



Point of Sale

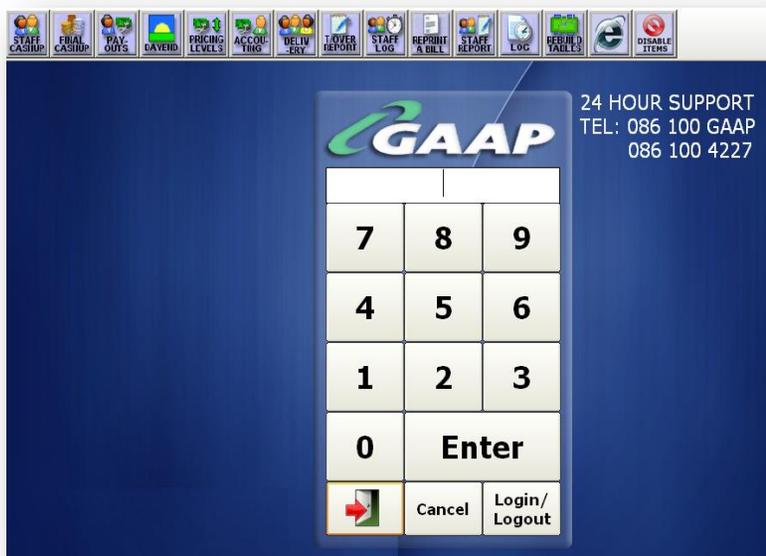
**TRAINING MANUAL
VERSION : 1:4:1536**

INDEX:

The POS Screen	...3
POS Descriptions	...4
How to Log in and out	...5
How to open a new Table	...7
Invoice screen information	...9
Ringing up items	...12
Adding Items to an existing Order	...13
Messages	...15
The Prep Screen	...16
Using the Quantity Button	...18
Voiding Items	...20
Price Override	...21
Adjusting P.O.S Display	...23
Splitting a Table	...25
Processing payments:	
- Cash	...27
- Subtotal	...28

Final Discount	...30
Print Last Receipt	...32
Invoice Recall	...33
Payouts	...35
Staff Cash Up	...37
Final Cash Up	...40
Day End	...42

The POS Screen

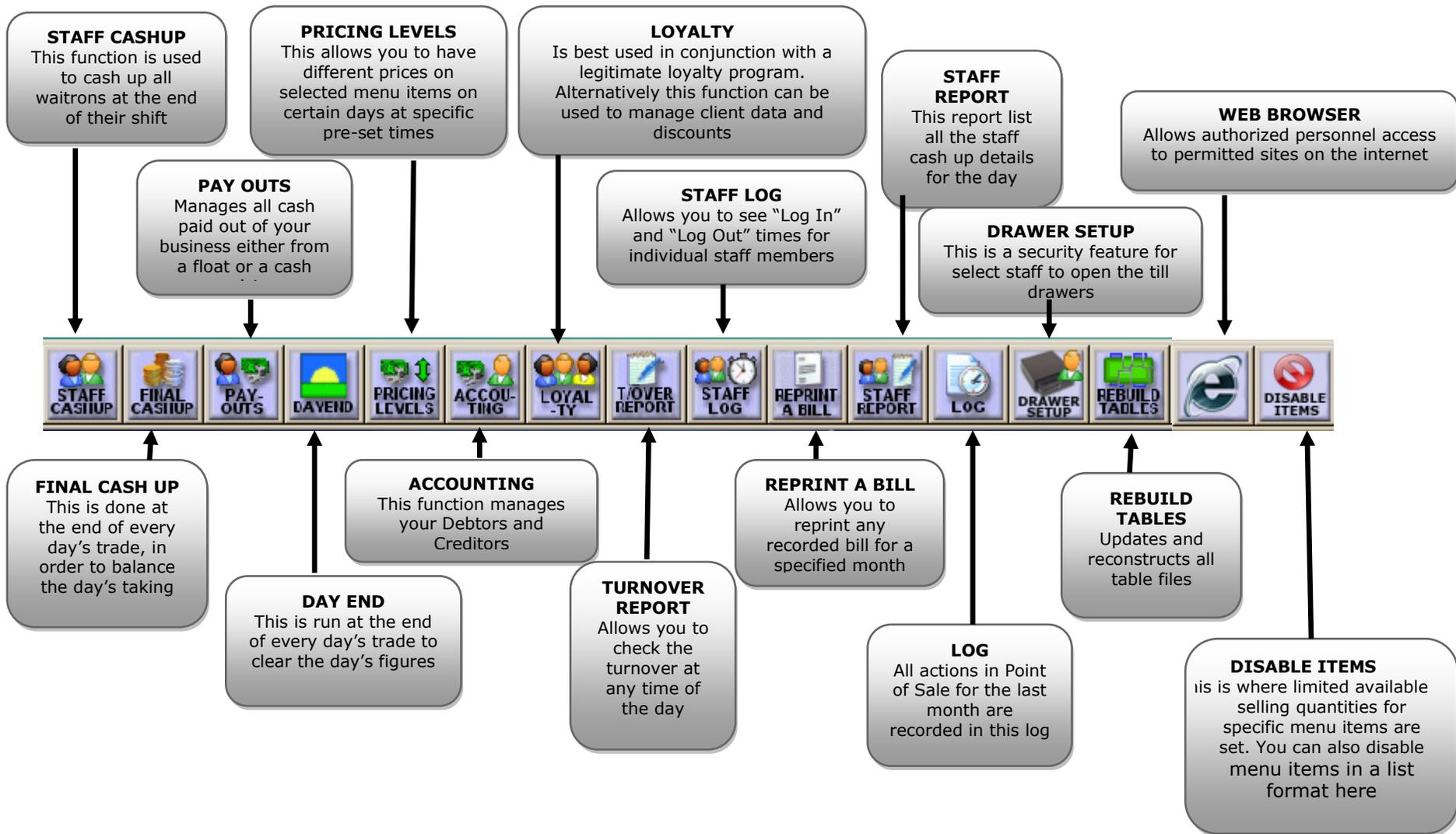


- The POS screen is the first screen the users will see when the system is not in use. It should be left in the POS screen.
- At the top of the screen you will notice a few icons; these are functions that are used regularly. We will go through each one of these options and cover it in more detail later on in the manual.
- In the middle of the screen there is a number pad with an edit box above it. The number pad is where the user enters their code
- Below the number pad is a button with a door; this option is to exit the POS (**Point of Sale**).
- The **login / logout** button is used to login or logout the STAFF.
- Cancel will clear the edit box that appears above the number pad. This will enable you to type in a new user code or type in the correct one if you've made a mistake.
- At the bottom of the screen is a status bar, this bar gives you details about the terminal. The following details can be found:

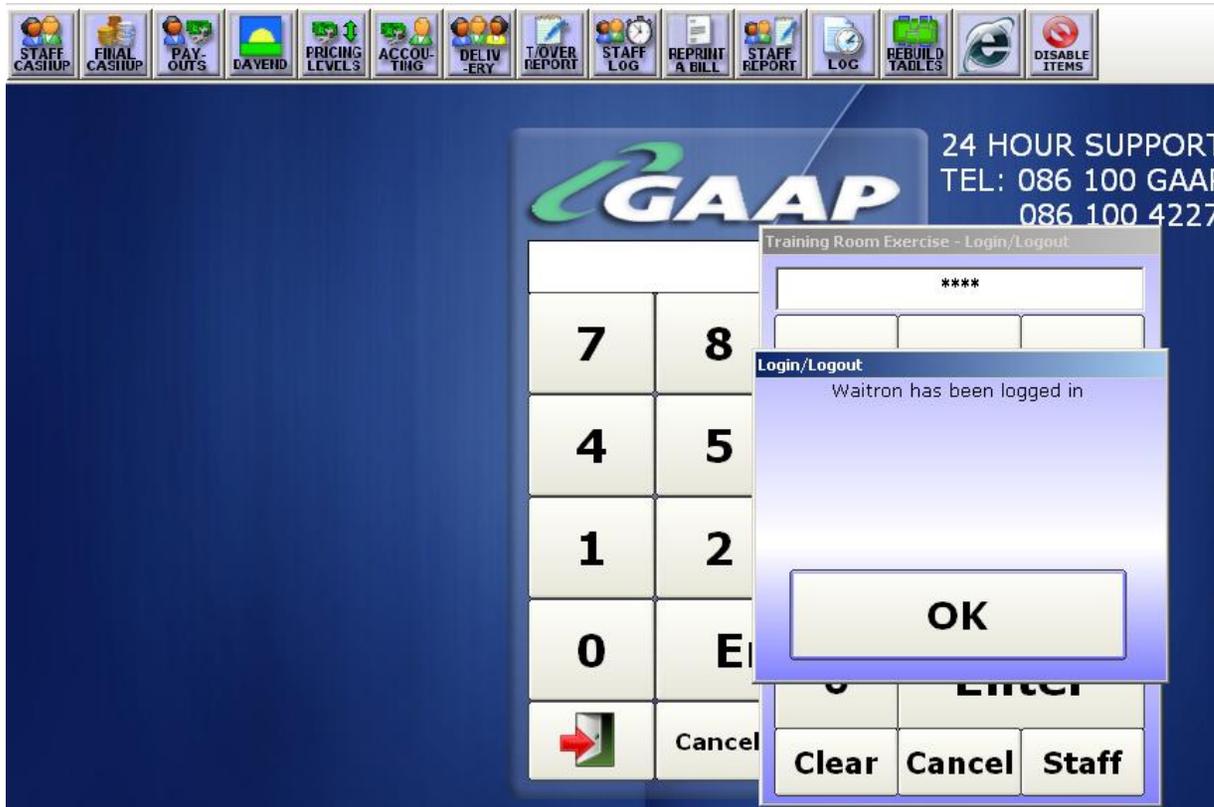
4 Sep 2012 | 10:40 AM | Term No: 1 | Version 1:6:1536 | Curr Day: 14/4/2010 | DRN: 389 | Expiry: 00/00/2000 | 24 HOUR Helpline: 086 100 GAAP(4227)

- Date and Time:** The date and time is taken from the windows date and time.
- Terminal No:** The terminal number is one of the set up options. Each terminal must have a unique number.
- Version No:** Shows the current version of the POS software. Versions are updated when features are added or bugs (software problems) are fixed. It is important for all terminals to have the same version number.
- Current Day:** This is the date chosen by the user, because some restaurants trade after midnight, the day end could be done in the next day. Therefore a day-end is used for the reporting.
- DRN:** Daily report number, each day-end that is done on the system has a unique daily report number. This is to identify the day and also to stop theft by doing more than one day end.
- Expiry:** Shows you when the current software license will expire. The license that was paid for enables you to use the software. If the license code has expired, you will no longer be able to use the software until a new license has been obtained.

POS Icon Descriptions



How to log in and log out



1.) In the POS screen, press on
“Login /Logout “

2.) Enter the user code and
press enter or place your
access finger on the Finger

3.) Once logged in, the user can
proceed to open a table and
start to ring up orders or use
the POS features like Payouts
and Turnover report for
example.

4.) At the end of the day the
user can follow steps 1 & 2
again and the user will then
be logged out. When logged
out, the user can only
perform a cash-up, a final
cash-up and a day-end.

How to Log In and Log Out:

- 1.) In the POS screen tap on the button on the numeric pad '**LOG IN LOG OUT**'.
- 2.) Enter your user code if applicable and tap enter or alternately place your registered finger on the finger print reader.
- 3.) Once logged in the user can then proceed to open a table and place orders.
- 4.) Or the user may use the POS features like :Payouts, Turnover report and Staff Log for example.
- 5.) At the end of the user's shift, they may then follow step 1 and 2 again and the user will then be logged out. When logged out the user can then be cashed up and a final cash up can be performed, followed by a day end.

Opening a new table:



1.) In the POS Screen on the number pad in front of you, place your fingerprint to give you access to the Table screen

2.) The table screen is where the user interacts with the tables and creates new tables. To start a new quick table the user will click on the **"Quick Table"** button at the top of the screen to open a table with no relevant table number i.e. a take away sale

3.) Once you have clicked on **"Quick Table"** you will then precede to the ordering screen

4.) Alternatively you can click on **'New'** and proceed to transact on the table

**Take
Away**

TAKE -AWAY:
Opens a new table
with **'Take -away'**
as the instruction.

Delivery

DELIVERY: Opens
a new table with
'Delivery' as the
instruction.

Eat-In

EAT-IN: Opens a
new table with
'Eat-In' as the
instruction.

Opening a new Table:

- 1.) In the POS Screen on the number pad in front of you, place your fingerprint to give you access to the Table screen
- 2.) The table screen is where the user interacts with the tables and creates new tables. To start a new quick table the user will click on the "**Quick Table**" button at the top of the screen to open a table with no relevant table number i.e. a take away sale.
- 3.) You can click on the three tabs located next to the Quick table tab:
 - **Take- Away:** Opens a new table with "**Take-away**" as the instruction.
 - **Delivery:** Opens a new table with "**Delivery**" as the instruction.
 - **Eat-In:** Open a new table with "**Eat-In**" as the instruction.
- 4.) Once you have clicked on the relevant instruction you will then precede to the ordering screen.
- 5.) Alternatively you can click on '**New**' and proceed to the delivery of the table.

