



User guide

Cloud POS, customer display and QR menu for restaurants and cafés.

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1 Getting started

Creating an account, the setup wizard, required hardware and pairing POS, waiter and kitchen devices.

Siparo runs in the browser; there is nothing to install. When you finish the steps on this page, you are ready for your first sale.

What you need

What	Required?	Note
Windows computer + Chrome or Edge	Yes	Used as the POS. A touchscreen is optional.
Internet	Yes (for setup)	If it drops during service, the POS keeps working.
Second monitor	No	For the customer display.
80 mm thermal printer	No	For receipts and kitchen tickets. Set it as the default printer in Windows.
Cash drawer, barcode scanner	No	Connect to the printer / USB.
Phone or tablet	No	For the waiter app and the kitchen display.

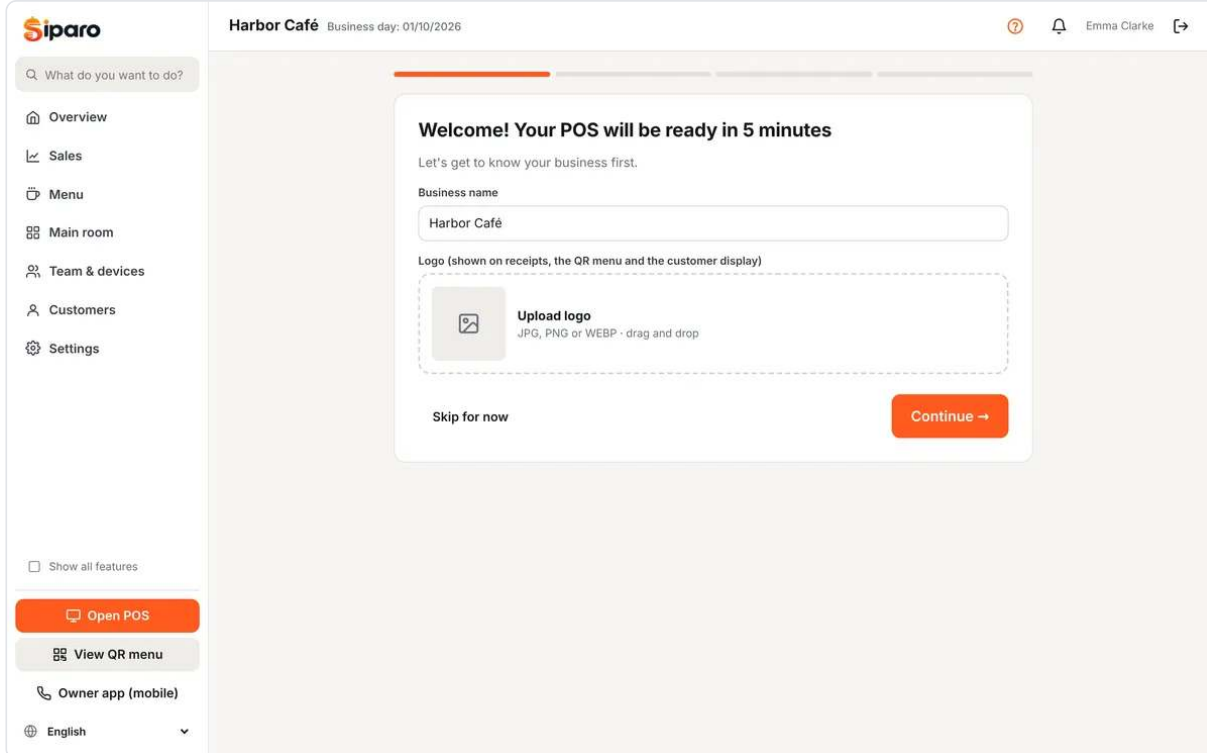
Creating an account

1. On siparo.net, click **Try it free**.
2. Enter your name, business name, email, phone and a password; choose your business type (café, restaurant, burger, bar).
3. If you have a promo code, enter it under **Have a promo code?**.
4. Click **Create my account**. All features are unlocked for 14 days; no credit card is required.

Setup wizard

After signing up, the dashboard takes you through a 4-step wizard:

1. **Business:** check your name and logo (the logo appears on receipts, the QR menu and the customer display).
2. **Menu:** start with a sample menu. You can edit prices and products later.
3. **Tables:** enter your number of tables. Enter 0 if you only do takeaway.
4. **All set:** make this computer the POS with one click, or press **Start the short tour** to get to know the dashboard.



The last step of the setup wizard

Tip: You can reopen the wizard any time from Dashboard → Overview → **Open wizard**.

Finding your way around

The left menu has seven items. Open one and its pages appear as tabs at the top of the screen.

Item	Contains
Overview	Today's sales, open tables, first steps
Sales	Reports, end of day (Z) archive
Menu	Products and prices, option groups, stock
Main room	Tables, QR menu, reservations
Team & devices	Staff and PINs, device pairing, customer display, printers, training
Customers	Customer accounts, expenses
Settings	Business details, payment methods, subscription

- Can't find a page? Type in **What do you want to do?** at the top of the menu, e.g. "change price", "add table", "printer", "end of day".
- Rarely used pages (report builder, activity log, branches, expenses, API, fiscal printer) are hidden in the simple view. Tick **Show all features** at the bottom of the menu to see them.
- The **First steps** card on the **Overview** page shows what is left to set up; until your first sale a green dot appears next to the related item.

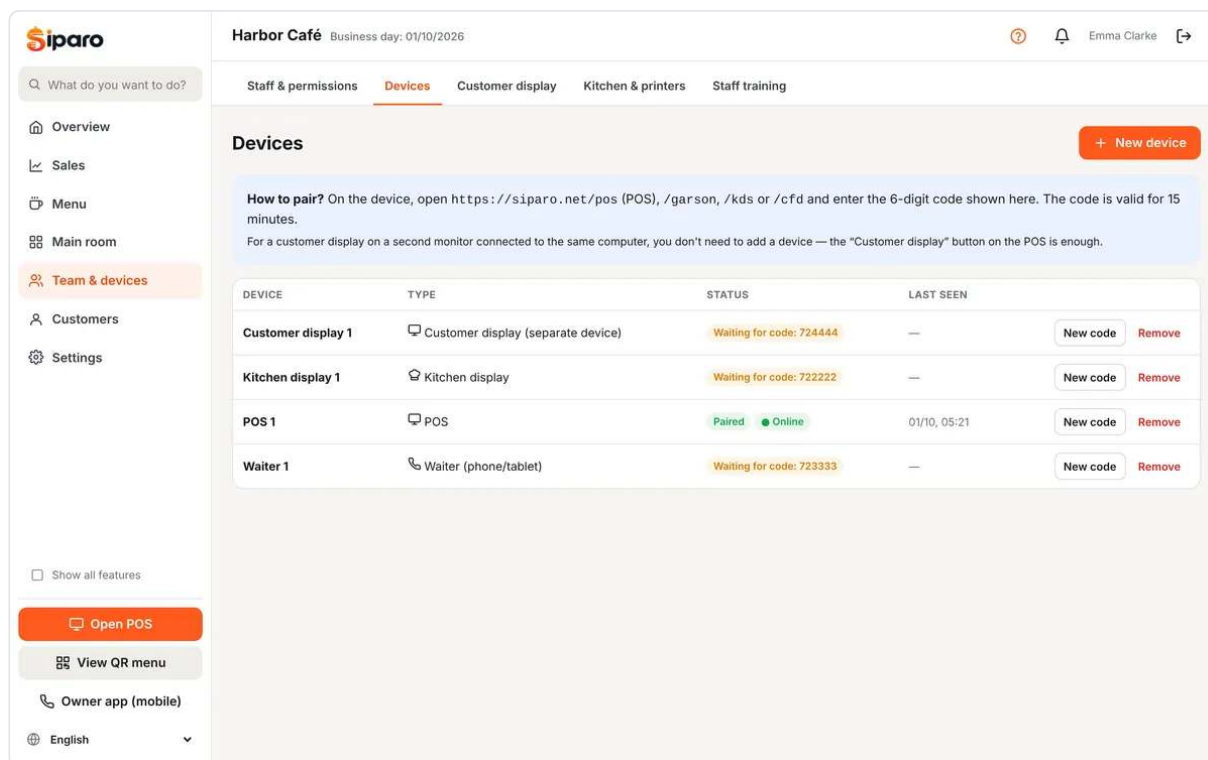
Pairing devices

Each POS, waiter phone and kitchen display is paired once. The pairing is stored in the device's browser; you don't repeat it every day.

To make this computer the POS: on the computer where you are logged in to the dashboard, click **Open POS** or type /pos in the address bar. This browser is paired as the POS automatically, no code needed. The same works for a waiter phone or kitchen tablet: log in to the dashboard on that device and open /garson or /kds.

To pair without logging in (an employee's phone, a tablet, a second POS):

1. Dashboard → **Team & devices** → **Devices** → **New device**. Choose the type: POS, waiter, kitchen display or customer display.
2. A 6-digit code appears. It is valid for 15 minutes and can be used once.
3. On the device, open the browser and go to siparo.net/pos for a POS, /garson for a waiter, /kds for the kitchen and /cfd for a customer display.
4. Enter the code. The device shows as "Paired" in the **Devices** list.



Siparo Harbor Café Business day: 01/10/2026

Staff & permissions **Devices** Customer display Kitchen & printers Staff training

Devices + New device

How to pair? On the device, open <https://siparo.net/pos> (POS), /garson, /kds or /cfd and enter the 6-digit code shown here. The code is valid for 15 minutes.
For a customer display on a second monitor connected to the same computer, you don't need to add a device — the "Customer display" button on the POS is enough.

DEVICE	TYPE	STATUS	LAST SEEN	
Customer display 1	Customer display (separate device)	Waiting for code: 724444	—	New code Remove
Kitchen display 1	Kitchen display	Waiting for code: 722222	—	New code Remove
POS 1	POS	Paired Online	01/10, 05:21	New code Remove
Waiter 1	Waiter (phone/tablet)	Waiting for code: 723333	—	New code Remove

Show all features

Open POS

View QR menu

Owner app (mobile)

English

Devices page and pairing code

Important: Clearing the browser's history/cookies removes the pairing. Get a new code and pair again.

Staff login (PIN)

PIN login is **optional** and starts switched off for new accounts. While it's off, the POS, waiter and kitchen screens open directly with the account logged in to the dashboard (otherwise the business owner) — the fastest option for owner-operated businesses.

If you have several employees, we recommend turning it on: Dashboard → **Settings** → **Business settings** → **POS & checks** → **Staff PIN login**. Give yourself a PIN first. While it's on, each employee taps their name and enters their 4-digit PIN; every action is recorded under that person and discount and void permissions apply. When leaving the POS, press **Lock** (**Ctrl** + **L**); the POS also locks itself after a period of inactivity.

