

Manual

POS -Point of Sales Operation User Guide

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1. Overview

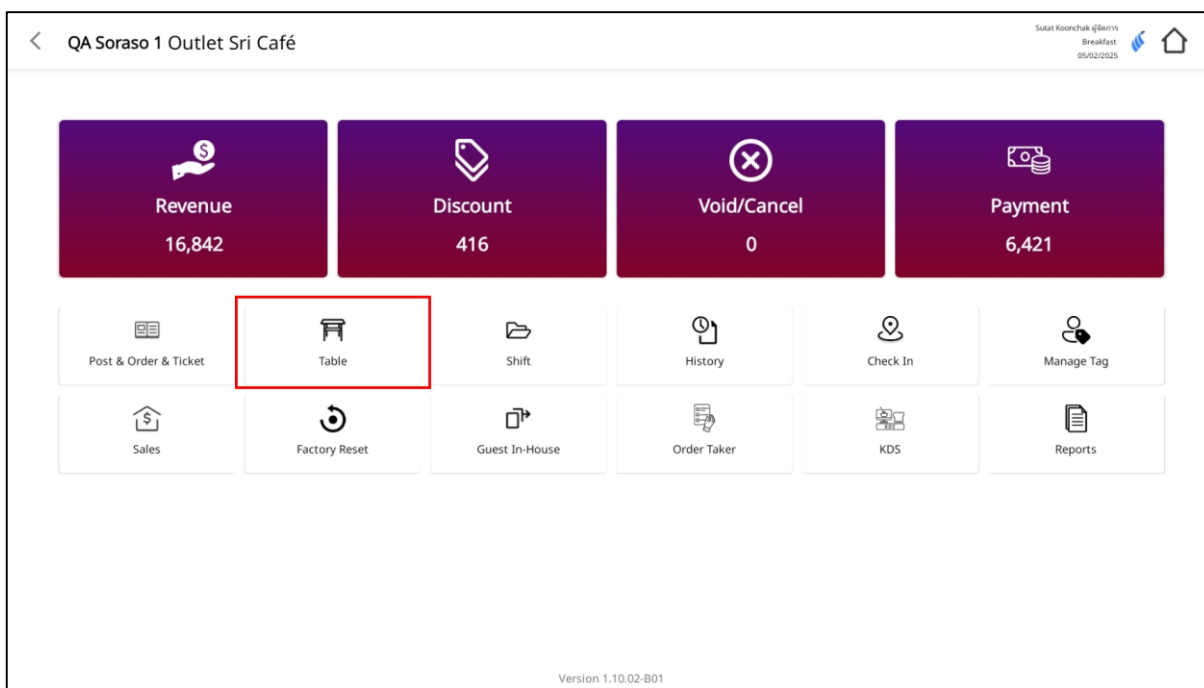
This POS – Menu Store User Guide provides hotel staff and system users with clear instructions to manage and configure POS menu items, including additional items and condiments. It supports accurate order processing and enhances guest experience through structured, easy-to-follow steps.

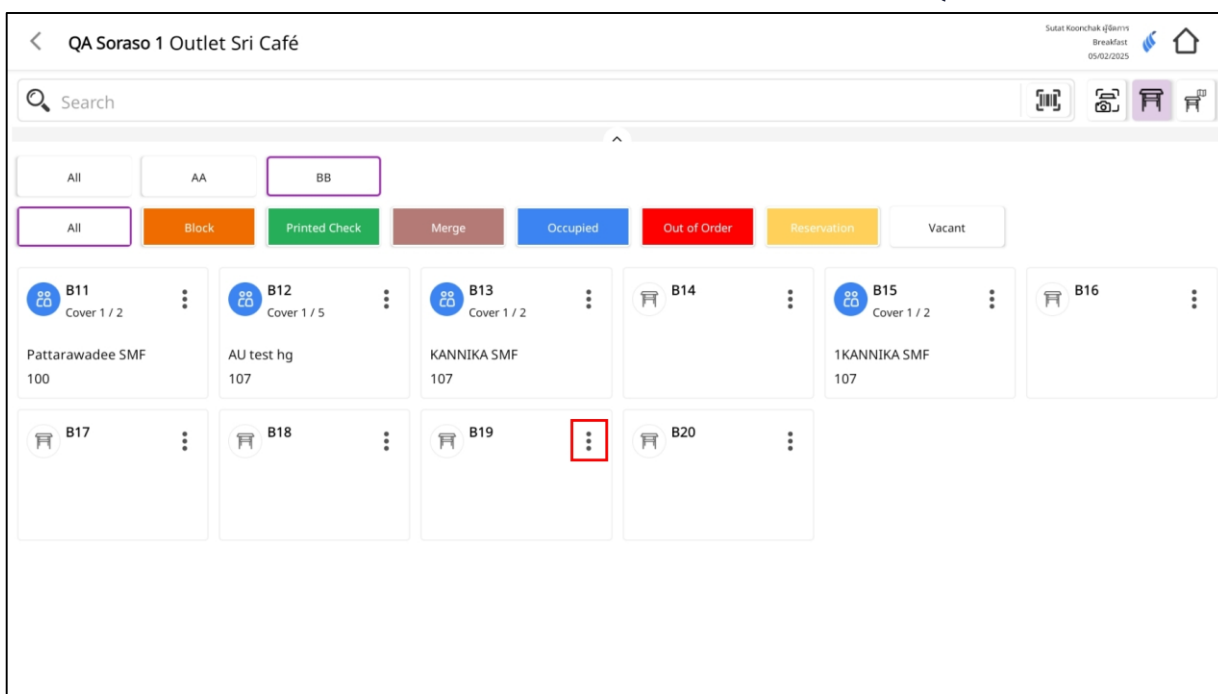
2. Merge Table

Merge Table is used to combine nearby tables into one group, making it easier to serve large parties and manage orders together. Merged tables will be shown with a Merge status on the table layout.

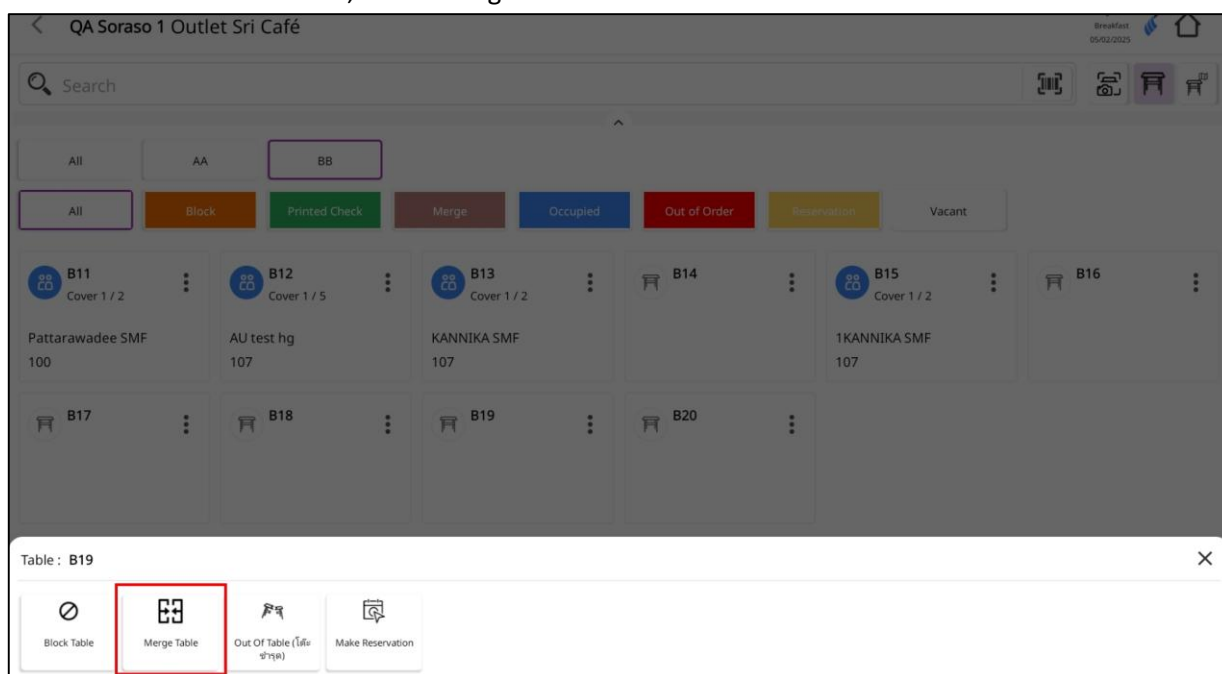
To perform the task:

1. Go to the Table Layout and click the three-dot icon of the table you want to start as the main table for merging.





2. From the menu, select Merge Table.

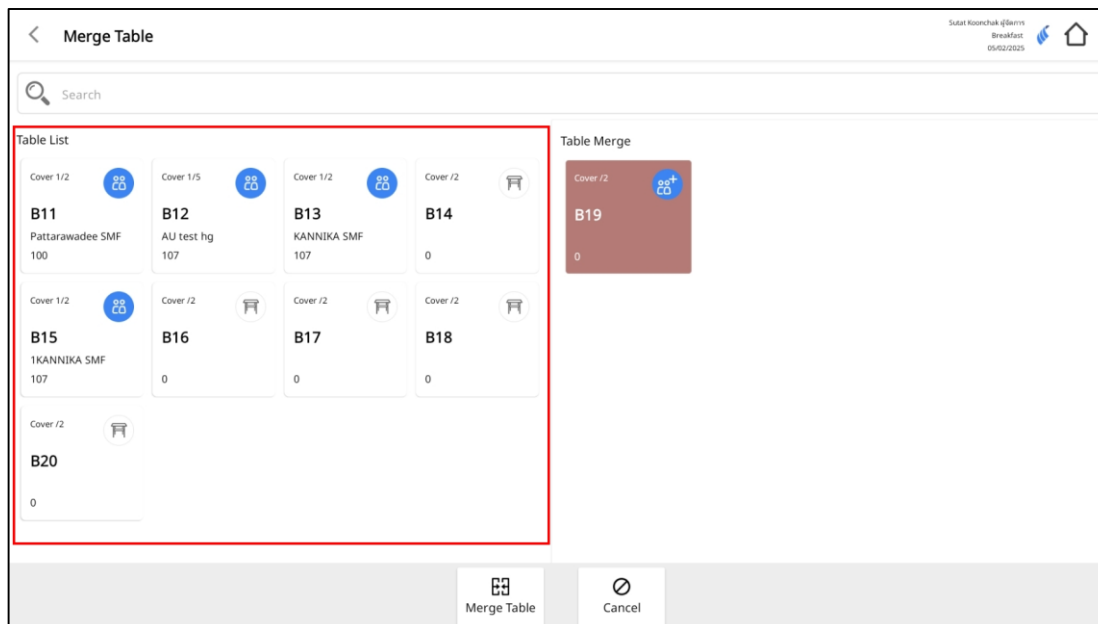


3. On the Merge Table screen:

- ☐ Left side (Table List): Shows all available tables for merging.
- ☐ Right side (Table Merge): Shows the selected tables to be merged.
- ☐ How to merge:
 - 2.1 Press and hold the table you want to merge on the **Table List** (left side).

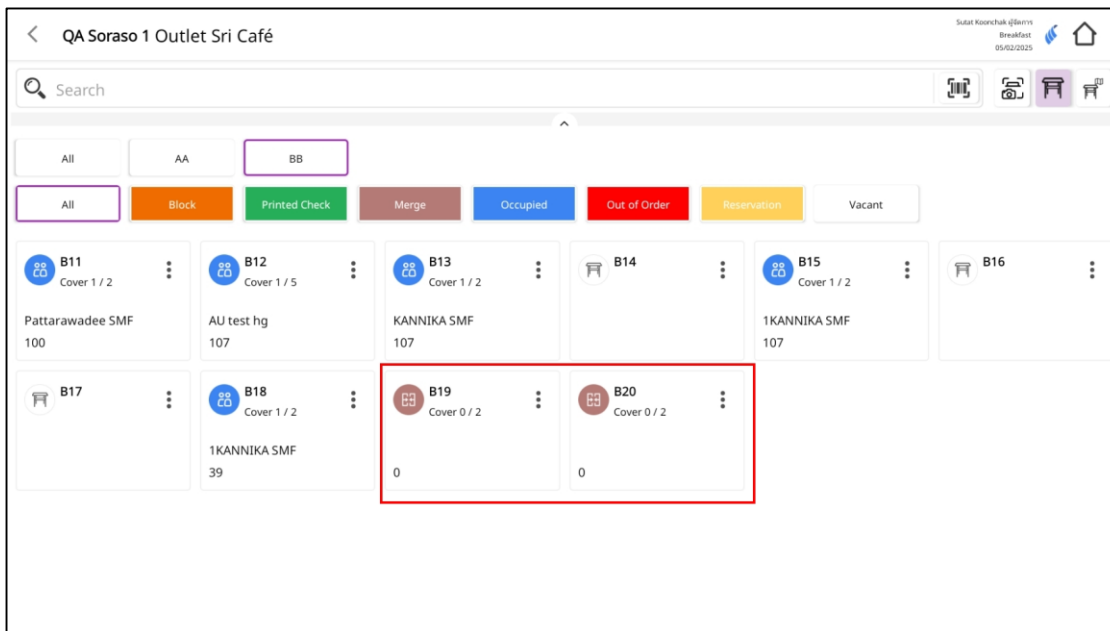
1.2 Drag it to the Table Merge area (right side).

1.3 Repeat until you have selected all the tables you want to merge.



4. Once you have selected the tables, click Merge Table to confirm.

5. **Result:** The merged tables will be displayed with a Merge status (icon/color based on the system) on the table layout.



Notes:

The Merge status will remain until you perform a Cancel Merge. Simply leaving the screen or changing the view will not undo the merge.

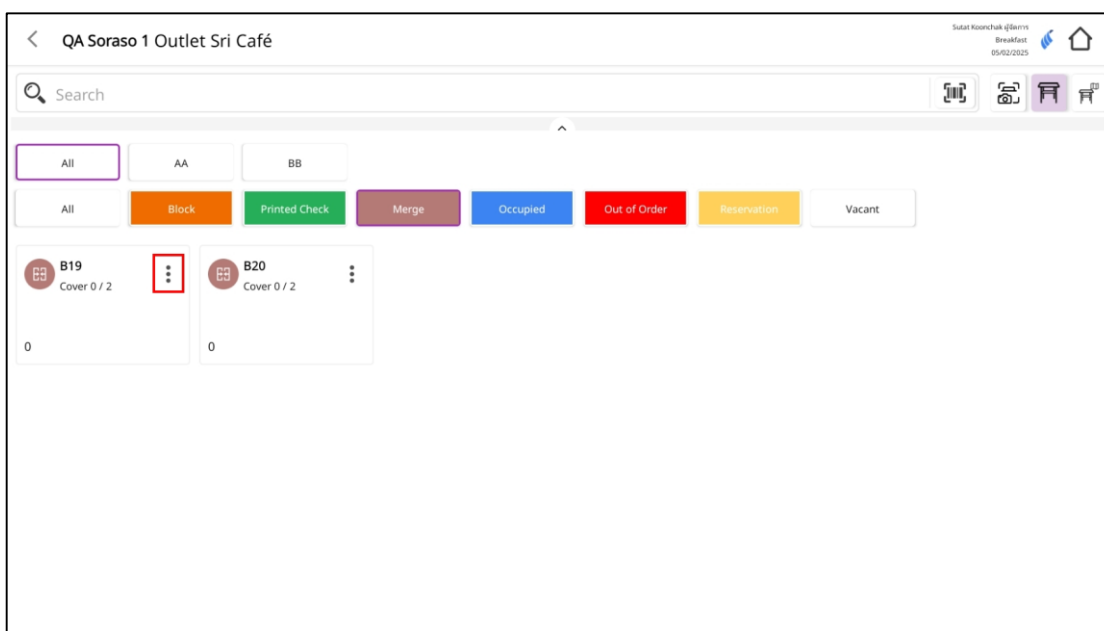
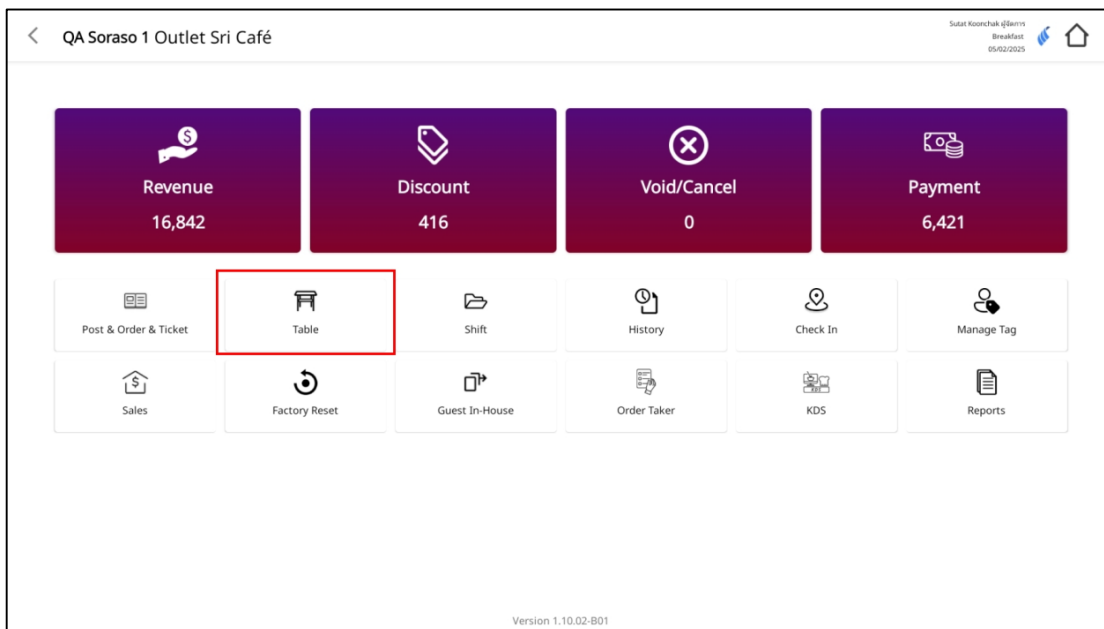
Tables with the Printed Check status cannot be merged.

3. Cancel Merge

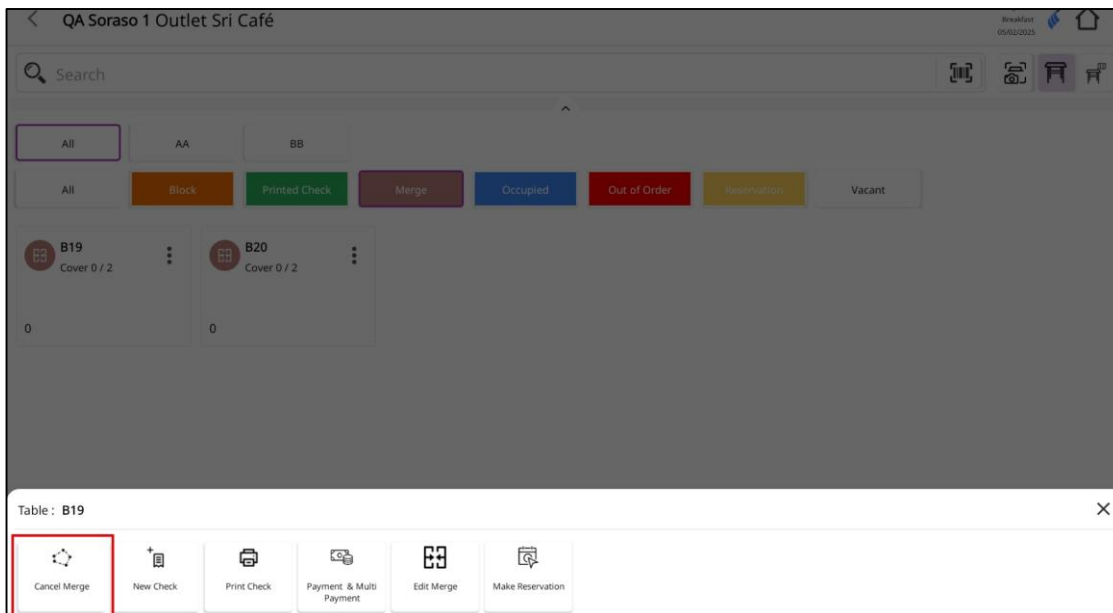
Used to separate previously merged tables back into individual tables. After cancellation, each table will return to its original status and can be managed independently as before.

To perform the task:

1. Go to the Table Layout screen and tap the three-dot icon of the table you want to cancel merge.

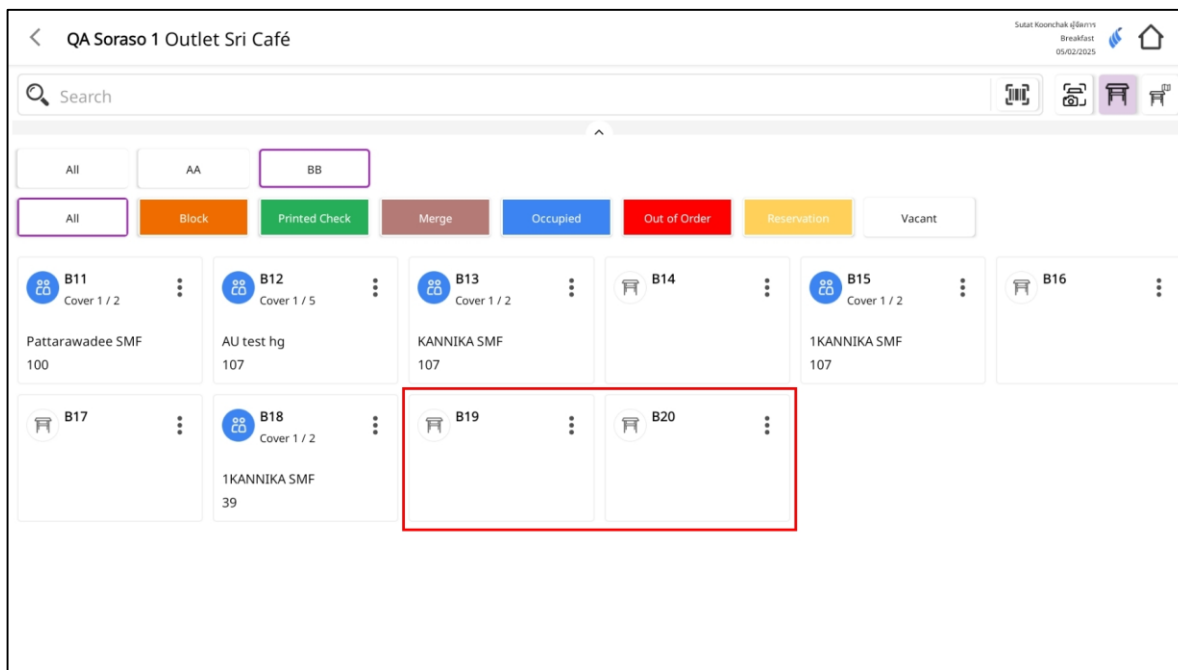


2. Select Cancel Merge.



3. The system will display a confirmation message: Are you sure want to cancel merge this table?

4. Tap Confirm to proceed.



Note: If the table still has a check the status will change to Occupied (OC).
 If there is no check the status will change to Vacant (VC).

