



Cheers POS

Restaurant User Guide

A simple, step-by-step guide to running your restaurant on Cheers POS

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1 Getting Started — Logging In

Cheers POS runs entirely in your web browser — there's nothing to install. You can use it on a tablet, phone, or computer, as long as it's connected to the internet.

Your Login Link

- You'll receive a unique login link for your restaurant, usually in the format **yoursite.com/pos/your-restaurant-name**.
- Bookmark this link on the device(s) you'll use for the POS so you don't need to type it every time.

Signing In

- Open your login link.
- Enter the email and password provided to you.
- Tap **Log In**.

TIP: If you forget your password, contact your reseller or our support team below to have it reset.

2 Opening Your Shift

Before you can take any orders, you need to open a shift. This records who is working and how much cash is in the register at the start of the day, so everything can be reconciled later.

To Open a Shift

- After logging in, you'll be taken to the **Open Shift** screen automatically if no shift is currently open.
- Enter your name.
- Count the cash in your register and enter the **Opening Cash** amount.
- Tap **Open Shift & Start POS**.

TIP: Always count your cash drawer carefully before opening a shift — this number is used to calculate your expected cash at closing time.

3 Taking an Order (Dashboard)

The main Dashboard is where you'll spend most of your time — this is where you build orders for walk-in customers, table service, or counter sales.

Building an Order

- Tap a **category** button to see the items inside it.
- Tap an item to add it to your cart. If it has sizes or add-ons, a pop-up will ask you to choose them first.
- Adjust quantity using the + and - buttons in your cart.
- Use **+ Add MISC Item** for anything not on your menu (custom price, description).

Checking Out

- Tap **Save Order** to open the checkout screen.
- Choose the order type: **Table**, **Bar Seat**, **Customer Name**, or **Pickup**.
- Enter the table number, seat number, or name.
- Tap Save to save the order only, or Save & Print to save and print it to the kitchen.

Quick Pay (skip the ticket)

- If a customer is paying immediately and won't be opening a tab, use the **Quick Pay & Close** buttons (Cash or Card) right from the cart — this skips the ticket step entirely and records the sale as paid.

4 Managing Open Tickets

Every table, bar seat, or named tab that hasn't been paid yet shows up as an Open Ticket. You can view all of them from the **OPEN TICKETS** button on your dashboard.

Working with a Ticket

- Tap any ticket in the Open Tickets list to view its items and running total.
- Tap **+ Add More Items** to add additional items to that same tab.
- Tap **Print Ticket** to print the current bill for the customer.
- Tap **Close & Pay** when the customer is ready to pay — choose the payment method to close the ticket.
- Tap **VOID TICKET** if the order needs to be cancelled entirely — you'll be asked to enter a reason.

NOTE: Voided tickets are kept in your records with the reason you entered, so nothing is ever silently deleted.

5 New Orders from QR Code / Online

When a customer orders from your Table QR code or your Online Ordering link, it appears on your **New Orders** screen for you to review before it goes to the kitchen.

Handling an Incoming Order

- New orders trigger a sound alert and appear automatically — no need to refresh the page.
- Review the items, table/customer info, and any special request the customer left.
- Tap **Save to Ticket** to accept it into your open tickets, exactly like a normal order.
- Or use **Quick Pay & Close** (Cash/Card) if it should be marked paid immediately.
- Tap **Reject** if you're unable to fulfill the order (fully booked, item unavailable, closed, etc.).

TIP: The customer sees a live status on their phone — they'll know the moment you accept or reject their order.

6 Reservations

Reservations can come in two ways: a customer books online through your Reservations QR code/link, or your staff enters one manually (phone booking, walk-up request).

Adding a Reservation Manually

- Go to **Reservations** from your dashboard.
- Tap **+ Add Reservation**.
- Fill in the customer's name, phone, date, time, and party size. Table number and notes are optional.
- Tap **Add Reservation** — it's saved as Accepted immediately.

Handling Online Requests

- Online requests appear under the **Pending** tab, marked with an ONLINE badge.
- Tap **Accept** to confirm it, or **Reject** if you can't accommodate it.
- Once the party arrives, tap **Mark Seated** to update their status.

