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DinePlay Manual

Billing for cafes, food courts and game zones

Setup and every setting, step by step · November 2026

Latest version: dineplaydesk.com/help

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1. Getting started

The five steps from sign-up to your first bill.

DinePlay has two parts:

- **The owner console** — at **app.dineplaydesk.com**, on your phone or computer. You set up your venue here and watch your sales.
- **The billing app (DinePlay POS)** — installed on the Windows PC at your counter. Your cashiers bill here. It keeps working when the internet is down.

The five steps

1. **Create your account** — sign up at app.dineplaydesk.com/signup. No card needed. See **Create your account** (section 2).
2. **Fill in your business details** — venue name, address, GSTIN and invoice prefix. See **Venue settings** (section 9).
3. **Add your stalls and menu** — paste your whole menu in one go. See **Stalls and menus** (section 3).
4. **Add your staff** — a login for each cashier and manager. See **Staff and logins** (section 5).
5. **Install the billing app on your counter PC** and connect it with a one-time code. See **Install the billing app** (section 6).

The console's **Today** page shows a "Get started" checklist until these are done.

How changes reach the counter

Everything you change in the console (menus, prices, staff, offers, settings) reaches the counters at their next sync — usually within a few minutes. A manager can press **Settings → Sync now** on the counter to get it at once.

Bills go the other way: every bill reaches your console within seconds when the counter is online. When the internet is down, bills are saved on the PC and sent as soon as it is back.

2. Create your account

Sign up, set your password and sign in to the owner console.

1. Open **app.dineplaydesk.com/signup** on your phone or computer.
2. Enter your name, email, phone, a password (8 or more characters), your venue name and city.
3. Press **Create account**. You are signed in to the owner console straight away.

Your 14-day free trial starts now. No card is needed. During the trial every feature is on — stock, the AI assistant, table service, timed play — with up to 3 billing counters.

Plans after the trial

- **Basic** ₹499/month — billing, GST invoices, kitchen tickets, offers, staff, owner app, daily email. Up to 3 stalls.
- **Pro** ₹999/month — Basic plus stock, the AI assistant, table service, timed play and insights. Up to 3 stalls.
- **Food court** ₹1,999/month — Pro plus any number of stalls and the day summary email to venue management.

Each plan includes one billing counter; extra counters are ₹299 (Basic) or ₹399 (Pro, Food court) a month. GST extra; yearly plans get two months free. The console shows your plan at the bottom left.

Choose, pay and renew

Open **Plan & billing** in the console (on the phone: **More → Plan & billing**). Pick the plan, the number of billing counters and monthly or yearly, then **Pay** — you pay on Razorpay's secure page by UPI, card or net banking, and the plan switches on as soon as the payment goes through. Paying before your plan ends adds to the time you have left. Your menus, bills and settings always stay as they are.

If a paid plan isn't renewed, nothing stops: a week after it ends, the venue goes back to Basic with one counter until you renew.

Signing in later

Go to **app.dineplaydesk.com** and sign in with your email and password. On Android you can also use the **DinePlay** owner app — it is the same console in an app.

If someone from DinePlay sent you an invite link

Open the link, and your venue name is filled in already. Choose your password and you are in. Invite links work once and expire after a few days — ask for a new one if yours has expired.

Signing out

More → **Sign out** on the phone, or **Sign out** at the bottom left on a computer.

3. Stalls and menus

Add stalls and games, paste your menu, set prices, GST and categories.

Open **Stalls & menus** in the console.

Stalls and games

A **stall** is anything that sells on its own — a cafe, a juice counter, a games counter, a trampoline. Each stall gets its own token on the bill, its own sales total and its own line in the day summary.

Press **+ Add stall or game** and fill in:

- **Name** — as you want it on tokens and reports, e.g. "Play N Win".
- **Code** — 2–4 letters or numbers, e.g. F01 or G01. It is printed on tokens (G01-014) and cannot be changed later.
- **Type** — *Food stall* or *Game / activity*.
- **GST rate** — the stall's rate. New food stalls start at 5% and games at 18%; change it if yours is different.

To hide a stall from the counters without deleting it, **Edit** it and untick **Show on the counters**.

Paste your whole menu

Open a stall (**Menu →**) and press **Paste a list**. Put one item per line with its price at the end:

```
Tea
Masala Tea 40
Ginger Tea 45
Coffee
Cappuccino 99
Cold Coffee 120
```

A line without a price ("Tea", "Coffee") starts a **category** for the items below it. Items already on the menu keep their price; pasting them under a heading files them in that category.

Import from a photo or PDF of your menu

Have a printed menu? Open a stall and press **Import from photo / PDF**.