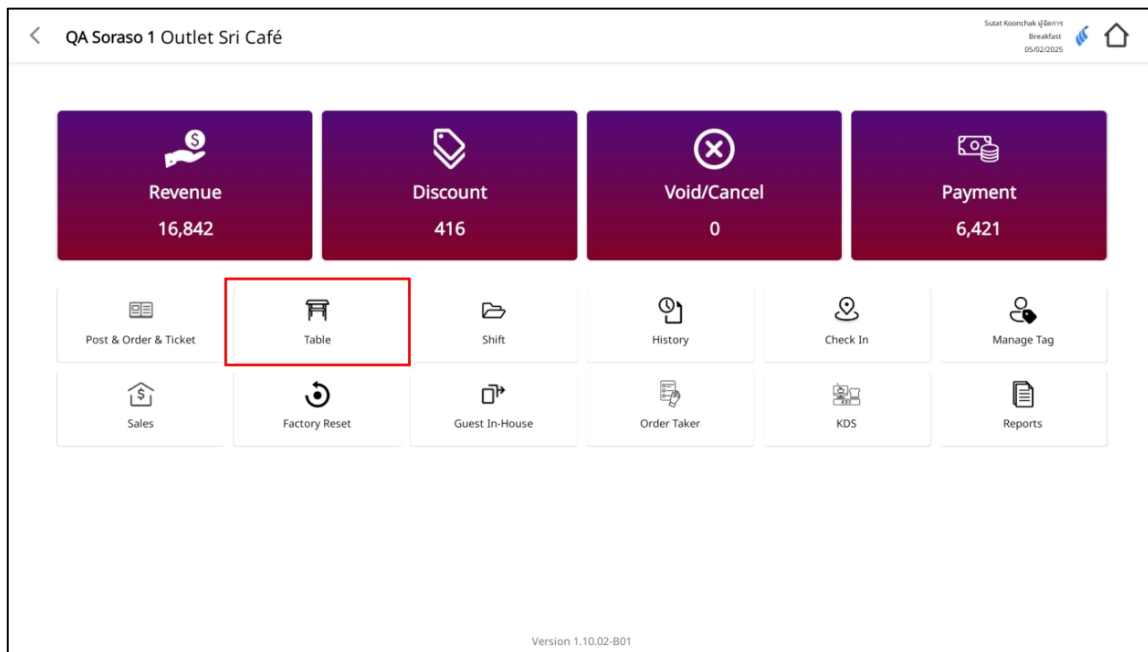
4. Block Table and Cancel Table

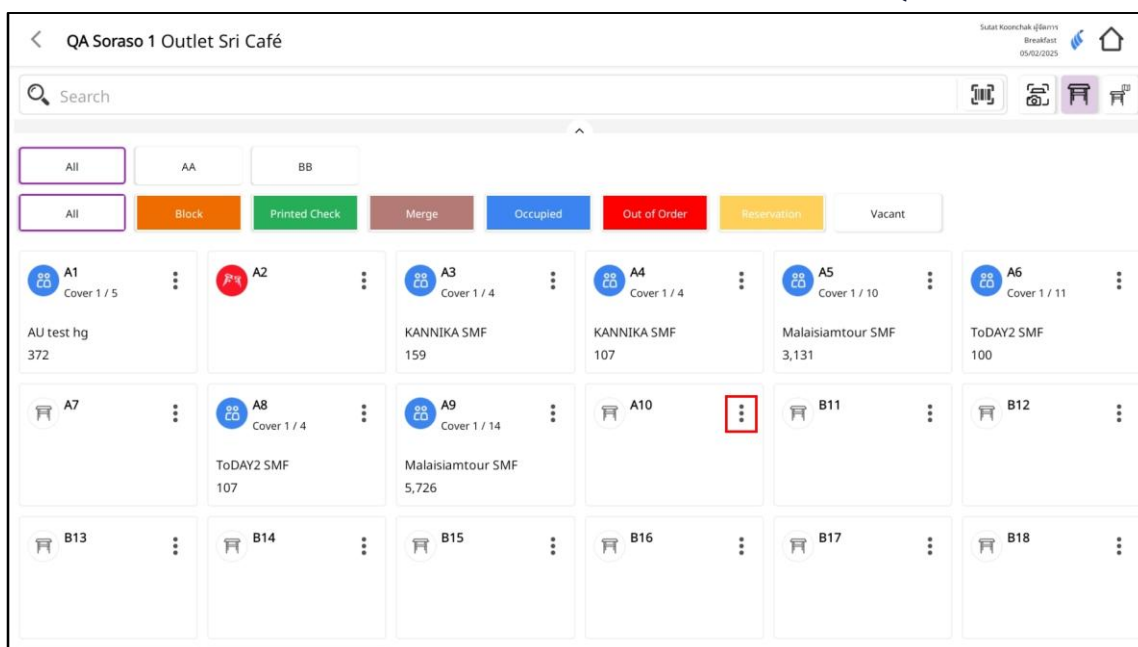
The Block Table function is used to temporarily block a table, preventing it from being seated. This is useful for situations such as table maintenance or advance reservations. Blocked tables are shown in orange on the Table Layout and remain unavailable until unblocked.

4.1 Block Table

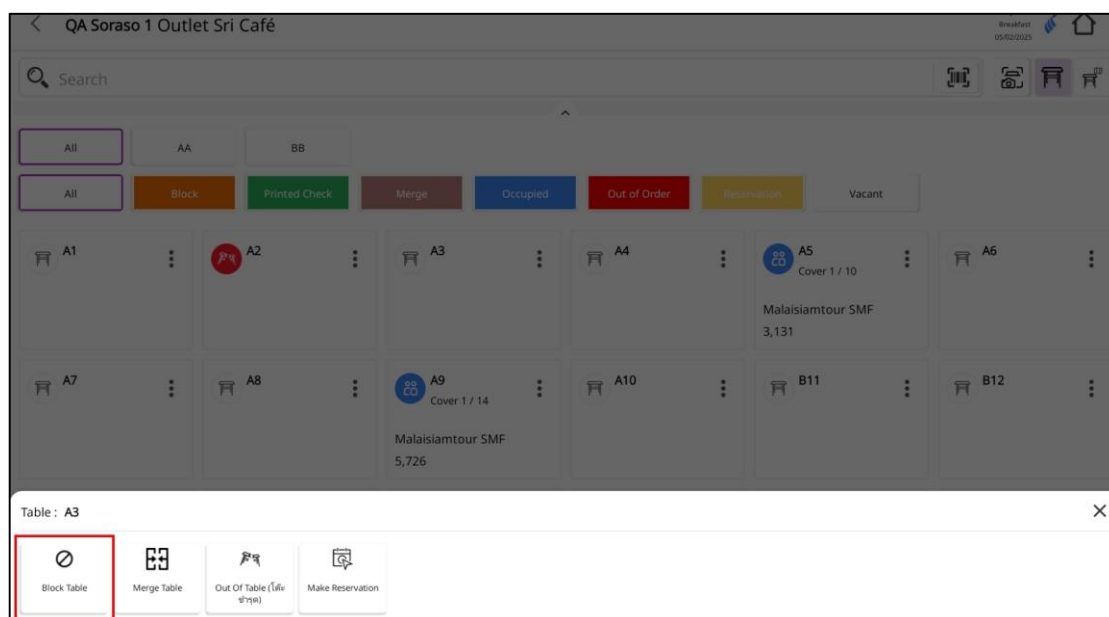
To perform the task:

1. Go to the Table Layout screen and tap the three-dot icon of the table you want to block.





2. From the menu, select Block Table.



3. Fill in the block table details:

- ☐ Arrival Time: Select the customer's arrival time (if applicable).
- ☐ Cover: Adjust the number of guests using the -/+ buttons.
- ☐ Guest Name / Mobile No.: Enter the guest's name and contact number (optional but recommended).

QA Soraso 1 Outlet Sri Café

Surat Koeschub g@ram

Breakfast

09/08/2025

Search

☰

☰

☰

☰

All

AA

BB

All

Block

Printed Ch

A1

Cover 1 / 5

⋮

AU test hg

372

A2

Cover 1 / 5

⋮

A7

Cover 1 / 5

⋮

A8

Cover 1 / 4

⋮

Pattarawadee SM

207

B13

Cover 1 / 5

⋮

B14

Cover 1 / 5

⋮

Vacant

er 1 / 10

⋮

tour SMF

er 1 / 2

⋮

adee SMF

A6

Cover 1 / 11

⋮

ToDAY2 SMF

100

B12

Cover 1 / 5

⋮

AU test hg

107

B18

Cover 1 / 5

⋮

Block Table -

Are you sure do you want to block Table?

Arrival Time

Select time

🕒

-

1

↺

+

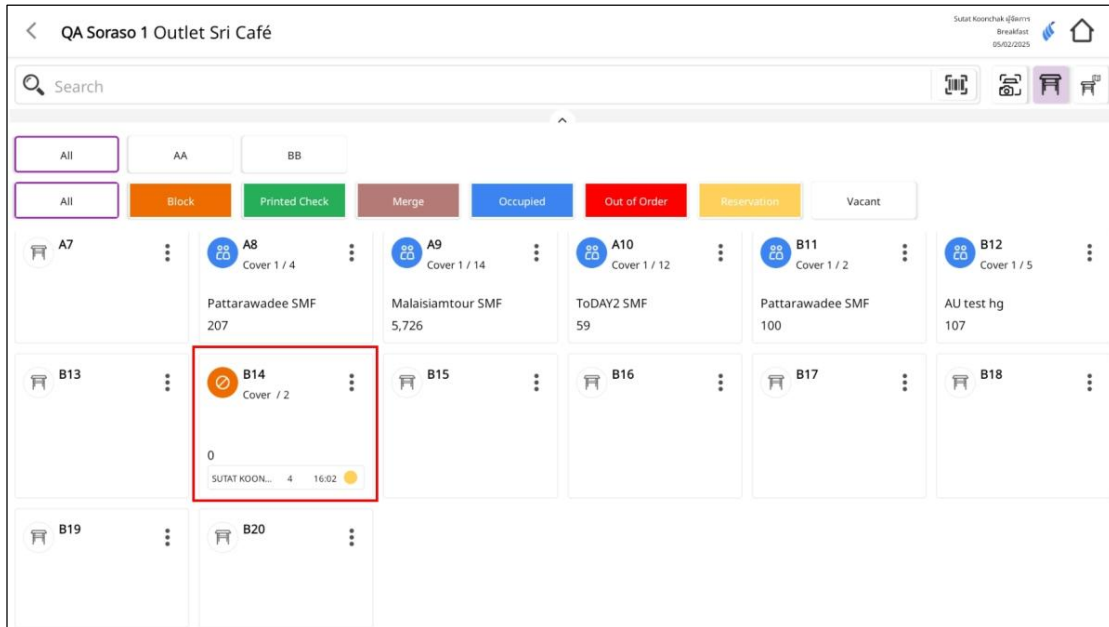
Guest Name

Mobile No.

Confirm

Cancel

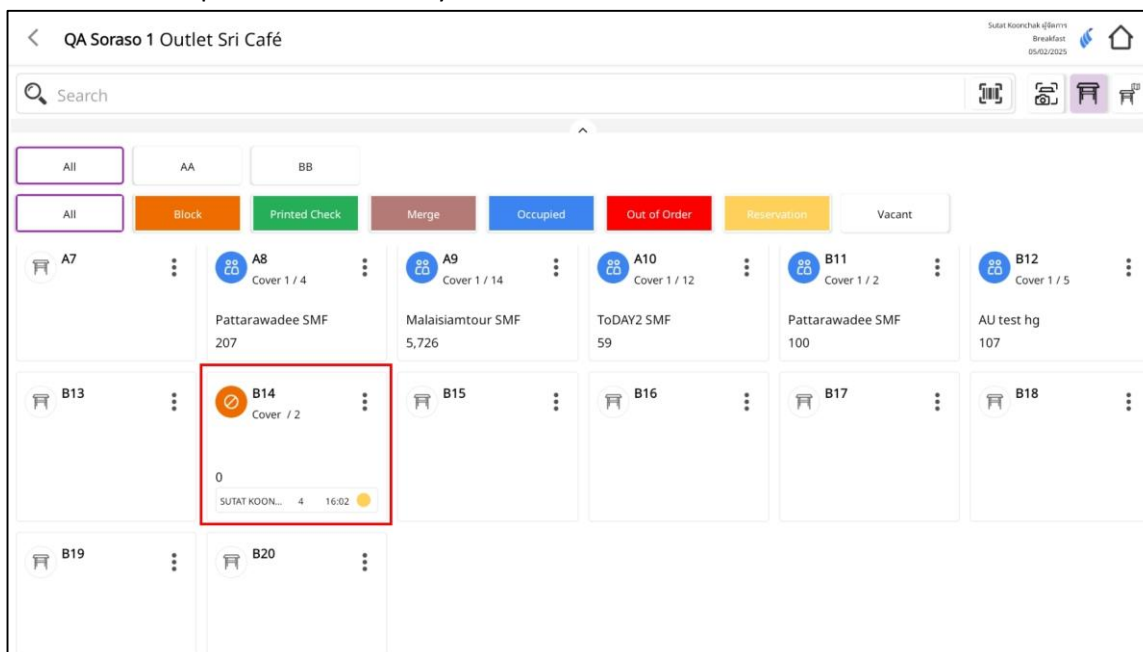
4. Press Confirm to confirm the block.
5. Result
 - ☐ The table will show an orange (Blocked) status in the Table Layout.
 - ☐ The table will not be available for seating until it is unblocked.



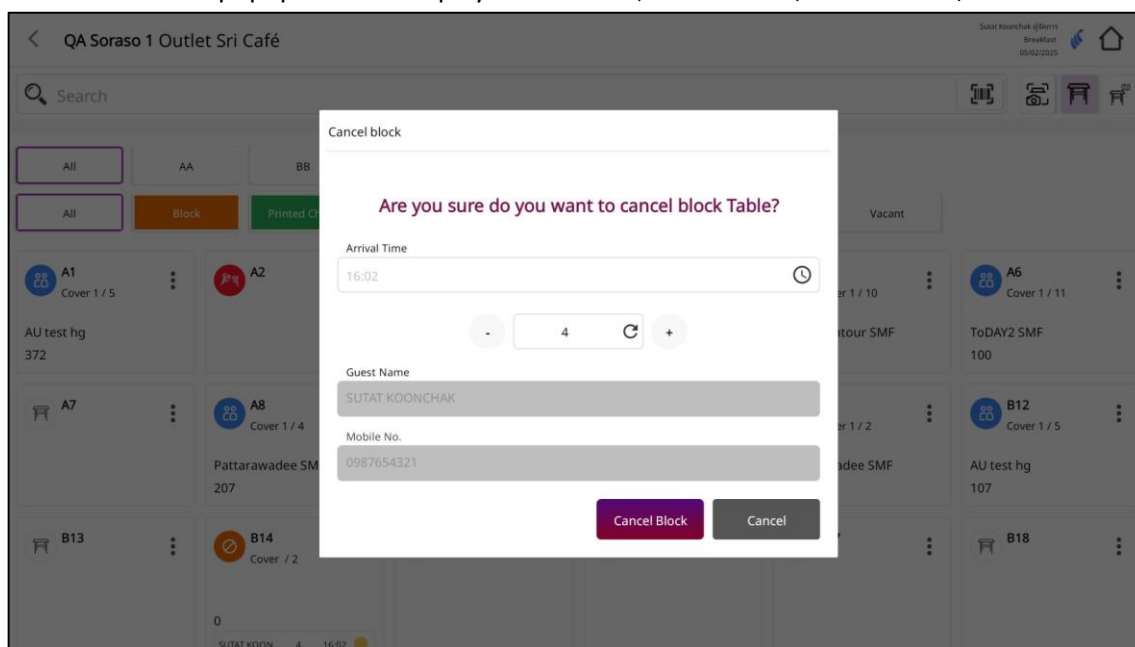
4.2 Cancel Block Table

To perform the task:

1. Select the table to unblock
☐ Tap the blocked table you want to cancel.

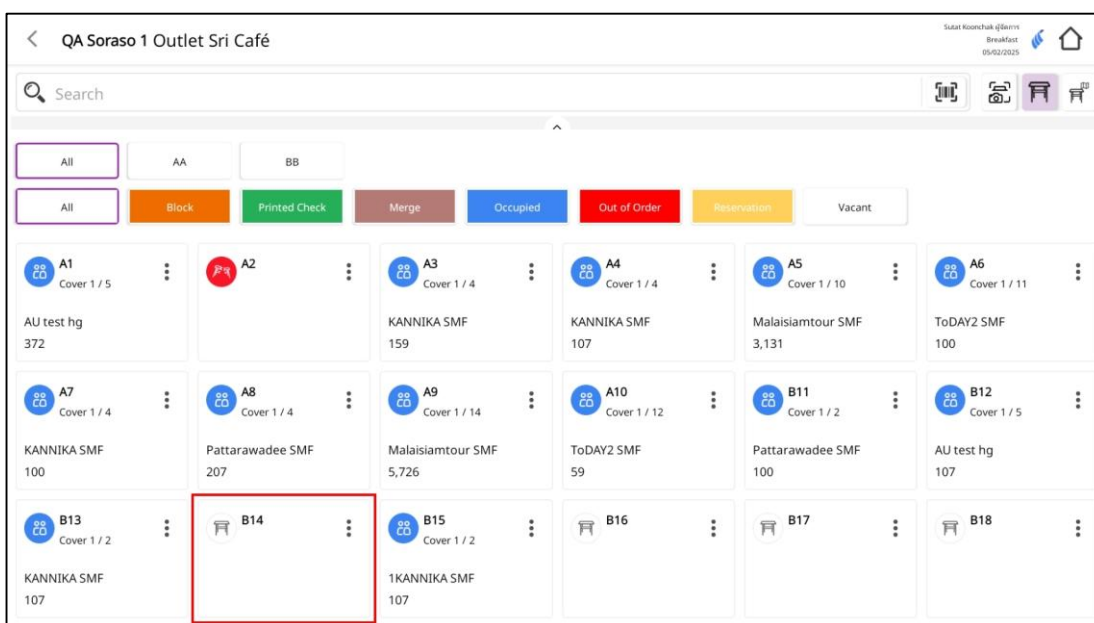


2. Open the unblock confirmation window
☐ A popup message will appear:
 "Are you sure you want to cancel block table?"
☐ The popup will also display Arrival Time, Cover count, Guest Name, and Mobile No.



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Last Updated : 07 Aug 2025
Author : QA Team

3. Confirm the unblock action
 - ☐ Press Cancel Block to confirm unblocking.
 - ☐ Press Cancel if you do not wish to proceed
4. Result after unblocking
 - ☐ The table status will change back to Vacant and will be available for seating immediately.



Note: Cancelling a block will remove the table's block/reservation entirely, and this information cannot be restored.

Always confirm with the customer before cancelling to avoid accidental removal.

5. Out of Table

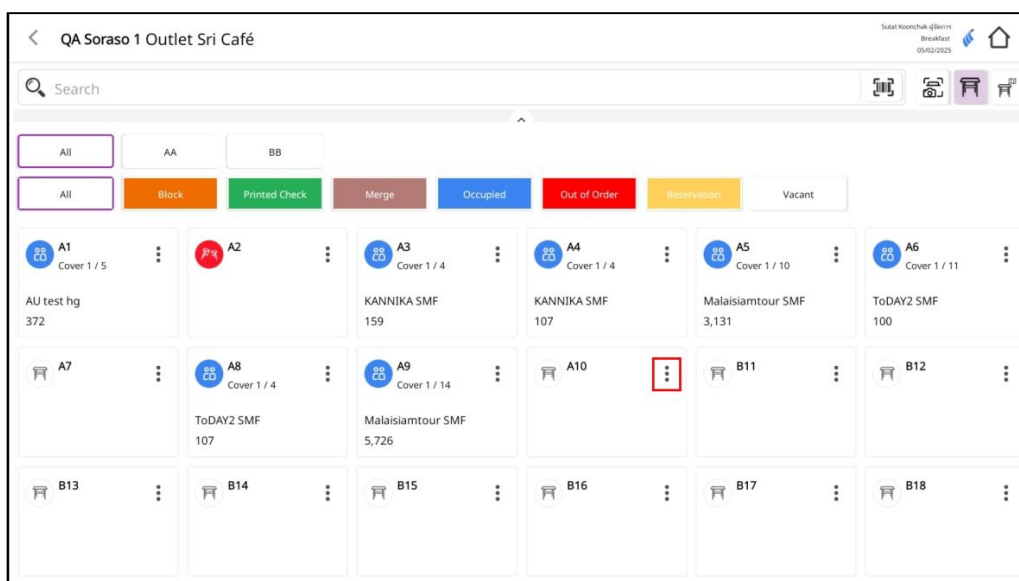
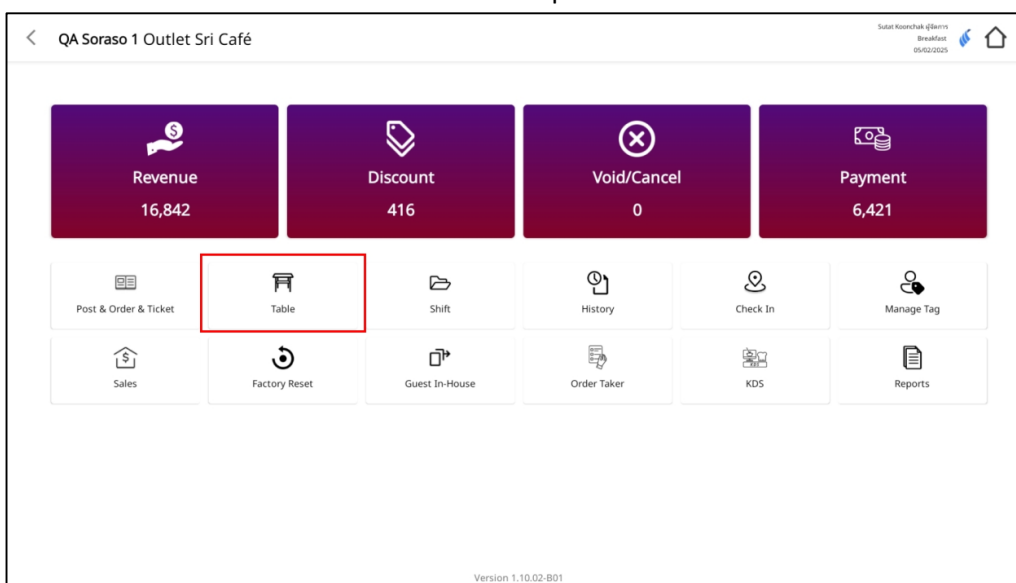
The Out of Table function allows you to temporarily mark a table as unavailable, for situations such as damage, maintenance, or other issues. Once a table is set to Out of Table, it will be highlighted in red on the table layout, indicating that it cannot be assigned to customers.

When the table is ready for use again, you can switch its status back to Ready to Use immediately, allowing it to accept new orders and function normally.

5.1. Out of Table Process

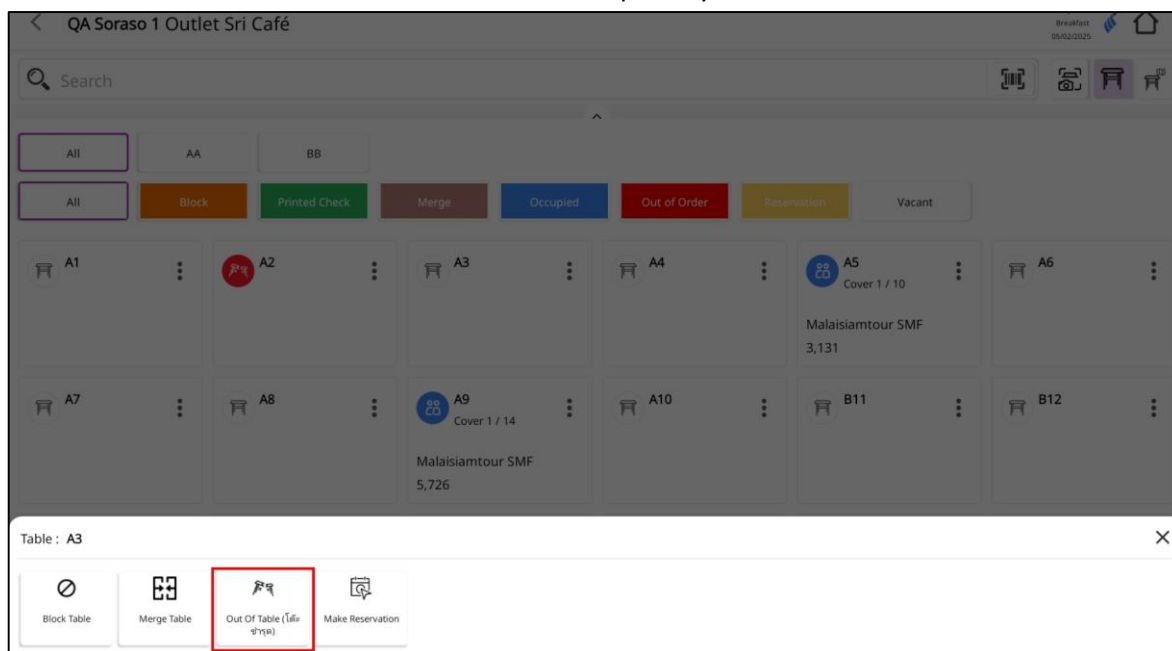
To perform the task:

1. On the table layout screen, locate the table you want to mark as Out of Order.
- ☐ Click the three-dot icon on that table to open the action menu.

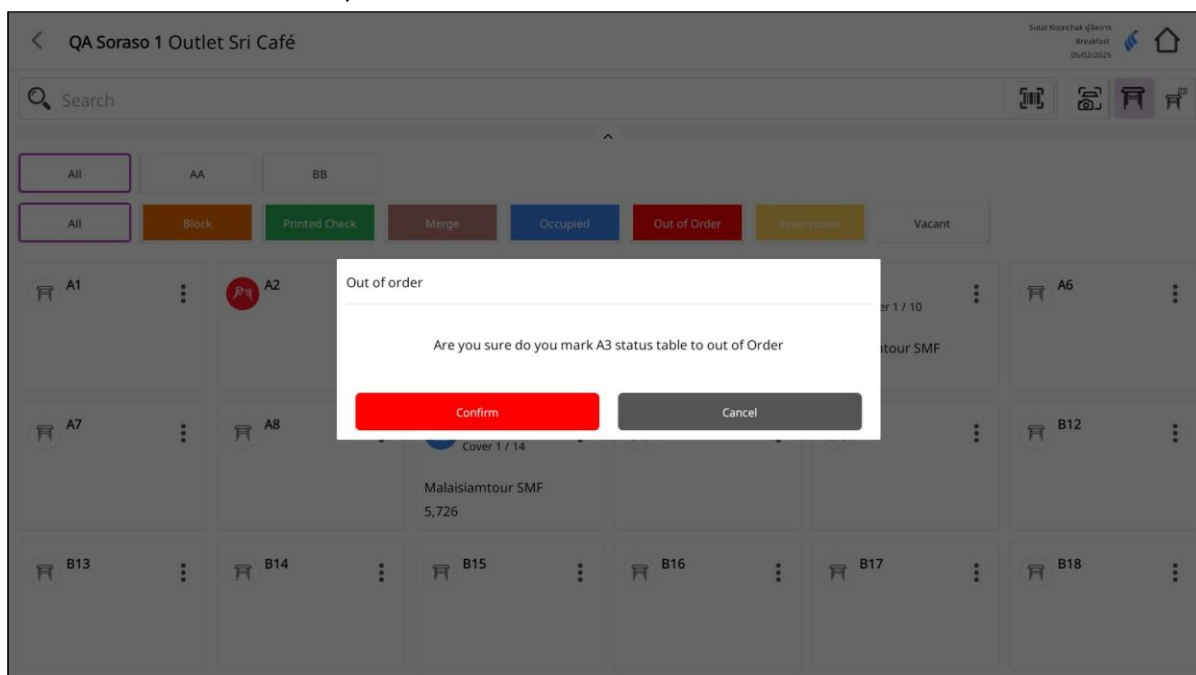


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Author : QA Team

2. Select Out of Table
 - ☐ In the pop-up menu, choose "Out of Table".
 - ☐ This action is used when the table is temporarily unavailable for service.

