

Guide 4 — Using the Bump Screen

Bump-it Kitchen Display Platform · Setup Guide 4 of 4

Everything your kitchen and floor staff need: reading a docket, bumping, holding, combining and undoing.

This is the guide to hand to your team.

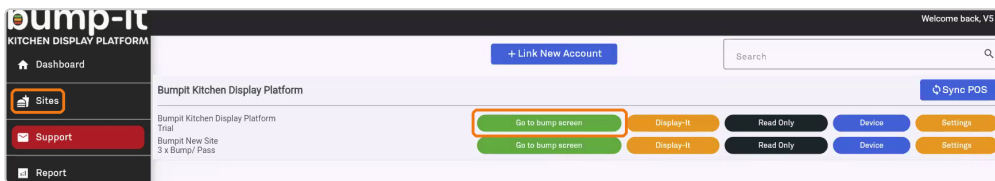
Before you start

- You **MUST** complete Guides 1, 2 and 3 before starting this guide — until they're done, no dockets will appear.
- What each person can do depends on the permissions set on their device in **Guide 2**.

PART A — OPEN THE SCREEN

Step 1

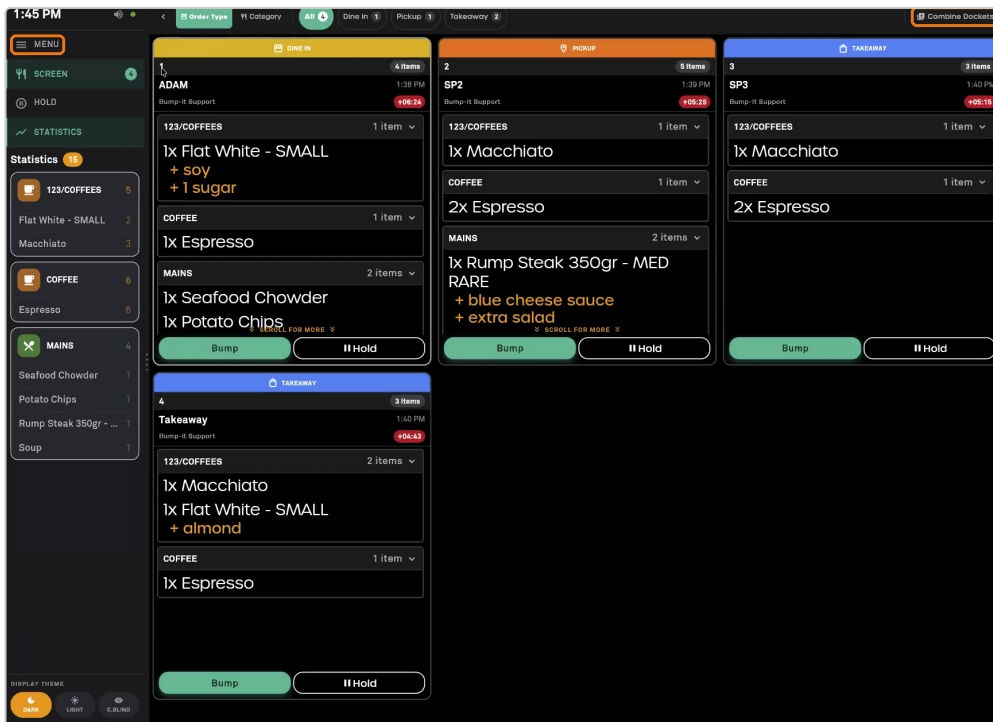
Go to **Sites** (circled above) and click the green **Go to bump screen** button on your site row.



Step 1 — The green Go to bump screen button is circled above.

Step 2

The bump screen opens. Orders arrive from the point of sale automatically.

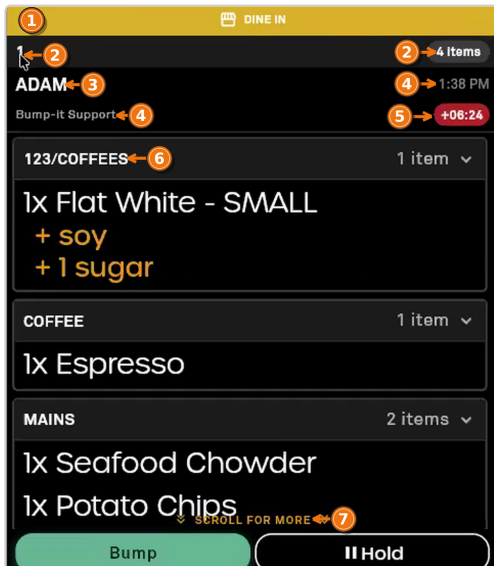


Step 2 — Left sidebar: MENU (circled above) · SCREEN · HOLD · STATISTICS, with the DISPLAY THEME switcher at the bottom.
Top bar: the quick action bar, with Combine Dockets (circled above) at the far right.

PART B — READING A DOCKET

Step 3

Learn the parts of a docket. Everything on it comes from the point of sale. Each numbered arrow on the left points to the matching row on the right.

