



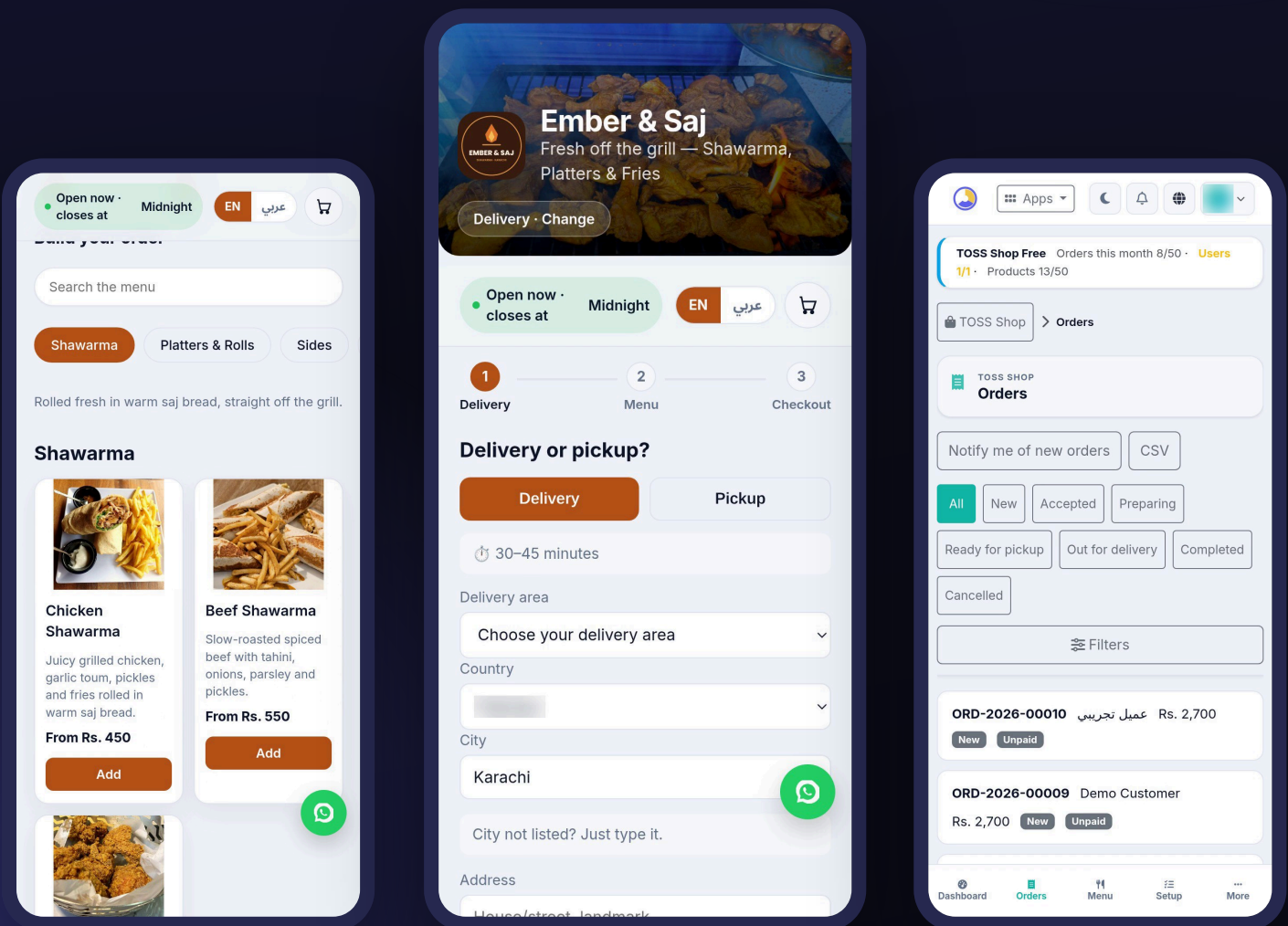
TOSS Shop

by TOSS ERP · The OneSoft Solutions

USER MANUAL

Your own online ordering shop

Set up your menu, share your link and manage every order from your phone or computer.



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About this manual

Short steps with screenshots from the live demo shop **Ember & Saj** (shawarma). Button names are shown like [this](#).



Prefer video?

Watch the full setup tutorial on YouTube:
<https://youtu.be/Of-Fgmz2CZg>

1

Getting started

TOSS Shop is a light online ordering app from TOSS ERP. You get three things: a **Setup** hub, an **Orders** screen and a public **storefront** that your customers open on their phone. No app to install, for you or for them.

1.1 Sign up

- 1 Open <https://toss-erp.com/toss-shop/> on your phone or computer (or scan the QR code).
- 2 Choose the **Free** plan, or start the **30-day free trial** of the TOSS Shop plan.
- 3 Enter your business name and country. Your country sets your currency, time zone and the phone number format your customers see.
- 4 Create your login. Your shop gets its own web address, for example ordertest1006.toss-erp.com for our demo shop.

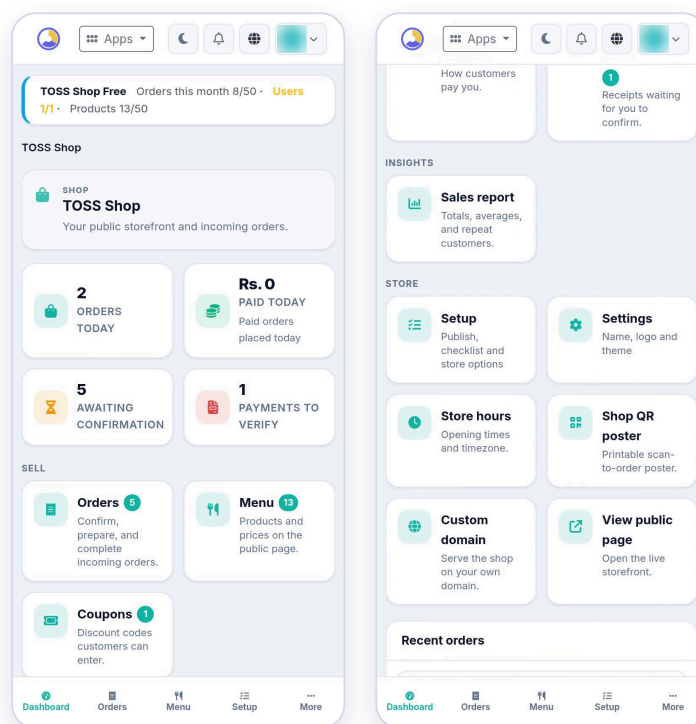


Scan to sign up

1.2 Your first login

After you sign in you land on the **TOSS Shop dashboard**. Everything you need is one tap away.

- **Plan banner** (top): your plan, orders this month (e.g. 8/50), users and products.
- **Today at a glance**: Orders today, Paid today, Awaiting confirmation and Payments to verify.
- **Shortcuts** to Orders, Menu, Coupons, Delivery areas, Payment methods, Sales report, Setup, Store hours, QR poster and your public page.
- On a phone, use the bottom bar: **Dashboard** **Orders** **Menu** **Setup** **More**. On a computer, the same links are in the top menu.
- Top-bar icons: dark mode (moon), notifications (bell) and language (globe) to switch between English and Arabic.



Dashboard on a phone

Shortcut tiles

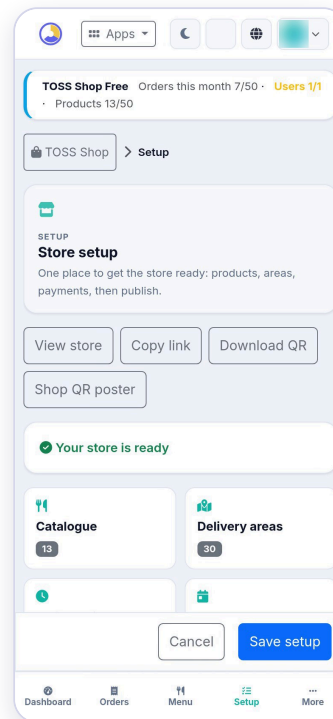
Note The screenshots in this manual come from our demo shawarma shop **Ember & Saj**. Prices show in the demo shop's currency; your shop uses your own.

