



2025

# POS USER GUIDE

MANAGER'S EDITION

**DATE :**  
November 2025



## POS Functions Guide (Manager)

### Enroll Fingerprint

1. Open App > Select Fingerprint
2. Select Open Device
3. Enroll Fingerprint (Follow prompts on screen)
4. Verify Fingerprint
5. Record Fingerprint Number under staff member in back office



### Employee Clock In/Out (Records hours worked)

1. On POS Home Screen Select > **Clock In/Out**
2. Choose Staff Member
3. Enter Passcode
4. Clock In/ Out

### Open/ Close Procedures (Servers, Bar Tenders)

1. On POS Home Screen Select > **Ordering**
2. Choose Staff Member
3. Enter Passcode > Insert Fingerprint
4. Select > **Open/ Close Register**
5. Select Service Type > **Quick Service | Table Plan | Delivery | To Go | Bar |**
6. Select a Customer or Table
7. Add Menu Items and Bar Items
8. Select > Send Order (Send orders to kitchen or bar)
9. To Add Gratuity Select > **Gratuity** Select > **18%**
10. To Close Check Select > **Pay**
11. Select Tender Type > **Cash | Credit/ Debit | Pre Auth | Coupon | Gift Certificate | House Account**
12. Enter Amount
13. Select > DONE
14. Give Customer Change
15. Select > **Open/ Close Register**
16. Select > **Close Out**
17. Select > **Personal Report**



## Ticket Procedures

1. Select Service Type > **Quick Service | Table Plan | Delivery | To Go | Bar |**
2. Select a Customer or Table
3. Add Menu Items and Bar Items
4. Select > **Send Order** (Send orders to kitchen or bar)
5. To Add Gratuity Select> **Gratuity** Select > **18%**
6. To Close Check Select > **Pay**

## Add Tip Credit Card

1. Select > **Recall Order**
2. Select paid order under the Completed Orders Column
3. In the POS Ordering Screen Select> Add Tip
4. Enter Tip Amount

## Split Check

1. Select> **Recall Order**
2. Select> Split (menu on bottom right under invoice items)
3. Select Order Items
4. Select > **Add Item Here**

*Once a check has been split*

1. **The main check is no longer in use to add to. It's for record purposes.**
2. **Always save split before printing.**
3. **To see entire split again go to main order in cue or click table.**
4. **You can add to each split from the recall cue**
5. **When removing items from split to create a single check again place them all on Split 1 and you can add to it or make payment from it.**

**Note: Split checks are usually not created until the customers are ready to pay. Use the separator to distinguish your guests.**

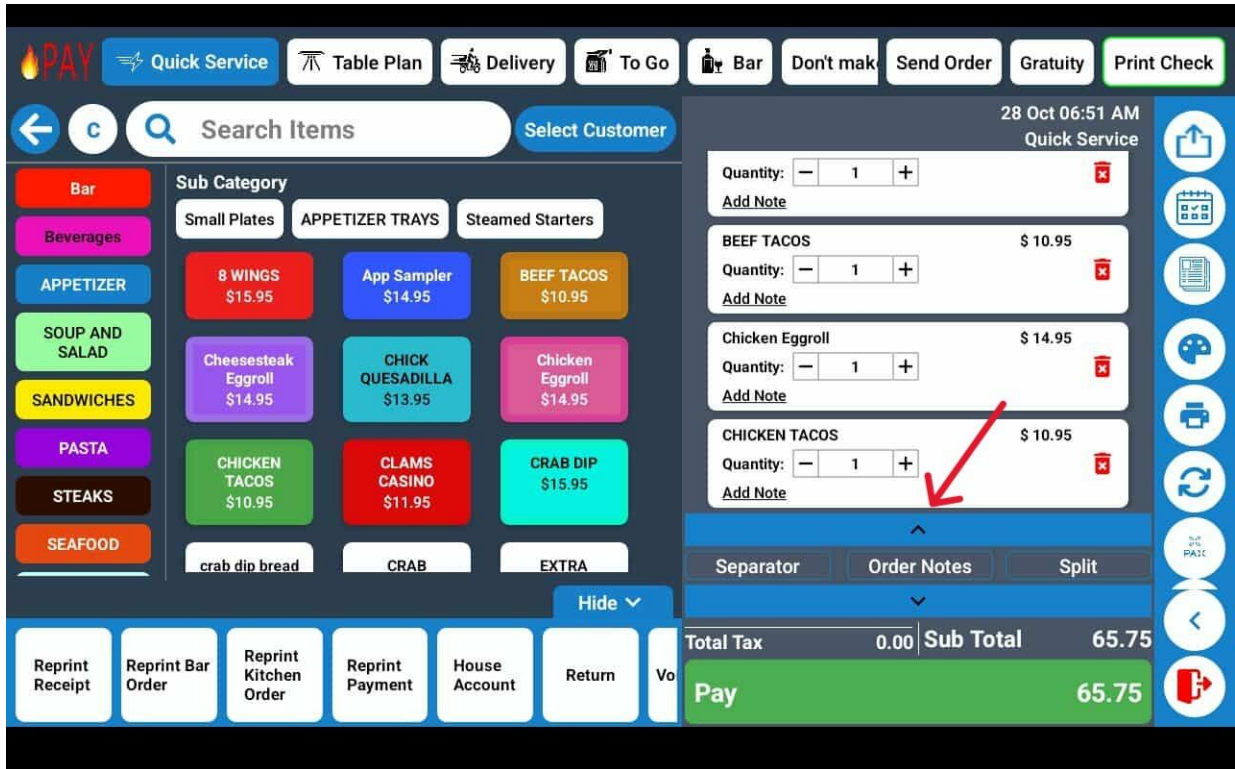
## Discounts

*There are three types of discounts.*

1. **Item Discount**
2. **Order Discount**
3. **Manual Discount**



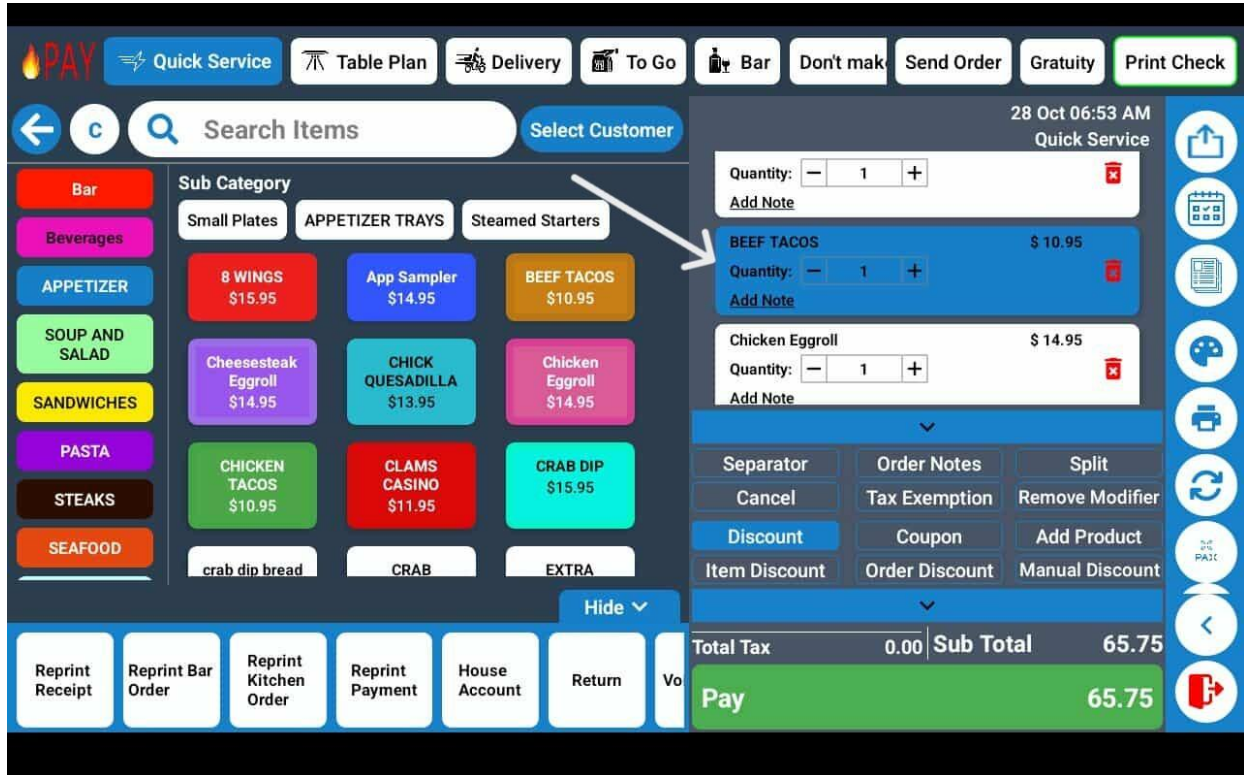
To open the discount area from the main screen which is the quick service tab press the up arrow key below the item list. An expanded function menu will appear.