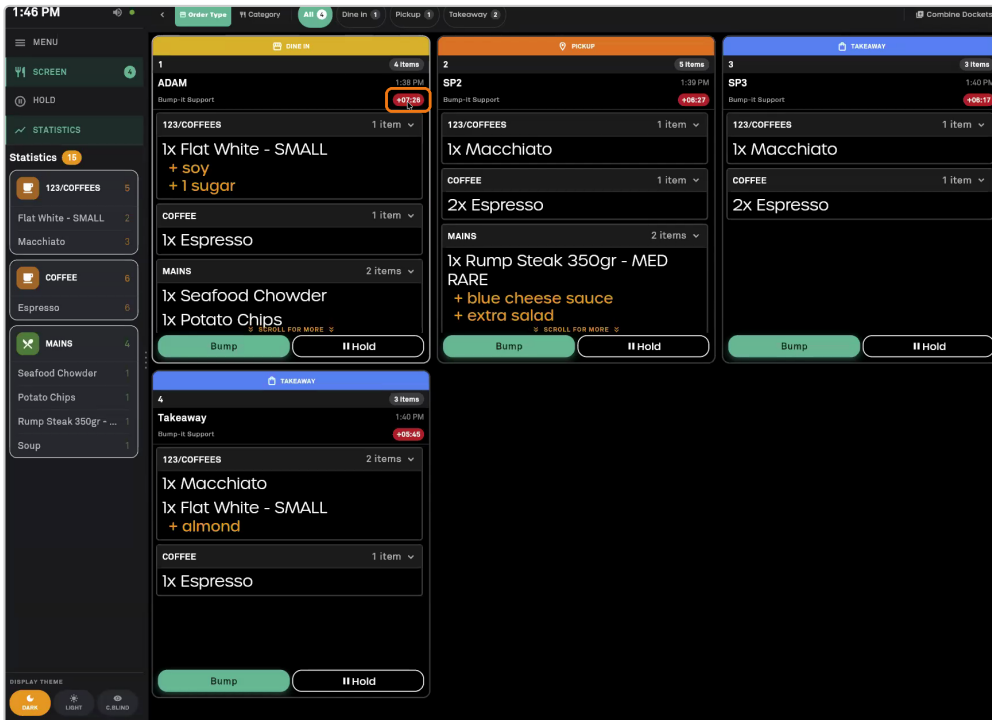


#	Element	What it means
1	Order type (<i>top banner</i>)	Colour-coded — Dine In yellow · Pickup orange · Takeaway blue
2	Position number & item count	Top left and top right — which docket you're up to, and how many items are on it
3	Order note	The note typed into the POS, e.g. <i>ADAM</i> . If none was typed, an order number such as <i>SP2</i>
4	Time & staff member	When the order was taken, and who took it
5	Timer	How long the docket has been on screen
6	Category · product · modifiers	The POS category with its item count, then each product, with any modifiers in orange beneath
7	SCROLL FOR MORE	More items than currently fit

Step 3 — A docket in detail, numbered to match the table.

Step 4

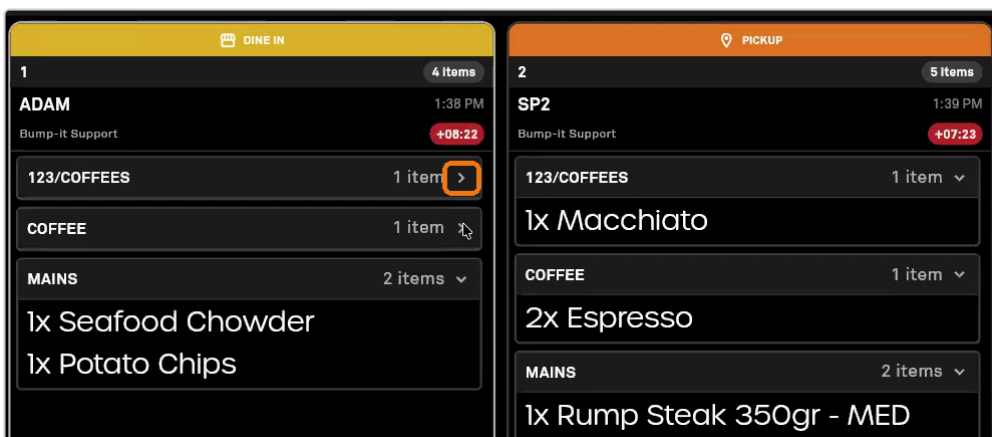
Watch the timer colour. Dockets start **green**, turn **amber** at the first alert, then **red** at the second.



Step 4 — The timer is circled above. With alerts set to 2 and 4 minutes, these dockets have passed both, so all three timers are red.

Step 5

To free up space, collapse a category by pressing the **chevron** on its header.

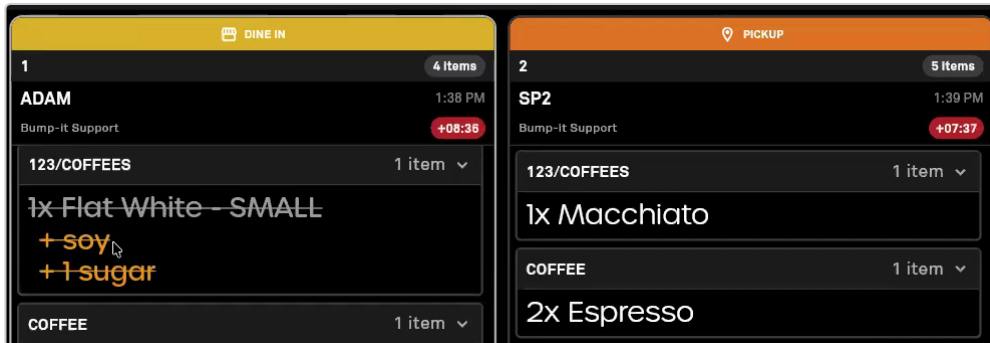


Step 5 — The chevron is circled above. Pointing right means the category is collapsed and its items are hidden; pointing down means it's open. 123/COFFEES and COFFEE are collapsed here; MAINS is still open.

PART C — BUMPING

Step 6

Press an **item name** to bump just that item. Press it again to bring it back. Press **Bump** to clear the whole docket off the screen.



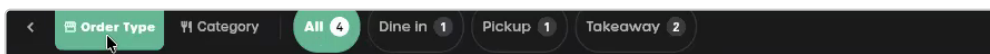
Step 6 — A bumped item is struck through.

If **Bump All Button** is switched on for your filter, a tick appears next to each product name. Tapping that tick bumps **every unit of that item at once** — so a docket with 5x Flat White clears in one motion instead of five separate taps.

