SoftTouch

HOSPITALITY MANAGEMENT SYSTEM

Manager Procedures Guide

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I

Manager Procedures Introduction

Part 1   Manager Procedures Introduction
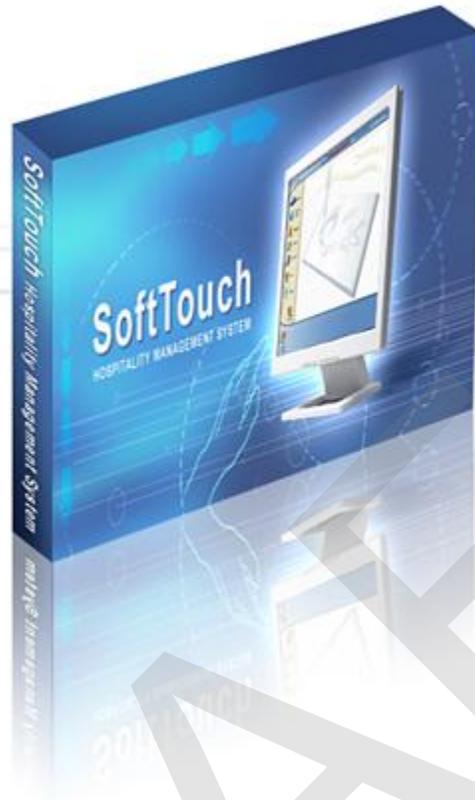
This guide will take you step-by-step through the most important and necessary manager procedures you need to know.

Part

II

Opening Procedures

Part 2   Opening Procedures

1. Turn on the Server Station first by pressing the power button on the front of the computer.
2. Clock yourself in.
3. Turn on all the other stations in the establishment.

After the Z at the end of your business day, the system sets the new operation date for the next day automatically.

There is a warning screen in SoftTouch and you should always pay attention to the displayed warnings. For instance, we let you know when the last automatic external backup was successfully completed. The owner or manager is responsible to make sure their system is backed up on a daily basis in case of a hardware failure.

Note: If you do not backup the system or do not use the data redundancy, there can be no restoration of all your system settings, floor plans and data.

Part

III
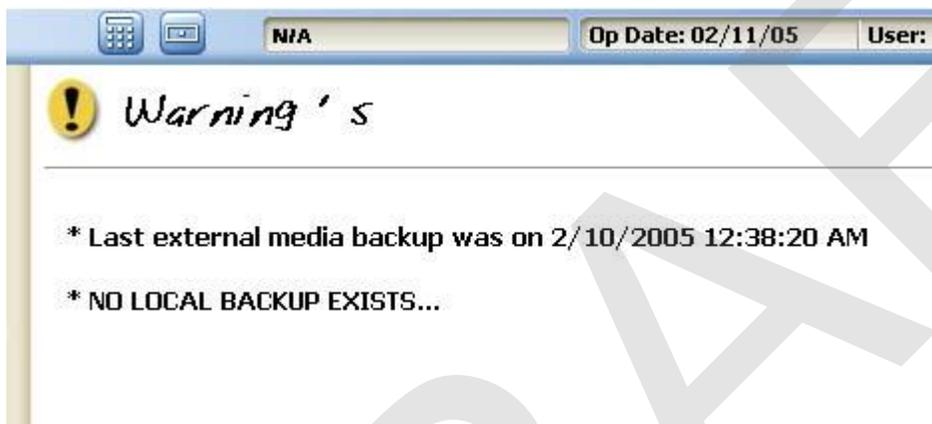
Closing Procedures
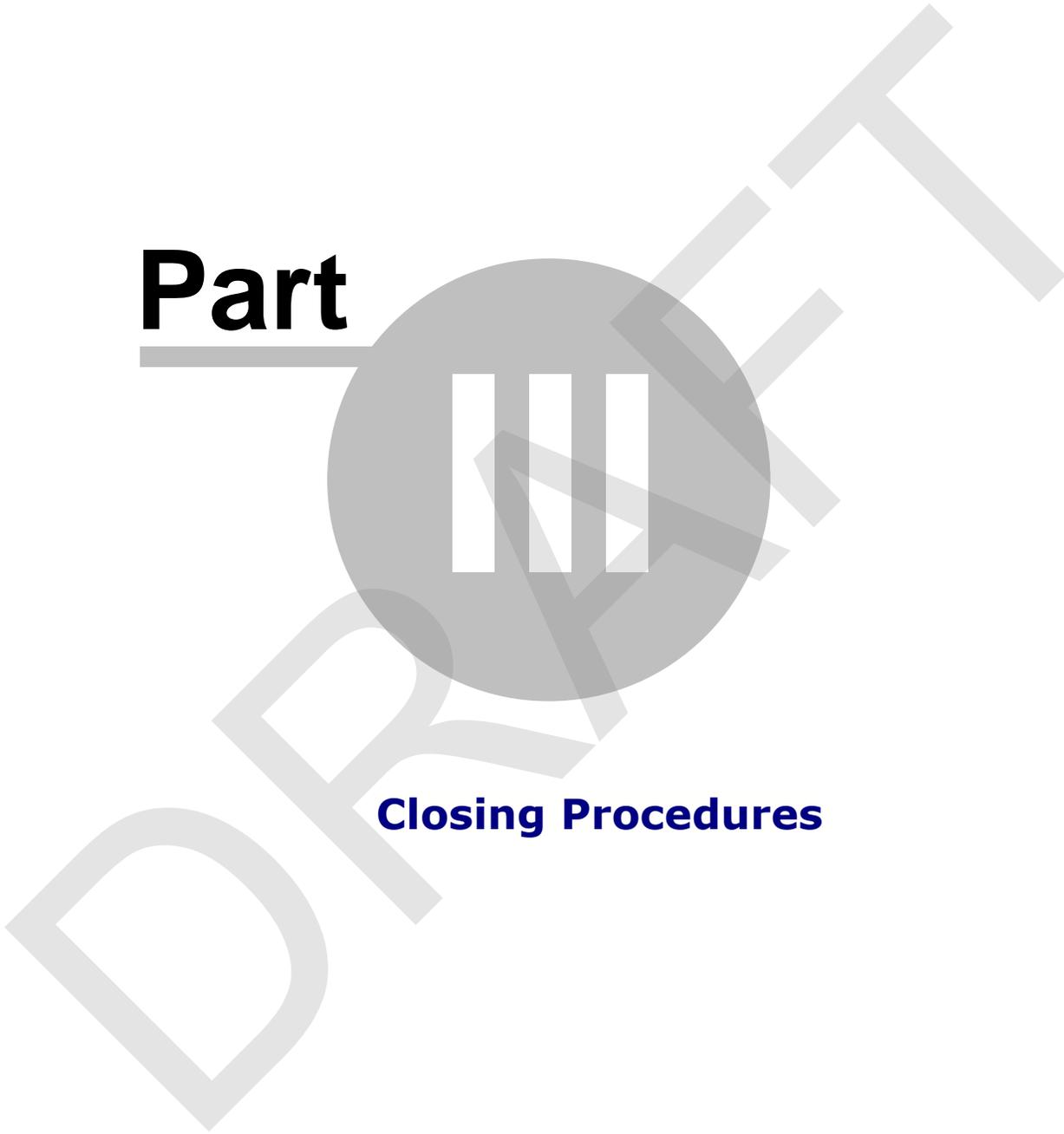
Part 3   Closing Procedures

Closing procedure is called the Z.

- If the system has any open checks you need to either close or void them, otherwise all open checks will be moved into the next day's sales. Read **Key Manager Procedures/Open Checks/System Open Checks**.