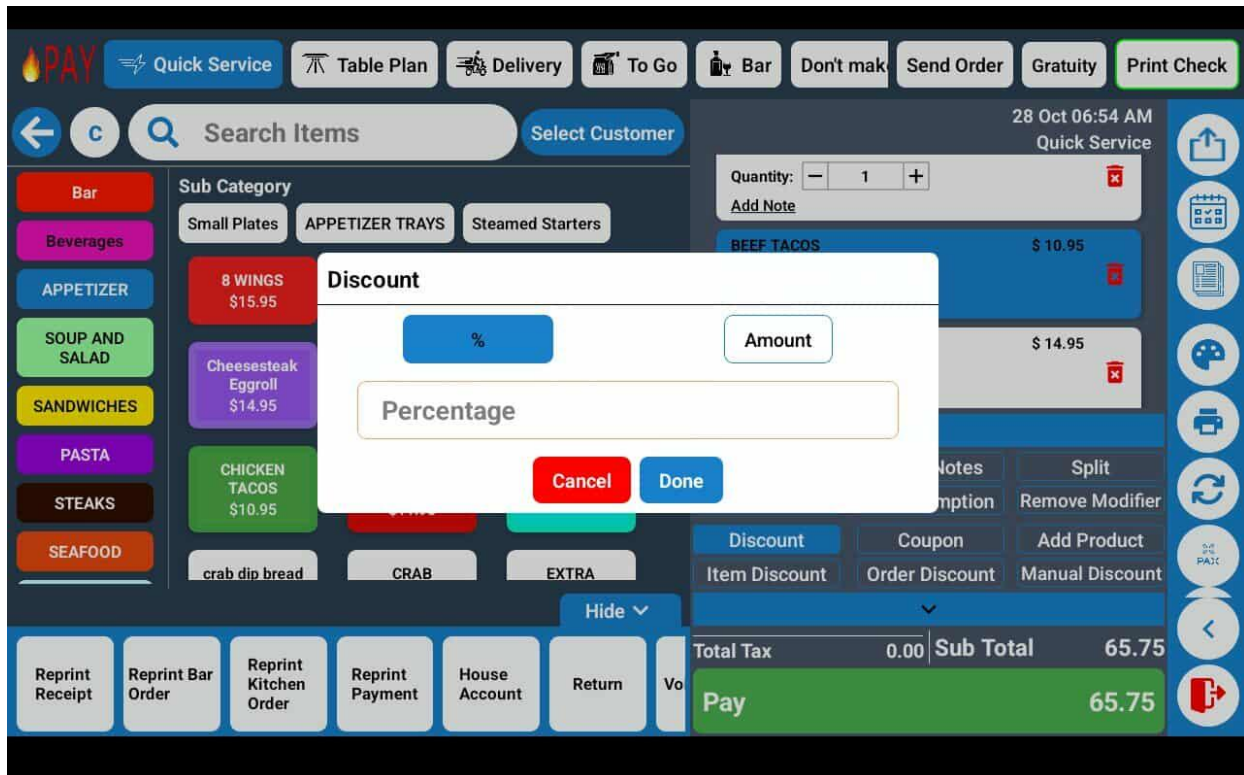


# Item Discount

Press and Hold selected item to highlight

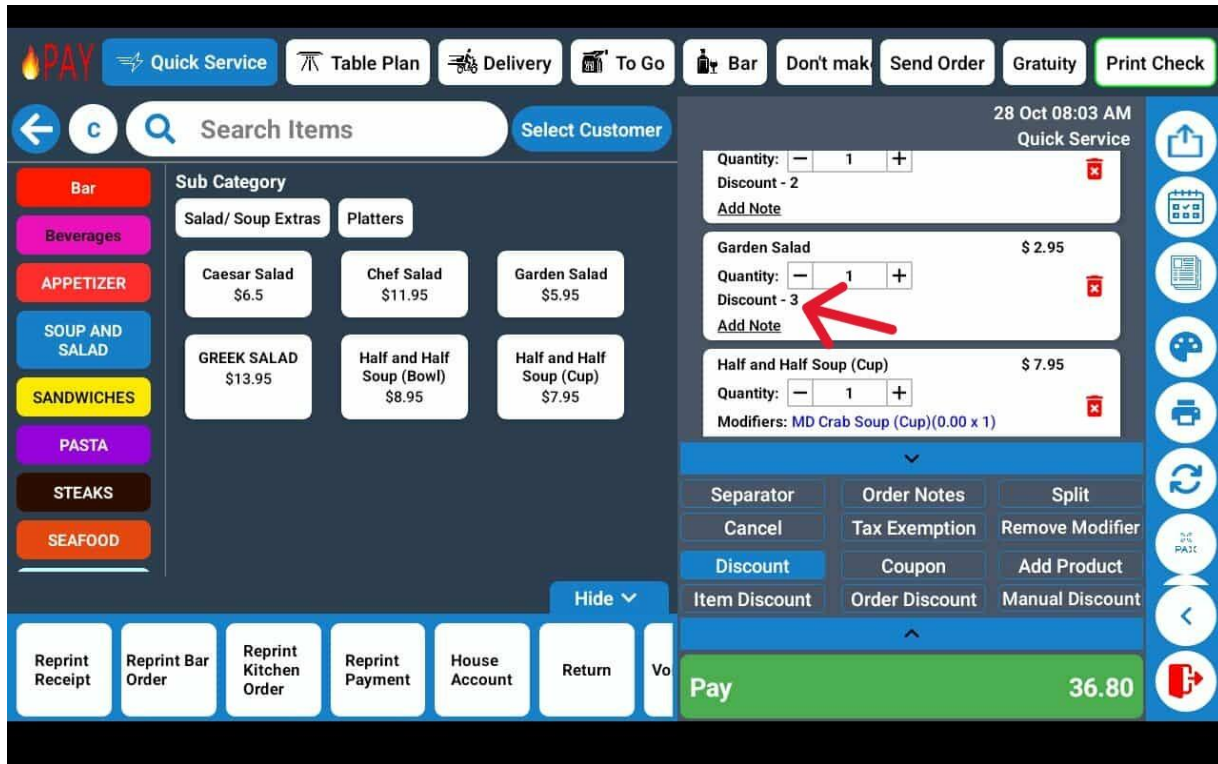


Choose what type of discount you wish to apply (by percentage or dollar amount)



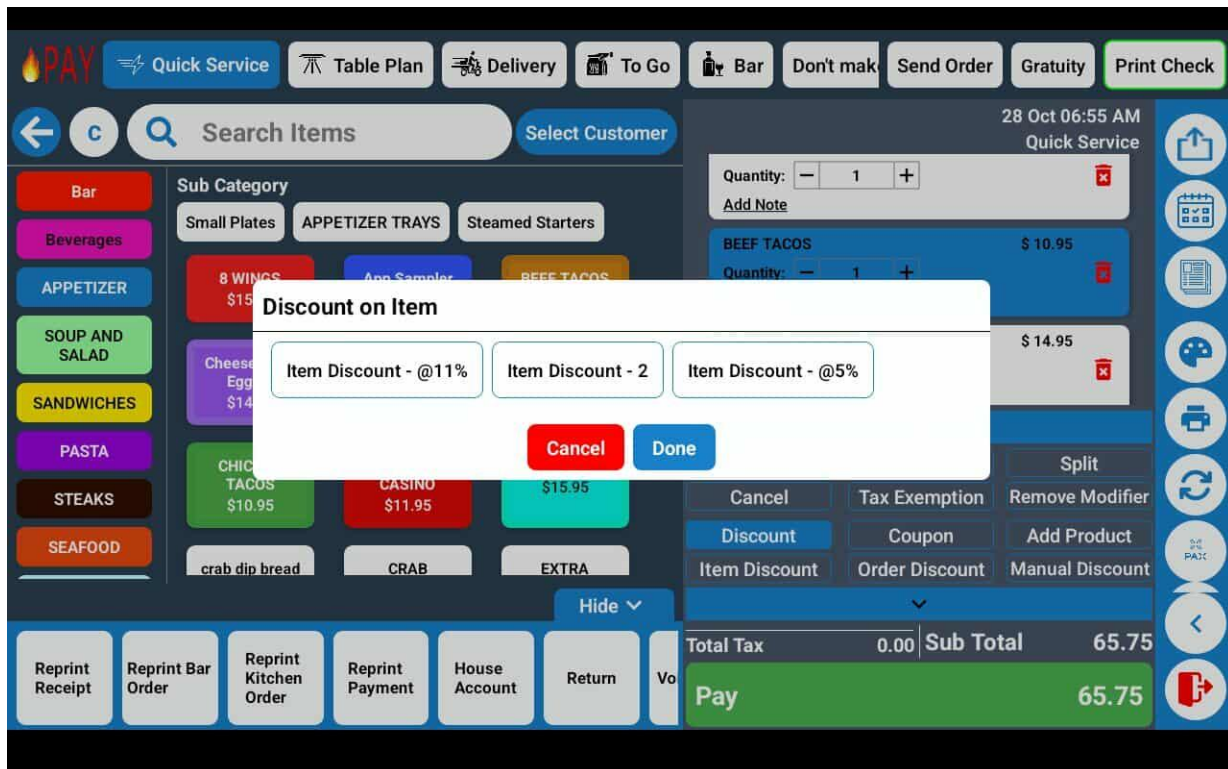


Discount shows on item note.



