

Move Items (done by the server)

When an item(s) is on the wrong check

1. Sign In
2. Press Reg Options
3. Press Move Orders
4. Select the table/tab the item(s) to be moved is on
5. Select the table the item(s) is to be moved to
6. Press Select Orders from the bottom left of the screen
7. Highlight the first item to be moved
8. Press Mark
9. Repeat steps 7 & 8 for any other items to be moved from the check

Transfer A Check To You

1. Sign In
2. Press Reg Options
3. Press Transfer Check
4. Select the tab or table to transfer (For multiple checks select all checks)
5. Select the server to transfer from
6. Press OK

May need to do join check/tab procedures listed below

Transfer A Check From You

1. Sign In
2. Press Reg Options
3. Press Transfer Check From
4. Select the server to transfer the check to
5. Select the tab or table to transfer (For multiple checks select all checks)
6. Press Save

May need to do join check/tab procedures listed below

Joining two Checks/Tabs

2nd step used to combine a check from the bar if a table is already opened

1. Sign In
2. Press Reg Options
3. Press Join Tables
4. Select the first table to be merged
5. Select the table the other check is going to be merged with
6. Press Save

Changing Check Details

2nd step used to transfer a check from the bar if a table has not been started

Can be used to change a table number after a check has been opened

1. Sign In
2. Press Reg Options
3. Press Change Check Details
4. Select table/tab to change
5. Press Verify
6. Press Table
7. Enter new table number
8. Press Save

Note: Some procedures described may not be available or may be set up differently at your restaurant

Freezing A Check

This is used when you need to go back to a table before you want to send the order to the kitchen and/or bar. This will log you off the terminal so others may use the system

1. While in a check go to Check Options
2. Press Freeze Check *This will log you immediately off of the system*
3. When you are ready Sign In. The check that you “froze” will be brought up on the screen.

Note: You cannot work on any other check until this check has been sent

Freeing A Table

This function can be used any time you need to start a new check on a table or tab number where the previous check has not been closed yet.

Make sure that a copy of the current check has been printed before continuing. Once free table is used you must use toggle view or the check number to access that check.

1. Sign In
2. Press Free Table
3. Select table/tab to free. *The table will turn from red to yellow*

You can now use that table for a new check by selecting that table again

No Bev Key (table service only) If Turned On At Your Restaurant

Every cover on a check requires a beverage on the check. If there is not a minimum of one beverage per cover on the check the P.O.S. will not allow you to print a check. If a customer does not order any beverage or only orders water the No Bev key located under beverages should be used.

Modifier Select

This key allows you to go back to any item that has not been sent and add modifiers to that item.

1. While in a check go to Check Options
2. Press Modifier Select
3. Select the item you want to modify

You can modify all or any items that have not been sent for preparation. When done press exit to take you out of the modify select mode.

Change Cover Key

This key is located under check options and is used when too many covers have been entered on a check.

Checking A Gift Card Balance

This is used when a customer does not know the balance left on a gift card.

1. Sign In
2. Select the table/tab the gift card will be applied to
3. Press Check Options
4. Press Gift Card Balance

A receipt will print on the printer with the balance on the card

Note: Some procedures described may not be available or may be set up differently at your restaurant

Paying A Check With One Credit Card

1. Call up the check.
2. Select Finish then Verify.
3. Swipe the card. For manual entry, select Manual. Enter card number (and press Enter if necessary) then the expiration date.
4. Credit card receipts will now print.
5. To close the check after the customer has signed the credit card receipt, pickup the check and select Finish and the Pay.
6. Select the total amount, (including the tip) you do not have to choose payment type, as it will default to the correct type automatically.
7. Select Accept Payment when finished.

Paying One Check With Two Credit Cards

1. Call up the check.
 2. Select Finish then Verify.
 3. Select Partial
 4. Select the amount to be verified for the first credit card.
 5. Swipe the card
 6. Repeat Steps 3 through 5 for the second credit card.
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1. **To pay**, call up the check and touch FINISH then PAY
 2. Select CARD 1 and enter the total amount.
 3. Select CARD 2 and enter the total amount.
 4. Select Accept Payment when finished.

