INTRODUCTION

Now that you have started using your new **Ultru-Dine** *Pro* point of sale system, we realize you may have some questions.

To get you started, we have compiled a set of instructions containing some of the more frequently asked questions by new users.

You can find a more extensive collection of documentation instructions by visiting docs.ultrux.com.

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SECTION 1: Open And Close The Day

1.a Open The Day
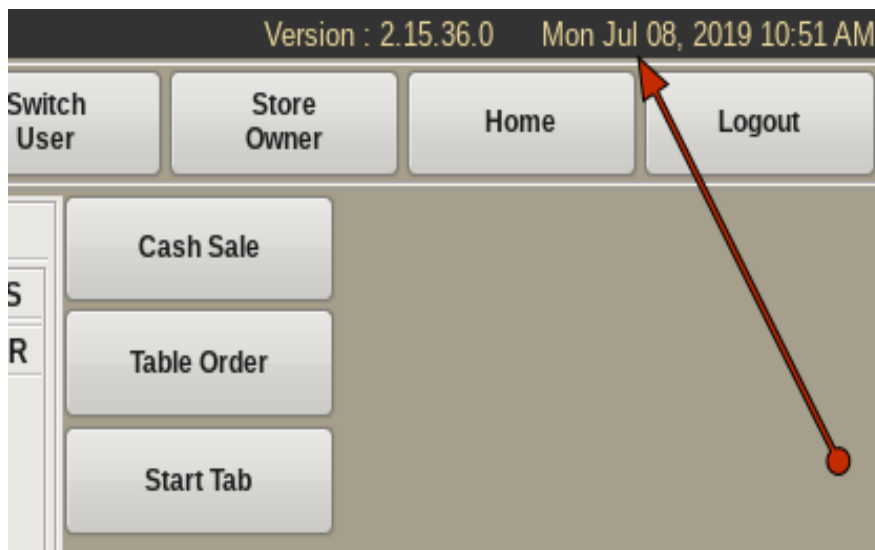
1.b Close The Day/Roll The Day

Open The Day

If you log in and see this box, the day has not yet been opened. **Click the giant green flashing button** to open the day. Once the day is opened, it will kick you back to the login screen and you can log in normally.

In the rare circumstance where the day was accidentally closed and you are still open for business, you will need to reopen the day. In this case you will use the **Reopen the Day To...** button at the bottom.

You can also punch out from this screen without having to open the day. This is necessary when the day has already been closed and you, or other staff members, still need to punch out.


If you log in and don't see that box, look in the upper right hand corner of the title bar, and make sure the date displayed is today's date. If not, see the *Close The Day* documentation.

Close The Day/Roll The Day

Closing The Day is how the POS knows that all the day's business has been completed and ensures that your sales get reported to the correct day.

The day needs to be closed at the end of the night, or first thing in the morning before you open. This gets you ready to *Open The Day* for the next day's business. Closing the day can provide detailed reports of the sales, inventory and all actions that were preformed in the POS for that day.
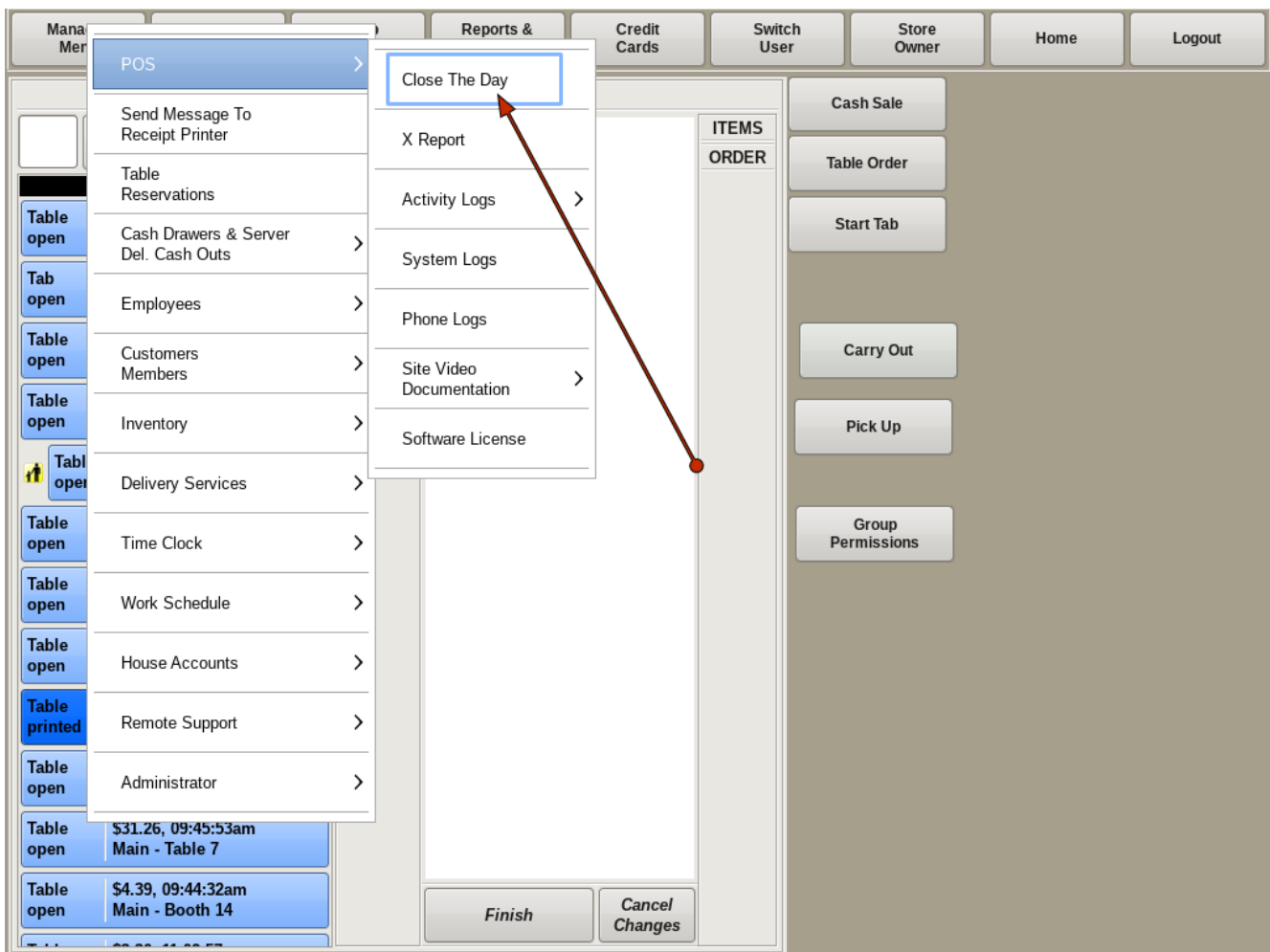
To Close The Day, select **Manager Men**u from the top bar of the home screen. Then go to **POS** and choose *Close The Day*.

Close The Day: Thu Jun 06, 2019

Open Orders

Qty.	Order Type
5	Table

1. Store Owner, Status: open
2. Store Owner, Status: open
3. Store Owner, Status: open
4. Store Owner, Status: open
5. Store Owner, Status: open

1	Tab

1. Bartender Bartender, Status: open

Open Cash Drawers/Server Cash Outs

1. **Demo Drawer Id: 4**
   Assigned To: B. Bartender
2. **Store O. Id: 6**
   Assigned To: Indv. Cash Out
3. **server s. Id: 7**
   Assigned To: Indv. Cash Out

General Info

In order for the POS to provide accurate information when it closes the day, all locations must close the day at some point in a 24-hour period. For example, a restaurant that closes at 9PM, will close the day after 9PM every night.

A 24-hour restaurant that doesn't have a closing time will need to choose the time they wish to close the day, such as during a slow hour of business or before a particular shift ends. This is called *Rolling The Day*. The only difference is the open orders can be left open. When the day is rolled, the open orders will be rolled to the next day. Everything else still applies except for closing the open orders.

For restaurants or bars that stay open past midnight, closing the day must be performed when they close at the end of their work day, such as 2AM rather than midnight. This is so that sales can be attributed to the correct business day.

In order for the day to be closed, there cannot be any open orders or open cash drawers/server cash outs. Failing to close the day will leave the POS at the current day. If today is Friday, tomorrow will be Friday as well. And possibly the day after. This causes major problems with daily specials and bookkeeping.

This window is where you will see close the day warnings. As you get closer to being ready to close the day, come back to see the warnings as a reminder of what you still need to get done first. See each section below for your specific warnings.

Credit Card Transactions

3 Transaction(s) With UnCommited Tips.
3 Transaction(s) That Have Not Been Tip Adjusted.
The Batch Has Not Been Settled.
You Can Still Close The Day.
*** ONLY DO THIS IF THE INTERNET IS NOT AVAILABLE ***

Credit Card Transactions
Credit cards that haven't been tip adjusted must be adjusted before the tips can be committed. If they had no credit card tip, tip adjust it to 0.00. You should have no blank tip amounts.

Upon tip adjusting all of the credit card transactions, select **Credit Cards** from the top bar of the home screen. Then go to **Manage Transactions** and choose *Commit Tip/PreRan Transactions*. Here, you can commit the adjusted transactions. Once that is done, it is possible to batch and settle your transactions. However, I would ensure all cash drawers and cash outs are checked out first, in case there are additional credit card slips to be processed.

If your internet is down, you cannot batch your transactions, but you can still close the day. Someone will need to commit the tips, then batch and settle the next morning. If the batch is not settled within 48 hours of a transaction being run, that transaction will likely downgrade.

Before you can close/roll the day, all of the credit card transactions will need to be tip adjusted and committed first.

```
                          Open Orders
Qty.      Order Type
5          Table
   1. Store Owner, Status: open
   2. Store Owner, Status: open
   3. Store Owner, Status: open
   4. Store Owner, Status: open
   5. Store Owner, Status: open
1           Tab
   1. Bartender Bartender, Status: open
```

Open Orders

If there are *Open Orders* in the POS, this message will appear in the top section of the form. An open order means the order has not been paid in the POS. This section shows how many open orders there are, what type of orders are open, and which employee the order is assigned to. The quantity of orders and the type of orders, such as *Delivery* or *Table*, are shown in red.

The employee name will be listed first. Then the status of the order is listed, such as *Open* or *Printed*. Close the window and deal with your orders one at a time. At any time you can go back to close the day again to see what you still have open and still have to deal with. Once all of your orders are closed, you can close your cash drawers and cash outs.

```
              Open Cash Drawers/Server Cash Outs
1.    Demo Drawer Id: 4
         Assigned To: B. Bartender
2.    Store O. Id: 6
         Assigned To: Indv. Cash Out
3.    server s. Id: 7
         Assigned To: Indv. Cash Out
```

Open Cash Drawers/Cash Outs

The *Open Cash Drawers/Server Cash Outs* section lists the open drawers and server/delivery Cash Outs that need to be checked out, and which employees they are assigned to, in order to close the day.

Finishing the Closing Process
Once all *Open Orders*, *Credit Cards* and *Cash Drawers/Cash Outs* are addressed, the day can be closed.
To close the day click on the **Close The Day** button at the bottom of the form. It will ask you if you are sure you want to close the day. Click **Yes** and the day will be closed and your reports printed. The system will log you out.
If you log in again, you will be prompted with the *Open The Day* window.

Do not open the day until you are ready to do so.

If the *Close The Day* button is missing:
If you have switched users, and have another session running below your current session, the Close The Day button will be missing out of the menu. If this is the case, you need to log out of all sessions and log back in. The button should be there again.

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SECTION 2: Payments

Handling Credit Card Transactions

Accepting credit cards and processing transactions add another set of tasks that must be done each day:

- Each transaction must be tip adjusted. If there is no tip, a "0" must be entered.
- The tips have to be committed. This adjusts the transaction totals on the payment gateway or your Dejavoo device.
- The credit card batch must be settled. This actually completes the batch, and finalizes all of the transactions in it

In addition to the things that you have to do each day, there are several other options for dealing with credit card transactions that can become very important to help find and fix mistakes when they are made:

- Listing credit card transactions to reprint a receipt or credit card slip, or to verify that a transaction was successful.
- Voiding a transaction, in case a customer wants to pay with cash or their card was run for the wrong amount.
- Crediting a transaction where a transaction from a previous day needs to be fixed or adjusted in the customers favor. This can be used to give a partial or full refund.

Tip Adjust MY Credit Card Transactions

Tr #	Order Id	Trans By	Card Holder Name	Last4	Tp	Pre $	Amnt	Tip $	Total
2	501689222	S. Owner	TEST FDCS	2229	MC		7.99		7.99
3	952702525	S. Owner	TEST FDCS	2229	MC		7.00		7.00
4	569664242	S. Owner	TEST FDCS	2229	MC		7.25		7.25
5	725223427	S. Owner	TEST FDCS	2229	MC		5.33		5.33
6	143821917	S. Owner	TEST FDCS	2229	MC		5.33		5.33
7	982680619	S. Owner	TEST FDCS	2229	MC		4.79		4.79
8	964141648	S. Owner	TEST FDCS	2229	MC		3.73		3.73
9	23494542	S. Owner	TEST FDCS	2229	MC		2.02		2.02
10	797191215	S. Owner	TEST FDCS	2229	MC		2.13		2.13
11	213335934	S. Owner	TEST FDCS	2229	MC		4.79		4.79
12	423037763	S. Owner	TEST FDCS	2229	MC		4.79		4.79
13	129758866	S. Owner	TEST FDCS	2229	MC		10.50		10.50
14	990941846	S. Owner	TEST FDCS	2229	MC		3.73		3.73
15	670640898	S. Owner	TEST FDCS	2229	MC		5.33		5.33
16	73963444	S. Owner	TEST FDCS	2229	MC		8.54		8.54

Tip Adjusting Transactions

- To view only the transactions of the person that is currently logged in, select **Credit Cards** from the top bar of the home screen and choose *Tip Adjust My Transactions*.
- To view the transactions that belong to that drawer, click on the **User Name** on the top bar of the home screen. Then go to **Cash Drawers** and choose *Tip Adjust Drawer Transactions*.
- To view all transactions, select **Credit Cards** from the top bar. Then go to **Manage Transactions** and choose *Tip Adjust All Transactions*.

