Restaurant – Owner & Cashier Guide

SnapPOS Restaurant is the register for places where servers seat and serve: cafés, diners and small restaurants. It is SnapPOS Lite - the screen is your menu and a tap rings a dish - with table service on top. Orders go to the kitchen before anyone pays, a course at a time if you like, and the bill splits however the table wants. Up to six registers share one menu.

This guide covers SnapPOS Restaurant, and Lite with the **Table Service** add-on. Everything in the Lite guide is in here too, so it is the only guide a restaurant needs.

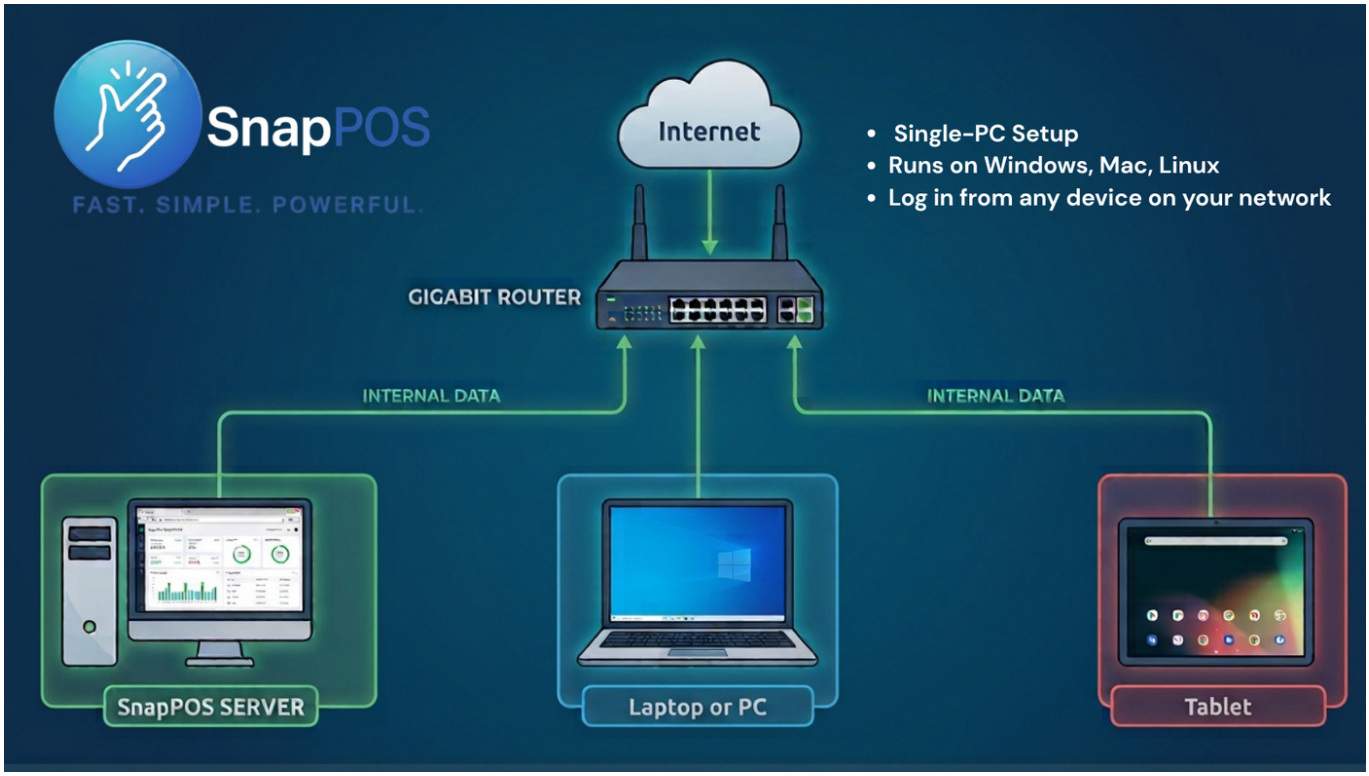
What you need

Lite runs on one ordinary computer. It does not need the internet to take money.

