

Printers and kitchen tickets

How to set up the receipt printer and the kitchen printers, choose what prints, and control the order items print in.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

The short version

- Go to **Settings**, then **Kitchen & Printing**.
- **Receipt Printer** sets the customer receipt. **Kitchen Printers** sets each printer and which till uses it.
- After any change tap **SAVE CHANGES** or **SAVE SETTINGS**, then tap **TEST PRINT**.

1 Set up the receipt printer

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Kitchen & Printing** and tap **Receipt Printer**.

- **Global paper width:** choose **80mm**, **72mm** or **58mm** to match your paper roll.
- **Printer device:** choose which terminal this PC is, or pick a default printer from the list. The default is used by every till that has no printer of its own.
- **Receipt print style:** **Classic HTML** prints the styled receipt with your logo. **Standard (ESC/POS)** is plain text.
- **Copies** and **Beep count** are below the print style.

RECEIPT PRINTER SETTINGS

Configure your primary receipt printer and template

GLOBAL PAPER WIDTH: 80MM 72MM 58MM

DISABLED ENABLED

SAVE CHANGES

PRINTER DEVICE

NO TERMINAL ASSIGNMENT
Falling back to tenant default: XP-80C. Select which terminal this PC belongs to.

Select terminal... Save

OR SET THE DEFAULT PRINTER DIRECTLY

Choose a printer from the catalog...

Used by every till that has no terminal printer assignment. Add printers in **Kitchen Printers**.

This binds the PC for receipt printing (same key POSTill uses). Also assign a receipt printer on that terminal in **Terminal Settings**.

TEMPLATE SECTIONS

SHOP LOGO (RECEIPTS ONLY)
Logo prints at the top of customer receipts. Kitchen dockets are unaffected. For best results upload a square or wide rectangle PNG/JPEG with a transparent or white background.

Show logo on receipts ☒

HEADER INFO

Business Name ☒

Store Address ☒

Phone Number ☒

FONT & OUTPUT

RECEIPT PRINT STYLE

STANDARD (ESC/POS) CLASSIC HTML

Classic HTML prints the styled receipt as a high-res image. Works on the desktop app and the Android till (BT / USB / LAN); the cloud relay uses Standard.

If you see **No terminal assignment**, choose this till from **Select terminal** and tap **Save**.

2

Choose what prints on the receipt

The right-hand side of the same screen is the receipt template. Tick what you want printed.

- **Shop logo:** tap **Change** to upload it. A square or wide PNG or JPEG on a white or clear background prints best.
- **Header info:** Business Name, Store Address, Phone Number, Email Address, Website URL, VAT Number.
- **Order data:** Order number, date and type, Table Number, Covers, Server Name, Bottom QR Code.
- **Online orders:** tick **Auto-Print Online Orders** to print them as they arrive.
- **Customer info:** Delivery Address, Customer Phone, Customer Email.
- **Item and totals:** Order Notes, Kitchen Message, Hide Zero Price Items, Show Tax Breakdown, Show Offers / Savings.
- **Footer messages:** up to four lines, plus an optional footer image such as a QR code.
- **Cash drawer:** tick **Auto Open Cash Drawer** and choose when it opens: Cash only, Card only, Cash and Card, or Never.

Tap **SAVE CHANGES** at the top of the screen.

3 Set up each kitchen printer

Tap **Kitchen Printers**. The list on the left has sixteen slots, **KP Field 1** to **KP Field 16**. A green dot means the slot is switched on. Tap a slot to set it up.

- **Printer name:** what you call it, for example Grill or Bar.
- **Connection type:** **Network**, **USB**, **COM** or **Windows**. For Windows, type the printer name exactly as Windows shows it.
- **Model:** Epson TM-T20II, Epson TM-T88, Star TSP100 or Generic ESC/POS.
- **Docket style, Font size, Code page, Copies** and **Beep count**.
- **Backup printer:** where tickets go if this printer fails.

The screenshot displays the 'KITCHEN PRINTERS' configuration interface. On the left, a sidebar lists various settings, with 'KITCHEN & PRINTING' expanded and 'KITCHEN PRINTERS' selected. The main area shows a list of 16 printer slots, each with a green dot indicating it is switched on. The configuration panel for 'KP FIELD 1' is visible, showing the following settings:

- Printer Name:** Receipts
- Connection Type:** NETWORK, USB, COM, WINDOWS (selected)
- Printer Name (Windows):** Kiosk Printer
- Model (ESC/POS):** Star TSP100
- Docket Style:** Classic H1
- Font Size:** Normal
- Code Page:** GBK (Sim)
- Copies:** 1
- Beep Count (0-9):** 0
- Postfix Char:** e.g. *
- Backup Printer:** None

A 'TEST PRINT' button is visible in the top right corner of the configuration panel.