Paying A Check With One Credit Card and Another Receipt Type

1. Call up the check.
 2. Select Finish then Verify.
 3. Select Partial
 4. Select the amount to be verified for the credit card.
 5. Swipe the card and wait for the credit card receipt to print.
 6. Select Exit.*
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1. **To pay**, call up the check and touch Finish, then Pay.
 2. Select the credit card to be paid and touch the total amount.
 3. Select the receipt type for other payment method.
 4. Select the amount to be applied to the other payment.
 5. Select Accept Payment when finished.

*For more than one credit card – do not hit exit. Repeat steps 2 thru 5

Reprocessing A Credit Card (This May Be A Manager Controlled Function)

This may need to be done when a server has to add an item or needs to remove an item on a check that has already had a credit card authorization processed or when a check has been closed to cash by mistake
This procedure will allow you to reprocess the credit card without charging the customer twice.

1. Have the server log in and access the check
2. Start the correction. A manager will need to authorize any change to the check once the authorization has happened.
3. Go to the Pay Screen.
4. Select Void Receipt
5. Select Verify
6. Select Use Previous Card
7. Select the customer's credit card that was used.
8. If multiple cards are on this check select show all cards **make sure that you select the correct charge.**

A new set of credit card slips will be printed for the customer to sign.

If you do not void any previous credit card payment, only the new amount of the check will be processed. This will result in two receipts needing to be printed.

Note: Some procedures described may not be available or may be set up differently at your restaurant

Post Authorizing A Credit Card

This will need to be done when the credit card system is down or a charge needs to be authorized by phone. If you do not get a phone authorization number, you may get a charge back from your credit card processor

1. Have the server log in and access the check
2. Next go to Check Options
3. Select Post Authorize
4. Select Verify
5. Swipe the credit card or manually enter the numbers in.
6. Enter the authorization number that was given to you on the phone.

The credit card will print receipts as a normal card.

Reprinting A Credit Card Slip

This may need to be done when a server has lost the credit card slip or the printer did not have any paper. This procedure will allow you to reprint the credit card slip without charging the customer twice.

1. Have the server log in and access the check
2. Select Check Options
3. Select Reprint CC Slip
4. Select Reprint
5. Select Send

The credit card slip will reprint with the words duplicate on them.

The credit card slips will print at the terminal that it was authorized at only, even though you can do this function at any terminal

Credit Card On The Wrong Check – Customer's credit card still available

1. Call up the correct check.
2. Select Finish then Verify.
3. Swipe the card. For manual entry, select Manual. Enter card number (and press Enter if necessary) then the expiration date.
4. Credit card receipts will now print. (close check out as shown above)
5. Close the WRONG check out to it's correct payment.

Credit Card On The Wrong Check – Customer's credit card not available

You will need to move the items ordered from the correct check to the check that has the customer's credit card. This is the ONLY way to correct this. DO NOT delete the check. If you Delete the check you will lose the credit card information

1. Follow the steps for moving orders. If this is unavailable add the items that belongs to this credit card then void the items that do not belong to this credit card.
2. Follow the steps for Reprocessing a credit card

Separate Checks Each Paid With Separate Credit Cards

1. Call up the check and select Finish then Verify.
2. Select the person to pay, then DONE.
3. Swipe the card and wait for the credit card receipt to print.
4. Repeat Steps 1 through 3 for all other cards.
5. To pay, call up the check and select Finish then Pay.
6. Select the person to be paid, then PAY and enter to total amount.
7. Select Accept and Next and enter to total amount.
8. Repeat Step 7 until all cards are paid, then select Accept Payment.

Note: Some procedures described may not be available or may be set up differently at your restaurant

Separate Checks All Paid With One Credit Card

1. Call up the check.
2. Select Finish then Verify
3. Select Include All then Done.
4. Swipe the card and wait for the credit card receipt to print.
5. To pay, call up the check and select Finish then Pay.
6. Touch the total amount, including the tip (you do not have to choose the payment type, as it will default to the correct type).
7. Select Accept Payment. when finished.

