

Aloha Table Service Server Guide

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About this guide

The Aloha[®] Table Service Server Guide is a tool for restaurant servers learning to use the Aloha POS system. The goal of this guide is to assist you in working through common server functions within a shift. The book covers a multitude of topics, from how to access the system, to managing guest checks and the order entry process. If you have a less common environment, your NCR Voyix representative may be able to point you to a Feature Focus Guide, or other specific documentation, to explain features within your system.

How this guide is organized

This guide assists you in familiarizing yourself quickly with Aloha Table Service and performing various server functions. Each section is listed in the typical order it would be performed within a shift. It is organized as follows:

What is a server?

This section discusses the roles and responsibilities of a server as it relates to Aloha Table Service. Server-banking and cashier-banking environments are discussed and differentiated.

Clearing the floating logo screen

This section explains how to dismiss the floating logo to start log in and order entry procedures.

Logging in

This section explains how to log in to the Front-of-House.

Clocking in

This section explains how to clock in to the system and select your job code for that shift.

Taking a table

This section explains how to create a table and enter menu items on the table.

Entering special items

This section provides insight on adding quantity and weighted items to a check. This section discusses entering open items and looking up an item that does not appear on a submenu. Ordering pizza items and gift cards are also discussed.

Working with items

This section outlines how to perform various functions on an item before it is ordered. These functions include modifying, copying, and entering multiple of the same item. This section also explains how to correct items that are entered wrong through deleting, changing a modifier, and clearing all unordered items.

Sending orders

This section discusses more complex methods of finalizing orders. These include how to manually time and send partial orders, such as appetizers, to the kitchen for preparation ahead of an entree order. Sending items with varying order modes and timing orders using Hold are also discussed.

Working with tables

This section discusses how to leverage pivot seating and separate checks to optimize food delivery and guest payment. Moving items and seats between checks, as well as transferring seats and checks to other employees are also discussed. Other topics include changing a guest count, applying tax exemption, and printing guest checks.

Applying Comps and Promos

This section explains how to apply comp and promotional discounts to a check.

Closing Checks

This section explains how to tender and close checks to non-cash tenders, such as credit cards, gift cards, and other payment forms.

Performing Server Functions

This section discusses other functions beyond the normal order entry process, including server sales reporting, changing your password, and performing a gift card inquiry.

Checking Out

This section explains the check out process to provide reporting and financial turn-over based on the checks you closed.

Clocking Out

This section explains the clock out and tip declaration process performed at the end of your shift.

Conventions used in this guide

Numerous graphics and instructions appear throughout this guide. These conventions make it easy to find and understand information.

Symbols and alerts

The following graphic symbols alert you to important points throughout this guide.



Note

Highlights a special point of interest about the topic under discussion.



Reference

Directs you to a more complete discussion in another chapter of the current guide or other reference material.



Tip

Points to a useful hint that may save you time or trouble.



Caution

Alerts you that the operation being described can cause problems if you are not careful.

What is a server?

In this section, you as a server, learn how to operate the Front-of-House (FOH) system, which appears on the order entry terminals on your floor. You will find how easy it is to work with tables, orders, and items within the system. Most likely you will perform most of these procedures at some time during your shift. Depending on your configuration, some procedures might require a manager number to proceed with a function.

As a server, you are typically involved in the following Point-of-Sale (POS) environments:

- Server-banking environment
- Cashier-banking environment

Your duties and functions in both of these environments are similar, with the exception of closing a check. You are responsible for closing checks in a server-banking environment and cashiers are responsible for closing checks in a cashier-banking environment. In a restaurant, these environments are also commonly used in conjunction with a bartender environment, and others. As a server, you typically do not utilize a cash drawer.

During your shift, you predominately order food for the patrons on the floor, but can also order alcoholic beverages and retail items. You maintain checks utilizing table numbers. The system requires you to start a table, then you return to the table to add menu items, or close the check. When you start a table, it is considered open. An open table might be open anywhere from ten minutes to several hours, but must be closed before you end your shift. You may also have to close a check before you can start another check with the same table number.







Tip

It is good practice to close your checks on a timely basis to ease the management of your tables, and the time you spend during your closing duties and balancing.

In contrast to a bartender or cashier environment, you work primarily from the Working with Tables (WWT) or floor plan screen, to easily manage and organize your tables.

Once you define a table number to start a table, you can:

- Add items to a check and touch , which sends an order to the bar or kitchen and exits to the floating logo screen.
- Add items to a check and touch an order mode button, which sends an order to a bar or kitchen and remains on the Order Entry screen until you finish with the check.
- Add items to a check and touch , which sends a order to a bar or kitchen and enables you to close the check from the Close screen.

- Add items to a check and touch , which sends an order to a bar or kitchen and returns you to the Working with Tables screen.
- Add items to a check and touch , which places items on hold and remains on the Order Entry screen until you are finished with the check.

Security, in both a server-banking and cashier-banking environment, must be maintained with high regard. You might not be the only one using the touch screen terminal, and another employee can easily access your tables, if they know your employee login number, and ring sales for which you become accountable. We recommend you log off and return to the floating logo screen every time you finish entering orders for your tables and keep your login credentials secure. For this reason, each procedure in this section instructs you to start by touching the floating logo screen and logging in, and ends by exiting to the floating logo screen. Also, passwords, magnetic employee cards, or fingerprint scanners are encouraged, if allowed at your site.

Clearing the floating logo screen

Clear the floating logo screen each time you approach a terminal. You must do this to log in, enter orders, close checks, and more. When you see a terminal with the floating logo bouncing from side to side, you know this terminal is available for use. Aloha POS terminals time out, after a defined number of minutes of inactivity, and return to the floating logo, which acts as a screensaver.

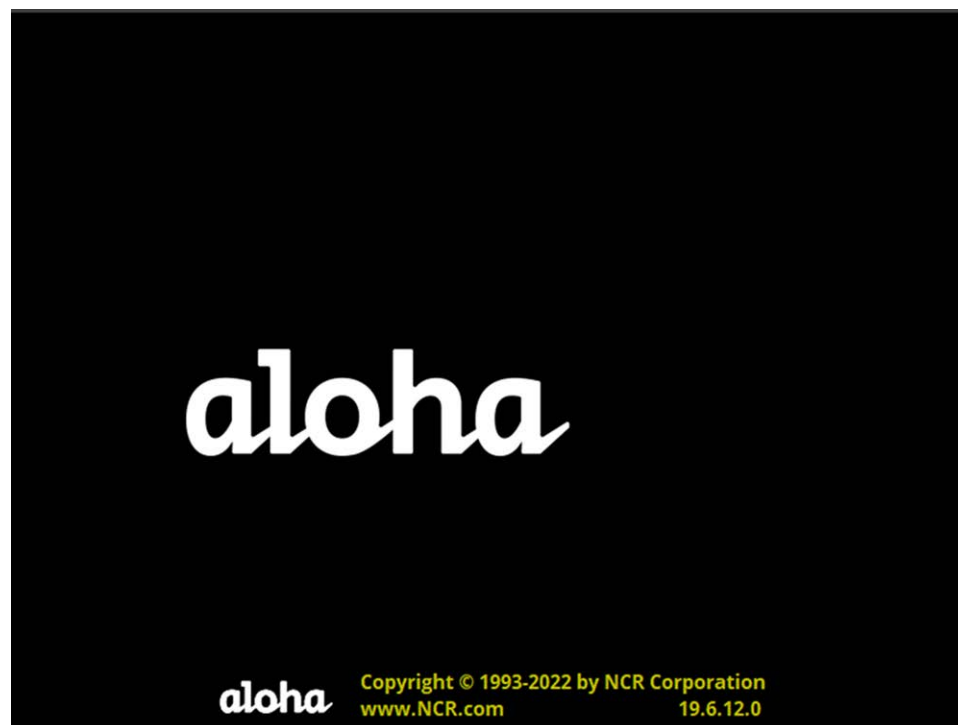


Figure 1 Floating Logo Screen

To clear the floating logo screen, touch anywhere on a touch screen terminal with the tip of your finger.



Tip

When you finish ordering, always leave a terminal with the floating logo bouncing. This ensures you are logged off and other employees can not enter orders under your login ID.

Logging in

You must log in to the Front-of-House using your login ID, magnetic stripe card, or scan your fingerprint each time you approach the floating logo screen and wish to access the system. The first time you log in for your shift, you must then clock in. From then on, each time you log in, the Working with Tables (WWT) or assigned floor plan screen appears. Your login ID appear as asterisks under the numeric keypad for security. The restaurant manager maintains the messages that appear on the left and right sides of the screen.

If your restaurant uses passwords, you must enter your employee number followed by your password for your login ID.

Employee Number	+	password	=	Login ID
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1. Touch the **floating logo** screen. The Login screen appears.

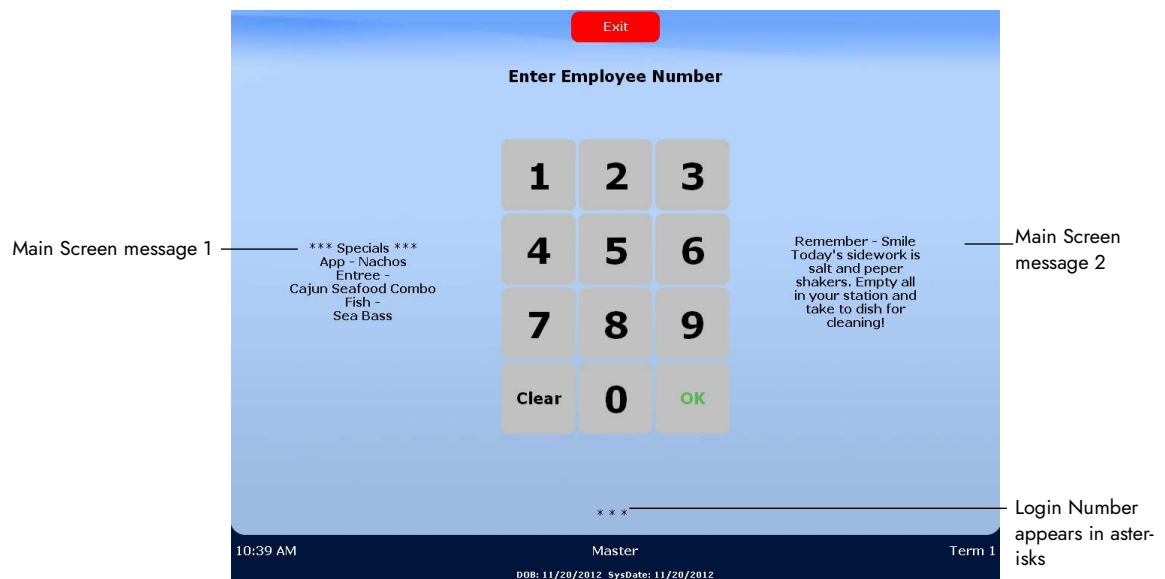


Figure 2 Login Screen

2. Read the **messages** on the left and right side. They typically contain specials and other shift information.
3. Enter your **login ID** using the numeric keypad and touch **OK**, swipe your **mag card**, or scan your **fingerprint**. The Clock In, Working with Tables, or floor plan screen appears.



Note

If in use, slide your magnetic card through the reader while the Login screen appears, to automatically log in. Usually if you are using magnetic cards, you are not able to log in manually using your login ID. Alternately, you can scan your finger on a fingerprint scanner to log in, if installed.

Clocking in

Clock in to the Aloha POS system from any available terminal. Do this for each shift, even when you are working double shifts. You must know the job code you are working for each shift. Job codes determine which screens appear, and which functions you are able to perform. If you clock in under the wrong job code, you must clock out, then clock back in with the correct job code. After you clock in, a clock-in message appears on the screen and prints at the local receipt printer. Keep your clock-in receipts for your personal tax records.



Note

If your manager edited your punch, a message appears on the clock-in screen asking you to approve the punch adjustment. Touch 'Approved' or 'Not Approved.' If you touch 'Not Approved,' your manager may need to assist you with clocking in to the system.

1. Log in to the **FOH**. The Clock-in screen appears.

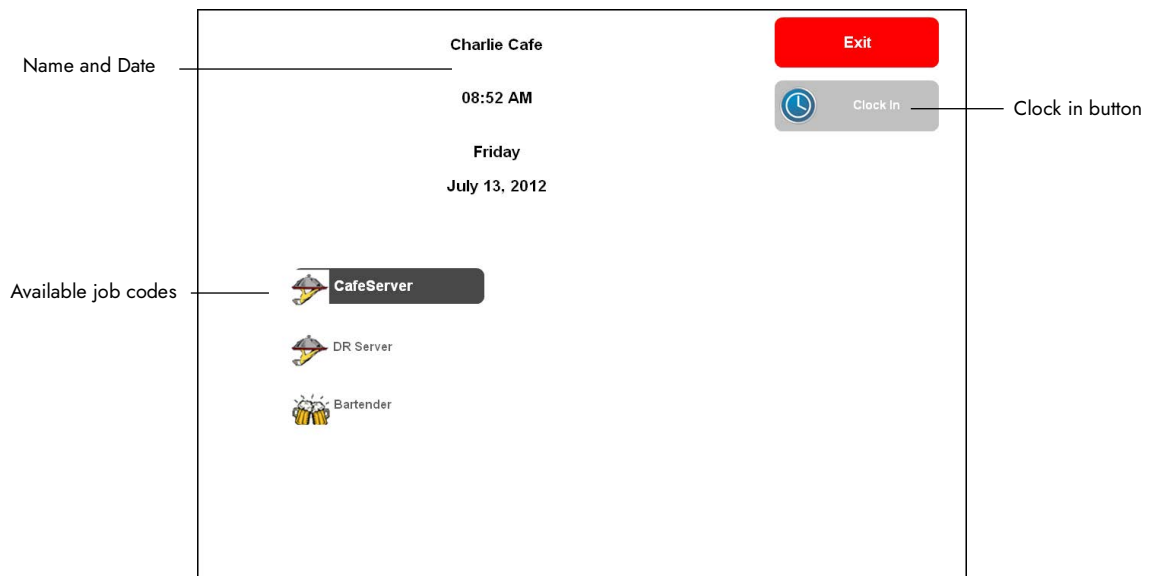




Figure 3 Clock In Screen

2. If needed, touch the **job code** for the job you will perform during this shift, such as  **CafeServer**.

3. Touch . The clock-in message prints to the local receipt printer, and appears on screen.

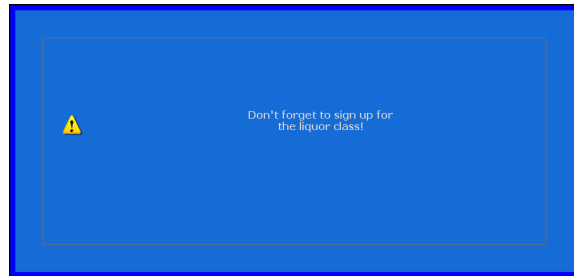


Figure 4 Clock In Message Screen

4. Touch inside the **box** to clear the message.
5. If the manager edited your tip credit amount, the tip credit rate change acknowledgement message appears.

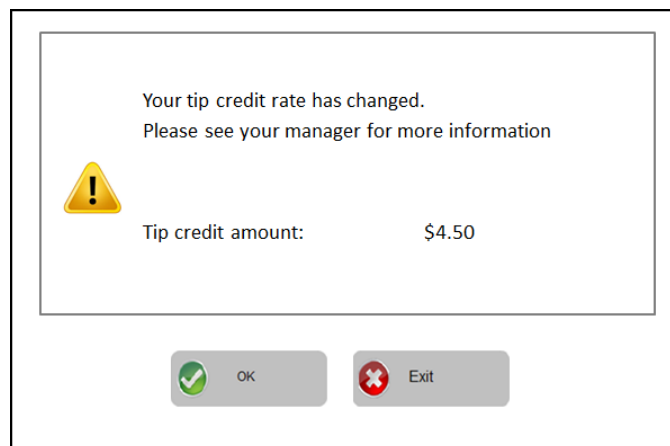


Figure 5 Tip Credit Acknowledgment

6. Touch **OK** to acknowledge the message, or **Exit** to refuse the message. If you touch **Exit**, you may not be able to clock in without manager assistance.

7. If the manager edited your prior punch, the edit punch acknowledgement message appears.

The timecard entry below has been adjusted.
Do you approve this punch adjustment?

Original Record

Clock In Date	Clock In Time	Clock Out Date	Clock Out Time	Job	Reason
1/1/2012	8:00 A.M.	1/1/2012	5:30 P.M.	Cashier	

Adjusted Record

Clock In Date	Clock In Time	Clock Out Date	Clock Out Time	Job	Reason
1/1/2012	8:00 A.M.	1/1/2012	5:00 P.M.	Cashier	Forgot to clock out

✓
Approved

✗
Not
Approved

Figure 6 Edit Punch Acknowledgement Message

8. Touch **Approved** to approve the message, or **Not Approved** to decline. If you touch **Not Approved**, you may not be able to clock in without manager assistance.
The Working with Tables screen appears.

Taking a table

As a server, you can enter the entire order at once, if you have the necessary information; however, the typical ordering process for a table includes the following steps:

1. [Taking a drink and appetizer order.](#)
2. [Taking an entree order.](#)
3. [Taking a dessert or after-dinner drink order.](#)
4. [Closing the check \(server-banking environment only\).](#)

This is standard in a server-banking environment. A cashier environment, employing servers and cashiers together, may require a cashier or bartender to take payments from a guest and close your checks for you. You may also make more trips to a table, such as for a seven-course meal in an exclusive restaurant or country club. Your operation might be slightly different, depending on the configuration of your system.

