

Oracle® Hospitality Torex ABS-POS
Terminals User Guide

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About this Document

Oracle Corporation acquired MICROS and its Torex products. All further references to Torex should be considered as Oracle Corporation.

This document is a PDF rendition of the Help that you received when you first purchased Torex ABS-POS and may have formatting inconsistencies.

About Torex

Torex has more than 25 years of experience working in partnership with the world's most forward thinking retail, hospitality, grocery and petroleum and convenience brands to excite, engage and retain their customers.

Over 7,000 customers worldwide depend on our best-in-class business and technology solutions and knowledgeable industry experts to help them identify, define and deliver a more personal and qualitative experience for each customer, and to maximise profitability, increase return on investment and achieve competitive advantage.

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Logging On

Log on allows access to the **POSterminals**. You can log yourself on and involves the use of your server ID key or swipe card.

Action	What to do
To log on with a server ID key:	<ol style="list-style-type: none"> 1. Select a Free Server button. The prompt 'INSERT KEY' is displayed. 2. Present your server ID key to the reader. 3. Remove your key from the reader.
To log on with a swipe card:	<ol style="list-style-type: none"> 1. Select a Free Server button. The prompt 'INSERT KEY' is displayed. 2. Swipe your ID card. <p>Note: When swiping the card, the magnetic strip should be facing up, towards the terminal and swiped from top to bottom.</p>
To log on as a moneybelt server:	<ol style="list-style-type: none"> 1. Log on with a server ID key or swipe card as above. The prompt 'IS SERVER USING MONEY BELT' is displayed. 2. Select the Yes button. The prompt 'ENTER FLOAT VALUE' is displayed. 3. Enter the float value and select the Enter button. 4. Select the Yes button to confirm the float value. <p>A slip showing the opening float is printed.</p>

You are returned to the [Awaiting Server Log On Screen](#) and your name is displayed on the chosen Free Server button.

Note: A site can be divided into separate trading areas such as bar and restaurant. If you are required to work in more than one trading area you must log on to one terminal per trading area (log on to one terminal in the bar area and log on to one terminal in the restaurant area).

See Also
[Selling Items](#)
[Accessing the Sales Screen](#)
[Logging Off](#)

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Awaiting Server Log On Screen

This screen allows [access to the sales screen](#) and for new servers to [log on](#).

Example: Awaiting Server Log On Screen



See Also
[Accessing the Sales Screen](#)
[Logging On](#)

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Authority Levels

Access to functionality is based on user authority levels that is, you can only access a function if you have the appropriate authority level to do so.

For certain functions such as promotions, refunds and voids, the placement of a manager level key/card is required to proceed with the function.

Authority Level	Allows the user to...
01 - Lowest	Log On and Log Off only.
10 - Server	Perform sales / payments and so on.
50 - Supervisor	Perform all server functions plus some management functions for example, viewing other servers tables (depending on your system configuration).
90 - Manager	Access to the Management menu and ALL functionality on the terminals (depending on your system configuration).

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Getting Around

The POS terminal is menu driven using touch screen technology. A touch button may take you to another menu level or selects an item for sale. The [command window](#) echoes any selections made, prompts for the next action to be taken and displays any user error messages.

If no selections have been made on the touch screen within a pre-configured time period (usually 15 seconds), the screen time-outs causing it to return to the [awaiting server log on](#) screen. The items that have been ordered prior to this have not been lost but are held. When you next log on the last 5 items of the open order are displayed along with the running balance.

Action	What to do
To select a sales item:	Press the appropriate touch button.
To select another touch panel:	Press the appropriate touch button. Either another menu level with different options is displayed or you have reached the bottom level and the sales items are displayed.
To select a function:	Press the appropriate function button. Either another menu level with different options is displayed or the function is performed.
To exit from touch panels:	Press any area of the touch screen not occupied by a touch button or the command window.
To exit from functions:	Select the Clear button.
To immediately correct a mistake made selecting a sales item:	Select the Void Last Item button.
To correct a mistake made whilst entering numbers:	Select the Clear button. This clears the numbers entered, allowing you to re-enter the correct requirement.
To view all items in the current round if more than 5 items in the order:	Select the Scroll Up Items button.

See Also
[Awaiting Server Log On Screen](#)
[Command Window](#)

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Screen Layouts

There are three basic styles of screen layouts: Bar, Restaurant and Admissions.

With the restaurant layout, before any sales items can be entered, a [table](#) has to be opened.

With the bar and admissions layout, the main sales screen is displayed immediately after you have identified yourself to the system using either your server ID key, swipe card or named button from the [Awaiting Server Log On Screen](#)

Example: [Main sales screen](#)



At the top of the screen is the [Command Window](#). Usually function buttons are located on the right and sub-menus (more sales screens) are located on the left as shown in our example above. Touch buttons for popular or fast selling items are usually located on the main sales screen for your convenience.

See Also
[Selling Items](#)

See Also
[Awaiting Server Log On Screen](#)
[Getting Around](#)
[Admissions](#)

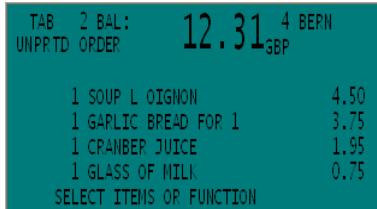
Command Window

Throughout the sales transaction, the command window shows:

- the terminal number
- the server name
- the quantity and sales items selected
- the total number of items selected for the order
- the current balance of the order
- the bill printing status
- the system prompts for action to be taken
- error messages where applicable

Example: Command Window

Place the cursor over the command window component for a brief description.



See Also

- [Awaiting Server Log On Screen](#)
- [Screen Layouts](#)
- [Getting Around](#)

Overview

What would you like to learn about ?

- [Logging on](#)
- [Accessing the sales screen](#)
- [Selling items](#)
- [Sending orders](#)
- [Viewing bills](#)
- [Applying promotions](#)
- [Paying bills](#)
- [Refunds](#)
- [Hotel System](#)
- [Account Ledger](#)

Accessing the Sales Screen

Once [logged on](#), sales may be performed on any terminal in the trading area but you must identify yourself to the terminal each time you wish to use it. This can be done in either of the following two ways from the [log on screen](#):

Action	What to do
Method 1	Present your server ID key to the reader or swipe your card.
Method 2	Select your server name touch button on the screen. Depending on how your system has been set up, the server ID key/swipe card may be required to be presented when using certain functionality such as paying, voids, no sales or starting bar tabs.

For restaurant style terminals, a [table](#) has to be selected and [covers](#) may also require entering before access to sales is permitted.

Example: Main Sales Screen



If no selections have been made on the touch screen within a pre-configured time period (usually 15 seconds), the screen time-outs causing it to return to the [awaiting server log on](#) screen. The items that have been ordered prior to this have not been lost but are held. When you next log on the last 5 items of the open order are displayed along with the running balance.

||> [Selling Items](#)

See Also
[Awaiting Server Log On Screen](#)
[Command Window](#)
[Getting Around](#)
[Logging On](#)

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Selling Items

||< [Logging On](#)

Access to the sales window is only allowed once you have been logged on. [Table numbers](#) and [covers](#) may also require entering before access to sales is permitted if you have a restaurant style layout. The sales items and the various [modifiers](#) that can be used with these items, can be selected by pressing the appropriate touch button. The most popular sales item may exist on the front window but for other items, you have to select a touch button to take you to another menu (sales screen) in order to select the required item.

For details on selecting sales items, click on the appropriate link below:

[Preset Items](#) (fixed or default items)

[Modified Items](#) (items sold in many ways)

[Linked Items](#) (meal combinations)

[Multiple Items](#)

||> [Sending Orders](#)

See Also
[Cash Payment](#)
[Other Payment Methods](#)
[Printing Bills](#)

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Preset Items

A sales item may be sold using a preset button - that is, the item can be selected by pressing the appropriate touch button.

Action	What to do
To select an item:	1. Locate desired touch panel. 2. Select the item required.

The sales item and its price are shown in the command window.

||> [Sending Orders](#)

See Also
[Selling Items](#)
[Printing Bills](#)
[Cash Payment](#)

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Modified Items

A modified item is one that can be sold in various combinations. For example, drinks may be sold in different quantities (small, large or regular) and forms (such as with cordial or as a shandy). These descriptor buttons are used in conjunction with the products they have been linked to in the system database. For example with draught beers, the modifier buttons will usually be Half, Cordial, Shandy and Top. Pizzas may be sold in different sizes (8", 12") and base types (thin and crispy, deep pan), and toppings and so on.

The most common way of selling the item is configured as default, for example, with draught beers this would usually be a pint. With less common ways of selling the item, the corresponding descriptor and the sales item has to be selected. The descriptor must be selected before the item.

Action	What to do
To select an item:	1. Locate desired touch panel. 2. Select the modifier, if required. 3. Select the item required.

The sales item and price are shown in the command window.

||> [Sending Orders](#)

See Also
[Selling Items](#)
[Printing Bills](#)
[Cash Payment](#)

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Linked Items

Sales items may be linked such that the next touch panel in a chain is automatically displayed. The sequence of screens prompt you through a probable selection of items. For example, when a sandwich is selected, the touch panel for bread choice is shown automatically. After making the bread choice, you are returned to the original touch panel.

Note: You may be forced to make a certain number of selections that is, the Clear button may not allow you to exit the screen.

Action	What to do
To select an item:	1. Locate the desired touch panel. 2. Select the first item required. The screen layout updates awaiting the next choice of item. 3. Select the subsequent items.

||> [Sending Orders](#)

See Also
[Selling Items](#)
[Printing Bills](#)
[Cash Payment](#)

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Multiple Items

Sales items may be sold in multiples by using the numeric keypad to enter the quantity. The quantity required must be entered prior to selecting the item.

Action	What to do
To select multiple sales of the same product:	1. Select the quantity required from the numeric keypad. 2. Locate the desired touch panel. 3. Select the item required.

The sales item and price are shown in the command window. The number of items selected is displayed before the item. For example, 3 pints of beer.

The command window maintains a current balance and displays the sales items as they are selected. It also shows the number of sales items selected for the order.

Note: When entering food items that require you to select accompaniments or cooking instructions, you should enter each item individually unless they are required to be prepared to exactly the same specification.

||> [Sending Orders](#)

See Also
[Selling Items](#)
[Printing Bills](#)
[Cash Payment](#)

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Sending Orders

||> [Selling Items](#)

Once an order has been created, it needs to be sent to the point of preparation. For example, selected food items may be sent to a kitchen printer, or drink orders to a printer located in the bar area.

Action	What to do
To send an order:	1. Locate and select the item(s) required. 2. Select the Send Order button. The order is sent to the preparation area.

A bill detailing the order may be configured to print automatically.

||> [Printing Bills](#)

See Also
[Cash Payment](#)
[Other Payments](#)

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Voiding Items

Items within a current order may be voided or cancelled, such as, when mistakes have been made, or to change an order when the customer changes their mind. Generally, a server can only void before the order has been sent. Otherwise the placement of a manager level keycard may be required to proceed with the void function. Depending upon configuration, the void may or may not print in the kitchen. Both selectable voids or last item voids may be available.

Note: Any promotions that have been applied to the order require to be undone before voiding is allowed.

Action	What to do
To void last item:	Select the Void Last Item button. The last item selected is deducted from the current order.
	1. Select the Other Functions button. 2. Select the Void button. Note: On some systems the VOID button may be on the main sales screen and not accessed from Other Functions.

<p>To void items from an order: (Command Window list)</p>	<p>The items selected in the current order are shown in the command window. The prompt 'SELECT ITEM & PRESS VOID OR CLEAR' is displayed.</p> <p>3. Select the item to be voided by using the up and down buttons. The < indicator shown on the right side of the list indicates the current item. When the < indicator is next to the item to be voided, select the Void button. The command window shows a maximum of six selected sales items. Use the Up and Down buttons to scroll up and down the list of items.</p> <p>4. Select the Clear button to exit the screen.</p> <p>Note: When voiding sales items entered as a multiple sale for example 5 pts of beer, all items are voided.</p>
<p>To void items from an order: (Graphical Display)</p>	<p>The items selected in the current order are shown graphically as buttons. Multiple items and any preparators are shown as single buttons. The prompt 'SELECT ITEM TO VOID OR PRESS CLEAR' is displayed.</p> <p>3. Select the item or preparator to be voided. When an item is selected for voiding, its associated preparators are also highlighted and vice versa – if a preparator is selected the corresponding sales item is also highlighted.</p> <p>Selected items are shown with their corresponding sales price. Unselected items are shown with their description and quantity. After each void the updated order item count and balance is shown in the command window.</p> <p>4. Select the Finish button to exit the screen voiding the selected items.</p>

The total amount due is reduced by an appropriate amount. If all items are voided, you must pay off a 0.00 order to stop open orders being generated.

 [Refunds](#)

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No Sale

The cash drawer can be opened without having to ring a sale through.

Action	What to do
<p>To perform a no sale:</p>	<p>1. Select the Other Functions button. 2. Select the No Sale button.</p> <p>Note: On some systems the NO SALE button may be on the main sales screen and not accessed from Other Functions.</p> <p>The cash drawer fires.</p>

All occurrences of using the No Sale button are recorded and shown on the end of session server summary report.

 [Voiding Items](#)
[Refunds](#)

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Price Enquiry

The price of an item can be determined without adding it to the transaction. It prevents having to enter a sales item to check its price then void it off if it is not required.

Action	What to do
<p>To perform a price enquiry:</p>	<p>1. Select the Other Functions button. 2. Select the Price Enquiry button. 3. Locate and select the sales item to determine its price.</p> <p>The description and price of the item is displayed. You must exit the 'Price Enquiry' function before continuing to enter Sales Items or processing the current order.</p>

The price enquiry function is automatically switched off if time-out occurs or may be toggled off by selecting the Price Enquiry button again.

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Admissions

The style of operation of a terminal can be set to that of admissions for sale of entry tickets. The main sales screen is displayed immediately after you have identified yourself to the system using either your server ID key, swipe card or server name button.

Action	What to do
<p>To perform an admissions sale:</p>	<p>1. Select the admission ticket required. The entrance type and fee are shown in the command window. 2. Select the appropriate payment. The cash drawer fires and a ticket is printed.</p>

After payment, you can continue to sell admission tickets without the need to logon and with the cash drawer open (configurable).

For the cloakroom, two types of ticket are available, an individual and a group ticket.

- When individual tickets are sold each item has two slips printed. One copy is given to the customer, the other attached to the item left in the cloakroom. Each ticket has a different ID number.
- For group items a slip is printed for each item but only one slip is printed for the customer showing the number of items deposited. Only one ID number is shown on all tickets.

 [Voiding Items](#)
[Refunds](#)
[Paying](#)

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Triggers

Sales items may have triggers associated with them such that a reminder message is displayed or a prompt is shown for additional items to be sold when the sales item is selected on the till screens.

These triggers fall into one of five categories:

1. Table Prompts are used as a reminder for tab number entry whilst requesting food when selected from the bar style terminals.
2. User Messages such as when certain food dishes (for example fish dishes) are selected a message is displayed that the chosen dish may contain small bones.
3. User Confirmations before a sale can be completed such as to verify the customer is over 16 when selecting tobacco products.
4. Product Replacement triggers such as upgrading selected sales items to a larger size.
5. Product Addition triggers such as the addition of a sauce or a side order to the sales item selected.

Follow the prompts shown in the command window.

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Order on Hold

One order per server can be placed on hold - a temporary delay for example when the customer needs to return to their group to check an item such as a forgotten drink in a round - while the same server processes another transaction. A held order can only be accessed by the same server when they next log on in the same trading area or the order reassigned to another server via the Management Menu.

Action	What to do
To place an order on hold:	1. During an order select the On Hold button. A new order starts with a zero balance/zero items screen and the prompt 'SELECT ITEM OR FUNCTION' is displayed.
To recall an order on hold:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. The order that was previously 'on hold' is automatically recalled. 2. Either continue to process the order for this tab or re-select the On Hold button to keep the order on hold and start a new order.



[Selling Items](#)

See Also
[Management Menu](#)
[Table On Hold](#)

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New Tables

Table numbers are used in restaurant layouts so that customers can order their food and drinks and pay their bills at a later time in the session.

When you log on to a restaurant terminal the system checks for an active table. If you have started a table then the sales screen is shown. If you do not have an active table, the graphical easy table screen is shown in order to select and start a new table.

Action	What to do
To start a new table:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table (Free or Dirty). 3. Select the Open Table button.

[Covers](#) may also require entering before access to sales is permitted.



[Selling Items](#)

See Also
[Table Status](#)
[Adding Items to Existing Tables](#)
[Taking Over Tables](#)
[Cleaning Tables](#)

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Adding Covers



[New Tables](#)

Covers may have to be entered before access to sales is permitted. They are usually entered immediately following the entry of the table number.

Action	What to do
To add covers:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table (Free or Dirty). 3. Select the Open Table button. 4. Enter the number of adult guests using the numeric keypad and select the Enter button. 5. If configured, enter the number of child guests using the numeric keypad and select the Enter button.



[Selling Items](#)

See Also
[Table Status](#)

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Changing Covers

Covers may be changed after the initial entry.

Action	What to do
	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table.

To change covers:	3. Select the Other Functions button. 4. Select the Change Covers button. 5. Enter the required number of adult guests using the numeric keypad and select the Enter button. 6. If configured, enter the required number of child guests using the numeric keypad and select the Enter button.
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 [Selling Items](#)

 [Table Status](#)

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Table Name

Table names can be entered and may be prompted for after entering the [covers](#) on opening a new table. [Changing covers](#) will not re-prompt for a table name.

Action	What to do
To enter a table name:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table (Free or Dirty). 3. Select the Open Table button. 4. Enter covers. 5. Enter the table name using on-screen keyboard. 6. Select the Enter button.

You are returned to the easy tables screen with the table name displayed. The name is cleared once the order has been paid off.

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Adding Items to Existing Tables

Further sales items may be added to a table already held on the system that is, an open table, at any time prior to payment being made.

Note: Access to other servers tables is dependent on your authority level.

Action	What to do
To add to a table:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table. 3. Select the Open Table button.

If the table was started by another server you are prompted to take-over the order otherwise the current order is displayed.

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Table on Hold

One table per server can be placed on hold - a temporary delay such as when the customer needs to return to their table to check an item - while the same server processes another table. A held order can only be accessed by the same server when they next log on in the same trading area or the order reassigned to another server via the Management Menu.

