



PixelPlus POS Touch

Staff training manual

For waiters, barmen and cashiers: tables, bar tabs, sending orders, bills, payment, tips, split bills, voids and the kitchen & bar screen.

Version 1.0.14 · 23 October 2026

Contents

1. Welcome & signing in — what the till does, signing in, finding your way
2. Opening a table — guests, waiter, the order screen
3. Taking the order — sizes, options, notes, quantities
4. Sending to the kitchen & bar — Send, rounds, order tickets
5. Bar tabs, takeaways & quick sales — tabs by name, counter sales
6. Voids, moving & merging tables — reasons, manager approval, wastage, More
7. The bill — printing the bill
8. Taking payment, tips & split bills — cash, card, tips, splitting
9. Kitchen & bar screen — tickets, done, recall
- .0. Your till & cash-up — opening, closing, paid out
- .1. On a tablet or phone — the same till in your pocket
- .2. Quick reference — the buttons at a glance

1. Welcome & signing in

PixelPlus POS Touch is the till for restaurants, pubs and bars. It runs in the web browser (Google Chrome or Microsoft Edge) on the till computer, a tablet or even a phone. Everyone signs in with their own name, so every order, void and payment is recorded against the right person.

Signing in

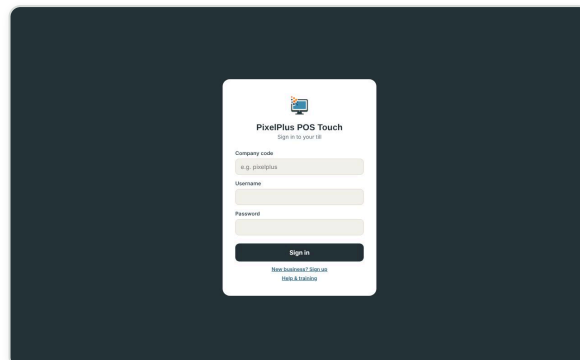
1. **Company code:** the venue's code (your manager gives it to you; the till remembers it).
2. **Username** and **Password:** your own.
3. Tap **Sign in**. The first time you may be asked to accept the licence agreement.

Can't sign in?

Check the company code first. If all three are right, ask your manager: your login may be switched off. Forgot your password? A manager sets a new one under Users.

"An update is on the server — Reload now"

When this orange banner shows, finish the sale you're busy with and tap **Reload now** (or press F5). An order you were ringing up is kept.

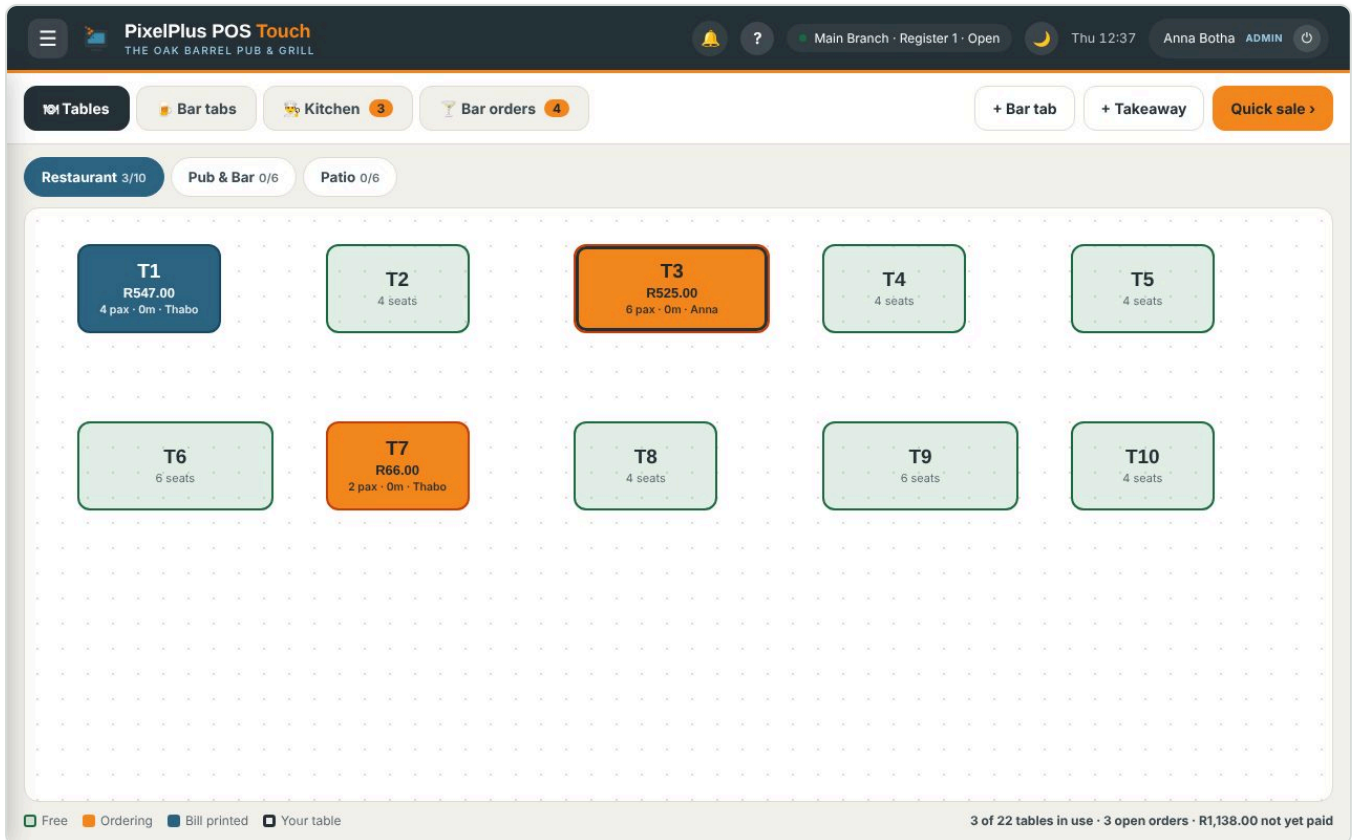


Sign in

Your role

- **Waiter:** tables, bar tabs, sending orders, bills, and payment if you have your own till.
- **Cashier / barman:** the same, plus customers and account payments.
- **Manager / admin:** everything, including voids without a password, discounts, set-up and reports.

The main screen: Tables & till



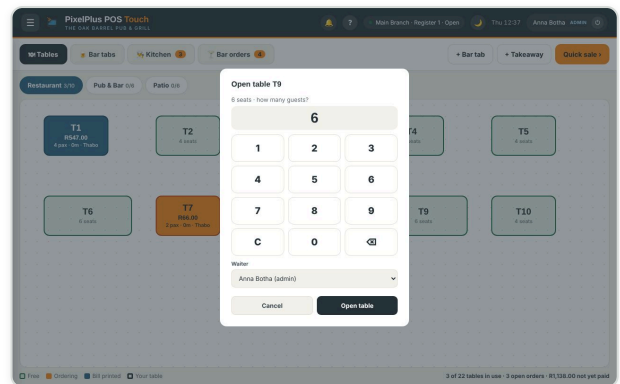
Tables & till: the floor plan. Orange tables are ordering, blue have had their bill printed, green are free.

- **☰** (top left) opens the main menu: Kitchen & bar screen, Sales history & refunds, Till & cash-up, Reports and more.
- **Tables / Bar tabs / Kitchen / Bar orders:** the four views of the floor. The orange numbers show open tabs and orders waiting in the kitchen and bar.
- **Areas** (Restaurant, Pub & Bar, Patio...) switch between the rooms. "1/10" means one of ten tables is in use.
- Each table shows its **total**, **guests (pax)**, **minutes open** and **waiter**. A thick dark outline means it is **your** table. Minutes turn red when nothing has been ordered for 45 minutes.
- **Till status** (top): whether your till is open. You can take orders and print bills without a till, but you need an open till to take payment (chapter 10).
- **?** is the help assistant: ask in your own words, e.g. "customer wants his money back", "sell a case of Castle", "stok take" or "hoe doen ek terugbetaling". It understands everyday words and spelling slips in all South African languages ("hoe doen ek verkope?", "ngicela ukuthengisa", "ke dira bjang go rekiša", "ndzi xavisa njhani"), and offers the closest answers when it isn't sure. Answers come in English, and in Afrikaans for Afrikaans questions: the **Auto / EN / AF** switch at the top of the Help window picks the language. No answer? Raise a support ticket straight from the chat.

