



CCK8 POS

User manual

For café and restaurant owners, managers and cashiers

Version 2.17.0 · October 2026 · CCK8 POS · pos.cck8.my/help.php

Contents

Getting started

1. Sign in and find your way around
2. Install the app on your phone or tablet
3. Language, screen lock and your account

Daily work

4. The Dashboard
5. Take an order at the counter
6. Take payment
7. Change, move, split or void an order
8. Kitchen screen and Now Serving
9. Orders history
10. Cash drawer
11. Reservations

Customer QR ordering

12. Tables and QR codes
13. What your customer sees
14. Pre-orders (order days ahead)

Menu and offers

15. Menu: categories, items and options
16. Tags and icons
17. Promotions
18. Discounts and vouchers

Customers and reports

19. Members and loyalty points
20. Reports and analytics
21. Activity log

Shop setup (owner)

22. Storefront: company info and opening hours
23. Staff and permissions
24. Outlets (branches)
25. Settings
26. Online payment
27. Receipt and printers

Help

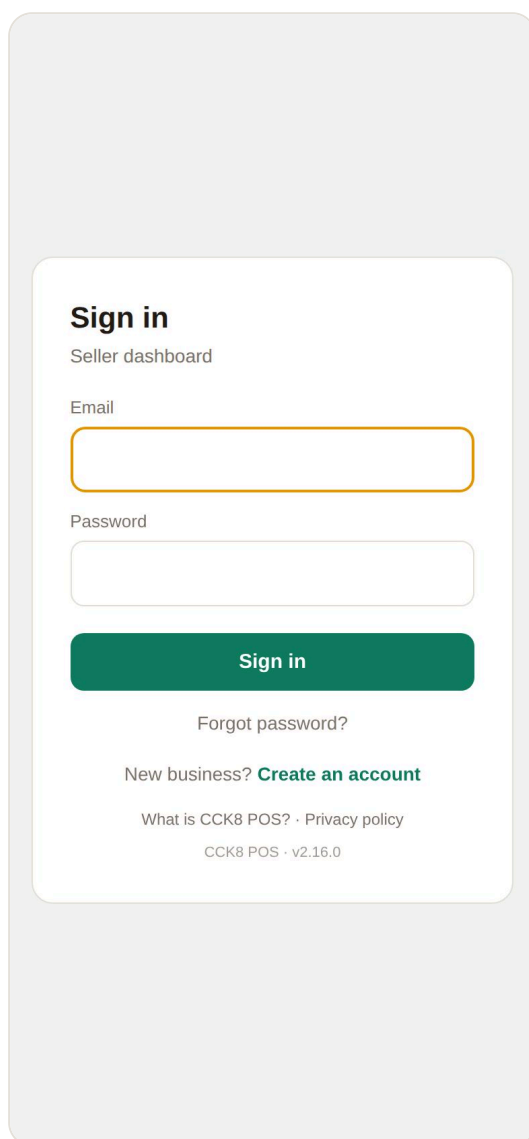
28. Common questions

Getting started

Sign in and find your way around

 Everyone

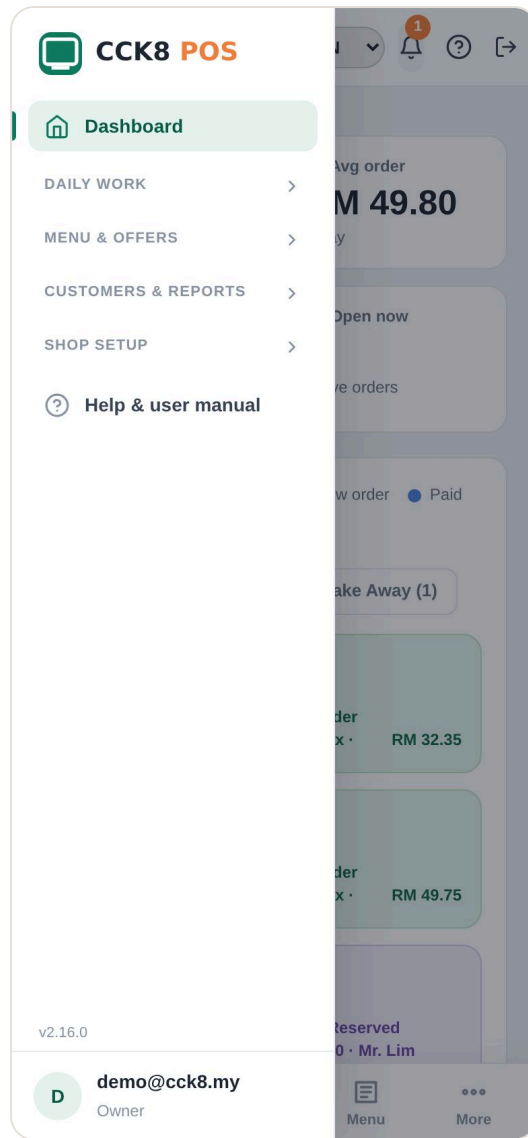
Open **pos.cck8.my** on a phone, tablet or computer, tap **Sign in** (top right) and sign in with the email and password your owner gave you. Owners create their account once with a licence key (**Create an account**).

A mockup of the sign-in page for the CCK8 POS system. The page is white with a light gray background. At the top, it says "Sign in" in bold, followed by "Seller dashboard". Below this are two input fields: "Email" and "Password". The "Email" field has a yellow border, and the "Password" field has a gray border. Below the input fields is a green "Sign in" button. Under the button, there is a link "Forgot password?". Further down, it says "New business? [Create an account](#)". At the bottom, there is a link "What is CCK8 POS? · Privacy policy" and the version number "CCK8 POS · v2.16.0".

The sign-in page

After signing in you land on the **Dashboard**. Everything else is in the menu:

- **Computer / tablet:** the white menu on the left, in groups: *Daily work*, *Menu & offers*, *Customers & reports* and *Shop setup*. Tap a group title to fold or open it.
- **Phone:** the bar at the bottom has Dashboard, New Order, Orders and Menu. **More** opens the full menu.



On a phone: the bottom bar and the full menu under "More"

You only see the pages your role allows. The top bar has the outlet name (tap it to switch outlet if your shop has several), the 🌐 language switch, the ? help button and **Logout**.

Tip Signed in on several shops or outlets with the same email? After signing in you are asked "Where are you working now?". Pick one; you can switch later from the outlet name at the top.

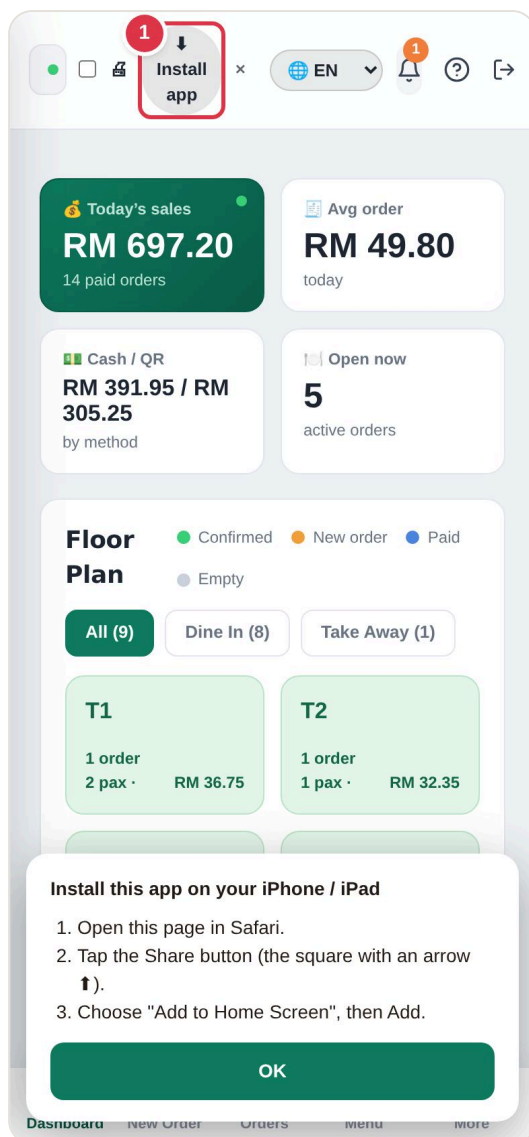
Install the app on your phone or tablet

👤 Everyone

CCK8 POS works in the browser, but installing it puts an icon on your Home Screen and opens it full screen, like an app.

- **Android (Chrome):** tap ↓ **Install app** in the top bar, or Chrome's menu ⋮ → *Install app*. On Google Play: search **CCK8 POS**.

- **iPhone / iPad:** open the site in **Safari**, tap ↓ **Install app** for the steps: Share button ↑ → *Add to Home Screen* → *Add*.



The Install app button in the top bar

New versions arrive by themselves. The app updates the next time you open it.

Tip Table QR codes scanned on a staff phone open in the normal browser, not inside the staff app, so the app always stays on your portal.

Language, screen lock and your account

 Everyone

Language: tap  in the top bar and choose English, 中文 or Bahasa Melayu. Each device remembers its own choice. Your menu names are never translated.

My Account (tap your name at the bottom of the menu):

- change your display name (printed on receipts) and your password;
- set a **screen-lock PIN** (4 or 6 digits). When the owner turns on the screen lock, the screen locks after a few idle minutes and each person unlocks with their own PIN;
- owners: see the plan, tap **Buy now on WhatsApp** to buy or renew a key, enter the new **licence key** to extend or change plan, and **Delete my account**.

My account

License & subscription

No license attached to this account yet. Enter a key below to activate a plan.
Limits: 5 outlet(s), 10 staff.

Top up / change plan — enter a license key

PASTE A BASIC OR PREMIUM KEY FROM

Buy a key from the shop, then activate it here. Extra time stacks onto your plan; upgrades/downgrades apply automatically.

Activate key

Signed in as

demo@cck8.my · Owner

Display name (shown on receipts)

Save name

Dashboard New Order Orders Menu More

My Account: name, PIN, password

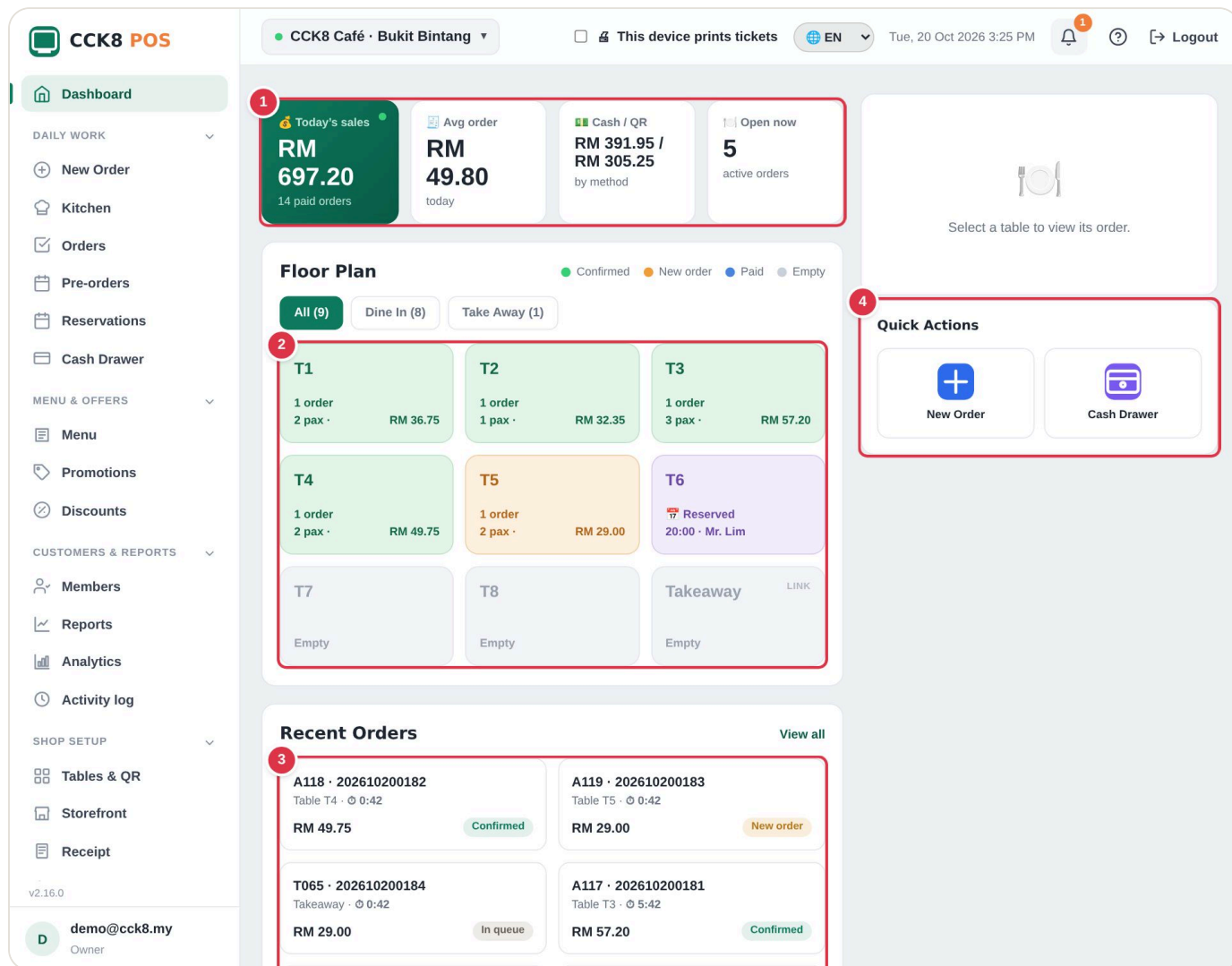
Tip Logins last 24 hours from the last use, so a till that is used every day stays signed in.

