Oracle[®] Simphony Essentials Point-of-Sale User Guide



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ORACLE

Oracle Simphony Essentials Point-of-Sale User Guide,

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Contents

Preface

<u>1</u> User Interfaces

Landscape I II	1_1
Rar Operations	1 1
Workflow	1-1
	1.2
Homo	1.2
Transactions	1-4
Transaction Functions	1-7
Quick Service Restaurant Operations	1-8
Workflow	1-8
Sign In	1-0
Transactions	1-9
Transaction Functions	1-12
Table Service Restaurant Operations	1-14
Workflow	1-14
Sign In	1-14
Home	1-15
Transactions	1-17
Functions	1-20
Portrait UI	1-22
Ouick Service Restaurant Operations	 1-22
Workflow	1-22
Sign In	1-23
Transactions	1-24
Functions	1-28
Check Attributes	1-30
Item Attributes	1-32
Table Service Restaurant Operations	1-34
Workflow	1-34
Sign In	1-34
Home	1-36
	1 00



Sort Checks	1-40
Transactions	1-40
Check Functions	1-43
Check Attributes	1-45
Item Attributes	1-47
Support	1-49
Low Battery Warnings	1-49
Incorrect Workstation Class Error	1-51

2 POS Functions

Assign and Unassign Cash Drawer	2-1
Use No Sale Key	2-1
Adjust Closed Check	2-1
Reopen Closed Check	2-4
Begin Future Order	2-6
Auto Block Transfer Checks	2-8
Pick Up Check	2-10
Reprint Closed Check	2-11
Reprint Previous Closed Check	2-11
Print Time Card	2-11
Perform Paid-Out (Pickup)	2-12
Perform Paid-In (Loan)	2-12
Perform Gift Card Balance Inquiry	2-12
Transfer Gift Card Balance	2-14
Cash Out Gift Card	2-16

3 Manager Procedures

Edit Menu Item	3-3
Edit Menu Item Availability	3-3
Copy Menu Item	3-5
Edit Barcode	3-6
Assign Employee ID	3-6
Register Fingerprints	3-8
Edit Employee Training Status	3-9
Copy Employee	3-10
Edit Guest Check Header and Trailer	3-13
Edit Customer Receipt Header	3-13
Redirect Order Devices	3-14
Update Database	3-14
Reload Database	3-14



Use Property Management Console	
View Log Files	3-15
Transfer Logs	3-17
Assign Payment Device	3-19
Close Application	3-20

4

Check Functions and Transaction Functions

Void Check	4-5
Void Item	4-5
Alternative Void Method for Mobile Phones and Handheld Devices	4-8
Return Item	4-8
Alternative Return Method for Mobile Phones and Handheld Devices	4-11
Use Transaction Return Key	4-11
Cancel Transaction	4-12
Add/Transfer Check	4-12
Edit Seat	4-14
Hold Items	4-15
Fire Items	4-17
Refire Items	4-18
Split Check	4-21
Use Table Number Key	4-22
Change Check Name	4-22
Reprint Credit Voucher	4-22
Reorder Items	4-23
Enter Barcode	4-26
Use Exempt Auto Service Charge Key	4-26
Use Tax Exempt Key	4-26
Use Tax Exempt All Key	4-26
Perform Gift Card Balance Inquiry	4-26
Transfer Gift Card Balance	4-28
Issue Gift Card	4-30
Activate Gift Card	4-32
Redeem Gift Card	4-33
Reload Gift Card	4-34
Change Order Channel	4-35

5 Condiment Orderer

Use the Condiment Orderer

5-2



6 VIP and Rush Checks

Handle VIP Checks	6-1
Handle Rush Order Checks	6-4

7 Gestures

Use Void and Quantity Gestures	7-1
Use Seat Gesture	7-2
Use Guest Pay Quick Gestures on Adyen Castles S1F2 Android Payment Device	7-2

8 Payments

Use Equal Payment Key	8-4

9 Reports

POS Reports		9-1
	Employee Financial Report	9-3
	Employee Financial Report - VAT	9-4
	Employee Tip Report	9-5
	Property Financial Report	9-5
	Property Financial Report - VAT	9-6
	Tax Summary Report	9-7
	Future Open Check Report	9-8
	Employee Closed Check Report	9-8
	Employee Open Check Report	9-9
	Family Group Sales Report	9-10
	Major Group Sales Report	9-11
	Menu Item Sales Summary Report	9-12
	Menu Item Sales Detail Report	9-13
	Check Journal Report	9-14
	Employee Journal Report	9-15
	Held Item Summary Report	9-15
	Table Sales Report	9-16
	Clock In Status Report	9-17
	Time Period Detail Report	9-18
	Time Period Summary Report	9-19



Preface

The Oracle MICROS Simphony Cloud Service, Essentials Edition, is the point-of-sale solution for small- and medium-sized restaurants.

Purpose

This User Guide explains the daily use of Simphony Essentials at the POS client.

Audience

This document is intended for operators of Simphony Essentials.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at:

https://iccp.custhelp.com/

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Product documentation is available on the Oracle Help Center at https://docs.oracle.com/en/ industries/food-beverage/.

Revision History

Date	Description of Change
September 2021	Initial publication for Release 19.3.
September 2022	Updated publication for Release 19.4.
November 2022	Updated Preface and Getting Started.
March 2023	Updated publication for Release 19.5.
January 2024	Updated publication for Release 19.6.
May 2024	Updated Copy Employee in the Manager Procedures chapter.
September 2024	Updated publication for Release 19.7.
February 2025	Updated publication for Release 19.8.



1 User Interfaces

Simphony Essentials offers three service types:

- Bar
- Quick Service Restaurant (QSR)
- Table Service Restaurant (TSR)

Simphony Essentials has two User Interfaces (UIs):

- UI for the larger workstations and tablets
- UI for the smaller screens on mobile phones and handheld devices

Landscape Layout

Workstations and tablets use a landscape orientation and support Bars, QSR, and TSR. The following devices run in landscape layout:

- Oracle MICROS 3, 6, and 8 Series Workstations
- Lenovo K10 Tablet
- Third Party Tablets

Portrait Layout

Mobile phones and handheld devices run in portrait orientation on various screen size resolutions, and support QSR and TSR. The following devices run in portrait layout:

- Oracle MICROS Handheld 500
- Adyen Castles S1F2
- Third Party Phone Form Factor Devices

Landscape UI

The landscape UI is designed for workstations and tablets which support Bar, QSR, and TSR service types.

Bar Operations

Workflow

The Bar workflow provides speed of service for a busy bar, ensuring that bartenders and servers can identify menu items quickly and focus on customer service.





Sign In

The number pad's design matches smartphones with 123 appearing along the top. Use the **X** icon to clear entries and the forward arrow icon to confirm entries.





To sign in, enter your User ID number, and then press the arrow icon. Asterisks (*) appear above the number pad as the User ID is entered.

To clock in, click the Clock In icon



) on the Sign In page.

To activate the Information Panel, click the line icon



) in the top left corner of the Sign In page. The Information Panel displays information about



the workstation name and status, as well as the Simphony Essentials edition, version number, and IP address.

Home

After you sign in to the workstation, the home page appears. The home page shows a list of open checks.

	Check Name 🗘	Check 🗘	Total 🛇	Last Touched 🛇	Employee 🗘	20
		207	100.32	Seconds ago	micros	
	Round Table	206	30.00	Seconds ago	micros	٥
	Table by the Window	205	95.25	Seconds ago	micros	e
	Table B	204	25.00	1 minute ago	micros	8
1	Middle Table	203	137.17	2 minutes ago	micros	8
	Ms Mickleton	197	172.69	2 minutes ago	micros	E
	Afternoon Tea	194	57.50	5 hours ago	micros	8
	Charlotte's Table	189	0.00	2 minutes ago	micros	۲
		186	98.14	Seconds ago	micros	E
		185	98.14	21 hours ago	micros	
	Mr Townsend	182	142.12	4 hours ago	micros	۵
Begin Check	Begin Fast Transaction	POS Func	tions	POS Reports	Manager Procedures	Sign Out

Figure 1-2 Bar Home Page on Workstations and Tablets

The following table describes the areas called out in the image.

Table 1-1 Bar Home Page

Callout Number	Area	What You Use It For
1	Checks	Click the check line to open a check.
		View details such as the check name and number, total, and employee.
		Click the View Check icon
) at the end of each check line to view check details.
2	Search	Look for checks by employee, check name, or total.



Callout Number	Area	What You Use It For
3	Begin check buttons	Click Begin Check to begin a check using a pre-authorized credit card. You can add menu items to the check after the pre-authorization has been applied. The pre-authorization appears on the Transaction page. If the credit card has a customer name, it is automatically used as the check name.
		Click Begin Fast Transaction to have the workstation automatically generate the next check number and move to the Transaction page.
4	Functions panel	Access non-check functions using POS Functions . For example, complete cash drawer operations and printing operations.
		Access reports such as financial reports and check reports using POS Reports .
		Access functions such as edit menu items and edit menu item availability using Manager Procedures .
		Return to the Sign In page using Sign Out .

Table 1-1	(Cont.)	Bar Home	Page
-----------	---------	----------	------

Transactions

After you click **Begin Check** or **Begin Fast Transaction** on the home page, the transaction page appears. After clicking **Begin Check**, you may be prompted to enter the check name (if pre-authorization credit card payment is not defined, or if the pre-authorization does not return a name), and then you can enter a pre-authorization amount before accessing the transaction page. If a check name is not entered, the check number appears in the check header.

The transaction page shows menu items, family groups, pre-authorization, and other check functions.

	111	111/1/		Store and a store of the store	the same of the	the state of the s	And Personal Property lies of the local division of the local divi
November	07, 2023 11:09 AM	1 🗸	Q2 1 Guest	+ 3	Dine In 4	Main 5 Sub	Exact Cash
1 Chicke N	en Burger Aedium rare	8.95 *	Breakfast	Starters	Lunch	Dinner	20
Si H	ourdough Bun Ialoumi Cheese		Desserts	Platters	6 Jides	Wines	10 8
1 Seafo	od Lingine	9.50 *					
1 Elderf	ilower Cocktail	4.25	Beers	Teas and Coffees	Soft Drinks	Cocktails Spirits	5
1 Tonic	Water	4.25					
Total Du	he	26.95					Other Payments
Coke	Elderflo	wer Cocktail	Ginger Ale	Ginger Beer	J20 Raspberry and Mango	Lemonade	Discounts And Service Charges 9
Orange Juice	Sprite		7 Tonic Water				Transaction Functions
							Cancel Transaction
							Print
							Send 11
	CLRestaura	nt		9:08 AM		Tablet Emu	lator

Figure 1-3 Bar Transaction Page on Workstations and Tablets

 Table 1-2
 Bar Transaction Page

Callout Number	Area	What You Use It For
1	Check detail	View check details, such as the date and time, menu items on the check, and total due. Click the drop-down arrow in the header to view the check number, employee, and order channel (if configured).
2	Search	Search for menu items. Click the Search icon () to use the onscreen keyboard. A search line appears at the top of the page. Enter the item name, and then click OK .
		Menu items appear in alphabetical order in groups. Upper and lower case can be used.
		To clear the search entry, click the blue cross.



Callout Number	Area	What You Use It For
3	Guests	Select + and – to change the number of guests on the bar check. When you select + and the guest count is at 9 (the maximum value allowed), the number rolls to 1.
		To use the guest count number pad to enter a larger number of guests, click Guest , enter th number, and then click OK .
		The maximum number of guests is 9999.
4	Order type	Select the order type to change the value. In the image example, click Dine In to change the order type to another (such as Take Out).
5	Menu levels	Set the Main and Sub Menu Levels.
6	Family groups	Select a family group to see al available menu items assigned to a specific category (for example, Beer or Wine). Menu item buttons and the family group button are the same color, which cannot be changed. Family group names are automatically displayed in number order.
7	Menu items	Select a menu item to add it to the check. If sort priority is no used, menu items are listed in alphabetical order.
		In the image example, click Main to change the menu leve from Main to another menu level.
8	Payment buttons	Payment buttons (for example \$10.00) can be configured in the EMC. They are referred to as Quick Payments . More payments ca be configured to appear in the Other Payments menu.
9	Discounts and Service Charges	Apply a discount or service charge to a check
10	Transaction Functions Cancel Transaction	Access additional functions that you can use while in a check.
		Cancel the current transaction and return to the Home page.

Table 1-2	(Cont.)) Bar	Transaction	Page
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Table 1-2	(Cont.) B	ar Transaction	Page
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Callout Number	Area	What You Use It For
11	Print	Print a check.
	Send	Send menu items to the kitchen.

Transaction Functions

While in a bar transaction, you can perform voids, use various operations on the check, and apply taxes and service charges to the check. Gift card options appear if gift cards are configured. Order Channels appear if configured.

Figure 1-4	Bar Transaction Functions on Workstations and Tablets
------------	---

November 07, 2023 11:09 AM	^	Transaction F	unctions			
Check: 38 Employee: Justin		Voids And Retu	rns 2			
Order Channel: Delivery Com	ipany	Void Check	Void Item	Return Item	Transaction Return	Cancel Transaction
1 Crispy Calamari & salad	8.50					
1 Humous Olive Flatbread	5.95	Check Operatio	ns 3			
1 Elderflower Cocktail	4.25	Add/Transfer	Split Check	Change Check	Reprint Credit	Reorder Items
1 Ginger Beer	4.25	Check		Name	Voucher	5
		Barcode Entry				
Total Due	22.95					
	22.75	Taxes And Serv	ice Charges 4			
· ·		Exempt Auto	Tax Exempt	Tax Exempt All	ľ	
		Service Charge				
		Gift Cards 5				
		Balance Inquiry	Balance Transfer	Issue Gift Card	Redeem Gift Card	Reload Gift Card
		Activate Gift Card				
		Order Channels	G			
		Default	Kiosk	Delivery	In House	Phone in Pick I In
		Deraut	NIUSK	Company	Restaurant	Phone in Pick op
		On Line Direct	Drive-Thru			
				Close		
CLRestaura	int		11:27 AM		Tablet Emu	llator



Callout Number	Area	What You Use It For
1	Check detail	View check details, such as menu items on the check and the total due.
2	Voids and Returns	Void transaction items from the current and previous service rounds.
		Return items that were rejected by a guest.
3	Check Operations	Perform operations on a check, including adding or transferring a check, handling payment, changing the check name, reprinting a credit voucher, reordering items, and entering barcodes.
4	Taxes and Service Charges	Apply an exempt auto service charge to a transaction, or use an exempt function key.
5	Gift Cards	Issue or activate gift cards. Look up the balance on a gift card. Transfer money from one gift card to another. Redeem money from a gift card or add money to a gift card.
6	Order Channels	Select a button to change the order channel.

Quick Service Restaurant Operations

Workflow

The QSR workflow allows rapid order intake with quick menu item identification.





Sign In

The number pad's design matches smartphones with 123 appearing along the top. Use the **X** icon to clear entries and the forward arrow icon to confirm entries.



Figure 1-5 Sign In Panel on Workstations and Tablets

To sign in, enter your User ID number, and then press the arrow icon. Asterisks (*) appear above the number pad as the User ID is entered.

To clock in, click the Clock In icon



) on the Sign In page.

To activate the Information Panel, click the line icon



) in the top left corner of the Sign In page. The Information Panel displays information about the workstation name and status, as well as the Simphony Essentials edition, version number, and IP address.

Transactions

The QSR service type does not have a home page. For speed of service, the Sign In page leads directly to the QSR transaction page.

The transaction page shows menu items, family groups, check details, access to payments, discounts, service charges, manager functions, and other check handling functions.

1 Goan Sea Bass Curry 15.95 1 Chargrillen Boz Sirloin 16.00 Steak Rare Granary Bun Edam Cheese 1 Corona Lager 4.25 Beers 1 Shere Drop Bitter 4.25 Beers 1 Sol Lager Shere Drop Bitter Singha Sol Lager Sussex Bitter Teab Information Singha Teab Information Singha Teab Information Singha Sol Lager Sussex Bitter T	111110010/						and the second se
1 Chargrillen Boz Sirloin 16.00 Breakfast Starters Lunch Dinner 20 Rare Granary Bun Edam Cheese Desserts Platters 6.ides Wines 10 8 1 Corona Lager 4.25 Bers Teas and Coffees Soft Drinks Cocktails Spirits 5 1 Shere Drop Bitter 4.25 Eers Teas and Coffees Soft Drinks Cocktails Spirits 5 Total Due 40.45 Coors Corona Lager Fosters Harvest Pale Ale Discounts And Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Discounts And 10 Terasaction Functions 10 10 10 10 Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Discounts And 10 Singha Sol Lager Sussex Bitter Tea bitter Functions 10 10 Teas and Coffees Sol Lager Sussex Bitter Tea bitter Sol Cacel Transaction 11 St	1 Goan Sea Bas	ss Curry 15.95	Q2	Kiosk 3	Dine In 4	Happ 5 Sub	Exact Cash
Granary Bun Edam Cheese Desserts Platters Ides Wines 10 8 1 Corona Lager 4.25 Beers Teas and Coffees Soft Drinks Cocktails Spirits 5 1 Shere Drop Bitter 4.25 Beers Teas and Coffees Soft Drinks Cocktails Spirits 5 1 Shere Drop Bitter 4.0.45 Fosters Harvest Pale Ale Other Payments Adnams Bitter Carlsberg Pils Coors Corona Lager Fosters Harvest Pale Ale Discounts And Service Charges 0 Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Discounts And Service Charges 0 10 Manager Functions 10 Manager Functions 10 11 Carcel Transaction 10 Manager Functions 11 12 Edam Cheese Edam Cheese Edam Cheese 12	1 Chargrillen 80 Steak <i>Rare</i>	oz Sirloin 16.00	Breakfast	Starters	Lunch	Dinner	20
1 Corona Lager 4.25 Beers Teas and Coffees Soft Drinks Cocktails Spirits 5 1 Shere Drop Bitter 4.25 Image: Corona Lager Fosters Harvest Pale Ale Round Up Adnams Bitter Carlsberg Pils Coors Corona Lager Fosters Harvest Pale Ale Discounts And Service Charges 9 Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Teasaction Functions 10 Manager Functions Image: Corona Lager Sussex Bitter Tea bitter Image: Charges 9 Image: Corona Lager Sol Lager Sussex Bitter Tea bitter Image: Charges 9 Image: Corona Lager Sussex Bitter Tea bitter Image: Charges 9 Image: Charges 9 Image: Corona Lager Sussex Bitter Tea bitter Image: Charges 9 Image: Charges 9 Image: Charges 9 Image: Corona Lager Corona Lager Sussex Bitter Tea bitter Image: Charges 9 Image: Corona Lager Sussex Bitter Tea bitter Image: Charges 9 Image: Charges 9 Image: Corona Lager Corona Lager Corona Lager Im	<i>Granary I</i> Edam Ch	Bun neese	Desserts	Platters	6 Jides	Wines	10 8
1 Shere Drop Bitter 4.25 Teas and Coffees Soft Drinks Cocktails Spirits 5 1 Total Due 40.45 Adnams Bitter Carlsberg Pils Coors Corona Lager Fosters Harvest Pale Ale Other Payments Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Tea bitter Discounts And Service Charges 9 Transaction Functions 10 Manager Functions 10 Manager Functions 11 Cancel Transaction 12	1 Corona Lager	4.25			-		
Total Due 40.45 Round Up Adnams Bitter Carlsberg Pils Coors Corona Lager Fosters Harvest Pale Ale Other Payments Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Discounts And Service Charges 9 Transaction Functions Intervent Pale Ale Manager Functions Intervent Pale Ale Discounts And Service Charges 9 Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Transaction Functions 10 Manager Functions Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Tea bitter Intervent Pale Ale Manager Functions Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale Intervent Pale Ale InterventP	1 Shere Drop B	itter 4.25	Beers	Teas and Coffees	Soft Drinks	Cocktails Spirits	5
Total Due 40.45 Image: Coors of the payments Corona Lager Fosters Harvest Pale Ale Other Payments Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Discounts And Service Charges 9 Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Functions Image: Transaction Function							Round Up
Adnams Bitter Carlsberg Pils Coors Corona Lager Fosters Harvest Pale Ale Discounts And Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Discounts And Variation Fosters Tea bitter Transaction Transaction Transaction Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions Image: Functions<	Total Due	40.45					
Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Discounts And Service Charges 9 Transaction Functions 10 Manager Functions 11 Cancel Transaction 12	Adnams Bitter	Carlsberg Pils	Coors	Corona Lager	Fosters	Harvest Pale Ale	Other Payments
Moretti Shere Drop Bitter Singha Sol Lager Sussex Bitter Tea bitter Service Charges 9 Transaction Functions 10 Manager Functions 11 Cancel Transaction 12			7				Discounts And
Transaction Functions 10 Manager Functions 11 Cancel Transaction 12	Moretti	Shere Drop Bitter	Singha	Sol Lager	Sussex Bitter	Tea bitter	Service Charges 9
Manager Functions Cancel Transaction 2							Transaction Functions
Manager Functions 11 Cancel Transaction 12							10
Cancel Transaction							Manager Functions
							Cancel Transaction
	San Millinger Steel						
CLRestaurant 5:43 PM Tablet Emulator	CI	LRestaurant		5:43 PM		Tablet Em	ulator

Figure 1-6 QSR Transaction Page on Workstations and Tablets

 Table 1-4
 QSR Transaction Page

Callout Number	Area	What You Use It For
1	Check detail	View check details, such as menu items on the check and the total due.
2	Search	Search for menu items. Click the Search icon (
) to use the onscreen keyboard. A search line appears at the top of the page. Enter the item name, and then click OK .
		Menu items appear in alphabetical order in groups. Upper and lower case can be used.
		To clear the search entry, click the blue cross.
3	Order channel	Select the order channel to change the value. In the image example, click Kiosk to change the order channel to another (such as Drive Thru).



