DECIMA
TECHNOLOGIES

Decima POS

User Manual

For Decima POS version **2.3.0**
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Decima Technologies, Harare, Zimbabwe

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1 About Decima Technologies

Decima Technologies builds business software for Zimbabwean enterprise. We started from a simple observation: most point of sale software sold here was designed somewhere else, for shops with reliable power, reliable internet and a single currency. Zimbabwean retailers have none of those guarantees, and they carry a compliance burden that foreign software does not understand.

Decima POS is our answer. It is a point of sale and accounting engine that runs entirely on your own device. There is no cloud service to subscribe to, no server to rent, and no connection required to make a sale. Your data lives on your till, and it belongs to you.

What we believe

A till must always sell	Power cuts and network outages are facts of trading life, not exceptions. Decima POS works the same offline as online. Nothing about your software licence, your payment status or your internet connection can stop you serving a customer or issuing a lawful receipt.
Compliance should be automatic	Every sale is numbered, hashed and chained for ZIMRA from the moment you start, whether or not you are fiscalised yet. When you register your device, the records are already there.
Your money should add up	Decima POS is not a cash register with reports bolted on. Underneath it is a double-entry accounting system. Every sale, refund, expense and stock movement posts to a ledger that is checked for balance, which is why the profit figure it shows you can be trusted.
Two currencies is normal	USD and ZWG are both handled properly, with exact exchange rate arithmetic, split tender across currencies, and the ability to issue an invoice in either.

Contact

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Product	Decima POS for Windows and Android

2 Getting started

What you need

A computer or tablet	Windows 10 or 11 on a laptop or desktop, or an Android phone or tablet. One device runs one till. Nothing else needs to be installed alongside it.
A receipt printer	Optional but recommended. Any USB thermal receipt printer that installs in Windows will work, and on Android any Bluetooth thermal printer you have paired. Without one, receipts go to the normal print dialogue, which is fine for an office printer or for saving as PDF.
A barcode scanner	Optional. Almost every USB or Bluetooth retail scanner works with no setup at all, because they behave like a keyboard. Plug it in and scan into the search box.
Internet	Not needed to trade. You only need a connection when you send your receipts to ZIMRA, and even then they queue safely until you have one.

Installing on Windows

1. Run the installer you were given, named `Decima POS_x.y.z_x64-setup.exe`.
2. Windows may warn that the publisher is not recognised. Choose **More info**, then **Run anyway**. This happens because the installer is not yet signed with a paid certificate, not because anything is wrong with it.
3. Follow the prompts. Decima POS appears in your Start menu when it finishes.

> Do not install a new version over an old one by copying files. Always use the installer, which upgrades your data safely and leaves your sales history intact.

Installing on Android

1. Copy the `.apk` file you were given onto the device.
2. Open it. Android will ask permission to install from this source; allow it.
3. Open Decima POS from your app drawer.

Finding your way around

There are two places to work. The **till** is where you sell. The **back office**, reached with the **Back office** button in the till's top bar, is where everything else lives, and it opens on **Decima Glance**, the whole business on one screen (chapter 10).

The menu down the left of the back office is in six groups: **Selling**, **Products and stock**, **Money and accounts**, **Reports**, **ZIMRA and payments**, and **Control Hub**, which holds the settings. Press a group to

open it, then choose a screen. Throughout this manual, "Back office, then Products and Pricing" means open the back office and choose that screen from its group.

Search	Type the name of a screen or a product into the box at the top, or press **Ctrl K**, and go straight there.
New	The green button at the top of the menu starts the everyday jobs from anywhere: a new sale, an expense, a delivery, an estimate, a payment, a payroll run, a product or a customer.
The bell	Shows how many things need your attention. They are listed on Decima Glance.
Back to till	At the foot of the menu, back to selling.

On a phone or a narrow tablet the menu folds away behind the menu button at the top left, and the till's own buttons show as icons. Tables too wide for the screen scroll sideways within themselves.

3 Setting up your business

The very first time you open Decima POS it walks you through four steps. This happens once. Take a little care over it, because two of the answers are hard to change later.

Step 1: Business

Registered business name	Exactly as ZIMRA holds it. This prints on every fiscal invoice.
Trading name	The name above your door, if it differs. This is what customers see.
Branch or shop name	Which shop this till is in.
Address	The shop's physical address, which also prints on invoices.
Phone and email	Optional, and printed on receipts if given.

Step 2: Tax and pricing

Base currency	USD or ZWG. This is the currency your prices are held in and your reports are produced in. You can still take payment in either currency and issue invoices in either.
VAT registered	Tick this only if you are actually registered for VAT, and enter your ZIMRA VAT number. If you are not registered, leave it clear: Decima POS will not add VAT to anything, and your receipts will not claim to be tax invoices. Decima Glance will then watch your sales against the registration threshold for you, and if you register later you tick it under Business Settings with the date on ZIMRA's letter (chapter 19).
Prices include VAT	Normally yes, which is the Zimbabwean retail convention: the price on the shelf is the price the customer pays, and VAT is worked backwards out of it.

Step 3: Industry and costing

Choosing your industry pre-fills sensible product categories and VAT treatments. The options are General Retail, Grocery or Supermarket, Hardware or Building Supplies, Pharmacy, Bottle Store or Liquor, Restaurant or Takeaway, Electronics or Phones, Clothing or Boutique, and Other.

Then choose how stock is costed, which decides how your gross profit is calculated:

FIFO	First in, first out. The oldest stock is treated as sold first. The right default for most shops.

Weighted Average	Every unit is costed at the average cost of the stock you hold. Simpler when you buy the same goods at changing prices.
FEFO	First expiry, first out. For pharmacies and perishables, where the batch expiring soonest must go first.

> Costing method is the one setting worth thinking hard about. Changing it later changes how your cost of sales is calculated, which makes the profit figures either side of the change hard to compare. Pick the one that matches how you actually sell.

You can also tick **Pre-load sample products** to start with a small catalogue for your industry. These are ordinary products, so edit or delete them freely.

Step 4: Owner login

Enter your name and choose a PIN of at least four digits. This is the owner account: it can do everything, including managing users, prices and settings.

> There is no way to recover a forgotten owner PIN, because there is no server holding a copy of it. Choose something you will not forget, and do not share it with staff. Cashiers get their own logins.

Press **Create business and start** and you are trading.

4 Signing in and shifts

Signing in

The lock screen lists everyone who can use this till. Tap your name, type your PIN on the keypad, and press the green tick. It takes a couple of seconds, which is the point: at a busy counter, logging in must not be a delay.

The version of Decima POS you are running is shown at the bottom of this screen. Quote it if you ever need support.

Opening a shift

Before selling, you open a shift and declare the cash you are starting with. Count the float in the drawer and enter it. This is what your end of day reconciliation is measured against, so count it properly rather than typing what you expect.

Press **Start Selling**.

Locking the till

Lock in the top bar returns to the sign-in screen without closing your shift. Use it every time you step away from the counter.

The till also locks itself after a period of inactivity, which the owner sets under **Business Settings**, using **Auto-lock after idle (minutes)**. Set it to 0 to turn the automatic lock off.

5 Making a sale

The till screen has your products on the left and the current sale on the right.

Adding items

Scan a barcode	Scan anywhere on the till screen. The item is added straight to the sale. No clicking into the search box first.
Search	Type any part of the name, the stock code or the barcode into the search box.
Tap a product	Tap any product tile to add one of it.

Tapping the same product again adds another one.

Changing a line

Tap a line in the sale to open it. From there you can:

- Change the **quantity**, including fractional quantities for goods sold by weight or length.
- Apply a **discount** to that line.
- Override the **price**.
- Remove the line.

Price overrides and discounts above the threshold your owner has set need a manager or owner PIN. The threshold is under **Business Settings**, as **Discount approval threshold (%)**. Set it to 0 to require approval for every discount, or 100 to never require it.

Every approval is written to the audit trail with who approved it and why.

Recording the buyer

Press **+ Buyer** to attach a customer to the sale. This is needed when a VAT-registered customer asks for a tax invoice in their name, because ZIMRA requires the buyer's details on the invoice. You can pick an existing customer or add a new one on the spot.

The buyer applies to this sale only, and clears itself afterwards.

Invoicing in the other currency

At the top right of the sale panel is a small toggle showing the invoice currency, reading **in USD** or **in ZWG**. Tap it to switch this invoice to the other currency.

This is not a converted total printed at the bottom: the entire document, every line and the VAT, is issued in that currency, which is what ZIMRA requires.

This needs a captured exchange rate for the day. If none has been captured, the till will tell you and the sale cannot be completed in that currency until a manager records one under **Exchange Rates**.

Charging

Press the **Charge** button with the total on it to take payment.

6 Taking payment

The payment window shows the total due. You can settle it with one payment or split it across several, in either currency.

Payment methods

Cash	Notes and coins. Enter what the customer handed over and the change is worked out for you.
EcoCash	Mobile money. Record the transaction reference.
InnBucks	Mobile money. Record the reference.
Card	Swipe or tap on your own card machine, then record it here with its reference.
Other	Anything else, with a reference of your choosing.

> Decima POS records the payment; it does not process it. Mobile money and card payments are taken on your own phone or card machine as usual, and entered here so your books and your drawer agree.

