First Data® POS Value Exchange™ Restaurant Solution Users Guide

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GUIDE 1 - MENU DESIGN

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1. Introduction and Overview of the First Data® POS Value Exchange™ Restaurant Solution

Proper menu design is the single most important factor in the overall success of your First Data® POS Value Exchange™ Restaurant Solution. Good menus make for a happy staff, and ultimately, happy guests.

Traditionally, technicians handled menu creation for POS owners. By contrast, the software in this kit allows you to create your own menus and change them at any time.

This guide explains how menus are structured and provides suggestions that you can use to create customized on-screen menus for your restaurant.

You will learn about menu design concepts:

- → Menu Building
- → Basic Concepts
- → Menu Design
- → Bar and Nightclub
- → Deli Sandwiches
- → BBQ and Steakhouse
- → Coffee
- → Pizza

2. Menu Building

Menus in the software are made up of several parts:

- → Menu items
- → Choices

- → Choice sets
- → Sub-categories
- → Item groups
- → Screen categories
- → Tax settings

When combined, these parts determine the on screen appearance and behavior of your system.

Note: When creating your menu, don’t be afraid to experiment. Rearranging menu items is easy, and you can immediately see how your changes affect the order entry experience for your staff.

Menu Items

Menu items represent anything your restaurant sells as a unit, such as an entrée or cocktail.
Many of the reports within the software track and calculate sales by menu item. Creating menu items for every version of the items you sell means that you can create more precise sales reports.

If you offer menu items in different portion sizes, you can create individual menu items for each size.

For example, create separate menu items for small coffee and large coffee or lunch meatloaf and dinner meatloaf, rather than trying to use discounts to reflect the price difference.

Choices

Choices (sometimes called modifiers) allow you to tailor a menu item to your customer’s tastes.
For instance, steaks may have the following choices:

- → Rare
- → Medium
- → Well done

- → Add blue cheese
- → Add sauteed mushrooms

Choices can be set to modify the price of the menu item and to trigger additional remote print jobs for the kitchen or bar.

Choice Sets

To apply choices to menu items, you must first group individual choices into a **choice set**, which you can then associate with a menu item. You can reuse the same choice in as many choice sets as you need.

For example: the manager of a pizzeria creates a choice called pepperoni and places it into three choice sets, called small, medium, and large. Having three different choice sets allows the manager to set different topping prices based on pizza size.

Choice sets contain one or more choices and control a couple of important behaviors:

- → Required choice- the user must choose something from the choice set before the system will complete the order
- → Pricing- a choice set can impose pricing behavior on choices in the set, even if the choices do not have pricing behavior of their own

You can list choices in the order that makes most sense for your restaurant. The order is preserved on the screen and remote ticket prints.

Note: Placing all of your choices into a couple of large choice sets might be tempting, but it will result in more errors during the order entry process. Only include choices appropriate for the menu item.

Sub Choices

You can also assign a choice set to a choice, enabling servers to add additional options.

For example, you can use a sub choice to specify salad dressing for a side salad.

To accomplish this, create a choice set containing the available salad dressings. Then assign this choice set to the side salad choice within an entree.

Item Groups

Each menu item must be assigned to an item group. Item groups perform several functions. They:
set pricing for all of the items in the group (you can override the group price for an individual item without removing it from the group)
determine print order in the kitchen or bar
allow you to add an additional level of analysis to reporting, as many of the reports subtotal sales by item group.

Examples of typical item groups:

- → Small drinks
- → Medium drinks
- → Large drinks
- → Steaks
- → Seafood
- → Salads
- → Appetizers

Screen Categories

Screen categories group menu items on the order entry screen. Menu items can belong to multiple screen categories.

A menu item will not be displayed on screen until placed into a screen category.

Empty screen categories are not displayed on the order entry screen. If you do not see a newly-created screen category, make sure you have placed an item into it.

Tax Settings

You can create as many tax settings as needed, and apply them to as many revenue classes as required. Menu items inherit taxation rules from the associated revenue class.

Taxes may be made hidden. When a hidden tax is applied, the system will treat the menu item price as a target price and dynamically calculate the actual price such that:

[Actual Price] * [Tax Rate] = [Target Price]

You may designate certain revenue classes as liquor and instruct the system to hide tax when all the menu items on a guest check are in the liquor revenue class. This allows you to charge even amounts for over-the-bar transactions while still capturing the full pricing for meals ordered with food.

Note: Some of the options for tax application may not be legal in your jurisdiction. For example, many jurisdictions require that a business charge a single, posted price for all items. In that case, dynamically hiding taxes based on the content of the guest check wouldn’t be legal. It is very important that you understand the tax rules that apply to your business.

3. Basic Concepts of the First Data® POS Value Exchange™ Restaurant Solution

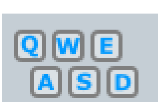
You will use the menu design tools to create menus for your restaurant. You may access the menu design tools at any time, from any workstation. Multiple users can work on the menus at the same time.

To access the menu design tools:

1. Log into the POS Value Exchange™ solution using your PIN or magnetic card.
2. Touch **manager**, then **menu**.

Newly created menu items are automatically rendered on the order entry screen. There is no need to define individual buttons and place them onto the screen—they are
created automatically.

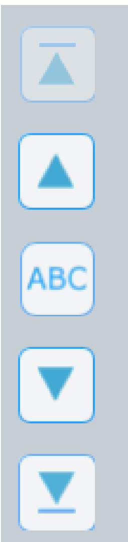
While having a mouse and keyboard can speed up the process of menu creation, you do not need them to make changes. Just look for the on-screen keyboard icon:



Touching the icon will bring up an on-screen keyboard, allowing you to type on any workstation.

Object Order

In certain areas of the menu design tools, you may see a set of controls that look like this:



These buttons allow you to change the order of items in a list, which reflects their display order during order entry or when printing.

Note: Touching the ABC button will alphabetize the items in the list, and cannot be undone! You can alphabetize your list, and then move certain items to the top.

Activate / Deactivate

Menu items cannot be deleted. However, you can deactivate unneeded items.

You will see a check box on many of the menu design screens:

[ ] Active

If you uncheck the box, the associated item will be made inactive. The item will no longer appear on menus or in lists.

On many of the list screens, you will see the **view all** button. Toggle this button to display inactive items.

4. Menu Design

Efficient menu design will yield faster, more accurate orders. Your staff may access the menus hundreds or thousands of times per day. A small amount of work at the beginning to make the process more efficient will pay dividends over the long term.

In the following sections, we will present some common patterns that have proven to be popular and effective for thousands of restaurants.

To get the most benefit from your software, read all of the sections (even if you think they do not apply to you).

To create a new menu item:

1. Touch **manager**.
2. Touch **menu** (you will see the flow tree and by default be ready to add a new item).
3. Touch **new**.
4. Enter the name of the item and its revenue class.
5. Assign any additional attributes.

6. If this is the only item you are entering at the time, you may touch **OK** to exit the screen, or touch **save as new** to save the item and continue entering additional items.

5. Bar and Nightclub

For a busy bar operation, speed is of the essence. However, you need to balance fast orders with the need to get important detail in your reports for yield calculations.

Premium Beverages

Create individual menu items for each of your premium beverages, then create choices and choice sets relevant to each type of beverage.

By making individual menu items, the sales of each premium brand will be detailed in reports, making it easier to determine your yield for each brand.

Cocktails

Most popular cocktail recipes with heavy mixers and several types of alcohol are made with well alcohol or certain premium brands.

Make a menu item for each of your cocktails by name. Create a few choice sets that will apply to the bulk of your cocktails, then get more specific as you see fit.

Beer and Wine

If you sell beer in several sizes, make individual menu items for each combination of brand and size (rather than using creating choices with the different sizes).

Efficient Bartenders

You may want to force servers to make a choice each time they select a premium alcohol, even if the choice is a shot.

However, bartenders who are making their own orders may find it inefficient to make a required choice each time they select an item.

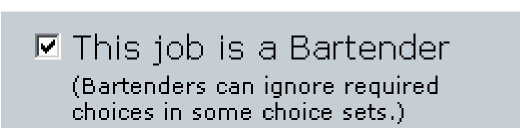
The software allows you to designate choice sets as not required for bartenders.

To exempt a required choice set for bartenders:

1. Touch **manager**, then **menu**, then **choice sets**.
2. Edit the choice set.
3. Touch **required**.
4. Check the box labeled **not required for jobs marked as bartender.**

To designate a job as bartender:

1. Touch **manager**, then **jobs**.
2. Select a job.
3. Touch **edit**.
4. Touch the box labeled **this job is a bartender**.



6. Deli Sandwiches

If you offer sandwiches with a variety of ingredients, and you allow guests to customize their sandwich, you will need to express requests like "no tomato" and "extra mayonnaise" to the kitchen.

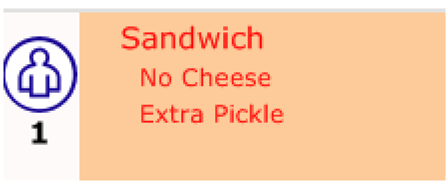
You could create two choices for each ingredient:

→ No tomato
→ Extra tomato

But that would take extra time. Instead, use choice sets with the **prepend** option to dynamically rename the choice with words like no and extra at order entry time.

To create no and extra choice sets:

1. Touch **manager**, then **menu**, then **choice sets**.
2. Touch **new**.
3. Name the choice set “no.”
4. Touch **optional**.
5. Place choices into the set. For example, “tomato,” “pickle,” “mayo,” “onion.”
6. Touch the box labeled **prepend choice set name when printing**.
7. Repeat steps 1-6, naming the second choice set “extra.”



7. BBQ or Steakhouse

In deli and barbecue operations, it is common to provide some side dishes or toppings for free and to charge extra for additional choices.

To implement a meat and three sides pattern, create several identical choice sets containing your side dishes, and use the choice set pricing to make these free.

To create a required choice set for a side dish:

1. Touch **manager**, then **menu**, then **choice sets**.
2. Touch **new**.
3. Name your choice set and place choices into it. For example, name the set "side one" and place "beans," "salad," and "mac and cheese" into it.
4. Touch **allow only one choice**.
5. Touch **required**.
6. Touch **override choice pricing**.
7. Set the price to 0.

To create additional free side dishes, repeat the above procedure, naming each new choice set in sequence. For example, create additional choice sets called side 2 and side 3.

To create additional paid side dishes:

1. Touch **manager**, then **menu**, then **choice sets**, then **new**.
2. Create another choice set called "extra sides."
3. Touch **allow multiple choices**.
4. Touch **optional**.
5. Touch **override choice pricing**.
6. Enter the price into the fixed amount field.

If it is common for customers to order additional sides, or you want your staff to remember to ask, you may check the box labeled persistent. This will cause the choice set to remain on the screen, even though it's not required. Staff must touch **show menu** to dismiss it each time. You may decide not to check this box, in which case your staff must either make the extra side choices before completing the required choices, or else touch the item on the ticket to display the extra sides after completing the required choices.

Note: If your side dishes have different prices, set the price for each choice, and uncheck **overrides choice pricing**.

To set the order for efficient entry:

1. Touch **manager**, then **menu**, then **choice sets**.
2. Use the up and down arrows to set the relative order of the choice sets:
    a. side 1
    b. side 2
    c. side 3
    d. extra sides

A La Carte Side Dishes

If your side dishes are always sold a la carte, you should create individual menu items. You may set the kitchen printer to print the seat position for each item next to the item, so the expediter will be able to plate the side dishes with the main item appropriately.

8. Coffee

Many of the patterns for other uses will also apply to your coffee business, so be sure to read the entire First Data® POS Value Exchange™ Restaurant Solution guide!