- **A computer** - anything from the table below. A touchscreen is worth having here more than anywhere else: a cook taps a menu board with the side of a thumb, not a mouse.
- **Receipt printer** (optional) - an 80mm thermal printer set as the computer's default printer. Without one, SnapPOS Lite opens your browser's print window instead, so a receipt can still go to any printer you own.
- **Cash drawer** (optional) - most drawers plug into the receipt printer, which kicks them open. Check the printer has a drawer port (RJ11/RJ12).
- **Card terminal** (optional) - card payments run through a Datacap-supported PIN pad on your own network.
- **A barcode scanner is not needed.** A menu item has no barcode. The search box at the top of the register is there for finding a dish by name on a long menu, not for scanning.

Component	Minimum	Recommended
Operating system	Windows 10 (64-bit), Linux (Ubuntu/Debian), or macOS 10.15+	Windows 11 (64-bit), a modern Linux LTS, or the latest macOS
Processor	Dual-core (Intel Celeron/Pentium/i3, or AMD equivalent)	Quad-core (Intel i3/i5 or AMD Ryzen 3/5)
Memory (RAM)	4 GB	8 GB
Storage	64 GB, SSD strongly preferred	128 GB+ SSD
Display	1366 × 768	1920 × 1080, touchscreen (great with the "Glass" look and for customer interaction)
Power	—	UPS (battery backup) — a till PC that loses power mid-sale is the #1 cause of trouble; a small UPS prevents it

No internet is required to sell. Lite runs entirely on the machine in front of you, at `http://localhost:8420`. Internet is only needed for the optional extras - email alerts, text messages with the Texting add-on, and emailed backups.



Taking orders on a tablet

One machine runs Lite. A tablet at the window is a browser pointed at it, not a second copy - so both are looking at the same orders, and there is nothing to install on the tablet.

1. On the machine running Lite, open **Settings** and find **Other devices reach this till at**. It shows an address like `http://192.168.1.42:8420`.
2. Type that into the tablet's browser. Both have to be on the **same network**: the same wi-fi, or the same router.

Get that address reserved. Routers lend addresses out and can change one after a power cut, and then the tablet stops finding the register for no reason anybody can see. Whoever set up the internet can pin it to the machine in a minute. Worth asking at install rather than mid-service.

Starting up

1. Turn the computer on. SnapPOS Lite starts by itself and opens on the register. If it does not, use the **SnapPOS** shortcut on the desktop.
2. Sign in with the password given to you at installation. Change it under **Settings** when you have a moment.
3. Open the register for the day when you take your first order. SnapPOS asks for the cash you are starting with in the drawer - the float.

Your licence. A new till runs for 14 days with every add-on switched on. Your licence file arrives by email: load it under **Settings › Add-ons & Backup** and press **Activate**. What you bought stays on - you can still switch it off and on - and anything else switches off. The licence also sets the business name that prints on every receipt, so it cannot be typed over afterwards - if the name ever needs to change, ask SnapPOS for a new licence. Keep the email: if the machine is ever rebuilt you will need the file again.

Recovery code

Set up a way back in before you need it. In **Settings › Staff & Security › Recovery Code**, press Generate; the code is shown once, so write it down and keep it somewhere safe, off the till. If the password is ever lost, use **Forgot password?** on the login screen with that code to set a new one. A reset also clears the staff PINs, which are set up again afterwards.

- If an email address is set up, **Forgot password?** can also email a fresh code to it - handy when the written one is not to hand.

Who is on the register

If your kitchen uses the **Timecards** add-on, SnapPOS asks who is at the register before the first order of the shift: tap your name and type your PIN. Every order is then stamped with who took it, and a badge at the top of the register shows who is signed in - tap it to hand over to the next person. It uses the same PIN as clock-in, and it records who took the money without changing what anyone is allowed to do.

Building your menu

Everything about the menu is under **Items**, reached from the link at the top of the register. It has three columns, and they are built in that order: **Menus**, then **Categories**, then the dishes themselves.