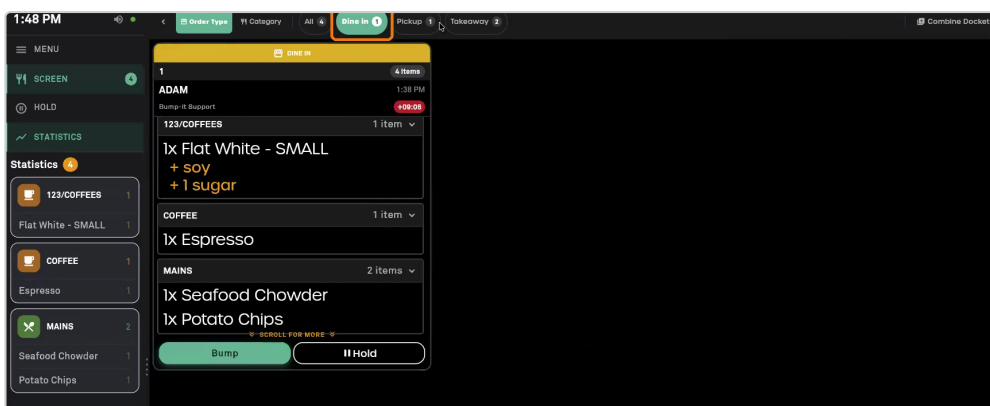
Turn it on under **Sites** → **Settings** → **Filters** → your filter → **Screen** tab → **Bump All Button**. See **Guide 3, Step 3**.

Step 7

Use the **quick action bar** at the top to show only one order type.



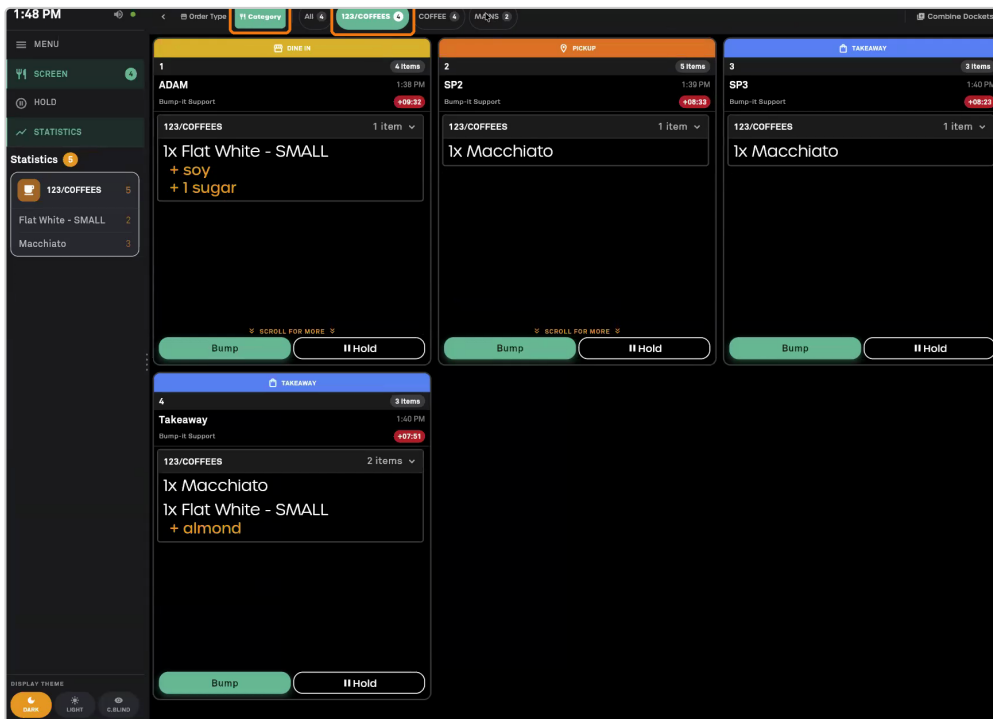
Step 7 — The quick action bar, set to Order Type and showing All.



Step 7 — Pressing Dine in shows only the dine-in docket.

Step 8

Press **Category** on the quick action bar to see every item assigned to that category at once.

