INTELLI SOFT POINT OF SALE SOFTWARE USER GUIDE

Version: 4.1.4

INTELLI SOFT POINT OF SALE SOFTWARE

Software Version: 4.1.4

Document Version: 20191018

Table of Contents

Chapter 1 Start Working

Clock In / Clock Out

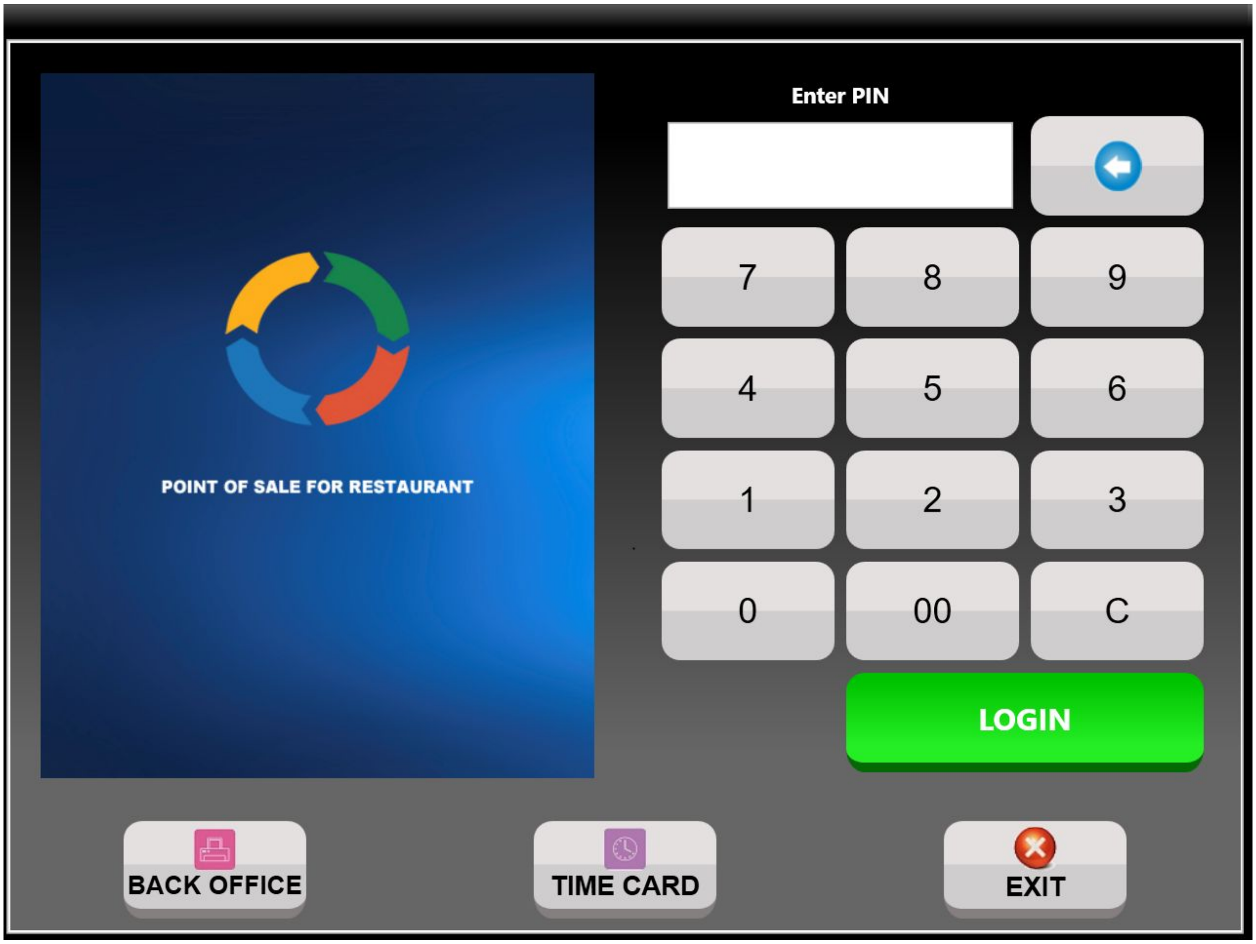


Figure - Log In screen

The restaurant can set enforce time card to employees in order to force them to clock in before accessing the system.

To clock in or clock out or break, follow below steps:

1. Enter pin number or swipe card.
2. Click "TIME CARD" button. Time Card window will show up.
3. Click "CLOCK IN" button, the clock in summary window will show up.
4. To break or clock out, rerun step# 1-2. After clock out, the summary window box will show up.
   Remark: *The restaurant can set to show or hide 'Print Clock In-Out slip' button.*

   Remark: *The restaurant can set each employee to Enter Gratuity when Clock-Out.*

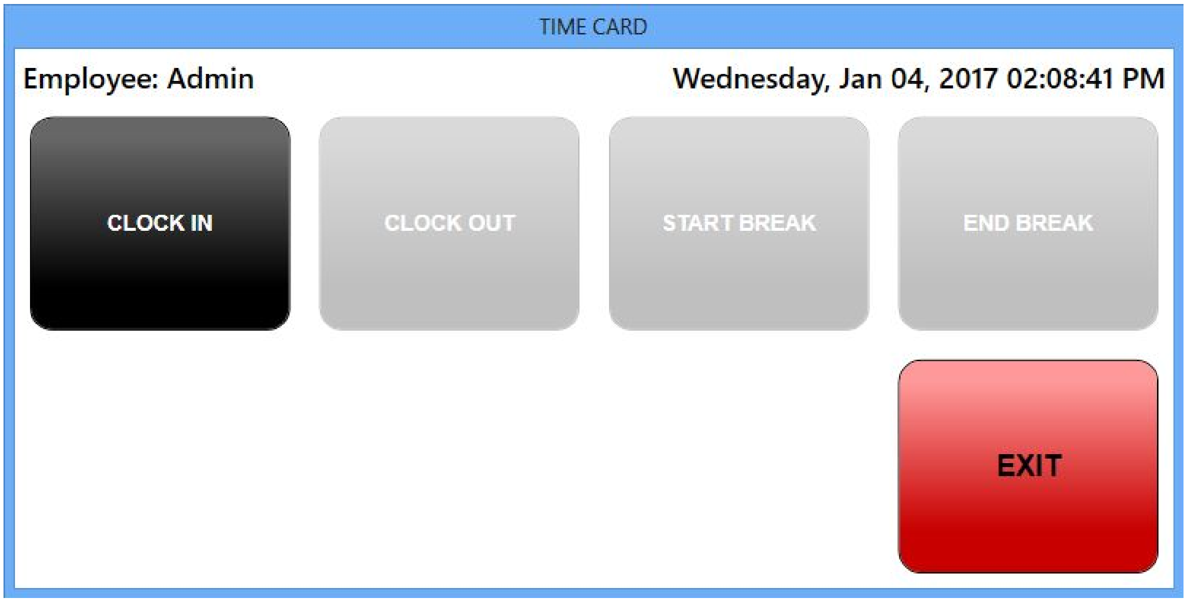


Figure - Time Card window

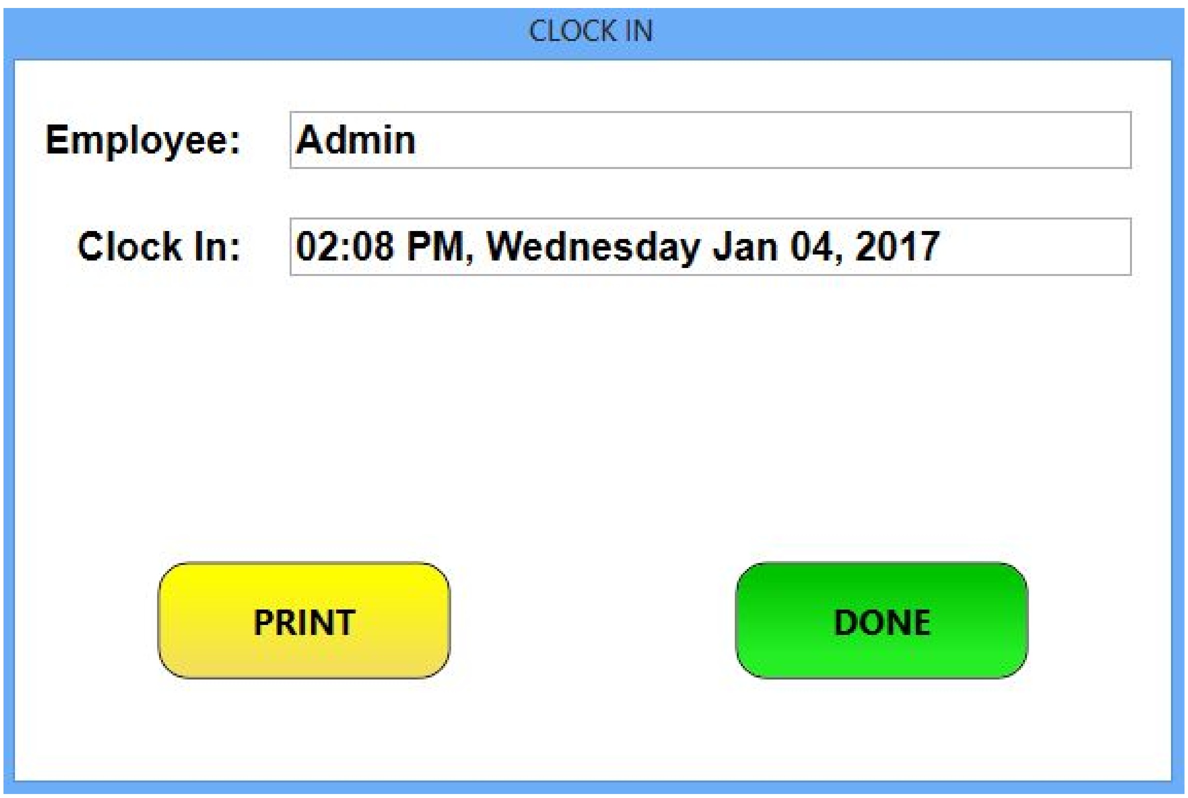


Figure - Clock In summary window

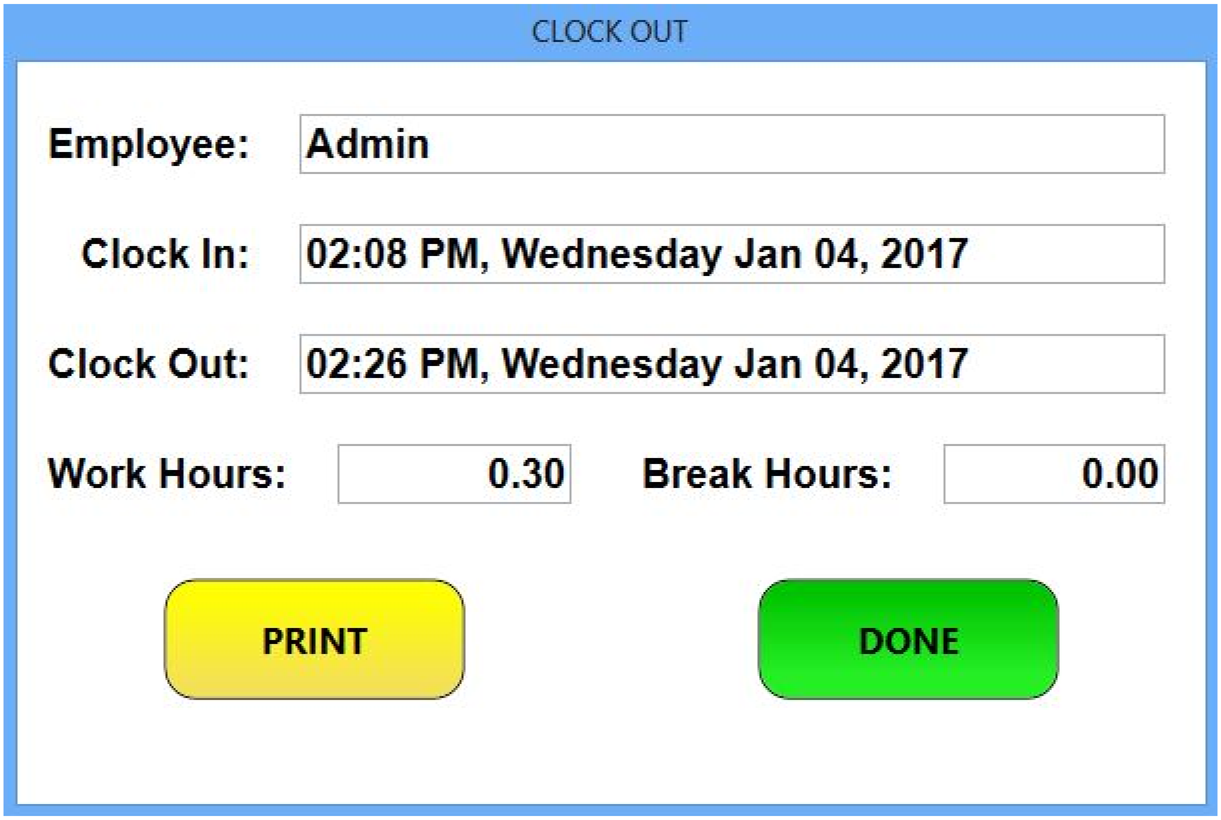


Figure - Clock Out summary window

Log In

To access the system, on Log in screen, enter pin number and click "LOG IN" button or swipe card, the order type page will open.

- If a default order type of logged in user is enabled, a default order type will show up.
- If a default order type of logged in user is disabled, the order type on first tab will show up.

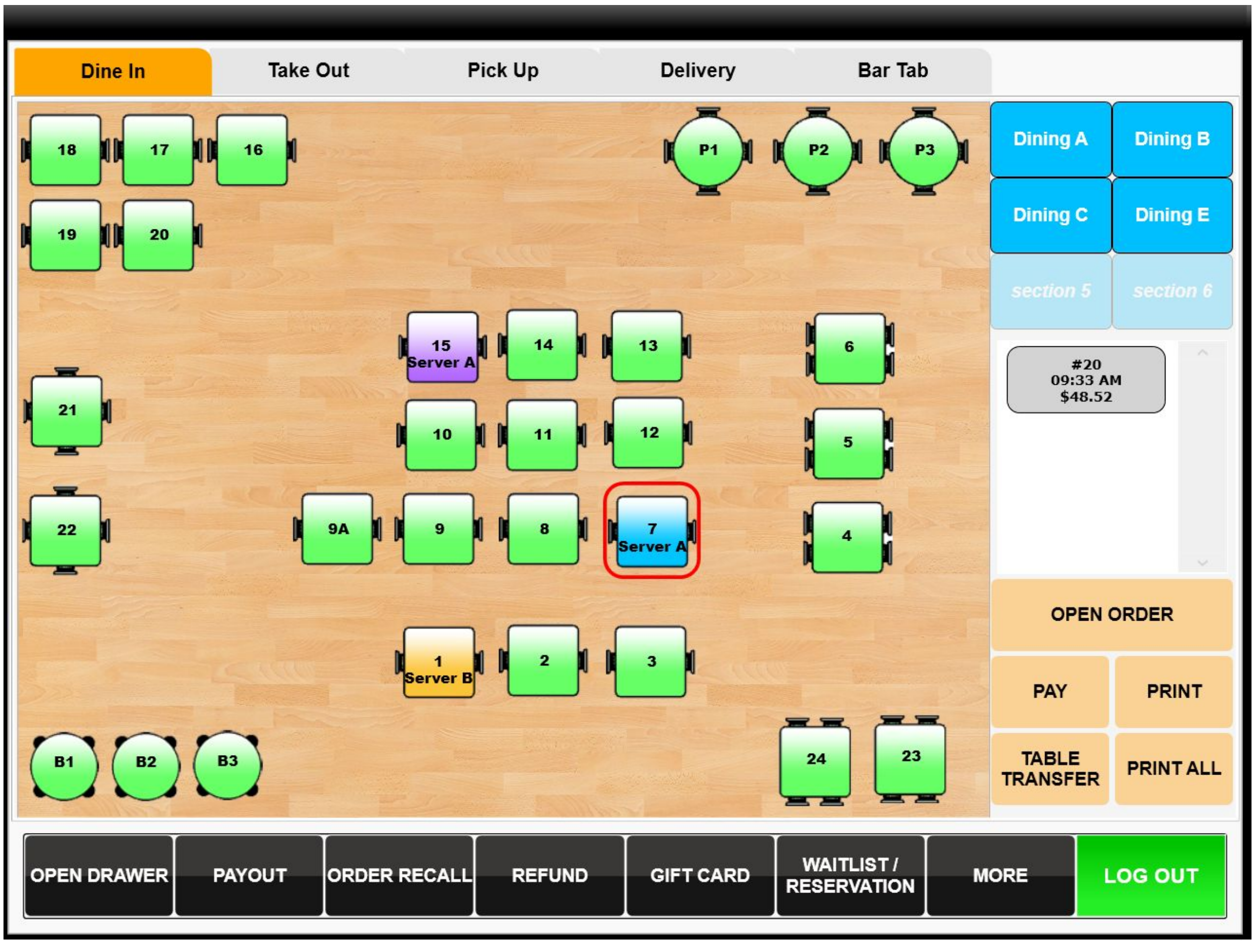


Figure - Order Type page

Start Day

Before starting order operation on each day, the authorized employee must Start Day by follows below steps:

1. Go to the bottom of order page, click "MORE" button, the "MORE" window will show up.
2. Click "START DAY" button, the Start Day dialog box showing today business date will show up.
3. Click "Confirm" button, the Start Day process is completed. The button for creating order will be enabling while the "START DAY" button will be disabling.

Caution: In order to take effect for Start Day process on other work station immediately, the employee must reLogIn on those work stations.

Figure - More window

Start Bank

There are three approaches for operate payments which are Cashier bank, Server bank, Driver bank.

1. **Cashier Bank**
   This is a centralized payment operating concept, each payment is operated by cashier. Each work station must install drawer and set enabling Cash Tray at Back Office. The authorized employee has to "START CASHIER" function before start operating payments on each shift.
2. **Server Bank**
   This is a distributed payment operating concept, each authorized server in the restaurant owned his bank. Each server has to start his bank before start operating payment against his shift. During the shift, each server has to take care the received payments of his bank until end of shift and close the bank.
3. **Driver Bank**
   This bank is for Delivery and Online Delivery order type, the concept of this bank is to focus on a delivery driver. Each delivery driver has to start his bank against his shift, then he will be able to close orders he delivered, to keep a record of his work.
   Remark: *See Start/Close Driver Bank on* Delivery Chapter

	Cashier Bank	Server Bank	Driver Bank
Dine In	X	X	
Take Out	X	X	
Pick Up, Online Pick Up	X	X	
Delivery, Online Delivery	X		X
Bar Tab	X	X	

Figure - Bank support against each Order type

Start Cashier Bank

Before starting cashier operation on each cashier work station, the authorized employee must Start Cashier by follow below steps:

1. Go to the bottom of order page, click "MORE" button, the "MORE" window will show up.
2. Click "START CASHIER" button, the count starting money window will show up.

3. Enter starting money if any, click "CONFIRM" button, the Start Cashier process is completed.

Remark: *The restaurant can set to 'Print Money Count slip' automatically after started Cashier.*

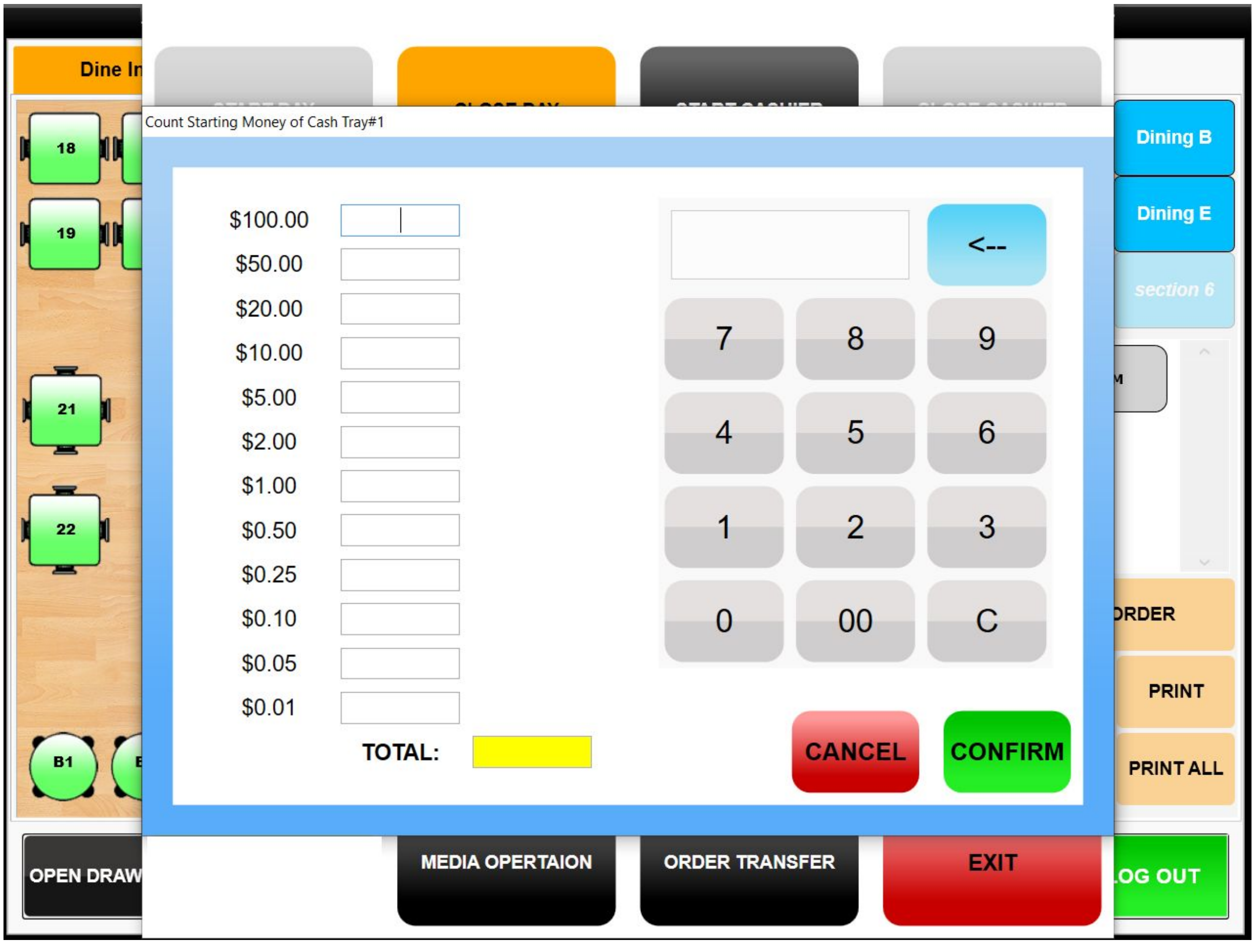


Figure - Count Starting Money on Cash Tray

Start Server Bank

Before starting payment against each shift, each authorized server has to start his server bank by follow below steps:

1. Go to the bottom of order page, click "MORE" button, the "MORE" window will show up.
2. Click "START SERVER" button, the Start Server Bank window will show up and display Server Name differently as follows:
   - ❖ If the logged on employee has permission to Start and Close Server Bank for other, the window will show all Server name.
   - ❖ If the logged on employee is in employee group setting Use Server Bank, the window will show his name.

- ❖ If the logged on employee is not in employee group setting Use Server Bank, and he has no permission to Start and Close Server Bank for other, the window will not show Server name.

A server who is already started his server bank, his name will show in grey and unselectable.

3. Select desired Server name.
   - ❖ Click "CONFIRM" button if you want to start a server bank.
   - ❖ Click "CANCEL" button if you don't want to start a server bank.

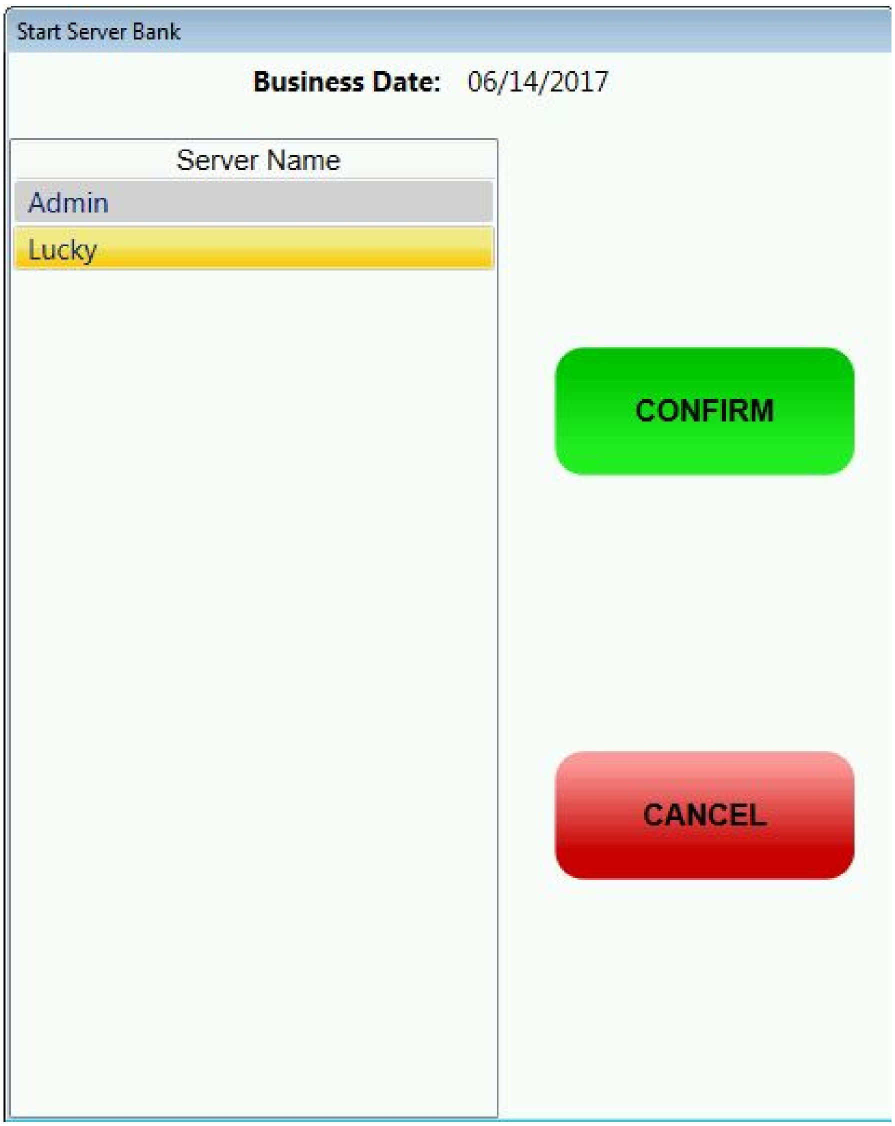


Figure - Start Server Bank window

Chapter 2 Dine In order type

On order type page, you will see "Dine In" tab or other name you set to this order type against attribute named "Alias Name" on Back Office. When click this "Dine In" tab, if feature Table Layout is enabled, you will see table layout showing table name with different background color indicated table status presenting against each section;

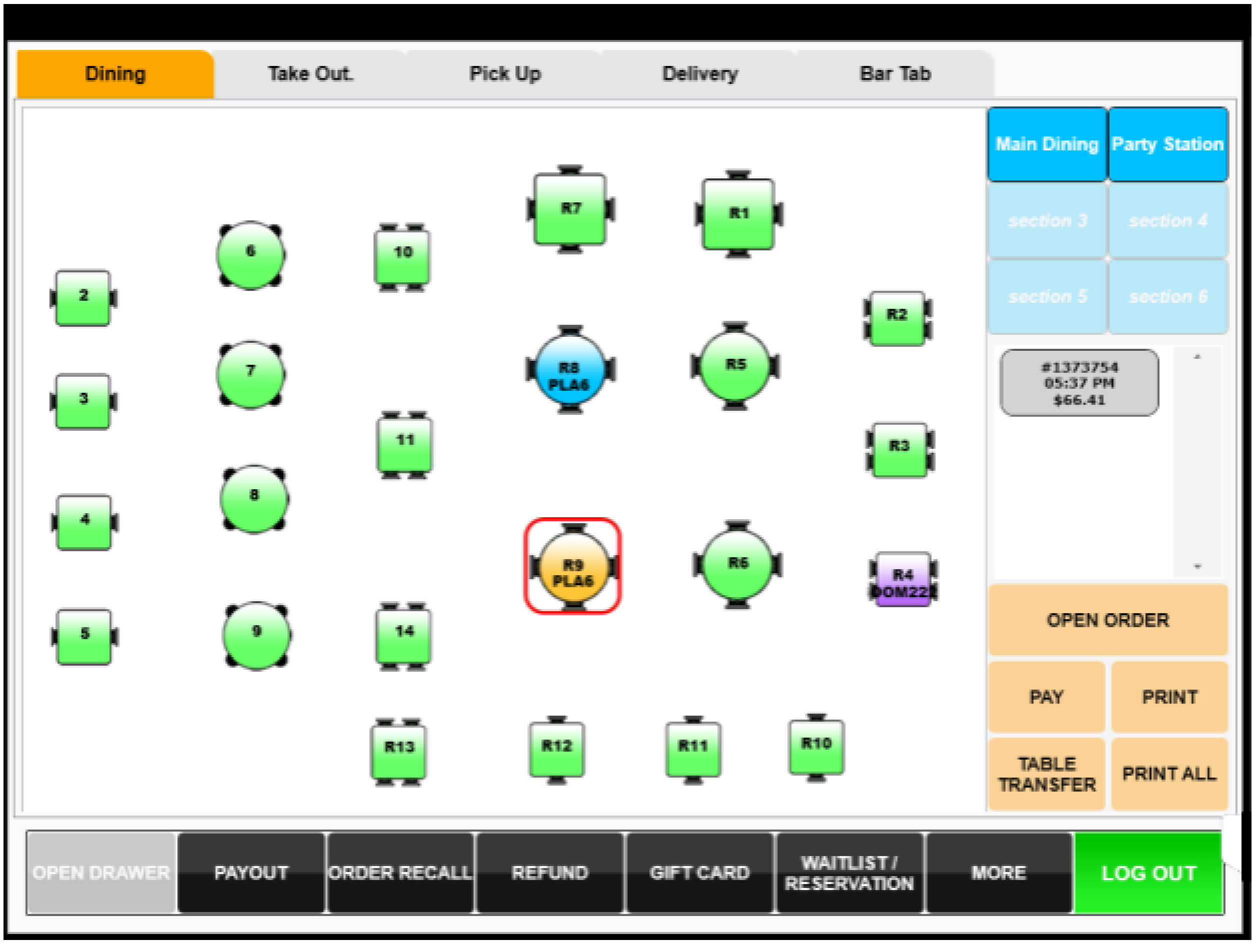


Figure - Dine In order type page enabling Table Layout

If feature Table Layout is disabled, you will see opened order list showing on.

The "My Order" button at the bottom on right pane, when click it, it will show only the opened order list you possess. When click it again, it will show all opened order list.

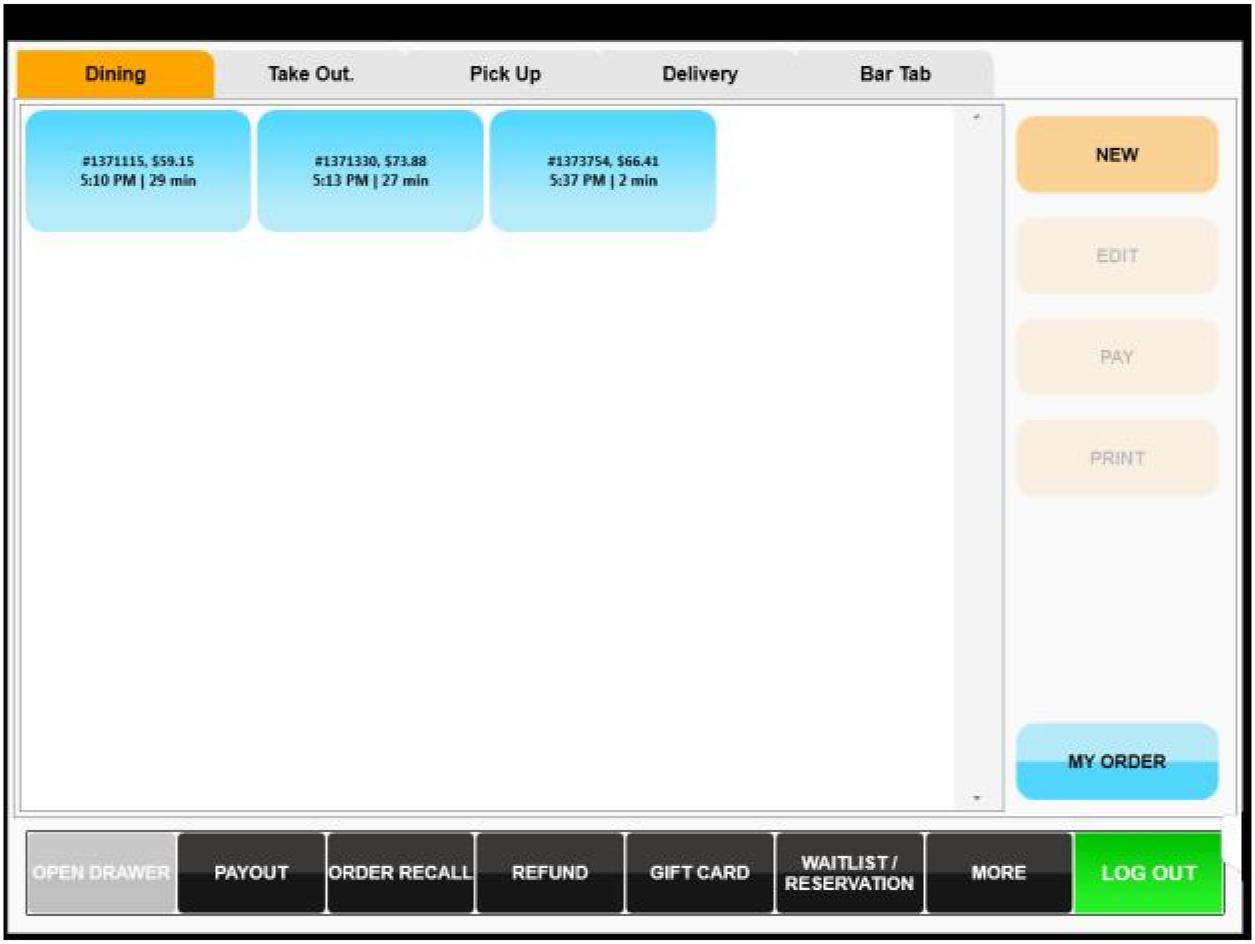


Figure - Dine In order type page disabling Table Layout

Order Entry

To create order, follow steps below:

1. Enable/ Disable Table Layout feature

   1.1. Enable Table Layout

   ❖ Click available table, click "Open Order" button.

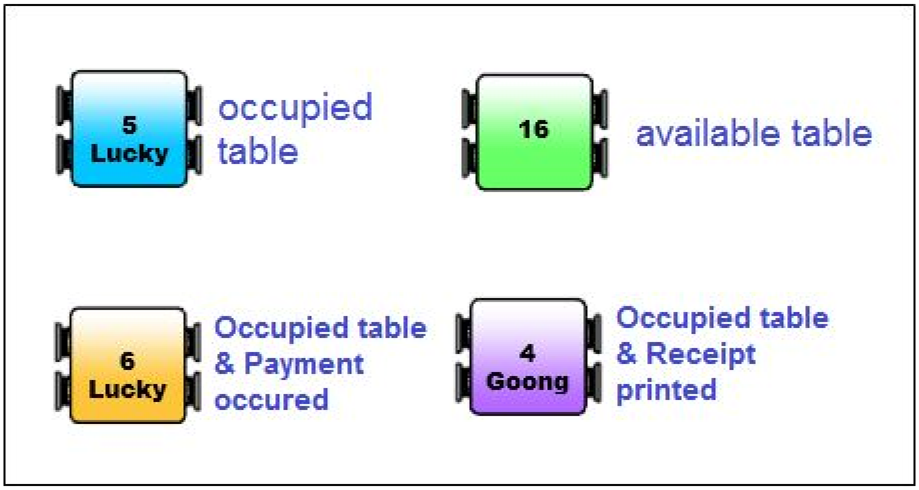


Figure - Table Color meaning

   1.2. Disable Table Layout

   ❖ Click "NEW" button.

2. Enable/ Disable Number of Guest feature

   2.1. Enable Number of Guest

   ❖ Numpad for enter no. of guest will show up after step#1.1 or step#1.2.

   ❖ Enter no. of guest, click "DONE" button. The order page will open.

   2.2. Disable Number of Guest

   ❖ The order page will open after step#1.1 or step#1.2.

To edit order, follow steps below:

1. Enable/Disable Table Layout feature

   1.1 Enable Table Layout

   ❖ Click occupied table, orders of selected table will show up on right pane.

   ❖ Click "Open Order" button, the order page will open.

   1.2 Disable Table Layout

   ❖ Click desired order, click "EDIT" button, the order page will open.

Figure - Order page screen

Adding Item

To add items on order, follow steps below:

1. On order page, click desired Menu Group, the corresponded Menu Item and Menu SubGroup will display on the right pane.
2. Click desired Menu Item or Menu SubGroup.
   2.1. When you click Menu Item, if Menu Item has no forced choice, Menu Item will be added on ordered item list. If Menu Item has forced choice, Forced Choice page will open.
   2.2. Click desired modifier item, modifier item will be added on modifier item list on the left pane. If there are multiple modifier groups shown up, click desired modifier group, the corresponded modifier item will show up.

In case a minimum number of forced modifier item of each modifier group is setting and quantity of added modifier item didn't reach the minimum, the application will not allow to complete adding forced modifier item process by showing error message box.

In case a maximum number of forced modifier item is setting, when quantity of added modifier item of each modifier group reached the maximum number, the application will move to next modifier group automatically if available, otherwise the application will move to "Done" button and click it automatically.

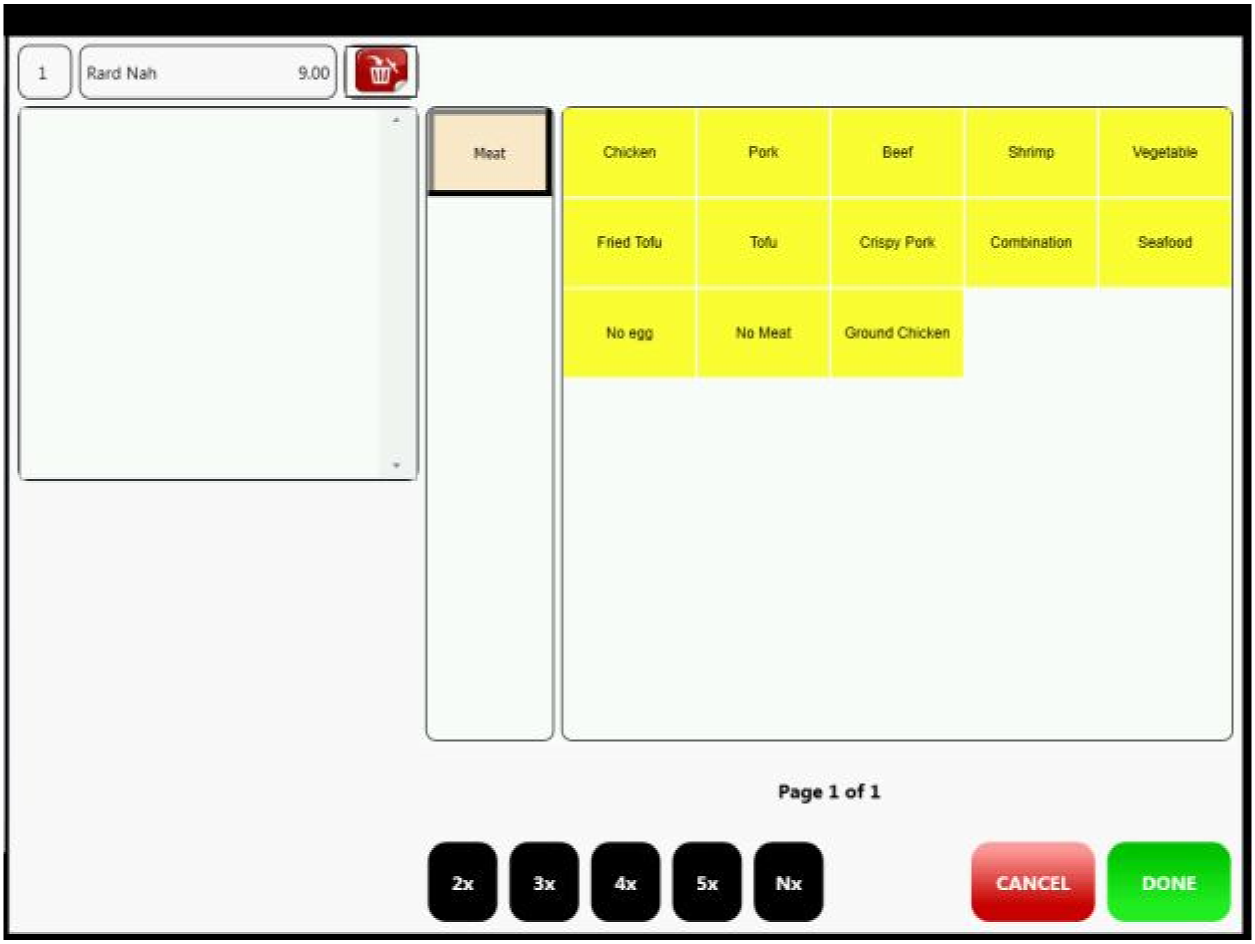


Figure - Forced Choice page screen

   2.3. Click "DONE" button when finished adding forced modifier items. The forced choice page will be closed. The added modifier items will be showing on order.
   2.4. Click "CANCEL" button when you want to cancel adding current Menu Item to order. The forced choice page will be closed. No new Menu Item added on order.
3. After finished adding items:
   3.1. Click "DONE" button if you want to send added items to kitchen.
   3.2. Click "PAY" button if you want to send added items to kitchen and make payment.
   3.3. Click "CANCEL" button if you want to cancel added items.

Function buttons on Order page

VOIDED button

This button is to void item already printed to kitchen. To void item, follow below steps:

1. Click desired item on ordered item list.
2. Click “Void” button.
3. If feature Enforce input reason for void item is enabled, Void Reason dialog box will show up.

