



SiamEPOS

Illustrated User Handbook

The Thai Restaurant Management System
Staff Daily Operations · Owner & Manager Guide

August 2026 edition · English
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Contents

Part 1 — Daily Use (all staff)	Part 2 — Owner & Manager (Admin)
1. Signing in & clocking in	12. The Admin panel & Trading summary
2. Opening the day	13. Menu Manager
3. The floor map	14. Table Plan editor
4. Taking an order	15. Staff & PINs
5. Sending to the kitchen & calling courses	16. Clock records
6. The kitchen screen	17. Reports & Bills
7. Changing an order mid-service	18. End of day — Close Shift & Z Report
8. The bill & taking payment	19. Settings & Printers
9. Takeaway & online orders	20. Customers, Vouchers & Campaigns
10. Reservations	21. Inventory & Allergens
11. The bar screen	22. Getting help

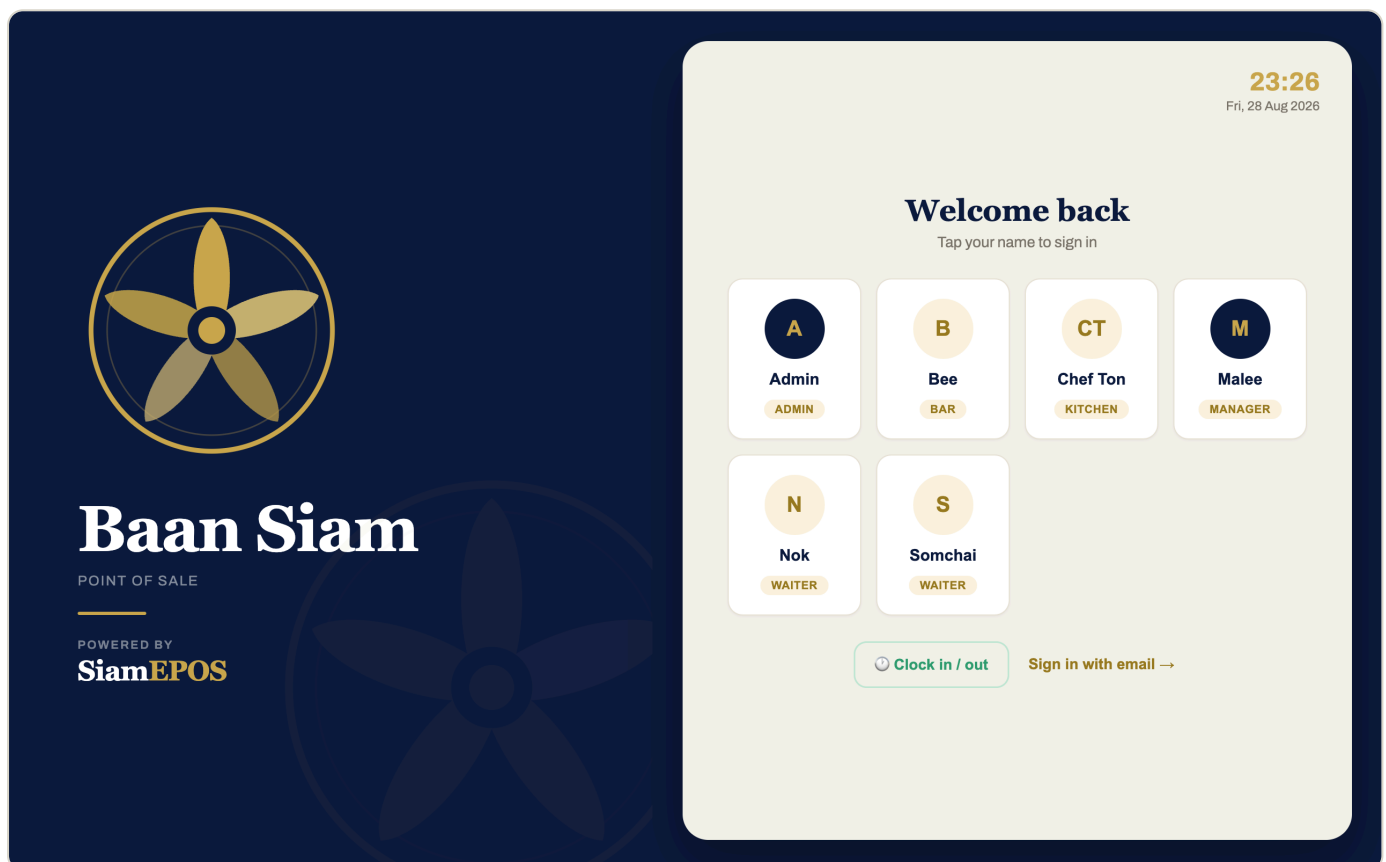
Screenshots in this handbook were taken on our “Baan Siam” demonstration restaurant. Your till shows your own restaurant name, menu, colours and tables — the buttons and flow are exactly the same. SiamEPOS runs the same way on a till PC (Windows or Mac), a tablet, and in a web browser.

PART ONE

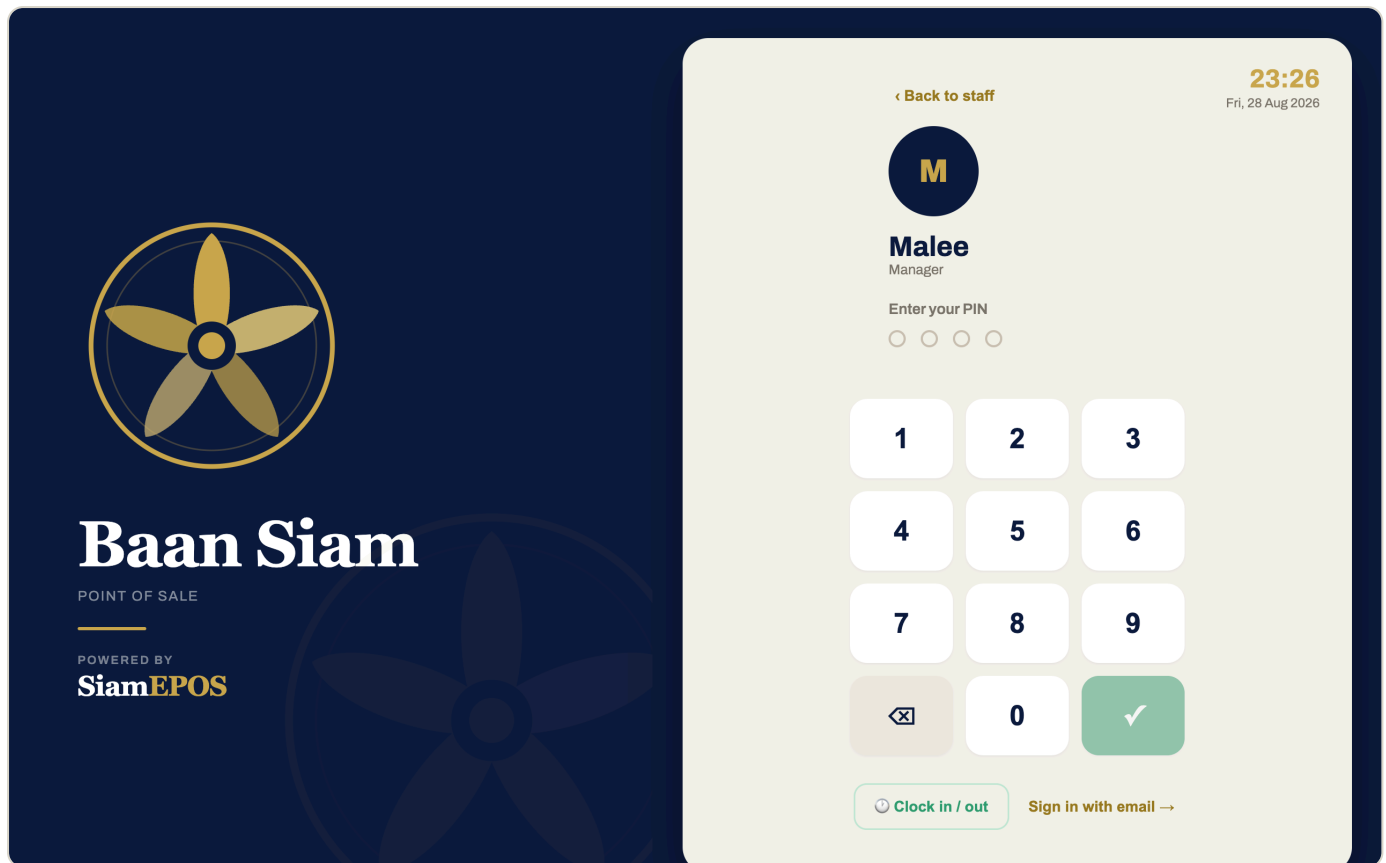
Daily Use — for all staff

1. Signing in & clocking in

The till always starts on the sign-in screen. Every member of staff has their own PIN, so the till always knows who took an order, who opened the drawer and who closed a bill.



The sign-in screen. Tap your name tile, then enter your PIN.

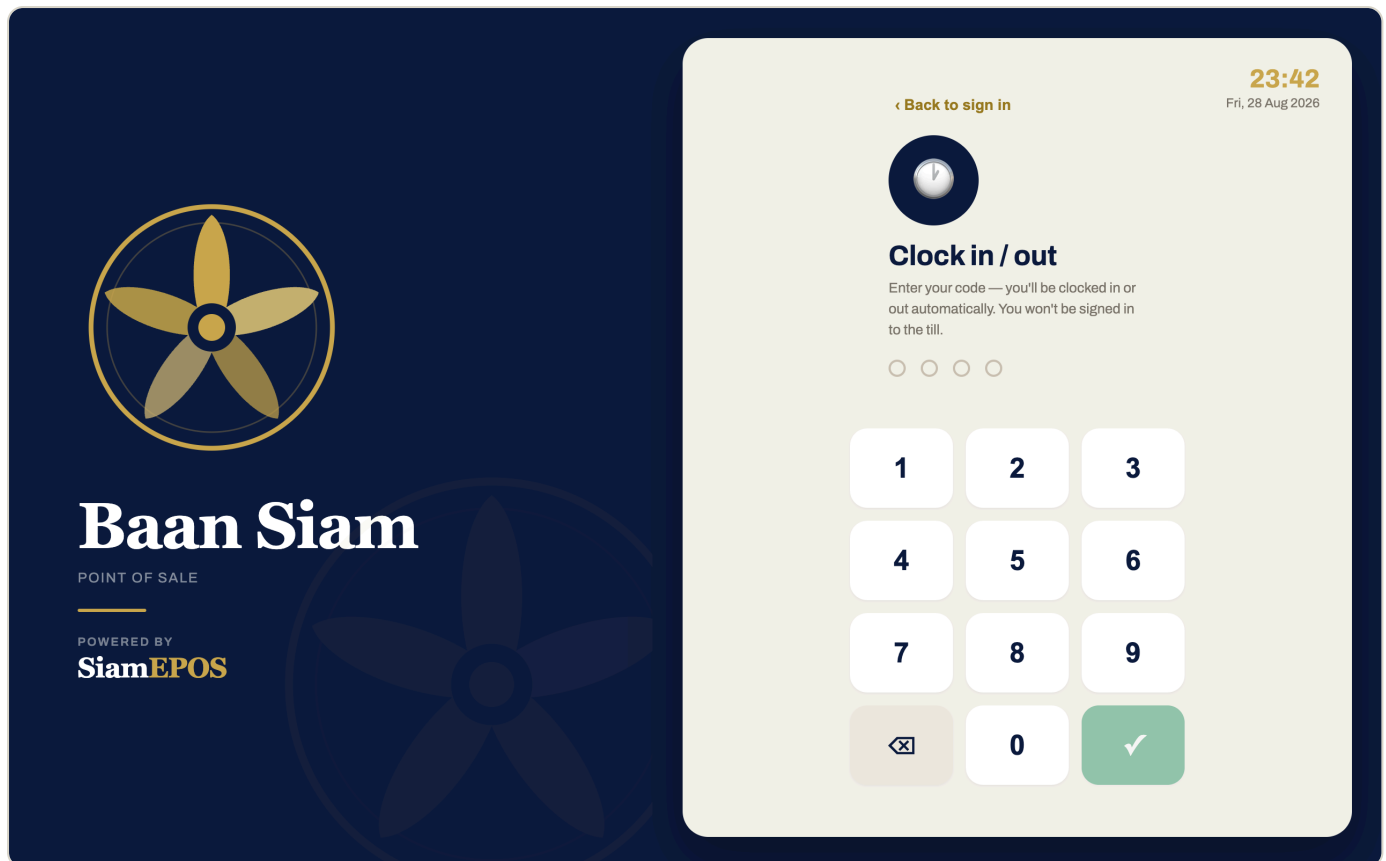


Enter your 4-digit PIN on the pad. < **Back to staff** returns to the name tiles.

First sign-in: on a brand-new till the system asks you to change the starter PIN. Choose your own 4-digit PIN and keep it private — your PIN is your signature on everything you do on the till.

