YOTPV

Runner manual

For runners who take food from the pass to the table

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App version 1.1.138

The latest version is always at https://yotpv.com/help

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Starting your shift

Sign in with your PIN, check your device's till, printer, stations, sections and menu, what the Floor shows when the day isn't started, and how to lock and sign out.

What to do when you pick up a device, and when you put it down.

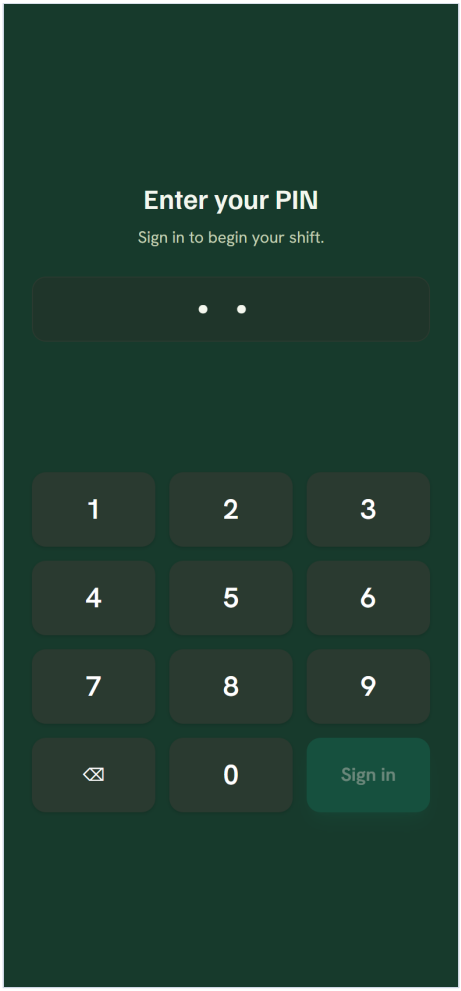
1. Sign in with your PIN

The device waits on **Enter your PIN**.

How to sign in

1. Type your 4-digit PIN.
2. Tap **Sign in**.

Everything you do now is recorded against your name. Never share your PIN or sign in for someone else.



Everyone, staff included, signs in with their own PIN.

Your PIN does two jobs

- **It says who you are.** Everyone has one.
- **A manager's or operator's PIN also approves things** - refunds, voids, discounts. A staff PIN won't; call a manager. See Roles and PINs.

If it won't let you in

- **"That PIN doesn't match anyone here."** - check the digits, or ask a manager to check your PIN in **Settings → Staff**.
- **"Too many attempts."** - wait a minute.
- **"Can't reach..."** and a device name - check you're in Wi-Fi range and that device is on.

See Sign-in problems.

2. You don't pick a role

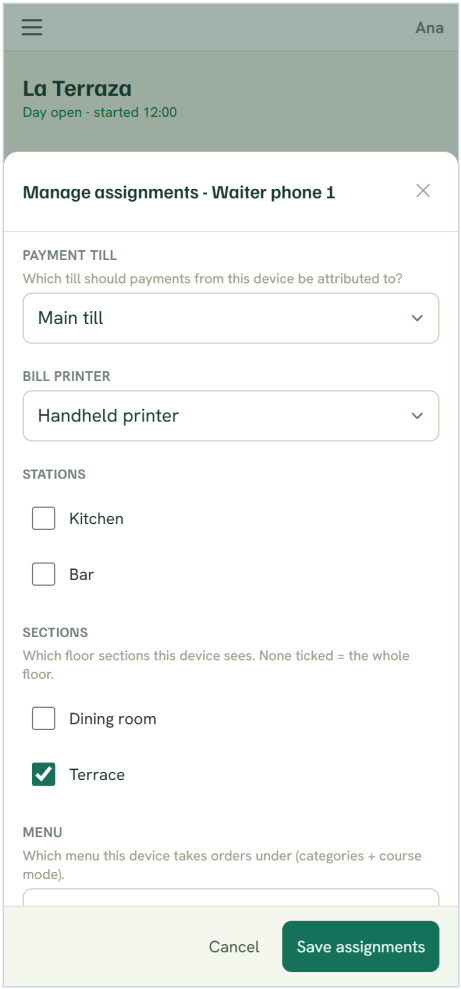
There's no role to choose. Course ready and overdue alerts follow the device's **Sections**. A bill request goes to the table's waiter, wherever they're signed in.