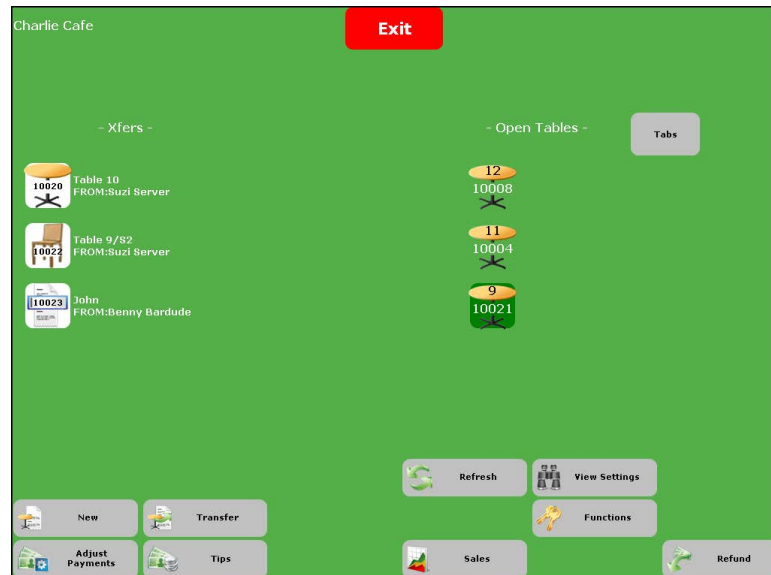


Figure 7 Working with Tables Screen

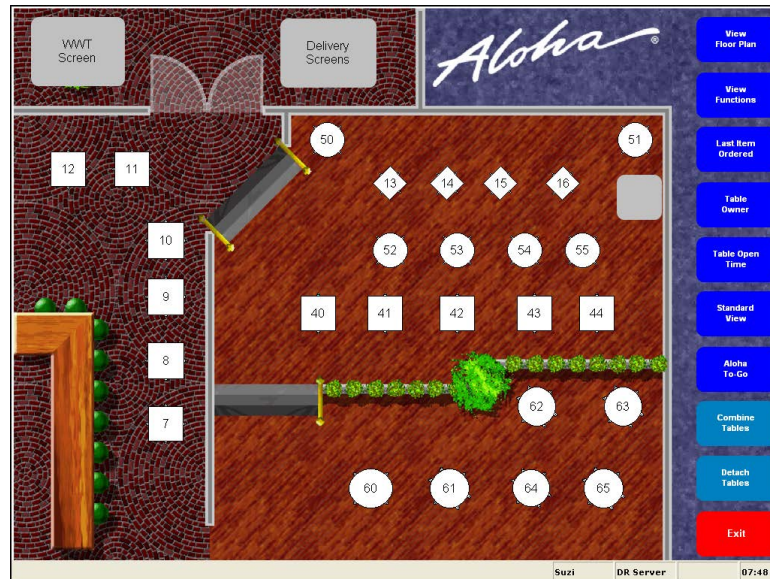




Figure 8 Sample Floor Plan Screen

Start each new order by touching  **New** on the Working with Tables screen and entering a table number, or touch a table on the floor plan screen. The sales you enter for a table are your responsibility, unless you transfer the table to another employee. Some operations require you enter a number of guests for each table. You must order at least one item for the system to consider a table open; otherwise the system still considers the table as available for use. In this section, use the same table and check, from start to finish, when performing the exercises.

Taking a Drink and Appetizer Order

SCENARIO: A party sits at a table. Take the drink and appetizer order and allow the guests to review the menu. Approach the touch screen terminal and enter the order. When finished, deliver the drinks and appetizer to the table.

1. Enter your **login ID** using the numeric keypad and touch **OK**, swipe your **mag card**, or scan your **fingerprint**. The Working with Tables screen appears, unless your operation uses a floor plan, in which case the floor plan screen appears.
2. Touch  **New** to open a table. The Enter Table Number screen appears.

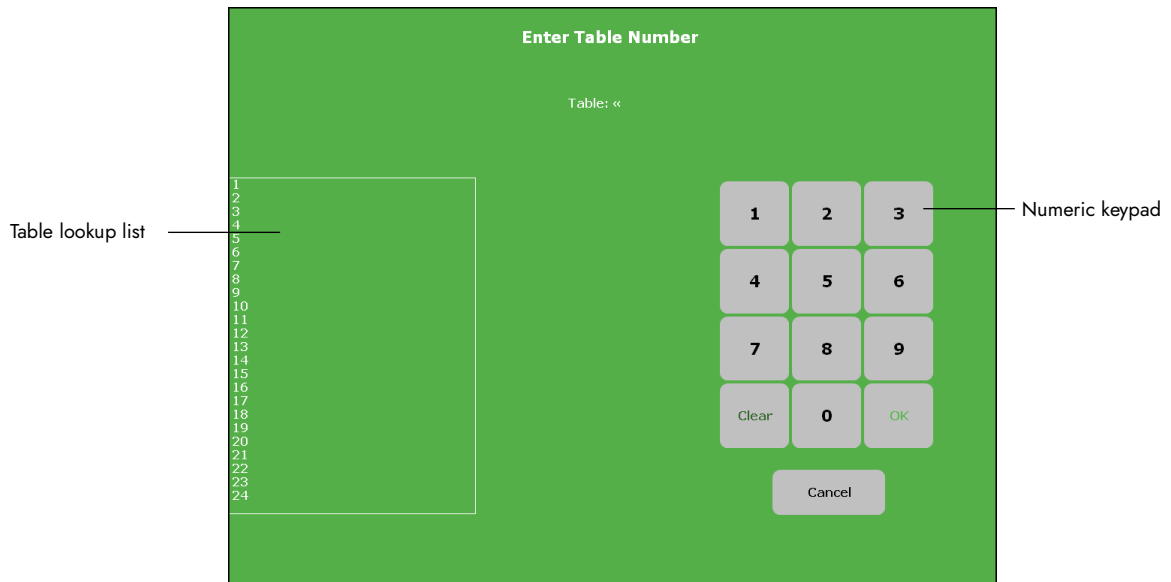


Figure 9 Enter Table Number Screen

— OR —

Touch the **table** on the Floor Plan screen, to open the table and continue with Step 4.

3. Select from the **lookup list** or enter the **table number** using the numeric keypad, and touch **OK**.

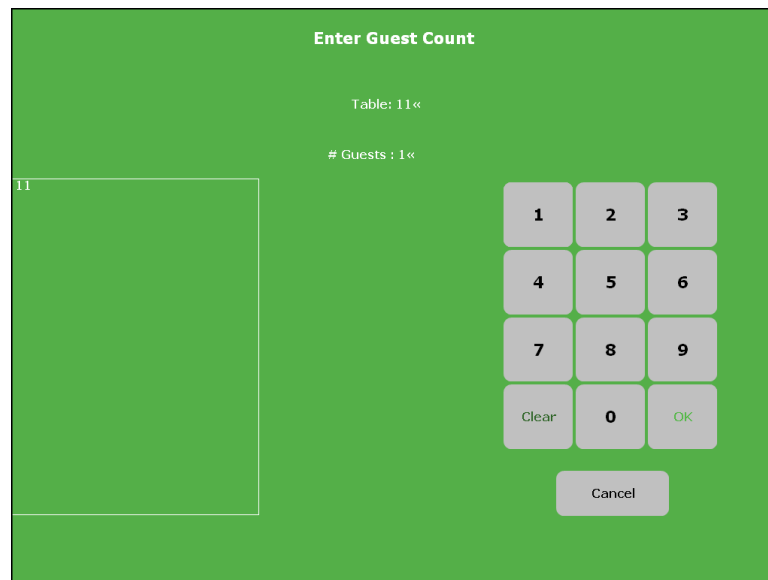


Figure 10 Enter Guest Count

4. Enter the **number of guests** sitting at the table using the numeric keypad and touch **OK**. The Order Entry screen appears.

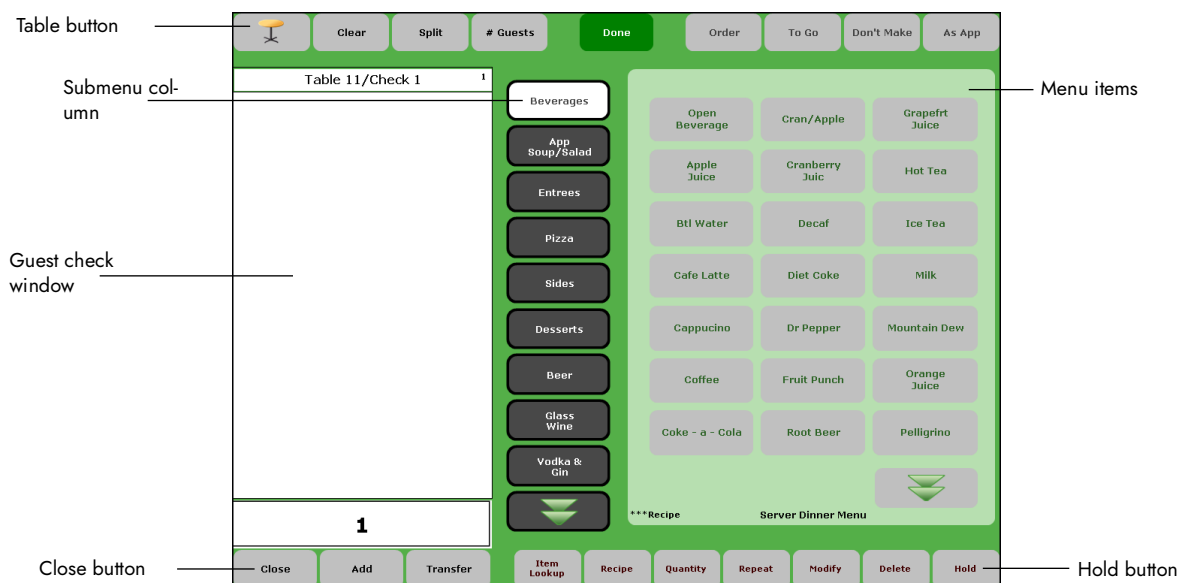




Figure 11 Order Entry Screen

5. If necessary, touch a **submenu** in the center row to locate the menu item you wish to order.
6. Touch a **menu item** on the right. The item appears with a price in blue in the guest check window, as shown in the following example:

Tea	1.50
-----	------

7. Repeat **steps 5 and 6** until you enter all items for the order.
8. Touch  to send the items to the kitchen, print a receipt, and exit to the floating logo, or touch  to send the items to the kitchen, print a receipt, and work with another table on the Working with Tables screen.

If an additional screen appears, refer to these procedures related to entering special items, found later in this section:

Entering an item sold by weight or quantity	An additional screen appears enabling you to enter an item sold by its weight or by the quantity.
Entering an open item	The Open Item screen appears enabling you to enter a user definable name and a price for an item not configured in the system.
Entering an item using price lookup (PLU)	The Enter PLU Number screen appears enabling you to enter an item based on the ID number of the item.
Entering a pizza item	The Pizza Modifier screen appears enabling you to enter the crust, size, and toppings for a pizza.
Entering a gift card item	The Please Enter Card screen appears enabling you to enter a gift card for selling.

Taking an entree order

Typically, you enter entrees either with or without modifiers, depending on the configuration of your system. A modifier might be required on ANY item when you touch a menu button, such as an appetizer, alcoholic beverage, and more. Practice performing both of the following procedures:



- **Entering an entree order without modifiers**— Enters a menu item as a single-touch selection. The item appears in the guest check window with a price.
- **Entering an entree order requiring modifiers**— Enters a menu item and accompanying modifiers through additional screens and selections. The menu item and modifiers appear in succession in the guest check window with a price.

Entering an entree order without modifiers

SCENARIO: A guest orders a Lasagna as the entree. He or she makes no other choices because it is a designed meal. Approach the touch screen terminal and enter the order.

1. Log in to the **FOH**. The Working with Tables or a floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. If necessary, touch a **submenu** in the center row to locate the menu item you wish to order.
4. Touch the **menu item** on the right. The item appears with a price in the guest check window.
5. Repeat **steps 3** and **4** until you add the new items to the order. The menu items appear in the guest check window, as shown in the following example:

Tea	1.50
Lasagna	11.99

6. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Entering an entree order requiring modifiers

Modifiers extend, alter, or further define a menu item. A modifier can be an item's ingredient, side choice, preparation method, or size variation. They can also not change or increase an item's base price. Primarily, modifiers are a way to relay necessary information to other employees, such as cooks and expeditors. You cannot order a modifier by itself. Modifiers must accompany menu items.

Modifiers are collected into modifier groups. Modifier groups are often separated by the requirements stated in its properties. For example, a steak could have a modifier group requiring a cooking temperature modifier, and another modifier group could list a range of available sides with no required choices. A modifier may also require modification. For example, if a steak is modified with a salad, the salad may require a dressing choice modifier.

Modifiers may also have a weight. In [Figure 12](#), Baked Potato has a weight of two, as indicated by the “2” in the lower right of the modifier button. Ordering a baked potato qualifies for both sides allowed on a filet mignon.

SCENARIO: A guest orders a medium-well Filet Mignon, broccoli, and mashed potatoes, to complete the entree. Approach the touch screen terminal and enter the order using modifiers. When the food is ready, deliver the entree to the table and maintain call-backs to the table.

1. Log in to the **FOH**. The Working with Tables or a floor plan screen appears.
2. Touch the **table** in the Open Tables column or on the floor plan screen. The Order Entry screen appears with the check for the table in the guest check window.
3. If necessary, touch a **submenu** in the center row to locate the menu item you wish to order.
4. Touch the **menu item** on the right. The Modify screen for an item appears.



Figure 12 Modify Screen

5. Touch the **modifier group**, in the center row, containing the modifier you want. The modifier group properties appear above the modifiers, which dictate the number of required or available selections.

Choose Optional Modifiers — Indicates you can select any number of modifiers, including none. You must select another modifier group, or touch OK to advance to the next screen.
Choose (#) — Indicates you must select the number specified to advance to the next screen.
Choose between (#) and (#) — Indicates you must select at least the first number specified, and no more than the second number specified, before you can advance to the next screen. If you select less than the second number specified, you must select another modifier group, or touch OK to advance.
Choose Up to (#) — Indicates you do not have to make a selection, but can select up to the number specified. If you select less than the number specified, you must select another modifier group, or touch OK to advance.

6. If applicable, touch **one** of the following modifier codes to indicate how to serve the modifier:

No	Indicates the following modifier is to be excluded from the item or order. The abbreviation NO appears before the modifier.
Side	Indicates the following modifier is to be served on the side of the item or order. The abbreviation SD appears before the modifier.
Extra	Indicates the following modifier is to be served with an extra portion of the item or order. The abbreviation XT appears before the modifier.





Note

Your system may have more or less modifier codes than shown in this example.

- Touch a **modifier** on the right side of the screen.
- Repeat steps **5** through **7** until you have modified the item to the guest's request and meet the properties of the modifier group. When you have met the properties, the screen either advances to the next modifier group or returns to the Order Entry screen.
- Touch **OK** if the Modify screen does not automatically return to the Order Entry screen. The menu item and modifiers appear in the guest check window as shown in the following example:

Tea	1.50
Filet Mignon	21.99
Med Well	
Broccoli	
Mashed Potatoes	



10. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Taking a dessert or after-dinner drink order

SCENARIO: A guest orders a dessert and a coffee. Approach the touch screen terminal and add the additional items to the check.

1. Log in to the **FOH**. The Working with Tables or a floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. If necessary, touch a **submenu** in the center row to locate the menu item you wish to order.
4. Touch the **menu item** on the right. The item appears with a price in the guest check window.
5. Repeat **steps 2** and **3** until the order is updated with the new items. The items appear in the guest check window, as shown in the following example:

Tea	1.50
Filet Mignon	21.99
Apple Pie	2.75
Coffee	1.50

6. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.


Closing the check to cash

As noted earlier, your operation may require you to close your checks or allow another employee to close them for you. In this exercise, you will close the check to cash.

SCENARIO: SERVER-BANKING Deliver the check to the table when the guest is finished. [See "Printing a check" on page 69.](#) Take a cash payment from the guest. Approach a touch screen terminal and close the check to cash. Return the change to the guest. The guest leaves.

SCENARIO: CASHIER ENVIRONMENT Deliver the check to the table when the guest is finished. The guest pays a cashier upon leaving.

1. Log in to the **FOH**. The Working with Tables or floor plan screen appears.
2. Touch the **table you wish to close**. The Order Entry screen appears with the check in the guest check window.