Splitting a payment

Press **+ Add another payment method** to add another line. A customer paying part in USD cash and part by EcoCash in ZWG is two lines, each with its own method, amount and currency.

When a payment is in a currency other than the invoice, Decima POS converts it at the captured rate for the day, exactly, with no rounding drift. The **Tendered** figure tells you where you stand against the total.

Change

Change is calculated in the invoice currency and shown on the receipt. Give change in whatever currency you have agreed with the customer.

7 Receipts

What prints

The receipt carries your business name and address, your VAT and TIN numbers if you are registered, every line with its VAT treatment, the subtotal, the VAT total, the grand total, what was tendered and any change. If a buyer was attached, their details print too.

Once your device is registered with ZIMRA, the receipt also carries its fiscal numbers, a verification code and a QR code the customer can scan to check the invoice with ZIMRA directly. Until then it prints as an interim fiscal receipt, which the top bar tells you plainly.

The top bar also counts receipts that have not yet reached ZIMRA, such as **3 not sent to ZIMRA**, while they wait to go. A business that is not registered for VAT has nothing it must send, so the count is not shown to it, until its taxable sales pass the VAT registration threshold. From then the business must register for VAT and fiscalise, and the count comes back as one of the reasons to.

Printing

Press **Print**. If you took cash and have a thermal printer connected, the button reads **Print and open drawer** and does both.

Press **New sale** to move on.

Reprinting

Reprint in the top bar lists your recent sales. Choose one to print it again.

> A reprinted invoice is clearly marked as a copy, as ZIMRA requires. The original remains the only original. Reprints are recorded in the audit trail.

8 Corrections: voids, refunds and undercharges

All three of these are found under **Reports** in the till's top bar, on the **Void / Refund** tab, and all three need a manager or owner PIN.

Voiding a sale

Use this when a sale should not have happened at all. Choose the sale, give a reason, and enter the PIN. The sale is reversed, the stock goes back, and the ledger is corrected.

Refunds and returns

Use this when a customer brings goods back. Choose the sale and enter the quantity returned for each line, so a partial return of two items out of five is handled properly. Choose how the refund is being given and enter the PIN.

If you are fiscalised, a credit note is raised and queued for ZIMRA automatically. Stock is returned to your shelves and the VAT is credited correctly, including on partial returns.

Charging more: debit notes

Use **Charge more (debit note)** when a customer was undercharged, for instance if a price was entered wrongly. Choose the invoice, enter the additional charge, and enter the PIN. A debit note is raised against the original invoice.

> Adjustments to an invoice can be made for twelve months after it was issued. After that the invoice is closed.

Correcting what was captured in the back office

An expense, a delivery of stock, a payment to a supplier, a receipt from a customer or a journal typed by hand can be put right after it was saved. Owners can always do this; managers can unless the owner has taken the permission away under **Users**. Cashiers cannot.

Edit details	For what changes no figure: a reference, a note, the supplier's invoice number. It is changed where it stands.
Correct	For an amount, an account, the VAT, the date, the supplier or the customer. The original is reversed and the corrected version saved beside it, so both stay on the record, linked to each other.

Correct is on each row under **Expenses** and **Journal Entries**, and on any line of a customer's or supplier's **Account history** with **Correct this**. The form shows what will change before you save it, and asks why it is being corrected. The reason, and every field before and after, go into the audit trail.

> If the period is settled, because the VAT return for it is recorded as filed or the month has been closed, the correction is dated today rather than back in that period, and the form says so. What was filed stays as it was filed.

A delivery's correction moves the value of the stock still on the shelf to the corrected cost, and anything already sold to cost of sales. A wrong quantity is put right by counting, under **Stocktake**. A payment settled by tax withheld or a deposit is put right where it was recorded.

9 End of day

Press **Reports** in the till's top bar.

X-Report: check without closing

The X-Report shows where your shift stands right now: sales, takings, VAT collected, your opening float, cash sales and the cash that should be in the drawer. Take it as often as you like. It changes nothing.

Z-Report: close the shift

The Z-Report closes your shift. Count the cash in the drawer and enter it. Decima POS compares it with what it expected and records the difference, so a shortfall is a recorded fact rather than an argument the next morning.

A cashier sees only their own shift. Managers and owners see every cashier's figures.

Closing the fiscal day

The fiscal day is a ZIMRA concept and is separate from your shift. It opens by itself at your first sale of the day, so there is nothing to remember.

Close it from **Back office**, then **Fiscalisation**, with **Close fiscal day**. The day's totals are recomputed from its actual receipts rather than from a running tally, then declared to ZIMRA. See the Fiscalisation section for what to do when you have no connection.

Closing the fiscal day with the last shift

When the last shift on a till is closed and its Z-Report printed, Decima POS can close the fiscal day as well. Choose how under **Back office**, then **Fiscalisation**, **When the last shift on this till closes**:

Ask whether to close the fiscal day too	The usual choice. After the Z, the till offers **Close the fiscal day** or **Not now**.
Close the fiscal day too, without asking	For a shop where the last shift is always the end of trading.
Leave the day open; close it here	The fiscal day is only closed from Fiscalisation, as before.

Nothing is offered while another shift is still open on the same till; the till says whose. Before closing, it sends every receipt still waiting for ZIMRA. If any cannot be sent, because the connection is down, the day is left open and the till says how many receipts are waiting, so none of them is ever stranded on a closed day. What happened is printed on the Z and on any reprint of it.

10 Decima Glance

The back office opens on Decima Glance: how the business is doing, and what needs you, on one screen. Nothing on it is a new number. Every figure is the one on the screen it opens, to the cent, and every card has a link at its foot to that screen.

Needs your attention

At the top, a short list of what wants doing, most urgent first: a fiscal day ZIMRA refused, receipts waiting to be sent, VAT, PAYE or a provisional tax payment falling due, a backup that is overdue or failed, stock below its reorder level or past expiry, the licence running out, and the VAT registration threshold coming close. Each line says what it is and opens the screen to deal with it. The bell in the top bar counts them.

The list is shown on every tier, licence or not.

The cards

Profit and loss	Income, cost of sales, expenses and net profit, for this month, last month or the year so far.
Expenses	What was spent, by account, as a ring chart.
Takings	Takings each day for the last 7, 30 or 90 days.
Cash flow	Money in and money out, week by week, across cash, bank and mobile money.
Customer invoices	What customers owe, current and overdue, as the ageing has it.
Money accounts	Cash, bank and mobile money balances, and statement lines still to reconcile.
Tax and ZIMRA	The fiscal day and the queue, and what falls due next with its date.
VAT watch	Not registered: taxable sales over the last twelve months against the registration threshold. Registered: the VAT likely to be paid or got back this period. See chapter 19.
Stock	The value on the shelves at cost, and what is at its reorder level.
Top products	The products earning the most gross profit.

Making it yours

Customise lets you hide cards and move them up or down. The layout is saved for you, wherever you log in. The privacy switch beside it blurs every figure, for when somebody is looking over your shoulder. The **Get set up** tab lists anything still to do before the books run themselves: the fiscal device, opening balances, a backup schedule and so on.

> The cards come with a licence, like the financial reports. Needs your attention and the VAT watch are shown on every tier, because a late VAT registration costs a small shop more than any licence.

11 Products and pricing

Go to **Back office**, then **Products and Pricing**.

Adding a product

Product name	What appears on the till and on receipts.
SKU or stock code	Your own reference.
Barcode	Scan the item straight into this field. It is what makes scanning work at the till.
Category	Used to group products and to break down your reports.
Unit	Each, kilogram, litre, metre and so on. Controls whether fractional quantities make sense.
Cost price	What you pay. This drives your gross profit, so keep it honest.
Target margin	Type a margin and the selling price is calculated, or type a price and the margin is shown. Either way round.
Selling price	What the customer pays.
VAT treatment	Standard at 15.5%, zero-rated, or exempt. Get this right per product: it is what ZIMRA checks.
Opening stock	How many you have now.
Reorder level	When stock falls to this, the product is flagged as needing reordering.
HS code	Required by ZIMRA on every line of a fiscal tax invoice.

> If you are VAT registered, a product with no HS code cannot be sold at all, because the invoice would be rejected. The Products panel lists any offending products in an orange banner at the top so you can see them at a glance rather than discovering the problem at the counter.

Adding many products at once

Bulk add / Import CSV lets you type a list of products quickly, or import a spreadsheet exported as CSV. Existing products are updated and new ones created, and you see a summary of both before anything is saved.

Withdrawing a product

Set a product to inactive rather than deleting it. It disappears from the till but stays in your history, so past sales and reports remain correct.

12 Stock

Go to **Back office**, then **Stock and Receiving**.

Receiving goods

When a delivery arrives, enter what came in and what it cost. Record whether you paid cash, by mobile money, or on supplier credit, and Decima POS posts it correctly: as a payment, or as a payable you still owe.

Each delivery becomes its own cost layer, which is how FIFO, weighted average and FEFO costing can be accurate rather than approximate.

Stocktake

Count your shelves and enter the counted figure against each product. Decima POS shows the variance between what it expected and what you found, and posts the value difference to stock adjustments.

> This matters for your accounts. Shrinkage that is not recorded does not vanish: it silently inflates your profit until the day you notice. A stocktake puts it where it belongs, on the income statement.

