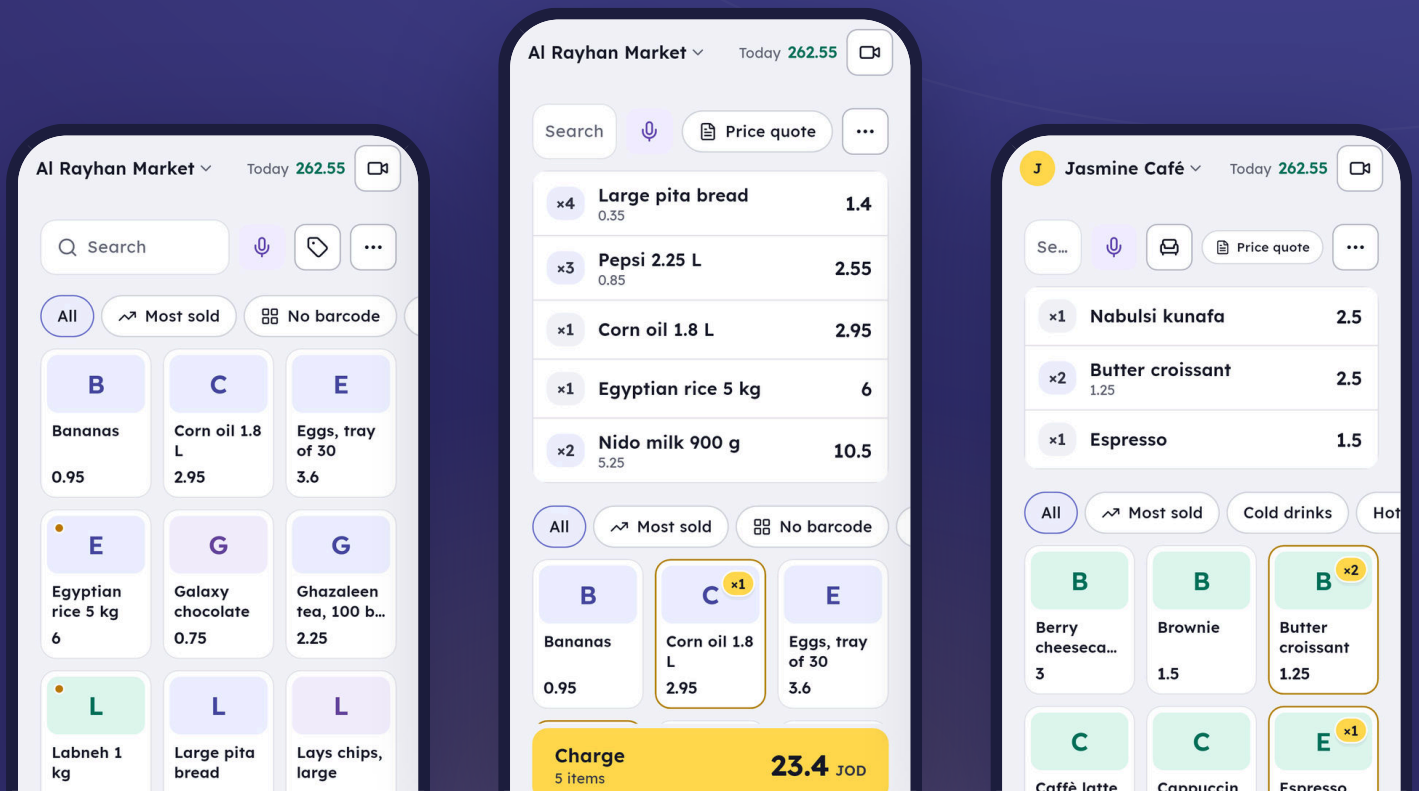
ghalleh

ghalleh.com

USER GUIDE

Ghalleh User Guide

Everything you need to run your shop on Ghalleh: signing in, adding items, selling, debts, reports and closing the day.



CONTENTS

What is in this guide

	Before you start	The four screens and how to read this guide	3
01	Signing in	The owner with a mobile number, staff with a code from the owner	4
02	Setting up the shop	Name and kind of shop, receipt details and the way of selling	5
03	Adding items	Scanning, the shared catalogue, Excel import and receiving stock	6
04	Selling	Camera, direct sale, payment methods and the More sheet	8
05	Receipts and printing	After the sale, the printer, the cash drawer and all receipts	11
06	Returns	Returns, exchanges and voiding a receipt	12
07	Debts and customers	Selling on credit, payments, installments, suppliers and cheques	13
08	Today and reports	The Today screen, the morning brief, reports and alerts	15
09	Shifts and handover	Opening a shift, counting the drawer and handing over	17
10	Team and attendance	Staff, permissions, clocking in, the schedule and payroll	19
11	National e-invoicing (JoFotara)	Linking the shop to JoFotara and following each invoice	21
12	Plans and the free trial	Start and Pro, and the 14 day free trial with no card	22
13	Working offline	What works when the internet drops, and what waits for it	23
14	The PC app	Linking a Windows PC, and the counter keys	24
15	Getting help in the app	Short guides, your shop's guide, Ghalleh AI and reporting a problem	25
	By kind of shop	What differs for cafés, clothing, phone shops and more	26

BEFORE YOU START

Ghalleh in four screens

Ghalleh runs on your phone, a tablet or a sales terminal, and keeps your shop's data in its account online. Four buttons at the bottom of the screen take you almost everywhere, and the shop menu opens when you tap the shop's name at the top of Sell.

1

Sell

Scan a barcode or tap an item tile, then **Charge**. Every sale starts here.