Daily work

The Dashboard

 Owner, manager, cashier

The Dashboard is the live view of your shop. It refreshes by itself; new orders ring a chime.



The screenshot displays the CCK8 POS Dashboard for 'CCK8 Café · Bukit Bintang'. The top navigation bar includes a language selector (EN), a date/time display (Tue, 20 Oct 2026 3:25 PM), and a logout button. The left sidebar lists various functions: Dashboard, Daily Work, New Order, Kitchen, Orders, Pre-orders, Reservations, Cash Drawer, Menu & Offers, Menu, Promotions, Discounts, Customers & Reports, Members, Reports, Analytics, Activity log, Shop Setup, Tables & QR, Storefront, and Receipt. The main content area is divided into several sections: 1. Today's sales, Avg order, Cash / QR, and Open now. 2. Floor Plan showing tables T1-T8 and a Takeaway section. 3. Recent Orders list. 4. Quick Actions for New Order and Cash Drawer. The interface uses color-coding for table status: Confirmed (green), New order (orange), Paid (blue), and Empty (grey).

The Dashboard

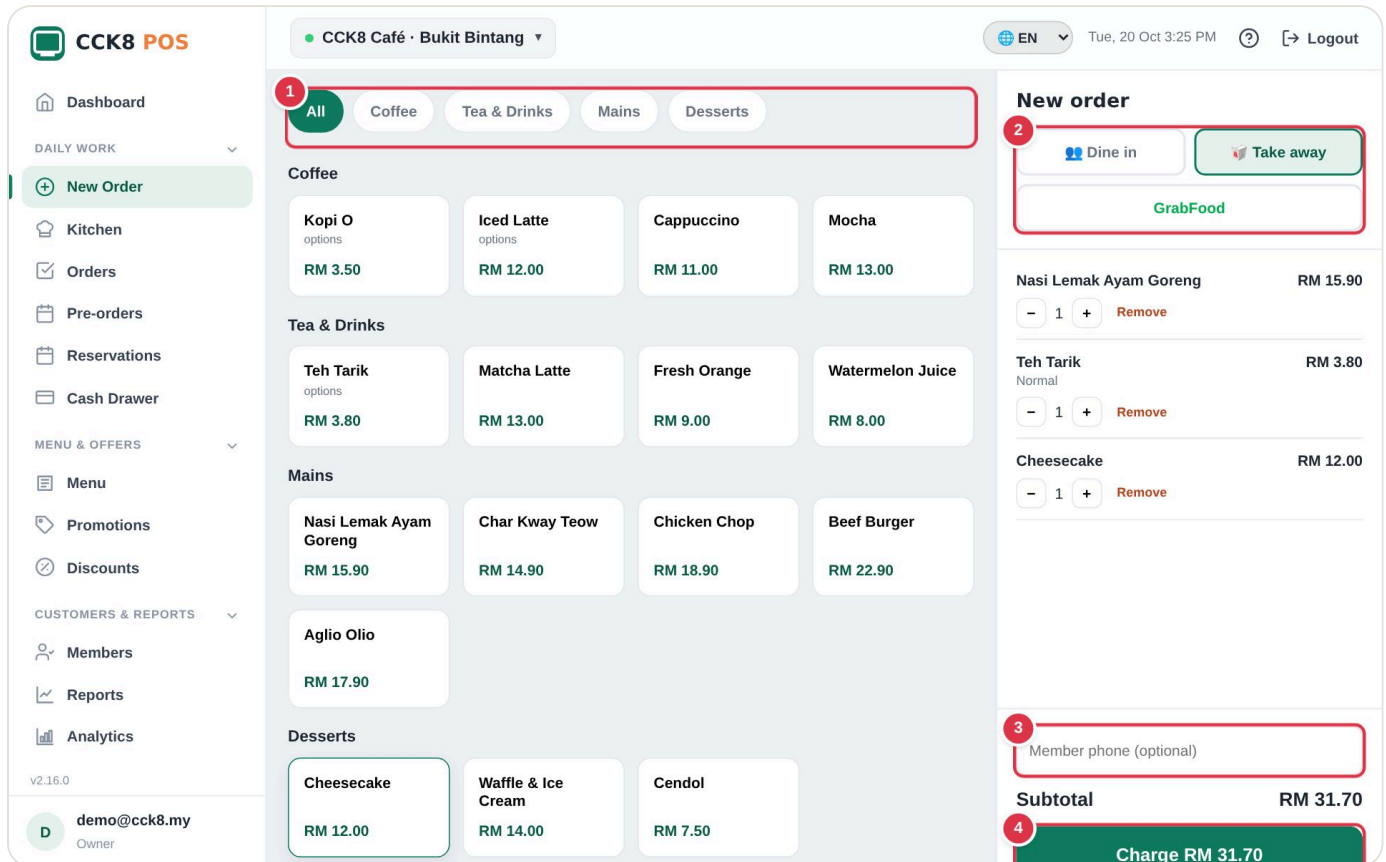
- 1 **Today's sales**, average order, cash / QR split and open orders.
- 2 **Floor plan**: every table and its orders. Colours: *New order* (waiting for you), *Confirmed*, *Paid*, *Empty*. Filter by Dine in / Take away.
- 3 **Recent orders**: the latest orders with their queue number, time and status. Tap one to open it.
- 4 **Quick actions**: New order, Cash drawer and more.

Tip A table with a **New order** is a customer's QR order waiting for you. Open it and tap **Confirm** to send it to the kitchen (or Reject).

Take an order at the counter

Owner, manager, cashier

Use **New Order** for walk-in customers, takeaway, phone orders and delivery apps.



New Order (counter)

- 1 Pick a **category**, then tap items to add them. Items with options (size, sugar, add-ons) open a small window first.
- 2 Choose **Dine in** (pick the table), **Take away** or a delivery app (GrabFood / foodpanda).
- 3 Optional: the customer's **member phone** to earn points.
- 4 Check the total and tap **Charge** to take payment.

Every order gets a short **queue number** that starts again each day: **A** for dine-in, **T** for takeaway, **G/P** for GrabFood / foodpanda. It is printed on the receipt and shown on the kitchen and Now Serving screens.

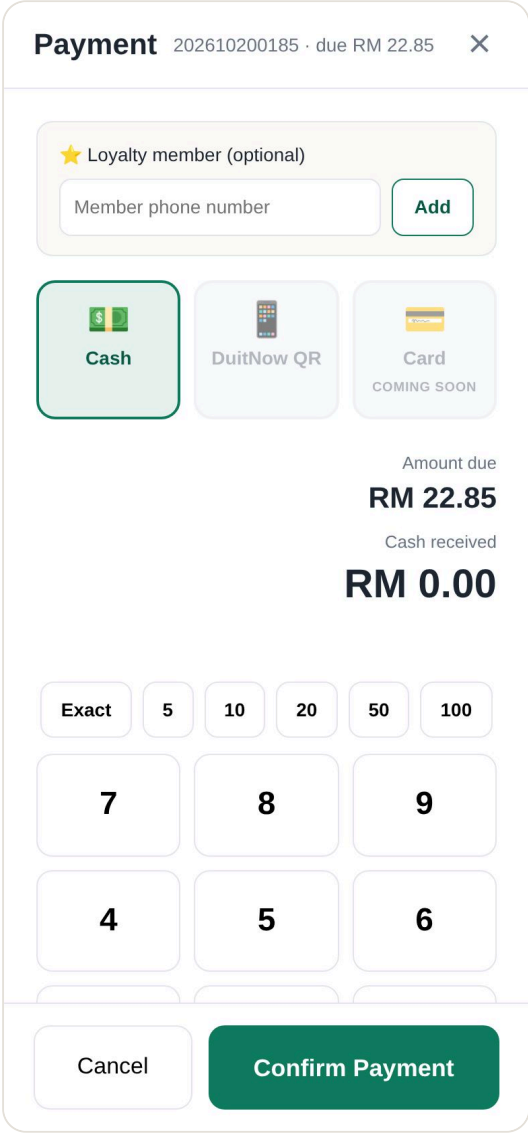
Tip Delivery apps: choose GrabFood or foodpanda, type the app's order ID and add the items. Prices follow that app's price list, the order goes straight to the kitchen and is counted as paid by the app (not in your cash drawer).

Take payment

 Owner, manager, cashier

Tap **Charge** (New Order) or **Take payment** (an order on the Dashboard). Choose how the customer pays:

- **Cash:** tap what the customer gave you (Exact, 5, 10, 20, 50, 100 or the number pad). The change is shown. Totals round to 5 sen for cash.
- **DuitNow QR / your shop QR:** show the QR, check the payment arrived on your phone, then confirm.
- **Online (3rd party payment gateway):** a QR with the exact amount appears; it turns to *Paid* by itself when the customer pays. **Premium**



Payment 202610200185 · due RM 22.85 ✕

★ Loyalty member (optional)

Member phone number **Add**

Cash DuitNow QR Card
COMING SOON

Amount due
RM 22.85

Cash received
RM 0.00

Exact 5 10 20 50 100

7 8 9

4 5 6

Cancel **Confirm Payment**

Taking a cash payment

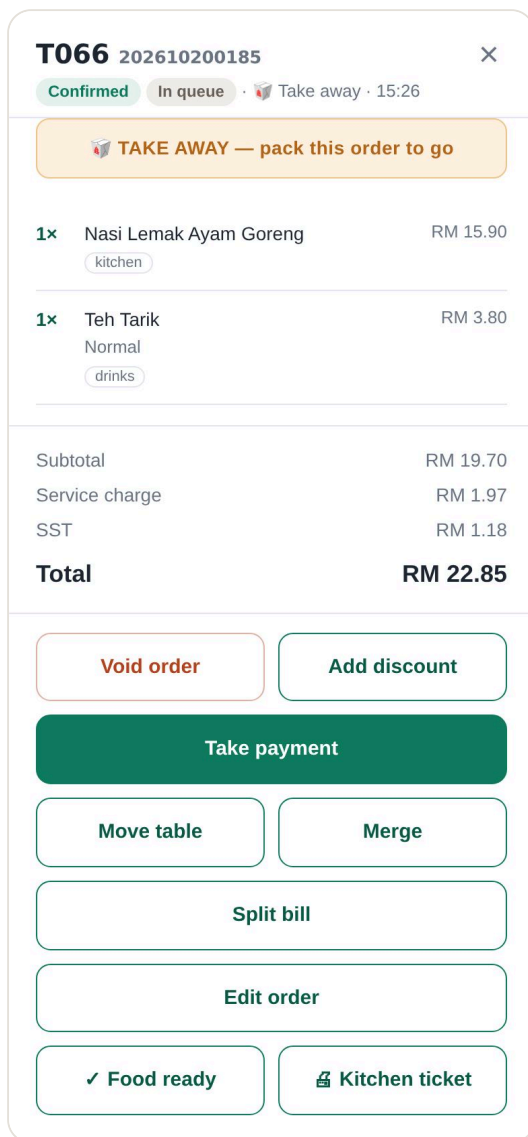
Tap **Confirm Payment**. You can add the customer's member phone here too. Then print the receipt if they want one. A paid order is then **closed** (or closes by itself if the owner turned on *Close automatically when paid*).

Careful An order can't be closed before it is paid. If the customer leaves without paying, use **Void order** (see "Change, move, split or void an order").

Change, move, split or void an order

 Owner, manager, cashier

Tap an order (on the floor plan or in Recent orders) to open it. The buttons at the bottom:



The screenshot shows a mobile application interface for managing an order. At the top, the order ID is T066 202610200185. Below this, there are status buttons: 'Confirmed' (green), 'In queue' (grey), and 'Take away · 15:26' (grey). A yellow banner with a truck icon says 'TAKE AWAY — pack this order to go'. The order items are listed below: 1x Nasi Lemak Ayam Goreng (RM 15.90) with a 'kitchen' tag, and 1x Teh Tarik Normal (RM 3.80) with a 'drinks' tag. A summary section shows Subtotal (RM 19.70), Service charge (RM 1.97), SST (RM 1.18), and a bold Total (RM 22.85). At the bottom, there are several buttons: 'Void order' (orange), 'Add discount' (green), 'Take payment' (large green button), 'Move table' (green), 'Merge' (green), 'Split bill' (green), 'Edit order' (green), '✓ Food ready' (green), and 'Kitchen ticket' (green).

An open order and its buttons

- **Edit order:** add or remove items. Items added later go to the kitchen as *ADDED ITEMS*.
- **Add discount:** a % or RM discount, a saved discount, a voucher or next-visit code, or redeem member points.
- **Move table:** the customer changed tables.
- **Merge:** join two orders of the same table into one bill.
- **Split bill:** tick the items one person pays for; they become a separate bill.

