YOTPV

Till and bar manual

For bar staff and whoever works the till

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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.

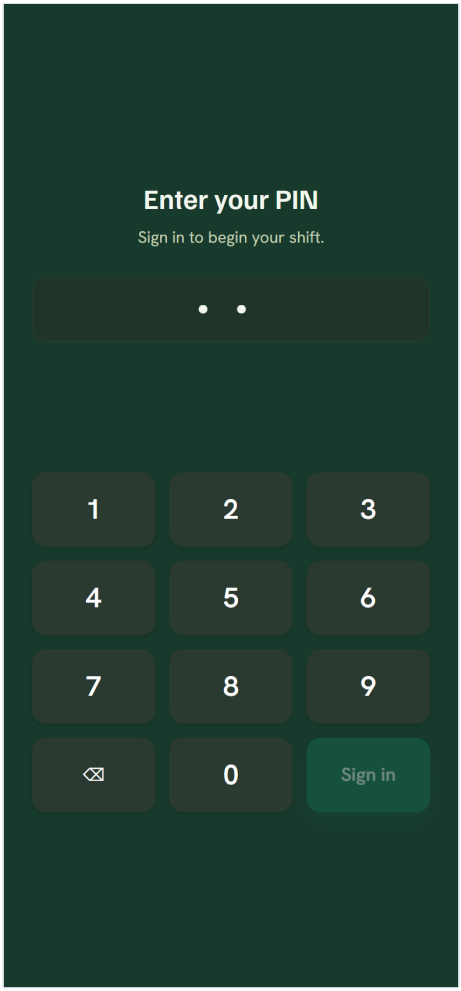
1. Sign in with your PIN

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

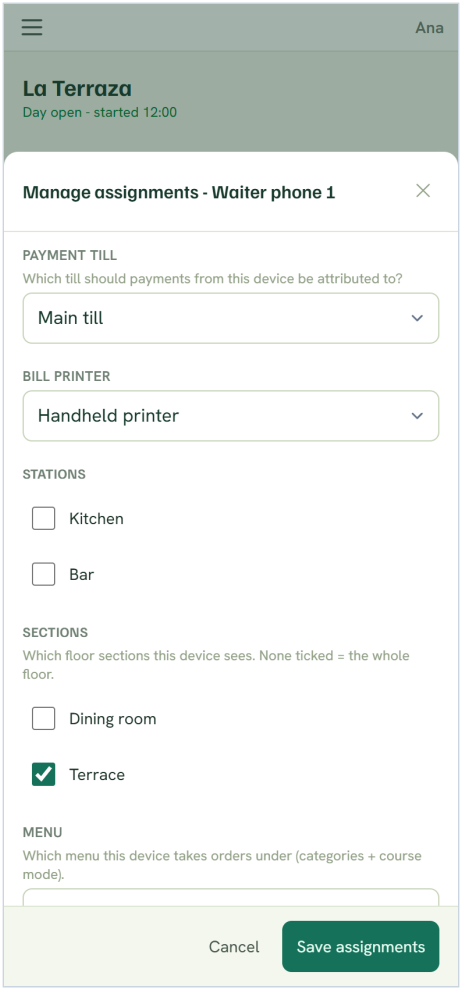
There's no role to choose. Course ready and overdue alerts follow the device's **Sections**. A bill request goes to the table's waiter, wherever they're signed in.

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.

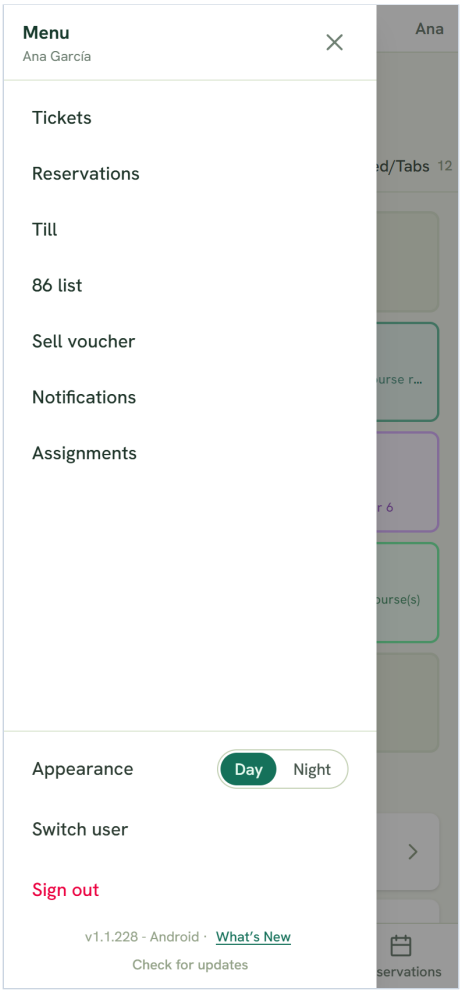
See Switching users and tills.

Switching users and tills

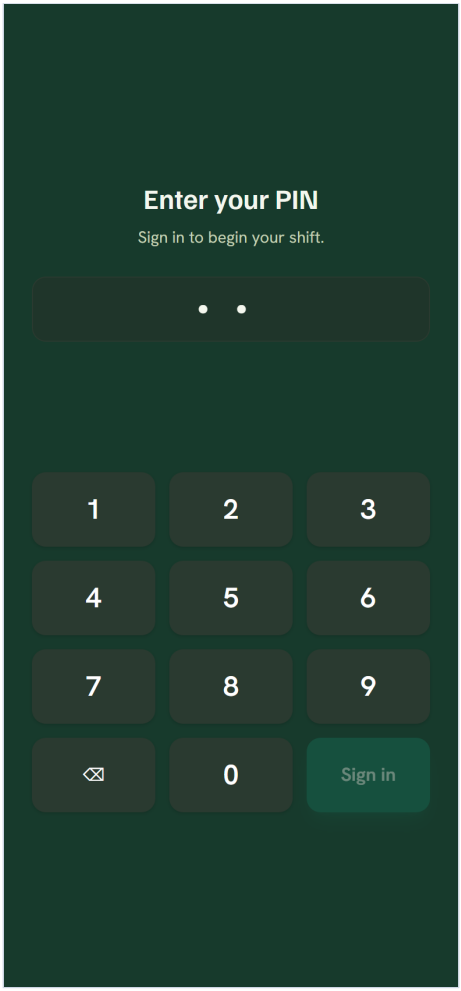
Hand a device to the next person with Switch user, sign out fully, change which till a device takes payments on, and what to do if your till closes mid-shift.

Switch user (hand over a device)

Open the **Menu** and tap **Switch user**. The device returns to **Enter your PIN** for the next person and keeps its assignments. Use it whenever you put a device down.



Switch user *and* ***Sign out*** *at the bottom of the* ***Menu****. The Primary shows only* ***Switch user****.*



Waiting for the next person's PIN.

Sign out

Sign out ends your shift and any back-office session but **keeps the device registered**. The next person must **Log in** with email and password, then it goes back to the PIN screen. Removing a device for good is **Unregister** (operator-only - see Manage device assignments).

The main till (the Primary) has no Sign out - use **Switch user**. To retire it, first make another device Primary on the web (**Settings → Devices → Set as Primary**).

Change which till a device uses

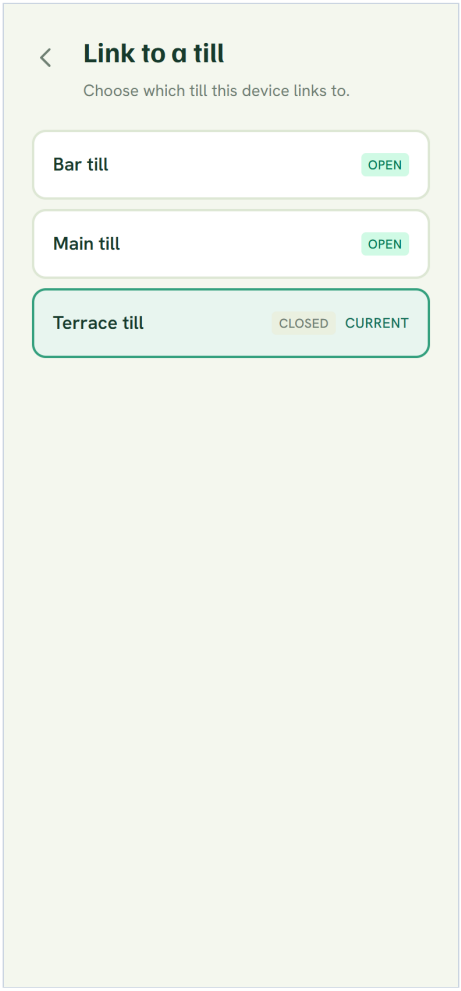
Set **Payment till** in **Menu → Assignments**. Any signed-in staff member can change it on their own device, unless the device operates a till - then it's locked. See Manage device assignments.

If your till closes mid-shift

You'll see **Till closed**. Either:

- Tap **Switch till** and pick a till marked **Open**, or
- Tap **Keep taking card only**.

On the till's own device you'll see **Re-open till** instead.