To assign PINs and permissions: [Staff and permissions](#).

Staff training

Dashboard → **Team & devices** → **Staff training** has printable cashier, waiter and kitchen cards, short training videos and a button to reset the tours. On the POS, the waiter app and the kitchen display, a step-by-step tour opens automatically at first login and can be replayed with the **?** button on each screen.

2 Menu and products

Adding categories and products, sizes, modifier groups, Excel/CSV import, sold out and QR menu translations.

The menu is managed on Dashboard → **Menu** → **Products & categories**. Every change reaches the POS, waiter phones and the QR menu within seconds.

The screenshot shows the Siparo dashboard for Harbor Café. The left sidebar contains navigation links: Overview, Sales, Menu (highlighted), Main room, Team & devices, Customers, and Settings. The main area is titled 'Products & categories' and includes a search bar, 'Template', 'Import', 'Export', and 'Add product' buttons. A list of categories is on the left, and a table of products is on the right.

PRODUCT	CATEGORY	PRICE	VAT	CHANNELS	AVAILABLE
☐ Espresso	Hot coffees	€2.40	%10	POS QR	☒
☐ Iced Latte Sizes: 3 - Modifier groups: 2	Cold drinks	€3.80	%10	POS QR	☒
☐ San Sebastián Cheesecake	Desserts	€5.60	%10	POS QR	☒
☐ Tea Sizes: 2	Teas	€0.80	%10	POS QR	☒
☐ Turkish Breakfast Spread (for 2)	Breakfast & snacks	€26.00	%10	POS QR	☒
☐ Americano Sizes: 3 - Modifier groups: 1	Hot coffees	€3.00	%10	POS QR	☒
☐ Cheesecake	Desserts	€5.20	%10	POS QR	☒
☐ Cold Brew	Cold drinks	€3.60	%10	POS QR	☒
☐ Herbal Tea	Teas	€2.20	%10	POS QR	☒

Products and categories

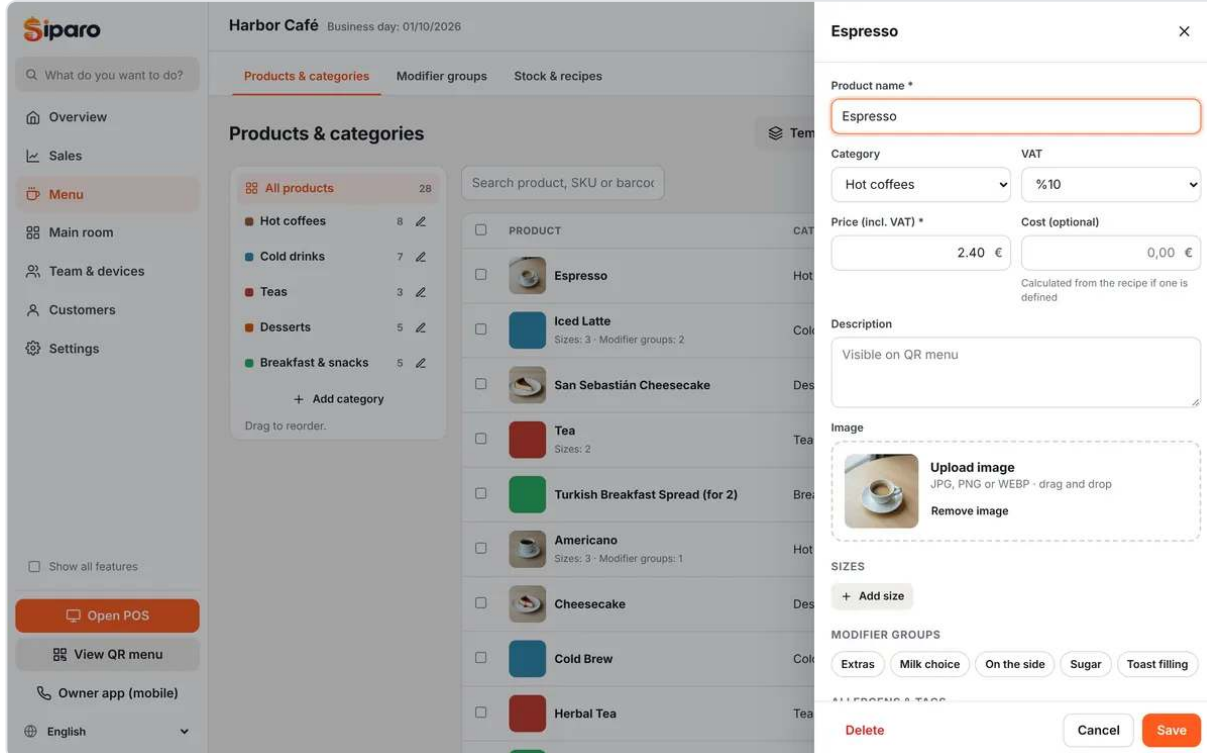
Adding a category

1. Click **Add category** in the list on the left.
2. Choose a name and a color. The color shows on the edge of the product buttons at the POS.
3. Choose a **Kitchen station** (e.g. coffees → Bar). When sent to the kitchen, products in this category go to that station's ticket.
4. Use **Show on POS** / **Show on QR menu** to decide where the category appears.

Drag categories to reorder them; the order is the same at the POS and on the QR menu.

Adding a product

1. Click **Add product**.
2. **Product name**, **Category** and **Price (incl. VAT)** are enough. Choose the VAT rate.
3. Optionally add an image, description, allergens and tags (vegan, spicy, new...). The image is shown on the QR menu.
4. **Save**.



Product editor

Other options:

- **Show in favorites:** appears in the "★ Favorites" tab at the POS.
- **Sold by weight (kg):** the quantity is entered in kilograms at the POS.
- **Open price:** the price is entered at the POS for each sale (e.g. "Miscellaneous").
- **Cost:** for profitability reports. Calculated from the recipe if one is defined.
- **Barcode / SKU:** to add the product by scanning its barcode at the POS.

Sizes

If a product comes in different sizes (Small / Large), use **Add size** in the product editor and enter each size's name and price. At the POS, tapping the product opens the size choice; the size price is used instead of the product price.

Modifier groups

Options such as milk choice, doneness or extra toppings are defined once on Dashboard → **Menu** → **Modifier groups** and linked to many products.

- **Minimum selections:** 1 or more means a choice is required; the product can't be added at the POS without it.
- **Maximum selections:** 1 means single choice, 0 means unlimited.
- Each option can have a **price difference** (e.g. Extra shot +2.50).

To link groups, tick them in the product editor.

Sold out

In the product list, use the button next to a product to switch between **Sold out** and **Available**. At the POS you can do the same by long-pressing the product. Sold-out products show a "Sold out" label on the QR menu (or can be hidden entirely in QR settings).

Bulk actions

Select products (checkboxes) to raise prices by a % **increase**, **Move to category...** or delete them.

Importing from Excel / CSV

1. Click **Import**. Download the sample file and fill it in.
2. In Excel, save the file as **CSV (semicolon delimited)**.
3. Columns (keep the Turkish header names):
kategori;ad;fiyat;kdv;aciklama;barkod;sku;alerjenler;etiketler;qr_gorunur;kasa_gorunur
— category, name, price, VAT, description, barcode, SKU, allergens, tags, visible on QR, visible on POS.
4. Choose the file; invalid rows are shown in red in the preview. Click **Import products**.

Tip: Products with the same name and category are updated, new ones are added. You can export your menu, edit it and upload it again.

Templates

Load a template adds a sample café, restaurant, burger or bar menu to your current menu.

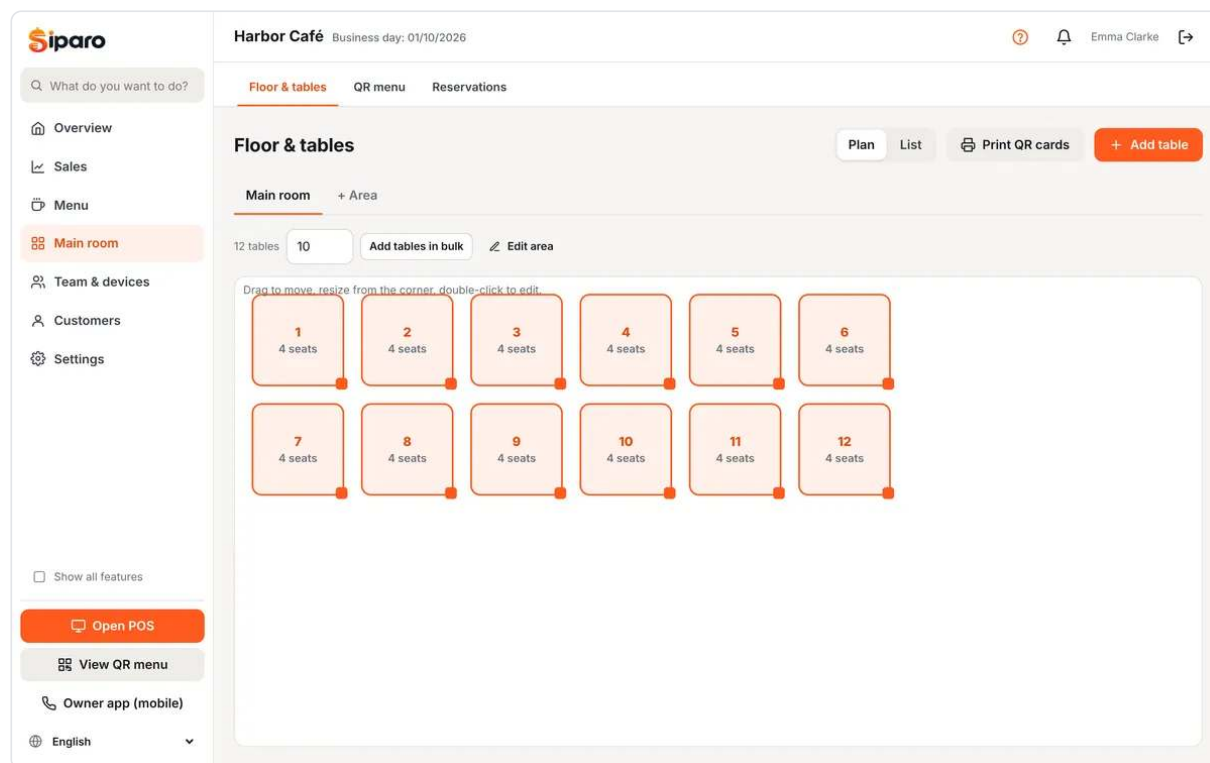
QR menu translations

In the **Translations (QR menu)** section at the bottom of the product editor, enter the product's name and description in English/German/Turkish. Categories, sizes and modifiers have the same field. If a translation is empty, the main-language text is shown. To enable languages: [QR menu](#).

