



WashFold

Complete User Guide
Administrator & Cashier

Version 1.1.2 · Windows

Laundry & dry-cleaning management

MES-DEV · mes-dev.com

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Version 1.1.2 · Windows · MES-DEV

WashFold is an offline-first point-of-sale and management system for laundries, dry cleaners and garment-care shops. It runs entirely on your own PC. No internet connection is needed for daily work, no account to create, and your data never leaves your machine.

Part 1 — Getting started

1. Installing and first launch

- 1 Download WashFold from **mes-dev.com**, or install it from the **Microsoft Store**.
- 2 Run the installer. If Windows shows a security warning because the installer is not code-signed, choose **More info** → **Run anyway**.
- 3 Launch WashFold from the Start menu.

Upgrading from an older version? Just run the new installer. It detects the old version, removes it and installs the new one in a single step. **All your data is kept** — price lists, services, customers, orders, payments, staff accounts and settings. Your database lives in a separate folder that the installer never touches:

```
C:\Users\<your user>\AppData\Roaming\com.mesdev.washfold\washfold.db
```

The only action that would delete your records is choosing to remove application data during a standalone uninstall. Decline that prompt if you ever see it.

2. The setup wizard

On first launch WashFold builds a demo environment so you can explore a working shop rather than an empty one. It runs through eight steps:

- 1 Business profile
- 2 **Pricing Configuration** — builds the Standard and Express pricing matrix with sample prices
- 3 Garments and services
- 4 Customers
- 5 Orders
- 6 Packages
- 7 Accounting records
- 8 Finishing up

At the end you see **You're all set!** with two temporary sign-in PINs:

Role	Example name	Username
Owner / Admin	David Reynolds	@david
Cashier	Sara Mitchell	@sara

Write these PINs down before continuing. They are shown once.

Change both PINs as soon as you sign in — Management → Users & Roles. They are temporary demo PINs and anyone who has seen this screen knows them.

Click **Proceed to Login**.

3. Demo mode and removing demo data

While demo data is present, a purple banner sits across the top of every screen:

Demo mode active. Explore all features freely — when you're familiar with the app and ready to start real operations, remove the demo data first.

Use this period to train yourself and your staff. Create orders, take payments, cancel things, print receipts. Nothing you do here matters.

When you are ready to go live

You have two options, and they do different things.

Option A — Remove Demo Data (the purple button in the banner)

Clears the demo shop and returns you to the setup wizard so you can enter your own business details, garments, services and prices from scratch.

Option B — Clear transaction data (Settings → Data)

Keeps everything you have configured — your catalog, services, price lists, packages, staff accounts and settings — and deletes only the trading history: orders, payments, income, cash sessions, expenses and deliveries. Order numbering restarts at 1.

Use Option B if you have already replaced the demo catalog with your own prices and only want to clear the practice orders. Full instructions in section 28.

4. Signing in

WashFold uses a PIN keypad rather than passwords. Your shop name and logo appear above it.

- Tap your PIN (4 to 6 digits) and press the arrow key.
- Each person has their **own PIN**. Two accounts can never share one.
- After several wrong attempts the keypad locks briefly.

To switch users, click the arrow beside your name at the bottom-left of the sidebar to sign out.

5. The screen at a glance

Left sidebar — navigation, split into two groups:

Everyday

Dashboard · Counter · Orders · Quick Status · Customers · Support

Management

Catalog · Packages (Premium) · Price Lists (Premium) · Deliveries (Premium) · Expenses (Premium) · Reports · Accounting · Settings · Users & Roles

A padlock (Premium) marks a Premium feature. Cashiers see a reduced list.

Top bar — your shop name, a **Premium** badge (or **Upgrade** on the free version), and **+ New Order**.

Bottom-left — the signed-in user, their role, and the sign-out button.