Create individual menu items for your drink sizes:

- → Latte - small
- → Latte - medium
- → Latte - large
- → Latte - grande

Place them into screen categories based on size:

- → Short drink
- → Tall drink
- → Grande drink

Remember that your main goals are accurate transactions and reports. If the barista is standing next to the cashier and the customer, it may be easier to communicate the order verbally. Enter the choices that affect the price, and keep the order entry process as simple as possible.

If you count cups as a method of calculating yield, create an item group for each of your cup sizes to quickly obtain reports showing how many drinks were sold in each size.

9. Pizza

If you sell pizza, you face some special menu challenges:

- → Many toppings, priced differently based on the size of the pie
- → Half pies with different toppings on each half

Fortunately, it's relatively easy to create the menu items you will need.

Sizes and Toppings

To create custom pies with toppings in small, medium, and large, use the override choice pricing feature of the choice set.

To create custom pizza menu items:

1. Touch **manager**, then **menu**, then **menu item**, then **new.**

2. Create a menu item called “small custom.”

3. Create additional menu items called “medium custom” and “large custom.”

To create your toppings:

1. Touch **manager**, then **menu**, then **choices**, then **new.**

2. Create a few choices, such as “pepperoni” and “sausage.” Do not set prices on the individual items.

To create choice sets:

1. Touch **manager**, then **menu**, then **choice sets**, then **new**.
2. Create a choice set called “small toppings.”
3. Touch **allow multiple choices**.
4. Touch **override choice pricing**.
5. Enter the price for your small toppings
6. Touch **items with this choice set.** Assign the choice set to the appropriate custom pizza menu item.
7. Repeat steps 1-6 to create medium and large choice sets with proper prices.

When you order a custom pizza, the choices you make will come with the correct price.

Half Pies

To create half pies, use choices that change price, along with a percentage value to adjust the price of the entire item. When you order a split pizza, you will actually order two separate menu items—one for each half.

To create half pie choices:

1. Touch **manager**, then **menu**, then **choices**, then **new**.
2. Create a new choice called "whole pie."
3. Do not set a price for this choice.
4. Create a new choice called "right half."
5. Set the price modifier to 50%.
6. Create a new choice called "left half."
7. Set the price modifier to 50%.

To create a split pizza choice set:

1. Touch **manager**, then **menu**, then **choice sets**, then **new**.
2. Create a choice set called "split pizza."
3. Assign the "left half", "right half" and "whole pie" choices to the choice set.
4. Touch **allow only one choice.**
5. Touch **required.**

Assign the choice set to all of your custom pizza menu items.

To order a split pizza:

1. Touch **small custom.**
2. Choose **right half.**
3. Choose your toppings.

4. Touch **show menu** (if necessary).

5. Touch **small custom** again.

6. Touch **left half**.

7. Choose your toppings.

8. Touch **show menu** (if necessary) to proceed with the rest of the order.

Use Seat Positions to Group Toppings

Since most pizzas are shared by a table, you can use seat positions to group half-pizza toppings together for the kitchen.

To use seat positions to group toppings:

1. Set your kitchen printer to sort by person.

2. When you place an order, assign each pizza with half-side toppings to a different person.

GUIDE 2 - JOBS AND EMPLOYEES

Contents

1. Introduction

One of the main benefits of your new POS Value Exchange™ solution is its ability to help you track and manage labor. Each time a staff member clocks in or out for a shift, the software records the time. This allows management to quickly see who is on the floor and how long they have been working.

This guide will walk you through:

- → Creating and customizing jobs
- → Adding employees to the system
- → Assigning hourly rates to jobs
- → Correcting time clock errors
- → Running labor reports
- → Other essential labor functions

ⓘIn This Guide

You will learn how to manage and track labor:

- → Jobs
- → Employees
- → Pay Rates
- → Managing Labor
- → Labor Reports

2. Jobs

Most restaurants have multiple jobs.

To create a new job:

1. Touch **manager**, then **jobs**, then **new.**

2. Three fields are required:

   → Name of job
   → Base pay
   → Overtime pay (overtime pay automatically populates as 150% of base pay, but can be changed)

3. Select or deselect **make the job a blind job.** If you check the box, users working that job won't see their total sales.

4. There are several headings in the this job section, most of which are self-explanatory.

Here are a few of the available options:

   → Logs in and out normally- user sees the default ticket workspace after logging on
   → Allow fast pay- allows user to quickly pay tickets to cash
   → Allow list view- list view should be allowed only for employees that need the ability to transfer tickets
   → This job is a bartender – when creating choice sets (part of menu design), you have the option to make the choice set not required for bartenders; for example, servers need to select choices for a cocktail, but bartenders don't

5. The job will now appear on the list and is ready to be assigned to an employee.

3. Employees

To add a new employee:

1. Touch **manager**, then **employees**, then **new**.
2. Enter the new employee's personal information.

Note: If the employee prefers to use a screen name for security reasons, enter the alias into the screen name field and his or her legal name into the name field. The employee will be identified on screen by screen name.

3. Set a PIN code for the user by entering the number into the PIN field.

4. Under security settings, assign permissions for the new employee. You may grant access to certain groups of functions quickly by using the preset selections in the box on the bottom right of the page. The preset options include:
   - → Select all
   - → Select none
   - → Select all non-management
   - → Select all management
   - → Select no management

5. Choose **OK** to save and exit.

6. Touch **edit** to assign jobs to the newly-created employee.

To change an employee's permissions:

1. Touch **manager**, then **employees**.
2. Select the employee from the list.
3. Touch **edit**.
4. Select permissions for the user under security settings.
5. Touch **OK** to save and exit.

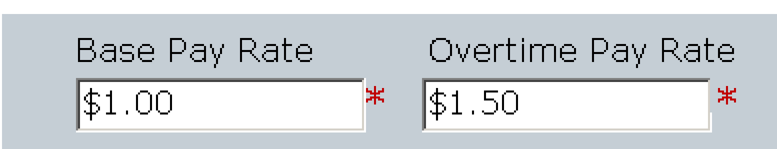
4. Pay Rates

The **base pay rate** for a job is the default rate paid to an employee assigned to that job.

To set a base pay rate:

1. Touch **manager**, then **jobs**.
2. Select a job from the list.
3. Touch **edit**.
4. Enter the new rate into the pay rate field.
5. Touch **OK**.

Note: If you need to create a special pay rate for an employee, create a new job and set the individual's base pay rate.



5. Managing Labor

Your employees will likely forget to clock out from time to time, causing inaccurate reports. To ensure that payroll and reporting numbers are accurate, it is important for management to monitor labor activity regularly.

To monitor employee hours:

1. Touch **manager**, then **labor**.

There you can view a list of clocked-in staff. Managers can also edit shifts from this screen.

Setting Time Clock Functions

To clock in, employees must have a user account with at least one assigned job.

When users clock in, they will see a list of assigned jobs. After selecting a job, users are logged in to the order entry screen.

Users clock out on the personal page. They will not be able to log off if they still have open tickets, so it may be necessary for the user to transfer any open tickets to another employee.

You can enable employees to transfer open tickets on the system screen.

To transfer open tickets:

1. Touch **list view.** Tickets will appear in list mode. (Users who have all tickets privileges will see every open ticket in the system, including those of other users.)

2. Select the tickets you wish to transfer. Selected tickets have a green indicator bar.

3. Touch **transfer to ... .**

4. Select the user you wish to transfer your tickets to.

Note: Touch **transfer to me** if you want to transfer another user's ticket to yourself.

To clock out:

1. Touch **personal page**.

2. Touch **print** if you want to print a copy of the shift report.

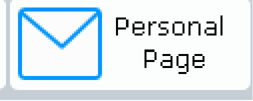
3. Touch **clock out**.

4. Enter a number into the adjust tips field. This amount is used for W-2 reporting. Users who have no tips to report should type "0" into the adjust tips field using the keypad, which is accessed by touching the icons to the right of the field.

5. Touch **clock out**.

Adjusting Time Sheet Errors

Users can view a record of their hours and activity on their personal page. Managers can make adjustments to these figures via the labor screen.



To adjust a time sheet error:

1. Touch **manager**, then **labor**.

2. Select the employee whose time sheet you wish to correct.
3. Touch **edit.**
4. Make the necessary changes.
5. Touch **OK.**

To adjust a cash tip reporting error:

1. Touch **manager**, then **labor**.
2. Select the employee whose tip record you wish to correct.
3. Touch **edit.**
4. Make the necessary changes.
5. Touch **recalculate.**

Shift Adjustment

When employees forget to clock out, you may clock them out retroactively using the labor screen. If an employee forgets to clock in, you can create a new time sheet for them.

To create a shift retroactively:

1. Touch **manager**, then **labor**.
2. Touch **new.** A list of users will appear. If the name you seek is not listed, touch the right arrow button at the bottom of the screen to move to the next page of the list. If the name is not on any page of the list, you will need to create a new user.

3. Select the employee from the list.

4. Enter the time the shift began and ended. You may either:

   → Type in the desired start and end dates
   → Touch the calendars to the right of the start and end date boxes to the appropriate dates

5. Enter the job performed (optional).

6. Enter the pay rate.

7. Enter the declared tips.

6. Labor Reports

To run a labor report:

1. Touch **manager**, then **reports**.

2. Select **labor** from the drop down list of reports.

Access labor reports to manage payroll. There are several reports available in the software. Experiment with them and choose the ones that work for your business.

GUIDE 3 - SERVER QUICK START GUIDE

Contents

1. Clocking In

You will start every shift by clocking in. The software serves as your time card, so be sure to clock out after your shift is over.

To clock in:

1. Using the keypad on the screen, enter the PIN code assigned to you.

2. Select a job. You may only have one option or you may have multiple (e.g. lunch server and dinner server). Select the correct job for your current shift.

Note: If you are using a cash drawer, you must clock in at the workstation where the cash drawer is attached.

2. Placing Orders

Once you have clocked in, the software will navigate to the order entry screen. There are several ways to start a new ticket.

To start a new ticket:

1. Touch **new ticket**.

2. Touch **table** to assign a table number or name to the ticket. You may customize the table name by touching **custom**.

Note: Requiring a table selection is optional and may be turned off in manager > system > ticket, under prompt for table selection.

3. Select the number of persons at your table.

4. The ticket is open. To place an order for person 1, touch the **person icon** and begin ordering.

To start a new ticket using the customer database:

1. Touch **customers**.

2. In the **look up info customer** box, type the first few letters of the customer's name. The software searches for a match. Notes and favorites are available for each customer.

3. Select the customer and touch **new ticket**.

4. Select table and number of people on the ticket.

5. A new ticket is created.

Seat Positions

Each person icon on the ticket represents a position.

To order for each specific person, touch the **person icon** and start ordering.

To add person to your table, touch **new person** (one of the buttons on the lower part of the screen).

To remove a person from your ticket, touch **remove a person** (one of the buttons on the lower part of the screen).

Screen Categories

Screen categories appear on the right side of the screen. These buttons are usually organized in categories similar to those on your restaurant's written menu.

Once you touch a screen category, a list of menu items will pop up. Touch the menu items you want to order for each seat position.

Choices

Choices (or modifiers) communicate preferences to the kitchen or bar (e.g. meat temperature, type of mixer, burger options).

There are two types of choices, forced and optional.