Expiry alerts

If you sell perishables or medicines, turn on **Track batch and expiry** on those products and enter expiry dates as you receive them. The **Expiry Alerts** panel then shows what has expired and what is due to expire, with the cost value at risk, so you can act while the stock is still sellable.

13 Money in and out

Expenses

Record rent, wages, electricity, transport and anything else under **Back office**, then **Expenses**. Choose the expense account, the supplier, a reference, and how it was paid.

If you are VAT registered and the expense carries input VAT you can claim, record the VAT separately. It then appears in your VAT position instead of being lost inside the total.

Beside the form, **What will be posted** shows the entry exactly as it will go into the books, line by line, before you save it. It is worked out by the same step that posts it, so what you see is what you get.

Start typing the supplier's name, or their TIN or VAT number, and the suppliers already on record are offered. Choose one and their TIN, VAT number, address and phone fill in, and the expense account they were last billed to is suggested. A name that is not on record is saved as a new supplier with the details you type. If you change the details of a supplier already on record, the form lists what differs, and their record is only updated if you tick the box to update it too. The same suggestions appear when receiving stock, buying an asset, and writing an estimate, where it offers your customers.

Exchange rates

Under **Back office**, then **Exchange Rates**, capture the day's USD to ZWG rate. Enter it as an exact fraction so no rounding creeps in, and Decima POS shows you the exact fraction it stored.

A rate is needed before you can invoice in the other currency or take a payment in it. Once a rate has been used on a sale it is locked, because changing history would make your invoices disagree with your ledger.

Opening balances

If your business was trading before you started using Decima POS, it does not know about your existing cash, bank balance, debtors, creditors or loans. Enter them once under **Back office**, then **Opening Balances**, as at the date you started.

Assets less liabilities becomes your owner's capital, and from then on your balance sheet is complete rather than starting from nothing.

Fixed assets

Anything the shop owns and uses for more than a year belongs under **Back office**, then **Fixed Assets**: vehicles, shelving, fridges, computers. Record what it cost, when it was first used and its class. Once a month has closed, **Charge** the month's depreciation, and the profit and the balance sheet stop overstating what the business has. Capital allowances are worked out beside it as a working paper for the tax computation; nothing about them is posted.

Journal entries

Under **Back office**, then **Journal Entries**, for what an accountant decides rather than what the till records: accruals, prepayments, provisions, reclassifications and year end adjustments. Say what the entry is for,

because in six months that is the only explanation there is; it cannot be posted until the debits equal the credits. A posted entry is never edited: it is reversed, and the reversal stays on the record beside it.

Paying what you owe: Amounts Owed

Running the payroll and charging VAT leave the business owing money: net pay to staff, PAYE to ZIMRA, NSSA, ZIMDEF, and VAT. **Back office**, then **Amounts Owed** shows each as the books stand today. Record each payment there when the money goes, and it comes off what is owed. A payment that shows on the bank statement first can be booked from Bank Reconciliation instead; do one or the other, not both. PAYE and NSSA can also be paid from their return under **Returns** (chapter 17), which links the payment to the month it belongs to.

14 Customers who owe you, and suppliers you owe

Selling on credit

When a customer takes goods without paying in full, the unpaid part becomes a debt on their account. Attach the customer to the sale at the till and take whatever they hand over; the rest is recorded as owing.

When they come back with the money

Under **Back office**, then **Customer and Supplier Accounts**, choose the customer, enter the amount and where it went - cash, bank or mobile money - and press **Record receipt**. It goes into your books at the same time.

> A payment is applied to the **oldest invoice first**, automatically. You never have to tick which invoice is being paid. If a customer is disputing one old invoice and paying everything else, the total owing will be right but the ages will not, so note it on the reference.

Who owes what, and for how long

The same screen shows an **ageing**: every customer, and how much of what they owe is current, a month old, two months, three, or older than four. The oldest column is the one worth acting on. Switch to **Creditors** for the same view of what you owe your suppliers.

Under the ageing, Decima compares the total against your ledger and says whether the two agree. If they do not, it says so and tells you the usual cause. That check is there because a list of debtors that quietly disagrees with the accounts is the kind of error nobody notices for months.

A customer's or supplier's account history

Under **Back office**, then **Customers** or **Suppliers**, press **Account history** beside a name. Choose a period, and it lists everything with them in date order: invoices, payments, credit notes, write offs and estimates for a customer; deliveries, expenses, assets bought and payments for a supplier. It starts from what was owed at the beginning of the period and gives the balance after each line. The closing balance is the same figure as the ageing and the ledger.

Press any line to open it: its items, its facts, and the journal it made. From there a manager can **Correct this**. **Print this account** prints the history on A4 or saves it as a PDF; **Export as a spreadsheet** saves it for your accountant; for a customer, **Print the statement to send** prints the statement for the same period.

15 Estimates, projects and credit notes

Estimates

An estimate is a quotation. It sells nothing: no stock moves, no VAT is declared and no fiscal invoice is issued until the customer accepts it and it is rung up at the till. Write one under **Back office**, then **Estimates**, from the catalogue, or turn a cart at the till into one with **Save as estimate**. It is held at the prices it was written at.

When the customer accepts, press **Estimates** on the till, choose it, and it fills the cart ready to charge. Each estimate shows whether it is open, accepted, declined or expired.

Changing an estimate

A customer often asks for one more item or a better price. While an estimate is open, press **Edit**: change the quantities, the prices, the lines, the dates or the notes, and save. It keeps its number, because the customer already holds a copy with that number, and becomes the next revision; the printed copy says **Revision 2** and the date. **Revisions** lists every revision as it was given, and any of them can be printed again. **History** shows what changed, line by line, and who changed it.

An estimate that was accepted, declined, rung up or has lapsed is not changed. Press **Copy as a new estimate** instead: it starts a new estimate from it at today's prices.

Estimates from the owner's phone

With Decima Launcher on the owner's phone, estimates can be written and sent away from the shop. The phone works from a copy of the business, so its estimates print exactly like the till's: the same logo, numbers, banking details and terms, and the same prices and VAT to the cent.

Under **Back office**, then **Estimates**, press **Copy profile for the phone**. A code appears. On the phone, open Decima Launcher, then **Estimates**, tap **Scan the till's code** and point the camera at it. The phone must be on the same Wi-Fi as the till. The code works once, for five minutes, and the phone checks that what it receives is exactly what the code describes, so nothing else on the network can hand it a different business or different prices. The till says when the phone has its copy.

What goes across is the business as it prints on an estimate, the banking details meant for quotations, and the price list. Costs, customers, sales and the fiscal device are never in it. For a phone that is not on the shop's Wi-Fi, press **Save it as a file instead**, send the file by WhatsApp or USB, and open it in the launcher. Copy the profile again whenever prices or banking details change.

Phone estimates are numbered in their own series, **EST-M**, so they never share a number with the till's. When a customer accepts one, the phone sends a file back. Press **Open an estimate from the phone** and choose it. The till works out every line's VAT again and adds up the totals before taking it in, and refuses a file from another business or one priced from an old copy of the price list. A customer first met on the phone is added to **Customers**. The estimate then appears in the list, ready to accept, start as a project, or ring up at the till.

Phones and pulse: the phone kept up to date by itself

Instead of codes and files each time, the till can keep the owner's phones up to date over the internet. Under **Back office**, then **Phones and pulse** (with the settings, at the counter), read what it sends and press **Turn on**. Then press **Link a phone**. On the phone, open Decima Launcher, then **Launcher settings**, **Link a shop**, and point the camera at the code. The code works once, for five minutes. The phone does not need to be on the shop's Wi-Fi.

Once linked, the till sends the phone today's takings and how they were paid, the number of sales, the fiscal day and the receipts waiting for ZIMRA, every 15 minutes while the till is on. The phone shows them under **Shops today**, behind the owner's PIN, and says how old each figure is. A till that stops sending shows as late, never as zero. The business profile and price list go to the phone by themselves whenever they change at the till.

An estimate sent from the phone waits in the till's mailbox until the till collects it, within 15 minutes, or within a minute while **Estimates** is open at the till. The till checks it exactly as it checks a file from the phone, takes it in or refuses it, and tells the phone which, with the reason. The phone shows each estimate as waiting, at the till, refused, or not collected, with **Send again**.

Everything is sealed on the device that sends it, so only this till and the phones linked to it can read it. The Decima relay that carries it, and Decima Technologies, see only sealed bytes. Nothing stays there: an estimate or profile is deleted as soon as it arrives, and after 24 hours whatever happens; only the latest figures are kept, and they go after 7 days without new ones. To cut a phone off, press **Unlink** beside it. Selling never depends on any of this, and it is never tied to the licence.

Projects: jobs paid in stages

A project runs from the estimate the customer accepted to the last payment, for work such as a building job or a fitted kitchen. Under **Back office**, then **Projects**, choose **Start a project** from an accepted estimate.

The deposit is taken at the counter. It issues one fiscal tax invoice for the whole job, with what is not yet paid on the customer's account. Later payments are taken against that invoice, each with its own receipt, under **Customer and Supplier Accounts**. Each project shows how much of the job is paid and what is still owed.

Customers

Under **Back office**, then **Customers**. A customer's TIN and VAT number are what put them in the buyer block of a fiscal invoice, so a wrong one is corrected here. **Account** shows every invoice they owe on and every payment they made, **Statement** prints one for them, and **Switch off** retires a customer without losing their history.