3. Touch . The Close screen appears.

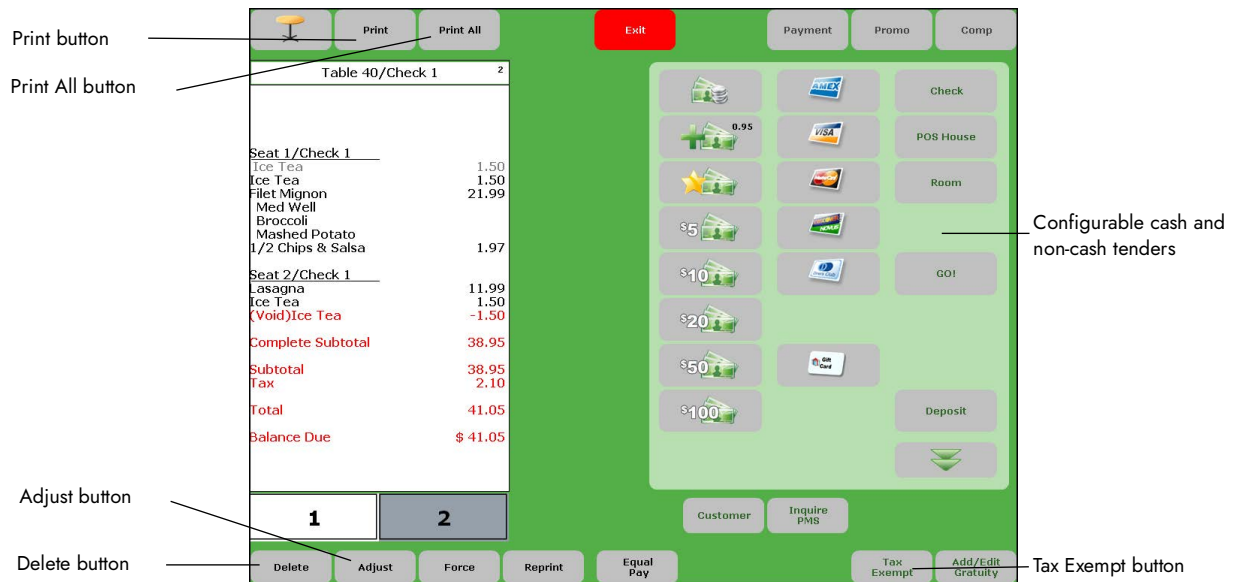



Figure 13 Close Screen

4. Touch  to enter the amount of cash payment you receive from the guest. The Cash screen appears.

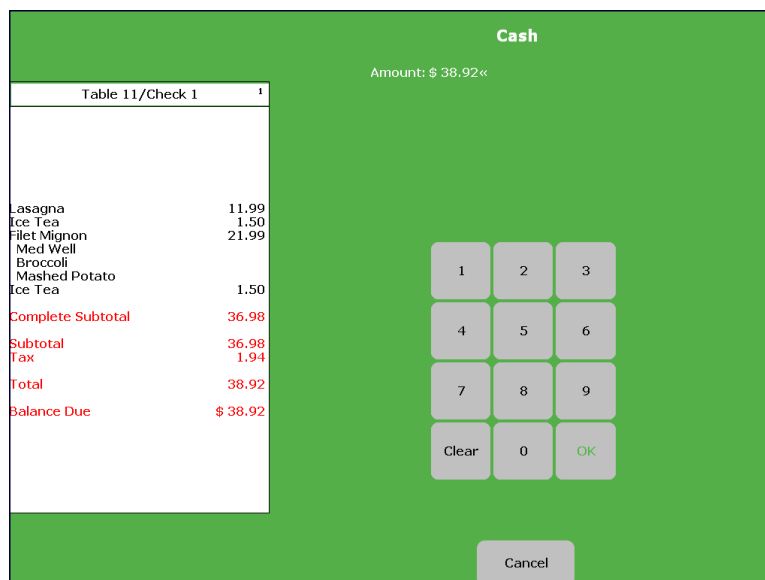










Figure 14 Cash Screen

5. Enter the **amount of cash** received from the guest using the numeric keypad, or accept the **balance of the check**, and touch **OK**. The Close screen appears with the amount reflected in the guest check window and the change due amount, if any.

— OR —


Touch one of the following available **cash buttons**:

	Applies the exact cash amount to the check. In the above example, the system applies a cash amount of \$38.92 to the check.
	Applies the next whole dollar cash amount to the check. In the above example, the system applies a cash amount of \$39.00 to the check. The change amount of .08 appears on the button for quick reference.
	Applies a \$1.00 cash amount to the check.
	Applies a \$5.00 cash amount to the check.
	Applies a \$10.00 cash amount to the check.
	Applies a \$20.00 cash amount to the check.
	Applies a \$50.00 cash amount to the check.
	Applies a \$100.00 cash amount to the check.



Note

If the applied amount does not meet or exceed the balance of the check, apply another payment to the check. When you have entered an amount to sufficiently cover the total check amount, the Close button appears in the center.

6. Touch  to close the check, print a receipt, and return to the Working with Tables or floor plan screen.

If you wish to close checks to a non-cash tender, refer to these procedures found in the rest of the section:

Closing a check to a credit card	Applies an amount to a credit card.
Closing a check to a gift certificate	Applies an amount to a gift certificate.
Closing a Check to a Gift Card	Applies an amount to a gift card.
Closing a check to a house account	Applies an amount to a house account.

Entering special items

Special items are items configured differently in the system, such as items that are sold by weight or gift cards. These special menu items display an additional screen when you touch the button.

We discuss the following special items:

- [Entering an item sold by weight or quantity](#) — Explains how to enter an item to be sold by its weight or by quantity.
- [Entering an open item](#) — Explains how to enter an open item not configured in the system. These items allow you to type in a name and a price.
- [Entering an item using price lookup \(PLU\)](#) — Explains how to enter an item using the Price Lookup method.
- [Entering a pizza item](#) — Explains how to enter a pizza with the ability to randomly select a crust, size, and toppings.
- [Entering a gift card item](#) — Explains how to enter a gift card.

Entering an item sold by weight or quantity

Your restaurant could have items that are sold by the pound or by the quantity. The procedure is the same for both scenarios.

SCENARIO: WEIGHT A guest orders Lobster sold at \$14.99 a pound. Approach a touch screen terminal and enter an order based on the poundage of a lobster.

SCENARIO: QUANTITY A guest orders 15 Buffalo Wings sold at \$1.99 each. Approach a touch screen terminal and enter an order based on the number of Buffalo Wings.

1. Log in to the **FOH**. The Working with Tables or floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. If necessary, touch a **submenu** in the center row to locate the menu item you wish to order.

4. Touch a **button** configured to be sold by its weight or quantity. A screen appears with the item and a numeric keypad.

Lobster @ 14.99 per Pound

Non-Weighed Item

Manual Quantity POUND : 2.0

1	2	3
4	5	6
7	8	9
Clear	0	OK

Cancel

Figure 15 Quantity Item Pricing Screen - Lobster

Wings @ 1.99 per

Non-Weighed Item

Manual Quantity : 15



1	2	3
4	5	6
7	8	9
Clear	0	OK

Cancel

Figure 16 Quantity Item Pricing Screen - Wings

5. Enter the number of **units** or the **weight** of an item, and touch **OK**. The Order Entry screen appears with the item priced in the guest check window, as shown in the following example:

Buffalo Wings (1.99 ea)	29.8
	5
Lobster (14.99 lb)	29.9
	8

6. Touch  to send the items to the kitchen, print a receipt, and exit to the floating logo, or touch  to send the items to the kitchen, print a receipt, and work with another table on the Working with Tables or floor plan screen.

Entering an open item

Use the Open Item function to enter an item that is not yet, or is no longer, found in the system. Open items appear in all caps and may require entry by a manager.

SCENARIO: 1 A guest states that a two Pork Chop dinner is too much food. The manager allows the guest to order a one-piece dinner and agrees to a reduced price. Approach the touch screen terminal and enter a name and the reduced price for the item. Relay the information to the kitchen.

SCENARIO: 2 A guest remembers a favorite entree offered a year ago. It is no longer on the menu, but it can still be prepared. Approach the touch screen terminal and enter a name and a price for the entree. Relay the information to the kitchen.

1. Log in to the **FOH**. The Working with Tables or floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. If necessary, touch a **submenu** in the center row to locate the submenu containing the “open item” button.

4. Touch the “open item” button. The Open Item screen with a qwerty keyboard appears.

The screenshot shows the 'Open Item' screen. At the top, it says 'Open Item'. Below that, the 'Name' field contains '1 PC CHOP' and the 'Price' field contains '\$ 0.00'. A full QWERTY keyboard is displayed in the center. At the bottom, there are three buttons: 'Clear', 'Space', and 'Backspace'. Below the keyboard, there are two buttons: 'OK' (with a green checkmark icon) and 'Cancel' (with a red X icon).

Figure 17 Open Item Screen with Qwerty Keyboard


5. Enter the **name** of the item, such as 1 PC CHOP, if applicable, and touch **OK**. The Open Item screen appears.

The screenshot shows the 'Open Item' screen. At the top, it says 'Open Item'. Below that, the 'Name' field contains '1 PC CHOP' and the 'Price' field contains '\$ 10.00'. A numeric keypad is displayed in the center. At the bottom, there are two buttons: 'Clear' (with a red X icon) and 'OK' (with a green checkmark icon). Below the keypad, there is a 'Cancel' button.

Figure 18 Open Item Screen with Numeric Keypad

6. Enter the **price** for the item and touch **OK**. The Order Entry screen appears with the item priced in the guest check window, as shown in the following example:

1 PC CHOP 10.00

7. Touch **Done** to send the order to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Entering an item using price lookup (PLU)

Use the Price Lookup function when an item is in the system, but not available on the screen or is only available on certain days. The Price Lookup function is commonly used with bar code scanners. You might compare this feature to how older grocery stores operate. Contact your manager for the correct ID numbers. Never randomly enter a number.



Note

When activated, the PLU button appears in the last position of every submenu.

SCENARIO: The guest orders a Mongolian Buffet, which is only served on Monday nights. Approach the touch screen terminal and enter the entree with a known ID number, or from a list of PLU numbers.

1. Log in to the **FOH**. The Working with Tables or floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. Touch **PLU**. The Enter PLU Number screen appears.

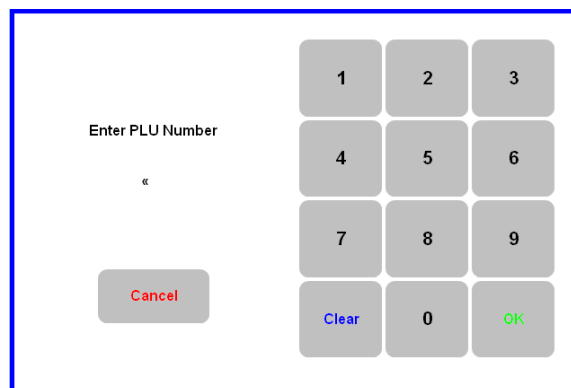



Figure 19 Enter PLU Number Screen

4. Enter the **item ID number** using the numeric keypad and touch **OK**. The Order Entry screen appears with the item priced in the guest check window, as shown in the following example:

Mongolian Buffet	22.9
	9

5. Touch **Done** to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Entering a pizza item

Use the Pizza Modifiers function to enter an item configured to order a pizza size, pizza crust, and pizza toppings randomly from the same screen.

SCENARIO: A guest orders a pizza. Approach a touch screen terminal, touch the pizza, and enter the required choices to complete the pizza.

1. Log in to the **FOH**. The Working with Tables or floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. Touch an **item configured with pizza modifiers**.

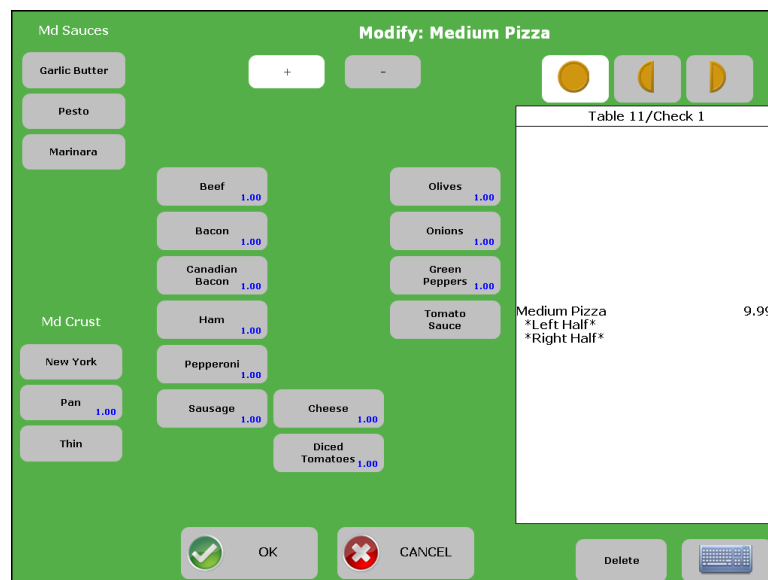







Figure 20 Pizza Screen

4. Touch a **crust selection** from the left side of the screen.
5. Touch a **size selection** from the left side of the screen.
6. If necessary, touch **one of the following buttons** to apply pizza toppings:



	Applies the following toppings to the whole pizza.
	Applies the following toppings to half of the pizza.
	Applies the following toppings to the other half of the pizza.

7. If necessary, touch **one of the following buttons** to add or remove pizza toppings:

	Adds the following toppings to the pizza or half.
	Subtracts the following toppings from the pizza or half.

8. Touch **OK**. The Order Entry screen appears with the pizza priced in the guest check window with modifiers, as shown in the following example:

Medium Pizza **10.99**
Thin
Pepperoni

9. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Entering a gift card item

Use the Gift Card function to enter an item configured to order a gift card, if available at your store. The system connects to the gift card host and returns with an approval or a decline. Your restaurant may supply pre-denominated, open value, or add value gift cards. Refer to the following scenarios:

SCENARIO: PRE-DENOMINATED GIFT CARD A guest purchases a new \$20.00 gift card. You can not enter a purchase amount when selling a pre-denominated gift card because the amount field does not allow editing. The Aloha POS system sends a request to the host to activate the card for \$20.00. The host returns with either an approval or a decline.

SCENARIO: OPEN VALUE GIFT CARD A guest purchases an open value card and wants to start with a balance of \$50.00. You enter a purchase amount of \$50.00 in the amount field. The Aloha POS system sends a request to the host to activate the card and add a \$50.00 value to the card. The host returns with either an approval or a decline.

SCENARIO: ADD VALUE GIFT CARD The guest wants to increase the balance of an existing gift card to \$100.00. You enter a purchase amount of \$100.00 in the amount field. The Aloha POS system sends a request to the host to add \$100.00 to the balance of the card. The host returns with either an approval or a decline.

Selling a single gift card

1. Log in to the **FOH**. The Working with Tables or a floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. Touch an **item configured as a gift card**. The Please Enter Card screen appears.

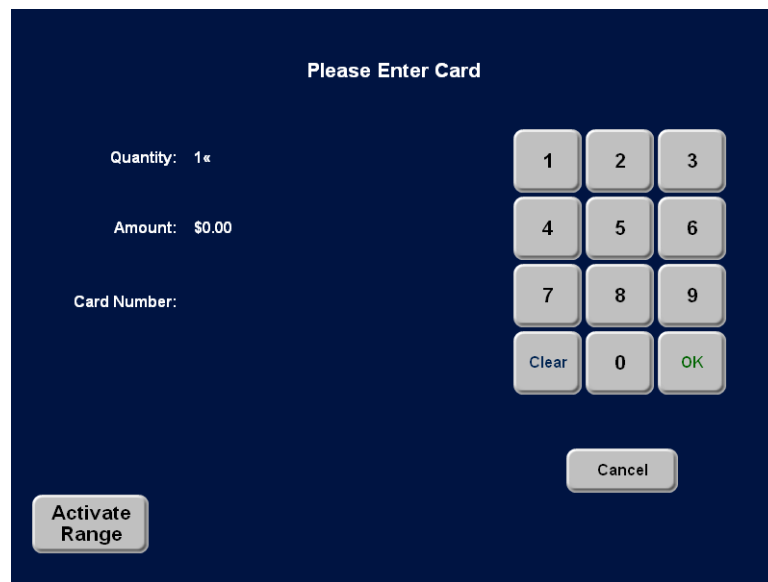
The image shows a dark blue screen titled "Please Enter Card". On the left side, there are three labels: "Quantity: 1◀", "Amount: \$0.00", and "Card Number:". To the right of these labels is a numeric keypad with buttons for digits 1-9, 0, a "Clear" button, and an "OK" button. Below the keypad is a "Cancel" button. In the bottom left corner, there is an "Activate Range" button.

Figure 21 Please Enter Card Screen

4. If the double arrows appear on the Amount prompt, enter the **purchase amount** of the gift card using the numeric keypad and touch **OK**.
5. Slide the **gift card** across an available reader, or enter the **gift card number** using the numeric keypad, and touch **OK**.

If you encounter a message, such as the one in [Figure 22](#), touch **OK** to display the Manager Approval screen.

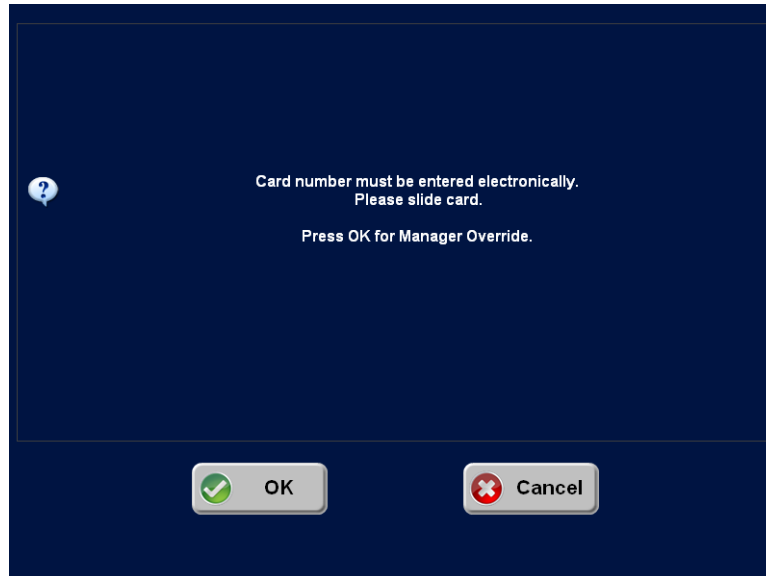



Figure 22 Manager Override Screen

A manager, or an employee with sufficient access, **must enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**.

The system connects to the host and begins processing. The Order Entry screen appears with the gift card, gift card number, transaction number, and authorization code in the guest check window, as shown in the following example:

25\$ Gift Card	25.0
	0
XXXX60367188880XXXX	
Tran: 00028934	
Auth: 030806	

6. Touch **Done** to order the gift card, print a receipt, and exit to the floating logo, or touch  to order the gift card, print a receipt, and work with another table on the Working with Tables or floor plan screen.

Selling multiple gift cards

Depending on how your system is set up, you can sell multiple quantities of a gift card type in different ways. You can sell them by entering each card number individually, or by using the Activate Range button. After you enter the quantity of cards for selling, additional screens appear.

Selling multiple gift cards without using Activate Range button

The following procedure details how to sell multiple quantities of a gift card type without using the Activate Range button. Select the number of gift cards, slide the first card, and touch OK. A new screen appears, asking you to slide the next card and specify the remaining number of cards to enter. Continue until you enter all cards. After entering the last card number, the system connects to the host and begins processing. When you use this method to sell more than one gift card, each card appears as a separate transaction in the guest window.