2

Today

Today's sales, the shift, receipts, reports and the morning brief.

3

Items

Items, stock, receiving goods, and tools such as stocktake and import.

4

Debts

Customers and debts, suppliers, orders and cheques.

How to read this guide

- Highlighted words such as **New item** are button names as they appear on screen.
- Some buttons depend on the kind of shop or on staff permissions, so not every phone shows everything in this guide.
- At the end of the guide there is a section for each kind of shop that explains only what differs.
- The app works in Arabic and English. Where no English screen was available, the picture is the Arabic screen.

Chapter 01

Signing in

The owner signs in with a mobile number and a code sent by text message; staff join with an invite code from the owner and a 4 digit PIN.

The owner

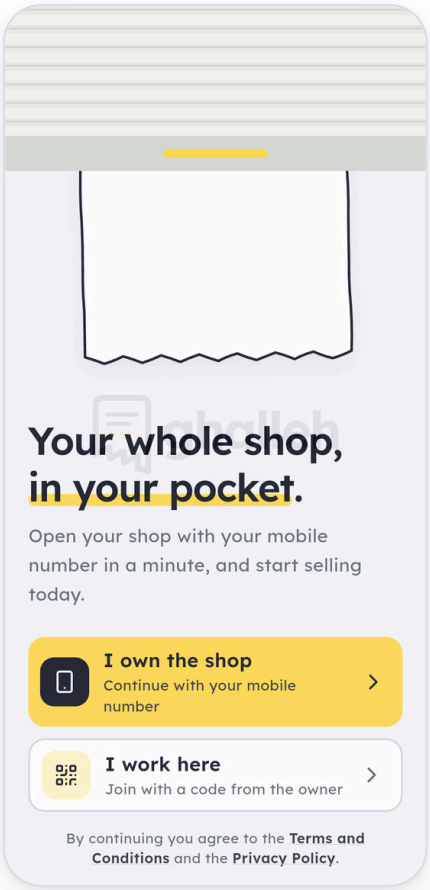
1. Open Ghalleh and tap **I own the shop**.
2. Type your Jordanian mobile number starting with 07, then tap **Send the code**.
3. Type the 6 digit code you received by text message. On Android the phone may read the code by itself.
4. A new number opens a new shop; a number that already has a shop takes you straight back to it.

Staff

1. The owner opens **Team** and adds the staff member, and an invite QR code appears.
2. On the staff member's phone tap **I work here**, then scan the invite or type it under **Or type the code**.
3. Choose a 4 digit PIN and type it again, and the shop opens.
4. Already on the team and adding a new phone? Tap **I already work here and have a PIN** and type your PIN.

A shared shop phone

1. Tap the shop's name at the top of Sell, then **Switch user** under **Team and devices**.
2. On **Who is selling now?** pick your name and type your PIN; every sale is recorded under whoever made it.



The welcome screen: the owner and staff doors.

Tips

- An invite code works once, for 7 days. After 5 wrong PINs the phone waits 5 minutes; after 10 the PIN stops and the owner invites the person again.
- Everyone sets their own PIN under **My PIN** in the shop menu. Switching user needs the internet.

Chapter 02

Setting up the shop

The shop's name and kind decide which tools you see, and the receipt details print on every receipt.

Opening the shop

1. Under **What's your shop called?** type the name as you want it on the receipt.
2. Under **What do you sell?** pick your kind of shop; **More types** has roasteries, perfume, flowers, salons and more.
3. Under **JoFotara** choose **Not now** or **Connect JoFotara now**; you can link it later at any time.
4. Tap **Open the shop**.

Selling settings

1. Tap the shop's name at the top of Sell, then **Selling settings**. The owner and managers see it.
2. Under **Receipt details** fill in **Shop phone**, **Address**, **Shop tax number** and **Bottom line**.
3. Under **Shop logo** tap **Add a logo**, pick or take a photo and save it; it prints at the top of the receipt.
4. Under **How you sell** choose **Camera and search** or **Direct sale (item tiles)** for this device.
5. Under **Extra tools** turn on what fits, such as **Menu, tables and kitchen** or **Sizes and colours**, then tap **Save**.



The shop menu: plan, JoFotara, selling settings, printer and team. Shown in Arabic.

Tips

- A receipt field you leave empty does not print.
- The way of selling belongs to each device: a counter tablet can sell with tiles while your phone keeps the camera.
- Once you pick a kind of shop, a link to its own user guide appears.

Chapter 03

Adding items

Add what you sell by scanning or typing the barcode, load your whole list from an Excel file, and record what your suppliers deliver.

New item

1. In **Items** tap **New item**. Only the name and the selling price are needed.
2. Type the **Item name** and **Selling price**, and the **Cost** so Ghalleh can work out the profit.
3. Under **Sold by** pick **Piece**, **Kilo**, **Litre** or **Metre**, and type the **Quantity in stock now**.
4. Tap **Add the item**. From Sell the button reads **Add and sell**.

Scanning and the shared catalogue

1. Tap the scan button in the Items search box and point the camera at the barcode.
2. An item you have opens its page. A new one is looked up in the shared catalogue, which fills in its name and sometimes a photo, so you only type the price.

The item page

1. Tap any item to open its page: photo, stock, name and price, barcodes and details, with one **Save** at the bottom.
2. **Show it as a button on Sell** for items without a barcode, and **Sell by the carton** to sell by the carton and by the piece.



New item: only the name and the selling price are needed. Shown in Arabic.

Tips

- The shared catalogue keeps product names only and never shares any shop's prices.
- **Scan items in** scans a whole shelf without stopping, then you price everything in one list.

