



Torex ABS-POS

POS User Guide

Date: 9th January 2008

ORACLE

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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.

Revision History

Date	Revision	Comments
9/01/2008	1.0	Rebranded ABS-POS User Guide.

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1 Getting Started

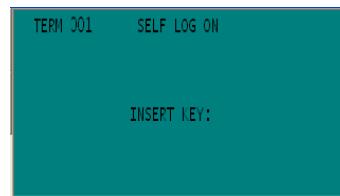
1.1 Logging On

Log on allows access to the Point of Sale terminals. 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. 

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

Example: Self Log On Screen



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 that is, log on to one terminal in the bar area and log on to one terminal in the restaurant area.

1.2 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



1.3 Authority Levels

Access to functionality is based on a user authority level 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 etc.
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).

1.4 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 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 (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:	Select another touch panel or select the Clear button.
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.

1.5 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

MAINS AWAY	MAIN BAR		DESSERT AWAY	TAB 1 BAL: 2.00 1 BERN GBP		
DELIVER CHARGE 10.00	XMAS MENUS					
STARTER	SAWCHS TARTES SALADES	PLATS CHAUDS	SELECT ITEMS OR FUNCTION			
BREAK -FAST	SIDE ORDERS	PLAT DE MAISON	OTHER FUNCTNS	LAST ITEM VOID	SEND ORDER	
PRIX FIXE MENU	SET MENU PROMO	OCCASIONAL MENU	OTHER PAYMENT TYPES	PRINT BILL	7	8
KIDS MENU	DESSERT	HOT DRINKS	CASH PAY	1	4	5
	ALLERGY MENU		CLEAR	2	6	3
			FIVE POUNDS TENDER	0	ENTER	
			TEN POUNDS TENDER		TWENTY POUNDS TENDER	
			FIFTY POUNDS TENDER			

At the top of the screen is the **Command Window**. It can be centrally located or left or right aligned. Usually function buttons are located on the right and sub-menus (more touch panels) are located on the left as shown in our example above.

1.6 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

TAB 2 BAL: 12.31 4 BERN GBP
1 SOUP L OIGNON 4.50
1 GARLIC BREAD FOR 1 3.75
1 CRANBER JUICE 1.95
1 GLASS OF MILK 0.75
SELECT ITEMS OR FUNCTION

2 Sales Operations

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

Example: Main Sales Screen



If no selections have been made on the touch screen within a pre-configured time (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.

2.2 Selling Items

Access to the sales window is only allowed once you have been logged on. Table numbers and covers (number of adults and/or children sitting down) may require entering before access to sales is permitted if you have a restaurant style layout. The sales items and the various modifiers (allows items to be sold in various quantities or different forms) 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 (touch panel) in order to select the required item.

2.3 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.

Example: Ordering a glass of milk from the soft drink sales screen

RED WINE	WHITE WINE	SPARKLING ROSE WINE	DRAUGHT	BOTTLE BEER	TERM 05 BAL: 0.00 0 BERN GBP			
MAIN FOOD								
PORT SHERRY BRANDY	SPIRITS	LIQUEUR			HOT DRINKS			
***** SMALL *****	REG COKE	REG DIET COKE	REG FAIRTA	REG LEMONADE	REG TONIC WATER	OTHER FUNCTNS	LAST ITEM VOID	SEND ORDER
APPLE JUICE	CRANBERRY JUICE	FRESH ORANGE JUICE	GRAPEFRUIT JUICE	PINEAPPLE JUICE	ORANGE JUICE	OTHER	PRINT BILL	SEND ORDER
TOMATO JUICE	C-BERRY & LEMONADE	FRESH OJ AND LEMONADE	G-FRUIT & LEMONADE	P-APPLE & LEMONADE		OTHER PAYMENT	7	8
CITRON PRESSE	VERT PRESSE	ORANGE GINA	IRON BRU			OTHER TYPES	4	5
BABY BITTER LEMON	BABY GINGER ALE	BABY S-LINE TONIC	BABY TONIC			CASH PAY	1	2
LIME & SODA	JUG TAP WATER	GLS TAP WATER	GLASS OF MILK	500ML STILL WATER	500ML SPARK WATER	CLEAR	0	ENTER
BAR PREPS	SML STILL WATER	LRG STILL WATER		SML SPARK WATER	LRG SPARK WATER	FIVE POUNDS TENDER	TEN POUNDS TENDER	FIFTY POUNDS TENDER

1. Select the drink required (GLASS OF MILK).

TERM 05 BAL: 0.75 1 BERN GBP
1 GLASS OF MILK
0.75

The command window shows the item selected, the price and the amount due.

2.4 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 modifiers buttons will usually be HALF, CORDIAL, SHANDY & DASH (TOP). Pizzas may be sold in different sizes (8", 12") and base types (thin and crispy, deep pan), and toppings etc. 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:	<ol style="list-style-type: none"> 1. Locate desired touch panel. 2. Select the modifier, if required. 3. Select the item required.

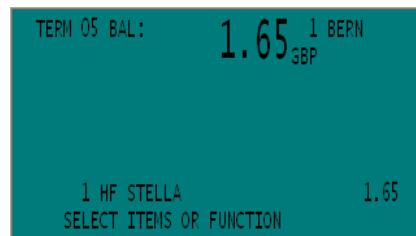
The sales item and price are shown in the command window.

Example: Ordering a half pint of Stella from the draught beer screen

1. Select the HALF button. The command window updates to show:

TERM 05 BAL: 0.00 0 BERN GBP
***** HALF *****
SELECT ITEM

2. Select the item required. (**STELLA**) The command window updates to shows the item selected, the price and the amount due.



2.5 Linked Items

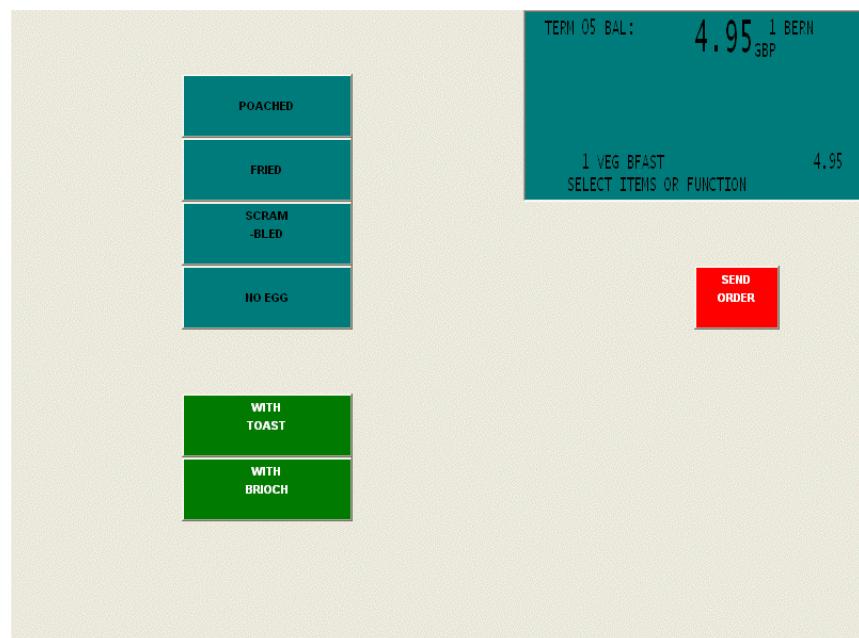
Sales items may be linked that is the next touch panel in a chain is automatically displayed. The sequence of screens prompts you through a probable selection of items for example when a sandwich is selected, the touch panel for bread choice is shown automatically. After making the bread choice, you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

Note: You may be forced to make a certain number of selections - 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.

Example: Ordering an egg

1. Select the **MAIN FOOD MENU** button. A new touch panel is displayed.
2. Select the **BREAKFAST MENU** button. A new screen is displayed displaying the breakfast choices.
3. Select the **VEG BREAKFAST** button. A new touch panel showing the egg choices is automatically displayed.



4. Select the choice of egg button. In this example, a choice of bread is also required to complete the order.
5. Select the choice of bread button. You are returned to the breakfast menu screen.

2.6 Multiple Items

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

Action	What to do
To select multiple sales of the same product:	<ol style="list-style-type: none">1. Select the quantity required from the numeric keypad.2. Locate the desired touch panel.3. Select the item required.