To Do A Void – Used only for items not made

1. Go into tab/table that needs the void under the server or bartender whose check it is.
2. Touch the item that needs to be voided and press the void key. Select the reason for the void and press that button. Enter Manager Authorization (if required).
3. Select any other items that need to be voided. Press exit when through

To Do A Comp - Used for all items made but not used- such as – promotional items or employee meals

1. Go into tab/table that needs the discount under the server or bartender whose check it is.
2. Press the check options key. Press the Discounts key
3. Select the correct discount and press the button.
4. Touch the item that needs to be comped and press the mark key. (if using a comp by item discount) Mark any other items that need to be comped then hit exit.
5. Print the check to be turned in with paperwork (If a copy of the check must be turned in).

Paid Outs From The POS

1. Log on. Under a cashier/bartender
2. Select Reg Options
3. Select Enter Paid Outs
4. Manager Authorization (if required)
5. Choose the paid out reason.
6. Enter the amount of the paid out.
7. Type in the details (a brief description of what the paid out was for), the select Enter.
8. Select Payout to complete

Editing A Tip After A Check Has Been Closed

1. Log in.
2. Select Reg Options
3. Select Change Receipt Details
4. Select the check to be corrected
5. Select the charge slip to be corrected
6. Select Tips
7. Enter the correct tip, select Exit

Paying Out Charge Tips To A Server

This may need to be done when a server has worked a short shift or when the amount of cash received is less than the amount of tips owed

This procedure will allow you to pay out the tips due to the staff without affecting our sales

1. The bartender or a server needs to log in
2. Select Reg Options
3. Select Payout Charge Tips
4. Manager Authorization
5. Enter the server who is to be paid the tips ID number
6. Enter the amount of tips to be paid

A slip will be printed for the person to sign. The computer will not allow you to payout more than the amount owed to the person.

Do Not use the Paid Out key

Note: Some procedures described may not be available or may be set up differently at your restaurant

To Reset A Server Report

This is done when a server is working a swing shift (AM & PM). Before they can start the PM shift this function is to be performed to clear out their sales. **All of their checks from the previous shift must be closed first and a server report must be run.** If this is not done they will not be able to drop their cash

1. The server/ bartender needs to log in
2. Select Reg Options
3. Select Reset Server Report
4. Manager Authorization (if required)

The computer will log the employee out and the reset has been done.

To Assign / Reassign A Staff ID Card

1. Log in using your manager id
2. Select Reg Options
3. Select Staff Card Functions
4. Select Program Card
5. Enter the Staff members ID
6. Swipe a card for them

To Register A Staff Finger Print ID

7. Log in using your manager id
8. Select Reg Options
9. Select Register Staff Finger Print
10. Select Register Fingerprint
11. Enter the Staff members ID
12. Follow the prompts to register their finger print

Reopening A Closed Check

This may need to be done when a server has closed out a check by accident or needs to add or remove items to a closed check.

This bartender or a server needs to log in

1. Select Reg Options
2. Select Reopen Check
3. Manager Authorization (if required)
4. Enter the check number **DO NOT DO THIS BY TABLE NUMBER**
5. Verify the check

After this is done the only way to access the check is by the check number or you may also use the toggle view located at the bottom of the screen. If this check was closed by accident and is a working check follow the procedures for changing a check's detail to change the table number

Menu Item Count Down & 86 lists

This feature is used to count down a menu item that has limited quantity or to inform the servers when you are out of something. Once you are out of an item this will not let the server ring the menu item in with out a manager

1. Log in using your Manager Authorization
2. Select Reg Options
3. Select Item Out
4. Using the menu key's select the item for a count down or to 86
5. Using the numeric key pad enter the quantity left or 0 for none and press the Enter key
6. If you need to follow the above steps for the next item or press Exit to finish

To undo an 86'd item follow the above steps but press Esc when the numeric key pad comes up

Underlined steps are keys used on the computer

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