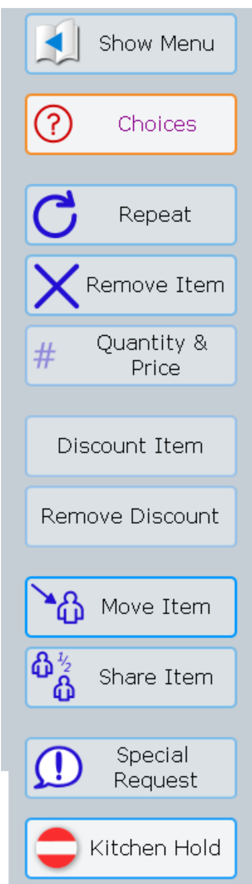
→ **Forced choices** must be made before you can add another menu item; (e.g. meat temperatures or salad dressings, cocktail mixers)

→ **Optional choices** are optional modifiers, such as extra lettuce or no tomato on a hamburger

If a choice is forced, the choices will appear automatically when an item is selected. If optional, you must select the menu item to see available choices.

Item Functions

There are a variety of functions that make ordering items easier. To work with any menu item, select it on the ticket. A list of buttons will appear to your right.



To repeat an item:

1. Select the item.

2. Touch **repeat**.

3. If item is listed under another person at the table, select the item, then touch **move item**.

4. You will be prompted to select the position number you want to move this item to.

To remove an item from the ticket before you send it to the kitchen:

1. Select the item you want to remove.

2. Touch **remove item**.

To remove an item from the ticket after you send it to the kitchen:

1. Select the item you want to remove.

2. Touch **remove item**. You will be prompted to enter a void reason. If you do not have permission void an item, you will be prompted to get a manager.

Quantity/Price

If a large party comes to your restaurant and wants to order 50 grilled salmon dinners, you can change the quantity rather than selecting the item multiple times.

To change the quantity of a single order:

1. Select the item on the ticket.

2. Touch **quantity/price** to edit the quantity of this order.

To add a discount to a particular item:

1. Select the item on the ticket.

2. Touch **discount item**. A list of discount reasons will pop up on the screen (as long as discounts have been set up and you have discount permissions).

3. Select the appropriate discount. You may then have to enter a reason for the discount.

4. The discount is now applied.

To remove an item level discount:

1. Select the item on the ticket.

2. Touch **remove discount**.

3. The discount is now removed.

Share Items

Sharing an item simply splits the cost of the item between two or more persons at the table. Sharing an item does not mean splitting the meal physically between customers. Items can only be shared once you have committed the ticket to the kitchen.

You can also share an item proportionately. For example, if two people order a bottle of wine and one person only wants a glass, you can proportionately divide the price between them.

To share an item:

1. Select the item on the ticket.

2. Touch **share item**. A menu will appear on the right.

3. Select the other person(s) who will share the item.

To send a special request to the kitchen:

1. Select the item on the ticket.

2. Touch **special request**.

3. You will be prompted to type in a message for the kitchen staff. Once you finish typing your message, touch **OK**.

Kitchen Hold

If you want to part of your order to the prepared, but want the kitchen to wait to prepare the rest, use the kitchen hold function.

For example, your customers order salads, soups and entrées. You want everything but the entrées to go to the kitchen, so you'll place a hold on all of the entrée items.

To hold an item:

1. Select the item on the ticket.

2. Touch **kitchen hold**. (Once you touch kitchen hold, the button changes to kitchen release.)

3. Touch **OK** when you are ready to commit the ticket (send the non-held items to the kitchen or bar).

To release an item:

1. Select the item.

2. Touch **kitchen release**.

3. Touch **OK** when you are ready to send the released items to the kitchen.

3. Ticket Functions

Once you have started a new ticket or opened an existing ticket, you will see several buttons at the bottom of your screen. These buttons allow you to:

- → Void a ticket
- → Add or remove a person from the ticket
- → Add or remove ticket discounts
- → Add a gratuity
- → Split a ticket
- → Print a guest check

To void a ticket:

1. Touch **void ticket**.
2. A list of possible void reasons will pop up on the screen automatically (as long as they've been set up by management).
3. Select the appropriate void reason.
4. The ticket is now voided.

New Person/Remove Person

To add another person to a table, touch **new person**.

To remove a person from a table:

1. Select the person.

2. Touch **remove person**. (The **new person** button becomes **remove person** when a person is selected.)

Note: Persons cannot be removed if they have active items.

To add ticket level discounts:

1. With the ticket open, touch **discount ticket**.

2. A list of possible discounts will pop up on the screen automatically (as long as discounts have been set up in the system).

3. Select the appropriate discount.

4. The discount now applies to the entire ticket.

To remove ticket level discounts:

1. With the ticket open, touch **remove discount**.

2. The discount is removed from the ticket.

To add or remove a gratuity or tax to/from a ticket:

1. With the ticket open, touch **gratuity & taxes**.

2. You will be prompted to add or remove a gratuity.

3. The amount of the gratuity added will depend on what your manager has set. The same applies to taxes.

To split a ticket:

1. Select the person(s) you want to split off to their own tickets.

2. Touch **split ticket**.

3. Select one of the following options. You can:

   - → Split selected people to one
   - → New ticket
   - → Split selected people to individual new tickets
   - → Split all people to new tickets

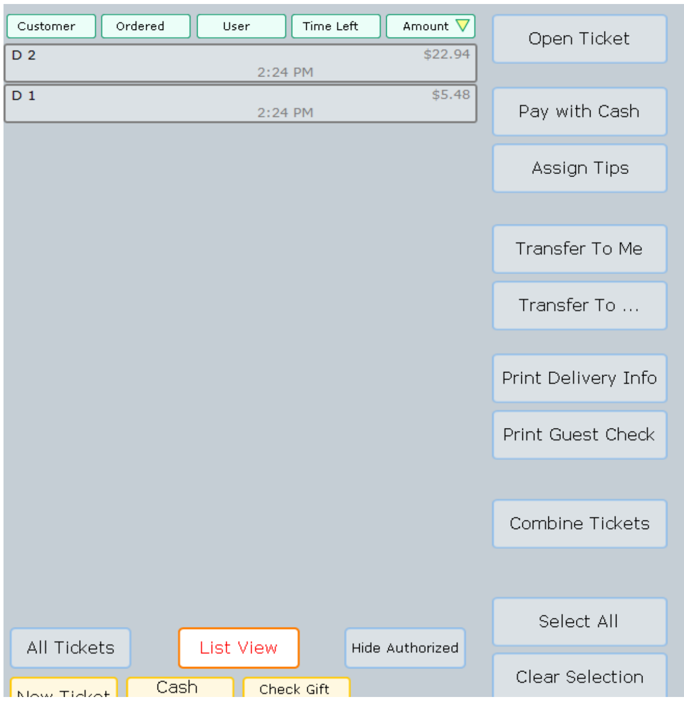
Print Guest Check

To print a guest check, touch **print guest check**.

List View Functions

The First Data® POS Value Exchange™ Restaurant Solution List View Function allows you to apply payments to multiple tickets and add gratuities to your tickets at the end of your shift.

Touch the tickets you wish to manipulate. You can select multiple tickets.



To enter list view, touch **list view** on the order entry screen.

To open a ticket in list view:

1. Select a ticket.

2. Touch **open ticket**. This will take you back to the ticket screen and open the ticket you selected.

To pay multiple tickets with cash:

1. Select the tickets.

2. Touch **pay with cash**.

Assign Tips

Assign tips to all tickets by not selecting any tickets. Assign tips to two or more tickets by selecting the tickets.

Transfer to Me

Transfer tickets to yourself from another employee.

Transfer to…

Assign tickets to another user.

Print Delivery Info

Print delivery tickets for all new orders.

Print Guest Checks

Print multiple guest checks at once.

Combine Tickets

Select two or more tickets in list view and combine them into one ticket.

Closing a Ticket

When your table is ready to close out, touch **print guest check** (one of the ticket function buttons). Present the check and wait for the payment.

Fast Pay

Certain jobs (such as bartenders) have the option of using fast pay. Fast pay is designed for cash transactions and is typically employed in fast-paced bars and coffee shops. Fast pay instantly displays likely tender amounts. For example, if you open a ticket with two beers at $3.50 each, fast pay will display $7, $10, $20.

To use fast pay:

1. Select an item on the order entry screen. (No need to open a ticket.)

2. Four buttons are available on the newly-created ticket, each representing a tender amount. One button is exact change. The other three represent a typical dollar amount a customer might use to pay. These amounts vary based on the ticket total. Select the payment amount.

3. The screen will show change due (and the cash drawer will open, if applicable).

To close a ticket:

1. Open the ticket and touch **pay**.

2. Enter amount tendered in the upper corner of the payment screen.

3. Select the payment type:

→ If making a cash payment, enter amount tendered and touch **cash**

→ If making a credit card, check, or gift certificate payment, see procedures below

To run a credit card (pre-authorization):

1. Touch **pay**.

2. Enter the amount due on the ticket (before tip). This amount is considered a pre-authorization. The pre-authorization confirms funds for the amount of the check plus an additional percentage (depending on settings) to ensure additional funds for tips.

3. Swipe the credit card, or touch **credit** and enter the card number manually.

4. Wait for the receipt to print, then give it to the customer to sign.

Once the customer signs the receipt (presumably with tip included), you can finalize the credit card payment.

To finalize the credit card payment (post-authorization):

1. Select the appropriate ticket.

2. Touch **pay**. You will now see payment(s) on the ticket screen. The pre-authorized amount appears in a box on screen.

3. Touch the box with the pre-authorized amount in it. A new screen will pop up where you can apply a tip and finalize the payment.

4. Enter the tip amount.

5. Touch **enter tip.**

6. Touch **finalize**.

The amount is now sent to the batch file for authorization.

To change the payment amount on a credit card:

1. Select the appropriate ticket.

2. Touch **pay**. You will now see the payments on ticket screen.

3. Touch the box with the pre-authorized amount in it. A new screen will pop up, where you can edit the payment amount.

Note: If your restaurant does not use an internet credit card processor integrated with the software, you can use any of the payment options above. Be sure to run the card on the credit card processing machine.

To pay by check:

1. Select the ticket.

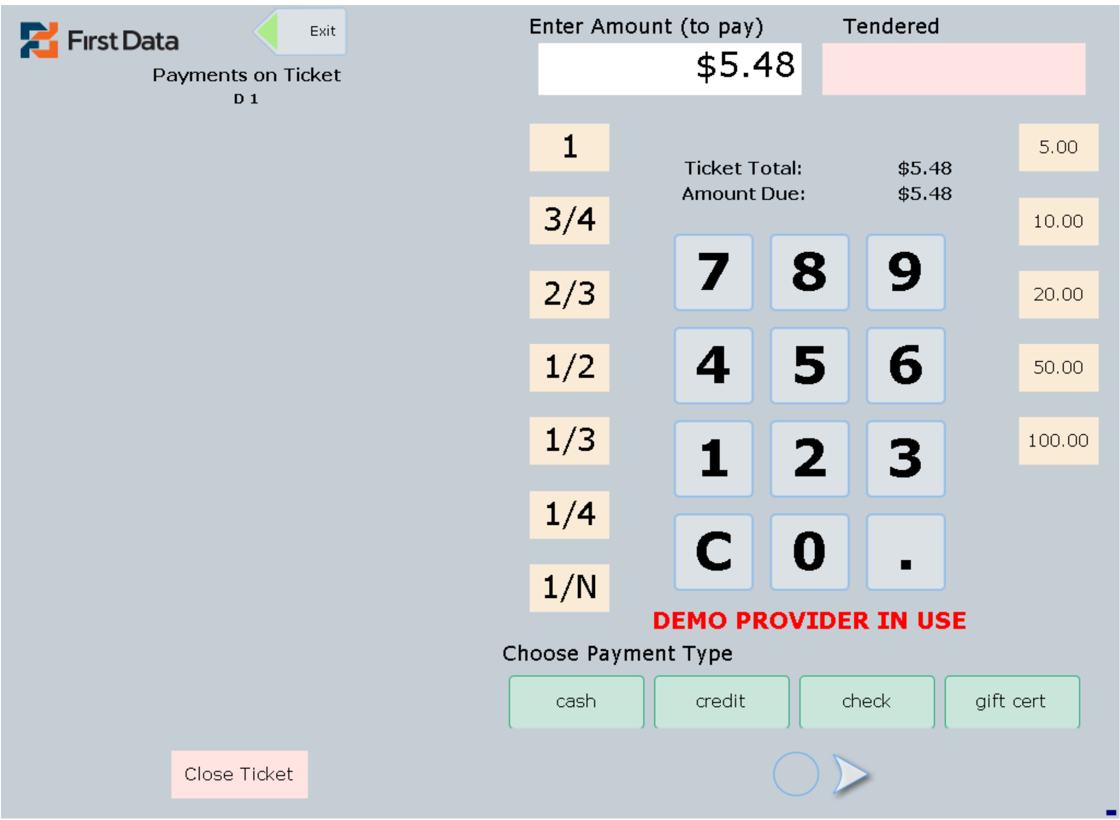
2. Touch **pay**.

