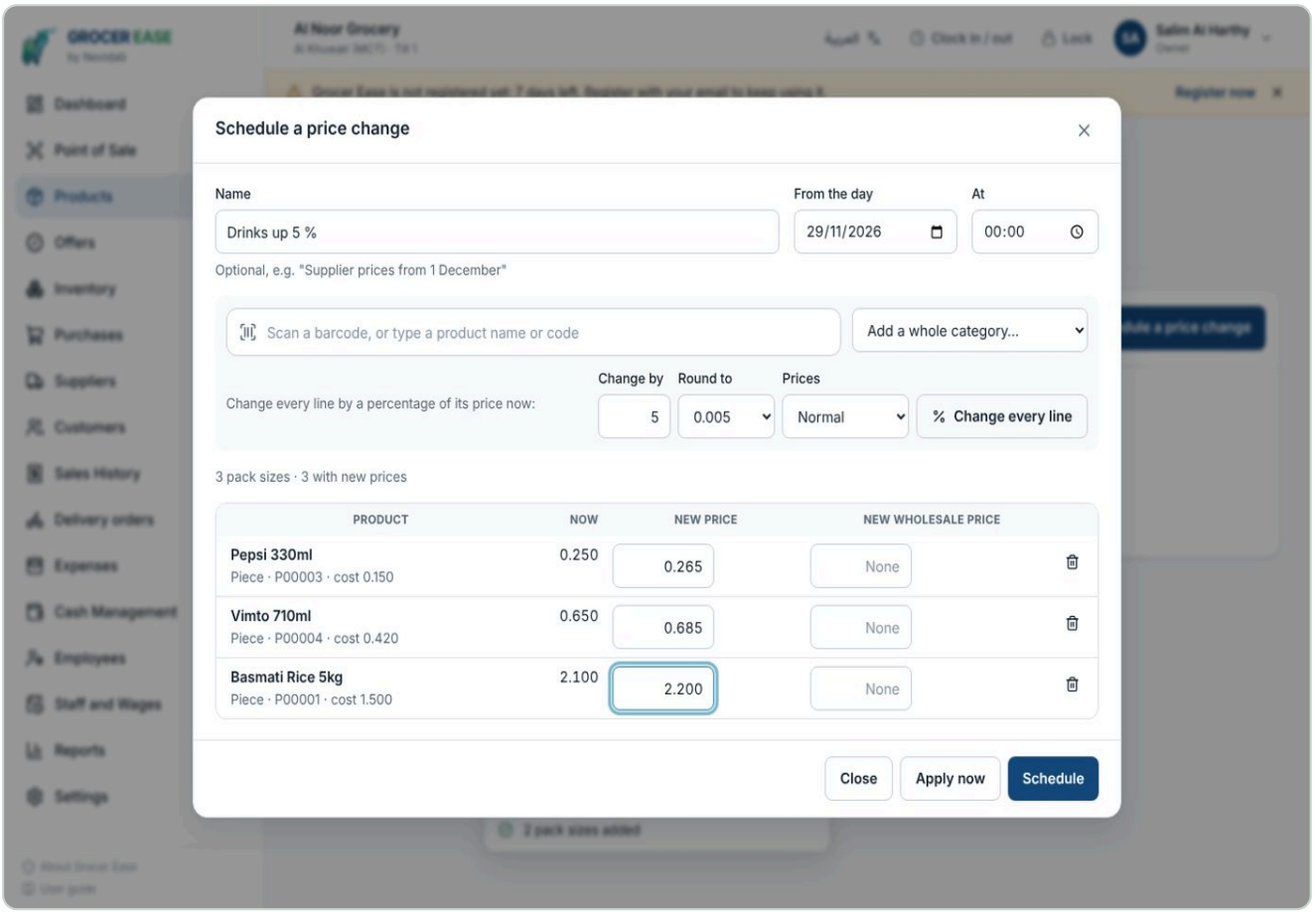
Price changes ahead, and labels to reprint

Under **Products → Price changes**, the owner (or anyone allowed to change prices) chooses new prices ahead, for a day and time. Grocer Ease changes them by itself then — at midnight, for example, before the shop opens.

- **Schedule a price change**: give it a name if you like, choose the **day** and the **time**, then scan or search the products, or **add a whole category**. Type each new price (and wholesale price, if any). To change many at once, enter a percentage in **Change by** (5, or -10 for a reduction),

choose what to round to and which prices, then **Change every line**. Lines whose prices stay the same are left out.

- Grocer Ease warns when a new price is below the last cost (for those who may see costs) or when a wholesale price is not below the normal price.
- Before its time a change can be opened and edited, **applied now**, or **cancelled**. An applied or cancelled change stays in the list as it was. Only the prices a change changes are written: a price changed by hand in the meantime is kept unless the change changes it too.
- If the computer is off at the chosen time, the new prices are applied as soon as Grocer Ease starts again. A cart that is open at the till when prices change is priced again at payment.
- With several branches, price changes are made at the head office; the branches receive the new prices at their next sync. A branch that has its own price for an item keeps it.
- **Labels to reprint** lists this branch's shelf labels whose price changed since they were printed (the dashboard says how many). Choose them and **Print labels**, or **Take off the list** for items without a shelf label. Printing a label from anywhere takes it off the list.



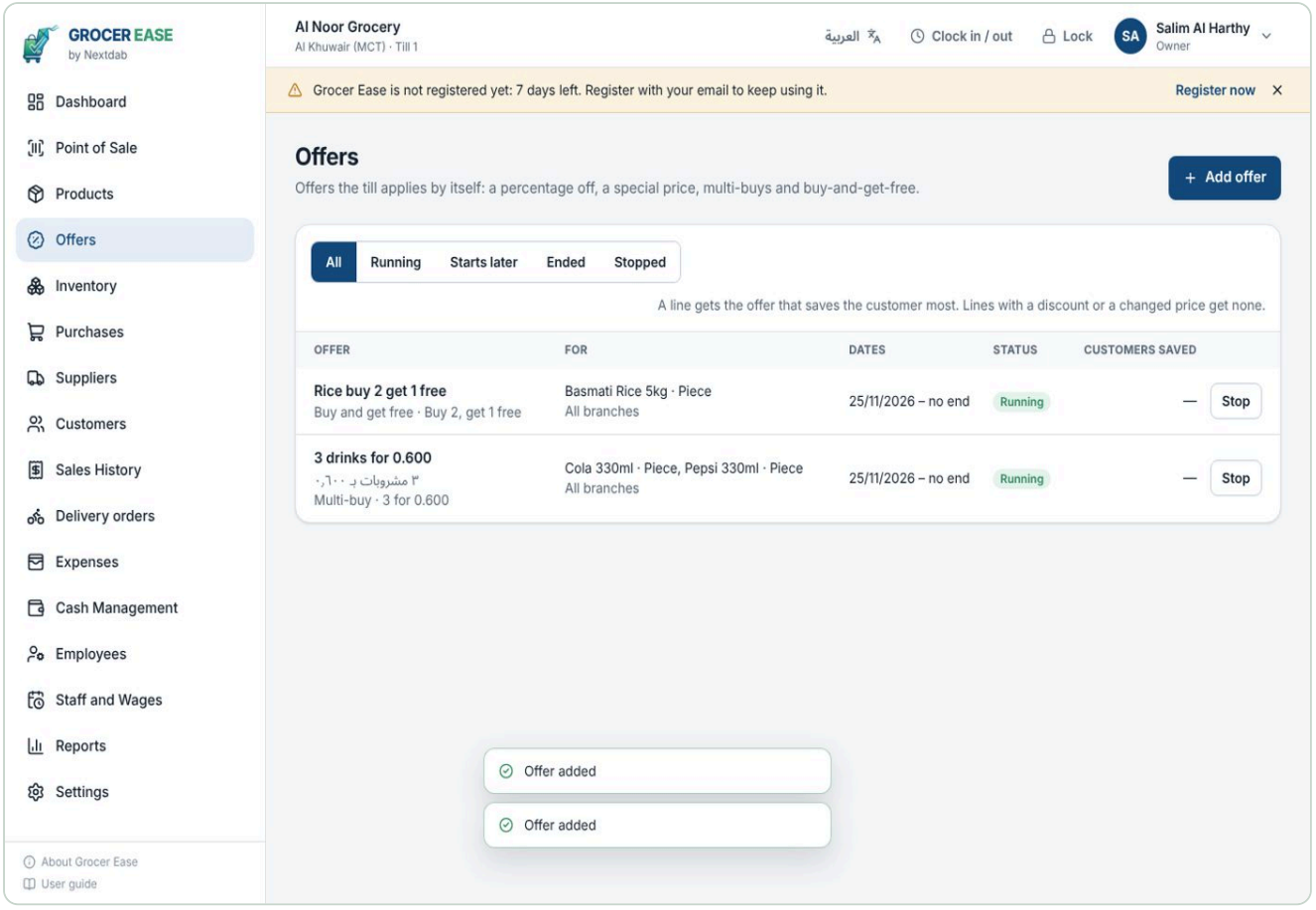
Scheduling a price change for a day and time.

Offers (owner and managers)

Offers in the menu are price reductions the till makes by itself — nobody has to remember them at the till.

- **Add offer**: give it a name (and an Arabic name for the receipt if you like), choose the kind, then find the items and/or choose whole categories:
- **Percent off** — for example 10% off every drink.
- **Special price** — a new price for one unit, for example Milk 1 L now 0.450.

