



Smart**POS**app

POS System User Manual

The complete reference for register, tables, handhelds, kitchen display, customer display, stock and reporting.

2026 edition · smartposapp.nl

FOR HOSPITALITY AND RETAIL

- Register, tables and handhelds
- Kitchen and bar display, customer display and kiosk
- Stock, loyalty programme, reports and day closing

Colophon

Title

SmartPOSapp POS System User Manual

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Audience

Owners, managers and staff members who work with SmartPOSapp every day.

This manual describes how the SmartPOSapp point-of-sale system works. Because the system is continuously improved, screens in practice may differ slightly from the images in this book. The latest version can be found at smartposapp.nl/handleiding.

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CHAPTER 1

Welcome to SmartPOSapp

What the system does for your business, how this manual is organised and how to find your way quickly.



The register screen: categories on the left, your products in the middle, the open receipt on the right.

1.1 What is SmartPOSapp?

SmartPOSapp is a complete point-of-sale system for hospitality and retail. You use it to enter orders, take payments by card, cash, gift card or on account, and see instantly how your business is performing. Everything you do at the register flows automatically into your reports, your stock and your bookkeeping.

The system runs in the browser and on dedicated POS hardware. There is no installation disc, no server in the cupboard and no yearly update invoice: you always work on the latest version. Even if the internet drops out, the register keeps working; as soon as the connection returns, receipts are sent automatically.

1.2 Who is this manual for?

This manual is written for everyone who works with the system: the owner who sets it up, the manager who runs the day and the staff member who only operates the register. Every chapter starts with the daily tasks and ends with the settings you configure once and leave alone.

- 1 Staff member? Read chapters 3 to 7.
- 2 Manager? Read chapters 8 to 12 as well.
- 3 Owner? Work through the entire manual and use chapter 15 as your checklist.

1.3 How to read this manual

Every chapter follows the same structure: first a short explanation, then numbered steps you can follow literally, and finally a practical tip or point of attention. Steps are written from the register home screen or from the Admin area.

PRACTICAL TIP

Keep this book next to the register. New staff members are up and running within half an hour with chapters 3 and 4.

CHAPTER 2

Setting up your business

From first login to a working register: business details, VAT, staff and permissions.



Admin is the central screen where you configure everything the register uses.

2.1 Logging in and creating your business

You receive an invitation by e-mail. After setting your password you enter the name of your business, the type of company and your address. These details appear on your receipts, invoices and reservation confirmations.

- 1 Open smartposapp.nl and log in with your e-mail address.
- 2 Enter the name, address and registration and VAT numbers of your business.
- 3 Choose your type of business; the system prepares the right default settings.
- 4 Check the receipt texts at the bottom of the settings page and save.

2.2 VAT rates and price display

Set the correct VAT rate per product group. In hospitality you usually apply the low rate to food and non-alcoholic drinks and the high rate to alcohol; in retail the standard rate applies. At the register you work with sales prices including VAT. On the day closing and in your bookkeeping, VAT is split out automatically.

PRACTICAL TIP

Selling both dine-in and takeaway at a different rate? Record that in price rules (chapter 9), not in duplicate products.

2.3 Staff and permissions

Every staff member gets their own name, colour and PIN code. This way every receipt shows who entered it, and you can review tips, discounts and returns per person.

Permissions determine what someone may do: a staff member takes orders and payments, a manager can also give discounts, process returns and close the till, and the owner sees everything including revenue figures.

- 1 In Admin, go to Staff and choose New staff member.
- 2 Enter the name, choose a role and set a four-digit PIN code.
- 3 Optionally assign a colour so receipts are easy to recognise.
- 4 Test the PIN code by logging out and back in at the register.

PRACTICAL TIP

Never share one PIN code with the whole team. When the till is short, you want to see who did what.

CHAPTER 3

Products and menu

Categories, products, variants and options such as extras, sides and preparation styles.



Products can be scanned, imported or created manually.

3.1 Building categories

Categories are the tabs on your register. Keep it manageable: eight to twelve categories works best. Think of Coffee, Soft drinks, Beer, Wine, Lunch, Dinner, Desserts and Other.