2. Opening a table

1. Tap a **green** (free) table.
2. Type how many **guests** on the number pad (it starts at the number of seats).
3. Choose the **waiter**. It starts on you; a waiter can only open tables for themselves.
4. Tap **Open table**.

Tapping an **orange or blue** table opens its order straight away so you can add a round, print the bill or take payment.

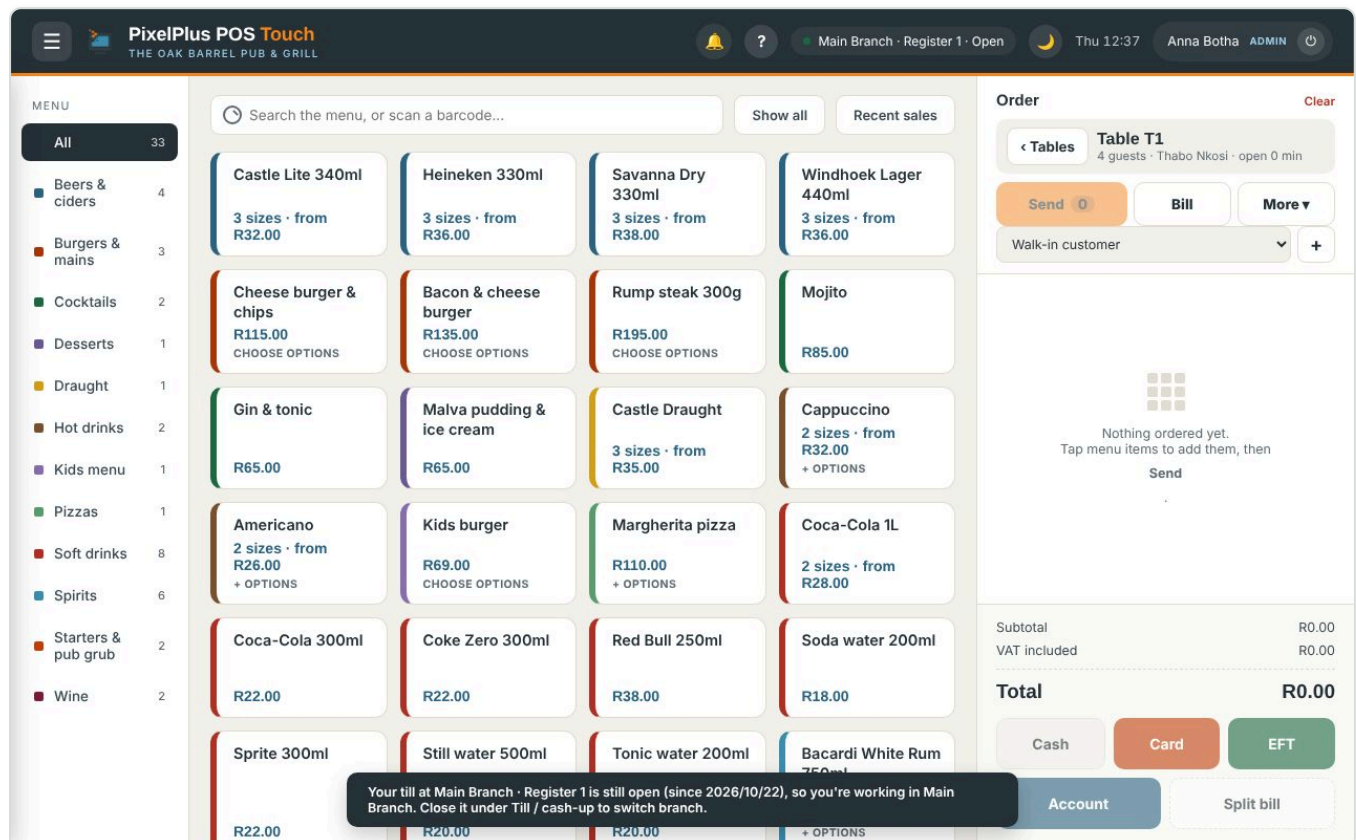


Guests and waiter

Two waiters, one table?

If someone else opens the same table a moment before you, you simply join their order; there's never a second order on one table.

The order screen



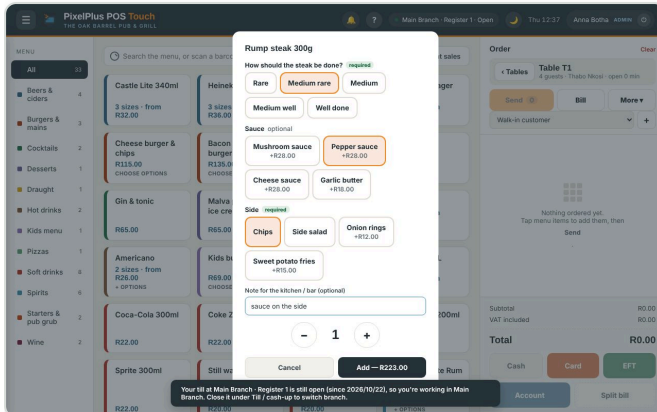
The menu on the left and in the middle, the order on the right

- **Menu** (left): categories such as Burgers & mains, Draught, Spirits. **All** shows everything.
- **Menu buttons**: each item has a coloured edge. "3 sizes · from R38" means you'll be asked the size; "choose options" means there is a question that must be answered (e.g. how the steak is done).

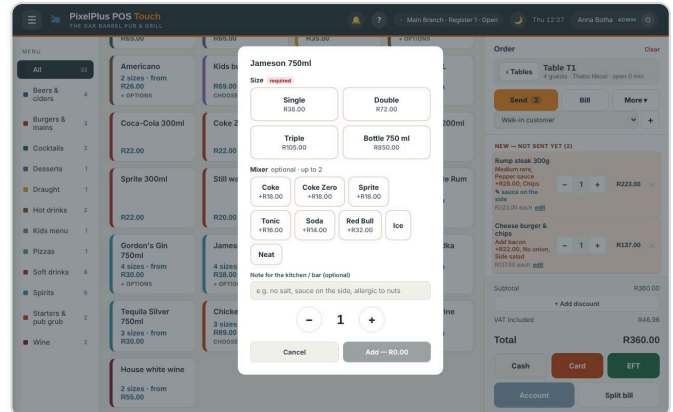
- **Order** (right): ◀ **Tables** goes back to the floor; under it the table, guests, waiter and how long it has been open. **Send**, **Bill** and **More ▼** are the table's buttons. At the bottom are the totals and the payment buttons.
- Search the menu by name, or scan a barcode, in the box at the top.

3. Taking the order

Tap a menu item to add it. Items with sizes or options open a window first:

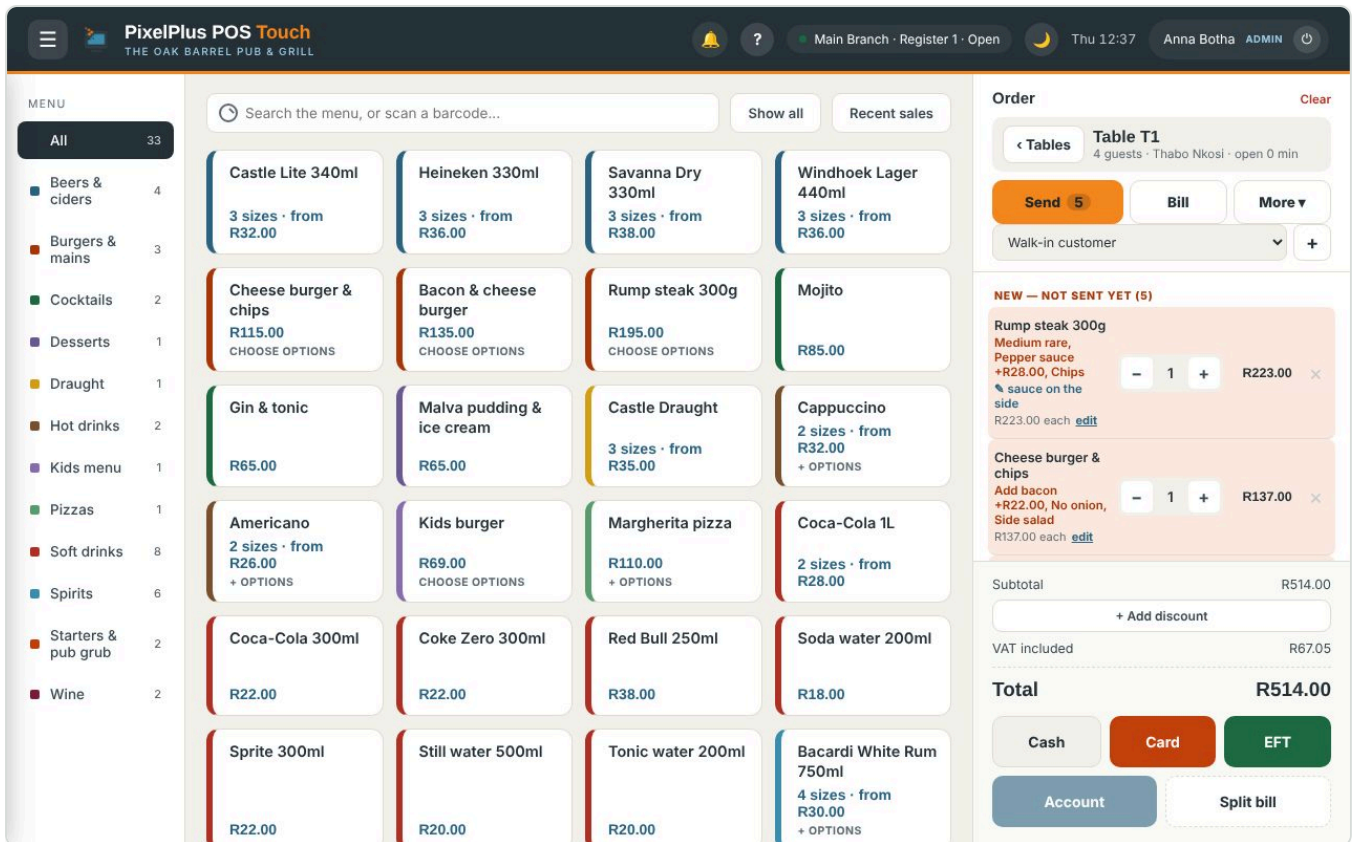


Steak: done-ness (required), sauce, side and a note for the kitchen



Jameson: size (Single, Double, Triple, Bottle) and a mixer

- **Size:** Single / Double / Triple tot or the whole bottle, Single / Six-pack / Case of beer, Glass / Bottle of wine, 330 ml / 500 ml / Jug of draught, 6 / 12 wings... When an item only has sizes, tapping the size adds it straight away.
- **Options:** a red **required** label means the guest must choose (it turns green once answered). Options that cost extra show the price (+R28.00). Some options allow more than one choice (e.g. burger extras).
- **Note for the kitchen / bar:** anything else, e.g. "sauce on the side", "allergic to nuts". It prints on the order ticket.
- Kitchen questions you'll see: **How would you like your eggs?** (sunny side up, over easy, over medium, over hard, scrambled, poached, boiled), **Toast** (white / brown), **How should the steak be done?**, **Side**, the pizza **size** and **extra toppings**, the milkshake **flavour**, **Frozen or on the rocks?** Ask the guest every required question.
- **- 1 +:** how many. The button shows the price for all of them.
- **Specials** (happy hour, 1 + 1 free, buy 2 get 20% off) are worked out by the till: the size buttons show the special price (R18 → R15) and the order line shows ★ and the saving. On a table each round keeps the happy-hour price it was sent at, even if the bill is paid later — so send drinks as soon as they are ordered.



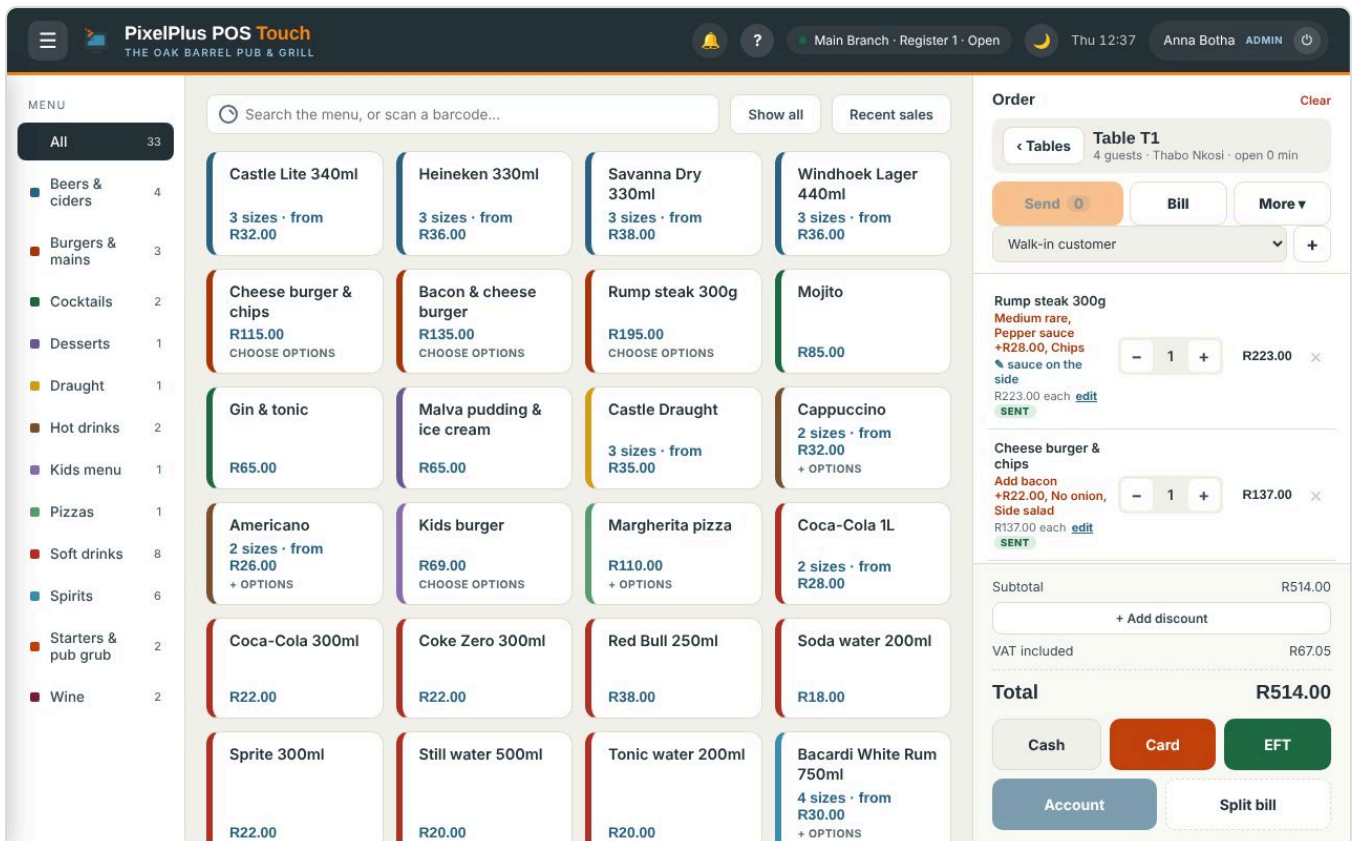
New items have an orange background and are listed under "New — not sent yet"

- Tap + / - to change the quantity of a new item, or ✕ to remove it.
- Identical items join one line (two Castle Lites = 2 × Castle Lite).
- Nothing goes to the kitchen or bar until you tap **Send**.

4. Sending to the kitchen & bar

When the round is complete tap **Send** (the number on it is how many new items there are).