1. Log in to the **FOH**. The Working with Tables or a floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. Touch an **item configured as a gift card**. The Enter Gift Card screen appears, as (Figure 21)
4. Touch the **quantity** of gift cards, using the numeric keypad, and touch **OK**.
5. If the double arrows appear on the Amount prompt, enter the **purchase amount** of a single gift card, using the numeric keypad, and touch **OK**.
6. Slide the **gift card** across an available reader. or enter the gift card number using the numeric keypad, and touch **OK**.


If you encounter a message, such as the one in [Figure 22](#), touch OK to display the Manager Approval screen. A manager, or an employee with sufficient access, **must enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**. You only encounter the Manager Approval screen on the first card number you enter. All subsequent card numbers do not require a manager password to complete the transaction.

An additional screen appears for the next card, based on the quantity number.

Figure 23 Please Enter Card Number (#) of (#) Screen

7. Repeat **Step 6** until you enter all gift cards. The system connects to the host and begins processing. The Order Entry screen appears with each gift card, transaction number, and authorization code, in the guest check window, as shown in the following example:

\$25 Gift Card	25.00
XXXX60367188880XXXX	
Tran: 00028934	
Auth: 030806	
\$25 Gift Card	25.00
XXXX60367188880XXXX	
Tran: 00028935	
Auth: 030806	

8. Touch **Done** to order the gift card, print a receipt, and exit to the floating logo, or touch  to order the gift card, print a receipt, and work with another table on the Working with Tables or floor plan screen.

Selling multiple gift cards using Activate Range button

The following procedure details how to sell multiple quantities of a gift card type using the Activate Range button. After you enter the quantity of cards for selling, additional screens appear, depending on how your system is set up. When you use this method to sell more than one gift card, a summary transaction appears in the guest check window.

1. Log in to the **FOH**. The Working with Tables or a floor plan screen appears.
2. Touch the **table** at which the guest is sitting. The Order Entry screen appears with the check for the table in the guest check window.
3. Touch an **item configured as a gift card**. The Enter Gift Card screen appears, as (Figure 21)
4. Touch the **quantity** of gift cards, using the numeric keypad, and touch **OK**.
5. If the double arrows appear on the Amount prompt, enter the **purchase amount**, using the numeric keypad, and touch **OK**.
6. Touch **Activate Range**. Depending on the configuration of the system, the Please Enter First Card in Range screen appears, or the Please Enter First and Last Card in Range screen appears.

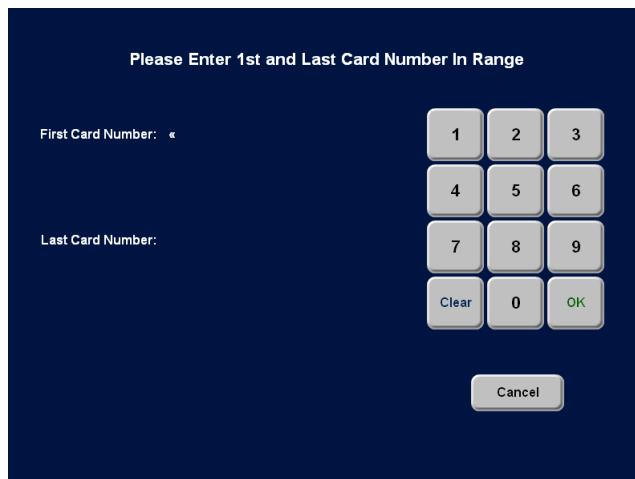


Figure 24 Please Enter First and Last Card in Range Screen

7. Slide the first **gift card** across an available reader, or enter the **gift card number** using the numeric keypad, and touch **OK**.



If you encounter a message, such as the one in Figure 22, touch OK to display the Manager Approval screen. A manager, or an employee with sufficient access, **must enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**. You only encounter the Manager Approval screen on the first card number you enter. All subsequent card numbers do not require a manager password to complete the transaction.

If using the Please Enter First Card in Range screen, the system assumes you are entering the next cards in sequential order, based on the quantity number, and within the maximum number in the range.

If using the Please Enter First and Last Card in Range screen, slide the **last gift card** in sequential order across an available reader, or enter the gift card number using the numeric keypad, and touch OK.

The system connects to the host and begins processing, The Order Entry screen appears with the gift card, transaction number, and authorization code, in the guest check window, as shown in the following example:

(2) \$25 Gift Card	25.0
	0
XXXX60367188880XXXX	
Tran: 00028934	
Auth: 030806	

8. Touch  to order the gift card, print a receipt, and exit to the floating logo, or touch  to order the gift card, print a receipt, and work with another table on the Working with Tables or floor plan screen.



Tip

In the following section you will learn how to work with items. In the case of gift cards, you can not apply the Repeat or Quantity buttons. To delete a gift card, the system connects to the host again for approval.

If your restaurant uses gift cards, refer to these procedures found in the rest of the section:

Closing a check to a gift card	Applies an amount to a gift card.
Inquiring a gift card balance	Enables you to inquire about an amount on a gift card.

Working with items

Within the Order Entry screen, you can perform various functions to an item BEFORE the item is ordered and 'sent to the kitchen.' Most likely you will perform most of these procedures during any given shift. Your system may not have some of these procedures configured. In this section perform all procedures from the Order Entry screen with an open check.

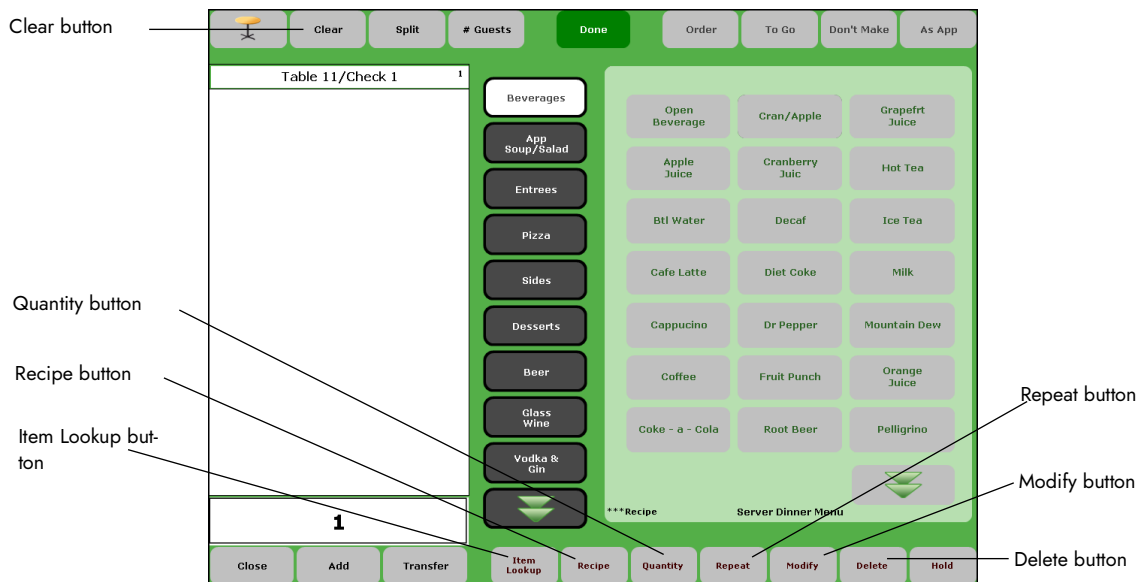


Figure 25 Working with Items from the Order Entry Screen

You can work with items using the following methods:

- **[Adding modifiers for an item](#)** — Explains how to add, change, and delete modifiers configured to extend, alter, or further define menu items, such as a request for no onions on a hamburger. Also includes how to add a special message for items.
- **[Copying an item](#)** — Explains how to enter the same item twice.
- **[Entering items in multiples](#)** — Explains how to enter the same item multiple times.
- **[Deleting an unordered item](#)** — Explains how to remove an item from a check before it is ordered and sent to the kitchen.
- **[Deleting or replacing an unordered modifier](#)** — Explains how to remove a required or optional modifier from an item on a check before it is ordered and sent to the kitchen.
- **[Clearing a check of unordered items](#)** — Explains how to remove ALL unordered items from a check before they are ordered and sent to the kitchen.
- **[Viewing and printing the recipe for an item](#)** — Explains how to view and print available recipes for items.

- **Entering an item from another menu** — Explains how to locate and enter an item from another menu, when allowed by a manager.
- **Looking up and entering any item in the system** — Explains how to look up an item by name or ID number, and then order it, if necessary.

Adding modifiers for an item


Use Modify, located along the bottom row of the Order Entry screen, to modify a menu item with a request that is out of the norm, or not common enough to require you to select a modifier. If the item is not configured with modifiers, modifiers will not appear. Refer to the [Entering an entree order requiring modifiers](#) procedure for more information.





Note

Select the item in the guest check window and touch Modify, or you can touch Modify to make selections for the last entered item. You can not modify an item that is already sent to the kitchen.

SCENARIO: A guest orders a hamburger without onions. The system is configured with a modifier group for condiments, but it does not appear automatically. While ordering, touch Modify.


1. From the Order Entry screen, if the menu item you wish to modify is not the last entered item, touch the **item** in the guest check window.
2. Touch . The Modify screen appears for the item. If no modifiers appear, then the item has no available modifiers.
3. Touch the **modifier group**, in the center row, containing the modifier you want. The modifier group properties appear above the modifiers, which dictate how many selections you can make and when the next screen appears.
4. If applicable, touch **one** of the modifier codes, such as Extra, to indicate how to adjust the modifier.
5. Touch a **modifier** on the right side of the screen.
6. Continue entering **modifiers** until you meet the properties of the modifier group. The screen either advances to the next modifier group, or returns to the Order Entry screen, based on the properties of the modifier group.
7. Repeat **steps 3** through **6** until the item is complete.
8. Touch **OK** if the Modify screen does not automatically return to the Order Entry screen. The menu item and modifiers appear in the guest check window, as shown in the following example:

Hamburger	5.95
NO Onions	

9. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Deleting an unfinished modifier


Delete an incorrect modifier before you exit the Modify screen. With any modifier you delete, you must still adhere to the properties of the modifier group.

1. From the Modify screen, touch the **modifier** you wish to delete in the guest check window.
2. Touch . The item disappears from the guest check window on the Modify screen.
3. Touch **OK** to return to the Order Entry screen.

Adding a modifier for a modifier

If configured, you can modify a modifier to create another level for the order. It is similar to the [Entering an entree order requiring modifiers](#) procedure, but a level deeper.

SCENARIO: A guest orders a Fettuccine Alfredo entree and a salad with Ranch. The system is configured with a salad as a modifier for Fettuccine Alfredo, and Ranch as a modifier for the salad.


1. From the Modify screen, if the modifier you wish to modify further is not the last entered modifier, touch the **modifier** in the guest check window.
2. Touch . The Modify screen appears for the modifier.
3. Touch the **modifier group**, in the center row, containing the modifier you want.
4. If applicable, touch **one** of the modifier codes, such as Extra, to indicate how to serve the modifier.
5. Touch a **modifier** on the right side of the screen.
6. Continue entering **modifiers** until you meet the properties of the modifier group. The screen either advances to the next modifier group, or returns to the Order Entry screen, based on other modifier groups associated with the item.
7. Repeat **Steps 3** through **5** until the item is complete.
8. Touch **OK** if the Modify screen does not automatically return to the Order Entry screen. The menu item and modifiers appear in the guest check window, as shown in the following example:

Fettuccine Alfredo	8.9
	5
Salad	
Ranch	

Adding an exception modifier for a menu item

If configured, you can add exception modifiers to the menu item for instances when the modifier you want is not common or currently available. This is similar to the [Entering an entree order requiring modifiers](#) and [Adding a modifier for a modifier](#) procedures.


SCENARIO: A guest orders rolls and ranch dressing for dipping. The system is configured with Ranch dressing, but is only accessible as a salad modifier. Order Ranch with rolls using an exception Ranch modifier.

1. From the Modify screen, touch . The Modify screen appears for the modifier.
2. Touch a **modifier group**, in the center row, containing the modifier you want.
3. If applicable, touch **one** of the modifier codes, such as Extra, to indicate how to serve the modifier.
4. Touch a **modifier** on the right side of the screen.
5. Continue entering **modifiers** until you meet the properties of the modifier group. The screen either advances to the next modifier group, or returns to the Order Entry screen, based on the properties of the modifier group.
6. Repeat **Steps 2** through **5** until the item is complete.
7. Touch **OK** to return to the Order Entry screen.

Adding a special message for the item

Use the 'typewriter' button to add a limited text message to the kitchen for an item, such as 'Rush Job', and 'Don't Make'. The message appears in all caps and does NOT count as a modifier selection in the modifier group properties.

SCENARIO: A guest states a rush job on his food, but this option is not available as a modifier. Enter a special message for the kitchen.

1. From the Modify screen, touch . The Enter Special Message screen appears.
2. Enter a **message** using the qwerty keyboard and touch **OK**. The message appears in the guest check window as shown in the following example:

RUSH JOB

Copying an item


Use Repeat located along the bottom row of the Order Entry screen to copy and enter items a second time. This button is especially helpful when repeating items with the same modifiers, and reduces the number of screen touches you make for an order. You must enter the item first before you can repeat it.



Note

Select the item in the guest check window and touch Repeat, or you can repeat the last entered item.

SCENARIO: The first guest orders two taco salads with extra beans and salsa on the side. Enter the order once, then repeat the item.


1. From the Order Entry screen, if the menu item you wish to copy is not the last entered item, touch the **item** in the guest check window.
2. Touch . The item appears in the guest check window a second time, as shown in the following example:

Taco Salad	2.99
XT Beans	
SD Salsa	
Taco Salad	2.99
XT Beans	
SD Salsa	

Entering items in multiples

Use Quantity, located along the bottom row of the Order Entry screen, to enter items in multiple quantities. The Quantity button is especially helpful when entering multiple items with exactly the same modifiers and reduces the number of screen touches you make for the order. You must enter the item at least once before you can enter it in multiple quantities.

SCENARIO: A guest requests 5 orders of coconut pie for an office party. Rather than touching Coconut Pie three times or using the Repeat button, enter the coconut pie once, then specify a quantity of 5.

1. From the Order Entry screen, if the menu item you wish to enter in quantity is not the last entered item, touch the **item** in the guest check window.
2. Touch . The Enter Quantity dialog box appears.

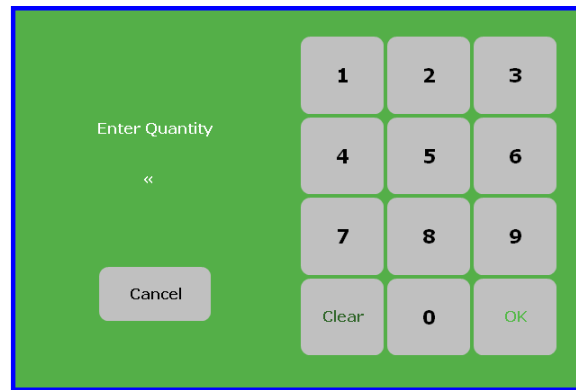


Figure 26 Enter Quantity Dialog Box

3. Enter the **quantity** using the numeric keypad and touch **OK**. The items appear in the guest check window, as shown in the following example:

Coconut Pie	6.99
Coconut Pie	6.99
Coconut Pie	6.99
Coconut Pie	6.99
Coconut Pie	6.99


Deleting an unordered item

Use Delete, located along the bottom row of the Order Entry screen, to remove an unordered item from an order. Do not confuse deleting an item with voiding an item. You can delete an item anytime while the text is blue. When the text is black, a manager must perform a void to remove the item from the check.




Note

Select an item in the guest check window and touch Delete, or you can delete the last entered item. You can not delete an item that has already been sent to the kitchen.

1. From the Order Entry screen, if the menu item you wish to delete is not the last entered item, touch the **item** in the guest check window.
2. Touch . The item is removed from the guest check window.

Deleting or replacing an unordered modifier

Use Delete, located along the bottom row of the Order Entry screen, to remove an unordered modifier from the order. You can delete a modifier anytime while the text is blue. When the text is black, a manager must perform a void to remove the item from the check.

1. From the Order Entry screen, touch the **modifier** in the guest check window.
2. Touch .


If the modifier is a required modifier for an item, the Modify screen appears so you can fulfill the minimum and maximum requirements. Touch a **replacement modifier**. The Order Entry screen appears with the replaced modifier.

If the modifier is not a required modifier for the item, the modifier is removed from the associated item in the guest check window.

Clearing a check of unordered items

Use Clear, located along the top of the Order Entry screen, to remove all unordered items from a check. Any ordered items on a check remain on the check. This feature does not cancel a table when all items are removed.

SCENARIO: A guest orders several items. Approach the touch screen terminal and begin entering the items. The guest stops you in mid-order and decides to change or cancel his order. Touch Clear to clear the order before sending and start again.

1. With the order appearing in the Order Entry screen, touch . A confirmation message appears.
2. Touch **OK**.

Viewing and printing the recipe for an item

If configured, use Recipe, located along the bottom row of the Order Entry screen, to view available preparation recipes and pictures for items. Menu items with recipes are marked with three red asterisks (***), and it is common with alcoholic beverages or food preparations. Print the recipe information to a local receipt printer. You must enter the item before you can view and print the recipe.

SCENARIO: A guest inquires about the ingredients for a Party Dip. Approach the touch screen terminal and touch Party Dip, then Recipe. Return to the guest with the information.



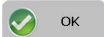
1. From the Order Entry screen, if the menu item for which you want to view or print the recipe is not the last entered item, touch the **item** in the guest check window.
2. Touch . The Recipe Information screen for the item appears.



Figure 27 Recipe Information Screen

3. Touch , if you want to print the recipe to the local receipt printer.
4. Touch  to return to the Order Entry screen.

Entering an item from another menu

When enabled by a manager, you can access and enter items from another available menu using the Next Menu button located below the menu item area. Use this when the guest orders such things as a breakfast item that is still available during lunch time. Typically your restaurant could have several menus, such as a breakfast or happy hour menu.

SCENARIO: At 11:00 a.m. the the lunch menu appears since breakfast is considered over. The guest orders hash browns during lunch time, but hash browns are only offered for breakfast. The manager allows you to access the breakfast menu to order hash browns only for that table.