Credit notes prepared in the back office

A refund can be prepared away from the till, under **Back office**, then **Credit Notes**. Preparing one approves it, so your name and the machine go on it. It then waits at the counter: nothing is refunded, no stock moves and nothing reaches ZIMRA until the cashier takes the goods back, hands back the money and issues it there.

Copies of invoices

Invoice Copies prints an A4 copy of an invoice already issued. It is marked as a copy, carries the invoice's own fiscal number, and the printing is recorded on the audit trail.

16 Checking the bank

What this is for

Your books say one thing about the bank and the bank statement says another. The difference is usually money in transit, bank charges you did not know about, or a mistake. Reconciling finds out which.

Bringing in a statement

Download a CSV statement from your internet banking. Under **Back office**, then **Bank Reconciliation**, press **Import a statement** and choose the file. Decima works out the columns itself and shows you the first few lines before anything is saved.

> Check the first and last line against the paper statement before importing. If Decima has read the dates the wrong way round, or the money in and money out columns the wrong way round, it will say so - but a glance is quicker than a correction later.

Matching

Press **Find matches**. Decima pairs statement lines with entries in your books on exact amount and date. Where a pair could only ever have been each other it says so; where something else fitted equally well it flags it for you to look at. Anything left over, you match by hand: click one line on each side and press **Match the two selected**.

Bank charges and anything else you did not know about

A statement line with nothing to match it - a ledger fee, IMTT, interest - has a **record this** link. Decima suggests where it belongs, you confirm or change it, and it posts to your books and matches itself in one step.

The two columns must meet

At the bottom, the bank balance adjusted for what your books know, against your cash book balance adjusted for what the bank knows. They should come to the same figure. Anything left over is an error, and Decima tells you the four things worth checking in the order worth checking them.

You can sign off a reconciliation that does not balance, but only with a note saying what the difference is. A shop that is blocked stops reconciling; a shop that writes down an unexplained two dollars can be asked about it next month.

17 Paying staff

> **Check the rates before you pay anybody on them.** PAYE bands change with every Finance Act, and the NSSA insurable earnings ceiling is gazetted every quarter. Decima ships with figures to start from, not with the law. The payroll screen will keep telling you they are unconfirmed until somebody has checked them, and will remind you again every three months.

Adding staff

Under **Back office**, then **Payroll**, add each person with their basic pay, how often they are paid (by the day, the week, the fortnight or the month) and their NSSA number. Somebody over 65, or otherwise not liable, can be marked as exempt.

What TaRMS needs to know about each person

Since January 2025 ZIMRA's TaRMS works out each employee's PAYE itself, from the earnings you upload, and only for employees registered on it. Open a person on the Payroll screen and fill in **For TaRMS**:

- **TIN**: register the person in TaRMS first, then type in the ten digit TIN it gives them.
- **Date of birth**, **marital status**, and whether they are **blind**, have a **physical disability**, or have **children with a physical disability**. TaRMS grants tax credits from these.
- **FDS or Non-FDS**. Somebody who starts or leaves during the year is Non-FDS, and Decima works that out from the dates. A pensioner, or somebody whose job with you is a second job, is Non-FDS too; choose it by hand. Non-FDS employees are taxed on the period table with no credits and go on TaRMS's separate Non-FDS template.

TaRMS cannot register anybody without a national ID, so make sure each person has one. The returns screen lists anyone who is not ready.

To register people, open **Returns** and use **Register employees on TaRMS**. It saves TaRMS's own employee upload, filled in from Payroll: national ID, first, middle and last name, birth date, dates employed and **position**. Only people without a TIN go on it; anyone missing a detail is held back and named. Upload it in TaRMS under Employee Management, then type each TIN TaRMS gives back into the person's record.

The PAYE method

In TaRMS the business chooses, for the year, how PAYE is worked out over the year: **averaging** or **forecasting**. Set the same method in **Tax Setup**, under the payroll rates, so the PAYE on each payslip is the PAYE TaRMS will ask for. It applies to monthly runs. Once a run has been posted in a year the method cannot change until January, which is TaRMS's rule as well.

Both methods work on the whole year so far. If you moved onto Decima part way through the year, open each person on the Payroll screen and fill in **Pay earlier in the year, before Decima** from their last payslip on the old payroll: the month it runs to, gross pay to date, the overtime and bonus inside it, NSSA and pension deducted, tax credits given and PAYE deducted. Without it Decima deducts too little, and the payroll run says who is missing months before you post it. Decima will not take these figures for a month it already has a payslip for.

Running a payroll

Choose who is paid on this run (monthly paid staff, weekly paid staff, and so on), which decides the PAYE table used: ZIMRA publishes one for each pay period. Set the period, tick who is being paid, and fill in anything on top of basic pay for that month: allowances, a bonus, pension, medical aid, a loan repayment. Press **Calculate**.

You then see, for every person and for the run as a whole:

- Gross pay, NSSA, taxable pay and PAYE, with the AIDS levy shown separately inside it.
- What each person actually takes home.
- What the business pays **on top**: the NSSA employer share and ZIMDEF. Neither is deducted from anybody; both are a cost of employing people.
- What has to be remitted, to whom, and by when.

Posting it

Post this payroll puts it in your books. Nothing is paid by doing this: the net pay and every deduction are recorded as amounts **owed**, because between deducting money and handing it over you are holding somebody else's - the PAYE belongs to ZIMRA and the NSSA to the fund. Paying the staff and remitting the deductions are separate entries, made when the money actually leaves the bank.

> Each kind of payroll can only be run once for a period. Running it again would pay everybody a second time, so it is refused. A posted run also keeps a copy of the rates it used, so it can be reproduced years later against the figures it actually applied.

Returns: PAYE, NSSA and QPD

Back office, then **Returns** lists each month's PAYE and NSSA return and this year's four QPD returns, with when each is due and where it stands: **Ready to review**, **Needs attention**, **Filed**, or **Filed and paid**. Open one to see it.

PAYE	Filed on TaRMS by the 5th of the next month, paid by the 10th. Built from the payroll runs posted in the month, one line per employee.
NSSA (P4)	Filed on NSSA's own self-service portal, **not on TaRMS**, by the 10th. Insurable earnings and both shares for each employee. **Save the P4A** fills in NSSA's remittance advice: pension contributions (POBS) and the WCIF premium (APWCS), which the employer alone pays on the whole cash wage bill with no ceiling, at the rate for its industry (IC) code entered in Tax Setup.

QPD (ITF 12B)	Filed on TaRMS by each quarterly payment date: 25 March, 25 June, 25 September and 20 December. The page lays the return out line by line in TaRMS's own order and words: the year's estimated income statement and tax computation, from the books so far scaled to twelve months, then the four QPDs. **Use as the year's estimate** makes its tax payable the estimate the amounts to pay are worked from.

Each return is checked before it can be marked filed:

- The PAYE return must equal what payroll posted to PAYE Payable that month, and the NSSA return what it posted to NSSA Payable. No run in the month may still be a draft.
- Everyone on the PAYE return needs a national ID and a TIN; everyone liable to NSSA needs an NSSA number.
- The QPD return's payments must still be in the books as they were recorded. If something else moved the Income Tax account in the year, the return names it.

Print for review prints the return with every figure, the checks and a line for the reviewer to sign. It is a working paper prepared from your books, not ZIMRA's or NSSA's own form.

The earnings files for TaRMS

Open a month's PAYE return and use **Earnings for TaRMS**. It saves TaRMS's own PAYE template, filled in from the month's payslips, as two files: **FDS** and **Non-FDS**. In TaRMS, open Upload Earning Data, choose the year, the month and your calculation method, tick **Non-FDS** only for the Non-FDS file, enter the rate, and attach the file. Anyone without a TIN is left off and named.

After uploading to TaRMS

TaRMS shows the PAYE and AIDS levy it worked out. Type that figure into the PAYE return and Decima says whether it **agrees** with what was deducted. If TaRMS asks for more, the business owes TaRMS's figure: choose **Recover from staff** to take the shortfall back on a later run, or **The business bears it**, which is counted as pay. If TaRMS asks for less, the excess is owed back to the staff. Look first for a missing credit or a run not posted before you post the difference.

Filed and paid

Record the date and ZIMRA's or NSSA's reference with **Mark as filed**. Record the payment on the return, and it is posted exactly as Amounts Owed posts it and linked to the return. A payment already made from Amounts Owed or Bank Reconciliation can be **linked** instead of being recorded twice. A penalty or interest ZIMRA or NSSA charges is recorded on the return too; it goes to **Tax Penalties and Interest**, which is never deducted for income tax.

> Decima prepares, checks and records your returns. It never logs in to TaRMS or NSSA's portal, never files them for you, and never pays: you upload, submit and pay through the bank linked to your TIN.

