YOTPV

Waiter manual

For waiters and servers on the floor

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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.

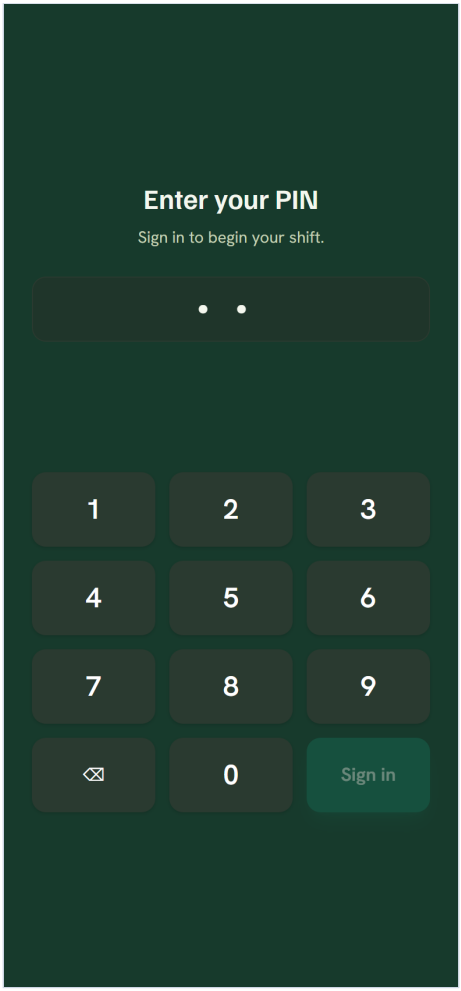
1. Sign in with your PIN

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

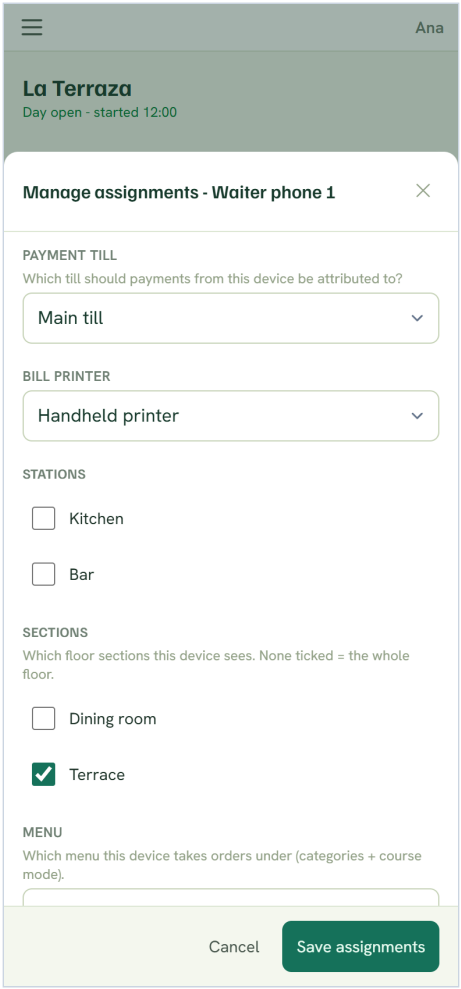
There's no role to choose. Course ready and overdue alerts follow the device's **Sections**. A bill request goes to the table's waiter, wherever they're signed in.

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.

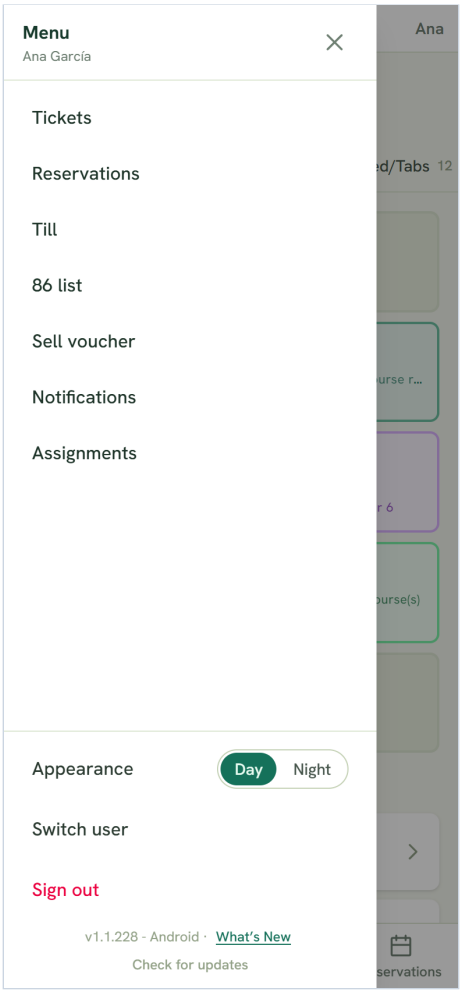
See Switching users and tills.

Switching users and tills

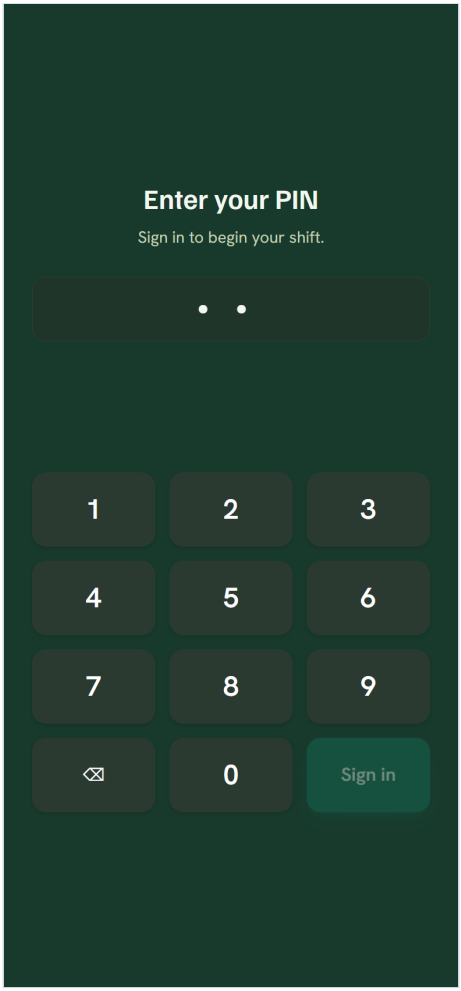
Hand a device to the next person with Switch user, sign out fully, change which till a device takes payments on, and what to do if your till closes mid-shift.

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

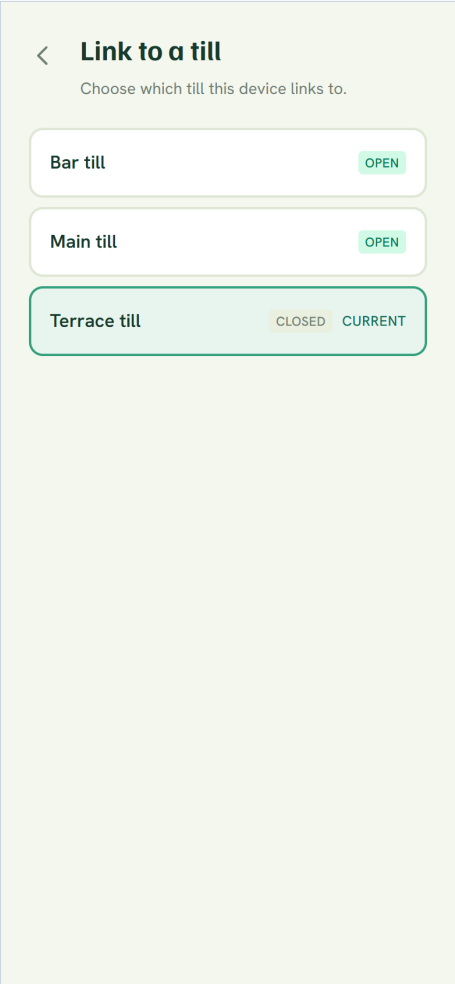
Set **Payment till** in **Menu → Assignments**. Any signed-in staff member can change it on their own device, unless the device operates a till - then it's locked. See Manage device assignments.

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.*

A service, end to end

Follow one table through a whole service, from opening the day and seating guests to firing courses, printing the bill, taking payment and releasing the table.

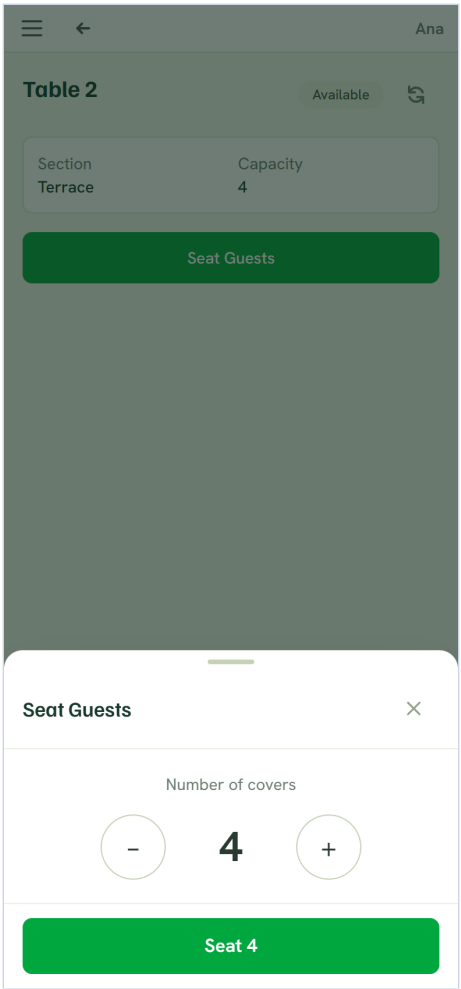
One table from sit-down to settled. Each step links to the detail.

1. Open the day

Until the **service day** is open, tabs, firing and payments are disabled. See The service day.