Callout Number	Area	What You Use It For
4	Order type	Select the order type to change the value. In the image example, click Dine In to change the order type to another (such as Take Out).
5	Menu levels	Set the Main and Sub Menu Levels. In the image example, click Happ to change the menu level from Happy Hour to another Menu Level.
6	Family Groups	Select a family group to see all available menu items assigned to a specific category (for example, Starters or Soups). Menu item buttons and the family group button are the same color, which cannot be changed. Family group names are automatically displayed in number order.
7	Menu items	Select a menu item to add it to the check. If sort priority is not used, menu items are listed in alphabetical order.
8	Payment buttons	Payment buttons (for example \$10.00) can be configured in the EMC. They are referred to as Quick Payments . More payments can be configured to appear in the Other Payments menu.
9	Discounts and Service Charges	Apply a discount or service charge to a check.
10	Transaction Functions	Access additional functions that you can use while in a check.
11	Manager Functions	Access manager functions, POS reports, and non-check POS functions.
12	Sign Out/Cancel Transaction	The Sign Out button changes to Cancel Transaction when a transaction is started.

Table 1-4 (Cont.) QSR Transaction Page

Unsent Checks Warning

Warning messages appear on POS clients when a device with unsent checks is disconnected from the Check and Posting Service (CAPS). The messages appear as a translucent yellow banner at the top of all pages outside a transaction. They do not appear when a transaction is in progress so as not to distract from, or slow down, the order taking process.

After posting a transaction, there is a 30-second delay to enable checks to send before a warning message appears. The warnings make the server aware of an issue so that they can

either move the device back into network range or alert a manager that there is a connection issue.

The warning messages show the number of unsent transactions on the device so that when a solution is found, servers can see the number decrease and know that the issue has been resolved. Warnings appear on Android devices and Linux workstations for TSR, QSR, and Bar operations when the device is offline from CAPS. The warning messages appear by default and cannot be switched off.



Figure 1-7 QSR Unsent Checks on Workstations and Tablets

Transaction Functions

While in a QSR transaction, you can perform voids and returns, reprint a credit card voucher, enter barcodes, and apply taxes and service charges to the check. Gift card options appear if gift cards are configured.

1 Chocolate & Salted Caramel Tart 1 Cream Filled Profiteroles	5.95 5.95	Transaction Functions					
1 Sticky Toffee Pudding	4.95	Void Check	Void Item	Return Item	Transaction Return	Cancel Transaction	
		Check Operatio	ns 3	1			
		Reprint Credit Voucher	Barcode Entry				
Total Due	16.85						
		Taxes And Serv	ice Charges 4		1		
		Exempt Auto Service Charge	Tax Exempt	Tax Exempt All			
		Gift Cards 5					
		Balance Inquiry	Balance Transfer	Issue Gift Card	Redeem Gift Card	Reload Gift Card	
		Activate Gift Card					
				Close			
CL1Property	y		3:59 PM		Tablet		

Figure 1-8 QSR Check Functions on Workstations and Tablets

Table 1-5 QSR Check Functions

Callout Number	Area	What You Use It For
1	Check detail	View check details, such as menu items on the check and the total due.
2	Voids and Returns	Void transaction items from the current and previous service rounds.
		Return items that were rejected by a guest.
3	Check Operations	Reprint a credit card voucher to be signed by the customer, and enter barcodes.
4	Taxes and Service Charges	Apply tax exemptions or exempt auto service charges to a transaction.
5	Gift Cards	Issue or activate gift cards. Look up the balance on a gift card. Transfer money from one gift card to another. Redeem money from a gift card or add money to a gift card.



Table Service Restaurant Operations

Workflow

The TSR workflow provides speed of service for a dine-in restaurant, helping to improve efficiency and customer engagement.

Functions that you can perform outside of a check are accessible from the Home Page. This includes Reports and Manager Functions. Functions that you can perform inside a transaction are accessible from the Transaction Page, including Check Functions.



Sign In

The number pad's design matches smartphones with 123 appearing along the top. Use the **X** icon to clear entries and the forward arrow icon to confirm entries.

Figure 1-9 Sign In Panel on Workstations and Tablets





To sign in, enter your User ID number, and then press the arrow icon. Asterisks (*) appear above the number pad as the User ID is entered.

To clock in, click the Clock In icon



) on the Sign In page.

To activate the Information Panel, click the line icon



) in the top left corner of the Sign In page. The Information Panel displays information about the workstation name and status, as well as the Simphony Essentials edition, version number, and IP address.

Home

After you sign in to the workstation, the home page appears. The home page shows open check details and provides access to point-of-sale functions.

Table 🗘	Check Name 0	Check 0	Total 🗘	Last Touched 🛇	Employee 🗘	٩
1	Table by the Window	37	76.25	4 minutes ago	micros	8
2	Table by the Bar		121.25	3 minutes ago	micros	8
4	Middle Table	38	85.00	3 minutes ago	micros	8
5	Round Table	34	206.82	5 minutes ago	micros	٥
6	Large Table for 12		66.57	2 minutes ago	micros	٥
8	Long Table for 6	36	84.75	5 minutes ago	micros	
	2					
Begin Table	Begin Check	POS Functio	ons	POS Reports	Manager Procedures Sign Out	
	3			249 4	POSREADY?	

Figure 1-10 TSR Home Page on Workstations and Tablets

Callout Number	Area	What You Use It For
1	Header	Sort check details by tapping column headers. A yellow line appears beneath the column that is being sorted. Click the Search icon () to search in each column of the home page, and then click the column title. An onscreen keyboard appears. Click the
2	Check details	View details such as the table number, check name and number, total, and employee.
		If there are no checks with a table name, the Table column is not visible. If there are no checks with a table number, the Table Number column is not visible. If the Table and Check Name columns are all the same, the Check Name column is not visible.
		Click the View Check icon (E
) at the end of each check line to view check details.
3	Begin check buttons	Click Begin Table to begin a check by table number or table ID. The system prompts for a table number or name, and then moves to the Transaction page.
		Click Begin Check to have the workstation automatically generate the next check number and move to the Transaction page.

Table 1-6 TSR Home Page

Callout Number	Area	What You Use It For
4	Functions panel	Access non-check functions using POS Functions . For example, complete cash drawer operations and printing operations.
		Access reports, such as financial reports and check reports using POS Reports .
		Access functions, such as edit menu items and edit menu item availability using Manager Procedures .
		Return to the Sign In page using Sign Out .

Table 1-6 (Cont.) TSR Home Page

Unsent Checks Warning

Warning messages appear on POS clients when a device with unsent checks is disconnected from the Check and Posting Service (CAPS). The messages appear as a translucent yellow banner at the top of all pages outside a transaction. They do not appear when a transaction is in progress so as not to distract from, or slow down, the order taking process.

After posting a transaction, there is a 30-second delay to enable checks to send before a warning message appears. The warnings make the server aware of an issue so that they can either move the device back into network range or alert a manager that there is a connection issue.

The warning messages show the number of unsent transactions on the device so that when a solution is found, servers can see the number decrease and know that the issue has been resolved. Warnings appear on Android devices and Linux workstations for TSR, QSR, and Bar operations when the device is offline from CAPS. The warning messages appear by default and cannot be switched off.



Figure 1-11 TSR Unsent Checks on Workstations and Tablets

Transactions

After you click **Begin Table** or **Begin Check**, or after accessing a check using the View Check icon



(

) on the home page, the transaction page appears. The transaction page shows menu items, family groups, and other check functions.

	2				1	1. S. 41 1
augusti 02, 2020 05:43 em	Y Q 1 Gues	t 3 + -	Seat 3 4 +	· - 5 ¤	ine In	Main 1 6 Normal Price
1 Salmon Steak/Filet 22.00 * 1 T-Bone Steak 29.00 * 1 T-Bone Steak 29.00 *	1 Beef Burger 2 Choices 3	Chateaubriand 7	Entrecote	Filet Mignon	Fillet of beef	Check Functions 9
1 Grapefruit juice 2.00	1 Rumpsteak	Salmon Steak/Filet	T-Bone Steak	Tuna Steak/Filet		Discounts
1 Orange juice 2.00	2					10
1 Blackcurrant juice 3,00	3					Service Charges
						Payments
						Print
						Send
	Breakfast Buffets	Breakfast a la carte	Breakfast Sides	Breakfast Eggs	Breakfast Beverage	Starters
Samuel	Soups	Salads	Main	Main Pasta/Veggie	Main Sides	Sandwiches
Sub Total 87. Tax Total 21.	75	8	Meat/Seafood			
Total Due 108.7	5 Lei	Meridien	1	1:14	POSR	FADY7

Figure 1-12 TSR Transaction Page on Workstations and Tablets



Callout Number	Area	What You Use It For
1	Check detail	View check details, such as the date and time, menu items on the check, the subtotal, taxes, and total due. Click the drop- down arrow in the header to view the check number, employee, and order channel (if configured).
		The columns in the check detail show the quantity, menu item description, cost, and seat number. Other symbols are used, such as the asterisk for previous round items, V for voided items, and H for held items.
		You can also use <mark>gestures</mark> in the TSR check detail area.
2	Search	Search for menu items. Click the Search icon
		Q
) to use the onscreen keyboard. A search line appears at the top of the page. Enter the item name, and then click OK .
		Menu items appear in alphabetical order in groups. Upper and lower case can be used.
		To clear the search entry, click the blue cross.
3	Guests	Select + and – to change the number of guests on the TSR check. When you select + and the guest count is at 9, the number rolls to 1. To use the Guest Count number pad to enter a larger number of guests, click Guest , enter the number, and then click OK .
		The maximum number of guests is 9999.
4	Seats	Select + and – to change the seat numbers on a TSR check. When you select + and the seat count is at 9, the number rolls to 1. To enter more than 9 seats, click Seats , enter the number, and then click OK .
		The maximum number of seats is 64.

Table 1-7TSR Transaction Page



Callout Number	Area	What You Use It For
5	Order type	Select the order type to change the value. A list of order types appears.
		In the image example, click Dine In to change the order type to another (such as Take Out).
6	Menu levels	Set the Main and Sub Menu Levels. A list of menu levels appears.
		In the image example, click Main 1 to change the menu level to another.
7	Menu items	Select a menu item to add it to the check. If sort priority is not used, menu items are listed in alphabetical order.
8	Family groups	Select a family group to see menu items for that specific family group. Menu item buttons and the family group button are the same color, which cannot be changed.
		Family groups are listed at the bottom of the page and names are automatically displayed in number order.
9	Check Functions	Access additional functions that you can use while in a check. The Check Functions and Transaction Functions chapter contains more information.
10	Discounts, Service Charges, Payments	Apply a discount, service charge, or payment to a check.
	-	Discounts and service charges are configured in the EMC and listed in the relevant menus, if assigned to SLU 1.
11	Print, Send	Print the check or send (service total) menu items to the kitchen.

Table 1-7 (Cont.) TSR Transaction Page

Functions

While in a TSR transaction, you can perform voids and returns, use various operations on the check, and apply taxes and service charges to the check. Gift card options appear if gift cards are configured. The check detail appears on the left pane.

Nove	ovember 07, 2023 11:09 AM Check Functions						
Check: 38		Voids And Retu	Voids And Returns 2				
Employee: Justin Order Channel: Delivery Company		Void Check	Void Item	Return Item	Transaction Return	Cancel Transaction	
1	Goan Sea Bass Curry	15.95 1	Check Operatio	ns 3			
1	Chargrillen 8oz Sirloin Steak <i>Rare</i> Granary Bun	16.00 1 1 1	Add/Transfer Check	Edit Seat	Hold	Fire Now	Refire Items
1	Edam Cheese Goan Sea Bass Curry	15.95 1	Split Check	Table Number	Change Check Name	Reprint Credit Voucher	Reorder Items
	1		Barcode Entry				
			Taxes And Serv	ice Charges 4			
			Exempt Auto Service Charge	Tax Exempt	Tax Exempt All		
			Gift Cards 5				
			Balance Inquiry	Balance Transfer	Issue Gift Card	Redeem Gift Card	Reload Gift Card
			Activate Gift Card				
			Order Channels	6			
			Default	Kiosk	Delivery Company	In House Restaurant	Phone in Pick Up
			On Line Direct	Drive-Thru			
					Close		
Sub 1	lotal	47.90	CLRestaur	ant	11:49 AM	Tab	let Emulator
-	•						

Figure 1-13 TSR Check Functions on Workstations and Tablets

The following table describes the areas called out in the image.

Table 1-8 TSR Check Functions

Callout Number	Area	What You Use It For
1	Check detail	View check details, such as the date and time, menu items on the check, the subtotal, taxes, and total due. Click the drop- down arrow in the header to view the check number, employee, and order channel (if configured).

Callout Number	Area	What You Use It For
2	Voids and Returns	Void transaction items from the current and previous service rounds.
		Return items that were rejected by a guest.
		Cancel a check that has not been sent (service totalled).
3	Check Operations	Change various parts of a check, such as seat handling, menu item firing, payment, table number, check name, and barcodes.
4	Taxes and Service Charges	Apply an exempt auto service charge to a transaction, or use an exempt function key.
5	Gift Cards	Issue or activate gift cards. Look up the balance on a gift card. Transfer money from one gift card to another. Redeem money from a gift card or add money to a gift card.
6	Order Channels	Select a button to change the order channel.

|--|

Portrait UI

The portrait UI is designed for mobile phones and handheld devices which support QSR and TSR service types.

Quick Service Restaurant Operations

Workflow

The QSR workflow allows rapid order intake with quick menu item identification.





Sign In

To sign in on an Android mobile payment device, enter your User ID number, and then press the arrow icon. Asterisks (*) appear above the number pad as the User ID is entered.



Figure 1-14 Sign In Number Pad on Mobile Phones and Handheld Devices

To clock in, click the Clock In icon



) on the Sign In page.

To view the Information Panel, click the line icon



) in the top left corner of the Sign In page. The Information Panel displays information about



the mobile device name and connection status, as well as the Simphony Essentials edition, version number, and IP address.



Figure 1-15 Information Panel on Mobile Phones and Handheld Devices

Transactions

When using a mobile phone or handheld device, after you sign in, a list of menu item categories (SLU Groups) appears. Select a category to see a list of menu items associated with the SLU Group. In the following figure, clicking the **Desserts** category opens the list of menu items associated with the Desserts SLU Group.



: Q 6.70 🗎	: Q			6.70
Breakfast	Desserts	;		×
Starters	Apple Pie	Sundae		:
Lunch	Choc Salt	ted Caramel	Tart	:
Dinner	Cream Fi	lled Profitero	oles	12
Desserts	Eton Mes	s		:
Platters	Mango F	Raspberry Bl	ackcurra.	:
10 Sides	Mini Cinr	namon Doug	hnuts	:
Wines	Sticky To	ffee Pudding	3	:
Beers	White Ch	ocolate Che	esecake	:
9 8 7 6 Functions Payments Other Cancel	Functions	Payments	Other	Cancel

Figure 1-16 QSR Transaction SLU Groups and Menu Items on Mobile Phones and Handheld Devices

Table 1-9 QSR Transaction Page

Callout Number	Area	What You Use It For
1	Check Attributes Icon	Set the following: • Order Type • Order Channel • Menu Levels

Callout Number	Area	What You Use It For
2	Search	Search for menu items. Click the Search icon (
) to use the onscreen keyboard. A search line appears at the top of the page. Start entering the menu item upper or lower case), and matching items will appear in alphabetical order in groups.
		To clear the search entry, click the blue cross.
3	Information line	The last item sold flashes on this line so that the server can verify the sale. If the server taps the line, the last four items sold appear in a window.
4	Total Due	Shows the total due for the check.
5	Check Detail Icon	The number of items on the check appears next to this icon. Click to view the Check Detail.
6	Sign Out/Cancel	Sign out if not in a transaction. If you are in a transaction, the button name changes to Cancel, allowing you to cancel the transaction.
7	Other	View a list of discounts and service charges. Apply a discount, service charge, or payment to a check. Discounts and service charges are configured in the EMC and listed in the relevant menus if assigned to SLU 1.
8	Payment Methods	View a list of payment methods.
9	Functions	Access additional functions that you can use while in a check (for example, voids). The Check Functions chapter contains more information.

Table 1-9 (Cont.) QSR Transaction Page



Callout Number	Area	What You Use It For
10	Family Groups	Select a family group to see menu items for that specific family group (for example, Starters or Lunch). Menu item buttons and the family group button are the same color and cannot be changed. Family group names are automatically displayed in number order.
11	Menu Items	Select a menu item to add it to the check. If sort priority is not used, menu items are listed in alphabetical order.
12	Menu Attributes Icon	 After clicking the Menu Attributes icon, you can perform the following: Add one or more quantities of this item Void one or more quantities of this item Return one or more quantities of this item

Table 1-9 (Cont.) QSR Transaction Page

Unsent Checks Warning

Warning messages appear on POS clients when a device with unsent checks is disconnected from the Check and Posting Service (CAPS). The messages appear as a translucent yellow banner at the top of all pages outside a transaction. They do not appear when a transaction is in progress so as not to distract from, or slow down, the order taking process.

After posting a transaction, there is a 30-second delay to enable checks to send before a warning message appears. The warnings make the server aware of an issue so that they can either move the device back into network range or alert a manager that there is a connection issue.

The warning messages show the number of unsent transactions on the device so that when a solution is found, servers can see the number decrease and know that the issue has been resolved. Warnings appear on Android devices and Linux workstations for TSR, QSR, and Bar operations when the device is offline from CAPS. The warning messages appear by default and cannot be switched off.