The Dashboard

Eight figures across the top:

Card	Meaning
Today's Orders	Orders created today
Today's Sales	Value of today's orders
Ready for Pickup	Orders washed and waiting
Open Balance	Money customers still owe on orders not yet delivered
Month Orders	Orders this calendar month
Month Sales	Value this calendar month
7-day avg	Average daily sales over the last week
Customers	Total customers on file

Below: a **Sales — last 7 days** bar chart, an **Order summary** (Open / Processing, Ready for pickup, Delivered today) with a shortcut to Quick Status, and a **Recent Orders** table.

Part 2 — Daily work

Everything in this part is available to both Cashiers and Admins unless noted.

6. Counter — taking an order

Counter in the sidebar, or + **New Order** from anywhere.

Step 1 — Choose the price mode

At the top of the garment panel: **Standard** or **Express**. Express uses your express price list, normally at a premium for faster turnaround. (Multiple price lists are a Premium feature.)

Step 2 — Add garments

Click a garment card — Shirt, Trousers, Jacket, Dress, Blanket / Quilt, or whatever you have configured. Then **Add item** to choose the service and quantity.

Each line in **Order items** on the right shows:

- Garment and service
- **Quantity** box — editable
- **Unit price** box — editable, so you can override the price for this order only
- Line total
- A bin icon to remove the line

Step 3 — Choose the customer

The customer is **required**. Either:

- Search the existing list, or
- Click **New** to add one on the spot (name, phone, email)

If the customer has a **wallet** or **subscription**, it appears under their name — for example *Subscription (SUB-0001) · Shirt Washing 10/20 · Trousers Ironing 6/10*, showing how much of their allowance is left.

Items covered by a subscription are marked ✓ **covered** and their price is struck through.

Step 4 — Delivery type

Store Pickup or **Home Delivery**. Home delivery is a Premium feature and may add a delivery fee.

Step 5 — Discount

Enter a discount in the **Discount** box. Whether this is an amount or a percentage is set in Settings → Invoice.

Step 6 — Review the totals

- **Subtotal** — sum of all lines

- **Subscription covers** — deducted where allowances applied
- Discount, delivery fee, tax
- **Total to pay**

7. Payment at the counter

This is the part that matters most for your books, so it works in two clear steps.

Step 1 — Is this order paid?

Two buttons under **Payment status**:

Unpaid — nothing else appears. The order is created with the full balance outstanding. Collect the money later from the order screen. Choose this when a customer pays on collection.

Paid — the amount field and payment methods appear.

Paying an order does **not** mark it ready for pickup. Washing status and payment status are tracked separately, exactly as they work in a real shop.

Step 2 — Amount and method (Paid only)

Amount paid — type what the customer actually **handed over**. **Pay full** fills in the exact total.

If they give you more than the total, a green **Change due** panel appears immediately showing what to hand back. WashFold records only the amount owed as income — the surplus is change, not revenue. Your income ledger and cash drawer stay accurate.

Payment method — Cash is selected by default.

Method	Notes
Cash	Goes into the cash drawer
Card	Premium. Opens a short prompt for the last digits of the card
Wallet	Appears only if the customer has one. Deducts from their prepaid credit
Subscription	Appears only if the customer has one. Consumes their allowance

Card details: the digit prompt is **optional** — tap Confirm with nothing typed and the receipt simply prints "Card". If you do type digits they must be complete; a half-entered reference is rejected as a typo. Choose how many digits are captured in Settings → Invoice → Card reference digits (2 to 8, default 4).

Wallet and subscription customers are always treated as Paid — those are prepaid instruments that settle when the order is created.

Step 3 — Create the order

The button reads **Create Order & Print** for an unpaid order, or **Take Payment & Print** when money is being collected.

The receipt prints automatically. If change was given, a message shows the amount for ten seconds.