Clocking in and out

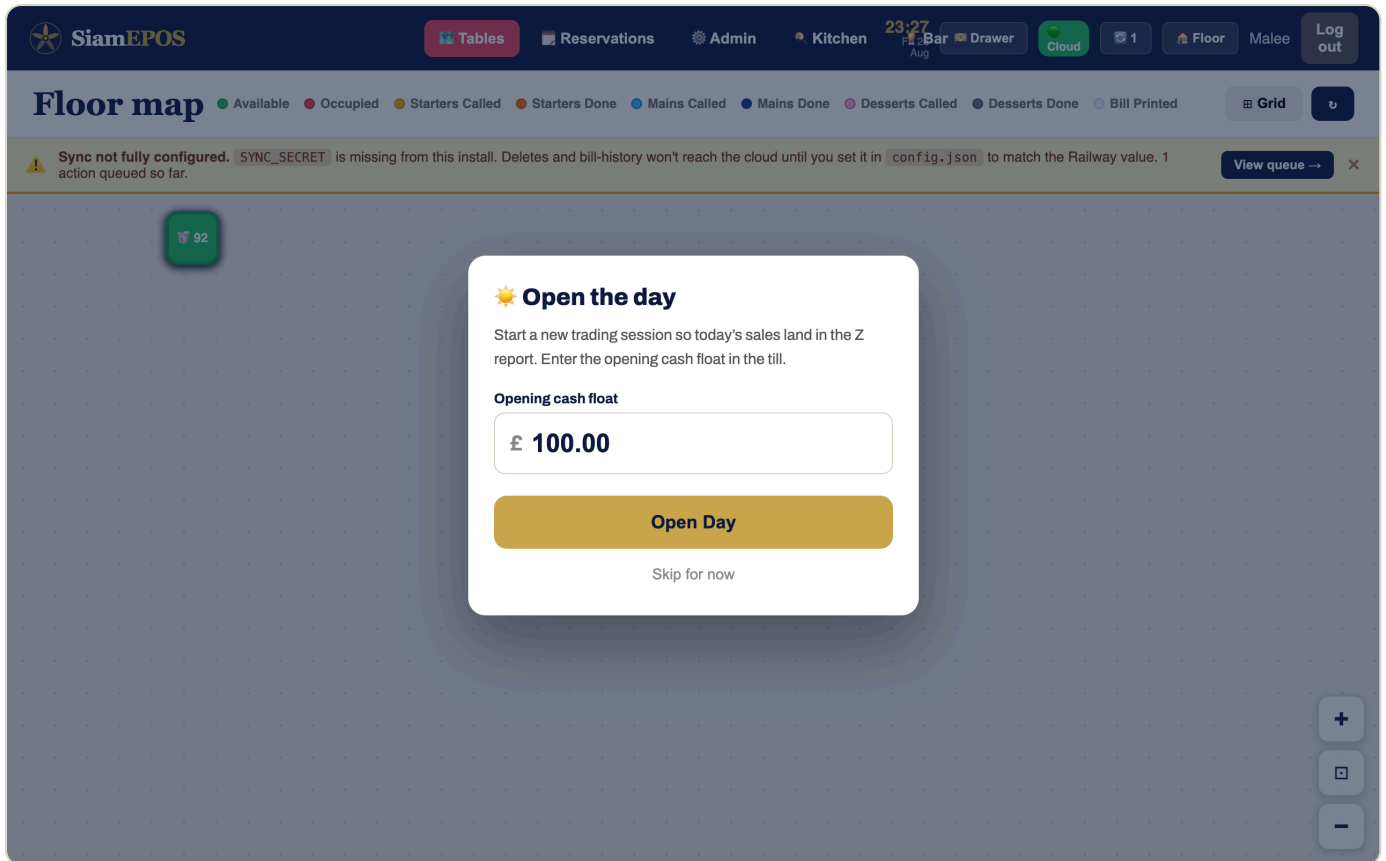
The  **Clock in / out** button on the sign-in screen records working hours *without* signing you in to the till. Enter your code once when you arrive and once when you leave — the system pairs them into a shift for the weekly hours report (see section 16).



Clock in / out — you are clocked in or out automatically; the till stays on the sign-in screen.

2. Opening the day

The first person to sign in each morning is asked to **open the day**: count the cash float in the drawer and type it in. This starts a new trading session so today's sales land in today's Z report, and the till knows exactly how much cash it started with.



Enter the opening cash float and tap **Open Day**. **Skip for now** lets you in if the float isn't counted yet — the prompt will not block you, but do open the day before the first sale.

3. The floor map

The floor map is your home screen. Every table is drawn where it really stands in your restaurant, and its colour tells you its state at a glance — the legend runs across the top of the screen.

 SiamEPOS

Tables

Reservations

Admin

Kitchen

23:28
12 Aug

Bar

Drawer

Cloud

1

Floor

Malee

Log out

Floor map

Available

Occupied

Starters Called

Starters Done

Mains Called

Mains Done

Desserts Called

Desserts Done

Bill Printed

Grid

92

+

-

All tables free. Takeaway slots (🍷) sit apart from the dine-in tables. The + / - buttons zoom; **Grid** switches to a list-style view.

 SiamEPOS

Tables

Reservations

Admin

Kitchen

23:35
12 Aug

Bar

Drawer

Cloud

5

Floor

Malee

Log out

Floor map

Available

Occupied

Starters Called

Starters Done

Mains Called

Mains Done

Desserts Called

Desserts Done

Bill Printed

Grid

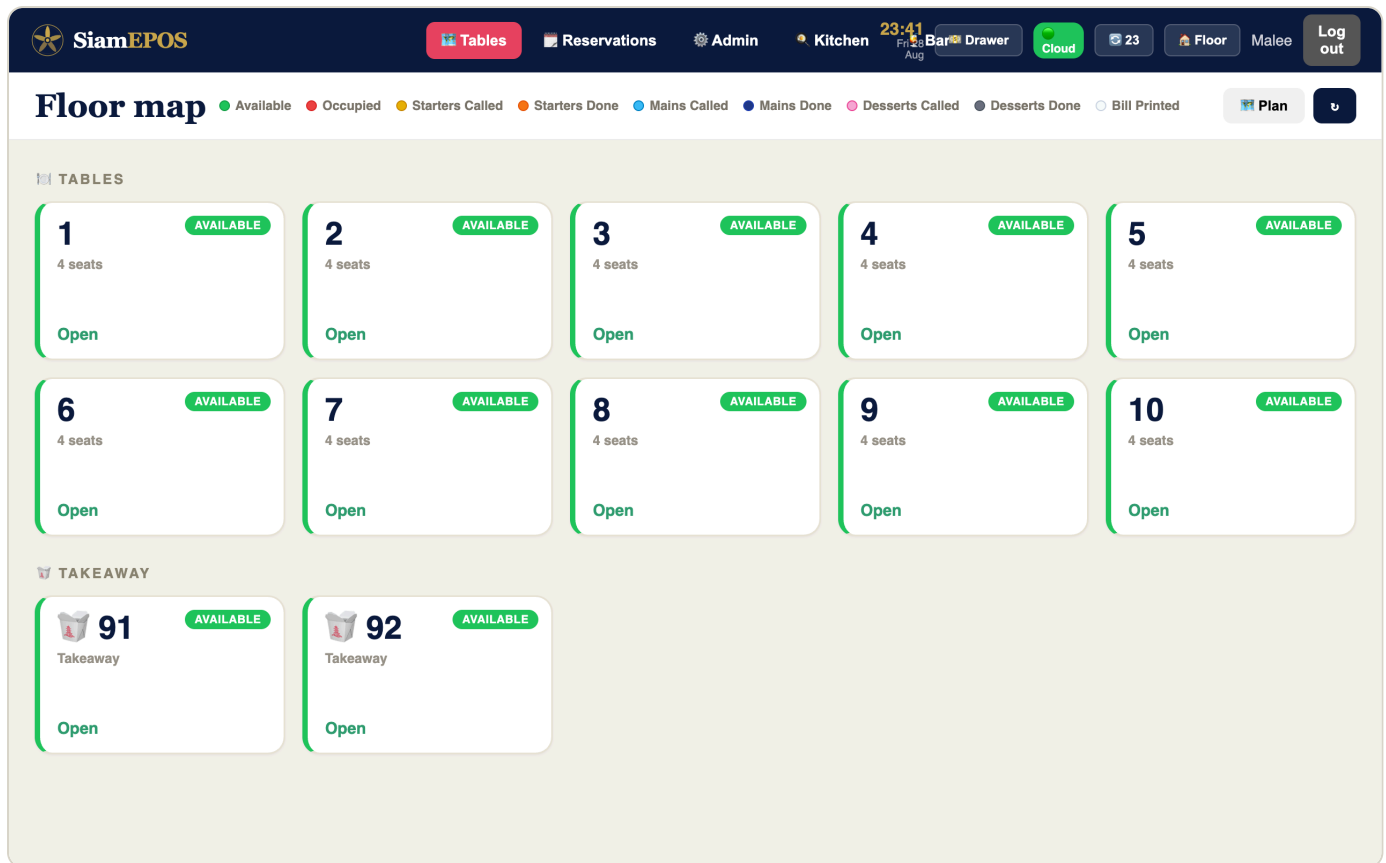
92

+

-

152%

Table 5 is now occupied (red) and shows how long the party has been seated.

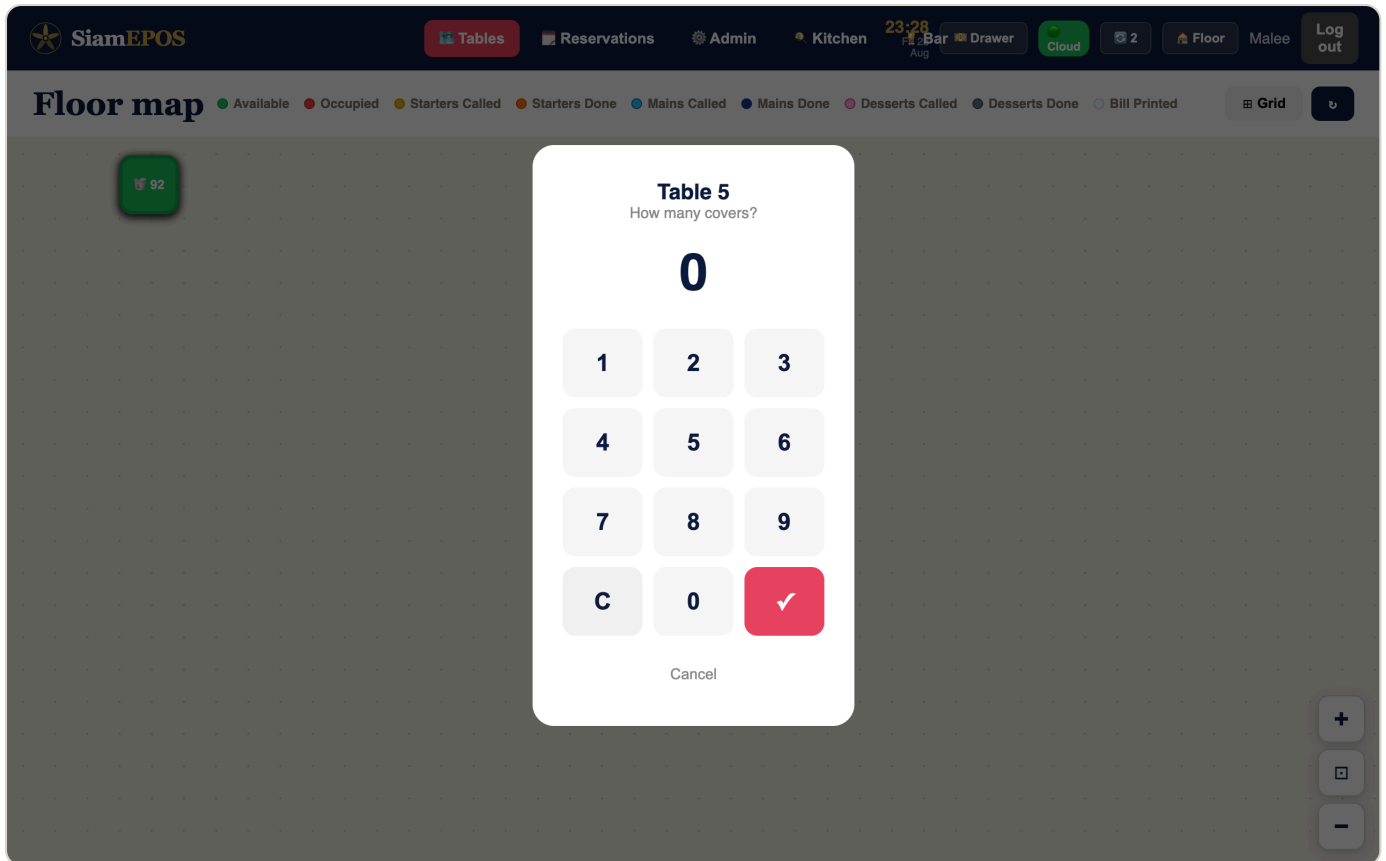


The same tables as a grid — some teams prefer this on smaller screens. Dine-in and Takeaway are separate sections. Tap  **Plan** to return to the map.

4. Taking an order

Step 1 — open the table

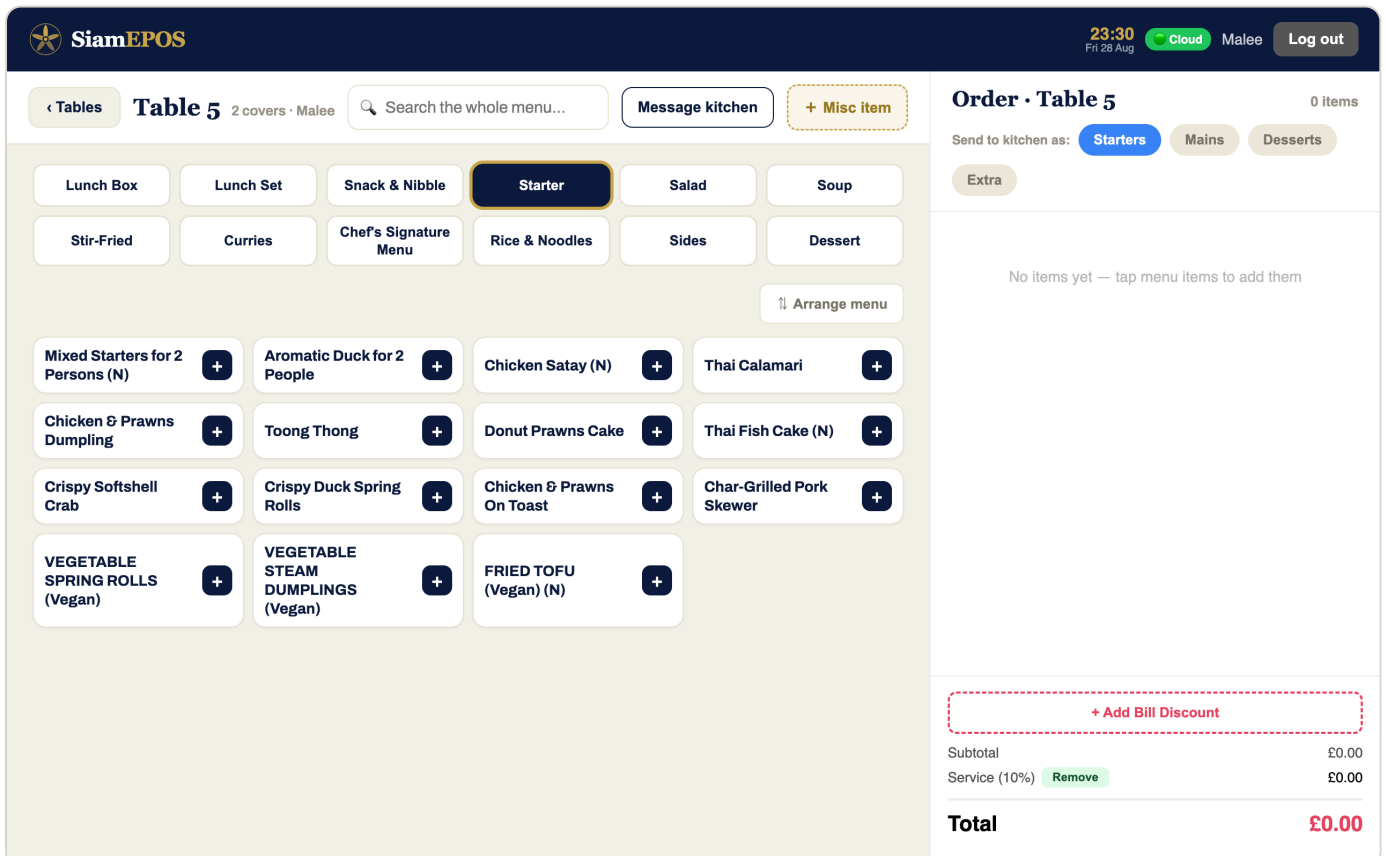
Tap a free table and tell the till how many guests are seated:



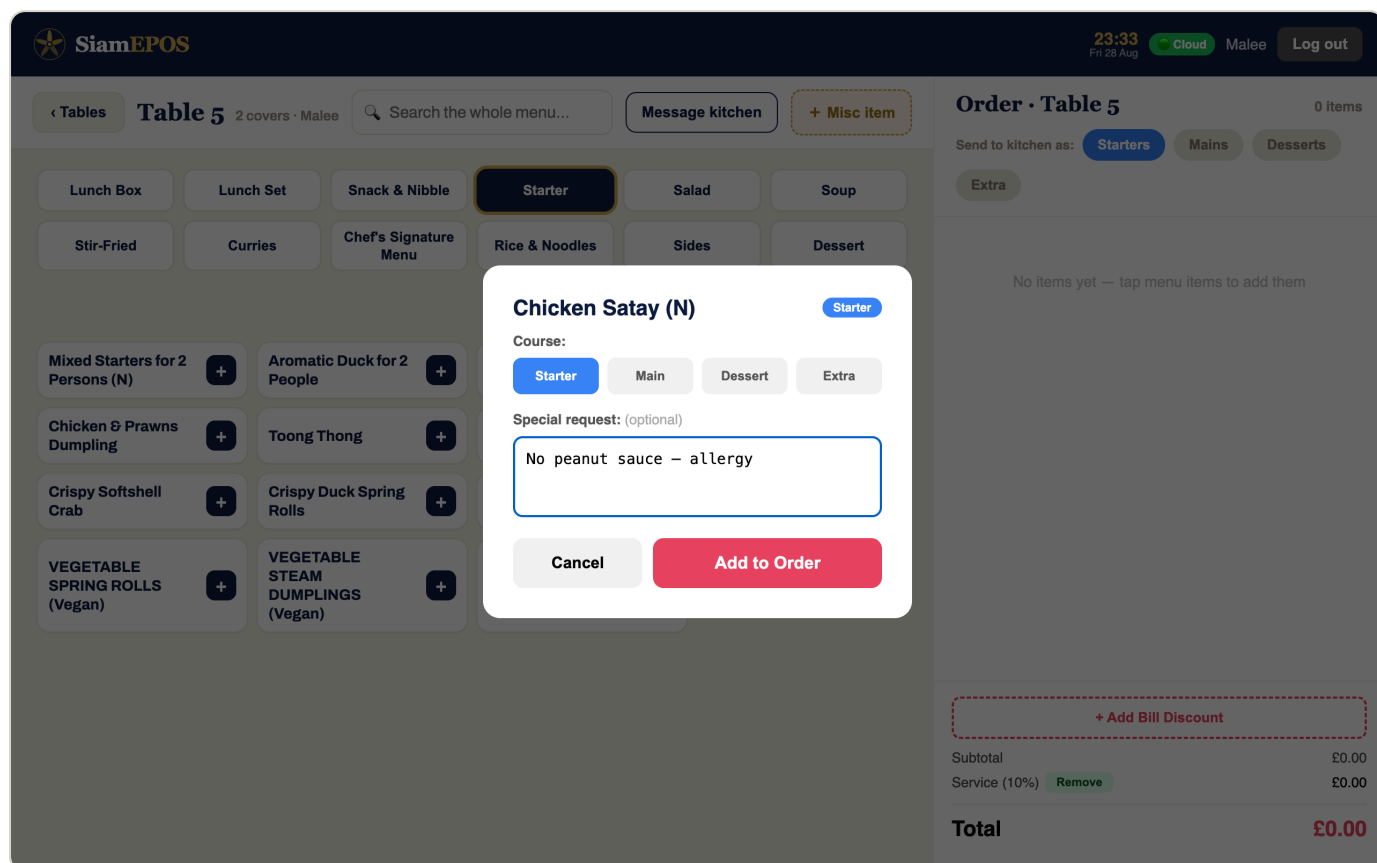
"How many covers?" — the cover count feeds the reports (average spend per head) and prints on kitchen tickets.

Step 2 — add dishes

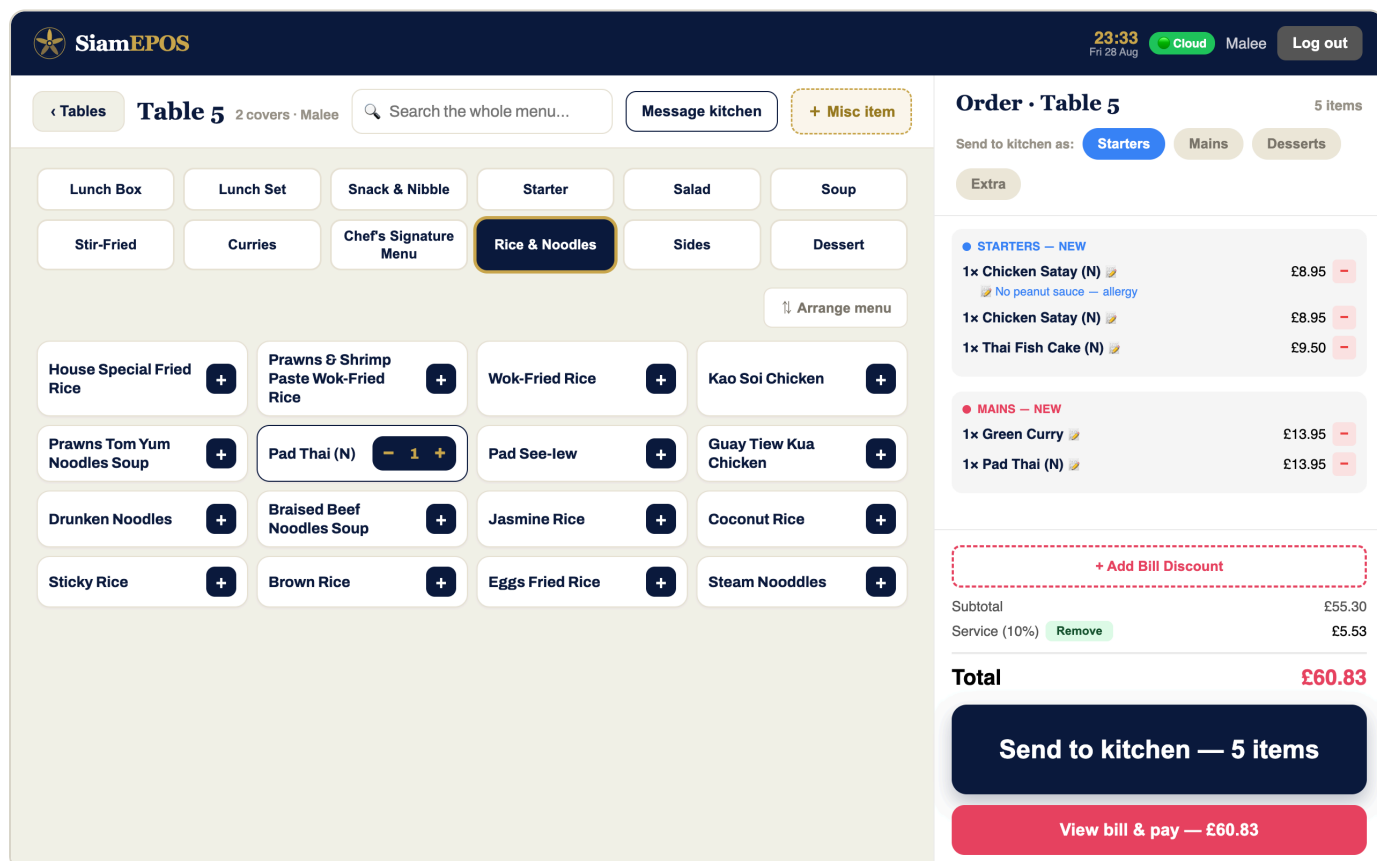
The order screen shows your menu categories across the top and the dishes of the selected category as large tap targets. The right-hand panel is the order so far.



Tap a category, then tap a dish to add it. Use the 🔍 search box to find any dish by name across the whole menu.



Each tap opens the dish card: choose the course it should be cooked in (Starter / Main / Dessert / Extra) and type a special request if the guest has one — allergy notes belong here and follow the dish onto the kitchen screen and the printed ticket.



The order builds on the right, grouped by course, with the note visible under the dish. The subtotal, service charge and total update live. Nothing has gone to the kitchen yet.

Misc item: **Misc item** adds a one-off line with a free-typed name and price — for the special of the day or anything not on the menu. **Message kitchen** sends a note to the kitchen screen without adding a dish.

5. Sending to the kitchen & calling courses

When the order is complete, tap the big **Send to kitchen — n items** button. The dishes appear on the kitchen screen immediately and the kitchen ticket prints at the right station.

The screenshot shows the SiamEPOS app interface for Table 5. The top bar displays the time (23:35), date (Fri 28 Aug), and location (Malee). The main menu on the left includes categories like Lunch Box, Lunch Set, Snack & Nibble, Starter, Salad, Soup, Stir-Fried, Curries, Chef's Signature Menu, Rice & Noodles, Sides, and Dessert. The right panel shows the order summary for Table 5, listing 5 items. The order is divided into Starters and Mains. Each item has a 'PENDING' status and a 'Call' button. The total amount is £60.83, and a 'View bill & pay' button is at the bottom.

After sending: each course block gains a **Call** button. Starters are usually called (started) straight away; mains wait until you call them — so the kitchen never cooks the mains while the guests are still eating starters.

- **Call Starters / Call Mains / Call Desserts** — tells the kitchen to start cooking that course. The table's colour on the floor map changes so the whole team can see where each table is in its meal.
- **Resend order to kitchen...** — reprints a ticket (for example if the printer ran out of paper). The till asks you why (Not cooked / Wrong item / Missing / Remake) so resends are tracked.

Send-lock option: venues that share one till can turn on *Till Security* → *send lock* (Admin → Settings). After each send the till flashes "✓ Order sent" and returns to the PIN screen, ready for the next waiter.

6. The kitchen screen

The kitchen screen (the **Kitchen** tab, usually on its own tablet or screen in the kitchen) shows every called dish as a card, newest orders on the left, with a running timer.

