Kite RMS

RESTAURANT MANAGEMENT SOFTWARE

USER MANUAL

Everything you need to run your restaurant with Kite RMS

Installation · Signing in · Billing and tables · Waiter app · Kitchen display and kitchen printing · Customer menu QR · Day close · Menu and offers · Inventory and purchases · Expenses · Reports · People · Settings · Fawtara e-invoicing · Approvals app · Backup · License and updates

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CHAPTER 1

Welcome to Kite RMS

> Kite RMS (Restaurant Management Software) by Nextdab runs the whole restaurant: billing, tables and waiters, the kitchen, the menu, stock, purchases, expenses, staff, reports, e-invoicing and backups, for one branch or many.

How Kite RMS is built

Kite RMS is a **local server** system. One Windows PC, the **Admin Server**, keeps all the data in its own database. Every other device connects to it:

- **Admin Server PC:** runs the Kite RMS server, keeps the data and backups. It can also be used as a till.
- **Cashier PCs (Cashier POS):** the billing counters.
- **Admin and manager PCs or laptops:** the office, in the restaurant or from outside through Internet access.
- **Branch link PCs:** a branch on its own network (another building or city) installs Kite RMS as a branch link. It keeps working if the internet drops and sends everything to the Admin Server.
- **Kite RMS staff app** (Android phones and tablets, on Google Play): waiters, managers and admins.
- **Kite Approvals app** (Android): approvers answer discount, FOC and credit requests with one tap.
- **Kitchen display:** a screen in the kitchen that shows the orders to prepare.
- **Network receipt printers:** counter, kitchen and shisha printers (58 mm or 80 mm, ESC/POS on port 9100).
- **Guests' phones:** the customer menu, opened by scanning the menu QR code on the table.

Port	Who uses it
8080 (local network)	Everyone in the restaurant: cashiers, waiters, managers, admins, kitchen display, printers
8443 (remote entrance)	Admins and managers only, from outside, through Internet access from Nextdab, Tailscale or a Cloudflare Tunnel

Who does what: the four roles

Role	Typical work
Admin	Owner or head office. Sees and changes everything: settings, users, license, backup, business day, voided bills, Fawtara, history.
Manager	Runs the restaurant day to day. The admin chooses in **Modules** what each manager may see and do.
Cashier	Billing, tables, payments, pending orders, stock requests, day open and day close for their own branch.
Waiter	Takes orders at the tables on a phone or tablet and sends them to the kitchen.

Each person signs in with their own username and password. The role and the branch come from the username, so each person sees only the screens that belong to their work.

How to use this manual

- Chapters 2 and 3: installing Kite RMS and signing in for the first time.
- Chapters 4 to 7: the daily work: opening the day, billing, tables, the waiter app, the kitchen and day close.
- Chapters 8 to 12: for admins and managers: menu, inventory, finance, reports and people.
- Chapter 13: settings. Chapter 14: Fawtara e-invoicing (Oman). Chapter 15: approvals and the Kite Approvals app. Chapter 16: backup. Chapter 17: license and updates. Chapter 18: common questions.

Names of buttons and pages are written in **bold**. A path such as **Settings › Printers** means: open the Settings group in the side menu, then Printers. The screenshots show the demo restaurant "Al Noor Restaurant", branch Al

Khuwair, with prices in Omani rial (OMR).

CHAPTER 2

Installing Kite RMS

> Kite RMS is one installer, **KiteRMS-Setup-7.19.exe**, for every Windows PC. You choose what the PC is during installation. Download it from **nextdab.com › Downloads**.

What you need

- Windows 10 or 11 (64-bit) for the Admin Server, cashier and admin PCs.
- All devices on the same restaurant network (cable or Wi-Fi). A fixed IP address for the Admin Server PC is best (set it in the router).
- Network receipt printers with fixed IP addresses.
- Android 7 or newer for the phone apps.

Install the Admin Server PC

1. Run **KiteRMS-Setup-7.19.exe** and choose **Admin Server**. The server starts by itself with Windows, even before anyone signs in to Windows.
2. Kite RMS opens the first screen, **Set up Kite RMS**. Choose the **country** of the restaurant from the list of all 249 countries. This sets the **currency**, its symbol and its decimals (Oman: Omani rial, 3 decimals). **Use another currency** lets you pick any of 150 currencies. The country and currency are chosen **once** and cannot be changed later.
3. Create the **admin account**: your name, username and password.
4. Register the restaurant:
   - **Register now:** type the restaurant email and press **Send the code to this email**. Nextdab emails a 6-digit code. Type it and press **Register and start the free trial**: 15 days, restaurant network only. The server PC needs the internet for this step.
   - **Register later · use Kite RMS for 7 days:** Kite RMS works for 7 days from installation without the restaurant email. The admin sees "Not registered: N days left" with a **Register** button. After 7 days Kite RMS stops until you register (your data is safe).
5. The **setup wizard** asks for everything once: business details and taxes, branches and tables, printer IPs, staff with usernames and passwords, approvers, the menu and where each category prints, the backup folder. Press **Set up Kite RMS** at the end. You can run it again from **Settings › Setup › Run setup wizard**.
6. Staff PCs and phones now use `http://192.168.1.10:8080` (the server PC's IP address). **Settings › Network Settings** shows the right address.

> **NOTE** One free trial per PC: installing again on the same PC with the same email continues the same trial. A new server PC can also start from a backup: the first screen offers **Restore from the cloud** and **restore from a backup file** (chapter 16).

Where the data is kept

The database and backups are in `C:\ProgramData\KiteRMS\data` on the server PC. Scanned supplier invoices are saved in `…\data\Invoices`. Uninstalling Kite RMS never deletes them.

Install the cashier PCs and admin PCs

1. Run the same **KiteRMS-Setup-7.19.exe**. Choose **Cashier POS** on counter PCs and **Admin / manager** on office PCs and laptops.
2. Open Kite RMS. Press **Find the server on this network** and tap your server, or type the server address and press **Test**.

3. Press **Save and open**.

Key	What it does
Ctrl+Shift+S	Change the server address
F11	Full screen on / off
Ctrl+R	Reload the screen

When the server is updated, every open PC and phone loads the new version by itself within about a minute (it waits until you finish what you are typing).

Install a branch on its own network (branch link)

1. On the Admin Server: **Settings › Network Settings › Branch links**, set the branch to **Online** and make a **link code**.
2. On the branch PC, install Kite RMS and choose **Branch link**; paste the link code.
3. The branch tills, waiters and printers connect to the branch link PC. If the internet drops, the branch keeps billing and printing; everything is sent to the Admin Server when the internet is back.

Install the phone apps

- **Kite RMS staff app** (waiters, managers, admins): install **Kite RMS** from **Google Play** (or the link on nextdab.com › Downloads). Open it, tap **Find the server on this Wi-Fi** or type the address, for example `192.168.1.10:8080`. Managers and admins can add an **Away from the restaurant** address.
- **Kite Approvals app** (approvers): download the APK from **nextdab.com › Downloads** until it is on Google Play, then link it to the approver (chapter 15).

Printers

1. Give each printer a fixed IP address (in the printer menu or the router).
2. Sign in as admin › **Settings › Printers**. Type the counter printer IP for each branch, and the kitchen and shisha printer IPs (for example `192.168.1.101`).
3. Press **Save printers**, then **Test print** on each one.

Tickets are sent as a picture over ESC/POS (port 9100), so Arabic and other languages print correctly on any 58 mm or 80 mm thermal printer with raster mode (Epson, Xprinter, Rongta, Sunmi and most others).

CHAPTER 3

Signing in and finding your way

> Everyone signs in the same way, on a PC, a phone or a tablet.

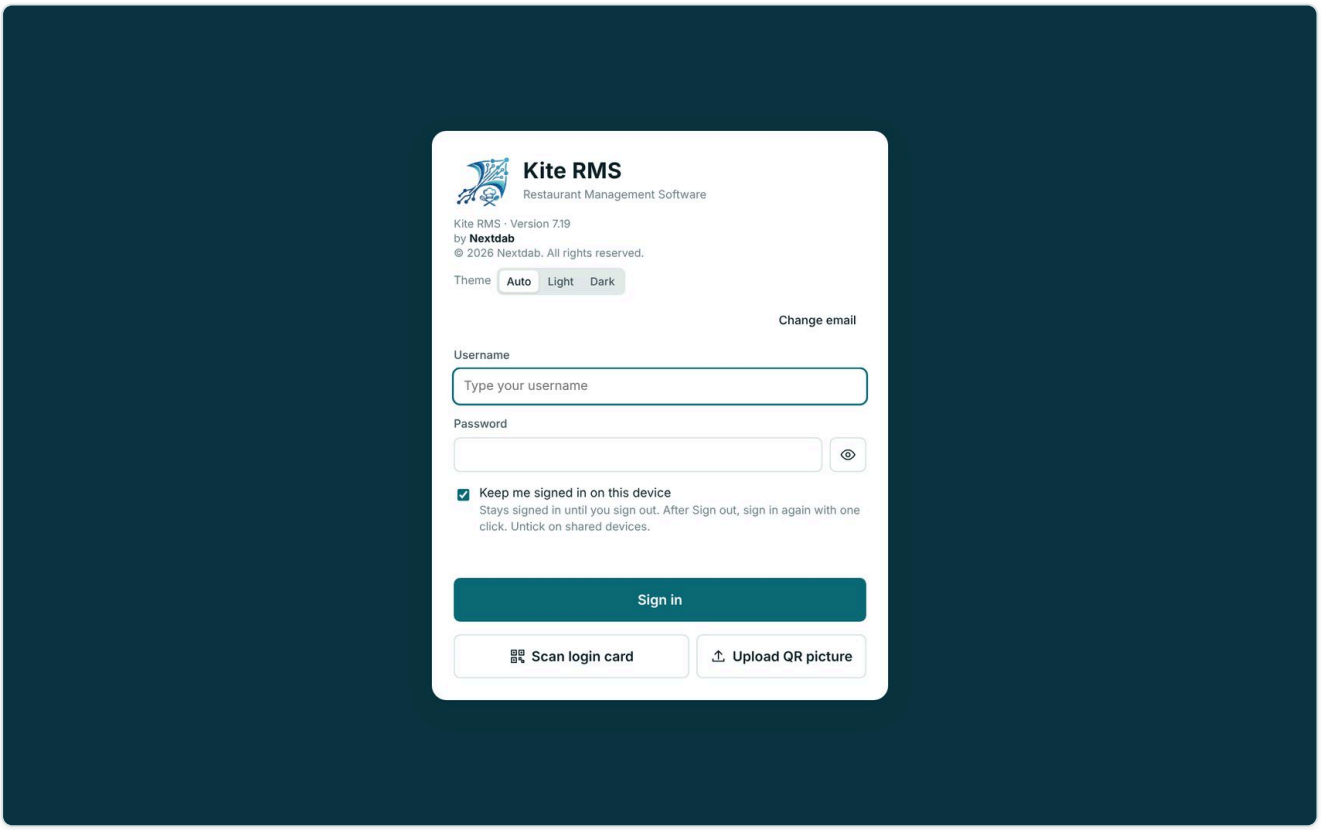


Figure 1 The sign-in screen.

1. Type your **username** and **password**. The eye button shows or hides the password.
2. Leave **Keep me signed in on this device** ticked on your own device. Untick it on a shared device.
3. Press **Sign in**.

- Waiters and managers with a login card tap **Scan login card** and show their QR card to the camera.
- After **Sign out**, the screen shows **Sign in as <name>** for each person saved on that device. **Use another account** opens the normal sign-in; **Forget** removes a person from the device.
- **Forgot password?** Type your username and press **Send the code**. The 6-digit code goes to your own email (if the admin added one in Users) or to the restaurant email. Type the code and a new password.
- Five wrong passwords lock that device out for 30 seconds (5 minutes from outside). Over the internet, admins and managers also type the 6-digit code from their authenticator app.

The main screen

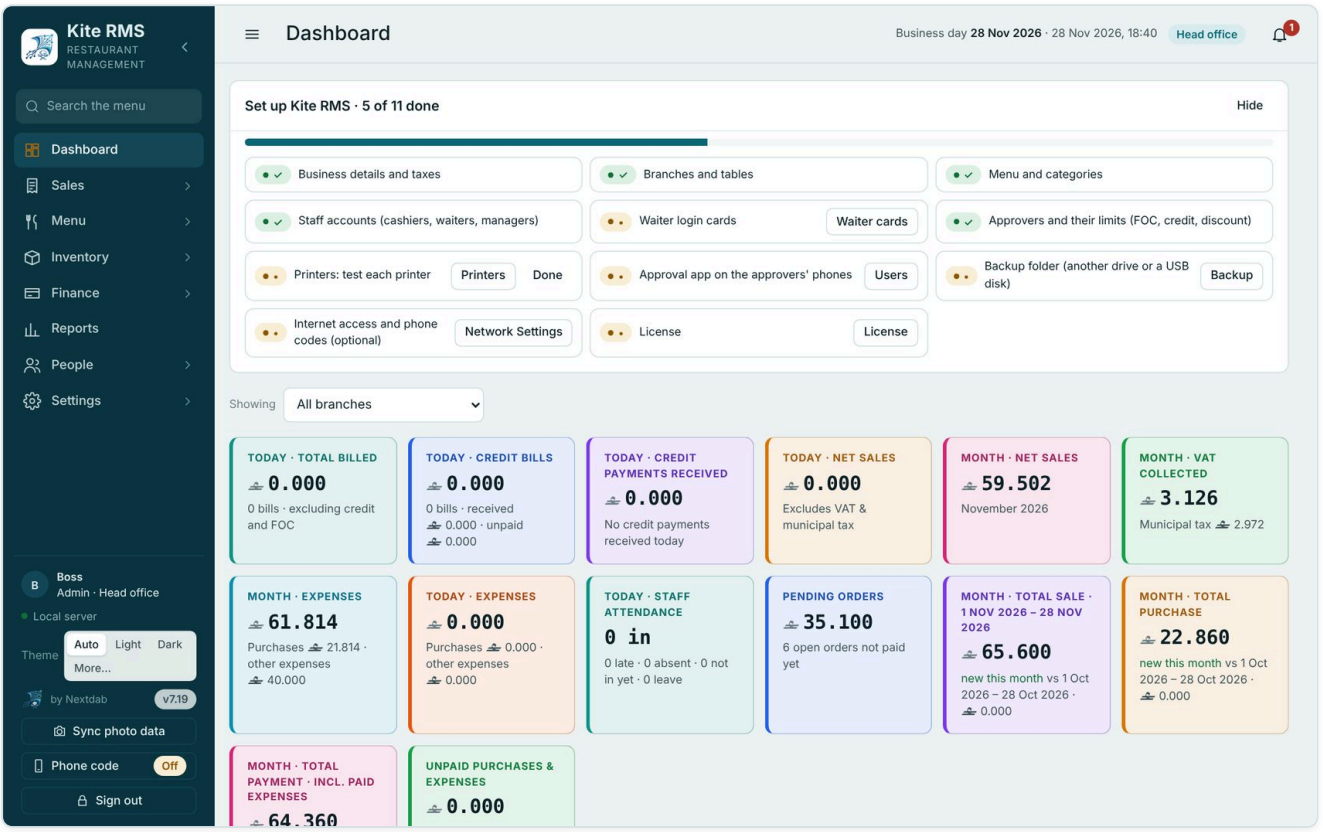


Figure 2 The admin dashboard with the "Set up Kite RMS" checklist and the summary boxes.

- **Side menu** (left): every page you may open. Admins and managers see it in groups: Dashboard, Sales, Menu, Inventory, Finance, Reports, People, Settings. Opening a group closes the one that was open. **Search the menu** finds a page.
- **Top bar:** the page name, the business day and today's date, your branch, and the bell with alerts (stock, approvals, pending orders, printer problems).
- **Bottom of the side menu:** your name and role, **Theme** (Auto, Light, Dark), the version, **Phone code** and **Sign out**.

The dashboard

The dashboard shows the figures each person may see: today's total billed, credit bills, credit payments received, net sales, month sales and VAT, expenses, staff attendance, pending orders, month totals against last month, and unpaid purchases and expenses. Choose a branch in **Showing** to see one branch. The admin chooses the boxes for each role or person in **Settings › Modules › Dashboard**. The **Set up Kite RMS** checklist shows what is still to do.

Language

Each person chooses the language of their own screens in **Language**: English, العربية (Arabic, Oman) or a language pack from Nextdab (Hindi, Bangla, Urdu, Spanish, French, Chinese, Malay, Indonesian, Filipino and more). In Arabic the screen reads right to left. Bills print in English plus the restaurant's **country language** (chapter 13).

CHAPTER 4

Opening the business day

> Sales are counted per business day and per branch. A business day starts with Day open and ends with Day close (chapter 7), even when it runs past midnight.

1. Sign in as cashier and open **Billing**.
2. Kite RMS shows **Open the business day** for your branch and date.
3. Count the cash in the drawer and type it in **Opening cash in drawer**.
4. Press **Open <date>**. Billing starts.

Rules for the business day

- Cashiers open only today's date. If the last business day had no bills (for example the restaurant was closed), opening moves straight to today. If it has bills, it must be closed first.
- Only the admin changes the business day (**Day close › Current business day**, with a **Today** button). A day closed twice by mistake can be opened again this way.
- Whether the day must be opened (and the opening cash counted) is set in **Settings › Setup**.
- The top bar shows the business day and **Not closed yet** when it is behind today.

CHAPTER 5

Billing and orders

> The Billing page is the till. It works with touch screens as well as mouse and keyboard.

The billing screen

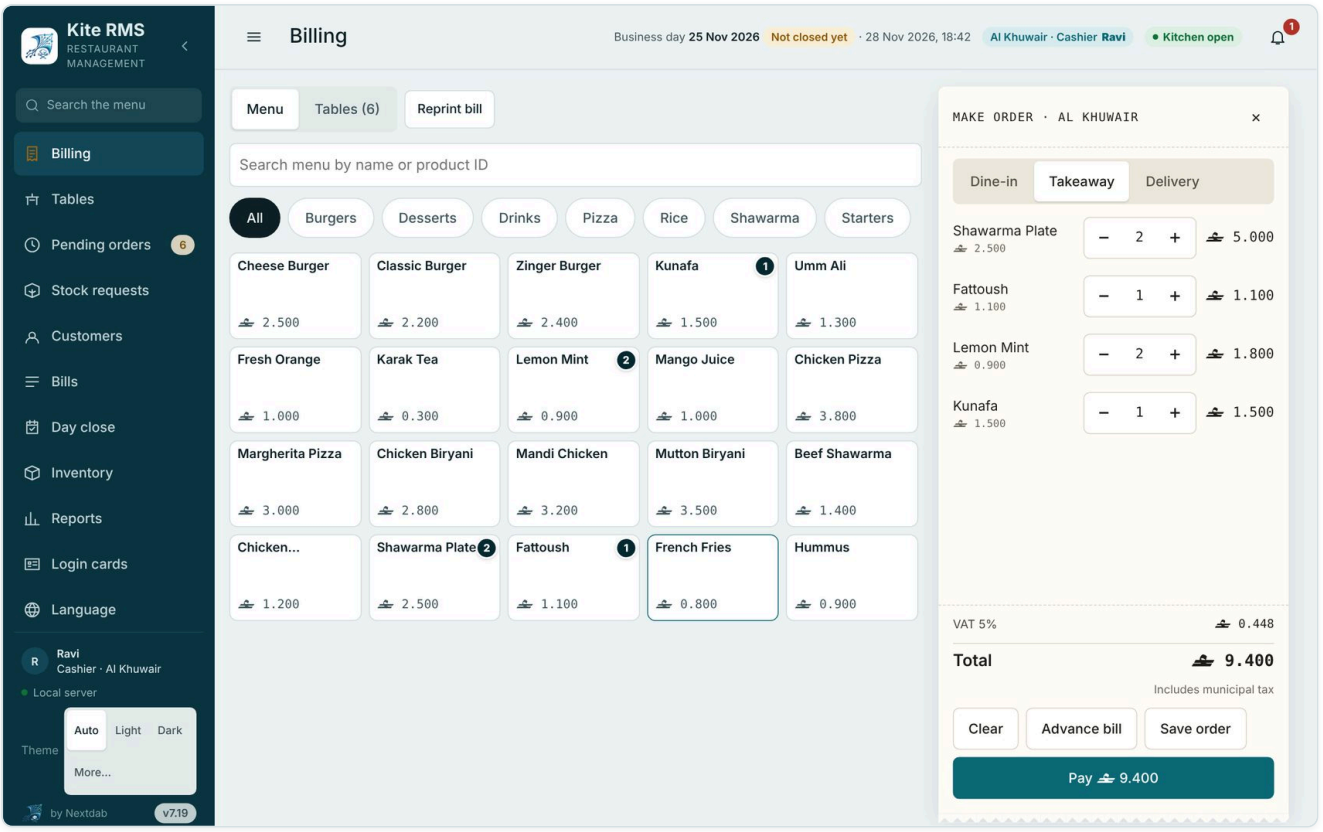


Figure 3 Billing: menu tiles on the left, the order on the right.

- **Menu / Tables / Reprint bill** switch at the top left.
- Search by item name or product ID, or tap a category button.
- Each tile shows the name and price (and the photo if set). A number on a tile shows how many are in the order; stock items show the stock left.
- On the right: **Dine-in**, **Takeaway** or **Delivery**, the order lines with − and +, VAT and the **Total**.
- Buttons: **Clear**, **Advance bill**, **Save order** (or **Save to table**) and **Pay**.

Takeaway or delivery bill

1. Choose **Takeaway** or **Delivery**.
2. Tap the items. Use + or − to change the quantity.
3. Press **Pay**.

TIP In Dine-in, if you tap an item before choosing a table, Kite RMS asks for the table. The item is added only to the table you choose right then (within 1 minute). If you close the table list, the item is dropped, so it never appears later on another order.

Taking payment

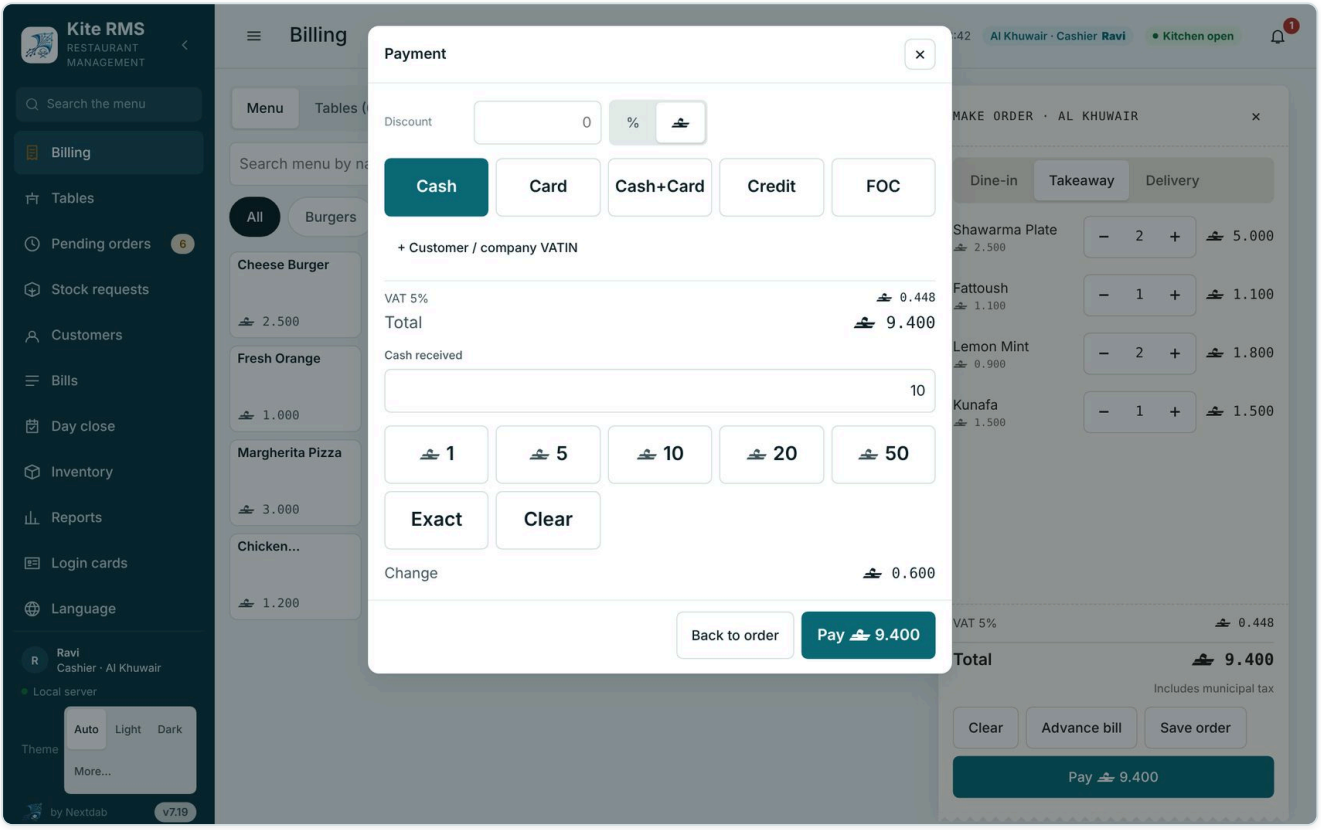


Figure 4 The payment window.

