Loyalty.lt till guide

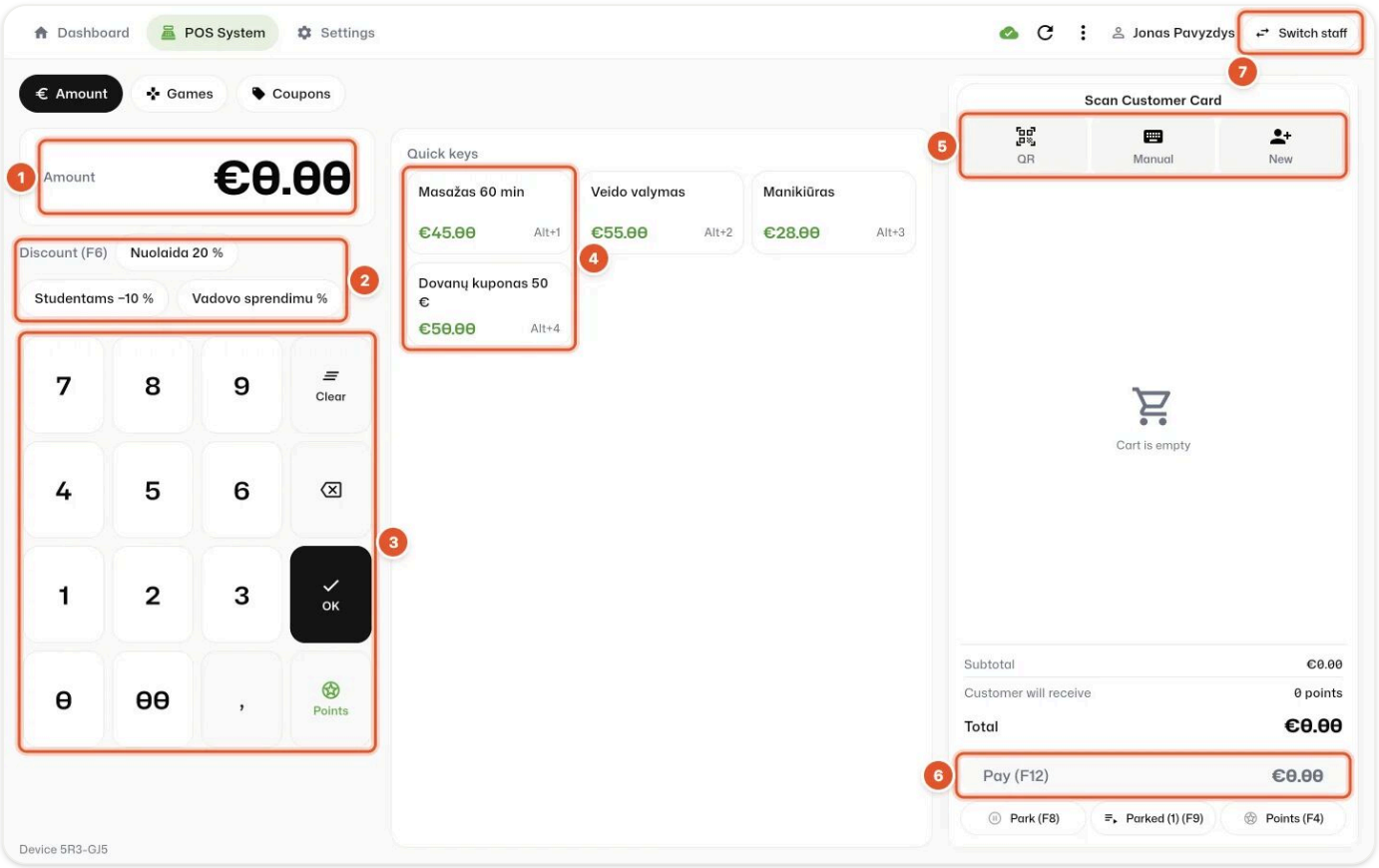
docs.loyalty.lt/en/till · 2026-11-26

Till

A guide for cashiers – from signing in to refunds.

The till is the staff app “Loyalty.lt Staff”. It works on a computer, a tablet, a phone and in a browser.

The newest till version: **1.6.17**, released 2026-11-26.



1. **Amount** – what you are entering now.
2. **Discount (F6)** – the discounts your manager allowed.
3. **Keypad** – to enter the amount with the mouse or a finger. Computer keys work too.
4. **Quick keys** – the most common amounts with one press.
5. **Scan Customer Card** – three ways to find or register a customer.
6. **Pay (F12)** – finishes the purchase.
7. **Switch staff** – another staff member signs in with their PIN.

I want to...

Start working
One page for a new cashier.

Sign in or switch staff
Code, PIN, “Who is working?” and the lock.

Find or register a customer
By card or phone, consent to news.

Enter an amount and apply a discount
One or more amounts, discounts, purchase parts.

Use points or a coupon
What points are worth and when they cannot be used.

Refund a purchase
All of it or a part.

Solve a problem
Connection, scanner, PIN, points.

What's new
What changed in each version.

What's new

Till versions and what changed in each.

The newest till version: **1.6.17**, released 2026-11-26.

The till updates itself: **Updates**. You see your version in **Settings** → **App Version**.

1.6.17 – 2026-11-26

- The program is called “Loyalty.It Staff” everywhere: the Windows file is `LoyaltyStaff.exe`, on Linux `loyalty-staff`. Shortcuts on the desktop, in the menu and on the taskbar keep working.

1.6.16 – 2026-11-26

- The till is fully in English: before, some buttons (for example in the printer window) showed internal names.
- Help opens the guide in the till's language.

1.6.15 – 2026-11-25

- A help link on the sign-in screen and in the settings opens this guide.

1.6.14 – 2026-11-25

- Paying without a customer now says “Pick the customer first” instead of an unclear error.
- “Previous Purchases” show the local time.
- The coupon window shows until when the coupon is valid.
- The window of a product coupon with a price no longer freezes.

- On the dashboard a refund is no longer shown as a purchase; the monthly bars grow from the bottom.

1.6.13 – 2026-11-25

- The customer shows at once, even when the live connection to the server drops.

1.6.12 – 2026-11-25

- Every purchase and refund is saved with the till's device code. The portal shows which till sold it.

1.6.11 – 2026-11-25

- When registering a new customer you can enter the first and last name and tick consent to SMS and emails.

1.6.10 – 2026-11-25

- Customers see only the cashier's first name and initial in the app, such as “Jonas P.”.

1.6.9 – 2026-11-25

- Till discounts follow the conditions set in the portal.
- The browser till always opens the newest version.

1.6.8 – 2026-11-25

- A discount on the whole amount with one button.
- The customer's phone can be pasted.

- The Windows till updates without any windows and needs no administrator rights.

1.6.7 – 2026-11-25

- New versions are offered while you work. macOS updates with one click.

1.6.5–1.6.6 – 2026-11-25

- Quick staff switching with a PIN.
- The till shows its device code. With a single shop the till opens it straight away.

1.6.3 – 2026-11-24

- Part of a purchase can be refunded – by line or by amount.

1.6.0 – 2026-11-24

- A new till look: number pad, quick keys, basket.
- Keyboard shortcuts and parked sales.
- Products and quick keys from the shop's settings.

1.5.0 – 2026-11-24

- Purchase parts: each part of the amount has its own rules for points and discounts.

New cashier

Everything you need for your first working day, on one page.

Read this page and you can start working. The links go into detail.

Before you start

Get your **staff code** from your manager – a card with a QR code or an email. You need it only the first time.

1. **Sign in.** Scan your code and create a 4-digit PIN. More
2. **Every day** choose yourself in “Who is working?” and enter your PIN.

Selling

1. Scan the customer's card or search by phone. Customer
2. Enter the amount and press **OK** . Apply a discount before that if needed. Amount and discount
3. If the customer wants, use their points or coupon.
4. Press **Pay** , take the money and press **Pay** again. Payment

> ⚠ **Loyalty.lt does not take the money**
>
> The till records the purchase and the points. Take the money with your cash register or card terminal as usual.

Remember

- **Work under your own name.** When another person takes over, press **Switch staff** .
- **Made a mistake?** A purchase can be refunded in full or in part. Refunds

- **The customer forgot their wallet?** Park the sale. **Parked sales**
- **Not sure what to press?** On a computer, F1 shows the shortcuts.

Installing

How to install the till on a computer, tablet or phone, or open it in a browser.

The till works on every device. Choose yours. The links always lead to the newest version.

The newest till version: **1.6.17**, released 2026-11-26.

Windows | macOS | Linux | iPhone and iPad | Android | Browser

Download for Windows 1.6.17 · .exe

Run the downloaded file. No administrator rights are needed.

First start on a phone or tablet

The app asks for permissions. Only the ones you use are needed:

- **Camera** – to scan cards.
- **Bluetooth** – for a wireless receipt printer.
- **Notifications** – for important events.

What else you need

- An internet connection.
- A scanner (optional): any scanner that works as a keyboard. Nothing to set up.
- A receipt printer (optional) – see **Printer**.

Next

- Signing in

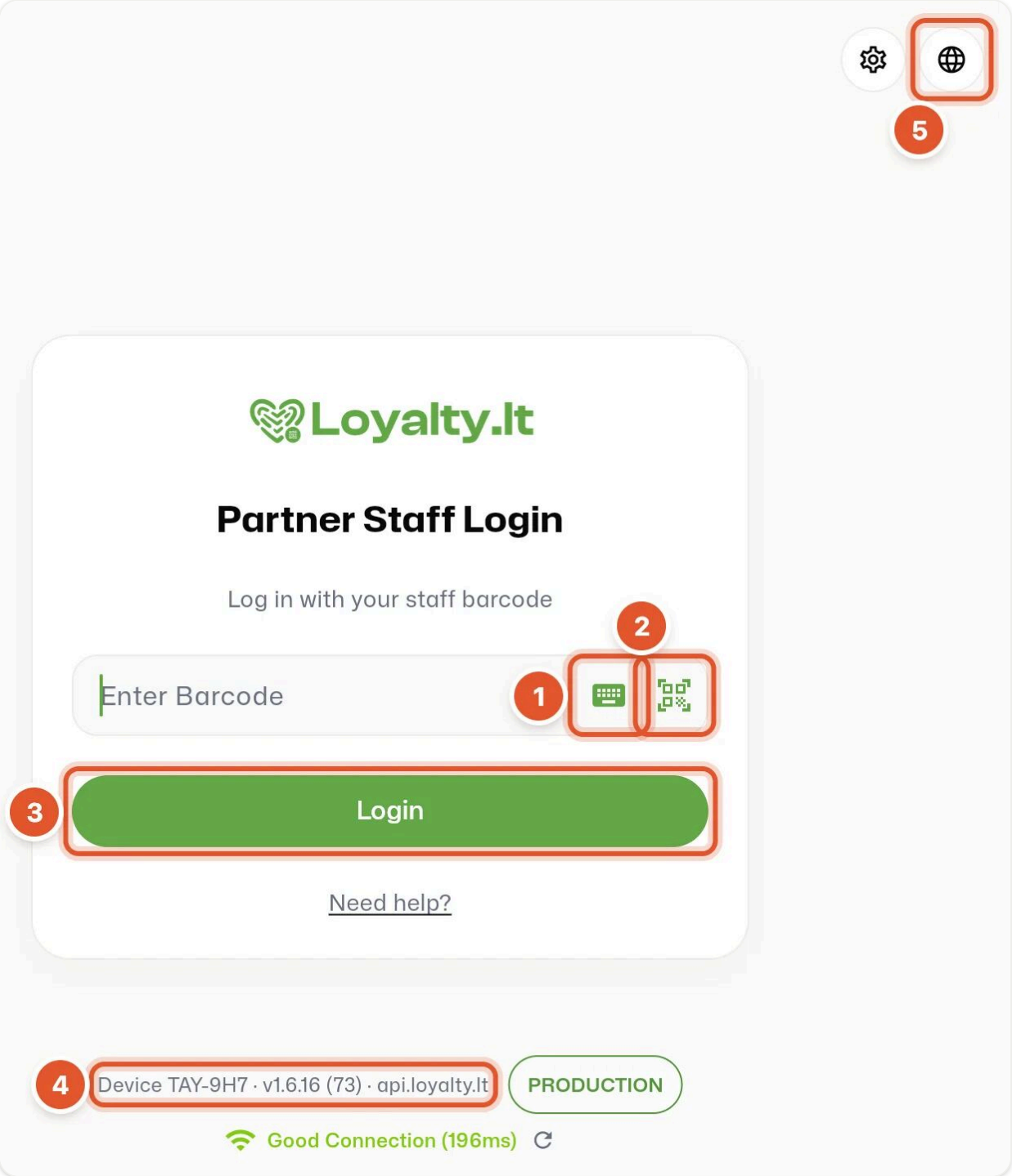
Signing in and PIN

How to sign in the first time, how to sign in with a PIN and how to switch staff.

Everyone works under their own name. The first time you sign in with your staff code, after that with your PIN.

Sign in the first time

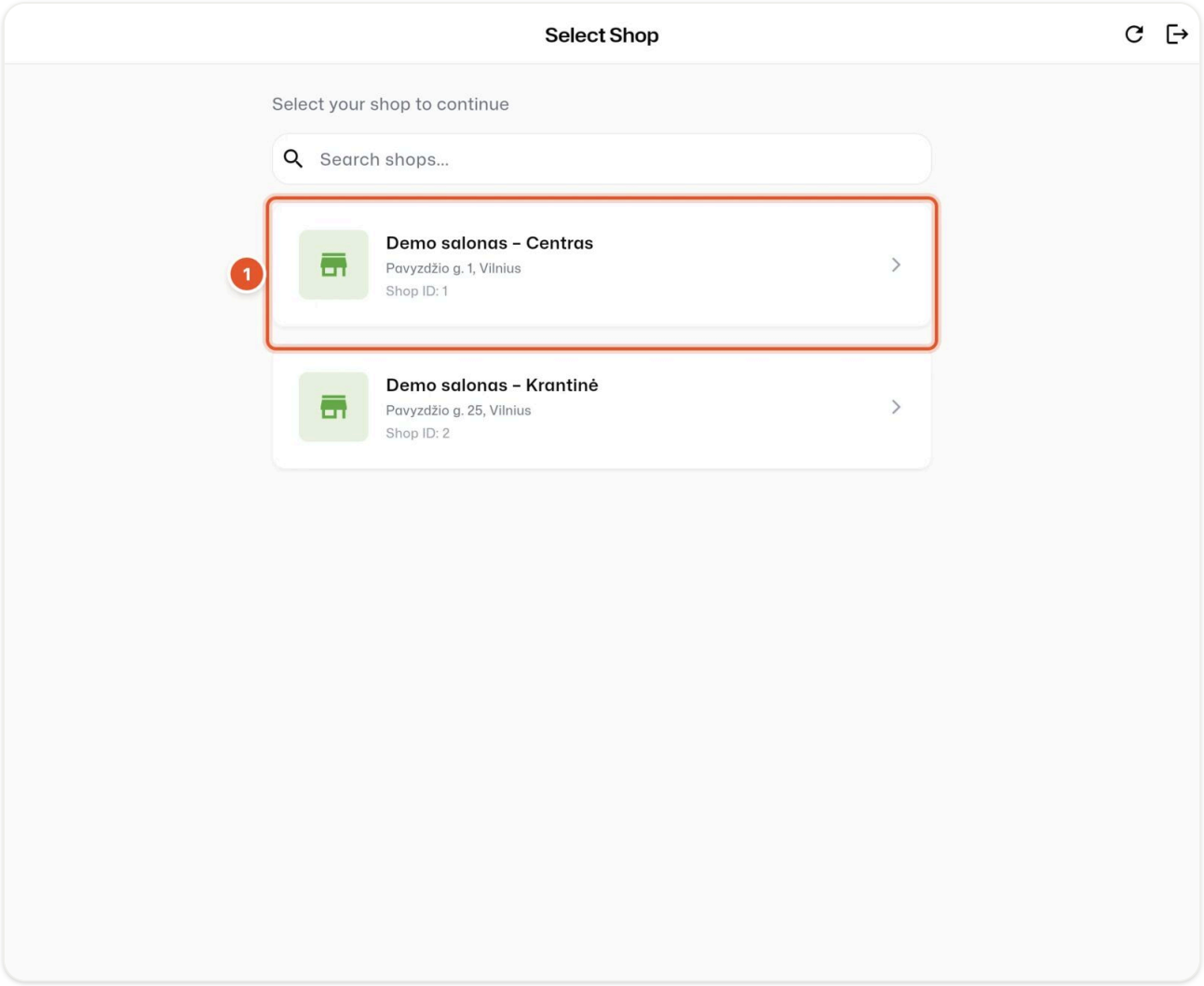
1 Scan the QR code on your card or type your staff code. You get the code from your manager.