3. Enter the total amount of the check, including tip.

4. Touch **check**.

5. The tip amount is automatically applied. However, you can change the tip amount by touching the **numbers icon** to the right of the box, then entering the actual tip amount.

6. If you reduce the tip amount, the software automatically adjusts the amount of change due to the customer.



To pay with a gift certificate:

1. Select the ticket.

2. Touch **pay**.

3. Enter the amount of the gift certificate as the tendered amount.

4. Touch **gift certificate**.

5. The software displays the change due.

To pay with a gift card:

Use gift cards in the same way you use credit cards.

4. Other Payment Options

Follow the directions for any of the payments above to make a partial payment.

The software will prompt you if only a partial payment is made on this ticket.

This is useful when you receive multiple payment types for one ticket. You will have the option of leaving the ticket open or applying another payment.

If your table wants to split the entire ticket total (e.g. split the table four ways), use the fraction keys on the center/left of the payment screen.

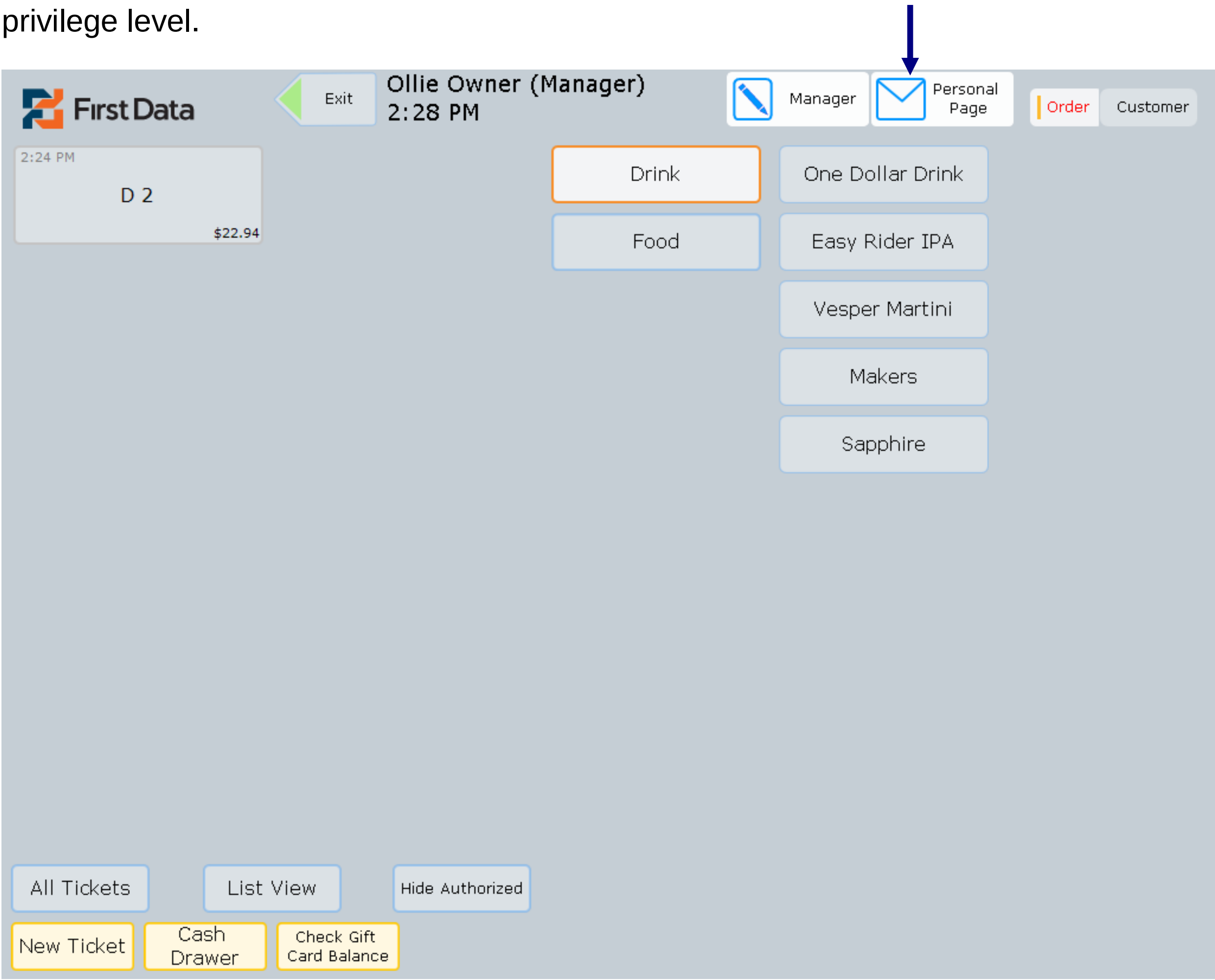
For instance, if four people at the same table want to split a ticket, touch ¼ on the fraction keys. The software will automatically calculate how much each person owes.

5. Personal Page

To access your daily report, touch **personal page**. To print your shift report, touch **print report**. This report calculates your cash reconciliation for you, making it easy to determine how much you owe the restaurant or vice versa.

Clock out by touching **clock out**. You will be required to declare tips. The software captures credit card tips and prompts you to declare the rest of your tips based on your total sales.

You can also view and send messages to employees from your personal page, depending on your privilege level.



GUIDE 4 - CASH AND TIPS

Contents

1. Introduction

Your First Data® POS Value Exchange™ Restaurant Solution offers several different ways to manage cash and tips. The software treats sales and transactions as separate entities that balance one another. In other words, a ticket cannot be closed until the sale balances with a transaction.

There are two main ways to handle payments:

→ **Server banking** is common in table-service restaurants; it requires that each individual waiter maintain their own cash reserve for making change

→ **Cashiering** requires that a dedicated cashier collect payments

Some restaurants may choose a hybrid approach. For example, waiters may take credit card payments, but the bartender handles all cash transactions.

ⓘIn This Guide

You will learn about cash handling:

→ Cash Handling Methods
→ Manage Tips with Server Banking
→ All Tickets Privileges
→ Assign Cash Drawers
→ Share a Cash Drawer
→ Manage the Cash Drawer Balance
→ Cashiering
→ Clock Out Settings

2. Cash Handling Methods

Server Banking

Server banking is popular because it is simple and splits up each server's transactions. If you are converting your restaurant from paper tickets and cash registers, consider using server banking.

In a pure server banking environment, servers maintain their own bank. Sales and transactions should balance on the server’s daily report.

Note: Cashiers may make transactions on other users’ tickets by using the all tickets function (requires the proper permissions). The personal page report shows all activity, regardless of how the activity initiates.

```
          Report for Ollie Owner
                 Manager
------------------------------------------
Start Time            8/13/2008 4:00:00 AM
End Time              8/13/2008 2:33:17 PM
Printed At            8/13/2008 2:32:17 PM


   Tickets Open as of 8/13/2008 2:32 PM
==========================================
Open                    1           $20.91

                  Sales
==========================================
Gross Sales                          $5.00
- All Discounts                      $0.00
------------------------------------------
= Net Sales                          $5.00
+ Taxes                              $0.48
+ Tips                               $0.00
------------------------------------------
= Gross Receipts                     $5.48

               Transactions
==========================================
  Credit Cards                       $0.00
  Gift Certificates                  $0.00
  Gift Cards                         $0.00
  Checks                             $0.00
  Cash                               $5.48
  Other                              $0.00
------------------------------------------
```

Cashier Only Report

In a pure cashiering environment, server reports show only sales, and cashier reports show only transactions.

Report for Carla Cashier
Cashier

Start Time	8/13/2008 2:36:05 PM
End Time	8/13/2008 2:37:32 PM
Printed At	8/13/2008 2:36:32 PM

Tickets Open as of 8/13/2008 2:36 PM

No Open Tickets

Sales

Gross Sales	$0.00
- All Discounts	$0.00
= Net Sales	$0.00
+ Taxes	$0.00
+ Tips	$0.00
= Gross Receipts	$0.00

Transactions

Credit Cards	$0.00
Gift Certificates	$0.00
Gift Cards	$0.00
Checks	$0.00
Cash	$22.94
Other	$0.00
= Gross Receipts	$22.94

Cash Reconciliation

Report for Selena Server
Server

Start Time	8/13/2008 2:37:49 PM
End Time	8/13/2008 2:39:19 PM
Printed At	8/13/2008 2:38:20 PM

Tickets Open as of 8/13/2008 2:38 PM

No Open Tickets

Sales

Gross Sales	$8.11
- All Discounts	$0.00
= Net Sales	$8.11
+ Taxes	$0.79
+ Tips	$0.00
= Gross Receipts	$8.90

Transactions

Credit Cards	$0.00
Gift Certificates	$0.00
Gift Cards	$0.00
Checks	$0.00
Cash	$8.90
Other	$0.00
= Gross Receipts	$8.90

Cash Reconciliation

The cashier and server can see shared activity:

```
                 Sales
==========================================
Gross Sales                         $25.91
- All Discounts                      $0.00
------------------------------------------
= Net Sales                         $25.91
+ Taxes                              $2.51
+ Tips                               $0.00
------------------------------------------
= Gross Receipts                    $28.42

              Transactions
==========================================
  Credit Cards                       $0.00
  Gift Certificates                  $0.00
  Gift Cards                         $0.00
  Checks                             $0.00
  Cash                               $5.48
  Other                              $0.00
------------------------------------------
= Gross Receipts                     $5.48

          Cash Reconciliation
==========================================
+ Cash In                            $0.00
- Cash Out                           $0.00
+ Cash Received                      $5.48
- Tips                               $0.00
- Change Given                       $0.00
+ CC Tip Reduction                   $0.00
------------------------------------------
= CASH DUE RESTAURANT                $5.48

         Items From Other Users
==========================================
                  none
```

Hybrid Concepts

You can also create a mix of server and cashier banking.

In the following example, Carl worked as a server and cashier. Here is Carl's receipt, showing that he acted as a cashier for Wanda Waitress:

```
     Transactions For Other Users
=====================================
Wanda Waitress        1         $4.94
```

The sales section of the following receipt gives Carl's individual sales. The transactions section shows his total sales, including his transactions for Wanda.