Adding items (continued)

Import from Excel

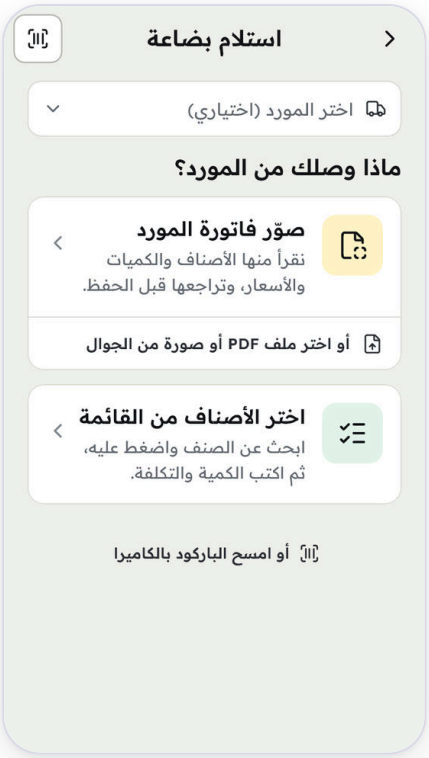
1. In **Items** open **Tools**, then **Import from Excel**, and tap **Choose the file**. It takes xlsx, xls and csv.
2. Ghalleh suggests what each column holds. Check it on **What is in each column?** and change anything, or set a column to **Skip**.
3. Tap **Preview the items**, check **New**, **Existing** and **Problems**, then **Next**.
4. Choose what to add and what to update, then confirm until you see **Import done**.

Receiving stock

1. In **Items** tap **Receive stock** and pick the supplier.
2. Tap **Photograph the supplier's invoice** and Ghalleh reads the items, quantities and prices, or **Pick the items from the list**.
3. Check each line: **Skip it** or **Wrong item? Change it**, and compare the sum with the **Invoice total**.
4. Type how much you paid now; the rest goes on the supplier's account. Then tap **Save the delivery**.

Tips

- The import screen has **Download a ready template** for a tidy file from the start.
- Updating stock from the file replaces the current quantity with the file's, so check it before you confirm.
- You can pick a PDF invoice or a picture from the phone instead of taking a photo.



Receive stock: photograph the invoice or pick the items. Shown in Arabic.

Chapter 04

Selling

Every sale starts on Sell: add the items, then tap **Charge** and pick how the customer pays.

Two ways of selling

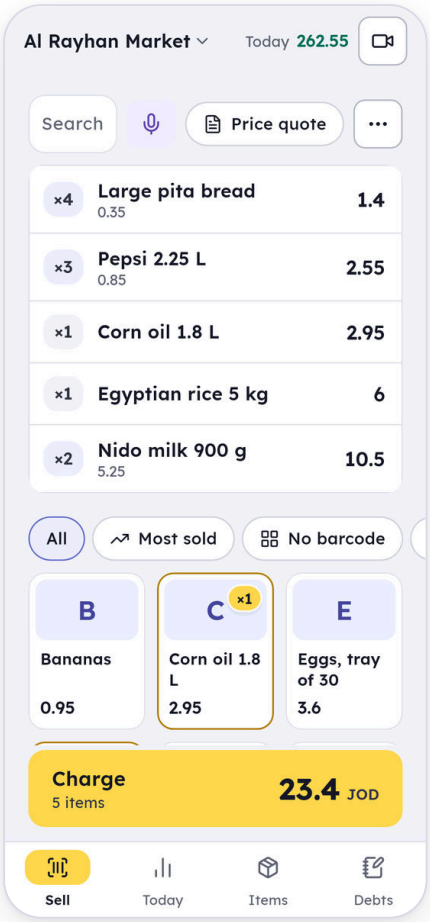
1. **Camera and search**: scan the barcode with the camera or a scanner, or search the item by name.
2. **Direct sale (item tiles)**: tap an item's tile to add it. Cafés, bakeries and fruit and veg shops start this way.
3. Above the tiles: **All**, **Most sold**, **No barcode**, **By company**, then the categories.
4. In direct sale the search box filters the tiles as you type, and a typed barcode rings up as if scanned.

Changing the sale

1. Tap an item on the sale to change the **Quantity** or **Price**, add a **Line discount**, or a note printed under it.
2. Long-press a tile to open these options straight away, and swipe a line to remove it.

Say the items

1. Press and hold the mic and say, for example, two Pepsi and a bag of sugar, then let go.
2. Check what Ghalleh understood, confirm or change what it asks about, then tap **Add to the cart**.



Direct sale on a phone: the sale on top, item tiles below.

Tips

- A tile on the sale shows a gold border and its count; an orange dot means its stock is low.
- Each device picks its way of selling in **Selling settings** under **How you sell**.

Selling (continued)

Payment

1. Tap **Charge**, then **Cash**, **Card**, **CliQ** or **Debt**.
2. For cash tap the amount received, or **Exact** for exact money, and the **Change** shows.
3. If the customer pays two ways tap **Split** and add each part.
4. **Store credit** and **Gift voucher** sit under the methods, and **Add customer** links the sale to a customer.
5. Tap **Charge** again to finish the sale.

Before payment

1. **Price check** shows an item's price and stock without adding it to the sale.
2. **Price quote** next to the search makes a PDF of the items and prices for whoever wants the price in writing; nothing is sold or taken from stock.

Tips

- When you choose **Debt** Ghalleh asks **On whose account?** and warns you if the customer passes their credit limit.
- **Debt** shows only for staff allowed to sell on credit.