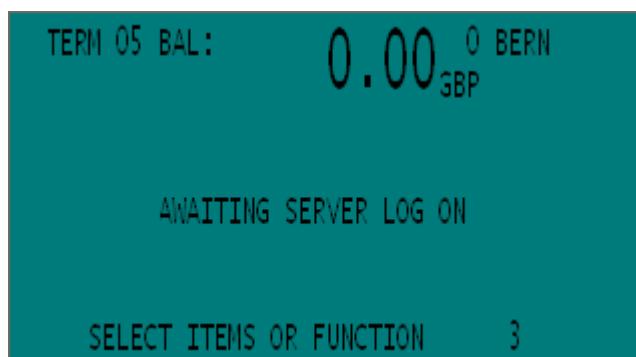
The sales item and price are shown in the command window. The number of items selected is displayed before the item for example 3 pints of Stella.

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.

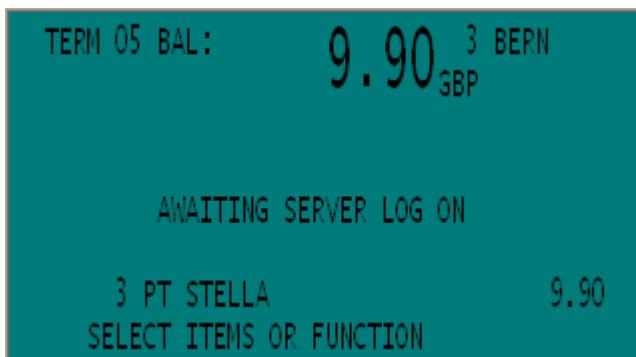
Note: When entering food items that require you to select accompaniments or cooking instructions, you should enter each item individually unless they are required to be prepared to exactly the same specification.

Example: Ordering 3 pints of the same lager from the main sales screen

1. Select the quantity required (3).



2. Select the lager required (STELLA).



The command window shows the item selected, the price and the amount due.

2.7 Sending Orders

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:	<ol style="list-style-type: none">1. Locate and select the item(s) required.2. Select the Send Order button. <p>The order is sent to the preparation area.</p>

Note: If the screen should time-out whilst creating an order, it is automatically sent to the remote printer. A bill detailing the order may be configured to print automatically.

2.8 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 key/card 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 and last item voids may be available.

Note: Access to the Void Item function is dependent on your authority level.

Action	What to do
To void last item:	<p>1. Select the Void Last Item button.</p> <p>The last item selected is deducted from the current order.</p>
To void items from an order: (Command Window list)	<p>1. Select the Other Functions button.</p> <p>2. Select the Void button.</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.</p> <p>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 pints of beer, all items are voided.</p>
To void items from an order: (Graphical Display)	<p>1. Select the Other Functions button.</p> <p>2. Select the Void button.</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.</p> <p>When an item is selected for voiding, its associated preparators are also highlighted. 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>

2.9 No Sale

The 'NO SALE' function enables the cash drawer to be fired without having rung a sale through. Ensure you are not in a current order.

Action	What to do
To perform a no sale:	<p>1. Select the Other Functions button.</p> <p>2. Select the No Sale button.</p>

All no sales are recorded in the back office system and shown on the end of session server summary report.

2.10 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. The function can be toggled on and off. If time-out occurs, the price enquiry function is automatically switched off. This function may be called Price Look Up.

Action	What to do
To perform a price enquiry:	<ol style="list-style-type: none">1. Select the Other Functions button.2. Select the Price Enquiry button.3. Locate and select the sales item to determine its price.

The description and price of the item is displayed. You must exit the 'Price Enquiry' function before continuing to enter further sales items or processing the current order.

2.11 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
To perform an admissions sale:	<ol style="list-style-type: none">1. Select the admission ticket required.2. Select the appropriate payment. The cash drawer fires and a ticket is printed.

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

2.12 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. Just follow the prompts shown in the command window.

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.

2.13 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:	<ol style="list-style-type: none">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:	<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. 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.

3 Table Operations

3.1 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:	<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 (Free or Dirty). 3. Select the Open Table button.

Covers (the number of adults and/or children sitting down) may also require entering before access to sales is permitted.

Example: Easy table screen



3.2 Adding Covers

Covers the number of adults and/or children per table 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:	<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 (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.

3.3 Table Name

Table names can be entered.

Action	What to do
To enter a table name:	<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 (Free or Dirty).3. Select the Open Table button.4. Enter covers.5. Select Send Order button.6. Select table.7. Select the Table Name button.8. Enter name using on-screen keyboard.9. Select the Enter button.

3.4 Adding Items to Existing Tables

Further sales items may be added to a table already held on the system (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:	<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 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.

3.5 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:	<ol style="list-style-type: none">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:	<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.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.

3.6 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:	<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.

	<p>2. Select a table. 3. Select the Open Table button. The prompt 'TAKEOVER TABLE (Y/N)' is displayed. 4. Select the Yes button.</p>
To takeover a group of tables:	<p>1. Log on by selecting the button that contains your name or use your server ID key or swipe card. 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.</p>

3.7 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:	<p>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.</p>

The order is moved and the original table becomes dirty.

3.8 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:	<p>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.</p>

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.

3.9 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.

3.10 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:	<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 Dirty table.3. Select the Clean Table button.

4 Bar Tabs

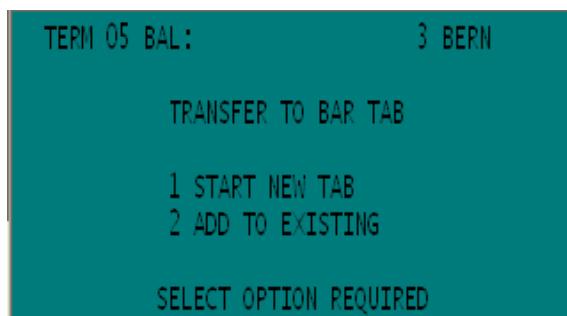
4.1 New Tabs

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, etc and vary from site to site.

Note: On some systems the BAR TAB button may be on the main sales screen and not accessed from Other Functions.

Action	What to do
To start a new tab:	<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 required sales items.3. Select the Other Functions button.4. Select the Bar Tab button.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 the next available bar tab number is automatically selected. <p>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 either the tab is added to (at which point an updated bill is printed) or the bar tab is paid off (at which point a receipt is printed).</p>

Example: Transfer to bar tab



4.2 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
To add to a bar tab:	<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.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 is displayed showing the trading area, tab/table number and server name.6. Select the required bar tab/table. <p>The prompt 'ORDER TRANSFERRED TO BAR TAB XX' is displayed.</p>

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.

4.3 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
To take-over a bar tab:	<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>A graphical display of tabs/tables in use in numerical order is 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. <p>The prompt 'SELECT ITEMS OR FUNCTION' is displayed.</p>

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

4.4 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
To move a tab 'within a trading area'	<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. <p>The prompt 'ORDER TRANSFERRED TO BAR TAB XX' is displayed.</p>

4.5 Merging Tabs

Two separate tabs can be merged 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.

Action	What to do
To merge two bar tabs:	<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. <p>The prompt 'DESTINATION TAB IS IN USE... DO YOU WISH TO MERGE THEM Y/N?' is displayed.</p> <ol style="list-style-type: none">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.

4.6 Paying Tabs

Action	What to do
To pay a tab:	<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>A graphical display of tabs/tables in use in numerical order is displayed showing the trading area, tab/table number and server name.</p> <ol style="list-style-type: none">4. Select the bar tab/table required. <p>The total balance is shown and the screen returns to the main sale screen. Pay the order in the normal way.</p>

5 Hotel System

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

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

5.1 Checking In

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

Action	What to do
To check in to a room:	<ol style="list-style-type: none">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.

Two room booking confirmation slips (a customer and an outlet copy with signature area) are generated. The room is designated as 'Occupied' until it is checked-out using the Check-out option.

5.2 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
To pay by room transfer:	<ol style="list-style-type: none">1. Select the Other Payments button. A menu of payment types is displayed.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.

5.3 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 download 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)	<ol style="list-style-type: none"> 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)	<ol style="list-style-type: none"> 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.

5.4 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.

5.5 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:	<ol style="list-style-type: none"> 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. 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.
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5.6 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. 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.

5.7 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:	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. The reference number assigned at check-in remains unchanged and a room move slip is printed.

5.8 Checking Out

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)	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. 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.

	<p>5. Press the Yes button to confirm the proposed payment. 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)	<p>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. 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> <p>Note: If the customer queries the bill, details of the room charges 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> <p>5. Enter the reduction value. The bill is re-printed. 6. Press the Yes button to confirm the proposed payment.</p> <p>Follow the usual procedures for payment. Two receipt slips - a customer copy and an outlet copy (with signature area) are printed.</p>

5.9 Hotel Reports

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

Action	What to do
To generate hotel reports:	<p>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> <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>

6 Account Ledger

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

6.1 Creating Accounts

When creating a new account the 'Company', 'Contact Name' and 'Credit Limit' fields are mandatory and details 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).