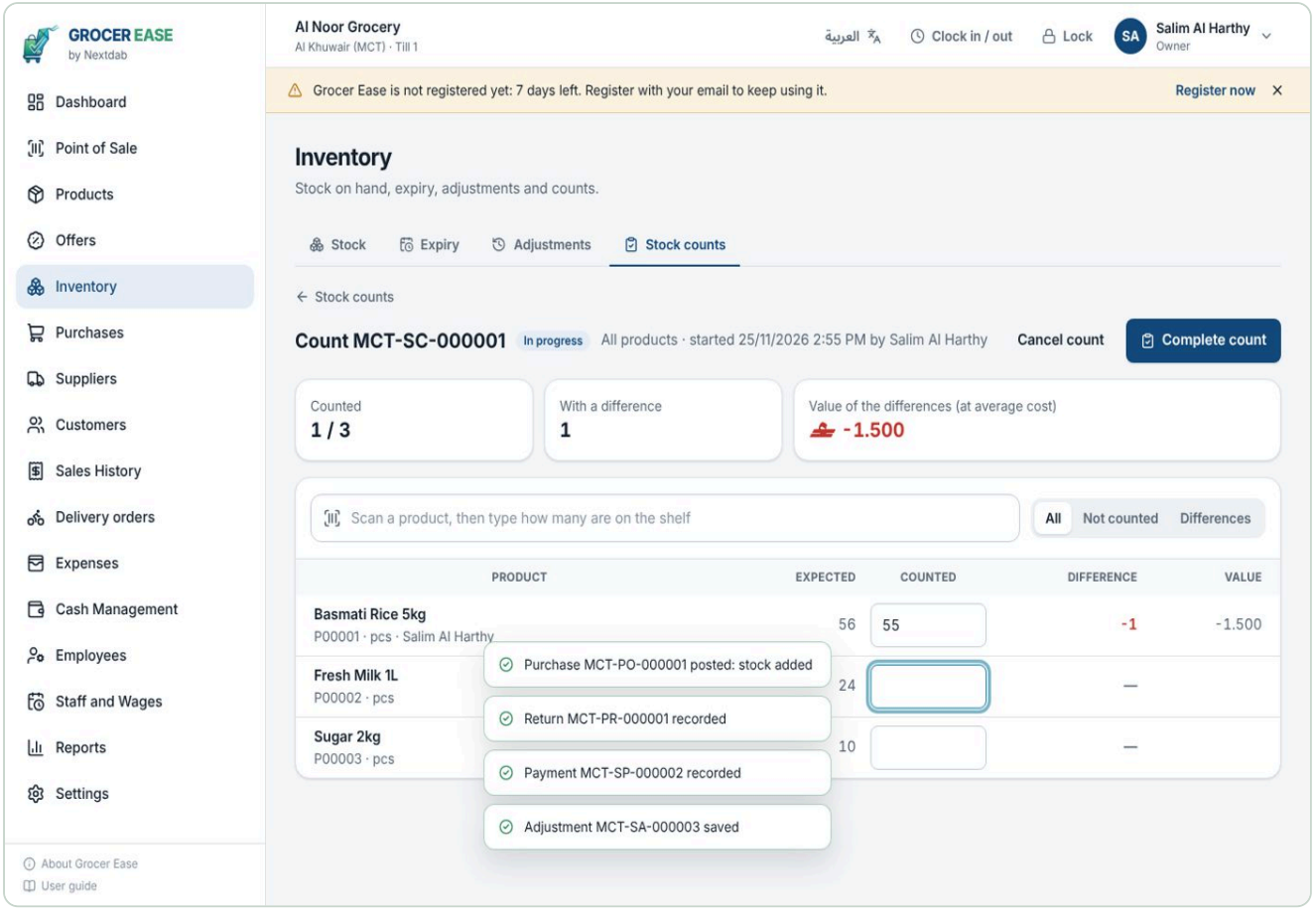
- **Multi-buy** — a number of units for a set price, for example 3 for 1.000. Different items in the offer can be mixed (2 Pepsi and 1 Cola make a set).
- **Buy and get free** — for example buy 2, get 1 free. The cheapest units of each set are free.
- Choose the **first day** and, if it ends, the **last day**. With several branches, an offer can be for all of them or one branch (offers are made at the head office).
- **Stop** ends an offer at once; **Start** brings it back. Offers are never deleted, so the reports keep them.
- At the till each line shows the offer it got and the saving, and the receipt prints them with **You saved**. A line gets the one offer that saves the customer most. A line with a discount or a changed price gets no offer.
- Offers are not a cashier's discount: no manager is needed. The **Offers** report shows what each offer sold and saved.



Offers the till applies by itself.

6. Stock

- **Inventory** shows what is on the shelf and its value, each product's history, low stock and expiring batches.
- **Adjust** for damaged or expired goods (with a reason). **Stock counts**: count one category at a time while the shop stays open; the difference is booked when the count is finished.
- **Transfers** (with several branches): **New transfer**, choose the branch, scan the products and the quantities, then **Send now**. The stock leaves your branch at its average cost and shows "On the way". The other branch opens **Inventory → Transfers** (a number on the tab shows what is on the way to it), counts what arrived and presses **Receive**. If less arrived, type what arrived: the difference is recorded as a stock loss with your note. A draft can be changed or cancelled; a sent transfer cannot be cancelled, it is received with 0 for what did not arrive.



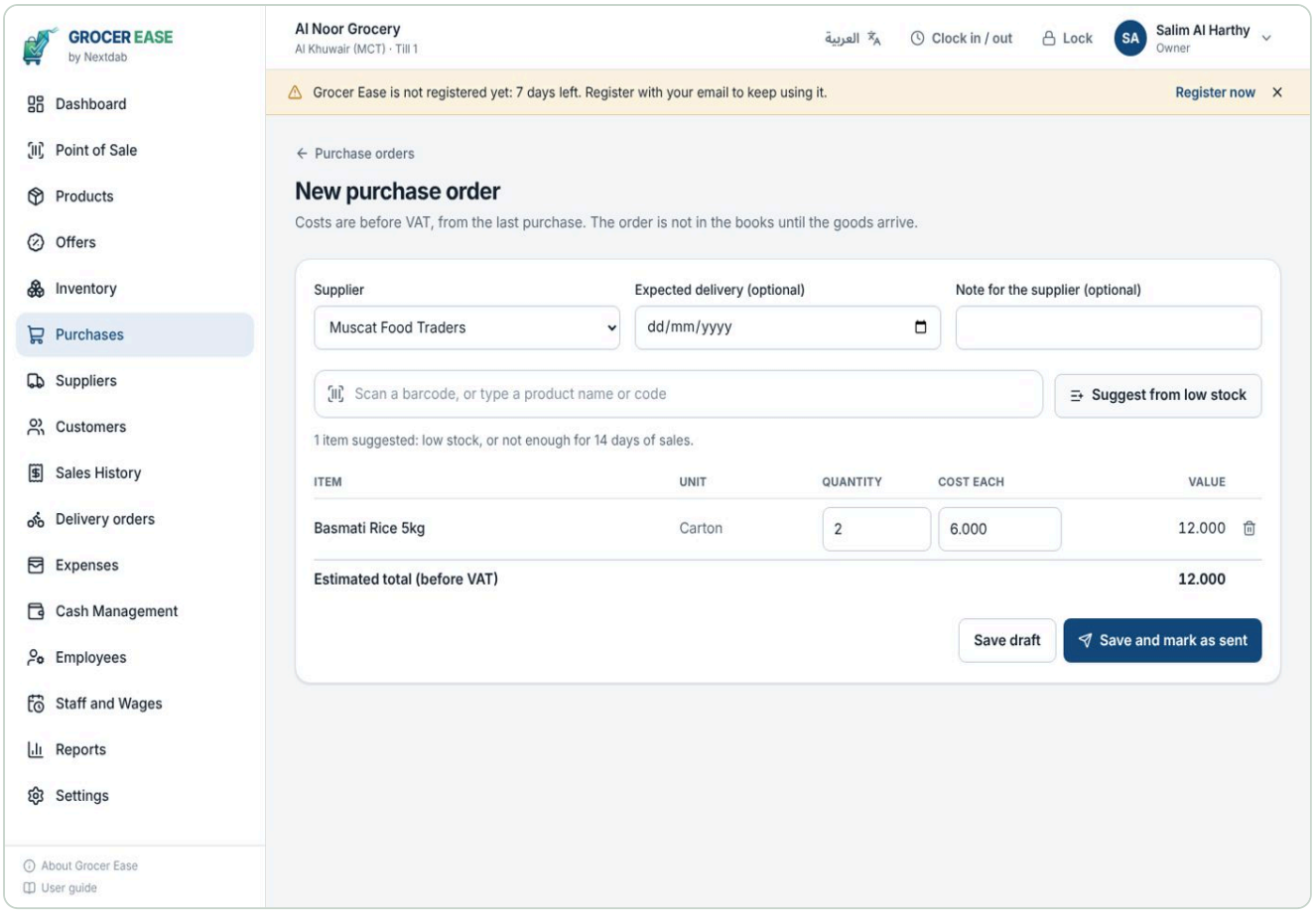
A stock count, one category at a time.

7. Purchases and suppliers

- When a delivery arrives, enter the supplier's invoice under **Purchases**: scan the cartons, check the cost, enter expiry dates where needed, then **Post** to add the stock. Damaged goods go back with a purchase return.
- **Suppliers** shows what you owe each one, their statement, and payments (cash from the till or bank transfer).

Purchase orders

- **Purchases → Purchase orders → New order**: choose the supplier and press **Suggest from low stock**. Grocer Ease adds what is low or will not last the next 14 days of sales (change the days in **Settings → Till and stock**), in whole cartons, at the last cost you paid. Add or remove items and change quantities as you like.
- **Save and mark as sent** when you order. Then **Print** it or **Save as PDF** to send to the supplier (in English and Arabic as set for receipts).
- When the goods arrive, open the order and press **Receive goods**. Type the supplier's invoice number: a purchase is made with what is still to come. Check it against the delivery (change quantities, add expiry dates) and post it. If part of the order came, the order stays open for the rest; **Close order** (with a reason) when the rest will not come.
- If the delivery was checked on a phone (see "Phones as stock scanners"), the order shows the check, and **Receive goods** makes the purchase from what was checked: whole cartons on the order lines, loose pieces in pieces, shortages left out. You can still choose **Everything still to come**; the phone check is then set aside (kept).