2

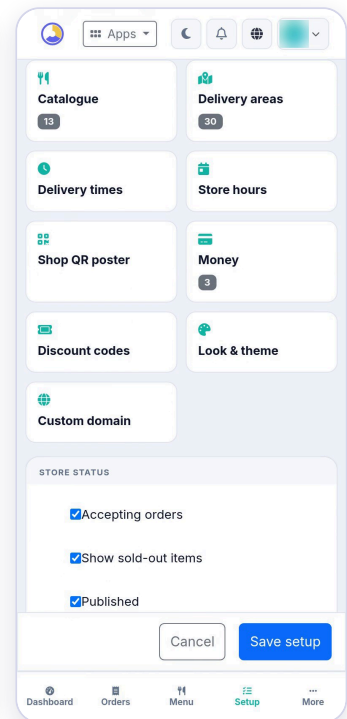
Setup checklist

The Setup page is one place to get your store ready: products, areas, payments, then publish. Work down the checklist and your shop is live.

- 1 Tap **Setup** in the bottom bar. The page opens on **Store setup**.
- 2 At the top you have the share bar: **View store** **Copy link** **Download QR** **Shop QR poster**.
- 3 The **checklist** shows what is left, with a **Fix** link next to each step. When everything is done it collapses to **Your store is ready**.
- 4 Use the tiles to open each area: Catalogue, Delivery areas, Delivery times, Store hours, Shop QR poster, Money, Discount codes, Look & theme and Custom domain.



Store setup and checklist



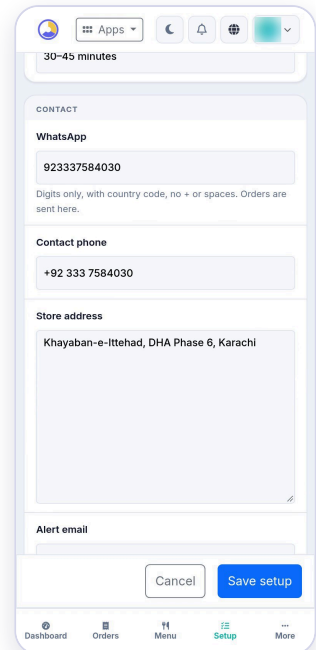
Section tiles and store status

2.1 What the checklist asks for

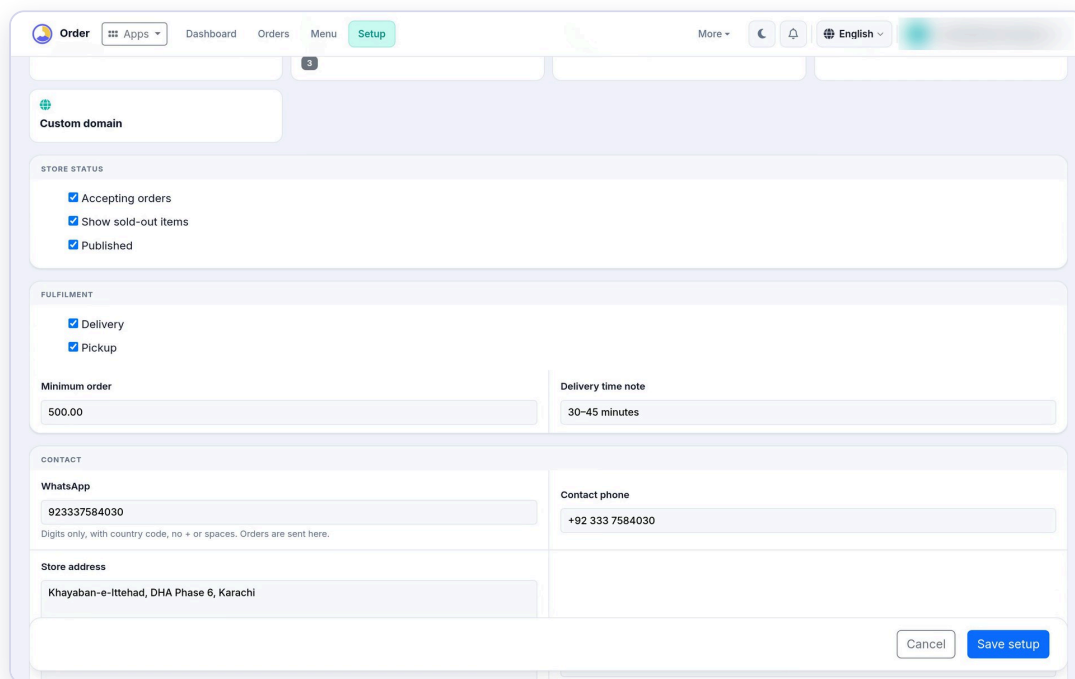
Step	Where to do it
At least one product customers can order	Menu (chapter 3)
A delivery area (when delivery is on)	Delivery areas (chapter 5)
Your WhatsApp number	Setup → Contact
A payment method	Setup → Money (chapter 6)
Store published	Setup → Store status

2.2 Store status, fulfilment and contact

- **Store status:** **Accepting orders** (untick to pause, and add a short paused message), **Show sold-out items** and **Published**. You can only publish once you have a product customers can order.
- **Fulfilment:** tick **Delivery** and/or **Pickup**, set a **Minimum order** and a **Delivery time note** such as "30–45 minutes" that customers see.
- **Contact:** your **WhatsApp** number (digits only, with country code, no + or spaces; orders are sent here), contact phone, store address and an alert email. Store latitude and longitude centre the "Pick on map" button on your storefront.
- **Store details:** your time zone, used for open and closed times. **Policies:** delivery, returns/refunds and privacy, shown in your storefront footer.

A mobile app screenshot showing the 'CONTACT' setup screen. At the top, there's a status bar with '30-45 minutes'. Below it, the 'CONTACT' section has a 'WhatsApp' field with the number '923337584030' and a note: 'Digits only, with country code, no + or spaces. Orders are sent here.' Below that is a 'Contact phone' field with '+92 333 7584030'. Then a 'Store address' field with 'Khayaban-e-Ittehad, DHA Phase 6, Karachi'. At the bottom, there's an 'Alert email' field. 'Cancel' and 'Save setup' buttons are at the bottom right. The bottom navigation bar shows 'Dashboard', 'Orders', 'Menu', 'Setup' (highlighted), and 'More'.

Contact: WhatsApp, phone, address

A desktop app screenshot showing the 'Setup' screen. The top navigation bar includes 'Order', 'Apps', 'Dashboard', 'Orders', 'Menu', and 'Setup' (highlighted). Below the navigation bar, there's a 'Custom domain' field. The main content area is divided into three sections: 'STORE STATUS' with checkboxes for 'Accepting orders', 'Show sold-out items', and 'Published'; 'FULFILMENT' with checkboxes for 'Delivery' and 'Pickup', a 'Minimum order' field with '500.00', and a 'Delivery time note' field with '30-45 minutes'; and 'CONTACT' with fields for 'WhatsApp' (923337584030), 'Contact phone' (+92 333 7584030), and 'Store address' (Khayaban-e-Ittehad, DHA Phase 6, Karachi). 'Cancel' and 'Save setup' buttons are at the bottom right.

Setup on a computer: status, fulfilment and contact

Tip Tap **Save setup** when you are done. You can change anything later; it goes live straight away.

3

Menu

Build your menu with sections and products. Each product can have sizes or options, an Arabic name and a photo. Deals let customers build a box, and two switches control what shows.

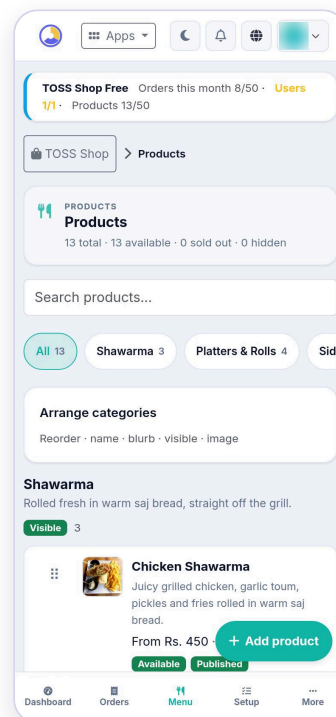
3.1 Menu sections

Menu sections are what customers see on your storefront, for example **Shawarma**, **Platters & Rolls**, **Sides** and **Drinks**. They are separate from inventory or accounting categories: if you also use TOSS ERP Inventory, those categories stay in the back office and customers never see them.