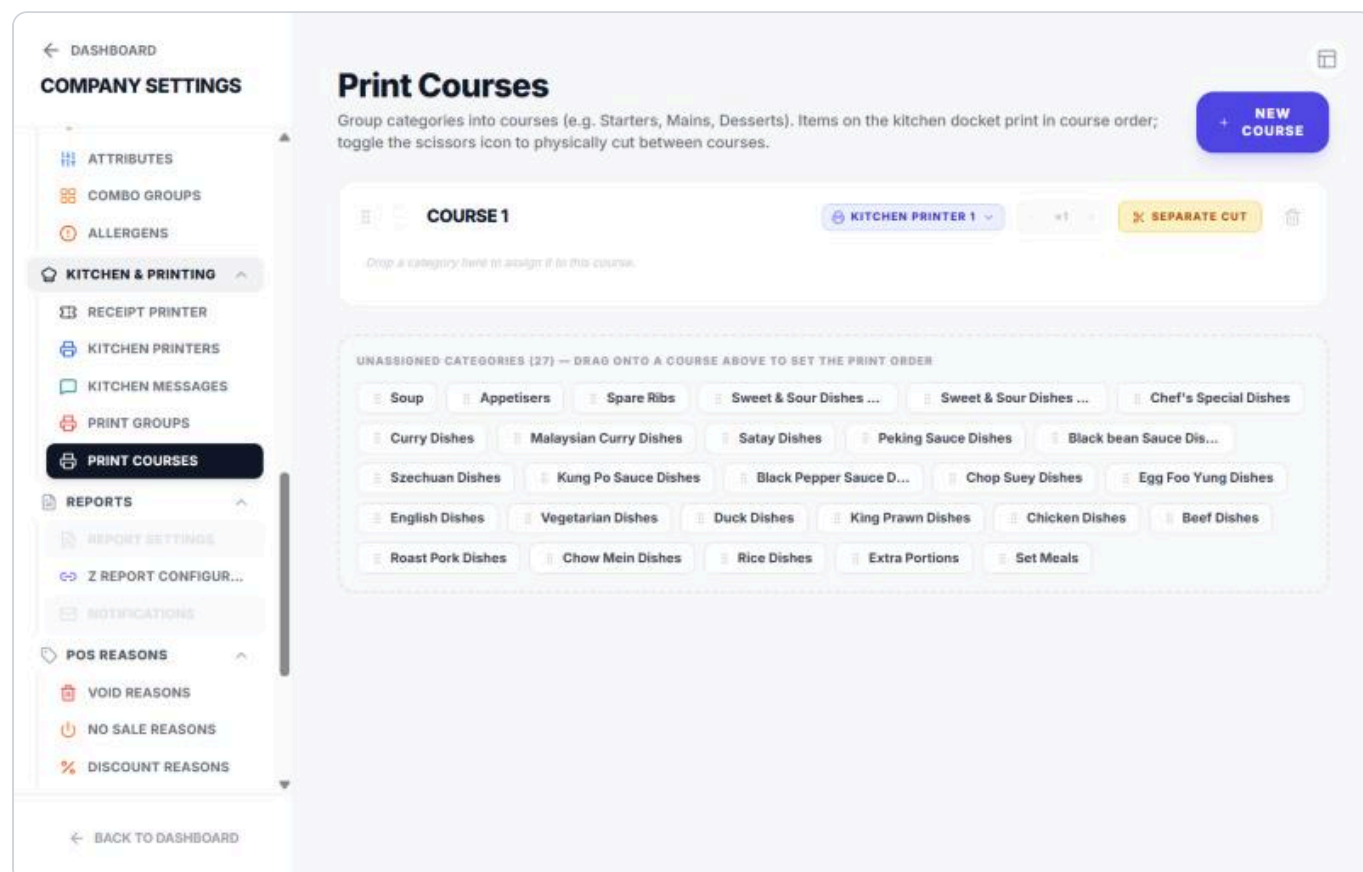
Switch the slot **ON**, tap **SAVE SETTINGS**, then tap **TEST PRINT**. The blue bar shows which tills currently use this printer.

Tip. A printer does nothing until a till is told to use it. After setting a printer up, assign it to each till in **Team & Access**, then **Terminals**.

4 Put categories into courses

Tap **Print Courses**. A course groups categories, for example Starters, Mains and Desserts, so the kitchen ticket prints in that order.

- Tap **NEW COURSE** to add one.
- Drag a category from **Unassigned categories** onto the course.
- Choose which kitchen printer the course goes to.
- Turn on **Separate cut** to cut the paper between courses.