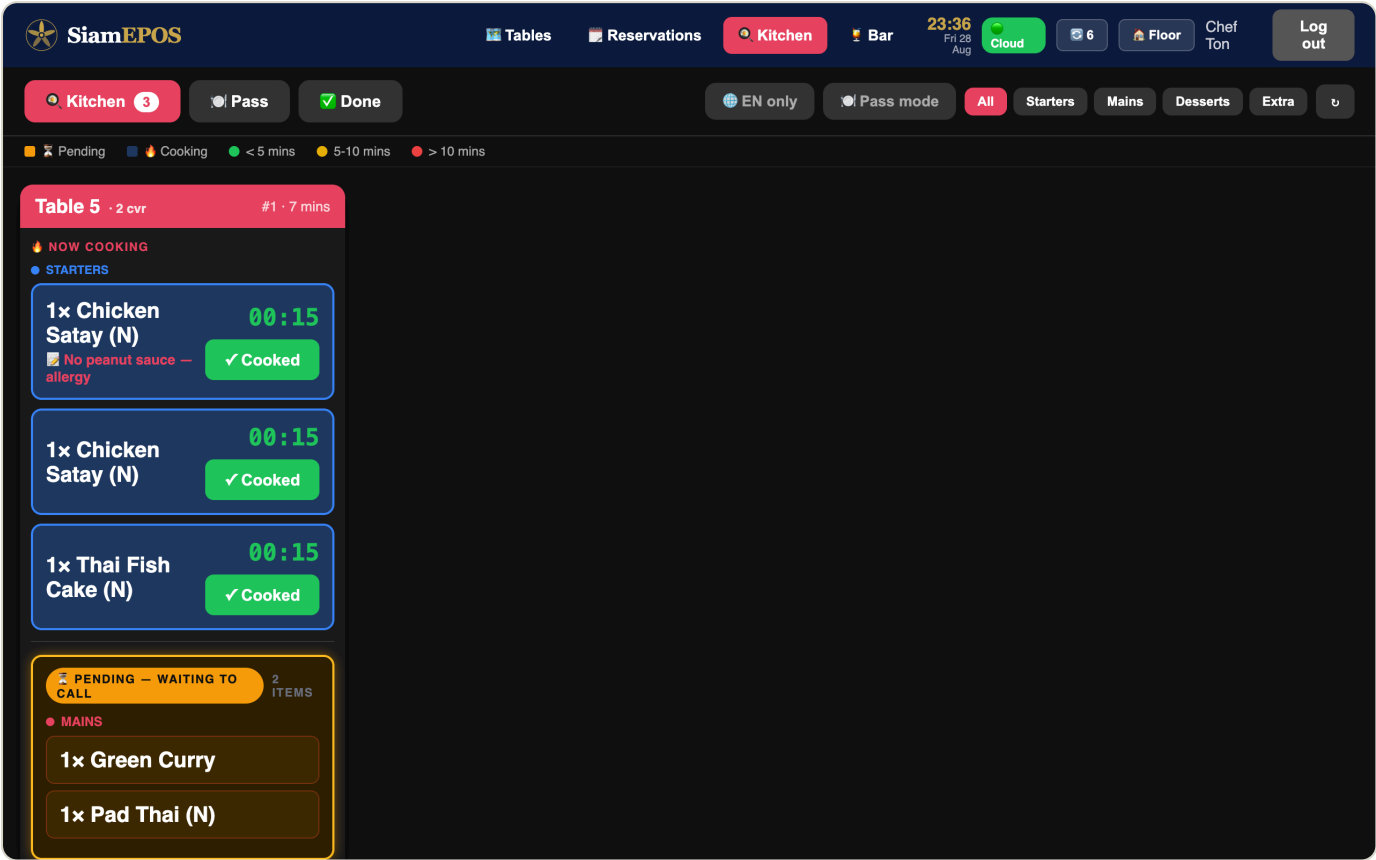
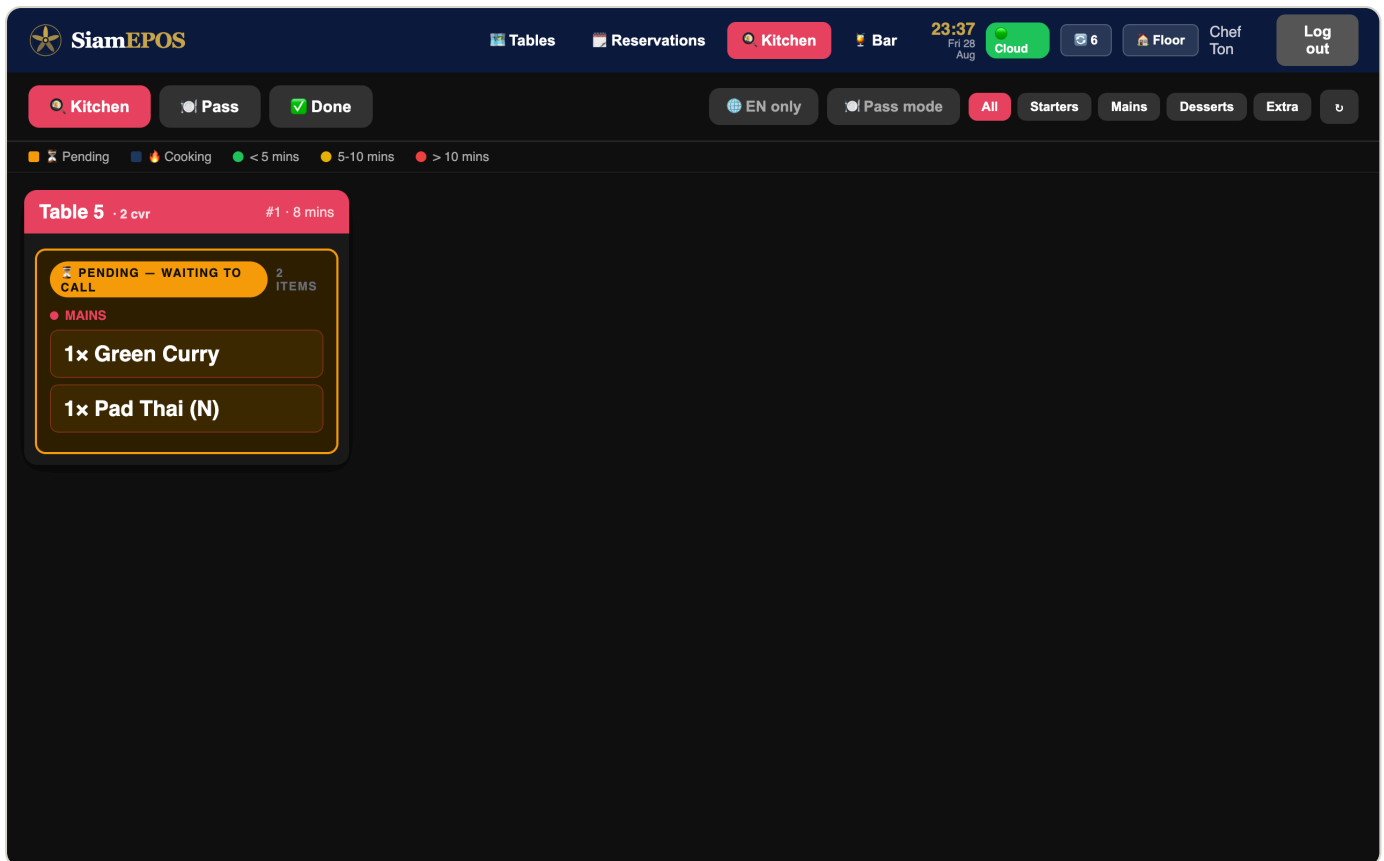
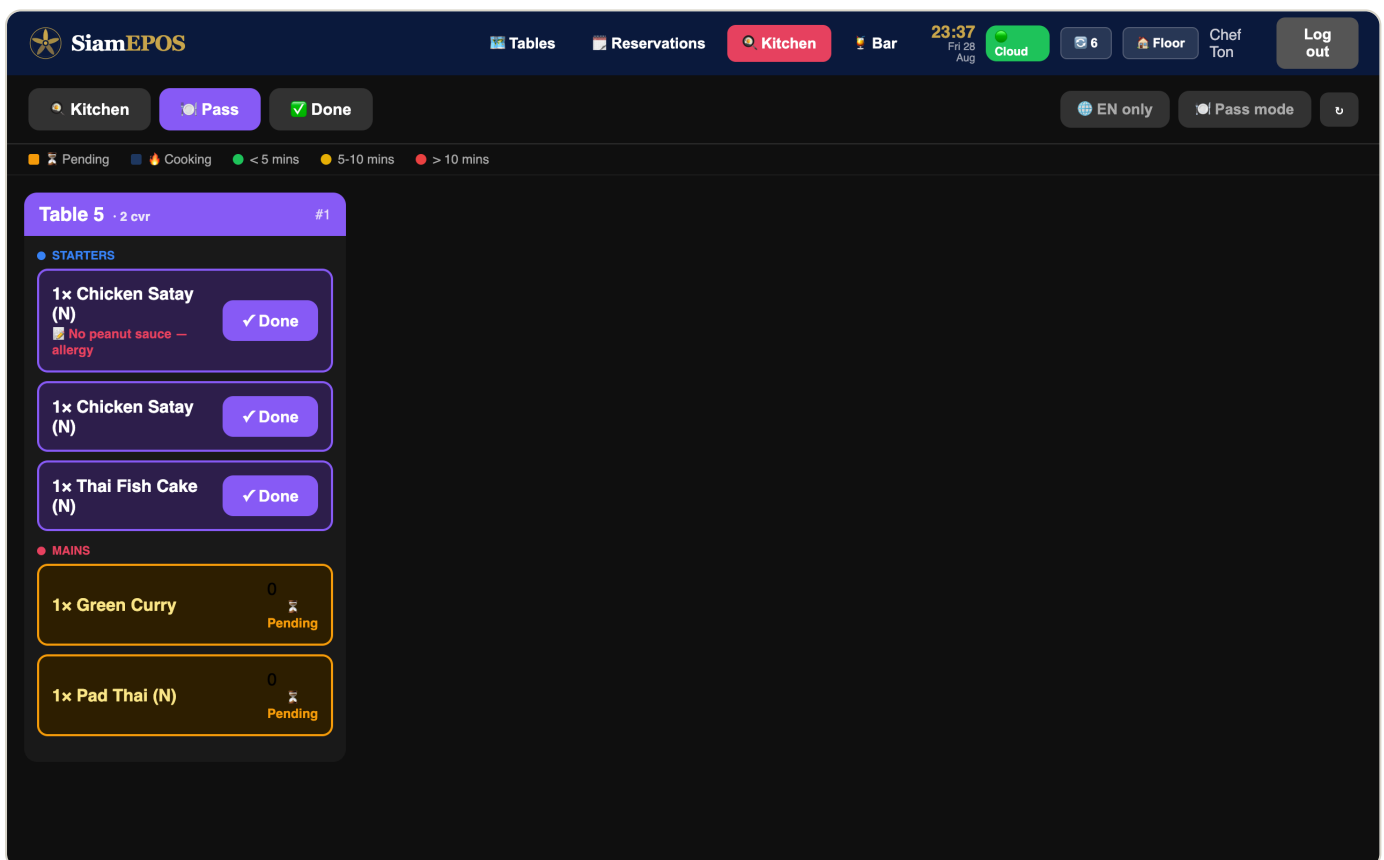


Table 5's starters are cooking — with the allergy note in red where the chef cannot miss it. The mains sit below in amber: sent, but waiting to be called. Timers turn from green to amber to red as dishes wait (under 5 minutes / 5–10 / over 10).



The chef taps ✓ **Cooked** as each dish leaves the wok. Cooked dishes move to the Pass.



The **Pass** tab is the plating/serving view: tap ✓ **Done** as each dish goes out to the table. The **Done** tab keeps the history of everything served today.

No pass counter? Smaller kitchens can switch the header toggle to ✓ **Direct mode**: the Pass tab disappears and cooked dishes are ticked straight off the kitchen tab — one tap per order with ✓ **Off Kitchen**.

Thai on tickets and screens: the 🌐 **EN only / EN+ไทย** toggle (top right) shows dish names in Thai alongside English for Thai kitchen teams — and kitchen tickets print Thai names too.

7. Changing an order mid-service

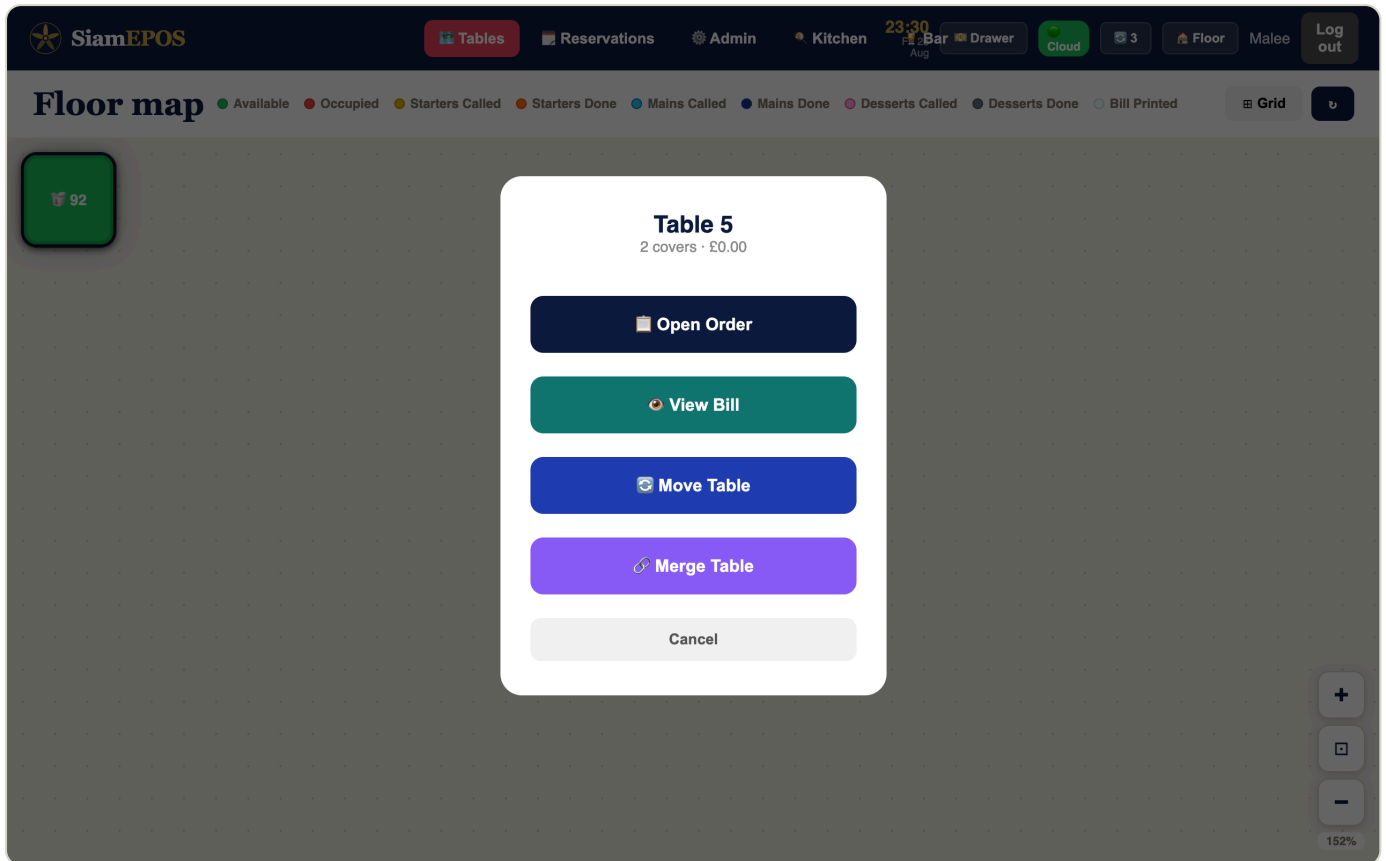
Real service is messy — guests change their minds, dishes go to the wrong table, something burns. Every sent line in the order panel carries its own action buttons:

Button	What it does
DISC	Discount this one line — percentage or fixed amount.
⇌ MOVE	Move the line to another table's bill (wrong table, or guests swapped seats). Paid or QR-paid lines refuse to move — money never moves silently.
VOID	Remove the line. The till asks why — Wastage / Wrong order / Customer changed mind / Comp — and a Comp needs a manager PIN. Voids appear in the reports with their reason.
RESEND	Send this line to the kitchen again (with a reason).

The screenshot shows the SiamEPOS interface. At the top, there's a header with the SiamEPOS logo, a clock showing 23:38 on Fri 28 Aug, and a 'Log out' button. Below the header, there's a navigation bar with 'Tables', 'Table 5' (2 covers - Malee), a search bar, 'Message kitchen', and '+ Misc item'. The main area is divided into two panels. The left panel shows a menu with categories like Lunch Box, Lunch Set, Snack & Nibble, Starter, Salad, and Soup. The right panel shows the 'Order - Table 5' with 5 items. A 'Bill discount' modal is open in the center, allowing users to apply a discount to the entire bill or specific categories (Food or Drinks). The modal includes options for percentage or fixed amount discounts, a reason field, and 'Cancel' or 'Apply' buttons. The order panel on the right lists items like '1x Chicken Satay (N)' and '1x Green Curry' with their prices and action buttons (DISC, MOVE, VOID, RESEND). At the bottom right, there's a summary of the order: Subtotal £55.30, Service (10%) £5.53, and a Total of £60.83. A button 'View bill & pay — £60.83' is at the bottom.

+ **Add Bill Discount** discounts the whole bill — choose All / Food only / Drinks only, then percentage or fixed £. Staff permissions control who may discount (section 15).

Whole-table actions



Tapping an occupied table offers the whole-table actions: **Open Order**, **View Bill**, **Move Table** (the party relocates — the whole order follows) and **Merge Table** (two tables become one bill).

8. The bill & taking payment

Tap **View bill & pay** on the order screen (or **View Bill** from the floor map) when the table asks for the bill.