Invoice Screen Information

Table : 1 Cashier () Cv: 1 0.00 TN: 1 Inv No : 262 2012/03/10 10:19 AM

Item 1 of 0

	330ml Coke	330ml Coke Light	330ml Coke Zero	330ml Cream Soda	330ml Fanta Grape
	330ml Fanta Orange	330ml Fanta Pineapple	330ml Soda Water	330ml Sparberry	330ml Sprite
Rpt	330ml Sprite Zero	330ml Tab	Appletiser	Fruit Juice	Grapetiser Red
	Grapetiser White	Red Bull	Sparkling Water 500ml	Still Water 500ml	

Customer Change Staff Change Split Table Num Pad

Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood + Extras	Meat + More	Sides + Sauces	Salads	Sandwiches + Burgers
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instructions				

1.) **Table:** The number allocated to the active table

2.) **Cashier:** The name of the staff member the table has been assigned to

3.) **CV:** The Covers of people which are at the table

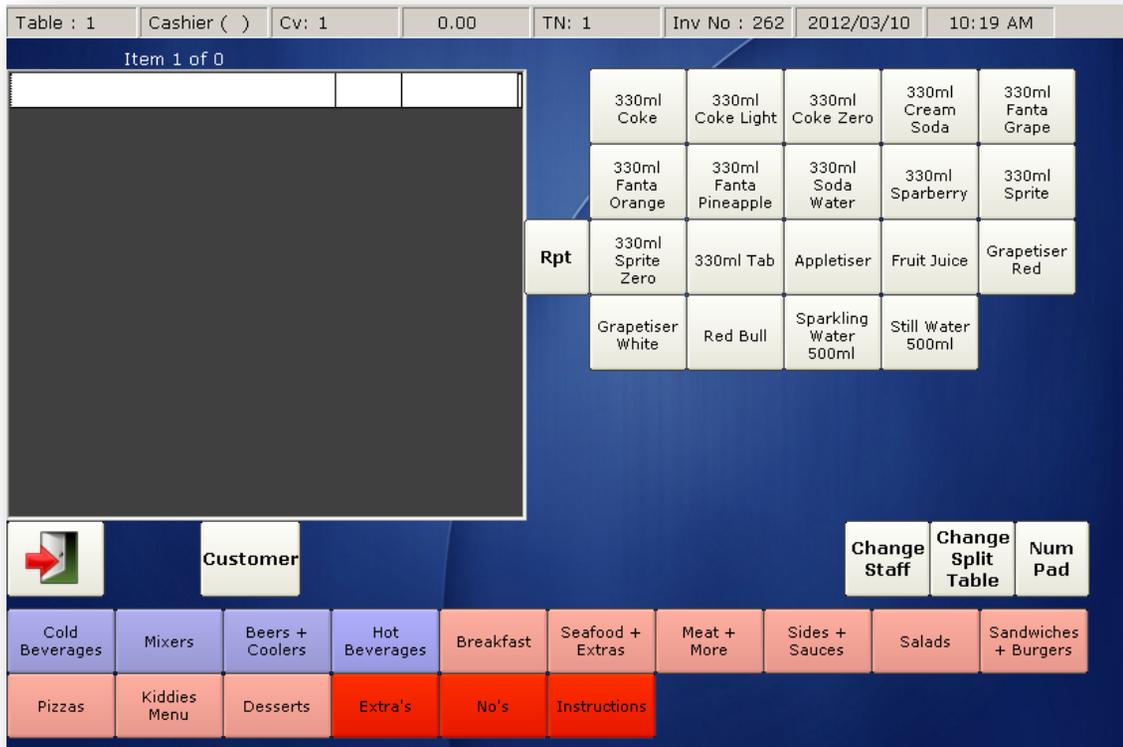
4.) **Invoice Total:** To the right of the covers is a Rand value. This is the total of the invoice and is updated as the items are rung up

5.) **TN:** The Terminal number; this POS machine has been set to terminal No1 (also called Server 1)

6.) **Invoice Number:** The Invoice number is a unique number given to each bill / invoice. This is once the user orders an item. The invoice number is cleared when the month-end is run

7.) **Date & Time:** The date and time is taken from the computers time in the setup in Windows. It is important for the date and time to be correct and synchronized as this is printed to the kitchen. The kitchen staff use these days and times to manage the orders

8.) **Screen Info:** The invoice screen is where orders are placed. The header toolbar displays various information pertaining to the active table. Certain details are only updated when the user begins to order items



9.) The touch screen department buttons at the bottom of the screen is according to your menu layout. For example: Cold drinks, Salads, Desserts etc

10.) The Menu Items: Located at the top right, is where the user will enter the items which the customer ordered. If you select the touch screen department "**330ml Cold drinks**" at the bottom of the page all the cold drinks that you have programmed in your menu items will appear in the menu items screen above. Simply select the items the client ordered by clicking on the relevant button and you will see the menu items appear on the left hand side of the screen

The Invoice Screen Information:

- 1.) **Table:** The number allocated to the active table.
- 2.) **Cashier:** The name of the staff member the table has been assigned to.
- 3.) **CV:** The Covers of people which are at the table.
- 4.) **Invoice Total:** To the right of the covers is a Rand value. This is the total of the invoice and is updated as the items are rung up.
- 5.) **TN:** The Terminal number; this POS machine has been set to terminal No1 (also called Server 1).
- 6.) **Invoice Number:** The Invoice number is a unique number given to each bill / invoice. This is once the user orders an item. The invoice number is cleared when the month-end is run.
- 7.) **Date & Time:** The date and time is taken from the computers time in the setup in Windows. It is important for the date and time to be correct and synchronized as this is printed to the kitchen. The kitchen staff use these days and times to manage the orders
- 8.) **Screen Info:** The invoice screen is where orders are placed. The header toolbar displays various information pertaining to the active table. Certain details are only updated when the user begins to order items.
- 9.) The touch screen department buttons at the bottom of the screen is according to your menu layout. For example: Cold drinks, Salads, Desserts etc...
- 10.) The Menu Items: Located at the top right, is where the user will enter the items which the customer ordered. If you select the touch screen department "330ml Cold drinks" at the bottom of the page all the cold drinks that you have programmed in your menu items will appear in the menu items screen above. Simply select the items the client ordered by clicking on the relevant button and you will see the menu items appear on the left hand side of the screen

Ringing up an Order:

Table : 1	Cashier ()	Cv: 1	36.00	TN: 1	Inv No : 262	2012/03/10	11:03 AM		
Item 3 of 3									
330ml Coke	1	12.00							
330ml Fanta Grape	1	12.00							
330ml Sprite Zero	1	12.00							
				Baby Chicken	Chicken basket	Chicken Schnitzel	Classic Club Sandwich	Dbl Burger	
				Grilled Fillet Steak	Lamb Cutlets	Lamb Spit	Meat Board	Ostrich Fillet	
			Rpt	Rib basket	Rump Steak	Samosa Basket	Seafood Basket	Single Burger	
				Customer	Quantity	Void	Price Override		
				Sub Total	Change Staff	Change Split Table	Num Pad		
Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood + Extras	Meat + More	Sides + Sauces	Salads	Sandwiches + Burgers
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instructions				

Below the status tool bar to the left is a list of items that the user has rung up. You will notice on the top image that the menu items are white. This means the items have been rung up but have not been ordered yet

Only once the user presses the subtotal button or uses the door to exit the table will the items be ordered

At this stage when the items appear white, the user can add more items or remove as they like. This is because the items have not yet been sent to the service printers and have not been made yet

Adding Items to an existing Order:

Table : 1	Cashier ()	Cv: 1	119.00	TN: 1	Inv No : 266	2012/03/22	08:24 PM
-----------	-------------	-------	--------	-------	--------------	------------	----------

Item 5 of 5

330ml Coke	1	12.00
330ml Fanta Grape	1	12.00
330ml Sprite Zero	1	12.00
Spaghetti Bolognaise	1	28.00
Beef Sandwich	1	55.00

Beef Sandwich	Chicken sandwich	Open sandwich Chicken	Open sandwich Salmon	Open sandwich Tuna mayo
Open sandwich Vegaterian	Pasta carbonara	Pesto Pasta	Prawn Rissoles	Puttanesca
Spaghetti Bolognaise	Toasted Chicken mayo	Tstd Sand Bacon + Cheese	Tstd Sand Cheese + Tom	Tstd Sand Egg + Bacon

	Customer	Quantity	Void	Price Override	Fast Cash	Sub Total	Change Staff	Change Split Table	Num Pad
Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood + Extras	Meat + More	Sides + Sauces	Salads	Sandwiches + Burgers
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instructions				

Once the user exits or presses the subtotal button the items change to green. Once these items appear green they can no longer be changed without authorization (provided this is set up in the security level)

More items can be rung up and the new items can be changed as they will appear white until the subtotal button is pressed

The printer will only print out the items highlighted in white and not the items in green, as they have already been sent to the relevant printer

Ring up and adding to an Existing order.

