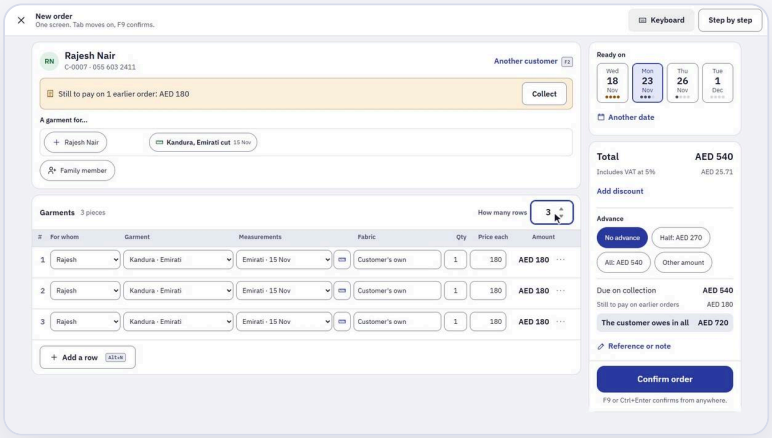
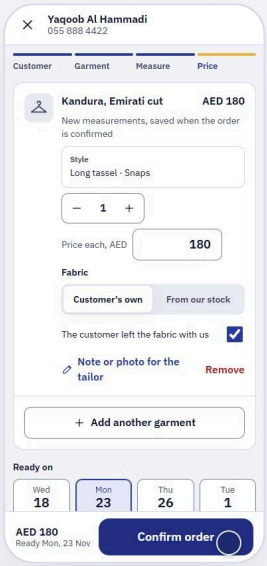
Tailorline

USER GUIDE

Running your tailoring shop on Tailorline

Every task in the shop, one at a time: the screens as they are in the app, with what to do on each. 15 tasks, from opening your shop to your plan.





tailorline.io · Each task is also a short video at tailorline.io/guides · Pictures from a demo shop, Al Maher Tailoring · November 2026

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Take what is left to pay, hand the garments over, and send the tax invoice.

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Nothing is ever deleted: every change to money leaves a proper document behind.

11 **The till and the Money screen**
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12 **Staff, roles and languages**
Everyone signs in as themselves, sees what their job needs, in their own language.

13 **Your garments, prices and words**
Your price list, and measuring your shop's way: your order, your words, your own measurements.

14 **Several shops**
Branches or separate companies, one owner, one plan.

15 **Plan and billing**
Your trial, your plan, and paying monthly or for 12 or 24 months at once.

Each task is also a short video with the same words, on tailorline.io/guides, and inside the app under More → Guides and help. The pictures come from a demo shop; your shop shows your own customers, garments and prices. The app works in Arabic, English, Hindi and Urdu: each person chooses their own language under More.

USER GUIDE · 1

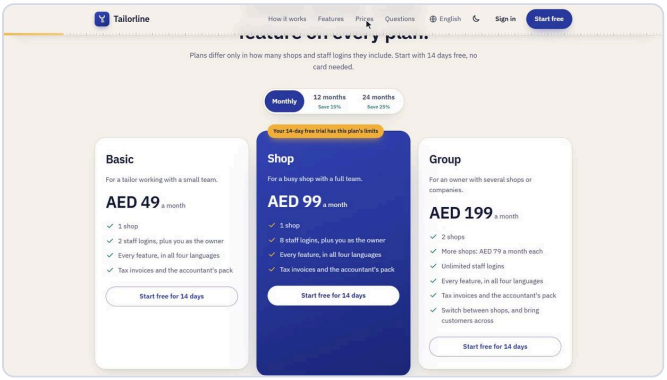
Open your shop

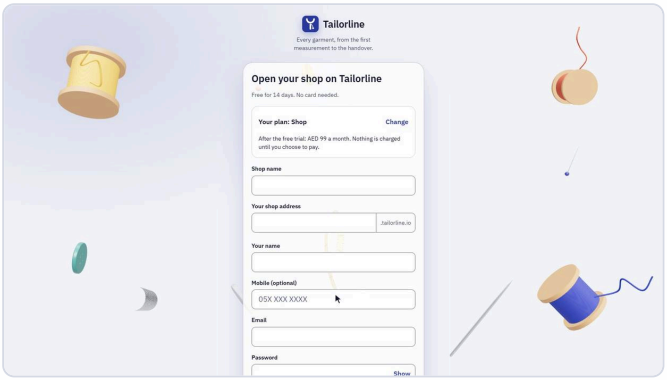
From tailorline.io to your own shop in two minutes: a plan, your details, the code from your email.

This guide opens a new shop on Tailorline, from the website to its counter. **Video: tailorline.io/guides**

1 Choose a plan

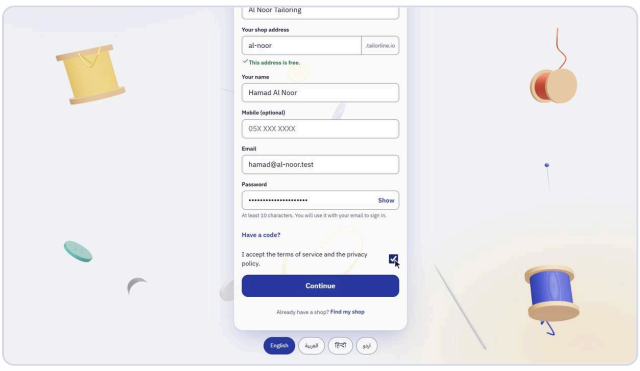
- Everything starts on tailorline.io. Prices shows the plans.
- Every plan has every feature. They differ only in how many shops and staff logins they include.
- Pay month by month, or for 12 or 24 months at once and save.
- Start free on the plan you want. The trial is free, and no card is needed.





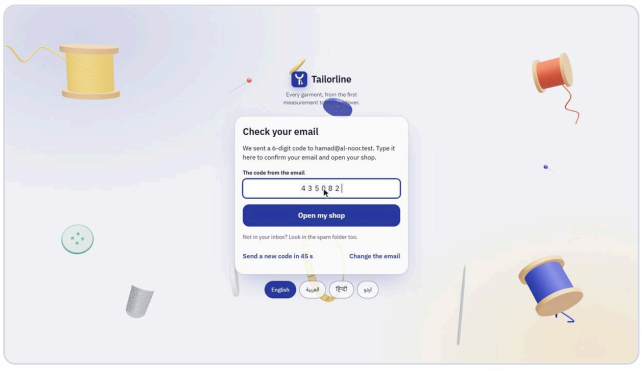
2 Your details

- The plan you chose is at the top, and can be changed here.
- Give the shop its name, and the address it will have.
- Then your name, your email and a password. The mobile is optional: the shop asks for it later.
- Already have a shop? Find my shop sends its address to your email.



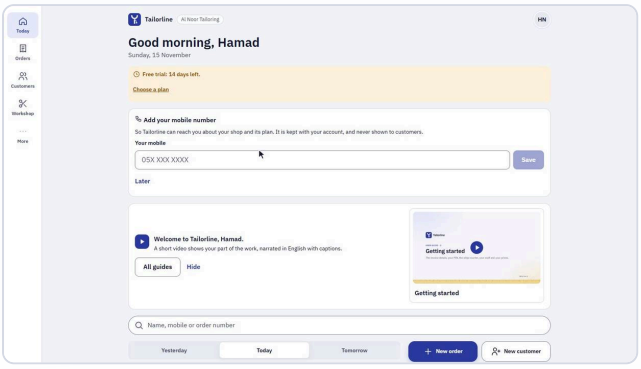
3 Confirm your email

- Continue sends a six-digit code to your email. Nothing is opened until it is typed, so the email is always right.
- Not in the inbox? Look in the spam folder. A new code can be sent after a minute, and the email can still be changed.
- Type the code from the email.



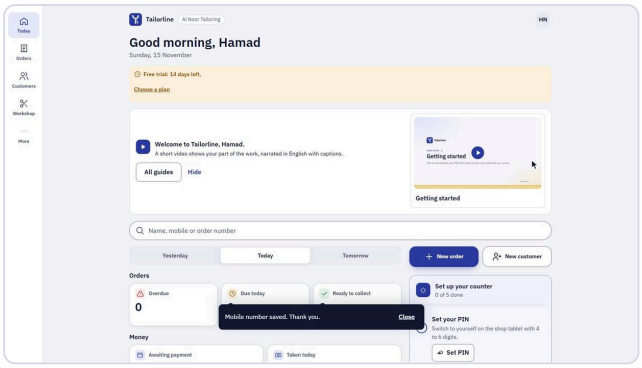
4 Your shop is ready

- Tailorline opens the shop at its own address, with your email confirmed.
- Open it, and you are already signed in as its owner.



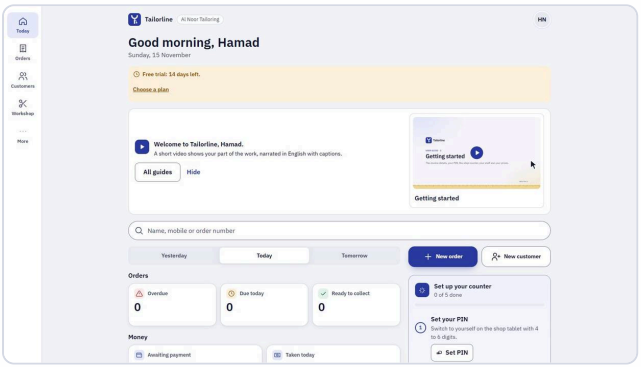
5 Your mobile

- The shop asks for the mobile you left empty. Tailorline uses it only to reach you about your shop.
- A number belongs to one account only. Add it now, or later.



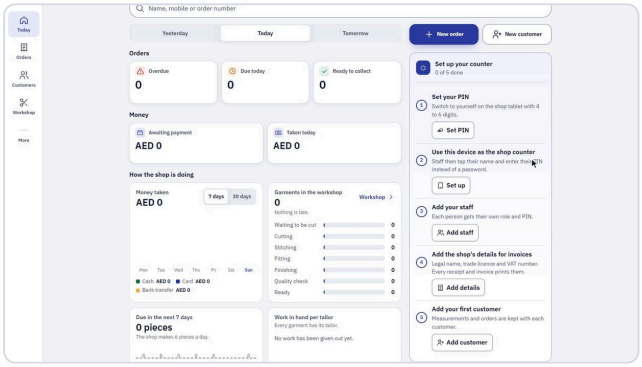
6 Your free trial

- The days left of your free trial are at the top. Nothing is charged until you choose to pay.



7 A video for your work

- Everyone's first visit starts with a short video for their own work. Every guide, and the user guide as a PDF, stay under More.
- Beside it, a short set-up guide gets the counter ready, one step at a time. The next video goes through it.



USER GUIDE · 2

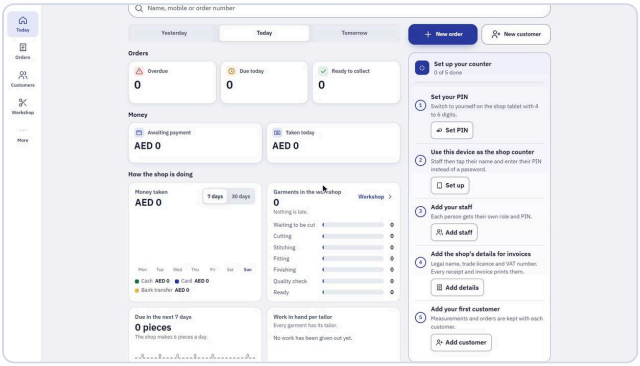
Getting started

The invoice details, your PIN, the shop counter, your staff and your prices.