3 Floor and tables

Adding areas and tables, the floor plan, QR table cards, moving and merging tables.

Tables are set up on Dashboard → **Main room** → **Floor & tables**. The POS and the waiter app use this plan.



Floor plan

Adding areas and tables

1. Use **+ Area** to add areas such as Main room, Garden or Terrace.
2. Select an area and click **Add table**: table name/number, capacity and shape (square, rectangle, round).
3. For many tables, use **Add tables in bulk**: e.g. 1 to 20 in one go.

Floor plan

In plan view, drag tables into place, resize them from the corner and double-click to edit. When done, click **Save layout**. At the POS, "Plan" view shows this layout; "Grid" view lists the tables in order.

QR table cards

Print QR cards prints a "Scan for the menu" card for each table (several per A4 sheet). Guests who scan a table QR can call a waiter, ask for the bill and (if enabled) place orders.

Important: If you regenerate a QR code (**Regenerate QR**), the old card stops working; print it again.

Table actions at the POS

- **Move table:** Check → **Actions** → **Move table** → choose a free table. Or long-press the table at the POS.
- **Merge: Actions** → **Merge tables** → target table. Both checks are combined into one.
- **Transfer items:** select a line → **Actions** → **Move selected item to another table**. Partially paid items can't be transferred.

Moves and merges are recorded in the [Activity log](#).

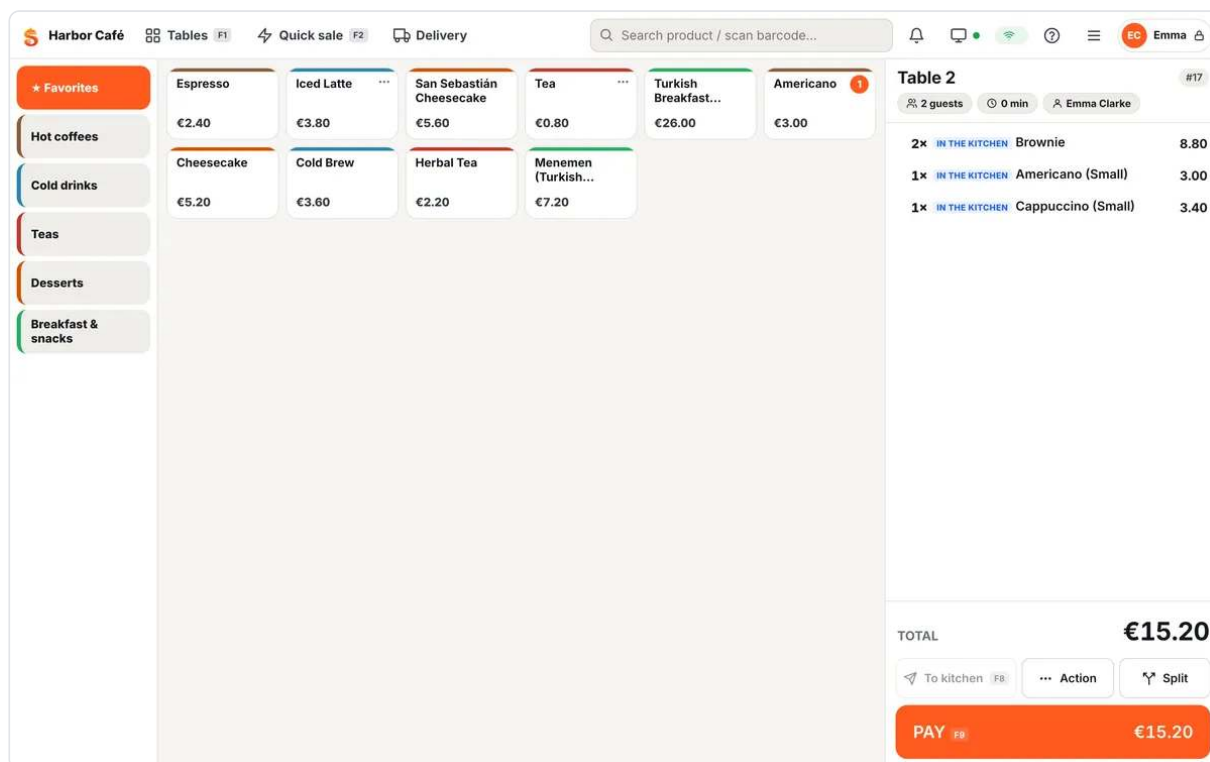
4 POS

Selling, taking payment and split payments, discounts/comps/voids, refunds, opening and closing the till, shortcuts and offline mode.

The POS is at siparo.net/pos. A short tour opens automatically at first login; replay it with the **?** button in the top bar.

Selling

1. From **Tables** (**F1**) tap a table. You may be asked for the number of guests (can be turned on/off in Settings). For sales without a table, use **Quick sale** (**F2**).
2. Choose a category on the left and tap a product. For products with sizes or options, a selection window opens.
3. To search, just start typing or scan a barcode; **Enter** adds the first result.
4. **To kitchen** (**F8**) sends the new items to the kitchen/bar.
5. When the guest leaves, **PAY** (**F9**).



POS order screen

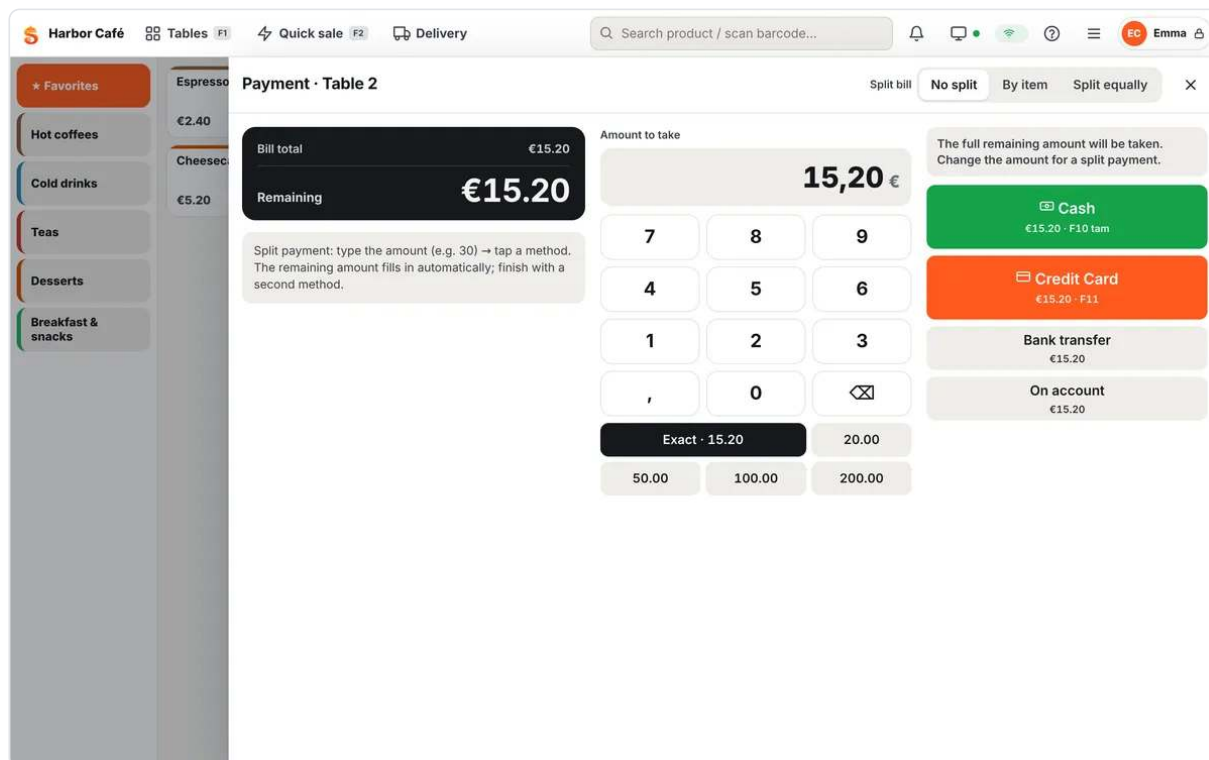
Check line actions

Tap a line; the buttons let you:

- change the **quantity** (only for items not yet sent to the kitchen),
- add a **Note** / **Edit** options,
- **Discount**, **Comp**,
- assign a **Seat** (to split the bill per person),
- **Delete** / **Void**. Voiding an item already sent to the kitchen requires a reason, and a "VOID" ticket goes to the kitchen.

Use **↑** **↓** on the keyboard to move between lines.

Taking payment



Payment screen

1. **PAY** (**F9**) opens the payment window. The amount due is shown in large type.
2. For cash, type the amount tendered or tap a quick amount; change is calculated.
3. Tap a payment method (Cash, Credit Card...). The check closes and you are asked about the receipt.

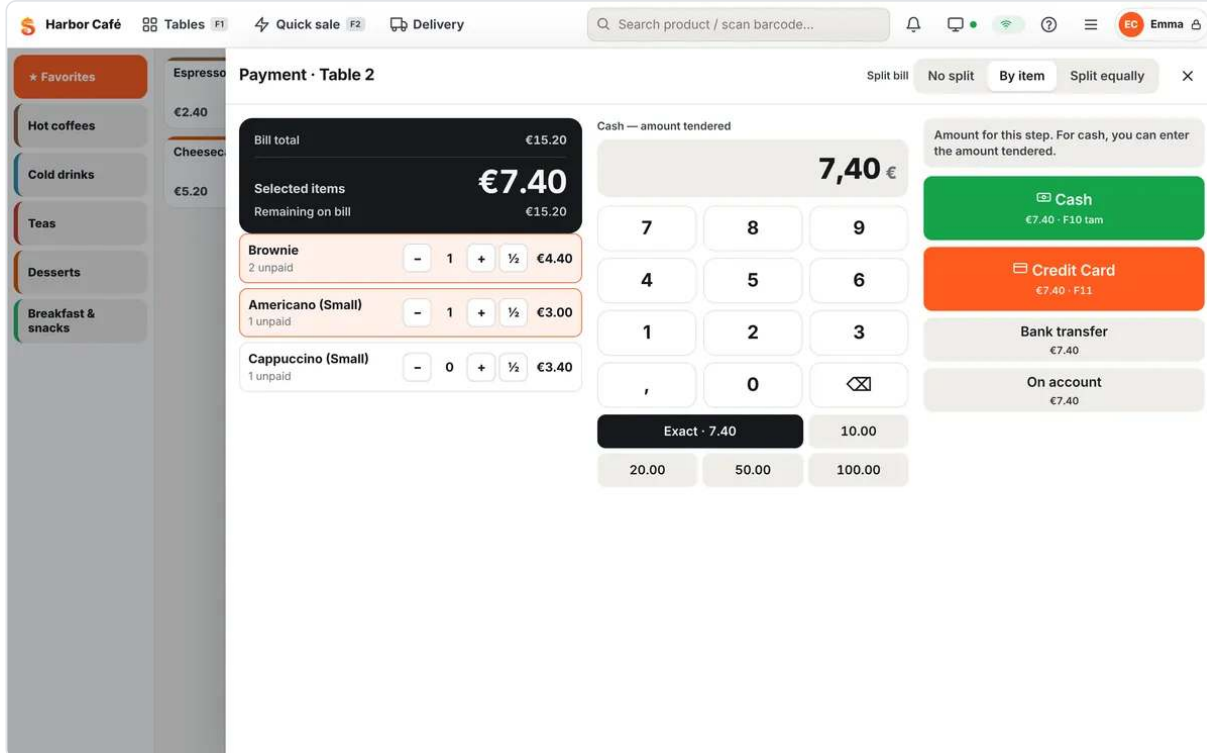
To take the exact amount with one key: cash **F10**, card **F11**.