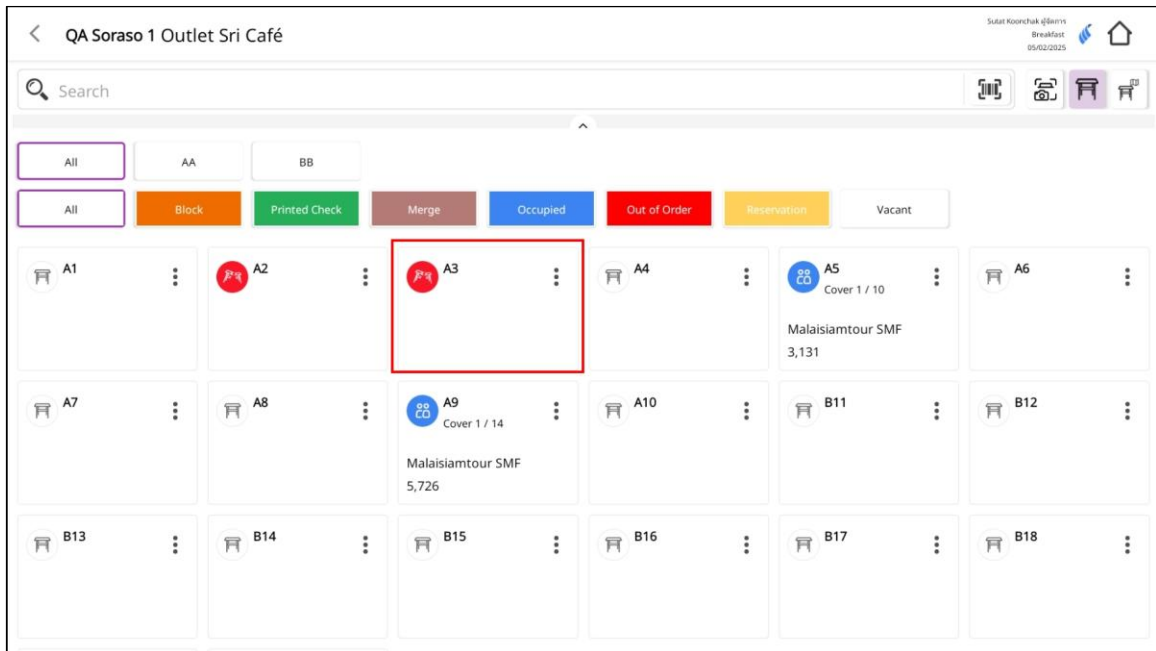


3. Confirm the Action
 - ☐ A confirmation pop-up will appear asking if you are sure you want to mark the table as Out of Order.
 - ☐ Click Confirm to proceed.



4. Table Status Changes

- Once confirmed, the table will change to red indicating it is Out of Order.

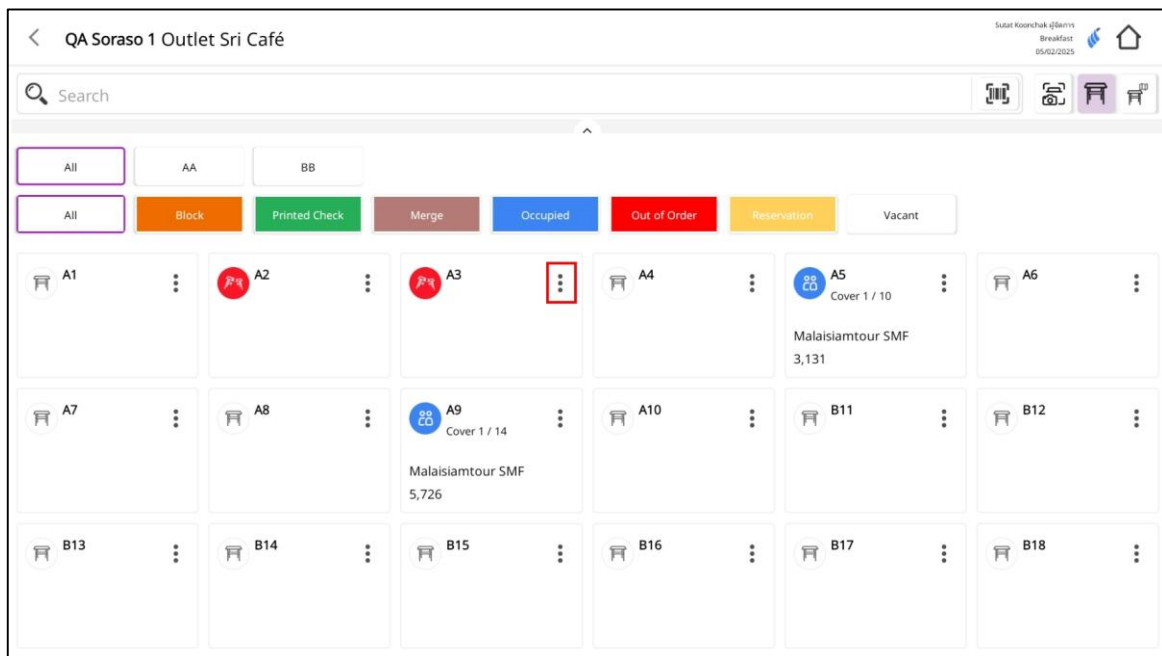
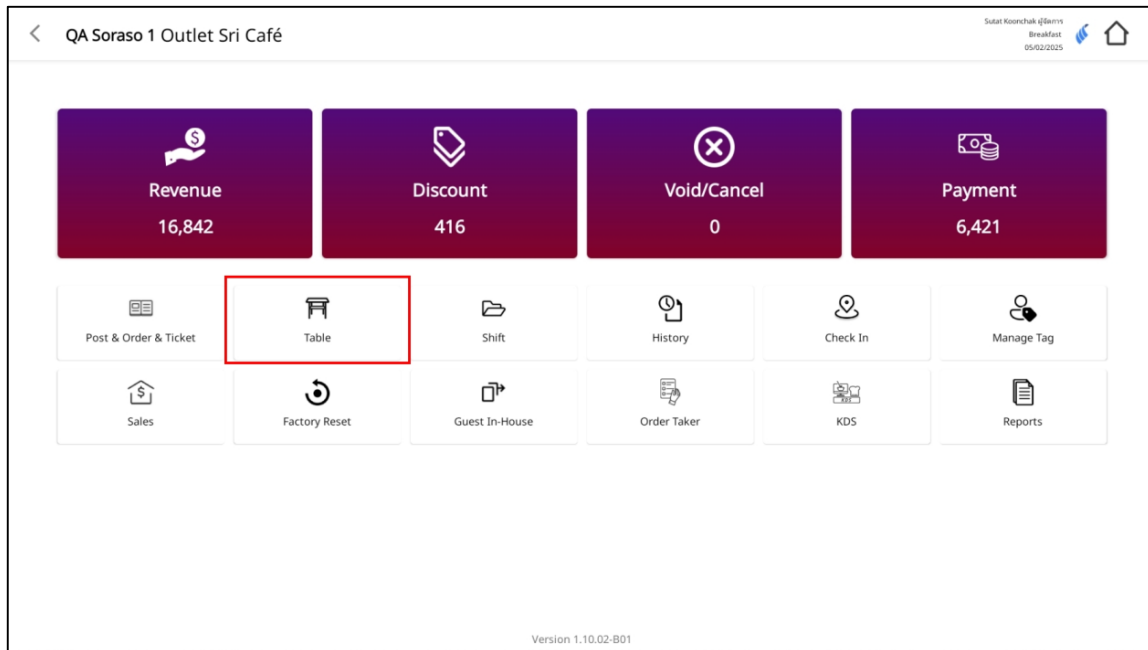


5.2. Returning the Table to Service

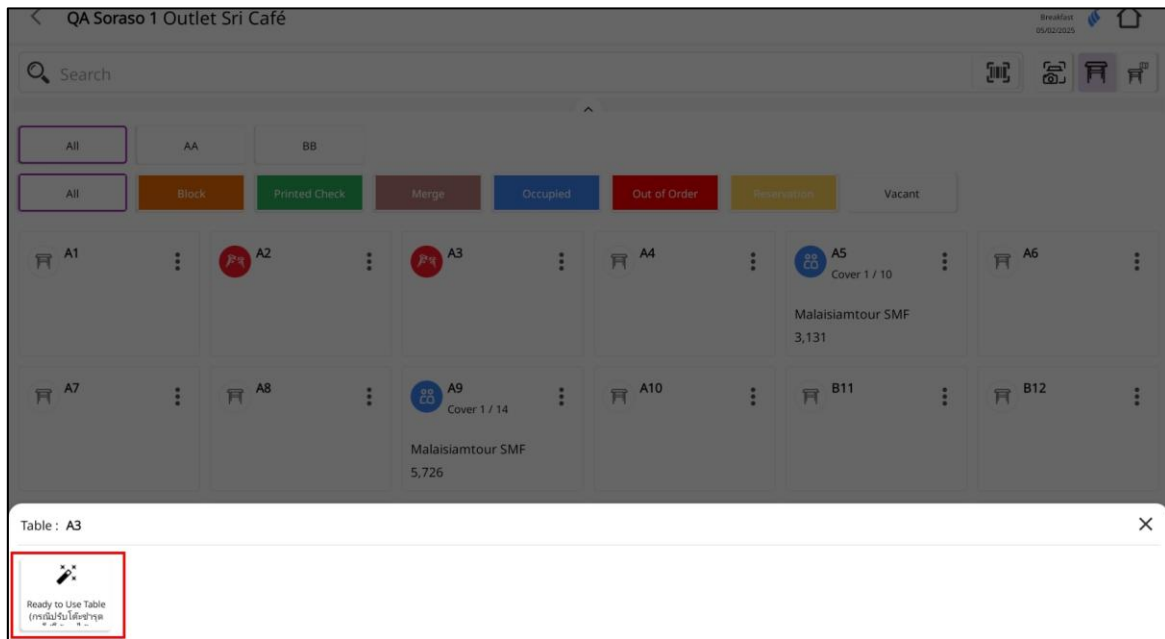
To perform the task:

1. Access the Table Menu Again

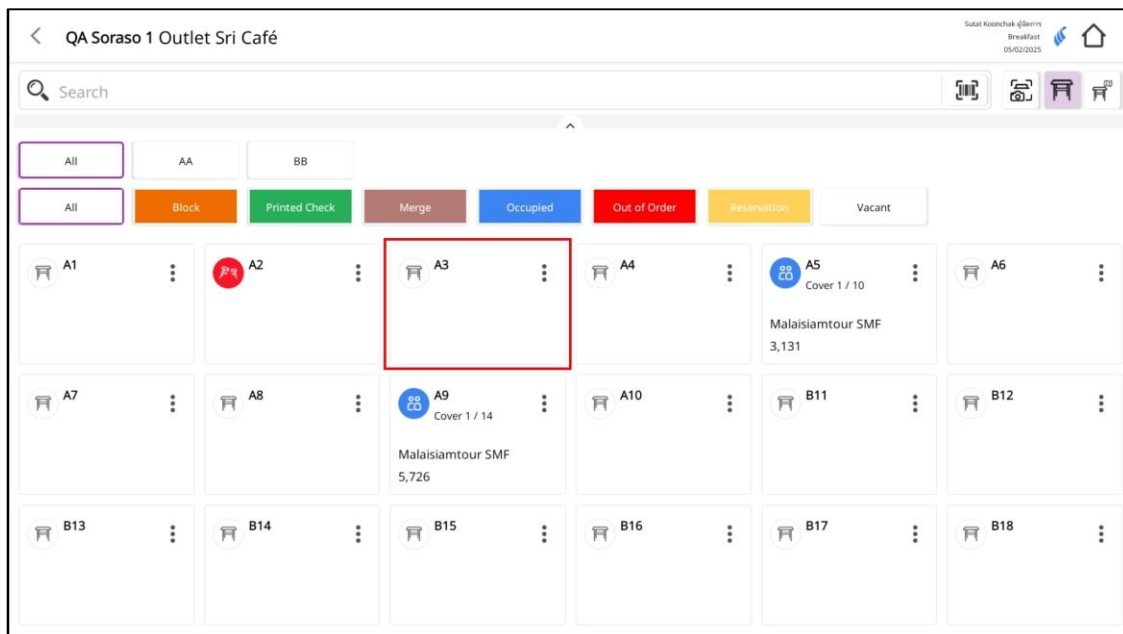
- Click the three-dot icon on the table marked as *Out of Order*.



2. Select Ready to Use Table
 - ☐ From the menu, choose "**Ready to Use Table**".
 - ☐ This will reset the table status back to normal.



3. Table Becomes Available
 - ☐ The table will now display in the normal state (available for new orders).

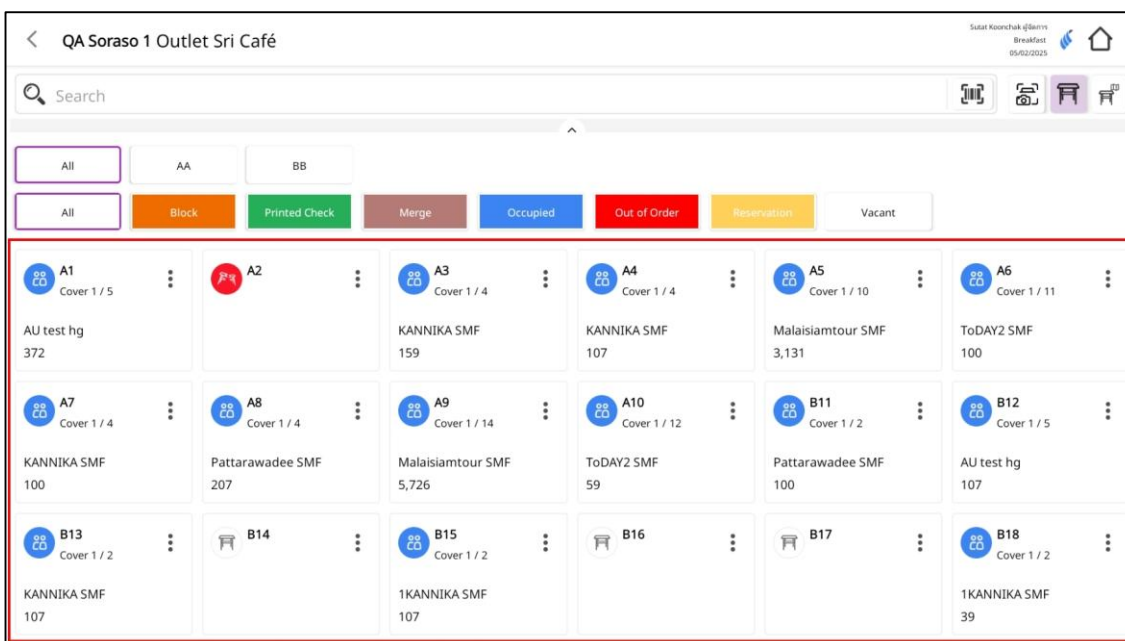
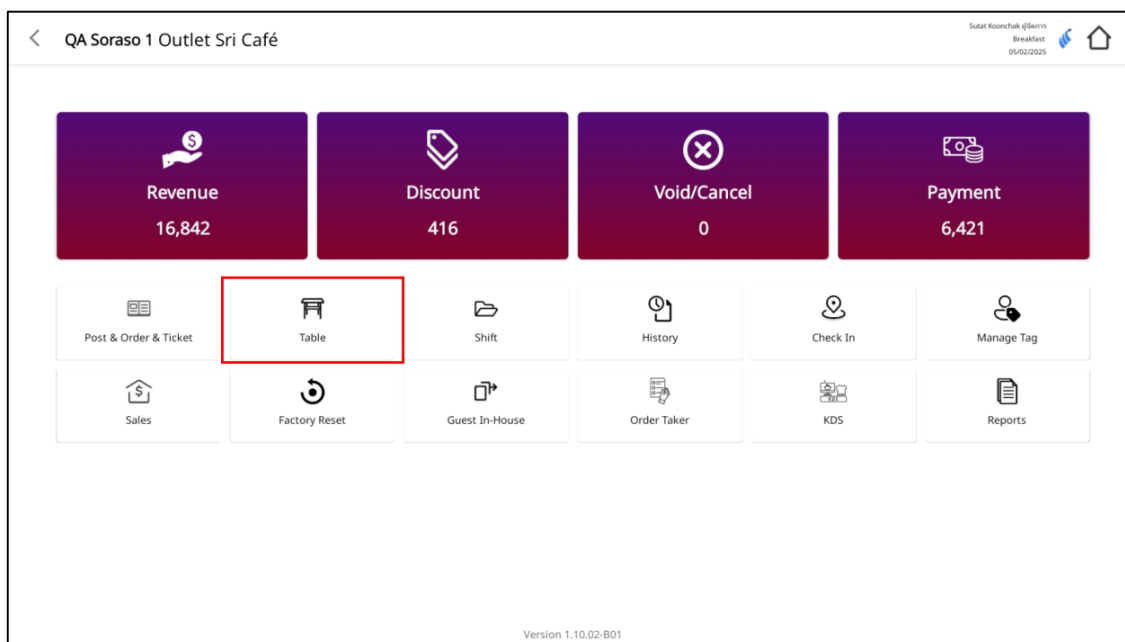


6. Edit information of guest

The Edit Check function allows you to update table and guest details after an order has been created. This is useful for correcting information such as the number of guests, guest type, or customer details.

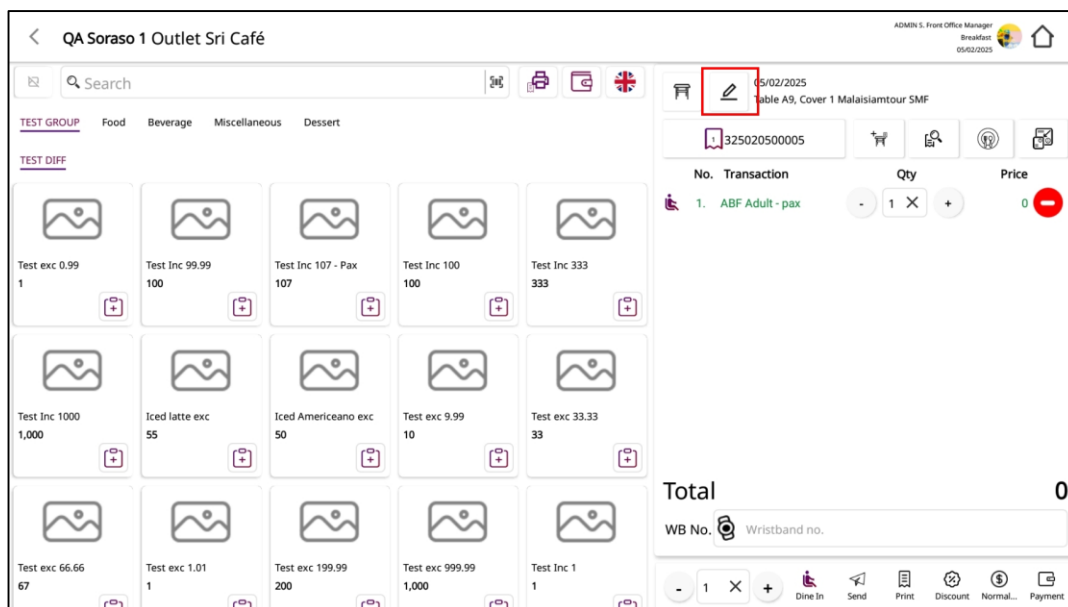
To perform the task:

1. Go to the table list and select the table you want to edit.

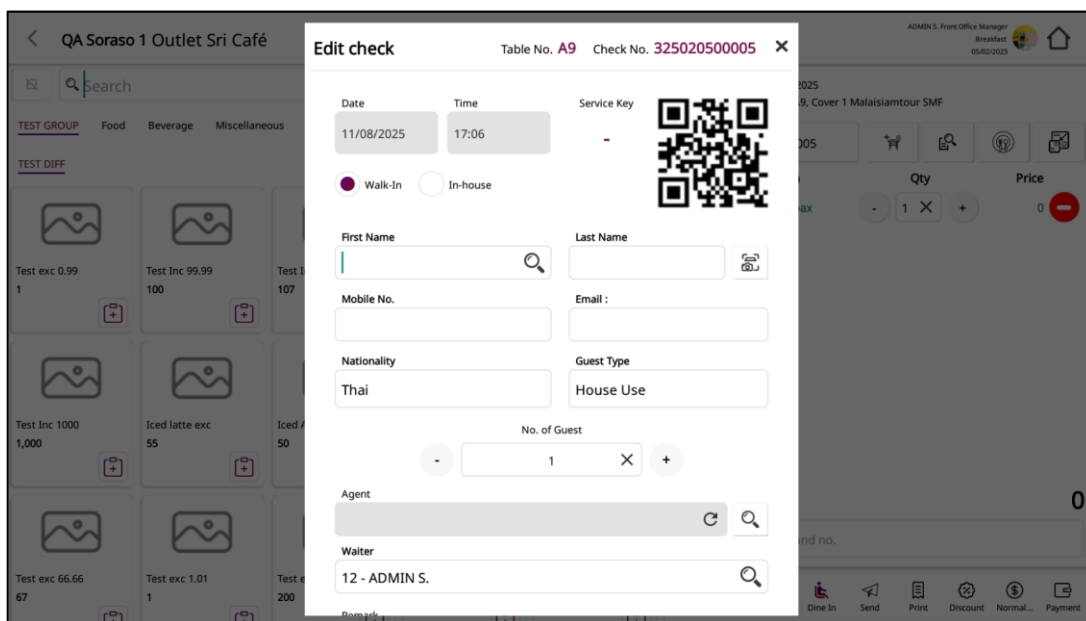


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- Click the pencil icon (Edit Check) at the top of the screen.



- The Edit Check window will appear
- Update the details as needed, such as date, time, guest type, number of guests, and guest information.



5. To search for names by guest type, click the magnifying glass icon in the First Name or Agent field.

- ☐ A search window will appear.
- ☐ You can filter and find names based on Guest Type for faster selection.

Search Guest

Scan Wristband

Notices

Comment

Preference

Caveats

Signature

Room No.	Guest Name	Company Name	Departure
W202	ToDAY2 SMF		11/05/2025 12:00
W207	KANNIKA SMF		01/11/2025 12:00
W208	ANNI SMF	C-Monthly	01/11/2025 12:00
W211	ANNI SMF	C-Monthly	05/03/2025 12:00
W212	AU test hg		10/02/2025 12:00
W214	Sansunee Rara	C-Monthly	30/06/2025 12:00
W215	LUNAJUNG JUNG	C-Monthly	31/12/2025 12:00
W303	AU test hg		06/02/2025 12:00
W307	ขุนพิชญ์ SMF	C-Monthly	31/05/2025 12:00
W308	ณัฐพงษ์ SMF	C-Monthly	31/03/2025 12:00
W308	Noppamas SMF	C-Monthly	31/03/2025 12:00
W309	Helen HA		06/02/2025 12:00
W310	W310		06/02/2025 12:00

Select

Cancel

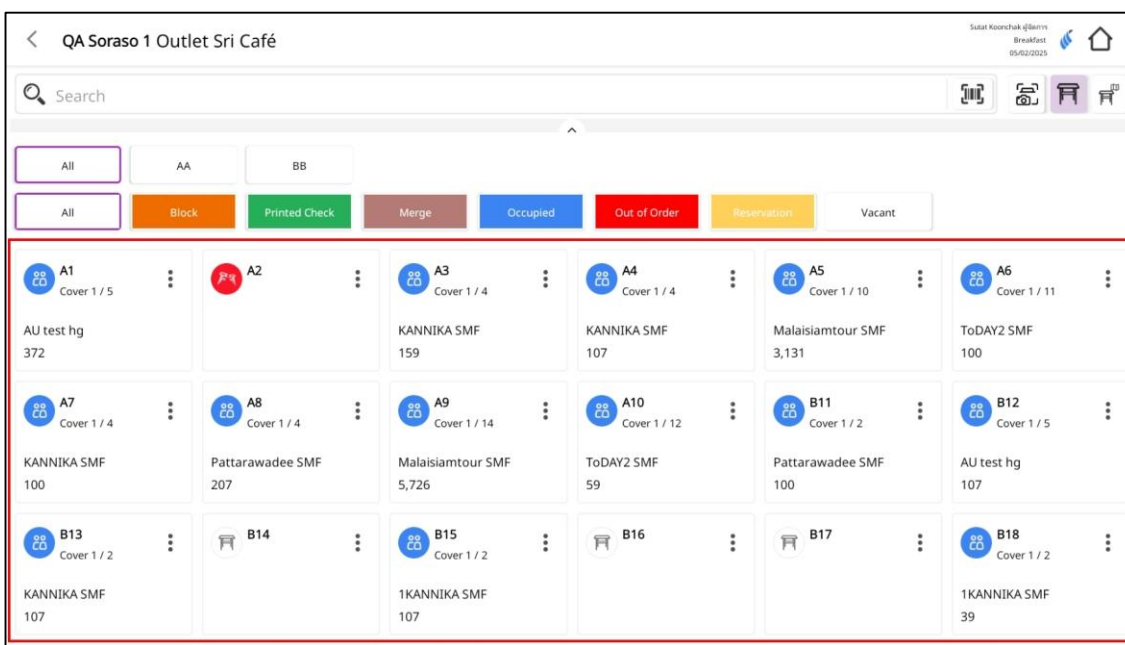
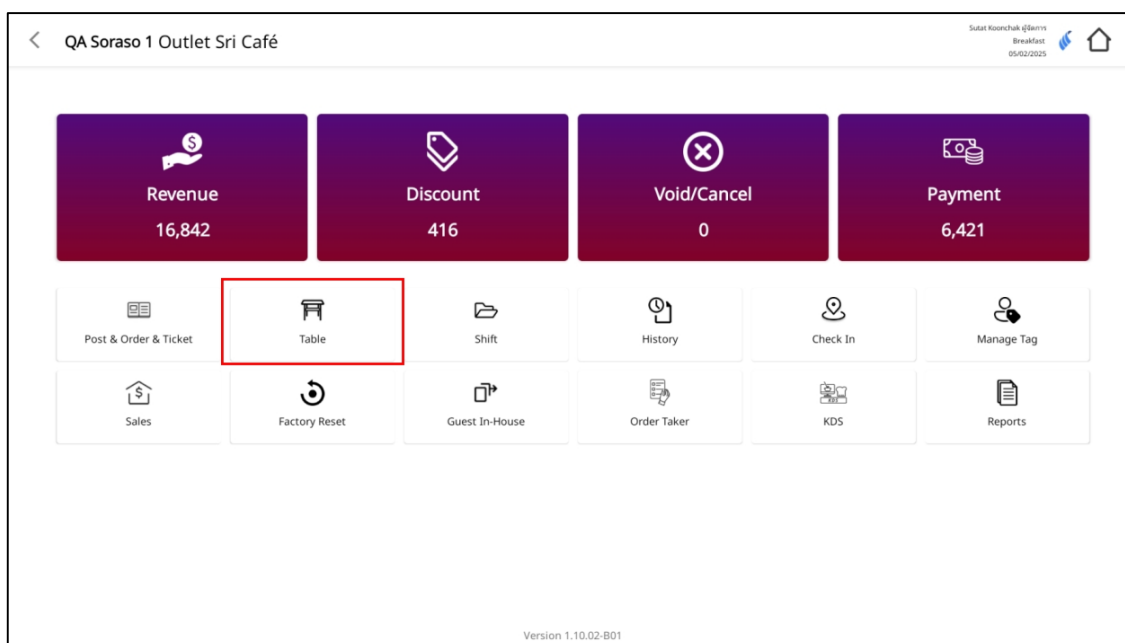
6. Once changes are complete, click Confirm to apply the updates.