This guide gets a new shop ready for its first order, with the set-up guide on Today. **Video: tailorline.io/guides**

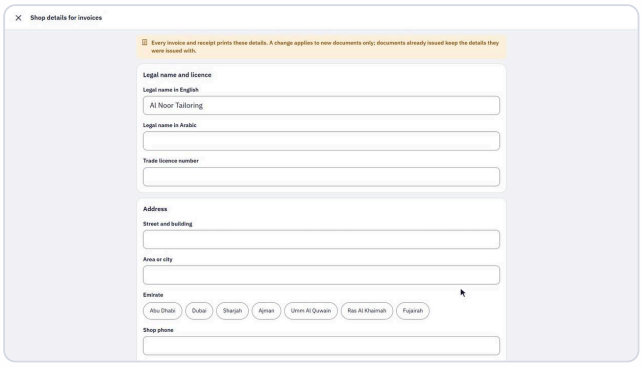
1 The set-up guide

- A new shop opens on Today, with a short set-up guide: one step at a time, one button each.



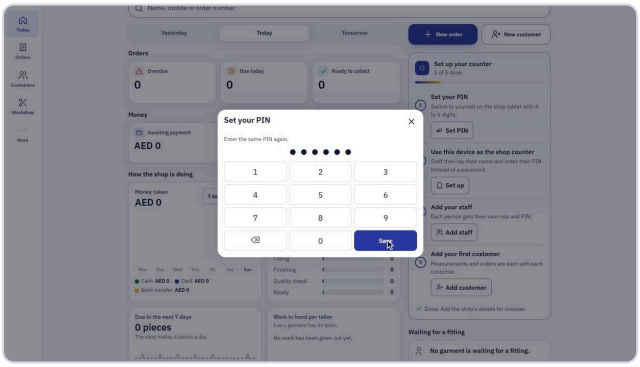
2 Details for invoices

- First, the details printed on tax invoices.
- The legal name in Arabic and in English.
- The emirate, and the TRN if the shop is registered for VAT.



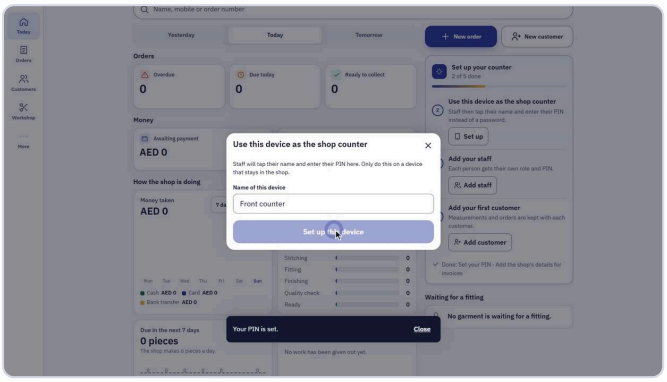
3 Your PIN

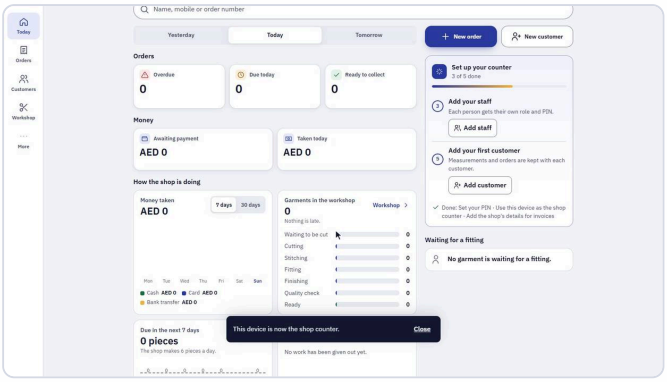
- Then your PIN: four to six digits that switch the counter to you in a second.



4 The shop counter

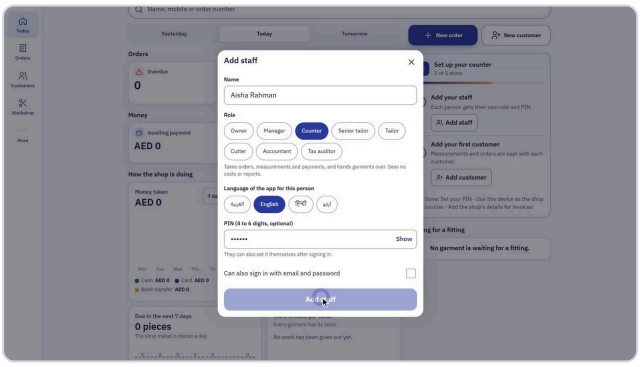
- Make the computer or tablet at the counter the shop counter.
- Your staff then tap their name and type their PIN. Nobody shares a password.





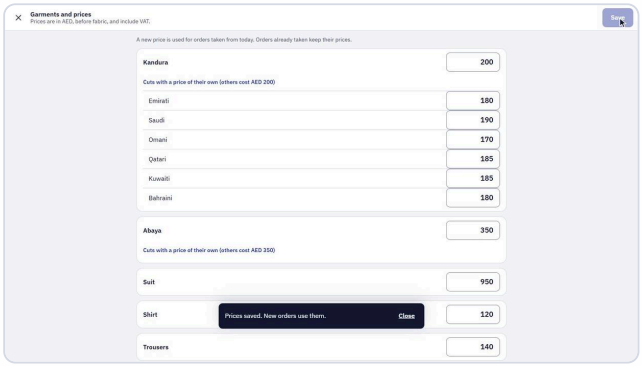
5 Your staff

- Add each person with their name, their role and their language.
- Each role sees what the job needs. A tailor sees only the garments given to them.
- The counter takes orders and money, but never sees costs or reports.
- Aisha works the counter, in English, with her own PIN.



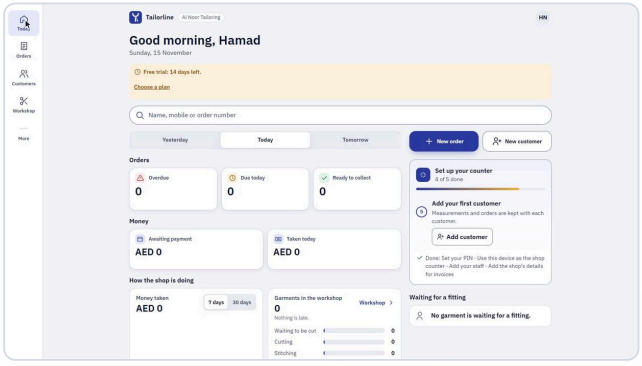
6 Your prices

- Then your prices, under More: what each garment costs before fabric.
- New orders use them at once. Orders already taken keep their prices.



7 Ready for customers

- The counter is set up. The last step, your first customer, is done with the first order.



USER GUIDE · 3

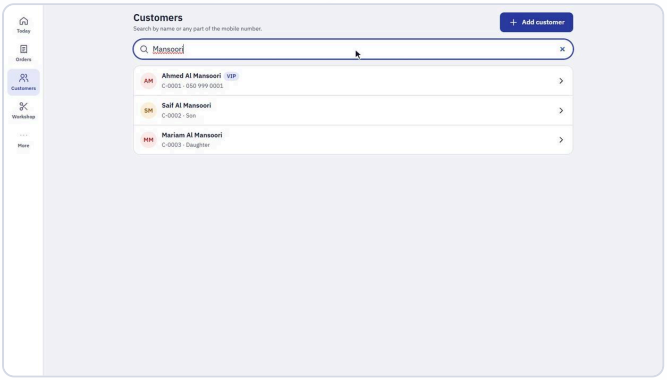
Customers and families

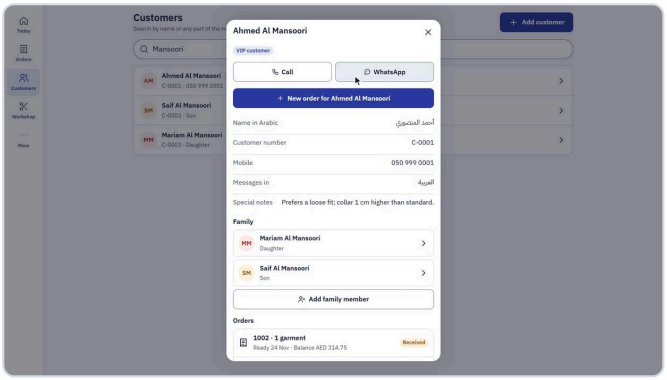
Find anyone in a few keystrokes, keep families together, and bring your old customer list across.

This guide covers customers: finding them, adding them with their families, and bringing them over from an old system. **Video: tailorline.io/guides**

1 Find anyone

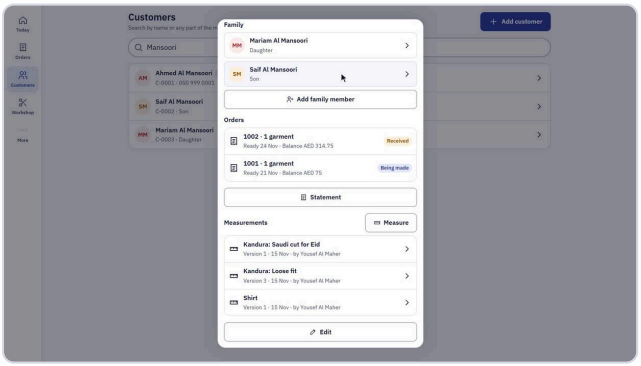
- Find a customer by name, mobile, customer number, or the number they had in your old system.
- A few letters are enough.





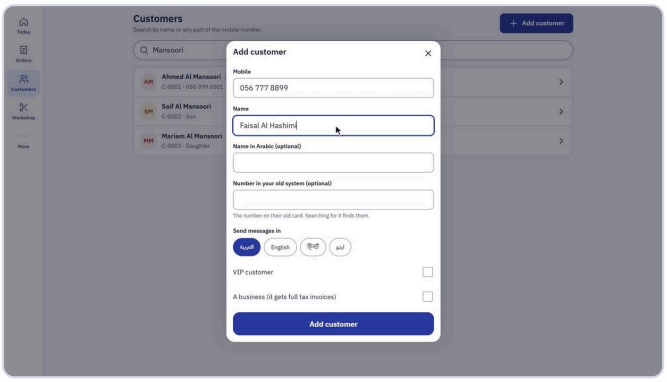
2 The customer card

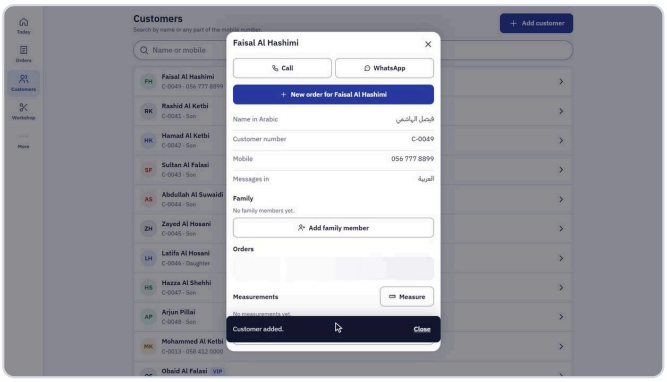
- The card has everything in one place: the customer number, mobile and language, and notes for the tailor.
- His family,
- his orders, and his measurements on file.



3 Add a customer

- A new customer needs only a mobile and a name.
- The Arabic name helps on invoices and messages.