What the receipt shows

Shop name and logo · Order number · Date and time · Customer name and phone · **Served by** (the staff member) · Delivery type · Item lines · Subtotal, subscription coverage, discount, delivery, tax, total · **Payment method** (with masked card digits) · **Tendered** and **Change** when change was given · Balance due · A status stamp: **PAID / PARTIALLY PAID / UNPAID / COVERED / VOIDED**

Free-version receipts carry a small "Powered by WashFold" line at the bottom.

8. Orders — finding and managing orders

Orders in the sidebar.

Filter tabs: All · Open · Ready · Delivered · **Void** (admins only)

Search by order number, customer name or phone.

Date range with shortcuts: This month · This year · All time.

Columns: Order · Customer · Date · Total · Balance · Status · Action

The Balance column shows either the amount outstanding in red with **Unpaid** or **Part paid** beneath it, or **Paid** in green, or **Covered** for a fully subscription-covered order.

The **Action** column offers the next step in one click — **Ready** on an open order, **Delivered** on a ready one.

Export: CSV · PDF · Print (Premium).

Click any row to open the order.

9. Order detail

The action bar

Button	When it appears
Mark Ready for Pickup	Order is Open
Mark Delivered	Order is Ready
Take Payment	A balance is outstanding
Print Receipt	Always
Void Order	Admins only, and only while the order is Open

Marking an order **Delivered** while money is still owed asks you to confirm first. You can still proceed — some customers pay later — but it will not happen silently.

Taking a payment

Enter what the customer handed over and choose the method. As at the counter, only the outstanding balance is recorded and any surplus is reported as change.

Cash taken here goes into the cash drawer and is recorded against you.

Voiding an order (Admin only)

Voiding cancels an order that has not been washed yet and returns the money.

- 1 Click **Void Order** (available only while the order is Open)
- 2 A window shows exactly what will be refunded, broken down by method
- 3 Type a **reason** — at least 5 characters, and required
- 4 Confirm

Refunds go back the way they came:

Paid by	Refund
Cash	Out of the cash drawer
Card	Recorded here, but you must issue it on your card terminal
Wallet	Credit returned to the wallet, exact original split preserved
Subscription	Allowances returned to the customer

Voided orders are **never deleted**. They stay on record, drop out of your sales figures, and are listed under Accounting → Voids & Refunds. You can reprint a voided order's receipt — it prints a **VOIDED** stamp with the reason.

A paid, delivered order **cannot** be voided. That protection is deliberate: a completed sale must never vanish from the books.

10. Quick Status

Quick Status in the sidebar — for moving many orders through the shop without opening each one.

Two columns:

Open / Processing — each card shows the order number, a paid/unpaid badge, customer, time, item count and total, with a **Mark Ready** button.

Ready for Pickup — the same, with **Mark Delivered**.

Click the arrow on any card to open the full order. **Refresh** reloads the board.

11. Customers

Customers in the sidebar.

Columns: Name · Phone · Email · Loyalty · Joined, with edit and delete icons.

Search by name or phone, filter by joining date, export to CSV or PDF (Premium).

Add creates a customer: name (required), phone, email, address.

Click a customer to open their profile: contact details, **loyalty points and prepaid balance** (Premium), and their full order history.

Free version: up to 50 customers.

12. Cash Drawer

Accounting → Cash Drawer. Cashiers see only their own sessions; admins see everyone.

Your day

Figure	Meaning
Opening balance	Cash in the till at the start. Admins can Adjust it
Cash received	Cash payments taken today
Cash paid out	Cash refunds paid today
Expected balance	What should be in the drawer now

Closing the drawer

Close Drawer & Count Cash at the end of your shift. Count the physical cash, enter the actual amount, and WashFold records the difference. The session list shows Opening, Cash received, Cash paid out, Expected, Actual, **Diff** and status. A discrepancy is flagged with a warning icon.

Part 3 — Management (Admin only)

13. Catalog

Catalog in the sidebar. Three tabs.

