

USER MANUAL

ZKPOS RESTAURANT ORDERING APP

Version: 3.0.0

Date: 01-09-2022

Software Version: 3.0.0

GETS STARTED

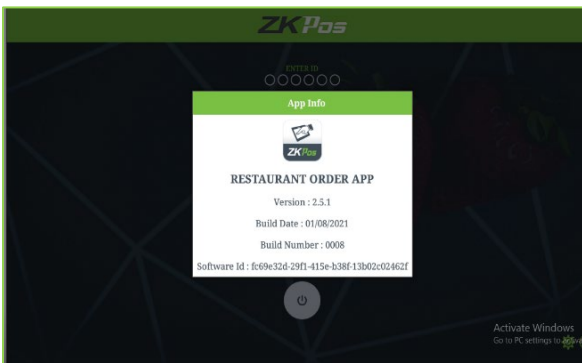
Restaurant & Hotel POS

Usually in every restaurant you have to wait for a waiter to place your orders. They will pass your orders to kitchen and again you have to wait for your favorite dish. Our Restaurant and hotel POS (android) application is a solution for this. You can replace waiter and a menu book with this application. Just install this app in your tablet or mobile and place it in your restaurant. Customers themselves can select the items and send orders to the kitchen using this. This order app is synchronized with the restaurant POS so that every orders placed in this app is accessible in restaurant POS. From there you can process their orders as you wish. The application is highly user friendly and time efficient. Now let’s learn to use our Restaurant & Hotel POS Order App.

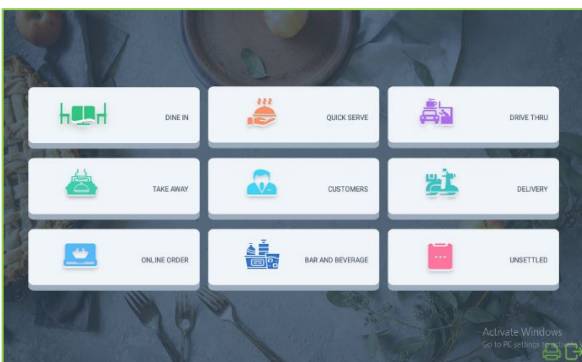


STEP 1 - ADMIN LOGIN

- Open the order app in your tablet or mobile.
- Enter the User ID and click on enter button.
- Again, enter the Password and click on enter button.
- Note that default User ID and Password is 1.



- To know about the version details, click on about button near to settings



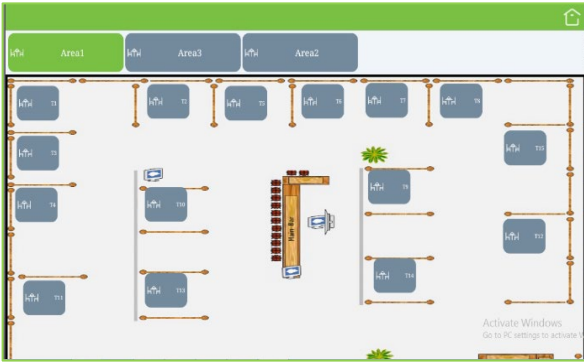
STEP 2 - MAIN MENU

After login you will be redirected to the MAIN MENU. The following figure shows the main menu for your ZKPos Restaurant order app. As you can see, there are 9 main menu options; DINE IN, QUICK SERVE, DRIVE THRU, TAKE AWAY, CUSTOMERS, DELIVERY, ONLINE ORDER, BAR AND BEVERAGE, UNSETTLED. We will see each of them one by one.

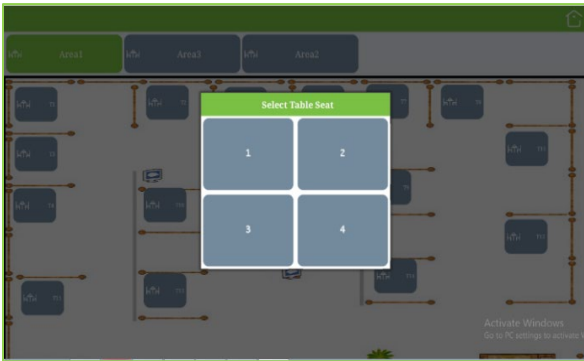
- *Now you are taken to the MAIN MENU.*

STEP 2.1 - DINE IN

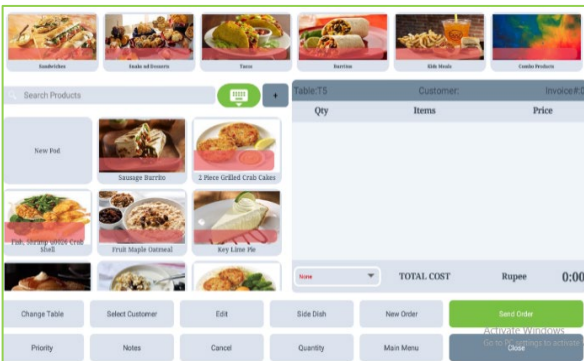
Here you can select the table and add items for taking order.



- Click on DINE IN option.
- Some Default Area and tables are there.
- You can create area and table from ZKPOS Restaurant software.
- Table occupied or table with open ticket are shown in green color.
- And others are shown in grey color.
- There is a home button to go to main menu.
- You can choose any area and table.

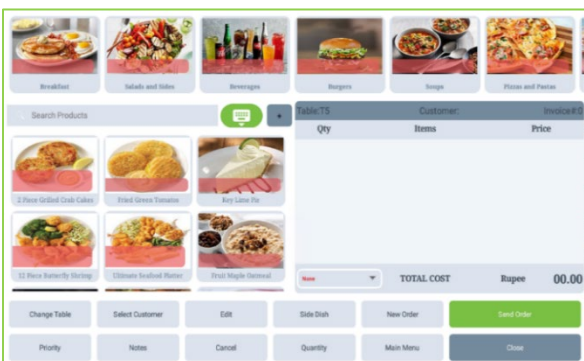


- Click on a table as your wish.
- Now a pop up will be shown to select the table seat.
- You can select particular table seat here.
- For instance, if you have selected table T5, then all seats allotted to T5 will be displayed.
- You may ask to select your seat. Green colored seats may be already occupied or they may have unsettled invoice.

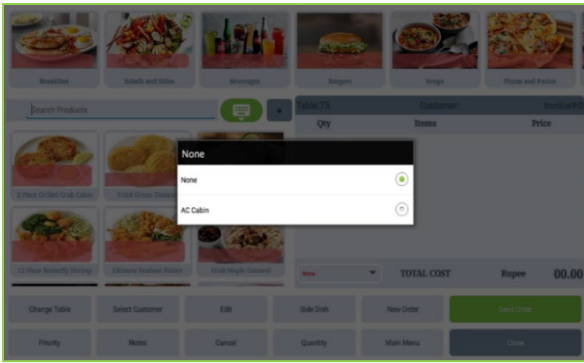


- Seats are named as 1, 2, 3, and 4 and so on. Click on the seat number that you want to choose. Now you will be redirected to the main part of POS module.
- If you disable table seats from ZKPOS Restaurant software, then you will be directly go to POS sale module.
- You can see the table number T5 there.

