

Orders

Taking, editing, parking, and closing orders the right way.

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Owners · managers · supervisors

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Overview

An order is the live record of what a guest wants: items, notes, quantities, status, and eventually payment. Clean orders mean clean kitchen tickets, stock, and reports.

Opening an order

1. Staff login on POS (**New Order**).
2. Optionally set a **customer name** (or a table label in that field).
3. Tap categories → products.
4. Add notes (allergies, “no onion”, steak temp).

5. **Park** to keep the tab open, or **Complete** to take payment now.

When you park (or otherwise send) an order that includes food, kitchen lines are marked for prep and can auto-print a kitchen ticket if a kitchen printer is configured.

On the till: Confirm allergies and mods **before** you park. Parking is what puts food on the kitchen display.

Editing after park

- Open the tab from **All Orders**.
- Add items; new food lines can reprint kitchen tickets for **those items only**.
- Quantity changes and removals may need a manager PIN.
- Prefer honest voids over “silent” workarounds.

In admin: Sales → Orders — open, closed, recalled, and voided history for disputes.

Order statuses (plain English)

Status	Meaning
Open	Parked / still dining — not paid yet
Sent	Kitchen/bar has received food lines
Closed	Paid and finished
Voided	Cancelled — should show why
Recalled	Closed order brought back for edit (manager)

Kitchen prep status is separate (see **Kitchen Display**): sent → preparing → completed.

Tips and guest names

- Add a **customer name** on busy bars so runners find the right ticket.
- Tips can be captured in payment/tip flows — train one standard method so cash up matches.

Combining and payments

For split bills and multi-tender closes, see **Payments**. For moving between waiters, see **Front of House**. Combine on All Orders when guests join one bill.

Common mistakes

- Parking incomplete tickets then shouting changes across the pass.
 - Leaving orders open after guests leave.
 - Voiding without a reason when your house requires one.
 - Two open tabs for the same guest with no names.
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Tips

Good practice: “Park once you’re sure, modify rarely.” Confirm allergies before the first park.

Good practice: Managers review void/comp reports weekly.

Troubleshooting

If this happens	Check this
Duplicate items	Accidental double tap; sync delay — refresh
Wrong price	Product, happy hour, pricing level
Cannot void	Need admin PIN / role permission
Order missing in admin	Wrong day filter; still open on POS
Recall fails	Permissions; order already altered
Kitchen never saw it	Product kitchen flag; order not parked/sent

Glossary

Term	Meaning
Park	Save the order as open and push food to kitchen
Complete	Take payment and close from the order screen
Void	Remove/cancel with audit trail
Recall	Reopen a closed order for correction
Modifier / note	Extra instruction on a line item

