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# Point-of-Sale

# User's Guide

*Release 7.4.01*



*The Restaurant Solution*

**By Menusoft Systems Corporation**

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## **Point-of-Sale User's Guide**

Release 7.4.01—4/27/2010

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7370 Steel Mill Drive  
Springfield, VA 22150  
(703) 912-3000

<http://www.menusoft.com>

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# Introduction

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## Overview

In this section, we'll inform you about Digital Dining, its Point-of-Sale (POS) program, and the associated *Point-of-Sale User's Guide*. We'll also describe a) how we've organized the rest of the *Point-of-Sale User's Guide* and b) how you can contact technical and sales support.

---

## About Digital Dining Professional

Digital Dining Professional for Windows runs on the Microsoft Windows 98, NT, 2000 Professional, XP Professional, and 2003 Server operating systems. Digital Dining Professional for Windows POS is comprised of four programs:

- ▶ Digital Dining Setup
- ▶ Digital Dining Back Office
- ▶ Digital Dining Point-of-Sale
- ▶ Digital Dining Frequent Diner/Delivery

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## The Digital Dining Documentation Set

Release 7.4.01 of Menusoft's Digital Dining documentation set includes the following publications.

*Digital Dining Setup User's Guide*. Informs users how to set up and customize Digital Dining's POS program.

*Digital Dining Back Office User's Guide*. Informs the restaurant owner and management staff on all back office or management features and functions.

*Digital Dining Point-of-Sale User's Guide*. Informs end users about Digital Dining's Point of Sale features and functions.

*Digital Dining Frequent Diner/Delivery User's Guide.* Informs end users about the Frequent Diner program and Delivery features and functions.

*Digital Dining Inventory User's Guide.* Informs end users about the Inventory program within the Digital Dining product suite.

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## About the Digital Dining Point-of-Sale Program

The Digital Dining for Windows POS program is designed for use in the front of the house of many different types of restaurant operations. As such, it can serve as a time clock, a server station, a bartender station, a fast food station, a drive-through station, a double drive-through station, cashier station, home delivery station, or a quick service station. Servers, bartenders, and counter personnel will use it to create customer orders, orders that the program then sends to the kitchen or the bar (if necessary). Managers will use it to perform daily managerial duties, such as voids, comps, open check reports, or simple sales reports.

As a manager, you will most likely want to run/create more robust reports from the Back Office program for two reasons. First, the hardware configuration (that is, the touch screen, no mouse, no keyboard) is not ideal for entering new information. Furthermore, the 40-column printer at the POS does not provide as much space as an 80-column printer in the back office does. Second, during the course of normal business, you want your front of the house personnel to have adequate and quick access to the POS, which they will not have if managers tie it up to create or run comprehensive reports or perform data entry tasks.

---

## About the Digital Dining Point-of-Sale User's Guide

This document represents Release 7.4.01 of the *Point-of-Sale User's Guide*, which is the companion document to Release 7.4.01 of the Digital Dining Point-of-Sale program. Furthermore, we have developed the *Point-of-Sale User's Guide* into distinct media: printed and online.

The documentation and online Help will describe how you can use the POS program. We have provided both conceptual help (a description of how we designed the program or a description of how an interface works) and practical help (step-by-step instructions for completing most tasks). Within each task, cross-references (in the hard-copy manual) and hypertext links (in the online Help) will let you quickly access the associated reference information you might need to complete each task.

When working within the POS program, you can access the online help file through the **Help** menu. Within the help system, you can look for answers with a table of contents, an index, or a find capability. Furthermore, we've linked many of the topics

with hypertext links (“jumps”), which make finding the right information quicker and easier.

---

## Document Organization

Each section in this manual builds on the concepts or procedures detailed in the previous section(s). The description of the topics and procedures, therefore, become more involved as you progress through the manual.

We divided the *POS User's Guide* into the following sections:

- ▶ Point-of-Sale Basics  
This section describes the most common concepts, windows, and functions that you will encounter with the POS program.
- ▶ Registers  
This section describes the most common service registers, including Table, Bar, Quick Service, Fast Food, and Drive-Thru operations.
- ▶ Check Option Functions  
This section describes all the check option functions that you can use to create Check Options.
- ▶ Register Options  
This section describes all the register options you have available for each service register.
- ▶ Reports  
This section describes all the reports you can create or run for each service register.

---

## Technical Support

Your local dealer provides all technical support and sales support.

If you cannot access parts of the Digital Dining program, check with your Digital Dining System Administrator (possibly a dealer or restaurant employee). He or she can set or change the system access permissions to specific Digital Dining programs. Please check with your System Administrator for any questions regarding access permissions to the program.



# Point-of-Sale Basics

---

## Overview

In this chapter, we describe Digital Dining's Point-of-Sale (POS) program. We first describe the POS program's versatility. Then we describe the features and functions that are common to all the POS stations, including the POS program's typical windows/functions and screen layout.

---

## POS Program Versatility

The POS can be any number of register types; that is, through Digital Dining's Setup program, you can create up to 99 different register definitions, which means your POS can be any one or combination of those register definitions. For example, if you run a fast food restaurant that has two menus (one for breakfast and one for lunch/dinner), then you would set up two register definitions. For the breakfast register, you would include the breakfast menu items whereas, for the lunch/dinner register, you would include only the lunch/dinner menu items.

For a typical restaurant, you have even greater flexibility with the register definitions. Let's say you have a POS station that both servers and bartenders use. When a server logs in, the table service register and all of its options appear. When a bartender logs in, the bar service register and all of its options appear. On Sundays, from 10 am to 2 pm, that POS station is a table service register, a brunch service register, or a bar service register, depending on who logs in and what menu items you want your staff to access.

You can also define the register based on the active day and time. For example, you could develop unique register definitions divided by each day of the week and am or pm (Monday am, Monday pm, Tuesday am, Tuesday pm, and so on). Each register definition, in this scenario, would access unique menu items based on the day and time.

In sum, the register definitions are so versatile that you can create a unique definition that would work only between 6:00 pm and 6:01 pm Thursdays for server number 12. Is it practical? No, but it is possible. And you have 99 such possibilities.

---

## Typical Windows/Functions

Regardless of the register definition, the POS program requires you (all personnel, including managers) to log in. In most cases, after you log in, you will clock in. To log in and then clock in, you will need to use the keypad, and maybe the keyboard (to type special comments). In the following sections, we describe the keypad/keyboard tools, the clocking/logging in procedures, and the clocking out/declaring tips procedures.

---

### Keypad

Use the keypad (shown below) to enter your staff ID number, then you can enter your password using the keypad (or you can use a card swipe, if available).



The keypad has four special buttons: the – (negative sign), the BSP (backspace), the ESC (escape), and the ENTER buttons. Use the – (negative sign) button to create a negative number; use the BSP button to back up or delete a number; use the ESC button to close the keypad without making an entry; and use the ENTER button to record the number.

---

### Keyboard

You will use the keyboard (shown below) to enter comments, memos, or notes.





As you can see, the keyboard has almost all of the same keys as the keypad. The keyboard, however, also has all 26 letters of the alphabet, a comma, a period, and a space button.

---

## Clocking In

Before you can start using the POS, you must clock in. As you clock in, you tell the program who you are (ID number), what your password is, and what department you are working in (in those situations where an employee can fill more than one position [for example, server, bartender, or host]). The POS changes its appearance based on how you have clocked in. For example, if you clock in as a counter employee for a fast food operation, the POS changes so that you can begin to enter new orders. If you clock in as a server in a dining operation, the POS forces you to select a server station (if you set the table access method to by station) with assigned tables.

---

### **To Clock In**

- 1 From the Command panel, tap **Log In**.
- 2 Using the keypad, enter your Staff ID and tap **ENTER**. Enter your password and tap **ENTER**.
- 3 From the Selection panel, tap the appropriate department (the blue button is the current active department). At this point, you can add a comment (for more information see “Adding Comments” on page 8).

- 4 From the Command panel, tap **Clock In**.

If you are non-POS staff (for example, a dishwasher, cook, or bus person), then you have finished clocking in. At this point, the POS returns to the main screen.

- 5 At this point, the POS register is either active, or you have another choice (for example, which station you will work as a server). If so, tap the appropriate station, then tap **Accept** from the Command panel.

For some register definitions (in those operations where more than one staff member must use the same POS station), you must log back in so that you can begin to place an order.

---

### **Adding Comments**

Adding comments to the clock in or clock out procedures is entirely optional. After you tap **Comment**, the keyboard appears, which allows you to type in your comment.



---

### ***To Add a Comment***

- 1 While clocking in or clocking out, tap **Comment**.
- 2 Using the keyboard, type your comment and tap **ENTER**.
- 3 Continue with the clocking in or clocking out procedures.

---

## **Logging In**

If you clock in at a POS station that you will share with other employees, you must log back in before you can enter a new order or modify an existing order. In these situations, you typically must log in each time you need to use the POS register. The following procedures presume that you have already clocked in.

---

### ***To Log In***

- 1 From the Selection panel, tap the button that identifies you.  
**OR** From the Command panel, tap **Log In**. Use the keypad to type your Staff ID and tap **ENTER**.
- 2 Using the keypad, type your password and tap **ENTER**.

---

## Logging Off

In some situations, you may need to log off the POS register. For example, a manager may need to use the POS to perform a duty. When you log off, you simply free the POS for someone else to use. You **DO NOT** clock out when you log off.

---

### *To Log Off*

- 1 From the Command panel, tap **Log Off**.
- 2 When prompted, tap **Yes**.

---

## Clocking Out and Declaring Tips

At the end of the shift, all staff must clock out. To clock out, you first have to log in. In some situations, staff must also declare any tips they have earned. The procedures below presume that you are currently clocked and logged in the first time.

---

### *To Clock Out (POS Staff)*

- 1 Log in at the POS.
- 2 From the Command panel, tap **Reg Options**. If **Reg Options** is not available, tap **Sale** and then tap **Reg Options**.
- 3 From the Selection panel, tap **Clock Out**.
- 4 Declare tips (if prompted) and tap **ENTER**. At this point, you can add a comment (for more information see “Adding Comments” on page 8).
- 5 Tap **Clock Out** from the Command panel.

---

### *To Clock Out (Non-POS Staff)*

- 1 From the Command panel, tap Log In.
- 2 Using the keypad, type your Staff ID and tap **ENTER**. Type your password and tap **ENTER**.
- 3 Declare (if prompted) tips and tap **ENTER**. At this point, you can add a comment (for more information see “Adding Comments” on page 8).

- 4 Tap **Clock Out** from the Command panel.

---

### To Declare Tips

- 1 If prompted, use the keypad to declare your tips.
- 2 Tap **ENTER**. In the Selection panel, review the amount you have declared.
- 3 If you've made a mistake on how much you declared, tap **Declare Tips** from the Command panel. Reenter the amount and tap **ENTER**. At this point, you can add a comment (for more information see "Adding Comments" on page 8).
- 4 When you have the correct amount, tap **Clock Out**.

---

## Window Layout

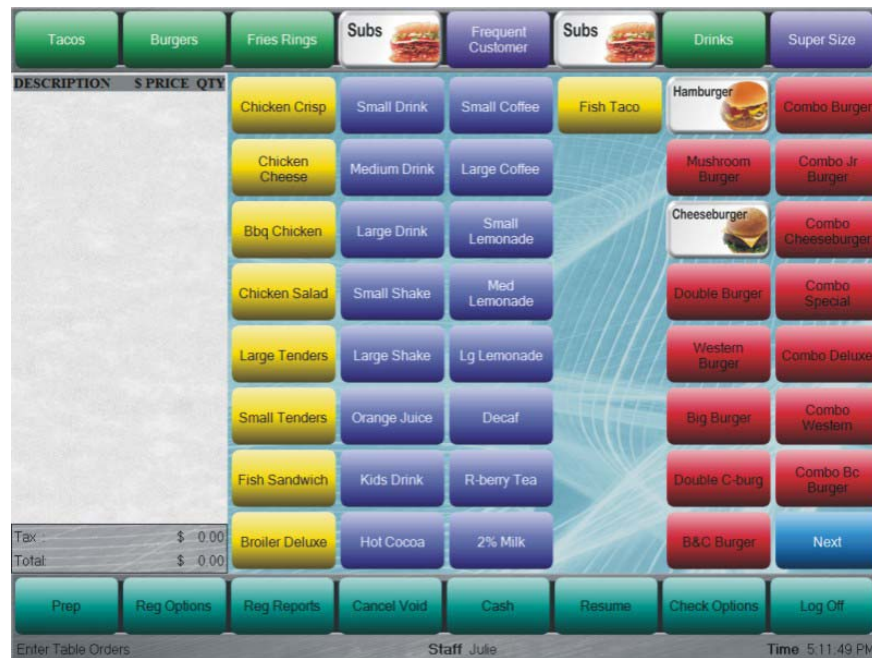
The window layout of your POS register is fairly predictable. That is, you will always have a Top panel, either one or two Selection panels, and a Command panel. The typical Table Service Register has a Top panel, one Selection panel, one Display panel, a Command panel, and a Status area.



The typical Bar Service Register has a Top panel, two Selection panels, a Command panel, and a Status area. When you create or access a tab, the Bar Service Register will look more like a Table Service Register.



The typical Counter Service Register has a Top panel, two Selection panels, a Display panel, a Command panel, and a Status area.



Regardless of which register you use or create, you will see many of the same basic features: a Top panel, a Selection panel (one or two of them), a Display panel, a Command panel, and a Status area.

## Top Panel

In some situations, you really won't need to use the Top panel (for example, when you log in or clock out), so the POS program simply doesn't show it. You will use the Top panel, most often, to access speed windows, which allow you to order different types of menu items. After you use the Top panel to access speed windows, you will use the Selection panels to select and view the order.

## Display Panel

The Display panel and the Selection panel make up the middle portion of your screen. The Display panel shows the details of the current transaction. For example, if you are just starting to open a check, the Display panel will show the details of that new check (that is, the table number and the number of covers). If you are ordering menu items, the Display panel will show all of the menu items (and their modifiers) you have ordered.

---

## Selection Panel

The Selection panel displays up to 24 buttons that you can customize (in the Setup program). The Selection panels allow you to perform a variety of functions, including adding menu items to a check, voiding menu items from a check, or accessing the register options, register reports, or check options. Most often, you will use the Top panel to select a different speed window (for example, the Beverage or Entrees speed window) so that you can order the different menu items that you have associated with that speed window.

---

### *Speed Windows*

A speed window is a group of up to 24 buttons that allows your servers quick access to menu items that customers order frequently. If you do not see the item you want to order on a speed window, then you can select a new speed window to display from the Top panel.

---

## Command Panel

You will use the Command panel to access various options, such as **Pay, Finish, Send, Reg Options,** or **Check Options.** The options that you have available depend entirely on how you created your register definitions in the Digital Dining Setup program.



# Registers and the POS

---

## Overview

In this chapter, we describe how register definitions work at the POS, what check numbers do for you at the POS, and what table access options you have at the POS.

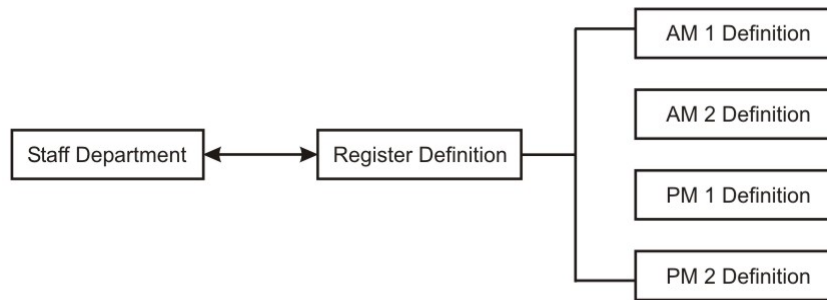
---

## How does a POS Register work?

When working with Digital Dining, you will encounter register definitions in both the Setup program and the Point-of-Sale (POS) program. From the Setup program, you define how you want the registers at the POS to look and operate. Therefore, if you are working with the Table Service Register at the POS and it does not look or operate as you want it, then you need to modify that register definition in the Setup program.

At the POS, you determine what register definition Digital Dining loads based on how you clock in (that is, what department) and what the current time is. That is, if you clock in as a server, then Digital Dining loads the Table Service Register (or whatever register you have associated with servers). If you clock in as a bartender, then Digital Dining loads the Bar Service Register (or whatever register you have associated with bartenders).

Digital Dining can also change the current register for you and your staff based on what the current time is. That is, in the Back Office program, you have linked your staff with register timers. In the Setup program, you have defined the different registers that Digital Dining will associate with each register timer.



Therefore, when you log in at the POS, Digital Dining asks the Back Office program what register timer is associated with the staff department you have clocked in under, and then Digital Dining accesses that timer definition from the Setup program, which might have different register definitions associated with it, and loads the correct register definition based on the current time.

Let's take a look at an example.