Split payments and splitting the bill

The **Split the bill** options at the top of the payment window:

Mode	What it does
No split	The whole bill. To pay with two methods, first type the first amount (e.g. 30), tap a method; the remainder appears automatically — finish with the second method.
By item	Each person pays for their own items. Select items (or seats) on the left and tap a method. Shortcut Ctrl + B .
Split equally	Divides the total by the number of people; take the next share.

You can reverse a payment taken by mistake from the **Payments taken** list (permission may be required).



Splitting by item

Discounts, comps, voids

- **Check discount: Actions → Discount** (**Ctrl** + **D**). Percentage or amount, choose a reason.
- **Item discount / comp:** tap the line → **Discount** or **Comp**.
- **Cancel check: Actions → Cancel check** (reason required).

If you exceed your role's discount limit, a **manager PIN** is requested on screen. All of these are recorded with who did it and why. See [Staff and permissions](#).

Parked sales

To serve another customer while one is waiting, use **Actions → Park sale**. Parked sales wait under **Parked** (**F3**) in the top bar.

Closed checks, refunds and receipts

Menu (≡) → **Closed checks · refunds · receipts**: see today's closed checks, reprint a receipt or refund a payment. A refunded check goes back to open checks; correct it and take payment again.

Opening, cash in/out and closing the till

Menu (≡) → **Cash management**:

1. **Open till:** enter the opening float in the drawer.
2. **Cash in / out:** cash added to or taken from the till during the day (e.g. paying a supplier).
3. **Print X report:** interim report without closing the day.
4. **Close till:** count the cash in the drawer and enter it; the difference from the expected amount is calculated and recorded.

For end of day see [End of day \(Z\)](#).

Customers, delivery, calls

- **Assign customer: Actions → Assign customer.** Required for sales on account and loyalty.
- **Delivery: Delivery** in the top bar → phone orders, address and courier assignment.
- **Calls ():** waiter calls from tables, bill requests and QR orders awaiting approval.

Keyboard shortcuts

Key	Action	Key	Action
F1	Tables	F9	Pay
F2	Quick sale	F10 / F11	Cash / card, exact amount
F3	Parked sales	Ctrl + D	Discount
F8	Send to kitchen	Ctrl + P	Print bill
Ctrl + K	Command palette	Ctrl + L	Lock
?	Show shortcuts	Esc	Close window

If the internet goes down

The POS keeps selling: orders, kitchen tickets and payments are stored safely on the device and sent to the server in order, exactly once, when the connection returns. The top bar shows the number of pending actions. Don't close the browser or reload the page.

5 Waiters and kitchen

Waiter app, kitchen display (KDS), stations, printers and couriers.

Waiter app

Waiters use siparo.net/garson on a phone or tablet. The device is paired once ([Pairing devices](#)); then each waiter logs in with their own PIN.



Search products...

Hot coffees

Cold drinks

Teas

Des

Espresso

€2.40



Americano

With options

€3.00



Latte

With options

€3.40



Cappuccino

With options

€3.40



Flat White

With options

€3.80



Mocha

With options

€3.80



Turkish Coffee

With options

€2.40

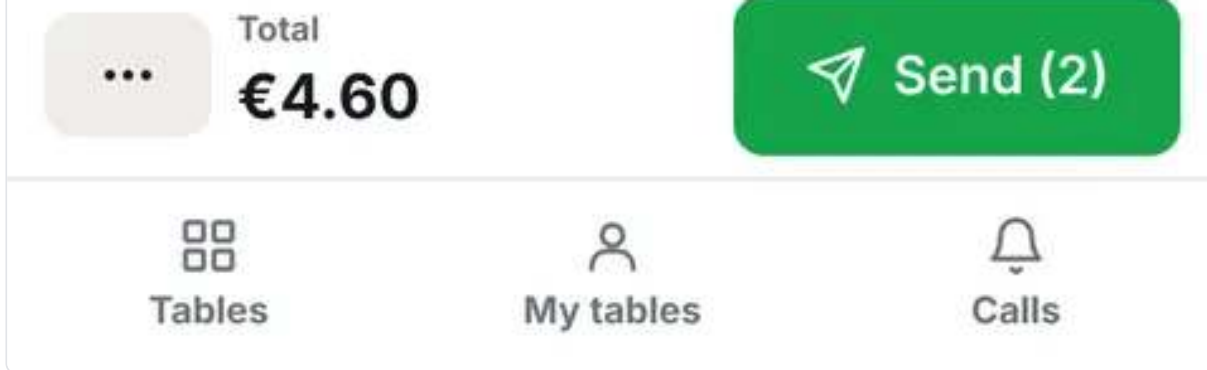


1x Cold Brew



1x Sparkling water





Waiter app

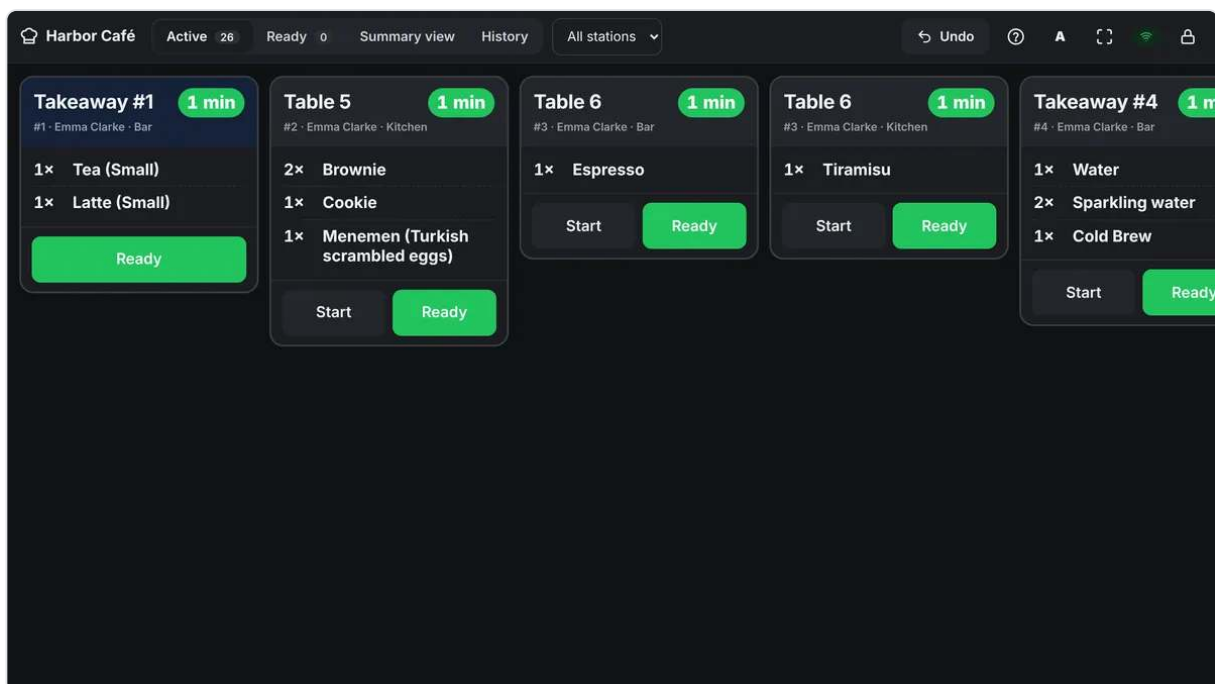
1. In the **Tables** tab, tap a table.
2. Choose a category or use **Search products...**, then tap products. Products with options open a selection window.
3. Press **Send** at the bottom to send the order to the kitchen. Unsent items appear faded.
4. **My tables** shows the tables you opened; **Calls** shows table calls and QR orders awaiting approval. Answer a call with **On my way** / **OK**.

When the kitchen marks an order **Ready**, you get a notification on your phone. If the internet drops, the order waits on the device and is sent when the connection returns.

Tip: Staff with payment permission can also take payment at the table; the same payment screen as the POS opens.

Kitchen display (KDS)

In the kitchen, open siparo.net/kds on a tablet, TV or monitor. Every order sent to the kitchen appears as a **ticket card**.



Kitchen display

- **Start:** you've started preparing (the card turns yellow).
- **Ready:** the waiter is notified (the card turns green). **Served** removes the card.
- Tapping the card header also moves it to the next state. Pressed by mistake? **Undo**.
- Cards over the target time turn orange, very late ones red.
- A card with a **VOID** band reports an item voided at the POS; close it with **Got it**.
- **Summary view** lists, across all pending orders, how many of each item to prepare.

- Use the list at the top to choose which **station** this screen shows; **A** enlarges the text.

Stations and printers

Dashboard → **Team & devices** → **Kitchen & printers**:

1. Define **stations** (Kitchen, Bar, Desserts...). Categories and products are linked to a station.
2. Choose a **printer** for each station, or "No printing (kitchen display only)".
3. The **Check / bill printer** prints receipts and pre-bills.
4. Kitchen tickets from waiter phones are printed from the POS computer you choose (**Which POS should print?**).

"Send to kitchen" creates a separate ticket per station: it prints from the relevant POS if the station has a printer, and appears on the kitchen display if there is one.