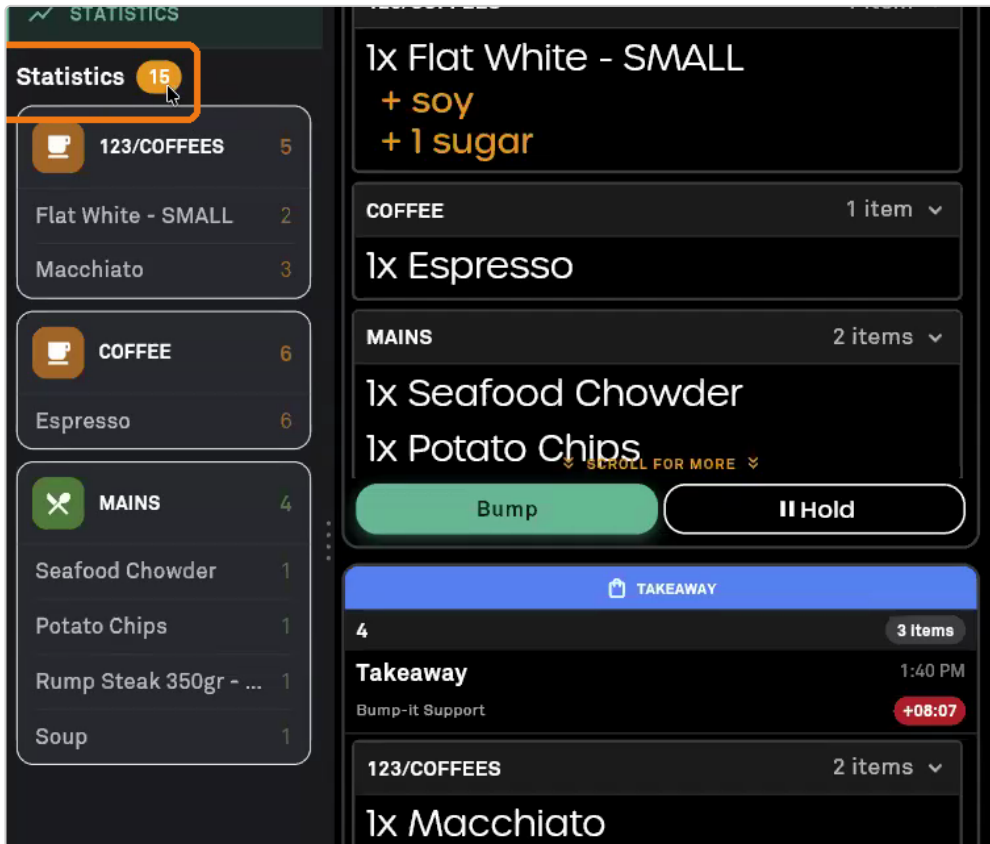


Step 8 — 123/COFFEES is selected, so all four dockets now show only their 123/COFFEES items. The badge beside it reads 4 — the number of dockets containing that category. The statistics sidebar drops to match: Flat White - SMALL 2 · Macchiato 3 = 5 items, down from 15.

This toggle shows **Category** or **Course** depending on how the filter is set up under **Group products by**. Whichever you group by is what appears here.

Step 9

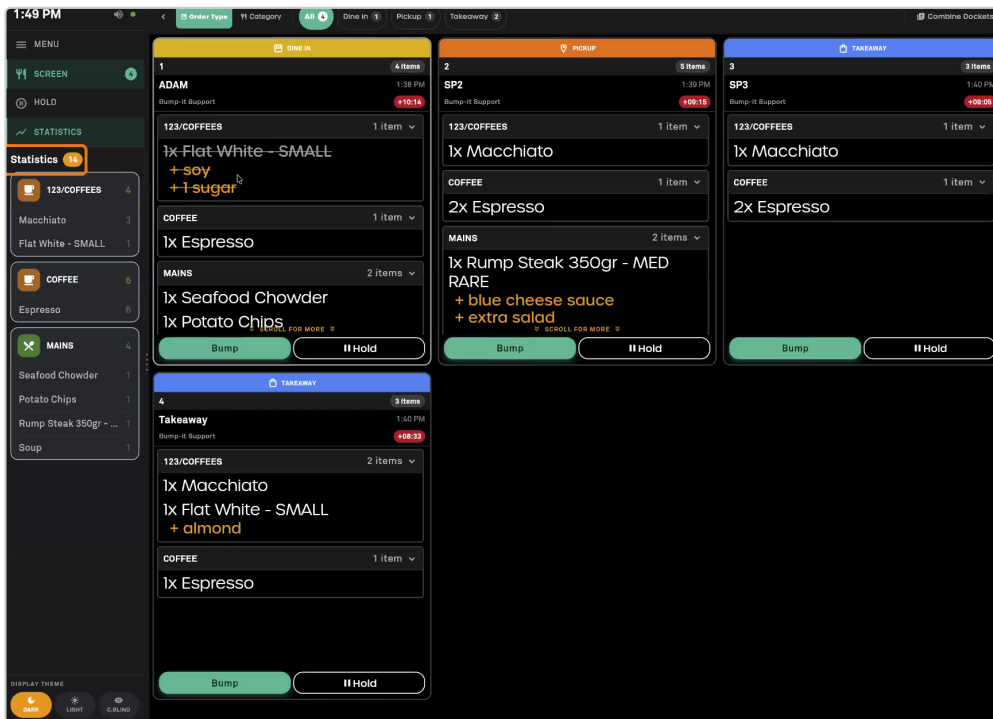
Check the **statistics sidebar** on the left for your all-day count.



Step 9 — Statistics 15 — fifteen items on order, grouped by category with a per-product breakdown.

Step 10

As you bump items, the statistics count drops automatically.

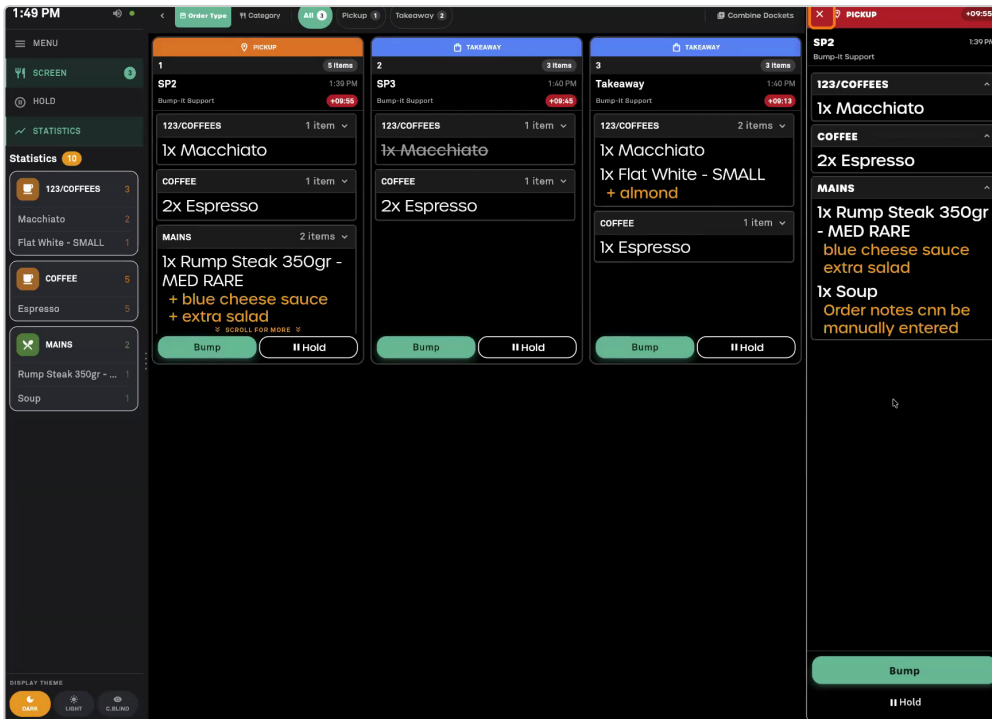


Step 10 — Bumping a Flat White immediately reduces its count in the sidebar.