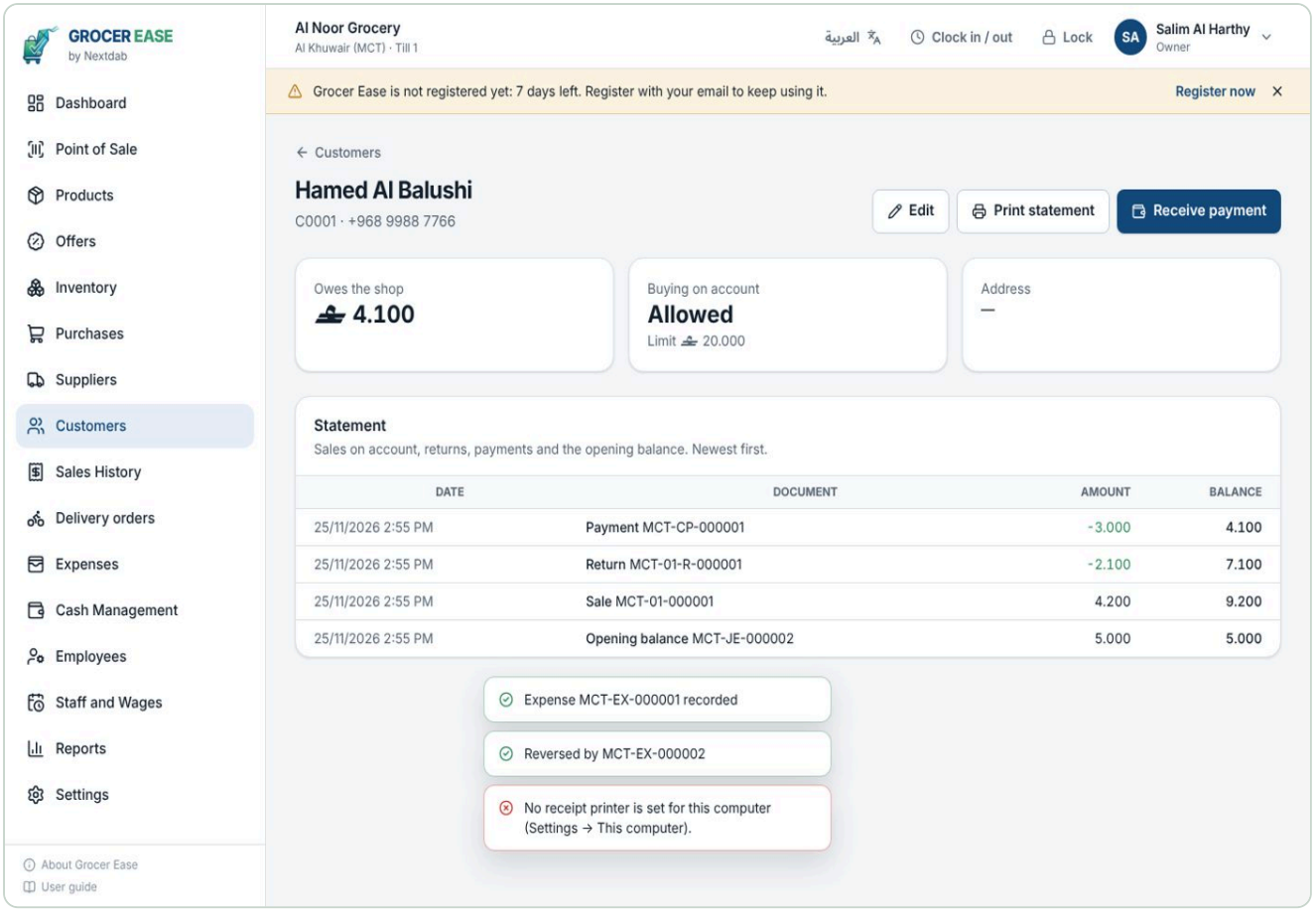
A purchase order suggested from low stock.

Returning goods to a supplier

- On the supplier's page press **Return goods**, type how many of each item go back and the reason. Grocer Ease takes them from that supplier's newest purchases and makes the credit notes; what you owe goes down.

8. Customers and credit

- Turn on **Can buy on account** with a credit limit for customers who pay later. Enter what they already owed as the opening balance when you add them. Receive their payments and print their statement.



A customer's account and statement.

Loyalty points

- The owner switches them on in **Settings → Till and stock → Loyalty points** and sets how many points each unit of your currency earns (10 a rial or dinar, 1 a dirham or riyal by default), what a point is worth (the smallest coin unit by default: 0.001 rial or 0.01 dirham, so 1% back) and the fewest points that can be used at once (100 by default).
- At the till, choose the customer (**F3**, by name or phone): the sale earns points on what they pay, printed on the receipt with the new balance. A sale without a customer earns nothing.
- To use points, press **Use points** next to the customer on the till and choose how many. They come off the total like a discount (VAT is on what the customer pays).
- When goods are returned, the points earned on them are taken back and points used on them are given back.
- The customer's page shows the balance and every change. The owner can **Correct points** (add or take away, with a reason). The **Loyalty points** report shows every customer's points and what they are worth.

Wholesale customers

Shops, cafés and restaurants that buy from you by the carton can pay a lower wholesale price.

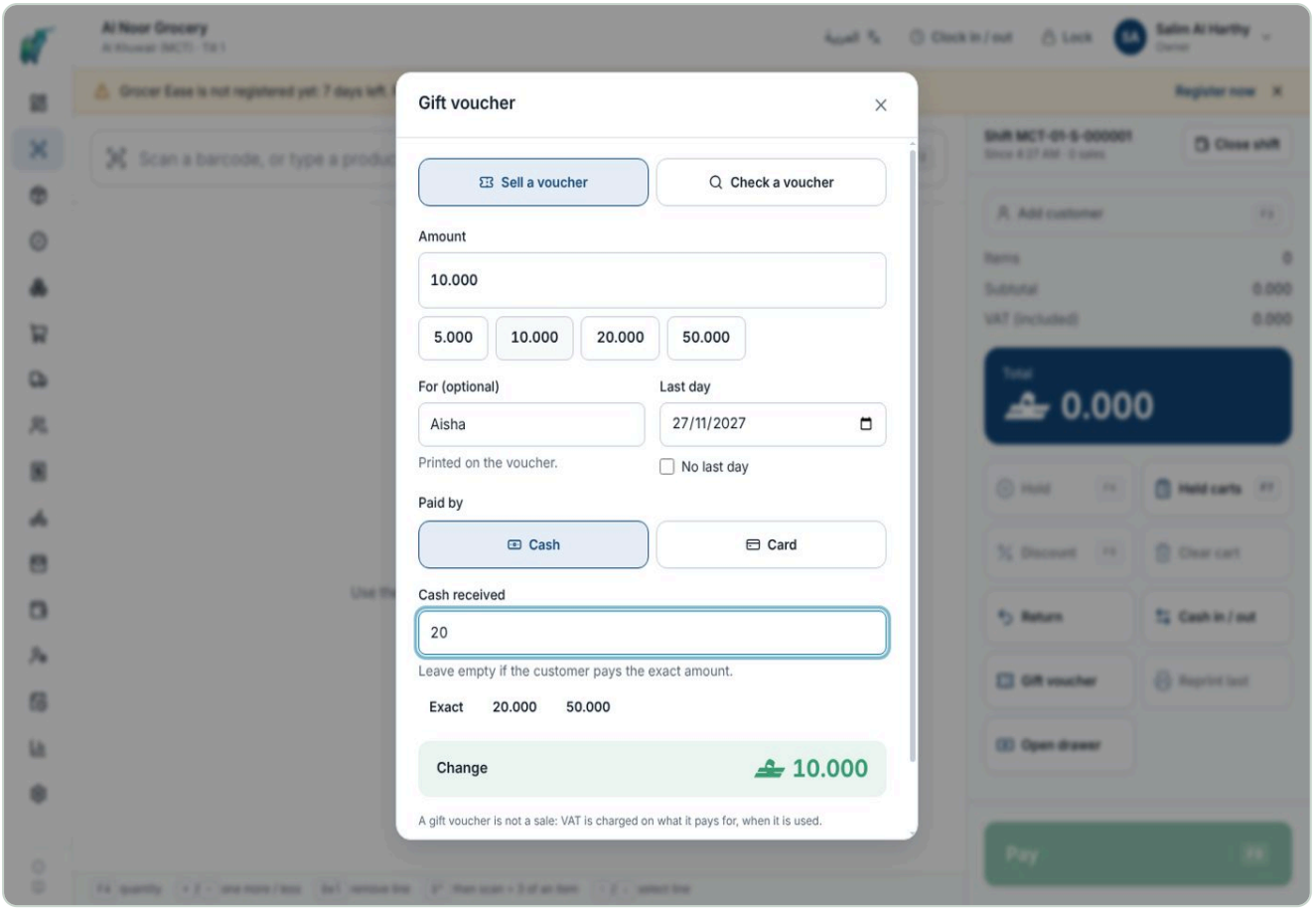
- Give the products a **Wholesale** price in **Products** (next to the price of each unit: the piece, the carton). It is optional: a unit without one is sold to everyone at its normal price. The form warns when the wholesale price is not below the price, or is below the last cost. Changing it needs the right to change prices, like the price.
- Make the customer wholesale: **Customers → Edit → Wholesale customer**. Only the owner, or a user given "Set which customers buy at wholesale prices" (the Admin role has it), can turn this on or off. The customer list marks them **Wholesale** and can show only them.
- At the till, choose the customer (**F3**): the lines change to the wholesale prices, marked **wholesale**, and the customer shows **Wholesale prices**. Take the customer off, and the normal prices come back. A cashier cannot give wholesale prices any other way.
- A wholesale customer never pays more than a retail customer: where the price at a branch is lower than the wholesale price, they pay the lower one. Offers do not apply to wholesale prices, and wholesale customers neither earn nor use loyalty points. Selling on account, full tax invoices with their VAT number, returns and delivery orders work as for any customer.
- The receipt and the A4 invoice say **Wholesale prices**. Two reports: **Wholesale sales** (what each wholesale customer bought, and how much below normal prices) and **Wholesale price list** (to print or send as PDF or Excel to your trade customers; no costs on it).