6.2 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.

6.3 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).

6.4 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.

6.5 Amending Account Details

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

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. <p>The prompt 'CONFIRM Y/N? OR PRESS CLEAR' is shown.</p> <ol style="list-style-type: none">5. Press the Yes button to confirm the details.

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

6.6 Suspending Accounts

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

Action	What to do
To view account details:	<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. <p>The prompt 'SUSPEND ACCOUNT Y/N? OR PRESS CLEAR' is shown.</p> <ol style="list-style-type: none">5. Press the Yes button to confirm the suspension.

6.7 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. <p>The prompt 'RESTORE ACCOUNT Y/N? OR PRESS CLEAR' is shown.</p> <ol style="list-style-type: none"> 5. Press the Yes button to confirm the restoration.

6.8 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. <p>The prompt 'DELETE ACCOUNT Y/N? OR PRESS CLEAR' is shown.</p> <ol style="list-style-type: none"> 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.

6.9 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).

7 Payments

7.1 Cash Payments

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

Action	What to do
To pay with cash:	<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 (those which are marked £5, £10 & £20):	<ol style="list-style-type: none">1. Select the appropriate fast pay key. <p>Note: Fast keys may only be used once per transaction.</p>

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.

7.2 Cheque Payments

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. A menu of payment types is displayed.2. Select the Cheque option by pressing the appropriate number on the numeric keypad. 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.

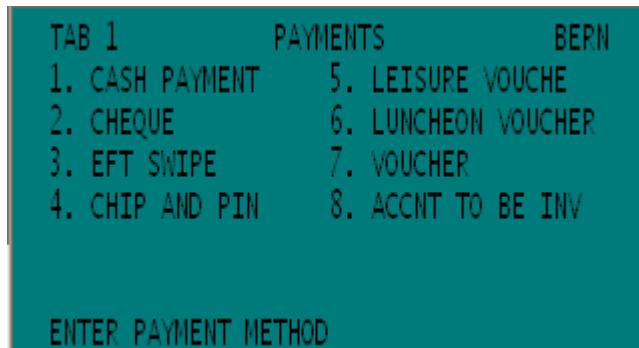
The payment is processed and the cash drawer fires. The command window updates to show the amount due, the value of the amount tendered and any change to be given. Depending on configuration, a receipt may also be automatically printed on the associated receipt printer.

7.3 Other Payments

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:	<ol style="list-style-type: none">1. Select the Other Payments button. A menu of payment types is displayed.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.

Example: Other Payments Menu



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.

7.4 Split Payments

To pay a transaction with two or more payment methods.

Action	What to do
To pay by more than one payment method:	<ol style="list-style-type: none">1. Select the Other Payments button. A menu of payment method options is displayed.2. Select the first required Payment Method. The prompt 'ENTER AMOUNT TENDERED OR PRESS ENTER' is displayed.3. Enter the amount 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.

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.

7.5 Vouchers

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:	<p>1. Select the Voucher button.</p> <p>2. Enter the amount of voucher tendered and select the Enter button.</p> <p>The prompt 'ARE DETAILS CORRECT Y/N' is displayed.</p> <p>3. Select the Yes button to process the transaction.</p>

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.

7.6 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:	<p>1. Select the Other Payments button.</p> <p>A menu of payment types is displayed.</p> <p>2. Select the Redeem Deposits option by pressing the appropriate number on the numeric keypad.</p> <p>3. Enter the deposit reference number and select the Enter button.</p> <p>4. Enter the amount to redeem.</p> <p>The prompt 'PROCEED/ Y/N' is displayed.</p> <p>5. Select the Yes button.</p>

The amount redeemed is printed on the 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.

7.7 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):	<p>1. Select the Other Payments/Grats button.</p> <p>2. Select the Cash, Cheque or Advanced Deposits Grats option by pressing the appropriate number on the numeric keypad.</p> <p>3. Enter the amount tendered.</p> <p>The over tendered amount is shown as the gratuity and the prompt to enter the gratuity amount is displayed.</p> <p>4. Enter the amount if different to shown or select the Enter button.</p> <p>The prompt 'ARE DETAILS CORRECT Y/N' is displayed.</p> <p>5. Select the Yes button.</p> <p>Any difference between the amount tendered and the amount</p>

	owing plus the gratuity amount is shown as change.
To record gratuities on EFTPOS payments:	<p>1. Select the Other Payments/Grats button. 2. Select the EFT 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.</p> <p>An outlet copy payment slip is printed for signature with a line for entering gratuities. The prompt 'IS SIGNATURE OK? Y/N' is displayed.</p> <p>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. The prompt 'ARE DETAILS CORRECT Y/N' is displayed. 8. Select the Yes button. The customer copy payment slip is printed and includes the details of the gratuities.</p>
To record gratuities as a separate transaction:	<p>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.</p> <p>A gratuity declaration report is automatically printed showing the server and amount taken.</p>

7.8 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:	<p>1. Select the Other Functions button. 2. Select the Group Service Charge button. 3. Enter the new amount. The prompt 'ARE DETAILS CORRECT ? Y/N ' is displayed. 4. Select the Yes button.</p>
To override a service charge:	<p>1. Select the Other Functions button. 2. Select the Override Service Charge button. 3. Enter the new amount. The prompt 'IS THIS CORRECT Y/N' is displayed. 4. Select the Yes button.</p>

7.9 EFTPOS Transactions

Usually EFTPOS (Electronic Funds Transfer at Point of Sale) transactions require validating. There are three possible outcomes to the authorisation process:

- The bank grant on-line authorisation and the order is paid off. This would be the most common outcome.
- It may be necessary to contact the bank and input the authorisation code manually.
- Authorisation is not granted and payment is obtained by another method.

7.10 About Chip And Pin

Chip and PIN is a new, more secure way to pay with a credit, debit or charge card. The Chip device allows a chip-enabled card (smart card) to be inserted and return information pertaining to the card such as expiration date. A microchip on the cards stores data more securely than the current magnetic stripe, making them much harder to counterfeit. For the PIN (Personal Identification Number), customers simply tap in a four-digit number into a PIN entry device rather than sign a receipt to pay. The PIN provides more security, unlike a signature that can easily be copied.

If a PIN is locked, it means that a customer has entered the wrong PIN three times in a row when trying to make a purchase or a refund. Staff should advise customers to ring their card company who will tell them how to unlock the PIN or to go to their cash machine and use the unlock service there.

Declined cards – what to do? There is no reason to change procedures for declined cards as cards will not be declined because of the change to chip and PIN. Cards will be declined for the same reasons as under the old system – because the card is over its limit for instance.

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

7.11 Paying By Card

A customer may pay for their goods and service by using an EFTPOS card. Cashback may be offered (if configuration and card type allow).

Action	What to do
To pay the full amount by EFTPOS card:	<ol style="list-style-type: none">1. Select the Other Payments button. A menu of payment types is displayed.2. Select the EFTPOS Swipe option by pressing the appropriate number on the numeric keypad. The prompt 'SWIPE CARD OR CLEAR FOR MANUAL ENTRY' is displayed.3. Swipe card or select the Clear button to enter card details manually. Note 1: When swiping the card, the magnetic strip should be towards the terminal and swiped from top to bottom. Note 2: Swiping the card too fast results in the reader being unable to read the magnetic strip. If swiped, the terminal reads the cards' details and determines what the card type is. An audible bleep is heard when the read is successful and the card details (card number, issue number, expiry date) are shown.4. Enter the Amount or press Enter to accept the full amount shown on screen. If applicable, the prompt 'ENTER CASHBACK' is displayed.5. Enter the amount of cashback on the numeric keypad or press Enter for no cashback. The prompt 'ARE THE DETAILS OK? Y/N' is displayed.6. If correct, select the Yes button. The message, 'Please Wait...' is displayed whilst the card is being authorised. This process should take no longer than 20 seconds. If authorisation is given, a signature slip is printed. This is the outlet copy.

	<p>7. Obtain signature from the customer on the printed slip.</p> <p>8. If Gratuities are configured, enter the Gratuities amount or select the Enter button for zero amount. The prompt 'IS SIGNATURE OK? Y/N' is displayed.</p> <p>9. Verify signature against the signature on the reverse of the card. If correct, select the Yes button to process the payment. 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>
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Finally, the cash drawer fires allowing you to put the signed slip into the drawer and to access the cash for any cashbacks.

7.12 Card Using Chip And PIN

Chip and PIN is a more secure way to pay with a credit, debit or charge card. It involves the card being inserted into a device and the cardholder entering a PIN number rather than signing a printed slip. Cashback may be offered (if configuration and card type allow).