Step 11

You can scroll up and down within a docket to see more of it. If it says **SCROLL FOR MORE**, tap the top of the docket to expand it into the right-hand sidebar instead.

Tap another docket to swap what's shown there, or press **X** to close it.

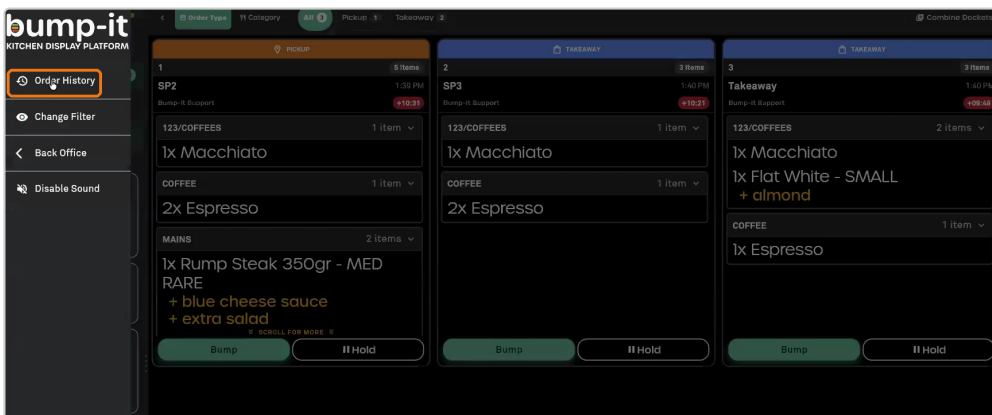


Step 11 — The full docket opens on the right while you keep working in the main area.

PART D — UNDO A BUMP

Step 12

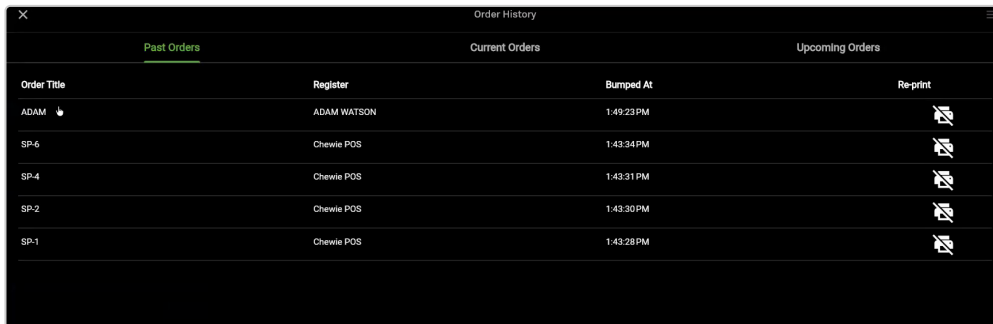
Bumped something by mistake? Open **MENU** in the left sidebar.



Step 12 — MENU contains Order History (circled above) · Change Filter · Back Office · Disable Sound.

Step 13

Go to **Order History** and find the order.

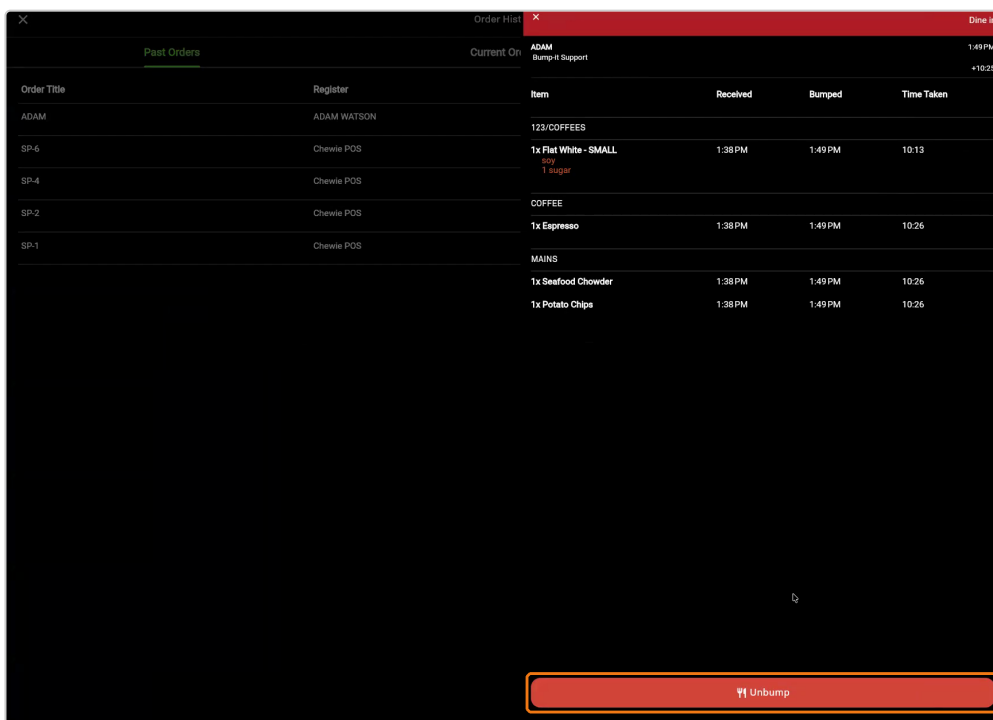


Order History			
Past Orders	Current Orders	Upcoming Orders	
Order Title	Register	Bumped At	Re-print
ADAM	ADAM WATSON	1:49:23 PM	
SP-6	Chewie POS	1:43:34 PM	
SP-4	Chewie POS	1:43:31 PM	
SP-2	Chewie POS	1:43:30 PM	
SP-1	Chewie POS	1:43:28 PM	

Step 13 — Tabs for Past Orders · Current Orders · Upcoming Orders. Columns: Order Title, Register, Bumped At, Re-print.