- 1.) Below the status tool bar to the left of the screen is a list of items that the user has rung up. You will notice on the top image that the menu items are white. This means the items have been rung up, but have not been ordered yet. At this stage the user can increase the quantity, void or use the price override feature.
- 2.) Only once the user presses the subtotal button, or uses the door to exit the table will the items be ordered and carried through to the kitchen.
- 3.) Once the user exits or presses the subtotal button the items change to green. Once these items appear green they can no longer be changed without a manager or owner's authorization (provided this is set up in the security level).
- 4.) More items can be rung up and the new items can be changed as they will appear white until the subtotal button is pressed.
- 5.) The printer will only print out the items highlighted in white and not the items in green, as they have already been sent to the relevant printer.

Message:

The screenshot shows a POS system interface. On the left, a menu list displays items with their quantities and prices: 330ml Coke (1, 12.00), 330ml Fanta Grape (1, 12.00), 330ml Sprite Zero (1, 12.00), Spaghetti Bolognese (1, 28.00), and Beef Sandwich (1, 55.00). A 'Msg' button is located to the right of the menu. Below the menu, a 'Menu Item Message' dialog box is open, displaying the text 'NOT TOASTED'. A keyboard overlay is visible over the dialog box, with keys for Q, W, E, R, T, Y, U, I, O, P, 7, 8, 9, A, S, D, F, G, H, J, K, L, 4, 5, 6, <--, Z, X, C, V, B, N, M, &, 1, 2, 3, Cancel, Space Bar, Enter, and 0. The background shows a grid of menu items including Beef Sandwich, Chicken sandwich, Open sandwich Chicken, Open sandwich Salmon, Open sandwich Tuna mayo, Open sandwich Vegaterian, Pasta carbonara, Pesto Pasta, Prawn Rissoles, Puttanesca, Spaghetti Bolognese, Toasted Chicken mayo, Tstd Sand Bacon + Cheese, Tstd Sand Cheese + Tom, and Tstd Sand Egg + Bacon.

1.) A message can be added to a menu item to instruct service staff how to prepare a specific item. This can be done by selecting an item from the menu item list, only items in white apply here as the green items have already printed to the service printers. When selecting an item a button **'Msg'** appears to the right of the menu item list. Clicking on the **'Msg'** button will give the user an on screen keyboard where they can type in the short message

2.) The user types in the message and presses **'Enter'** to accept it. The message is then added to the selected menu item and will be printed below the item on the service printers once item is subtotalled. Only one message per item can be added so if the first message was typed incorrectly then the user can select the item once again, the **'Msg'** and proceed to type the correct message

The Prep Screen:

Table : 1	Cashier ()	Cv: 1	201.00	TN: 1	Inv No : 275	2012/03/26	10:04 AM
-----------	-------------	-------	--------	-------	--------------	------------	----------

Item 6 of 6

330ml Coke	1	12.00
330ml Fanta Grape	1	12.00
330ml Sprite Zero	1	12.00
Spaghetti Bolognese	1	28.00
Beef Sandwich	1	55.00
Rump Steak	1	82.00

Baby Chicken	Chicken basket	Chicken Schnitzel	Classic Club Sandwich	Dbf Burger
Grilled	Lamb	Meat	Ostrich	

Prep Screen

Rump Steak
Screen 1 of 100

MASHED POTATO	RICE
BAKED POTATO PLAIN	NO STARCH
BAKED POTATO SOUR CREAM	VEGGIES
BAKED POTATO BUTTER	HALF CHIPS - HALF RICE
CHIPS	SIDE SALAD

➔

Customer	Quantity	Void	Price Override
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Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood Extr.
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instruc

If the item you have selected to ring up has a prep screen attached to it you will be prompted to select an option from the prep screen. Prep screens are used to instruct the service staff on how to prepare certain items

Whenever there is a "Door Button" (Exit Button) at the bottom of a prep screen, simply press that button after you have made your selection (s). If you don't want to select anything from the prep screen, press the exit door to close the prep screen and continue with the order

The item (s) you selected from the prep screen will then appear underneath the menu item in the menu items list and will then print on the kitchen slip

Writing Messages :

- 1.) A message can be added to a menu item to instruct service staff how to prepare a specific item. This can be done by selecting an item from the menu item list, only items in white apply here as the green items have already printed to the service printers. When selecting an item a button '**Msg**' appears to the right of the menu item list. Clicking on the '**Msg**' button will give the user an on screen keyboard where they can type in the short message.
- 2.) Once the user types in the message and presses '**Enter**' to accept it. The message is then added to the selected menu item and will be printed below the item on the service printers once item is subtotalled or the user exits the table. Only one message per item can be added so if the first message was typed incorrectly then the user can select the item once again, the '**Msg**' and proceed to type the correct message.

Prep Screens:

- 1.) A Prep screen is a cooking instruction given to a particular menu item. These appear after you have selected the menu item, and pop up in a green box.
- 2.) If the item you have selected to ring up has a prep screen attached to it you will be prompted to select an option from the prep screen. Prep screens are used to instruct the service staff on how to prepare certain items
- 3.) Whenever there is a "Door Button" (Exit Button) at the bottom of a prep screen, simply press that button after you have made your selection (s). If you don't want to select anything from the prep screen, press the exit door to close the prep screen and continue with the order.
- 4.) The item (s) you selected from the prep screen will then appear underneath the menu item in the menu items list and will then print on the kitchen slip.

Using the Quantity Button:

Table : 1	Cashier ()	Cv: 1	201.00	TN: 1	Inv No : 266	2012/03/22	08:36 PM
-----------	-------------	-------	--------	-------	--------------	------------	----------

Item 6 of 8		
330ml Coke	1	12.00
330ml Fanta Grape	1	12.00
330ml Sprite Zero	1	12.00
Spaghetti Bolognaise	1	28.00
Beef Sandwich	1	55.00
Rump Steak	1	82.00
MEDIUM RARE	1	0.00
BAKED POTATO SOUR C	1	0.00

Baby Chicken	Chicken basket	Chicken Schnitzel	Classic Club Sandwich	Dbl Burger
Grilled Fillet Steak	Lamb Cutlets	Lamb Spit	Meat Board	Ostrich Fillet
Rib basket	Rump Steak	Samoosa Basket	Seafood Basket	Single Burger

Numeric Pad			
3			
7	8	9	
4	5	6	
Clear	1	2	3
Cancel	0	Enter	

	Customer	Quantity	Void	Price Override
Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast
Pizzas	Kiddies Menu	Desserts	Extra's	No's
				Instructions

The **QUANTITY** button is used when the user requires more than one item. When the user clicks the **QUANTITY** button a number pad will be displayed. This will enable the user to enter a required quantity. Pressing enter will change the quantity of the selected items in the menu item list to the quantity entered

You will now see that the quantity column has increased to the entered number and the selling price for that item is now showing the total selling price for the new quantity

Just remember, if you used a prep screen with the first order and use the quantity button afterwards, it's going to copy the prep screen details as well



Using the Quantity Button:

- 1.) The **QUANTITY** button is used when the user requires more than one item. When the user clicks the **QUANTITY** button a number pad will be displayed. This will enable the user to enter a required quantity. Pressing enter will change the quantity and selling price of the selected item in the menu item list to the quantity entered.
- 2.) You will now see that the quantity column has increased to the entered number and the selling price for that item is now showing the total selling price for the new quantity.
- 3.) Just remember, if you used a prep screen with the first order and use the quantity button afterwards, it's going to copy the prep screen details as well.