*Only a till marked **Open** can be picked.*

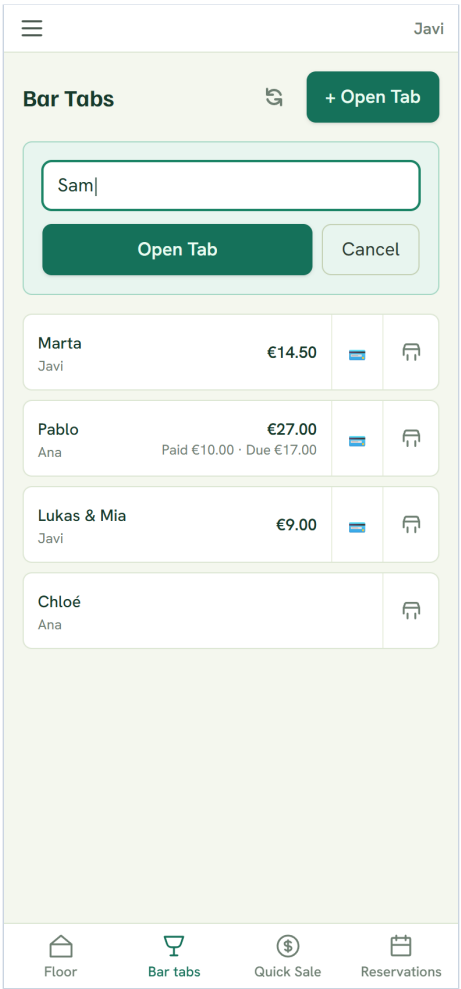
Bar tabs and quick sales

Open a bar tab for guests at the counter, move it to a table if they sit down, and ring up walk-up quick sales that are paid on the spot at the till.

For guests who aren't sitting at a table.

Open a bar tab

1. Tap **"Bar tabs"** in the bottom nav.
2. Tap **"+ Open Tab"**.
3. Enter a **Guest name**.
4. Tap **"Open Tab"**. On the main till the new tab shows in the list: tap the guest's name, then **Take Order**. On a handheld its order opens straight away.



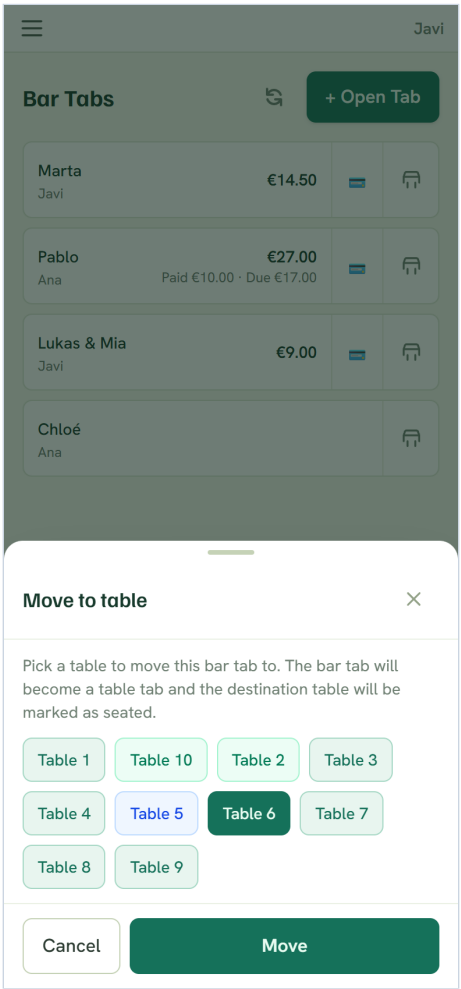
*The Bar Tabs list with **+ Open Tab** tapped: type the guest name, then **Open Tab**.*

- **"+ Open Tab"** is greyed out until the service day is open.
- Without a till linked to your device you'll see **"Link to a till to start taking orders."** See Device assignments.
- Each tab shows its total (and paid/due once part paid). The 💳 button opens it at the payment sheet.
- Open tabs also show under **Open Bar Tabs** on the floor.

Move a tab to a table

On the **Bar Tabs** list, tap the move icon on the tab's row, pick a table and tap **Move**. If the table already has guests, the bar tab joins it as another bill, named after the bar tab, and the courses fire as one.

It's refused while either tab has a whole-bill discount - remove it first.



*Moving a bar tab: pick the table it moves to, then tap **Move**.*

Quick sales

A walk-up sale paid on the spot. Tap **Quick sales** in the bottom nav to go straight to the products. Each till has one quick sale at a time; an unfinished one comes back as it was.

1. Tap the products.
2. Tap **"Take payment · {amount}"** and take cash or card.
3. Once paid in full, the items go to their stations and a fresh sale is ready.

"Cancel" clears the items and starts a fresh sale. Once part is paid, take the rest instead.

A quick sale only runs on a till's own device (set in **Settings → Tills**) while the day is open. If the till was counted and closed, connect to another till.

A note on ordering

Bar tabs and quick sales are always ordered **by course**. Drinks go in the **"Now"** lane and reach their station on **Fire Order**. A quick sale has no **Fire Order** - its items go when it's paid.

For card, take it on your own card terminal and record it here.

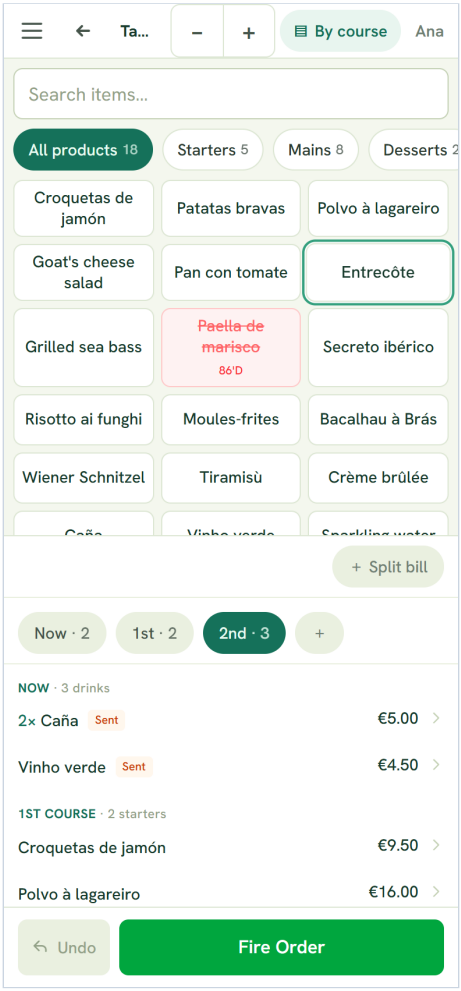
Taking an order

Add products from the category pills or search, set quantities, modifiers and notes, then fire the order to its stations from the order screen.

Open the order screen with **"Take Order"** on a table, from a bar tab or quick sale, or with **"Seat now"** on a booking.

> **You need a linked till.** Without one you'll see "*This device has no till assigned. Link one in More → Manage Assignments to take orders.*" See Device assignments.

- On a phone the menu is on top and the cart below; on a wider screen the cart is a panel on the right.
- **−** / **+** in the header resize the product buttons.
- On a seated table the header has the **By course** / **By person** pill (see By person and by course).

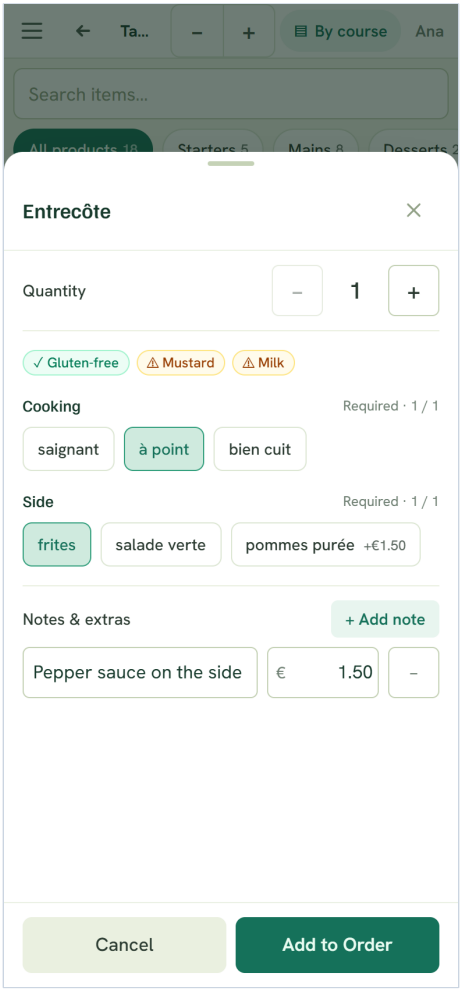


The order screen on a phone: search, category pills and products on top, the cart grouped by course below.

On a table, **+ Split bill** above the cart splits it into named bills. With several bills, new lines go on the highlighted bill pill and **+ Bill** adds another. The table still fires as one. See Splitting a bill.

Add items

1. Tap a category pill (or **"All products"**), or search.
2. Tap a product.
   - With no modifiers and no allergen or dietary info, it's added in one tap.
   - Otherwise a sheet opens: set the **Quantity** (1–99), check the allergen ⚠ and dietary ✓ chips, choose modifiers (required groups must be set), and use **"+ Add note"** under **"Notes & extras"** (optionally priced).
3. Tap **"Add to Order"**.



A product sheet: quantity, allergen and dietary chips, required modifiers and a priced note.

Search finds any product by name or code, ignoring capitals and accents (*cafe* finds *Café*). On a till with a keyboard, just start typing; **Esc** clears.

86'd (out of stock) products can't be added.

Every tap is a new line

Each tap adds a **new line** - identical lines never merge. Change a quantity by tapping the line. **"Undo"** removes your newest unsent line; tap again for the one before. Sent lines must be voided instead (see Supplements, edits and voids).

Fire the order

Tap the green **"Fire Order"**. It sends the **Now** lane and the first course, holds later courses, and returns you to the floor. With nothing new to send it reads **"Close"**.

Leaving with unsent items asks **Send the order?**:

- **Send now** - send, then go.

- **Leave unsent** - keep them on the order, unsent.
- **Stay on the order** - go back.

Firing later courses, marking delivered and taking payment happen on the **table detail** screen. See Courses and firing.

A **quick sale** instead has **"Cancel"** and **"Take payment · {amount}"**; its items go once paid. See Bar tabs and quick sales.