7. Resend Order

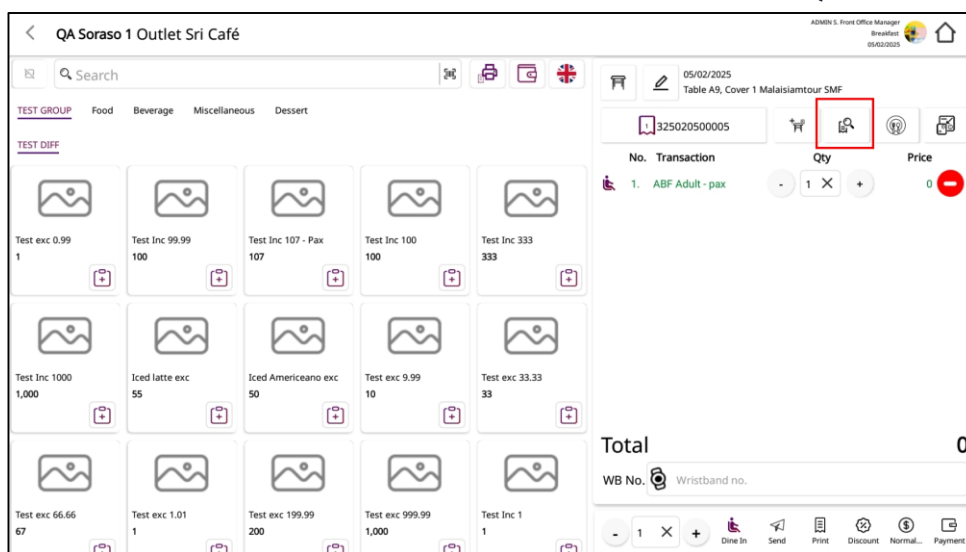
The Resend Order function is used to send previously sent items to the kitchen again — for example, to reprint a kitchen slip or notify the kitchen to prepare again.

To perform the task:

1. Go to the table's order screen (a table must be selected first)



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QA Soraso 1 Outlet Sri Café

ADMIN 5, Front Office Manager Breakfast 05/02/2025

05/02/2025 Table A9, Cover 1 Malaisiamtour SMF

325020500005

No. Transaction Qty Price

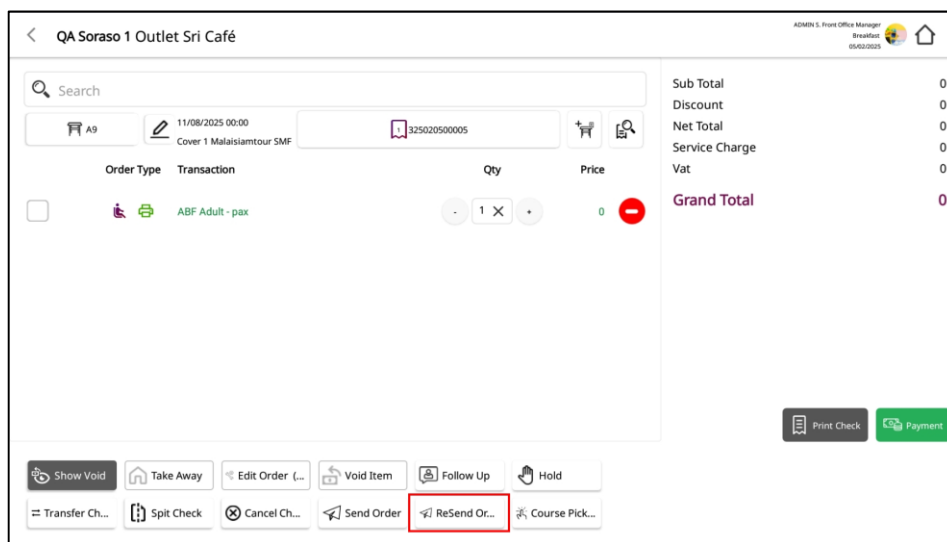
1. ABF Adult - pax 1 X + 0

Total 0

WB No. Wristband no.

1 X + Dine In Send Print Discount Normal... Payment

2. Click the View Check button to review the order
3. Select the items you want to resend (only items already sent to the kitchen are eligible)
4. Click the Resend Order button in the bottom action menu



QA Soraso 1 Outlet Sri Café

ADMIN 5, Front Office Manager Breakfast 05/02/2025

11/08/2025 00:00 Cover 1 Malaisiamtour SMF

325020500005

Order Type Transaction Qty Price

ABF Adult - pax 1 X + 0

Sub Total 0
 Discount 0
 Net Total 0
 Service Charge 0
 Vat 0
 Grand Total 0

Show Void Take Away Edit Order (...) Void Item Follow Up Hold

Transfer Ch... Split Check Cancel Ch... Send Order ReSend Or... Course Pick...

Print Check Payment

5. A kitchen slip will be printed again for the selected items

Queue:10	
Re-Order	
QA Soraso 1	
Shift : Breakfast	
Table No: A1	Cover: 1
Check No: 6425020500005	Zone: AA
Input Date : 05/02/2025 12:17	
Print By : Sutat Koonchak	
Print Time : 12:17	
Item Menu	Qty
ABF Children - tiki 2	1

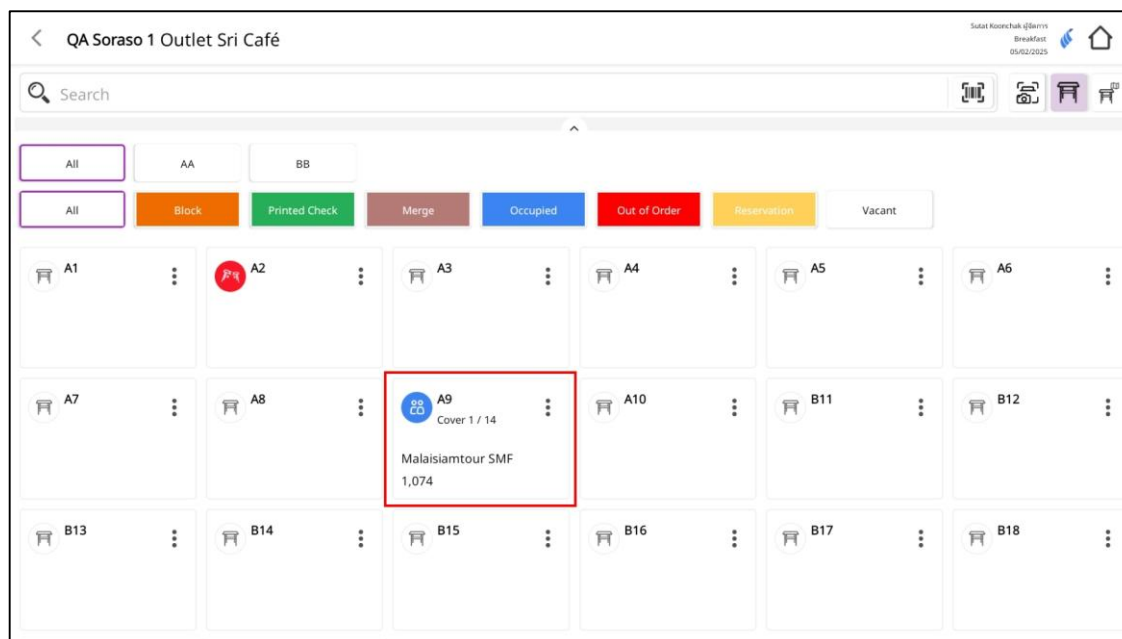
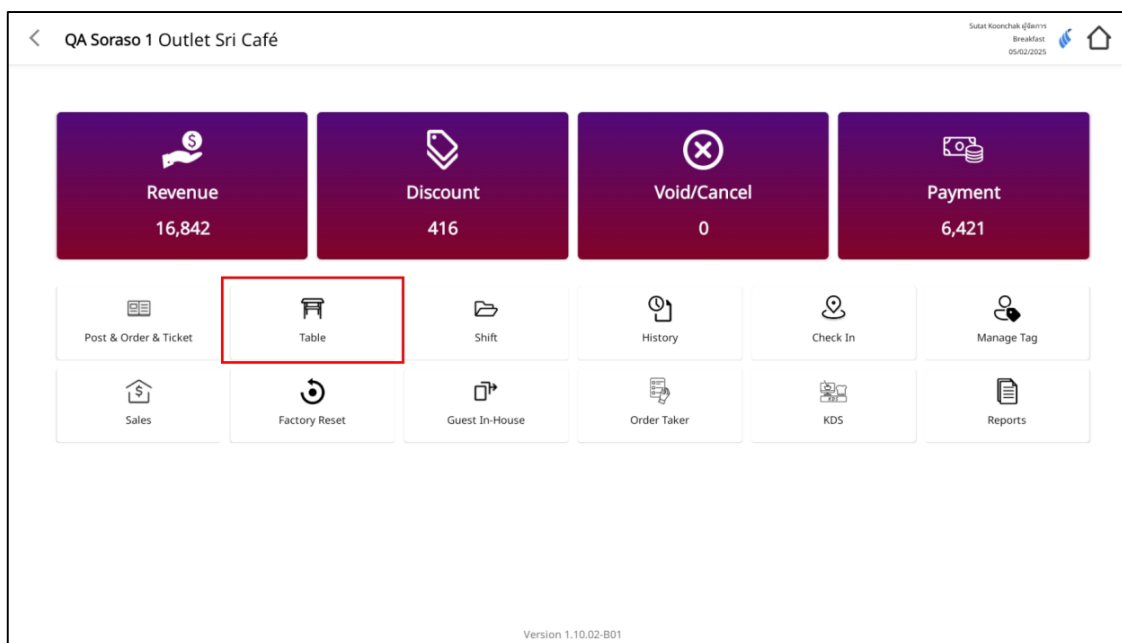
Note: Only items that have already been sent to the kitchen can be resent.

8. Make Course

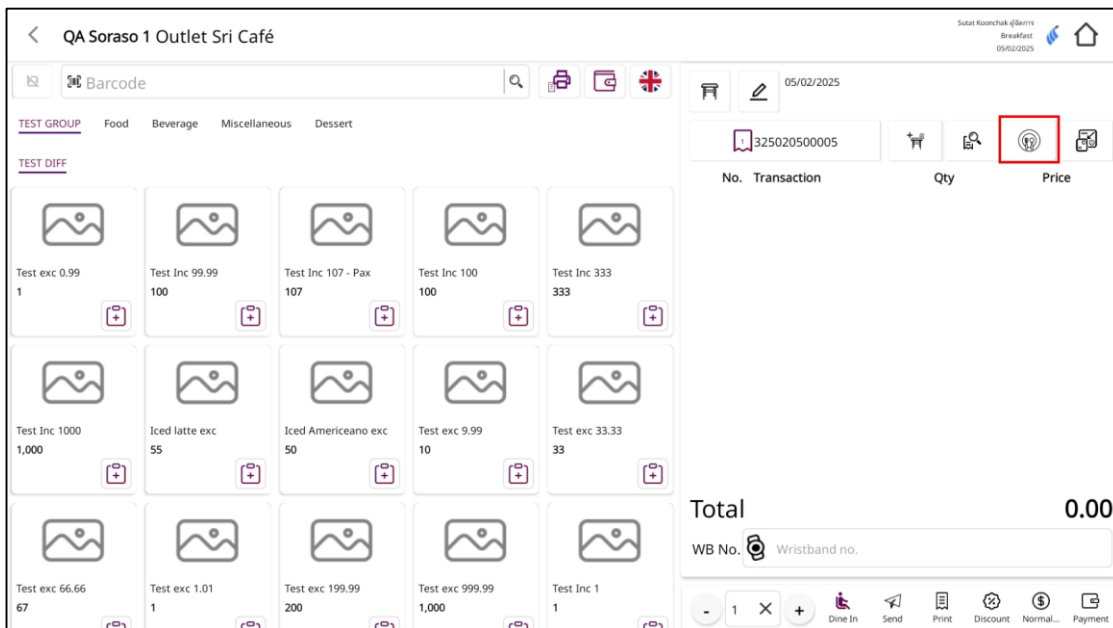
The Make Course feature allows staff to organize ordered menu items into meal courses (e.g., appetizer, main course, dessert) for better sequence control during service.

To perform the task:

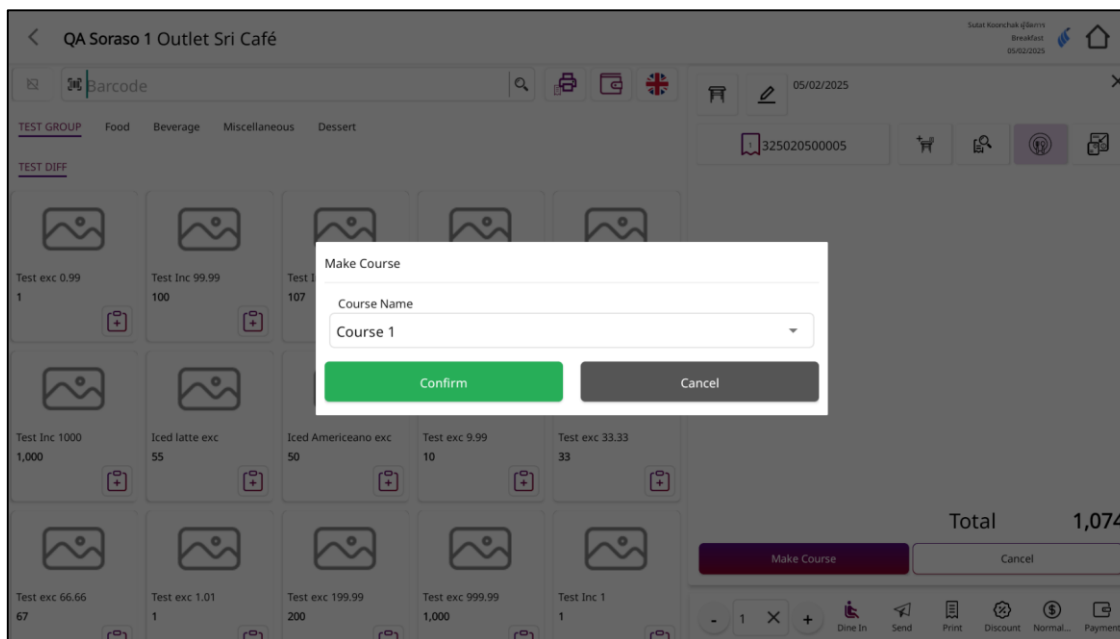
1. Go to the Table View and select a table that you want to place the order for.



- Once inside the selected table, click the Spoon and Fork icon at the top-right of the order panel.



- Click the Make Course button shown at the bottom of the screen.
- In the popup window:
 - ☐ Choose or enter the desired Course Name (e.g., Course 1, Course 2)
 - ☐ Click Confirm

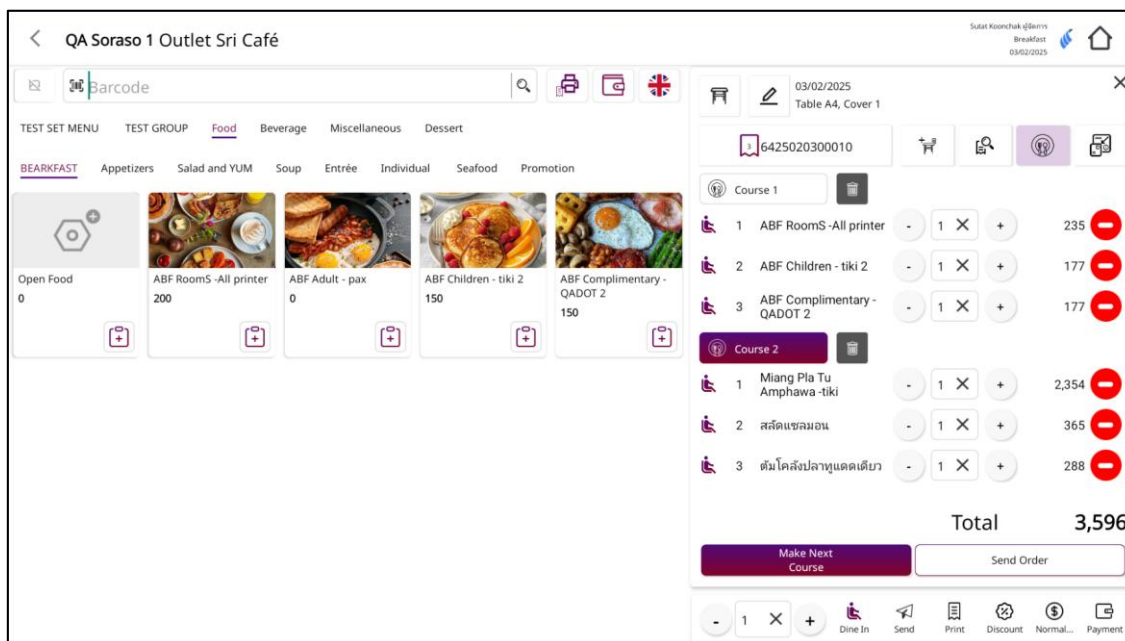


- Start placing menu orders as usual.

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- ☐ All items ordered during this period will be automatically grouped under the selected course.

6. To create the next course, click Make Next Course



The screenshot shows the QA Soraso 1 Outlet Sri Café POS system interface. The top bar displays the outlet name, a barcode search field, and navigation icons. The main menu is categorized by TEST SET MENU, TEST GROUP, and Food (selected). The Food menu includes BEARFAST, Appetizers, Salad and YUM, Soup, Entrée, Individual, Seafood, and Promotion. The right sidebar shows the order details for Table A4, Cover 1, dated 03/02/2025. It lists two courses: Course 1 and Course 2. Course 1 includes 1 ABF RoomS - All printer (235), 2 ABF Children - tiki 2 (177), and 3 ABF Complimentary - QADOT 2 (177). Course 2 includes 1 Miang Pla Tu Amphawa - tiki (2,354), 2 สลัดแซลมอน (365), and 3 ต้มโคล้งปลาหมึกสดเต้าหู้ (288). The total amount is 3,596. At the bottom, there are buttons for 'Make Next Course' and 'Send Order', along with a row of icons for Dine In, Send, Print, Discount, Normal..., and Payment.

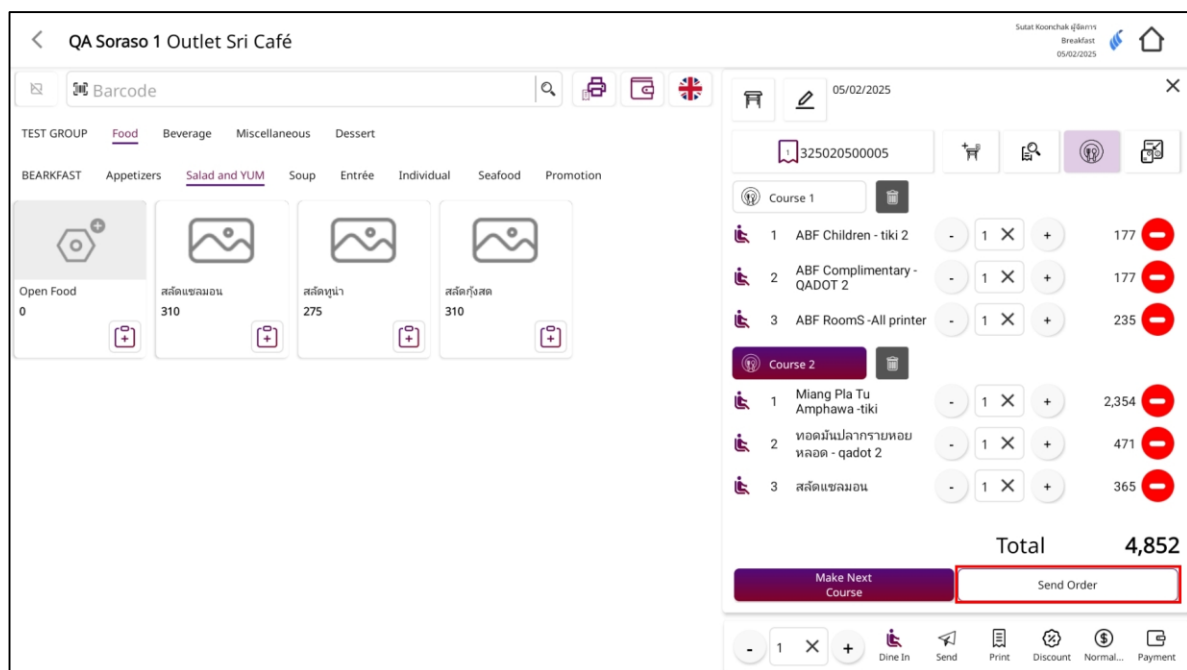
Note: Using the course function helps organize food service timing and improves the overall workflow between service and kitchen.

8.1. Send Order Course

The Send Order function is used to send the current list of ordered items to the kitchen or respective station to begin preparation.

To perform the task:

1. Review the ordered items on the right-hand side of the screen
2. If using Courses, items will be grouped accordingly
3. Click the Send Order button at the bottom-right corner



4. The system will send all unsent items to the kitchen printer based on system configuration

Queue:13

Captain Order

QA Soraso 1
 Shift : Breakfast
 Table No: A1 Cover: 1
 Check No: 6425020500005 Zone: AA
 Input Date : 05/02/2025 12:21
 Print By : Sutat Koonchak
 Print Time : 12:21

Course 1	
1	Miang Pla Tu Amphawa -tiki
1	สลัดแซลมอน

Queue:13

Captain Order

QA Soraso 1
 Shift : Breakfast
 Table No: A1 Cover: 1
 Check No: 6425020500005 Zone: AA
 Input Date : 05/02/2025 12:21
 Print By : Sutat Koonchak
 Print Time : 12:21

Course 2	
1	Chả giò cá thu Mae Klong - tiki 2
1	ABF Children - tiki 2

Note: “To void a menu item, click the red button next to the item”

“If the item has already been sent to the kitchen, the system will print a Void Order slip”

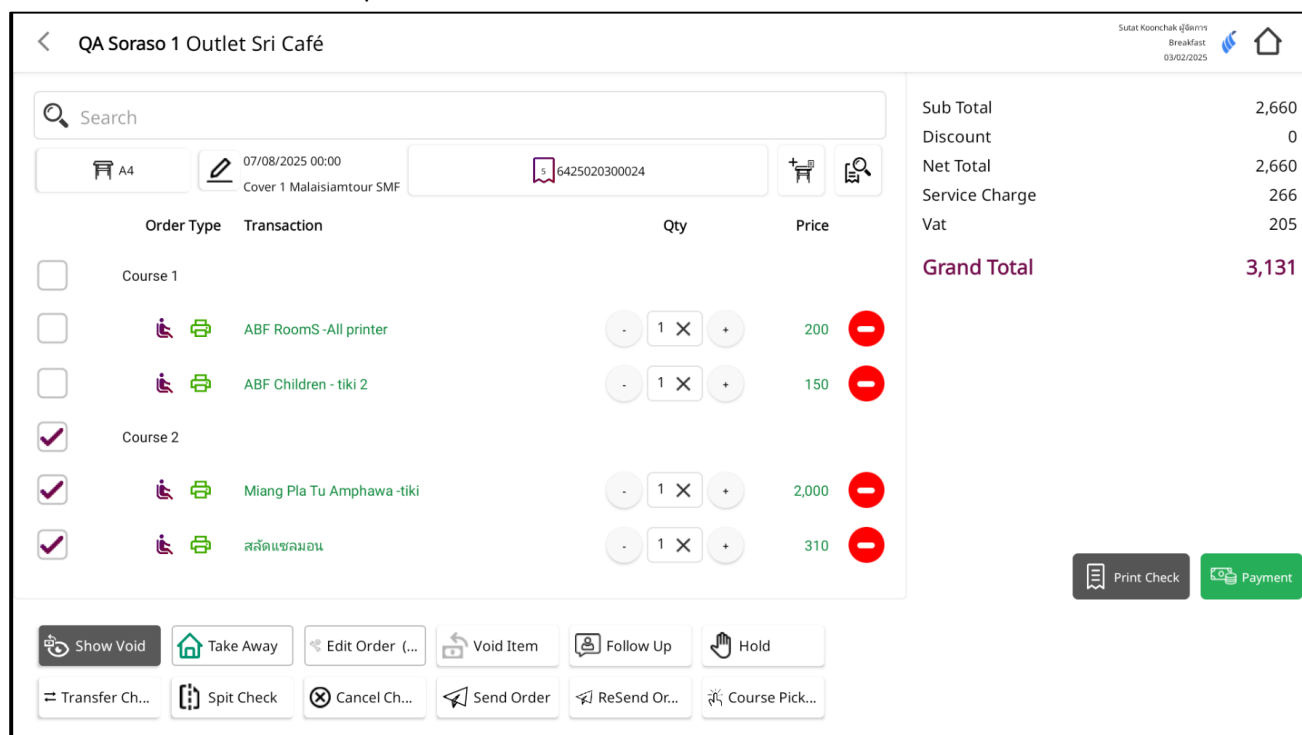
“If the item has not been sent, it can be deleted immediately without printing a void slip”

8.2. Follow up

The Follow Up function is used to notify the kitchen or service station that selected food items are delayed or still pending, prompting them to check or expedite the preparation.

