

Guide for cashiers

Open and close your shift, take every kind of payment, and balance the cash drawer at the end of the day.

First thing in your shift: open the register

Before you charge anything, open your shift. That's what lets you know at the end if the drawer balances.

1. Sign in with your username.
2. Go to **Cashier** and tap **Cash shift**.
3. Choose **your** register (if the restaurant has several, each one balances separately).
4. Type the **starting cash**: the cash left in the drawer to give change.
5. Tap open.

■ If you don't open a shift, you can still charge — the system won't stop you. But at the end of the day you won't have anything to compare the cash against, and a shortage can't be explained.

The Cashier screen

Cashier shows you **only the tables that owe money**, as cards.

- **Amber**: that table already asked for the check. The guest is waiting. It comes first.
- **Green**: occupied, still eating.
- On each card you see the total, whether something is still waiting to be delivered, and whether a payment was already reported.

Tap the table to open it and charge it.

Charging: the three cases

Case 1 — Charge the whole table together.

1. Tap the table.
2. Leave everyone checked (they come checked).
3. Choose the **payment method**.
4. If it's cash, type **how much the guest gave you**: the system works out the change for you.
5. If there's a tip, type it in its box.
6. Tap **Charge**.

Case 2 — Everyone pays for their own.

1. Tap the table. You'll see what was ordered split by person.
2. **Uncheck everyone** and leave only the person who is going to pay checked.
3. Choose their payment method and charge.
4. The check stays open with what's left. Repeat with the next person.

✓ You can check two or three people at once, if someone is treating the others. The total adjusts on its own.

Case 3 — Split payment: one part one way and the rest another way.

1. Under **Payment method**, choose **Split payment**.
2. Rows open up so you can split it. In each one you put a method and an amount.
3. If a row is cash, type how much you received and it shows you the change for that part.
4. When the parts add up exactly, ✓ **Balanced** appears and the button turns on.

■ The button stays off while the total doesn't add up exactly, and it tells you how much is missing or how much you went over. That's on purpose: a badly split payment is an imbalance that only shows up at closing.

When the guest already paid from their phone

If the guest paid online, you don't have to do anything: the payment comes in on its own and the table is freed.

If they paid by **bank transfer**, you get an alert and you can see the **photo of the payment receipt** they attached.

■ **Check that the money actually reached the restaurant's account before you accept a transfer. A payment receipt can be faked; a movement in the account can't.**

In Cashier you also have **Payments received today**, with everything that came in by phone during the day.

Orders from the register, and deliveries

Guest ordering at the counter or for takeout: use the **POS**. You build the order, charge it, and it goes to the kitchen right away.

Deliveries: on the Delivery screen you see the ones in progress and —at the top, in red— the ones that came in through the restaurant's website.

1. Review the order: what they ordered, where it's going, and how they say they'll pay.
2. If they say they already transferred, look at the payment receipt and confirm the money came in.
3. Tap **Accept**: that's when it goes to the kitchen.
4. Or tap **Reject** and type the reason. The guest sees it on their screen.

■ **A web order isn't a sale until you accept it. Anyone on the internet can send one, so you're the one who has to stop it.**

Closing your shift and balancing

At the end of your shift, balance your register.

1. Go to **Cashier** → **Cash shift**.
2. **Count the cash** in the drawer. All of it, including the starting cash.
3. Type that number in **Cash counted**.
4. The system shows you what there **should** be and the difference.
5. If there's extra or something's missing, write in the notes why you think it happened.
6. Tap close.

Only cash is counted. Card and bank transfer payments aren't in the drawer, so they're not part of the count.

✓ When you close, the system saves a **snapshot** of what was expected. If an old sale gets voided tomorrow, today's cash count doesn't change: it was already counted and signed off.

If the restaurant does deliveries, you'll see the **money still out on the street** separately: orders that already left and haven't been paid yet. That's not in your drawer — it's not a shortage.