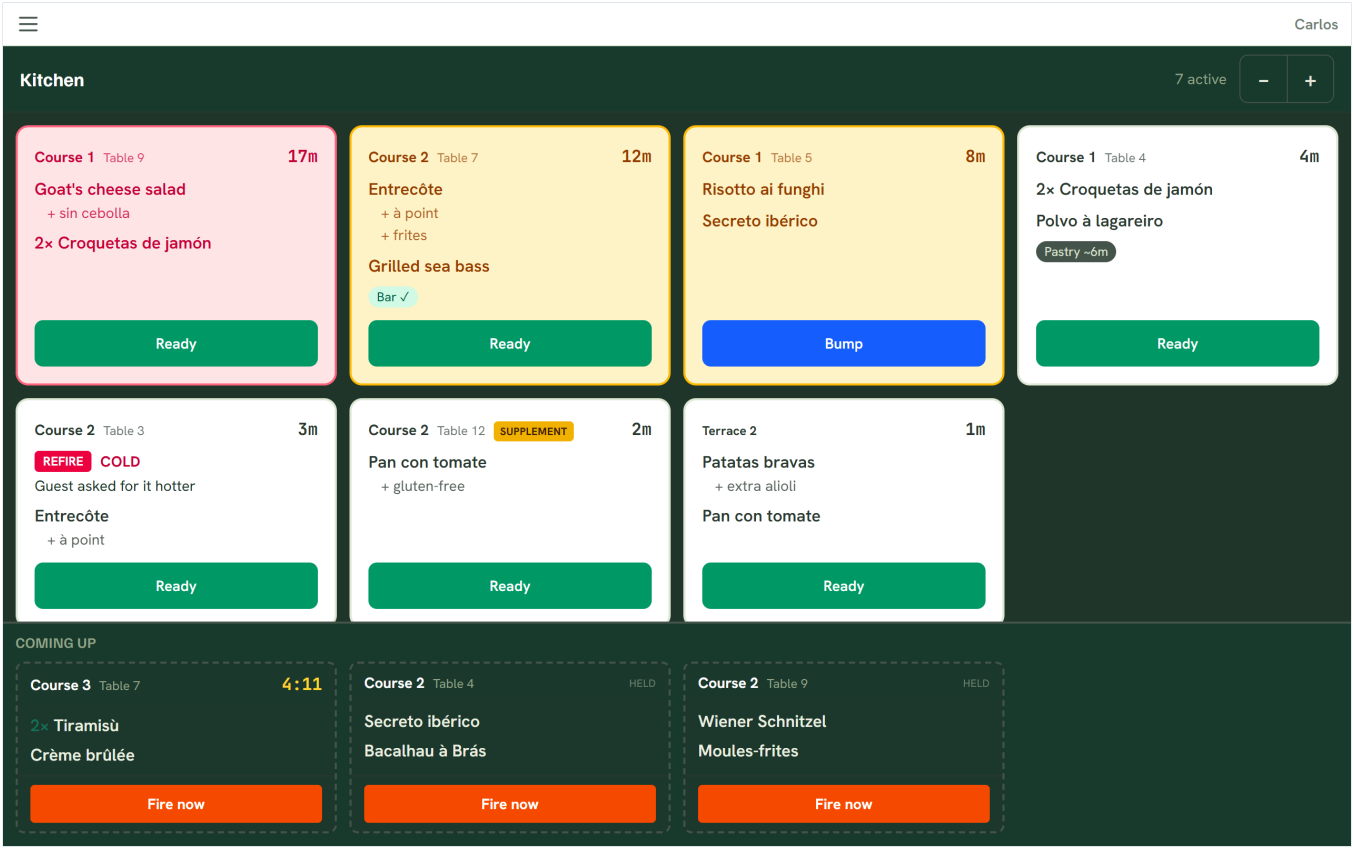
On a coursed menu, sent lines carry a **Sent** tag. On a fire-and-forget menu there's no tag and nothing to deliver, but a sent line still can only be voided, not edited. See Menus.

Supplements, edits and voids

Add to a course that's already fired, edit items before they're sent, void a sent item with a manager PIN, or discount or comp a single line.

Supplements: add to a fired course

Add items to a course you've **already fired** and tap **Fire Order** again. They go as a separate ticket marked **SUPPLEMENT** on the station display and on printed dockets.



The kitchen display: the yellow SUPPLEMENT pill marks an addition, and a REFIRE shows its reason.

The **"Now"** lane stays open for later rounds of drinks.

Edit an item before it's fired

Tap a held line to:

1. Change the **Quantity**.
2. Change modifiers or **Notes & extras**.
3. **"Move to course"**.
4. Tap **"Save"**, or **"Remove"** to take it off.

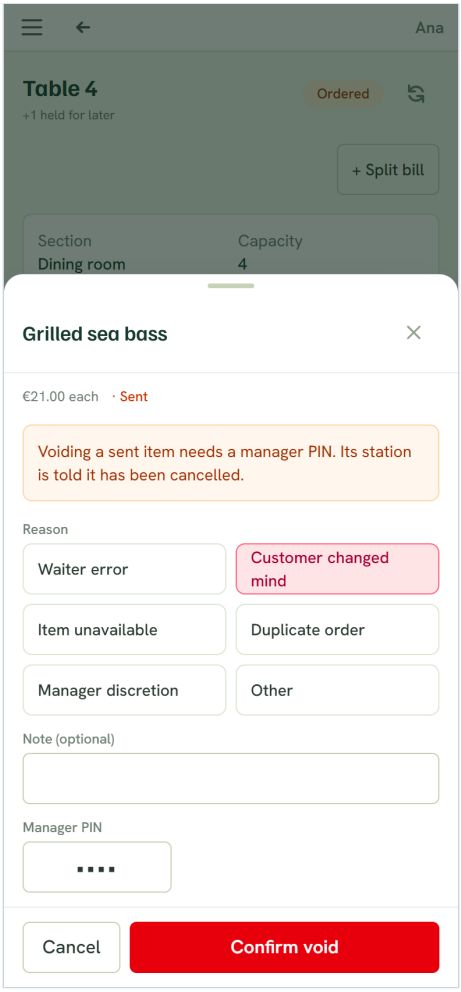
On a table with several bills, **"Move to bill"** moves the line to another bill, sent or not (see Splitting a bill).

Voiding a fired item

A sent item can't be deleted or changed. Tap the line → **"Void item"**:

> "*Voiding a sent item needs a manager PIN. Its station is told it has been cancelled.*"

1. Choose a **Reason**: waiter error, customer changed mind, item unavailable, duplicate order, manager discretion, or other.
2. Add an optional **Note**.
3. Enter a **4-digit manager PIN**.



Voiding a line already at the kitchen: pick a reason and enter a manager PIN.

The station shows it as **Voided** until acknowledged. On the table the line stays struck through and tagged **Void**, off the bill. **"Void order"** on the running bill voids the whole order, also with a

manager PIN.

Discount or comp a single item

Tap the item in the running bill → **"Reduce (discount / comp)"**:

- **Discount** by a **percentage** or **fixed amount**, or
- **Comp** it to zero.

Pick a reason. A comp always needs a manager PIN. A discount needs one once the item is sent, or over the venue's limit - otherwise leave **Manager PIN (if required)** blank.

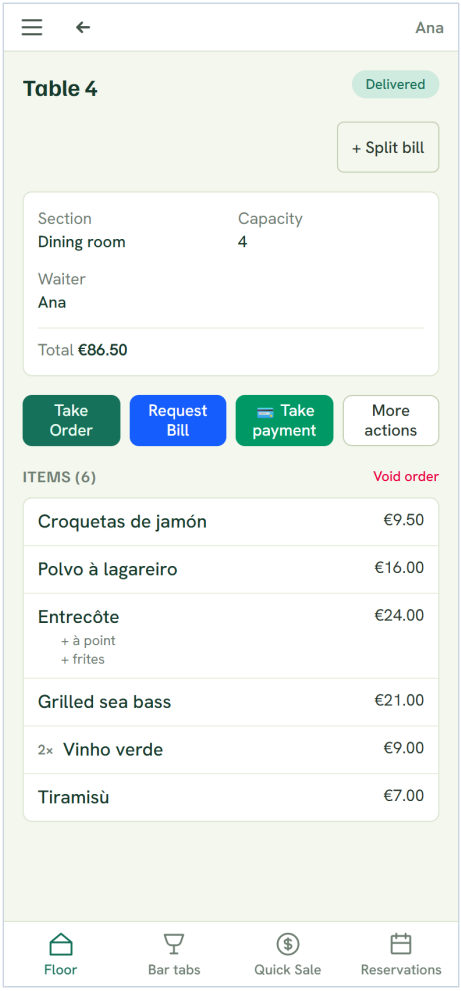
> **Whole bill?** Use **"More actions"** → **"Discount order"** (see Move, merge and clear tables).

The bill and receipts

Print the bill when guests ask for it, decide whether the receipt prints after payment, and see which printer the bill and the receipt come out of.

Print the bill

1. Open the table.
2. Tap **Request Bill** (on a split table, the one on the guest's bill).
3. It prints from this device - on a paired Bluetooth printer, even off the venue network.



***Request Bill** sits beside **Take payment**.*

The button then becomes **Reopen table**, for guests who want to add more.

The receipt after payment

The payment that settles a bill issues its receipt, printed or not. The **Print receipt** tick box on the payment sheet decides paper. Its default is the location setting **Print the receipt after payment by default** (on where VeriFactu is live). Part payments don't issue a receipt.

With VeriFactu on, the bill before payment is marked **PRO FORMA** and the receipt is the invoice, with its number and QR - see The ticket QR and correcting records.

For another copy later, see Reprinting a bill.