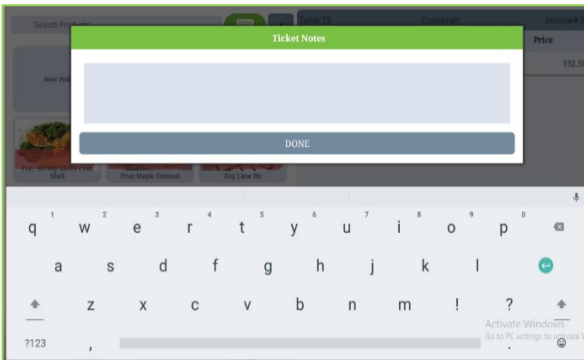
Here is where you could see all the departments and products that you have created. You can see the search field to find a product easily. If a customer approaches you to order some items, let's see how you are going to click Send Order Button. In the picture above you can see all departments listed in a horizontal format. You can expand the departments just by clicking on them.



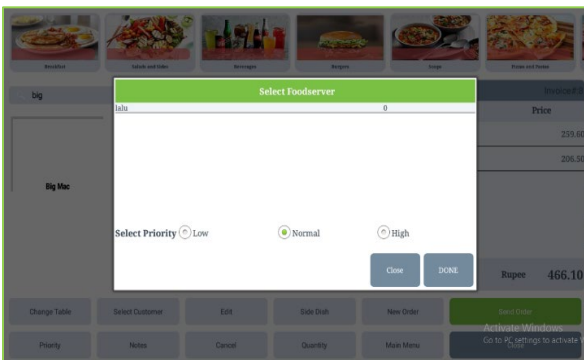
- Click on the department and select the products from the product window.
- You can see a drop-down option name as None there.
- From the drop down you can select any special or extra charges.
- For that you have to enable the special charges in Utility as well as create extra charge as percentage in ZKPOS Restaurant software.



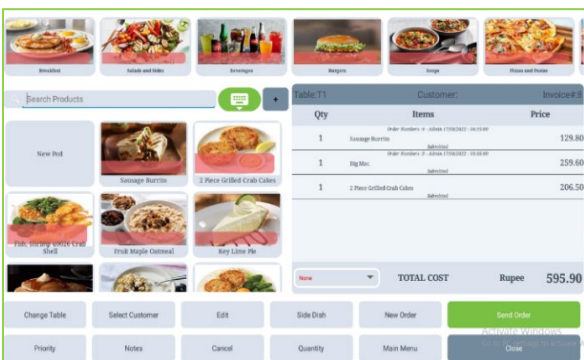
- Now the extra charges will be listed on a pop up while you expand the drop down.
- Select the extra charge.



- Click SEND ORDER button.
- A ticket note pop up will be shown as in the figure.
- Enter the ticket note if you have any and click DONE.



- Now we have an option to select the food server and order priority.
- Select the food server from the list.
- You can see the number of active orders for each food server against them.
- You can select the food server according to their availability.
- Select order priority, high priority orders top the kitchen manager window.



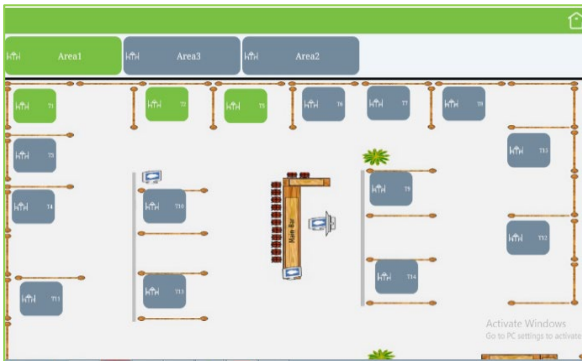
- Click DONE.
- Now the orders send successfully.
- You can see the status as 'submitted' under the product and price details.

CHANGETABLE

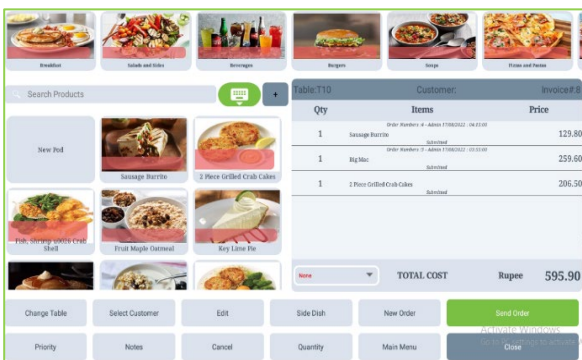
You can change the table even if you send the order by selecting a different table.



- After we click Send order Button. It will be redirected to same POS window.
- We can change table then, Click Change Table Button in the Bottom Left of the window.



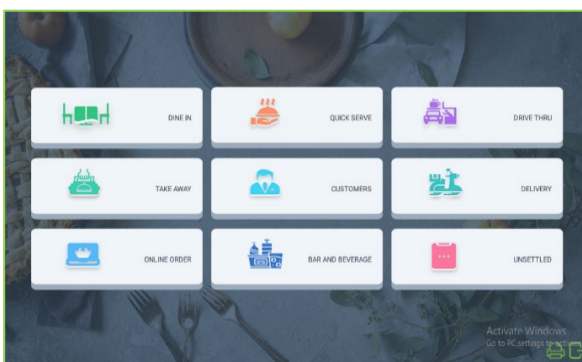
- The green color appears already order can be placed that table.
- We can choose another table T10.



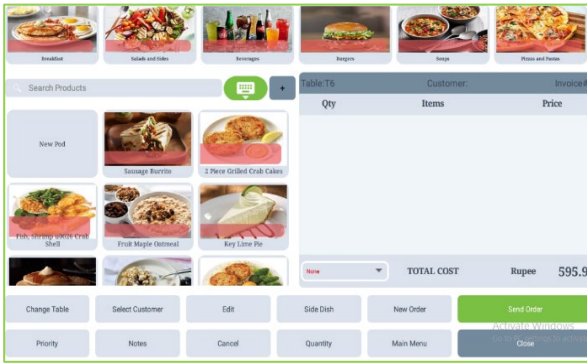
- The already Table Name T5 will be changed to T10.
- It will be displayed the Top of the window.

SELECT CUSTOMER

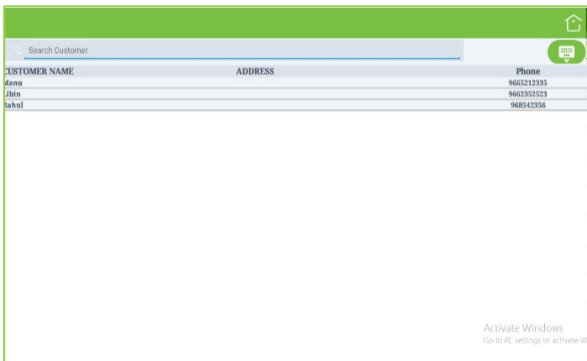
If you have regular CUSTOMERS, you can save their details in ZKPOS Restaurant software. Later that will help you during payment and promote their visits by giving gift cards or points.