Garments

The items you accept — Shirt, Trousers, Jacket, Dress, Blanket / Quilt. Each has a name and a category label (Tops, Bottoms, Outerwear, Dresses, Household). View, edit and delete icons on each card. + **Add garment type** to create more.

Free version: up to 5 garment types.

Services

The operations you perform — Washing, Ironing, Dry Clean, Pressing, Starching, Special Treatment. + **Add service type** to create more.

Unlimited on every version.

Pricing

A grid of every garment against every service. Choose the **Price matrix** (Standard, Express, or any list you have created) from the dropdown and type prices directly into the cells.

Prices save automatically when you click away. A price of 0.00 means that combination is not offered.

14. Price Lists — Premium

Create alternative price lists — Standard, Express, Corporate, or seasonal pricing. Each garment × service combination gets its own price per list. One list is marked as default.

At the counter, the Standard / Express toggle switches between lists.

15. Packages — Premium

Packages in the sidebar. Three tabs.

Wallet Plans

Customers load credit onto a wallet and orders deduct the real value. You can add bonus credit on top as an incentive.

Each plan shows the credit, the bonus and the expiry:

- *Gold Wallet — \$100 credit + \$15 bonus, expires after 180 days*

- *Silver Wallet — \$50 credit + \$5 bonus, expires after 90 days*
- *Starter Wallet — \$25 credit, no expiry*

+ **New wallet plan** to create one. + **Assign Wallet** on a card sells it to a customer.

When a wallet is used at the counter, the main balance is spent before the bonus.

Subscription Plans

Customers pay a flat fee for a set number of service uses over a period.

- *Basic Monthly — \$25.00, 30 days: Shirt Washing x20, Trousers Ironing x10*
- *Family Monthly — \$55.00, 30 days: Shirt Washing x40, Trousers Ironing x20, Jacket Dry Clean x5*

+ **New subscription plan** to create one: name, description, price, validity in days, and the allowances (garment × service × quantity).

Assigned Packages

Every wallet and subscription currently held by a customer.

Active wallets show the holder, reference code, plan, expiry, remaining balance and remaining bonus.

Active subscriptions show the holder, reference, plan, date range, status and remaining allowances.

Show subscription profitability compares what customers paid against the real value of services delivered — so you can see whether a plan is priced correctly.

16. Deliveries — Premium

Deliveries in the sidebar. Schedule and track home deliveries.

Scheduling

Schedule delivery opens a form:

- **Link to order** (optional)
- **Customer** (required) and **Phone**
- **Address**
- **Area / District** — with suggestions for your country
- **Date**
- **Time slot** — Morning 8:00–12:00 · Afternoon 12:00–17:00 · Evening 17:00–21:00
- **Driver / Staff**
- **Notes**

Tracking

Filter tabs: **Active** · **Delivered** · **Failed** · **All**

A delivery moves **Pending** → **On the way** → **Delivered** using the button on its card.

The X icon marks a delivery as failed. It asks you to confirm first and explains that the record is kept. Failed deliveries appear under the **Failed** filter and can be **put back in the queue** — a driver who could not deliver today may try again tomorrow.

The bin icon deletes the delivery record permanently. Owner only. This destroys the address, slot, driver and status for that job.

17. Expenses — Premium

Expenses in the sidebar. Record what the shop spends.

Add Expense:

- **Category** — Supplies, Utilities, Rent, Salaries, Equipment, Maintenance, Marketing, Customer Bonus, Other
- **Amount**
- **Vendor**
- **Invoice #**
- **Payment method** — Cash, Bank Transfer, Card, Cheque, Other
- **Note**
- **Date**

The list shows a running total for the selected date range, with CSV, PDF and Print export.

Expenses feed the Profit & Loss report.

18. Reports

Reports in the sidebar.

Revenue — Last 7 days — daily bar chart. *Available on every version.*

Revenue by service — Last 30 days — which services earn the most. *Premium.*

Peak hours — when your shop is busiest. *Premium.*

19. Accounting

Accounting in the sidebar. Four tabs, with different visibility by role.