2. Seat the table

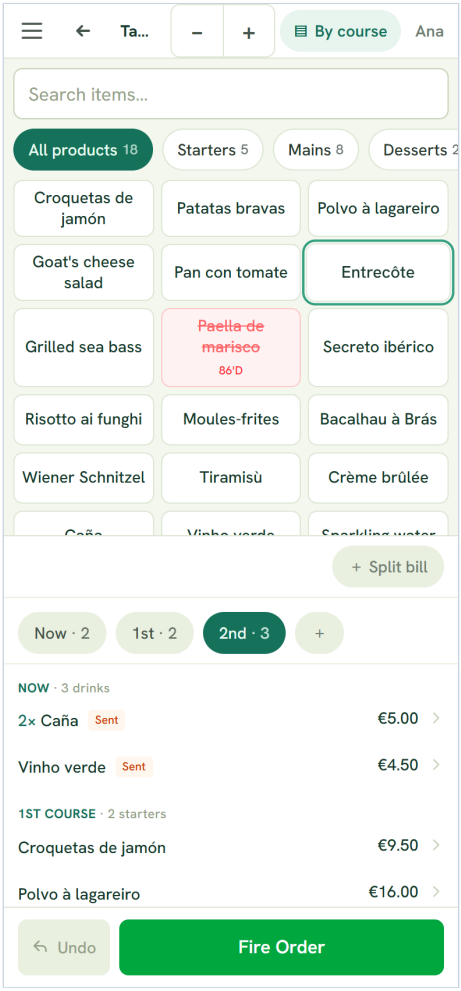
On the **Floor**, tap an available table → **Seat Guests**. It turns *Seated* and you stay on the table. If your venue asks for covers, set them and tap **Seat {n}**. See Seat a table.



*Seat Guests at a venue that asks for covers: set the covers, then tap **Seat 4**.*

3. Take the order

When the guests are ready, tap the table → **Take Order**. (If they leave without ordering, **Release table** frees it.) Pick products from the category pills or search. Order **by course** or **by person**, then tap **Fire Order**. See Taking an order and By person and by course.



*The order screen: the menu on top, the cart grouped by course below, and **Fire Order** to send it.*

4. Fire the courses

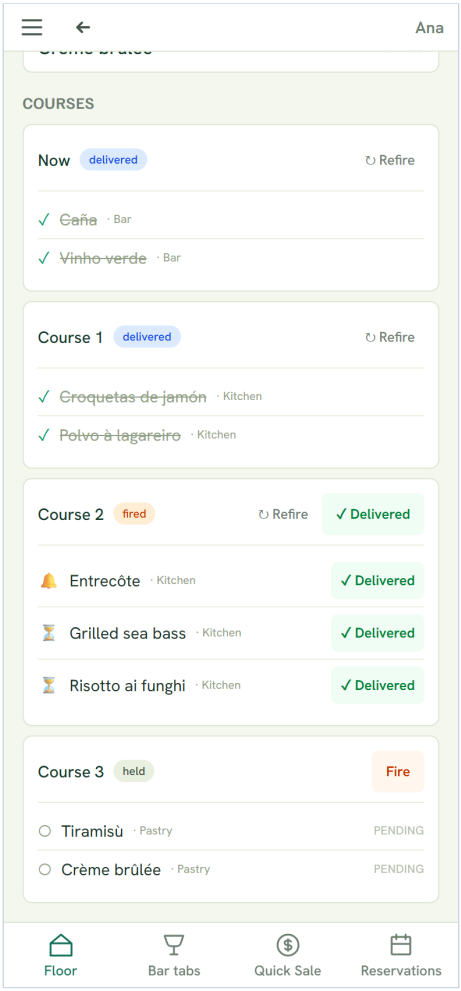
Fire Order sends the **Now** lane (drinks) and the first course. Later courses wait as **Coming up**; **Fire** each when the table's ready. See Courses and firing.

5. The station prepares it

The station taps **Ready**, then **Bump**. **A bump counts as delivered.** See Using the station display.

6. Deliver and pace

Items move ○ Pending → ⏳ Preparing → 🔔 Ready → ✓ Delivered. Run the food, tap **Delivered** (unless the station already bumped), then **Fire Next**. See Running food.



The table detail: drinks and starters delivered, mains at the kitchen, dessert held until you fire it.

7. The bill

Tap **Request Bill**. The table shows **Waiting bill**. See The bill.

8. Take payment

Tap **Take payment** → **Cash** or **Card**. For card, take it on your own card terminal and record it here - YoTPV doesn't process cards. Paying separately? Tap **+ Split bill** first. See Taking payment and Splitting a bill.

9. Release the table

When the guests leave, tap **Release table**. It goes back to *Available* and its tickets leave the station displays. It doesn't release on its own unless its menu has **Release table when last bill is paid** on. See Menus.

At the end of the night

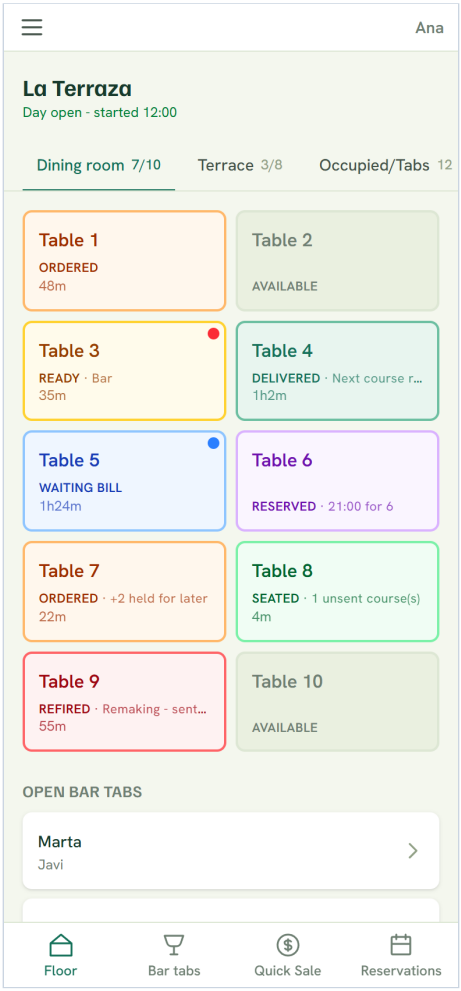
Count the tills and **end the day**. See End-of-day report.

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.

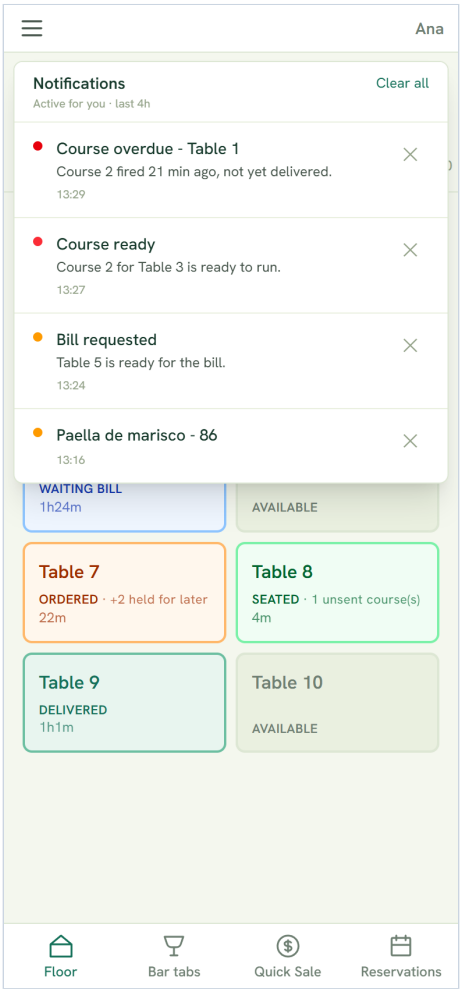
What the colours mean

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.

Open and seat a table

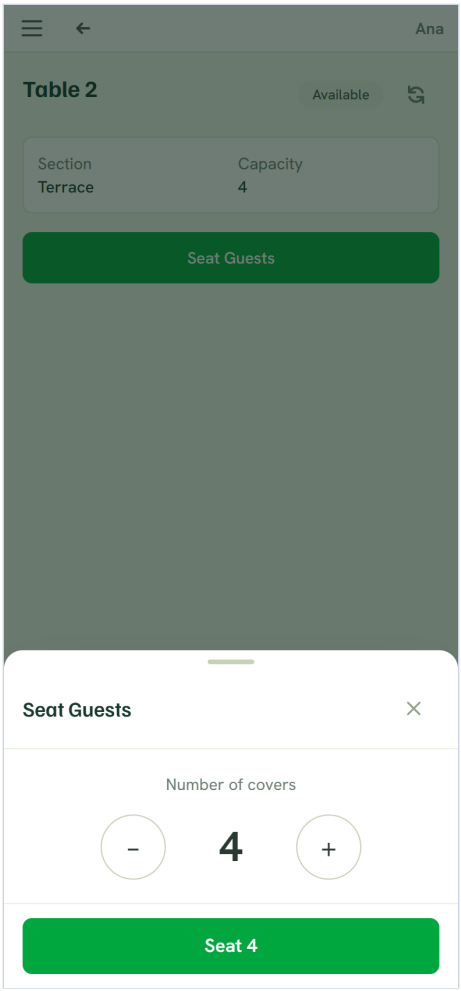
Seat guests at a table in one tap (or set the covers, if your venue asks for them), find your way around the table detail screen and start the order, including at a table held for a booking.

The service day must be open.

1. On the **Floor**, tap an available (grey) table.
2. Tap **"Seat Guests"**.

The table is seated for 2, turns green (**Seated**) and you stay on its detail screen. Seat the guests now and take the order when they're ready. A table held for a booking asks first - see below.

If your venue asks for covers, **"Seat Guests"** opens a sheet: set the covers (starts at **2**, up to 20), then tap **"Seat {n}"**.



The Seat Guests sheet at a venue that asks for covers.

Covers

Covers is the party size, separate from the table's seat count. By default YoTPV doesn't ask - a table is seated for 2, or for the booking's party size. To count covers, an operator or manager turns on **Ask for covers when seating** in Location settings under **Venue rules**. You can then change covers from the table detail with the ± stepper (1–50).

