

Sending to the Kitchen · การส่งเข้าครัว

SiamEPOS

The send

When the basket is complete, tap the big navy **Send to kitchen — n items** button. Three things happen in the same moment:

1. The dishes appear on the **Kitchen screen** (drinks on the **Bar screen**) — instantly, on every device.
2. The **kitchen ticket prints** at the right station. Kitchen and bar items split to their own printers automatically; multi-station kitchens (wok / grill / dessert) split further by category. Only the newly sent dishes print — never a re-list of what the kitchen already has.
3. The basket lines become **sent order lines** with live status, and the floor-map colour updates.

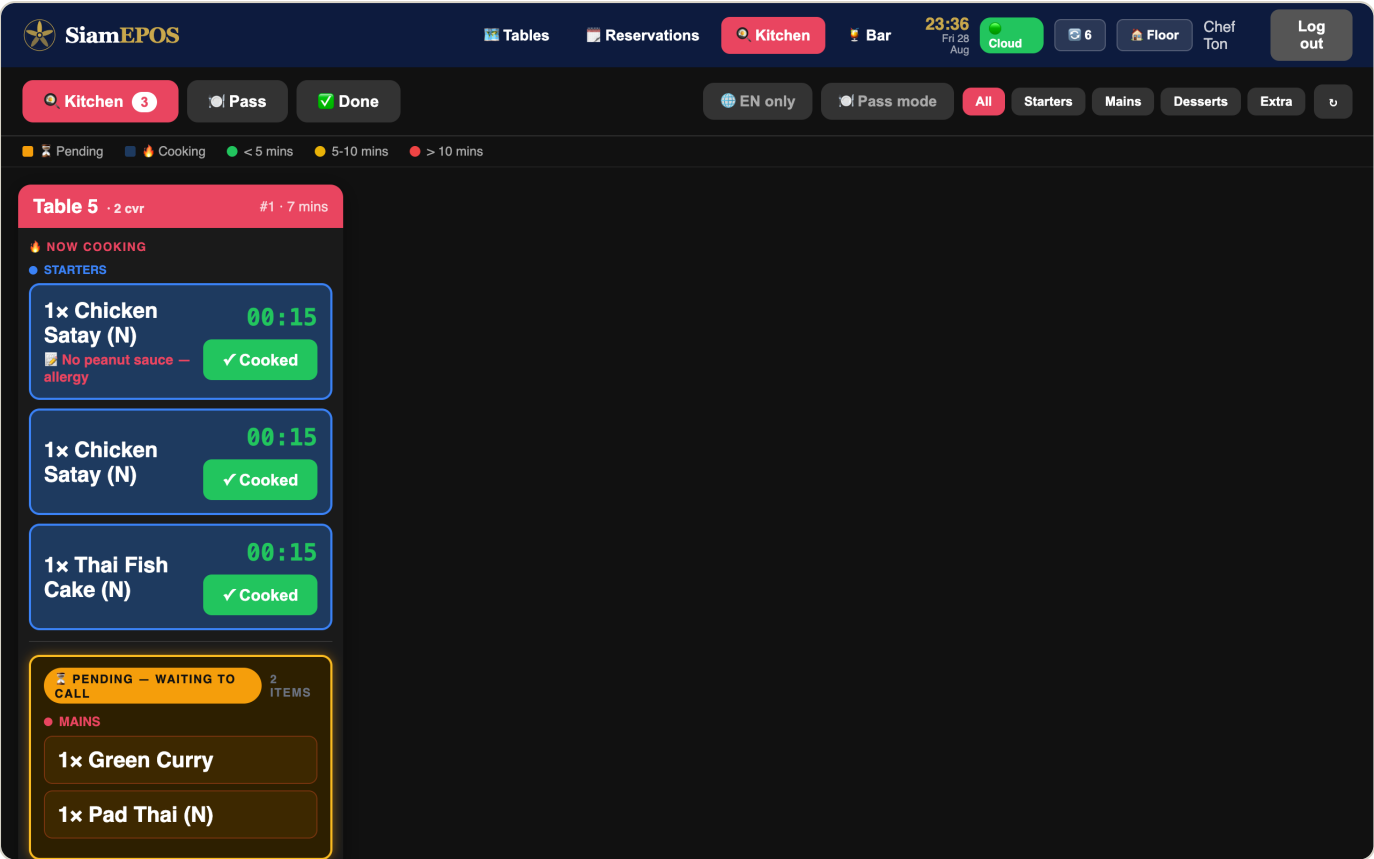
After the send: courses grouped with their **Call** buttons, and each line carrying **DISC** / **MOVE** / **VOID** (and **RESEND** once called). Nothing here is editable by simply tapping — sent lines are records, changed only through those buttons, so the kitchen and the bill can never silently disagree.

Courses and calling — pacing the meal

Sending hands the order to the kitchen; **calling** tells the kitchen to start cooking a course.

- **Starters** are called automatically at the moment of sending — guests expect them promptly.
- **Mains wait.** The MAINS block sits at **PENDING** on the kitchen screen (visible but not cooking) until you tap **Call Mains** — typically as starters are being cleared.
- **Desserts** the same, with **Call Desserts** .

- Bar items don't queue behind courses — drinks fire to the bar immediately on send.



What the kitchen sees after your send: starters cooking with timers, the allergy note in red, mains below in amber — “PENDING, WAITING TO CALL”. The chef never guesses the pacing; you control it from the floor.

Everything at once? For a table that wants no pacing (lunch rush, one-course orders), set every dish's course to Main (or Extra) when adding — one send, one call, whole order cooks together.

Adding more later

Open the table again (📄 Open Order), add the new dishes, send again. Only the new items print — the kitchen sees a fresh ticket with just the additions, marked for the same table.

Resending — when a ticket needs to print again

🔄 **Resend order to kitchen...** (whole order) or **RESEND** (single line) reprints. The till asks why — **Not cooked / Wrong item / Missing item / Remake** — and the reason is recorded, so “the kitchen never got it” incidents leave a trail. If a dish is stock-tracked, a Remake also depletes stock again.

If the printer fails

The kitchen screen always gets the order even when paper runs out — the screen is the source of truth. Unprinted tickets are held on a banner with a retry, and a → *Another printer...* option reroutes them to a working station (the ticket prints marked “REDIRECTED FROM ...”). Nothing is silently lost.

Setting up — what changes the send

Where	What it changes
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Settings →  Till Security → “Return to the sign-in screen after sending an order”	Send-lock. OFF (default): you stay on the order screen after sending. ON: the till flashes “✓ Order sent” and returns to the PIN screen — right for venues where many waiters share one till; each send ends that waiter's turn at the machine.
Settings →  Bar Categories	Which categories are bar items (fire to Bar screen + bar printer, skip course pacing) and each category's default course.
Admin → Printers	Which physical printer each ticket reaches: receipt / kitchen / bar stations, category→station routing, and per-till print routing.
Kitchen screen header →  Pass mode / ✓ Direct mode	How the kitchen works through what you send — with a pass counter, or ticking dishes straight off the kitchen tab (small kitchens).
Kitchen screen header →  EN only / EN+ไทย	Thai dish names beside English on the kitchen screen and tickets.