You set the order of categories yourself. Put the category you sell most from first — that saves taps on every receipt.

3.2 Creating products

A product needs at least a name, a price and a VAT rate. You can also record a barcode, a purchase price, a product photo and a stock level.

- 1 Go to Admin and then Products.
- 2 Choose New product and enter name, category, sales price and VAT.
- 3 Enter the purchase price if you want to see margins in your reports.
- 4 Scan or type the barcode if you work with a scanner.

- 5 Enable Track stock if you want to follow quantities.

3.3 Options and surcharges

Option groups let the register ask questions about a product: which size, which milk, with or without ice, extra cheese. An option can be free or carry a surcharge. This keeps your product list short while the receipt is exactly right.

- 1 Create an option group, for example Milk type.
- 2 Add the options, with a surcharge per option where applicable.
- 3 Set whether choosing is required and how many options may be selected.
- 4 Link the group to one product or to an entire category.

PRACTICAL TIP

An option the kitchen needs to see automatically appears on the kitchen ticket and the kitchen screen.

CHAPTER 4

Working the register

Entering orders, correcting mistakes, giving discounts and finishing the receipt neatly.



The open receipt is always visible on the right, with subtotal and total.

4.1 Logging in at the register

When you open the register you choose your name and type your PIN code. After payment the register can log out automatically, so the next colleague works under their own name.

4.2 Entering an order

Tap a product to put it on the receipt. Tap again for a second one, or use the quantity field for larger amounts. Tap a receipt line to change the quantity, add a note or remove the line.

- 1 Choose a category and tap the products.
- 2 Answer the option questions that appear, for example size or an extra.
- 3 Tap a receipt line to change the quantity or add a note.
- 4 Check the total at the bottom of the receipt.

4.3 Discounts, notes and freebies

Discounts can apply to one line or to the whole receipt, as a percentage or an amount. Every discount is recorded with the staff member's name, so your reports show how much was given away and by whom.

PRACTICAL TIP

Don't book giveaways as a 100% discount but as a write-off (chapter 9). That keeps your revenue clean and your stock correct.

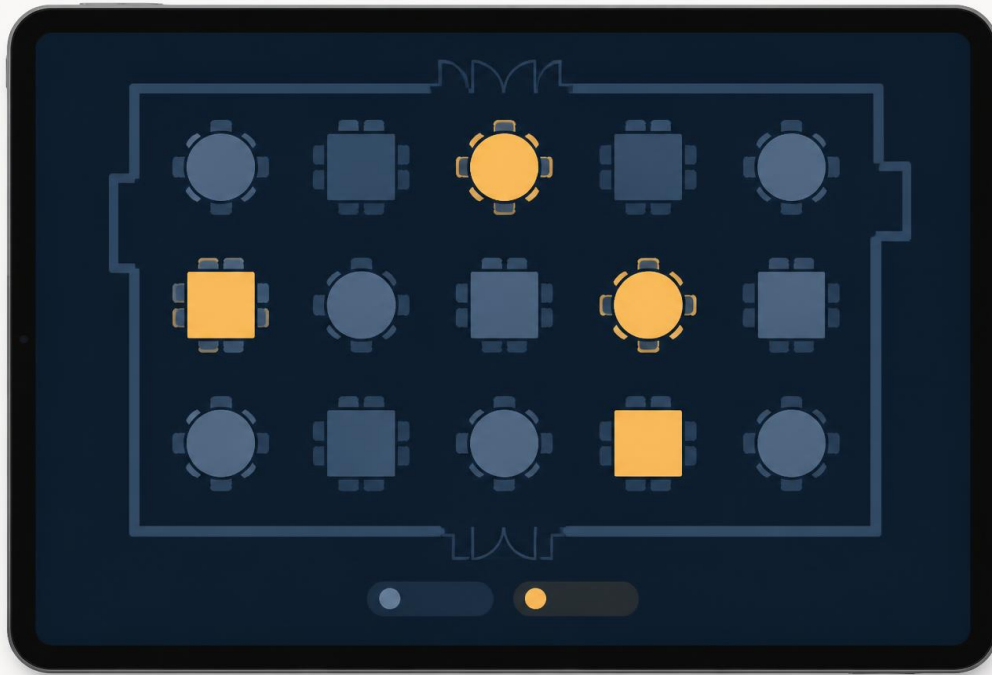
4.4 Fixing mistakes

As long as the receipt has not been paid, you can simply remove lines. If payment has already been taken, use a return: the receipt is reversed, stock comes back and the difference appears in the returns overview.