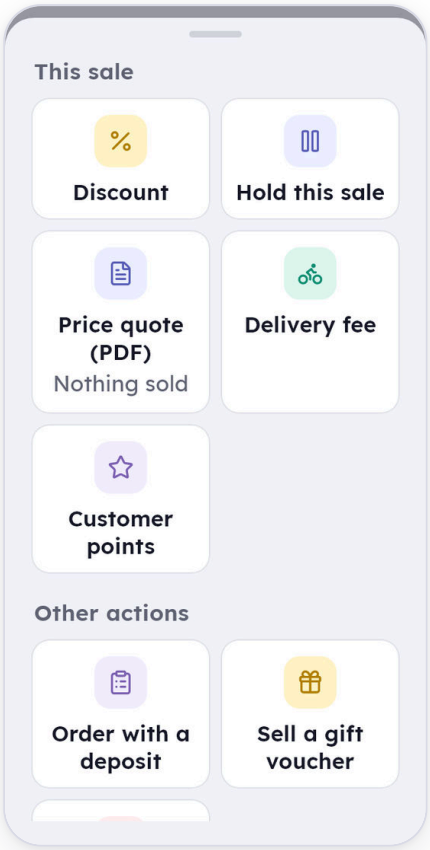


Payment: the methods, the amount received and the change. Shown in Arabic.

Selling (continued)

The More sheet

1. Tap the three dots, **More**, on Sell. Two fixed groups appear.
2. **This sale**: **Discount** on the whole sale, **Hold this sale**, **Price quote (PDF)**, **Delivery fee** and **Customer points**.
3. Food shops also get **Tip** and **Split the bill**; shops with couriers get **Delivery order** and **Driver**.
4. **Other actions**: **Order with a deposit**, **Sell a gift voucher** and **Log waste**.
5. Under the tiles, **Clear the sale** shows while the sale has items.



The More sheet: This sale and Other actions.

Held sales

1. **Hold this sale** puts the sale aside so you can serve another customer.
2. To bring it back tap **Held** on Sell while the sale is empty. A device holds up to 10 sales.

Tips

- Tiles that need items stay in place, greyed out, until you add an item, so every button is always in the same spot.
- Some tiles depend on the kind of shop and on staff permissions.

Chapter 05

Receipts and printing

After each sale the receipt shows on screen, ready to print, share, or show to the customer as a QR code.

After the sale

1. The receipt appears on screen with the **Change**.
2. Choose **Share** to send a picture of the receipt, **QR code** so the customer opens it on their phone, or **Print** when a printer is set.
3. Tap **New sale** to start the next one.

Connecting a printer

1. From the shop menu open **Printer** and pick a paired Bluetooth printer, or one under **Nearby, not paired**. Terminals with a built-in printer list it too.
2. Set the **Paper width** to 58 or 80 mm, and turn on **Print the receipt after every sale** if you want.
3. Tap **Test page**, or **Preview the print** to see the receipt before printing it.

Cash drawer and all receipts

1. If a cash drawer is plugged into the printer turn on **A cash drawer is plugged into this printer**, and it opens by itself after cash sales.
2. On **Today** open **All receipts** and search by receipt number, amount or item name, or filter by date, customer, employee and payment.



The receipt after a sale, with New sale at the bottom. Shown in Arabic.

Tips

- If the printer asks for a code when pairing, try 0000 or 1234.
- The shop logo prints in black and white at the top; if it is not ready, the receipt prints without it.
- The receipt page on the customer's phone never shows their name.

Chapter 06

Returns

Take an item or part of it back, swap it for another, or void a receipt entered by mistake.

Return

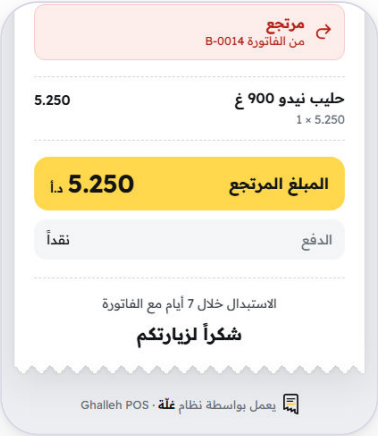
1. On **Today** open **All receipts**, then the receipt, and tap **Return**.
2. Tick the items and set **Coming back**. One piece of six, or half a metre, can come back.
3. If the customer wants credit instead of cash, turn on **Refund as store credit, no cash back**.
4. Tap **Confirm the return**.

Exchange

1. On the receipt tap **Exchange**, pick the items, then **Continue to selling**.
2. Add the new items and the customer pays only the difference; if the credit is bigger, the rest goes back in cash.

Void a receipt

1. For a receipt entered by mistake tap **Void receipt**, then **Void it**.
2. The time allowed is in **Selling settings** under **Voiding a receipt**: 10 minutes to start with, from 5 to 60 minutes.



A return receipt: returned from the original, with the refund. Shown in Arabic.

Tips

- Money goes back the way it came: store credit to credit, a voucher to its voucher, debt off the account. Ghalleh tells you before you confirm.
- A debt sale cannot be exchanged directly: return it first, then sell the new items.
- Returns and voids need a permission, and every void is recorded in the activity log under its maker's name.

Chapter 07

Debts and customers

Debts keeps what each customer owes you and what you owe each supplier, and reminds you when it is due.

