

KDS Manual

Kitchen Display Screen

Last updated 2020-10-22

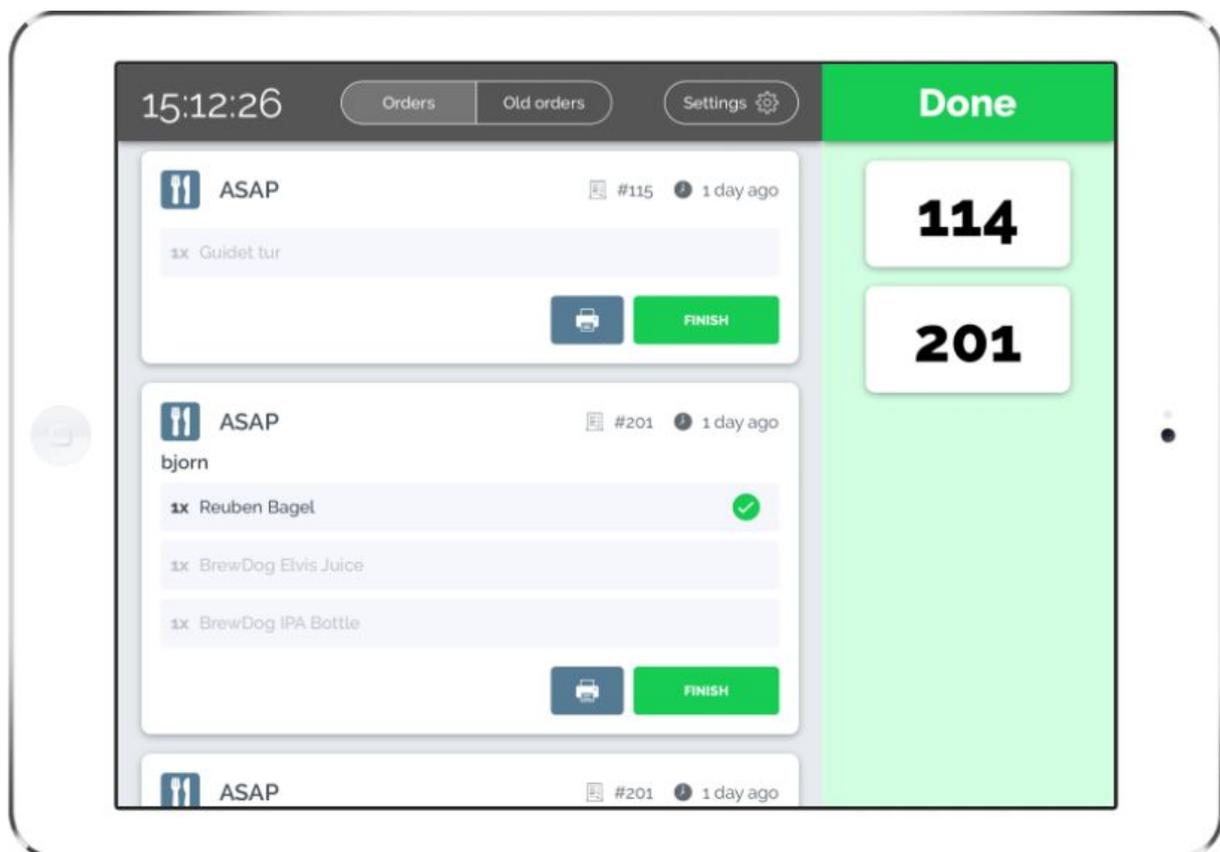


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Kitchen Display Screen (KDS)

KDS register

Firstly, to login to KDS, a register of corresponding type should be created in our Backoffice → Settings → Registers.

register #1

REGISTER NAME *
register #1

SHOP *
Test Shop

REGISTER TYPE *
Register for KDS

THIS REGISTER HAS INTEGRATED BANKTERMINAL

Orders/pre-orders flow

In KDS main view you will see orders or pre-orders made by our POS or through our API. When order is received, a bell sound will ring. By default, only orders that contain items which need to be prepared in the kitchen, for example a tasty burger, will be seen. For an item to be set as preparable, you'll have to tick the “requires preparation” box for the product in our Backoffice → Inventory → Products.

Tasty burger

DETAILS VARIANTS ADD-ON PRODUCTS

Color

UNIT
pc

ACTIVE

OFFLINE

REQUIRES PREPARATION

PRINT PRODUCT RECEIPT

VARIABLE PRICE

ADD-ON

HIDE FROM WEB

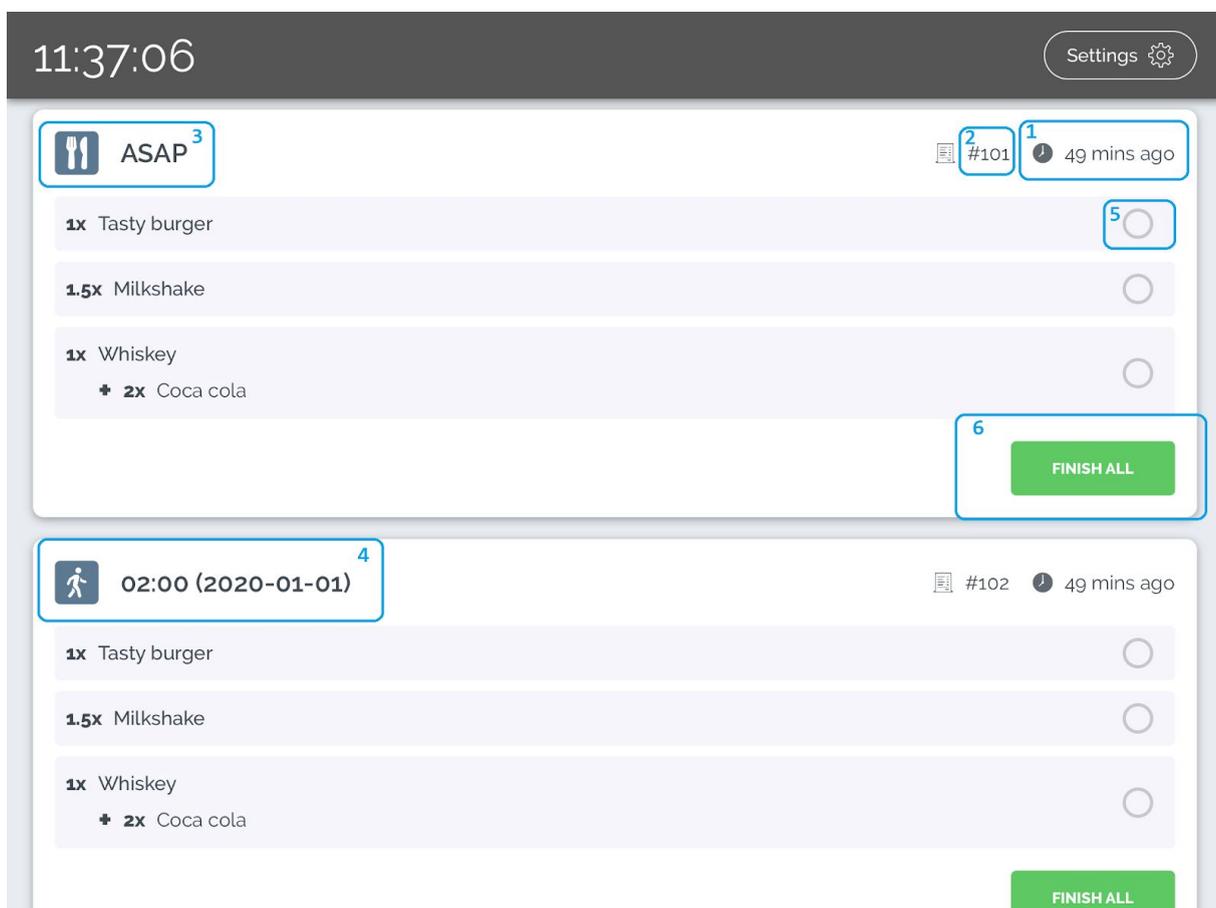
NAME *
Tasty burger

SKU *
1574243823509

Addons are not prepared separately from the main item. So if only addon is marked as “requires preparation”, the whole product will be shown in KDS.