- Choose **Cash**, **Card**, **Cash + Card**, **Credit** (on account) or **FOC** (free of charge).
- For cash, tap the banknote buttons or **Exact**; the **Change** is shown.
- **Discount:** type an amount or a percent.
- **+ Customer / company VATIN** adds the customer's details to the tax invoice.
- Press **Pay**. The tax invoice prints at the counter printer (English and the country language; with the Fawtara QR code when Fawtara is active).

> **NOTE** Credit, FOC and discounts need an approver (chapter 15). Bills with an **offer** item can be paid by cash, card or cash + card only.

Credit bills

A credit bill is paid later. Choose or add the customer when you pay with Credit. Pay it in parts in **Bills › Show details › Record payment**. Each credit payment counts on the business day it was received, never in the billed totals; day close and the reports show it separately.

Tables

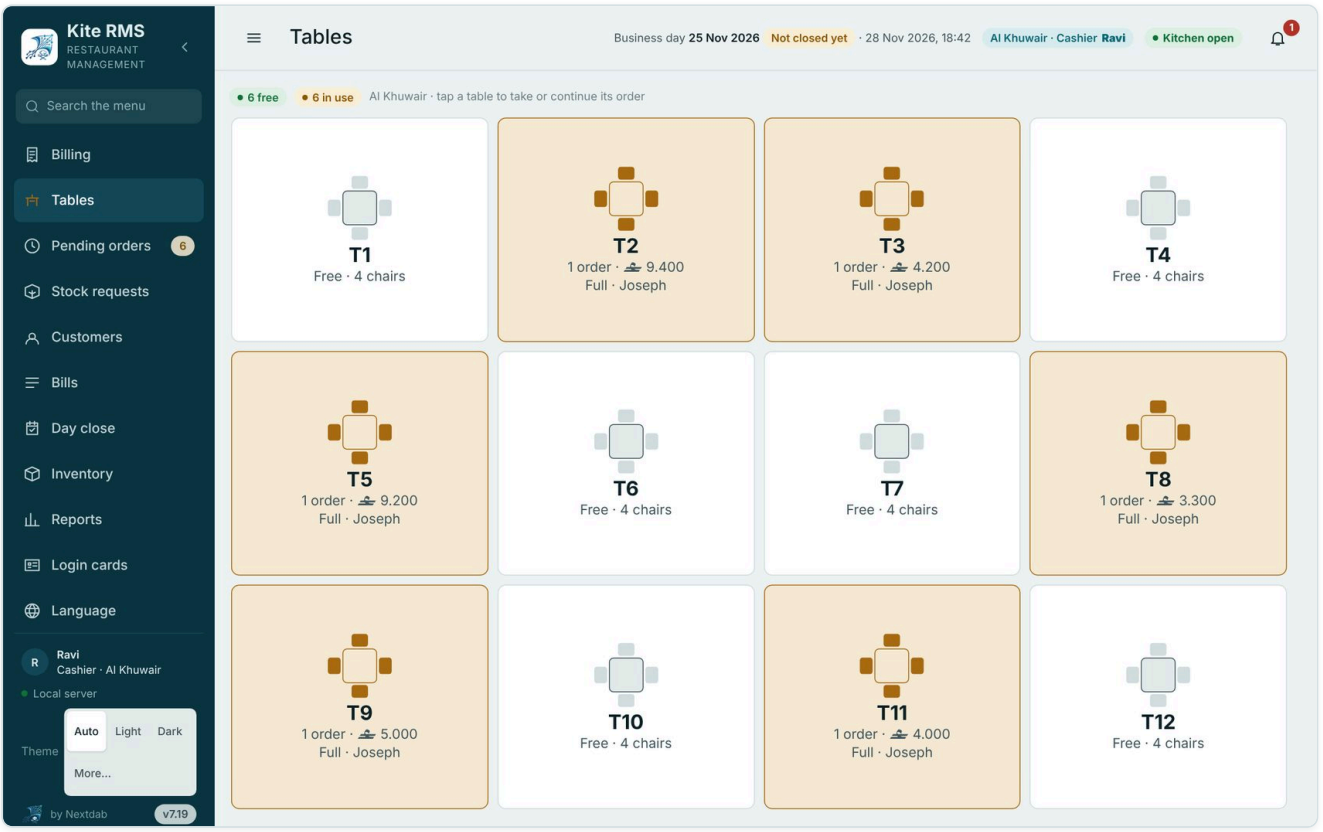


Figure 5 Tables: free tables and tables in use with their order total and waiter.

1. Open **Tables** (or the Tables tab on Billing).
2. Tap a table. Choose **Full table**, or tap one or more chairs.
3. Add the items and press **Save to table**. The kitchen ticket prints and the order appears on the kitchen display.
4. Later, open the table to add items, print an **Advance bill**, or **Pay**.

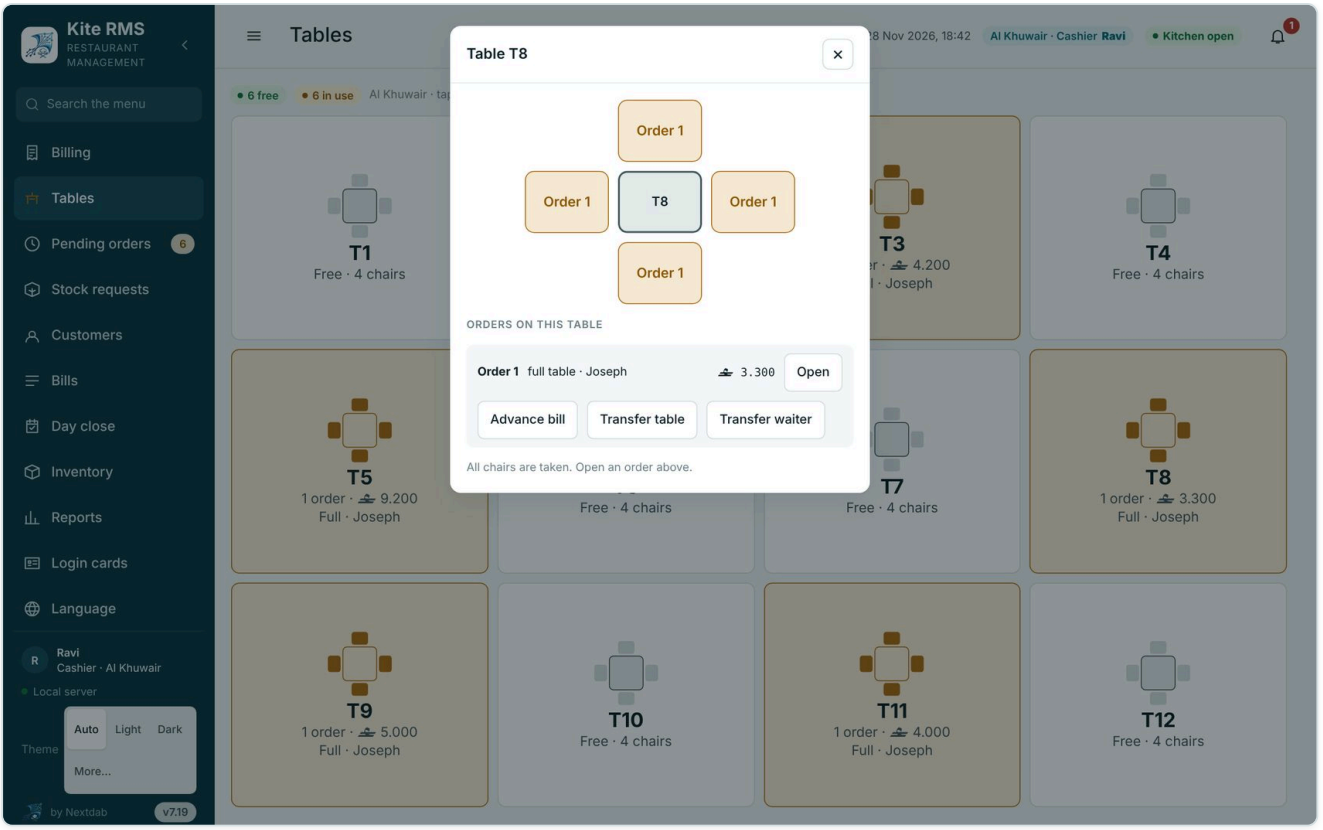


Figure 6 A table in use: its orders, Advance bill, Transfer table and Transfer waiter.

- **Transfer table / Transfer chair(s)** moves an order to another table; **Transfer waiter** changes who serves it.
- Waiters never see a table another waiter is serving.
- Two devices can change the same order at the same time (for example the cashier and a waiter): Kite RMS keeps both changes. An item removed on one device stays removed.

Pending orders

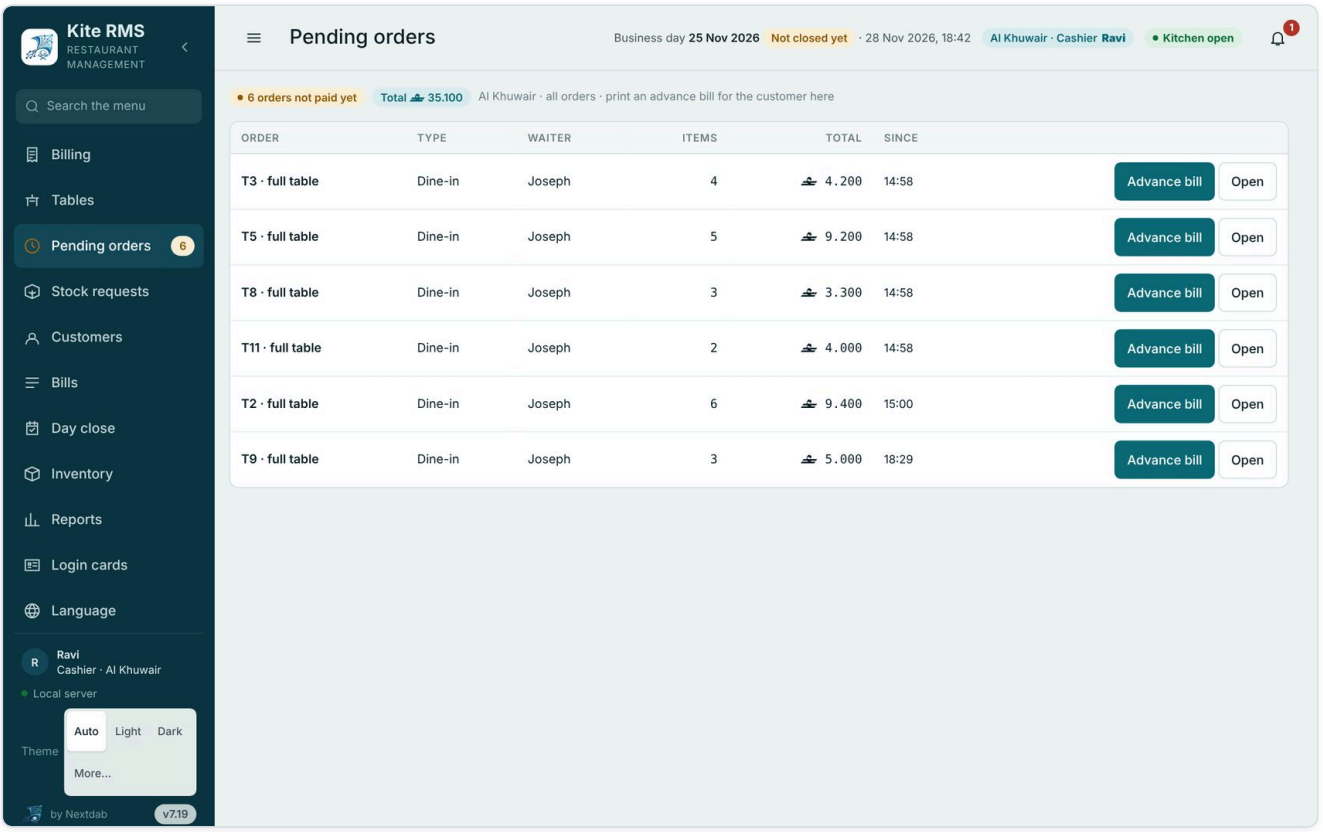


Figure 7 Pending orders: saved orders not yet paid.

Every saved order not paid yet: for the cashier, the whole branch; for a waiter, their own orders. **Advance bill** prints a bill for the guest; **Open** continues the order.

Cancelling items

- A cashier removes items already sent to the kitchen only with permission. A cancellation ticket prints in the kitchen.
- When a manager or the admin cancels items, edits a paid bill, voids or deletes a bill, nothing is printed; the kitchen display still updates.
- Voiding or deleting a bill returns its stock items (and recipe materials) to the branch stock.

Bills

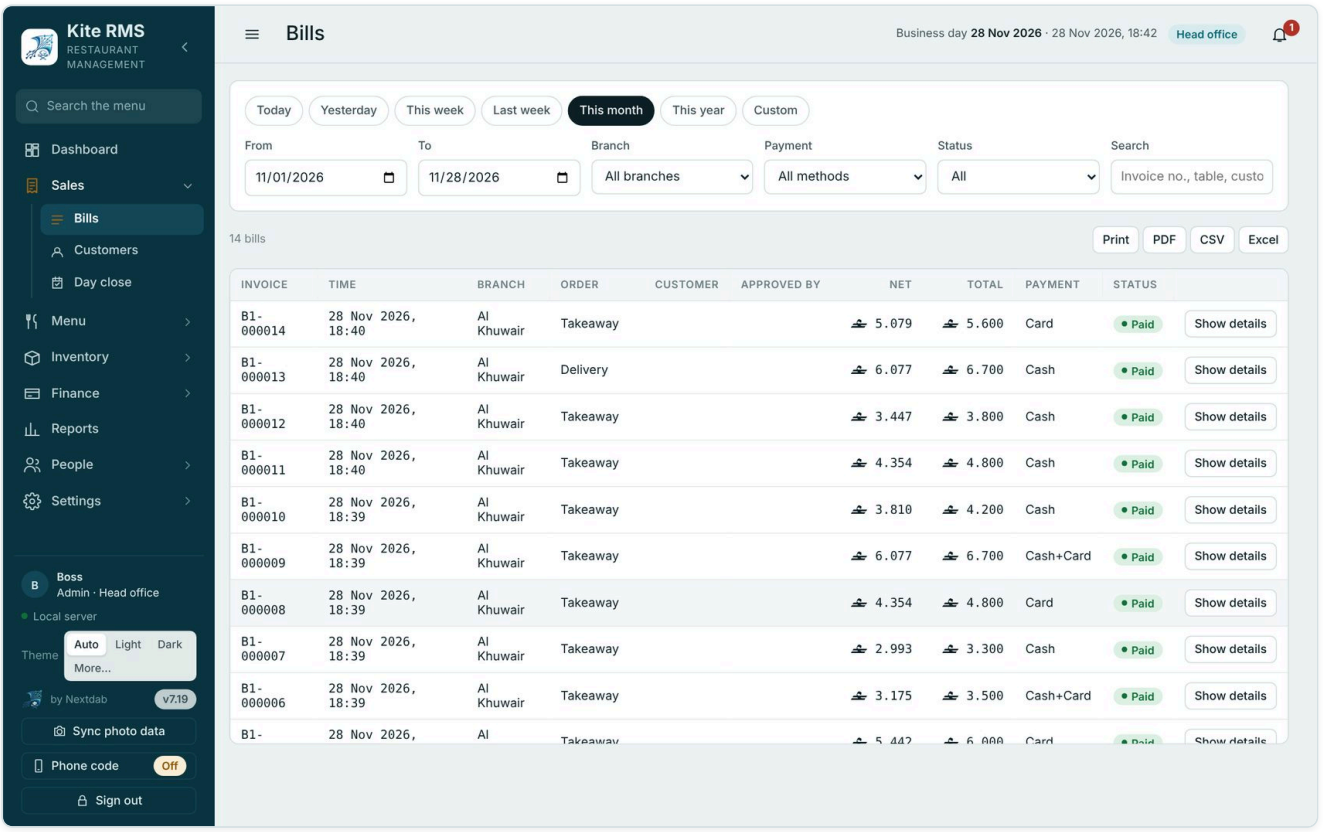


Figure 8 Bills of this month with payment method and status.

Bills lists the bills of a period (Today, Yesterday, This week, Last week, This month, This year or Custom). Filter by branch, payment and status, or search by invoice, table or customer. **Show details** opens a bill to reprint it, record a credit payment, see its **E-invoice**, or (with permission) edit, void or delete it. Bill numbers run in one series per branch, for example `B1-000001`. Voided bills are shown only to the admin.

Customers

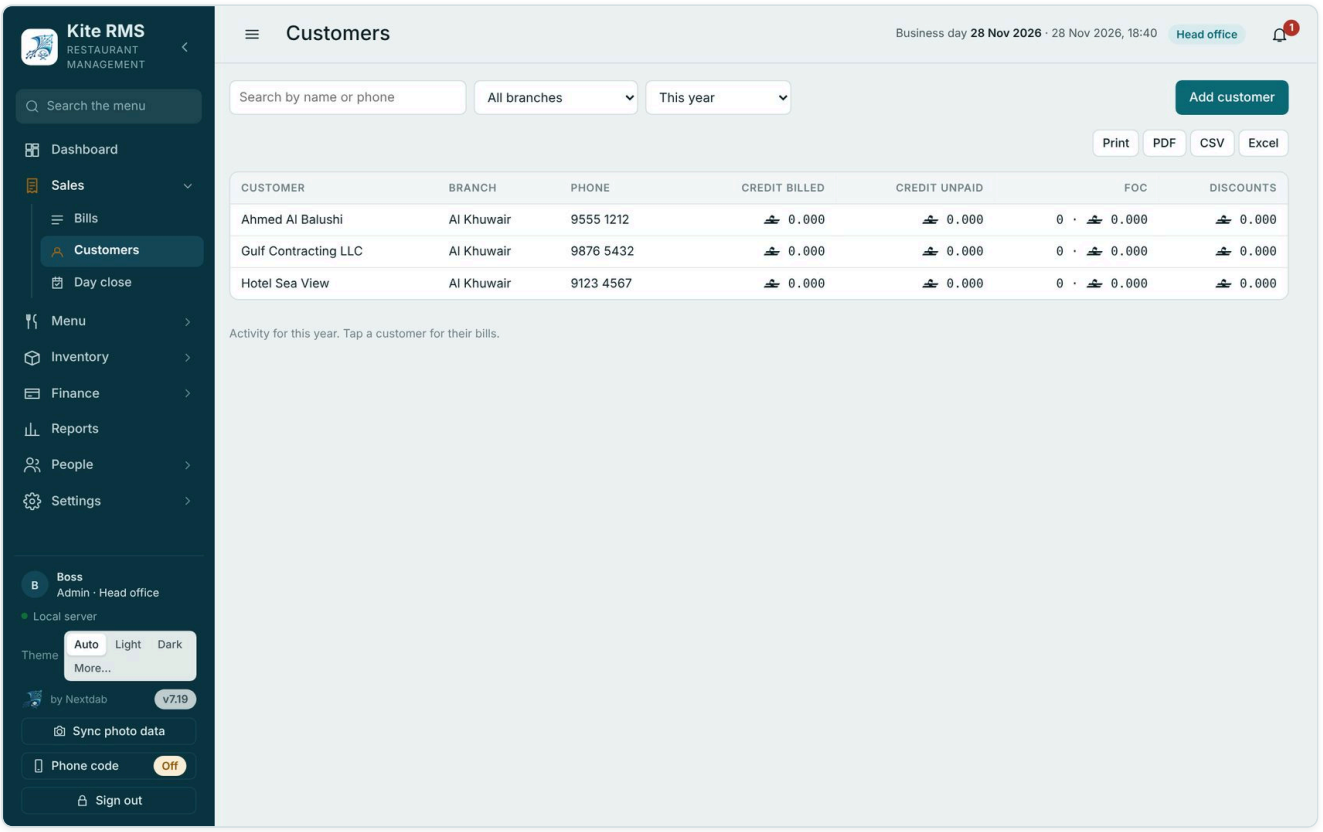


Figure 9 Customers with credit billed, credit unpaid, FOC and discounts.

Customers keeps the people and companies you give credit to, with their phone, VAT number and address (for full tax invoices). A customer name can be used once per branch. Customers can also be added from the payment window.

Stock requests from the branch

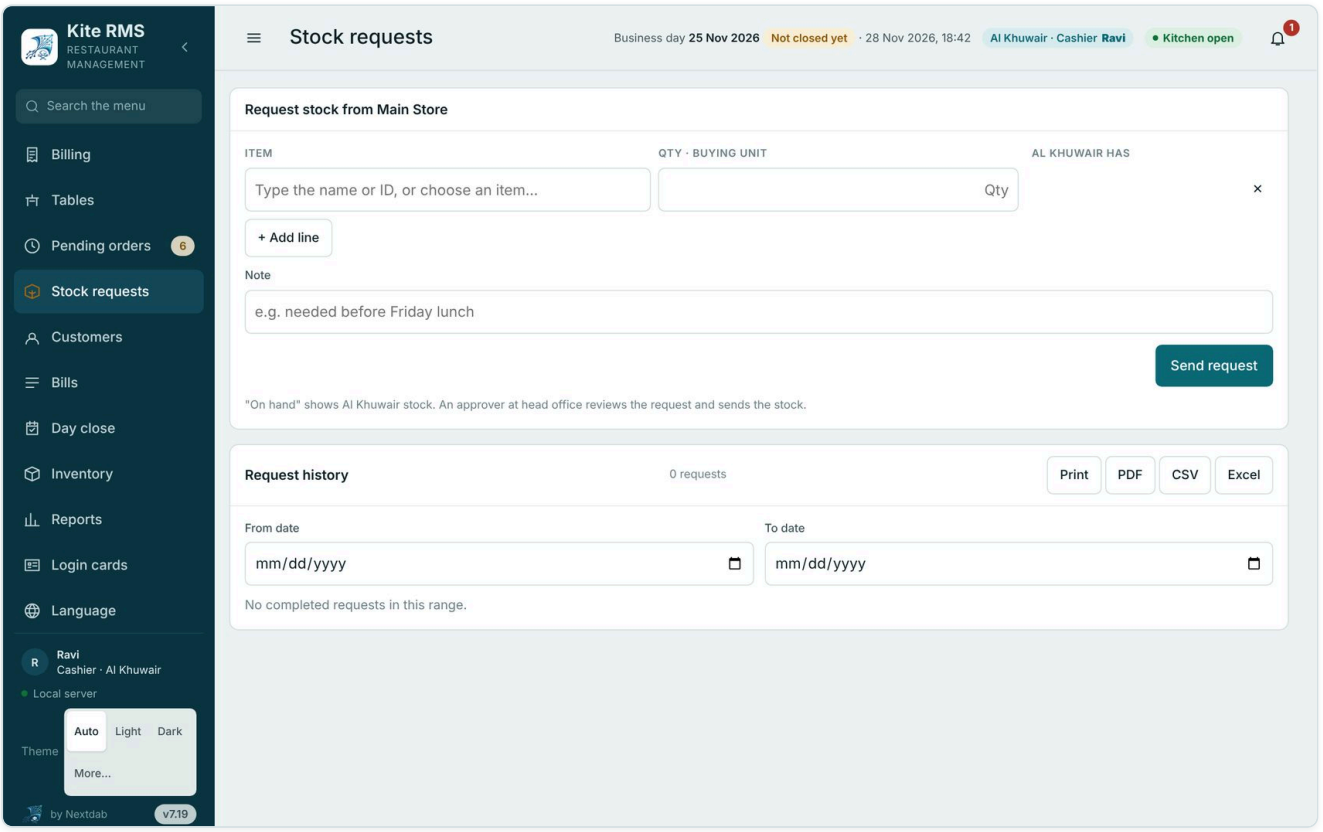


Figure 10 A cashier asks the Main Store for stock.