Voiding Items:

- 1.) If voiding an item with a quantity of more than one, then a number pad will be displayed similar to the one shown in the qty section. This will allow the user to void either some of the items or all items.
- 2.) If the items are in white then they will be removed. If they are in green the user will be prompted to confirm the void and select a void reason if reasons have been setup. A void slip will be printed for each voided (if the item was green).
- 3.) The **VOID** button is used to remove items off the invoice or table. Any items can be voided (green & white).
- 4.) The difference is the security setup; usually any staff can void white items and managers and owners can remove green items.
- 5.) This is because when a green item is voided, it prints a cancellation slip in the preparation area where as a white item is simply an "**error correct**" because white items have not been sent to the printers yet.

Void

Voiding Items:

Table : 1	Cashier ()	Cv: 1	365.00	TN: 1	Inv No : 266	2012/03/22	08:40 PM
-----------	-------------	-------	--------	-------	--------------	------------	----------

Item 8 of 8		
330ml Coke	1	12.00
330ml Fanta Grape	1	12.00
330ml Sprite Zero	1	12.00
Spaghetti Bolognaise	1	28.00
Beef Sandwich	1	55.00
Rump Steak	3	246.00
MEDIUM RARE	3	0.00
BAKED POTATO SOUR C	3	0.00

Baby Chicken	Chicken basket	Chicken Schnitzel	Classic Club Sandwich	Dbl Burger
Grilled Fillet Steak	Lamb Cutlets	Lamb Spit	Meat Board	Ostrich Fillet
Rib basket	Rump Steak	Samoosa Basket	Seafood Basket	Single Burger

Numeric Pad				
3				
	7	8	9	
	4	5	6	
Clear	1	2	3	
Cancel	0		Enter	

	Customer	Quantity	Void	Price Override	
Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood + Extras
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instructions

1.) If voiding an item with a quantity of more than one, then a number pad will be displayed similar to the one shown in the qty section. This will allow the user to void either some of the items or all items

2.) If the items are in white then they will be removed. If they are in green the user will be prompted to confirm the void and select a void reason if reasons have been setup. A void slip will be printed for each voided (if the item was green)

3.) The **VOID** button is used to remove items off the invoice or table. Any items can be voided (green & white)

4.) The difference is the security setup; usually any staff can void white items and managers and owners can remove green items

5.) This is because when a green item is voided, it prints a cancellation slip in the preparation area where as a white item is simply an **"error correct"** because white items have not been sent to the printers yet

Price Override:

Table : 1 Cashier () Cv: 1 201.00 TN: 1 Inv No : 266 2012/03/22 08:42 PM

Item 6 of 8

330ml Coke	1	12.00
330ml Fanta Grape	1	12.00
330ml Sprite Zero	1	12.00
Spaghetti Bolognese	1	28.00
Beef Sandwich	1	55.00
Rump Steak	1	82.00
MEDIUM RARE	1	0.00
BAKED POTATO SOUR C	1	0.00

Baby Chicken	Chicken basket	Chicken Schnitzel	Classic Club Sandwich	Dbl Burger
Grilled Fillet Steak	Lamb Cutlets	Lamb Spit	Meat Board	Ostrich Fillet
Rib basket	Rump Steak	Samoosa Basket	Seafood Basket	Single Burger

Msg

Customer Quantity Void Price Override Fas Cas

Cold Beverages Mixers Beers + Coolers Hot Beverages Breakfast Seafood + Extras Meat More

Pizzas Kiddies Menu Desserts Extra's No's Instructions

Numeric Pad

75

7	8	9	
4	5	6	
Clear	1	2	3
Cancel	0	.	Enter

Line Discount

What type of line discount is this ?

Percentage Amount

1.) The **PRICE OVERRIDE** is used to change an item's default selling price. Any item can be adjusted green and white. The user should select the item he wants to change from the menu list

2.) Clicking on the price override button offers the user two options: **PERCENTAGE** or **AMOUNT**. Percentage can only be used to discount the selling price; this means to reduce the selling price by a certain percentage. The amount option can be used to decrease or increase the selling price

3.) After selecting an option a number pad is displayed this is where the user must enter the amount or percentage. If discount reasons have been setup then the user will be forced to select a reason for the price override or discount. A line discount slip will be printed after the price override had been finalized



Using The Price Override Feature:

- 1.) The **PRICE OVERRIDE** is used to change an item's default selling price. Any item can be adjusted green and white. The user should select the item he wants to change from the menu list.
- 2.) Clicking on the price override button offers the user two options: **PERCENTAGE** or **AMOUNT**. Percentage can only be used to discount the selling price; this means to reduce the selling price by a certain percentage. The amount option can be used to decrease or increase the selling price.
- 3.) After selecting an option a number pad is displayed this is where the user must enter the amount or percentage. If discount reasons have been setup then the user will be prompted to select a reason for the price override or discount. A line discount slip will be printed after the price override had been finalized.

Adjusting POS display:

Table : 1	Cashier	Cv : 1	194.00	TN : 1	Inv No: 266	2012/03/24	09:32 PM
-----------	---------	--------	--------	--------	-------------	------------	----------

Item 6 of 8		
330ml Coke	1	12.00
330ml Fanta Grape	1	12.00
330ml Sprite Zero	1	12.00
Spaghetti Bolognaise	1	28.00
Beef Sandwich	1	55.00
Rump Steak	1	75.00
MEDIUM RARE	1	0.00
BAKED POTATO SOUR C	1	0.00

	B...	Ch...	Chicken	Classic	Dbl Burger
	Ch	chnitzel	Club	Sandwich	
Msg	Gr	amb Spit	Meat	Board	Ostrich
	Fillet				Fillet
	Rib	Steak	lamoosa	Seafood	Single
			Basket	Basket	Burger

	Customer	Quantity	Void	Price Override	Fast Cash	Sub Total	Change Staff	Change Split Table	Num Pad
Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood + Extras	Meat + More	Sides + Sauces	Salads	Sandwiches + Burgers
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instructions				

The user can adjust the menu items display by logging in with a manager / owner code and right clicking on the menu item you would like to adjust (using the mouse). Click on the option in the pop up box that will be used for that menu item button

- * **CHANGE COLOUR:** This changes the buttons background colour
- * **DISABLE MENU ITEM:** An icon is added to the menu item to notify the user that this item cannot be rung up at this point in time
- * **ENABLE MENU ITEM:** Reverses the disable procedure and menu item can be rung up again
- * **HIDE MENU ITEM:** If you are not selling this menu item at all, then the user can decide to hide it from the POS. When this item has to be made visible again, it has to be enabled from the Hospitality Back Office's side as there will be no button to right click on from the POS

Adjusting the POS display:

The user can adjust the menu items display by logging in with a manager / owner code and right clicking on the menu item you would like to adjust (using the mouse). Click on the option in the pop up box that will be used for that menu item button.