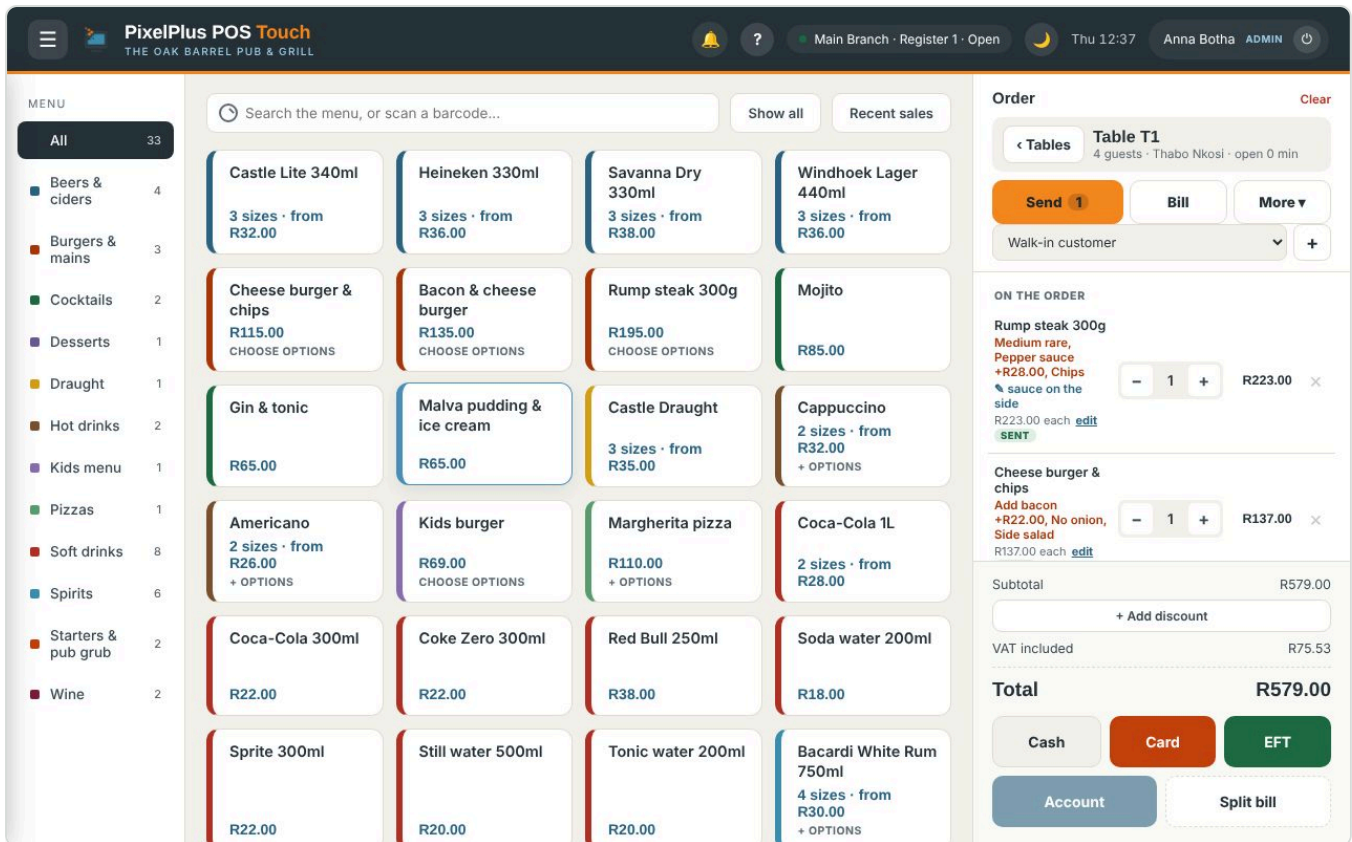
- Food goes to the **kitchen** and drinks to the **bar**. Each gets its own ticket with the table, number of guests, waiter, time, items, options and notes.
- Tickets print on the kitchen / bar printers (if your venue has them) and always show on the **Kitchen & bar screen** (chapter 9).
- Sent items show a green **SENT** label and move under **On the order**.



After Send: the items are on the order

Adding another round

Open the table again (tap it on the floor plan), add the new items and tap **Send**. Only the new items are sent; the kitchen sees "Order 2".



A new item (Malva pudding) waiting to be sent on top of what is already on the order

Going back without sending?

If you tap < Tables with new items still on screen, the till asks whether to **Send them** or **Don't send** (remove them). If you opened a table but ordered nothing, it goes back to free by itself.

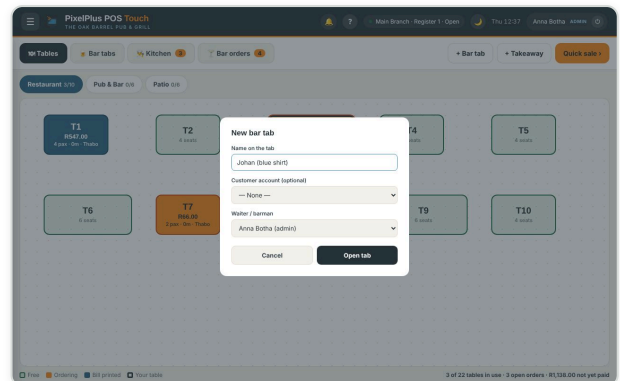
Tapping + on a sent item rings up one more of the same (as a new item to send). Tapping – or × on a sent item is a **void** (chapter 6).

5. Bar tabs, takeaways & quick sales

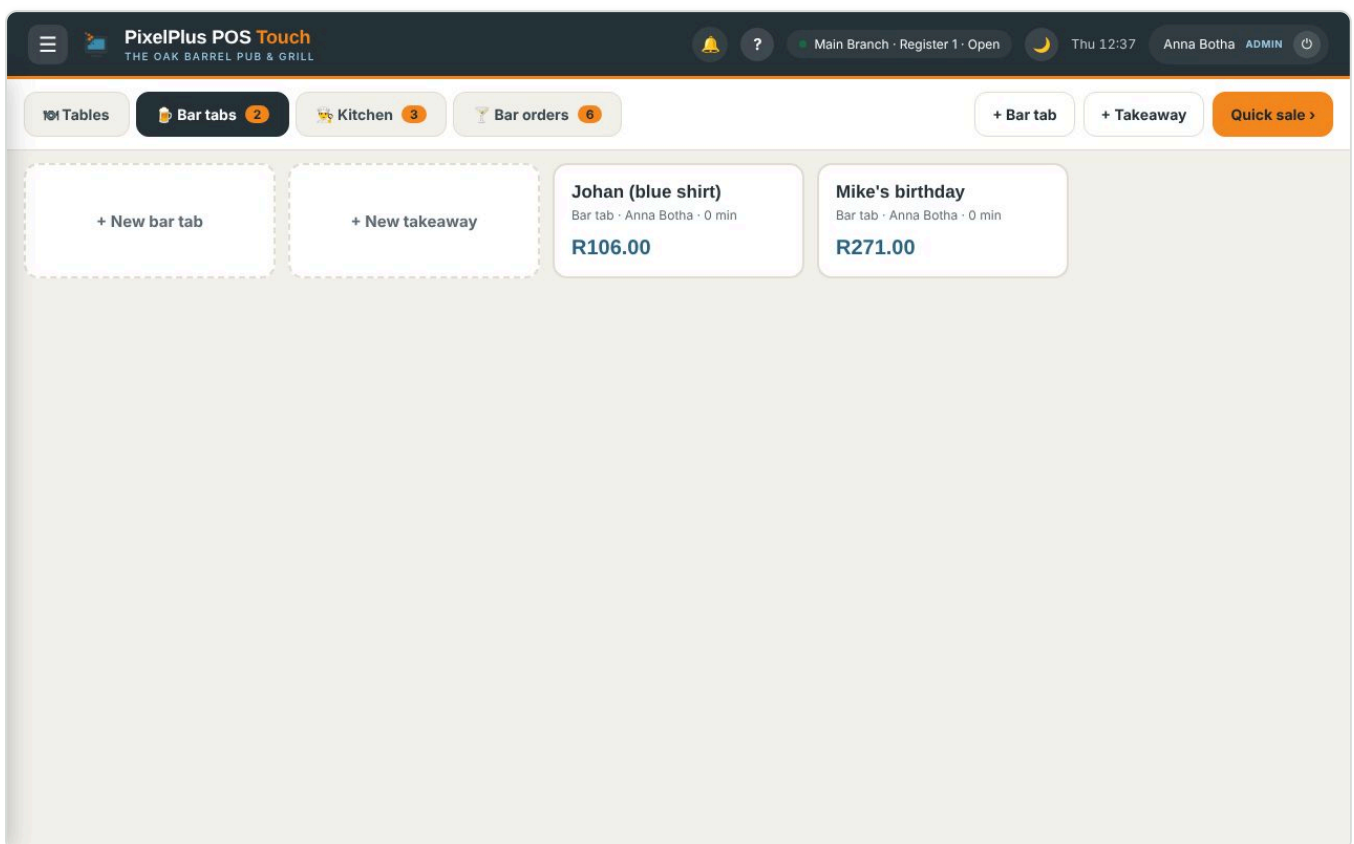
Bar tabs

1. Tap **+ Bar tab** (or **Bar tabs** → **+ New bar tab**).
2. Type the customer's name, e.g. "Johan (blue shirt)". If they have a customer account you can choose it.
3. Choose who's serving and tap **Open tab**.
4. Add drinks and tap **Send** for every round.