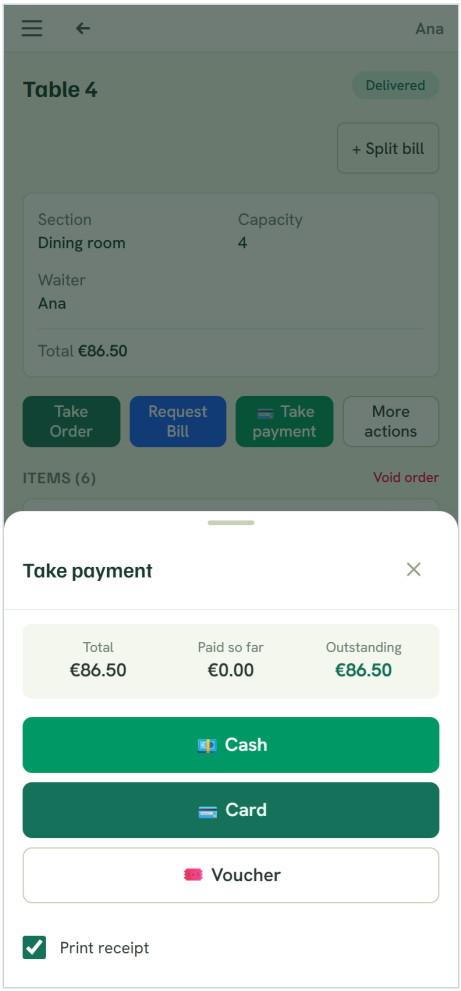
Where the bill prints

The bill goes to this device's **Bill printer** (**More** → **Assignments**), else its paired Bluetooth printer, else the section's default bill printer. The receipt uses this device's bill printer, or the till's. See Receipt and station printers.

Taking a payment

Take a cash payment with the change worked out, record a card payment from your own terminal, take part of a bill, or let a guest pay with a gift voucher.

Tap **Take payment** on the table (on a split table, **Pay** on each bill). The sheet shows **Total**, **Paid so far** and **Outstanding**.



The payment sheet and the ways to pay.

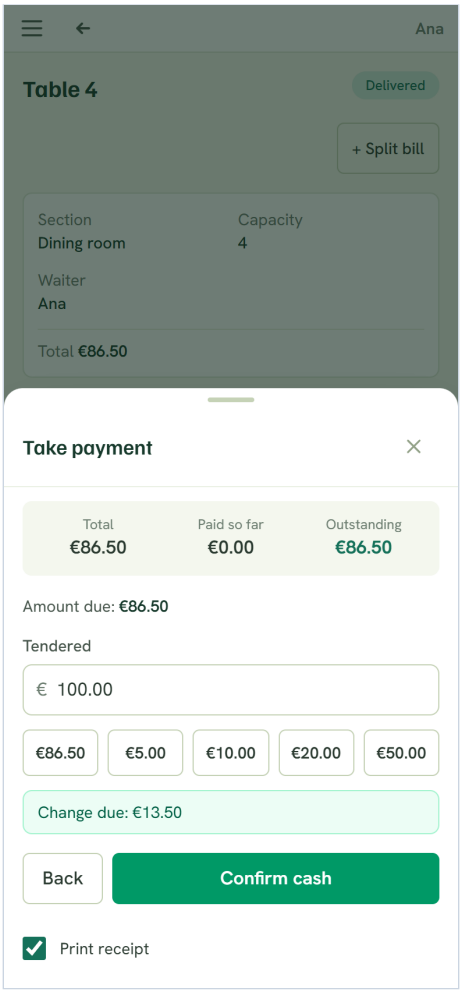
> **You need a linked till.** Without one you'll see "*This device has no till assigned.*" Pick a Payment Till in **More** → **Assignments** - see Manage device assignments.

Choose **Cash**, **Card** or **Voucher**. **Print receipt** decides whether the receipt prints - see The bill and receipts. The sheet only closes with ×, so a stray tap can't lose a payment.

Cash

Cash shows only on a device that can take cash for its till: on an **electronic** till, only its operating device; on a **manual cash box** till, any linked device. See Tills and cash.

1. Tap **Cash**. **Amount due** is the full balance.
2. Enter **Tendered**, or tap a quick-tender button.
3. Check **Change due**.
4. Tap **Confirm cash**. An electronic drawer pops. If there's change, the **Change due** screen shows it - tap **Done**.



Type or tap what the guest handed over; the change works itself out.

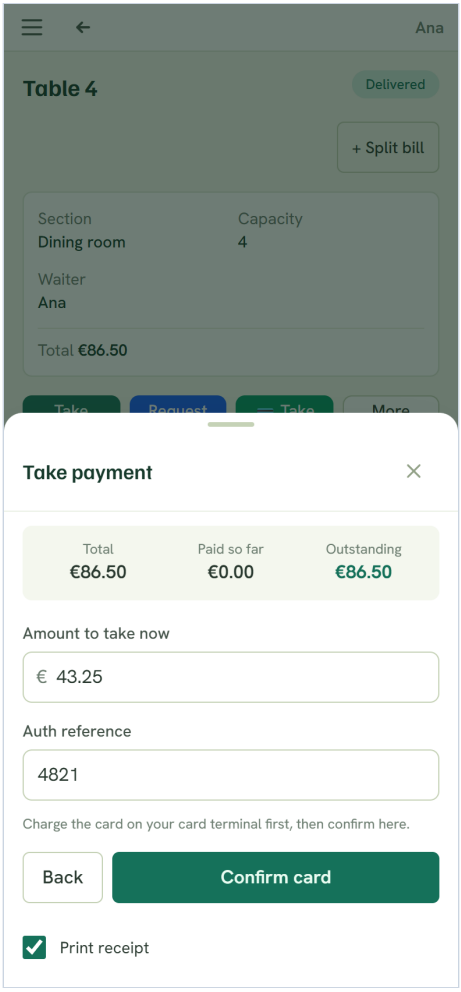
No Cash button? Use the right device, or take card.

Card

There is no card reader: charge the card on your own terminal, then record it.

1. Tap **Card**.
2. Check **Amount to take now**.
3. Optionally add an **Auth reference**.

4. Tap **Confirm card**.



Half the bill taken on the venue's terminal, with its approval code.

Partial payments

Tap **Card** and lower **Amount to take now**; the rest stays outstanding. Cash always settles the full balance. At zero the order is **Paid** automatically.

Voucher

Tap **Voucher** - see Vouchers. Vouchers need the internet and are hidden off the venue network.

Off the venue network

Payments are saved on the device and sync when you're back in range.

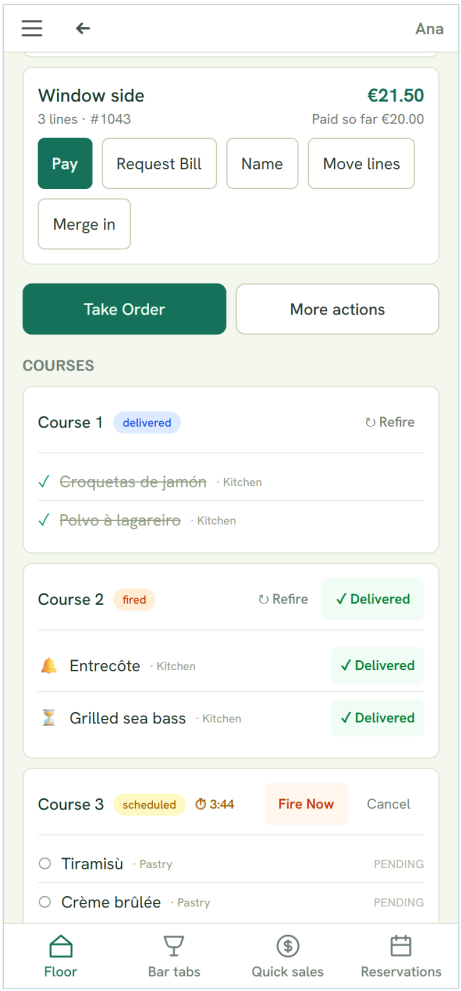
To pay per guest, split the bill first.

Splitting a bill

Split a table into named bills before or after ordering, move or split lines between them, let each guest pay their own bill, and merge bills back.

A table starts with one bill. Open it and tap **+ Split bill** to add more. Name each one ("Ana", "left side") as you create it or later with **Name** - the name prints on the bill.

Splitting only moves **money between bills**. The table still orders, fires and delivers as one.



*A table split in two: each bill has its own **Pay** button; courses still fire for the whole table.*

Split before anyone orders

+ Split bill is there as soon as the table is seated. The first one you add is **Bill 2**.

From the order screen, tap **+ Split bill** above the menu. Fill in **This bill** and **New bill**, tap **+ Another bill** for more, then **Split bill**. Leave a box blank to keep its number. Existing items stay on the first bill.

With more than one bill, bill pills (**Bill 1**, **Ana**, **Pablo**) sit above the menu. New items go on the highlighted one. **+ Bill** adds more.

The bill and the guest are separate: a couple paying together is two guests on one bill.

Move items onto another bill

1. On the bill that **has** the items, tap **Move lines**.
2. Tick the lines.
3. With more than two bills, pick one under **Move to**.
4. Tap **Confirm**.

For one line, tap it and use **Move to bill**. Lines already sent to a station can move too.

Split one line between guests

For two beers, one each:

1. On the bill with the line, tap **Split a line**.
2. Pick the line and how many to **Move**.
3. Pick where they go and tap **Confirm**.

A discounted line can't be split - move it whole.

Pay each bill

Each bill has its own total, **Pay** button and **Request Bill** button (it becomes **Reprint** once printed), so one guest can pay cash, another card, and an early leaver can go first. See Taking a payment.

Changed your mind?

Tap **Merge in** on the bill to keep and choose the bills to fold into it.

Good to know

- Splitting is by **item**. For a round figure off a shared bill, take a partial card payment.
- An order-level discount is shared across bills by value.
- A paid bill keeps its share - later moves don't change it.

Vouchers

Sell a gift voucher for cash or card, redeem or part-redeem it against a bill, reprint the slip with its balance, and track vouchers in the report.