1. Choose up to 4 files: clear photos of the menu (one page per photo) or a PDF.
2. Press **Read my menu**. The DinePlay AI reads the items, prices and section headings. This takes up to a minute.
3. The result opens in the **Paste a list** box. Check names and prices and fix anything that's wrong. Items with two sizes come as two lines, for example "Chicken Biryani (Half) 180" and

"Chicken Biryani (Full) 320".

4. Press **Add**. Nothing is added until you do.

Big menu? Do it a few pages at a time. Items already on the menu are skipped, so running it twice does no harm. Add photos of the dishes afterwards with **Edit** → **Add photo**.

Add or edit one item

Press **+ Add item**, or **Edit** next to an item:

- **Item name** and **Price (₹)** — the price as charged at the counter.
- **Category** — groups items on the counter screen (Tea, Coffee, Pizza…).
- **GST** — leave on *Same as stall* unless this item has a different rate.
- **HSN / SAC code** — optional, 4–8 digits, printed on GST invoices.
- **Price on Zomato / Swiggy (₹)** — optional. Used when the counter bills an online order; leave empty to use the normal price. See **Zomato & Swiggy orders** (section 18).
- **Photo** — press **Add photo** and pick a picture from your phone or computer. It is made smaller automatically before it uploads, so any phone photo works. **Change photo** replaces it, **Remove** takes it off.
- **Timed activity** — for trampoline, VR and other things sold by time. See **Timed play** (section 12).
- **Show on the counters** — untick to hide an item that is out of stock or seasonal.

Item photos

Photos show on the counter's item buttons and on waiter phones, which helps new staff find items fast. Tips:

- A clear, close photo of the dish on a plain background works best. Square or landscape photos fit the buttons best.
- The counter keeps its own copy of every photo, so the buttons keep showing them when the internet is down.
- Prefer plain text buttons? A manager can untick **Show item photos on the buttons** in the counter's **Settings**. This is set per counter.

Hide or delete several items at once

Tick the boxes next to items, or tick a category heading to select everything in it. The ticked items show above the list:

- **Hide from counters** — out of stock or seasonal. They stay on the menu here, marked *hidden*, and **Show on counters** brings them back.

- **Delete…** — removes them from the menu and the counters. Items already on bills stay in those old bills and reports, so your totals never change.

An item that is part of an offer or combo can't be deleted until you change or delete that offer. You can hide it instead.

When do counters get the change?

At their next sync, usually within a few minutes. New photos download in the background after that. Bills already made keep the price they were billed at.

4. Offers and combos

Combos, % off, ₹ off and free items that cashiers can apply on their own.

Open **Offers & combos** in the console (on the phone: **More** → **Offers & combos**) and press **+ Add offer**.

Cashiers can apply **only** the offers you create here. Any other discount needs a manager — see **Discounts and approvals** (section 10).

Types of offer

- **Combo** — items together for one price, e.g. "Burger + 2 games for ₹249". Pick each item and how many, then the combo price. The combo applies when all its items are on the bill.
- **% off** — e.g. "Staff meal 10%". Choose whether it applies to the whole bill or only to one stall.
- **₹ off** — a fixed amount off the whole bill or one stall.
- **Free item** — e.g. one free coffee. Choose the item and how many.

The **Name** is printed on the bill, so make it clear to the guest.

Food and games in one combo

A combo can mix stalls — a burger from the cafe and games from the games counter. DinePlay splits the discount between the stalls in proportion to their prices, so each stall's sales and GST stay correct.

Switching an offer off

Edit the offer and untick **Cashiers can use it**. It disappears from the counters at their next sync. Offers are never deleted, so your past bills keep their offer names.

At the counter

The cashier adds the items, then taps the offer in **Pre-approved offers** on the bill. If the items for a combo are not on the bill, the counter says so.

5. Staff and logins

Give every cashier and manager their own login, change passwords, disable or remove staff.

Open **Staff** in the console. Everyone who bills gets their own login, so every bill, discount and void shows who did it.

Add someone

Press **+ Add staff**:

- **Full name** — shows on screens and reports.
- **Role** — *Cashier* bills and closes their own shift. *Manager* can also give discounts within your limits, see reports at the counter and change counter settings.
- **Username** — what they type at the counter (3–30 letters, numbers, dot, dash or underscore). It is filled in from the name; change it if you like.
- **Password** — a 6-digit password is suggested. Keep it or type your own (6 or more characters).

The next screen shows the username and password. Give them to the person yourself. The counter picks up new staff at its next sync, usually within a few minutes.

Forgot a password?

Press **Show** in the Password column to see it (this is recorded under Activity), or press **New password** to set a new one.

Someone leaves

- **Disable** — they can't sign in on any counter. Use this for staff on leave; **Enable** brings them back.
- **Remove** — for good. Bills they made stay in your records.

Your own login

You (the owner) sign in to the console with your email. Give yourself a Manager login under Staff if you also want to work at the counter.