Credit card transactions that need to be adjusted will be shown in the *Transactions List*. The transaction number, order ID, who preformed the transaction, customer name, last four digits of the credit card and type of credit card will be shown.

You will also see the Pre $, transaction amount, Tip $ and the total amount including tip.

The number pad does not have a decimal point, the last two digits entered are the cents. If you want $1.00 tip, enter *100* and then *Enter*. For $3.50 you would enter *350* and then *Enter*. Once you apply the tip, the total amount changes to reflect the new total with tip.

If you are using the keyboard to enter your tip amounts, you do not need to put in the decimal or the cents. Use the down arrow key to move to the next transaction.

When tip adjusting your own transactions, any of your previously tip adjusted transactions are hidden. This way you only need to worry about transactions you haven't adjusted yet, and are less likely to make a mistake or adjust the wrong transaction.

Tip Adjust Drawer Transactions and *Tip Adjust All Transactions* are used when you have to adjust or fix an adjustment on a transaction that doesn't show up under *Tip Adjust My Transactions*.

NOTE: There is a maximum tip percent and maximum tip amount that can be defined in credit card setup. You may need an override to tip adjust a transaction with an exceptionally large tip. This can also help notify you if you entered the wrong tip amount by mistake.
Example: You enter a $25.00 tip instead of a $2.50 tip. The $25.00 tip may exceed the *Max Tip Percent*.

List & Reprint Transactions
- To reprint only your transactions, select **Credit Cards** from the top bar of the home screen and choose *List & Reprint My Transactions*.
- To reprint all transactions, select **Credit Cards**, then go to **Manage Transactions** and choose *List & Reprint All Transactions*.

The *List & Reprint My Transactions* window has all of the information about a transaction that you might need to find and fix mistakes made when running credit cards. It allows you to view this information, reprint credit card slips/receipts or void a transaction.

The *List & Reprint All Transactions* window adds additional features that a manager or supervisor may need to find or solve a problem.

Viewing Credit Card Transactions
When you arrive at the form, all the credit card transactions will be listed.

At the top of the form, the current day will be shown, along with the combined transaction amounts and tips of all the credit card transactions. The total of these will also be shown.

In the list you will see the transaction number, Order ID, who the transaction was ran by, who made the sale, the name on the card, type of card and the last four digits of the card number.

Next, you can see the status of the transaction, the pre amount and amount of the sale, tips, and the total amount charged to the card. The method the transaction was preformed will be shown, who preformed a cash out, the date and time the transaction was made, the batch number the transaction is associated with and whether or not the transaction has been batched.

The *Connection Type* column refers to the type of internet connection available. Which terminal the transaction was preformed at, and if there are any messages associated with the transaction, are also displayed.

If you are doing *Cash Discount*, the service fee will also be shown.

Listing "All" Transactions

Select Date | Print

Fri Apr 17, 15
Amt: 96.67, Tips: 2.45, Total: 99.12

Void Sel. Trans. | Credit Sel. Trans. | ReRun Failed Trans. | Show Sel. Emp. Trans. | Print Batch

Tr. #	Order Id	Trans By	Sale By	Card Holder Name	Type	Last4	Stat	Pre $	Amt$	Tip $	Total	Method	Cash
1	503269517	S. Owner		TEST FDCS	MC	2229	OK		7.46	1.25	8.71	Swipe	SERVE
2	501689222	S. Owner		TEST FDCS	MC	2229	OK		7.99	1.20	9.19	Swipe	SERVE
3	952702525	S. Owner		TEST FDCS	MC	2229	OK		7.00		7.00	Swipe	SERVE
4	569664242	S. Owner		TEST FDCS	MC	2229	OK		7.25		7.25	Swipe	SERVE
5	725223427	S. Owner		TEST FDCS	MC	2229	Void		5.33		0.00	Swipe	NA
6	143821917	S. Owner		TEST FDCS	MC	2229	Void		5.33		0.00	Swipe	NA
7	982680619	S. Owner		TEST FDCS	MC	2229	OK		4.79		4.79	Swipe	SERVE
8	964141648	S. Owner		TEST FDCS	MC	2229	OK		3.73		3.73	Swipe	SERVE
9	23494542	S. Owner		TEST FDCS	MC	2229	OK		2.02		2.02	Swipe	SERVE
10	797191215	S. Owner		TEST FDCS	MC	2229	OK		2.13		2.13	Swipe	SERVE
11	213335934	S. Owner		TEST FDCS	MC	2229	OK		4.79		4.79	Swipe	SERVE
12	423037763	S. Owner		TEST FDCS	MC	2229	OK		4.79		4.79	Swipe	SERVE
13	129758866	S. Owner		TEST FDCS	MC	2229	OK		10.50		10.50	Swipe	SERVE
14	990941846	S. Owner		TEST FDCS	MC	2229	OK		3.73		3.73	Swipe	SERVE
15	670640898	S. Owner		TEST FDCS	MC	2229	OK		5.33		5.33	Swipe	SERVE
16	73963444	S. Owner		TEST FDCS	MC	2229	OK		8.54		8.54	Swipe	SERVE
17	845778993	B. Bartender	B. Bartender	SMITH JOHN	MC	2229	OK	16.62	16.62		16.62	Swipe	NA

Batch Credits

Sales Date	Batch	Tr. #	Order Id	Card Holder Name	Type	Last4	Amount	Tip $	Total	Credit Amount	Date/Time

Close

The **Select Date** button allows you to view transactions on a specified date. A calendar will appear allowing you to choose the sales date to view transactions from in the list.

The **Print** button allows you to choose a single transaction to be printed. Select the transaction in the list and click the **Print** button to print it to the receipt printer.

The **Void Sel. Trans.** button allows you to void a processed transaction. Select the transaction from the list and click the **Void Sel. Trans.** button. A message box will appear asking you to confirm the void. Voiding a transaction will re-open the order it was paid on since that order is no longer paid for. You can only void a transaction that has not been batched.

The **Credit Sel. Trans.** button allows you to credit all, or a portion, of a transaction from a previous batch. Select the transaction and click the **Credit Sel. Trans.** button. You will then have to enter an amount to credit, and confirm it. You can only credit a transaction that has not been batched.

The **Change Cash Out** button allows you to change a transaction from one cash out to another. This is often used to fix an error where someone forgot to log out and an order was paid as the wrong employee and thus put onto the wrong cash out.

The **Show Sel. Emp. Trans**. button allows you to view an individual employee's ran transactions. Select the employee's transaction from the list and click the **Show Sel. Emp. Trans.** button. All the transactions ran by the employee will appear in the list.

The **Print Batch** button allows you to print transactions of a settled batch.

The **Batch Credits** section will show if any transactions in the batch have had a credit applied.

Batch & Settle								Commit Adjusted Transactions	

Trans #	Order Id	Trans By	Card Holder Name	Type	Last4	Pre $	Amount	Tip $	Total	Response
3	859603071	S. Owner	SMITH JOHN	MC	2229		1.00	1.00	2.00	

❌ Close

Commit Tip/Pre Ran Transactions + Batch and Settle

Before you can batch and settle, you must *Commit Tip/Pre ran Transactions*. Normally this is done at the end of the business day. When you commit the tips, the POS goes out and adjusts the amount of each transaction to its updated total including tip.

Committing Tips

To commit tips, select **Credit Cards** from the top bar of the home screen. Then go to **Manage Transactions** and choose *Commit Tip/Pre ran Transactions*.

Once you arrive at the *Commit Tip/Pre ran Adjustments* form, the credit card transactions will be listed. To commit the tips, click the **Commit Adjusted Transactions** button. This commits all the adjusted tips, one transaction at a time. If background tip committing is turned on, you may not have any tips to commit, since they have already been committed in the background.

Batch and Settle

Once the tips are committed, you can then click the **Batch & Settle** button, or by selecting **Credit Cards** from the top bar of the home screen. Then going to **Manage Transactions** and choosing *Batch and Settle*. A message box will appear asking you to confirm the action.

Batch and settle informs the payment gateway that these credit card transactions are final at your end. Once batched and settled, that batch will wait until the payment gateway does THEIR batch that then finalizes those transactions with the issuing banks.

Other Issues:
Batch is in a closed state: Your batch DID go through, it just didn't return that status back to the POS.

Pre-ran credit card failed: Hit cancel. The tab/table will still show up with the name, but it will not have the credit card icon.

Internet was down: You can run the card later using the full number on the "NOT TRANSMITTED" slip, or the barcode at the bottom of that slip. After rerunning the non transmitted transaction, you MUST completely destroy the "NOT TRANSMITTED" slip. The POS does not store any magnetic swipe data, it is against the law.

Card was denied: You can select the order in the open ticket list, and using the **Credit Card** button on the left side, you can either try again or use a different card.

If using Dejavoo credit card terminals, and it hasn't batched but thinks it has, swipe a card for $1, tip adjust it, tip commit it and then batch and settle again. This opens a new batch and then closes it. Forcing the previous batch to be closed. This may be needed if the internet failed while batching. You can then select a transaction from the previous batch.

NOTE: On Federal and banking holidays, credit card deposits may take an extra day or two to show up in your account. If the holiday is on a Monday, some banks may not process the deposit until Tuesday or Wednesday, even if it was released by the credit card company to your bank on Friday.

Paying With Multiple Forms Of Currency

Two or More Credit Cards

If you are paying a ticket split between multiple credit cards, you will need to enter each payment separately.

YOU MUST DO THIS STEP FIRST. At the *Pay* screen, click the **Credit Card Terminal** button at the bottom left of the screen. Run the first card for the amount desired.

You will automatically be returned back to the *Pay* screen. If the rest of the bill is going only to a second card, select the *Run Ccard For* button under the 10-key for the remaining balance.

However, if using more than two cards, you MUST run the second card by clicking the **Credit Card Terminal** button and repeating the above process.<u>Only run the last card for the remaining balance using the Run CCard button!</u>

Credit Card/Gift Card and Cash

If your customer is paying with both a credit card or gift card and cash, **you must run the card first.**

Start by clicking the **Credit Card Terminal** button, (or **Gift Card Terminal** button if using a gift card), and run the card for the desired amount.

You will then be taken back to the *Pay* screen where the remaining balance can be paid with the cash.

Gift Card and Credit Card

When paying with both a gift card and a credit card, **you will enter the gift card first**.

Click on the **Gift Card Terminal** button and run the gift card for the desired amount. You will then be taken back to the *Pay* screen. Click the **Run Ccard For** button to process the remaining balance on the credit card.

Voiding A Credit Card Transaction
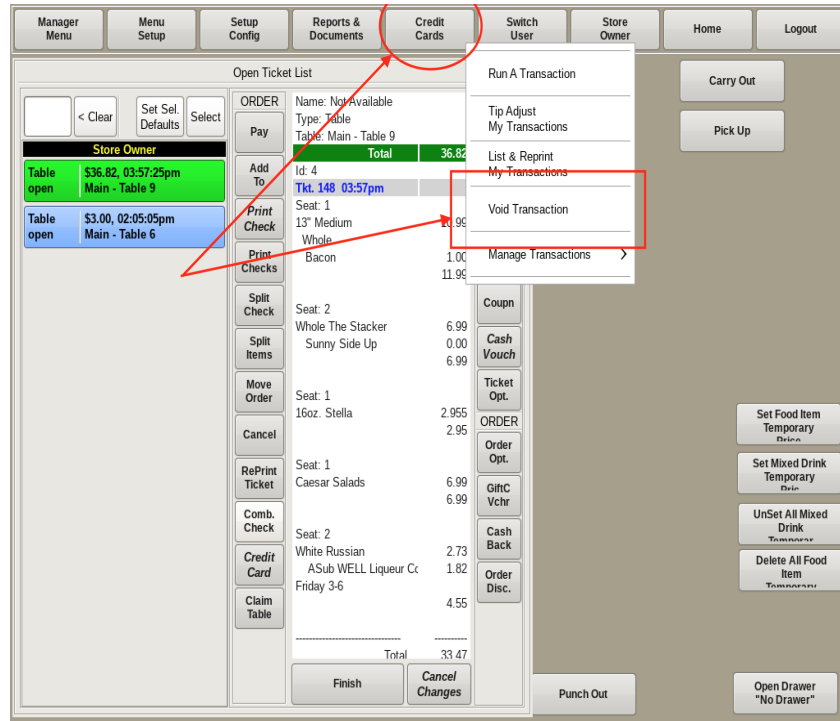
Select the **Credit Card** button from the top menu bar, then choose *Void Transaction* from the submenu.

Enter in the 7 to 9 digit ID number located on the credit card receipt, then select **Run Transaction**.

