

Welcome to RidgePoS

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Welcome to RidgePoS

You are about ninety minutes from your first sale.

This guide takes you from a freshly installed till to ringing up a customer. Follow it in order. Every step builds on the one before it.

RidgePoS runs on this computer. Your menu, your sales and your reports live here, not on someone else's server. It keeps working when the internet does not.

What you will do

#	Step	Time
1	Open the app and set up your business	15 min
2	Check your sales tax	5 min
3	Add the people who will use the till	10 min
4	Connect your printers	10 min
5	Lay out your tables	10 min
6	Build your menu	20 min
7	Send food to the right kitchen printer	10 min
8	Ring your first sale	5 min

After those eight you are trading. The chapters that follow are the ones you come back to later — **keeping RidgePoS up to date**, **how your data is looked after**, where to find things, and what to do when something looks wrong.

Two things to know first

Setup is one screen. Everything in this guide lives under **Setup** on the home screen. When you see **Setup** → **Taxes**, it means open Setup, then tap the tile



called Taxes.



Save means done. When you press Save, the screen closes and takes you back. That is normal — your change is already stored.

1. First launch

Activation

The first screen asks you to activate this till.

Choose “Skip for now”.

Your copy does not need an activation code. Skipping is not a trial or a demo — this is the full till, taking real money, keeping real books.

The setup wizard

Next you will walk through ten short screens. Only three of them matter today; the rest can be left alone and changed later.

Screen	What to do
Business	Your shop name, address and phone. This prints on every receipt — get it right.
Localization	Leave as United States.
Communication	Skip. Set up email later if you want emailed receipts.
Domain	Choose what kind of business you run.
Tax	Leave it alone — see chapter 2.
Payment	Skip. Cash works out of the box.
Printer	Skip for now — chapter 4 does this properly.
Product	Skip. Chapter 6 builds your menu.
Invoice	Choose your paper size.
Review	Press Complete Setup .

Sign in

Your till comes with one owner account. Sign in with it. You will create accounts for your staff in chapter 3.

Tip: the till opens in light mode. To switch to dark, tap the moon icon in the top-right corner.

2. Sales tax

Good news — your tax is already set up.

RidgePoS ships with one tax group called **Sales Tax** at **8.375%**, the combined Nevada state and Clark County rate for Las Vegas. It is already switched on and already applied to every sale.

Only change it if your rate is different

US sales tax is set by your state, your county and sometimes your city, and it changes from address to address. If your shop is not in Clark County, or your accountant gives you a different figure, change it:

Setup → **Taxes** → tap **Sales Tax**

Field	What it means	Leave it as
Name	What prints on the receipt	Sales Tax
Rate	Your combined rate	Change to your rate
Tax Inclusive	Off = tax is added on top of the menu price	Off
Tax after discount	On = a discount lowers the taxable amount	On
Applies to order types	Blank = all order types	Blank

Press **Save**. Changing a tax rate asks for a manager PIN and is recorded in the audit log — that is deliberate.

Get this right before your first sale. Sales tax is money you collect for the state. If the rate is wrong, the difference comes out of your own pocket.

What is already correct

- Tax is added **on top** of your menu price, the way US customers expect

- A discount reduces the taxable amount
- **Tips are never taxed**
- A mandatory service charge **is** taxed
- Every sale is charged to the **exact cent** — cash is not rounded

If you stop giving pennies

Some shops now settle *cash* to the nearest 5¢. RidgePoS can do that — *Setup* → *Cash Rounding & Cash Log*, turn on **\$0.05 Nearest**. It applies to cash only; card and digital always take the exact amount. Leave it off unless you actually need it.

3. Users and employees

These are two different things, and the difference matters.

A USER signs in to the till. They have a PIN and a role.

An EMPLOYEE is on your payroll. They have hours, a wage and tips.

A manager is usually both. A busser who never touches the till is only an employee. A server can be an employee with no login at all.

Add a user

Setup → Users → Add

1. Name and username
2. Set a **PIN** — this is what they type to sign in
3. Choose a **role**

Role	Can do
Owner	Everything
Manager	Everything except owner-only settings
Shift Lead	Approve discounts, voids, no-sale
Cashier	Ring sales, take payment
Server	Ring sales, own tables
Kitchen	Kitchen display only

Two people may share a PIN. RidgePoS never identifies someone by PIN alone — always pick the name first.