1. **Keyboard** – an on-screen keyboard to type the code.
2. **Camera** – scans the QR code on the staff card.
3. **Login** – signs in with the code typed.
4. **Device** – this till's code, the app version and the server.
5. **Change language** – Lithuanian or English.

2 Create a 4-digit PIN and repeat it. Avoid one that is easy to guess, such as 1234.

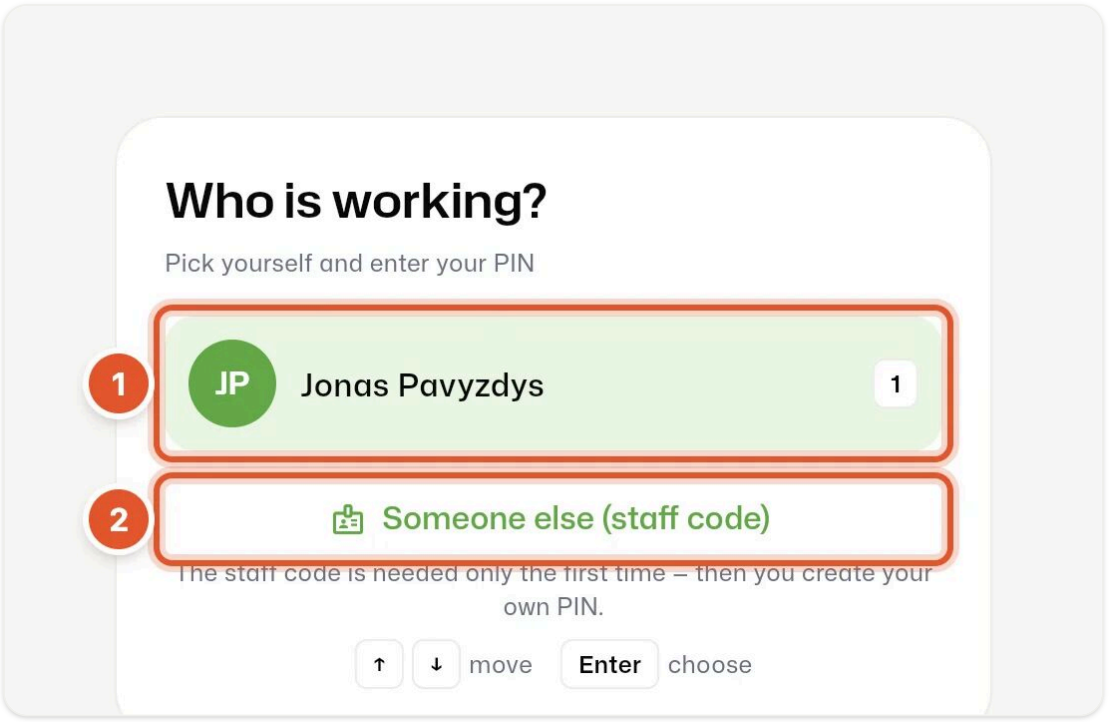
3 If you work in several shops, choose the one you are in.



1 **Shop** – choose the one you work in. The till remembers it.

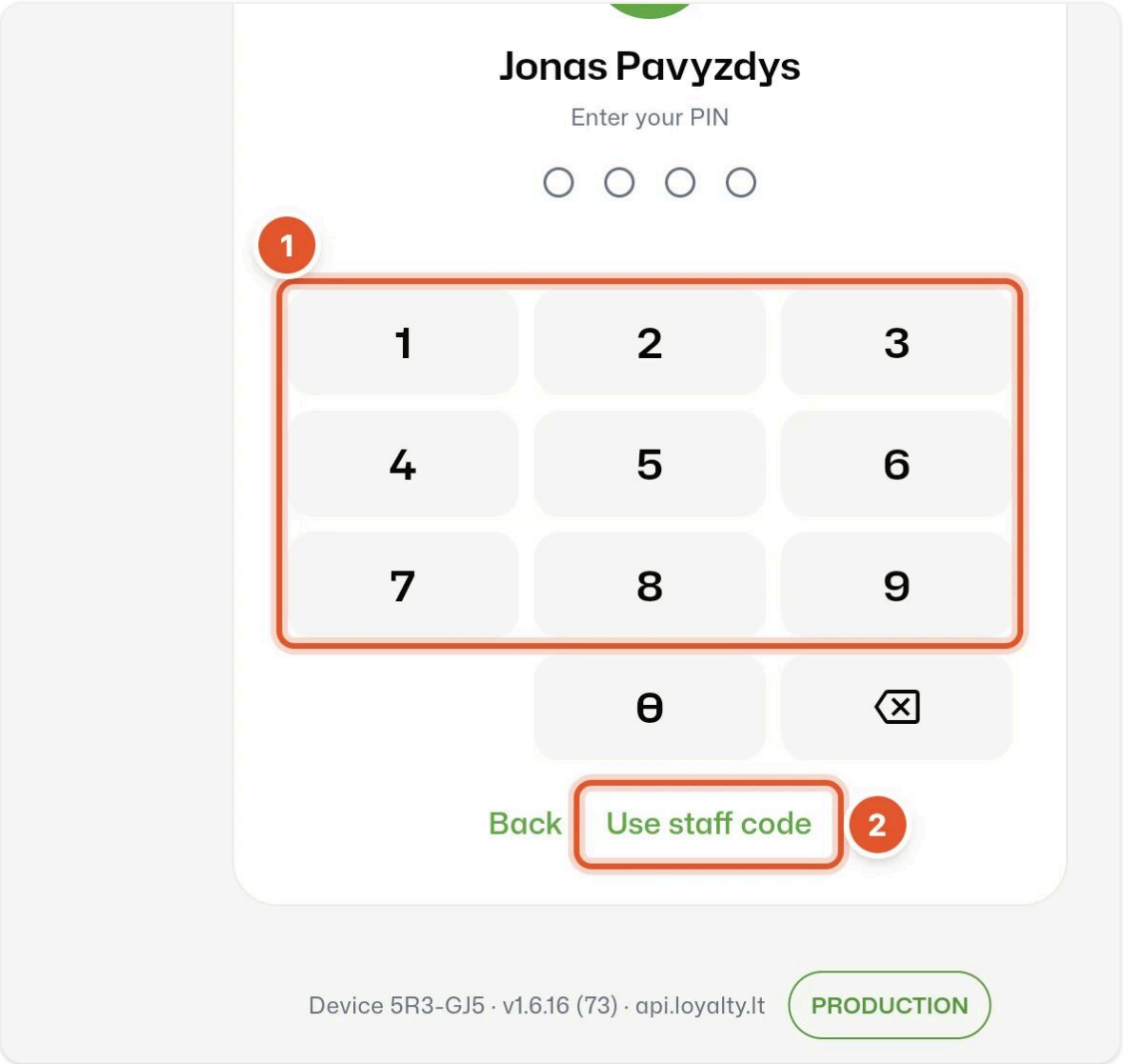
Sign in every day

1 In “Who is working?” choose yourself.



1. **Staff member** – choose yourself with the mouse or the number on the right.
2. **Someone else (staff code)** – when you are not in the list yet.

2 Enter your PIN.



1 **PIN** – 4 digits. After the fourth, the till unlocks by itself.

2 **Use staff code** – forgot the PIN? Sign in with your staff code.

Switch staff

At the top, press **Switch staff**. An unfinished sale is parked, so the next person does not record it under their name.

The till locked itself

If your manager turned the lock on, the till asks for the PIN after the set time without activity. The manager sets the time in the portal – see Shops.

Forgot the PIN

Press **Use staff code**, sign in with your staff code and create a new PIN. If you have no code, your manager presses **Reset PIN** in the portal.

Device code

Every till has a code, for example “K7M-3QX”. You see it on the sign-in screen and at the bottom left. With it, your manager sees in the portal who worked at which till.

If something goes wrong

What you see	What to do
“Wrong PIN”	Try again. After 5 mistakes the PIN is locked for 15 minutes.
Too many wrong attempts	Wait 15 minutes or sign in with your staff code.
“Sign in with your staff code on this device”	There is no PIN of yours on this till yet, or your manager reset it.
“TEST ENVIRONMENT – real codes do not work”	Press **Change** and choose production.
“No Connection”	Check the internet connection.

Customer

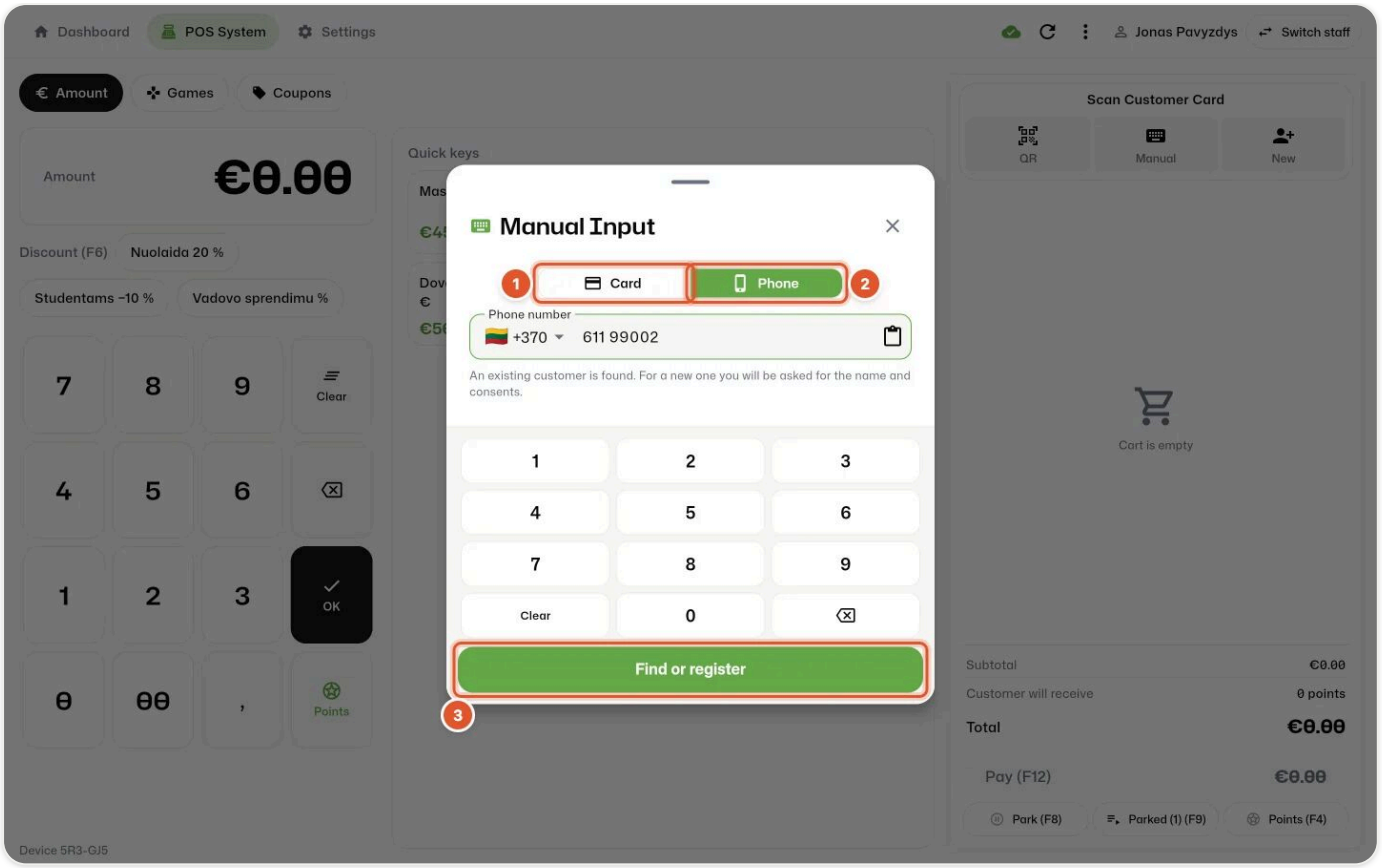
How to find a customer by card or phone and register a new one.

Choose the customer before payment: without a customer the purchase cannot be recorded. The customer gets the points and their tier discount. An amount you have already entered is kept.