- ▶ From the POS, you clock in as a bartender at 4 pm.
- ▶ Based on the link (in the Back Office program) between staff department (in this case, bartender) and register timer, the POS accesses the register timer definition (in the Setup program).
- ▶ The register timer definition reads the time on the system clock (4 pm) and loads the bar register definition for 4 pm (let's call that definition Bar Regular).
- ▶ At 4:30 pm, the register timer definition tells the POS to change the current register definition to, let's say, Bar Happy Hour. This register definition is active, for example, until 6:29 pm.
- ▶ At 6:30 pm, the register timer definition tells the POS to return the register definition to Bar Regular. (You create or set these time and register changes in the Setup program.)

---

## Static Registers

The description (above) of the POS register is what we call a “dynamic register.” A dynamic register can change, based on the time of day or based on who logs in. You can also set the POS program to run as a “static register,” changing based on time of day or not at all. A static register won't change, regardless of who logs in. For example, many Counter Service Registers (for fast food operations) are set to static because the operators/managers always want the options associated with a Counter Service Register to be available, but they might want the register to change from a breakfast menu to a lunch menu.

---

## Registers and Work Flow

If you work with several registers, you will probably notice that they share many characteristics. For example, they all have the basic layout of a Top panel, Display panel, Selection panel, and a Command panel. Each register contains slightly different options in each of these panels; consequently, the appearance of each register is a significant distinguishing feature (although not the most significant).

We also designed some special functionality into each register. For example, if a customer forgot money in the car, then you can suspend (that is, pause) an order with a Counter Service Register. Or, if you cannot fill part of an order for a drive thru customer, you can park that order, serve the next customer, and then take the rest of the parked order to the customer with the Drive Thru Service Register. The special functions of each register is a significant distinguishing feature (although not the most significant).

If the appearance or special functionality of each register isn't the *most significant* distinguishing feature, then what is? The most significant distinguishing feature of the different registers is how we intend for each one to function at the POS. The intended functionality, and therefore the basic operating procedures (that is, the work flow), differs for each register.

---

## The Table Service Register and Work Flow

We designed the Table Service Register to mimic the work flow of a basic sit-down restaurant operation. For example, like a sit-down restaurant, the Table Service Register revolves around the table number. That is, the Table Service Register allows servers to open new checks by referencing table numbers, access existing checks by table number, print and reprint checks by table number, and use the same table number multiple times (which allows for table turns).

Servers in a sit-down restaurant often have to write the customer's orders on a physical check. If the customer orders from different parts of the restaurant, then the server has to carry a separate physical check to that location. For example, if customers at a table order something from the bar, an appetizer, and an entrée (they want the appetizer and entrée served at the same time), then the server must take separate checks to the service bar, the appetizer station, and the entrée station. With the Table Service Register, however, the server only has to enter the order at the POS. The Table Service Register will automatically print the order at the other preparation printers. Thus, the Table Service Register mimics the work flow of a typical restaurant and reduces some duties for the server.

The Table Service Register also allows the server to close and pay the check (in a server-banking environment) or allows for a central cashier (in a cashier banking

environment). Therefore, the Table Service Register provides reporting utilities with either banking environment.

---

## The Bar Service Register and Work Flow

We also designed the Bar Service Register to mimic the work flow of a typical bar area. Typical bars allow their customers to pay for their purchases immediately or pay for their purchases later by running a tab. Therefore, the Bar Service Register revolves around two transaction types: Cash and Carry (C & C) or tab sales.

In many bar operations, many customers choose to pay for their purchases immediately. The Bar Service Register accounts for this trend by providing the cash sale option. The cash sale option allows the bartender to start a transaction without going through the additional procedures of assigning a table number or number of covers. In short, the cash sale option provides bartenders with a handy shortcut for starting and ending a transaction.

The Bar Service Register also supports tab sales. For example, let's say a customer orders a round of drinks. The bartender enters the order at the Bar Service Register and tells the customer the total is, say, \$35.00. The customer can then decide to pay the total or start a tab for the purchases. The bartender can accommodate either choice.

---

## The Counter Service Register and Work Flow

We designed the Counter Service Register to mimic the work flow of a typical fast food counter. That is, we designed the Counter Service Register to process cash sales quickly and show the details of a number of previous sales so that staff can prepare or bag the order. When you process a cash sale, you actually close the transaction. Unlike a Bar Service Register, the Counter Service Register can recall and review closed transactions (four or eight transactions at a time on a special prep screen to allow for preparing and bagging). Because you can display the details of several sales, the Counter Service Register is ideal for serving three or four people at the same time.

---

## The Drive Thru Service Register and Work Flow

We designed the Drive Thru Service Register to mimic the work flow of a typical drive through operation. That is, the Drive Thru Service Register processes cash sales so that orders rung at an order window can be paid or picked up at another window. In short, the Drive Thru Service Register organizes open transactions to match the cars as they move through the drive through.

---

## Check Numbers

The POS registers, regardless of their unique register definitions, create a check number for each transaction, beginning at 1,000 and incrementing by 1 up to 999,999. At 1,000,000 Digital Dining rolls back to 1,000 and begins renumbering.

You will use the check numbers mainly for tracking purposes. For example, you might want to reproduce or adjust a check after a staff member has paid it out.

---

## Table Access

From the Setup program, you set how you want your staff to access table numbers from the POS. The Setup program provides you with five ways to access table numbers at the POS: by staff (automatic), by staff (manual), by station, by room, and by profit center.

**Note**

You will still need to create a table access method in the Setup program even though some operations (like a Drive-Thru) will never have a table number. When you set up a table access method, you're really giving the POS a method to access check numbers. Therefore, if it helps you, you can think of table access methods as check access methods.

---

## Manual by Staff

You will use the "Manual by Staff" table access method most often with the Table Service Register.

If you set the table access method to Manual by Staff, then whenever your staff enter a new transaction at the POS, Digital Dining will prompt them to enter a new table number with the keypad. By using the Manual by Staff method, your servers have the flexibility to pick up any table in the restaurant and the food runners will know where to take the food.

---

## By Station

You will use the “By Station” table access method most often with the Table Service Register.

If you set the table access method to By Station, then your staff must select a station during their clock in procedures. You associate table numbers with each station in the Setup program. When your staff enter a new transaction at the POS, Digital Dining will display the tables associated with their station in the Selection panel. If someone calls in sick, then you can modify the table numbers associated with each station, or you can have your staff manually enter the table numbers they pick up by using the keypad.



---

## By Room

You will use the “By Room” table access method most often with the Table Service Register.

The By Room access method is functionally identical to the By Station access method. The only difference between the two is how they appear at the POS. With the By Room table access method, the POS will display a floor plan (a floor plan you create in the Setup program) with stations and tables. To access a table, the servers simply tap the appropriate table on the screen.

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## **Automatic by Staff**

You will use the “Automatic by Staff” table access method most often with the Quick Service Register.

Many bar patrons pay their tabs as they go. For example, a patron might order a bottled beer and choose to pay cash instead of running a tab. Equally, though, many bar patrons want to run a tab and pay at the end. The Automatic by Staff table access method provides your staff with the most versatility and speed for bar operations.

---

### ***Scenario One***

A customer does not want to run a tab, and there is no good reason to enter a table number (for example, the customer doesn't want any food). Therefore, the bartender simply rings the order without manually entering a table number. Digital Dining doesn't create a table number for this transaction because the bartender did not create a tab.

---

### ***Scenario Two***

A customer wants a tab, and there is no good reason to create a table number (for example, the customer doesn't want to order food). Therefore, the bartender simply rings the order without manually entering a table number. In this scenario Digital Dining creates a table number simply because you cannot have an open transaction without a table number.

---

### ***Scenario Three***

A customer wants a tab, and there is a very good reason to create a table number (for example, the customer orders food). However, where the customer is sitting (bellied up to the bar) has no table number. Therefore, the bartender simply rings the order without manually entering a table number. Digital Dining creates a table number. When the food order is complete, the runner brings the food to the bartender instead of directly to the customer. The bartender then serves the food.

---

### ***Scenario Four***

A customer wants a tab, and there is a very good reason to create a table number (for example, the customer orders food). This customer is sitting at a cocktail table that has a table number. In this case, the bartender rings the order and manually creates a table number. When the food order is complete, the runner brings the food directly to the customer.

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## By Profit Center

You will use the “By Profit Center” table access most often with the Fast Food Service Register, especially the Double (or Triple) Drive-Thru Service Register.

If you set the table access method to By Profit Center, then all staff have access to all the tables. With a multi-window drive-thru operation, you will have one staff member take the order. Another staff member will pay the order and (perhaps a third) will serve the order. All staff have access to all tables and transactions. In short, we recommend you use the By Profit Center table access method if you have an operation in which the employees work cooperatively to service the customers (for example, you might host a banquet where table numbers are important, but who opens, serves, or closes the check/table is unimportant because all the staff work on the table).

The following chapters describe how you will typically use some of the most common registers, including Table Service, Quick Service (including Bar Service), Fast Food Service (including Drive-Thru Service and Double Drive-Thru Service).



# Table Service Register

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## Overview

You can use Digital Dining's Table Service Register in sit-down restaurants. We created the examples in this chapter using the demo data and the typical register configuration from the Digital Dining installation disk.

In this chapter, we describe how you will most likely use a typical Table Service Register at a POS station. We describe how you might use all of the standard features of the Table Service Register. We also describe how you might use the most common Check Options, Register Options, and Register Reports. Because you can configure the Table Service Register in any way, the descriptions that we provide here may differ slightly from how your register actually performs.

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## Table Service Register Design

We designed the Table Service Register to mimic the work flow of a basic sit-down restaurant operation. For example, like a sit-down restaurant, the Table Service Register revolves around the table number. That is, the Table Service Register allows servers to open new checks by referencing table numbers, access existing checks by table number, print and reprint checks by table number, and use the same table number multiple times (which allows for table turns).

Servers in a sit-down restaurant often have to write the customer's orders on a physical check. If the customer orders from different parts of the restaurant, then the server has to carry a separate physical check to that location. For example, if customers at a table order something from the bar, an appetizer, and an entrée (they want the appetizer and entrée served at the same time), then the server must take separate checks to the service bar, the appetizer station, and the entrée station. With the Table Service Register, however, the server only has to enter the order at the POS. The Table Service Register will automatically print the order at the other preparation printers. Thus, the Table Service Register mimics the work flow of restaurant and reduces some duties for the server.

The Table Service Register also allows the server to close and pay the check (in a server-banking environment) or allows for a central cashier (in a cashier banking environment). Therefore, the Table Service Register provides reporting utilities with either banking environment.

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## Opening a New Check

After you clock in, you can begin ringing up orders for your customers by opening a new table check. For sit-down operations, you open a new table check by specifying a table number. The Digital Dining Setup program allows you to specify one of five ways to access table numbers: Manual by Staff, Automatic by Staff, By Profit Center, By Station, and By Room. For a Table Service Register, you will most likely use Manual by Staff, By Station, or By Room.

---

### *To Open a New Check (Manual by Staff)*

- 1 After you log in at the POS, tap **Table** from the Command panel.
- 2 Using the keypad, enter the table number and tap **ENTER**.
- 3 From the Selection panel, tap the appropriate number of covers (that is, people at the table).
- 4 From the Command panel, tap **Open**.  
The table opens with a unique check number, and you can now order items.

---

### *To Open a New Check (by Station)*

- 1 After you log in at the POS, the Selection panel displays the tables (in buttons) that you have available to you. You have these tables available to you based on what station you chose during your clock in procedures.
- 2 Tap the table that you want to open.
- 3 From the Selection panel, tap the appropriate number of covers (that is, people at the table).
- 4 From the Command panel, tap **Open**.  
The table opens with a unique check number, and you can now order items.

**Note** If you don't see the table you want, you can still open it by tapping **Table** from the Command panel. Using the keypad, enter the table number and tap **ENTER**, select the correct cover count, and tap **Open**.

---

### **To Open a New Check (by Room)**

- 1 After you log in at the POS, the Selection panel displays a graphic of the tables that you have available to you. You have these tables available to you based on what station you chose during your clock in procedures.
- 2 Tap the table that you want to open.
- 3 From the Selection panel, tap the appropriate number of covers (that is, people at the table).
- 4 From the Command panel, tap **Open**.

The table opens with a unique check number, and you can now order items.

**Note** If you don't see the table number you want, you can still open it by tapping **Table** from the Command panel. Using the keypad, enter the table number and tap **ENTER**, select the correct cover, and tap **Open**.

---

### **Splitting a Check (New Checks)**

If you choose split checks when you open a new check, the POS will prompt you to assign a person number to each menu item you order for that check. If you *do not* choose split check when you first open, you can avoid the POS prompt for a person number. That is, start ordering the menu items, and the POS assigns the order to person number one. Tap the **Pivot Order** check option (if available), and the POS will automatically assign the subsequent menu items to person number two. Tap the Pivot Order check option again, and the POS will automatically assign the subsequent menu items to person number three (for more information, see "Pivot Ordering" on page 41.)

---

### ***To Split a Check (for a New Check)***

- 1 Log in at the POS and open a new check.
- 2 From the Command panel, tap **Split No** until it reads **Split Yes**.
- 3 From the Selection panel, tap the appropriate number of covers (that is, people at the table).
- 4 From the Command panel, tap **Open**.

Now, when you tap a menu item for this check, the POS program will prompt you to assign a person number to that menu item.

---

### **Adding a Name to Check**

Some food service operations encourage their staff to get to know the repeat customers. In these situations, staff sometimes can refer to the customer easier than, say, the table number. Consequently, the POS program allows you to assign a name to any check as you open it (you cannot add or change a name on a check once you have opened it unless you associate the check with a Frequent Diner or an A/R).

---

### ***To Add a Name to a New Check***

- 1 After you log in at the POS, tap **Table** from the Command panel.
- 2 Using the keypad, enter the table number and tap **ENTER**.
- 3 From the Selection panel, tap the appropriate number of covers (that is, people at the table).
- 4 From the Command panel, tap **Name**. Using the keyboard, enter the name of the customer and tap **ENTER**.
- 5 From the Command panel, tap **Open**.

**Note**

You can configure the POS program to prompt you to enter a customer's name for each new check (for more information, see the *Digital Dining Setup User's Guide*). You can also configure the POS program to prompt for the customer's account number, member number, or Vanguard member name.

---

## Adding the Number of Covers

When you open a new check, the POS program will prompt you to enter the number of covers (that is, people) at the table. The POS program provides you with buttons for up to 24 covers. If you need to set the number of covers higher than that, tap **Covers** from the Command panel. Using the keypad, enter the number of covers and tap **ENTER**.

---

## Adding Items to a New Check

After you create a check for a new table, you can begin to ring the order for your customer(s). If the item you want to order does not appear on the current speed window, then select the appropriate window from the Top panel. To record the items on the check, you should “Finish” the order and then either “Send” or “Print” the check.

If you tap **Send**, then the order will go to the preparation printers. For example, if you order a bottle of beer and an appetizer, tap **Finish**, and tap **Send**, then the POS program will print the bottle of beer request at the service bar and the appetizer request at the kitchen printer (depending on how you’ve set this up in the Setup program).

If you tap **Print**, then the POS will print the check at the designated POS printer (depending on how you’ve set this up in the Setup program). However, if you have not tapped **Send** for this particular order yet, then the POS will automatically send the order to the appropriate prep printers and print the check at the POS printer simultaneously.

---

### *To Add Items to a New Check*

- 1 Open a new table.
- 2 Using the Selection panel, enter the item(s) you want to order. If you don’t see the item(s) you want to order, tap the appropriate POS window button from the Top panel and enter the item(s) you want to order.
- 3 When you’ve entered all the items you want to order, tap **Finish**.
- 4 Tap **Send** to print the order at the preparation printers without printing the check at the POS.

**OR** Tap **Print** to send the order to the preparation printers and print the check at the POS.

---

## Modifying Menu Items

When you order items, you will often have forced modifiers. Forced modifiers are selections you have to make based on the menu item you have just ordered. For example, you can set up forced modifiers for any hamburger your staff orders. That is, you can force the POS to prompt the server to enter how the customer wants the burger cooked and what side dish (french fries or onion rings, for example) the customer has chosen.

You might encounter situations where there is not a forced modifier, but you want to add an optional modifier for the preparation of the food item you have just ordered. For example, you might want to tell the food runner how many plates to bring with an appetizer order. When you order items, you can view the optional modifiers by tapping **Modifier** from the Command panel. The POS will display different modifier options for your beverages, entrees, and appetizers if you have set it up that way in the Office program. That is, in the Office program, you can add optional modifiers to your prep types.

---

### ***To Modify a Menu Item (Optional Modifiers)***

- 1 Open or start a check.
- 2 Select the menu item you want to order.
- 3 From the Command panel, tap **Modifier**. The POS program displays the optional modifiers for that item in the Selection panel. Choose the appropriate modifier(s).
- 4 Repeat step 3 if you want to add an optional modifier.
- 5 When you finish modifying the menu item, continue to order other menu items or finish the order.

**Note**

You can add more optional modifiers to the Selection panel by associating the correct menu item with a prep type and POS window (Menu Item Maintenance window) and then associating that prep type with the same POS window (Menu Prep Type Maintenance window) in the Back Office program (for more information, see the *Back Office User's Guide*).