CHAPTER 5

Tables, courses and bills

Table service, serving courses, splitting and merging bills.



The floor plan shows at a glance which tables are occupied.

5.1 Setting up the floor plan

Create a floor plan per area: terrace, indoors, upstairs. Drag tables into place and give them a number and a seat count. The colour shows whether a table is free, occupied or has just ordered.

5.2 Ordering at the table

Tap a table and enter the order as you would at the register. The order stays linked to the table until it is paid. Anyone who logs in can continue working on the same table.

- 1 Choose the area and tap the table.
- 2 Enter the products and choose Send; kitchen and bar receive their tickets.
- 3 Feel free to add rounds later; the bill grows along.
- 4 Choose Pay when the guests are ready to settle.

5.3 Serving courses

Courses let you decide when the kitchen should prepare something. Starters go through immediately, mains only when you release them. That way you keep the table at your own pace.

5.4 Splitting and merging

Split bills per person, per number of shares or per selected lines. Tables can be merged when a party grows; all lines then move onto one bill.

PRACTICAL TIP

Is a party moving to another table? Use Move table; all ordered lines and courses move along.

CHAPTER 6

Payments and payment methods

Card, cash, gift card, on account and tips.



The card terminal receives the amount automatically; no retyping needed.

6.1 Card payment

Choose Card and the amount appears on the payment terminal. The customer holds their card or phone against the terminal. As soon as the payment is approved, the receipt closes itself and prints.

6.2 Cash and change

For cash you enter what you receive; the register calculates the change and opens the drawer. Every drawer opening is recorded, even when there is no sale attached.

6.3 Partial and combined payments

A receipt can be paid with several methods at once: first a gift card, then the remainder by card. The outstanding amount stays visible until the receipt is fully settled.

- 1 Choose the first payment method and enter the partial amount.
- 2 The register shows what remains outstanding.

- 3 Choose the next method for the remainder.
- 4 The receipt only closes once the outstanding amount is zero.

6.4 Tips

Tips can be added during payment or arrive via the terminal. In the tips overview you divide the total across the team, equally or by hours worked, and record the payout.

PRACTICAL TIP

Agree on one distribution method in advance and use it consistently; that prevents discussion at the end of the week.

CHAPTER 7

Handhelds and mobile ordering

Take orders at the table, sent straight to the kitchen, no more running back and forth.



With a handheld, the order is in the kitchen before you leave the table.

7.1 Pairing a handheld

You pair a handheld with your business once. After that the device remembers which register it belongs to and you only log in with your PIN code.

- 1 Open the SmartPOSapp handheld page on the device.
- 2 A pairing code appears on the screen.
- 3 Approve the device in Admin under Devices and give it a recognisable name.
- 4 Log in with your PIN code and place a test order.

7.2 Ordering at the table

You choose the table, enter the round and send it. Kitchen and bar each receive their own part of the order. Changes you pass on later are clearly shown as additions.

7.3 When the network falters

If the wifi drops out, the device stores the order and sends it as soon as the connection returns. You can always see whether a round has actually arrived.

PRACTICAL TIP

Make sure the terrace has wifi coverage. One extra access point prevents most outages on busy days.

CHAPTER 8

Kitchen and bar display

Digital tickets in the kitchen, with timings, statuses and courses.



Every ticket is a card; the colour shows how long it has been open.

8.1 How the display works

Every order appears as a card on the display, with table number, time and dishes. The cook taps a dish when it is being prepared and the whole card when the ticket is done. The service staff see that immediately.

8.2 Separating bar and kitchen

You decide per category where something goes. Drinks to the bar, dishes to the kitchen, desserts optionally to a third display. Everyone only sees what they need to prepare themselves.