Find a customer

There are three ways:

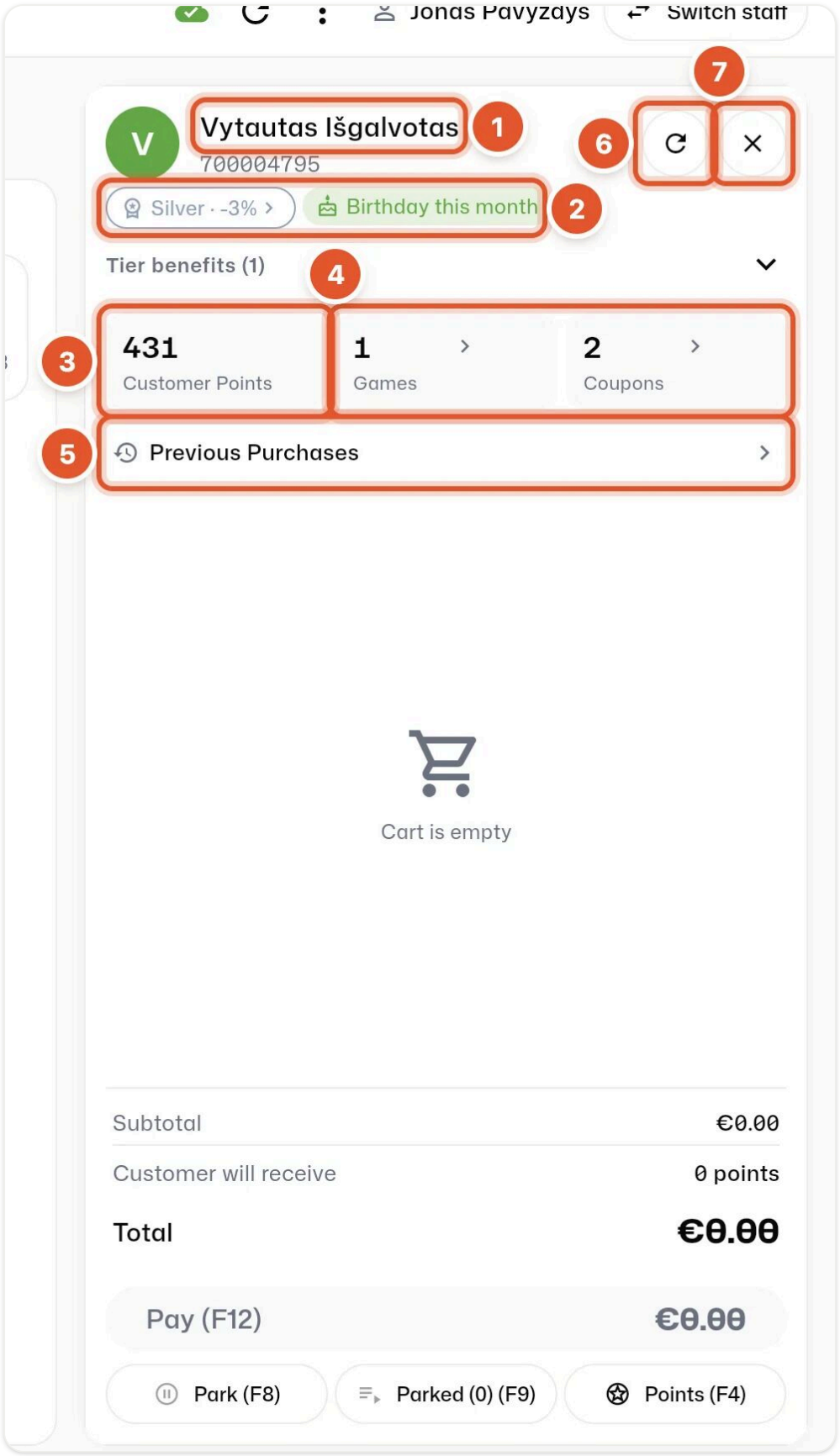
- **With a scanner or the camera** – scan the QR code or barcode on the card. With a scanner you press nothing.
- **By card number** – **Manually** → **Card**.
- **By phone** – **Manually** → **Phone**.



1. **Card** – search by the 9-digit card number.
2. **Phone** – search by phone number. The till remembers what you used last time.
3. **Find or register** – an existing customer opens at once; a new one gets the registration window.

> **Faster**
>
> Paste a number copied from another app with Ctrl + V straight into the till. The search opens by itself.

What you see once a customer is chosen



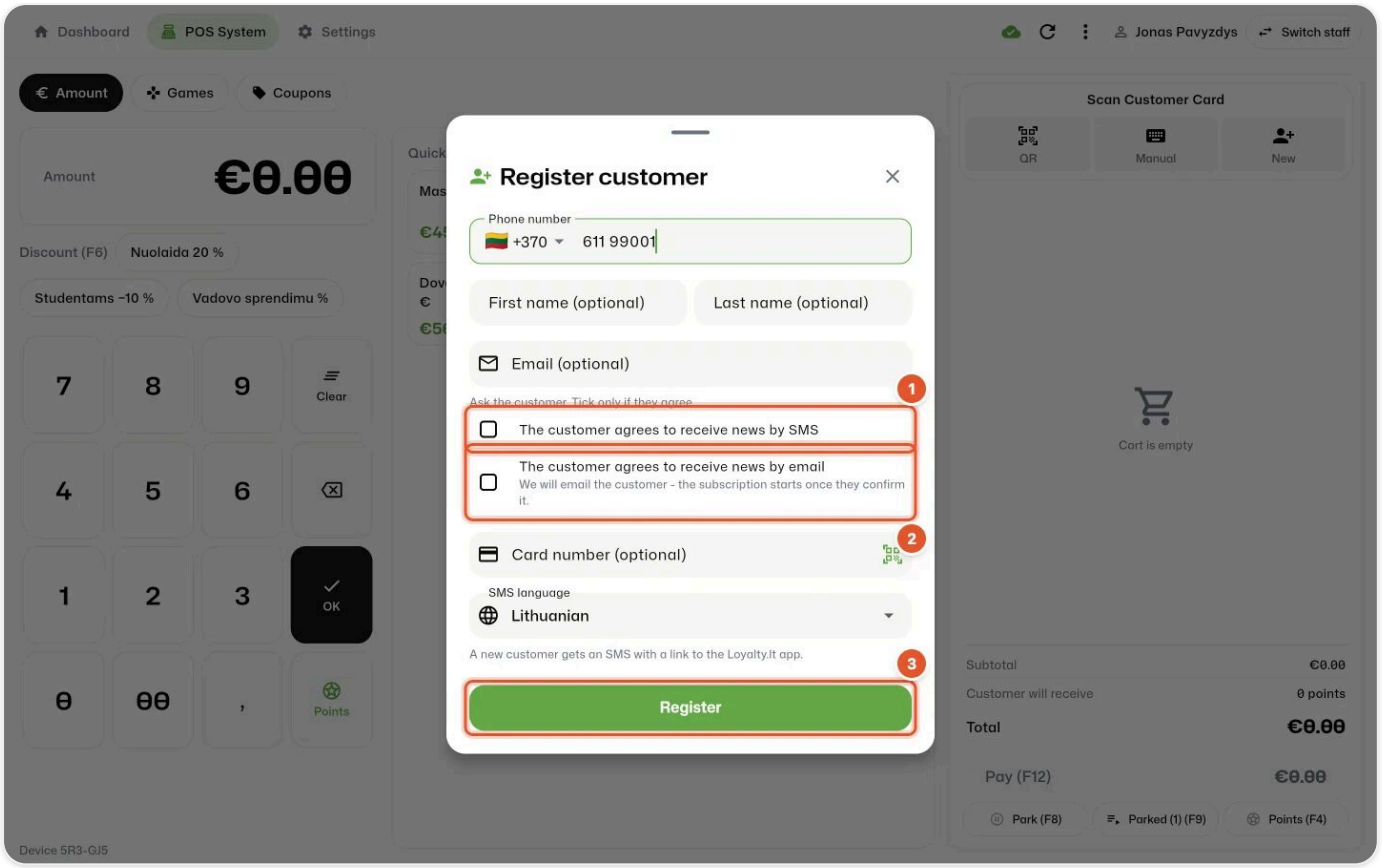
1. **Customer** – name and card number.
2. **Tier** – tap to see the tier discount and how far the next tier is. Next to it – the birthday badge.

3. **Customer points** – how many points they have now.
4. **Games and Coupons** – how many the customer has; tap to open.
5. **Previous Purchases** – history and refunds.
6. **Refresh** – reloads the customer's points and coupons.
7. **Clear Client** – the sale goes on without a customer.

Register a new customer

The window opens in two ways: with **New**, or when a phone search finds nobody.

1. Type the phone number. The till checks whether such a customer already exists.
2. Type the first and last name. This is optional: the customer can add it in the app.
3. Ask whether the customer wants news, and tick the boxes only if they agree.
4. If the customer gets a plastic card, type or scan its number. Press **Register**.



1. **The customer agrees to receive news by SMS** – tick only if the customer agrees.
2. **The customer agrees to receive news by email** – the customer gets an email and confirms in it.
3. **Register** – creates the customer and opens them at the till.

> ⚠ **The consent is the customer's**
>
> The boxes are never ticked in advance. If the customer once opted out of your SMS, ticking the box does not change that.

A new customer gets an SMS with a link to the Loyalty.lt app right away.

> ℹ **Tell the customer**
>
> In the app they must sign in with the same phone number. Then all the points and coupons from the till are in their account.

What the till asks

Which customer	What the till asks
Completely new	First name, last name, email and consents
Has a Loyalty.lt account, first time with you	Only consents: they entered their name themselves
Already your customer	Nothing – press **Continue**

If something goes wrong

What you see	What to do
“News by email needs an email address”	Type the email or untick the box.
“This card is not registered yet”	A new plastic card was scanned. Type the customer's phone and register it.
No name fields	The customer already has a Loyalty.lt account. Only they can change their name.

Related pages

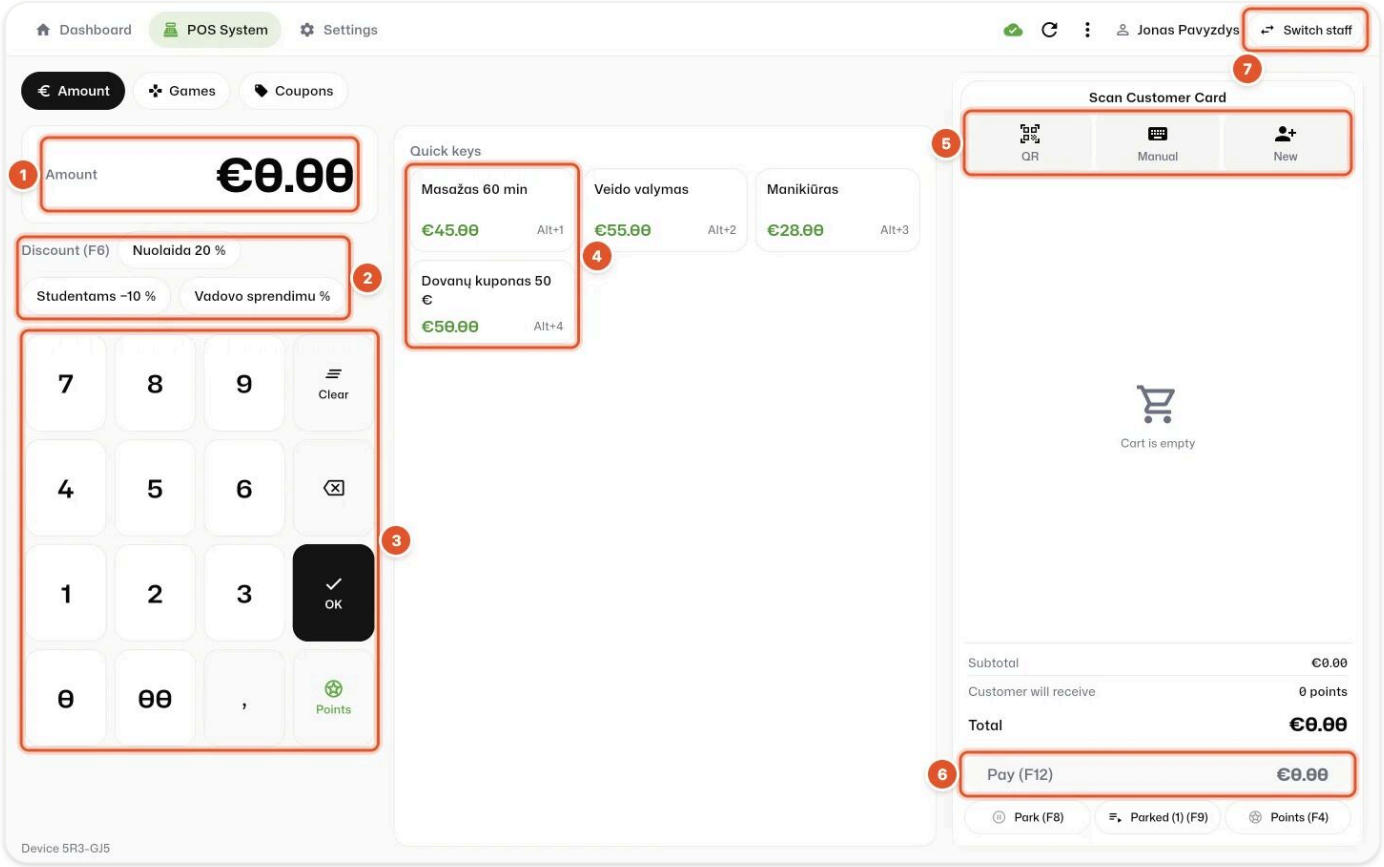
- Amount and discount
- Points
- Past purchases and refunds

Amount and discount

How to enter an amount, apply a discount and put several amounts into one purchase.

This page is about the “Simple POS”: the cashier enters an amount, not products. Every signed-in staff member can use it.

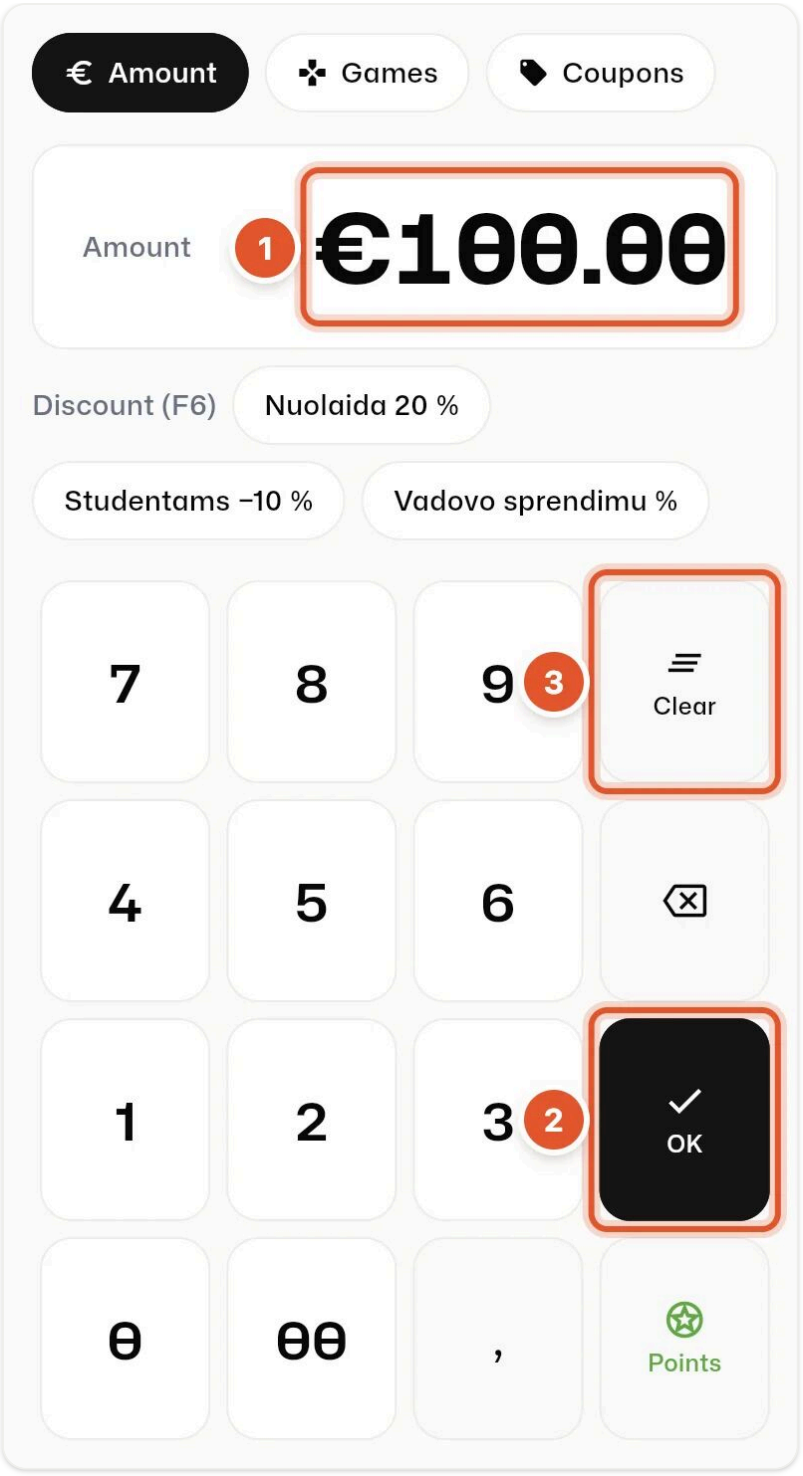
Open **POS System** → **Amount** .