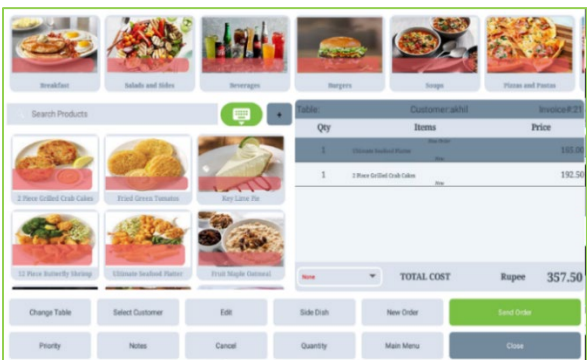
- Go to MAIN MENU.
- Click on DINE IN.
- The already selected tables will be displayed in green color. We choose any table.



- It will be redirect to POS module.
- We can click Select Customer Button.



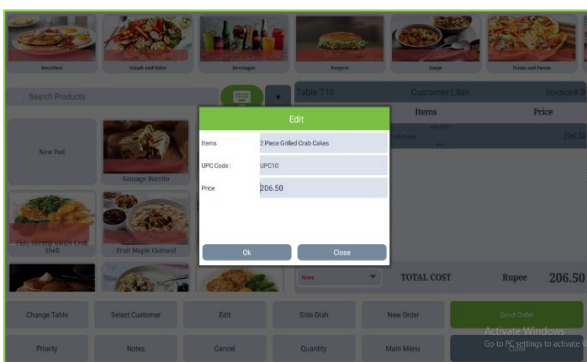
- All Customer details will be displayed.
- Select a customer by clicking on it. You can search the customer name in the search box.
- Now the customer is selected for this order.



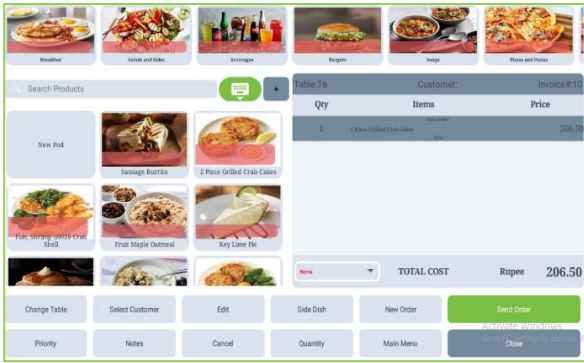
EDIT

You can edit the price of a product here.

- Go to MAIN MENU.
- Click on DINE IN.
- The already selected tables will be displayed in green color.
- Choose any table.
- Select the products as said earlier.
- Click on the product you want to edit.



- And click EDIT button.
- Edit the price in the pop up.
- Click OK button.
- Now the price will be changed.
- Please note that you have to edit the price before clicking the send order button.

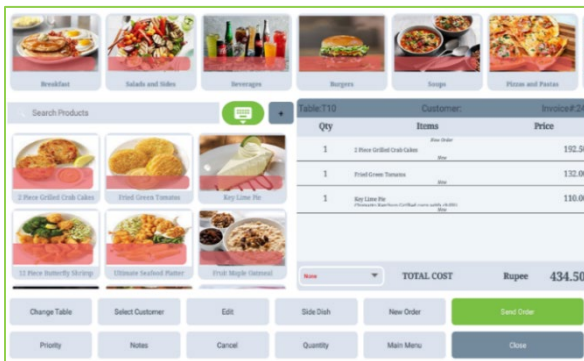


SIDE DISH

- Go to MAIN MENU.
- Click on DINE IN.
- Select a table and table seat
- Select products.
- To order side dish for a particular product, click on that product.



- Click on SIDE DISH button.
- We can see the saved side dishes as a pop up.
- You can select the side dish.
- Click DONE.



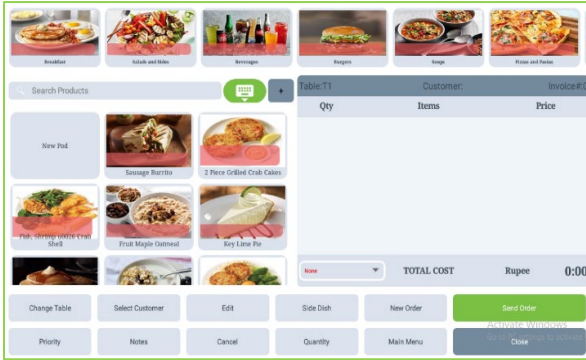
- Please note that you have to enable the side dish utility in ZKPOS Restaurant software.
- Side dish details will be described under each product.

NEW ORDER

If you want to take new orders from the existing order menu, you can click new order button.



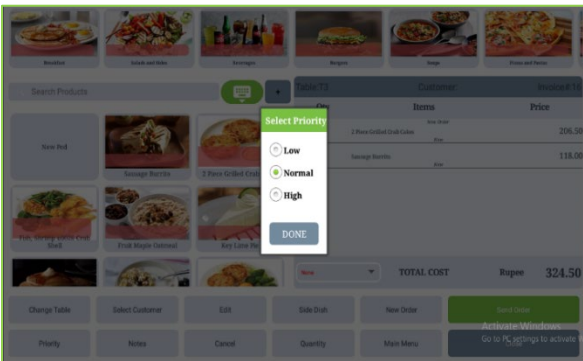
- Click new order button and select new dishes.
- The previous order will be saved as open tickets.
- If you want to see the orders, click on the selected table.
- You can see the previous orders.
- Click on the order you want to see.



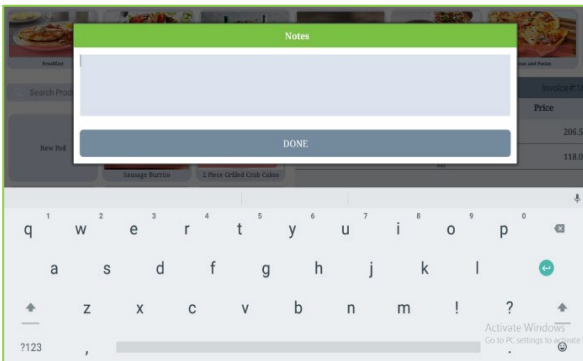
- By clicking new order button, you can take a fresh order from customer.

PRIORITY

For setting the order priority, click on PRIORIY button.