To perform the task:

1. Go to the table's order screen (a table must be selected first)
2. Select the items you want to follow up by checking the boxes next to each item
3. Click the Follow Up button at the bottom action menu



The screenshot shows the QA Soraso 1 Outlet Sri Café order screen. At the top, there's a search bar and a header with the outlet name. Below the header, there's a table of items with columns for Order Type, Transaction, Qty, and Price. The items are grouped into Course 1 and Course 2. Course 1 includes ABF RoomS -All printer and ABF Children - tiki 2. Course 2 includes Miang Pla Tu Amphawa -tiki and สลัดแซลมอน. The items in Course 2 are checked. To the right of the table, there's a summary section showing Sub Total (2,660), Discount (0), Net Total (2,660), Service Charge (266), Vat (205), and Grand Total (3,131). At the bottom, there's a row of action buttons: Show Void, Take Away, Edit Order (...), Void Item, Follow Up, Hold, Transfer Ch..., Split Check, Cancel Ch..., Send Order, ReSend Or..., and Course Pick... The Follow Up button is highlighted.

4. The system will:
 - ☐ Send a follow-up notification to the kitchen printer (as configured)
 - ☐ Highlight the followed-up items with a red background to visually indicate they have been followed up

QA Soraso 1 Outlet Sri Café

Sutat Koonchak g@msr

Breakfast

05/02/2025

Search

A4

07/08/2025 00:00

Cover 1 Malaisiamtour SMF

6425020300010

Order Type	Transaction	Qty	Price
☐	Course 1		
☐	ABF RoomS -All printer	1	200
☐	ABF Children - tiki 2	1	150
☐	Course 2		
☐	Miang Pla Tu Amphawa -tiki	1	2,000
☐	สลัดแฉะมอญ	1	310

Sub Total

2,660

Discount

0

Net Total

2,660

Service Charge

266

Vat

205

Grand Total

3,131

Print Check

Payment

Show Void

Take Away

Edit Order (...)

Void Item

Follow Up

Hold

Transfer Ch...

Spit Check

Cancel Ch...

Send Order

ReSend Or...

Course Pick...

Queue:13

Captain Order(FOLLOW UP)

QA Soraso 1

Shift : Breakfast

Table No: A1

Check No: 6425020500005

Input Date : 05/02/2025 12:23

Print By : Sutat Koonchak

Print Time : 12:23

Cover: 1

Zone: AA

Item Menu	Qty
Chả giò cá thu Mae Klong - tiki 2	1
ABF Children - tiki 2	1

Version : 11.01
Last Updated : 07 Aug 2025
Author : QA Team

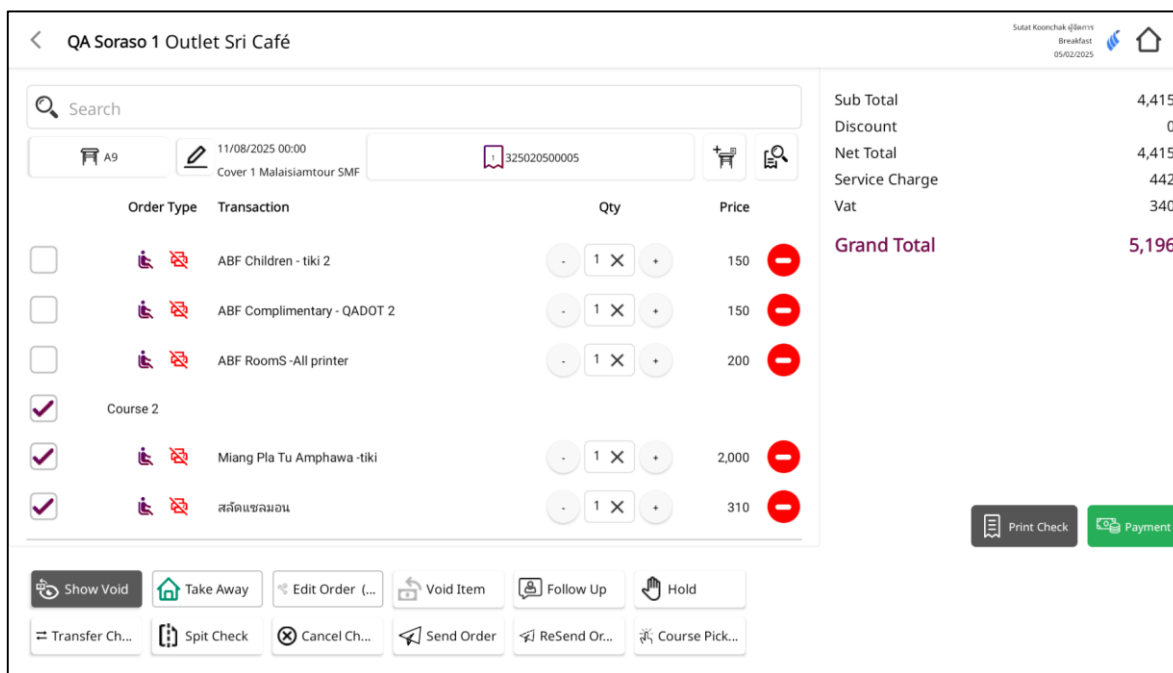
Note: The Follow Up function does not change the order status; it serves purely as a visual and operational reminder that the items are pending or delayed. Followed-up items are highlighted with a red background for easy identification.

8.3. Hold

The Hold function is used to mark certain items as "not to be prepared yet" or "to be made later", typically when waiting for customer confirmation or grouping with other items.

To perform the task:

1. Go to the table's order screen (a table must be selected first)
2. Select the items you want to Hold
3. Click the Hold button in the bottom action menu



The screenshot shows the order management interface for QA Soraso 1 Outlet Sri Café. The top bar displays the outlet name, date (11/08/2025 00:00), and a unique order ID (325020500005). The main area lists items with checkboxes for selection and a 'Hold' button (represented by a hand icon) for each item. The items are:

Order Type	Transaction	Qty	Price
☐	ABF Children - tiki 2	1	150
☐	ABF Complimentary - QADOT 2	1	150
☐	ABF RoomS -All printer	1	200
☒	Course 2		
☒	Miang Pla Tu Amphawa -tiki	1	2,000
☒	เครื่องดื่ม	1	310

On the right side, a summary of the order is shown:

Sub Total	4,415
Discount	0
Net Total	4,415
Service Charge	442
Vat	340
Grand Total	5,196

At the bottom, there is a row of action buttons: Show Void, Take Away, Edit Order (...), Void Item, Follow Up, Hold, Transfer Ch..., Split Check, Cancel Ch..., Send Order, ReSend Or..., and Course Pick... The 'Hold' button is highlighted in the bottom action menu.

- Held items will be shown with a gray background and a hold icon to indicate they are on hold for later preparation

QA Soraso 1 Outlet Sri Café

Sutat Koonchak @Sermo Breakfast 03/02/2025

Search

A4

07/08/2025 00:00

Cover 1 Malaisiamtour SMF

6425020300010

Order Type	Transaction	Qty	Price
☐	Course 1		
☐	ABF RoomS -All printer	1	200
☐	ABF Children - tiki 2	1	150
☐	Course 2		
☒	Miang Pla Tu Amphawa -tiki	1	2,000
☒	ส้มตำแซ่บ	1	310

Sub Total

2,660

Discount

0

Net Total

2,660

Service Charge

266

Vat

205

Grand Total

3,131

Print Check

Payment

Show Void

Take Away

Edit Order (...)

Void Item

Follow Up

Hold

Transfer Ch...

Split Check

Cancel Ch...

Send Order

ReSend Or...

Course Pick...

Queue:13

Captain Order(HOLD)

QA Soraso 1

Shift : Breakfast

Table No: A1

Check No: 6425020500005

Input Date : 05/02/2025 12:25

Print By : Sutat Koonchak

Print Time : 12:25

Cover: 1

Zone: AA

Item Menu	Qty
Chả giò cá thu Mae Klong - tiki 2	1
ABF Children - tiki 2	1

Note: When Hold is used, a Hold slip is printed to the kitchen to tell them not to prepare the item yet

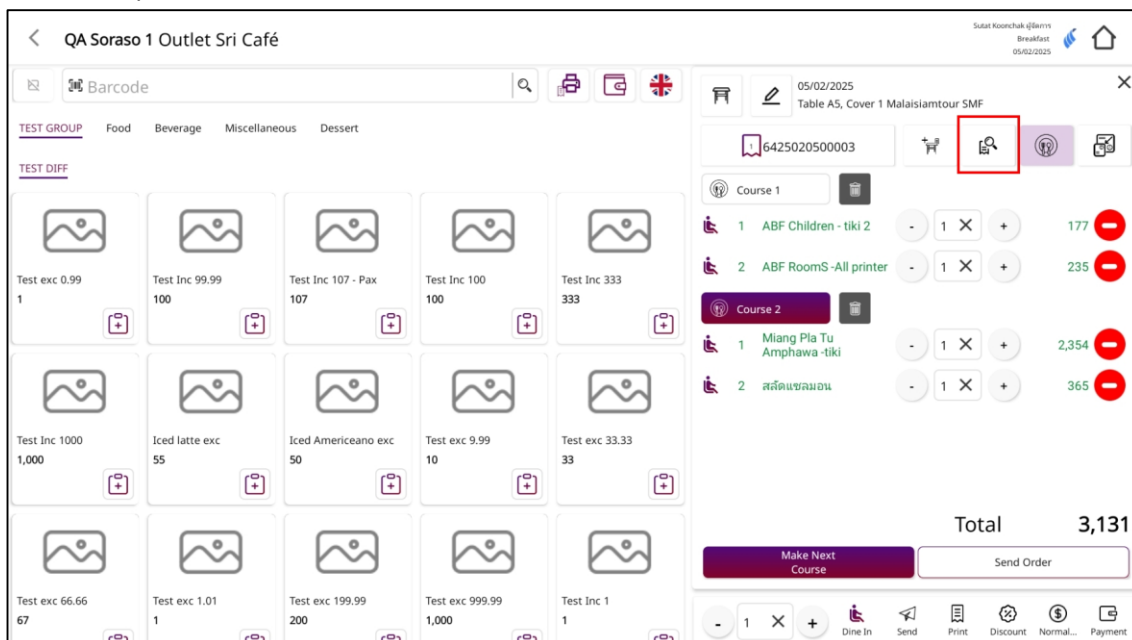
8.4. Pick up

Purpose: Print a pick-up slip for a course that has already been sent to the kitchen.

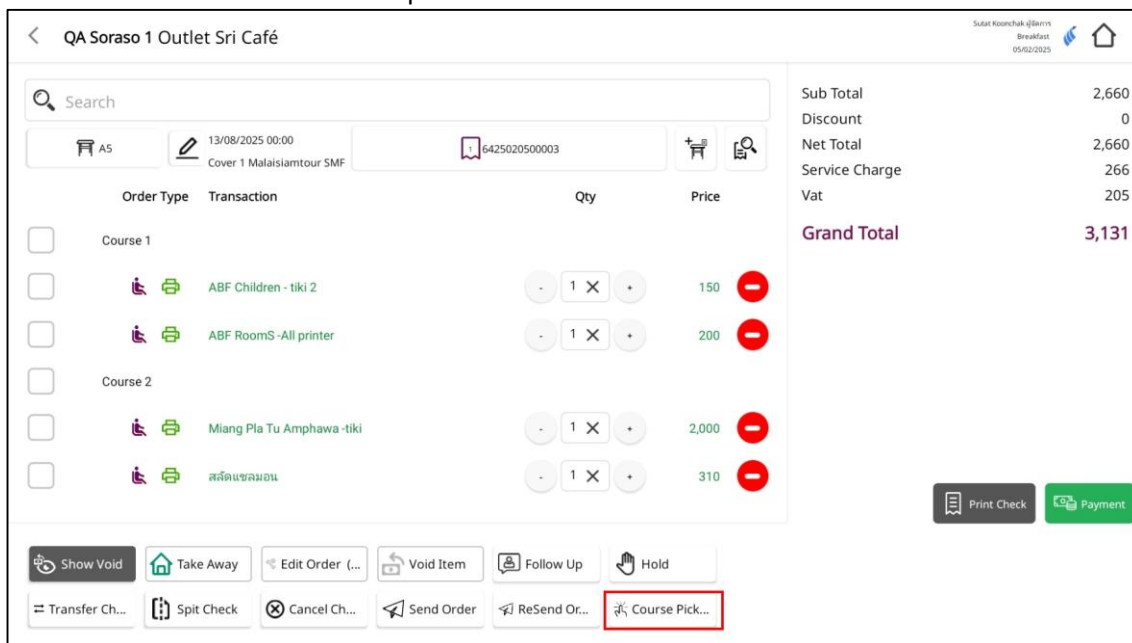
Prerequisite: Items in the course must have been sent to the kitchen (only sent items are eligible).

To perform the task:

1. Open the table's order screen.



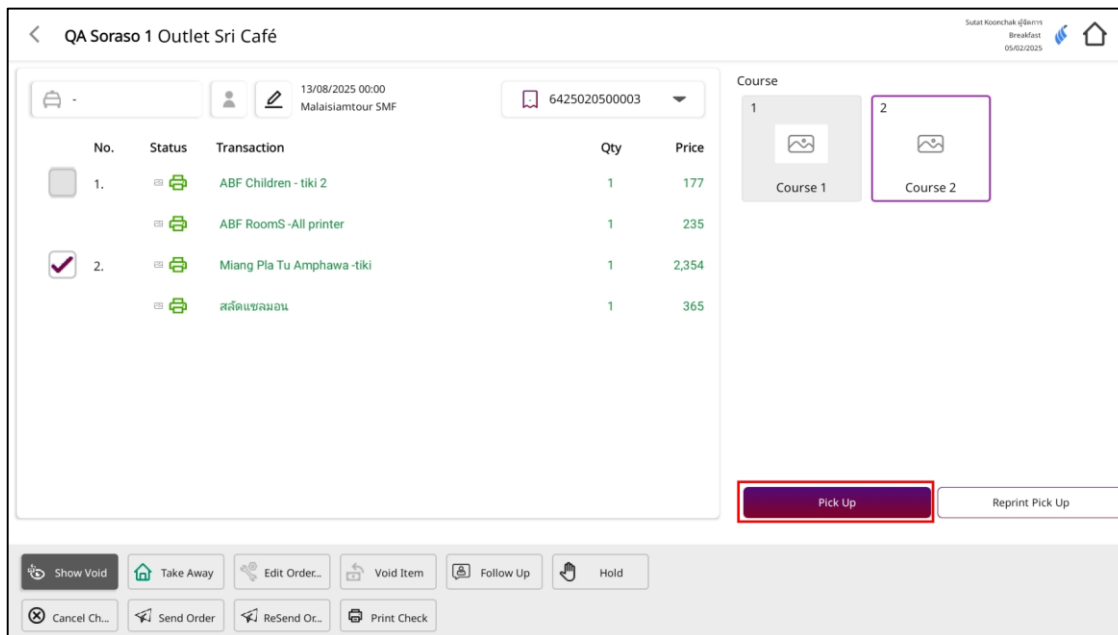
2. Click View Check then tap Course Pick



Version : 11.01
Last Updated : 07 Aug 2025
Author : QA Team

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 Last Updated : 07 Aug 2025
 Author : QA Team

- In the Course panel, choose the course you want to pick up.
 - To pick up Course 2, select it first so it becomes the active course.



QA Soraso 1 Outlet Sri Café

13/08/2025 00:00
Malaisiamtour SMF

6425020500003

No.	Status	Transaction	Qty	Price
1.		ABF Children - tiki 2	1	177
		ABF RoomS -All printer	1	235
2.		Miang Pla Tu Amphawa -tiki	1	2,354
		สวัสดีแขกน้อย	1	365

Course 1 Course 2

Pick Up Reprint Pick Up

Show Void Take Away Edit Order... Void Item Follow Up Hold

Cancel Ch... Send Order ReSend Or... Print Check

- Click Pick Up.

Queue:13

Pick Up

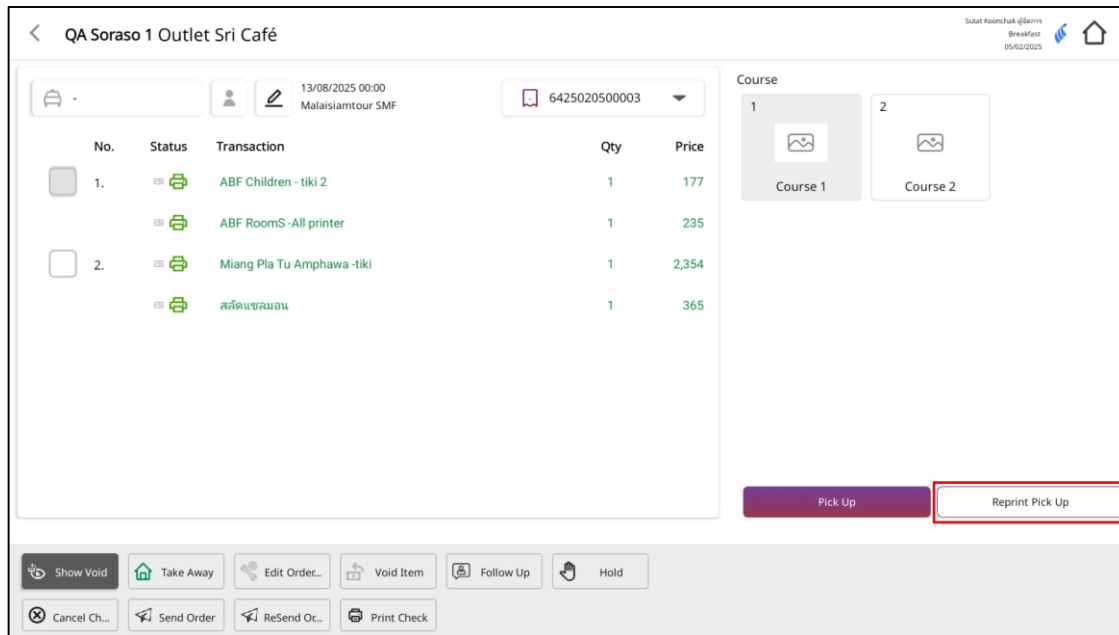
QA Soraso 1
Shift : Breakfast
Table No: A1
Check No: 6425020500005
Input Date : 05/02/2025 12:26
Print By : Sutat Koonchak
Print Time : 12:26

Cover: 1
Zone: AA

Course 2

1	Chả giò cá thu Mae Klong - tiki 2
1	ABF Children - tiki 2

5. If the outlet has Auto Pick-Up Print enabled in configuration, the system will automatically print the Pick Up slip.



QA Soraso 1 Outlet Sri Café

13/08/2025 00:00
Malaisiamtour SMF

6425020500003

No.	Status	Transaction	Qty	Price
1.		ABF Children - tiki 2	1	177
		ABF RoomS -All printer	1	235
2.		Miang Pla Tu Amphawa -tiki	1	2,354
		เครื่องดื่ม	1	365

Course 1 Course 2

Pick Up Reprint Pick Up

Show Void Take Away Edit Order... Void Item Follow Up Hold Cancel Ch... Send Order ReSend Or... Print Check

Note: If the Pick Up slip is lost, use Reprint Pick Up to print it again.

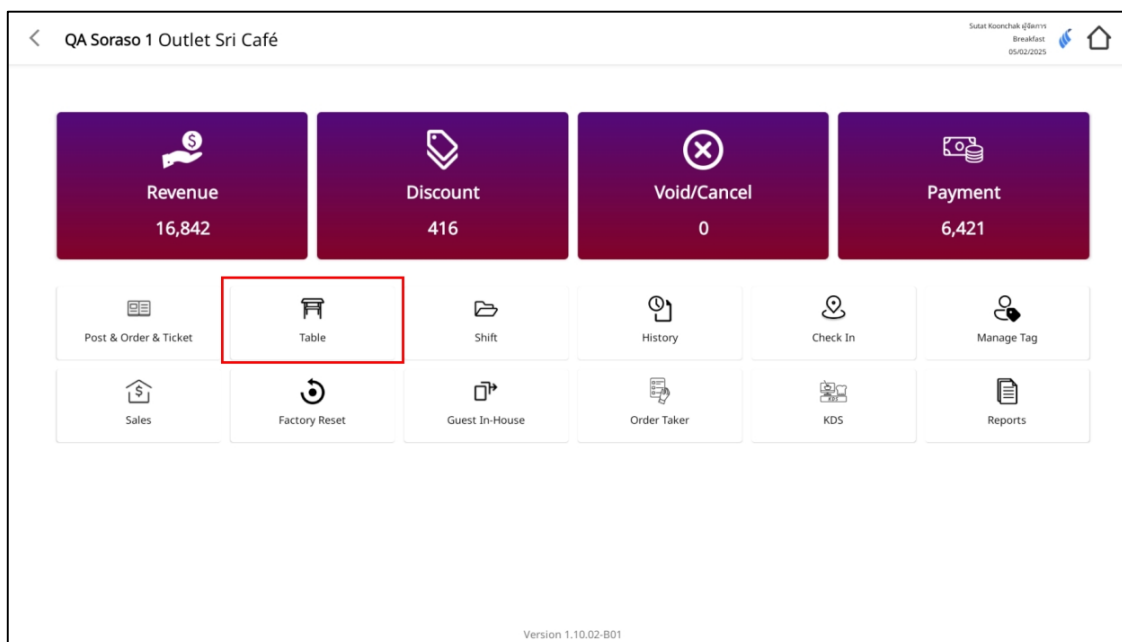
9. Discount by item, By Group

This function is used to apply discounts to products or services. You can choose to discount specific items, a group/category of items, or the entire bill.

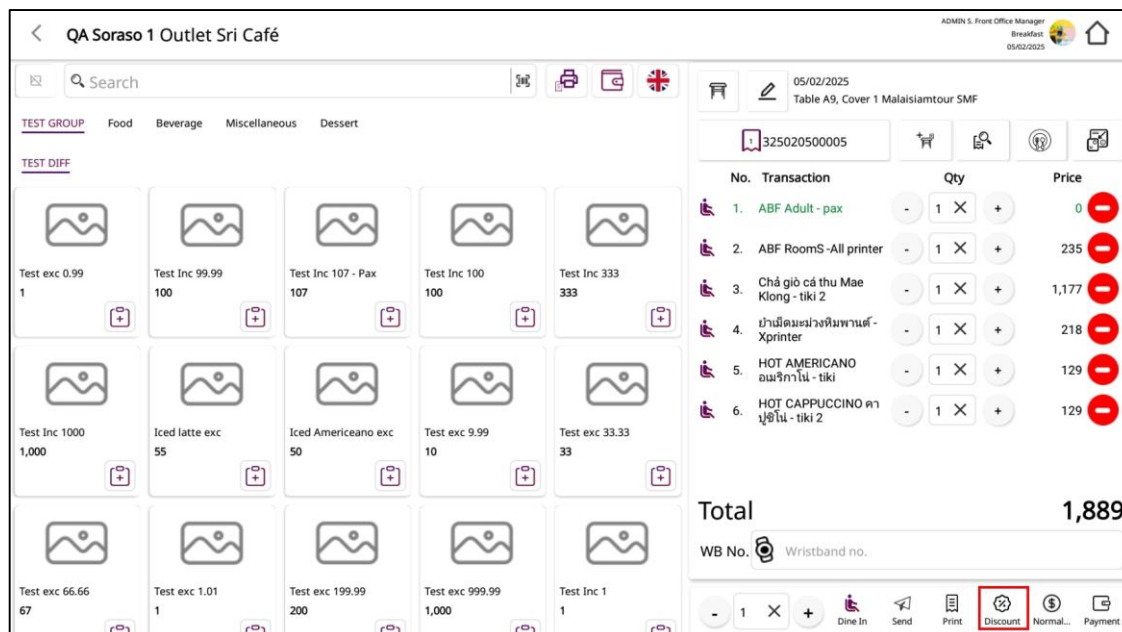
9.1 Discount by Item

To perform the task:

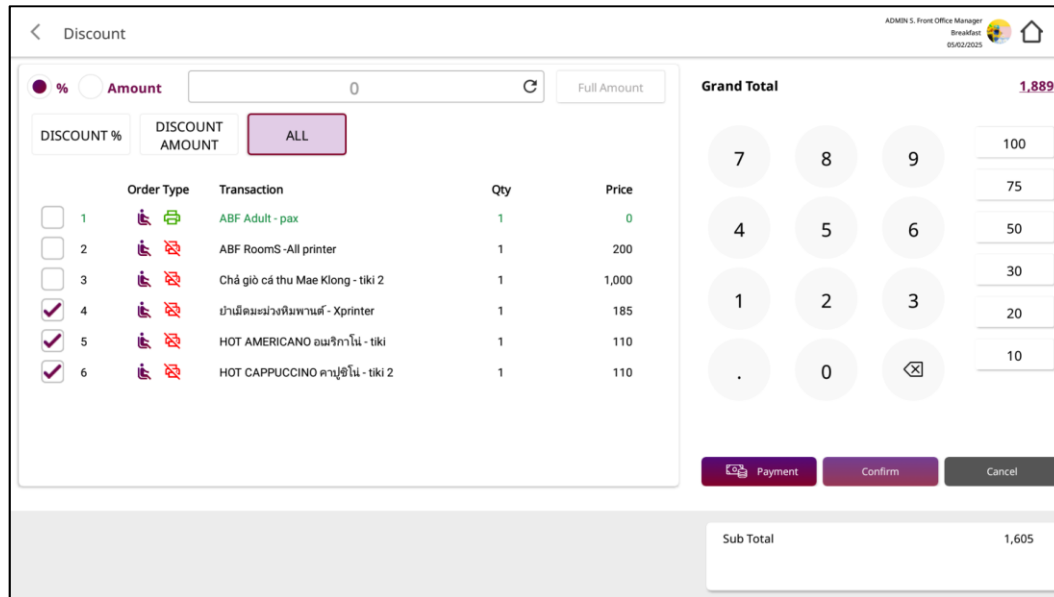
1. Go to the order screen for the selected table.