1. **Amount** – what you are entering now.
2. **Discount (F6)** – the discounts your manager allowed.
3. **Keypad** – to enter the amount with the mouse or a finger. Computer keys work too.
4. **Quick keys** – the most common amounts with one press.
5. **Scan Customer Card** – three ways to find or register a customer.
6. **Pay (F12)** – finishes the purchase.
7. **Switch staff** – another staff member signs in with their PIN.

Enter an amount

1. Type the amount with the buttons or the keyboard. Digits start from the cents: 1 0 0 0 0 is €100.00.
2. Press **OK** or **Enter**.



1. **Amount** – digits start from the cents: 10000 is €100.00.
2. **OK** – confirms the amount; on a computer – the Enter key.
3. **Clear** – deletes the amount entered; on a computer – Delete.

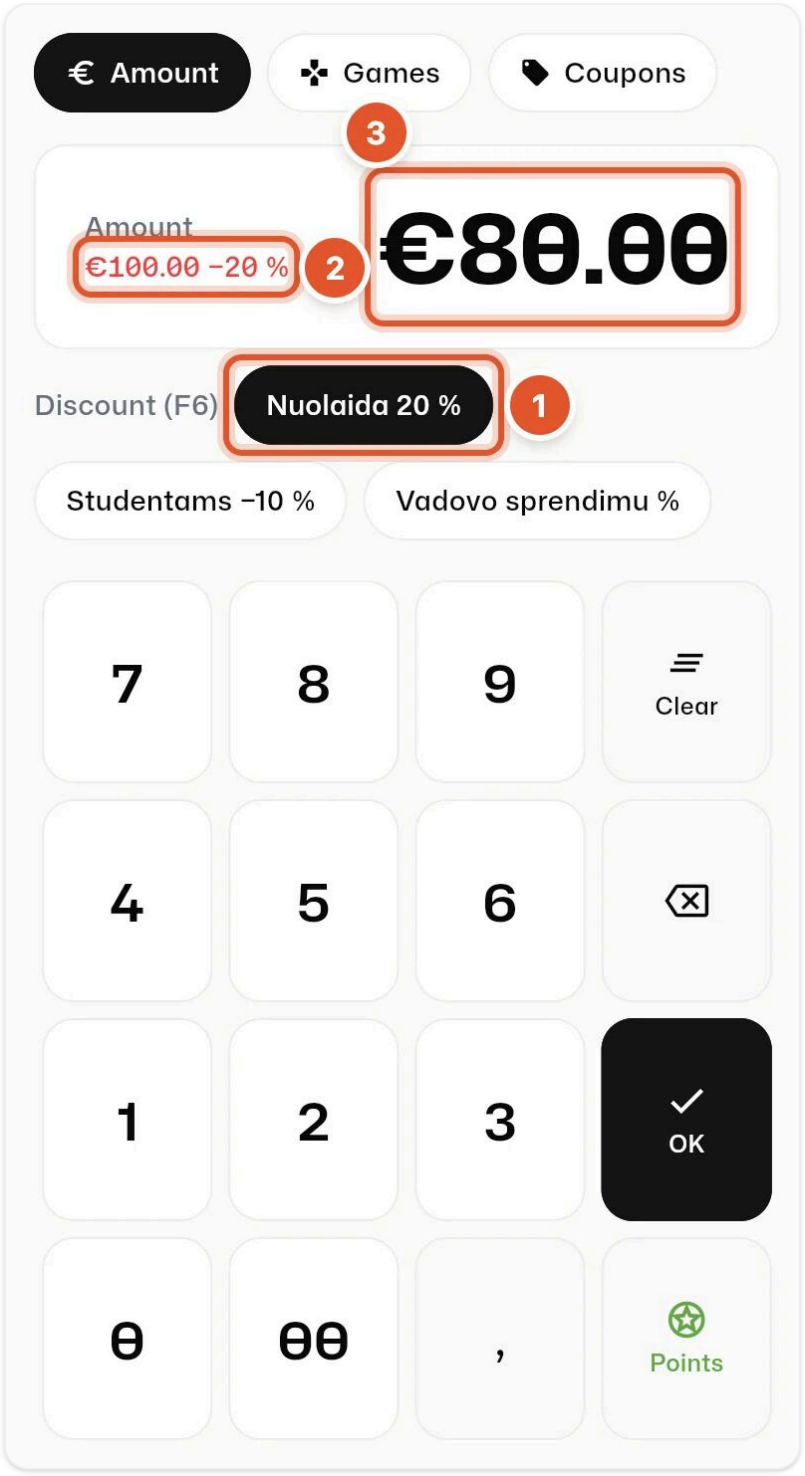
Faster

Quick keys enter frequent amounts. On a computer press Alt and a digit, such as Alt + 1. Your manager sets the keys – see Shops.

Apply a discount

Apply the discount **before** pressing **OK** . Then you see what the customer pays before you choose the purchase part.

1. Enter the amount without the discount.
2. Press a discount button, such as **20% off** . On a computer – F6 .
3. Check the new amount and press **OK** .



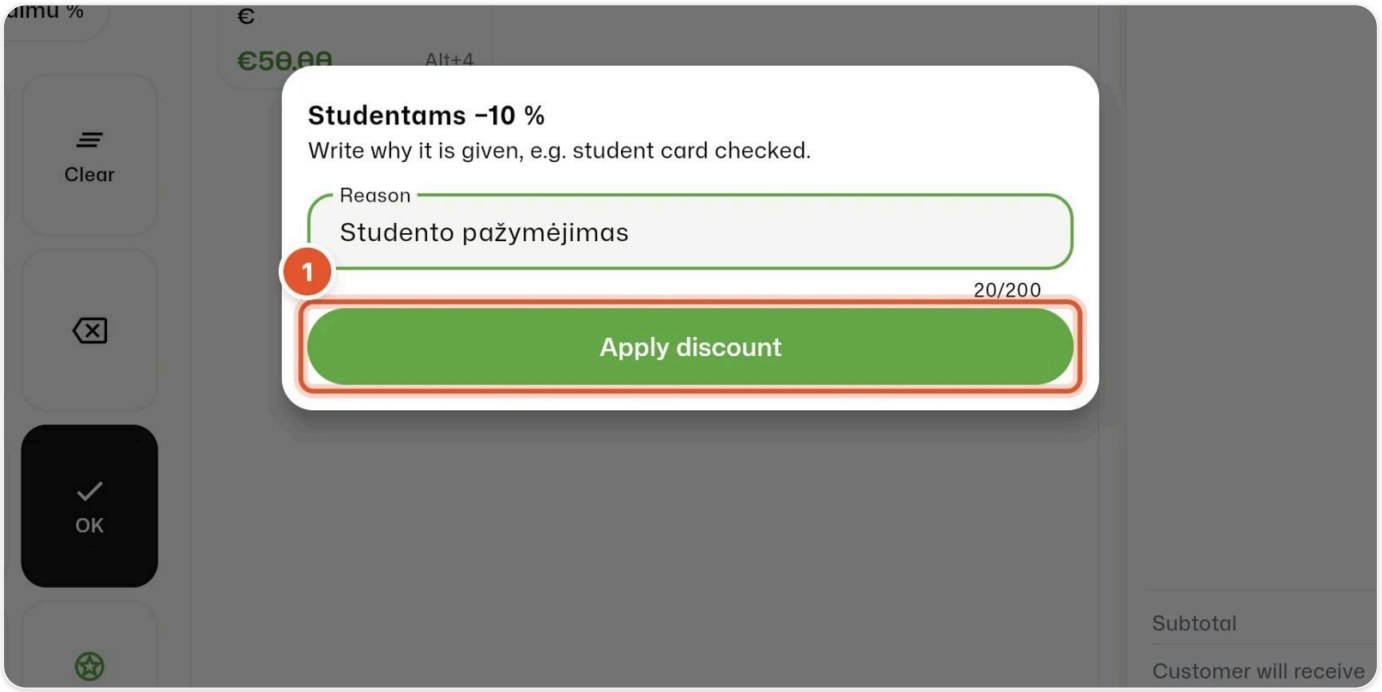
1. **Nuolaida 20 %** – a discount button, named by your manager. Black – the discount is on; press again to remove it.
2. **€100.00 −20 %** – the amount without the discount and the discount size.
3. **€80.00** – what the customer pays.

Your manager sets up the discounts. If there are many, some are behind the “More” button. If there are none, you do not see the row.

When the till asks for something

Some discounts have conditions:

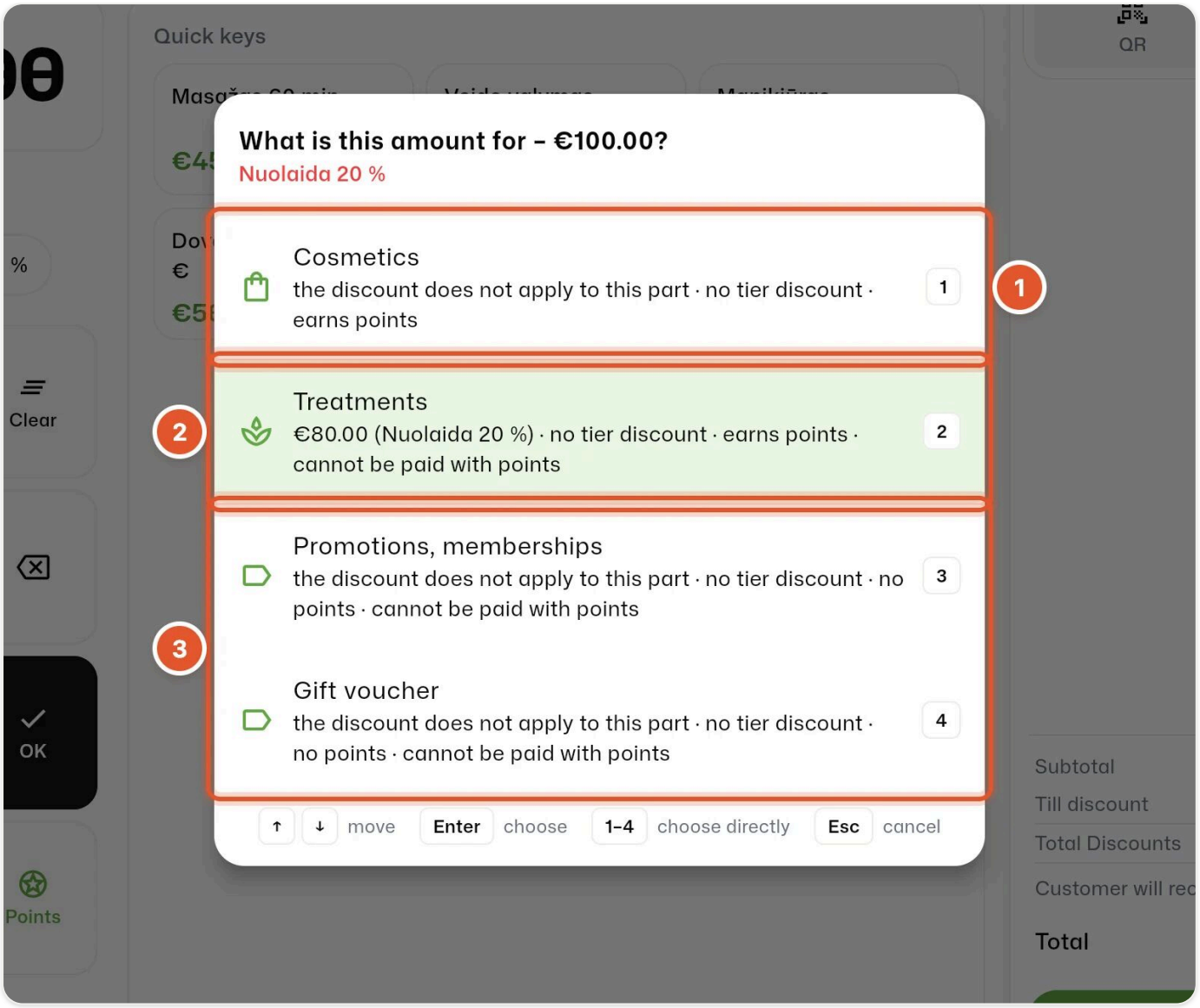
- **Reason.** Type what you checked and press **Apply discount**.
- **Customer.** First scan the card or find the customer.
- **Manager's PIN.** The manager chooses themselves and enters their PIN. A manager needs no approval.
- **Size.** Enter a percentage or euros. The till does not accept more than allowed.



1 **Apply discount** – the discount applies only with a reason.

Choose what the amount is for

If your programme has purchase parts, after **OK** the till asks what the amount is for. Each part shows the amount with its discount and whether it earns points.

