

Getting Started

Set up your venue and take your first orders with confidence.

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Owners · managers

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Quick-start checklist

Use this in your first week. Tick as you go.

1. Create or confirm your **admin login** and venue name under **Settings → Business**.
2. Set **business hours** so “today’s sales” match your trading day (not midnight).

3. Add **menu categories**, then **products** (Inventory → Products).
4. Create **staff** with codes and roles (People → Staff).
5. Optional: add a few **guest** profiles or turn on **loyalty** later (People → Guests — see Guests & Loyalty handbook).
6. Add devices: open Tavio on a tablet/phone browser, or install the **Tavio POS** app from the App Store / Google Play.
7. Pair **printers** (Settings → System → Printers). Prefer **network (LAN)** on tablet app, or **Print Agent** on Windows till PCs.
8. Optional: enroll **manager fingerprint** (People → Staff) if you use a USB pad on the till.
9. Run a **test order** on the POS: add a food item, **Park**, confirm kitchen if used, then **close** with cash or card from All Orders.
10. Walk managers through **Orders**, **Cash up**, and **Analytics**.

Tip: Do not invent your full menu on day one. Start with your top 20 sellers, then expand.

How Tavio fits together

Tavio connects the floor, kitchen, stock, and back office:

- **Admin (desktop/mobile)** — menus, stock, staff, settings, reports.
- **POS / New Order** — staff take and park orders (tabs by customer name).
- **All Orders** — open tabs, transfers, combine, close payment.
- **Kitchen display** — food tickets (Growth+).
- **Self-order kiosk**: guests order themselves and pay at the counter (set up by Tavio).
- **Cash up** — end-of-shift money and tips.
- **Stock** — products and recipes deplete as orders close.

Daily loop in plain English: set up menu → staff clock in and sell → kitchen cooks → stock goes down → cash up → owner reviews sales.

Step 1 — Business setup

Settings → Business

- Venue name, location, contact details.
- **Business hours** — open/close for each day. Reports follow *your* trading day. If you close at 02:00, late sales still belong to that business day.

Settings → Categories

Create menu groups staff see on the till (Drinks, Food, Cocktails, Wine, etc.).

Settings → System (important toggles)

Setting	Why it matters
Order numbering	Automatic vs manual numbers on tickets
Receipt style	Compact vs detailed guest bills
Language & currency	Till and receipts (ZAR for SA venues)
Show VAT on receipts	Guest-facing tax line
PIN to clear / new order	Stops accidental clears when cart has items
Printers	Receipt + kitchen destinations (LAN recommended)

Settings → Security

Set the **admin PIN/token** for sensitive floor actions (discounts, comps, unsigned closes, recalls). Give it only to managers. Managers with a **USB fingerprint pad** can scan instead of typing the token once enrolled under People → Staff.

In admin: People → Staff — add each person, assign a role, give a **staff code** for POS login, and optionally **Set up fingerprint**. People → Guests is optional (regulars, allergies, loyalty).

Step 2 — Devices

Tablets and phones

1. Open Chrome/Safari (or install **Tavio POS** from the App Store / Play Store).
2. Sign in with staff code or owner login as needed.
3. On iPad: Share → Add to Home Screen for a full-screen feel.
4. Keep devices charged and on the venue Wi-Fi (not guest Wi-Fi).

Printers

Tablets: Wi-Fi/LAN **80mm ESC/POS** printers on port **9100** with the native app — Admin → Settings → Printers → **Network (IP Address)**.

Windows till: install **Tavio Print Agent** (same Printers screen) for silent USB or network printing from the browser. USB needs the Windows printer driver installed first.

Test print before Friday service. Full guide: **Printer Setup**.

Warning: Test printing *before* Friday service. A missing printer mid-rush is chaos.

Step 3 — First menu items

1. Go to **Inventory** → **Products**.
2. Add a simple item (e.g. *Castle Lite*, *Cheeseburger*).
3. Set price, category, and whether it should go to the **kitchen**.
4. For cocktails later: use **Recipes** so ingredients deplete correctly (Growth+).
5. For spirits by the shot: see the Inventory handbook (shot pools).

On the till: Staff open New Order → pick category → tap items → Park → close payment on All Orders when the guest is done.

Step 4 — Staff and first service

1. Add staff codes for waiters, bar, and kitchen.
2. Have each person log in once on a device.
3. Place a **dummy order**, park food to kitchen, complete payment (cash is fine for a test).
4. Optional: on customer name, try **link guest** with a test phone (or skip — name-only is fine).
5. Check **Sales** → **Orders** that the order appears closed.
6. Optional: run a small **cash up** so managers see the flow.

Common mistakes

- Business hours left at midnight defaults — skews “today” reports.
- Kitchen flag off on food items — tickets never appear on KDS.
- Everyone shares one staff code — you lose accountability.
- Full recipe build before a single live order — delay going live.

Good practice tips

Good practice: Appoint one “Tavio champion” (manager) who owns menu changes for the first month.

Good practice: Keep a laminated one-pager at the pass: how to advance kitchen tickets, who has the admin PIN, printer reboot steps.

Troubleshooting

If this happens	Check this
Cannot log in on POS	Staff code active? Correct venue? Caps/spaces?
No kitchen tickets	Product marked for kitchen? KDS device online? Order parked?
Wrong day's sales	Business hours / trading day
Receipt won't print	Printer power, paper, system printer mapping, same Wi-Fi, native app
Prices wrong on till	Product price, happy hour, pricing level
App feels slow	Wi-Fi strength; close unused browser tabs
Staff see wrong menu	Categories empty or product inactive
Test order stuck open	Complete payment or void with manager PIN

Glossary

Term	Meaning
POS	The till / order screen staff use
Staff code	Short PIN staff use to sign into POS
Trading day	Your open→close window for “today’s” reports
Park	Keep a tab open and send food to kitchen
KDS	Kitchen display screen
Cash up	End-of-shift cash, card, tips reconciliation
Admin PIN	Manager code for sensitive actions
Guest profile	Optional phone-linked customer record (People → Guests)
Loyalty	Optional points earn/redeem when a guest is linked