- If the system has any open tips you need to put them in otherwise all open tips will be cleared on Z. Read **Key Manager Procedures/Open Checks/Clear Open Tips**.

- Proceed to Z. Read **Closing Procedures/Z**.

3.1   Shutting Down Stations

Shutdown Stations

1. Press the **Manager** icon at the top of the screen.
2. Press the **General Functions** header or icon.
3. Press the **Shutdown Stations** button.
4. Choose either **ShutDown** or **Terminate** button.

Shutdown button will shutdown all stations from the the master terminal without you having to go physically to each station to turn off the computer.

Terminate button is to terminate all the stations. This will exit all stations out of the SoftTouch System into your Windows Operating System. This will not turn off the computers.

Caution: Executing this function will disrupt your ability to have SoftTouch running on the other stations.

3.2   Z

The system can be congifured in the Backoffice to automatically Z out at the specified days and times.
But if you don't have it set up to Z automatically then you need to Z Manually at the end of the business
    day.

Note 1: All the clocked in employees will be automatically clocked out on Z (unless it is a 24 hour
establishment).

Note 2: If there are open tips in the system (a check was closed to a credit card and a server did not enter
their tips), all open tips will be cleared on Z (unless it is a 24 hour establishment).

Note 3: If there are open checks in the system, either close them or void them otherwise the system will
move all open checks into the next day's sales.

Z Manually

1. Press the **Manager** icon at the top of the screen.

2. Press the **Z Out** icon on the bottom of the screen.

The following screen will appear:

SoftTouch POS
6/09 05:50p   Cassandra

Z Wizard   Z Status

Overview
Confirmation

Z Overview
Operation date: 6/8/2011

End of day closeout

⚠ You have 5 open check(s) | Go to

⚠ You have 1 future open check(s) | Go to

⚠ You have 2 open bank(s) | Go to

⚠ You have 2 bank(s) with a balance | Go to

⚠ You have 5 employee(s) clocked in | Go to

💡 You have some items that you may want to resolve before moving on with your end of day closeout procedure, if not the system will automatically handle those items for you if you continue.

Cancel | Continue Z Process | Alert Shutdown | Shutdown Stations | Refresh Overview

3.   When you are ready to Z press the **Continue Z Process** button at the bottom of the screen.

4.   If you are sure you want to start the Z for the current operation date, press **YES**.

5.   Yellow notification box pops up in the upper left corner saying that the Z in progress. You are not forced to sit and wait until the Z is completed. You can keep using the system while it is Z'ing.

6.   When the Z is finished, a yellow notification will pop up in the upper left corner saying that the Z process has completed successfully and thr Z report will print automatically. Press on that notification box to make it go away.

Part

IV

Key Manager Procedures

Part 4   Key Manager Procedures

4.1   Open Price

Management function. Open Price allows a Manager to override the price of an item or a modifier.

1.   Select an item or a modifier on the check.

2.   Press the **Open Price** button.

3.   Enter the new price and press **ENTER**.

4.2   Item Adjust

SoftTouch System can Item Comp (give away free) any item or have certain discounts/coupons for certain items. Any special discounts for the items must be set up in the Backoffice.

Item Adjust

1. On the check touch an item that you want to adjust.

#89 - Guest: 2		Seat 1	Next Seat
Seat #1		$19.50	
Beer		$6.50	
1	Amstel Light	$3.50	NEW
1	Ice House	$3.00	NEW
Food		$13.00	
1	Steak Deluxe Sub	$5.25	NEW
1	Steak Onion Cz Sub	$5.25	NEW
1	Side Meatballs	$2.50	NEW

2. Press the **Item Adjust** button.

3. **Item Comp** button will appear at the bottom of the screen along with any other discounts or specials exist for that item.

4. Press the **Item Comp** button or a specific discount button.

If you are not a Manager the System may ask for an Override ID.
The Item Comp or discount will be shown in red on the check under the item being comped or discounted and check's total will be automatically calculated according to the adjustment.

#89 - Guest: 2		Seat 1	Next Seat
Seat #1		$14.25	
Beer		$6.50	
1	Amstel Light	$3.50	NEW
1	Ice House	$3.00	NEW
Food		$7.75	
1	Steak Deluxe Sub	$5.25	NEW
1	Steak Onion Cz Sub	$5.25	NEW
	Item Comp	($5.25)	
1	Side Meatballs	$2.50	NEW

4.3   Item Void

Allows Manager to void a mistaken item that was sent to the remote printer. **Item Void** button is used when the mistake was made, but no item was cooked or poured.
Note: You can do Item Void only after the order has already been sent.

1.   Bring up the check.

2.   On the check select an item to be voided.

3.   Press the **Item Void** button at the bottom of the screen.

4.   Choose the void reason from the list.

5.   This item is now voided.

4.4   Item Waste

Allows Manager to void an item that was already cooked or poured.
Note: You can do Item Waste only after the order has already been sent.

1. Bring up the check.
2. On the check select an item to be wasted.
3. Touch the **Item Waste** button at the bottom of the screen.
4. Choose the reason for waste from the list.

5. This item is now wasted.

4.5   Void Order

Allows Manager to void a mistaken order that was sent to the remote printer. **Void Order** button is used when the mistake was made, but no order was cooked or poured.
Note: You can Void Order only after the order has been sent.

1. Bring up the check.

2. Press the **Void Order** button at the bottom of the screen.

3. Choose the void reason from the list.

4. The entire check is now voided.

4.6   Void Waste

Allows Manager to void an order that was already cooked or poured.
Note: You can do Void Waste only after the order has been sent.

1. Bring up the check.
2. Press the **Void Waste** button.
3. Choose the reason for waste from the list.

4. The entire check is now wasted.

4.7   Check Adjust

Check Adjust holds all of the discounts and coupons available for the restaurant that can be applied to a check. You will not see Item Adjustments when you access Check Adjust. Check Adjust refer to discounts and coupons affect the entire check. You can discount the entire check, just one Super Department (you want to discount Food but not Liquor) or for just the items assigned to one seat when seat numbers are used.
(The Check Adjust function can be secured so only certain employees can use it).

Apply Adjustment to a Check

1.   Bring up the check.

2.   Press the **Check Adjust** button at the bottom of the screen.

3.   Press the type of adjustment button that you want to give to a customer.

4.   Select an adjustment reason (if available) in the window that shows up.

5.   This adjustment will now show up in red at the very end of the check and check's total will be automatically calculated according to the adjustment.

#95 - Guest: 2	Seat 1	Next Seat
Seat #1	$11.26	
Food	$11.26	
1 Ice Tea	$1.25 NEW	
1 Ice Tea	$1.25 NEW	
1 Pasta Fagiole	$3.50 NEW	
1 Cheese Burger	$6.50 NEW	
Medium		
Swiss		
10% Discount	($1.24)	

4.8   Super Adjust

You can discount items by Super Department (example: Food, Liquor). Super Adjust affects only the selected super department's items and not the entire check.

Apply Adjustment to a Super Department

1.   Bring up the check.

2.   Touch a Super Department that you want to adjust on the check. (Liquor for example)

#94 - Guest: 2	Seat 1	Next Seat
Seat #1	$19.50	
Liquor	$9.00	
1 Alabama Slammer	$4.50	NEW
1 Frz Pina Colada	$4.50	NEW
Food	$10.50	
1 Eggplant Sub	$5.25	NEW
1 Steak Deluxe Sub	$5.25	NEW

3.   Press the **Super Adjust** button at the bottom of the screen.

4.   Any available discounts will be listed at the bottom of the screen. Select the type of adjustment.

5.   Select an adjustment reason (if available) in the window that shows up.

6.   This adjustment will now show up in red on the check under the super department being adjusted and check's total will be automatically calculated according to the adjustment

4.9   Seat Adjust

You can do Seat Adjustments just like you can do Super Department adjustments or Item adjustments. Seat Adjust affects only the selected Seat # and not the entire check.

