Pleno · Owner Manual (English)

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> For: Store owners, managers, chain brand managers This manual covers what managers can do in the backend. For front-line staff operations, see the Staff Manual. Important: The system supports both "single store" and "chain (multiple stores)" modes. Chain brand managers can also manage branches; those sections are marked "Chain only".

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1. How to Access and Log In

1. Use the owner / manager account to log in via the login entry `https://pleno.cn/en/login`. You can also log in on an Android device using the Mobile App or POS App.
2. After login, the system defaults to the **POS** screen. The vertical icons on the left are the backend function entries.
3. Tap the avatar in the top-right corner to change **Profile** or **Password**.

> The owner account is created when the system is set up. Keep it safe and do not share it with unrelated people.

To quickly try the system, you can use the demo account **test / 123456** (for demo only; use real staff accounts created by the manager for live operation).

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2. POS (Order for Customers)

Owners and managers can also take orders for customers in the backend, using the same operations as staff (see the Staff Manual). Useful during peak hours.

> Note: Earlier versions had a "Business Overview (Dashboard)" page. It has been removed in the current version. Business data (revenue, order count, best-sellers, payment method breakdown, etc.) now lives in one place: the **Finance** page (see "Finance (with Business Reports)" below). Go there to review your numbers.

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3. Order Management

Tap the **Orders** icon:

- View order statuses (pending / cooking / served / paid).
- Mark dishes as served, handle extra orders.
- If a wrong order is found, verify it here first, then handle it at checkout (see the next section).

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4. Bills / Checkout / Handling Wrong Orders

- **Bills**: View details of each transaction.
- **Checkout**: Complete payment in the POS screen. Choose cash or show the store's payment QR code; after confirmation the table is marked "Paid".
- **Handling wrong orders / giving discounts**: The system does **not** have a separate "Refund" feature. If a customer is unhappy with a dish or the owner decides to give a discount, simply **adjust the amount** during checkout in the POS screen: you can change the price of a dish, or change the total amount due. The adjustment is recorded for reconciliation. Since real money is involved, follow store policy and have an authorized manager do it.

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5. Finance (with Business Reports)

Tap the **Finance** icon. The former separate "Finance" and "Reports" pages are now merged into one:

- **Income & expenses**: revenue, expense entries and other financial summaries.
- **Business metrics**: order count, average order value — a quick read on how today is going.
- **Business analysis**: payment method breakdown (how much came in by cash vs. QR), TOP-10 best-selling dishes — know what sells and when to stock up.
- **Export**: export sales details and best-seller lists as CSV for further analysis.
- The date filter switches by **day / month**, and you can also pick any start/end date to view a custom range.

Review the Finance page at least once a week to know what you earned and what sells well.

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6. Kitchen KDS

Tap the **Kitchen** icon to see the same screen the kitchen sees. You can monitor cooking progress and serving efficiency here.

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7. Table Management

Tap the **Tables** icon (manager only):

- **Add Table**: Enter table number and seats. Customers scan QR codes based on these tables.
- Tables can be deactivated or deleted (e.g., a private room temporarily not in use).
- Make sure tables are set up before opening; otherwise customers cannot order by scanning.

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8. Dish Management (Menu)

Tap the **Dishes** icon. This is where you will spend most of your time:

- **Add Dish**: Enter name, price, category, image, and options (e.g., large / small).
- **Edit**: Change price, description, put on or off shelf (out of stock? just take it off shelf instead of deleting).
- **Mark as Signature**: Good dishes can be labeled "Recommended" to appear at the front.
- **Delete**: You can delete, but **dishes that already appear in historical orders will remain in those order records** (name and price are kept). They just disappear from the menu. Deleting will not break accounts.
- **Categories**: Organize the menu clearly (Recommended, Main Course, Drinks...) so customers can browse easily.

> Tip: Use "off shelf" instead of deleting whenever possible. Delete only when a dish is permanently removed.