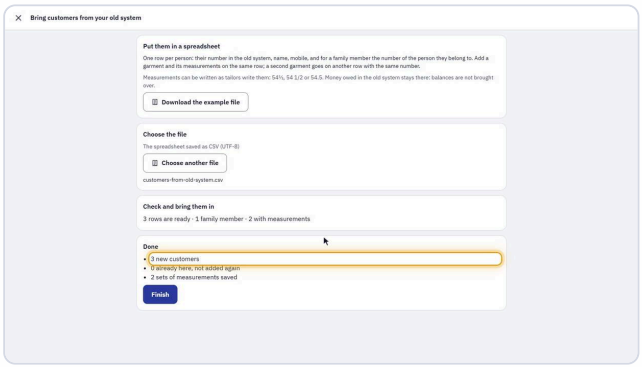


4 His family

- Family members share the account holder’s mobile and bill, and each has their own measurements.

5 From your old system

- Moving from another system? Save your customer list as a spreadsheet, and open Bring customers from your old system.
- Tailorline reads the columns it knows, and shows what it found.
- Bring them in, with their old numbers, families and measurements.
- Running it again adds nobody twice: anyone already here is left as they are.



USER GUIDE · 4

Taking an order on a phone

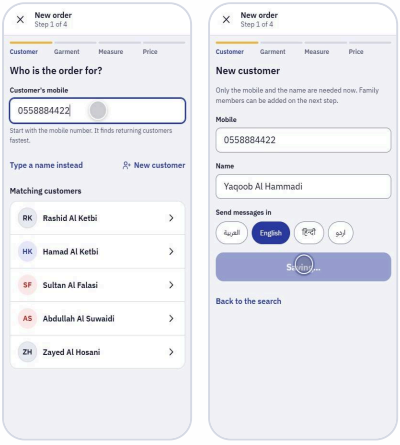
Customer, garment, measurements, fabric, price and advance: one step at a time, one hand.

On a phone, New order goes step by step, and every step fits one hand. Here is a new customer's first kandura.

Video: tailorline.io/guides

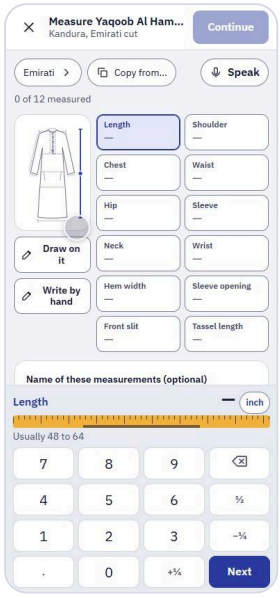
1 New order

- Tap New order, and type the customer's mobile.
- A new customer? Add him right here. A name is enough.



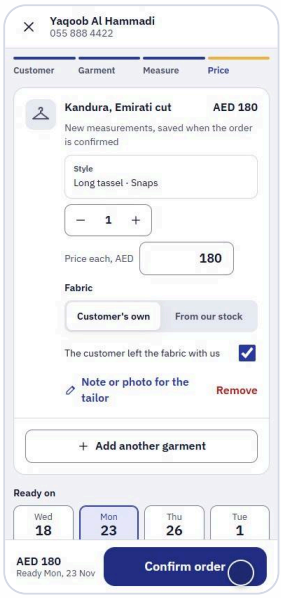
2 The garment

- Choose the garment. The shop's usual cut comes with it.



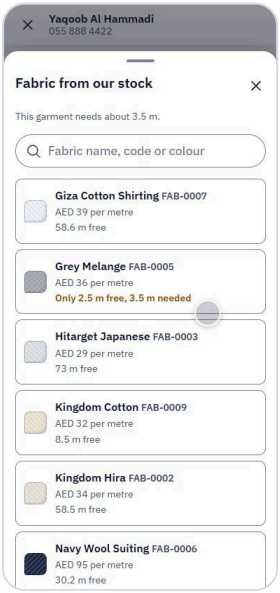
3 Measurements

- Now the measurements, on a keypad made for them.
- Each box shows its usual range, and when a number is complete, the next box comes up by itself.
- An unusual number is pointed out before it is saved.



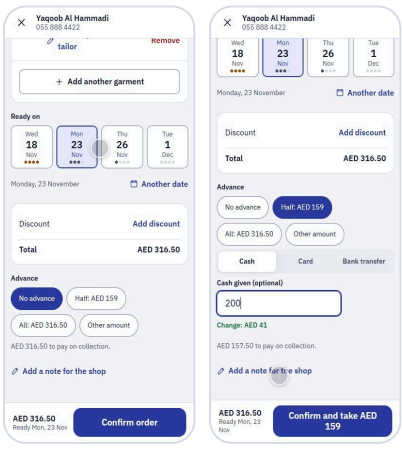
4 Fabric

- The customer's own cloth, or fabric from the shop.
- Only a fabric with enough metres left can be chosen.



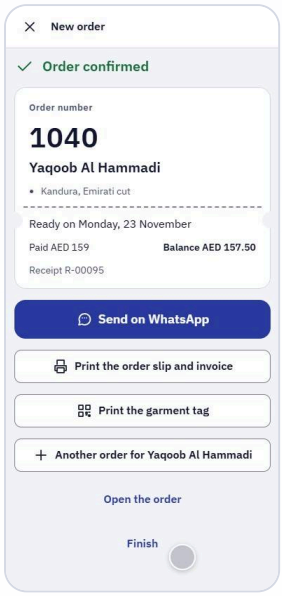
5 Price and advance

- The price comes from your price list, and the ready date from the workshop's free days.
- Take half as an advance. Type the cash given, and the change is worked out.



6 Confirm

- Confirm.
- The order has its number, the advance has its tax invoice, and the receipt goes to the customer on WhatsApp.



USER GUIDE · 5

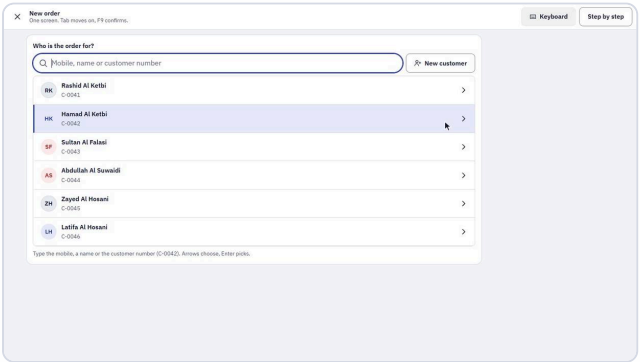
The order desk

The whole order on one screen, from the keyboard or by touch.

On a computer or a tablet, New order opens the order desk: the whole order on one screen, quick from the keyboard. **Video: tailorline.io/guides**

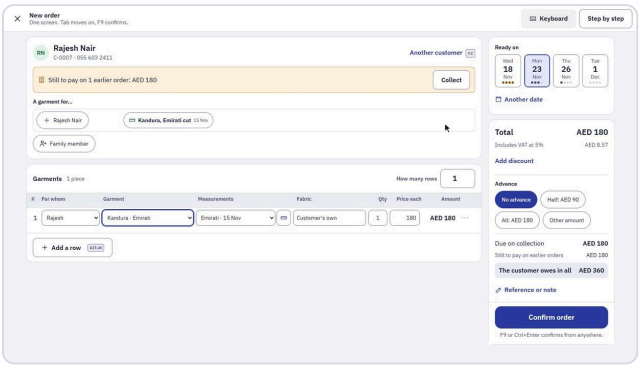
1 One screen

- Tap New order.
- Tab moves from box to box, F2 finds another customer, and F9 confirms from anywhere.



2 By customer number

- Type the customer number from his card, and press Enter.
- Rajesh still owes on an earlier order. The desk shows it, and Collect takes it now.
- Each person in the family is listed with the measurements on file for them. A tap adds that garment, in its cut, with those numbers.

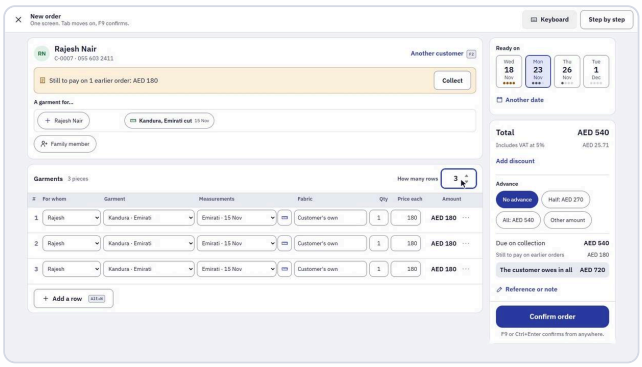


3 Which measurements

- In the row, choose which of his sets of measurements to use, or take new ones that are kept beside them.

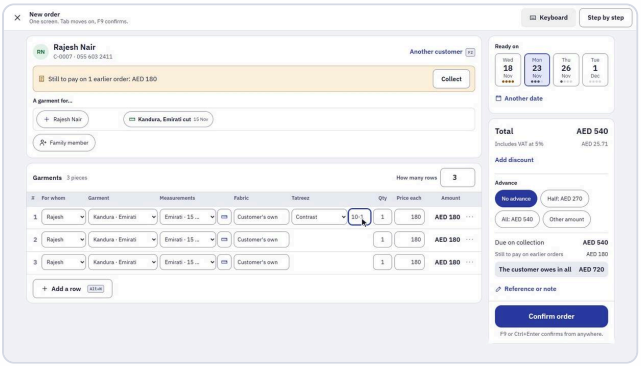
4 Several garments

- Three kanduras the same? Type three in How many rows.
- Each row is one line, and can be changed on its own.



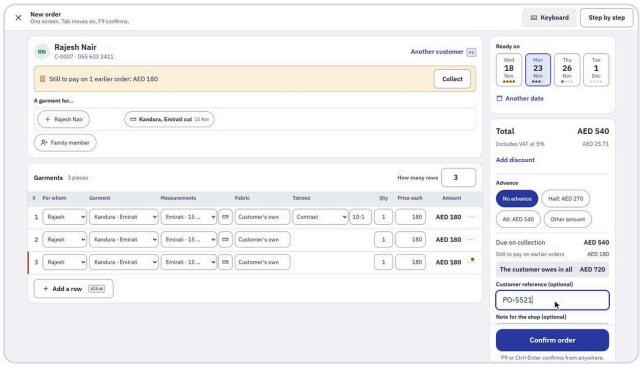
5 Tatreez and the row menu

- The menu at the end of a row holds the style details, Urgent, a note or a photo, and Same again.
- Tatreez? Add it from the menu: choose its kind, and type the design number for the embroiderer. An Omani kandura has it already.
- Mark this one urgent.



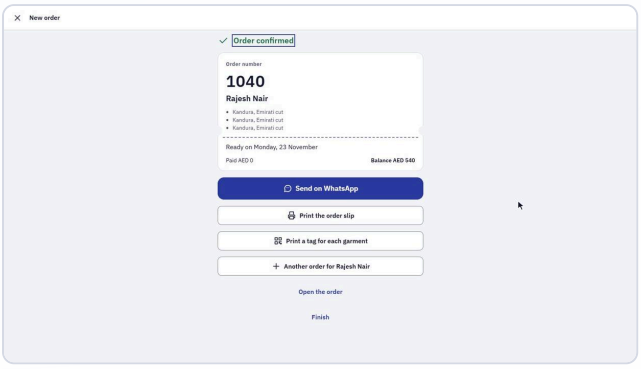
6 Discount and reference

- A discount is a percentage or an amount; a large one needs a manager’s PIN.
- Reference or note keeps the customer’s own order number.