Apply Adjustment to a Seat

1. Bring up the check.

2. On the check select a Seat # that you want to adjust.

#97 - Guest: 2	Seat 2	Next Seat
Seat #1	$21.75	
Food	$21.75	
1 Ice Tea	$1.25	NEW
1 AP-Fried Mozzerella	$4.50	NEW
1 Filet Mignon	$12.50	NEW
Medium Rare		
Pasta Fagiole	$3.50	NEW
Seat #2	$9.75	
Food	$9.75	
1 Coffee	$1.25	NEW
1 Ceasar	$5.00	NEW
1 Soup of the Day	$3.50	NEW

3. Press the **Seat Adjust** button at the bottom of the screen.

4. Any available discounts will be listed at the bottom of the screen. Select the type of adjustment.

5. Select an adjustment reason (if available) in the window that shows up.

6. This adjustment will now show up in red on the check under the Seat # being adjusted and check's total will be automatically calculated according to the adjustment

#97 - Guest: 2	Seat 2	Next Seat
Seat #1	**$21.75**	
Food	**$21.75**	
1 Ice Tea	$1.25	NEW
1 AP-Fried Mozzerella	$4.50	NEW
1 Filet Mignon	$12.50	NEW
Medium Rare		
Pasta Fagiole	$3.50	NEW
Seat #2	**$8.78**	
10% Discount	**($0.97)**	
Food	**$8.78**	
1 Coffee	$1.25	NEW
1 Ceasar	$5.00	NEW
1 Soup of the Day	$3.50	NEW

4.10   Check Date/Time

You can take the check's time forward or backwards. This allows other menus and their prices be used when the Schedule of those menus is out of range.

NOTE: This isn't the same as changing menus, as you may have already thought.
And we will prove it below.

For Example: it's lunch time and customer wants to order a breakfast item. Sure, you could simply switch to breakfast menu, but by doing so you won't get the breakfast price for that item. Or you might even have that breakfast item on your lunch menu, but most likely, that item won't have the breakfast price.

So to take an ordered breakfast item at a breakfast price during lunch time you need to change check's time.

1.   Start a new check.

2.   Before you ring up any items press the **Check DateTime** button.

3.   Enter the time for the schedule of the menu you want to access.

4.   If needed, switch to a desired menu by pressing the **Change Menu** button and selecting a menu from the list.

5.   Ring up items as you normally would.

4.11   Change Menu

When needed, you can switch between existing menus. This allows other menus be used when the Schedule of those menus is over or have not yet begun.
For Example: one can switch to Lunch menu even after Lunch menu is over.

NOTE: You can't change menu once you've start ringing up items. You have to either start a new check or simply clear the check you've already started by pressing the **Clear Order** button at the bottom of the screen.

1.   Start a new check or clear the current check you have open.

2.   Press the **Change Menu** button.

3.   From the list select the desired menu you want to change to by touching it.

4.   Ring up items as you normally would.

4.12   Change Server

Allows you to transfer the check to a different Server.

1.   Bring up the check by pressing on the table the customers are seated at.

2.   Press the **Change Server** button.

3.   You will see a list of all available employees. Select the employee you wish to transfer this check to from the list.

Employee List		
Sandy	Server	6/8/2011 9:44:10 AM
Bart	Bartender	6/8/2011 9:44:18 AM
Cassi	Eubank	6/8/2011 11:15:53 AM
Carrie	Cashier	6/8/2011 3:08:30 PM
Blade	Bartender	6/8/2011 9:06:26 PM

Cancel

Note: You may need Manager's override if the original Server does not have the permission set to move check to another Server in the Security settings of the BackOffice.

PLEASE BE AWARE THAT THE SERVER THAT THE CHECK IS BEING TRANSFERRED TO MUST ACCEPT RESPONSIBILITY FOR THAT CHECK. tHEY DO THIS BY GOING IN SOFTTOUCH TO *EMPLOYEE*, SELECT *MY CHECKS, OPEN TIPS & TRANSFERS* AND ACCESS THE *CHECKS AWAITING TRANSFER* TAB TO COMPLETE THE TRANSACTION.

4.13   Change Gratuity

SoftTouch system has the ability to add an automatic gratuity based on guest count. You will use **Change Gratuity** if this gratuity ever needs to be adjusted, should you wish to add a gratuity when auto gratuity is not set up or when you have not met the minimum guest count required to activate the auto gratuity as designated in your set up.

1.   Bring up the check by pressing on the table the customers are seated at.

2.   Press the **Change Gratuity** button.

3.   At the prompt, specify whether gratuity will be a percentage or an amount.

4.   Enter the new gratuity percentage or amount and press **ENTER**.

4.14   Print Server Report

Attention:

a. If your servers bank themselves, then in the BackOffice under **General section->Order Functions->Bar/Dining tab** make sure the **Auto Tip Deduction** option is selected. This way the server report will be able to deduct their charge tips from the cash sales, giving you a Cash Due total for that the server . You won't have to do Tips Paid Out anymore, the servers will subtract the charge tips from their cash sales and give you a Cash Owed total so they can just turn in credit card slips and the amount indicated on their report.

b. If your servers are under a cashier system (when all checks are being closed by a cashier) then the servers do not bank themselves. DO NOT check the Auto Tip Deduction option in the BackOffice. You will need to look for Open Checks amount and Charge Tips amount on the report and pay out tips from a station with a drawer. (Read Pay Out Tips section)

Print Server Report

1. Press the **Employee** icon in the top right area of the screen.

2. If you are a manager taking a report on behalf of a server, use the **Change Employee** button to change to the employee for which you need to print the server report.

3. Press the **Server Report** button at the bottom of the screen.

4. The system will ask you to select report print size of 40 or 80 column format.

If you choose the 40 column format, the report will be printed on the receipt printer.
If you chose the 80 column format, the report will be printed on the regular office printer.

5. Press the **Print** button at the bottom of the screen.

6. Look at the bottom of the report for any open checks that server has.

4.15   Pay Out Tips - Cashier System Only

Look at each server report (read **Key Manager Procedures/Print Server Report**) for any Charge Tips you need to pay out.

Pay Out Tips (for Cashiering systems only)

From the workstation you are removing the money from to pay the employee's tips:

1. Press the **Manager** icon at the top of your screen.
2. Press the **Banks (Tills & Pockets) Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances** icon.
3. Highlight the till you are deducting the money to pay the tips from and press the P**aid Out** button.
4. Choose the reason code. In this case Paid Out - Tips Paid
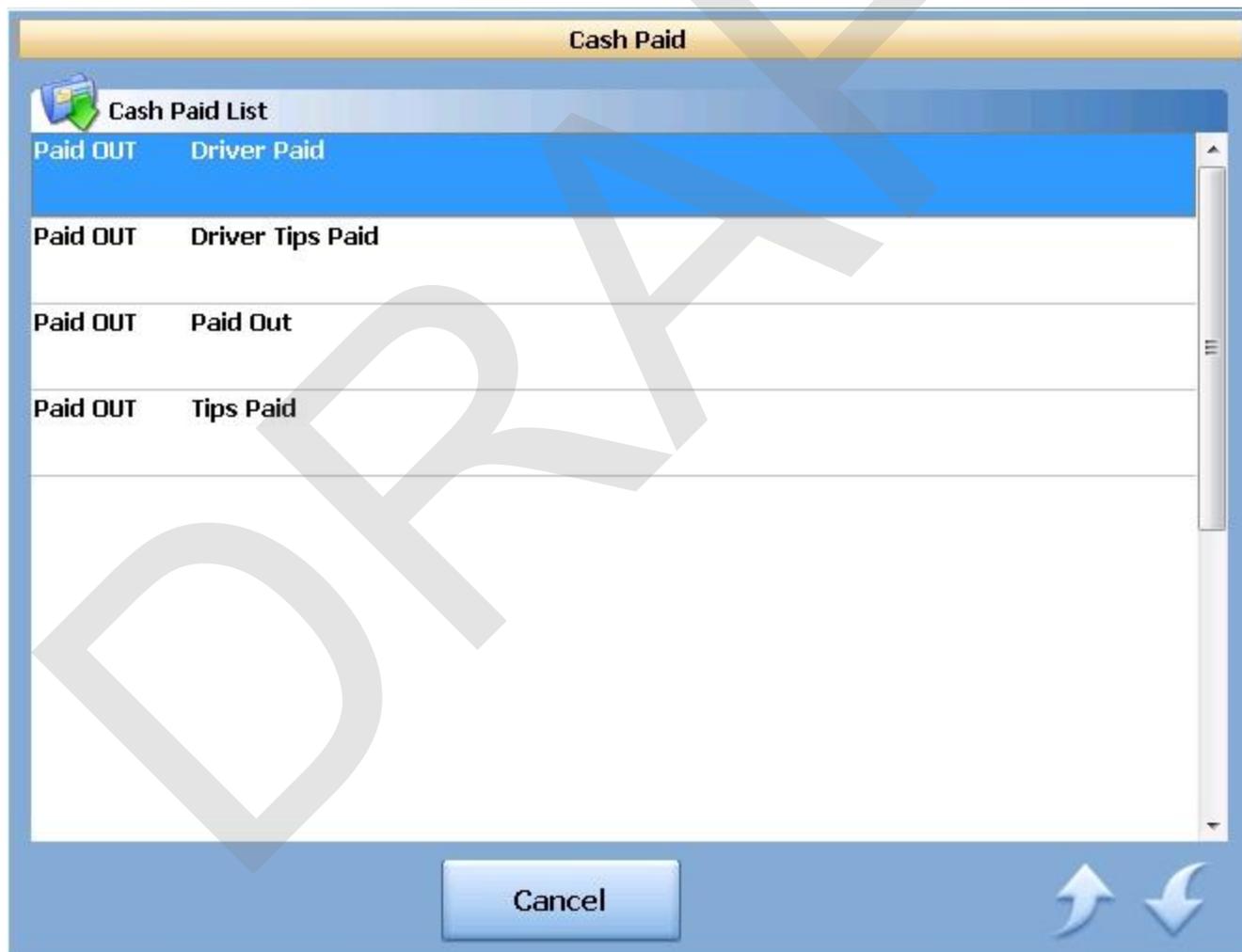
5. Enter amount of server's charge tips.
6. Give money to the server and have them sign a slip for it.
7. Do the same for other servers.

4.16   Paid In

The Paid In function allows you to pay money into the till (on any terminal with a till) or store safe, without adding to sales.

Paid In is used for sales of gift certificates, money received as a portion of vending machine revenue and restaurant's deposits (the amount does not add to sales)

Paid In Procedure

From the workstation you are putting the money into:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets) Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances** icon.

3. Highlight the till you are adding the money to and press the **Paid In** button.

4. You will be prompted to choose the payment type.

Payment Types

Payment Type List

- Cash
- Visa
- Mastercard
- Amex
- Discover
- Diners/ Carte Bl

Cancel

5.   Enter the amount of a Paid In.

6.   Press Yes to the confirmation dialog.

Confirmation Dialog

Paid IN: $50.00
Till #1
Paid in

Yes   No

4.17   Paid Out

The Paid Out function allows you to pay money out of the till (on any terminal with a till) or store safe, without deducting from sales. The system will ask you for reason codes and you can print a report with the reasons.

Paid Out is used when you need to remove money from a till or store safe to pay for a repair, buy produce if you run out, etc. (the amount does not deduct from sales)

Paid Out Procedure

From the workstation you are taking the money from:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets) Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances** icon.

3. Highlight the till you are taking the money from and press the **Paid Out** button.

4. Select the reason money is being removed from the till or store safe.

5. Enter the amount of the Paid Out.

6. Press Yes to the confirmation dialog.

4.18   Reset Employee Timecards

If you pay your employees irregularly and not on the regular payroll date, you should reset their timecards right after you pay them. (This can be used for contract employees.) This way their time on the payroll report will be reset and start tracking from zero.

**Screen Shots when I figure out how to get the crop tool to work again!

Reset Employee Timecards

The employee must be clocked out before you can reset timecards.

1.   Press the **Manager** icon on the top of the screen.

2.   Press the **Time Editor** icon on the right side of the screen.

3. Press the **Select Employee** button at the bottom of the screen.

4. Highlight the employee that timecards are being reset for.

5. From the calendar that displays, select the weekly start date for this employee and press enter.

6. Press the **Reset Timecards** button.

7. Press **YES** to the confirmation dialog.

8. The timecards of this employee are now reset to zero.
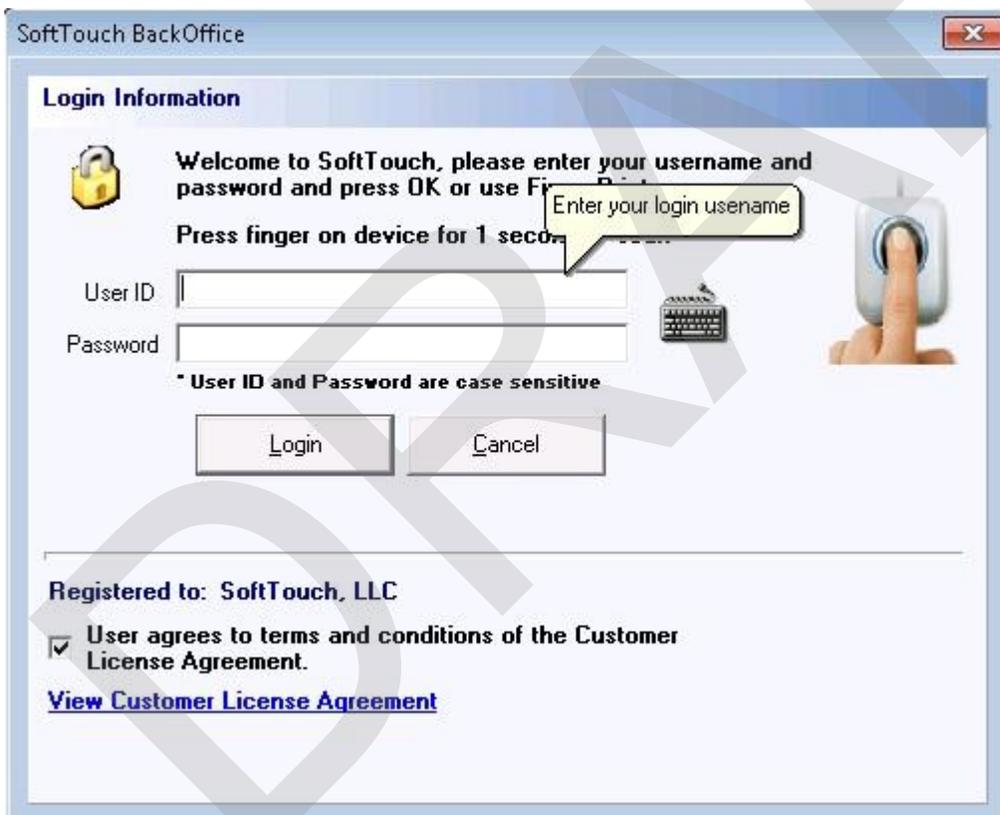
Part

V

BackOffice Manager Procedures

Part 5   BackOffice Manager Procedures

To Enter BackOffice

1.   When in SoftTouch, press the **Manager** icon at the top of the screen.

2.   Press the **General Functions** icon on the left of the screen.

3.   Press the **Launch BackOffice** button at the bottom of the screen.

4.   Enter your User ID and Password and press the Login button.

5.1   Credit Card Batch

The system automatically processes the daily credit card batch when you perform a daily "Z".
However, if you wish to view, print and match your receipts before they are processed, proceed with the following steps:

1. After all servers have settled their credit card tips open the Backoffice.

2. Under Financial section click on Credit Card.

3. Click on the DialUp-Batch Transactions/Administrator tab.

4. The system will warn you if there are any open tips to be settled. If there are still open tips, go to and settle them, then come back here to proceed.