Action	What to do
To place a table on hold:	1. During an order select the On Hold button. The prompt 'ENTER A NEW TABLE NUMBER' is displayed or you are returned to the Easy Table screen for table selection. 2. Enter a table number or select a table.
To recall a table on hold:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. The table that was previously 'on hold' is automatically recalled. 2. Either continue to process the order for this table or re-select the On Hold button to keep the table on hold.

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Taking Over Tables

The transfer of tables started by another server can be made by taking over the ownership of the table at any time prior to payment being made. This can be done either for an individual table or for all tables allocated to a particular server.

Action	What to do
To takeover an individual table:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table. 3. Select the Open Table button. The prompt 'TAKEOVER TABLE (Y/N)' is displayed. 4. Select the Yes button.
	1. Log on by selecting the button that contains your name or use your server ID key or swipe card.

To takeover a group of tables:

2. Select the Block Table Transfer button. Buttons for all servers that have open orders are shown and the prompt 'SELECT SERVER OR PRESS CLEAR' is displayed.
3. Select the required Server button. The prompt 'CONFIRM TABLE TRANSFER OF [SERVERS NAME]? Y/N' is displayed.
4. Select the Yes button.

||> [Selling Items](#)

See Also
[New Tables](#)
[Adding Items to Existing Tables](#)
[Sending Orders](#)
[Paving](#)
[Table Status](#)

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Moving Tables

This function can be used if the wrong table number has been entered or if the customer decides to move from one table to another.

Action	What to do
To move a table:	<ol style="list-style-type: none"> 1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table. 3. Select the Easy Table Move button. The prompt 'MOVE TO TABLE XXX?' is displayed. 4. Select the table to move the order to. 5. Select the Yes button.

The order is moved and the original table becomes dirty.

||> [Selling Items](#)

See Also
[New Tables](#)
[Adding Items to Existing Tables](#)
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Merging Tables

The system allows the user to merge two separate tables into one via the 'move' function.

You must have authority to takeover a table if the destination table is not your own.

Action	What to do
To merge two tables:	<ol style="list-style-type: none"> 1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a table. 3. Select the Easy Table Move button. The prompt 'ADD TO TABLE XXX?' is displayed. 4. Select the table to merge the order with. 5. Select the Yes button.

You are returned to the easy tables screen and the order for the two tables are held as one on the system. The original table is displayed as dirty, ready for cleaning.

Note: *This action cannot be revoked. Merged tables cannot be split once they are added together.*

||> [Selling Items](#)

See Also
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Table Status

The status of a table used on restaurant terminals is shown after you have logged on.

Free		Table available for use.	No order sent to kitchen.
Sent		Table in use.	Order sent to kitchen.
Bill		Table in use.	Bill printed for table.

Dirty		Table available for use.	Table paid off but needs cleaning by either opening the table for another order or by selecting the Clean Table button.
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See Also

[New Tables](#)[Adding Items to Existing Tables](#)[Sending Orders](#)[Paying](#)[Cleaning Tables](#)

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Cleaning Tables

Tables that have been paid off, moved or merged are considered to be dirty and need cleaning.

Action	What to do
To clean tables:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select a Dirty table. 3. Select the Clean Table button.

You are returned to the easy tables screen and the table is displayed as free. Alternatively, a table can be opened for another order to change its status from dirty.

 [New Tables](#)

See Also

[Table Status](#)

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New Tabs

The tab function is used in bar layouts where a customer would like to order drinks and/or food and pay for the bill at a later time in the session. Bar tabs can be run throughout a current session but cannot be carried forward to the next trading session. Tab numbers depend on the tab ranges set for example 01-99, 100-199, 1-299, and so on and vary from site to site.

Action	What to do
To start a new tab:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select the required sales items. 3. Select the Other Functions button. 4. Select the Bar Tab button. Note: On some systems the BAR TAB button may be on the main sales screen and not accessed from Other Functions. 5. Select the Start New Tab option by pressing 1 on the numeric keypad. 6. Either enter the tab number required and select the Enter button, or select 0 for the next available bar tab to be automatically selected. The order is stored and retained on the system under this tab number. The system automatically prints a bill for the tab on the terminals associated receipt printer. This should be retained for reference until the tab is either added to (at which point an updated bill is printed) or the bar tab is paid off (at which point a receipt is printed).

 [Selling Items](#)

See Also

[Adding Items to Existing Tabs](#)[Taking Over Tabs](#)[Moving Tabs](#)[Merging Tabs](#)

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Bar Tab Name

 [New Tabs](#)

Bar tab names can be entered (and may be prompted for) after opening a new tab.

Action	What to do
To enter a tab name:	1. Open a new tab. 2. Enter a name (max 7 characters). The tab is laid away.

When adding further items to the tab, all existing tabs are shown with the tab number, server name and bar tab name in order to choose the required tab. This name is cleared once the order has been paid off.

 [Selling Items](#)

See Also

[New Tabs](#)[Adding Items to Existing Tabs](#)

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Adding Items to Existing Tabs

Further sales items may be added to a tab already held on the system at any time prior to payment being made.

Note: Access to other servers tabs is dependent on your authority level.

Action	What to do
--------	------------

<p>To add to a bar tab:</p>	<ol style="list-style-type: none"> 1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select the items that are to be added to the bar tab. 3. Select the Other Functions button. 4. Select the Bar Tab button. <p>Note: On some systems the BAR TAB button may be on the main sales screen and not accessed from Other Functions.</p> <ol style="list-style-type: none"> 5. Select Add to Existing Tab option by pressing 2 on the numeric keypad. A graphical display of tabs/tables in use in numerical order are displayed showing the trading area, tab/table number/name and server name. 6. Select the required bar tab/table. The prompt 'ORDER TRANSFERRED TO BAR TAB XX' is displayed.
-----------------------------	--

Note: If the tab was started by another server or has been accessed by another server, the system prompts 'TAKE OVER BAR TAB FROM [SERVERS NAME] Y/ N'

The system automatically prints an updated copy of the bar tab each time products are added.



[Selling Items](#)

See Also
New Tabs
[Taking Over Tabs](#)
[Sending Orders](#)
[Paying](#)

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Taking Over Tabs

Tabs can only be taken over from another server when the server who is taking over the tab has no current round.

Action	What to do
<p>To take-over a bar tab:</p>	<ol style="list-style-type: none"> 1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select the Other Functions button. 3. Select the Bar Tab button. <p>Note: On some systems the BAR TAB button may be on the main sales screen and not accessed from Other Functions.</p> <p>A graphical display of tabs/tables in use in numerical order are displayed showing the trading area, tab/table number and server name.</p> <ol style="list-style-type: none"> 4. Select the bar tab/table to take over. The prompt 'TAKE OVER FROM [SERVERS NAME] Y/N?' is displayed. 5. Select the Yes button. The prompt 'SELECT ITEMS OR FUNCTION' is displayed.

The order is displayed on the screen. It can now be laid away or more items can be added if necessary.



[Selling Items](#)

See Also
[Adding Items to Existing Tabs](#)
[Sending Orders](#)
[Paying](#)

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Moving Tabs

This function can be used if the wrong tab number has been entered or when a bar tab has to be transferred to a restaurant table.

Note: This function cannot be used if you are currently in an open order.

Action	What to do
<p>To move a tab: 'One trading area'</p>	<ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Move button. 3. Enter the original tab number and select the Enter button. 4. Enter the new tab number and select the Enter button. The prompt 'ORDER TRANSFERRED TO BAR TAB XX' is displayed.



[Selling Items](#)

See Also
[Adding Items to Existing Tabs](#)
[Sending Orders](#)
[Paying](#)

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Merging Tabs

The system allows the user to merge two separate tabs into one via the 'move' function.

The server wishing to merge the tabs must be in control of the destination tab prior to attempting the merge.

Note: This function cannot be used if you are currently in an open order.

Action	What to do
<p>To merge two bar tabs:</p>	<ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Move button. 3. Enter the number of the tab you wish to merge and select the Enter button. 4. Enter the number of the tab you wish to merge the order into and select the Enter button. The prompt 'DESTINATION TAB IS IN USE... DO YOU WISH TO MERGE THEM Y/ N?' is displayed. 5. Select the Yes button to merge the two selected tabs. <p>The system returns to the 'log on' screen and the two tabs are held as one on the system.</p>

Note: This action cannot be revoked. Merged tabs cannot be split once they are added together.



[Selling Items](#)

See Also

[New Tabs](#)
[Adding Items to Existing Tabs](#)
[Sending Orders](#)
[Paying](#)

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Paying Tabs

Action	What to do
To pay a tab:	<p>1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select the Other Functions button. 3. Select the Bar Tab button.</p> <p>Note: On some systems the BAR TAB button may be on the main sales screen and not accessed from Other Functions.</p> <p>A graphical display of tabs/tables in use in numerical order are displayed showing the trading area, tab/table number and server name. 4. Select the bar tab/table required.</p> <p>The total balance is shown and the screen returns to the main sale screen. Pay the order in the normal way.</p>

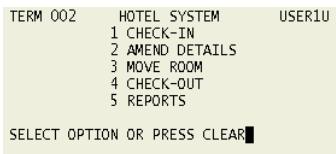
► [Paying](#)

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Hotel System Overview

The Hotel Ledger operates at sites that do not have an established hotel system particularly Restaurant/Pub outlets with a small number of rooms available for hire, typically between 1 and 20 rooms.

Note: The Hotel Ledger option may be located within Other Functions or accessed via the Management Menu.



What would you like to learn about ?

- [Checking In](#)
- [Adding Charges to Rooms](#)
- [After Sales](#)
- [Amending Customer Details](#)
- [Amending Room Charges](#)
- [Moving Rooms](#)
- [Printing a Bill](#)
- [Checking Out Rooms](#)
- [Hotel Reports](#)

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Checking In

Action	What to do
To check in to a room:	<p>1. Select the Hotel Ledger option. 2. Select the Check-In option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. A unique reference number is automatically generated and displayed. 4. Enter a surname. 5. Enter an initial. 6. Enter a company name or press the Enter button to leave blank. 7. Press the Yes button to confirm. The confirmation prompt 'ROOM XX NOW CHECKED-IN' is displayed.</p> <p>Two room booking confirmation slips (a customer and an outlet copy with signature area) are generated.</p>

The room is designated as 'Occupied' until it is checked-out using the Check-out option.

► [Adding Charges to Rooms](#)

See Also
[After Sales](#)
[Amending Customer Details](#)
[Amending Room Charges](#)
[Moving Rooms](#)
[Checking Out Rooms](#)
[Hotel Reports](#)

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Adding Charges to Rooms

During normal trading session, any sales that are made to residents can be charged to the appropriate room via the payment option of Room Transfer. Any sales that occur out of normal trading sessions are added as an [After Sales](#) value.

Action	What to do
	<p>1. Select the Other Payments button. A menu of payment types is displayed.</p>

To pay by room transfer:	2. Select the Room Transfer payment method. The prompt 'ENTER ROOM NUMBER OR PRESS CLEAR' is shown. 3. Enter the room number. The room occupants details are shown along with the prompt 'CONFIRM Y/N? OR PRESS CLEAR TO EXIT'. 4. Select the Yes button to accept the displayed amount to transfer to the room account. The prompt 'ARE DETAILS CORRECT Y/N' is displayed. 5. Select the Yes button to process the transaction.
--------------------------	---

Two slips are generated - an outlet (signature required) and a customer copy.

Corrections and comments for reductions can be made via the amend details option. See [Amending Room Charges](#).

||> [Checking Out Rooms](#)

See Also
[Amending Customer Details](#)
[Hotel Reports](#)

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After Sales

There are two procedures necessary in order to ensure the correct operation of after sales (items/charges that are sold when the till is out of session).

- At the time of sale (out of session), the value of the 'after sales' is charged to the room via the Management Menu. (Sales item prices can be obtained from the Selling Prices report.)
- When the new session is started the items sold as 'after sales' is rung in at the tills to down-date the stock. The transaction is paid off to the after sales payment method. The reference number is used not the room number as the room may have new occupants since the after sales transaction took place.

Note: Generally, these procedures are only required if sales and check-out of the room occur whilst the till is out of session.

Action	What to do
To add after sales room charges: (Out of session)	1. Select the Hotel Ledger option from the Management Menu. 2. Select the Amend Details option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. The details for the room (room number, who room is checked out to, start date and current balance) are displayed. 4. Press the Yes button to confirm the correct room is shown. The prompt 'AMEND NAME OR COMPANY DETAILS Y/N?' is displayed. 5. Press the No button. 6. Enter the value for the after sales and text (optional) when prompted. 7. Press the Enter button as no corrections are required. 8. Press the Yes button to confirm the after sales charges.
To pay after sales: (In session)	1. Select the sales items previously sold as aftersales. 2. Select the Other Payments button. A menu of payment types is displayed. 3. Select the Room After Sales payment method. 4. Enter the room reference number. The reference number is used not the room number as the room may have new occupants since the after sales transaction took place. The prompt 'ARE DETAILS CORRECT Y/N' is displayed. 5. Select the Yes button to process the transaction.

||> [Checking Out Rooms](#)

See Also
[Amending Customer Details](#)
[Moving Rooms](#)
[Hotel Reports](#)

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Amending Customer Details

When a customer checks in to a room, their surname, initial and company name (optional) are recorded. If required, these details can be amended using the following procedure.

Action	What to do
To amend customer details:	1. Select the Hotel Ledger option. 2. Select the Amend Details option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. The details for the room (room number, who room is checked out to, start date and current balance) are displayed. 4. Press the button to confirm the correct room is shown. The prompt 'AMEND NAME OR COMPANY DETAILS Y/N?' is shown. 5. Press the Yes button. 6. Type in a new surname or press the Enter button to keep the existing name. 7. Type in a new initial or press the Enter button to keep the existing initial. 8. Type in a new company name or press the Enter button to keep the existing company name if any. 9. Press the Enter button. 10. Press the Enter button. 11. Press the Yes button to confirm the changes.

||> [Adding Charges to Rooms](#)

See Also
[After Sales](#)
[Amending Customer Details](#)
[Amending Room Charges](#)
[Moving Rooms](#)
[Checking Out Rooms](#)
[Hotel Reports](#)

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Amending Room Charges

Corrections (reductions) and after sales (a value for the items sold when the till is out of session) can be added to the existing room charges using the following procedure.

Action	What to do
To amend room charges:	1. Select the Hotel Ledger option. 2. Select the Amend Details option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. The details for the room (room number, who room is checked out to, start date and current balance) are displayed. 4. Press the Yes button to confirm the correct room is shown. The prompt 'AMEND NAME OR COMPANY DETAILS Y/N?' is shown. 5. Press the No button. 6. Enter the value for the after sales and text (optional) when prompted, or press the Enter button if no change is required. 7. Enter the amount of reduction and text (optional) when prompted, or press the Enter button if no change is required. 8. Press the Yes button to confirm the changes.

||> [Checking Out Rooms](#)

See Also
[After Sales](#)
[Amending Customer Details](#)
[Moving Rooms](#)
[Hotel Reports](#)

Moving Rooms

A customer may change room to an unoccupied (not checked-in) room using the following procedure. Any previous room charges are transferred to the new room.

Action	What to do
To move rooms:	<ol style="list-style-type: none"> 1. Select the Hotel Ledger option. 2. Select the Move Room option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. The details for the room (room number, who room is checked out to, start date and current balance) are displayed. 4. Press the Yes button to confirm the correct room is shown. The prompt 'ENTER DESTINATION ROOM OR PRESS CLEAR' is shown. 5. Enter the destination room number. 6. Press the Yes button to confirm the changes. <p>The reference number assigned at check-in remains unchanged and a room move slip is printed.</p>

||> [Adding Charges to Rooms](#)

See Also

[After Sales](#)
[Amending Customer Details](#)
[Amending Room Charges](#)
[Moving Rooms](#)
[Checking Out Rooms](#)
[Hotel Reports](#)

Printing a Bill

A customer bill can be printed when the till is either in or out of session.

Action	What to do
To print a bill:	<ol style="list-style-type: none"> 1. Select the Hotel Ledger option. 2. Select the Check-Out option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. The details for the room (room number, who room is checked out to, start date and current balance) are displayed. A copy of the customer bill is printed and the prompt 'CORRECTIONS TO BILL Y/N? OR PRESS CLEAR' is shown. 4. Press the Clear button to exit.

||> [Checking Out Rooms](#)

See Also

[Amending Customer Details](#)
[Amending Room Charges](#)
[Hotel Reports](#)

Checking Out Rooms

Check-out of a room can be carried out with either the till in or out of session. If the check-out is to be performed whilst the till is out of session, any [After Sales](#) must be added to the bill prior to check-out. Any corrections are deducted from the outstanding balance. Extra charges such as for damage to property are added via the [Amend](#) option.

Action	What to do
To check out of a room: (no corrections required)	<ol style="list-style-type: none"> 1. Select the Hotel Ledger option. 2. Select the Check-Out option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. The details for the room (room number, who room is checked out to, start date and current balance) are displayed. A copy of the customer bill is printed and the prompt 'CORRECTIONS TO BILL Y/N? OR PRESS CLEAR' is shown. 4. Press the No button. 5. Press the Yes button to confirm the proposed payment. <p>Follow the usual procedures for payment. Two receipt slips - a customer copy and an outlet copy (with signature area) are printed.</p>
To check out of a room: (corrections required)	<ol style="list-style-type: none"> 1. Select the Hotel Ledger option. 2. Select the Check-Out option by pressing the appropriate number on the numeric keypad. 3. Enter the room number using the numeric keypad. The details for the room (room number, who room is checked out to, start date and current balance) are displayed. A copy of the customer bill is printed and the prompt 'CORRECTIONS TO BILL Y/N? OR PRESS CLEAR' is shown. 4. If any corrections are required, press the Yes button. <p>Note: If the customer queries the bill, details of the room charges including any comments entered for Other, After Sales and any room moves, can be printed using the Report options. If a report is needed, exit out of the check-out option by pressing the Clear button, generate a report and start the check-out process again.</p> <ol style="list-style-type: none"> 5. Enter the reduction value. The bill is re-printed. 6. Press the Yes button to confirm the proposed payment. <p>Follow the usual procedures for payment. Two receipt slips - a customer copy and an outlet copy (with signature area) are printed.</p>

||> [Hotel Reports](#)

See Also

[Amending Customer Details](#)
[Amending Room Charges](#)
[Moving Rooms](#)
[Checking In](#)
[Adding Charges to Rooms](#)

Hotel Reports

Follow this procedure to generate a detailed or summary report for an individual or all occupied rooms.

