

Every screen, every button, nothing to call about.

This is the complete operating manual for your venue's ordering system — owner settings, kitchen board, reception board, the guest journey, payments, and a troubleshooting matrix. It is long on purpose: printed behind the counter, it replaces training sessions forever.

Logins, roles, and what each person sees

Every staff member gets their **own login** from the owner (Team tab). No shared passwords — the system records who did what, which is exactly what you want when reviewing a shift.

ROLE	CAN OPEN	SEES	CAN DO
Owner	Owner dashboard	Everything: menu, tables, payments, analytics, team	All settings + all order actions
Manager	Owner + reception + kitchen	Same as owner minus team/settings	All order actions, menu edits
Reception	Reception board	Floor, live feed, calls, bills	Open/close tables, accept → ready → collected, split bills, mark paid
Kitchen (chef)	Kitchen board	Tickets only	Accept / decline / ready per item
Viewer	Reception (read-only)	Floor + feed	Nothing — watches only (trainees, hosts)

Signing in

- Open your venue address (the one printed on your QR tents) and add **/login** — e.g. *yourdomain.com/login*.
- Email + password → you land on the board for your role automatically.
- The session ends when the browser tab closes — a lost phone in staff hands can't keep a session alive.
- Forgot password: only the owner can reset it (Team tab → the person → reset). There is no self-service reset — that's deliberate protection.

One-time setup for each device: open the board on the screen that will run it all day (kitchen tablet, front-of-house PC), sign in, and use the browser's "Install app / Add to home screen" so it opens like an app, full screen.

The eleven tabs

Restaurant Details
These appear on your public menu. Guests see it all.

Tagline
Authentic grill since 1998

Phone Currency
USD

Address

UPI handle (optional)
e2etest@ybl

If set, guests get a scannable UPI QR with the exact amount on their order confirmation. Leave empty to keep pay-at-counter only.

Primary Color Menu Layout
List

Logo
Drop an image here or click to browse (PNG / JPG, max 2MB)

Banner (shows on the order page)

TAB	WHAT LIVES THERE	PAGE IN THIS MANUAL
Details	Name, contact, brand colour, currency, logo/banner, layout, language, hours, timezone, tax, UPI handle	4–5
Menu	Categories, dishes, allergens, photos, modifiers, 86 board, CSV import	6
Tables & QR	Scan analytics, check-in mode, tables, QR codes, printing	7
Queue	Takeaway now-serving board + walk-in waitlist	8
Bookings	Reservation list, statuses, capacity settings	9
Fees	Coupons / promos	10
Reception / Kitchen	The live boards, embedded here for the owner	11–12
Analytics / Insights	Today's numbers + 7/30-day patterns	14–15
Team	Staff logins and roles	16

Every field, what it does, when to touch it

Identity

- **Tagline** — small line under your name on the guest menu.
- **Phone / address** — shown in the menu footer; the phone becomes a tap-to-call button on phones.
- **Brand colour** — one picker that re-skins the whole guest menu (buttons, cart bar, badges). Pick your real brand hex; everything else adapts automatically.
- **Currency** — the symbol on every price. Set once, correct everywhere (server math uses it too).
- **Logo / banner** — logo goes in the QR centre + menu header; banner is the menu hero strip. Drag-and-zoom crop built in.

Menu behaviour

- **Layout** — list or cards for the guest menu.
- **Sound** — a "Listen" button per dish reads it aloud (accessibility + fun).
- **Default language** — the language guests start in when you have translations.
- **Hours + timezone** — outside hours the QR shows your "closed" message instead of ordering; the timezone drives "today" everywhere (orders, scans, reports).

Money

- **Tax mode** — Off / Inclusive (prices shown include tax) / Exclusive (tax added at total). Most restaurants: inclusive for dine-in, and the **takeaway override** rate handles to-go at a different rate.
- **Tax 1 / Tax 2** — two named components (e.g. GST + Service). Every order stores its exact breakdown — your accountant gets the same numbers the guest saw.
- **Country preset** — pick your country and the common rates fill in; override anytime.
- **UPI handle** — optional. Set it and guests get a scannable UPI QR with the exact amount on their order screen (page 19). Leave empty and everything says "pay at counter".

Save all writes everything at once and the guest menu updates within seconds — no republish step, no cache waiting.

Why the numbers always match

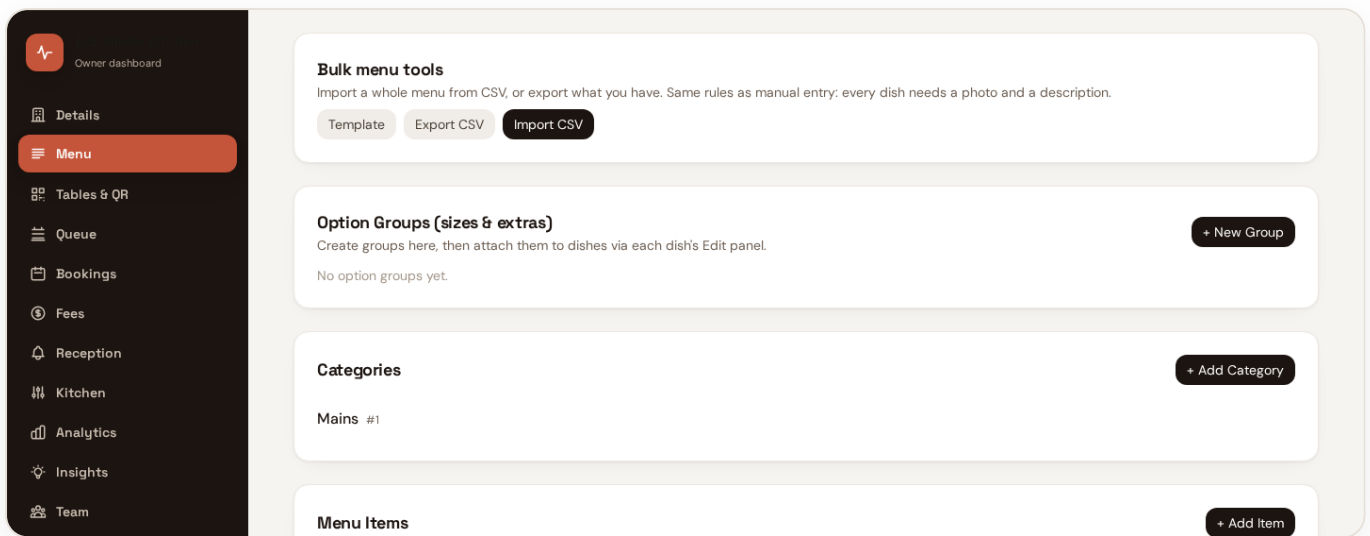
Tax is computed **on the server, inside the order** — the guest's phone never decides a price. That means the ticket, the kitchen screen, the analytics and your export all show identical figures, forever.