5. The system will warn you that a "Z" has not been performed as well; this is normal.

6. Click View, Batch Report View. This will display all credit card transactions for the batch that is selected. Today's batch will be labeled Open Batch; choose this batch if it isn't already selected. If you require a hard copy to do your balancing, click on the Printer icon, select Report printer, then select Print. Balance your credit card receipts to this report.

7. Now close this screen and proceed to normal "Z" out.

5.2   Menu Items

5.2.1   Change Menu Item Name

Under the **General** applet, click on **Item Builder**.

1. Click on the red button labeled Items and all Item Groups are displayed.

2. Click on the + sign next to the Item Group to expand it and reveal the Items it holds.

3. Select the Item you wish to rename.

Item Builder - AP-Fried Calamari

4. Once the Item is selected, on the right side you will see its properties. (You will be on the Item tab, look at the very bottom). In the provided fields enter the new Item Name, Print Name (how you want this item name to print on kitchen's remote ticket) and Receipt Name (how you want this item name to print on customer's receipt). Change the Button Text accordingly.

5. To update the stations with the changes you just made click the Update Stations icon (blue push pin) at the top right of the toolbar.

6.   When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.2.2   Change Menu Item Price

Under the **General** applet, click on **Item Builder**.

1. Click on the red button labeled Items and all Item Groups are displayed.

2. Click on the + sign next to the Item Group to expand it and reveal the Items it holds.

3. Select the Item whose price you wish to change.

4. While the item is selected, click the **Pricing** tab at the bottom of the screen on the right.

Menu items can have more than one price. Food may stay at one price all day, while liquor may change from regular to happy hour pricing.

On the right side of the screen under **Item Pricing List** you will see a list of all prices assigned to a currently selected item.

Right below the Item Pricing List is the **Price Details** section, which shows you the price and the schedule during which this price is active.

5. Under **Item Pricing List** select the price you wish to change.

6. Under **Price Details** in the Amount field enter the new price and assign the correct schedule for the price.

7. Click the ✔ Save button located at the top of Price Details section.

8. For make more price changes repeat steps 3 through 7. Note that you can skip step 4 since you will already be on the Pricing tab when you get to the next menu item.

9. To update the stations with the changes you just made click the Update Stations icon (blue push pin) on the toolbar.

10. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.2.3   Add New Menu Item

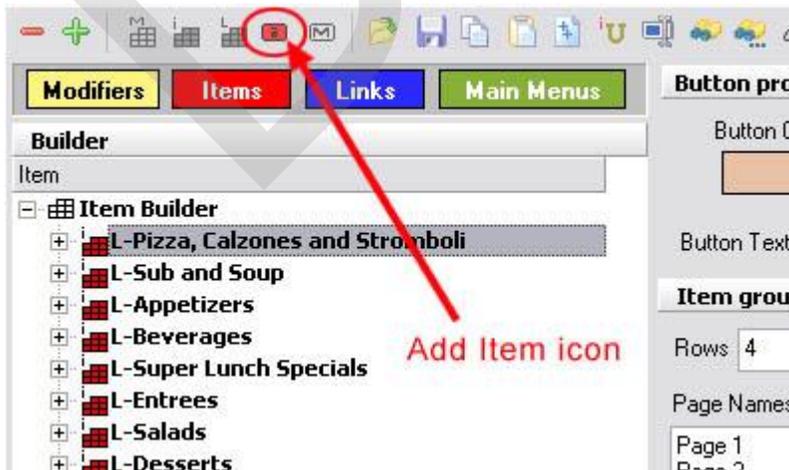Under the **General** applet, click on **Item Builder**.

Add Menu Item

1. Click on the red button labeled Items. See image below:

2. Highlight the group you wish to add an item to by clicking on it. Then click the Add Item icon (small red i). See image:


3.   A small window will pop up asking to enter an Item name you are adding. Enter the name of the item

and press Ok.

4. You will be asked if you want to continue adding. If you were adding only one item, click No. If you are adding more than one item, click Yes and repeat step 3.

Assign a Family Group to a Menu Item

5. Highlight the first Menu Item you've added clicking the + to the left of the Item Group you added this item to, then clicking on the newly added Menu Item. Item Properties fields will be displayed on the right side.

6. Click the Family drop-down menu. A list of Family Groups will show up. Select the Family Group that this Menu Item will belong to.
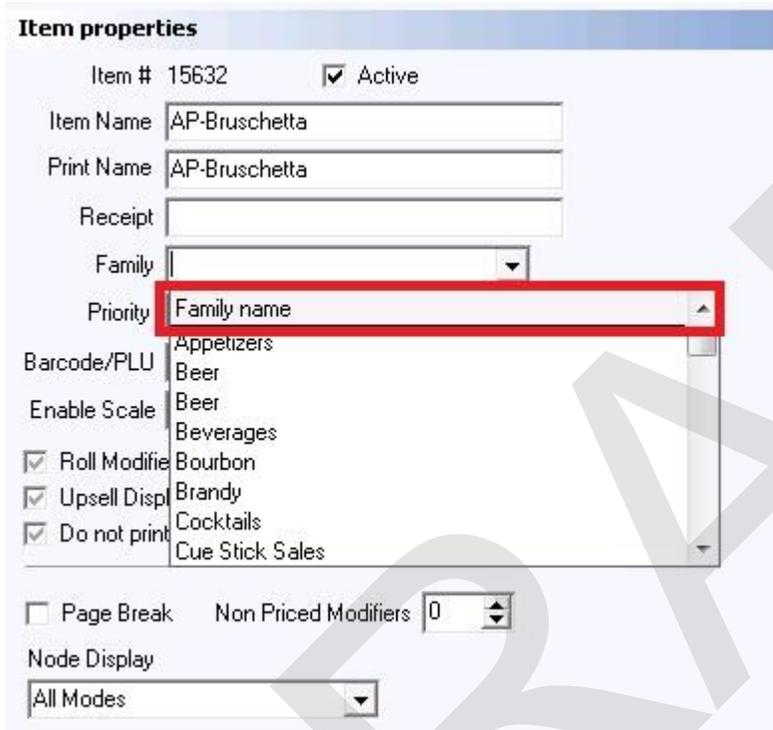
Specify Price and Schedule for a Menu Item

7. Now click the Pricing tab at the bottom of the screen.

Item pricing list

Active	Amount	Priority	Schedule
☑	$5.00	1	Pool Table Night
☑	$6.00		All Day Schedule

Price details   ✚ Add   ▬ Delete   ✓ Sa

Amount $5.00
per lb/oz for scales

Schedule   Pool Table Night   ▼

Order Type   ▼

Priority   1 ▲▼

Options
☑ Active   ☑ Open Price
☑ Default Price   ☑ Not Discountable
☑ Override   ☑ Lock Price

\Modifier\Item\Pricing\Print Groups\Recipe\Tax\Adjust.\Rentals\Menu Details\Stock\

8. Enter the price of this Menu Item in the Amount field.

9. Click the Schedule drop-down menu. A list of all predefined Schedules will show up. Select the Schedule for this price.