Action	What to do
To generate hotel reports:	<ol style="list-style-type: none"> 1. Select the Hotel Ledger option. 2. Select the Reports option by pressing the appropriate number on the numeric keypad. 3. Enter a room number or 0 for all occupied rooms. 4. Select the Yes button for a detailed report, or press the No button for a summary report. <p>Note: If a room has been continuously occupied by the same customer for longer than 15 days, a summary type report is generated.</p>

 [Hotel System Overview](#)

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Account Ledger Overview

Note: The Account Ledger option may be located within Other Functions or accessed via the Management Menu.

TERM 005	ACCOUNT LEDGER	MANAGEM
1 CREATE ACCOUNT	6 PAYMENT TO A/C	
2 AMEND ACCOUNT	7 VIEW ACCOUNT	
3 SUSPEND ACCOUNT		
4 RESTORE ACCOUNT		
5 DELETE ACCOUNT		
SELECT OPTION OR PRESS CLEAR		

What would you like to learn about ?

- [Creating Accounts](#)
- [Adding Sales to Accounts](#)
- [Making Payments to Accounts](#)
- [Making Refunds to Accounts](#)
- [Viewing Account Details](#)
- [Amending Account Details](#)
- [Suspending Accounts](#)
- [Restoring Accounts](#)
- [Deleting Accounts](#)

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Creating Accounts

When creating a new account the 'Company', 'Contact Name' and 'Credit Limit' fields must be entered.

Action	What to do
To create an account:	<ol style="list-style-type: none"> 1. Select the Account Ledger option. 2. Select the Create Account option by pressing the appropriate number on the numeric keypad. 3. Enter the account details or press the Enter button to leave the line details blank. The prompt 'CONFIRM Y/N? OR PRESS CLEAR' is shown. 4. Press the Yes button to confirm the details. <p>The confirmation prompt 'ACCOUNT XX HAS BEEN CREATED' is displayed.</p>

Two account creation slips are generated (a customer and an outlet copy with signature area).

 [Account Ledger Overview](#)

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Adding Sales to Accounts

During normal trading sessions, any sales and room charges can be charged to the appropriate account via the payment option of Corporate Account.

Depending on configuration, whenever a sales order or a room charge is paid-off to the account ledger, the system checks the available credit for the account. If the amount is less than the available credit, the payment is made to the Account Ledger. If the value exceeds the available credit limit a warning message is shown.

Action	What to do
To pay by account:	<ol style="list-style-type: none"> 1. Select the Other Payments button. A menu of payment types is displayed. 2. Select the Corp Account payment method. The prompt 'ENTER ACCOUNT NUMBER OR PRESS ENTER FOR LIST OF ACCOUNTS OR PRESS CLEAR' is shown. 3. Enter the account number or press Enter and select the account required. 4. Enter a comment or press Enter to leave blank. 5. Select the Yes button to confirm the amount to transfer to the account.

Two slips are generated - an outlet (signature required) and a customer copy.

 [Account Ledger Overview](#)

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Making Payments to Accounts

Action	What to do
To pay an account:	<ol style="list-style-type: none"> 1. Select the Account Ledger option. 2. Select the Payment To Account option by pressing the appropriate number on the numeric keypad. 3. Enter the payment amount. 4. Enter additional text if required or press the Enter button to leave blank. 5. Select the Yes button to confirm payment amount to account. 6. Select the payment method. 7. Enter the tender amount. 8. Select the Yes button to accept the details shown.

Two account payment slips are generated (a customer and an outlet copy with signature area).

 [Account Ledger Overview](#)

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Making Refunds to Accounts

Action	What to do
To refund an account:	<p>Ensure you are not in a current order.</p> <ol style="list-style-type: none"> 1. Select the individual sales item(s) to be refunded. 2. Select the Other Functions button. <p>Note: On some systems the REFUND button may be on the main sales screen and not accessed from Other Functions.</p> <ol style="list-style-type: none"> 3. Select the Refund button. 4. Select the Corp Account payment method. 5. Enter the account number or press Enter and select the account required. 6. Enter a comment or press Enter to leave blank. 7. Select the Yes button to confirm the amount to deduct from the account.

Two account refund slips are generated (a customer and an outlet copy with signature area).

 [Account Ledger Overview](#)

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Viewing Account Details

All accounts including those marked for deletion but not yet removed can be viewed/printed.

Action	What to do
To view account details:	<ol style="list-style-type: none"> 1. Select the Account Ledger option. 2. Select the View Account option by pressing the appropriate number on the numeric keypad. 3. Either enter the account number or press the Enter button and select the required account to view. The prompt 'PRINT Y/N? OR PRESS CLEAR' is shown. 4. Press the Yes button to print the details or press the No button to exit.

 [Account Ledger Overview](#)

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Amending Account Details

Account holder details can be entered (if previously left blank when the account was created) or updated.

Action	What to do
To amend account details:	<ol style="list-style-type: none"> 1. Select the Account Ledger option. 2. Select the Amend Account option by pressing the appropriate number on the numeric keypad. 3. Either enter the account number or press the Enter button and select the required account to amend. 4. Enter the new account details or press the Enter button to leave the line details intact. The prompt 'CONFIRM Y/N? OR PRESS CLEAR' is shown. 5. Press the Yes button to confirm the details.

Two account amendment slips are generated (a customer and an outlet copy with signature area).

 [Account Ledger Overview](#)

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Suspending Accounts

An account can be suspended so that no further sales can be paid to the account.

Action	What to do
To suspend an account:	<ol style="list-style-type: none"> 1. Select the Account Ledger option. 2. Select the Suspend Account option by pressing the appropriate number on the numeric keypad. 3. Either enter the Account Number or press the Enter button and select the required account to suspend. 4. Enter the text as a comment or press the Enter button to leave the entry blank. The prompt 'SUSPEND ACCOUNT Y/N? OR PRESS CLEAR' is shown. 5. Press the Yes button to confirm the suspension.

 [Account Ledger Overview](#)
[Restoring Accounts](#)

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Restoring Accounts

An account once suspended can be restored so that:

- further sales can be added to the account immediately
- payments can be made to the account to clear/reduce the amount owing
- to allow the account details to be amended
- or for subsequent deletion of the account.

Action	What to do
To restore an account:	<ol style="list-style-type: none"> 1. Select the Account Ledger option. 2. Select the Restore Account option by pressing the appropriate number on the numeric keypad. 3. Either enter the Account Number or press the Enter button and select the required account to restore. 4. Enter the text as a comment or press the Enter button to leave the entry blank. The prompt 'RESTORE ACCOUNT Y/N? OR PRESS CLEAR' is shown. 5. Press the Yes button to confirm the restoration.

See Also
[Account Ledger Overview](#)
[Suspending Accounts](#)
[Deleting Accounts](#)

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Deleting Accounts

Only accounts with a balance of zero can be deleted.

Action	What to do
To delete an account:	<ol style="list-style-type: none"> 1. Select the Account Ledger option. 2. Select the Delete Account option by pressing the appropriate number on the numeric keypad. 3. Either enter the Account Number or press the Enter button and select the required account to delete. 4. Enter the text as a comment or press the Enter button to leave the entry blank. The prompt 'DELETE ACCOUNT Y/N? OR PRESS CLEAR' is shown. 5. Press the Yes button to confirm the restoration.

A deleted account is not removed immediately but remains as marked for deletion until the configurable required number of days has elapsed.

See Also
[Account Ledger Overview](#)
[Suspending Accounts](#)

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Paying

Printing Bills

Once sales items have been selected, a customer can pay for the items by using any of the following methods:

Cash Payments	Cheque Payments
Mobile Terminal	Other Payments
Split Payments	Vouchers
Room Transfers	After Sales Payment
Account Payments	Gratuities
Service Charges	Advanced Deposits

Printing Receipts

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Cash Payments

Printing Bills

A customer may wish to pay the whole transaction by cash.

Action	What to do
To pay with cash (exact amount tendered):	Select the Cash Pay button.
To pay with cash (change due):	<ol style="list-style-type: none"> 1. Enter the amount given using the numeric keys. There is no need to enter the decimal point, hence an amount of £4.50 should be entered as 450. 2. Select the Cash Pay button.
To pay with cash using fast pay keys:	Select the appropriate fast pay key. Note: Fast keys may only be used once per transaction.

The payment is processed and the cash drawer fires. The command window updates to show the amount due, the amount tendered and any change to be given. Depending on configuration, a receipt may also be automatically printed on the associated receipt printer.

Printing Receipts

See Also
[Paying](#)
[Cheque Payments](#)
[Other Payments](#)
[Split Payments](#)
[Gratuities](#)
[Mobile Terminal](#)
[Advanced Deposits](#)

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Cheque Payments [Printing Bills](#)

A customer may wish to pay the whole transaction by cheque.

Action	What to do
To pay with cheque:	<ol style="list-style-type: none"> 1. Select the Other Payments button. Payments may be shown in a list on the command window or as buttons. 2. Select the Cheque option by pressing the appropriate number on the numeric keypad or the Cheque button. The amount due is displayed along with the prompt 'ENTER AMOUNT TENDERED OR PRESS ENTER'. 3. Select the Enter button to accept the displayed amount or enter the amount tendered and select the Enter button. The prompt 'ARE DETAILS CORRECT Y/N' is displayed. 4. Verify the amount and signature. Ensure the expiry date of the cheque/guaranteed card is valid. 5. Select the Yes button to process the transaction.

The payment is processed and the cash drawer fires. The command window updates to show the amount due, the value of the amount tendered and any change to be given. Depending on configuration, a receipt may also be automatically printed on the associated receipt printer.

 [Printing Receipts](#) **See also**

[Paying](#)
[Cash Payments](#)
[Other Payments](#)
[Split Payments](#)
[Gratuities](#)
[Mobile Terminal](#)
[Advanced Deposits](#)

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Paying with a Mobile Terminal

Mobile handheld payment devices such as Thyron or the Commidea payment terminal (PED) can be used for handling payment including authorisation, at the table. There are two types of payment on the Commidea payment terminal:

- Tethered or Push Payment as used in bar environments where the payment device is attached to the POS terminal
- Un-tethered or Pull Payment as used in restaurant environments where the payment device can be moved to the tables for payment

Note: The following functionalities are not supported with a mobile terminal: Advanced Deposit Payment and Refund, Cash-back and Over-Tendering .

Action	What to do																			
To pay using a Thyron terminal:	<ol style="list-style-type: none"> 1. Log on to the mobile device using your 4 digit code. 2. Access the order/table to pay off by entering the Table Number. The relevant total amount to be paid is retrieved. 3. Insert card. 4. Ask the cardholder to enter their PIN number on the device. The card is processed and the merchant copy of an EFTPOS card receipt is printed. 5. Press any key to continue. 6. Remove the card from the device. 																			
To pay using a Commidea payment terminal (tethered system) such as in a bar:	<table border="1"> <thead> <tr> <th>Action</th> <th>What to do</th> </tr> </thead> <tbody> <tr> <td>POS Terminal</td><td>PED</td></tr> <tr> <td>1. On the POS terminal, access the order to pay off. The relevant total amount to be paid is retrieved and shown in the Command Window.</td><td>Assuming you are logged on to the PED terminal:</td></tr> <tr> <td>2. Apply any promotions as required.</td><td></td></tr> <tr> <td>3. Select the Push Card Payment button.</td><td></td></tr> <tr> <td>4. Confirm the value shown on the POS is the amount to pay. For part payment enter a new value (less or equal to the amount due). Only the amount entered will be passed to the payment process. Outstanding amounts will need to be paid later. Press the Yes button to confirm the details are correct and to continue.</td><td></td></tr> <tr> <td>The payment process is continued on the PED terminal but the POS updates to show the stage the PED terminal has reached such as 'Waiting for Card'.</td><td></td></tr> <tr> <td>9. On the POS terminal, reprint the cardholder copy of the receipt if required by selecting the Yes button. If a reprint is not required select the No button.</td><td> <ol style="list-style-type: none"> 5. On the PED terminal, the cardholder inserts or swipes their card, confirms the details and can add an optional gratuity if required (Press 1 for Yes or 2 for No) and enters their PIN for authorisation. 6. The card is processed and once successfully completed a Merchant copy receipt is printed on the POS printer. 7. The cardholder removes their card and returns the PED terminal. 8. Press the F2 key to reprint the Merchant copy if required (duplicate copy) or press Enter to continue for the cardholder copy of the receipt. Hand this to the cardholder. </td></tr> <tr> <td>The POS terminal returns to show the balance, tendered and change window.</td><td></td></tr> </tbody> </table>		Action	What to do	POS Terminal	PED	1. On the POS terminal, access the order to pay off. The relevant total amount to be paid is retrieved and shown in the Command Window .	Assuming you are logged on to the PED terminal:	2. Apply any promotions as required.		3. Select the Push Card Payment button.		4. Confirm the value shown on the POS is the amount to pay. For part payment enter a new value (less or equal to the amount due). Only the amount entered will be passed to the payment process. Outstanding amounts will need to be paid later. Press the Yes button to confirm the details are correct and to continue.		The payment process is continued on the PED terminal but the POS updates to show the stage the PED terminal has reached such as 'Waiting for Card'.		9. On the POS terminal, reprint the cardholder copy of the receipt if required by selecting the Yes button. If a reprint is not required select the No button.	<ol style="list-style-type: none"> 5. On the PED terminal, the cardholder inserts or swipes their card, confirms the details and can add an optional gratuity if required (Press 1 for Yes or 2 for No) and enters their PIN for authorisation. 6. The card is processed and once successfully completed a Merchant copy receipt is printed on the POS printer. 7. The cardholder removes their card and returns the PED terminal. 8. Press the F2 key to reprint the Merchant copy if required (duplicate copy) or press Enter to continue for the cardholder copy of the receipt. Hand this to the cardholder. 	The POS terminal returns to show the balance, tendered and change window.	
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<p>To pay using a Commidea payment terminal (un-tethered system) such as in a restaurant:</p>	<p>Create and Send order.</p> <p>Menu. 2. Select the Get Bill option by selecting the appropriate numeric button. 3. Enter your server ID, # (hash) and the Table Number. If no # (hash) is received the system shows all open orders for the server ID entered (max 9 orders). Select a table using the corresponding numeric key. 4. Confirm the amount to pay by pressing the Enter button to continue and hand the device to the cardholder. 5. The cardholder can add a gratuity by pressing 1 and entering the amount or selecting 2 for no gratuity. 6. The cardholder inserts or swipes their card, confirms the details and enters their PIN for authorisation. 7. The card is processed and once successfully completed a Merchant copy receipt is printed on the integrated PED printer. 8. The cardholder removes their card and returns the device. 9. The Merchant copy of the receipt is torn off. Press F2 key to reprint the Merchant copy if required (duplicate copy) or press Enter to continue for the cardholder copy of the receipt. Hand this to the cardholder. 10. Select 1 at the 'Print VAT receipt' prompt if an itemised receipt is required or press 2 to return to the Bill Options menu.</p>
---	--

Note: If the Commidea payment terminal is unavailable, select the Payment Module 2 button on the POS terminal, select a payment method and use a manual process to swipe the card to register the card details.

 [Refunds using a Mobile Terminal Tokenisation](#)

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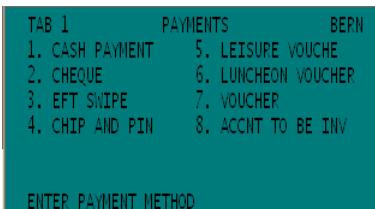
Other Payments

[Printing Bills](#)

A customer may wish to pay with alternative non EFTPOS methods to cash and cheque such as vouchers, foreign currency or room transfers.

Action	What to do
To pay by other payment methods:	<p>1. Select the Other Payments button. Payments may be shown in a list on the command window or as buttons. 2. Select the required Payment Method. The amount due is displayed along with the prompt 'ENTER AMOUNT TENDERED OR PRESS ENTER'. 3. Select the Enter button to accept the displayed amount or enter the amount tendered and select the Enter button. The prompt 'ARE DETAILS CORRECT Y/N' is displayed. 4. Select the Yes button to process the transaction.</p>

Example: Other Payments Menu (Configured as List View)



The payment is processed and the command window updates to show the amount due, and the amount tendered. Depending on configuration, a receipt may also be automatically printed on the associated receipt printer.

[Printing Receipts](#)

 [Paving](#)
[Cash Payments](#)
[Cheque Payments](#)
[Split Payments](#)
[Gratuities](#)
[Mobile Terminal](#)
[Advanced Deposits](#)

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Split Payments

[Printing Bills](#)

To pay a transaction with two or more payment methods:

Note: If part paying with a Voucher, these must be redeemed first.

Action	What to do
To pay by more than one payment method:	<p>1. Select the Other Payments button. Payments may be shown in a list on the command window or as buttons. 2. Select the first required Payment Method. The prompt 'ENTER AMOUNT TENDERED OR PRESS ENTER' is displayed. 3. Enter the amount to be tendered and select the Enter button. The prompt 'ARE DETAILS CORRECT Y/N' is displayed. 4. Select the Yes button to confirm the payment. The payment is processed and you are returned to the menu of payment options. 5. Select the next Payment Method. The command window updates to show the amount outstanding and the prompt 'ENTER AMOUNT TENDERED OR PRESS ENTER' is displayed. 6. Enter the amount tendered and select the Enter button or if the amount due is equal to the amount tendered, select the Enter button. The prompt 'ARE DETAILS CORRECT Y/N?' is displayed. 7. Select the Yes button to confirm the payment. The payment is processed.</p>

When the final payment has been selected and the amount tendered has been entered, the cash drawer fires and the transaction paid. Depending on your system configuration, the system may automatically print a receipt.

[Printing Receipts](#)



[Paying](#)
[Cheque Payments](#)
[Other Payments](#)
[Cash Payments](#)
[Gratuities](#)
[Mobile Terminal](#)
[Advanced Deposits](#)

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Vouchers

Printing Bills

A customer may wish to pay for all or part of an order with a Voucher such as a Tesco Clubcard. These vouchers must be used before any other payment is made and only applies to qualifying items. The vouchers can be used as part of a split bill but not if a product has been shared. No change is given if the voucher is for more than the qualified items payment amount.

No refunds, voids or gratuities can be applied to an order if a voucher has been redeemed.

Action	What to do
To pay by Voucher:	<ol style="list-style-type: none"> Select the Voucher button. The amount due is displayed along with the prompt 'ENTER TOTAL AMOUNT OF VOUCHERS TENDERED OR PRESS ENTER'. Enter the amount of voucher tendered and select the Enter button. The prompt 'ARE DETAILS CORRECT Y/ N' is displayed. Select the Yes button to process the transaction.

If any amount is still outstanding, the terminal returns to the sales screen for further payment.