The table detail screen

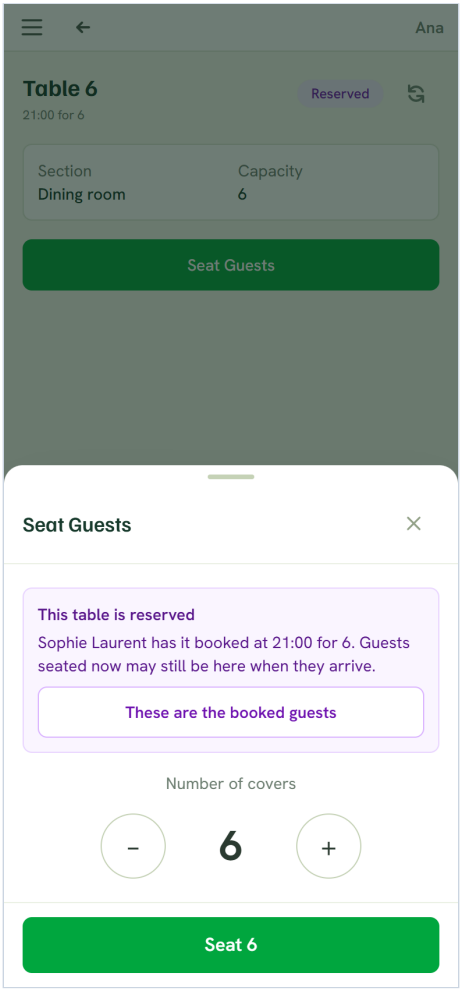
Tap a seated table to open it. It shows the table name, status and a reason line, then its bill or bills, **Section**, **Capacity**, **Covers** (if asked) and **Waiter**, and the **Total** (plus **Paid** and **Due** once part paid).

Buttons appear when relevant: **"Take Order"**, **"Request Bill"**, **"Fire Next"**, **"Take payment"**, **"Release table"** and **"More actions"**.

Start the order

When the guests are ready, tap **"Take Order"** on the detail screen. If they leave without ordering, tap **"Release table"** to free it. You can also seat from a booking: **Reservations** → **"Seat now"**.

At a table held for a booking you're warned **"This table is reserved"**, with who and when. You can still seat walk-ins, or tap **"These are the booked guests"** to seat the booking (its party size and any deposit come with it).



Seating a table held for a booking: the warning names the guest, time and party size.

Move, merge and clear tables

Move a tab to another table or the bar, merge tables, discount the order, reopen a billed table, release a settled one, or force-clear a stuck table with a PIN once nothing is owed.

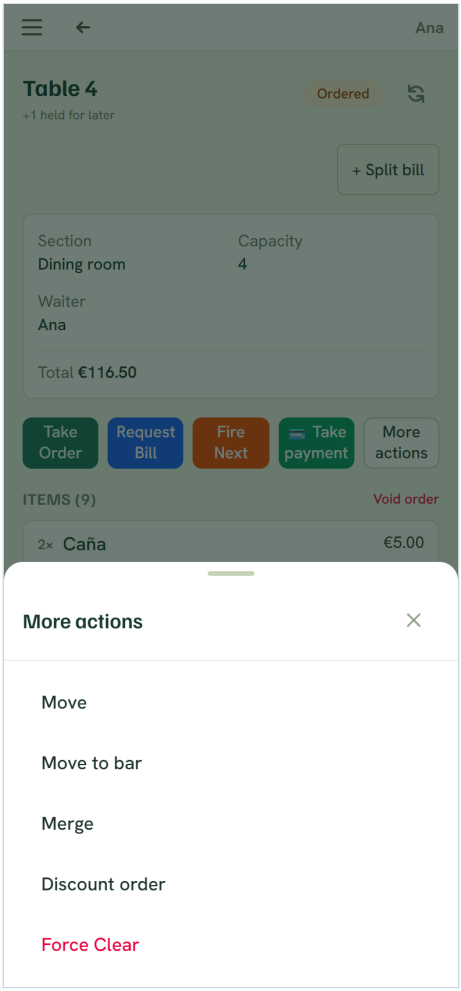
Rearrange tables without losing the order.

More actions

Open a table and tap **"More actions"**:

1. **"Move"** - move the whole tab to another table.
2. **"Move to bar"** - move the tab to the **Bar Tabs** list. With no other tabs left, the table goes back to Available.
3. **"Merge"** - bring other tables' orders into this one.
4. **"Discount order"** - percentage or amount off the whole bill. Needs a manager PIN once anything has been sent to its station, or above the venue's limit. To discount one item, tap it in the running bill.
5. **"Force Clear"** - clear a table once nothing is owed. Needs a manager or operator PIN.

"Void order" is on the items header of the running bill, and needs a manager PIN.



The More actions sheet: Force Clear is set apart in red.

Reopen a billed table

Another round after the bill was requested? Tap **"Reopen table"**, add items, then request the bill again.

Release a settled table

Tap **"Release table"** once nothing is owed. It goes straight back to Available. If items aren't marked delivered yet you're asked **"Clear this table?"** - **"Continue"** marks them delivered and releases it.

- Releasing takes the table's tickets off the station displays (moving doesn't).
- An empty bill (seated, never ordered) is voided on release.
- A table doesn't release on its own, unless every order on it came from a menu with **Release table when last bill is paid** on. See Menus.

When to use Force Clear

For a table that's stuck or opened in error. It's audited, needs a manager or operator PIN, and can't be undone.

It won't clear while a bill still owes. The sheet lists each one, with:

- **"Take payment"** - take what's owed, then force clear.
- **"Void what's owed"** - void the bill. A part-paid bill can't be voided: take the rest, or refund first.

Then it frees the table, closes its tab and clears its dishes from the station displays. Offline, the device must reach the Primary to check the PIN. Prefer Release - it keeps reports accurate.

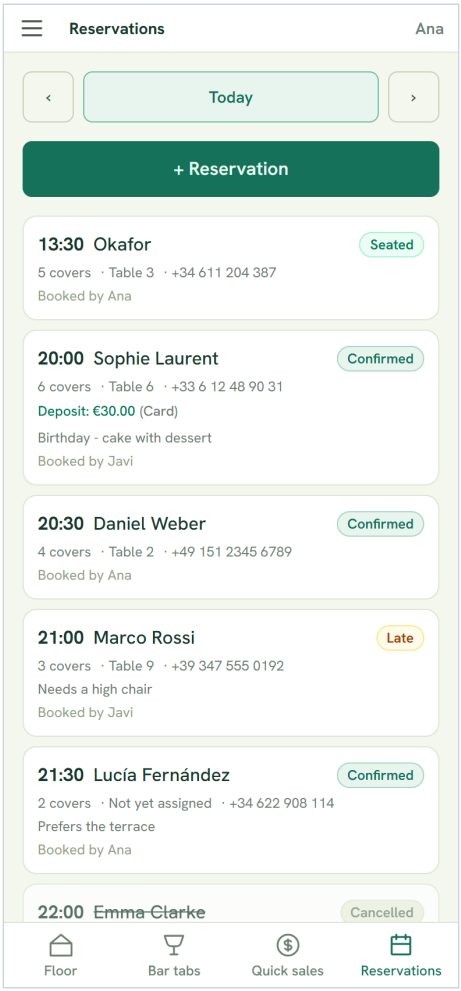
Covers and the bill

If your venue has **Ask for covers when seating** on (see Location settings), change covers from the table detail with the ± stepper. Tap any item in the running bill to edit it. Removing an item already sent needs a void with a manager PIN - see Supplements, edits and voids.

Reservations

Take bookings with an optional deposit, hold the table for the guest, seat them straight into a tab, and mark bookings late, no-show or cancelled.

The **Reservations** tab (also in the app menu, so it works before the day is open). Use ‹ **Today** › to change day. Each card shows time, guest, status, covers, table, phone, deposit and notes.



Today's bookings: time, guest, status, covers, table, phone, deposit, notes and who booked it.

Take a booking

1. Tap **"+ Reservation"**.
2. Enter the **Guest name** (required).
3. Add **Phone**, **Date** and **Time** (default 19:00).
4. Set **Covers** (default 2).
5. Pick a **Table**, or leave **"Not yet assigned"**.
6. Add any **Notes**.

7. For a deposit, enter it under **Deposit (optional)** and pick **Cash** or **Card**.
8. Tap **"Save reservation"**.

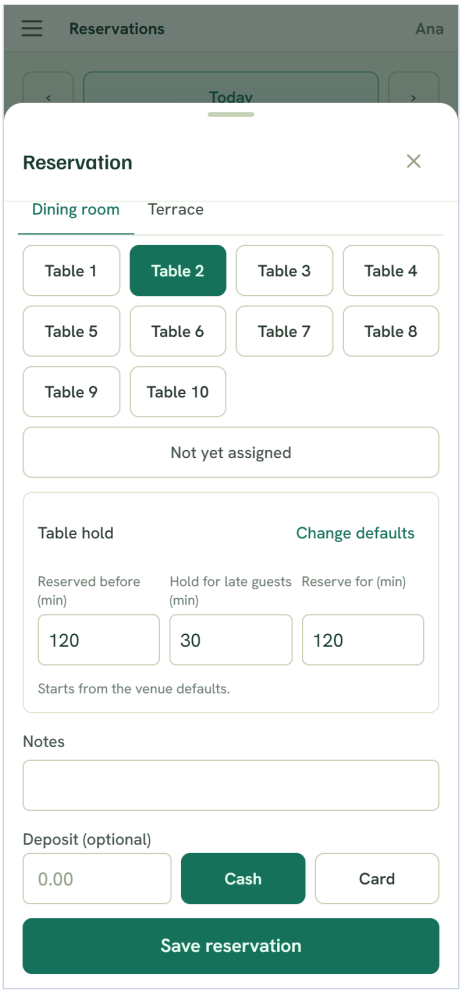
The card shows **"Booked by"**. The till device (the Primary) keeps bookings, so they work with the internet down as long as Wi-Fi is up. A booking made in the web back office shows here once the till device has taken it.