Price details   ✚ Add   ▬ Delete   ✓ S

Amount $9.95
per lb/oz for scales

Schedule | ▼

Order Type | Name
             | All Day Schedule
Priority | Delivery Charge 1
             | Delivery Charge 2
             | Dollar Domestic
             | Entertainment
             | Pool Table Day
             | Pool Table Night
Options | Price1

☑ Active
☑ Default Price   ☑ Not Discountable
☑ Override   ☑ Lock Price

\Modifier\Item\Pricing\Print Groups\Recipe\Tax\Adjust.\Rentals\Menu Details\Stock\

10. If you need to have more than one price for this item (different prices at different schedules), click the **+ Add** button next to **Price Details** heading and repeat steps 8 and 9.

11. Click the **Printer Groups** tab at the bottom of the screen.

12. On the right, under **Remote Print Group Name** heading click the drop-down menu. A list of predefined printer groups will show up. Select the printer group this item will be sent to. (If this item is to go to more than just one printer, click the **+ Add** button next to **Remote Print Group Name** heading and repeat step 12).
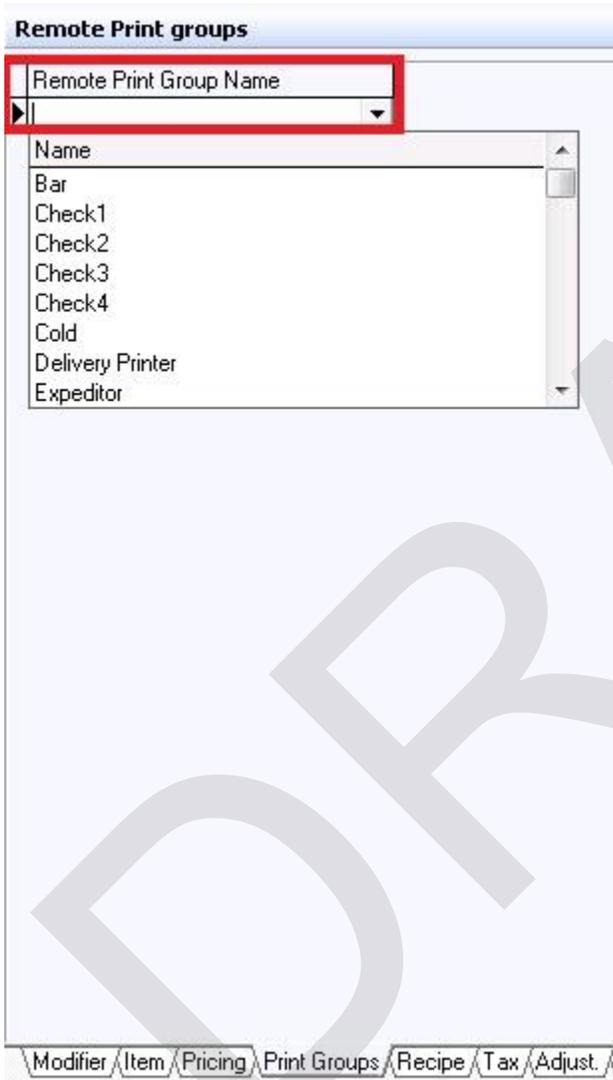
13. Now click the Tax tab at the bottom of the screen.

14. On the right, under **Tax Tables** heading click the drop-down menu. A list of predefined in your system tax tables will show up. Select the tax table that will be added to this item.
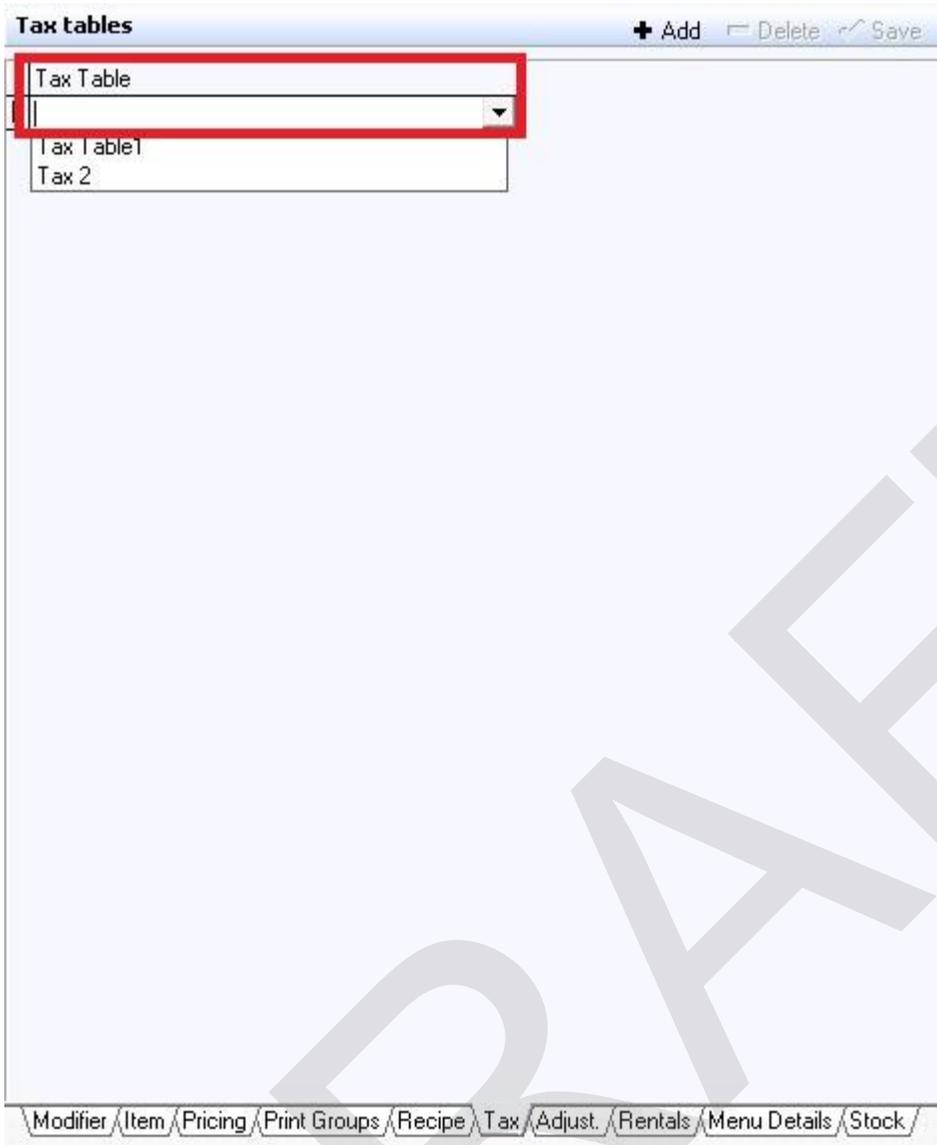
15. To complete set up of other menu items you might have added, repeat steps 5 through 14.

Note: If you are adding a whole new item and not just modifying an already existing one, you must exit out of SoftTouch on all stations and re-launch the SoftTouch on all the stations in order for the new items to appear on all stations.

16. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.2.4 Link Modifier Group to Menu Item

Under the **General** applet, click on **Item Builder**.

