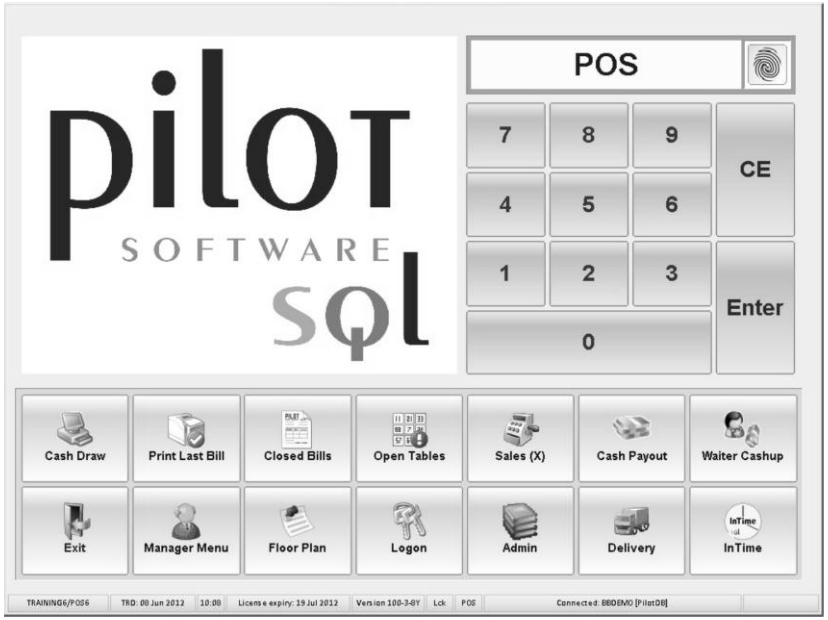

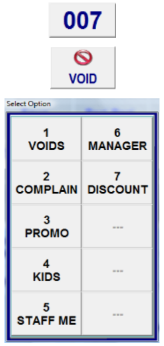

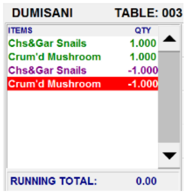

Voiding items on a bill

If items have already been ordered from the system, you will need to void the items from the bill. Voiding items can only be done with management authorisation. All voided items are logged in the audit file.

1. Open the table with the items you need to void.
2. The items that appear in green in the items list box can be voided. The items in red can still be edited from the bill.
3. Touch the Void button.
4. Select the item that you want to void.
5. Enter your management PIN, swipe your manager card or use the Finger Print ID terminal. You will see that the quantity changes to -1.
6. Select a reason, and / or a sub-reason for the void.
7. Touch the Order button to update the bill.
8. The voided item will be returned to stock.

If you want to remove a voided item from stock, you need to ring up the item on a new bill and discount it by 100%. In other words you decrease stock, but there is no charge to the customer.

The Quick Table Function

This functionality is typically used when there is a need for fast service and transactions, for example a bar or over the counter sales. The staff member can open a Quick Table, ring up items and cash this bill off immediately. Quick Tables automatically reopen after being paid so that the staff member can ring up the next transaction. Quick Table functionality needs to be allocated in POS Setup before it is operational.

Opening a Quick Table

1. Swipe the waitron's card, or use the Finger Print ID terminal to open a Quick Table.
2. Enter the Quick Table number.
3. If you are opening the table for the first time that day, confirm that this is a new table by touching Yes. The items screen will be displayed.

Using the Quick Table Function

1. Select the items you want.
2. Press Enter until the billing screen appears.
3. Enter the amount paid using the number pad on the right.
4. Select the payment type (if asked).
5. Touch Enter to continue.
6. The system automatically re-opens this Quick Table and leaves the user on the items screen, ready for the next order.

Placing Orders

Although this happens very rarely, you may want to place orders to kitchen printers using the Quick Table function.

1. Select the items you want.
2. Touch Order.
3. Continue with the billing procedure.

The Take Away and Delivery Functions

These functions are used for take away and delivery orders and are used in conjunction with the Quick Table function. However, this function includes a reference number on the receipt and the order slip. This enables you to match bills to orders. The Take Away waitron or section number needs to be allocated in POS Setup before you can work with it.

The Delivery function is designed to record important customer information. This allows you to search for customer details and avoid asking for information every time they order. The delivery waitron number needs to be allocated in POS Setup before you can work with it.

Opening a Take Away Table

1. This action only needs to take place once a day, because once the Quick Table has been opened using the take away waitron number, it will stay open for the rest of the day.
2. Swipe the waitron's card, or use the Finger Print ID terminal to open a Quick Table.
3. Enter the quick table number.
4. If you are opening the table for the first time that day, confirm that this is a new table by touching Yes.
5. This takes you to the items screen.

Using the Take Away Table

1. Select the items you want.
2. Press Enter until the billing screen appears.
3. The system will print the orders to the various kitchen sections, with a reference number on the top of the slip.
4. Enter the amount paid using the number pad on the right.
5. Select the payment type (if asked).
6. Touch Enter to continue.
7. The system will print out a receipt for the client. The same take away reference number on the order slip is printed at the bottom of the receipt.
8. The system automatically re-opens this quick table and leaves the user on the items screen, ready for the next bill.

Using the Delivery Table

1. Type in the customer’s telephone number or surname.
2. Once the customer is highlighted, touch OK.
3. Select the items you need to order.
4. Press Enter, the system will print the orders to the various kitchen sections, with a reference number on the top of the slip.
5. Confirm the amounts and touch Enter to continue.
6. The system will print out a receipt for the client. The same delivery reference number on the order slip is printed at the bottom of the receipt. Notice that the customer’s details are printed on the receipt.
7. The system automatically reopens the Delivery Table and is ready for the next bill.

Adding Specific Notes for a Single Order

1. This feature is used to add specific instructions that a customer may have requested. These instructions are attached to the specific order.
2. Enter the customer’s telephone number or surname.
3. Once the customer is highlighted, touch OK.
4. Touch Notes.
5. Type in the specific instructions that the client has given.
6. Continue as per normal with the Delivery Table procedures.
7. These instructions will print on the order as well as the customer’s receipt.

Adding a Client

1. Touch Add.
2. Capture the customer’s details.

Note Any comments captured under the Notes field will print on every order that this client places with you. This field should be used to make permanent comments for the selected customer, for example address and direction information.

Editing a Client

1. Select the customer you need to edit.
2. Touch Edit.
3. Make the necessary changes.