If the balance is reduced to zero, the order is paid off and depending on configuration, a receipt may also be automatically printed on the associated receipt printer. The terminal returns to the logon screen.

Receipts show the Voucher payment but will not show any change against the Voucher.

Printing Receipts

[See Also](#)
[Paying](#)
[Cash Payments](#)
[Split Payments](#)

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After Sales Payment

There are two procedures necessary in order to ensure the correct operation of after sales (items/charges that are sold when the till is out of session).

- At the time of sale (out of session), the value of the 'after sales' is charged to the room via the Management Menu.
- When the new session is started the items sold as 'after sales' is rung in at the tills to down-date the stock. The transaction is paid off to the after sales payment method. The reference number is used not the room number as the room may have new occupants since the after sales transaction took place.

Note: Generally, these procedures are only required if sales and check-out of the room occur whilst the till is out of session.

Action	What to do
To pay by after sales payment method:	<ol style="list-style-type: none"> Select the Other Payments button. Payments may be shown in a list on the command window or as buttons. Select the After Sales payment method. Enter the amount. Enter the room reference number. The reference number is used not the room number as the room may have new occupants since the after sales transaction took place. The prompt 'ARE DETAILS CORRECT Y/ N' is displayed. Select the Yes button to process the transaction.

The after sales value can be decremented below zero. This may happen if the server who entered the after sales had entered a value insufficient to cover the actual cost of the after sales items.

[See Also](#)
[After Sales](#)

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Room Transfers

During normal trading any sales that are made to residents can be charged to the appropriate room via the payment option of Room Transfer.

Action	What to do
To pay by room transfer:	<ol style="list-style-type: none"> Select the Other Payments button. Payments may be shown in a list on the command window or as buttons. Select the Room Transfer payment method. The prompt 'ENTER ROOM NUMBER OR PRESS CLEAR' is shown. Enter the room number. The room occupants details are shown along with the prompt 'CONFIRM Y/N? OR PRESS CLEAR TO EXIT'. Select the Yes button to accept the displayed amount to transfer to the room account. The prompt 'ARE DETAILS CORRECT Y/ N' is displayed. Select the Yes button to process the transaction.

Two slips are generated - a outlet (signature required) and a customer copy.

[See Also](#)
[Hotel System Overview](#)

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Redeeming Advanced Deposits

Advanced deposits paid by a customer when booking in advance for a function to be held at the outlet can be redeemed either partly or wholly as part of their bill payment. The advanced deposits can only be redeemed during sales operation and more than one advanced deposit may be redeemed on a bill.

Action	What to do
To redeem an advanced deposit:	<ol style="list-style-type: none"> Select the Other Functions button. Select the Redeem Deposits button. Enter the deposit reference number and select the Enter button. Enter the amount to redeem. The prompt 'PROCEED/ Y/N' is displayed. Select the Yes button.

The amount redeemed is printed on the bill and receipt. If the redeemed amount is more than the outstanding amount, the excess is returned as change or an amount can be entered if gratuities are configured.

See Also

[Refunding Advanced Deposits](#)
[Entering Advanced Deposits](#)
[Gratuities](#)
[Mobile Terminal](#)

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Account Payments

During normal trading, sales can be charged to the appropriate corporate account.

Action	What to do
To pay by account:	<ol style="list-style-type: none"> 1. Select the Other Payments button. Payments may be shown in a list on the command window or as buttons. 2. Select the Corp Account payment method. The prompt 'ENTER ACCOUNT NUMBER OR PRESS ENTER FOR LIST OF ACCOUNTS OR PRESS CLEAR' is shown. 3. Enter the account number or press Enter and select the account required. 4. Enter a comment or press Enter to leave blank. 5. Select the Yes button to confirm the amount to transfer to the account.

Two slips are generated - a outlet (signature required) and a customer copy.

See Also

[Hotel System Overview](#)

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Gratuities

A gratuity is a tip given by the customer at their discretion and may be received at the time of payment either when a customer is paying by card and a gratuity amount is added to the payment slip whilst signing it or when the customer pays by cash and says "keep the change". If the gratuity is received after payment has been made (normally cash left on the table when the customer leaves), then this amount can be entered as a separate transaction.

Action	What to do
To record gratuities at the tendered point of payment (only effects cash, cheque and advanced deposits):	<ol style="list-style-type: none"> 1. Select the Other Payments/ Grats button. Payments may be shown in a list on the command window or as buttons. 2. Select the Cash, Cheque or Advanced Deposits Grats option by pressing the appropriate number on the numeric keypad or the specific button. 3. Enter the amount tendered. The over tendered amount is shown as the gratuity and the prompt to enter the gratuity amount is displayed. 4. Enter the amount if different to shown or select the Enter button. The prompt 'ARE DETAILS CORRECT Y/ N' is displayed. 5. Select the Yes button. <p>Any difference between the amount tendered and the amount owing plus the gratuity amount is shown as change.</p>
To record gratuities on EFTPOS payments:	<ol style="list-style-type: none"> 1. Select the Other Payments/ Grats button. Payments may be shown in a list on the command window or as buttons. 2. Select the EFTPOS Swipe option by pressing the appropriate number on the numeric keypad. 3. Enter the card details by swiping the card or manual entry. 4. Enter the payment amount or select the Enter button if the correct amount is shown. 5. Enter any cashback required if allowed. An outlet copy payment slip is printed for signature with a line for entering gratuities. The prompt 'IS SIGNATURE OK? Y/ N' is displayed. 6. Verify signature against the signature on the reverse of the card. If correct, select the Yes button to process the payment. 7. Enter the Gratuities amount or select the Enter button for zero amount. 8. Select the Yes button. <p>The customer copy payment slip is printed and includes the details of the gratuities.</p>
To record gratuities as a separate transaction:	<ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Grats Declarations button. 3. Select the payment method button. 4. Enter the gratuity tendered and select the Enter button. The prompt 'ARE DETAILS CORRECT Y/N' is displayed. 5. Select the Yes button. A gratuity declaration report is automatically printed showing the server and amount taken.

See Also

[Mobile Terminal](#)

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Service Charges

If configured, an extra amount (called a service charge) is automatically added to a transaction when specified items are sold in a restaurant operation. Three service charges may exist so that different rates can be charged when catering for large parties or when the service charge has been previously agreed. These are known as:

- a standard percentage service charge
- a covers service charge that overrides the standard percentage service charge when the number of covers has exceeded a configured number
- a group service charge which can be entered with a specified amount that overrides the standard percentage service charge

The outstanding balance (running transaction total) shown within the command window includes the service charge but the service charge is shown as a separate item on both the bill and the receipt. Service charges can be overridden prior to the payment of the order.

Action	What to do
To enter a group service charge:	<ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Group Service Charge button. The prompt 'ENTER GROUP SERVICE OR CLEAR TO EXIT IT' is displayed. 3. Enter the new amount. The prompt 'ARE DETAILS CORRECT ? Y/N ' is displayed. 4. Select the Yes button.

To override a service charge:

2. Select the Override Service Charge button. The order balance and the service charge are shown. The prompt 'ENTER NEW SERVICE CHARGE VALUE' is displayed.
3. Enter the new amount. The prompt 'IS THIS CORRECT Y/N' is displayed.
4. Select the Yes button.

 [Command Window](#)
[Receipt Examples](#)

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Pre-Authorisations

Authorisation of an EFTPOS card may be required at the start of the meal before the order is taken to ensure payment at the end.

Action	What to do
To pre-authorise a card:	<ol style="list-style-type: none"> 1. Log on and start a table. 2. Select the Other Functions button. 3. Select the Capture Card Details button. 4. Swipe card or select the Clear button to enter the card details manually. <p>If swiped, the terminal reads the cards' details and determines what the card type is. An audible beep is heard when the read is successful and the card details (card number, expiry date) are shown. The prompt 'PRE-AUTHORISATION REQUIRED? Y/N' is displayed.</p> <ol style="list-style-type: none"> 5. Enter the Amount to authorise. The prompt 'ARE THE DETAILS OK? Y/N' is displayed. 6. Select the Yes button if the details are correct. A pre-authorisation slip is printed.
To pay using a pre-authorised card:	<ol style="list-style-type: none"> 1. Select the Other Payments button. 2. Select the EFTPOS Swipe option by pressing the appropriate number on the numeric keypad or the specific button. The pre-authorised card details are shown. 3. Enter the Amount or press Enter to accept the full amount shown on screen. The prompt 'ARE THE DETAILS OK? Y/N' is displayed. 4. Select the Yes button if the card and transaction details are correct. A signature slip is printed. This is the outlet copy. 5. Obtain signature from the customer on the printed slip. The prompt 'IS SIGNATURE OK? Y/N' is displayed. 6. Verify signature against the signature on the reverse of the credit card. <p>If correct, select the Yes button to process the payment.</p> <p>The message 'Please Wait...' is displayed whilst the transaction is finalised. This process should take no longer than 6-8 seconds. The customer copy of the card slip is printed.</p>

Authorisation of an EFTPOS card may be required at the start of the meal before the order is taken to ensure payment at the end.

Finally, the cash drawer fires allowing you to put the transaction slip into the drawer.

 [Printing Receipts](#)

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Tokenisation

Tokenisation allows card details to be captured by the PED terminal to ensure payment later on. It is used in situations where the integrity of the customer's payment is in doubt.

Note: Only applies to the Tethered or Push Payment system as used in bar environments where the payment device is attached to the POS terminal for the Commidea payment terminal.

Action	What to do	
	POS Terminal	PED
To capture card details:	<ol style="list-style-type: none"> 1. On POS, access the order. 2. Select the Token Order button. The current order balance is shown. 3. Select the Yes button to continue. <p>The tokenisation process is continued on the PED terminal but the POS updates to show the stage the PED terminal has reached.</p>	Assuming you are logged on to the PED terminal:
		<ol style="list-style-type: none"> 4. The cardholder inserts or swipes their card and enters their PIN number. The process starts. 5. The cardholder is requested to remove their card and return the device. If the card is not valid or declined an alternative payment method would be required. 6. A Merchant copy receipt is printed on the POS printer. 7. Press the F2 key to reprint the Merchant copy if required (duplicate copy) or press Enter to continue for the cardholder copy of the receipt. Hand this to the cardholder. <p>Both copies state the payment details have been stored for account purposes and no funds have been taken.</p>
	<ol style="list-style-type: none"> 8. On the POS terminal, reprint the cardholder copy of the receipt if required by selecting the Yes button. If a reprint is not required select the No button. <p>The POS terminal returns to the Sales window.</p>	
Action	What to do	

	POS Terminal	PED
To pay the order:	<p>1. On POS, access the order. 2. Select the Token Order Pay button. If pre-authorisation was successful for this order the recall capture window is shown. 3. Confirm payment by selecting the Yes button. A Merchant copy receipt is printed on the POS printer.</p> <p>The tokenisation process is continued on the PED terminal but the POS updates to show the stage the PED terminal has reached.</p>	Assuming you are <u>logged</u> on to the PED terminal:
		<p>4. Press the F2 key to reprint the Merchant copy if required (duplicate copy) or press Enter to continue for the cardholder copy of the receipt. Hand this to the cardholder.</p>
	<p>5. On the POS terminal, reprint the cardholder copy of the receipt if required by selecting the Yes button. If a reprint is not required select the No button.</p> <p>The POS terminal returns to show the balance, tendered and change window.</p>	

See Also

[Paying with a Mobile Terminal](#)
[Refunds using a Mobile Terminal](#)

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Refunds

Refunds may be given, (usually only accessible by supervisor/management level users), after the order has been paid off. Depending upon your configuration, a reason for refund may be selected from a list given, as well as the method of payment (cash, EFTPOS, and so on) to use for the refund. All refunds are recorded on the back office system.

Note: No refunds can be applied to an order if a Voucher has been redeemed as payment.

Action	What to do
To refund item(s):	<p>Ensure you are not in a current order.</p> <p>1. Select the individual sales item(s) to be refunded. 2. Select the Other Functions button.</p> <p>Note: On some systems the REFUND button may be on the main sales screen and not accessed from Other Functions.</p> <p>3. Select the Refund button. The placement of a manager level key/card may be required to proceed with the function. 4. Select the appropriate refund payment method. 5. Select a Reason from those available, if applicable. The amount to be refunded is shown as 'change' to be given.</p> 

The cash drawer fires so that you can issue the refund. A receipt may be issued automatically showing the item(s) that have been refunded and the negative balance. These receipts should be kept according to your company policies.

See Also

[Refunds using Chip and PIN](#)
[Refunding Advanced Deposits](#)
[Voiding Items](#)

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Refunds using a Mobile Terminal

Refunds may be given, (usually only accessible by supervisor/management level users), after the order has been paid off.

Action	What to do
To refund item(s) using a Thyron terminal:	<p>Ensure you are not in a current order.</p> <p>1. Select the individual sales item(s) to be refunded. 2. Select the Other Functions button. 3. Select the Chip and PIN Refund button. The prompt 'FOLLOW INSTRUCTIONS ON THE PIN ENTRY DEVICE OR CLEAR TO RETURN TO OTHER PAYMENTS' is displayed. The pin entry device displays 'Insert Card'. 4. Ask the cardholder to insert their card into the device. 5. Enter the Amount or press Enter to accept the full amount shown on screen. The prompt 'ARE THE DETAILS OK? Y/ N' is displayed. 6. Select the Yes button if the transaction details are correct. 7. Ask the cardholder to enter their PIN number on the device. The card is processed and a two card slips are printed (customer and outlet copy). 8. Ask the customer to remove their card from the device.</p>
Action	What to do

	POS Terminal	PED
To refund a payment using a Commidea payment terminal (tethered system) such as in a bar:	<p>1. On the POS terminal access the order to refund. 2. Select the Push Card Refund button. 3. Confirm the value shown on the POS by pressing the Yes button. An authorisation prompt for a manager to enter a Refund PIN is shown and requires a code entry.</p> <p>The refund process is continued on the PED terminal but the POS updates to show the stage the PED terminal has reached.</p>	Assuming you are <u>logged</u> on to the PED terminal:
	<p>11. On the POS terminal, reprint the cardholder copy of the receipt if required by selecting the Yes button. If a reprint is not required select the No button.</p> <p>The POS terminal returns to show the balance, tendered and change window.</p>	4. Enter the Refund PIN and pass the device to the cardholder. 5. The cardholder inserts or swipes their card and the refund is processed. 6. The cardholder is requested to remove their card and return the device. A Merchant copy receipt is printed on the POS printer. 7. The cardholder is requested to sign the Merchant copy receipt. 8. Press Enter to continue on the PED. 9. Check the signature is Valid (Yes, No or Reprint the Merchant copy receipt). 10. Press 1 to accept the signature and the cardholders copy is printed on the POS printer. Hand this to the cardholder.
Action	What to do	
To refund using a Commidea payment terminal (un-tethered system) such as in a restaurant:	<p>POS Terminal</p> <p>1. On POS, access the order to refund. 2. Select the Pull Card Refund button.</p>	<p>PED</p> <p>Assuming you are <u>logged</u> on to the PED terminal:</p> <p>3. On the PED terminal select Bill Options from the Transaction Menu. 4. Select the Get Bill option by selecting the appropriate numeric button. 5. Enter your server ID, # (hash) and the Table Number. Select a table using the corresponding numeric key. 6. Enter the Refund PIN code. 7. Confirm the amount to refund and hand the device to the cardholder. 8. The cardholder inserts or swipes their card and the refund is processed. 9. The cardholder is requested to remove their card and return the device. 10. A Merchant copy receipt is printed on the PED printer. 11. The cardholder is requested to sign the Merchant copy receipt. 12. Press Enter to continue 13. Check the signature is Valid (Yes, No or Reprint the Merchant copy receipt). 14. Press 1 to accept the signature and the cardholders copy is printed on the PED printer. Hand this to the cardholder. 15. Select 1 at the 'Print VAT receipt' prompt if an itemised receipt is required or press 2 to return to the Transaction menu.</p>

See Also
[Paying with a Mobile Terminal](#)
[Refunds](#)
[Tokenisation](#)

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Entering Advanced Deposits

Advanced deposits paid by a customer when booking in advance for a function to be held at the outlet can be entered. The function booked can take place either later on the same day the booking is made or on a date in the future. The Advanced Deposits option may be located within Other Functions or via the Management Menu.

Action	What to do
To enter an advanced deposit:	<p>1. Select the Advanced Deposits option. 2. Select the Enter A New Deposit Receipt option by pressing the appropriate number on the numeric keypad. 3. Enter the Party Name (at least 4 characters) and select the Enter button. 4. Enter the number of guests and select the Enter button. 5. Enter the Booking Date (today's or future) in the format DDMMYY. 6. Enter any applicable notes such as 'Highchair required' and select the Enter button. 7. Enter the Deposit Value (in pence) and select the Enter button. The prompt 'CONFIRM ABOVE Y/ N' is displayed. 8. Select the Yes button if the detail shown is correct. 9. Select the Payment Method required and follow the usual procedure for that payment method.</p>

On acceptance, a system generated unique deposit reference number is allocated and two receipts are printed: one house and one customer copy.

See Also
[Management Menu](#)
[Redeeming Advanced Deposits](#)
[Refunding Advanced Deposits](#)
[List of Deposits](#)
[Re-Enable In Use Deposit](#)

Refunding Advanced Deposits

Advanced deposits paid by a customer for a future function can be refunded only whilst in session. A deposit forfeit may have to be paid on any unused value of the advanced deposit. The Advanced Deposits option may be located within Other Functions or via the Management Menu.

Action	What to do
To refund an advanced deposit:	<ol style="list-style-type: none"> 1. Select the Advanced Deposits option by pressing the appropriate number on the numeric keypad. 2. Select the Deposit Refund option by pressing the appropriate number on the numeric keypad. 3. Enter the Reference number and press the Enter button. If a deposit forfeit is levied, the amount is shown. The prompt 'REFUND ABOVE DEPOSIT? Y/ N' is displayed. 4. Select the Yes button if the detail shown is correct. 5. Select a Payment Method (credit card or cash) and follow the usual refund procedure.

Two refund receipts are printed: one house and one customer copy.

See Also

[Management Menu](#)
[Entering Advanced Deposits](#)
[Redeeming Advanced Deposits](#)
[List of Deposits](#)

List of Deposits

A list of advanced deposits can be printed in either short or long (detailed) format in Party Name, Booking Date or Date Entered order. The print content may be selected to include:

ALL DEPOSITS - Displays the total value refunded and/or redeemed where applicable.