Reprinting A Credit Card Receipt
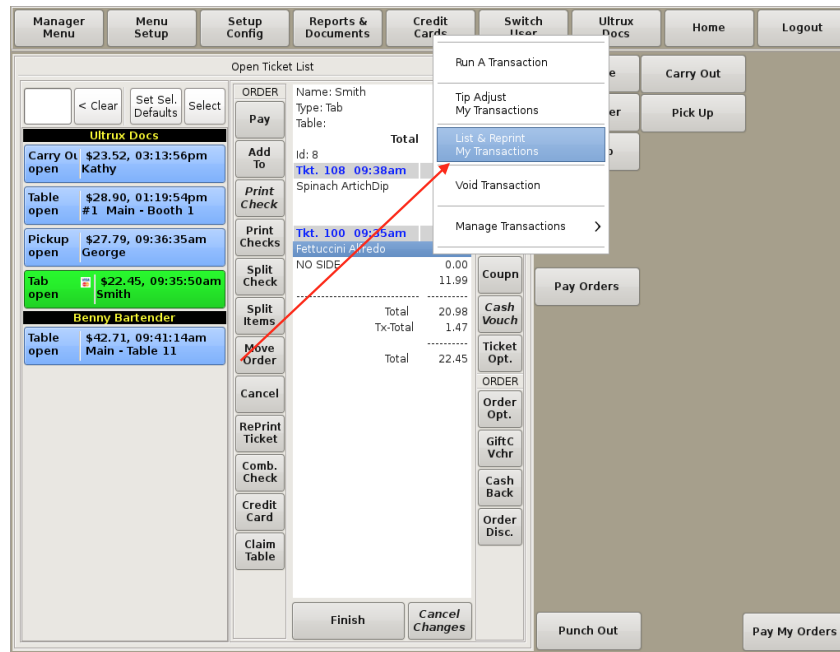
To reprint a credit card receipt, you can either select **Credit Cards** from the menu at the top of the screen and choose *List and Reprint My Transactions*. Or, select **Credit Cards**, then go to **Manage Transactions** and choose *List & RePrint All Transactions*.
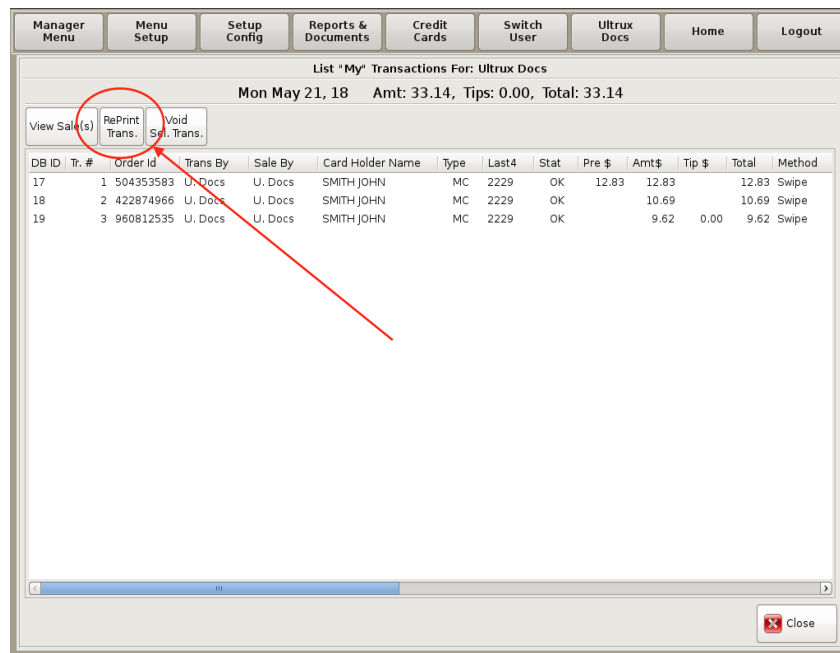
Highlight the transaction you need and select the **RePrint Trans.** Button from the top left of the screen.

2.d.1

Adjusting A Credit Card Tip After Committing
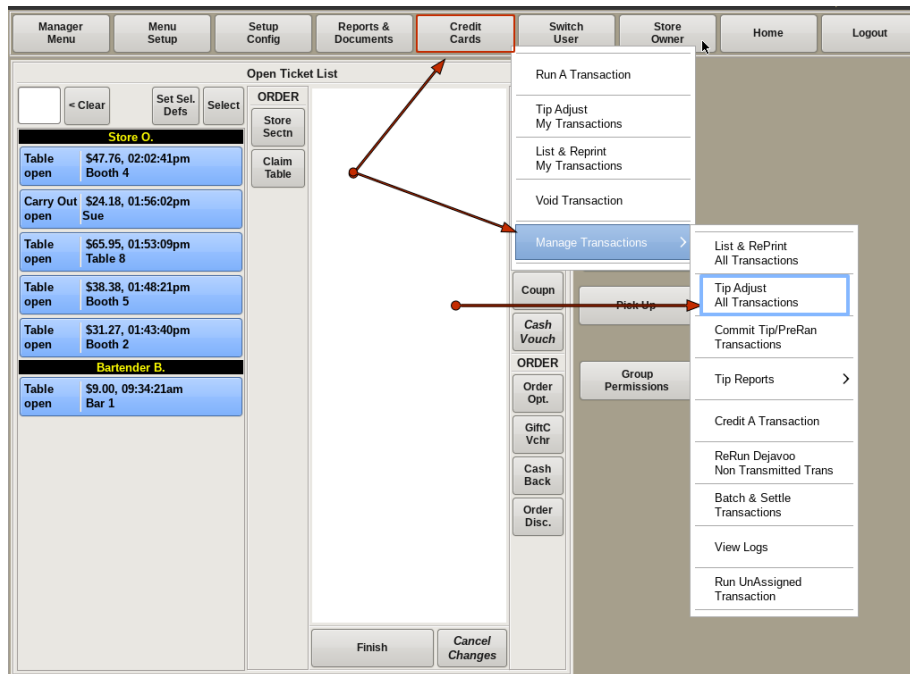
Select **Credit Cards** from the top bar of the home screen. Then go to **Manage Transactions** and choose *Tip Adjust All Transactions*.

This can only be done the day of the transaction. Tips cannot be adjusted after transactions are batched.
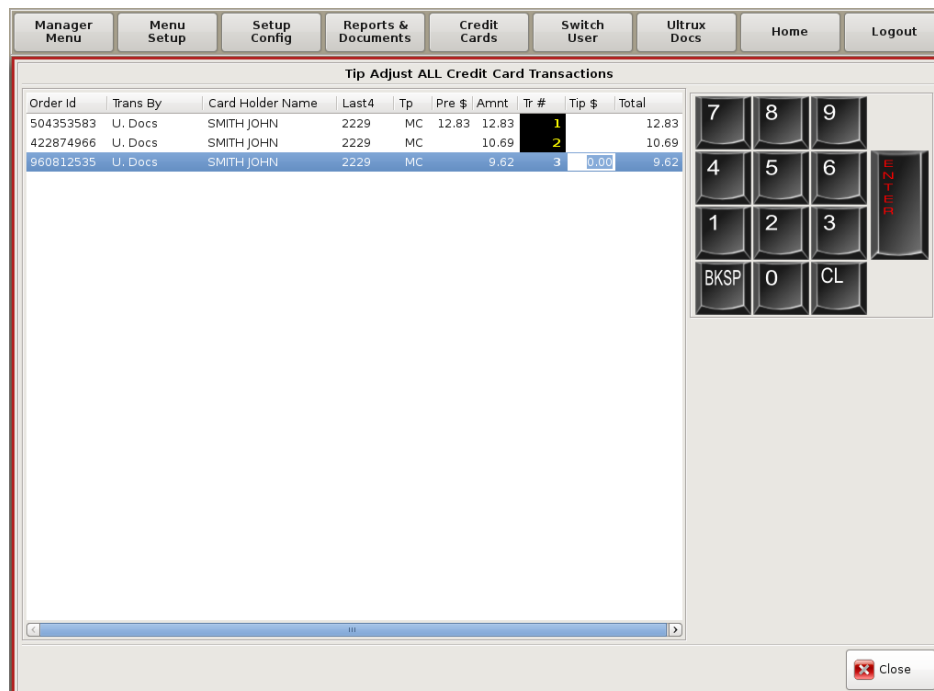
Find the transaction, adjust accordingly, and hit *Enter*.

What To Do If You Have Paid An Order As Cash, But Now You Need To Run A Credit Card To Pay The Order.

DO NOT RE RING THE ORDER!
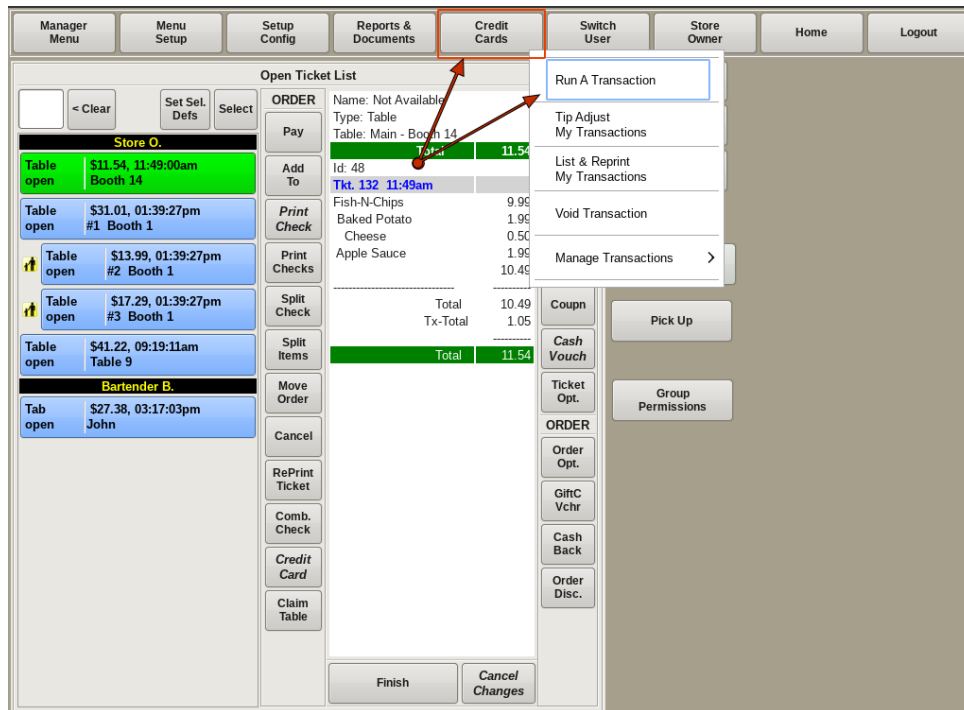
Select the **Credit Card** button from the top menu bar. Select *Run a Transaction* from the sub-menu.
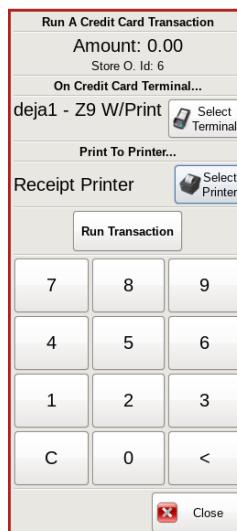
Enter the amount desired and run the card as usual. The amount ran will be applied to your *Cash Drawer or Server Cash Out*. You will not be short that amount. It does not double your sale amount.

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SECTION 3: Cash Drawers/Cash Outs

3.a Checkout My Cash Drawer

3.b Checkout My Current Server/Delivery Cash Out

3.c Checking Out Employee's Cash Drawers And
Server/Delivery Driver's Cash Outs

Checkout My Cash Drawer

When checking out your cash drawer, the goal is to make sure that everything is recorded properly and fairly so that everyone gets what they earned. The store gets the correct money for sales and you get your correct tips. This example uses a *blind checkout*, where you do not need to see the sales totals when counting down and checking out your drawer.

Before checking out your cash drawer:
- Make sure you have no open or unpaid tables
- Tip adjust your credit card transactions
- Make sure another server or employee can help any customers that might need to pay their bill
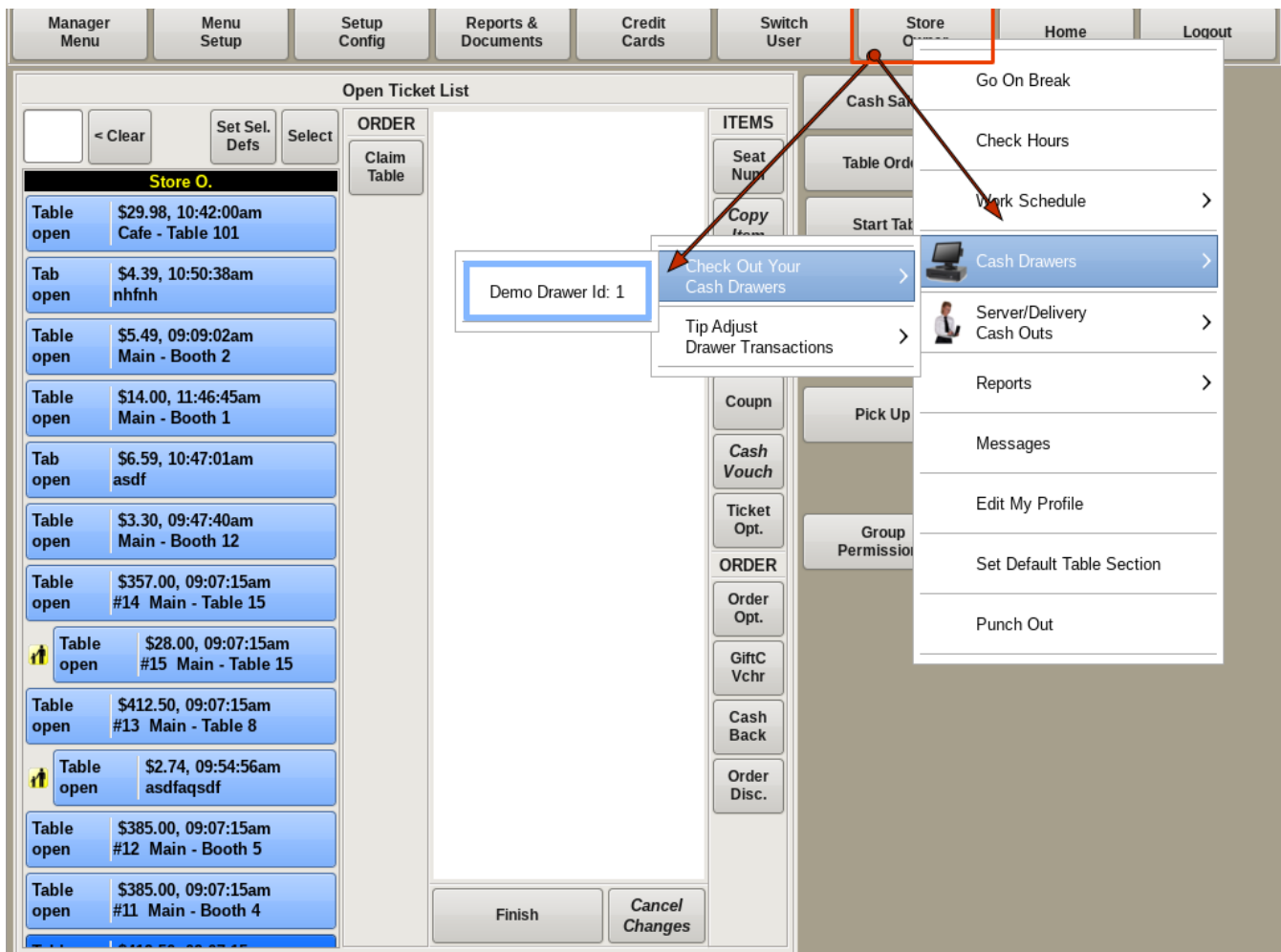
To checkout your cash drawer, select you*r User Name* from the top bar of the home screen. Go to **Cash Drawers**, then **Check Out Your Cash Drawers**, and choose the *Cash Drawer* you need to check out.