Preset Item Discount.

You can have preset item discounts programmed from the back office. Just press "item Discount



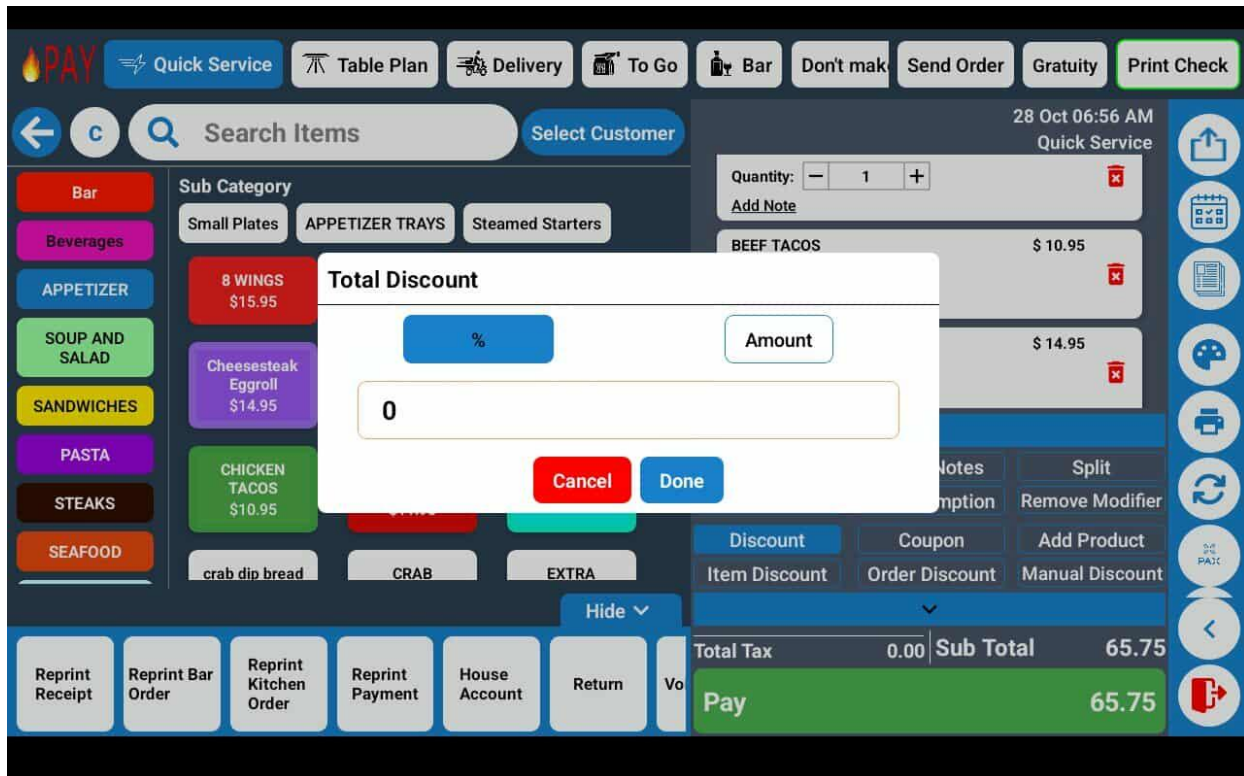


# Order Discount

Press "Order Discount"



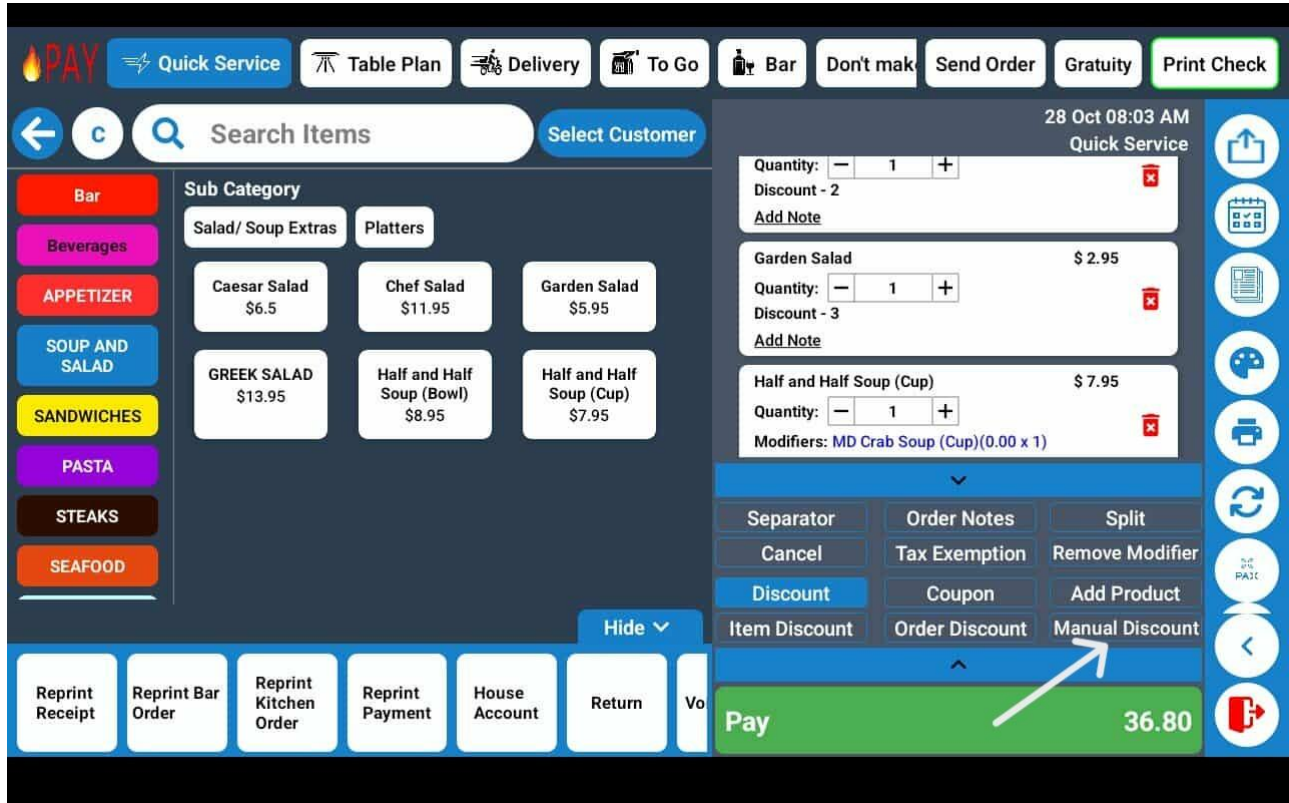
You can discount by percentage or dollar amount