- * **CHANGE COLOUR:** This changes the buttons background colour.
- * **DISABLE MENU ITEM:** An icon is added to the menu item to notify the user that this item cannot be rung up at this point in time.
- * **ENABLE MENU ITEM:** Reverses the disable procedure and menu item can be rung up again.
- * **HIDE MENU ITEM:** If you are not selling this menu item at all, then the user can decide to hide it from the POS. When this item has to be made visible again, it has to be enabled from the Hospitality Back Office's side as there will be no button to right click on from the POS.



Splitting a table:

- 1.) The user may now select the items to be moved by using the arrow. You may also choose to move the entire list by selecting the 'All' button. Once you are satisfied, click on 'Complete'.
- 2.) GAAP will ask you if you are sure you want to complete the transfer. Click on 'Yes' to continue.
- 3.) If the table is already open the user will be prompted to confirm the adding of these items to the existing table.
- 4.) If the items were transferred to a newly created table this will bring up a number pad for the user to enter the new table number and covers.
- 5.) If all the items are moved to the new table then the old table will be closed and become available for the use as a new table.
- 6.) GAAP will then ask which table you would like to open. Select the table number to be paid. The chosen table will open in the subtotal screen.
- 7.) Once the table is closed the second table will be available on the table screen.

Processing Payment 'FAST CASH':

Table : 1 Cashier () Cv: 1 194.00 TN: 1 Inv No: 267 2012/03/24 09:40 PM

Item 8 of 8

Total : 194.00

Tendered : 194.00

Change : 0.00

Customer

Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood + Extras	Meat + More	Sides + Sauces	Salads	Sandwiches + Burgers
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instructions				

Numeric Pad

194.00

	7	8	9
	4	5	6
Clear	1	2	3
Cancel	0	.	Enter

If a customer is paying cash only, then the "Fast Cash" button offers the user a quick, simple and streamlined method of tendering an invoice. The number pad is to enter the value of the cash given by the client. However, to streamline the process even more, the user can simply click on the relative cash note received. This will automatically enter that value and record the bill. The cashier can then continue with the next order

Processing Payment: 'SUBTOTAL'

If the customer is paying by credit card or you need to use a non banking paytype, click on the sub total button. The subtotal screen looks very similar to the invoice screen with the status tool bar and the transaction list to the left. However the touch screen departments have been replaced with paytypes. The menu buttons have also been replaced with a paytype or special record list.



1.) The **cash** paytype can be used instead of the FAST CASH button

2.) Select the **"Credit Card"** button for credit card payments and enter the value of the credit card slip including the tip. Once the transaction is complete ensure you press the **record** button to ensure that the payment is captured

3.) **Promotions** would be any discount you give your clients, or when you are running a promotion with a certain discount

4.) **Staff and management meals** can be discounted to a certain percentage. This will be recorded and you will be able to see the totals in your HISTORY reports

5.) **Waste and Return** is meals returned by the customer which must be recorded to balance your stock at the end of the day

6.) **Vouchers** can be given out as a promotion or in some cases as pre sold and redeemed using this paytype. You will be able to see the quantity and mix of items in your HISTORY reports

Processing Payments:

When processing payments you may use two different types of feature, Fast cash which processing the cash paytype quickly for take away facilities. Or you can use the subtotal button and process the paytype buttons at the bottom of the screen.



Fast Cash:

If a customer is paying cash only, then the "Fast Cash" button offers the user a quick, simple and streamlined method of tendering an invoice. The number pad is to enter the value of the cash given by the client. However, to streamline the process even more, the user can simply click on the relative cash note received. Note you will only be allowed to click on one note. This will automatically enter that value and record the bill. The cashier can then continue with the next order.

Using the Subtotal Feature:

Once the user has clicked on the subtotal button you will then proceed to the next screen which will allow you to select the relevant paytype button.



- 1.) The cash paytype can be used instead of the FAST CASH button.
- 2.) By selecting the "Credit Card" button for credit card payments the user may enter the value of the credit card slip including the tip. Once the transaction is complete you will be able to see the amount allocated as well as a tip amount if offered, ensure you press the record button to ensure that the payment is captured
- 3.) **Promotions** would be any discount you give your clients, or when you are running a promotion with a certain discount. This is a non banking paytype.
- 4.) **Staff and management meals** can be discounted to a certain percentage. This will be recorded and you will be able to see the totals in your HISTORY reports. This is also a non banking paytype.
- 5.) **Waste and Return** is meals returned by the customer which must be recorded to balance your stock at the end of the day. This is also a non banking paytype.
- 6.) **Vouchers** can be given out as a promotion or in some cases as pre sold and redeemed using this non banking paytype. You will be able to see the quantity and mix of items in your HISTORY reports

Final Discounts:

- 1.) Click on the discount button located to the right of the menu screen
- 2.) A screen will appear with the discount in either a Percentage or an Amount
- 3.) Once you have made your selection a number pad will appear giving the user the amount to which the bill total needs to be discounted
- 4.) In the paytype field you will then see the amount that your bill is being discounted by
- 5.) Finally you can then proceed to the paytype in which the bill will be closed to

Discount Type
What type of discount is this ?

Percentage **Amount**

Item 6 of 6

330ml Fanta Grape	1	12.00
330ml Sprite Zero	1	12.00
Beef Sandwich	1	55.00
Rump Steak	1	82.00
MEDIUM RARE	1	0.00
BAKED POTATO SOUR CF	1	0.00

P/P

Paytype	Amount
Final Discount	-54.00

Void Invoice Total : 107.00
Invoice Balance : 107.00

Tip

Cancel Print Bill

NOTE: This discount is done in the same way individual items are discounted on the ordering screen except that the Sub-Totaled screen discount will discount the entire value of the bill

A rectangular button with a thin black border and a light beige background, containing the word "Discount" in a black, sans-serif font.

Final Discounts:

- 1.) Click on the discount button located to the right of the menu screen.
- 2.) A screen will appear with the discount in either a Percentage or an Amount.
- 3.) Once you have made your selection a number pad will appear giving the user the amount to which the bill total needs to be discounted.
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NOTE: This discount is done in the same way individual items are discounted on the ordering screen except that the Sub-Totaled screen discount will discount the entire value of the bill.

A rectangular button with a thin black border and a light beige background, containing the words "Print Last" in a black, sans-serif font, stacked vertically.

Print last Receipt:

The print last feature is to enable the user to print or reprint the last invoice that was recorded. Once the invoice has been recorded a print last button will be displayed. Clicking this button will print out the last invoice to the bill printer. This feature can also be disabled to avoid waitrons/cashiers access to print the last bill.