---

## Changing the Person

You will use **Change Person** if you started a regular check and now want to split it. Let's say you start a check (not split) and another customer joins that table. The new customer wants a separate check. You take the order for all three. At the POS, you enter the order for the original customers, then tap **Change Person**, choose a person number and enter the additional customer's order. In this way, you have effectively changed a single check into a split check. If you reopen that check, the POS program will recognize that it's a split check and prompt you to assign a person number for each menu item unless you use pivot ordering (for more information, see "Pivot Ordering" on page 41.)

**Change Person** works only for menu items that you are currently ordering; you cannot change the person number for items you have already ordered by using **Change Person**. If you want to change the person for an item you have already ordered and sent or printed, then you will need to use the **Split Ck** option of Check Options, or you can tap **Separate Checks** from the Top panel.

---

## Reviewing a Check

To void an item from a check, you first review the check. To review a check, you can either tap **Review** from the Command panel or tap any menu item you have ordered in the Display panel. The POS opens the check and highlights the first item you ordered for this check (or the item you tapped in the Display panel). When you review a check, the Command panel will provide you with six ways to navigate the check:

**Line Up.** Selects the menu item preceding the current one.

**Line Down.** Selects the menu item following the current one.

**Page Up.** Selects the menu item at the top of the current page.

**Page Down.** Selects the menu item at the bottom of the current page.

**Top.** Selects the first menu item you ordered.

**End.** Selects the last menu item you ordered.

You can also select a menu item by tapping it. Once you have selected a menu item, you can choose to remove it from the check by tapping **Void** (for more information, see "Voiding Items from a Check" on page 33).

---

## Entering Quantities

The POS program contains a toggle switch called **Enter Qty** (like a light switch, it is either on or off). Most likely, you will turn it on when you have an order that has several of the identical menu items. You can determine if it is on or off by looking at the status bar, which is just below the Command panel. You will see either “Qty: Off” or “Qty: On”. If you turn it on, and then order a menu item, the POS program will display a keypad so that you can enter the quantity of the menu item you want to order.



Let’s say that you have 12 people at one table. They all order different food items, but they all order the same beverage: coffee. In this case, you can save time if you tap **Enter Qty** (to turn it on), tap coffee from the beverage speed window, type 12 on the keypad, and tap **ENTER**. Then, if you tap **Enter Qty** again (to turn it off), you won’t be prompted to enter the quantity of the 12 different food items you are about to order.

The POS program default for the **Enter Qty** switch is off. Thus, the POS will always start with the switch off. Furthermore, the POS will reset the **Enter Qty** switch to off each time you finish an order.



---

## Opening an Existing Check

Often, you might need to open the check for an existing table. For example, you might need to order entrees, reorder a round of drinks, void an item from the check, or pay the check. Regardless of how you access tables (Manual by Staff, by Station, and so on), you will follow the same procedures.

---

### *To Open an Existing Check (by Table Number)*

- 1 Log in at the POS.
- 2 From the Command panel, tap **Table**. Using the keypad, enter the table number you want to open and tap **ENTER**.

**OR** From the Selection panel, tap the check/table that you want to open.

Typically, you and your staff will open checks by table number. However, there may be situations, such as opening a closed check, in which you want to open a check by its check number.

---

### *To Open an Existing Check (by Check Number)*

- 1 Log in at the POS.
- 2 From the Command panel, tap **Check**. Using the keypad, enter the number of the check that you want to open and tap **ENTER**.

---

## Adding Items to an Existing Check

Often, your customers will want or need time to decide what they would like to order. Therefore, your staff will often begin a check with just a drink or appetizer order. Therefore, your staff will need to know how to add items to an existing check.

---

### **To Add Items to an Existing Check**

- 1 Log in at the POS and open an existing check.
- 2 Using the Selection panel, enter the item(s) you want to order. If you don't see the item(s) you want to order, tap the appropriate speed window button from the Top panel and enter the item(s) you want to order.
- 3 When you've entered all the items you want to order, tap **Finish**.
- 4 Tap **Send** to print the order at the preparation printers without printing at the POS.

**OR** Tap **Print** to send the order to the preparation printers and print the check at the POS.

---

### **Reordering Items for a Check**

Often, your customers will want to reorder most or all of their beverages. Therefore, we've included a feature (called **Reorder**) in the POS that allows you to reorder all of the drinks for a table. Let's say you have a four top for which the host(ess) seats only one customer (who's waiting for the others to arrive). You greet the customer and take a drink order (Corona). When you serve the Corona, the other customers have arrived and order a Coke, Bud Light, and Vodka Sour. You serve those drinks and take, enter, and serve their food order. Then, they want another round of drinks. You return to the POS, log in, select their table, and tap **Reorder**. You will notice that the POS did not automatically reorder *all* of the drinks. Instead the POS reordered all of the drinks from the most recent transaction that had a drink item in it. Therefore, in this scenario, you have only reordered a Coke, Bud Light, and Vodka Sour.

Let's look at another scenario. Let's say that you're working a six top. You enter six drink orders at the beginning of service. When you enter the entrees, the customers want another round, so you also tap **Reorder** (the POS program inserts all of the drinks from the previous transaction on this check). During the meal, all the customers except one want another drink. You would then open the check, tap **Reorder**, tap the drink for the customer who doesn't want that drink, and then tap **Void** to remove it from your reorder (for more information, see "To Remove (Void) Items from an Existing Check" on page 34).

To get the most out of the **Reorder** option, you should remember that the POS program only reorders the drink(s) from the most recent transaction of the current check.

**Note** What the POS reorders when you tap **Reorder** depends on you. That is, you set up how the reorder option works in the Back Office program. Specifically, you determine what the POS reorders by selecting the **Include in Reorders** check box in the Menu Prep Type Maintenance window. If you select this check box, you tell the POS program to reorder any menu item from the last transaction that is associated with that prep type.

---

## Removing Items from a Check

You can remove a menu item from a check using **Cancel** or **Void**. If you order a menu item accidentally, you can remove it from the order by tapping the **Cancel** button only if you have not already sent or printed the check. **Cancel** removes the last item you have ordered. If you need to remove an item that is not the last item or an item on a check that you have already sent, then you can use **Void**.

---

### *Canceling Items from a Check*

The **Cancel** button works much like the BACKSPACE key on a keyboard. That is, each time you tap the **Cancel** button, you delete the most recent menu item. The **Cancel** button works only for items that you are currently ordering. It does not work for items that you have already sent or printed. If you want to remove an item from the check after you have sent or printed the order, then you need to use the **Void** button.

---

### *Voiding Items from a Check*

We expect that you will use **Void** in one of two situations: removing a menu item from the current check or removing a menu item from a check you have already sent.

Situation One: you have ordered a number of menu items (but not sent the order). When you look over the order, you notice that you have ordered a wrong item or modified an item incorrectly. Instead of tapping **Cancel** (and removing any item between the wrong and the last item), you can use **Void** to remove only the incorrect item.

Situation Two: you have ordered a number of menu items (and sent the order). When you look over the check (let's say, before you present it to the customer), you notice that you have accidentally ordered an additional item. You can use **Void** to remove the item from the check. To remove a menu item from a check after you have sent it,

you can use **Void**. After you void an item from a check, you will still see it on the check. If you finish the order and reopen the check, the POS program will no longer display the voided item(s) on your check.

**Note** You can decide how you want **Void** to function. That is, many operations only allow their manager's to use **Void**. Therefore, you may need a password to use this function.

---

### ***To Remove (Void) Items from an Existing Check***

- 1 Open the check that you need to remove items from.
- 2 From the Selection panel, tap the item you want to void.  
**OR** From the Command panel, tap **Review**. From the Selection panel, select the item you want to void from the check.
- 3 From the Command panel, tap **Void**.
- 4 From the Selection panel, tap a reason for the void.
- 5 From the Command panel, tap **End**.  
**OR** Repeat steps 2 through 4 for any other items you want to remove from the check, and then tap **End** from the Command panel.

---

## **Finishing a Check**

When you finish a check, you are telling the POS program what to do with the check. For example, if you tap **Send**, then you are telling the POS program to send the menu items you have ordered to the appropriate preparation printers. If you tap **Print**, then you are telling the POS program to print the check at the POS and send the menu items you have ordered to the appropriate preparation printers. If you tap **Pay**, then you are telling the POS program that you are about to close the check. Finally, if you tap **Verify**, then you are telling the POS program that you want to verify a credit card so that you can later use that option to pay the check.

**Note** The POS does not resend items that you have already sent. If you open an existing check and do nothing, you must tap **Print** (to print the check and end the current transaction) or tap **Send** (to end the current transaction).

---

## Paying a Check

When you pay a check, you have several options. For example, if you tell the POS program that the current customer is tax exempt by tapping **Exempt No** until it reads **Exempt Yes**, then the POS will remove the tax from the current check.

If you first enter a tip percentage or amount (by tapping **Tip %** or **Tip Amount**, respectively) and if you then select a payment type, the POS program will add the customer check total and the tip amount and display that amount in the keypad. You can also tell the POS program to print a receipt for the customer by tapping **Receipt No** until it reads **Receipt Yes**.

Regardless of how your customer chooses to pay the check (see below), your staff will always follow the same general procedure: Open the check, tap **Finish**, tap **Pay**, select a payment option (in the Selection panel), enter the payment total using the keypad, tap **ENTER**, review the details of the information (in the Display panel), and tap **Accept**.

The POS program and Table Service Register allow a customer to pay a check in a variety of ways:

- ▶ Cash
- ▶ Check
- ▶ Credit Card
- ▶ House Account
- ▶ Gift Certificate
- ▶ Manager's Promo

**Note** Depending on your setup, your staff might have to verify each credit card transaction before they can pay the check by credit card (for more information, see "Verifying a Credit Card" on page 39).

---

### ***What Payment Total goes to the Keypad?***

The Setup program allows you to set one of three Default Amounts for your receipt windows (Owed plus Expected Tip, Owed, or Zero), which the POS will then display in the keypad. If you set a tip while paying a check with either **Tip %** or **Tip Amount** and the default amount is set to Owed plus Expected Tip, then the keypad will add the total of the check and the tip amount and display that in the keypad. If you do not insert a tip amount and the default amount is set to Owed plus Expected Tip, then the keypad will display the check total. If you have the default amount set to Owed or Zero, then the keypad will always show the check total or zero (“0.00”) even if you enter an expected tip.

---

### ***Using the Payment Keypad***

The Payment keypad offers several advantages when you are paying a check. First, if your customer pays with the exact change, you can bypass two steps by tapping ENTER when the Payment keypad loads (the two skipped steps are tap **Accept Payment** and tap **Done**).

Another advantage of the Payment keypad is the group of eight buttons at the bottom of the keypad. Each button represents a dollar value. Let’s say a customer gives you \$19 to pay for the check in the example below. You can tap one button (19) instead of four buttons (1+9+0+0) to enter the amount.



Another nice feature about the eight buttons is that they are summative; that is, if you tap more than one, then the keypad adds that value to the existing value(s). For example, let's say you tapped 5 and then you tap 20; the total in the keypad is "25.00". You can use any combination and any number of buttons to get the correct amount (if you tap 100, 2, 50, then the keypad shows "152.00" as the total).

---

### ***To Pay a Check***

- 1 Open a check.
- 2 From the Command panel, tap **Finish** and then tap **Pay**.
- 3 From the Selection panel, tap the appropriate payment method. The POS program displays a total in a keypad (for more information, see "What Payment Total goes to the Keypad?" on page 36).
- 4 Type the total and tap **ENTER**. The total is the amount above the cost of the check. The POS program uses the total to determine the correct change or the tip amount. If your customer pays by cash, then the amount over the check is change; if your customer pays by credit, then the amount over the check is tip.
- 5 Review the details of the payment transaction in the Display panel. If everything is correct, from the Command panel, tap **Accept Payment** and then tap **Done**.

**Note**

Depending on your setup, your staff might have to verify each credit card transaction before they can pay the check by credit card (for more information, see "Verifying a Credit Card" on page 39).

---

### ***To Pay a Check by Check***

- 1 Open a check.
- 2 From the Command panel, tap **Finish**.
- 3 From the Command panel, tap **Pay**.
- 4 From the Selection panel, tap the check icon. The POS program displays the total in a keypad. Type in the amount of the check and tap **ENTER**.
- 5 From the Command panel, tap **Accept**.

---

### ***To Pay a Check by House Account***

- 1 Open a check.
- 2 From the Command panel, tap **Finish**.
- 3 From the Command panel, tap **Pay**.
- 4 From the Selection panel, tap the house account icon. The POS program displays the total in a keypad. Type in the amount to apply to house account and tap **ENTER**.
- 5 From the Command panel, tap **Accept**.

---

### ***To Pay a Check by Gift Certificate***

- 1 Open a check.
- 2 From the Command panel, tap **Finish**.
- 3 From the Command panel, tap **Pay**.
- 4 From the Selection panel, tap the gift certificate icon. The POS program displays the total in a keypad. Type in the amount of the gift certificate and tap **ENTER**.
- 5 From the Command panel, tap **Accept**.

---

### ***To Pay a Check by Manager's Promo***

- 1 Open a check.
- 2 From the Command panel, tap **Finish**.
- 3 From the Command panel, tap **Pay**.
- 4 From the Selection panel, tap the manager's promo icon. The POS program displays the total in a keypad. Type in the amount of the manager's promo and tap **ENTER**.
- 5 From the Command panel, tap **Accept**.



---

## Verifying a Credit Card

If you have also purchased the credit card module, then you most likely have a verify option as part of finishing the check. You can set up the POS program so that your staff cannot pay a check by credit card unless they have verified it first.

---

### *To Verify a Credit Card*

- 1 Tap **Verify**. The POS will prompt you to swipe the card or enter the number of the credit card manually.
- 2 If you enter the Card Number manually (using a keypad), then the POS program will also prompt you to enter an expiration date for the credit card.
- 3 The POS program will then try to get an authorization code from the designated credit card clearinghouse. Finally, the POS will print a receipt that the customer can complete and sign.

**Note** After you have verified the credit card, you can proceed to pay that check using the standard procedures (for more information, see “To Pay a Check” on page 37).

---

## Paying by Credit Card

The POS program can display a different payment option for all of the credit cards you want to accept.

---

### *To Pay a Check by Credit Card*

- 1 Open a check.
- 2 From the Command panel, tap **Finish**.
- 3 From the Command panel, tap **Pay**. The rest of these procedures assume you have already verified the credit card.
- 4 From the Selection panel, tap the appropriate credit card icon. The POS program displays the total in a keypad. Type in the amount of the total (including tax and tip) and tap **ENTER**.

- 5 From the Command panel, tap **Accept**.

---

## Check Option Functions

A *check option* (for example, Check Status, Order by PLU, or Special Item) is a powerful and flexible timesaving command that you can use to perform a series of functions (up to nine) at the POS. Check options are distinct from register options in that check options are usually temporary, affecting only the current check. You have complete control over the performance of check options through their check option functions.

---

### Change Covers

The Change Covers check option function allows you to adjust the number of covers you have associated with the current check.

---

### Edit/Display PN

The Edit/Display PN check option function allows you to change the person number of selected menu items or to display the menu items that a single person has ordered.

---

### Enter Check Name

The Enter Check Name check option function allows you to enter a name on a check, such as “Smith party,” as an additional way to identify a check.

---

### Force Authorize

The Force Authorize check option function forces the credit card clearinghouse to provide an authorization.

---

### Instructions

The Instructions check option function allows you to enter any special preparation instructions for menu items. Typically, you will use this check option function if you cannot use forced or unforced modifiers to describe the special instructions.

---

## Interrupt Check

The Interrupt Check check option function allows you to leave the current check and then start and complete a transaction on a second check. After you send (that is, finish) the second check, the POS automatically displays the interrupted check.

Let's say you ordered two coffees on a check and then tap **Check Options** from the Command panel and **Interrupt Check** from the Selection panel. You then start and complete the second check; the POS automatically displays the interrupted check. Notice that the POS has changed the status of the two coffees from "N" to "O," which means that the POS sends any items you have ordered when you use the Interrupt Check check option function.

---

## Modifier

The Modifier check option function allows you to add an unforced modifier to the menu item that you ordered most recently.

---

## Pivot Ordering

The Pivot Ordering check option function automatically assigns ordered menu items to progressively increasing person numbers.

---

## Post Authorize

The Post Authorize check option function will make the POS prompt you to enter an authorization number when, for example, you called the clearinghouse and need to enter a credit card authorization number manually.

---

## Pre Authorize

The Pre Authorize check option function allows you to authorize (as opposed to verify) a credit card transaction, for a predetermined amount, so that you can use that authorization number at a later date to pay out the check.

---

## Prep Instructions

The Prep Instructions check option function displays the information that you entered in the **Prep Instr** tab on the Menu Item Maintenance window on the Display panel. Typically, these preparation instructions are for drinks from the bar.

---

## Print CD Slip

The Print CD Slip check option function allows you to print a second credit card slip.