Holding the table

A booking with a table holds it, using three times in minutes:

- **Reserved before** - the table shows **Reserved** this long before; seating there warns.
- **Hold for late guests** - how long after the booking time it stays held.
- **Reserve for** - expected stay. Booking the same table inside it warns; tick **"Book it anyway"** to save.

Defaults are in **Settings → General → Reservations** (120, 30 and 120 to start). Once you pick a table, you can change them for that booking. **"Change defaults"** opens the settings.



A new booking with a table picked: the hold times start from the venue defaults.

Seat a guest from a booking

Tap the booking → **"Seat now"** → pick a table → **"Seat guest"**. A tab opens and you go straight to the order. Any deposit goes onto the bill as a payment.

Manage a live booking

Tap a booking for **"Edit details"**, **"Mark late"**, **"Mark no-show"** or **"Cancel reservation"** (optional reason).

Deposits

- Taken at this device's till; a cash deposit opens the drawer and counts in the till.
- One deposit per booking - for another, make a new booking.
- Marking no-show or cancelling asks first: **Refund cash** (from this till), **Refund card** (refund on your card terminal) or **Keep it**.
- At a VeriFactu venue, taking or refunding a deposit needs the internet.

Statuses

Confirmed, **Seated**, **Late**, **No-show**, **Cancelled** or **Waitlist**. Seated, no-show and cancelled bookings are read-only.

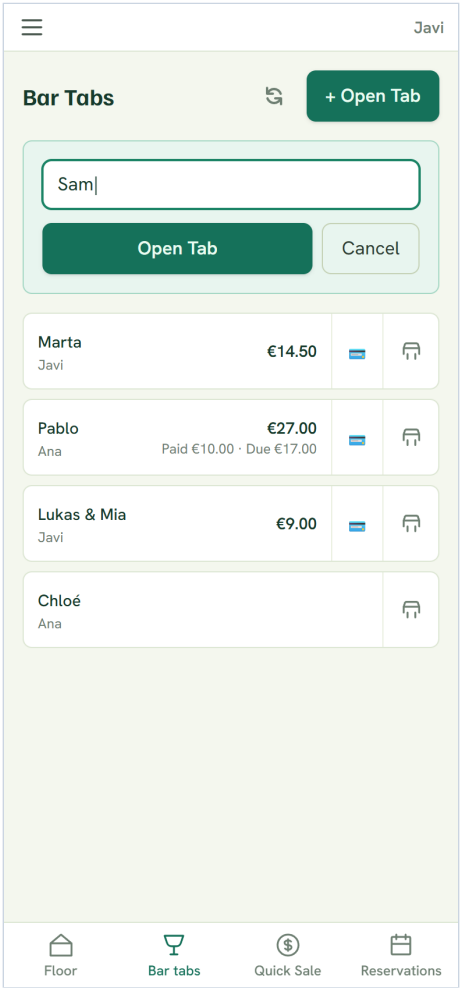
Bar tabs and quick sales

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**.*

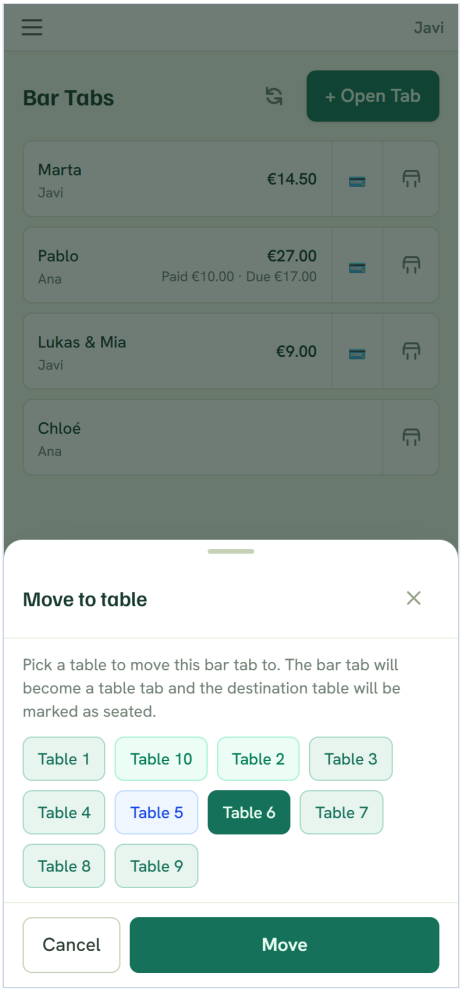
- **"+ Open Tab"** is greyed out until the service day is open.

- 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.

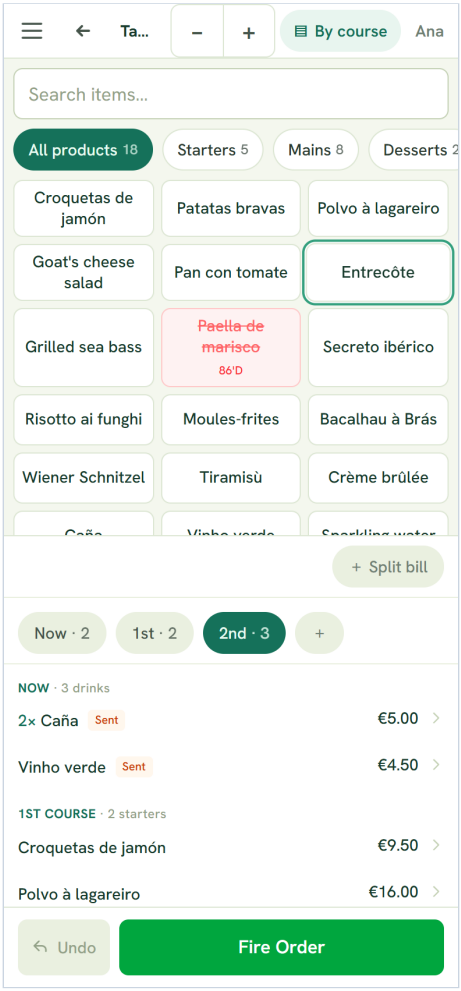
Taking an order

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).

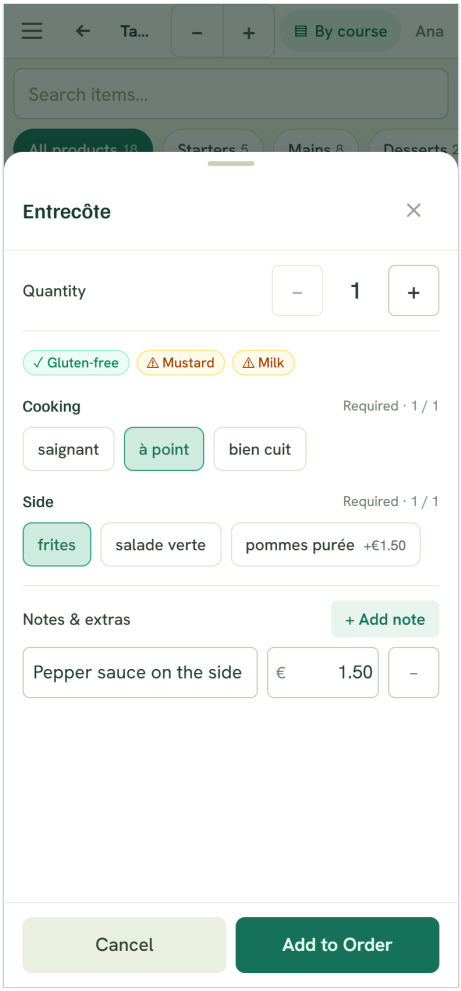


The order screen on a phone: search, category pills and products on top, the cart grouped by course below.

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.

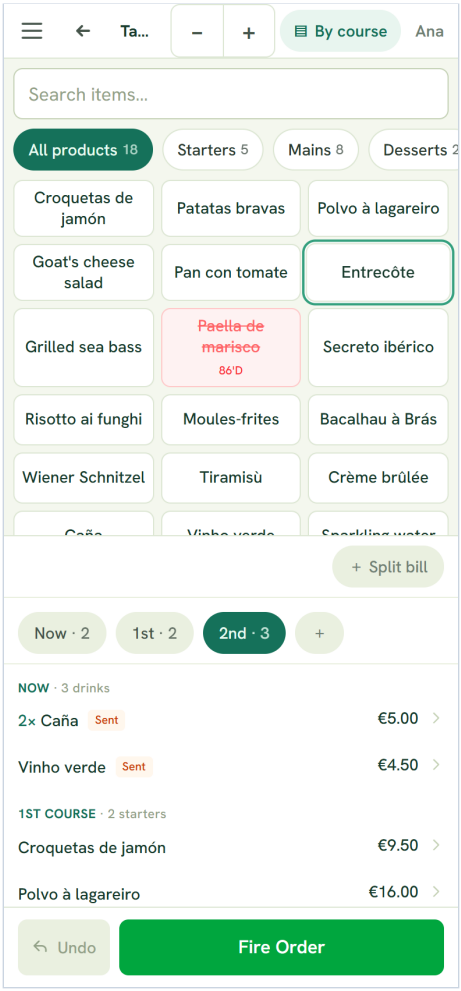
Firing later courses, marking delivered and taking payment happen on the **table detail** screen. See Courses and firing.

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.

By person and by course

Build a table's order by course for speed or by person to keep each guest's items separate, and choose which suits the table you're serving.



By course: every course grouped together, with the course pills choosing where the next item lands.

By person and by course

On a seated table, the header pill (**By course** / **By person**) switches how you build the order. The device remembers your choice. Bar tabs and quick sales are always **by course**. A menu without courses has no switch (see Menus).

By course

The cart groups items by course - **Now**, **1st**, **2nd** and so on.