SETTING	WHAT THE GUEST SEES	EXAMPLE ON A \$10.50 DISH
Off	Price only	Total \$10.50
Inclusive	Price + "incl. tax" note; breakdown shows the tax inside	Total \$10.50 (of which \$0.95 is tax at 10%)
Exclusive	Price + tax line added	Total \$11.55 (\$10.50 + \$1.05)
Takeaway override	Pickup orders use the override rate instead of the dine-in stack	Pickup at 0% → total \$10.50

- **Discounts come off first** — tax is charged on what the guest actually pays.
- **Tips are never taxed**, and are added after discount.
- **Round-off** is stored per order so the printed total is the paid total to the cent.
- Changing tax settings affects **future** orders only — past orders keep the breakdown they were charged with (audit-proof).

Compliance line: the allergen and tax records on each order are timestamped and logged per staff member — that is what an inspector or accountant actually wants to see.

Dishes, allergens, modifiers, 86s



A dish's fields

- **Name, description, price** — price is in whole currency units with decimals.
- **Photo** — drag-drop; auto-resized for phones.
- **Allergens** — comma list (gluten, milk, nuts...). This is what powers the guest "avoid" filter and the red CONTAINS line on every ticket. **You own this data — keep it accurate.**
- **Dietary tags** — vegetarian / vegan / halal... drives the "Veg only" switch.
- **In stock** — off = greyed out for guests instantly.

Categories

- Add/rename/reorder; guests jump between them with the sticky chips.

Modifiers (option groups)

- Groups like "Cooking", "Sides", "Extras" with choices that can add or subtract price.
- **Min / max selects** — required choices are enforced on the guest's phone *and* on the server; nobody can order around them.

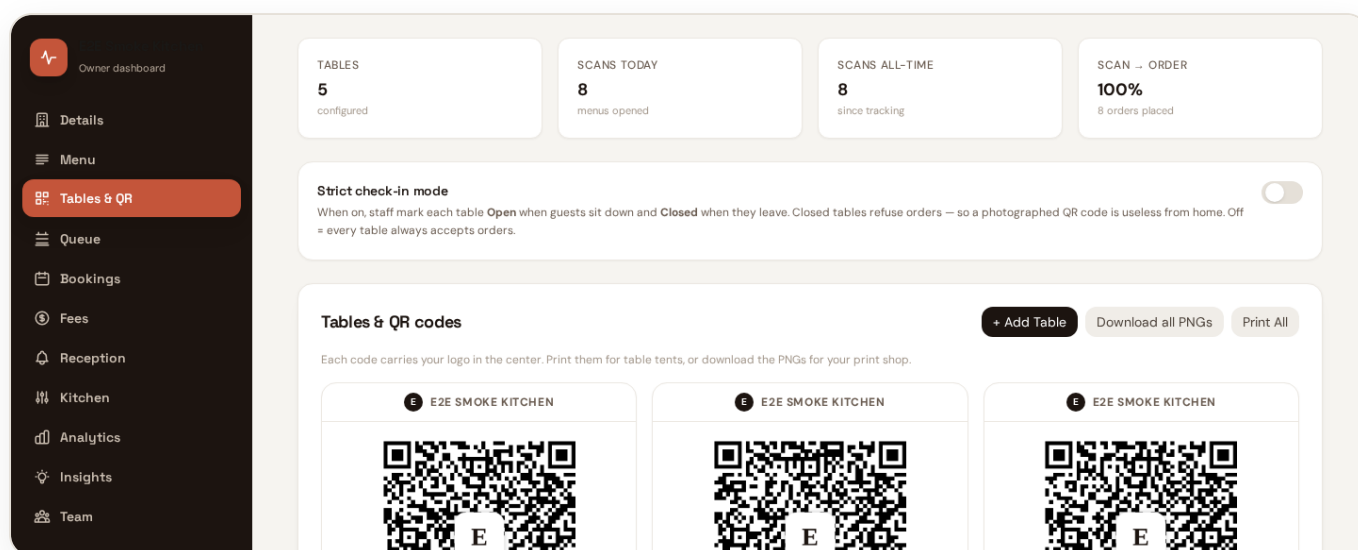
86 board (running out)

- Mark an ingredient low → one tap greys every dish that uses it, on every guest phone, instantly. Restock reverses it.

Bulk

- **CSV import** — 40 dishes in minutes; template downloadable. **Export** backs up your menu anytime.