Income Ledger — Admin

Every payment received, with a date range filter.

Total income for the period, and a **By source** breakdown — Wallet Purchase, Cash, Card, Subscription.

The table lists Date & time, Source, Customer, Cashier, Reference and Amount, with a period total. Export to CSV, PDF or Print.

Note that a subscription order shows **\$0 (pre-paid)** — the money was collected when the subscription was sold, not when the order was placed.

Cash Drawer — Premium

See section 12. Admins see all cashiers; cashiers see only their own.

Profit & Loss — Premium, Admin

Month by month, with Prev / Next navigation.

Total income · Month Expenses · Net Profit, plus an **Income breakdown** and an **Expense breakdown** with proportional bars.

Voids & Refunds — Admin

Every cancelled order and the money returned.

Date range, three summary cards (**Voided orders**, **Voided value**, **Refunded**), a **Refunds by method** breakdown, and a table of Order, Customer, Voided date, By whom, Order total, Refunded and Reason. Export to CSV or PDF.

20. Users & Roles — Admin

Users & Roles in the sidebar.

Allow cashiers to change their own PIN — a switch. When off, only the admin can change a cashier's PIN.

Each user card shows name, username, role badge, loyalty figure, last login and creation date, with icons to edit, change PIN, deactivate, ban and delete.

+ **Add User**: name, username, role (Owner/Admin or Cashier), PIN and PIN confirmation.

PIN rules

- 4 to 6 digits
- **Every account must have a different PIN.** If you enter one already in use, WashFold refuses and tells you which account holds it
- A deactivated user's PIN stays reserved, so reactivating them cannot create a clash

If you upgraded from an older version and two accounts shared a PIN, WashFold keeps the first account active and **deactivates the others** on first launch, then shows a red banner naming them. Give each one a new PIN and reactivate.

Free version: 2 users (1 owner + 1 cashier).

Part 4 — Settings (Admin only)

Settings in the sidebar. Eight tabs. Cashiers cannot open this page at all.

21. General

- **Logo** — Upload, or Reset to use your shop's initial. Appears on screen and on receipts
- **Business name**
- **Phone**
- **Address**
- **Country** — drives the area suggestions in Deliveries
- **Currency** — the symbol, e.g. \$ € KWD SAR
- **Currency position** — before or after the amount
- **Date format** — DD/MM/YYYY · MM/DD/YYYY · YYYY-MM-DD
- **Decimals** — how many decimal places prices use (KWD normally uses 3)

Save when done.

22. Invoice

- **Discount type** — **(\$)** Fixed or **(%)** Percent. Controls how the discount box at the counter behaves
 - **Default discount** — pre-filled on every new order. 0 for none
 - **(%) Tax / VAT** — applied to every order. 0 for none
 - **Card reference digits** — how many trailing card digits are captured and printed (2 to 8, default 4)
 - **Invoice footer notes** — printed at the bottom of every receipt, e.g. *Thank you for choosing us!*
-

23. Printing

- **Paper size** — Thermal 80mm · Thermal 58mm · A4 · A5
- **Print language** (*Premium*) — three options, named after your current interface language:

Option	Result
(your app language)	Receipts print in the language the app is set to
English	Always English, whatever the interface is set to

Option	Result
(<i>your app language</i>) + English	Both together — the main language with English beneath in small grey

If your interface is **English**, only one option is offered — English + English is a single language.

Arabic receipts print right-to-left automatically. Both languages print on **every** paper size; on 58mm a note reminds you that two languages make each receipt noticeably longer.

24. Languages

WashFold ships in **English, Arabic, Français and Español**, and you can add your own.