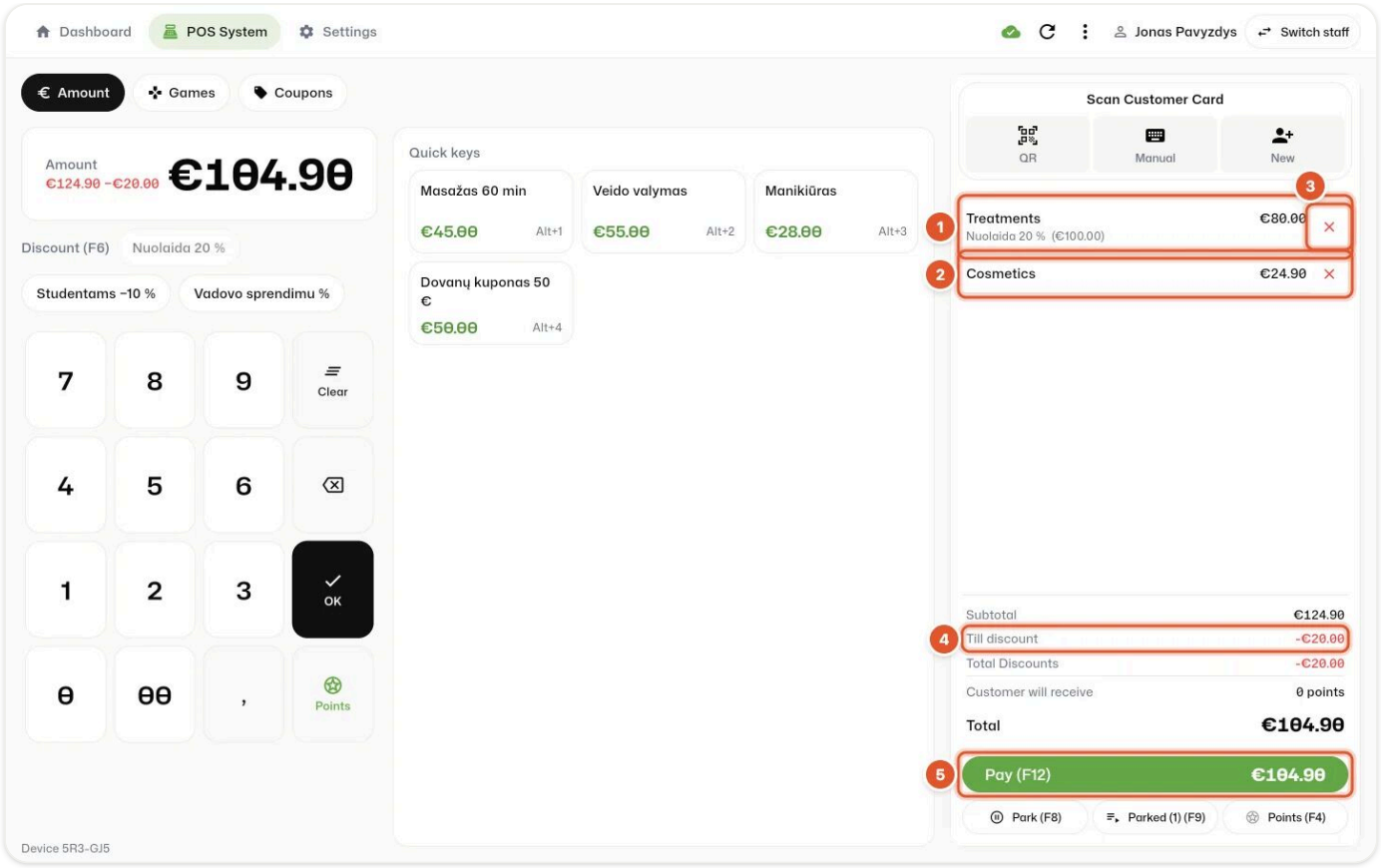


1. **Cosmetics** – the discount does not apply to this part, so the amount stays whole.
2. **Treatments** – chosen in advance; here you see the amount with the discount.
3. **Promotions, memberships and Gift voucher** – parts that earn no points.

Choose with the mouse, with ↑ ↓ and Enter, or with the part's number. Esc cancels.

Add several amounts

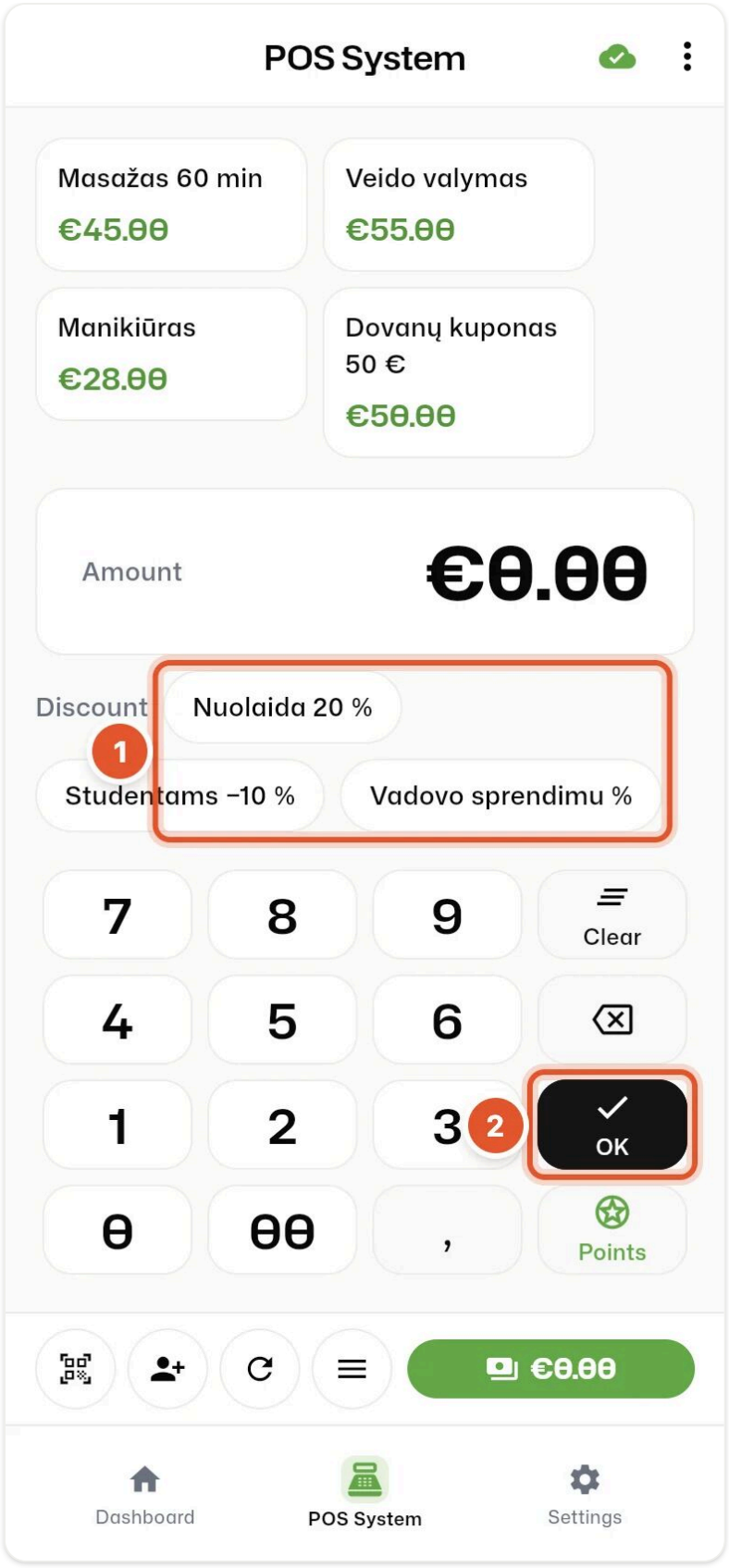
Enter another amount and press OK again. It goes into the basket below the first one. Each amount has its own part and its own discount.



1. **Treatments** – the amount with the discount; under the name – the discount and the amount without it.
2. **Cosmetics** – a second amount in the same purchase.
3. **×** – removes the amount from the basket.
4. **Till discount** – how much discount applies to the whole purchase.
5. **Pay (F12)** – the final amount.

On a phone

Everything works the same way; the basket and the customer open with buttons at the bottom.



1 **Discount** – the same discount buttons.

2 **OK** – confirms the amount.

If something goes wrong

What you see	What to do
The discount button is grey	The amount is too small, or a customer is needed first. Choose a customer or raise the amount.
“Pick the customer first”	Scan the card or find the customer, then press the discount.
“the discount does not apply to this part”	Your manager allowed this discount for other parts. The amount stays without a discount.
No manager with a PIN on this till	A manager must sign in here with their code once and create a PIN.
The discount is gone	It is valid at another time, or your manager turned it off.

Related pages

- Shops – quick keys and the till lock

Points

How a customer earns points and pays part of a purchase with them.

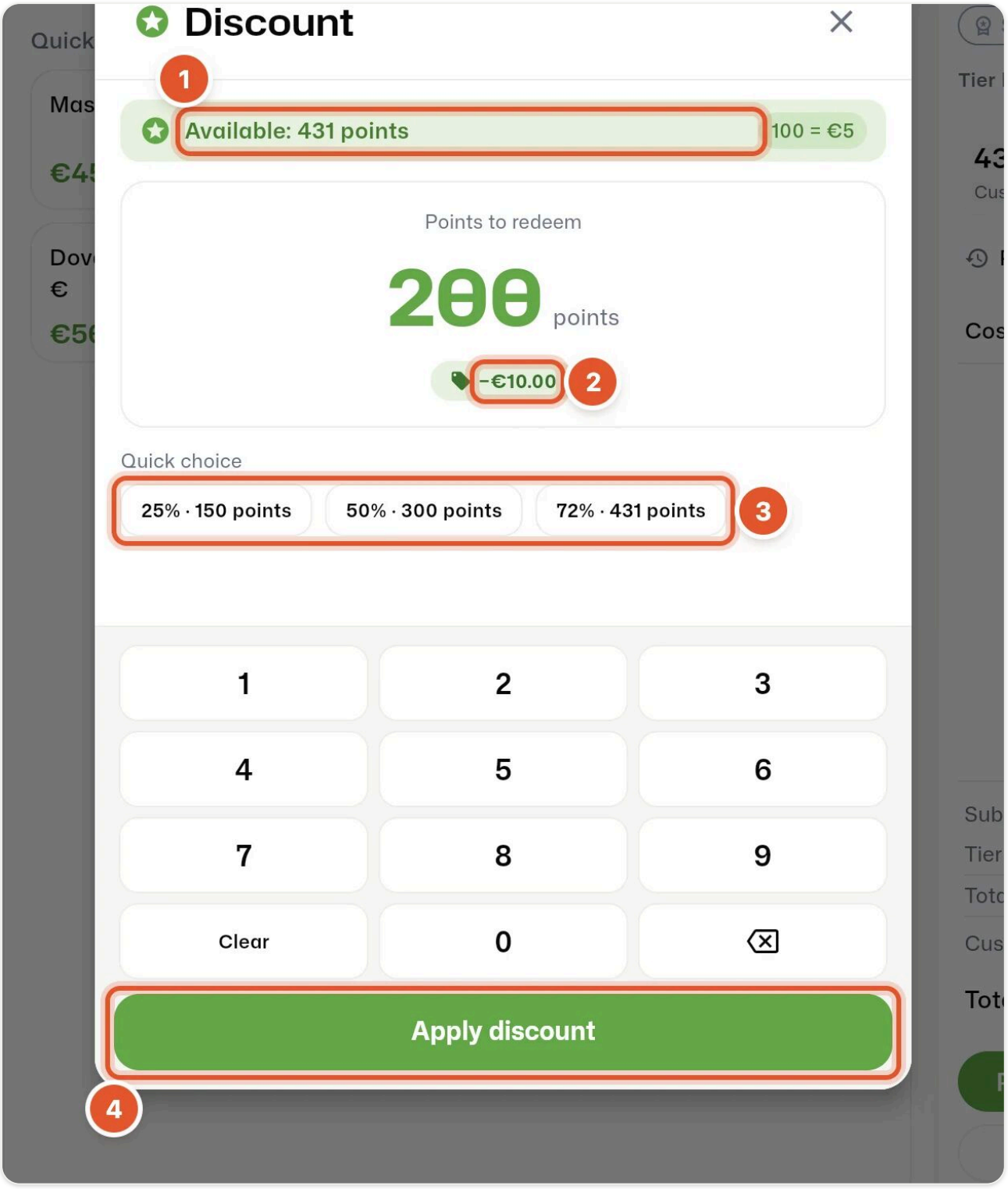
The till adds the points itself once a customer is chosen. The line “Customer will receive” shows how many.

Your manager decides how many points are given and for what. Some purchase parts (promotions, gift vouchers) may earn none.

Pay part with points

1. Choose the customer and enter the amount.
2. Press **Points** or F4.

3 Type how many points to use, or pick a quick choice. Press **Apply discount** .



1. **Available** – how many points the customer has and what they are worth.
2. **−€10.00** – how much comes off the amount.
3. **Quick choice** – the most common amounts with one tap.
4. **Apply discount** – takes the amount off the purchase.

Points are taken only when the purchase is paid. Until then you can change or remove them.

If something goes wrong

What you see	What to do
“Points redemption disabled”	No customer is chosen, or your manager has not turned redemption on.
“No points available”	The customer has no points yet.
“Points can cover at most €…”	Your manager set a limit. Use fewer points.
Points cannot be used for a treatment	This purchase part cannot be paid with points.

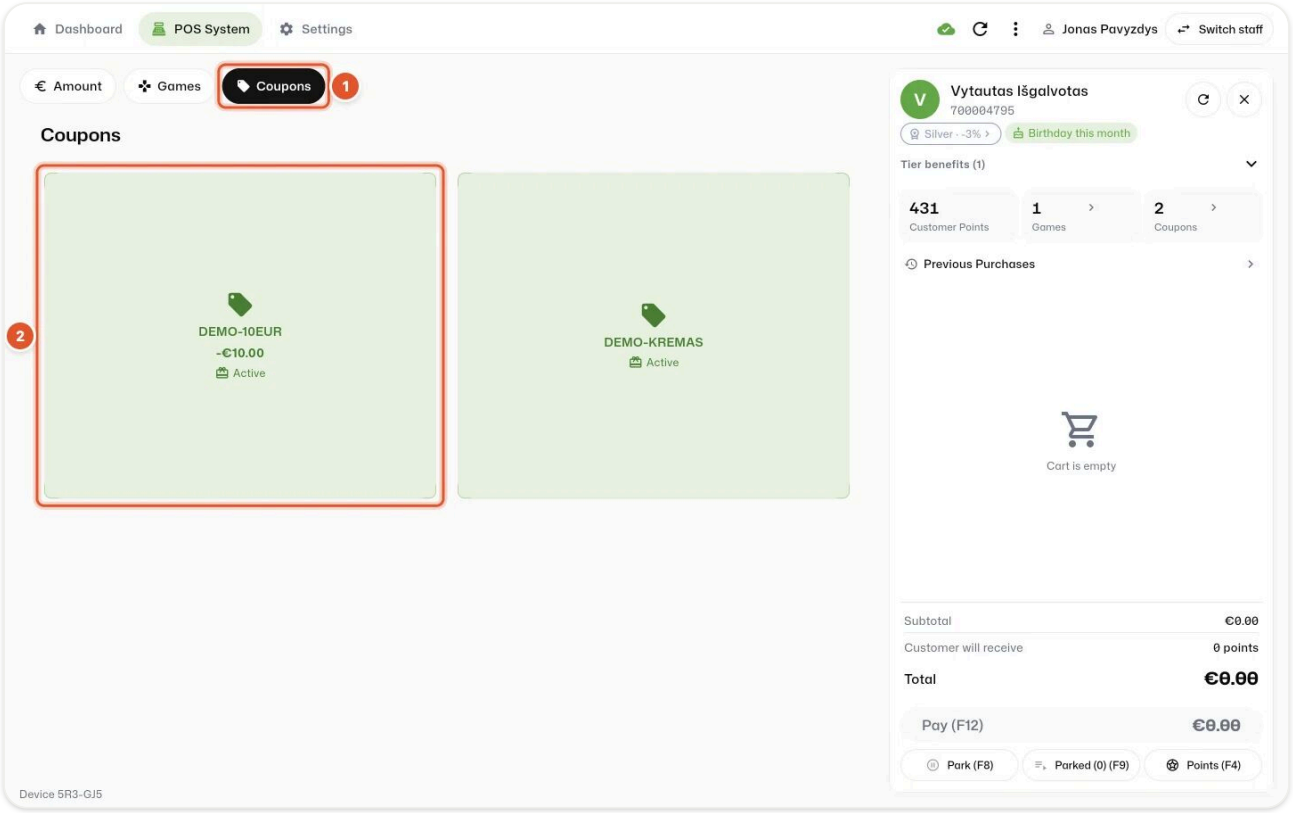
Coupons

How to redeem a customer's coupon.