Menus

- A menu is a whole board - *Breakfast* and *Lunch*, say.
- **A second menu turns on the toggle at the register.** With one menu the toggle never appears, which is what most trucks want.
- Each menu can be given the hours it **opens by default between**. That is only a default - the cashier can always tap the other board.
- **Remove menu** deletes a board made by mistake, together with its categories and dishes. The last menu always stays.

Categories

- Categories are the groups down the side of the register: *Biscuits*, *Drinks*, *Sides*.
- They appear at the register **in the order you add them**. Use **Move up** and **Move down** to put the busiest first.
- Each category can carry a **colour**, so a cook finds it by shape and colour rather than by reading it.

Items

- **No SKU is needed** - a menu item has no barcode, so SnapPOS generates one. Items added here are not stock-counted.
- **Ask for the price at the till** marks a dish whose price is typed at the register - a market-price special, or a plate charged by weight. Tapping its tile asks for the amount.
- **A $0 item** - a descriptor such as *no onion*, or a free add-on - saves after a warning that it rings up free.
- **Import a menu** from a spreadsheet: a CSV with **menu**, **category**, **name** and **price**. Re-importing a corrected file updates the dish rather than adding a second one, so fixing a price in the spreadsheet and importing again is safe.

Choices: cooking, sides and extras

Most dishes come with questions - how the burger is cooked, which side, what goes on it. In SnapPOS those are **choices**. You set them up once as **modifier groups**, and the register asks them every time the dish is rung up.

Setting up a group

1. Go to **Items** and press **New group** under **Modifier Groups**.
2. Name the question - *Cook temp*, *Choose a side*, *Toppings* - and set **Least to pick** and **Most to pick**. Least 1 makes it required; least 1 and most 1 is *pick one*; most 0 means no limit.
3. Add the options, each with its price. Leave the price empty for a free one.
4. **Save**.

- **Allow No / Light / Extra / Side** lets the cashier say *No onion* or *Extra bacon*. *No* is always free; **Extra price** is what *Extra* costs when it is more than the option itself.
- **Then ask** opens another group when an option is picked - *Combo*, then *Combo drink*, then *Drink size*. Up to three levels deep.

- **Default** picks an option before anyone touches it - *Fries* as the usual side.

Which dishes ask it

- Click the pencil on a category and tick the groups under **Choices for every dish in this category**.
- Click the pencil on one item for groups only it asks, under **Choices for this item**. They come after its category's.

Importing groups

Import modifiers on the Items page loads many groups at once from a CSV, one row per option. **Download the template** for the columns and a worked example. Importing a corrected file updates the groups by name rather than adding second copies, and a file with a bad row imports nothing and lists the rows to fix. We can load a starter set for your kind of kitchen at installation.

> **The price comes from the menu, never from the register.** A cashier cannot change what an option costs by tapping it - the till reads every price back from the groups you set up. Change it in one place and every future order follows.

Tax follows the dish: an option is taxed at the rate of the item it belongs to. Two of a dish means two of each of its choices.

> Upgrading from an earlier SnapPOS? A tap-to-add list you wrote for a category is now a group named after the category. The standard list (*No onion*, *To go*...) is not carried over - use **Kitchen note** for one-offs, or make it a group.

Taking an order

1. Tap a category, then tap the dish. If it has choices, they open on one page: required questions are marked, and **Add** waits until they are answered, showing the price with the choices included.
2. Tap the same dish again for a second one, or use **+** on the order line to change the quantity.
3. Tap **Pay** when the order is complete.

Searching. The box at the top filters the whole menu as you type - quicker than hunting through categories on a long board.