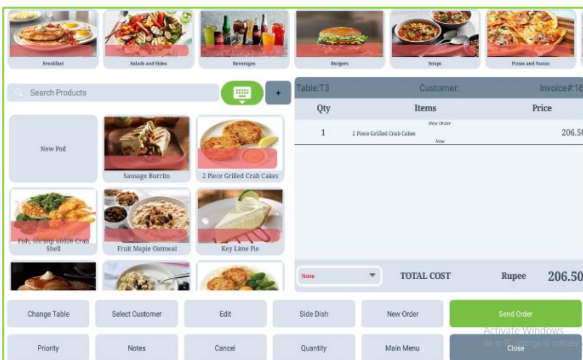


- Select products as before.
- Click Priority button.
- Three options are there; Low, Normal, High.
- We can select any of them.
- Now, all the active orders will display based on priority. HIGH priority orders will display first and then NORMAL and finally orders with LOW priority.
- Click DONE Button.



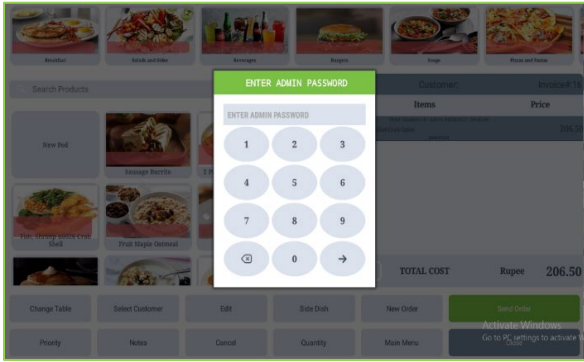
NOTES

- You can give any note to a product.
- Click on the product and click NOTES button.
- You can give the description and click done.

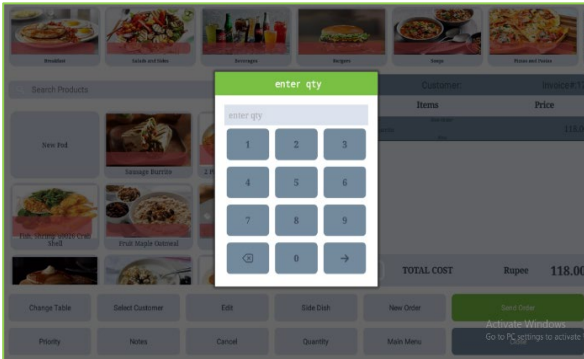


CANCEL

- Use CANCEL button to cancel a product you selected.
- Select products from product list in the left side of the window.
- If you want to cancel a product, click on the particular product from selection window.
- Click cancel button.
- The product will be disappeared.



- Now if you need to cancel the product after sending the order, click on CANCEL button.
- Enter the admin password.
- Then the item will be cancelled.

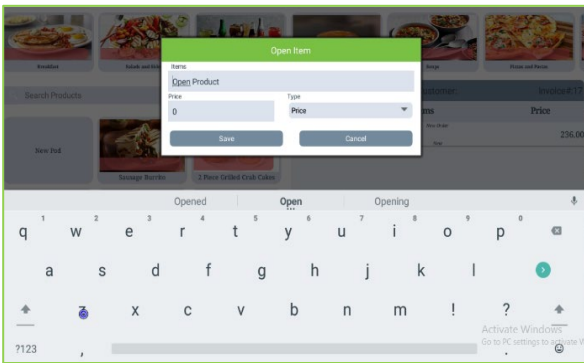


QUANTITY

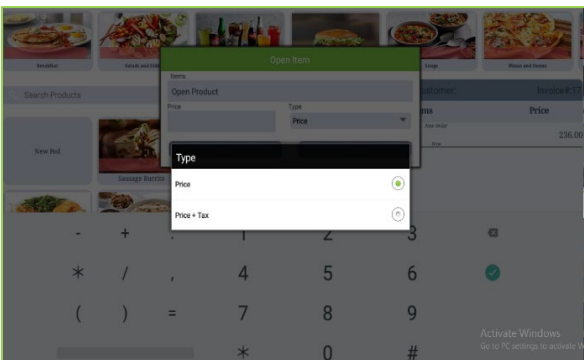
- To change the quantity of a product.
- Click on the selected products.
- Click QUANTITY button.
- Enter the quantity using the keypad as shown in the figure.
- Click enter button in the keypad.

OPEN ITEM

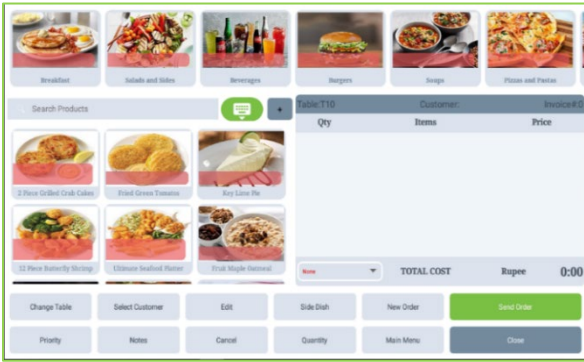
We can select and sale the products which actually we did not add to the software at all. Such items are called as OPEN ITEM.



- To add an open item, click on '+' button near product search field.
- You can change the name open product if you want.
- Enter the price.



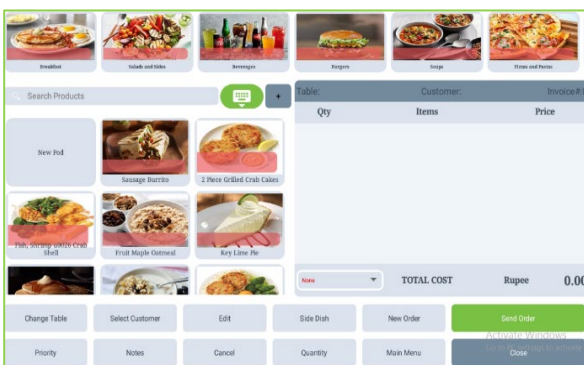
- Click on the dropdown arrow of price type.
- You will get 2 options price and price + tax.
- You can enter the price type (price includes tax or not).



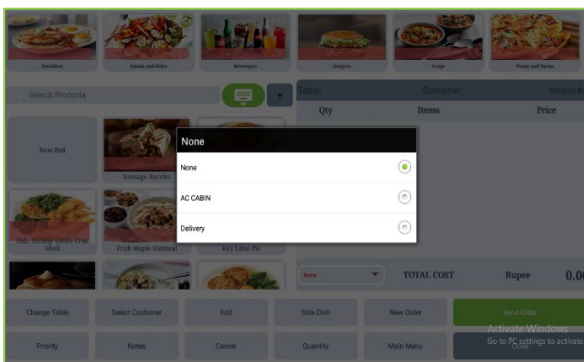
- You can click MAIN MENU button to go back to main menu.
- Click CLOSE button to go back to the table selection interface.

STEP 2.2 QUICK SERVE

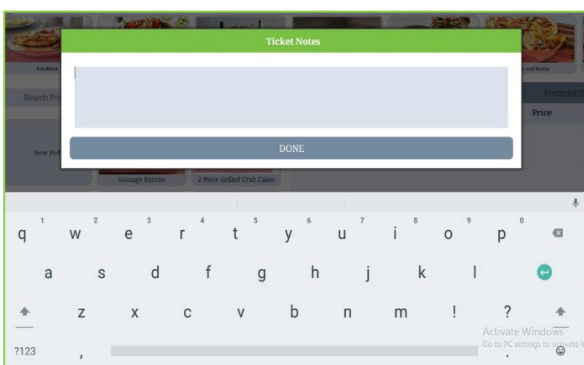
Quick serve enables the ordering easier and quicker. There is no need to select table or table seats and customer selection for this order type.