Action	What to do
To pay the full amount by EFTPOS card:	<p>1. Select the Other Payments button.</p> <p>2. Select the Chip & PIN option by pressing the appropriate number on the numeric keypad.</p> <p>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'.</p> <p>3. Ask the cardholder to insert their card into the device.</p> <p>4. Enter the Amount or press Enter to accept the full amount shown on screen.</p> <p>5. If Cashback is available, the prompt 'ENTER CASHBACK' is displayed. Enter the amount of cashback on the numeric keypad or press Enter for no cashback.</p> <p>6. If Gratuities are configured, enter the Gratuities amount or select the Enter button for zero amount.</p> <p>The prompt 'ARE THE DETAILS OK? Y/N' is displayed.</p> <p>7. Select the Yes button if the transaction details are correct.</p> <p>8. Ask the cardholder to enter their PIN number on the device.</p> <p>The card is processed and a two card slips are printed (customer and outlet copy).</p> <p>9. Ask the customer to remove their card from the device.</p>

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

7.13 Paying with a Thyron Terminal

The Thyron terminal is a fully integrated portable handheld device for handling Chip and PIN card payment including authorisation, at the table.

Action	What to do
To pay using the Thyron terminal:	<p>1. Access the order/table to pay off by selecting an option from one of the following 3 options:</p> <ul style="list-style-type: none"> i. Enter Cheque No ii. Enter Table No iii. Display List of Cheque Nos <p>A Cheque No is the Order Number that is printed on the bill. The relevant total amount to be paid is retrieved.</p>

	<ol style="list-style-type: none"> 2. Insert card. 3. 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. 4. Press any key to continue. The customer copy of an EFTPOS card receipt is printed. 5. Remove the card from the device.
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7.14 Pre-Authorisation

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 Store 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 bleep 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. <p>The prompt 'ARE THE DETAILS OK? Y/N' is displayed.</p> <ol style="list-style-type: none"> 6. Select the Yes button if the details are correct. <p>A pre authorisation slip is printed.</p> <ol style="list-style-type: none"> 7. Enter the order details.
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. The pre-authorised card details are shown. 3. Enter the Amount or press Enter to accept the full amount shown on screen. <p>The prompt 'ARE THE DETAILS OK? Y/N' is displayed.</p> <ol style="list-style-type: none"> 4. Select the Yes button if the card and transaction details are correct. <p>A signature slip is printed. This is the outlet copy.</p> <ol style="list-style-type: none"> 5. Obtain signature from the customer on the printed slip. <p>The prompt 'IS SIGNATURE OK? Y/N' is displayed.</p> <ol style="list-style-type: none"> 6. Verify signature against the signature on the reverse of the credit card. If correct, select the Yes button to process the payment. <p>The customer copy of the card slip is printed.</p>

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

7.15 Manual Authorisation

When using EFTPOS for payment, it may be necessary to contact the bank (if the spending pattern has changed or as part of a random check) and input the authorisation code manually. The message to call for manual authorisation is generated after the card and transaction details have been entered. Whilst contacting the bank, it is possible to lay the transaction away. This would leave the terminal free for other users to use.

Action	What to do
To input the authorisation code following the manual authorisation prompt:	<ol style="list-style-type: none"> 1. Select the Enter button. A qwerty-style keyboard is displayed to allow manual entry of the authorisation code. 2. Input the code using the keyboard and press the Enter button. 3. Obtain signature from the customer on the printed slip. 4. Verify signature against the signature on the reverse of the card. 5. If correct, select the Yes button to process the payment.
To lay away the transaction following the manual authorisation prompt:	<ol style="list-style-type: none"> 1. Select the Enter button. A qwerty-style keyboard is displayed to allow manual entry of the authorisation code. 2. Select the Lay Away button. The terminal returns to the main sales screen and a transaction layaway slip is produced.
To recall a laid away transaction:	<ol style="list-style-type: none"> 1. Select the Other Functions button. 2. Select the Recall Layaway button. A layaway transaction slip is printed. 3. Select the Enter button when the < indicator is shown against the required transaction. A qwerty-style keyboard is displayed to allow manual entry of the authorisation code. 4. Input the code using the keyboard and press the Enter button. 5. Obtain signature from the customer on the printed slip. 6. Verify signature against the signature on the reverse of the card. 7. If correct, select the Yes button to process the payment.

7.16 EFTPOS Messages

Error Message	Description	What to do
BAD CARD	The system is unable to read the data contained on the magnetic strip of the card.	Enter the card details manually. When requested to swipe card, press 'CLEAR' and enter details from card as prompted.
CALL AUTH CENTRE	<p>This can be displayed under different circumstances:</p> <ul style="list-style-type: none"> Following sending the card details to the bank, for some reason, the bank wishes to verify the details and use of the card. Online verification of the card details was unavailable at this time and manual authority is required. 	<p>Contact the bank using the telephone number displayed and request an authorisation code. If an authority code is obtained, enter the code given using the qwerty keyboard on screen.</p> <p>If authorisation is declined, the bank will advise you what to do.</p>
CARD DETAILS NOT FOUND	All card types (Visa, MasterCard, Switch, etc.) have specific numeric ranges. The number on the card, (whether swiped or keyed), in this case has not been identified as being within any recognised range that is accepted.	<p>Check with head office if this card type should be accepted at your outlet. If it should be, contact Customer Support, giving exact card details and outlet details to enable investigation.</p> <p>Obtain payment by another method.</p>
CARD LENGTH INVALID	The expected card length is not as expected by the system.	<p>If card was swiped, attempt manual key entry.</p> <p>If card rejected following key entry check card number entered.</p> <p>Obtain payment by another method.</p>
CASHBACK CEILING EXCEEDED	The maximum amount of cashback for a particular card issuer is negotiated, by your company, with the banks. The amount of cashback requested has exceeded the maximum amount.	Reduce the amount of cashback requested.
CASHBACK NOT PERMITTED	The facility to offer cashback for a particular card issuer, is negotiated by your company with the banks, therefore only certain cards are permitted to offer this facility.	Check with head office if this card type should have this facility. If it should, contact Customer Support, giving exact card details and outlet details to enable investigation.
COMMITMENT FAILED, RETRY? Y/N	Following the 'SIGNATURE OK Y/N?' prompt, should the response not be received within a reasonable length of time, the system will attempt to timeout to release resources for other transactions.	Respond Y if you wish to resume the transaction, alternatively N to cancel the transaction.

Error Message	Description	What to do
COMMUNICATION ERROR	System has tried to communicate with the bank but software has reported a technical error.	Check all configured hardware is powered on and connected. Contact Customer Support.
DECLINE	The bank has refused to authorise the transaction amount for this card.	Reduce amount of transaction by some other method of payment and try again or obtain full payment by another method.
EXPIRED CARD	Specific card types have different validation criteria. This card must have a valid expiry date in the format expected.	Check validity of card expiry date. If date was manually entered, enter in correct date (digits only). Obtain payment by another method.
GRATUITIES NOT SUPPORTED AT THIS TIME	This message will be displayed, if the amount entered (irrespective of cashback) exceeds the value of the services / goods provided.	Check amount entered.
INVALID CARD NUMBER	The expected card length or format is not as expected by the system.	If card was swiped, attempt manual key entry. If card rejected following key entry check card number entered. Obtain payment by another method.
INVALID EXPIRY DATE	Specific card types have different validation criteria. This card must have a valid expiry date in the format expected.	Check validity of card expiry date. If date was manually entered, enter in correct date (digits only). Obtain payment by another method.
INVALID ISSUE NUMBER	Specific card types have different validation criteria. This card must have a valid issue number.	Check validity of card issue number. If number was manually entered, enter in correct issue number (digits only). Obtain payment by another method.
INVALID SERVICE CODE	Specific card types have different validation criteria. This card must have a valid service code. Note the service code is not displayed on the card, it is held solely on the magnetic strip.	If when the card details are entered manually the transaction is authorised, the customer should be advised to contact their bank for a replacement card.