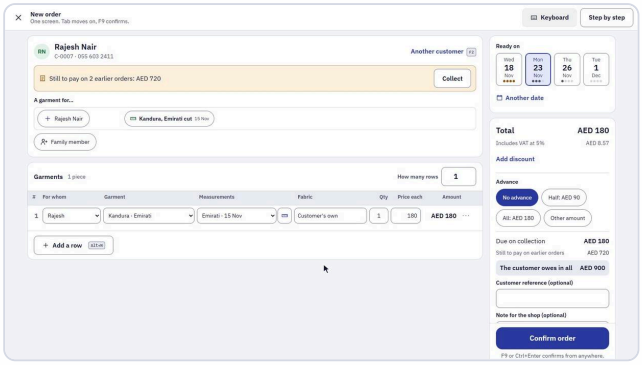
7 Confirm with F9

- Choose the ready date, then press F9.
- The order is confirmed, with the receipt and a tag for each garment ready to print.



8 Step by step, if you prefer

- Anyone who prefers the steps can switch to them on New order. Each device remembers the choice.



USER GUIDE · 6

Measurements

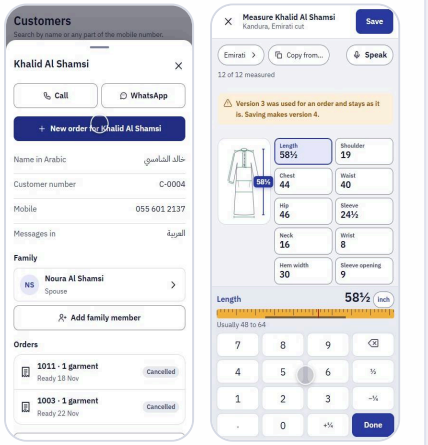
The keypad, voice, last time's values, copying from family, drawing on the garment, and named sets.

Measurements are the heart of a tailoring order. This guide shows every way to take them.

Video: tailorline.io/guides

1 From the customer card

- Measurements can be taken in a new order, or from the customer's card at any time.
- Khalid has a kandura on file. Open it to measure him again.



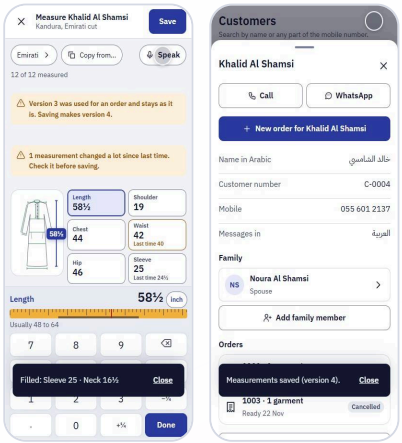
2 Last time, under each box

- Tap a box and type the new number.
- Last time's value stays underneath, and a big change, like two inches on the waist, is marked so nobody misses it.



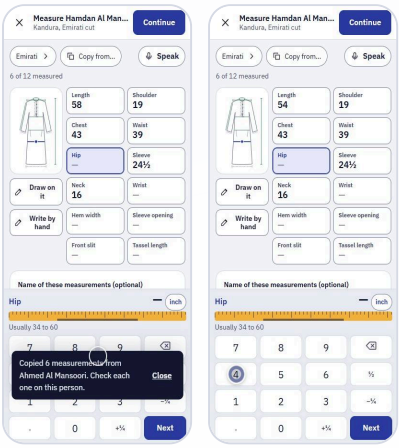
3 Say the numbers

- Hands busy with the tape? Tap Speak, and say the name and the number.
- Halves work in every language, and so do Arabic and Hindi digits.
- Save. The earlier version stays in the history.



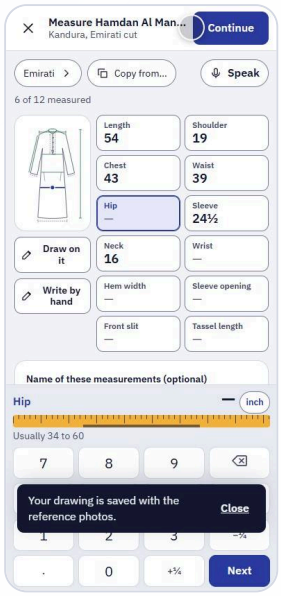
4 Copy from family

- Measuring a son for the first time? Ahmed has brought Hamdan, for a new kandura.
- Copy from his father as a starting point.
- Then measure him, and change only what differs.



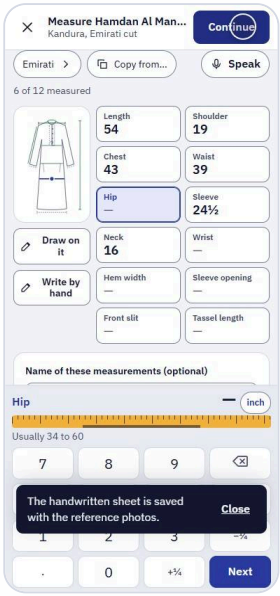
5 On the drawing

- The numbers are written on the garment's drawing as you go.
- In an order, draw on it, to show the tailor exactly what the customer wants.



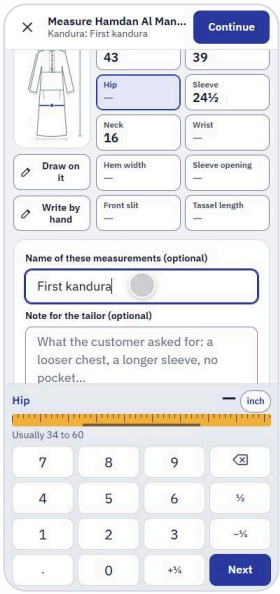
6 Write by hand

- Prefer pen and paper? Write by hand gives a lined sheet, kept with the garment as a picture.



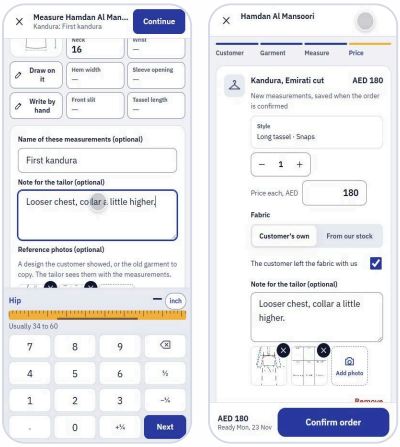
7 More than one set

- A customer can keep more than one set for the same garment, each with its own name, like a loose kandura and a Saudi cut for Eid. Name this one here.



8 Notes for the tailor

- A note carries what the customer asked for, like a looser chest.
- Continue, and the order goes on as usual.



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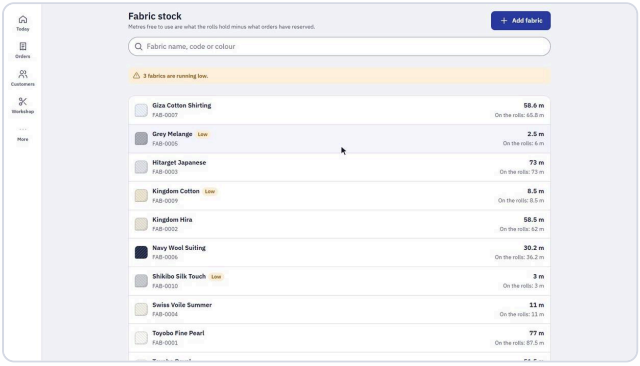
Fabric and stock

Rolls, shelves, prices per metre, and a warning before a fabric runs out.

This guide covers the shop’s fabric: what is on the shelves, what is promised to orders, and what is running low.
Video: tailorline.io/guides

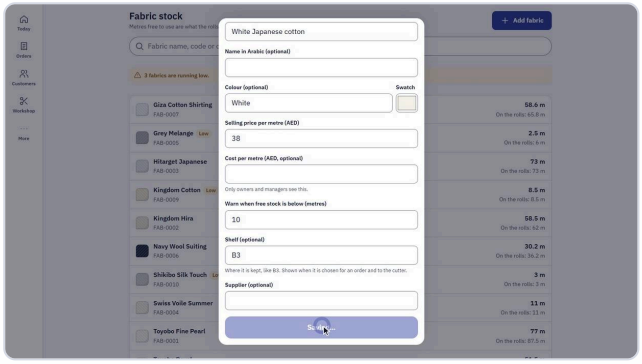
1 Fabric stock

- Fabric stock lists every fabric with its colour, its shelf, and the metres still free.
- Metres promised to orders that are not cut yet are not counted as free.



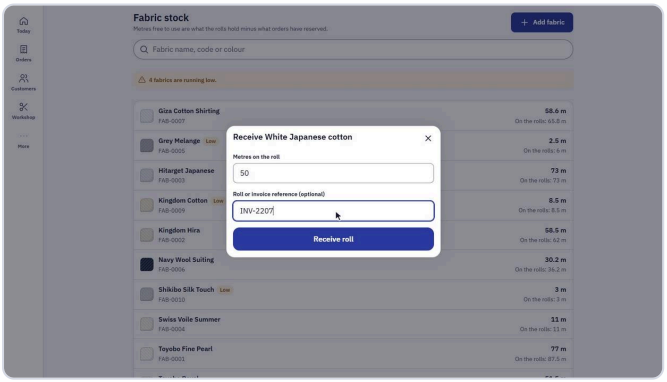
2 Add a fabric

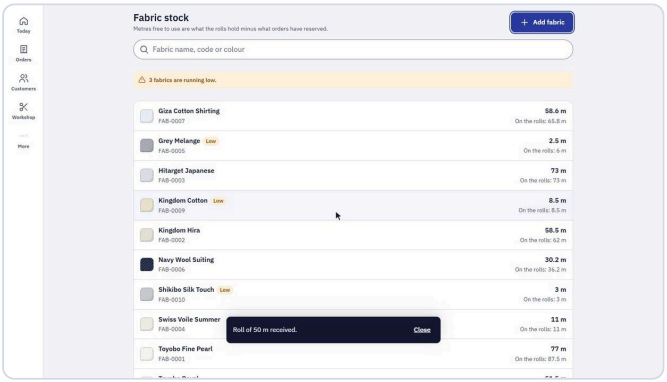
- Add a fabric with its name, colour and swatch.
- The selling price per metre, the warning level, and the shelf where it is kept.



3 Receive a roll

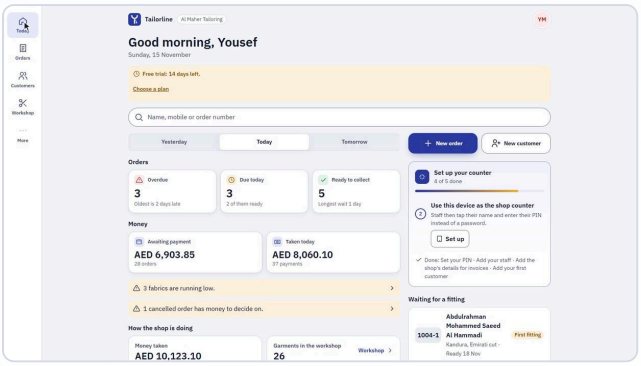
- When a roll arrives, receive it with its metres and the supplier’s reference.
- The free stock goes up at once.





4 Before it runs out

- A fabric below its warning level is marked here,
- and on Today, so it can be ordered in time.