3. Check the device's assignments

Open the **Menu** and tap **Assignments**:

- **Payment till** - without one, no orders or payments.
- **Bill printer** - where your bills print.
- **Stations** - usually none on a waiter's phone.
- **Sections** - the floor you see and get alerts for. None = all.
- **Menu** - e.g. breakfast or dinner.

Fix anything wrong and tap **Save assignments**.



A waiter's phone: main till, handheld printer, terrace section only.

You can change the device you're signed in on without a manager, except the payment till on a till's own device. See Device assignments.

4. If the day hasn't been started

The **Floor** shows **Start the service day** instead of tables, and nothing can be sold. Anyone signed in can start it - ask your manager if it's your job:

1. Tap **Start Day**.
2. Tick the tills to open and check each **Float** (it starts from the till's default opening float).
3. Tap **Start day · N till(s)**.

If the last day ended less than 2 hours ago, **The day only just ended** asks first - tap **Start new day** only if you mean it. More in The service day: start and end.

5. Stepping away: lock the device

Open the **Menu** and tap **Switch user**. It goes back to **Enter your PIN** and keeps its assignments. Do the same when handing a phone over.

6. End of shift

- **Handheld: Switch user**. Use **Sign out** only if it should need an email and password next time.
- **Main till (the Primary):** no **Sign out** - tap **Switch user** to lock it.

See Switching users and tills.

Running food

Run plates from the station to the table: the Course ready alert, the station's Ready and Bump, marking Delivered, the Course overdue alert and Refire.

For runners, and waiters who run their own food.

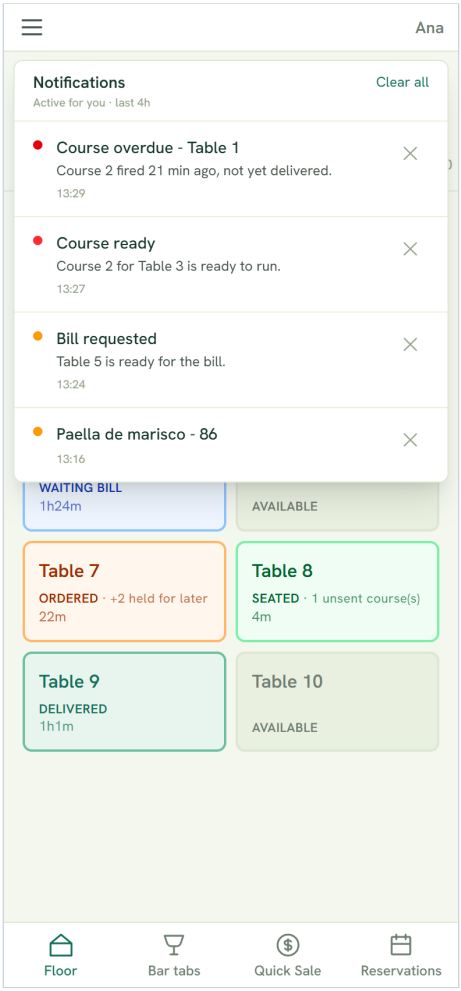
The loop in short

1. The station taps **Ready** when the course is plated.
2. Your device chimes and a **Course ready** alert lands in the bell.
3. You take the plates to the table.
4. You tap ✓ **Delivered** on that course.
5. The station taps **Bump** to clear its ticket.

When a course is ready

A course is ready once every station making part of it has tapped **Ready**. Then:

- **The bell** gets "*Course 2 for Table 4 is ready to run.*" Tap it to open the table.
- **A chime and a buzz** - one ping if several arrive at once. A locked phone gets a system notification.
- **The floor** tile turns amber, reads **Ready** and names the station (for example *Kitchen*), with a pulsing red dot.