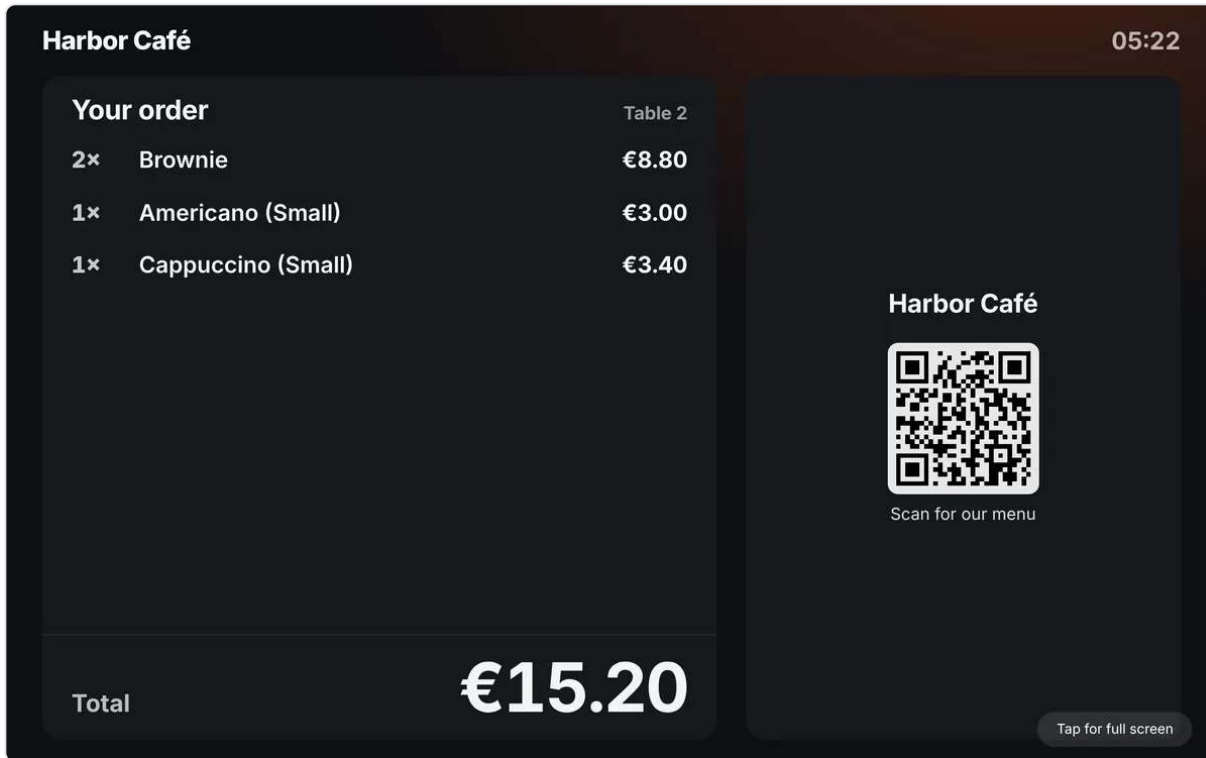
Tip: To print without the print dialog, start Chrome on the POS computer with - - kiosk-printing and set the thermal printer as the default printer in Windows.
Details: [Troubleshooting](#).

Couriers

Staff with the Courier role only see the **My deliveries** tab in the waiter app: address, phone, map, **On the way** and **Delivered** buttons. Couriers are assigned to delivery orders at the POS.

Showing the order and total to the customer on a second monitor, separate tablets, slides and the Google review QR.

The customer display shows every item added at the POS and the total to the customer live. At payment it shows the amount tendered and the change in large type. No extra fee or hardware is needed; any monitor will do.



Customer display

With a second monitor (recommended)

1. Connect the second monitor to the POS computer. In Windows choose **Extend these displays**.
2. At the POS, press the monitor icon in the top bar (**Open customer display**).
3. Drag the new window to the second monitor and press **F11** for full screen.

No internet is needed between the POS and the customer display, and there is no delay. The green dot next to the icon shows the connection is up.

Important: If the browser blocks the pop-up, allow pop-ups for this site from the warning in the address bar.

Separate tablet or TV

Dashboard → **Team & devices** → **Devices** → **New device** → "Customer display (separate device)". Open siparo.net/cfd on the tablet, enter the code and choose which POS it connects to. This method works over the internet.

Appearance and slides

Dashboard → **Team & devices** → **Customer display**:

- **Welcome** and **Thank-you** texts, light/dark theme.
- **Promo slides:** image, title and date range. Shown in turn when idle.
- **Automatically show products with images:** without slides, shows your products like a showcase.
- **Wi-Fi details**, Instagram account and a **"Rate us" Google review QR** after payment.
- **Show cashier/waiter name.**

Changes appear in the preview immediately.

7 QR menu

General and table QR menus, appearance, languages, ordering from the table, calling a waiter and reservations.

Guests scan the QR code with their phone camera and see your multilingual menu with photos — no app download. When a price changes at the POS, the menu updates immediately.



🔍 Search menu

EN ▼

Vegan

Vegetarian

Hot coffees

Cold drinks

Teas

Desserts

Br

Featured



Espresso

€2.40



San Sebastián Che...

€5.60



Americo

€3.00

Hot coffees 8

Espresso

€2.40



Americano





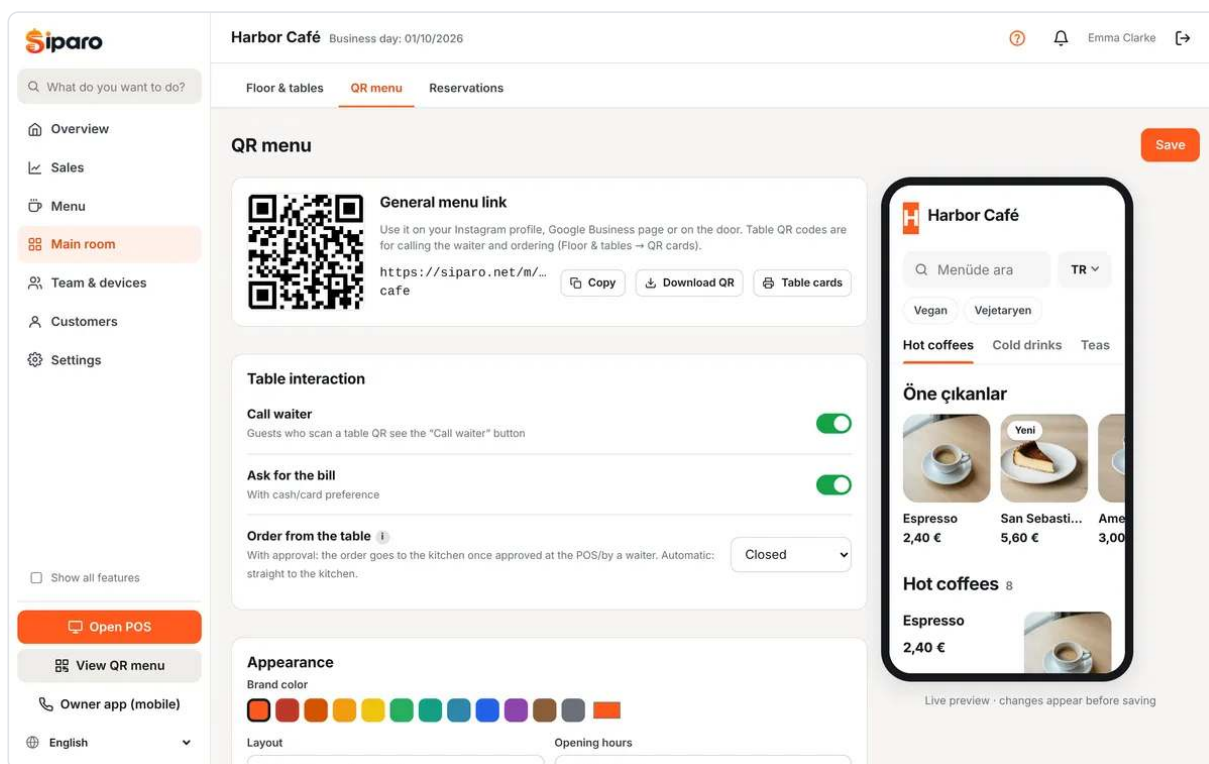
QR menu on a phone

Two kinds of links

- **General menu link** (siparo.net/m/your-business): put it on your Instagram profile, Google Business page or the door. It shows the menu only.
- **Table QR codes**: printed from [Floor & tables](#). Guests at the table can also call a waiter, ask for the bill, (if enabled) order and see their own bill.

Appearance

Dashboard → **Main room** → **QR menu**: brand color, cover image, layout (list, grid with large images, simple), dark theme, show/hide prices, hide sold-out items, opening hours, announcement banner ("Live music tonight!"), Wi-Fi and social links. The **live preview** on the right shows changes before you save.



QR menu settings

Languages

Choose the languages to offer under **Menu languages**. Guests switch with the language button at the top right; on first visit their phone's language is selected. Product translations are entered in the product editor ([Menu → Translations](#)); products without a translation are shown in the main language.

Ordering from the table

Order from the table has three options:

Option	What happens
Off	Guests only see the menu.
With approval	The order appears as "Awaiting approval" at the POS and on waiter phones and goes to the kitchen once approved. Recommended.
Automatic	The order goes straight to the kitchen.

QR orders awaiting approval appear at the POS under **Calls** and above the check; **Approve** or **Reject**. You can also ask guests for their cash/card preference.

Calling a waiter and asking for the bill

Guests who scan a table QR see **Call waiter** and **Ask for bill** buttons. The call shows at the POS and on waiter phones with a sound. Tables asking for the bill are highlighted at the POS.

Reservations

On the Pro plan, the general QR menu page has a **Book a table** button. Requests arrive under Dashboard → **Main room** → **Reservations** as "Awaiting confirmation"; confirm them and assign a table. You can also add phone reservations there.

Views

The QR menu page shows the number of views over the last 14 days.

Customer cards, sales on account and collecting payments, stamp cards and points.

Dashboard → **Customers** → **Customers & accounts** manages customer cards, account balances and the loyalty program. These features are on the **Pro** plan (all features are unlocked during the trial).

Harbor Café Business day: 01/10/2026

Customers & accounts + Add customer

Customers Outstanding balances 2 Loyalty program

Name, phone, email, company

CUSTOMER	PHONE	VISITS	SPENT	LOYALTY	ACCOUNT BALANCE	LAST VISIT
Ava Taylor	+353 85 777 8899	0	€95.00	1 stamps	€0.00	—
Lucas Evans Evans Ltd	+353 83 999 0011	0	€4,200.00	300 points	€420.00	—
Noah Wilson	+353 86 444 5566	0	€620.00	3 stamps 45 points	€0.00	—
Olivia Brown Brown Studio	+353 87 111 2233	0	€1,840.00	7 stamps 120 points	€185.00	—

Open POS View QR menu Owner app (mobile) English

Customers page

Adding a customer

Use **Add customer** to enter name, phone, email, company and tax number. For delivery you can add several **addresses** (Home, Work...). At the POS, **Actions** → **Assign customer** finds a customer by name or phone and assigns them to the check; if not found, you can create a new customer there.