- **Take payment** and then **Close order**.
- **Food ready** (kitchen flow) and **Kitchen ticket** (print it again).
- **Void order**: cancel an order that won't be paid (customer left, wrong or test order).

Voiding asks for a reason and a password. The owner decides (Settings → Store & ordering → Void orders) whether anyone can void with their own password, or a manager / owner must approve, and which password is used.

T066 202610200185

Confirmed In queue Take away · 15:26

TAKE AWAY — pack this order to go

1x Nasi Lemak Ayam Goreng RM 15.90

Void order

202610200185 · RM 22.85 — not paid. It leaves the floor and the kitchen and is not counted as a sale.

Reason (optional)

Customer left Wrong order

Test order Duplicate order

Other reason...

Your sign-in password

Keep order Void order

Edit order

✓ Food ready Kitchen ticket

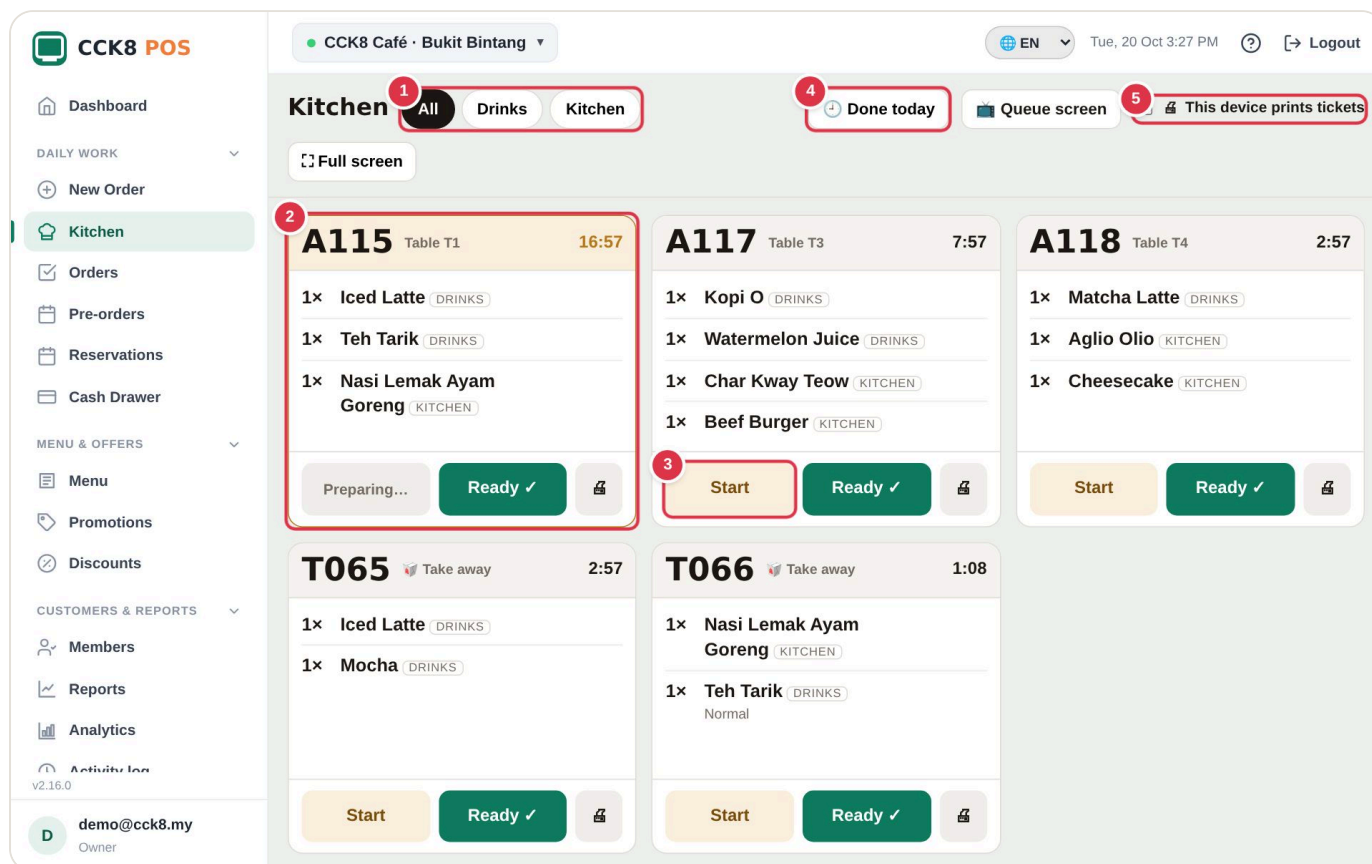
Void order: reason and password

Tip Voided orders are never lost: see them in Orders → Show: Voided orders, with who voided, who approved and why.

Kitchen screen and Now Serving

 Owner, manager, cashier

With **Order flow** → **Kitchen** switched on (Settings → Store & ordering), confirmed orders appear on the **Kitchen** page as tickets.



The Kitchen screen

- 1 Filter by **station** (All, Drinks, Kitchen...) so the bar only sees drinks.
- 2 Each ticket shows the queue number, table and how long it has waited (amber after 10 minutes, red after 20).
- 3 Tap **Start** when you begin and **Ready ✓** when it's done. The customer's phone and the Now Serving screen show it's ready.
- 4 **Done today** brings back an order you cleared by mistake. **Queue screen** opens the Now Serving screen for a TV.
- 5 Tick **This device prints tickets** on the one device connected to the kitchen printer.

Ready orders wait in *Waiting for pickup*. Tap **Collected** when the customer takes it, or leave it: it clears by itself after a few minutes.



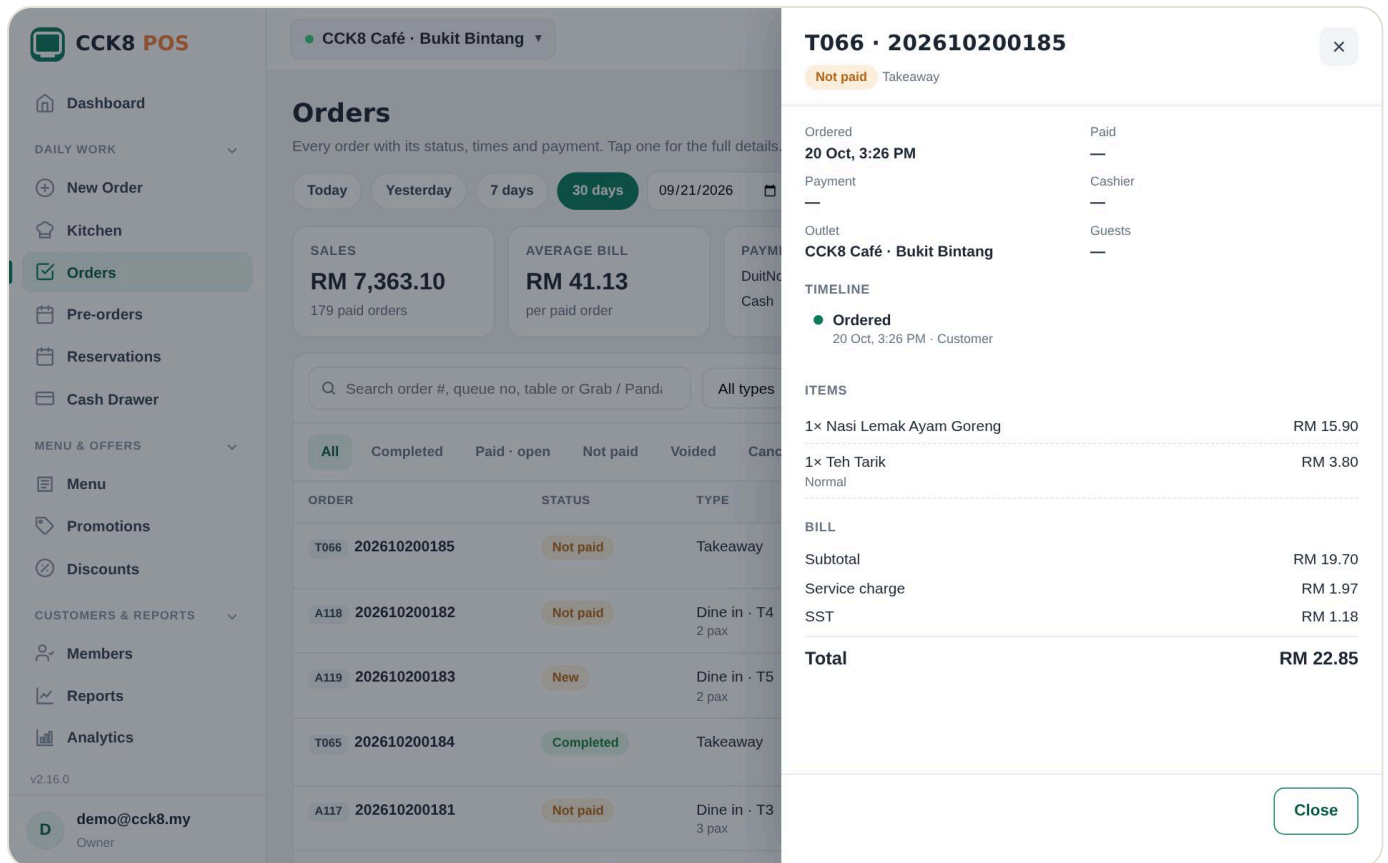
Now Serving screen (for a TV): Preparing and Ready

Tip Tap **Start** on the Now Serving screen once so it can play the chime and call out numbers.

Orders history

 Owner, manager

Orders lists every order: when it was made and paid, items, payment and who took it.



Orders history with the order panel

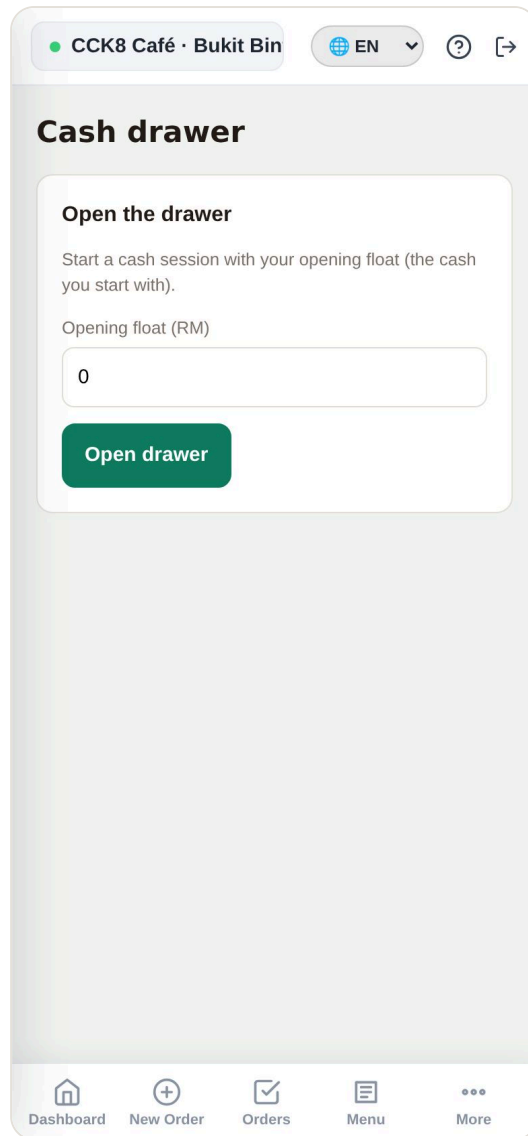
- Choose the dates, then a tab: Completed, Paid · open, Not paid, Voided, Cancelled, Rejected.
- Search by order number, queue number, table or GrabFood / foodpanda reference.
- Tap an order to see its **timeline** (who did what, when), items, bill and payment, and to reprint the receipt.

Cash drawer

 Owner, manager, cashier

Keep track of the cash in the till for each shift.

1. **Open** the drawer at the start of the day with the starting cash (float).
2. Record **Cash in / Cash out** during the day (for example "buy ice").
3. **Close** at the end: count the cash and type it. The system shows what it expected and any difference.

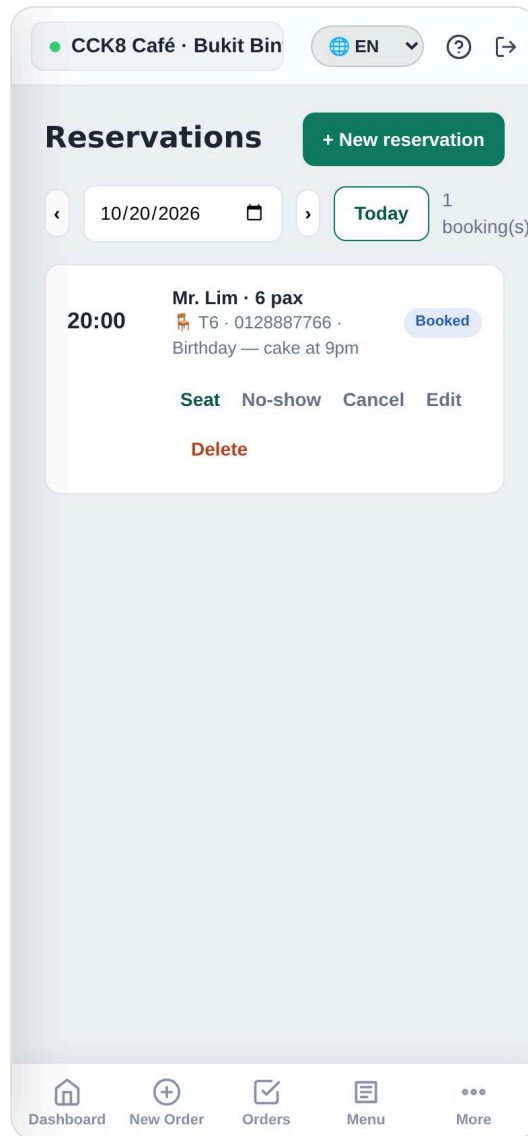


Cash drawer

Reservations

 Owner, manager, cashier

Write down table bookings: name, phone, number of people, date and time, table and a note. Today's bookings also show on the Dashboard.