The bell during service: a course overdue at the top, then a course ready to run.

Who gets the alert

Every device covering the table's section, whoever is signed in. No sections means the whole floor. A bar tab or quick sale's alert goes to every bell, without a chime. To change which tables you hear about, change the device's **Sections** (see Device assignments). The station display stays quiet.

Clearing the alert doesn't tell anyone the food has gone - it just clears it, on every device.

Mark it delivered

A station's bump counts as delivered for its plates. If the course already shows ✓ **Delivered**, you're done. If another station still has plates for that course, those stay undelivered until it bumps too. If the station doesn't bump, tap ✓ **Delivered** yourself.

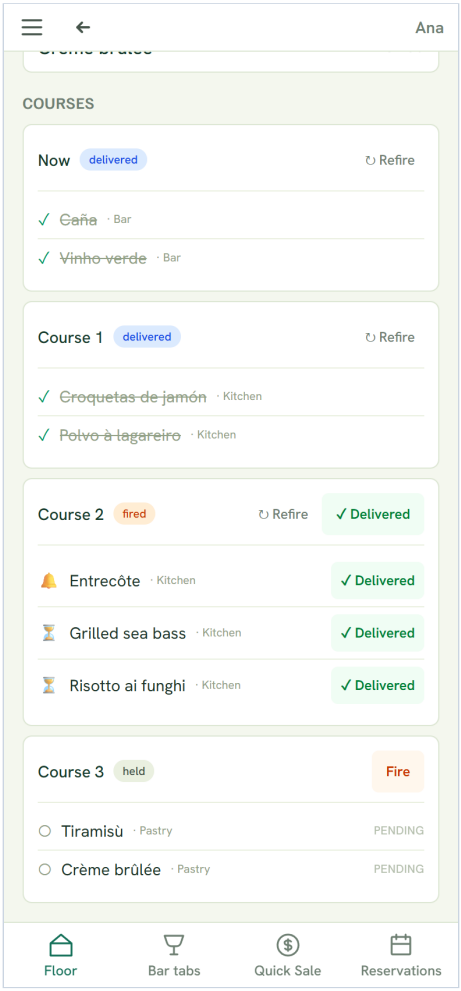
How to mark a course delivered

1. Open the table (or tap its alert).
2. Find the course - its lines show 🔔 **Ready**.

3. Tap ✓ **Delivered** on the course.

How to mark one plate delivered

Tap ✓ **Delivered** on that line instead.



*Courses on the table: delivered, ready and preparing lines, with ↻ **Refire** and ✓ **Delivered** on each course.*

What Delivered does

- Clears the Course ready alert and stops the Course overdue clock, on every device.
- **Delivered is the last step.** There's no "away" step.
- You can tap it any time after firing - no need to wait for **Ready**.
- It doesn't close the table. Someone taps **Release table** (or the menu has **Release table when last bill is paid** on - see Menus).
- Closing a table with undelivered items warns; **Continue** marks them delivered.

On a **fire-and-forget** menu, lines show **Sent** ✓ and there's no **Delivered**. See Courses and firing.

Course overdue

A course not marked **Delivered** 20 minutes after it was **fired** raises a critical **Course overdue** alert.

- A course sitting **Ready** at the pass still counts.
- It's the only food overdue alert. **Table overdue** means seated 15 minutes with no order.
- Fire-and-forget menus never go overdue.

What to do

1. Open the table from the alert.
2. Food at the pass? Run it and tap ✓ **Delivered**.
3. Already out? Tap ✓ **Delivered** now.
4. Still cooking? Check with the station.

Clearing without delivering only snoozes it - it can return after about half an hour.

When a plate comes back: Refire

Wrong, cold, undercooked or dropped? Use **Refire**, not a new order. A refire adds nothing to the bill.

How to refire

1. Open the table (or bar tab) and tap ↻ **Refire** on the course - the small grey button left of ✓ **Delivered** (on a bar tab, beside the course status).
2. Under **What needs remaking?** tap **Whole course** or each plate.
3. Pick a reason: **Undercooked**, **Overcooked**, **Cold**, **Wrong item**, **Allergen**, **Quality** or **Other**. Add a note if it helps.
4. Tap **Send refire**.