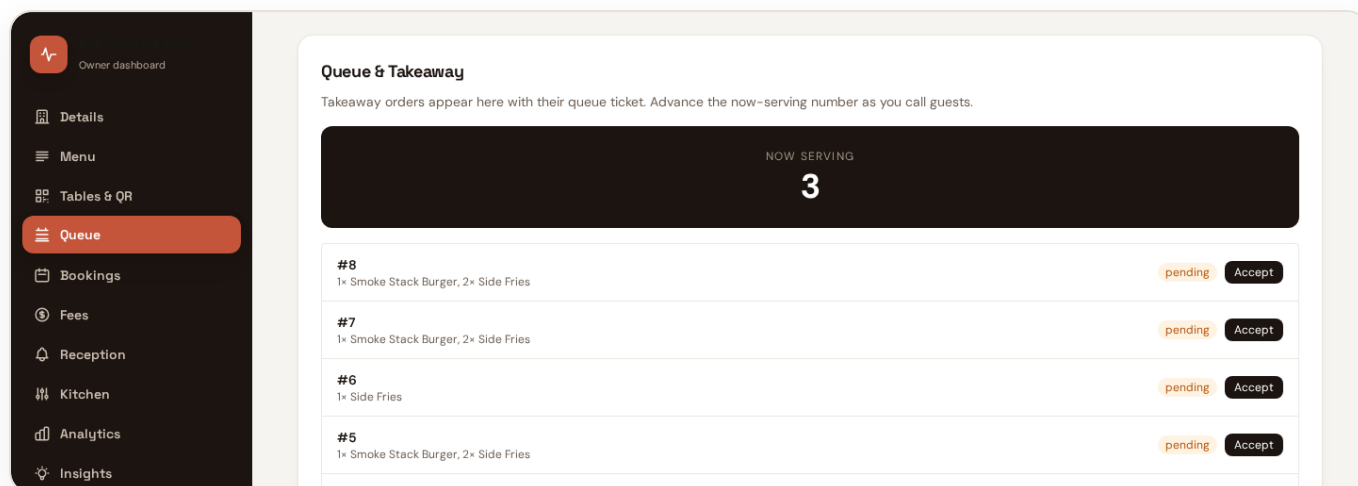
Scans, conversion, check-in, codes



- **Stat tiles** — tables configured, scans today, scans all-time, and **scan → order conversion**. Conversion is the honest health check: 15–30% is a working menu; under 5% means the menu or price is scaring people.
- **Per-table strip** — each QR card shows its own scans today / all-time / orders + %. Table 4 busy but Table 9 dead? That's a seat-placement or broken-sticker signal.
- **Strict check-in mode** — when ON, a table only accepts orders after staff tap **Open** on the reception board. This kills the "photographed the QR at dinner, ordering from the sofa at midnight" problem. When OFF, every table always accepts.
- **Add table** — number + type (Table QR / Venue QR). A **Venue QR** is one shared code for a counter or kiosk — everyone ordering from it is exempt from the per-table rate limit but still capped per venue.
- **QR card actions** — **Copy URL** (send to a designer), **PNG** (download this code), **Download all / Print All** (a sheet of tents with your logo in every code centre).
- **Rotate** — generates a new token for one table. **Old printed stickers stop working instantly**. Use it when a code leaks or a sticker is abused; then reprint that one table.

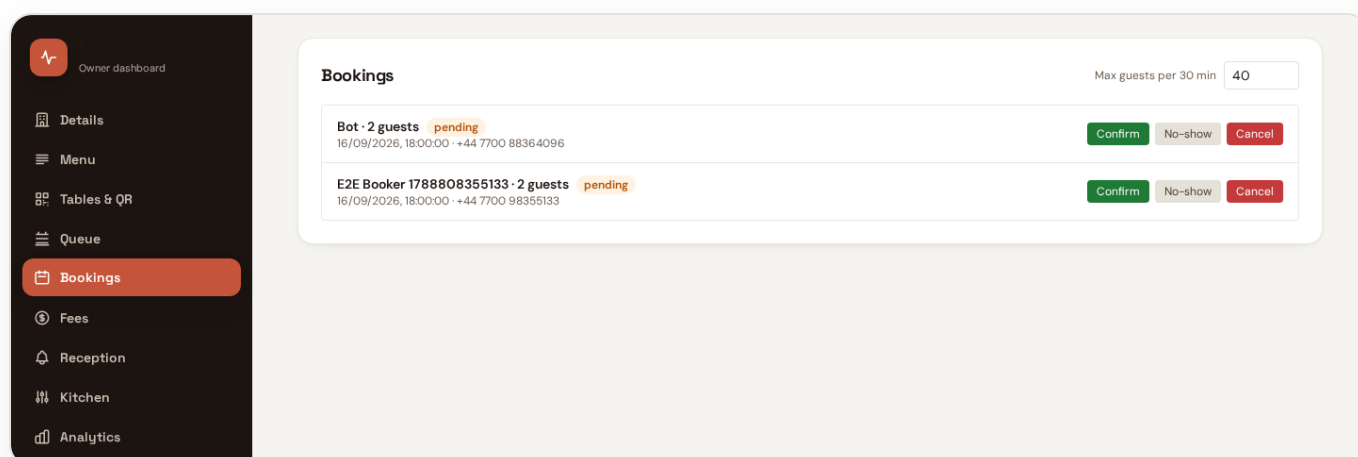
Rotate is the nuclear option — only when a specific table's code is misused. It never affects other tables.

Calling numbers without shouting



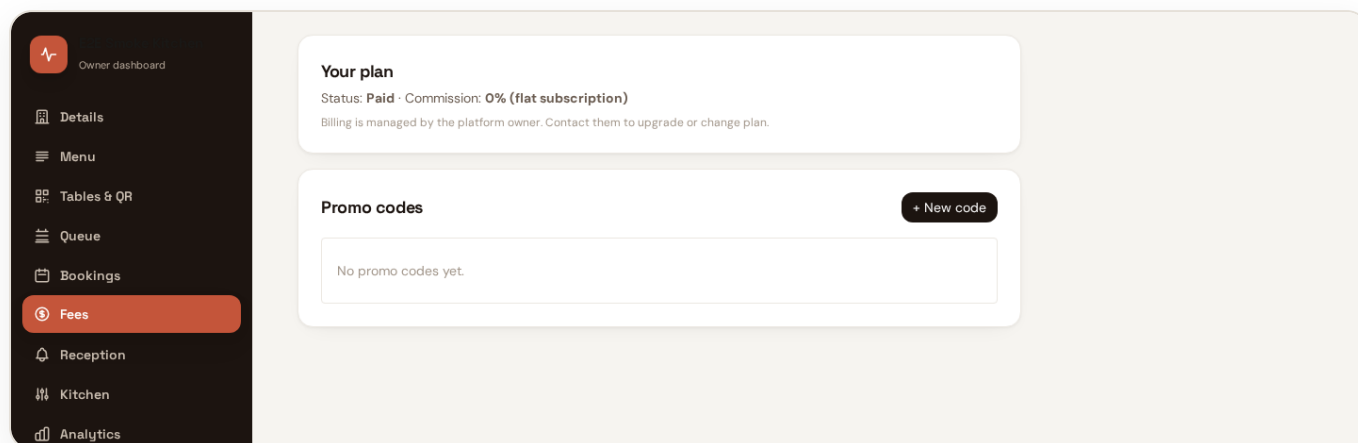
- Every **pickup** order gets a **queue ticket number** (resets daily, #1 at open).
- The **Now serving** control advances as you call guests — the number is on their phone screen live, so nobody has to ask "is mine ready?".
- The **Queue panel** lists open takeaway orders with their ticket; mark ready as food is bagged.
- **Waitlist** (walk-ins when full): add name/party/phone, seat or cancel, live wait time shown; history clears when you want.
- **Scheduled pickup**: guests choose a future slot on their phone (respecting your lead time + opening hours). Those tickets appear at the right time, not the moment they're booked.