18 Reports

Financial reports

Under **Back office**, then **Financial Reports**, for any date range:

- **Revenue and gross profit**, with cost of sales taken from your actual cost layers.
- **By product** and **by category**, so you can see what is genuinely earning and what merely sells.
- **Income statement**, from revenue through returns and cost of sales to expenses and net profit.
- **VAT position**, output tax against claimable input tax.
- **Trial balance**, which states plainly whether your books balance.
- **Profit or loss (IFRS 18)**, the presentation required for periods beginning on or after 1 January 2027. The same figures as the income statement, sorted into categories, with operating profit and profit before financing shown as their own subtotals.
- **Cash Flow**, the statement of cash flows by the indirect method (from the profit) or the direct method (cash received and paid), with a button for each. Both give the same cash from operating activities, and the net change equals the movement in cash, bank and mobile money.
- **Checks**, every test the statements must pass, each marked **Passed**, **Check** or **Note**, with **Open where it is put right** beside anything that needs attention.

The checks

Before the statements are printed, Decima checks them against the books and the registers behind them: the trial balance balances and every entry in it balances; assets equal liabilities and equity; retained earnings carry forward; customers' and suppliers' balances equal their control accounts; stock and fixed assets equal their registers; each bank account is reconciled to the end of the period; nothing is left in suspense or dated in the future; no fiscal receipt is still waiting; VAT, PAYE, NSSA and income tax in the books equal what their returns and payslips say.

Every printed statement says on its face either that all checks passed on a date, or how many need attention. It says the statements were prepared from the books of account. It never says they were audited, because they were not.

Sales for any period, in detail

Under **Back office**, then **Sales Report**, choose a period: today, yesterday, this week, this month, last month, this year, or any dates. Narrow it to one till, cashier, customer, payment method or category if you need to. It shows the sales net of refunds, the cost and the profit, how they were paid, and what is still owed on account, grouped by day, product, category, cashier or customer, with every receipt and its lines below. Voided sales are listed and counted in nothing. Each currency is kept apart, never added together.

Print on A4 or save as PDF prints it with the summary first. **Export** saves it as a spreadsheet where your licence includes Daily Export.

Giving your accountant everything

Download the accountant pack writes every statement and working paper for the period into a single file: trial balance, general ledger, both profit presentations, financial position, both ageings, the fixed asset register and any journals posted by hand, all as spreadsheets.

The first file in it is a **note to your accountant**, written from your own data rather than from a template. It lists what still needs their hand - the bank not reconciled, no tax charge posted, depreciation not run to the period end - and what this system does not do at all. It saves them the hour they would otherwise spend finding out.

Money held in another currency

If you hold or owe money in a currency other than the one your books are kept in, its value moves with the rate. **Currency Revaluation** restates those balances at the closing rate on a date you choose and puts the difference to profit. Stock, equipment and past sales are never restated: they stay at what they cost.

Daily export

Reports on the till has a **Daily Export** tab that downloads the day's figures as CSV or JSON, for your accountant or your own spreadsheet.

Takings by cashier

Managers and owners get a **By Cashier** tab showing each cashier's sales and takings for the day, individually and consolidated.

19 VAT and income tax

Everything here is under **Back office**, then **Tax Reports**, which offers three choices: **VAT return**, **VAT schedules** and **Income tax**. They are working papers for you and your accountant. Nothing on them is filed or sent to ZIMRA by Decima.

The VAT return

For any period and currency, the output tax from your fiscal invoices, credit notes and debit notes, set against the input tax on purchases that a supplier's tax invoice supports. Beneath it, a reconciliation says whether every receipt in the period reached ZIMRA and was accepted. **Print for a practitioner** puts it on paper.

VAT schedules

Choose a period, or press **This VAT period**, **Last 3 months** or **Last 12 months**. The summary shows taxable and exempt sales, purchases, and the VAT to pay or get back. Then:

Print sales schedule	Every invoice, credit note and debit note in the period, with the customer, their VAT number, the VAT class and the VAT.
Print purchases schedule	Every expense and every delivery of goods, with the supplier and their VAT number, and whether its VAT is claimable. When it is not, it says why: the supplier has no VAT number on record, the invoice number is missing, or the goods are zero rated or exempt.
Print both with the summary	The two schedules behind a one page summary of the VAT position.
Save as a spreadsheet	Every document in the period, one row each, for your accountant.

For a registered business the VAT on the schedules is the VAT on the fiscal invoices as ZIMRA received them, so it agrees with the VAT return to the cent. Every figure is in US dollars: a ZWG sale or purchase is converted at the rate on its own date.

If you are not registered: the registration watch

A business must register for VAT when its taxable sales exceed, or are expected to exceed, US$25,000 (or the ZiG equivalent) in any twelve months. That is the threshold ZIMRA states from 1 January 2024. Standard and zero rated sales count towards it, less credit notes; exempt sales do not, and neither do sales that were voided.

The **VAT registration watch** card on Decima Glance shows your taxable sales over the last twelve months, how much of the threshold that is, and, at the pace of your last 90 days, the month you would pass it. Needs your attention warns you from 80%, and once you pass it says when you passed it and the date ZIMRA expects your application: within 30 days.

Under it, **If you had been registered** shows what registering would have meant for the same twelve months: the VAT inside your standard rated sales with prices unchanged, less the VAT on purchases you

could have claimed. It also shows the other choice, raising prices by the rate so the customer carries it. The VAT schedules print the same figures line by line, and are the support to take to your accountant when deciding whether to register.

> The purchase side is only as good as your supplier records. Only purchases from suppliers with a VAT number on record are counted as claimable, so add the number under **Suppliers** for every supplier who has one.

Where registering would have brought money back, for instance for a shop selling mostly zero rated goods, the card says so. ZIMRA sets a minimum turnover for registering voluntarily, which Decima does not know; ask ZIMRA or your accountant whether you qualify. ZIMRA's exceptions to the threshold, such as a one-off sale of a capital asset or closing down, are for ZIMRA to accept; Decima does not decide them.

When you register

Under **Back office**, then **Business Settings**, tick **VAT registered**, enter your VAT number, the VAT category from the registration letter, and **Registered for VAT from**, the date on the letter. From that date the till charges VAT, and the figures follow the date: anything before it is shown as what registering would have meant, anything from it as the VAT actually charged and claimed. A period that spans the date prints in two parts.

> If ZIMRA registers you from a date in the past, sales made between that date and the day you ticked the box were rung up without VAT. The VAT inside them is still due. Decima counts it, names those sales on the schedules and on Decima Glance, and asks you to take advice on correcting them with ZIMRA.

Once registered, the Glance card becomes **VAT this period**: the output VAT, less the input VAT you can claim, from the start of the period to today, and the date the return and payment are due under your category. Pay it, and record the payment under **Amounts Owed**.

The threshold setting

The threshold is kept under **Back office**, then **Tax Setup**, with the date it was last checked against ZIMRA's own page. If ZIMRA changes it, enter the new figure and press **Save, checked against ZIMRA today**. The till never needs updating to follow it.

Income tax

Income tax is the tax computation: it starts from the accounting profit, adds back depreciation and anything the Act disallows, and takes off capital allowances instead. It also sets out the four provisional tax payments (QPDs) due during the year and whether each date was covered. Record a provisional payment there, choosing where it was paid from.

Taxable income, worked two ways

Beside the computation from the profit down (the indirect method), Decima works the same figure from the bottom up (the direct method): gross income, less what is exempt, less each cost the Act allows, with capital allowances in place of depreciation. The two must arrive at the same figure, and the screen says whether they do. If they do not, it names the difference and where to put it right. The usual cause is depreciation charged to an account other than **6200 Depreciation**: move it there with a journal.

How the Act treats each account is set under **Back office**, then **Chart of Accounts**, in the **For income tax** column. Income is **Taxable** or **Exempt**; a cost is **Deductible**, **Not deductible** (fines, private expenses) or **Capital, not deducted**. Both methods read the same setting.

Posting the year's tax

Say what the business is under **Business Settings**, **What the business is**. A company or a private business corporation pays income tax itself. A sole trader's or a partnership's business income is taxed on the owner, or on each partner, at the individual rates, so for them the computation shows the taxable income and nothing is posted to the business's books.

For a company, once the year is over and both methods agree, press **Post the year's tax**. The tax and AIDS levy are charged to **9900 Income Tax Expense** and owed on the Income Tax account, where the provisional payments already sit, so what remains there is what is still to pay. It is dated 31 December, or today if that period is settled. The income statement then shows profit before tax, the income tax, and profit after tax.

Reverse the posting, with a reason, undoes it while nothing has been set against it. When ZIMRA's assessment arrives, enter what it assessed and the date of the notice, and press **Record the assessment**: any difference is posted as an under or over provision in the year the notice arrives, never back into the year it was for. Deferred tax is not worked out.

> The rates, the levy and the capital allowance rates are settings, not Decima's advice. Have your accountant check the computation before the return is filed.

20 Users and security

Roles

Cashier	Sells, takes payment, prints and reprints receipts, and runs their own X and Z reports.
Manager	Everything a cashier can do, plus approving discounts and price overrides, voids, refunds and debit notes, and seeing all cashiers' takings.
Owner	Everything, including users, opening balances, the audit trail, backups, licensing and business settings.

Adding staff

Under **Back office**, then **Users**. Give each person their own login and PIN. Never share one login between staff: attribution is what makes the audit trail worth having.

When someone leaves, set them to disabled rather than deleting them. Their past sales stay correctly attributed and they can no longer sign in.

Audit trail

Under **Back office**, then **Audit Trail**. Every void, refund, discount override, price override, reprint, settings change, backup and restore is recorded with who did it, who approved it, when, on which machine, and what it was before. Entries cannot be changed or removed, by anyone.