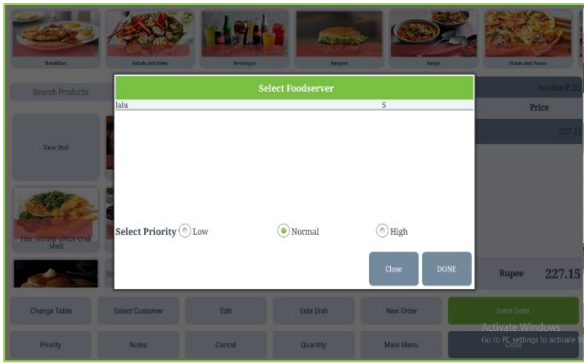
- Click on QUICK SERVE.
- Now you will be directed to the main part of POS module.
- You could see all the departments and products that you have created.
- Let's see how you are going to click Send Order Button.
- Click on the department and select the products from the product window.



- You can see a drop-down option name as **None** there.
- From the drop down you can select any special or extra charges.
- For that you have to enable the special charges in Utility as well as create extra charge as percentage in ZKPOS Restaurant software.
- Now the extra charges will be listed on a pop up while you expand the drop down.



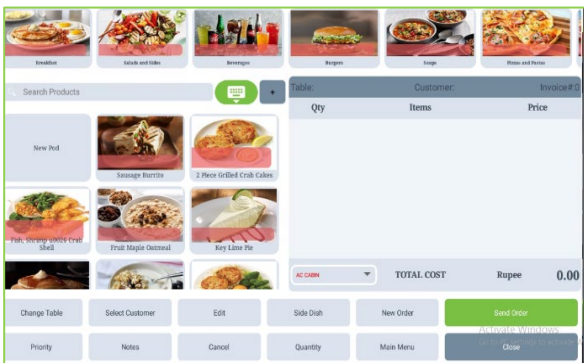
- Select the extra charge.
- Click SEND ORDER button.
- A ticket note pop up will be shown as in the figure.
- Enter the ticket note if you have any and click DONE.



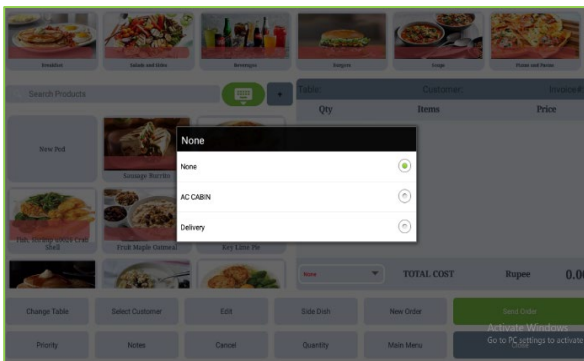
- Now we have an option to select the food server and order priority.
- Select the food server from the list.
- You can see the number of active orders for each food server against them.
- You can select the food server according to their availability.
- Select order priority, high priority orders top the kitchen manager window.
- Click DONE.
- Now the orders send successfully.

STEP 2.3 DRIVE THROUGH

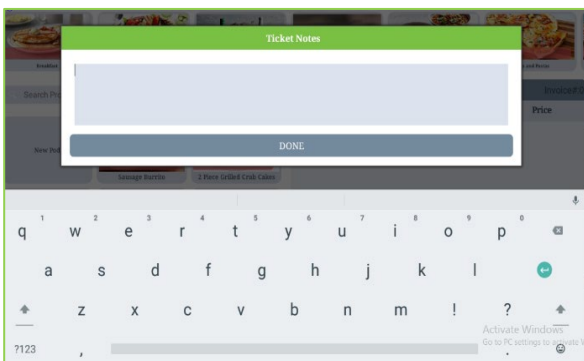
Drive through denoting a restaurant or other facility in which one can be served without leaving one's car.



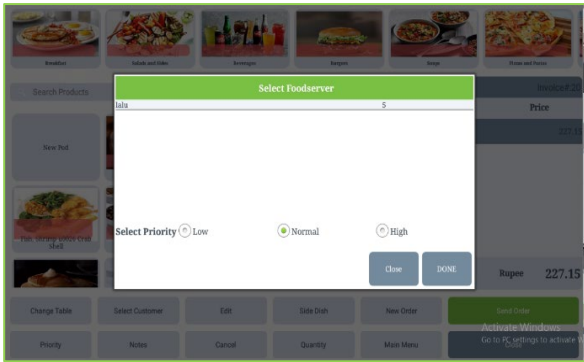
- Click on DRIVE THROUGH.
- Now you will be directed to the main part of POS module.
- You could see all the departments and products that you have created.
- Let's see how you are going to click Send Order Button.
- Click on the department and select the products from the product window.



- You can see a drop-down option name as **None** there.
- From the drop down you can select any special or extra charges.
- For that you have to enable the special charges in Utility as well as create extra charge as percentage in ZKPOS Restaurant software.
- Now the extra charges will be listed on a pop up while you expand the drop down.



- Select the extra charge.
- Click SEND ORDER button.
- A ticket note pop up will be shown as in the figure.
- Enter the ticket note if you have any and click DONE.



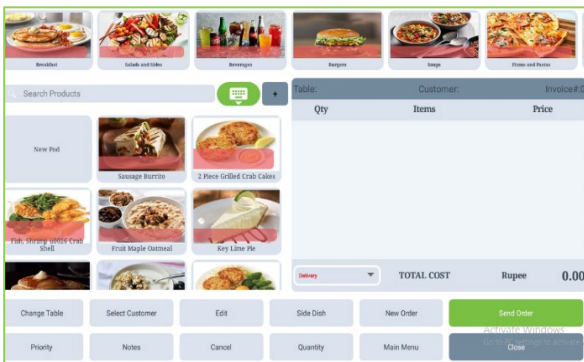
- Now we have an option to select the food server and order priority.
- Select the food server from the list.
- You can see the number of active orders for each food server against them.
- You can select the food server according to their availability.
- Select order priority, high priority orders tops the kitchen manager window.
- Click DONE.
- Now the orders send successfully.

STEP 2.4 - TAKE AWAY

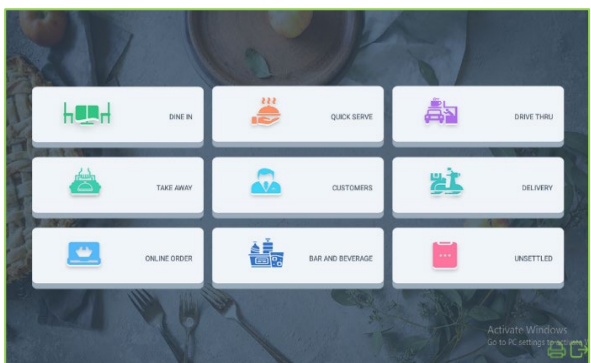
“Take away” in restaurants, hotels and food outlets means that the food ordered by a customer is to be taken home or anywhere rather than eating in that place.