[Back to order](#)

Bill • Table 5

2 covers • 28 Aug 2026 23:38

STARTERS

1x Chicken Satay (N) £8.95
No peanut sauce — allergy

1x Chicken Satay (N) £8.95

1x Thai Fish Cake (N) £9.50

MAINS

1x Green Curry £13.95

1x Pad Thai (N) £13.95

Subtotal £55.30

Service charge (10%) £5.53

Total due £60.83

Split equally

Split by item

Print

TAKE PAYMENT

Card

Cash

Deposit

Voucher

Add one or more payments — cash, card, deposit or voucher. Take part on one method and the rest on another; the bill closes only once it's fully covered. Splitting the bill per guest is on the left.

Total due £60.83

The bill, laid out receipt-style, with the service charge line. **Print** prints it for the table. On the right: the four payment methods and the two split options.

Paying

23:39
Fri 28 Aug

Cloud Malee

Log out

Tables

Table 5 2 covers • Malee

Search the whole menu...

Message kitchen

+ Misc item

Lunch Box

Lunch Set

Snack & Nibb

Stir-Fried

Curries

Chef's Signatu Menu

Panang Curry with Jasmine Rice

Green Curry with Jasmine Rice

Pad Ka Prao with Jasmine Rice

Stir-Fried Cashew Nut with Jasmine Rice

Order • Table 5

5 items

Send to kitchen as: Starters Mains Desserts

Extra

Resend order to kitchen...

STARTERS

1x Chicken Satay (N) £8.95 DISC ⇐ MOVE VOID RESEND
No peanut sauce — allergy

1x Chicken Satay (N) £8.95 DISC ⇐ MOVE VOID RESEND

1x Thai Fish Cake (N) £9.50 DISC ⇐ MOVE VOID RESEND

MAINS

1x Green Curry £13.95 DISC ⇐ MOVE VOID
PENDING

1x Pad Thai (N) £13.95 DISC ⇐ MOVE VOID
PENDING

Call Mains

Add Bill Discount

Subtotal £55.30

Service (10%) Remove £5.53

Total £60.83

View bill & pay — £60.83

Payment

Add each payment — cash, card, deposit or voucher. You can take part on one method and the rest on another; the bill closes once it's fully covered.

Bill total £60.83

Paid so far £0.00

Remaining £60.83

Cash Card Deposit Voucher

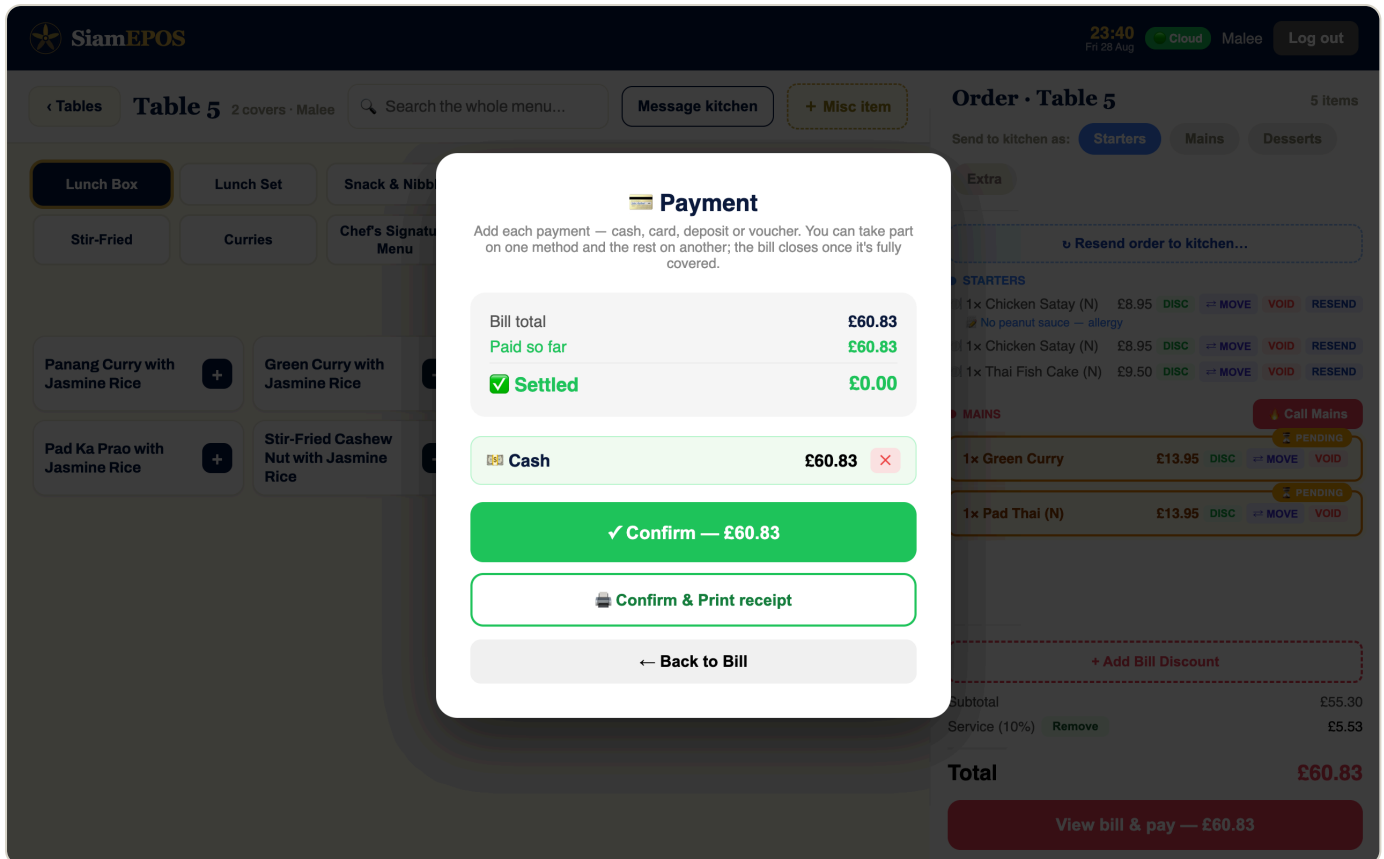
Comp

£ 60.83 Rest

+ Add Cash £60.83

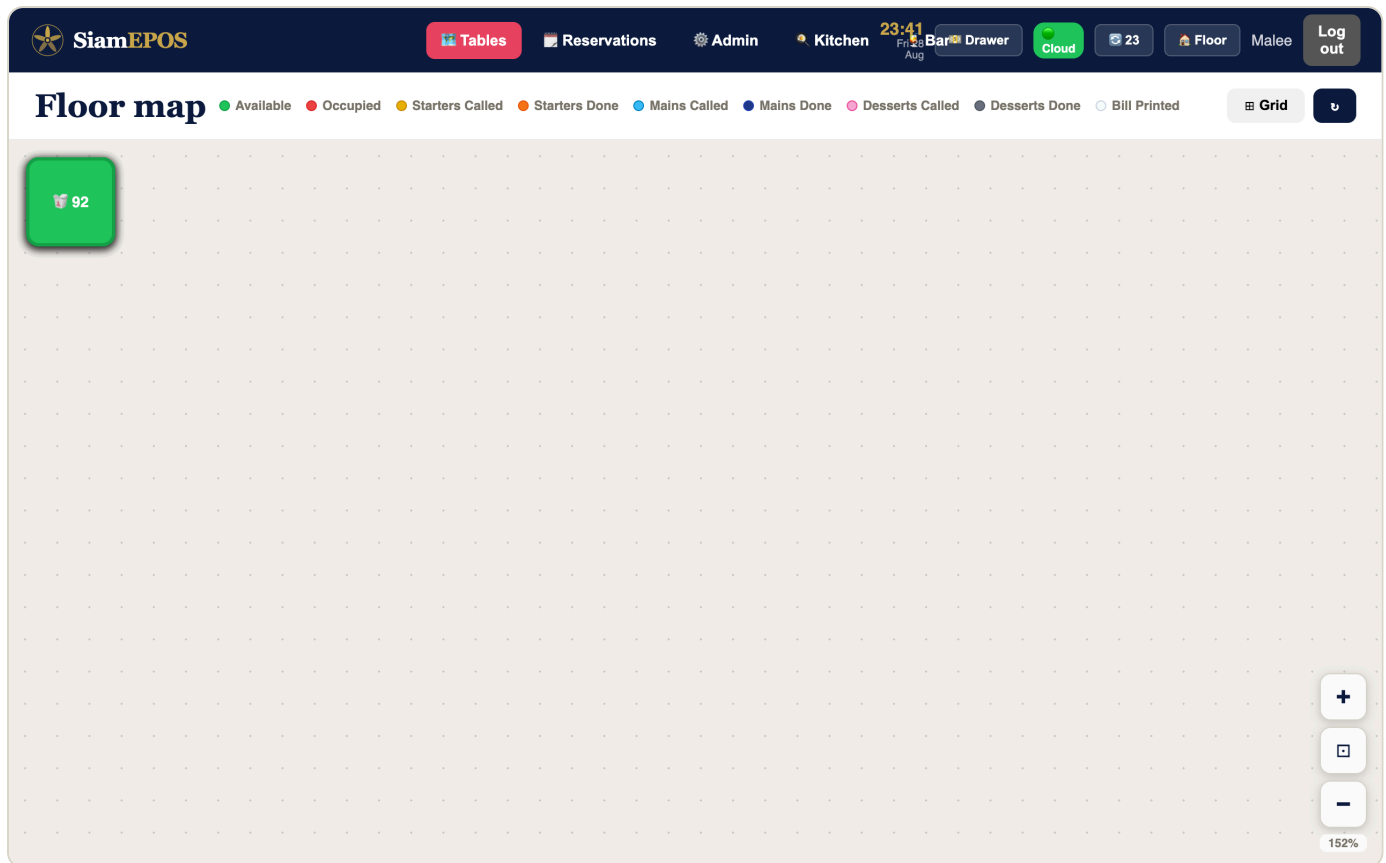
← Back to Bill

Tap a method, then the amount. **Rest** fills in whatever is still owing — one tap for the common case. You can edit the amount for cash handed over and the till shows the change.



Payments stack until the bill is **✓ Settled** — take half on card and half in cash, or three friends paying separately. Then **✓ Confirm** closes the bill, or **✓ Confirm & Print receipt** closes it and prints the receipt in one go.

- **Card** — record what the card machine took. If the guest tips on the machine, the tip is recorded with the payment so your card total always matches the machine's settlement.
- **Deposit** — redeem a booking deposit against the bill.
- **Voucher** — redeem a gift voucher by its code.
- **Split equally** — divides the total by the number of guests, one payment per share.
- **Split by item** — each guest pays for their own dishes; each split prints its own receipt.



The moment the bill closes, the table returns to green on the floor map, ready for the next party — and the sale is already in today's reports.

9. Takeaway & online orders

Takeaway slots (📦) on the floor map work exactly like tables — open one, add dishes, send, take payment when the customer collects.

23:41
Fri 28 Aug

Cloud

Malee

Log out

Tables

Table 91
1 covers • Malee

Search the whole menu...

Message kitchen

+ Misc item

Lunch Box

Lunch Set

Snack & Nibble

Starter

Salad

Soup

Stir-Fried

Curries

Chef's Signature Menu

Rice & Noodles

Sides

Dessert

Arrange menu

Panang Curry with Jasmine Rice

+

Green Curry with Jasmine Rice

+

Beef with Oyster Sauce with Jasmine Rice

+

Pad Thai (N)

+

Pad Ka Prao with Jasmine Rice

+

Stir-Fried Cashew Nut with Jasmine Rice

+

Fried Rice

+

Order • Table 91
0 items

Send to kitchen as:

Starters

Mains

Desserts

Extra

No items yet — tap menu items to add them

+ Add Bill Discount

Subtotal
£0.00

Total
£0.00

A takeaway order in progress — same menu, same buttons, labelled *Takeaway* on tickets and reports.

Online orders from your website or QR menus arrive on their own: the till chimes and shows an amber banner until someone acknowledges it, the kitchen sees the order tagged 📦 with the customer's name and pickup time, and a green 📦 **Collected** button closes it when handed over. Online orders are split out separately on the Z report. If your venue takes payment on collection, the till insists a tender is recorded before the order can close — counter cash can never go missing from the reports.

10. Reservations

The **Reservations** tab manages bookings — from your website widget (they arrive as **confirmed**, the guest already has the confirmation email) and ones you take on the phone.

Tables

Reservations

Admin

Kitchen

Bar

23:41
Fri 28 Aug

Cloud

25

Floor

Malee

Log out

Reservations

List

Timeline

Floor Plan

Calendar

Guests

+ New Booking

Covers booked

0

Bookings

0

Tables held

0

Next arrival

—

FRI 28 AUG

<

Fri 28 Aug

>

No bookings for this day.

Select a booking to see details.

Today's bookings. Switch between **List**, **Timeline**, **Floor Plan**, **Calendar** and **Guests** views; < > steps through the days.

Tables

Reservations

Admin

Kitchen

Bar

23:42
Fri 28 Aug

Cloud

25

Floor

Malee

Log out

Reservations

Calendar

Guests

+ New Booking

Covers booked

0

Bookings

0

FRI 28 AUG

Select a booking to see details.

+ New Booking

Guest Name *

e.g. John Smith

Phone*

07700 900000

Email

john@example.com

Date *

28/08/2026

Time *

19:00

Covers *

-

2

+

guests

Table (optional)

— Assign later —

Status

Pending

Notes / Special Requests

Allergies, highchair, anniversary, window seat...