Important: Marketing messages (SMS/email) require the customer's **explicit consent**; tick it on the card. When a customer asks for deletion, the **Delete** button removes their data permanently.

Sales on account

1. Assign a customer to the check.
2. On the payment screen choose **On account**. The amount is added to the customer's balance.
3. If you set a **credit limit**, sales are blocked once it's exceeded (0 = no limit).

Receiving payment: on the customer card, **Receive payment** → amount and method (cash, card, bank transfer). Cash payments are recorded as cash in at the till.
Statement (CSV) downloads the account activity.

Loyalty program

On the Customers page, the **Loyalty** tab:

- **Stamp card (buy X, get 1 free):** 1 stamp per eligible item. When the required number is reached, one item is free. You can choose which categories earn stamps.
- **Points (% of spend):** points earned per 100 spent and the value of 1 point.

Stamps/points are earned automatically when a customer is assigned to the check. To redeem at the POS: **Actions** → **Use loyalty reward**.

9 Stock and recipes

Defining ingredients, product recipes, purchases/waste, stock counts and low stock alerts.

Dashboard → **Menu** → **Stock & recipes** (Business and Pro plans). For every product sold, the ingredients in its recipe are deducted from stock automatically.

The screenshot shows the Siparo application interface for Harbor Café. The left sidebar contains navigation options: Overview, Sales, Menu (highlighted), Main room, Team & devices, Customers, and Settings. The main area is titled 'Stock & recipes' and includes tabs for Stock levels, Recipes, and Movements. The 'Stock levels' tab is active, displaying a table of stock items. The table has columns for ITEM, QUANTITY, MINIMUM LEVEL, AVG. COST, STOCK VALUE, and SUPPLIER. The items listed are Espresso beans, Milk, Oat milk (marked as Low), Paper cups, and Tea. Below the table, a note states: 'Unit cost is the price of 1 kg for "kg" and 1 gram for "g". Sales are deducted automatically according to the recipe when the check closes.' The interface also features buttons for 'Do a stock count', 'Record purchase / waste', and '+ Stock item'.

ITEM	QUANTITY	MINIMUM LEVEL	AVG. COST	STOCK VALUE	SUPPLIER
Espresso beans	8.5 kg	2 kg	€18.50 / kg	€157.25	—
Milk	24 l	10 l	€1.10 / l	€26.40	—
Oat milk Low	3 l	4 l	€2.40 / l	€7.20	—
Paper cups	850 pcs	200 pcs	€0.06 / pcs	€51.00	—
Tea	4 kg	1 kg	€16.00 / kg	€64.00	—

Stock page

Ingredients (stock items)

Use **Add ingredient** to enter a name, unit (pcs, g, kg, ml, l, portion), unit purchase price and **low stock level**. For "kg" the unit cost is the price of 1 kg; for "g" it is the price of 1 gram.

Recipes

In the **Recipes** tab, choose a product on the left and add the ingredients deducted when 1 unit is sold, with quantities (e.g. Latte: espresso beans 18 g, milk 200 ml). Recipe cost and its ratio to the sale price are calculated automatically.

Movements

With **Record purchase / waste**:

- **Purchase:** goods from a supplier (you can enter an invoice number / supplier). The average cost is updated.
- **Waste:** spoiled or spilled product.
- **Adjustment:** manual increase/decrease.

Sales are recorded when the check closes; refunds and reopened checks are recorded as reverse movements.

Stock count

Use **Stock count** to enter the actual quantities in storage. The difference from the system is recorded as a "count difference".

Low stock alert

When an item falls below its low stock level, it appears under "Low stock" on the dashboard overview, a notification is created and (if enabled) an email is sent.

10 Reports and end of day

End of day (Z) and interim (X) reports, sales reports, till sessions, activity log and Excel export.

End of day (Z report)

End of day closes the business day, prints the Z report and archives it. The next day's sales go to a new business day. Services running past midnight don't mix up dates: the business day lasts until you run end of day.

1. First close any open till sessions: at the POS, Menu (≡) → **Cash management** → **Close till** (count the drawer).
2. Menu (≡) → **End of day (Z)**. The day's summary appears: net sales, number of checks, discounts, comps, voids and payment breakdown.
3. If checks are still open, close them or tick **Carry open checks over to the next day**.
4. **Press and hold: Run end of day** — hold the button for one second.

The screenshot shows the Harbor Café POS interface. On the left is a menu with categories like Favorites, Hot coffees, Cold drinks, Teas, Desserts, and Breakfast & snacks. The main area displays a grid of items with prices. On the right, the 'End of day (Z report)' window is open, showing the following data:

End of day (Z report)			
Business day: 01/10/2026			
Net sales	Check	Discount / Comp	Cancel
€230.60	16	€0.00 / €0.00	€0.00 (0)
Payments			
Credit Card (10) €132.20 Cash (6) €98.40			
Open cash session: POS 1 — first go to Cash management → Close.			
3 open checks: Table 2, Table 5, Table 7			
☐ Carry open checks over to the next day			
Press and hold; take end of day			

End of day window

Z reports are kept on Dashboard → **Sales** → **End of day (Z) archive**. For an interim report without closing the day, use **Cash management** → **Print X report** at the POS.

Reports page

Dashboard → **Sales** → **Reports**. Pick a range at the top (Today, Yesterday, This week, This month, 30 days, Last month or a date).

Siparo Harbor Café Business day: 01/10/2026

What do you want to do?

- Overview
- Sales**
- Menu
- Main room
- Team & devices
- Customers
- Settings

Show all features

Open POS

View QR menu

Owner app (mobile)

English

Reports End-of-day (Z) archive

Today Yesterday This week This month 30 days Last month 01.10.2026 - 01.10.2026 Excel (CSV)

Overview Daily trend Products Categories Hourly traffic Staff Voids · Comps · Discounts Tables Cash sessions Kitchen time

Net sales €230.60 Incl. VAT	Checks / Guests 16 / 25 Avg. check €14.41	Gross sales €230.60	Total VAT €20.95
--	--	-------------------------------	----------------------------

Gross sales	€230.60
Discount	-€0.00
Service charge	€0.00
Cover charge	€0.00
Delivery fee	€0.00
Net sales	€230.60
Comps (list price)	€0.00
Voids (0 lines)	€0.00
Cancelled checks (0)	€0.00
Open checks (3)	€30.60

Credit Card (10)	€132.20
Cash (6)	€98.40

10% · net €209.65	€20.95
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Reports

- **Summary:** gross and net sales, number of checks/guests, average check, service charge and cover.
- **Payment types, categories, products** (ranking by quantity, revenue and gross profit; ABC analysis).
- **Staff:** sales and checks per person.
- **Hourly traffic** and a **day × hour** heat map: for staff planning.
- **Kitchen times:** average preparation and seating time.
- **Voids · Comps · Discounts** detail and **VAT** breakdown.
- **Till sessions:** opening, expected, counted and difference.

Export any table with **Excel (CSV)** next to it. Detailed reports are on the Business and Pro plans.

Activity log

Dashboard → **Sales** → **Activity log** (visible when "Show all features" is ticked) lists voids, comps, discounts, check cancellations, payment refunds and reversals, price changes, table moves/merges, cash in/out and device pairing — with **who** did it, **when**, **for what reason** and the approving manager. Check it regularly to spot leakage and mistakes.

Daily email summary

If Settings → **Email notifications** is on, a summary email is sent when end of day is run; you also get alerts for high discounts/voids, till differences and low stock.

11 Staff and permissions

Adding staff, POS PINs, roles, permissions, discount limits and manager approval.

Dashboard → **Team & devices** → **Staff & permissions**.

NAME	ROLE	POS PIN	DASHBOARD LOGIN	LAST LOGIN
EC Emma Clarke Owner	All permissions	Set	shots-en@siparo.net	01/10, 05:21
JM Jack Moore	Kitchen	Set	—	—
LB Liam Baker	Cashier	Set	—	—
SH Sophie Hall	Waiter	Set	—	—

Staff and roles

Adding staff and PINs

Note: PIN login is optional. For staff to log in with their own PIN, turn on Business settings → POS & checks → **Staff PIN login** (give yourself a PIN first). While it's off, devices open with the owner's account.

1. **Add staff** → enter the full name and choose a role.
2. Enter a **POS PIN (4 digits)** or create one with **Random**. Each person's PIN must be different.
3. Give the PIN to the employee separately. It is used to log in at the POS, the waiter app and the kitchen display.
4. For people who also need the dashboard (e.g. a manager), set an email and password.

Forgotten PIN: open the staff card and set a new PIN; the old PIN stops working immediately. **Someone leaves: Deactivate.** Their history is kept, but they can't log in.

Roles and permissions

Built-in roles: **Manager** (all permissions), **Cashier**, **Waiter**, **Kitchen**, **Courier**. Edit them or add new roles in the **Roles & permissions** tab.

Permission group

Examples

Sales	Selling, taking payment, moving tables, reprinting receipts, opening the drawer, sales on account
Discounts & voids	Discount, over-limit discount/approving, voiding items sent to the kitchen, comps, cancelling checks, payment refunds, changing prices
Till	Opening/closing the till, cash in/out, end of day (Z)
Management	Reports, menu, floor, staff, settings, stock, customers, kitchen display

Discount limit and manager approval

Every role has a **Maximum discount (%)**. If an employee wants to give a larger discount or do something they don't have permission for (e.g. void an item already sent to the kitchen), a **Manager approval** window opens at the POS; an authorized person enters their own PIN. The action is written to the [Activity log](#) with the person who did it and the person who approved it.

Tip: The business owner's PIN is valid for all approvals. The owner's account can't be deleted or deactivated.

12 Settings

Business details, language and currency, POS behavior, receipts, payment methods, notifications and API.

Dashboard → **Settings** → **Business settings**.

The screenshot shows the Siparo Business settings interface for 'Harbor Café' (Business day: 01/10/2026). The left sidebar contains navigation options: Overview, Sales, Menu, Main room, Team & devices, Customers, and Settings (highlighted). Below the sidebar are buttons for 'Open POS', 'View QR menu', 'Owner app (mobile)', and a language selector set to 'English'. The main content area is titled 'Business settings' and includes a 'Save' button. It features tabs for 'Business details', 'POS & checks', 'Receipt', and 'Notifications'. The 'Business details' tab is active, showing fields for Business name (Harbor Café), QR menu address (/m/ harbor-cafe), Phone (05550001122), Email (shots-en@siparo.net), Address (14 Harbour Road, Dublin), Legal name, Tax office, Tax no., and a Logo upload section. At the bottom, the 'LANGUAGE AND CURRENCY' section shows Business language set to English and Currency set to € Euro (EUR). A note at the bottom states: 'POS, kitchen and waiter screens, receipts and emails use this' and 'Menu prices, receipts and reports are shown in this currency.'