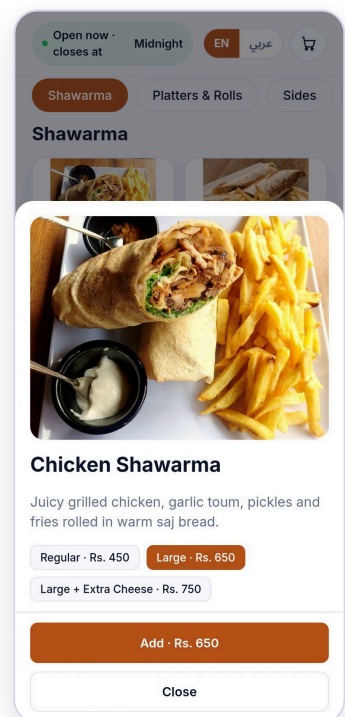
- Each section has a name, an Arabic name, a short blurb, an image and a **Visible** switch.
- Open **Arrange categories** to reorder sections and edit their name, blurb, visibility and image.
- A product must be in at least one section to show on the storefront. Products without one are listed under **Not in a menu section**.

3.2 Add a product with sizes and options

- 1 Go to **Menu** and tap **+ Add product**.
- 2 Enter the name and the Arabic name, choose a menu section (you can also show it in another section), add a photo and a short description.
- 3 Add a row for each price option: label, price and available. For example *Regular 450, Large 650, Large + Extra Cheese 750*.
- 4 Save. The product is ready to order in one step. The menu shows "From" the lowest price and the number of options.



Products page

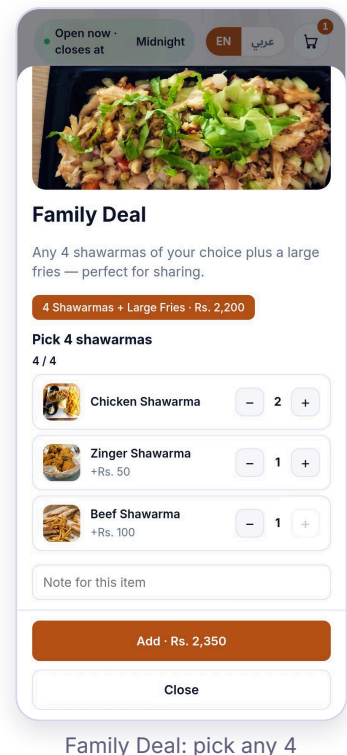


What the customer sees: pick a size

3.3 Deals and combo boxes

A deal lets the customer build a box. In the demo, the **Family Deal** is "any 4 shawarmas of your choice plus a large fries".

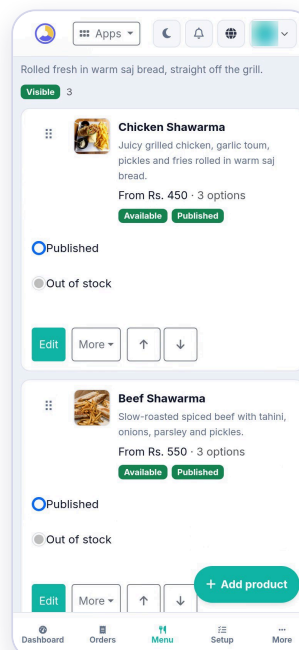
- The customer picks 4 items with + and –; the counter shows 4/4 when the box is full.
- Upgrades are priced automatically, e.g. Zinger +50 and Beef +100, so the total updates as they choose.
- The kitchen sees every pick on the order ("Box picks").
- Manage a deal like any product, from its card on the Menu page (Edit and More).



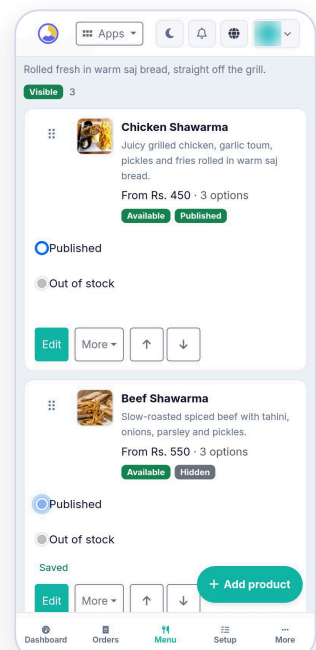
Family Deal: pick any 4

3.4 Published and Out of stock

- Every product card has two switches. They save instantly and show **Saved**.
- **Published** off: the product is hidden from the storefront but kept in your records. Its badge changes to **Hidden**.
- **Out of stock** on: the product still shows but as **Sold out**, and customers cannot add it to the cart.
- If **Show sold-out items** is off in Setup, sold-out products are hidden instead.
- Find products fast with the search box and section chips. The header counts total, available, sold-out and hidden products. Use the arrows to reorder.



Chicken Shawarma marked Sold out



Beef Shawarma unpublished (Hidden)

Order

Apps

Dashboard

Orders

Menu

Setup

More

English

All 13

Shawarma 3

Platters & Rolls 4

Sides 3

Drinks 3

Arrange categories

Reorder · name · blurb · visible · image

Shawarma

Visible 3

Rolled fresh in warm saj bread, straight off the grill.

PRODUCT	PRICE	STATUS	PUBLISHED	OUT OF STOCK	
Chicken Shawarma Juicy grilled chicken, garlic toum, pickles and fries rolled in warm saj bread.	From Rs. 450 3 options	Sold out Published	☒ Saved	☒	Edit More
Beef Shawarma Slow-roasted spiced beef with tahini, onions, parsley and pickles.	From Rs. 550 3 options	Available Published	☒	☐	Edit More
Zinger Shawarma Crispy fried chicken strips, spicy mayo, lettuce and pickles.	From Rs. 500 3 options	Available Published	☒	☐	Edit More

Platters & Rolls

Visible 4

Hearty plates and sharing deals.

PRODUCT	PRICE	STATUS	PUBLISHED	OUT OF STOCK	
Chicken Shawarma Platter Sliced chicken shawarma over fries with garlic sauce, salad and pita.	From Rs. 1,100 2 options	Available Published	☒	☐	Edit More
Beef Shawarma Platter Spiced beef shawarma with fries, rice, grilled peppers and tahini.	From Rs. 1,300 2 options	Available Published	☒	☐	Edit More
Arabic Shawarma Plate Arabic-style shawarma cut into bites, served with garlic toum and pickles.	From Rs. 950 2 options	Available Published	☒	☐	Edit More
Family Deal Any 4 shawarmas of your choice plus a large fries — perfect for sharing.	Rs. 2,200	Available Published	☒	☐	Edit More

On a computer the menu is a table with Price, Status, Published and Out of stock columns.

Tip Use **More** → **Copy item link** to share one product directly, for example in a WhatsApp status.

4

Store hours & order-ahead

Tell customers when you are open, and let them book a date and time slot in advance.

4.1 Set your store hours

- 1 Open **Setup** → **Store hours**.
- 2 Choose the hours mode:
Same hours every day or
Different hours each day.
- 3 Set **Opens at** and **Closes at** (per day if you chose different hours). Leave both blank to accept orders at any time.
- 4 Tap **Save hours**. Times follow your shop's time zone (Setup → Store details).

SETUP
Store hours
When customers can place orders. Same hours every day, or a different window per weekday.

Open any time — no hours set.
Times are in Asia/Karachi

Hours mode

Same hours every day | Different hours each day

Same hours every day

Opens at: --:-- --

Closes at: --:-- --

Leave both blank to accept orders at any time, every day.