All open tabs are under **Bar tabs** with their totals.
Tap one to add a round, print the bill or take payment.



New bar tab



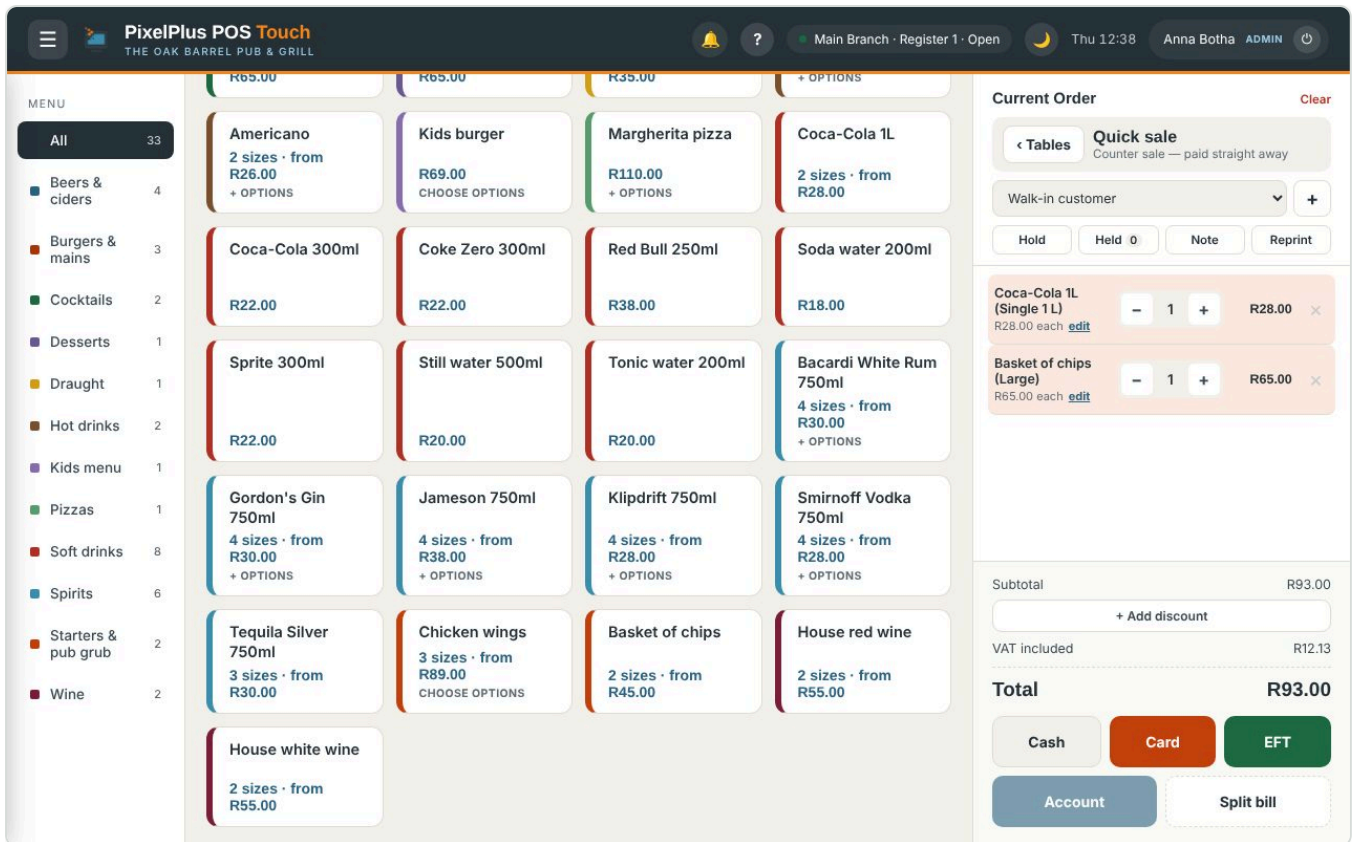
Bar tabs: every open tab and takeaway

Takeaways

+ Takeaway opens a named takeaway order (e.g. "Sipho, 082 555 0101"). Send it to the kitchen and take payment now or when it's collected.

Quick sale

Quick sale is for a counter sale that's paid straight away, e.g. a cold drink over the counter. Tap the items and a payment button. If the sale includes food or drinks that are prepared, the kitchen / bar still get their ticket. **Hold** puts a quick sale aside while you serve someone else; **Held** brings it back.

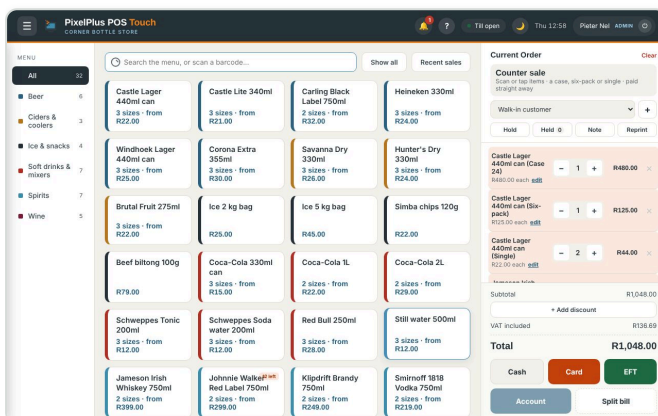


Quick sale

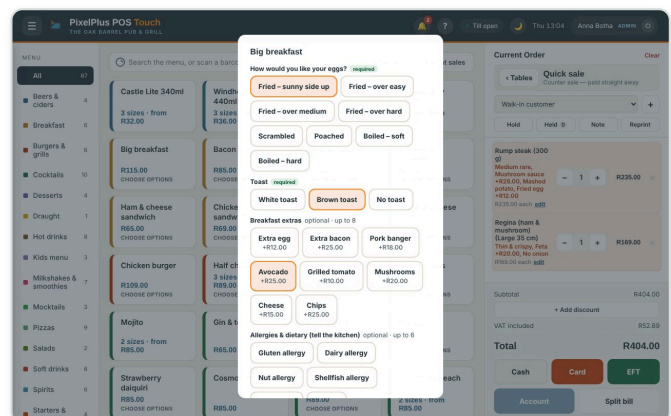
Liquor store: no tables

If your business works without tables (a liquor store or bottle store), the till always opens on the counter sale. **Scan** the barcode: the case barcode rings up a Case, the six-pack's a Six-pack and the single's a Single. Or tap an item and tap Single, Six-pack or Case. Take payment and you're ready for the next customer.

A barcode the till doesn't know yet: a manager links it once (choose the item and whether it is the single, six-pack or case) and it is rung up; a cashier sees "ask a manager to scan it once and link it".



A liquor-store counter sale: a case, a six-pack, 2 singles and a bottle of whisky

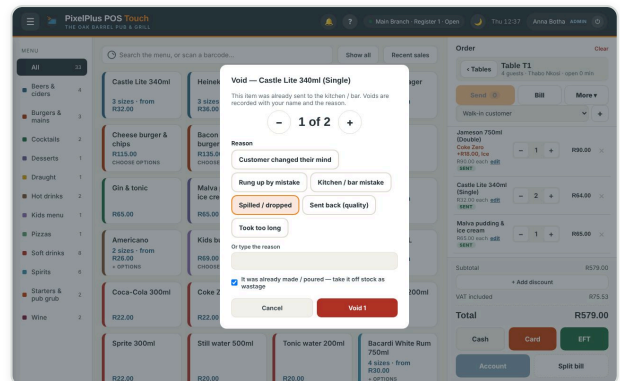


Required kitchen questions: eggs and toast

6. Voids, moving & merging tables

Voiding an item that was already sent

1. On the order, tap – on the item to void one, or ✕ to void the whole line.
2. Choose the **reason** (or type one).
3. If it was already made or poured, tick **take it off stock as wastage** (it's ticked for you for spills, kitchen mistakes and send-backs).
4. If you're not a manager, a **manager types their username and password** to approve.
5. Tap **Void**. The kitchen / bar get a VOID ticket.