UNCLAIMED DEPOSITS - Only those deposits that remain unclaimed are printed. If a deposit has been partially redeemed then the amount outstanding is displayed. A cumulative value for the list produced is printed at the foot of the report.

REDEEMED DEPOSITS - Only those deposits that have been redeemed partially or wholly are printed.

REFUNDED DEPOSITS - Only those deposits that have been refunded are printed.

The Advanced Deposits option may be located within Other Functions or via the Management Menu.

Action	What to do
To print a list of advanced deposits:	<ol style="list-style-type: none"> 1. Select the Advanced Deposits option by pressing the appropriate number on the numeric keypad. 2. Select the Print List of Deposits option by pressing the appropriate number on the numeric keypad. 3. Select the required format option (Short or Long) by pressing the appropriate number on the numeric keypad. 4. Select the required order option (Party Name, Booking Date, or Date Entered) by pressing the appropriate number on the numeric keypad. 5. Select the required report (All, Unclaimed, Redeemed, or Refunded Deposits) by pressing the appropriate number on the numeric keypad.

See Also

[Management Menu](#)
[Entering Advanced Deposits](#)
[Refunding Advanced Deposits](#)
[Deposit Statistics](#)

Deposit Statistics

The advanced deposits statistics report shows the cumulative values for deposits received, redeemed totally or partially, or refunded for the Total to Date (from the last reset), Week to Date (from the last P&L finalisation), and Latest Session (from the last end session), and the last deposit reference number issued by the system. The Cumulative value in the report is the actual deposits on hand. The Advanced Deposits option may be located within Other Functions or via the Management Menu.

Action	What to do
To print advanced deposit statistics:	<ol style="list-style-type: none"> 1. Select the Advanced Deposits option by pressing the appropriate number on the numeric keypad. 2. Select the Print Deposits Stats option by pressing the appropriate number on the numeric keypad.

See Also

[Management Menu](#)
[Entering Advanced Deposits](#)
[Redeeming Advanced Deposits](#)
[Refunding Advanced Deposits](#)
[List of Deposits](#)

Clear Out Deposits

After a certain time, many of the Advanced Deposits will have been redeemed or refunded, making the detailed reports quite long.

The Cleardown option allows the removal of these inactive records from the file. The Advanced Deposits summary statistics for 'Total To Date' is re-calculated to remove those deposits up to the last finalised P&L end of week date that have been cleared down. The 'Week to Date' figures are not affected.

Action	What to do
To cleardown deposits:	<ol style="list-style-type: none"> 1. Select the Advanced Deposits option by pressing the appropriate number on the numeric keypad. 2. Select the Clear Out Refunded/Redeemed Deposits option by pressing the appropriate number on the numeric keypad. 3. Select the Yes button to confirm this action.

An Advanced Deposit Summary Report is automatically printed for the period prior to the clearout, and then a cleardown is performed.

See Also

[Management Menu](#)
[Entering Advance Deposits](#)

Re-Enable In Use Deposit

An 'Advanced Deposit In Use' message may occur during a power off or a kick terminal event during entry of an Advanced Deposit. Follow the procedure below to continue the process:

Action	What to do
Following an 'Advanced Deposit In Use' message:	<ol style="list-style-type: none"> 1. Select the Advanced Deposits option by pressing the appropriate number on the numeric keypad. 2. Select the Print Deposits Stats option by pressing the appropriate number on the numeric keypad. The Advance Deposit report prints out showing the last deposit receipt number. 3. Select the Re-Enable In Use Deposit option by pressing the appropriate number on the numeric keypad. 4. Enter the Advanced Deposit Reference Number. This number is the Last Deposit Receipt Number (as shown on the print out) + 1. 5. Continue entry of the Advanced Deposit.

 [Management Menu](#)
[Entering Advance Deposits](#)

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Viewing Bills

You may view any of your own previous transactions for the current trading session. Transactions of other servers logged on may also be viewed if you have appropriate authority. Manager level authority may view the bills of all other servers logged on. Up to one hundred bills for an individual server or all servers to be accessed (for the current trading session only).

[Own Previous Transactions](#) [Another Servers Transaction](#)
[All Transactions](#)

 [Other Payments](#)
[Printing Bills](#)
[Printing Receipts](#)

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Own Transactions

Action	What to do
To view a previous transaction:	<ol style="list-style-type: none"> 1. Select the View A Bill button. The prompt 'ENTER KEY No. 0 FOR ALL AND PRESS ENTER' is displayed. 2. Enter your own key number on the numeric keypad. 3. Select the Enter button. A list of your paid transactions in the order they were processed is shown. 4. Use the Up and Down, Page Up and Page Down buttons to locate the required order as necessary. A cursor indicates the selected transaction. 5. Select the Enter button. The selected bill is shown in the command window. 6. Select the Clear button to return when finished.

 [Another Servers Transaction](#)
[All Transactions](#)

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Another Servers Transactions

Note: Access to other servers transactions is dependent on your authority level.

Action	What to do
To view another servers previous transactions:	<ol style="list-style-type: none"> 1. Select the View A Bill button. The prompt 'ENTER KEY No. 0 FOR ALL AND PRESS ENTER' is displayed. 2. Select the required servers key number on the numeric keypad. 3. Select the Enter button. A list of transactions for the selected server in the order they were processed is shown. 4. Use the Up and Down, Page Up and Page Down buttons to locate the required bill as necessary. A cursor indicates the selected transaction. 5. Select the Enter button. The selected bill is shown in the command window. 6. Select the Clear button to return when finished.

 [Own Transactions](#)
[All Transactions](#)

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All Transactions

Note: Access to other servers transactions is dependent on your authority level.

Action	What to do
To view all previous transactions:	<ol style="list-style-type: none"> 1. Select the View A Bill button. The prompt 'ENTER KEY No. 0 FOR ALL AND PRESS ENTER' is displayed. 2. Select 0 on the numeric keypad to view all previous transactions for the current session. 3. Select the Enter button. A list of transactions for all servers in the order they were processed is shown. 4. Use the Up and Down, Page Up and Page Down buttons to locate the required order as necessary. A cursor(<) indicates the selected transaction. 5. Select the Enter button. The selected order is shown in the command window. 6. Select the Clear button to return when finished.

 [Printing Bills](#)
[Printing Receipts](#)

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Splitting Bills

Sales items within an order can be divided between a number of customers. This is typically used in restaurants when a group of customers wants to divide the bill between them and to pay only for the items they have eaten and drunk. In addition, a product can be shared across a number of splits such as when customers share a salad or a bottle of wine. All orders have to be sent before the bill can be split by item. Split one holds the original bill information and cannot be paid off until all other splits have been closed. After splitting a bill, any addition sales are allocated to split one.

Note: Split bill functionality is not allowed if promotions or part payments have been applied.

Action	What to do
To split a bill:	<ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Split By Item button. The screen changes to display a number of split buttons down the left and right sides of the command window. A touch button for each of the sales items in the current order is shown underneath the command window. The total bill amount is shown against split one. 3. Select the items that are required for one of the splits. The button colour changes to green for the selected items. 4. Select the split number to move the items to. <p>Repeat steps 3-4 until all items are allocated to splits as required.</p> <ol style="list-style-type: none"> 5. Select any item that requires product share. 6. Select the Display Split Value button to view split values if required. 7. Select each split in turn and select the Print Bill button if required. <p>Note: Split 1 must be paid off last, as this is the master/starting point.</p> <ol style="list-style-type: none"> 8. Select the split number then select the Pay button and pay off each split in turn.

||> [Paying](#)

See Also
[Product Share](#)
[Display Split Values](#)
[Undo Split Bills](#)

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Product Share

When splitting bills between a group of customers a product can be shared across a number of splits such as when customers share a salad or a bottle of wine.

Action	What to do
To share a product:	<p>From within the Split By Item function:</p> <ol style="list-style-type: none"> 1. Select the item to share from the ordered items below the command window. The button colour changes to green for the selected items. 2. Select the Product Share button. 3. Select the split numbers to share the item amongst. The split button colour changes to yellow for the selected splits and the command window updates to reflect the split values. 4. Select the Confirm button to commit to the splitting. The split item button displays the allocated share.

||> [Paying](#)

See Also
[Display Product Share](#)
[Splitting Bills](#)
[Undo Split Bills](#)
[Undo Product Share](#)

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Display Split Values

Values of each split can be shown in the command window.

Action	What to do
To display split values:	<p>From within the Split By Item function:</p> <p>Select the Display Split Value button.</p> <p>The command window shows all the splits with the value against each one. The prompt 'SELECT SPLIT TO DISPLAY' is displayed. Each split can be selected in turn and paid off.</p>

||> [Paying](#)

See Also
[Display Product Share](#)
[Splitting Bills](#)
[Undo Split Bills](#)

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Display Product Share

Values of each split can be shown in the command window.

Action	What to do
To display product share:	<p>From within the Split By Item function:</p> <ol style="list-style-type: none"> 1. Select the Display Product Share button. 2. Select the shared item button. The command window shows all the splits with the shared value against each one. The prompt 'SELECT PRODUCT SHARE TO DISPLAY' is displayed. 3. Select the Clear button to exit.

||> [Paying](#)

See Also

[Product Share](#)
[Splitting Bills](#)
[Undo Product Share](#)

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Undo Split Bills

If a bill has been split (including product share) and none of the splits has been paid off, the original bill can be re-instated so that it may be paid in one payment.

Action	What to do
To re-instate the original bill:	1. Select the Other Functions button. 2. Select the Undo Split Bill button. The prompt 'CONFIRM Y/ N' is displayed. 3. Select the Yes button.

[See Also](#)
[Splitting Bills](#)
[Undo Product Share](#)

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Undo Product Share

If an item has been split and none of the splits has been paid off, the shared product can be re-instated back to the original item.

Action	What to do
To re-instate the original item:	From within the Split By Item function: 1. Select a split that contains a product share item. 2. Select the Undo Product Share button. 3. Select a product share item to undo. 4. Select the Confirm button. 5. Select another product share to undo or select the Clear button to exit.

[See Also](#)
[Splitting Bills](#)
[Product Share](#)
[Display Product Share](#)

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Printing Bills

◀ [Sending Orders](#)

A bill is usually printed before a customer pays for their food and drink or accommodation to show how much is owed.

In a restaurant operation mode, the bill can be configured to allow printing before the order is sent to the kitchen printers and it can be printed any number of times. More usually the bill is printed (can be automatic) once the order has been sent and may be reprinted if configured. The order must be sent if using the Print Bill button from Easy Tables or if the bill requires splitting. The status of the order (UNPRTD ORDER or BILL PRINTED) is shown in the top left of the command window.

Action	What to do
To print a bill:	1. Logon and enter table number (if required) of the unpaid order. 2. Select the Print Bill button. The system prints the current bill on the associated receipt printer listing all of the sales items selected for this order together with the total balance outstanding.
To print a bill from a Commidea payment terminal:	Assuming you are <u>logged</u> on to the PED terminal: 1. On the PED terminal select Bill Options from the Transaction Menu. 2. Select the Print Bill option by selecting the appropriate numeric button.

Note: A bill does not display the VAT code for the outlet, therefore it cannot be used as a receipt.

◀ [Cash Payment](#)

[See Also](#)
[Other Payments](#)
[Viewing Bills](#)
[Printing Receipts](#)
[Command Window](#)

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Printing Receipts

Receipts may be automatically printed when transactions are paid off. Otherwise, they can be printed later from the [View Bill](#) function or using the Print Last Receipt button. Reprinted receipts, if configuration allows, are shown with the word 'Duplicate' on them.

Action	What to do
To print the last receipt:	Select the Print Last Receipt button. A receipt is printed at the associated printer.
To print a receipt from View Bill:	1. Select the View Bill button. Touch buttons displaying logged on server names are shown. 2. Select the required servers name. A list of previous bills by the selected server are displayed. 3. Use the Up and Down, Page Up and Page Down buttons to locate the required transaction as necessary. A < cursor indicates the selected transaction. 4. Select the Receipt button. If allowed, a receipt (Duplicate) is printed at the associated printer.

[See Also](#)
[Receipt Examples](#)

Receipt Examples

Receipts may be automatically printed when transactions are paid off. Otherwise, they can be printed later from the [View Bill](#) function or using the Print Last Receipt button. Reprinted receipts, if configuration allows, are shown with the word 'Duplicate' on them.

[Simple Receipt](#)

[Including Service Charge](#)

[Including Gratuities](#)

[Including Advanced Deposits](#)

[Including Voucher Payment](#)

[EFTPOS Receipt](#)

[EFTPOS Receipt including Service Charge, Gratuities, Advanced Deposits and Cashback](#)

[Advanced Deposits Receipt](#)

[Receipt from a Commidea Payment Terminal](#)

Promotions

Promotions for example, discounts such as 10% off starters, shareholder privileges, or meal deals such as 2 for 1 are activated by selecting the appropriate option and apply to the current transaction only. If the current order meets the promotion requirement including the current time, the benefit is initiated.

Depending on your system configuration, promotions available may be found on any of the following screens: the Main Sales screen, the Other Payments menu or the Other Functions menu.

Action	What to do
To apply a discount or promotion to the current order:	<p>1. Select all the required items. 2. Select the Promotions button. (Location Varies) The various discount options available are displayed on individual touch buttons. 3. Select the touch button showing the level of discount you wish to apply to the order.</p> <p>Note: The placement of a manager level key/card may be required to proceed with the function.</p>

The system automatically calculates the discount and subtracts it from the original value. The amount due (the balance outstanding) is shown in the command window.

The percentage and value of the discount are also shown on any printed bills and receipts.

Promotion Types

Promotional Type	Meaning and example
Meal Deals	A meal combination sold for a set price for example 'Garlic bread and 2 topping pizza for £4.00'.
Percentage Discounts	A fixed percentage is applied to the bill (entire or part) for example '10% off starters'.
Price Overrides	Allows a product price to be overridden automatically or manually for example 'Early Bird Special – Any main meal for £5.00'.
Conditional Discounts	Allows a discount if a certain event occurs for example 'Spend £12 and receive £5 off'.
Conditional Percentage Discounts	Allows a percentage discount if a certain condition is met for example 'Spend £30.00 on food and get your drinks ½ Price'.
Conditional Product Discount/Price Overrides	Allows a money off discount or price override if a certain condition is met for example 'Free chips when 12' pizza is bought' or 'Buy 1 Get 1 Free'.
Trading Mode Toggle	Allows prices from another trading mode to be used for the current order only for example 'Happy Hour prices'.
Promotion Vouchers	<p>This style allows outlets to print promotion vouchers for future redemption for example: Following the sale of a pint of Cask bitter....</p> <p>*****</p> <p>FRIDAY NIGHT SPECIAL REAL ALE PROMOTION</p> <p>TRY ONE OF OUR REAL ALES FOR FREE !!</p>

	ONLY ON PRODUCTION OF THIS VOUCHER
Extra Staff Discount	Allows a discount to be applied to an order on its own or for staff to obtain discount on promotional items.

See Also
[Promotions](#)
[Undo Discounts](#)

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Undo Discounts

If a discount or promotion is selected in error or an item requires voiding from the order, the system provides the facility to 'undo' any discounts which have been applied. The use of this function will result in ALL discounts / promotions which have previously been applied to the order being undone.

Note: This function can only be undertaken BEFORE an order is paid off.

Action	What to do
To undo a discount or promotion applied to the current order:	1. Select the Undo Discount button. (Location Varies). The prompt 'ARE YOU SURE YES/NO' is displayed. 2. Select the Yes button. The promotion is undone returning the amount due figure to its original value.

See Also
[Promotions](#)

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Viewing Stock Levels

The stock levels of a sales item can be monitored during a trading day. The current stock on hand is displayed on the sales item button. Each time a monitored sales item is selected for sale, the number of items remaining in stock is reduced accordingly and shown on the sales item button. When the stock level reduces to zero, no further sales of the selected item can be sold.

Action	What to do
To view stock levels:	Locate the required sales screen. For example, Chicken dishes. The quantity of each sales item is displayed at the bottom of the button.

Note: Live decrements of the displayed count as the button is pressed is not supported on older terminals. To refresh the count, log off and back on again.

See Also
[Setting Stock Levels](#)
[Stock Count Report](#)
[Line Checks](#)

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Setting Stock Levels

The stock levels of a sales item can be monitored during a trading day. The current stock on hand of an item is entered and the number of items left in stock is displayed on the screen when viewed in the normal sales operation mode. Each time the item is selected for sale, this number decreases.

The stock level is set up on one terminal but is shown on all terminals in that trading area/outlet.

Action	What to do
To set stock levels:	1. Select the Other Functions button. 2. Select the Stock Count Down button. The prompt 'SELECT ITEM FOR COUNTDOWN' is displayed. 3. Select the Sales Item to monitor. 4. Enter the quantity for the selected sales item. The prompt 'IS THIS A STOCK COUNT FOR THE WHOLE OUTLET? Y/N' is displayed. 5. Select the Yes button for global monitoring or the No button to monitor the stock in one trading area. 6. Repeat steps 3 - 5 for each sales item to set stock levels for. 7. Select the Other Functions button. 8. Select the Stock Count Down button. The terminal is returned to normal sales operation.

Note: If a zero count is entered, three choices are available:

- 1 - Amend the count
- 2 - Retain the count at zero
- 3 - Stop the countdown facility

See Also
[Viewing Stock Levels](#)
[Stock Count Report](#)

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Stock Count Report

The stock count report shows the quantities of the opening and current stock availability for all items of stock that are set for monitoring.

Action	What to do
To print a stock count report:	<ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Stock Count Report button. <p>The stock count report is printed on the terminals associated receipt printer.</p>

Example: Stock Monitoring Report

06DEC10 STOCK MONITORING TERM 12				
13:05:14 001 MANAGER				
Date	Sales Item	Open	Current	Area
06/12/2010	CHICKEN CAJUN	24	23	OUTLET
06/12/2010	CHICKEN CURRY	20	15	OUTLET
06/12/2010	CHICKEN KIEV	12	12	OUTLET
06/12/2010	ROAST CHICKEN	24	2	OUTLET
06/12/2010	STIR FRY CHICKEN	6	5	OUTLET
06/12/2010	CHICKEN PASTA	24	12	OUTLET
06/12/2010	CHICKEN +VEG PIE 12		12	OUTLET
06/12/2010	CHICKEN SPECIAL	20	5	OUTLET

Place the cursor over the report component for a brief description.