You will need to balance your bank back to the starting cash amount, and enter the *Payment Totals* into the form. The Payment Totals are the *Cash*, *Coins* and *Checks* left over after balancing the drawer or server/delivery driver cash out.

If the *Balanced Owed* is positive, see **Positive Cash** Outs below.

After all the info is entered, click on the **Check Out Cash Out** button. This will print out a report with all the details of the Cash Out, as determined by the POS configuration.

| Manager Menu | Menu Setup | Setup Config | Reports & Documents | Credit Cards | Switch User | server server | Home | Logout |

Check Out server s. Id: 7 / Thu Jun 06, 2019

| Paid Outs | Total: 0.00 |
| Paid Out | Amount | Description |

Print Rec | Edit | Add Paid Out

Added Incomes | Total: 0.00
| Added Income | Amount | Description |

Print Rec | Edit | Add Added Income

Payments

Cash
Coin
Check
C. Card
Other

Total 0.00

7	8	9
4	5	6
1	2	3
.	0	<

Print Added Income Paid Out Receipt

Sales Total	93.66
+ Tax Total	9.37
= Total	103.03
Non Cash Payments	
Assigned Credit Cards	
Amount	0.00
- Mch. Surcharge	0.00
+ Tips	0.00
- Tips Surcharge	0.00
- Total	0.00
- Cust. Credits	0.00
- Sold On Act.	0.00
- Gift Cards Rec.	0.00
- Vouchers Rec.	0.00
- Loyalty $	0.00
- Delivery Service	0.00
Non Sales Income	
+ Rec. On Act.	0.00
+ Gift Cards Sold	0.00
+ Vouchers Sold	0.00
+ Delivery Charge	0.00
- Paid Outs	0.00
+ Added Inc.	0.00
+ Pay Check Tips	0.00
= Net Total	103.03
Payments Total	0.00
+Over/-Short	-103.03
Payments Short 103.03	

Details | Calculator

Check Out Cash Out

Close

Positive Cash Outs

When you have more credit card tips than you have cash sales, this is considered a *Positive Cash Out*. Your payment total will already be over before entering any cash/coin payment totals. When this happens, you need to add an *Added Income* to your drawer for the over amount.

You will add this added income as a *Tip Out* with the name of the person you received the cash from as the description. Normally you will get this money from the bartender or a cashier with a Cash Drawer or Server Cash Out. They will need to add a matching *PAID OUT* on their cash drawer cash out.

Use the **Print Added Income Paid Out Receipt** button provided to print two receipts; one *Paid Out* and one *Added Income*. The *Paid Out* receipt is for the person's cash out that the money came from. The *Added Income* receipt is for your cash out. Handling *Positive Cash Outs* this way will create a distinct paper trail on each *Cash Out*.

In the event that your cash drawer is now short enough cash to bring it back to balance, you will need to get the cash from another source, such as petty cash. Print the *Paid Out* and *Added Income* Receipts. The *Paid Out* will be placed in the petty cash as an *I Owe You*. At that point both your cash drawer and the petty cash will balance. Then, when the cash drawer has a positive balance, either later that day or another day, you will do a *Paid Out* for the amount owed to petty cash, and buy back the *I Owe You* from petty cash.

Blind Cash Outs

With a *Blind Cash Drawer Cash Out*, you will not see the sales totals or the Over/Short amounts during the cash out, unless you have permission to see them. This does not apply to server/delivery cash outs.

Paid Outs
Paid Outs are any items that were paid out of a cash drawer. For example, paying a server their cash tips for the night out of your drawer. To enter a *Paid Out*, click the **Add Paid Out** button.

Use the drop down to choose a category for the paid out. Then enter a description of the purchase, and the amount of money paid for the purchase.

Click the **Add & Close** button to enter the *Paid Out* into the POS. If you need to add more than one, click the **Add & Add Another** button to enter the rest.

Added Income

Added Income is any items that were paid into a cash drawer that were NOT for a cash sale. To enter an *Added Income*, click the **Add Added Income** button.

Use the drop down to choose a category for the income. Then enter a description, and the amount of money added.

Click the **Add & Close** button to enter the *Added Income* into the POS. To enter more, click the **Add & Add Another** button to enter the rest.

3.a.5

Checkout My Current Server/Delivery Cash Out

When checking out your **Cash Out**, the goal is to make sure that everything is recorded properly and fairly so that everyone gets what they earned. The store gets the correct money for sales and the server or delivery driver gets their correct tips.

Making sure that your *cash out* balances correctly will also make reports and accounting easier at the end of the day and the end of the month.

Before checking out your cash out:

- Make sure you have no open or unpaid tables
- Tip adjust your credit card transactions
- Make sure another server or employee can help any customers that might need to pay their bill.
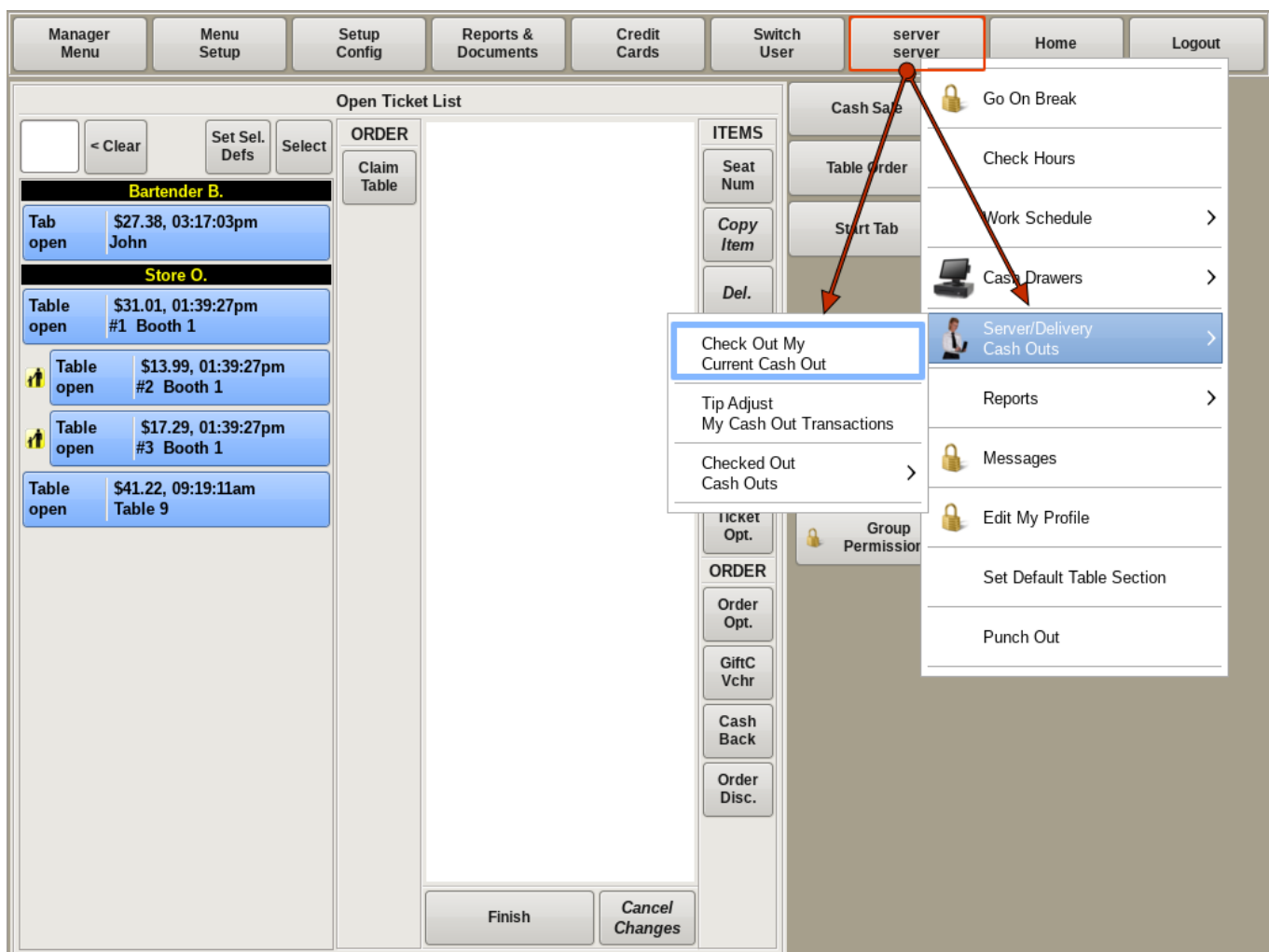
To *Cash Out*, select your **User Name** from the top bar of the home screen. Go to **Cash Out**s, then choose *Check Out Your Current Cash Out*.

To find out how much you owe, or is owed to you, you will use the POS to calculate the Over/Short balance. The totals on the right will update as you input information into the form, helping to guide you along the way.

- Begin by leaving the *Cash* and *Coin* fields blank.
- Enter any **Added Incomes** or **Paid Outs** as described below.
- Enter the total of any check payments in the Check field.
- Enter the total of any credit cards NOT run through the POS in the *C Card* field, if any. The POS takes into account any credit cards run through the system and any entered **Paid Outs** and **Added Incomes**.
- Enter any non-POS generated vouchers, if any, in the *Other* field.

Once all the amounts are entered, the POS will calculate how much money is owed.

This total can be found in the **+Over/-Short** line at the bottom of the right column.
Enter the *-Short* amount (if it is short) in the *Cash/Coin* field, unless there is a positive balance. In that case, see *Positive Cash Out*, as described below. If not, count out and set that money aside for your cash out deposit.

Also, count out and set aside cash to replenish your bank bag to it's starting total for the next shift. (You will skip this if you are required to furnish your own bank.) Any amount left in the bank bag after these adjustments is tips. Count and keep track of your tips as well, since you MAY be asked to enter that amount when you punch out.

Once you have everything in order, click the **Check Out Cash Out** button and put the print out with your deposit money.

Check Out server s. Id: 7 / Thu Jun 06, 2019

Paid Outs   Total: 0.00

Paid Out	Amount	Description

Print Rec   Edit   Add Paid Out

Added Incomes   Total: 0.00

Added Income	Amount	Description

Print Rec   Edit   Add Added Income

Payments

Cash
Coin
Check
C. Card
Other

Total   0.00

7	8	9
4	5	6
1	2	3
.	0	<

Print Added Income Paid Out Receipt

Sales Total	93.66
+ Tax Total	9.37
= Total	103.03

Non Cash Payments

Assigned Credit Cards

Amount	0.00
- Mch. Surcharge	0.00
+ Tips	0.00
- Tips Surcharge	0.00
- Total	0.00
- Cust. Credits	0.00
- Sold On Act.	0.00
- Gift Cards Rec.	0.00
- Vouchers Rec.	0.00
- Loyalty $	0.00
- Delivery Service	0.00

Non Sales Income

+ Rec. On Act.	0.00
+ Gift Cards Sold	0.00
+ Vouchers Sold	0.00
+ Delivery Charge	0.00
- Paid Outs	0.00
+ Added Inc.	0.00
+ Pay Check Tips	0.00
= Net Total	103.03
Payments Total	0.00
+Over/-Short	-103.03

Payments Short 103.03

Details   Calculator   Check Out Cash Out   Close

Positive Cash Outs

When you have more credit card tips than you have cash sales, this is considered a *Positive Cash Out*. Your payment total will already be over before entering any cash/coin payment totals. When this happens, you need to add an *Added Income* to your cash out for the over amount.

You will add this *Added Income* as a *TIP OUT* with the name of the person you received the cash from as the description. Normally you will get this money from the bartender or a cashier with a Cash Drawer or Server Cash Out. They will need to add a matching *PAID OUT* on their cash drawer cash out.

Use the **Print Added Income Paid Out Receipt** button provided to print two receipts; one *Paid Out* and one *Added Income*. The *Paid Out* receipt is for the person's cash out that the money came from. The *Added Income* receipt is for your cash out. Handling Positive *Cash Outs* this way will create a distinct paper trail on each *Cash Out*.

Paid Outs

Paid Outs are any items that were paid out of a cash drawer. For example, paying a server their cash tips for the night out of your drawer. To enter a Paid Out, click the **Add Paid Out** button.

Use the drop down to choose a category for the paid out. Then enter a description of the purchase, and the amount of money paid for the purchase.

Click the **Add & Close** button to enter the *Paid Out* into the POS. If you need to add more than one, click the **Add & Add Another** button to enter the rest.

Added Income

Added Income is any items that were paid into a cash drawer that were NOT for a cash sale. To enter an *Added Income*, click the **Add Added Income** button.

Use the drop down to choose a category for the income. Then enter a description, and the amount of money added.