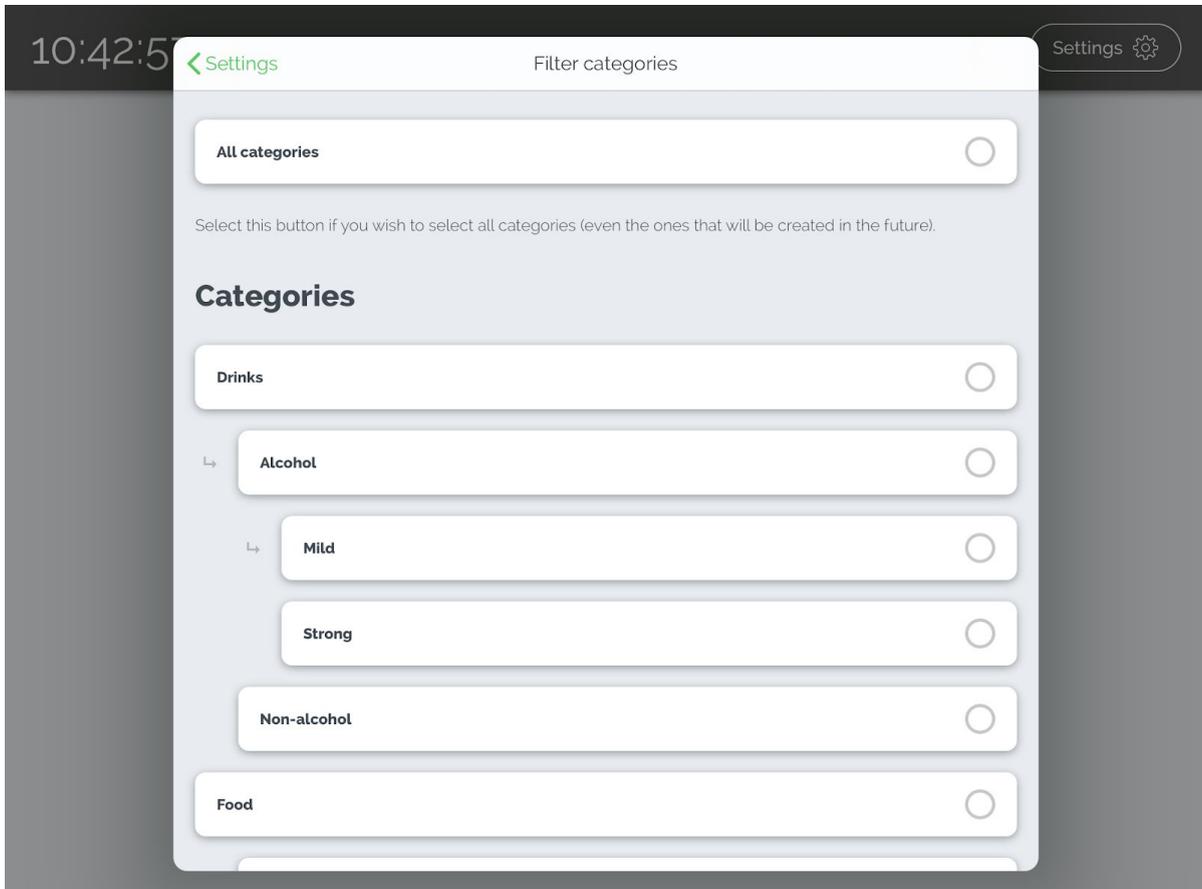
Now let's discuss the info shown in the main screen for orders:

1. In the right upper corner it is shown how much time ago order/pre-order was received;
2. Either first three characters of order id or register sequence number will be shown near time received;
3. All orders/pre-orders that have no pick up time (pick_up_time attribute) set, will be sorted in ascending order. Meaning, the newest orders/pre-orders will be sent to the bottom;
4. When time for pick up (pick_up_time attribute) is set for the order/pre-order, such orders will be shown at the bottom of all ASAP orders;
5. When item is finished in the kitchen, it can be marked as finished by ticking the box;
6. If all items are finished in the kitchen, by tapping „finish all“ button all check boxes will be ticked and order will disappear from the view;



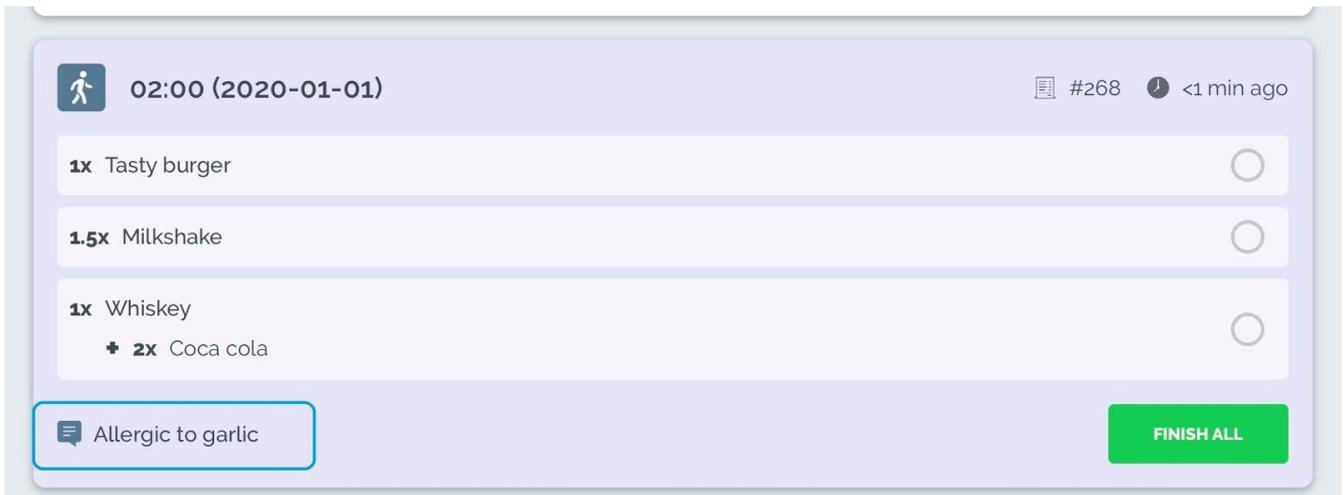
Filtering by categories

Another awesome feature we have is items filtering by categories. For example, a pizza chef working in the kitchen doesn't need to see all that fries and milkshakes ordered by the client. So one could go to „Settings“ and deselect “All categories” as marked by default. The list of categories is shown and the chef can select which category products he would like to see. Then only items for that category will be shown on screen and only orders containing such items.



Comments on orders

If comment is added to order/pre-order, it will have slightly different background colour and comment will be shown at the bottom of the order.

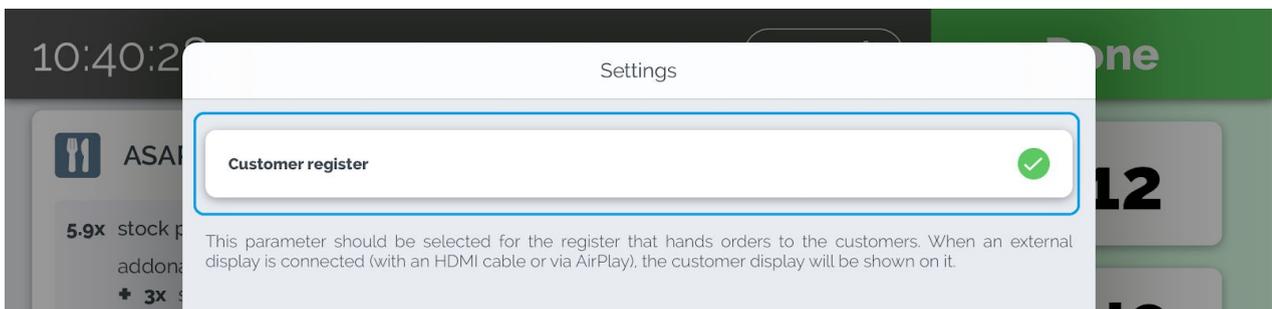


Cancelled pre-orders

If pre-order has been cancelled, it will not be shown in KDS view anymore. It can be at any stage.