A customer wins a coupon in a game or gets it for an offer. Each coupon can be used once.

Redeem a coupon

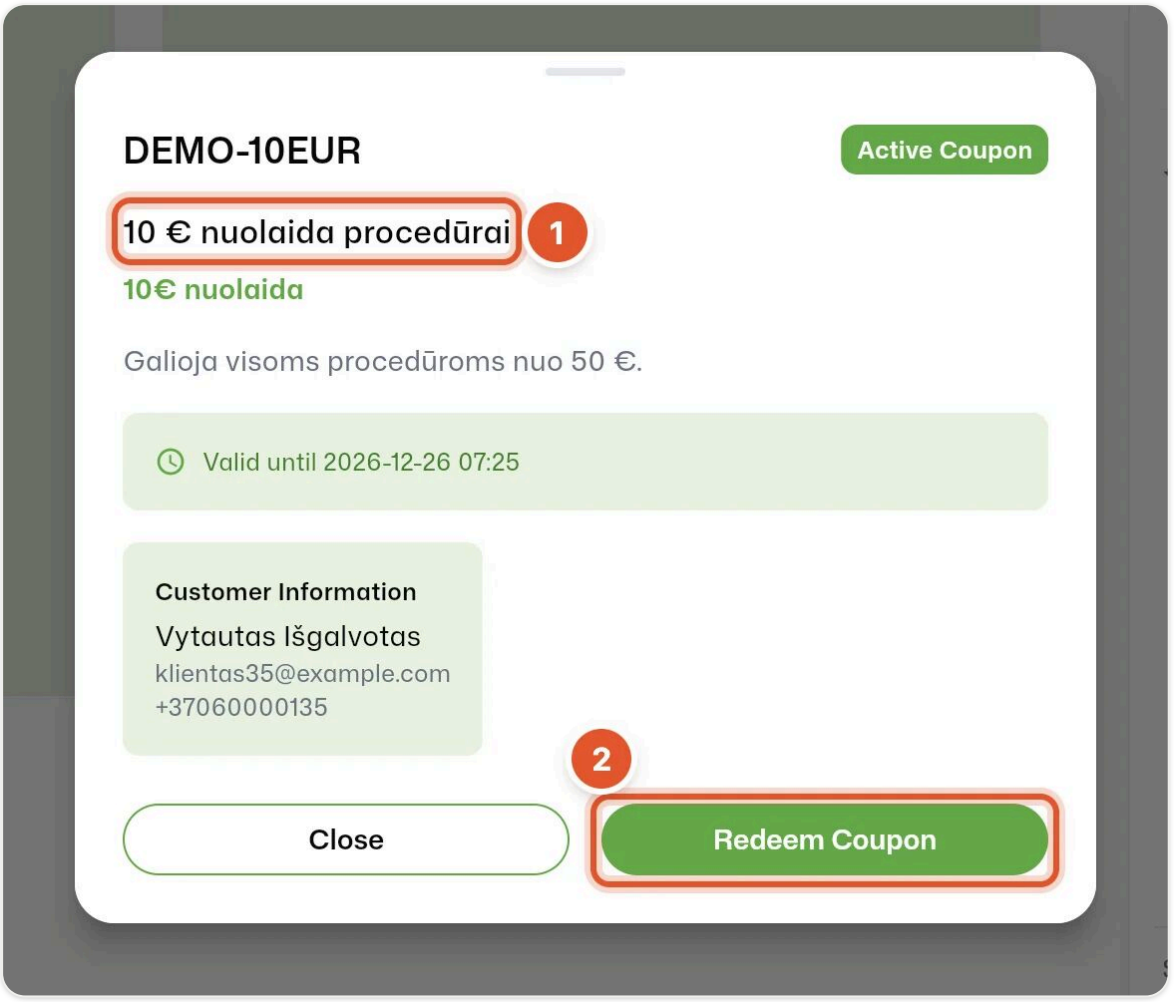
1 Choose the customer and open **Coupons** .



1 **Coupons** – this customer's coupons.

2 **Coupon** – code, discount and status. Tap to open.

2 Open the coupon, read the terms and press **Redeem coupon**.



1. **Coupon** – what it gives and on what terms.
2. **Redeem coupon** – the coupon becomes used.

If the customer shows the coupon's QR code on their phone, just scan it – the window opens by itself.

> ⚠ **A redeemed coupon cannot be returned**
>
> Before you press, make sure this customer is buying and the terms are met.

If something goes wrong

What you see	What to do
“No coupons available”	The customer has no valid coupons, or no customer is chosen.
“Used” or “Expired”	The coupon is no longer valid.
The coupon is already waiting for payment	It is already in the purchase. Finish the purchase.

Games

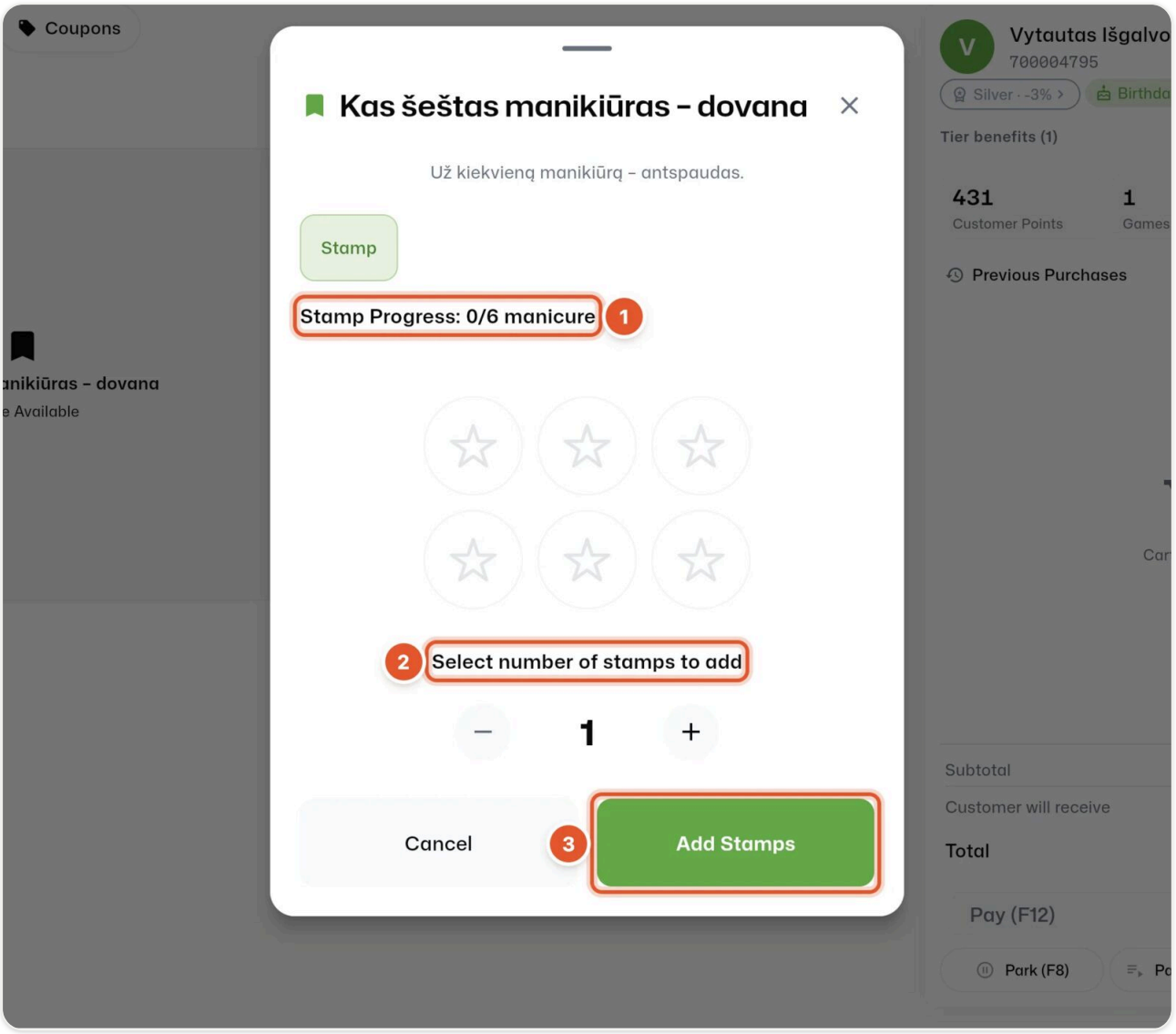
How to add stamps and how the other games work at the till.

The till shows the games your manager turned on.

Stamp card

1 Choose the customer and open **Games**.

2 Choose the stamp card, set the number and press **Add Stamps**.



1. **Stamp progress** – how many stamps the customer already has.
2. **Number of stamps** – how many to add: − and +.
3. **Add Stamps** – adds them. With all collected, the customer gets the prize.

When all the stamps are collected, the customer gets the prize at once – a coupon in their app.

Other games

The wheel of fortune, scratch card, quiz and memory game are played in the customer's app. At the till you can start the ones that allow it.

If something goes wrong

What you see	What to do
“No games available”	Choose the customer first. If it is still empty, no games are on for this shop.

Payment

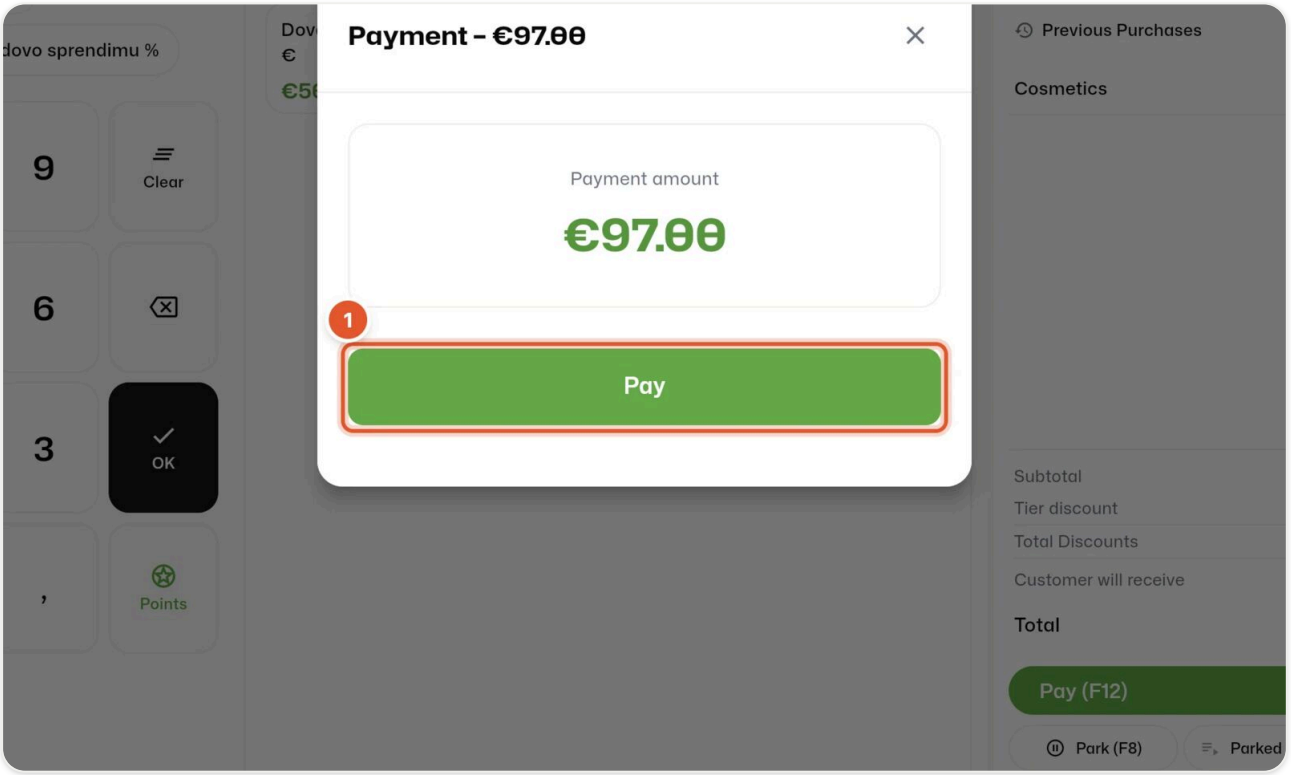
How to finish a purchase and what the customer gets.

> **Loyalty.lt does not take the money**
>
> The till records the purchase, the discounts and the points. Take the money with your cash register or card terminal.

A purchase needs a customer. Without one, Loyalty.lt does not record it.

Finish a purchase

1. Check the basket and the amount. Press **Pay** or F12.
2. Take the money and press **Pay** again in the window.



1. **Pay** – records the purchase. The customer gets a notice at once.

If “Ask for payment method” is on in the settings, choose cash or card first.

What the customer gets

In the app the customer sees a notice at once: what they paid, the discount, how many points they got and used, and how many they have now.

If something goes wrong

What you see	What to do
Pay is grey	The amount is zero or not confirmed. Enter the amount and press **OK**.
“Pick the customer first”	Scan the card or find the customer and pay again.
The purchase is not recorded, another error shows	Check the internet connection and press again. The basket is kept.
A wrong amount was recorded	Refund the purchase and enter it again.

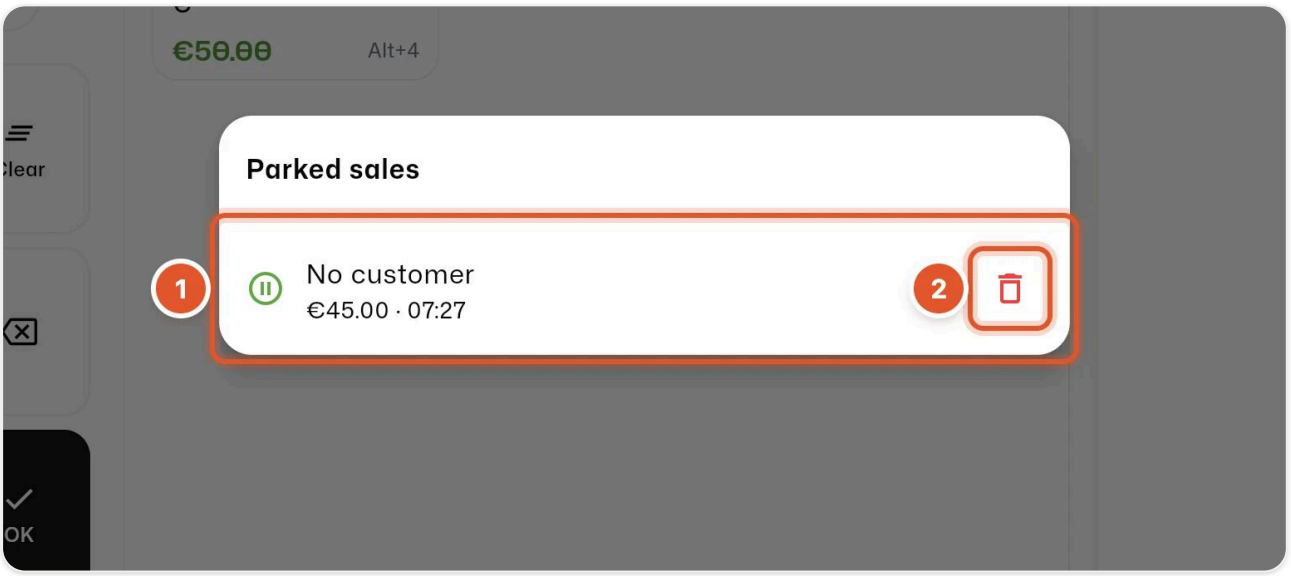
Parked sales

How to park an unfinished sale and continue it later.