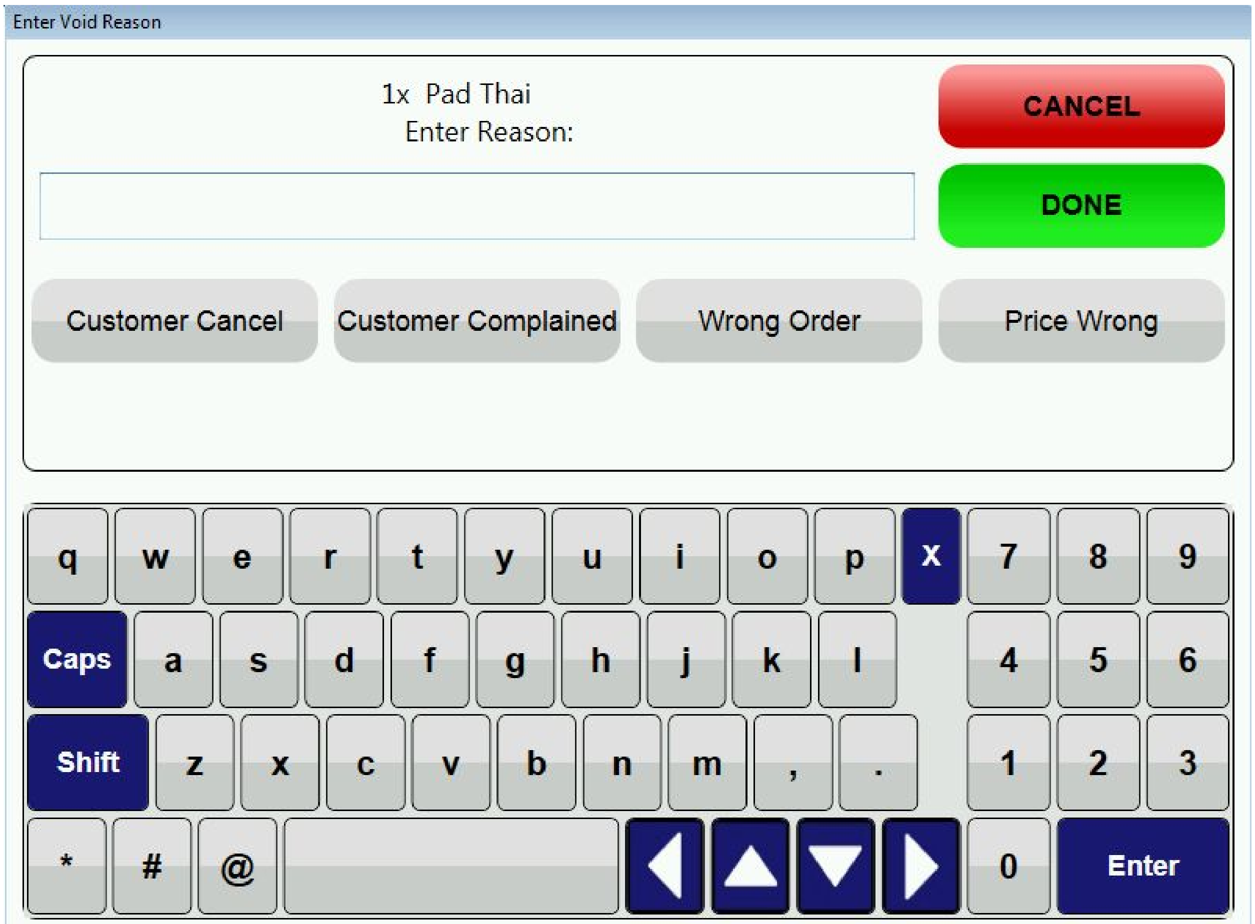


Figure - Void Reason window

4. Click one predefined void reason, the dialog box will close automatically. Or if predefined reasons don’t match with your reason, enter your reason, click “DONE” button. Or click “CANCEL” button if you don’t want to void item.
5. On order page, voided item and modifier item (if any) will be showing in red color, the word of “VOID” will replace item price, modifier item price will not show.
   Remark: *The restaurant can set sending email alert when order/ item(s) is voided.*

HOLD button

This button is to hold time for printing items to kitchen. There are two methods to hold item, the first is to set schedule to items, when time reach the schedule, items will be printing to kitchen automatically. The second is to hold item that is called "Hold Until Notified", you have to unhold item manually and click "DONE" button on Order page to print hold items to kitchen. To hold item, follow below steps:

1. Click "Hold" button, Hold page is open. All items not printing to kitchen yet will be displaying.

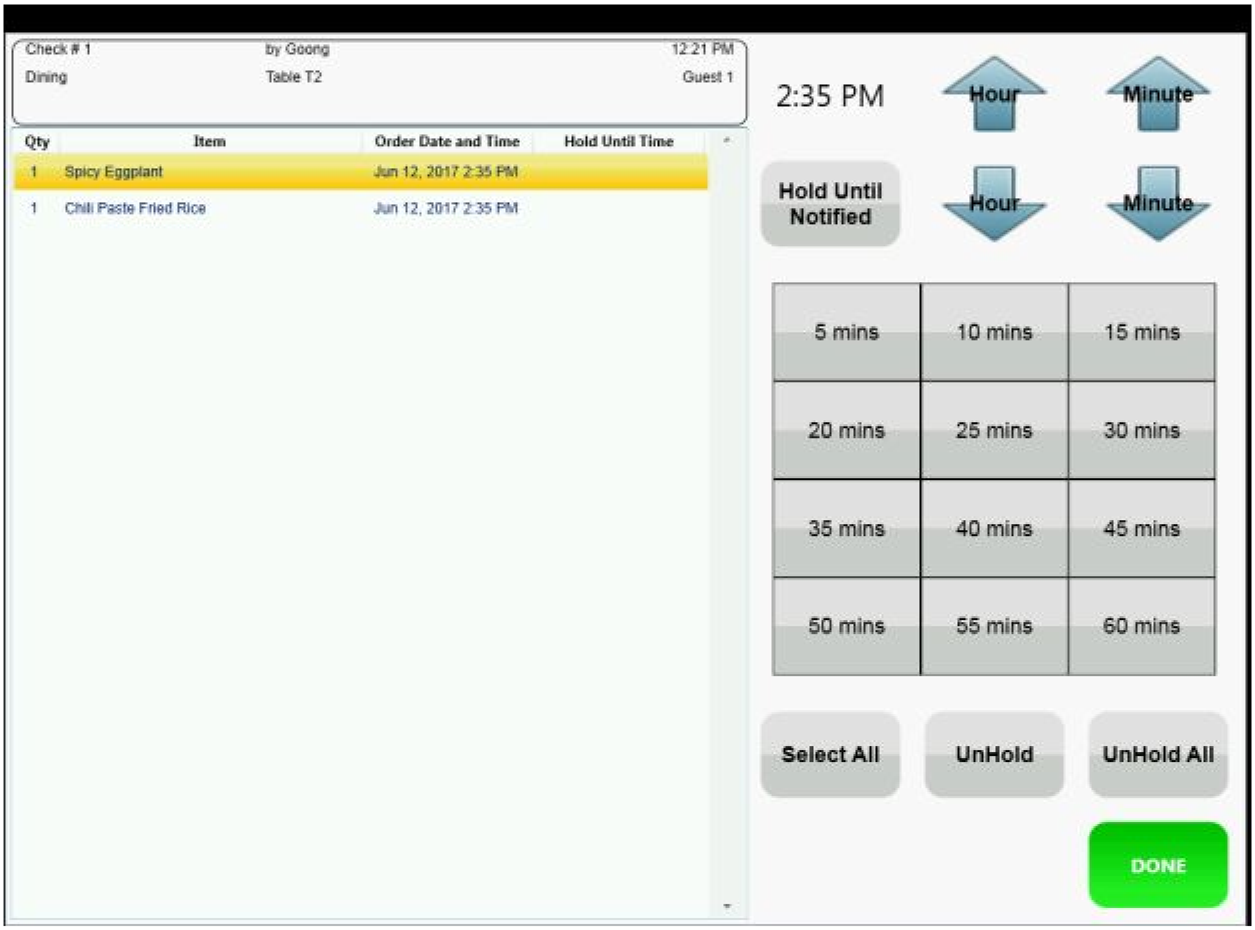


Figure - Hold Items page

2. Select desired item, reselect desired item to deselect. This page support multi select that means you can select multiple items before click time button or "Hold Until Notified" button.
3. Click desired time button if you want to schedule, or click "Hold Until Notified" button if you don't want to schedule.
4. Click "DONE" button to finish hold items process.
5. On order page, you will see clock icon displayed in front of item when you hold item by schedule. If you hold item until notified, you will see hand icon displayed in front of item.

To unhold items, repeat steps#1 – #2 then click "UnHold" button and click "DONE" button to finish unhold items process.

To unhold all items, repeat steps#1 – #2 then click "UnHold All" button and click "DONE" button to finish unhold all items process.

REORDER button

This button is to reorder the ordered item. To reorder item, follow below steps:

1. Click desired item to reorder on ordered item list.
2. Click "ReOrder" button.
3. One quantity new item and modifier items if any, will be added at the bottom of order list.

MODIFY button

This button is to manipulate modifier items of ordered item which is not printed to kitchen yet. To modify modifier item, follow below steps:

1. Click desired item on ordered item list.
2. Click "Modify" button, Modify page will open. If selected item has modifier group attached to, its corresponding modifier groups and modifier items will be showing on right pane; otherwise blank pane will be showing.

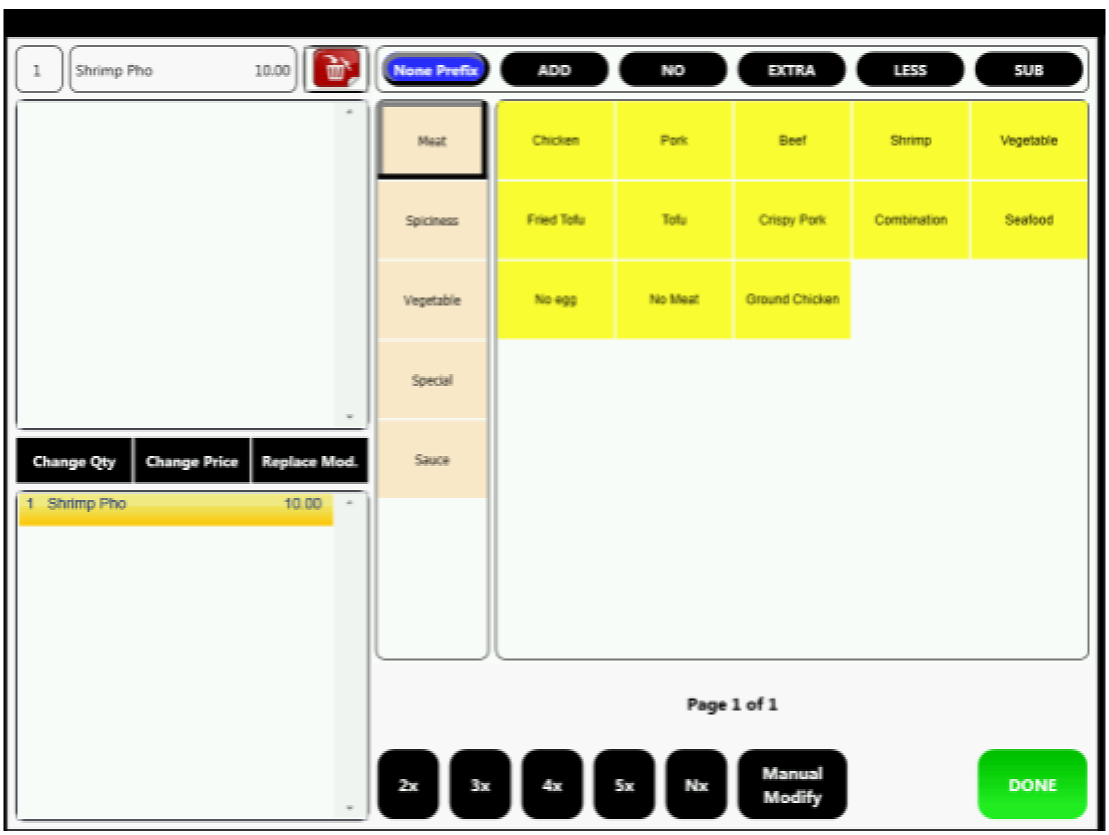


Figure - Modifier page – selected item has modifier group attached to

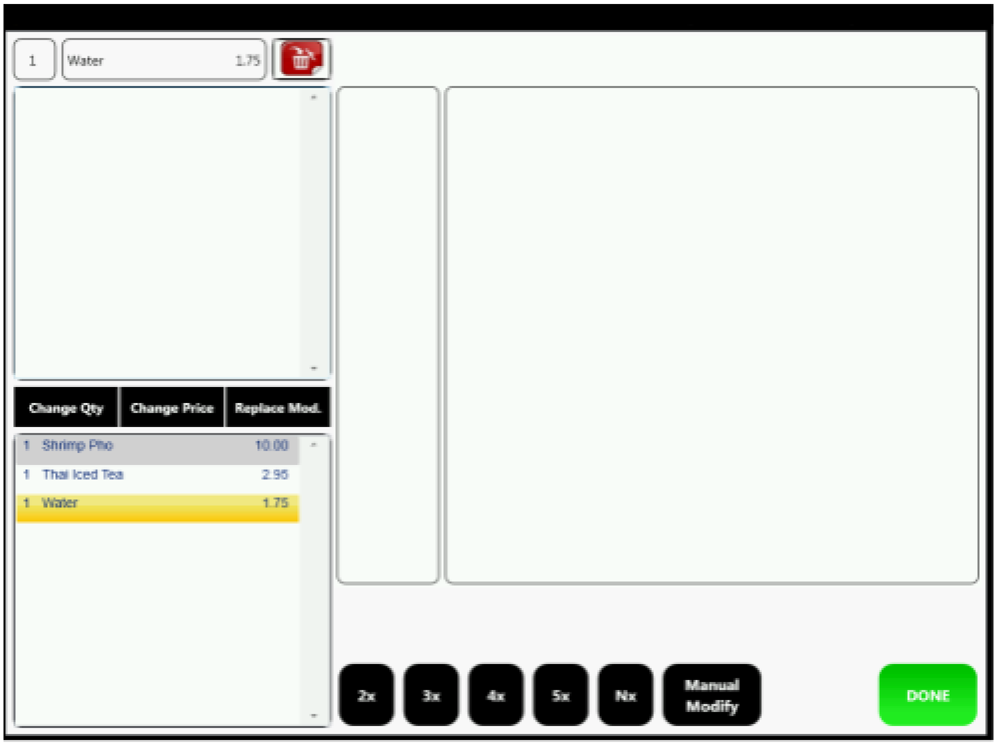


Figure - Modifier page – selected item has no modifier group attached to

Figure - Modifier page – Disallow selecting same modifier items multiple times

3. Click desired “Modifier Group” button, then click desired “Action” button, the corresponded modifier items will be showing, for example, click ‘Meat’, click ‘ADD’ button, you will see modifier items list showing likes Chicken, Pork, Beef, Shrimp, etc.

   Remark: *The restaurant can set each modifier group to allow or disallow selecting same modifier item multiple times against each ordered item on Back Office.*
4. Click desired “Modifier Item” button, the modifier item will be adding at the bottom of modifier item list.
5. To delete modifier item, click desired modifier item on modifier item list, click “DELETE” button.
6. To change quantity, click desired modifier item on modifier item list, click “Change Qty” button.
7. To change price, click desired modifier item on modifier item list, click “Change Price” button.
8. To replace modifier item, click desired modifier item on modifier item list, click “Replace Mod” button, click desired “Modifier Item” button on right pane.
9. If modifier items list don’t match your requirement, you can add open modifier item:
   9.1. Click “Manual Modify” button, Open modifier item dialog box will open.
   9.2. Enter modifier item and price then click “DONE” button.
10. Click “DONE” button on Modify page when you finish manipulating modifier items.
11. The modifier items on ordered item list will be updating corresponded with your manipulating.

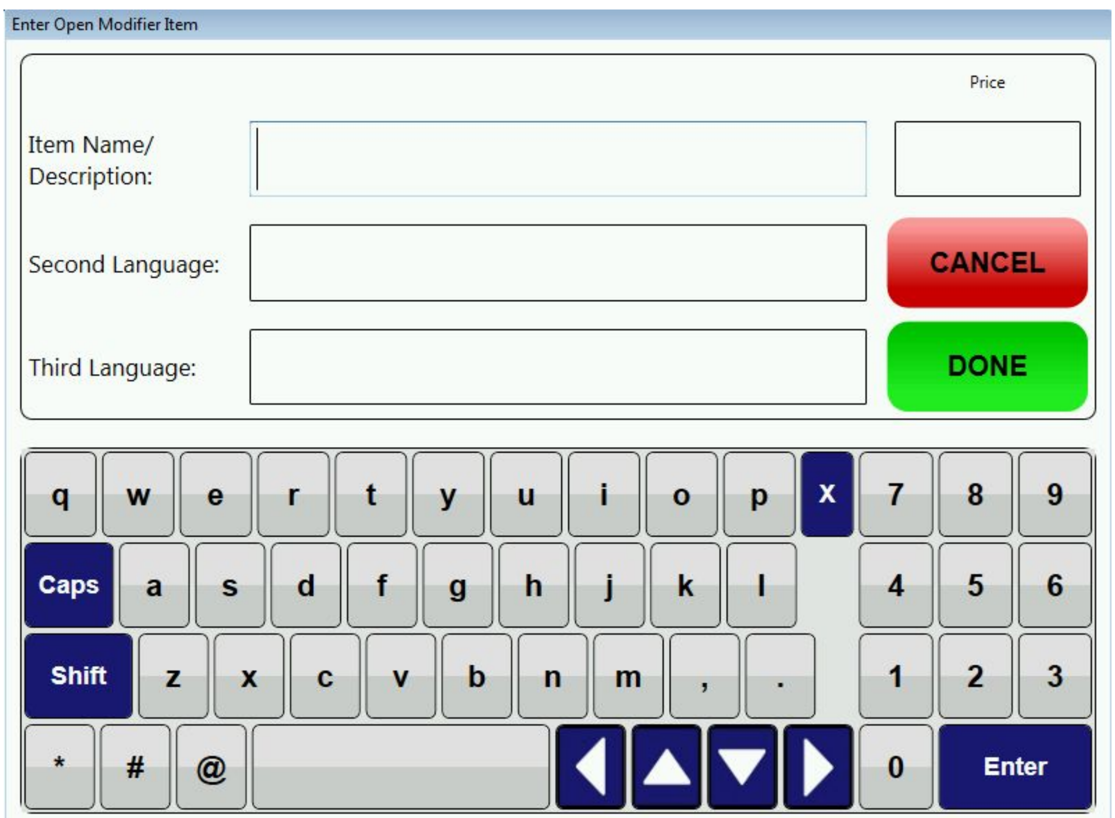


Figure - Open Modifier Item window

KITCHEN NOTE button

This button is to add note to the order for printing to kitchen, follow below steps.

1. Click “Kitchen Note” button, Kitchen Note window will open.
2. Click predefined note button, predefined note will be adding on the right pane. Or if predefined notes don’t match your requirement, type your note and click “ADD” button, your note will be adding on the right pane.
3. To delete note, click desired note on right pane then click “DELETE” button.
4. Click “DONE” button when you finish manipulating order note.

Remark: *Cannot delete note already printed to kitchen. Can add maximum 5 note per each order.*

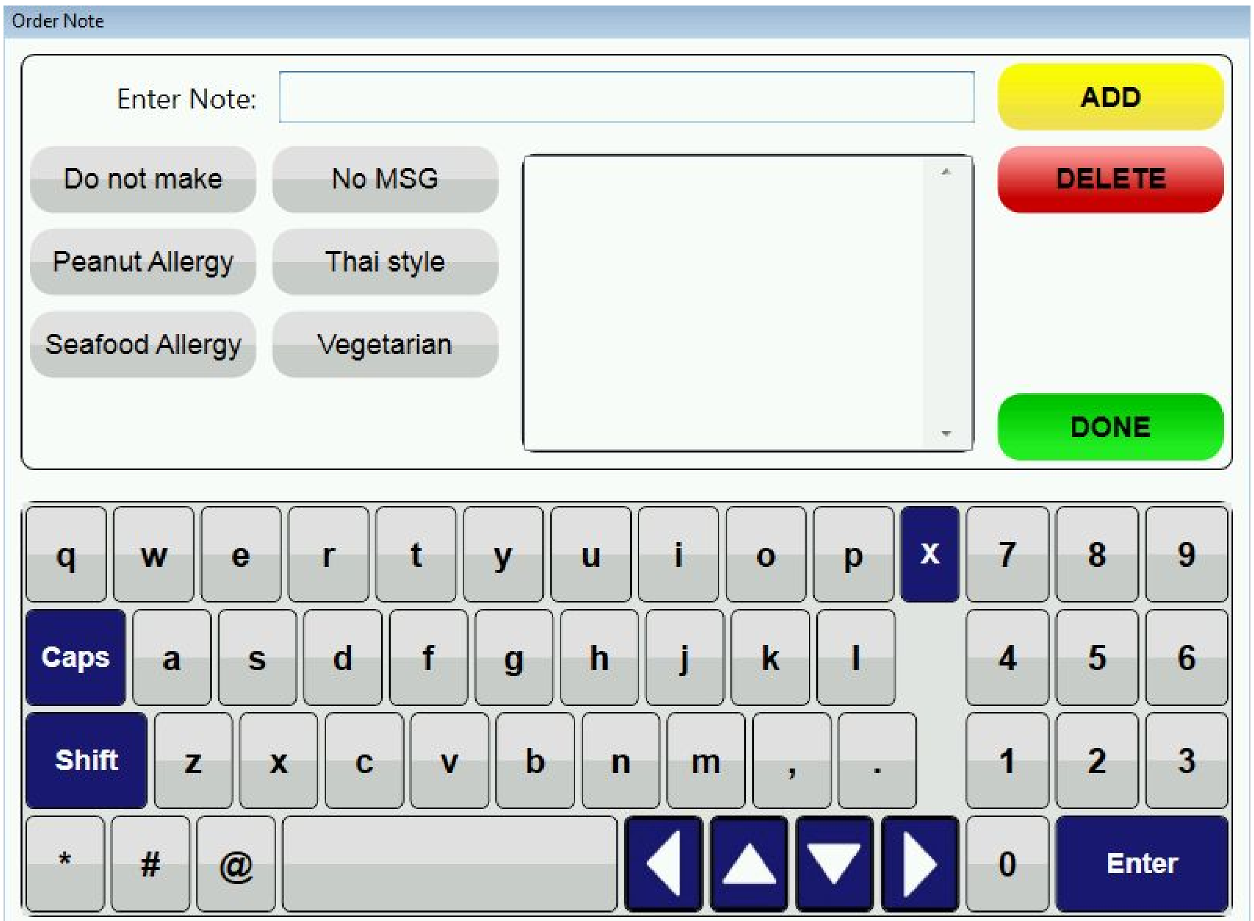


Figure - Kitchen Note window

ToGo button

This button is to mark/unmark item as ToGo on order list. To take/untake ToGo the item, follow below steps:

1. Click desired item on ordered item list.
2. Click “ToGo” button. If the item is marked as ToGo, the “<T>” symbol will be displaying infront of item name; otherwise, the “<T>” symbol will be removing from item name.

CHANGE QTY button

This button is to change quantity of item not printed to kitchen. To change quantity, follow below steps:

1. Click desired item on ordered item list.
2. Click "Change Qty" button, the numpad dialog box will show up.
3. Enter the quantity and click "DONE" button.
4. The quantity of item on ordered item list will be updating corresponded to your change.

ORDER DISCOUNT button

This button is to give discount to the order as well as remove discount from the order. To give order discount or remove order discount, follow below steps:

1. Click "Discount" button, Discount window will open, it will be showing the available discounts.

Figure - Order Discount Order window

2. Click desired "Discount" button, the discount amount will be showing next to given discount button. If desired discount is an open discount, the numpad dialog box will show up with "Percent" button and "Amount" button, you can enter discount by percentage or amount.

Remark: *The restaurant can set a default button for an open discount between 'Percentage' and 'Amount'.*

3. If you want to remove existing discount, click "Remove Discount" button.
4. Click "DONE" button on Discount window when you finish manipulating discount. If feature Enforce input reason for discount is enabled, Discount Reason window will show up.
5. If order has discount, the discount amount will be showing or updating corresponded with change, at the order footer section.

Remark: *The restaurant can set sending email alert when order/ item(s) discount is happened.*

SERVICE CHARGE button

This button is to add service charge to the order as well as remove service charge from the order. To add or remove service charge, follow below steps:

1. Click "Service Charge" button, the numpad dialog box will show up with "Percent" button and "Amount" button, you can enter Service Charge by percentage or amount.

Remark: *The restaurant can set a default button between 'Percentage' and 'Amount'.*

2. Enter service charge, click "DONE" button.
3. If order has service charge, the charge amount will be showing or updating corresponded with change, at the order footer section.

SPLIT button

This button is to split order to multiple orders and split item already send to kitchen.
To split order, follow below steps:

1. Click "Split" button, Split page will open. Each ordered item is split to 1 quantity and showing on the first split pane of the page.

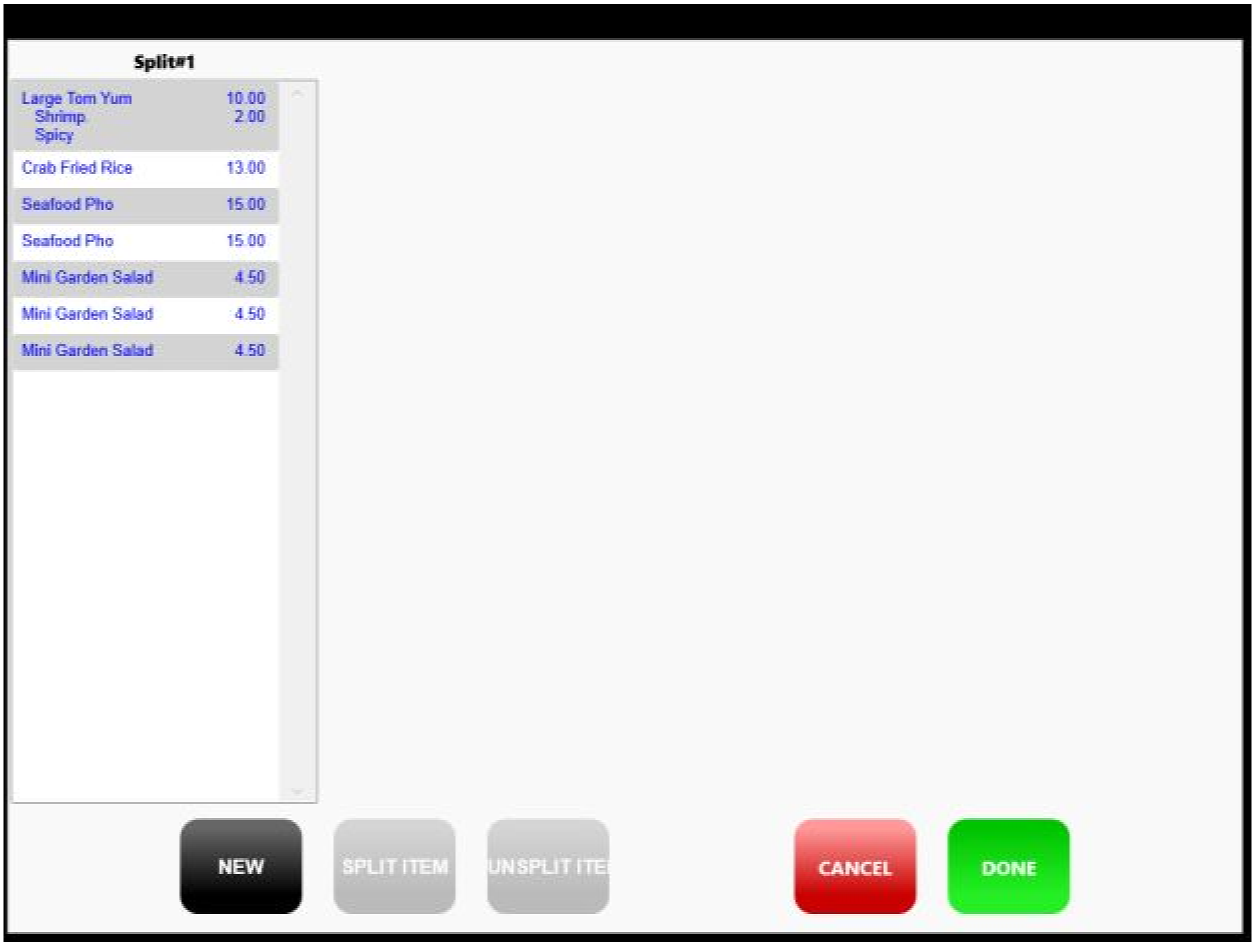


Figure - Split page – Before adding new split pane

2. Click “NEW” button to add split pane.
3. Select desired items on first split pane, select target split pane then selected items will be moving to target split pane. This page support multi select that means you can select multiple items before move to target split pane.

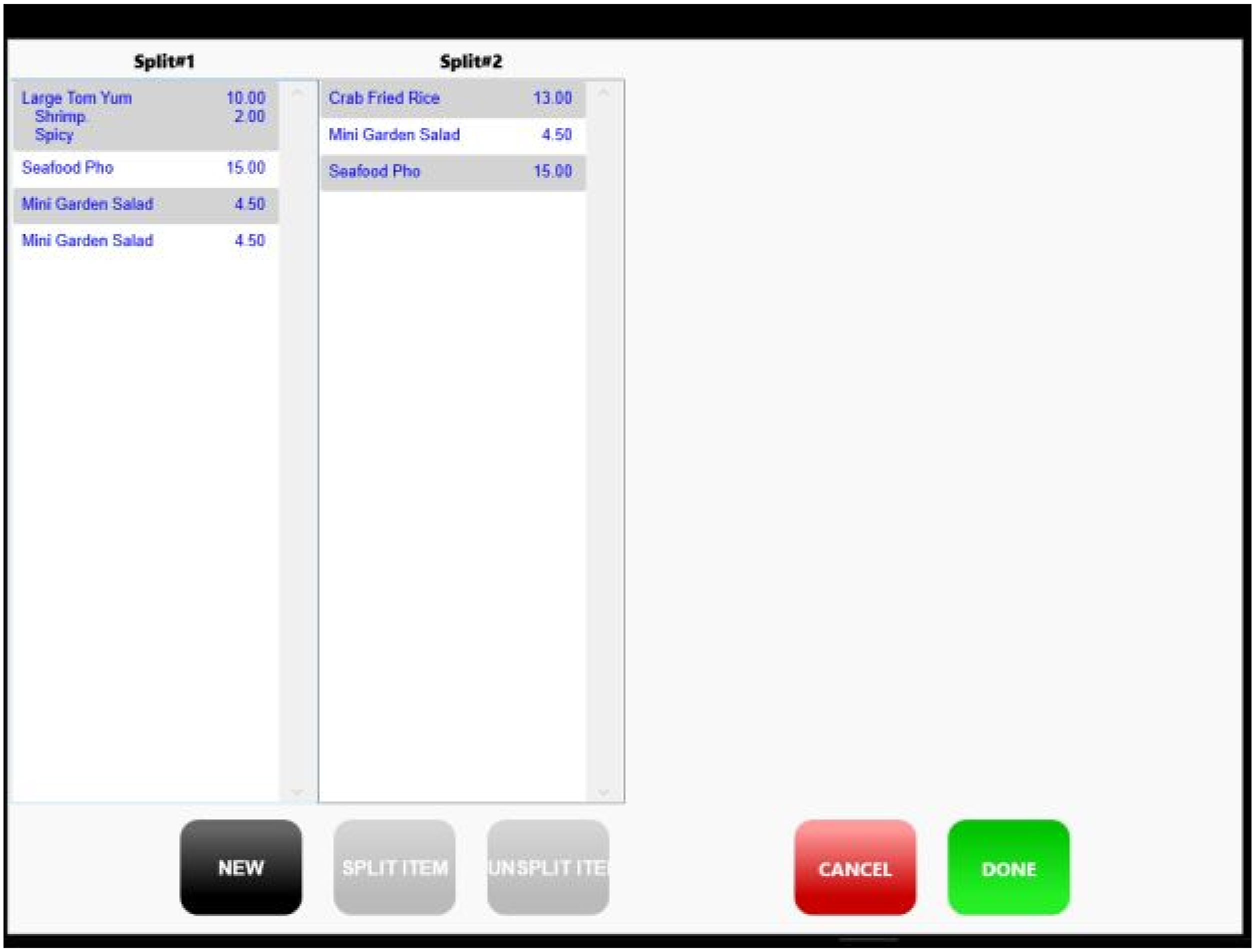


Figure - Split page – After adding new split pane and moving items to new order

4. Click “DONE” button when you finish split order. The message box asking to print receipt of all orders will show up.
   4.1. Click “YES” button if you want to print receipt; otherwise click “NO” button.
   4.2. New order will be creating according to a number of split pane you added. Unhold items that are not printed to kitchen yet, will be printing to kitchen.

Remark: *Split pane that has no item contained, will not be creating as new order.*

   4.3. On order page, the remaining items of original order will be showing on the page. The “CANCEL” button will be disabling.
5. Click “CANCEL” button, if you don’t want to split order.

To split item, follow below steps:

1. Click “Split” button, Split page will open. Each ordered item is split to 1 quantity and showing on the first split pane of the page.
2. Select one desired item, “SPLIT ITEM” button will be enabled.

3. Click "SPLIT ITEM" button, the numpad dialog box will show up, to enter a number of split. If a number of guest on order is available, a number of guest will show up as a suggested number to split item.

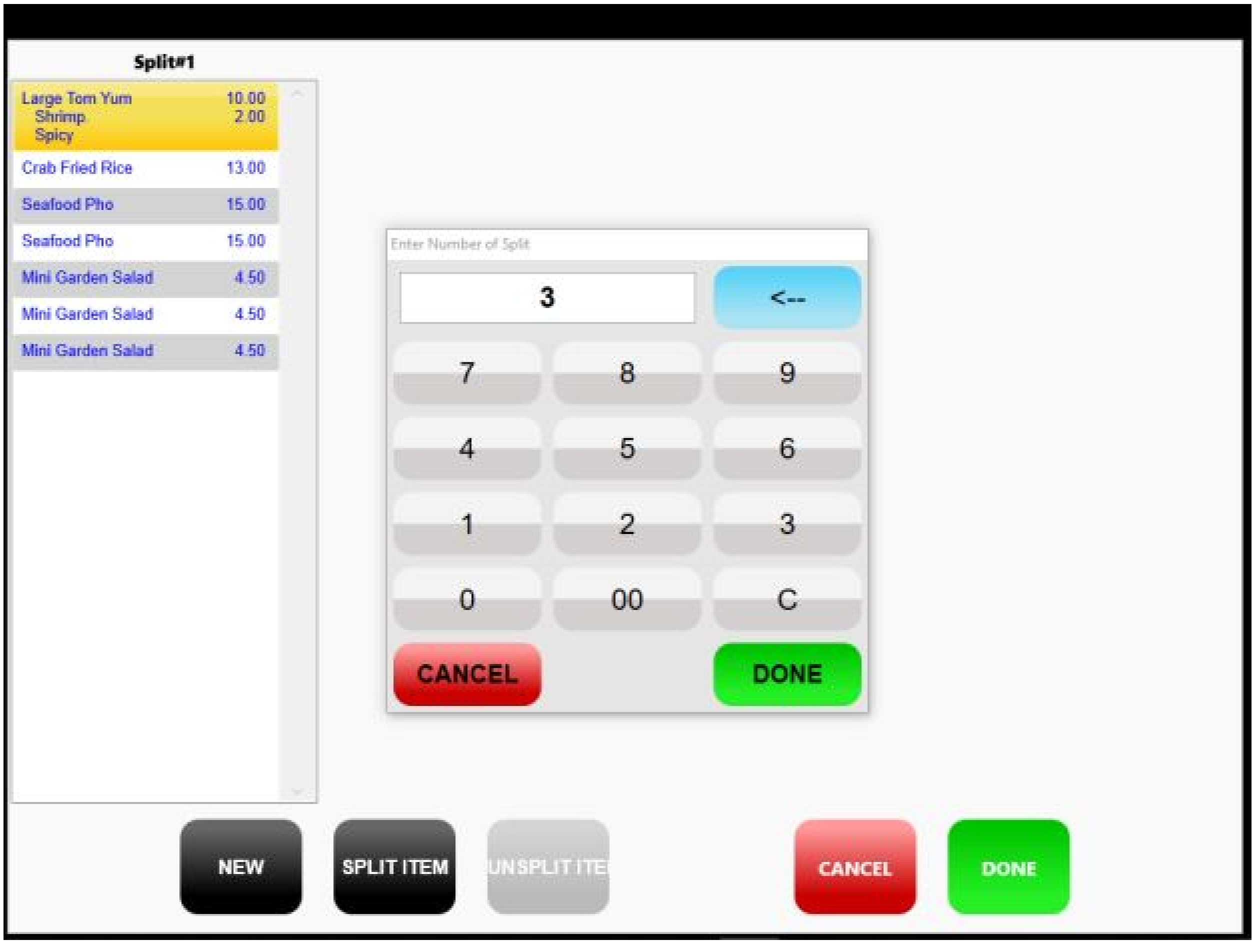


Figure - Split page – A numpad dialog box to enter a number of Split against selected item

4. Enter desired number, click "DONE" button.
5. The selected item will be split according to entered split number. A quantity is divided by entered split number.

Remark: *If Split Item hold Item Discount, the discount will be removed automatically after split.*

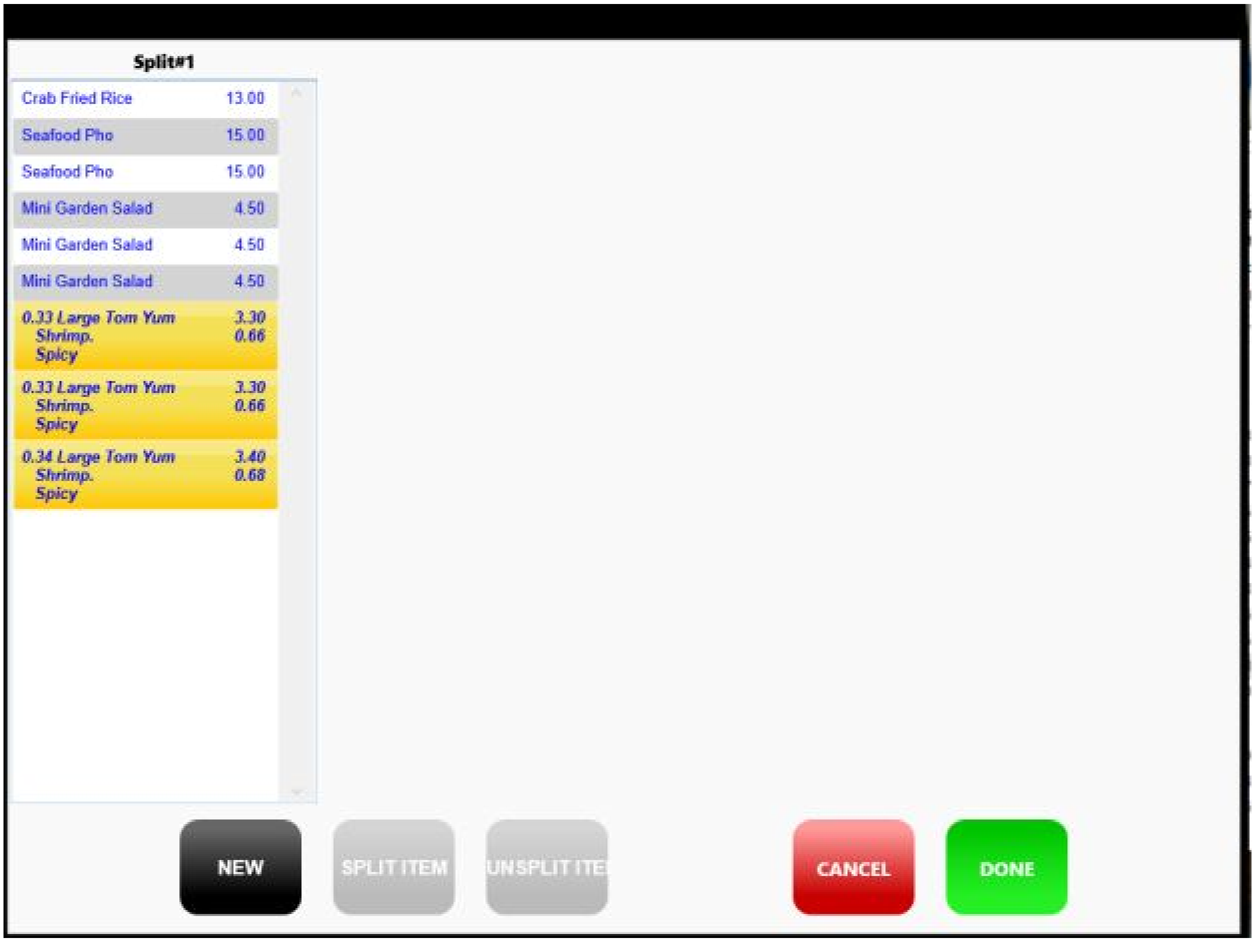


Figure - Split page – Split one item to three items

6. If the restaurant wants to move split item to new order, select desired items on first split pane, select target split pane then selected items will be moving to target split pane as usual.
7. Click "DONE" button to confirm Split and/or create new split order(s). Click "CANCEL" to cancel all activities happened on this page.

To unsplit item, all split items must be placed on the same order. Follow below steps to unsplit item:

1. Click "Split" button, Split page will open. All active items will be showing on the first split pane of the page.
2. Select one desired split item, "UNSPLIT ITEM" button will be enabled.
3. Click "UNSPLIT ITEM" button, the split items will be unsplit back to one quantity.
4. If the restaurant wants to move item(s) to new order, select desired item(s) on first split pane, select target split pane then selected item(s) will be moving to target split pane as usual.
5. Click "DONE" button to confirm Split/ UnSplit and/or create new split order(s). Click "CANCEL" to cancel all activities happened on this page.

Remark: *If Split Item hold Item Discount, the discount will be removed automatically after unsplit.*

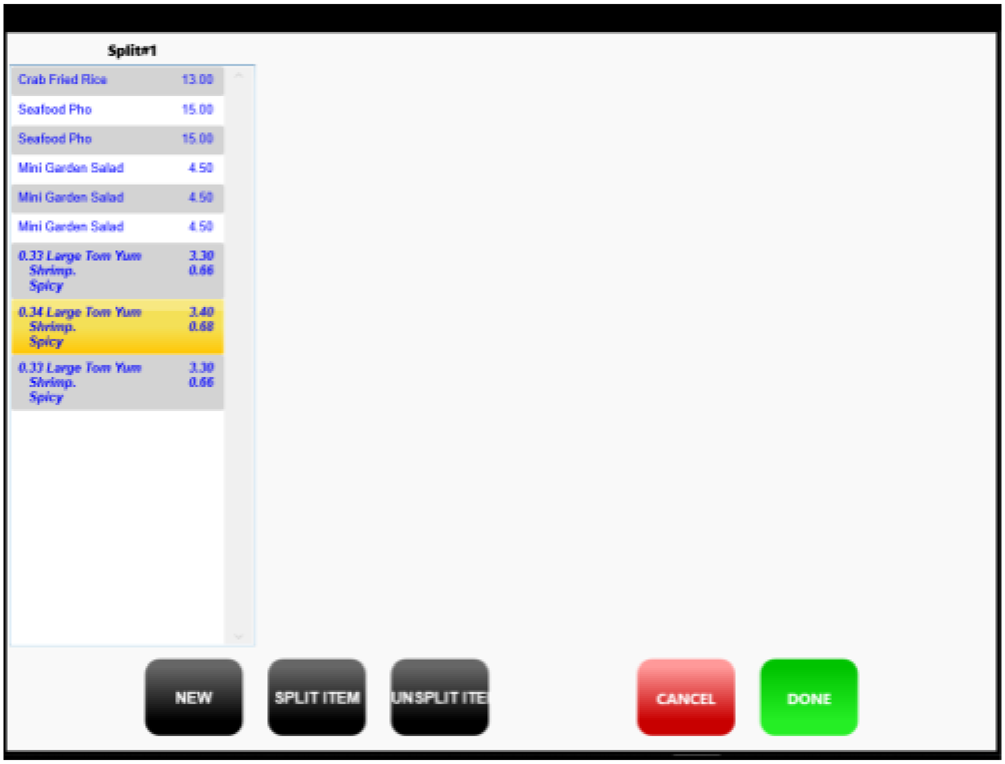


Figure - Split page – Enabled UnSplit Item button

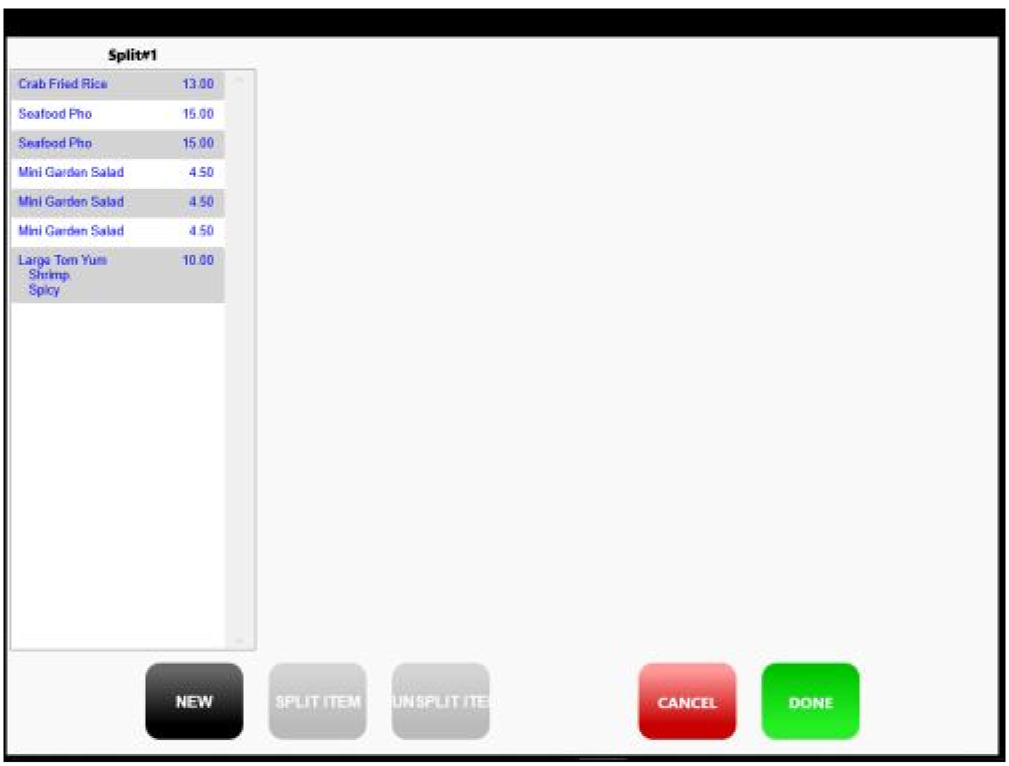


Figure - Split page – After UnSplit Item back to one quantity

COMBINE button

This button is to combine order together. To combine order, follow below steps:

1. Click “Combine” button, Combine page will open and show opened order on left pane.
2. Select target order, the order detail will be showing on right pane.

Figure - Combine Order page

3. Click “DONE” button if you want to combine target order with current order. On order page, ordered items of target order will be combined with current order by appending on order item list.
4. Click “CANCEL” button if you don’t want to combine order.

PRINT CHECK button

This button is to print out the receipt. Click this button if you want to print out the receipt.

MISC button

This button is to access miscellaneous page showing the remaining functional buttons.

Figure - MISC page

OVERRIDE PRICE button

This button is to override price of ordered item. To override price, follow below steps:

1. Click desired item on ordered item list.
2. Click “Override Price” button, the numpad dialog box will show up.
3. Enter the price and click “DONE” button.
4. The price of ordered item on ordered item list will be updating corresponded to your change.

LINE button

This button is to underline ordered item not printed to kitchen yet. To underline item, follow below steps:

1. Click desired item on ordered item list.
2. Click “Line” button. If the item is not underlined, it will be underlined; otherwise, the underline will be removing from item.

ITEM DISCOUNT button

This button is to give discount to ordered item as well as remove discount from item. To give item discount or remove item discount, follow below steps:

1. Click “Item Discount” button, Item Discount window will open showing the available discounts on right pane as well as showing ordered items on left pane.