Reservations

Tables and QR codes

 Owner, manager

Each table has its own QR code. Customers scan it with their phone camera, order and (if you allow it) pay, without an app.

CCK8 POS
CCK8 Café · Bukit Bintang ▾
EN ▾
Tue, 20 Oct 3:29 PM

 Logout

Dashboard

DAILY WORK ▾

- New Order
- Kitchen
- Orders
- Pre-orders
- Reservations
- Cash Drawer

MENU & OFFERS ▾

- Menu
- Promotions
- Discounts

CUSTOMERS & REPORTS ▾

- Members
- Reports
- Analytics

v2.16.0

Tables & QR

Each table/link has its own QR. Customers who scan it land on your menu for that spot.

Tables

T1 Dine In	http://127.0.0.1:8080/index.php?token=DEMOTABLE01	Copy Rename Delete
T2 Dine In	http://127.0.0.1:8080/index.php?token=DEMOTABLE02	Copy Rename Delete
T3 Dine In	http://127.0.0.1:8080/index.php?token=SHOWCASET300000000000000000000000	Copy Rename Delete
T4 Dine In	http://127.0.0.1:8080/index.php?token=SHOWCASET400000000000000000000000	Copy Rename Delete
T5 Dine In	http://127.0.0.1:8080/index.php?token=SHOWCASET500000000000000000000000	Copy Rename Delete
T6 Dine In	http://127.0.0.1:8080/index.php?token=SHOWCASET600000000000000000000000	Copy Rename Delete
T7 Dine In	http://127.0.0.1:8080/index.php?token=SHOWCASET700000000000000000000000	Copy Rename Delete
T8 Dine In	http://127.0.0.1:8080/index.php?token=SHOWCASET800000000000000000000000	Copy Rename Delete

Custom links (takeaway, events, sharing)

Takeaway Dine In Pay later

demo@cck8.my
Owner

Tables & QR

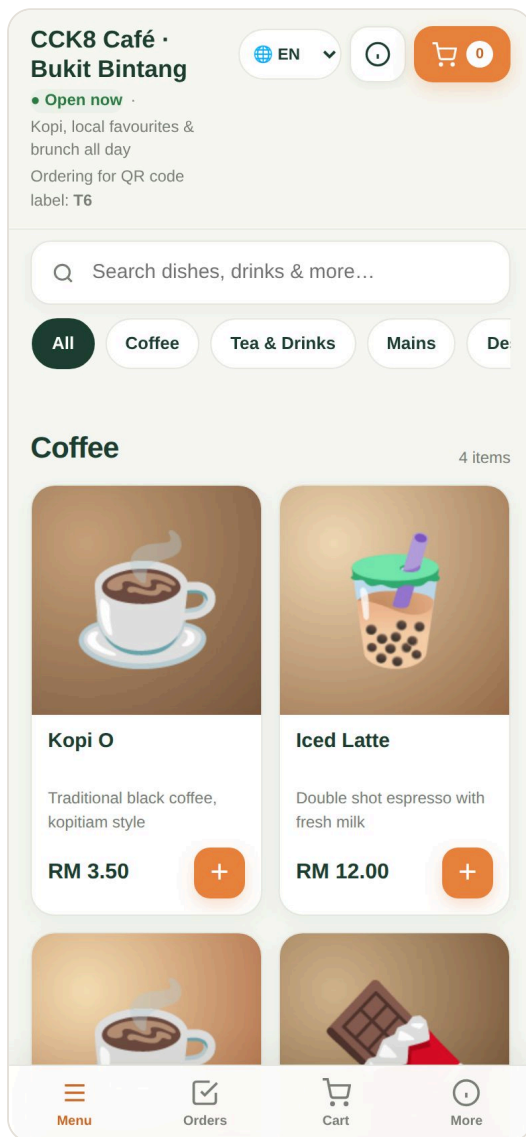
- **Add table:** give it a name (T1, Patio 2...). Print its QR code and stick it on the table.
- **Custom links:** a QR that isn't a table, for example a takeaway counter or a flyer.
- **Delete** a table or link you no longer use. If it still has an order that isn't finished, you'll see its number (for example A012): close or void that order on the Dashboard first, then delete. Finished orders stay in Orders history.
- **Payment** per link: *pay later* (customer orders, pays at the counter) or *pay first* (customer pays on the phone before the kitchen sees it). **Premium**
- **Each customer has their own cart** (custom links): for one QR that many people scan, such as a poster, the counter or your social media. Every phone orders on its own and sees only its own orders. Nobody needs to sign in.

Tip Opening hours (Storefront) control QR ordering: outside them customers can still look at the menu but can't order.

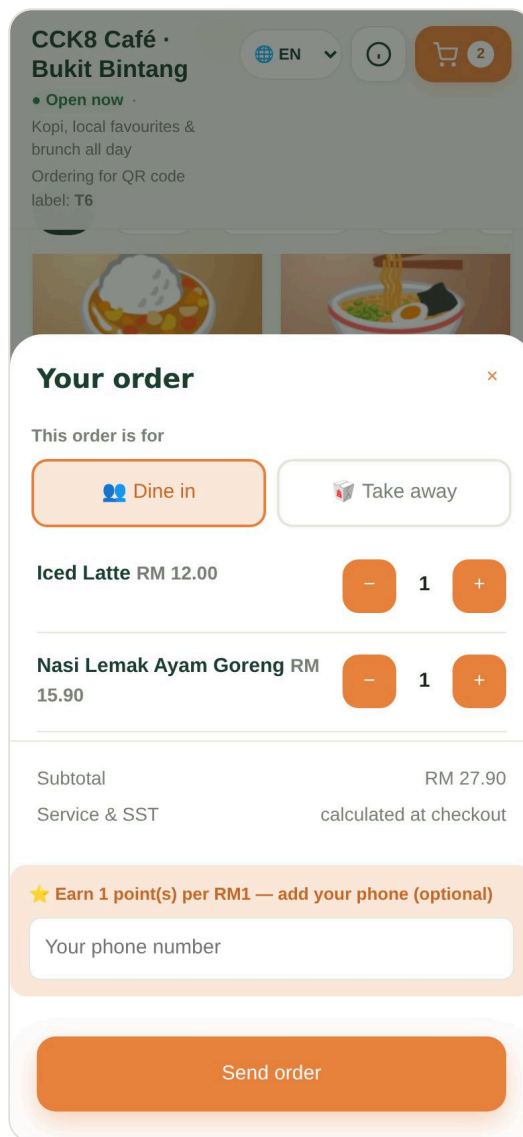
What your customer sees

Everyone

The customer sees your menu with photos, options, tags (spicy, vegetarian...) and running promotions.



The menu after scanning a table QR



The cart: dine in or take away, then "Send order"

- Everyone at the table who scans the same QR shares one cart (except on a custom link set to *own cart per customer*).
- After ordering, the phone shows the order's progress. When the food is ready it rings and vibrates.
- Customers can switch the language (English / 中文 / BM) if the shop allows it.

Tip A QR order arrives on the Dashboard as **New order** . Confirm it to send it to the kitchen, unless it was paid first, which goes straight in.

Pre-orders (order days ahead)

 Owner, manager, cashier

Sell items that need to be ordered ahead, such as whole cakes, festive sets or catering trays. The customer chooses the collection day and time, and pays first.

Set it up (owner or manager)

1. **Menu** → **Edit** the item → tick **Pre-order item**. Set **Order at least ... days ahead** and, if you can only make so many, **Most per day**.
2. **Settings** → **Pre-orders**: the collection time frames customers choose from (for example 10:00-12:00, 14:00-17:00) and how far ahead they can book.
3. **Tables & QR**: pre-order items are only on your custom links, not on table QRs. Use a custom link with **Each customer has their own cart** switched on, and share its QR or link.
4. No online payment? Upload your payment QR in **Settings** → **Payments & tax**, so customers can pay you.

Your order

This order is for

☐ Dine in ☒ Take away

Cheesecake RM 12.00

Subtotal RM 12.00
Service & SST calculated at checkout

Pre-order: when will you collect it?
Your whole order will be ready on this day. Please pay first; we confirm your pre-order once the payment arrives.

1 10/22/2026 2 10:00 - 12:00
3 Mei Ling 012-345 6789

4 Send pre-order

The customer chooses ① the day, ② the time frame, ③ their name and phone, then ④ Send pre-order

Pre-order sent
YOUR NUMBER
T067

Collect on Thu, 22 Oct, 10:00 - 12:00
Please pay RM 13.90 to the shop now. We confirm your pre-order once the payment arrives; you'll see it under "My orders".

Subtotal RM 12.00
Service charge RM 1.20
SST RM 0.72
Rounding RM -0.02
Total RM 13.90

Order more

They are asked to pay the shop

When a pre-order comes in

- It shows on the Dashboard straight away with **17** and the collection day, marked **Check payment**.
- Check your bank or QR. When the money is in, open the order and tap ② **Payment received**. The customer's phone then shows *Paid · booked*.
- Want to fix the exact time? Set ① **Exact collection time** and tap **Save time**. The customer sees it under "My orders".
- The order goes to the kitchen by itself on the collection day. Tap **Send to kitchen now** if you want to start earlier.

T067

202610200186

×

New order

Take away · 15:29

TAKE AWAY — pack this order to go

17

PRE-ORDER · collect Thu, 22 Oct, 10:00 – 12:00

Mei Ling · 012-345 6789

⚠

Waiting for the customer's payment. Check your bank / QR, then tap **Payment received**.

Exact collection time

1

--:--

⌚

Save time

2

✓ Payment received

QR / bank transfer

▼

1x Cheesecake

Pre-order

RM 12.00

Subtotal

RM 12.00

Service charge

RM 1.20

SST

RM 0.72

Rounding

RM -0.02

Total

RM 13.90

Reject

Add discount

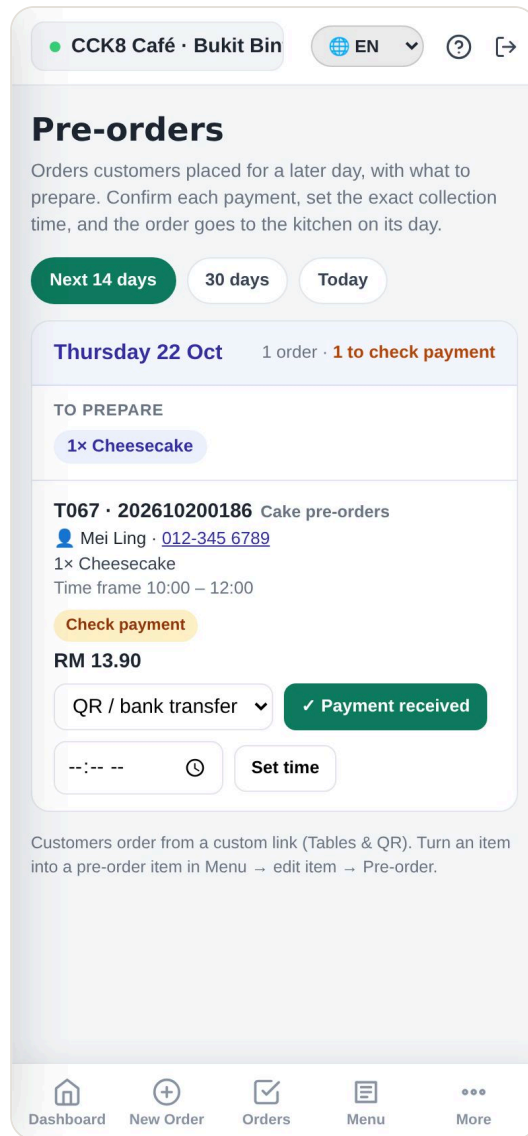
Move table

Merge

Edit order

The pre-order on the Dashboard

The **Pre-orders** page (Daily work) lists them day by day, with **To prepare** totals ("12 × Cheesecake") so you know what to make, plus each customer's name and phone.