---

## Select Default Discount

The Select Default Discount check option function allows you to change the default discount that you apply to the current check (if the server adds no other discount).

---

## Select Default Tip

The Select Default Tip check option function allows you to change the default tip that you apply to the current check (if the server adds no other tip.)

---

## Select Fire Holds

The Select Fire Holds check option function allows you to select menu items from the held menu items belonging to specified preparation types for the current check; choose those menu items that you want to send to the preparation printers.

---

## Select Hold Items

The Select Hold Items check option function allows you to select menu items to hold (that is, don't send them and assign them a check status of "H") on the current check.

---

## Select Holds by Type

The Select Holds by Type check option function allows you to select menu items on the current check that belong to specified preparation types. Select those menu items

that you want to hold(that is, don't send them and assign them a check status of "H").

---

## Select Prep Group

The Select Prep Group check option function allows you to change the preparation group for the current check.

---

## Select Price Level

The Select Price Level check option function allows you to change the price level for the current check.

---

## Select Profit Center

The Select Profit Center check option function allows you to change the profit center for the current check.

---

## Special Item

The Special Item check option function allows you to order a menu item that does not have a menu item number.

---

## Split an Item

The Split an Item check option function allows you to divide the cost of a menu item among several person numbers.

Sometimes, your customers may want to split the cost of a single menu item. That is, they want to pay equal shares of one or more menu items on separate checks. For example, let's say you have two customers at a table. They want separate checks. They order separate drinks and entrees, but they share a dessert. Each wants to pay equally for the dessert they have shared. In this scenario, you would create separate checks and then use the split item function to allow them to share the cost of the dessert.

---

## Start Hold Items

The Start Hold Items check option function allows you to begin ordering menu items that the POS will not send to the preparation printers until you select a check option function to release the hold.

---

## Start Set Time Holds

The Start Set Time Holds check option function allows you to begin ordering menu items (if they belong to specified preparation types) that the POS will hold until a specified time of day.

---

## Start Timed Holds

The Start Timed Holds check option function allows you to begin ordering menu items that the POS will hold for a specified number of minutes.

---

## Time Holds by Type

The Time Holds by Type check option function allows you to hold any menu items for a specified period of time, if those menu items belong to specified preparation types.

---

## Register Options

The register options allow you to perform actions that will affect all the transactions for the current register. When working with the register options at the POS, you can view any notes that you may have create for that register option in the Setup program. You can reload the register with the default settings by using the Reload Register register option or restarting the POS.

---

## Change Check Details

You can change the details of open checks (table number, number of covers, customer name, or Staff ID number). You can change the details, for example, when customers change tables, the number of covers changes, or the service staff for a table changes.

---

## Change Item Out List

You can enter a countdown total for daily specials and maintain (that is, add or remove items from) a list of menu items that are no longer available. If the kitchen runs out of an item, you can warn servers so that they can inform their customers. If additional portions of the item become available, you can change the countdown number, or you can remove the item from the Item Out List altogether. The Item Out List automatically appears in the Display panel as you log in.

---

## Change Receipt Details

You can change the receipt details of any check you have closed. This register options allows you to add a brief message or change the tip, account number, or receipt type for any one of your closed checks.

---

## Change Station

You can change the server station that the logged-in server uses. You can change the station that the server selected when clocking in either temporarily (until the server *logs* out) or permanently (until the server *clocks* out).

---

## Clock Out

You can clock out the logged-in staff member.

---

## Delete Table Check

You can delete any open check.

---

## Display Table Status

You can display and/or print the status of all open and closed checks.

---

## Enter Paid Outs

You can record the details of each paid out transaction conducted from the register. For example, when money is paid out from the register to vendors, the POS can record the details of the transaction.

---

## Enter Server Drop

The POS program allows staff members to drop part or all of the receipts they have collected during the shift. The dropped receipt amounts will appear on the POS reports, either as a negative amount for drops made, or a positive amount for drops received. A complete report of all the details of the drops performed on a given day is available in the Server Drop report.

---

## Free Table Number

You can allow a server to open a new check with an existing table number. For example, if new customers get seated at a table the server has yet to close the previous check for, then you can use this register option to free the table number.

---

## Join Table/Tab

You can join an open table or bar check to another open table or bar check, consolidating two checks into one. The server numbers must be the same for each table or check before you can join them. If they are not, use the Change Check Details register option to change the server number on the table or check that you want to transfer.

---

## Login as Staff

You can login as a different staff member, provided you have the appropriate password level. When you login as a different staff member, you can perform any transaction on that person's checks or tables that you need.

---

## Move Orders

You can move selected orders from one check to a second check.



---

## Pay Charge Tips

You can pay the charge tips to your servers all at once or in smaller increments.

---

## Print Selected Checks

You can print selected table checks or bar checks on the designated printer. Furthermore, you can use filters to exclude unwanted checks from printing. With the filters, you can limit the selected checks to those that are open or closed, those from selected profit centers, or to those that fall within a range of table or check numbers.

---

## Reopen a Check

You can reopen a closed check if you need to change information on the check.

---

## Server Bank

You can provide your staff with a server bank at any time.

---

## Set Verify Mode

To use this register option, you must install the Credit Card Verification module of Digital Dining.

---

## Staff Card Functions

You can maintain the magnetically encoded cards that your staff use at the POS. To use this register option, the staff member whose card is being maintained must be logged on to the register, or a manager must use the Log In As Staff register option to log in as the staff member to maintain that person's card. Using this register option, you can clear a password from a Staff ID card or assign a password to a Staff ID card.

---

## Training Mode

You can make the current register a training register and then switch back immediately. If you set a register to training mode, then the POS sends none of the

orders to the preparation printers, nor does the POS record these orders as sales outside of the training register.

---

## Transfer Check From

You can transfer an entire check, including its table and check number, from one server to another.

---

## Transfer Open Check

You can transfer any or all of the logged-in server's open checks to another server.

---

## Who Is Clocked In?

You can have the POS display a list of all staff who are clocked in, including their department, the time they clocked in, and the amount of time that has passed since they clocked in.

---

## Register Reports

Register Reports allow you to generate specialized reports at the POS (such as a Server Report, System Report, and so on). You can use passwords to restrict access to sensitive reports. You enable the Register Reports and set passwords for them in the Register Report Maintenance window (accessible from the **Passwords** menu) in the Setup program. You can customize the names for the manager reports; those names will appear on the buttons in the Selection panel at the POS. Furthermore, any notes that you make about a report on the **Memo** tab of the Register Report Maintenance window will appear in the Display panel.

## Cashier Report

The cashier report shows cashier activity for the logged-in staff member, since either the beginning of the day or since you last ran a server report. You can use the report to balance a cashier's receipts. Furthermore, you can view the report at the POS or print it on the designated printer. A typical cashier report shows the cashier's sales total by receipt and the amount of money the cashier is responsible for. The following is a typical cashier report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
Microsoft Systems Corp.  
SCALE COC#: TBA

**Comp Cashier Report**

DD CAFE  
Cashier Report

Cashier ID: Kay  
Date: 1/18/2010 Time: 9:49:15 AM

Receipt	Type	Cnt	Amount
113 14969	Cash		166.17
112 14970	Cash		103.47
35 14972	Cash		92.23
113 14971	Cash		81.37
Cash		4	443.24
Total Receipts			443.24
Other Receipts Turned In			0.00
Total Receipts Turned In			443.24

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Kay Time 9:49:20 AM

## Profit Center Report

The profit center report shows the total sales figures, by menu item main group, for each profit center. You can view this report at the POS or print it on the designated printer. A typical profit center report shows the

- ▶ Total number of covers
- ▶ Average sale per cover
- ▶ Total of applied charges, discounts, and tips
- ▶ Total taxes
- ▶ Total charged tips
- ▶ Total amount of paid outs
- ▶ Total receipts
- ▶ Total sales by receipt

The following is a typical profit center report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

Default Profit Centre

DD CAFE  
Profit Center Report

Main Dining Room

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Register

	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0
	414.25		

Menu Type

	Sales \$	Qty	%
7up	108.50	62	31.0

Browse Preview or Select Report      Staff Key      Time 9:52:01 AM

## Register Sales Report

The register sales report commonly shows the current sales totals, by any or all profit centers. A typical register sales report shows sales by menu items sales type, listing the dollar value and quantity sold. You can view this report at the POS or print it on the designated printer. The following is a typical register sales report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC# TBA

**Sales Report**

DD CAFE

Sales Report

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Profit Center	Sales \$	Qty	%
Main Dining Room	414.25	108	100.0
	414.25		

Register	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Key Time 9:54:20 AM

## Server Report

The server report shows server activity, since either the beginning of the day or since you last ran a server report. You can use this report to balance the server's receipts, and you can view it at the POS or print on the designated printer. A typical server report shows

- ▶ Total receipts by type, along with the total of all receipts
- ▶ Charge tips
- ▶ Amount of money the server is responsible for (after the charge tips have been paid out)
- ▶ Amount of applied charges, discount, and tips

## Table Service Register

---

- ▶ Total amount of any checks transferred to or from another server
- ▶ Taxes
- ▶ Declared tips
- ▶ Any server drops and paid outs
- ▶ The number of covers served
- ▶ The number of checks by receipt and as a total
- ▶ The average amount sold, by cover and by check
- ▶ Voids
- ▶ Special items
- ▶ Open checks

The following is a typical server report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

Srvr Rpt w/Sidework  
DD CAFE  
Server Report

Server ID: Kay  
Date: 1/18/2010 Time: 9:57:02 AM

Audit Trail

Tab	Check	Payment Type	Amount
113	14969	Cash	166.17
112	14970	Cash	103.47
35	14972	Cash	92.23
113	14971	Cash	81.37

Receipt Type Cnt Amount

Cash	4	443.24
Total Receipts		443.24

Charge Tips 0.00  
Commissions on Tips: 0.00  
Charge Tips Less Comm: 0.00  
\*\*\*\*\*

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Kay Time 9:57:05 AM

## System Report

A system report shows all transactions that your staff entered into the system since the beginning of the day. You can view this report at the POS or print it on the designated printer. A typical system report shows all the receipts rung on all the registers in the restaurant. The following is a typical system report:

DIGITAL DINING

Digital Dining POS  
 Version 2.4.113  
 MenuSoft Systems Corp.  
 SCALE COC# TBA

---

**Server Sales**

BECK'S DARK	14.00	4	21.7
BUDWEISER BOTTLE	6.00	2	9.3
COORS LIGHT BOTTLE	6.00	2	9.3
CORONA	6.50	2	10.1
HEINEKEN	14.00	4	21.7
MILLER LITE BOTTLE	18.00	6	27.9DD

CAFE

System Report

Staff ID: Kay  
 Date: 1/18/2010      Time: 9:58:50 AM

Receipts Audit

Tab	Chk Type	Amount
113	14969 Cash	166.17
112	14970 Cash	103.47
35	14972 Cash	92.23
113	14971 Cash	81.37

Receipt Type      Cnt      Amount

Cash	4	443.24
		443.24

Total Receipts      443.24

Browse Preview or Select Report

Staff Kay

Time 9:59:37 AM





# Bar Service Register

---

## Overview

You will typically use Digital Dining's Bar Service Register for bar areas. We created the examples in this chapter using the demo data and the typical register configuration from the Digital Dining installation disk.

In this chapter, we describe how you will most likely use a typical Bar Service Register at a POS station. We describe how you might use all of the standard features of the Bar Service Register. We also describe how you might use the most common Check Options, Register Options, and Register Reports. Because you can configure the Bar Service Register in any way, the descriptions that we provide here may differ slightly from how your register actually performs.

---

## Bar Service Register Design

We also designed the Bar Service Register to mimic the work flow of a typical bar area. Typical bars allow their customers to pay for their purchases immediately or pay for their purchases later by running a tab. Therefore, the Bar Service Register revolves around two transaction types: Cash and Carry (C & C) or tab sales.

In many bar operations, many customers choose to pay for their purchases immediately. The Bar Service Register accounts for this trend by providing the cash sale option. The cash sale option allows the bartender to start a transaction without going through the additional procedures of assigning a table number or number of covers. In short, the cash sale option provides bartenders with a handy shortcut for starting and ending a transaction.

The Bar Service Register also supports tab sales. For example, let's say a customer orders a round of drinks. The bartender enters the order at the Bar Service Register and tells the customer the total is, say, \$35.00. The customer can then decide to pay the total or start a tab for the purchases. The bartender can accommodate either choice.

---

## Split and Speed Screens

When working with the Bar Service Register, you can tap **Split Screen** to access the Display panel. The split screen view makes the POS look similar to a Table Service Register. After you tap **Split Screen**, you can return to the regular Bar Service Register display by tapping **Speed Screen**.

---

## Bar Service Register Definitions

You define how you want the Bar Service Register to function using the Setup program. One important choice you will make for the Bar Service Register in the Setup program is the Register Mode. You can set the Register Mode to “Single” or “Continuous.” If you set it to single, then your bartender will have to log in at the beginning of each transaction, which is good practice if your bartenders share a POS station with other bartenders or servers. If you set it to continuous, then your bartender does not have to log in at the beginning of each transaction, which saves a lot of time and is good practice if your bartenders do not share a POS station with other staff members.

We have documented the procedures for a Bar Service Register whose Register Mode is continuous.

---

## Ordering Menu Items

After you log and clock in at the POS as a bartender, the POS loads the Bar Service Register. You can immediately begin ordering menu items. After you order the appropriate menu items, you have two choices: make this a cash and carry (C & C) transaction or start a new tab.

A C & C transaction is an “immediate payment” sale to customers who are in the bar area. For example, a customer requests a domestic bottle of beer and pays the bartender. The bartender taps the appropriate button on the speed window and then taps **Cash** or **Non Cash** from the Command panel and completes the payment transaction. You have now finished this transaction, and the POS program records this transaction with a unique check number (a check number that is important primarily for tracking and auditing purposes).

If you start a new tab, then you must decide whether to assign a table number or let the POS program assign one automatically. You can assign a table number if your restaurant plan accommodates doing so. For example, let’s say that your restaurant has cocktail tables in the bar area and that you have numbered those tables (let’s say 8, 9, and 10) in the restaurant plan. Then, whenever a customer sits at one of those

tables and requests food service, then your bartender can enter a table number so that a food runner can deliver their order. Your bartender can let the POS assign a table number. For example, let's say that you have a large bar area and that the customers often rearrange the bar stools to meet their current needs. In this situation, your restaurant plan cannot predict how or where the customers might move the stools. If a customer is using one of these "mobile" bar stools and wants to run a tab, your bartender can simply allow the POS program to assign a table number. The table number is meaningless; the POS program simply requires a table number to keep a check open. If the customer orders food, then the food runner passes the food to the bartender, and the bartender delivers the food to the customer.

---

## Cash and Carry Transaction

With a cash and carry transaction (C & C), you start the transaction, enter the menu items, and complete the transaction by tapping **Cash** or **Non Cash**, which will allow you to finish and close the check.

Once you finish a transaction, the POS program returns to the default two-panel speed window because the Register Mode is set to continuous in the Setup program (for more information, see "Bar Service Register Definitions" on page 56).

**Note**

After you tap the first new menu item, notice that the **Reg Reports** and **Reg Options** functions on the Command panel change to **New Tab** and **Non Cash**, respectively.

---

### *To Create a Cash and Carry Transaction*

- 1 Tap the appropriate buttons to enter the order.
- 2 From the Command panel, tap **Cash**.
- 3 Using the keypad, tap **ENTER**.  
**OR** Using the keypad, type in the total and tap **ENTER**.

**Note**

You can also create a C & C transaction by tapping **Non Cash** from the Command panel. After you tap **Non Cash**, you can select the payment type and close the check.

---

## Tab Transaction

With a tab transaction, you start the transaction, enter the menu items, and finish the transaction, which sends the order to any necessary preparation printers. Unlike a cash transaction, however, you do not close the check. The check remains open for you to act upon it in any way, but most likely you will add more items or print the check for the customer to pay.

With each tab transaction, you can choose to enter a table number or allow the POS program to assign one automatically (for more information, see “Ordering Menu Items” on page 56). As you order menu items from the Selection panel, notice that a number appears on the menu item button in the lower right hand corner. That number represents the quantity of that item you have ordered.

**Note** After you tap the first new menu item, notice that the **Reg Reports** and **Reg Options** functions on the Command panel change to **New Tab** and **Non Cash**, respectively.

---

### ***To Create a Tab Transaction (You Assign Table Number)***

- 1 Tap the appropriate menu items from the Selection panel.
- 2 From the Command panel, tap **Tab**.
- 3 From the Command panel, tap **Table** and, using the keypad, enter a table number. Tap **ENTER**.
- 4 Using the keyboard, type in the name of your customer and tap **ENTER**.

**Note** You can change your register settings in the Setup program so that the POS program does not force a name entry for each new tab transaction. You will find this setting on the **Table** tab of the Register Definition Maintenance window (for more information, see the *Setup User's Guide*).