Business settings

Business details

Name, phone, address, legal name, tax details and logo. **QR menu address** sets the siparo.net/m/... part; if you change it, old QR cards stop working.

Language and currency

- **Business language:** the POS, kitchen and waiter screens, receipts and emails use this language (Türkçe, English, Deutsch). Each user can change their own dashboard language with the language picker in the left menu; the POS login screen also has a language picker.
- **Currency:** ₺, €, \$, £ or CHF. Amounts are not converted; only the symbol and number format change.

POS and checks

- **POS start screen:** Tables or Quick sale.
- **Ask for number of guests when opening a table** (needed for cover charges).
- **Close check when fully paid, Print receipt after payment** (always / ask / never).
- **Print kitchen tickets, Send to kitchen automatically when leaving the table.**
- **Service charge (%), Cover charge (per guest), Default VAT rate.**

- **Auto-lock** (minutes), **Long-open table warning**, **Product images at the POS**, **Sound effects**.
- **Quick item notes**: notes added with one tap at the POS (Rare, No ice...).
- **Reason required for voids / discounts**.

Receipts

Receipt **header** (address, phone, Instagram...) and **footer**. Siparo receipts are informational; the fiscal receipt is issued by your fiscal cash register where legally required.

Payment methods and reasons

Dashboard → **Settings** → **Payments & reasons**: add, reorder or disable the methods shown at the POS (Cash, Credit Card, meal vouchers, Bank transfer, On account...). The **Cash** type calculates change and counts toward the till; the **On account** type charges the customer's account; methods marked **Open drawer** open the cash drawer. The same page manages the **reason lists** for voids, comps, discounts and check cancellations.

Notifications

With **Email notifications** on, you get the end-of-day summary and alerts based on the **discount alert threshold (%)**, **void alert threshold (amount)**, till differences and low stock. All notifications also appear under in the dashboard.

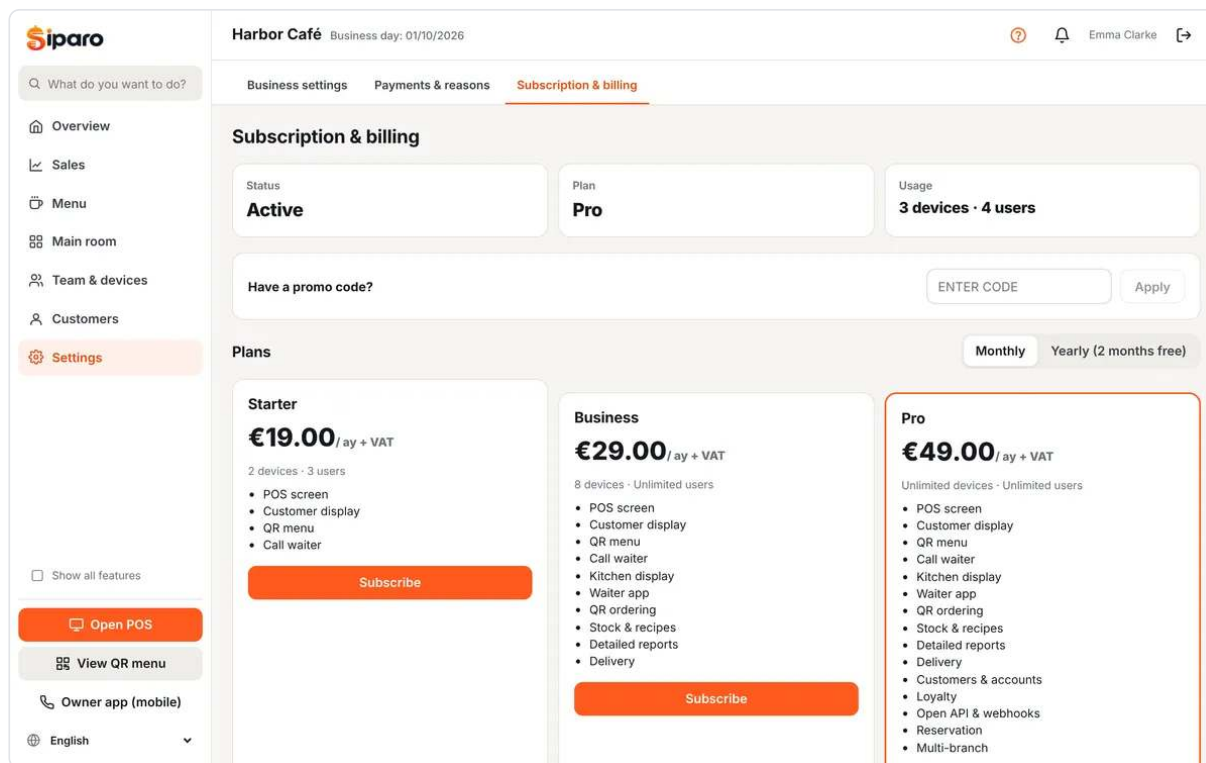
API and webhooks

On the Pro plan, Dashboard → **Settings** → **API & webhooks** (visible when "Show all features" is ticked): create an API key for your accounting software or online shop (the key is shown only once). Webhooks send events such as order closed or payment received to your URL as signed JSON; failed deliveries are retried 5 times. Amounts are in minor units (1.00 = 100).

13 Subscription and billing

Plans, payment, promo codes, changing plans, cancelling and invoices.

Dashboard → **Settings** → **Subscription & billing**.



Subscription page

Plans

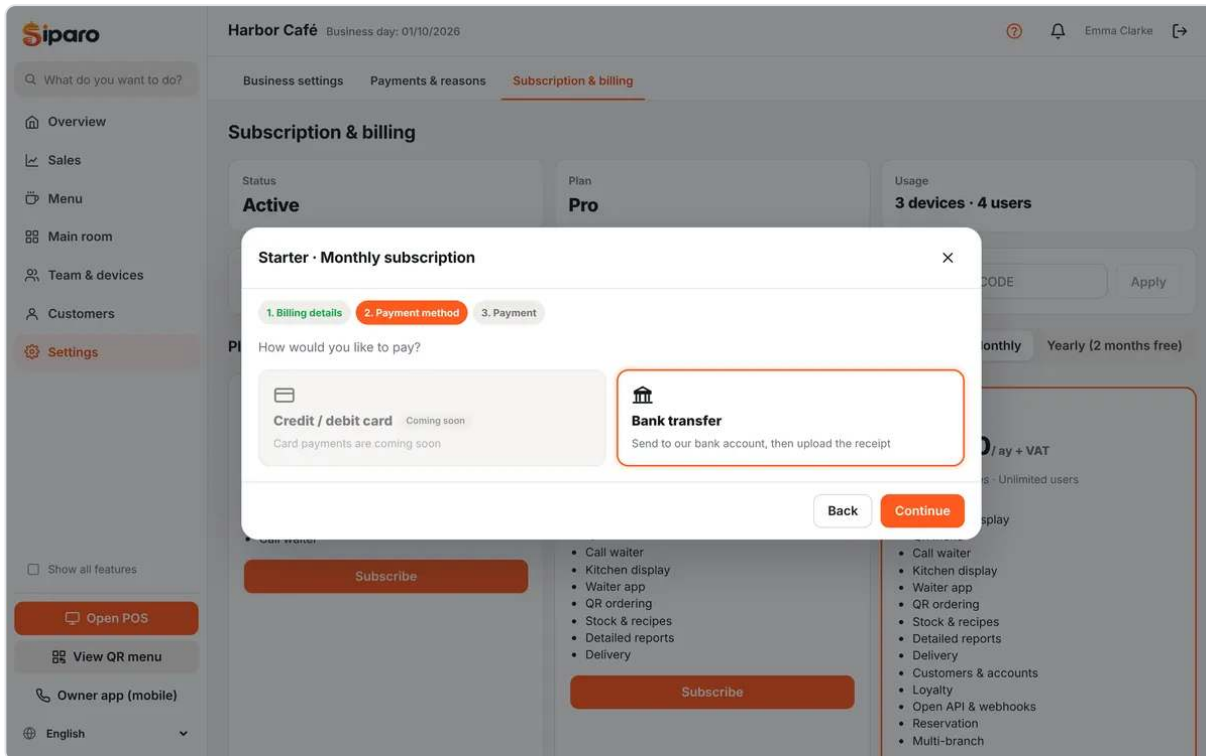
Plan	For
Starter	Single-till cafés and kiosks (2 devices, 3 users)
Business	Kitchen display, waiter app, delivery, stock and detailed reports
Pro	Everything: customers & accounts, loyalty, reservations, API

The customer display and QR menu are included in every plan. Paying yearly gives you 2 months free. The first 14 days are a trial with all features unlocked.

Subscribing

1. Choose the period (monthly/yearly) at the top, then click **Subscribe** under a plan.
2. Fill in your billing details (businesses in Turkey need a national ID or tax number), then **Continue**.
3. Choose a payment method:
 - **Bank transfer:** the screen shows the bank, recipient, IBAN, the amount including VAT and your personal reference code (starting with SP). Enter this code as the transfer reference. Then upload the receipt (PDF, JPG or PNG) and click **I have paid**. Your subscription is activated once the receipt is checked and you are notified by email, usually within the same business day.
 - **Credit / debit card:** when available, you enter your card details in the izyico payment form. Card details are stored by izyico, not by Siparo.

4. Card subscriptions renew automatically at the end of each period. Bank transfer subscriptions do not renew automatically: use **Extend** before the period ends to send a new payment notice. Invoices are listed on this page.



Choosing a payment method: bank transfer available, card coming soon

Businesses outside Turkey subscribe with euro (€) prices.

Promo codes

Type the code in **Have a promo code?** and press **Apply**. Trial codes extend your trial immediately; discount codes are applied at checkout and are valid for every period of the subscription.

Changing plan and cancelling

- **Changing plan:** for card subscriptions it takes effect immediately and iyzico calculates the difference. For bank transfer subscriptions, use **Switch to this plan** under the new plan to send a payment notice for it.
- **Cancel subscription:** you keep using Siparo until the end of the period; there are no partial refunds. Your data is kept for 90 days; if you subscribe again within that time, you continue where you left off.

Important: If a payment fails, a warning appears in the dashboard. The POS keeps selling, but dashboard features are restricted. If you pay by bank transfer, send a new payment notice with **Extend**; if you pay by card, update your card details.

14 Troubleshooting

Printer not printing, no internet, forgotten PIN, device won't pair, missing emails and other common issues.