- Go to main menu.
- Click Take Away button.
- Take away tickets are shown here as in the figure.
- To add new Take Away click ‘Take Away’ button in the right side of the window.
- There is a home button at the right top side of the interface.
- Click that button to got to Main menu.



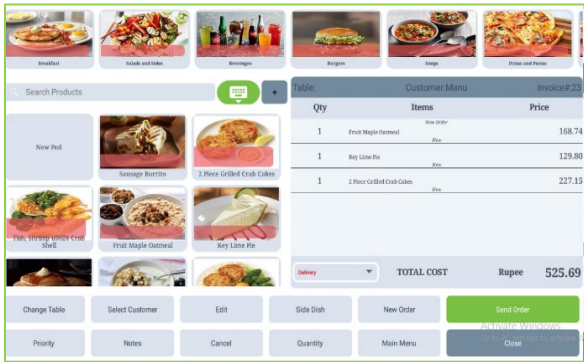
- After clicking the take away button you will redirect to a new window.
- Add Dishes into the selection list.
- Click Send Order Button.



STEP 2.5 CUSTOMERS

If you have regular CUSTOMERS, you can save their details. Later that will help you during payment and promote their visits by giving points in ZKPOS Restaurant software.

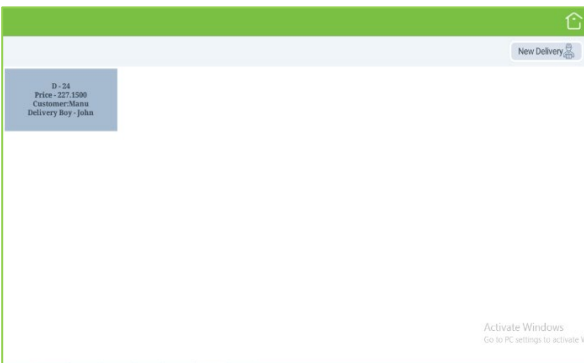
- Go to MAIN MENU.
- Click on CUSTOMERS
- Select customer from the list.



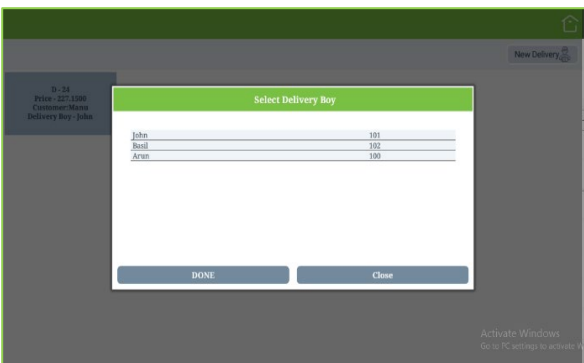
- You will be redirected to POS sale module.
- Add products as per the customer wish.
- Click SEND ORDER button.

STEP 2.6 - DELIVERY

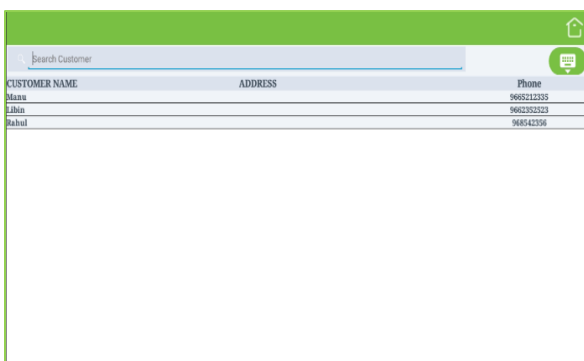
Home delivery option can make delivery boys to reach the orders more precisely.



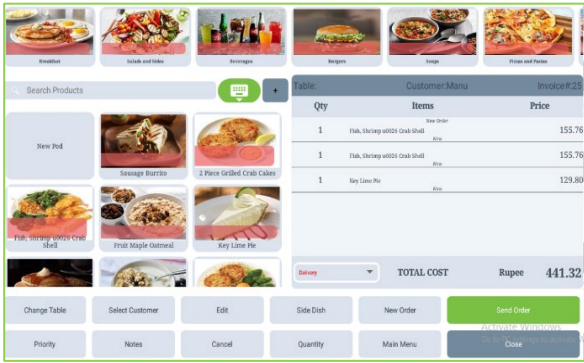
- Go to MAIN MENU.
- Click DELIVERY button.
- You can click New Delivery button.
- There is a home button at the right top side of the interface.
- Click that button to got to Main menu.



- It can be redirect to new window.
- You can select any delivery boy.
- Then click DONE button.



- Select any one of following customer.



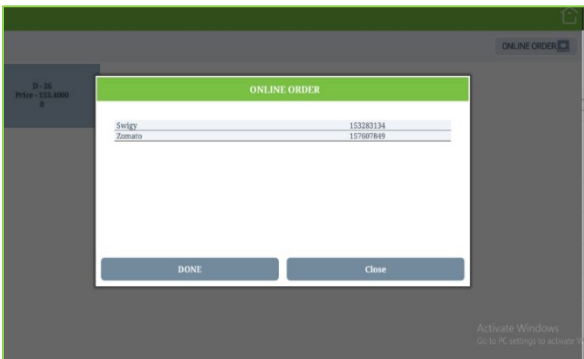
- Select the products.
- Click SEND ORDER button.
- Then Go to Main Menu.

STEP 2.7 - ONLINE ORDER

You can give online order details like Zomato, Swiggy etc.



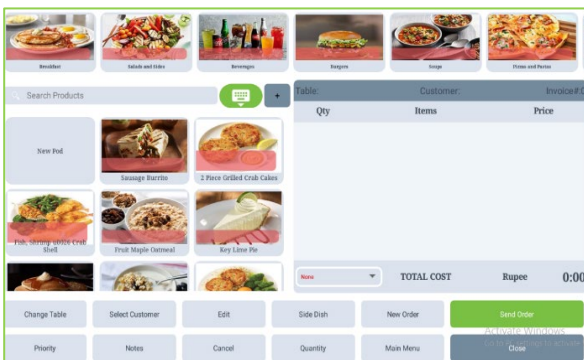
- Go to MAIN MENU.
- Click ONLINE ORDER button.
- Click New Online Order.
- There is a home button at the right top side of the interface.
- Click that button to got to Main menu.