6. Install the billing app

Download DinePlay POS on your Windows counter PC and connect it to your venue with a one-time code.

You need a Windows 10 or 11 PC at the counter. It does not have to be new.

1. Download and install

1. On the counter PC, sign in to the console and open **Counters**.
2. Press **Download POS installer** and run the file.
3. Windows may say "Windows protected your PC" / "unrecognised app". Press **More info → Run anyway**. This appears for new software and is safe.
4. DinePlay POS opens when it is installed.

2. Connect it to your venue

1. In the console, on **Counters**, press **+ Connect a counter**.
2. Enter a counter code — **C1** for your first counter, **C2** for the next, and so on. It appears in invoice numbers.
3. Press **Create code**. A one-time code appears.
4. On the counter PC, under **New PC? Connect it to your venue**, type the code and press **Connect**.

The code works once and expires after a few hours. The counter downloads your stalls, menu, offers and staff, and is ready to bill.

3. Sign in and print a test bill

Sign in with a staff login. A manager can open **Settings** to choose the printer — see **Printers** (section 7) — and press **Test print**.

Moving a counter to another PC

Create a new code for the same counter code (e.g. C1) and connect the new PC. The old PC is disconnected. On a PC that was already used, sign in as a manager and enter the code under **Settings → Cloud connection**.

Updates

The billing app updates itself. A new version downloads in the background and installs when the counter is closed. A manager can install it straight away from **Settings → Restart & update now**. Bills already saved are safe.

Disconnecting a counter

On **Counters**, press **Disconnect**. That PC stops syncing until it is connected again with a new code.

7. Printers

Receipt printer setup, paper width, test prints and kitchen order tickets (KOT).

DinePlay works with most 80 mm and 58 mm thermal receipt printers over USB, network cable or Bluetooth.

Set up the receipt printer

1. Install the printer on the PC the normal Windows way (the printer's own driver) and check Windows can print to it.
2. In DinePlay POS, sign in as a manager and open **Settings**.
3. Under **Printer for bills and tokens**, pick the printer from the list — or, for a network printer, type its address under **Or a network printer address**.
4. Choose the **Paper width**: 80 mm or 58 mm.
5. Press **Test print**, then **Save**.

Each bill prints the invoice and one token per stall on it, so every stall knows what to prepare.

No printer, or the printer is offline

Billing never stops. Every bill is also saved as a PDF on the PC — **Settings → Open PDF folder** shows them, and you can print later. **My bills → Reprint** prints a bill again.

Kitchen order tickets (KOT)

If a stall has its own network (LAN) printer, DinePlay can send its order straight there — no internet needed.

1. Open **Settings → Kitchen printers (KOT)** on the counter.
2. Next to each stall with a printer, type the printer's IP address. Leave stalls without a printer blank.
3. Use the test button to check it.

Tip for Epson printers: hold the **FEED** button while switching the printer on to print its IP address.

If a kitchen printer is offline, the ticket prints at the counter instead and the cashier sees a message to hand it to the stall. **My bills** can resend a ticket.

8. Billing at the counter

Sign in, add items, take cash, UPI or card, reprint and see your own bills.

Sign in

Type your username and password and press **Open counter**. Tick **Show password** to check what you typed. The counter works with or without internet.

Make a bill

1. Tap a stall on the left, or type in **Search menu** (words in any order: "chi sub" finds "Chicken Sub").
2. Tap items to add them. ★ **Best sellers** at the top are this counter's most-sold items. Use **−** and **+** to change quantities, **Clear** to start again.
3. To apply a deal, tap it under **Pre-approved offers** — see **Offers and combos** (section 4).
4. Choose **Cash**, **UPI** or **Card**.

Taking payment

- **Cash** — enter the cash received (or tap a quick amount like ₹500). The counter shows the change to return. Press **Confirm payment** (or Enter).
- **UPI / Card** — take the payment on your UPI QR or card machine first. Confirm in DinePlay **only after** it shows as received or approved. You can type the reference number.

The bill and stall tokens print, and the next bill starts with **New bill** (Enter).

My bills

My bills shows the bills made in your current login, with **Reprint** and kitchen-ticket resend. Cashiers see only their own shift.

Mistakes

A paid bill cannot be edited at the counter. The owner can void it from the console with a reason — see **Sales, bills and reports** (section 13).

9. Venue settings

Business details on invoices, GST, invoice numbers, business day, sync and data settings.

Open **Venue settings** in the console (on the phone: **More** → **Venue settings**). Changes reach the counters at their next sync.