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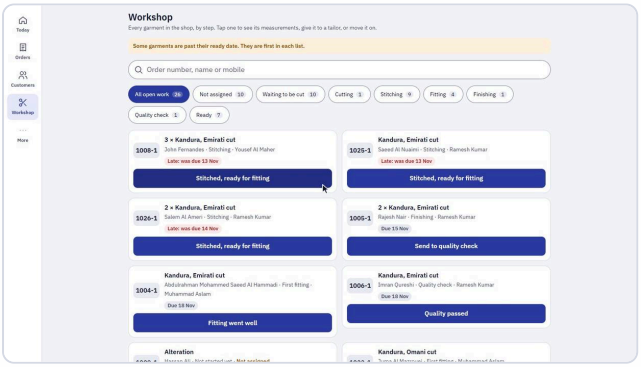
The workshop

Give out the work, then cutting, stitching, fittings and the quality check, each by the person who does it.

This guide follows garments through the workshop, from giving out the work to ready to collect.
Video: tailorline.io/guides

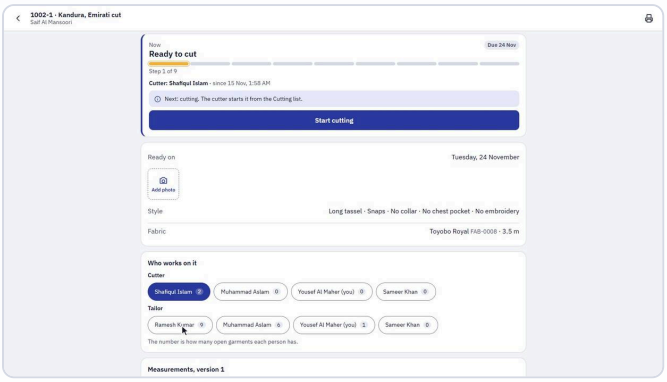
1 The board

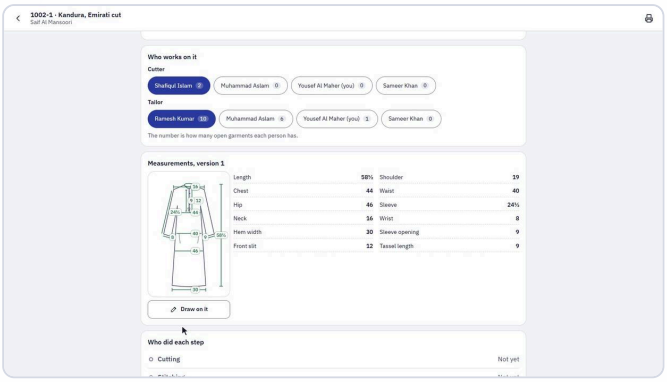
- The workshop board shows every garment by its stage.
- The chips narrow it down: waiting to be cut, being stitched, at a fitting, at the quality check.



2 Give out the work

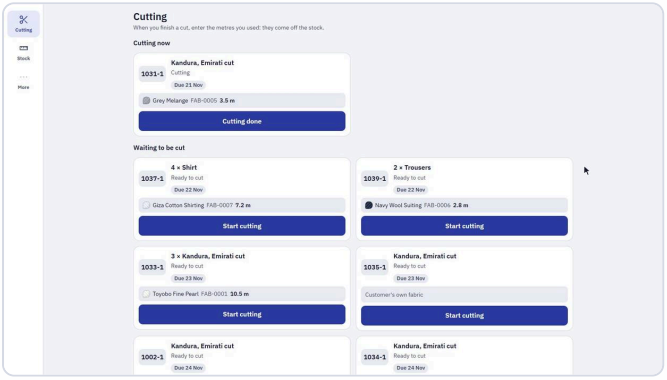
- Open a garment to give it to a cutter and a tailor.
- Its measurements, its drawing, and the fabric with its shelf are all on this page.

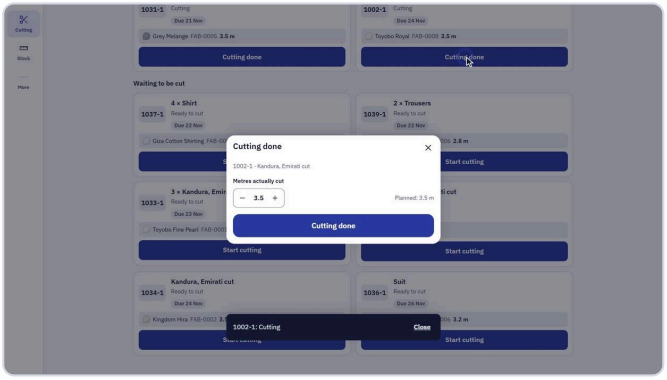




3 The cutter

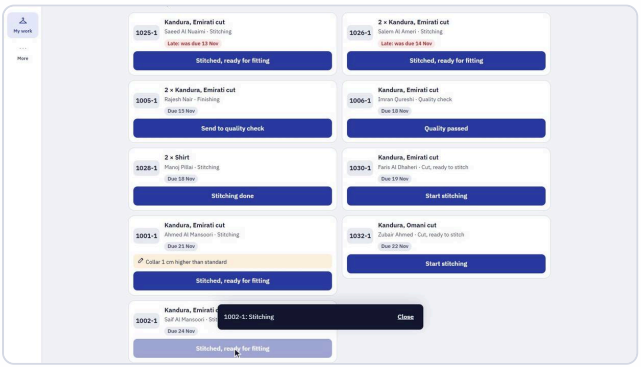
- On the counter, Shafiqul taps his name and types his PIN.
- He sees the cutting queue. Start, then Done.
- For shop fabric, he confirms the metres used.





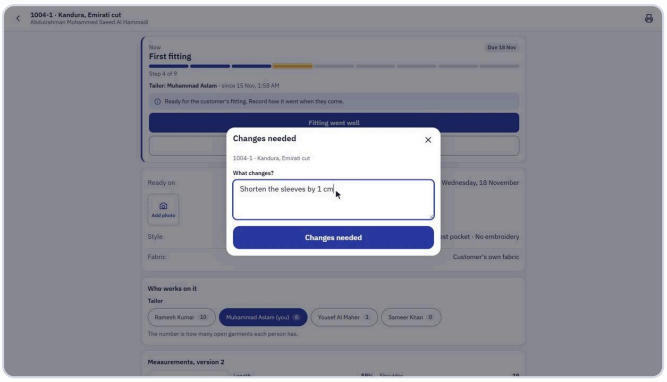
4 The tailor

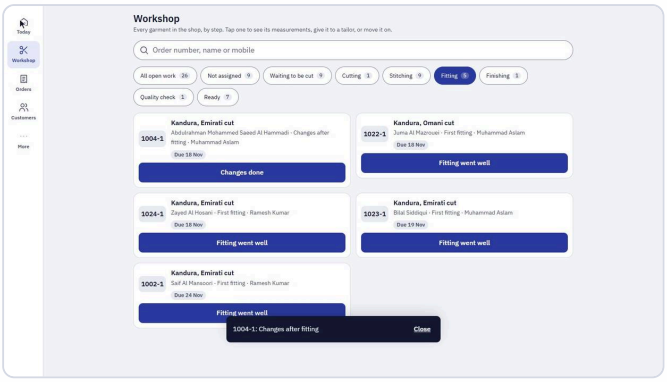
- Ramesh, the tailor, sees only his own garments.
- He starts this one, and sends it to its fitting when it is stitched.



5 The fitting

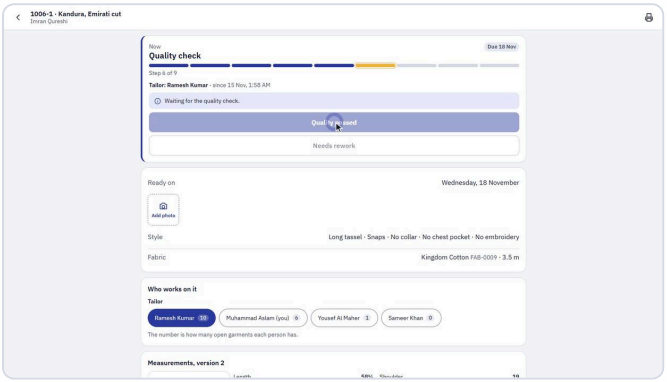
- At the fitting, the senior tailor records what to change, in a few words.
- The garment goes back to its tailor with the note.

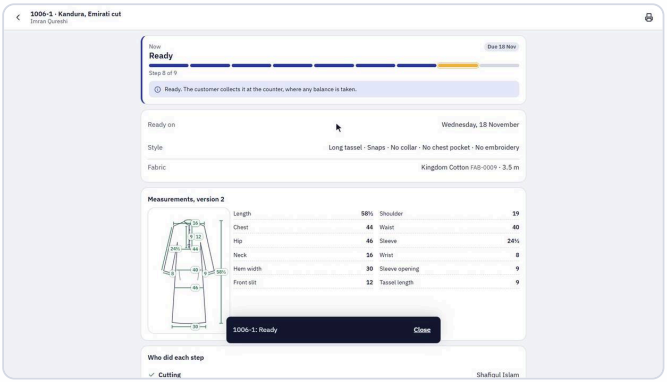




6 Quality check, then ready

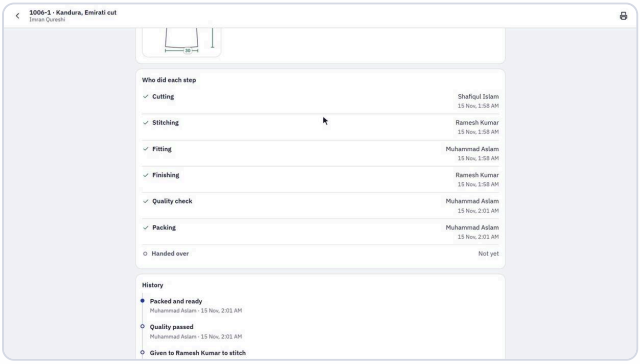
- A finished garment comes to the quality check.
- Passed and packed, it is ready to collect, and shows on Today for the counter.





7 Who did each step

- Every step is kept with who did it, and when.
- And the QR tag on each garment opens this page from any phone in the shop.



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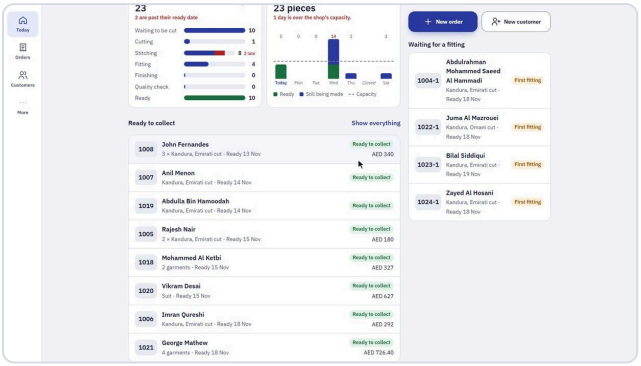
Handing over and taking payment

Take what is left to pay, hand the garments over, and send the tax invoice.