---

### **To Create a Tab Transaction (POS Assigns Table Number)**

- 1 Tap the appropriate menu items from the Selection panel.
- 2 From the Command panel, tap **New Tab**.
- 3 Using the keyboard, type in the name of your customer and tap **ENTER**. The POS program automatically assigns a table number.

**Note** You can change your register settings in the Setup program so that the POS program does not force a name entry for each new tab transaction. You will find this setting on the **Table** tab of the Register Definition Maintenance window (for more information, see the *Setup User's Guide*).

---

### **Adding Items to an Existing Check**

Once you create a tab, you access it by tapping **Tab** from the Command panel and tapping the appropriate table/check button from the Selection panel. You can add menu items before you access the check or access the check and then enter new menu items.

**Note** After you tap the first new menu item, notice that the **Reg Reports** and **Reg Options** functions on the Command panel change to **New Tab** and **Non Cash**, respectively.

---

### ***To Add Items to an Existing Check (Order First)***

- 1 Tap the appropriate menu items from the Selection panel.
- 2 From the Command panel, tap **Tab**.
- 3 From the Selection panel, tap the appropriate check to add the menu items to. The POS program adds the new items to the check and shows both a Display panel and a Selection panel with the menu items you have previously ordered for this check. The Bar Service Register now operates exactly like a Table Service Register.
- 4 Tap **Send** to print the order at the preparation printers without printing the check at the POS.

**OR** Tap **Print** to send the order to the preparation printers and print the check at the POS.

---

### ***To Add Items to an Existing Check (Access Check First)***

- 1 From the Command panel, tap **Tab**.
- 2 From the Selection panel, tap the check that you want to add menu items to. The Bar Service Register now operates exactly like a Table Service Register, and the POS program shows both a Display panel and a Selection panel with the menu items you have previously ordered for this check.
- 3 Tap the appropriate menu items from the Selection panel or use the Top panel to load different speed windows so that you can order other menu items.
- 4 Tap **Send** to print the order at the preparation printers without printing the check at the POS.

**OR** Tap **Print** to send the order to the preparation printers and print the check at the POS.

---

## **Removing Items from a Check**

The Bar Service Register provides a variety of ways to remove items from a check. The simplest way to remove an item from a check is to tap **Cancel** from the Command panel. **Cancel** works much like the BACKSPACE key on a keyboard. That is, each time you tap the **Cancel** button, you delete the most recently ordered

menu item. The **Cancel** button only works for items that you are currently ordering. It does not work for items that you have already sent. If you want to remove an item from the check after you have sent or printed the order, then you need to review the check first (for more information, see “Reviewing a Check” on page 61).

If you need to remove an item that is not the most recently ordered item, then you have two choices: repeatedly tap **Cancel** until you remove the item and then reorder the items that your customer still wants, or you can tap **Cancel Void** on the Command panel.

**Cancel Void** allows you to remove a menu item from the current order. We expect that you will use it when you have a number of menu items and only need to remove one or two menu items, neither of which is the most recently ordered menu item (if it’s the last menu item, we suggest that you use **Cancel**).

**Cancel Void** is a toggle. When the button is **Cancel Void** and you tap menu items in the Selection panel, you will order (add) those items for this transaction. If you tap **Cancel Void**, the text of the button will change to **Void Item**. If you then tap a menu item in the Selection panel, the Bar Service Register will remove that item from the order. **Void Item** will then automatically change back to **Cancel Void**. If you need to void another item, you would tap **Cancel Void** until it reads **Void Item**.

---

## Reviewing a Check

You can remove an item from a check after you have sent the check by first reviewing the check. To access **Review** in the Bar Service Register, you have to open an existing tap. **Review** will be one of the options on the Command panel. You can use **Review** in one of two ways: remove an item from the order that isn’t the last order or remove an item from an order that you have already sent.

If you need to remove an item that is not the most recently ordered item or an item that you have already sent, then you can tap the item from the Display panel or **Review** from the Command panel. Once you have selected a menu item, you can choose to remove it from the check by tapping **Void** from the Command panel.

---

## Paying a Check

When it comes to paying a check, you have several options: Cash (with and without a tab) or Non Cash (with or without a tab). As we already noted, you can tap **Cash** or **Non Cash** from the Command panel to create a cash and carry (C & C) transaction. After you order menu items and tap **Cash**, the POS program jumps

directly to payment options, preselects the cash option, and loads a keypad with check total. All you have to do to close the check is tap **ENTER**.

You can also tap **Non Cash** from the Command panel to pay a check (with no tab number). After you order menu items and tap **Non Cash**, the POS program displays a list of payment options. At this point, you select the payment option, verify the credit card (if needed), and using the keypad type the total and tap **ENTER**.

When you create a tab for a customer, you have the identical payment options. However, you must access the proper check before you tap **Pay** from the Command panel. After you tap **Pay**, the POS displays your payment options. At this point, you select the payment option, verify the credit card (if needed), and using the keypad type the total and tap **ENTER**.

---

## Check Option Functions

A *check option* (for example, Check Status, Order by PLU, or Special Item) is a powerful and flexible timesaving command that you can use to perform a series of functions (up to nine) at the POS. Check options are distinct from register options in that check options are usually temporary, affecting only the current check. You have complete control over the performance of check options through their check option functions.

---

### Enter Check Name

The Enter Check Name check option function allows you to enter a name on a check, such as “Smith party,” as an additional way to identify a check.

---

### Refund

The Refund check option function allows you to perform a transaction that will result in a refund to the customer.

---

### Special Item

The Special Item check option function allows you to order a menu item that does not have a menu item number.



---

## Register Options

The register options allow you to perform actions that will affect all the transactions for the current register. When working with the register options at the POS, you can view any notes that you may have create for that register option in the Setup program. You can reload the register with the default settings by using the Reload Register register option or restarting the POS.

---

### Change Cash Drawer No

You can change the cash drawer that the current register uses. For example, if you pull the cash drawer, you can have the register use a different cash drawer. This action changes the default cash drawer that you assigned on the **Printer** tab of the Register Definition Maintenance window. However, you can only use this option if, in the Setup program, you have selected Multi-Drawer from the **Cash Drawer** list (Register Definition Maintenance window, **Printer** tab). You can reset the printer setting by restarting the POS program or reloading the register.

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### Change Profit Center

You can change the profit center for the current register.

---

### Clock Out

You can clock out the logged-in staff member.

---

### Enter Blind Drop

You can drop receipts based on either a dollar amount or a currency count (that is, X number of 100 dollar bills, X number of 50 dollar bills, and so on). You can change the denomination entry in the Setup program (Options Maintenance window, **POS** tab). The drop information does not show on the Server Report or the Cashier Report.

---

## Enter Paid Outs

You can record the details of each paid out transaction conducted from the register. For example, when money is paid out from the register to vendors, the POS can record the details of the transaction.

---

## Login as Staff

You can login as a different staff member, provided you have the appropriate password level. When you login as a different staff member, you can perform any transaction on that person's checks or tables that you need.

---

## Pay Charge Tips

You can pay the charge tips to your servers all at once or in smaller increments.

---

## Pay Table Checks

You can also pay table checks using a register option. As a manager, you can close any open check if your access rights permit it.

---

## Print Selected Checks

You can print selected table checks or bar checks on the designated printer. Furthermore, you can use filters to exclude unwanted checks from printing. With the filters, you can limit the selected checks to those that are open or closed, those from selected profit centers, or to those that fall within a range of table or check numbers.

---

## Reopen a Check

You can reopen a closed check if you need to change information on the check.

---

## Reset Cashier Report

You can reset the sales and receipts totals for cashiers back to zero when cashiers work more than one shift in a day.

---

## Reset Register Report

You can reset the sales and receipts totals for the register back to zero. To reset the register report, tap **Register Options** from the Command panel and **Reset Register Report** from the Selection panel. The POS resets the report and returns to the Log in screen.

---

## Staff Card Functions

You can maintain the magnetically encoded cards that your staff use at the POS. To use this register option, the staff member whose card is being maintained must be logged on to the register, or a manager must use the Log In As Staff register option to log in as the staff member to maintain that person's card.

---

## Training Mode

You can make the current register a training register and then switch back immediately. If you set a register to training mode, then the POS sends none of the orders to the preparation printers, nor does the POS record these orders as sales outside of the training register.

---

## Register Reports

Register Reports allow you to generate specialized reports at the POS (such as a Server Report, System Report, and so on). You can use passwords to restrict access to sensitive reports. You enable the Register Reports and set passwords for them in the Register Report Maintenance window (accessible from the **Passwords** menu) in the Setup program. You can customize the names for the manager reports; those names will appear on the buttons in the Selection panel at the POS. Furthermore, any notes that you make about a report on the **Memo** tab of the Register Report Maintenance window will appear in the Display panel.

## Cashier Report

The cashier report shows cashier activity for the logged-in staff member, since either the beginning of the day or since you last ran a server report. You can use the report to balance a cashier's receipts. Furthermore, you can view the report at the POS or print it on the designated printer. A typical cashier report shows the cashier's sales total by receipt and the amount of money the cashier is responsible for. The following is a typical cashier report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

Comp Cashier Report

DD CAFE  
Cashier Report

Cashier ID: Kay  
Date: 1/18/2010 Time: 9:49:15 AM

Receipt	Type	Cnt	Amount	
113	14969	Cash	166.17	
112	14970	Cash	103.47	
35	14972	Cash	92.23	
113	14971	Cash	81.37	
Cash			4	443.24
Total Receipts				443.24
Other Receipts Turned In				0.00
Total Receipts Turned In				443.24

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Kay Time 9:49:20 AM

## Profit Center Report

The profit center report shows the total sales figures, by menu item main group, for each profit center. You can view this report at the POS or print it on the designated printer. A typical profit center report shows the

- ▶ Total number of covers
- ▶ Average sale per cover
- ▶ Total of applied charges, discounts, and tips
- ▶ Total taxes
- ▶ Total charged tips
- ▶ Total amount of paid outs
- ▶ Total receipts
- ▶ Total sales by receipt

The following is a typical profit center report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

**Default Profit Center**

DD CAFE  
Profit Center Report

Main Dining Room

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Register

	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0
	414.25		

Menu Type

	Sales \$	Qty	%
7up	108.50	62	31.0

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Key Time 9:52:01 AM

## Register Sales Report

The register sales report commonly shows the current sales totals, by any or all profit centers. A typical register sales report shows sales by menu items sales type, listing the dollar value and quantity sold. You can view this report at the POS or print it on the designated printer. The following is a typical register sales report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

**Sales Report**

DD CAFE

Sales Report

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Profit Center	Sales \$	Qty	%
Main Dining Room	414.25	108	100.0
	414.25		

Register	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Key Time 9:54:20 AM

## System Report

A system report shows all transactions that your staff entered into the system since the beginning of the day. You can view this report at the POS or print it on the designated printer. A typical system report shows all the receipts rung on all the registers in the restaurant. The following is a typical system report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC# TBA

**Server Sales**

BECK'S DARK	14.00	4	21.7
BUDWEISER BOTTLE	6.00	2	9.3
COORS LIGHT BOTTLE	6.00	2	9.3
CORONA	6.50	2	10.1
HEINEKEN	14.00	4	21.7
MILLER LITE BOTTLE	18.00	6	27.9DD

CAFE  
System Report

Staff ID: Kay  
Date: 1/18/2010 Time: 9:58:50 AM

**Receipts Audit**

Tab	Chk	Type	Amount
113	14969	Cash	166.17
112	14970	Cash	103.47
35	14972	Cash	92.23
113	14971	Cash	81.37

**Receipt Type**

Receipt Type	Cnt	Amount
Cash	4	443.24
<b>Total Receipts</b>		<b>443.24</b>

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Kay Time 9:59:37 AM





# Counter Service Register

---

## Overview

You can use Digital Dining's Counter Service Register in a fast food operation. We created the examples in this chapter using the demo data and the typical register configuration from the Digital Dining installation disk.

In this chapter, we describe how you will most likely use a typical Counter Service Register at a POS Station. We describe how you might use all of the standard features of the Counter Service Register. We also describe how you might use the most common Check Options, Register Options, and Register Reports. Because you can configure the Counter Service Register in any way, the descriptions that we provide here may differ slightly from how your register actually performs.

---

## Counter Service Register Design

We designed the Counter Service Register to mimic the work flow of a typical fast food counter. That is, we designed the Counter Service Register to process cash sales quickly and show the details of a number of previous sales so that staff can prepare or bag the order. When you process a cash sale, you actually close the transaction. Unlike a Bar Service Register, the Counter Service Register can recall and review closed transactions (four or eight transactions at a time on a special prep screen to allow for preparing and bagging). Because you can display the details of several sales, the Counter Service Register is ideal for serving three or four people at the same time.

---

## Counter Service Register Panels

At any time during an order, you can display (by tapping **Prep** from the Command panel) either four or eight display panels to review current or past orders. These display panels will be blank until you open a check. After that they will contain the

## Counter Service Register

details of the checks in a Check Header area, a Details area, and a Check Footer area (shown below).

CHK: 14973			CHK: 14974		
CLOSED			CLOSED		
1:15 FF Crnt			2:11 FF Crnt		
QTY	DESCRIPTION	\$ PRICE	QTY	DESCRIPTION	\$ PRICE
1	Combo Burger	2.98	1	Combo Deluxe	3.28
	Burger			Western Burger	
	Medium Drink			Medium Drink	
	Medium Fries			Medium Fries	
1	Double Burger	1.99	1	Combo BC Burger	2.98
1	Small Drink	0.99		B&C Burger	
				Medium Drink	
				Medium Fries	
			1	Combo Burger	2.98
				Burger	
				Medium Drink	
				Medium Fries	
Tax Amount:		0.42	Tax Amount:		0.65
Check Total:		6.38	Check Total:		9.89

Buttons: Sale, Prev, Page Down, Page Up, Print Receipt, Log Off

Review Orders, Staff Julie, Time 10:16:00 AM

The Check Header area shows the check number, the elapsed time (how long ago you closed the check), the status of the check, and the POS that ordered the menu items. The Details area will show each of the menu items that the customer ordered, and the Check Footer area will display the check total on one line and the tax amount on the following line.

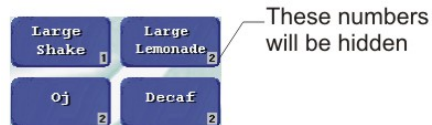
If you begin a new check by tapping **Sale** On the Command panel, the POS program changes the layout of the Counter Service Register. Instead of four display panels, the Counter Service Register now shows one display panel and two speed windows. You can begin ordering new menu items by tapping the buttons in the two speed windows, or you can access other speed windows (and their menu items) by tapping the appropriate button on the Top panel.

### Note

You can change what screen starts (either the Sale screen or the Prep screen) and how many display panels you have in the Prep screen by modifying the POS.ini file. To change the settings, log off and exit the register, which might require a manager's password. Then, tap **Change Settings** from the Command panel and enter your ID and password, if required.

## Starting and Finishing a New Check

As you order new menu items, the POS program indicates the quantity you have ordered by placing a small number in the bottom right hand corner of each menu item button.



### To Start and Finish a New Check

- 1 On the Selection panel, tap the menu items that the customer wants to order. Each time you select an item, the POS will update the Display panel.
- 2 After you have entered (and, most likely, gathered) all the menu items, tap **Cash** on the Command panel.
- 3 Using the keypad, enter the total cash you received from the customer and tap **ENTER**.
- 4 On the Command panel, tap **Accept Payment** and then tap **Done**.

**Note** If a customer gives you exact change to pay a check, you can simply tap **ENTER** on the keypad to finish the new check (that is, the POS program will not require that you tap **Accept Payment** and then **Done** to finish a transaction if the customer pays with exact change).

## Suspending a Check

Customers sometimes forget their cash or leave their wallets or purses in their cars. You do not have to cancel the entire transaction if something like this happens. Instead, you can suspend the order and begin serving the other customers in line. If a customer, let's say, forgot his wallet in the car, you can "suspend" the order. If you suspend an order, the POS program assigns a table number to the check (for the POS program requires a table number to open a new check). Then, when the customer returns, you can "resume" the order and finish the check.

**Suspend** and **Resume** exclude each other; when one is available, the other is not. Let's take a look: Tap **Sale** on the Command panel and review the commands you have available on the Command panel. Specifically, notice that you can **Resume**, but you cannot **Suspend** at this point. Now, tap a menu item on the Selection panel and review the Command panel again. You can **Suspend** but not **Resume**.

---

### ***To Suspend a Check***

- 1 On the Command panel, tap **Sale**.
- 2 Tap the appropriate menu items On the Selection panel.
- 3 On the Command panel, tap **Suspend**.

---

## **Resuming a Check**

After you suspend a check, the POS program automatically assigns the check number a table number (Digital Dining requires that you have a table number for any check that you leave open). The POS program shows the order you just entered in one of the display panels and assigns it an "OPENED" check status. This check status tells your staff that they still need to close and serve that check. The Counter Service Register allows your staff to do so by "resuming" the order.

---

### ***To Resume a Check***

- 1 On the Command panel, tap **Sale**.
- 2 On the Command panel, tap **Resume**.
- 3 In the Selection panel, tap the appropriate button.