**Print
Last**

Print last Receipt:

The print last feature is to enable the user to print or reprint the last invoice that was recorded. Once the invoice has been recorded a print last button will be displayed. Clicking this button will print out the last invoice to the bill printer. This feature can also be disabled to avoid waitrons/cashiers access to print the last bill.

The screenshot shows a POS system interface with a receipt summary on the right and a menu grid at the bottom. The receipt summary is as follows:

Total :	107.00
Tendered :	107.00
Change :	0.00

The interface also includes a top status bar with the following information: Table : 1, Cashier (), Cv: 1, 107.00, TN: 1, Inv No : 274, 2012/03/25, 08:36 PM. Below the receipt summary, there are buttons for 'Customer', 'Print Last', 'Change Staff', 'Change Split Table', and 'Num Pad'. The menu grid at the bottom contains the following categories:

Cold Beverages	Mixers	Beers + Coolers	Hot Beverages	Breakfast	Seafood + Extras	Meat + More	Sides + Sauces	Salads	Sandwiches + Burgers
Pizzas	Kiddies Menu	Desserts	Extra's	No's	Instructions				

A rectangular button with a black border and the text "Invoice Recall" centered inside.

Invoice Recall:

- 1.) In the table screen, click on the top button, 'Invoice Recall'
- 2.) Select invoice by invoice number as each is unique to a slip per day and can only be recalled on the same day. Either double click or click on the invoice and press select.
- 3.) A query box will appear notifying you that the current selected bill will be deleted and the editing will be recorded in its place and if you are sure you want to edit this. Press Yes.
- 4.) The invoice will appear from the subtotal screen. Press Cancel, void or add accordingly to the order and proceed with the payment.

NOTE: Slips must be attached to the original invoice, including voids. If the new slip is less than the previous invoice refund with cash. If the new invoice is more than the paytype of the previous slip and charge cash or card for the remaining amount.



Payouts:

Payouts are used when cash is taken from the daily takings to pay for deliveries, buy miscellaneous items or pay casual wages etc...

Enter the reason for the payout – Clicking on down arrow and selecting the relevant white block will prompt a keyboard to appear

Enter a reference for the payout or alternatively you can enter the invoice number

The amount paid out is entered, a positive value (a pay in is a negative value)

The Payout needs to be assigned to the Cashier responsible for the cash, by pressing the button next to staff, this will bring up a list of staff and you can then select the relevant person

Once all the information has been entered correctly, the user should press RECORD to finalize the payout. A payout slip will be printed which should be given to the staff member to hand in with their cash-up

On the right hand side of the payout screen you can see a list of the payouts that have already been done since the last Day-End

Trans #	Staff	Reason	Amount
Reason : Pick n Pay			
7	Cashier	CHICKEN	40.55
8	Cashier	BUTTER	25.95
9	Cashier	LETTUCE	12.50

			79.00
Reason : Maintenance			
11	Cashier	NEW KEYS	45.85

			45.85
Reason : Staff Transport			
10	Cashier	BEN	20.00

			20.00

Total			144.85



Payouts:

Payouts are used when cash is taken from the daily takings to pay for deliveries, buy miscellaneous Items or pay casual wages etc... Click on the icon 'Payout':

- 1.) Enter the reason for the payout – Clicking on down arrow and selecting the relevant white block will prompt a keyboard to appear.
- 2.) Enter a reference for the payout or alternatively you can enter the invoice number.
- 3.) The amount paid out is entered, a positive value (a pay in is a negative value).
- 4.) The Payout needs to be assigned to the Cashier responsible for the cash, by pressing the button next to staff, this will bring up a list of staff and you can then select the relevant person.
- 5.) Once all the information has been entered correctly, the user should press RECORD to finalize the payout. A payout slip will be printed which should be given to the staff member to hand in with their cash-up.
- 6.) On the right hand side of the payout screen you can see a list of the payouts that have already been done since the last Day-End.



Staff Cash – up:

NOT CASHED UP: Means that your waitron has logged out but has not yet been cashed up

STILL WORKING: means that a staff member still has open tables or has not logged out

CASHED UP: All the staff will be moved to this column after they have cashed up. All staff should be in this column for you to be able to run day end

SHOW SUMMARY: will show each staff member and their cash up figures. This can also be run at any time during the day

EXIT: If you no longer need to be in the cash - up screen you can Exit

Please Select a Waitron

Still Working	Not cashed up	Cashed up
	Cashier GAAP Manager Owner	Waitron2

↑ ↓ ↑ ↓

Use Waitron Tracking Template:

Show Summary Print List Do Cashup Exit

PRINT LIST: Allows you to print the list to see who has not been logged out

DO CASHUP: When selecting the staff member in the middle column you have to click on "Do Cash - up". This will open the waitron cash up screen. (See next page)

Staff Cash – up:

When you have selected the staff member to cash up, you will see their name, staff number, login and logout time

PAYOUTS: All payouts made from waitrons float or on his code will be displayed in this block

DEDUCTIONS: Any pre – set deductions will be displayed in the second block

VOIDS & DISCOUNTS: Any voids and discounts done during the shift will now be displayed in this block

PAYMENT DETAILS: All the recorded transactions for this staff member will be displayed in this column categorized by paytypes

Waitron Cashup Ver 1.3.110

#5 Cashier

Last Login **10:05** Total Hours **34:45:29**
 Last Logout **20:50**

Inv	Tab	Cv	Bill	Am	Total
1 CASH REST					
263	2	1	12.00	0.00	12.00
265	1	1	92.00	0.00	92.00
266	1	1	194.00	0.00	194.00
268	1	1	-194.00	0.00	-194.00
267	1	1	194.00	0.00	194.00
272	1	1	24.00	0.00	24.00
274	1	1	107.00	0.00	107.00

7	7		429.00	0.00	429.00

3 CREDIT CARD REST					
269	1	1	98.00	0.00	98.00
271	1	1	-98.00	0.00	-98.00
270	1	1	98.00	0.00	98.00
273	1	1	189.00	0.00	189.00

Totals	11		716.00	0.00	716.00

Payouts

Earnings	18.83
Pick n Pay	40.55
Pick n Pay	25.95
Pick n Pay	12.50
Staff Transport	20.00
Maintenance	45.85

Not Deducted	

Deductions

Levy	0.00
C/Card Levy	0.60
Breakages	20.00

Summary

Cash Sales	429.00
- Payouts	163.68
+ Deductions	20.60
Net Cash	285.92

VOIDS and Discounts

Inv	Tab	Time	Qty	Value
----- Void Details -----				
330ml	Sprite Zero			
262	1	11:19:49	1	
Reason: Wrong Order				
330ml	Fanta Grape			
262	1	11:19:54	1	
Reason: Out of Stock				
330ml	Coke			
262	1	11:19:57	1	
Reason: Waiter Error				
330ml	Sprite Zero			
266	1	20:58:24	1	
Reason: Waiter Error				
----- Line Discount Details -----				
Rump Steak - Cashier				
266	1	21:31:25	0	-7.00
330ml Coke - Cashier				
273	1	20:33:04	0	177.00

PRINT CASHUP **Exit**

Do not Print Voids and Discounts **Toggle**

Summarize Payouts and Deductions **Toggle**

SUMMARY: You can now see the cash amount – payouts + deductions will give you the NET amount due to the business. Net cash is what the Cashier should pay you at the end of their shift

This gives you the option to print voids and discounts in detail or you can select to print only the totals. The same option is available for payouts and deductions

EXIT: When you have completed your cashup procedure

PRINT CASHUP: This icon allows you to print the cash up



Staff Cash-up:

In the POS screen, click on the icon on the far left top corner that says 'Staff Cash-up'. It will take you to a screen that has three columns with different colours and headings:

- **STILL WORKING:** means that a staff member still has open tables or has not logged out
- **NOT CASHED UP:** Means that your waitron has logged out but has not yet been cashed up.
- **CASHED UP:** All the staff will be moved to this column after they have cashed up. All staff should be in this column for you to be able to run day end.