Changing a dish on the order

Tap a dish on the order to open its menu:

- **Choices** reopens the dish's questions with everything already picked. It works until the dish has gone to the kitchen.
- **Kitchen note** adds free text for the cook - *allergy: nuts* - and **Save note**.
- **Add-on** attaches another item to that dish - a side or a drink that belongs with it. The screen says *Adding to...* while you pick, and **Done** ends it.
- **Comp / discount** - see below.
- **Remove** takes it off the order. A dish the kitchen already has asks for a comment first - optional - and it shows on Close Day.
- Choices and add-ons travel with the dish: remove the dish and they go with it, so a cancelled plate cannot leave a stray side behind on the order.

Comps and discounts

Comp / discount takes money off one dish: **Comp (free)**, 50%, 25%, 10%, or your own percentage or dollar amount. A comment is optional - *cold food*, *birthday* - and the dish shows what came off. With Manager Override on it needs a manager's PIN. Every comp is listed on Close Day under **Voids and Comps**.

Dine in, to go or drive-thru

Switch on **Order types** under **Settings › Add-ons & Backup** and a button beside **Order** says what the order is; tap it to change it. You name the types - *Dine in*, *To go* and *Drive-thru* to start with. Each register remembers the last one it used, so the drive-thru window stays on *Drive-thru*. The type prints on the kitchen ticket and the receipt.

Clearing an order

Clear empties the order. Each line is voided the same way the full till voids one, so a cleared order is a recorded action and not a hole in the day's history.

Taking payment

Pay opens the payment screen showing what is **Owing**. Pick how the customer is paying.

- **Cash** - type what they handed over, or tap **Exact**. SnapPOS shows the **Change** to give back.
- **Card** - the terminal is asked for the amount. Tick **The customer has the card with them** when they are standing at the window.
- **Splitting.** Take one payment, and if anything is left the screen says **Still owing** and waits for the next one. The order stays open until it is paid in full, so cash-and-card together needs nothing special.

What prints

- With a **thermal printer** set up, the kitchen ticket prints by itself as soon as the order is paid.
- With **no thermal printer**, your browser's print window opens with the customer receipt in it.
- If the printer is off, you get a message and **Retry**. The sale is already done.

Taking cards with no signal

A truck loses signal more often than a shop does. If the connection goes, the card terminal keeps taking cards, stores them, and sends them when it comes back. Nothing changes at the window.

- **Close Day** shows a row saying *Held on the terminal, not yet sent* when the terminal has anything, with a **Send them to the bank now** button beside it. Closing the day sends them anyway, so the button is only for knowing sooner.
- Until they are sent the money is promised rather than paid, and the risk is yours. If the signal was down, check Close Day again after closing and make sure the row has gone.
- **Reprinting.** Any receipt can be printed again later - see **Close Day and the rest of SnapPOS** below.

Table service: open tickets

With the **Table Service** add-on, an order can go to the kitchen **before** it is paid - a table that orders, eats, orders dessert and pays at the end. Walk-up orders work exactly as before. It also brings the **kitchen screen**, automatic gratuity, tip on the slip and **Timecards**, which server PINs use.

Opening a ticket

1. Ring up the order as usual and tap **Send**. SnapPOS asks for a name - *Table 4*, *Maria*, *Car 12* - and, when servers sign in by PIN, for the server's PIN.
2. The order goes to the kitchen screen and printer, and the ticket is put aside. The register is free for the next guest.
3. **Tickets** at the top of the order lists every open ticket with its server, age and total. Tap one to bring it back, add more, and **Send** again - the kitchen sees only what is new.
4. When the table is ready to pay, open the ticket and tap **Pay**.

- **Servers.** With the **Timecards** add-on, every new ticket asks for a PIN, and the register signs the server out after a minute untouched. **Settings** sets how long; 0 turns it off.
- **More** on a ticket: **Rename**, **Change server** (History shows who it was handed to), **Merge into another ticket** when two parties become one bill, or **Print kitchen ticket again** when the kitchen printer jammed or was off.

The check, and paying at the table

- **Check** prints the bill before it is paid, marked *Not a receipt*.
- With pay by phone set up, the check carries a **QR code**. The guest scans it and pays on their own phone; the Tickets list shows *paying by phone*, then *PAID by phone*, and opening the ticket completes the sale.
- Otherwise take the card to the terminal, the same as at the counter.