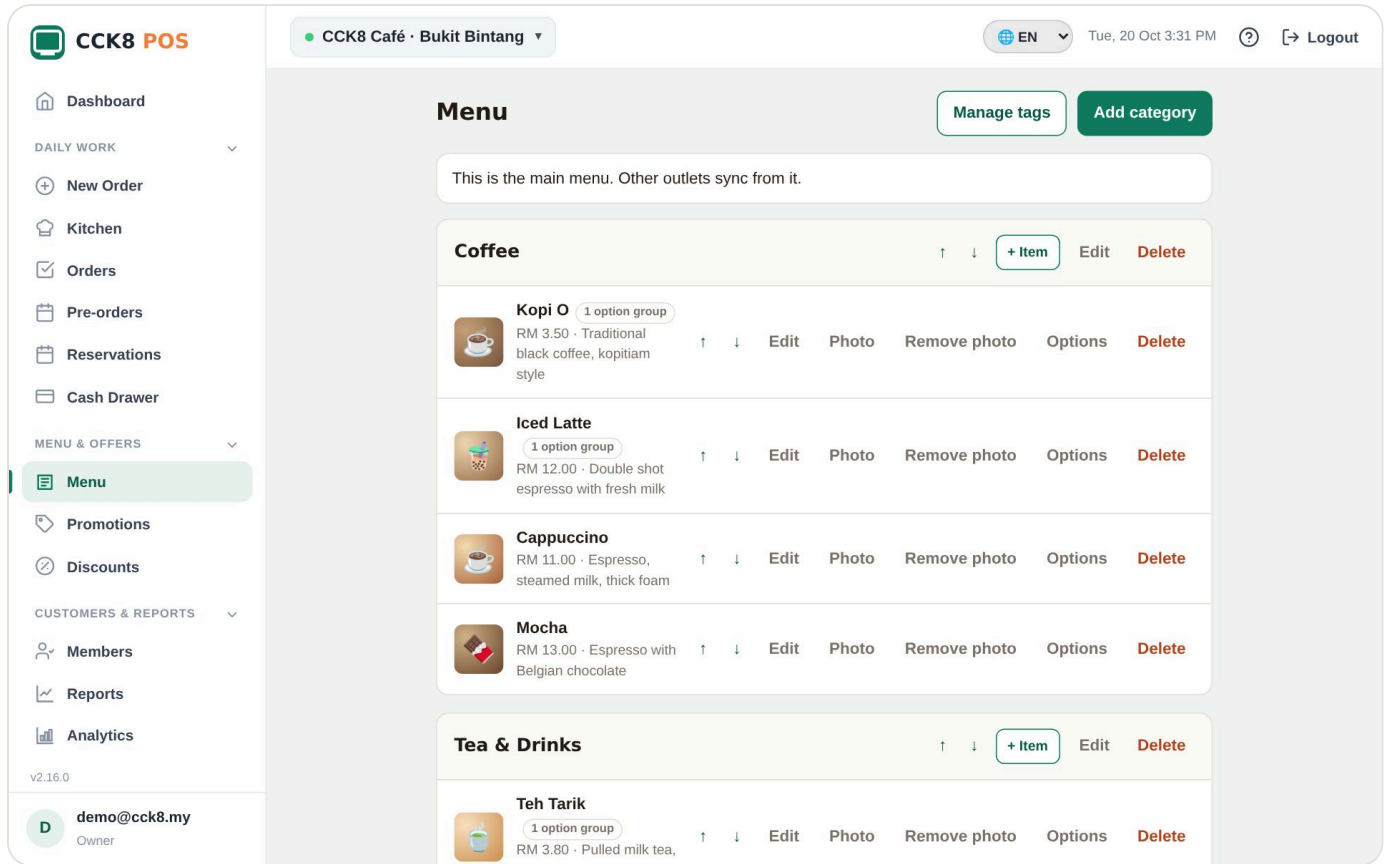
Pre-orders page

Tip With Online payment switched on, customers pay on their phone and the pre-order is confirmed automatically. **Premium**

Menu and offers

Menu: categories, items and options

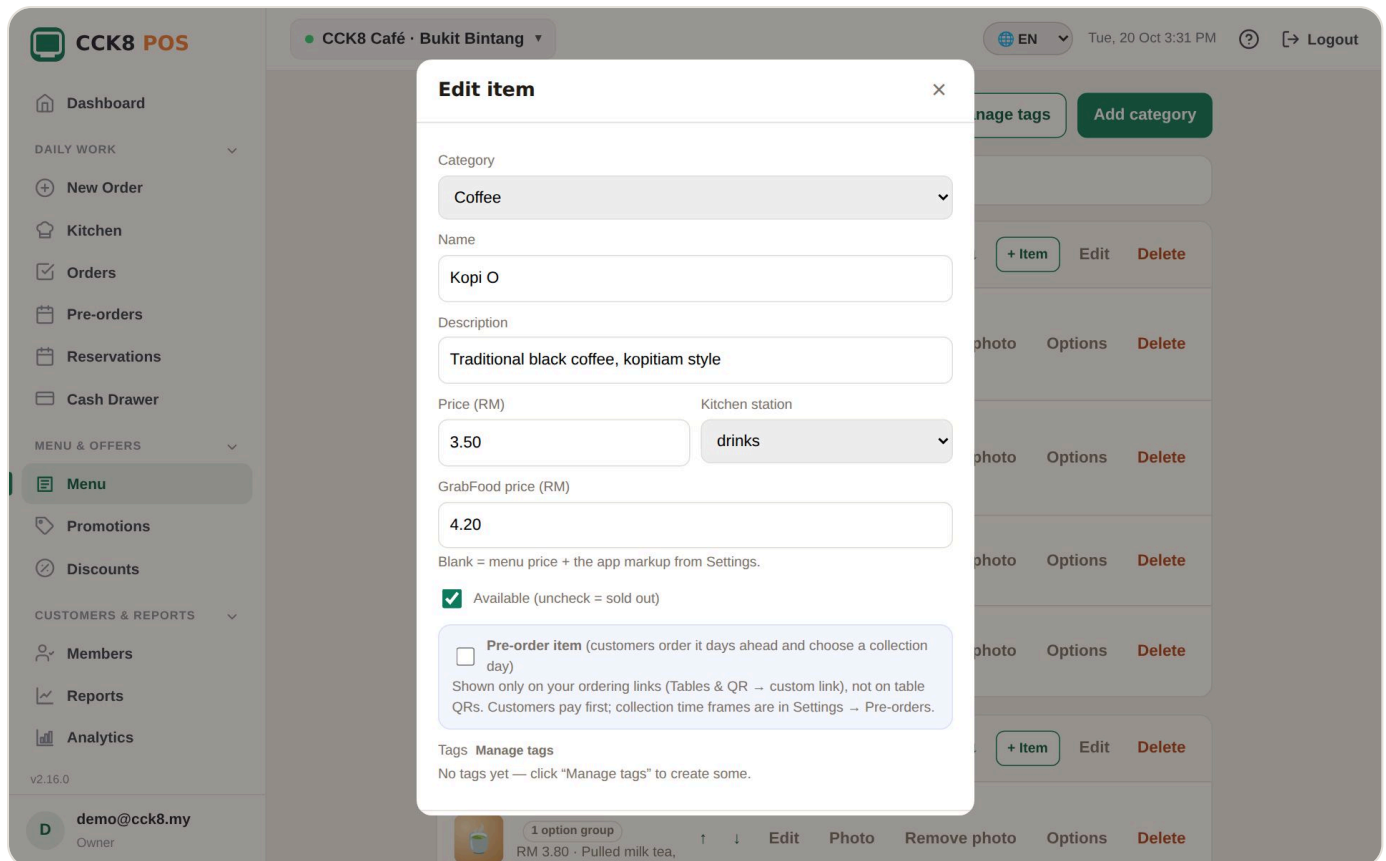
 Owner, manager (cashiers: sold-out only)



The screenshot displays the CCK8 POS interface for the 'Menu' page. The sidebar on the left contains navigation links: Dashboard, New Order, Kitchen, Orders, Pre-orders, Reservations, Cash Drawer, Menu (highlighted), Promotions, Discounts, Members, Reports, and Analytics. The main content area is titled 'Menu' and includes a 'Manage tags' button and an 'Add category' button. A message states: 'This is the main menu. Other outlets sync from it.' The 'Coffee' category is active, showing a list of items with their prices and descriptions. Each item has a set of action buttons: Edit, Photo, Remove photo, Options, and Delete. The items listed are: Kopi O (RM 3.50), Iced Latte (RM 12.00), Cappuccino (RM 11.00), and Mocha (RM 13.00). Below the Coffee section, the 'Tea & Drinks' section is visible, showing the Teh Tarik item (RM 3.80).

The Menu page

- **Categories** on the left (Coffee, Mains...). Drag to change the order.
- **+ Item** (or **Edit** on an item): name, description, price, kitchen station (kitchen / drinks / bar), tags and **Available**. **Photo** adds a picture.
- **Options** (option groups): for example *Sugar level* (choose 1) or *Add-ons* (choose up to 3), each with an extra price.
- **Set meals**: an item with choice groups linked to real items, e.g. "Lunch set: a main + a drink".
- **Sold out**: flip the switch when an item runs out; customers can't order it until you switch it back.



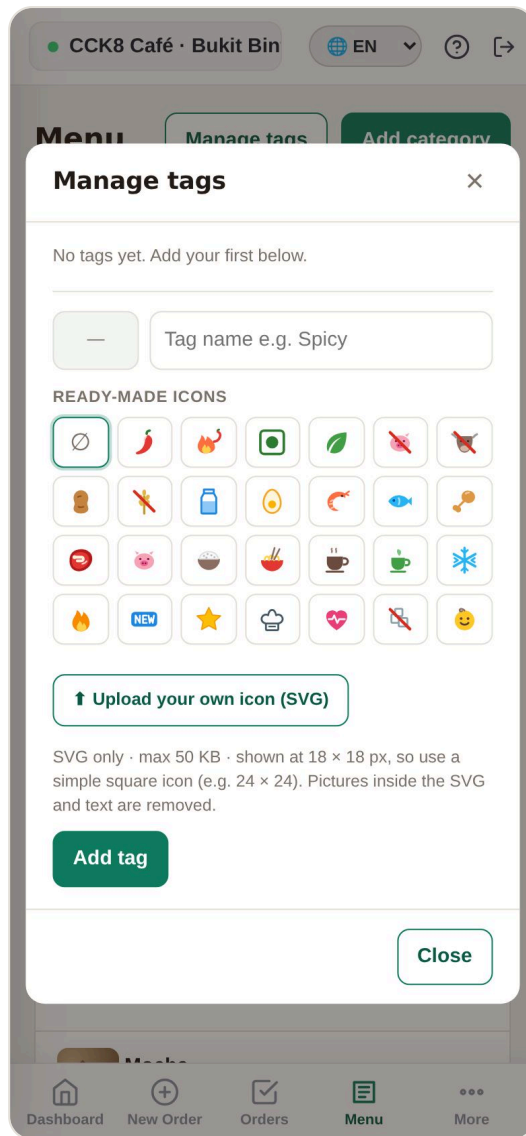
Editing an item: category, name, price, station, available

Tip With several outlets, the owner can keep every outlet's menu in line with one **main menu** (Menu page → sync banner) and decide what managers may change.

Tags and icons

 Owner, manager

Tags help customers choose: *Spicy, Vegetarian, No pork, Best seller...* Menu → **Manage tags**.



Manage tags: ready-made icons or your own

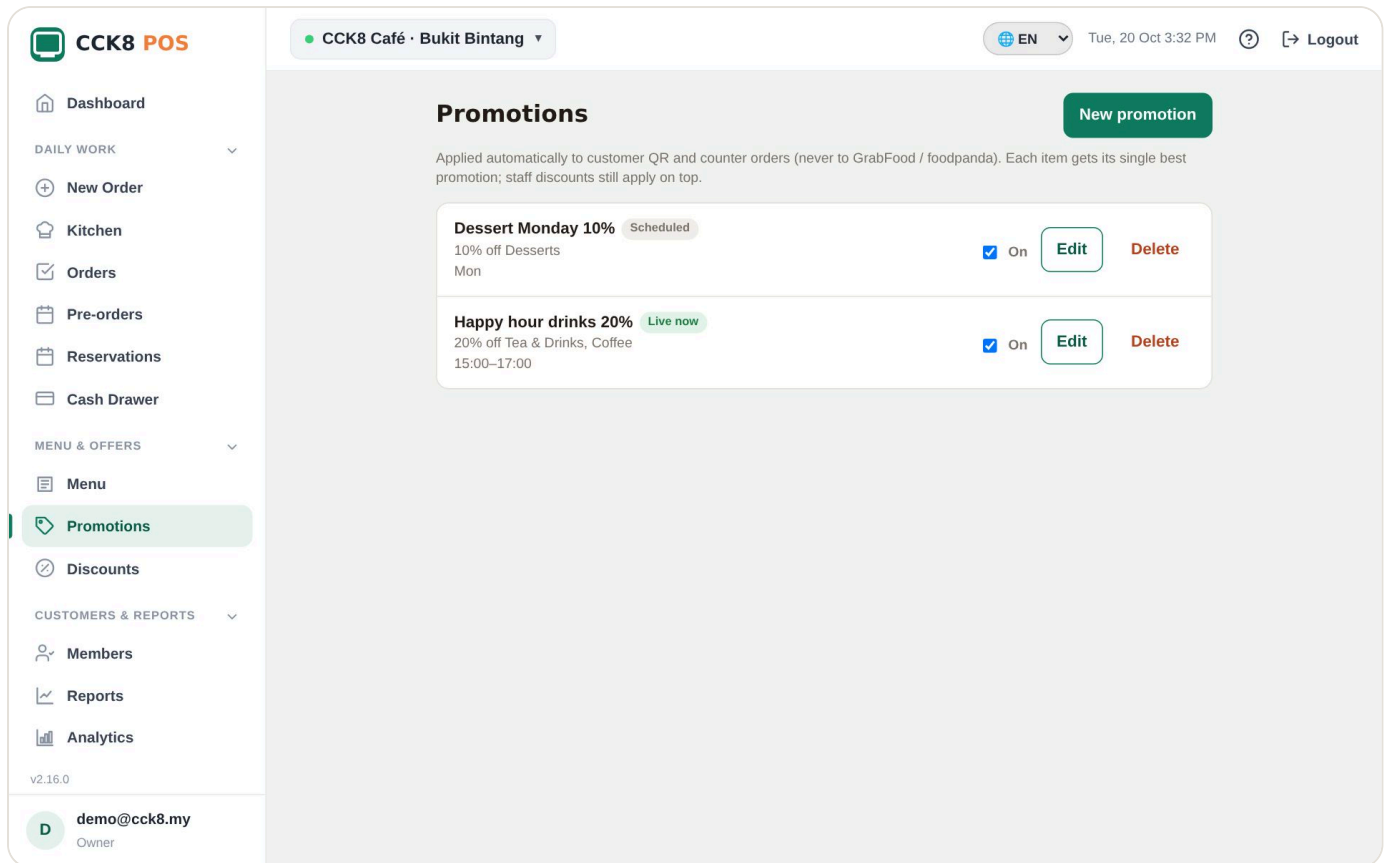
- Tap one of the 27 ready-made food & drink icons, or **upload your own icon** (SVG file, up to 50 KB).
- Give it a name and save, then tick the tag on each item.