Reservations that can't be spam-booked



- Guests book from a public page on your domain (no login). You set **minimum advance notice** (e.g. 30 min) and **slot capacity** (covers per ± 30 -minute window) — the server enforces both, so two people can't take the last table at the same second.
- **Rate limits:** 3 bookings per phone number per hour, and bookings outside your opening hours are rejected.
- **Statuses:** pending → confirmed → seated / cancelled / no-show. Tap to move; the guest's link shows the same state.
- **Deposit paid** flag marks a venue-side deposit (the automated deposit-taking feature is on the roadmap — until then it's a manual tick).
- Every booking stores name, phone, party size, time and notes — your door list for the night, exportable.

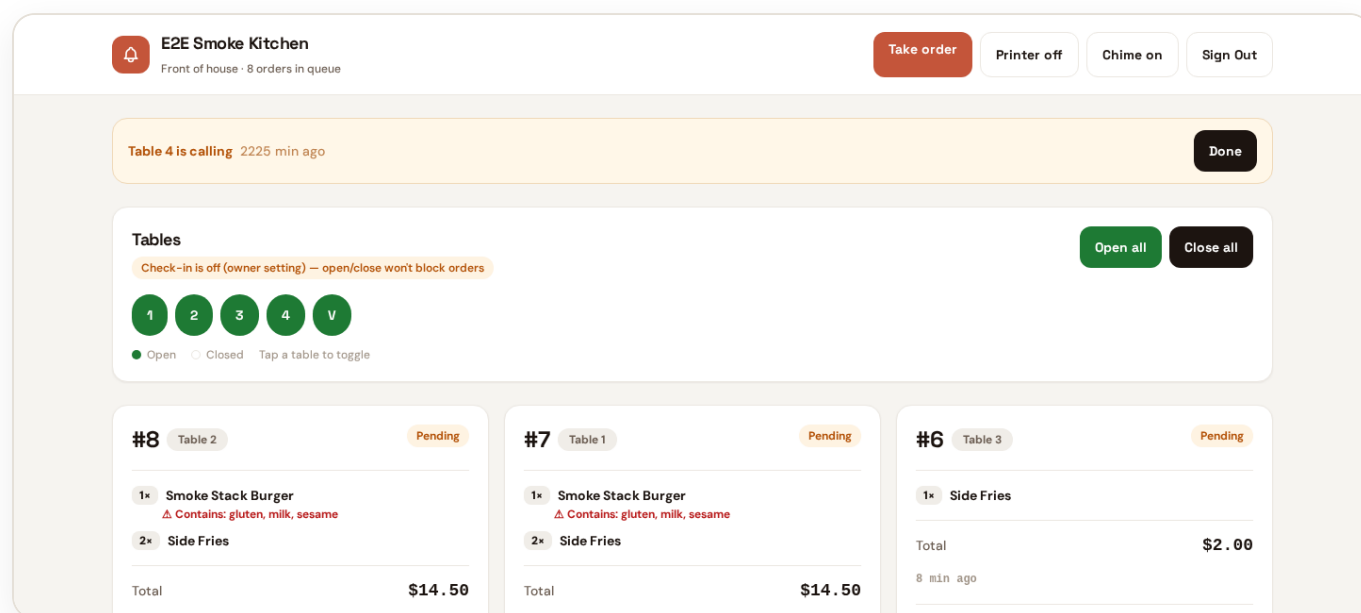
Promos with hard edges



- Create a code: **percent** or **fixed amount**, optional **expiry** and **max uses**. Percentages are capped at 100 server-side — a typo can't give away the restaurant.
- Guests type it in the cart; the discount is validated and applied **on the server at order time** — the phone can't fake it, and a used-up code stops working mid-service instantly.
- **Pause** any code without deleting it (its usage history stays). **Resume** later.
- Discounts reduce the taxable base; tips are never discounted or taxed.

Launch pattern: a FIRSTORDER code at 10–15% on the table tent converts nervous first-scanners — the analytics tab shows you exactly what it cost.

The front-of-house cockpit



Floor board (top)

- One chip per table: **Open / Closed** — tap to toggle (this is the check-in move from page 7).
- Colour shows the table's live state (idle / ordered / being served).
- Bulk open/close for service start and end.

Live feed

- Every order, newest first, with items, allergen lines, notes, table and status.
- Actions per order: **Accept** → **Ready** → **Collected** (or **Decline**). Buttons disappear once used — no double-taps, no stale states.
- **Print** opens the ticket (receipt or kitchen copy); **Split bill** breaks the order into per-person checks with their own totals and prints each.

Waiter calls

- Guests tap "call waiter" on their phone; a card appears here with the table number and a **chime** plays (speaker button toggles it). Tap to acknowledge — the guest sees staff are coming.