Printer doesn't print, or the print dialog opens

1. Make sure the thermal printer is the **default printer** in Windows and that the paper width (80/58 mm) matches the setting on Dashboard → **Team & devices** → **Kitchen & printers**.
2. To print without the print dialog, start Chrome with the `--kiosk-printing` flag: right-click the Chrome shortcut on the desktop → **Properties** → add `--kiosk-printing` to the end of the **Target** field.
3. If kitchen tickets don't print: check that the product/category is linked to a **station** and that the station has a printer ([Stations](#)).
4. Tickets from waiter phones print from the POS computer set in **Which POS should print?**; the POS must be open on that computer.

No internet / "Can't reach the server"

- The POS and waiter app work offline: keep selling. Actions wait on the device and are sent when the connection returns. Don't close the browser or reload the page.
- If the connection icon in the top bar is red, check your modem/Wi-Fi.
- The dashboard and reports need internet.

Forgotten PIN / "Wrong PIN"

Dashboard → **Team & devices** → **Staff** → open the person → set a new PIN. If the business owner forgot their PIN, they log in to the dashboard with email and password and change it on their own card.

Device won't pair / "This device is not paired"

- The code is valid for 15 minutes and can be used once; get a new code from Dashboard → **Team & devices** → **Devices** if needed.
- Clearing browser cookies/history removes the pairing; pair again.
- Pairing in a private/incognito window doesn't persist; use a normal window.
- If you've reached your plan's device limit, no new devices can be added: remove an unused device or upgrade your plan.

Customer display won't open

The browser may have blocked the pop-up: use the icon in the address bar to **allow pop-ups** for this site. If you use a separate tablet, make sure it is connected to the internet.

Emails don't arrive

Check your spam/junk folder. For notification emails, make sure Settings → **Email notifications** is on and the address is correct. Password reset links are valid for 1 hour.

"Session expired"

For security, sessions with no activity for a long time are closed. Reload the page and log in again. Unfinished work at the POS is not lost.

QR menu doesn't open or is outdated

Make sure the phone scanning the code is online. If **Regenerate QR** was used, old table cards stop working; print them again. If you changed the QR menu address (Settings), regenerate the general QR code too.

Still stuck?

Email destek@siparo.net with your business name, the screen where the problem appears and a screenshot if you have one.

15 Frequently asked questions

Hardware, internet, fiscal registers, data security, pricing and more.

What hardware do I need?

A Windows computer with an up-to-date Chrome or Edge is enough. We recommend a second monitor for the customer display and an 80 mm thermal printer for receipts.

Details: [Getting started](#).

Does it work on a tablet or Mac?

The waiter app and kitchen display work in any up-to-date browser (Android, iPad, Mac). For the POS we recommend Windows + Chrome/Edge; thermal printer and cash drawer support is best there.

What happens if the internet goes down?

The POS and waiter app keep selling. Actions wait on the device and are sent automatically, exactly once, when the connection returns.

Is there a fiscal register integration?

Siparo receipts are informational. The fiscal register connection (Siparo Bridge) is ready: paid tickets are sent to the register in order. Contact us to set it up for your brand (Beko, Pavo, Ingenico); until it is connected you keep issuing fiscal receipts from your register. Details: [Delivery and hardware](#).

Is my data safe?

Each business's data is kept separate, connections are encrypted and critical actions are logged. Card details are stored by the payment provider, not by Siparo. You can ask support to export or permanently delete your data.

I have several branches. What should I do?

With the Pro plan you manage all branches from one account: Dashboard → **Settings** → **Branches**. The menu is managed centrally, prices can differ per branch and sales can be compared. Details: [Business management](#).

How do I import my menu?

Start with a template and edit it, or upload your Excel/CSV file: [Menu](#) → [Excel](#). Our team can also import it for you.

Is there a contract or commitment?

No. Cancel any time; you keep using Siparo until the end of the period you paid for.

How many users and devices can I add?

Starter: 2 devices and 3 users; Business: 8 devices and unlimited users; Pro: unlimited. The customer display doesn't count as a device.

Can the menu be in English or German?

Yes. Enable the languages in the QR menu and enter product translations: [QR menu → Languages](#). The dashboard and POS are also available in Turkish, English and German.

How can I tell if staff are skimming?

Voids, comps, discounts and refunds are logged with the reason, time and person; over-limit actions require a manager PIN. Check the [Activity log](#) and till count differences regularly, and turn on email alerts.

16 Branches, reports and expenses

Multi-branch management, the report builder, expense and supplier tracking, and the owner app.

Four tools for businesses with more than one location, or owners who want to follow their profit from their phone: **Branches**, **Report builder**, **Expenses & suppliers** and the **Owner app**.

Branches

Dashboard → **Settings** → **Branches** (visible when "Show all features" is ticked) (Pro plan). Use **Add branch** to enter a name, address and number of tables; the branch opens ready to use with a Dining room area, tables, a till printer and Kitchen/Bar stations.

- **Managed centrally:** menu, categories, options, staff and roles. A change reaches all branches instantly.
- **Per branch:** tables, devices, printers, till and end of day.
- **Branch price:** in the product editor's **Branch prices** section you can set a different price per branch, or mark the product unavailable in one branch only. Branches left empty use the standard price.
- **Switching branch:** use the branch picker in the top bar to change the branch you're working in; tables, devices and reports follow that branch.
- **Staff:** on the Staff page you can tie an employee to a single branch; leave it empty and they can work in all branches.

The **Branch comparison** table at the bottom of the Branches page shows each branch's net sales, share, tickets, average ticket and best seller for the chosen period.

Report builder

Dashboard → **Sales** → **Report builder** (visible when "Show all features" is ticked). Ask the questions the ready-made reports don't answer:

1. Pick a **breakdown** (up to 2): product, category, waiter/cashier, order type, day, weekday, hour, table, branch, courier, payment method.
2. Pick **measures**: units sold, item revenue, tickets, net sales, discounts, guests, average ticket, payments, tips, deliveries completed, average delivery time.
3. The report appears instantly. **Save report** lets you reopen favourites with one click; **Excel (CSV)** exports it.

Some measures can't be combined (e.g. item revenue with net sales); incompatible options are greyed out. With several branches, choose **All branches** to see them together.

Expenses and suppliers

Dashboard → **Customers** → **Expenses & suppliers** (visible when "Show all features" is ticked).

- **Add expense:** category (goods, rent, salaries, utilities, taxes, maintenance, advertising, commission, consumables, other), amount, date, description and document number. Payment can be **Cash / Card / Transfer** or **On credit**.
- **Suppliers:** add your greengrocer, butcher or drinks wholesaler with phone and IBAN. Expenses on credit are added to what you owe that supplier; record payments with **Make payment**. **Statement** lists all purchases and payments by date.
- **Income/expenses:** net sales, total expenses, profit and margin for the chosen period, plus an expense breakdown and a monthly income/expense comparison. For products with a recipe or cost, the estimated cost of goods is shown too.

To enter expenses, your role needs the **Manage expenses & suppliers** permission (on by default for the Manager role).

Owner app

Open **siparo.net/patron** on your phone (with your dashboard login). Add it to your home screen and it opens like an app.

- **Today:** net sales and change vs. the same day last week, tickets, average ticket, open tables, deliveries on the road, hourly sales, payment split, best sellers, and void/refund alerts.
- **Days:** the last 14 days and, with several branches, how each branch is doing today.
- **This month:** sales, expenses and profit; use **Add expense** to log a receipt from your phone right away.

With several branches, use the buttons at the top to switch between all branches and a single branch. The summary refreshes every minute.

17 Delivery, caller ID and fiscal printer

Live courier location and auto-assignment, caller ID, connecting a fiscal printer (ECR) and the Siparo Bridge.

Courier tracking

Add your couriers under Dashboard → Staff & permissions with the **Courier** role. A courier signs in to the waiter app on their phone with their own PIN and only sees deliveries assigned to them.

- While carrying deliveries, the app shares its location with the till (the phone asks for location permission the first time). Sharing stops when no deliveries are left.
- At the till, **Delivery** → **Couriers** shows couriers on a map with their active deliveries, today's completed deliveries and average delivery times. **Avg. delivery** is from order to delivery; **on the road** is from dispatch to delivery.
- Deliveries and times per courier can also be reported in the **Report builder** with the "Courier" breakdown.

Automatic courier assignment

The **Auto** button on a delivery card gives the delivery to the best courier: the one with the fewest active deliveries, then the one with a current location, then the one with the fewest deliveries today. The "Automatic" option in the **Assign courier** menu does the same.

To assign every new delivery automatically, turn on Dashboard → Business settings → POS & checks → **Auto-assign deliveries to couriers**.

Caller ID

When the phone rings, the till shows the customer's name, address, account balance, number of orders and last order. **Start delivery order** opens a delivery order with the customer and address filled in. For an unknown number, the customer form opens with the number prefilled. **Recent calls** lists the last 24 hours.

Connection: enter the branch-specific address from Dashboard → **Team & devices** → **Fiscal printer & caller ID** (visible when "Show all features" is ticked) in your call source.

- **Landline + caller ID device:** in the device's PC software, set the "call URL on incoming call" (HTTP notification) option to address?phone={NUMBER}.
- **Mobile line (Android):** in MacroDroid or Tasker, add an "HTTP request (GET)" action to the "Incoming call" trigger.
- **Cloud PBX:** enter the address in the PBX's incoming-call webhook field.

Use **Send test call** to try the setup without a device. The address contains a secret key; if you think it has been shared, click **Renew**.

Fiscal printer (ECR)

Siparo sends paid tickets to a new-generation fiscal printer (ECR, as required in Turkey): items, VAT groups (departments) and payment types appear on the receipt as entered. The fiscal document is issued by the device; Siparo receipts are informational.

1. Dashboard → **Team & devices** → **Fiscal printer & caller ID** (visible when "Show all features" is ticked) → **Add fiscal printer**: brand (Beko, Pavo, Ingenico, Hugin, or Simulator for testing), linked till, port, and VAT → department mapping.
2. Note the **bridge key** shown (it appears only once).
3. Extract **siparo-kopru.zip** on the Windows PC the fiscal printer is connected to, start **KOPRU-BASLAT.bat**, and enter the address and key.
4. Make a sale at the till: the payment screen shows "Fiscal receipt printed" with the receipt number.

If automatic sending is off, use **Send to fiscal printer** after payment. If the device reports an error (out of paper, no connection), the till shows a warning; click **Retry**, or issue the receipt manually on the device and mark it **Printed manually** in the dashboard. Refunding a payment with a printed receipt creates a refund document job automatically. At end of day, Siparo asks whether to print a Z report on the fiscal printer too.

Important: the Beko, Pavo, Ingenico and Hugin drivers are activated once an integration agreement and SDK/API key are in place with the manufacturer. Until then you can test the flow with the **Simulator** and keep issuing receipts manually on the device. For integration, write to destek@siparo.net.