Customers, suppliers and products each have a **History** button beside them, which shows that record's own changes without searching the whole trail.

Good habits

- Lock the till whenever you leave the counter.
- Keep the owner PIN to yourself, and give managers their own.
- Take a backup at the end of every trading day.
- Read the audit trail occasionally. Knowing it is read is most of its value.

21 Control Hub: the settings

The last group in the back office menu holds the settings. What each screen is for:

Business Settings	Names, TIN, address, VAT registration with its date, number and category, prices with or without VAT, costing method, receipt printer and paper width, logo.
Chart of Accounts	Every account the books post to and its balance today. Add your own, rename any, or retire one you no longer use. An account's type cannot be changed once it exists; open a new one and move the balance with a journal.
Tax Setup	The VAT rates in force and when, the VAT registration threshold, the payroll rates, the PAYE method chosen in TaRMS, and the PAYE tables. Payroll rates and the threshold carry the date they were last checked.
Document Design	The colour, typeface and terms on A4 invoices and estimates, with a sample on your own letterhead before you save.
Users	Logins, roles, PINs, and what each person may open (chapter 20).
Audit Trail	Everything that changed something, and who did it (chapter 20).
Data Health	Looks for what earlier versions left wrong in your records and puts right what can safely be put right. Nothing a customer or ZIMRA already holds is changed.
Backup and Restore	Chapter 23.
Desks	Chapter 27.
Kiosk Mode	Chapter 26.
Licence	Chapter 24.

22 ZIMRA fiscalisation

What happens automatically

From your very first sale, every receipt is numbered, hashed and chained to the one before it, whether or not your device is registered with ZIMRA. That chain is the record ZIMRA can ask for. It is built as you trade, so nothing has to be reconstructed later.

Until the device is registered, receipts print as interim fiscal documents and the top bar of the till says so.

Registering the device

Under **Back office**, then **Fiscalisation**. You will need the fiscal device ID, device serial and activation key that ZIMRA issues you.

1. Generate the signing key. It is created on this device and never leaves it.
2. Enter the device details ZIMRA gave you and save them.
3. Press **Register with ZIMRA**. This needs a connection, once.

After that, receipts print with their fiscal numbers and a QR code customers can scan to verify the invoice with ZIMRA.

> Your signing key is protected by Windows, or by the Android keystore, and is deliberately left out of backups. A backup is meant to leave the premises; a signing key should not. If you move to a new machine, register it again rather than trying to carry the key across.

The queue

Receipts are submitted to ZIMRA in the background. When there is no connection they wait in a queue, and the Fiscalisation panel shows how many are waiting. Nothing is lost and selling is never blocked.

Press **Submit to FDMS** when you have a connection to send everything waiting.

Fiscal days

The panel lists every fiscal day with its status. Note that a day closed on your till and a day closed at ZIMRA are different things, and only the second discharges the obligation, so both are shown separately. A day reading **closed, awaiting ZIMRA** still needs sending.

You can open a **Z-Report** for any past fiscal day from this list.

23 Backup, and keeping your data safe

Automatic backup, which is the one that matters

Shops lose their records to a dead machine, not to a burglar, and they lose them because the last backup was taken months ago. Under **Back office**, then **Backup and Restore**, turn on **automatic backup**.

Decima looks for a folder your cloud storage already syncs - OneDrive, Google Drive, Dropbox - and offers it. Press **Check this folder** to be sure it can actually be written to, choose a passphrase, and it writes an encrypted backup there every day, keeping the last fourteen.

> **Write the passphrase down and keep it somewhere that is not this machine and not the backup folder.** The copy stored on the till is locked to that computer, so it dies with it. If the machine is lost and the passphrase was never written down, the backups cannot be opened by anyone, including us.

The screen keeps telling you when the last backup happened. If it says nothing has been written for weeks, something has stopped and it needs looking at - a backup you believe in and do not have is worse than none.

Taking one by hand

Download backup file saves one immediately. It is encrypted by default, because a backup is meant to leave the premises - an email, a USB stick, cloud storage - and every sale, customer and price in your business is in it.

Restoring

Choose a backup file, enter its passphrase if it has one, and Decima tells you how many sales and products it contains before you commit. Restoring **replaces everything** currently on the till, so only do it on a fresh device or after a data loss. Older backups taken before encryption existed still restore normally.

Two things deliberately do not travel in a backup: your ZIMRA signing key, and your software licence. Both are tied to the machine they were issued for. A restored till reads as unlicensed and unregistered, which is accurate, and both are quickly put right.

The database on the till itself

On **Windows**, the same screen can encrypt the database against your Windows account. Somebody who takes the machine, or takes the disk out and reads it elsewhere, then gets nothing. It does not protect against somebody who can log in to Windows as you, so the Windows password still matters.

On **Android**, the tablet already does this: app storage is encrypted and unlocked by the screen lock. The one thing that undoes it is a tablet with no PIN or pattern set, and Decima will tell you if that is the case.

Uninstalling

Uninstalling Decima POS removes your data with it. On Android it also destroys the key that signs your fiscal receipts, and that cannot be recovered. **Always update over the top; never uninstall first.** And

take a backup either way.

24 Your licence

What is free, forever

Decima POS is free to use for a single user, with no time limit. That free tier includes everything you need to trade lawfully:

- Selling, receipts and reprints
- ZIMRA fiscalisation, the offline queue, and opening and closing the fiscal day
- X and Z reports
- Exchange rates and the audit trail
- Backup and restore

What a licence adds

- Extra staff logins, each with their own PIN and their own takings
- Financial reports: profit, VAT position, trial balance
- Stock, receiving and expiry alerts
- Expenses and opening balances
- Bulk product entry and CSV import
- Daily export and takings by cashier

Our promise

> A licence will never stop you trading. Selling, printing receipts, reprinting, submitting to ZIMRA and closing your fiscal day are not features that can be switched off. They keep working whatever the state of your licence, including after it has expired. We will not put ourselves between you and a lawful invoice.

Buying and activating

1. Go to **Back office**, then **Licence**, and copy your **Device ID**.
2. Send it to Decima Technologies with the term you want: 3, 6 or 12 months.
3. You receive a licence key and a certificate document for your records.
4. Paste the key into the box on that same screen and press **Check this key**.
5. When it confirms the expiry date, press **Activate**.

No internet is needed to activate. A licence is valid on the one device it names, so each till needs its own.

When a licence expires

Everything keeps working for a further fourteen days, with a reminder on screen. After that the licensed features lock until you renew. Nothing is deleted, and staff already set up can still sign in. Renewing brings everything straight back.

> If the app reports that your device's date is earlier than activity already recorded on it, your clock is wrong. Correct the date and time. Receipts cannot be issued reliably until it is right.

25 Printers and hardware

Choosing a receipt printer

Under **Back office**, then **Business Settings**, choose your **Receipt printer** from the list. On Windows, any printer installed in Windows appears here. On Android, pair the printer in the phone's own Bluetooth settings first and it will then be listed.

> Leave it as None if you do not have a thermal printer. Raw receipt codes sent to an ordinary office printer come out as pages of rubbish. With None selected, receipts go to the normal print dialogue, which is correct for an office printer or for saving as PDF.

Cash drawer

A drawer connected to a thermal printer opens automatically when you print a receipt for a cash sale.

Barcode scanners

Nearly all USB and Bluetooth retail scanners work with no setup, because they behave like a keyboard. Just scan while the till screen is open. Decima POS can tell a scanner from a person typing, so you do not need to click into the search box first.

Your logo

Upload your logo under **Business Settings** and it prints on your receipts. Large images are scaled down automatically.

26 Locking a tablet to the till

Why

A shop counter is not a personal device. Kiosk mode keeps an Android tablet on the till: no browser, no settings, and no home button dropping a customer-facing screen onto somebody's photographs.

Setting a tablet up

This is done once, before anything else, and it is worth getting the order right because it cannot be done afterwards. Factory reset the tablet and **do not add a Google account** when it restarts - skip everything the setup offers. Then, with the tablet connected to a computer by USB and USB debugging turned on, install the app and run the command shown under **Back office**, then **Kiosk Mode**.

> Once an account has been added to the tablet, the only way back is another factory reset. Do this first.

You do **not** need to unlock the bootloader, root the tablet, or flash anything. Those destroy the fiscal archive and the signing key, and they are not necessary.

What you can then turn on

- **Lock the till to the screen**, so nobody can leave it from the counter.
- **Start on the till when the tablet is switched on**, so a restart comes straight back.
- **Stop the app being uninstalled**, which protects your records rather than us: uninstalling destroys the database and the key that signs receipts.

Without the full setup

A tablet that has not been set up as a dedicated device can still pin the till to the screen, but that is Android's ordinary screen pinning: whoever is at the counter can leave it by holding two buttons. Decima says which of the two you have rather than letting you believe the stronger one.

Handing the tablet back

Release this tablet clears every restriction and gives up control, leaving an ordinary Android device. Do this before selling it or passing it on. It does not delete your data - take a backup and wipe it separately.

On Windows

Windows does the same job through its own settings rather than through Decima: Shell Launcher on Enterprise and Education, or a custom shell for the till's user account on Pro. Your IT support sets that up in Windows.