This guide is about collection day: taking the money, handing the garments over, and the invoice the customer gets.
Video: tailorline.io/guides

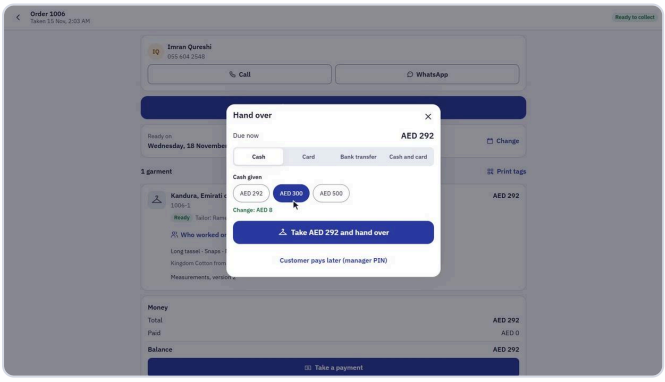
1 Ready to collect

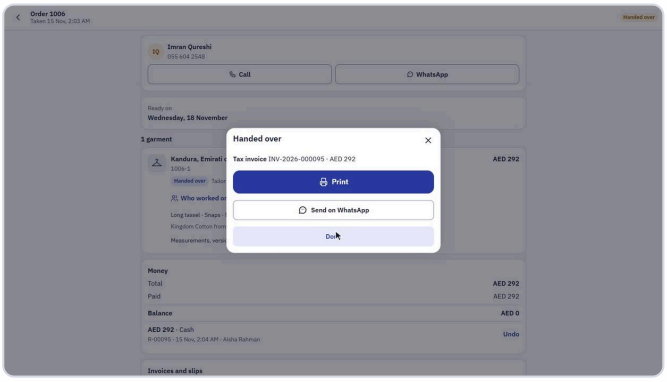
- Garments that are ready are counted on Today. Tap the tile to see them.



2 Take the money and hand over

- Open the order, and choose Hand over. What is due is shown.
- Tap the cash the customer gives, and the change is worked out.
- Then hand over.





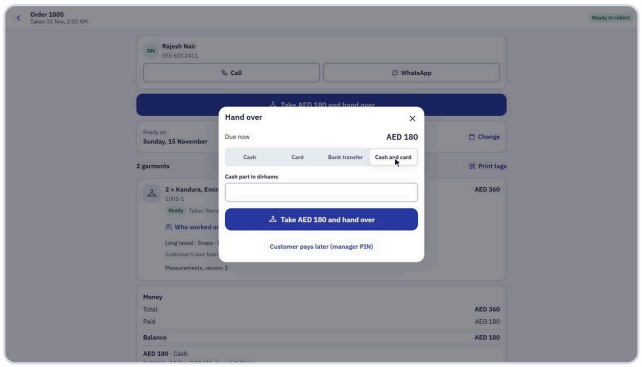
3 The tax invoice

- The tax invoice is made the moment the money is taken. Print it, or send it on WhatsApp as a private link.
- It is in Arabic and in the customer's language, with the shop's TRN.



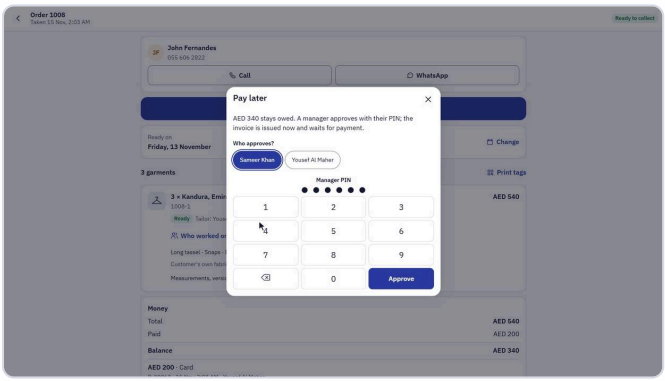
4 Part cash, part card

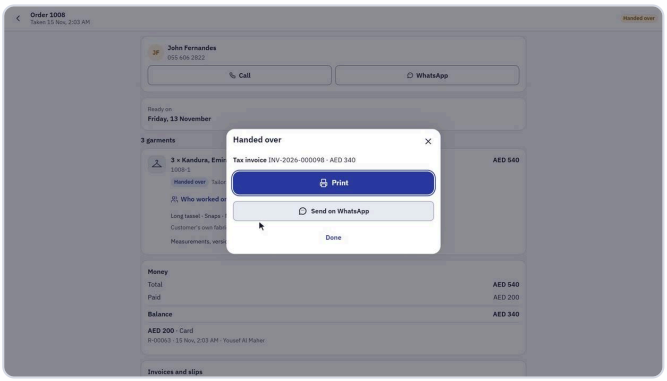
- Paying part in cash and the rest by card? Choose Cash and card.
- Type the cash part, and the card takes the rest.



5 Paying later

- A regular customer will pay next week? Choose Customer pays later.
- A manager approves with their PIN, on the counter.
- The balance stays on the customer's statement, and on Today, until it is paid.





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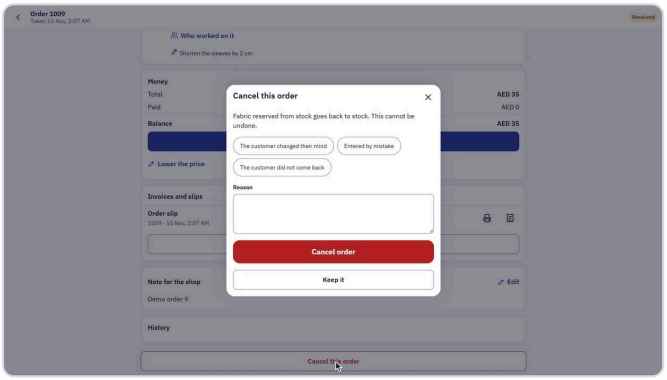
Cancellations, refunds and corrections

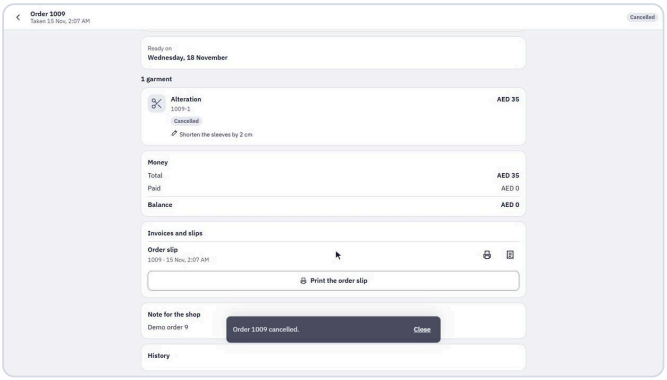
Nothing is ever deleted: every change to money leaves a proper document behind.

Plans change. This guide shows how to cancel an order, refund an advance, and correct a price after the invoice, the right way. **Video: tailorline.io/guides**

1 Cancel an order

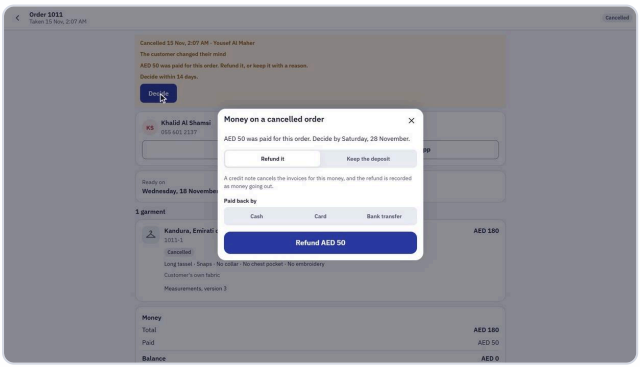
- Open the order and choose Cancel.
- A reason is always asked, and kept with the order.





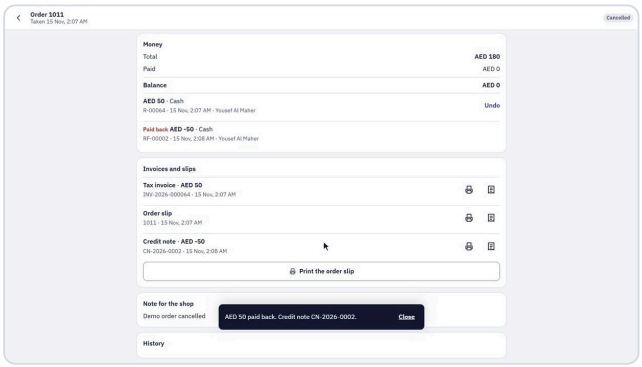
2 Money from a cancelled order

- When a cancelled order had an advance, the owner decides what happens to it.
- Refund it, or keep it under the shop's terms, with a reason.



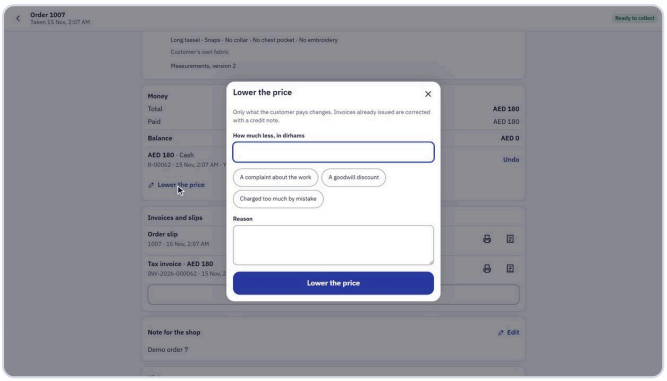
3 The refund

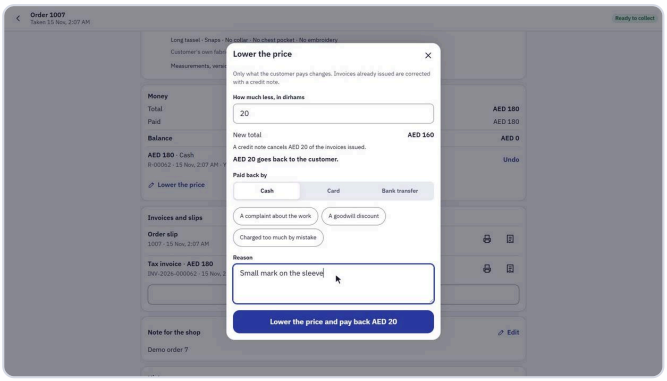
- A refund makes a tax credit note, and pays the money back by the method you choose.
- Both appear in the day's money and in the accountant's registers.



4 Lower a price after the invoice

- Agreed a lower price after the invoice was made? Open the order, and choose Lower the price.
- Type how much less, and how the difference goes back.
- It makes a credit note for the difference. The invoice itself is never changed.





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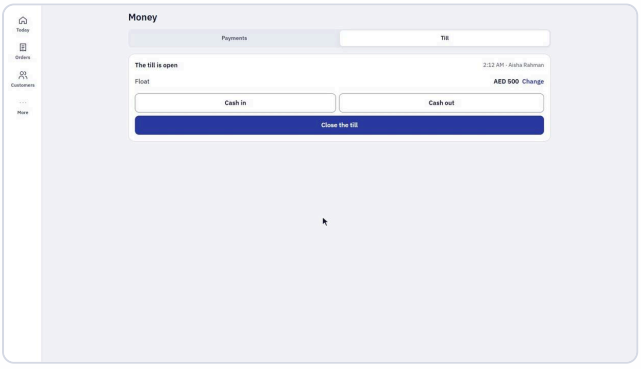
The till and the Money screen

Open with a float, count blind at closing, and give the accountant what they need.

This guide covers the cash till and the Money screen, from opening in the morning to what the accountant receives.
Video: tailorline.io/guides

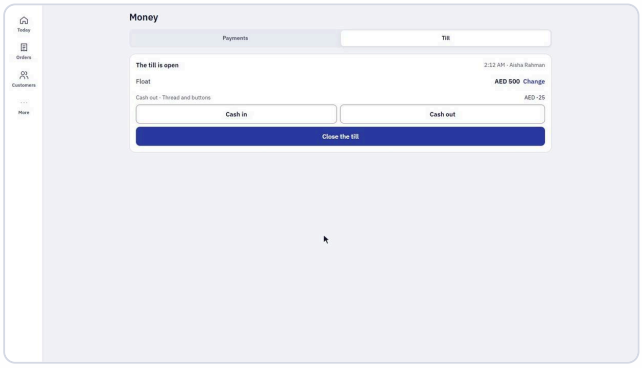
1 Open the till

- Money has the day's payments and the till.
- Open the till in the morning, with the float already in the drawer.
- If nobody does, it opens by itself with the first cash payment of the day.