2. Tap the Discount Icon button.



3. Select the specific items you want to discount (tick only the desired items).



Discount

ADMIN S. Front Office Manager
 Breakfast
 05/02/2025

DISCOUNT % DISCOUNT AMOUNT ALL

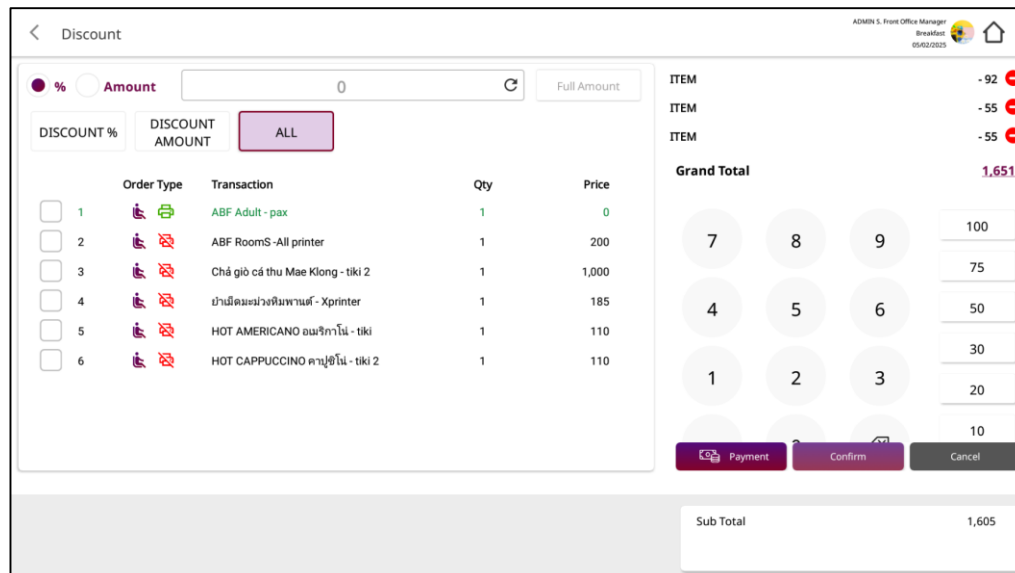
	Order Type	Transaction	Qty	Price
☐	1	ABF Adult - pax	1	0
☐	2	ABF RoomS -All printer	1	200
☐	3	Chá giò cá thu Mae Klong - tiki 2	1	1,000
☒	4	อาหารเช้าโรงแรมพาร์ก - Xprinter	1	185
☒	5	HOT AMERICANO อาหารเช้า - tiki	1	110
☒	6	HOT CAPPUCCINO อาหารเช้า - tiki 2	1	110

Grand Total 1,889

Payment Confirm Cancel

Sub Total 1,605

4. Choose discount type: % (percentage) or Amount (fixed value).
5. Enter the percentage or amount to be discounted.
6. Tap Confirm to apply the discount.



Discount

ADMIN S. Front Office Manager
 Breakfast
 05/02/2025

DISCOUNT % DISCOUNT AMOUNT ALL

	Order Type	Transaction	Qty	Price
☐	1	ABF Adult - pax	1	0
☐	2	ABF RoomS -All printer	1	200
☐	3	Chá giò cá thu Mae Klong - tiki 2	1	1,000
☐	4	อาหารเช้าโรงแรมพาร์ก - Xprinter	1	185
☐	5	HOT AMERICANO อาหารเช้า - tiki	1	110
☐	6	HOT CAPPUCCINO อาหารเช้า - tiki 2	1	110

ITEM -92
 ITEM -55
 ITEM -55

Grand Total 1,651

Payment Confirm Cancel

Sub Total 1,605


SMARTSORASO 1
 QA Soraso 1

Tel: . Fax: .
 E-Mail: qa@smartfinder.asia
 Tax ID: 99999666666

PRINT CHECK

Sri Café

Cashier Name: Sutat Koonchak
 TBL : A1 Gst : 1
 Guest Name: AU test hg Room No: W212
 CHK : 6425020500005
 Bill date: 05/02/2025 Breakfast
 Print date: 14/08/2025
 Open Time : 14:54 Check Time: 12:30

1	ABF Children - tiki 2	150
	Discount 30%	-45
1	Miang Pla Tu Amphawa - tiki	2,000
	Discount 30%	-600
1	ส้มตำปูนา	310
1	Chả giò cá thu Mae Klong - tiki 2	1,000
1	ABF Children - tiki 2	150
Sub Total		3,610
Food		3,610
Disc. Food.(30%)		645
Total Discount		645
Net		2,965
Service		297
Vat.7.00(%)		228
Total Amount		3,490
Total Payment		0
Outstanding Balance		3,490

Tip :

*** Thank you ***

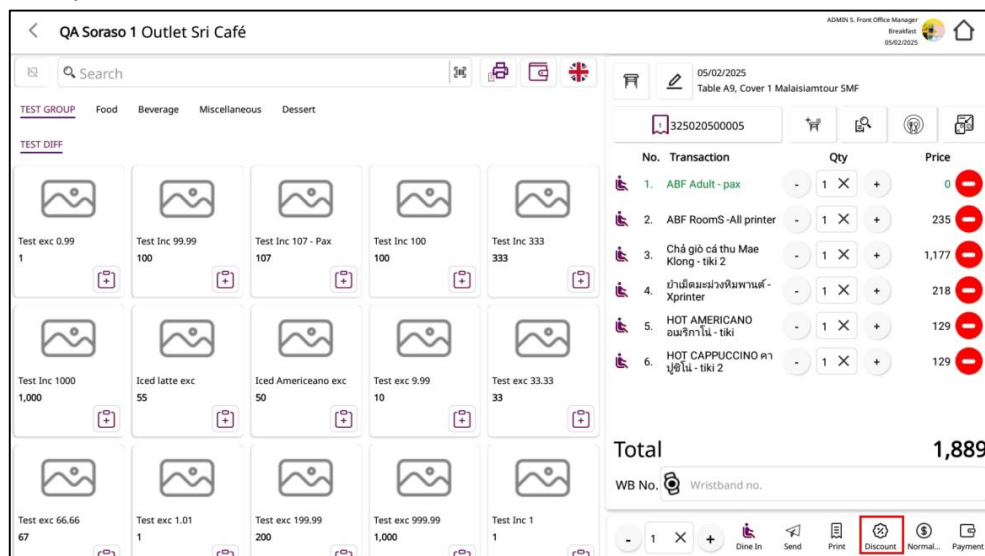
Note: If you apply Discount By Item, the discount will be shown individually for each item.

If you use Discount Amount for selected items, the discount value will be distributed proportionally to those items.

9.2. Discount by Group

To perform the task:

1. Go to the order screen for the selected table.
2. Tap the Discount button.



QA Soraso 1 Outlet Sri Café

05/02/2025
Table A9, Cover 1 Malaysia tour SMF

325020500005

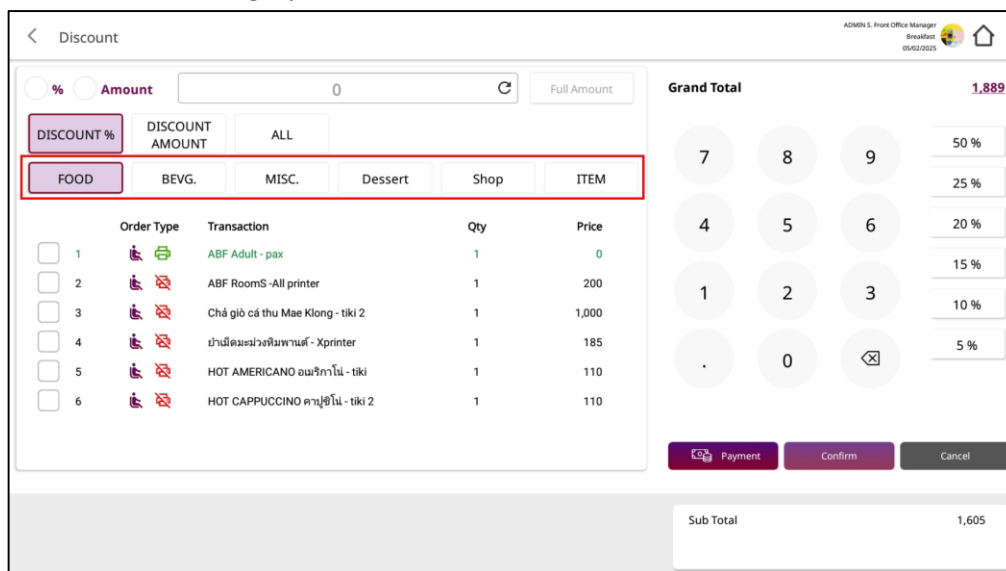
No. Transaction	Qty	Price
1. ABF Adult - pax	1	0
2. ABF RoomS - All printer	1	235
3. Chả giò cá thu Mae Klong - tiki 2	1	1,177
4. ยำเนื้อหมูย่างหั่นพริก - Xprinter	1	218
5. HOT AMERICANO อเมริกาโน่ - tiki	1	129
6. HOT CAPPUCCINO คาปูชิโน่ - tiki 2	1	129

Total 1,889

WB No. Wristband no.

Discount

3. Choose the category to be discounted, such as FOOD, BEVG., MISC., Dessert



Discount

% Amount 0 Full Amount

DISCOUNT % DISCOUNT AMOUNT ALL

FOOD BEVG. MISC. Dessert Shop ITEM

Order Type	Transaction	Qty	Price
☐ 1	ABF Adult - pax	1	0
☐ 2	ABF RoomS - All printer	1	200
☐ 3	Chả giò cá thu Mae Klong - tiki 2	1	1,000
☐ 4	ยำเนื้อหมูย่างหั่นพริก - Xprinter	1	185
☐ 5	HOT AMERICANO อเมริกาโน่ - tiki	1	110
☐ 6	HOT CAPPUCCINO คาปูชิโน่ - tiki 2	1	110

Grand Total 1,889

7 8 9 50 %

4 5 6 25 %

1 2 3 20 %

15 %

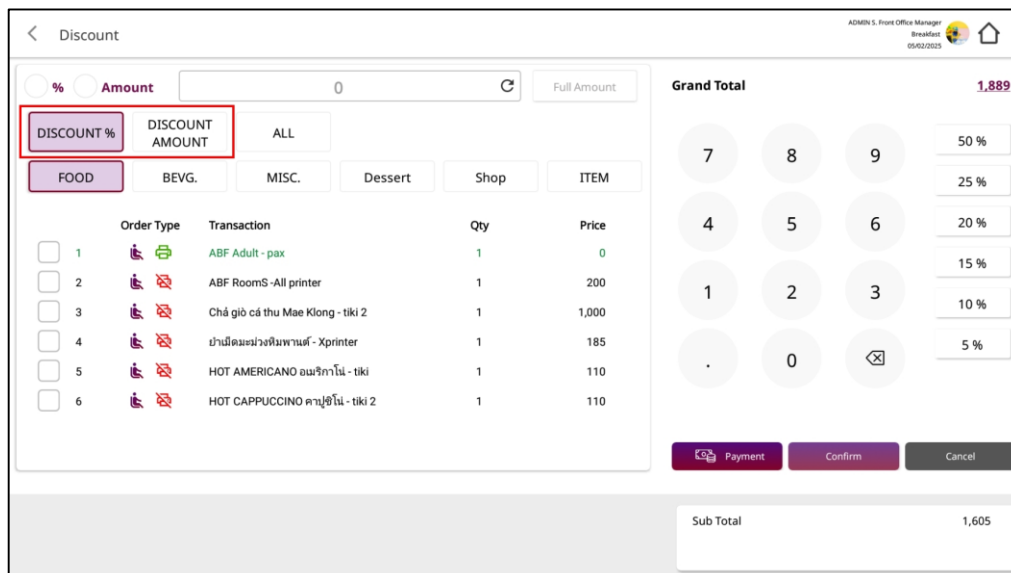
10 %

5 %

Payment Confirm Cancel

Sub Total 1,605

4. Choose discount type: % or Amount.



ADMIN S, Front Office Manager
Breakfast
05/02/2025

Discount

☐ % ☐ Amount Full Amount

DISCOUNT % DISCOUNT AMOUNT ALL

FOOD BEVG. MISC. Dessert Shop ITEM

Order Type	Transaction	Qty	Price
☐ 1	ABF Adult - pax	1	0
☐ 2	ABF RoomS - All printer	1	200
☐ 3	Chá giò cá thu Mae Klong - tiki 2	1	1,000
☐ 4	ข้าวต้มปลาหมึก - Xprinter	1	185
☐ 5	HOT AMERICANO อเมริกาโน่ - tiki	1	110
☐ 6	HOT CAPPUCCINO คาปูชิโน่ - tiki 2	1	110

Grand Total 1,889

7 8 9 50 %
4 5 6 25 %
1 2 3 20 %
10 %
5 %

Payment Confirm Cancel

Sub Total 1,605

5. Enter the percentage or amount to be discounted.

6. Tap Confirm to apply the discount.



SMARTSORASO 1
QA Soraso 1

Tel: . Fax: .
E-Mail: qa@smartfinder.asia
Tax ID: 9999966666

PRINT CHECK
Sri Café

Cashier Name: Sutat Koonchak
TBL : A1 Gst : 1
Guest Name: AU test hg Room No: W212
CHK : 6425020500005
Bill date: 05/02/2025 Breakfast
Print date: 14/08/2025
Open Time: 14:54 Check Time: 12:33

2	ABF Children - tiki 2	300
1	Miang Pla Tu Amphawa - tiki	2,000
1	ข้าวต้มปลาหมึก	310
1	Chá giò cá thu Mae Klong - tiki 2	1,000
Sub Total		3,610
Food		3,610
Disc. Food.(50%)		1,805
Total Discount		1,805
Net		1,805
Service		181
Vat.7.00(%)		139
Total Amount		2,125
Total Payment		0
Outstanding Balance		2,125

Tip :

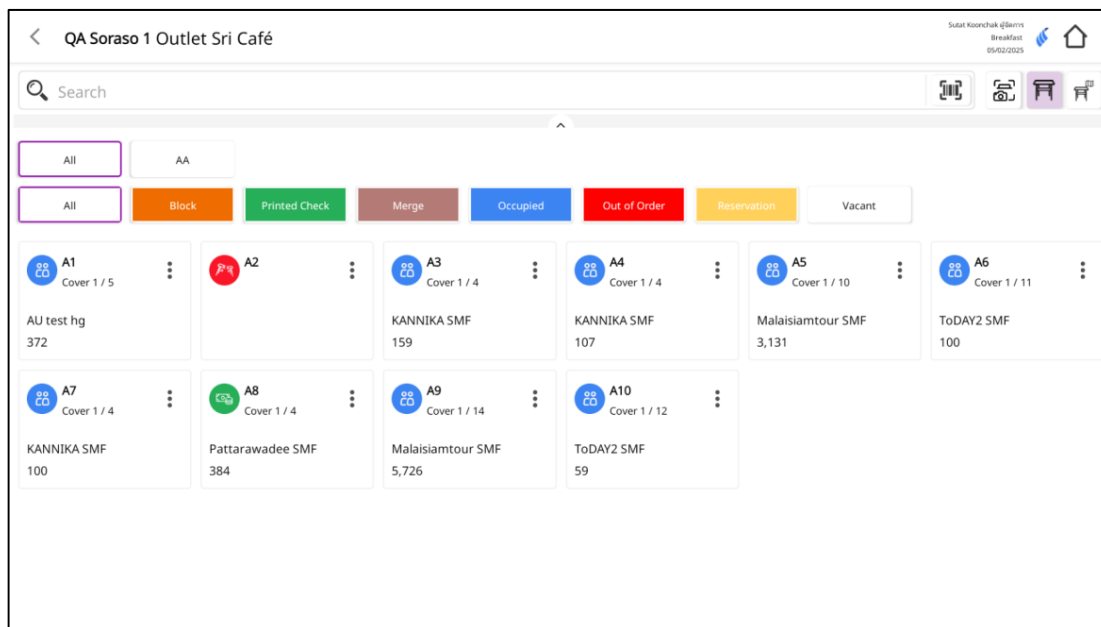
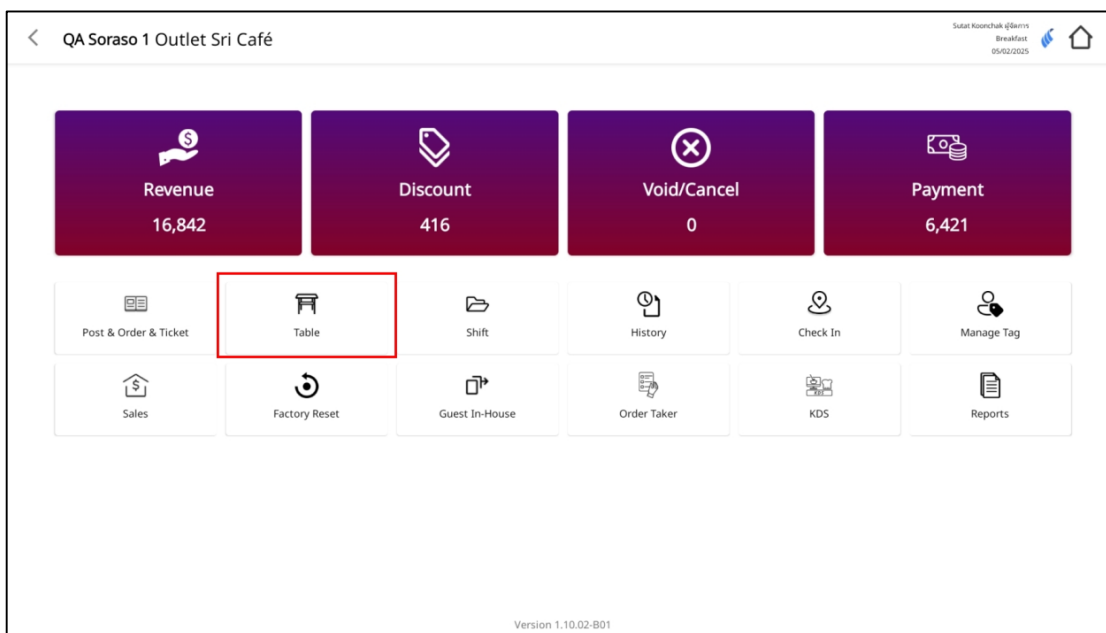
*** Thank you ***

10.Cancel Discount

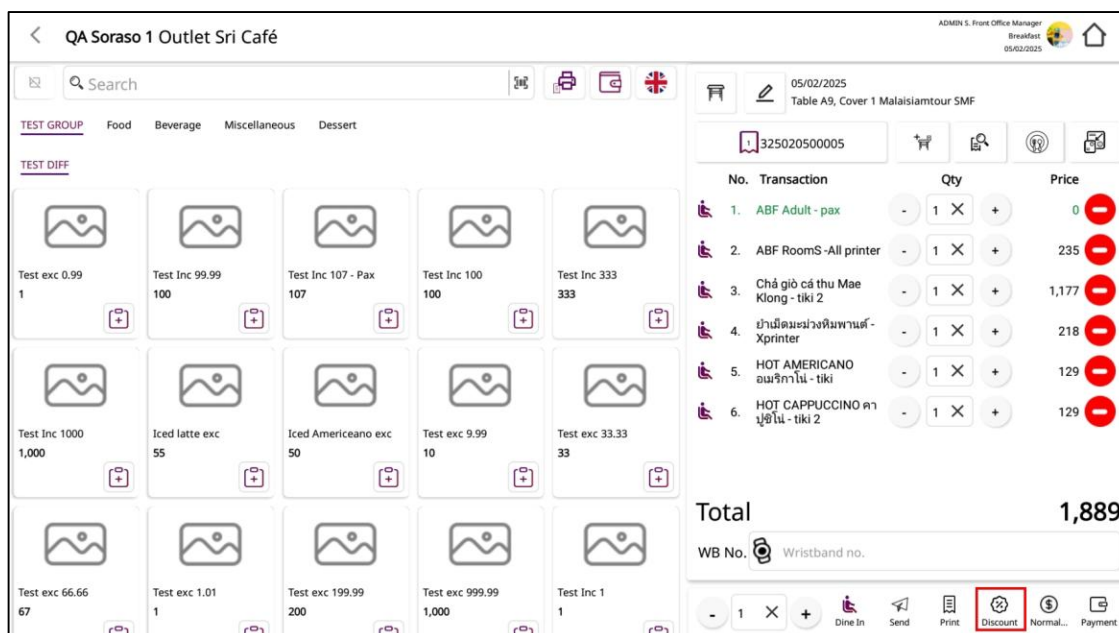
Remove existing discounts from the check.

To perform the task:

1. Go table > Select table



2. From the order screen, tap Discount.



QA Soraso 1 Outlet Sri Café

ADMIN S. Front Office Manager
Breakfast
05/02/2025

05/02/2025
Table A9, Cover 1 Malaisiamtour SMF

325020500005

No. Transaction Qty Price

1.	ABF Adult - pax	1	0
2.	ABF RoomS -All printer	1	235
3.	Chả giò cá thu Mae Klong - tiki 2	1	1,177
4.	ยำเนื้อหมูย่างหั่นพริกขี้หนู - Xprinter	1	218
5.	HOT AMERICANO อเมริกาโน่ - tiki	1	129
6.	HOT CAPPUCCINO คาปูชิโน่ - tiki 2	1	129

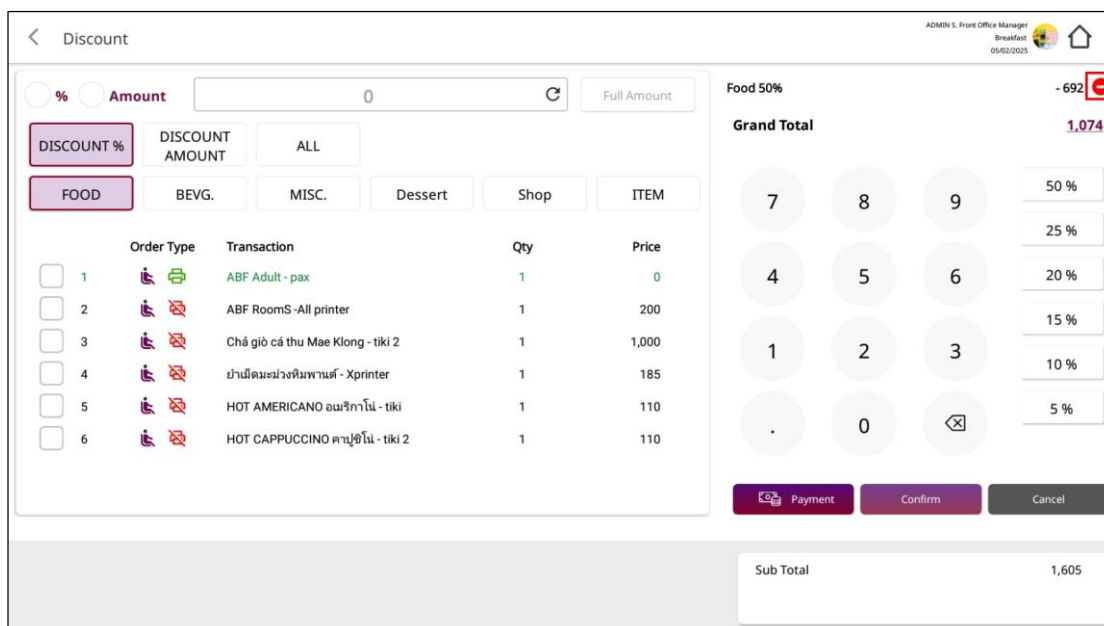
Total 1,889

WB No. Wristband no.