Business details (printed on invoices)

- **Venue name**, **Legal name** (as on your GST registration), **GSTIN**, **Phone** and **Address**.
- **Invoice prefix** — 1–2 letters at the start of every invoice number. Changing it later starts a new invoice series from the next bill; old invoices keep their numbers.
- **Menu prices include GST** — tick if your menu prices already include GST (most cafes). Untick if GST is added on top.
- **Charge GST on bills** — untick if you are not GST-registered. The menu price is then the final price and bills show no GST. When on, each stall's rate applies (set in Stalls & menus).

Business day (for late-night trading)

A new business day starts at — if you are open past midnight, choose a time after you close. Example: open 1 PM – 1 AM → choose **3:00 AM**. Sales after midnight then count toward the previous day everywhere: Today, Bills, reports, Excel downloads, emails, the day summary and token numbers.

Cashiers can print the day summary at the counter — untick if only managers should print it.

Counters & data

- **Full sync every (minutes)** — how often counters fully check for changes. Bills are sent within seconds anyway; the default suits most venues.
- **Remove old bills from counter PCs (purge)** — off by default, so every bill stays on the PC as well as in the cloud. When on, a bill is removed from the PC only after the cloud has confirmed it and the time you set has passed.

Emails and limits

The same page has the **daily emails** (section 14) and the **manager discount limits** (section 10).

10. Discounts and approvals

Manager and emergency discounts, the limits you set, and requests from managers.

There are three ways a bill can get cheaper, from most to least controlled:

1. **Offers and combos you created** — any cashier can apply them. See **Offers and combos** (section 4).
2. **Manager discount** — % off, ₹ off or an item free, approved by a manager within the limits you set.
3. **Emergency discount** — for complaints and mistakes. Always needs a reason and the names involved.

Every discount is stamped with the cashier and the approving manager. Guests see only the discount name and amount on the bill.

At the counter

The cashier presses **Manager discount…**, chooses *Manager discount* or *Emergency*, then *% off the bill*, *₹ off the bill* or *An item free*. A manager types their username and password to approve, unless a manager is already signed in.

Setting the limits

Venue settings → **Manager discount limits** (per manager; owners have no limit):

- **Manager discounts per day (₹)** and **…at most this many per day**
- **Manager discounts per month (₹)**
- **Emergency discounts per day (₹)** and **…at most this many per day**

Limits count across all counters, even when a counter is offline.

Approvals

Managers can ask you for more from the counter (**Manager** → **My limits & requests**):

- **More discount quota today** — when a busy day uses up the limit.
- **Older month reports** — managers see the current month at the counter; older months need your OK.

Requests appear under **Approvals** in the console (with a count on the menu). Press **Approve…** to choose how much, or for how long, or **Reject**. The counter gets your decision at its next sync.

Where to see discounts

Today shows *Discounts* and a *Manager discounts* list with who gave each one and why. **Bills** has a filter for discounted bills.

11. Closing the counter and the day summary

Cash count at the end of a shift, the day summary slip, and the reminder to print it.

Close counter (end of a shift)

When a cashier finishes, they press **Close counter**. The counter shows the bills and sales of this shift and the **cash expected in the drawer**. The cashier counts the drawer, types **Cash counted in the drawer (₹)** and sees the **Difference**. They can add a note (e.g. "₹200 paid to milk vendor") and press **Save & close**.

You see every shift's expected cash, counted cash and difference on the console's **Today** page under **Shift cash-ups**.

Close without counting is there for emergencies; the shift then shows no count.

Day summary

The day summary is one printed slip per stall with that stall's **total sales for the business day**, the amount in words and signature lines — the slip venue management usually asks for. It shows totals only, no individual bills. Voided bills are not counted.

Print it from **Day summary** at the counter. If it has not been printed yet when a cashier closes the counter, DinePlay offers to print it first.

Cashiers can print it unless you switch that off in **Venue settings → Business day**.

Sending it by email instead

DinePlay can email the same totals to venue management every night — see **Daily emails** (section 14).

12. Timed play

Trampoline, VR and other activities sold by time — timers, extra time and overtime billing.

For anything sold by time — trampoline 30 min, VR 10 min, a play area by the hour — DinePlay runs a timer at the counter and bills extra time.

Set up a timed activity

In **Stalls & menus**, edit the item and tick **Timed activity**:

- **Time included in the price (min)** — e.g. 30.
- **Free extra minutes before charging** — a grace period, e.g. 5. A guest 4 minutes late pays nothing extra.
- **Extra time is charged per (min)** and **Charge for each extra block (₹)** — e.g. ₹50 per 15 minutes. A guest 6 minutes late pays one block; 20 minutes late, two blocks.
- **How guests pay**:
  - *Pay first, extra time when they leave* — like most trampoline parks.
  - *Pay when they leave (for the time played)* — like a VR station or play area billed at the end.

On the counter, timed items show a ⏱ mark.