: Q 1Unsent Check				
OPEN ITEMS				
SOUP/SALAD				
FRIES				
SIDES				
WINGS				
APPS				
CHICKEN				
RIBS				
MEAT PLATE				
Functions Payments Other Sign Out				

Figure 1-17 QSR Unsent Checks on Mobile Phones and Handheld Devices

Functions

QSR Transaction Functions

While in a QSR transaction, you can perform voids and returns, and apply taxes and auto service charges to the check. Gift card options appear if gift cards are configured.





Figure 1-18 QSR Check Functions on Mobile Phones and Handheld Devices


Callout Number	Area	What You Use It For
1	Voids and Returns	Void transaction items from the current and previous service rounds.
		Return items that were rejected by a guest.
		Cancel a check that has not been sent (service totalled).
2	Check Operations	Change various parts of a check, such as seat handling, menu item firing, payment, table number, check name, and barcodes.
Gift Cards (if configured)		Gift Card functions, such as issuing a card, looking up the balance, redeeming or adding money, and transferring money from one gift card to another.

Table 1-10	QSR	Transaction	Functions
------------	-----	-------------	-----------

Check Attributes

Click the attributes icon



) in the upper left area of the Transaction page or the check detail. The QSR Check Attributes page shows information about the check, such as the order type, and allows you to change the information.

X Order Type 1 **Dine In Restaurant** Order Channel 2 Kiosk Menu Levels 3 Main Sub

Figure 1-19 QSR Mobile Device Check Attributes

The following table describes the areas called out in the image.

Table 1-11 QSR Check Attributes

Callout Number	Area	What You Use It For
1	Order Type	Select the order type to change the value. In the image example, click Dine In Restaurant to change the order type to another (such as Take Out).
2	Order Channel	Select the order channel to change the value. In the image example, click Kiosk to change the order channel to another (such as Drive Thru). This only appears if configured.



Callout Number	Area	What You Use It For
3	Menu Levels	Select the Main and Sub Menu Levels to change the value. In the image example, click Main to change the menu level to another.

Item Attributes

Click the attributes icon



) adjacent to a menu item. The Item Attributes page appears and allows multiple quantities of an item to be sold, voided, or returned, and displays EMC Allergens, Nutrients and Dietary Labels (if configured).





Figure 1-20 QSR Mobile Device Item Attributes

The following table describes the areas called out in the image.



Callout Number	Area	What You Use It For
1	Quantity Add, Void, and Return Item	Click the Quantity button to enter a number and then click Add Item, Void Item , or Return Item .
		For example, entering a quantity of 20 and clicking Add Item sells 20 of the items. Entering a quantity of 15 and selecting Void Item voids 15 of the items.
2	Allergens	Allergens appear if configured.
3	Nutrients	Nutrients appear if configured.
4	Dietary Labels	Dietary labels appear if configured.

Table 1-12 QSR Item Attributes

Table Service Restaurant Operations

Workflow

The TSR workflow provides speed of service for a dine-in restaurant, helping to improve efficiency and customer engagement.

Functions that you can perform outside of a check are accessible from the Home Page. This includes POS and Manager Functions. Functions that you can perform inside a transaction are accessible from the Transaction Page, including Check Functions.



Sign In

To sign in on an Android mobile payment device, enter your User ID number, and then press the arrow icon. Asterisks (*) appear above the number pad as the User ID is entered.





Figure 1-21 Sign In Number Pad on Mobile Phones and Handheld Devices

To clock in, click the Clock In icon



) on the Sign In page.

To view the Information Panel, click the line icon



) in the top left corner of the Sign In page. The Information Panel displays information about the mobile device name and connection status, as well as the Simphony Essentials edition, version number, and IP address.



Figure 1-22 Information Panel on Mobile Phones and Handheld Devices

Home

After you sign in to a mobile phone or handheld device, the home page appears. The home page shows open checks as buttons, and you can use the sort icon to access the sort page.



Figure 1-23 TSR Home Page on Mobile Phones and Handheld Devices

The following table describes the areas called out in the image.

 Table 1-13
 Mobile Device TSR Home Page Description

Callout Number	Area	What You Use It For
1	Sort icon	Click the Sort icon () to go to the Sort Checks page, and then click a sort field to change the order to ascending or descending.

Callout Number	Area	What You Use It For
2	Search	Click in the Search field (
		Q
) to search all fields of the mobile TSR home page. An onscreen keyboard appears. Click X to clear the search.
3	Open Checks buttons	View details such as the table number, check name and number, and total.
		Click the View Check icon
) at the end of each check line to view check details. Click the pencil icon (
) to edit a check.
4	Begin check buttons	Click Begin Table to begin a check by table number or table ID. The system prompts for a table number or name, and then moves to the Transaction page. The Transaction page shows the seat number selector when a table number or ID is entered against a check.
		Click Begin Check to have the mobile device automatically generate the next check number and move to the Transaction page.
5	POS Functions button	Access closed check functions using POS Functions (for example, check and printing operations).
		Access Manager Procedure functions, such as updating and reloading the database, opening the Property Management Console (PMC) to view log files, and closing the Simphony Essentials mobile application.
6	Sign Out button	Return to the Sign In page using Sign Out .

Table 1-13 (Cont.) Mobile Device TSR Home Page Description

Unsent Checks Warning



Warning messages appear on POS clients when a device with unsent checks is disconnected from the Check and Posting Service (CAPS). The messages appear as a translucent yellow banner at the top of all pages outside a transaction. They do not appear when a transaction is in progress so as not to distract from, or slow down, the order taking process.

After posting a transaction, there is a 30-second delay to enable checks to send before a warning message appears. The warnings make the server aware of an issue so that they can either move the device back into network range or alert a manager that there is a connection issue.

The warning messages show the number of unsent transactions on the device so that when a solution is found, servers can see the number decrease and know that the issue has been resolved. Warnings appear on Android devices and Linux workstations for TSR, QSR, and Bar operations when the device is offline from CAPS. The warning messages appear by default and cannot be switched off.

	1	Unsent Chec	:k				36 Unsei	nt Checks	
					Ţ≓_	a			
and the second					Chec 2 week	: k 1 ks ago			49.85 🖃
					Chec 2 week	c k 10 ks ago			25.95 🖃
					Chec 1 day a	:k 22			17.00 🖃
	1	2	3		Chec 1 day a	ck 29			29.75 🖃
	4	5	6		Chec 2 weel	c k 3 ks ago			24.50 🖃
	7	8	9		Chec Secs a	c k 30 190			61.80 🖃
	×	0	\rightarrow		Chec 5 days	c k 31 s ago			52.50 🖃
		0			Chec 5 days	:k 32 5 ago			17.85 🖃
					Chec 1 day a	ck 34 ago			0.00 🖃
Oracle M	ICROS Sim	phony		0	Be; Tal	gin ble	Begin Check	POS Functions	Sign Out

Figure 1-24 TSR Unsent Checks on Mobile Phones and Handheld Devices



Sort Checks

You can click the Sort icon

1=

(

) to view the Sort Checks page. Click a sort order to change the order to ascending or descending, and then click \mathbf{OK} . To exit the Sort Checks page without saving the sort order, click $\mathbf{X}.$

Figure 1-25 Sort Checks Dialog on Mobile Phones and Handheld Devices



Ascending

Descending

Transactions

When using a mobile phone or handheld device, after you click **Begin Table** or **Begin Check**, or after accessing a check using the View Check icon



) on the home page, a list of menu item categories (SLU Groups) appears. Select a category to see a list of menu items associated with the SLU Group. In the following figure, clicking the **Starters** category opens the list of menu items associated with the Starters SLU Group.



36.30 ₽ ⁵ 1 2 3 4 5 Breakfast	: Q 36.: Starters	50 🖻 ×
Starters	Chicken & Sesame Dumplings	:
Lunch	Crispy Calamari	:
Dinner	Humous Olive Flatbread	12
Desserts	Roast Beetroot	:
Platters	Spicy Chicken Coriander Soup	:
10 Sides	Sticky Duck Salad	:
Wines		
Beers		
Functions Payments Other Send	Functions Payments Other	Send

Figure 1-26 TSR Transaction SLU Groups and Menu Items on Mobile Phones and Handheld Devices

The following table describes the areas called out in the image.

Table 1-14TSR Transaction Page

Callout Number	Area	What You Use It For
1	Check Attributes Icon	 Set the following: Check Name Table Number Number of Guests Order Type Order Channel Menu Levels

Callout Number	Area	What You Use It For
2	Search	Search for menu items. Click the Search icon (
) to use the onscreen keyboard. A search line appears at the top of the page. Start entering the menu item upper or lower case), and matching items will appear in alphabetical order in groups. To clear the search entry, click the blue cross.
3	Information line	The last item sold flashes on this line so that the server can verify the sale. If the server taps the line, the last four items sold appear in a window.
4	Total Due	Shows the total due for the check.
5	Check Detail Icon	The number of items on the check appears next to this icon. Click to view the Check Detail.
6	Send	Send (service total) menu items to the kitchen.
7	Other	View a list of discounts and service charges. Apply a discount, service charge, or payment to a check. Discounts and service charges are configured in the EMC and listed in the relevant menus if assigned to SLU 1.
8	Payment Methods	View a list of payment methods.
9	Functions	Access additional functions that you can use while in a check (for example, voids). The Check Functions chapter contains more information.
10	Family Groups	Select a family group to see menu items for that specific family group (for example, Starters or Lunch). Menu item buttons and the family group button are the same color and cannot be changed. Family group names are automatically displayed in number order.

Table 1-14 (Cont.) TSR Transaction Page



Callout Number	Area	What You Use It For
11	Menu Items	Select a menu item to add it to the check. If sort priority is not used, menu items are listed in alphabetical order.
12	Menu Attributes Icon	 After clicking the Menu Attributes icon, you can perform the following: Add one or more quantities of this item Void one or more quantities of this item Return one or more quantities of this item

Table 1-14	(Cont.)	TSR	Transaction	Page
------------	---------	-----	-------------	------

Check Functions

TSR Check Functions

You can access check functions from the POS Functions button. While in a TSR transaction, you can perform voids and returns, use various operations on the check, and apply taxes and service charges to the check. Gift card options appear if gift cards are configured.





Figure 1-27 TSR Check Functions on Mobile Phones and Handheld Devices

The following table describes the areas called out in the image.

Table 1-15 TSR Check Functions

Callout Number	Area	What You Use It For
1	Print	Print and send the check.
2	Voids and Returns	Void transaction items from the current and previous service rounds.
		Return items that were rejected by a guest.
		Cancel a check that has not been sent (service totalled).
3	Check Operations	Change various parts of a check, such as seat handling, menu item firing, payment, table number, check name, and barcodes.

Callout Number	Area	What You Use It For
4	Taxes and Service Charges	Apply an exempt auto service charge to a transaction, or use an exempt function key.
Gift Cards (if configured)		Gift Card functions, such as issuing a card, looking up the balance, redeeming or adding money, and transferring money from one gift card to another.

Table 1-15 (Cont.) TSR Check Functions

Check Attributes

Click the attributes icon



) in the upper left area of the Transaction page or the check detail.





Figure 1-28 TSR Mobile Device Check Attributes

The following table describes the areas called out in the image.



Callout Number	Area	What You Use It For
1	Check Name	Enter a name for the check. This is often the customer name (optional). If a name is entered, it appears on the check detail.
2	Table Number	Enter the table number to assign to the check (optional). Entering a table number displays the seat selection on Transaction pages.
3	Guest	Enter the number of guests; the default value is 1.
4	Order Type	Select the order type to change the value. In the image example, click Dine In Restaurant to change the order type to another (such as Take Out).
5	Order Channel	Select the order channel to change the value. In the image example, click Kiosk to change the order channel to another (such as Drive Thru). This only appears if configured.
6	Menu Levels	Select the Main and Sub Menu Levels to change the value. In the image example, click Main to change the menu level to another.

Table 1-16	TSR Check Attribute	es
------------	----------------------------	----

Item Attributes

Click the attributes icon



) adjacent to a menu item. The Item Attributes page appears and allows multiple quantities of an item to be sold, voided, or returned, and displays EMC Allergens, Nutrients and Dietary Labels (if configured).



Figure 1-29 TSR Mobile Device Item Attributes

The following table describes the areas called out in the image.



Callout Number	Area	What You Use It For
1	Quantity Add, Void, and Return Item	Click the Quantity button to enter a number, and then click Add Item, Void Item , or Return Item .
		For example, entering a quantity of 20 and clicking Add Item sells 20 of the items. Entering a quantity of 15 and selecting Void Item voids 15 of the items.
2	Allergens	Allergens appear if configured.
3	Nutrients	Nutrients appear if configured.
4	Dietary Labels	Dietary labels appear if configured.

Table 1-17 TSR Item Attributes

Support

Low Battery Warnings

Battery indicator warning messages appear on Android devices if the battery percentage is 15% or less, advising the server to recharge the device. The warning messages appear by default and cannot be switched off.

If the battery life on a device is greater than 5% and less than or equal to 15%, a warning message appears after the workstation operator signs in to the POS and when a function is selected that starts a check. The message shows the battery life percentage and advises the operator to recharge the device as soon as possible. The message must be acknowledged by the operator before continuing, and the acknowledgement is logged.





If the battery life on a device is equal to or less than 5%, an error message appears after the workstation operator signs in to the POS, informing the operator to recharge the device now.



Figure 1-31 Critical Battery Warning at Less Than 5 %



An error message appears when a function is selected that opens a check. The operator is prevented from opening the check until the battery percentage is more than 5%.

Figure 1-32 Critical Battery Warning on Open Check Function



A Battery Percentage Warning entry is written to the Employee Journal Report when the battery life is greater than 5% and less than or equal to 15%. An error message is written to the Employee Journal Report when the battery life is equal to or less than 5%. The journal entry logs the battery percentage and the operator that selected **OK** to the message.

Figure 1-33 Battery Percentage Warning





A Battery Percentage Error is written to the Employee Journal Report when the operator opens a check and the battery life is equal to or less than 5%. The journal entry logs the battery percentage and the operator that selected **OK** to the message.





Incorrect Workstation Class Error

Workstations and tablets (landscape UI) use the non-mobile Workstation Classes. If a workstation is incorrectly configured (for example, **Workstation Class 4 - Mobile Table Service Restaurant** is configured in the EMC for a workstation or tablet), the following page appears before the sign in page on the POS client device.



Configuration Error Incorrect Workstation Class configured - select a non mobile workstation class for this device Update Database And Redraw Page Reload Database And Redraw Page Close App

Figure 1-35 Workstation Class Error on Workstations and Tablets

If a mobile phone or handheld device is incorrectly configured (for example, **Workstation Class 1 - Table Service Restaurant** is configured in the EMC for a mobile phone), the following page appears before the sign in page on the POS client device.



Figure 1-36 Workstation Class Error on Mobile Phones and Handheld Devices

To resolve the error, a system administrator or manager needs to correct the **Workstation Class** in the EMC, and then click **Update Database And Redraw Page** on the POS client device. Alternatively, click **Close App** on the device and change the Workstation Class at a later time.

See **Add a Workstation** in the Oracle MICROS Simphony Essentials Configuration Guide for more information on the Workstation Class settings.

2 POS Functions

POS functions are performed outside of a check. These include the following types of operations:

- Assigning and unassigning a cash drawer, and performing a No Sale operation.
- Adjusting and reopening a closed check, transferring checks, and picking up a check.
- Printing closed checks and timecards.
- Entering cash operations, including pickup and loan tenders. The Cash Operations section only appears when buttons are configured for your operation.
 - Pickup tender types are used to record money that is being removed from the cash drawer. These tenders are typically used to give staff tips in cash, or to buy products from a local vendor (petty cash).
 - Loan tender types are used to record money that is put into the cash drawer, such as floats.
- Performing gift card operations, including balance inquiry and transfer, and cashing out a gift card. The Gift Card Operations section only appears when buttons are configured for your operation.

Assign and Unassign Cash Drawer

You can assign a cash drawer using **Assign Cash Drawer** if one is not already assigned to you and if there are cash drawers available to be assigned.

You can unassign a cash drawer using Unassign Cash Drawer.

These functions are not available on mobile phones, handheld devices, and tablets as no cash drawers are attached.

Use No Sale Key

The No Sale operation allows a privileged workstation operator to open the cash drawer outside of a transaction without performing other operations. The workstation operator typically uses this function key to make change for a customer.

This function is not available on mobile phones, handheld devices, or tablets as no cash drawers are attached.

- 1. Click No Sale.
- 2. Enter the employee ID number, and then click OK.

Adjust Closed Check

After a check has been closed, you can adjust it within 14 days. When you adjust a closed check, the check remains closed (you do not reopen it) and you cannot change menu items. You can only adjust the payments and guest count. You need to have the appropriate privileges to perform this operation.



- 1. Click Adjust Closed Check.
- 2. Select the check from the list.

15-Eurotioneu		2000/////			
Pick Up Chec	k				
7 Checks					
Check 🔷	Opened 🔷	Amount 🔿	Employee 🔿	Table 🔿	
23	8/14/23 4:49 PM	72.6500	Justin		Regular Checks
22	8/14/23 4:43 PM	25.9500	Justin		
21	8/14/23 4:40 PM	0.0000	Justin		
19	8/2/23 4:16 PM	15.2000	Justin		
12	7/11/23 5:45 PM	54.7000	Justin		
		Ca	ncel		

Figure 2-1 Pick Up Check on Workstations and Tablets

When using the mobile phone and handheld device UI, you can adjust or reopen a closed check from the POS Functions page by clicking the check you want to pick up.



Pick Up Check	×
Ĵ <i>∓</i>	
Check 16 8/21/23 5:16 PM by Justin	16.00
Check 15 8/16/23 6:07 PM by Justin	41.25
Check 11 8/16/23 2:11 PM by Justin	27.45
Check 4 8/9/23 10:08 AM by Justin	16.00
Check 2 8/9/23 9:11 AM by Justin	63.90
Check 1 8/8/23 5:30 PM by Justin	36.30

Figure 2-2 Pick Up Check on Mobile Phones and Handheld Devices

- 3. Change the number of guests, if required.
- 4. Pay the check with a new tender type or select the original payment tender.



Reopen Closed Check

After a check has been closed, you can reopen it in the current business day. Only checks for the current business day can be reopened or reprinted.

- 1. Click Reopen Closed Check.
- 2. Select the check from the list.

Figure 2-3 Pick Up Check on Workstations and Tablets

Pick Up Cheo 4 Checks	:k				
Check	Opened 🔷	Amount 🔿	Employee	Table 🔿	
27	8/14/23 5:22 PM	69.1500	Jonny		Regular Checks
28	8/14/23 5:22 PM	36.2500	Jonny		
24	8/14/23 5:20 PM	38.6500	Justin		
25	8/14/23 5:20 PM	17.7000	Justin		
		Ca	ncel		

When using the mobile phone and handheld device UI, you can adjust or reopen a closed check from the POS Functions page by clicking the check button for the check you want to pick up.

Pick Up Check	×
Ĵ.≓	
Check 16 8/21/23 5:16 PM by Justin	16.00
Check 15 8/16/23 6:07 PM by Justin	41.25
Check 11 8/16/23 2:11 PM by Justin	27.45
Check 4 8/9/23 10:08 AM by Justin	16.00
Check 2 8/9/23 9:11 AM by Justin	63.90
Check 1 8/8/23 5:30 PM by Justin	36.30

Figure 2-4 Pick Up Check on Mobile Phones and Handheld Devices

3. Pay the check with a new tender type or select the original payment tender.



Begin Future Order

If configured, you can have checks sent to the kitchen at a specific date and time. These are called Future Orders.

This function is not available on mobile phones and handheld devices.