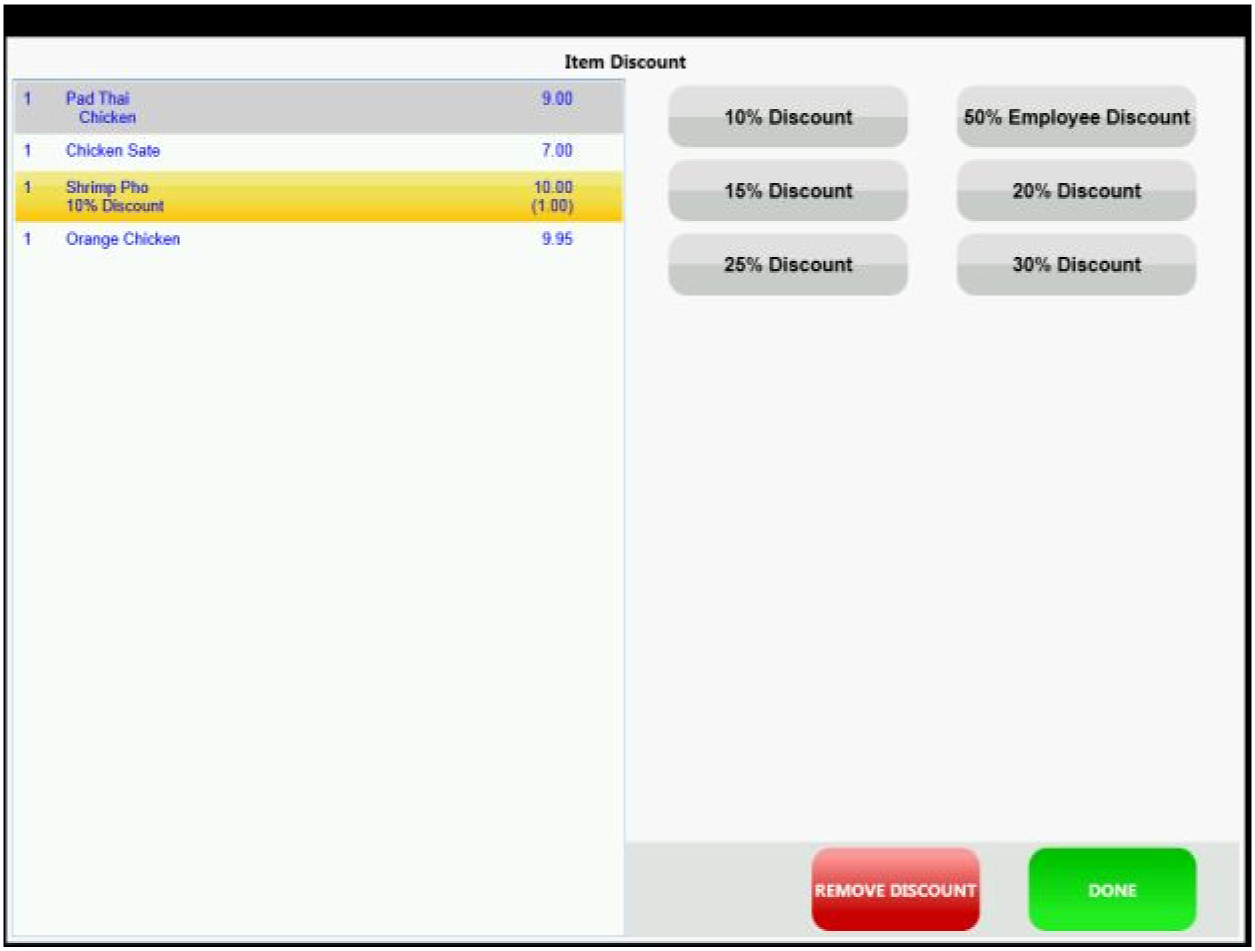


Figure - Item Discount window

2. Click desired item then click desired “Discount” button, the given discount will be adding at the bottom of item. If desired discount is an open discount, the numpad dialog box will show up with “Percent” button and “Amount” button, you can enter discount by percentage or amount.
3. Click “Remove Discount” button to remove existing discount of desired item.
4. Click “DONE” button on Item Discount window when you finish manipulating discount. If feature Enforce input reason for discount is enabled, Discount Reason window will show up.
5. On order page, if item has discount, the given discount will be adding or updating corresponded with change at the bottom of item.

TAX EXEMPT button

This button is to exempt tax from the order as well as revoke tax exempt from the order. To exempt tax or revoke tax exempt from the order, follow below steps:

1. If the order has tax applied to, click "Tax Exempt" button, the message box asking to confirm exempt tax, will show up. After click "YES" button to confirm, tax will be updating from calculated tax to zero at the order footer section.
2. If the order is already exempted tax, click "Tax Exempt" button, the message box asking to confirm revoking tax exempt, will show up. After click "Yes" button to confirm, tax will be updating from zero to calculated tax at the order footer section.

VOID ORDER button

This button is to void order already printed items to kitchen. To void order, follow below steps:

1. Click "Void Order" button.
2. If feature Enforce input reason for void order is enabling, Void Reason window will show up.

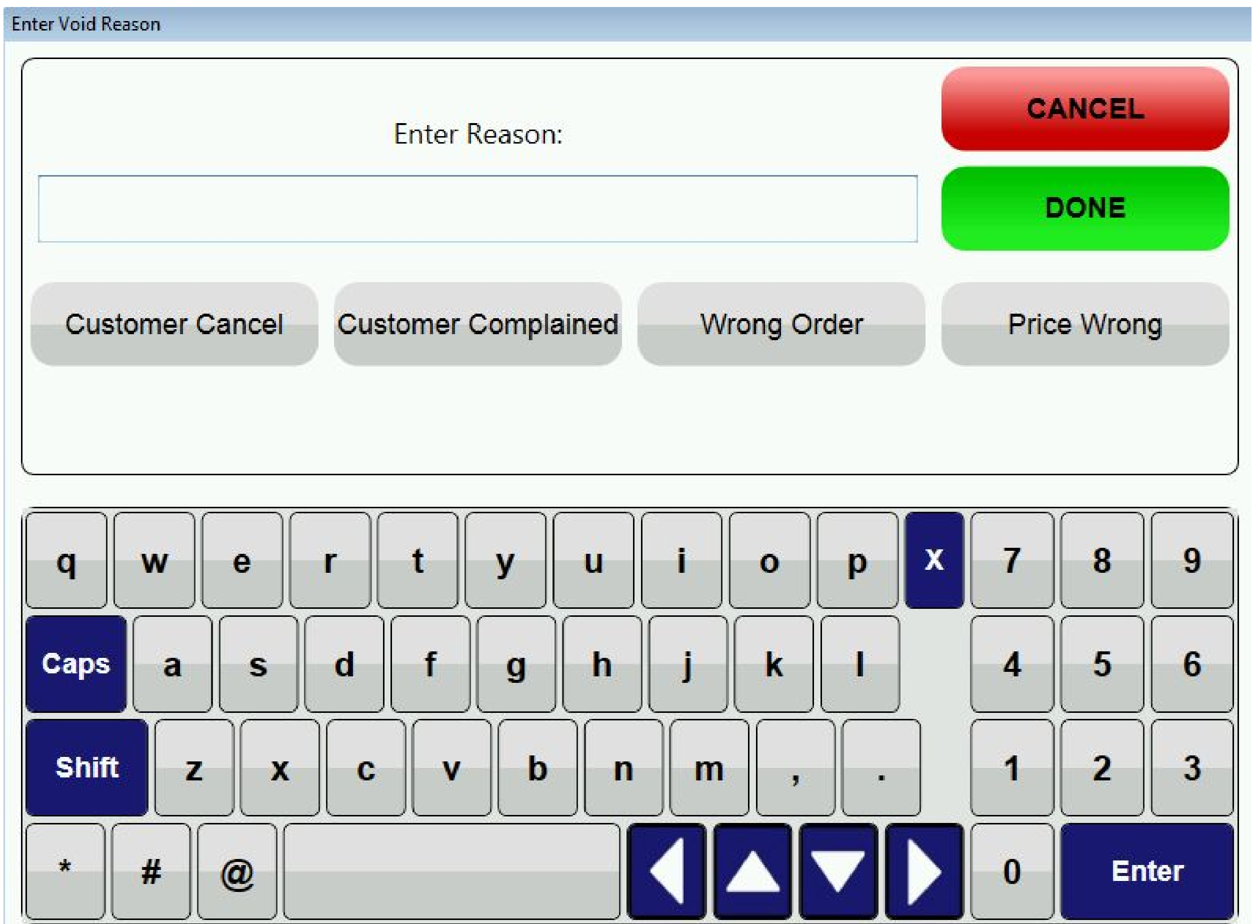


Figure - Void Order Reason window

    2.1. Click one predefined reason, the window will close automatically. The application will exit from order page and open a default order type main page.
    2.2. If predefined reasons don't match with your reason, enter your reason, click "DONE" button. The window will close. The application will exit from order page and open a default order type main page.
3. Click "CANCEL" button if you don't want to void order, the window will close.
4. If feature Enforce input reason for void order is disabling, the application will exit from order page and open a default order type main page.

Remark: *The restaurant can set sending email alert when order/ item(s) is voided.*

NO. OF GUEST button

This button is to enter number of guest on Dine In order type. To enter number of guest, follow below steps:

1. Click "No. of Guest" button, a numpad dialog box will show up.
2. Enter number, click "DONE" button.
3. A number of guest will be updating at the header of Order page.

ITEM SOLD OUT button

This button is to mark Menu Item as sold out. To set and unset sold out to Menu Item, follow below steps:

1. Click "Item Sold Out" button.
2. Click desired Menu Item. If Menu Item is already marked as sold out, a "sold out" symbol will be removing from Menu Item; otherwise, a "sold out" symbol will be displaying on Menu Item.

Figure - Showing Menu Item Sold Out

NO KITCHEN PRINT button

This button is to mark item to not printing to kitchen. To not print item to kitchen, follow below steps:

1. Click “No Kitchen Print” button, the No Kitchen Print page will open. All items not printed to kitchen yet will be displaying on the page.

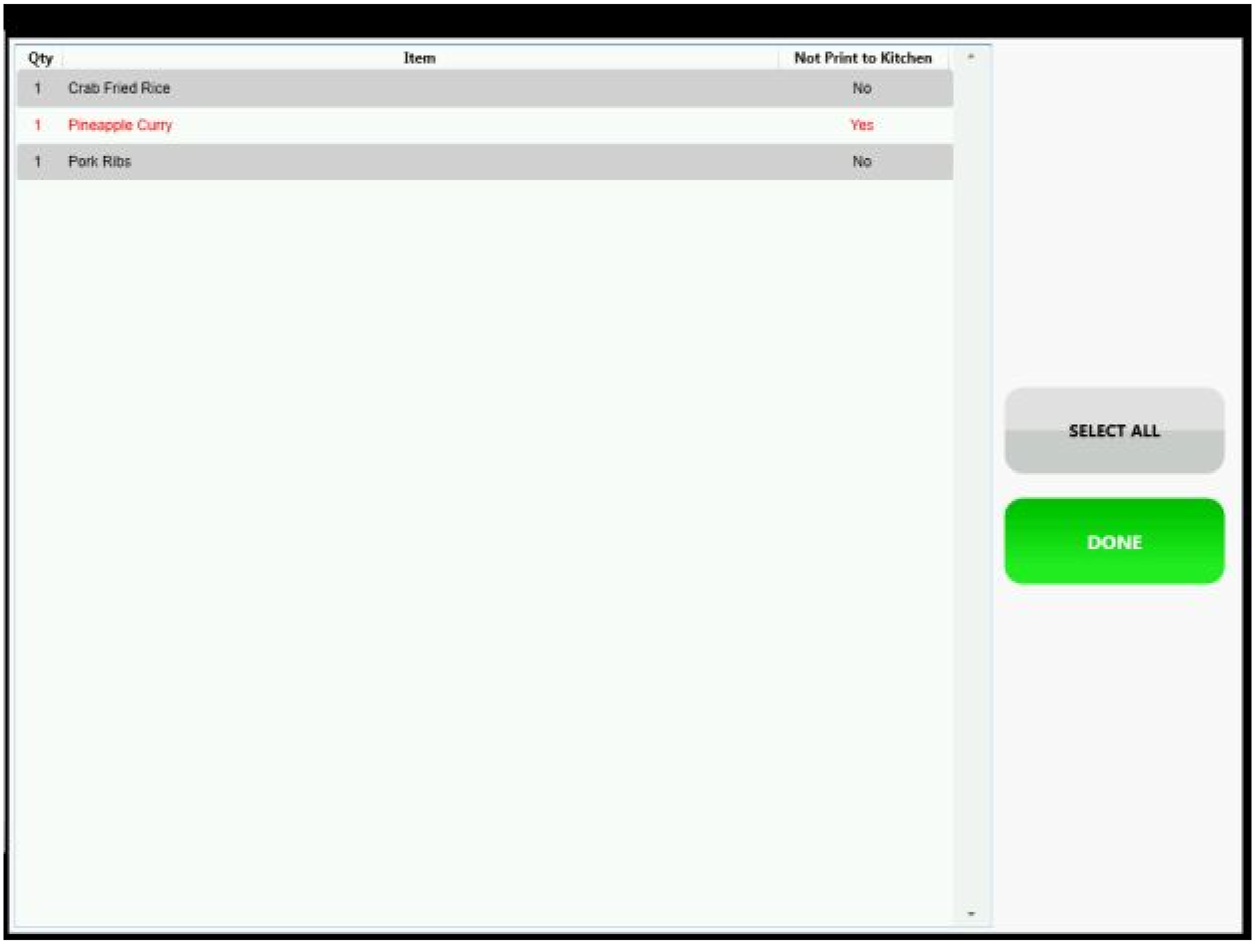


Figure - No Kitchen Print page

2. Click desired item to select, if value of selected item on ‘Not Print to Kitchen’ column is “No”, The application will change to “Yes” and vice versa. This page support multi select that means you can select multiple items.
3. Click “SELECT ALL” button if you want to mark all items to not print to kitchen. The application will change value of all items on ‘Not Print to Kitchen’ column to “Yes”.
4. Click “DONE” button when you finish.

TOGGLE MENU LANGUAGE button

This button is to change language displayed on Menu Group, Menu Item, Menu SubGroup and ordered item. To toggle language, click “Toggle Menu Language” button, the dialog box will show up. Click desired language; the content displayed on Menu Group button, Menu Item button, Menu SubGroup button and ordered item will be changing to toggled language.

EXIT ORDER button

This button is to exit from order page. The dialog box asking to confirm exiting from order page will show up.

1. Click "YES" button, the application will exit from order page by discarding any change made to order.
2. Click "NO" button, the application is keeping stay on the order page.

CHANGE ORDER TYPE button

This button is to change order type of existing order. To change order type, follow below steps:

1. Click "Change Order Type" button, the dialog box listed order type, will show up.
2. Click desired order type. If changing is successful, the message box 'Change Order Type successfully.' will show up. The order header and related subjects specific to each order type will be changing on order page.
3. If you want to cancel changing order type, click "CANCEL" button on order page.

GRATUITY button

This button is to enter gratuity to the order. If the order is already paid online, mostly gratuity is included. User can add gratuity on order page before printing out a customer receipt if payment and/or split payment are not made to the order; otherwise, user have to enter gratuity on order payment instead.

LOGOUT button

This button is to logout from the system. The dialog box asking to confirm logout from system will show up.

1. Click "YES" button, the application will exit from order page and logout from the system by discarding any change made to order.
2. Click "NO" button, the application is keeping stay on the order page.

SERVER TRANSFER button

This button is to transfer the order owner. To transfer the owner, follow below steps:

1. Click "Server Transfer" button, a numpad dialog box will show up.
2. Enter PIN of new owner, click "DONE" button.
3. If PIN is correct, the application will transfer the owner and show message box 'Server Transfer successfully'.

TRANSFER ITEM button

This button is to transfer item(s) already send to kitchen from one order to another order. To transfer item(s), follow below steps:

1. Click “Transfer Item” button, Transfer Item page will open and show opened order on left pane.
2. Select target order, the order detail will be showing on right pane.
   Remark: *Voided item(s) and being Hold item(s) will not be showing to allow transfer.*
3. Select desired items.
4. Click “TRANSFER ITEM” button if you want to transfer item(s) from target order to current order.
5. On order page, ordered items of target order will be combined with current order by appending on order item list.

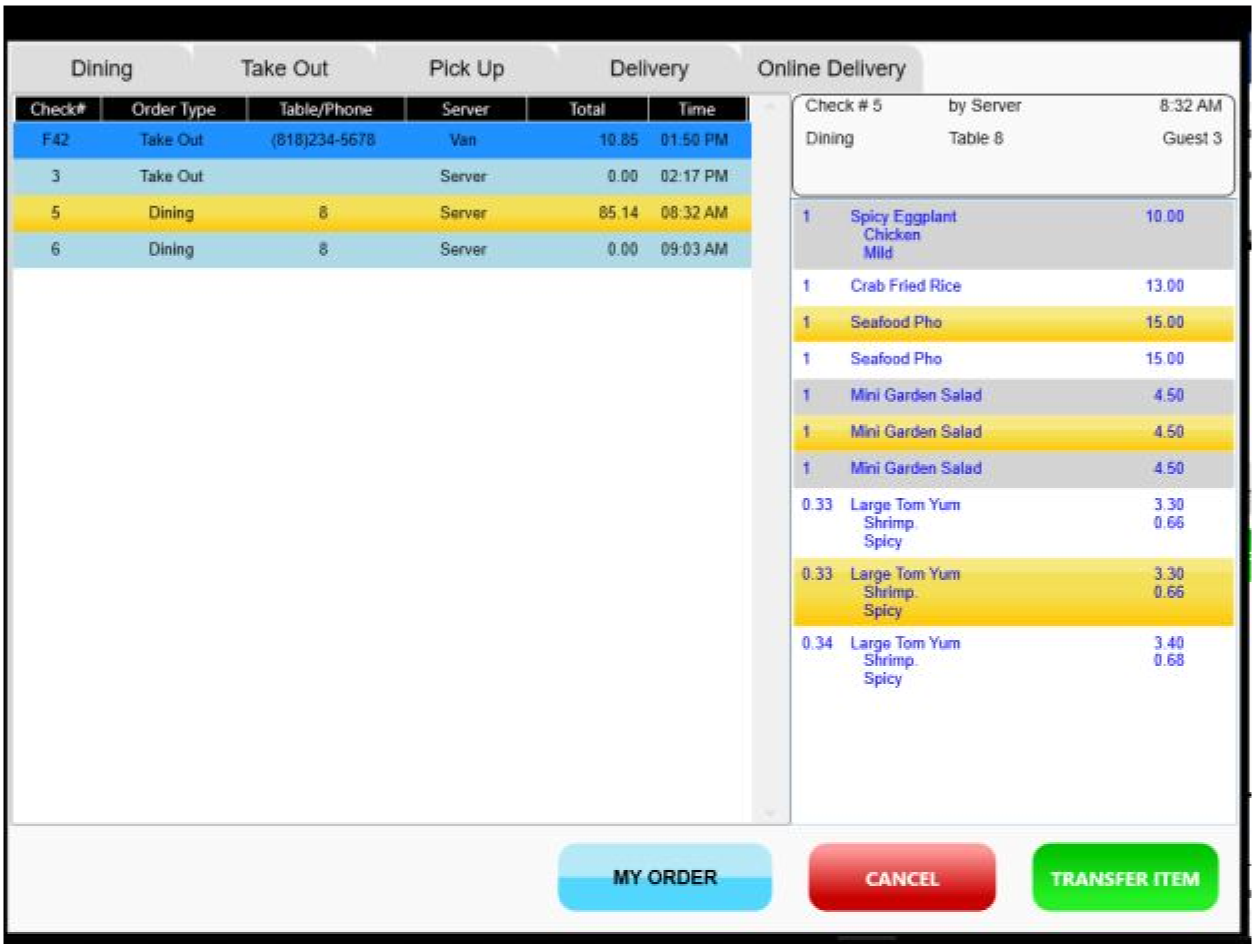


Figure - Transfer Item page

SET FUTURE ORDER button

This button is to set order as a future order. Only new order is allowed to set as a future order. A future order has different properties from a normal order as below:

1. When a future order is created, a future order number will be assigned to the order.
2. A future order will be showing on top of [Order Recall page](#).
3. A future order will be printing to kitchen at Send to Kitchen Time.
4. Allowed to void unsent to kitchen items on future order instead of deleting.
5. Allowed to make payment to future order 12 hours prior Customer Due Time.
6. When a payment is occurred on future order and/or order is voided, an order number will be assigned to the order as usual.

To set future order, follow below steps:

1. Click "Set Future Order" button, if there is no customer info attached to the order, a numpad to enter Customer Phone number will be popped up.
2. After finish customer info, a Future Order window will show up.
3. Set Future Date, Customer Due Time, and Send to Kitchen Time as desired.
4. Enter Customer Note, if any.
5. Click "DONE" button.
6. On order page, a future order date time will be showing below order header. A calendar icon will be showing against each ordered items.

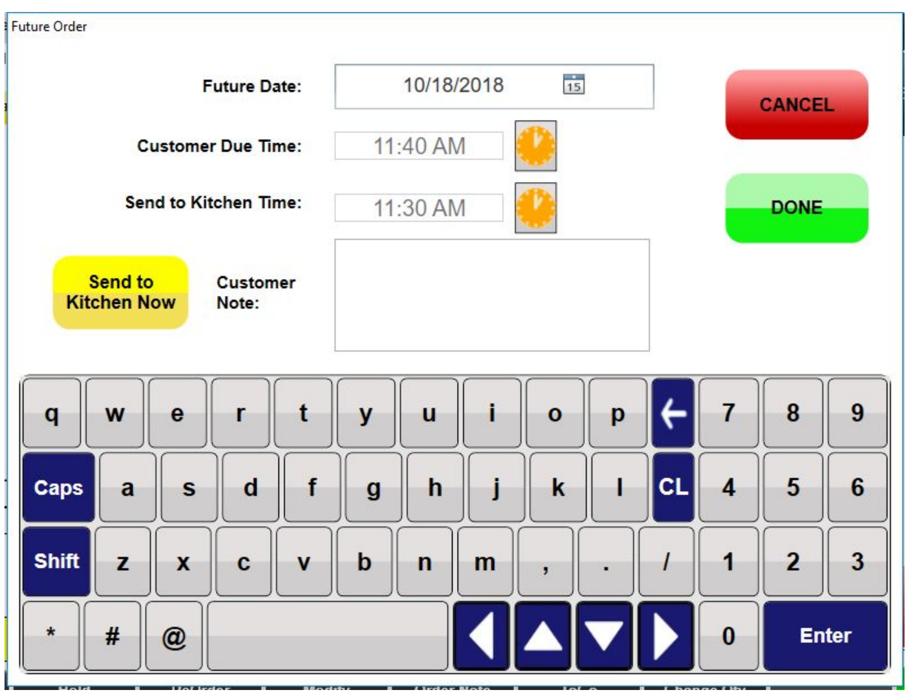


Figure - Future Order Set up window

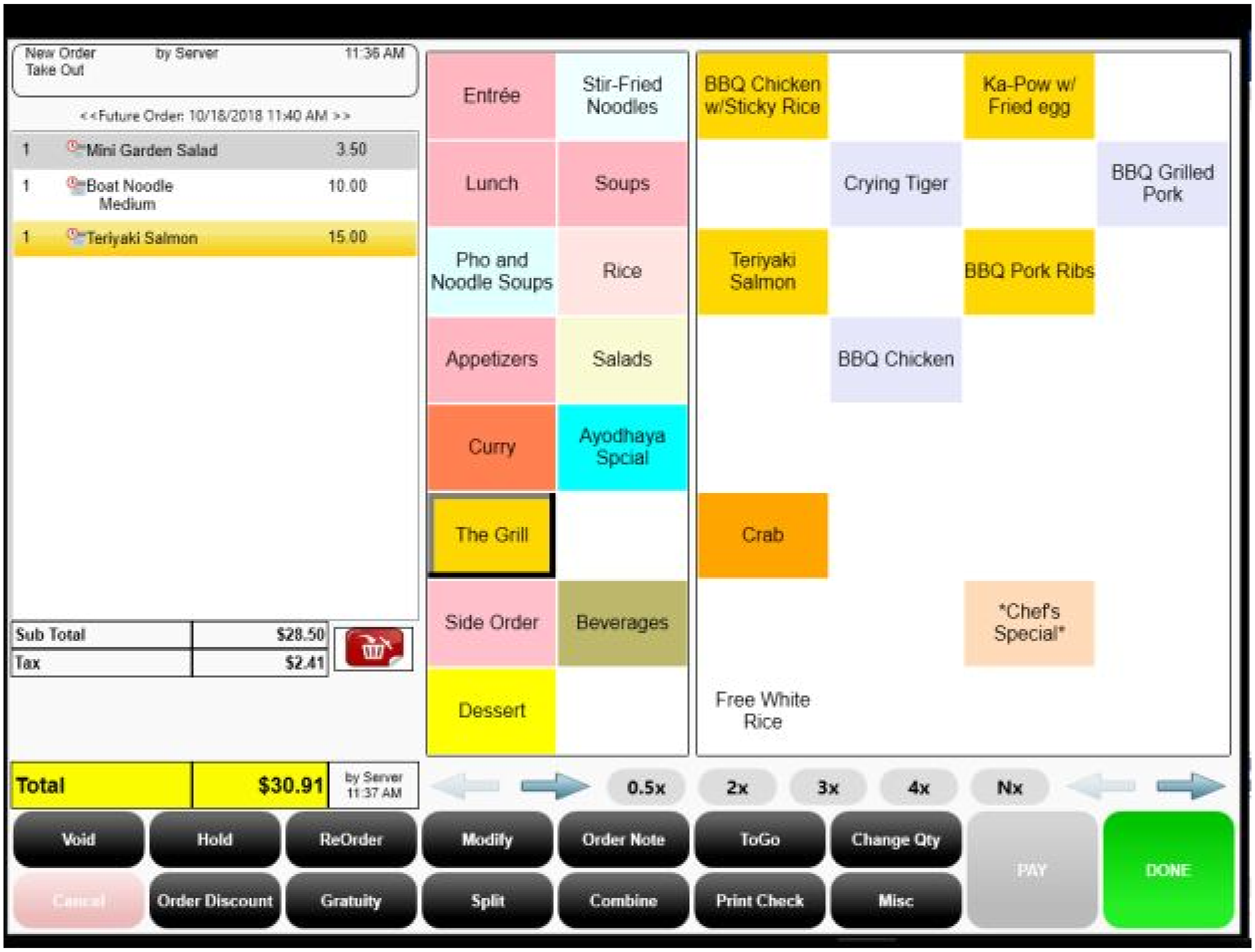


Figure - Future Order

RESEND TO KITCHEN button

This button is to resend ordered item(s) to kitchen. To resend item(s) to kitchen, follow below steps:

1. Click "Resend to Kitchen" button, Resend to Kitchen page will open and show ordered item(s) already send to kitchen.
   Remark: *Voided item(s) will not be showing to allow resend to kitchen.*
2. Select desired item(s).
3. Click "DONE" button. All selected item(s) will be printing to kitchen.

Remark: *The application will print '!!! REPRINT !!!' wording on kitchen receipt.*

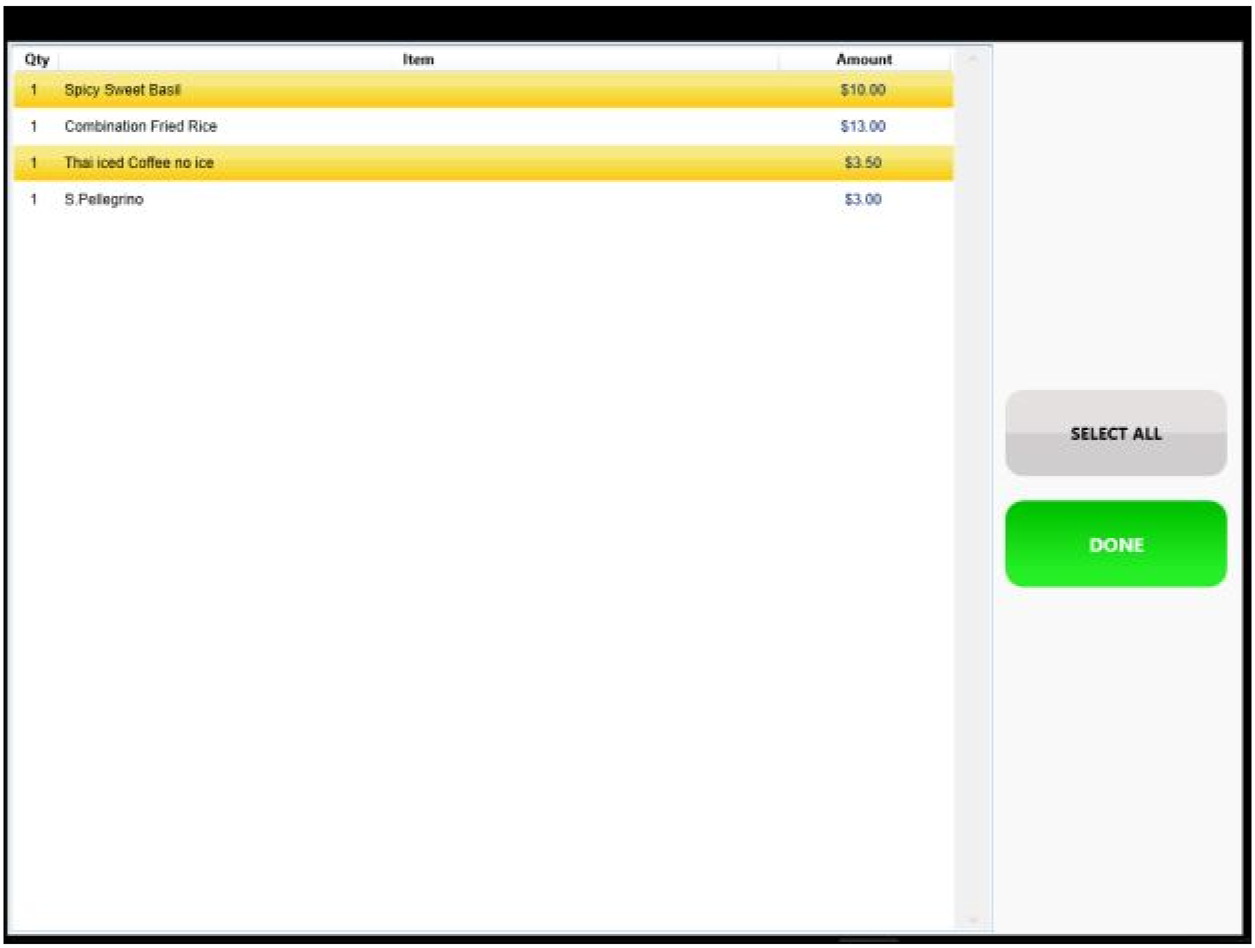


Figure - Resend to Kitchen page

Specific Functions for Dine In Order Type

TABLE TRANSFER button

This button is to transfer orders from one table to another table. This feature allowed transferring to both available table and occupied table. To transfer table, follow steps below:

1. Click desired occupied table, click "Table Transfer" button. The first order of being in process table will be selected automatically (with red border) and "Cancel Transfer" button will be showing.
2. Click "Cancel Transfer" button if you want to cancel Table Transfer process.
3. Click target table to transfer to, the selected orders from original table will be transferred to target table. The transfer process support multi select that means you can select multiple orders on original table and transfer them in one time.

PRINT ALL button

This button is to print all orders belong to selected table.

ASSIGN TABLE button

This button is to assign table to Dine In Future Order. This function button will be enabling 12 hours prior Customer Due Time, and the order has no table assigned to yet. To assign table, follow below steps:

1. Click "Assign Table" button, a table name dialog box will show up.
2. Enter available Table Name.
3. Click "DONE" button if you confirm to assign table name to the order.

QUICK SERVICE

This feature is to reduce step to open order page. When click "DONE" or "CANCEL" button on order page, the application will clean up order page to serve new order instead of exit from order page.

Chapter 3 Take Out order type

On order type main page, you will see "Take Out" tab or other name you set to this order type through attribute named "Alias Name" on Back Office. When click Take Out tab, you will see opened order list showing on.

There is "My Order" button at the bottom on right pane. When click this button, it will show only the opened order items you possess. When click it again, it will show all opened ordered items.

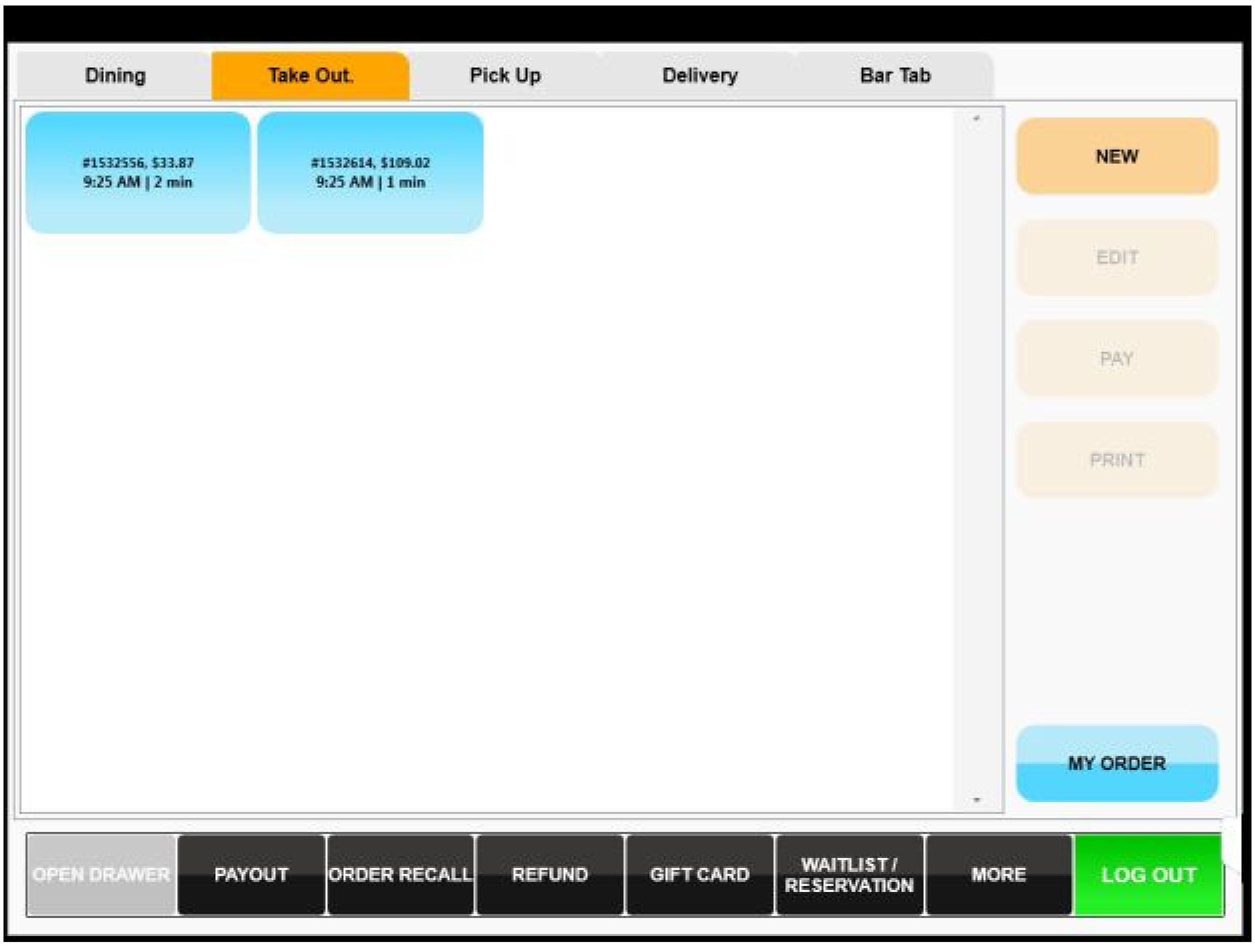


Figure - Take Out order type screen

Order Entry

To create order, click "NEW" button, the order page will open.

To edit order, click desired order, click "EDIT" button, the order page will open.

Specific Functions for Take Out Order Type

PROMPT FOR ENTER CUSTOMER NAME

The restaurant might want to record Customer name in order to add more confident for providing the right order to the right customer. If this feature is enabling, when you create a new Take Out order type and click “DONE” button on order page, the Customer Name window will show up for entering customer name.

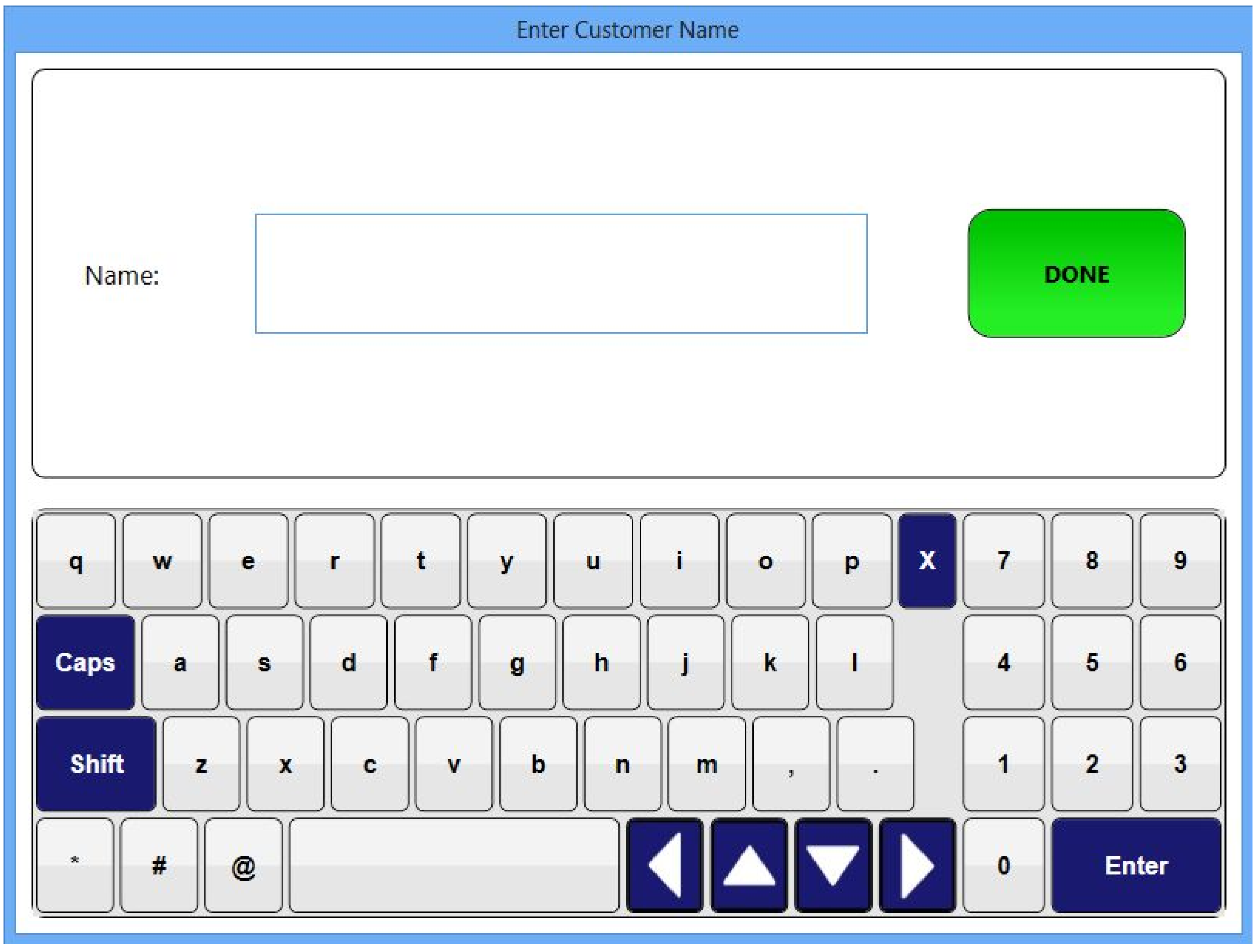


Figure - Prompt for enter Customer name window

Chapter 4 Pick Up order type

On order type main page, you will see "Pick Up" tab or other name you set to this order type through attribute named "Alias Name" on Back Office. When click Pick Up tab, you will see opened order list showing on.

There is "My Order" button at the bottom on right pane. When click this button, it will show only the opened order items you possess. When click it again, it will show all opened ordered items.

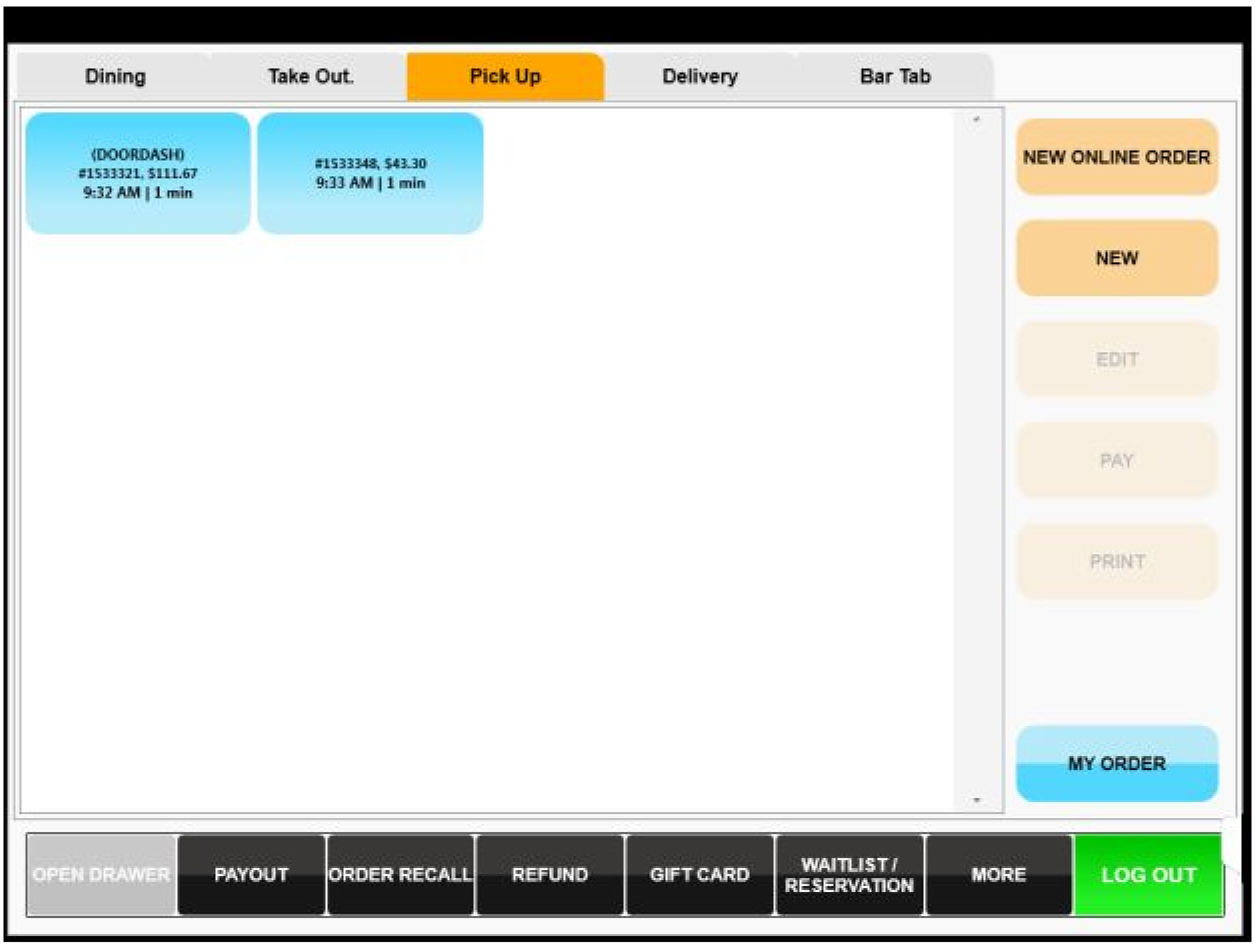


Figure - Pick Up order type screen

Usually the restaurant will receive Pick Up order from a customer call. Some restaurant also receives the order from internet. In order to tracking orders and operating revenue efficiently, the restaurant can enable "Online order for Pick Up" feature by setting at Back Office. When "Online order for Pick Up" is enabled, you will see "NEW ONLINE ORDER" button on "Pick Up" tab.

The restaurant can set up on Back Office to require entering customer phone number or allow to bypass.

Order Entry

To create order, follows step below:

1. Click “NEW” button, a numpad will show up. Enter 10 digits customer phone number then click “DONE” button. Or click “DONE” button without enter customer phone number if the feature “bypass customer phone number” is enabled.
2. If entered phone number is existed in customer records, the customer page will open. The page will show customer information that you can edit.
   2.1. Click “DONE” button, change on customer page will save and the order page will open.
   2.2. Click “CANCEL” button, change on customer page will be canceled; the application will go back to “Pick Up” tab.
3. If entered phone number is existed and there are multiple records of entered phone number, the Search Result page will open. This page will show customer list who has phone number as same as entered number.
   3.1. Click desired customer then click “DONE” button, the customer page will open. The page will show customer information that you can edit.
      3.1.1. Click “DONE” button, change on customer page will save and the order page will open.
      3.1.2. Click “CANCEL” button, change on customer page will be canceled; the application will go back to “Pick Up” tab
   3.2. If you want to create new customer record, click “NEW” button, the customer page will open. The page will show blank customer information. Enter customer information.
      3.2.1. Click “DONE” button, customer record will create and the order page will open.
      3.2.2. Click “CANCEL” button, customer record will not create, the application will go back to “Pick Up” tab.
4. If entered phone number is not existed in customer records, the customer page will open. The page will show blank customer.
   4.1. Click “DONE” button, customer record will create and the order page will open.
   4.2. Click “CANCEL” button, customer record will not create, the application will go back to “Pick Up” tab.

To create online order, click “NEW ONLINE ORDER” button, the online vendor page will open. Click desired online vendor, a numpad will show up then follow steps for creating non online order above.

To edit order, click desired order, click “EDIT” button, the order page will open.