<b>Note</b>	After you select the check to resume, you can add menu items to the check or close (that is, pay) it.
-------------	---

---

## **Reviewing a Check**

You can review a resumed check to make sure that the customer is going to receive what was asked for. You can also review a resumed check to void items that the

customer no longer wants. Let's say a customer initially doesn't have enough money but will check in the car for more. You pause the order without voiding or canceling anything, for the customer might, after all, have enough money. When the customer returns, you resume the check. If the customer still doesn't have enough money, then you will need to remove a menu item(s) from the check. From the Command panel, tap **Review**.

---

### **To Review and Void Items**

- 1 Resume a check (for more information, see "To Resume a Check" on page 74).
- 2 On the Command panel, tap **Review**.
- 3 In the Display panel, tap the item you want to remove and then tap **Void** on the Command panel.
- 4 Repeat step 5 for each item you want to remove. When finished, tap **Exit** on the Command panel.

**Note** You can also select a menu item by using the following buttons on the Command panel: **Line Up**, **Line Down**, **Page Up**, **Page Down**, **Top**, and **End**.

---

## **Canceling Items from a Check**

When you are ordering menu items for an open check, you might sometimes accidentally tap the button of an incorrect menu item. If you do so, you can "Cancel" the item from the check. If you tap **Cancel** on the Command panel, then the Counter Service Register will remove the last item in the Display panel. If you tap **Cancel** again, then the Counter Service Register will again remove the last item in the Display panel.

If you need to remove an item that is not the last item in the Display panel, then you have two choices: repeatedly tap **Cancel** until you remove the item and then reorder the items that your customer still wants, or you can tap **Cancel Void** on the Command panel (for more information, see "Voiding Items from a Check" on page 76).

---

### ***To Cancel an Item from a Check***

- 1 On the Command panel, tap **Sale**.
- 2 Tap some menu items in the Selection panel.
- 3 To remove the last item in the Display panel from the check, tap **Cancel**.

---

## **Voiding Items from a Check**

**Cancel Void** allows you to remove a menu item from the current order. We expect that you will use it when you have a number of menu items and only need to remove one or two menu items, neither of which is the last menu item (if it's the last menu item, we suggest that you use **Cancel**).

**Cancel Void** is a toggle. When the button is **Cancel Void** and you tap menu items in the Selection panel, you will order (add) those items for this transaction. If you tap **Cancel Void**, the text of the button will change to **Void Item**. If you then tap a menu item in the Selection panel, the Counter Service Register will remove that item from the order. **Void Item** will then automatically change back to **Cancel Void**. If you need to void another item, you would tap **Cancel Void** until it reads **Void Item**.

Also, if you resume an order, you will notice that the **Cancel Void/Void Item** combination is no longer available. Instead, you have **Review**, which you can use to void items from a check (for more information, see “Reviewing a Check” on page 74).

---

### ***To Void Items from a Check***

- 1 On the Command panel, tap **Sale**.
- 2 Tap some menu items in the Selection panel.
- 3 On the Command panel, tap **Cancel Void**. When the text changes to **Void Item**, tap the menu item in the Selection panel that you want to remove from the check. After you tap the item you want to remove, the Counter Service Register will automatically reset Void Item to Cancel Void.
- 4 Repeat step 3 for each menu item you want to remove.

---

## Check Option Functions

A *check option* (for example, Check Status, Order by PLU, or Special Item) is a powerful and flexible timesaving command that you can use to perform a series of functions (up to nine) at the POS. Check options are distinct from register options in that check options are usually temporary, affecting only the current check. You have complete control over the performance of check options through their check option functions.

---

### Check Total

The Check Total check option function displays a brief report that shows the check number, the subtotal, the tax, and the total for the current check.

---

### Enter Check Name

The Enter Check Name check option function allows you to enter a name on a check, such as “Smith party,” as an additional way to identify a check.

---

### Modifier

The Modifier check option function allows you to add an unforced modifier to the menu item that you ordered most recently.

---

### Refund

The Refund check option function allows you to perform a transaction that will result in a refund to the customer.

---

### Suggested Profile

The Suggested Profile check option function loads a sales profile that you create in the Setup program. The sales profile (based on Sales Type) will prompt the server to suggest another sales type if the profile discerns a sales type is missing from the sales profile.

---

## Suspend Orders

The Suspend Orders check option function allows you to pause the current order. When you suspend an order, you log out the previous user. When that user logs back in, the POS returns to the immediate suspended order without any loss of data.

---

## Register Options

The register options allow you to perform actions that will affect all the transactions for the current register. When working with the register options at the POS, you can view any notes that you may have create for that register option in the Setup program. You can reload the register with the default settings by using the Reload Register register option or restarting the POS.

---

## Change Cash Drawer No

You can change the cash drawer that the current register uses. For example, if you pull the cash drawer, you can have the register use a different cash drawer. This action changes the default cash drawer that you assigned on the **Printer** tab of the Register Definition Maintenance window. However, you can only use this option if, in the Setup program, you have selected Multi-Drawer from the **Cash Drawer** list (Register Definition Maintenance window, **Printer** tab). You can reset the printer setting by restarting the POS program or reloading the register.

---

## Change Profit Center

You can change the profit center for the current register.

---

## Clock Out

You can clock out the logged-in staff member.

---

## Enter Blind Drop

You can drop receipts based on either a dollar amount or a currency count (that is, X number of 100 dollar bills, X number of 50 dollar bills, and so on). You can change



the denomination entry in the Setup program (Options Maintenance window, **POS** tab). The drop information does not show on Server Report or the Cashier Report.

---

## Enter Paid Outs

You can record the details of each paid out transaction conducted from the register. For example, when money is paid out from the register to vendors, the POS can record the details of the transaction.

---

## Login as Staff

You can login as a different staff member, provided you have the appropriate password level. When you login as a different staff member, you can perform any transaction on that person's checks or tables that you need.

---

## Reset Cashier Report

You can reset the sales and receipts totals for cashiers back to zero when cashiers work more than one shift in a day.

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## Reset Register Report

You can reset the sales and receipts totals for the register back to zero. To reset the register report, tap **Register Options** from the Command panel and **Reset Register Report** from the Selection panel. The POS resets the report and returns to the Log in screen.

---

## Training Mode

You can make the current register a training register and then switch back immediately. If you set a register to training mode, then the POS sends none of the orders to the preparation printers, nor does the POS record these orders as sales outside of the training register.

## Register Reports

Register Reports allow you to generate specialized reports at the POS (such as a Server Report, System Report, and so on). You can use passwords to restrict access to sensitive reports. You enable the Register Reports and set passwords for them in the Register Report Maintenance window (accessible from the **Passwords** menu) in the Setup program. You can customize the names for the manager reports; those names will appear on the buttons in the Selection panel at the POS. Furthermore, any notes that you make about a report on the **Memo** tab of the Register Report Maintenance window will appear in the Display panel.

## Cashier Report

The cashier report shows cashier activity for the logged-in staff member, since either the beginning of the day or since you last ran a server report. You can use the report to balance a cashier's receipts. Furthermore, you can view the report at the POS or print it on the designated printer. A typical cashier report shows the cashier's sales total by receipt and the amount of money the cashier is responsible for. The following is a typical cashier report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
Menusoft Systems Corp.  
SCALE COC#: TBA

**Comp Cashier Report**

DD CAFE  
Cashier Report

Cashier ID: Kay  
Date: 1/18/2010 Time: 9:49:15 AM

Receipt	Type	Cnt	Amount
113	14969	Cash	166.17
112	14970	Cash	103.47
35	14972	Cash	92.23
113	14971	Cash	81.37
Cash		4	443.24
Total Receipts			443.24
Other Receipts Turned In			0.00
Total Receipts Turned In			443.24

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Kay Time 9:49:20 AM

## Profit Center Report

The profit center report shows the total sales figures, by menu item main group, for each profit center. You can view this report at the POS or print it on the designated printer. A typical profit center report shows the

- ▶ Total number of covers
- ▶ Average sale per cover
- ▶ Total of applied charges, discounts, and tips
- ▶ Total taxes
- ▶ Total charged tips
- ▶ Total amount of paid outs
- ▶ Total receipts
- ▶ Total sales by receipt

The following is a typical profit center report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

Default Profit Center  
DD CAFE  
Profit Center Report

Main Dining Room

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Register

	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0
	414.25		

Menu Type

	Sales \$	Qty	%
7up	108.50	62	31.0

Browse Preview or Select Report      Staff Key      Time 9:52:01 AM

## Register Sales Report

The register sales report commonly shows the current sales totals, by any or all profit centers. A typical register sales report shows sales by menu items sales type, listing the dollar value and quantity sold. You can view this report at the POS or print it on the designated printer. The following is a typical register sales report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC# TBA

**Sales Report**

DD CAFE  
Sales Report

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Profit Center	Sales \$	Qty	%
Main Dining Room	414.25	108	100.0
	414.25		

Register	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Key Time 9:54:20 AM

## System Report

A system report shows all transactions that your staff entered into the system since the beginning of the day. You can view this report at the POS or print it on the designated printer. A typical system report shows all the receipts rung on all the registers in the restaurant. The following is a typical system report:

DIGITAL DINING

Digital Dining POS  
 Version 2.4.113  
 MenuSoft Systems Corp.  
 SCALE COC# TBA

---

**Server Sales**

BECK'S DARK	14.00	4	21.7
BUDWEISER BOTTLE	6.00	2	9.3
COORS LIGHT BOTTLE	6.00	2	9.3
CORONA	6.50	2	10.1
HEINEKEN	14.00	4	21.7
MILLER LITE BOTTLE	18.00	6	27.9DD

CAFE

System Report

Staff ID: Kay  
 Date: 1/18/2010      Time: 9:58:50 AM

Receipts Audit

Tab	Chk Type	Amount
113	14969 Cash	166.17
112	14970 Cash	103.47
35	14972 Cash	92.23
113	14971 Cash	81.37

Receipt Type      Cnt      Amount

Cash	4	443.24
		443.24

Total Receipts      443.24

Browse Preview or Select Report

Staff Kay

Time 9:59:37 AM



# Drive Thru Registers

---

## Overview

You can use Digital Dining's Drive Thru Service Registers in fast food operation with drive thru service. We created the examples in this chapter using the demo data and the typical register configuration from the Digital Dining installation disk.

In this chapter, we describe how you will most likely use a typical Drive Thru Service Register, Drive Thru Sales Service Register, and a Drive Thru Order Service Register at a POS station. We describe how you might use all of the standard features of these registers. We also describe how you might use the most common Check Options, Register Options, and Register Reports. Because you can configure these registers in any way, the descriptions that we provide here may differ slightly from how your register(s) actually perform.

---

## Drive Thru Service Register Design

We designed the Drive Thru Service Register to mimic the workflow of a typical drive through operation. That is, the Drive Thru Service Register processes cash sales so that orders rung at an order window can be paid or picked up at another window. In short, the Drive Thru Service Register organizes open transactions to match the cars as they move through the drive through.

---

## Register Types

The demo data that comes with the Setup program provides three different Register Types for any Drive Thru Service Register. The different Register Types (Order, Sales, or Service) will determine how your register functions at the POS. For example, a Drive Thru Order Service Register will not allow you to pay for or serve an open check. We designed it only to record customer orders. Consequently, you cannot run a Drive Thru Order Service Register without coupling it with either a

Drive Thru Service Register or a Drive Thru Sales Service Register (both of which can pay and serve open checks).

For all drive thru service registers you must store the check (which involves ordering menu items) so that you can begin to serve the next customer.

---

## Storing a Check

To start the service for a drive thru customer, you order the requested menu items and store the check. If you are using a Drive Thru Order Service Register, then all you will do is order menu items and store the checks. You will never pay the check and never serve the check. If you want to pay or serve the check, you must use a different register type, such as the Sales or Service register type.

---

### *To Store a Check*

- 1 On the Selection panel, tap the menu items that the customer wants to order. Each time you select an item, the POS will update the Display panel.
- 2 After you have entered all the menu items, tap **Store Check** on the Command panel.

---

## Canceling Items from a Check

When you are ordering menu items for an open check, you might sometimes accidentally tap the button of an incorrect menu item. If you do so, you can “Cancel” the item from the check. If you tap **Cancel** on the Command panel, then the register will remove the last item in the Display panel. If you tap **Cancel** again, then the register will again remove the last item in the Display panel.

If you need to remove an item that is not the last item in the Display panel, then you have two choices: repeatedly tap **Cancel** until you remove the item and then reorder the items that your customer still wants, or you can tap **Cancel Void** on the Command panel (for more information, see below).



---

### ***To Cancel an Item from a Check***

- 1 On the Command panel, tap **Sale**.
- 2 Tap some menu items in the Selection panel.
- 3 To remove the last item in the Display panel from the check, tap **Cancel**.

---

## **Voiding Items from a Check**

**Cancel Void** allows you to remove a menu item from the current order. We expect that you will use it when you have a number of menu items and only need to remove one or two menu items, neither of which is the last menu item (if it's the last menu item, we suggest that you use **Cancel**).

**Cancel Void** is a toggle. When the button is **Cancel Void** and you tap menu items in the Selection panel, you will order (add) those items for this transaction. If you tap **Cancel Void**, the text of the button will change to **Void Item**. If you then tap a menu item in the Selection panel, the register will remove that item from the order. **Void Item** will then automatically change back to **Cancel Void**. If you need to void another item, you would tap **Cancel Void** until it reads **Void Item**.

---

### ***To Void Items from a Check***

- 1 On the Command panel, tap **Sale**.
- 2 Tap some menu items in the Selection panel.
- 3 On the Command panel, tap **Cancel Void**. When the text changes to **Void Item**, tap the menu item in the Selection panel that you want to remove from the check. After you tap the item you want to remove, the register will automatically reset Void Item to Cancel Void.
- 4 Repeat step 3 for each menu item you want to remove.

---

## **Navigating the Display Panels**

The POS program allows you to navigate (and, therefore, view) the checks and the menu items of each check in the Display panel(s). On the Command panel, **Prev** and **Next** move you from check to check. Once you select a check, you can review all

the items on that check (if the menu items take up more of the screen than is available) by tapping **Page Up** or **Page Down**.

---

## Picking Up a Check

Because we designed the Drive Thru Order Service Register to order menu items and store checks, the following procedures pertain only to the Drive Thru Sales Service Register and the Drive Thru Service Register.

Typically, you pick up a check so that you can pay it. However, you can order new menu items or delete existing ones from the check. If you need to remove items, see “Voiding Items from a Check” on page 87.

---

### *To Pick Up (and Pay) a Check*

- 1 In the Display panel, tap the check you want to pick up.
- 2 On the Command panel, tap **Pickup Check**. At this point, you can add more menu items to the check, void items by tapping **Review**, or pay the check.
- 3 On the Command panel, tap **Cash**.
- 4 Using the keypad, tap **ENTER**.  
**OR** Using the keypad, type in the total cash, tap **ENTER**. On the Command panel, tap **Accept Payment** and then tap **Done**.

**Note** If you are using a Drive Thru Sales Service Register, then the POS program closes the check after you have accepted payment. If you are using the Drive Thru Service Register, then you have to serve the check before the POS program closes it.

---

## Picking Up the Next Check

With both the Drive Thru Sales Service Register and the Drive Thru Service Register, you can tap **Pickup Next** on the Command panel. **Pickup Next** loads the oldest order in the Display panel. If you have ordered menu items and then tap Pickup Next, then the POS program adds those items to the oldest order and shows the check with its new items in the Display panel.

---

### ***To Pickup Next Check***

- 1 On the Command panel, tap Sale.
- 2 On the Command panel, tap **Pickup Next** to load the oldest open check in the Display panel.  
**OR** Tap additional menu items and tap **Pickup Next** to add those items to the oldest open check and show that check in the Display panel.

**Note** At this point, you have several options. You can store the check again, pay the check, continue to add items to the check, or remove items from the check.

---

## **Returning to the Display Panels**

With both the Drive Thru Sales Service Register and the Drive Thru Service Register, you can quickly return to view the display panels. That is, if you tap **Sale** on the Command panel and realize that you don't need to create a new sale or **Pickup Next**, then you can return to the display panels by tapping **Prep**.

---

## **Printing a Receipt**

Sometimes your drive thru customers will want to keep a receipt of their order. You can print a receipt for your customers using either the Drive Thru Sales Service Register or the Drive Thru Service Register. The POS program cannot print a check unless you have already performed the payment procedures. If the check status is either "CLOSED" or "NOT SRV", then POS program will print a receipt.

---

### ***To Print a Receipt***

- 1 On the Display panel, select an order whose status is either "CLOSED" or "NOT SRV".
- 2 On the Command panel, tap **Print Receipt**.

---

## Serving a Check

If you are using either a Drive Thru Order Service Register or a Drive Thru Sales Service Register, then you will not have to serve a check. The following procedures pertain only to the Drive Thru Service Register.

---

### To Serve a Check

- 1 In the Display panel, tap the check you want to pick up.
- 2 On the Command panel, tap **Serve Check**.