- 1. Click Begin Future Order.
- 2. Select the date and time for the order to automatically fire, and then click **OK**. At the designated date and time, the check is fired to the kitchen.





Future checks do not appear in the list of checks on the home page until they have been fired. You can open future checks using the **Pick Up Check** POS function until they are fired.



Auto Block Transfer Checks

You can transfer checks from one employee to another using the Auto Block Transfer Checks function. This is typically used at the end of a shift for one employee to transfer the open checks to another employee.

This function is not available on mobile phones and handheld devices.

- 1. Click Auto Block Transfer Checks.
- 2. Select the employee to transfer checks from. The checks are transferred.





Figure 2-6 Auto Block Transfer Select Employee

3. At the successfully transferred checks to employee message, click OK.

Figure 2-7 Auto Block Transfer Success Message



Pick Up Check

You can pick up an open check from the home page or from the POS Functions page for TSR and Bar operations. Future checks can be only be picked up from the POS functions page.

The Pick up Check POS function is not available on mobile phones and handheld devices.

- 1. To pick up a check from the home page, click the record line for the check you want to pick up.
- 2. To pick up a check from the POS Functions page:
 - a. Click Pick Up Check.
 - b. On the Pick Up Check list, click the record line for the check you want to pick up.
 To filter the types of checks shown, click one of the following:
 - Future Checks (if configured)
 - Regular Checks
 - Held Items Only



PICK UP CHECK						
21 Checks						Translate
Check ID 🔅 Check		Time 🗘	Amount 🗘	Employee 🗘	Table 🗘	
	185	26/07/2020 20:16:07	98.14	micros		Future Checks
Mr Smith	186	26/07/2020 21:57:55	51.25	micros		Regular Checks
Charlotte's Table	189	27/07/2020 08:03:44	3.14	micros		Held Items Only
Afternoon Tea	194	27/07/2020 10:16:22	121.57	micros		
Ms Mickleton	197	27/07/2020 12:40:41	172.69	micros		
Afternoon Tea Ms Mickleton	194 197	27/07/2020 10:16:22 27/07/2020 12:40:41	121.57 172.69	micros		Held Items O

Figure 2-8 Pick Up Check List of Checks

Reprint Closed Check

The **Reprint Closed Check** function lets you reprint the check for a closed transaction in the current or previous business dates.

- 1. Click Reprint Closed Check.
- 2. Select the check to print, and then click **Print**.
- 3. If multiple printers are available, you are prompted to select the printer.

Reprint Previous Closed Check

The **Reprint Previous Closed Check** function lets you reprint a receipt for the last closed check.

- 1. Click Reprint Previous Closed Check.
- 2. If multiple printers are available, you are prompted to select the printer.
- 3. Click Print.

Print Time Card

The Print Timecard function lets you print an employee time card chit.

- 1. Click Print Timecard.
- 2. Enter the employee ID number, and then press OK.



Perform Paid-Out (Pickup)

Paid-out transactions are required when money is removed from the cash drawer, such as tips paid to employees in cash or payments to vendors for products. Pickup transactions appear on the Employee and Property Financial Reports in the configured Report Group sections.

This function is not available on mobile phones, handheld devices, and tablets as no cash drawers are attached.

- 1. In the Cash Operations section, click the configured button for a paid-out transaction (for example, Tips Paid, Petty Cash, or Vendor).
- 2. Enter the amount of the transaction, and then click OK.
- **3.** If prompted, enter the paid-out information (for example, Tips for [employee name]), and then click **OK**.
- 4. If prompted, enter the employee ID number, and then click **OK**.
- 5. If prompted, select the pickup reason.

Perform Paid-In (Loan)

Paid-in transactions are required when money is added to the cash drawer, such as floats or loans. Loan transactions appear on the Employee and Property Financial Reports in the configured Report Group sections.

This function is not available on mobile phones, handheld devices, and tablets as no cash drawers are attached.

- 1. In the Cash Operations section, click the configured button for a paid-in transaction (for example, Morning Float).
- 2. Enter the amount of the transaction, and then click OK.
- 3. If prompted, enter the paid-in information (for example, the workstation name and float amount), and then click **OK**.
- 4. If prompted, enter the employee ID number, and then click OK.
- 5. If prompted, select the loan reason.

Perform Gift Card Balance Inquiry

If gift cards are configured, you can perform a gift card balance inquiry from either the POS Functions page or the Check Functions/Transaction Functions page.

- 1. Click Balance Inquiry.
- 2. Swipe the card, enter the card number, or look up the account by guest name or phone number.




3. A message appears showing the monetary value available on the card. Click **Yes** on the Confirmation Entry dialog to print the chit (if configured).



Transfer Gift Card Balance

If gift cards are configured, the **Balance Transfer** button appears on the POS Functions page or the Check Functions/Transaction Functions page. Both funds and personal information (if available) transfer.

After the balance has been transferred, the transfer from account can no longer be used.

- 1. Click Balance Transfer.
- 2. Swipe the card or enter the card number of the account to transfer from, and then click **OK**.





- **3.** Swipe the card or enter the card number of the account to transfer to, and then click **OK**. A message appears showing the transfer account numbers.
- 4. Click Yes on the Confirmation Entry dialog to print the chit (if configured).



Cash Out Gift Card

If gift cards are configured, you can cash out a gift card from the POS Functions page.

- 1. Click Cash Out Gift Card.
- 2. Swipe the card or enter the card number, and then click **OK**.





3. A message shows the current account balance. Click **OK**, and then click **Yes** twice to confirm the cashout operation and then to print the chit showing the balance of 0.00 (if configured).





4. Pay the card balance as cash due to the guest.



Managers can access and perform special functions at the workstation for employees, menu items, order devices, receipts, and workstations without having to go into Labor Management or EMC. The functions are grouped together on the Manager Procedures page.



Figure 3-1 Manager Procedures Page on Workstations and Tablets

Tablets have the same Manager Procedures as workstations shown above, with the exception of Register Fingerprint and Assign Payment Device.



Figure 3-2 Manager Functions on Mobile Phone and Handheld Devices

Mobile phones and handheld devices show Manager Functions in a separate section on the POS Functions page for TSR, and on the Functions page for QSR. Some functions are not supported on mobile phones and handheld devices because they can be performed more easily on larger devices.



Edit Menu Item

You can make changes to an existing menu item.

This function is not available on mobile phones and handheld devices.

- 1. Click Edit Menu Item. A list of the first 100 menu item definitions appears.
- 2. Filter the menu items as needed. Each time the details are filtered, the application returns the first 100 menu items that match the search criteria.
- 3. Select the menu item from the list. The Edit Menu Item dialog appears.
- 4. Change the appropriate information.

You can change the Menu Item Master Name, Definition, Menu Item Class, SLU Group, SLU Sort Priority, Print Class, and Price.

5. Click **Save**, click **Yes** to confirm, and then click **OK**. The transaction pages are updated immediately with your changes.

The **Undo** and **Save** buttons become active after you make a change in a field. Click **Undo** to abandon changes made to an item and reset everything to the original values.

Figure 3-3 Example of Editing a Menu Item

In this example, the SLU group has been changed to 'Softs' and the price for Level 2 has been changed to 2.75

Edit Menu Ite								Edit Menu Ite						
Menu Item Master Nar			Definition		Menu Item Class			Menu Item Master Nam			Definition			
Orange juice fr	resh		Orange juice I	Aini /	Combo #2		>	Orange juice fre	esh		Orange juice	Mini 🧷	Combo #2	
SLU Group			SLU Sort Priority			Print Class		SLU Group			SLU Sort Priority		Print Class	
Breakfast Buff	eakfast Buffets > 1			Beverage no print >			Softs >					Beverage no print		
Active On Le								Active On Le						
Price								Price						
								_						
	Close Undo			Save			Close			Undo	Save			

Undo and Save buttons will only be active after changes have been made

Edit Menu Item Availability

You can change the availability for menu items that are out of stock or have limited quantity.

This function is not available on mobile phones and handheld devices.

- 1. Click Edit Menu Item Availability.
- 2. Select the menu item.

Use the filters to limit the results shown in the menu item list (Name, SLU, Major Group, Family Group, or Menu Item Class).

- 3. Select one of the following options:
 - Out Of Stock



Edit Menu Item Availability	< >
Menu Item Master:5000Menu Item Definition:1Name:Coke	
Out Of Stock	
Limited Quantity	
Quantity Remaining 0	
Close	Save

• Limited Quantity: Enter the Quantity Remaining.

Edit Menu Item Availability	< >
Menu Item Master:5020Menu Item Definition:1Name:Sprite	
Out Of Stock	
Limited Quantity	
Quantity Remaining 2	
Close	Save

- 4. Click Save.
- Use the arrow icons at the top (< and >) to make changes to the next or previous item, or click Close.

On the Transaction page, limited quantity items show the quantity in the lower right hand corner of the menu item button, and out of stock items appear with a line through the item name.

1 Full English E	Breakfast 8.95	Q In House R	estaurant	Dine In	Main Sub	Exact Cash
		Breakfast	Starters	Lunch	Dinner	
						20
		Desserts	Platters	Sides	Wines	
						10
		Beers	Teas and Coffees	Soft Drinks	Cocktails Spirits	5
Tatal Due	8.05					Round Up
Total Due	8.95					
Coke	Elderflower Cocktail	Ginger Ale	Ginger Beer	J20 Raspberry and Mango	Lemonade	Other Payments
						Discounts And
Orange Juice	Sprite	Tonic Water				Service Charges
	2					Transaction Functions
						Manager Functions
						Cancel Transaction
C	LRestaurant		3:13 PM		Tablet Emu	lator

Figure 3-4 Out of Stock and Limited Stock Status on Workstations and Tablets

Copy Menu Item

You can add a new menu item by using a current menu item as a template. The new menu item is placed in the same SLU Group as the menu item being copied.

This function is not available on mobile phones and handheld devices.

- 1. Click Copy Menu Item. A list of the first 100 menu items appears.
- 2. Filter the menu items as needed. Each time the details are filtered, the application returns the first 100 menu items that match the search criteria.
- Select the menu item from the list. When selected, the Menu Item Name has the text 'copy' appended to the end.
- 4. Change the name and edit the price as needed. A Price number pad appears if you are editing the price.



Menu Item Master Name			Definition		Menu Item Definition Name				
Cheese Burger - C	ору		2 - Chee	ese Burger	2 - Cheese Burger - Copy				
Active on Level	1 - Happy Hour	2 - R	egular	3 - \$ Crushes					
Price	4,99		99	6.99					
		_							

Figure 3-5 Copy Menu Item Page

If there are multiple definitions for a Menu Item Master, these are also copied. To change the name of other definitions, select the definition and then change the name.

Click Undo to reset everything to the original values.

5. Click **Copy Menu Item** to save the menu item as a new record, click **Yes** to confirm, and then click **OK**.

Edit Barcode

You can assign barcodes to menu items so that they can be sold using a barcode scanner.

This function is not available on mobile phones and handheld devices.

To add or edit menu item barcodes:

- 1. Click Edit Barcode.
- 2. Scan or enter a barcode number, and then click Find.
- If the barcode number does not exist and you want create it and link it to a menu item, click Yes when prompted.
- Click the > icon adjacent to the Menu Item field to show a list of items. You can use the filters to streamline the list.
- 5. Select a menu item from the list. The details appear in the Definition section.
- (Optional) Enter an Alternate Price to be used when a barcode is scanned. Enter 0.00 to use the menu item price.

The Alternate Prep Cost is not used in Simphony Essentials.

7. Click **Save**, and then click **Close** to exit the Edit Barcode dialog.

Assign Employee ID

This function is not available on mobile phones and handheld devices.

- 1. Click Assign Employee ID.
- 2. Click the employee in the list.

To filter the list, enter the employee's first and last name.



Select Emp	oloyee		
#0	Last Name 🔷	First Name 🔇	
3	Hinds	Justin	Filter <u>Clear</u>
4	Laing	Carol	
2	! Marr	Jonny	First Name
			Cancel

Figure 3-6 Select Employee Page

3. Enter the new employee ID number, and then click **OK**.



Figure 3-7 Assign Employee ID Page

Register Fingerprints

Scan fingerprints to allow employees to sign in to Simphony Essentials using a fingerprint reader. Three fingers can be enrolled.

This function is not available on mobile phones, handheld devices, and tablets.

- 1. Click Register Fingerprint.
- 2. Select the employee whose fingerprints need to be scanned.
- 3. Click Enroll Fingerprint.
- 4. Click **Yes** to scan a fingerprint four times when prompted.



5. Place the employee's finger on the fingerprint reader and remove it when the scan is complete. The scanner flashes red while scanning and then turns blue when complete. Remove the finger from the scanner after it turns blue. Repeat this step for each finger.

Edit Employee Training Status

When a training employee signs in to Simphony Essentials, a light green Training Mode banner appears at the top and bottom of all pages. Training checks appear in green text in the check list and on the Home page, and the text 'Training' is automatically added to the check name.

The function to put employees in training mode is not available on mobile phones and handheld devices.

annan an a		T 🕄	RAINING MODE	E			
Table 🗘	Check Name 🗘	Check 🗘	Total 🗘	Last Touched	C Emplo	oyee 🗘	Q
	Training VIP	1081	23.67	1 hour ago	TL		
10	Training 10	1086	0.00	35 minutes ag	go TL		
	Training 13	1085	51.94	4 days ago	TL		
	Training 5	1082	18.64	2 weeks ago	TL		
Begin Table	Begin Check	POS Function	is POS	Reports	Manager Procedures	Sign Ou	t
	POS	and the second se	10:59 AM			COUNTER 2	

Figure 3-8 Training Mode Checks List

				TRAIN	ING MODE	Statistics of the local division in which the local division in which the local division in which the local division is not the local division of the local division in which the local division is not the local	the second second		The second second
juli 28, 2020 09:23 fm		*	Q 1 Guest	+ -	Seat 1 +	- D	ine In	Main 1	Normal Price
1 Egg Sandwich			Orange juice fresh	American	Buckwheat crepe			Check F	unctions
2 Cucumber Sandwich	12.00 *			Breakfast	with spinach				
1 Ham and chese Sandwich	9.00 •							Discoun	its
1 Fingersandwiches	4.00 *								
2 Chicken Caesar Salad	18.00 *								
								Service	Charges
								Paymen	its
								Print	
								Send	
and a second			Breakfast Buffets	Breakfast a la carte	Breakfast Sides	Breakfast Eggs	Breakfast Beverage	Starters	
A DURING THE REAL PROPERTY.			Soups	Salads	Main	Main Pasta/Veggie		Sandwid	thes
Sub Total Tax Total	50. 12.	00 50			Meat/Seafood				
Total Due	62 5	50	-	anti-	Level .	an area	Accesso in the		
local Duc	02		Le M	endien	0	1.31	POSP	EADY7	

Figure 3-9 Training Mode Banners

To change employee training status:

- 1. Click Edit Employee Training Status.
- To add employees to Training Mode, select the Training check box adjacent to the employee name, and then click Save.
- To remove employees from Training Mode, deselect the Training check box adjacent to the employee name, and then click Save.

Copy Employee

If you are using Labor Management, you can add an employee in Simphony Essentials by using a current employee as a template. The name of the new employee, date of birth, and hire date are required. You can also add magnetic card ID and fingerprints, change pay rates, or deactivate employees.

You need valid user credentials for Labor Management to add an employee through Simphony Essentials.

This function is not available on mobile phones and handheld devices.

This feature is not available if you have migrated to People Management. The button will be visible, but if selected, the following message appears:

If you are using People Management, the following message appears: Please use People Management, located in Simphony Home, to perform this operation.

- 1. Click Copy Employee.
- 2. Sign in with your Labor Management User Name and Password, and then click OK.



- Francis International			Labor U	lser Nam	e								
	Password O												
Q	W	E	R	Т	Y	U	1	0	Ρ	7	8	9	Cancel
A	s	D	F	G	н	J	к	L		4	5	6	ок
z	x	C	۷	B	N	м	1	0		1	2	3	
#+=	Shift			Space							0	Ø	

Figure 3-10 Copy Employee Sign In Page

- 3. Select an existing employee from the list.
 - a. Click Copy Employee.

Figure 3-11 Copy Employee Button on Employee Page

Employee			
Last Name ᅌ	First Name	🗘 Role 🛇	
Alby	Katherina	ManagerAuto 🗸	Filter <u>Clea</u>
aniston	jennifer		0
BDAY	TEST	ManagerAuto	Role
G	GIGI	ManagerAuto	All
geller	ross	ManagerAuto	
Close		Deactivate Employee	Copy Employee

b. Enter the First and Last Name, Date of Birth, Hire Date, for the new employee.



First Names			Mag Card ID							
ritst warne-			Mag Card ID			Configuration Utility Userna	ame			
						RICK				
Last Name*			Role			Configuration Utility Password				
		0	ManagerAuto		*******					
Date of Birth*						Confirm Password				
		0	ManagerAuto	Class		****				
Hire Date*										
8/24/2020										
Job Code	Bartender	cashier	dishwasher	server						
Job Code Pay Rate	Bartender 5.000	cashier 5.000	dishwasher 6.000	server						

Figure 3-12 Copy Employee Page for Employee Information

- c. If the location uses employee ID cards, enter the Mag Card ID number.
- d. If the location uses fingerprint readers, click the fingerprint icon in the Fingerprint field.

Follow the prompts to enroll a fingerprint. Place the finger to scan on the fingerprint reader, and then remove it when the scan is complete. Each finger is scanned four times. The scanner flashes while scanning and remains lit after the scan is complete.

The following status appears when a fingerprint is being scanned:



Figure 3-13 Scan Fingerprint Dialog

- e. (Optional) Select or enter other details about the employee as applicable.
- f. Click Add Employee, click Yes to confirm, and then click OK.
- 4. To deactivate an employee:
 - a. Select the employee.

- b. Click Deactivate Employee.
- c. Click Yes to confirm the deactivation.

Edit Guest Check Header and Trailer

Guest check headers and trailers are leading and trailing lines that print on guest checks. Typically, the header lines include the name of the property or revenue center and address. The trailer lines generally show gratitude or promotional information about upcoming events.

This function is not available on mobile phones and handheld devices.

- 1. Click Edit Guest Check Header Trailer.
- 2. Use the onscreen keyboard to enter the details to print on the header in the **Header** text field, and then enter the details to print on the trailer in the **Trailer** text field.

Edit G	uest Ch	ieck He	eader T	railer										
Header	- selec	t line to	edit		lr	nage			Trailer -	- select line to edit				Image
	Ora	O Bices O VAT:	od and ter Vil Oxford X26 6WD 123 456	Bevera lage 789	ge		k							
									-	Thar	nk You	for you	r Custom	
										Ora	cle Foo www.c	od and B pracle.c	Beverage com	
Q	w	E	R	т	Y	U	1	0	Р	7	8	9	Cancel	
	A	s	D	F	G	н	J	к	L	4	5	6	ОК	
z	x	с	v	в	N	м	/	@	•	1	2	3		
#+=	Shift			Space						(D	8		

Figure 3-14 Edit Guest Check Header Trailer Page

- 3. To load images from EMC that will appear in the header or trailer:
 - a. Place the cursor in the Header or Trailer text field, and then click Image.
 - b. Select an image logo from the preview.

The image appears slightly distorted on the workstation. Print the guest check to ensure that the image appears as required on the receipt.

4. Click OK.

Edit Customer Receipt Header

You can print the logo of your Enterprise, property, or revenue center on customer receipts. You can only import logos that have already been imported through the Enterprise Management Console (EMC). See **Introduction to Logo Printing** in the *Oracle MICROS Simphony Essentials Configuration Guide* for more information about the logos.



This function is not available on mobile phones and handheld devices.