- **Tip on the slip.** On the payment screen, set **Tip on** to **Slip** (the tablet remembers it). The receipt prints with *Tip*, *Total* and *Signature* lines. When the guest has written the tip, enter it under **Tips** at the top of the register, or choose **No tip**. A tip can be changed until the day is closed, with the manager key. **Close Day** waits until every slip has its tip.
- If a tip cannot be added to the card, that slip waits under **Tips** for a manager: **Use** the most the card allows, or **Change** the tip. The rest of the day closes without it.
- **Tips** also lists **Counter Tips Today** - card tips taken at the counter - so each can go to whoever earned it (**Who gets it?**). **Today's tips** shows every tip of the day and who it is credited to; it needs the manager key.
- **+15% gratuity** adds an automatic gratuity line that keeps itself up to date as the order changes. Set the percentage on the **Items** page, under **Automatic Gratuity**.

Bar tabs

- With tip on the slip switched on, tap the **...** button at the top of the order and **Open tab**. Say how much to hold, and the guest inserts, taps or swipes their card. The ticket shows *Tab ••1234*.
- Keep sending rounds as usual. To close the tab, tap **Pay** and choose **Tab ••1234**. The guest signs the slip, and the tip goes in under **Tips** like any other slip.
- If the card will not take any more, SnapPOS offers to charge it for what it holds and take the rest another way.
- **Release card** (under the **...** button) gives the card back without charging it, so the guest can pay another way. If the card terminal cannot release it, a manager can drop the card instead; nothing is charged.

When a table leaves without paying

- **Nothing paid: More** › **Void ticket** voids the ticket and everything on it in one step, with the manager key.
- **Part paid: More** › **Walked out: close for what is paid** closes the ticket for what was paid and records the rest as a walk-out, with the manager key.
- A ticket left on a register that was switched off shows in **Tickets** as *left on a register that is off*. Tap it to take it over, with the manager key.

Splitting the bill

- **Split** on a ticket: tap what one guest is paying for, then **Pay these**. The rest waits on the ticket.
- While splitting, ÷ on a line shares one dish between guests, or separates a quantity into single items.
- **Split evenly** on the payment screen divides what is owing by the number of guests.

Courses

- Ring up the first course and tap **Next course**, then ring up the next. **Send** fires the first course; the later ones show on the kitchen screen greyed out, as *held*.
- **Fire course 2** - on the ticket, or beside it in the Tickets list - sends the next course when the table is ready. The kitchen can tap **Fire** on a held course if the server forgets.

> **Close Day** will not close while tickets are open. It lists them with an **Open tickets** link: pay or void each one first, so no table goes uncharged overnight. It also lists each server's paid tickets, gratuity and card tips under **Servers Today**, for the tip-out.
>
> If the nightly card batch ran while slips were still waiting for a tip, Close Day says how many missed it. Enter their tips (or **No tip**) and they go in the next batch.

The kitchen screen

Part of the **Table Service** add-on. A second screen for the line: point a spare monitor or tablet at it and the cook sees the orders as they come in - no paper to lose, and everyone works from one board.

- Orders show **oldest first**, each with its dishes, choices and kitchen notes. A choice made inside another - a combo's drink and its size - is indented beneath it.
- Every order **counts up** from when it reached the kitchen: amber after 8 minutes, red after 15. Change both under **Settings › Hardware & Terminals**, in **Kitchen Screens**.

- **All day** at the top counts every dish still to cook - *6 Fries, 4 Burger* - so the line can cook in batches.
- It **updates itself** as orders are sent or paid. There is nothing to refresh.
- **Done** on an order clears it once the food is up. The sale is untouched and still in History, so a tap in error costs nothing.
- **Recall** brings back the last order cleared by mistake; tap it again for the one before.
- Table orders show the ticket name - *Table 4* - and, with more than one register, where they came from. A held course is greyed out with a **Fire** button (see **Table service**).