Subtract transactions for other users from the transaction's gross receipts to balance with sales gross receipts: $10.42 - $26.05 = $15.63

Sales	
Gross Sales	$9.50
- All Discounts	$0.00
= Net Sales	$9.50
+ Taxes	$0.92
+ Tips	$0.00
= Gross Receipts	$10.42
Transactions	
Credit Cards	$0.00
Gift Certificates	$0.00
Gift Cards	$0.00
Checks	$0.00
Cash	$26.05
Other	$0.00
= Gross Receipts	$26.05
Cash Reconciliation	
+ Cash In	$0.00
- Cash Out	$0.00
+ Cash Received	$26.05
- Tips	$0.00
- Change Given	$0.00
+ CC Tip Reduction	$0.00
= CASH DUE RESTAURANT	$26.05
Items From Other Users	
none	

3. Manage Tips with Server Banking

Tips on credit cards are reconciled for the user automatically.

The software assumes that you will settle credit card tips with cash for each employee. You do not need to record the transaction when you give the tips to the employee.

This report shows balanced cash in/out transactions, and a single credit card tip of $5.00:

Sales	
Gross Sales	$29.45
- All Discounts	$0.00
= Net Sales	$29.45
+ Taxes	$2.86
+ Tips	$5.00
= Gross Receipts	$37.31

In the event that the user accepts more cash payments than they receive in tips, the report will read CASH DUE RESTAURANT:

Cash Reconciliation	
+ Cash In	$0.00
- Cash Out	$0.00
+ Cash Received	$5.48
- Tips	$0.00
- Change Given	$0.00
+ CC Tip Reduction	$0.00
= CASH DUE RESTAURANT	$5.48

First Data.

The restaurant daily report also shows tip information:

No Open Tickets

Sales

Gross Sales	$40.95
- All Discounts	$0.00
= Net Sales	$40.95
+ Taxes	$3.98
+ Tips	$4.00
= Gross Receipts	$48.93

Transactions

Credit Cards	$22.05
Gift Certificates	$0.00
Gift Cards	$0.00
Checks	$0.00
Cash	$26.88
Other	$0.00
= Gross Receipts	$48.93

Cash Reconciliation

+ Cash In	$0.00
- Cash Out	$0.00
+ Cash Received	$26.88
- Tips	$4.00
- Change Given	$0.00
+ CC Tip Reduction	$0.00
= CASH DUE RESTAURANT	$22.88

In this case, the restaurant received $26.88 in cash and there were $4.00 in credit card tips. The restaurant owes the employees $4.00 collectively.

Individual tip totals also appear on the restaurant daily:

Tips by User

Ollie Owner	1	$4.00
Wanda Waitress	1	$2.00
Total	2	$6.00

Carl’s personal page report shows the detail:

```
             No Open Tickets

                  Sales
==========================================
Gross Sales                         $29.45
- All Discounts                      $0.00
------------------------------------------
= Net Sales                         $29.45
+ Taxes                              $2.86
+ Tips                               $5.00
------------------------------------------
= Gross Receipts                    $37.31

              Transactions
==========================================
  Credit Cards                      $24.75
  Gift Certificates                  $0.00
  Gift Cards                         $0.00
  Checks                             $0.00
  Cash                              $17.50
  Other                              $0.00
------------------------------------------
= Gross Receipts                    $42.25

           Cash Reconciliation
==========================================
+ Cash In                            $0.00
- Cash Out                           $0.00
+ Cash Received                     $17.50
- Tips                               $5.00
- Change Given                       $0.00
+ CC Tip Reduction                   $0.00
------------------------------------------
= CASH DUE RESTAURANT               $12.50

          Items From Other Users
==========================================
```

4. All Tickets Privileges

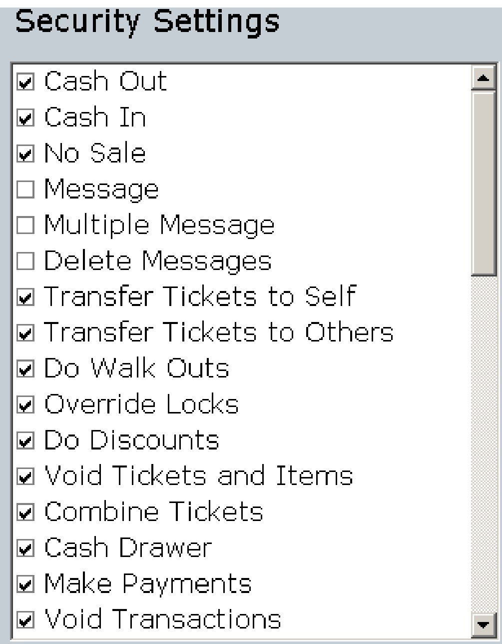
Cashiers use **all tickets privileges** to see and make transactions on another user's ticket. A user must have all tickets privileges to make transactions on other users' tickets.

Having all tickets privileges allows your staff to help one another. For example, it enables staff to add items to another ticket or print a guest check without actually transferring ownership of the ticket.

To set all tickets privileges:

1. Touch **manager**, then **employees**, then **edit**.
2. Select a security template that allows all users tickets.

Users who have all tickets privileges will see the all tickets button on the order entry screen.



All Tickets Payment Mode

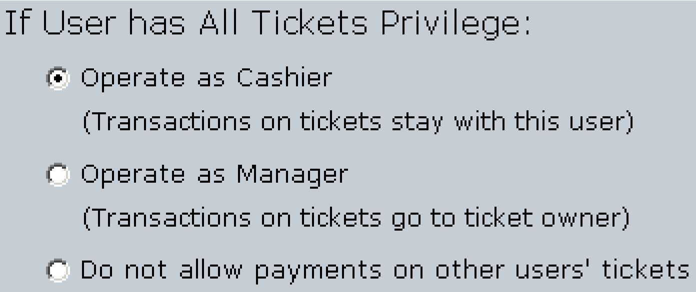
The user's current job determines the payment privileges. There are three options:

- → Operate as cashier- payments applied to other users' tickets under cashier mode go to the cashier, while tips and sales go to the user who currently owns the ticket
- → Operate as manager- payments applied to other users' tickets under manager mode go to the user who currently owns the ticket; the manager's personal page report is unaffected
- → Do not allow payments- the POS Value Exchange™ solution will not allow payments on other users' tickets; other functions such as order entry, transfer, and print are available

To set the payment mode:

1. Touch **manager**, then **jobs**, then **edit**.

2. Choose the desired payment mode for the job.



5. Assign Cash Drawers

When clocking in, users with cash drawer privileges must designate a drawer or choose no drawer.

To assign users cash drawer permission:

1. Touch **manager**, then **employees**.

2. Select a security template that allows cash drawer privileges.

You may disable the no drawer option by setting the option on the system screen.

Note: Staff who use a cash drawer must clock in at the station with the drawer they will use.

Cash drawers are named after the printer to which they are attached. For example, a drawer attached to a printer called "East Bar" will appear as "East Bar–1" on the reports:

```
          Balance by Cash Drawer
==========================================
Drawer
0-0                               $5.48
East Bar-1                       $49.82
No Drawer                         $8.90
receipt main station-1           $59.41
------------------------------------------
```

The software maintains a balance for each drawer, independent of each employee's total.

6. Share a Cash Drawer

Multiple employees may share a cash drawer. Users will see their own transactions on the personal page report.

For example, Wanda and Carl are both using the same drawer, East Bar–1. Wanda's report shows her cash balance:

```
          Cash Reconciliation
==========================================
+ Cash In                          $0.00
- Cash Out                         $0.00
+ Cash Received                   $22.94
- Tips                             $2.00
- Change Given                     $0.00
+ CC Tip Reduction                 $0.00
------------------------------------------
= CASH DUE RESTAURANT             $20.94
```

Likewise, Carl's report shows his cash balance:

```
            Cash Reconciliation
=========================================
+ Cash In                           $0.00
- Cash Out                          $0.00
+ Cash Received                    $12.56
- Tips                              $5.00
- Change Given                      $0.00
+ CC Tip Reduction                  $0.00
-----------------------------------------
= CASH DUE RESTAURANT               $7.56
```

The restaurant daily shows the drawer balance:

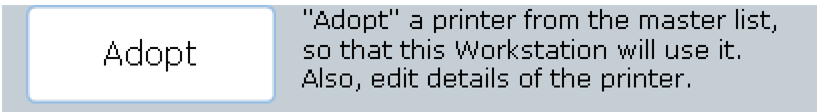
```
           Balance by Cash Drawer
=========================================
Drawer
0-0                                 $5.48
East Bar-1                         $62.38
No Drawer                           $8.90
receipt main station-1             $59.41
-----------------------------------------
```

Note: The drawer balance is before tip distribution.

To create a virtual drawer that spans multiple physical drawers:

1. Create a printer. For example, "East Bar."
2. Adopt the printer and make it the default receipt printer for the station. Designate the cash drawer.
3. Adopt the same printer again at one or more additional workstations.

Each affected workstation will offer the drawer "East Bar-1" during clock in, and the software will maintain a single balance.



*Adopt a printer by choosing a printer from the list, then touching **adopt.***

7. Manage the Cash Drawer Balance

The software allows cash balance transactions for all users, even those not using a cash drawer. These transactions are for incidental expenses or to record mid-shift cash drops.

If the restaurant provides the starting bank, you may record this with a cash in transaction. If you provide employees with a standard starting amount, we recommend that you do not record the transaction in the software.

Note: If you choose to record starting balances using the software, it is important that you understand when to make the balancing transactions and run reports.

To create a Cash In transaction:

1. Touch **cash drawer,** then **cash in.**
2. Record a reason and amount for the transaction.

The personal page report will show:

```
Cash Reconciliation
==============================
+ Cash In               $50.00
- Cash Out               $0.00
```

```
+ Cash Received          $0.00
- Tips                   $0.00
- Change Given           $0.00
+ CC Tip Reduction       $0.00
------------------------------
= CASH DUE RESTAURANT   $50.00
```

The restaurant daily report will show:

```
Cash Deposit
==============================
+ Cash In               $50.00
- Cash Out               $0.00
+ Cash Receive           $0.00
- Tips                   $0.00
- Change Given           $0.00
+ Tip Reduction          $0.00
------------------------------
= Cash Deposit          $50.00

+ Checks                 $0.00
------------------------------
= Total Deposit         $50.00
```

To remove this amount from the total deposit, you may wish to balance the cash in transaction with a cash out transaction.

To create a Cash Out transaction:

1. Touch **cash drawer**, then **cash out**.
2. Record a reason and amount for the transaction.

To reset the cash drawer total, make a remove drawer transaction:

1. Touch **cash drawer.**

2. Touch **remove drawer.**

8. Cashiering

Starting Balance

In most cashiering environments, the restaurant provides a starting cash balance for each drawer. This is a standard amount determined by the business.

Tip Management

If the cashier will process credit card transactions on behalf of servers, you must decide how to manage tips. There are two options:

→ Cashiers distribute captured credit card tips to individual employees

→ All cash goes to the manager, and the manager distributes tips

Manager Distributes Tips

Tip totals for each employee are shown on the personal page report, and the restaurant daily report shows the amount of tips for each employee. Tip distribution information is suppressed on the cashier's personal page report.