1. In **Stock requests**, choose items by name or ID. Every item the Main Store has in stock can be requested (food, drinks, supplies such as tissue, cleaning and packing).
2. Type the quantity in the buying unit and a note, then press **Send request**.
3. Head office approves and sends the goods. They show under **Waiting to be received**. After checking them, press **Mark as received**: only then is the stock added to the branch.

CHAPTER 6

Waiters, the kitchen and the guest menu

> Waiters take orders at the table with the Kite RMS staff app; the kitchen sees them on the kitchen display and printed tickets; guests see the menu on their own phone.

The waiter app

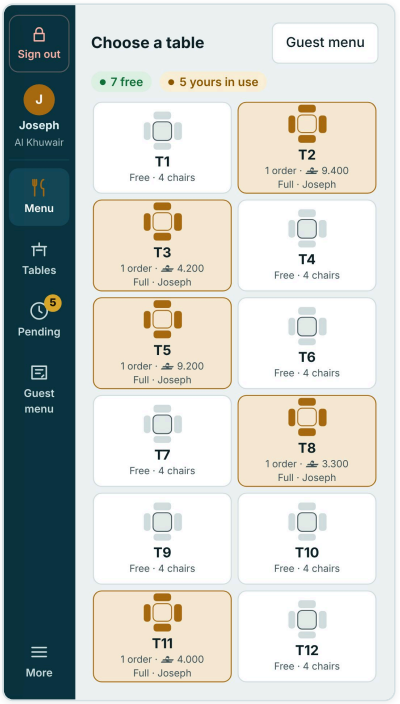


Figure 11 Choose a table.

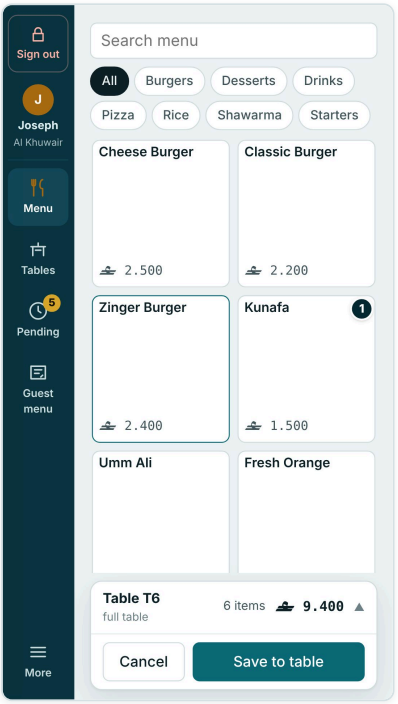


Figure 12 The menu.

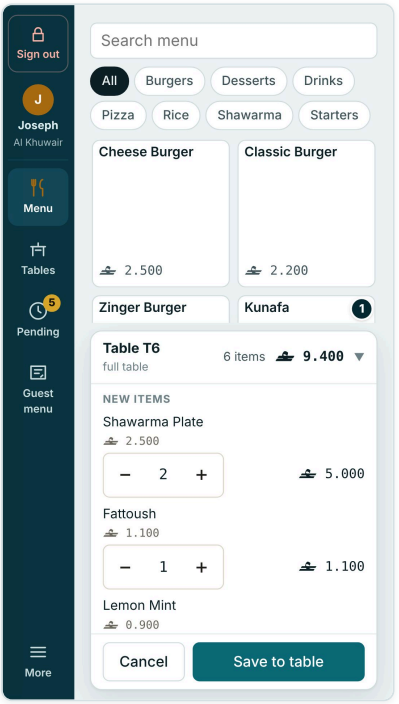


Figure 13 The order before saving.

1. Sign in (with the login card: tap **Scan login card**).
2. Choose a table, then full table or chairs.
3. Tap the items. The order card shows the saved items first, then the new items.
4. Press **Save to table**. The order goes to the kitchen display and the kitchen ticket prints.
5. When the kitchen presses **Ready**, the waiter gets an **Order ready** message.

If the phone loses Wi-Fi, the order stays on the phone and **Send again** sends it. After a pause or a Wi-Fi change the app reconnects by itself and loads everything fresh.

Kitchen tickets always print (7.19)

- Each printer gets one ticket at a time, in order, so tickets sent at the same moment by two devices are never lost.
- A ticket that cannot get through (printer busy, paper being changed, Wi-Fi blip) is tried again every 3 seconds for up to 3 minutes.
- If an order reaches the kitchen display but its ticket does not print within 25 seconds (for example the waiter's phone was locked right after sending), the server prints a plain-text copy itself, marked "copy printed by the server".
- If a ticket still cannot print, every cashier, manager and admin screen shows **Kitchen ticket NOT printed on …**. Check the printer and reprint from the order.

The kitchen display

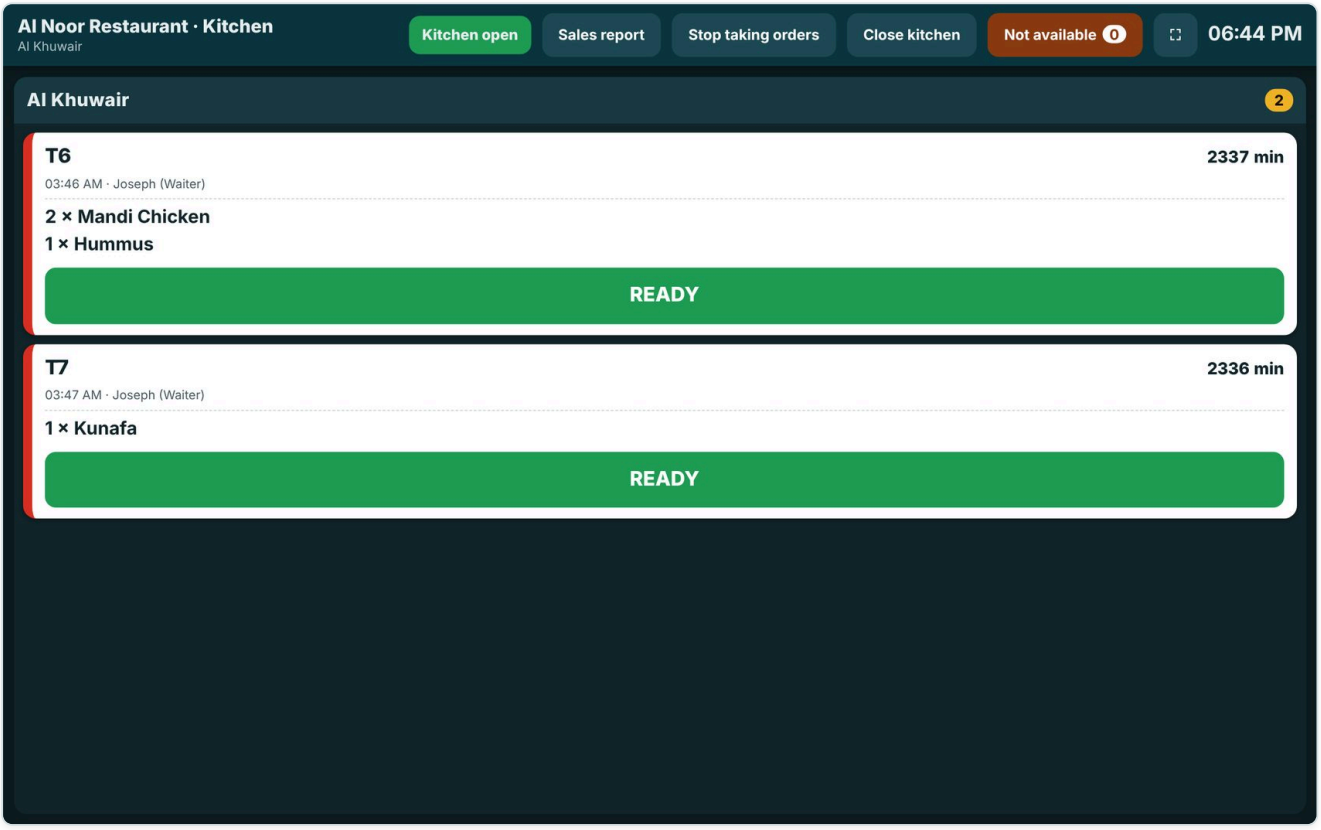


Figure 14 The kitchen display: each order with its table, waiter and items, and a READY button.

1. On a screen in the kitchen, open `http://<server address>:8080/kitchen.html` and sign in.
2. New orders appear with the table, the time since the order, the waiter or cashier, and the items. Offer items show the offer name.
3. Press **READY** when the dish is done. The waiter and cashier get the Order ready message.

The top bar has **Kitchen open**, **Sales report**, **Stop taking orders**, **Close kitchen** and **Not available** (items the kitchen has run out of). Stock items (cans, bottles) never go to the kitchen display. The admin turns the kitchen display on in **Settings › Printers**.

The customer menu (QR)

Guests scan the QR code on the table and see the menu on their phone: photos, prices, search, categories, English / Arabic and dark mode. The admin sets it up in **Menu › Customer menu QR** (chapter 8).

CHAPTER 7

Closing the business day

> Day close ends the business day of a branch, counts the drawer and prints the Z report.

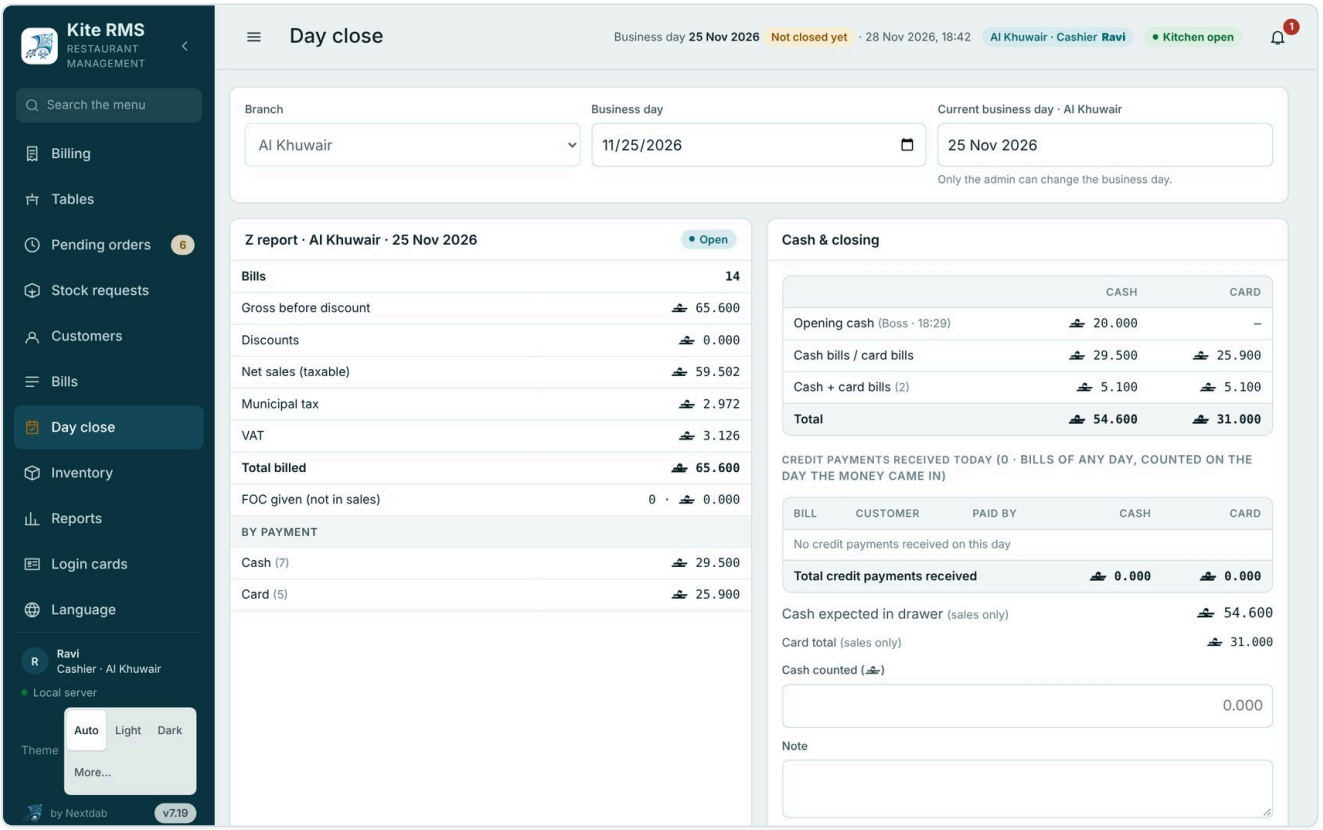


Figure 15 Day close: the Z report on the left, cash and closing on the right.

1. Open **Day close**.
2. Check the **Z report**: bills, gross sales, discounts, net sales, municipal tax, VAT, total billed, FOC, and the totals by payment method.
3. Check **Cash & closing**: opening cash, cash bills, card bills, cash + card bills.
4. **Credit payments received today** are listed separately and are **not** part of the cash expected. Keep that cash apart when you count.
5. Count the drawer and type **Cash counted**. Kite RMS shows the difference against **Cash expected in drawer**. Check the card total against the card machine.
6. Press **Close day**. The Z report prints, the day stock report is saved and a backup is made (if **Back up after every day close** is on).

Rules

- A day with no bills and no credit payments cannot be closed (this stops a second close by mistake).
- A branch cannot be closed again within 2 hours of its last close (the admin can, after confirming).
- Only the admin changes the Current business day or reopens a closed day.

Shifts

To hand over in the middle of the day, the cashier counts the drawer in Day close, chooses the next cashier and taps **Hand over shift**. The shift report prints and the next cashier starts with the counted cash.

CHAPTER 8

Menu

> The Menu group holds the items, categories, offers, units, the printed menu and the customer menu QR.

Menu items

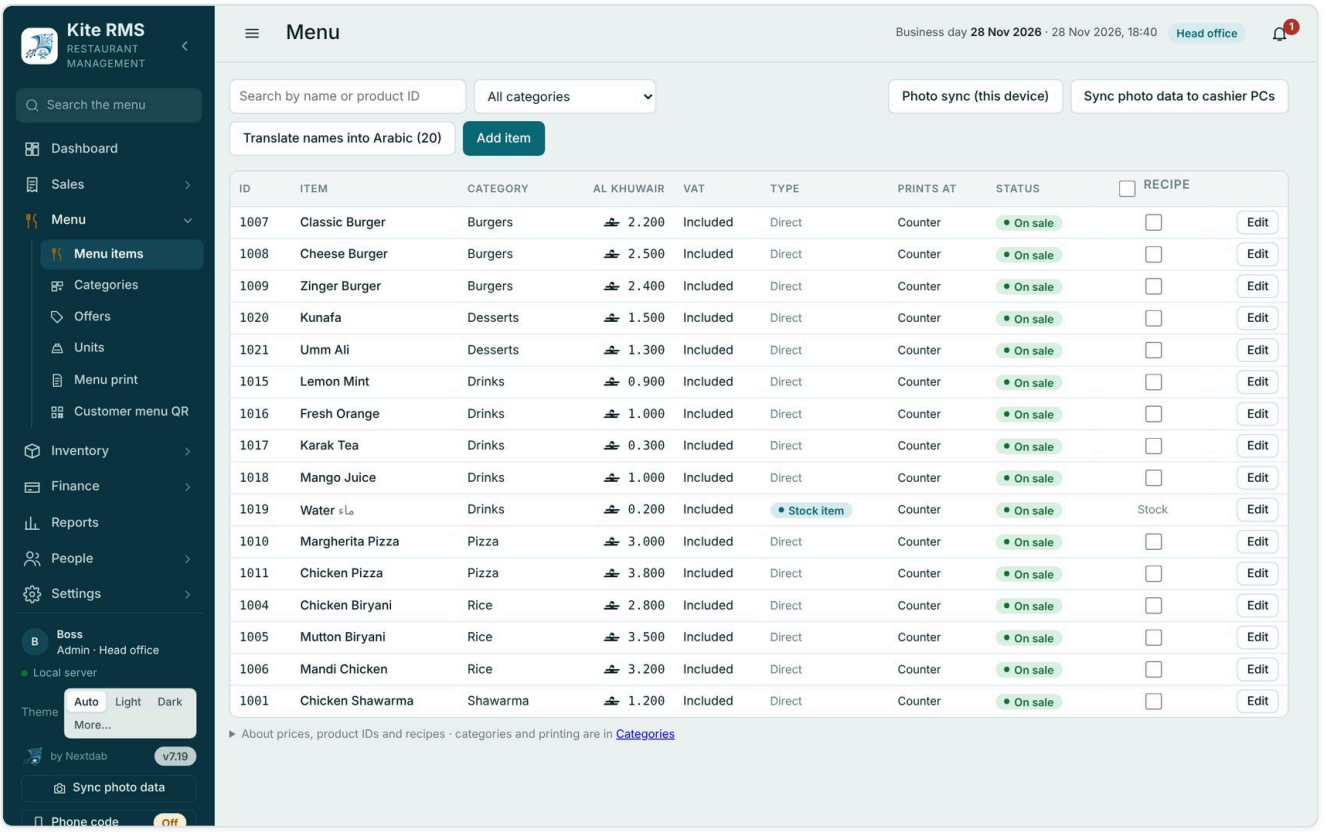


Figure 16 Menu items with price per branch, VAT, where they print and status.

Each item shows its product ID, name, Arabic (or country language) name, category, price at each branch, VAT, type, where it prints, status and recipe. **Translate names into ...** fills the country-language name of every item that has none.

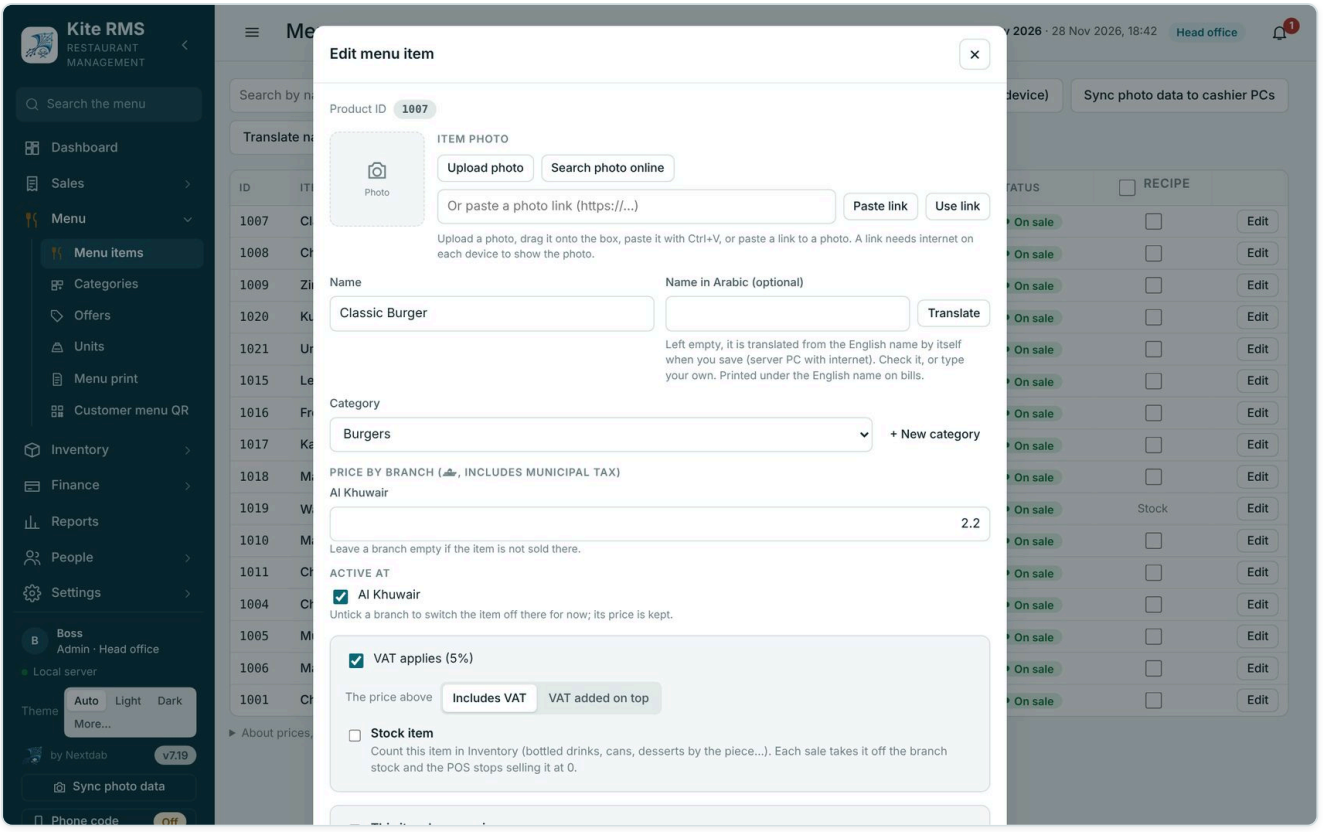


Figure 17 Edit menu item.

- **Photo:** upload, paste a link or search online.
- **Name** and **Name in Arabic** (or the country language): left empty, it is translated from the English name when the item is saved. It prints under the English name on bills.
- **Category** and the **price for each branch**; leave a branch empty if the item is not sold there. **Active at** switches it off at a branch for now.
- **VAT applies** and whether the price **includes VAT** or VAT is added on top.
- **Stock item:** counted in Inventory (bottles, cans). It has a selling unit and buying units, a minimum level, and an optional **purchase packaging charge**, either **per selling unit** (per bottle) or **per buying unit** (per carton of 24).
- **Recipe:** for dishes, the materials for one portion (for example 400 g chicken + 150 g rice). Each sale takes the materials off the branch stock.
- **Sell it on the POS** unticked makes a material that never shows on the till. **Complimentary item** is always free. **No Ready button** for items that need no kitchen work.