Specific Functions for Pick Up and Online Pick Up Order Type

CUSTOMER INFO button

This button is to create or edit customer information through opened order. To edit customer information, follow steps below:

1. On order page, click “Customer Info” button, the customer page will open.

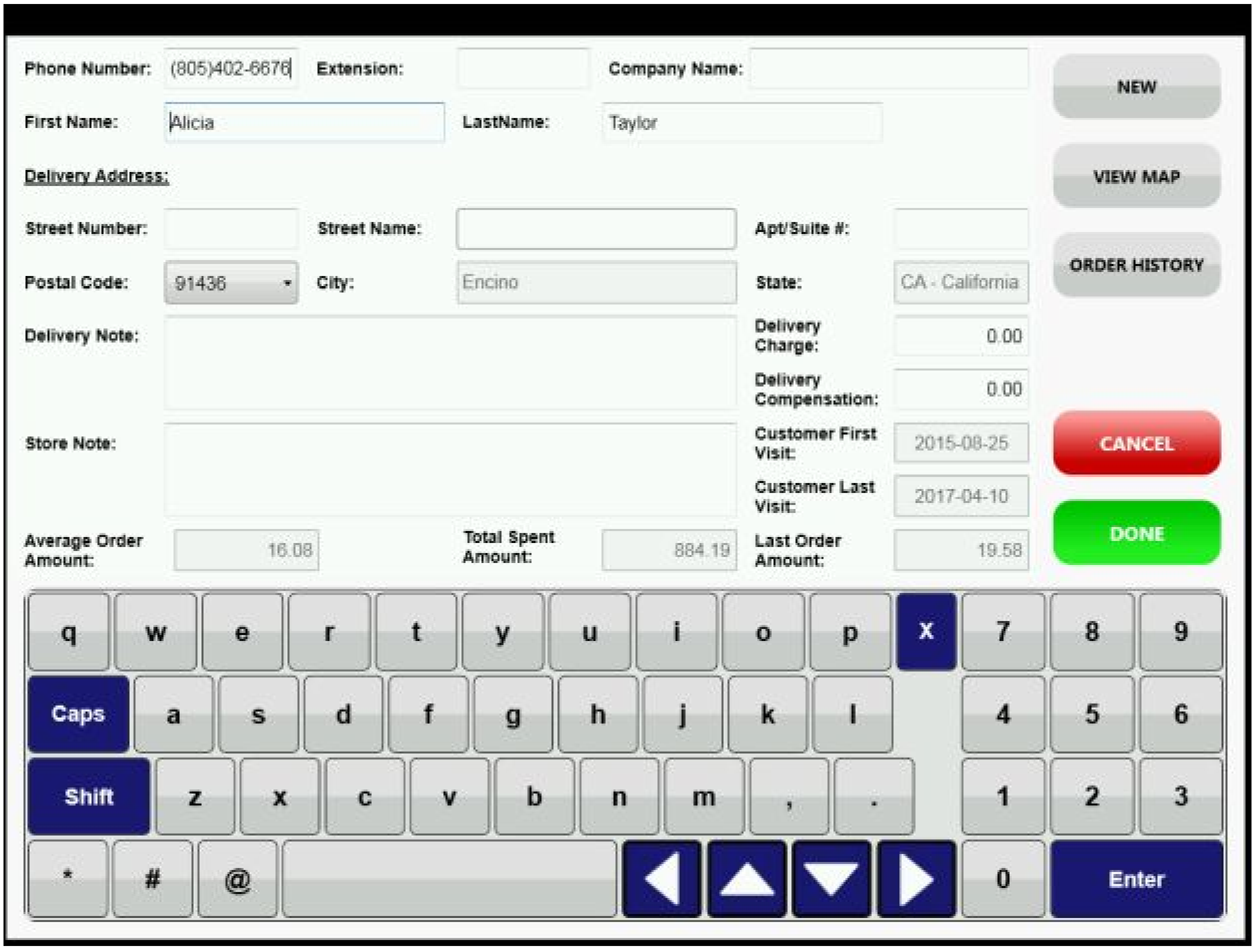


Figure - Customer page

2. The page will show customer information, edit information as desired.
3. Click "DONE" button when finish editing, the change will save, the application will go back to order page.
4. Click "CANCEL" button if you want to cancel change, the application will go back to order page.
5. Click "NEW" button if you want to create new customer. The message box asking to confirm save current customer record, will show up.
    5.1. Click "YES" button if you want to save change. The change will be saving; the page will be cleaned up for new customer record.
    5.2. Click "NO" button if you want to cancel change. The change will be discarded; the page will be cleaned up for new customer record.
6. Enter new customer information.
7. Click "DONE" button when you finish. New customer record will be created, the application will go back to order page. On order page, customer name and phone number of new customer will show up on order page header.

8. Click "CANCEL" button, if you want to cancel creating new customer. The application will go back to order page.

ORDER HISTORY feature

This feature is to show order history that the customer took Pick up/ Delivery included Online orders in the past. The restaurant can select desired order and re-order which can just make a couple steps to complete creating new order.

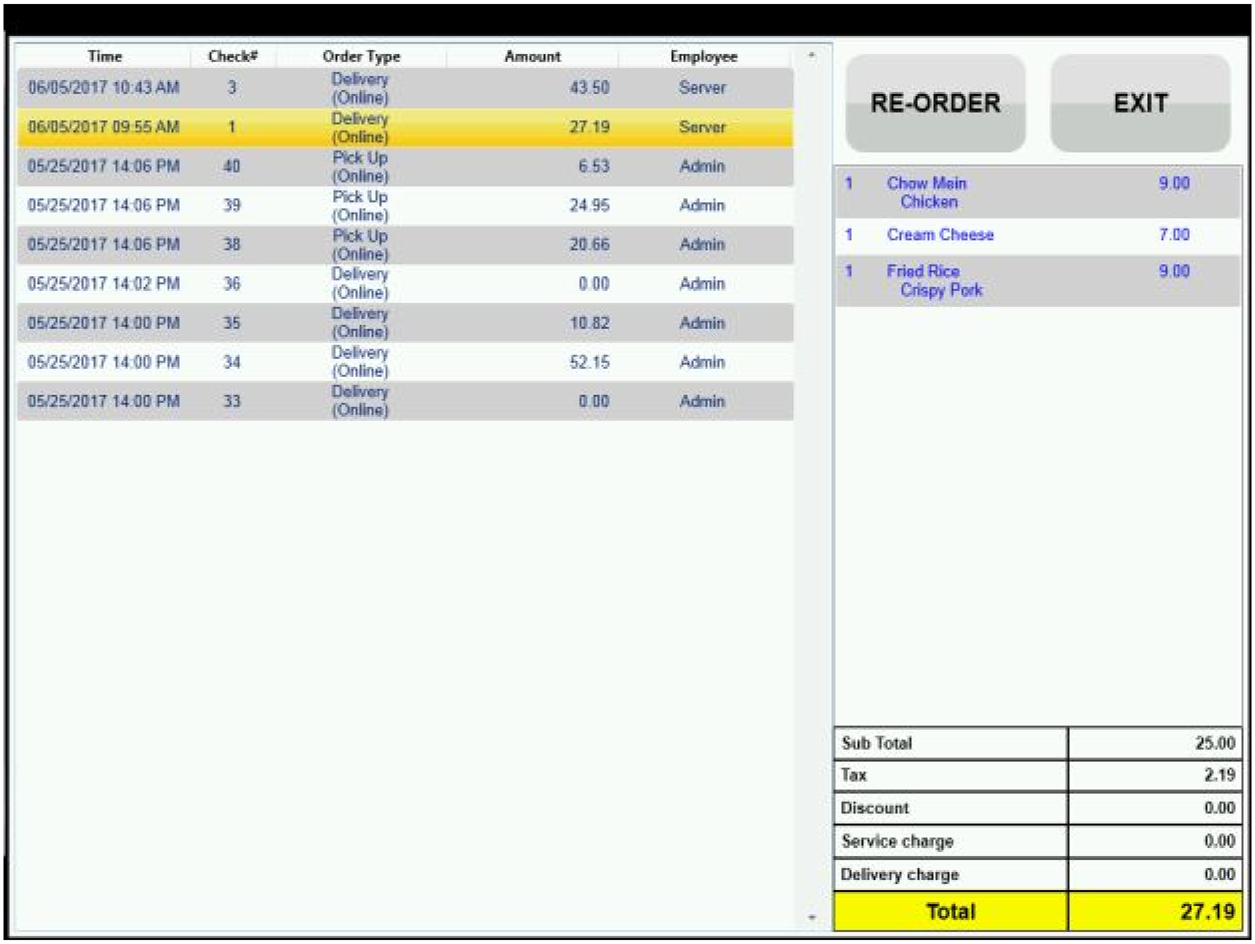


Figure - Order History page

CALLER ID feature

This feature is to provide customer information received from Caller ID box, to the application. The Caller ID box will provide customer phone number, first name, and last name, if they are available. The application will pass these values to show on Customer page automatically when the restaurant clicks "Pick Up" button on 'Caller ID' window.

To create new order when enabling 'Caller ID' feature, please follow the steps below.

1. When there is a call coming, 'Caller ID' button will pop up on order type screen.
2. After the restaurant pick up the call, click "Caller ID" button, the 'Caller ID' window will open. If 'Pick Up' order type is enabling, the "Pick Up" button will show against each line call. See **Figure - Caller ID window**.

   Each line call will show phone number, first name, and last name, if they are available. For a private call, the application will show only 'PRIVATE' wording.

Remark: *Once a call is picked up, the line call color will be changing from green to red. This is to signify the users working on other station to acknowledge.*

3. The restaurant clicked "Pick Up" button against desired line call.
   - 3.1. If this is a new customer, Customer page will open and show provided customer information (phone number, first name, last name) automatically.
   - 3.2. If this is an existing customer, Customer page will open and show existing customer information as usual.
4. On Customer page, click "DONE" button to continue open new order or click "CANCEL" button to cancel open new order as usual.

Once a line call is hang up, the list of hang up line call will be removing from 'Caller ID' window. If there is no open line call, 'Caller ID' window will be removing automatically.

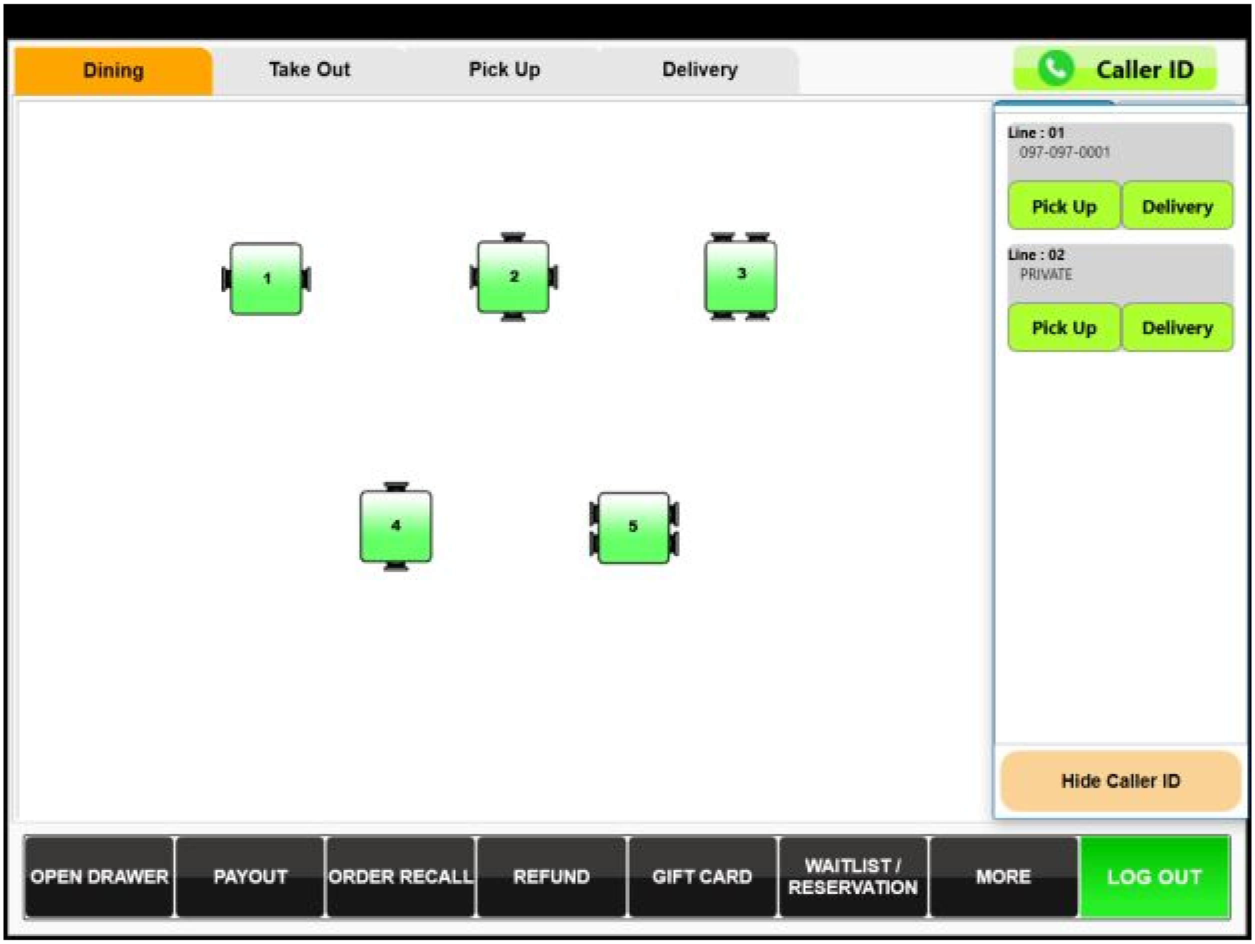


Figure - Caller ID window

PROMPT FOR ENTER CUSTOMER NAME

The restaurant might want to record just a simple Customer name in order to add more confident for providing the right order to the right customer. If this feature is enabling, when you create a new Pick Up or Online Pick Up order type and click "DONE" button on order page, the Customer Name window will show up for entering customer name.

ONLINE PICK UP - CHANGE ONLINE VENDOR feature

This feature is to change online vendor. To change online vendor, follow below steps:

1. Click "Change Order Type" button, the dialog box will show up, the "ONLINE VENDOR" button is sitting at the left corner of the dialog box.
2. Click "ONLINE VENDOR" button, the dialog box listed online vendor will show up.
3. Click desired online vendor. If changing is successful, the message box 'Change Online Vendor successfully.' will show up.
4. If you want to cancel changing online vendor, click "CANCEL" button on order page.

GLORIA FOOD INTEGRATION ONLINE ORDER feature

This feature is to create Gloria integration online order on local POS automatically when the restaurant accepted the order notified on Gloria Application, the ordered items will be printing to kitchen after that.

'Schedule Hold' feature is used for printing ordered items to kitchen therefore the restaurant needs to enable 'Hold Order Timer Station' option along with setting associated parameters of this feature on Back Office.

In case the restaurant accepted the order while Day is closed, the order will not be created on local POS. These orders will be created on local POS when Day started.

If setting Pick Up order type use Server Bank and Gloria integration online order owner is still be 'online user', the server bank will be transferred automatically to the server made payment.

Order Functions Restriction

In order to increase reliability of creating the ordered items on local POS by duplicated from Gloria Online order completely, the Gloria integration online orders on local POS are not allowed to edit, there is some restriction to manipulate order as following:

DO ALLOW on ORDER RECALL page	**DO NOT ALLOW**
Re-Open Order	Edit Order
Void Order	Transfer Item from Gloria integration online order
Resend to Kitchen	Combine Order from Gloria integration online order
Server Transfer	Remove Payment made by Gloria Online Payment

Chapter 5 Delivery order type

On order type main page, you will see “Delivery” tab or other name you set to this order type through attribute named “Alias Name” on Back Office. The Delivery order type has Dispatcher feature and Driver Banking feature for tracking orders each driver is assigned to delivering.

When click Delivery tab, you will see opened order list showing on.

There is “My Order” button at the bottom on right pane. When click this button, it will show only the opened order items you possess. When click it again, it will show all opened ordered items.

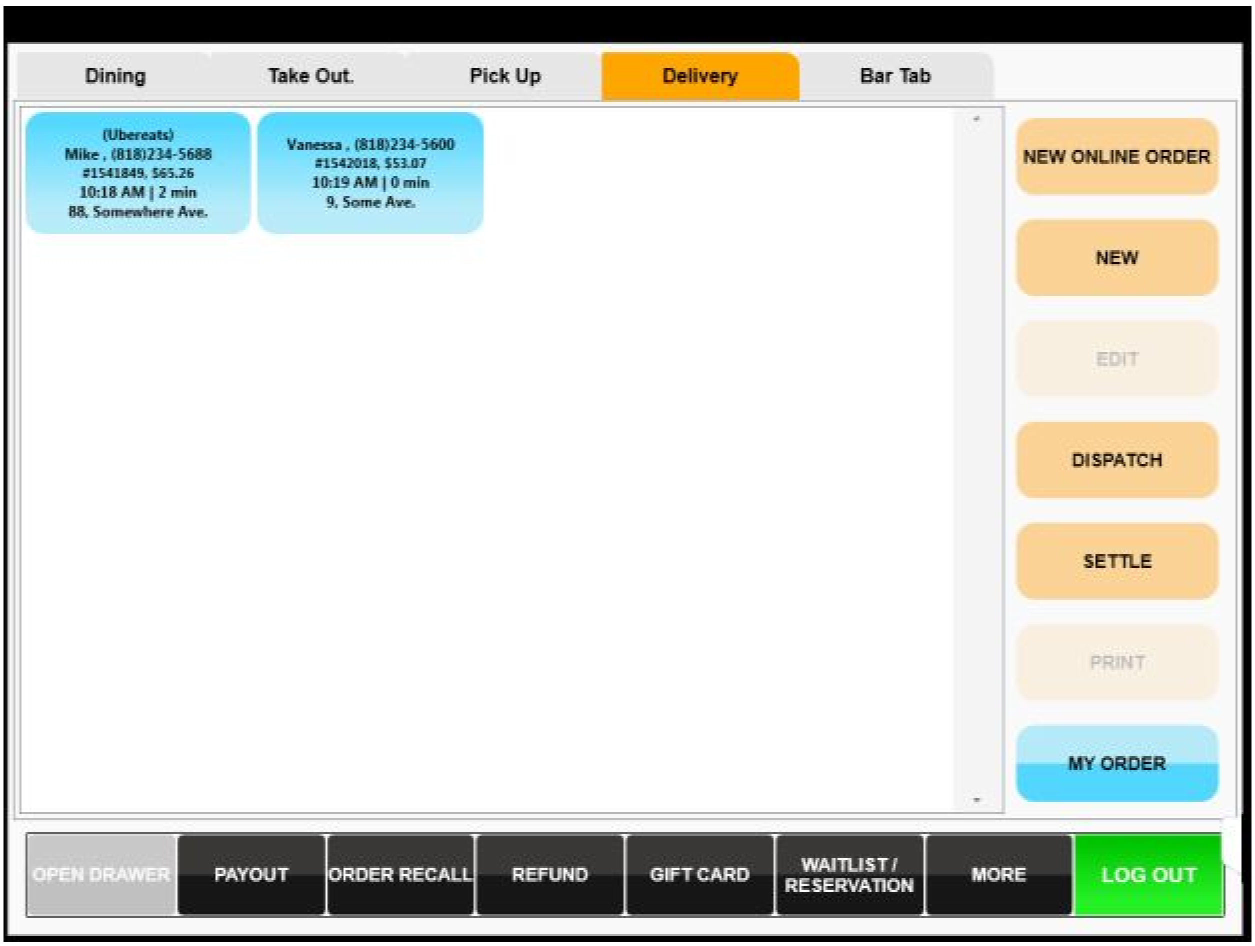


Figure - Delivery order type screen

Usually the restaurant will receive Delivery order from a customer call. Some restaurant also receives the order from internet. In order to tracking orders and operating revenue efficiently, the restaurant can enable “Online order for Delivery” feature by setting at Back Office. When “Online order for Delivery” is enabled, you will see “NEW ONLINE ORDER” button on “Delivery” tab.

This order type is associated with customer phone number, customer name and customer address. These customer information are required when creating order.

Order Entry

To create order, follows step below:

1. Click “NEW” button, a numpad will show up. Enter 10 digits customer phone number then click “DONE” button.
2. If entered phone number is existed in customer records, the customer page will open. The page will show customer information that you can edit.
    - 2.1. Click “DONE” button, change on customer page will save and the order page will open.
    - 2.2. Click “CANCEL” button, change on customer page will be canceled; the application will go back to “Delivery” tab.
3. If entered phone number is existed and there are multiple records of entered phone number, the Search Result page will open. This page will show customer list who has phone number as same as entered number.
    - 3.1. Click desired customer then click “DONE” button, the customer page will open. The page will show customer information that you can edit.
        - 3.1.1. Click “DONE” button, change on customer page will save and the order page will open.
        - 3.1.2. Click “CANCEL” button, change on customer page will be canceled; the application will go back to “Delivery” tab.
    - 3.2. Click “NEW” button, the customer page will open. The page will show blank customer information. Enter customer information.
        - 3.2.1. Click “DONE” button, customer record will create and the order page will open.
        - 3.2.2. Click “CANCEL” button, customer record will not create, the application will go back to “Delivery” tab.
4. If entered phone number is not existed in customer records, the customer page will open. The page will show blank customer.
    - 4.1. Click “DONE” button, customer record will create and the order page will open.
    - 4.2. Click “CANCEL” button, customer record will not create, the application will go back to “Delivery” tab.

To create online order, click “NEW ONLINE ORDER” button, the online vendor page will open. Click desired online vendor, a numpad will show up then follow steps for creating non online order above.

To edit order, click desired order, click “EDIT” button, the order page will open.

Specific Functions for Delivery and Online Delivery Order Type

CUSTOMER INFO button

This button is to create or edit customer information through opened order. To edit customer information, follow steps below:

1. On order page, click "Customer Info" button, the customer page will open.
2. The page will show customer information, edit information as desired.
3. Click "DONE" button when finish editing, the change will save, the application will go back to order page.
4. Click "CANCEL" button if you want to cancel change, the application will go back to order page.
5. Click "NEW" button if you want to create new customer. The message box asking to confirm save current customer record, will show up.
   5.1. Click "YES" button if you want to save change. The change will save; the page will be cleaned up for new customer record.
   5.2. Click "NO" button if you want to cancel change. The change will be discarded; the page will be cleaned up for new customer record.
6. Enter new customer information.
   6.1. Click "DONE" button when you finish. New customer record will be created, the application will go back to order page. On order page, customer name and phone number of new customer will show up on order page header.
   6.2. Click "CANCEL" button if you want to cancel creating new customer. The application will go back to order page.

SUGGEST ADDRESS feature

This feature is to suggest existing street name on customer page when enter street name that is matching with existing street name in customer records, for example, enter 'g' on street name, if there is existing street name starting with 'g' then the list of street name starting with 'g' will show up. The restaurant can enable this feature on Backend application.

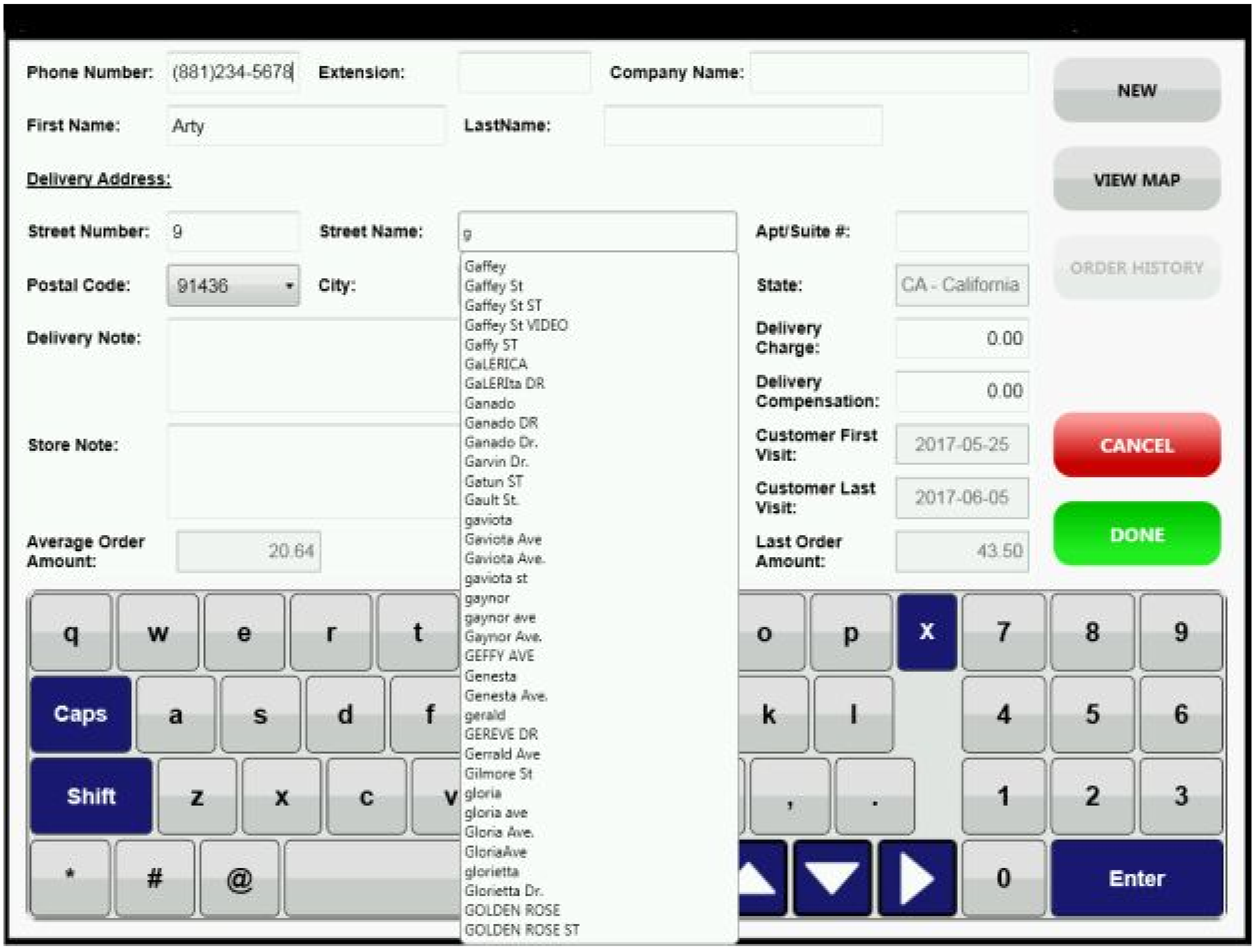


Figure - Enabling Suggest Street feature on Customer page

VIEW MAP feature

This feature is to show estimated distance, estimated time and direction from restaurant to customer's address. The restaurant needs to enter customer address correctly on the page before click "VIEW MAP" button.

Remark This feature does not support on Window XP and Windows POS ready 2009

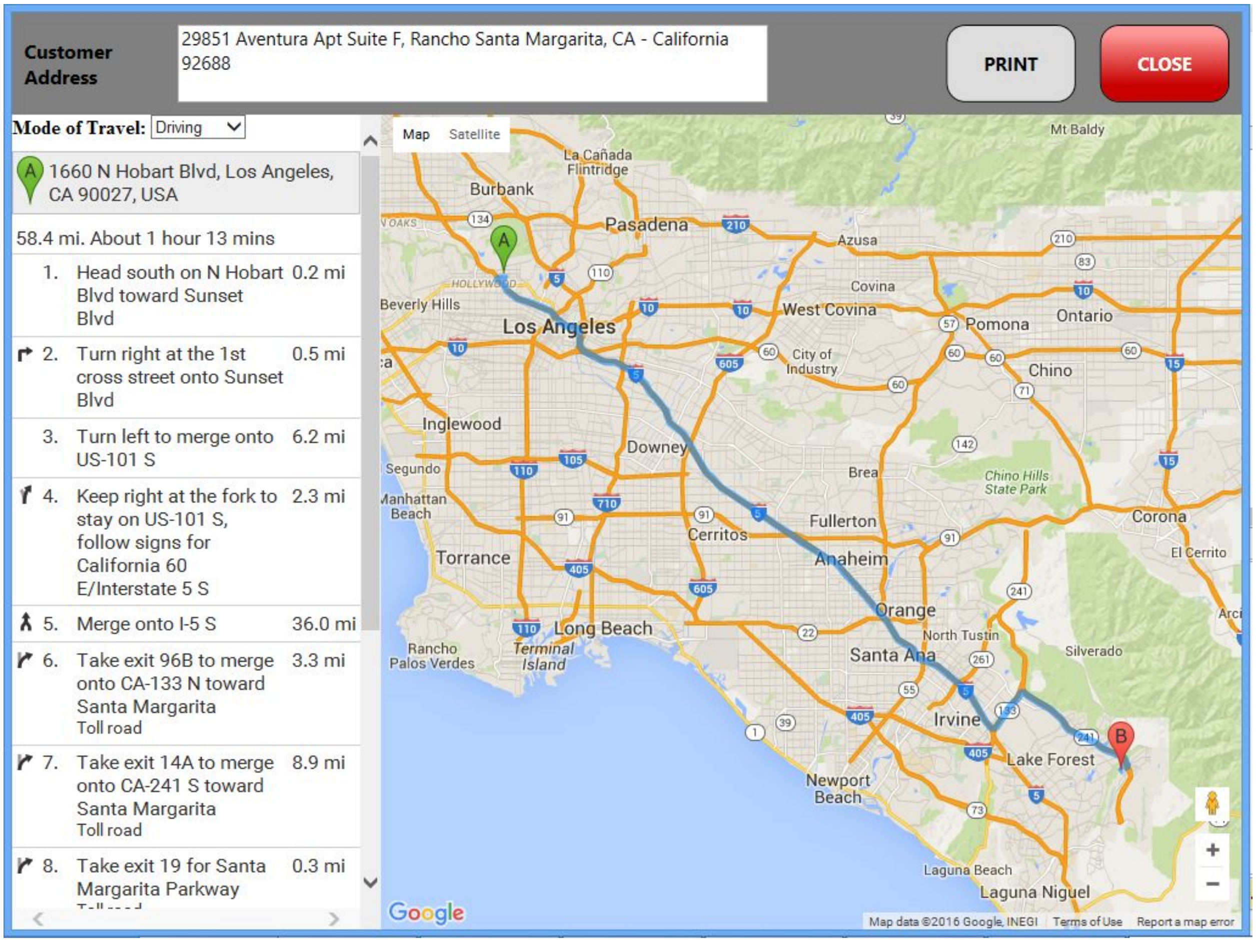


Figure - View Map page – Showed distance, time and direction to customer's address

ORDER HISTORY feature

This feature is to show order history that the customer took Pick up/ Delivery included Online orders in the past. The restaurant can select desired order and re-order which can just make a couple steps to complete creating new order.

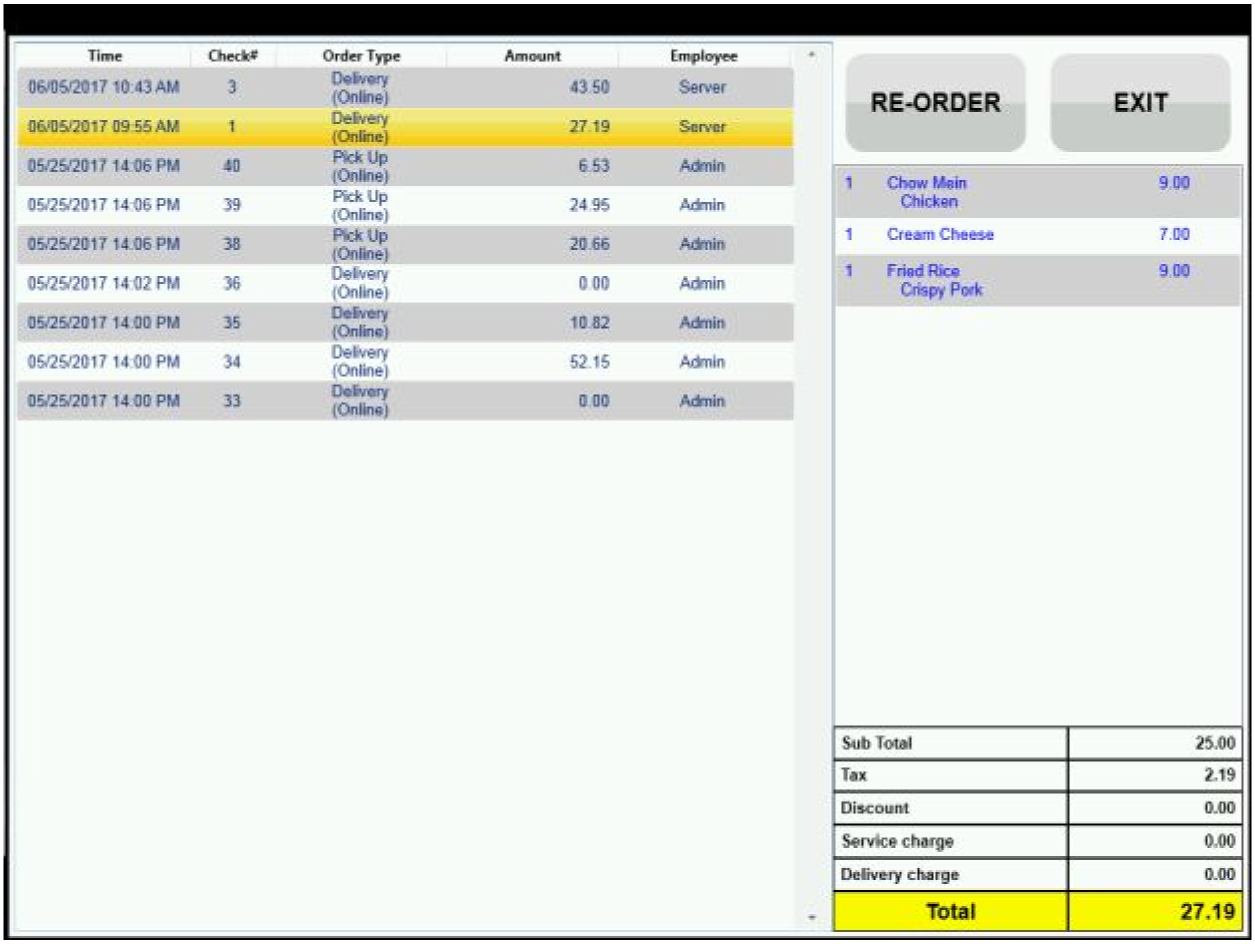


Figure - Order History page

CALLER ID feature

This feature is to provide customer information received from Caller ID box, to the application. The Caller ID box will provide customer phone number, first name, and last name, if they are available. The application will pass these values to show on Customer page automatically when the restaurant clicks "Delivery" button on 'Caller ID' window.

Once a line call is hang up, the list of hang up line call will be removing from 'Caller ID' window. If there is no open line call, 'Caller ID' window will be removing automatically.

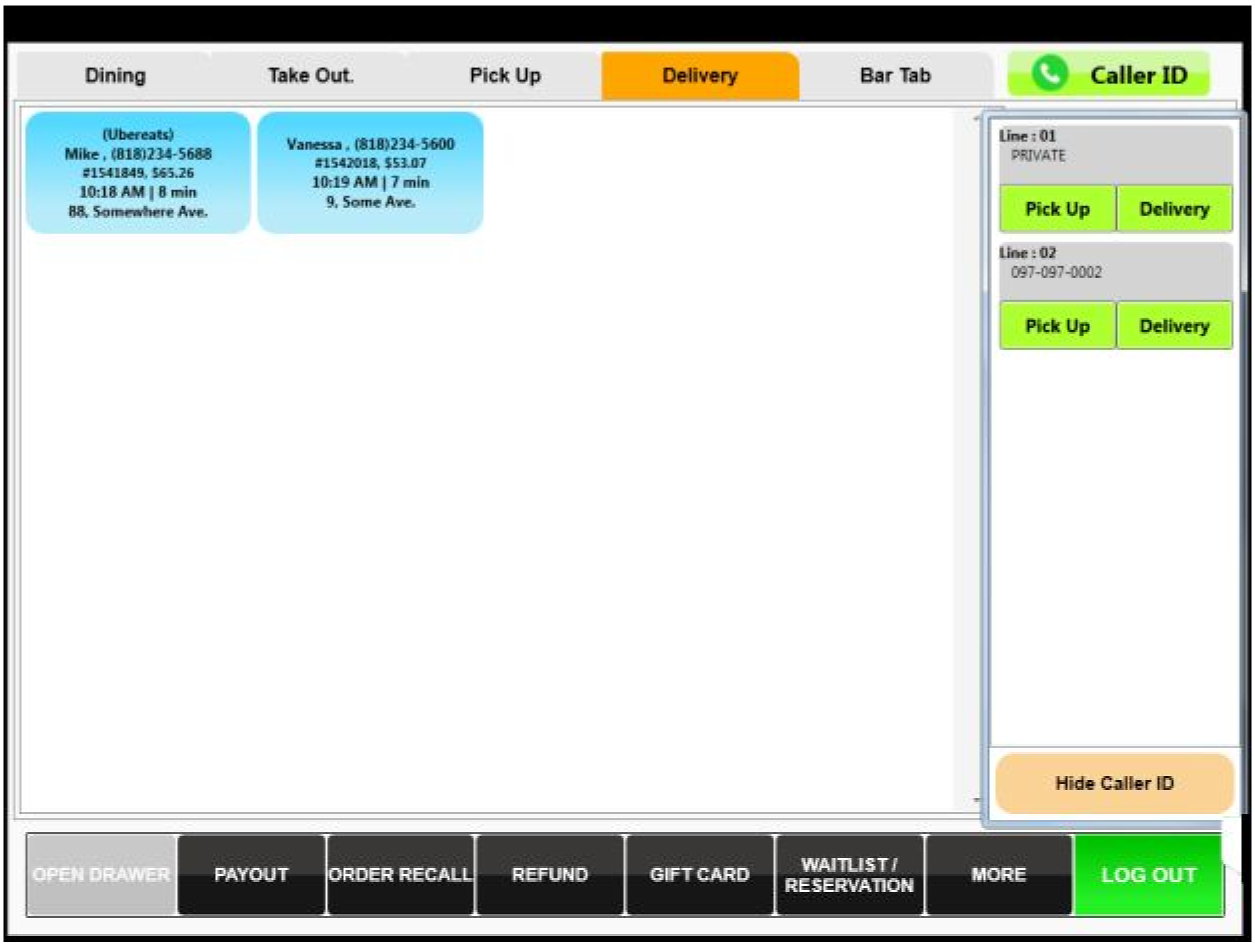


Figure - Caller ID window

DRIVER DISPATCH Feature

The concept of this feature is the restaurant created Delivery and/or Delivery Online order as usual. Later the restaurant assigned opened orders to drivers who will dispatch the orders to customers. After finished dispatching orders to customers, the drivers will close orders. Only drivers got assigned orders, are allowed to close the orders after finish payments.

DISPATCHER button

When Dispatcher feature is enabled, you will see “Dispatch” button on Delivery tab. This button is to access Dispatch page in order to assign driver to each order. To assign driver, follow the steps below:

1. Click “Dispatch” button, the Dispatch page will open. List of opened orders that is not dispatched to a delivery driver, will show up on the left pane.

Figure - Delivery Dispatcher page

2. If an employee accesses this page, is setting as a delivery driver, list of a delivery driver name will show up on the right pane. When he click on his name, one of “Driver Start” button or “Assign” button will be enabled.

3. If “Driver Start” button is enabling, it means this driver hasn’t yet started his shift. He cannot be assigned the orders. Click “Driver Start” button, the “Assign” button will be enabled. He can now assign the orders to himself.
4. If “Assign” button is enabling. Click desired orders then click “Assign” button to assign the orders. This page supports multiple selecting, you can select multiple desired orders then click “Assign” button.
5. After orders are assigned, they will disappear from the page.
6. Click “EXIT” button when you finish.

If employee accesses this page, is not setting as a delivery driver and has no permission to assign order to other delivery driver, he will not see list of a delivery driver name on right pane.

If employee accesses this page, is not setting as a delivery driver but he has permission to assign order to other delivery driver, he will see list of a delivery driver name on right pane. However, he can assign order to a delivery driver who only already started his shift (click “Driver Start” button) by selecting desired orders, clicking a driver name then click “Assign” button. The assigned order will disappear from the page.

SETTLE button

When Dispatcher feature is enabling, you will see “Settle” button on Delivery tab. This button is to access Settle page in order to unassign orders from drivers, make payment and close assigned order, and close driver shift.

Click “Settle” button, the Settle page will open.

Figure - Delivery Settle page

If the employee who is accessing this page is a driver and has no permission to settle orders to other, he will see his name and his assigned orders only. The closed order will be showing in green background while the opened order will be showing in two-tone grey background.

If the employee who is accessing this page, has permission to settle orders to other, he will see a driver list. When he select driver name, the assigned orders of selected driver will show up.

To unassign order from driver - click desired opened order, click “UNASSIGN” button, the order will disappear from the page.

To make payment and close the order - click desired opened order, click “PAY” button, the payment page will open, see [Order Payment Chapter](). If order is made payment by integrated credit card, once the check balance is equal to zero, the order will not be closed until employee clicks “Close Check” button on payment page.

To close driver shift - after all assigned orders are closed, the driver has to click “Closing & Printing” button. The driver report will be printing automatically and the dialog box asking to confirm closing the driver, will show up.

- ❖ Click “Yes” button, the driver shift will close.
- ❖ Click “No” button, the driver shift is still opened.

Click “EXIT” button when you finish on Settle page.

DRIVER BANKING Feature

The concept of this feature is the restaurant created Delivery and/or Delivery Online order, and make payment as usual. But the order will not close although the balance is equal to zero. The order can be closed by employees who is in employee group setting as a delivery driver, and his driver bank is already started. The “Close Check” button on payment page will be showing when a delivery driver opened payment page from Delivery tab only. This is to avoid a delivery driver closed the order that he didn’t deliver.

However, the order can be closed automatically after finish payment if met the following criteria:

- ❖ The logged on employee is in employee group setting as a delivery driver, and his driver bank is already started.
- ❖ The logged on employee above opened Payment page from Delivery tab, make payment until the balance is equal to zero then the order will be closed automatically.

DRIVER button

When Driver Banking feature is enabled, you will see “Driver” button on Delivery tab. This button is to access Driver Bank dialog box in order to start and close driver bank. To start or stop driver bank, follow steps below:

1. Click “DRIVER” button, the Driver Bank dialog box will open. The dialog box showed “START DRIVER” and “CLOSE DRIVER” button.
2. Start Driver Bank:
   2.1. Click “START DRIVER” button, the dialog box will show a delivery driver name differently as follows:
      i. If the logged on employee has permission to start and close driver bank for other, the dialog box will show all delivery driver name.
      ii. If the logged on employee is in employee group setting as a delivery driver, the dialog box will show his name.
      iii. If the logged on employee is not in employee group setting as a delivery driver, and he has no permission to start and close driver bank to other, the dialog box will not show a delivery driver name.

A delivery driver who is already started his driver bank, his name will show in grey and unselectable.

2.2. Select desired delivery driver name.
  - ❖ Click "CONFIRM" button if you want to start a driver bank.
  - ❖ Click "CANCEL" button if you don't want to start a driver bank.

3. Close Driver Bank:

3.1. Click "CLOSE DRIVER" button, the dialog box will show a delivery driver name differently as follows:
  - i. If the logged on employee has permission to start and close driver bank for other, the dialog box will show all delivery driver name.
  - ii. If the logged on employee is in employee group setting as a delivery driver, the dialog box will show his name.
  - iii. If the logged on employee is not in employee group setting as a delivery driver, and he has no permission to start and close driver bank to other, the dialog box will not show a delivery driver name.

A delivery driver who has not started his driver bank, his name will show in grey and unselectable.

3.2. Select desired delivery driver name.
  - ❖ Click "CONFIRM" button if you want to close a driver bank.
  - ❖ Click "CANCEL" button if you don't want to close a driver bank.

Remark: *The restaurant can set to 'Auto Clock-Out after close Driver bank'.*

ONLINE DELIVERY - CHANGE ONLINE VENDOR feature

This feature is to change online vendor. To change online vendor, follow below steps:

1. Click "Change Order Type" button, the window will show up, the 'ONLINE VENDOR' button is sitting at the left corner of the window.
2. Click 'ONLINE VENDOR' button, the window listed online vendor will show up.
3. Click desired online vendor. If changing is successful, the message box 'Change Online Vendor successfully.' will show up.
4. If you want to cancel changing online vendor, click "CANCEL" button on order page.

GLORIA FOOD INTEGRATION ONLINE ORDER feature

This feature is to create Gloria integration online order on local POS automatically when the restaurant accepted the order notified on Gloria Application, the ordered items will be printing to kitchen after that.

'Schedule Hold' feature is used for printing ordered items to kitchen therefore the restaurant needs to enable 'Hold Order Timer Station' option along with setting associated parameters of this feature on Back Office.

In case the restaurant accepted the order while Day is closed, the order will not be created on local POS. These orders will be created on local POS when Day started.

Order Functions Restriction

In order to increase reliability of creating the ordered items on local POS by duplicated from Gloria Online order completely, the Gloria integration online orders on local POS are not allowed to edit, there is some restriction to manipulate order as following:

DO ALLOW on ORDER RECALL page	**DO NOT ALLOW**
Re-Open Order	Edit Order
Void Order	Transfer Item from Gloria integration online order
Resend to Kitchen	Combine Order from Gloria integration online order
Server Transfer	Remove Payment made by Gloria Online Payment

Chapter 6 Bar Tab order type

On order type main page, you will see "Bar Tab" tab or other name you set to this order type through attribute named "Alias Name" on Back Office. When click Bar Tab tab, you will see opened order list showing on. A Bar Tab provided pre authorize credit cards and manage bar tabs specifically.

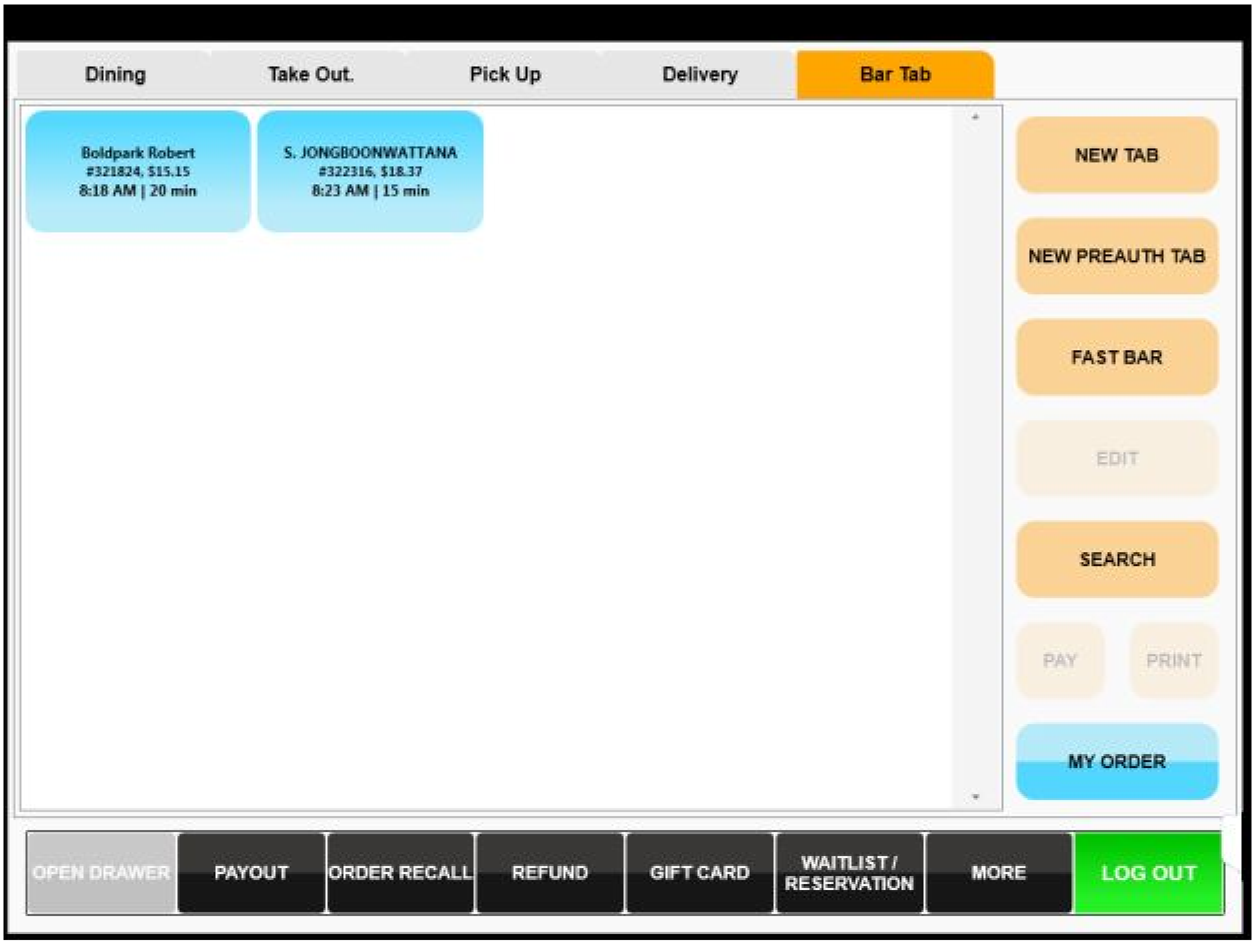


Figure - Bar Tab order type screen

There are three types of Bar Tab that you can enable or disable on Back Office.