To suppress tip distribution on the personal page report:

1. Touch **manager**, then **system**.
2. Clear the box labeled display tips for other users on personal page report.

Each employee will see only their cash reconciliation on the personal page report:

```
Cash Reconciliation
==================================
```

```
+ Cash In               $0.00
- Cash Out              $0.00
+ Cash Received         $0.00
- Tips                  $3.00
- Change Given          $0.00
+ CC Tip Reduction      $0.00
------------------------------
= CASH DUE EMPLOYEE     $3.00
```

The restaurant daily report shows the summary of tips and tip detail information:

```
Cash Deposit
==============================
+ Cash In               $0.00
- Cash Out              $0.00
+ Cash Received        $27.83
- Tips                  $3.00
- Change Given          $0.00
+ Tip Reduction         $0.00
------------------------------
= Cash Deposit         $24.83

+ Checks                $0.00
------------------------------
= Total Deposit        $24.83

Tips by User
==============================
Wanda Waitress   1      $3.00
------------------------------
Total            1      $3.00
```

Cashier Tip Distribution

If cashiers distribute tips, both cashiers and servers need to see detailed tip distribution information on their personal page reports.

To show tip distribution on the personal page report:

1. Touch **manager**, then **system**.
2. Touch **display tips for other users on personal page report.**

When a cashier finalizes a credit card payment for another user, the cashier will see distribution information on the personal page report:

```
Cash Reconciliation
==============================
+ Cash In                $0.00
- Cash Out               $0.00
+ Cash Received          $0.00
- Tips                   $0.00
- Change Given           $0.00
+ CC Tip Reduction       $0.00
------------------------------
= CASH DUE RESTAURANT    $0.00

- Tips For Other Users
Wanda Waitress           $3.00
------------------------------
= CASH DUE EMPLOYEE
         AFTER TIPS      $3.00
```

Because the cashier gave tips from the personal cash total, the restaurant must reimburse the employee.

In the previous example no other cash transactions have occurred, so the report shows cash due employee. With more cash transactions, the report will be slightly different:

```
     Cash Reconciliation
==============================
+ Cash In                $0.00
- Cash Out               $0.00
+ Cash Received         $27.83
- Tips                   $0.00
- Change Given           $0.00
+ CC Tip Reduction       $0.00
------------------------------
= CASH DUE RESTAURANT   $27.83

- Tips For Other Users
Wanda Waitress           $3.00
------------------------------
= CASH DUE RESTAURANT
           AFTER TIPS   $24.83
```

The restaurant daily report shows the total:

```
         Cash Deposit
==============================
+ Cash In                $0.00
- Cash Out               $0.00
+ Cash Received         $27.83
- Tips                   $3.00
- Change Given           $0.00
+ Tip Reduction          $0.00
------------------------------
= Cash Deposit          $24.83

+ Checks                 $0.00
------------------------------
= Total Deposit         $24.83
```

Employees who receive the tips see each cashier's name and the amount of tips:

```
= CASH DUE EMPLOYEE       $3.00

 Tips Dispensed By Cashier
==============================
Carl Cashier (cc)    1    $3.00
   cc tip reduction already
           included
```

In this example, the cashier gave $3.00 in tips to Wanda and earned $5.00 in tips personally. The restaurant now owes the cashier $8.00:

```
Cash Reconciliation
==============================
+ Cash In                 $0.00
- Cash Out                $0.00
+ Cash Received           $0.00
- Tips                    $5.00
- Change Given            $0.00
+ CC Tip Reduction        $0.00
------------------------------
= CASH DUE EMPLOYEE       $5.00

- Tips For Other Users
Wanda Waitress            $3.00
------------------------------
= CASH DUE EMPLOYEE
       AFTER TIPS      $8.00
```

In the average cashiering scenario, significant cash transactions will offset tips:

```
     Cash Reconciliation
==============================
+ Cash In                 $0.00
- Cash Out                $0.00
+ Cash Received          $37.63
- Tips                    $5.00
- Change Given            $0.00
```

```
+ CC Tip Reduction          $0.00
------------------------------
= CASH DUE RESTAURANT    $32.63

- Tips For Other Users
Wanda Waitress              $3.00
------------------------------
= CASH DUE RESTAURANT
         AFTER TIPS   $29.63
```

Blind Jobs

If you do not want your staff to know how much cash is in the drawer, set the blind job option.

To set the blind job option:

1. Touch **manager**, then **jobs**, then **edit**.
2. Touch **blind job**.

Users clocked in with a blind job will not see the personal page report. The manager may access the personal page report using the daily screen.

To access the report for a user using the daily reporting screen:

1. Touch **manager**, then **daily**.
2. Choose the user(s) to see the reports about
3. Touch **selected users**.

It is important to obtain the report for the user AFTER the user has closed all of their tickets. Open tickets will appear at the top of the report:

```
Tickets Open as of     9/1/2007 12:06 PM
```

```
===============================
Open                     $24.50
```

Tip Reduction

Use tip reduction to compensate for credit card processing charges on user tips.

To configure tip reduction:

1. Touch **manager**, then **system**, then **credit**.
2. Enter the amount of the tip reduction.

3. Touch **OK**.

The cash reconciliation section of the personal page shows the amount of the reduction:

```
     Cash Reconciliation
===============================
+ Cash In                 $0.00
- Cash Out                $0.00
+ Cash Received           $6.36
- Tips                    $4.00
- Change Given            $0.00
+ CC Tip Reduction        $0.08
-------------------------------
= CASH DUE RESTAURANT     $2.44
```

The restaurant daily shows the overall reduction for all employees:

```
         Cash Deposit
===============================
+ Cash In                 $0.00
- Cash Out                $0.00
+ Cash Received          $14.84
```

```
- Tips                         $7.00
- Change Given                 $0.00
+ Tip Reduction                $0.08
------------------------------
= Cash Deposit                 $7.92

+ Checks                       $0.00
------------------------------
```

= Total Deposit $7.92

Ticket Transfers and Tip Sharing

Many restaurants refuse to transfer tickets from one area of the restaurant to another, because employees fear they will not receive a tip. This causes inconvenience to the guest who would like to pay a single bill at the end of their visit.

The software makes detailed information available to both parties in a transfer, enabling tip sharing between employees.

For example, Carl transfers a ticket to Wanda, who then closes the ticket with a credit card payment.

Wanda sees her personal page report, which shows that she received a substantial part of her sales from Carl:

```
     Cash Reconciliation
==============================
+ Cash In                      $0.00
- Cash Out                     $0.00
+ Cash Received                $0.00
- Tips                         $6.00
- Change Given                 $0.00
+ CC Tip Reduction             $0.12
------------------------------
= CASH DUE EMPLOYEE            $5.88

    Items From Other Users
```

```
================================
                               %
Carl Cashier    $14.00  87.50 %
```

Carl sees that he sent Wanda some of his sales:

```
     Items to Other Users
================================
Wanda Waitress    7     $14.00
```

Carl only sees the total amount transferred, and cannot derive Wanda's total sales.

Tip other Employees

The software features a handy tip out section on the personal and restaurant reports.

To configure the tip out report section:

1. Touch **manager**, then **system**, then **revenue classes**.
2. Select the desired revenue class, then touch **edit**.
3. Fill in the tip out field and check the box.

```
           Tip Out
================================
Food     (@5%)             $1.69
--------------------------------
  Total                    $1.69
```

The tip out report is a section on the personal page and the restaurant daily reports.

9. Clock Out Settings

At clock out, the software provides the user with an opportunity to declare a final tip amount. Some tips are already in the system because they are from credit or gift cards, but the software does not normally record cash tips. Cash tips must be declared by the user.

Note: The software does not enforce compliance with any law. It is important for you to understand the law as it applies to your business and set policies accordingly.

The clock out screen provides the following information to users:

- → Sales with known tips- sales that can be related to a tip received on a credit, gift, or other transaction which includes a tip
- → Other sales- sales paid with cash; no tips are associated with the sales
- → Known tips total- total tips that were captured during the shift
- → Adjust tips- the user may enter an adjustment value
- → Total reported tips- the total amount of tips declared

Tip Hint

You may configure the software to show a **tip hint**, which is a fixed percentage of total sales.

To configure the tip hint:

1. Touch **manager**, then **system**.
2. Enter the desired value into clock out tip hint percentage.

Captured, declared, and total tip values are shown on the payroll reports.

Note: The tip hint is provided for convenience only. It is important to understand local and federal laws and how they apply to your business.

End of Day and Loss Prevention

Your POS Value Exchange™ solution does not require an end-of-day procedure to prepare for the next day of business.

Restaurants often remain open through the midnight hour, and regard a business “day” as ending in the early morning of the following calendar day. The reporting system in the software automatically adjusts date and time values to compensate for your schedule.

Cash Deposit Report

The cash deposit section of the restaurant daily report is the final tally of the cash that you should have after tip distribution.

```
        Cash Deposit
==============================
+ Cash In                $0.00
- Cash Out               $0.00
+ Cash Received         $50.62
- Tips                  $13.00
- Change Given           $0.00
+ Tip Reduction          $0.20
------------------------------
= Cash Deposit          $37.82

+ Checks                 $0.00
------------------------------
= Total Deposit         $37.82
```

End of Shift Procedures

Typically, each employee settles with the manager at the end of the shift. This usually involves:

- → Taking a copy of the personal page report
- → Verifying signed credit card slips for each ticket
- → Making sure tips were entered properly
- → Gving or receiving cash based on the total of credit card tips and cash received

Some localities require that the reconciliation procedure be completed while the employee is still on the clock.

This can present a problem, since the user may end up creating and closing additional tickets after settling with the manager, but before actually clocking out. Luckily, the software provides an option to include financial information on clock-out reports.

Employees should be instructed to use the personal page report to complete the reconciliation and present the clock out slip to the manager before leaving. The manager can see that the employee has clocked out and verify the final totals

GUIDE 5 - MANAGEMENT OPTIONS

Contents

1. Custom Management Options First Data® POS Value Exchange™ Restaurant Solution

In this guide, we'll explore the most important management functions within the software. Learn to:

- → Add users
- → Define job functions
- → Set up table sections
- → Use the messaging feature
- → Handle voids
- → Use other advanced options

ⓘIn This Guide

You will learn how to use the First Data® POS Value Exchange™ Restaurant Solution management functions:

- → Create Users and Assign Jobs
- → Table Sections
- → Messaging
- → Discounts and Voids
- → Advanced Options
- → System

2. Create Users and Assign Jobs

To add a user:

1. Touch **manager**, then **employees**, then **new**.
2. Enter the user's screen name.

Note: This screen name will appear on customer receipts.

3. Create PIN for user (or allow user to select own PIN).

4. Enter user's personal information.

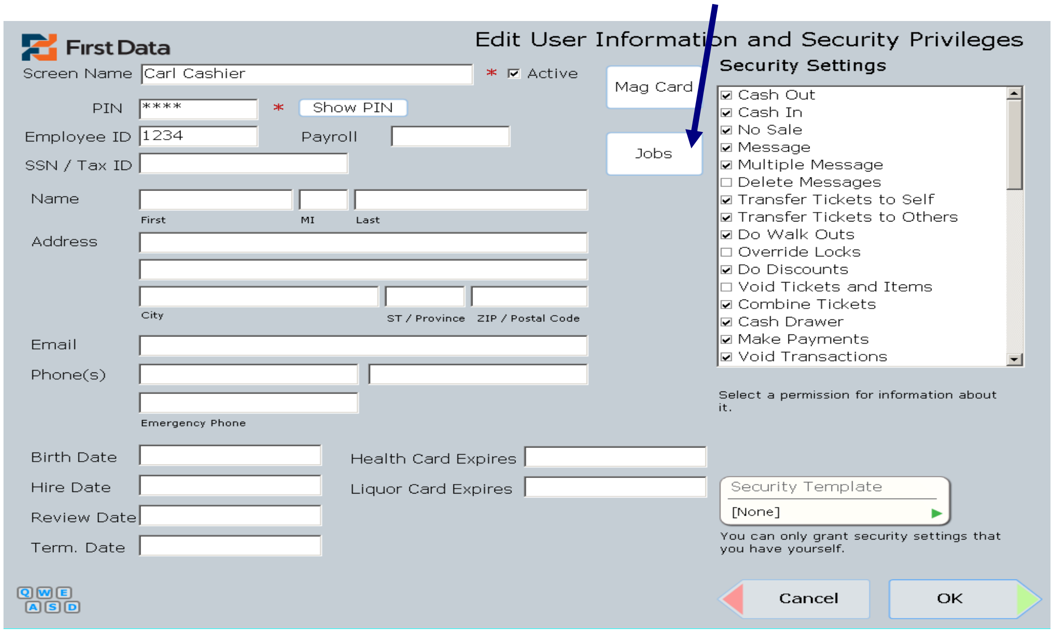
5. Select security settings.