Add an employee

Setup → Employees → Add

Name, role and hourly rate. If this person also signs in, link them to their user account — that is what ties their sales and tips to their pay.

Who can approve what

Setup → Access Control lists every action that can ask for a manager PIN — discounts over a limit, voids, price overrides, opening the drawer with no sale, refunds. Each one is **Never / Above a limit / Always**, and you choose who can approve it.

Leave the defaults for now. Come back when you know how your floor runs.

4. Printers

Do this before your menu. Your menu will point at these printers.

Add a printer

Setup → **Kitchen Stations** and **Setup** → **Printers**

For each printer you need:

Setting	What to enter
Name	Where it is: "Front Counter", "Kitchen", "Bar"
Type	Thermal (receipt roll) or full page (A4 / Letter)
Connection	Network (IP address) or Windows printer
IP address	For network printers, e.g. 192.168.1.50
Port	Usually 9100

Press **Test Print**. Paper should come out. If it does not, the address or the network is wrong — nothing further will work until this passes.

A typical restaurant

Printer	Where	Prints
Receipt	Front counter	Customer receipts
Kitchen	Hot line	Food tickets
Bar	Bar	Drink tickets

Cash drawer: it plugs into the receipt printer, not the computer. Once the receipt printer works, the drawer works.

5. Tables

Skip this chapter if you are counter service only.

Setup → Tables

1. Create your **zones** first — Main, Patio, Bar
2. Add tables to each zone, with a name and how many seats

Names should match what your staff already say out loud. If they call it “Booth 3”, name it Booth 3.

A table in use cannot be seated twice. Once an order or a held cart is on a table, it shows as busy until that check is paid or cleared.

6. Your menu

Setup → Menu Builder

Your till arrives empty. No sample dishes, no demo customers — nothing to delete before you start.

Build it in this order

Step 1 — Categories. Appetizers, Entrees, Drinks, Desserts. These become the buttons down the left of the register, so put them in the order you want staff to see them.

Step 2 — Items. For each dish:

Field	Notes
Name	What staff will look for
Price	Before tax
Category	Which button it sits under
Tax group	Sales Tax, unless the item is exempt
Photo	Optional, but a picture is faster to find than a word

Step 3 — Modifiers. “No onions”, “Extra cheese”, “Medium rare”. Group them (Temperature, Add-ons) and attach the group to the items that need it.

Start with your top 20 sellers. Get those right, ring a few real sales, then add the rest. A half-entered menu of 200 items is worse than a complete one of 20.

7. Send food to the right printer

This is the step most people miss, and the one that decides whether the kitchen ever sees an order.

How it works

Item → Prep Station → Printer or Screen

A **prep station** is a place where food is made — the hot line, the bar, the dessert station. Each station has a printer, a kitchen screen, or both. Every menu item belongs to a station, and that is how a ticket knows where to go.

Set it up

Step 1 — Create your stations. *Setup → Kitchen Stations*

Add one per place food is made: Kitchen, Bar, Dessert. Give each one its printer from chapter 4.

Step 2 — Route your menu. *Setup → Item Routing*

Point each category at a station:

Category	Station
Appetizers, Entrees	Kitchen
Drinks, Cocktails	Bar
Desserts	Dessert (or Kitchen)

Use **Apply to All** to route a whole category at once, then fix the odd item by hand.

Step 3 — Test it. Ring one item from each category and send it. Paper should come out of the right printer, or the ticket should appear on the right screen.

An item with no station never reaches the kitchen. It will ring up and take money, and nobody will cook it. Check that every category is routed.

Kitchen screens

If you use a screen instead of paper, *Setup* → *Kitchen Screens* pairs a tablet or a second monitor to a station. The RidgeKDS app connects over your local network.

8. Your first sale

Open the register

Home → **Electronic Cash Register**

Ring it up

1. Pick the order type: **Dine-In**, **Counter Service**, **To-Go** or **Pickup**
2. For dine-in, choose a table
3. Tap items to add them to the cart
4. Tap an item in the cart to change quantity, add a modifier or discount it
5. **Send to Kitchen** — the ticket prints at its station
6. **Pay** — choose Cash, enter what the customer handed you, and the till shows the change
7. The receipt prints and the drawer opens

That is a complete sale. It is on the Orders screen, in your reports, and in tonight's Z-report.

Before your first real shift

Open the drawer with a float.