 [Viewing Stock Levels](#)
[Setting Stock Levels](#)

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Line Checks

Line checks allows the stock levels to be displayed on a sales terminal by entering a stock code or using a description search. The line checks report against the last closing stock, deliveries/returns and sales up until the current time (including current session). Selling items on the terminal will not be reflected in the quantities in line checks until both a Back Office Trickle has been performed and this update has been picked up by the next line check update (approx every 15 minutes).

| Action
 | What to do

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| To perform a line check:
 | <ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Line Checks button. The prompt 'ENTER STOCK CODE OR ENTER TO CONTINUE' is displayed. 3. Enter a stock code or press the Enter button. <p>If a stock code is entered the code is checked in the database and if it exists, the current stock level is shown together with item availability in Rooms.</p> <p>If the Enter button was entered without a stock code being entered, you are prompted to enter a description. A qwerty-style keyboard layout screen is displayed to allow entry of the description.</p> <ol style="list-style-type: none"> 4. Enter a partial or full stock item description or press the Enter button for a complete list of stock items shown as buttons. 5. Select a button. The quantity of each stock item is displayed in the command window. <table border="1"> <tr> <td>PAGE UP</td> <td>TERM 10 FOS LINE CHECKS MANAGER
LAST UPDATE: 30/12/2010 10:32:56
STOCK CODE: 14004
STOCK NAME: OLDGRN BLACK PEPPER
STOCK COUNT: 7000.2 (10Kg Bottles)
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LAST UPDATE: 30/12/2010 10:32:56
STOCK CODE: 14004
STOCK NAME: OLDGRN BLACK PEPPER
STOCK COUNT: 7000.2 (10Kg Bottles)
ROOM NAME: WET ROOM DOWNSTAIRS

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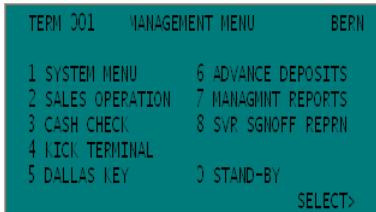
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Note: Access to the Management Menu is dependent on your authority level.

Action	What to do
To access the Management Menu:	1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 2. Select the Management Menu button. Note: On some systems the MANAGEMENT MENU button may be accessed from Other Functions.

Example: Management Menu



These functions can be accessed by keying in the appropriate number and the system goes straight into that function. The terminal may default into Standby mode if no selections are made whilst in the Management Menu.

See Also
[System Menu](#)
[Standby](#)

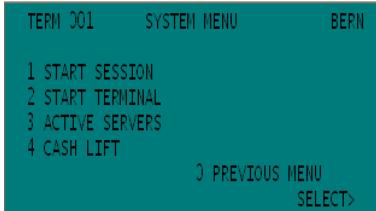
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System Menu

Note: Access to the Management Menu is dependent on your authority level.

Action	What to do
To access the System Menu from the main sales screen:	1. Access the Management Menu. 2. Select the System Menu option by pressing the appropriate number on the numeric keypad.

Example: System Menu



Note: The Start & End Session and Start Terminal functions are to be used if there is a Back Office failure. These functions should only be used when directed by CUSTOMER SUPPORT PERSONNEL.

See Also
[Management Menu](#)
[Start Session](#)
[Start Terminal](#)
[End Session](#)

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Start Session



[Start Session](#)

The Start Session process needs to be run on one terminal within each trading area of the outlet and may only be performed if the previous day has been ended.

Action	What to do
To begin start session:	1. Access the Management Menu. 2. Select the System Menu option by pressing the appropriate number on the numeric keypad. 3. Select the Start Session option by pressing the appropriate number on the numeric keypad. The default House Float value is shown. The prompt 'ACCEPT VALUE (Y/ N)' is displayed.
To accept the default value:	Select the Yes button. <i>A Float Declaration report is printed on the terminals associated printer.</i>
To reject the default float and input a new / different float value:	1. Select the No button. The prompt 'INPUT FLOAT VALUE' is displayed. 2. Enter the required float value using the numeric keypad. The prompt 'ACCEPT VALUE (Y/ N)' is displayed. 3. Select the Enter button to accept the amended value.



[Start Terminal](#)

See Also
[System Menu](#)

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Start Terminal



[Start Session](#)

The Start Terminal process should be performed on every terminal required for the trading session, **including the terminal on which the Start Session process has been run**. It is not necessary however to open all terminals at this

point if some are unlikely to be needed until later in the day, as terminals may be opened individually at any point in a trading day.

Action	What to do
To start a terminal:	<p>1. Access the Management Menu. 2. Select the System Menu option by pressing the appropriate number on the numeric keypad. 3. Select the Start Terminal option by pressing the appropriate number on the numeric keypad.</p> <p><i>The cash drawer float for the actual terminal is shown. This value corresponds to the float entered from Start Session. The prompt 'ACCEPT VALUE (Y/ N)' is displayed.</i></p>
To accept the default value:	<p><i>Select the Yes button.</i> <i>The terminal displays the message 'TERMINAL HAS NOW BEEN STARTED'</i></p>
To reject the default float and input a new / different float value:	<p>1. Select the No button. The prompt 'INPUT FLOAT VALUE' is displayed. 2. Enter the required float value using the numeric keypad. The prompt 'ACCEPT VALUE (Y/ N)' is displayed. 3. Select the Yes button to accept the amended value.</p> <p><i>The terminal displays the message 'TERMINAL HAS NOW BEEN STARTED'.</i></p>
To display the logon screen:	<p>1. Return to the System Menu by pressing 0 on the numeric keypad. 2. Return to the Management Menu by pressing 0 on the numeric keypad. 3. Select the Sales Operations option by 2 on the numeric keypad.</p> <p>The terminal displays the message 'LOADING - PLEASE WAIT...'.</p>

Logging On

See Also
[Start Session](#)
[System Menu](#)

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End Session Overview

This function processes the day's business and attributes it to a particular date, which is set by the Start Session routine.

- Each separate trading area may have its End Session process independently of the other trading areas.
- Throughout the day, each area should run End Session as required and then each night a back office End Session is performed to collect each of the terminals individual End Session information.
- The POS End Session function undertaken on the terminals only takes a few minutes to complete.
- The back office End Session may however, take up to half an hour to complete.

Prior to End Session the following are requirements:

- The trading day has been started.
- The Start Terminal function has been run.
- All moneybelt servers are signed off the system.
- There are no Open Orders outstanding on the system. For more information view the topic [Open Orders](#).

End Session

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End Session

End Session is used to declare the contents of the cash drawer by individual payment type for example, totals for cash, cheques, visa, vouchers and so on. This process **needs to be run on each terminal that has been used for trading**.

Action	What to do
To begin an end session:	<p>1. Access the Management Menu. 2. Select the System Menu option by pressing the appropriate number on the numeric keypad. 3. Select the End Session option by pressing the appropriate number on the numeric keypad. The prompt 'ARE YOU SURE (Y/ N)' is displayed. 4. Select the Yes button.</p>
To declare:	<p>1. Select the first method of payment method to declare. The prompt 'DECLARE AMOUNT' is displayed. 2. Enter the total amount for the selected payment method to declare.</p> <p>Repeat steps 1 and 2 for each payment method to declare. When all declarations have been made:</p> <p>3. Select any part of the screen not occupied by a button. The prompt 'DECLARATION COMPLETED Y/ N' is displayed. 4. Confirm declaration is complete by selecting the Yes button.</p> <p>If there is an excessive variance you are given the opportunity to re-declare and repeat all the above steps.</p> <p>Note: The system allows 3 attempts to declare the cash drawer contents accurately. The third declaration is automatically accepted – regardless of the variance.</p>

Note: Any servers, who are still signed on to the system (but have no Open Orders), are signed off automatically as part of the End Session process.

The End of Day declaration report for the terminal is automatically printed on the terminals associated printer.

See Also
[End Session Overview](#)

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Cash Lifts

Monies from the cash drawer may be removed and accounted for such as when the cash drawer or moneybelt is becoming over full. The amount removed will not need to be declared when the [End Session](#) is run.

Action	What to do
	<p>1. Access the Management Menu. 2. Select the System Menu option by pressing the appropriate number on the numeric keypad. 3. Select the Cash Lift option by pressing the appropriate number on the numeric keypad. The prompt 'ENTER AMOUNT' is displayed.</p>

To perform a cash lift:

4. Enter the amount removed from the cash drawer (in pence) and press the Enter button. The prompt 'ACCEPT Y/ N' is displayed.
5. Select the Yes button if correct amount is shown.

A Cash Lift report is printed.

 [Management Menu](#)

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Increasing Floats

During a trading session, a float in the cash drawer may be added to. The new float amount is included on all further [Cash Check](#) reports and End Day declarations for that terminal.

Action	What to do
To increase a float:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the System Menu option by pressing the appropriate number on the numeric keypad. 3. Select the Increase Float option by pressing the appropriate number on the numeric keypad. The prompt 'ENTER AMOUNT' is displayed. 4. Enter the amount added to the cash drawer (in pence) and press the Enter button. The prompt 'ACCEPT Y/ N' is displayed. 5. Select the Yes button if correct amount is shown.

On acceptance, a confirmation slip is produced and may be held in the drawer for reference.

 [Management Menu](#)

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Touch Buttons

When a new member of staff has been entered in staff maintenance, a server ID key or swipe card must be allocated so that they may use the POS terminal. Also when staff leave or they lose their buttons their keys should be de-allocated. A report can be produced to show a list of all allocated server ID keys.

Action	What to do
To access the Key menu:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the Dalkey option by pressing the appropriate number on the numeric keypad. <p>Once this option has been selected, the system displays three options:</p> <div style="background-color: #008080; color: white; padding: 10px; text-align: center;"> TOUCH BUTTON OPTIONS 1. ALLOCATE BUTTON 2. DE ALLOCATE BUTTON 3. LIST ALL BUTTONS IN USE ENTER OPTION OR CLEAR TO EXIT </div> <p>Select the number of the option that you require.</p>

 [De-Allocating Keys](#)
[Allocating Keys](#)
[Key Report](#)

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Allocating Keys

When a new member of staff has been entered in staff maintenance, a server ID key or swipe card must be allocated so that they may use the POS terminal. This cannot be done until the next start session. It is advisable to print a Staff Details report from the BOS that provides information on the staff members.

Action	What to do
To allocate a key:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the Dalkey option by pressing the appropriate number on the numeric keypad. 3. Select the Allocate Button option. The prompt 'PLACE TOUCH BUTTON IN THE READER AND THEN PRESS ENTER' is displayed. 4. Present the key to the reader or swipe card. The key number is displayed on the screen for example, Button read as 10011980379-. The prompt 'ENTER SERVER NUMBER OR CLEAR TO EXIT' is displayed. 5. Enter the Point of Sale number as shown on the Staff Details report and press Enter. The command window updates confirming the server number key allocation. 6. Select the Clear button to return to the Management Menu. <p>The Server may now use their server ID key.</p>

 [Touch Buttons](#)
[De-Allocating Keys](#)

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De-Allocating Keys

This should be done when members of staff leave or if they lose their buttons.

Note: Care must be taken when terminating POS user numbers 1, 2 and 3 as only these users can take a terminal out of Standby.

Action	What to do
	<ol style="list-style-type: none"> 1. Access the Management Menu.

To de-allocate a key:

2. Select the Dalkey option by pressing the appropriate number **on the numeric keypad**.
3. Select the De-Allocate Button option. The prompt 'ENTER SERVER NUMBER OR CLEAR TO EXIT' is displayed.
4. Enter the Point of Sale number of the staff member and press Enter or present your key or swipe card to the reader. The key number is displayed on the screen for example, BUTTON NO 10011980379- IS NOW FREE.
5. Select the Clear button to return to the Management Menu.

A de-allocated key can be allocated later to another server.

See Also
[Touch Buttons](#)
[Allocating Keys](#)

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Key Report

This gives a list of all allocated server ID keys. The list shows you the server name, their POS number and the key number.

Action	What to do
To print a list of allocated keys:	1. Access the Management Menu. 2. Select the Dalkey option by pressing the appropriate number on the numeric keypad . 3. Select the List All Buttons in Use option.

Example: Touch Key Report

```

TOUCH KEY REPORT
-----
GENERATED 06 DEC 2010      23:14:12
SERVER NAME  No.      TOUCH KEY No.

MAN      0001 001 0000011B6AA2
SUPER    0002 002 0000011B5BAA
MARK    0003 003 0000011B4CDD
MATT    0004 004 0000081634FB

END OF REPORT
  
```

See Also
[Touch Buttons](#)
[De-Allocating Keys](#)
[Allocating Keys](#)

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Reports Overview

The following reports are available from the point of sale terminal. Select a report to view more information about the report.

- [Open Orders](#)
- [Cash Check](#)
- [Server Cash Check](#)
- [Business Summary](#)
- [Gratuities](#)
- [Sales by Family](#)
- [End Day Declaration](#)
- [Key Line Tracking](#)

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Open Orders

This report provides you with a breakdown of all open orders (unpaid bills/rounds) across all trading areas with the tab or table number, the time the order was taken, the server and the balance of the account. It may be requested at any time during a trading session and gives real time information.

Any open order needs to be paid off before the End Session process can be ran on the system. Open orders that only show a zero balance do not affect the completion of the End Session process and are cleared automatically when this process is run.

Action	What to do
To print an Open Orders report:	1. Access the Management Menu. 2. Select the Management Reports option by pressing the appropriate number on the numeric keypad. 3. Select the Open Orders option by pressing the appropriate number on the numeric keypad. The prompt 'PRINTING OPEN ORDERS....' is displayed, the report is printed at the associated printer and the command window returns to the Management Reports menu.

Example: Open Orders Report

```

06DEC10  OPEN ORDERS  TERM 002
20:27:43          001 MANAGER

-----
001 MAIN BAR
-----
SERVER   TAB STARTED  BALANCE
006 SARAH  9004 18:59:34    7.80
012 MICHAEL 9002 18:45:32  OH  13.25
SUB TOTAL: 21.05
-----
002 RESTAURANT
-----
SERVER   TAB STARTED  BALANCE
008 LIZZIE 9006 19:35:10  23.65
008 LIZZIE 9011 19:46:12  OH  42.20
022 RACHEL 9012 18:59:14  46.32
022 RACHEL 9016 20:15:45  22.45
U22 RACHEL 9017 20:05:37  16.95
SUB TOTAL 151.57
-----
END OF REPORT [05385]

```

Place the cursor over the report component for a brief description.

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Cash Check

This report is specific to the terminal on which it is requested. It provides you with an analysis of the takings (including gratuities and service charges) broken down into the different payment methods. It does not include any open orders, which have not yet been paid off on the system. The report is used to check the current amount held in the drawer.

Action	What to do
To print a Cash Check report:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the Management Reports option by pressing the appropriate number on the numeric keypad. 3. Select the Cash Check option by pressing the appropriate number on the numeric keypad. 4. Select the Cash Drawer Check option. <p>The prompt 'PRINTING CASH CHECK....' is displayed and the report is printed at the associated printer.</p>

Example: Cash Check Report

Place the cursor over the report component for a brief description.

```

06DEC10  CASH DRAWER  TERM 003
08:35:42          CASH CHECK   001 MAN
TERMINAL 003 DRAWER 1

-----
PAYMENT ANALYSIS
STERLING
[1] CASH          41.80
OPENING FLOAT    08:21:42  50.00
CASH TOTAL       91.80
[2] VISA/ACCESS/STREAMLINE  96.75
[1] ADVANCED DEPOSITS    40.00
COMPLETED SALES TOTAL 228.55
[1] REDEEMED DEPOSITS   -40.00
TOTAL BALANCE REQUIRED 188.55
EURO
[1] CASH          42.22
TOTAL BALANCE REQUIRED 42.22
REQUIRED DRAWER VALUES:
STERLING          188.55
EURO              42.22
-----
SERVERS ASSIGNED TO DRAWER
002 SUPERVISOR
001 MANAGER
-----
END OF REPORT [10001]

```

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Server Cash Check

Where the outlet system is configured to enable the use of Money belt servers, a cash check report for any money belt servers signed on can also be requested. This report enables the individual server and the manager to reconcile any monies taken during service. Money belt servers are generally used in a restaurant environment to allow waiting staff to be responsible for their own bills and bill payment.

A Server Cash Check is specific to the server it has been requested for. It provides you with an analysis of the takings (including gratuities and service charges) broken down into the different payment methods. It does not include any open orders, which have not yet been paid off on the system.

Action	What to do
To print a Server Cash Check report:	<p>1. Access the Management Menu. 2. Select the Management Reports option by pressing the appropriate number on the numeric keypad. 3. Select the Cash Check option by pressing the appropriate number on the numeric keypad. 4. Select the Server Cash Check option.</p> <p>The prompt 'PRINTING CASH CHECK....' is displayed and the report is printed at the associated printer.</p>

Example: Server Check Report

M/B SERVER CASH CHECK			
=====			
DATE: 06/12/2010			
TIME: 19:23			
OUTLET ID : 10004			
TRADING AREA: RESTAURANT			
TERMINAL ID : 002 SERVER ID: 002			
USER : BRAZIL SEQ: 02			

CASH FLOATS			
=====			
15:12 50.00			
=====			
SUB TOTAL 50.00			

RECORDED SALES			
=====			
WET 175.20			
DRY 932.68			
=====			
SUB TOTAL 1107.88			

SALES (FOR PAID ORDERS)			
=====			
WET 275.20			
DRY 1759.48			
=====			
SUB TOTAL 2034.68			

COVERS			
=====			
ADULT 80			
CHILD 20			
=====			
TOTAL 100 =====			
AVERAGE SPEND PER HEAD 11.08			

DISCOUNTS & PROMOTIONS APPLIED			
=====			
TESCO CLUBCARD 3 9.48			
WINE OFFER 4 16.00			
50% STAFF DISCT 2 6.20			
=====			
SUB TOTAL 33.68			

DISCOUNTS & PROMOTIONS (FOR PAID ORDERS)			
=====			
TESCO CLUBCARD 3 9.48			
WINE OFFER 2 8.00			
50% STAFF DISCT 2 8.20			
=====			
SUB TOTAL 25.68			

SUMMARY			
=====			
SALES : 1107.88			
REFUNDS : -241.92			
GRATUITIES : 88.61			
SERVICE CHARGE : 268.57			
GROUP SERVICE CHARGE: 40.00			
DEPOSITS : 30.00			
SUB TOTAL : 1293.14			
=====			
Recd Actual Var			
48 CASH 751.66 752.66 1.00			
2 CHEQUE 62.20 62.20 0.00			
8 VISA 75.96 74.96 (1.00)			
11 MASTERCARD 94.63 94.63 0.00			
3 SWITCH 74.72 64.72 (10.00)			
23 AMEX 229.23 229.23 0.00			
3 TESCO CCV 9.48 9.48 0.00			
SUB TOTAL 1297.88 1287.88 (10.00)			

VOUCHER ADJ (DISCOUNT)			
-4.74			
=====			
1293.14			
=====			
FLOAT : 50.00			
CASH TAKINGS : 751.66			
CASH LIFTS : -200.00			
CASH BACK : -95.00			
=====			
CASH BALANCE 505.66			
=====			

See Also
[Cash Check](#)

This report gives an up to the minute statement on the total sales for each trading area during the current session and grand site totals by family. The values include service charges but do not include any gratuities taken.