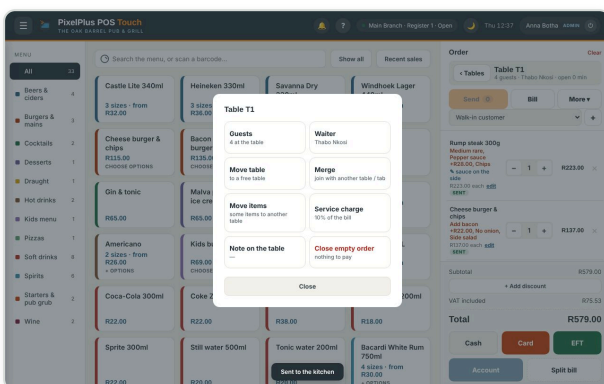


Void with a reason

Everything is recorded

Every void is in the audit log and the Voids report with who, why, when, the value and who approved it. Items that were not sent yet are simply removed.

More ▼



More on a table

- **Guests:** change the number of guests.
- **Waiter:** hand the table to another waiter.
- **Move table:** the whole order moves to a free table (e.g. guests move inside).
- **Merge:** join this order onto another table or tab. This one closes.
- **Move items:** move only some items, e.g. one guest moves to the bar.
- **Service charge:** add (or remove) the venue's service charge (chapter 8).
- **Note on the table:** e.g. "birthday — bring candle", "nut allergy". It shows under the table name.
- **Close empty order:** close a table or tab that has nothing to pay.

7. The bill

Open the table and tap **Bill**.

- Anything not yet sent is sent first.
- The bill prints on the slip printer (or on an A4 page if there is no slip printer) with the table, guests, waiter, every item with its options, the VAT, a suggested 10% tip and lines for the tip and total paid.
- The table turns **blue** on the floor plan so everyone can see the bill has gone out.
- You can still add items after printing the bill; print it again to show the new total. Reprints are recorded.

The Oak Barrel Pub & Grill
14 Main Road, Kalk Bay, Cape Town - 021 555 0144 - hello@oakbarrel.example - VAT no: 4123456789

Bill
Table T1
Date: 2026/10/22, 12:37:25
Guests: 4
Waiter: Thabo Nkosi

Item	Qty	Price	Total
Rump steak 300g — Medium rare, Pepper sauce +R28.00, Chips	1	R223.00	R223.00
Cheese burger & chips — Add bacon +R22.00, No onion, Side salad	1	R137.00	R137.00
Jameson 750ml (Double) — Coke Zero +R18.00, Ice	1	R90.00	R90.00
Castle Lite 340ml (Single)	1	R32.00	R32.00
Malva pudding & ice cream	1	R65.00	R65.00
		Subtotal	R547.00
		VAT included	R71.35
		Total	R547.00
		Suggested tip (10%)	R54.70
		Tip	
		Total paid	

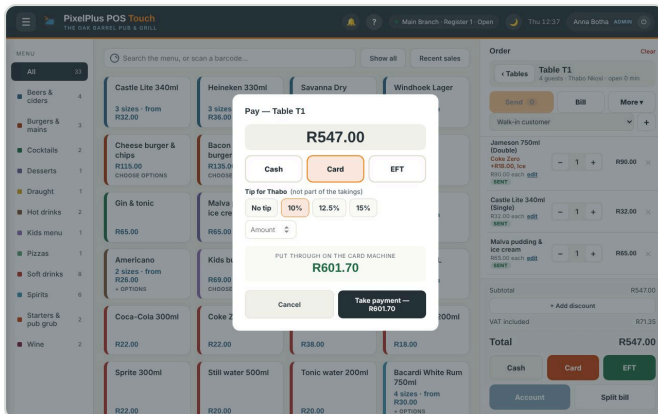
Thanks for visiting The Oak Barrel! See you soon.

PixelPlus POS Touch - www.pixelplus-za.co.za

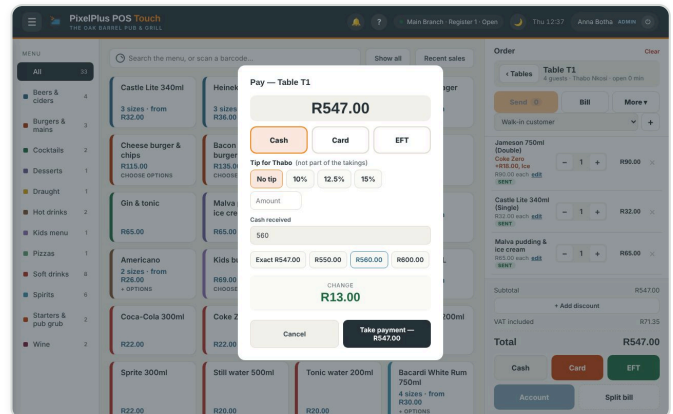
The bill (A4 version)

8. Taking payment, tips & split bills

Tap a payment button on the order: **Cash**, **Card**, **EFT** or **Account** (a customer account must be chosen). The payment window opens:

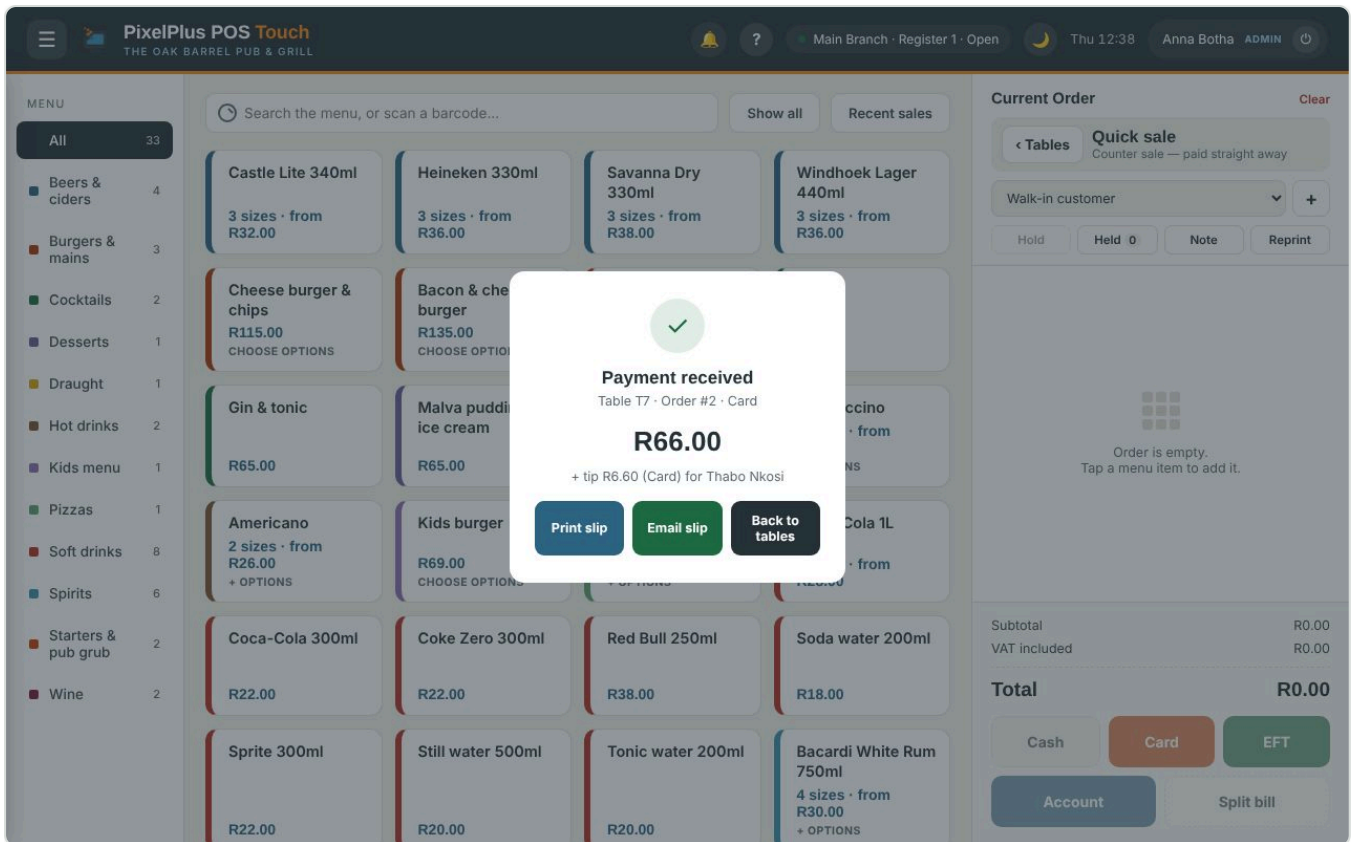


Card with a 10% tip



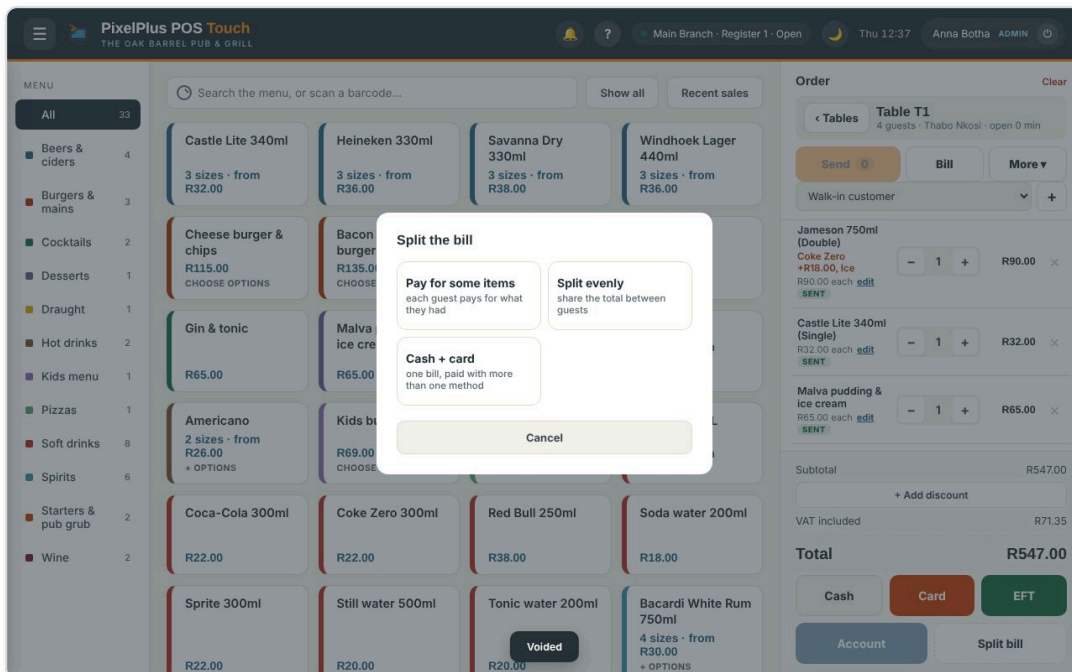
Cash: the change is worked out

- You can still change the method in the window.
- **Tip:** tap 10%, 12.5% or 15%, or type an amount. For card the screen shows the amount to put through on the card machine (bill + tip). For cash the change is worked out so that the tip stays with the waiter.
- Tips are recorded for the table's waiter. They are **not** part of the takings or the VAT.
- **Cash:** tap the note the guest gave (or type it) and give the change shown.
- Tap **Take payment**. The slip can be printed or emailed. **Back to tables** returns to the floor; the table is free again.



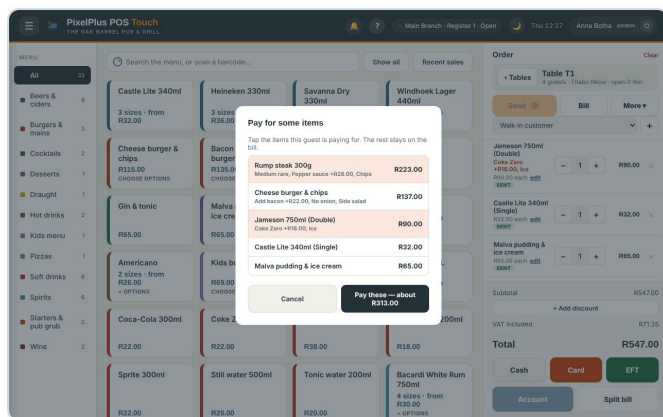
Paid

Split bill



Split the bill: three ways

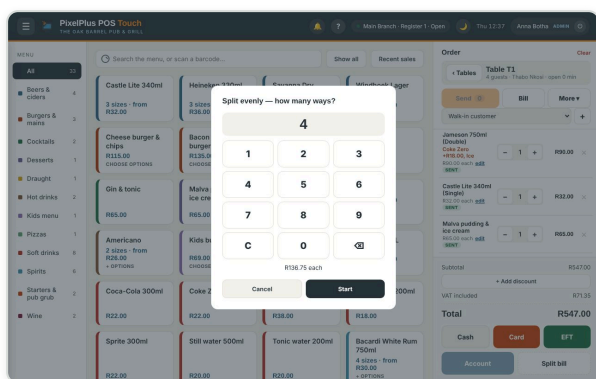
Pay for some items



Tap what this guest had

1. Tap **Split bill** → **Pay for some items**.
2. Tap the items this guest had. For part of a line (2 of 4 beers) use **- / +**.
3. Tap **Pay these** and take the payment as usual (with their tip).
4. The rest stays on the table; the order shows what has already been paid. Repeat for the next guest.

Split evenly



How many ways?

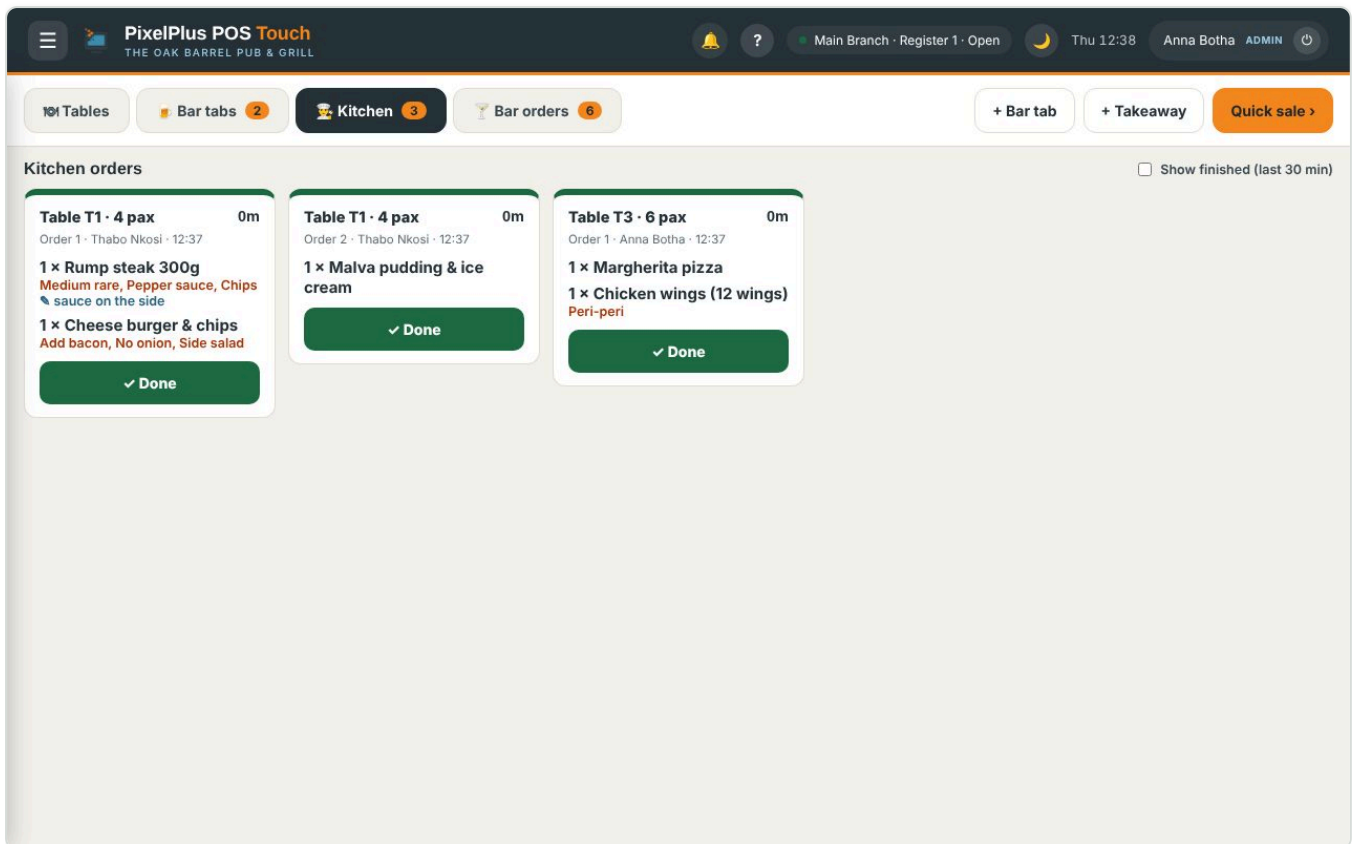
1. Tap **Split bill** → **Split evenly**, type how many ways (it starts at the number of guests) and tap **Start**.
2. Take each guest's share in turn: each can pay cash or card and add their own tip. Tap **Next** after each.
3. After the last guest it is one sale with all the payments. Cancel part-way and nothing is charged.

