Frequently asked questions

Answers to the questions owners and staff ask us most, from offline working to VAT, staff PINs and stock.

For Everyone · **Takes** 5 minutes

Read it online
360navtech.com/pos/help/faq

Everyday use

What happens if the internet goes down? The till keeps working: orders, payments, receipts and kitchen tickets carry on, and everything syncs when the connection is back.

Can I take card payments without your card reader? Yes. Use any card machine and record the payment on the till with **PDQ**. Integrated readers (Dojo, Stripe) send the amount automatically.

How do I split a bill? Tap **Pay**, then **Split** to take part by card and part in cash.

How do I add a tip or service charge? Tips are chosen on the payment screen. A service charge can be added automatically: set it on the store in the dashboard, under **Stores** → **Payments and charges**.

How do I reprint a receipt? Open **More** → **Reports** → **View Orders**, open the order and tap **Receipt**.

Can I refund part of an order? Yes. Choose the amount on the refund screen. See Refund a payment.

Menu and prices

How long until a change in the dashboard shows on the till? Within a minute, as long as the till is online.

Can takeaway have a different VAT rate? Yes. Set **Takeaway VAT rate** on the item. Cold food is often zero-rated taken away.

Can each store have its own menu and prices? Yes. Menus are per store, and you can copy a menu from one store to another with **Copy menu**.

Can I sell on Uber Eats and Deliveroo? Yes. Connect them under **Delivery**. Orders arrive on the till and the kitchen screen, and reports split sales by channel.

Staff

How do staff sign in? With a 4-digit PIN. Each PIN is unique across your business. See Add staff and set PINs.

What can each role do? Cashiers and waiters take orders and payments. Managers also approve voids, large discounts, refunds, cash movements and shift changes. Kitchen staff use the kitchen screens. You can adjust permissions under **Roles & Permissions**.

Stock

Does stock go down by itself? Yes, when each dish has a recipe. Stock is taken off when the order is sent to the kitchen.

Do I have to count stock? Counting now and then keeps the figures right, because waste and spills aren't recorded by sales. See Count your stock.

Reports, VAT and records

What's the difference between an X-report and a Z-report? An X-report shows the shift so far and changes nothing. A Z-report is made when you close the shift and can't be changed.

Can I export figures for my accountant? Yes. **Reports** → **Tax & exports** has VAT by rate, and every report has **Export CSV**.

Can sales be deleted or edited after the day is closed? No. Closed sales are frozen and changes are recorded in an audit trail, as HMRC expects.

Account and support

How do I add another till? Pair it with a code from **Stores** → **Pair a device**. See Set up a new till.

How do I get help? Raise a request with our support team. We cover trading hours, evenings and weekends included.