

You use Flits in **business mode**: at the top of your screen is the dark bar "BUSINESS · your business name".

1. Scanning

- The guest shows the code in their Flits app.
- Tap **SCAN** at the bottom and point the camera at the QR code.
- Too dark? Switch on the torch.

2. Entering a code

- Scanning not working? Tap **Enter code** and type the 6-digit code shown with the QR code.

3. Table deal: giving the discount

-  You see the name, the number of people and the discount.
- More or fewer people than claimed? Adjust the number with – or +.
- Enter the discount in the till using the **till helper**, for example "FLITS €10.00 table discount — ref 482913". Tap copy if your till supports it.
- The guest pays the rest with you as usual.

4. Handing over takeaway

-  You see the name, what was ordered, "paid" and the order number (e.g. #4821).
- Hand over the order and tap **Handed over**.
- **Don't ring it up as a new sale.** It has already been paid through Flits. Record it as a Flits sale.
- Is the guest showing a moving confirmation screen in their own app? Then they've swiped themselves and the order already shows as "Collected". Hand it over; you don't need to scan anything.

- The takeaway list is on the **Today** screen. You can also swipe to *Handed over* there.

5. If you see (orange: take care)

- **"Belongs to another location"** — the code is for a different business. Don't redeem it.
- **"Already redeemed at 17:12"** — this code has already been used. Don't give the discount or hand over the order again. Not sure? Get your manager.
- **"Window expired 4 min ago — redeem anyway?"** — only a manager can approve this, up to 15 minutes after the window.
- **"Collection window only starts at 16:30 — hand over now?"** — the guest is early. Decide whether to hand it over now, or ask the guest to come back from the start time.

6. If you see (red: don't redeem)

- **Invalid, cancelled or refunded** — don't give a discount and don't hand anything over.
- Explain kindly that the code is not (or no longer) valid. The guest can contact Flits support in their app.
- Not sure? Get your manager.

7. Guest doesn't show up

- Only once the arrival window has passed can you swipe the expected guest on **Today** to **Didn't show**.

No internet? The scanner keeps working and syncs as soon as you're back online.

Questions? Ask your manager, or open **More → Help & support** in the app.