The station gets it with a red **REFIRE** banner. The table shows **Refired** until the remake is **Ready**, then you get a new **Course ready** alert. Deliver it again. You can refire a delivered course.

If the internet goes down

With Wi-Fi up, everything above works: the till device (the Primary) raises the alerts. If your device can't reach the till device, the triangle says **Till not reachable** and new alerts stop - watch the pass yourself. Your taps are saved and sent on reconnect. See Working through an internet outage.

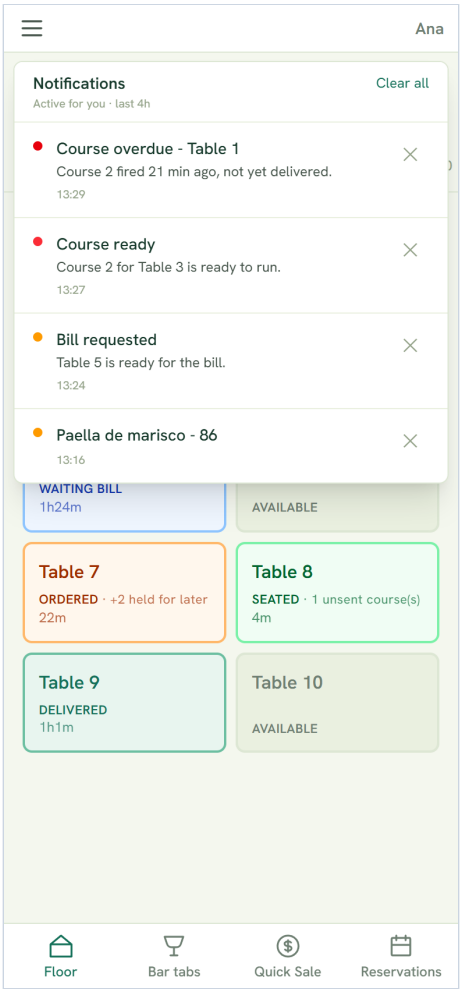
Alerts and the notification bell

Read the notification bell and the warning triangle, clear alerts, see which devices get each table alert, and learn what every alert means and when it clears.

The notification bell

The bell sits in the floor header. Its red badge counts this device's active alerts (**99+** above 99). Tap it to open **Notifications** ("*Active for you · last 4h*"). Critical alerts pulse red.

- **Tap a row** to clear it and open its table.
- **Tap the** × to clear it without going anywhere.
- **"Clear all"** clears the whole panel.



The Notifications panel: a critical course overdue on top, then course ready, a bill request and an 86 update.

The app menu has a full **Notifications** page too. Any signed-in staff member can clear alerts. Clearing on one device clears it on every device.

Who gets which alert

Course ready, **Table overdue**, **Course overdue** and **Table seated a long time** go to every device covering that table's section, whoever is signed in. A device with no sections covers the whole floor. Set sections in Device assignments. New alerts can take a few seconds to appear.

Pings, vibration and locked phones

- A new table alert plays a chime and vibrates a phone - one ping for several alerts at once, using the most urgent sound.
- On a locked Android phone, or with the app in the background, it arrives as a system notification. Tap it to open the table. It's withdrawn if someone clears the alert or the course is delivered.
- Station displays stay quiet. Bar tab and quick sale alerts don't ping.