Error Message	Description	What to do
INVALID START DATE	Specific card types have different validation criteria. This card must have a valid start date in the format expected.	Check validity of card start date. If date was manually entered, enter in correct date (digits only). Obtain payment by another method.
KEEP CRD DECLINE	Any message requesting that the card be retained is generated by the bank. They vary from bank to bank but generally the message is RETAIN CARD. This indicates misuse of the card in question.	Follow company policy and obtain payment by another method.
MANUAL AUTHORISATION REQUIRED	This can be displayed under different circumstances: Following sending the card details to the bank, for some reason, the bank wishes to verify the details and use of the card. Online verification of the card details was unavailable at this time and manual authority is required.	Contact the bank using the telephone number displayed and request an authorisation code. If an authority code is obtained, enter the code given using the qwerty keyboard on screen. If authorisation is declined, the bank will advise you what to do.
SWIPE ONLY CARD	Certain card issuers will not permit key entry of card details. This is to combat misuse of cards.	Swipe card through reader – details cannot be entered manually. Obtain payment by some other method.
SYSTEM BUSY, CONTINUE? Y/N	Another transaction or transactions have exhausted system resources temporarily.	Select Yes to continue.
TRANSACTION CEILING EXCEEDED	The maximum transaction amount for a particular card issuer is negotiated, by your company, with the banks. The transaction amount of cashback has exceeded the maximum agreed threshold.	Reduce amount of transaction by some other method of payment and try again or obtain full payment by another method.

8 Refunds

8.1 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, etc.) to use for the refund. All refunds are recorded on the back office system.

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.</p> <p>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.</p> <p>The placement of a manager level key/card may be required to proceed with the function.</p> <p>4. Select the appropriate refund payment method.</p> <p>5. Select a Reason from those available, if applicable.</p> <p>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.

8.2 EFTPOS Refunds

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) with EFTPS:	<p>Ensure you are not in a current order.</p> <p>1. Select the individual sales item(s) to be refunded.</p> <p>2. Select the Other Functions button.</p> <p>3. Select the EFTPOS Refund button.</p> <p>The prompt 'PLEASE SWIPE CARD' is displayed.</p> <p>4. Enter card details by swiping the card through the reader.</p> <p>Note: Swiping the card too fast results in the reader being unable to read the magnetic strip.</p> <p>The terminal reads the cards' details and determines what the card type is. An audible bleep is heard when the read is successful and the card details (card number, expiry date) are shown. If the card swipe is unsuccessful, the details can be entered manually from the card.</p>

	<p>5. Select the Enter button to accept the full amount.</p> <p>The prompt 'ARE THE DETAILS OK? Y/N' is displayed.</p> <p>6. Select the Yes button if the card and transaction details are correct.</p> <p>The message, 'Please Wait...' is displayed whilst the card is being authorised. This process should take no longer than 20 seconds.</p> <p>The outlet copy of the card slip is printed and the prompt, 'IS SIGNATURE OK? Y/N' is displayed.</p> <p>7. Select the Yes button if all details including the signature are correct.</p> <p>The message 'Please Wait...' is displayed whilst the transaction is finalised.</p> <p>This process should take no longer than 6-8 seconds.</p> <p>The customer copy of the card slip is printed.</p>
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8.3 Refunds Using Chip And PIN

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 Chip and PIN:	<p>Ensure you are not in a current order.</p> <p>1. Select the individual sales item(s) to be refunded.</p> <p>2. Select the Other Functions button.</p> <p>3. Select the Chip and PIN Refund button.</p> <p>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'.</p> <p>4. Ask the cardholder to insert their card into the device.</p> <p>5. Enter the Amount or press Enter to accept the full amount shown on screen.</p> <p>The prompt 'ARE THE DETAILS OK? Y/N' is displayed.</p> <p>6. Select the Yes button if the transaction details are correct.</p> <p>7. Ask the cardholder to enter their PIN number on the device.</p> <p>The card is processed and a two card slips are printed (customer and outlet copy).</p> <p>8. Ask the customer to remove their card from the device.</p>

9 Advanced Deposits

9.1 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.

Action	What to do
To access the advanced deposit menu:	<ol style="list-style-type: none">1. Access the Management Menu.2. Select the Advanced Deposits option by pressing the appropriate number on the numeric keypad.

Action	What to do
To enter an advanced deposit:	<ol style="list-style-type: none">1. From the advanced deposit menu select the Enter A New Deposit Receipt option by pressing the appropriate number on the numeric keypad.2. Enter the Party Name (at least 4 characters) and select the Enter button.3. Enter the number of guests and select the Enter button.4. Enter the Booking Date (today's or future) in the format DDMMYY and select the Enter button.5. Enter any applicable notes such as 'Highchair required' and select the Enter button.6. Enter the Deposit Value (in pence) and select the Enter button.7. Select the Yes button if the detail shown is correct.8. Select the Payment Method required and follow the usual procedure for that payment method.

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

9.2 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.

Action	What to do
To refund an advanced deposit:	<ol style="list-style-type: none">1. From the advanced deposit menu select the Deposit Refund option by pressing the appropriate number on the numeric keypad.2. 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.3. Select the Yes button if the detail shown is correct.4. 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.

9.3 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.

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

9.4 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.

Action	What to do
To print advanced deposit statistics:	From the advanced deposit menu select the Print Deposits Stats option by pressing the appropriate number on the numeric keypad.

9.5 Clear Out Deposits

After a certain time, many of 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. From the advanced deposit menu select the Clear Out Refunded/Redeemed Deposits option by pressing the appropriate number on the numeric keypad. 2. 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 clearout performed.

9.6 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. From the advanced deposit menu select the Re-Enable In Use Deposit option by pressing the appropriate number on the numeric keypad. 2. Enter the Advanced Deposit Reference Number. This number is the Last Deposit Receipt Number (as shown on the print out) + 1. 3. Continue entry of the Advanced Deposit.

10 Viewing Bills

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

10.1 Own Transactions

Action	What to do
To view a previous transaction:	<ol style="list-style-type: none">1. Select the View 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.

Example: Viewing own transactions

TERM 01 ORDER TIME TAB AREA KEY NAME 00021 15:30:22 0000 002 003 BERN < 00018R 14:50:47 0001 001 003 BERN 00017 14:26:14 0000 002 003 BERN 00015 11:36:49 0000 002 003 BERN 00014 11:32:41 0000 002 003 BERN SELECT ORDER AND PRESS ENTER / OR CLEAR	TERM 01 00015 11:36:49 0000 002 003 BERN 1 VEG BFAST 4.95 TOT: 4.95 1 NO EGG 0.00 TEN: 5.00 1 WITH TOAST 0.00 CHG: 0.05 **SEND** 12:01:36 GRA: 0.00 PAGE UP/DOWN, RECEIPT OR CLEAR
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10.2 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 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.

Example: Viewing another servers transaction

TERM 05 ORDER TIME TAB AREA KEY NAME 00022 15:33:23 0000 002 007 AISTE < 00020 15:30:01 0000 002 007 AISTE 00019 15:28:58 0000 002 007 AISTE SELECT ORDER AND PRESS ENTER / OR CLEAR	TERM 05 00020 15:30:01 0000 002 007 AISTE 1 STEAK BAGUETTE 8.25 TOT: 19.50 1 MEDIUM 0.00 TEN: 20.00 1 FRUITS MER DIEPP 11.25 CHG: 0.50 **SEND** 15:30:12 GRA: 0.00 PAGE UP/DOWN, RECEIPT OR CLEAR
---	---

10.3 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 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.

Example: Viewing all transactions

TERM 05
 ORDER TIME TAB AREA KEY NAME
 00022 15:33:23 0000 002 007 AISTE <
 00021 15:30:22 0000 002 003 BERN
 00020 15:30:01 0000 002 007 AISTE
 00019 15:28:58 0000 002 007 AISTE
 00018R 14:50:47 0001 001 003 BERN
 SELECT ORDER AND PRESS ENTER / OR CLEAR

TERM 05
 00020 15:30:01 0000 002 007 AISTE
 1 STEAK BAGUETTE 8.25 TOT: 19.50
 1 MEDIUM 0.00 TEN: 20.00
 1 FRUITS MER DIEPP 11.25 CHG: 0.50
 SEND 15:30:12 GRA: 0.00
 PAGE UP/DOWN, RECEIPT OR CLEAR

11 Split Bills

11.1 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. <p>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.</p> <ol style="list-style-type: none">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.8. Select the split number then select the Pay button and pay off each split in turn. Repeat for each split.

Note: Split 1 must be paid off last, as this is the master/starting point.

11.2 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.

11.3 Display Split Values

The 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> <ol style="list-style-type: none">1. Select the Display Split Value button. 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.

11.4 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. <p>The command window shows all the splits with the shared value against each one. The prompt 'SELECT PRODUCT SHARE TO DISPLAY' is displayed.</p> <ol style="list-style-type: none">3. Select the Clear button to exit.

11.5 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:	<ol style="list-style-type: none">1. Select the Other Functions button.2. Select the Undo Split Bill button. <p>The prompt 'CONFIRM Y/N' is displayed.</p> <ol style="list-style-type: none">3. Select the Yes button.