Gift vouchers and store credit

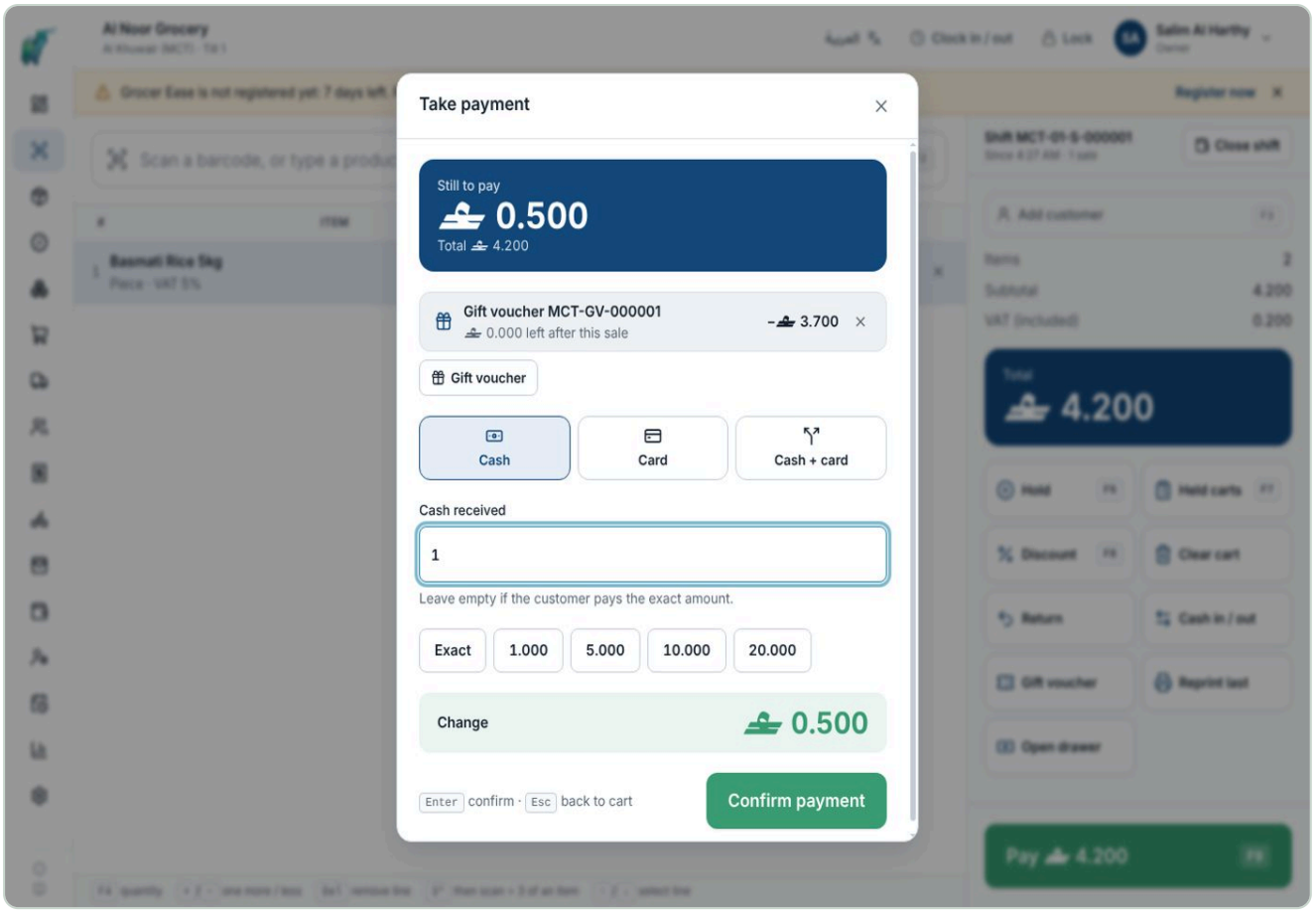
- **Selling a gift voucher**: on the till, press **Gift voucher → Sell a voucher**. Choose the amount (5, 10, 20, 50 or type it), who it is for (optional, printed on it) and its last day: 12 months by default (the owner changes this in **Settings → Till and stock → Gift vouchers**; 0 means no last day). The customer pays in cash or by card. The voucher prints with its code and a barcode. The code is printed only then: Grocer Ease keeps only its last four characters, so anyone who finds the code in the database cannot spend it, and **a lost voucher cannot be printed again** — it is replaced (below).
- Selling a voucher is **not a sale**: there is no receipt and no VAT. VAT is charged on the goods it pays for, when it is used (an Oman multi-purpose voucher; ask your tax advisor if your vouchers are different). The shift report lists the vouchers sold separately from sales, and the cash counts in the drawer.
- **Paying with a voucher**: in **Take payment**, press **Gift voucher** and scan or type the code. It pays as much of the total as it can; what is left on it stays for next time and is printed on the receipt. The rest is paid in cash, by card or on account as usual. Several vouchers can pay one sale. Vouchers work at every branch.
- **Checking a voucher**: **Gift voucher → Check a voucher** shows what is left and its last day. A manager can **Pay back in cash** what is left (with a reason; a cashier needs a manager's PIN).
- **Store credit** belongs to a customer. A return can be refunded **to store credit** (choose the customer if the sale had none), or **to the gift voucher** that paid. The customer spends it in **Take payment → Store credit** once they are chosen on the till. The owner or an admin can **Give or take back** store credit by hand on the customer's page, always with a reason.
- **Customers → Gift vouchers** lists every voucher with what is left, what the shop still owes on vouchers, and those past their last day. Open a voucher to see its history, or **Replace a lost voucher** (what is left moves to a new code, printed now; the old code stops working). At the

head office, **Close them** closes vouchers past their last day: what was left becomes other income.

- Branches sync every 20 seconds or so, so a voucher used at two branches at the same moment can be spent twice; the Gift vouchers page shows any such voucher under **Used twice at the same time**. Reports: **Gift vouchers** and **Store credit** (Customers), as they stood on any day.



Selling a gift voucher at the till.



Paying with a gift voucher; what is left stays on it.

9. Expenses

- Rent, electricity, transport and so on, paid from the drawer or by bank, with reclaimable VAT. A mistake is corrected with **Reverse**, never deleted.
- **Photo of the bill**: press the paperclip on an expense to add up to 5 photos or PDFs of the bill. They are kept on this computer and in its backups.

10. Staff and wages

Staff and Wages in the menu: attendance, salary advances and the monthly payroll. Managers (Owner and Admin) see attendance and give advances; only the owner sees pay and runs the payroll, on the head office computer (or the single shop). The Social Protection Fund and the WPS file are for shops in Oman only.

Staff and clock PINs

- **Staff and pay → Add staff member** adds helpers, packers and drivers who do not sign in. People who sign in are added in **Employees** and are on the list already.
- Give each person a **Clock PIN** (4 to 6 digits). Someone who signs in and has no clock PIN uses their quick unlock PIN.
- **Clock in / out** in the top bar, or on the lock screen: choose your name and type your PIN. After 5 wrong PINs that person waits 5 minutes.

Attendance

- **Attendance** shows each person's days, hours, overtime by day and at night, and work on rest days, for the dates chosen. Above 8 hours a day is overtime; overtime between 9 pm and 5 am is night overtime; every hour on a rest day (Friday) is rest-day work. Change these in **Settings → Till and stock → Staff and wages**.
- Forgot to clock? **Add a missed clock-in or clock-out**, with the time and a reason. A wrong record is cancelled with a reason; nothing is deleted. A clock-in with no clock-out counts no time until it is fixed.

Pay details (owner)

- **Staff and pay → Pay details**: nationality, ID (civil ID or passport) and the name as in it, basic wage and allowances, paid by bank (the bank and the account number or IBAN) or in cash, whether SPF applies, and the dates they joined and left. They stay on the head office computer and are not sent to branches.

Advances

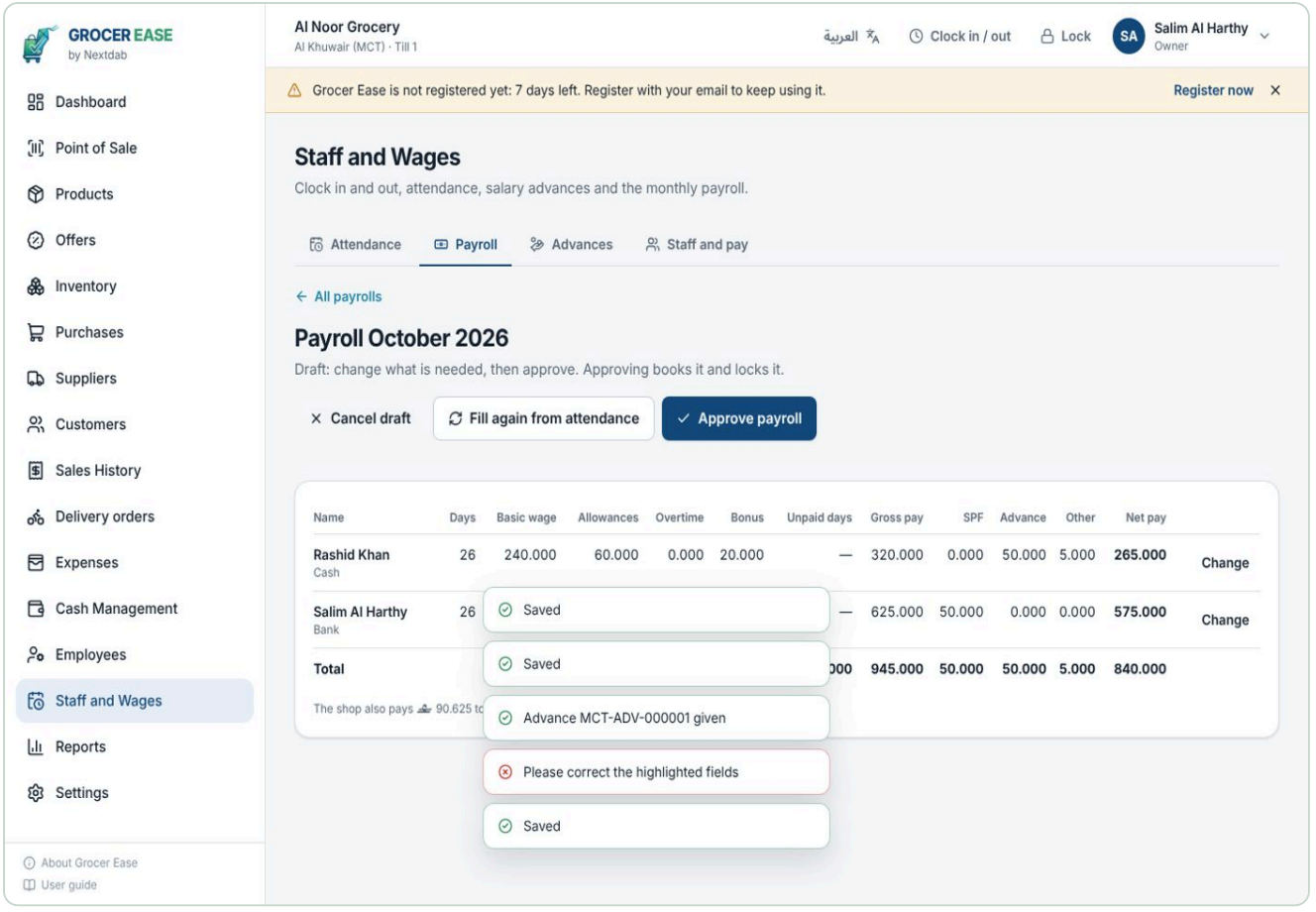
- **Advances → Give an advance**: the person, the amount, how much to take back each month, and where the money comes from (this till's drawer in the open shift, the safe or the bank). A cashier needs a manager's PIN. Each payroll takes back the monthly amount until the advance is repaid.