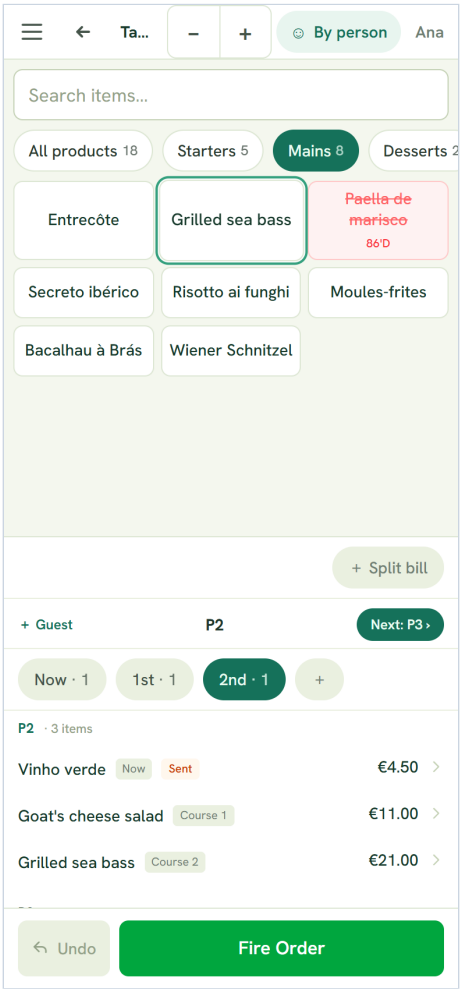
- Tap a course pill to choose where the **next** item lands.

- Otherwise each item goes to its category's course: drinks to **"Now"**, starters to **1st**, mains to **2nd**, anything unset to **Now**.
- A course mixing dish types is flagged **"⚑ mixed course"**.
- The **"+"** pill adds a course.

By person

Every guest and their items on **one screen**.

- The highlighted **active guest** gets new items. Tap a guest's header to make them active.
- **"+ Guest"** adds a guest (and one cover).
- **"Next: {name} ›"** moves to the next guest, keeping the course you're on.



*By person: P2 is active, each guest's items under them, and **Next: P3** moves round the table.*

Which to choose

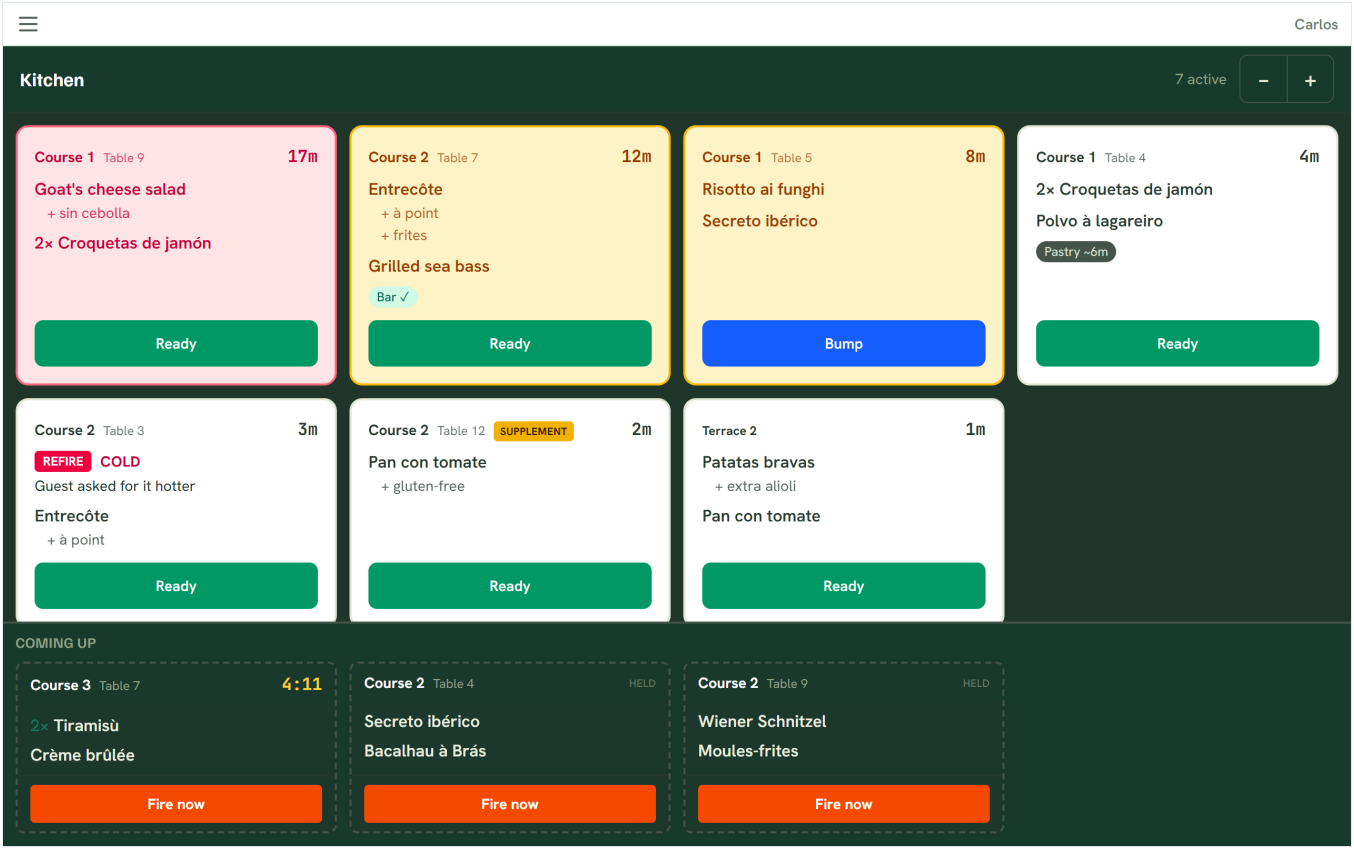
By course for speed and simple rounds. **By person** when you're tracking lots of individual choices or the table may want separate bills. You can switch any time.

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.

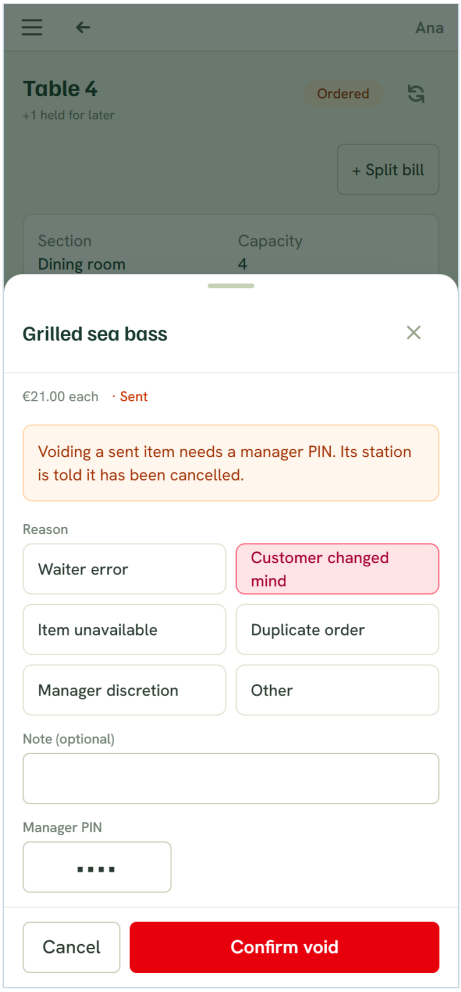
On a table with several bills, **"Move to bill"** moves the line to another bill, sent or not (see Splitting a bill).

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).

Courses and firing

Hold, fire or schedule each course from the table, mark courses delivered, refire a plate that needs remaking, and read the state of each item.

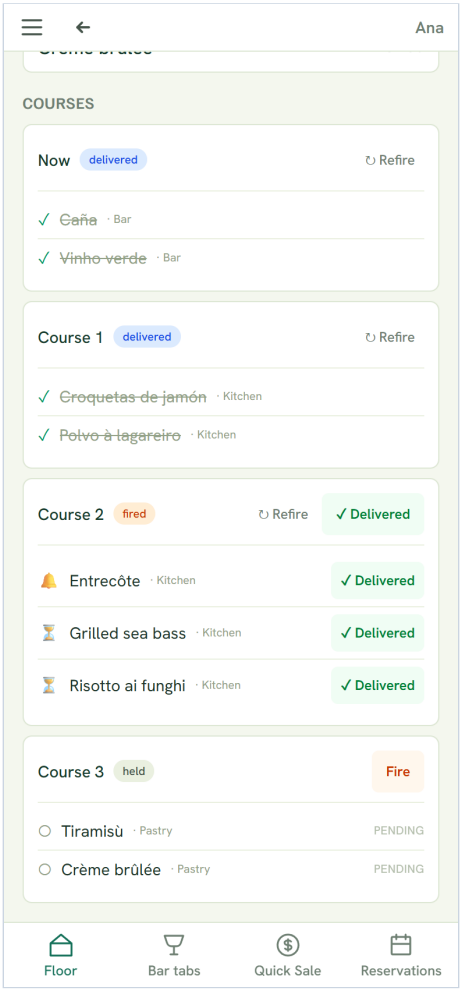
You decide when each course reaches its station. Pacing happens on the **table detail** screen.

> **Not running courses?** Coursing is set per menu. If the device's menu has **Use courses** off, everything goes on **Fire Order** and this article doesn't apply. To pace courses, switch the device to a coursed menu (app menu → **Assignments** → **Menu**; see Device assignments). Any signed-in staff member can do this on their own device.

> **Fire and forget?** On a menu with **Fire and forget** on, sent lines show **Sent** ✓ and there's **no Delivered** to tap. The station's bump or the bill finishes them.

How courses work

- The **"Now"** lane fires on **Fire Order** - for drinks.
- **1st**, **2nd**, **3rd**… are paced courses.
- **Fire Order** also sends the first course if nothing before it is waiting. Later courses are held and show on the station display as **Coming up**.