The warning triangle

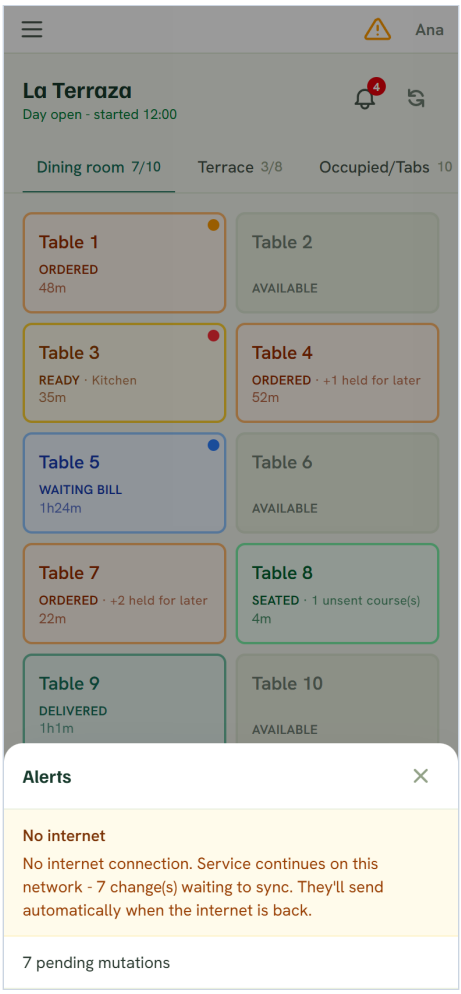
The bell is about *tables*. The **warning triangle** in the top bar is about the *system*. It only appears when something needs attention; tap it to open the **Alerts** panel.

- **Red** - a real problem: changes failed to sync, the device is read-only, or the till device is unreachable.
- **Amber** - a heads-up: no internet on the Primary, changes queued, test mode or sample data on, or a trial ending soon.

What you might see:

- **Till not reachable** - this device can't reach the till device (the Primary). It names the device to check: stay in Wi-Fi range and make sure it's on. Your device keeps working and reconnects by itself. See Working through an internet outage.
- **No internet** - on the Primary. Service carries on over Wi-Fi; it shows how many changes wait to sync.
- **Queued / failed changes** - with **Retry all** and **Clear failed**. Clearing deletes them for good, so it needs a manager PIN, checked by the till device. It never clears payments, refunds, till counts or End of Day - those stay listed for support.
- **This device was the till** - after a handover, its last changes are still syncing to the new till. Leave it on Wi-Fi.

- **Setup reminders** - test mode or sample data on, or a trial ending soon.



The Alerts panel on the Primary with the internet down: amber, because service carries on.

What each alert means

- **Course ready** - a fired course is ready to run. Clears when it's delivered or bumped.
- **Table overdue** (critical) - seated 15 minutes with no order. Clears once an order is taken.
- **Course overdue** (critical) - not **Delivered** 20 minutes after it was **fired**. A course sitting **Ready** at the pass still counts. Fire-and-forget menus never go overdue.
- **Bill requested** - goes to the table's waiter, on the device they're signed in on. Clears once the table stops waiting for its bill.
- **Table seated a long time** - occupied 2 hours. Clears when the table is freed.
- **86 update** - a product was marked out of stock or restored. No ping.

Releasing or force-clearing a table removes all its alerts. Clearing an alert only snoozes it: if the cause isn't fixed, it can come back after about half an hour.

Where alerts come from

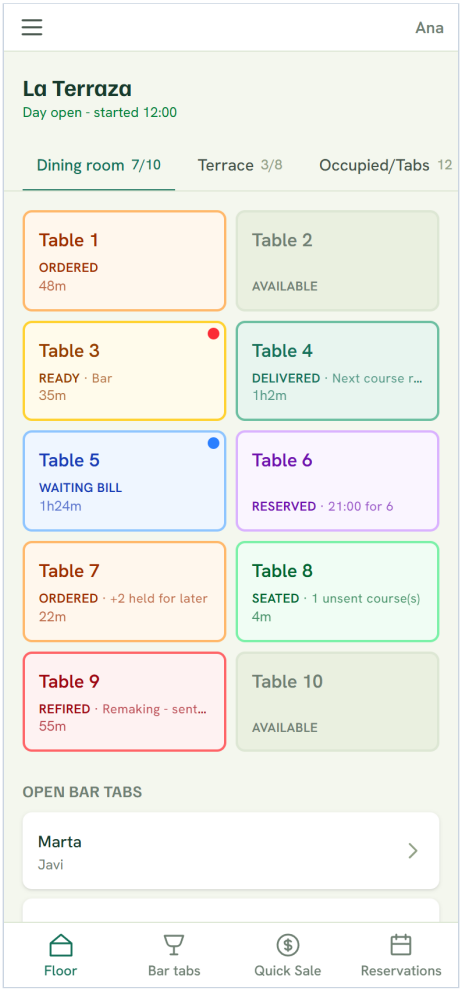
The till device (the Primary) raises these alerts, not the cloud. With the internet down and Wi-Fi up, every alert, ping and locked-phone notification still works.