Pay first

1. Bill the activity like any item. One timer per ticket waits in **Play timers**.
2. When the guest goes in, open **Play timers**, type a name or band number, and tap **Start**.
3. To sell more time early, tap **+15 min** (or your block size); it goes on a bill.
4. When the guest leaves, tap **End**. If they are late, **End · bill ₹50** puts the extra time on a bill to pay.

Pay when leaving

1. Tap the activity on the menu. **Play timers** opens — type a name and tap ▶ **Start**. No bill yet.
2. When they leave, tap **End · bill ₹…**. The price plus any extra time goes on the bill, and you can add food to the same bill.

A timer started by mistake can be removed within 5 minutes (managers can remove it later).

While timers run

The **Play timers** button shows how many guests are inside, turns red when someone is over time, and the counter beeps once when a timer runs out. Each timer keeps the prices it started with, even if you change the menu.

Timers live on the counter PC where they were made.

13. Sales, bills and reports

Today, Bills, voiding a bill, Insights and Excel downloads.

Today

The console opens on **Today**: net sales, number of bills and average bill, GST, discounts, payments by cash / UPI / card (with the cash that should be in the drawer), **Sales by stall & game**, **Sales by hour**, the **Latest bills**, **Shift cash-ups** and **Manager discounts**. Use the date arrows or the calendar to see another day. Numbers follow your **business day** (section 9).

Bills

Bills lists every bill of the day. Search by invoice number or cashier, and filter by payment mode or "With discount". Tap a bill to see its items, stalls, tokens, discounts and payment.

Voiding a bill

For a test bill or a bill made by mistake:

- Open the bill and press **Void this bill…**, or tick several bills in the list and press **Void selected…**.
- Write a short reason, e.g. "Test bill".

Voided bills stay on record marked **VOID** with the reason, who did it and when. They are left out of every total, report, email, day summary and Excel download. Voiding is logged in Activity and cannot be undone.

Insights

Insights shows what to do next: **Best sellers**, **Top earners**, items **Not sold**, sales **By stall** and **By category**, **Busy hours** and **By weekday**, compared with the period before. Pick **Today**, **Yesterday**, **7 days**, **30 days** or your own dates.

Tip: give items a **category** in Stalls & menus so *By category* is useful.

Download for Excel

On **Bills**, press **Download for Excel** and pick the dates (up to one year at a time):

- **Bills** — one line per bill with payment and tax.
- **Items sold** — one line per item, with stall and category.

The files open in Excel or Google Sheets. On the Android app they go to your Downloads folder.

Reports at the counter

Managers can see reports at the counter under **Manager**: today, a chosen day, or the current month. Older months need your approval — see **Discounts and approvals** (section 10).

Activity

Activity lists every change made from the console — menu and price changes, staff added, passwords viewed, offers, counters connected — with who did it and when.

14. Daily emails

The nightly sales email to you, and the day summary email to venue management.

Both are in **Venue settings**. Times are India time.

Daily sales email (to you)

On by default, at 2:00 AM. It has total sales, each stall, bills, average bill, payments, the busiest hour and the 5 best sellers, compared with the same day last week, plus any **stock** (section 16) running low. Voided bills are not counted.

- **Send at** — pick a time after your business day ends.
- **Send to** — your sign-in email if left empty; add more addresses with a comma between them.
- **Send a test email now** — to check it arrives. Look in Spam the first time and mark it "Not spam".

Day summary to venue management

Off until you switch it on. Venue management (the mall, the landlord or a partner) receives **only the total sales of each stall** for the business day — no items, bills or payment details. It matches the printed **day summary** (section 11).

1. Tick **Email the day summary to venue management automatically**.
2. Choose **Send at** (e.g. 1:30 AM) and type their email address(es).
3. Press **Save**. **Send now** sends today's summary so far, straight away.

The card shows when the last email went and to whom.

15. Owner app and getting help

The DinePlay Android app, common problems, and how to reach us.

The DinePlay owner app (Android)

The **DinePlay** app is your owner console on the phone: the same Today, Bills, Insights, Menus, Staff and settings. Sign in once and it stays signed in. Excel downloads go to your phone's Downloads folder. Without internet it shows an offline page — your counters keep billing anyway.

On an iPhone, open **app.dineplaydesk.com** in Safari and use **Share → Add to Home Screen**.

Ask the DinePlay assistant

Tap **Ask DinePlay** at the bottom right of the console or app, any time of day. The assistant is an AI that knows DinePlay and can see how your venue is set up — which counters are online, what's left to set up, today's sales, stock running low — so you can ask things like "Is my counter online?" or "What's left to set up?". It can't change anything for you; it tells you where to click. For anything it can't solve, write to support.

Common problems

A new item, price or staff login hasn't reached the counter. Counters pick up changes at their next sync. A manager can press **Settings → Sync now** on the counter.

The counter says it is offline. Keep billing — bills are saved on the PC and sent when the internet is back. The console shows each counter's status under **Counters**.