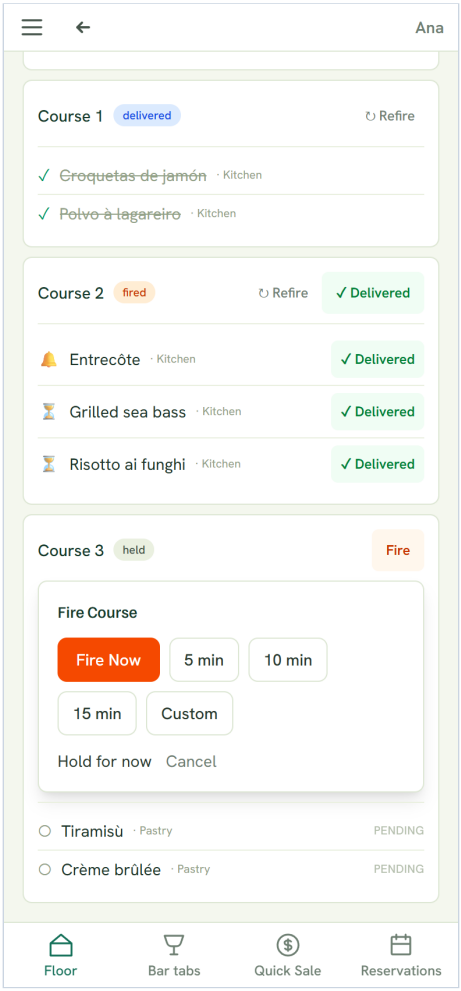
*Courses on the table detail: delivered, ready and preparing lines, and **Fire** on the held dessert.*

Fire a course

Tap **"Fire"** on a held course:

1. **"Fire Now"** - send it straight away.
2. Schedule it in **5**, **10** or **15 min**.
3. A custom delay (1–120 min).

Or **"Hold for now"**.



Fire now, or schedule in 5, 10 or 15 minutes or a custom delay.

Courses fire in order. Firing while an *earlier* course is held stops with "*Out-of-sequence fire requires manager PIN.*" - fire the earlier one first, or use **Fire Next**, which always picks the next in order.

While a course is scheduled

It shows **scheduled** with a countdown (⏱ m:ss) and two buttons:

- **"Fire Now"** - send it without waiting.
- **"Cancel"** - back to held.

"Fire Next" is hidden while any course is scheduled. Fire from each course's own row until the timer clears.

Mark courses delivered

Tap **"✓ Delivered"** on the course, or on a single line. **Delivered is the final state** - there's no "away" step. A course not delivered 20 minutes after firing raises **Course overdue** - see Running food.

> **A bump counts as delivered.** When a station bumps a course, its items are marked **Delivered** automatically.

Refire a course

Made wrong, dropped or sent back? Tap **"↻ Refire"** (a small grey button). Under **"What needs remaking?"** pick **Whole course** or tap each line. Pick a reason, add an optional note, and send. Printing stations get one refire docket. The station display shows a **REFIRE** banner, and the table shows **Refired** until the remake is ready. Step by step: Running food.

Item states

- ○ **"Pending"** - held, not sent.
- ⏳ **"Preparing"** - at its station.
- 🔔 **"Ready"** - ready to run.
- ✓ **"Delivered"** - at the table.
- ✓ **"Sent"** - fire-and-forget only; delivery isn't tracked.

To add to a fired course, see Supplements, edits and voids.

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.

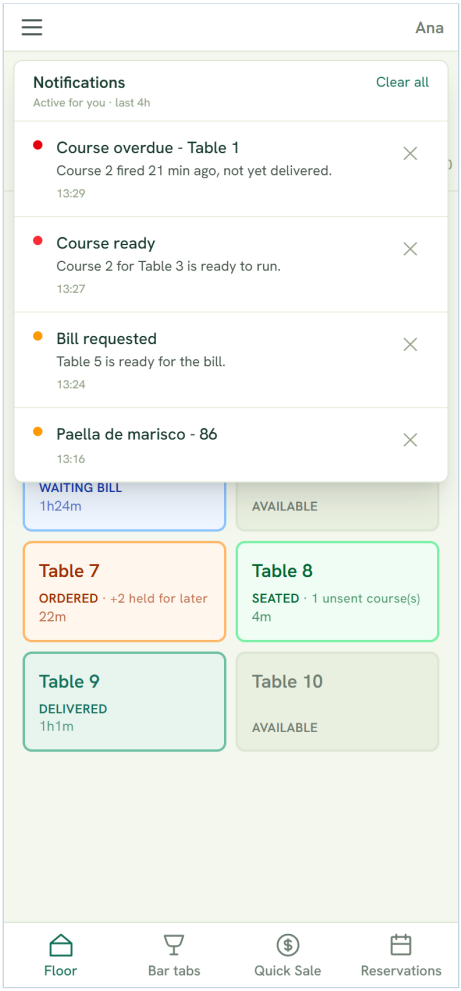
The loop in short

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.

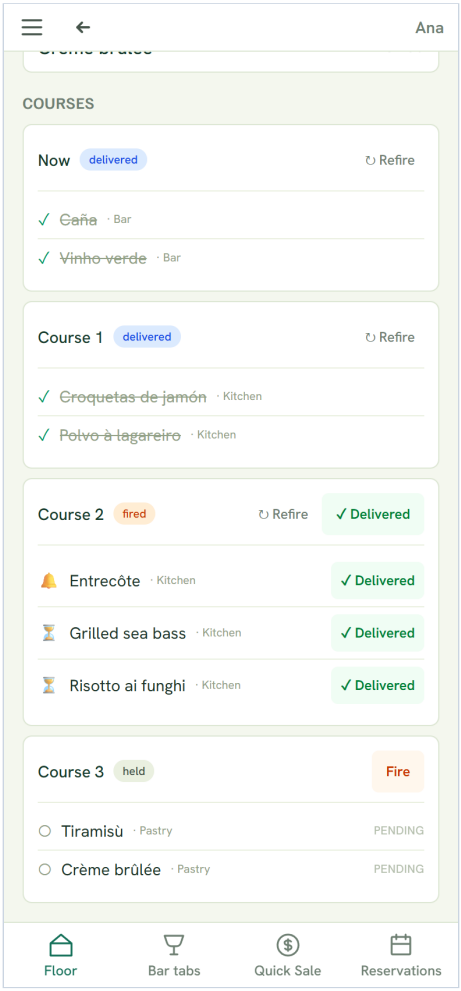
How to mark a course delivered

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.

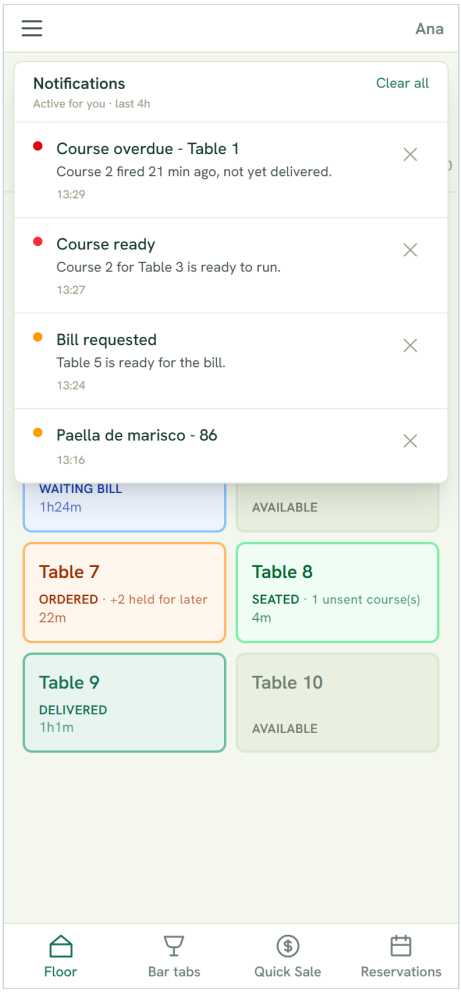
Alerts and the notification bell

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

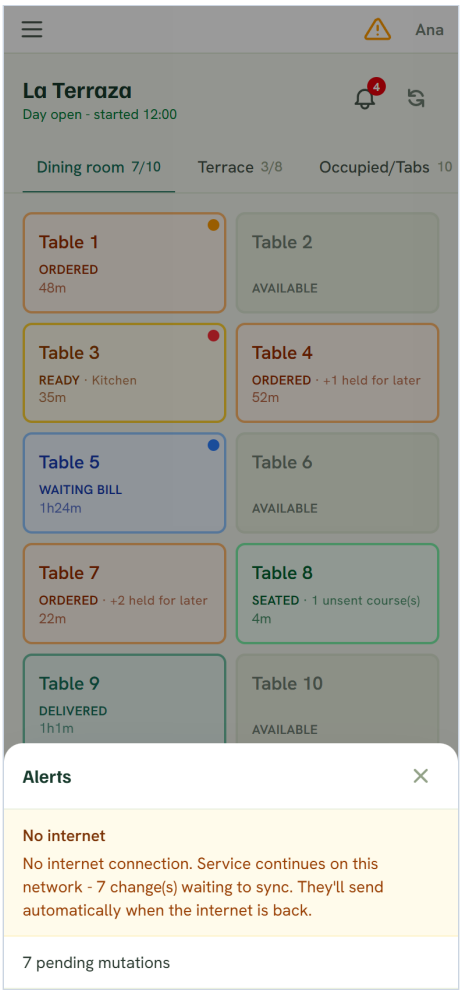
The bell is about *tables*. The **warning triangle** in the top bar is about the *system*. It only appears when something needs attention; tap it to open the **Alerts** panel.

- **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

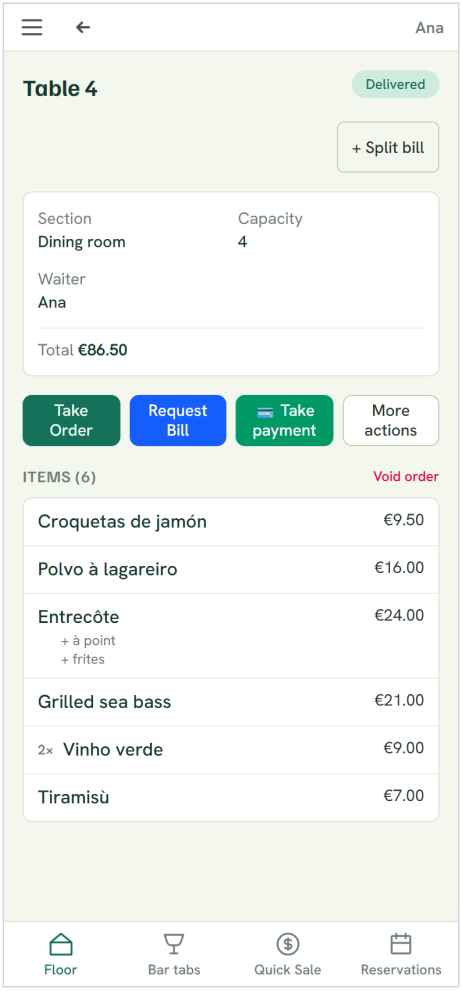
The till device (the Primary) raises these alerts, not the cloud. With the internet down and Wi-Fi up, every alert, ping and locked-phone notification still works.