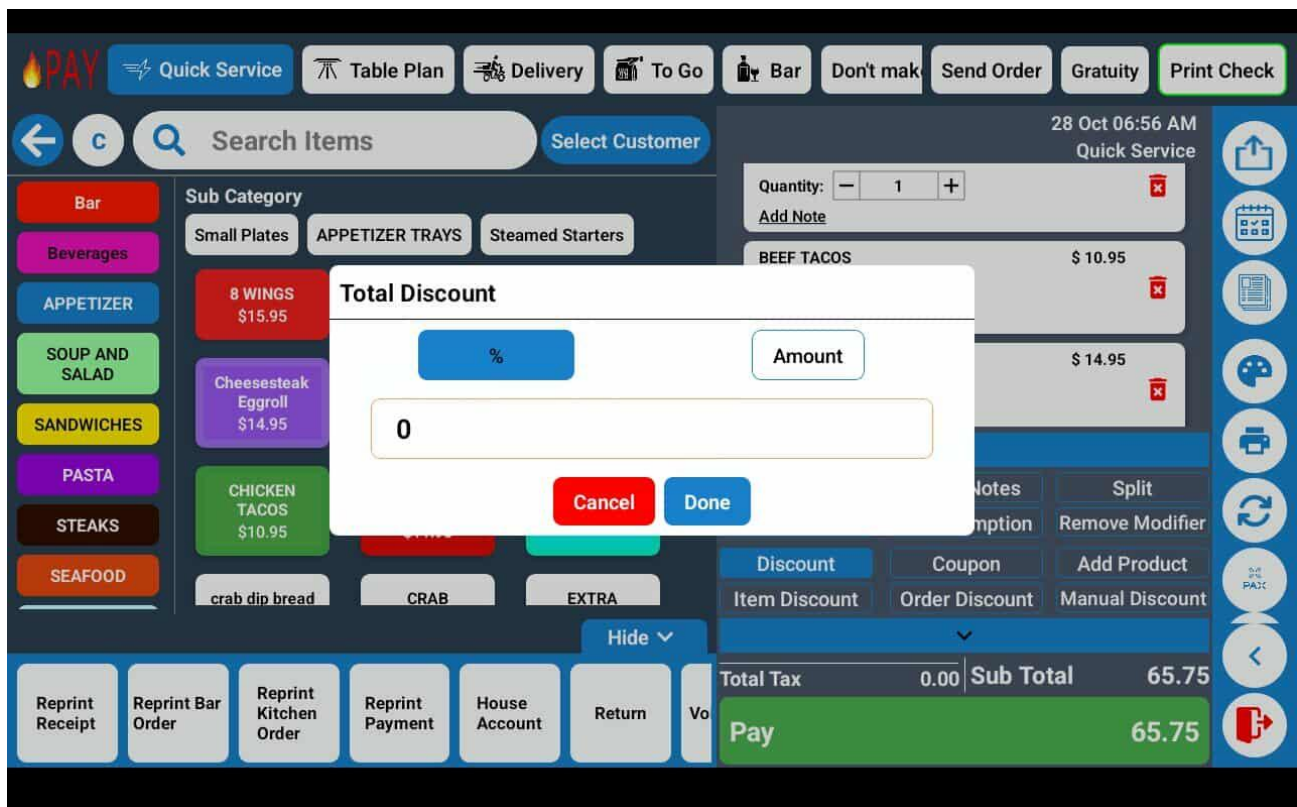


## Manual Discount

For manual discount you can discount whole order by just pressing the “Order Discount” button. For discount on an item select the item first then press “Order Discount”



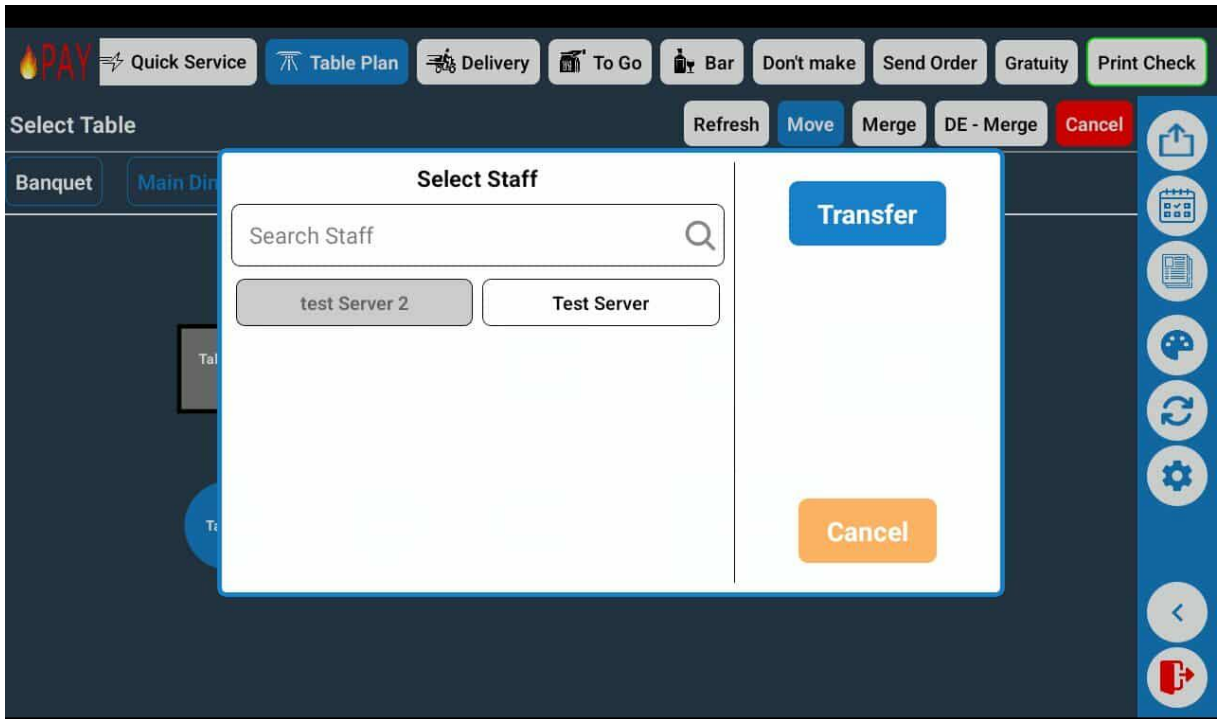
You can discount by percentage or dollar amount



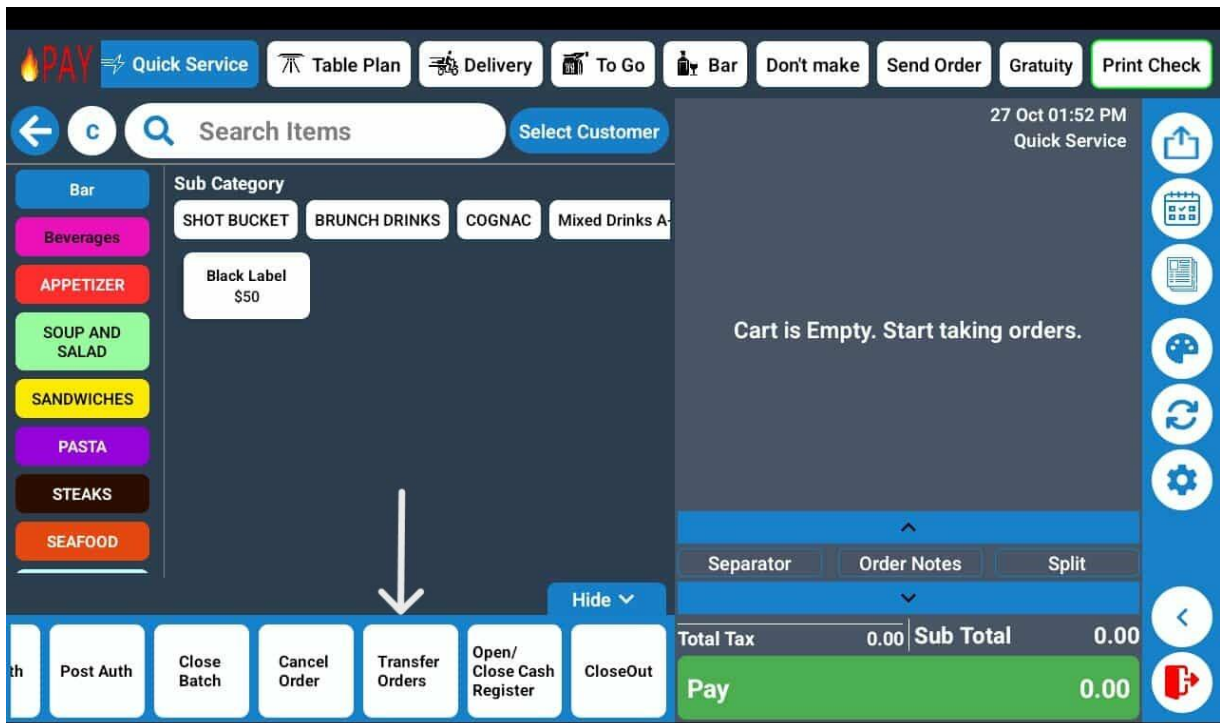


## Transfer Table

1. Select> Table Plan
2. Select> Move
3. Select Table you want to move
4. Manager permission
5. Select available server to transfer table to



- To move all orders from one server to another use the “Transfer Orders” feature on the main quick buttons menu.





## Coupons

Coupons are setup in the back office.

Go to “Coupons” and click “Add”

The screenshot shows the back office interface for managing coupons. On the left is a sidebar menu with various categories, and 'Coupons' is highlighted with a red arrow. The main content area displays a table of existing coupons with columns for SR.NO., COUPON CODE, DISCOUNT RATE, MAX DISCOUNT(S), EXPIRATION DATE, and ACTIONS. In the top right corner, there is a '+ Add' button, which is also highlighted with a red arrow.