27 Desks: a back office on the shop network

A desk is another Windows computer in the same building, on the shop's own network, that works in the back office of the counter's books. The owner can see the reports from the office while the cashier sells, and the manager can receive a delivery at the back without walking to the till.

The counter holds the books and the fiscal device. A desk holds nothing: everything it shows comes from the counter, and everything it changes is done at the counter. Selling, the fiscal day, backup, the licence, mobile money and kiosk mode stay at the counter. The counter never needs a desk to sell.

Before you start

- Install the same version of Decima POS on the counter and on every desk. When you update, update the counter first. A desk on a different version is refused, and tells you which machine to update.
- Install the counter from the **.msi** installer. It adds a Windows Firewall rule that lets desks reach Decima POS on private networks only. The setup .exe installs for one Windows user and cannot add it.
- In Windows, set the shop's network to **Private** on the counter and on each desk. On a Public network the firewall keeps desks out, which is what you want in a cafe and not in your shop.
- Ask whoever looks after your router to give the counter a fixed address. Desks find the counter again if its address changes, but a fixed one saves them looking.

Turning on answering desks

At the counter, under **Back office**, then **Desks**, choose **Turn on**. It stays on until you turn it off, including after the counter restarts. The screen shows the counter's fingerprint, which a desk checks every time it connects, so another computer cannot pass itself off as your counter, and the counter's address on the shop's network, for a desk that does not find it on its own.

An Android tablet as the counter

An Android tablet can be the counter just as a Windows computer can, and its desks can be computers, laptops, other tablets or phones with Decima POS installed. While answering desks is on, the tablet keeps answering with its screen off, and shows an **Answering desks** notification to say so. Keep it on charge and on the shop's Wi-Fi; a tablet sharing its own hotspot works too, with the desks joined to that hotspot. There is no firewall to set up. If Decima POS is swiped away from the recent apps, desks are not answered until it is opened again.

Setting up a desk

1. Install Decima POS on the desk computer. The first time it opens it asks whether this computer is the counter or a desk. Choose **A desk**. This is asked once and cannot be changed, and a computer that already holds a shop's books always stays a counter.
2. At the counter, under **Desks**, choose **Show a pairing code**.
3. At the desk, choose the counter it found, or type the counter's address, which the counter shows under **Desks**. Type the code, give the desk a name the owner will recognise, such as Back office, and choose **Pair**.

A code works once, lapses after five minutes, and five wrong tries cancel it. The desk appears in the counter's list of desks, with when it was last seen.

Who may log in at a desk

Under **Users**, tick **May log in at a desk** for each person allowed. It starts ticked for the owner and managers and unticked for cashiers, and the owner may always log in at a desk. People use the same PIN at a desk as at the counter. At a desk they see exactly the parts of the back office their account allows, and nothing that belongs to the counter.

Five wrong PINs at a desk lock that person out of desks for fifteen minutes, and the owner is told the next time they open the back office. The counter itself is never locked, so a locked out manager can still sell.

Removing a desk

Under **Desks**, choose **Remove** beside it. It stops being answered at once, including in the middle of whatever it was doing, and would have to be paired again with a new code.

If the counter computer dies

The books are on the counter, so the backup is what brings them back. The desks lose nothing, because they held nothing.

1. Install Decima POS on the replacement computer from the .msi, and choose **The counter**.
2. Restore your latest backup, as described under Backup, and apply your licence again.
3. Turn on answering desks. The new counter has a fingerprint of its own, so every desk has to be paired again.
4. At each desk, choose **Pair with a different counter**, then pair it with a new code.

28 Working at a desk

A desk opens on the list of people allowed to log in there. Choose yourself and type your PIN, and you go straight to the back office. A desk left alone for fifteen minutes asks you to log in again before it does anything more.

Somebody else changed it

The counter and the other desk are working at the same time as you. When something your screen shows has changed, a line across the top says so. Choose **Reload** to see it.

If you save a product that somebody else changed after you opened it, your save is refused and you are told who changed it and when. Nothing of theirs is lost. Close it, open it again, and make your change on top of theirs.

The counter is not answering

If the counter is switched off, not answering desks, or the desk is off the shop's network, a line across the top says so, with **Try again**. You stay logged in. Anything that reached the counter before the line appeared was done there once, and is not done again when you try again.

Credit notes

Under **Credit Notes**, choose the day of the sale, the sale, the lines and how many are coming back, the reason and how the money goes back, and choose **Prepare credit note**. Preparing it is your approval, so it needs an account that may approve refunds. Nothing is refunded yet: it waits at the counter, where the cashier takes back the goods, hands back the money and issues it. Until it is issued you can withdraw it.

A cashier at the counter can also ask the desks to approve a refund instead of taking a PIN. When they do, a line across your screen shows the sale, what is coming back, the amount and the reason, with **Approve** and **Decline**. The first person to answer decides it. A request nobody answers lapses after five minutes, and the cashier can use a PIN instead at any time.

At the counter, the cashier sees a **Credit notes** button whenever one is waiting, with who approved it, where and when. It is issued with no PIN and sent to ZIMRA like any credit note raised at the till. It is checked again when it is issued: one whose goods were refunded since, or whose approver may no longer approve refunds, is refused with the reason.

Stock counts

Under **Stock and Receiving**, type the count as you count the shelf. The time you typed it is the time it was counted, and whatever the till sells, refunds or receives of that product before you choose **Apply** is allowed for, so a count does not put back what was sold while you were counting.

Estimates and invoice copies

Under **Estimates**, choose **Write an estimate**, add the products and quantities, and save it. Print it from the list on this desk's printer. When the customer goes ahead, the cashier recalls it at the till and rings it up at the prices quoted.

Under **Invoice Copies**, anyone who may print A4 can print a copy of an invoice already issued. It is marked as a copy and recorded on the audit trail with the desk it was printed at.

Files

Exports and reports are saved and printed on the desk you are at. Bulk imports are read on the desk and sent to the counter. A file imported twice, for example because the network dropped just as it finished, is recognised and not added a second time.

29 Troubleshooting

A product will not add to a sale	If you are VAT registered, it probably has no HS code. Check **Products and Pricing**, where offending products are listed in a banner at the top, and fill the code in.
The till will not let me invoice in the other currency	No exchange rate has been captured for today. A manager needs to record one under **Exchange Rates**.
Receipts print as gibberish	A thermal printer is selected but the printer is not a thermal one. Set **Receipt printer** back to None, or choose the right device.
Nothing is reaching ZIMRA	Check the queue count in **Fiscalisation** and press **Submit to FDMS** with a connection. Receipts wait safely until then; selling is never blocked.
A fiscal day says "closed, awaiting ZIMRA"	It closed on the till but has not been transmitted. Press **Submit to FDMS** when you have a connection.
My licence says it is for a different machine	Licences are tied to one device. Send your current Device ID from **Back office**, then **Licence**, and we will reissue for the remaining term.
My licence expired but I paid	Check your system date first. A wrong clock is by far the most common cause.
I forgot the owner PIN	There is no recovery, because there is no server holding a copy. If another owner account exists, use it to reset the PIN under **Users**. Otherwise contact us.
The screen looks cramped on a tablet	Decima POS adapts to the screen it is on. On a narrow screen the admin menu becomes a scrolling strip along the top; swipe it sideways.

30 The daily routine

Opening up

1. Open Decima POS and sign in.
2. Count the float and open your shift with it.
3. If you invoice in both currencies, capture today's exchange rate.
4. Glance at **Needs your attention** in the back office for anything falling due.

Through the day

1. Scan or search, take payment, print the receipt.
2. Lock the till whenever you step away.
3. Record deliveries as they arrive, rather than in a pile at month end.

Closing up

1. Count the drawer and run the Z-Report.
2. Close the fiscal day under **Fiscalisation**.
3. Press **Submit to FDMS** if anything is waiting in the queue.
4. Take a backup, and keep it off the device.

Every month

1. Do a stocktake, or at least count your fastest-moving lines.
2. Check the income statement and the VAT position. If you are not registered for VAT, look at the VAT registration watch on Decima Glance.
3. Read the audit trail.
4. Confirm your backups can actually be opened.

31 Contract work

For a business that builds, hires out plant, or both. Switch it on in **Business Settings** with **This business also does contract work**; a **Contracting** group then appears in the back office. Nothing else changes: the till still sells, fiscalises and keeps the books as before, and every certificate and hire invoice goes through the same fiscal invoice as any sale.

Pricing and winning

Bills of Quantities	Import the QS's workbook from Excel, or start one from nothing. Bills, pages and items keep their references (4/1/1 B), quantities can come from dimension sheets, and rates can be built up from materials, labour and plant with a markup. Print it priced or unpriced, or save it back to Excel with its formulas.
Tenders received	For a QS comparing contractors: add each priced workbook as it comes back. Each is checked for amounts that are not quantity times rate, totals that do not add up, rates far from the others and items left unpriced, then ranked on the corrected totals. **Print the comparison** gives it on A4.
Tender Pack	The company documents every tender asks for, kept once: the ITF263 tax clearance, NSSA compliance certificate, PRAZ registration, CR14 and CR6, the certificate of incorporation, the company profile, and anything else. Give each its number, expiry date and a scan or PDF of up to 5 MB.