Promotions

 Owner, manager

Promotions apply by themselves to QR and counter orders (not delivery apps):

- **% off / happy hour**: items or categories, days, time window and dates.
- **Buy X get Y free, spend & save**.
- **Next-visit code**: a one-time code printed on the receipt to bring customers back.

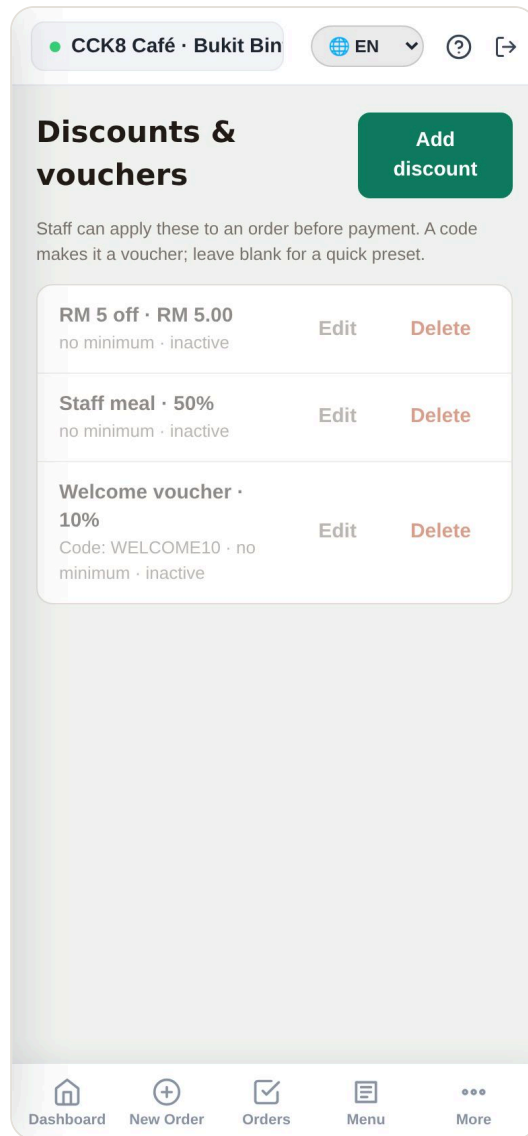


Promotions

Discounts and vouchers

 Owner, manager

Save discounts you use often (Staff meal 50%, RM 5 off) and voucher codes. The cashier picks them under **Add discount** on an order. A one-off discount typed on a bill always works.



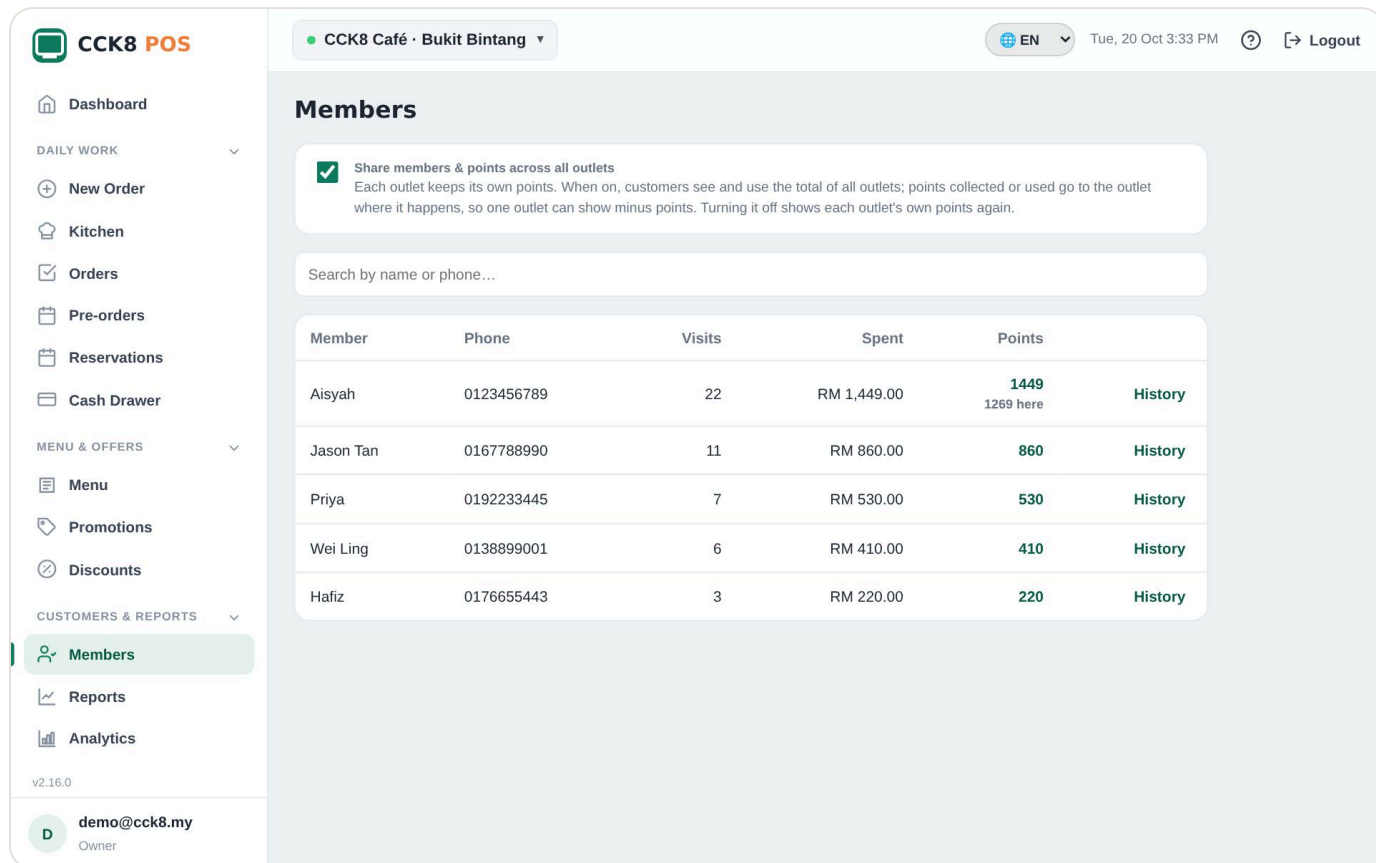
Discounts & vouchers

Customers and reports

Members and loyalty points

 Owner, manager

Customers join with their phone number and earn points on each paid bill. They redeem points as a discount (Add discount → Redeem points).



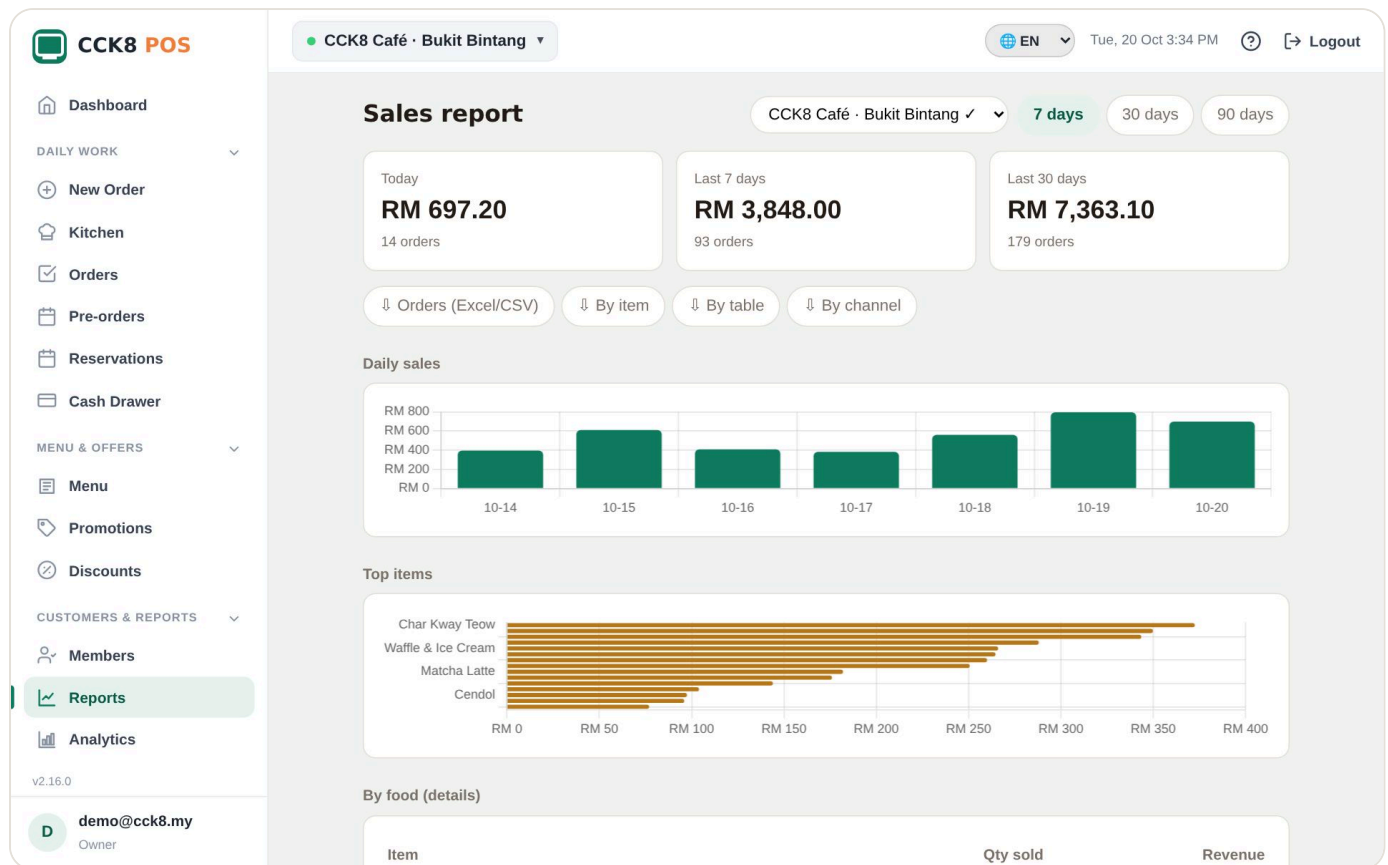
Member	Phone	Visits	Spent	Points	
Aisyah	0123456789	22	RM 1,449.00	1449 1269 here	History
Jason Tan	0167788990	11	RM 860.00	860	History
Priya	0192233445	7	RM 530.00	530	History
Wei Ling	0138899001	6	RM 410.00	410	History
Hafiz	0176655443	3	RM 220.00	220	History

Members

- Set how points are earned and used in Settings → Customers & alerts → Loyalty points.
- Open a member to see their history or adjust points (with a reason).
- Several outlets: the owner can let members use points at every outlet.