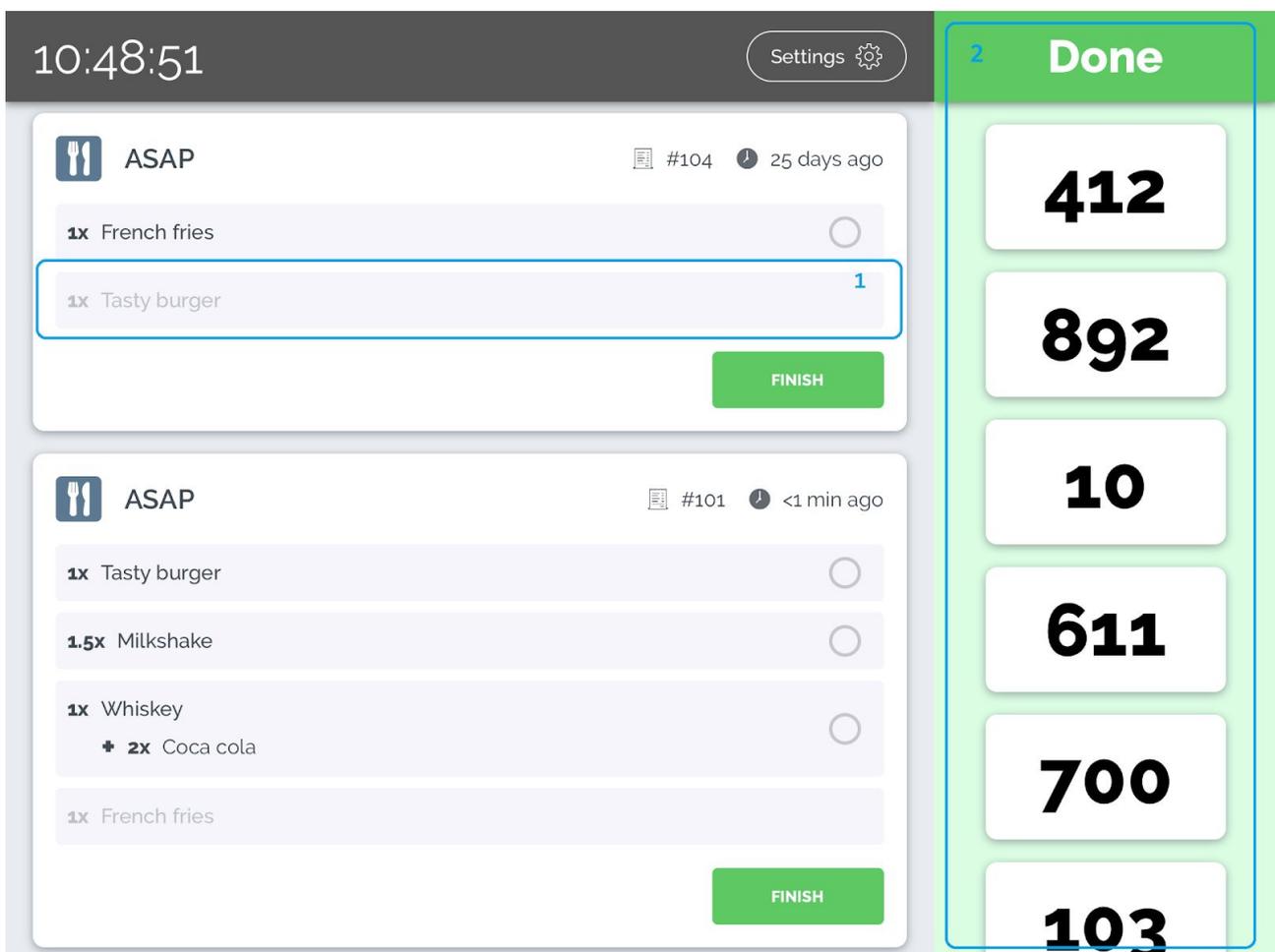
Customer register

There's a possibility to have a master register, where all orders and pre-orders made for the shop will be shown. This can be done, by selecting „Customer register“ check-box in settings.



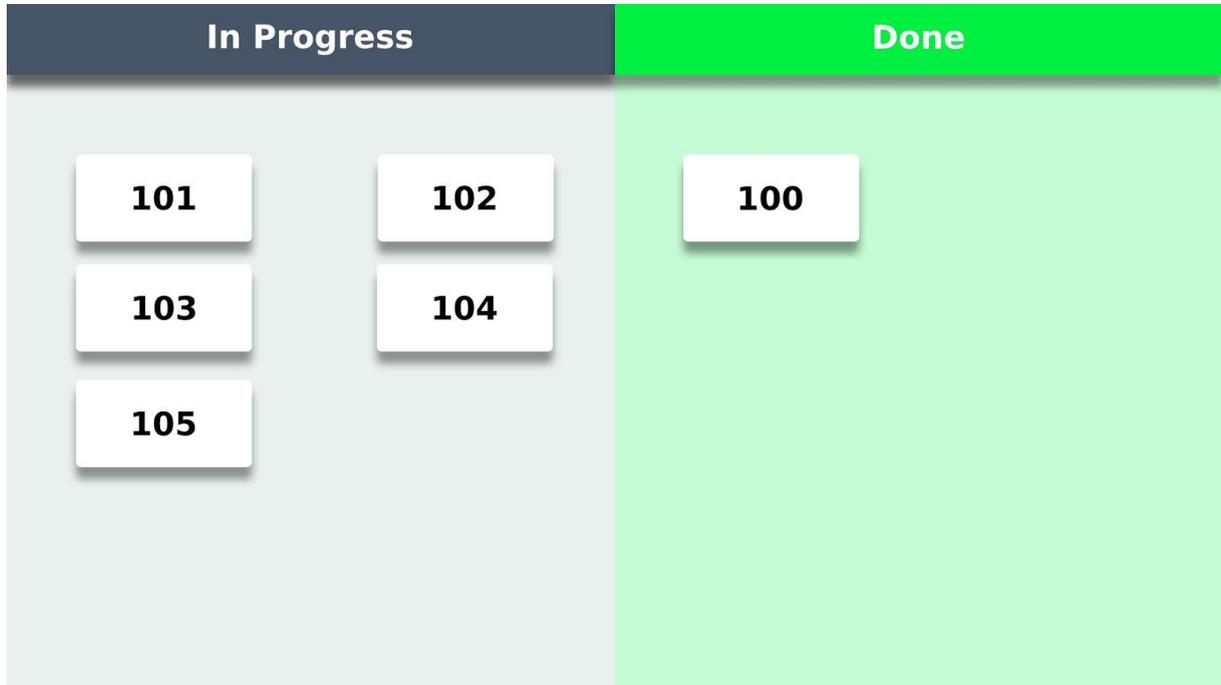
1. Items that are not preparable, or orders/pre-orders that have no preparable items will be shown as well. So when the „Customer register“ is selected, filtering by categories will be disabled and all orders/pre-orders with all products are shown for the register.
2. A side menu of „done“ orders/pre-orders will be shown. When order/pre-order is ready for the client, „finish“ button can be pressed:
 - all items are marked as finished if they were not before,
 - order/pre-order gets definition of „done“,
 - sound of bell will ring,
 - it's number will be shown in the side menu and in the „Done“ section of the external display.

After order is received by the customer, order number can be pressed and order/pre-order will disappear from the side menu and from the external screen.