The monthly payroll (owner)

1. **Payroll → New payroll** for a month. Each person with pay details gets a line: basic wage and allowances, overtime from attendance, days worked, the advance to take back and SPF (Omani staff: 8 % of the wage; the shop pays 14.5 %, up to a wage of OMR 3,000).
2. **Change** a line for a bonus, unpaid days, another deduction (say what it is for), the overtime hours or the advance. After fixing attendance, press **Fill again from attendance**.

3. **Approve payroll**: it is booked in the accounts and locked. A mistake is put right in the next month's payroll.
4. **WPS file for the bank** saves the salary file for the people paid by bank: upload it to your bank. Then **Pay salaries**: from the bank, the safe or this till's drawer.
5. **Salary slips** (one A4 page each) and the **Payroll sheet** print or save as PDF, in the language set for receipts.
6. When the Social Protection Fund's monthly invoice is paid, **Record an SPF payment** on the Payroll page. The Fund's invoice decides what is owed.

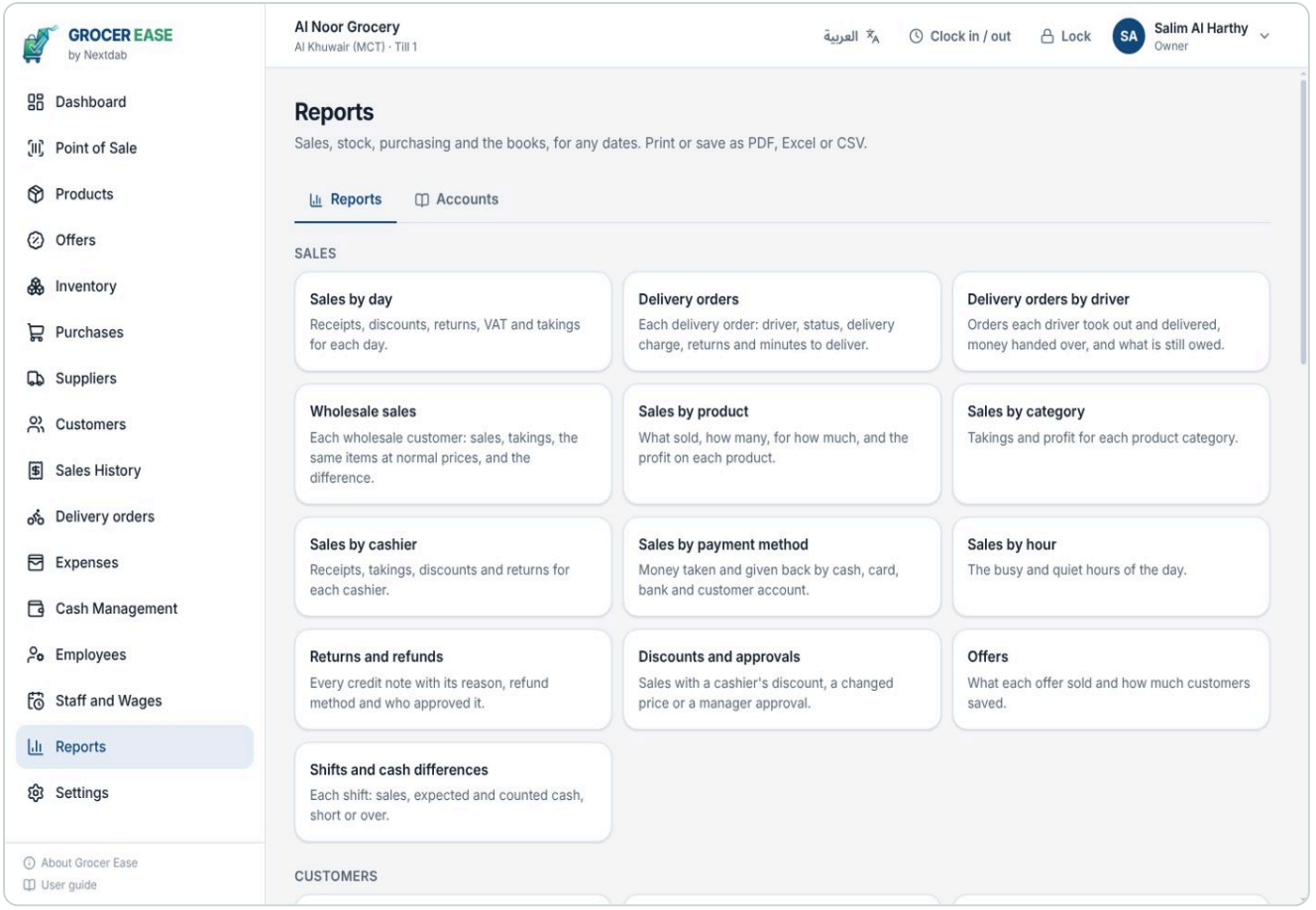
Reports: **Attendance**, **Payroll by month**, **Staff advances** and **End-of-service estimate** (non-Omani staff: one month's basic wage for each year of service, for information).



The monthly payroll before it is approved.

11. Reports

- **Reports** has 37 reports for sales, customers, stock, purchases, the books and staff. Choose the dates, read the report on screen, then **Print** (A4) or save it as **PDF**, **Excel** or **CSV**.
- Reports check themselves against the books and say so under the table.
- With several branches, reports and the dashboard show your own branch. The owner can choose another branch or **All branches**, and open **Sales by branch** to see every branch side by side. A branch's sales reach the head office when that branch has synced (the report shows when each branch's last sale arrived).
- The **VAT return** fills the Oman boxes from what Grocer Ease recorded. Check it with your tax advisor before filing: imports, exports and reverse-charge purchases are not recorded in Grocer Ease.



Reports: choose the dates, then print or save as PDF, Excel or CSV.

12. Accounts (owner)

- **Opening balances** on the first day: cash in the safe, the bank, loans and the owner's capital.
- **New journal entry** for things without a document of their own (VAT paid, bank charges); **Move money** between the safe, the bank and card takings; **Close the books** after filing a VAT return so those dates cannot be changed.

13. Settings

Business details (English and Arabic name, screen language) and logo, store and tills, branches, VAT (with dated rate changes and the e-invoice reason for zero-rated and exempt codes), receipts, till and stock, security, appearance, this computer (printers, drawer, start with Windows), e-invoicing, backups, licence and updates, audit log and system. Every change is recorded in the audit log.

Receipts in English and Arabic. Receipts, credit notes and the other printed slips are printed in **English and Arabic** by default ("Simplified Tax Invoice" with "فاتورة ضريبية مبسطة" under it, "Subtotal / المجموع الفرعي", the shop's Arabic name and each product's Arabic name under the English one). Settings → Receipts → **Language on receipts and invoices** can print English only or Arabic only. Oman asks for tax invoices in Arabic, or in English with an Arabic translation, so keep Arabic on unless your tax advisor says otherwise.

A4 invoices. After a sale, **A4 invoice** (or **A4 tax invoice** for a business customer) shows the invoice on an A4 page: the shop and the customer with their VAT numbers, each line before VAT, its VAT and total, the VAT per rate and the e-invoice QR code. **Print A4** or **Save as PDF** to email it. For an earlier sale open it in **Sales History** and press **A4 invoice** (it is marked as a copy, like a reprint); a return has **A4 credit note**. The language is the same as for receipts.

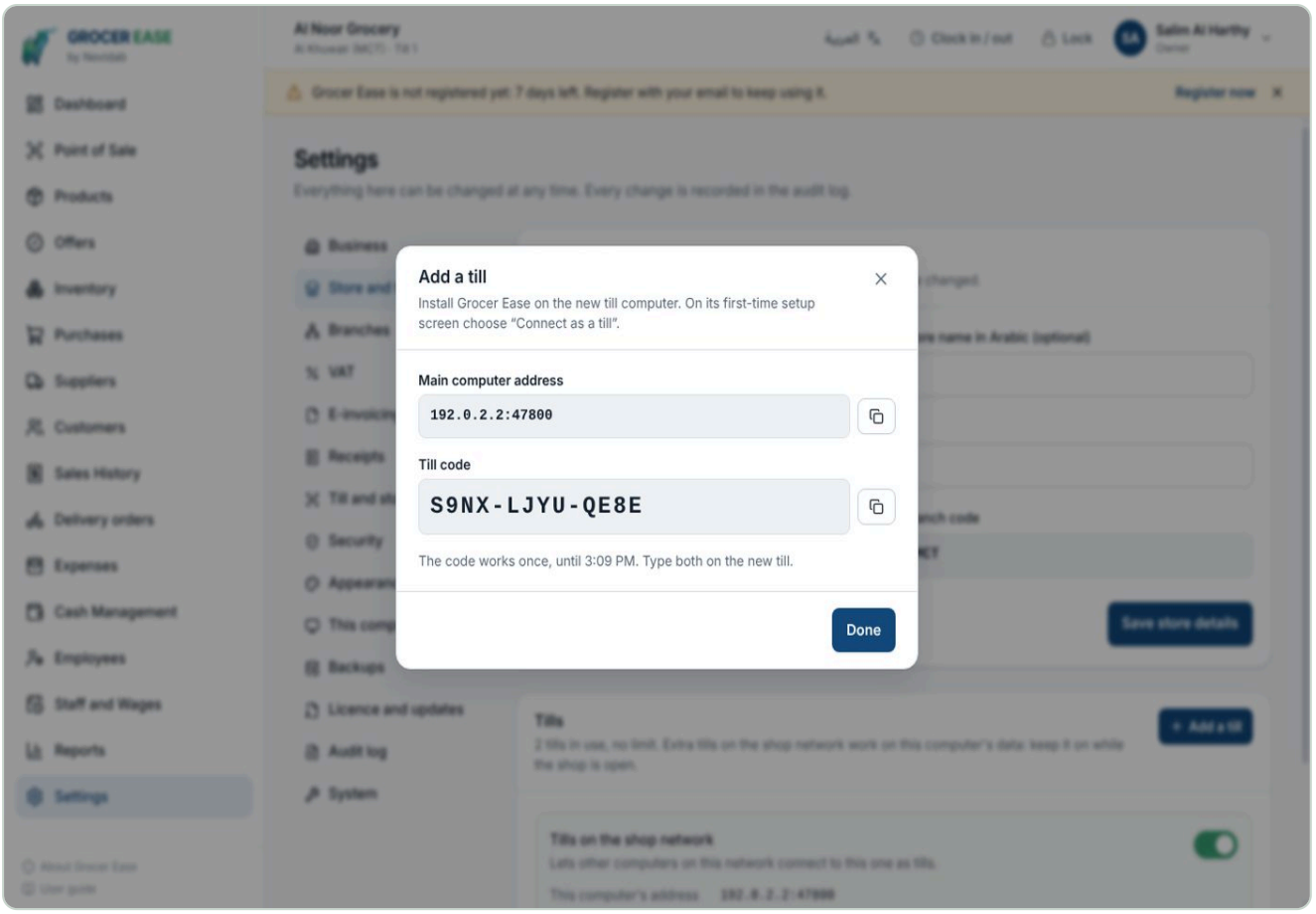
14. More tills and more branches

More tills in one shop

The shop's main computer keeps the data; every extra till works on it over the shop network and keeps nothing of its own. Keep the main computer on while the shop is open.