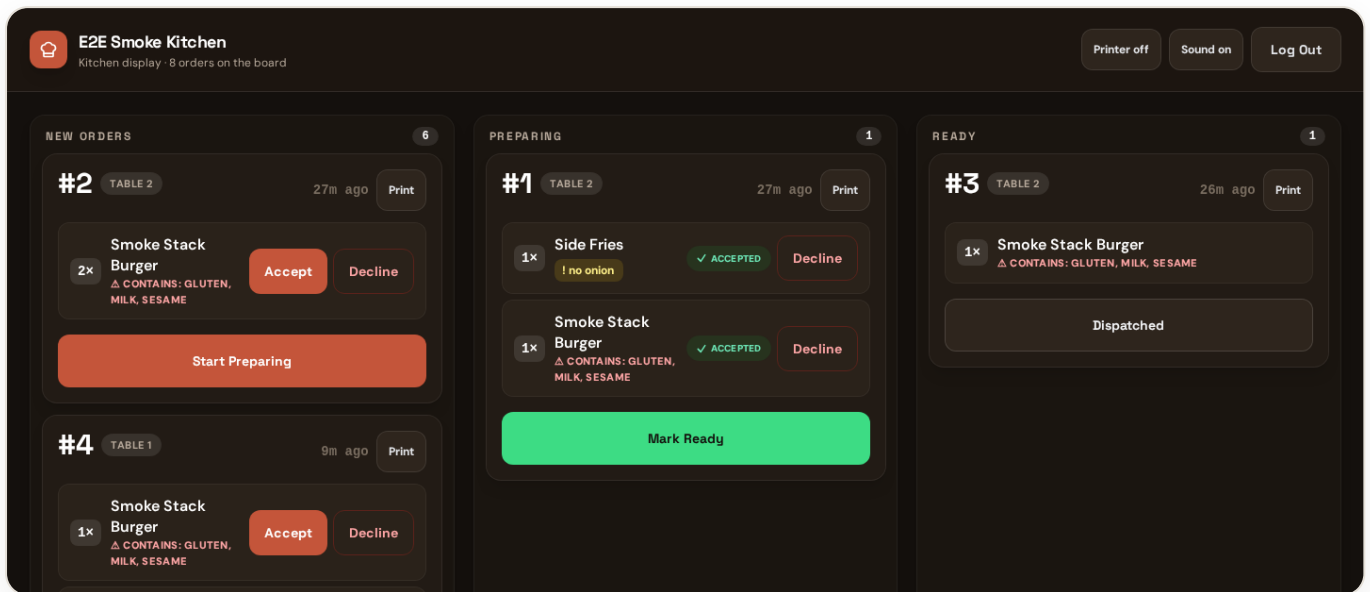
Deliver / dispatch

- When food leaves the pass, tap **Dispatch** — the kitchen card clears and the guest's tracker moves. The kitchen confirms with a tap (the "ack"), closing the loop so nothing sits unclaimed on the pass.

Payments

- UPI claims arrive as **Paid** — **verify** (page 19). Check your UPI app, tap **Mark paid**.

Where the tickets live



- **Three columns:** New → Preparing → Ready. A ticket only ever moves forward, and every action is one tap.
- **Ticket anatomy:** table + order number + big daily ticket #, time stamp, then **per-item rows** — quantity, name, **red** **CONTAINS allergen line**, modifiers in amber, guest notes in a yellow box. Each item has its own **Accept / Decline / Ready** control — half a table can be firing while one dish waits.
- **Auto-start:** accepting an item moves the whole ticket into Preparing — one tap per item, not per ticket.
- **Decline** is per item (86'd mid-cook): the guest sees it instantly and can adjust; the item greys on the ticket for the record.
- **Sound:** a chime plays for every new ticket (toggle in the header, remembered per device — the speaker icon). Mute it on the second screen, never on the pass.
- **Reprint:** any ticket, any time — the old paper got lost, that happens.
- **Thermal printer:** pair a USB ESC/POS printer once (Printer button); new tickets then print automatically. No printer? The screen is the ticket.
- **Self-heal:** if a tablet sleeps or the wifi blips, the board re-syncs itself on wake — a missed ticket can't silently vanish.

Every state, who moves it, what the guest sees

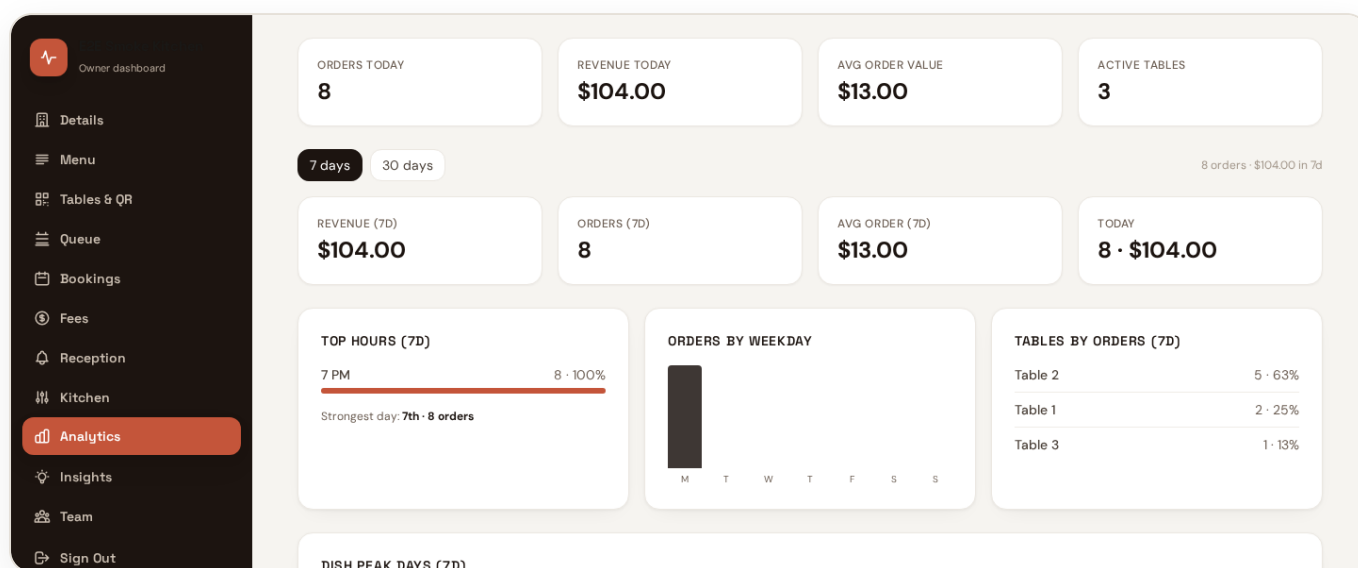
STAGE	KITCHEN/BILLING STATE	WHO TAPS IT	GUEST PHONE SHOWS
Placed	status pending , payment unpaid	— (auto)	"Ordered" + ticket #
On the fire	accepted / preparing	Chef taps Accept (per item)	"Accepted" → "Preparing"
Up	ready	Chef taps Ready	"Ready" — big and green
Delivered	dispatched → acked	Waiter Dispatch, kitchen acks	"Sent"
Done	collected	Reception taps Collected	Order closes
Partial no	item declined	Chef declines an item	Item marked, total corrected
Payment	claimed → paid / counter	Guest claims, staff verify	"Paid ✓" appears automatically

The two clocks

- **Kitchen status** (food) and **payment status** (money) run independently — a paid order can still be cooking, a served order can still be unpaid at the counter. That's how a real floor works.
- Every transition is timestamped and logged per staff member — "who moved this and when" always has an answer.