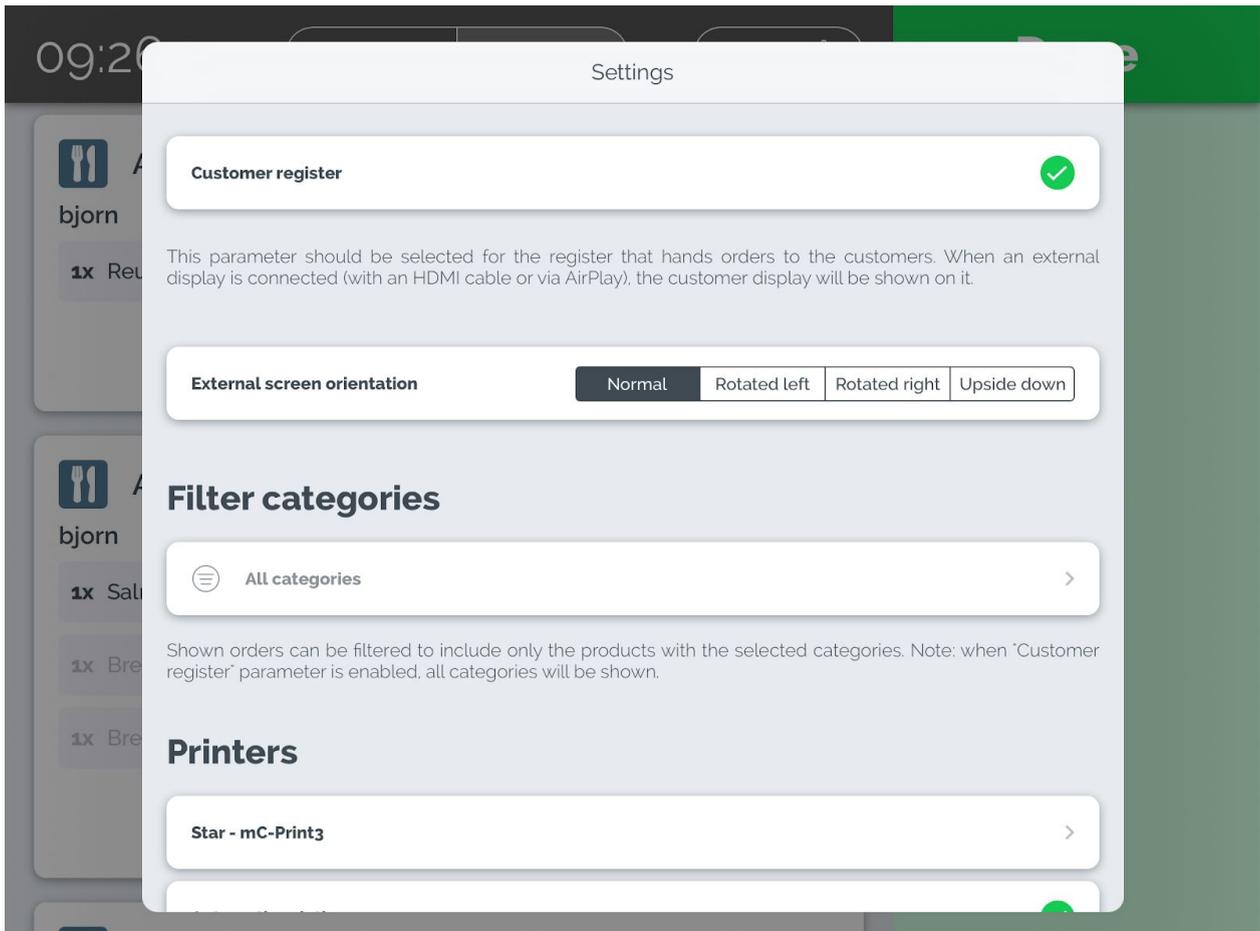
Apple TV/Display screen

Customer screen will be shown when the iPad is connected to an external display (through HDMI cable or through AirPlay). A checked box of "Customer Register" is necessary. In the screen there are two sections: „In progress“ and „Done“. Orders and pre-orders waiting to be prepared and not yet ready for the customer will be shown in the „In progress“ section. And all orders and pre-orders that are marked as ready for the customer, will be shown in the „Done“ section.



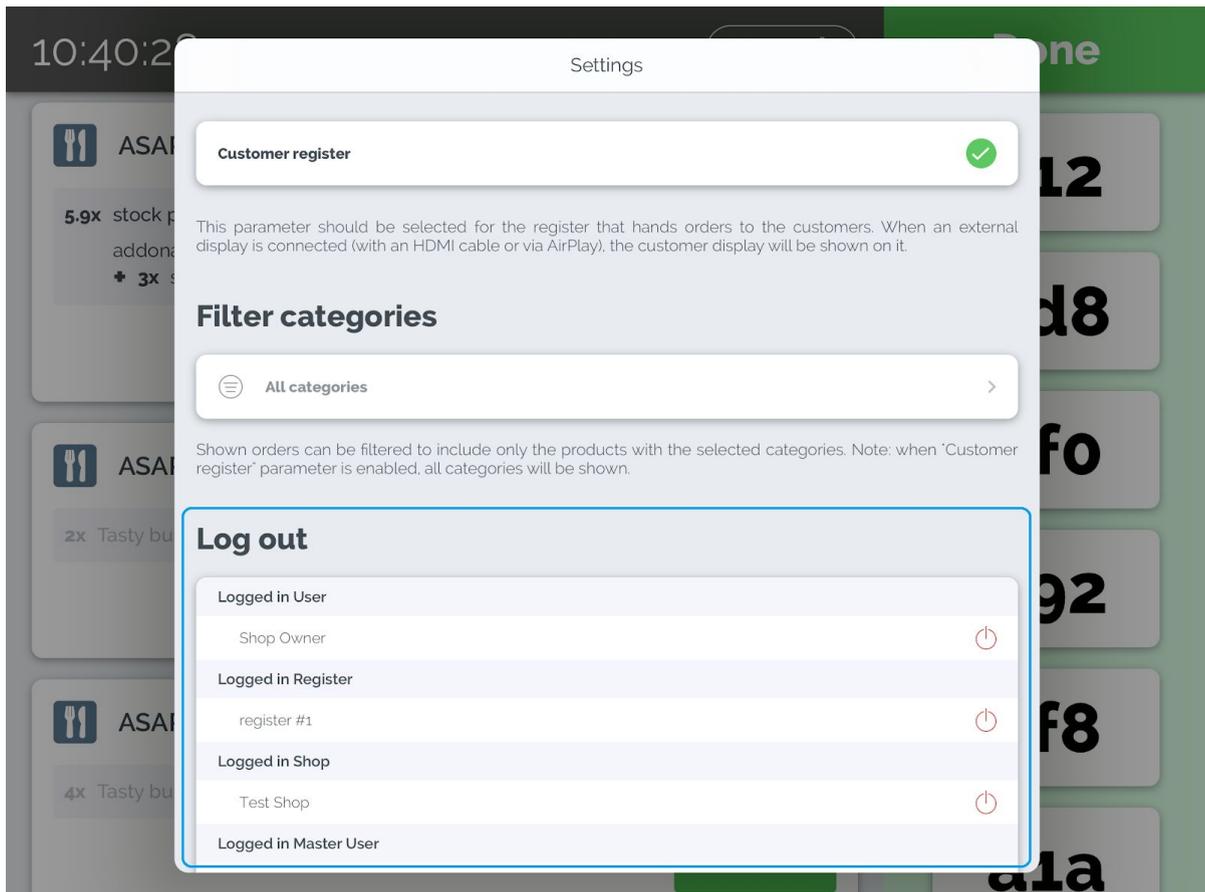
When connected to the Apple TV/ Display screen, you have the ability to rotate the screen to **Normal, Rotated Left, Rotate Right or Upside down** from settings.

This feature only appears in settings when connected to the Apple TV / Display screen.