1. On the main computer, as the owner: **Settings → Store and tills**, switch on **Tills on the shop network**, then **Add a till**, name it (for example "Till 2") and press **Make a code**. The screen shows the main computer's address (such as `192.168.1.10:47800`) and a code such as `K7QM-2PXD-9F3A`. The code works once, for 10 minutes.
2. On the new till: install Grocer Ease, and on the first-time setup screen choose **Connect as a till**. Type the address and the code and press **Connect**. Sign in as usual.
3. Each till has its own receipt numbers (`MCT-02-000001`), its own shift and its own printer and drawer (Settings → This computer, on that till).

- A till shows **"The main computer is not answering"** when the main computer is off or the network is down. Selling continues when it is back.
- When the main computer is updated, each till asks to **Install from the main computer**: it downloads the same version from the main computer and installs it.
- To stop using a till, the owner presses **Remove** next to it on the main computer. It is signed out at once.
- Backups, restore, the licence and updates are done on the main computer; those screens are not on a till.



Adding a till: the main computer's address and a one-time code.

Phones as stock scanners

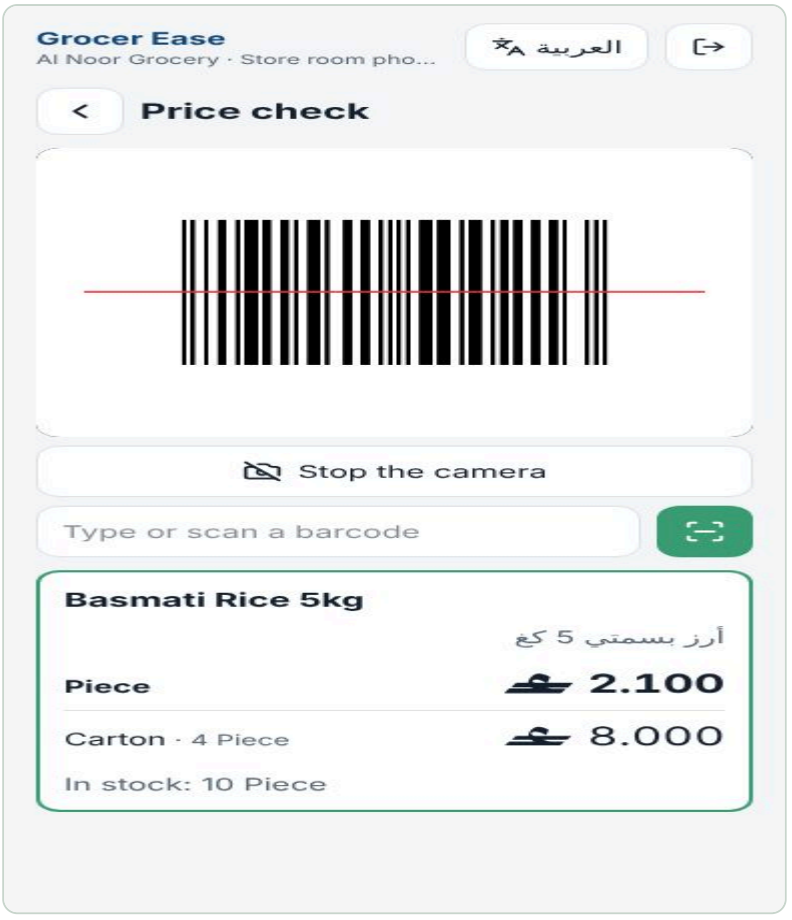
A phone on the shop Wi-Fi can check prices, count stock and check supplier deliveries. It is not a till: it cannot sell, it does not use the till licence, and a branch can have up to 10.

1. On the main computer, as the owner: **Settings → Store and tills**. Switch on **Tills on the shop network**, then under **Phones** press **Add a phone**, name it (for example "Store room phone") and press **Make a code**.
2. On the phone (on the same Wi-Fi), scan the QR code with the camera, or open the address shown, such as `https://192.168.1.10:47800/phone/`, and type the code.
3. The phone's browser warns that the connection is not private. This is expected: the certificate is the shop computer's own, not one from the internet. On the shop Wi-Fi, choose **Advanced** and continue. Then press **Add this phone** and sign in with your own username and password.

On the phone:

- **Price check**: press **Scan with the camera** and point at the barcode, or type it (a Bluetooth scanner types it for you). The phone shows the price of each unit and, for staff who may see stock, how many are in stock. Never costs.
- **Stock count**: start the count on the main computer (**Inventory → Stock counts**) as before, then choose it on the phone. Scan an item, set how many (scanning a carton counts its pieces) and press **Add**. Two phones counting the shelf and the store room add up; **Replace the total** puts the number you typed instead. Finish the count on the main computer.

- **Check a delivery** (owner and Admin, or anyone given "Check supplier deliveries"): choose the supplier's order, scan what arrives and add the quantities. Each line shows **As ordered**, **Short**, **More than ordered**, **Not on the order** or **Not arrived**. Press **Finish the check**; then on the main computer **Receive goods** makes the purchase from it (see "Purchase orders"). **Reopen to correct** works until it is received.
- If the camera does not start, the browser has not allowed it on this page: allow the camera for the page in the browser's settings, or type the barcode or use a Bluetooth scanner.
- To stop using a phone, the owner presses **Remove** next to it on the main computer. It is signed out at once.



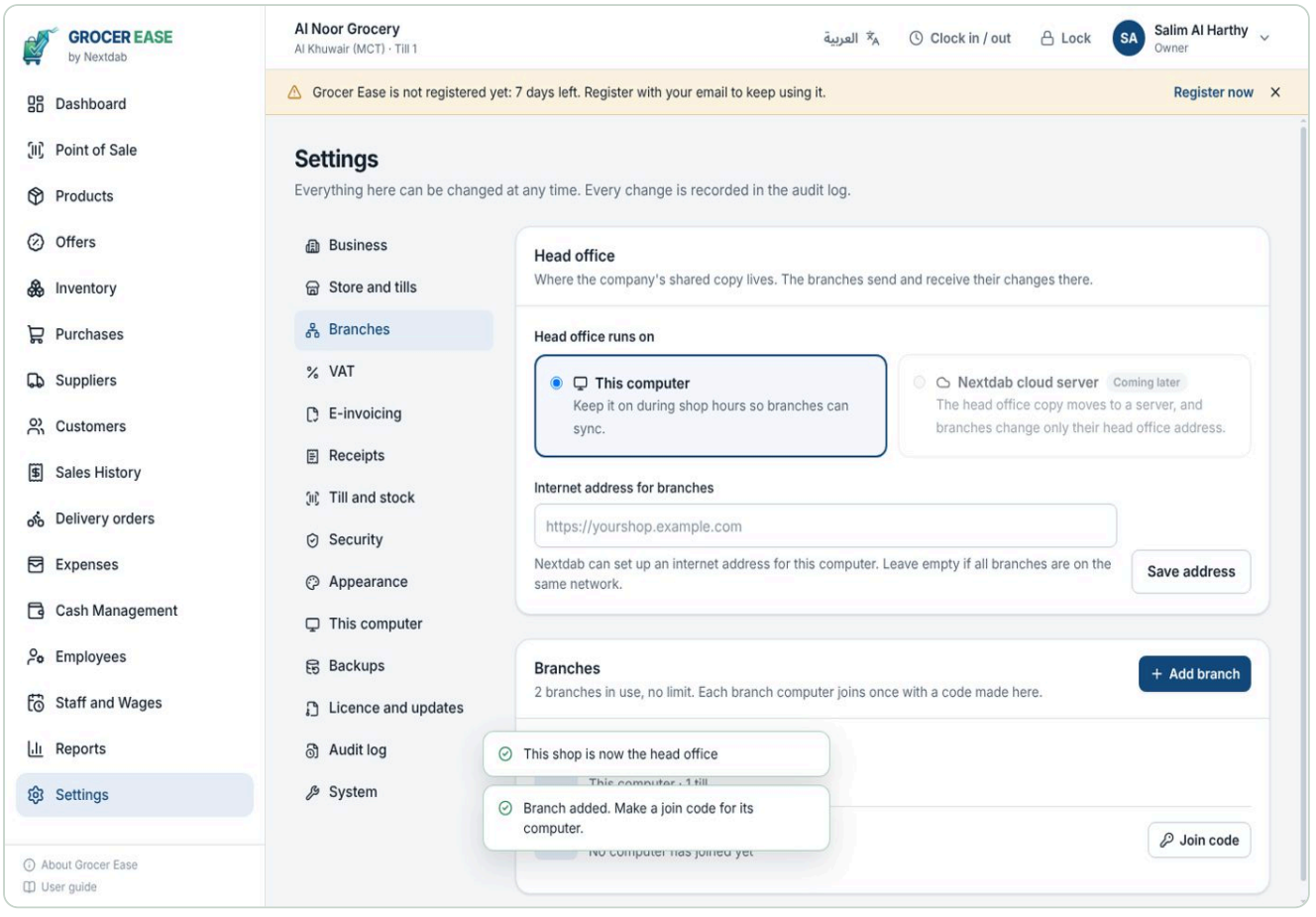
Price check on a phone.

Several branches

One branch is the **head office** (the owner's main shop). Each branch has its own computer with a full copy of the company, sells on its own (also without internet) and exchanges changes with the head office every few seconds while it is connected.

1. At the head office, as the owner: **Settings → Branches → Make this shop the head office**. Take a backup first.
2. **Add branch**: a short code (such as `NZW`, part of every receipt number there) and the name. Then press **Join code** next to it. The screen shows the head office address and a code that works once, for 24 hours.
3. On the branch computer: install Grocer Ease and choose **Join as a branch** on the first-time setup screen. Type the address and the code and press **Join**. The company is copied (it can take a few minutes); then sign in.