1. Click on the red button labeled Items and all Item Groups are displayed.

2. Click on the + sign next to the Item Group name to expand it and reveal the Items it holds including the Item you wish to change.
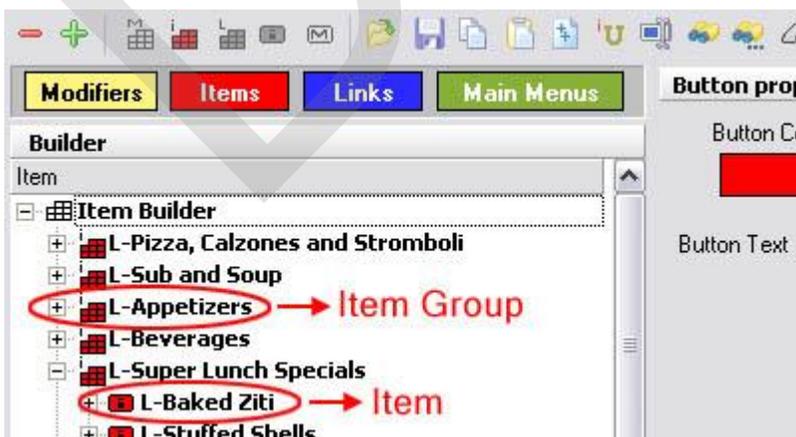
3. Highlight the Item you wish to link a Modifier Group(s) to, then click the Add Modifier Group icon

(yellow block with label M). See image:
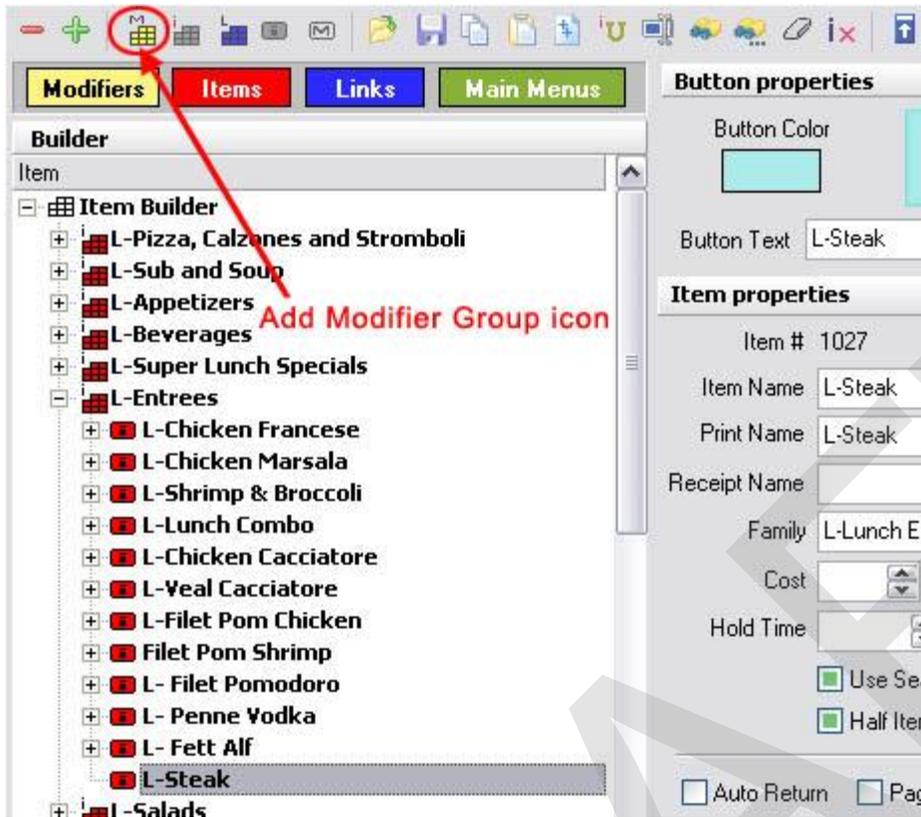
4. A list of all your existing Modifier Groups appears. (You can click the + sign next to Modifier Group name to view the items in that group).
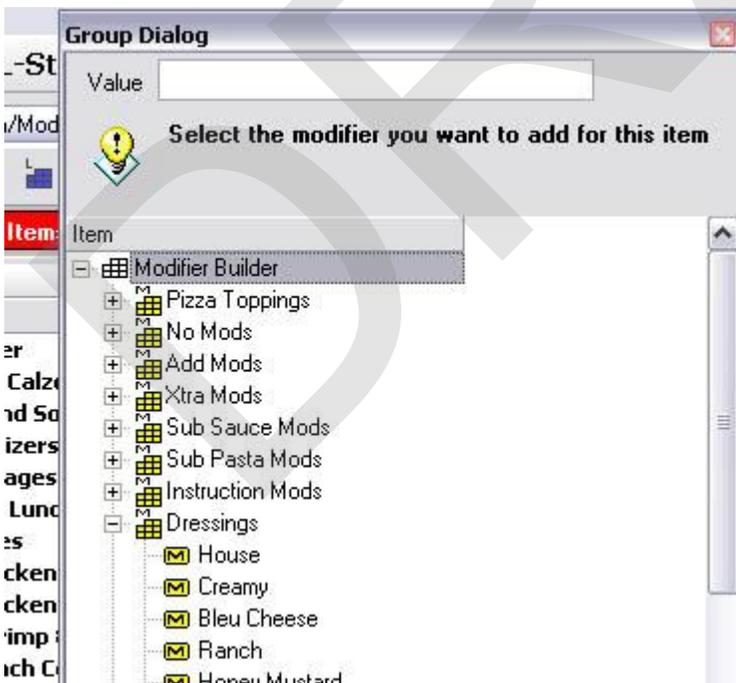
5. Highlight the group you wish to add and click the Select button.

6. To link more Modifier Groups to this Menu Item repeat steps 3 through 5.

7. Now click on the Add Link Group icon (blue block with label L) to add your Manual Modifiers. See

image:
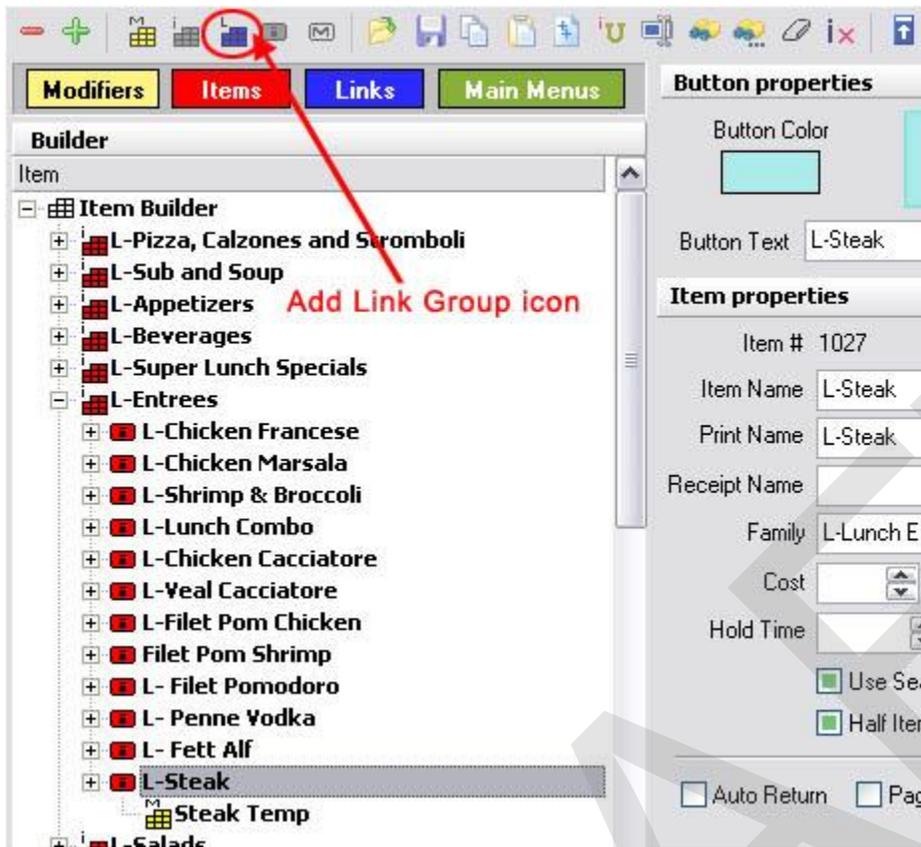
8. A list of all your existing Link Groups appears. Highlight the group named Manual Modifiers and click the Select button.