11.6 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:	<p>From within the Split By Item function:</p> <ol style="list-style-type: none">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.

12 Printing Bills And Receipts

12.1 Printing Bills

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 (unprinted or bill printed) is shown in the top left of the command window.

Action	What to do
To print a bill:	<ol style="list-style-type: none">1. Logon and enter table number (if required) of the unpaid order.2. Select the Print Bill button. <p>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.</p>

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

Example: Customer Bill

TOREX
DUNSTABLE

TOREX CAFÉ

20DEC07 CUSTOMER BILL 1200/00664
23:14:12 SERVER STEVE
TAB 002

2 BTL BEER A 3.90
1 O JUICE 1.95
2 PIZZA 9.90
SERVICE CHARGE 1.55

TOTAL ROUND VALUE 17.30

Less Pre-Payment: -10.00

AMOUNT DUE 7.30

Thank you for your custom.
PLEASE CALL AGAIN

12.2 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:	<ol style="list-style-type: none">1. Select the Print Last Receipt button. <p>A receipt is printed at the associated printer.</p>
To print a receipt from View Bill:	<ol style="list-style-type: none">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 is 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.

Example: Receipt

TOREX DUNSTABLE TOREX CAFÉ		
TAX POINT DATE: 20DEC07		
23:14:12	RECEIPT	1200/00664
TAB 0002	SERVER STEVE	
2 BTL BEER A	3.90	
1 O JUICE	1.95	
2 PIZZA	9.90	
SERVICE CHARGE 1.55		
TOTAL GOODS EX VAT 14.73		
STANDARD RATE AT 17.5% 2.57		

RECEIVED 17.30		

VISA 27.30		
GRATUITY AMOUNT 10.00		
CHANGE 0.00		
Visa SWIPED		
CARD NUMBER :4929012345670		
MERCHANT NUMBER : 1234567		
AUTH-CODE :D25774		
REFERENCE :001/003996/002		
EXPIRY DATE :12/08		
EFT NUMBER 0196		
GOODS TOTAL - STERLING: 17.30		
GRATUITIES - STERLING: 10.00		
EFTPOS TOTAL - STERLING: 27.30		
Thankyou for your custom.		
TOREX HOUGHTON HALL BUSINESS PARK HOUGHTON REGIS DUNSTABLE BEDFORDSHIRE LUT5 5YG VAT: 123456789		

13 Discounts And Promotions

13.1 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 requirement for the promotion, the benefit is given. 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:	<ol style="list-style-type: none">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. The placement of a manager level key/card may be required to proceed with the function.

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.

13.2 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	This style allows outlets to print promotion vouchers for future redemption for example, following the sale of a pint of beer ***** FRIDAY NIGHT SPECIAL REAL ALE PROMOTION TRY ONE OF OUR REAL ALES FOR FREE !! 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.

13.3 Undo Discounts

If a discount or promotion is selected in error or needs to be corrected for any reason, the system provides the facility to 'undo' any discounts which have been applied. The use of this function results in ALL discounts / promotions that 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:	<ol style="list-style-type: none">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 it's original value.

14 Loyalty

14.1 Accumulating Points

Loyalty points are awarded to a card based on the value of a transaction or on specific items purchased. Conditions may apply that is; some promotions can be activated during certain days of the week and times of the day. If the card is registered, these loyalty points can be redeemed as payment for goods.

Action	What to do
To accumulate loyalty points:	<p>1. After selecting the items required, select the appropriate payment method.</p> <p>The prompt 'COLLECT LOYALTY CARD DETAILS? (Y/N)' is displayed.</p> <p>1. Select the Yes button to proceed.</p> <p>The prompt 'PLEASE SWIPE CARD OR ENTER CARD NUMBER' is displayed.</p> <p>2. Swipe card or enter the card number manually.</p> <p>Note 1: When swiping the card, the magnetic strip should be towards the terminal and swiped from top to bottom.</p> <p>Note 2: Swiping the card too fast results in the reader being unable to read the magnetic strip.</p> <p>If swiped, the terminal reads the cards' details and determines what the card type is. An audible bleep is heard when the read is successful. The prompt 'CONTACTING LOYALTY SERVER - PLEASE WAIT' is displayed before the card details (customer, card number, total points) are shown for a short while in the command window.</p>

The points awarded for the current transaction are calculated and shown in the command window. The loyalty details are printed showing the points awarded for the current transaction and the total points. If the card has not been registered, details regarding registration and the code required to register are also printed.

Note: If the loyalty server is offline, the total number of points of any card is not available. Points are still earned and are accumulated but they cannot be redeemed.

14.2 Account Enquiry

The total number of points held on a card can be determined without completing a transaction.

Action	What to do
To perform an account enquiry:	<p>1. Select the Other Functions button.</p> <p>2. Select the Get Card button.</p> <p>The prompt 'PLEASE SWIPE CARD' is displayed.</p> <p>3. Swipe card or enter the card number manually.</p> <p>If swiped, the terminal reads the cards' details and determines what the card type is. An audible bleep is heard when the read is successful. The prompt 'CONTACTING LOYALTY SERVER - PLEASE WAIT' is displayed before the card details (customer, card number, total points) are shown.</p>

The loyalty details showing the total points are displayed in the command window. These details are automatically printed out along with an indication if the card has been registered.

14.3 Redeeming Points

Loyalty points can be redeemed as a payment method against a transaction value or against the value of specific items within the transaction. If the loyalty server is offline, the total number of points of any card is not available hence points cannot be redeemed. A card must be registered before any points can be redeemed.

Action	What to do
To perform an account enquiry:	<p>1. After selecting the items required, select the Other Functions button.</p> <p>2. Select the Redeem Points button.</p> <p>The prompt 'COLLECT LOYALTY CARD DETAILS? (Y/N)' is displayed.</p> <p>3. Select the Yes button to proceed.</p> <p>The prompt 'PLEASE SWIPE CARD OR ENTER CARD NUMBER' is displayed.</p> <p>4. Swipe card or enter the card number manually.</p> <p>If swiped, the terminal reads the cards' details and determines what the card type is. An audible bleep is heard when the read is successful. The prompt 'CONTACTING LOYALTY SERVER - PLEASE WAIT' is displayed before the total number of points held on the card, the redemption value of points and the maximum value to redeem is shown.</p> <p>The prompt 'HOW MANY DO YOU WANT TO REDEEM?' is displayed.</p> <p>5. Enter the number of points to redeem.</p> <p>The prompt 'CALCULATING BENEFIT - PLEASE WAIT' is displayed and the balance shown in the command window is reduced accordingly. Pay any balance due.</p>

The promotion/points redeemed are shown on the bill or receipt printed.

Note: If the Clear button is selected whilst redeeming points because the customer no longer wishes to redeem their points, no points are rewarded for the transaction. Instead, cash pay off the zero balance round then start a new round.

14.4 Card Registration

Cards are registered via the internet. The address and security code details to use for registering for the scheme is printed automatically when a receipt is given.

Action	What to do
To register a loyalty card:	<p>1. Enter the website address.</p> <p>2. Enter the card number in the Account Number field.</p> <p>3. Enter the security code in the Password field.</p> <p>4. Click the Log On button.</p> <p>5. Enter your details as prompted.</p>

15 Stock Levels

15.1 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:	<p>1. Locate the required sales screen. For example, Chicken dishes.</p>  <p>The quantity of each sales item is displayed at the bottom of the button.</p>

Note: Live decrement 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.