Park a sale when the customer goes back for their wallet or is still choosing. Serve the next customer in the meantime.

Park and continue

1. Press **Park** (F8). The till is empty for the next customer.
2. Later press the parked sales button with the number, or F9, and choose the sale.



1. **Parked sale** – the customer's name, amount and time. Tap to continue.
2. **Delete** – removes the parked sale.

Parked sales stay on this till even after a restart. Those older than a day are marked.

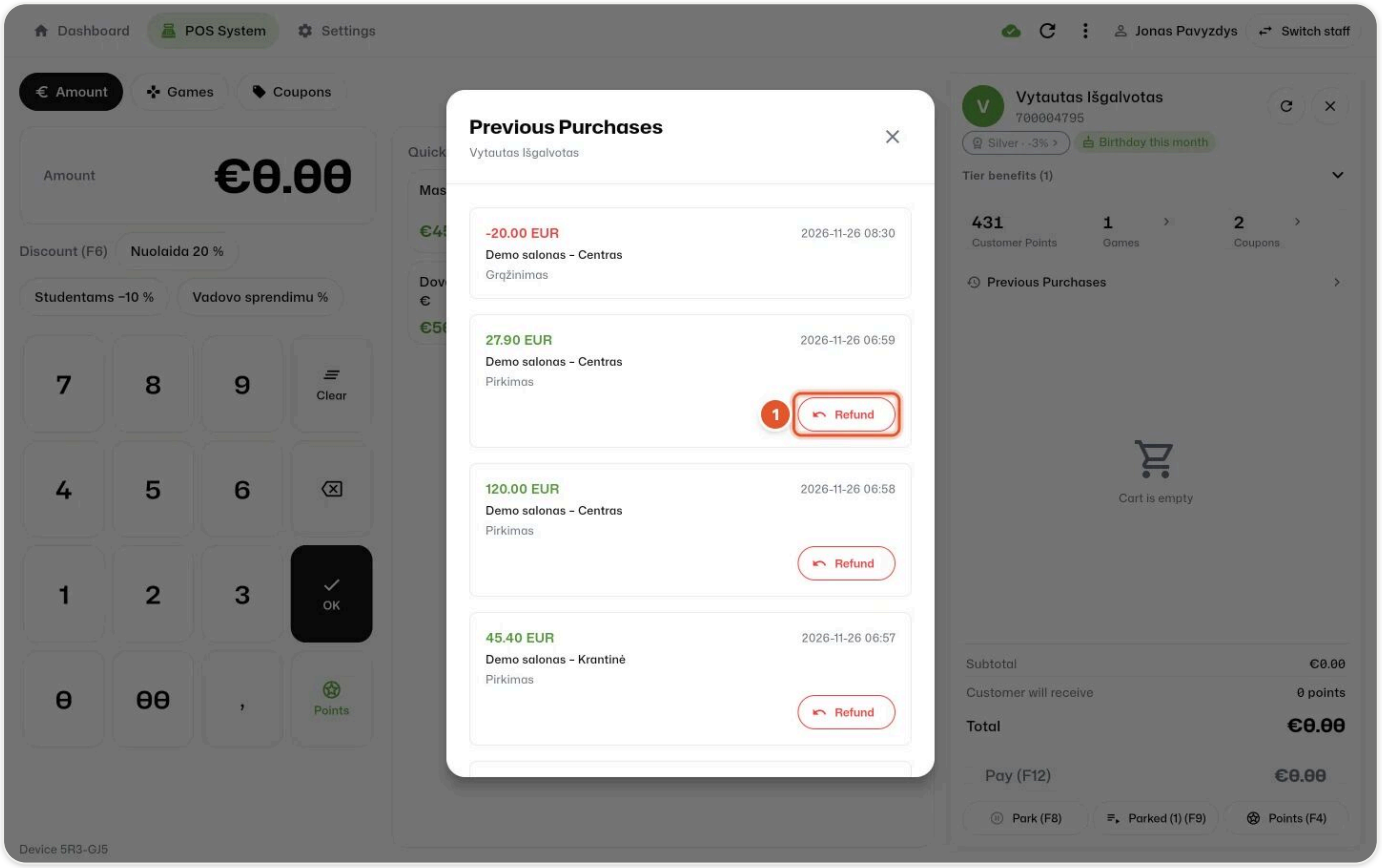
> A discount approved by a manager is dropped when you continue the sale: its approval is short-lived. Apply it again.

Past purchases and refunds

How to find a customer's purchase and refund all of it or a part.

Find a purchase

Choose the customer and press **Previous Purchases**.

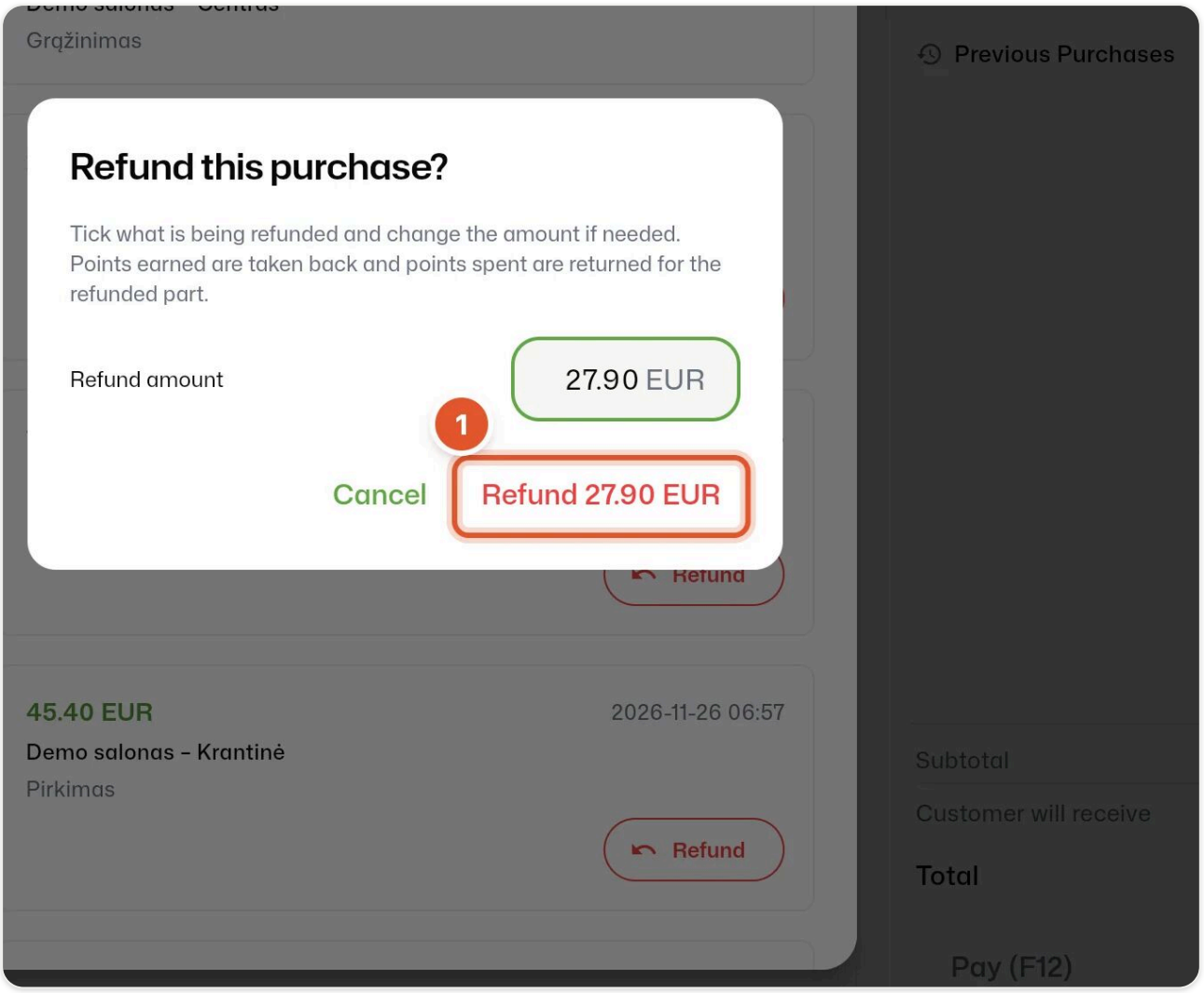


1 **Refund** – opens the refund window.

Refund

1 Next to the purchase, press **Refund**.

2 Keep ticked only the parts being returned. If not the whole amount is refunded, change it.



1 **Refund** – refunds the ticked parts.

3 Press the refund button with the amount. Hand the money back yourself.

What happens to the points

- Points earned on the refunded part are taken back.
- Points used on the refunded part are returned to the customer.
- The customer's tier is recalculated at once.

Cannot be undone

A refund cannot be cancelled. If you made a mistake, enter the purchase again.

If something goes wrong

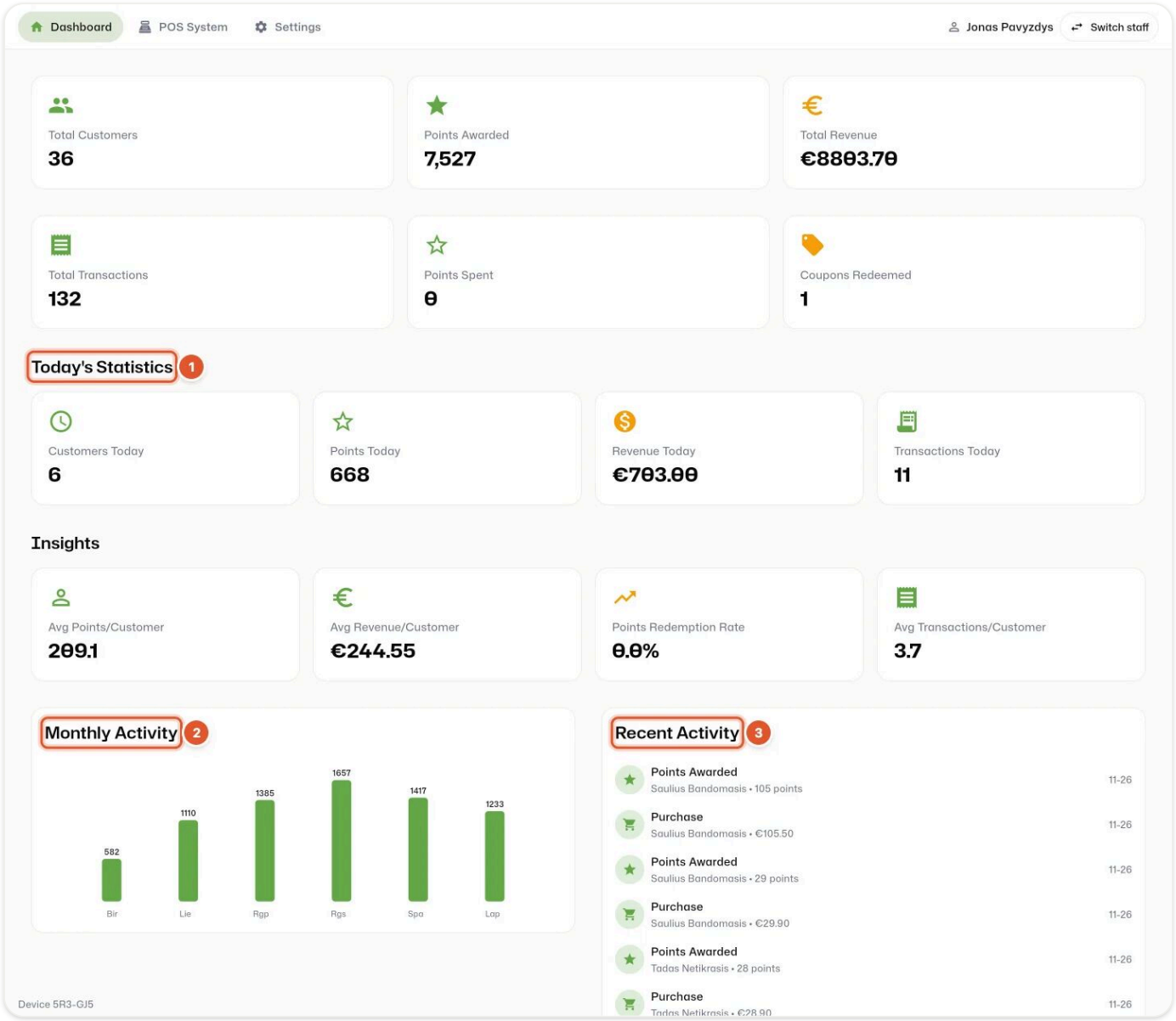
What you see	What to do
The purchase is already refunded	The whole amount was refunded.
The amount does not match the purchase	Enter no more than is left to refund.
The purchase is not in the list	Another customer is chosen.

Dashboard

The shop's numbers at the till.

The dashboard shows your shop's customers, points, revenue and today's activity.

Open **Dashboard** .