Action	What to do
To print a Business Summary report:	<ol style="list-style-type: none"> Access the Management Menu. Select the Management Reports option by pressing the appropriate number on the numeric keypad. Select the Business Summary option by pressing the appropriate number on the numeric keypad. <p>The prompt 'PRINTING BUSINESS SUMMARY....' is displayed, the report is printed at the associated printer and the command window returns to the Management Reports menu.</p>

Example: Business Summary Report

Place the cursor over the report component for a brief description.

```

07DEC10 BUSINESS SUMMARY TERM 002
23:05:14 001 MANAGER

001 MAIN BAR
-----
        LIQUOR 027.95
        FOOD
480.65      TOTAL 1308.60

SERVER SALES
001 MAN 232.50
021 SARAH 420.38
035 MATT 655.72
-----
002 COCKTAIL BAR
-----
        LIQUOR 263.50
        TOTAL 263.50

SERVER SALES
006 BARRY 263.50
-----
003 RESTAURANT
-----
        ADULT COVERS 297
        CHILD COVERS 84
        LIQUOR 672.89
        FOOD 2879.68
        SERVICE CHARGE 222.64
        DEPOSIT FORFEIT 24.00
        TOTAL 3799.21

SERVER SALES
009 ALEX 842.60
014 JANET 696.65
018 MARY 765.32
026 ALAN 654.23
030 ALISON 840.41
-----
SITE TOTALS
        LIQUOR 1764.34
        FOOD 3360.33
        SERVICE CHARGE 222.64
        DEPOSIT FORFEIT 24.00
        TOTAL 5371.31
-----
END OF REPORT [00001]

```

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Gratuities Report

This report gives an up to the minute statement on the total gratuities taken by each server and the payment methods used during the current session.

Action	What to do
To print a Gratuities report:	<ol style="list-style-type: none"> Access the Management Menu. Select the Management Reports option by pressing the appropriate number on the numeric keypad. Select the Gratuities Report option by pressing the appropriate number on the numeric keypad. <p>The prompt 'PRINTING' is displayed, the report is printed at the associated printer and the command window returns to the Management Reports menu.</p>

Example: Gratuities Report

06DEC10 GRATUITIES REPORT TERM 002 20:27:43 001 MANAGER		
002 RESTAURANT		
008 LIZZIE		
01 CASH	23.00	
03 VISA	10.00	
User Total	33.00	
022 RACHEL		
01 CASH	15.00	
03 VISA	5.00	
05 SWITCH	8.00	
User Total	28.00	
Area Total	61.00	
Outlet Total	61.00	

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Sales by Family

This report gives an up to the minute statement on the total sales for each trading area during the current session and shows the sales amount split by family for each terminal.

Action	What to do
To print a Sales by Family report:	<p>1. Access the Management Menu. 2. Select the Management Reports option by pressing the appropriate number on the numeric keypad. 3. Select the Sales by Family option by pressing the appropriate number on the numeric keypad.</p> <p>The prompt 'PRINTING SALES BY FAMILY....' is displayed, the report is printed at the associated printer and the command window returns to the Management Reports menu.</p>

Example: Sales by Family Report

PAYMENT SPLIT BY FAMILY		
=====		
Produced at 4 DEC 2010 15:05:34 The following details are for		
Ter. No.	Terminal Name	
001	BAR TERM 1	
24 CASH	WET	346.97
	DRY	567.15
	-----	-----
	Sub Total	914.12
	-----	-----
	WET	346.97
	DRY	567.15
	-----	-----
	Total Recorded Sales	914.12
	-----	-----
*** THE END OF REPORT ***		

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End Day Declaration

This report is individual to every terminal. It provides you with an analysis of the takings (including gratuities and service charges) broken down into the different payment methods and is printed automatically after declaration of the terminal.

Example: End Day Declaration

Place the cursor over the report component for a brief description.

06DEC10	CASH DRAWER	TERM 01
18:35:42	DECLARATION	001 MAN
TERMINAL 003 DRAWER 1		
PAYMENT ANALYSIS		
	RECORDED	ACTUAL
19 CASH	90.01	172.51
2 DEBIT CARD	46.65	46.65
3 CHEQUE	65.96	65.96
1 VOUCHER	10.00	10.00
TOTAL	212.62	295.12
FLOAT		100.00
BALANCE REQUIRED	312.62	295.12
FOREIGN CURRENCY		
FRENCH FRANCS		14.91
(50.00)		
TOTAL DECLARED		310.03
VARIANCE		-2.59
[END OF REPORT 00001]		

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Key Line Tracking

The Key Line Sales Tracking Menu offer reports for the monitoring of up to 12 specific sales items for:

■ All Servers

Sales quantity and accumulated value per sales item per trading area for all servers

Totals for sales quantities and accumulated values for all sales items per trading area for all servers

■ Individual Server

Sales quantity and accumulated value per sales item per trading area per server

Totals for sales quantities and accumulated values for all sales items per trading area per server

■ Outlet Summary

Sales quantity and accumulated value per sales for outlet

Totals for sales quantities and accumulated values for all sales items for outlet

Voided items are not included and promoted items use the discounted value in the reports.

Action	What to do
To print a key line sales report:	<p>1. Access the Management Menu.</p> <p>2. Select the Management Reports option by pressing the appropriate number on the numeric keypad.</p> <p>3. Select the Key Line Reports option by pressing the appropriate number on the numeric keypad.</p> <p>4. Select the required type of report by pressing the appropriate number on the numeric keypad. Enter server number if Individual Server report is selected.</p> <p>The prompt 'PRINTING' is displayed and the report is printed at the associated printer.</p>

Example: Key Line Tracking Report

KEY LINE SALES REPORT

06DEC10 TERM 002
20:27:43 001 MANAGER

ALL SERVERS REPORT

TRADING AREA : 002 BAR

MICH

PT LAGER	10	25.00
PT CD LAGER	2	5.00
SUB TOTAL		12 30.00

MANAGER

PT SH LAGER	5	12.50
PT CD LAGER	2	5.00
SUB TOTAL		7 17.50

AREA SUMMARY : 002 BAR

PT LAGER	10	25.00
PT SH LAGER	5	12.50
PT CD LAGER	4	10.00
SUB TOTAL		19 47.50

OUTLET SERVER SUMMARY

MICH

PT LAGER	10	25.00
PT CD LAGER	2	5.00
SUB TOTAL		12 30.00

MANAGER

PT SH LAGER	5	12.50
PT CD LAGER	2	5.00
SUB TOTAL		7 17.50

OUTLET ITEM SUMMARY

PT LAGER	10	25.00
PT SH LAGER	5	12.50
PT CD LAGER	4	10.00
SUB TOTAL		19 47.50

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Standby

The terminal may either default into Standby mode if no selections are made whilst accessing the Management Menu, or the terminal can be placed into Standby mode.

Standby mode is the equivalent of locking out a terminal. It can only be removed from Standby using a security key. Only key numbers 1-3 remove a terminal from standby. These keys should only be used by management authorised users.

Action	What to do
To place a terminal into Standby mode:	1. Access the Management Menu. 2. Select the Standby option by pressing the appropriate number on the numeric keypad .
To take a terminal out of Standby mode:	Place a management key on the key reader on the terminal. The command window reverts to the Management Menu.

Example: Standby Screen



See Also
[Management Menu](#)

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Trading Modes

Note: All bar tabs and restaurant bills must be paid before changing trading modes.

The trading mode of all terminals in a trading area may be changed and therefore the prices of items that are sold in that area are changed. The following are examples of trading modes: Happy Hour, Student Night, Sunday Special. The layout of the buttons on the terminal may also change as some items may not be available for sale in all trading modes.

Action	What to do
To change trading modes:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the Trading Mode option by pressing the appropriate number on the numeric keypad. The prompt 'ARE YOU SURE YOU WISH TO CHANGE THIS AREAS TRADING MODE Y/ N' is displayed. 3. Select the Yes button. The prompt 'PLEASE SELECT TRADING MODE' is displayed. 4. Select the required Trading Mode option by pressing the appropriate number on the numeric keypad. The prompt 'ARE YOU SURE Y/ N' is displayed. 5. Select the Yes button. The prompt 'PROCESSING PLEASE WAIT...' is displayed followed by 'LOADING PLEASE WAIT...' <p>The system changes the trading mode as selected.</p>

[See Also
Management Menu](#)

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Trading Styles

Note: No open orders can be present when changing trading styles.

The style of the screen layouts of the terminal may be changed for instance from a Bar to a Restaurant and vice versa.

Action	What to do
To change trading styles:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the Change Personality option by pressing the appropriate number on the numeric keypad. The prompt 'CHANGE PERSONALITY? Y/ N' is displayed. 3. Select the Yes button. The prompt 'CHANGE COMPLETE' is displayed. 4. Select the Sales Operations option by pressing the appropriate number on the numeric keypad. <p>The system changes the trading style as selected and returns to the Management Menu.</p>

[See Also
Management Menu](#)

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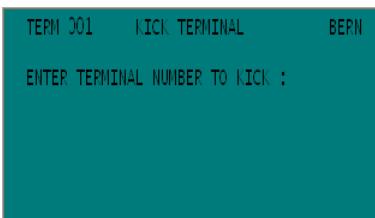
Kick Terminal

This is a function that is used when a terminal does not respond to commands. To 'kick' the terminal is the equivalent of a reload and may be required after power fluctuations.

Note: When a terminal has been kicked it goes into [Standby mode](#).

Action	What to do
To kick the terminal:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the Kick Terminal option by pressing the appropriate number on the numeric keypad. 3. Enter the terminal number of the terminal to kick. 4. To exit this function press the Clear button.

Example: Kick Terminal screen



[See Also
Management Menu](#)

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On Hold Orders

One order per server in a trading area can be placed on hold - a temporary delay such as when the customer needs to return to their group to check an item - while the same server processes another transaction. A held order can only be accessed by the same server when they next log on in the same trading area or the order reassigned to another server via the Management Menu.

Action	What to do
To reassign an order on hold:	<ol style="list-style-type: none"> 1. Access the Management Menu. 2. Select the Reassign On Hold option by pressing the appropriate number on the numeric keypad. 3. Select the table/order from those shown. 4. Select a new server from those shown. 5. To exit this function press the Clear button.

[See Also
Management Menu
Order On Hold
Table On Hold](#)

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Logging Off

All servers must log off before leaving at the end of their shift to ensure that all bills have been paid and there are no outstanding bar tabs or open tables. Any open orders must be taken over or paid off prior to logging off. Validation of manager authority level may be required before sign off can be completed. If configured, moneybelt servers can declare their takings during the sign-off process.

Action	What to do
To log off:	<p>1. Log on by selecting the button that contains your name or use your server ID key. 2. Select the Other Functions button. 3. Select the Log Off button. The prompt 'SIGN OFF SERVER - CONFIRM Y/ N' is displayed. 4. Select the Yes button to confirm.</p> <p>If validation is required, the prompt 'MANAGER AUTHORISATION REQUIRED TO COMPLETE. PLEASE INSERT KEY' is displayed. When a user with management authority logs on, for moneybelt servers, a Server Sign Off Report is generated. The prompt 'HAS REPORT PRINTED OK? Y/N' is displayed.</p> <p>5. Select the Yes button.</p> <p>The terminal returns to the 'AWAITING SERVER LOG ON' display and your name is now replaced with a 'Free Server' button.</p>

[See Also](#)
[Awaiting Server Log On Screen](#)
[Moneybelt Server Declarations](#)
[Cash Drawer Declarations](#)
[Logging On](#)
[End Session](#)

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Moneybelt Server Declarations

After trading, the content of each moneybelt needs to be declared. If required the manager can takeover and sign-off moneybelt servers. The takings (moneybelt contents) are declared for each payment method separately, then a moneybelt sign-off report is generated. Finally, a user with management level authority confirms the declaration details are correct.

Action	What to do
To declare the moneybelt contents at the till:	<p>1. Log on by selecting the button that contains your name or use your server ID key. 2. Select the Other Functions button. 3. Select the Log Off button. The prompt 'SIGN OFF SERVER - CONFIRM Y/ N' is displayed. 4. Select the Yes button to confirm.</p> <p>If validation is required, the prompt 'MANAGER AUTHORISATION REQUIRED TO COMPLETE. PLEASE INSERT KEY' is displayed. A manager authority level key must be used to continue the process.</p> <p>The prompt 'DO YOU WISH TO DECLARE TAKINGS? Y/N' is displayed.</p> <p>5. Select the Yes button. 6. Select a payment method and enter the declaration amount (including float). 7. Repeat step 6 for each payment method to declare. A single asterisk is shown on the button for the payment methods declared. 8. Select the Finish button when done. The prompt 'ARE DECLARATIONS COMPLETE Y/N?' is displayed. 9. Select the Yes button. A moneybelt sign-off report is generated. The prompt 'HAS REPORT PRINTED OK?' is displayed. 10. Select the Yes button to continue or the No button to reprint.</p>
To takeover and sign-off a moneybelt server: (manager level authority)	<p>1. Log on by selecting the button that contains your name or use your server ID key. 2. Select the Other Functions button. 3. Select the Log Off button. The prompt 'SIGN OFF SERVER - CONFIRM Y/ N' is displayed. 4. Select the No button. All signed on servers with/without current and laid away orders are displayed. 5. Select a server. If the server has orders the prompt 'SIGN-OFF SERVER Y/N?' is displayed. 6. Select the Yes button to takeover the orders. The prompt 'DECLARE TAKINGS Y/N?' is displayed. 7. Select the Yes button. 8. Select a payment method and enter the declaration amount. 9. Repeat step 8 for each payment method to declare. 10. Select the Finish button when done. The prompt 'ARE DECLARATIONS COMPLETE Y/N?' is displayed. 11. Select the Yes button. A moneybelt sign-off report is generated. The prompt 'HAS REPORT PRINTED OK?' is displayed. 12. Select the Yes button to continue or the No button to reprint. 13. Repeat the process from step 5 for another server or press the Clear button to exit the process.</p>

Example: Moneybelt Sign-Off Report

This report is individual to every moneybelt server. It provides you with a payment analysis broken down into the different payment types and the completed sales totals and is printed automatically after declaration of the moneybelt.

SERVER SIGN OFF REPORT			
=====			
DATE: 06/12/2010			
TIME: 19:23			
OUTLET ID : 10004			
TRADING AREA: RESTAURANT			
TERMINAL ID : 002 SERVER ID: 002			
USER : BRAZIL SEQ: 02			

CASH FLOATS			
=====			
15:12 50.00			
=====			
SUB TOTAL 50.00			

RECORDED SALES			
=====			
WET 175.20			
DRY 932.68			
=====			
SUB TOTAL 1107.88			

SALES (FOR PAID ORDERS)			
=====			
WET 275.20			
DRY 1759.48			
=====			
SUB TOTAL 2034.68			

COVERS			
=====			
ADULT 80			
CHILD 20			
=====			
TOTAL 100			
=====			
AVERAGE SPEND PER HEAD 11.08			

DISCOUNTS & PROMOTIONS APPLIED			
=====			
TESCO CLUBCARD 3 9.48			
WINE OFFER 4 16.00			
50% STAFF DISCT 2 6.20			
=====			
SUB TOTAL 33.68			

DISCOUNTS & PROMOTIONS (FOR PAID ORDERS)			
=====			
TESCO CLUBCARD 3 9.48			
WINE OFFER 2 8.00			
50% STAFF DISCT 2 8.20			
=====			
SUB TOTAL 25.68			

SUMMARY			
=====			
SALES : 1107.88			
REFUNDS : -241.92			
GRATUITIES : 88.61			
SERVICE CHARGE : 268.57			
GROUP SERVICE CHARGE: 40.00			
DEPOSITS : 30.00			
SUB TOTAL : 1293.14			
=====			
Recd Actual Var			
48 CASH 751.66 752.66 1.00			
2 CHEQUE 62.20 62.20 0.00			
8 VISA 75.96 74.96 (1.00)			
11 MASTERCARD 94.63 94.63 0.00			
3 SWITCH 74.72 64.72 (10.00)			
23 AMEX 229.23 229.23 0.00			
3 TESCO CCV 9.48 9.48 0.00			
SUB TOTAL 1297.88 1287.88 (10.00)			

VOUCHER ADJ (DISCOUNT)			
-4.74			
=====			
1293.14			
=====			
FLOAT : 50.00			
CASH TAKINGS : 751.66			
CASH LIFTS : -200.00			
CASH BACK : -95.00			
=====			
CASH BALANCE 505.66			
=====			

SIGNED AS CORRECT:			

SERVER -----			
MANAGER -----			
=====			

Cash Drawer Declarations

After trading, the content of each cash drawer needs to be declared. This process **needs to be run on each terminal that has been used for trading and can be performed on either FOS (front of house) or BOS (back of house). If a drawer has not been used during a session but a float has been assigned to it, the float must still be declared.** The takings (drawer contents) are declared for each payment method. On selection of the Cash payment method, declaration is carried out by currency and denomination (used only to enter the declaration and is not transferred to the back office). Finally, a user with management level authority confirms the declaration details are correct. Reports are not automatically generated at end of session on FOS but can be obtained via BOS.

Note: Ensure that there are no open orders existing on the terminal before declaring.