Categories

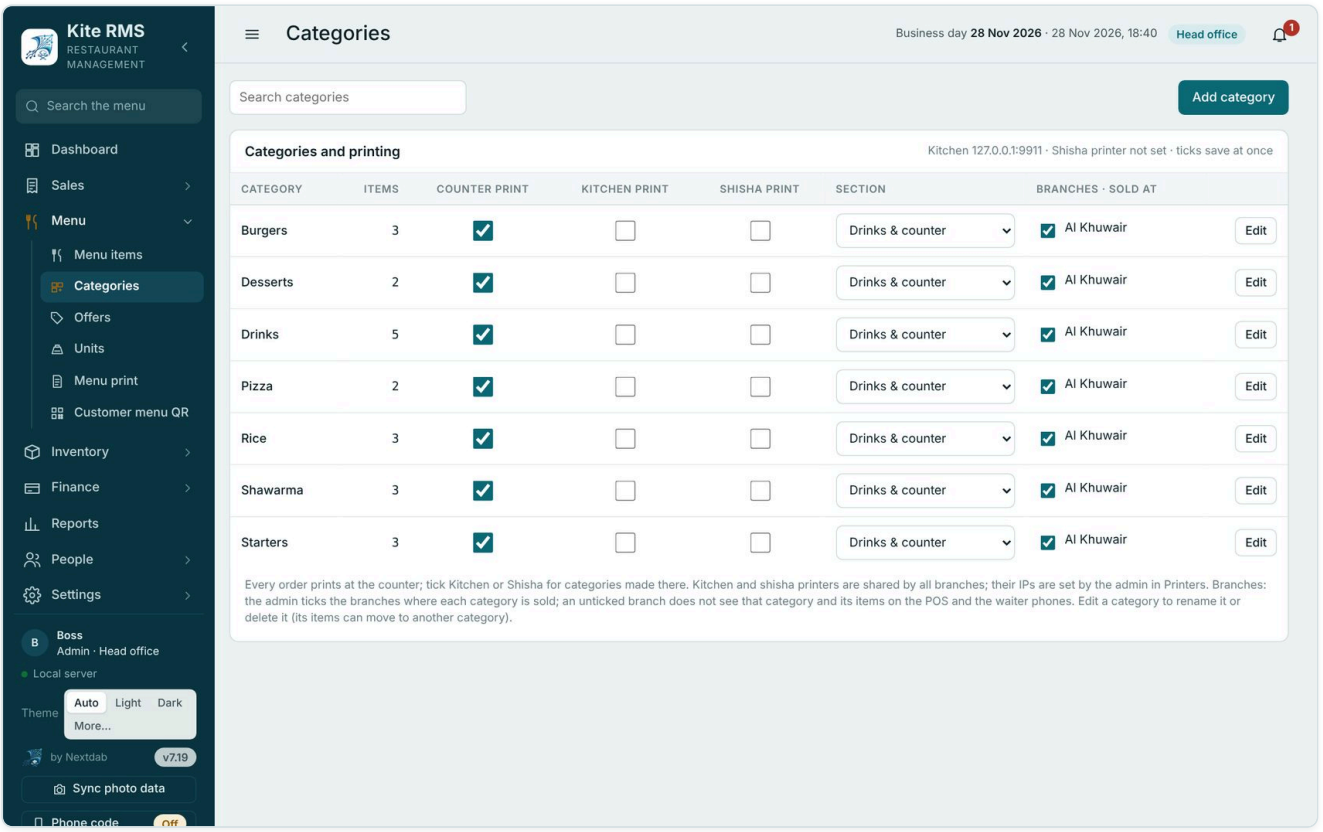


Figure 18 Categories with where each one prints and its section.

Each category prints to the **Counter**, **Kitchen** or **Shisha** printer and belongs to a section (Kitchen, Shisha, Drinks & counter…) for profit and loss by section. **Active at** switches a category off at a branch.

Offers

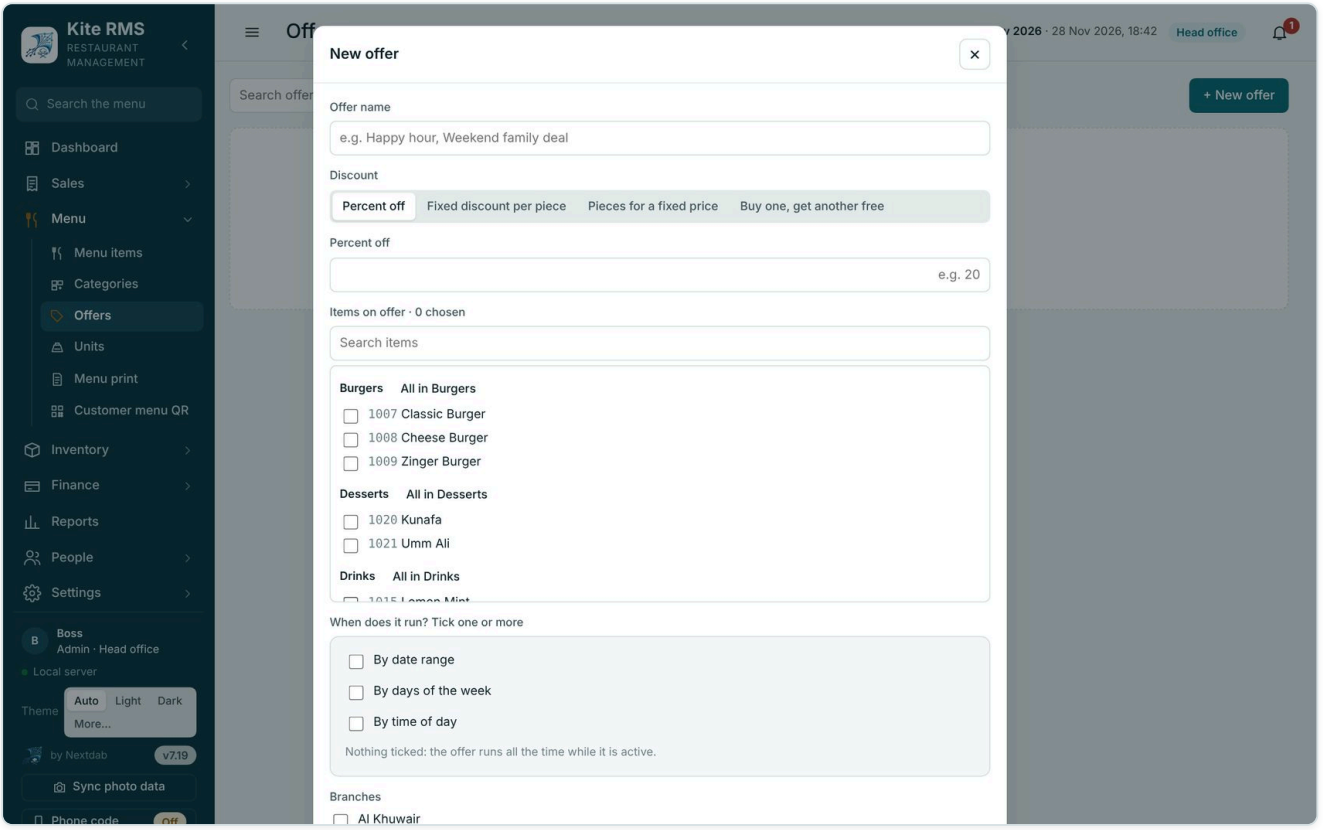


Figure 19 New offer.

Offers apply by themselves when an order has items in an active offer, for the right branch, dates, days and times. Kinds: **Percent off**, **Fixed discount per piece**, **Pieces for a fixed price** (counted per order: 1 burger now and 1 later is not "2 for a price") and **Buy one, get another free**. Kitchen tickets and the kitchen display mark offer items **OFFER: name** (free items **OFFER: FREE · name**). Offer bills are paid by cash, card or cash + card only.

Units

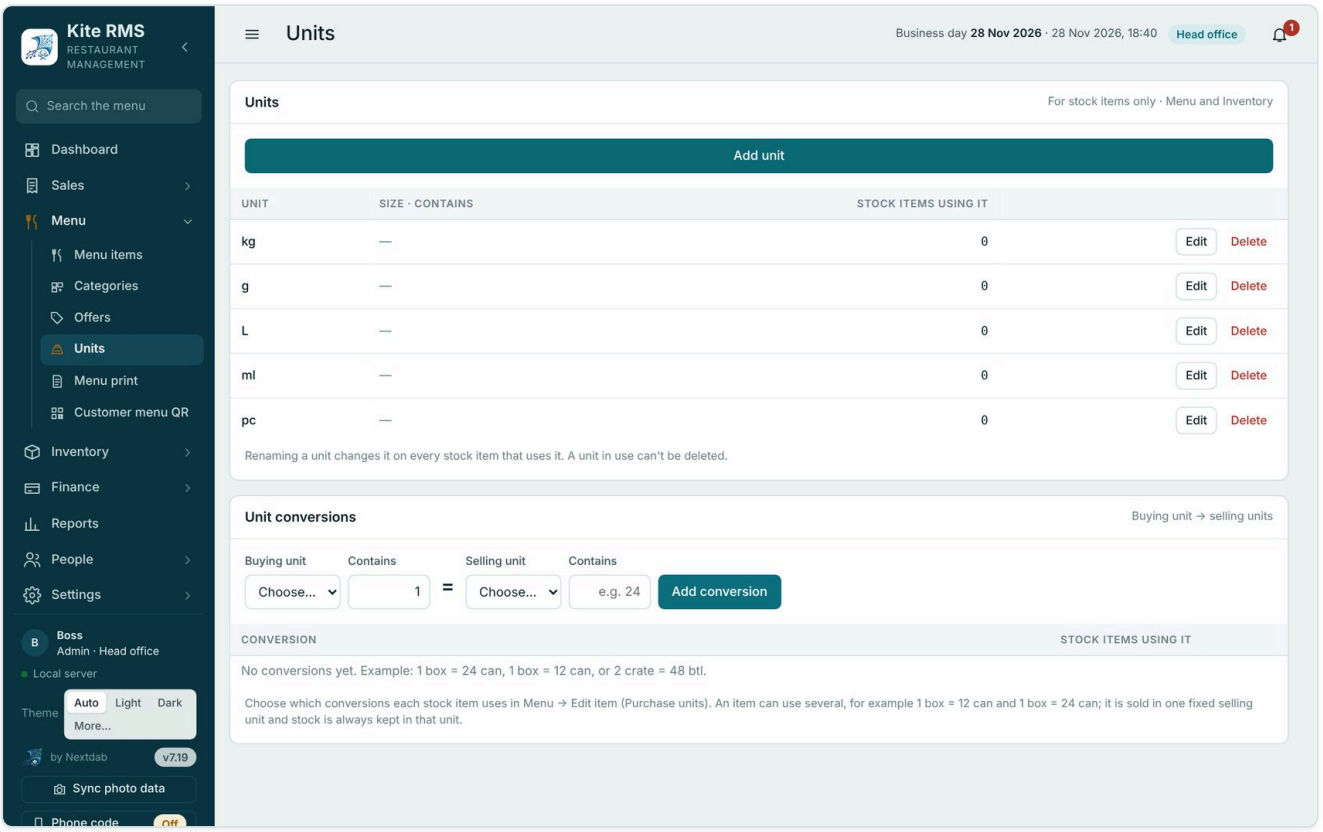


Figure 20 Units and unit conversions.

Units are for stock items. Conversions are written the way you say them: 1 carton = 24 bottle, 1 crate = 24 can.

Menu print

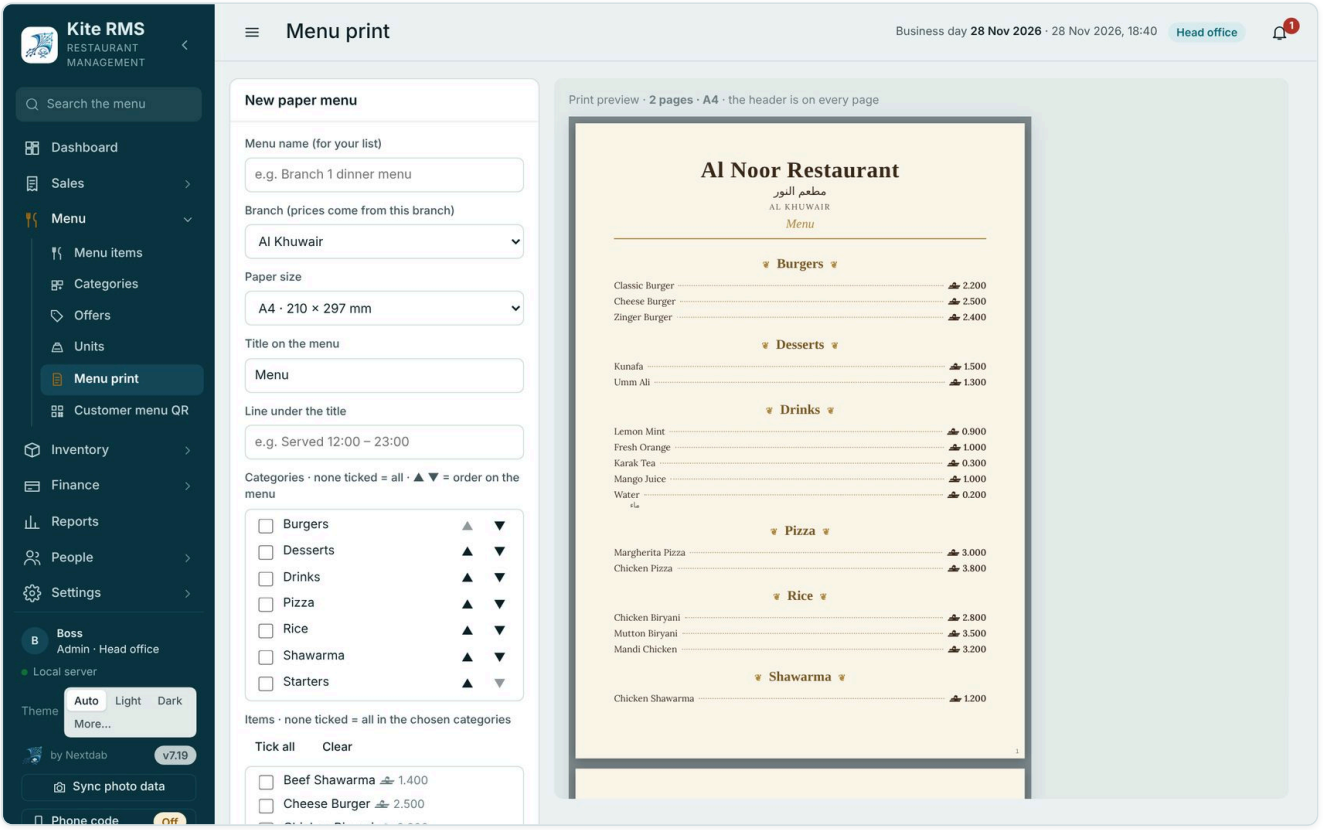


Figure 21 Menu print with a live preview.

Makes a paper menu: branch (prices), paper size, title, categories and their order, and a design. Print or save as PDF.

Customer menu QR

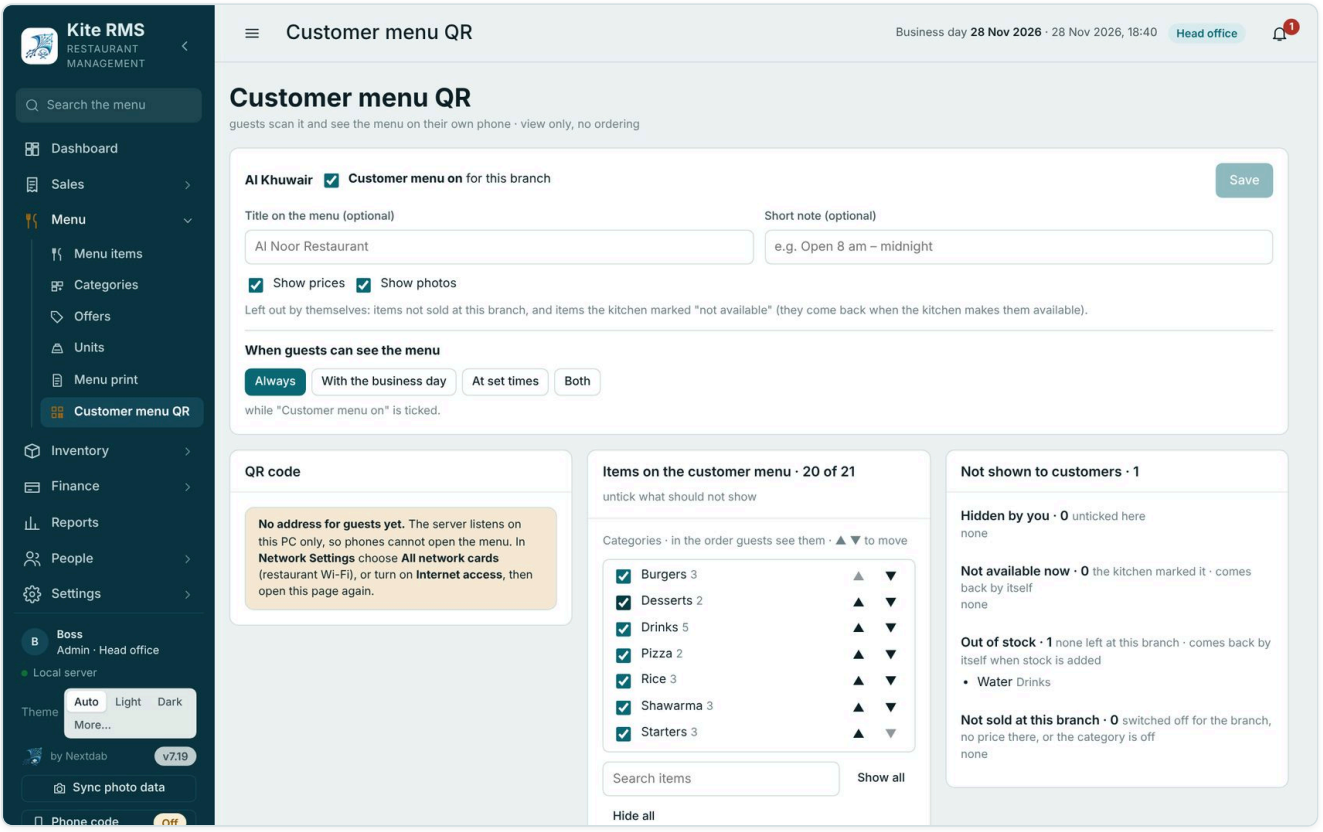


Figure 22 Customer menu QR settings.

1. Choose the branch and tick **Customer menu on for this branch**.
2. Optional: title, note, **Show prices**, **Show photos**.
3. Choose when guests can see the menu: **Always**, **With the business day**, **At set times** (for example breakfast 07:00–11:00) or **Both**.
4. Untick items guests should not see. Items not available or out of stock hide by themselves.
5. Choose the QR design and colours, then **Print** (6 per A4) or **Save as PNG**.

CHAPTER 9

Inventory

> Inventory keeps the stock of the Main Store and each branch, the stock requests, purchases, supplier orders and suppliers.

Stock

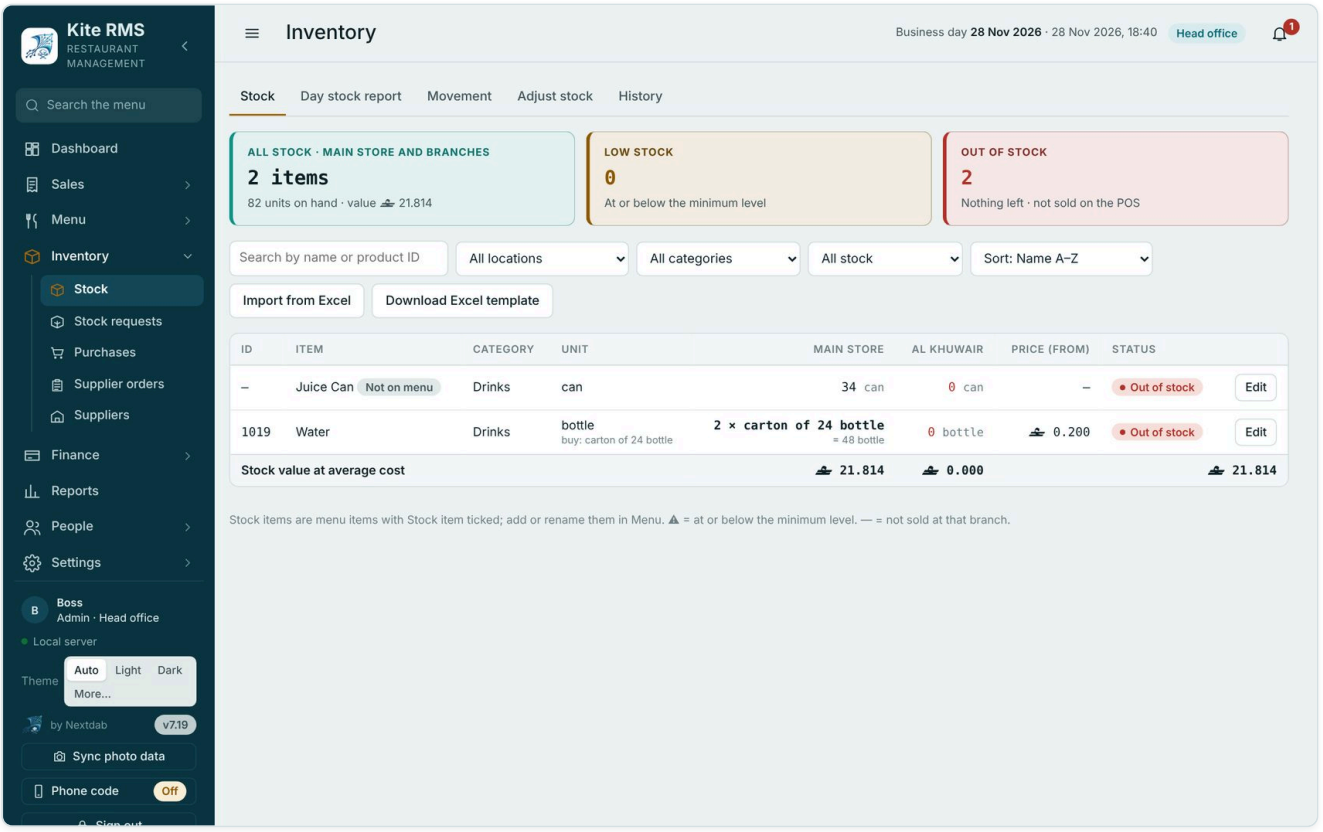


Figure 23 Stock with low-stock and out-of-stock boxes.

- Every stock item with its stock at the Main Store and each branch, its value, **Low stock** and **Out of stock**.
- The Main Store shows buying units (5 × carton of 24 + 6 bottle); branches show buying and selling units.
- **Import from Excel** and **Download Excel template** load many items at once.
- Tabs: **Stock**, **Day stock report** (opening, received, sold, closing), **Movement** (transfers and wastage), **Adjust stock** (stock count) and **History**.