Cancel | Save hours

Store hours

Open now · closes at Midnight

Use current location | Pick on map

Order date: 10/12/2026

Delivery time: Evening (6-9 PM) · 18:00-21:00

✓ DHA — Free delivery over Rs. 3,000 · delivery fee Rs. 150

Continue to menu

Hours

Monday	11:00 AM – Midnight
Tuesday	11:00 AM – Midnight
Wednesday	11:00 AM – Midnight
Thursday	11:00 AM – Midnight
Friday	11:00 AM – Midnight
Saturday	11:00 AM – Midnight
Sunday	11:00 AM – Midnight

Address

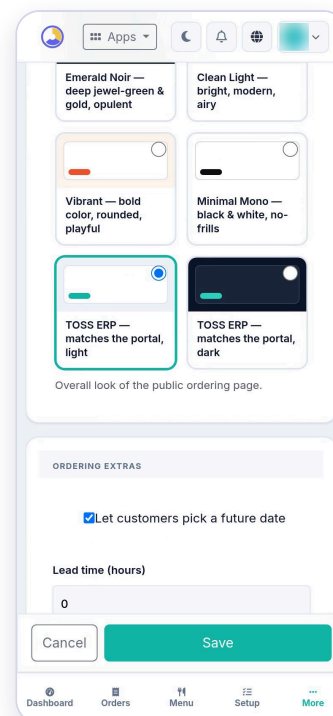
+92 333 7584030

Customer picks a date and a time slot

- Your storefront shows a live pill such as **Open now · closes at Midnight**, and the full weekly hours.
- When you are closed or paused, a banner shows at step 1 and Add buttons say **Closed**. Customers can still browse, and with order-ahead on they can schedule an order for later.
- Pausing (untick **Accepting orders** in Setup) is separate from your hours. Existing order links keep working.

4.2 Order-ahead and time slots

- 1 Open **Setup** → **Look & theme** and scroll to **Ordering extras**.
- 2 Tick **Let customers pick a future date**, then set the **Lead time (hours)** you need and how many days ahead customers may book.
- 3 Set the slots customers can book under **Delivery times**, for example *Evening (6–9 PM)*.
- 4 Customers choose an **order date** and **delivery time** at step 1. The scheduled time appears on the order and on the customer's tracking page.



Ordering extras: future dates and lead time

5

Delivery areas & pickup

Set a fee, a delivery time and a free-delivery limit for each area you serve, and offer pickup from your counter.

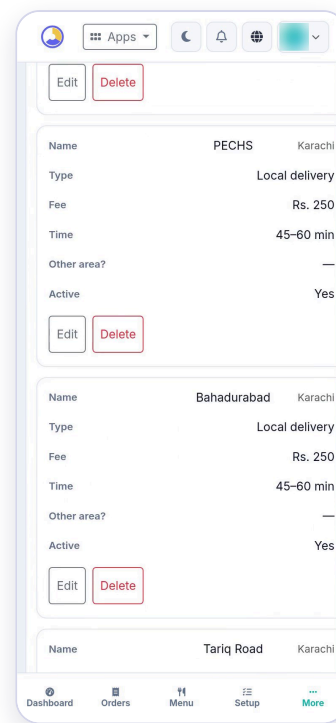
The screenshot shows the 'Delivery areas' setup page in the TOSS Shop admin interface. The top navigation bar includes 'Order', 'Apps', 'Dashboard', 'Orders', 'Menu', and 'Setup'. A status bar at the top indicates 'TOSS Shop Free', 'Orders this month 8/50', 'Users 1/1', and 'Products 13/50'. The breadcrumb trail is 'TOSS Shop > Setup > Delivery areas'. The main section is titled 'SETUP Delivery areas' with a subtitle 'Each area can have its own delivery fee, or confirm on WhatsApp.' Below this, the 'Checkout defaults' section allows setting a 'Company address' and a 'Default country' (with a dropdown menu). A 'Default city' dropdown is also present, with a note that it is optional and must belong to the default country. A 'Save' button is located at the bottom right of this section. The 'Auto import areas' section includes a note about adding neighborhoods and a 'We deliver in' dropdown menu. An 'Import areas' button with a download icon is also visible. A '+ New area' button is located below the 'Auto import areas' section. At the bottom, a table lists the current delivery areas.

NAME	TYPE	FEE	TIME	OTHER AREA?	ACTIVE	
DHA Karachi	Local delivery	Rs. 150 free above 3000.00	45-60 min	—	Yes	<button>Edit</button> <button>Delete</button>

Delivery areas on a computer: checkout defaults, auto import and your area list

5.1 Add your areas

- 1 Open **Setup** → **Delivery areas**.
- 2 Under **Checkout defaults**, choose the default country and city. They are pre-filled on your order form.
- 3 **Auto import areas**: pick a city you deliver in and tap **Import areas**. Its neighbourhoods are added (fees stay "confirm on WhatsApp" until you edit them). Existing names are skipped.
- 4 Tap **+ New area** or **Edit** to set the name, fee, delivery time, a free-delivery limit, a minimum order and Active.

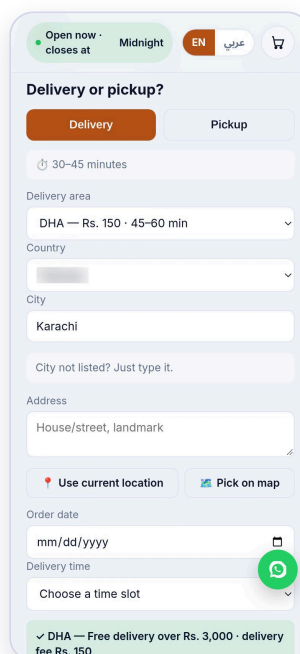


Area list on a phone

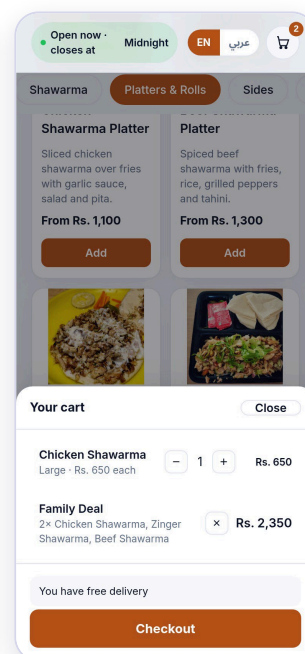
Note Example from the demo: **DHA**, fee 150, free delivery above 3,000, 45–60 min.

5.2 What customers see

- At step 1 the customer chooses **Delivery** or **Pickup**.
- The area list shows each fee and time. Once chosen, a note shows the fee and the free-delivery limit.
- They type the address, or use **Use current location** or **Pick on map**.
- The cart shows how much more is needed for free delivery, or "You have free delivery".



Step 1: area, fee and address



Cart and free delivery

5.3 Pickup

Tick **Pickup** under **Fulfilment** in Setup. Customers choose Pickup at step 1, no address needed. When the food is ready, move the order to **Ready for pickup** (chapter 10). For pickup with cash, customers pay at the counter.

6

Payments

Offer cash on delivery, bank transfer or mobile wallets. For transfers, customers send proof and you confirm it.

6.1 Set up payment methods

- 1 Open **Setup** → **Money** (Payment methods).
- 2 Add a method with a name and instructions for the customer, e.g. your account details.
- 3 For transfers and wallets you can add a QR image or a payment link, and choose the **proof** you need: a reference number, a screenshot, either, or none.
- 4 Mark cash on delivery / pay at pickup as collected in person: customers see "pay on delivery" and no proof form.
- 5 Set each method Active and its order in the list.

6.2 How customers pay

- At checkout they answer **How will you pay?**, e.g. Cash on delivery, a mobile wallet or Bank transfer.
- Cash on delivery: "Pay the rider in cash when your order arrives. For pickup, pay at the counter."
- Transfer or wallet: on the order page the customer sees your instructions and uploads proof. They can also choose **Pay another way** instead.

Open now · closes at Midnight EN عربي

Discount applied

Any special requests (optional)

Any special requests

How will you pay?

☒ **Cash on delivery**
Pay the rider in cash when your order arrives. For pickup, pay at the counter.

☐ Jazz Cash

☐ Bank Transfer

Back Place order

Hours

Monday	11:00 AM – Midnight
Tuesday	11:00 AM – Midnight
Wednesday	11:00 AM – Midnight
Thursday	11:00 AM – Midnight
Friday	11:00 AM – Midnight
Saturday	11:00 AM – Midnight

How will you pay?