1. From the Order Entry screen, touch **Other Menu**. The menu items from another menu appear.
2. Touch an item from the menu to add the item to the check.
3. Touch **Other Menu** to toggle back to your regular menu.

Looking up and entering any item in the system

Use the Item Lookup button to look up any item in the system and verify its availability. The price appears in parenthesis next to the item. Once found, you can add the item to the check.

SCENARIO: A guest requests an unusual beverage that you are not sure is in the system. Look up the item and then enter it, if needed.

1. From the Order Entry screen, touch **Item Lookup**. The Item Lookup screen appears.

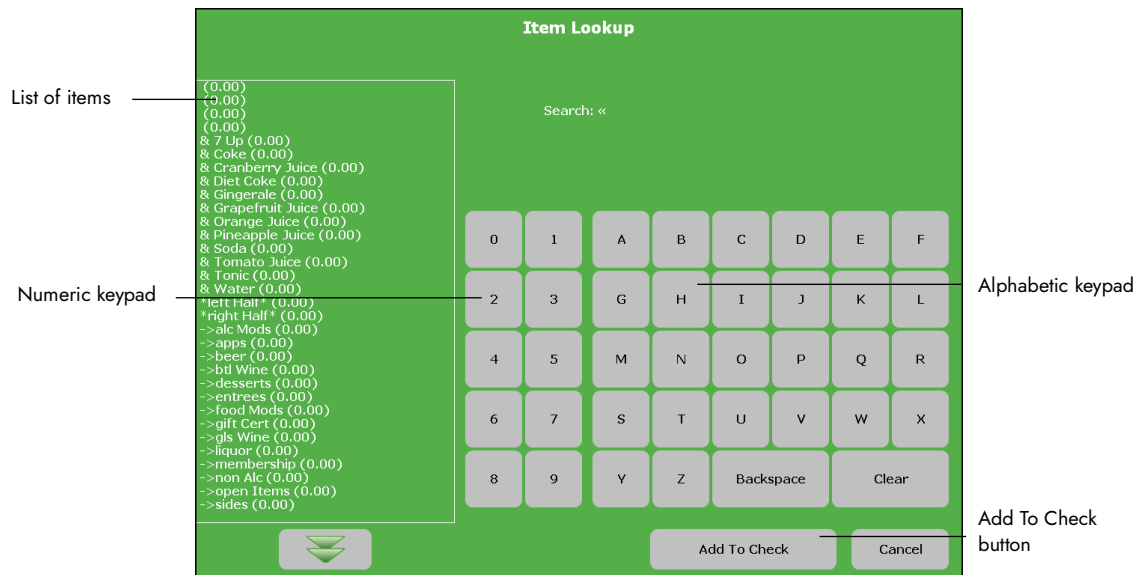


Figure 28 Item Lookup Screen


2. Search for an item using **ONE** of the following methods until the item appears in the search prompt:

Touch the **numeric keypad** in the center to begin searching by PLU number.

Touch the **alphabetic keypad** to the right to begin searching alphabetically by item name.

3. Touch **Add to Check** to enter the item and return to the Order Entry screen, or touch **OK** to return to the Order Entry screen without entering the item.

Sending orders

Up until now, you have been instructed to touch **Done** or  to send orders to the kitchen. Done exits to the floating logo screen, and Table enables you to work with another table on the Working with Tables screen. It is important to know the other methods of sending orders to the kitchen from the Order Entry screen.

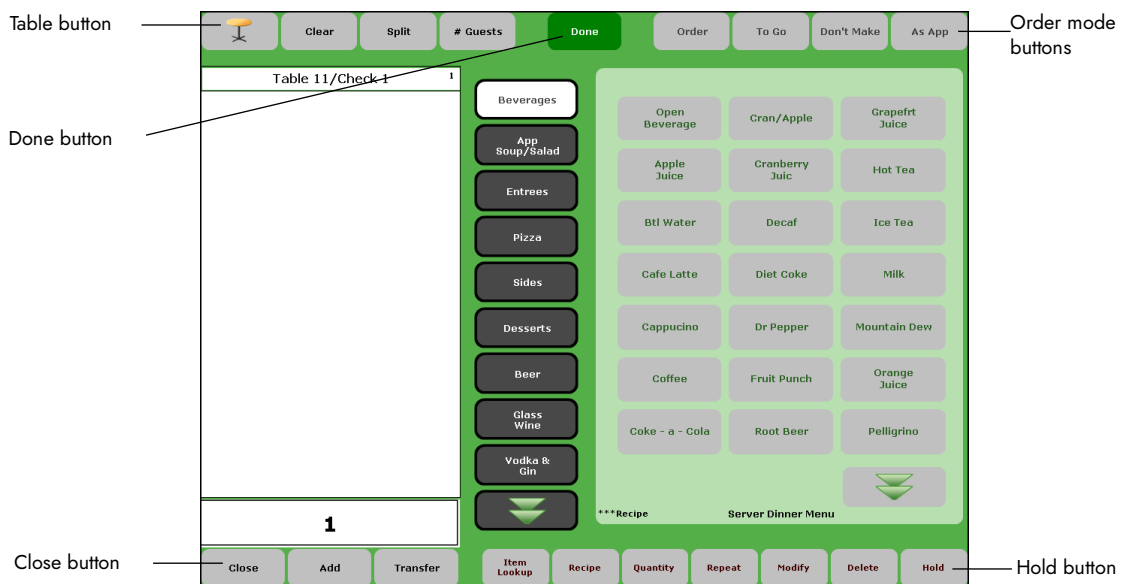


Figure 29 Sending Orders from the Order Entry Screen



Note

Unordered items are ordered, or sent to the kitchen, when the system times out after a period of inactivity, and returns to the floating logo screen.

With the exception of Hold, pressing any one of the buttons emphasized in Figure 29, commits the items to an order mode. The buttons on the top right row of the Order Entry screen are configurable and may appear different on your screen. Touching an order mode could order a selected item or the entire order, and might print additional information on the kitchen chit to instruct the kitchen staff how to prepare or plate an item. For example, the 'Don't Make' button is commonly configured to print an extra '***DON'T MAKE***' line, which tells the kitchen not to prepare these items. Up to four order modes appear on the screen with an optional fifth button to replace the 'Hold' button. Use your own discretion depending on the buttons available to you.

The following is a list of common order mode buttons:

Order	Orders all unordered items on an order for dine in.
To Go	Orders the selected items with the To Go order mode. You might do this when a guest requests a take home meal for a family member who is not present.
As App	Orders the selected item as an appetizer when it is commonly ordered as an entree.
As Entree	Orders the selected item as an entree when it is commonly ordered as an appetizer.
Don't Make	Orders the selected item that was previously prepared and served 'on the fly' and lets the kitchen know they should not make it again.

The system assumes the default order mode used at the terminal from which it is entered, unless you choose a specific order mode. For example, if the terminal is closest to a To Go station, it probably has all new orders configured as 'To Go' when you begin, however, you can change an order mode before you send the order to the kitchen.

These procedures assume you have already entered an item in the guest check window. Select an item from the guest check window and touch an order mode button, or touch an order mode button to send all unordered items. To assist you in determining the current ordering status, items are color coded in the order entry screen, as shown in the following table:

Blue	Indicates an item is entered but not yet ordered. You can remove the item from a check at any time.
Black	Indicates an item is ordered. A manager must perform a void to remove the item from a check.
Pink	Indicates an item is placed on hold. You must take the item off hold to order the item or close a check.
Gray	Indicates an item is voided. The sales amount of the item is deducted from a check.

You can send orders to the kitchen using any of the following methods:

- **Sending a partial order to the kitchen**— Explains how to send a partial order to the kitchen by selecting an unordered item from the guest check window.
- **Sending an order to the kitchen with a different order mode** — Explains how to send a partial or full order to the kitchen marked with a different order mode than the default order mode assigned to the terminal.
- **Placing an unordered item on hold** — Explains how to place an item on hold, and then send it to the kitchen on demand.



Note

For your own security, return to the floating logo screen when you finish the order.

Sending a partial order to the kitchen



To send a partial order to the kitchen, such as an appetizer, select an unordered item from the guest check window and touch an order mode button located at the top of the Order Entry screen. The unordered items remain in the guest check window in blue text, and the ordered item appears in black text. You remain on the Order Entry screen and must touch one of the other buttons explained in this section to exit.



Note

Select the item in the guest check window and touch an order mode. If you do not select an item first, the last unordered item on the guest check is sent to the kitchen.

SCENARIO: A guest orders an appetizer and entree in the same visit to the table. An entree is pre-prepared and takes no cook time, but you must serve it after the appetizer. Enter the entire order. Select an appetizer to send it to the kitchen and order it separately as the first course. Then send the rest of the order to the kitchen with some indication that it must wait for the appetizer.

1. From the Order Entry screen, touch a **menu item** in the guest check window. The item appears in the guest check window in blue text.
2. Touch the appropriate **configurable order mode button**, to send the item to the kitchen. The text turns to black in the guest check window.
3. Touch  to send any remaining items to the kitchen and exit to the floating logo, or touch  to send any remaining items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Sending an order to the kitchen with a different order mode

As explained earlier, each terminal has a default order mode. You can change the default order mode for an order, or partial order, you are entering to another order mode, such as 'To Go', 'Don't Make', or 'Appetizer'. This procedure is similar to the [Sending a partial order to the kitchen](#) procedure.





Note

Select an item in the guest check window and touch an order mode. You can not apply an order mode to an item which has already been sent to the kitchen.

SCENARIO: A guest orders a complete meal, then orders an extra meal as To Go for an elderly person at home. Enter the entire order. Select the To Go meal, and touch To Go. An item is marked as To Go, and ordered and printed separately.

1. From the Order Entry screen, touch a **menu item** in the guest check window. The item appears in the guest check window in blue text.
2. Touch the appropriate **configurable order mode button** to send an item to the kitchen. The blue text turns to black in the guest check window. Preceding and trailing indicators might appear on the chit and the guest check window, as shown in the following example:

<<<Senior Chicken>>>	5.99
----------------------	------

3. Touch  to send any remaining items to the kitchen and exit to the floating logo, or touch  to send any remaining items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Placing an unordered item on hold




Use Hold, located along the bottom of the Order Entry screen, to place an item on hold. When you place an item on hold, the item is added to the guest check in pink text, but it is not sent to the kitchen. When you access the Working with Tables screen to take the item off hold, the table with an item on hold is flashing.



Note



Select an item in the guest check window and touch Hold. If you do not select the item first, the last unordered item is placed on hold. You can not place an item on hold that has already been sent to the kitchen.

SCENARIO: A guest orders a complete meal, along with a slice of chocolate pie. Place a slice on hold to reserve the piece. When the guest is ready, take the item off hold to send the item to the kitchen.

1. From the Order Entry screen, if the menu item you wish to place on hold is not the last entered item, touch the **item** in the guest check window.
2. Touch . The item appears in pink text with a price in the guest check window.
3. Touch  to send any remaining items to the kitchen and exit to the floating logo, or touch  to send any remaining items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Taking an item off hold

When you place an item on hold, you must resolve the item by taking it 'off hold'. You can not close a check with an item on hold. The table icon flashes on the Working with Tables screen to let you know you have an order with an item on hold.

1. Log in to the **FOH**. The Working with Tables screen appears.
2. Touch a **flashing table in use** in the Open Tables column. The Order Entry screen appears with the table in the guest check window.
3. Touch the **pink item** in the guest check window.
4. Touch an **order mode** to take the item off hold and send the items to the kitchen.
5. Touch , and exit to the floating logo, or touch  to work with another table on the Working with Tables or floor plan screen.

Resending an item to the kitchen

In a busy restaurant environment, it is very easy to misplace a kitchen chit or deliver an order to a table with a missing item. Instead of verbally communicating the situation to the kitchen staff, select one or more items to resend from the current check or a recalled check and request a new chit to print to the kitchen printer.



Note

The system treats this as a reprint and does not reorder the items.

SCENARIO: The kitchen staff receives an order of Double Steakburger and Regular Fries; however, when the food is delivered to the table, the fries are omitted from the tray. The manager selects the employee and the check, and then selects the Fries item to resend to the kitchen.

1. From the Working with Tables screen, touch **Functions > Financial**. The Financial screen appears.
2. Touch **Resend to Kitchen**.

If the manager approval screen appears, a manager or an employee with sufficient access, must enter their password and touch **OK**.

The 'FOH Select Employee' screen appears.

3. Select the **employee** from the list and touch **OK**. The FOH Select Check screen appears.
4. Select the **check** from the list and touch **OK**. The 'Select items to resend to kitchen' screen appears.

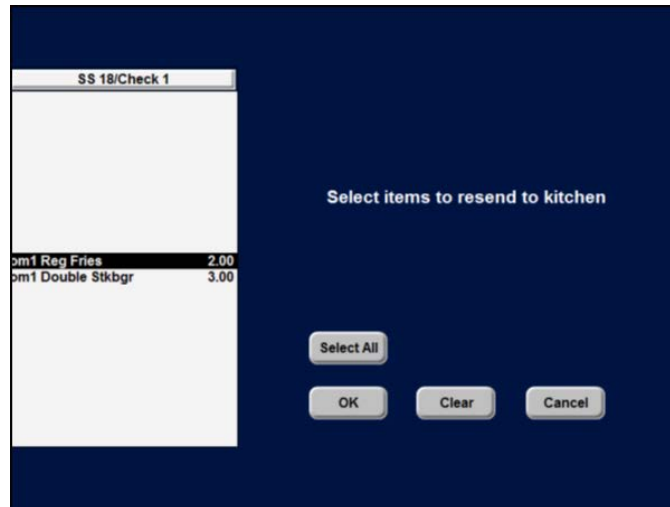


Figure 30 Resending Reg Fries to Kitchen Chit Printer

5. Select one or more the **items** in the guest check window, or touch **Select All** to select all items on the check, and touch **OK** to resend. The selected items are resent to the kitchen.

Working with tables

You can perform various functions to tables BEFORE a check is closed. You can enter orders by seating position, provide separate checks, split items, transfer tables, checks, and seats to another employee, change the guest count, and apply a tax exemption.

Perform the following functions when working with tables:

- **[Placing orders by seating position](#)** — Explains how to enter orders by designed seating positions to ensure correct tray set up and delivery.
- **[Working with separate checks](#)** — Explains how to split a table to accommodate separate checks.
- **[Splitting the cost of an item between checks](#)** — Explains how to divide the cost of items for guests.
- **[Transferring a table, check, or seat](#)** — Explains how to transfer and accept a table to and from another employee. Also discussed is how to transfer and accept a split check or seat, to another employee.
- **[Changing the guest count](#)** — Explains how to change the guest count of a table.
- **[Applying a tax exemption to a check](#)** — Explains how to remove the tax from a check for tax exemptions.

Placing orders by seating position

When configured, place orders by seating position of a table to ensure correct tray set up and delivery of food. The positions appear as seat selection boxes under the guest check window, as shown in [Figure 31](#). The first selection box is always 'Table' for items shared by the table. You must touch Next Seat to advance to the next seating position. To select a seat out of sequence, you can touch the appropriate seat selection box or the seat heading in the guest check window. Restaurants employing this method have a point of reference as the first seating position to start orders, such as the seat facing the bar or the front door.

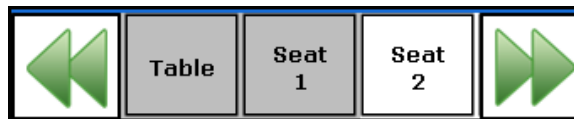



Figure 31 Seat Selection Boxes

To assist you in determining the current selection status, the boxes are color coded, as shown in the following table:

White	Indicates the seat is active. As you enter items, they are added to the seat.
Gray	Indicates the seat has items, but is not the active seat.

SCENARIO: 1 A party of four sits at a table. Take the order of the guest in the first seating position, then moving clockwise or counter-clockwise, take the order of the guest in the next seat. Continue until you come full circle around the table and all orders are taken. Enter the order by seat.

1. From the Working with Tables screen, touch . The Enter Table Number screen appears.
2. Enter the **table number** using the numeric keypad and touch **OK**. The Order Entry screen appears with the first seating position available for entry.

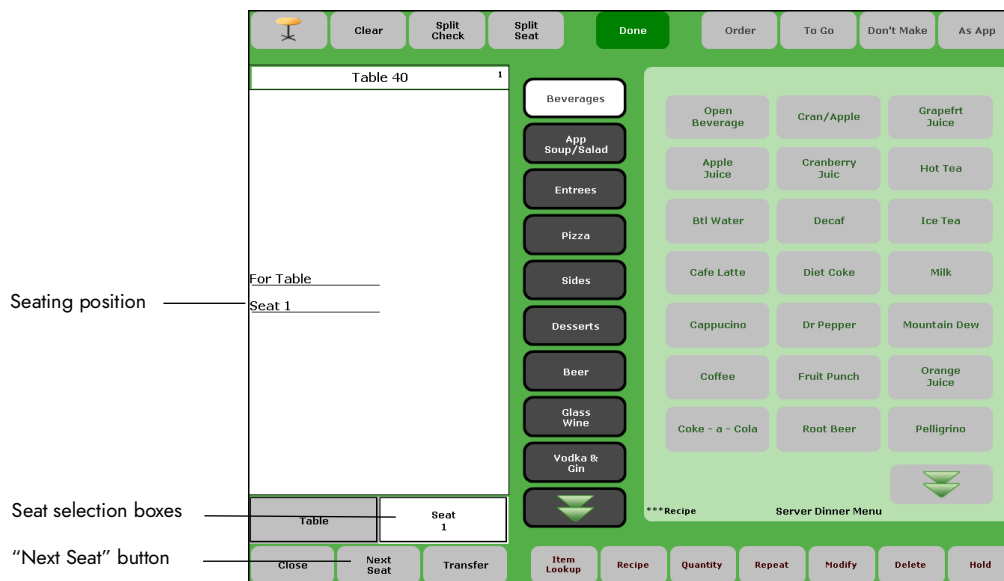






Figure 32 Order Entry Screen with Pivot Seating

3. Enter the order for the first guest by touching a **submenu** in the center row and touching **menu items** to complete the first order. The items appear with a price in the guest check window.
4. Touch . The next seat heading appears in the guest check window.
5. Repeat **steps 3 and 4** for each guest until you have entered the entire order. The orders appear in the guest check window, as shown in the following example:

For Table	
Seat 1	
Taco Salad	7.99
Seat 2	
Bf Enchilada Dinner	10.99

6. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

SCENARIO: 2 A party of four sits at a table. Take the order of the guest in the first seating position, then moving clockwise or counter-clockwise, take the order of the guest in the next seat. Continue until you come full circle around the table and all orders are taken Enter the entire order on one seat, then separate by seat.