**Note** If Serve Check is not an option for the check you have chosen, then you should follow the procedures for closing a check and then return to serve the check.

---

## Parking a Check

If you are using either a Drive Thru Order Service Register or a Drive Thru Sales Service Register, the **Park Check** is not available. Sometimes a customer will pull around to the window to retrieve the order. However, for some reason, the order is not complete or, let's say, the customer returns the order because some special instruction was not followed. You don't want the other customers in line to wait unnecessarily long to get their food. In this scenario, you can use **Park Check**.

**Note** You can use **Park Check** only on those checks whose current status is "NOT SRV". Furthermore, "NOT SRV" is a status that only the Drive Thru Service Register uses. Therefore, **Park Check** procedures pertain only to the Drive Thru Service Register.

---

### To Park a Check

- 1 In the Display panel, tap the check you want to park.
- 2 On the Command panel, tap **Park Check**.

---

## Retrieving a Parked Check

After you tap **Park Check**, the POS program changes the status of the check to “PARKED” and places a button at the top of the Display panel. You continue to operate the drive thru until you can complete the customer’s order. To change the check status from “PARKED” to “CLOSED”, you will need to retrieve the check and let the POS program know that you have served the check.

You can park as many checks as you want; however, you will only see up to eight buttons on the Top panel.

---

### ***To Retrieve (and Serve) a Parked Check***

- 1 On the Top panel, tap the button for the appropriate parked check.
- 2 On the Command panel, tap **Serve Check**.

**Note** You can also use the navigation buttons on the Command panel to select a parked check (for more information, see “Navigating the Display Panels” on page 87).

---

## Check Option Functions

A *check option* (for example, Check Status, Order by PLU, or Special Item) is a powerful and flexible timesaving command that you can use to perform a series of functions (up to nine) at the POS. Check options are distinct from register options in that check options are usually temporary, affecting only the current check. You have complete control over the performance of check options through their check option functions.

---

### **Check Total**

The Check Total check option function displays a brief report that shows the check number, the subtotal, the tax, and the total for the current check.

---

## Register Options

The register options allow you to perform actions that will affect all the transactions for the current register. When working with the register options at the POS, you can view any notes that you may have create for that register option in the Setup program. You can reload the register with the default settings by using the Reload Register register option or restarting the POS.

---

## Change Profit Center

You can change the profit center for the current register.

---

## Clock Out

You can clock out the logged-in staff member.

---

## Enter Blind Drop

You can drop receipts based on either a dollar amount or a currency count (that is, X number of 100 dollar bills, X number of 50 dollar bills, and so on). You can change the denomination entry in the Setup program (Options Maintenance window, **POS** tab). The drop information does not show on Server Report or the Cashier Report.

---

## Enter Paid Outs

You can record the details of each paid out transaction conducted from the register. For example, when money is paid out from the register to vendors, the POS can record the details of the transaction.

---

## Login as Staff

You can login as a different staff member, provided you have the appropriate password level. When you login as a different staff member, you can perform any transaction on that person's checks or tables that you need.

---

## Reset Cashier Report

You can reset the sales and receipts totals for cashiers back to zero when cashiers work more than one shift in a day.

---

## Reset Register Report

You can reset the sales and receipts totals for the register back to zero. To reset the register report, tap **Register Options** from the Command panel and **Reset Register Report** from the Selection panel. The POS resets the report and returns to the Log in screen.

---

## Training Mode

You can make the current register a training register and then switch back immediately. If you set a register to training mode, then the POS sends none of the orders to the preparation printers, nor does the POS record these orders as sales outside of the training register.

---

## Register Reports

Register Reports allow you to generate specialized reports at the POS (such as a Server Report, System Report, and so on). You can use passwords to restrict access to sensitive reports. You enable the Register Reports and set passwords for them in the Register Report Maintenance window (accessible from the **Passwords** menu) in the Setup program. You can customize the names for the manager reports; those names will appear on the buttons in the Selection panel at the POS. Furthermore, any notes that you make about a report on the **Memo** tab of the Register Report Maintenance window will appear in the Display panel.

## Cashier Report

The cashier report shows cashier activity for the logged-in staff member, since either the beginning of the day or since you last ran a server report. You can use the report to balance a cashier's receipts. Furthermore, you can view the report at the POS or print it on the designated printer. A typical cashier report shows the cashier's sales total by receipt and the amount of money the cashier is responsible for. The following is a typical cashier report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

**Comp Cashier Report**

DD CAFE  
Cashier Report

Cashier ID: Kay  
Date: 1/18/2010 Time: 9:49:15 AM

Receipt	Type	Cnt	Amount
113 14969	Cash		166.17
112 14970	Cash		103.47
35 14972	Cash		92.23
113 14971	Cash		81.37
Cash		4	443.24
Total Receipts			443.24
Other Receipts Turned In			0.00
Total Receipts Turned In			443.24

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Kay Time 9:49:20 AM



## Profit Center Report

The profit center report shows the total sales figures, by menu item main group, for each profit center. You can view this report at the POS or print it on the designated printer. A typical profit center report shows the

- ▶ Total number of covers
- ▶ Average sale per cover
- ▶ Total of applied charges, discounts, and tips
- ▶ Total taxes
- ▶ Total charged tips
- ▶ Total amount of paid outs
- ▶ Total receipts
- ▶ Total sales by receipt

The following is a typical profit center report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC#: TBA

**Default Profit Center**

DD CAFE  
Profit Center Report

Main Dining Room

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Register

	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0
	414.25		

Menu Type

	Sales \$	Qty	%
7up	108.50	62	31.0

Browse Preview or Select Report      Staff Key      Time 9:52:01 AM

## Register Sales Report

The register sales report commonly shows the current sales totals, by any or all profit centers. A typical register sales report shows sales by menu items sales type, listing the dollar value and quantity sold. You can view this report at the POS or print it on the designated printer. The following is a typical register sales report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
Menusoft Systems Corp.  
SCALE COC# TBA

**Sales Report**

DD CAFE

Sales Report

Menu Type	Sales \$	Qty	%
Appetizers	58.75	11	14.2
Beer	64.50	20	15.6
Entrees	105.70	6	25.5
Non Alcoholic Beve	108.50	62	26.2
Salad	49.85	8	12.0
Seafood Entrees	26.95	1	6.5
	414.25		

Profit Center	Sales \$	Qty	%
Main Dining Room	414.25	108	100.0
	414.25		

Register	Sales \$	Qty	%
Table Service Regi	414.25	108	100.0
	414.25		

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Key Time 9:54:20 AM

## System Report

A system report shows all transactions that your staff entered into the system since the beginning of the day. You can view this report at the POS or print it on the designated printer. A typical system report shows all the receipts rung on all the registers in the restaurant. The following is a typical system report:

**DIGITAL DINING** Digital Dining POS  
Version 2.4.113  
MenuSoft Systems Corp.  
SCALE COC# TBA

**Server Sales**

BECK'S DARK	14.00	4	21.7
BUDWEISER BOTTLE	6.00	2	9.3
COORS LIGHT BOTTLE	6.00	2	9.3
CORONA	6.50	2	10.1
HEINEKEN	14.00	4	21.7
MILLER LITE BOTTLE	18.00	6	27.9DD

CAFE  
System Report

Staff ID: Kay  
Date: 1/18/2010 Time: 9:58:50 AM

**Receipts Audit**

Tab	Chk	Type	Amount
113	14969	Cash	166.17
112	14970	Cash	103.47
35	14972	Cash	92.23
113	14971	Cash	81.37

**Receipt Type**

Receipt Type	Cnt	Amount
Cash	4	443.24
<b>Total Receipts</b>		<b>443.24</b>

Up Down Page Up Page Down Top End Print Exit

Browse Preview or Select Report Staff Kay Time 9:59:37 AM



# Host Registers

---

## Overview

You can use Digital Dining's Host registers in sit-down restaurants. We created the examples in this chapter using the demo data and the typical register configuration from the Digital Dining installation disk.

In this chapter, we describe how you will most likely use a typical Host register at a POS station. We describe how you might use all of the standard features of the Host register. Because you can configure the Host Register in any way, the descriptions that we provide here may differ slightly from how your register actually performs.

---

## Host Register Types

Digital Dining includes two different types of Host register types, Host and Host and Order. This chapter describes how these register types function at the POS. You can run either of these register types on a POS to help host staff members assign tables more effectively.

---

## Host Register Type

We designed the Host register type to help hosts assign new customers to available tables more quickly and efficiently. Using the Host register type, you can view any area or room in your restaurant and determine which tables are available, occupied, or in need of bussing. You can also view all of the tables within a station, view a list of all of the servers assigned to that station, and then assign available servers to available tables.

---

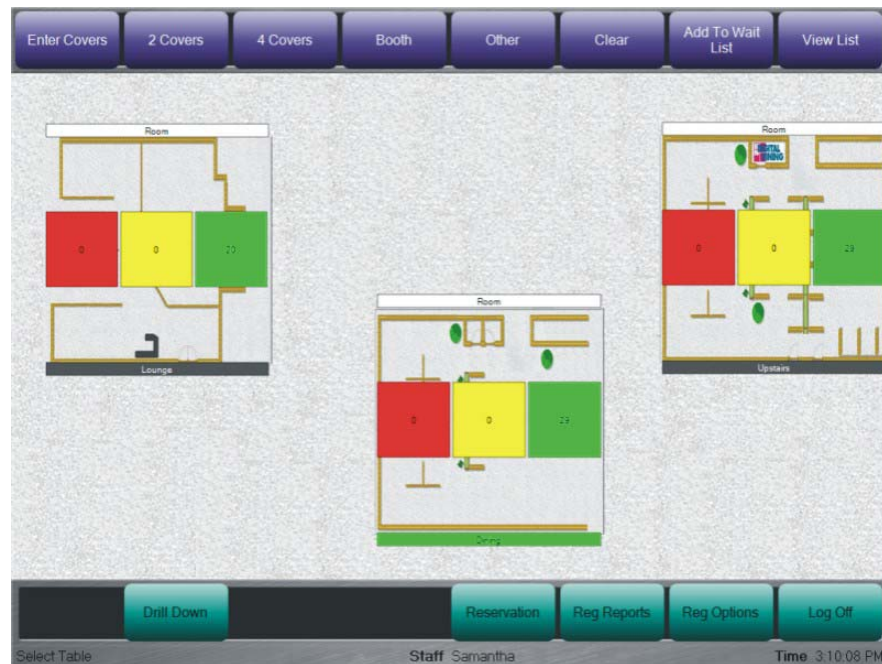
## Host and Order Register Type

We designed the Host and Order register type to help hosts assign new customers to available tables and to take their initial drink orders. The Host and Order register type functions very similarly to the standard Host register, but differs from the Host register type by assuming the host takes drink orders from newly-seated customers. In the standard Host register type, the host logs in, selects an appropriate table, and then selects an appropriate number of covers. The POS then closes the check. In the Host and Order register type, the POS follows the same sequence (log in, select a table, select a number of covers) and then automatically opens the new check to allow the host to select menu items.

---

## Using the Host Register

When a staff member logs in at the POS, the Host register opens and displays the area or floor plan you set in the Register Definition Maintenance window. If you selected an area, the Host screen will display that area and any objects (rooms or other areas) you added to that area in the Area Maintenance window. Each object (room or area) features three boxes (one red, one yellow, and one green box), which display table availability information. The red boxes display the number of unavailable tables in that area or room. The yellow boxes display the number of tables that require bussing in that area or room. The green boxes display the number of available tables in that area or room.

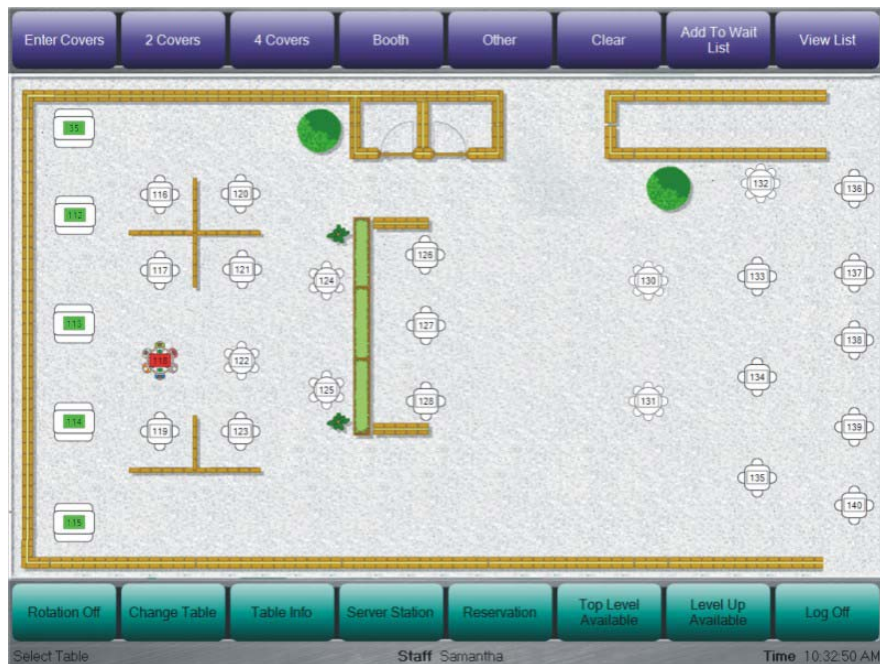


If you view an area in the Host screen, the Command panel displays the **Drill Down/Show Alarms** button. The **Drill Down/Show Alarms** button allows you to switch the Host screen's selection mode. If you tap **Drill Down** and then tap an area or room on the Selection panel, the POS displays that area or room in the Host screen. If you tap **Show Alarms** and then tap an area or room, the POS displays a list of the alarms currently active in that area or room.

---

## Host Screen

The Host screen allows you to review the status of all tables within a floor plan and to seat new customers at appropriate tables. Tables in the Host screen are color coded to indicate each table's status. Available tables display green. Occupied tables display red. Tables that need bussing display yellow. Unavailable tables (either blocked or without servers) display white.



To assign a group of customers to an available table, tap an icon for an available table with an adequate number of covers. In the Covers screen, select the number of covers for the new group of customers in the Selection panel, then tap **Open**.

---

### **Command Panel**

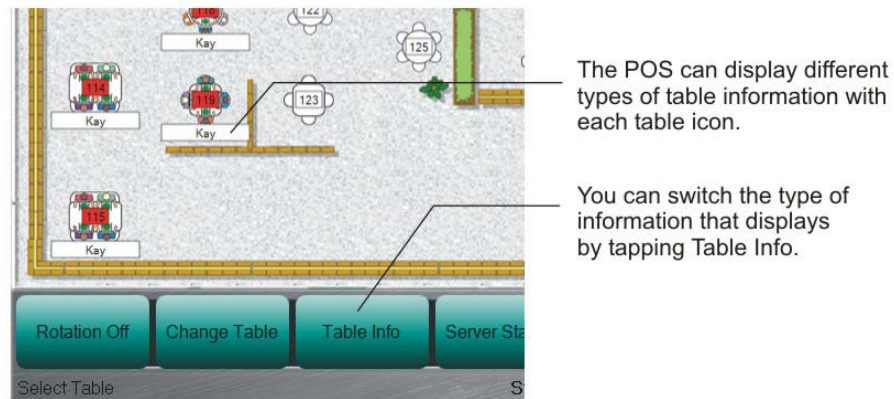
If you view a room (floor plan) in the Host screen, the Command panel displays different buttons than when you view an area. You can tap the **Rotation On/Rotation Off** button to change the register's rotation mode. If you tap **Rotation On**, the POS displays only the tables in the station with the fewest number of customers. If you tap **Rotation Off**, the Host screen displays available tables in all stations within the room.

The **Change Table** button allows you to access the Change Table screen, which allows you to modify the tables within the room in various ways (for more information, see "Change Table Screen" on page 109).

The **Table Info** button allows you to switch the view mode. The Host register displays table icons with informative captions, and the view mode determines what information is displayed. For instance, if you view the Host screen in Server Name mode, then table icons display the name of the server associated with the table. If you view the Host screen in Check Name mode, then table icons display the customer's name associated with the check. If you view the Host screen in Station



Number mode, then table icons display the number of the table's station. If you view the Host screen in Check Status mode, then table icons display the status of the check (such as "seated" or "ordered"). If you view the Host screen in Minutes Until Free mode, then table icons display the estimated number of minutes before the table will be available.



When you tap **Table Info**, the program switches to the next view mode. You can modify the sequence of the view modes—and remove certain view modes from the sequence—on the **Captions** tab of the Table Management Configuration window.

The **Server Station/Server All** button allows you to change the server mode. If you set the server mode to Server Station and then assign a customer to a table, the POS immediately prompts you to select a server from a list of all servers in the station. (If only one server is working in the table's station, the POS automatically assigns that server to the table.) If you set the server mode to **Server All** and then assign a customer to a table, the POS immediately prompts you to select a server from a list of all servers working within the room (regardless of station).