1. **TAB:** User can enter Tab name for reference by swipe MSR card or enter manually from on-screen keyboard when creating a new tab. After Done created the order, a tab info receipt will be printing out if setting.
2. **PREAUTH TAB:** User can pre-authorize credit cards according to desired amount by setup a fix pre-authorize amount or open amount on Back Office. After Done created the order, a tab info receipt will be printing out if setting.

Remark: *A pre-authorization places a hold on a customer's credit card for a specified amount. This guarantees a restaurant access to their credit limit for the specified amount.*

3. **FAST BAR:** User can create a new tab without Tab name. When finish operating a prior Fast Bar order either by Done order or Finish payment, the application will clean up order page to serve new Fast Bar order instead of exiting from order page.

Remark: *The application does not allow to create a duplicate Tab Name, Tab Name is a combination of customer name and last four digits of credit card.*

There is "My Order" button at the bottom on right pane. When click this button, it will show only the opened order items you possess. When click it again, it will show all opened ordered items.

Order Entry

1. **TAB**

To create Tab order, click "NEW TAB" button, the Customer Name window will open. Click "DONE" button when finish entering customer name, the order page will open.

Figure - Customer Name window for Creating Tab

2. PREAUTH TAB

To create PreAuth Tab order, click “NEW PREAUTH TAB” button.

2.1 Enable Allow to Change PreAuth amount option

- ❖ Numpad for enter PreAuth amount with a default value will show up.
- ❖ Enter desired PreAuth amount, click “DONE” button. A credit card processing window will show up.

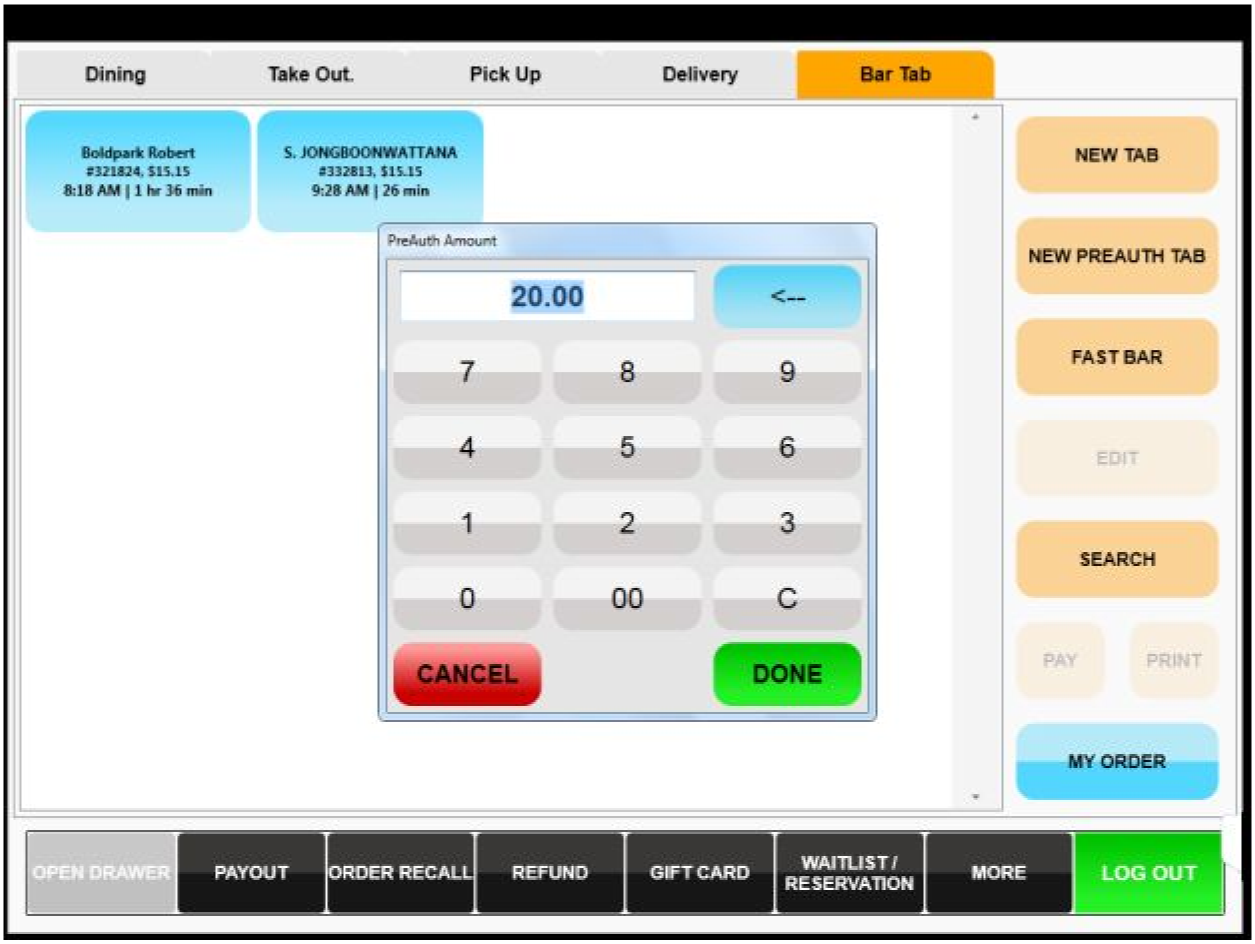


Figure - PreAuth Amount numpad for PreAuth Tab

2.2 Disable Allow to Change PreAuth amount option

- ❖ A credit card processing window will show up.
- ❖ Insert Credit Card to a credit card terminal, the order page will open.

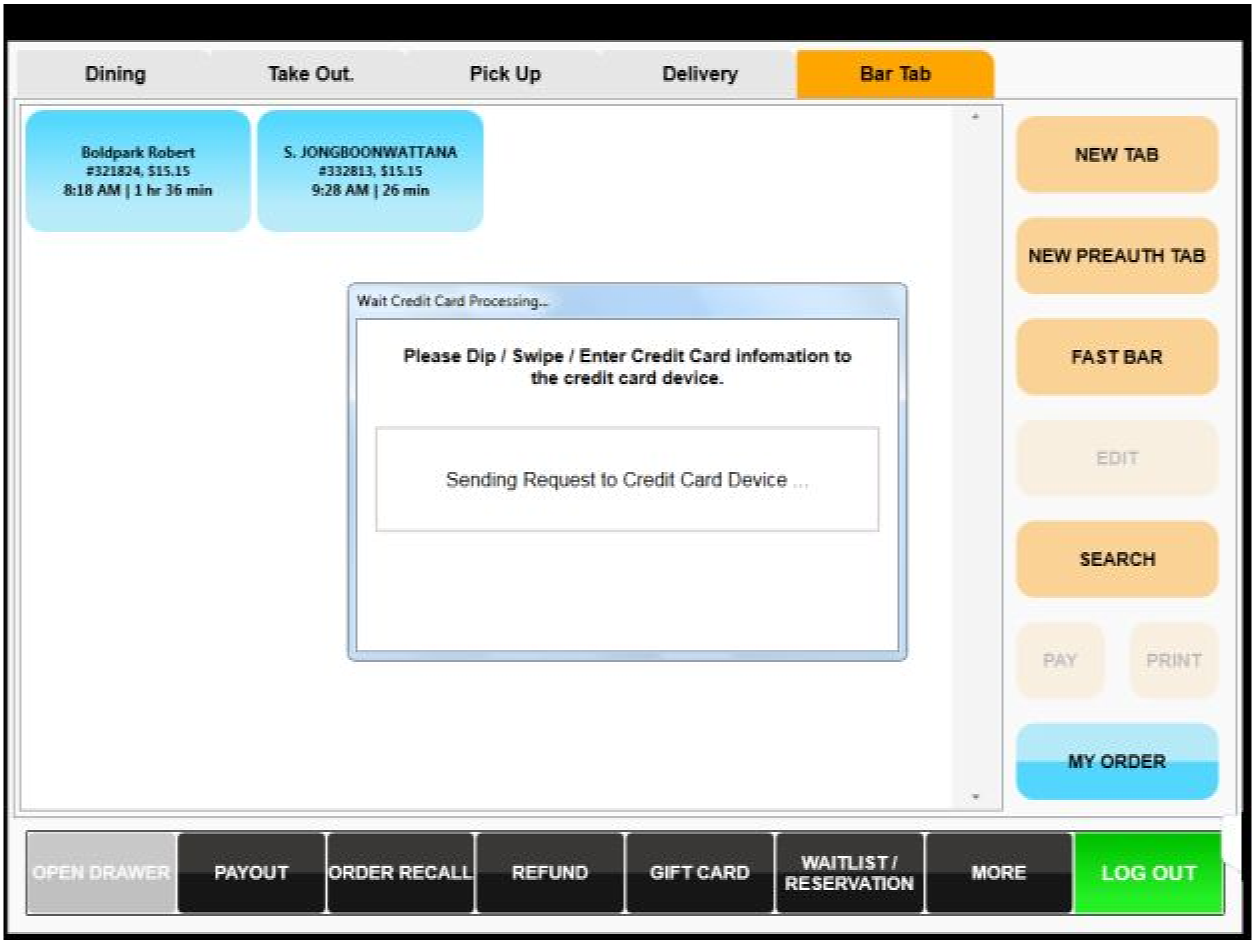
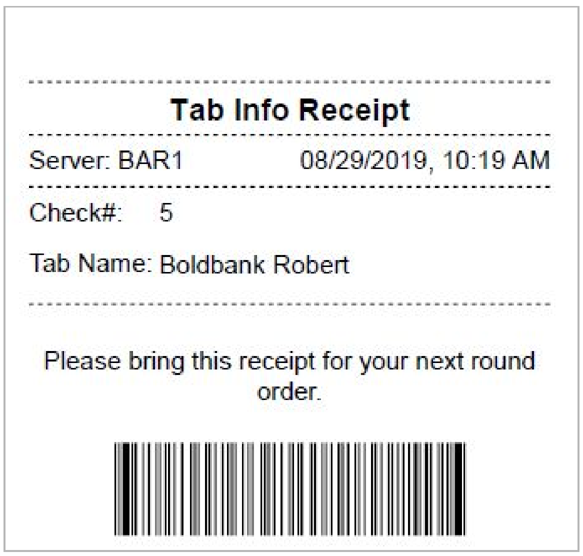


Figure - Credit Card Processing dialog box for Creating PreAuth Tab

Remark: *When creating a new PreAuth Tab order, if found a duplicate Tab Name, the application will force to void PreAuth transaction automatically.*

After Done creating Tab order or PreAuth Tab order, the Tab Info receipt will be printing out automatically if setting. A customer can use this receipt for next round order.



Tab Info Receipt

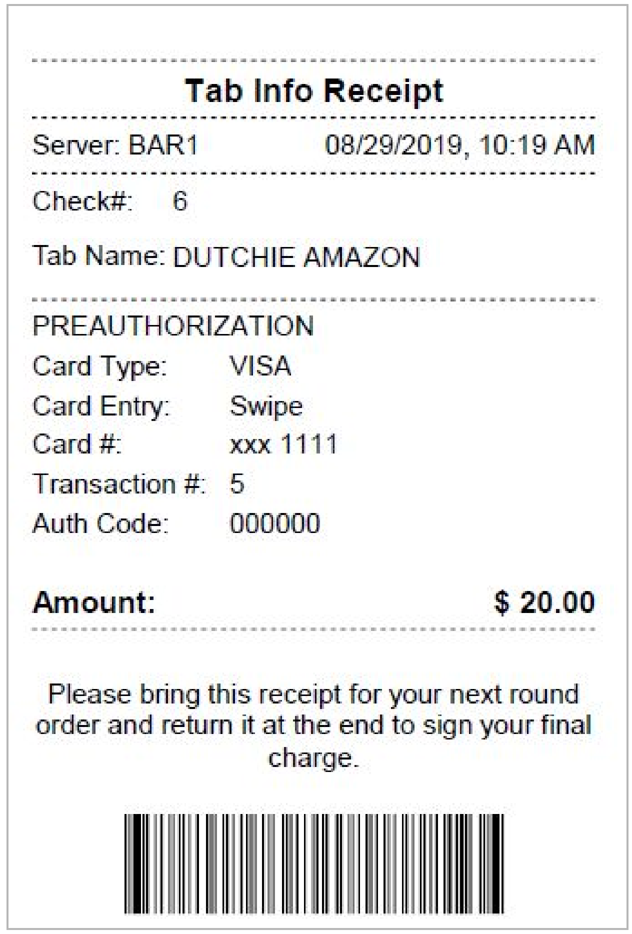
Server: BAR1 08/29/2019, 10:19 AM

Check#: 5

Tab Name: Boldbank Robert

Please bring this receipt for your next round order.

Figure - Tab Info Receipt for Tab order



Tab Info Receipt

Server: BAR1 08/29/2019, 10:19 AM

Check#: 6

Tab Name: DUTCHIE AMAZON

PREAUTHORIZATION
Card Type: VISA
Card Entry: Swipe
Card #: xxx 1111
Transaction #: 5
Auth Code: 000000

Amount: $ 20.00

Please bring this receipt for your next round order and return it at the end to sign your final charge.

Figure - Tab Info Receipt for PreAuth Tab order

3. FAST BAR

To create Fast Bar Tab order, click “NEW FAST BAR” button, the order page will open.

To edit order, click desired order, click “EDIT” button, the order page will open.

Specific Functions for Bar Tab Order Type

SEARCH button

Usually a bar has large amount of open Bar Tab orders, “SEARCH” function can help a restaurant manage orders faster by searching orders from Tab Name or Check#. When click “SEARCH” button, the search page will open, user can enter Tab name by swipe MSR card or enter manually from on-screen keyboard, or scan barcode to search by Check# from tab info receipt.

- If the application found only one matching, the order page will open automatically.
- If the application found multiple matching, a matching list will show up. When user selects a desired order, the order page will open automatically.

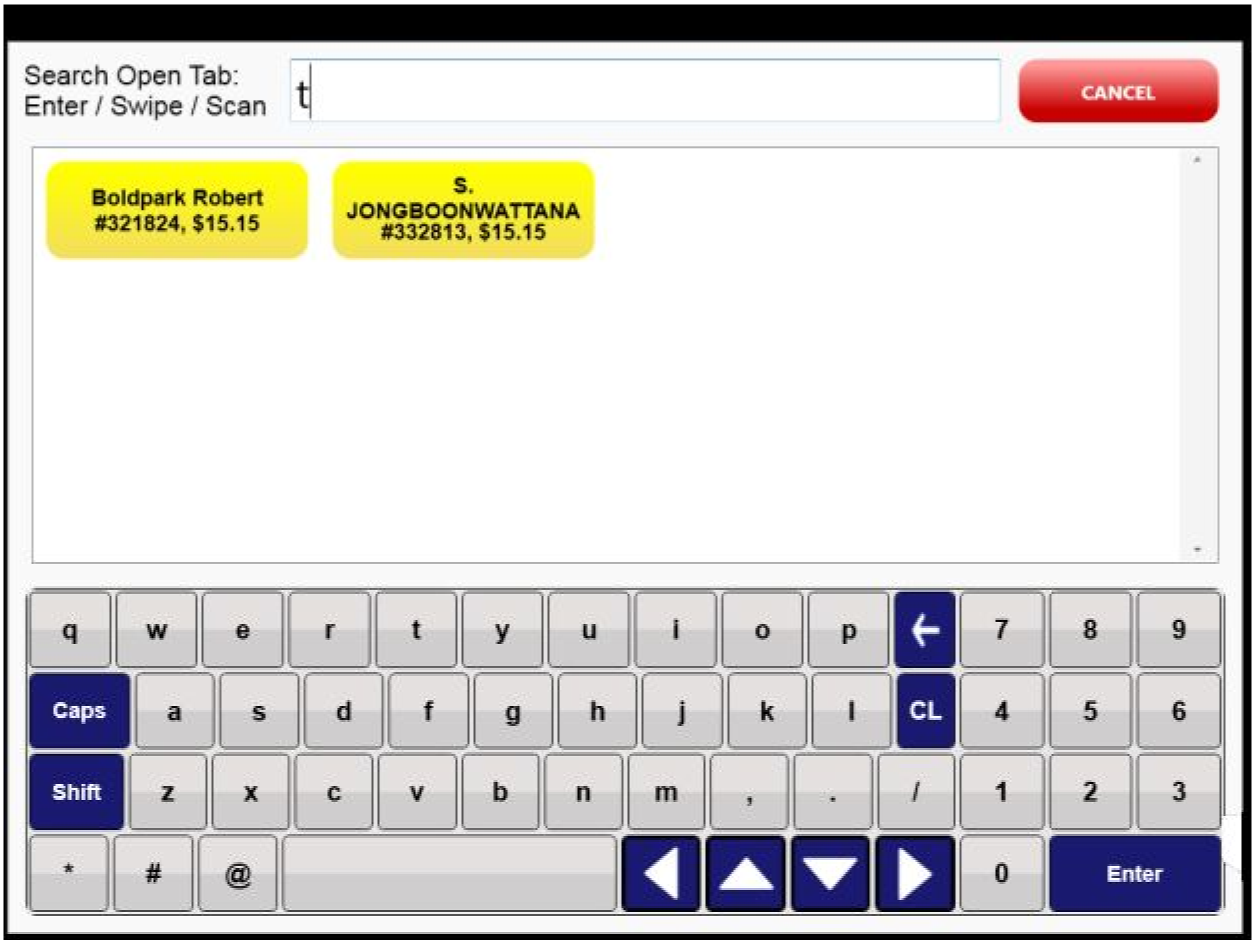


Figure - Search Open Tab window

PRINT TAB INFO RECEIPT button

This button is sitting on Order Entry page, this button is to re-print a Tab Info receipt.

REMOVE PREAUTH button

This button is sitting on Order Payment page, it is to void PreAuth transaction against PreAuth Tab order. This function increases a flexible payment in case there is some incident happened, for example, customers changed their mind, a restaurant needs to cancel a pre-auth transaction.

FINALIZE button

This button is sitting on Order Payment page, it is to complete a pre-auth transaction, the credit card will be charged the actual amount of a PreAuth Tab order.

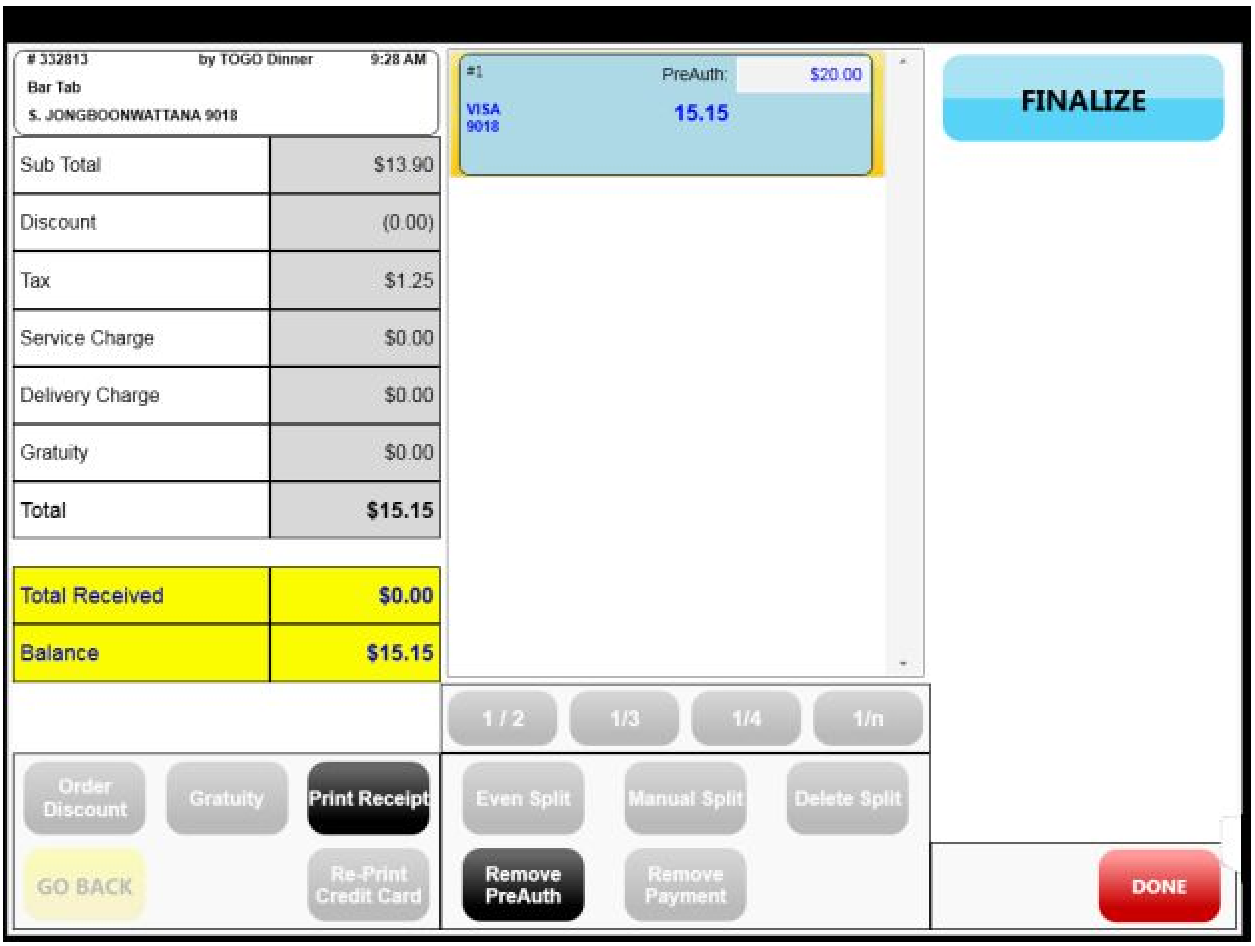


Figure - Finalize PreAuth Tab order

Chapter 7 Order Payment

In order to start operating order payment on each shift, the restaurant has to start bank associated with each order type.

Order Payment will be operating on payment page. The authorized employee can access on payment page from three entries, the first entry is on order type page by selecting desired order and clicking "PAY" button; the second entry is on order page by clicking "PAY" button; the third entry is for Delivery order when enabling Dispatcher feature, on Delivery page, click "SETTLE" button, select desired dispatched order then click "PAY" button.

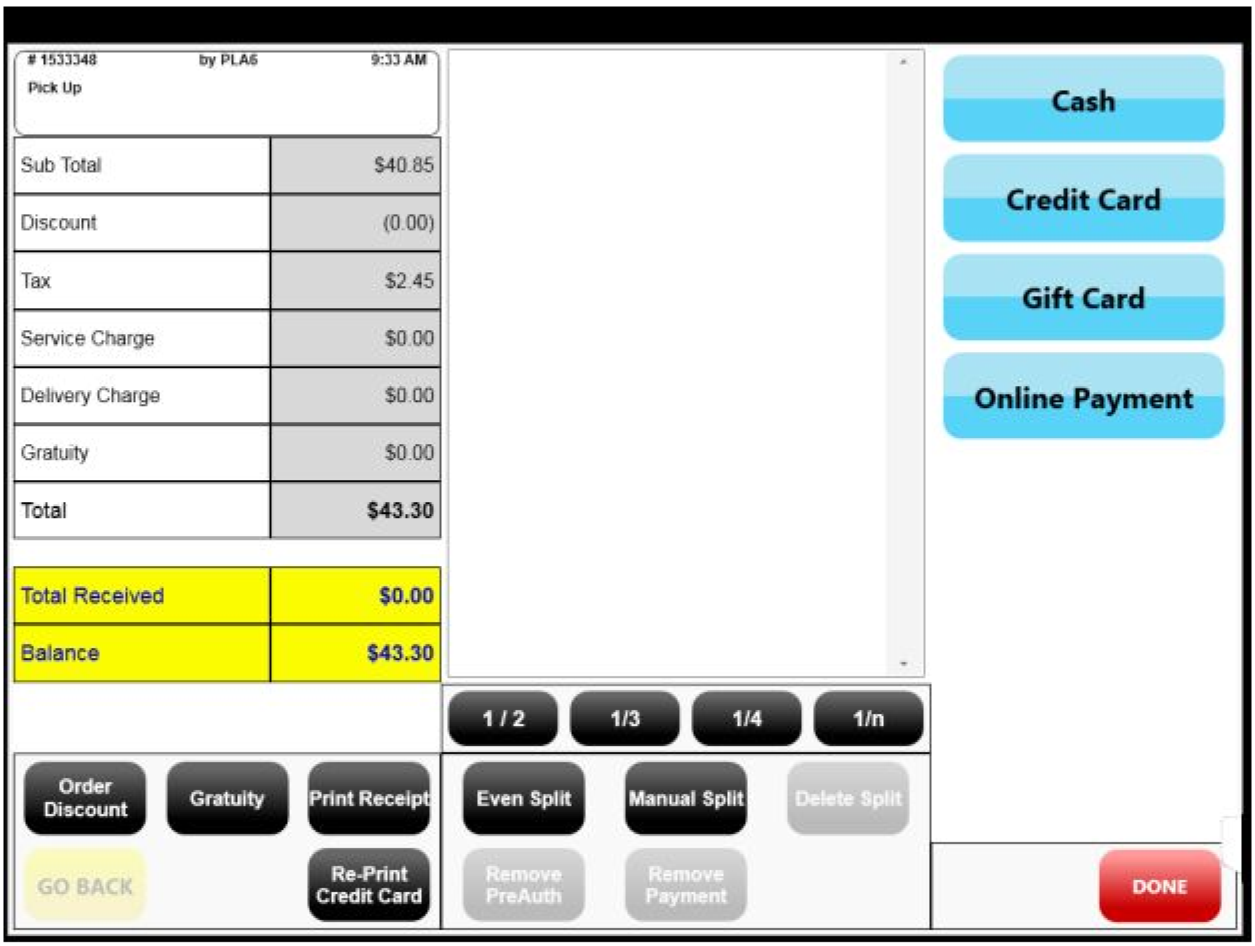


Figure - Order Payment screen

There are two approaches for making payment on each order, the first one is one-time payment, and the second one is split payments. Customers can make payment from the following methods:

1) Cash
2) Credit Card

3) Credit Card Offline
4) Gift Card
5) Online Payment - this method is for online order only that customers have made payment via internet.

6) Redeem Deposit - this method will be available when making payment a future order. User can redeem a deposit against the future order received a deposit.

7) Eight customized payment - the restaurant can use the customized payment method to create a virtual payment in order to group payment records based on design. Also provided 'Enter Reference' option when making payment

One-Time payment

To make one-time payment, follows below steps:

1. Click "Gratuity" button if employee wants to add manual gratuity to order.
2. Enter gratuity amount on popped up numpad, click "DONE" button.
3. The gratuity amount will be updated on payment page.
4. Click desired payment method.

    - If selecting 'Cash', a tender amount numpad will pop up. An employee can click quick amount on right pane or enter desired amount on left pane then click "DONE" button.
    - If selecting other payment method, App will automatically set tender amount equal to Balance.

5. The payment page will close. The payment summary dialog box will show up. The receipt will be printing automatically according to number of copies setting at Back Office. The dialog box will close automatically at the interval time, an employee can click "DONE" button to close it immediately.

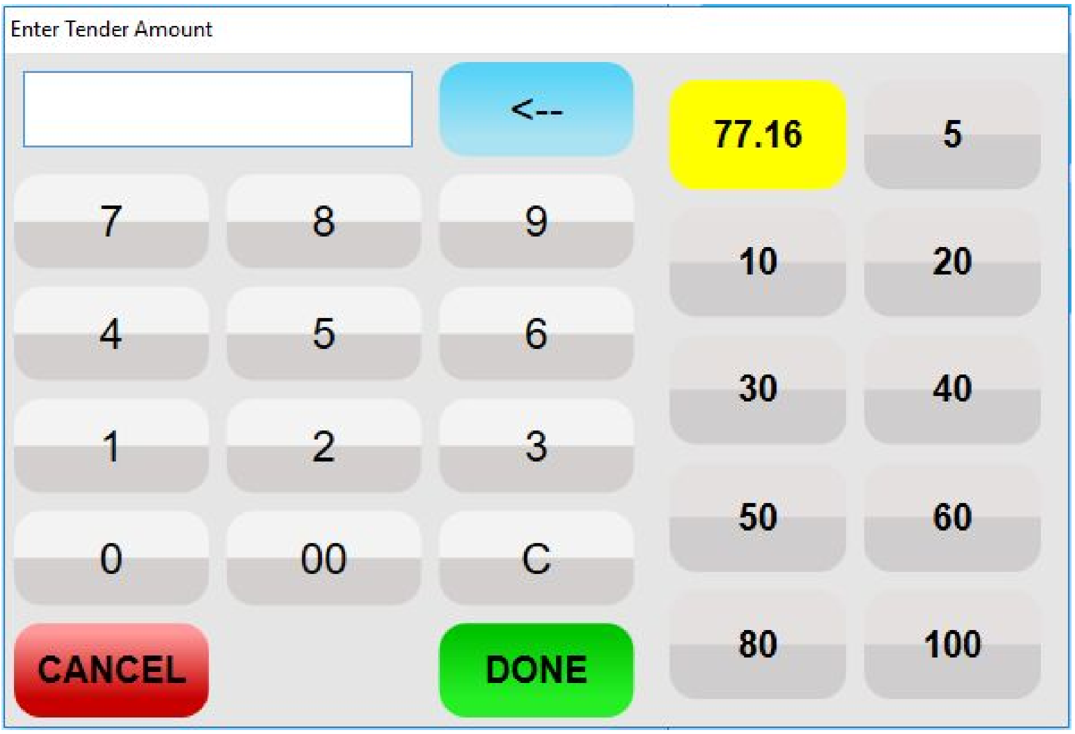


Figure - Tender Amount numpad

Split Payment

To make split payment, follows below steps:

1. Click "Even Split" button if an employee wants to make payment at even amount. The even amount is calculated from Remaining Face Amount.
2. Enter number of split then click "DONE" button. An employee can also add split box manually by clicking "Manual Split" button, enter split amount.
   Remark: *The application allows to split not over than 20 splits per order.*
3. A split box will show on the middle page equal to entered number of split.

Figure - Payment page – Two Split payment

4. If an employee wanted to delete unpaid split box, select split box then click "Delete Split" button. The "Delete Split" can function as long as payment is not made on selected split box. An employee can also add more split box by clicking "Manual Split" button and enter split amount.
5. If an employee wanted to add gratuity to each split box, select desired split box then click "Gratuity" button and enter gratuity amount. Click "DONE" button on gratuity numpad. The gratuity amount will show on the left corner bottom of the split box. The sum of gratuity of the order and associated amount will update on first column of the page.
6. To make payment against each split box, click desired split box and click desired payment method. Usually, the Application is auto selected the unpaid split box in a sequence.
7. The paid split box will show with green background. The box will show payment method, face amount, gratuity amount if any, change amount if any.

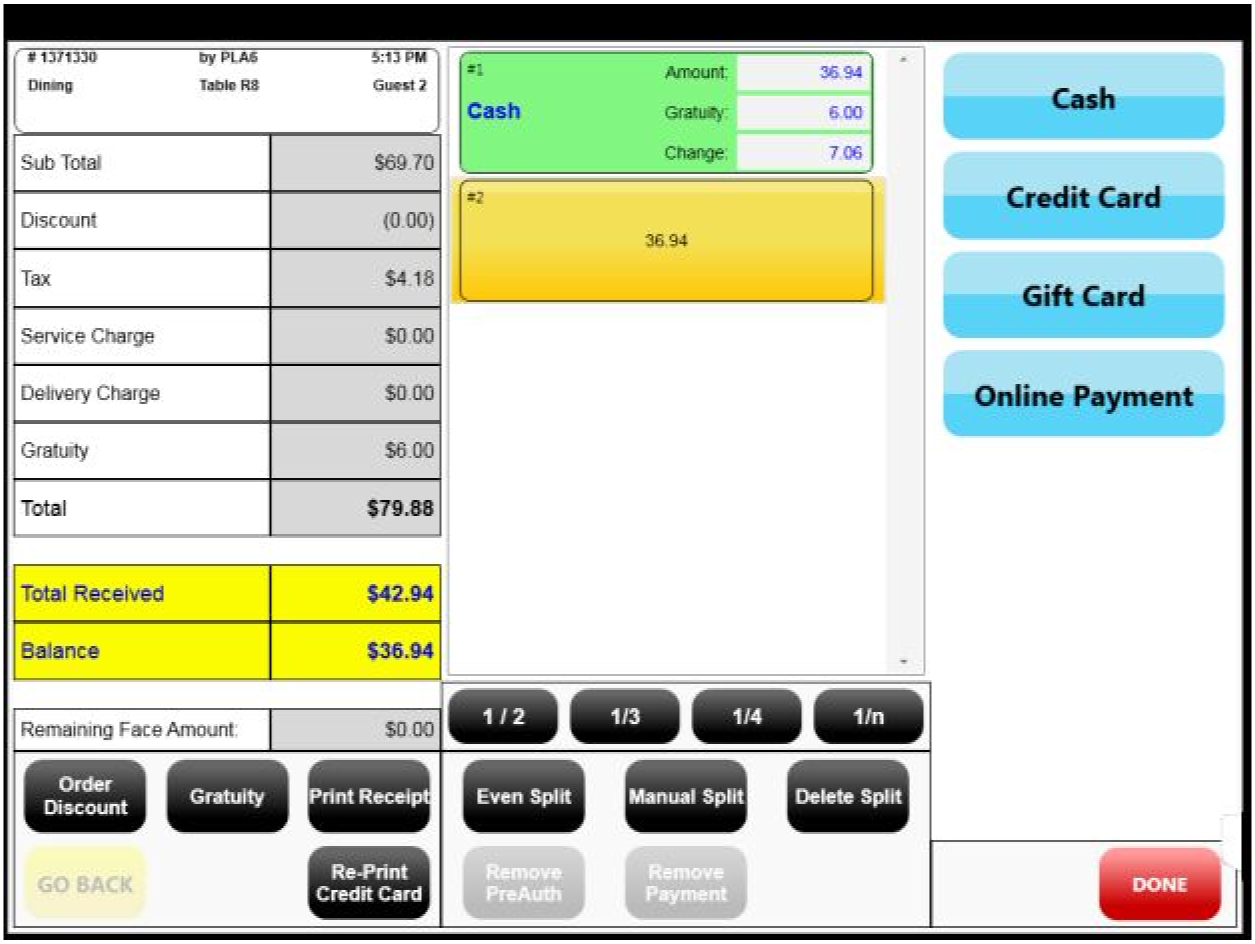


Figure - Payment page – Two Split payment, one is paid, one is unpaid.

8. If an employee wanted to remove paid payment, select desired paid split box, click "Remove Payment" button. The dialog box will show up to asking confirm remove payment. Click "YES" button, the paid split box will remove from the page.
9. When an employee makes payment till order balance equal to zero. The payment page will close automatically. The payment summary dialog box will show up. The receipt will be printing automatically according to number of copies setting at Backend application. The dialog box will close automatically at the interval time, an employee can click "DONE" button to close it immediately.

Credit Card payment

Credit Card payment means customer pays by integrated credit card. After click "Credit Card" button, the credit card process dialog box will show up. On credit card device, it will show instruction message "Insert/ Tap/ Swipe Your Card/ Device", follows the instructions until the process is finished.

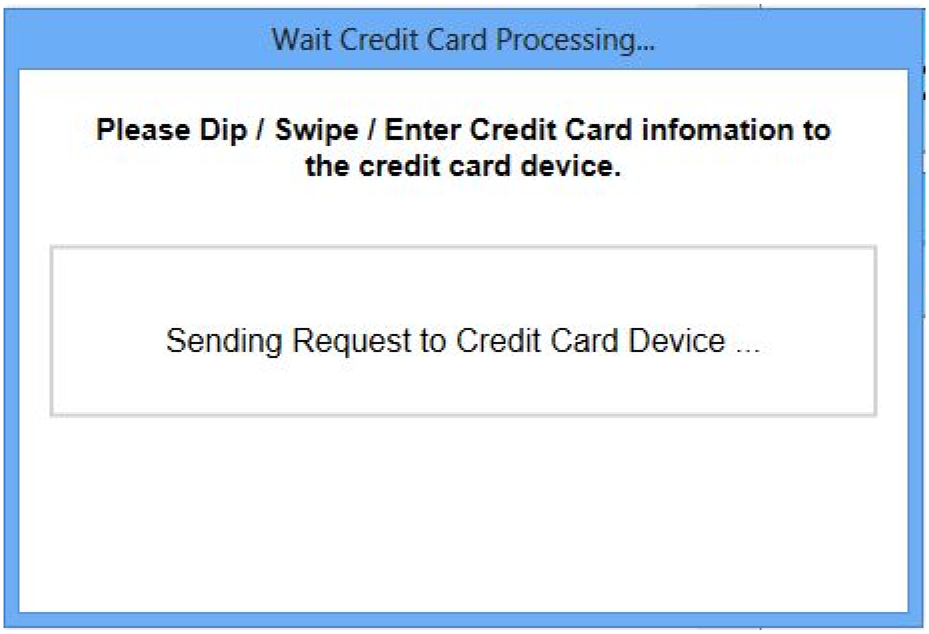


Figure - Integrated Credit Card being processed dialog box

CREDIT CARD PAYMENT FOR DELIVERY ORDER TYPE

If Delivery order type is enabling "Dispatcher" feature and the payment or some part of payment is made by credit card, the order will not close automatically although the balance equal to zero. The "Close Check" button will show on order payment page to let a driver close it manually. This feature is to serve Delivery work flow that a customer makes a payment by credit card on the phone call. After a driver finishes dispatching the order, he will access "SETTLE" page, select the order paid by credit card, enter gratuity if any and click "Close Check" button to close the order.

Figure - Payment page with "Close Check" button

REDEEM DEPOSIT

When making payment for a future order, the “Redeem Deposit” button will be available. User can redeem a deposit as a payment if a future order has a deposit.

To redeem deposit, follow below steps:

1. Click “Redeem Deposit” button. A deposit selection window will open.
2. Select a desired deposit from a list, or enter deposit reference and click “SEARCH” button
3. Click “DONE” button, to confirm selecting a deposit to redeem.
4. Order Payment is executing as usual.
5. The status of redeem deposit changed to ‘All Redeemed’.

Figure - Redeem Deposit on Payment page

Chapter 8 Other Revenue and Expense Operation

Open Drawer

The authorized employee can open drawer manually by clicking "OPEN DRAWER" button.

Payout

Payout can occur in the restaurant when some situation occur likes sugar is out of stock, an employee has to make payout for buying at the mean time. The restaurant can set at Back Office to use Cashier bank or Server bank for Payout. To make payout, follow below steps:

1. The authorized employee click "PAYOUT" button.
2. On Payout window, enter description and amount.
3. If the payout is to return money back to the restaurant, click 'Return Paid Out' check box. The entered amount will show in "( )".
4. Click "DONE" button when finish. The receipt will be printing out automatically.
5. Click "CANCEL" button if you want to cancel.

Refund

The restaurant can set at Back Office to use Cashier bank or Server bank for Refund. When the restaurant needs to refund money back to customers, follow below steps:

1. The authorized employee click "REFUND" button.
2. On Refund window, enter refund reason and refund amount.
3. Select Refund method: Cash or Credit Card if available, see CREDIT CARD PAYMENT.
4. Click "DONE" button when finish.
5. Click "CANCEL" button if you want to cancel.

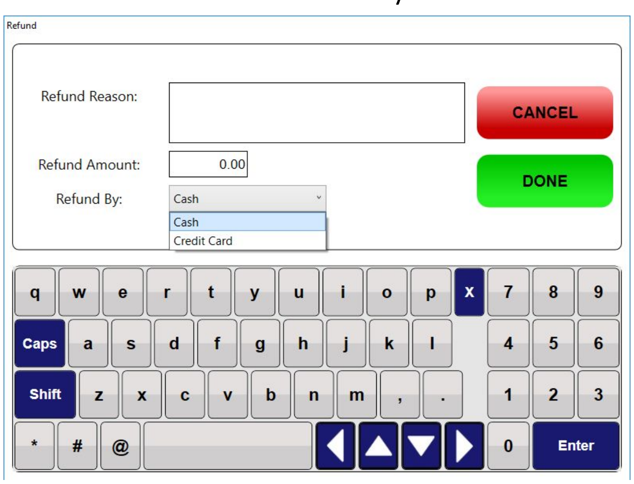


Figure - Refund window

Customer Deposit

Some restaurant provided future order service that customer can reserve a meal and/or make an order in advance. A restaurant might request a customer deposit to protect both himself and customers and create more accountability. A simple 'Customer Deposit' feature is provided, it is sitting on "MORE" window.

When open the deposit page, the active deposit list will be showing on the left pane.

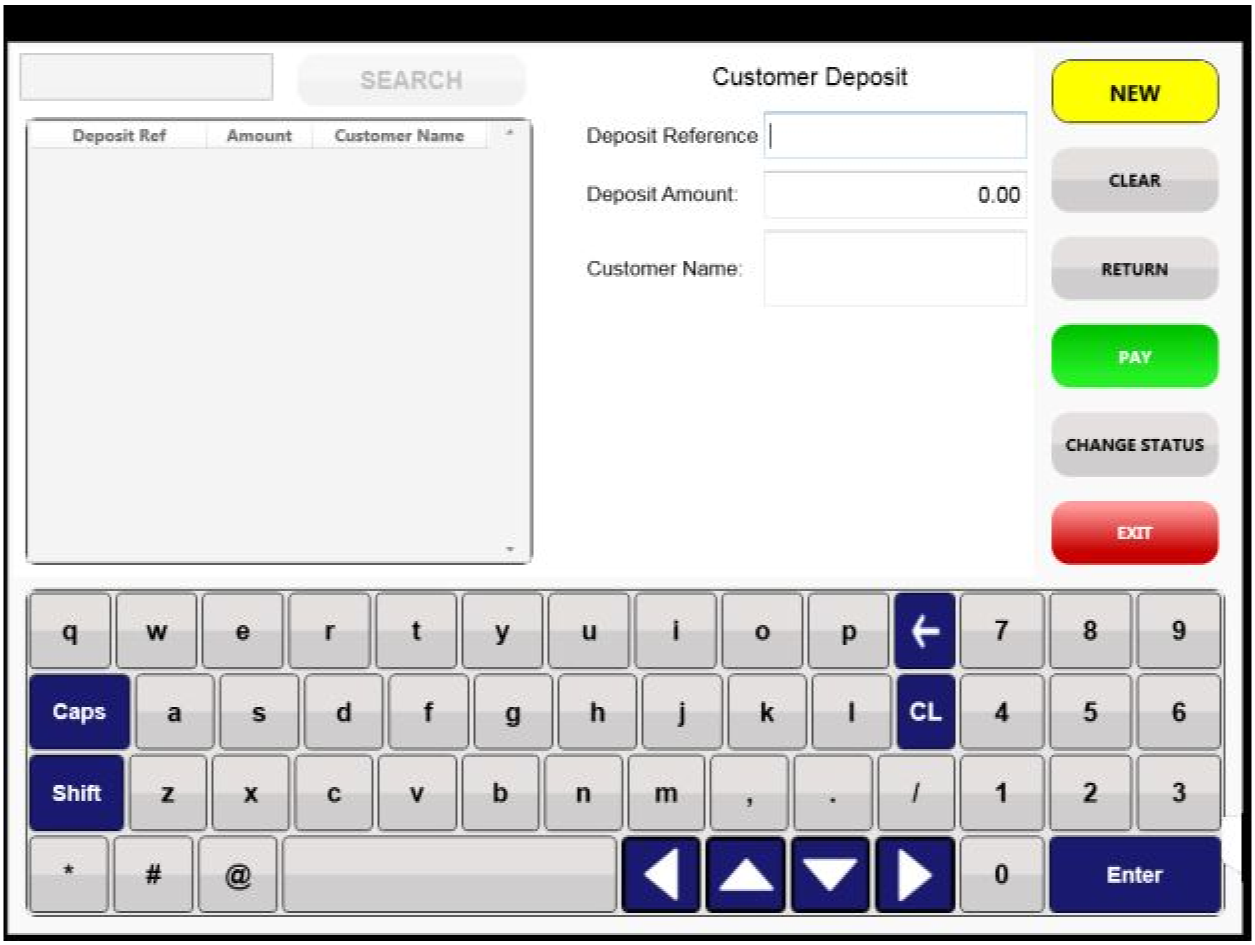


Figure - Customer Deposit page

NEW DEPOSIT

To create a new customer deposit, follow below steps:

1. Click "NEW" button.
2. Enter Deposit Reference, you can name anything for reference, ease of use and understanding.
3. Enter Deposit Amount.
4. Enter customer name for reference.

5. Click “PAY” button to make payment. After finished payment, the deposit receipt will be printing out automatically, if setting.
6. The application will return back to Customer Deposit page, you can see the created deposit on the left pane.

RETURN DEPOSIT

To return a customer deposit, follow below steps:

1. Click “RETURN” button. “SEARCH” button and a customer deposit list on the left pane, will be enabled.
2. You can select the desired deposit from the list, or you can enter a deposit reference, click “SEARCH” button.
3. After selecting the desired deposit, click “PAY” button to receive payment, and return back to a customer.
4. The application will return back to Customer Deposit page, the returned deposit should not be showing on the list on the left pane anymore.