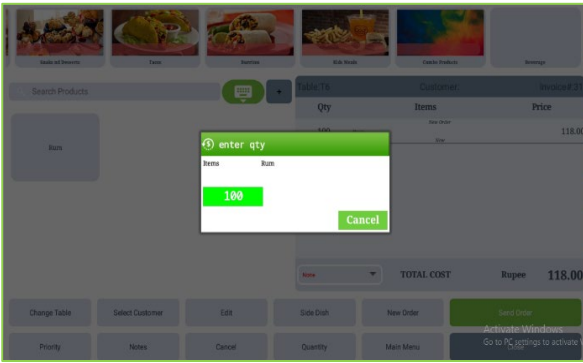
- Select online order type.
- Click DONE button.
- Select products from the list.
- Click send order.
- Add any ticket note the field is there.
- New Online Order will be displayed there.

STEP 2.8 - BAR AND BEVERAGES

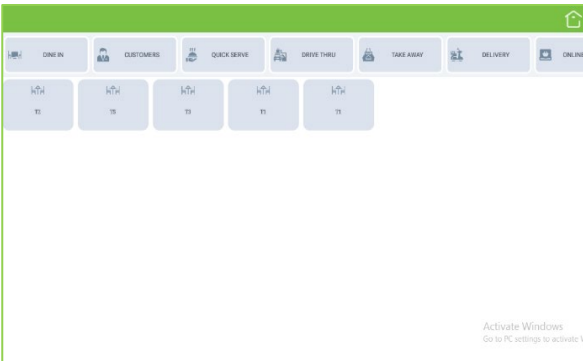
If your hotel/ restaurant has a separate BAR section, you can enable this feature.



- Click on BAR AND BEVERAGES from main menu.
- Select table and table seat.
- You can see whole departments and products here, but the department saved with bar facility do not visible in other dining types.
- Select the BAR department.
- The products in that section will be shown as in the figure.

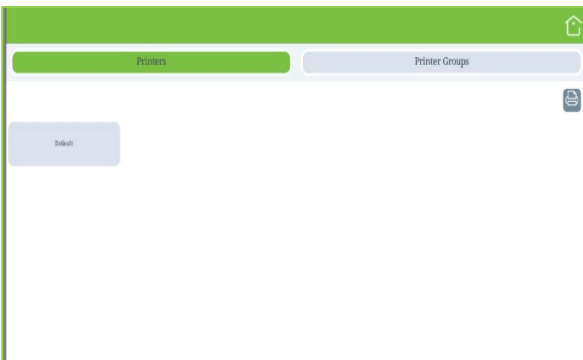


- Click on the product.
- Select the quantity of the product.
- The department, products and quantity wise price should be set in ZKPOS Restaurant software.
- Click SEND ORDER button.
- Enter product note and click DONE.



STEP 2.9 - UNSETTLED

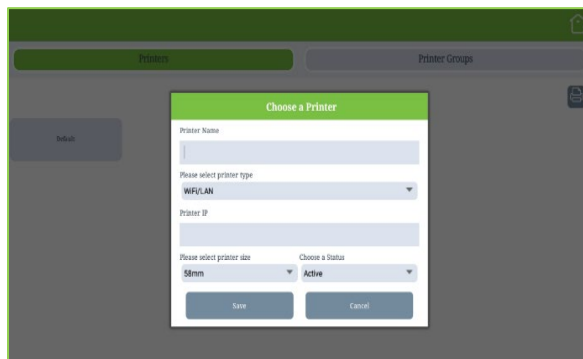
- Go to MAIN MENU.
- Click UNSETTLED button.
- The Unsettled tickets are displayed there under different category.
- Click a particular ticket.
- The Unsettled ticket will be displayed.



3 PRINTER MANAGEMENT

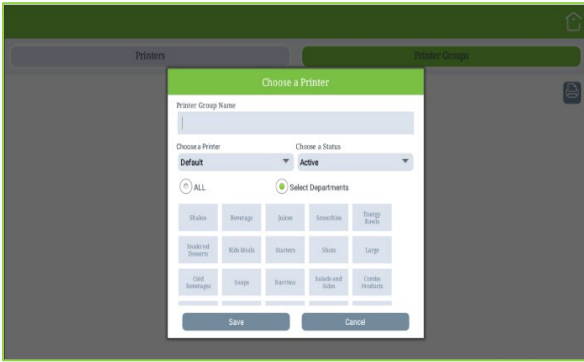
You can manage the printer connected with this application here.

- There are two options printers and printer groups.
- In printer you can add printers connected with the application.
- You can view the added printers in the screen.
- To add a new printer, click on Print icon in right side and top of the window.

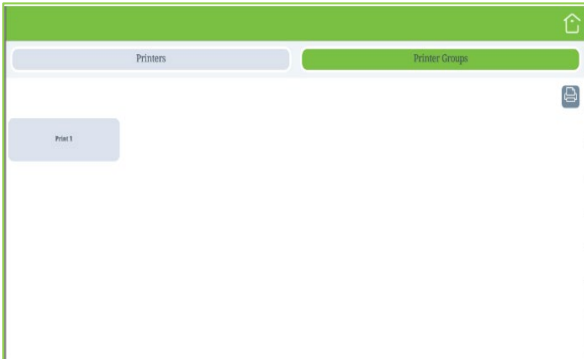


- Enter the printer’s name, printer type (Wi-Fi/LAN or Bluetooth), IP address, printer size and status.
- Click SAVE button.

In printer group you can set the printer for different departments- you can take order prints department wise. May be your kitchen is divided according to the type/ department of food items. You can choose a printer to print orders for particular departments.



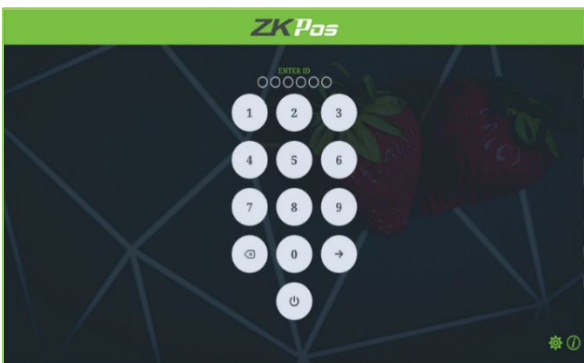
- In printer group, click on Print icon.
- Enter printer group name.
- Choose already saved printer from drop down.
- Select status.
- Select the department.
- Click ALL if the printer is applied to whole departments.
- Otherwise click select department button.
- Now you can see the departments in the software.



- Select the departments and click save button.
- You can see the saved printer group as shown in the figure.

STEP 4 KITCHEN MANAGER

He can view all the active tickets in this section. For instance, suppose an order has been send to the kitchen, then the kitchen manager and food server can know what the orders are and the order priorities.

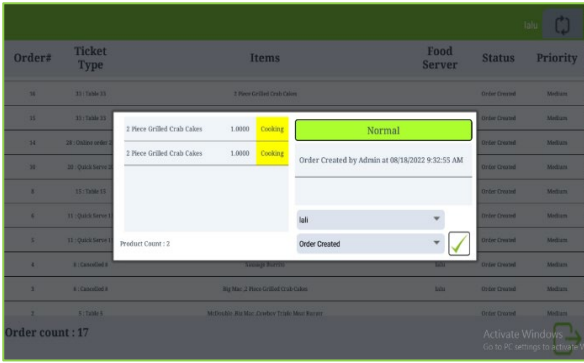


- Open ZKPOS Restaurant Ordering App.
- Type ID and Password. ID and password is based on the user created in ZKPOS Restaurant software.
- Kitchen Manager can be login with his ID and Password.
- Click ENTER button.