Click the **Add & Close** button to enter the *Added Income* into the POS. To enter more, click the **Add & Add Another** button to enter the rest.

Checking Out Employee Cash Drawer
Or Server/Delivery Driver Cash Outs
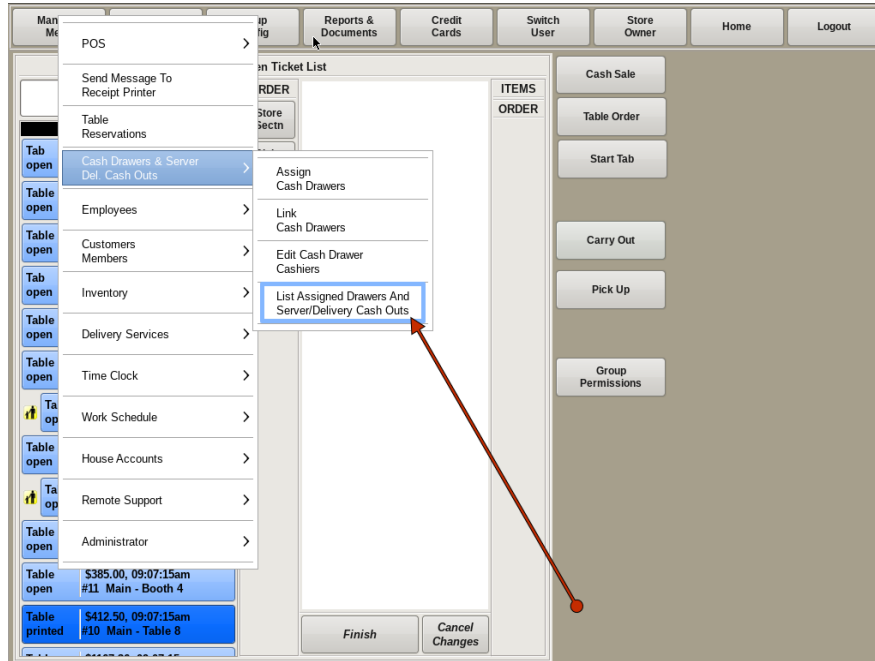
To check out someone else's *Cash Drawer* or a *Server/Delivery Driver's Cash Out*, select **Manager Menu** from the top bar of the home screen. Then go to **Cash Drawers & Server Del Cash Outs** and choose *List Assigned Drawers And Server/Delivery Cash Outs*.
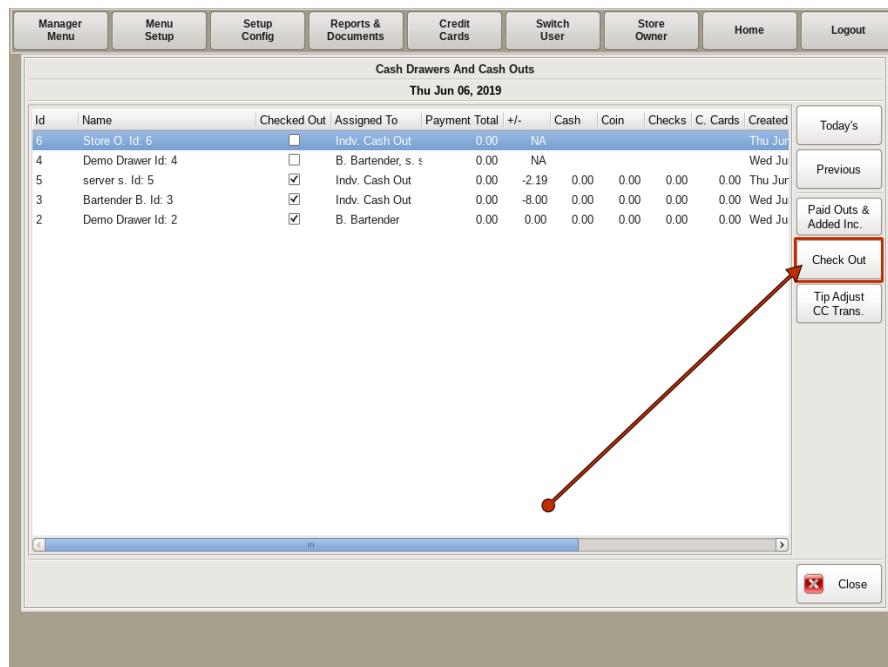
Select the cash drawer or server/delivery driver cash out that you want to check out from the list. Then click the **Check Out** button.

You will need to start by balancing your bank back to the starting cash amount, and enter the *Payment Totals* into the form. The Payment Totals are the *Cash, Coins and Checks* left over after balancing the drawer or server/delivery driver cash out.

If the *Balanced Owed* is positive, see **Positive Cash Outs** below.

After all the info is entered, click on the **Check Out Cash Out** button. This will print out a report with all the details of the *Cash Out*, as determined by the POS configuration.

| Manager Menu | Menu Setup | Setup Config | Reports & Documents | Credit Cards | Switch User | server server | Home | Logout |

Check Out server s. Id: 7 / Thu Jun 06, 2019

Paid Outs   Total: 0.00

| Paid Out | Amount | Description |

Print Rec | Edit | Add Paid Out

Added Incomes   Total: 0.00

| Added Income | Amount | Description |

Print Rec | Edit | Add Added Income

Payments

Cash
Coin
Check
C. Card
Other

Total   0.00

7	8	9
4	5	6
1	2	3
.	0	<

Print Added Income Paid Out Receipt

Sales Total	93.66
+ Tax Total	9.37
= Total	103.03

Non Cash Payments

Assigned Credit Cards

Amount	0.00
- Mch. Surcharge	0.00
+ Tips	0.00
- Tips Surcharge	0.00
- Total	0.00
- Cust. Credits	0.00
- Sold On Act.	0.00
- Gift Cards Rec.	0.00
- Vouchers Rec.	0.00
- Loyalty $	0.00
- Delivery Service	0.00

Non Sales Income

+ Rec. On Act.	0.00
+ Gift Cards Sold	0.00
+ Vouchers Sold	0.00
+ Delivery Charge	0.00
- Paid Outs	0.00
+ Added Inc.	0.00
+ Pay Check Tips	0.00
= Net Total	103.03
Payments Total	0.00
+Over/-Short	-103.03

Payments Short 103.03

Details | Calculator | Check Out Cash Out | Close

< Clea[r]

Tab open	$27 Joh
Table open	$11 Boo
Table open	$31 #1
Table open	
Table open	
Table open	$41 Tab

Positive Cash Outs

When you have more credit card tips than you have cash sales, this is considered a *Positive Cash Out*. Your payment total will already be over before entering any cash/coin payment totals. When this happens, you need to add an *Added Income* to your drawer for the over amount.

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Use the drop down to choose a category for the *Paid Out*. Then enter a description of the purchase, and the amount of money paid for the purchase.

Click the **Add & Close** button to enter the *Paid Out* into the POS. If you need to add more than one, click the **Add & Add Another** button to enter the rest.

3.c.4

Added Income

Added Income is any items that were paid into a cash drawer that were NOT for a cash sale. To enter an *Added Income*, click the **Add Added Income** button.

Use the drop down to choose a category for the income. Then enter a description, and the amount of money added.

Click the **Add & Close** button to enter the *Added Income* into the POS. To enter more, click the **Add & Add Another** button to enter the rest.

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SECTION 4: Employee Information, Roles, Pay Rates

4.a Add New Employee

4.b Add/Edit Employee Groups/Roles

4.c Adding And Modifying Employee Pay Rates

4.d Editing Employee Information, Roles, & Pay Rates

Add New Employee
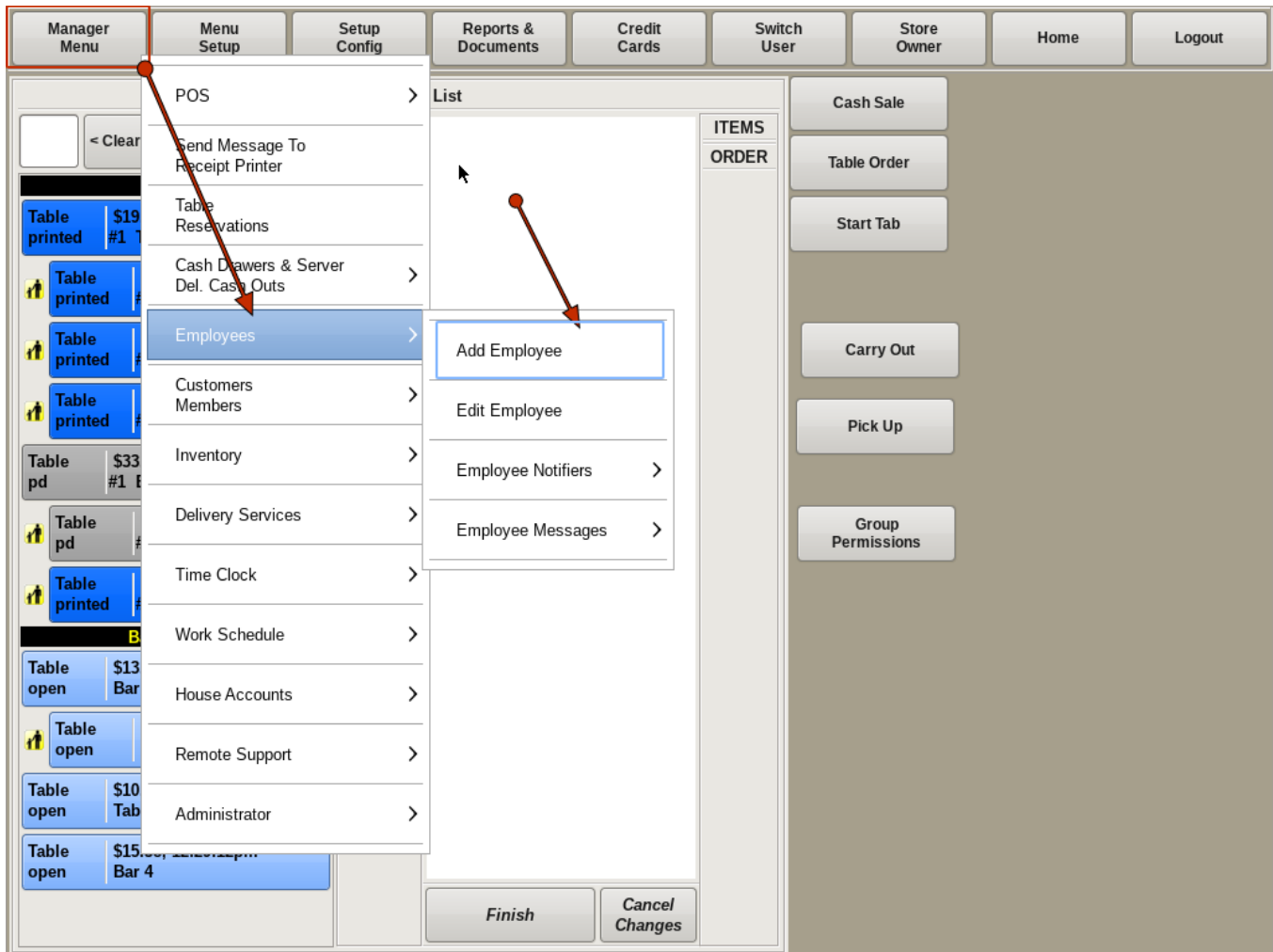
To add a *New Employee*, select **Manager Menu** from the top bar of the home screen. Then go to **Employees** and choose *Add Employees*.

From this menu, you will add information about the employee.

On the left hand side, the fields in yellow, *First Name*, *Last Name*, and *Password*, are required fields. You can also fill in the employee's *Address*, *Phone Numbers*, and *Email* if you'd like.

Below that you can use the check boxes to set employee options; *Paid Breaks, Connect Sched, Cashier, Server, Delivery Driver, Tips*.

Paid Breaks: When calculating time clock reports, break time will not be subtracted from the hours total or overtime total.

Connect Sched: If you are using the work schedule in the POS and have "Link to Work Schedule" checked in *Time Clock Setup*, you can disable it for this employee.

Cashier: This will allow this employee to use/be assigned to a cash drawer.

Server/Delivery Driver: This will allow this employee to assign themselves a Server/Delivery Cash Out. **Note: An employee can only be assigned to either a cash drawer or a Server/Delivery Cash Out, not both at the same time.**

Tips: Enabling this will prompt the employee to declare their tips when punching out.

On the right hand side you will see the employee *Pay Rates*. Here you can check the *Salary* box if they are salaried, and enter the *Salary Amount*.

Or in the *Pay Rates* section, you can assign the employee to one or multiple pay rate, such as *Wait Staff* and *Staff*. By checking the *En* box the the left of the appropriate pay rate, if not salaried and has no pay rates, they will not be able to punch in.

Enter the amount of pay in the *Amount* field.

When you are done entering information on the new employee, click the **+Add** button.