8.3 Working with courses

Courses that have not been released yet appear greyed out on the display. As soon as service releases the next course, the card jumps forward and the timer restarts.

PRACTICAL TIP

Mount the display at eye level and outside the steam zone of the extractor; that extends its lifespan considerably.

CHAPTER 9

Stock, purchasing and write-offs

Know what is on the shelf, order on time and make losses visible.



With every sale, stock is reduced automatically.

9.1 Tracking stock

Enable Track stock per product and enter the opening quantity. Every sale lowers the count; a return raises it again. With a minimum stock level you get a signal when it is time to order.

9.2 Recipes and food cost

For composed dishes you record which ingredients go in. The register then writes off the ingredients instead of the dish and calculates your cost price and margin per dish.

9.3 Purchase orders

Create a purchase order per supplier, send it by e-mail and book the delivery when it arrives. Stock is updated and the purchase price is stored, so you see price increases coming.

- 1 Go to Purchasing and choose your supplier.

- 2 Use Order suggestion to automatically top up to your desired stock.
- 3 Send the order and book the delivery on receipt.
- 4 Check the new purchase prices in the price overview.

9.4 Writing off

Breakage, spoilage, staff consumption and giveaways are written off with a reason. That keeps your revenue clean and shows monthly where losses arise.

PRACTICAL TIP

Agree on fixed reasons with your team. Vague write-offs make your figures worthless.

CHAPTER 10

Customers, loyalty programme and gift cards

Reward returning guests and keep customer balances safe.



Guests save points with a QR code or their phone number at the register.

10.1 Recording customers

You link a customer to the receipt by name, phone number or QR code. This builds a customer card with order history, preferences and any allergies.

10.2 Loyalty programme

Set how many points a guest earns per amount spent and what a point is worth when redeemed. The register adds points automatically and deducts them on redemption. On the customer display the guest sees their balance straight away.

- 1 Enable the loyalty programme in Admin.
- 2 Choose the number of points per euro and the value per point.
- 3 Link the guest when entering the order or just before payment.
- 4 Redeem points by choosing Loyalty points during payment.

10.3 Gift cards

You sell gift cards as a normal product with an open amount. The balance is stored on the card and can be spent in multiple visits. Selling a gift card is not yet revenue; that arises only when it is redeemed.

PRACTICAL TIP

Always have the card number scanned or typed. Adjusting balances manually is reserved for the owner and is always recorded.

CHAPTER 11

Reservations and online ordering

Reserve tables, manage a waiting list, takeaway and delivery.



Guests reserve and order via your own website or QR code.

11.1 Accepting reservations

Reservations come in via your website or are entered by you. You see per time slot how many guests are expected and which tables are free. On arrival you set the reservation to Seated; the table is immediately active on the register.

11.2 Capacity and closing days

Record your opening hours, last seating time and maximum capacity per time slot. Closing days and holidays are set ahead in the calendar, so guests cannot book those days.

11.3 Online ordering and takeaway

With online ordering guests place their order themselves. The order arrives at the register and goes through to the kitchen after acceptance. You set the preparation time you need and how many orders per quarter-hour you can handle.

PRACTICAL TIP

Temporarily raise your preparation time during peak hours. That is fairer to the guest than cancelling an order.

CHAPTER 12

The customer display

The second screen of the SmartPOS Dual: follow along during ordering and adverts in standby.



The guest sees the same receipt as you, plus the amount to pay.

12.1 What the guest sees

As soon as you enter items, they appear on the customer display with quantity and price. During payment the display shows the amount due and the payment instruction, then briefly a thank-you screen. If the loyalty programme is enabled, the guest also sees their points.

12.2 Adverts in standby

When the register is idle, the customer display plays your presentation: photos and videos with your own promotions. You decide the order, the duration per slide and optionally a start and end date, for example for a seasonal campaign.

- 1 In Admin, go to Customer display.
- 2 Upload your images or videos.
- 3 Set the display duration and order per slide.
- 4 Set a start and end date for temporary campaigns.