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## Top Panel

The Top panel of the Host screen allows you to filter the tables in the room by a variety of options. By tapping one or more of these filter buttons, you can narrow your selection of available rooms or tables. The **2 Covers** and **4 Covers** buttons allow you to filter tables by their numbers of available covers. For instance, if you view a room and then tap **4 Covers**, the POS only displays tables that can accommodate four or more covers as available (green), while the tables that accommodate less than four covers display as unavailable (white). To filter your tables by a number of covers other than two or four, tap **Enter Covers** and then select an appropriate number of covers. Tap **Movable** to view the available tables that can be moved. To filter tables by other properties, tap **Other**, select one or more appropriate table properties, and then click **Done**. The Selection panel includes any

custom table properties you've created in the Table Properties Maintenance window (of the Setup program). To clear all of the filter buttons, tap **Clear**.

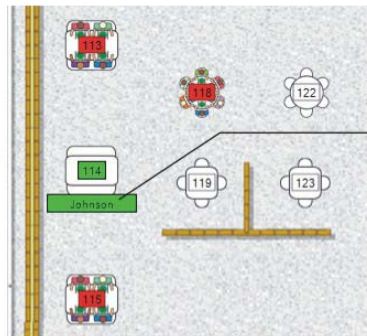
The **Add to Wait List** button allows you to add customers to the wait list. If you tap **Add to Wait List**, the POS prompts you to select the number of covers for the customer. Select the button for the appropriate number of covers, then tap **Accept**. The POS then prompts you to type the check name (presumably the name of the customer). Type an appropriate check name and then tap **Enter**.

If you tap **View List**, the POS displays the Wait List screen (for more information, see "Wait List Screen" on page 105).

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### ***Seating Customers from the Wait List***

The Host register can help you seat waiting customers by automatically suggesting usable tables as they become available. When you clear a table, the POS determines if any customers on the wait list can sit at that table (based on the number of covers and other preferences). If the wait list includes a customer that can sit at the newly cleared table, the POS highlights that table's icon. The table flashes green (like a table alarm) to alert you that you can seat a waiting customer at the table. (If you set the view mode to Check Name, the POS also displays the name of the next customer with the flashing table icon.)



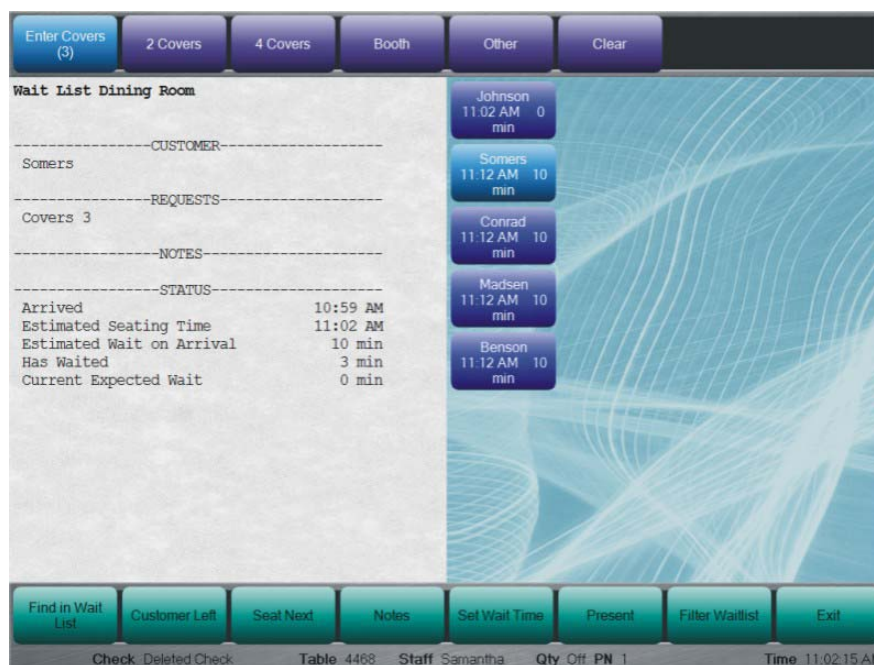
When you clear a table, the POS determines if any customers on the wait list can sit at that table. If so, the table flashes green to alert you that you can seat a waiting customer. The POS only suggests customers with equal or fewer covers than the new table.

The POS suggests the customer whose has waited the longest amount of time, but only suggests customers whose requirements fit that table. For instance, the POS only suggests you seat a customer at a table if the customer has equal or fewer covers than the table. Also, if you associate a customer with other preferences, the POS only suggests tables whose properties meet the customer's preferences. For instance, if you add a customer to the wait list with a cover of three and a non-smoking preference, the POS will not suggest you seat the customer at a table with only two covers or a table in the smoking section.

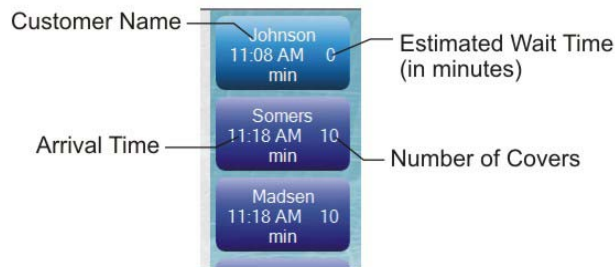
If you tap a flashing table, the POS opens the Wait List screen and selects the customer's button. If you tap **Seat Waiting** in the Command panel, the POS assigns the customer to the table. You can assign a different customer to the table by selecting a different customer in the Selection panel and then tapping **Seat Waiting**. You can also assign the table to a customer not on the wait list by tapping **Seat New**.

## Wait List Screen

The Wait List screen allows you to view and edit the wait list. The Selection panel features a list of buttons, each one representing a customer currently on the wait list. If you select a customer's button, the Display panel displays information about the selected customer, such as the number of covers, the estimated wait time on arrival, the amount of time the customer has waited, and the expected remaining wait time. (The POS estimates wait time by calculating the average wait time for the previous five checks.)



Each customer's button also displays information about the customer, including the customer's name, the time the customer was added to the wait list, the estimated wait time, and the number of covers.



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## Command Panel

The Command panel allows you to manage the wait list in various ways.

The **Find in Wait List** button allows you to search for a specific customer on the wait list. If you tap **Find in Wait List**, the POS displays a keypad, allowing you to type the name of the customer you are looking for. Type the name (or the first letters) and the name you are searching for and tap **Enter**. The POS will display all of the customers on the wait list with names that begin with the letters you entered. If you only type a single letter, the POS lists all of the customers with names that begin with that letter. (For instance, if you type “J”, the POS will list all customers with names starting with the letter “J”, such as James, Johnson, and Jones.)

The **Customer Left** button allows you to remove customers from the wait list without assigning them to tables. If a customer leaves the restaurant before a table is ready, you can remove the customer from the wait list by selecting the customer’s button in the Selection panel and then tapping **Customer Left**.

If you select a customer’s button and tap **Seat Next**, the POS moves the selected to the top of the wait list. If you select a customer’s button and tap **Notes**, the POS displays the keypad, allowing you to type any additional information about the customer (and any requested table properties).

The **Set Wait Time** button allows you to change a customer's estimated wait time. If you select a customer’s button in the Selection panel and then tap **Set Wait Time**, the POS will display the Set Wait Time Minutes keypad. Type the new wait time (in minutes) in the keypad, then tap **Enter**. The POS will immediately resort the customer buttons in the Selection panel.

The **Present/Not Present** button allows you to designate a customer on the wait list as present or not present. To designate a customer as not present, select the customer’s button in the Selection panel and tap **Not Present**. The POS will display the customer’s button as dark gray, but continue to calculate the customer’s wait time. (By default, the POS designates newly added customers as present.) Some restaurants allow customers to call ahead of time and place their names on the wait list before traveling to the restaurant. In such a scenario, a host adds a customer to

the wait list before the customer arrives but designates the customer as not present. When the customer arrives, the host can designate the customer as present.

The **Filter Waitlist** button allows you to filter the customer buttons that display in the Wait List screen. If you tap **Filter Waitlist**, the POS displays the Filter Waitlist screen. The Selection panel includes the **Reservations Present**, **Reservations Not Present**, and **Waitlist** buttons. The Command panel includes the **Include All**, **Exclude All**, and **Done** buttons. If you tap **Include All**, the POS will select all three buttons in the Selection panel. If you tap **Exclude All**, the POS will clear all three buttons in the Selection panel.



If you select **Reservations Present** and then click **Done**, the wait list will only display buttons for customers with reservations that are designated as “Present.” If you select **Reservations Not Present** and then click **Done**, the wait list will only display buttons for customers with reservations that are designated as “Not Present.” If you select **Waitlist** and then click **Done**, the POS will display buttons for all customers on the wait list, including those who do not have reservations.

In the Wait List screen, the **Filter Waitlist** button will display as the **Clear Waitlist Filter** button. If you tap **Clear Waitlist Filter**, the POS will remove the filter and display all customers in the Wait List screen.



## Top Panel

The Top panel allows you to set or modify the requirements (such as covers and other preferences) of the customers on the wait list. When you clear a table in the Host screen, the POS suggests customers to seat based on their covers and other preferences. The Top panel allows you to edit or add those preferences.

If you select a customer in the Selection panel and then tap **2 Covers**, the POS resets the customer's number of covers to "2". If you select a customer and then tap **4 Covers**, the POS resets the customer's number of covers to "4". If you select a customer and then tap **Enter Covers**, the POS prompts you to select the new number of covers. Select the appropriate cover in the Selection panel, then tap **Accept**.

One button on the Top panel allows you to associate customers on the wait list with a commonly requested table property. The button (the fourth button from the right) is customizable; you can associate the button with a table property of your choice. The button displays the name of the table property you set (such as **Movable** or **Smoking**). To associate the button with a table property, run the Setup program, open the Table Properties Maintenance window (in the **Floor Plans** menu), click **Sort**, and then drag an appropriate table property to the top of the Reorganize List. The POS includes the first table property in the sort sequence in the Wait List screen's Top panel.



You can include your most commonly used table property on the Top panel of the Wait List screen.

To include a table property on the Top panel, open the Table Properties Maintenance window, click Sort, then drag the table property to the top of the Reorganize List.



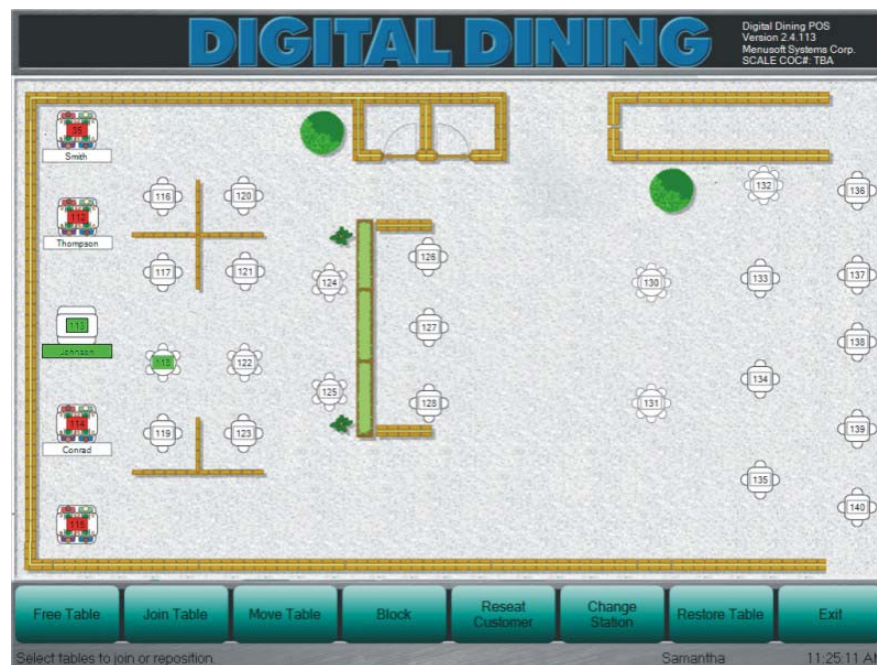
If you select a customer and then tap the table property button, the POS will only suggest you seat the customer at tables that have that property. For instance, you might set the button to apply the Smoking table property. Later, in the Wait List screen, if you select a customer and then tap Smoking, the POS will only suggest you seat the customer at a table in the smoking section.

If you select a customer and then tap **Other**, the POS accesses a screen that displays your other table properties in the Selection panel. You can select one or more of these table properties and then tap **Done**. Afterwards, the POS will only suggest you seat the customer at tables that include the properties you selected.

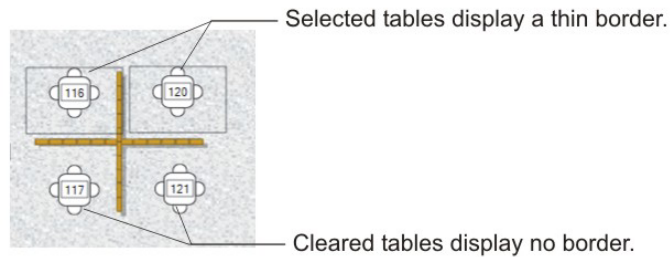
If you select a customer and then tap **Clear**, the program resets the customer's number of covers to "1" and removes any other preferences.

## Change Table Screen

If you tap **Change Table** in the Command panel of the Host screen, the Change Table screen displays. The Change Table screen allows you to make temporary changes to the tables in a floor plan. In the Change Table screen, you can change the status of tables (from occupied to unoccupied), join multiple tables, move or block tables, or reseal customers from one table to another.



To make any changes to the tables in a floor plan, you must first select the tables that you want to change. You can select a table by tapping it. (The icons of selected tables display a thin border.) Some options, such as **Join Table** and **Reseat Customer**, require you to select more than one table. You can clear a selected table by tapping its icon again.



The **Free Table** button allows you to clear occupied tables without closing the table's check. If you select one or more tables and then tap **Free Table**, the POS designates the tables as clear and in need of bussing (yellow).

The **Join Table** button allows you to join two or more small tables into a single large table. For instance, you can use the **Join Table** button to join two four-seat tables into a single eight-seat table. To join two tables, select both of the tables you want to join and then tap **Join Table**.

The **Move Table** button allows you to move a table from one position in the floor plan to another. To move a table, select the table you want to move, then tap **Move Table**, then tap the point within the floor plan where you want to place the table. You can only move one table at a time.

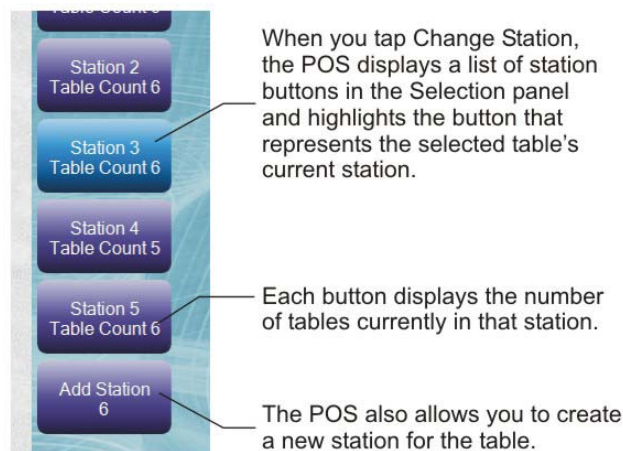
The **Block** button allows you to block a table so that it appears unavailable in the Host screen. You can use the **Block** button to reserve a table for a future customer. To block a table, select the table and then tap **Block**. To block an entire room (and all the tables within that room), tap **Block** without selecting one or more specific tables. To clear the entire room, tap **Unblock Room**.

The **Reseat Customer** button allows you to move a party of customers already seated at one table to another table. To reseat a customer, select an occupied table (that is, the table with the customers you want to reseat) and an unoccupied table (where you want to seat them), then tap **Reseat Customer**. The POS moves the customer to the unoccupied table and displays the previously occupied table as yellow (in need of bussing). If you move a customer to a table in a station assigned to a different server, the POS will prompt you to select which server will serve the resealed customer. You can select the server who originally opened the check (at the first table), or you can select the server assigned with the new table.



**Note** If you move a customer to a table in a station assigned to a different server, the POS will prompt you to select which server will serve the reseated customer. You can select the server who originally opened the check (at the first table), or you can select the server assigned with the new table.

The **Change Station** button allows you to change a table's station. Select a table and then tap **Change Station**. The POS displays a list of buttons in the Selection panel, each one representing an existing station. (Each button also displays the number of tables current within that station.) The POS also includes a button to allow you to create a new station for the table. To change the table's station, tap an appropriate station button. You can also tap **Cancel** to return to Change Table screen.



The **Restore Table** button allows you to restore tables in a floor plan to their original state. For instance, if you join two tables, you can use the **Restore Table** button to separate the tables later and restore them to their original positions. If you select a table that was modified earlier and then tap **Restore Table**, the POS restores the table to its original state.

If you tap **Restore Table** without selecting a specific table, the POS clears any changes you made during this session, but does not clear changes made in earlier sessions. To restore a table changed in an earlier session, you must select it first. For instance, if you access the Change Table screen, join two tables, then tap **Restore Table**, the POS will automatically separate the tables.



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