1. From the Working with Tables screen, touch . The Enter Table Number screen appears.
2. Enter the **table number** using the numeric keypad and touch **OK**. The Order Entry screen appears with the first seating position available for entry.
3. Enter the order for all guests by touching a **submenu** in the center row and touching **menu items** to complete the order. The items appear with a price in the guest check window.

4. Touch . The Split Seats screen appears.

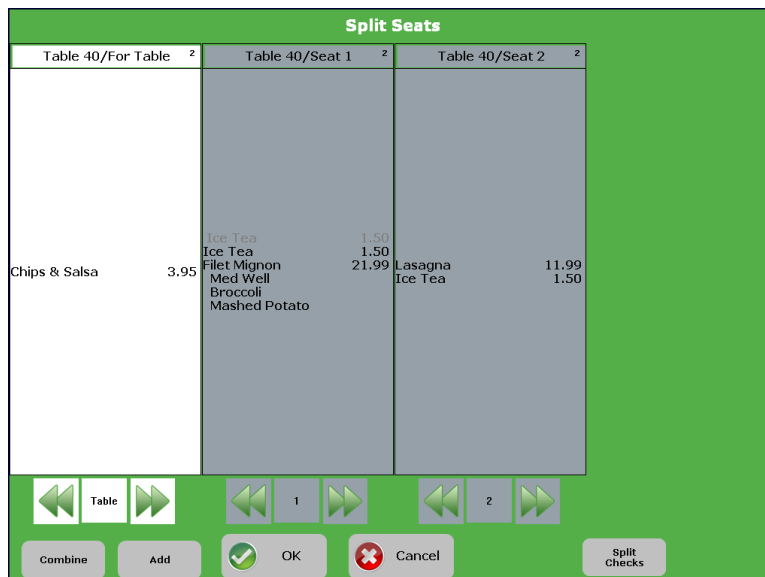






Figure 33 Split Seats Screen

5. Touch  to create an additional seat.
6. Touch an item from the table or seat to select, then touch the new seat to move the item to that seat.
7. Repeat **steps 5** and **6** for each seat until you have separated the entire order into seats.
8. Touch  to finalize the seat separation.
9. The orders appear in the guest check window, as shown in the following example:


For Table	
Chips and Salsa	3.95
Seat 1	
Ice Tea	1.50
Filet Mignon	21.99
Seat 2	
Ice Tea	1.50
Lasagna	11.99

10. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.



Entering an item shared by all seats

You may wish to enter an item to be shared by the whole table. This is common for appetizers and desserts. If requested, and you are using split checks, you can split the cost of items such as these in the [Splitting the cost of an item between checks](#) procedure.

SCENARIO: A party of four sits at the table and orders a large appetizer to share.

1. From the Working with Tables screen, touch . The Enter Table Number screen appears.
2. Enter the **table number** using the numeric keypad and touch **OK**. The Order Entry screen appears(Figure 32) with the first seating position available for entry.
3. Touch either the **Table** seat selection box under the guest check window or the **For Table** heading in the guest check window.
4. Enter the order for the entire table by touching a **submenu** in the center row and touching **menu items**. The items appear with a price under the For Table heading in the guest check window, as shown in the following example:

For Table
Nachos 3.95

5. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Working with separate checks

You can provide up to 32 separate checks for a table. You can either provide separate checks when you enter the order, or you can separate them after you enter the order. The checks appear as check selection boxes under the guest check window, as shown in Figure 34. To select a check out of sequence, touch the appropriate check selection box. Double arrows appear on either side for more than five checks.

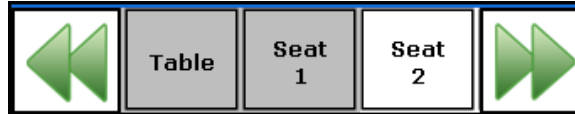


Figure 34 Check Selection Boxes





To assist you in determining the current selection status, the boxes are color coded, as shown in the following table:

White	Indicates the check is active. As you enter items, they are added to the check.
Gray	Indicates the check has items but is not currently the active check.

Separating checks when entering the order

Use this procedure to provide separate checks as you enter the order, if desired. Depending on your operations and the system configuration, all checks might print to the kitchen on one chit, or as a separate chit.

SCENARIO: A party of eight all arrive at once and requests separate checks before they order. Enter the order for the first check, then use the Add button to create the next check.

1. From the Working with Tables screen, touch  **New**. The Enter Table Number screen appears.
2. Enter the **table number** using the numeric keypad and touch **OK**.
3. Enter the **number of guests** sitting at the table using the numeric keypad and touch **OK**. The Order Entry screen appears.
4. Enter the order for the first guest by touching a **submenu** in the center row and touching the **menu item** to complete the first order. The item appears with a price in the guest check window.
5. Touch  **Add** to start the next check for the table. Multiple selection boxes appear at the bottom of the guest check window and the second check is selected.
6. Repeat **Steps 4** through **5** for each guest until you enter all separate checks for the order.
7. Touch  **Done** to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Separating checks after entering the order

Use this procedure to provide separate checks AFTER you enter the order. With this method, you will have already sent the entire order to the kitchen on one chit. Most likely you will reprint the new checks after this procedure.

SCENARIO: A party of eight prepare for a sports draft in a secluded area of the restaurant, however, the guests arrive and order at separate times. Maintain the entire order on one check, then use the Split button to separate the checks.

1. From the Working with Tables screen, touch the **table** in the Open Tables column. The Order Entry screen appears with the full check in the guest check window.
2. Touch **Split**. The Split Checks screen appears.
3. Touch **Add** for each new check you wish to add. For example, for four separate checks, touch Add three times.
4. Touch the **items** you wish to move in the first guest check window.
5. Touch **inside the guest check window** to receive the item(s).
6. Repeat **steps 4** through **5** until you move the items to the appropriate checks.

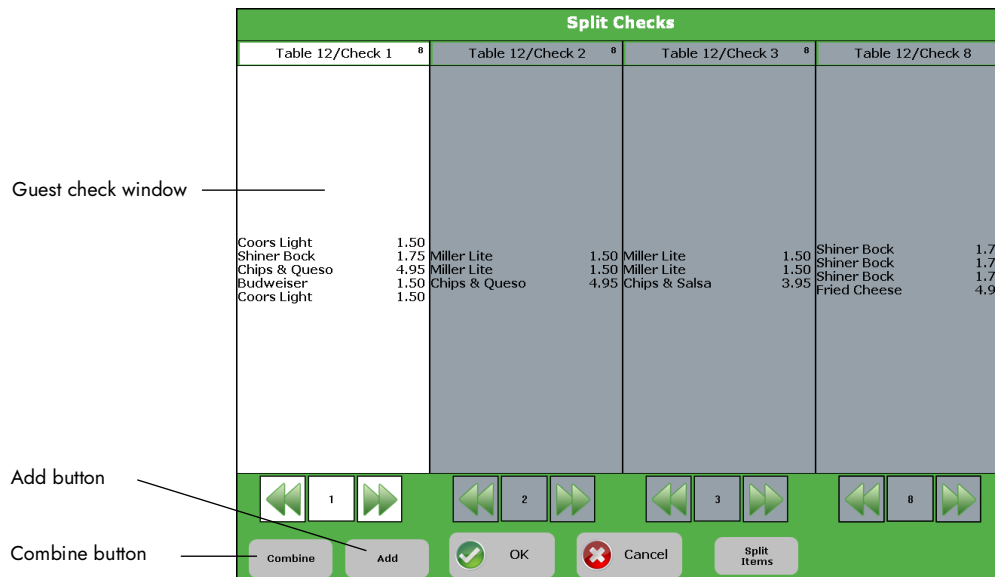




Figure 35 Split Checks Screen

7. Touch **OK**. The Order Entry screen returns with the separated checks.
8. Touch **Done** to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Splitting checks by seating position

Use this procedure to provide separate checks AFTER you enter the order by seat position. With this method, you will have already sent the entire order to the kitchen on one chit. Most likely you will reprint the new checks after this procedure.

SCENARIO: A table of two couples has been ordered by seat position. Each couple would like to pay for their own items.

1. Touch  from the Order Entry screen or the Split Seats screen. The Split Check screen appears.

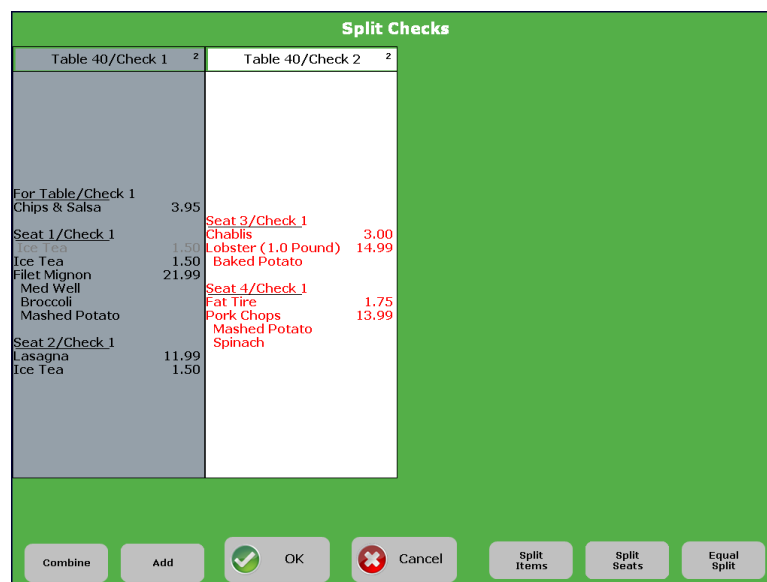






Figure 36 Split checks by seat position

2. Touch  for each new check you wish to add. For example, for four separate checks, touch Add three times.
3. Touch a **seat** to select and move to the new check. All items on the seat are selected.
4. Touch the **new check** to move the selected seats to that check.
5. Repeat **steps 3** and **4** until you move seats to the appropriate checks.
6. Touch  to finalize the new check.
7. Touch  to exit to the floating logo, or touch  to work with another table on the Working with Tables or floor plan screen.





Note

Touch  to move items between seats.

Combining separate checks

Just as you can separate checks, you can also combine them for consolidation.


SCENARIO: You have provided separate checks for a party. One guest decides to pay the check for another guest, or for the entire table.

1. From the Working with Tables screen, touch a **table in use** from the Open Tables column. The Order Entry screen appears with the first check in the guest check window.
2. Touch . The checks appear in the Split Checks screen.
3. Touch the **guest check** you wish to combine.
4. Touch  to select all items in the check.
5. Touch **inside the check window** to receive the check.
6. Repeat **steps 3** through **5** until you combine the necessary checks.
7. Touch **OK**. The Order Entry screen returns.
8. Touch  to send the items to the kitchen, print a receipt, and exit to the floating logo, or touch  to send the items to the kitchen, print a receipt, and work with another table on the Working with Tables or floor plan screen.

Splitting the cost of an item between checks

Use Split Item to equally distribute the cost of an item to the appropriate guests. You must have the necessary separate checks available to receive the equal distributions. The distributed items appear in fractions based on the quantity number by which to divide the cost of the item.

SCENARIO: You have provided separate checks for a party of 2 that each ordered an entree and shared a large appetizer. They want the cost of the appetizer split equally among each other without having to estimate.

1. From the Working with Tables screen, touch a **table in use** from the Open Tables column. The Order Entry screen appears with the check in the guest check window.
2. Touch . The Split Checks screen appears with the separated checks.
3. Touch the **item** you want to split in the guest check window.

4. Touch . The Enter Quantity screen appears.

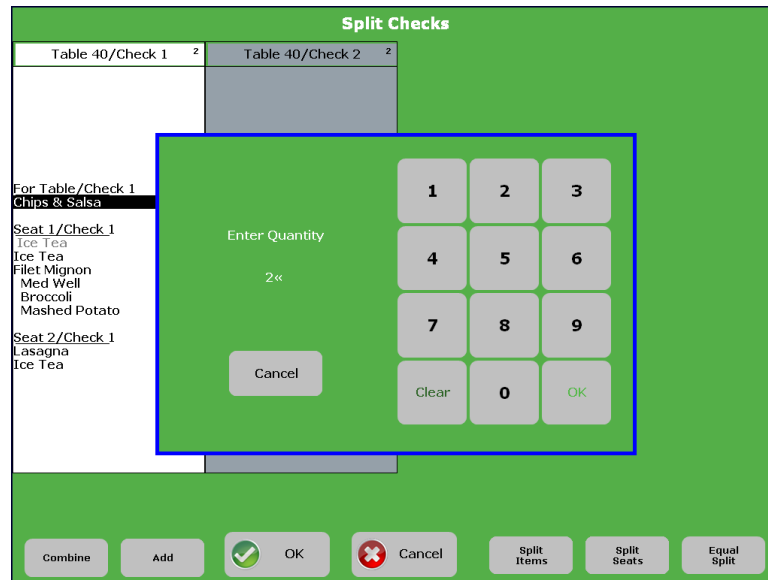




Figure 37 Split Items

5. Enter the **number** by which to divide the cost of the item. The item appears as itemized in the guest check window, as shown in the following example:

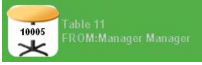
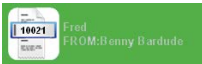

1/2 Chips & Salsa	1.98
1/2 Chips & Salsa	1.97

6. Touch one of the **split items** from the check window.
7. Touch **inside the check window** receiving the item.
8. Repeat **steps 6** and **7** for remaining item splits.
9. Touch **OK**. The Order Entry screen appears.
10. Touch  to send the items to the kitchen and exit to the floating logo, or touch  to send the items to the kitchen and work with another table on the Working with Tables or floor plan screen.

Transferring a table, check, or seat

Use the transfer feature to transfer tables to another employee when you need to give up the responsibility and sales of a table. You can also transfer a separate check, or a seating position of a table, to another employee. The transfer remains in 'limbo' status and appears in the Xfers list on the Working with Tables screen until the transferee accepts the transfer or a manager force transfers the check. The transferee has the option to keep the same table number, assign the table a new number, or combine with an existing table, when accepting the transfer.



To assist you in recognizing the inbound and outbound status of the Xfers area, different icons are used, as shown in the following table:

	Indicates whether the table is inbound or outbound and lists the table number and the name of the transferee or transferrer.
	Indicates whether the tab is inbound or outbound and lists the table number and the name of the transferee or transferrer.
	Indicates whether the seat is inbound or outbound and lists the table number, the check number, the seat number, and the name of the transferee or transferrer.

Transferring a table to another employee

Use the Transfer Tables feature when you still have open tables and you need to end your shift, or start a long break. When you transfer tables, all sales for the table are transferred to the transferee.

SCENARIO: You have started a table. The shift change occurs and you must leave while the table is still eating. Transfer the table to another employee working the next shift.



1. From the Working with Tables screen, touch  **Transfer**. The Touch the Table You Wish to Transfer screen appears.
2. Touch the **table** to transfer and touch **OK**. The Select Employee to Receive Transfer screen appears.
3. Touch the **employee** to receive the table and touch **OK**. The Working with Tables screen appears with the transferred table in the Xfers column. The table is still your responsibility until the transferee accepts the table or a manger force transfers the table.
4. Touch  to display the floating logo.

Transferring a split check or a seat to another employee

As with transferring a whole table to another employee, you can transfer a separated check or a seating position when pivot seating is in use.

SCENARIO: 1 You have started a table containing separate checks. One unpaid guest remains at the table when the shift change occurs and you must leave. Transfer the separate check to another employee working the next shift.



SCENARIO: 2 You have started a table using seating positions. A guest in one seating position decides to move to another table out of your station. Transfer the seat to the employee working the station that contains the table.

1. From the Working with Tables screen, touch the **table** containing the split check or seat you wish to transfer in the Open Tables list. The table and corresponding split checks appear in the Order Entry screen.
2. Touch the **split check** or **seat** you wish to transfer in the selection boxes below the guest check window.
3. Touch  **Transfer** The Select Employee to Receive Transfer screen appears.
4. Select the **employee** to receive the split check or seat, and touch **OK**. The Working with Tables screen appears with the transferred check or seat in the Xfers list. The split check or seat is still yours until the transferee accepts the table.
5. Touch  **Exit** to display the floating logo.

Accepting a transferred table, split check, or seat as a new table

The transferee must accept the table from which another employee transferred. The procedure is the same for accepting a transferred table, separate check, or seat.


SCENARIO: A guest was seated at the back of the restaurant under an air conditioning vent, and in another section. After ordering, he requests to move to a table in your section. Have the server working the other section transfer the table to you. Accept the transfer by assigning a new table number.

1. From the Working with Tables screen, touch the **table, split check, or seat being transferred** in the Xfers list. The New button appears.
2. Touch  **New**. The Enter Table Number screen appears (Figure 9).
3. Enter the **new table number** using the numeric keypad, or accept the **original table number**.
4. Touch **OK**. The transferred table appears in the Order Entry screen.
5. Touch  **Done** to display the floating logo.

Accepting a transferred table, split check, or seat by combining tables

The transferee must accept the table from which another employee transferred. In this procedure you can combine the transfer with an existing table and maintain the same check for the table. The procedure is the same for accepting a transferred table, separate check, or seat.



SCENARIO: A party sits in your section. They notice friends sitting at another table and in another section. The friends move to the table in your section to finish their meal at the party's expense. Have the server working the other section transfer the friends' table to you. Accept the transfer by combining the table with an existing table number.