MAINTAIN DEPOSIT

The restaurant can update the status of active customer deposit. To update status a customer deposit, follow below steps:

1. Click “CHANGE STATUS” button. Maintain Deposit window will open showing active status.
2. Select a desired deposit, click “...” button on status column. The status list will show up.
3. Select a desired status, if selecting Voided status, void reason is required.
4. Click “Update” button to update status, or click “Cancel” button to cancel updating.
5. When finish updating status, click “DONE” button to save changes, or click “CANCEL” to discard changes.
6. The application will return back to Customer Deposit page, the updated status deposit should not be showing on the list on the left pane anymore.

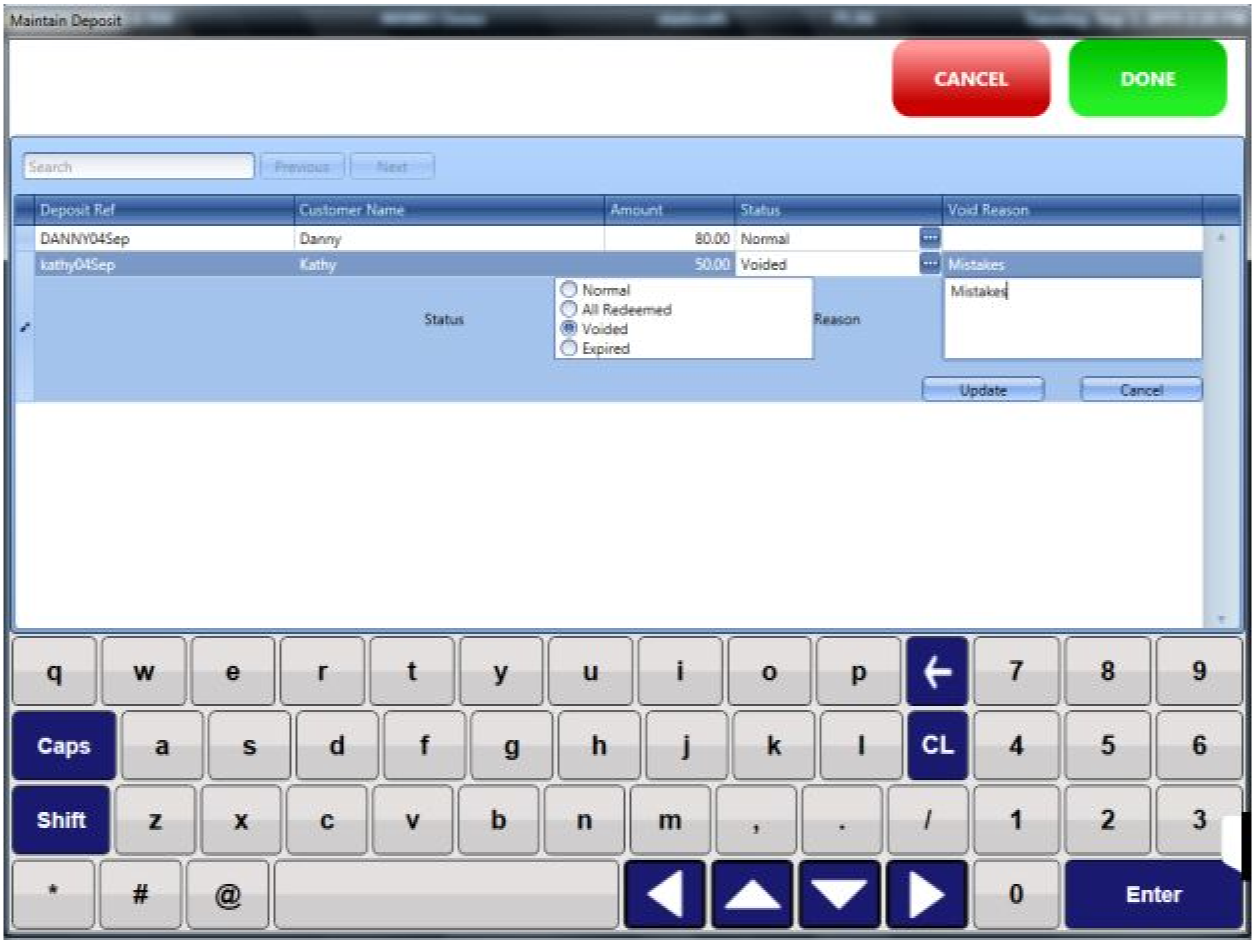


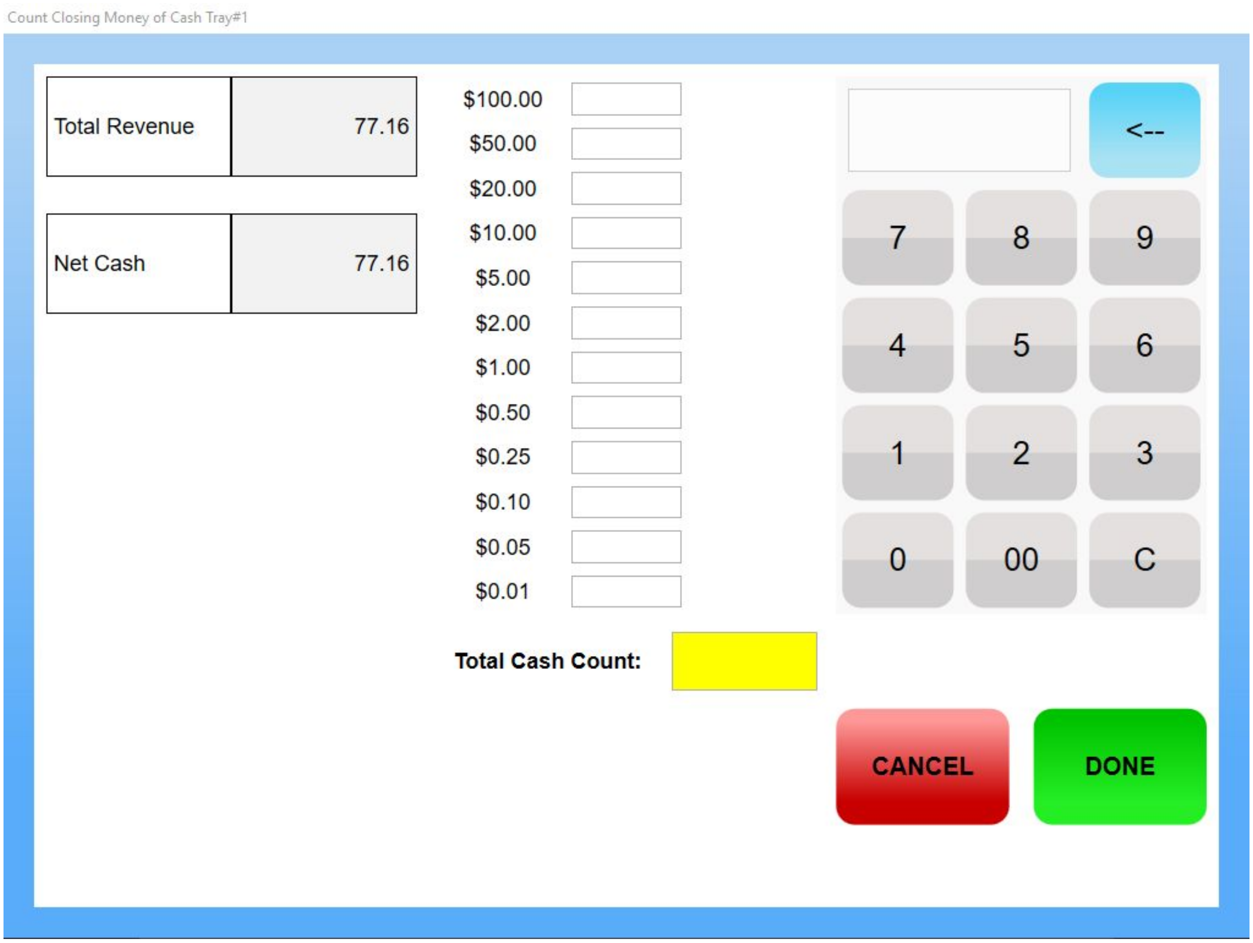
Figure - Maintain Customer Deposit page

Chapter 9 Close Working

Close Cashier Bank

The authorized employee has to close cashier on each cashier workstation against each shift. To close cashier, follow below steps:

1. The authorized employee click “MORE” button and click “CLOSE CASHIER” button. The count closing money page will show up. The close cashier report will be printing automatically.



2. Enter closing money if any, click “DONE” button.
3. Click “CANCEL” button if you want to cancel closing cashier.

Remark: *The restaurant can set to ‘Print Money Count slip’ automatically after close Cashier, and ‘Auto Clock-Out after close Cashier bank’.*

Close Server Bank

If Server Bank feature is enabled, each authorized server has to close his opening server bank against his shift. To close server bank, follow below steps:

1. The authorized employee clicked "MORE" button and click "CLOSE SERVER" button. The Close Server Bank dialog box will show up and display Server Name differently as follows:

    - ❖ If the logged on employee has permission to Start and Close Server Bank for other, the dialog box will show all Server name.
    - ❖ If the logged on employee is in employee group setting Use Server Bank, the dialog box will show his name.
    - ❖ If the logged on employee is not in employee group setting Use Server Bank, and he has no permission to Start and Close Server Bank for other, the dialog box will not show Server name.

    A server who is already closed his server bank, his name will show in grey and unselectable.

2. Select desired Server name.
    - ❖ Click "CONFIRM" button if you want to close a server bank.
    - ❖ Click "CANCEL" button if you don't want to close a server bank.

Remark: *The restaurant can set to 'Auto Clock-Out after close Server bank'.*

Close Day

The authorized employee has to perform close day when finish orders, and other revenue and expense operation on each day. All opened cashier banks, server banks, and driver banks (both delivery driver dispatcher and delivery driver bank) must be closed before performing close day.

To close day, there are two approaches, the first approach is for restaurant not using integrated credit card feature which can follow below steps:

1. The authorized employee clicked "MORE" button and click "CLOSE DAY" button, the Close Day dialog box showing today business date, will show up.
2. Click "Confirm" button, the button for creating order will be disabled. In order to take effect on other work station, user must reLogin on those work station.
3. Click "CANCEL" button if you want to cancel close day.

The second approach is for restaurant using integrated credit card feature which can follow below steps:

1. The authorized employee clicked "MORE" button and click "CLOSE DAY" button, the "CLOSE BATCH" page will open and show list of credit card transaction(s) in current batch.
2. Review your integrated credit card transactions to ensure everything is all right.
3. Click "CLOSE BATCH" button to continue close day process. The confirm dialog box will show up.

- ❖ Click "YES" to confirm. The close batch being processed dialog box will show up and report the result.
- ❖ Click "OK" button against Close Batch result dialog box. The Close Day dialog box showing today business date will show up.

4. Click "CONFIRM" button, the button for creating order will be disabled. In order to take effect on other work station, user must reLogin on those work station.
5. Click "CANCEL" button if you want to cancel close day.

Remark: *The restaurant can set to 'Auto Clock-out all employee after close Day'.*

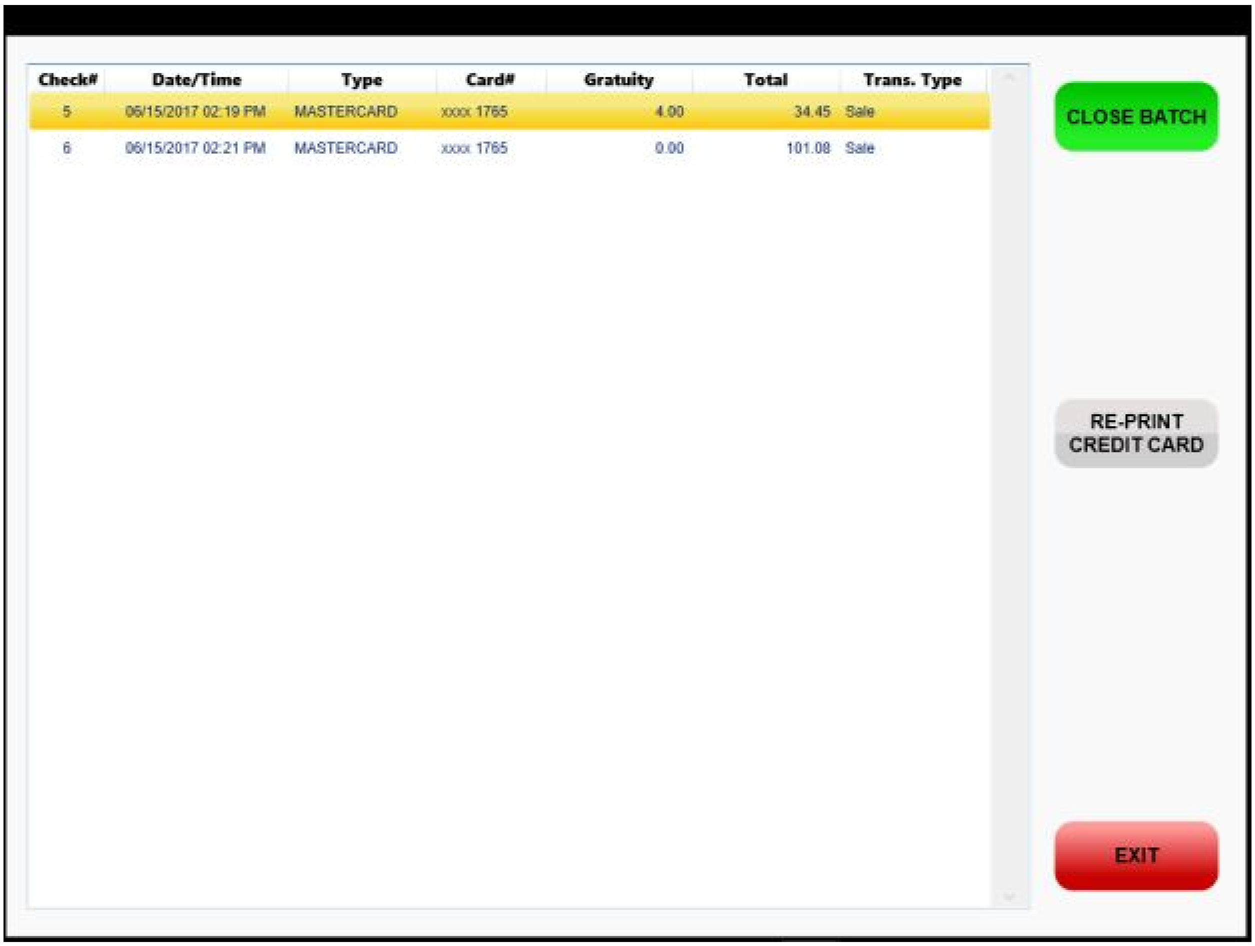


Figure - Credit Card Close Batch page

Chapter 10 ReOpen Working

ReOpen Day

The restaurant can reopen the last business day as long as he hasn't started new business day. To reopen day, follow below steps:

1. Go to the bottom of Order Type screen, click "MORE" button, the "MORE" page will show up.
2. Click "REOPEN DAY" button, the ReOpen Day dialog box displayed last closed business date, will show up.
3. Click "CONFIRM" button if you want to ReOpen Day. Click "CANCEL" button if you want to cancel ReOpen Day.

ReOpen Cashier Bank

On current business date, the restaurant can reopen cashier bank on each cashier work station. The application allows to reopen cashier bank when there is no cashier opening on that cashier work station. If the day process is already closed, the restaurant can't reopen cashier bank anymore.

To reopen cashier bank, follow below steps:

1. Go to the bottom of Order Type screen, click "MORE" button, the "MORE" page will show up.
2. Click "REOPEN CASHIER" button, the list of closed cashier bank associated with work station on current business date, will show up.
3. Click desired cashier bank then click "CONFIRM" button.

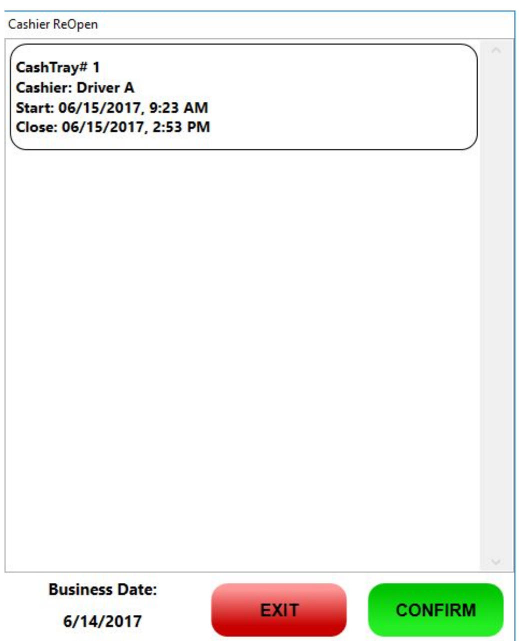


Figure - ReOpen Cashier Bank window

ReOpen Server Bank

On current business date, the restaurant can reopen server bank. If the day process is already closed, the restaurant can't reopen server bank anymore.

To reopen server bank, follow below steps:

1. Go to the bottom of order page, click "MORE" button, the "MORE" page will show up.
2. Click "REOPEN SERVER" button, the list of closed server bank on current business date will show up.
3. Click desired server bank then click "CONFIRM" button.

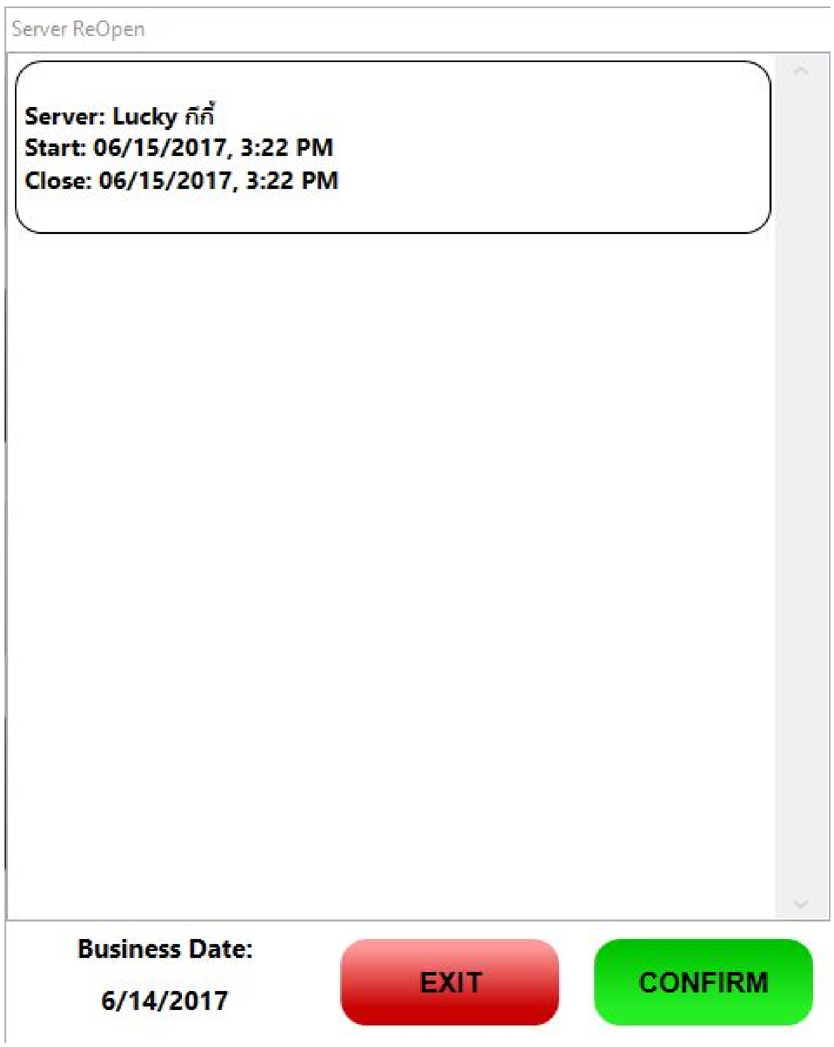


Figure - ReOpen Server Bank window

ReOpen Driver Bank

On current business date, the restaurant can reopen driver bank. If the day process is already closed, the restaurant can't reopen driver bank anymore.

To reopen driver bank, follow below steps:

1. Go to the bottom of Order Type screen, click "MORE" button, the "MORE" page will show up.
2. Click "REOPEN DRIVER" button, the list of closed driver bank on current business date will show up.
3. Click desired driver bank then click "CONFIRM" button.

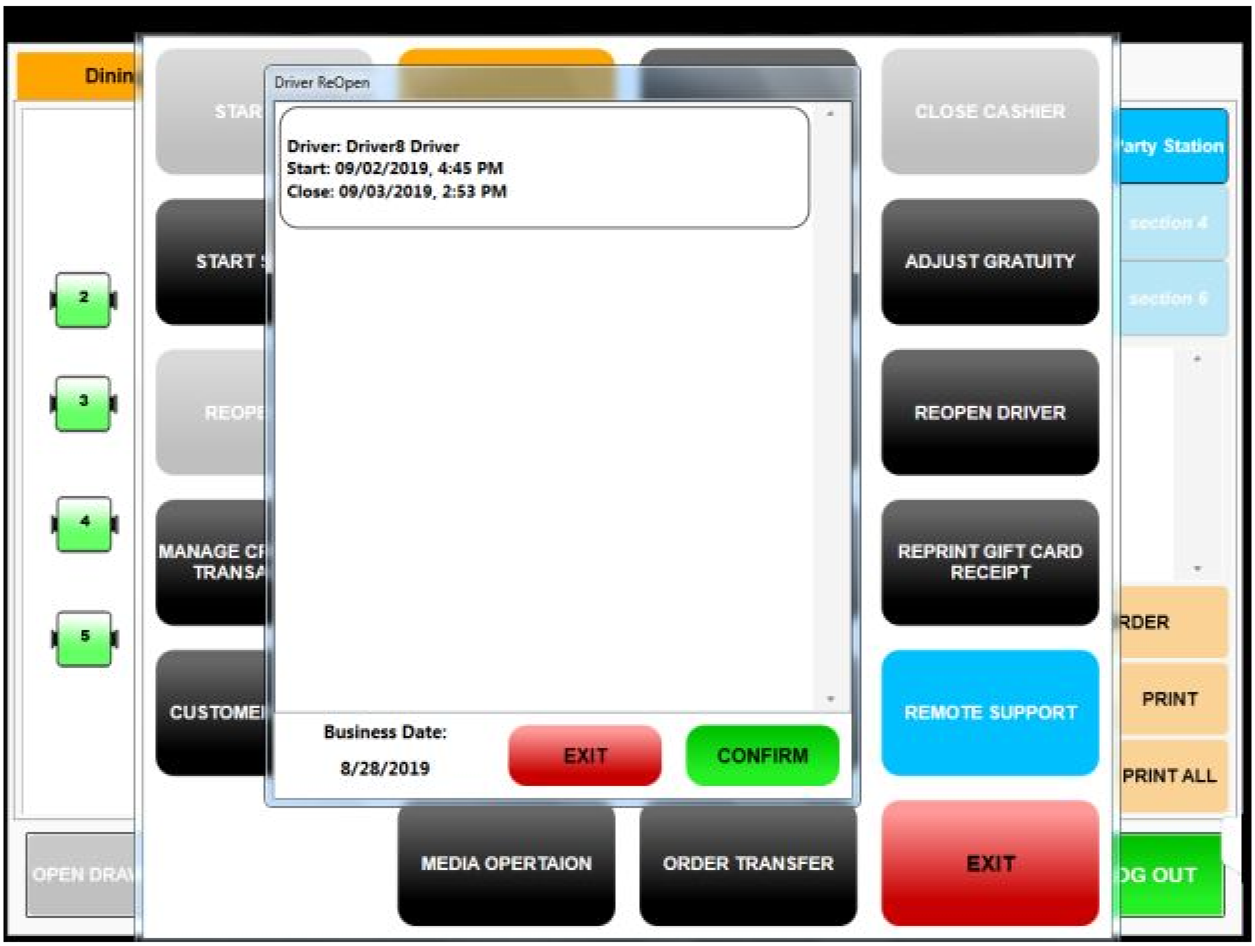


Figure - ReOpen Driver Bank window

Chapter 11 Order Recall

The restaurant can look for orders on each business date on the order recall page by clicking "ORDER RECALL" button. On Order Recall page, select business date:

If "SHOW ALL" button is shown as clicked, all orders on selected business date will be showing. The closed and voided orders will be highlighted in pink color.

If "SHOW ALL' button is shown as unclicked, only the open ordered will be showing.

The restaurant can set at BackOffice to order check# ascending or descending on this page.

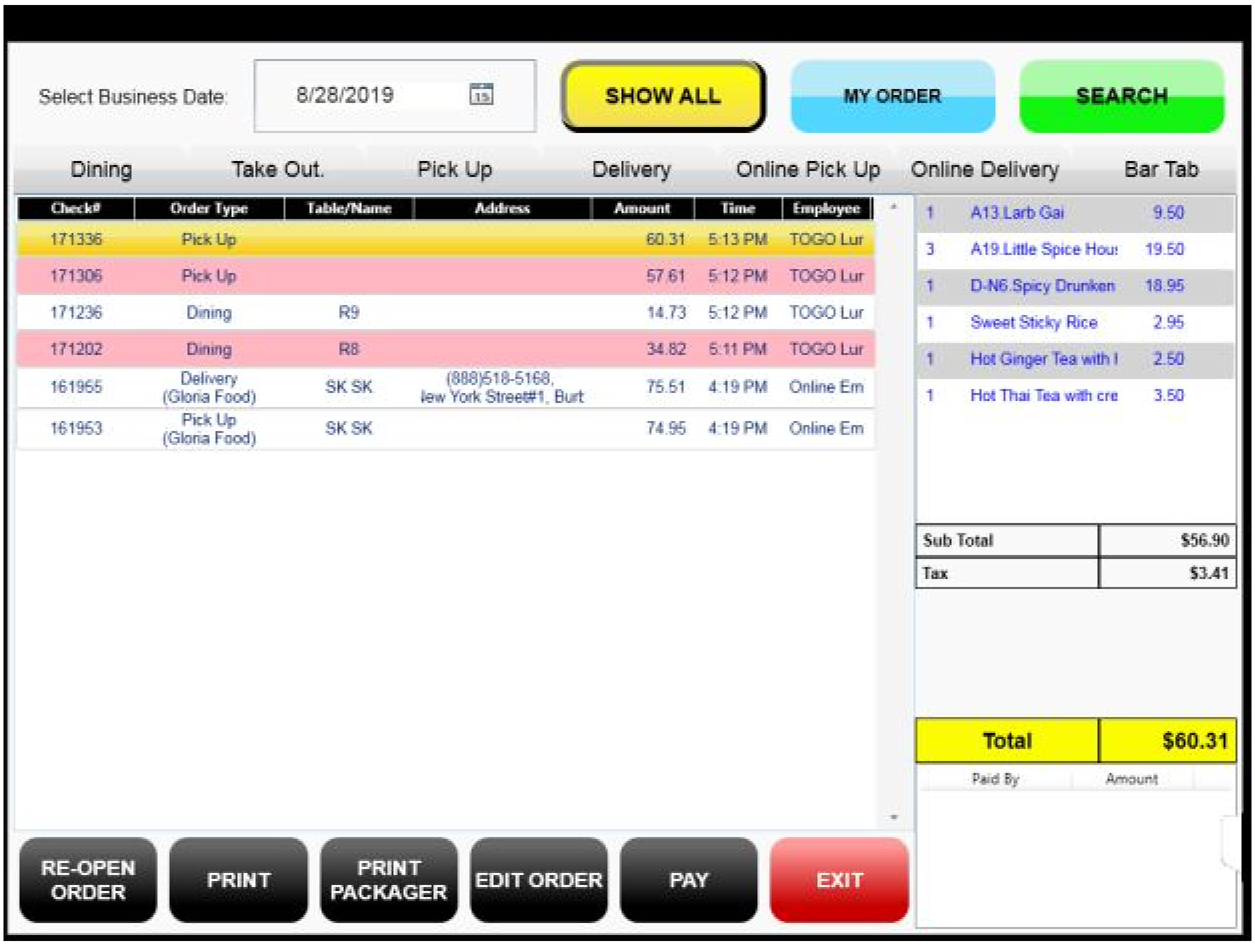


Figure - Order Recall page

The restaurant can re-open closed order on current business date if the associated bank of that order is opening. To re-open order, follow below steps:

1. Click desired closed order on the list.

2. Click "Re-Open Order" button.
3. The message box asking to confirm reopen will show up.
   3.1. Click "YES" to confirm reopen order.
   3.2. Click "No" to cancel reopen order.

Additional Order Functions for Gloria Integration Online Order

Since the Gloria integration online orders are not allowed to edit, only following order functions are allowed to operate on this page: Void Order, Resend to Kitchen, Server Transfer.

When user selected Gloria integration online order, the function buttons will display as in below figure.

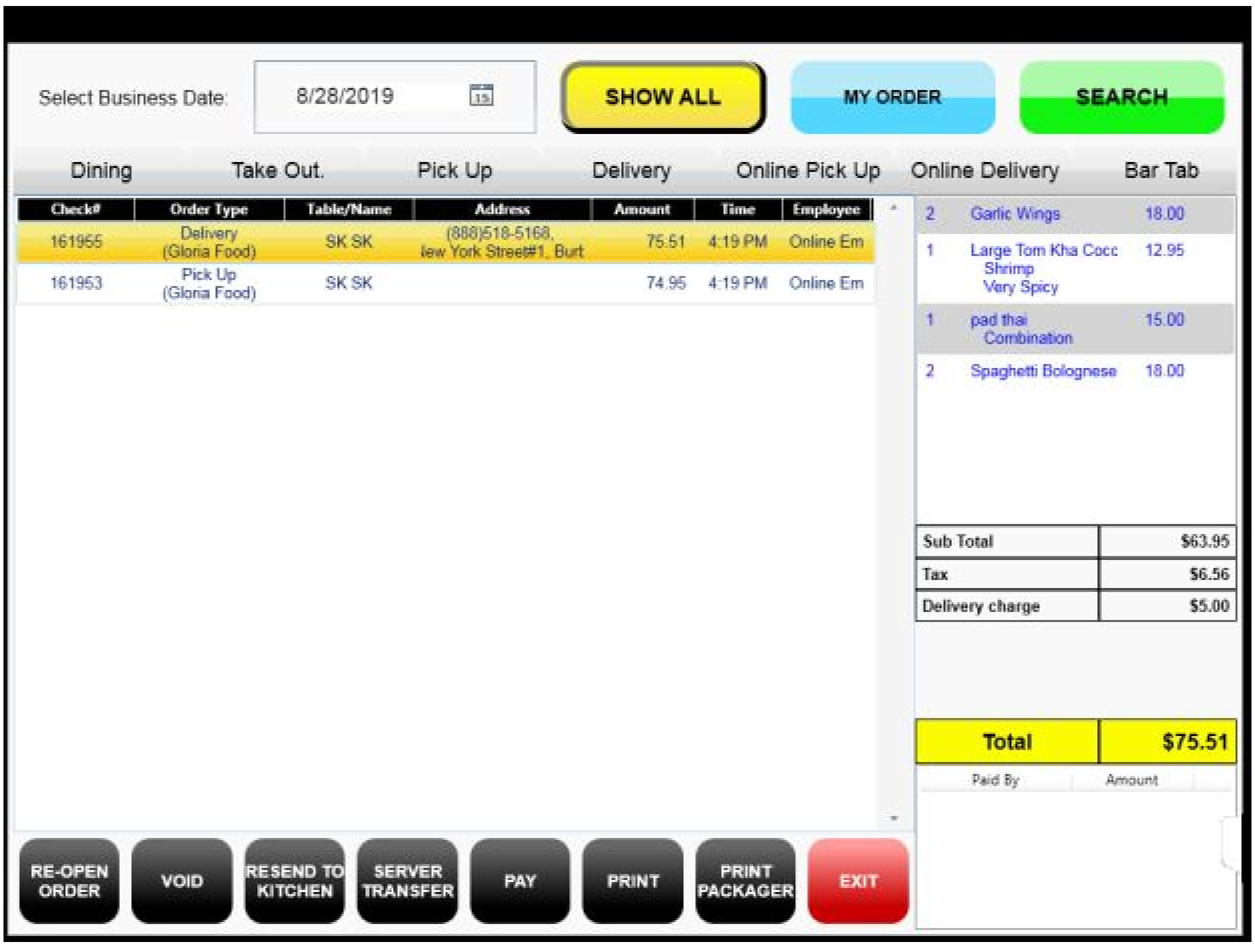


Figure - Order Recall page - Function buttons for Integration Online order

Chapter 12 Gift Card

The restaurant can sell gift card on each business date on the gift card page by clicking "GIFT CARD" button. The restaurant can sell new gift card, reload gift card, return gift card and check gift card balance. The application supports selling multiple gift cards on one time sale as well as reloading multiple gift cards. The application does not support combining of selling gift card and reloading gift card on one time sale.

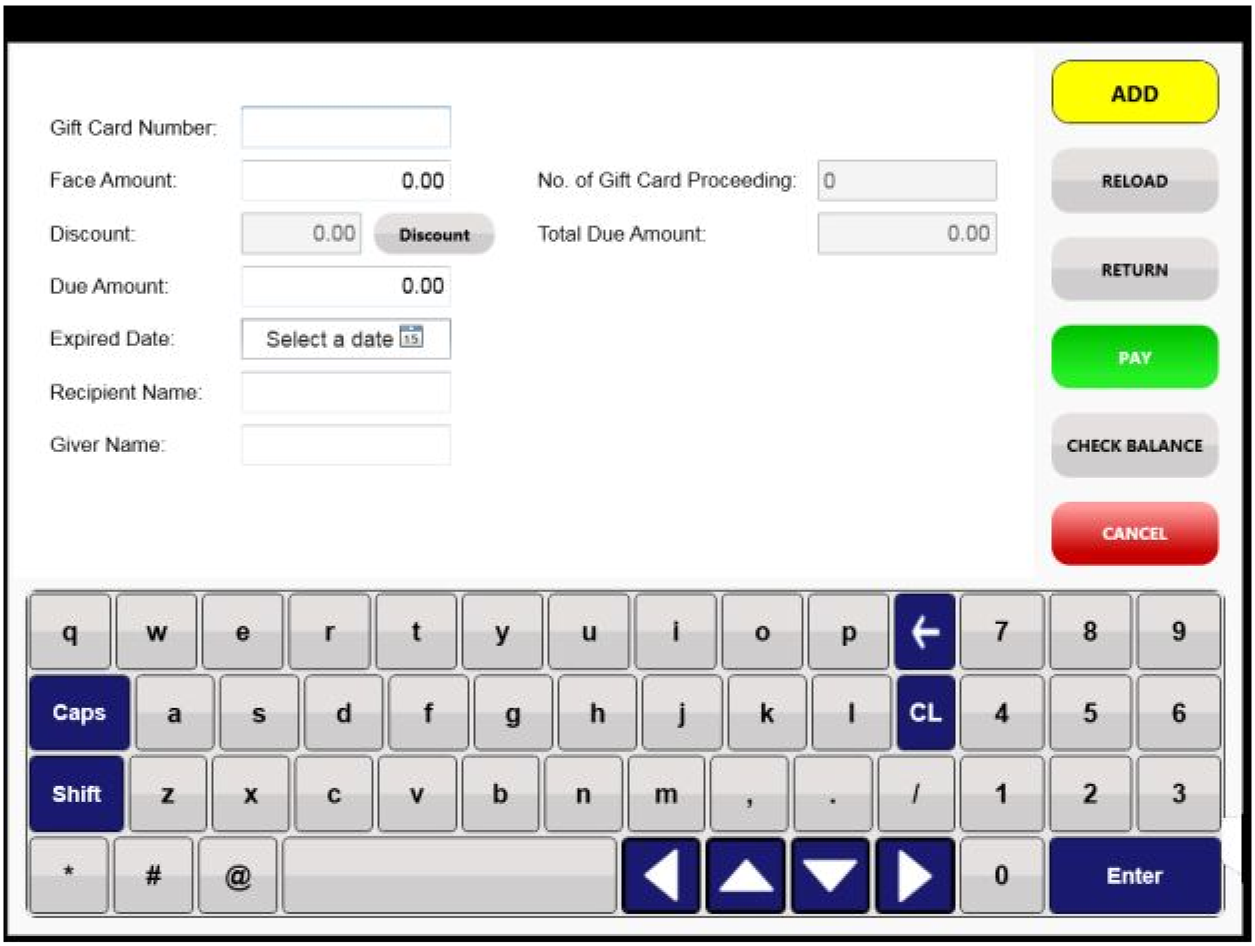


Figure - Gift Card page – New, Reload, Return Gift Card

New Gift Card

To sell new gift card, follows below steps:

1. Swipe gift card or enter gift card number manually on Gift Card Number text box.
2. Enter gift card amount on Face Amount text box.
3. Click "Discount" button to enter discount.

4. Enter expired date if any, on Valid To text box by clicking the calendar.

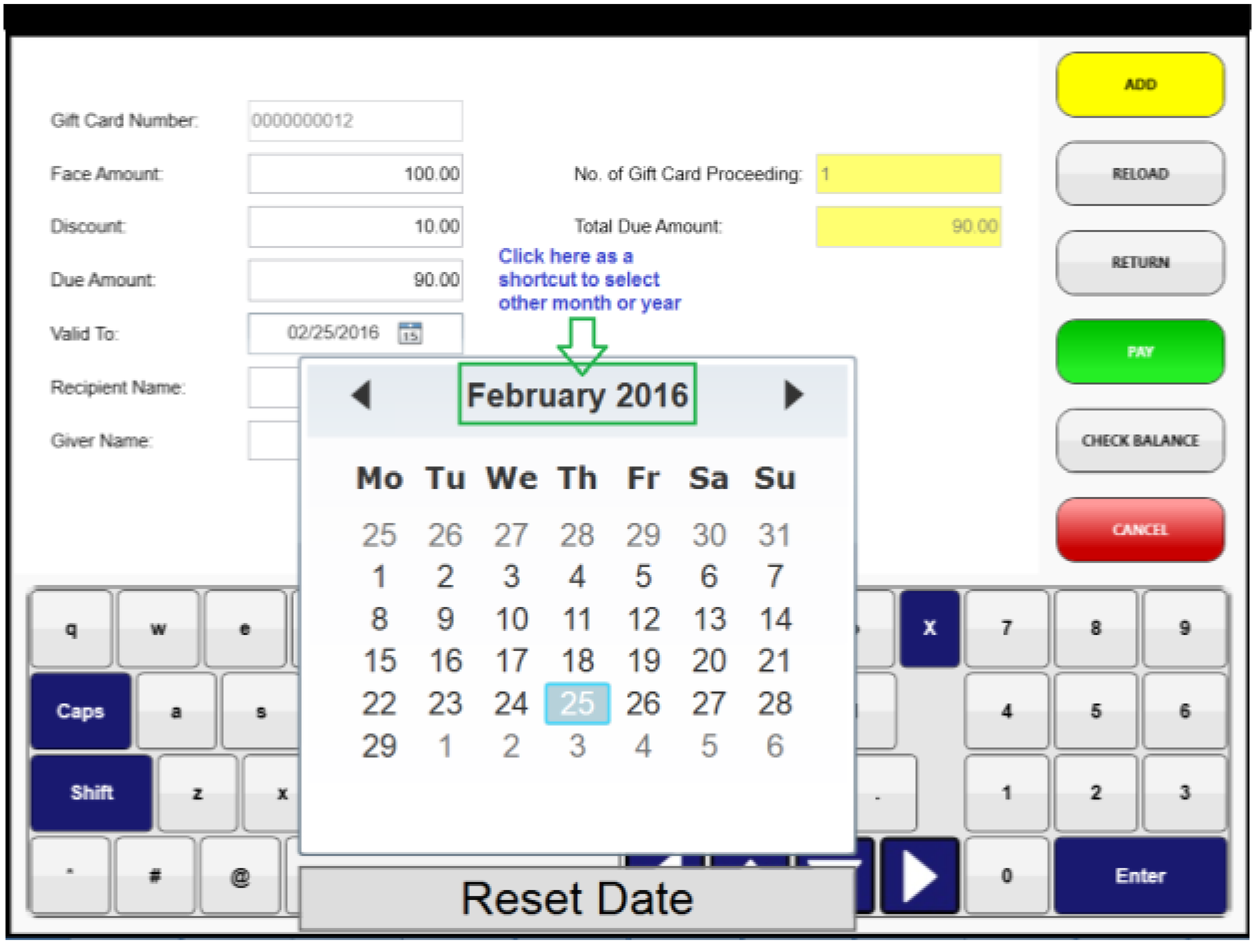
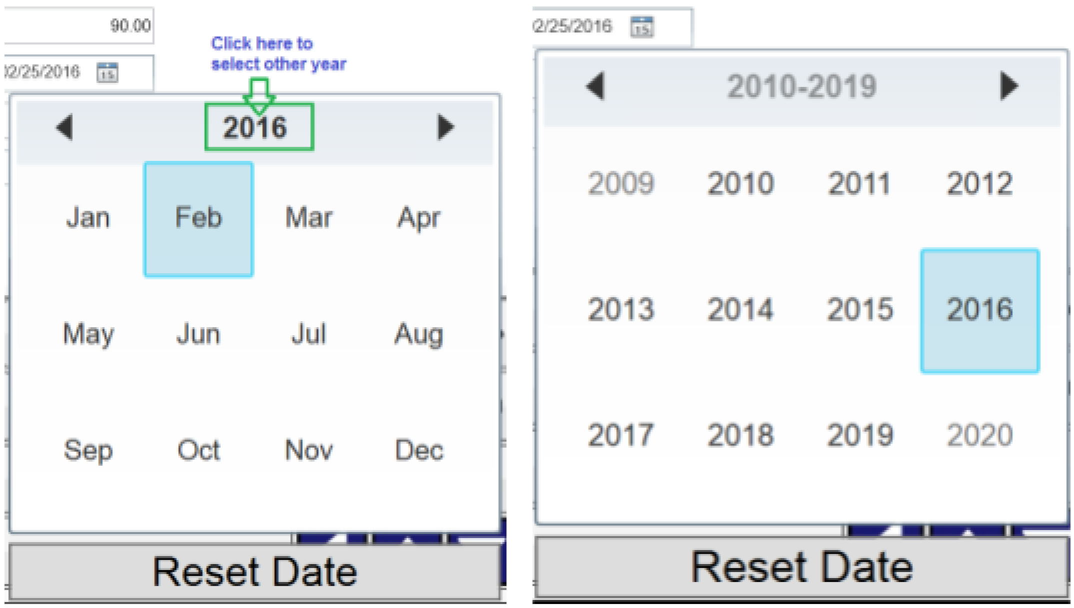


Figure - Gift Card page - Calendar



5. Click 'Reset Date' button on the calendar if you want to remove date from Valid To text box.
6. Enter recipient name if any on Recipient Name text box.
7. Enter giver name if any on Giver Name text box.
8. Click "ADD" button if you want to sell more gift card on the same sale transaction.
9. Click "PAY" button if you want to make payment on selling gift card(s).

Reload Gift Card

To reload gift card, follows below steps:

1. Click "RELOAD" button.
2. Swipe gift card or enter gift card number manually on Gift Card Number text box.
3. Enter gift card amount on Face Amount text box.
4. Click "Discount" button to enter discount.
5. Enter or edit expired date if any on Valid To text box.
6. Enter or edit recipient name if any on Recipient Name text box.
7. Enter or edit giver name if any on Giver Name text box.
8. Click "RELOAD" button if you want to reload more gift card on the same sale transaction.
9. Click "PAY" button if you want to make payment on reloading gift card(s).

Return Gift Card

To return gift card, follows below steps:

1. Click "RETURN" button.
2. Swipe gift card or enter gift card number manually on Gift Card Number text box.
3. If the gift card is never redeemed and not expired, the application will open PAY page automatically.

4. Return payment against the returned gift card.

Check Balance Gift Card

To check balance gift card, follows below steps:

1. Click “CHECK BALANCE” button, the check balance window will open.
2. Swipe gift card or enter gift card number manually on Gift Card Number text box.
3. If the gift card is active, the balance amount and expired date (if any) will be showing.
4. Click “PRINT” button if you want to print balance slips.
5. Click “DONE” button to exit from the window.

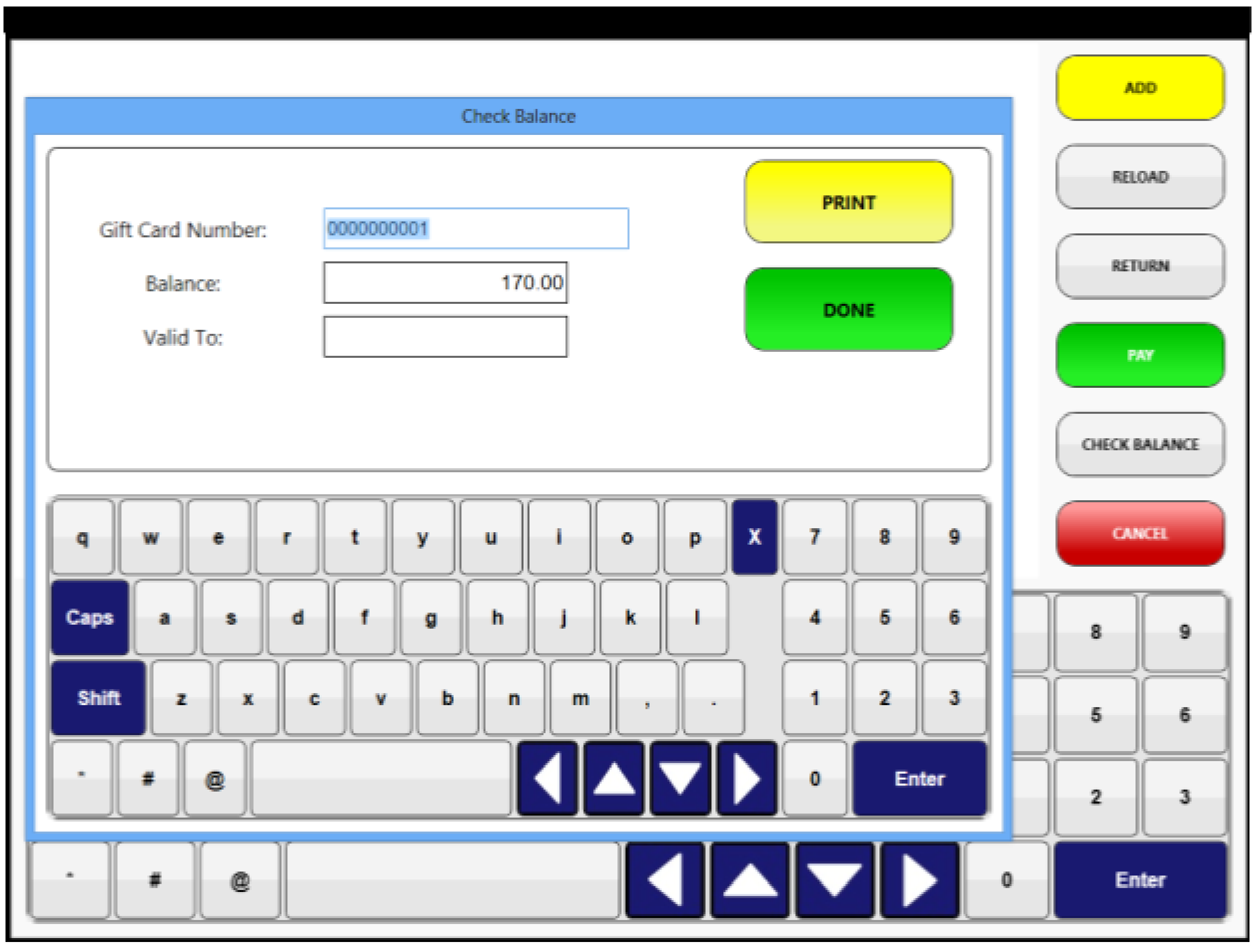


Figure - Gift Card page – Check Balance window

Gift Card Payment

To operate gift card payment, the restaurant can set at Back Office to use Cashier Bank or Server Bank. To use Cashier Bank, on each workstation the workstation must install drawer and set enabling Cash Tray feature at Back Office.