Selling on credit

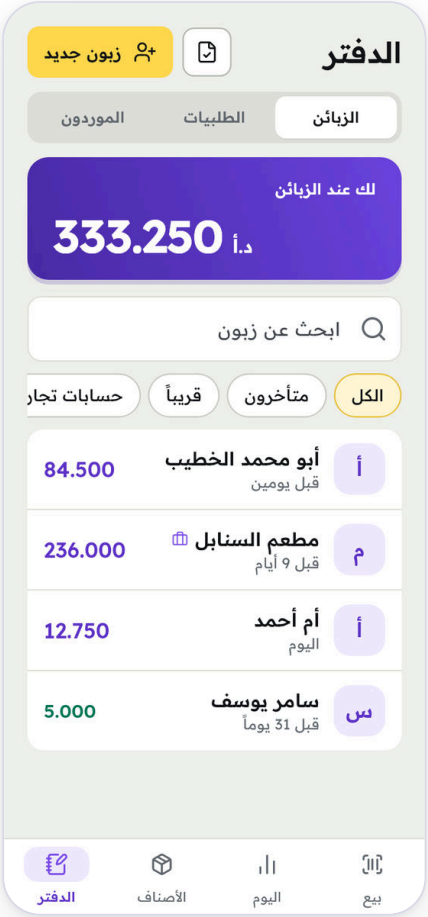
1. At payment choose **Debt**, then the customer under **On whose account?**, or add them with a name and mobile number.
2. Under **When will they pay?** pick **No date**, **In a week**, **In a month**, **A date**, or **Installments**.
3. For installments set the **Down payment now (cash)**, **Number of installments** and **First installment**; an **Installment plan** shows on their page.

When the customer pays

1. In **Debts** open the customer and tap **Record a payment**.
2. Pick **All of it**, **Overdue** or **Next installment**, or type the amount, then the payment method.
3. Then choose **Print a payment receipt** or **Share the payment receipt**, showing the balance left.

Following up

1. Filter the list by **Overdue**, **Due soon** or **Trade accounts**.
2. **Remind** prepares a polite message with what is due for you to send, and **PDF statement** sends their full account statement.



Debts: what customers owe, with filters and search. Shown in Arabic.

Tips

- A **Credit limit** in **Customer details** stops a cashier once it is passed, until the owner or a manager approves.
- If a customer pays more than they owe, the difference stays as their credit.

Debts and customers (continued)

Trade accounts

1. In **Customer details** turn on **Trade account** for a contractor, garage, restaurant or shop.
2. Set the **Payment terms** to 7, 15, 30, 60 or 90 days, and the **Credit limit**.

Suppliers

1. In **Debts** open **Suppliers**, then the supplier, to see **You owe**.
2. From their page: **Pay**, **Receive goods**, **Return goods** and **Share statement**.

Cheques

1. When you pick **Cheque** as the method, type the **Bank**, **Cheque no.** and **Due date**.
2. In **Debts** then **Cheques** you find **From customers** and **To suppliers**, with **Pending**.
3. Mark each cheque **Cashed**, **Bounced** or **Returned**. A bounced cheque puts the amount back on the account.

Tips

- An order's deposit stays with its order and never pays off older debt.
- **Forgive a debt** under **More** on the customer's page is for the owner only.

Chapter 08

Today and reports

Today shows your shop's numbers right now; Reports covers the week, the month and profit.

The Today screen

1. At the top, today's sales next to the same time last week.
2. Below it **Today's receipts**, **All receipts** and **Reports**.
3. The shift card, what is running out, what is near its expiry, and **Today's expenses**.
4. Once there are sales: **Sales by hour**, **Best sellers today** and **How customers paid**.

The morning brief

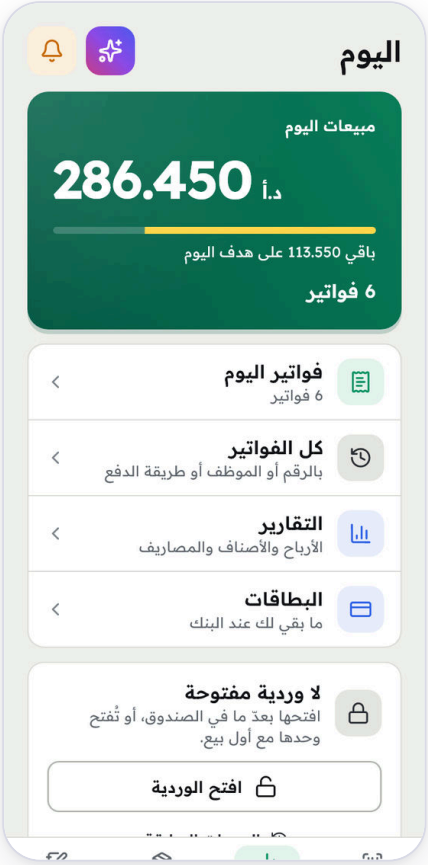
1. **Good morning** shows yesterday's sales against last week, what to reorder, and who owes money that is due.
2. Tap the **Reorder:** line to open the order list and send it to the supplier.

Bills to pay

1. From the expenses card open **Bills to pay** and tap **Add a bill**: the amount, **Due on**, and **Repeats every month** for rent and utilities.
2. When it is due tap **Pay it now** and choose **From the drawer** or **Outside the drawer**.

Tips

- The morning brief and approval requests show for the owner and managers.
- The sparkle button at the top opens **Ghalleh AI**, and the bell opens **Alerts**.



Today: sales, receipts and reports. Shown in Arabic.

Today and reports (continued)

Reports

1. On **Today** open **Reports** and pick **Today**, **Week** or **Month**, or **Other dates** for yesterday, last month or dates you pick.
2. You find **Profit**, **Average receipt**, **Best sellers**, **Slow movers**, **By cashier** and the **Sales tax summary**.
3. Tap **Export the report** and Ghalleh makes a PDF to print or send to your accountant.