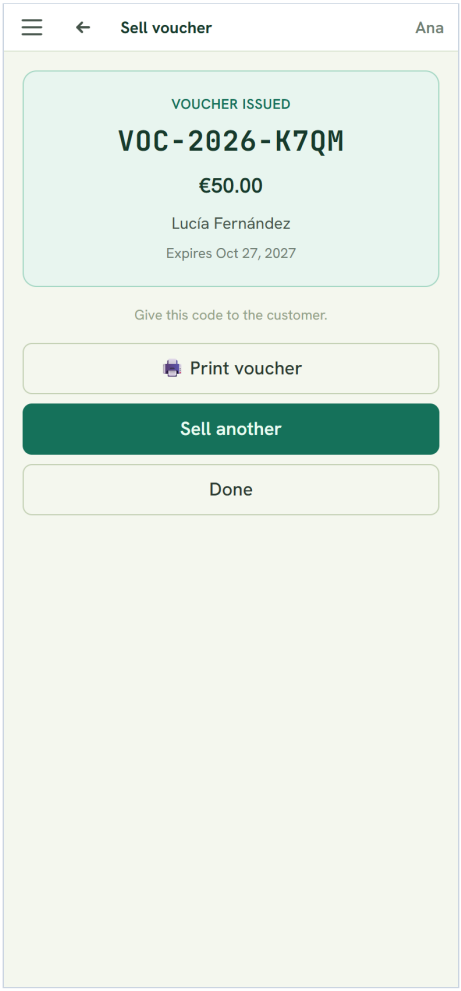
A voucher holds a value, can be spent across several visits, and prints a slip.

> **Internet only.** Selling and redeeming need the internet. If it's down, take cash or card. Off the venue network, the **Voucher** option is hidden.

Sell a voucher

1. Open **More** → **Sell voucher**.
2. Enter the **Value** and an optional **Recipient name**.
3. Tap **Sell - Cash** (needs a device that can take cash) or **Sell - Card** (charge your own terminal first).

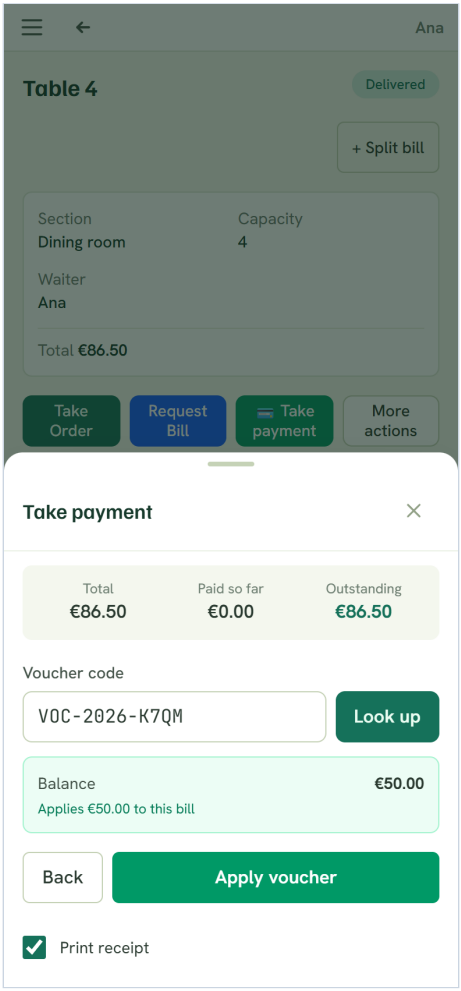
Voucher issued shows the **code**, expiry and **Print voucher**. The slip shows the code large and **Total / Redeemed / Remaining**.



A voucher just sold, ready to print.

Redeem against a bill

1. In the payment sheet, tap 🎟 **Voucher**.
2. Type the **Voucher code** and tap **Look up**.
3. Tap **Apply voucher**.



The voucher's balance and how much comes off this bill.

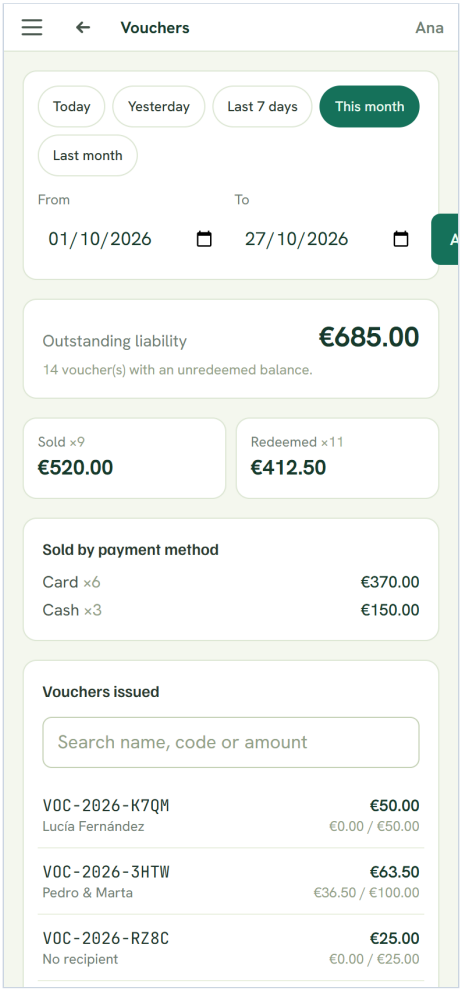
YoTPV applies as much as the bill needs. Any balance left stays on the voucher and a new balance slip prints. If the voucher is short, pay the rest with cash or card.

Reprint a voucher

Open the voucher from the **Vouchers** report and tap **Reprint voucher**.

The Vouchers report

More → Reports → Vouchers shows the outstanding liability, sales and redemptions for the dates chosen, and **Vouchers issued**. Search by name, code or amount.



Outstanding balances, sales, redemptions and every voucher issued.

A voucher's detail shows its **Total / Redeemed / Remaining**, **Reprint voucher**, and its **Redemptions** history - tap an order to open it.

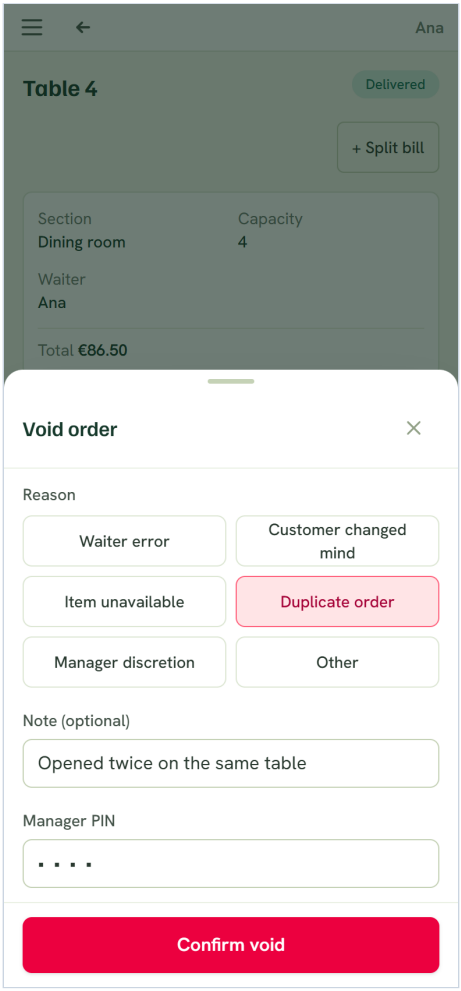
Voiding an order

Cancel a whole unpaid order raised by mistake, with a reason and a manager PIN, and know when to void an order and when to refund it instead.

Void cancels a whole unpaid order, such as one on the wrong table or a duplicate. Once any payment is taken, it can't be voided - refund instead. To remove a single item, see Supplements and edits.

Void the whole order

1. Open the table or tab and tap **Void order** at the top right of the items list.
2. Pick a **Reason**: Waiter error, Customer changed mind, Item unavailable, Duplicate order, Manager discretion, or Other.
3. Add a **Note (optional)**.
4. Enter a 4-digit **Manager PIN** (a manager or operator at this location). It's always needed.
5. Tap **Confirm void**.



A duplicate order: reason, note and manager PIN.

Stations that already received its items are told to stop.

Void or refund?

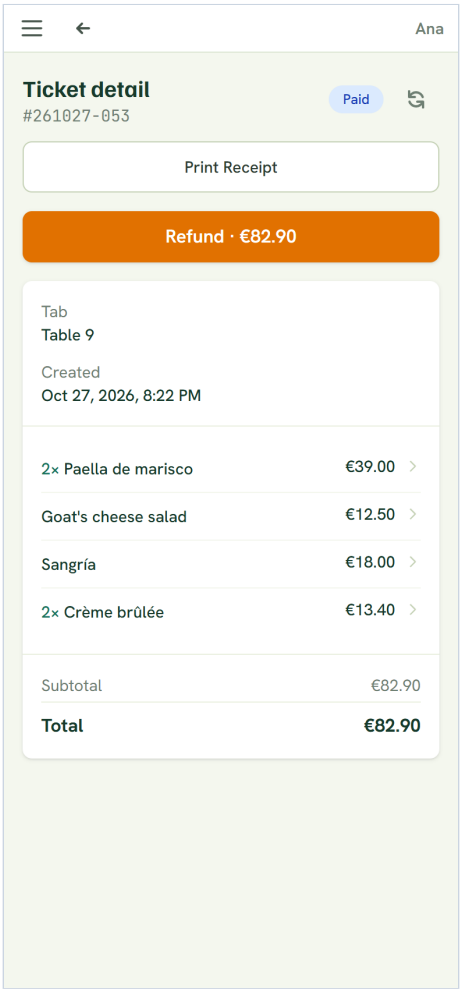
- **Void** - nothing paid yet.
- **Refund** - money taken, you're giving it back.