ORD-2026-00010

1 × Chicken Shawarma (Large)	Rs. 650
1 × Family Deal	Rs.
Box picks: 2 × Chicken Shawarma, Zinger Shawarma (+Rs. 50), Beef Shawarma (+Rs. 100)	2,350
Subtotal	Rs. 3,000
Discount (WELCOME10)	-Rs. 300
Delivery fee	Rs. 0
Scheduled	12 Oct, 2026 · 18:00 · Evening (6-9 PM)
Total:	Rs. 2,700

DHA — House 12, Street 5, Phase 6, DHA

Order updates

New
Oct 12, 2026, 3:23 p.m.
Order received

Confirm on WhatsApp

+92 333 7584030 · Khayaban-e-Ittehad, DHA Phase 6, Karachi

Payment

Unpaid

Pay on delivery

Pay another way instead

Powered by TOSS Shop

Payment status on the order page

6.3 Confirm payments

- Orders with proof show **Payment submitted**. The dashboard counts them under **Payments to verify**.
- Open the order to check the reference or screenshot, then confirm or reject it. The badge changes to **Paid**.
- For cash, tap **Mark as paid (cash collected)** once the money is in.

6.4 Coupons and discount codes

- Create codes under **Setup** → **Discount codes** (also on the dashboard as **Coupons**).
- Customers type the code in **Discount code** at checkout and tap **Apply**.
- In the demo, **WELCOME10** took 300 off a 3,000 order. The discount shows on the receipt and on the order.

The screenshot shows a mobile app interface for a checkout screen. At the top, there's a status bar with 'Open now closes at Midnight', a language selector 'EN' and 'عربي', and a shopping cart icon with a '2' badge. The main heading is 'Review & checkout'. Below it, the delivery address is 'DHA House 12, Street 5, Phase 6, DHA' with an 'Edit' link. The order items are listed: '1x Chicken Shawarma Large' for 'Rs. 650' and 'Family Deal 2x Chicken Shawarma, Zinger Shawarma, Beef Shawarma' for 'Rs. 2,350'. The subtotal is 'Rs. 3,000', the discount is '-Rs. 300', and the delivery fee is 'Free'. The total is 'Rs. 2,700'. Below the totals, there are input fields for 'Your name' (filled with 'Demo Customer'), 'Mobile number with country code' (filled with '03001234599'), 'Email (optional)', 'Discount code (optional)' (filled with 'WELCOME10'), and 'Any special requests (optional)'. A green WhatsApp icon is visible next to the discount code field. An 'Apply' button is located to the right of the discount code field.

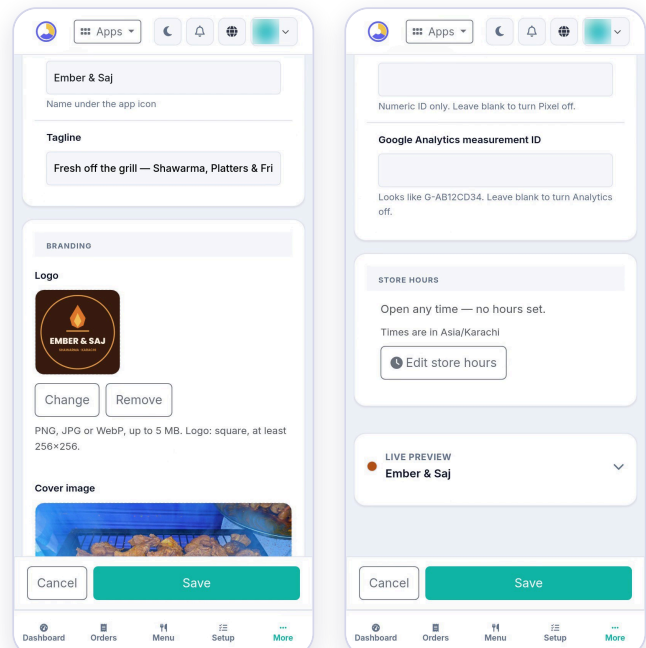
Coupon applied at checkout

7

Look & theme

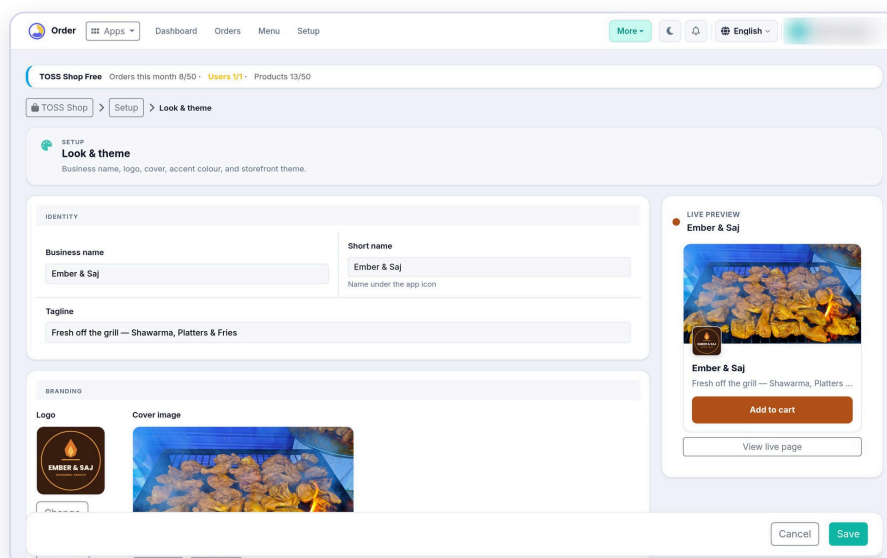
Make the storefront look like your brand: name, logo, cover photo, colour and theme, with a live preview.

- 1 Open **Setup** → **Look & theme** (or **Settings** on the dashboard).
- 2 **Identity**: business name, short name (shown under the app icon) and tagline.
- 3 **Branding**: upload a square logo (at least 256×256) and a wide cover photo (at least 1600×900). PNG, JPG or WebP, up to 5 MB. Use **Change** or **Remove**.
- 4 Pick an **accent colour** for buttons, badges and highlights. A warning appears if it is hard to read on the background.
- 5 Choose a **theme**, e.g. Clean Light, Vibrant, Minimal Mono, Emerald Noir or TOSS ERP light/dark.
- 6 Optional, under **Ordering extras**: paste your Meta (Facebook) **Pixel ID** and your **Google Analytics** (GA4) measurement ID, like G-AB12CD34. Leave a box blank to turn it off.
- 7 Check the **Live preview**, then tap **Save**. Your storefront updates instantly.



Logo and cover

Pixel and Analytics IDs



Look & theme on a computer, with the live preview on the right

Share your shop

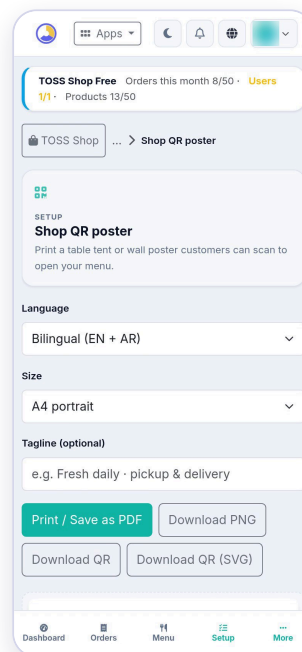
Send your link anywhere and print a QR poster so walk-in customers can order online.

8.1 Your shop link

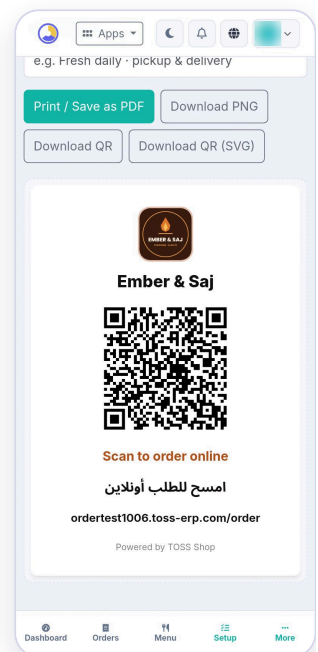
- In Setup, tap **View store** to open it or **Copy link** to copy it. In the demo the link is `ordertest1006.toss-erp.com/order`.
- Put it in your WhatsApp profile and status, Instagram and Facebook bio, and Google Business profile.
- Customers can switch between English and Arabic with the **EN / عربي** toggle at the top of the storefront.
- On the TOSS Shop plan you can serve the shop on your own domain (chapter 12).