SR.NO.	COUPON CODE	DISCOUNT RATE	MAX DISCOUNT(S)	EXPIRATION DATE	ACTIONS
1	GIFT 50	\$50	\$100	06/04/2026	
2	CITYVIEW50	50%	\$1000	02/03/2026	
3	CITYVIEW10	10%	\$1000	02/03/2026	
4	CITYPROMO100	100%	\$100	02/28/2026	
5	CITYVIEW20	20%	\$100	12/30/2026	

Setup your coupon terms and amount.

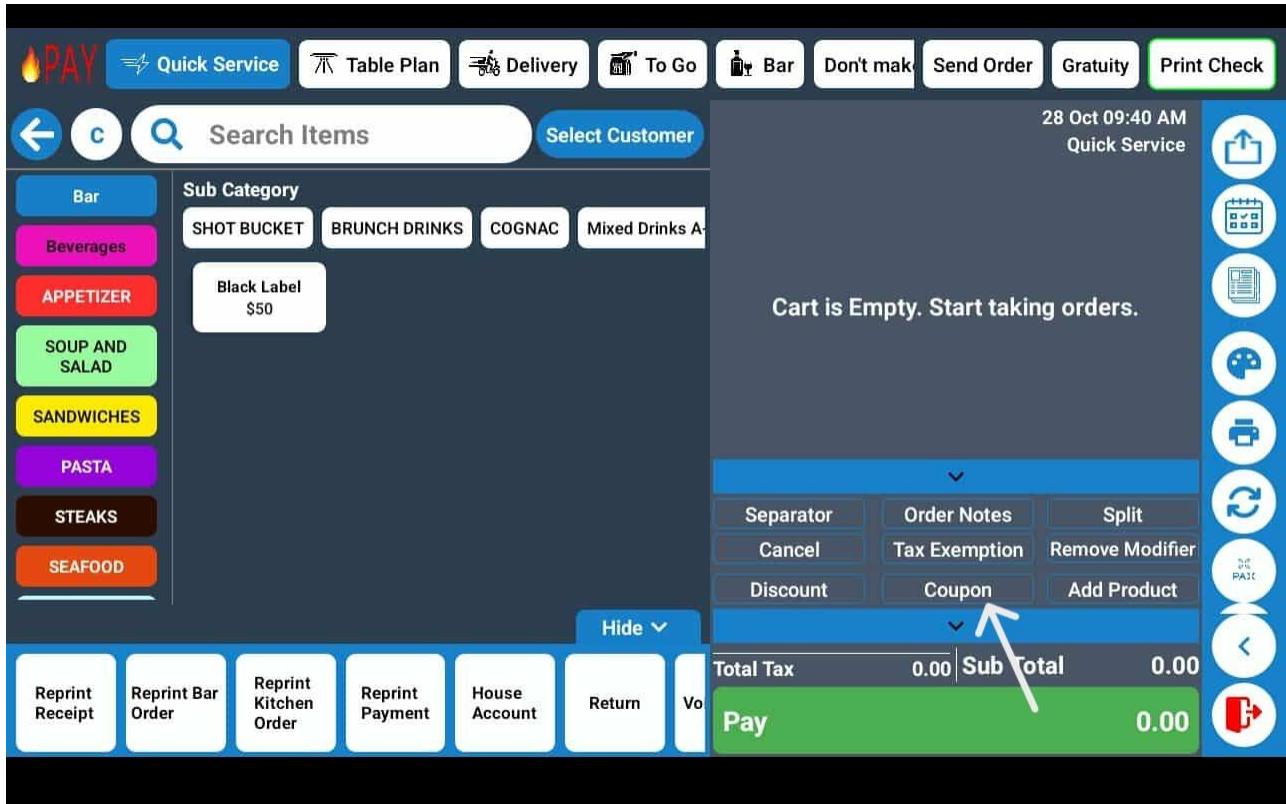
The 'Add Coupon' modal form contains the following fields and options:

- Restaurant\*: Select Restaurant (dropdown menu)
- Coupon Code\*: Enter Code (text input)
- Discount Type\*: Select discount type (dropdown menu)
- Discount Value\*: 0 (text input)
- Max Discount Amount\*: 0 (text input)
- Min Order Amount\*: 0 (text input)
- Usage Limit\*: 0 (text input)
- Expiration Date\*: MM/DD/YYYY (text input with calendar icon)

At the bottom of the form are two buttons: 'Cancel' and 'Submit'.



In POS on the order press "Coupon"



Your coupon list will pop up.





Coupon is applied.

The screenshot shows the PAY POS interface. At the top, there are navigation buttons for Quick Service, Table Plan, Delivery, To Go, Bar, Don't make, Send Order, Gratuity, and Print Check. Below this is a search bar and a customer selection button. The main menu is divided into categories: Bar, Beverages, APPETIZER, SOUP AND SALAD, SANDWICHES, PASTA, STEAKS, and SEAFOOD. The order items are: Cheeseburger (\$10.95), CHICKEN SALAD SAND (\$11.95), and CLUB SAND TURKEY (\$10.95). The total is 46.05, with a coupon of 25% applied, resulting in a final total of 34.54. A white arrow points to the 'Pay' button.

## Refunds

Select order

The screenshot shows the PAY POS interface with the 'Completed Orders' section selected. The 'Hold Orders' section shows 'No Record Found.' The 'Completed Orders' section displays the following information: Server: TestUser, Table: Table 5, Order#: 77-005, Price: 136.37, change: 0.00, Payment Method: Card, Type: completed. A white arrow points to the order entry.



Press "Return"

The screenshot shows the PAY POS interface. At the top, there are service options: Quick Service, Table Plan, Delivery, To Go, Bar, and Don't make. A search bar and 'Select Customer' button are visible. The main menu is categorized by sub-category (SHOT BUCKET, BRUNCH DRINKS, COGNAC, Mixed Drinks A-F, RUM) and item type (Bar, Beverages, APPETIZER, SOUP AND SALAD, SANDWICHES, PASTA, STEAKS, SEAFOOD, PIZZA, HAPPY HOUR FOOD). A 'Black Label \$50' item is selected. The order details panel shows 'Table Name: Table 5', 'Room: Main Dining', and 'Guest 1'. The order items are: CHICKEN QUESADILLA (\$13.95), CHICKEN TACOS (\$10.95), and CRAB DIP (\$15.95). The bottom right shows a summary: CGST(6%) 0.26, Liquor(9%) 4.50, Total Tax 4.75, Sub Total 111.54, Gratuity(18%) 20.08, and Total 136.37. The 'Return' button is highlighted with a white arrow.

Choose payment method that was used. (The same card must be present)

The screenshot shows the PAY POS interface with a 'Void/Return Order' dialog box open. The dialog box displays 'Return Amount : 136.37' in green. Below this, the 'Card' payment method is selected. The card details shown are: Card Number: \*\*\*\*\* 0119 and Amount Paid: 136.37. There is a text input field for 'Enter Reason for Void/Return'. At the bottom of the dialog box are 'Cancel' and 'Done' buttons. The background shows the same order details as the previous screenshot, with the total amount of 136.37.



Enter reason for return and press "Done"

**Void/Return Order**

Return Amount : 136.37

Card

Card Number  
Amount Paid

Are you sure want to return \$136.37 payment?