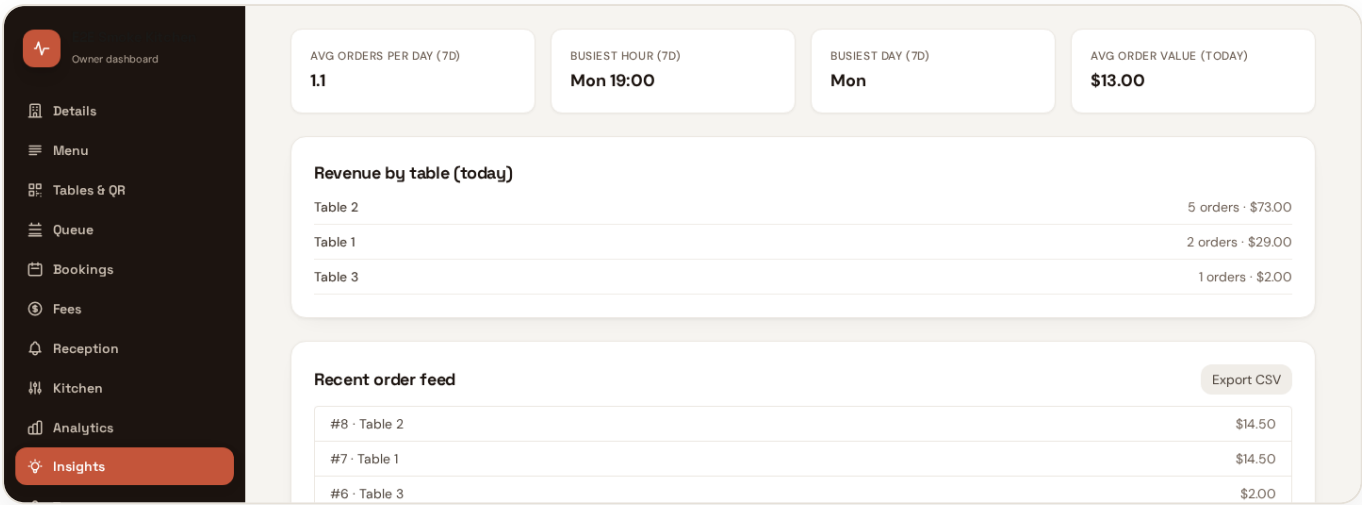
Stuck ticket? If the guest is waiting and the ticket looks frozen: it's almost always an un-tapped Accept (check the sound on that device) or a Ready that nobody dispatched.

Today, at a glance



- **Four cards** — orders today, revenue today, average order value, active tables. These are live, not end-of-day.
- **Hottest / coldest items** — ranked by units today; coldest lists what isn't moving (menu engineering in one screen).
- **Peak-hours heatmap** — last 7 days, hour × weekday. The dark cells are where you need extra staff; the empty ones are where a promo pays.
- **Recent orders table** — everything from today with items, totals, status, time. **Export CSV** takes the day with it.

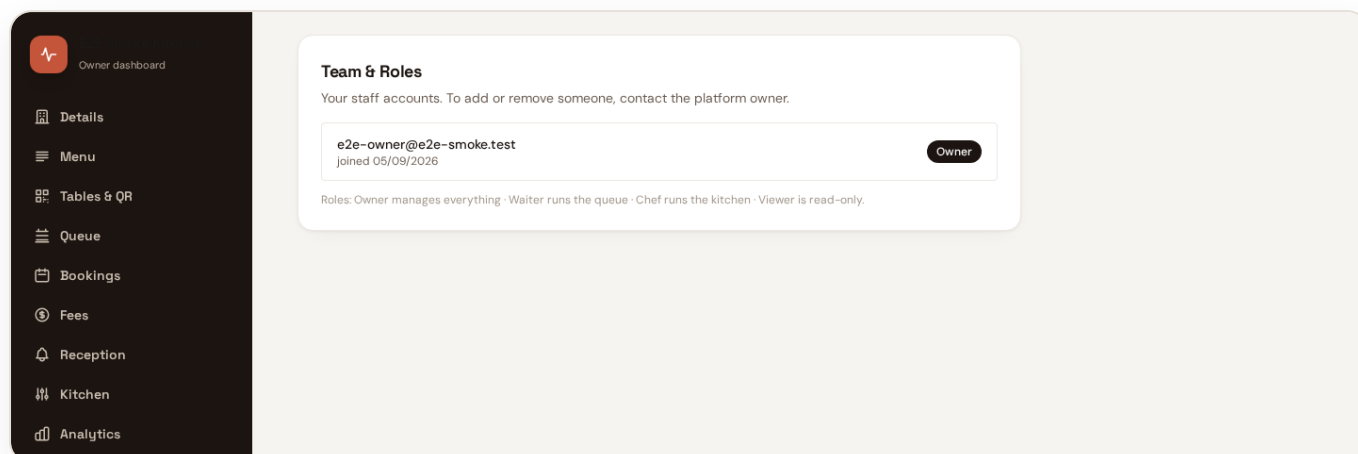
The patterns, 7 or 30 days deep



- **Range switch (7d / 30d)** — revenue, orders, average order and today's numbers recompute instantly.
- **Top hours** with share bars — where your service actually peaks.
- **Weekday spread** — the quiet day is obvious; that's your staffing and promo decision.
- **Strongest calendar day** — "the 5th · 3 orders" style; pattern days (payslips, weekends) show up.
- **Tables by orders** — which seats carry the room (and which QR stickers are being scanned but not ordering — go fix that table's phone signal or sticker).
- **Dish peak days** — each top dish's single busiest day. Prep-ahead list for tomorrow, written by your own data.