8.2 Print a QR poster

- 1 Open **Setup** → **Shop QR poster**.
- 2 Choose the **Language** (e.g. Bilingual EN + AR) and the **Size** (A4 poster or table tent). Add an optional tagline such as "Fresh daily · pickup & delivery".
- 3 Tap **Print / Save as PDF**, or download it as **Download PNG**. You can also download just the QR code (PNG or SVG).
- 4 Place it on tables, the counter, delivery bags and flyers.



Poster options

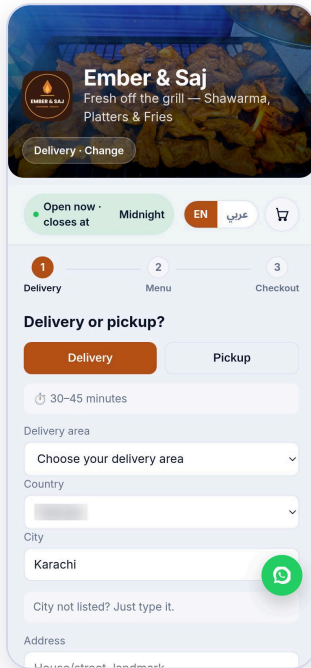


Bilingual poster: "Scan to order online"

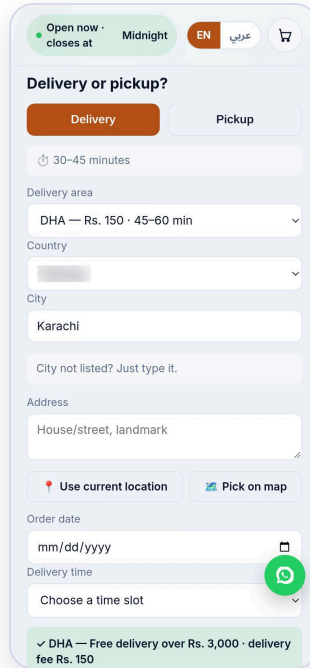
9

How customers order

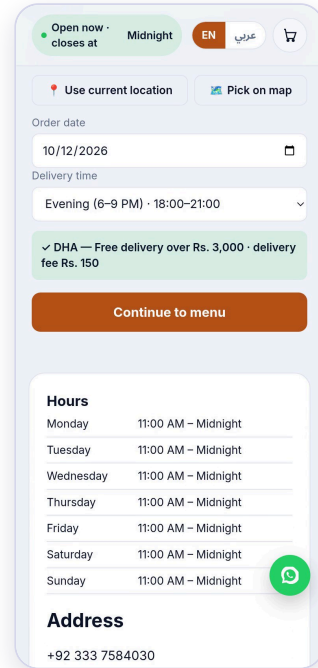
This is what your customer sees on their phone, step by step. It takes about a minute.



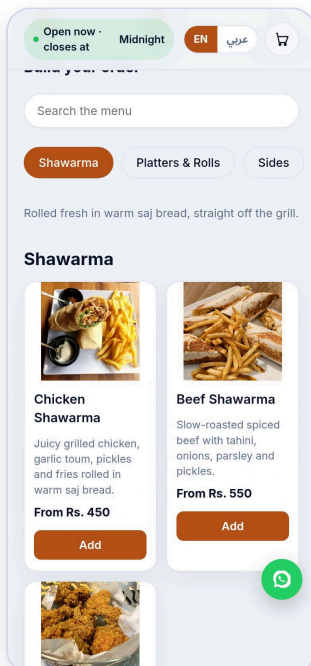
Open the link. Logo, name, tagline, open/closed status, EN/عربي toggle and cart.



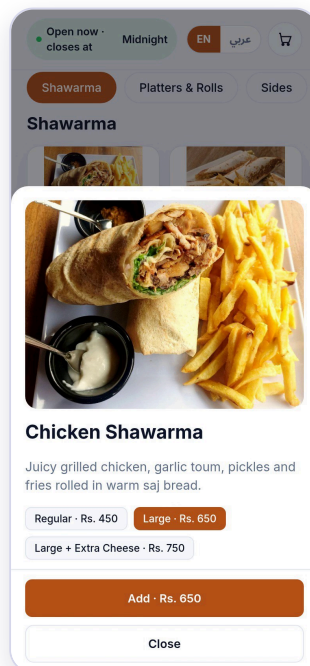
Step 1: Delivery or pickup. Choose the area and type the address.



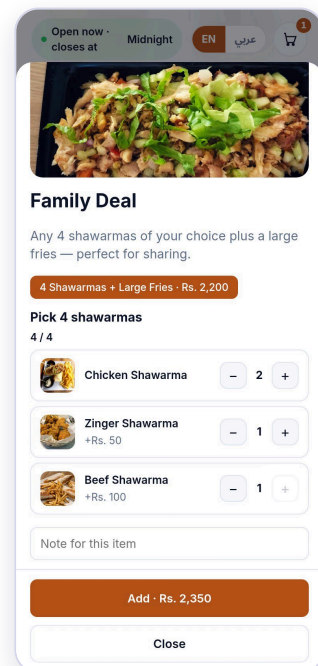
Pick a date and time slot, then [Continue to menu](#).



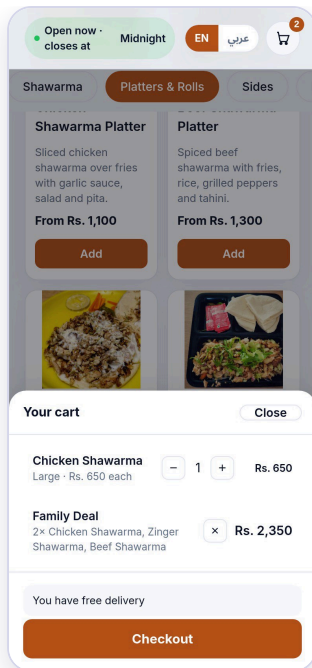
Step 2: Browse the menu. Tap a section to jump to it, or search.



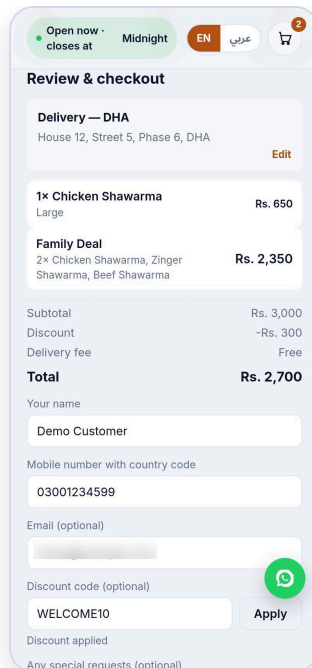
Pick a size and tap Add. The cart total updates instantly.



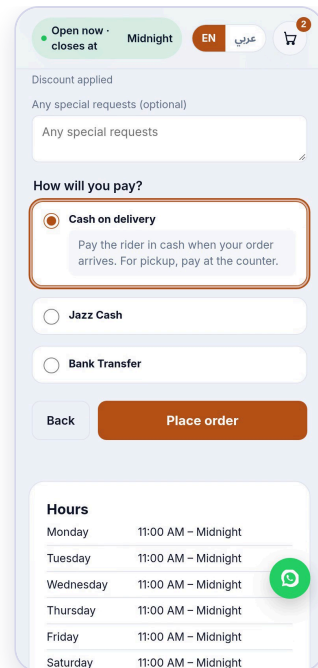
Build a deal. Pick any 4; upgrades are priced automatically.



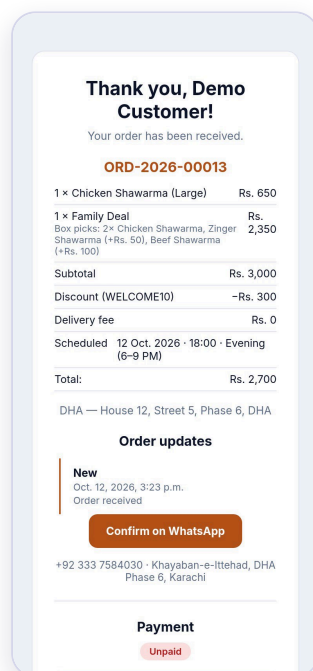
Your cart. Change quantities, then [Checkout](#).