- **Head office address**: branches in the same building or on a VPN use the head office computer's network address. For branches elsewhere, Nextdab sets up an internet address for the head office computer (shown under Settings → Branches).
- **Managed by the head office**: products, prices, VAT, units, categories, payment methods, accounts, employees and roles are changed at the head office and reach every branch. A branch shows them read-only. Each employee signs in only at the branches where they have a role (**Employees → Branches**, at the head office).
- **Prices at other branches**: open a product at the head office; under **Prices at other branches** type a branch's own price, or leave it empty for the normal price.
- **Is the branch in touch?** The top bar of a branch shows **Synced 4:55 PM**, or **Head office not reached** and how many changes are waiting to be sent. Nothing is lost while it waits. At the head office, **Settings → Branches** lists every branch computer, when it was last seen and whether it is up to date; the dashboard warns when a branch has not synced for a day.
- **Replacing a branch computer**: make a new join code for that branch and join with the new computer. The old one stops working when the new one joins (**Remove computer** stops it at once).
- The head office licence covers all branches and tills. Branches get it from the head office and do not need their own. Updates reach the branches from the head office.



Settings → Branches at the head office.

15. E-invoicing (Fawtara)

Oman's e-invoicing (Fawtara) starts for most small shops on **1 October 2027**. From that day every invoice must reach the Tax Authority through an accredited service provider. Grocer Ease makes the invoices, checks them and hands them to your provider.

Getting ready — Settings → E-invoicing:

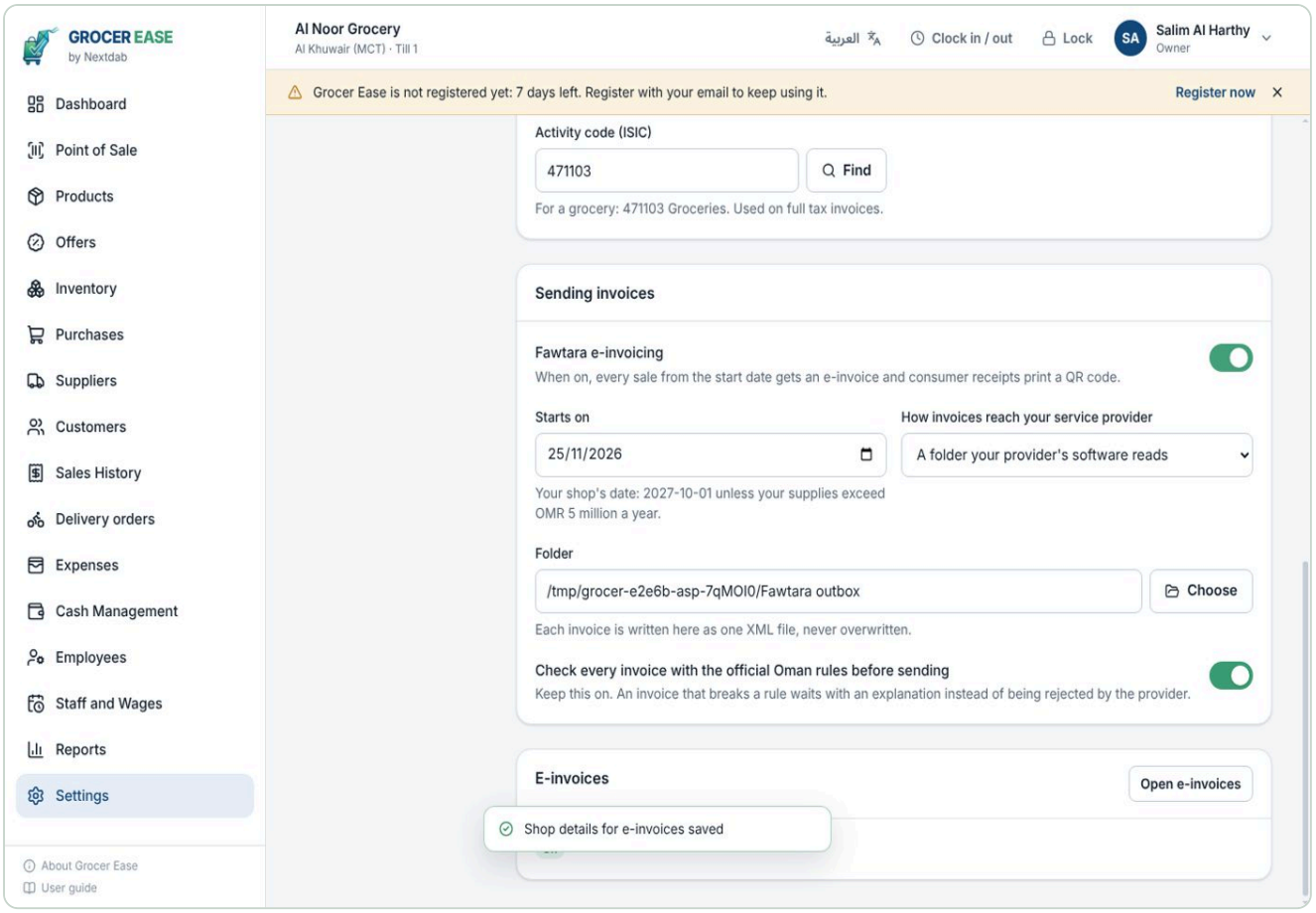
1. Fill in **Shop details on e-invoices**: street or way, building, P.O. Box or area, city and postal code, and the activity code (**Find** → type "groceries"). Choose **Save details**.
2. **Starts on**: your start date (1 Oct 2027 unless the Tax Authority gave you another).
3. **How invoices reach your service provider**: choose the folder your provider's software reads. A direct connection is added when you choose a provider.
4. Turn on **Fawtara e-invoicing**. It cannot be turned on until everything marked as required in *Getting ready* is done.

Every day — nothing changes at the till. Receipts for customers print a **QR code** under the totals. Each sale and return becomes an e-invoice, checked with the official Oman rules and handed to your provider within seconds.

Full tax invoice for a business — add the business in **Customers** with its VAT number (OM and 10 digits) and its full address. At the till choose the customer (F3), then tick **Full tax invoice** in *Take payment*. If something is missing (for example a product's HS code), Grocer Ease lists it; untick the box to sell with a normal receipt, then add the missing details. HS codes are entered in **Products** (**Find** → type the product, e.g. "rice"). Print an **A4 tax invoice** for it (see section 13).

Sales History → E-invoices lists every e-invoice and its status: *Sent to provider*, *Accepted*, *Waiting to send*, *Will retry*, *Needs details* or *Rejected*. Open one to see what to fix, **Check and send again**, or **Save XML**. The dashboard warns when e-invoices need you, are late, or are waiting because no connection is set up.

A sale is never changed or deleted for an e-invoice problem: fix the detail (customer, product, VAT reason code) and send again, or make a return.



Settings → E-invoicing.

16. Backups — keep a copy away from the shop

Grocer Ease makes a **checked backup** by itself:

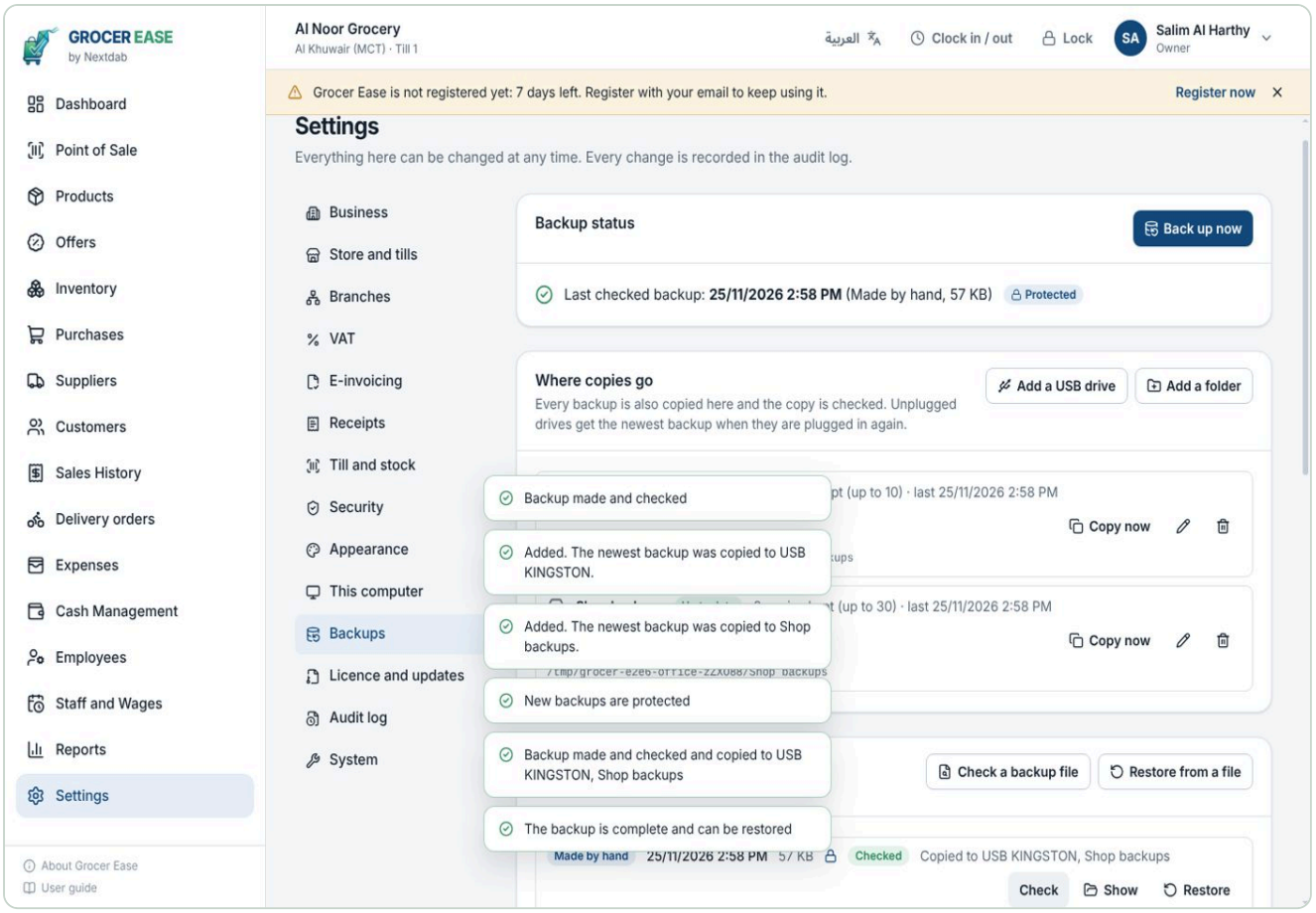
- once a day while it is open,
- when a shift is closed,
- when it is closed (if none was made in the last hour),
- before every upgrade, update or restore.