Step 14

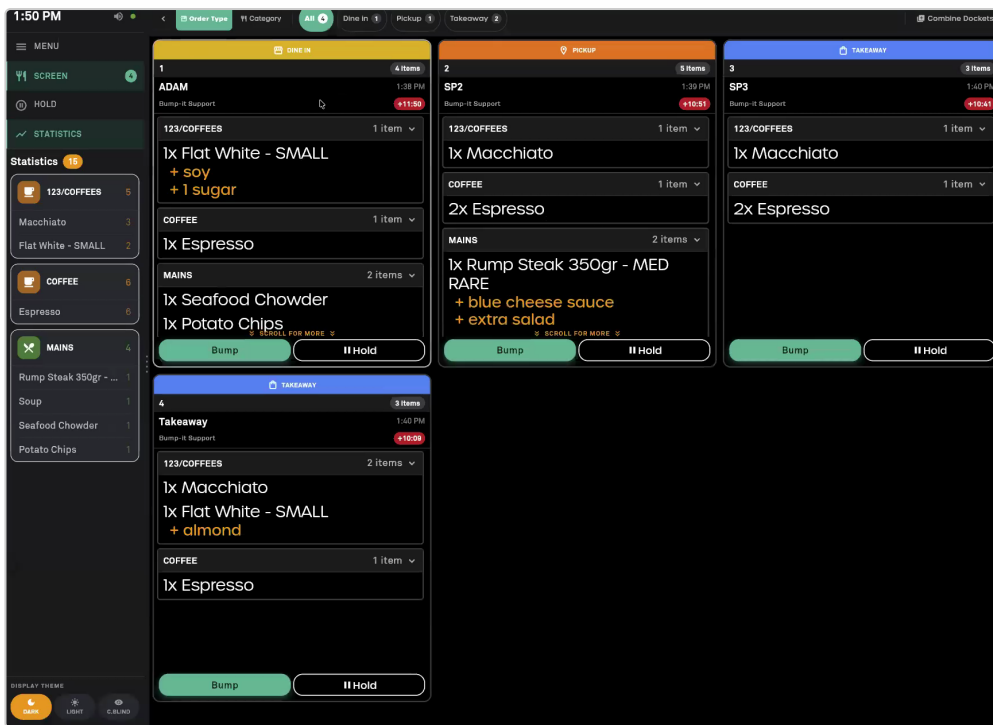
Tap the order, then press the red **Unbump** button.



Order History		Order Detail			
Past Orders	Current Orders	Item	Received	Bumped	Time Taken
ADAM	ADAM WATSON	123/COFFEES			
SP-6	Chewie POS	1x Flat White - SMALL	1:38 PM	1:49 PM	10:13
SP-4	Chewie POS	COFFEE			
SP-2	Chewie POS	1x Espresso	1:38 PM	1:49 PM	10:26
SP-1	Chewie POS	MAINS			
		1x Seafood Chowder	1:38 PM	1:49 PM	10:26
		1x Potato Chips	1:38 PM	1:49 PM	10:26

Step 14 — The order detail shows Item, Received, Bumped and Time Taken, with Unbump at the bottom.

The docket returns to the **exact position it was in** when it was bumped, based on its timestamp.



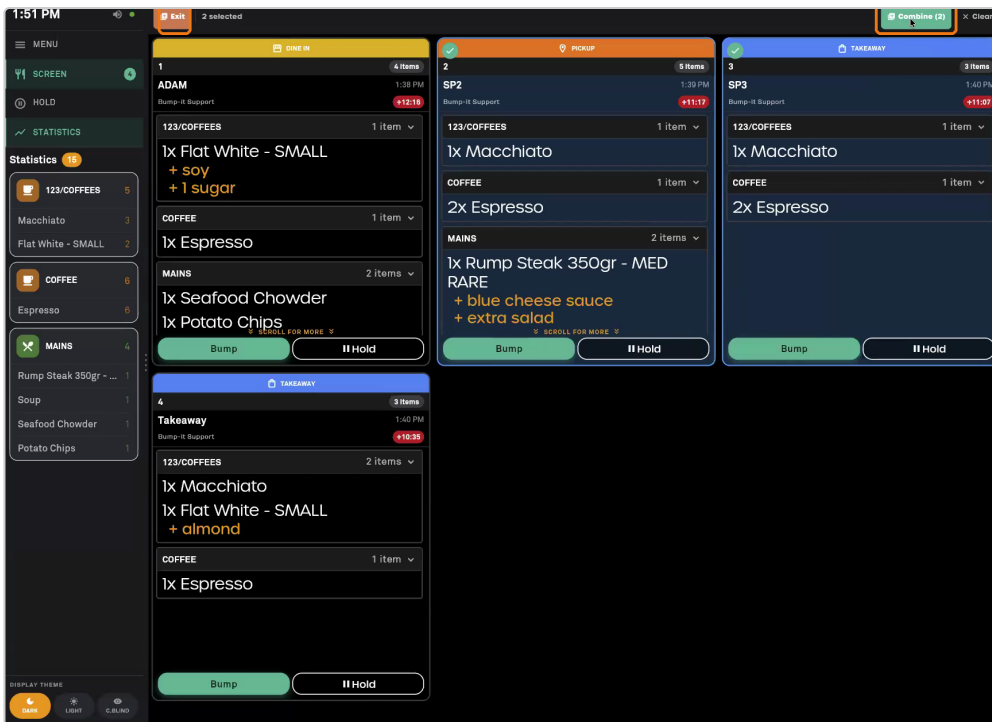
Step 14 — The docket is back in its original position.