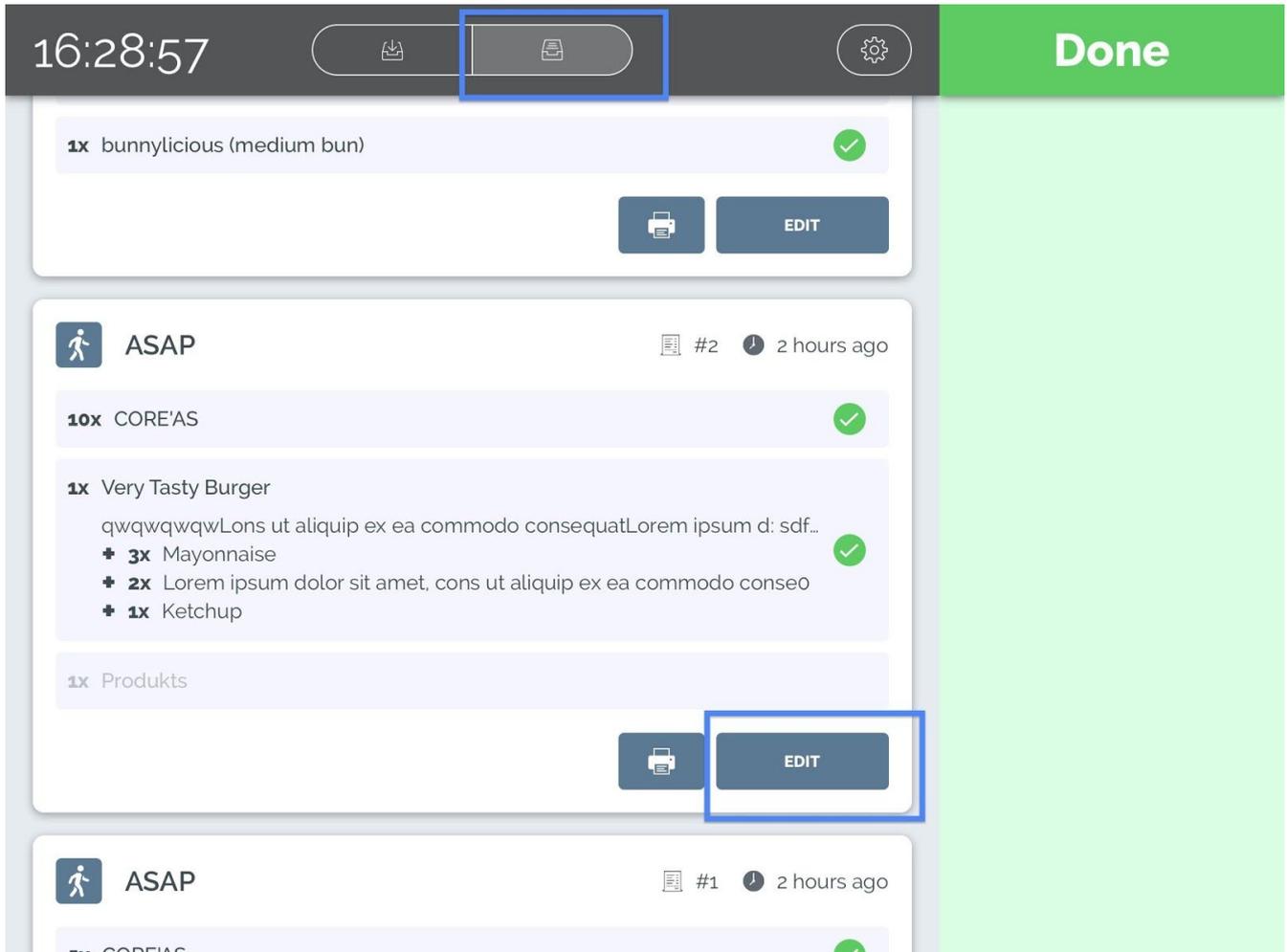
Settings

In the „Settings“ window you can also find log out of any stage possibility.

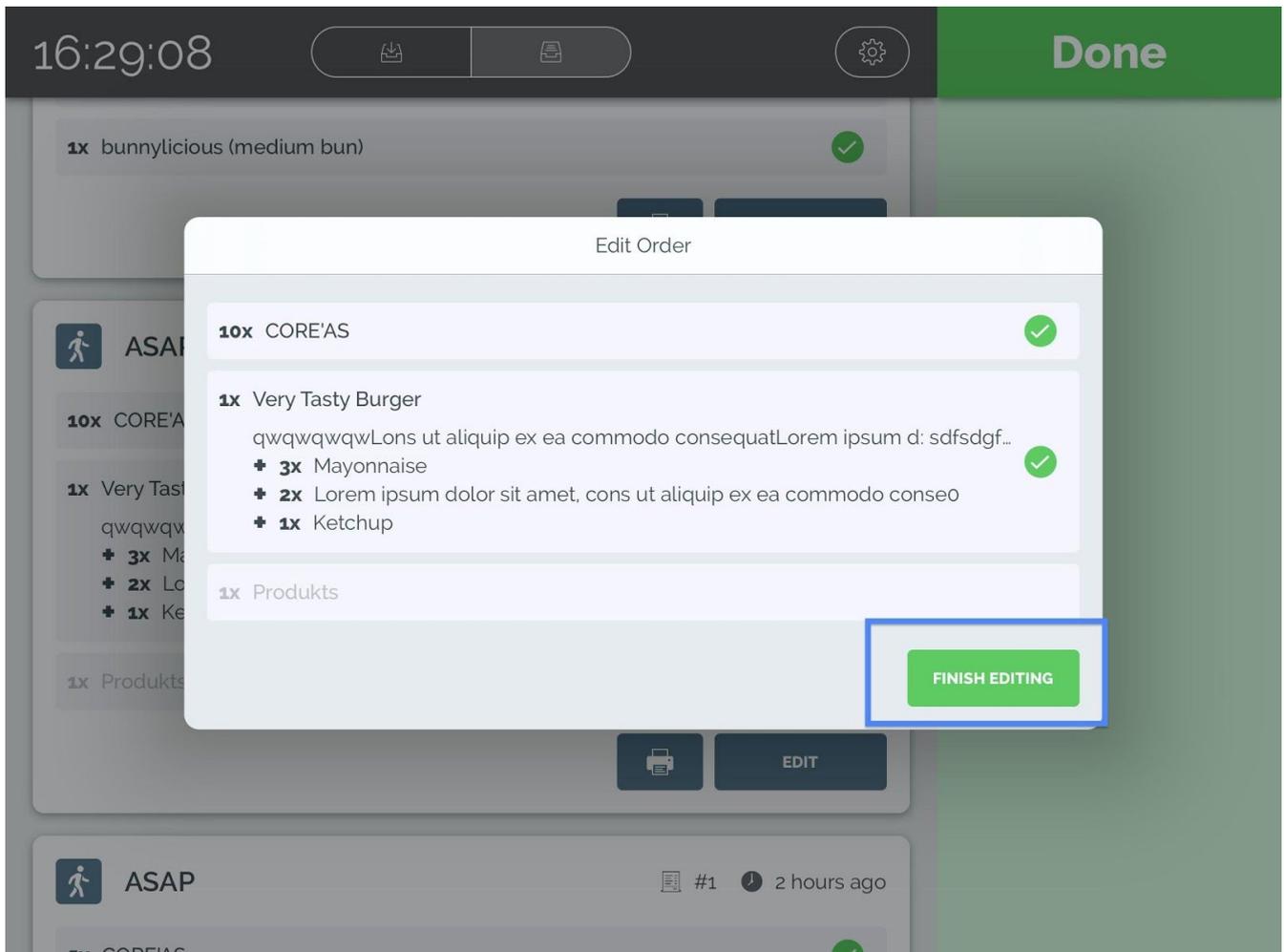


Possibility to edit finished order

From now on, it will be possible to edit preparable items preparation status back to unprepared for the finished orders. In the “old orders” TAB, orders will have the “edit” button shown.



Tapping on this button will load the view with order items where one could deselect them as unprepared and tap “finish editing”.



The order will come back to order-view and it will be possible to prepare it again if needed.