Each backup is read back and checked before it gets its name, and an old one is never overwritten.

Settings → Backups:

- **Back up now** makes one at once.
- **Add a USB drive**: plug it in, choose it, and every backup is also copied to a *Grocer Ease Backups* folder on it. The drive is recognised even if Windows gives it another letter. While it is unplugged the copies wait; plug it in again and the newest backup is copied within a few minutes. Keep two drives and take one home each night.
- **Add a folder**: another disk, a folder on another computer on the shop network, or a OneDrive / Google Drive folder.
- **Protect backups** (owner): a backup password so a lost USB drive does not give away the shop's data. Write the password down and keep it away from the shop: without it a protected backup cannot be restored on another computer.
- **Check** proves a backup is complete. **Check a backup file** does the same for a file on a USB drive.
- **Restore** (owner, with your password): puts the shop back as it was when the backup was made. Everything after that time is removed from this computer — a backup of the data as it is now is made first — and everyone signs in again.

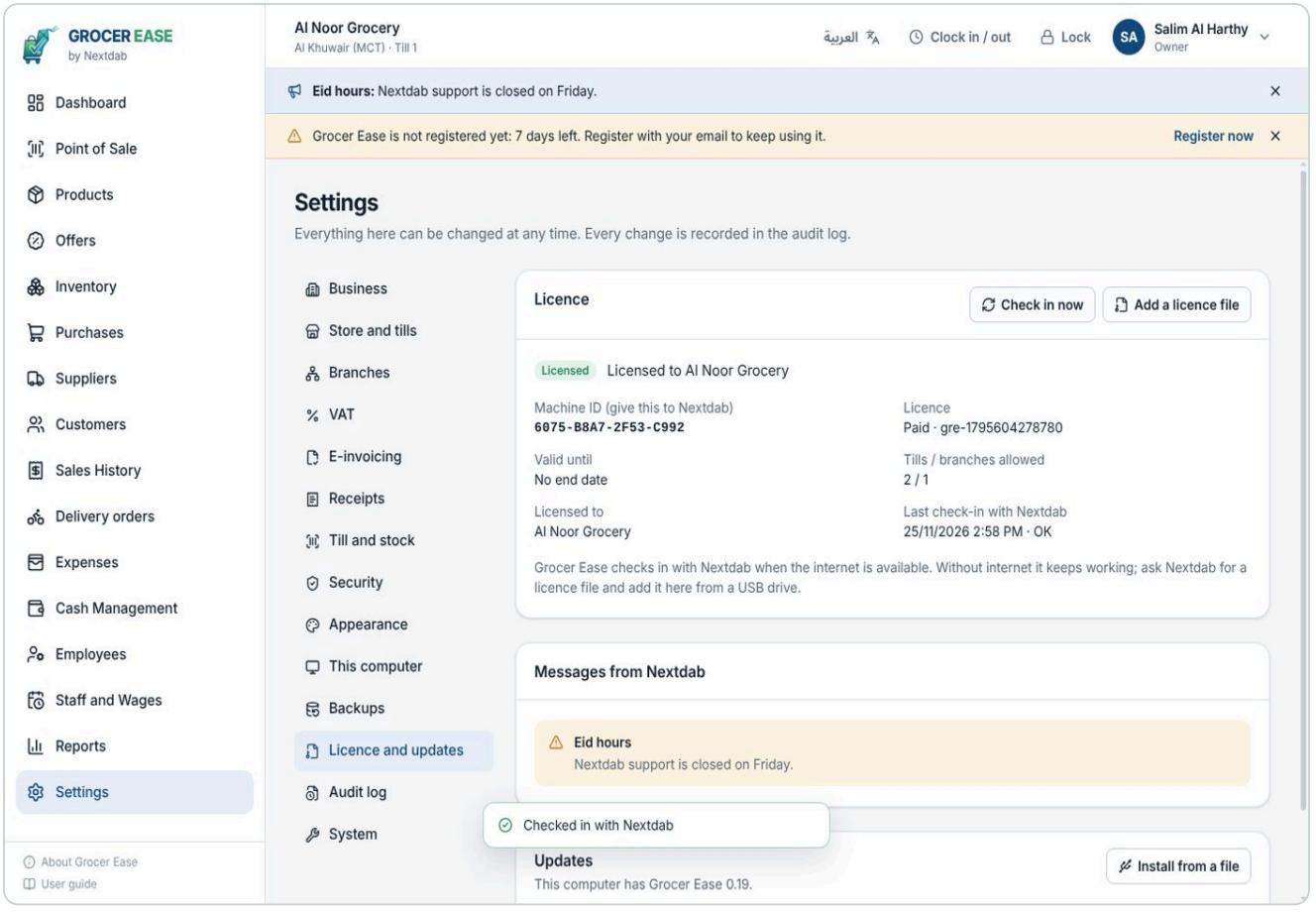
The dashboard warns when no backup was made for a day, when a backup failed, or when backups are only on this computer.



Settings → Backups.

17. Licence and updates (Settings → Licence and updates)

- A new installation runs a **15-day trial**. When the PC is connected to the internet, Grocer Ease checks in with Nextdab and receives its licence by itself. Without internet, ask Nextdab for a licence file (give them the **Machine ID** shown there) and choose **Add a licence file**.
- A banner warns 7 days before the licence ends. After the end (and any grace days) Grocer Ease becomes **read-only**: no new sales or changes, but signing in, viewing, reports, backups and closing a shift still work. Nothing is deleted.
- **Updates** come from Nextdab and download by themselves (the Microsoft Store edition is updated by the Microsoft Store). **Install now** makes a checked backup, Windows asks for permission, and Grocer Ease opens again on the new version with all data kept. Install when no customer is waiting.
- **Messages from Nextdab** appear there; important ones as a banner.



Settings → Licence and updates.

18. When something goes wrong

- **"Read-only"** banner: the licence ended, the trial is over, or Nextdab switched Grocer Ease off — the banner says which. Add or renew the licence; your data is safe.
- **"Reconnecting to the Grocer Ease service"**: the background service stopped and is starting again by itself. If it happens again and again, Grocer Ease offers to restart.
- **"This screen could not be shown"**: go back to the start and try again; nothing is lost.
- **The computer's date is wrong**: set the right date and time in Windows.
- **Help from Nextdab**: Settings → System → **Save a support file**, and send that file. It holds the program's logs and versions only — no sales, customers, prices or passwords.
- **A till says "Update this till"**: the main computer was updated. Press **Install from the main computer**.
- **A branch says "Head office not reached"**: keep selling. Check the internet connection; at the head office check that the computer is on and Grocer Ease is open. If the head office was updated, install the update on the branch (Settings → Licence and updates) — branches sync only when both run the same version.
- **"The email could not be sent"** when asking for a code: check the internet connection and try again. If it says Nextdab cannot send emails yet, ask Nextdab. Too many codes in an hour: wait and try again.
- Printer, scanner and drawer problems: see *Setting up your hardware* (section 19).

19. Setting up your hardware

Do this once on each till computer with the real printer, drawer, scanner and (if you use one) scale. Use a test product; nothing here changes completed sales.

Receipt printer

1. Install the printer's Windows driver and check that a Windows test page prints.
2. **Settings → This computer → Receipt printer**: choose the printer and press **Test print**. A short slip prints, full width, with no blank half page.
3. **Settings → Receipts**: set the paper width (80 mm or 58 mm), the header and the footer, then test again.
4. Receipts end with a barcode of the receipt number, used to find the sale for a return. On 58 mm paper the bars are narrow; if your scanner cannot read them, type the receipt number instead.

Cash drawer

1. Plug the drawer's cable into the printer's drawer port (RJ11/RJ12), not into the PC.
2. **Settings → This computer → Open drawer**: the drawer opens.
3. If it does not, some printers need "Cash drawer: open before printing" turned on in the Windows printer preferences, or pin 5 instead of pin 2.
4. **Settings → Till and stock → Open the cash drawer**: choose *When paid in cash*.

Barcode scanner

USB scanners work like a keyboard and need no setup. Open a shift on the till and check:

- Scanning a product adds it once and empties the scan box again; scanning it 3 times makes one line with 3.
- An unknown barcode beeps and shows "Nothing found".
- A carton barcode uses the carton price, and the stock goes down by the pieces inside.

Weighing scale labels

If your scale prints barcode labels for loose goods:

1. On the scale, give the product a PLU, for example 42. In Grocer Ease the product's **scale code** is 00042.
2. **Settings → Till and stock**: turn on scale barcodes and set the prefix (often 20, 21 or 22), the number of PLU digits (often 5) and whether the label holds the weight or the price.
3. Print a label on the scale and scan it at the till: the weight (or price) on screen matches the label.

Label printer

1. **Settings → This computer → Label printer**: choose a roll label printer, or an office printer for A4 label sheets.

2. **Settings → Till and stock**: choose the label size you load (50 × 30, 38 × 25 or 58 × 40 mm, or an A4 sheet of 24).
3. **Products → Print labels**: scan a product, choose 2 labels and print. The labels are not cut in half and the barcode scans back at the till.

Gift voucher slips

Gift vouchers print on the receipt printer with the amount, the last day, the code in large letters and a barcode. Sell a test voucher of 5.000, then pay with it: scanning the slip's barcode in **Take payment → Gift voucher** applies it at once. Pay the test voucher back in cash to close it.

Office printer, PDF and Excel

- **Print** on any report opens the Windows print dialog; reports are laid out for A4, wide ones in landscape.
- **PDF**, **Excel** and **CSV** save the report in a folder you choose. Amounts are real numbers in Excel and add up; Arabic product names show correctly in CSV files opened in Excel.

A test sale before you open

- Sell 2 items and pay cash with a note: the change shows, the receipt prints and the drawer opens.
- Sell by card with the card machine's reference: the receipt prints and the drawer stays closed.
- **Sales History**: both sales are there, and **Reprint** prints a copy marked COPY.
- Return one item from the cash sale (scan the receipt barcode): the credit note prints and the refund comes from the drawer.
- Close the shift and count the drawer: what is expected matches what is in it. Print the Z report.

20. Getting help

- **Settings → System → Save a support file** writes the program's logs and versions into one file. It holds no sales, customers, prices or passwords. Send it to Nextdab with a short note of what happened.
- Contact Nextdab at **sales@nextdab.com** or through **nextdab.com → Contact**.
- The newest version of this manual is always at **nextdab.com**, and the user guide is inside the app (**User guide** at the bottom of the menu), in English and Arabic.