

Capcount – manual for managers

For admins and bar managers. For people who only book drinks, there is the shorter manual for users.

Who does what?

Role	What you can do
User	Book drinks, top up cards, add members.
Bar manager	Everything a user can do, plus the bills of groups that pay afterwards: enter the count, mark as paid, confirm reported payments.
Admin	Everything, plus approve users, give roles, set up groups and prices, view the log and manage the subscription.

Whoever creates the club is the **owner** and always stays admin.

Getting started

1. Open **capcount.eu** on your phone and tap **Sign in with Google**.
2. Choose how to start:
 - **Create a new club:** give it a name (e.g. Karate Bornem), choose the type of club and tick that you accept the terms. You become owner and admin. The groups get general names (Section 1, Team 1 ...). Give them their real names in **Manage**. The first month is free.
 - **Join your club:** enter the 6-character code you got from the admin. Wait until you are approved.
3. Put the app on your phone. **Android:** install Capcount from the Play Store, or open capcount.eu in Chrome → menu → **Install app**. **iPhone:** Safari → share button → **Add to Home Screen**. Updates happen automatically.
4. The first time, the app asks which group you belong to. After that it always opens on that group.

Language: Dutch, French or English. Choose at the bottom of the sign-in screen or in **Manage → You**. Every user chooses their own language.

Three ways to pay

For each group you choose how its members pay: **Manage → Sections** (or Teams, Groups) → **Payment**.

Way	How it works	For whom
In advance (top up the card)	The member tops up money. Each drink is taken off straight away.	The normal choice. Most clubs only work this way.
Afterwards, count per month	No card. At the end of the month the bar managers count the caps and make the bills.	A fixed group you trust, e.g. the board.
Afterwards, count per week	The same, but every week.	Groups that drink often and want to settle quickly.

Not sure? Choose **in advance**. It is the simplest, and no money is ever left outstanding.

1. Paying in advance with the card (Till tab)

By default a member tops up €10 and a drink costs €1. Change this in **Manage** → **Prices**, or per group in the group itself.

- **Drink:** tap **Drink –€1** next to the member.
 - **Card empty?** You can still book the drink. The balance goes into the red (e.g. –€2). In the **Members** tab these members are at the top, with the total.
 - **Top up:** the member pays, you tap **+€10**.
 - **Wrong tap?** Tap **Undo** within 6 seconds.
 - **New member:** choose the group at the top, type the name at the bottom and tap **Add**. Many members at once: **Manage** → **Add members** → **Several members at once**.
 - **More per member:** tap the name. You see the history, top up another amount or correct the balance.
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2. and 3. Paying afterwards: count per month or per week

Everyone can view these bills. Only bar managers and admins can change them. Such a group has no price per drink but a **price list** (e.g. Beer €1.50 · Crate €20). Set it up in the group, in **Manage**.

1. Choose the group at the top and tap **Enter count**.
2. Choose the week or month. Fill in for each person how many of each product they had. On Monday and Tuesday last week is preselected; until the 10th of the month, last month is.
3. Tap **Make bills**. Everyone now sees what they have to pay.
4. Money received? Tap **Paid** on the card. Different amount paid? Tap **Other amount**, fill in what they really paid and tap **Save payment**. Too little stays outstanding, too much becomes credit on their account.

Paid by bank transfer? The member taps **I've paid** themselves. You see the report at the top of the Till, check the bank and tap **Confirm** (or **Reject**).

Mistake in the count? Enter the correct numbers again for the same week or month. The app only charges the difference.

Sending the bills: choose the group in the **Members** tab, tap **Copy bills** and paste them into your WhatsApp group.

For the admin (Manage tab)

- **Invite users:** tap **Copy invitation** and paste the message into WhatsApp. It contains the link and the code.
- **Approve:** new users appear under **New users**, with a number on the **Manage** tab. Tap **Approve** or **Decline**.
- **Give roles:** under **Users**, next to the name: **Make bar manager** or **Make admin** (tap twice to confirm).
- **Revoke access:** under **Users**, next to the name.

- **Groups:** add, rename or delete, and choose the way of paying for each group (see above).
- **Prices:** the default price per drink and the top-up amount.
- **Club name:** change it under **Club**.
- **Log (Log tab):** everything that happened, with date, time and who did it. Filter by period, type, user or member, and download it as an Excel file. Nobody can change or delete the log.
- **Several clubs:** are you in more than one club? Tap **Other club / new club** under **You**.
- **Delete club** (owner only): at the bottom of Manage. Type the club name to confirm. All data is erased. Download the log first if you want to keep it.

Subscription

- The first month is free. After that Capcount costs **€59.99 per year** (up to 100 members) or **€99.99 per year** (more than 100 members), VAT included.
- **Start:** open Capcount in the browser at capcount.eu, go to **Manage** → **Subscription** and tap **Start subscription**. You pay through Mollie with Bancontact, iDEAL or card. If you start during the free month, your paid year only begins after the free month.
- The subscription **renews automatically every year**. A week before the free month ends, you see at the top of the Till how many days you have left.
- **Stop: Manage** → **Subscription** → **Stop subscription** (tap twice). Nothing more is charged; your club stays open until the end of the paid year.
- If the free month or the paid year ends without payment, the Till and Members tab are closed until an admin pays. Your data is kept.

Privacy

Capcount only keeps the name, group and balance of members. Do not enter dates of birth, addresses or other data. If your members are minors, let their parents know your club uses Capcount. More in the privacy policy at capcount.eu/privacy/en/.

Help

Problems with the app? Email support@capcount.eu.