The floor view

Read the floor at a glance, with what each table colour and alert dot means, where open bar tabs show, and what the day status at the top tells you.

The **Floor** tab is your home screen. It refreshes every few seconds. Tap any table to open it.

- **Day status** at the top: **"Day open - started {time}"** (green) or **"Day is closed - sales disabled until you start the day."** (amber). When closed, a **"Start the service day"** card appears; anyone signed in on the app can tap **"Start Day"**, pick tills and set the float. The web floor has no button. See The service day.
- **Section strip** - occupied/total tables per section. **Occupied/Tabs** lists every occupied table across this device's sections, plus open bar tabs.
- **Bell and warning triangle** - table alerts and system issues. See Alerts and the notification bell .
- **Open drawer (no sale)** - on a device that takes cash at a till with an electronic drawer (also in the app menu as **No sale (open drawer)**). Pick a reason; it's recorded against you.



The floor mid-service: each tile shows its state and time seated, with open bar tabs below.

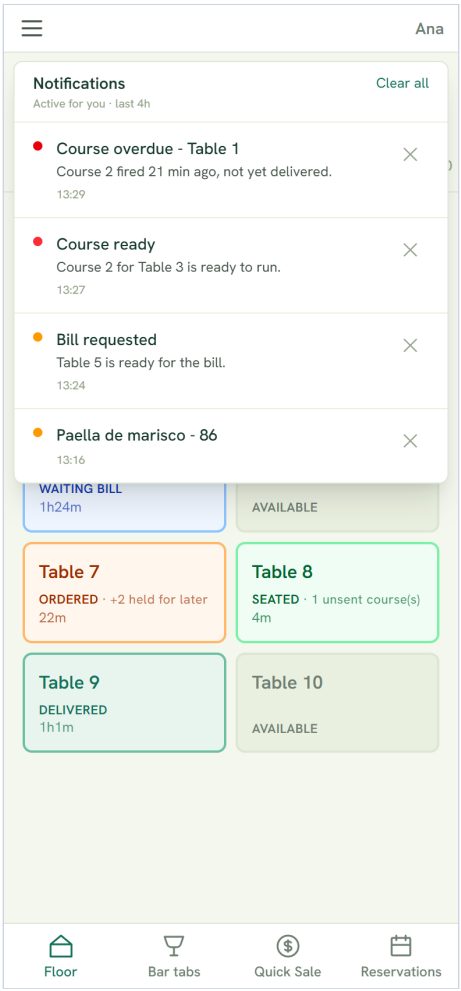
What the colours mean

1. **Available** (grey) - no one seated.
2. **Reserved** (purple) - held for a booking, with its time and party size. See Reservations. A table with a booking coming up also shows a small **"Reserved 20:30 · 4"** line.
3. **Seated** (green) - guests sat, nothing sent yet.
4. **Ordered** (orange) - a course fired but not ready.
5. **Ready** (amber) - a course is ready to run; names the station.
6. **Refired** (red) - a plate came back and is being remade.
7. **Delivered** (teal) - every fired course delivered.
8. **Waiting bill** (blue) - bill requested, still owed.
9. **Paid** (emerald) - settled; release it when the guests leave.
10. **Overdue** (red) - seated 15 minutes or more with no order.

Badges and dots

- Pulsing amber - **overdue** (including course overdue or seated a long time).
- Pulsing red - **course ready**.
- Blue - **bill requested**.

Clearing the alert removes the dot.



The bell open over the floor: each alert names its table, and the dots mark the same tables.

Open bar tabs are listed under **Open Bar Tabs** below the grid. If your till closed mid-shift, a **"Pick an open till"** prompt appears. See Switching users, tills and devices.