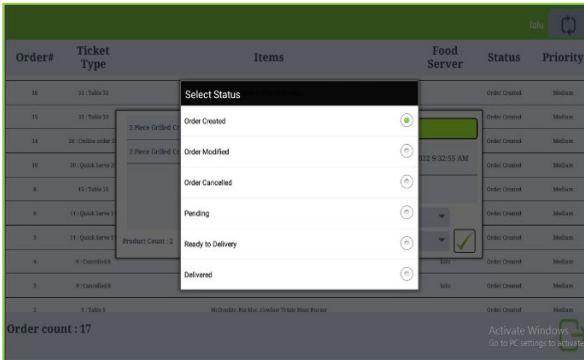
Order#	Ticket Type	Items	Food Server	Status	Priority
13	26 - Online order 25	Fresh Maple Omelet	John	Order Cleared	High
14	28 - Online order 25	2 Piece Grilled Crab Cakes		Order Cleared	Medium
18	20 - Quick Serve 28	2 Piece Grilled Crab Cakes		Order Cleared	Medium
8	13 - Table 15	2 Piece Grilled Crab Cakes 2 Piece Grilled Crab Cakes	John	Order Cleared	Medium
6	11 - Quick Serve 11	2 Piece Grilled Crab Cakes		Order Cleared	Medium
7	11 - Quick Serve 11	Fresh Maple Omelet, Sausage Burrito		Order Cleared	Medium
8	8 - Cashed 8	Sausage Burrito	John	Order Cleared	Medium
3	8 - Cashed 8	Big Mac, 2 Piece Grilled Crab Cakes	John	Order Cleared	Medium
2	5 - Table 5	McDouble, Big Mac, Double Triple Meat Burger		Order Cleared	Medium
1	3 - Cashed 3	2 Piece Grilled Crab Cakes		Order Cleared	Medium

Order count : 14

- The all send orders will be displayed according to the priority.
- You can choose any one.
- Click that order.



- You can see the food item status is COOKING. You can change it to READY by clicking on it, if it's done.
- You can change the delivery boy in case of any availability issue.



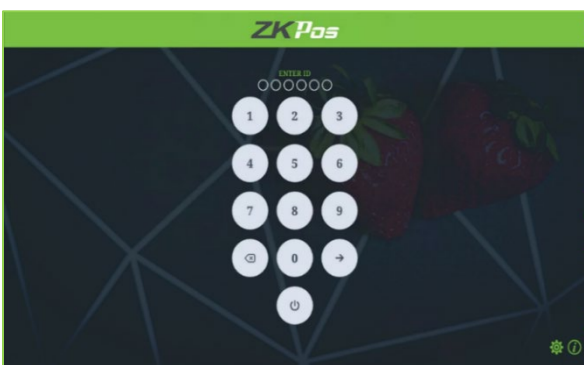
- Change the status of order. Some Food Server option are there; Order Created, Order Modified, Order Cancelled, Pending, Ready to Delivery, Delivered.



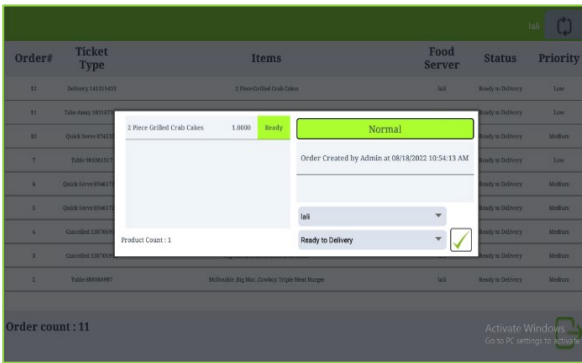
- Change it to ready to delivery.
- Click tick button to save the details.
- The ticket will be removed from your list.
- Log out from kitchen Manager page.

STEP 5 FOOD SERVER

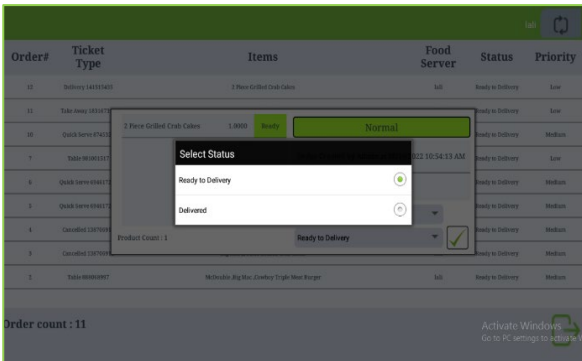
He can view all the active tickets in this section. For instance, suppose an order has been delivered to the food server, food server can know what the orders are and the order priorities.



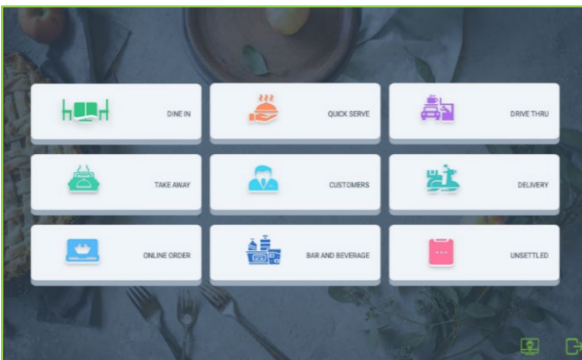
- Open ZKPOS Restaurant Ordering.
- Food Server can be login with their ID and Password.
- Type user ID and Password.
- Click ENTER button.



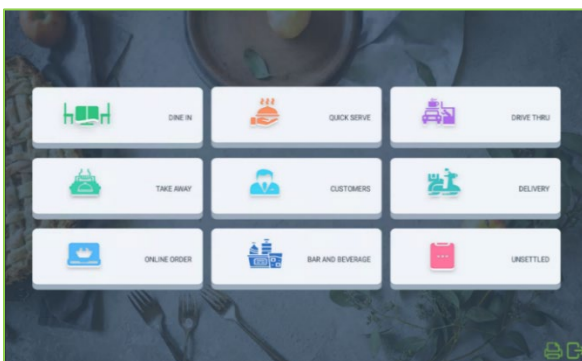
- You can view the orders with status Ready to Delivery.
- Click on the order.
- You can change the food server from here too.



- Status of food item will be changed to Ready.
- After delivering the order, change the order status to Delivered.
- Click Tick button to Save.



- By clicking the log out button, you will be directed to main menu.
- To view the order window, click on the button next to log out button.



STEP 6 LOG OUT

- To log out from the ZKPOS Restaurant software, click on log out button in main menu (right bottom side).
- You will be directed to login page again.