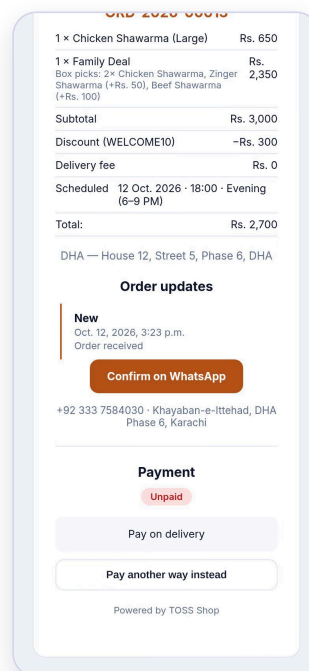
Step 3: Review & checkout. Name, mobile, optional email, discount code, special requests.



Choose how to pay and tap [Place order](#).



Order placed. Order number and a full summary right away.



Tracking page. Live order updates, [Confirm on WhatsApp](#) and payment status.

- The green WhatsApp button lets customers message you at any step.
- The tracking page refreshes by itself, so the customer sees each status change (Accepted, Preparing, Out for delivery...).

Managing orders

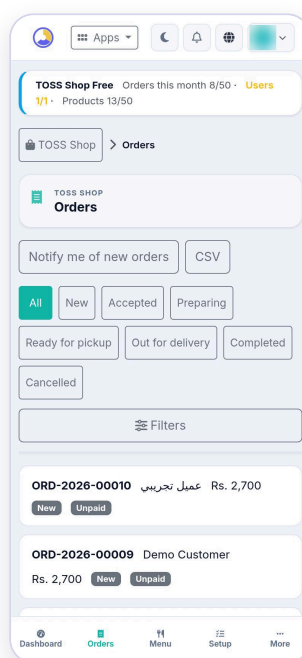
Accept, prepare and deliver from your phone or your computer. Every step updates the customer's tracking page.

10.1 Get alerted about new orders

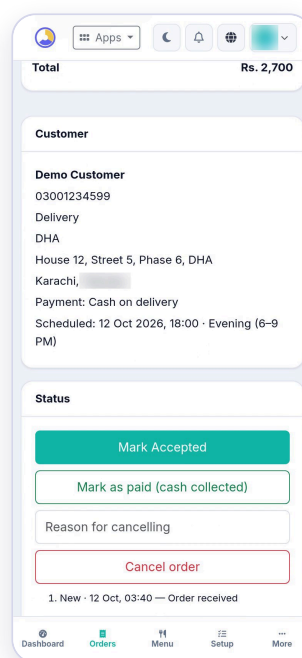
- On the Orders page tap **Notify me of new orders** and allow notifications. New orders then show a browser notification and play a sound.
- Keep the Orders or Dashboard page open: it checks for new orders about every 20 seconds and adds them to the top.
- Orders are also sent to your WhatsApp number, and you can set an alert email in Setup.

10.2 Find an order

- Status chips: All, New, Accepted, Preparing, Ready for pickup, Out for delivery, Completed, Cancelled.
- Filters**: search by name, phone or order number, a date range, status and payment.
- CSV** exports the list for a spreadsheet.
- On a phone, each order is a card with number, customer, total and status and payment badges. On a computer it is a table.



Orders list on a phone



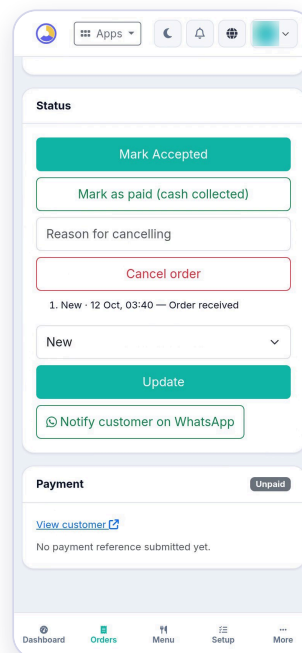
Order details: customer, delivery, schedule

ORDER	CUSTOMER	PHONE	MODE	TOTAL	STATUS	PAYMENT	PLACED
ORD-2026-00010	عميل تجريبي	03001234599	Delivery	Rs. 2,700	New	Unpaid	12 Oct, 03:42
ORD-2026-00009	Demo Customer	03001234599	Delivery	Rs. 2,700	Accepted	Unpaid	12 Oct, 03:40
ORD-2026-00008	Demo Customer	03001234599	Delivery	Rs. 1,050	Cancelled	Unpaid	12 Oct, 02:03
ORD-2026-00007	Demo Customer	03001234599	Delivery	Rs. 1,050	Cancelled	Unpaid	12 Oct, 01:47
ORD-2026-00006	Bilal Ahmed	03001234566	Delivery	Rs. 2,450	New	Payment submitted	11 Oct, 19:31
ORD-2026-00005	Mahnoor Ali	03001234565	Pickup	Rs. 1,350	Completed	Paid	11 Oct, 19:30
ORD-2026-00004	Usman Tariq	03001234564	Delivery	Rs. 2,350	Out for delivery	Paid	11 Oct, 19:30

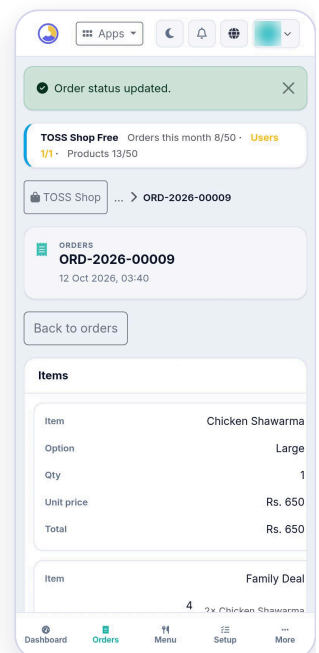
Orders on a computer, with filters and payment badges

10.3 Move an order along

- 1 Open the order. You see the items with options and box picks, totals, the customer, the delivery address, the payment method and the scheduled time.
- 2 Tap the big next-step button: **Mark Accepted**, then **Mark Preparing**, and so on. You see **Order status updated**.
- 3 Or pick any status from the list and tap **Update**. Each step is added to the order timeline.
- 4 Tap **Notify customer on WhatsApp** to send a ready-made message for the current status.
- 5 To cancel, type a reason and tap **Cancel order**. The customer's page shows Cancelled.



Status actions



Order status updated

Status	What it means
New	Just placed. Check it and accept it.
Accepted	You have confirmed the order.
Preparing	The kitchen is working on it.
Ready for pickup	Pickup orders: ready at the counter.
Out for delivery	Delivery orders: on the way.
Completed	Delivered or collected.
Cancelled	Cancelled with a reason. Reopening asks you to confirm.