Refunds

Refund whole items or a custom amount from a paid order, pick a reason and approve it with a manager PIN, then hand back the cash or refund the card.

A refund gives back money already taken. If nothing has been paid, void the order instead.

Open **More** → **Tickets** and tap the ticket. If money is left to refund, an amber **Refund** button shows the amount. A refund needs an open service day.

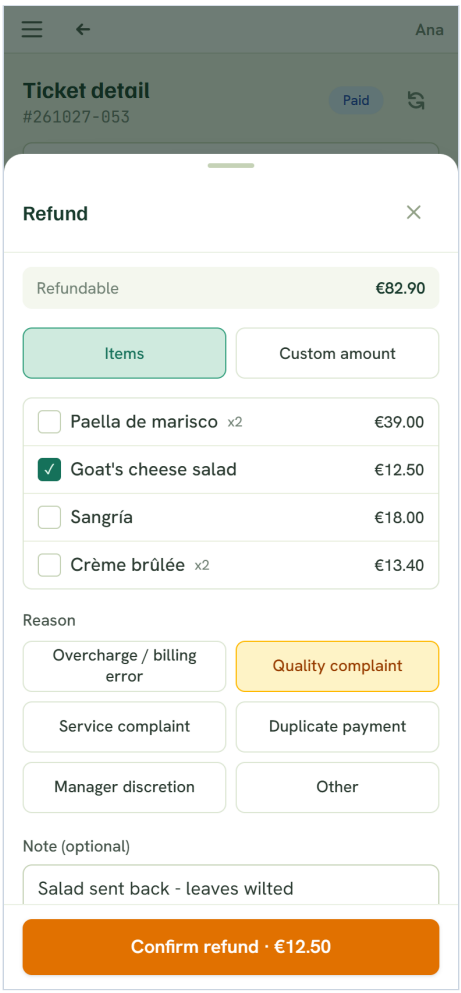


*A paid order with the amber **Refund** button.*

Refund whole items or a custom amount

1. Tap **Refund**. The sheet shows the **Refundable** balance.
2. Choose **Items** and tick the lines, or **Custom amount** and type an **Amount**. It can't exceed the refundable balance, and it is spread across the original payments for you.
3. Pick a **Reason**: Overcharge / billing error, Quality complaint, Service complaint, Duplicate payment, Manager discretion, or Other.

4. Add a **Note (optional)** if needed.
5. Enter a 4-digit **Manager PIN** (a manager or operator at this location).
6. Tap **Confirm refund**.



Refunding one item for a quality complaint.

YoTPV records the refund; it doesn't move the money. For a card, refund it on your own card terminal. For cash, hand it back - it comes off the till's **Expected** cash.

With VeriFactu on, each refund sends a corrective record to AEAT - see The ticket QR and correcting records.

Reprinting a bill

Print another copy of a bill from the Tickets list with a manager PIN, or a paid ticket's receipt with no PIN, and see which printer the copy comes out of on your device.

Two ways to print another copy, both recorded in the audit log:

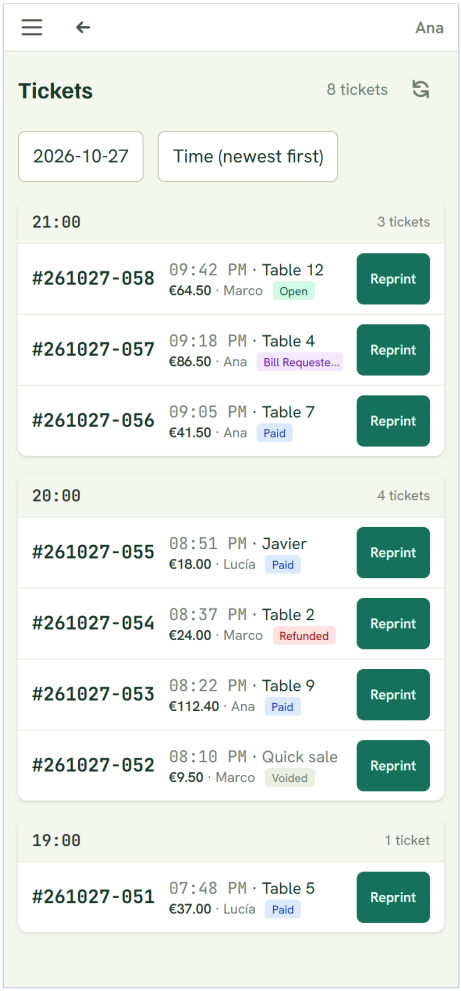
- **Print Receipt** on a paid ticket - no PIN.
- **Reprint** on the Tickets list - needs a manager PIN (a manager or operator at this location).

Print a paid ticket's receipt

1. Open **More** → **Tickets** and tap the ticket.
2. On a paid (or refunded) ticket, tap **Print Receipt**. You'll see **Receipt sent to the printer.**

Before payment, print the bill from the table instead.

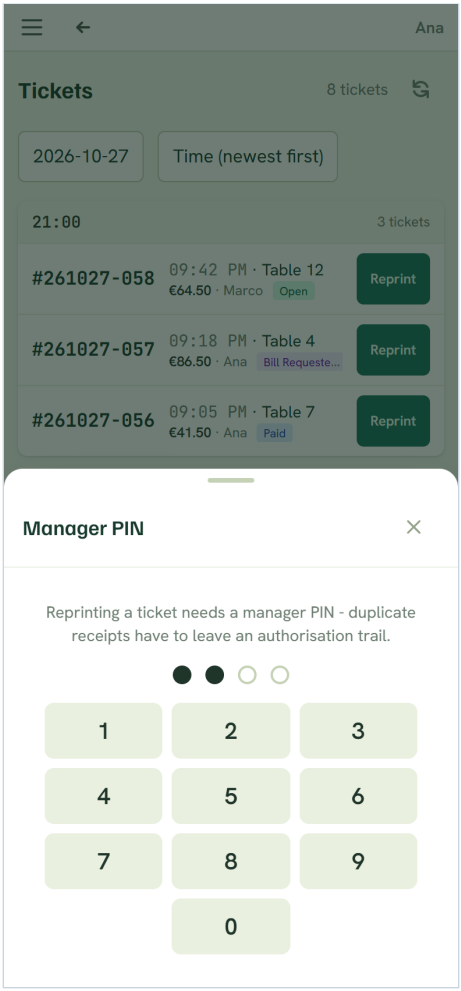
Reprint from the Tickets list



*Today's tickets, each with a **Reprint** button.*

1. Open **More** → **Tickets**.
2. Tap **Reprint** on the ticket. The **Manager PIN** keypad opens.
3. Enter the 4-digit PIN. It sends on the fourth digit and shows **Reprint queued.**

A paid ticket reprints as a **Receipt**; an unpaid one as the bill.



Reprint asks for a manager PIN first.

Where it prints

The copy comes out of this device's **Bill printer** (**More** → **Assignments**) or its paired Bluetooth printer. With neither, the till prints it on its own bill printer, or another venue printer no station uses. With no printer at all, nothing prints - set up a bill printer and try again.

Reprints work during an internet outage, except:

- **With VeriFactu on**, the copy with the QR comes from the cloud: "Reprint needs an internet connection".
- **A bill from an earlier day** the till no longer keeps prints from the cloud's backup.

With VeriFactu on, a paid bill's copy carries the QR code - see The ticket QR and correcting records.

Using the cash drawer

When the cash drawer opens by itself, how to open it with no sale, what to do when it doesn't open, and taking cash with a manual cash box.

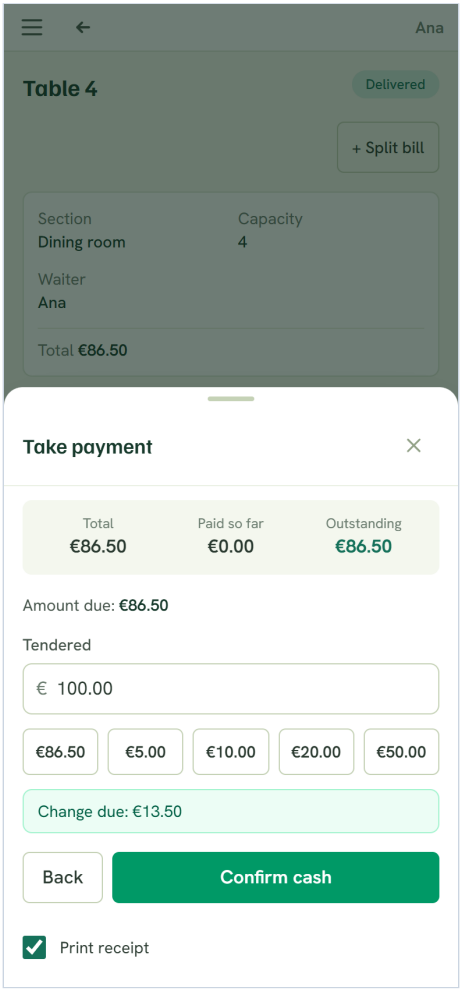
Your till has an **electronic drawer** that pops by itself, or a **manual cash box** you open by hand. Set-up is in Cash drawers.

When the drawer opens

An electronic drawer pops when you:

- Take a **cash payment**
- Sell a **voucher** for cash
- Log an **expense** in cash
- **Start Day** or open a till
- Close a till to **count**
- Tap **Open drawer to count** in **End day**
- Use **No sale**

Starting the day, opening or closing a till and logging an expense pop the drawer from whichever device you do it on.



Confirming a cash payment pops an electronic drawer.

Only the till's operating device takes cash on an electronic drawer.

Opening the drawer with no sale

1. Tap the drawer icon at the top of the floor, or **More → No sale (open drawer)**.
2. Pick **Give change**, **Float top-up**, **Correction** or **Other** (with a note).
3. Tap **Open drawer**.