- 1. Click Edit Customer Receipt Header.
- 2. Enter the details to print on the receipt in the Header text field.
- 3. To insert or change a logo for the header:
 - a. Select a Header text field, and then click Image.
 - b. Select an image logo from the preview.
- 4. Click OK, and then click Yes.
- 5. Click **OK** on the Save successful message.

Redirect Order Devices

You can use this function to change the device to which an order is being sent. For example, at lunchtime the main bar is closed, so drink orders are redirected to a kitchen device.

This function is not available on mobile phones and handheld devices.

- 1. Click Redirect Order Devices.
- 2. Select the order device from the list, and then click Edit.
- 3. Select the device to which you want to redirect the orders that come to the device you selected in Step 2, and then click **OK**.

Update Database

Updating the workstation database refreshes the data that appears in the workstation. This allows you to obtain the latest business day information from the Enterprise database.

To update the workstation database, click Update Database.

Reload Database

Reloading the workstation database updates the local data stored on a workstation.

- 1. Click Reload Database.
- 2. Click Yes.

Use Property Management Console

The Property Management Console (PMC) lets managers perform specific functions, and provides support (such as logs, workstations, and network).

Functions

The following functions are available for workstations:

- Replay checks stored in the workstations
- Register fingerprints
- Perform workstation device diagnostics

Device Diagnostics is the only function available for tablets.



PMC functions are not available on mobile phones and handheld devices.

- 1. Click Property Management Console.
- 2. Click Functions.
- 3. To replay checks:
 - a. Click Replay Checks.
 - **b.** Select the workstation, the date, and the time period for which you want to replay the checks.
 - c. Click Replay Checks, and then click OK.
- 4. To register fingerprints:
 - a. Click Register Fingerprint.
 - **b.** Select the employee whose fingerprints need to be scanned.
 - c. Click Enroll Fingerprint.
 - d. Click Yes to scan a fingerprint four times when prompted.
 - e. Place the employee's finger on the fingerprint reader and remove it when the scan is complete. The scanner flashes red while scanning and then turns blue when complete. Remove the finger from the scanner after it turns blue. Repeat this step for each finger.
- 5. To perform workstation diagnostics, click **Device Diagnostics**.

Workstation diagnostics assist in troubleshooting and testing the workstation's connection to peripheral devices.

- a. To check the functionality of the cash drawers, click Open Drawer 1 and Open Drawer
 2.
- b. To check the status of the cash drawers, click Status.
- c. To test the customer display, click **Write**. A dialog box shows the number of lines currently on the customer display.
- d. To clear the customer display, click **Clear**.
- e. To see the display settings, click **Current Brightness**.
- f. To change the display intensity level, click Lighter or Darker.
- 6. When you are finished using PMC functions, click Close.

View Log Files

Several support functions are available on workstations and tablets on the PMC Support page.

The only support functions on mobile phones and handheld devices are for Log files.

- **1.** On the POS Functions page, click **Property Management Console**.
- 2. Click Support.
- 3. On the Support page, click Log Files. The Log Files dialog appears.

Log Files				9/6/2023 9:53 AM
Log_localhost.txt	:	Select Log File	2	
Timestamp	CL ML Zone	ThreadId Me	essage	
09/06/23 00:26:5 09/06/23 00:27:1 09/06/23 00:27:1 09/06/23 00:27:1 09/06/23 00:27:1 09/06/23 00:27:1 09/06/23 00:27:4 09/06/23 00:27:4 09/06/23 00:27:4 09/06/23 00:27:4 09/06/23 00:27:4 09/06/23 00:27:4 09/06/23 00:27:4 09/06/23 00:27:4 09/06/23 00:28:1 09/06/23 00:28:1 00/06/23 00:28:1 00/06/23 00:28:1 00/06/23 00:28:1 00/06/23 00:	2,905, 0, 0,PosCore 5,608, 0, 0,MRequest 5,608, 0, 0,MRequest 5,607, 0,0,MRequest 5,607, 0,0,MRequest 2,927, 0, 0,PosCore 1,399, 0, 0,MRequest 1,399, 0, 0,Unknown 1,399, 0, 0,Unknown 1,399, 0, 0,OPS 5,614, 0, 0,PosCore 5,614, 0, 0,MRequest 5,615, 0, 0,MRequest 5,621, 0, 0,MRequest 5,621, 0, 0,PosCore 5,621, 0, 0,PosCore 5,621, 0, 0,PosCore 5,621, 0, 0,PosCore 5,621, 0, 0,PosCore 5,621, 0, 0,MRequest	, 29, Se , 30, Sa , 30, Sa , 30, Sa , 30, Sa , 29, Se , 249, Sa , 249, Sa , 249, Sa , 249, Sa , 249, Sa , 249, Sa , 30, Sa	wedSyncRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot wedRequestsBakJot	Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ of failed to send for id 1 [2 occurr Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ of failed to send for id 1, Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ ending message MSG_UPDATE_WS_STATE of failed to send for id 1 [2 occurr MorkstationStatus - Failed to send Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ of failed to send for id 1, Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ of failed to send for id 1, Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ of failed to send for id 1 [2 occurr Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ of failed to send for id 1 [2 occurr Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ of failed to send for id 1 [2 occurr Type=22407 MSG_INSERT_STATUS_EVENT SendSyncRequest msgType=8101 MSG_ SendSyncRequest MSG_ SendSyncReqUEST MSG_ SendSyncReqUEST MSG_ Sen
Clo	ose	Uplo	ad	Refresh

Figure 3-15 Log Files on Workstations and Tablets

Log Files ×							
Log_localhost.txt	Select Log File						
03/28/22 15:25:45.243, 03/28/22 15:25:45.243, 03/28/22 15:25:45.243, 03/28/22 15:25:45.243, 03/28/22 15:25:45.243, 03/28/22 15:25:45.243, 03/28/22 15:25:45.243, 03/28/22 15:25:45.327, 03/28/22 15:25:45.327, 03/28/22 15:25:45.342, 03/28/22 15:25:45.342, 03/28/22 15:25:45.348, 03/28/22 15:25:45.364, 03/28/22 15:25:45.364, 03/28/22 15:25:45.369, 03/28/22 15:25:45.375,	0, 0,LoadHandlers, 0, 0,LoadHandlers,						
Job	Process MS Upd db						
MiPrice Tax Discount PageCA TenderMedia ServiceCharge ComboGroupDetailPrice	30 50 0 10 0 20 0						
Upload	Refresh						

Figure 3-16 Log Files on Mobile Phones and Handheld Devices

Transfer Logs

You can enable the automatic transfer of logs from mobile phones or handheld devices to the main workstation (known as the Check and Posting Server or CAPS) for support purposes. The frequency of the transfer can be set from 30 minutes up to every 8 hours.

This functionality allows log files to be retained on the CAPS machine for a longer time period than they may be available on the mobile phone or handheld device. They can also be easily accessed and viewed on CAPS to ensure that the devices are working properly, or to analyze issues.

- 1. On the POS Functions page, click **Property Management Console**.
- 2. Click Support.
- 3. On the Support page, click **Transfer Logs**. The Transfer Logs dialog appears.



Figure 3-17 Transfer Logs on Mobile Phones and Handheld Devices

4. Click Enable Log Transfer, and then select the Frequency of Log Transfer.

By default, **Enable Log Transfer** is checked, and the **Frequency of Log Transfer** is set to 1 hour.

When the logs are rotated on the Android device, the two most recent archived log files are zipped and then transferred to the CAPS machine based on the **Frequency of Log Transfer**. These logs are stored in the ...\EGatewayLog\POSClientLogs folder on the CAPS machine.

Frequency of Log Transfer $$ $$ $$ $$ $$
Please select the frequency of Log Transfer
30 mins
1 hour
2 hours
3 hours
4 hours
5 hours
6 hours
7 hours
8 hours

Figure 3-18 Frequency of Log Transfer on Android Devices

5. Close the PMC.

Assign Payment Device

If you are using the Oracle MICROS Payment Cloud Service (PCS), you need to configure payment terminals (for example, Verifone p400) to post funds into the store. Use the **Assign Payment Device** button in Manager Procedures, which initiates a function on the POS client that assigns the PIN Entry Device (PED) to the location.

This option is not available on mobile phones, handheld devices, and tablets.

- 1. Click Assign Payment Device.
- 2. Scan the QR code shown on the Assign Payment Device dialog, and follow the steps shown there to continue setup.



Close Application

- 1. Click Close Application.
- 2. Click Yes.

4 Check Functions and Transaction Functions

You can access check functions while in a transaction. For workstations and tablets, if you are using a TSR service type, click **Check Functions** on the TSR Transaction page. If you are using a QSR or Bar service type, click **Transaction Functions** on the QSR Transaction page or Bar Transaction page.

Check Functions									
Voids And Retu	Voids And Returns								
Void Check	Void Item	Return Item	Transaction Return	Cancel Transaction					
Check Operations									
Add/Transfer Check	Edit Seat	Hold	Fire Now	Refire Items					
Split Check	Table Number	Change Check Name	Reprint Credit Voucher	Reorder Items					
Barcode Entry									
Taxes And Serv	ice Charges								
Exempt Auto Service Charge	Tax Exempt	Tax Exempt All							
Close									

Figure 4-1 TSR Check Functions Page on Workstations and Tablets



Transaction Functions							
Voids And Retu	rns						
Void Check	Void Item	Return Item	Transaction Return	Cancel Transaction			
Check Operations							
Reprint Credit Voucher	Barcode Entry						
Taxes And Serv	ice Charges						
Exempt Auto Service Charge	Tax Exempt	Tax Exempt All					
		Close					

Figure 4-2 QSR Transaction Functions Page on Workstations and Tablets



Transaction Functions									
Voids And Returns									
Void Check	Void Item	Return Item	Transaction Return	Cancel Transaction					
Check Operatio	ins								
Add/Transfer Check	Split Check	Change Check Name	Reprint Credit Voucher	Reorder Items					
Barcode Entry									
Taxes And Serv	ice Charges								
Exempt Auto Service Charge	Tax Exempt	Tax Exempt All							
Gift Cards	Gift Cards								
Close									

Figure 4-3 Bar Transaction Functions Page on Workstations and Tablets

For mobile phones and handheld devices, click the **Functions** button. These devices support the same check functions as workstations and tablets, with the exception of Reprint Credit Voucher and Barcode Entry. In addition, a Print button appears on the Check Functions for TSR workflows. Gift card options appear if configured.



Figure 4-4 TSR Check Functions Page on Mobile Phones and Handheld Devices



Functions X
Voids And Returns
Void Check
Void Item
Return Item
Transaction Return
Cancel Transaction
Taxes And Service Charges
Exempt Auto Service Charge
Tax Exempt
Tax Exempt All

Figure 4-5 QSR Functions Page on Mobile Phones and Handheld Devices

Void Check

You can use the Void Check function to void all detail lines on a check for previous rounds.

- 1. Pick up a check.
- 2. On workstations and tablets, click **Check Functions** (TSR) or **Transaction Functions** (QSR and Bar). On mobile phones and handheld devices, click **Functions**.
- 3. Click Void Check.
- 4. If configured, select the reason for the void. The check detail area appears blank.

Void Item

Perform one of the following to void a menu item:

1. If using gestures, select the menu item to void in the check detail area, and then swipe right or left on the item description. An Item Voided message appears briefly.



Figure 4-6 Void Gesture



 On workstations and tablets, select the menu item to void in the check detail area, click Check Functions (TSR) or Transaction Functions (QSR/Bar), and then click Void Item. On mobile phones and handheld devices, select the menu item to void in the check detail area, click Functions, and then click Void Item.

If void reasons are configured, you are prompted to select the reason for the void (for example, Guest Changed Mind).

If no items were selected in the check detail area before clicking **Void Item**, the Void mode is activated with a banner above the check detail, as shown in the following image. The next item selected will show as a negative quantity on the check with a V adjacent to the item. If configured, select the void reason.

Tab	le 8 justi 09, 2020 12:09 em			Q	3 Guests	+	-	Seat 1	+ -	Dine In	Main 2	Normal Price
	Void			Apple juice		Carrot Juli	ce	Multivitamin juic	e Orange juice	Tomato juice	Check	Functions
1	Orange juice fresh	6.00	1									
	American Breakfast	5.00								11	Discour	nts
	Buckwheat crepe with spinach	22.00										
	Apple juice	0.65									Service	- Charges
	Carrot juice	0.78										
											Payme	nts
											Print	
											Send	
				Snacks		Pizza		Set Menu	Buffet	Pastry	Kids Me	enu
				Desserts		Water		Softs	Juice	Juice fresh	Dairy	
Sut Tax	Total Total	34 21	4.43 5.43				_					

Figure 4-7 Void Banner on Workstations and Tablets

Vo	id
: Q	33.75 🖹
Breakfast	
Starters	
Lunch	
Dinner	
Desserts	
Platters	
Sides	
Wines	
Functions Payments	Other Cancel

Figure 4-8 Void Banner on Mobile Phones and Handheld Devices



Alternative Void Method for Mobile Phones and Handheld Devices

From the menu item buttons, you can void multiples of an item using a number pad. Click the item attributes icon

) adjacent to a menu item.

Using Void on this page is a shortcut rather than going to the Functions page. To void an item, click the **Void Item** button, and then select the void reason (if prompted). You can void large quantities of the same item on the check using a number pad rather than clicking the menu item button multiple times. This saves time and is more accurate. For large numbers, click the **Quantity** button, enter the number of items on the number pad, click **OK**, and then click the **Void** button.



Figure 4-9 Void Item Workflow

Return Item

A return may be required for various reasons, such as when the wrong item was ordered, the guest changed their mind, an item is cold rather than hot, an order is spilled or is out of stock. You can use the **Return Item** function to return a highlighted menu item.

This function takes the check into a Return mode, but only allows the return of one item; the **Transaction Return** function allows multiple returns until the Return mode is deselected.

- 1. Pick up a check or begin a new check.
- 2. For workstations and tablets, click **Check Functions** (TSR) or **Transaction Functions** (QSR/Bar). For mobile phones and handheld devices, click **Functions**.
- 3. Click Return Item. A Return mode banner appears above the check detail.



annanne ()		and the second se			Alternative statements	19.54	ALC: NO.	ALL
juli 27, 2020 10:16 f	m 🗸	Q 1 Gue	st + -	Dine	e In	Main 1	Normal Price	CASH
Ret	turn	Buffet	Pastry	Kids Menu	Desserts	Water		1
1 Fruit salad	4.00 *							Credit
1 Ice cream scoo	p 2.00 *	No. of Concession, Name						
4 Pizza Tonno	40.00 *	Softs	Juice	Juice fresh	Dairy	Coffee		
1 Pizza Funghi	9.00							£10 Cash
1 Pizza Fromagi	8.00	And a second	Contraction of the local division of the loc					
-1 Evian 1.0	-3.00	Tea	Liquor Coffee	Afternoon Tea	Beer Draft	Beer B		£20 Cash
		Sparkling Glass	Sparkling Bottle	TEST SLU NAME	Dessert Wine	Rose G	ilass	rea Cash
Total Due	75.00							±50 Cash
Aqua Panna 0,2	Aqua Panna 1,0	Evian 0,2	Evian 0,5	Evian 1,0	Perrier 0,75	San Pe	llegrino 0,2	Other Payments
San Pellegring 0.5	San Pellegring 0.7	San Pellegring 1.0	Vittel 1 0	Volvic 1.0	105555000000			Discounts And
								Service Charges
	I							Transaction
								Functions
								Cancel Transaction
								Send
	Le Maridien		11	041			POSPEADY7	
	Lemenuten		13	1.48 L			POSNEADT/	

Figure 4-10 Return Banner on Workstations and Tablets



Return						
: Q 0.00 🖻						
Desserts	\times					
Apple Pie Sundae	:					
Choc Salted Caramel Tart	:					
Cream Filled Profiteroles	:					
Eton Mess	:					
Mango Raspberry Blackcurra	:					
Mini Cinnamon Doughnuts	:					
Sticky Toffee Pudding						
White Chocolate Cheesecake	:					
Functions Payments Other Sign	Out					

Figure 4-11 Return Banner on Mobile Phones and Handheld Devices

4. The next menu item added to the check after this point is considered a return. The returned menu item shows a negative quantity in the check detail area. When you select an item, the Return mode is switched off.


5. If configured, select the return reason.

Alternative Return Method for Mobile Phones and Handheld Devices

From the menu item buttons, you can return multiples of an item using a number pad. Click the item attributes icon

) adjacent to a menu item.

Using Return on this page is a shortcut rather than going to the Functions page. To return an item, click the **Return Item** button, and then select the return reason (if prompted). You can return large quantities of the same item on the check using a number pad rather than clicking the menu item button multiple times. This saves time and is more accurate. For large numbers, click the **Quantity** button, enter the number of items on the number pad, click **OK**, and then click the **Return** button.



Figure 4-12 Return Item Workflow

Use Transaction Return Key

The **Transaction Return** function takes the check into a Return mode, like the **Return Item** function. However, **Transaction Return** allows multiple returns until the Return mode is deselected. **Return Item** only allows the return of one item.

- 1. Pick up a check or begin a new check.
- 2. For workstations and tablets, click **Check Functions** (TSR) or **Transaction Functions** (QSR/Bar). For mobile phones and handheld devices, click **Functions**.
- 3. Click Transaction Return. A Return mode banner appears above the check detail.

All menu items added to the check after this point are considered returns and show as a negative quantity on the check. If you click **Transaction Return** again, the Return mode stops.

4. If configured, select the return reason.



Cancel Transaction

You can use the **Cancel Transaction** function to cancel a check if it has not been sent (service totalled). It only cancels new menu items on a sent check. The check is left open.

For workstations and tablets, the **Cancel Transaction** button is on the Check Functions menu for TSR workflows and on the Transaction Functions menu for Bar workflows. For mobile phones and handheld devices, the **Cancel Transaction** button is on the Functions menu.

The **Sign Out** button changes to **Cancel Transaction** after a transaction is started for QSR workflows.

Click Cancel Transaction to cancel the transaction, and then click Yes to confirm.

Add/Transfer Check

In TSR operations you can use the **Add/Transfer Check** function to transfer one check to another check. When transferring checks, both checks must have the same Order Type or Order Channel assigned.

- 1. Pick up a check or begin a new check. This will be the final destination check.
- 2. Click Check Functions, Transaction Functions, or Functions, and then click Add/ Transfer Check.
- 3. To view regular checks, click **Regular Checks**. To view future checks, click **Future Checks**.
- 4. Select the transferring check from the list. The check detail area shows the combined checks. The Home page shows only one check, which is the final destination check.

Add Check 3 Checks							
Check ID 🔿	Check	0	Dpened 🔿	Amount 🔿	Employee	Table 🔿	
		26 8/ Pl	/14/2023 5:21:01 M	21.4500	Justin		Future Checks
peter birthday		17 7/ Pl	/11/2023 5:46:36 M	29.2500	Justin	1/1	Regular Checks
mr newman		13 7/ Pl	/11/2023 5:45:18 M	35.7000	Justin	2/1	
				Cancel			

Figure 4-13 Add Check on Workstations and Tablets



Add Check	×
1F	
Check 4 8/9/2023 10:08:15 AM by Jus	16.00 tin
Check 2 8/9/2023 9:11:05 AM by Justi	63.90
Check 1 8/8/2023 5:30:54 PM by Just	36.30
Regular (3)	Future (0)

Figure 4-14 Add Check on Mobile Phones and Handheld Devices

For mobile phones and handheld devices, click ${\bf X}$ in the upper right corner to cancel the Add/Transfer Check function.



To view regular checks, click the **Regular** button in the lower area of the page. To view future checks, click the **Future** button.