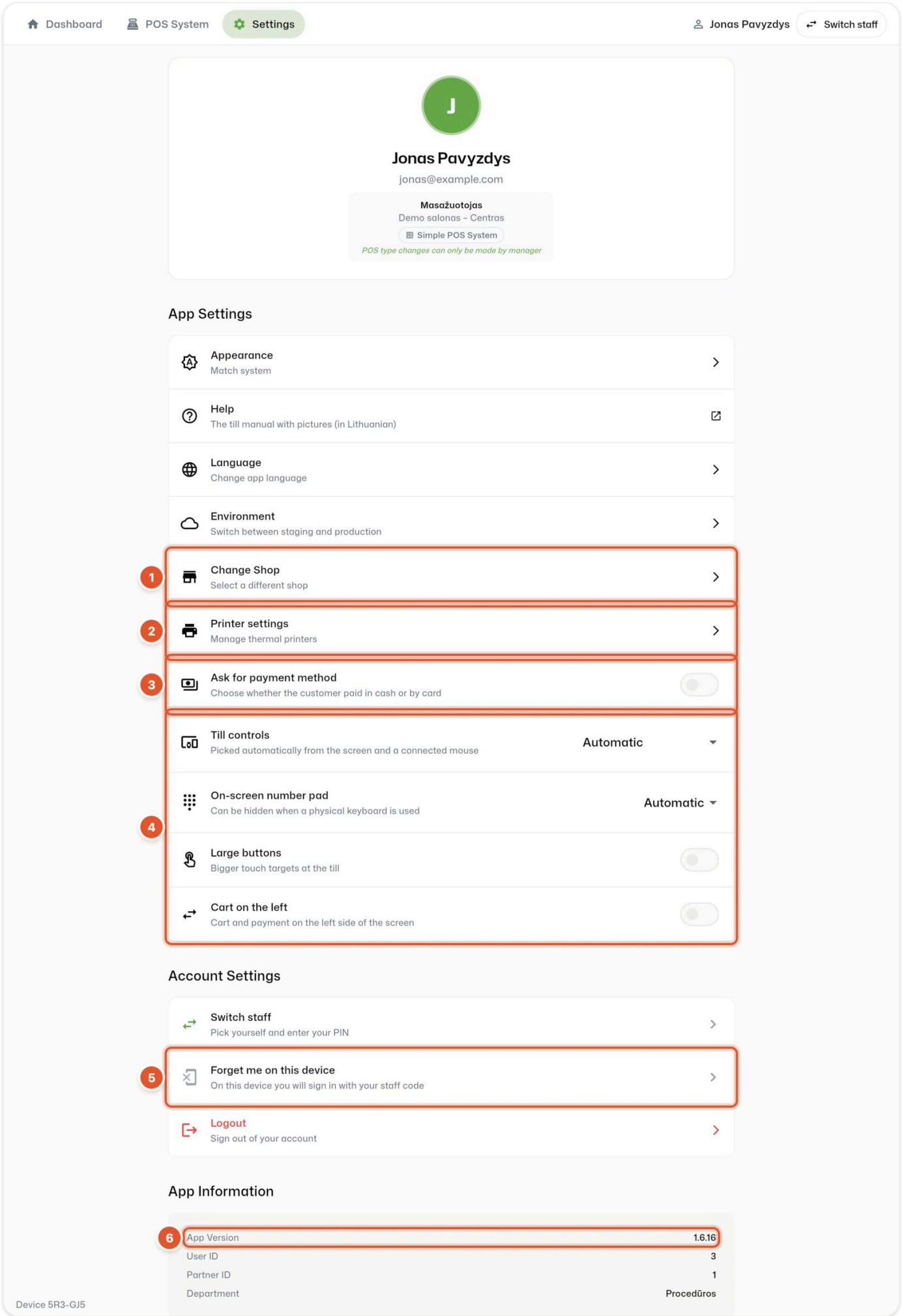
1. **Today's statistics** – today's customers, points, revenue and sales.
2. **Monthly activity** – points given over the last months.
3. **Recent activity** – purchases and points.

Below are the monthly activity bars and the latest events. Your manager sees detailed reports in the portal.

Settings

The till's look, language, shop and layout.

Open **Settings**. Most settings apply only to this device.


Dashboard
POS System
Settings
Jonas Pavyzdys
Switch staff
J
Jonas Pavyzdys
jonas@example.com
Masažuotojas
Demo salonas - Centras
Simple POS System
POS type changes can only be made by manager
App Settings
Appearance
Match system
Help
The till manual with pictures (in Lithuanian)
Language
Change app language
Environment
Switch between staging and production
1
Change Shop
Select a different shop
2
Printer settings
Manage thermal printers
3
Ask for payment method
Choose whether the customer paid in cash or by card
Till controls
Picked automatically from the screen and a connected mouse
Automatic
On-screen number pad
Can be hidden when a physical keyboard is used
Automatic
4
Large buttons
Bigger touch targets at the till
Cart on the left
Cart and payment on the left side of the screen
Account Settings
Switch staff
Pick yourself and enter your PIN
5
Forget me on this device
On this device you will sign in with your staff code
Logout
Sign out of your account
App Information
6
App Version
1.6.16
User ID
3
Partner ID
1
Department
Procedūros
Device 5R3-GJ5

1. **Change shop** – when you work in several.
2. **Printer settings** – the receipt printer.
3. **Ask for payment method** – choose cash or card before paying.
4. **Till layout** – control, keyboard, button size and basket side.
5. **Forget me on this device** – here you will sign in with your code again.
6. **App Version** – you see it here when asking for help.

Fit the till to your work

- **Till control** – for a mouse and keyboard, or for touch. Automatic suits most.
- **On-screen number pad** – hide it if you have a physical keyboard.
- **Large buttons** – easier on a touch screen.
- **Basket on the left** – for left-handed people or a screen set up the other way.

> ⚠ Environment
>
> Under **Environment**, production must be chosen. In the test environment real codes and customers do not work.

Change the language

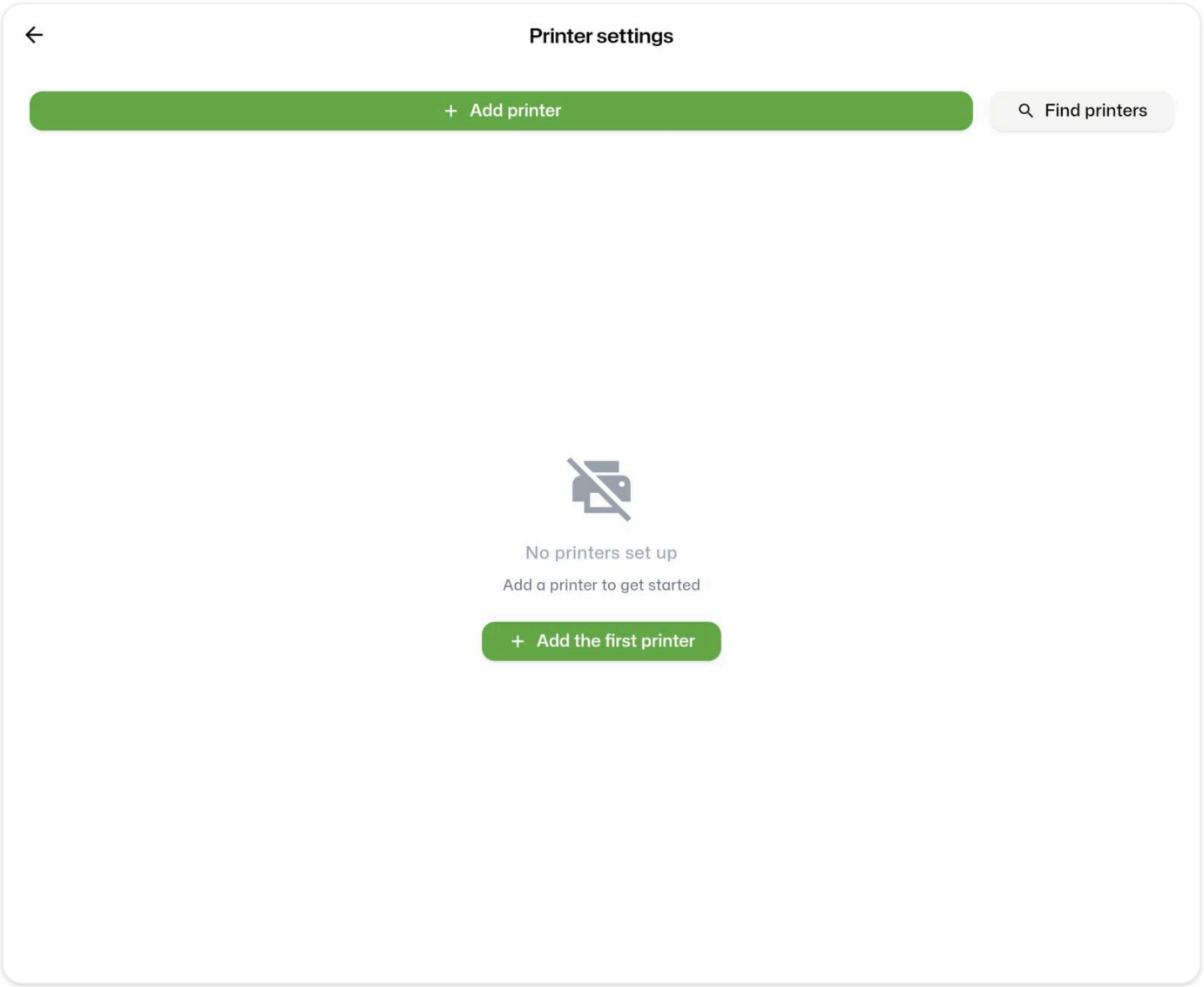
Settings → **Language**. Lithuanian and English are available.

Printer

How to connect a receipt printer.

A receipt printer is optional. Thermal printers work: USB, network and Bluetooth.

Open **Settings** → **Printer settings**.



1. Turn the printer on and press the button that searches for printers. If it finds none, add the printer by its IP address.
2. Choose the paper width and save.
3. Print a test receipt.

To print a receipt automatically after each sale, turn on automatic receipt printing.

> ⚠ **This is not a fiscal receipt**
>
> The till prints a loyalty receipt. Give the customer the fiscal receipt from your cash register.

If something goes wrong

What you see	What to do
The till cannot connect to the printer	Check that it is on and in the same network.
Symbols print instead of Lithuanian letters	Change the printer model in the settings.

Kiosk mode

How to leave only the till on a device.

Kiosk mode is for a tablet at the counter: nobody can leave the app without a PIN.

Android tablet

1. Open **Settings** and quickly tap the **App Version** row 10 times.
2. Create a kiosk PIN. It is different from a staff PIN.
3. Turn on **Kiosk mode**.

The settings are hidden on purpose, so that a customer does not find them by chance.

In kiosk mode you can:

- connect to WiFi without leaving the app;
- check for updates;
- restart the device.

> For the tablet to lock completely, the app must be made the device owner. The command is on the same page. If you see it for the first time, write to us.

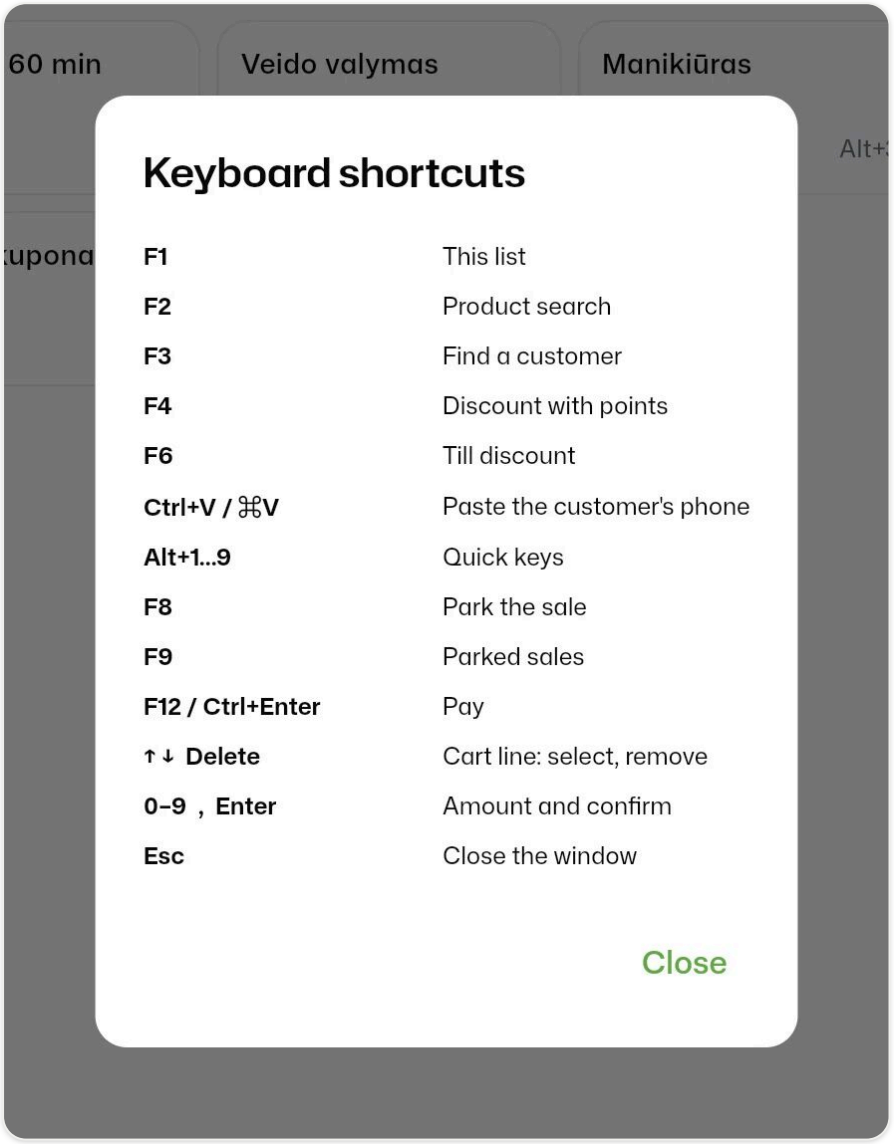
Computer

Settings → **Full screen mode** fills the whole screen without the window frame.

Keyboard shortcuts

All the till's keys on a computer.

On a computer you can work without a mouse. F1 opens the list at any time.



In lists

- ↑ ↓ move the selection, Enter confirms, Esc closes.
- Choose a purchase part or a staff member by its number.

> **macOS**
>
> If the F keys change the volume or brightness, press them together with fn.

Updates

How the till updates itself.

The newest till version: **1.6.17**, released 2026-11-26.

The till tells you about a new version itself: at start, and then every 15 minutes on a computer and in a browser, every 6 hours on a phone. On the new version card, press **Update**.

Where	What happens
Windows and macOS	The till downloads, installs and reopens itself.
iPhone, iPad	The App Store opens.
Android	Google Play opens.
Browser	The page reloads.

An unfinished sale is parked before the update and is not lost.

If it fails

Press **Retry** or **Download** and install the file yourself. You see your version in **Settings** → **App Version** and at the bottom of the sign-in screen.

Troubleshooting

The most common problems and how to solve them.

The till does not sign in

Sign	Solution
The code does not work	Make sure the bottom says “PRODUCTION”, not the test environment.
The PIN is locked	Wait 15 minutes or sign in with your code. Signing in
It asks to choose a shop	Choose the one you work in.

No internet

Without the internet a purchase cannot be recorded. The amount stays on the screen or is parked. When the connection is back, press **Pay** .

The scanner does not scan

- Check that the scanner works as a keyboard: scan a code into a plain text window.
- The scanner must send **Enter** after the code. That is the factory setting.
- Close open windows and try again.

The points were not added

Reason	What to do
No customer was chosen	Without a customer the purchase is not recorded. Scan the card and enter the purchase.

Reason	What to do
The purchase part earns no points	Your manager set it so.
The customer sees an old balance	In the app, pull the list down.

The screen looks outdated

In a browser press Ctrl + Shift + R (macOS – ⌘ + Shift + R).

When asking for help

Give the device code and the app version – both are at the bottom of the sign-in screen. Write to info@loyalty.lt.