1. From the Working with Tables screen, touch the **table, split check, or seat being transferred** in the Xfers list. The Touch Table to Combine or New Table screen appears.
2. Touch the **table receiving the transfer** in the Open Tables list. A confirmation message appears.
3. Touch **OK**. The combined table appears in the Order Entry screen with the transferred check as a separate check on the table.
4. Touch  to display the floating logo.

Changing the guest count

Change the guest count of the table, if you entered the wrong count or if a guest joins or leaves the table. Incorrect guest counts alter the average sales for your restaurant, and your price per person average (PPA), which is commonly used in server contests.

SCENARIO: Start a table with four guests. Another guest joins the table unexpectedly. Change the number of guests at the table for proper reporting.


1. From the Working with Tables screen, touch the **table** in the Open Tables list.
2. Touch  to display the Enter Guest Number screen.
3. Enter the **guest count** using the numeric keypad and touch **OK**. The Order Entry screen appears.
4. Touch  to display the floating logo.


Applying a tax exemption to a check

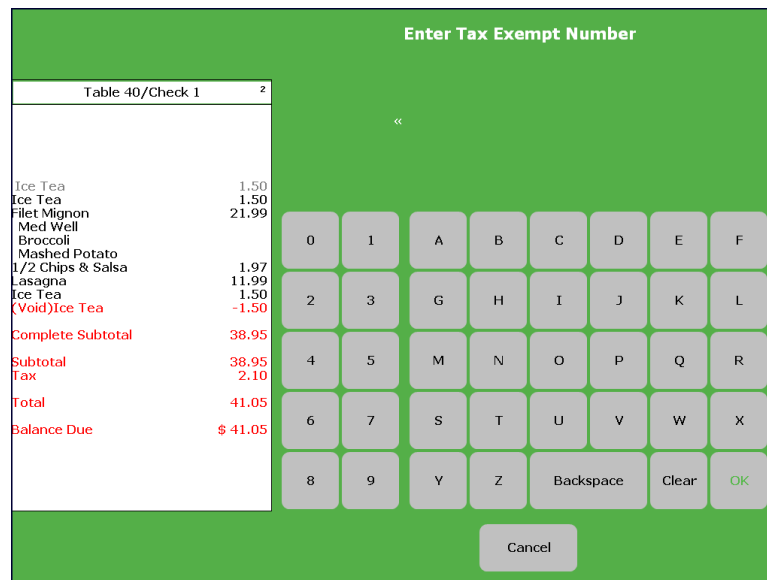
If your restaurant allows, you can apply a tax exemption to a check for guests affiliated with a tax exempt organization. Common organizations include church groups, government officials, and police officers.

You cannot apply a tax exemption to items with inclusive taxes.

SCENARIO: You have started a table. The guest provides a tax exemption card with a code number. Enter the code number into the system to 'back out' the tax of the check. Close the check as normal.

1. From the Working with Tables screen, touch the **table** in the Open Tables list. The table appears in the Order Entry screen.
2. Touch . The Close screen appears.

- Touch . The Enter Tax Exempt Number screen appears.




The screen is titled "Enter Tax Exempt Number". On the left, there is a list of items and their prices for "Table 40/Check 1". On the right, there is a numeric keypad with letters (A-Z) and a "Backspace" button. At the bottom, there is a "Cancel" button.

Item	Price
Ice Tea	1.50
Ice Tea	1.50
Filet Mignon	21.99
Med Well	
Broccoli	
Mashed Potato	
1/2 Chips & Salsa	1.97
Lasagna	11.99
Ice Tea	1.50
(Void)Ice Tea	-1.50
Complete Subtotal	38.95
Subtotal	38.95
Tax	2.10
Total	41.05
Balance Due	\$ 41.05

Keypad: 0, 1, A, B, C, D, E, F, 2, 3, G, H, I, J, K, L, 4, 5, M, N, O, P, Q, R, 6, 7, S, T, U, V, W, X, 8, 9, Y, Z, Backspace, Clear, OK


Cancel

Figure 38 Enter Tax Exempt Number Screen

- Enter the **tax exemption code** using the alpha/numeric keypad, and touch **OK**. The Close screen appears with the tax removed from the check.
- Touch  to display the floating logo.




Printing a check

You can print checks as needed when activity is finalized on a table, or reprint checks on demand if dessert or a discount is applied to a table.

- From the Working with Tables screen, touch the **table** in the Open Tables list. The table appears in the Order Entry screen.
- Touch . The Close screen appears.

Note

You, as a server, do not close checks in a cashier environment, therefore, your Order Entry screen would have the 'Print' button in place of the 'Close' button.

- Touch . The check prints at the local receipt printer, or touch  to print all checks for a table to the local receipt printer.
- Touch  to display the floating logo.

Applying comps and promos

You can apply a promotion or a comp BEFORE you close a check. This depends on if the system is configured to do so, and if you have sufficient access. We cover the following procedures for applying comps and promotions:

- [Applying a Promotion](#) — Details how to apply a promotion to the check.
- [Applying a Promotion that Discounts a Gift Card](#) — Details how to apply a promotion when a gift card is involved.
- [Applying a Comp that Discounts a Gift Card](#) — Details how to apply a comp when a gift card is involved.

Applying a promotion

1. From the Working with Tables screen, enter the **items** on the check.
If the promotion automatically applies, the system reduces the guest check by the amount of the promotion. Touch **Close** and skip to **step 7**.
2. Touch **Close**.
3. Touch **Promo** to display the available promotions.
4. Touch the **appropriate promotion button**.
If you encounter the Manager Approval screen, a manager, or employee with sufficient access, must **enter a password**, and touch **OK**. A screen prompts you to select the appropriate promo items.
5. Select the **promotion** and touch **OK**. The system reduces the guest check by the amount of the promotion.
6. Touch the **Payment** button to display the Tenders screen.
7. Close the **check** as normal.

Applying a promotion that discounts a gift card

You can apply a promotion that discounts a gift card in the same way as any other promotion. The most important difference is whether you add the gift cards to a guest check as a single transaction or using the 'Activate Range' feature. If the promotion does not support cards sold with the 'Activate Range' feature, then the message, 'No eligible items are found' appears when you try to apply the promotion.

1. From the Working with Tables screen, enter the **items** on the check.
2. Determine if the **customer qualifies for a promotion** that offers a discounted gift card. If yes, sell the **gift card** as you normally would to add the gift card to the guest check.
If the promotion automatically applies, the guest check reduces by the amount of the promotion. Touch **Close** and skip to **step 8**.
3. Touch **Close**.
4. Touch **Promo** to display the available promotions.
5. Touch the **appropriate promotion button**.
If you encounter the Manager Approval screen, a manager, or employee with sufficient access, must **enter a password**, and touch **OK**. A screen prompts you to select the appropriate promo items.
6. Select the **gift card item** and touch **OK**. The guest check reduces by the amount of the promotion.
7. Touch the **Payment** button to display the Tenders screen.
8. Close the **check** as normal.

Applying a comp that discounts a gift card

Applying comps is a manager function, however, in the case of gift cards, you must add a gift card to a check to comp it. You can apply a comp that discounts a gift card in the same way as any other comp. The most important difference is whether you add the gift cards to a guest check as a single transaction or using the 'Activate Range' feature. If the comp does not support cards sold with the 'Activate Range' feature, then the message, 'No eligible items are found' appears when you try to apply the comp.

1. From the Working with Tables screen, recall the **check** to apply the comp.
2. Go through the procedure of selling the gift card as you normally would to add the gift card to the guest check.
3. Touch **Close**.
4. Touch **Comp** to display the available comps.
5. Touch the **appropriate comp button**.

If you encounter the Manager Approval screen, a manager, or employee with sufficient access, must **enter a password** and touch **OK**. A screen prompts you to select the appropriate comp items.

6. Select the **gift card item** and touch **OK**. The guest check reduces by the amount on the comp.
7. Touch the **Payment** button to display the Tenders screen.
8. Close the **check** as normal.

Closing checks with non-cash tenders

Up until now you have been instructed to close checks with the Cash button or any of the fast cash buttons, such as \$1.00, \$5.00, and more. Any tender that is not cash is called a non-cash tender and they are commonly grouped with cash buttons.



Figure 39 Non-Cash Tenders on the Close Screen

We recommend you close checks as guests pay their bill and leave. It is important to close your checks to the correct tender, or payment, and on a timely basis to avoid incorrect payments, duplicate table number confusion, and more. You can close checks to more than one tender when a guest wishes to pay with a combination, such as gift card and a credit card. In all cases, once the payment amount meets or exceeds the amount of the check, the Close button appears to close the check.



Note

The buttons, screens, and functions described in this section are configurable. Your system may contain different button names, tender types, and verification requirements.


You can close checks using one, or a combination of, the following methods:

- [Closing a check to a credit card](#) — Explains how to apply and close a check to a credit card.
- [Closing a check to a gift certificate](#) — Explains how to apply and close a check to a gift certificate.
- [Closing a check to a house account](#) — Explains how to apply and close a check to a predefined house account accepted at your restaurant.

- **Closing a check to a gift card** — Explains how to apply and close a check to a gift card.
- **Changing an incorrect tender on a check** — Explains how to change the payment you applied to a check.

Closing a check to a credit card

If allowed at your restaurant, you can close checks to a credit card tender, such as Visa, Mastercard, American Express, and more. Even if you are using a stand-alone credit card processor that is not connected to the Aloha POS system, you must still tender the check using the appropriate credit card tender to balance to your cash owed amount on your checkout report.

1. From the Working with Tables screen, touch the **table** to close in the Open Tables column. The Order Entry screen appears with the check in the guest check window.
2. Touch . The Close screen appears.



Note

Once you select a table for which to close the check, you can slide the guest's credit card across an available reader and begin processing the tender from the Order Entry screen. You do not have to touch Close first.

3. Touch a **credit card tender**, such as Visa. The screen for the corresponding credit card appears.

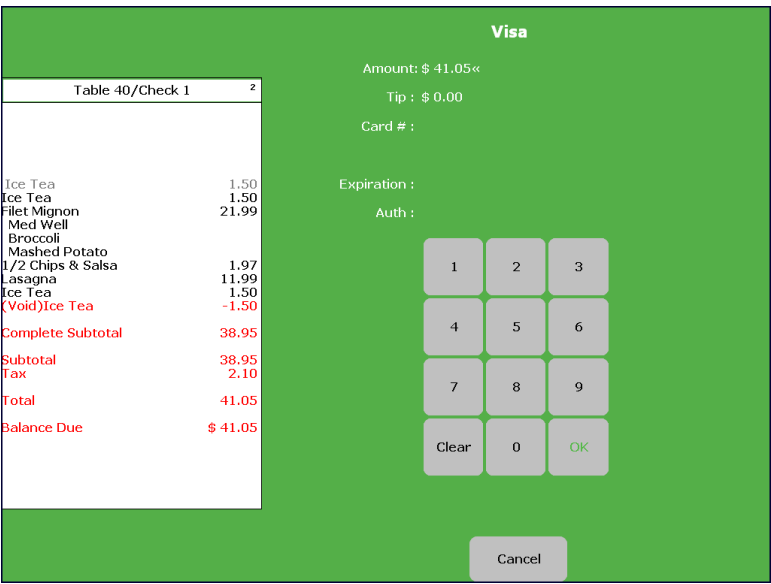


Table 40/Check 1	
Ice Tea	1.50
Ice Tea	1.50
Filet Mignon	21.99
Med Well	
Broccoli	
Mashed Potato	
1/2 Chips & Salsa	1.97
Lasagna	11.99
Ice Tea	1.50
(Void)Ice Tea	-1.50
Complete Subtotal	38.95
Subtotal	38.95
Tax	2.10
Total	41.05
Balance Due	\$ 41.05

Visa

Amount: \$ 41.05«

Tip : \$ 0.00

Card # :

Expiration :

Auth :

1 2 3

4 5 6

7 8 9

Clear 0 OK

Cancel

Figure 40 Visa Screen

4. Enter the **amount of the credit card purchase**, or accept the **balance of the check**, and touch **OK**.

5. If applicable, enter the **tip amount** using the numeric keypad and touch **OK**. If you start processing the credit card before you enter the tip amount, you can enter the tip amount after the transaction. Refer to [“Changing a tip amount” on page 81](#).
6. Slide the **credit card** through the terminal’s magnetic stripe reader, or manually enter the **credit card number** using the numeric keypad, and touch **OK**.

If you encounter a message, such as the one in Figure 41, touch **OK** to display the Manager Approval screen.

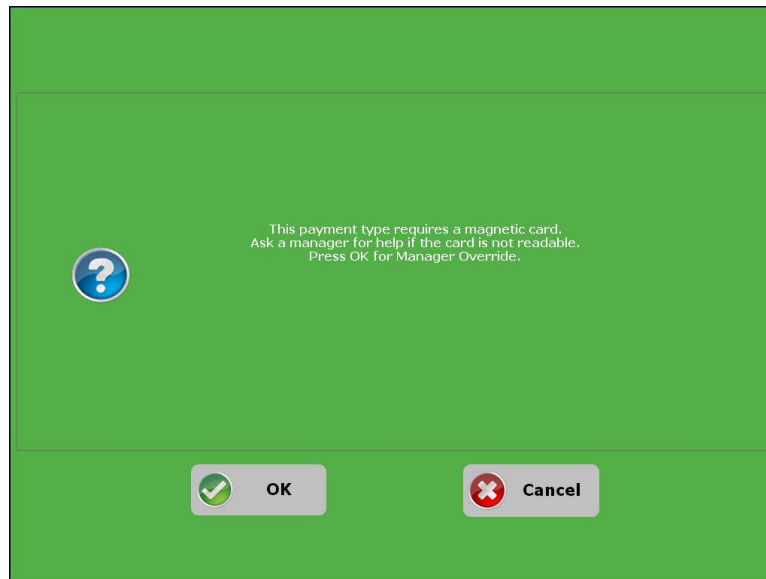


Figure 41 Manager Override Screen

A manager, or an employee with sufficient access, **must enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**.

7. Enter the **expiration date** and touch **OK**. If the Security Verification screen appears.

The Security Verification screen is divided into two main sections. On the left, a list of items and their prices is displayed for 'Table 40/Check 1'. On the right, there is a numeric keypad for entering a security code and a 'Security Code' field showing '123'. Below the keypad is a 'Cancel' button.

Item	Price
Ice Tea	1.50
Ice Tea	1.50
Filet Mignon	21.99
Med Well	
Broccoli	
Mashed Potato	
1/2 Chips & Salsa	1.97
Lasagna	11.99
Ice Tea	1.50
(Void)Ice Tea	-1.50
Complete Subtotal	38.95
Subtotal	38.95
Tax	2.10
Total	41.05
Balance Due	\$ 41.05

Security Code : 123
Zip Code : «

0 1 A B C D E F
2 3 G H I J K L
4 5 M N O P Q R
6 7 S T U V W X
8 9 Y Z Space Clear OK

Cancel

Figure 42 Security Verification Screen

8. Enter the **security verification number** located on the back of the credit card, and touch **OK**.



Note

The system dials out to a processor and returns with an approval code. If declined, the guest cannot pay with the credit card.


If the amount does not exceed the balance of the check, apply another payment to the check.

9. When the amount meets the balance of the check, touch **Close** to close the check and return to the Working with Tables screen.

Closing a check to a gift certificate


If accepted at your restaurant, you can apply payments to checks by redeeming a gift certificate tender.


1. From the Working with Tables screen, touch the **table** to close in the Open Tables column. The Order Entry screen appears with the check in the guest check window.
2. Touch **Close**. The Close screen appears.
3. Touch a **gift certificate tender**. The screen for the corresponding gift certificate appears.
4. Enter the **amount of the gift certificate**, or accept the **balance of the check** and touch **OK**.
5. If the amount does not meet or exceed the balance of the check, apply another payment to the check.

If the amount exceeds the balance of the check, touch  to close the check and return to the Working with Tables screen.

Closing a check to a house account

If accepted at your restaurant, you can apply payments to a house account. Use this function for pre-defined accounts, such as for corporate personnel. You must enter a valid account number for the guest.


1. From the Working with Tables screen, touch the **table** to close in the Open Tables column. The Order Entry screen appears with the check in the guest check window.
2. Touch . The Close screen appears.
3. Touch **House Account**. The screen for the corresponding house account appears.
4. Enter the **amount to apply to the account**, or accept the **balance of the check** and touch **OK**.
5. If applicable, enter the **tip amount** using the numeric keypad and touch **OK**.
6. Enter the **name** of the **account** and touch **OK**.
7. If the amount does not meet or exceed the balance of the check, apply another payment to the check.

If the amount exceeds the balance of the check, touch  to close the check and return to the Working with Tables screen.

Closing a check to a gift card

If accepted at your restaurant you can apply payments to a gift card. In most cases, when you apply a gift card as a form of payment, you must enter the payment amount and the tip amount during the first initial request to the host for approval. The only exception to this is if you are using the preauthorization feature available with the ValueLink gift card host. In this scenario, you can apply a tip to the gift card as a second request to the host for approval. Refer to the [Closing a check using ValueLink gift cards with preauthorization](#) section.

Closing a check using a gift card

1. From the Working with Tables screen, touch . The Close screen appears.
2. Touch a **tender configured as a gift card**. The corresponding gift card screen appears.