Unbump only works if Can Undo is ticked on this device. See Guide 2, Step 3.

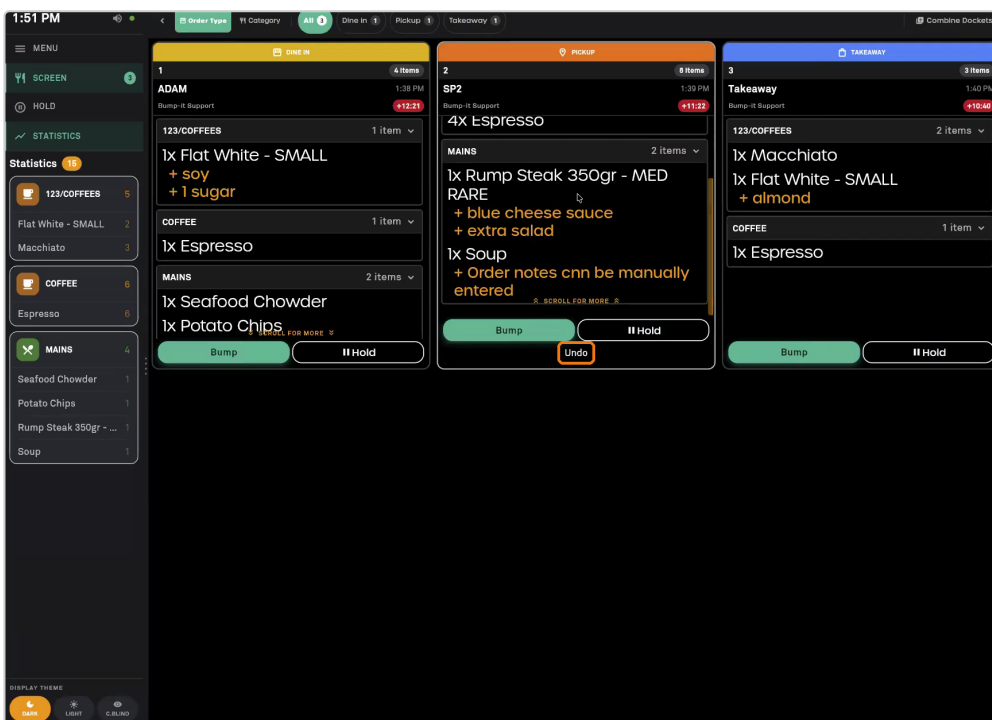
PART E — COMBINE DOCKETS

Step 15

Press **Combine Dockets** at the top right, then tap the dockets you want to join. Press **Combine** and matching items merge together. Made a mistake? Press **Undo** to separate them again, or **Exit** to leave combine mode without joining anything.



Step 15 — Selected dockets highlight. The header shows 2 selected, with Combine (2) and Exit.

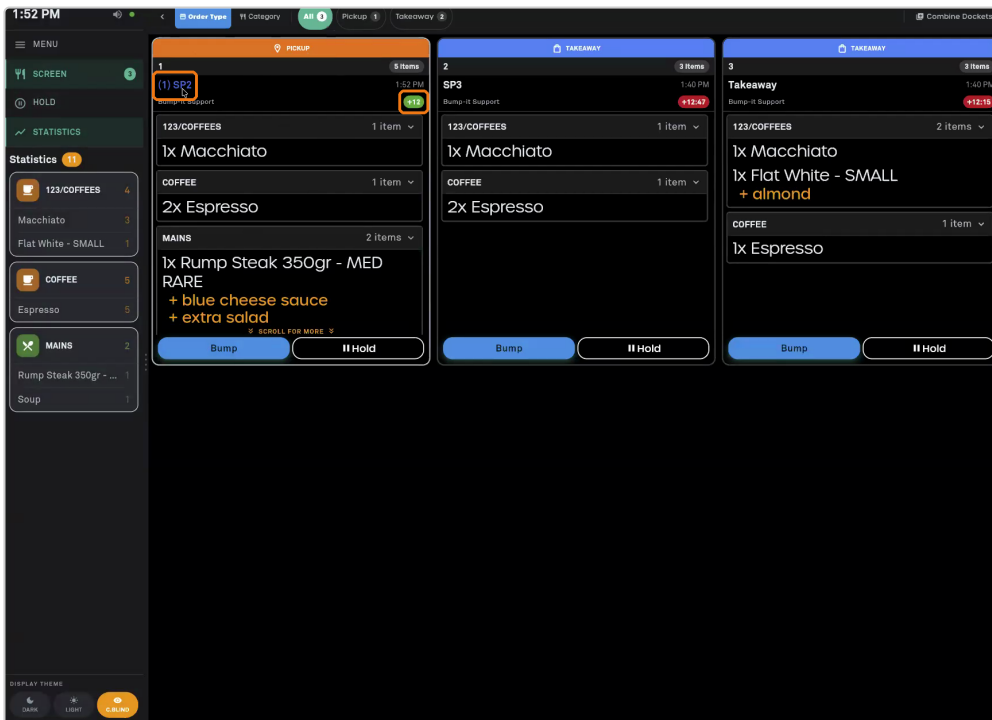


Step 15 — The two single espressos have merged into 4x Espresso. Undo is circled — press it to separate them again.