15.2 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:	<p>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.</p>

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

15.3 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 Count Report

06DEC07 STOCK MONITORING				
TERM 12				
13:05:14		001 MANAGER		
Date				
Sales Item		Open	Current	Area
06/12/2007				
CHICKEN CAJUN	24	23	OUTLET	
06/12/2007				
CHICKEN CURRY	20	15	OUTLET	
06/12/2007				
CHICKEN KIEV	12	12	OUTLET	
06/12/2007				
ROAST CHICKEN	24	2	OUTLET	
06/12/2007				
STIR FRY CHICKEN	6	5	OUTLET	
06/12/2007				
CHICKEN PASTA	24	12	OUTLET	
06/12/2007				
CHICKEN +VEG PIE	12	12	OUTLET	
06/12/2007				
CHICKEN SPECIAL	20	5	OUTLET	

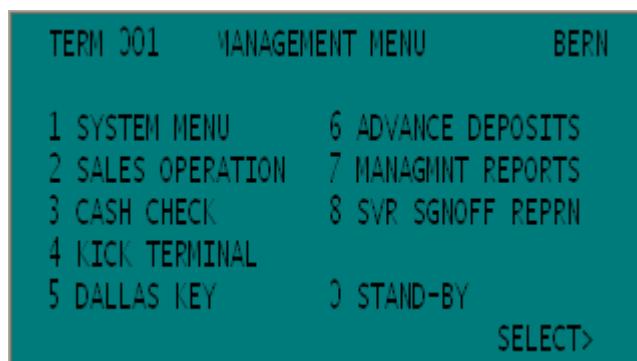
16 Management Functions

16.1 Management Menu

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

Action	What to do
To access the Management Menu:	<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 Management Menu button. <p>Note: On some systems, the MANAGEMENT MENU button may be accessed from Other Functions.</p>

Example: Management Menu



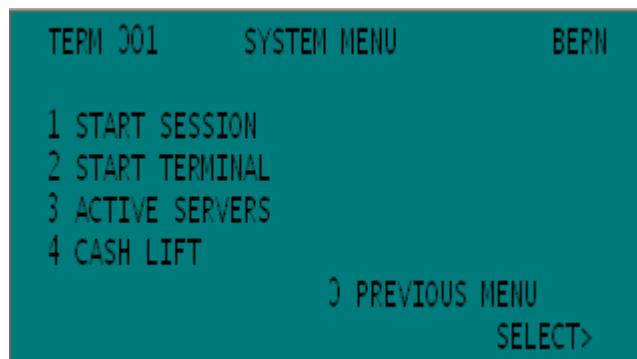
These functions can be accessed by keying in the appropriate number and the system goes straight into that function. The terminal may default into Standby mode if no selections are made whilst in the Management Menu.

16.2 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:	<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.

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.

17 Session Management

17.1 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:	<ol style="list-style-type: none">Access the Management Menu.Select the System Menu option by pressing the appropriate number on the numeric keypad.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:	<ol style="list-style-type: none">Select the Yes button. A Float Declaration report is printed on the terminals associated printer.
To reject the default float and input a new/different float value:	<ol style="list-style-type: none">Select the No button at the 'ACCEPT VALUE (Y/N)' prompt. The prompt 'INPUT FLOAT VALUE' is displayed.Enter the required float value using the numeric keypad. The prompt 'ACCEPT VALUE (Y/N)' is displayed.Select the Enter button to accept the amended value.

17.2 Start Terminal

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:	<ol style="list-style-type: none">Access the Management Menu.Select the System Menu option by pressing the appropriate number on the numeric keypad.Select the Start Terminal option by pressing the appropriate number on the numeric keypad. <p>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.</p>
To accept the default value:	<ol style="list-style-type: none">Select the Yes button. The terminal displays the message 'TERMINAL HAS NOW BEEN STARTED'.
To reject the default float and input a new/different float value:	<ol style="list-style-type: none">Select the No button at the 'ACCEPT VALUE (Y/N)' prompt. The prompt 'INPUT FLOAT VALUE' is displayed.Enter the required float value using the numeric keypad. The prompt 'ACCEPT VALUE (Y/N)' is displayed.Select the Yes button to accept the amended value. <p>The terminal displays the message 'TERMINAL HAS NOW BEEN STARTED'.</p>
To display the logon screen:	<ol style="list-style-type: none">Return to the System Menu by pressing the appropriate number on the numeric keypad.Select the Sales Operations option by pressing the appropriate number on the numeric keypad. <p>The terminal displays the message 'LOADING - PLEASE WAIT...'.</p>

17.3 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 servers are signed off the system.
- There are no Open Orders outstanding on the system.

17.4 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 etc. This process needs to be run on each terminal that has been used for trading.

Action	What to do
To begin an end session:	<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 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.
To declare:	<ol style="list-style-type: none">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>Repeat steps 1 and 2 for each payment method to declare.</p> <p>When all declarations have been made:</p> <ol style="list-style-type: none">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>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.

18 Cash Management

18.1 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 does not need to be declared when the End Session is run.

Action	What to do
To perform a cash lift:	<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 Cash Lift option by pressing the appropriate number on the numeric keypad. <p>The prompt 'ENTER AMOUNT' is displayed.</p> <ol style="list-style-type: none">4. Enter the amount removed from the cash drawer (in pence) and press the Enter button. <p>The prompt 'ACCEPT Y/N' is displayed.</p> <ol style="list-style-type: none">5. Select the Yes button if the correct amount is shown. <p>A Cash Lift report is automatically printed.</p>

18.2 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. <p>The prompt 'ENTER AMOUNT' is displayed.</p> <ol style="list-style-type: none">4. Enter the amount added to the cash drawer (in pence) and press the Enter button. <p>The prompt 'ACCEPT Y/N' is displayed.</p> <ol style="list-style-type: none">5. Select the Yes button if the correct amount is shown.

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

19 Key Management

19.1 Touch Buttons

When a new member of staff has been entered in Staff Maintenance (on BOS), a server ID key or swipe card must be allocated so that they may use the POS terminal. In addition, when staff leave or they lose their buttons or card, their keys/cards should be de-allocated. A report can be produced to show a list of all allocated server ID keys/cards.

Action	What to do
To access the Key menu:	<p>1. Access the Management Menu. 2. Select the Dalkey option by pressing the appropriate number on the numeric keypad.</p> <p>Once this option has been selected, the system displays three options:</p>  <p>Select the number of the option that you require.</p>

19.2 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 BOS that provides information on the staff members.

Action	What to do
To allocate a key:	<p>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.</p> <p>The prompt 'PLACE TOUCH BUTTON IN THE READER AND THEN PRESS ENTER' is displayed.</p> <p>4. Present the key to the reader or swipe card.</p> <p>The key number is displayed on the screen for example Button read as 0000042A0A8. The prompt 'ENTER SERVER NUMBER OR CLEAR TO EXIT' is displayed.</p> <p>5. Enter the Point of Sale number as shown on the Staff Details report and press Enter.</p> <p>The command window updates confirming the server number key allocation.</p> <p>6. Select the Clear button to return to the Management Menu.</p> <p>The Server may now use their server ID key.</p>

Example: Allocating keys



19.3 De-Allocating Keys

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

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.

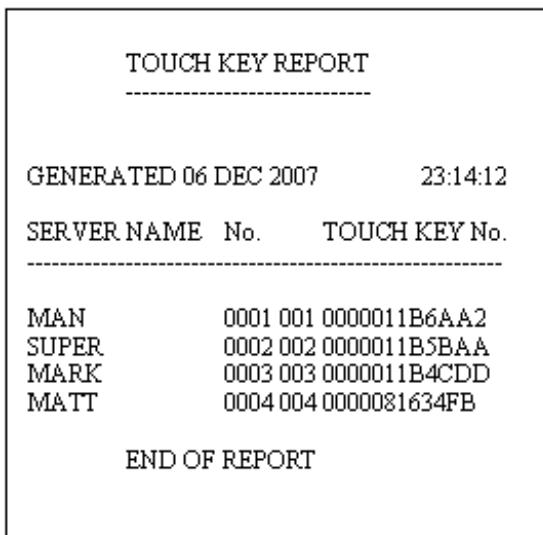
Action	What to do
To de-allocate a key:	<ol style="list-style-type: none">1. Access the Management Menu.2. Select the Dalkey option by pressing the appropriate number on the numeric keypad.3. Select the De-Allocate Button option. The prompt 'ENTER SERVER NUMBER OR CLEAR TO EXIT' is displayed.4. Enter the Point of Sale number of the staff member and press Enter or present your key /card to the reader. The key number is displayed on the screen for example, BUTTON NO 0000042A0A8 IS NOW FREE5. Select the Clear button to return to the Management Menu.

19.4 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:	<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 List All Buttons in Use option.