Add/Edit Employee Groups/Roles
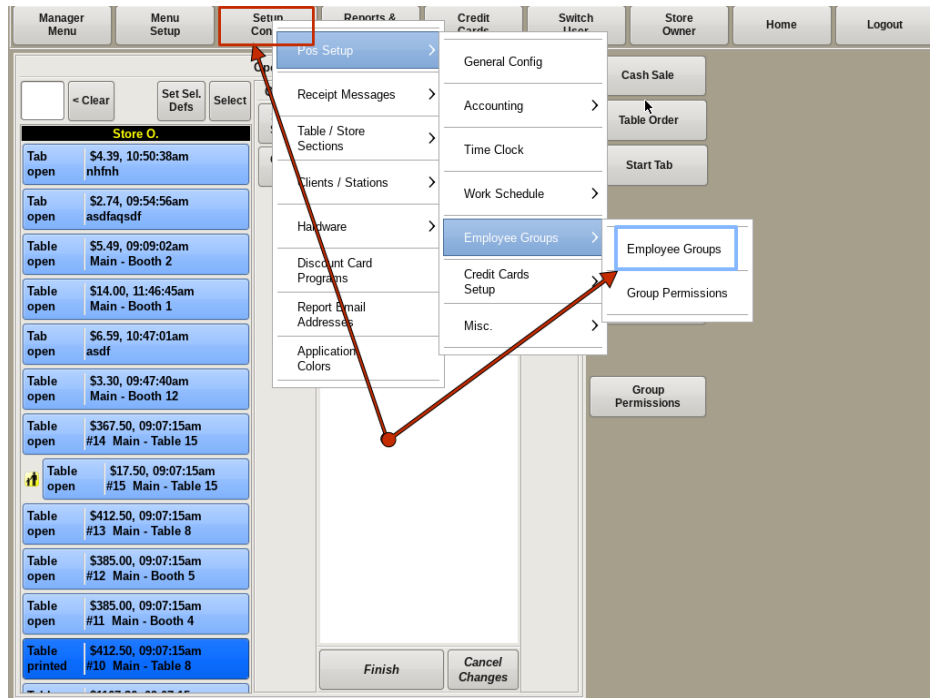
There are two ways to get to the *Add/Edit Employee Groups* menu.
The first way is to select **Setup Config** from the top bar of the home screen. Go to **POS Setup**, then **Employee Group**s, and choose *Employee Groups*.
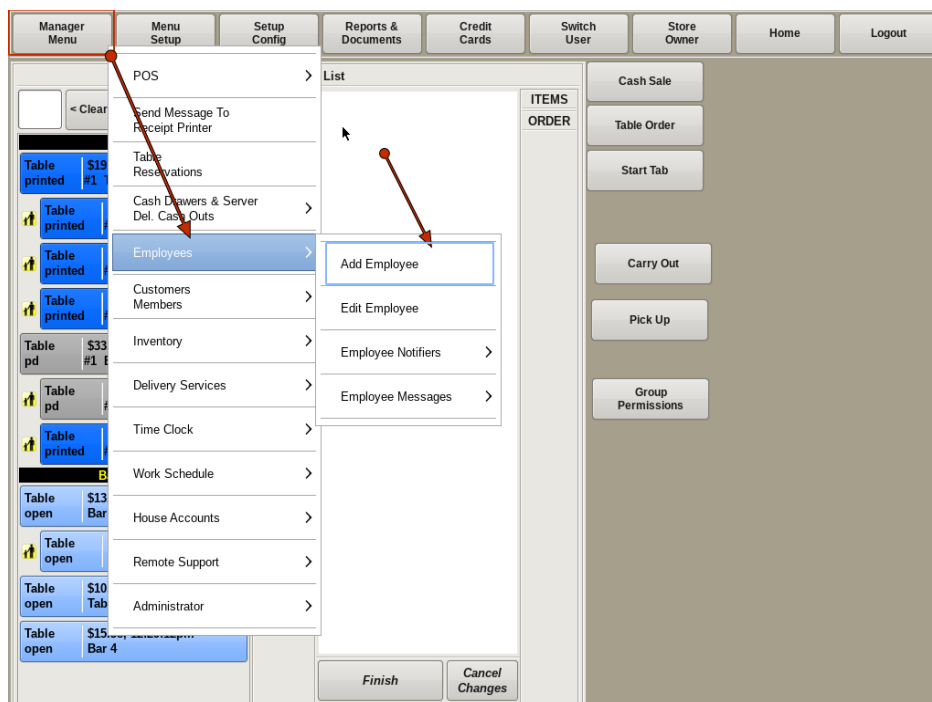
The other way to access the *Add/Edit Employee Groups* menu is to select **Manager Men**u from the top bar of the home screen. Go to **Employees** and choose *Add Employees*.

On the *Add New Employee* window, click the **Add** button next to *Assigned Groups For:*.

Both of these paths will open up the *Add/Edit Employee Groups* window.

To add a new group, type the name of the group in the *Name* field and then click **Add**.

To change the name of a group, click on the name of the group, then click again to open up the text field and type in the new name.

You can also enable and disable groups by checking and unchecking the box to the right.

Adding And Modifying Employee Pay Rates

Pay Rates allows you to make a list of different job positions. Each job position can have it's own *Pay Rate*. For example, you may have one employee who bartends, waits tables and is a closing supervisor on the weekends, and all three positions have different *Pay Rates*.
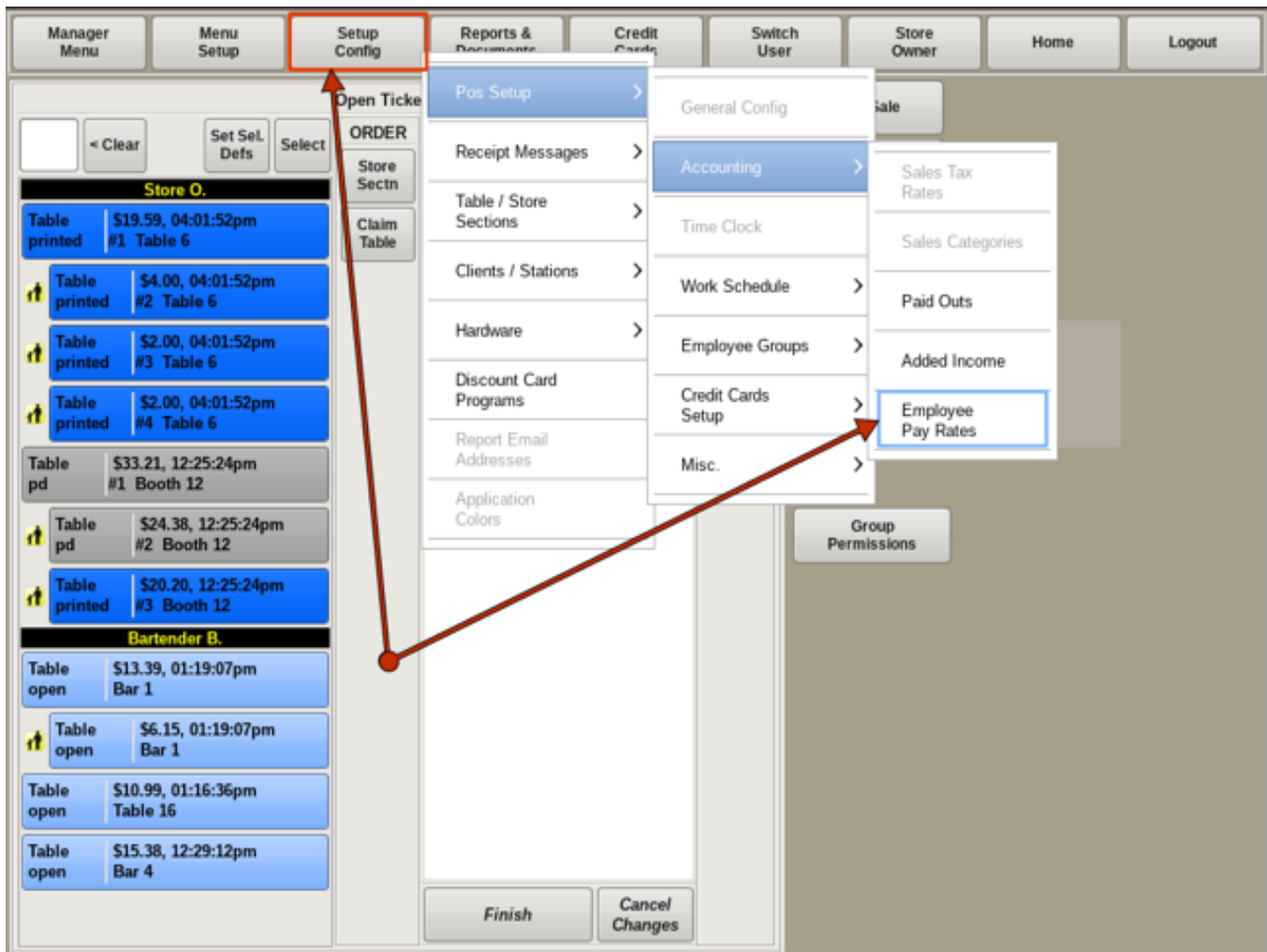
To edit *Pay Rates* select **Setup Config** from the top bar of the home screen. Go to POS Setup, then **Accounting** and choose *Employee Pay Rates*.

Add/Edit Pay Rates

Name [   ]

Def Amt. [0.00]

Add New Rate

[➕ Add]

Set Permissions

[Pay Rate Permissions]

Name	Def Amt.	En
Hourly	7.25	☐
Bartender	5.50	☑
Waitstaff	2.75	☑

Edit Existing Rates

Enable/Disable

[❌ Close]

On the **Add/Edit Pay Rates** menu, you can *Add New Pay Rates*, *Set Pay Rate Permissions*, *Edit Existing Pay Rates*, and *Disable/Enable Pay Rates*.

Add a New Pay Rate
Type the position name in the *Name* box, and the amount in the *Def Amount*. Press the **Add** button. It will appear in the list. *Def Amount* is the default pay rate amount. It can be changed for each individual employee when editing or adding employees.

Set Pay Rate Permissions
Click on the *Pay Rate* you wish to edit, then click the *Pay Rate Permissions* button. Here you can set what permissions employees are restricted to while punched in as that pay rate. Example: You have servers that are paid a lower rate for early morning set up, so the permissions are limited and will force them to punch out and punch back in with another pay rate not restricted to the *Pay Rate Restrictions*.

Edit Existing Pay Rates
Click on the field you would like to edit, *Name* or *Def Amount*. Make your changes and save them by clicking another item in the list, or by clicking the empty space.

Disable a Category
Uncheck the checkbox. A disabled category will no longer show up in any pay rates list. To re-enable a category, simply recheck the checkbox.
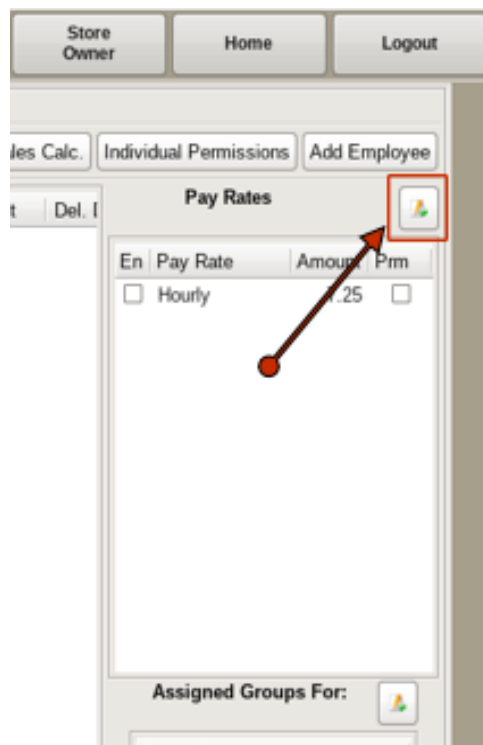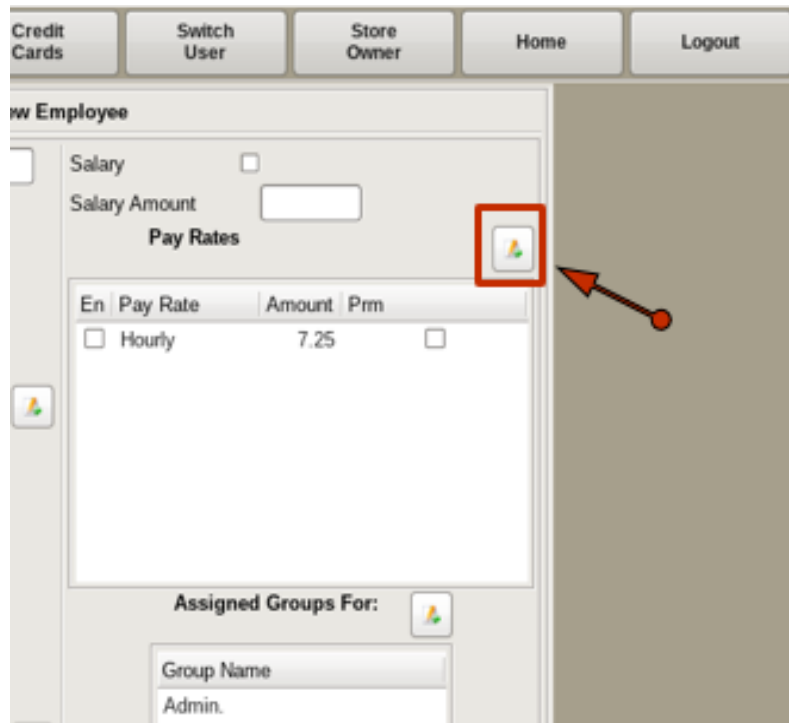
You can also get to the *Add/Edit Pay Rates* menu while adding a new employee or editing an existing employee.

When adding a new employee, click the **Add/Edit** button above the *Pay Rate* section on the right hand side to open the *Add/Edit Pay Rate*s menu.

When editing an existing employee, click the **Add/Edi**t button next to the *Pay Rate* section on the right hand side to open the *Add/Edit Pay Rates* menu.

You can then add and edit pay rates as previously described.