The 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

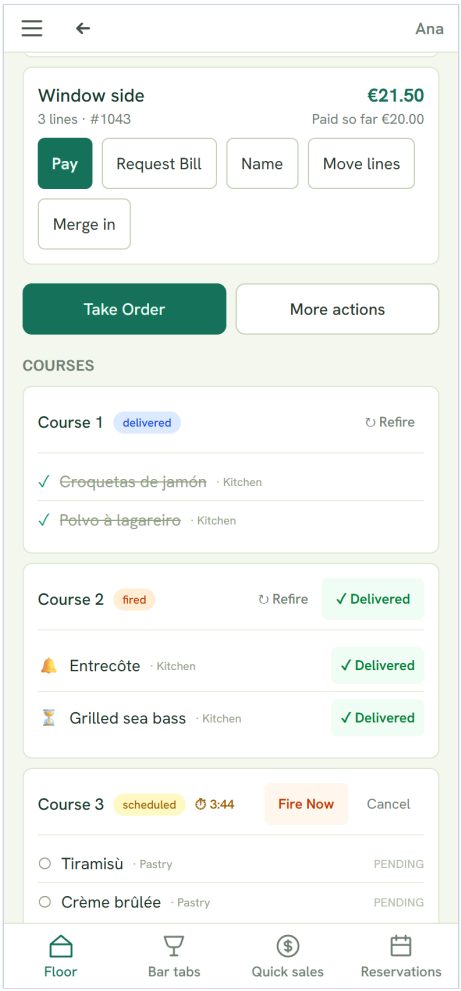
The bill goes to this device's **Bill printer** (**More** → **Assignments**), else its paired Bluetooth printer, else the section's default bill printer. The receipt uses this device's bill printer, or the till's. See Receipt and station printers.

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.

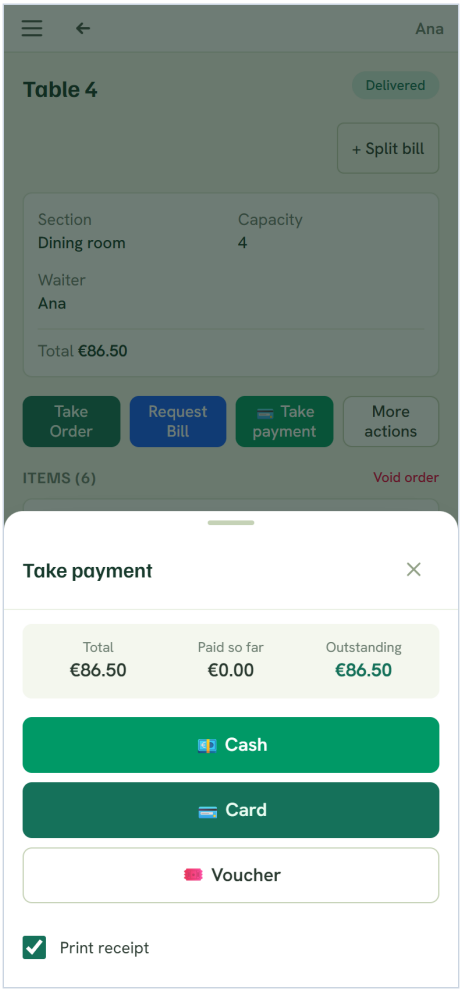
Good to know

- 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.

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.

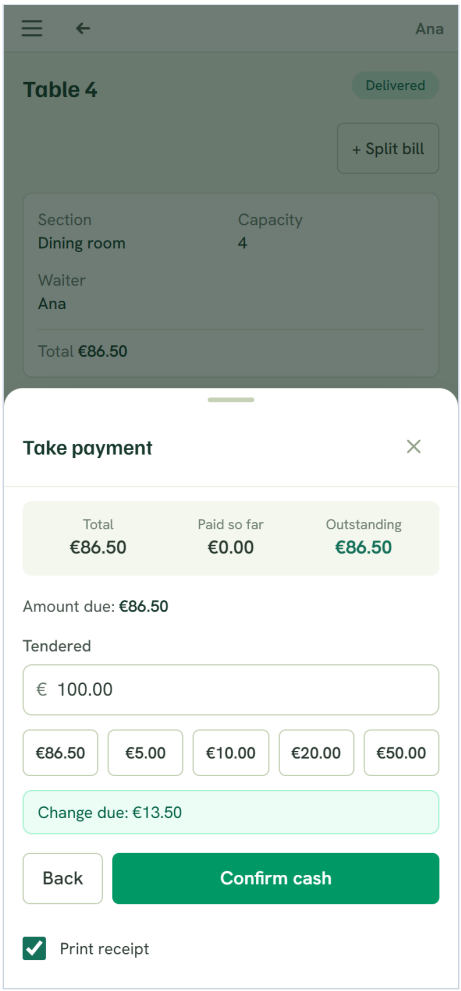
> **You need a linked till.** Without one you'll see "*This device has no till assigned.*" Pick a Payment Till in **More** → **Assignments** - see Manage device assignments.

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.

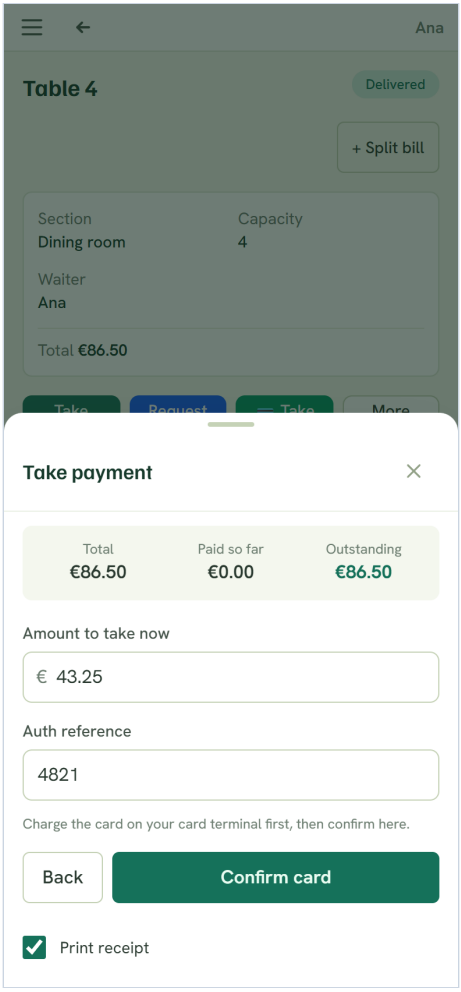
No Cash button? Use the right device, or take card.

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.

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.

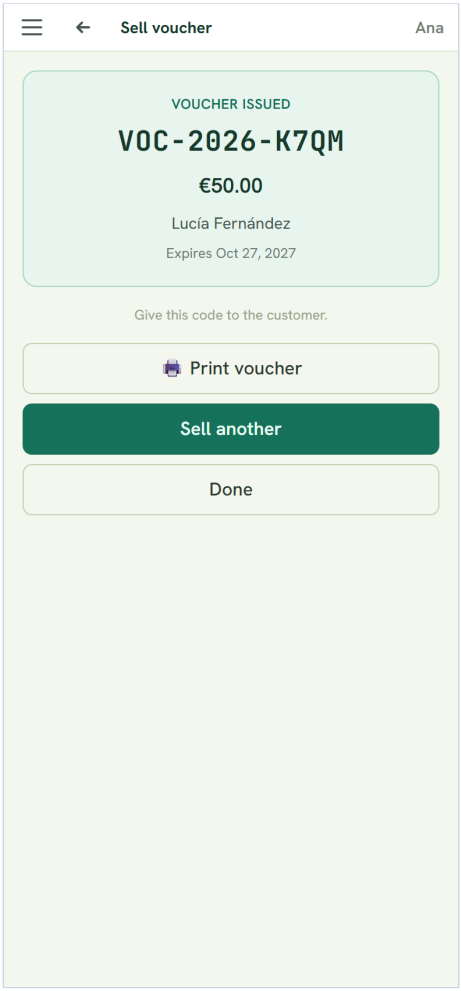
A voucher holds a value, can be spent across several visits, and prints a slip.

> **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).

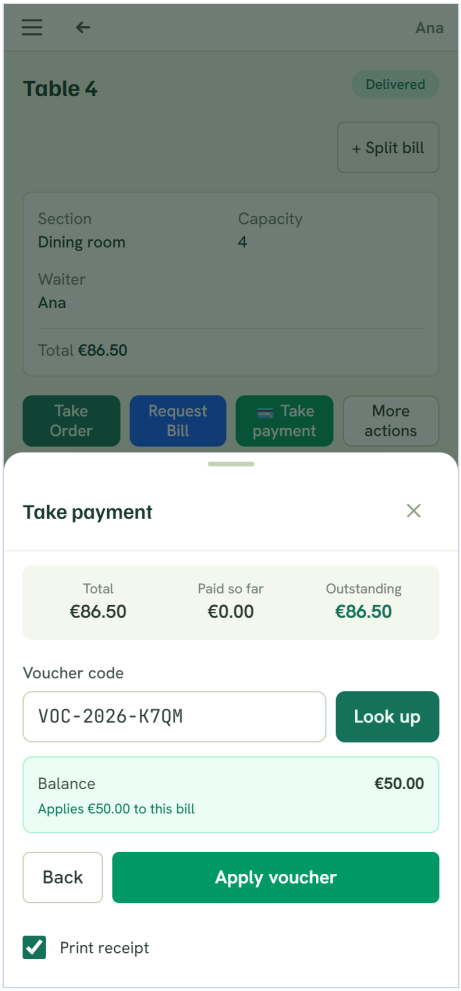
Voucher issued shows the **code**, expiry and **Print voucher**. The slip shows the code large and **Total / Redeemed / Remaining**.