No Yes

Complaint

Cancel Done

Bar  
Beverages  
APPETIZER  
SOUP AND SALAD  
SANDWICHES  
PASTA  
STEAKS  
SEAFOOD  
PIZZA  
HAPPY HOUR

Order#: 77-005 01 Nov 11:44 AM  
Table Plan

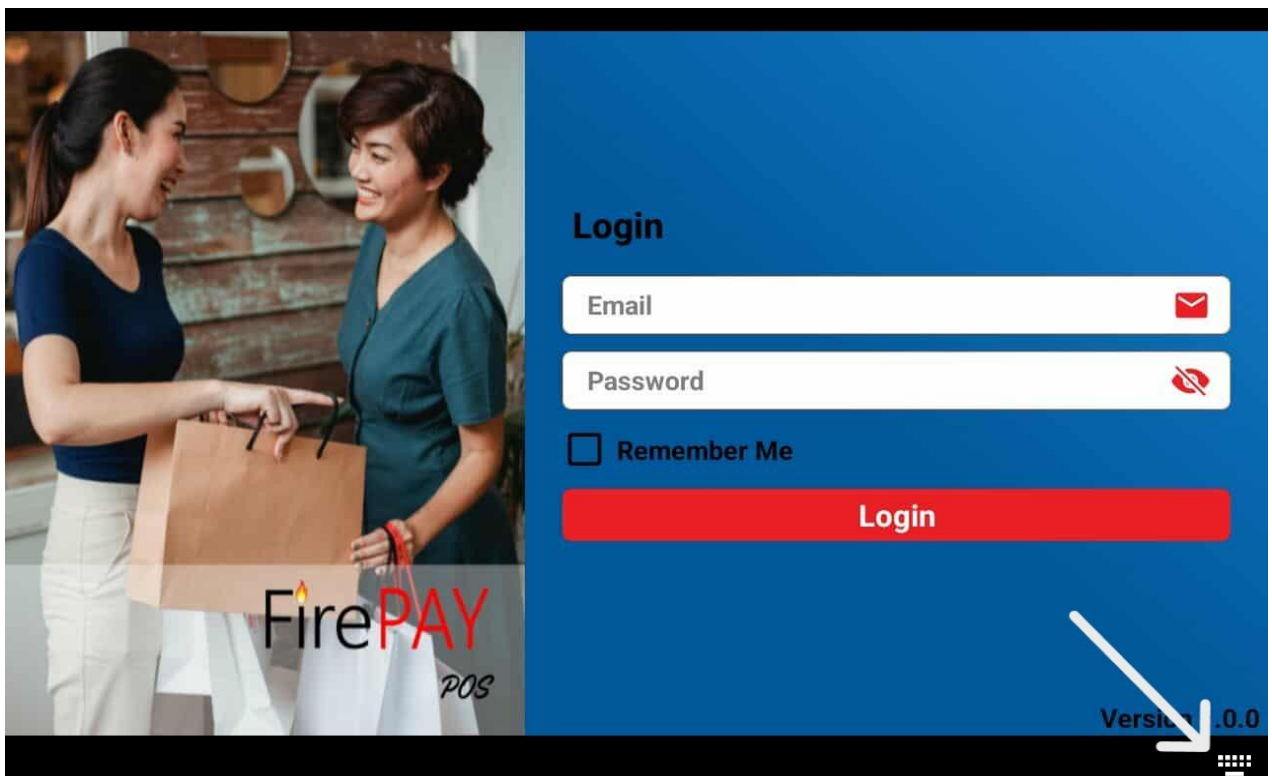
Liquor(9%) 4.50 Gratuity(18%) 20.08  
Total Tax 4.75  
Paid by Card 136.37



## Troubleshooting

### POS

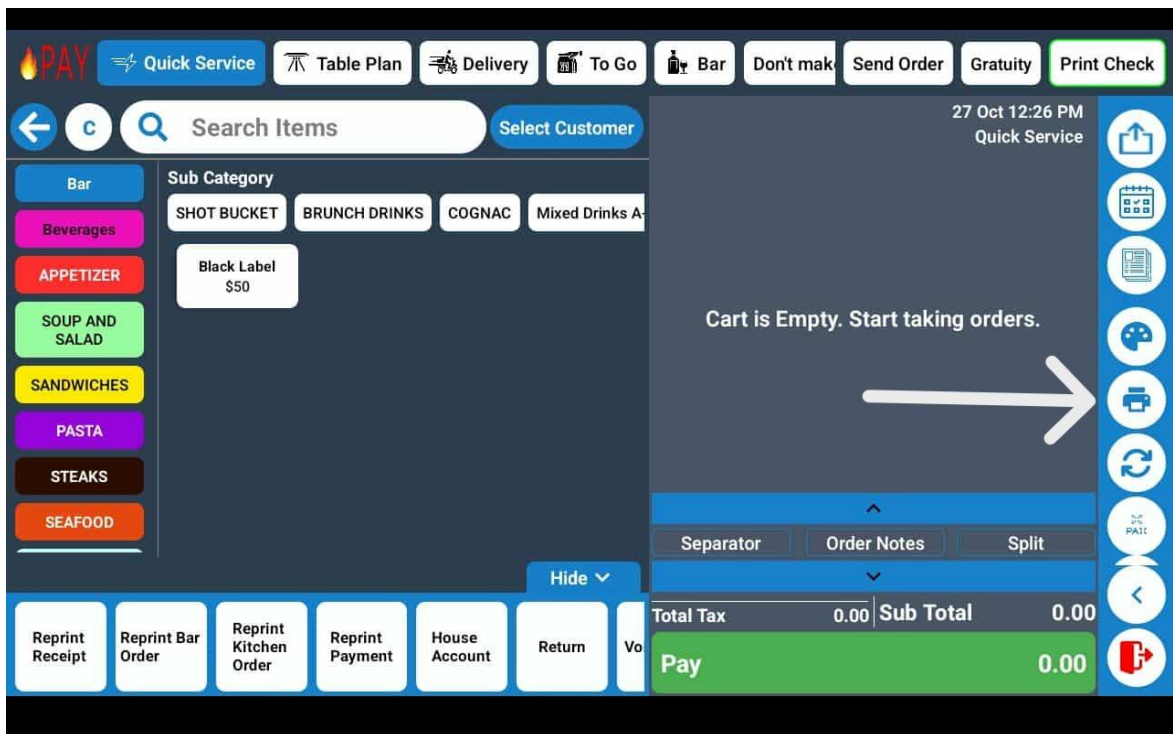
1. Turn on and restart button in the lower right rear of POS unit
2. To restart hold button down for 7-10 seconds
3. If login screen keyboard doesn't appear activate on screen keyboard by pressing the keyboard icon on the lower right corner of the screen



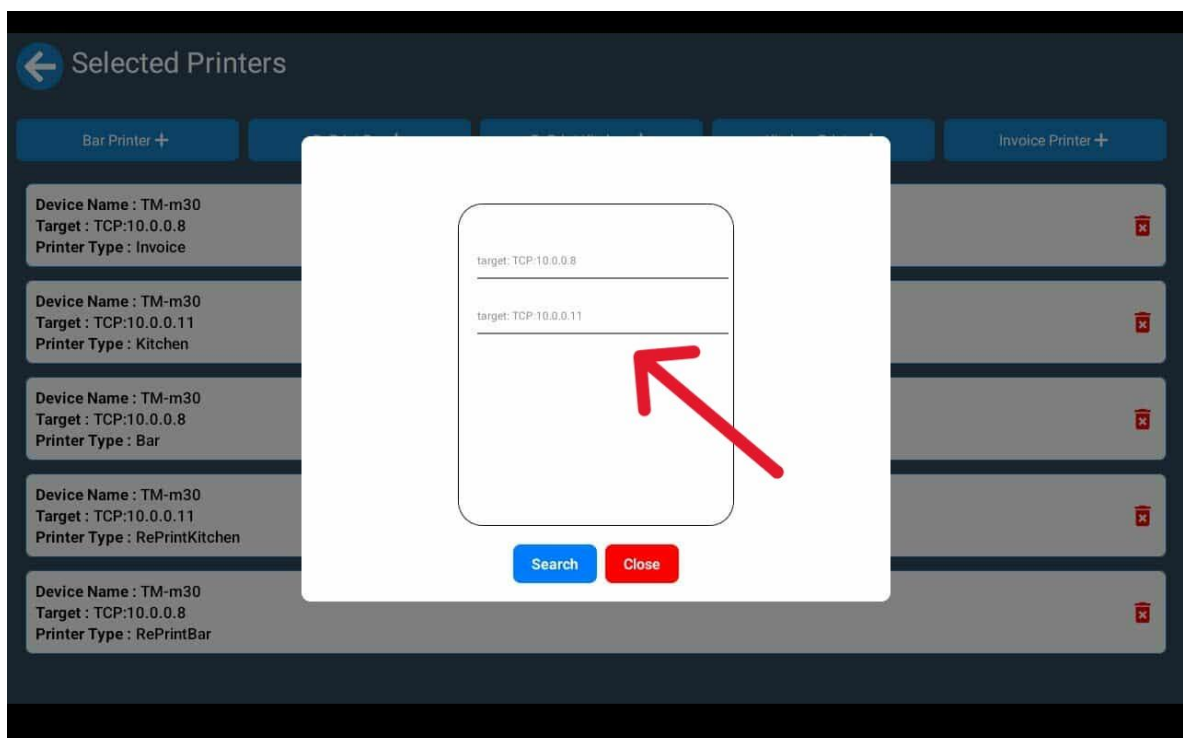


## Printing

1. If printer does not print first check all connections to make sure printer is on
2. To connect printer to network
  - a. hit the printer icon on the right menu