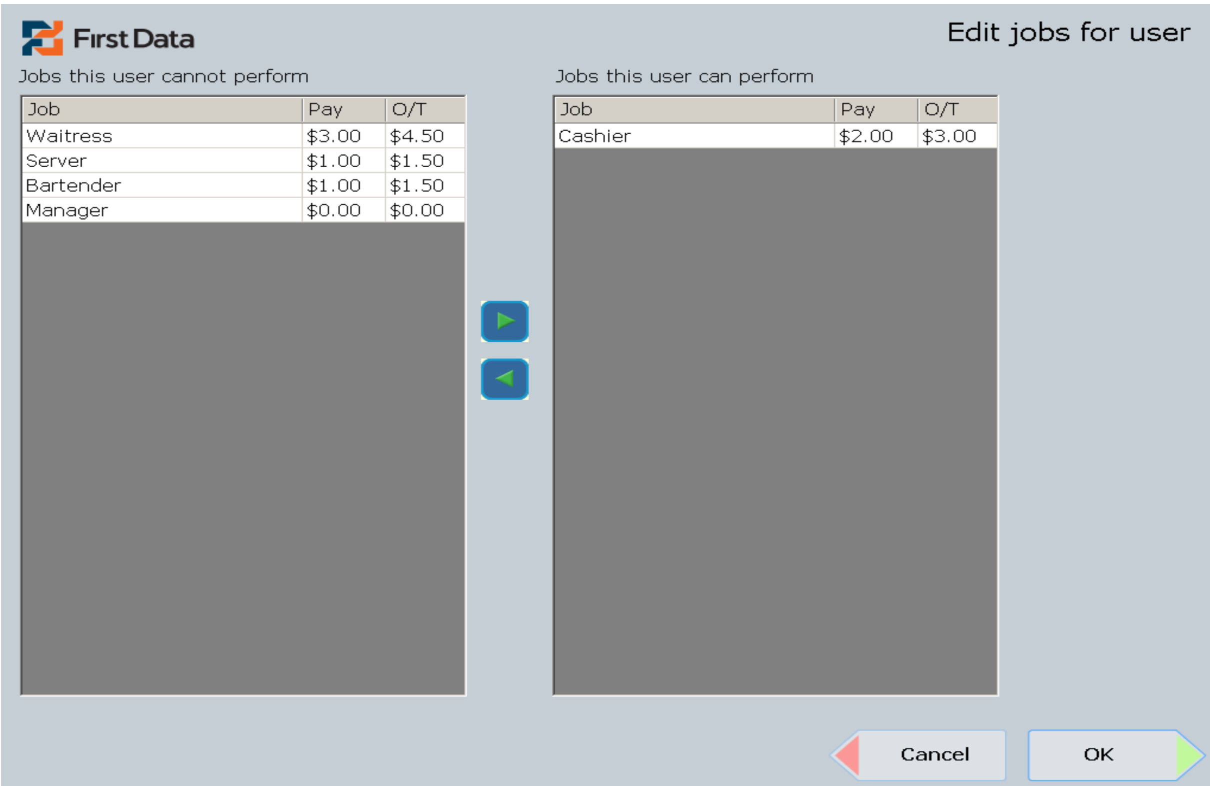
To assign a job:

1. Select the user.

2. Touch **edit**.

3. Assign a job from the jobs list. (Users may have more than one job.)





3. Table Sections

The **table section** function lets you set up seating sections, enabling your staff to quickly assign tickets to the correct table.

To add/edit tables and seating:

1. Touch **manager**, then **sections**.
2. Touch **new section** to add a new area.
3. Name the area.
4. The software has presets for tables, delivery and carry out that will assign the appropriate settings to the new section. They can be found along the right of the screen.

5. Choose whether tickets in the section will have an expected time (for instance, you might set the delivery section to have an expected time of 45 minutes).

6. Select whether or not to require users to specify the number of people on each ticket.

7. Once you have created your sections, add a table to the area:

   → If you have a large, numbered section of tables, touch **new table range** to quickly generate the tables

   → If you have named (rather than numbered) tables, create them individually by touching **new table**

You can place the tables anywhere within the table map on this screen. You can also deactivate any table or table area you are no longer using.

4. Messaging

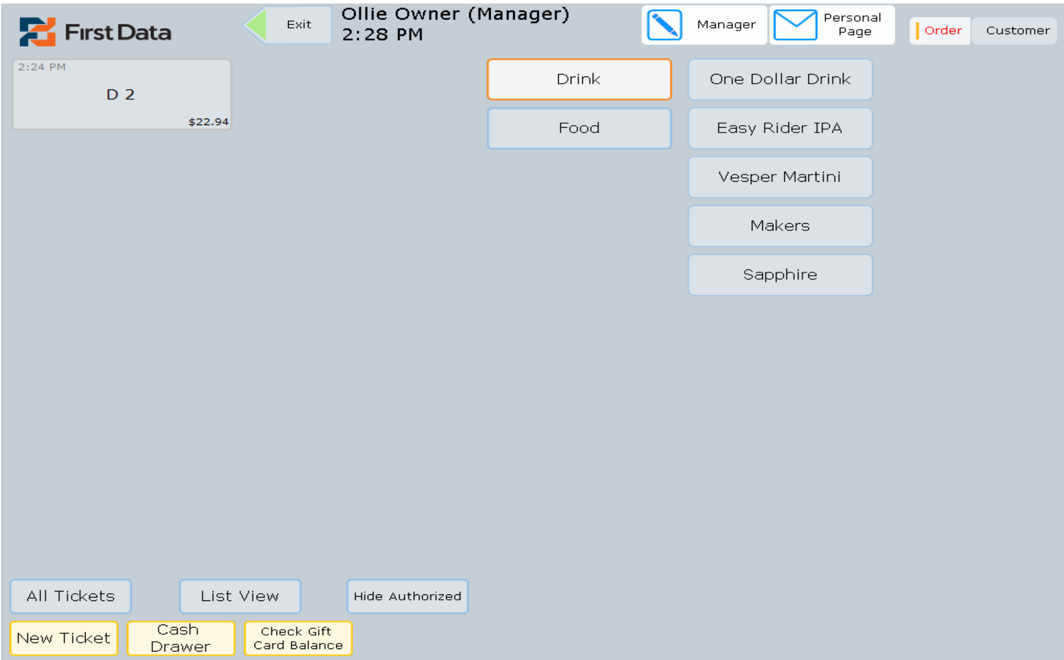
The software allows you and your staff to exchange messages via the personal page. You can determine which users are able to send messages to single or multiple users via the security options on the user edit screen.

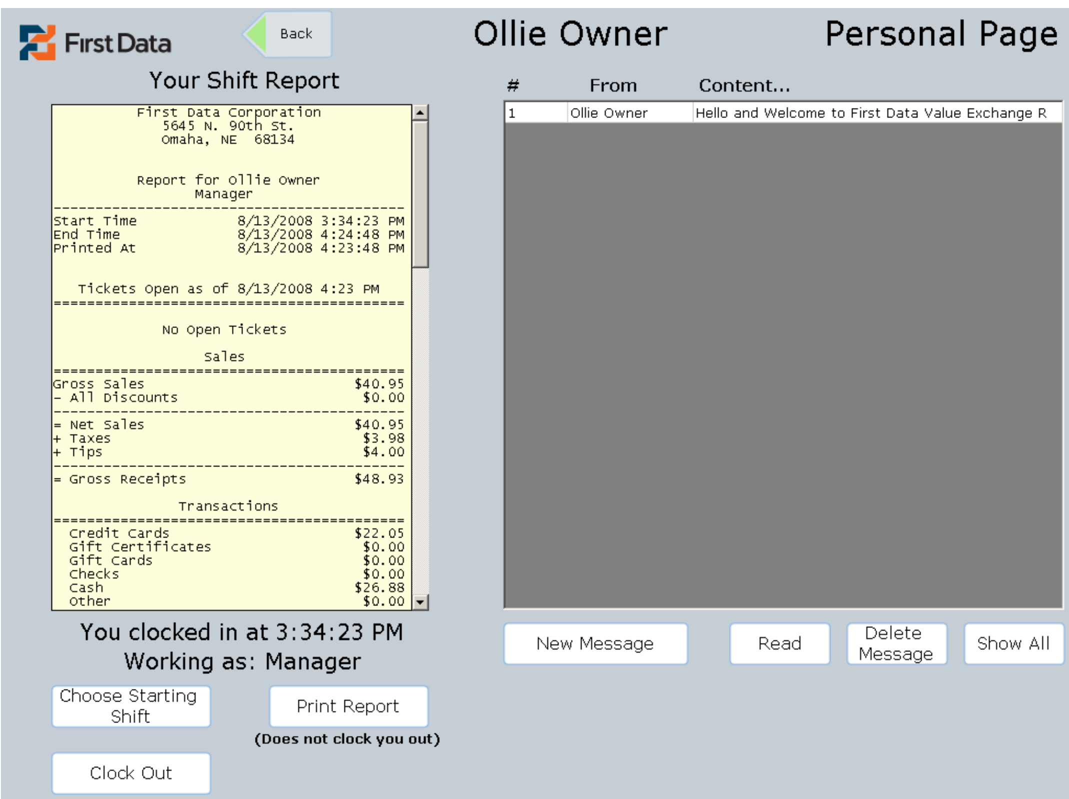
To access messages through the personal page:

1. Touch **personal** in the upper right corner of the screen.

2. Read, send, and delete messages in your message list.

Note: Messages are never truly deleted. All messages are stored in the database. You should not use the messaging system for anything you wish to keep private.


First Data
Exit
Ollie Owner (Manager)
2:28 PM
Manager
Personal Page
Order
Customer
2:24 PM
D 2
$22.94
Drink
Food
One Dollar Drink
Easy Rider IPA
Vesper Martini
Makers
Sapphire
All Tickets
List View
Hide Authorized
New Ticket
Cash Drawer
Check Gift Card Balance


First Data
Back
Ollie Owner
Personal Page
Your Shift Report
First Data Corporation
5645 N. 90th St.
Omaha, NE 68134
Report for Ollie Owner
Manager
Start Time 8/13/2008 3:34:23 PM
End Time 8/13/2008 4:24:48 PM
Printed At 8/13/2008 4:23:48 PM
Tickets Open as of 8/13/2008 4:23 PM
No Open Tickets
Sales
Gross Sales $40.95
- All Discounts $0.00
= Net Sales $40.95
+ Taxes $3.98
+ Tips $4.00
= Gross Receipts $48.93
Transactions
Credit Cards $22.05
Gift Certificates $0.00
Gift Cards $0.00
Checks $0.00
Cash $26.88
Other $0.00
You clocked in at 3:34:23 PM
Working as: Manager
Choose Starting Shift
Print Report
(Does not clock you out)
Clock Out
#
From
Content...
1
Ollie Owner
Hello and Welcome to First Data Value Exchange R
New Message
Read
Delete Message
Show All

5. Discounts and Voids

There are two ways to deduct all or a portion of the price of an item from a ticket.