Line 1, Line 2 and Expo

One screen can show everything, or each station can have its own. Set them up in **Kitchen Screens** under **Settings › Hardware & Terminals**: **Set up Line 1 and Line 2** creates two, and each can be renamed and told what it shows - dishes from some categories, orders from some registers, or orders of some types (just the drive-thru, say). Nothing ticked means everything.

- A **line** screen shows only its own dishes, and **Done** clears the order from that screen only.
- An **Expo** screen shows the whole order with a mark for each line that has finished, and its **Done** clears the order everywhere. Without an Expo, an order clears when the last line that had it is done.
- A kitchen station picks its screen when it is paired; a logged-in browser picks it from the top of the kitchen screen.

Kitchen printers

A screen can have its own network kitchen printer: type the printer's address into **Kitchen printer (optional)** and press **Test print**. Once any screen has a printer, kitchen tickets print at the stations - the grill printer gets only grill dishes, an Expo printer the whole order - instead of at the counter. A station can be a printer with no screen at all.

Set a screen up as the **Kitchen screen** under **Settings › Hardware & Terminals › Stations**, on a screen the line can see. The **customer display** - the order and total facing the customer - is set up the same way.

> If the till was named for your shop at installation, the kitchen screen is also at `snappos.local/bump` - handy to bookmark on the kitchen tablet.

More than one register

SnapPOS Restaurant runs up to six registers - the counter, the bar, a tablet a server carries. One computer runs SnapPOS and every other register is a browser or a tablet pointed at it, so they all share one menu and one list of open tickets.

1. Open **Settings › Add-ons & Backup** and press **Settings** beside **Multi-Register**. Add a register for each counter and name it - *Front*, *Bar*.
2. On the new device, open the address from **Taking orders on a tablet** above and sign in. It asks which register it is.
3. Each register opens, counts and closes its own drawer and shift.

- Each register can have its own receipt printer and card terminal: the Multi-Register **Settings** window has a panel for this register's own equipment. Leave a box empty and it uses the shop-wide setting.
- Screens that are not registers - the kitchen screen and the customer display - do not need Multi-Register. Pair them under **Settings › Hardware & Terminals › Stations**.

Staff: timecards, payroll and Manager Override

Restaurant includes **Timecards**. Staff clock in and out with a 4-digit PIN from **Clock in/out** in the top bar, and the same PIN is what a server types to open a ticket.

- **My hours**, in the same box, shows the person whose PIN it is this pay period and the last - hours, overtime and tips - and their recent shifts. It never shows a pay rate.
- Staff marked **Tipped** are asked for their **Cash tips this shift** when they clock out.
- Using a PIN while not clocked in - to sign in at the register, open a ticket or approve something - says so: *Sam is not clocked in.* It never stops the work.

- **Employee Management**, reached from **Settings › Staff & Security**, holds **Staff** (names and PINs), **Pay details** (hourly rate or salary, tipped, tipped occupation code), the payroll and **Manager approval**.
- The payroll shows each person's regular and overtime hours, pay, card and cash tips, sales and year-to-date totals for a pay period or any dates. It downloads the **Payroll summary**, **Work history** and **Clock punches** for any dates, for everyone or one person, and a **year-end summary** with the figures your payroll service needs for W-2s. SnapPOS keeps the record; it does not withhold tax or file anything.
- **Forgot to clock out?** A manager fixes it in Employee Management under **Shifts in These Dates**: change the clock-in or clock-out, say why, and press **Save**. **Add a Shift** adds one that was never clocked.
- **For QuickBooks Payroll or Gusto**, the Payroll summary starts with **Employee Name**, **Regular Hours**, **Overtime Hours**, **Paycheck Tips** and **Cash Tips**, named the way those apps name them. Enter those five for each person, or upload the file to Gusto as it is. The columns after them start with *SnapPOS:* and are for your own records; your payroll app works out the pay from its own rates.
- When a pay period has gone to your payroll service, press **Close this period (as sent to payroll)**. If anything in that period changes afterwards, it is listed there for you.
- **Manager Override** comes with Timecards. Switched on in **Employee Management**, it puts a manager's PIN in front of refunds, cash in and out, discounts, comps and price changes. The first employee you create is the manager.