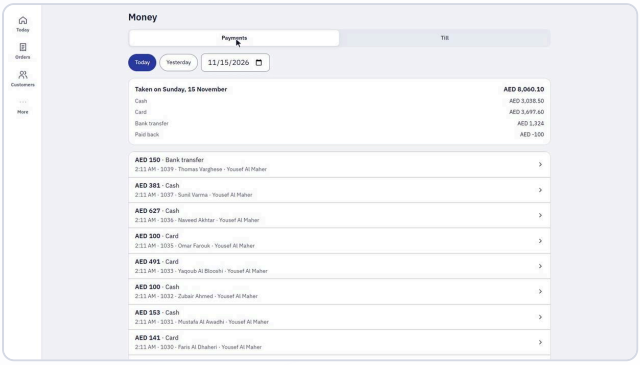
2 Cash out and cash in

- Cash taken out for the shop, like thread and buttons, is recorded with a reason.
- Cash in works the same way.



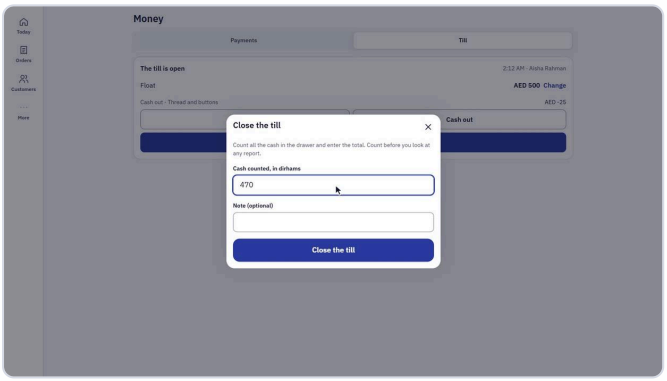
3 The day’s payments

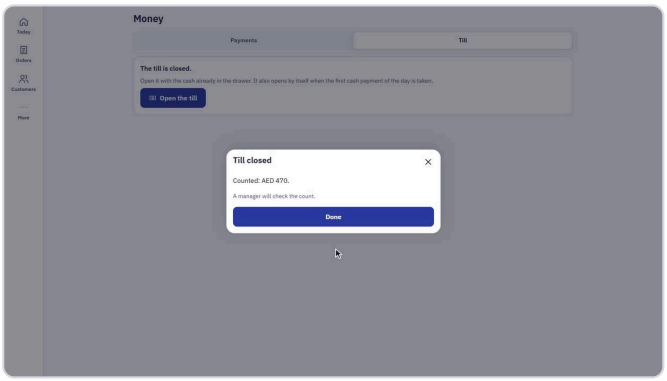
- Payments lists everything taken today, with the totals by cash, card and transfer.



4 A blind count at closing

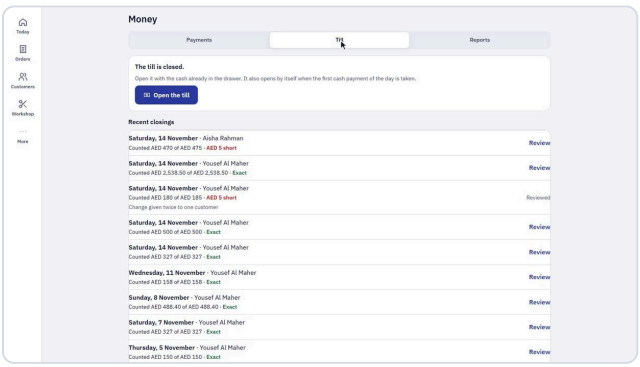
- At closing, count the drawer and type the total.
- The counter is never shown what the drawer should hold, so the count is honest. A manager checks it.





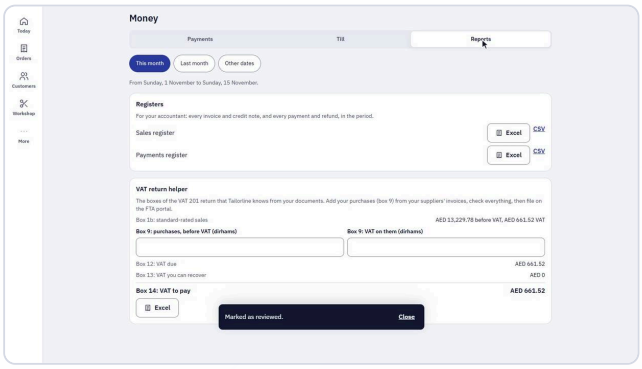
5 The owner’s review

- The owner sees each closing: what was counted, what was expected, and the difference.
- Five dirhams short. Review it, and close the matter with a note.



6 For the accountant

- Reports has what the accountant needs.
- The sales register, with every invoice and credit note, and the payments register, for any month or dates, in Excel or CSV.
- And the figures for the VAT return, box by box, ready to check and file.



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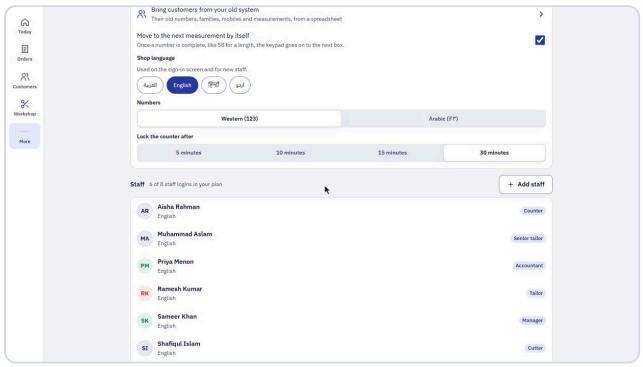
Staff, roles and languages

Everyone signs in as themselves, sees what their job needs, in their own language.

This guide covers your staff: their roles, switching person at the counter, and each person's own language.
Video: tailorline.io/guides

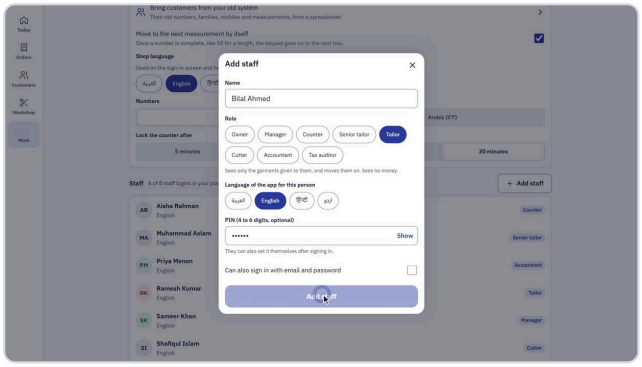
1 Your staff

- More lists your staff with their roles.
- The roles follow the shop floor: owner, manager, counter, senior tailor, tailor, cutter and accountant.



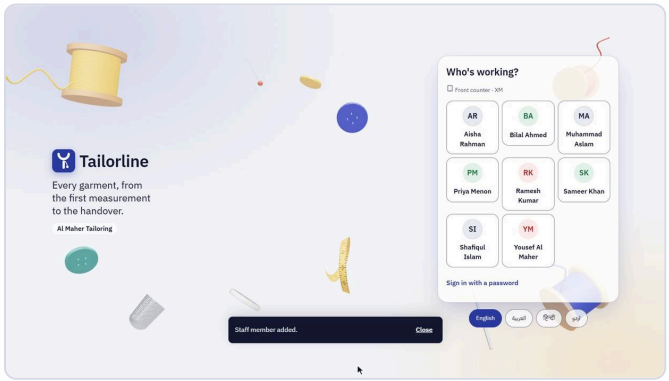
2 Add a person

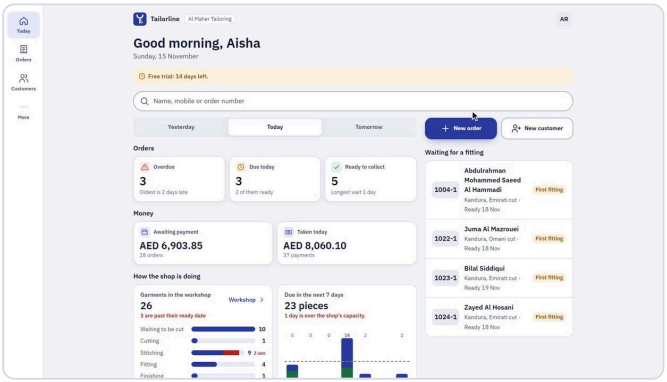
- Add a person with their name, role and language,
- and a PIN for the counter.



3 Switch person at the counter

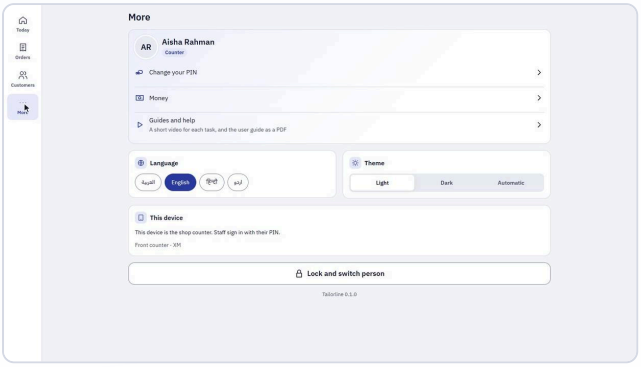
- At the counter, Lock and switch shows everyone.
- Tap your name, and type your PIN.
- The counter locks by itself after a while, so the next person signs in as themselves.





4 What the counter sees

- Aisha works the counter. She takes orders and payments, but never sees costs, margins or the shop’s reports.



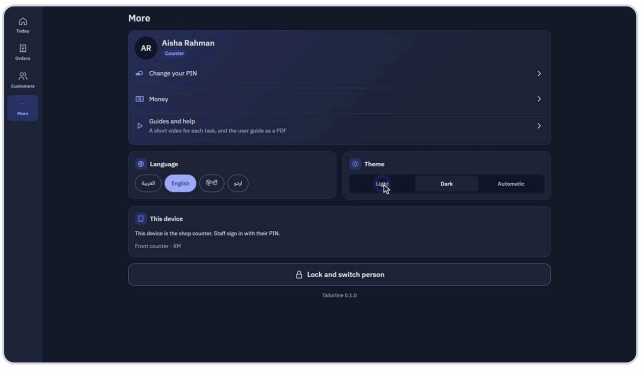
5 Everyone’s own language

- Each person picks their own language, and it follows them to every device.
- Arabic and Urdu read right to left.



6 Light or dark

- And light or dark, or following the device.



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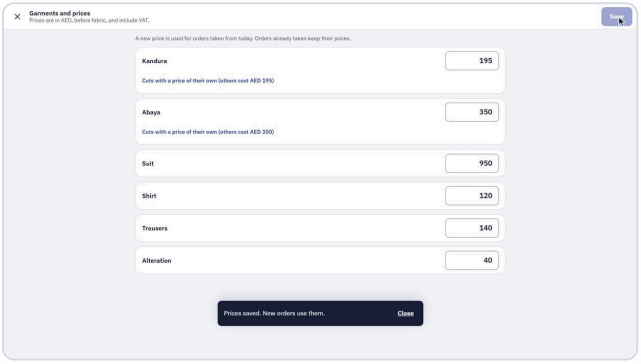
Your garments, prices and words

Your price list, and measuring your shop’s way: your order, your words, your own measurements.