- 1 X + Dine In Send Print Discount Normal... Payment

3. On the Discount screen, look at the right panel where active discounts appear (e.g., Food 50%).

4. Tap the red remove/cancel icon next to the discount to clear it.



Discount

ADMIN S. Front Office Manager
Breakfast
05/02/2025

% Amount 0 Full Amount

DISCOUNT % DISCOUNT AMOUNT ALL

FOOD BEVG. MISC. Dessert Shop ITEM

Order Type	Transaction	Qty	Price
☐ 1	ABF Adult - pax	1	0
☐ 2	ABF RoomS -All printer	1	200
☐ 3	Chả giò cá thu Mae Klong - tiki 2	1	1,000
☐ 4	ยำเนื้อหมูย่างหั่นพริกขี้หนู - Xprinter	1	185
☐ 5	HOT AMERICANO อเมริกาโน่ - tiki	1	110
☐ 6	HOT CAPPUCCINO คาปูชิโน่ - tiki 2	1	110

Food 50% - 692

Grand Total 1,074

7 8 9 50 %
25 %
4 5 6 20 %
1 2 3 15 %
10 %
. 0 5 %

Payment Confirm Cancel

Sub Total 1,605

5. If prompted, confirm. The Grand Total will update immediately.

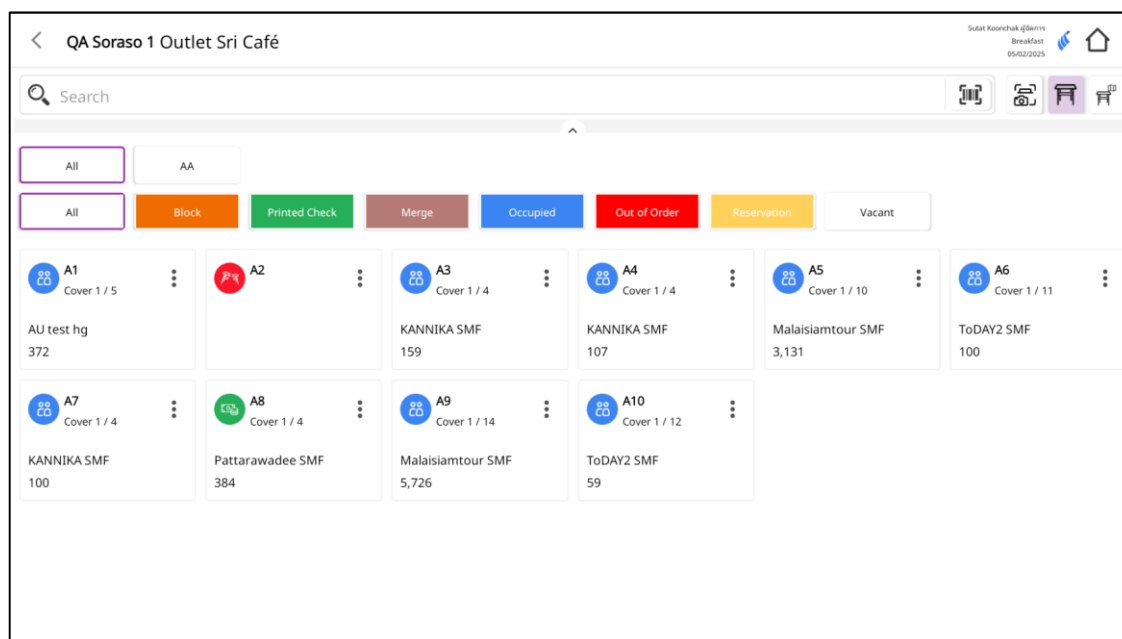
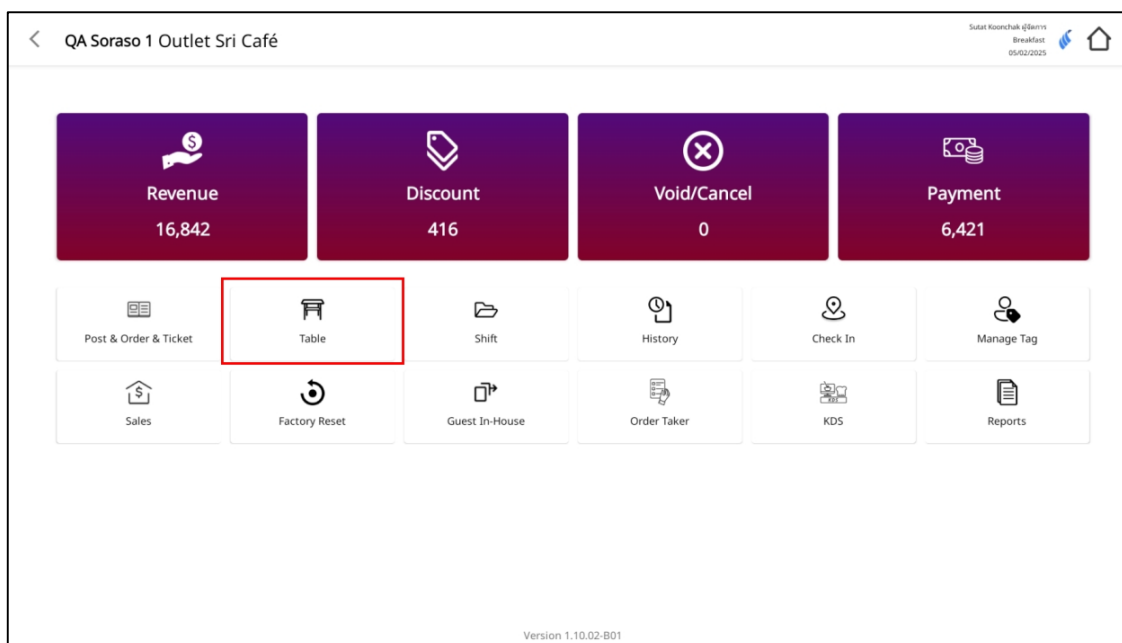
Note: Canceling a discount clears all active discounts on the check (By Item, By Group, and All Bill).

11. Single Payment / Multiple Payment

These functions allow you to settle a bill in one payment or split it into multiple payments.

To perform the task:

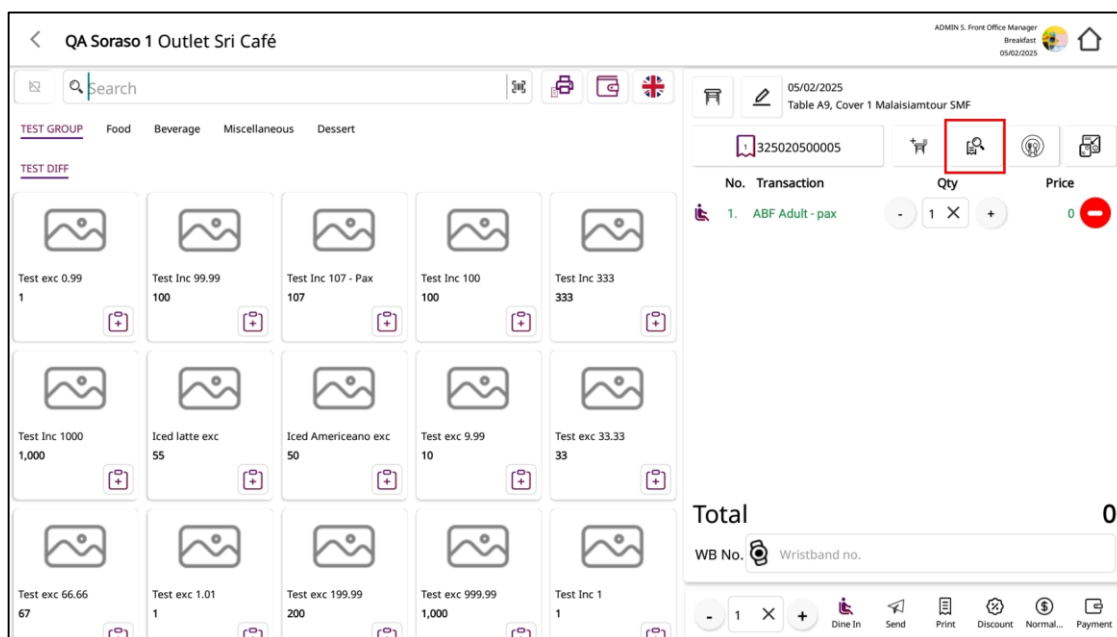
1. Go table > Select table



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 Author : QA Team

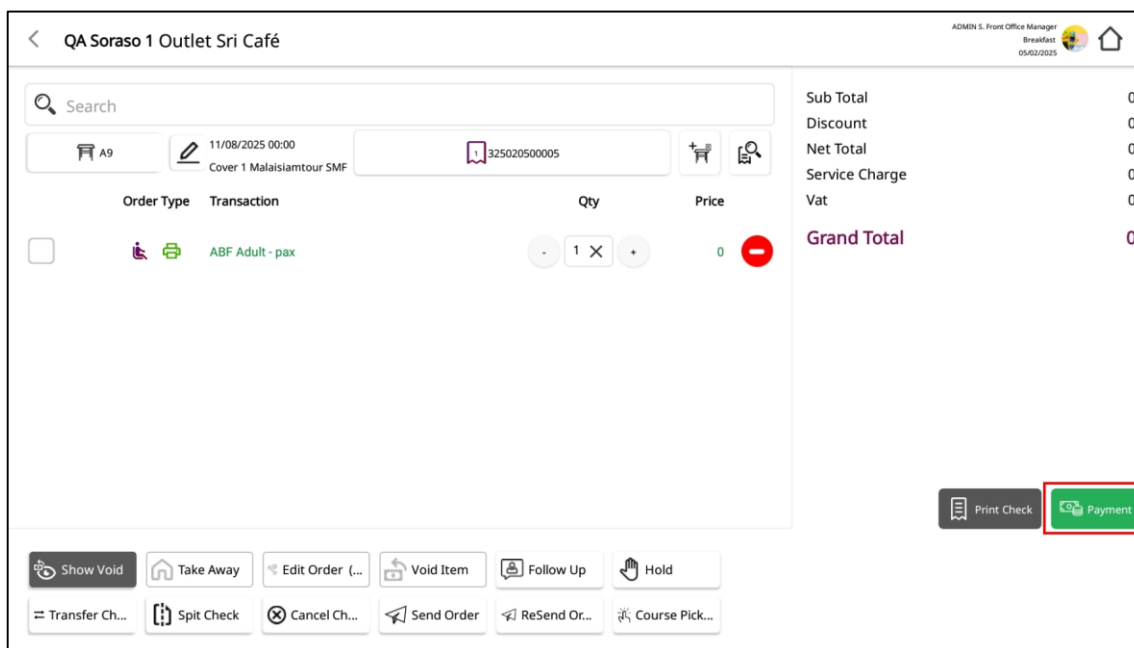
2. Open the check for payment

- ☐ From the order screen, click the View Check icon search to see the full bill details.



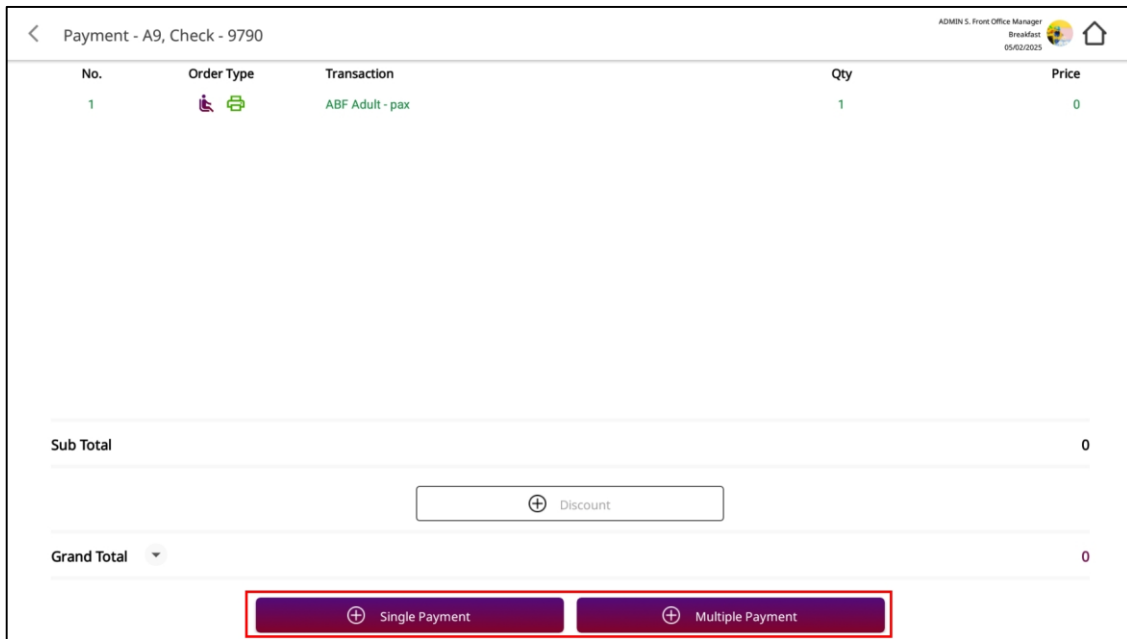
3. Click the Payment button

- ☐ In the check detail screen, click the Payment button (green) to proceed.



4. Choose your payment option

- ☐ Single Payment Use when the total amount is paid in one transaction with a single payment method.
- ☐ Multiple Payment Use when the bill will be split into two or more payment methods (e.g., part cash, part credit card).



The screenshot shows the 'Payment - A9, Check - 9790' screen. It displays a table with one transaction: 'ABF Adult - pax' with a quantity of 1 and a price of 0. Below the table, the 'Sub Total' is 0 and the 'Grand Total' is 0. A 'Discount' button is visible. At the bottom, the 'Single Payment' and 'Multiple Payment' buttons are highlighted with a red box.

No.	Order Type	Transaction	Qty	Price
1		ABF Adult - pax	1	0

Sub Total 0

Discount

Grand Total 0

Single Payment Multiple Payment

5. Complete the transaction

- ☐ Select payment method(s), enter the amount(s), and confirm to finalize the payment.

< Payment

ADMIN S. Front Office Manager
 Breakfast
 05/02/2023

Payment Amount	0.00		Full Amount	Currency	Share Payment		Grand Total	0
							Outstanding	0
							Change/Refund	0

7

4

1

.

8

5

2

0

9

6

3

0

0

1

2

5

10

20

50

100

500

1,000

Confirm Pay with Tip 0

CASH PAYMENT

Visa Card

Bank Transfer

HG Offline Payment

City Ledger Payment

Comp

HG Online Payment

Pay By Wristband

FOC

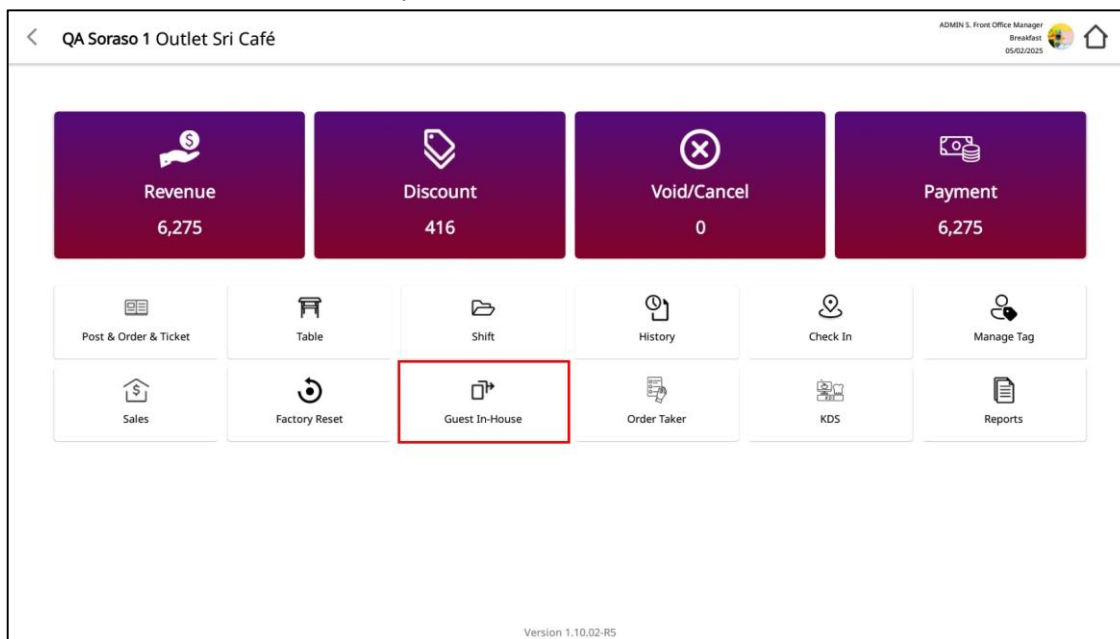
Done

12. Check information of Guest in House

The Guest In-House function allows staff to view all guests currently staying in the hotel, along with key details such as room number, guest name, company name, and departure date/time. This helps staff quickly identify and manage in-house guests for service or operational purposes.

To perform the task:

1. From the main menu, tap Guest In-House.



2. A list of all current guests will be displayed, showing:
 - ☐ Room No. – The guest's assigned room.
 - ☐ Guest Name – The full name of the guest.
 - ☐ Company Name – The company or group the guest is associated with (if any).
 - ☐ Departure – Scheduled check-out date and time.

Guest in house			
QA Soraso 1			
Room No.	Guest Name	Company Name	Departure
1112	BENJAWAN SMF		07/02/2025 12:00
2101	Deraporn namg		06/02/2025 12:00
2102	Fahsal SMF		05/02/2025 12:00
3107	Group-QA-ANNITY N.		05/02/2025 12:00
3110	Helena Lency		05/02/2025 12:00
3111	KANN KA.		06/02/2025 12:00
3113	David DA		06/02/2025 12:00
3114	KANN KA.		06/02/2025 12:00
3115	KANN KA.		05/02/2025 12:00
3201	MookDa Mook		06/02/2025 12:00
3316	ฐนัสดี กิ่งหา		05/02/2025 12:00
POS	POS POS		24/03/2025 12:00
1101	Thammasan SME		06/02/2025 12:00

3. Use the Search bar to quickly find guests by name, room number, or company.

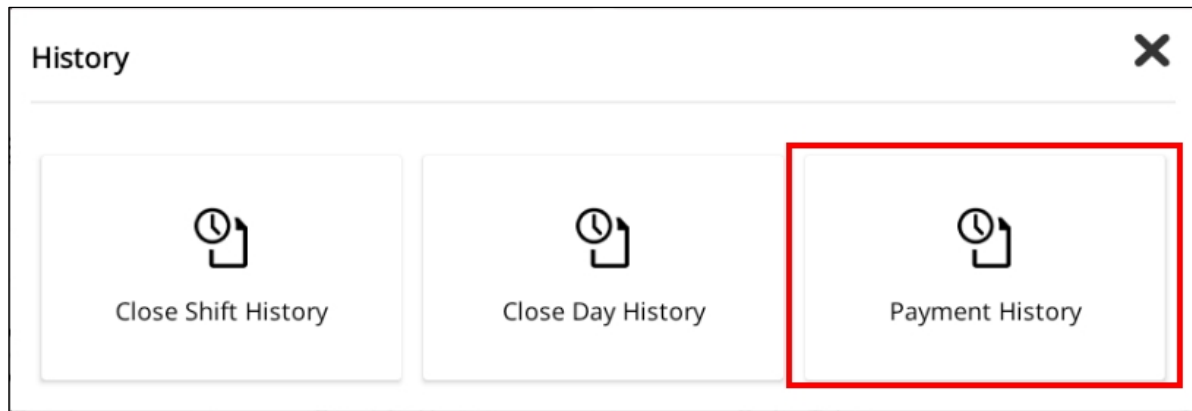
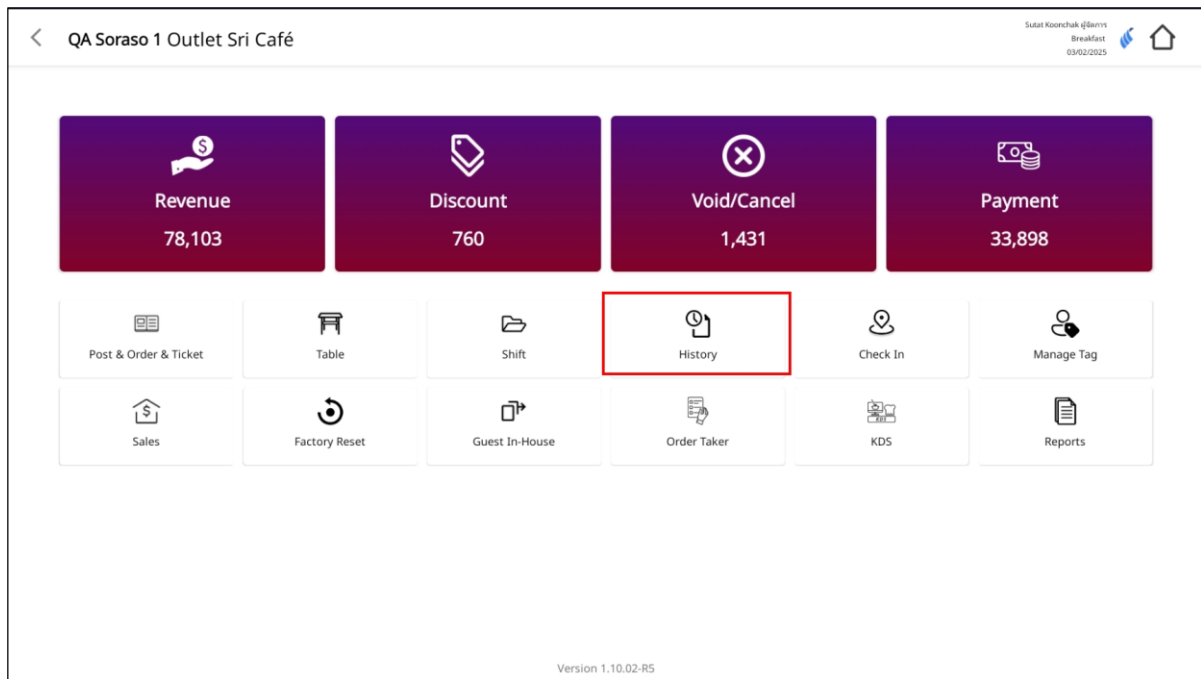
Note: Clicking on a guest's name will allow you to view additional notes, comments, preferences, or caveats for more personalized service.

13.Cancel(Receipt)

Available under: **History > Payment History** This function allows staff to cancel a finalized receipt that has already been issued.

To perform the task:

1. Navigate to the History > Payment History screen.



2. Select the specific transaction from the list (based on Bill No., ABB No., Table, or Amount).

History

Sutart Koonchuk qIemr

Breakfast

03/02/2025

Search

Bill Date

03/02/2025

Shift

Breakfast

No.	Status	Bill No.	ABB No.	Shift	Table	Amount
1	✓	6425020300022	64ABB25020300007	Breakfast	A3	294
2	✗	6425020300021	64ABB25020300006	Breakfast	A3	-294
3	✗	6425020300020	64ABB25020300006	Breakfast	A3	294
4	✗	6425020300019	64ABB25020300005	Breakfast	A3	-588
5	✗	6425020300018	64ABB25020300005	Breakfast	A3	588
6	✗	6425020300017	64ABB25020300004	Breakfast	A3	-588
7	✗	6425020300016	64ABB25020300004	Breakfast	A3	588
8	✗	6425020300015	64ABB25020300003	Breakfast	A3	-588
9	✗	6425020300014	64ABB25020300003	Breakfast	A3	588
10	✓	6425020300013	64ABB25020300002	Breakfast	A3	588
11	✗	6425020300012	64ABB25020300001	Breakfast	A3	-588
12	✗	6425020300011	64ABB25020300001	Breakfast	A3	588
13	✓	225020300005	2ABB25020300001	Breakfast	B12	872

Note: When a receipt is canceled, the system will automatically update its status and display a red X icon

3. Review the transaction details on the Receipt screen.
4. Click the Cancel (Receipt) button located at the bottom-left corner.

Once canceled, the receipt status will be shown as "Canceled (X)" in the history list, and the related financial records will be voided or adjusted as appropriate.

Note: Only authorized users can perform this action. Canceled receipts are logged for auditing purposes.