It's recorded against you. Any signed-in staff can do it while a day is open, on the device that takes cash for an electronic-drawer till with a cash drawer printer set. A manual cash box has no No sale.

If the drawer doesn't open

Check the receipt printer it's cabled to is on, has paper and is online. The payment is recorded anyway - use the key. A failed kick is retried once, never later. If it never opens, tell your manager - see Printing problems.

With a manual cash box

Open the box yourself. **Any device linked to the till** can take cash. Floats, expenses and counting work the same.

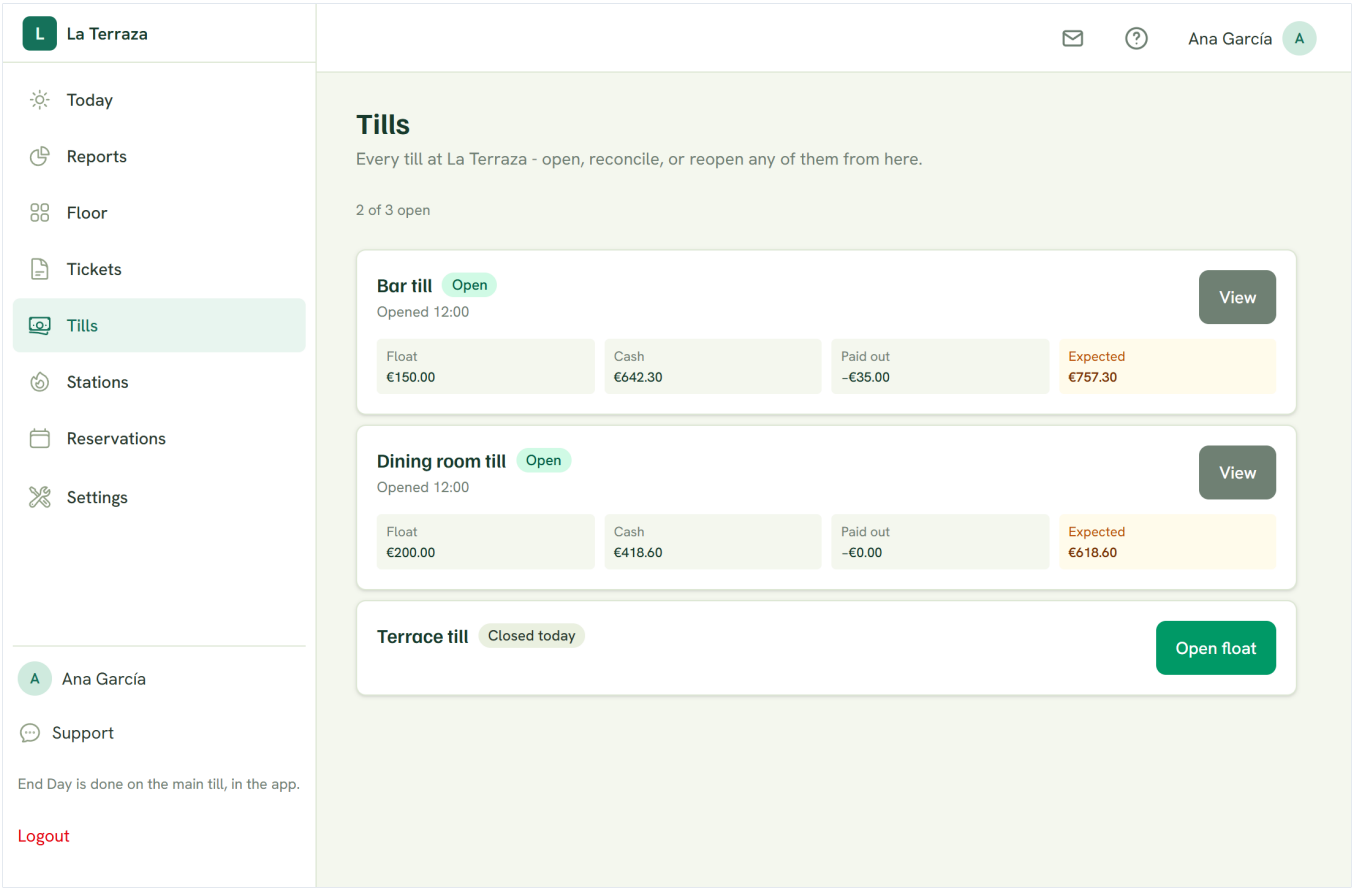
Tills and cash

Open a till float, log cash expenses, open the drawer with no sale, reconcile the cash at the end of a shift, and check a till is ready to take cash.

A till is a cash point. The device that **operates** a till holds its drawer; a device's linked till records its payments.

A till's **Cash drawer** is **Electronic (opens via printer)** - only the operating device takes cash - or **Manual cash box (no printer)** - any linked device can. Set it in **Setup → Tills** - see Cash drawers.

More → Till lists each till's **Float**, **Cash sales**, **Expenses** and **Expected**, with a chip when it needs opening, reconciling or reopening.



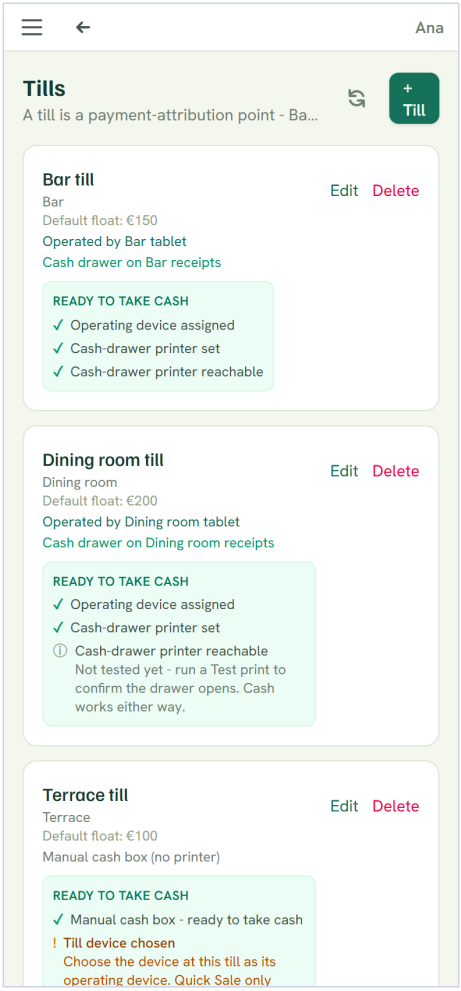
Float, cash, paid out and expected for each open till.

Ready to take cash

Setup → Tills shows a **Ready to take cash** checklist per till:

- **Operating device assigned** (electronic tills).
- **Cash-drawer printer set** and **Cash-drawer printer reachable** - optional. Without them cash still works; the drawer just won't pop.

A manual cash box till shows **Manual cash box - ready to take cash**. It still asks for a **Till device chosen**, because **Quick Sale** only appears on that device.



*Each till's **Ready to take cash** checklist.*

Open a float

Floats open at Start Day, or per till:

1. Tap **Open float**.
2. Enter the **Opening amount**.
3. Enter the **Second staff PIN** if required.

An electronic drawer pops for the cash, from whichever device you do it on.

Log an expense (paid out)

1. With a float open, tap **Log expense**.
2. Enter the **Amount** and a **Description**, plus optional **Category** and **Paid to** (and a **Second staff PIN** if required).

An electronic drawer pops; open a manual box by hand.

No sale (open the drawer)

See Using the cash drawer.

Reconcile the drawer

Counting happens on the till, in the app, not on the web.

1. Tap **Close & reconcile**. An electronic drawer pops.
2. Check **Expected**: float + cash sales − expenses − cash refunds.
3. Enter **Counted cash**, with an optional note under **Variance**.
4. Tap **Reconcile**.

Second staff PIN

With **Require second-staff PIN for drawer actions** on, a second staff member's PIN is needed to open a float, log an expense or reconcile. Cash payments are exempt.

Closing rules

- The **last open till** can't close while any table or bar tab is open.
- Reconciling the last open float **closes the service day** and the Primary prints the End Day slip.
- A device linked to a closed till is asked to switch till, or (on the operating device) **Re-open till** with a manager PIN. That only works if the day auto-closed - after **End day**, start a new day.

See The service day.

Working through an internet outage

What keeps working when the internet drops but your venue Wi-Fi stays up, how your changes sync later, and what happens when a handheld leaves Wi-Fi range.

You can keep trading

If the internet drops but the venue Wi-Fi stays up, carry on as normal: tables, orders, firing, payment, release, End Day, bar tabs, quick sales and bookings all work.

One device - the **Primary** (an Android device or Windows PC) - serves everyone over the Wi-Fi. Other devices talk only to it, never to the internet directly.

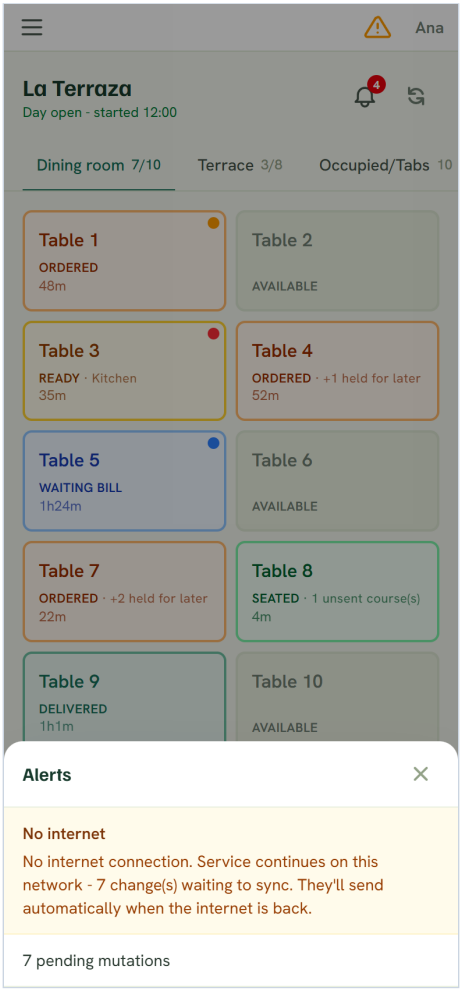
Reads are instant

Each device keeps a local copy of the floor, so opening a table is instant. Other devices' changes arrive over Wi-Fi within a few seconds.