Each language card shows its flag, name, code, translation progress (e.g. *602/602 keys (100%)*) and buttons:

- **Use** — switch the interface to it
- **Auto-translate** — translate missing text with AI
- **Edit** (pencil) — change any phrase by hand
- **Export** (download) — save the translations to a file
- **Import** (upload) — load translations from a file
- **Delete** (bin) — remove a language you added

+ **Add Language** creates a new one from a name and code.

AI auto-translate setup

- **Provider** — e.g. Claude (Anthropic)
- **API Key** — get one from console.anthropic.com → API Keys

Your key is **stored locally only** and never sent anywhere but the provider.

Language switching, auto-translate and receipt language are Premium.

25. Business Rules — Premium

- **Enable automatic backup** — WashFold saves a backup on a schedule without being asked

26. License

Shows whether you are on the free version or Premium.

- **License key** — paste the key from your purchase email and press **Activate Premium**. One key covers 2 machines

- **Load licence file** — restore Premium from a licence file, useful on a PC where WashFold cannot write to its own folders
- **Licence diagnostics** — a technical report for support. Click **Copy** and paste it into an email if you are asked for it

Premium is a **one-time purchase made on our website** — not a subscription and not an in-app purchase.

27. Backup — and Restore

Manual backup

Export backup now saves everything — orders, customers, catalog, prices, packages, staff, settings, custom languages and their translations — to a single `.json` file. Choose where to put it.

Keep backups somewhere other than the shop PC: a USB stick, a network drive, or cloud storage.

Free version: one manual backup per calendar month. Premium: unlimited.

Automatic backup — Premium

- **Enable automatic backup**
- **Interval (hours)** — 24 by default
- **Backup folder** — Browse to choose

Restore from backup

Replaces **everything** currently in the app with the contents of a backup file.

- 1 **Choose backup file** and select your `.json`
- 2 WashFold shows what the file contains before touching anything — which version made it, the backup date, order count, customer count and total records
- 3 **Save safety copy** — a copy of your *current* data, in case you change your mind. Choose where to save it. (Or tick the box to skip if you already have a backup)
- 4 Type **CONFIRM**
- 5 **Restore now**

The app reloads with the restored data.

Restoring replaces staff accounts and their PINs too. After restoring, sign in with the PINs that were in use when the backup was made.

28. Data — clearing training data

Settings → Data. Owner only.

Use this when you have finished training staff and want to start your first real day with clean books, **without losing your setup**.

The page shows live counts of Orders, Payments and Expenses.

Also delete customers — leave this **unticked** to keep the customers you registered during training.

What is removed

Orders · Order items · Payments · Income entries · Cash sessions · Cash adjustments · Deliveries · Expenses · Wallet transactions · Sold wallets · Subscription usage · Sold subscriptions · Activity log

Order numbering restarts, so your first live order is number 00001.

What is kept

Garments · Services · Price lists and all prices · Wallet and subscription **plans** · Staff accounts · Languages and translations · Every setting

Sold wallets and subscriptions are cleared while the **plans** stay. Selling a wallet is a transaction; defining a wallet plan is configuration. Keeping a sold wallet would leave a balance that was already spent by orders you just deleted.

Doing it

- 1 Choose whether to include customers
- 2 **Clear transaction data**
- 3 Review the per-table breakdown of exactly what will be deleted
- 4 Type **CONFIRM**
- 5 Confirm

Take a backup first from the Backup tab. This cannot be undone, and a restore is the only way back.

Part 5 — Reference

29. Free version vs Premium

WashFold is free to download and use with **no time limit**. The free version never expires.