Alerts

1. From the shop menu open **Alerts** and choose what reaches your phone.
2. For example **Every sale**, **Returns and voids**, **A new debt**, **A drawer difference** and **Someone late for their shift**.
3. Turn on the **Morning brief** and pick its hour, and set **Quiet hours** so alerts arrive silently.

Tips

- Reports show for staff with the **Cost and profit** permission, and the exported file hides cost and profit from those without it.



Alerts: choose what reaches your phone. Shown in Arabic.

Chapter 09

Shifts and handover

A shift follows the money that enters and leaves the drawer, and checks it against what you count at the end.

During the shift

1. A shift opens with the first sale, or on Today's shift card tap **Open a shift** and type what is in the drawer.
2. **Cash in or out** is for money that enters or leaves the drawer without a sale, with its reason such as **Change float** or **To the bank**.
3. On **Today** tap + then **Expense** for what was paid, and turn on **Paid from the drawer** if it came from the drawer.

Closing the shift

1. Tap **Close the shift**, then tap each note and coin you count. A long press takes one away.
2. Under **How much stays in the drawer?** choose **Nothing**, **All** or **Other**.
3. The result shows **Matched**, **Short** or **Over**; then tap **Print the shift summary**.

Tips

- Counting without seeing the expected amount is on by default for cashiers; the owner changes it in **Selling settings** under **Closing a shift**.
- A shift closed with a difference waits under **Waiting for your approval** until the owner approves it.
- **Past shifts** shows every shift in detail, with a **With a difference** filter.

Shifts and handover (continued)

Handing over between cashiers

1. From the shop menu tap **Switch user**, and the new cashier types their PIN.
2. If someone else's shift is open on this till, its holder and opening time show.
3. **Hand over the shift**: count the drawer together; all the cash stays and the new cashier's shift starts with it.
4. **Continue in the same shift**: you sell under your name, and the holder or a manager closes the shift later.

Tips

- Every sale is recorded under whoever made it, whether you hand over or continue.
- Opening the drawer with the **Open drawer** button is recorded in the activity log.



Hand over the shift: count by tapping notes and coins. Shown in Arabic.

Chapter 10

Team and attendance

Add your staff with clear permissions, and follow their attendance, shifts and pay in one place.

Adding staff

1. From the shop menu open **Team** and tap **New staff**.
2. Type the **Staff name**, choose **Cashier** or **Manager**, then **Create the invite**.
3. The staff member scans the QR code with their phone and chooses a 4 digit PIN.

Permissions

1. On the staff member's page, under **What they may do**, set what they are allowed.
2. For example **Discounts**, **Returns and refunds**, **Voiding a whole receipt**, **Selling on credit**, **Changing prices** and **Cost and profit**.
3. **Remove from team** signs them out of every device at once.

Clocking in and out

1. The owner sets the shop's location with **Set the shop location** in **Team**, with a radius of 50, 100 or 200 m, then **Save the shop location**.
2. Staff tap **Clock me in** on their card on **Today**, and **Clock me out** when they leave.
3. Ghalleh checks the person is really at the shop, and takes the time from the server, not the phone.

Tips

- A cashier sells, receives stock and records debts, and does not change prices or see costs without a permission.
- The owner sees **At the shop now** on the Team page.

Team and attendance (continued)

Weekly schedule

1. In **Team** open **Weekly schedule** and tap **Add a shift** with **From** and **To**, or **Copy last week**.
2. If someone is 15 minutes late for a scheduled start, you get an alert.

Payroll

1. In **Team** open **Payroll**, and on each person's page tap **Set pay**: **Monthly salary**, **Pay per day** or **Pay per hour**.
2. Add **Commission on their sales** if you like.
3. Record an **Advance**, **Bonus**, **Deduction** or **Pay out**, which can be paid **From the drawer**.
4. With a **Monthly advance limit per person** set, staff can **Ask for an advance** and you choose **Approve** or **Refuse**.

Activity and devices

1. **Activity** shows everything that happened in the shop and who did it.
2. **Devices** lists every device that sells; **Sign it out of the shop** is for a lost or retired device.

Tips

- If someone forgets to clock out, Ghalleh offers to correct it after 12 hours.

Chapter 11

National e-invoicing (JoFotara)

Once the shop is linked to JoFotara, Ghalleh files every receipt automatically and shows the result on the receipt itself.

Linking

1. From the shop menu open **JoFotara**, choose **Connect JoFotara now**, then **Start linking**. Only the owner sees it.
2. Under **Your tax registration** choose **Registered for sales tax** or **Income tax only**. If registered, pick the **Tax rate** and whether **Prices include tax**.
3. Type the **Tax number (TIN)** and **Registered name** exactly as in your tax file, then the **Income source sequence**.
4. Under **Link a device** type the **Client ID** and **Secret Key** from the device linking page of the JoFotara portal.
5. Check the details and tap **Turn on JoFotara**, and **Connected** shows.

The state of each receipt

1. **Filed with JoFotara**: the invoice arrived, and its JoFotara QR code shows on it.
2. **Sending**: it is queued, and Ghalleh retries by itself.
3. **Not filed**: it will not be sent automatically, and the reason shows so you can fix it. Find these under **Not filed this month**.
4. On a return Ghalleh asks for the **Reason for the return** and files a credit note linked to the original invoice.

Tips

- JoFotara has no test environment, so your first real sale confirms the link.
- Device linking on the portal is not the same as adding a sub-user, so use the device linking page.
- Linking is turned on and off from the owner's phone. To know what applies to your shop, check with your accountant or the tax department.

