

Pleno · Staff Operation Manual (English)

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For: Cashiers, servers, kitchen staff This manual covers the daily tasks front-line staff need. For owner / manager tasks (menu, members, finance), see the Owner Manual. Note: The functions you see after login are determined by the permissions your manager assigned to you.

1. How to Access and Log In

Pleno runs in a web browser. There are two ways to use it daily:

1. **Open the login entry in a browser:** On a phone or computer, go to <https://pleno.cn/en/login> and enter your account and password.
 - iPhone users are recommended to add the login entry to the Home Screen (see Chapter 7). After that, you can tap the icon and use it like an app.
2. **Use the Android App:** Install the "Pleno Mobile App" or "Pleno POS App" (download from pleno.cn). Open it and you will see the login page.

Your login account and password are created by the manager. If you forget the password, ask the manager to reset it.

After your first login, tap your avatar in the top-right corner → **Profile** to change your display name so colleagues can recognize you. You can also change your password here.

2. POS (Order / Checkout)

The POS screen is the page you use most. After logging in, you will land there by default.

1. Open a Table and Order

- On the left is the **Table List**. Tap a table number to "open" it.
- The middle is the **Menu**. Switch categories such as Recommended, Main Course, Drinks.
- Tap a dish to open options (size, spiciness, add-ons), then tap **Add**.
- On the right is the **Order List**. You can see what each table ordered, quantities, and prices.

2. Modify an Order

- Wrong quantity: Tap **+** / **-** in the order list on the right.
- Customer cancels a dish: Tap the delete icon next to the dish. (Only dishes that have not been submitted can be deleted.)
- Extra order: Keep adding dishes from the menu to the same table.

3. Submit the Order

- After checking, tap **Submit**.
- The kitchen screen (KDS) will receive the dish automatically and start cooking.

4. Checkout

- When the customer is ready to leave, select the table in the POS and tap **Checkout / Pay**.
- The system shows the total. Choose a payment method: **cash**, or if the customer wants to scan, select the matching **payment QR code** (the store's uploaded QR code is shown on screen and the customer scans it with their phone).
- After checkout, the table status becomes "Paid" and the table is free for the next customer.

Tip: If the customer asks to round down, the owner gives a discount, or a customer is unhappy with a dish and wants money off — an **authorized manager / owner** can simply **adjust the amount** at checkout (change a dish's price or change the total due). The adjustment is recorded for reconciliation.

3. Orders Page (Track Orders)

Tap the **Orders** icon in the left menu.

- See all active orders: what each table ordered, cooking status, and whether it has been paid.
- When the kitchen serves a dish, mark it as "Served / Completed" here.
- If the customer says a wrong dish was served or they are unhappy, check which dish it is here first, then ask the **manager / owner** to **adjust the price** during checkout (there is no separate refund entry; wrong orders are handled by adjusting the amount).

4. Kitchen KDS (Kitchen Staff Only)

If you work in the kitchen, tap the **Kitchen** icon.

- Dishes are listed in time order. New orders are on top or highlighted.
 - When a dish is ready, tap it to mark "Completed". It will disappear or turn gray.
 - If the screen freezes or there is no network, notify the manager. Do not tap randomly.
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5. Inventory (Report Shortage)

Tap the **Inventory** icon.

- If an ingredient is running low, report a shortage / request restock here. The manager or kitchen will see it.
 - Staff usually only need to report shortages. Do not change inventory numbers yourself.
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6. Profile & Change Password

Tap the **Avatar** in the top-right corner:

- **Profile:** Change display name, phone number, and interface language (the system supports multiple languages; switch here). Login account and role cannot be changed.
 - **Change Password:** Enter old password + new password (at least 6 characters).
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7. Using Pleno on Mobile (iPhone / Android)

iPhone: Add the Web Page to Home Screen

1. Open the built-in **Safari** browser on iPhone and enter the login entry <https://pleno.cn/en/login> (use Safari, not a chat app browser).
2. Log in to your 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. You can rename it, for example "Pleno POS", then tap **Add**.
6. An icon appears on your Home Screen. Tap it to open the full-screen web page, just like an app.

Tip: The web version and the Android app both need internet. If the store temporarily loses network, connect the device to a mobile hotspot. iPhone does not need a print agent; printing goes through network printers.

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.
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8. Frequently Asked Questions

Q: Why can't I see a certain function after logging in? A: Your manager did not grant you that permission. Ask the manager to adjust it if needed.

Q: I ordered the wrong dish. What should I do? A: If the order has not been submitted, delete it directly in the POS. If it has been submitted, ask the manager. Do not force-delete it yourself.

Q: The collected amount does not match the displayed total at checkout. A: First check the Orders page to make sure no order is missing or duplicated. If it still does not match, ask the manager.

Q: The screen is stuck and does not respond. A: Refresh the page (Ctrl+F5). If it still does not work, restart the browser. If the problem continues, ask the manager or technical support.

This manual is for front-line store staff only.