Edit Seat

In TSR and Bar operations you can use the **Edit Seat** function to change the seat number of a menu item. Items can be assigned to seats so the server knows where to place the food on the table. You can increment seats on the transaction page, and edit seats using the **Edit Seat** function on the check functions page.

- **1.** For workstations and tablets:
 - a. Click Check Functions (TSR) or Transaction Functions (Bar), and then click Edit Seat.
 - **b.** Click and highlight the items to be moved, click the destination seat number, and the items will be moved there.



Figure 4-15 Example of Edit Seat Function on Workstations and Tablets

- c. To add another seat, click Add Seat.
- d. To share a menu item between seats (if the item is set as shareable in the EMC), click the menu item to be shared, click **Share Item**, select one or more seats, and then click **OK**.
- 2. For mobile phones and handheld devices:
 - a. Click Functions, and then click Edit Seat.
 - b. Expand the seat to show the item details.
 - c. Select one or more menu items, and then click Move/Share.
 - d. Click the destination seat number.



If one check is selected, the items are moved. If multiple checks are selected, the items are shared.





e. To add another seat, click Add Seat.

Hold Items

In TSR operations you can use this function to stop items from being sent immediately to an order device. The customer may have asked for the starters to be delayed if one member of their party has not arrived yet.

- 1. Click **Check Functions** or **Functions**, and then click **Hold**. The Hold mode activates and a banner appears above the check detail.
- 2. Select the menu item to hold. An H appears adjacent to the menu item in the check detail.

juli	27, 2020 10:16 fm	~	Q 1 Guest	+ -	Seat 1 +	-	Dine In	Main 1 Normal Price
1	Hold Fruit salad Ice cream scoop	4.00 * 2.00 *	Beef Burger Choices	Chateaubriand	Entrecote	Filet Mignon	Fillet of beef	Check Functions
4 2	Pizza Tonno Spaghetti	40.00 • 20.00 •	New item	Rumpsteak	Salmon Steak/Filet	T-Bone Steak	Tuna Steak/Filet	Discounts
1	Risotto Fillet of beef	8.00 * 15.00 H						Service Charges
	Fritone Steak	24.00 H						Payments
								Print
								Send
			Breakfast Buffets	Breakfast a la carte	Breakfast Sides	Breakfast Eggs	Breakfast Beverage	Starters
Sut	Total	118.00	Soups	Salads	Main Meat/Seafood	Main Pasta/Veggie	Main Sides	Sandwiches
Tax	Total	29.50						and the second se
To	tal Due	147.50	Le N	teridien	0	0.25	PO	SREADY7

Figure 4-17 Hold Banner on Workstations and Tablets



	Hold							
:	Brown	>	<					
1	Adnams Bitter 4.25							
1	Corona Lager	4.25	1					
1	Coors	4.25	1					
1	Rioja Crianza Spain Glass Red	7.25	1					
1	Chicken & Sesame Dumplings	7.25 H	1					
1	Humous Olive Flatbread	5.95 H	1					
1	Crispy Calamari & salad	8.50 H	1					
1	Roast Beetroot	5.50 H	1					
Sı	ub Total	47.2	20					
Тс	otal Due	47.2	20					
Fui	nctions Payments Other	Send	1					

Figure 4-18 Hold Banner on Mobile Phones and Handheld Devices

3. Click **Hold** again to switch the Hold mode to off.



Fire Items

In TSR operations you can use this function to send unsent menu items to the order device immediately rather than waiting for the check to be sent. Menu items can be sent individually, by seat, by major group, or by family group.

- 1. Click **Check Functions** or **Functions**, and then click **Fire Now**. Unfired menu items are listed.
- 2. Fire items using one of the following methods:
 - Select individual menu items.
 - Select Fire by Seat, and then select a seat number.
 - Select **Fire by Major Group**, and then select a major group.
 - Select Fire by Family Group, and then select a family group.
- 3. Click **Fire**. The menu items appear on the check detail with an asterisk to show they have been sent.

Figure 4-19 Example of Fire Items Function on Workstations and Tablets

Fire N									
	Orange juice fresh large	Fire By Seat							
	Buckwheat crepe with spinach	Fire By Major Grou	qu						
		F. P. F. 1. C.		When It	ems are fired	they will be	shown on the		
	Filet Mignon	Fire By Family Gro	up	check d	etail with an a	sterisk.			
	T-Bone Steak		02:14 em VIP	Rush 🗸	Check Functions			14. 0 ⁻ / -	
			1 Buckwheat crepe with		Voids And Returns				
			1 Tuna Steak/Filet 1 Orange juice fresh large	27.00 • 1 8.00 1	Void Check	Void Item	Return Item	Transaction Return	Cancel Transaction
			1 Filet Mignon	18.00 1	Check Operations				
	Cancel	Fire	1 T-Bone Steak		Add/Transfer Check	Edit Seat	Hold	Fire Now	Refire Items
					Split Check	Table Number	Change Check Name	Reprint Credit Voucher	Reorder Items
					Barcode Entry				
					Taxes And Service Charg	es			
					Exempt Auto Service Charge	Tax Exempt	Tax Exempt All		
			Sub Total Tax Total Service Charge	104.00 27.42 10.40			Close		
			Total Duo	141 02	Le Meridier		1458		POSREADY7





Figure 4-20 Fire Items Function on Mobile Phones and Handheld Devices

Refire Items

In TSR operations this function allows menu items from a check that has already been sent to an order device to be sent again.

- 1. Pick up the check that was sent and contains the menu items to refire.
- 2. Click Check Functions or Functions, and then click Refire Items.
- 3. Select the menu items to refire, then click **Refire**.



Refir	Refire Items								
Selec	Select Items to Refire								
1	Smoky Bacon Bap		1						
1	Smashed Avocado on Toast		2	~					
1	Eggs Benedict		3						
1	English Breakfast		4						
	Cancel	Refire							





Refire Items		Х
Select Items to Refire		
1 Buttermilk Crispy Fried Chicken	1	
1 Goan Sea Bass Curry	1	
1 Aubergine Lasagne	1	
1 Club Sandwich	1	
1 Creamy Fish Pie	1	~
1 Olive & Pepperoni Pizza	1	
1 Seafood Lingine	1	~
1 Elderflower Cocktail	1	
1 Ginger Ale	1	
1 Ginger Beer	1	
1 J20 Raspberry and Mango	1	
Refire		

Figure 4-22 Refire Items on Mobile Phones and Handheld Devices



Split Check

In TSR and Bar operations you can use the **Split Check** function after sending a check to separate the check by menu item so that customers can pay for the items they consumed. The splits are not equal. You can transfer portions of a guest check detail to a new check, which is then assigned its own check number. The new check can be modified independently from the original check.

- 1. For workstations and tablets
 - a. Click Check Functions (TSR) or Transaction Functions (Bar).
 - b. Click Split Check.
 - c. Select one or more menu items.
 - d. Click the check to move the item or items to.

Split Check17:41									
« <							> »		
3	20.35	13/2	17.05	13/3	14.30	13/4	11.00		
1 Ravioli	13.00 1	1 Spaghetti	10.00 2	1 Pizza Fromagi	8.00 4	1 Gnocchi	5.00 3		
1/4 San Pellegrino 1,0	2.50 4	1/4 San Pellegrino 1,0	2.50 4	1/4 San Pellegrino 1,0	2.50 4	1/4 San Pellegrino 1	0 2.50 4		
1/2 Selection of cheese	3.00 4	1/2 Selection of chee	se 3.00 4	1/2 Tiramisu	250 4	1/2 Tiranisu	250 4	The splits appear as 4 separate ch the home page as shown below:	ecks on
Add Check	Share	ltem Clear	Selection	Remove Last Split	Ca	rcel	ок		
						Check 🤯 – Tota	Last louched	Employee 🖓	
In the example	ahove	the check has h	een solit	into 4					
In the example Each cust	above, omer ha	the check has b as their own ma	een split in course	into 4.		13 20	35 Seconds ago	micros	
 In the example Each cust They shar They shar 	e above, omer ha re a bott re a Sele	the check has b as their own ma le of San Pelleg action of Cheese	een split in course rino betw between	into 4. reen 4. . 2.		13 20 14 17	35 Seconds ago 05 Seconds ago	micros	8
In the example Each cust They shar They shar They shar	e above, comer ha re a bott re a Sele re a Tira	the check has b as their own ma le of San Pelleg action of Cheese misu between 2	een split in course rino betw between 2.	into 4. 2.		13 20 14 17 15 14	35 Seconds ago 05 Seconds ago 30 Seconds ago	micros micros micros	8

Figure 4-23 Example of Split Check Function on Workstations and Tablets

- e. To add more checks, click Add Check.
- f. To share a menu item click Share Item.
- g. To deselect multiple menu items, click Clear Selection.
- h. To remove the last menu item split, click Remove Last Split.
- 2. For mobile phones and handheld devices:
 - a. Click Functions.
 - b. Click Split Check.
 - c. Expand the check to show the item details.
 - d. Select one or more menu items.
 - e. Click Move/Share.



f. Click the check to move the item or items to or to share items with.

If one check is selected, the items are moved. If multiple checks are selected, the items are shared.

Figure 4-24 Example of Split Check Function on Mobile Phones and Handheld Devices



- g. To add more checks, click Add Check.
- h. To remove the split check and return the items to the original check, click the trash icon.
- i. Once saved, the split checks will appear as different checks on the home page.

Use Table Number Key

In TSR operations, you can add a table number to a guest check that does not already have one. A table number can only be assigned once.

- 1. Click Check Functions or Functions, and then click Table Number.
- 2. Enter the table number, and then click OK.

Change Check Name

In TSR and Bar operations you can change the check name or add a name to a guest check that does not already have one.

- For workstations and tablets, click Check Functions (TSR) or Transaction Functions (Bar). For mobile phones and handheld devices, click Functions.
- 2. Click Change Check Name.
- 3. Enter the new check name, and then click OK.

Reprint Credit Voucher

You can use this function to reprint a credit card voucher that needs to be signed by the customer. This function is not available on mobile phones and handheld devices.

To print a credit card voucher, click **Check Functions** (TSR) or **Transaction Functions** (QSR/ Bar), and then click **Reprint Credit Voucher**.

Reorder Items

You can use the **Reorder Items** function to sell menu items on the check again. This saves time if a guest asks for the same item again (for example, in a bar when the same round is ordered multiple times).

- 1. For workstations and tablets, click **Check Functions** (TSR) or **Transaction Functions** (QSR/Bar). For mobile phones and handheld devices, click **Functions**.
- 2. Click Reorder Items.
- 3. In the Select Items to Reorder dialog, select the menu items to be ordered again, and then click **Reorder**.



Select	t Items to Reorder			
1	Beef Burger Choices Medium No Bun Smoked Cheese Bacon Gerkins	10.00	1 1 1 1 1	
1	Ice Cream Sundae Caramel Ice Cream Strawberry Ice Cream Vanilla Raspberry Sauce Sprinkles	5.00	1 7 7 7 7	~
1	Pizza Salami	8.00	1	
1	Pizza Tonno	10.00	1	
	Cancel	Reorder		

Figure 4-25 Reorder Items on Workstations and Tablets



Select Items to Reor	rder		Х
1 Apple & Maple Porridge	6.70	1	
1 Avocado Sourdough Toast	8.25	1	
1 Full English Breakfast	8.95	1	
1 Granola with berry fruits	6.25	1	
1 Mediterranean Breakfast	7.50	1	
1 Coke	0.00	1	~
1 Elderflower Cocktail	4.25	1	~
1 Ginger Ale	4.25	1	~
1 J20 Raspberry and Mango	4.25	1	~
Reorder			

Figure 4-26 Reorder Items on Mobile Phones and Handheld Devices



Enter Barcode

You can add menu items by scanning or entering a barcode. This function is not available on mobile phones and handheld devices.

- 1. Click Check Functions (TSR) or Transaction Functions (QSR/Bar).
- 2. Click Barcode Entry.
- 3. Scan the item using a barcode reader or manually enter the barcode on the number pad, and then click **OK**. The menu item appears in the check detail area.

Use Exempt Auto Service Charge Key

If an automatic service charge is active, you can use the **Exempt Auto Service Charge** function to remove the service charge from the check.

- 1. For workstations and tablets, click **Check Functions** (TSR) or **Transaction Functions** (QSR/Bar). For mobile phones and handheld devices, click **Functions**.
- Click Exempt Auto Service Charge. The service charge is removed from the check detail area.

Use Tax Exempt Key

You can use the **Tax Exempt** function to change the highlighted menu item on the check to be free from tax.

- 1. For workstations and tablets, click **Check Functions** (TSR) or **Transaction Functions** (QSR/Bar). For mobile phones and handheld devices, click **Functions**.
- 2. Click Tax Exempt. The check detail area shows the updated Tax Total.
- 3. Select the option again to reapply the tax. You may be required to enter a description of the tax.

Use Tax Exempt All Key

You can use the **Tax Exempt All** function to change all menu items on the check to be free from tax.

- 1. For workstations and tablets, click **Check Functions** (TSR) or **Transaction Functions** (QSR/Bar). For mobile phones and handheld devices, click **Functions**.
- 2. Click Tax Exempt All. The check detail area shows no Tax Total.
- 3. Select the option again to reapply the tax. You may be required to enter a description of the tax.

Perform Gift Card Balance Inquiry

If gift cards are configured, you can perform a gift card balance inquiry from either the POS Functions page or the Check Functions/Transaction Functions page.

1. Click Balance Inquiry.



2. Swipe the card, enter the card number, or look up the account by guest name or phone number.



3. A message appears showing the monetary value available on the card. Click **Yes** on the Confirmation Entry dialog to print the chit (if configured).



Figure 4-28 Balance Confirmation

 Confirmation Entry

 Account Balance is: \$100.00

 Program Name: 6924 svc program

 Balance: \$100.00

 Print results now?

 No
 Yes

Transfer Gift Card Balance

If gift cards are configured, the **Balance Transfer** button appears on the POS Functions page or the Check Functions/Transaction Functions page. Both funds and personal information (if available) transfer.

After the balance has been transferred, the transfer from account can no longer be used.

- 1. Click Balance Transfer.
- 2. Swipe the card or enter the card number of the account to transfer from, and then click **OK**.





- 3. Swipe the card or enter the card number of the account to transfer to, and then click **OK**. A message appears showing the transfer account numbers.
- 4. Click Yes on the Confirmation Entry dialog to print the chit (if configured).







Issue Gift Card

If gift cards are configured, the **Issue Gift Card** button appears on the Check Functions/ Transactions page. Gift cards need to be issued with an amount, and you can issue a card from the Gift and Loyalty portal or on the POS workstation.

To issue a card on the POS workstation from the Check Functions/Transactions page:

- 1. Click Issue Gift Card.
- 2. Enter the card number, and then click **OK**.





3. Enter the issue amount, and then click **Yes** to print the chit.







4. Once confirmed, the issue amount appears on the check against the service charge that has been configured. Pay the check to a tender, such as cash or credit card.

Activate Gift Card

If gift cards are configured, the **Activate Gift Card** button appears on the Check Functions/ Transaction Functions page. Gift card accounts that have been pre-activated in the Gift and Loyalty portal are not redeemable until they have been activated in a location on the POS.

- 1. Click Activate Gift Card.
- 2. Swipe the card or enter the card number, and then click OK.
- 3. Enter the activation amount, and then click **OK**.
- 4. Click Yes on the Confirmation Entry dialog.

The Gift Card Activate amount appears on the check against the configured service charge.



04:14 PM	~	Check Functions							
Gift Card Activate	100.00								
		Split Check	Table Number	Change Check Name	Reprint Credit Voucher	Reorder Items			
		Barcode Entry							
		Taxes And Serv	Taxes And Service Charges						
		Exempt Auto Service Charge	Tax Exempt	Tax Exempt All					
		Gift Cards							
		Balance Inquiry	Balance Transfer	Issue Gift Card	Redeem Gift Card	Reload Gift Card			
		Activate Gift Card							
Sub Total	0.00					U			
Other	100.00	Close							
Total Due	100.00								
		Location	1	4:16 PM		Tablet			

Figure 4-33 Gift Card Activate on Check Detail on Workstations and Tablets in TSR

If an account is not activated and Redeem is selected, the following message appears: This Account has not been activated and must be activated first.

If an account is not activated and Issue is selected, the following message appears: Account has been set up and is awaiting activation.

5. Pay the check to a tender, such as cash or credit card.

Redeem Gift Card

Guests can use a gift card to pay for some or all of their check. Menu items must be on the check before redeeming a card. If gift cards are configured, you can click the **Redeem Gift Card** button from either the Payments page or the Check Functions/Transactions page.

- **1.** Begin a check and add menu items.
- 2. On the Payments or Check Functions/Transactions page, click Redeem Gift Card.
- 3. Swipe the card or enter the card number, and then click OK.
- 4. Enter the amount to redeem from the card, and then click OK.
- 5. Click **Yes** on the Confirmation Entry dialog.

The Gift Card Redeem amount appears on the check against the configured Tender/Media.



	1000/12		11/2					
05:2	:5 PM		~	Payments				
1	Granola with Berry Fruits	5.50		Exact Cash	20	10	5	Round Up
1	Avocado on Sourdough	6.00						
1	Eggs Benedict	7.50		Credit Card Payment	Authorise Credit Card	Credit Card Finalize		
1	Gift Card Redeem CL ******568 2 Auth Code: 284568 Balance: 90.00	10.00		Equal Payment	Redeem Gift Card			
Sub Payn	Total ment		19.00 10.00					
Tot	tal Due	Ģ	9.00			Close		
				Location	n1	5:26 PM		Tablet

Figure 4-34 Gift Card Redeem on Check Detail on Workstations and Tablets in TSR

Reload Gift Card

If gift cards are configured, the **Reload Gift Card** button appears on the Check Functions/ Transaction Functions page, letting you add money to a gift card.

- 1. Click Reload Gift Card.
- 2. Swipe the card or enter the card number, and then click **OK**.
- 3. Enter the amount to add to the card, and then click **OK**.
- 4. Click **Yes** on the Confirmation Entry dialog.

The Gift Card Reload amount appears on the check against the configured Tender/Media.

	112		1							
03:25 PM 🗸			Check Functions							
1 Class Burge	Classic Beef Burger Medium Rare Seeded Bun Edam Cheese Haloumi Cheese	12.95 *								
N S E				Split Check	Table Number	Change Check Name	Reprint Credit Voucher	Reorder Items		
F C			1	Barcode Entry						
Gift C	Gift Card Reload	50.00						ſ		
				Taxes And Service Charges						
				Exempt Auto Service Charge	Tax Exempt	Tax Exempt All				
				Gift Cards						
				Balance Inquiry	Balance Transfer	Issue Gift Card	Redeem Gift Card	Reload Gift Card		
				Activate Gift Card						
Sub Total Other		12	.95					L.		
Payment	nent	10.00	.00			Close				
Total D	al Due	52.9	52.95							
				Location	1	5:51 PM		Tablet		

Figure 4-35 Gift Card Reload on Check Detail on Workstations and Tablets in TSR

5. Pay the check to a tender, such as cash or credit card.

Change Order Channel

If active order channels are configured, they appear as buttons in a section in the lower area of the Check Functions or Transaction Functions page for the following operations:

- TSR workstations and tablets
- Bar workstations and tablets

Select an Order Channel button to change the order channel for the service round.

For QSR workstations and tablets, you can change the order channel from a selection box at the top of the transaction page.

For TSR and QSR mobile phones or handheld devices, you can change the order channel from a selection box on the Check Attributes page.