Chapter 12

Plans and the free trial

Every plan has every feature; they differ in staff, selling devices and branches. Payment is through Google Play.

Prices in Jordanian dinars

Plan	Monthly	Yearly	3 years, paid once
Start The owner and up to 3 staff, 2 selling devices, 1 branch	**5** JOD	**35** JOD	**79** JOD
Pro Up to 10 staff, 5 selling devices, 2 branches	**12** JOD	**99** JOD	**199** JOD

The free trial

1. The trial starts when you create your shop: 14 days with every feature, no card and nothing to pay, and you sell from day one.
2. Ghalleh reminds you before it ends. If you do not subscribe, the shop becomes read only and your data stays saved until you do.
3. The trial is once per mobile number.

Subscribing

1. From the shop menu open **Plan**, pick **Monthly** or **Yearly**, then the plan.
2. Payment is through Google Play, and you cancel there any time. You can also pay once for 3 years.

Tips

- Yearly costs less than monthly, and 3 years is one payment with no automatic renewal.
- Your data is always yours, and stays readable if a plan ends.

Chapter 13

Working offline

Selling does not stop when the internet drops: Ghalleh keeps the receipts on the device and sends them when the connection is back.

Works offline

1. Selling and printing; the receipt says **Saved on the phone, sent when the internet is back**.
2. Opening the app straight to Sell from the copy saved on the device.
3. The list of receipts kept on this device.

Waits for the internet

1. Signing in and switching user. Whoever is signed in stays and keeps selling.
2. Ghalleh AI, spending points, checking a voucher, reading a supplier invoice and clocking in.
3. Filing receipts with JoFotara, which happens by itself once the receipts arrive.

What you see

1. A strip above the bottom buttons says how many receipts are not sent yet, with **Offline**.
2. When the internet is back it shows **Sending now…**, then **Everything is sent**; you can also tap **Send now**.

Tips

- Do not sign out or uninstall the app before the strip says **Everything is sent**; Ghalleh warns you if you try.
- The **Devices** page shows how many receipts each device still has to send.

Chapter 14

The PC app

Ghalleh on a Windows PC is the same shop: the same items and receipts, in sync with the phone.

Linking the PC

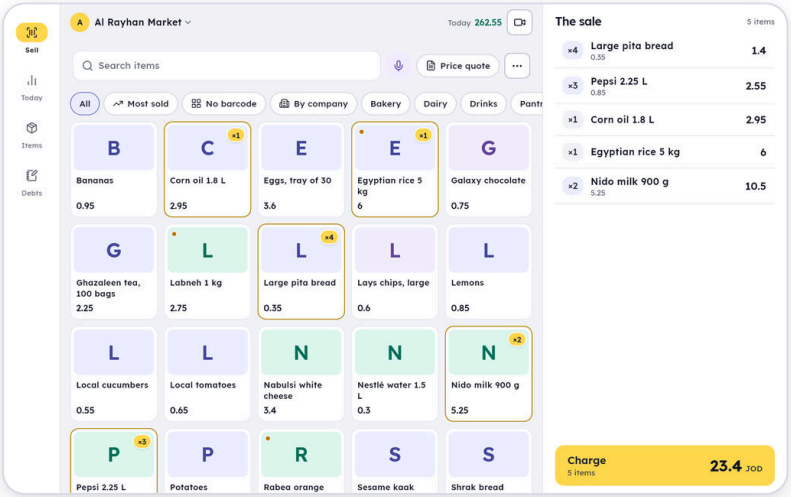
1. On your phone, set your PIN first under **My PIN** in the shop menu.
2. From the shop menu open **Devices**, then **Link a PC**; a link code and a QR code show for 15 minutes.
3. On the PC open Ghalleh, choose **I have a link code**, type the code and then your PIN, and tap **Sign in**.
4. Staff get their own link code from the owner in **Team**.

Counter keys

1. **F2** switch cashier, **F3** quantity, **F4** discount, **F5** change the price, **F6** price check.
2. **F8** hold, **F9** held sales, **F10** open the drawer, **F12** pay, and **F1** lists every key.
3. On the pay panel: **Enter** pays cash and **F2** card. Change the keys under **Counter keys**.

Tips

- The PC works with Windows receipt printers, the cash drawer and barcode scanners with no setup, and sells offline.
- Plans, JoFotara, inviting staff and changing the owner's PIN stay on your phone.
- To sign a device out open **Devices** and tap **Sign it out of the shop**; **Sign it back in** undoes it.



Selling on a wide screen: item tiles beside the sale.

Chapter 15

Getting help in the app

Everything you need for help is inside Ghalleh, from a guide to each screen to writing to us directly.

Help

1. From the shop menu open **Help** under **Account and help**, and pick a topic such as selling, debts or shifts to see its steps.
2. The **User guide** explains your kind of shop page by page, with **Previous** and **Next**.

Ghalleh AI

1. Tap the sparkle button at the top of **Today** to open **Ghalleh AI**.
2. Type in **Type your question** or pick a suggestion such as: how much did I sell today?
3. It answers from your shop's data, and may offer a button that opens the right screen.

Write to us

1. **Report a problem**: say what happened and where, add a screenshot if you like, then **Send**.
2. **Suggest an idea** to tell us what you would like to see in Ghalleh.

Tips

- Each message carries only the app version, the kind of shop and the device, never phone numbers or customer data.
- If the internet drops, your text is kept until it is back.
- Ghalleh AI can be wrong, so check important figures in **Reports**.

BY KIND OF SHOP

What differs in your shop

Ghalleh picks its tools from the kind of shop you chose at setup. These sections cover only what each kind adds; everything in the chapters before works in every shop. The app has a full guide for your kind of shop under **Help**.