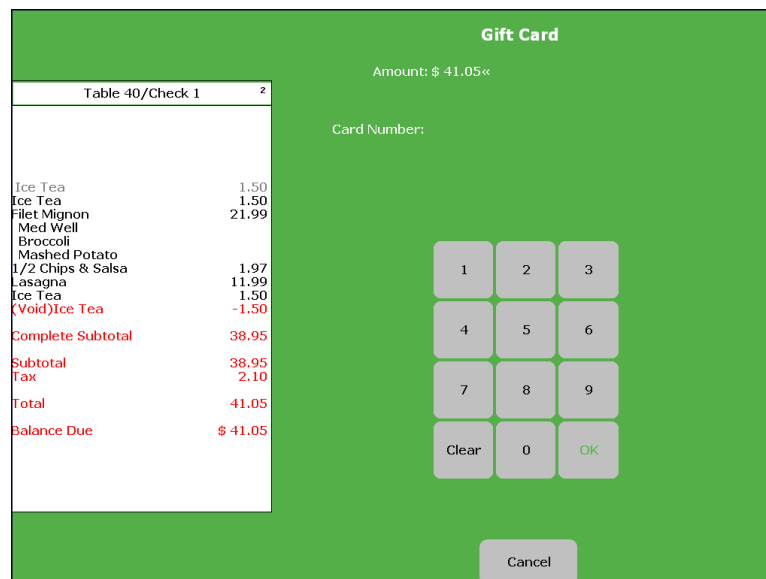


Table 40/Check 1 2	
Ice Tea	1.50
Ice Tea	1.50
Filet Mignon	21.99
Med Well Broccoli	
Mashed Potato	1.97
1/2 Chips & Salsa	11.99
Lasagna	1.50
Ice Tea	1.50
(Void)Ice Tea	-1.50
Complete Subtotal	38.95
Subtotal	38.95
Tax	2.10
Total	41.05
Balance Due	\$ 41.05

Gift Card

Amount: \$ 41.05

Card Number:

1 2 3

4 5 6

7 8 9

Clear 0 OK

Cancel

Figure 43 Gift Card Screen

3. Enter the **amount of payment to apply to the gift card**, or accept the **default amount**, and touch **OK**.
4. If applicable, enter the **tip amount**.
5. Slide the **gift card** through the terminal's magnetic stripe reader, or enter the **gift card number** using the numeric keypad, and touch **OK**.

If you encounter a message, such as the one in, touch **OK** to display the Manager Approval screen. A manager, or an employee with sufficient access, **must enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**.


6. The Aloha POS system sends a request to the host for the payment amount plus the tip, if any. If the host approves the request, the payment reflects in the balance of the guest check.



Note


If the balance on the gift card is not sufficient to cover the requested payment amount, the balance of the gift card is subtracted from the guest check, and a balance is left owing on the check. If you include a tip amount in the request, and the gift card balance is sufficient to cover the payment amount, but not the tip, the system applies the available gift card balance to the guest check first, then applies the remainder as the tip amount.

7. If the amount does not meet or exceed the balance of the check, apply another payment to the check.

If the amount exceeds the balance of the check, touch  to close the check and return to the Working with Table screen.

Closing a check using ValueLink gift cards with preauthorization

When using ValueLink with preauthorization, applying a gift card as payment to a check sends an initial request for approval to ValueLink, performs a card balance query, displays the card balance on the check, and locks the entire balance of the gift card until you close the check. The check remains open until you display it on the 'close check' screen, press Adjust to add a tip, and press Close to close the check. A second request is then sent to the host to remove the total from the gift card and release the remaining balance so the customer can use it to make other purchases.

1. From the Working with Tables screen, touch . The Close screen appears.
2. Touch a **tender configured as a ValueLink gift card**. The corresponding gift card screen appears.
3. Enter the **payment amount to apply to the gift card**, or accept the **default amount**, and touch **OK**.
4. Slide the **gift card** across the terminal's magnetic stripe reader.

If you encounter a message, such as the one in, touch **OK** to display the Manager Approval screen. A manager, or an employee with sufficient access, **must enter a password**, and touch **OK**. Enter the **entire card number** and verify the number you enter on screen matches the card before pressing **OK**.

The Aloha POS system sends a request to the host, performs a card balance query, and places the entire balance of the gift card on hold. The system reduces the balance of the check by the

payment amount and the Close screen appears with the payment transaction in the guest check window.




Caution

Do not touch Close. The system is expecting you to enter a tip before you close the check, even if the tip amount is zero. If you touch Close, you must recall the check via the Working with Tables screen.



Note


If the balance on the gift card is not sufficient to cover the requested payment amount, the system subtracts the balance of the gift card from the guest check, and a balance is left owing on the check.

5. Continue to **apply payments** until the balance of the check is zero.
6. Touch  to leave the check open until you receive the tip amount, if any.
7. After you receive the tip amount, even if the tip is zero, return and log in to the **FOH**.
8. Touch the **open table** with the gift card transaction in the Open Tables list on the Working with Tables screen. The Order Entry screen appears.
9. Touch **Close**. The Close screen appears. At this point you are only able to apply a tip amount to the gift card. If there is not a tip to apply, you must still perform the following steps to close the check.
10. Touch the **gift card payment** in the guest check window.
11. Touch **Adjust**. The gift card screen appears with the cursor ready for you to enter a **tip amount**.
12. Enter the **tip amount**, if any, and touch **OK**. The system dials out to the host, and upon approval, the Close screen appears again with the adjusted amount. The balance on the gift card is unlocked and is available for the customer to use for other purchases.



Note

If you include a tip amount in the request, and the gift card balance is sufficient to cover the payment amount, but not the tip, the system applies the available gift card balance to the guest check first, then applies the remainder as the tip amount.

13. Touch  in the center of the screen to close the check and return to the Working with Tables screen.

Working with payments

You can perform various functions to payments that you apply to a check, such as changing a tip amount, a payment amount, and the tender itself. Some functions you must perform before you close the check.

Changing a tip amount

If you entered the wrong tip amount, use Tips, located on the Working with Tables screen, to change the amount.


1. From the Working with Tables screen, touch  **Tips**. The Adjust Tips screen appears.





Figure 44 Adjust Tips Screen

2. If necessary, touch the **credit card type** along the bottom row to locate the check containing the tip you want to adjust.
3. Touch the **check** from the list of credit card transactions to select.
4. Enter the **correct tip amount** using the numeric keypad and touch **OK**.





Note

If connected to a credit card processing machine, the system dials out to a processor.

5. Touch  to display the Working with Tables screen.
6. Touch  to return to the **floating logo** screen.



Changing an incorrect tender on a check

Use Delete located on the bottom of the Close screen to change the tender you applied BEFORE you close the check. Once the check is closed, a manager must adjust the payment.

1. From the Close screen, touch the **incorrect payment**.
2. Touch . A confirmation message appears.
3. Touch **OK**. The payment is removed from the check.
4. Touch the **correct payment**. Refer to the appropriate tender procedure in this section.
5. Touch  to close the check.

Changing the amount of a tender

Use the Adjust button located on the bottom of the Close screen to change the amount you applied for a tender BEFORE you close the check. Once the check is closed, you can not change the amount. A manager must reopen the check and perform a void.

1. From the Close screen, touch the **payment** to adjust.
2. Touch . The payment screen appears for the corresponding tender.
3. Enter the **correct amount** for the payment using the numeric keypad and touch **OK**. The Close screen appears.
4. Touch  to close the check.

Performing server functions

The server functions described in this section do not pertain to order entry and closing of checks. These functions are available to you depending on your system configuration and the job code you log in under for each shift.

We discuss the following server functions:

- [Viewing your sales for the day](#) — Explains how to view the up to the hour sales generated for the day.
- [Changing your password](#) — Explains how to change your FOH password for your own personal security.
- [Inquiring a gift card balance](#) — Explains how to inquire the amount left on a gift card.

Viewing your sales for the day

Use Sales located on the Working with Tables screen to view your sales for the day. As you ring orders and apply payments, your sales accumulate. You can view things such as how many guests you entered, a breakdown on payments you applied, how much of your sales were comped, and more.

1. From the Working with Tables screen, touch  **Sales**. A sales summary report generated from your sales up to the hour appears.



Adjust Tips				
\$11.80	XXXXXXXXXXXX1111	12:35 PM	Table 42/1	\$1.50
\$38.92	XXXXXXXXXXXX1111	12:33 PM	Table 41/1	\$5.00






Amount: \$ 2.00<


1 2 3
4 5 6
7 8 9
Clear 0 OK

Visa Mastercard Discover Diners Carte Blan Check Room House
POS House Acct Recv Amex (Tip) Visa (Tip) MC (Tip) Dscv (Tip) Dnrs (Tip)
Done

Figure 45 Sales Summary



2. Touch any of the following buttons for the corresponding information:

	Displays information pertaining to sales, guest and check counts, voids, and more.
	Displays information pertaining to sales.
	Displays information pertaining to payments.
	Displays information pertaining to comps, such as discounts.
	Displays information pertaining to promos, such as coupons and combos.

3. Touch **OK** to return to the Working with Tables screen.
4. Touch  to display the floating logo.

Changing your password

If your restaurant uses passwords, you can change your password to use with your login employee ID. The number of required digits you can use in your password is configured by the system. When you log in to the FOH, you must enter your login ID, followed by your password. Employees usually maintain passwords on their own, however, a manager might need to clear or change them for security audits.

1. From the Working with Tables screen, touch  **Functions**. The Special Functions screen appears.
2. Touch **Employee**. The Employee screen appears.
3. Touch  **Change Password**. The Enter New Password screen appears.

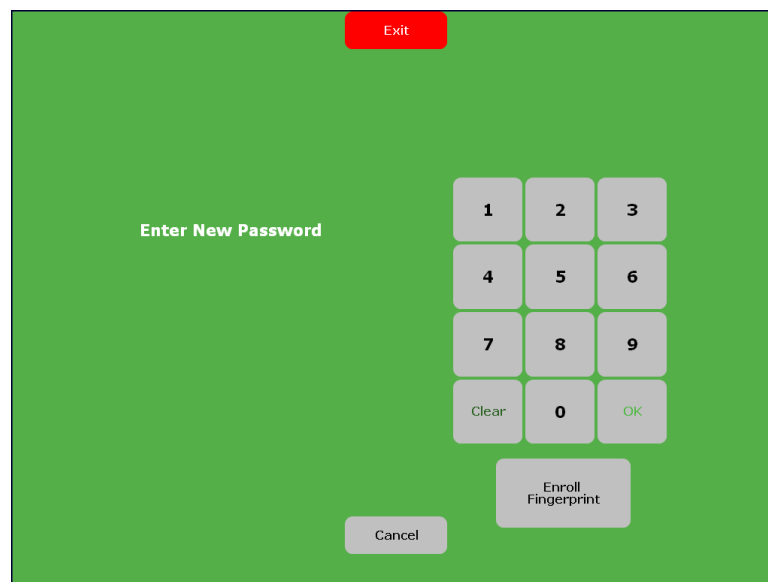




Figure 46 Enter New Password

4. Type the **new password** using the numeric keypad and touch **OK**. Type the **same new password** using the numeric keypad and touch **OK**.
or touch  to enroll your fingerprint in the system.
5. Touch  to display the floating logo.

Inquiring a gift card balance

If your restaurant sells and redeems gift cards, you can query the balance of a gift card to determine the remaining value on the card. The amount prints to the local receipt printer and does not appear on screen.

1. From the Order Entry screen, touch a **button configured as a gift card inquiry**. The Enter Gift Information screen appears.

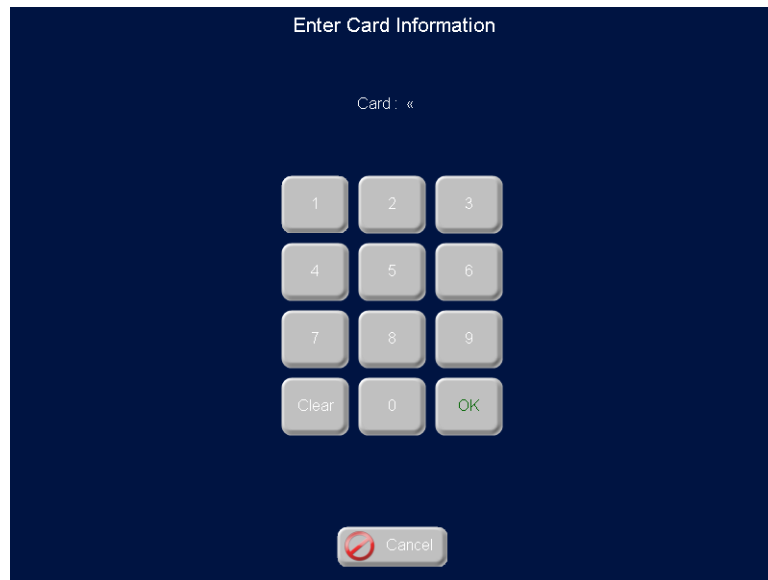


Figure 47 Enter Gift Card Information Screen



2. Slide the **gift card** through the terminal's magnetic stripe reader.
If the Manager Approval screen appears, then you are required to slide the card through the reader. If you have sufficient access, then **enter your employee ID number** and touch **OK**. Then **enter the card manually** at the Card Number prompt, and touch **OK**.
The system dials out to the host and a 'Transaction Processing' confirmation message appears. A balance report for the card, as shown in the following example, and prints to the local receipt printer:

Gift Card XXXXXXXX1234
Tran: 0001289
Gift Card Balance \$2.96

3. Touch inside the **message box** to clear the message.

Checking out

You must check out of the system after you close all your checks and adjust your tips. It is the last thing you do before you clock out. After you check out you can not enter any sales and the system finalizes all of your checks. A checkout report prints at the local receipt terminal and the Clock Out button replaces the Check Out button on the Working with Tables screen so you can clock out.

1. From the Working with Tables screen, touch  **Check Out**. A confirmation message appears.
2. Touch **OK**. The employee checkout prints at the local receipt printer.
3. Touch  **Exit** to display the floating logo.


Clocking out

You must clock out to finish your shift. The Clock Out button only appears after you perform a check out. Clocking out is the last thing you do with the Aloha POS system. As a tipped employee you must enter the amount of tips you wish to declare.



Caution

Clock out only after your checkout is finalized.

1. From the Working with Tables screen, touch  **Clock Out**. A confirmation message appears.
2. Touch **OK**. The Clock Out screen appears.

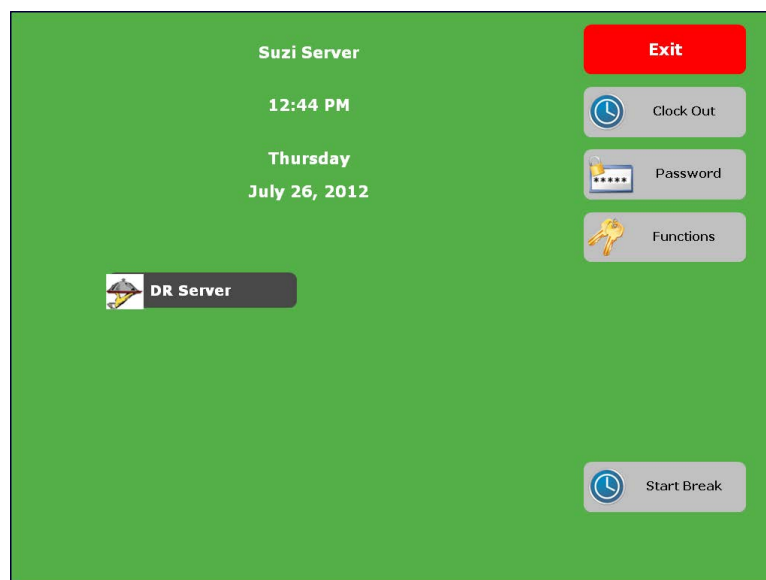

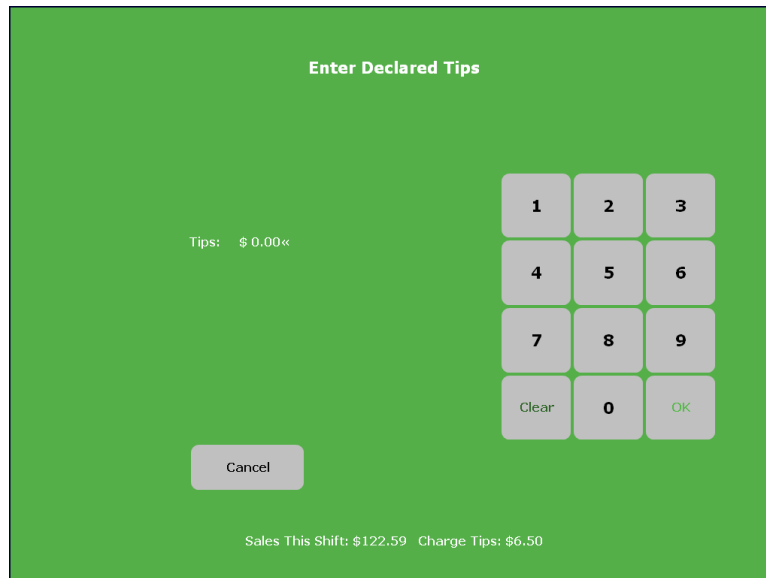


Figure 48 Clock Out Screen

3. Touch . The Enter Declared Tips screen appears.



The screen has a green background. At the top center, it says "Enter Declared Tips". On the left, it says "Tips: \$ 0.00<<". On the right, there is a numeric keypad with buttons for 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, a "Clear" button, and an "OK" button. At the bottom left, there is a "Cancel" button. At the bottom center, it says "Sales This Shift: \$122.59 Charge Tips: \$6.50".

Figure 49 Enter Declared Tips Screen

4. Enter the **amount of tips** you are declaring for the shift using the numeric keypad and touch **OK**. The floating logo appears.

Summary

This section covered the procedures performed by eight out of ten servers when operating the FOH terminal during a shift. It takes you from the start of your shift by clocking in, to the end of your shift by clocking out. We provided a typical ordering process, which covers most operations, and expanded the process to accommodate unusual circumstances you might encounter.

We covered the following points:

- How to take a typical table from start to finish, by revisiting the table for additional entries and closing of the check.
- How to enter items which are configured differently, such as sold by weight or quantity, open items, and using the Price Lookup feature.
- How to work with items and perform functions on items, such as adding optional information, copying an item, deleting an item, clearing a check of items, and more.
- How to send full and partial orders.
- How to work with tables and perform functions on tables, checks, and seats, such as transferring a table, and separating a check. Also discussed is how to change the guest count, apply a tax exemption, and reprint checks.
- How to close checks with non-cash tenders, such as credit cards, gift certificates, gift cards, and house accounts.
- How to perform certain server functions not pertaining to order entry, such as viewing your sales for the day, and changing your FOH password.

Aloha Table Service, Server Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:
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