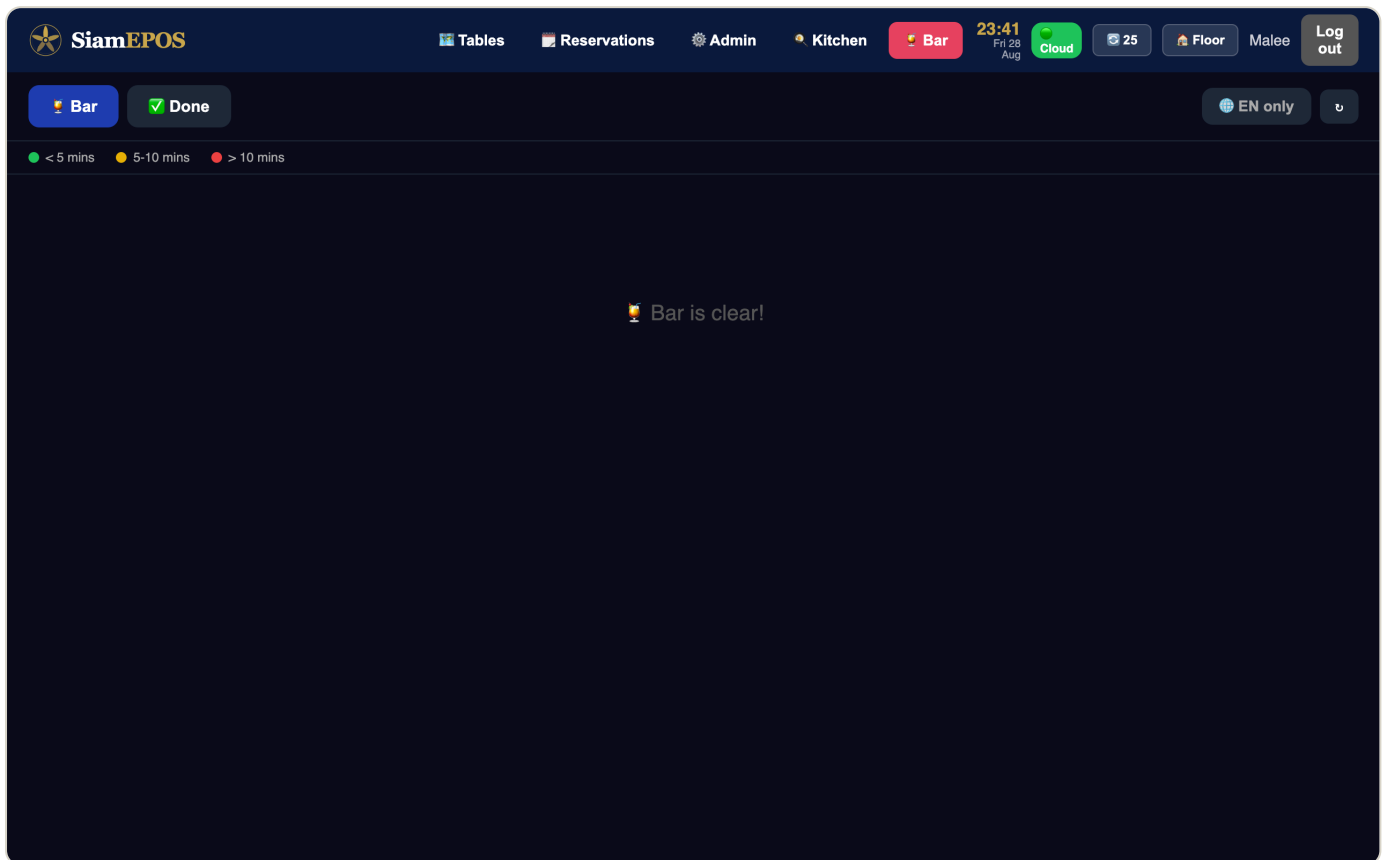
Cancel

✓ Create Booking

+ New Booking — a phone booking takes ten seconds: name, phone, covers, date, time, table.

11. The bar screen

Venues with a bar send drinks to the  **Bar** tab instead of the kitchen — dishes marked as bar items route there automatically, and the bar ticket prints at the bar printer.



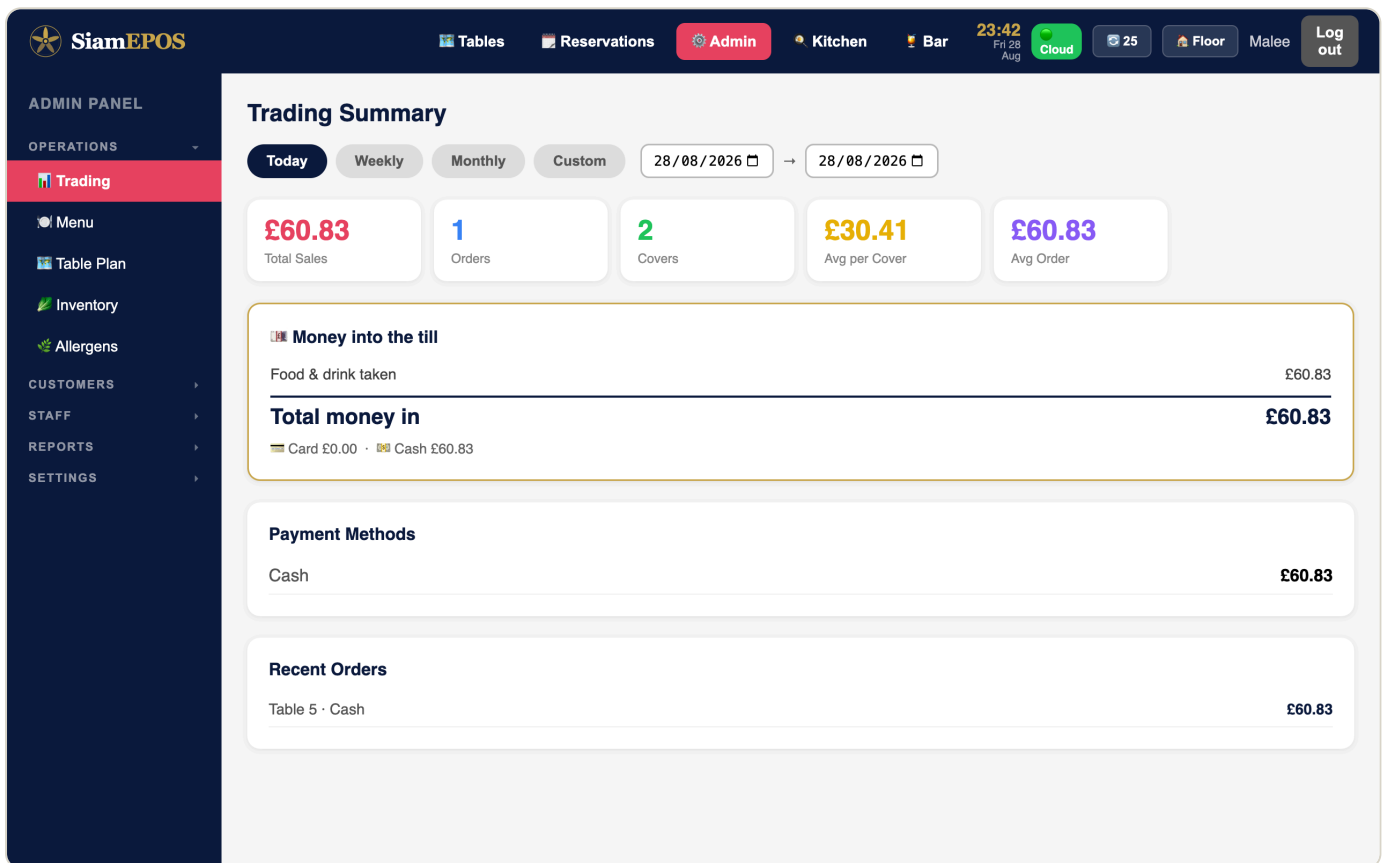
The bar screen: same card-and-timer pattern as the kitchen, in bar colours. When every drink for a table is ready, the serve button goes full green.

PART TWO

Owner & Manager — the Admin panel

The  **Admin** tab is where the owner or manager runs the business. Waiter, kitchen and bar PINs cannot open it; a supervisor PIN can open everything except deleting closed bills. It works the same on the till, on a tablet, and — because SiamEPOS is a cloud system — from a browser at home.

12. The Admin panel & Trading summary



The screenshot displays the SiamEPOS Admin panel. The top navigation bar includes links for Tables, Reservations, Admin (highlighted), Kitchen, Bar, and a status bar showing the time (23:42), date (Fri 28 Aug), and a Cloud status icon. The left sidebar lists various sections: ADMIN PANEL, OPERATIONS (with Trading highlighted), Menu, Table Plan, Inventory, Allergens, CUSTOMERS, STAFF, REPORTS, and SETTINGS. The main content area is titled 'Trading Summary' and features tabs for Today, Weekly, Monthly, and Custom. The date range is set to 28/08/2026. Key metrics are displayed in a row: Total Sales (£60.83), Orders (1), Covers (2), Avg per Cover (£30.41), and Avg Order (£60.83). Below this, the 'Money into the till' section shows Food & drink taken (£60.83) and a Total money in of £60.83, with a breakdown of Card (£0.00) and Cash (£60.83). The 'Payment Methods' section shows Cash (£60.83). The 'Recent Orders' section shows a single order: Table 5 - Cash (£60.83).

Admin opens on the **Trading Summary** — live takings for today, this week, this month or any custom range: total sales, orders, covers, average per cover, money into the till by method, and the most recent orders. The left sidebar groups every section by workflow: **Operations** · **Customers** · **Staff** · **Reports** · **Settings**.

13. Menu Manager

SiamEPOS Tables Reservations Admin Kitchen Bar 23:43 Fri 28 Aug Cloud 25 Floor Malee Log out

ADMIN PANEL

OPERATIONS

Trading

Menu

Table Plan

Inventory

Allergens

CUSTOMERS

STAFF

REPORTS

SETTINGS

Menu Manager

Lunch Box (7) Lunch Set (1) Snack & Nibble (4) Starter (15) Salad (4) Soup (5) Stir-Fried (12)

Curries (11) Chef's Signature Menu (11) Rice & Noodles (16) Sides (7) Dessert (2)

+ Category + Sub-categories

= Drag to reorder

AI Scanner + Add Item

Panang Curry with Jasmine Rice
A rich and creamy Thai panang curry with your choice of protein and bell pepper with kaffir lime leaves and Thai basil. Served on jasmine rice. Mild spicy.
£9.50

Green Curry with Jasmine Rice
Thai green curry with coconut milk, bamboo shoots, aubergine, fine beans and bell peppers. Served on jasmine rice. Medium spicy.
£9.50

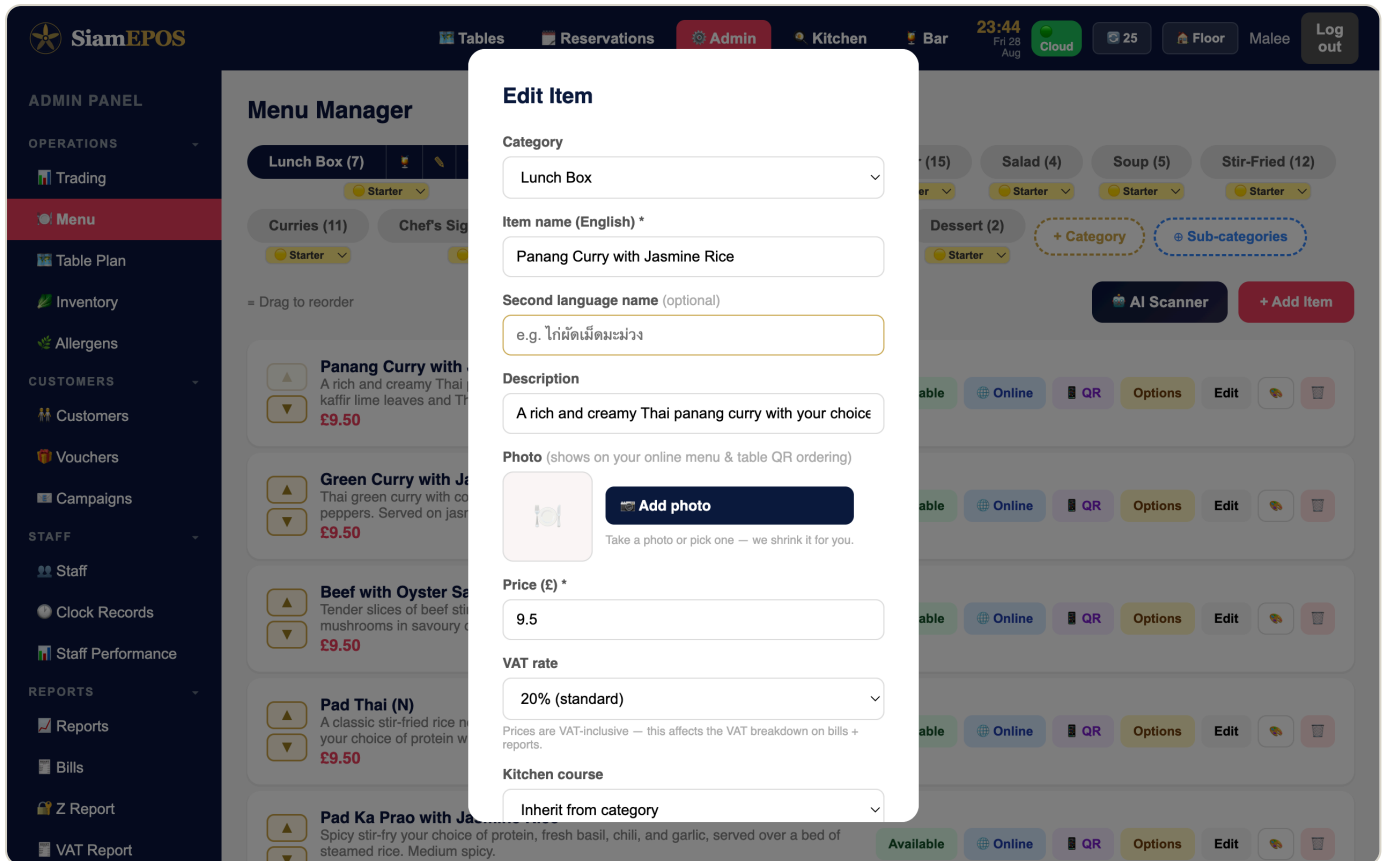
Beef with Oyster Sauce with Jasmine Rice
Tender slices of beef stir-fried with bell peppers, onions, carrots, spring onion and mushrooms in savoury oyster sauce served over bed of steamed jasmine rice.
£9.50

Pad Thai (N)
A classic stir-fried rice noodles tossed with eggs, tofu, bean sprouts, carrot, chive, and your choice of protein with our traditional Pad Thai sauce. - Contains Nuts
£9.50

Pad Ka Prao with Jasmine Rice
Spicy stir-fry your choice of protein, fresh basil, chili, and garlic, served over a bed of steamed rice. Medium spicy.