5 Open the customer display on the second screen and set it to full screen.

PRACTICAL TIP

Use landscape images without small text. What you cannot read from two metres away, your guest cannot read either.

CHAPTER 13

Day closing and reports

Close the day neatly and know where your revenue comes from.



At closing you count the drawer and the system records the difference.

13.1 Closing the day

At day closing you count the money in the drawer and the system compares it with what was paid in cash. You record a difference with a short note. The closing stores the X and Z readings you need for your administration.

- 1 Choose Day closing and start a new count.
- 2 Count notes and coins and enter the quantities.
- 3 Record any withdrawals and deposits made during the day.
- 4 Confirm the closing; the report is stored and can be e-mailed.

13.2 Reading reports

In the reports you see revenue per day, per hour, per staff member, per category and per payment method. Menu analysis shows which dishes earn the most and which mainly take up space on the menu.

13.3 Bookkeeping

Your daily totals with the VAT breakdown can be forwarded automatically to your accounting package or exported as a file for your bookkeeper. Receipts and day reports are kept for seven years, as required by the tax authorities.

PRACTICAL TIP

Close every day, even quiet ones. Reconstructing afterwards always costs more time than it saves.

CHAPTER 14

Hardware and devices

Connecting and managing the register, printer, drawer, card terminal, kitchen display and handhelds.



A complete setup: register, receipt printer, cash drawer, customer display, handheld and payment terminal.

14.1 Placing the register

Place the register on a stable spot with power and network within reach. Preferably use a network cable for the fixed register and wifi for the handhelds.

14.2 Receipt printer and cash drawer

The cash drawer connects to the receipt printer with a cable and opens on cash payments. Per printer you can set which tickets it prints: customer receipts, kitchen tickets or both.

- 1 Connect the printer to power and network.
- 2 Add the printer in Admin under Printers.
- 3 Choose which tickets print on this printer.
- 4 Make a test print and check the receipt texts.

14.3 Devices and subscription

Every subscription includes one register as standard. Extra registers, handhelds, kitchen or bar displays and kiosks can be added per unit. A new device shows an activation code that you approve in Admin under Devices; this prevents anyone from quietly working on other devices.

- 1 Open the screen on the new device; a code appears.
- 2 In Admin, go to Devices and enter the code.
- 3 Give the device a clear name, for example Terrace register.
- 4 Approve; the device is ready to use straight away.

PRACTICAL TIP

Lost a handheld? Block the device in Devices. The session stops immediately and no more orders can be placed with it.

CHAPTER 15

Troubleshooting and checklists

Act quickly when something falters, with fixed lists for opening and closing.



Most issues you solve yourself with a fixed order of checks.

15.1 Common situations

The receipt printer does not print: check paper, power and network cable, and make a test print from Admin. If it still fails, restart only the printer.

The card terminal does not respond: check that the terminal is on the same network and shows its home screen. A payment that succeeded on the terminal but not on the register can be linked to the receipt manually.

The internet drops out: just keep entering orders and taking payments. As soon as the connection returns, receipts are sent automatically. Cash payments always work; card payments do not.

A staff member cannot log in: check that the PIN code is correct and the account is still active.

15.2 Opening checklist

- 1 Switch on register, printer and card terminal and make a test print.
- 2 Count the change float and record the opening amount.

- 3 Check open tables left over from yesterday.
- 4 Switch on kitchen and bar displays and check courses.
- 5 Check today's promotions on the menu and the customer display.

15.3 Closing checklist

- 1 Pay off all tables or carry them over to tomorrow.
- 2 Count the till and confirm the closing.
- 3 Book today's write-offs.
- 4 Divide and record the tips.
- 5 Switch off the equipment and leave the drawer empty and open.

PRACTICAL TIP

Hang these two lists, laminated, next to the register. It saves discussion and mistakes every single day.

15.4 Need help?

Stuck? Inside the system you will find short explanation pages per topic under Help. Still not solved? Get in touch via smartposapp.nl; we can look along with you.



Questions or need help?

Look under Help inside the system or go to smartposapp.nl. There you will find short explanation pages per topic, instruction videos and the latest version of this manual. Prefer personal contact? Our support team is happy to look along.