Editing or Cancelling

- Tap **Edit** on any reservation to change the details.
- Tap **Cancel** to mark it cancelled, or **Delete** to remove it permanently.

7 Managing Your Menu

Your menu is fully under your control. All menu management is found under **SETTINGS** on your dashboard.

Categories

- Go to **Manage Categories** to add sections like Starters, Mains, Drinks, etc.
- Each category can have an icon, a color, and an optional photo.

Products

- Go to **Manage Products** to add individual menu items.
- Set the price, an optional cost (used for profit reports), and assign it to a category.
- Enable **Has Sizes** if the item comes in different sizes (e.g. Small/Medium/Large).
- Enable **Has Modifiers** to attach add-on options (see below).

Sizes & Add-ons

- Go to **Manage Sizes** to set size options and their price difference for any product with sizes enabled.
- Go to **Manage Add-ons** to build modifier groups (e.g. 'Toppings', 'Spice Level') with required or optional selections, and attach them to products.

TIP: Setting a Cost on each product lets your Profitability Report show you which items make the most money.

8 Restaurant Settings & Branding

Restaurant Information

- Go to **Settings** → **Restaurant Info** to set your restaurant's name, address, phone, email, and tax ID.
- Upload your **logo** here — used for your branding across the system.
- Set your **Receipt Footer Message** — a custom line printed at the bottom of every receipt.

9 Payment Methods

You control exactly which payment methods your staff can select when closing a ticket.

Managing Payment Methods

- Go to **Settings** → **Payment Methods**.
- Tap **+ Add Method** to create a new one — give it a name, an emoji icon, and a color.
- Use ▲ / ▼ to reorder how they appear on the payment screen.
- Tap **Disable** to temporarily hide a method without deleting it, or **Delete** to remove it for good.

10 Printer Setup

Go to **Settings** → **Printer Setup** to connect a receipt printer to your tablet.

Connecting a Printer

- Select your printer type (58mm, 80mm, Star, or Epson).
- Turn on your printer's Bluetooth pairing mode.
- Tap **Scan for Bluetooth Printers** and wait for it to appear in the list.
- Tap **Pair** next to your printer's name.

TIP: No computer or local network setup needed — everything connects directly to the tablet running your POS.

11 Your QR Codes

Go to **QR Codes** from your dashboard (or Settings) to find and download all three of your QR codes.

Table Ordering QR

- Print this and place it on each table. Customers scan it, browse your menu, and their order includes their table number automatically.

Online Ordering QR

- Use this on your website or social media. Customers choose Pickup or Delivery and place an order remotely.

Reservations QR

- Use this on your website or social media so customers can request a table reservation directly.

TIP: Print your Table QR codes at least 5x5 cm so phone cameras can scan them easily from across the table.

12 Closing Your Shift

End-of-Day Steps

- Tap **Close Shift** on your dashboard.
- Review the Sales Breakdown by payment method.
- Count your cash drawer and enter the **Actual Closing Cash** amount.
- Check the Difference shown — it will tell you if you're over, short, or a perfect match.
- Add any notes about the shift, then tap **Confirm Close Shift**.

TIP: Once a shift is closed, you'll be taken to the Open Shift screen to start the next one.

13 Reports

Daily Reports

- Shows total sales, sales by payment method, and category breakdown for any date you select.

Profitability Reports

- Shows revenue, cost, and profit margin for every item you sell, based on the costs you've set on your products.

Financial Report

- A broader view across any date range — sales, cost, and profit by category, plus totals by payment method.

Ticket History

- A searchable log of every closed ticket. Tap any ticket to view its full details and reprint the receipt if needed.

14 Getting Help

If you run into any issue, have a question, or need something changed, we're here to help.

Support Email	support@taiwanwebhosting.com
Website	www.totalsolutions.tw
Provided by	Total Solutions Concepts Co., Ltd.

Thank you for using Cheers POS — we hope it helps your restaurant run smoothly, every service.