There are two approaches for making payment, the first one is one-time payment, and the second one is split payment. Customers can make payment from the following methods:

1) Cash
2) Credit Card
3) Credit Card Offline

An employee can make ONE-TIME PAYMENT or SPLIT PAYMENT similar to order payment.

Remark: *An employee can exit from the payment page when making payment the whole amount completely or there is no payment happened.*

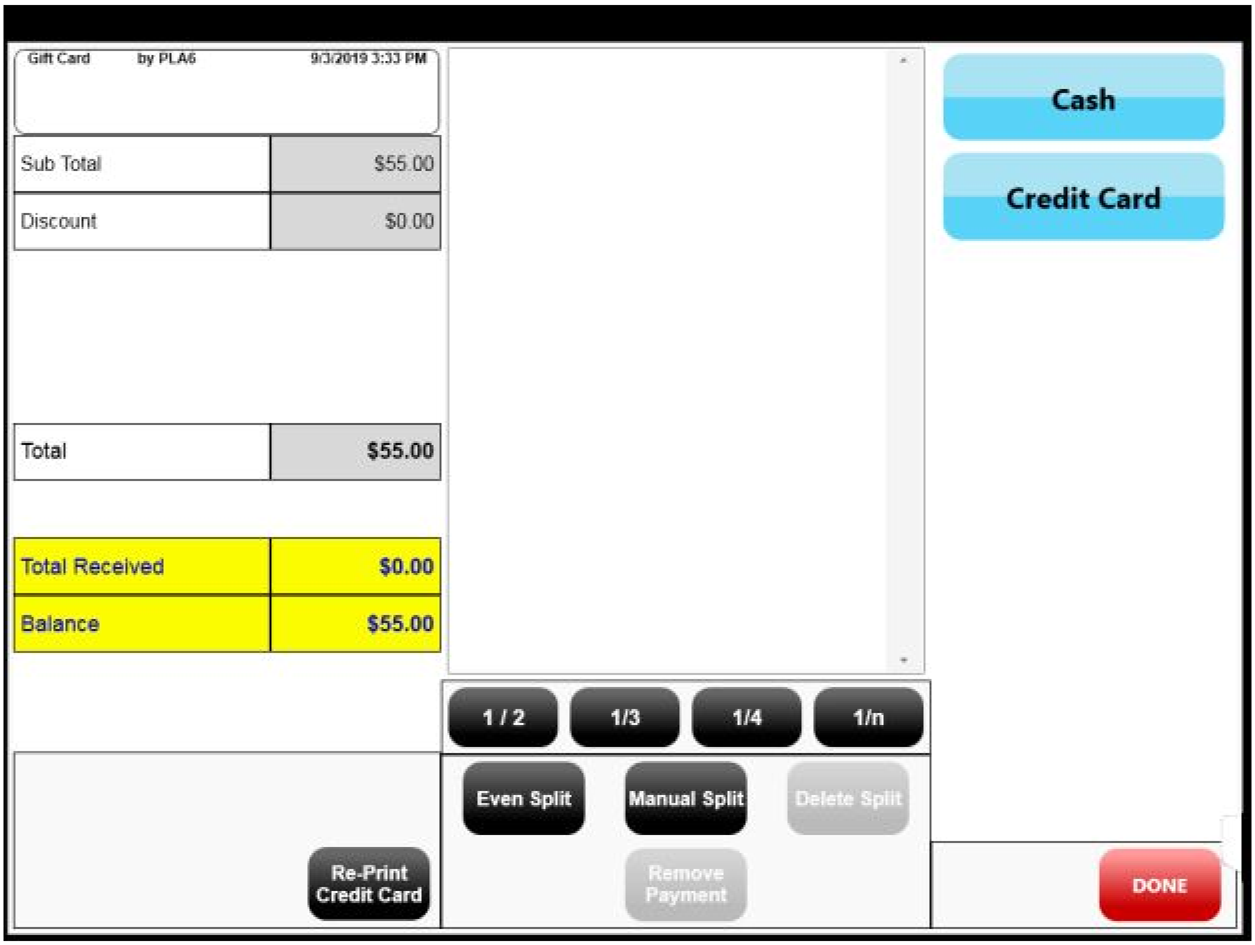


Figure - Gift Card Payment page

Manage Gift Card

The restaurant can update gift card status and/or adjust balance on Manage Gift Card window by clicking "More" button then clicking "MANAGE GIFT CARD" button.

On Manage Gift Card window, all gift cards will be showing, user can filter gift card by status. The restaurant can change status to ‘All Redeemed’, ‘Voided’ or ‘Expired’. When changing to ‘Voided’, the reason is required. Click “SAVE” button when finish updating gift card status or “CANCEL” button if the restaurant wanted to cancel the update.

Figure - Manage Gift Card window

Adjust Balance

The restaurant can also adjust Gift Card balance manually by clicking "ADJUST BALANCE" button. The Adjust Gift Card Balance window will show up, entered balance amount and reason, click "DONE" button after finish adjusting or "CANCEL" button if the restaurant wants to cancel the adjusting.

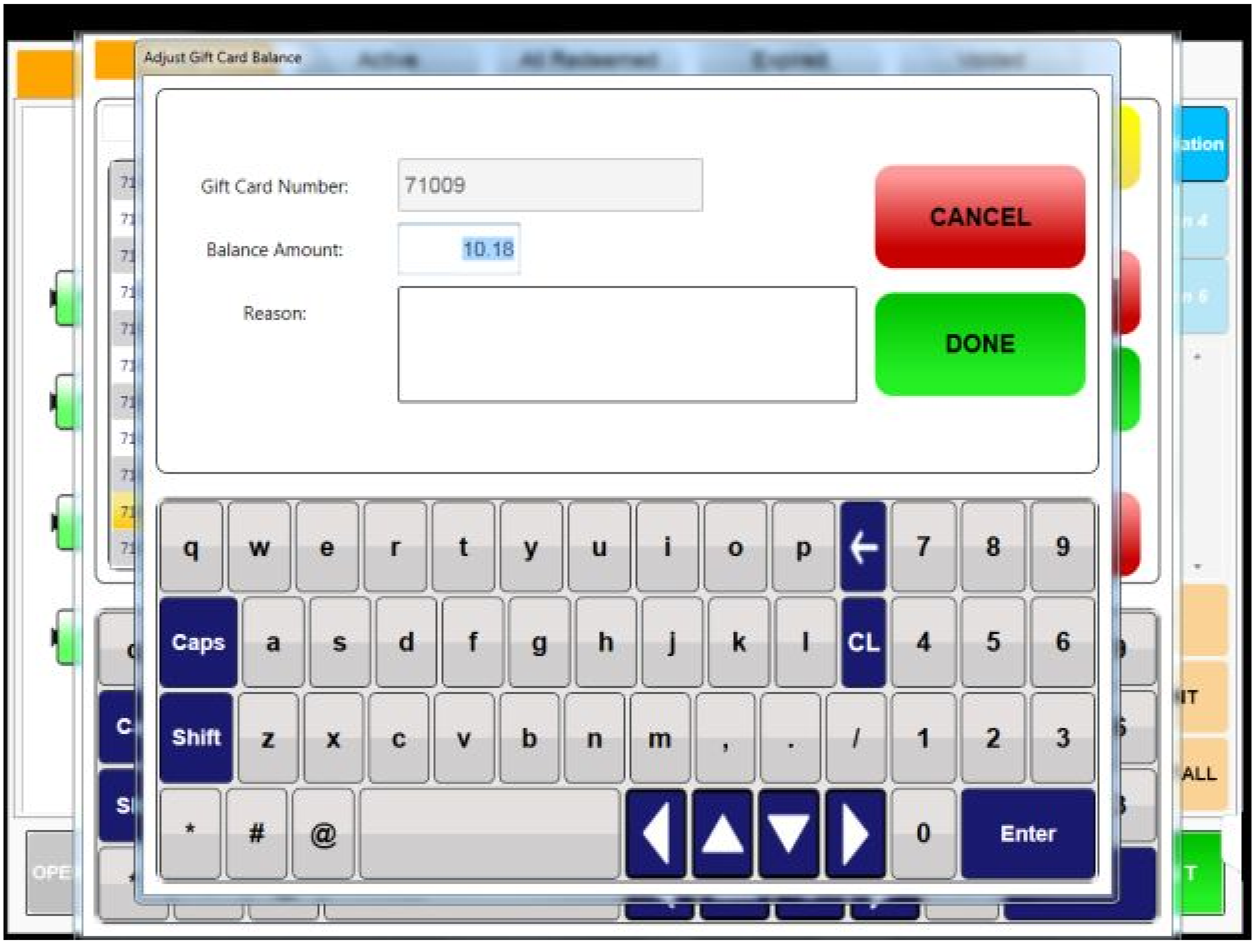


Figure - Adjust Gift Card Balance window

Chapter 13 View Reports

The authorized employee can view the following reports:

1. Daily Summary report
   The restaurant can set a schedule to send Daily report via email to recipients.
2. Cashier Report
3. Driver Report
4. Server Report
5. Gift Card Reports
   5.1. Gift Card Activity report
   5.2. Gift Card List report
   5.3. Gift Card Sales report
6. Performance Reports
   6.1. Server Performance report
   6.2. Driver Performance report
7. Work Hour Reports
   7.1. Work Hour report
   7.2. Work Hour receipt
8. Caller ID Log Report
9. Future Order Reports
   9.1. Future Order report
   9.2. Deposit report
10. Auto Close Day report
11. Order Transfer Log report

Chapter 14 Manage Time Card

The restaurant can manage time card by clicking “More” button then “MANAGE TIME CARD” button.

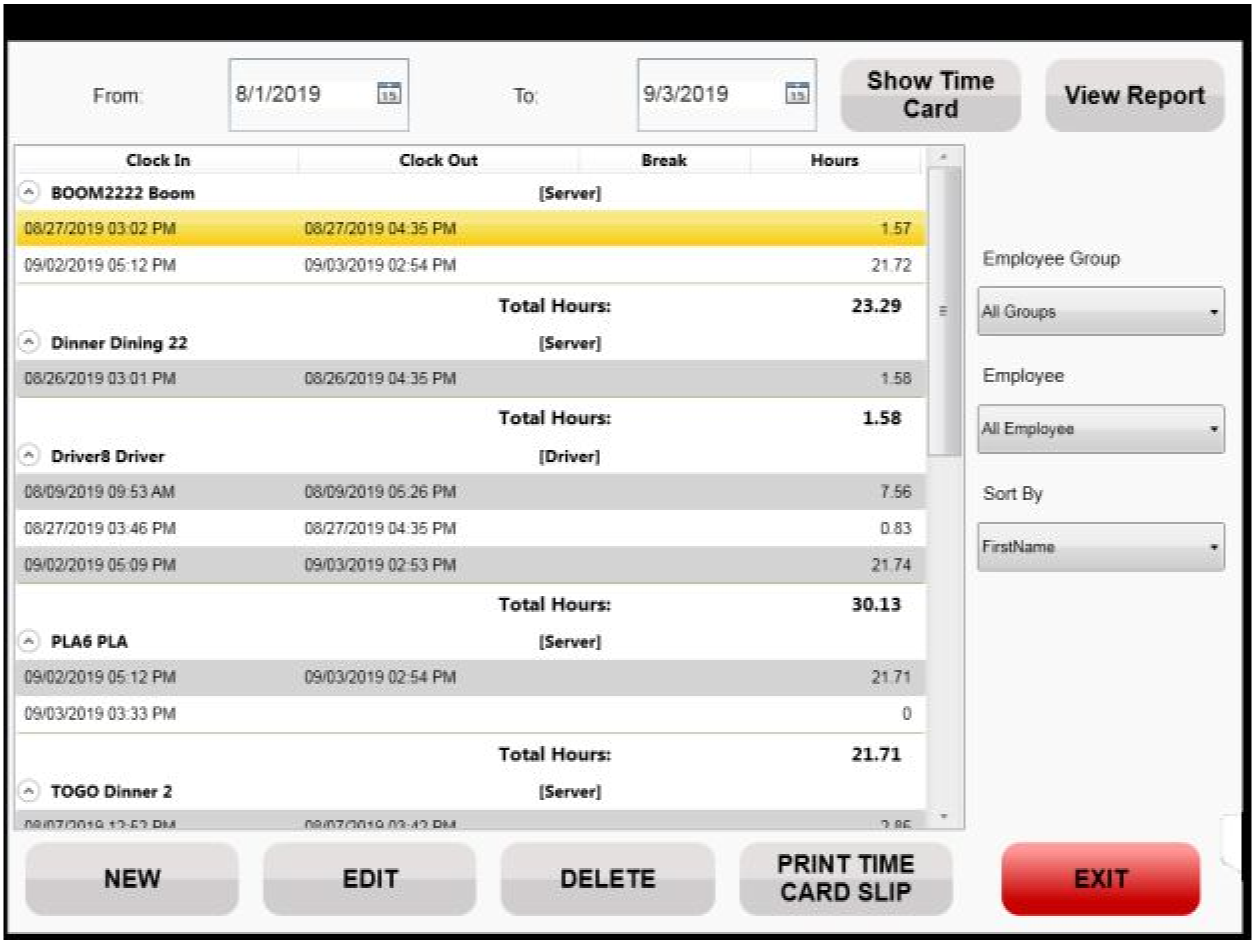


Figure - Manage Time Card page

To manage time card, follow below steps:

1. Enter From and To date, click “Show Time Card” button.
2. The available time card will show up.

To create new Time Card, click “NEW” button, the Time Card page will open.

To edit Time Card, select desired Time Card, click “EDIT” button, the Time Card page will open.

To delete Time Card, select desired Time Card, click “DELETE” button.

On Time Card page, the restaurant can set date using calendar button, and set time using time button.

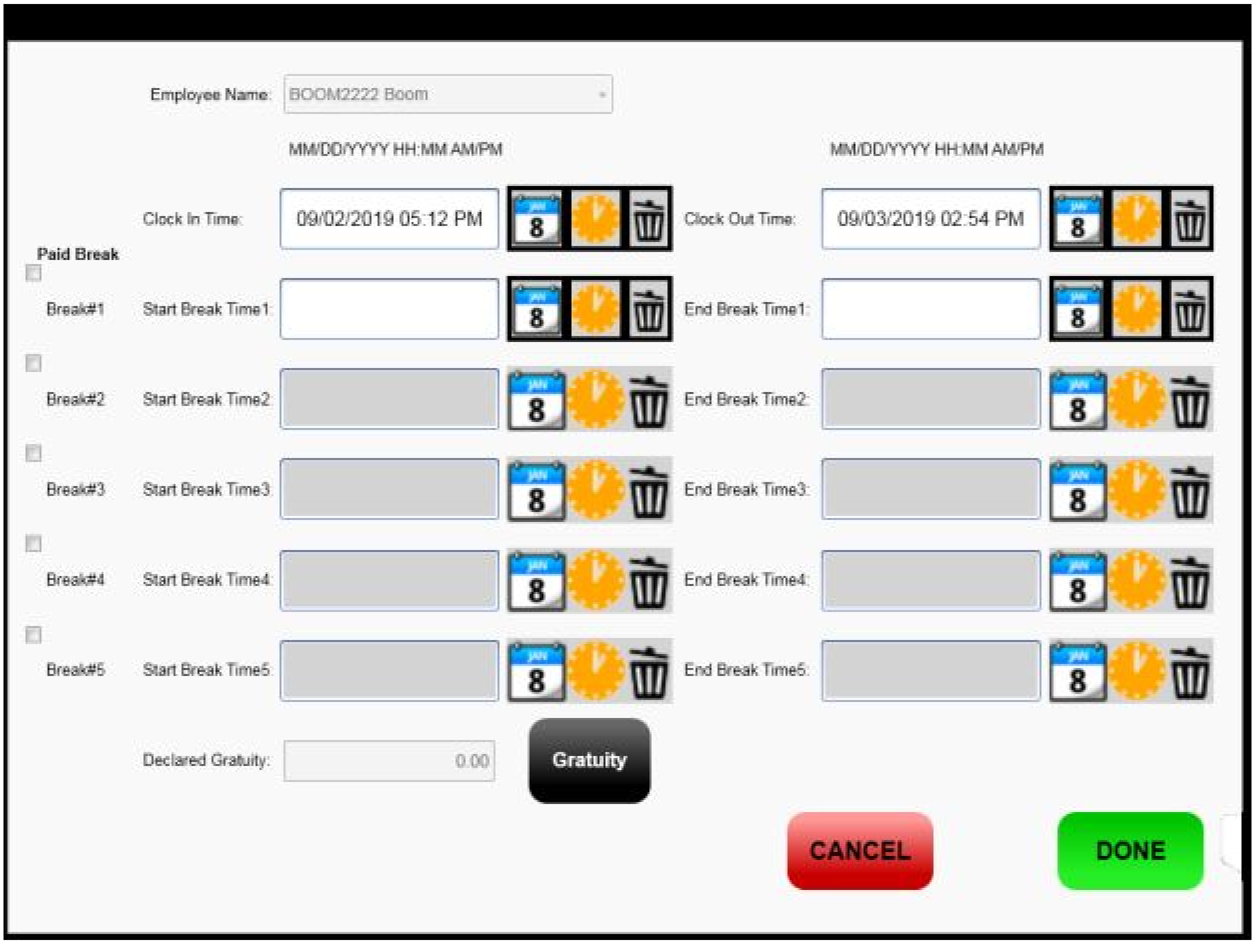


Figure - Time Card page

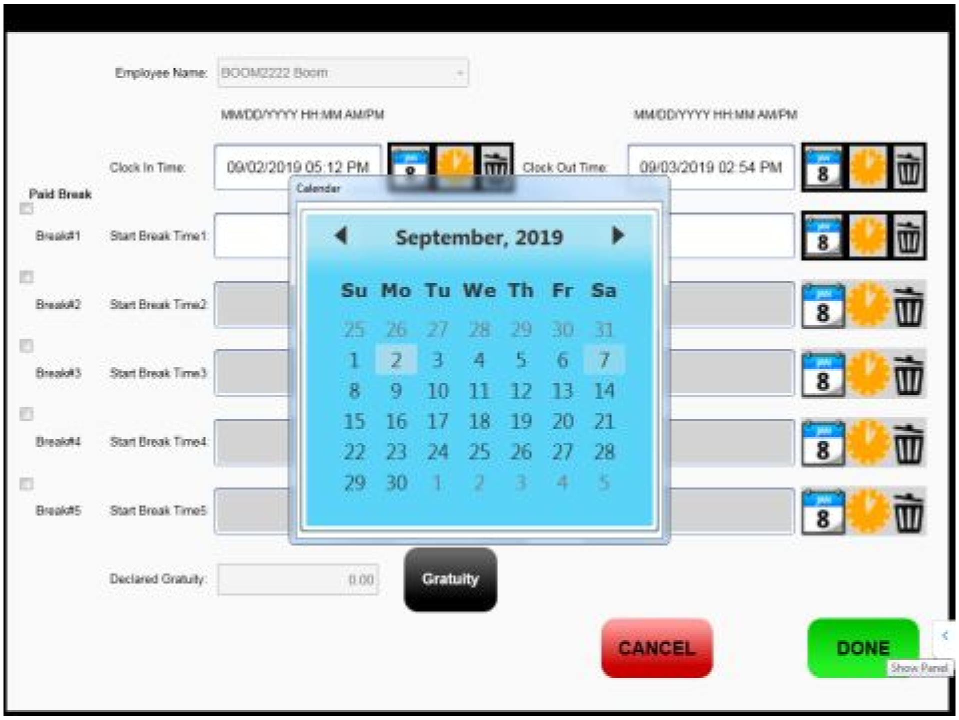


Figure - Calendar window

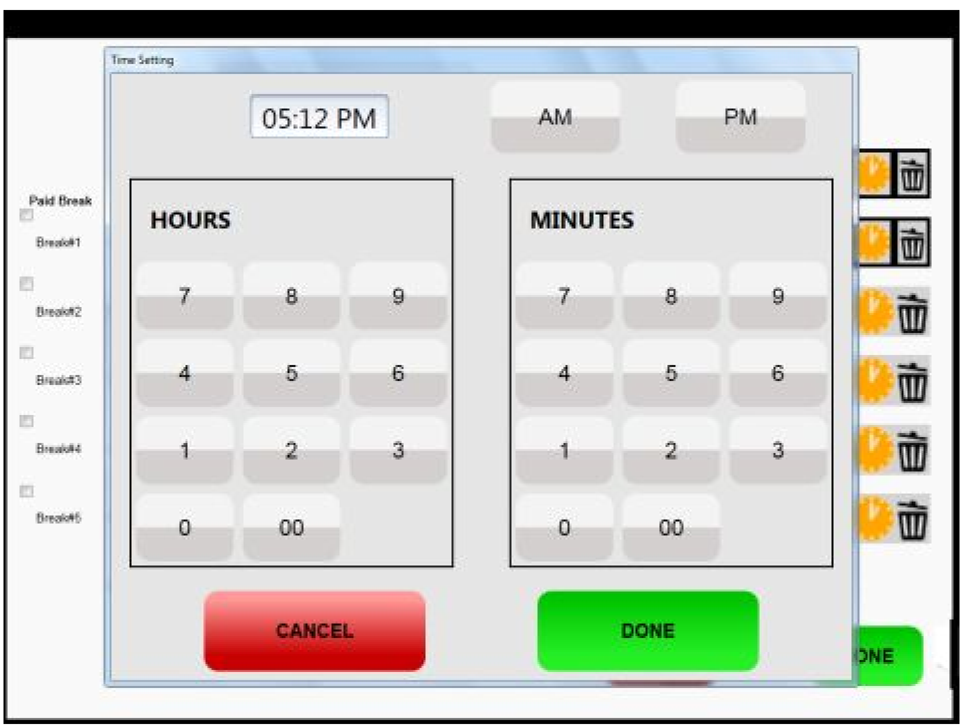


Figure - Time window

Chapter 15 Adjust Gratuity

The restaurant can adjust gratuity for orders paid by Credit Card and Credit Card Offline by clicking "More" button then "ADJUST GRATUITY" button.

To adjust gratuity, follow below steps:

1. Select desired credit card transaction, if gratuity amount is existed, it will show up on a numpad; otherwise it will show zero on Numpad.
2. Enter desired gratuity on a numpad.
3. Click "ENTER" button to confirm gratuity, the adjusted Gratuity and Total will be updating on left pane.
4. Or click "CANCEL" button to cancel adjusting gratuity.

The restaurant can reprint Credit Card receipt by clicking "RE-PRINT CREDIT CARD" button.

The restaurant can reprint Customer receipt by clicking "PRINT RECEIPT" button.

If the authorized employee has permission to see credit card transactions that are not belong to his bank when he clicked "SHOW ALL" button, the application will show all credit card transactions; otherwise, the application will show message box "You have insufficient permission".

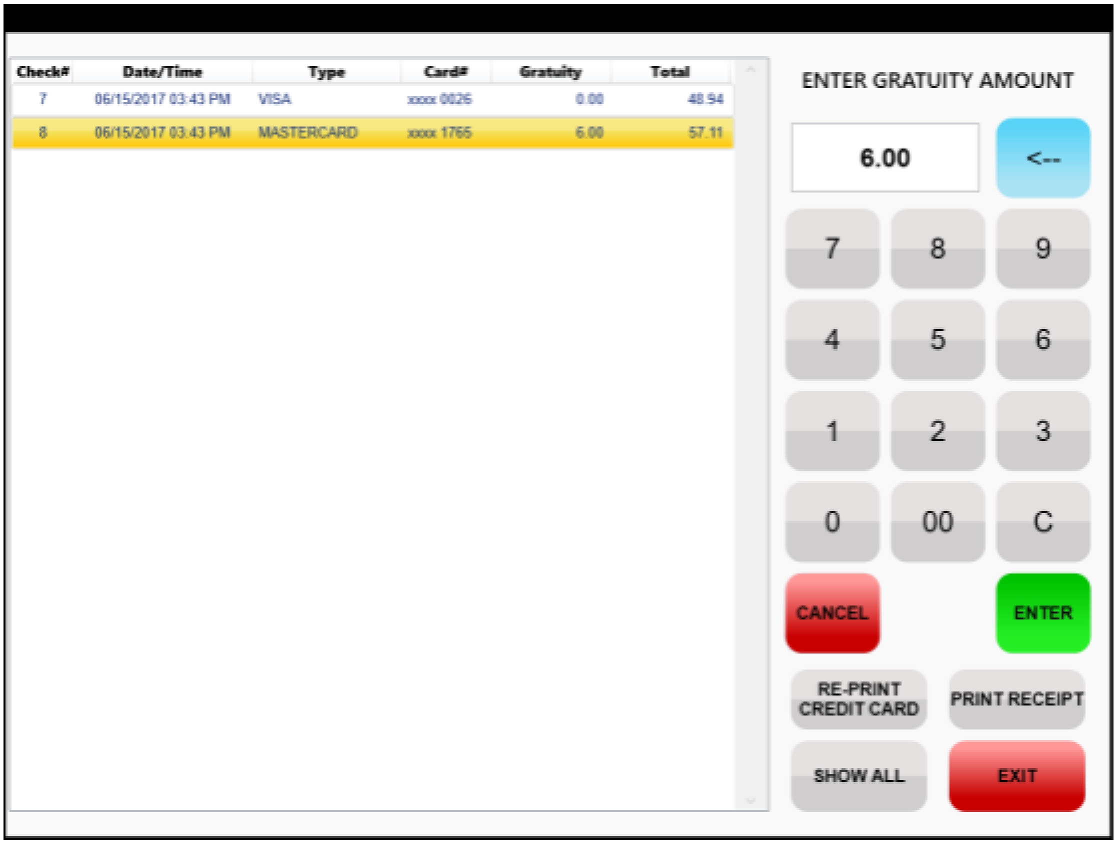


Figure - Adjust Gratuity page

Chapter 16 Manage Credit Card Transactions

The restaurant can manage credit card transactions while the batch is still opened. The restaurant can use this feature to solve following situations: to void Refund , to void Sale or Return Gift Card, to force close local batch if closing batch online is failed.

Caution: Please verify with Credit Card Processor company that all of selected transactions are already settled in a Batch closing before doing local batch.

To use this feature, click “More” button then click “MANAGE CREDIT CARD TRANSACTIONS” button.

To void Refund, sale Gift Card, return Gift Card, and do close batch offline, follow below steps:

1. Select desired credit card transaction(s).
2. Click “VOID” or “CLOSE BATCH OFFLINE” button if the restaurant wants to void or do close batch offline respectively. The confirmation dialog box will show up, click “YES” button to confirm or click “NO” button to cancel.

In case the integrated credit card cannot use for some reason at a period of time, the restaurant can click “ENABLE FORCE AUTH” button in order to enable Force Auth mode for credit card Voice authorization payment. If you accept the risk as indicated on Force Auth Warning message box, click “YES” to confirm enable Force Auth; otherwise, click “NO” to cancel enable Force Auth.

Once the integrated credit card can be workable, the restaurant can click “DISABLE FORCE AUTH” button to switch back to a normal integrated credit card process. The “DISABLE FORCE AUTH” button is the same button with “ENABLE FORCE AUTH” button, wording on the button will be changing based on the current mode.

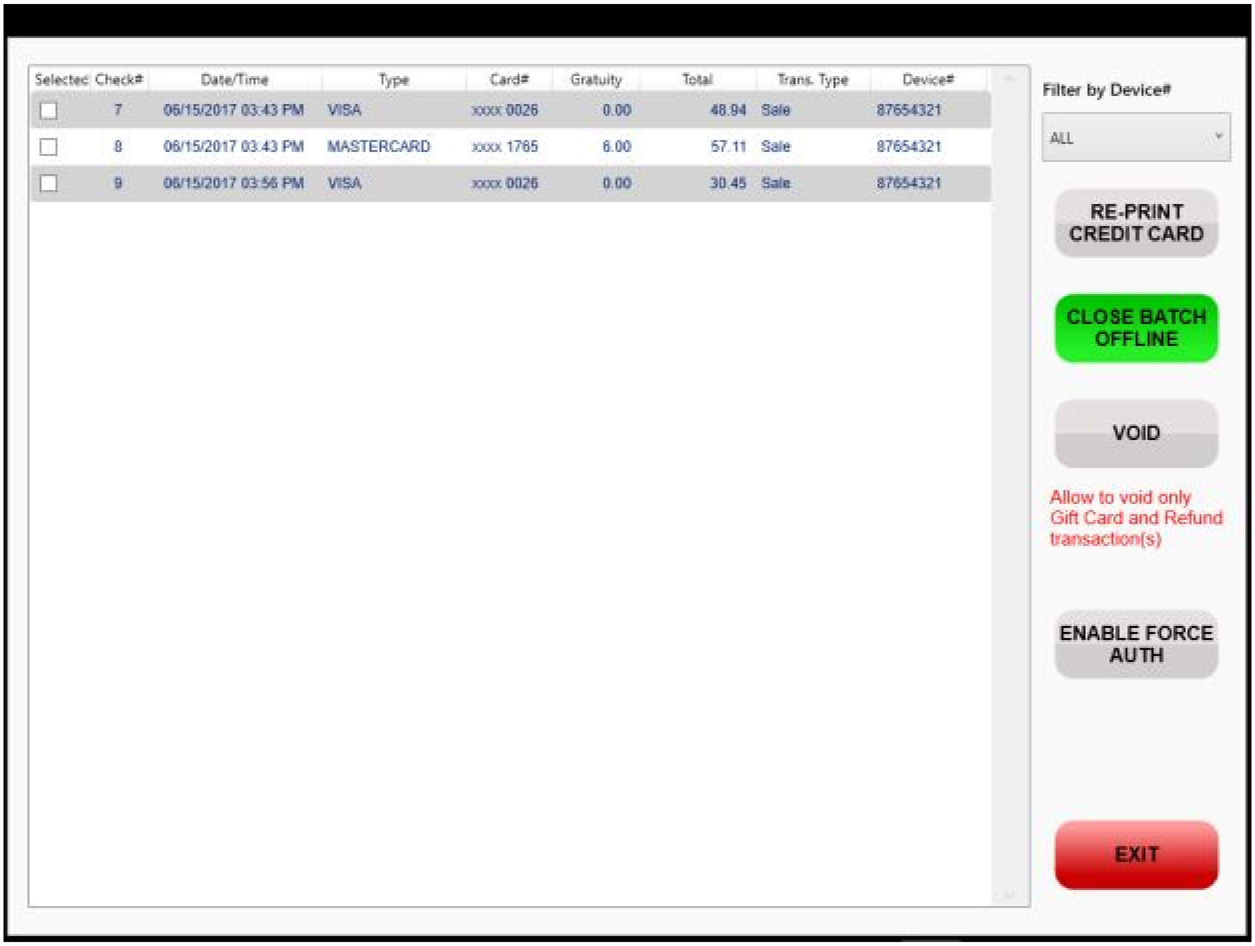


Figure - Manage Credit Card Transactions page

Chapter 17 View Employee Clock-In

The restaurant can view employee who clocked-in and clocked-out on current business date, and employee who is still working.

To use this feature, click “More” button then click “VIEW EMPLOYEE CLOCK-IN” button.

View Employee Clock-In window will open and show employee clocked-in and/or clocked-out on current business date. Employee already clocked-out will show in pink color while employee is still working, will show in white color.

To view employee still working only, click “Still Working” button.

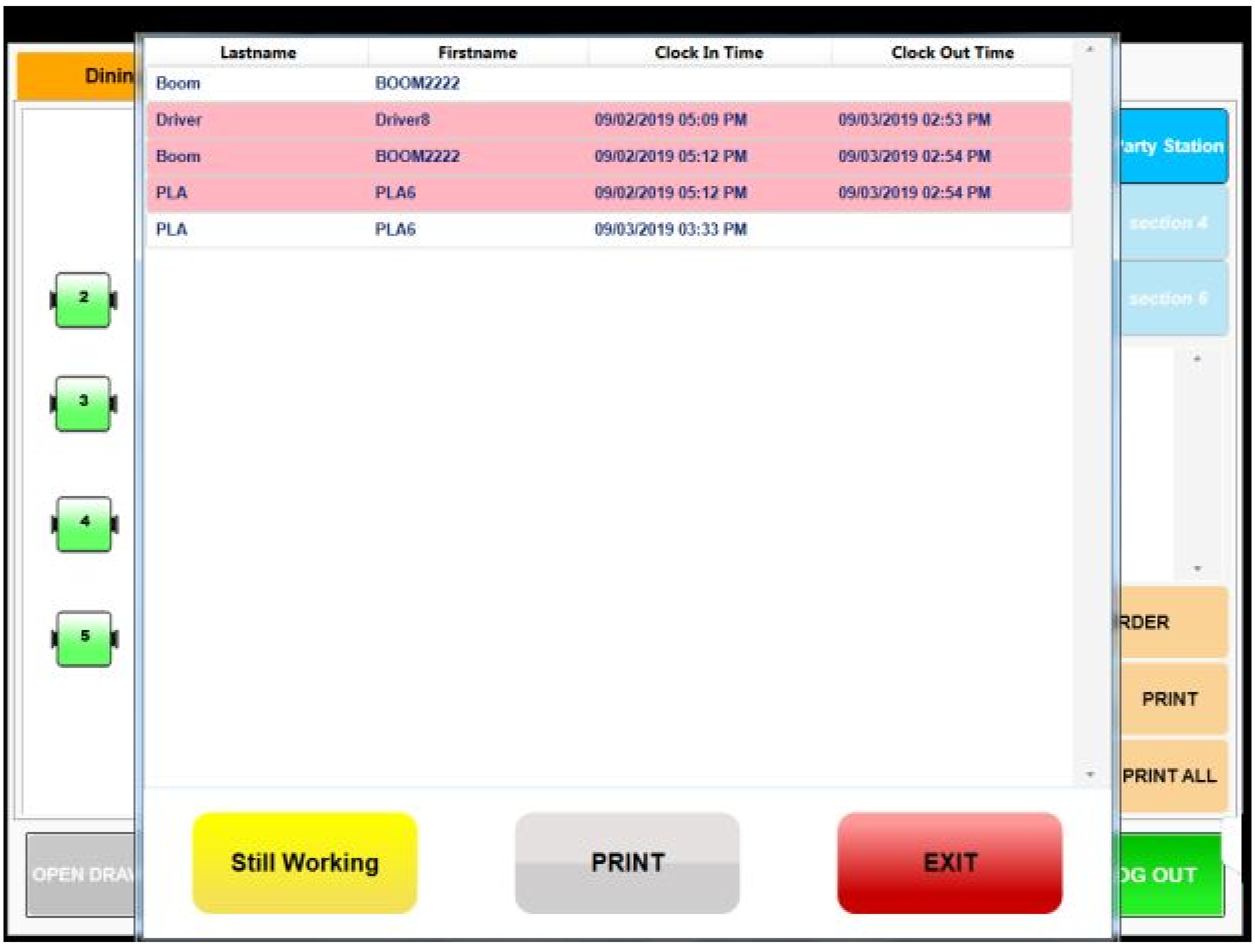


Figure - View Employee Clock-In window

Chapter 18 Adjustment Memo

The restaurant can create a memo to adjust total sales of closed business date. A memo will show up on a daily report and sale summary report.

To use this feature, click “More” button then click “ADJUSTMENT MEMO” button.

Adjustment Memo page will open. After user selected a desired closed business date, order list will show up. If there is adjust memo on the closed business date, the adjust memo will show up on a bottom pane.

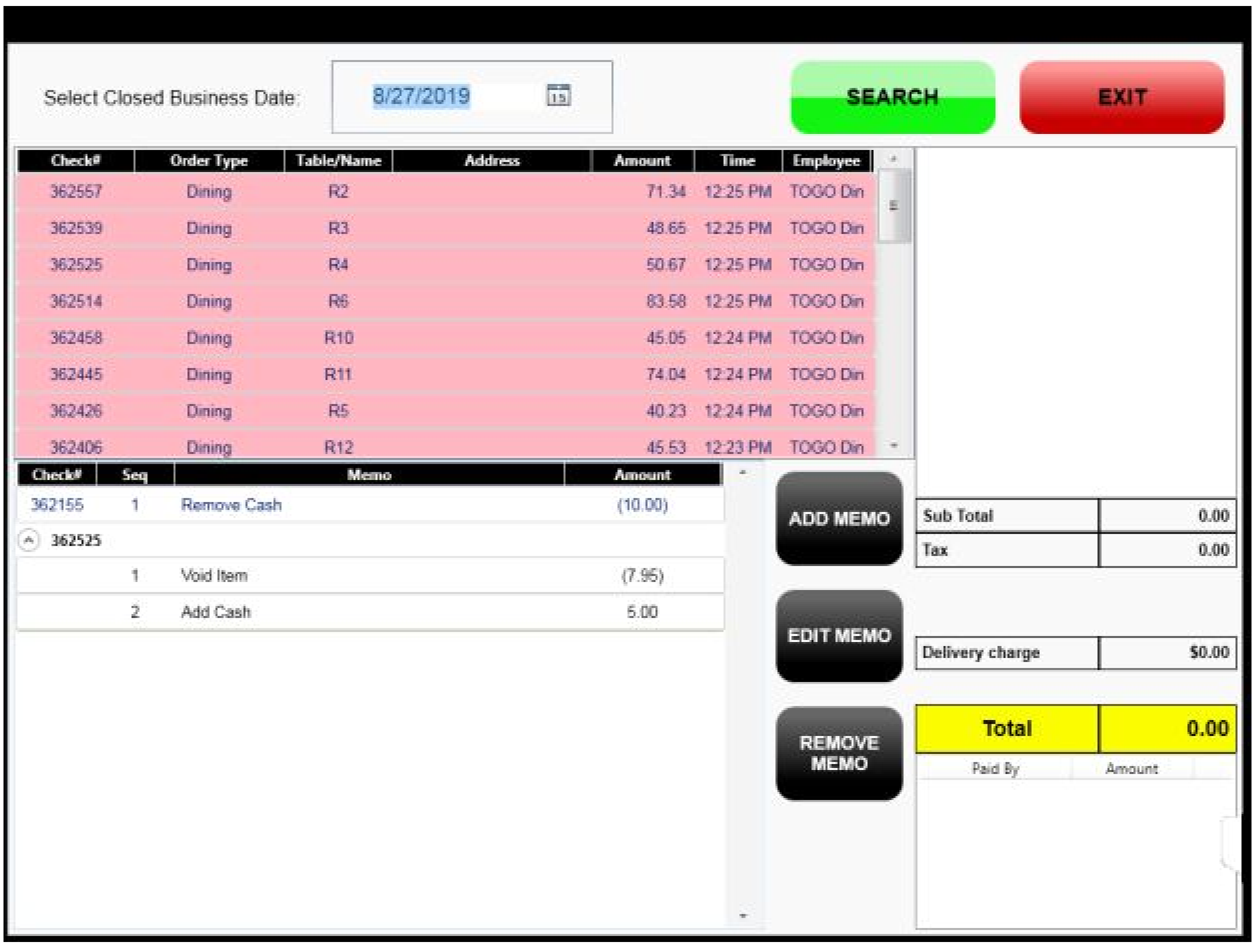


Figure - Adjustment Memo page

User can add/ edit/ delete a memo against each order.

To add a memo, select desired order on a top pane, click “ADD MEMO” button, Add/ Edit Memo window will open. Entered a memo, click “DONE” button to record the memo.

To edit or delete a memo, select desired memo on a bottom pane, click “EDIT MEMO” button or “REMOVE MEMO” button respectively.

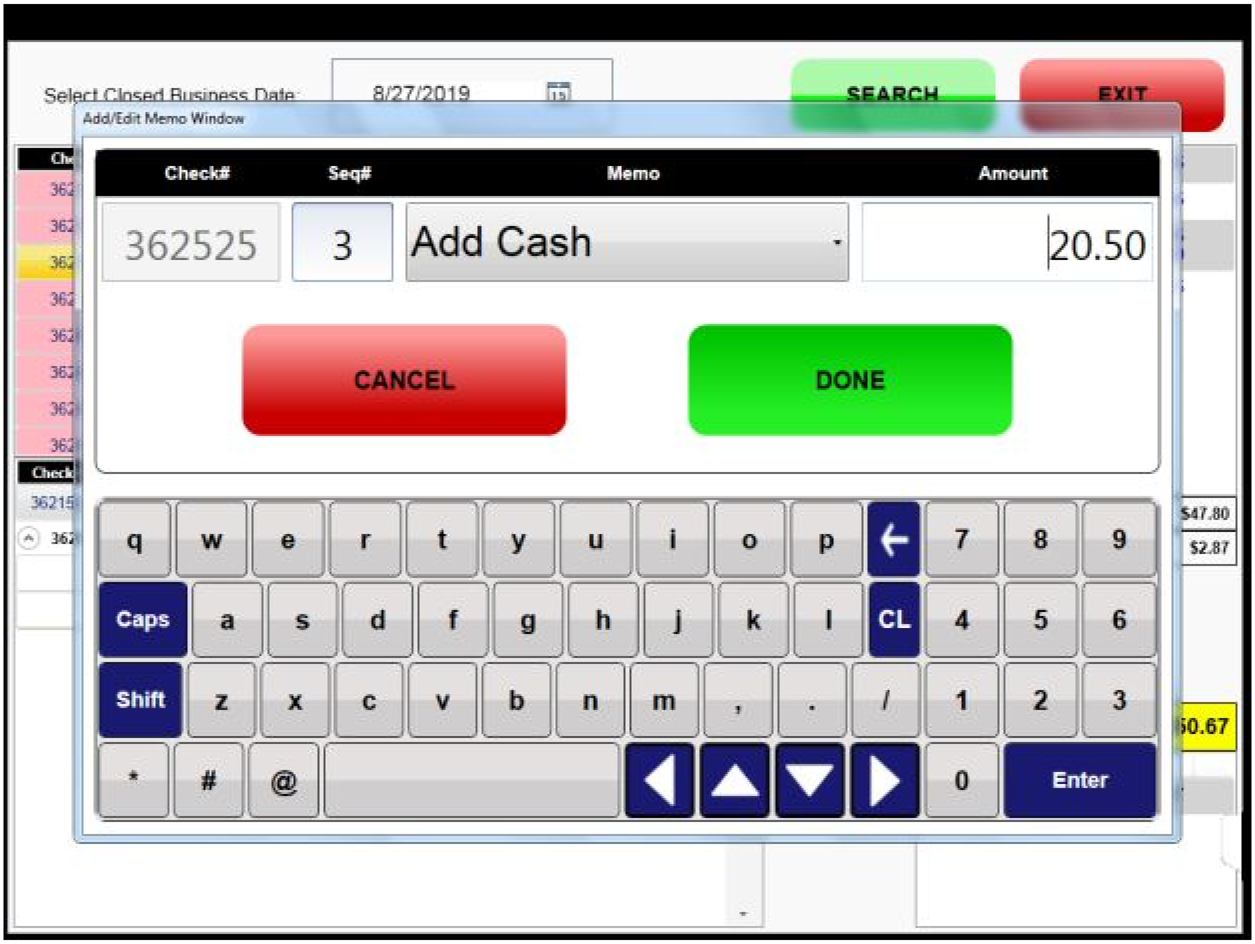


Figure - Add/Edit Memo window

Chapter 19 Media Display

The restaurant can create a campaign contained images and/or videos to display on the second display as schedule. When the Order Entry screen or Pay screen is opened, the receipt screen will display on one side of the second display in parallel with images/ videos being played on another side.

This feature is an Add-On feature, it's required a Media-Display license and 9.7" LCD second display with 1024 x 768 LCD resolution.

When started the application, if the application found a Media-Display license registered on the station and it also detected the second display plugged into the station, the media display will be started automatically.

To use this feature, click "More" button then click "MEDIA OPERATION" button. The Media Operation window will open.

Figure - Media Operation window

Media Operation Function buttons

Media Client Setting

This button is to set the 9.7” LCD second display, the display will show 2 panes, one will show video and/or image, another one will show a receipt.