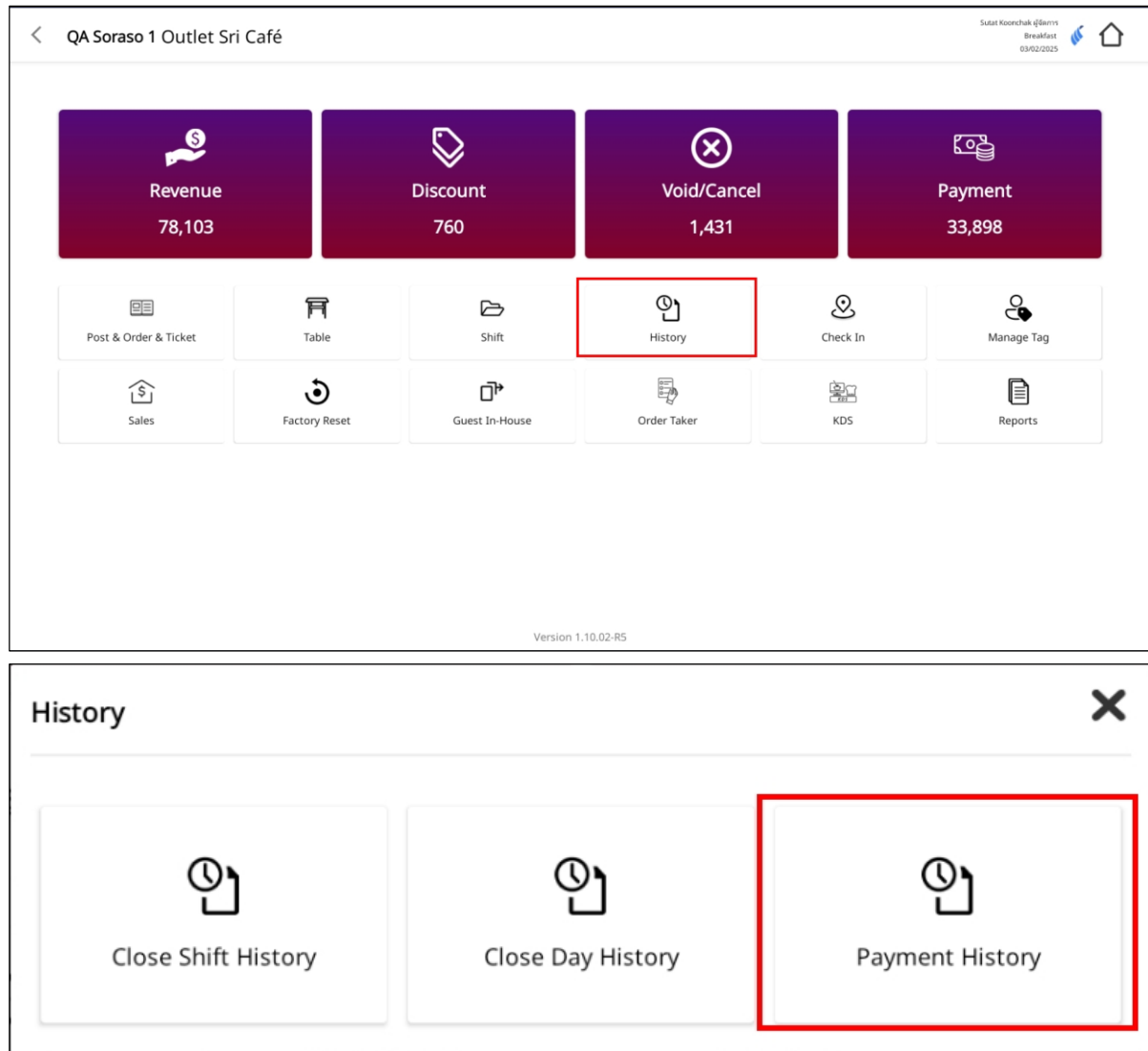
14.Recall

Available under: History > Payment History

The Recall function allows staff to retrieve a finalized receipt and return the table and items to the active ordering screen.

To perform the task:

1. Go to History > Payment History.



2. Select the desired bill you wish to recall.

< History Sutak Koonchak @Siams
Breakfast
03/02/2025

Search

Bill Date: 03/02/2025 Shift: Breakfast

No.	Status	Bill No.	ABB. No.	Shift	Table	Amount
1	✓	6425020300022	64ABB25020300007	Breakfast	A3	294
2	✗	6425020300021	64ABB25020300006	Breakfast	A3	-294
3	✗	6425020300020	64ABB25020300006	Breakfast	A3	294
4	✗	6425020300019	64ABB25020300005	Breakfast	A3	-588
5	✗	6425020300018	64ABB25020300005	Breakfast	A3	588
6	✗	6425020300017	64ABB25020300004	Breakfast	A3	-588
7	✗	6425020300016	64ABB25020300004	Breakfast	A3	588
8	✗	6425020300015	64ABB25020300003	Breakfast	A3	-588
9	✗	6425020300014	64ABB25020300003	Breakfast	A3	588
10	✓	6425020300013	64ABB25020300002	Breakfast	A3	588
11	✗	6425020300012	64ABB25020300001	Breakfast	A3	-588
12	✗	6425020300011	64ABB25020300001	Breakfast	A3	588
13	✓	2250203000005	2ABB25020300001	Breakfast	B12	872

3. Press the Recall button at the bottom of the Receipt screen.

< Receipt SK SMF ADMIN
All Day
25/04/2025

Search

DUMMY 25 Apr 2025 00:00
Cover 0 K.-

No.	Name	Qty	Price
1.	ช็อคโกแลต - by priority	1	198.00
2.	เบเกอรี่ชีส by priority	1	298.00

Sub Total 496.00

Grand Total 530.72

Payment

Pay By Wristband 530.72

Tip

Change/Refund 0.00

Cancel (Receipt) Recall Adjust Reprint

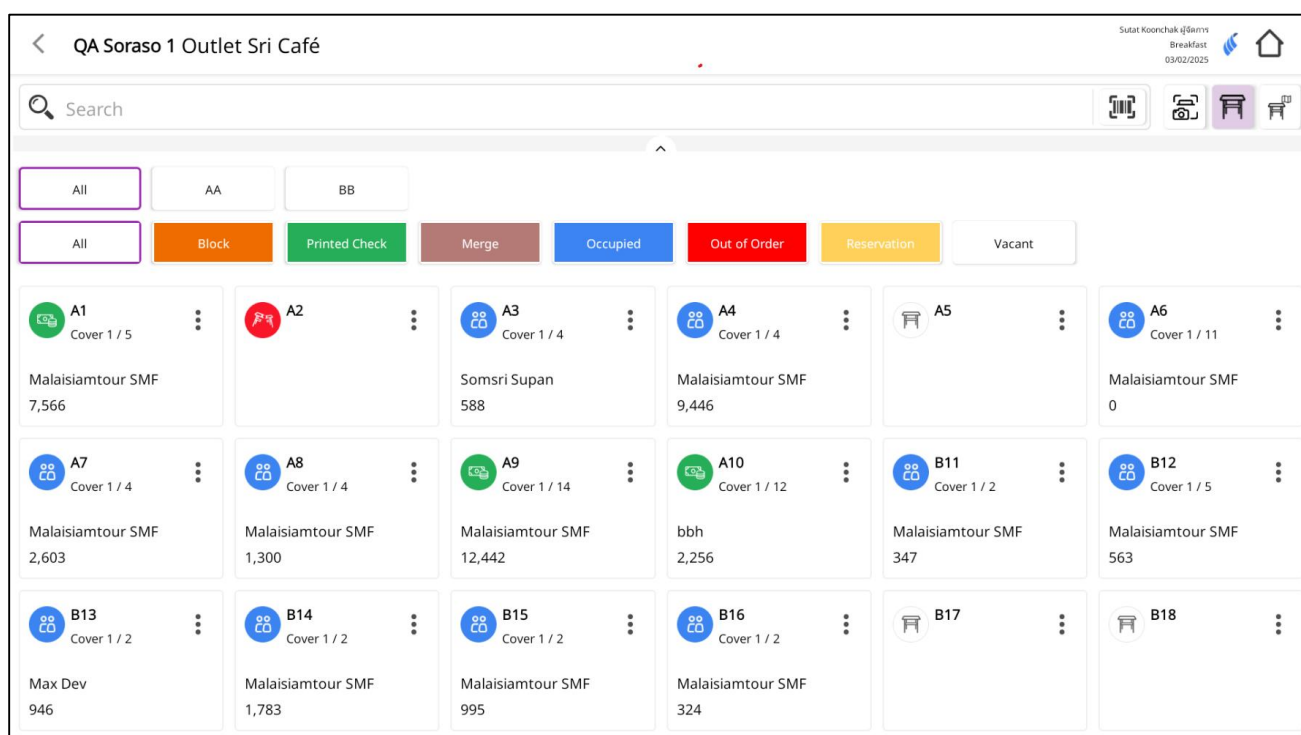
4. Once recalled:

- ☐ The original bill will be marked as canceled.
- ☐ The associated table will be released and become available again.
- ☐ All previously ordered menu items will be restored to the order screen.

You can now:

- ☐ Add or remove food items.
- ☐ Apply discounts.
- ☐ Proceed to payment or add a tip.

Note: Only authorized users can perform this action.



Note: When the Recall button is pressed, the system will automatically reopen the associated table from the recalled bill.

All item details from that bill will be restored to the ordering screen, allowing staff to make further changes or reprocess the payment.

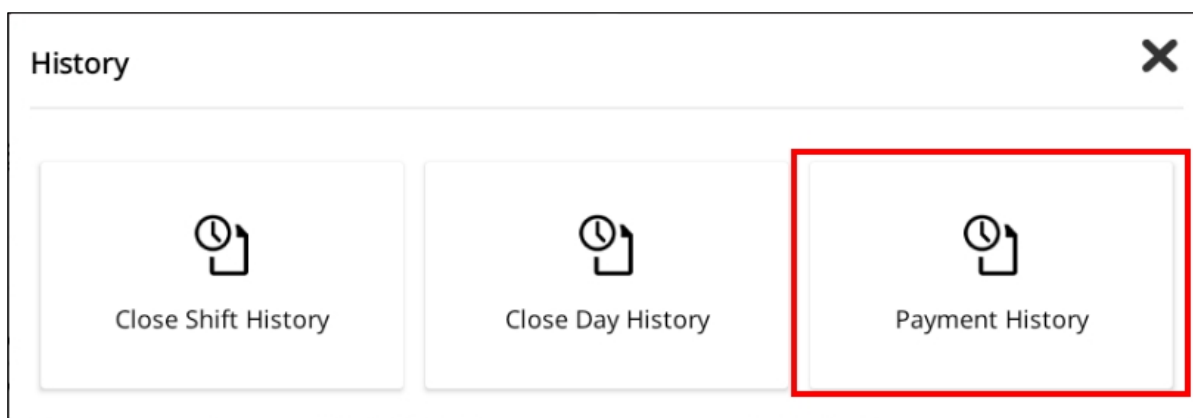
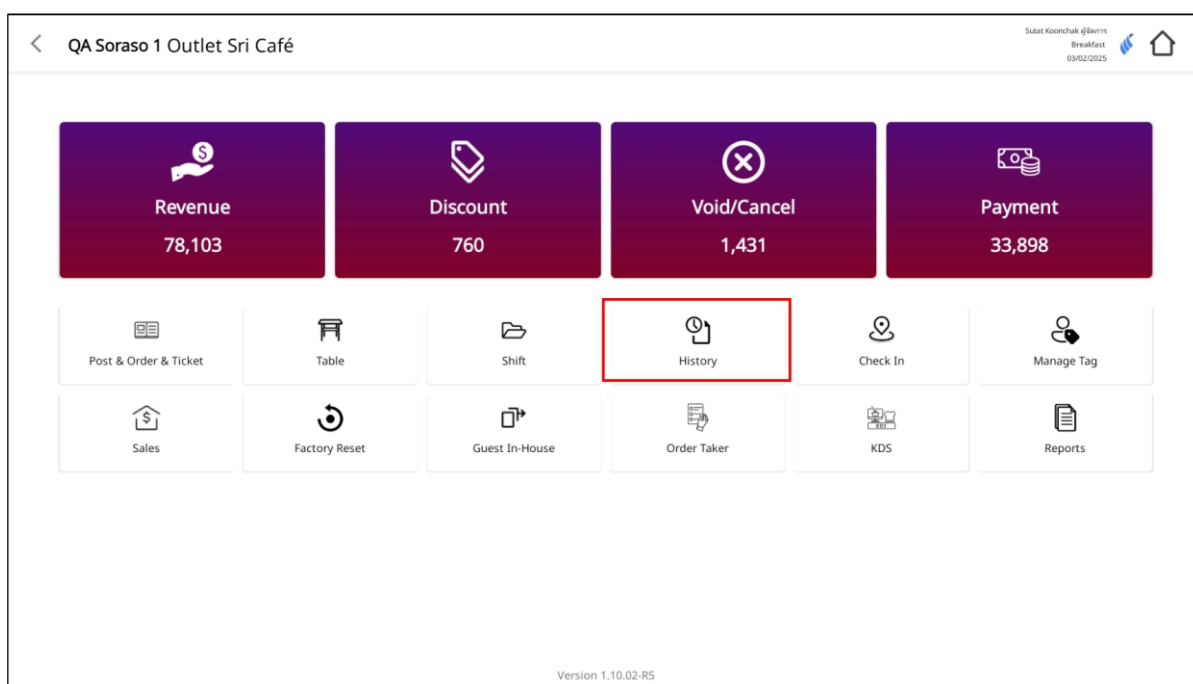
15.Adjust

Available under: History > Payment History > Receipt

The Adjust function allows staff to revise only the payment method for a completed bill. It is used when the original receipt has been finalized, but the payment type needs to be corrected (e.g., from Cash to Credit Card).

To perform the task:

1. Go to History > Payment History.



2. Select the bill you want to reprint from the list.

<

History

SK SMMF ADMIN
All Day
25/04/2025

Search						
Bill Date		Shift				
25/04/2025		All Day				
No.	Status	Bill No.	ABB. No.	Shift	Table	Amount
1		9625042500002	96ABB25042500001	All Day	Dummy	530.72
2		9625042500001	122ACC25042500002	All Day	Dummy	-530.72
3		12225042500003	122ACC25042500003	All Day	Dummy	0.00
4		12225042500003	122ABB25042500001	All Day	Dummy	318.86
5		12225042500002	122ACC25042500002	All Day	Dummy	530.72
6		12225042500001	122ACC25042500001	All Day	Dummy	530.72

3. The Receipt screen will appear.

4. From the Receipt screen, press the Adjust button.

<

Receipt

SKSMP ADMIN
All Day
25/04/2025



Search

฿ DUMMY

25 Apr 2025 00:00

Cover 0 K-

No.	Name	Qty	Price
1.	เสื้อผัดอกไก่ - by priority	1	198.00
2.	เสื้อผัดอกไก่ by priority	1	298.00

Sub Total496.00

Grand Total530.72

Payment

Pay By Wristband530.72

Tip

Change/Refund0.00

Cancel (Receipt)

Recall

Adjust

Reprint

5. The system will redirect to the Payment screen.
6. Staff can select a new payment method (Single or Multiple Payment).

No.	Order Type	Transaction	Qty	Price
1	 	เบอร์เกอร์ชีส by priority	1	298.00
2	 	ฮ็อตดอกไก่ - by priority	1	198.00
Sub Total				496.00
Grand Total				530.72

7. The system will not allow any of the following changes:

- ☐ Menu item edits (add/remove/modify)
- ☐ Quantity or price adjustments
- ☐ Discounts or service charge updates

Note: Adjust is strictly for changing the payment method only. No other modifications are allowed.

<

Payment

Sutut Koonchak q̄l̄amnn
Breakfast
03/02/2025

Payment Amount

294.26

↻

Full Amount

Currency

👤

Share Payment

Grand Total

294

Outstanding

0

Change/Refund

0

7

8

9

0

20

4

5

6

0

50

1

2

3

1

100

.

0

⌫

2

500

5

1,000

10

Confirm Pay with

Tip0

CASH PAYMENT

Visa Card

Bank Transfer

HG Offline Payment

City Ledger Payment

Comp

HG Online Payment

Pay By Wristband

FOC

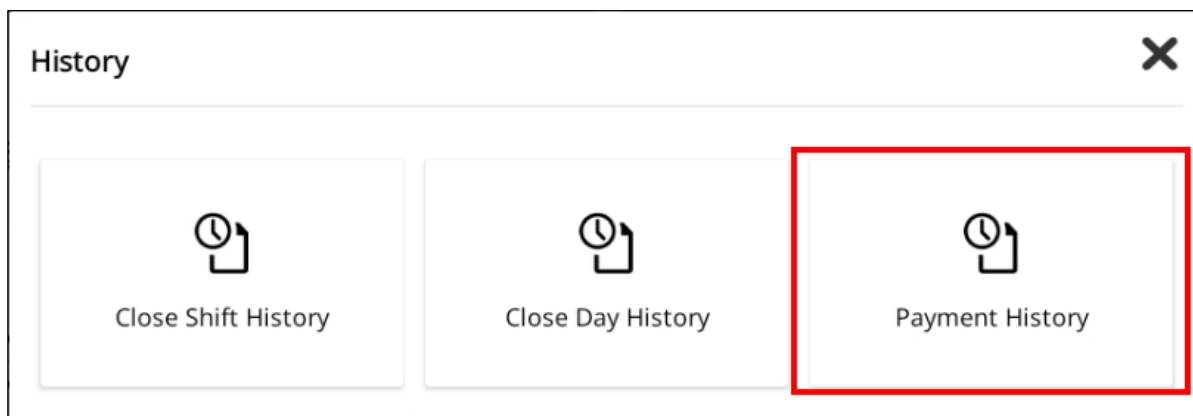
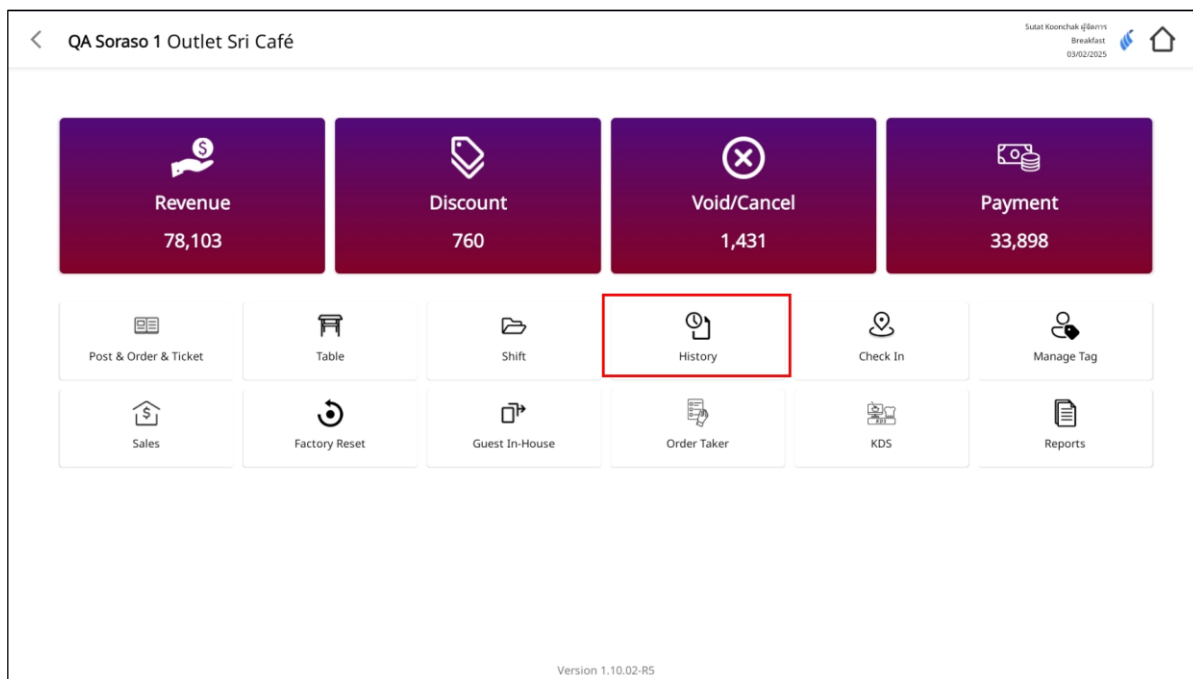
16.Reprint Bill

Available under: History > Payment History > Receipt

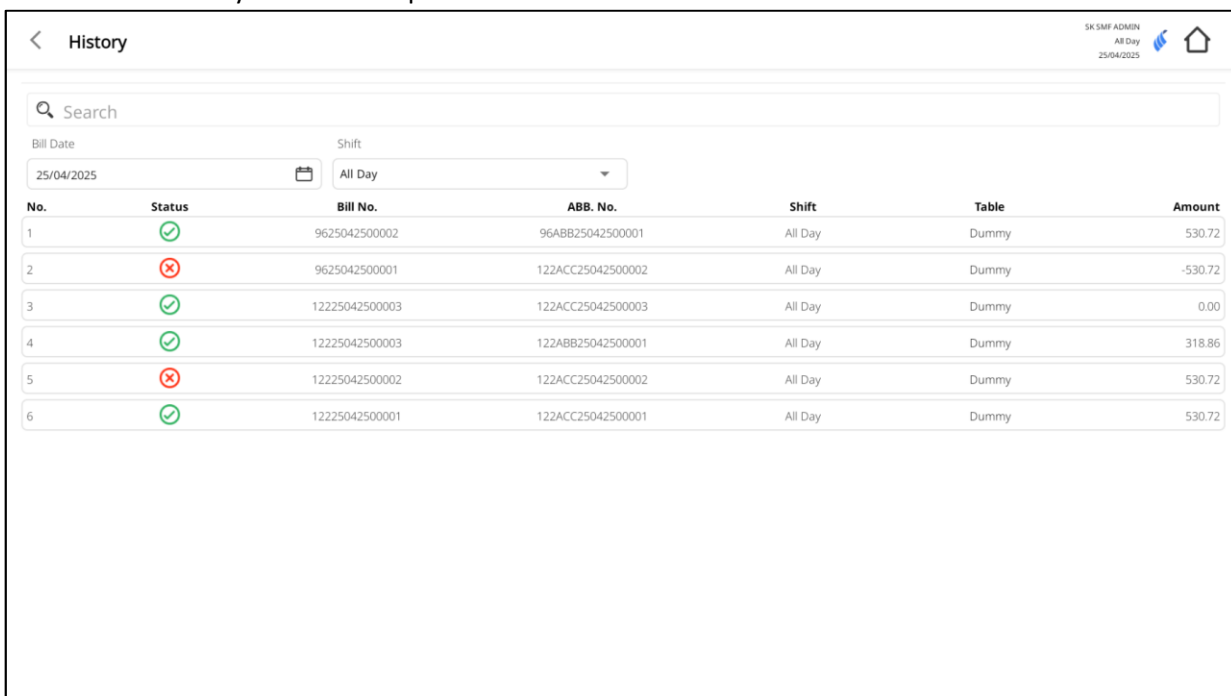
The Reprint function allows staff to reprint a completed receipt in case the original copy was lost, damaged, or needs to be given to the guest again.

To perform the task:

1. Go to History > Payment History.



2. Select the bill you want to reprint from the list.



History

SK SMF ADMIN
All Day
25/04/2025

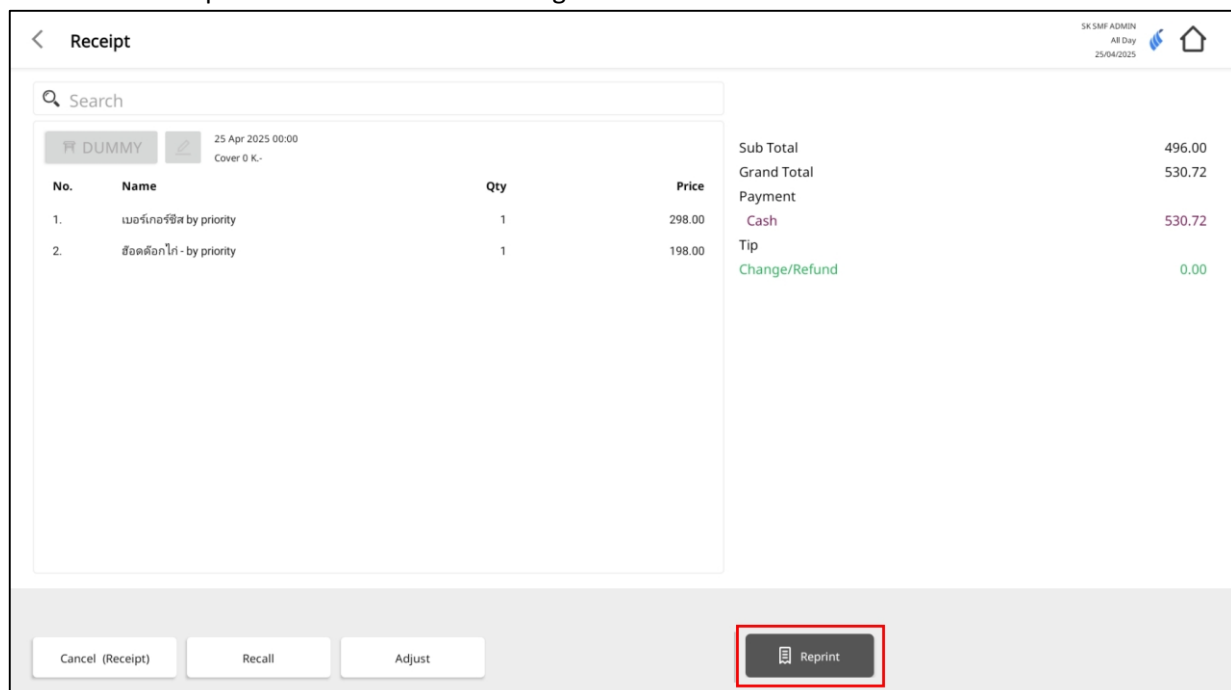
Search

Bill Date: 25/04/2025 Shift: All Day

No.	Status	Bill No.	ABB. No.	Shift	Table	Amount
1	✓	9625042500002	96ABB25042500001	All Day	Dummy	530.72
2	✗	9625042500001	122ACC25042500002	All Day	Dummy	-530.72
3	✓	12225042500003	122ACC25042500003	All Day	Dummy	0.00
4	✓	12225042500003	122ABB25042500001	All Day	Dummy	318.86
5	✗	12225042500002	122ACC25042500002	All Day	Dummy	530.72
6	✓	12225042500001	122ACC25042500001	All Day	Dummy	530.72

3. The Receipt screen will appear.

4. Click the Reprint button at the bottom-right corner.



Receipt

SK SMF ADMIN
All Day
25/04/2025

Search

DUMMY 25 Apr 2025 00:00
Cover 0 K.-

No.	Name	Qty	Price
1.	เบอร์เกอร์ชีส by priority	1	298.00
2.	สัอมสัอกไก่ - by priority	1	198.00

Sub Total	496.00
Grand Total	530.72
Payment	
Cash	530.72
Tip	
Change/Refund	0.00

Cancel (Receipt) Recall Adjust **Reprint**

5. The system will send the receipt to the connected printer.

Note: If the preview configuration is enabled, a bill preview popup will appear before printing, allowing staff to review the details before confirming the reprint.