You will assign permissions to employees when you first create their accounts (see Jobs and Employees guide). Discounts and voids are also useful in reporting. When you run the daily report, you will be able to see totals for each type of discount and void you create.

Apply a **discount** when a menu item was prepared and you need to remove part or the item's entire price from the ticket. (For instance, due to dissatisfied customers, happy hour specials, employee meals or coupons).

With discounts, you can specify:

- → A forced price
- → The discount amount or percent off
- → Whether a discount applies to an item or the entire ticket
- → Hours, days, dates when the discount will apply
- → Whether the discount will apply automatically (during certain times of day, for instance)

To set up a new discount:

1. Touch **manager**, then **discounts**, then **new.**

Apply a **void** if the item was never prepared (for instance due to server error, testing, or training).

To set up a new void:

1. Touch **manager**, then **voids**, then **new.**

6. Advanced Options

Fresh Sheet

The fresh sheet allows you to track items that are limited in quantity (such as daily specials).

To place an item on the fresh sheet:

1. Touch **manager**, then **fresh sheet**.
2. Use the arrow keys to place an item on to the fresh sheet.
3. Touch **quantity**.
4. Enter how many portions of the item are available and at what point the software should display the quantity remaining.

   If you have 30 bottles of a particular wine, enter 30 as the total quantity and set the software to display and count down when ten bottles are left.

Daily

Here you can print a daily report that provides a summary of business operations.

The report is formatted to print on the receipt printer and can be run at any time on any workstation with printing capabilities.

Message of the Day

Use this function to communicate important issues to your employees. The message appears for every user in the upper left of the main login screen.

Tickets

In the tickets section, you can:

→ View all tickets
→ Re-open tickets
→ Print a receipt for a closed ticket

Notice the scroll menu that allows you to view tickets within a particular period. You may also search for tickets using the ticket ID number found on the guest check.

Labor

The labor section allows you to edit, create, and delete employee shifts. If you have your system set to record employee breaks (as is required in some states), you may edit those here as well.

Reports

There are six categories of reports:

→ Sales
→ Labor
→ Transactions
→ Menu
→ Product mix
→ Auditing

7. System

The POS Value Exchange™ solution system settings aren't usually accessed after the initial setup. Below are brief descriptions of the options available in each subcategory.

Security

You may require PINs at each login or allow one touch login (in which employee names simply appear on the login screen).

Credit

This function lets you choose how credit card slips print.

Receipts

Set up the appearance of guest checks and receipts.
Time

Set your start-of-day time and "bar time." You can also set the length of time before a server is automatically logged out of a workstation.

This Workstation

This section is used primarily for configuring peripheral devices, such as pole displays.

Customers

Use this section to create defaults such as area code or zip code for your customers when enter information into the customer database.

GUIDE 6 - PRINTERS

Contents

1. Install & Manage Printers

You will use printers to make guest checks, receipts and to print orders.

Printers attach to the serial communications port (also known as COM ports) on any workstation in your restaurant. You can minimize cable lengths by connecting the printer to the nearest workstation. In cases where the printer isn't positioned close to a workstation, connect it to the network with an ethernet cable.

Printers come in one of two styles, thermal or impact:

→ **Thermal printers -** are often used in the front of house

→ **Impact printers -** are typically used in the kitchen, as they are louder than thermal printers

Ports and Printer Setup

You can tell the difference between a serial and ethernet printer by the type of port on the back of the printer. The ports will look similar to the pictures below.

Ethernet Port 

Serial and Parallel Ports 

The software has five pre-loaded printer configurations in the master printer list:

- → Hot
- → Cold
- → Bar
- → Receipt A
- → Receipt B

Master and Physical Printers

Within the system, there are master printers and physical printers.

A **physical printer** is a piece of hardware attached to your system either through a workstation or the network.

A **master printer** is not actually hardware. It is a virtual printer configuration that points to one of your physical printers. A master printer defines the behavior of a physical printer. Multiple master printers may point to a single physical printer.

For example, a bistro that serves food and cocktails with a few tables and a small bar may have a configuration like this:

- → Two workstations
- → A serial printer connected to each workstation (via the COM1 port)
- → A cash drawer attached to the bar workstation and printer
- → No cash drawer at the server workstation
- → A kitchen printer attached to the network by an ethernet cable (the printer's IP address is 192.168.9.232)

Printer	Adopted	Receipt	Location	Cutter	$ Drawer	Width
Hot	☑	☑	192.168.9.232	☑	☑	42
Cold	☐	☐	N/A	☐	☐	42
East Bar	☑	☐	COM1:	☑	☐	42
West Bar	☑	☐	COM1:	☐	☐	42
Receipt B	☐	☐	N/A	☐	☐	42

There is a server, bartender and chef on each shift. The server uses the workstation A at the end of the bar and the bartender uses workstation B behind the bar. When one of them creates an order containing a food item, a ticket is printed in the kitchen for the chef. Whenever the server orders a cocktail, the ticket is printed at the bartender's terminal. (If the bartender orders a cocktail, no ticket is printed.) When the server prints a guest check, printing occurs at the server's workstation. When the bartender prints a guest check, printing occurs at the bartender's workstation. **How is all this accomplished?** In the example, the bar printer functions as two master printers: the receipt B and bar printers. There are five master printers and three physical printers. Adopt printers at the workstation where the printer is attached. For the printers to function correctly, each must be adopted at one (and only one) of the workstations.

Note: If a printer is adopted at multiple workstations, everything may appear to function correctly. However, the print queues will eventually get confused and your system will cease to print properly.

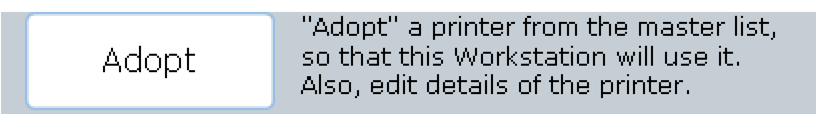
At the bar workstation, if you were to touch **manager**, then **printers**, you would see a list that looks similar to the following table:

Printer	Adopted	Receipt	Location	Cutter	$ Drawer	Width
Hot	☑	☑	192.168.9.232	☑	☑	42
Cold	☐	☐	N/A	☐	☐	42
East Bar	☑	☐	COM1:	☑	☐	42
West Bar	☑	☐	COM1:	☐	☐	42
Receipt B	☐	☐	N/A	☐	☐	42

The physical printer attached to the bar workstation is functioning as both the receipt B and bar master printers.

A cash drawer is attached to the bar printer, but only the receipt B master printer is shown to have a cash drawer attached. That is because the cash drawer only functions when users access the receipt B master printer. (The cash drawer doesn't function when the server's cocktail orders print for the bartender.)

With this setup, we could have eliminated the receipt B master printer by setting up the bar master printer to function as the default receipt printer. However, it is simpler to use a master printer for each of the different functions a physical printer will perform.



Printer Options

Here is a brief description of each of the headings found in the tables. The choices for each of these will be made when creating and/or editing printers in the master list.

Printer: name of the printer.

Adopted: if this workstation will adopt the printer (thereby controlling the printer's queue), touch **yes.**

Receipt: if the printer will be responsible for printing guest checks and credit card receipts, touch **yes.**

Location:

If the printer is a master printer, no location will be listed (as master printers are set up virtually).

If the printer is a serial printer, the workstation COM port it is attached to will be listed.

If the printer is an ethernet printer, the IP address will be listed.

Drawer: if you want an attached cash drawer to open when the printer is used, touch **yes**.

Cutter: if the printer has an automatic cutter which you want to use, touch **yes**.

Width: dictates how many characters per line the printer will print. Choose one of the default printer settings, or set your own custom width.

To adopt a printer:

Touch 1. **manager**, then **printers**.

Select the printer from the list.2.

Touch 3. **adopt**.

Choose printer options using the 4. information on the previous page.

Touch 5. **adopt printer at this computer** (if the box isn't checked already).

Touch 6. **test print** to check for basic connectivity. If the test print does not work, check the connection and adoption settings.

Items and Choices

When creating or editing printers in the master list, you can choose which items and choices will print at that printer. See the menu design guide for more information.

If a Printer Fails

If any of your printers fail, you can quickly adjust the adoption settings as a temporary workaround. Any printer in the system may be deactivated and have its print functions assigned to another printer.

Let's revisit the bistro example. The hot master printer's queue prints to the kitchen physical printer. If the kitchen printer were to fail, you could log on to the server workstation and change the printer location for the hot printer to COM1. The printer at the server workstation would then print the kitchen tickets.

To make a physical printer adopt a master printer's queue:

Touch 1. **manager**, then **printers**.

Select the master printer.2.

Touch 3. **adopt**. A screen called edit and setup a local printer will appear.

Select the location (COM port or IP 4. address) where you want the actual printing to occur.

Make sure to select a location where a printer is attached. Otherwise, the queue will not print.

When the printer has been adopted, a checkmark will appear in the

adopt box.

Touch 5. **OK**. All jobs from the selected master printer will now print at the new location. If the master printer was formerly adopted at a different computer, be sure to deactivate the old adoption setting at that computer. Otherwise, both computers will contend for the jobs in the queue.

To make sure the printer is functioning correctly, touch **test print** on the adopt screen.

Common Configurations

There are several possible printer configurations, each for a different type of business. Here we will discuss some of the common ones. The charts that follow look similar to those found on the printer screen at each terminal.

Basic Configuration

restaurant only – no bar

one workstation

one serial printer and cash drawer attached to workstation

one ethernet kitchen printer

Printer	Adopted	Receipt	Location	Drawer	Cutter	Width
Hot	Yes	No	192.168.9.232	No	Yes	42
Cold	No	No	N/A	No	No	42
Bar	No	No	N/A	No	No	42
Receipt A	Yes	Yes	COM1	Yes	Yes	42
Receipt B	No	No	N/A	No	No	42

Restaurant and Nightclub

Restaurant during the day and a busy nightclub at night; at night, there are two bartenders working behind the bar (one at the counter, the other at the bar well)

Two workstations: one behind the bar, one at the end of the bar for servers

One serial printer and cash drawer attached to the bar workstation

One serial printer attached to the server workstation

One ethernet printer in the kitchen

One ethernet printer near the bar well

Bar workstation printer screen:

Printer	Adopted	Receipt	Location	Drawer	Cutter	Width
Hot	Yes	No	192.168.9.232	No	Yes	42
Cold	No	No	N/A	No	No	42
Bar	Yes	No	192.168.9.233	No	Yes	42
Receipt A	No	No	N/A	No	No	42
Receipt B	Yes	Yes	COM1	yes	Yes	42

Server workstation printer screen:

Printer	Adopted	Receipt	Location	Drawer	Cutter	Width
Hot	No	No	N/A	No	No	42
Cold	No	No	N/A	No	No	42
Bar	No	No	N/A	No	No	42
Receipt A	Yes	Yes	COM1	No	Yes	42
Receipt B	No	No	N/A	No	No	42

Concluding Remarks

Each physical printer can act as multiple master printers. In order for everything to print correctly, each master printer should only be adopted at one workstation.

Ethernet physical printers can be adopted at any workstation, but they should also be adopted only once.

In order for a printer to function, the software must be running at the workstation where the printer is adopted. For instance, if you use one of your workstations on weekends only (and leave it turned off the rest of the time), you shouldn't adopt a printer you use every day from there.

The best way to learn is to experiment with your system. Remember, anything you do can be undone. As you become more comfortable with the system's functionality, you will find the settings that work best for your business.