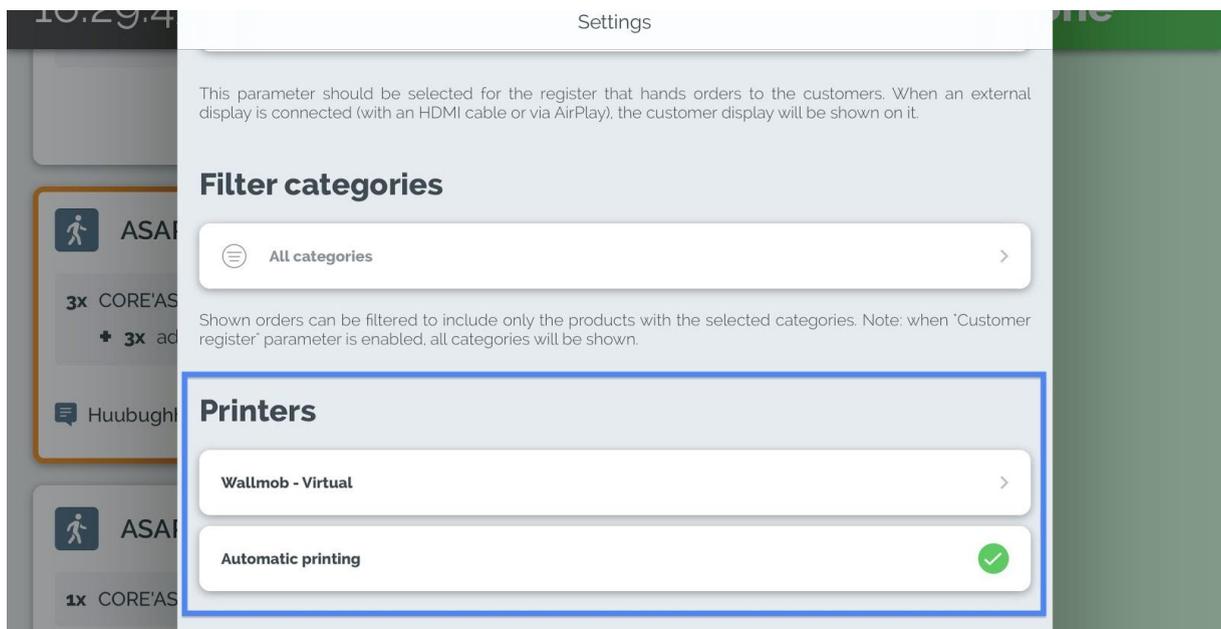
Old orders view

Main view is separated into two views: “new orders” TAB and “old orders” TAB. Orders that have been paid for and marked as finished and delivered will be shown in the “old orders” TAB. And orders that need to be prepared, finished and delivered will be shown in “new orders” TAB.



Automatic slip printing

Firstly, printers should be selected in Settings → Printers. Tap on “No printers selected” and all printers connected to your iPad through Bluetooth, Wi-fi or directly will be shown in “Other available printers” list. You will have to tap on the printer to select or unselect it. Selected printer will be shown in the “My printers” list. If the printer becomes unavailable for some reason, it will be marked. Then select “Automatic printing” in Settings → Printers.



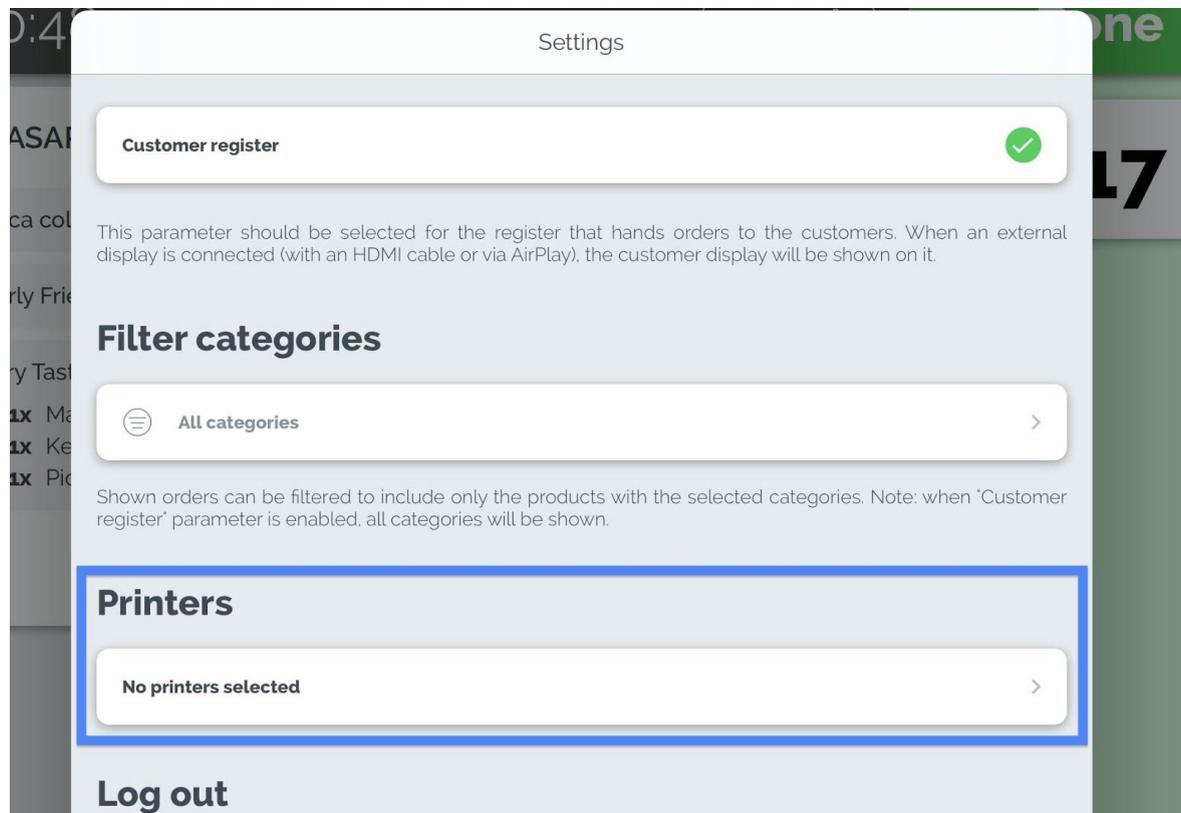
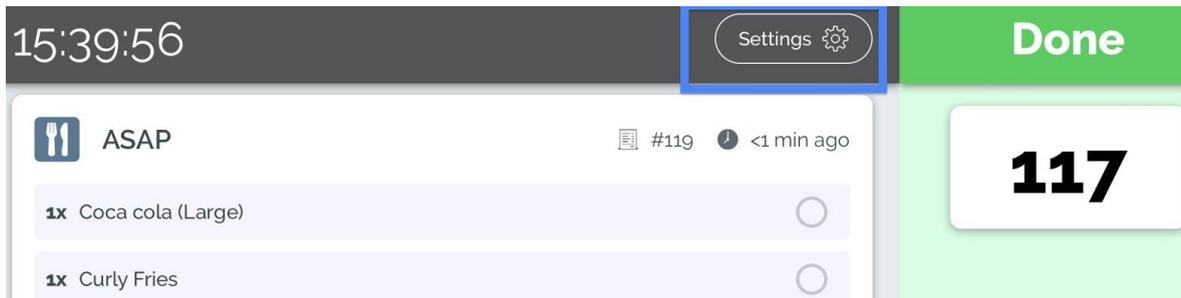
Now, back to the main view, when a new order is made and it comes to KDS, slip with the products of the order is printed automatically.