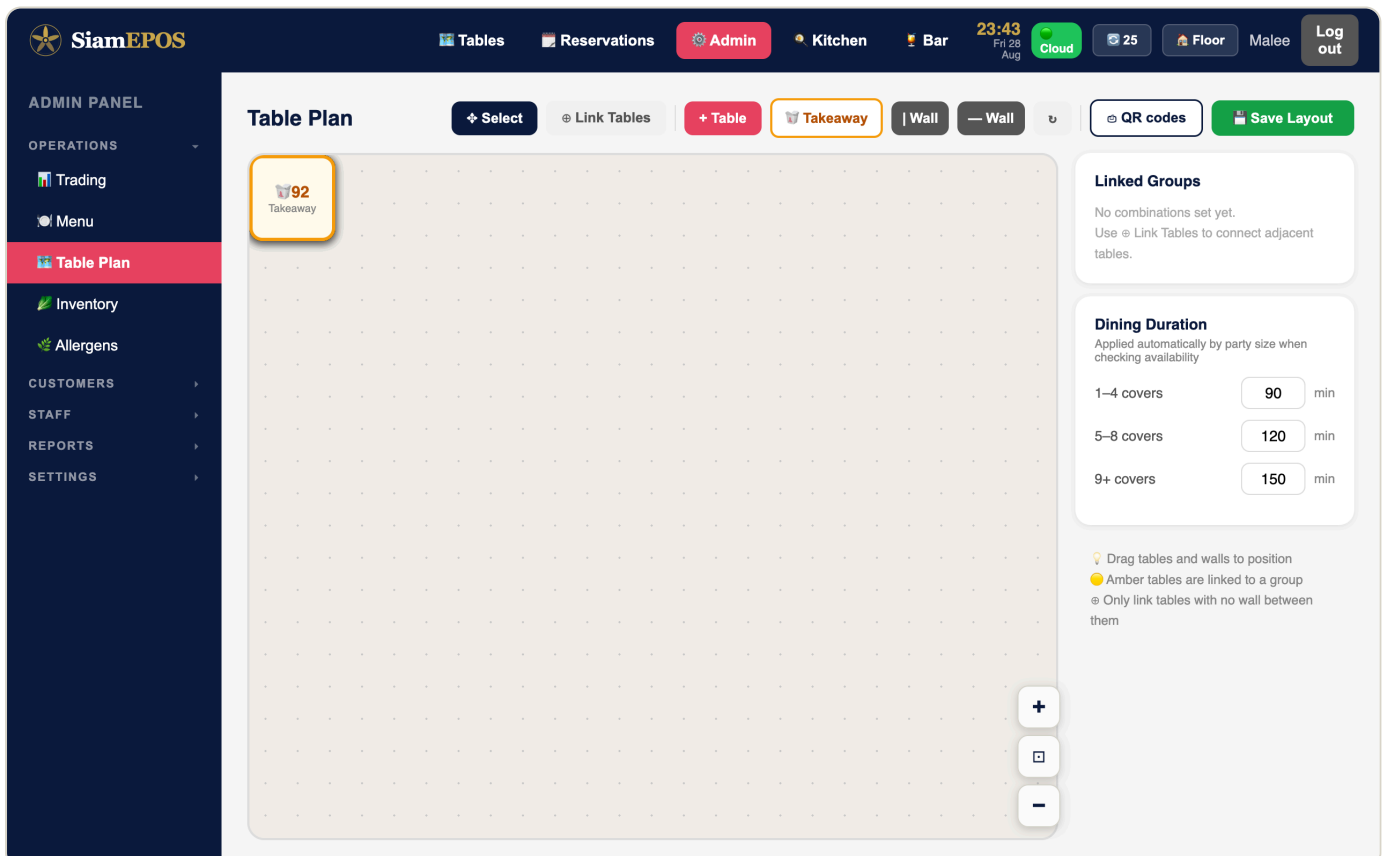
Every category and dish on your menu. Categories run across the top (with their default course underneath); each dish row has quick toggles.

- **Available** — sold out? One tap hides the dish from the order screen until you switch it back.
- **Online / QR** — control where each dish is sold: the online collection page and the at-table QR menu are separate switches (so beer can be on the QR menu at the table but off the collection website).
- **Options** — attach choice groups (protein choice, spice level, sides) with their price steps.
- **▲▼ / drag** — reorder dishes; **+ Category**, **+ Sub-categories** and **+ Add Item** build the structure; the 🍴 button colours a category's buttons on the order screen.
- **AI Scanner** — photograph a printed menu and the system drafts the dishes, prices and descriptions for you to review.



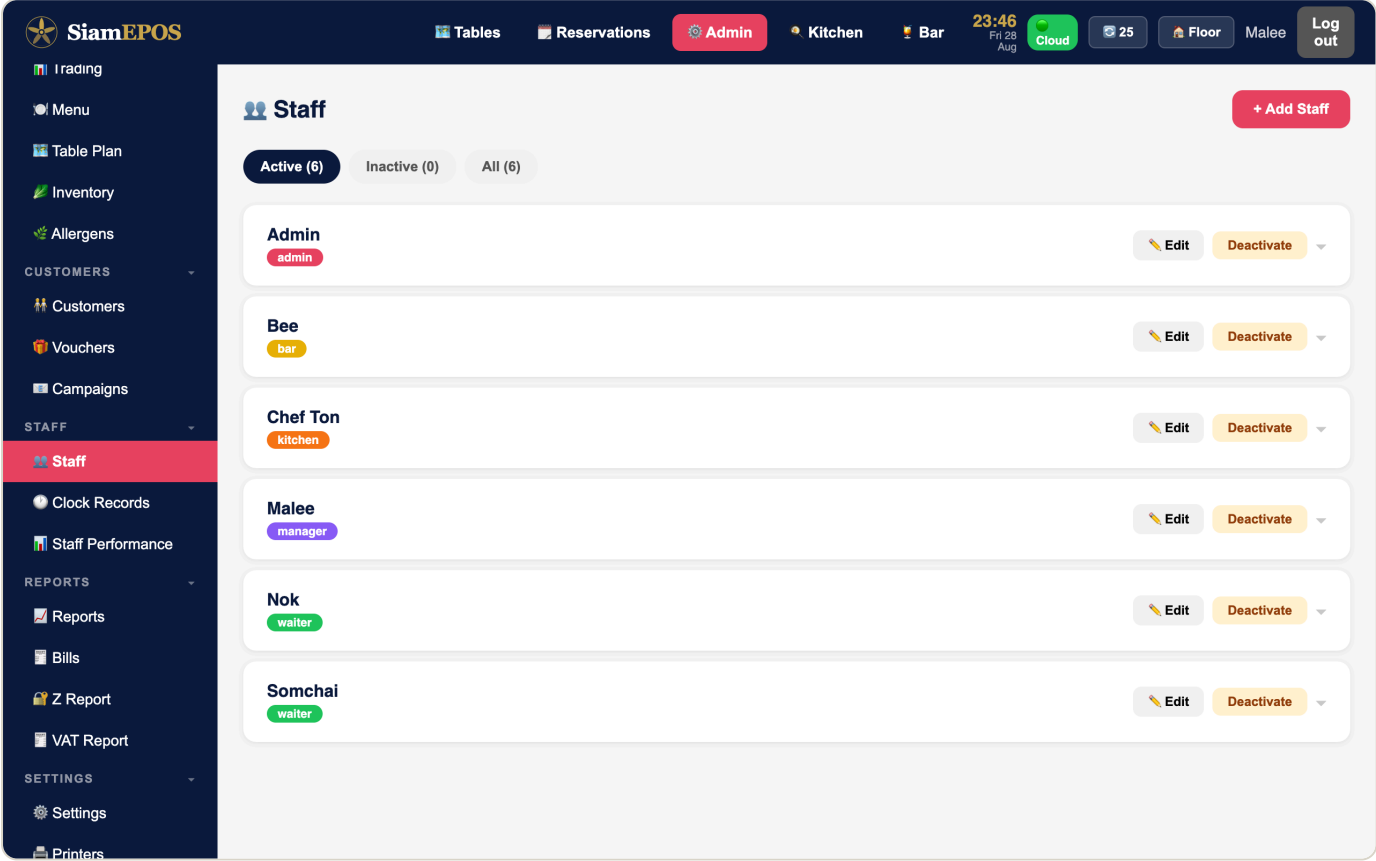
Editing a dish: English and Thai names, description, price, VAT rate, category, course, photo, and where it appears. **Save** updates every till and the online menus together.

14. Table Plan editor



Drag tables to match your real room. + **Table** and 🍷 **Takeaway** add seats and takeaway slots; the wall tools draw the room; Ⓡ **Link Tables** joins tables that are usually pushed together. 📄 **QR codes** prints the QR sticker for each table for at-table self-ordering. Always finish with 💾 **Save Layout**.

15. Staff & PINs



One row per member of staff: name, role, PIN, and permission ticks.

Role	What the PIN can do
Admin / Manager	Everything, including the Admin panel and manager-PIN approvals (comps, deleting bills).
Supervisor	Full Admin access, but cannot delete a closed bill.
Waiter	Floor, orders, bills, payments. No Admin panel.
Kitchen / Bar	Signs in like a waiter and lands on the floor; the kitchen/bar screens are one tap away. No Admin panel.

Per-person permissions: the *may discount* and *may redeem deposits* ticks grant those actions to individual trusted staff without giving them a manager role.

16. Clock records

The screenshot shows the SiamEPOS application interface. The top navigation bar includes links for Tables, Reservations, Admin, Kitchen, Bar, and a status area with the time 23:46, date Fri 28 Aug, and buttons for Cloud, 25, Floor, Malee, and Log out. The left sidebar contains a menu with categories: Menu (Menu, Table Plan, Inventory, Allergens), CUSTOMERS (Customers, Vouchers, Campaigns), STAFF (Staff), Clock Records (highlighted), Staff Performance, REPORTS (Reports, Bills, Z Report, VAT Report), and SETTINGS (Settings, Printers, Reservations). The main content area is titled 'Clock Records' and features a date range selector with 'FROM' (24/08/2026) and 'TO' (28/08/2026) fields, a 'Refresh' button, and an 'Export CSV' button. Below this is a 'Summary' box stating 'No clock events in this range.'

Every clock-in/out pairing, per person, with weekly totals — and CSV export for payroll. Forgotten clock-outs stand out (a 19-hour “shift” overnight); a manager can correct them here.

17. Reports & Bills



Table Plan

Inventory

Allergens

CUSTOMERS

Customers

Vouchers

Campaigns

STAFF

Staff

Clock Records

Staff Performance

REPORTS

Reports

Bills

Z Report

VAT Report

SETTINGS

Settings

Printers

Reservations

Tables

Reservations

Admin

Kitchen

Bar

23:46
Fri 28 Aug

Cloud

25

Floor

Malee

Log out

Today

Weekly

Monthly

Custom

28/08/2026

→

28/08/2026

Sales Report

Item Sales

Print

Export

CSV

Table / Customer	Method	Covers	Subtotal	Total
Table 5	Cash	2	£55.30	£60.83
DINE-IN £60.83 · 1 orders		TAKEAWAY £0.00 · 0 orders		
Food (100.0%)				£55.30
Drink (0.0%)				£0.00
Service charge (12.5%)				£5.53
SALES BY CATEGORY				
Starter x3				£27.40
Curries x1				£13.95
Rice & Noodles x1				£13.95
Total taken (1 orders · 2 covers)				£60.83

Reports — sales over any period: by day, by category, by dish, dine-in vs takeaway, voids and their reasons, wastage cost. Everything exports to CSV for your accountant.


SiamEPOS

[Tables](#)
[Reservations](#)
[Admin](#)
[Kitchen](#)
[Bar](#)

23:46
Fri 28 Aug

[Cloud](#)
[25](#)
[Floor](#)
Malee
[Log out](#)

[Table Plan](#)
[Inventory](#)
[Allergens](#)

CUSTOMERS

[Customers](#)
[Vouchers](#)
[Campaigns](#)

STAFF

[Staff](#)
[Clock Records](#)
[Staff Performance](#)

REPORTS

[Reports](#)
[Bills](#)
[Z Report](#)
[VAT Report](#)

SETTINGS

[Settings](#)
[Printers](#)
[Reservations](#)

Bill Records

From Date

To Date

Payment Method

Search

Print

Export

CSV

1
Total Bills

£60.83
Total Sales

£60.83
Cash

£0.00
Card

Order	Table	Cvr	Date & Time	Method	Discount	Total	Actions
#1	Table 5	2	28 Aug 2026, 23:40	Cash	—	£60.83	Change Edit
Total — 1 bills						£60.83	

Bills — every closed bill, searchable. Reprint a receipt, email it, or (manager) edit a payment recorded on the wrong method. This is also where refunds are recorded so the paper trail stays straight.

18. End of day — Close Shift & Z Report

The screenshot shows the SiamEPOS 'Close Shift / Z Report' interface. The top navigation bar includes links for Tables, Reservations, Admin, Kitchen, Bar, and a status bar showing the time (23:46), date (Fri 28 Aug), and location (Floor, Malee). The left sidebar lists various modules: Table Plan, Inventory, Allergens, CUSTOMERS (Customers, Vouchers, Campaigns), STAFF (Staff, Clock Records, Staff Performance), REPORTS (Reports, Bills, Z Report, VAT Report), and SETTINGS (Settings, Printers, Reservations). The 'Z Report' module is currently selected and highlighted in red. The main content area is titled 'Close Shift / Z Report' and features a 'View History' button. A green card with a green border indicates 'Shift is open' and shows the current status: 'Since 28 Aug 2026, 23:27 · 1 order · £60.83 so far'. It explains that closing the shift runs the Z, counts the till, and banks the takings. A large green button labeled 'Close Shift & Count Till' is prominently displayed. Below this, a section titled 'Just need a sales figure?' explains that running a read-only Z for any period does not close a shift or count the till. It provides a button to 'View today's Z (midnight → now)'. Another section, 'Any other period', allows users to select a specific time range (e.g., last Tuesday's lunch, or last week's totals) and provides input fields for 'From' (28/08/2026, 00:00) and 'To' (28/08/2026, 23:46), with a 'Run Report' button.

The end-of-trading ritual lives in **Reports → Z Report**. The green card shows the shift is open, since when, and takings so far. **Close Shift & Count Till** runs the Z: count the drawer, the till compares it with what it expects, and the day is banked. Need a number mid-service? **View today's Z** is read-only and closes nothing.

- Table Plan
- Inventory
- Allergens
- CUSTOMERS
 - Customers
 - Vouchers
 - Campaigns
- STAFF
 - Staff
 - Clock Records
 - Staff Performance
- REPORTS
 - Reports
 - Bills
 - Z Report**
 - VAT Report
- SETTINGS
 - Settings
 - Printers
 - Reservations

[Tables](#)
[Reservations](#)
[Admin](#)
[Kitchen](#)
[Bar](#)

23:49
Fri 28 Aug

[Cloud](#)

25

Floor

Malee

Log out

Close Shift / Z Report
[View History](#)

END OF DAY

28 Aug 2026, 00:00 — 28 Aug 2026, 23:49

Sales Summary

Cash Sales	£60.83
Card Sales	£0.00
Other	£0.00
Food	£55.30
Drink	£0.00
Service charge (10%)	£5.53
TOTAL SALES	£60.83

DINE-IN
£60.83
1 orders

ONLINE TAKEAWAY
£0.00
0 orders

1
Orders

2
Covers

£30.41
Avg/Cover

VAT (INCLUDED IN PRICE)
@ 20% — net £46.08

£9.22

The Z itself: cash vs card, food vs drink, service charge, dine-in vs online takeaway, covers, average per cover, and the VAT summary. Card tips recorded with payments appear as their own “of which card tips” line so the card total always matches the card machine’s settlement. Print it, or export CSV.