Nothing prints. Check the printer is on, has paper and prints a Windows test page. Then **Settings → Test print** on the counter. Bills are always saved as PDFs (**Settings → Open PDF folder**) so you can reprint later.

A cashier forgot their password. Staff → Show or **New password** in the console.

Windows says "unrecognised app" when installing. Press **More info → Run anyway**.

Sales after midnight show on the wrong day. Set **Venue settings → Business day** to a time after you close.

Contact us

- Already a client: **support@dineplaydesk.com**
- New outlet or another venue: **hello@dineplaydesk.com**

In the console, **Help & contact** has both. Tell us your venue name, the counter (e.g. C1) and what you see on screen — a photo helps.

16. Stock

Track milk, cups, socks and other key items — sales use them up, purchases add, counts catch differences.

Open **Stock** in the console (on the phone: **More** → **Stock**). Nothing changes at the counter: DinePlay works out what was used from the bills.

How it works

On hand = last count + purchases − wastage − what sales used, all since that count. Voided bills don't use stock.

Start with the 10–20 things you buy often and run out of — not every ingredient.

Add a stock item

Press **+ Add item**:

- **Name** and **Unit** — pcs, kg, g, L, ml, packet, bottle, box or pair.
- **Warn me when it falls to** — the low-stock level, e.g. 3 L of milk.
- **Stock you have now** — your opening stock.
- **Each sale of… uses this much** — link the menu items that use it. Examples:
  - Milk (L): Cappuccino 0.15, Latte 0.2, Cold Coffee 0.25
  - Cups (pcs): Cappuccino 1, Cold Coffee 1
  - Trampoline socks (pair): Trampoline 30 min 1

An item that isn't linked (e.g. cleaning supplies) only changes with purchases, wastage and counts.

Record a purchase

Record purchase → supplier (optional), then each item with its quantity and the cost (optional). One supplier bill can have several items. The month's purchases total shows at the top of the Stock page.

Record wastage

Wastage next to an item — spoiled milk, broken cups, staff use. Recording it means it won't show up as missing at the next count.

Count stock

Count stock → type what is on the shelf for each item (leave an item empty to skip it). DinePlay shows the difference from what it expected, and the count becomes the new starting point.

If a count is often short: check for wastage that wasn't recorded, purchases that weren't entered, or an amount per sale that is too low. A steady shortage on one item is worth a closer look.

Low stock

Items at or below their warning level:

- show at the top of the Stock page,
- show on **Today** as "Running low",
- are listed in your nightly **sales email** (section 14).

History

History next to an item lists every purchase, wastage and count with who entered it and the expected amount at each count.

At the counter

Staff can record day-to-day supplies on the billing PC, so the owner doesn't have to:

- A **Stock** button appears at the top of the counter once you have stock items. It shows a number when something is running low.
- **On hand** — what should be on the shelf right now.
- **Purchase arrived** — any signed-in staff fills in what came in, with the supplier, bill number and cost if they have them.
- **Wastage** — spoiled, spilled or broken items, with a reason.
- **Count** — managers and owners only. A count resets the numbers, and differences are shown to the owner.

Everything entered at the counter is saved with the person's name and shows in each item's **History** on the console. Stock at the counter needs the internet.

17. Table service

For restaurants with tables — open tables, send rounds to the kitchen, print the bill, move, merge and split.

Table service is for restaurants where guests sit at tables and order in rounds. Counter-service cafes and food courts can leave it off.

Switch it on and add your tables

1. In the console, open **Venue settings → Table service**, tick **Use table service at the counters** and press **Save**.
2. Open **Tables** (on the phone: **More → Tables**) and press **+ Add tables**:
    - **Area** — e.g. Ground floor, Terrace, AC hall (optional).
    - **Name starts with** — e.g. T, then **From** 1 **To** 12 → T1 to T12.
    - **Seats each**.
3. Tap a table to rename it, change its seats or area, or hide it.

Counters get the tables at their next sync. A manager can press **Settings → Sync now** on the counter to get them at once.

At the counter

The counter opens on the **Tables** screen:

- **Grey** — free. **Amber** — running (guests, minutes and amount so far). **Blue** — bill printed.
- **Takeaway / quick bill** goes to normal counter billing.

Serve a table

1. Tap a free table, enter the **Guests** and the **Waiter** (optional), and press **Open table**.
2. Tap items to add them, then press **Send KOT**. Only the new items go to the kitchen as a new round — KOT 1, KOT 2 and so on. Stalls with a kitchen printer get it there; otherwise the KOT prints at the counter.
3. Add more rounds any time the same way.
4. **Print bill** prints the check for the guest — optionally with the amount per guest. The tax invoice prints after payment.
5. Press **Cash**, **UPI** or **Card** to take payment. Any new items are sent to the kitchen first. Offers, discounts, GST and stock work as usual. The table becomes free.