Below the columns are the buttons with extra features:

- **SHOW SUMMARY:** will show each staff member and their cash up figures. This can also be run at any time during the day
- **PRINT LIST:** Allows you to print the list to see who has not been logged out
- **DO CASHUP:** When selecting a staff member in the middle column you have to click on "Do Cash-up". This will open the waitron cash up screen.
- **EXIT:** If you no longer need to be in the cash - up screen you can Exit.

Once you have selected a staff member and clicked on 'Do Cash-up' it will take you to that staff member's particular details for the shift that they have performed. In the staff members cashup you may view important features such as:

- The log in and log out time and the total hours worked
- The payment details, such as cash, credit card and non banking
- Any payouts done on the staff members name
- Any deductions or earnings done
- Any voids and discounts for the user to view, done on the staff members tables
- The summary will show you the net cash that the staff member has to hand in.
- You may print the cashup as well, by selecting the button to the right.
- By clicking on 'Exit' this will allow the staff member to be cashed up; you may then proceed to the next staff member.



Final Cash-Up:

ACTUAL: Refers to what you have on hand. You will need to check all slips to correspond with the computer amount

NON BANKING: Refers to any amount that you have not, nor will you ever receive payments for. E.g. Promotions, waste etc

COMPUTER: These amounts are the calculated amounts based on information recorded by the computer throughout the day. Ideally your "actual" figures should balance with these

CREDIT CARD: Should be the total your credit card slips as per the summary printout from your credit card machine. Print out a summary report from the CC Machine

When counting the accumulated cash from the cashiers, it should be entered in the relevant window. Click on the white block next to your domination and type in the amount you have counted. E.g. If you counted R1000.00 in R200.00 you will enter 1000.00

CASH PAYOUTS: All the payouts you have made during the day. When clicking on 'Show Payout Details' a full description of all the payouts will appear

BALANCING: This will calculate the difference between 'Actual' and 'Computer' Either with a under by, Over by or Balanced Solution

Cashup Ver 1.1.208

Daily Report No : 389

Actual		Computer		Date
Lump Sum/Forex	0	Paytype Name	Amount	15/03/2012
200	0	Cash	429.00	<input type="button" value="Change Date"/>
100	100.00	Cheque	0.00	
50	50.00	On Account	0.00	
20	60.00	Non Banking	0.00	
10	30.00	Credit Card	287.00	
5	20.00	Total Paytypes	716.00	
2	10.00	Less: Tips	0.00	
1	0	Turnover	716.00	
0.50	4.00			
0.20	0			
0.10	0.10			
0.05	0.05			
0.02	0			
0.01	0			

Actual		Computer		Balancing
Total Cash	274.15			
Credit Cards	287.00			
Non Banking	21.52			
Cheques	0			
Accounts	0			
Cash Payouts	144.85			
Staff Earnings	19.08			
C/Card Levy	0.60			
Breakages	40.00			
Levy	0.00			

Actual	Computer	Under by
706.00	716.00	-10.00

Buttons: Reprint, Print Report, Save and Exit, Cancel

REPRINT: This allows you to reprint a previous days cash up. You will be given a selection of available dates

PRINT REPORT: Allows you print cash up details

SAVE AND EXIT: Once you have completed the cash up and are ready to save it

CANCEL: Select the cancel button to exit without saving



Final Cash-up:

Once you have cashed up all the staff members for the day's trade, you may then proceed to do a 'Final Cash-up'.

- 1.) Ensure that the day is correct, by checking on the date in the right top corner. If the date is incorrect, click on the button located beneath it, 'Change Date' and select the appropriate date.
- 2.) In the block **COMPUTER:** These amounts are the calculated amounts based on information recorded by the computer throughout the day. Ideally your "actual" figures should balance with these.
- 3.) **ACTUAL:** Refers to what you have on hand. You will need to check all slips to correspond with the computer amount.
 - **CASH:** When counting the accumulated cash from the service staff, it should be entered in the relevant window. Click on the white block next to your domination and type in the amount you have counted. E.g. If you counted R1000.00 in R200.00 you will enter 1000.00.
 - **CREDIT CARD:** Should be the total your credit card slips as per the summary printout from your credit card machine. Print out a summary report from the CC Machine.
 - **NON BANKING:** Refers to any amount that you have not, nor will you ever receive payments for. E.g. Promotions, waste etc...
 - **CASH PAYOUTS:** All the payouts you have made during the day. When clicking on 'Show Payout Details' a full description of all the payouts will appear for you to view.
 - At the bottom of the actual screen will show you all the staff earnings, breakages as well as the Levy.
- 4.) **BALANCING:** This will calculate the difference between 'Actual' and 'Computer' Either with a Under by, Over by or Balanced Solution.
- 5.) **REPRINT:** This allows you to reprint a previous day's cash-up. You will be given a selection of available dates.
- 6.) **PRINT REPORT:** Allows you print cash-up details.
- 7.) **SAVE AND EXIT:** Once you have completed the cash-up and are ready to save it.
- 8.) **CANCEL:** Select the cancel button to exit without saving.



Day End procedures:

The day end procedure should be run daily; the reason for doing a day end is to separate the figures so reports can be produced from day to day.

GAAP 24 HOUR SUPPORT
TEL: 086 100 GAAP
086 100 4227

Day End

Date for Current Day End :
Thursday 15/03/2012

Day for next day :
Friday 16/03/2012

Daily Report No : 389

Do Dayend Cancel

Printer Driver is not Running!

1.) Begin by clicking on the icon 'Dayend'

2.) Next, select the report date -TODAYS date. Then select the next report date, your next trading day

3.) Once you have entered in the correct dates - Press the **DO DAY END** button

4.) Cancel to exit without completing the day end procedure

A message will be displayed to inform the user that the day end has successfully been completed.





Day End procedures:

The day end procedure should be run daily; the reason for doing a day end is to separate the figures so reports can be produced from day to day.

- 1.) Once a '**Final Cashup**' is done you may then proceed to do a '**Day End**'. Click on the icon 'Day end'
- 2.) Next ensure that the report dates are correct. Check that the day for the next reported day end is the next day's trading.
- 3.) Once you have entered in the correct dates. Press the 'Do Dayend' button.
- 4.) By clicking on '**Cancel**' it will then exit the day end procedure and not complete the day end.
- 5.) Once the day end button has been clicked the computer will start to back up all the required information to be located in your BOH History reports.
- 6.) A message will be displayed to inform the user that the day end has successfully been completed.