Home → Cash Drawer → Open — count the cash you are starting with and enter it. Cash payments are blocked until a drawer is open, and your end-of-day count has nothing to measure against without it.

Closing the day

Home → **Close Day**

Count the drawer denomination by denomination. RidgePoS compares your count against what it expected and shows the difference. Anything over **\$5** is flagged as worth a look. Your **Z-report** prints automatically.

Your business day starts at **4:00 AM**, so a Saturday night that runs past midnight stays on Saturday's books.

Open Orders on the home screen counts every order that has not reached **Completed** — food still being cooked, an order waiting to be handed over, a check that still owes money, a held tab. It is the list of things somebody still has to do, so it is normal for it to sit above zero during service and right for it to reach zero before you close.

A total shown anywhere in RidgePoS **includes the tip**, whether the guest has paid yet or not. If you add a tip to a check and send it to the kitchen unpaid, the Orders list, the order's detail and the printed bill all show the amount the guest owes — not the amount before the tip.

Keeping RidgePoS up to date

Updates arrive over the internet. Nothing to download, no USB stick, and **nothing installs on its own** — RidgePoS tells you an update is ready and waits for you to say when.

Setup → *Updates* → **Check for updates**

That is the whole thing. The address it checks is already filled in when the till arrives, so there is nothing to type.

Update between shifts, never during one.

The register restarts as part of an update. Do it after you close, or before you open — not with guests waiting.

The same screen shows the version you are on now. Quote it when you report a problem; it is the first thing anyone helping you will ask for.

Your data is being looked after

You do not have to remember any of this. It is already on.

Backups	Taken automatically, up to every 6 hours, and again every time you close the day
How many are kept	The last 40, so a problem noticed next week can still be undone
Activity log	Kept for 6 months — this is what lets somebody find out <i>why</i> something happened

One thing only you can do

Those backups sit on this computer. If the computer itself fails — the disk, a fire, a theft — they go with it. Give RidgePoS a **second place** to copy them to: a USB stick left plugged in, another drive, or a network folder.

Setup → Backup & Restore → Second location

It takes a minute, once. It is the difference between losing a day and losing nothing.

Where to find things

I want to...	Go to
Ring a sale	Home → Electronic Cash Register
See today's orders	Home → Orders
Refund something	Home → Refund
See what sold	Home → Reports
Add a menu item	Setup → Menu Builder
Change a price	Setup → Menu Builder → the item
Change tax	Setup → Taxes
Add a staff member	Setup → Users, then Setup → Employees
Change the receipt	Setup → Receipt Design
Fix a printer	Setup → Kitchen Stations
Close the day	Home → Close Day
Back up	Setup → Backup & Restore
Update RidgePoS	Setup → Updates
Change the date or clock format	Setup → Display & Keyboard
Round cash to the nickel	Setup → Cash Rounding & Cash Log

If something goes wrong

What you see	What to do
Nothing prints	<i>Setup</i> → <i>Kitchen Stations</i> → Test Print. If that fails, check the IP and the network cable.
The kitchen never gets the order	<i>Setup</i> → <i>Item Routing</i> — that item has no prep station.
Cash payment is refused	No drawer is open. <i>Home</i> → <i>Cash Drawer</i> → <i>Open</i> .
Tax is wrong on the receipt	<i>Setup</i> → <i>Taxes</i> — check the rate, and that Tax Inclusive is off .
Reports show no sales	Check the date range. The day starts at 4:00 AM.
A table will not free up	Its check is unpaid or a cart is still held on it.
The clock shows 24-hour time (or 12-hour) and you want the other	<i>Setup</i> → <i>Display & Keyboard</i> → Date & Time . It changes everywhere at once — screens, receipts, reports.
Check for updates says nothing is available	You are already on the newest version. The screen shows which one.

Before you call for help

Go to *Setup* → *Logs* and export the log file, then send it along with what you were doing when it happened, and the version from *Setup* → *Updates*. It saves a long conversation.

The log goes back **six months**, so “this has been happening since we opened” is a question that can still be answered.

Do this every week

- **Check your backups landed.** *Setup* → *Backup & Restore* shows the last one and when. They are automatic — this is just making sure.
- **Check for updates.** *Setup* → *Updates*, between shifts.
- **Close every day.** An unclosed day leaves your books open.
- **Read one report.** *Reports* → *Overview* takes a minute and tells you how trade is moving.