Clocking in records hours. It is not a login, and it does not change what anyone is allowed to do - that is what Manager Override is for.

Running out of something

When the kitchen runs out, mark the dish **sold out** - 86 it. Open **Items**, find the dish and choose **Mark sold out**.

- It comes off the register grid immediately, so nobody can sell what you cannot cook.
- It **stays off until someone puts it back on, or until the next shift opens** - so tomorrow starts with a full menu without anyone remembering to reset it.
- **Put back on** returns it the moment the fryer catches up.

Returns and refunds

Return at the top of the register handles money going back.

1. Tap **Return** and type the **Receipt number**, then **Look up**.
2. Choose what is going back, or tap **All**.
3. Tap **Refund**. The amount is given back the way it was taken.

   A receipt whose items have all been sent back already says so rather than letting the same food be refunded twice.

Close Day, and the rest of SnapPOS

Close Day at the top of the register counts the drawer down at the end of the night: what SnapPOS expected, what you actually counted, and the difference.

It also lists the shift's **Voids and Comps** - what came off, who rang it, and the comment if one was given.

Close Day is also the way into everything else. The register screen is deliberately bare - a cook does not need a sidebar - so the full SnapPOS menu opens from here:

- **History** - every sale, searchable by date or receipt number, with **Reprint** on any of them.
- **Analytics** - takings by day, by item and by category, and with Timecards, **Sales by Employee**.
- **Export** - the **Export** button on History downloads any report as a CSV for your bookkeeper: sales, close-day summaries, price changes, the card terminal log, sales tax and your menu. Pick a report, set the dates, download.
- **Settings** - tax rate, currency, language, appearance, printer, business name and logo, backups and updates.

- **Updating SnapPOS** (Settings › Add-ons & Backup › **Update**) — when there is a newer version, it asks before installing it. Updates are free for licensed stores. Close the day first; SnapPOS restarts in about a minute and your sales and settings stay as they are. If the new version gives you trouble, **Switch back** on the same screen returns to the version you had. On a tablet, SnapPOS support installs updates for you.

Tips for a fast service

- **Put the busiest categories first.** They appear in the order you add them, and **Move up** costs one click. The three things you sell most should never need a second tap to reach.
- **Give categories colours.** In a rush a cook aims at a colour, not at a word.
- **Set up the choices before the rush, not during it.** An extra that is not on the menu is an extra somebody gives away - it gets typed as a free note because there is a queue.
- **Type in the search box on a long menu.** It filters everything as you type, which beats hunting through categories.
- **Use Exact for the common notes.** When the customer hands over the round amount, one tap is faster than typing it.
- **86 it the moment it runs out**, not at the end of the rush. It takes two taps and it stops the next four orders being sold food you cannot cook.
- **One menu unless you really need two.** A second menu turns on a toggle the cashier then has to think about.
- **Reprint from History rather than ringing it up again.** A second sale to replace a lost receipt puts the day out by that amount and has to be voided later.
- **Close Day every night, even a quiet one.** A drawer counted daily shows a five-dollar problem while you can still remember the shift it came from.

Everyday problems

Nothing prints. Check the printer is on, has paper, and is plugged in or on the network, then print a test page. A receipt can be printed again from **History**.

A dish is missing from the register. It is probably marked sold out. Look under **Items** and **Put back on**.

The wrong menu is showing. Tap the other board at the top. The hours on a menu are only a default.

The screen is asleep or the browser was closed. Use the **SnapPOS** shortcut on the desktop. Nothing is lost - an unpaid order is still there.

Support

Phone: 903-483-4219

Email: support@snappos.net

About SnapPOS

SnapPOS is developed and maintained by **SnapPOS LLC**.

For IT services for the rest of your shop - PCs, printers, Wi-Fi and email - SnapPOS's IT partner PC Guru offers tech plans: pcguru.me