VENUE HANDBOOK

Reporting

Sales, staff performance, cash-up, and end-of-day visibility.

Updated Sun Jul 26 2026 02:00:00 GMT+0200 (South Africa Standard Time)

Owners · managers · supervisors

Contents

Overview

Reporting answers: *How did we trade? Who sold what? Where did cash go? What leaked in comps?* Use **Sales → Analytics / Orders / Cash up** and related dashboards on admin (desktop or mobile).

What to check every day

1. **Sales today** vs a normal day (filters in Analytics).
2. **Open orders** — nothing abandoned.
3. **Unpaid / signed** list — chase plan.
4. **Comps / voids** — anything unusual.

5. **Cash up** completed for shifts that ended.

Tavio reporting centres on **Cash up**, **Analytics**, and **Orders** history — not classic Z/X register reports.

> **Tip:** Pick a fixed morning routine (10 minutes) before deliveries arrive.

Cash up

Cash up reconciles expected drawer money vs counted cash, cards, tips, and payouts.

1. Staff finish open tables.
2. Run cash up for the session/shift.
3. Count cash; enter totals.
4. Explain variance (wrong change, missing tip entry, payout).
5. Manager signs off per your policy.

> **In admin:** Sales → Cash up — review historical cash-ups when a shift disputes numbers.

Analytics slices that matter

View	Why
Sales by hour	Staffing the rush
Sales by staff	Coaching & incentives
Kitchen vs bar	Prep load
Payment mix	Cash exposure & card fees
Top products	80/20 menu focus
Comps / unpaid	Leakage

Exports

Export orders or summaries when you need accountants, franchise reports, or Xero-linked workflows. Keep raw exports stored safely.

Trading day reminder

Reports follow **business hours**, not always calendar midnight. If Friday service ends 02:00 Saturday, those sales may still sit on Friday's trading day.

Common mistakes

- Reading "today" without checking hours.
- Comparing staff sales without section fairness.
- Ignoring comps because "it was only a few drinks."

Tips

> **Good practice:** Weekly 15-minute owner review: sales, variance, top voids/comps, unpaid aging.

Troubleshooting

If this happens	Check this
Numbers disagree with memory	Filters (staff, payment, date); trading day
Cash up variance	Tips entry; payouts; wrong shift selected
Missing order	Still open; voided; wrong venue/day
Export empty	Date range; filters

Glossary

Term	Meaning
Cash up	Shift money reconciliation
Trading day	Open-to-close reporting window
Leakage	Comps, voids, unpaid, theft, errors
Session	Staff work period on POS