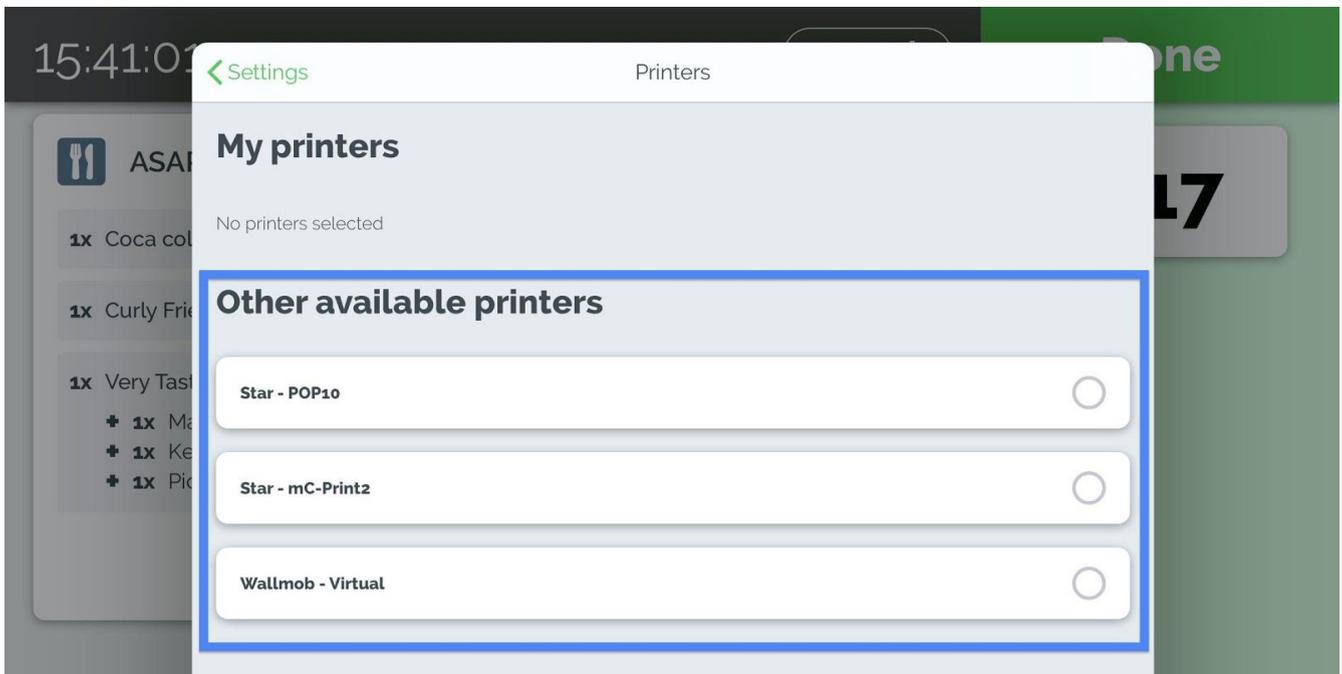
Slip printing

You can also print a slip from our KDS. It will have a register sequence number, order date and items ordered listed on it. **You can print it as many times as you want!**

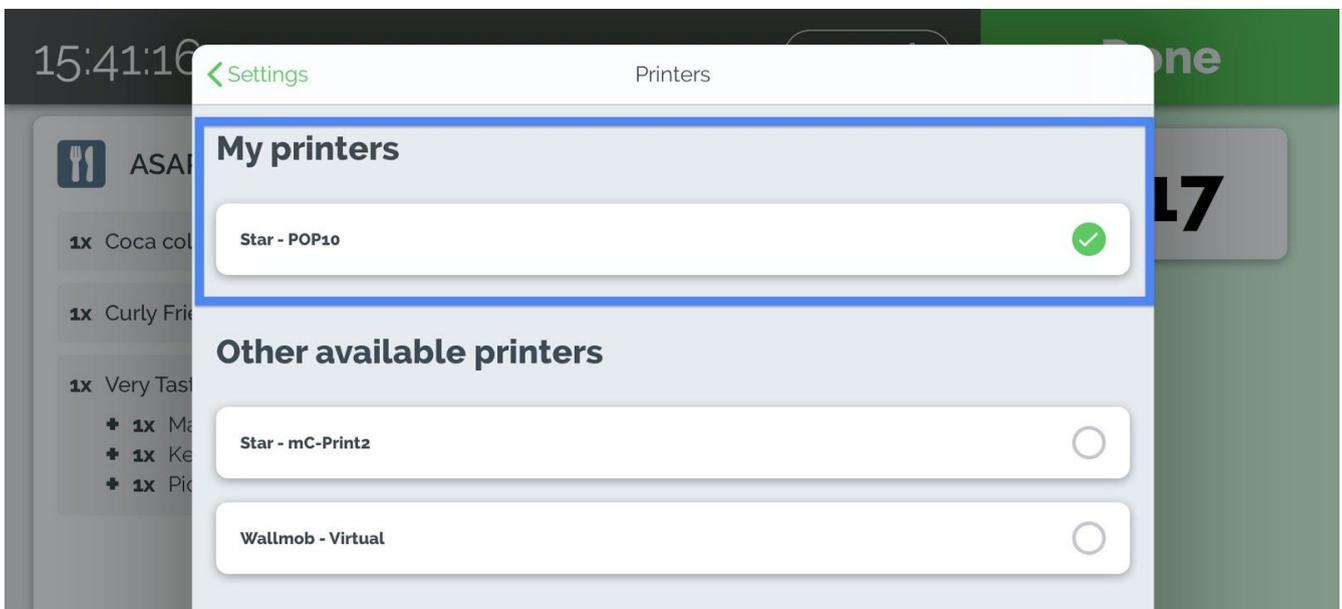
Firstly, printer should be selected in Settings → Printers



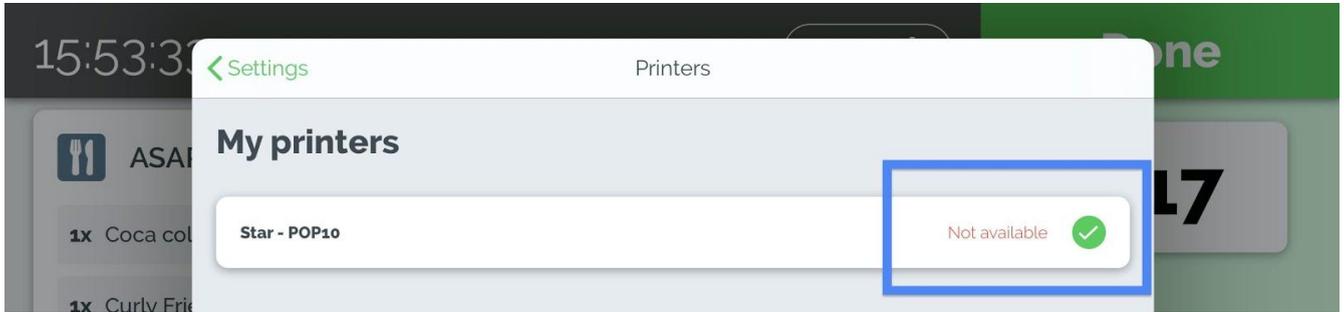
Tap on “No printers selected” and all printers connected to your iPad through Bluetooth, Wi-fi or directly will be shown in “Other available printers” list.



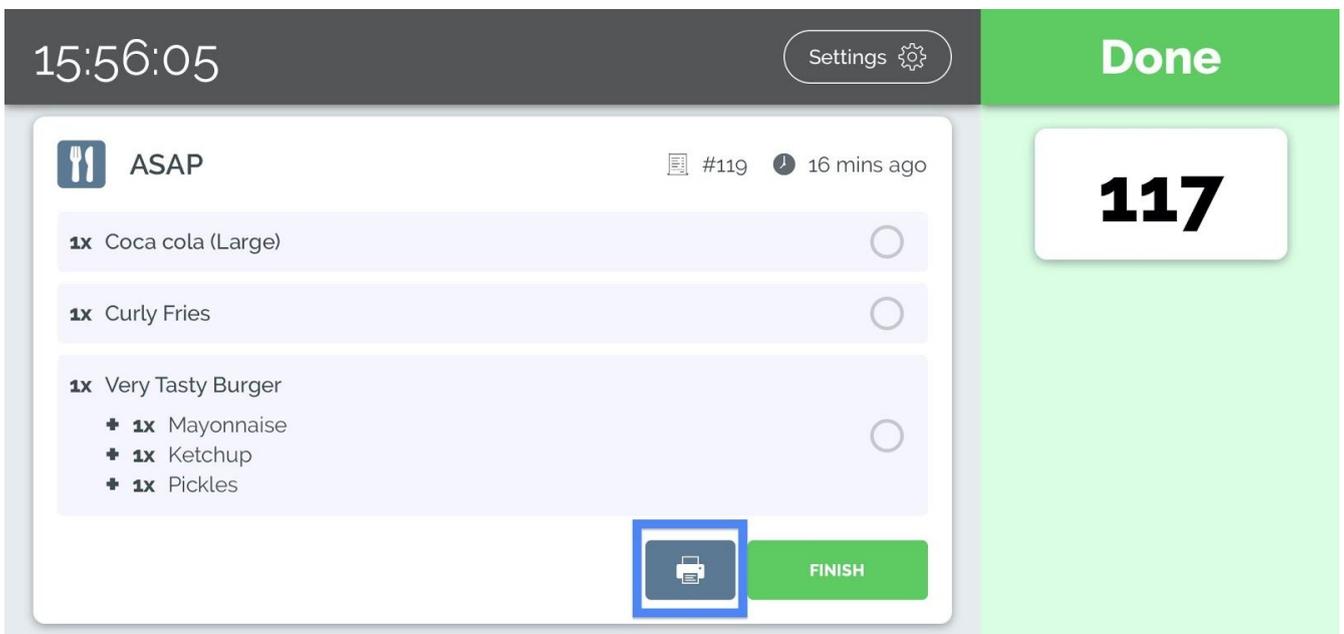
You will have to tap on the printer to select or unselect it. Selected printer will be shown in the “My printers” list.