Stock requests (head office)

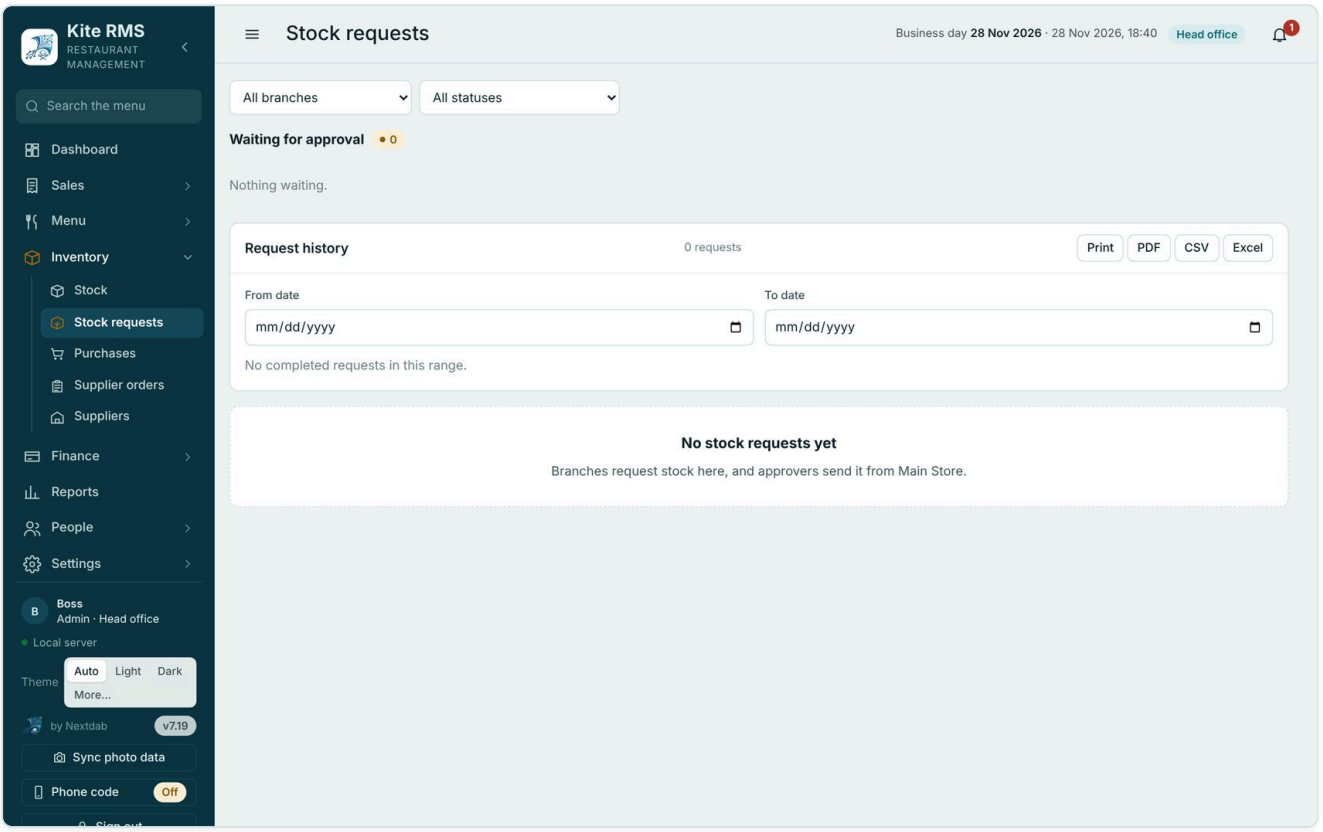


Figure 24 Stock requests from the branches.

Requests from the branches wait here. The approver checks the items and quantities and presses **Approve & send**. The goods leave the Main Store and are **in transit** until the branch presses **Mark as received**.

Purchases

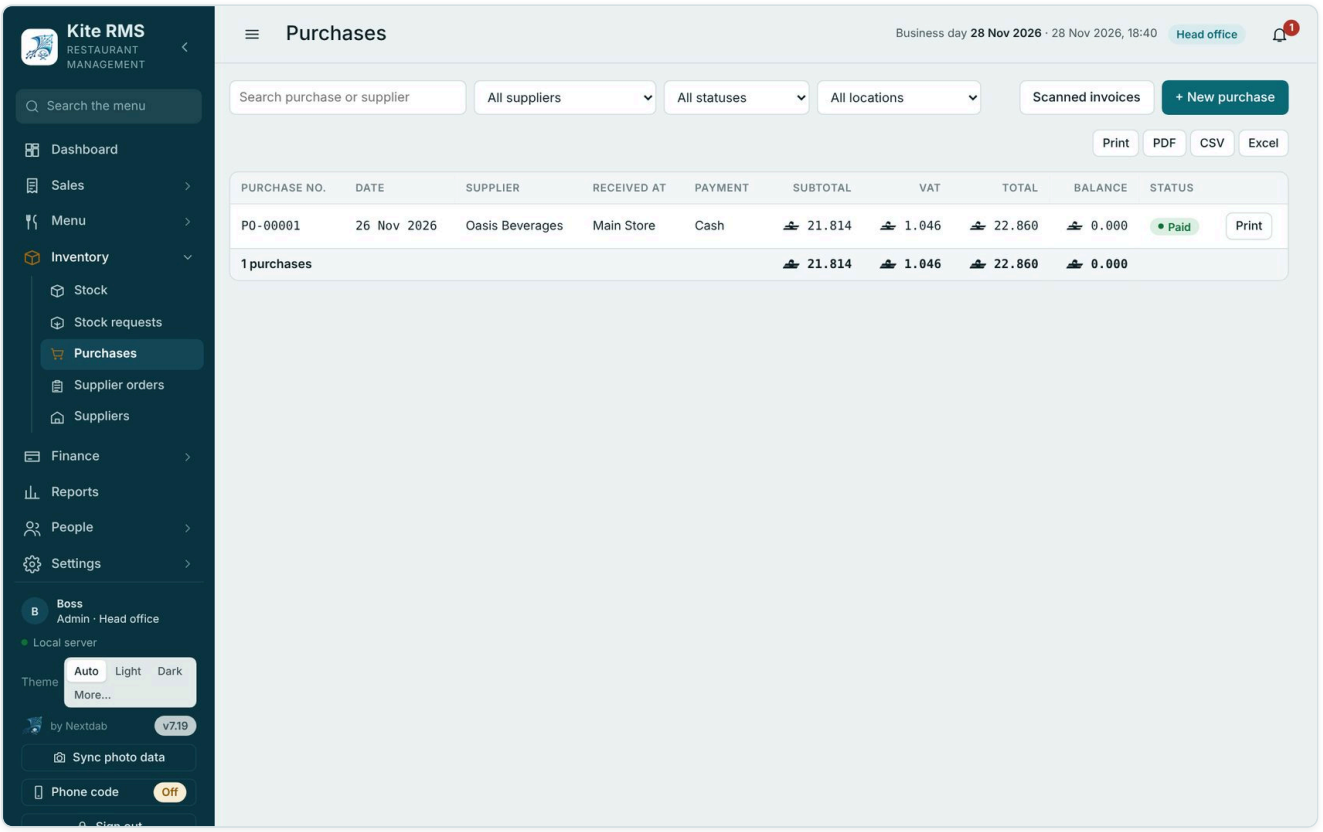


Figure 25 Purchases with supplier, payment and status.

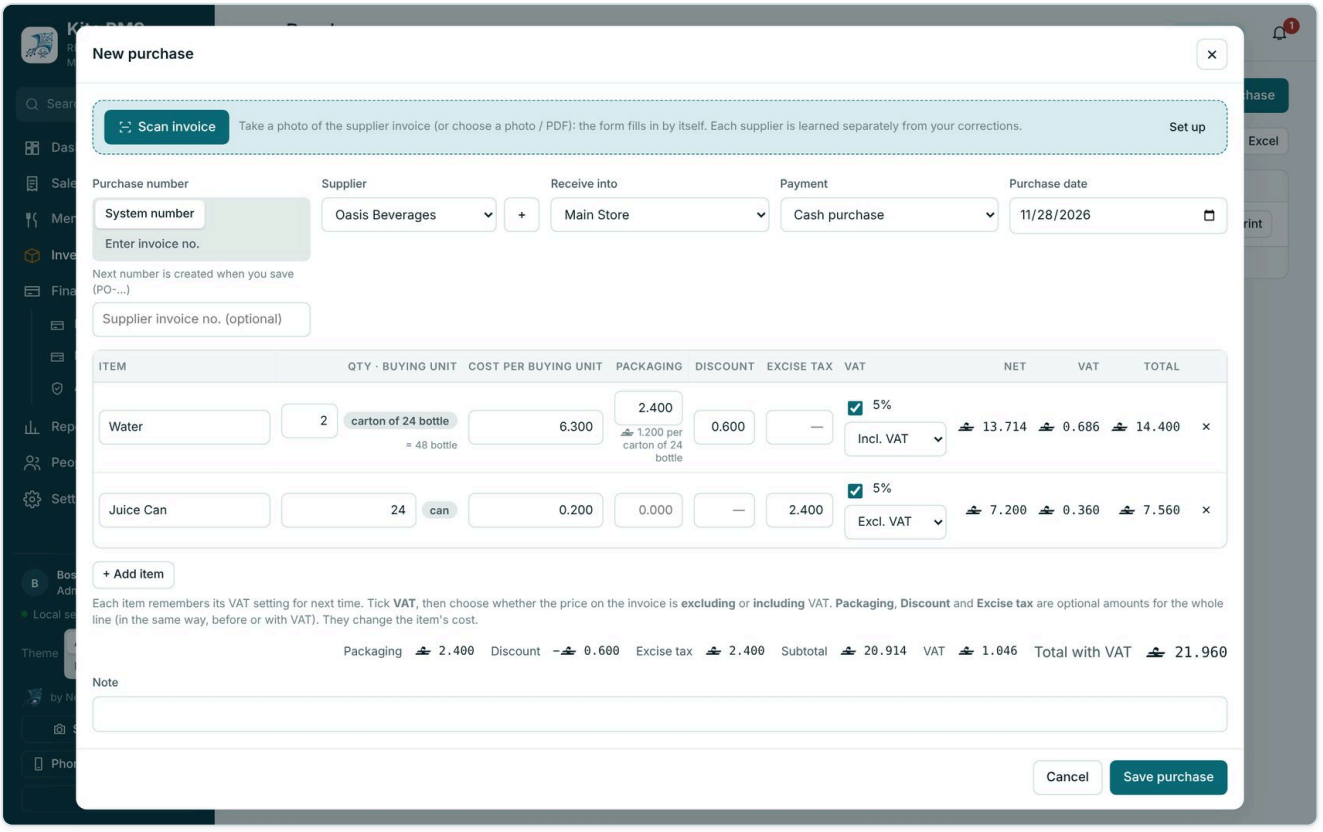


Figure 26 New purchase with discount, excise tax and VAT included or excluded.

1. Press **New purchase**.
2. Choose the **Supplier**, **Receive into** (Main Store or a branch), **Payment** (cash or credit purchase) and the date. Add the supplier's invoice number.

3. For each line: the item, quantity in the buying unit, cost per buying unit, and the optional boxes:
   - **Packaging:** fills itself from the item's packaging charge.
   - **Discount** and **Excise tax**: amounts for the whole line. Leave empty when the invoice has none.
   - **VAT**: tick it and choose **Excl. VAT** (the invoice price is before VAT) or **Incl. VAT** (the price already has VAT). Each item remembers the choice.
4. Check Packaging, Discount, Excise tax, Subtotal, VAT and **Total with VAT**, and press **Save purchase**. The stock goes up and the average cost is updated.

- Excise tax is part of the cost and VAT is worked out on the price with excise (as in Oman). The stock cost is the real net cost per unit: after discount, with excise, without VAT.
- **Scan invoice** fills the form from a photo or PDF of the supplier invoice; the scan is saved on the server PC and listed in **Scanned invoices**.
- A credit purchase stays **Pending** until it is paid in **Finance › Payments**.

Supplier orders

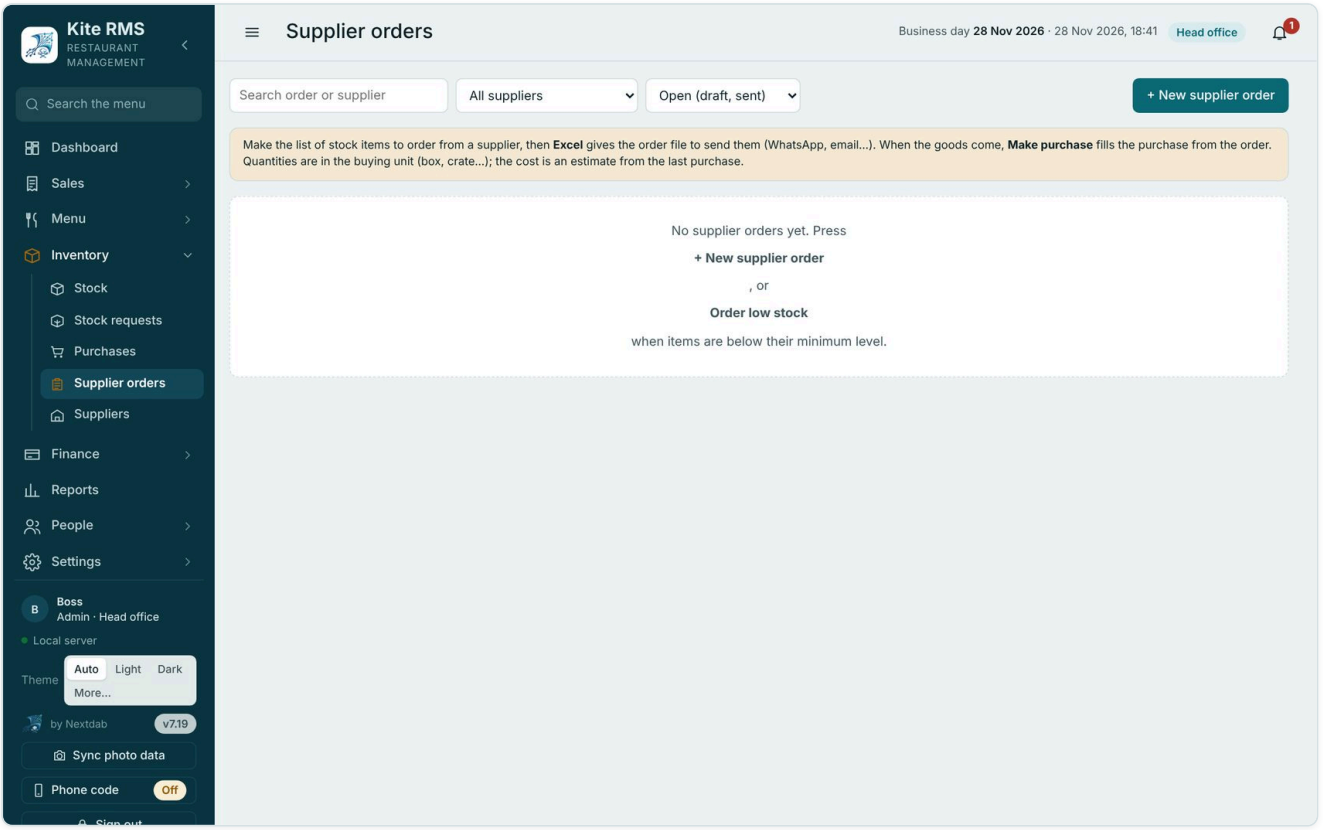


Figure 27 Supplier orders.

A supplier order lists the items you ask a supplier to deliver; saving it never changes stock. **+ Add low-stock items**, **+ Add this supplier's items** and **Order low stock** fill it for you. **Save and Excel** makes a file for the supplier. When the goods arrive, press **Make purchase**.

Suppliers

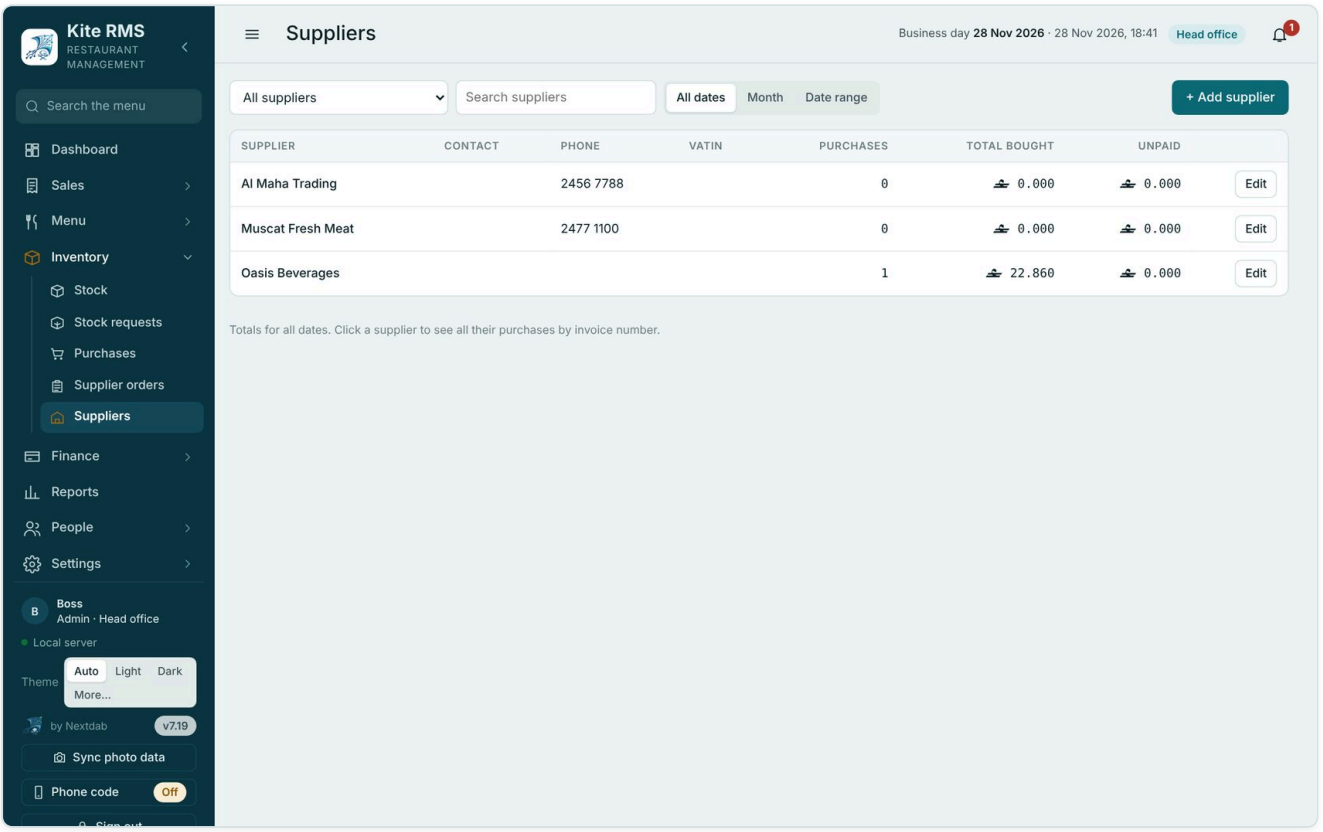


Figure 28 Suppliers with total bought and unpaid amount.

CHAPTER 10

Finance

> The Finance group has payments to suppliers, expenses and approvals.

Payments

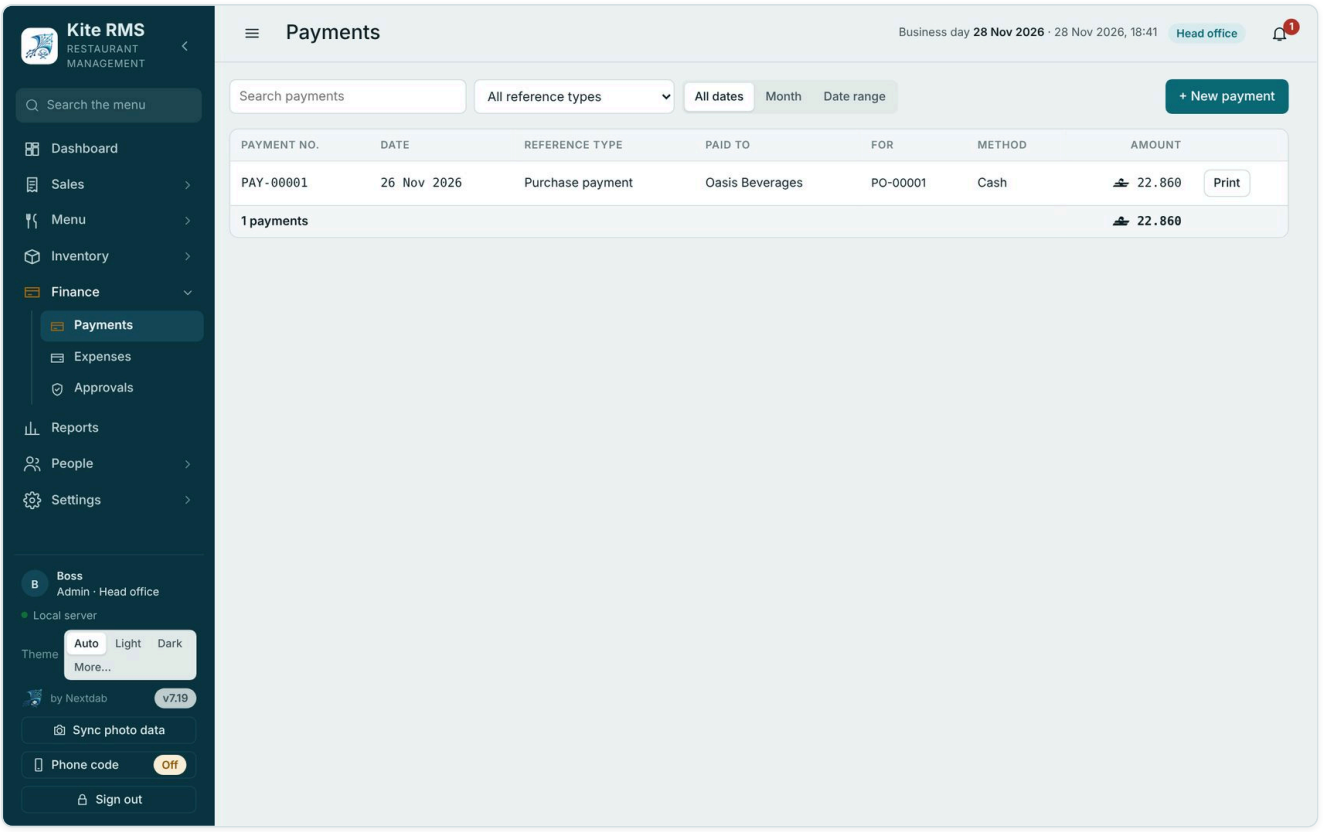


Figure 29 Payments.

New payment records money paid to a supplier against credit purchases, or other payments. Cash purchases are recorded here by themselves.

Expenses: several items on one bill

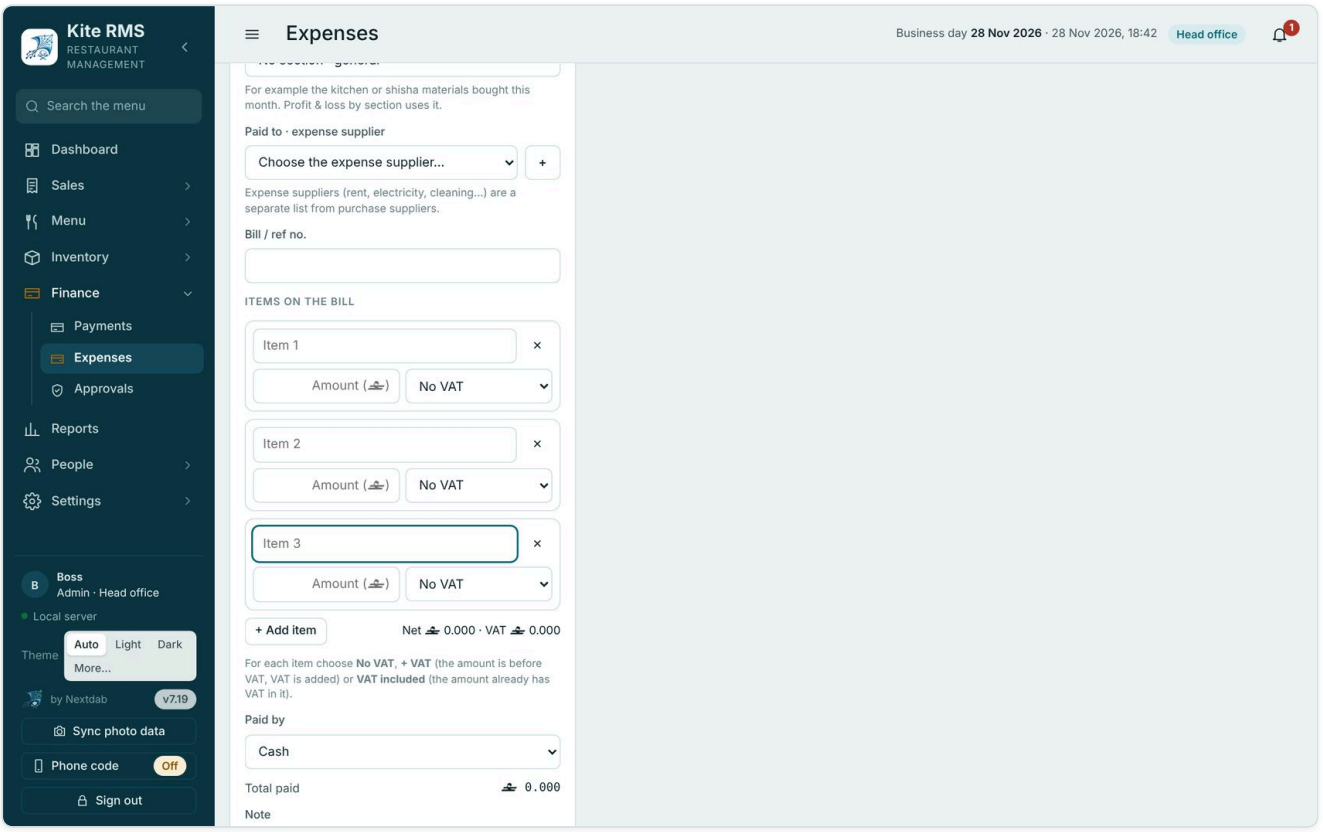


Figure 30 Add expense with items on the bill.