Editing Employee Information, Roles & Pay Rates
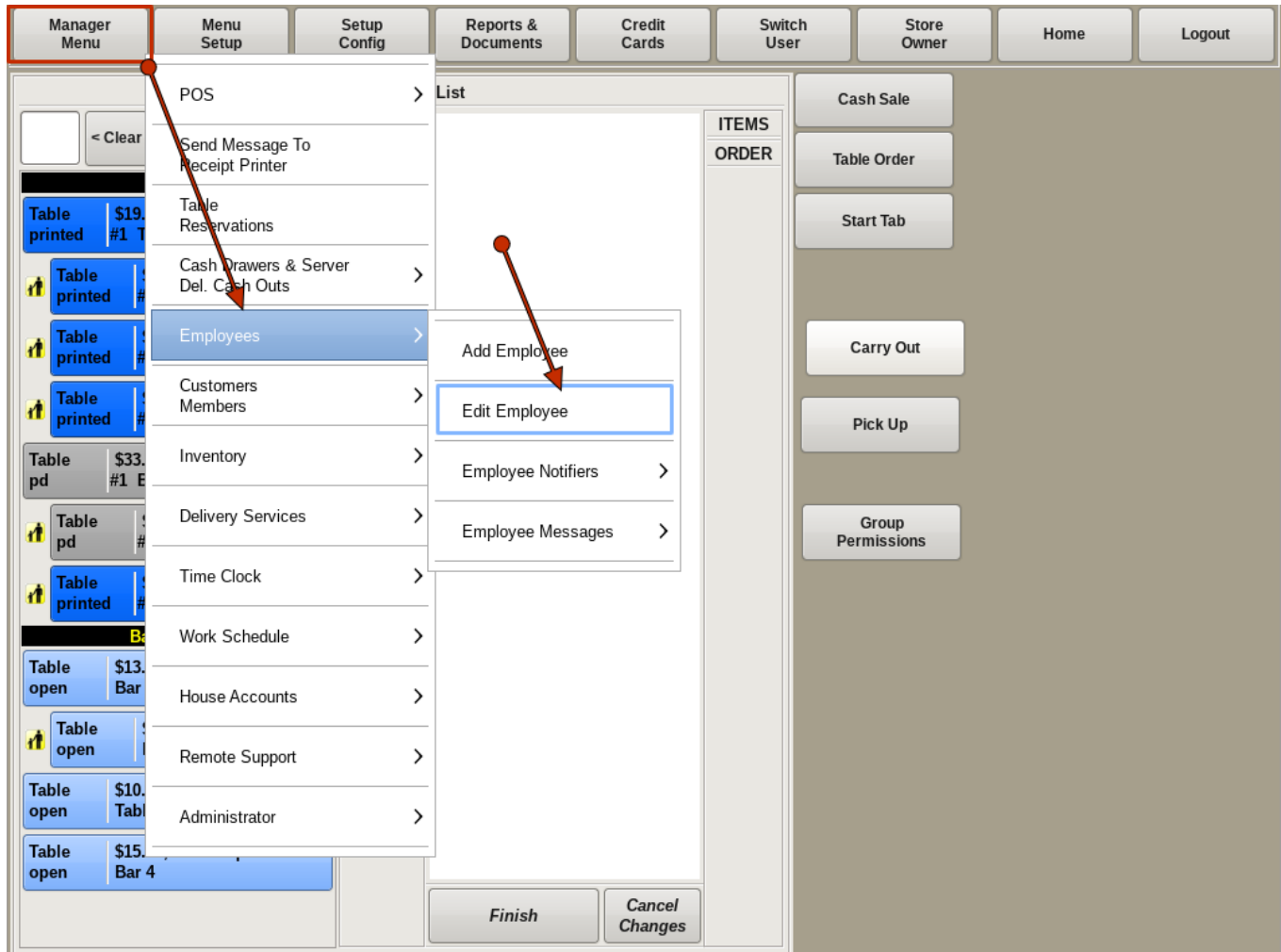
To edit an employee's information, select **Manager Menu** from the top bar of the home screen. Then go to **Employees** and choose *Edit Employees*.
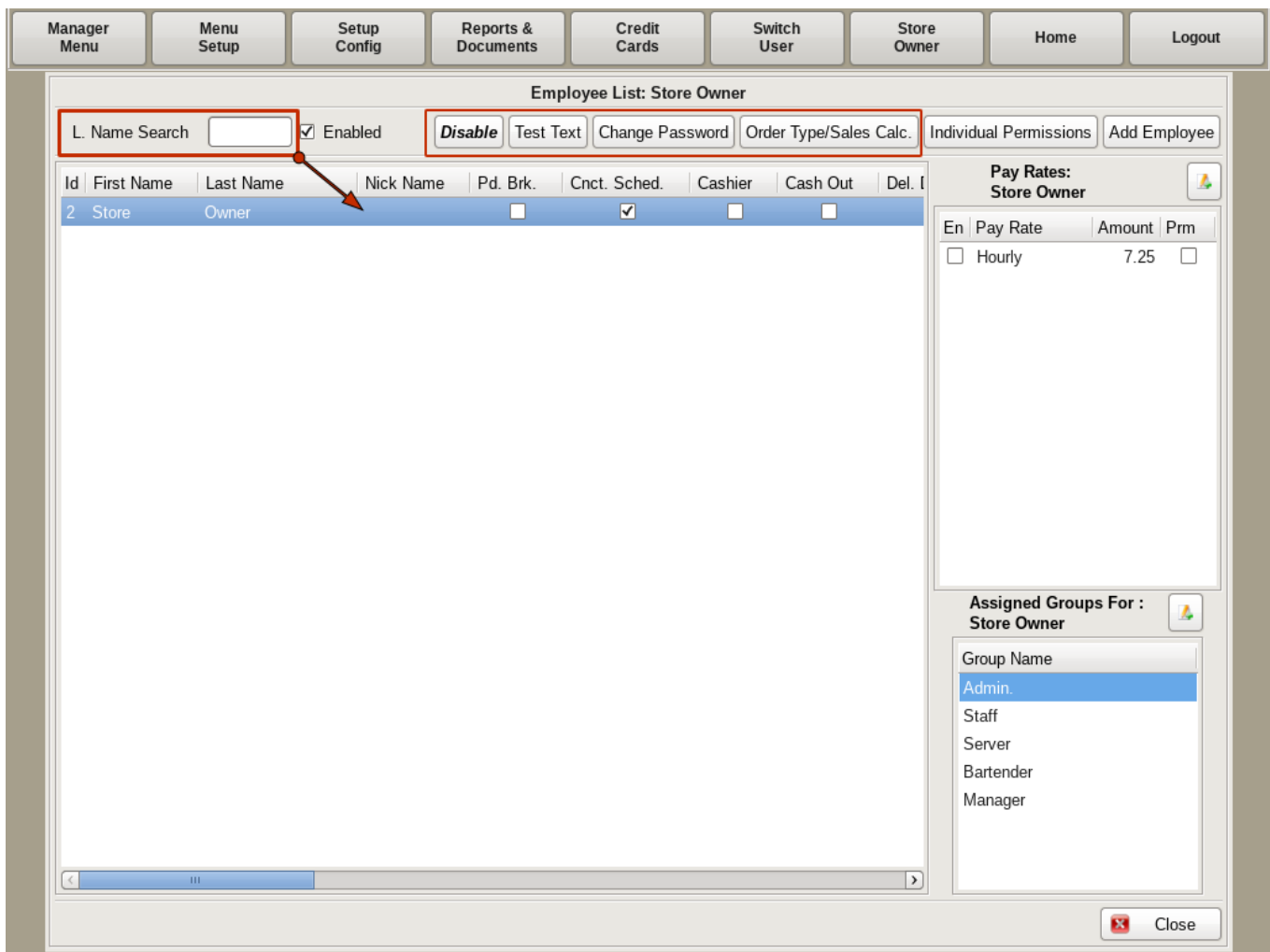
This will open up the *Employee List*. On the top left, you can type in the employee's name in the *Search field*. Or just click on the employee you need to edit in the list. Here you can edit information, pay rates and permissions for each employee.

Along the top you will see *Disable, Test Text, Change Password, and Order Type/Sales Calc*. After selecting the employee in the list you can edit the following:

Disable: If you have an employee that has quit, and you no longer want them to have access to the POS, as well as remove them from the list, click on the **Disable** button.

Test Text: This will send a test notifier text to the cell phone number or email on file for the employee. You can have multiple cell numbers or email addresses, simply put a comma between the number and/or email address. The cell number must include the Qualified Domain Name. For example, 5551236789@vtext.com. (do not add hyphens) This example will send a text to the phone number on a Verizon account.

Change Password: To change an employees password click this button. In the pop up window enter the new password and click **Set Password**.

Order Types/Sales Calc: In this pop up, you can select what order types are totaled to calculate tips percentage of sales.

Scrolling to the right you can also edit the following fields:

Nickname: If the employee goes by something other than their full name. For instance, if your employee's name is Aaron, but he goes by AJ, you can enter AJ by clicking in the Nickname field. This will turn the field into a text box for you to update the information.

Pd Brk: If checked, this will indicate the employee's breaks are paid. Un-check the box for unpaid breaks.

Cashier: If *Cashier* is checked, then this employee can be assigned to, or added to a cash drawer.

Cash Out: *Cash Out* is checked when the employee has their own server/delivery bank, and is not assigned a cash drawer.

Note: Cashier and Cash Out can both be checked at the same time. However, you can not have a server cash out and be assigned to a cash drawer at the same time, or vice versa.

Del Driver: This is checked when your employee does deliveries.

Tips: This indicates whether they will have tips to enter in to the system before punching out.

Password: The passwords will only show up if you are signed in as an admin.

Order Type Calc Names: This will define what order types go in to the tip calculation.

Sched Position: If you're using the work schedule in the POS, this will allow the position to show up on the work schedule.

Address, City, State: You can edit their home address here by clicking in the *Address* field. This will turn the field into a text box for you to update the information.

Phone1; Phone2: Edit their phone numbers.

Emergency Phone: Edit the emergency contact information.

Email: Edit the employees email.

Text Address: Edit the employee's text notifier address.

Salary: Check this box if the employee is paid a salary instead of hourly.

Salary $: Enter the salary amount.

4.d.6

On the right, you can check the boxes for the appropriate *Pay Rates* the employee can clock in under. The *Pay Rate* field is editable for each individual employee and their pay rate. For example, if you have a bartender who sometimes waits tables, you would check the En check box to the left for both the *Bartender* and the *Wait Staff*, and enter the appropriate pay rates in each field.

Under the *Assigned Groups* you would check which group/role they fall under. In the bartender example, you would select both *Staff* and *Bartender*. An employee can have multiple assigned groups. The permissions are cumulative.

