

CUSTOMERS AND DISCOUNTS

Find a customer

Add them to the order and it earns their points, takes their VIP price and redeems their rewards.

- **Loyalty card:** with a barcode scanner, just scan it. With the camera: **Find customer** → **Scan card**.
- **Card won't scan?** Type the 8 characters under the QR.
- **No card?** **Find customer**, type their full mobile or email, then **Search**. There's no search by name.
- Wrong person? Tap their name on the order → **Remove from order**.

New customer or VIP sign-up

- 1 **Find customer** → **New customer**. Search first: they may already have an account.
- 2 Type their **Name** and **Email**. Mobile is optional.
- 3 Tick *The customer has asked us to create their account*. Tick offers only if they said yes.
- 4 **Create and add**.
- 5 Joining your VIP club? Add your VIP product to the order and take payment. Credit must be **EFTPOS** or **Cash**.

A joining reward, such as a free coffee, comes off in this order. They get an email to set a password.

Promo codes

- 1 At checkout, **Discounts** → tap the code. Not listed? Type it under **Or type a code** → **Apply**.
- 2 Greyed out? It says why:
 - *One per customer* or *first order*: tap **Find customer** on it and add them first.
 - *Min spend*: add more. *This order is Pickup*: wrong order type.
- 3 One code per order: **Change** to swap, **X** to take it off.

Replaces the customer's free item: their loyalty freebie goes back to full price. Ask which they'd rather have.

AT THE COUNTER

Give an item free (comp)

- 1 Tap the item's line on the order → **Comp**.
 - 2 Pick a reason: **Loyalty card**, **Complaint / remake**, **Staff**, **Promotion** or **Other** (add a note).
 - 3 **Make complimentary**.
- One item at a time, before you place the order. No PIN. Undo: tap the line → **Remove comp**. Already paid? Refund the item instead.

They'll pay later

Other → place the order → **Not yet, they'll pay later**. When they pay: **Orders** → **Needs payment** → the order → **Take payment**.

EFTPOS not connecting

Take the card on the terminal by itself. Then put the order through with **Other** → *Has it been paid?* **Card on another terminal** → **Mark paid**.
Terminal is busy: let the other transaction finish, then try again.

Refund or cancel **MANAGER PIN**

Orders → the order → **Refund...** (all or part) or **Cancel order...**

- Card: the customer taps their card on the terminal that took the payment.
- Cash: the drawer opens. Give it back from the till.
- Older order: search its number → **Look on other days**.

Sold out

Products → find the item:

- **Sold out today**: back on sale by itself at the daily reset.
- **Sold out**: off until someone taps **In stock**.
- **Count stock**: sells only what's left.

STAFF AND THE TILL

Sign in, switch and lock

- Type your own PIN → **Unlock**.
- **Switch** hands over to the next person.
- **Lock** whenever you leave the counter. The POS never locks by itself.
- 5 wrong PINs turn the keypad off for a minute.

Manager mode **MANAGER PIN**

Manager in the top bar:

- **No sale: open the cash drawer**
- **Close store** stops online, app and kiosk orders. **Open store** starts them.
- Reprint or refund the last order, and the new-order chime.

It closes itself after 3 minutes.

The till

- **Start of shift:** confirm the float, or **Count it**.
- **Till** → **Paid out** for supplies, petty cash or tips. **Paid in** for change.
- **Mid-shift:** **Till** → **Print X**.
- **End of day:** **Till** → **Close till**, count the drawer → **Close & print Z**.

Printer or drawer trouble

The printer button beside **Help** shows each printer, with a number when orders are waiting.

- *Not checking in:* turn the printer off and back on.
- *Out of paper* or *Cover open*: fix it, and waiting orders print by themselves.
- Drawer won't open: use the key. A printer out of paper won't open it.

Tax invoice or reprint

Orders → the order → **Tax invoice** (email, print or download) or **Reprint docket**.

Tell your customers: in your app and on your website

Join the VIP club

Sign in or register, then buy the VIP product.

Use a promo

Tap **Apply** on an offer on the menu, or type the code at checkout.

Show their loyalty card

Account > **Loyalty card**. A screenshot won't work: the code changes after each scan.

Something not working?

Email helpdesk@mypreorder.com with the store and POS name and the version (both at the very bottom of the screen), what happened, the order number, and a photo of the screen.
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