5 Condiment Orderer

Some menu items are configured with groups of condiments. For example, a steak can be configured with a choice of cooking methods (rare, medium, or well done) and a choice of potato types (skinny chips, mashed, or wedges) and a choice of extras (onion rings or mushrooms). These items are all condiments, and the steak is called the parent menu item. Condiments can be required, which means that you are forced to choose one of the selections, or allowed, which means that you do not have to select one.

If a parent menu item has required condiments, or allowed and required condiments, the Condiment Orderer appears to guide you through the selections.

If a parent menu item has only allowed condiments, the Condiment Orderer is not automatically displayed. In this case, when the parent item is sold, it is added to the check. To view or add allowed condiments, click the menu item on the check detail, and the Condiment Orderer appears.

The Condiment Orderer provides a tabbed workflow that automatically advances through required condiments when adding menu items. There are two methods of entering condiments:

- **1.** Start with the first tab and move automatically to the next tab when the required condiments have been fulfilled.
- 2. Jump ahead to any tab and move around the Condiment Orderer independently, rather than being guided through from start to finish.



Figure 5-1 Condiment Workflow on Workstations and Tablets



Burger Meat Cooking Temp * >> Burger			
Chargrillen 8oz Sirloin Steak, Mediu m rare	Asterisk indicates required condiment		
*Required. Select a Burger Meat Cooking Temp	Chargrillen 8oz Sirloin Steak. Mediu	Allowed Condiments	
Blue	m rare, Seeded Bun	Burger Cheese * <>> Burger Extras <>>	
1	*Required. Select a Burger Bun	Chargrillen 8oz Sirloin Steak, Mediu	
Medium rare	Granary Bun	m rare, Seeded Bun, Edam Cheese, Bacon , Gherkins, Skin On Chips	
Rare	1 Seeded Bun	Select a Burger Extras	
Well Done	Sourdough Bun	Bacon	
	White Muffin Bun	Burger Sauce	
		1 Gherkins	
		Onion Rings	
		1	
Cancel Prev Next Done		Skin On Chips	
		Skinny Chips	
Cancel Item 🛁 at any stage	Cancel Prev Next Done	Tourist	
		Tomatões Done Buttor when requir	n appears red
		Cancel Prev Next Done condiments	fulfilled

Figure 5-2 Condiment Workflow on Mobile Phones and Handheld Devices

Green Check Mark appears when minimum requirement fulfilled

An asterisk indicates the required condiment tabs, and the word Required appears before the selection instructions.

Click **Previous** and **Next** to navigate through the Condiment Orderer. Click the tab header to jump from one tab to another.

The **Cancel Item** button appears throughout, and cancels the menu item and all condiments. If you click **Cancel Item** when changing an existing item with condiments, a message appears warning that the item and condiments will be voided from the check. This is to prevent users from accidentally voiding items and their condiments. No warning message appears for menu items with condiments that have not already been saved to the check.

The **Done** button appears only after the required condiments have been entered. You can either click **Done**, or enter allowed condiments (for example, Burger Extras).

Tabs are marked with a green check mark if a selection has been made from the tab.

The Condiment Orderer is not displayed for menu items that only have allowed condiments. The menu item is added to the check, and you can add other items without using the Condiment Orderer. To view or add the allowed condiments, click the menu item on the check detail, and the Condiment Orderer appears.

Use the Condiment Orderer

 Select a parent menu item that has required condiment groups (for example, Beef Burger). The Condiment Orderer tabs appear.



Figure 5-3 Condiment Orderer Tabs After Selecting Parent Menu Item with Required Condiments on Workstations and Tablets

Figure 5-4 Condiment Orderer Options After Selecting Parent Menu Item with Required Condiments on Mobile Phones and Handheld Devices



2. Select a required condiment. When the group is fulfilled, a green check appears and the Condiment Orderer automatically advances to the second tab, and so on until you have selected the required number of condiments from all tabs.



You can also manually select the tabs; this stops the Condiment Orderer from automatically advancing through the tabs. The **Previous** and **Next** buttons help with navigation. While in the Condiment Orderer, the selected condiments appear in the check detail area on workstations and tablets. On mobile phone and handheld devices, the condiments appear at the top due to limited space.



Figure 5-5 Select Required Condiments on Workstations and Tablets



Figure 5-6 Select Required Condiments on Mobile Phones and Handheld Devices

3. After you fulfill the required condiments, the **Done** button is active. Enter the allowed condiments or click **Done** to save the item and close the Condiment Orderer.



10:04 fm VIP	Rush	Burger Meat Cooking Temp	* Burger Bun *	Burger Cheese *	Burger Extras	
1 Gnocchi	5.00 * 1	Select a Burger Extras				
1 Penne	12.00 * 1	1 Bacon Gerki	ns Mayonnaise	Tomato Sauce Ton	natoes	
1 Beef Burger Medium Granary Bun Mazarella Cheese Bacon Mayannaise	10.00 1					
Sub Total Tax Total	40.00 12.10	Cancel Item	Previous		Done	
10ta Dae 32.10		Le Meridien	10:1	10:15		

Figure 5-7 Condiment Orderer Done on Workstations and Tablets





Figure 5-8 Condiment Orderer Done on Mobile Phones and Handheld Devices

4. To cancel the item and condiments from the check, click **Cancel** or **Cancel Item**. This removes the item from the check. The following message appears if **Cancel** is selected when changing a condiment item that has already been added to the check.



Figure 5-9 Cancel Item and Condiments





6 VIP and Rush Checks

You can add information to TSR and Bar checks to inform the kitchen that the order must be prepared quickly (Rush) or that the order is for important guests (VIP).

Handle VIP Checks

If you are using a Kitchen Display System (KDS), the check header for TSR and Bar shows a **VIP** button. A VIP check means that the guests must be well looked after.

To change a check to VIP status, click VIP. You can switch the VIP status on and off.

08:53 AM	VIP	Rush	, Q	1 Guest	+ - Seat	1 + -	Dineln	Weekend Breakfast
1 Boz Sirk	oin Steak dium	18.85 1 7	80Z S	iirloin Steak	Biryani	Chargrilled Minute Steak	Chicken & Wild Mushrooms	Check Functions
Grai Che Ghe	nary ddar erkins	0.50	1 Crear	my Fish Pie	Crispy Chicken & Sesame Dumplings	Goat's Cheese Risotto	Mojo Marinated Lamb Skewers	Discounts
May Ton	natoes	0.25	25 7 50 7 Mustard & Mint Lamb Burger				Service Charges	
								Payments
								Print
								Send
			Break	dast	Starters	Lunch	Dinner	Desserts
Sub Total Service Charg	e	20. 2.	10 Soft (51	Drinks	Wine	Beer & Cider	Spirits	Sharing Plates
Total Due	9	22.6	1	Location	11	9:05 AM		Tablet

Figure 6-1 VIP Button on Workstations and Tablets

The VIP button changes to gold color, and the check appears in gold on the Home page. If the check name is blank, the name changes to VIP. If the check name was entered, VIP is appended at the beginning of the check name.

annanne (1 Annual Active procession	
	Check Name 🗘	Check 🗘	Total 🗘	Last Touched 🗘	Employee 0	Q
	Sue Monks Birthday	245	111.25	Seconds ago	micros	
		248	66.10	Seconds ago	micros	
	Round Table	212	17.50	2 minutes ago	micros	
	Mr Smith	186	7.50	3 minutes ago	micros	8
	VIP Jamie Oliver	246	71.25	3 minutes ago		
		243	190.64	2 days ago	micros	
		244	0.00	3 days ago	micros	
		232	144.07	1 week ago	micros	6
		219	30.00	1 week ago	micros	8
		220	15.00	1 week ago	micros	
	Ms Mickleton	197	172.69	1 week ago	micros	
Begin Table	Begin Check	POS Func	tions	POS Reports	Manager Procedures	Sign Out
	La Marifian			16:40	0000	ADV7

Figure 6-2 VIP Check on Workstations and Tablets

When using the mobile phone and handheld device UI, the **VIP** and **Rush** buttons are available only from the check detail area.
Figure 6-3 Mobile Device VIP and Rush Buttons on Mobile Phones and Handheld Devices

:	СНК 57		VIP	Rush	×
1	Creamy Fish Pie			15.50	1
1	Mojo Marinated Lar	nb Sk	wers	17.95	1
1	Mustard & Mint Lan <i>Medium</i>	nb Bı	ırger	17.95	1 1 1
	Extra Mayonnaise			0.20	1
1	Thai Red Prawn Cur	ry		17.50	1
1	House Red Glass			5.95	1
1	Merlot Reserva			6.50	1
1	Chinan Blanc Glass			6.25	1
То	tal Due	^		96	.58
Fu	nctions Payment	s	Other	Ser	id

On the TSR Home page, VIP checks appear in gold font.



Figure 6-4 Mobile Device VIP Check on Mobile Phones and Handheld Devices

Handle Rush Order Checks

If you are using a Kitchen Display System (KDS), the check header for TSR and Bar shows a **Rush** button. The **Rush** button lets the kitchen or bar know that an order must be prepared quickly.

To change a check to Rush status, click **Rush**. You can switch the Rush status on and off.



02:27 em VIP Rush	V Q 40	iuests + –	Dine	In	Normal Price	CASH
1 Pizza Capricciosa 1: 1 Pizza Funghi 9	Breakfast Buffe 1.00 * 9.00 *	Breakfast a la carte	Breakfast Sides	Breakfast Eggs	Breakfast Beverage	Credit
1 Perrier 0,75 4 1 San Pellegrino 0,2	4.00 * Starters 1.00 *	Soups	Salads	Main Meat/Seafood	Main Pasta/Veggie	£10 Cash
1 Evian 1,0 1 1 Rumpsteak 2:	3.00 * 22.00 *	Sandwiches	Snacks	Pizza	Set Menu	£20 Cash
Total Due 6	Buffet 52.50	Pastry	Kids Menu	Desserts	Water	£50 Cash
Orange juice fresh American Breakfast	Buckwheat crep with spinach	e				Other Payments
						Discounts And Service Charges
						Transaction Functions
						Cancel Transaction
						Send
Le Meridien	1	14	:32		POSREADY7	

Figure 6-5 Rush Button on Workstations and Tablets

The Rush button changes to red, and the check appears the same as other checks on the home page. The check name does not change, although you can manually change it to Rush Order.

Figure 6-6 Mobile Device VIP and Rush Buttons on Mobile Phones and Handheld Devices

:	CHK 57	7	VIP	Rush	×
1	Creamy	Fish Pie		15.50	1
1	Mojo Ma	rinated Lamb	Skewers	17.95	1
1	Mustard <i>Mediu</i> <i>Chips</i>	& Mint Lamb <i>m</i>	Burger	17.95	1 1 1
	Extra l	Mayonnaise		0.20	1
1	Thai Red	l Prawn Curry		17.50	1
1	House R	ed Glass		5.95	1
1	Merlot R	eserva		6.50	1
1	Chinan E	Blanc Glass		6.25	1
То	tal Due	96	.58		
Fu	nctions	Payments	Other	Ser	nd

7 Gestures

Use Void and Quantity Gestures

From the check detail area, you can use gestures to void menu items or to change the quantity of a menu item.

- 1. To void a menu item:
 - a. Highlight the item in the check detail.
 - **b.** Swipe left or right on the item description. When swiping, a message appears briefly stating Item Voided.

Figure 7-1 Void Gesture



- 2. To change the menu item quantity in the current round only:
 - a. Highlight the item in the check detail to increase the number by 1.
 - b. Perform a long click (long hold) to reset the quantity to the original value.

Figure 7-2 Quantity Gesture



You cannot change the quantity for a shared menu item in the current or previous rounds. Shared menu items appear as fractions in the check detail (for example, 1/2 or 1/3, depending on the number of guests sharing the item). The following figure shows an example of shared item quantity in the check detail area.



janı	iari 25, 2021 11:21 fm		~
1	Tuna Steak/Filet	27.00	1
1	Filet Mignon	18.00	1
1/2	Entrecote	11.50	1
1	Chateaubriand	31.00	1
1/2	Entrecote	11.50	2

Figure 7-3 Shared Item Quantity

To change the menu item quantity for a previous round item, use the Void function.

Use Seat Gesture

From the TSR check detail area, you can use gestures to change the seat number of a menu item. To change the seat number:

- **1**. Highlight the item in the check detail to increase the number by **1**.
- 2. Perform a long click (long hold) to reset the seat number to the original value.

Figure 7-4 Seat Gesture



Use Guest Pay Quick Gestures on Adyen Castles S1F2 Android Payment Device

Gestures provide a quick way to pay checks in full using Guest Pay. To go to the full payment workflow using the Adyen Castles S1F2 payment device, swipe left or right from one of the following:

- On an open check from the TSR home page
- On the Guest Pay button from the Payments page

If multiple languages are configured, this gesture takes the guest to the Language page; otherwise the check detail appears.





Figure 7-5 Swipe Gesture on Open Check from TSR Home Page

Figure 7-6 Swipe Gesture on Guest Pay Button from Payments Page



See Use Guest Pay to Pay a Check for more information about Guest Pay.



8 Payments

You can access the Payments page from the Transaction page. It is called **Payments** in TSR and **Other Payments** in the bar and QSR workflows on workstation and tablets. On mobile phone and handheld devices, it is called **Payments**. The payment functions required for your operation appear as buttons on this page. The **Redeem Gift Card** button appears if gift cards are configured.

This is an example of the Payments page:



Figure 8-1 Payments Page on Workstations and Tablets

There are five buttons that can be configured as Quick Payments. These appear on the Transaction page of the QSR and bar workflows for the workstation and tablet UI. They are easily accessed to increase the speed of service.





Figure 8-2 Quick Payment Buttons on Workstations and Tablets

For mobile phones and handheld devices, all payments are accessible from the Payments page.



Figure 8-3 Payments Page on Mobile Phones and Handheld Devices



Use Equal Payment Key

The **Equal Payment** key appears on the payments page, and allows you to split the check into equal parts that can then be paid off.

- 1. Click Payments (TSR) or Other Payments (QSR/Bar).
- 2. Click Equal Payment.
- 3. On the number pad, select the number of equal payments for the check. The check detail area shows a blue banner with the amount due for Equal Payment 1 of X. After payment 1 is tendered, the system shows Equal Payment 2, and so on until all payments are complete.

The following figure shows an example of two equal payments.



Figure 8-4 Example of Two Equal Payments

Reports

Various reports are accessible from the Simphony Essentials POS workstation on the Reports page.

POS Reports

Managers tasks include actions necessary to conclude business activity. For example, at the end of a shift, each employee needs to know their tips, the chef may need to know how many specials were sold, and managers need to know the net sales. All of these activities require information from the Simphony Essentials system, which is provided in separate, pre-defined reports generated from stored point-of-sale data files on the POS client.

These reports can be generated from the POS Reports page. You can access the POS Reports page for TSR and Bar operations from the home page. For QSR operations, access it from the Manager Functions button and then the POS Reports tab.

Reports are not supported on mobile phones and handheld devices.

POS Reports Financial Reports			
Employee Financial	Employee Tip	Property Financial	Tax Summary
Check Reports			
Future Open Check	Employee Closed Check	Employee Open Check	
Menu Item Reports			
Family Group Sales	Major Group Sales	Menu Item Sales Summary	Menu Item Sales Detail
Audit Reports			
Check Journal	Employee Journal		
Table Service Reports			
Held Item Summary	Table Sales		
Clock-In Reports			
Clock-in Status	Time Period Detail	Time Period Summary	
		c	lose
	Le Meridien	1	531

Figure 9-1 Example of POS Reports Page for TSR



				47
POS Reports Financial Reports				
Employee Financial	Employee Tip	Property Financial	Tax Summary	
Check Reports				
Employee Closed Check	Employee Open Check			
Menu Item Reports				
Family Group Sales	Major Group Sales	Menu Item Sales Summary	Menu Item Sales Detail	
Audit Reports				
Check Journal	Employee Journal			
Clock-In Reports				
Clock-in Status	Time Period Detail	Time Period Summary		
		CI	ose	
Le M	leridien	1!	5:26	POSREADY7

Figure 9-2 Example of POS Reports Page for QSR and Bar

All Simphony Essentials POS reports may be either displayed on screen or printed.

The following table lists the main types of reports available on the POS client from the POS Reports page.

Report Type	Description	Report Name
Financial Reports	Provides financial reporting for an employee or property, or tax summary.	 Employee Financial Employee Financial - VAT Employee Tip Property Financial Property Financial - VAT Tax Summary
Check Reports	Provides a list of all open, closed, and future open checks (also called Autofire checks) belonging to an employee at the time the report is taken.	Future Open CheckEmployee Closed CheckEmployee Open Check
Menu Item Reports	Provides sales and food cost totals for each menu item.	 Family Group Sales Major Group Sales Menu Item Sales Summary Menu Item Sales Detail

Table 9-1 POS Report Types



Report Type	Description	Report Name
Audit Reports	Provides a journal of all sales transactions by a specific employee shown in a check detail area, and by check detail area.	Check JournalEmployee Journal
Table Service Reports	Provides sales totals for each table in a revenue center.	Held Item SummaryTable Sales
Clock In Reports	If option 90 - Hide Clock In/Out Button on Sign In Screen is disabled in the EMC Enterprise Parameters module, the Clock In reports are available.	 Clock In Status Time Period Detail Time Period Summary

Table 9-1 (Cont.) POS	Report T	vpes
			J

To run a POS Report:

- **1.** Click the appropriate report name on the POS Reports page.
- 2. Select the filters to limit the results shown in the report (for example, View, Employee, Date, Workstation, Cash Drawer, and so on).

	Figure	9-3	POS	Reports	Filters
--	--------	-----	-----	----------------	----------------

Employee Financial Report			Check And Posting Service is Online
Choose Filter			
Employee		Employee Fina	ancial Report
		5/4/2022	11.22.22 M
Manager, Ron		5/ 1/ 2025	11.23.22 AR
Period			
Today		Start Time:	: 5/4/2023 5:00:00 AM
Today		End Time:	: 5/5/2023 5:00:00 AM
		Employee:	90001 Manager, Ron
Start Date			
Not Required			Workstation: All
Workstation	Cash Drawer		Cash Drawer: All
A11	All		
		Net Sales	\$11.58
		Service Charge	\$0.00
		Tax Collected	\$0.70
		Total Revenue	\$12.28
		Non Rev Svc	\$0.00
		Discount	0 \$0.00
		Returns	0 \$0.00
		Void Total	0 \$0.00
		Credit Total	\$0.00
Run R	eport	Close	Print

- 3. Click Run Report.
- 4. To print the report, click **Print**.

Employee Financial Report

The Employee Financial Report provides financial reporting by employee. The report is based on all sales-related entries, such as checks opened, menu items ordered, and the number and amount of service charges, discounts, and tenders applied. The report also shows paid-out (pickup) and paid-in (loan) transactions. The totals reflect each employee's activity. You can use this report to balance the server's bank, and to track individual performance. This report may cover all employees, or a selected employee.

Employee Financial Report			Check And Posting Service is Online
Choose Filter			
Employee		Employee Fina	ancial Report
Manager, Ron		5/4/2023 :	11:23:22 AM
Period			
Today >		Start Time End Time	: 5/4/2023 5:00:00 AM : 5/5/2023 5:00:00 AM
		Employee	: 90001 Manager, Ron
			Workstation: All
Workstation	Cash Drawer		Cash Drawer: All
All	All		
		Net Sales	\$11.58
		Service Charge	\$0.00
		Tax Collected	\$0.70
		Total Revenue	\$12.28
		Non Rev Svc	\$0.00
		Discount	0 \$0.00
		Returns	0 \$0.00
		Void Total	0 \$0.00
		Credit Total	\$0.00
Run R	eport	Close	Print

Figure 9-4 Employee Financial Report

Employee Financial Report - VAT

The Employee Financial Report - Value Added Tax (VAT) is similar to the Employee Financial Report, with Sales Net VAT included. VAT reports must be enabled in the EMC for Simphony Essentials; otherwise they are hidden on the Reports page.