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SECTION 5: Permissions

5.a Setting Group Permissions

Setting Group Permissions
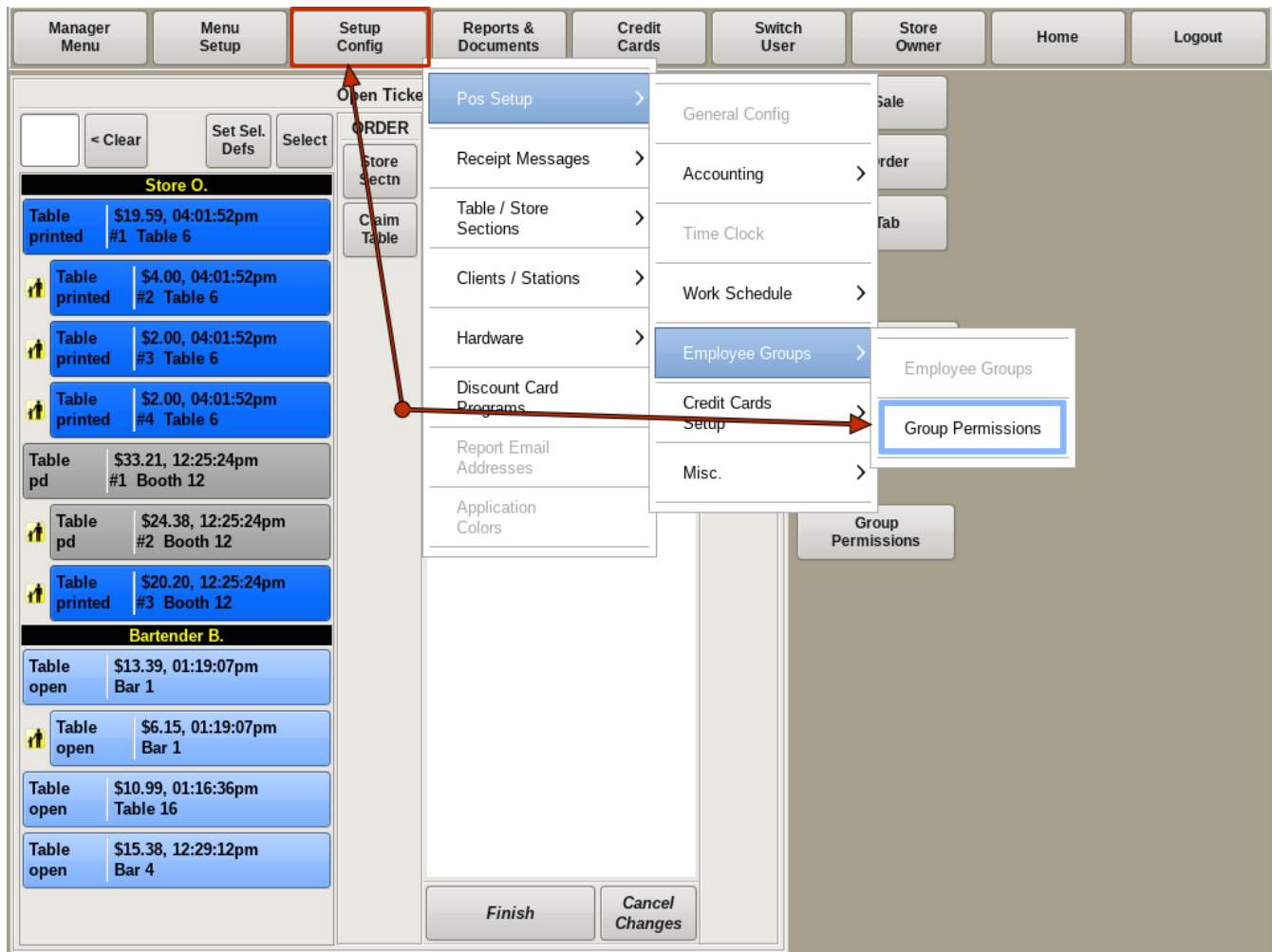
To edit *Employee Group Permissions* select **Setup Config** from the top bar of the home screen. Go to **POS Setup**, then **Employee Groups**, and choose *Group Permissions*.
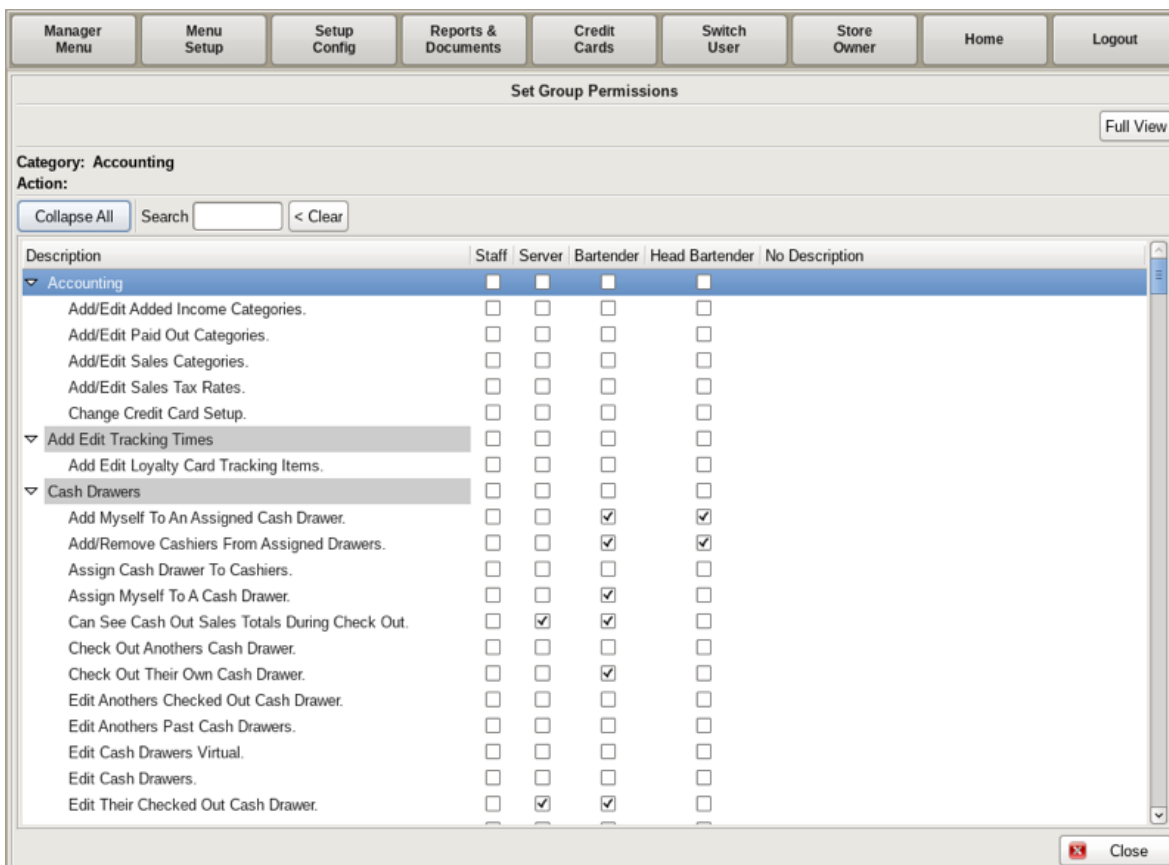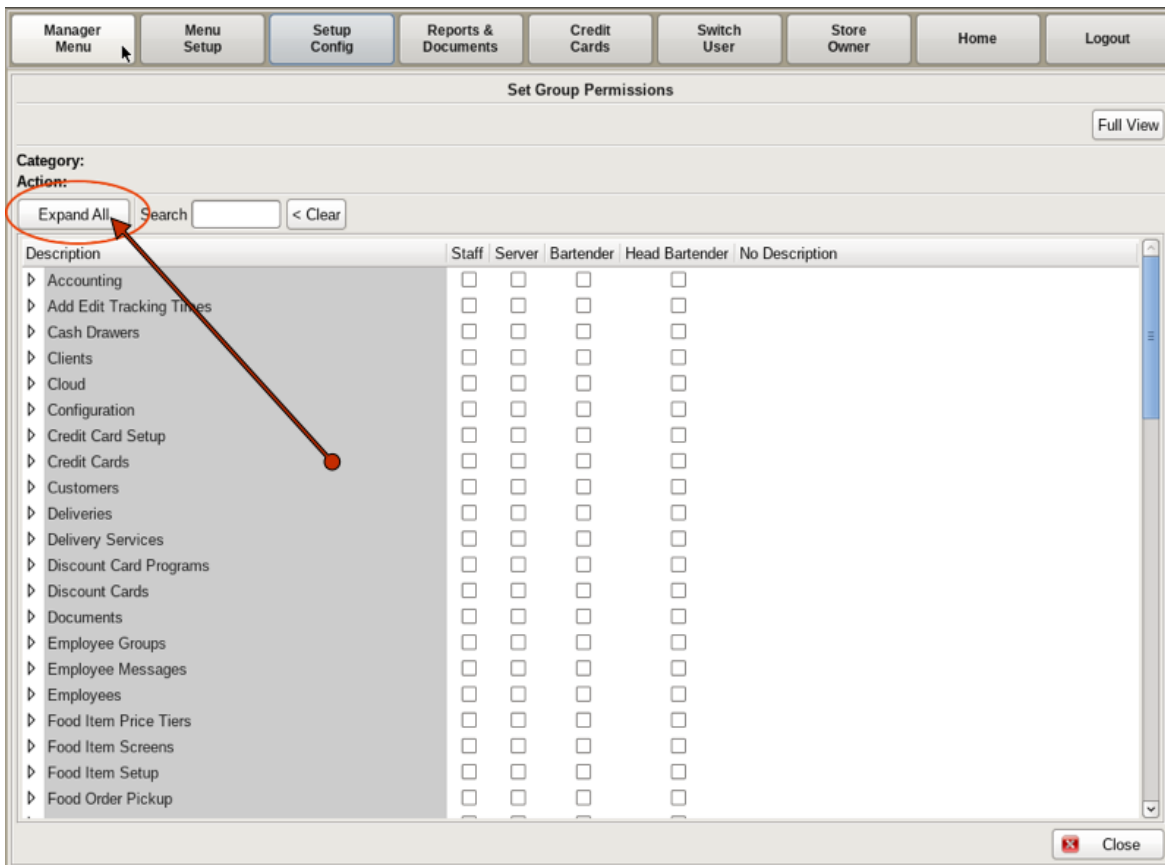
Here you can view all the permissible categories. Clicking the **Expand All** button will show ALL the permissions under those categories. As you can see, this list is extensive. Virtually every button press in the POS has a permission assigned to it.

| Manager Menu | Menu Setup | Setup Config | Reports & Documents | Credit Cards | Switch User | Store Owner | Home | Logout |

Set Group Permissions

Full View

Category: Accounting
Action:

Collapse All   Search punch   Clear

Description	Staff	Server	Bartender	Head Bartender	No Description
▽ Time Clock	☐	☐	☐	☐	
Add A Time Clock Punch For An Employee Who Did Not Pur	☐	☐	☐	☐	
Adjust All Employee Time Clock Punches After Current Pay	☐	☐	☐	☐	
Override Time Clock Punch In & Pay Rate.	☐	☐	☐	☐	
Punch Out With Not Paid/Returned Deliveries.	☐	☐	☐	☐	
Punch Out With Open Cash Drawers/Cash Outs.	☐	☐	☐	☐	
Punch Out With Open Drive Thru Orders.	☐	☐	☐	☐	
Punch Out With Open Tab/Table/Delivery Orders.	☐	☐	☐	☐	
Punch Out Without Tip Adjusting Credit Card Transactions.	☐	☐	☐	☐	
Punch Themselves In.	☑	☑	☑	☐	
Punch Themselves Out	☑	☑	☑	☐	
View Clock Punches Within A Date Range.	☐	☐	☐	☐	
View Pay Period Time Clock Punches.	☐	☐	☐	☐	
View Who Was Punched In On The Selected Date	☐	☐	☐	☐	

Close

You can search for the permission you need by typing in the *Search* field. Then checking the boxes for each group/role you have defined.

If you click on the **Full View** button on the top right, you can view the *Employee Groups*, which employees are in that group, and what categories they have permissions in.
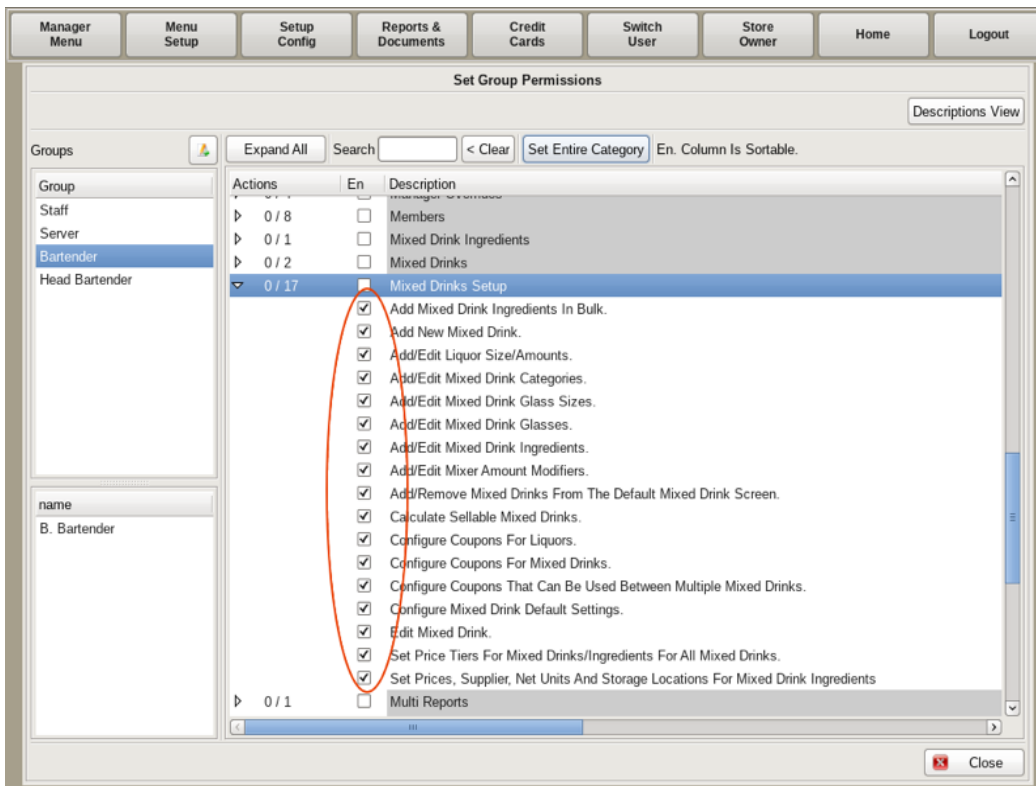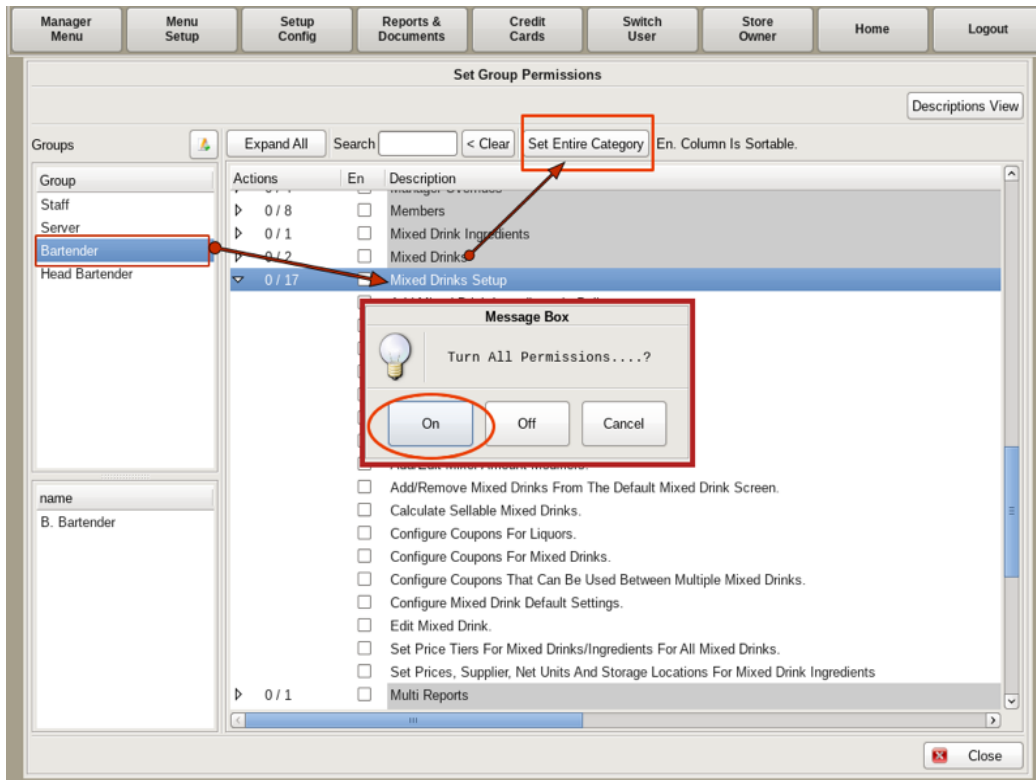
To allow employees permissions on an entire category, such as *Bartenders* being allowed to do all activities under *Mixed Drinks Setup*, highlight **Bartender**s on the left, and the **Mixed Drinks Setup** category heading on the right.

Then click the **Set Entire Category** button.

Select **On** in the pop up.

All activities will be checked.

To remove entire category permissions, click **Set Entire Category** and click the **Off** button on the pop up.

5.a.5

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