Example: Touch Key Report



20 Reports

20.1 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:	<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 Open Orders option by pressing the appropriate number on the numeric keypad. <p>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.</p>

Example: Open Orders Report

06DEC07	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
022 RACHEL	9017	20:05:57	16.95
SUB TOTAL:			151.57

END OF REPORT [05385]			

20.2 Cash Check

This report is specific to the terminal on which it is requested. It provides you with an analysis of the sales transactions broken down into the different payment types and the total sales for each payment method. 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

```

06DEC07 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
-----
SOURCES ASSIGNED TO DRAWER

002 SUPERVISOR
001 MANAGER
-----
END OF REPORT [10001]

```

20.3 Server Cash Cheque

Where the outlet system is configured to enable the use of moneybelt servers, a cash check report for any moneybelt servers signed on can also be requested. This report enables the individual server and the manager to reconcile any monies taken during service. Moneybelt 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 sales transactions broken down into the different payment types and the total sales for each payment method. 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:	<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 Server Cash Check option. <p>The prompt 'PRINTING CASH CHECK....' is displayed and the report is printed at the associated printer.</p>

Example: Server Cash Check Report

SERVER CASH CHECK REPORT		
001 - MANAGER 00 06DEC07 18:35:42		
AREA 1 - RESTAURANT		
	Recorded	Actual
Pay Method	Total	
STERLING		
[0] CASH	42.15	
House Issued Float	0.00	
CASH TOTAL	42.15	
[1] SWITCH	20.00	
COMPLETED SALES TO	62.15	
[1] REDEEMED DEPOS	-20.00	
BALANCE REQUIRED	42.15	
Signed as correct:		
SERVER -----		
MANAGER -----		

END OF REPORT [00001]		

20.4 Business Summary

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:	<p>1. Access the Management Menu. 2. Select the Management Reports option by pressing the appropriate number on the numeric keypad. 3. Select the Business Summary option by pressing the appropriate number on the numeric keypad.</p> <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

07DEC07	BUSINESS SUMMARY	TERM 002
23:05:14		001 MANAGER
001 MAIN BAR		
	LIQUOR	827.95
480.65	FOOD	
	TOTAL	1308.60
SERVER		
001 MAN	SALES	
021 SARAH	232.50	
035 MATT	420.38	
		655.72
002 COCKTAIL BAR		
	LIQUOR	263.50
	TOTAL	263.50
SERVER		
006 BARRY	SALES	
		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		
009 ALEX	SALES	
014 JANET	842.60	
018 MARY	696.65	
026 ALAN	765.32	
030 ALISON	654.23	
		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]		

20.5 Sales By Family

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

Action	What to do
To print a Sales by Family 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 Sales by Family option by pressing the appropriate number on the numeric keypad. <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 6 DEC 2007 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 ***

20.6 End Day Declarations

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

06 DEC 2007	CASH DRAWER	TERM 01
18:35:42	DECLARATION	001 MAN
TERMINAL 01		
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 (50.00)		14.91
TOTAL DECLARED		310.03
VARIANCE		-2.59
[END OF REPORT 00001]		

20.7 Key Line Tracking

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

- All Servers
- Individual Server
- Outlet Summary

Action	What to do
To print a key line sales 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 Key Line Reports option by pressing the appropriate number on the numeric keypad. 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>The prompt 'PRINTING....' is displayed, the report is printed at the associated printer.</p>

Example: Key Line Sales Report

```

KEY LINE SALES REPORT
-----
06DEC07          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
-----
```

21 Terminal Status

21.1 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:	<ol style="list-style-type: none">Access the Management Menu.Select the Standby option by pressing the appropriate number on the numeric keypad.
To take a terminal out of Standby mode:	<ol style="list-style-type: none">Place a management key on the key reader on the terminal. <p>The command window reverts to the Management Menu.</p>

21.2 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">Access the Management Menu.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.Select the Yes button. The prompt 'PLEASE SELECT TRADING MODE' is displayed.Select the required Trading Mode option by pressing the appropriate number on the numeric keypad. <p>The prompt 'PROCESSING PLEASE WAIT..' is displayed followed by 'LOADING PLEASE WAIT...'.</p> <p>The system changes the trading mode as selected and returns to the Main Sales Menu.</p>

21.3 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 layout and vice versa.

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

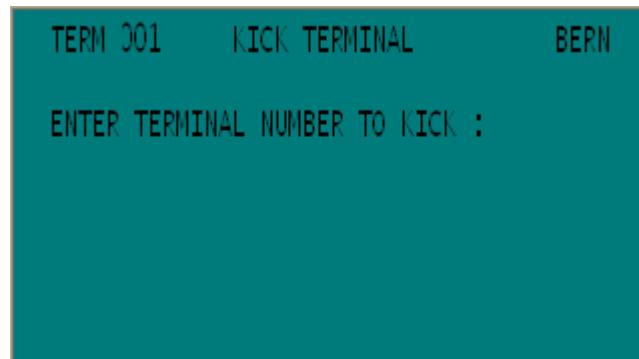
21.4 Kick Terminal

This function 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



21.5 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.

22 Closing Play

22.1 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:	<ol style="list-style-type: none">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. <p>The prompt 'SIGN OFF SERVER - CONFIRM Y/N' is displayed.</p> <ol style="list-style-type: none">4. Select the Yes button to confirm. <p>If validation is required, the prompt 'MANAGER AUTHORISATION REQUIRED TO COMPLETE. PLEASE INSERT KEY' is displayed.</p> <p>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> <ol style="list-style-type: none">5. Select the Yes button. <p>The terminal returns to the 'AWAITING SERVER LOG ON' display and your name is now replaced with a 'Free Server' button.</p>

22.2 Moneybelt Server Declarations

After trading, the content of each moneybelt needs to be declared. If required the manager can take-over 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:	<ol style="list-style-type: none">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. <p>The prompt 'SIGN OFF SERVER - CONFIRM Y/N' is displayed.</p> <ol style="list-style-type: none">4. Select the Yes button to confirm. <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> <ol style="list-style-type: none">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. <p>A single asterisk is shown on the button for the payment methods declared.</p> <ol style="list-style-type: none">8. Select the Finish button when done. <p>The prompt 'ARE DECLARATIONS COMPLETE Y/N?' is displayed.</p> <ol style="list-style-type: none">9. Select the Yes button.

	<p>A moneybelt sign-off report is generated. The prompt 'HAS REPORT PRINTED OK?' is displayed.</p> <p>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.</p> <p>2. Select the Other Functions button.</p> <p>3. Select the Log Off button.</p> <p>The prompt 'SIGN OFF SERVER - CONFIRM Y/N' is displayed.</p> <p>4. Select the No button.</p> <p>All signed on servers with/without current and laid away orders are displayed.</p> <p>5. Select a server.</p> <p>If the server has orders the prompt 'SIGN-OFF SERVER Y/N?' is displayed.</p> <p>6. Select the Yes button to takeover the orders.</p> <p>The prompt 'DECLARE TAKINGS Y/N?' is displayed.</p> <p>7. Select the Yes button.</p> <p>8. Select a payment method and enter the declaration amount.</p> <p>9. Repeat step 8 for each payment method to declare.</p> <p>10. Select the Finish button when done.</p> <p>The prompt 'ARE DECLARATIONS COMPLETE Y/N?' is displayed.</p> <p>11. Select the Yes button.</p> <p>A moneybelt sign-off report is generated. The prompt 'HAS REPORT PRINTED OK?' is displayed.</p> <p>12. Select the Yes button to continue or the No button to reprint.</p> <p>13. Repeat the process from step 5 for another server or press the Clear button to exit the process.</p>

22.3 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.</p> <p>2. Select the System Menu option by pressing the appropriate number on the numeric keypad.</p> <p>3. Select the End Session option by pressing the appropriate number on the numeric keypad.</p> <p>The prompt 'ARE YOU SURE (Y/N)' is displayed.</p> <p>4. Select the Yes button.</p> <p>The prompt 'PLEASE ENTER THE CASH BAG SEAL NUMBER AND</p>

	<p>PRESS ENTER' is displayed.</p> <p>5. Enter the cash bag number.</p> <p>The prompt 'PLEASE CONFIRM Y/N' is displayed.</p> <p>6. Select the Yes button.</p> <p>The prompt 'SELECT A PAYMENT METHOD' is displayed.</p> <p>7. Select the first method of payment to declare. On selection of the Cash option, the currency and denominations also require selecting.</p> <ol style="list-style-type: none"> Select the Currency required. Select a denomination. <p>The prompt 'DECLARE (denomination)' is displayed.</p> <ol style="list-style-type: none"> Enter amount to declare and select the Enter button. Repeat steps b and c for each denomination to declare. Select the Clear button. <p>You are returned to the select currency window.</p> <p>Repeat steps a to e for each currency and denomination to declare.</p> <ol style="list-style-type: none"> Select the Clear button. <p>You are returned to the payment methods window.</p> <p>8. Select the next method of payment to declare.</p> <p>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> <ol style="list-style-type: none"> Select the Clear button on the Payment Method screen. <p>The prompt 'CASH DECLARATION COMPLETE. CONFIRM DETAILS ARE CORRECT Y/N' is displayed above a list of the declaration amounts.</p> <ol style="list-style-type: none"> Confirm declaration is complete by selecting the Yes button. <p>The Cash Drawer Declaration report is printed and the prompt 'PLEASE GET A MANAGER TO CHECK DETAILS ARE CORRECT' is displayed.</p> <p>When a user with management authority logs on, the prompt 'PLEASE CONFIRM ALL DETAILS ON THE REPORT ARE CORRECT Y/N' is displayed.</p> <ol style="list-style-type: none"> Select the Yes button. <p>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>
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