If the printer becomes unavailable for some reason, it will be marked.



Now, back to the main view, all you need to do is tap the “printer icon” at the bottom of the order.

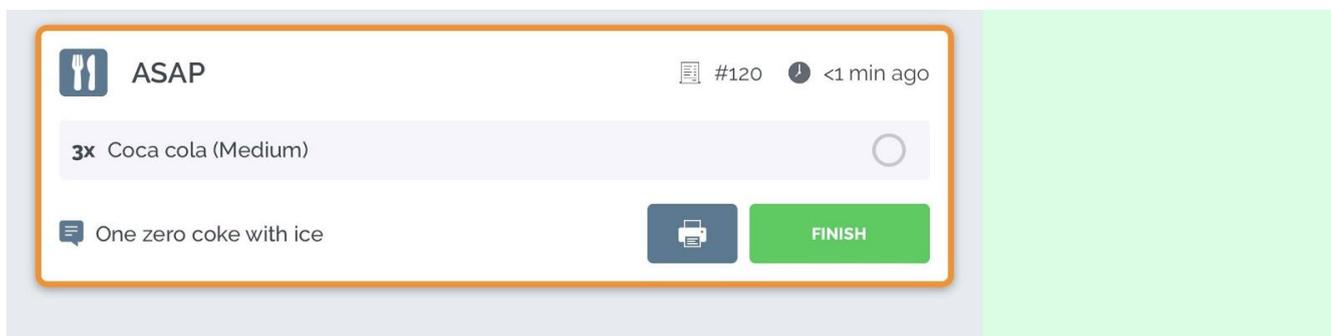


And your slip is printed!



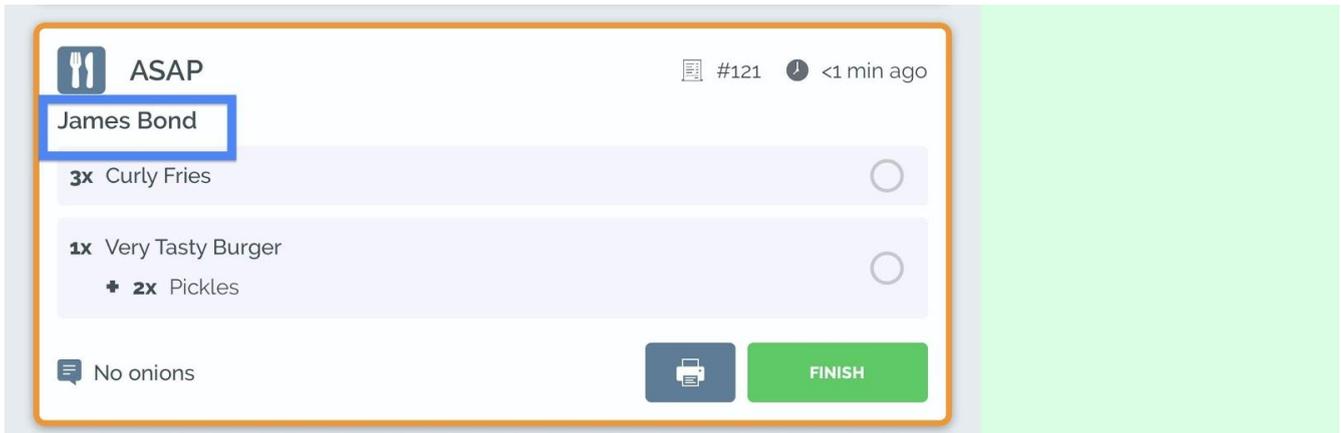
Orders with added comments will be visible

Orders that have comments will be marked with orange frames for better user experience.



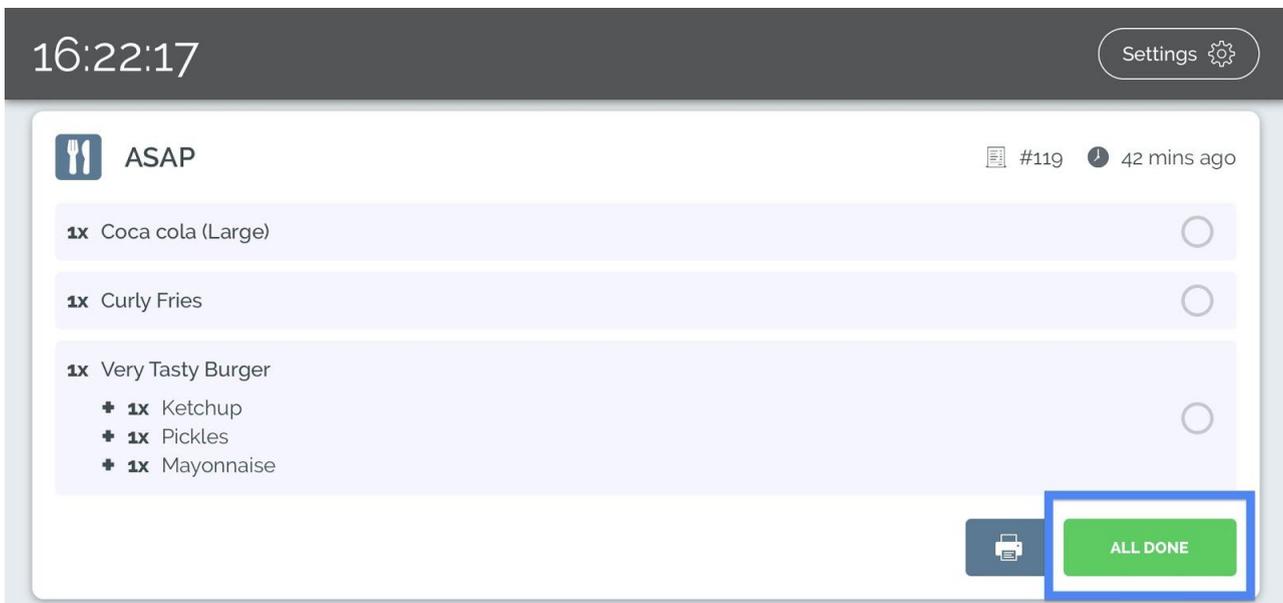
For “Customer register” order customer name will be shown at the top

If a customer is added to the received order, our “Customer register” will see it’s name on top of the order.



One button “All done” for finishing and delivering the ordered

For our customers who work with one KDS in the cafe and both prepare and deliver items to the customer, we are introducing “All done” button. Just click on it when order is handed out and order is marked as finished and delivered and is not shown in our “Done” view as it’s not necessary if you prefer just shouting out for customers to pick it up!



Possibility to see only preparable items of the order

If you hand out non-preparable items at the time they are added to the bill and there's no necessity to see it in our KDS app, we have a solution for you. Contact our support and request to set up showing only preparable items in your KDS.

User login to KDS

Each user created in BackOffice can log in to KDS → Users → Users will have a possibility to login to our KDS with his or her email and password.