Everything here is computed on the server from real orders — no spreadsheet, no "coming soon" export. The CSV in Analytics covers bookkeeping; Insights covers decisions.

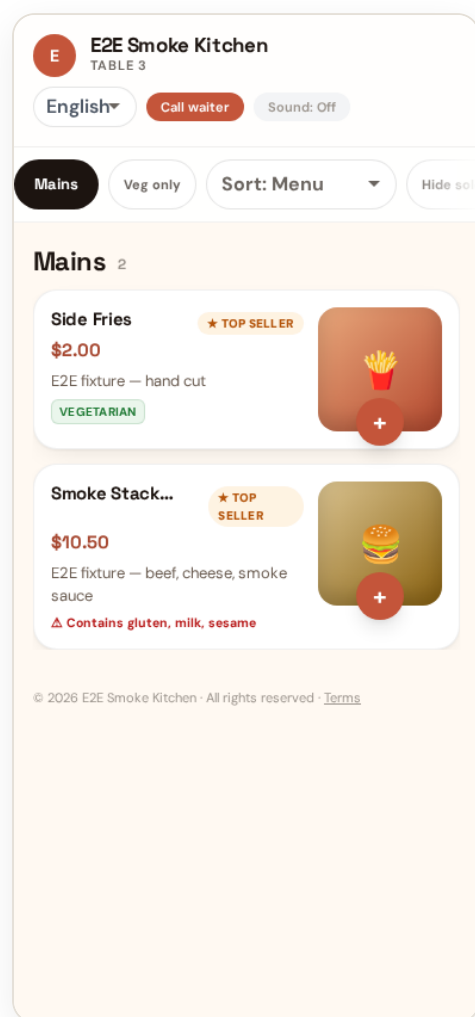
Adding staff, changing roles



- **Add a person** — email + role (manager / reception / kitchen / viewer). They get a temporary password on first login; reset it anytime from their row.
- **Change a role** instantly — the promotion/demotion takes effect on their next action, no logout needed.
- **Remove** — a leaver's login dies immediately; their order history stays attributed (who accepted what is permanent).
- The owner account itself is managed by your Platepoint contact — one email and it's done.

Hygiene that matters: one login per person, viewer role for trainees, and reset passwords the week anyone leaves. The audit log shows who did what — keep it meaningful by keeping logins personal.

What your customer sees — and why it's built this way



- **Scan → menu, no app, no signup.** The table number is already on screen — orders can't land at the wrong table.
- **Photos, descriptions, prices** with your tax style and currency baked in.
- **Allergen "avoid" chips** — guest taps what to skip; matching dishes hide. This is the feature that makes allergy-sufferers choose your venue over one without it.
- **Veg only** switch, **sort** (popular / price), **hide sold-out** — browsing, not hunting.
- **★ Top Seller** badges — computed from your real orders, not paid placement.
- **Listen** button reads dishes aloud where enabled.
- Out-of-stock dishes grey instantly the moment the kitchen 86s them — no "sorry, we're out" conversations.

Modifiers, cart, notes, pickup

E2E Smoke Kitchen
TABLE 3

English Call waiter Sound: Off

Mains Veg only Sort: Menu Hide...

Mains 2

Your Order ×

Side Fries
\$2.00

- **1** + Remove

Notes for the kitchen

Your details
Optional — helps us find your table and send updates.

Your name Phone (for update)

Subtotal **\$2.00**

Tip 0% 10% 15% 20%

Tip amount **\$0.00**

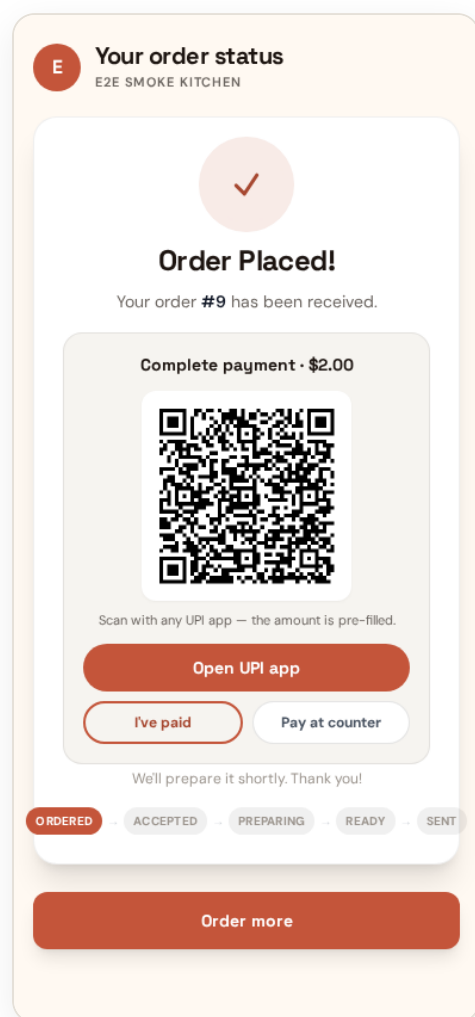
PROMO CODE (OPTIONAL) Apply

Place Order

Final bill as per the restaurant receipt.

- **Modifier groups** pop per dish — required choices enforced before adding; price deltas shown live.
- **Per-item notes** ("no onion") ride to the kitchen ticket in a yellow box — the chef sees them before cooking, not after.
- **Cart bar** always visible: count + total; opens the sheet with quantity steppers, promo code, tip, and **Your details** (name/phone — optional dine-in, required for pickup).
- **Dine-in / Pickup switch.** Pickup adds a scheduled-time picker honouring your lead time and opening hours.
- **Tip** before ordering (0/10/15/20%) — capped server-side at 50% of the bill; never taxed, never discounted.
- **Place order** → the server recomputes every price, applies the promo atomically, and the ticket is on the kitchen board within a second.