1. In **Add expense**, fill in the date, cost centre (a branch, the Main Store or general), category (rent, salaries, electricity...), section, paid to and bill number.
2. Under **Items on the bill**, add each item with its amount and choose **No VAT**, **+ VAT** (the amount is before VAT) or **VAT included**. **+ Add item** adds more lines. The net, input VAT and total are added up for you.
3. Choose how it was paid and press **Save**. **Scan invoice** can fill it from a photo.

The list shows a month or a date range by cost centre, category and section. Expenses appear in the Profit & loss and VAT reports.

Approvals

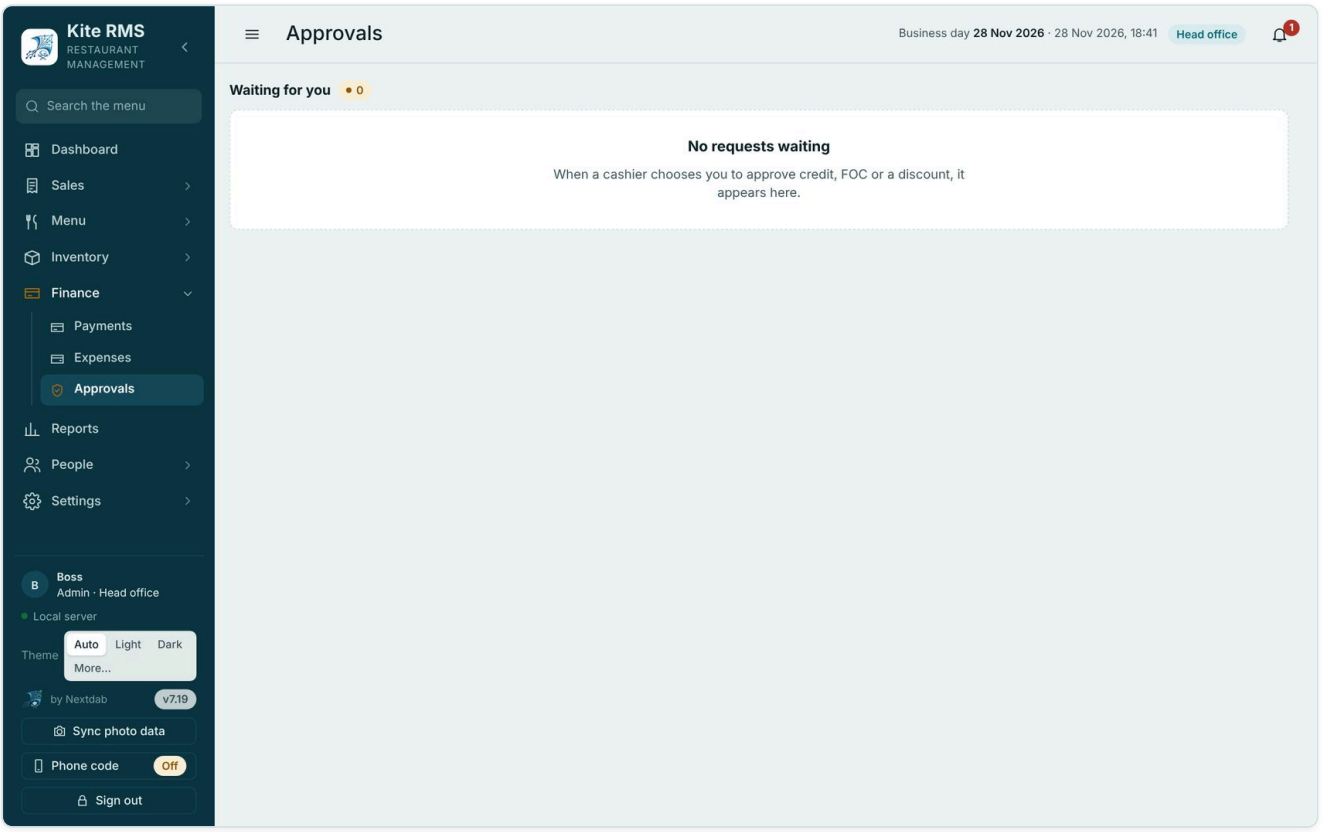


Figure 31 Approvals waiting for you.

The discount, FOC and credit requests waiting for you, with the bill details and **Approve** / **Disapprove**. See chapter 15.

CHAPTER 11

Reports

> Open Reports, choose the report, the period and the branch. Every report can be printed or saved as PDF, CSV or Excel.

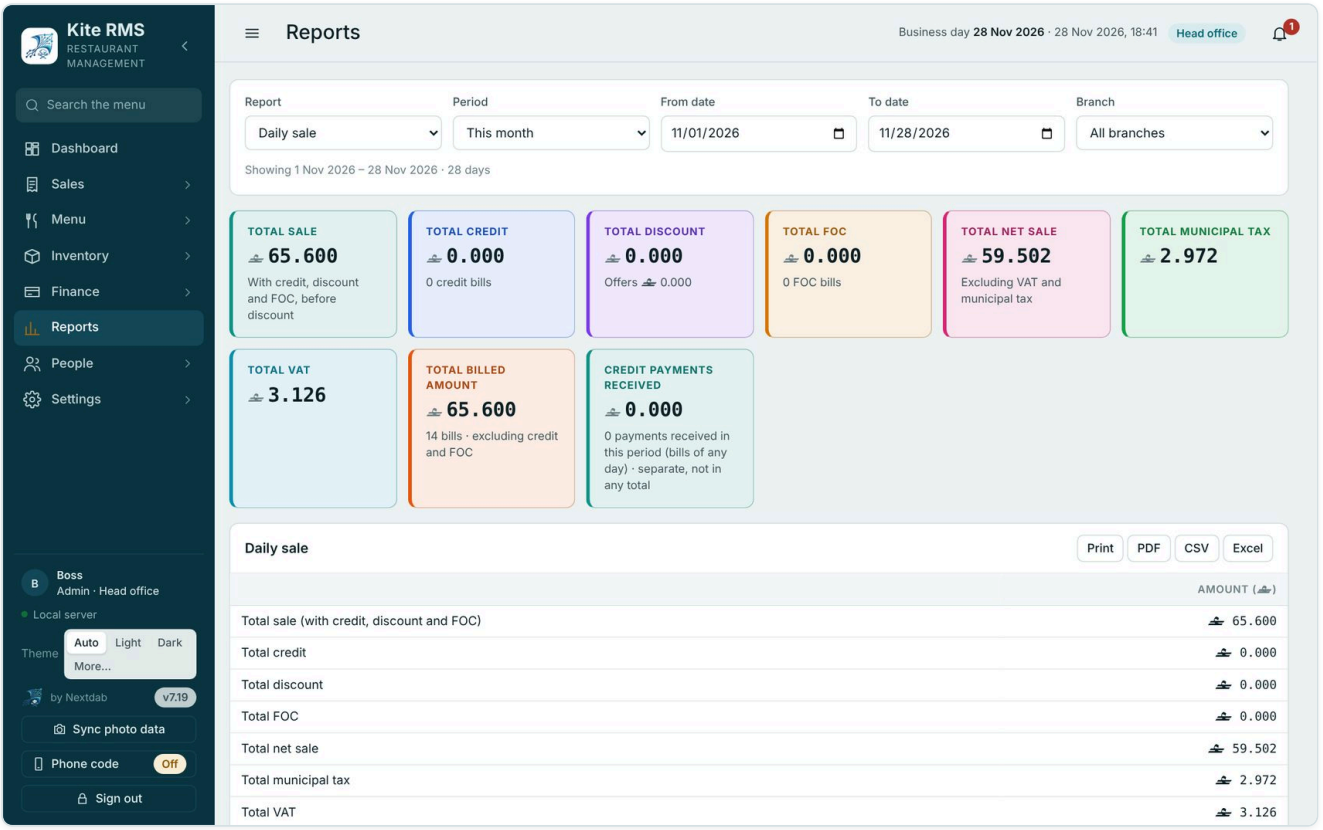


Figure 32 Daily sale report.

Report	What it shows
Daily sale	Total sale, credit, discount, FOC, net sale, municipal tax, VAT, total billed; credit payments received separately
Daily sale by day	One line per day per branch; credit bills and credit payments received in their own columns, not in the totals
By category / By item	Quantity, total, discount, credit, FOC, net sales, VAT and share
By payment method	Cash, card, cash + card, credit and FOC
Credit report	Credit bills, credit collected (on the day received), credit collection by day, by approver and customer
FOC / Discount	Free and discounted bills by approver and customer
By stock item	Each material sold as is, used in recipes, and the total
Kitchen / Pending / Offers	Kitchen items, open orders and offer sales
Purchases	Purchases by supplier and item, with discount, excise and VAT
VAT summary	Standard-rated sales, purchases and expenses with VAT, net VAT payable
Municipal tax	Municipal tax collected
Profit & loss	By branch / location or by section: net sales, cost of goods, gross profit and margin, other expenses

NOTE VAT is filed for the whole business. Check the VAT summary with your accountant before filing with the Tax Authority.

CHAPTER 12

People

> Users and approvers, staff and sections, attendance and login cards.

Users

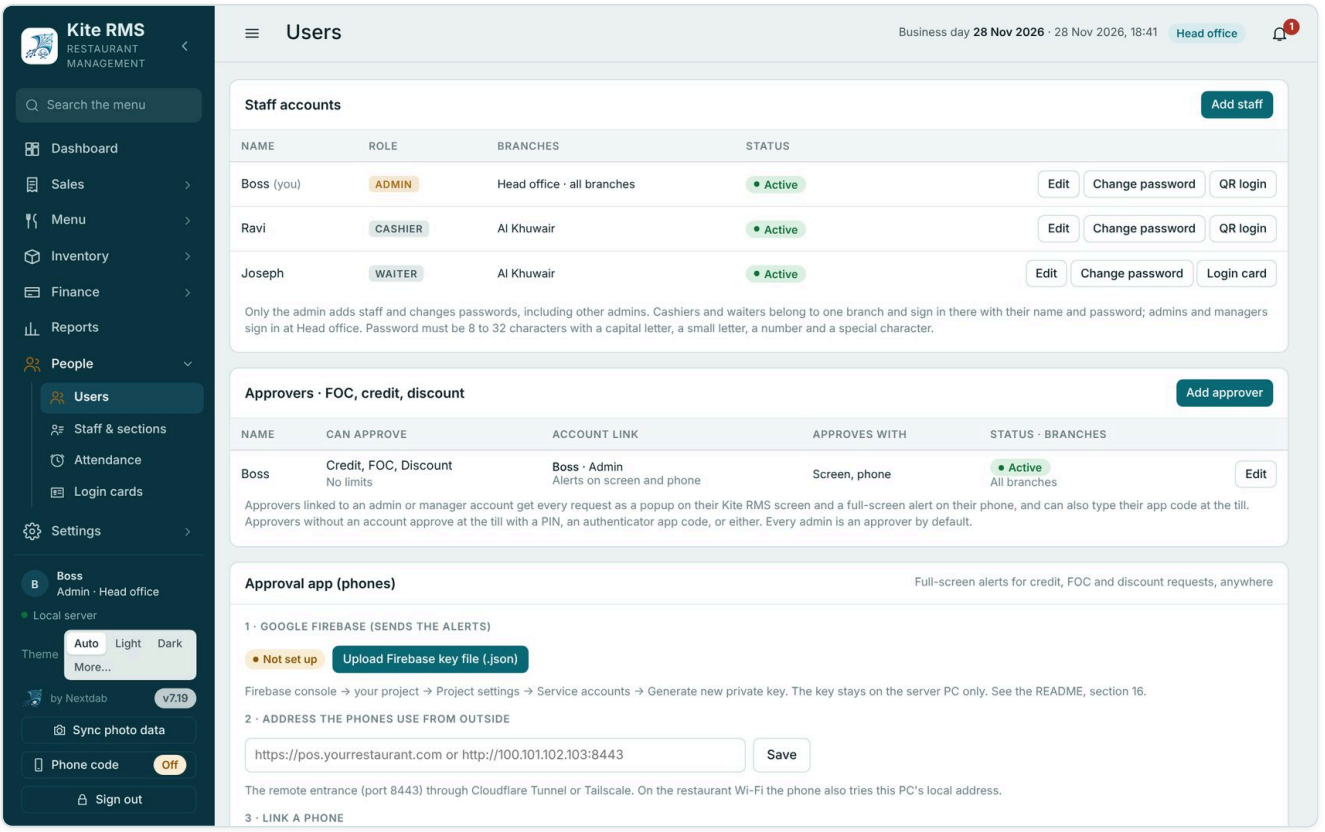


Figure 33 Staff accounts, approvers and the approval app.

- **Add staff**: name, username, role (admin, manager, cashier, waiter), branch(es), password and optional email (for Forgot password codes). Cashiers and waiters belong to one branch.
- Passwords need 8 to 32 characters with a capital letter, a small letter, a number and a special character.
- **Edit** changes the role, branches, language, or turns the account off. **Change password** sets a new one.

Staff & sections

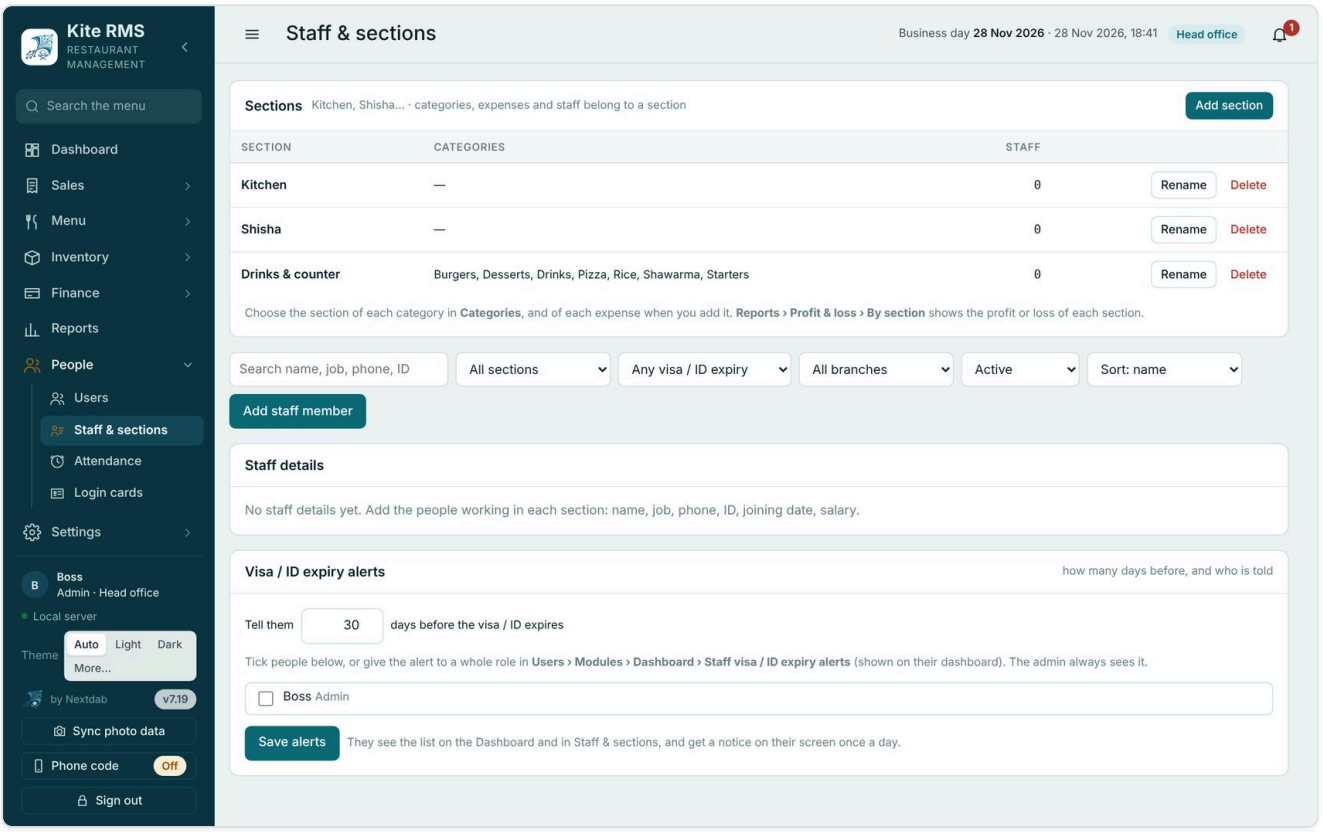


Figure 34 Staff & sections.

Sections group categories, expenses and staff for profit and loss by section. Staff details keep each person's job, ID, phone, visa and ID expiry, joining date, salary, attendance ID, shift and days off, with expiry alerts.

Attendance

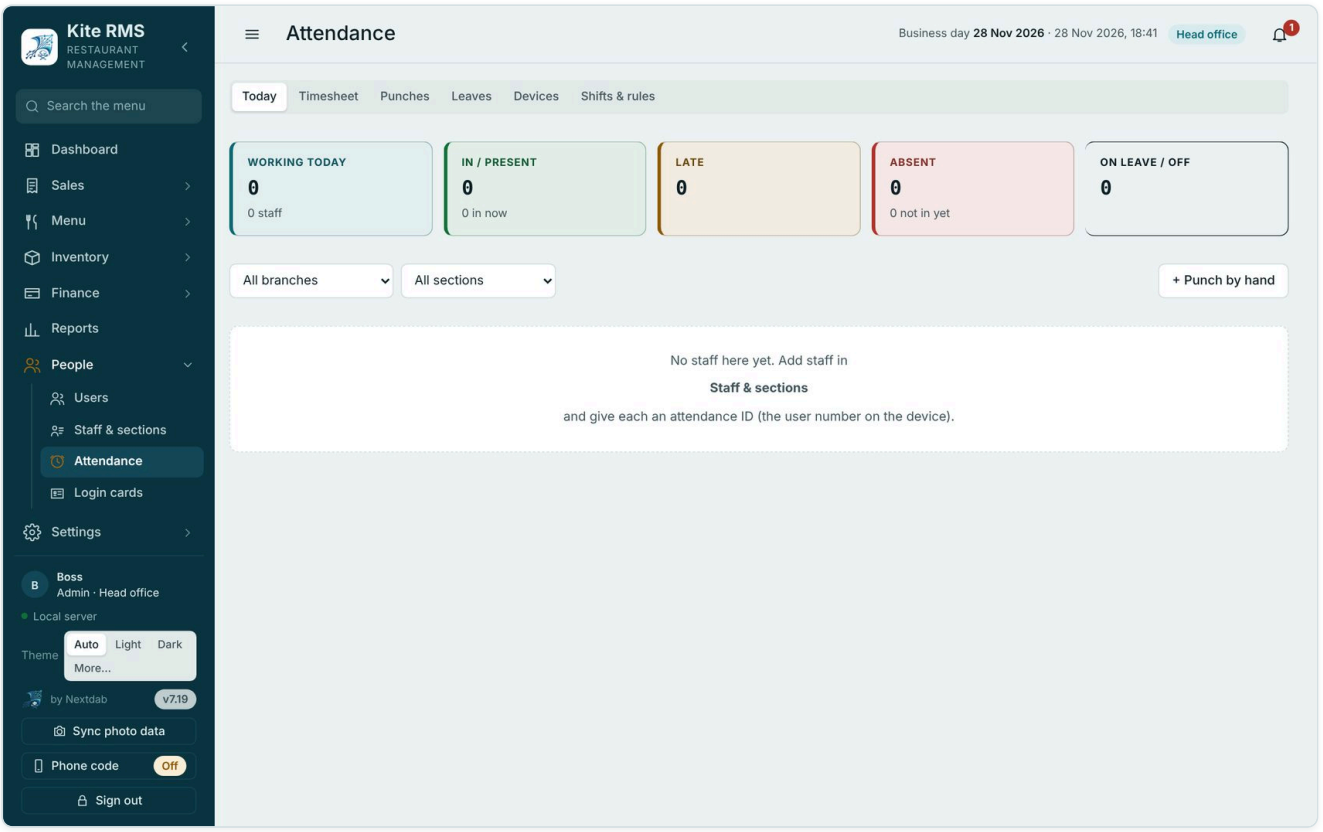


Figure 35 Attendance.

Fingerprint, face or palm devices (ZKTeco ADMS push) send each punch live. Tabs: **Today**, **Timesheet**, **Punches**, **Leaves**, **Devices** and **Shifts & rules**. **Punch by hand** adds a missing punch.

Login cards

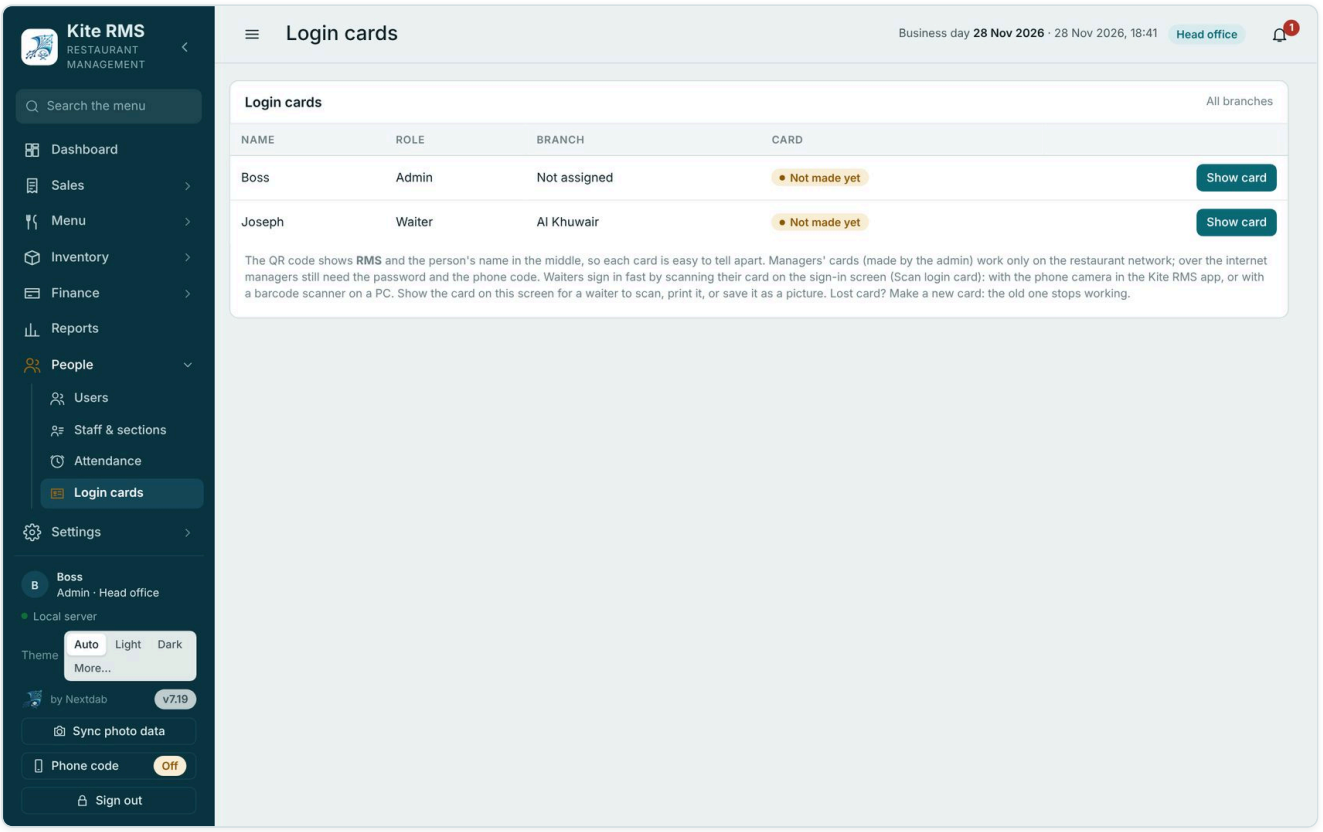


Figure 36 Login cards.