Action	What to do
To declare the drawer contents:	<p>1. Access the Management Menu. 2. Select the System Menu option by pressing the appropriate number on the numeric keypad. 3. Select the End Session option by pressing the appropriate number on the numeric keypad. The prompt 'ARE YOU SURE (Y/ N)' is displayed. 4. Select the Yes button. The prompt 'PLEASE ENTER THE CASH BAG SEAL NUMBER AND PRESS ENTER' is displayed. 5. Enter the cash bag number. The prompt 'PLEASE CONFIRM Y/N' is displayed. 6. Select the Yes button. The prompt 'SELECT A PAYMENT METHOD' is displayed. 7. Select the first method of payment to declare.</p> <p>On selection of the Cash option, the currency and denominations also require selecting.</p> <p>a. Select the Currency required. b. Select a denomination. The prompt 'DECLARE (denomination)' is displayed. c. Enter amount to declare and select the Enter button. d. Repeat steps b and c for each denomination to declare. e. Select the Clear button. You are returned to the select currency window. Repeat steps a to e for each currency and denomination to declare. f. Select the Clear button. You are returned to the payment methods window. 8. Select the next method of payment to declare. 9. Enter the amount to declare.</p> <p>Repeat steps 8 and 9 for each payment method to declare.</p> <p>When all declarations have been made:</p> <p>10. Select the Clear button on the Payment Method screen. The prompt 'CASH DECLARATION COMPLETE. CONFIRM DETAILS ARE CORRECT Y/N' is displayed above a list of the declaration amounts. 11. Confirm declaration is complete by selecting the Yes button. The Cash Drawer Declaration report is printed and the prompt 'PLEASE GET A MANAGER TO CHECK DETAILS ARE CORRECT' is displayed. When a user with management authority logs on, the prompt 'PLEASE CONFIRM ALL DETAILS ON THE REPORT ARE CORRECT Y/N' is displayed. 12. Select the Yes button. A check for other open terminals is made and if present the message 'OTHER TERMINALS ARE OPEN' is displayed before going into the Standby mode.</p> <p>When all terminals have been declared, the last terminal displays 'UPDATING HISTORY' before going into the Standby mode.</p> <p>An End Day Progress Report is automatically generated and printed when the End session process has completed.</p>

Example: Cash Drawer Declaration Report

This report is individual to every terminal. It provides you with a payment analysis broken down into the different payment types and the completed sales totals and is printed automatically after declaration of the terminal.

15DEC10	CASH DRAWER	TERM 002		
15:09:12	DECLARATION 001	SUPER		
TILL	: 002 ADMISSIONS TILL			
CASH BAG SEAL	: 000001234			
<hr/>				
DECLARATION ANALYSIS				
GB Pounds				
NOTES	50	= 0.00		
	20	= 20.00		
	10	= 70.00		
	5	= 25.00		
COINS	2	= 4.00		
	1	= 12.00		
	50 Pence	= 3.00		
	20 Pence	= 1.60		
	10 Pence	= 3.60		
	5 Pence	= 0.30		
	2 Pence	= 0.20		
	1 Penny	= 0.05		
TOTAL CASH	GB Pounds	139.75		
AMEX		= 10.00		
DECLARED TOTAL	GB Pounds	149.75		
<hr/>				
EURO				
COINS	EURO	= 10.00		
TOTAL CASH	EURO	10.00		
DECLARED TOTAL	EURO	10.00		
<hr/>				
PAYMENT ANALYSIS				
GB Pounds				
24 CASH		= 120.00		
1 AMEX		= 10.00		
FLOAT		20.00		
PAYMENTS TOTAL	GB Pounds	150.00		
DECLARED TOTAL	GB Pounds	149.75		
VARIANCE	GB Pounds	-0.25		
EURO				
1 CASH		= 10.00		
DECLARED TOTAL	EURO	10.00		
VARIANCE	EURO	0.00		
<hr/>				
CASHIER SIGNATURE				
SUPERVISOR / DUTY				
MANAGER SIGNATURE				
<hr/>				
END OF REPORT [01992]		COPY 000		

Example: End Day Progress Report

06 DEC 2010	END DAY	TERM 010
15:27:43	PROGRESS REPORT	MANAGER
<hr/>		
HISTORY UPDATED		
TRADING DATE 06/12/2010		
SEQUENCE 01		
POS-USERS CHECKED		
ORD CLEARED		
ORD-LINE CLEARED		
TERMINAL CLEARED		
PHY-DRW-LOC CLEARED		
SER-ID-ASSIGN CLEARED		
AUDIT LOG CLEARED		
<hr/>		
END OF REPORT [00001]		

See Also
[End Session Overview](#)

Standalone

Standalone (or offline mode) is the trading mode that the POS terminals adopt in the event of failure to communicate with the point of sale server. In this mode, functionality is limited to:

- Item Sales Operations
- Bar Tabs
- No Sales
- Voids
- Local printing

 [Going into Standalone](#)

 [See Also](#)
[Functions Not Available](#)

Going Into Standalone

- The touch screens do not respond when touched
- If items are rung through when the communication with the terminals is lost, the running total is not updated and the message 'BUSY....PLEASE WAIT' is displayed
- The main sales screen remains visible
- After 80 seconds, 'NO REPLY ENTER STANDALONE YES/NO?' is displayed on every terminal

To continue trading using the terminals, the system must be placed into 'Standalone' (offline) mode.

Action	What to do
To enter standalone:	Select the Yes button. Note: This must be done on each terminal individually. The system returns to the logon screen and displays 'OFF LINE' in the command window.

If for any reason, one of the terminals will not respond and go into 'Standalone', it can be forced into this mode by placing the 'standalone 254 key' on the reader of the unresponsive terminal. The 254 key should have already been allocated using the Dallas button option for Wedge systems. Classic systems require a unique 254 key.

 [Entering the Sales Screen](#)

Entering the Sales Screen

The method of entering the sales screen in order to process sales depends on whether you were already logged on prior to the terminals going into 'Standalone' (offline mode).

Action	What to do
Already logged on:	Place the key on the reader. The system displays the main sales screen and sales items can be selected as normal.
Not already logged on:	Select a Free Server button. Note: It is recommended that each server uses a different 'Free Server' number. A key is not required to pay off the round.

 [See Also](#)
[Going into Standalone](#)
[Sales in Process Before Standalone](#)

Sales in Process before Standalone

Any sales that were being processed at the time of the terminal entering standalone are stored on the terminal until it returns to online mode. You will not be able to access these sales whilst the terminal remains in standalone (offline) mode.

Any unfinished 'Orders' have to be completely re-entered along with any additional items that are ordered after the terminal goes into standalone mode.

The sales that were generated before the terminal entered standalone automatically displays on the terminal on which they were generated when it regains communication. These sales items then have to be voided.

 [Clearing Pre-Offline Sales](#)

Sales in Process before Standalone

The following functions are NOT accessible in the Offline mode:

- Log On a server
- Log Off a server
- View a Bill (current sales can be viewed through the void function)

- Management Menu
- Any remote or kitchen printing
- Print Bill
- Print Last Receipt
- Split payment or any payment methods other than cash
- Any discount functions
- Transferring 'Open Orders' between terminals (that is, starting a round on one terminal and completing it on another)
- Refunds

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Voiding in Standalone

Items selected in error prior to tendering can be corrected by using the void function. However, in Offline mode the 'Up' and 'Down' touch buttons are not displayed. Therefore, to move the cursor to the item(s) you wish to void, you must use the numeric keys.

Action	What to do
To void items from an order:	<p>1. Select the Other Functions button. 2. Select the Void button.</p> <p>Note: On some systems the VOID button may be on the main sales screen and not accessed from Other Functions.</p> <p>The items selected in the current order are shown in the command window. The prompt 'SELECT ITEM & PRESS VOID OR CLEAR' is displayed.</p> <p>3. Select the item to be voided by using the 8 (represents up) and 2 (represents down) numeric buttons as required. The < indicator shown on the right side of the list indicates the current item. When the < indicator is next to the unwanted item, select the Void button. 4. Select the Clear button to exit the screen.</p>

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Viewing Bills in Standalone

It is not possible to view either previous or current bills using the 'View Bill' function whilst the terminal is in offline mode. However, it is possible to view a current order whilst in offline mode, via the 'Void' function. The 'Pg Up' and 'Pg Down' touch buttons are not displayed, therefore, to move the cursor you must use the numeric keys.

Action	What to do
To view your current order:	<p>1. Logon and enter table number (if applicable) of current order. 2. Select the Other Functions button. 3. Select the Void button.</p> <p>Note: On some systems the VOID button may be on the main sales screen and not accessed from Other Functions.</p> <p>The current order is shown in the command window. 4. Select 9 on the numeric key pad to move the cursor up one page at a time or; select 3 on the numeric key pad to move the cursor down one page at a time. 5. Select the Clear button to return when finished.</p>

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Tendering Payments

Sales may only be tendered to 'Cash' when the system is in the Offline mode. Other Payments are NOT accessible.

Action	What to do
To tender a sale in Offline mode:	<p>1. Enter the amount given using the numeric keys. There is no need to enter the decimal point, hence an amount of £4.50 should be entered as 450. 2. Select the Cash Pay button. The payment is processed and the cash drawer fires. The command window updates to show the amount due, the amount tendered and any change to be given. The prompt 'RECEIPT Y/N OR REMOVE KEY' is displayed.</p>
If a receipt is required:	<p>1. Select the Yes button to print a receipt. The system displays the message 'PRINTING – PLEASE WAIT', and a receipt is printed from its associated printer. Most configurations DO NOT have printers connected directly to the terminals; therefore, if the terminal cannot communicate with the printer or it does not have an associated printer, the system displays the error message: PRINTER STUCK ON BUSY. If this occurs you will not be able to print a receipt. Should a receipt be required by the customer, it has to be written manually. 2. Select the Clear button to return when finished.</p>
If a receipt is not required:	Select the No button. The system returns to the log on screen.

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Leaving Standalone

When communication is regained, a 'Standalone Data Download Report' is printed on the front office printer and the terminal displays the 'Stand By' screen.

Each terminal is effectively re-booted (kicked) and the data retrieval is undertaken. Terminals must NOT be RESET as this causes permanent loss of sales data.

Orders that were paid-off in Standalone are allocated in descending order to the highest available TAB/TABLE numbers. Open Orders (that is, orders not paid-off in Standalone) are allocated in ascending order to the lowest available TAB/TABLE numbers.

Action	What to do
To leave standalone:	<p>1. Insert one of the managers keys (either key 1, 2 or 3) in the reader. The system displays the 'Management Menu'. 2. Select the Sales Operation option by pressing the appropriate number on the numeric keypad. The system displays the main sales screen.</p> <p>Note: All the previously 'unusable' functions are now available.</p>

Paying Off

When communication has been regained, it is necessary to 'Pay Off' the standalone sales which have been held on a Bar Tab. The tab number to which the Offline sales have been allocated can be found on the 'Standalone Data Download Report'.

Action	What to do
To pay off the standalone sales:	<p>1. Select the Other Functions button. 2. Select the Bar Tab button. 3. Enter the bar tab number that the Offline sales were allocated to.</p> <p>The system displays the total value of the 'Standalone' transactions. This figure matches the value on the 'Standalone Data Download Report'. This Tab can now be paid off in the usual way.</p>

Please refer to your company policy for the correct procedure, when dealing with the payment methods to be used as to whether to pay the Standalone Tab off to the correct payment methods taken for each order whilst in standalone mode, or to pay the entire tab off to cash.

Open Tabs

If the 'Standalone Data Download' report, shows Open Tabs From Standalone, these are orders which were in progress when the terminal regained communication.

These tabs can be 'recalled', completed and then paid off in the usual way.

Clearing Pre-Offline Sales

Any sales that were in progress when the terminal entered the Offline mode are allocated to Bar Tabs. All of these Tabs must now be voided, as the transactions will have been duplicated in Offline mode.

Action	What to do
To void these tabs:	<p>1. Insert one of the managers keys (either key 1, 2 or 3) in the reader. The system displays the 'Management Menu'. 2. Select the Open Orders option by pressing the appropriate number on the numeric keypad. The system prints an Open Orders report which shows any unpaid rounds and any 'Bar Tabs' and restaurant tables that were present before the system entered the Offline mode.</p> <p>Note: Only duplicated rounds and paid tabs are to be voided. Use the Server name and Time on the Open Order report to distinguish these from current outstanding tabs.</p> <p>3. Select the Sales Operation option by pressing the appropriate number on the numeric keypad. The system displays the main sales screen. Referring to the 'Open Order' report, select each tab in turn voiding all of the sales items. Pay off the tab to '0' cash pay, even though the current balance equals zero.</p> <p>Note: If the tab is not 'paid off', the system recognises it as an open order.</p>

 [Sales in Process Before Standalone](#)

Kitchen Management System Overview

The Logwood Kitchen Screen system is an application designed to logically control the flow of orders from the POS terminal into the kitchen environment.

As the order is keyed in at the bar or table and the send order command is given, the order is immediately flashed onto a [preparation station](#) screen in the kitchen. Several preparation stations may exist in the kitchen with each screen dedicated to a specific area, for example for the preparation of starters, main courses and desserts.

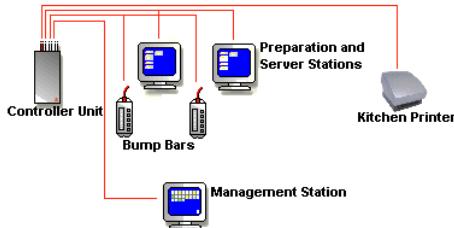
Once the food is prepared, the order is removed from the preparation screen and displayed on a server screen using a [bump bar](#). The [server station](#) is used as a picking list for food to be delivered to the tables. An optional module provides a fully automated pager interface (KSPage) calling the waiter/waitress to the kitchen when a food order is ready for collection.

The current status of all orders is displayed on the [Management station](#).

Typical Configuration

A typical configuration would consist of the following monitors:

- 1 [Management station](#) to display the status of each table
- 1 or more [Preparation stations](#) located in the kitchen for the preparation of food
- 1 [Server station](#) located in the delivery area for distribution of the order



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Bump Bars

The bump bar is the mechanism used for controlling orders on the [Preparation](#) and [Server](#) stations, "bumping" orders off the system. Located by each of these stations, it is stainless steel control box with buttons and a scroll strip.



Button	Action
UNDO	Cancel last action.
*	Toggles HOLD on or off.
COUNT	Quantity of items ordered.
MENU	Access to Menu Options .
SHOW	Shows raw data split starter/mains/desserts.
CLEAR	Removes the order from one station and forwards it on to the next station.

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Menu Options

The following options are accessed via the Menu button on the [bump bar](#).

Menu Option	Meaning
Order Display	Shows complete orders entered at the Point Of Sale in sequence as it is received in the kitchen.
Item Count Display	Shows items by count only, no table numbers are displayed.
Item Count & Order	Shows plain items as counts and others as orders.
Select Active Pagers	Select pager number and press the SHOW button.
Combine Screens	The Kitchen Screen System is capable of splitting orders and displaying to different monitors within the kitchen for example, one screen may show hot food whilst another shows cold food orders. During quiet times these orders can be consolidated to display on a single monitor that is, to show both hot and cold foods.
Select Picture	Displays pictures of the prepared meal to aid training.
EXPO Display	Displays a snap shot of the progress of orders by restaurant table - times are not updated whilst in this view.

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Management Stations



The 'EXPO' (Expeditor) screen on the management station displays all the tables in a restaurant as a series of panels and buttons showing the table number. A table without orders in the kitchen is displayed in grey. Tables with orders in the kitchen are displayed with either a green or dark yellow background depending on whether the starters or mains are in the kitchen. A timer indicates how long the order has been in the kitchen.

1	2	3	4	5	6	7	8	9	10	11	12	13
14	15	16	17	18	19	20	21	22	23	24	25	26
27	28	29	30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49	50	51	52
53	54	55	56	57	58	59	60	61	62	63	64	65
66	67	68	69	70	*							

Status	Meaning
	A table without orders in the kitchen is displayed in grey.
	A table with starter orders in the kitchen is displayed in green.
	A table with main courses and/or desserts in the kitchen is displayed in dark yellow.
	Order in the kitchen < 5 minutes is shown on a grey background.
	Order in the kitchen > 5 - < 10 minutes is shown on a blue background.
	Order in the kitchen > 10 minutes is shown on a red background.
	An order on hold is depicted with an orange triangle. For example, if both a starter and mains course was ordered at the same time for this table, whilst the starter is being prepared the mains course is automatically placed on hold.
	All items (from starter or main) that have been removed from the preparation screens for this table and are ready to go to the table is depicted by a white triangle.

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Preparation Stations

The kitchen order display on the preparation stations shows the orders that have been entered at the terminal. The orders are grouped by their Printer Destination Group (PDG) and shows the table number, quantity and item. Cooking instructions (SIPs) are shown in a different colour (white) for clarity.



When a new order is displayed a beep sounds and the elapsed time will start to increment, changing colour after a predetermined time from grey to blue after 5 minutes to red after 10 minutes.

Where different courses are ordered at the same time a method of holding orders until required is incorporated. Each course is displayed in a different colour (starters shown in green, main courses & desserts in dark yellow), with separate timings applied to each. As one course is completed the next will commence count down.

Once the orders are completed they are removed from the screen by use of the [bump bar](#).

Table 71 10.20	1 SUNDAY CHICKEN 1 MIXED GRILL BURNT 1 RUMP STEAK MEDIUM RARE PEPPER SAUCE
Table 40 09.25	2 CHICK BURGER 1 RANCH PLATTER 1 CHICK CAESAR 1 CHICK TIKKA NAAN BREAD 1 STEAK/KIDNEY
Table 65 09.10	1 SUNDAY CHICKEN
Table 4 08.45	1 LASAGNE
Table 89 07.50	1 SURF & TURF
Table 42 06.55	1 MIXED STARTER 1 PRAWN CTAIL 1 SOUP
Table 42 HOLD	2 CHICK BURGER 1 RANCH PLATTER 1 SALAD SALMON 1 STEAK/KIDNEY 1 CHICK TIKKA NAAN BREAD
Table 5 04.10	1 CHICK CAESAR
Table 31 03.25	1 CHEESECAKE 1 APPLE PIE CUSTARD 1 PROFITEROLE
Table 37 02.25	1 SOUP
Table 37 HOLD	1 FRUIT SALAD 1 JELLY 1 CHEESECAKE

Action

To select an order indicated by next to the table number:

To see the order in full:

What to do

Use the scroll strip on the bump bar.

1. Select the order.
2. Press the SHOW button.

Press the SHOW button again or leave to time-out to return to the order display view.

1. Select the order.
2. Press the * button.

1. Select the order.
2. Press the CLEAR button.

Press the UNDO button.

To toggle HOLD off or put an order on HOLD:

When the order is prepared, to forward on to the next station:

To retrieve the last order cleared:

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Server Stations

Table 71 10.20	1 SUNDAY CHICKEN 1 MIXED GRILL BURNT 1 RUMP STEAK MEDIUM RARE PEPPER SAUCE
-----------------------	---

Action

To select an order indicated by next to the table number:

To acknowledge order:

When the table has been checked to clear the order:

To retrieve the last order cleared:

What To Do

Use the scroll strip on the bump bar.

Press the CLEAR button.

Press the CLEAR button.

Press the UNDO button.

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