Order

Apps
Dashboard
Orders
Menu
Setup

More
Dark Mode
Notifications
Language: English

TOSS Shop Free
Orders this month 8/50 • Users 1/1 • Products 13/50

TOSS Shop
Orders
ORD-2026-00009

ORDERS

ORD-2026-00009

12 Oct 2026, 03:40

Back to orders

Items

ITEM	OPTION	QTY	UNIT PRICE	TOTAL
Chicken Shawarma	Large	1	Rs. 650	Rs. 650
Family Deal	4 Shawarmas + Large Fries 2x Chicken Shawarma (Regular), Zinger Shawarma (Regular) (+Rs. 50), Beef Shawarma (Regular) (+Rs. 100)	1	Rs. 2,350	Rs. 2,350
Subtotal				Rs. 3,000
Discount (WELCOME10)				-Rs. 300
Delivery (DHA)				Rs. 0
Total				Rs. 2,700

Customer

Demo Customer
03001234599
Delivery
DHA
House 12, Street 5, Phase 6, DHA
Karachi,
Payment: Cash on delivery
Scheduled: 12 Oct 2026, 18:00 - Evening (6-9 PM)

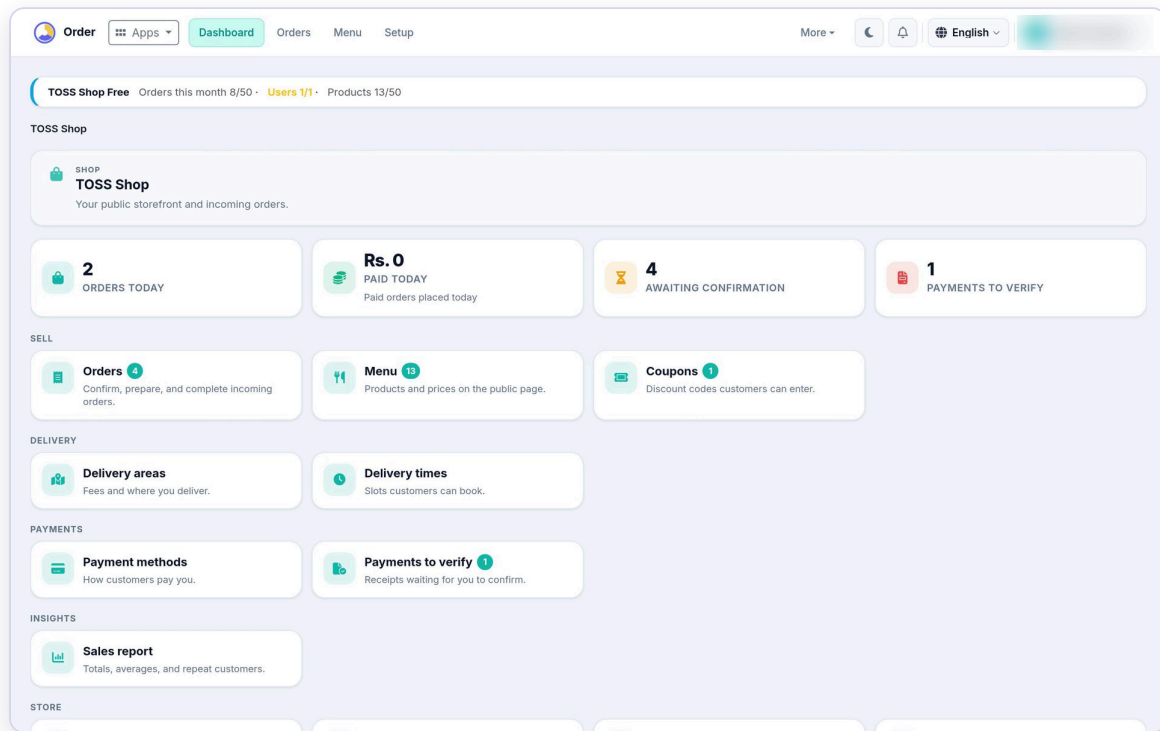
Status

Mark Preparing
Mark as paid (cash collected)
Reason for cancelling
Cancel order

Order details on a computer

Reports & settings

Track sales from the dashboard and the sales report, and know where every setting lives.



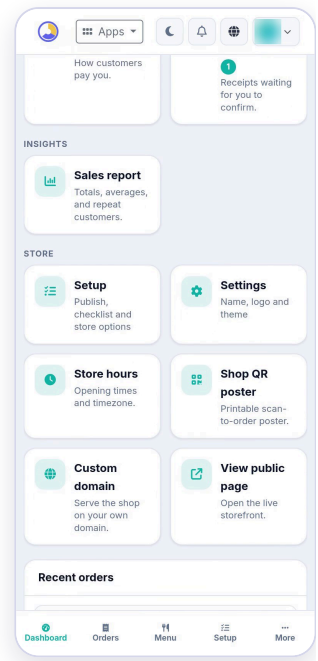
Dashboard on a computer: today's numbers and shortcuts

11.1 Dashboard

- **Orders today**, **Paid today**, **Awaiting confirmation** and **Payments to verify**, plus your most recent orders.
- Cancelled orders are not counted in your sales.

11.2 Sales report

- 1 Open **Sales report** from the dashboard (Insights).
- 2 Pick a range: Today, Yesterday, Last 7 days, Last 30 days, This month or Custom.
- 3 Read the totals, averages and repeat customers, sales by day, orders by status and by area, and your top products.
- 4 Tap **Download CSV** to take the numbers to a spreadsheet.



Sales report, Setup and Settings tiles

11.3 Where to find each setting

I want to...	Go to
Pause orders, publish, delivery/pickup, minimum order	Setup → Store status / Fulfilment
Change WhatsApp number, address, time zone, policies	Setup → Contact / Store details / Policies
Add or edit products and sections	Menu
Set opening hours	Setup → Store hours
Delivery fees and areas	Setup → Delivery areas
Payment methods / coupons	Setup → Money / Discount codes
Logo, colours, theme, order-ahead, Pixel/GA4	Setup → Look & theme
QR poster	Setup → Shop QR poster
Own domain (TOSS Shop plan)	Setup → Custom domain
Switch English/Arabic, dark mode	Top bar: globe / moon icons

Plans & upgrading

Start free. Upgrade when you need more orders, more logins or your own brand everywhere.

Free

\$0

- 50 orders / month
- 1 login
- Shows "Powered by TOSS Shop"
- Setup, menu, orders, storefront, QR poster

TOSS Shop plan

\$20 / month

- Unlimited orders
- 3 logins
- No TOSS branding
- Custom domain
- Priority support

30-day free trial

12.1 Watch your usage

The plan banner at the top of every page shows your orders this month (e.g. 8/50), users (e.g. 1/1) and products. It turns amber when you reach a limit.

12.2 Upgrade

- 1 Go to <https://toss-erp.com/toss-shop/> and choose the TOSS Shop plan, or message us on WhatsApp.
- 2 Start with the 30-day free trial of the TOSS Shop plan.
- 3 After upgrading, add up to 3 logins for your team, and "Powered by TOSS Shop" is removed from your storefront and poster.

12.3 Custom domain

On the TOSS Shop plan, open [Setup](#) → [Custom domain](#) to serve the shop on your own domain, for example [order.yourbrand.com](#). Follow the steps on screen; our support team can help you connect it.



FAQ & troubleshooting

Quick answers to the questions shop owners ask most.

Customers say they can't order.

In Setup check that **Published** and **Accepting orders** are on, that you are inside your store hours, and that you have at least one available product.

I can't publish my shop.

Publishing needs at least one product customers can order. Add a product with a price option and put it in a menu section.

A product doesn't show on the storefront.

Check that it is **Published**, that it is in a menu section, and that the section is **Visible**.

An item ran out. How do I stop orders for it?

Turn on **Out of stock**. It shows as Sold out until you turn it off. To hide sold-out items completely, untick **Show sold-out items** in Setup.

My store shows as closed.

Check Store hours and your time zone in Setup → Store details. Leave both times blank to accept orders at any time.

I don't hear new orders.

Tap **Notify me of new orders**, allow notifications in your browser, tap anywhere on the page once (browsers need a tap before playing sound) and keep the Orders page open.

A customer paid by bank transfer.

Open **Payments to verify** on the dashboard or look for **Payment submitted** in Orders, check the proof, then confirm it.

A delivery area is missing at checkout.

Open Delivery areas and make sure the area is **Active**. Imported areas show "confirm on WhatsApp" until you set a fee.

My logo won't upload.

Use PNG, JPG or WebP up to 5 MB. A square logo of at least 256×256 looks best.

Do old order links still work if I pause or unpublish?

Yes. Customers can still open their order tracking page.

How do I remove "Powered by TOSS Shop"?

Upgrade to the TOSS Shop plan (\$20/month, 30-day free trial).

Can I use Arabic?

Yes. Customers switch with **EN / عربي** on the storefront, products and sections have Arabic names, the QR poster can be bilingual, and the back office switches language from the globe icon.

Need help? We are here

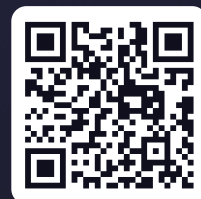
Message us with your shop address and a screenshot of the problem.



WhatsApp support
+92 300 1194030



Video tutorial
youtu.be/Of-Fgmz2CZg



Sign up / plans
toss-erp.com/toss-shop/