Your changes are saved and synced

Everything is saved on the device, confirmed by the Primary and synced to the cloud when the internet returns. You don't need to do anything.

- **"Order sent - will sync when online"** after sending an order.
- The **warning triangle** shows queued changes. On the Primary it says **No internet**; elsewhere it names the till device to check if it can't reach it. See Alerts and the notification bell.



The Primary with the internet down: an amber triangle, and the Alerts panel says service continues.

Cash and card

Cash works as normal. Card payments are **recorded**, not processed - take the card on your terminal as usual and record it here.

Stepping out of Wi-Fi range

A handheld out of Wi-Fi range can still take orders and record payments. They sync when it's back.

- It must have been on the venue Wi-Fi before, so it has the menu.
- Until it rejoins, other devices and stations don't see its orders - a course fired out of range reaches its station on reconnect.

Alerts during an outage

The Primary raises every service alert itself, so phones still ping.

Reservations

Taking, changing and seating reservations carries on. Back-office bookings reach the Primary once the internet is back.

What needs the internet

The browser back office, and - at a VeriFactu venue - taking or refunding a booking deposit.

If the Wi-Fi itself goes down, devices can't reach the Primary; each keeps what it has and syncs when Wi-Fi returns. If things don't recover, see **Internet outage** in troubleshooting.

Sign-in and device problems

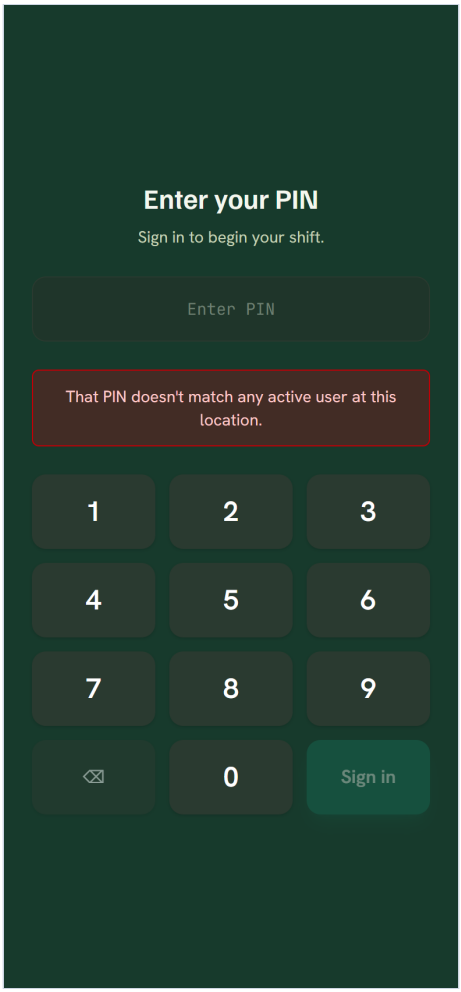
Fix a PIN that won't sign in, offline sign-in being rejected, a device that can't reach the till, and a device that keeps going back to Log in.

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.

Printing problems

On shift, fix a bill or docket that didn't print, a printer showing offline, a device that isn't picking up its prints, an odd station docket, and a cash drawer that won't open.

Your own devices on the venue network send each print to the printer, so a printer only prints while a YoTPV device that can reach it is running. A printer that has never printed, or a drawer that never opens, is a set-up problem - see Printer and cash drawer set-up problems.

Something didn't print

1. Check the printer is on, has paper, and is online - on the network with the right IP, or plugged into / paired with its device.
2. Failed prints retry automatically, up to three times, so it often catches up once the printer is back.
3. Still nothing? Print again: **Print bill** on the table, a reprint from **More** → **Tickets**, or **Refire** for a course.

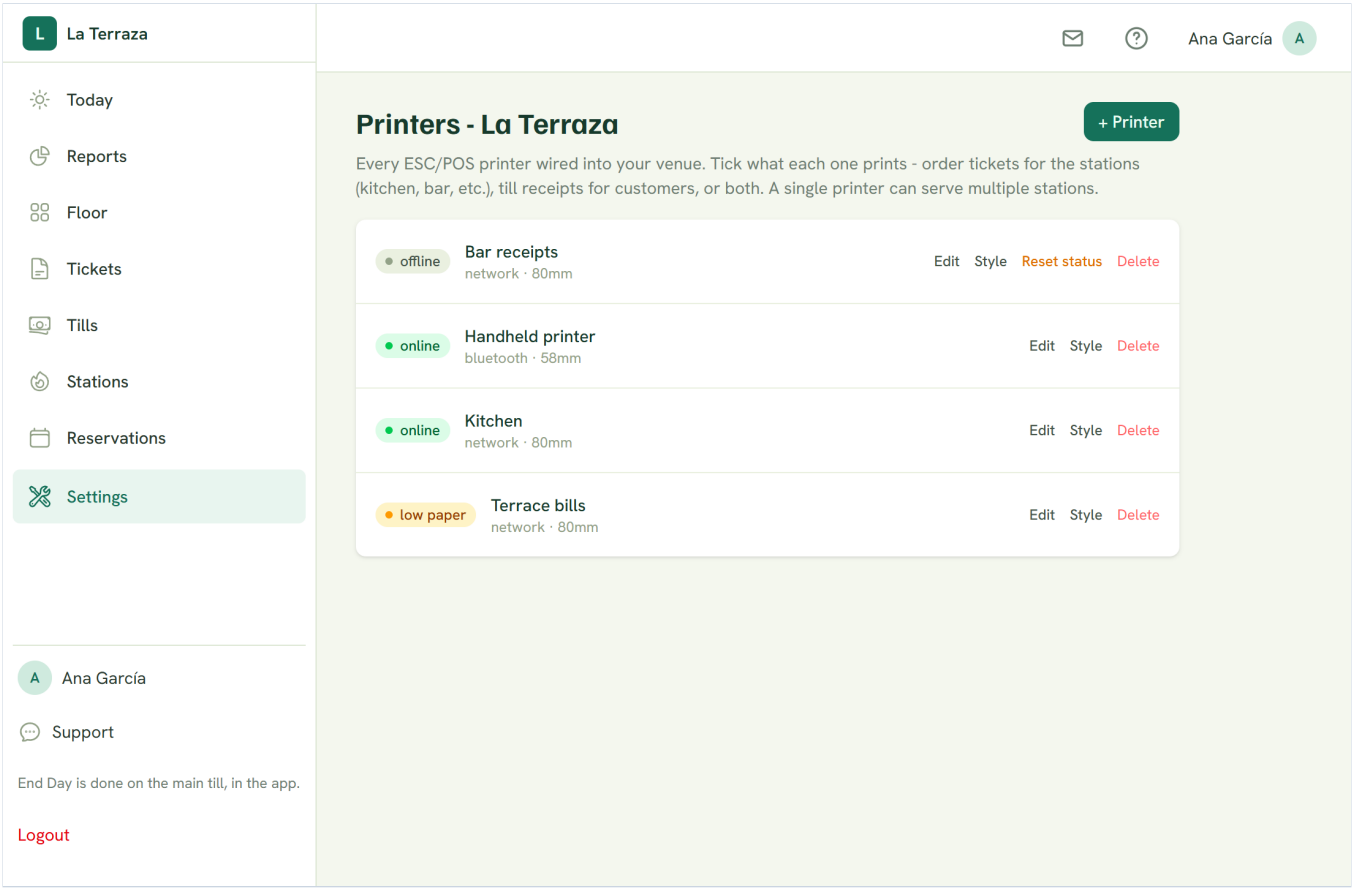
Handheld orders usually print from the handheld; the Primary prints them when it can't, and prints every refire, so check the Primary is on with the app running. For USB or Bluetooth printers, see A device isn't picking up its prints.

At a VeriFactu venue the receipt after payment is queued by the cloud; if one is stuck, open **Setup** → **Print queue**. See The print queue.

The printer shows offline

Usually the printer hadn't finished starting up, or got its IP, when the first prints were sent.

1. Check it's on, has paper, and has the correct IP address and port.
2. On **Printers**, tap **Reset status** (or ask a manager).
3. Run a **Test Print** from a device that can reach it.



*A printer that kept failing shows **offline** and a **Reset status** button.*

The cash drawer won't open on a cash payment

The drawer opens by a "kick" through its receipt printer. If that printer isn't set or can't be reached, the drawer stays shut, but the payment is still recorded. A failed kick is retried once, then dropped - it won't pop later.

1. Check the printer the drawer is cabled to is on, has paper and is online.
2. Carry on, and open the drawer with its key if needed.

With an electronic drawer, only the till's operating device can take cash. If it never opens, see Printer and cash drawer set-up problems. Day to day: Using the cash drawer.

A device isn't picking up its prints

A Bluetooth or USB printer prints only through its own device; prints for it wait in the Primary's queue until that device picks them up. An Android device with the app in the background or screen off may stop picking them up.

What to do: keep that device on with the app open. On Windows, closing the window only hides it to the tray, so it keeps printing.

Odd station dockets

A docket headed "*** *OFFLINE FIRE - STATION UNAVAILABLE* ***", ending "*Bump manually when chef finishes this course. Station will sync on reconnect.*", means none of the station's screens had checked in for about 30 seconds (off, asleep or out of Wi-Fi range). It isn't about the internet. **Screen only** stations print it on their fallback printer; **Print + Screen** dockets carry the same heading. Work from paper, bump by hand if needed, and get the screen back on - it catches up.