← **Tables** goes back to the floor. Send or clear new items first.

Move, merge, guests

Move · Merge · Guests on an open table:

- **Move to a free table** — the order moves with the guests.
- **Merge another running table into this one** — when two groups join; items and guests move here.
- **Guests and waiter** — change them.
- **Close table (nothing ordered)** — when guests leave before ordering.

Split the bill

Press **Split**, pick what one guest pays for (item by item), then **Bill these items** and take payment. The rest stays on the table for the next payment. Each part is its own tax invoice. **Cancel split** goes back to the whole table.

To share equally, use **Print bill** with "amount per guest".

Cancelling after the kitchen has it

The ✕ next to an item that was already sent asks how many and **why** (e.g. guest changed order). It is recorded with the person's name. The console's **Today** page shows **Cancelled after KOT** with the table, item, reason and who did it — so you can spot leakage.

Waiter phones

Waiters can take orders on their own phones — no app to install and no internet needed, only the venue's Wi-Fi.

1. On the main counter PC, sign in as a manager, open **Settings → Waiter phones** and tick **Let waiters take table orders on their phones**. If Windows asks about the firewall, choose **Allow** (private networks).
2. A QR code and an address like `http://192.168.1.20:7450` appear. Waiters scan the code (or type the address) on a phone connected to the same Wi-Fi.
3. They sign in with their own DinePlay staff login — the same username and password as at the counter.
4. On the phone: tap a free table, set the guests, **Open table**, tap items, **Send KOT**. The KOT prints in the kitchen (or at the counter), and the table shows up running on the counter straight away.
5. **Bill** on the phone prints the check at the counter. Payment is taken at the counter.

Keep the main counter PC on while waiters work — the phones talk to it. The waiter's name is recorded on the table and the bill.

18. Zomato & Swiggy orders

Bill delivery-app orders at the counter so every sale, KOT and stock count is in one place.

Orders from Zomato and Swiggy can be billed on the DinePlay counter. The kitchen gets its ticket and the sale shows in your reports and stock, next to your counter sales.

Today the cashier types the order in from the Zomato or Swiggy tablet. Orders that arrive in DinePlay on their own are planned for later.

Set up (once)

1. **Online prices (optional).** Most restaurants charge more on the apps. In **Stalls & menus**, **Edit** an item and fill in **Price on Zomato / Swiggy (₹)**. Items without one use the normal price.
2. **Commission.** In **Venue settings → Zomato & Swiggy orders**, enter what each app keeps (for example 25%). The Today page then shows your **estimated payout**.

Bill an online order at the counter

1. Tap the items, as for any bill.
2. Press **Zomato / Swiggy order** (under Cash, UPI and Card).
3. Choose **Zomato** or **Swiggy**. The total changes to the online prices.
4. Type the **Order ID** from the app and press **Save order & print KOT**.

The kitchen token and the bill both show the app and the order ID (for example *ZOMATO #5123456789*). The bill can go in the delivery bag.

Good to know:

- **No cash goes in the drawer.** The app collects the money and pays you later, so online orders are kept out of the cash count.
- **The same order can't be billed twice.** If an order ID was already billed, the counter says so.
- **Offers and manager discounts don't apply.** The app's own discounts are settled by the app. Remove any offer from the bill first.
- **No GST on this bill.** For food ordered through Zomato and Swiggy, the app charges the GST to the customer and pays it to the government (GST section 9(5)), so DinePlay prints a plain bill without GST. Your accountant can confirm how to report these sales in your returns.
- Online orders are counter bills, not table orders. Use them from the quick billing screen.

See how the apps are doing

- **Today** shows a **Zomato & Swiggy** card with the orders, sales and estimated payout for each app.
- **Bills** can be filtered to **Online app** payments. Open a bill to see its order ID.

- The daily sales email counts online orders under their payment type.

19. QR ordering at tables

Guests scan the QR on their table, order from their phone and pay by UPI straight to you.

Guests scan the QR sticker on their table, see your menu with photos and send their order. The order pops up on the counter. The cashier presses **Accept** and the kitchen ticket prints, just like an order from a waiter. When guests are done, they tap **Ask for bill**. The bill appears on their phone with a **Pay by UPI** button that pays your own UPI ID.

QR ordering is part of table service (Pro and Food court plans, and the free trial).

Set up (once)

1. Switch on **Venue settings → Table service** and add your tables. See **Table service** (section 17).
2. In **Venue settings → QR ordering at tables**:
    - Tick **Guests can order by scanning the QR on their table**.
    - **Your UPI ID** — the one on your shop's UPI QR, for example *yourshop@okhdfcbank* or *98xxxxxx@ybl*. Leave it empty if guests should pay at the counter.
    - **Name in the UPI app** — usually your shop name.
    - Press **Save**.
3. Open **Tables → QR codes** and press **Print**. Cut out the codes and stick one on each table. Each code belongs to one table.