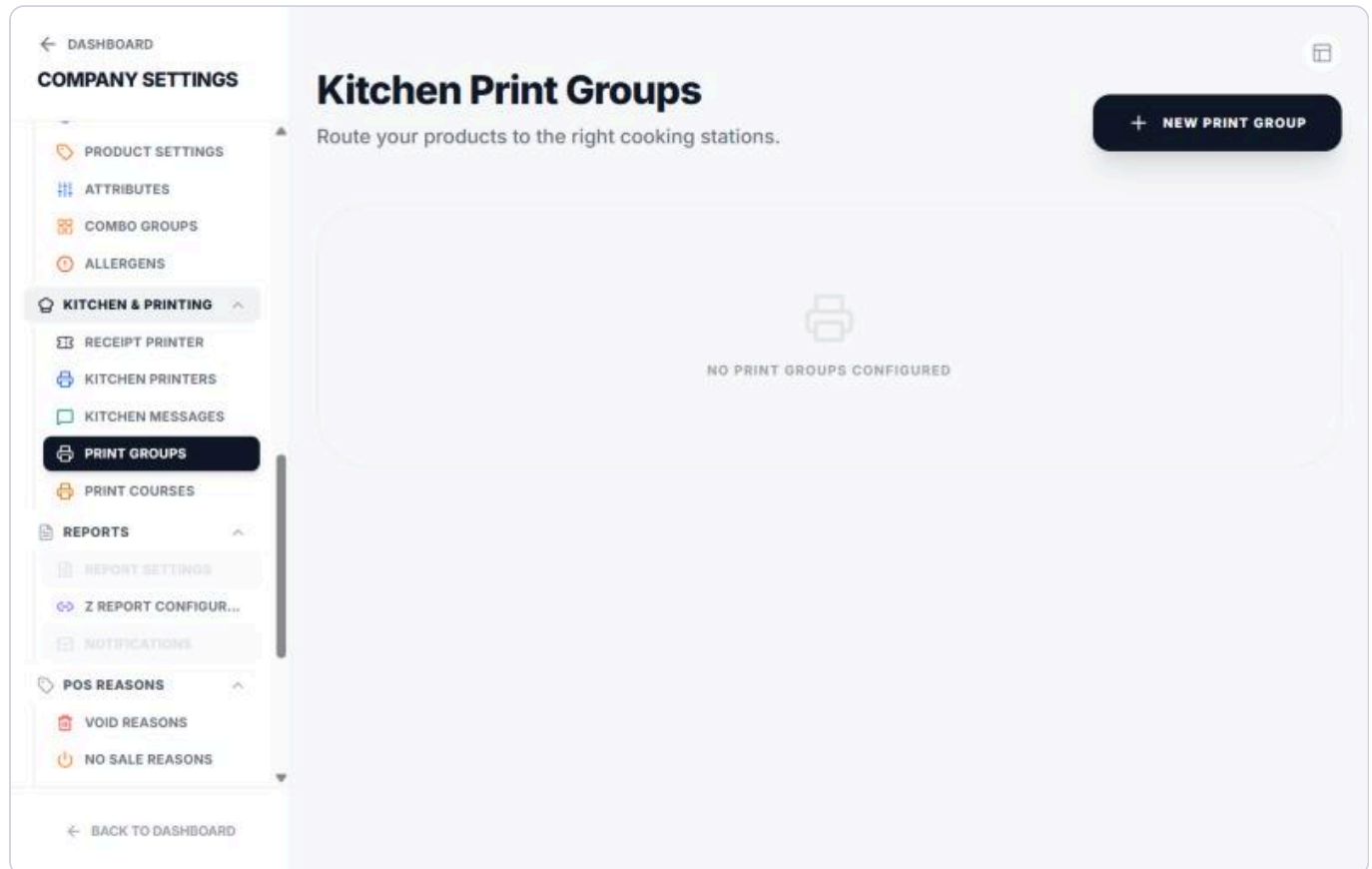


5

Print groups and kitchen messages

Print Groups routes products to the right cooking station. Tap **NEW PRINT GROUP** to make one, for example Grill, Fryer or Bar.

Kitchen Messages holds the ready-made notes staff can send to the kitchen, such as No onion or Allergy. Tap **Add Message** to add one.



If something is not right

Nothing prints at all

Check the printer is on, has paper and its cable is in. In **Kitchen Printers** check the slot has a green dot, then tap **TEST PRINT**.

Receipts print but kitchen tickets do not

Open **Terminals** and check the till has a **Kitchen** printer assigned, not only a **Receipt** printer.

The wrong printer gets the ticket

Check which printer the course is set to in **Print Courses**, and which printer the till uses in **Terminals**.

The receipt is cut off or too narrow

Set **Global paper width** to match the roll: 80mm, 72mm or 58mm.

Printer discovery says Desktop App Required

Searching for printers only works in the Posso One desktop app for Windows, not in a web browser.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.