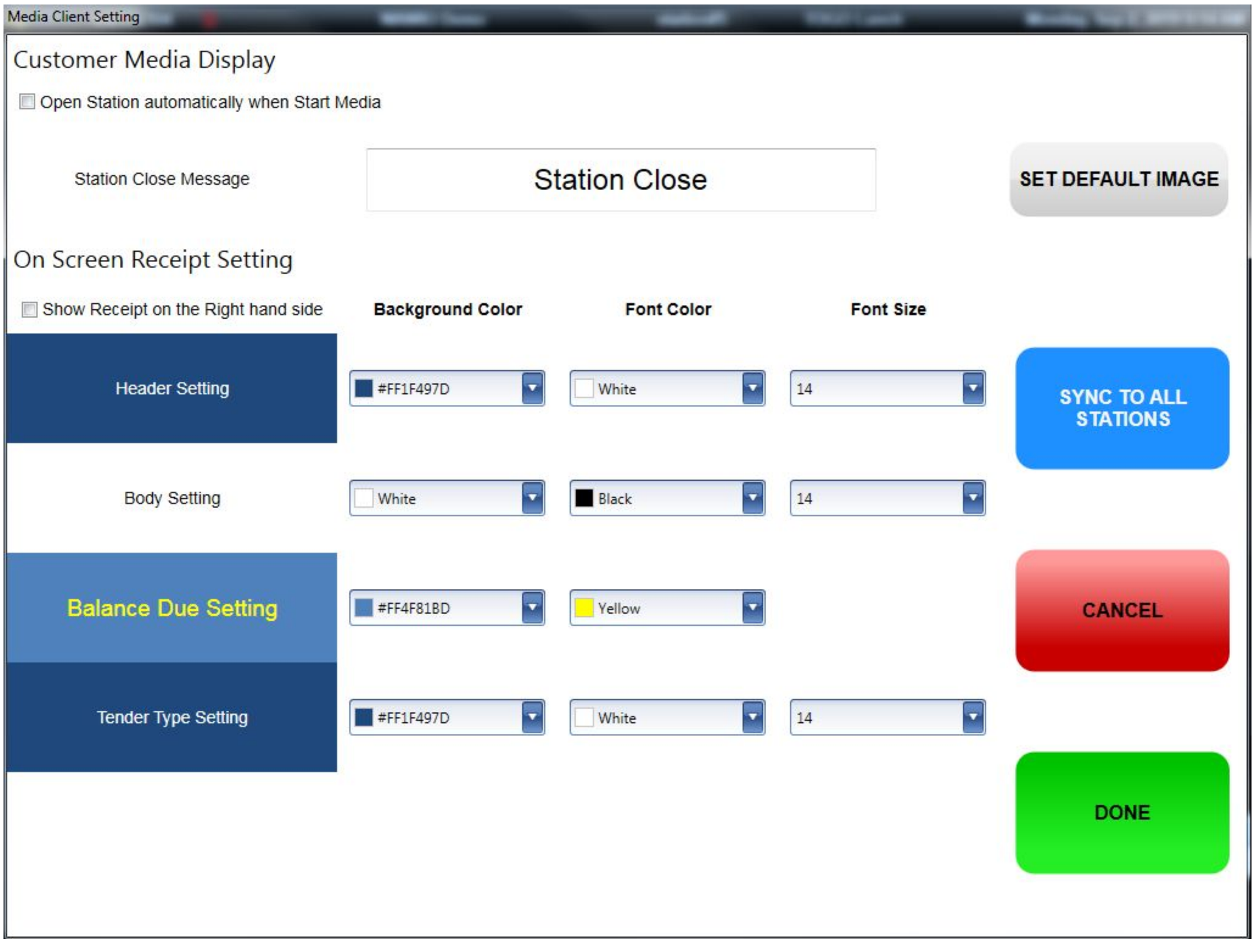


Figure - Media Client Setting window

Open Station automatically when Start Media

When enabled this option, after the application has started and the media display has started automatically, the application will open the station automatically, indicated that the station has opened and ready to serve customers.

When disabled this option, after a media has started automatically, a close message will show up on top of the second display.

Station Close Message

The restaurant can modify a message to show on top of the second display when the station is closed, to inform the customers.

On Screen Receipt Setting

Show receipt on the right hand side

- Enabled this option, the receipt pane will show on the right hand side.
- Disabled this option, the receipt pane will show on the left hand side.

	Background Color	Font Color	Font Size
Header Setting	X	X	X
Body Setting	X	X	X
Balance Due Setting	X	X	n/a
Tender Type Setting	X	X	X

Figure - Receipt Screen setting

Set Default Image function button

The restaurant can set a default image to display on the second display.

Videos/ Images playing	Open Order Entry screen/ Pay screen	Display/ Non Display A Default Image
NO	NO	Display fully on the second screen
NO	YES	Display two of three portions on the second screen
YES	YES	Not Display
YES	NO	Not Display

Figure - Display on the second customer display

Sync to All Stations function button

When click this button, the application will sync a media client setting on the being worked station to other stations.

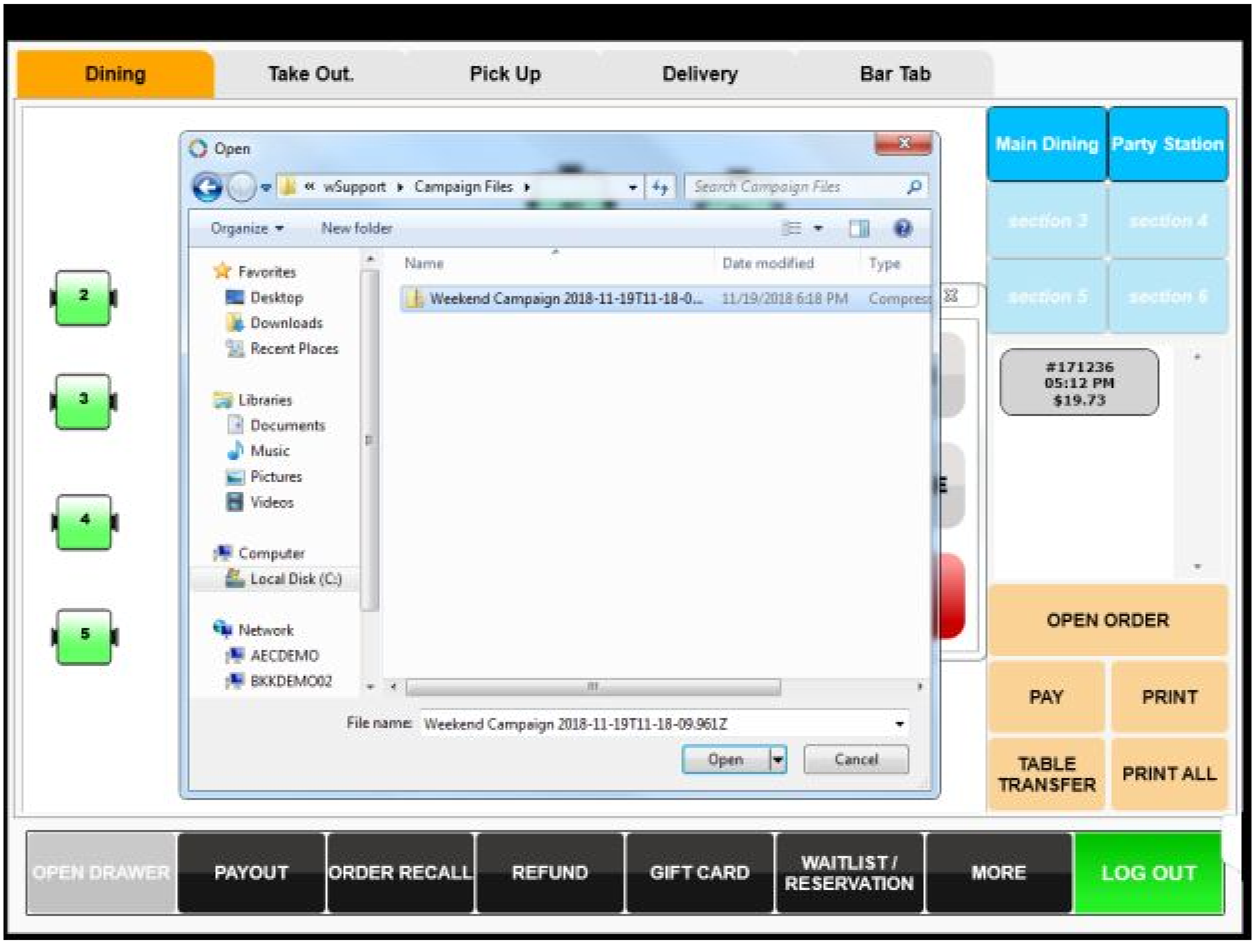
DONE and CANCEL function button

When finish setting, click “DONE” button to save changes setting, or click “CANCEL” button to discard changes.

IMPORT CAMPAIGN

The restaurant can import the campaign contained images/ video and schedule, created on BackOffice to each station that will display the second customer display.

To import the campaign, click "IMPORT CAMPAIGN" button, the open file dialog box will open, browse to a folder stored a campaign file, select a desired campaign file.



The import campaign result message box will show up when finished imported the campaign.

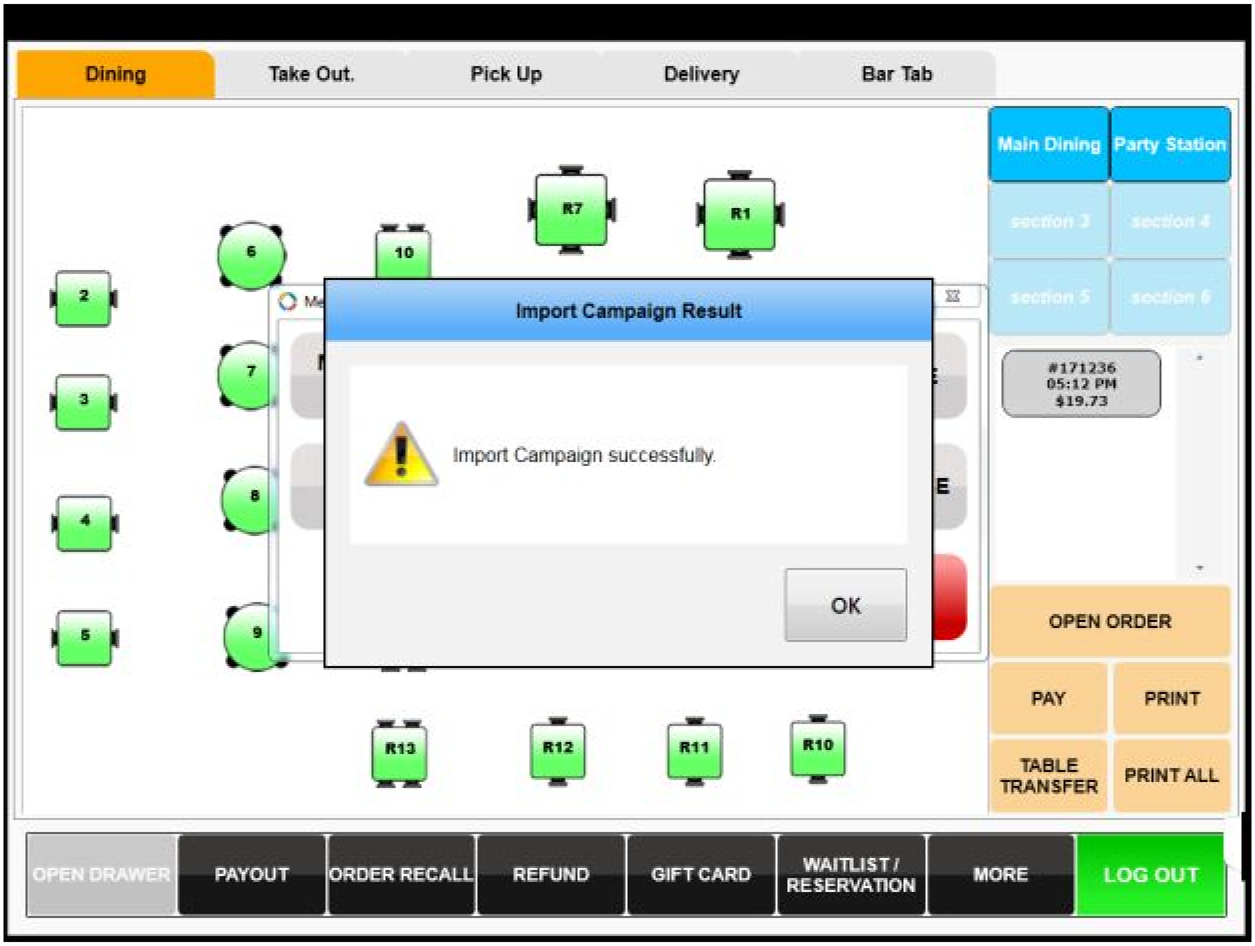


Figure - Import Campaign Result message box

MEDIA START

To start the media display, click "Media Start" button. The station will open automatically after the media has started.

MEDIA CLOSE

To close the media display, click "Media Close" button, The station will close automatically when close the media display.

STATION OPEN

To start the Station, click "Station Open" button. When the station is opened, the close message displayed on top of the second display will be disappeared; the receipt pane will show up when open Order Entry screen or Pay screen.

STATION CLOSE

To close the Station, click “Close Station” button, When the station is closed, the close message will display on top of the second display; the receipt pane will not show on the second display when open Order Entry screen or Pay screen.

Chapter 20 Basic Waiting List/ Reservation

The restaurant can create waiting list and/or reservation records, update status of reach record, in order to accomodate queue managing in the restaurant.

To use this feature, click “Waitlist/ Reservation” button, the Waitlist/ Reservation window will open. The window show active status list of today date as a default. The “Show All Status” option, will show all today records. The background color of active status records: “Reserve”, “Waiting”, “Arrived”, displayed in white while the following record status: “Seated”, “No Show”, “Cancel” displayed in pink.

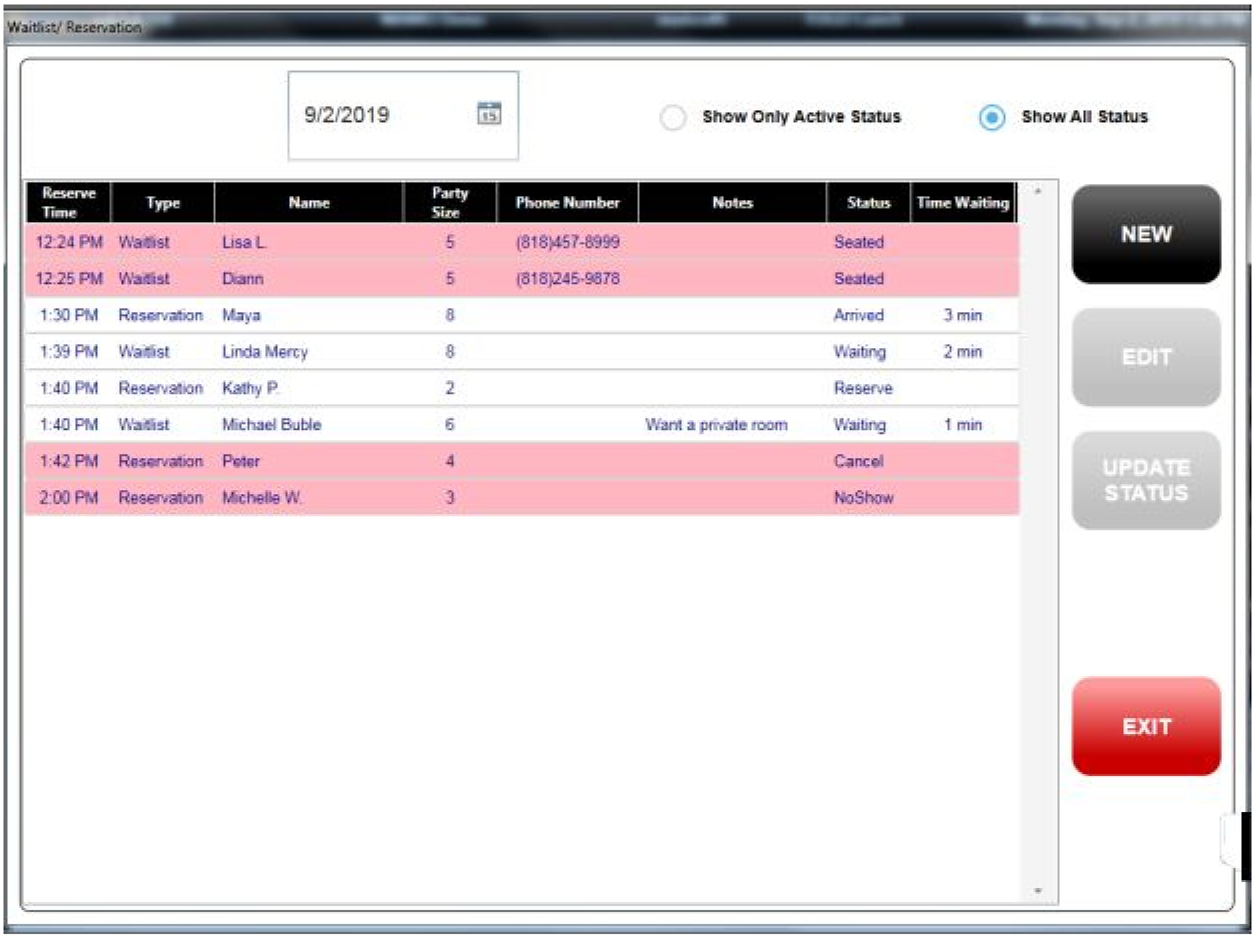


Figure - Waitlist/ Reservation window

Create/ Modify/ Update Status

To create a record, click “NEW” button. New Waitlist/ Reservation window will open. A user can select either Waitlist or Reservation to create a new record. After finish entering data, click “DONE” button to create a new record or click “CANCEL” button to cancel creating new record.

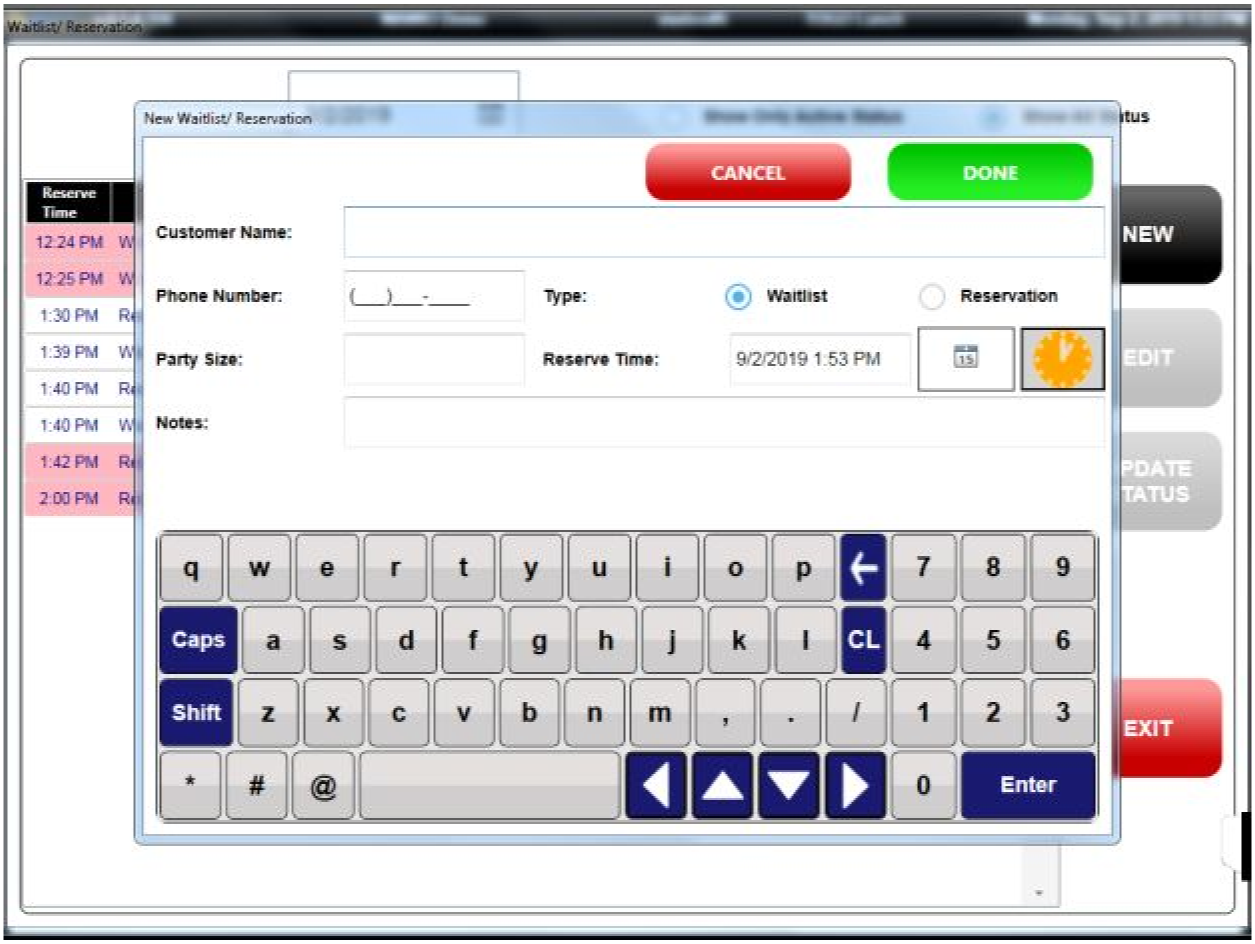


Figure - New Waitlist/ Reservation window

To edit the record, select desired record, click “EDIT” button, Edit Waitlist/ Reservation window will open. A user can modify the record as desired. After finish modifying, click “DONE” button to save changes or click “CANCEL” button to cancel change.

To update record status, select desired record, click “UPDATE STATUS” button. The Update Status window will open, select desired status, click “DONE” button to update the status or click “CANCEL” button to discard change.

Status	**Waitlist**	**Reservation**
Reserve	n/a	X
Arrived	n/a	X
Waiting	X	n/a
Seated	X	X

No Show	X	X
Cancel	X	X

Figure - Waitlist and Reservation Status

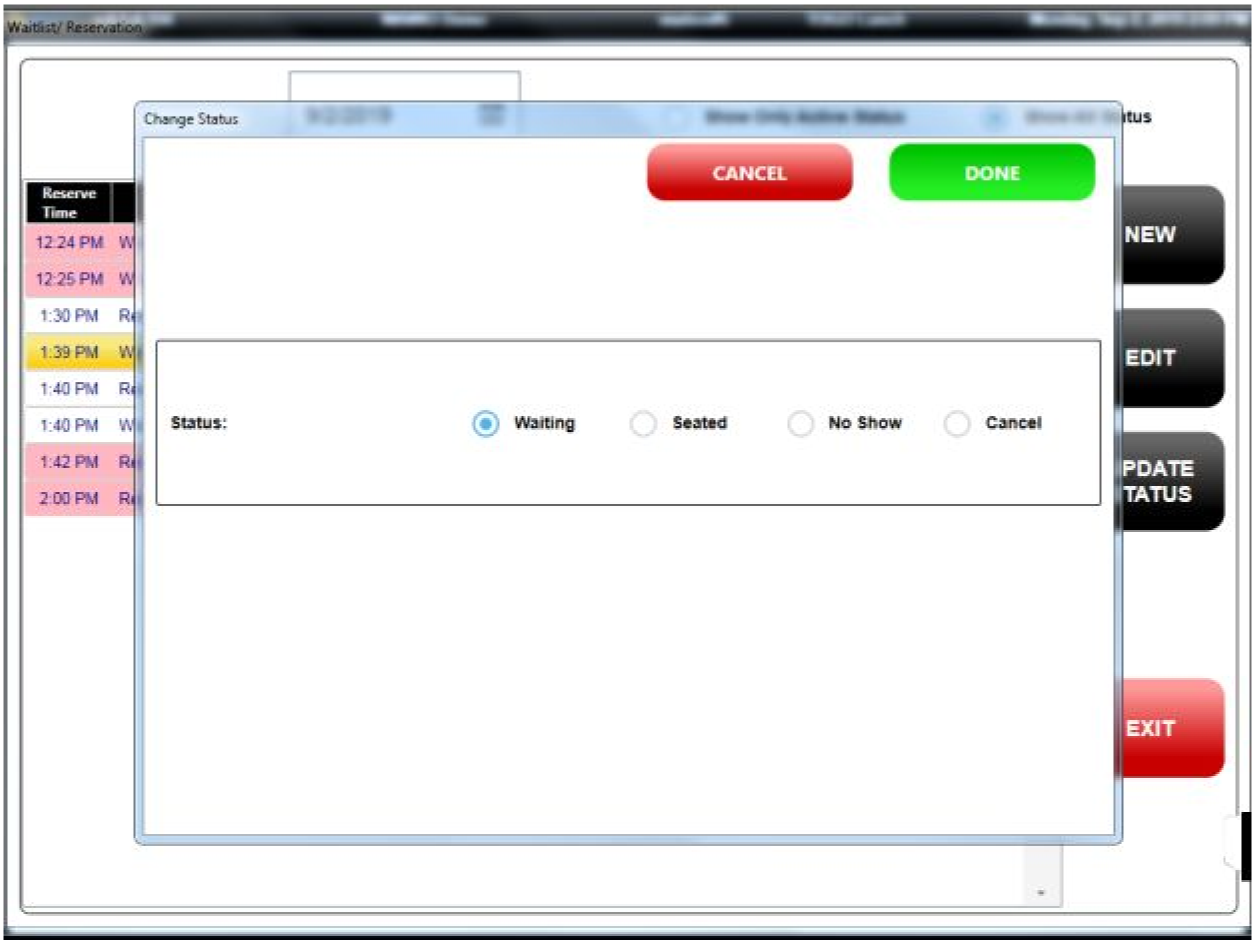


Figure - Change Waiting Status window

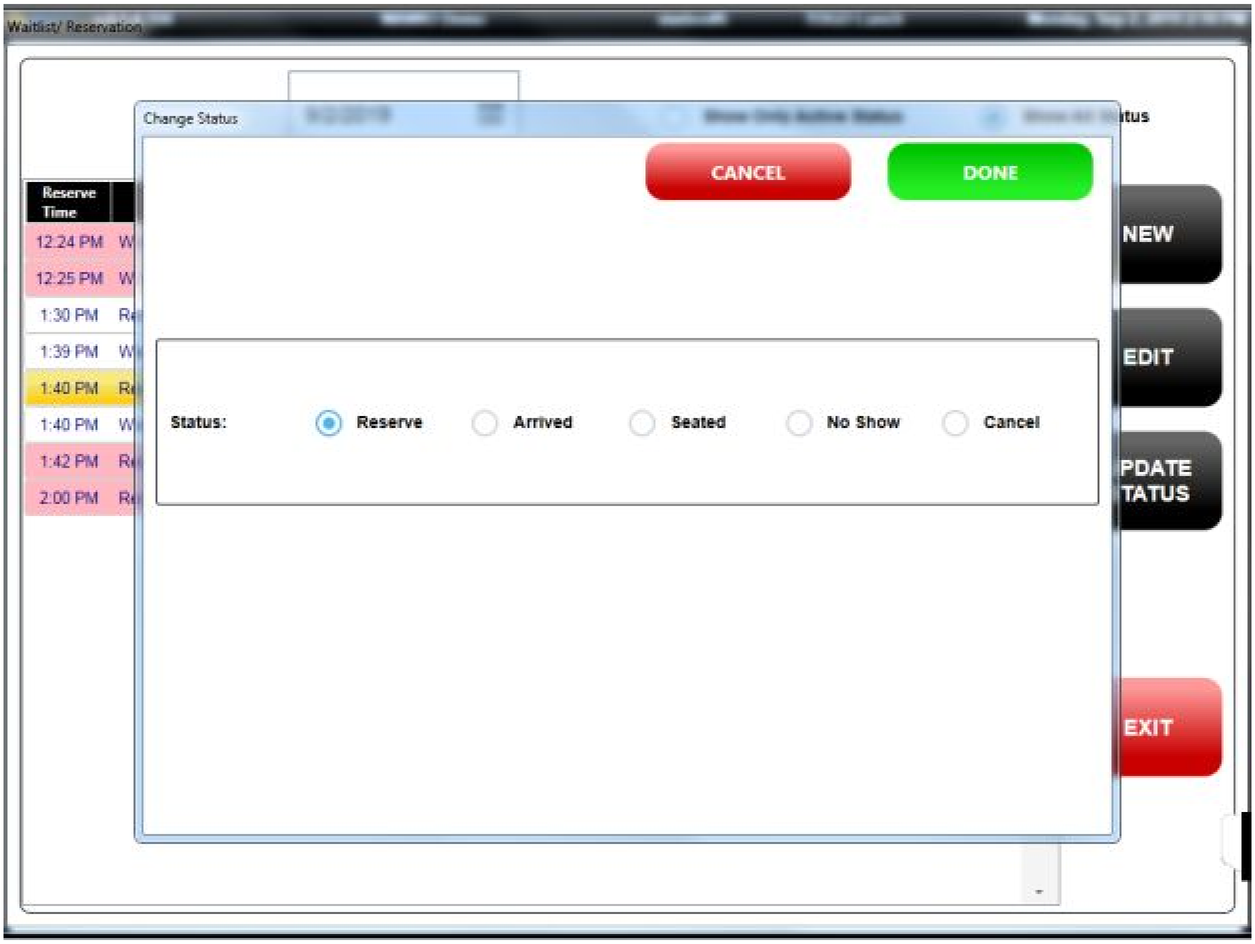


Figure - Change Reservation Status window

Chapter 21 Order Transfer

The restaurant can transfer closed orders by bank, from a closed bank to a different business date included transfer closed orders by orders to a different bank. This feature can support the following scenarios that could happen on the restaurant operation.

Scenario#1 The restaurant did not close day yesterday and today the restaurant already created the orders and received payment.

Problem: The restaurant wants to separate today orders to today business date that has not started yet.

Scenario#2 The restaurant did not close day on the day before yesterday, he did close day at the end of yesterday. He has also started day of today business date.

Problem: The restaurant wants to separate the yesterday orders to the skipped yesterday business date.

Scenarios#3 The restaurant did not close some bank and day yesterday. Today the restaurant already created the orders and receive payment under the yesterday opened bank.

Problem: The restaurant wants to transfer today orders to today business date and a new bank.

Scenarios#4 There are some orders attached to a wrong bank.

Problem: The restaurant wants to transfer orders from a wrong bank to a correct bank.

The Order Transfer feature can solve the above problems, the restaurant can apply this feature to other similar problem.

To use this feature, click “MORE” button, click “ORDER TRANSFER” button, the Order Transfer screen will open.

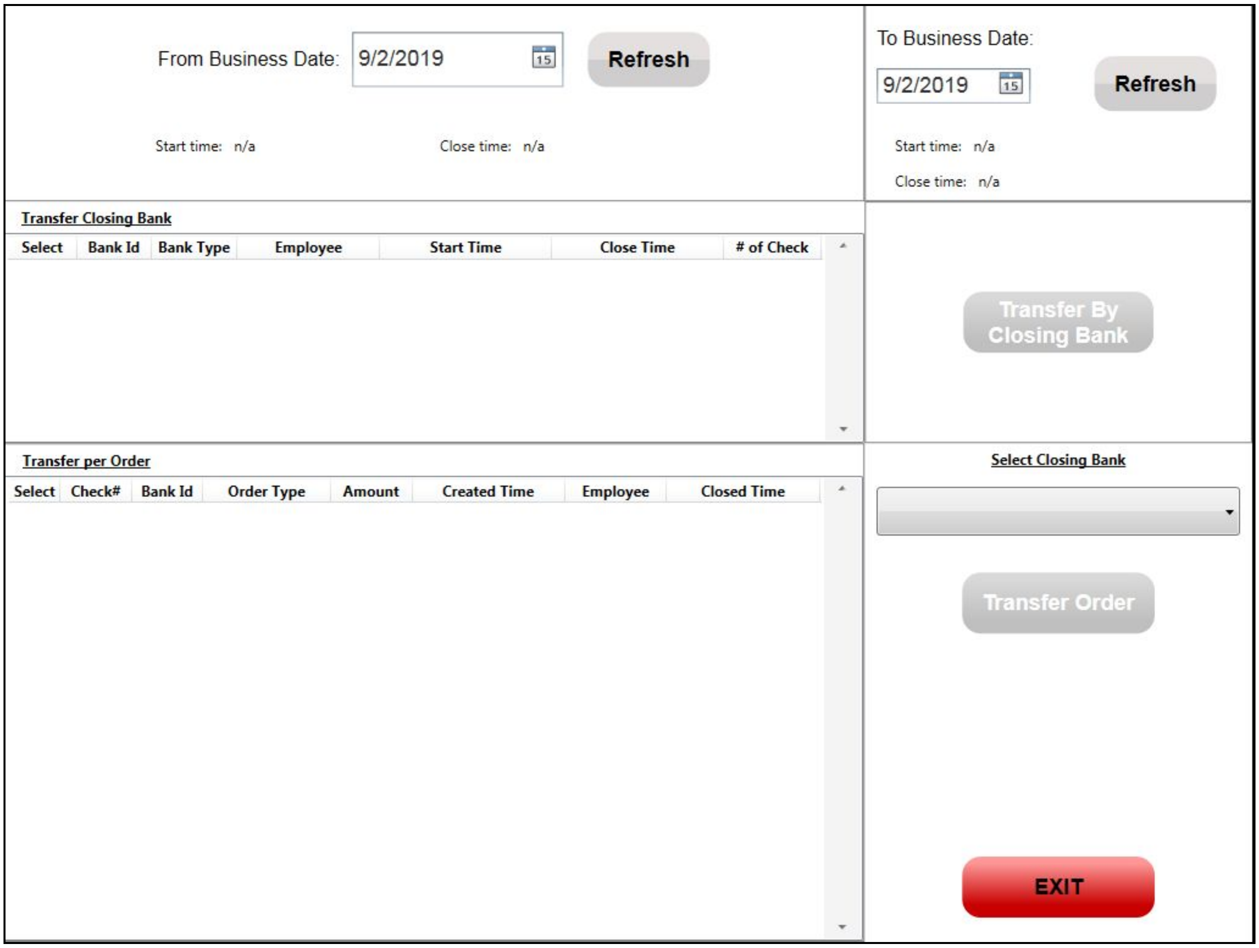


Figure - Order Transfer page

To transfer orders, follow below steps:

1. Select desired From business date, click "REFRESH" button. If the From business date was started, the application will show a bank list on the top pane, and show order list on the bottom pane.

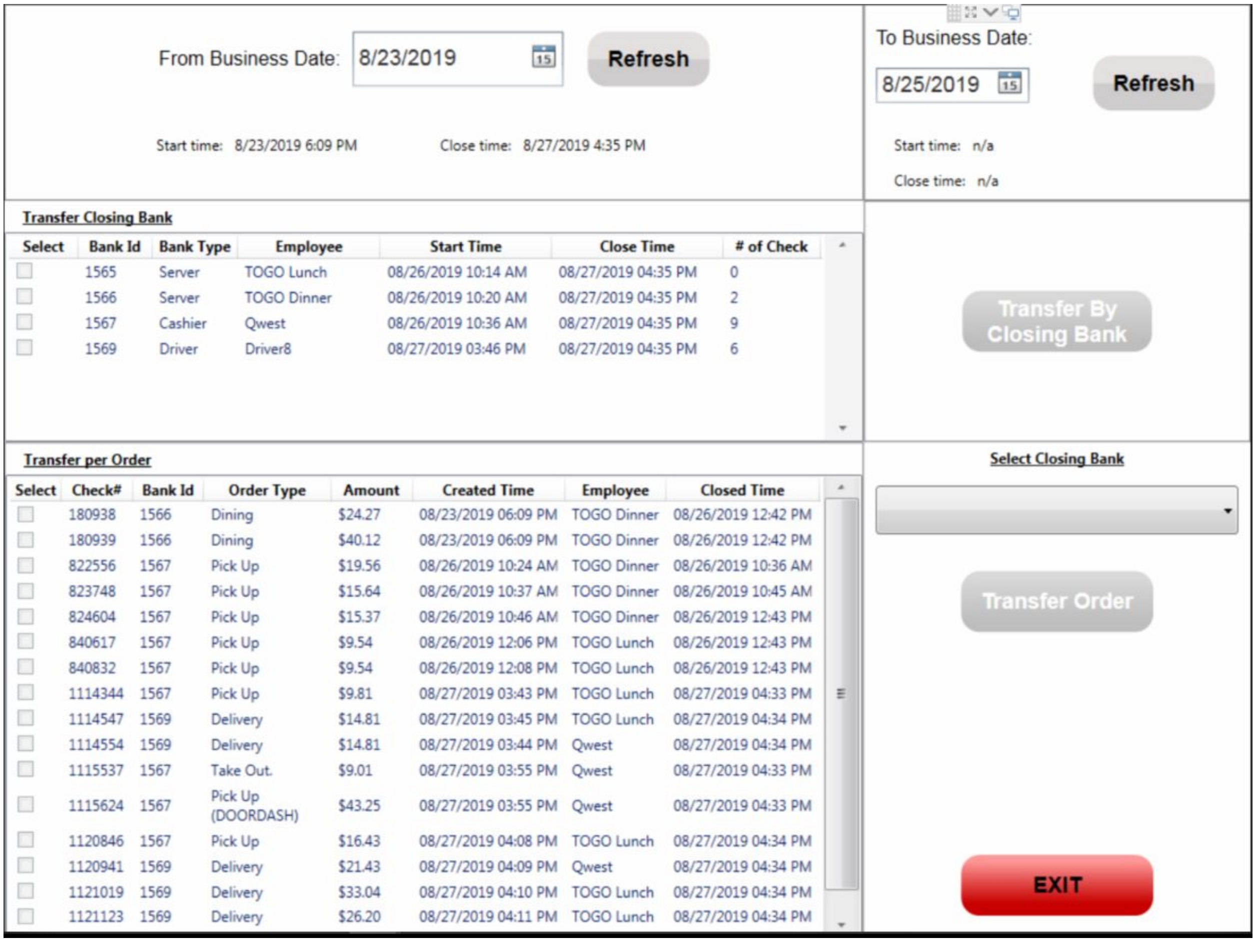


Figure - Order Transfer page - Showed bank and order list of selected From Business Date

2. Select desired To business date, click "REFRESH" button.
   2.1. If the To business date was started and already closed, the application will show Start Time and Close Time. The drop down list will show banks of the selected business date.

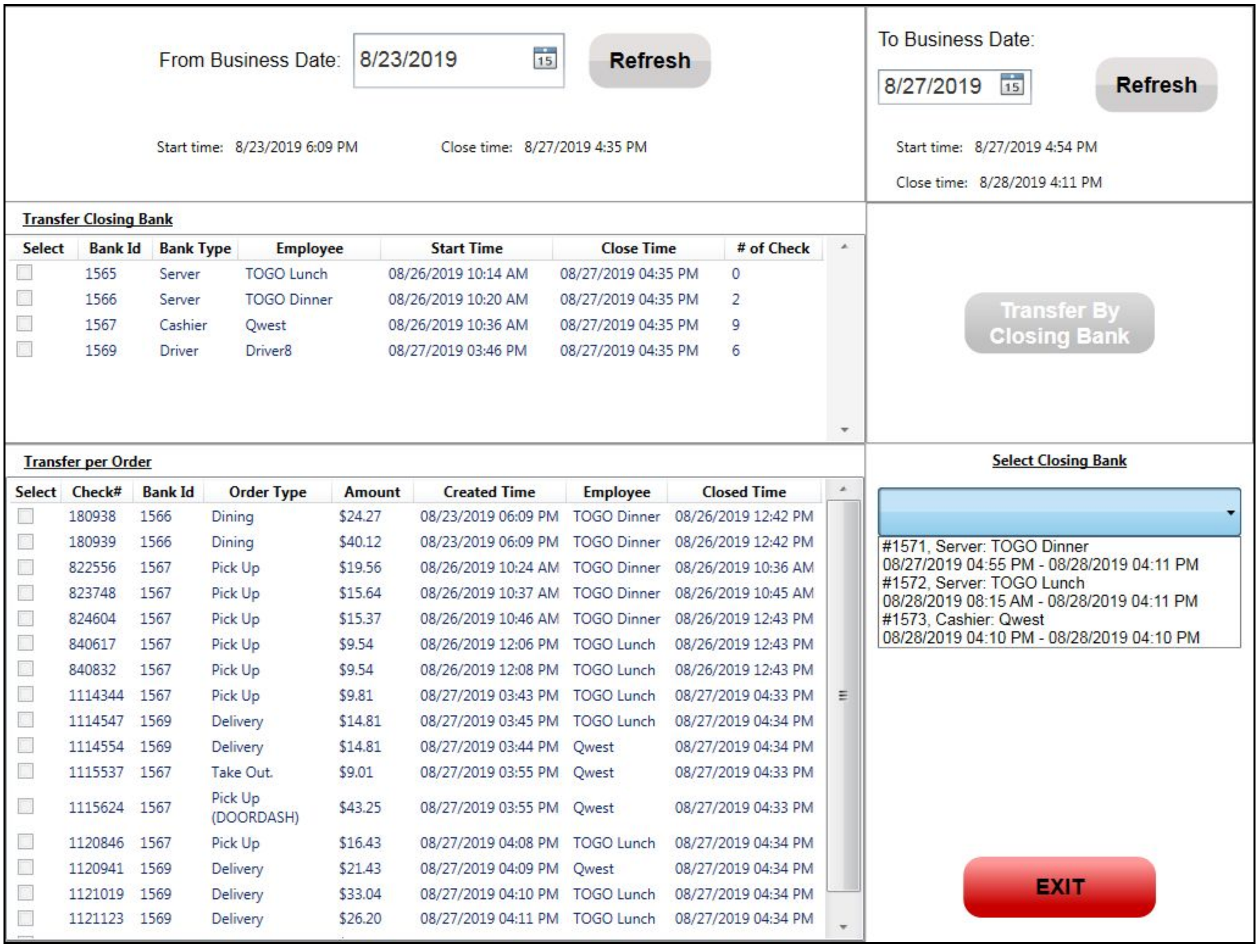


Figure - Order Transfer page - Showed bank list of selected To Business Date

2.2. If the To business date has never started, the application will show Start Time and Close Time as “n/a”. The drop down list will show empty.

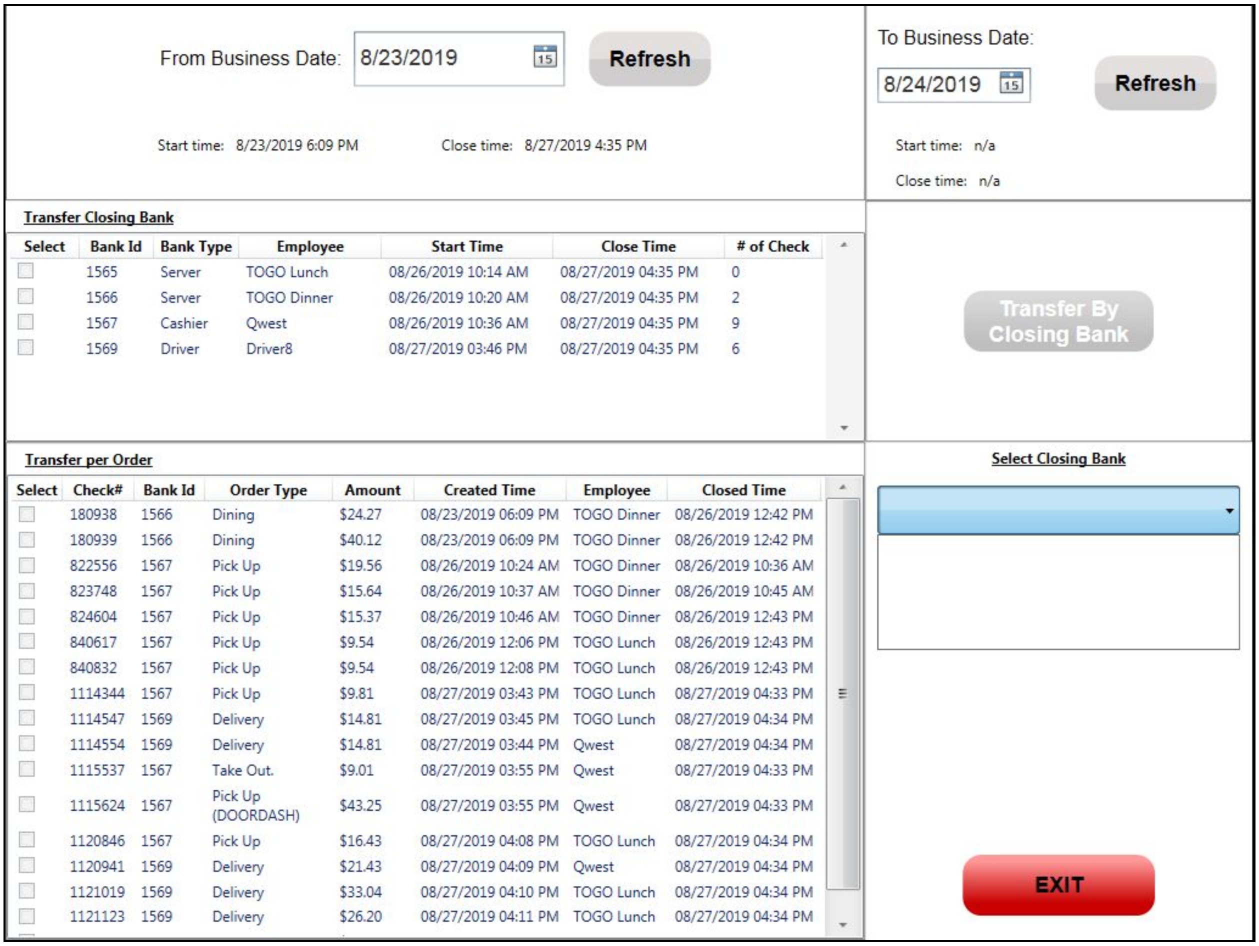


Figure - Order Transfer page - Showed empty bank list of selected To Business Date

3. To transfer orders by bank,
   - 3.1. On From Business Date column, select desired closed banks. (the application allowed to select closed banks only)
   - 3.2. On To Business Date column, the "Transfer By Closing Bank" button will be enabled.
   - 3.3. Click "Transfer By Closing Bank" button, the Order Transfer Confirmation message box will show up, click "YES" button to confirm transfer or click "NO" button to cancel transfer.
     - 3.3.1. If the To Business Date has never started and it is not equal to today date, after confirm transfer, the application will start day, transfer orders and banks, and close day automatically.
     - 3.3.2. If the To Business Date has never started and it is equal to today date, after confirm transfer, the application will start day, transfer orders and banks automatically.
4. To transfer orders by order to a different bank.
   - 4.1. On From Business Date column, select desired closed orders. (the application allowed to select closed orders only)

4.2. On To Business Date column, the "Transfer Order" button will be enabled. Select a desired bank which is the same bank type, for example, from a server bank to a server bank, from a cashier bank to a cashier bank, from a driver bank to a driver bank.

4.3. Click "Transfer Order" button.

5. When finish transfer process, the order transfer result message box will show up. Both From and To column will refresh the screen showing the latest updating.