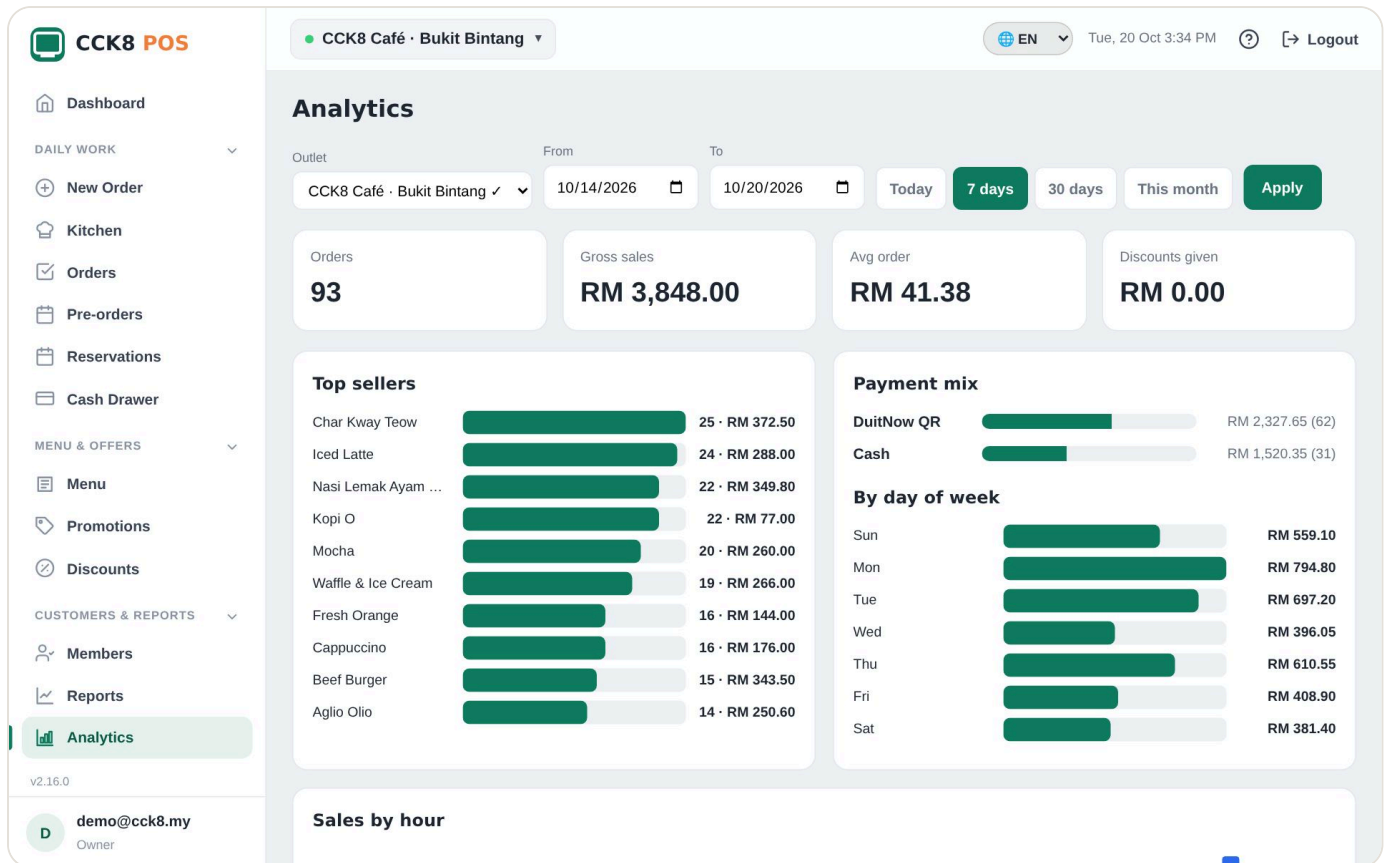
Reports and analytics

Owner, manager



Reports

- **Reports:** sales per day, per item, per table, per channel (with GrabFood / foodpanda commission), tax summary and every transaction. Pick the dates at the top.
- **Analytics:** busy hours and days, payment mix, sales by staff, best sellers.
- **Export** to Excel (CSV) or your accounting software (SQL Account, AutoCount).
- Several outlets: choose one outlet or **All outlets**.



Analytics

Activity log



Owner (and managers the owner allows)

Premium

See who did what and when: sign-ins, menu and price changes, settings, staff changes, voids, cash drawer and point adjustments. Filter by date, person and type. Kept for 6 months.

CCK8 Café · Bukit Bintang

EN

Tue, 20 Oct 3:35 PM

Logout

Dashboard

DAILY WORK

New Order

Kitchen

Orders

Pre-orders

Reservations

Cash Drawer

MENU & OFFERS

Menu

Promotions

Discounts

CUSTOMERS & REPORTS

Members

Reports

Analytics

v2.16.0

D

demo@cck8.my

Owner

Activity log

Who did what, and when: sign-in and sign-out, menu and prices, settings, staff, voids and cash. Kept for 6 months.

Today

Yesterday

7 days

30 days

10/14/2026

10/20/2026

Everyone

Search (e.g. Nasi Lemak, price, password)

All

Sign-in

Menu

Money

Staff

Settings

Account

TODAY

3:31 PM		Save discount demo@cck8.my · owner name: Welcome voucher · code: WELCOME10	CCK8 Café · Bukit Bintang Linux · 127.0.0.1
3:31 PM		Save discount demo@cck8.my · owner name: RM 5 off	CCK8 Café · Bukit Bintang Linux · 127.0.0.1
3:31 PM		Save discount demo@cck8.my · owner name: Staff meal	CCK8 Café · Bukit Bintang Linux · 127.0.0.1
3:31 PM		Save promotion demo@cck8.my · owner name: Dessert Monday 10%	CCK8 Café · Bukit Bintang Linux · 127.0.0.1
3:31 PM		Save promotion demo@cck8.my · owner name: Happy hour drinks 20%	CCK8 Café · Bukit Bintang Linux · 127.0.0.1
3:27 PM		Signed in	CCK8 Café · Bukit Bintang Linux · 127.0.0.1

Activity log

Shop setup (owner)

Storefront: company info and opening hours

Owner, manager

Do this first. **Company info:** logo, shop name, tagline, phone and address (shown to customers and on receipts). **Opening hours:** customers can only order by QR while you are open. **Promos:** pictures that slide on the customer's menu.

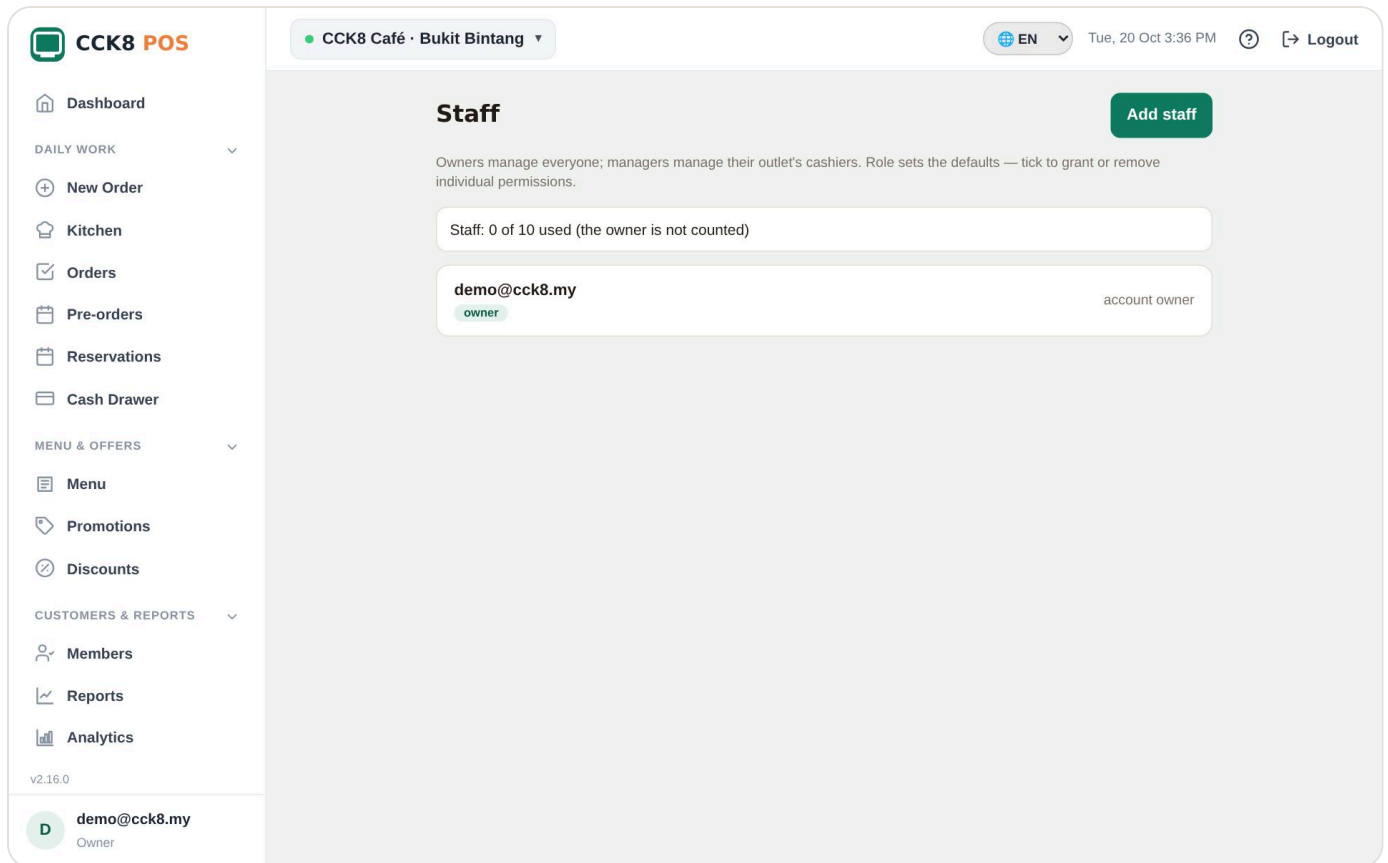
The screenshot shows the 'Storefront' setup page in the CCK8 POS system. The left sidebar contains navigation links: Dashboard, DAILY WORK (New Order, Kitchen, Orders, Pre-orders, Reservations, Cash Drawer), MENU & OFFERS (Menu, Promotions, Discounts), and CUSTOMERS & REPORTS (Members, Reports, Analytics). The main content area is titled 'Storefront' and includes a description: 'Your company info — set this up first. It appears on your ordering page, receipts and the customer display. Leave a field blank to hide it.' Below this is the 'Company info' section with the following fields: Shop logo (with 'No logo yet' and 'Receipt' placeholders and an 'Upload logo' button), Business name (filled with 'CCK8 Café · Bukit Bintang'), Tagline (filled with 'Kopi, local favourites & brunch all day'), About (filled with 'A cozy neighbourhood kopitiam.'), Phone (filled with '03-2141 8888'), and Address (filled with '12, Jalan Alor, Bukit Bintang, 50200 Kuala Lumpur'). A 'Save company info' button is at the bottom.

Storefront

Staff and permissions

Owner, manager

Staff → **Add staff:** name, email and role. They get an email to set their password.

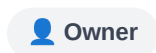


Staff

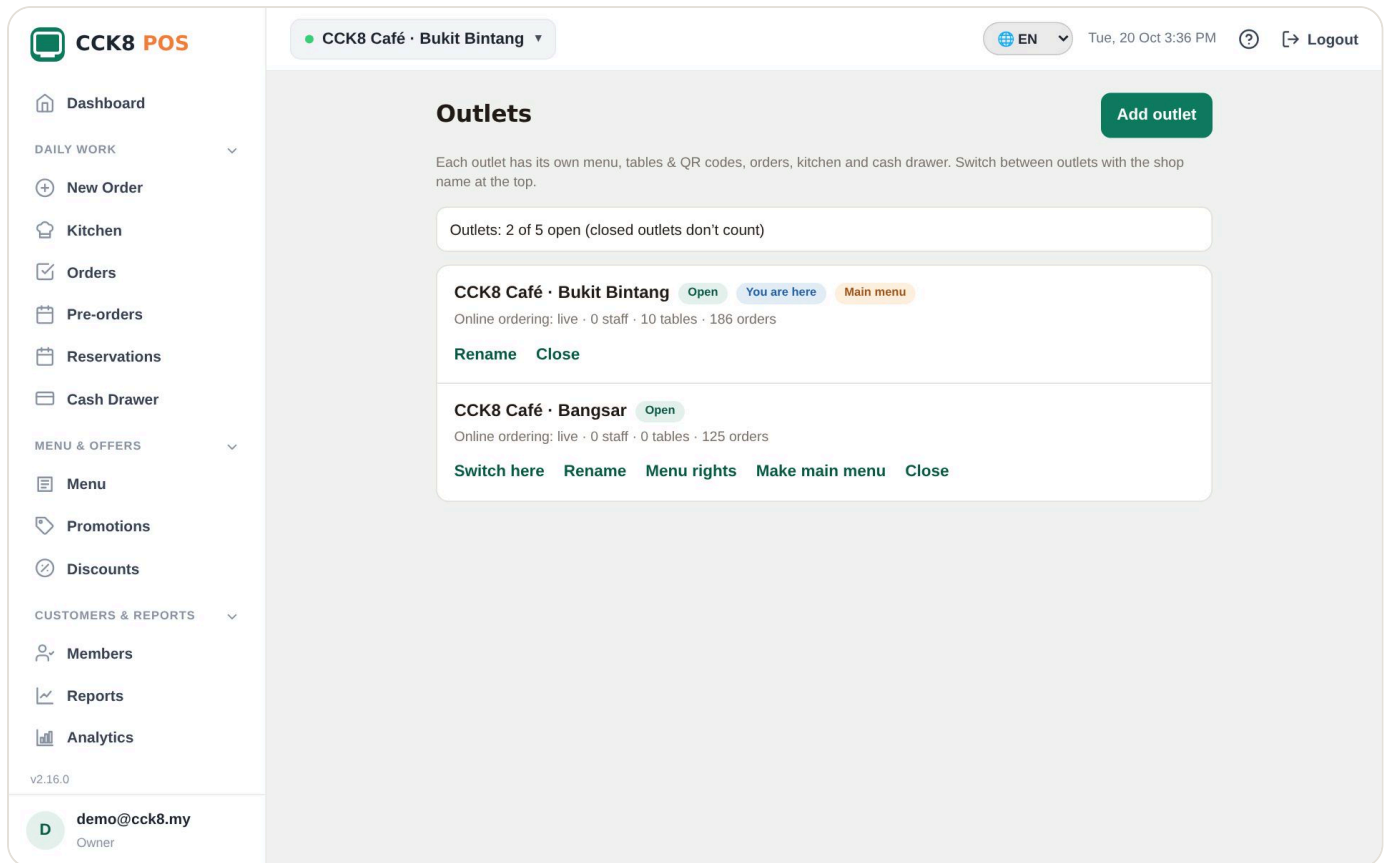
Role	Can do (by default)
Owner	Everything, including outlets, licence and the activity log.
Manager	Orders, payments, menu, storefront, settings, reports and staff.
Cashier	Take orders and payment, mark items sold out.