Lost or copied a sticker? In **Tables → QR codes**, press **New code** under that table and print it again. The old sticker stops working.

What guests see

- Your menu by category, with photos where you have added them. Timed play (trampoline, VR…) is not on the guest menu; that is booked at the counter.
- **Add** items, then **View order → Place order**. They can add a note for the kitchen ("less spicy") and their name.
- The status of each order: *waiting for the counter*, *sent to the kitchen*, or *not accepted* with your reason.
- **Ask for bill**. Once the counter sends it, they see each item, the total and **Pay ₹… by UPI**. That button opens their UPI app (GPay, PhonePe, Paytm…) with your UPI ID and the amount filled in.

At the counter

A **QR orders** button appears at the top with the number waiting, and the counter beeps when a new one arrives.

- **Accept & send KOT** — the items go on that table as a new round and the kitchen ticket prints with the guest's note. If the table wasn't running yet, it opens.
- **Reject…** — type why ("Item finished", "Kitchen closed"). The guest sees it.
- **Print bill & show on phone** (for a bill request) — prints the check here and shows the total on the guest's phone.

Printing the bill from the table screen also updates the guest's phone. When the table is paid and closed, the bill disappears from their phone.

Payments: please check before closing

- UPI money goes **straight to your UPI ID**. DinePlay never handles it.
- Before you **Pay** the table at the counter (UPI), check that the payment arrived: look at your UPI app or soundbox, or ask the guest to show the success screen.
- An order nobody accepts within 30 minutes is cancelled, and the guest is asked to order with the staff.
- QR orders need the counter to be online. If the internet is down, guests see their order waiting; take orders by hand or with waiter phones until it is back.

20. QR self-order with online payment

One QR for the venue. Guests order and pay online, the counter prints the bill and kitchen ticket by itself, and guests collect with their order number.

This suits food courts, cafes and quick-service counters. Put one QR on the counter, walls or standees. Guests:

1. Scan it and see your menu with photos.
2. Add items and press **Pay**. Razorpay's secure page opens (UPI, cards, wallets).
3. After paying, their phone shows a big **order number** (Q1, Q2, …) with **Save as image**. They show it at the counter to collect.

At the same moment, a signed-in counter prints the **bill and kitchen ticket by itself**, no tap needed, and shows *Q12 paid online*.

It is on the Pro and Food court plans (and the free trial). For dine-in where guests pay at the end, use **QR ordering at tables** (section 19) instead.

Your Razorpay account

Payments go through **your own Razorpay account**, straight to your bank. DinePlay never holds the money. Razorpay charges its usual fee per payment.

1. Sign up at razorpay.com and complete their business verification (KYC).
2. In Razorpay go to **Account & Settings → API keys** and generate keys. You get a **Key Id** (rzp_live_… or rzp_test_…) and a **Key Secret**.
3. In DinePlay open **Venue settings → QR self-order with online payment**, paste both and press **Check & save keys**. DinePlay checks them with Razorpay. The secret is stored encrypted and is never shown again.

Want to try it first? Use Razorpay's **test keys** (rzp_test_…). Test payments take no real money. Switch to live keys after Razorpay approves your account.

Switch it on and print the QR

1. Tick **Take orders on the venue QR** and press **Save**.
2. Press **Print QR** and put it where guests can scan it.
3. Lost control of a printed QR? **New QR** makes a fresh one; the old one stops working.

At the counter

- Keep at least one counter **signed in** and online. Paid orders bill and print there within a few seconds.

- The bill shows **QR ORDER #Q12** and *Paid online*, and the kitchen tickets show the order number. Hand the food over when the guest shows the same number.
- **QR orders** (top bar) → *Paid online* lists recent ones, with the guest's note and **Reprint bill**.
- Online orders count in your sales and stock like any bill. They are paid online, so they are not part of the cash count.

Good to know

- Prices are your menu prices. Guests pay the same total the counter bills, with GST worked out as usual.
- Only food stalls are on the guest menu. Timed play is booked at the counter.
- Order numbers start again at Q1 each business day.
- A guest who doesn't finish paying is not charged and nothing prints; their phone shows **Pay now** to try again.
- No counter signed in? Paid orders wait and print as soon as someone signs in. The guest's phone already shows the order number, so keep a counter open during opening hours.
- Refunds (an item finished after payment) are done in your Razorpay dashboard. Void the bill in the console as usual.

Contact

Already a client: **support@dineplaydesk.com**
New outlet or another venue: **hello@dineplaydesk.com**

Tell us your venue name, the counter (e.g. C1) and what you see on screen — a photo helps.