19. Settings & Printers

 **SiamEPOS**

Tables

Reservations

Admin

Kitchen

Bar

23:46
Fri 28
Aug

Cloud

25

Floor

Malee

Log out

Table Plan

Inventory

Allergens

CUSTOMERS

Customers

Vouchers

Campaigns

STAFF

Staff

Clock Records

Staff Performance

REPORTS

Reports

Bills

Z Report

VAT Report

SETTINGS

Settings

Printers

Reservations

Settings

 **Branding**

Your logo + colours across the app. This is the on-screen logo — separate from the receipt logo further down, so a light or colourful logo here still prints cleanly on bills.

App logo (login & headers)

no logo

Choose logo

App logo size

Small

Medium

Large

Extra Large

Colour theme

Primary

Accent

Reset to default

Baan Siam

Preview

Hit Save (bottom of Settings) to apply. Leave colours unset for the default SiamEPOS look.

Save All Settings

Settings — your restaurant's details (name, address, VAT number — these print on receipts), service charge on/off and rate, VAT mode, receipt footer, till security (PIN-only sign-in, send-lock, idle sign-out), the online-order chime, and which tabs this till shows.

 **SiamEPOS**

Tables

Reservations

Admin

Kitchen

Bar

23:46
Fri 28
Aug

Cloud

25

Floor

Malee

Log out

Table Plan

Inventory

Allergens

CUSTOMERS

Customers

Vouchers

Campaigns

STAFF

Staff

Clock Records

Staff Performance

REPORTS

Reports

Bills

Z Report

VAT Report

SETTINGS

Settings

Printers

Reservations

Printers

 **Print Routing**

Choose where each ticket prints on this till. Built-in = the till's own printer · Network = a LAN printer (set its IP below) · Off = don't print.

Bill / Receipt

Off

Built-in

Network

auto — built-in, then network

Kitchen ticket

Off

Built-in

Network

auto — built-in, then network

Bar ticket

Off

Built-in

Network

auto — built-in, then network

 **Network Printers**

Add every printer here — your main till printers and any extra stations (wok, grill, pass). Enter its IP (via a USB print server or built-in LAN port; default RAW port 9100, older WAVLINK-style servers auto-fall-back to LPR 515), tick what it prints, and Save. Once set, all devices on the same Wi-Fi — including iPads — print silently with no dialog. Leave IP blank and use the name for a USB/CUPS printer.

Add every printer here — main tills and extra stations (wok, grill, pass). Tick which tickets each one prints — Bills, Kitchen, Bar — set its copies, and ★ marks the default for that role. Point a menu category at a specific printer in Admin → Menu; anything unrouted goes to the ★ default.

Scan for printers

New printer name

IP

9100

1

+ Add printer

Prints:

Bills

Kitchen

Bar

Save Printer Settings

Printers — one card per printer: receipt, kitchen and bar stations, each with its network address and a test-print button. Multi-station kitchens route each menu category to its own printer (wok / grill / dessert). If a printer dies mid-service the till holds its tickets and offers → Another printer... so nothing is lost.

Printer not printing? Check paper, then power, then the network cable. The till keeps unprinted tickets on a banner until a printer takes them — nothing disappears. The full printer guide is a separate document: ask us for the *Printer Setup Guide* for your hardware.

20. Customers, Vouchers & Campaigns

Tables

Reservations

Admin

Kitchen

Bar

23:46
Fri 28
Aug

Cloud

25

Floor

Malee

Log out

ADMIN PANEL

OPERATIONS

- Trading
- Menu
- Table Plan
- Inventory
- Allergens

CUSTOMERS

- Customers
- Vouchers
- Campaigns

STAFF

- Staff
- Clock Records
- Staff Performance

REPORTS

- Reports
- Bills
- Z Report
- VAT Report

Customers

ALL
0

VIP
0

REGULAR
0

NEW
0

LAPSED
0

Search name, email or phone...

All statuses

Refresh

Export CSV

Delete all 0

No customers yet — they'll appear here once reservations come in.

Status: VIP = 5+ visits or £200+ lifetime · Regular = 2-4 visits · New = 1 visit · Lapsed = no visit in 60+ days. Spend estimate joins orders on table_id + reservation date — accuracy will improve once orders are explicitly linked to reservations.

Marketing consent: only **OPTED IN** customers receive campaigns. New widget bookings can tick consent themselves; for off-widget bookings (phone, walk-in) click **+ Opt in** only when you have legitimate consent.

Birthdays: click the 🎂 cell to record a customer's birthday (day + month only — no year needed). They appear in the reminder panel above ahead of the day, so you can invite them in or send an offer.

Customers — the guest book your bookings and online orders build automatically: visits, spend, marketing consent (tap the badge to record consent given verbally or on paper — GDPR-safe).

Tables

Reservations

Admin

Kitchen

Bar

23:46
Fri 28 Aug

Cloud

25

Floor

Malee

Log out

ADMIN PANEL

OPERATIONS

Trading

Menu

Table Plan

Inventory

Allergens

CUSTOMERS

Customers

Vouchers

Campaigns

STAFF

Staff

Clock Records

Staff Performance

REPORTS

Reports

Bills

Z Report

VAT Report

Gift Vouchers

Vouchers sold via the public widget — redeemed at checkout

+ Sell voucher

Export CSV

£0.00
Total sold

£0.00
Sold last 30 days

0
Active vouchers

£0.00
Outstanding balance

£0.00
Redeemed (off till)

Search code, email or name...

Search

All

Active

Depleted

Expired

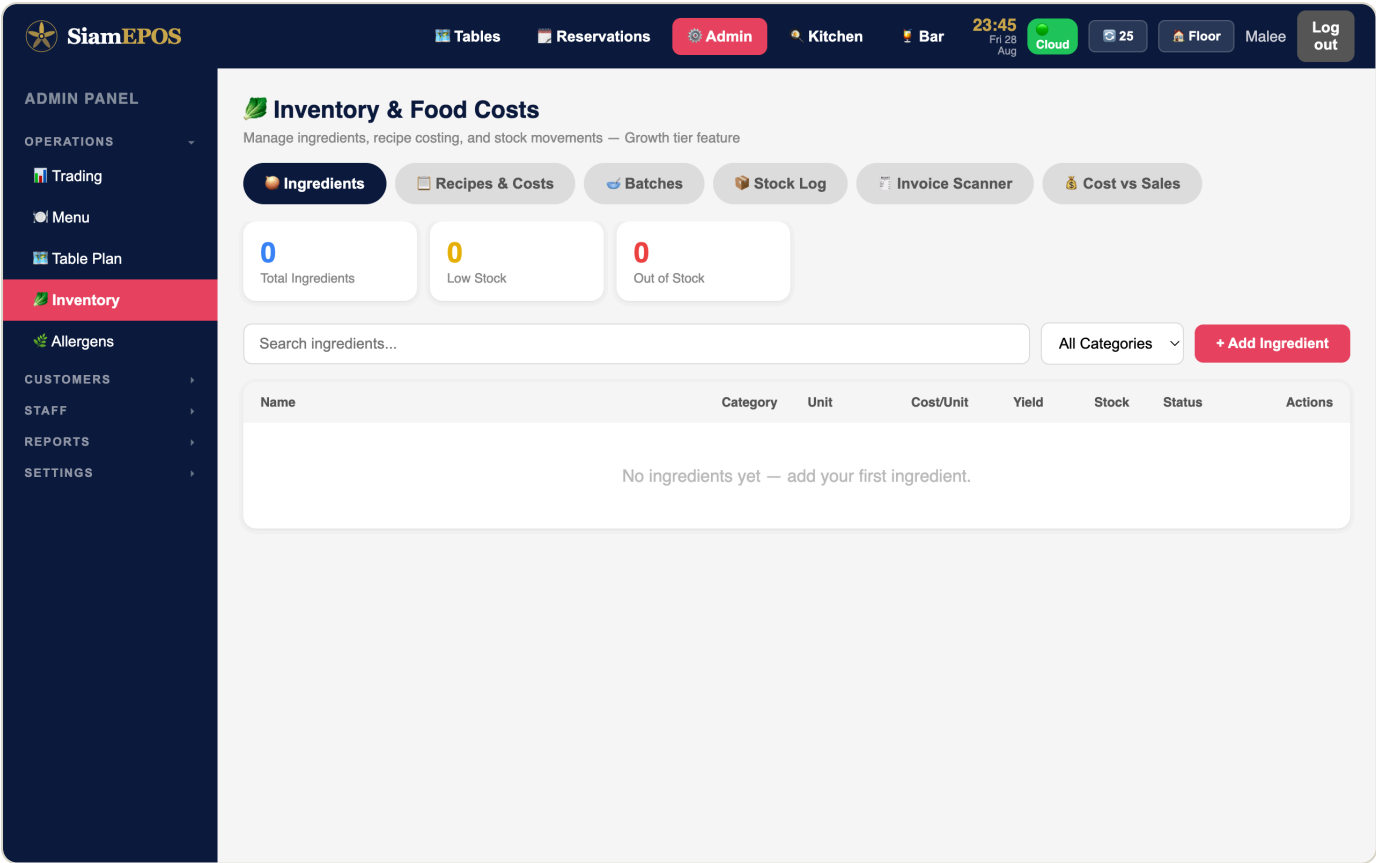
Voided

Code	Recipient	Sold	BalanceStatus	Expires
No vouchers yet				

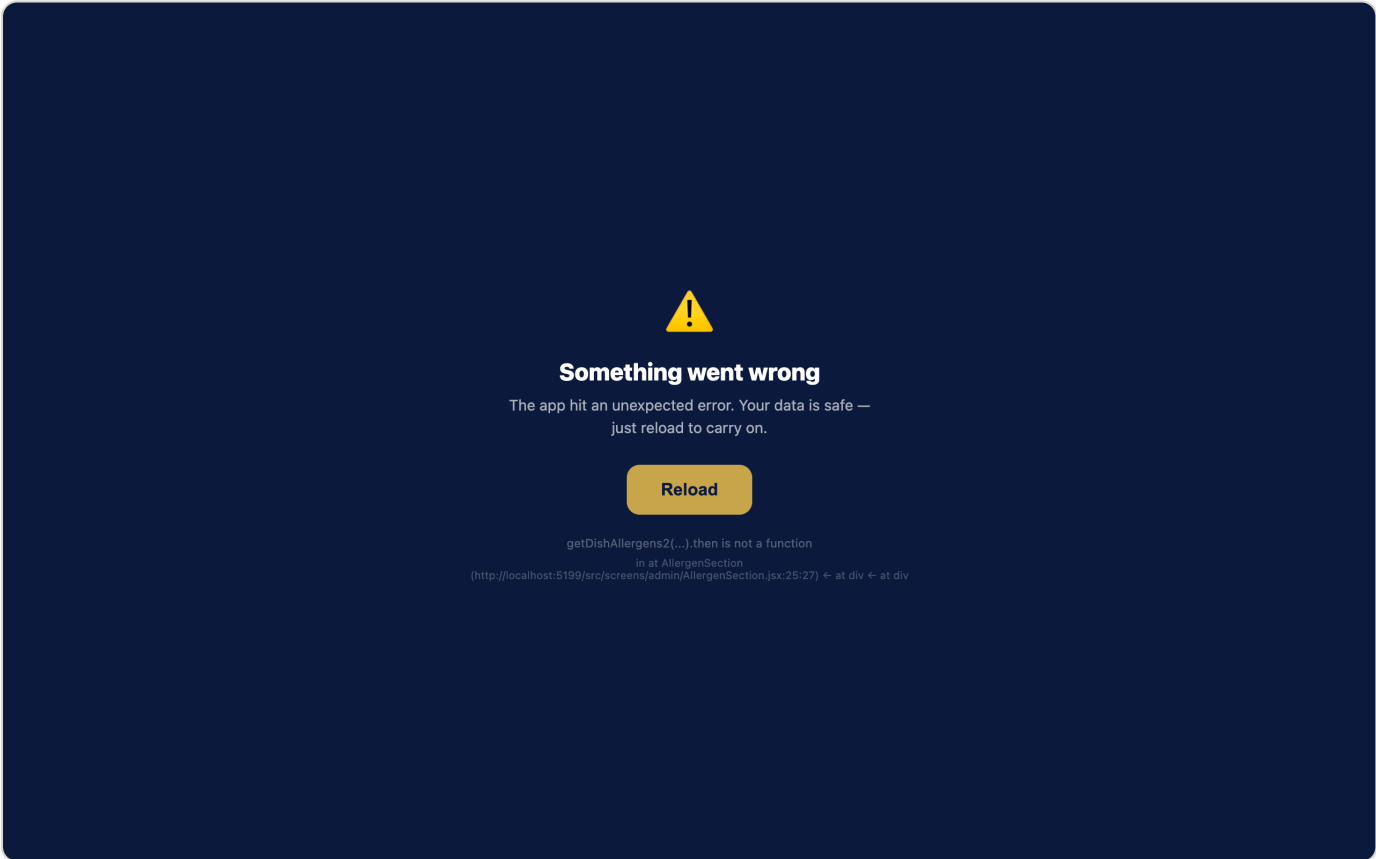
Vouchers — sell and track gift vouchers; each has a code, balance and history, redeemed on the payment screen (section 8).

Campaigns sends email offers to consented customers — a quiet-Tuesday offer, a birthday month greeting — through your restaurant’s own branded emails.

21. Inventory & Allergens



Inventory — ingredients, recipes and stock. Sales deplete stock automatically through recipes; the 📷 invoice scanner reads a supplier invoice from a photo, updates stock and prices, and warns you when a supplier price rises. The Cost vs Sales tab shows your gross profit after stock purchasing cost.



Allergens — tick the 14 UK allergens per dish once; they show as chips on your online menu and QR menu, and staff can answer “what’s in this?” from the till with confidence.

22. Getting help

- **Email:** info@siamepos.co.uk
- **WhatsApp:** 07896 036386 — English and Thai (ภาษาไทยได้)
- **Website:** siamepos.co.uk

If something looks wrong on screen, a restart fixes most things: close the SiamEPOS app on the till and open it again (browser tills: refresh the page — Windows: **Ctrl+Shift+R** · Mac: **Cmd+Shift+R**). Updates install themselves in the background and apply on the next restart, so an occasional restart also keeps you on the newest version.

SiamEPOS Illustrated User Handbook · August 2026 · English edition.

Screenshots: SiamEPOS demonstration restaurant (“Baan Siam”). Your menu, name and layout will differ; the workflow is identical.

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