The UPI loop, start to finish



- After ordering, the guest sees their **live progress tracker** (Ordered → Accepted → Preparing → Ready → Sent) — updates without refreshing.
- If you set a **UPI handle**: a QR with the **exact amount** and an "Open UPI app" button. They pay in their own banking app — you receive it normally; **we never touch the money and take 0%**.
- They tap "**I've paid**" → your reception shows **Paid** — **verify**. Check your UPI app for the credit, tap **Mark paid** → their phone flips to ✓ **Payment confirmed** within seconds, automatically.
- "**Pay at counter**" is always there — no pressure, and the ticket still shows the total for the till.
- **Order more** from the same screen — a second ticket for the same table, tracked separately.

Why "verify" exists: a claim is a guest's word, not proof. The staff check is the one human step that keeps payment marking honest — it takes two seconds.

What stops the weird stuff

THREAT	WHAT YOU TURN ON	EFFECT
Photo of a QR used from home at midnight	Strict check-in mode (Tables & QR)	Closed tables refuse orders; only seated guests order
One guest spamming orders	Built-in: 2 orders / 30 s per table	Third tap gets a friendly "wait a moment"
Bot flooding the venue QR	Built-in: 60 orders / min per venue + optional Turnstile bot-check (Details tab)	Floods bounce; humans unaffected
Spam bookings	Built-in: 3 per phone per hour + capacity + advance-notice rules	Server-enforced, can't be bypassed from the page
Someone copying your ordering page to their own site	Built-in: platform origin lock	A cloned page on another domain gets refused by the backend — your menu can't be farmed
Leaver with a logged-in phone	Built-in: sessions die with the tab; Team reset	Instant lockout, no "did they log out?"

None of this needs configuring — it's on by default. Turnstile is the only opt-in (it adds a tiny "I'm not a robot" check for your guests; worth it only if you actually get flooded).

Symptom → cause → fix

SYMPTOM	ALMOST ALWAYS	FIX
Guest says "QR doesn't work"	Table Closed (check-in mode)	Reception → tap the table to Open
Same, but table is open	Sticker rotated or damaged	Tables & QR → that card → PNG → reprint
Kitchen didn't hear a ticket	Device muted / asleep	Speaker button on; board self-heals on wake — check the New column
Ticket stuck in New	Nobody tapped Accept	Accept it; discuss who owns the pass screen
Guest waiting, food is actually up	Ready not dispatched/collected	Dispatch from kitchen or Collected at reception — their phone updates live
Order total looks wrong	It isn't — tax/promo/tip rules	Page 5: discount first, tax on what's paid, tips untaxed
Wifi died mid-service	Nothing to do	Board keeps placed tickets; new ones queue on phones and send on reconnect
Printer not printing	Unpaired / USB asleep	Printer button → re-pair; until then the screen is the ticket; Reprint covers the gap
Guest claims paid, no money visible	Claim ≠ proof	Leave it "Paid — verify"; ask them for the UPI reference; only Mark paid on real credit
Menu looks wrong on phones	Unsaved edit or old tab	Save all in owner; guest refreshes — updates are instant, caches aren't

Thermal printing without the lease

- **What works:** any standard **ESC/POS thermal printer** (58mm or 80mm) with USB — the common receipt printers restaurants already own.
- **Pairing (once per device):** Reception or Kitchen board → **Printer** button → pick the printer in the browser popup → "Printer on" appears. Chrome or Edge on the pass PC works best.
- **What prints:** kitchen tickets on accept (when enabled), and any ticket on demand via **Print / Reprint** — kitchen copy (no prices) or guest receipt (with totals, tax breakdown, tip).
- **Format:** monospace receipt, allergen lines in bold with !! markers, notes boxed — readable at 2am by someone who isn't looking.
- **No printer?** Zero problem — the kitchen board is the ticket, and reception's Print button produces a paper copy from any normal printer via the browser dialog.
- **Lost a print?** Reprint from the ticket card, any time, any number of copies.

Placement tip: pair the printer on the *pass* screen, not a personal laptop — whoever stands there gets the tickets.

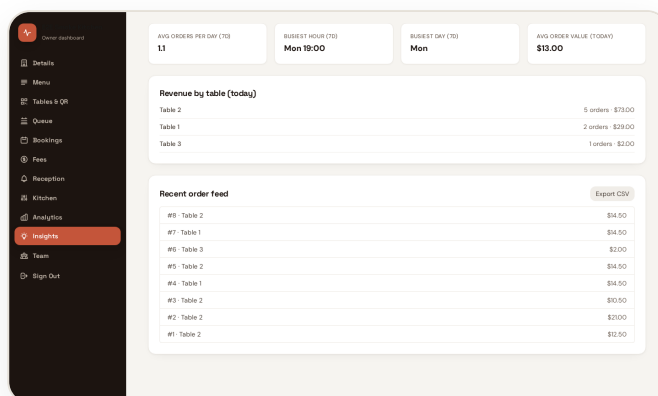
The rest of the questions

For owners

- **Do you take commission?** No. Flat monthly, unlimited orders, at any volume.
- **Who's responsible for allergen data?** You — you confirm it, the system displays it everywhere and logs who entered what.
- **Can we leave?** Any time, monthly. Menu + orders export in full. No hostage data.
- **Multiple locations?** One plan per location; group pricing on the roadmap.
- **What if the platform has a bad day?** Orders queue on guest phones and send on recovery; the kitchen board keeps whatever already landed.

For staff

- **Can I fix a wrong order?** Decline before accept; after serving, adjust at the till — the ticket keeps the record.
- **Do I need the app?** No app exists — it's a website; "install" it to the home screen if you like.
- **My board looks empty but guests ordered?** Check you're on the right venue URL and your role; refresh once; then the troubleshooting matrix.



Still stuck?

1. Screenshot the screen.
2. Note the table + order number.
3. Email it to your Platepoint contact.

Everything in this manual is live-tested on your venue before handover — if something behaves differently from these pages, that's a bug, and screenshots are how we find it fast.

END OF MANUAL

**That's everything.
The rest is muscle memory.**

Print pages 2–3 for the pass, 11–13 for reception, 17–19 for the host stand.

A new starter reading these runs the floor by tomorrow.

Platepoint · staff manual v1 · September 2026 · your quick-start URL: platepoint.pages.dev/staff-quick-start.pdf