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9. Members & Coupons

- **Members**: Tap the **Members** icon to view member profiles, stored value and points (if the membership feature is enabled).
- **Coupons**: Tap the **Coupons** icon to create discount / amount-off coupons to attract repeat visits.

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10. Inventory Management

Tap the **Inventory** icon:

- Kitchen / servers can report shortages and request restocking here.
- Managers / kitchen staff handle daily receiving, stock-in, and adjustments.
- Purchase orders and supplier information are maintained by managers and above.

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11. Staff Accounts

Tap the **Staff** icon (owner / chain super admin only):

- **Add Staff**: Enter name, phone, set password, and choose role (staff, kitchen, manager, etc.).
- Different roles see different pages (permissions are automatically assigned by the system based on role).
- You can **deactivate** a staff account when they leave (they can no longer log in, but historical records are kept).
- You can copy a staff member's login link and send it to them.

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12. Store Settings

Tap the **Settings** gear icon in the bottom-left corner (owner / chain super admin only):

- Change store name, business hours, **interface theme color**, and upload the store logo (the storefront customers see when scanning).
- **Payment QR codes**: Upload your bank / WeChat / Alipay QR code images. When a customer wants to pay by QR at the POS, the staff member selects the matching method and your uploaded code is shown on screen. **If you do not upload them, they are not shown** and customers can only pay by cash.
- **Currency**: Choose the currency your store uses (e.g., Thai Baht / CNY / USD). All prices across the whole system follow this setting and take effect immediately after saving. Set it before you open.
- **Store homepage link**: The system automatically generates a homepage URL for your store (customers can open it to see the store name, address, and menu). On the settings page you can directly **copy** this link to share it. If you have your own website or a better homepage, you can **replace it with your own URL**. Tap **Reset** any time to restore the system default.
- **Privacy Policy Region**: On the settings page, select the region where your store operates. The system will display the corresponding privacy policy (regulations differ by region). Choose according to your actual operating region to ensure compliant notices are shown to customers.

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13. Chain / Multi-store Management (Chain Only)

If you run a **chain brand** (multiple branches), your account is a "chain manager" and you can also:

- Switch and view business data for different branches.
- Manage **branches** (open new stores, deactivate a store).

- Set menus and staff uniformly or separately for each branch.

> Note: Chain management only applies to branches under your own brand and is operated by the chain manager.

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14. Profile & Security

- Top-right avatar → **Profile**: Change display name, phone number, interface language (Chinese / English / Thai / Burmese are supported; switch here). Login account and role cannot be changed.
- Top-right avatar → **Change Password**: Change password regularly for account security.
- The owner account has the highest authority. Use it only for management and do not lend it to others.

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15. Daily Checklist

- [ ] Before opening: Tables are set up, menu items are on shelf, payment QR codes are uploaded, network is working.
- [ ] During operation: Watch the Orders page and handle abnormal orders in time.
- [ ] After closing: Open the Finance page, reconcile today's revenue and payment methods.
- [ ] Regularly: Update dishes, clear long-term inactive items, check inventory.

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16. Managing the Store on Mobile (iPhone / Android)

iPhone: Add the Web Page to Home Screen

1. Open **Safari** on iPhone and enter the login entry `https://pleno.cn/en/login` (use Safari, not a chat app browser).
2. Log in with your owner / manager account.
3. Tap the **Share** button at the bottom center (a square with an arrow).
4. Scroll down and tap **Add to Home Screen**.
5. Rename it, e.g., "Pleno Manager", then tap **Add**.
6. An icon appears on the Home Screen. Tap it to open the full-screen web page and manage like an app.

> iPhone does not need a print agent; printing goes through network printers and the system handles it automatically.

Android: Install the App

- Download the "Mobile App" or "POS App" .apk from `pleno.cn`, install it, and open it to enter the login page.
- The POS App is for tablets / POS screens in landscape mode. The Mobile App is for daily phone use and management.

This manual is for store managers.