Sign-in and device problems

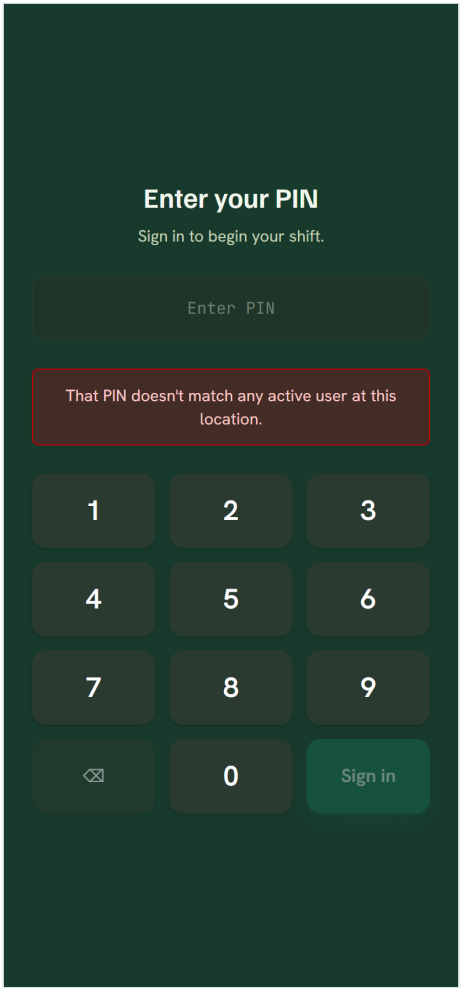
Fix a PIN that won't sign in, offline sign-in being rejected, a device that can't reach the till, and a device that keeps going back to Log in.

Find the message you see below.

A PIN won't sign in

PINs are exactly 4 digits, and everyone who uses the POS has one.

- A wrong PIN shows "*That PIN doesn't match any active user at this location.*" Check all 4 digits.
- After 5 wrong attempts: "*Too many attempts. Wait a minute and try again.*"
- Ask a manager to check the person has a PIN and an active account.



A wrong PIN clears the entry and says so.

See Roles and PINs.

Offline sign-in is rejected

"*Can't verify this device offline yet. Connect to the internet once, then offline sign-in will work.*" During an outage the Primary checks devices and PINs from what it learned online. This device is new to it - typically registered or reset during the outage, or unused for over a week.

What to do: once the internet is back, sign in on this device on the venue Wi-Fi. Offline sign-in then works.

A PIN set in the app works at once, outage or not. A PIN changed on the web reaches the Primary the next time it's online.

"Can't reach Front Till..."

"*Can't reach Front Till. Check this device is in Wi-Fi range and that Front Till is switched on, then try again.*" (naming your Primary). Every sign-in goes through the Primary.

What to do: get on the venue Wi-Fi and check the Primary is on with the app running (on Windows it may be in the system tray). If the Primary has been replaced with **Set as Primary** on the web, the device finds it by itself. See Primary device problems.

"This till is still setting up."

The Primary has just started, or just become the Primary, and hasn't got its staff list yet. Wait a few seconds and enter the PIN again.

"Sign-in failed. Check the device and try again."

Usually a passing network problem. Check the Wi-Fi and try again; if it repeats, close the app completely and reopen it.

The device keeps going back to Log in

You see **Log in** instead of the PIN screen because the device's registration is no longer valid (e.g. it was unregistered, or the account was reset).

What to do: while online, close the app completely and reopen it once. It clears the old credential, so a manager or operator can sign in with email and password and register it again. See Set up (register) a device.

After **Sign out** in the Menu, **Log in** is expected - sign in and the device returns to the PIN screen. The Primary has no **Sign out**; if it shows **Log in**, close and reopen the app once. Only if it shows **Log in** again, follow the steps above.

"These credentials do not match our records."

The email or password on **Log in** is wrong, or the account isn't active. After 5 failed attempts in a minute: "*Too many login attempts. Wait a minute and try again.*" Forgotten it? Use **Forgot password?** on the web login page.