Each waiter and manager gets a QR login card to print or save. For a lost card, make a new one; the old one stops working.

CHAPTER 13

Settings

> The Settings group is mostly for the admin.

Setup

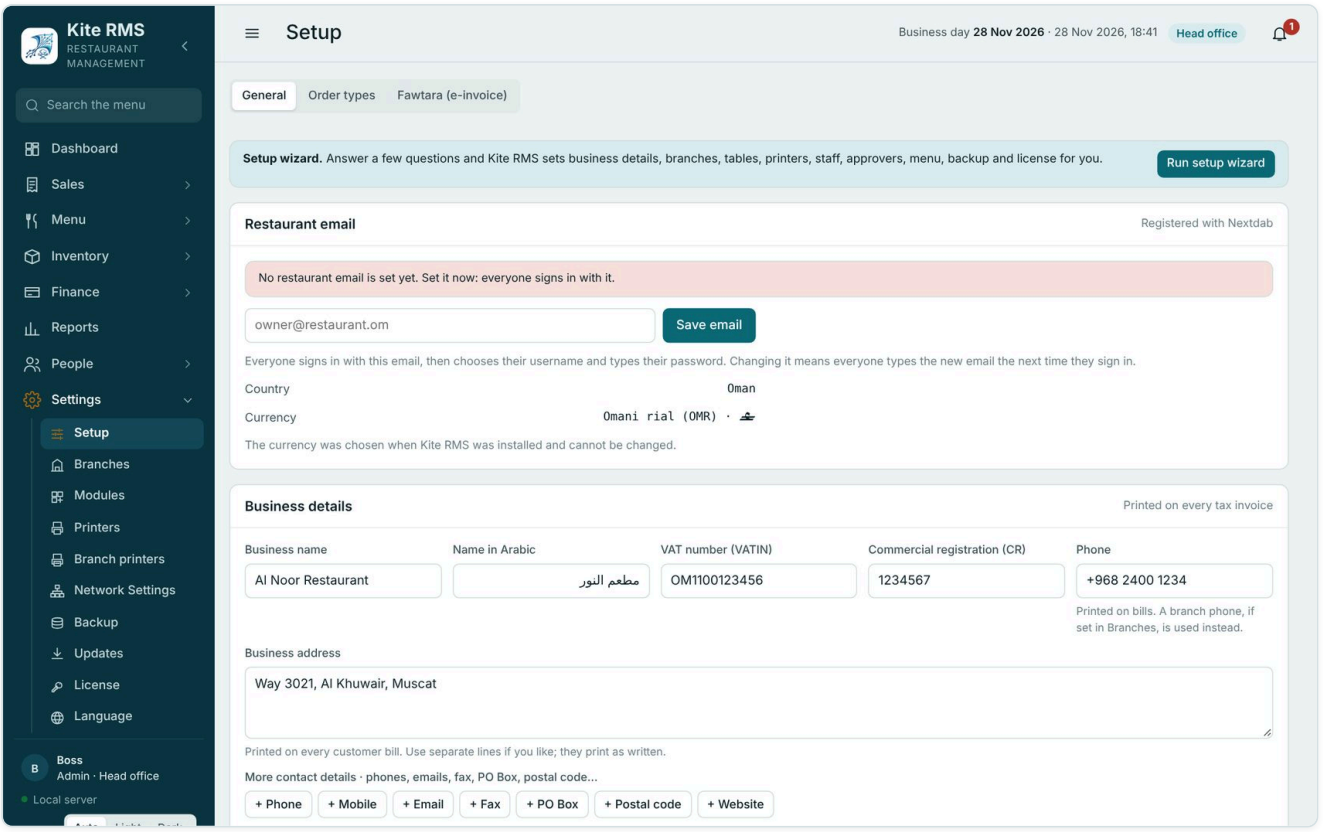


Figure 37 Setup: General, Order types and Fawtara (e-invoice).

- **Run setup wizard** asks the first-setup questions again.
- **Restaurant email**: changed with a code sent to the new email.
- **Business details**: name, Arabic (country-language) name, VAT number, CR number, phone, address and contact details printed on bills; the country and currency.
- **Order types** (dine-in, takeaway, delivery per branch) and day options.

Branches

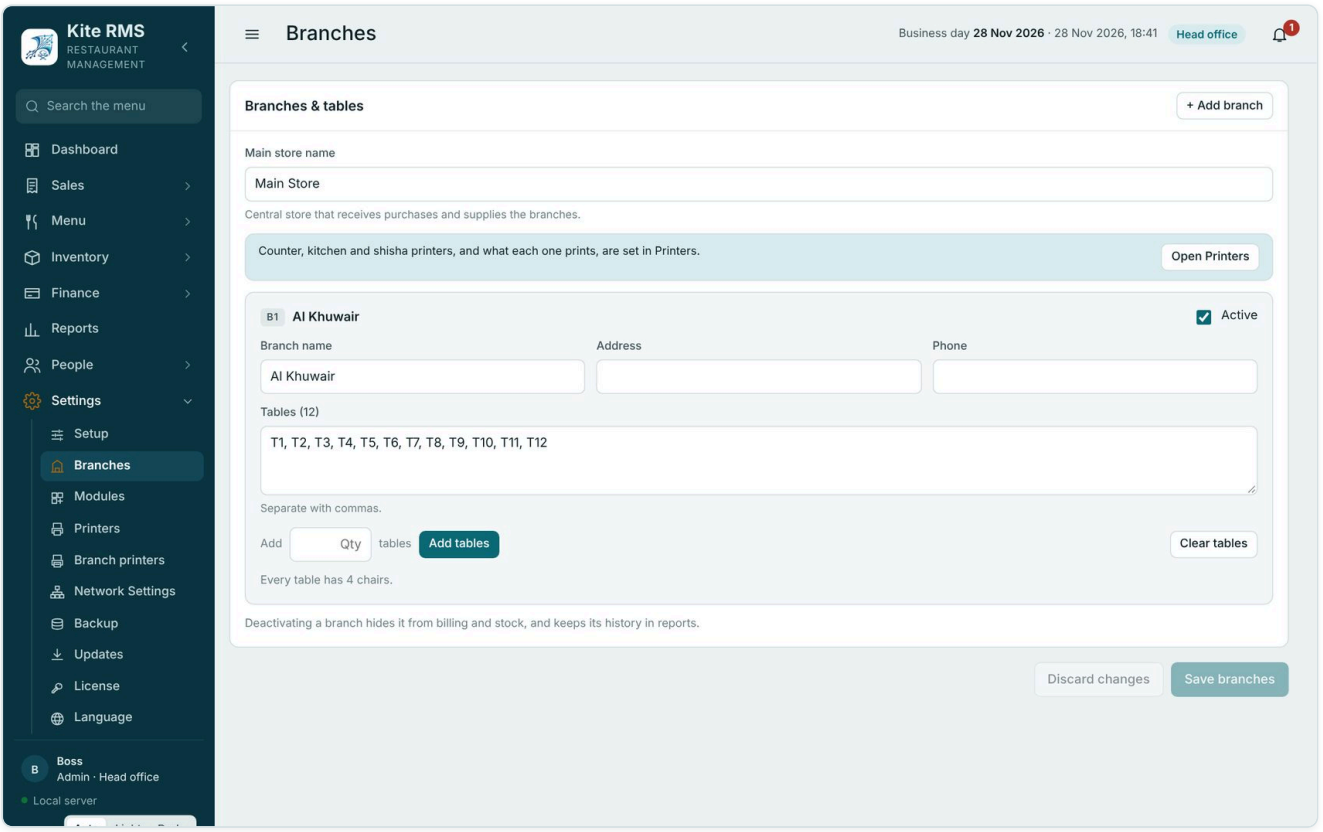


Figure 38 Branches and tables.

The Main Store receives purchases and supplies the branches. Each branch has a name, address, phone, its tables and chairs. **Add branch** adds one; untick **Active** to switch it off.

Modules: who can see and do what

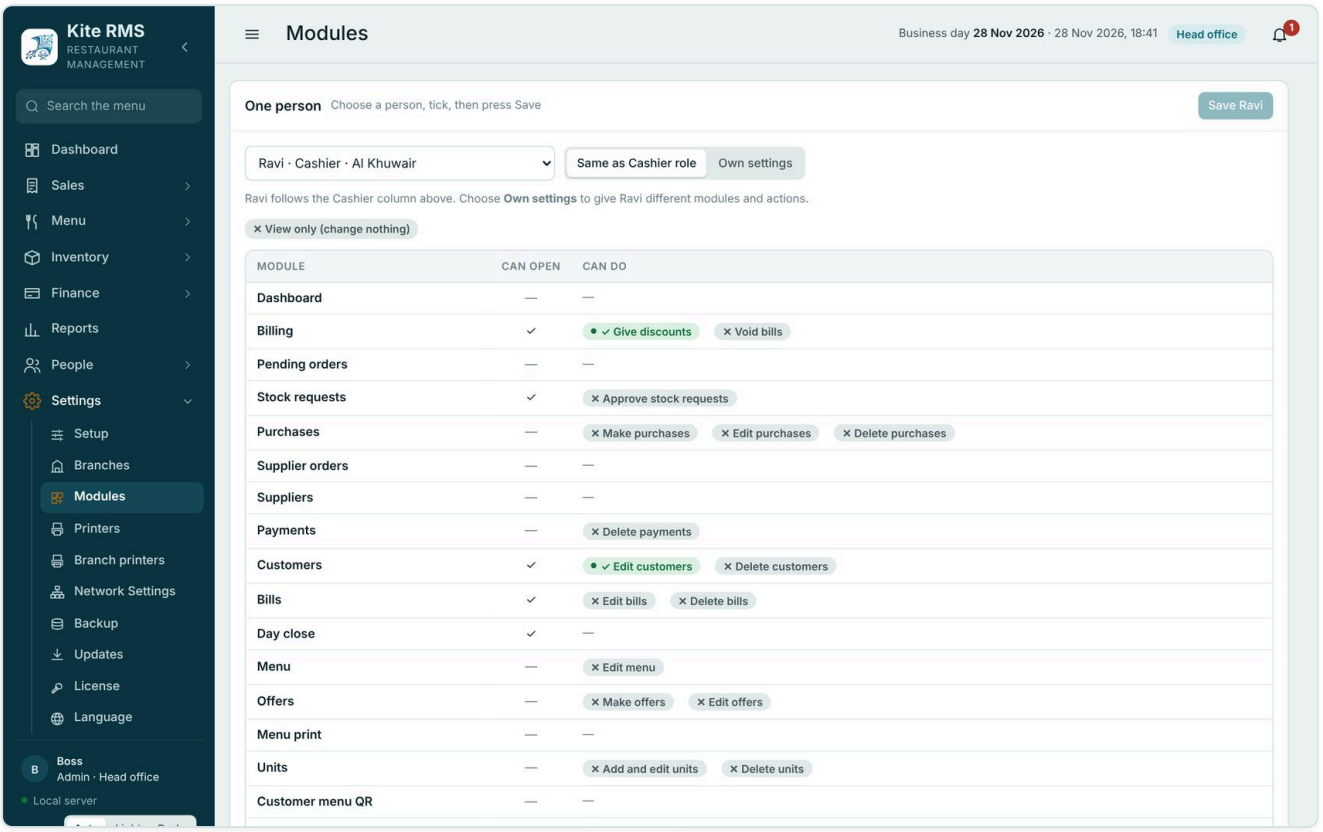


Figure 39 Modules per role or per person.

For each role tick the pages they can open and what they may do there (approve stock requests, make purchases, edit or delete bills, edit the menu…). **One person** gives one person their own settings. Also: **View only**, **Dashboard** boxes, license warnings and approval app alerts. Press **Save modules**.

Printers

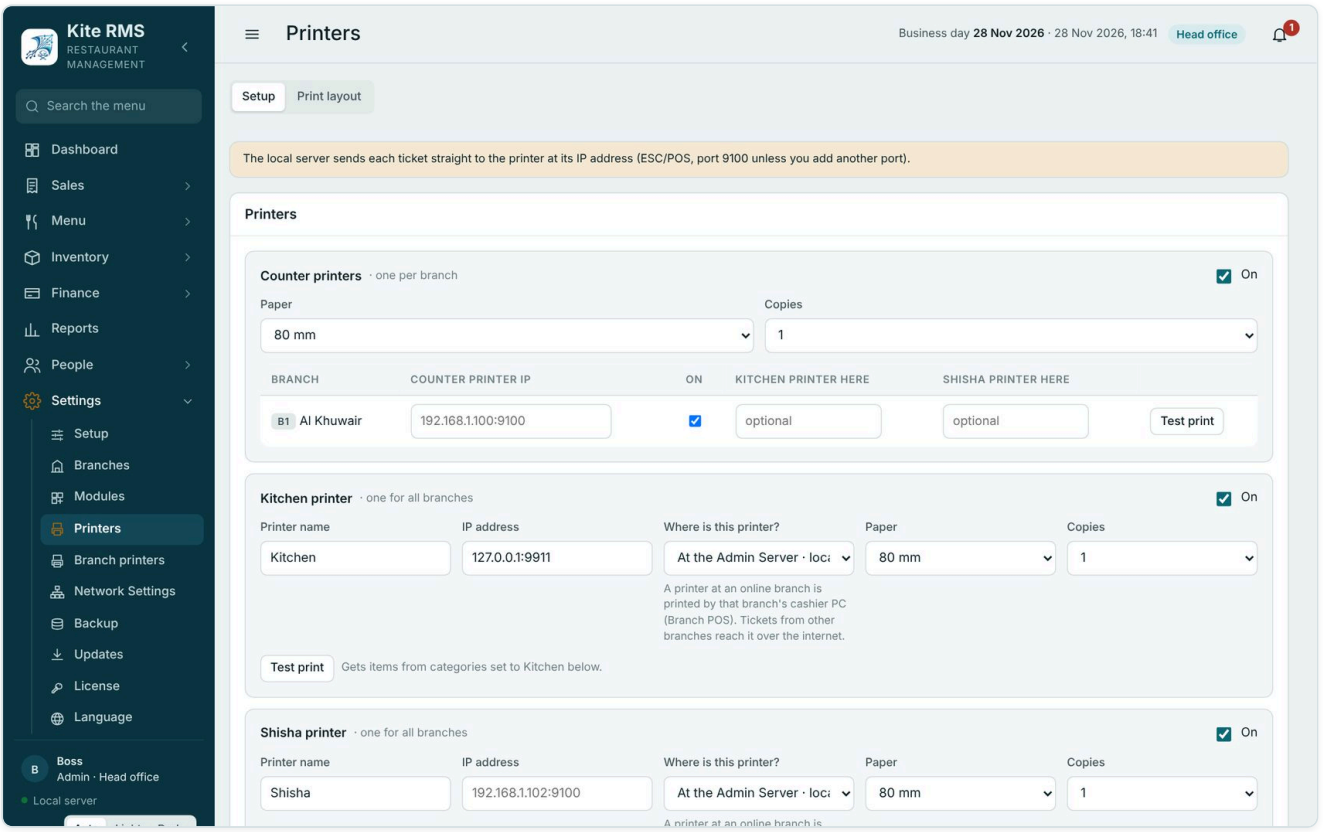


Figure 40 Printers: counter, kitchen and shisha printers.

- **Counter printers** (one per branch): paper size, copies, IP. Bills and Z reports print here.
- **Kitchen** and **Shisha printers**: order and cancellation tickets, following each category's print setting.
- **Kitchen display** on / off. **Print layout**: font size, darkness, line spacing, bold.
- **Country language** (Setup › Printing): bills print English plus that language (Arabic for Oman); choose another or English only.
- **Branch printers**: with this module a cashier sets the printers of their own branch.

Network Settings

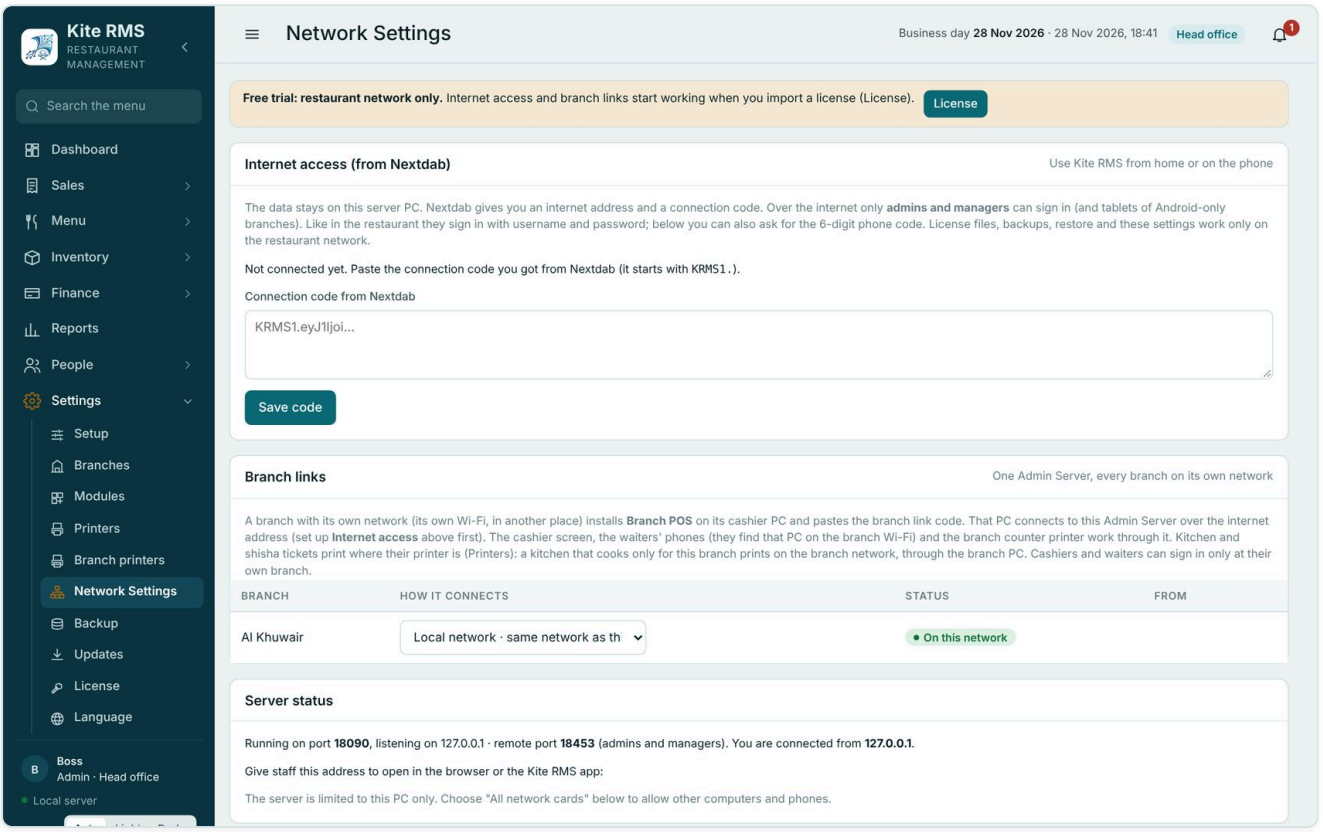


Figure 41 Network Settings: internet access, branch links and server status.

- **Internet access (from Nextdab)**: paste the connection code to get an internet address without router setup. Over the internet only admins and managers sign in, with the authenticator code.
- **Branch links**: each branch connects on the local network or online (its own network, chapter 2).
- **Server status**: the address to give staff.

> **IMPORTANT** Never open ports 8080 or 8443 on the router. Use Internet access from Nextdab, Tailscale or a Cloudflare Tunnel.

Language

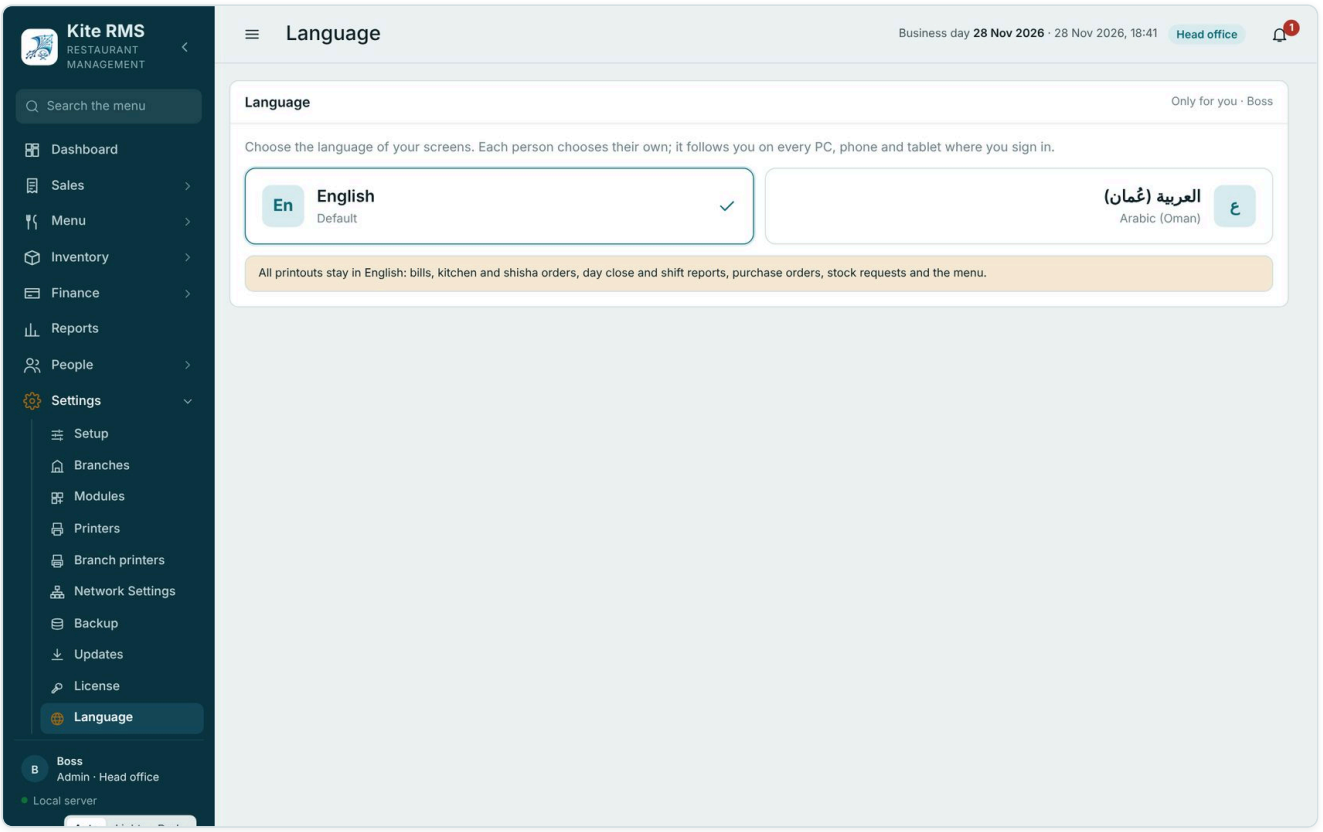


Figure 42 Language.