Employee Financial Report			Check And Posting Service is Online
Choose Filter			
Employee		Employee Fina	ncial Report
Manager, Ron		5/4/2023 1	0:54:31 AM
Period			
Today		Start Time: End Time:	5/4/2023 5:00:00 AM 5/5/2023 5:00:00 AM
Start Date		Employee:	90001 Manager, Ron
			Workstation: All
Workstation	Cash Drawer		Cash Drawer: All
All	All		
		Total Revenue	\$50.50
		-Service Charge	(\$1.50)
		Gr Sis After Dac	\$49.00
		+Discount	\$0.00
		Gr Sis Before Dat	\$49.00
		Rounding Total	\$0.00
		Taxable Sales	\$34.00
		-Tax Collected	(\$15.29)
		Sales Net VAT	\$18.71
Run R	eport	Close	Print

Figure 9-5 Employee Financial Report - VAT



Employee Tip Report

The Employee Tip Report summarizes the total tip activity by employee. This report provides a list of tippable sales in the form of gross receipts from Food and Beverage, charge tips, service charges, tips paid, direct and indirect tip declaration, and percent of tips to sales.

This report may cover all employees, or a selected employee. The totals reflect each employee's tip summary for the system.

Employee Tip Report			Check And Posting Service is Online
Choose Filter			
Employee		Employee	Tip Report
Manager, Ron		5/4/2023 1	0:38:16 AM
Period			
Today		Start Time: End Time:	5/4/2023 5:00:00 AM 5/5/2023 5:00:00 AM
Start Date		Employee:	90001 Manager, Ron
Not Required			
		Gross Receipts	\$39.26
		Charge Receipts	\$0.00
		Service Charges	\$0.00
		Direct Cash Tips	\$0.00
		Charged Tips	\$5.17
		Indirect Tips	\$0.00
		Total Tips	\$5.17
		Tips Paid	\$5.17
Rur	n Report	Close	Print

Figure 9-6 Employee Tip Report

Property Financial Report

The Property Financial Report serves as a report card for the entire location/property. First, the report allows managers to see the property's effectiveness in generating revenue. In addition, the report provides operational statistics, such as average turn time and average check amount, which indicate how efficiently these revenues were gained. The report also shows paid-out (pickup) and paid-in (loan) transactions.

Figure 9-7	Property Financial Report
------------	----------------------------------

Property Financial Report Check And Posting Service is Onli			And Posting Service is Online
Choose Filter Period Today Start Date End Date	Property Financial Report 2023-09-18 10:12:05 Start Time: 2023-09-18 03:01:00 End Time: 2023-09-19 03:01:00		Report 5 9-18 03:01:00 9-19 03:01:00
	Net Sales Service Charge Tax Collected Total Revenue Non Rev Total Discount Returns Void Total Credit Total Credit Total Training Total Checks Carried Over Begun	1 -9 3 0 5 2	\$170.12 (\$12.50) (\$43.95) \$113.67 \$0.00 (\$4.38) (\$82.00) (\$26.00) (\$85.02) \$0.00 \$0.00 \$0.00 \$113.67
Run Report	Close		Print

Property Financial Report - VAT

The Property Financial Report - Value Added Tax (VAT) is similar to the Property Financial Report, with Sales Net VAT included. VAT reports must be enabled in the EMC for Simphony Essentials; otherwise they are hidden on the Reports page.



Property Financial Report Check And Posting Service is Online				
Choose Filter				
Period		Property Financial Report		
Today >		2023-09-:	21 10:12:05	
		Start Tim	e: 2023-09-21 03:01:00	
		End Tim	e: 2023-09-22 03:01:00	
			\$50.50	
		-Service Charge	(\$1.50)	
		Gr Sls After Dsc	\$49.00	
		+Discount	\$0.00	
		Gr Sls Before Dsc	\$49.00	
		Rounding Total	\$0.00	
		Taxable Sales	\$34.00	
		-Tax Collected	(\$15.29)	
		Sales Net VAT	\$18.71	
		Non Rev Svc	\$0.00	
		Receipts		
		Carried Over	0 \$0.00	
		Begun	8 \$50.50	
Run Re	eport	Close	Print	

Figure 9-8 Property Financial Report - VAT

Tax Summary Report

The Tax Summary Report summarizes tax collections by active tax rate for the property. Tax rates that are inactive (that is, those for which the Tax Rate **Type** field is set to 0 in the Tax Rates module) do not print on this report.

Figure 9-9 Tax Summary Report

Tax Summary Report		Chec	k And Posting Service is Online
Choose Filter Period Today Start Date Not Required		Tax Summa 9/22/2020 1 Start Time: 5 End Time: 5	ry Report 2:32:14 PM 9/22/2020 2:00:00 AM 9/23/2020 2:00:00 AM
		Net Sales Service Charge Tax Collected Total Revenue	\$52.74 \$5.17 \$5.28 \$63.19
Run R	eport	Close	Print



Future Open Check Report

If configured, the Future Open Check Report lists all checks that are scheduled for autofire at the time the report is run. Checks appear by employee and are sorted by scheduled date and time.

This report may cover all employees, or a selected employee.

Each future check is identified by check number. Each line entry includes the date/time the check was opened, and the date/time the check is scheduled to be fired. Each line also includes the current subtotal, tax, service charges, and the total due.

Figure 9-10 Employee Future Open Check Report

Employee Future Open Chec	k Report	Check And Posting Service is Online	e
Choose Filter			
Employee		Employee Future Open Check Report	
Perry, Kenny		Report Run 9/22/2020 12:33:04 PM	
Period			
Today		Start Time: 9/23/2020 2:00:00 AM	
		End Time: 9/24/2020 2:00:00 AM	
		Check#/I Fire Time/Opened Total Due	
		90003 Perry, Kenny	
		Event: ET1 20190403-04	
		104 Sep23'20 12:32 PM 25.27 Sep22'20 12:32 PM	
		Employee Total 1 25.27	
		Total 1 25.27	
	Run Report	Close Print	

Employee Closed Check Report

The Employee Closed Check Report lists all checks that have been closed by an employee, including reopened checks that were closed again, and checks closed as memo checks. In addition, special symbols indicate whether the check was transferred, re-opened, split, or added. This information can be used as an employee audit trail, and can be helpful if the hard copy of the check is lost.

This report lists all closed checks posted to each employee that were closed during the period covered by the report.

This report may cover all employees, or a selected employee.



Employee Closed Check Report	Check And Posting Service is Online
Choose Filter	
Employee	Employee Closed Check Report
Perry, Kenny >	9/22/2020 12:33:21 PM
Period	Chart Times 0/22/2020 2:00:00 44
Today	End Time: 9/22/2020 2:00:00 AM
	Charlett Dramad (Classed Dramant
	Check# Opened/Closed Payment
	90003 Perry, Kenny
	Event: ET1 20190403-04
	100 9/22/2020 12:24 PM \$23.08
	9/22/2020 12:25 PM Cash \$23.08
	101 9/22/2020 12:24 PM \$10.99
	9/22/2020 12:25 PM
	Cash \$10.99
	162 9/22/2020 12:24 PM \$9.12
Run Report	Close Print

Figure 9-11 Employee Closed Check Report

Employee Open Check Report

The Employee Open Check Report lists all open checks belonging to an employee at the time the report is taken. If there are open checks, they must be closed (paid-in-full) prior to resetting the financial reports in order to maintain a properly balanced report. In 24-hour operations, the Carried Over and Outstanding figures need to be used to balance your report.

All open checks for the property are covered by this report.

This report may cover all employees, or a selected employee.



Figure 9-12	Employee Open	Check Report
-------------	---------------	---------------------

Employee Open Check Report	Check	And Posting Service is Online
Choose Filter		
Employee	Employee Open	Check Report
Perry, Kenny	9/22/2020 12	::33:57 PM
	Check# Opened 90003 Perry, Kenny Event: ET1 20190403-0 106 9/22/2020 12 107 9/22/2020 12 Employee Total	4 ::33 PM \$13.95 ::33 PM \$0.00 \$13.95
	Total	\$13.95
Run Report	Close	Print

Family Group Sales Report

The Family Group Sales Report prints a detailed summary of Family Group Gross Sales, Item Discounts (including Subtotal Discounts that are configured to act as Item Discounts), and Net Sales consolidated by Family Group (in the Menu Item Maintenance module, each menu item must be assigned one Major Group and one Family Group).

The usefulness of this report depends on consistency and logic in configuring the Menu Item module and in defining Major and Family Groups. Family Groups are generally thought of as more specific categories than Major Groups and often as subsets of a Major Group. For example, the Family Groups, APPETIZERS and SALADS, are subsets of the Major Group, FOOD. Likewise, Family Groups, DRAFT BEER and BOTTLE BEER, are both subsets of the Major Group, BEER.

The Family Group Sales Report provides summary information in a fixed format. This report provides four basic totals (Sales Count, Gross Sales, Item Discount, and Sales Total) for each Family Group. The end of the report provides a grand total section for all Family Groups.

Figure 9-13 Family Group Sales Report

Family Group Sales Report			c	heck And Posti	ng Service is Online
Choose Filter					
Period		Fa	amily Grou	p Sales Rep	ort
Today			-		
Today			9/22/2020	12:27:34 P	м
		2	Start Time	: 9/22/2020	2:00:00 AM
			End Time	: 9/23/2020	2:00:00 AM
		10101	Preakfa		
		10101	Sold	1	11 11%
		Gross	Sales	\$8.29	21.12%
		Item Dis	scount	\$0.00	0.00%
		Net	Sales	\$8.29	21.12%
		10107	Appetiz	ers	
			Sold	2	22.22%
		Gross	Sales	\$20.98	53.44%
		Item Dis	scount	\$0.00	0.00%
		Net	Sales	\$20.98	53.44%
		10109	Salads	and Soups	
Run	Report	Close			Print

Major Group Sales Report

The Major Group Sales Report prints a detailed summary of Major Group Gross Sales, Item Discounts (including Subtotal Discounts that are configured to act as Item Discounts), and Net Sales consolidated by Major Group. (In the Menu Item Maintenance module, each menu item must be assigned one Major Group and one Family Group.) The usefulness of this report depends on consistency and logic in configuring the Menu Item module and in defining Major and Family Groups. Major Groups are generally thought of as more general categories than Family Groups. For example, the Major Group, FOOD, includes the Family Groups APPETIZERS and SALADS, which are both subsets of the Major Group, FOOD.

The Major Group Sales Report provides summary information in a fixed format. This report provides four basic totals for each Major Group:

- Sales Count (Sold)
- Gross Sales
- Item Discount
- Net Sales

The end of the report provides a grand total section for all Major Groups.



Major Group Sales Report	c	heck And Posti	ng Service is Online
Choose Filter	Major Grou	up Sales Rep	port
Period			
Today	9/22/2020	ð 12:34:59 F	M
	Start Time	2: 9/22/2020	2:00:00 AM
	End Time	e: 9/23/2020	2:00:00 AM
	1 Food		
	Sold	15	100.00%
	Gross Sales	\$74.41	100.00%
	Item Discount	\$0.00	0.00%
	Net Sales	\$74.41	100.00%
	Report Group 1 Sul	ototal	
	Sold	15	100.00%
	Gross Sales	\$74.41	100.00%
	Item Discount	\$0.00	0.00%
	Net Sales	\$74.41	100.00%
Run Report	Close		Print

Figure 9-14 Major Group Sales Report

Menu Item Sales Summary Report

The Menu Item Sales Summary Report provides sales for each menu item. The report may also show each menu item total for the revenue center.

This report provides Sales Count (Sold), Gross Sales, Item Discounts, and Net Sales for each menu item definition/price. The end of the report provides a summary section for all menu items. Menu items can be shown in detail and summary format.

Detail vs. Summary Formats

The detail format generates a line entry for each menu item definition or price. Keep in mind that each menu item can have more than one definition, and each definition may have more than one price. For example, Sm Juice, Med Juice, and Lrg Juice may be separate definitions of Juice. You could also have a different price for each size juice. As you might imagine, the detail format can produce a very long report. If the summary format is used, menu item definition totals are combined into a single record.



Menu Item Sales Summary Report	Check And Posting Service is Online
Choose Filter Period	Menu Item Sales Summary Report 9/22/2020 12:35:20 PM
Start Date End Date Not Required	Start Time: 9/22/2020 2:00:00 AM
Family Group	110001 TAVERN REAST
	Sold 1 6.67%
	Gross Sales \$8.29 11.14%
	Item Discount \$0.00 0.00%
	Net Sales \$8.29 11.14%
	121004 CHICKEN TENDERS
	Sold 1 6.67%
	Gross Sales \$8.99 12.08%
	Item Discount \$0.00 0.00%
	Net Sales \$8.99 12.08%
	121006 HOT WINGS
Run Report	Close Print

Figure 9-15 Menu Item Sales Summary Report

Menu Item Sales Detail Report

The Menu Item Sales Detail Report provides sales for each menu item. The report may also show each menu item total for the revenue center.

Menu item definition totals are combined into a single record.

This report provides Sales Count (Sold), Item Discounts, and Net Sales for each menu item definition/price. The end of the report provides a summary section for all menu items. Menu items can be shown in detail and summary format.

Detail vs. Summary Formats

The detail format generates a line entry for each menu item definition or price. Keep in mind that each menu item can have more than one definition, and each definition may have more than one price. For example, Sm Juice, Med Juice, and Lrg Juice may be separate definitions of Juice. You could also have a different price for each size juice. As you might imagine, the detail format can produce a very long report. If the summary format is used, menu item definition totals are combined into a single record.



Menu Item Sal	es Detail	Report		Ch	eck And Posti	ng Service is Online
Choose Filter			Me	nu Item Sale	es Detail R	eport
Today	>			9/22/2020	12:35:34 P	м
				Start Time:	9/22/2020	2:00:00 AM
				End Time:	9/23/2020	2:00:00 AM
			 110001	TAVERN E	BFAST	\$8.29
			Grac	Sold	1 ** 20	6.67%
			Gros Ttem D	s sales	\$8.29 \$0.00	0.00%
			Ne	t Sales	\$8.29	11.14%
			121004	CHICKEN	TENDERS	\$8.99
			-	Sold	1	6.67%
			Gros	s Sales	\$8.99	0.00%
			Ne	t Sales	\$8.99	12.08%
			121006	HOT WING	S	\$10.49
	Run R	eport	CI	ose		Print

Figure 9-16 Menu Item Sales Detail Report

Check Journal Report

The Check Journal Report provides a journal of all sales transactions on a check. The report can be taken for a selected Check Number, Period, and Time Span.

Check Journal Report	Check And Posting Service is Online
Choose Filter Check Number All Period Today	Check Journal Report Start Time: 9/22/2020 2:00:00 AM End Time: 9/23/2020 2:00:00 AM CHK 100 GST 1 90003 Perry TRN 1/4 SEP22'2020 12:24PM
	Operations
	1 CHICKEN NACHOS 10.49 1 HOT WINGS 10.49 BUFFALO
	Subtotal 20.98 Tax 2.10 Total Due 23.08
Run Report	Close Print

Figure 9-17 Check Journal Report



Employee Journal Report

The Employee Journal Report provides a journal of all sales transactions by a specific employee shown in a check detail area. The report can be taken for a selected Employee, Period, and Time Span.

Employee Journal Report		Chec	k And Posting Service is Online
Choose Filter		Employee Jou	nnal Report
Employee			
Perry, Kenny		9/22/2020 1	2:36:05 PM
Period Ti	ïme Span		
Today > 20 20 0	2020/09/22 2:00:00 2020/09/23 02:00:00	Start Time: End Time: End Time: End Time: Employee:	9/22/2020 2:00:00 AM 9/23/2020 2:00:00 AM 90003 Perry, Kenny
		SEP22'2020 12:24PM	
		Peppers E	Bar & Grill
		Opera	ations
		Power Cycle Authorized By 90003	Perry
Run Repor	rt	Close	Print

Figure 9-18 Employee Journal Report

Held Item Summary Report

The Held Item Summary Report shows menu items which are still held at a property or for an employee.

Each line entry includes the menu item name and type, quantity of each item, and total number of held items. If there are no entries for an employee, nothing prints for that employee.

Held Item Summary Report	Che	ck And Posting Service is Online		
Choose Filter Employee Perry, Kenny	Held Item Su 9/22/2020 1 Employee:	Held Item Summary Report 9/22/2020 12:36:47 PM Employee: 90003 Perry, Kenny		
	Item Name M COBB SALAD SIDE SALAD CHIX CAESAR SAL CHICKEN PRESS SNG BURGER SLID Total	I Type Quantity MI 1 MI 1 MI 1 MI 1 MI 1 5		
Run Report	Close	Print		

Figure 9-19 Held Item Summary Report

Table Sales Report

The Table Sales Report provides profile totals for each table in the revenue center. These are used to help managers analyze each table's sales activity. For example, this report helps determine which tables are most popular and produce the most sales, or which tables are slow to turn over.

The Table Sales Report provides four basic totals for each table:

- Net Sales
- Guest Count (Gsts)
- Check Count (Chks)
- Number of Turns (Trns)



Table Sales Report	Check And Posting Service is Online
Choose Filter Period Today Start Date End Date	Table Sales Report 9/22/2020 12:37:55 PM Start Time: 9/22/2020 2:00:00 AM
	End Time: 9/23/2020 2:00:00 AM Tbl Net Sales Gsts Chks Trns 1 \$12.68 1 1 1 2 \$11.79 1 1 1 3 \$3.49 1 1 1
Run Report	Close Print

Clock In Status Report

The Clock In Status Report provides a list of employees who are currently clocked in to the system or on a break. For example, at the beginning of a shift, you can determine if anyone is late. Or, before running labor reports, you may need to make sure everyone is clocked out.

The report is taken for the entire system.

Clock In Status Report 2/8/2023 4:46:18 FM 2 2 Jones, Tony 2/8/2023 4:45:12 FM 5 Waiter 6 Potter, Jane 12/24/2023 2:25:12 FM 5 Waiter Close Print

Figure 9-21 Clock In Status Report

Time Period Detail Report

The Time Period Detail Report provides a detailed summary of sales activity and labor cost totals for a selected hourly time period. The report provides sales and labor profile information, which can help management determine peak periods for labor scheduling.

The totals in this report reflect each time period's financial information.



Time Period Detail Repo	prt	Chec	k And Posting	Service is Online
Choose Filter Period Yesterday	Time Period 07:00AM - 08:00AM	Time Period Detail Report Business Date: 2/8/2021 Time Period: 07:00AM - 08:00AM		
		TO GO #GSTS, \$AV #CHKS, \$AV Net Sales #TRNS, \$AV Table Dining Time Avg. Turn Time ================= Tender Media ====================================	1 1 0	\$2.19 \$2.19 \$2.19 \$0.00 0.00 0.00 \$2.33
Run Ro	eport	Close Print		Print

Figure 9-22 Time Period Detail Report

Time Period Summary Report

The Time Period Summary Report provides a summary of certain sales activity for each time period.

The totals in this report reflect each time period's financial information.

This report covers all time periods for today or yesterday.





Time Period Summary	Report	Chec	k And Posting Service is Online
Choose Filter Period Yesterday	Time Period	Time Period Su	ummary Report
		Business Date: 2/8/2 Checks Net Sal Li 08:00AM - 09:00AM 1 \$270.00 09:00AM - 10:00AM 4 \$942.10 10:00AM - 11:00AM 2 \$720.32	021 ab. Cst Lab./Sal 0 0.00 % 0 0.00 % 0 0.00 %
Run	Report	Close	Print