Cafés, restaurants and fast food

- On **Sell** tap **Tables** then **New**, and pick **Table**, **Takeaway** or **Delivery**; a table stays open until it is paid.
- Pick the size and add-ons on the item, then send the order to the **Kitchen screen** or its printer; the kitchen taps **Start** then **Ready**.
- In **Selling settings** then **Bar and kitchen** add a station for each section, so drinks print at the bar and food in the kitchen.
- **Combo or recipe** in the item details: a recipe takes coffee and milk out of stock, a combo bundles items at one price.
- **Delivery apps** record Talabat and Careem orders with their commission, and **Drivers** shows the cash each driver still holds.

Bakeries and sweet shops

- Bread and ka'ak as buttons on Sell, sweets by weight, packaged goods by barcode.
- For sweets type the weight, or tap **By amount** and type how many dinars the customer wants.
- A cake or ma'amoul order is **Order with a deposit** from **More**; **To prepare** in Orders shows what to make today and tomorrow, by the hour.
- What is left at night: **Log waste** from **More**, or an offer with a special price for the last hour.

Clothing and shoe shops

- Add each style as one item, then add its sizes and colours from **Sizes and colours**; every piece gets its own barcode and stock.
- **Size grid** shows the stock of every size and colour; receive a new season there, then tap **Print labels**.
- **Exchange** takes the piece back and starts a new sale with its value, so the customer pays only the difference.
- Orders paid on delivery: add **Couriers** in **Selling settings**.

Phone and electronics shops

- Turn on **Has an IMEI or serial** in the item details; the number is asked at receiving and at the sale, and prints on the receipt with the warranty period.
- **Repairs and warranty** in the shop menu: a repair ticket with a deposit, then hand the device over and take the rest.
- Installments: **Debt** then **Installments**, with the down payment and the number of installments; a guarantor by name and mobile only.
- The customer's old phone comes off the price with **Trade-in** at payment.

BY KIND OF SHOP

What differs in your shop (continued)

Pharmacies

- Type the **Scientific name** in the item details so search finds it too, and the **Tax rate** of each item.
- At receiving Ghalleh asks for the expiry date first; the lot number is optional.
- For an insured patient tap **Insurance** on the payment screen, pick the insurer and type its share; that share goes on the insurer's account.
- If the oldest batch is near its expiry a red warning shows on the item at the sale.

Grocery shops and supermarkets

- A scale label scans like any barcode; if it is not clear whether it carries the weight or the price, Ghalleh asks once.
- **Sell by the carton** in the item details sells an item by the carton or by the piece.
- **Changed price tags** in **Tools** prints shelf tags for what changed price.
- **Branches** in the shop menu links more than one shop to one account, with stock transfers between them.

Fruit and veg, butchers and roasteries

- New items start in kilos and show as buttons on **Sell**, no camera needed.
- Type the weight, or tap **By amount** and type how many dinars the customer wants; Ghalleh works out the weight.
- In **Tools** then **Today's prices** change all the morning prices on one screen, with yesterday's price next to each item.
- Choices such as the grind or minced come from **Sizes and add-ons** in the item details, and print on the receipt.

Hardware, auto parts and building materials

- Each item has its unit: piece, kilo, metre or litre, and quantities take decimals such as 12.5 metres.
- **Part or reference number** and **Extra barcodes** for cross numbers, so search finds the part by any number.
- A **Trade account price** on the item prices the sale of a trade account customer automatically.
- **Print a delivery note** from any receipt: no prices, with the driver, the vehicle plate and a line for the receiver to sign.

What differs in your shop (continued)

Wholesale and distribution

- On **Sell** pick the customer shop first, and the sale is priced with trade account prices.
- An order delivered tomorrow: **Hold this sale** from **More**, and open it from the held sales at loading.
- Add each rep as staff in **Team**, so their sales are recorded under their name.
- Collecting: **Record a payment** in cash or with a post dated cheque and its due date.

Salons

- Services are items without stock; the products you sell are stock items with a barcode.
- On the payment screen pick **Who made the sale?** with the stylist's name; **Commission on their sales** on their page counts their cut.
- A package of sessions: **Sell a gift voucher** for its value, redeemed session by session at payment.
- Bridal bookings with **Order with a deposit**, with the day and the hour.

Laundries

- Services are items without stock: tap each service as many times as there are pieces.
- From **More** tap **Order with a deposit**, then **Save the order** and **Print a claim slip** with its number.
- In **Debts** then **Orders** search by the slip number; tap **Ready**, then **Hand over** and the deposit comes off.

School canteens

- Sandwiches and juices as buttons that sell in one tap during the break.
- A student's prepaid balance: record what the parents paid with **Record a payment** on their page, then pick **Store credit** at payment.
- **Exact** for exact money, and the drawer count takes coins at closing.

Optics, flowers, gifts, beauty and perfume

- Glasses: **Order with a deposit** with **Prescription and notes** for the eye measurements, printed on the claim slip.
- Flowers: a bouquet is a **Combo** or a recipe, so its stems fall with every bouquet; the card message goes in the item's note.
- Beauty and perfume: shades and sizes from **Sizes and colours**, and a tester opened for trying is **Log waste** as **On the house**.

ghalleh

Thank you for choosing Ghalleh for your shop.

ghalleh.com

Help inside the app

Open Help from the shop menu for a short guide to each part, and choose Report a problem to write to us directly from Ghalleh.

Website

Terms, the privacy policy and news about Ghalleh are on the website.

Some screens may differ slightly between devices, kinds of shop and staff permissions.