Cash + card

One bill paid with more than one method, e.g. R300 cash and the rest on card: type the amount for each method; the amounts must add up to the total.

9. Kitchen & bar screen

The kitchen and bar can work from a screen (a tablet or PC on the wall) instead of, or as well as, paper tickets. Open **Tables & till** → **Kitchen** or **Bar orders**, or ☰ → **Kitchen & bar screen**.



Kitchen orders

- Every order sent shows as a ticket: table and guests, order number, waiter, time sent, the items with their options (orange) and notes (blue).
- The top edge is **green**, turns **amber after 10 minutes** and **red after 20 minutes**.
- Tap **✓ Done** when it's ready to go out. Tick **Show finished** to see the last 30 minutes and **↶ Recall** a ticket you finished by mistake.
- A void shows as a red, crossed-out VOID ticket so nothing gets made for nothing.
- The screen refreshes by itself every few seconds.

PixelPlus POS Touch

THE OAK BARREL PUB & GRILL

Main Branch · Register 1 · Open

Thu 12:38

Anna Botha

ADMIN

Tables

Bar tabs2

Kitchen3

Bar orders6

+ Bar tab

+ Takeaway

Quick sale >

Bar orders

☐ Show finished (last 30 min)

Table T1 · 4 pax0m

Order 1 · Thabo Nkosi · 12:37

1 × Jameson 750ml (Double)

Coke Zero, Ice

2 × Castle Lite 340ml (Single)

✓ Done

VOID · Table T10m

Order 1 · Anna Botha · 12:37

~~1 × VOID Castle Lite 340ml (Single)~~

Spilled / dropped

✓ Done

Table T3 · 6 pax0m

Order 1 · Anna Botha · 12:37

2 × Castle Draught (500 ml)

1 × House red wine (Bottle 750 ml)

✓ Done

Table T7 · 2 pax0m

Order 1 · Thabo Nkosi · 12:37

1 × Cappuccino (Large)

1 × Americano (Regular)

✓ Done

Tab · Johan (blue shirt)0m

Order 1 · Anna Botha · 12:37

1 × Klipdrift 750ml (Double)

Coke

1 × Windhoek Lager 440ml (Single)

✓ Done

Tab · Mike's birthday0m

Order 1 · Anna Botha · 12:37

1 × Mojito

1 × Tequila Silver 750ml (Round of 4)

2 × Savanna Dry 330ml (Single)

✓ Done

Bar orders

10. Your till & cash-up

Taking payment needs an open till on that computer. Waiters who don't carry cash can take orders and print bills without one; the cashier or barman takes payment.

Opening the till

1. ☰ → **Till & cash-up** (or **Open till** on the yellow bar).
2. Count the float in the drawer and type it in. Tap **Open till**.

During the shift

- **Paid in / paid out** (Till & cash-up): money taken from or put into the drawer, e.g. paying out card tips to a waiter, with a reason.
- Card tips are in the card machine's total but not in your takings: use **Reports** → **Tips** to see what to pay out.

Closing (cash-up)

1. Till & cash-up → **Close till & cash up**.
2. Count the cash by notes and coins. The till shows the expected cash and any difference (variance).
3. Print the cash-up slip. If your venue needs it, a manager approves the cash-up.

PixelPlus POS Touch
THE OAK BARREL PUB & GRILL

Main Branch · Register 1 · Open Thu 12:38 Anna Botha ADMIN

Cashup

Till open — Main Branch · Register 1
Opened 2026/10/22, 12:33:12 · 2 sales

Opening float	R500.00
+ Cash sales	R0.00
+ Cash account payments	R0.00
+ Paid in	R0.00
- Cash refunds	R0.00
- Paid out	R0.00
Expected cash	R500.00

+ Paid in - Paid out

Close till & cash up
☐ Count notes & coins
Counted cash in drawer
0.00
Notes (optional)

Close till & cash up

Recent sessions

CASHIER	BRANCH / WORKSTATION	OPENED	CLOSED	OPENING FLOAT	EXPECTED	COUNTED	VARIANCE	STATUS
Anna Botha	Main Branch · Register 1	2026/10/22, 12:33:12	—	R500.00	—	—	—	open

Till & cash-up

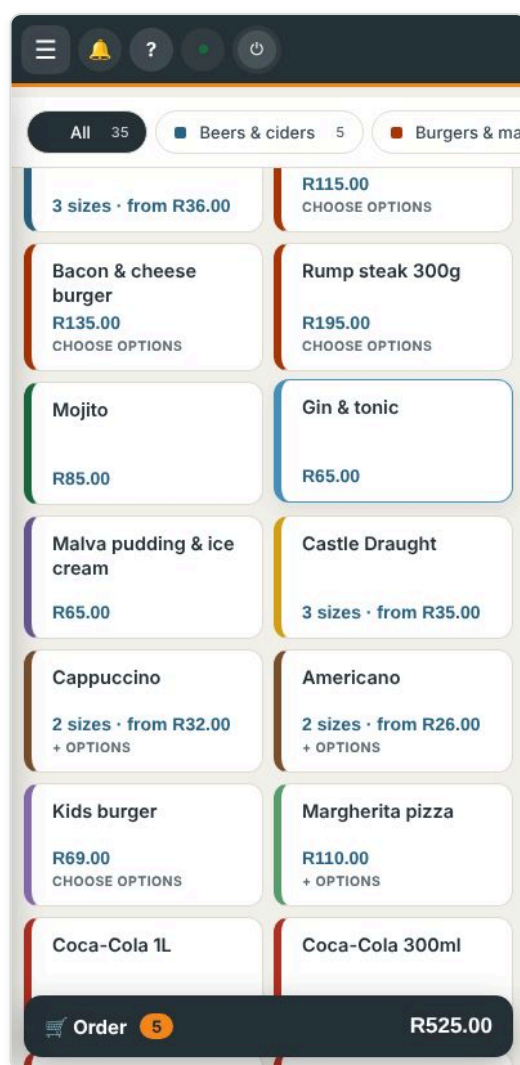
Refunds and reprints

☰ → Sales history & refunds: find a sale, 🖨️ to reprint the slip, ↩️ to refund (managers). On the quick sale screen, **Reprint** prints the last slip again.

11. On a tablet or phone



Floor on a phone



Menu on a phone

- Open the same web address on the tablet or phone and sign in. Waiters can carry a tablet or phone to take orders at the table and tap **Send**; the kitchen and bar get the order straight away.
- On a phone the tables show as a list of tiles; tap one to open it. The menu fills the screen; the orange **Order** bar at the bottom opens the order to Send, print the Bill or take payment. **< Menu** goes back.
- Kitchen and bar tickets print from the device that sends them, so on a phone the paper tickets need a network printer; the Kitchen & bar screen always works.

12. Quick reference

I want to...	Do this
Open a table	Tables → tap a green table → guests → Open table
Add a size / option / note	Tap the item → choose → Add
Send the order	Send on the order
Add another round	Tap the table → add items → Send
Take off something not sent	× on the item
Take off something already sent	– or × → reason → (manager password) → Void
Print the bill	Bill
Pay	Cash / Card / EFT → tip → Take payment
Split the bill	Split bill → Pay for some items / Split evenly / Cash + card
Move / merge / change guests or waiter	More ▼
Service charge	More ▼ → Service charge
Bar tab	+ Bar tab → name → Open tab
Counter sale	Quick sale ›
See what the kitchen still has to make	Kitchen / Bar orders
Help	? at the top, or ☰ → Help & training

Colours on the floor plan

Colour	Means
 Green	Free
 Orange	Ordering (red minutes = nothing ordered for 45 minutes)
 Blue	Bill printed, waiting for payment
Dark outline	Your table