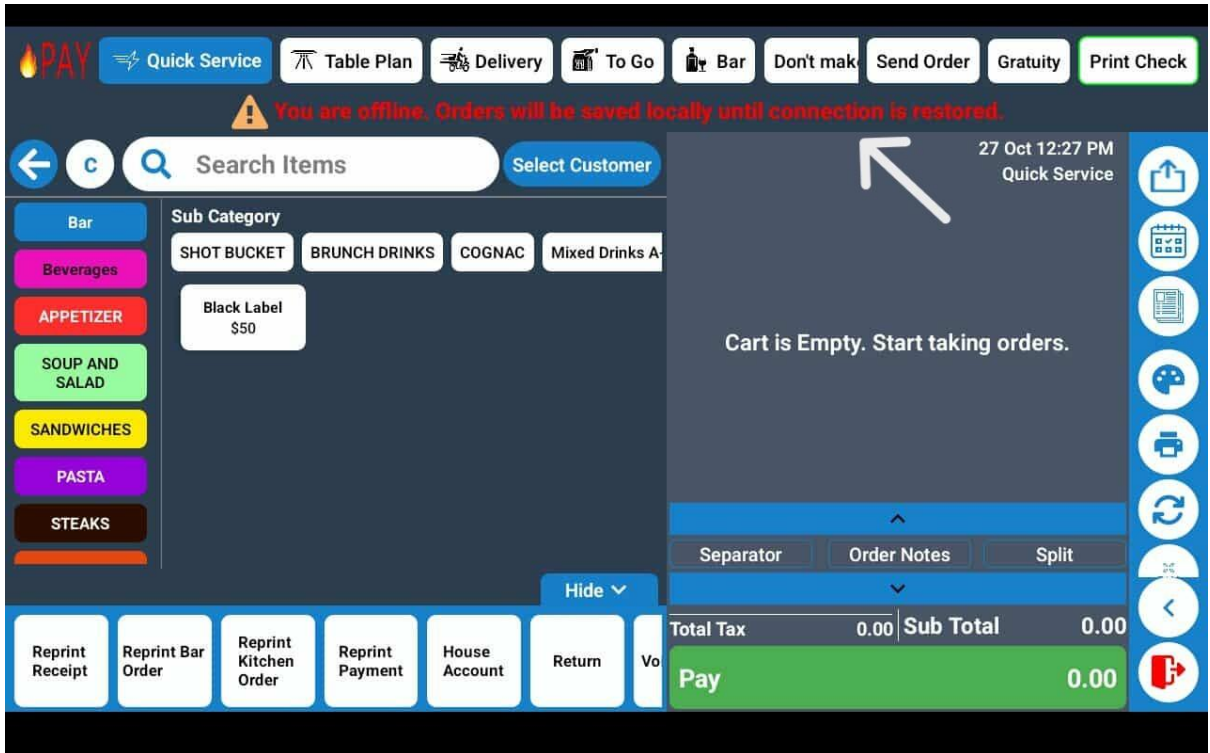
- B. Choose the printer by it's IP address.





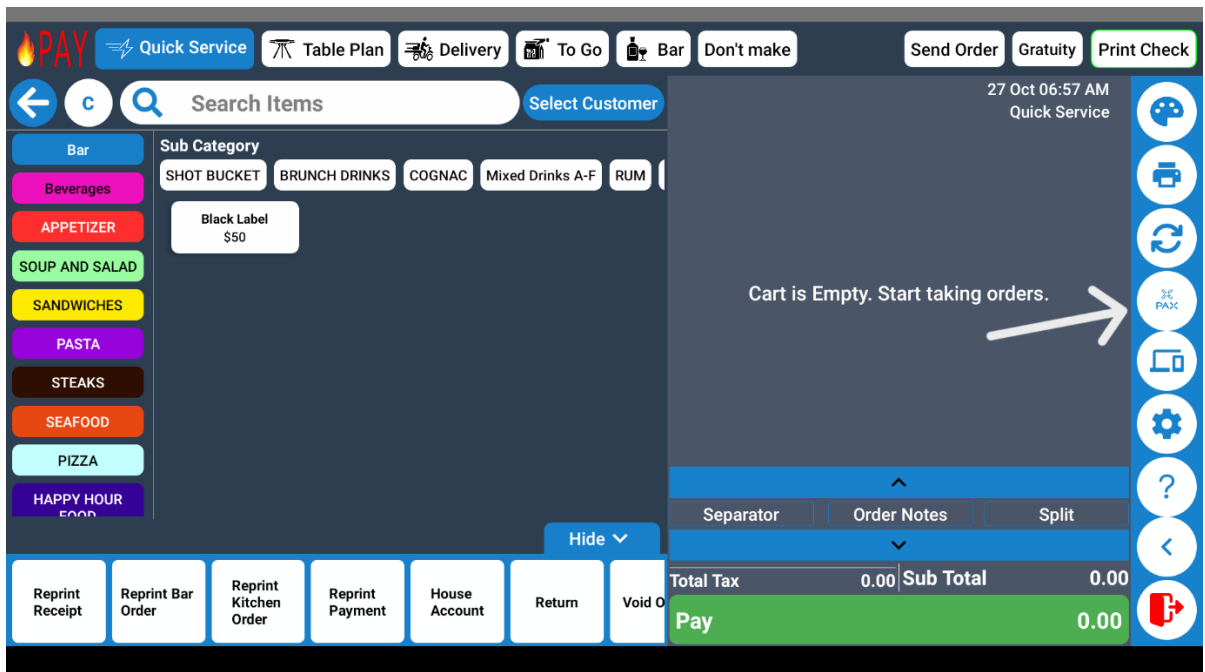
### 3. Offline Mode

If internet is not properly connected the POS will go into “Offline Mode” Orders will process to the kitchen. Cash payments can be made. Credit card payments will be offline and will require an external terminal.



### 4. Credit Card Terminal Communication

To connect the credit card terminal/ PIN Pad go to the credit card configuration screen





Enter credit card terminal configuration credentials which are located within the credit card terminal  
On Pax Terminal follow the following instructions to find the terminal IP address.

On POS:

1. Log In as Manager

Press "Pax" Button on right menu

2. Check IP Address:

Make sure it's the same as the terminal IP Address

On Card Terminal:

1. Press F & 1 Together

Password: Today's Date (00/00/0000)

2. Press down arrow to COMMUNICATIONS

3. Password

4. Scroll down 2x to 1. LAN PARAMETERS

5. Pres 2. IP ADDRESS (To see address. DO NOT TRY TO CHANGE) press Red exit button until back to regular idle screen.

The screenshot displays the PAX terminal configuration interface, divided into two main sections: 'Comm Settings' and 'Config List'.

**Comm Settings:**

- Default Terminal Type:** A toggle switch is currently set to 'PAX' (highlighted in blue), with 'Dejavoo' as an alternative option.
- Add New Device:** This section contains several input fields:
  - Terminal Type:** A dropdown menu currently showing 'PAX'.
  - Terminal Device Name:** An input field with the placeholder text 'Enter Terminal Device Name'.
  - Timeout (ms):** An input field with the placeholder text 'Enter Timeout (ms)'.
  - Destination IP:** An input field with the placeholder text 'Enter Destination IP'.
  - Destination Port:** An input field with the placeholder text 'Enter Destination Port'.