A tender in the Tender Pack starts with the usual documents already matched to the ones kept. Tick it off against the notice: take off what it does not ask for, add what it does (a bid bond, the signed form of tender) and attach each. Every item is checked against the **closing date**, not today, so a certificate that will have expired by then shows red before the bid goes. **Save the pack** writes one ZIP with every copy and an index of their numbers and expiry dates. Won, the tender names the contract it became.

> **What a tender asks for differs.** There is no single PRAZ checklist; each procuring entity sets its own. Always tick the pack from the notice itself.

Running the job

Contracts	Made from a priced bill, which is then locked at its contract prices. The contract holds the dates, retention and its limit, the advance and its recovery, the performance guarantee and insurance with their expiry, and how many days a certificate is paid within. Variations are priced from bill rates or new rates, and change the contract sum only once approved.

Valuations and certificates	Value the work done to date against the bill each month. Certify it and its fiscal invoice is issued at the counter, with the retention held back and the advance recovered. Retention is released by its own certificate at practical completion and at the end of the defects period. Tax a client withheld from a payment is recorded as tax paid in advance.
Subcontracts	Packages let from the bill. Paying a subcontractor holds their retention and, without a valid tax clearance on the day, withholds 30% for ZIMRA.
Job Costs	The bill is the budget, at cost. Costs arrive by themselves: stock issued from the shop to the job, supplier invoices charged to a job, the site register, plant on site and hired in, and subcontractors. Each bill shows its budget, spent, committed, still to come and forecast.
Site Register	Who worked on site each day, their grade, hours and overtime, and the bill they worked on. **Print the week** gives the foreman a sheet to sign.
Final account	From the contract page, **Print the final account** works it out from the latest valuation: the contract sum, provisional sums omitted and as spent, prime cost sums adjusted, approved variations and the remeasurement. Both sides sign it; the balance is paid on the last interim certificate.

Plant

Equipment	The register of machines and counted kit, owned or hired in, with rates, hour meters, service intervals and QR labels.
Dispatch and Return	Plant out on a dispatch note and back on a return note, all of it or part, with condition, hours and fuel. A note to a customer prints its **hire agreement** with the rates, deposit, replacement values and terms.
Hire	Charges worked from the times out and back, with deposits held as owed to the customer until set against the hire or refunded. Long hires are invoiced at each month end.
Phones on site	A linked site phone can send plant out and back, meter readings, signatures for delivery and the site register, each written at the till by the same checks as one typed there. See chapter 21 for linking phones.

The reports, and the month end

Contracting, Reports holds the contracts schedule, retention, plant utilisation, plant overdue and lost and due a service, withholding tax, and site labour. Each prints on A4 and saves to Excel, and each says which account in the books it agrees with: retention receivable and payable, the contract asset, advances from

clients, and withholding tax suffered and payable. If a report and its account do not agree, it says by how much.

The contracts schedule also shows **work in progress**: the value of the work done, by the share of the forecast cost spent, less what has been certified. Positive is work done and not yet claimed. It is shown, never posted.

On Decima Glance, the **Contracts** card shows what clients owe and hold, what was certified this month and each job's progress and forecast margin; the **Plant** card shows where everything is and how much of it was out this month. Overdue plant, unpaid certificates, documents about to expire and a tender closing with something not ready all appear under **Needs your attention**.

Every month, for contract work

1. Value and certify each job's work done.
2. Invoice the month end hires under **Hire**.
3. Move the month's site labour to Contract labour under **Site Register**.
4. Print the contracts schedule and the retention report, and check every tie says it agrees.
5. Pay over the withholding tax deducted from subcontractors by the 10th.

32 Restaurants and cafes

For a business that cooks and serves. Switch it on in **Business Settings** with **This business is a restaurant or cafe**; a **Kitchen** group then appears in the back office and a **Tables** button on the till. Nothing else changes: the till still sells, fiscalises and keeps the books as before, and a table's bill is paid through the same fiscal receipt as any sale.

What a product is

Menu item	Made to order and sold at the till, such as Sadza and beef stew. It is never kept on a shelf: its ingredients are. Its cost comes from its recipe.
Ingredient	Kept in stock and used in the kitchen, such as mealie meal, beef, cooking oil or takeaway boxes. Kept in kg, g, litre, ml or each. Never on the till's screen, and never needs an HS code.
Sold as bought	Bought and sold as it is, such as a bottle of Coke. Every product made before the switch was on is this.

Choose which in the product editor, under **What it is**. An ingredient can also have **buying units**: the bag, bottle or tray the supplier sells it in, such as a Bag of 10 kg. A delivery is then booked the way the invoice reads it, 3 bags at $9.00, and the till works out that it is 30 kg at $0.90 a kg, posting the invoice's own $27.00.

Recipes and cost cards

Kitchen, Recipes & Cost Cards lists every menu item with what it costs today, its price, its food cost (the share of its price before VAT that the ingredients take) and what it makes a plate. Open a plate to write its recipe: each ingredient as it goes on the plate, in grams or millilitres, and its **yield**, the share of what is bought that reaches the plate (80% for beef on the bone means 200 g served needs 250 g bought). The cost card on the right is worked as you type, every ingredient at its latest cost, and rounded to the cent once for the whole plate. When an ingredient goes up, every plate that uses it moves, and plates above the **target food cost** (set in Business Settings) are flagged.

Choices	Groups such as Starch: Sadza, Rice or Chips (choose one), or Extras: Egg (choose any). Each choice has its own ingredients and may add to the price. The till asks for them when the plate is tapped.
Takeaway only	The box and the bag: used only when the order is a takeaway.
Cooked in a pot	A relish, a pot of rice: an ingredient with its own recipe and how much one batch makes. **Cook a batch** takes its ingredients out of stock at what they cost and puts the portions into stock at that cost. Plates then use portions of it.

Selling a plate

The till sells a menu item like anything else, and behind it each ingredient leaves stock by the recipe, at what that ingredient actually cost, all against the one sale line: the sale, VAT and cost of sales go into the books in one entry. A refund or a void puts every ingredient back. A plate ordered with choices prints them after its name, "Sadza and beef stew (Extra beef)", on the receipt and every reprint. The **Eat in** and **Takeaway** switch above the sale decides whether the takeaway ingredients are used.

Tables and the kitchen

Set up the tables once under **Kitchen, Tables**. At the till, **Tables** shows every table as free or open, with what it owes, the guests, the waiter and how long it has been open; takeaway orders are listed beside them. Tap a free table to open it, then:

1. Tap the menu to add plates, with their choices and a note for the kitchen such as "no onions".
2. **Send to the kitchen**. Each station's slip prints at its own printer: food in the kitchen, drinks at the bar. Each round prints only what is new. Once sent, a plate can only be taken off.
3. **Print the bill** when asked. It says BILL, NOT A RECEIPT.
4. **Pay** the whole bill, or **Split the bill** into equal shares or by item. Each part goes into the till's sale and is paid there, with its own receipt. The table frees itself when nothing is owed.

Taking off a plate the kitchen already has needs a manager's or owner's PIN and a reason; a TAKE OFF slip prints at its station, and the food is written off as waste at cost. Open tables are kept in the database, so a restart or a power cut loses nothing, and they are listed before a shift is closed.

Kitchen, Kitchen Printers sets where slips print: each station's name, its printer (a printer on this machine, one paired with the tablet by Bluetooth, or a network printer on the shop's Wi-Fi by its address, such as 192.168.1.50), its paper width and the menu categories it makes. One station takes everything not given elsewhere. If a station's printer cannot be reached, its slip goes to the print dialog and the till says so.

Waste, staff meals and the stocktake

Waste & Staff Meals	Food that left the kitchen without being sold, recorded at cost: waste with its reason, a staff meal with who ate it, or a plate on the house. A plate is written off by its recipe. Each goes to its own account: Food Waste, Staff Meals or Complimentary Meals. None of it is a sale.
Kitchen Stocktake	Each ingredient as the books hold it, after every plate, delivery, batch and write-off, against what is counted. The gap, in its unit and in dollars, is over-portioning, loss or something never written down. Mark the costly few to count them often. Applying a count needs Stock & Receiving on the licence.
Food Cost	For any days: what the recipes say the plates sold should have cost, then the ingredient prices and choices, waste by reason, staff meals, plates on the house and count differences, adding up to the real food cost the books carry.

Reports, Glance and VAT

Kitchen Reports sorts the menu into popular and profitable, popular but thin, profitable but slow, and neither; shows food cost day by day; and shows the tables, the spend a head, the waiters and the busy hours. On Decima Glance, the **Kitchen** card shows today's food cost, plates sold and the tables still open, and the owner's phone receives the same.

VAT and the Menu shows every plate before and after registering for VAT: what the cafe keeps now, the VAT that comes out of the same price once registered, and the price that would keep each plate earning what it does now. It lists what to do on the day, including any product without an HS code. Ask your practitioner or ZIMRA whether VAT on stock already held on the day of registration can be claimed; Decima does not claim it by itself.

Every day, in a kitchen

1. Book deliveries in by the bag, bottle or tray, as the invoices read.
2. Cook the day's pots with **Cook a batch**.
3. Record waste, staff meals and plates on the house as they happen.
4. Count the costly few under **Kitchen Stocktake**.
5. Read the Kitchen card on Glance, and the Food Cost report at the week's end.

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