PART F — HOLD A DOCKET

Step 16

Press **Hold** instead of Bump to take a docket off the main screen without clearing it — it moves to the **HOLD** section in the left sidebar. Press **Unhold** to bring it back: it returns to **position 1** because it needs making now, the order note turns **blue** with a bracketed count of how many times it's been held, and the timer restarts in **green**. Hold it again and that count goes up.

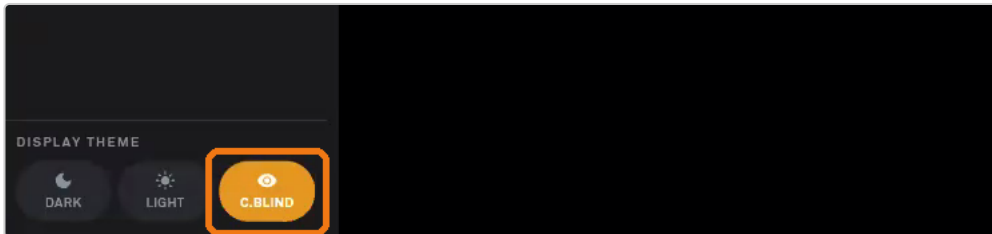


Step 16 — Back on the SCREEN tab after unholding. The docket is at position 1, the order note is blue with (1) in front of it — the number of times it has been held — and the timer badge is green again.

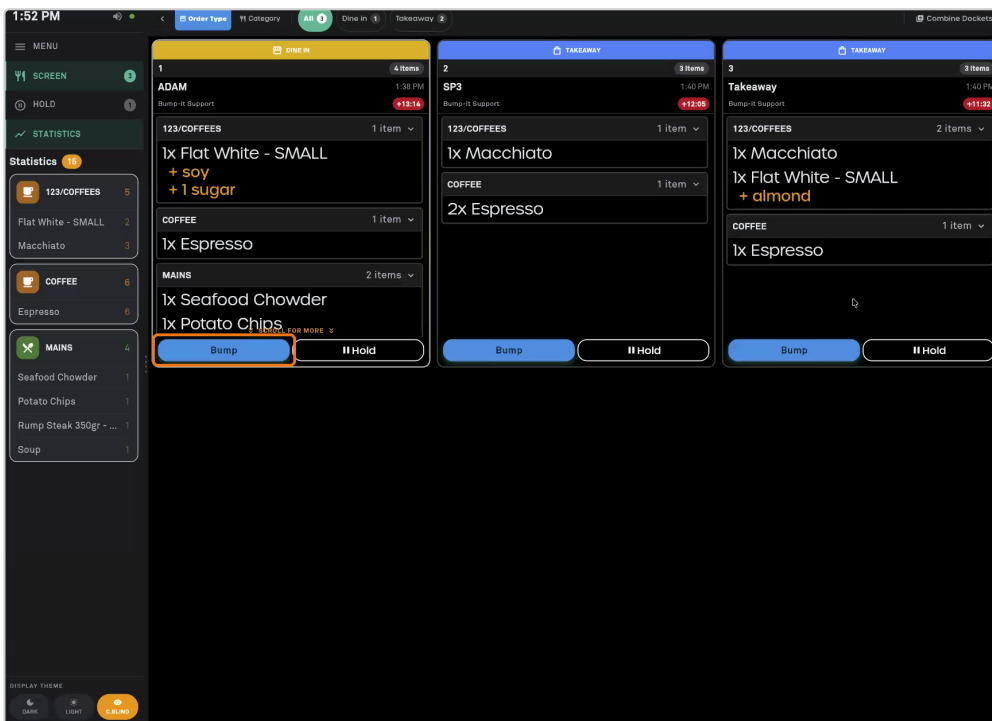
PART G — DISPLAY THEMES

Step 17

Switch theme from the bottom of the left sidebar. There are three: **DARK** (the default, used throughout this guide), **LIGHT** (a white background for bright rooms) and **C.BLIND**.



Step 17 — The DISPLAY THEME switcher, with C.BLIND selected.



Step 17 — C.BLIND mode. Everything works the same; the Bump buttons change from green to blue.

Quick reference for staff

Action	How
Bump one item	Press the item name
Unbump one item	Press the item name again
Bump every unit of one item	Press the tick beside the product name <i>(requires Bump All Button on the filter)</i>
Bump the whole docket	Press Bump
Undo a bumped docket	MENU → Order History → tap the order → Unbump
Hold a docket	Press Hold
Bring a held docket back	HOLD in the sidebar → Unhold
Combine dockets	Combine Dockets → select → Combine
Separate combined dockets	Press Undo
Cancel combining	Press Exit
Show only one order type	Quick action bar → press the order type
Show every item in one category	Quick action bar → Category <i>(shows Course instead if the filter groups by course)</i>
See more of a docket	Scroll up and down within it
Expand a long docket	Tap the top of the docket
Close the expanded view	Press X
Collapse a category	Press the chevron on the category header
Change theme	DISPLAY THEME at the bottom of the left sidebar

Troubleshooting

A product was ordered but never appeared. It is almost certainly **not ticked on the Products tab** of that filter. See **Guide 3, Step 7**.

A docket disappeared from one screen but not another. That is **Device independent bumping** working as set. See **Guide 2, Step 3**.

No new orders are coming through. Bump-it needs constant internet. Dockets already on screen stay put, but nothing new appears until the connection is back.

A docket keeps jumping to position 1. It is being unheld. A docket coming back from hold always re-enters at position 1 with a bracketed hold count against the order note.

I can't edit a docket. Correct — the point of sale is the single source of truth. Dockets can't be created or edited on the bump screen. Make the change in the POS.

There's no Unbump button. **Can Undo** isn't ticked on that device. See **Guide 2, Step 3**.

Source: "Bump-it New UI Setup Guide" recording, 28 July 2026, 13:48–23:42. App version v5.3.5-b.

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