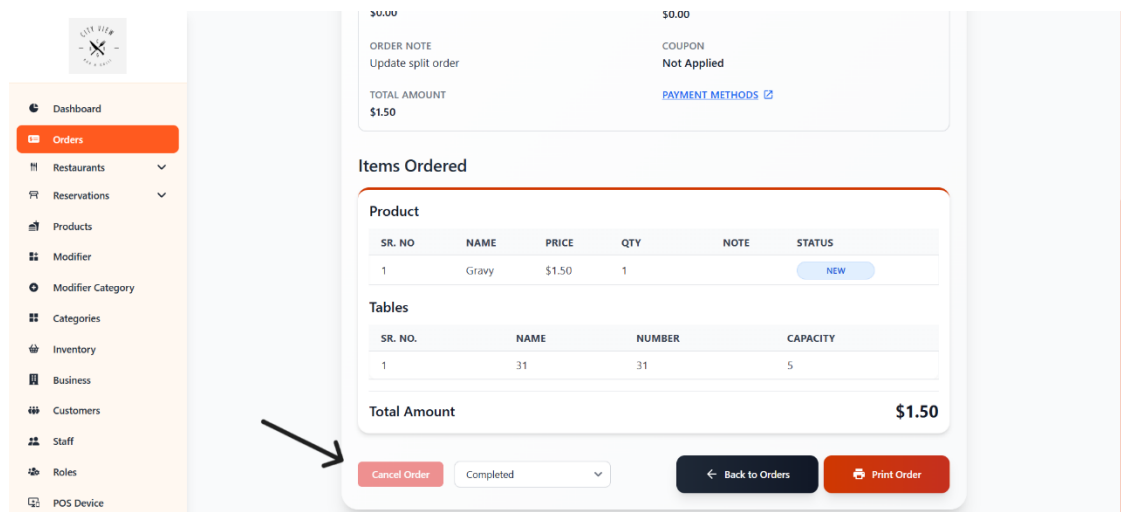
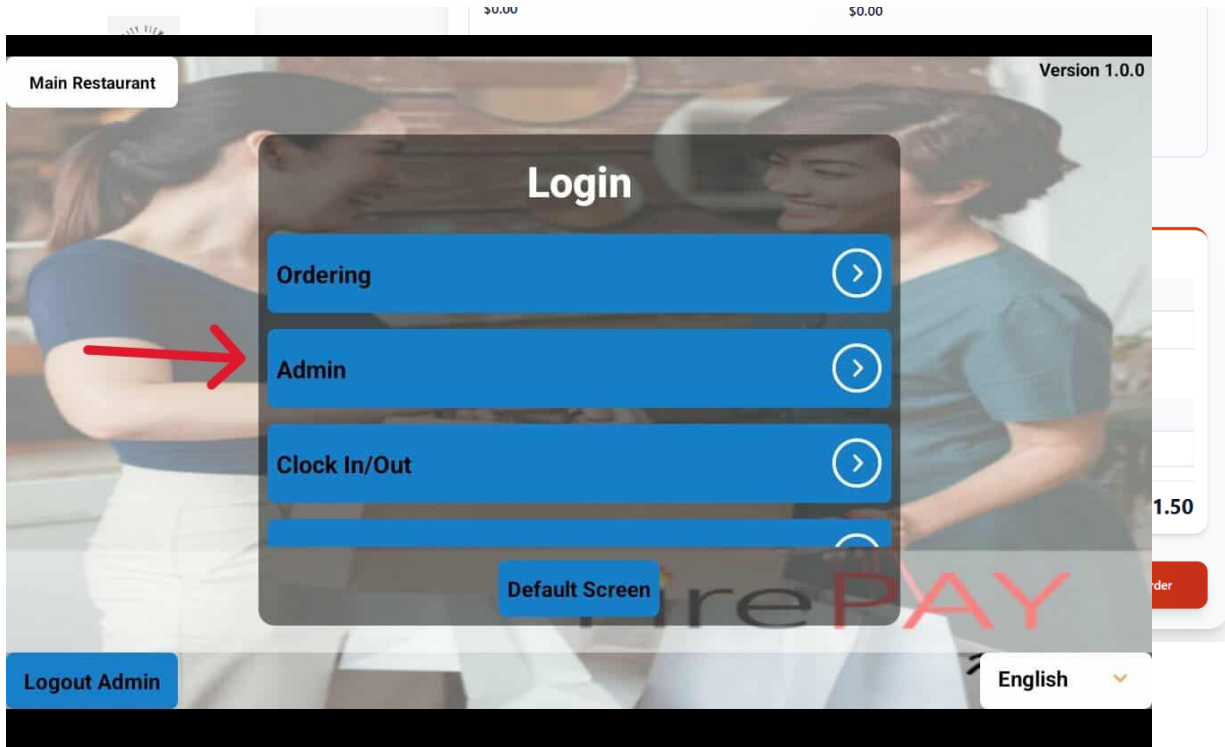
**Config List:**

- The title is 'Config List' with a 'Type' dropdown menu set to 'PAX'.
- There are two configuration entries listed, each with a green border and a red trash icon for deletion:
  - Entry 1:** IP: 010.000.000.002, Port: 10009, Timeout: 60000 ms, Terminal: PAX (City View 7).
  - Entry 2:** IP: 010.000.000.006, Port: 10009, Timeout: 60000 ms, Terminal: PAX (darrypax).

## 5. Order Management

### A. Changing Order Status

- Go to admin area and login.
- Click on order
- At the bottom of order you can cancel or change the Order Status





## 6. Payroll Management

- Go to "Reports" > "Employees" > "Payroll Report"

The screenshot shows a dashboard with several summary cards: Staff (74), Rooms (3), Tables (0 Occupied, 50 Free, 50 Total), Today's Running Sales (0), Total Transactions (\$0 Hold, \$0 Complete, \$0 Cancel, \$0 Total), and Total Sales TAX (\$0 Liquor, \$0 Regular). A sidebar menu on the left has 'Payroll Report' highlighted with a red arrow. Below the summary cards are two tables: 'Customer Details' and 'Order Details'.

#	CUSTOMER NAME	EMAIL	PHONE
1	Ericka	-	-
2	Test15	-	-

#	ORDER ID	ORDER STATUS	ORDER DATE	TOTAL
1	Order#: 01- 003	COMPLETED	10/30/2025	\$56.03
2	Order#: 01- 003	COMPLETED	10/30/2025	\$53.73

<https://admin.firepaypos.com/report/employee/payroll>

### Select Restaurant

The screenshot shows the 'Payroll Report' modal form. It includes a 'Restaurant' dropdown menu with a search bar below it. The selected restaurant is 'City View Bar & Grill'. There is also a 'Start Date - End Date' field and three buttons: 'Preview', 'Download', and 'Clear'. A red arrow points to the 'Select Restaurant' dropdown.



## Select Employee

The screenshot shows the 'Payroll Report' interface. On the left is a navigation menu with 'Payroll Report' highlighted. The main content area has a breadcrumb trail: Dashboard > Employee > Payroll Report. The 'Restaurant' dropdown is set to 'City View Bar & Grill'. The 'Employee' dropdown is open, showing a search bar and a list of names: City Admin, WINDELL, Mark Bradley, Wendell Bartee, Nya, Ravyn, and Jason McAlain. A red arrow points to the dropdown arrow of the 'Employee' field.

## Select Date Range & “Preview” or “Download”

The screenshot shows the 'Payroll Report' interface with the 'Date Filter' set to '10/12/2025 - 10/17/2025'. Below the date filter are 'Preview' and 'Download' buttons. A calendar for 'October 2025' is open, showing dates from 28 to 31. The dates 12, 13, 14, 15, 16, and 17 are highlighted in red, corresponding to the selected date range.



Report is produced for view, print or download.

Payroll Report

baa7ce4d-bfa7-4b36-82d6-8... 1 / 1 80%

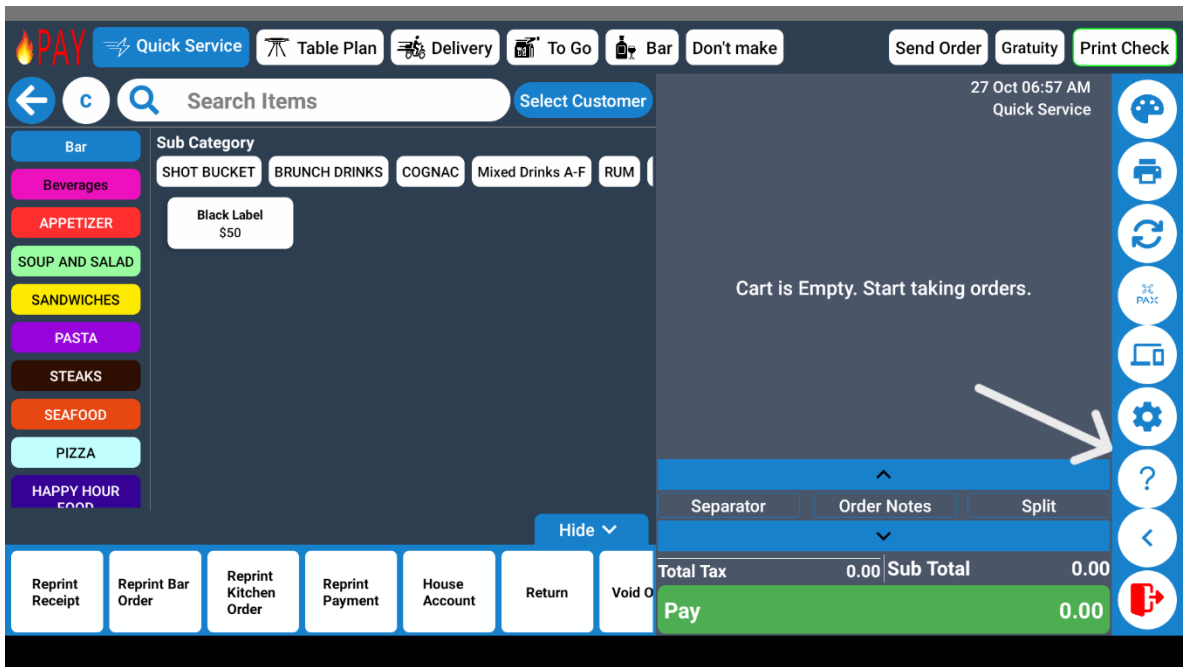
Payroll Report

From 10/11/2025 To 10/23/2025

Employee Name	Role	Total Hours Worked	Per Hour Salary	Total Salary	Total Orders	Total Tips
Mark Bradley	Server	13.93	\$0.00	\$0.00	3	\$0.00

## 7. Support & Updates

- Click the support area on POS or go to: <https://support.firepay.app/>
- 



You can update the POS by downloading the listed version