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.

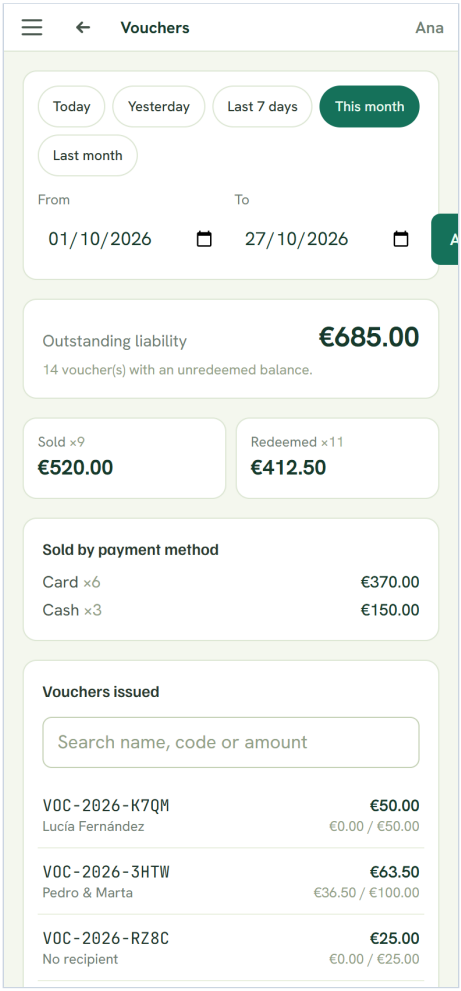
YoTPV applies as much as the bill needs. Any balance left stays on the voucher and a new balance slip prints. If the voucher is short, pay the rest with cash or card.

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.

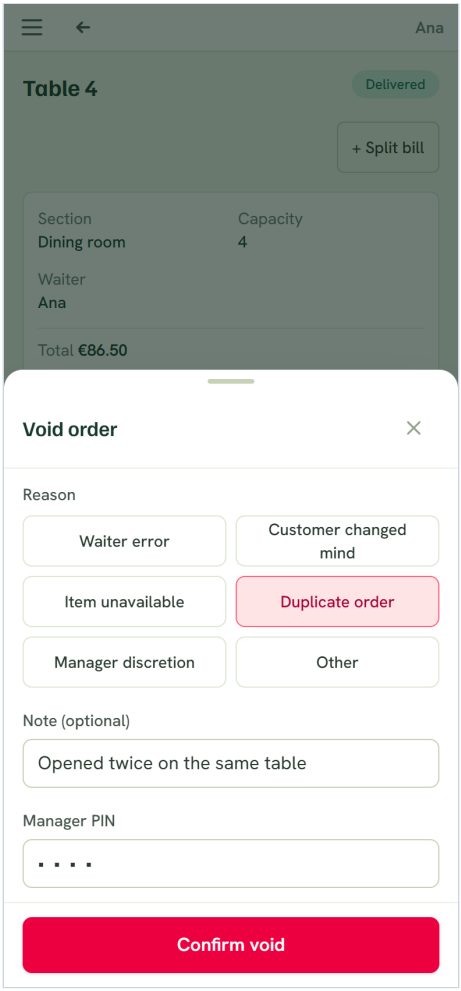
Voiding an order

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.

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:

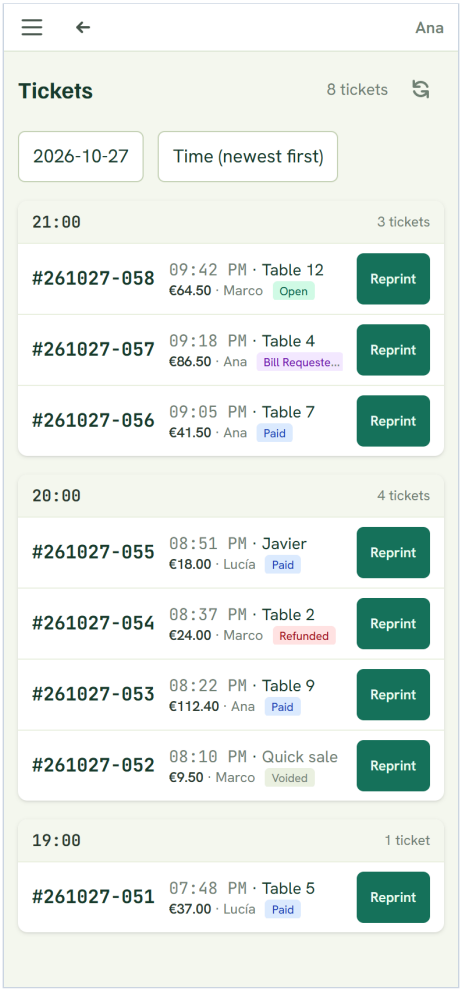
- **Print Receipt** on a paid ticket - no PIN.
- **Reprint** on the Tickets list - needs a manager PIN (a manager or operator at this location).

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.

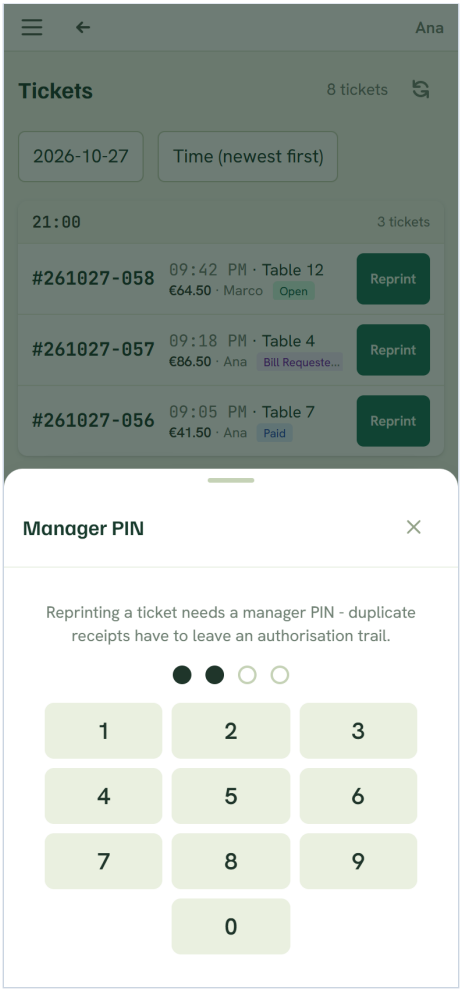
Reprint from the Tickets list



*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.

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.

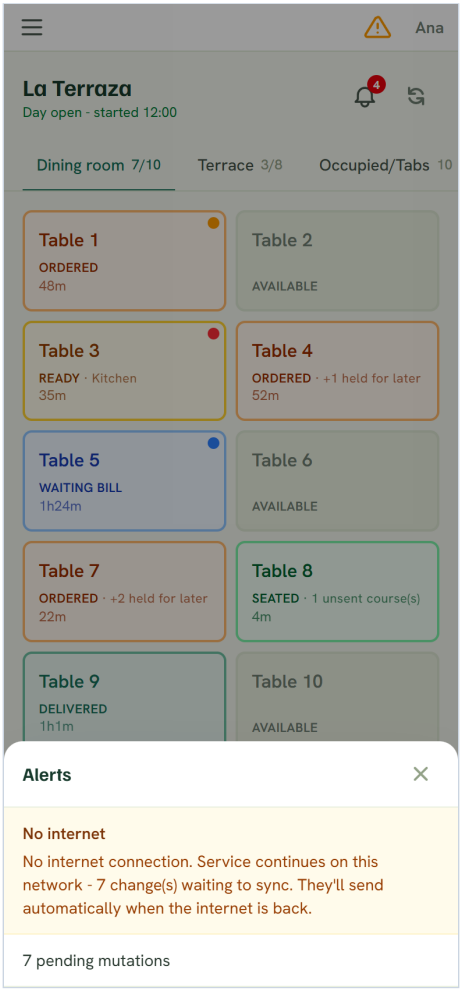
Reads are instant

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

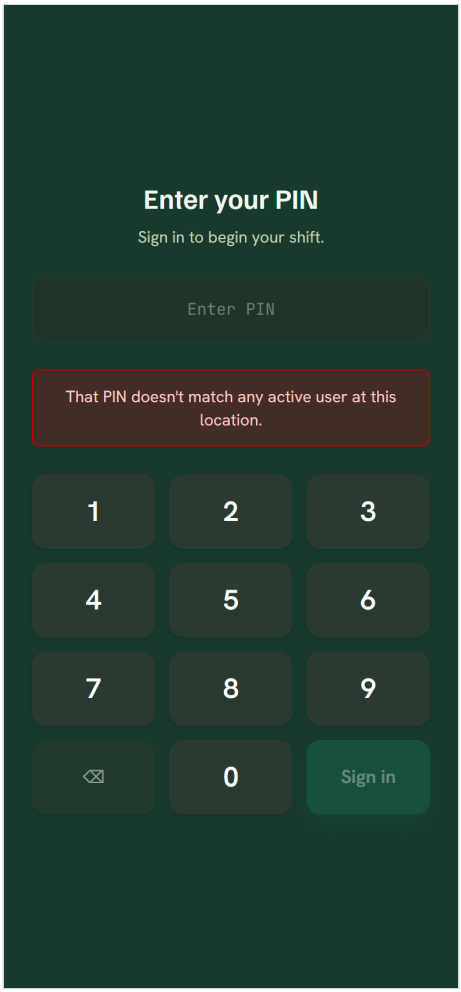
Fix a PIN that won't sign in, offline sign-in being rejected, a device that can't reach the till, and a device that keeps going back to Log in.

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.