CHAPTER 14

Fawtara e-invoicing (Oman)

> For restaurants in Oman, Kite RMS can send every bill as a Fawtara e-invoice. It is ready but does nothing until the admin activates it.

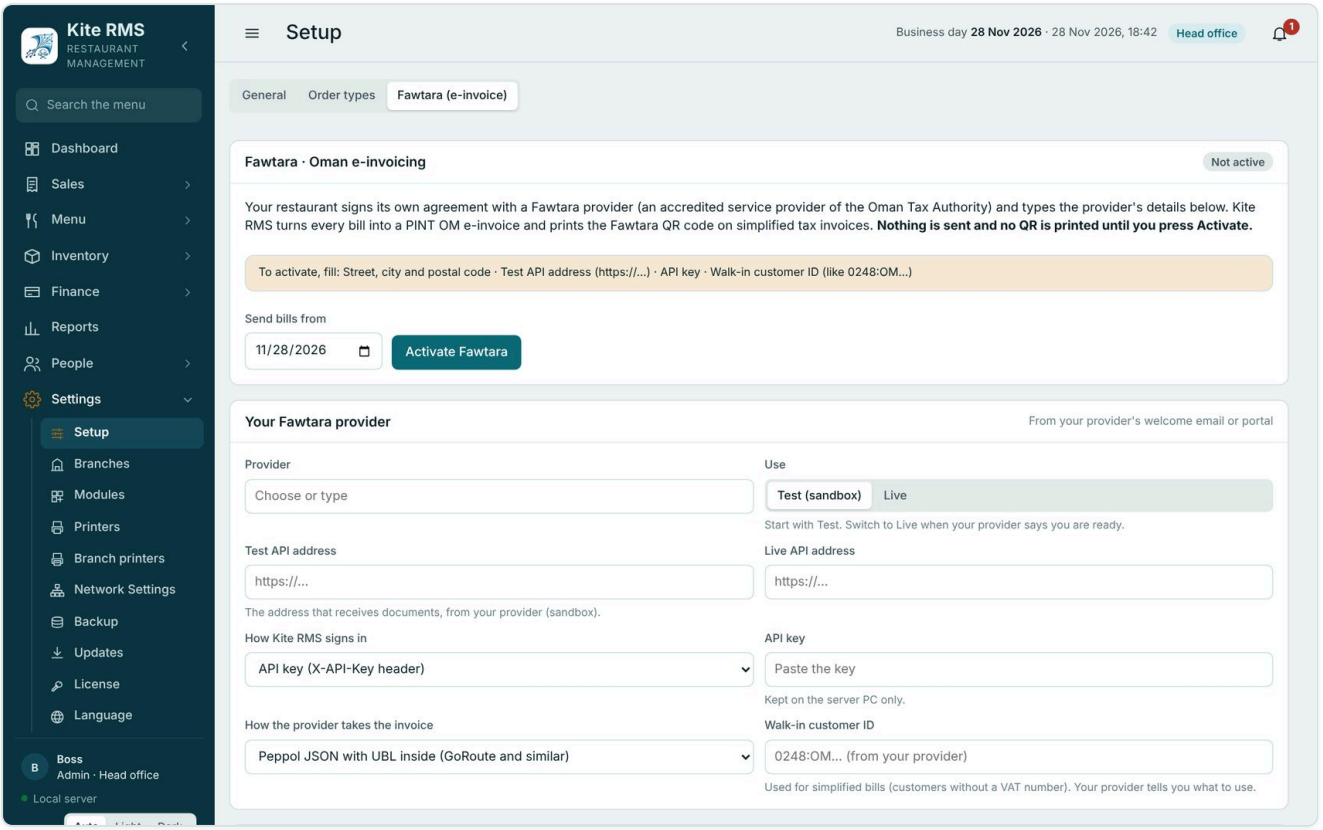


Figure 43 Setup › Fawtara (e-invoice).

1. Sign an agreement with a Fawtara provider (an accredited service provider of the Oman Tax Authority).
2. Open **Settings › Setup › Fawtara (e-invoice)** and type the provider's details: provider, **Test** or **Live**, test and live API addresses, how Kite RMS signs in, the API key (kept on the server PC only), how the provider takes the invoice, and the walk-in customer ID.
3. Fill in the seller's street, city, postal code and phone. The legal name, VAT number and CR come from Setup › General.
4. **Test connection** sends a test invoice. **Sample e-invoice (XML)** shows what is sent.
5. Choose **Send bills from** (a date) and press **Activate Fawtara**.

- Every bill becomes a PINT OM (UBL 2.1) e-invoice: simplified for walk-in customers, full tax invoice when the customer has a VAT number. Each line carries its VAT and total with VAT.
- Simplified bills print the Fawtara QR code. Bills are sent within a minute and retried by themselves if the provider does not answer.
- A voided or deleted bill sends a credit note; an edited bill sends a credit note and a new invoice (number with -R1).
- The Fawtara page lists the e-invoices of the last 31 days; on any bill, **E-invoice** shows its status and XML. **Turn off Fawtara** stops it.

Fawtara shows only when the restaurant's country is Oman.

CHAPTER 15

Approvers and the Kite Approvals app

> Credit bills, FOC and discounts need an approver's yes.

Approvers

Set approvers in **People › Users › Approvers › Add approver**:

- **Linked** to an admin or manager account: each request pops up on their Kite RMS screen and as a full-screen alert in the Kite Approvals app.
- **Not linked** (for example a supervisor without an account): PIN only, App only (6-digit authenticator code) or PIN and app.
- What they can approve (credit, FOC, discount), branches, and limits per bill, per day and per month.

Asking for approval at the till

1. The cashier chooses Credit, FOC or a discount and the approver.
2. The request reaches every place the approver is signed in.
3. The approver taps **Approve** or **Disapprove**, or types their PIN or authenticator code on the cashier's screen.
4. If the bill changes, tap **Send again**; **Cancel request** withdraws it.

The Kite Approvals app

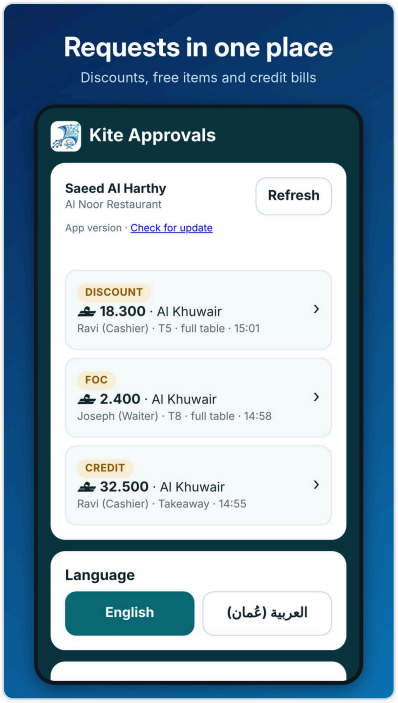


Figure 44 Requests in one place.

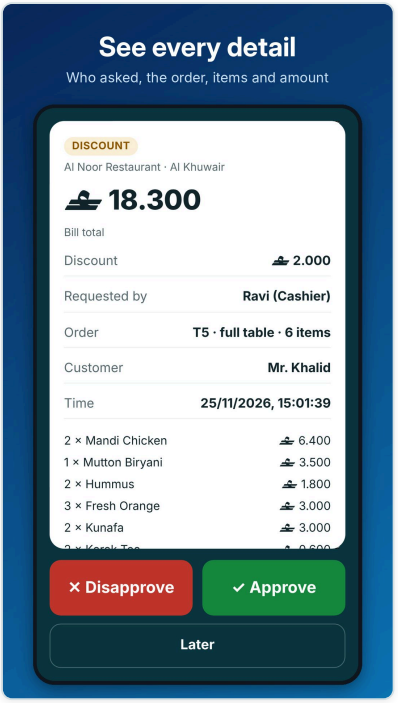


Figure 45 The full bill before you answer.

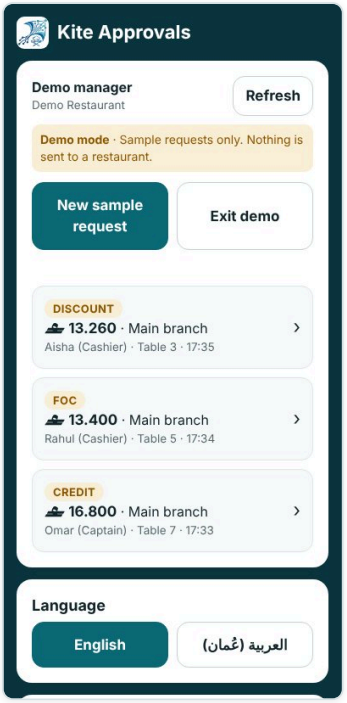


Figure 46 Try the demo.

1. Install **Kite RMS Approvals** on the approver's phone (APK from nextdab.com › Downloads until it is on Google Play).
2. On the admin PC: **Users › Approval app**, choose the person, **Make setup QR code**.
3. In the app tap **Scan setup QR code**. Allow notifications and full-screen alerts.
4. Click **Test alert**. **Unlink** removes a lost phone at once.

Not linked to a restaurant yet? Tap **Try the demo** on the first screen to see sample discount, FOC and credit requests. Nothing is sent anywhere; **Exit demo** goes back. Alerts are sent through Google Firebase, so the server

PC needs the internet.

Setting up the authenticator app

1. Click **Set up app** next to the approver.
2. In Google Authenticator or Microsoft Authenticator, tap + › Scan a QR code.
3. Type the 6-digit code and click **Confirm**. For a new phone, **Set up again**.

CHAPTER 16

Backup and restore

> Kite RMS backs up the whole database by itself. Keep copies in a second place: an external drive, the cloud, or both.

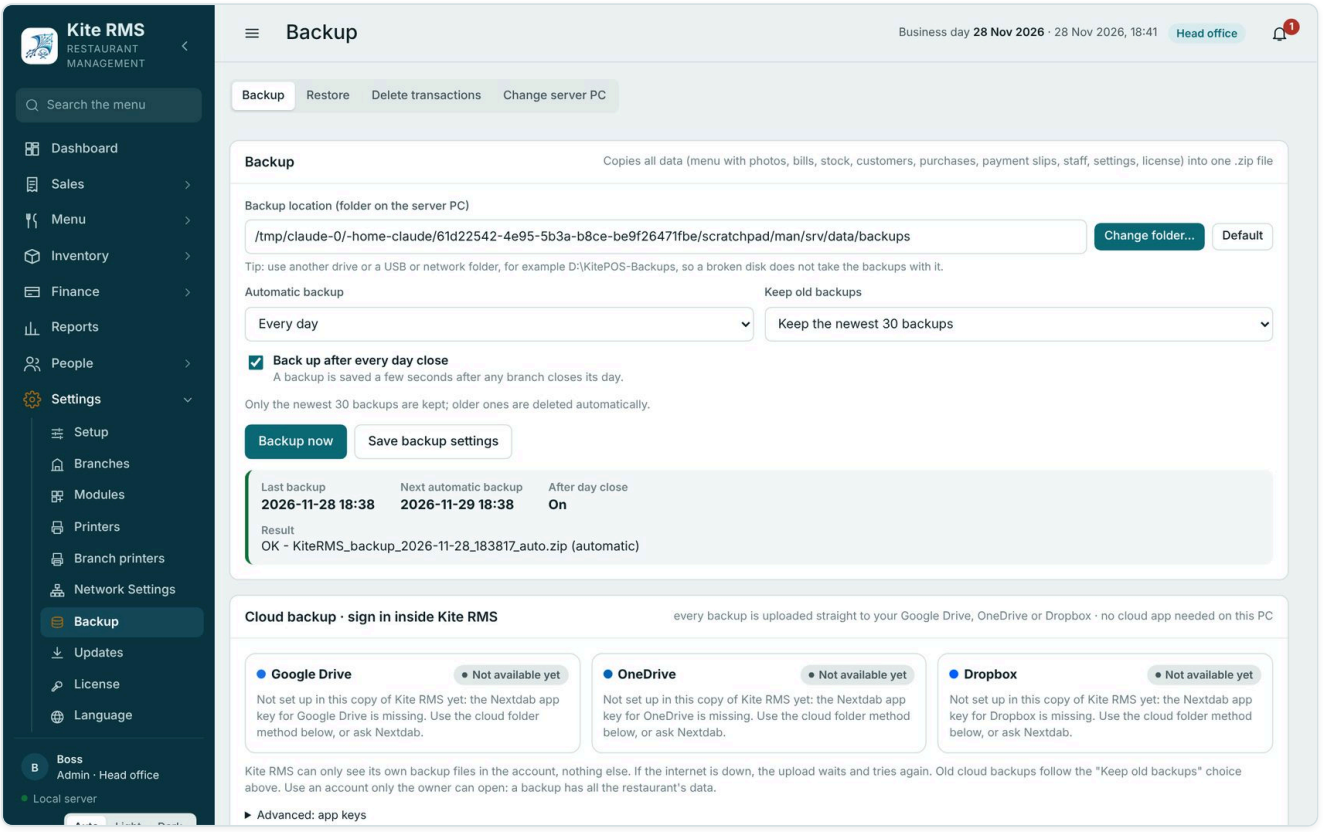


Figure 47 Backup: folder, schedule, extra copies and cloud backup.

- **Backup location**: a folder on the server PC (another drive is best).
- **Automatic backup**: how often and how many to keep. **Back up after every day close** (on by default). **Backup now** makes one at once.
- **Extra copies**: a USB disk or a cloud folder (OneDrive, Google Drive, Dropbox, iCloud, Box). Unplugged disks get the copy when they are back.
- **Cloud backup**: **Connect** Google Drive, OneDrive or Dropbox inside Kite RMS with a short code; every backup is uploaded.

Restore

- **Backup › Restore** brings back any backup from the folder, a file or the cloud. Confirm with your admin password and by typing RESTORE. A safety backup is made first.

> **IMPORTANT** Restoring replaces all data with the backup. Everything entered after that backup is lost. The scanned invoices folder is not inside the backup zip; copy it when you move the server PC.

Other tools

- **Delete transactions**: removes old bills, purchases and more (admin password and a 6-digit delete code; a backup is made first).
- **Change server PC**: steps to move to a new PC and **Tell every device the new address**.

CHAPTER 17

License and updates

License

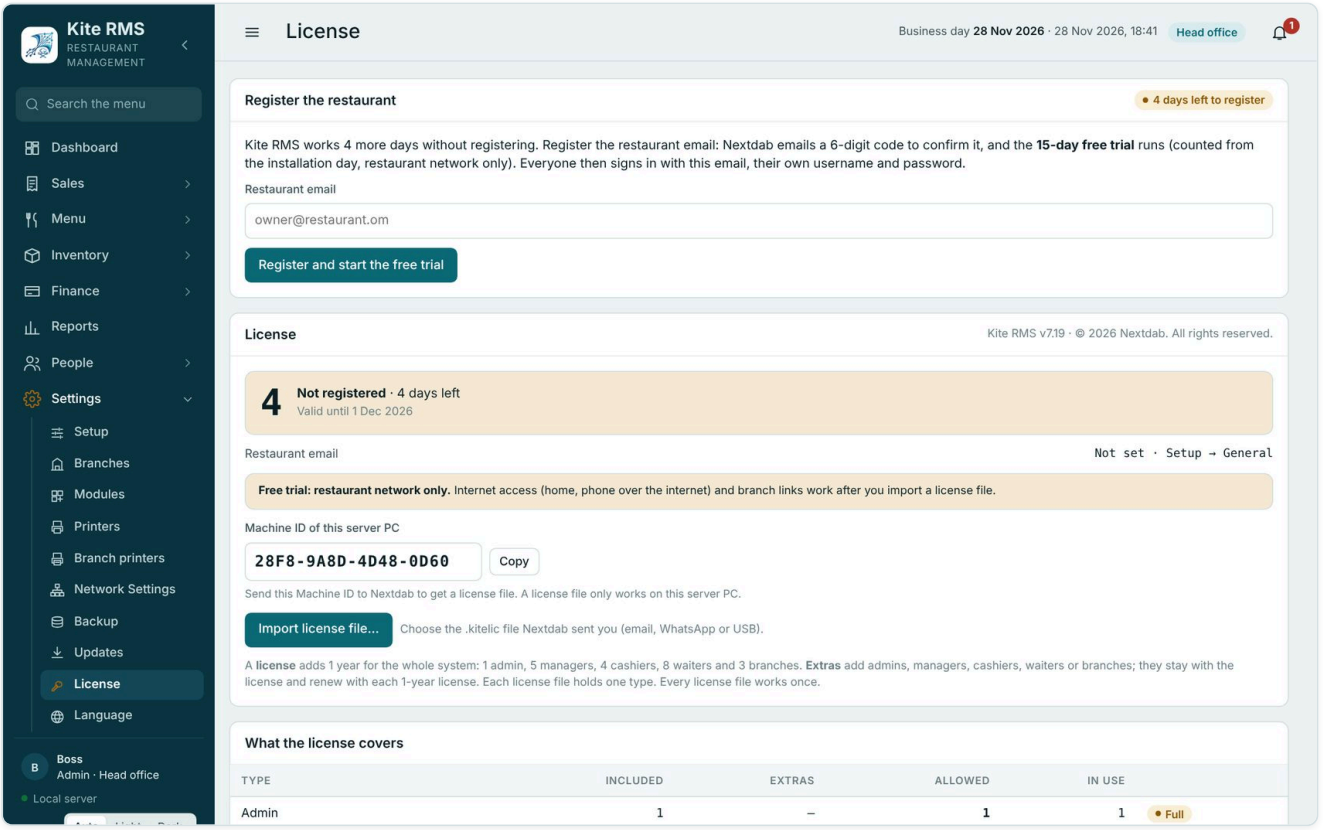


Figure 48 License: days left, Machine ID and what the license covers.

- After registering, a new restaurant gets a **15-day free trial** (restaurant network only).
- **License** shows the Machine ID of the server PC, the days left and what the license covers.
- Nextdab sends licenses directly to the server (or as a license file: **Import license file...**).
- When the license ends, only the admin can sign in, to renew or download a backup. Data is never deleted.

Updates

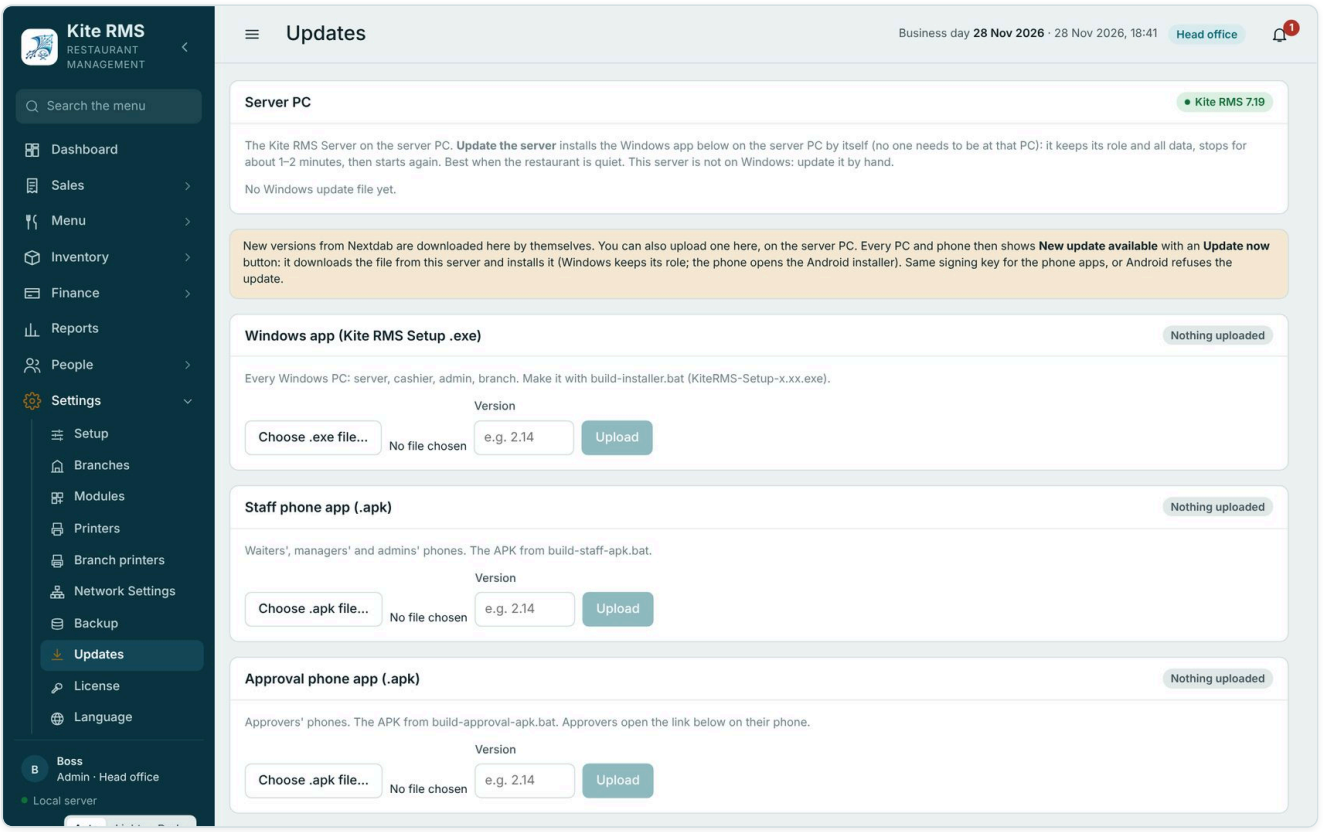


Figure 49 Updates for the server PC, Windows app and phone apps.

- New versions from Nextdab arrive on the server within seconds and are shown on **Updates**. You can also upload a file.
- Admins press **Update the server**: the server PC installs it in 1–2 minutes and keeps its data. Every open PC and phone then loads the new screens by itself.
- The Windows app and phone apps update with their own **Update** button. The staff app also updates from Google Play.

CHAPTER 18

Troubleshooting and good practice

Problem	What to do
A PC or phone cannot reach the server	Check the server PC is on, the device is on the restaurant Wi-Fi, and the address is right (Ctrl+Shift+S on PCs, Change server address on phones).
"Kitchen ticket NOT printed on ..."	Check the printer's power, paper and network cable, then reprint the order. Settings › Printers › Test print.
A printer does not print	Test print; check the IP and that the category prints to that printer.
The cashier cannot open the day	The last business day still has bills: close it first. Or the business day is ahead: ask the admin.
Day close says nothing to close	No bills and no credit payments that day. This stops a double close.
Wrong password too many times	Wait 30 seconds. Use Forgot password? or ask the admin.
Waiter cannot see a table	Another waiter is serving it. Use Transfer waiter.
An item does not show on the till	It may be off at that branch, have no branch price, be out of stock or not available in the kitchen.
A branch cannot request an item	The Main Store has none in stock. Buy it into the Main Store first.
Approver gets no phone alert	Check the server has internet, the phone is linked (Test alert) and notifications are allowed.
"Not registered: N days left"	Press Register and type the code Nextdab emails.

Good practice

- Keep the server PC on a UPS.
- Use a separate, password-protected Wi-Fi for tills and printers.
- Keep backups in two places: an external drive and the cloud.
- Keep the server PC's clock correct and phones on automatic time.
- Give each person their own account; untick Keep me signed in on shared devices.
- Turn off the accounts of people who leave.

Support

For licenses, updates and help, contact Nextdab at **nextdab.com** with your restaurant name and the Machine ID shown on the License page.