The free version includes

- Up to **100 orders, 50 customers, 2 staff accounts, 5 garment types**
- **Unlimited** service types
- Cash payments
- English interface
- Store pickup orders
- Order tracking, customer database, income ledger, revenue reports
- Cancelling an order and refunding it
- Restoring from a backup
- Clearing transaction data
- **One manual backup per calendar month**
- Receipts carry a small "Powered by WashFold" line

Premium adds

- Unlimited orders, customers, staff and garment types
- **Card payments** at the counter
- **Home delivery** scheduling and tracking
- **Prepaid wallets, subscription plans** and **loyalty points**
- **Multiple price lists** and pricing matrix editing
- **Expense tracking** and **profit & loss**
- **Revenue by service** and **peak hours** reports
- **Cash drawer** sessions
- **CSV and PDF export**, and list printing
- **Interface languages** other than English, **AI auto-translate**, and **receipt language** choice
- **Automatic scheduled backups** and unlimited manual backups
- Receipts without the "Powered by WashFold" line

A one-time purchase on mes-dev.com. No subscription, no recurring fee. One key covers 2 machines.

30. What each role can do

Area	Cashier	Owner / Admin
Dashboard	✓	✓
Counter — take orders	✓	✓
Orders — view, status, payments	✓	✓
Orders — Void tab	—	✓
Void an order	—	✓
Quick Status	✓	✓
Customers	✓	✓
Support	✓	✓
Catalog	—	✓
Packages	—	✓
Price Lists	—	✓
Deliveries — view and update	✓	✓
Deliveries — delete a record	—	✓
Expenses	—	✓
Reports	—	✓
Accounting — Income Ledger	—	✓
Accounting — Cash Drawer	Own sessions only	All cashiers
Accounting — Profit & Loss	—	✓
Accounting — Voids & Refunds	—	✓
Settings (all tabs)	—	✓
Users & Roles	—	✓

31. Backing up and moving to a new PC

Routine backups

Take a manual backup regularly and store it off the shop PC. On Premium, turn on automatic backups and point them at a folder that is synced or backed up elsewhere.

Moving to a new computer

- 1 On the old PC: **Settings → Backup → Export backup now**. Save the `.json` somewhere you can reach from the new machine
- 2 Install WashFold on the new PC and run through the setup wizard

- 3 **Settings → Backup → Restore from backup** and select your file
- 4 Type CONFIRM and restore
- 5 **Settings → License** — activate with your key

Remember a licence covers 2 machines. If both are already in use, deactivate the old one first (Settings → License → Deactivate) while it still has an internet connection.

32. Troubleshooting

"This PIN is used by more than one account"

Two accounts share a PIN. Sign in as the owner and give each person their own from Users & Roles.

A staff member cannot sign in after an update

If two accounts shared a PIN, the update deactivated the duplicates to stop anyone signing in as the wrong person. Users & Roles shows a red banner naming them. Set a new PIN for each and reactivate.

The Open Balance looks wrong

Open Balance counts money owed on orders not yet delivered. It never shows a negative number. If a figure looks wrong, check Orders for unpaid orders still marked Open or Ready.

Receipt prints in one language when I chose two

Two things to check. Your interface language may be English — "English + English" is one language. Or the setting may not have been saved: reselect it and press **Save**.

The receipt is too long on 58mm paper

Printing in two languages adds a line to nearly every row. Switch **Print language** to a single language, or use 80mm paper.

Windows blocks the installer

WashFold's installer is not yet code-signed. Choose **More info → Run anyway**. If your antivirus quarantines it, restore the file and add an exception.

Premium switched off by itself

WashFold checks your licence periodically. If it cannot reach the server it keeps working; if the server rejects the key several times, Premium switches off. Check the internet connection and reopen Settings → License. If the licence file was copied from another computer, Premium is withheld until the server confirms a seat is free on this one.

I deleted something by mistake

Restore your most recent backup: Settings → Backup → Restore from backup. This replaces everything, so anything recorded since that backup will be lost.

33. Getting help

Support in the sidebar has contact details and useful links.

Email **contact@mes-dev.com** or visit **mes-dev.com**.

When reporting a problem, include:

- What you were doing when it happened
- What you expected and what happened instead
- A screenshot if you can
- For licence problems: Settings → License → Diagnostics → **Copy**, and paste it into your email

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