This guide sets Tailorline up your way: your prices, and how your tailors measure. **Video: tailorline.io/guides**

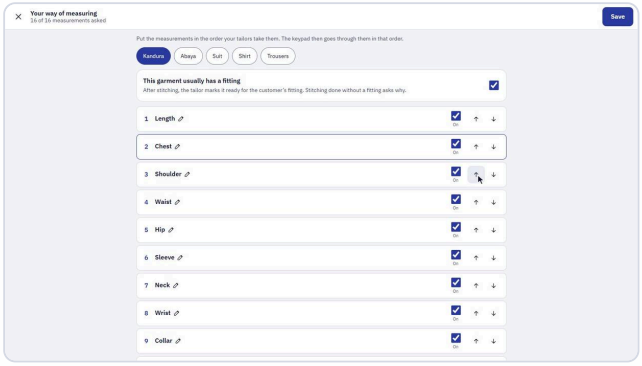
1 Garments and prices

- In More, Garments and prices is the shop’s price list.
- Each garment has its price before fabric.
- Type a new one. Orders taken from today use it; orders already taken keep their prices.
- A cut can cost something else, like a Saudi kandura with its collar and cuffs.
- Save.



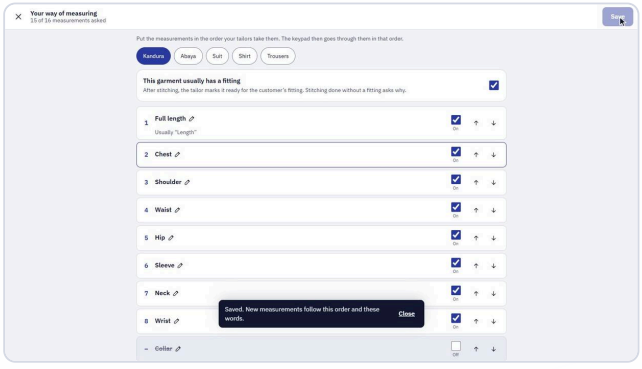
2 Your way of measuring

- Your way of measuring sets how each garment is measured.
- Put the measurements in the order your tailors take them. The keypad then goes through them in that order.



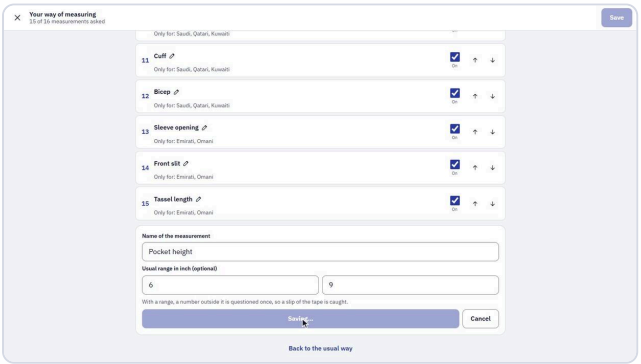
3 Your shop’s own words

- Call a measurement by your shop’s own word.
- The usual name stays beside it, so everyone knows what it means.
- Switch off the ones your shop never takes.
- Then save. New measurements follow this order and these words.



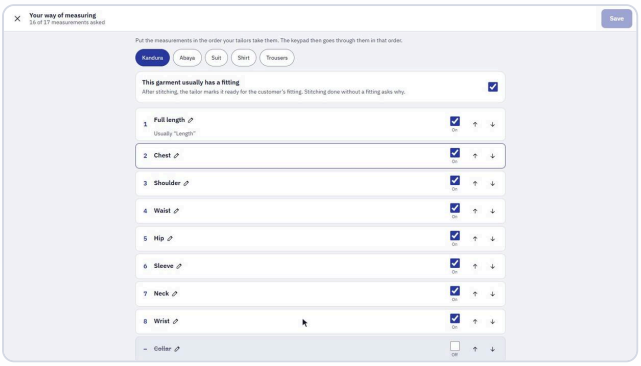
4 A measurement of your own

- Add a measurement of your own, with its usual range.
- A number outside the range is questioned once, so a slip of the tape is caught.



5 Fittings

- And choose whether this garment usually has a fitting. If it does, the tailor sends it to the customer's fitting after stitching.
- Every garment has its own settings: choose it at the top.



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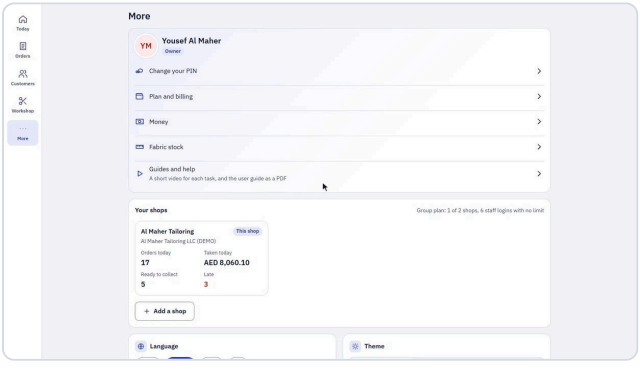
Several shops

Branches or separate companies, one owner, one plan.

Running more than one shop? This guide shows branches and companies under one owner.
Video: tailorline.io/guides

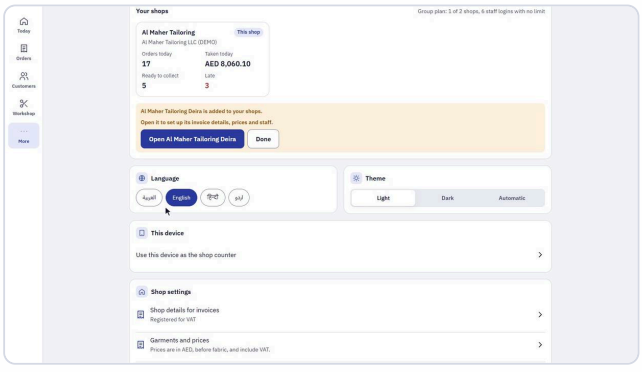
1 Your shops

- An owner sees their shops under More, with the plan: how many shops and people it includes, and how many are in use.



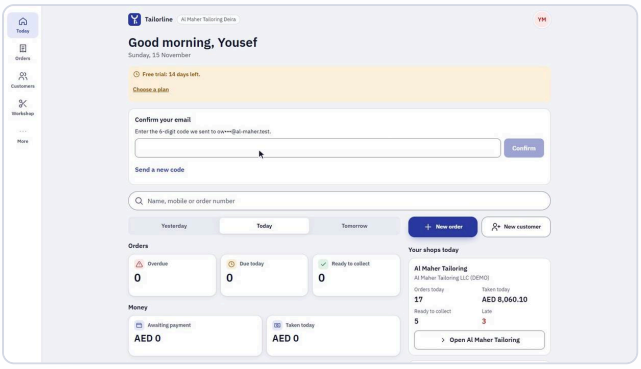
2 Add a branch

- Add a branch, or another company of yours, with its name and address.
- It gets its own invoice details, numbering, staff and stock.



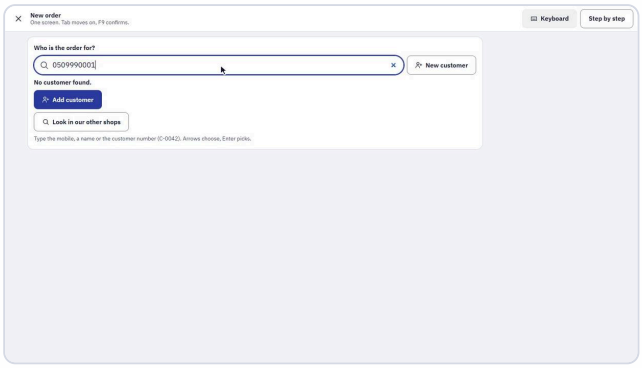
3 Open it without signing in again

- Open moves you to the other shop, already signed in.
- A new company is asked for its own invoice details first.



4 A customer from the other branch

- A customer measured at the other branch walks in. Not found here?
- Look in our other shops, and bring him over, with his family and his measurements.



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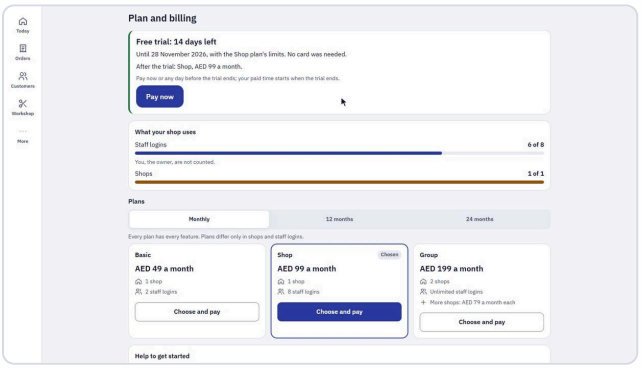
Plan and billing

Your trial, your plan, and paying monthly or for 12 or 24 months at once.

This guide is for the owner: your plan, what your shop uses, and paying for it. **Video: tailorline.io/guides**

1 Where your plan stands

- More, then Plan and billing.
- A new shop starts with a free trial. The days left, and the plan chosen for after it, are at the top.

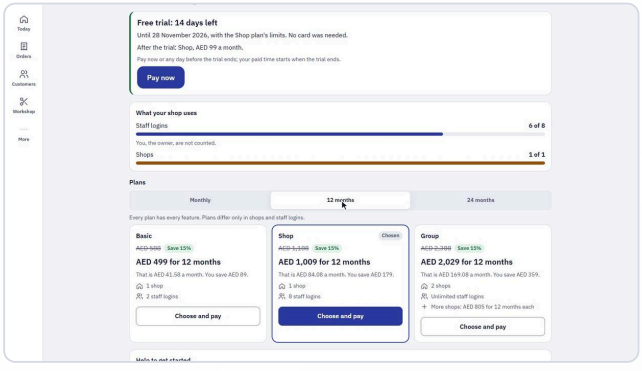


2 What your shop uses

- Below it, your staff logins and shops, against your plan's limits. You, the owner, are not counted.

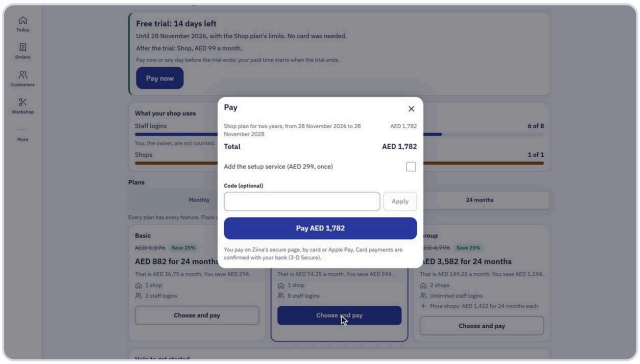
3 Monthly, 12 or 24 months

- Every plan has every feature. Plans differ only in shops and staff logins.
- Pay month by month at the full price.
- Or pay for 12 months at once, and save: the full price is crossed out, and the saving is shown.
- For 24 months at once, you save more.



4 Choose and pay

- Choose a plan.
- The total is shown before anything is paid. A code from Tailorline goes here.
- Pay opens Ziina’s secure page, by card or Apple Pay. Paid now, your paid time starts when the trial ends.



5 Changing plan later

- Later, a bigger plan starts as soon as it is paid. A smaller plan starts with your next payment, once your shop fits it.