Tick or untick single permissions per person, choose which outlets they work at, or **Pause** someone who left.

Outlets (branches)



Outlets → **Add outlet**: copy the menu, settings, company info and promotions from an existing outlet in one step. How many outlets you can have depends on your plan.



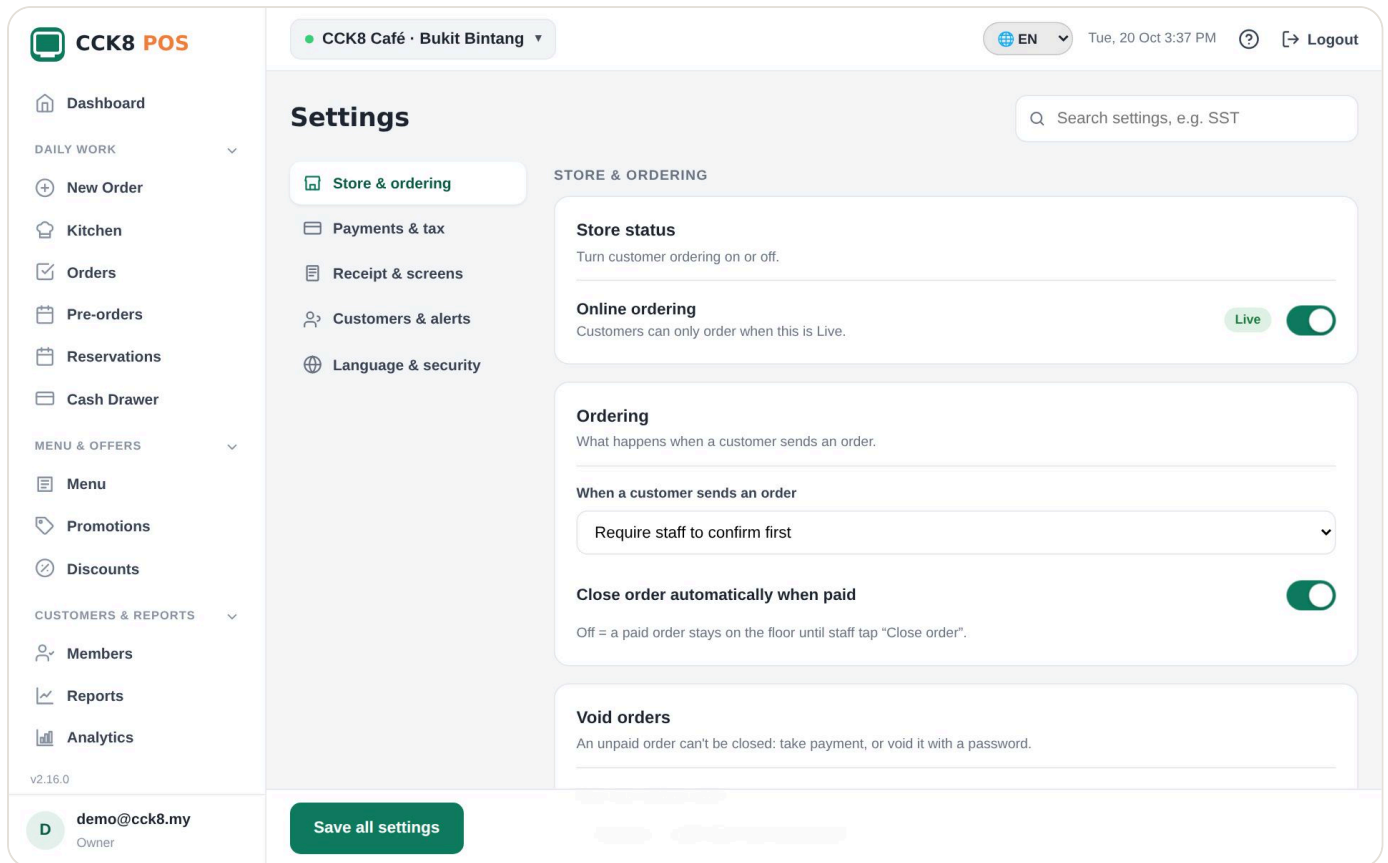
Outlets

Switch outlet from the outlet name at the top. Reports can show one outlet or all of them together.

Settings

 Owner, manager

Settings has five tabs and a search box. **Save all settings** at the bottom saves every tab.



Settings

Tab	What's inside
Store & ordering	Open / closed, QR ordering, order flow (Simple or Kitchen), queue numbers, delivery apps, void rules
Payments & tax	Payment methods, your DuitNow / bank QR, online payment, SST, service charge, rounding
Receipt & screens	Receipt details, customer display, customer page theme
Customers & alerts	Loyalty points, Telegram order alerts
Language & security	Languages and currency, screen lock

Online payment

 Owner

Premium

Let customers pay on their phone (FPX, cards, Touch 'n Go and other e-wallets) through a 3rd party payment gateway, **DOKU**. The money goes straight to your own DOKU account.

1. Open a DOKU account and copy its keys from DOKU Back Office → Integration → API Keys: **Client ID**, **Secret Key** and **API Key**.
2. Settings → Payments & tax → **Online payment**: switch on **Turn on online payment**, paste the keys, **Save**, then **Test connection**.
3. Copy the **Notification URL** from the card into the gateway (DOKU Back Office → Settings → Notification URL), so it tells us when a customer has paid.
4. Choose per table link: pay first or pay later (Tables & QR). *Dine-in: customers can "Pay bill" on their phone* lets table customers pay their bill online too.

CCK8 POS CCK8 Café · Bukit Bintang EN Tue, 20 Oct 3:37 PM Logout

Online payment
Customers pay on their phone. The money goes straight to your own payment gateway account.

Your payment gateway: **DOKU**
Uses your own DOKU account (doku.com): FPX online banking, card, Touch 'n Go, GrabPay, ShopeePay. At the counter, the payment screen shows a QR that opens DOKU's payment page on the customer's phone. Receipts and reports call it "3rd party payment gateway".

Turn on online payment ☐

Payment gateway account
☒ The shop's account (all outlets) ☐ This outlet's own account

Client ID
DOKU Back Office → Integration → API Keys (BRN-...)

Secret Key
DOKU Back Office → Integration → API Keys

API Key
DOKU Back Office → Integration → API Keys

Test mode (the gateway's sandbox keys, no real money) ☐

Save all settings

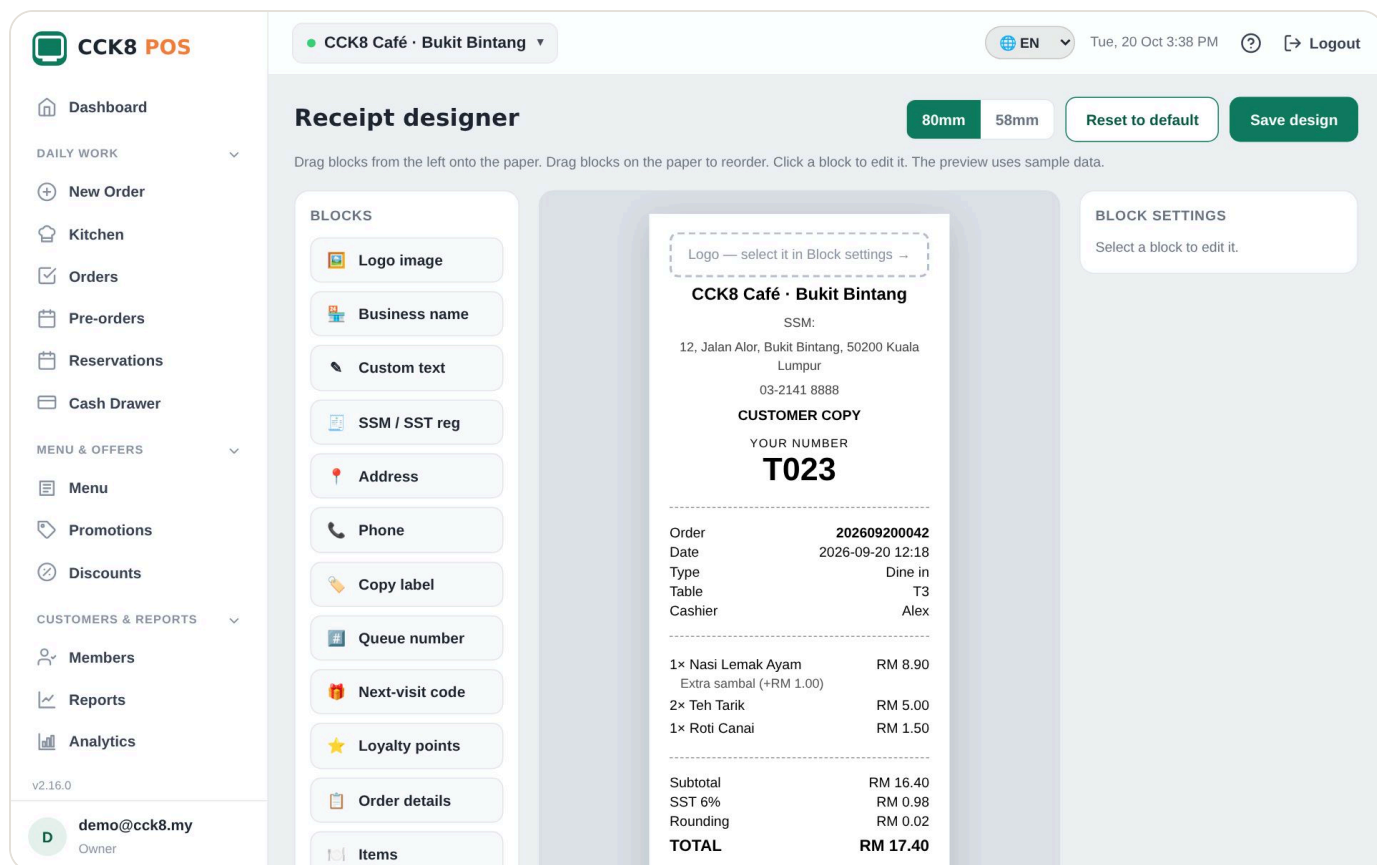
Settings → Online payment

Tip At the counter, the payment screen can show a QR that opens DOKU's payment page on the customer's phone (Touch 'n Go, FPX, card...); the order is marked paid by itself. The smallest online payment is RM 2.00. If DOKU's message about a payment is late, CCK8 POS asks DOKU itself, so a paid order is never lost.

Receipt and printers

Owner, manager

Receipt is a drag-and-drop designer: logo, shop details, SST / SSM numbers, cashier name and a footer message, for 58 or 80 mm printers.



Receipt designer

Printers: CCK8 POS prints through the device's normal printing (AirPrint, a USB or Bluetooth thermal printer set up on the device). Tick **This device prints tickets** on the Kitchen page of the device connected to the kitchen printer.

Common questions

 Everyone

Customers say "the shop is closed".

Check Storefront → Opening hours, and Settings → Store & ordering → store status.

An order is stuck on the kitchen screen.

Tap **Ready**, then **Collected**. Anything forgotten clears by itself after a few hours.

A customer paid online but the order isn't paid.

Open the order: it checks with the payment gateway again. It never marks an order paid unless the gateway confirms it.

Kitchen tickets don't print.

On the kitchen device: Kitchen page → tick **This device prints tickets**, keep that page open, and check the printer is the default printer.

I forgot my password.

Sign-in page → **Forgot password?**. A staff member can also ask the owner to send a new invitation.

The screen is locked and I forgot my PIN.

Unlock with your password instead, then set a new PIN in My Account.

New orders don't show until I refresh.

Check the internet connection. The page shows "New update — tap to refresh" when it falls behind.

How do I delete my account?

My Account → **Delete my account**, or the [Delete my account](#) page. We confirm by email.

Still stuck? Contact your CCK8 POS support.

Premium = included in the Premium package (your plan may differ). · CCK8 POS 2.17.0 · [Privacy policy](#)