9. Click the + sign next to the Menu Item where you just added these groups.

10. Highlight the first modifier group under this item.

11. On the right side in the Quantity field enter how many modifiers a customer can choose.
   If the modifier is required to be entered before the server can move on (steak temp, egg prep, etc.) enter the quantity in the Force Quantity filed.
   If you are allowed one choice, but not required to enter it (with a ham & cheese sandwich, the guest may get a choice of cheeses, but the server can press go on and not enter one of the guest asks for no cheese) enter the quantity in the Quantity field.
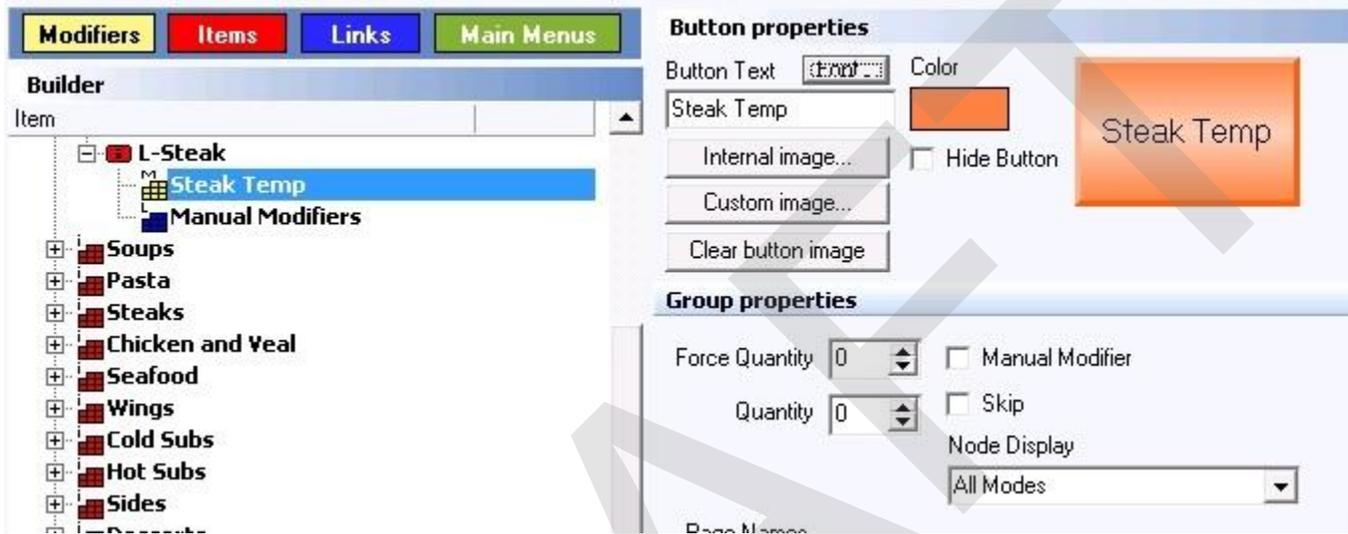
For Example: For the meat temperatures a customer chooses only one meat temperature, so you would put the quantity as 1 in the Force Quantity field and after the server selects the meat temp. he/she is automatically moves onto the next choice of item modifiers. If you want to display the modifier group over and over again until the server prompts the system to go on, leave a 0 value in the Quantity field. You normally do this in the case of sub modifiers where customers order multiple toppings.

12. Do the same for any other modifier groups you have linked to this item.

13. Now highlight the Manual Modifiers link group under the item you are working with.

14. If you have Manual Modifiers (such as "No" this and that, "Add" this and that or "Extra" this and that) added to the item, then make sure to select it first and then check the Manual Modifier option.
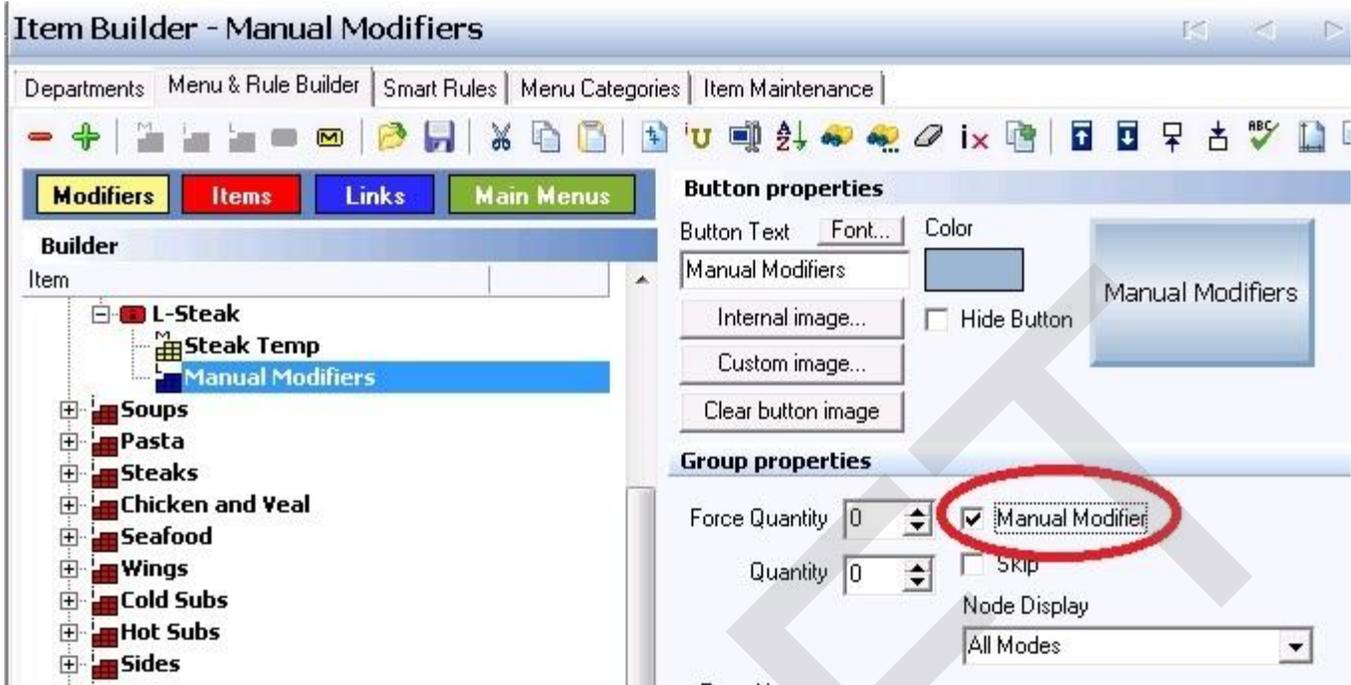
IMPORTANT: Add forced modifiers groups (yellow blocks) before Manual Modifiers link group. You can change the order of modifier groups by right clicking on the group and from the menu that pops up choosing Move node up, Move node down or Move node to top, Move node to bottom or analogously using the buttons on the toolbar.
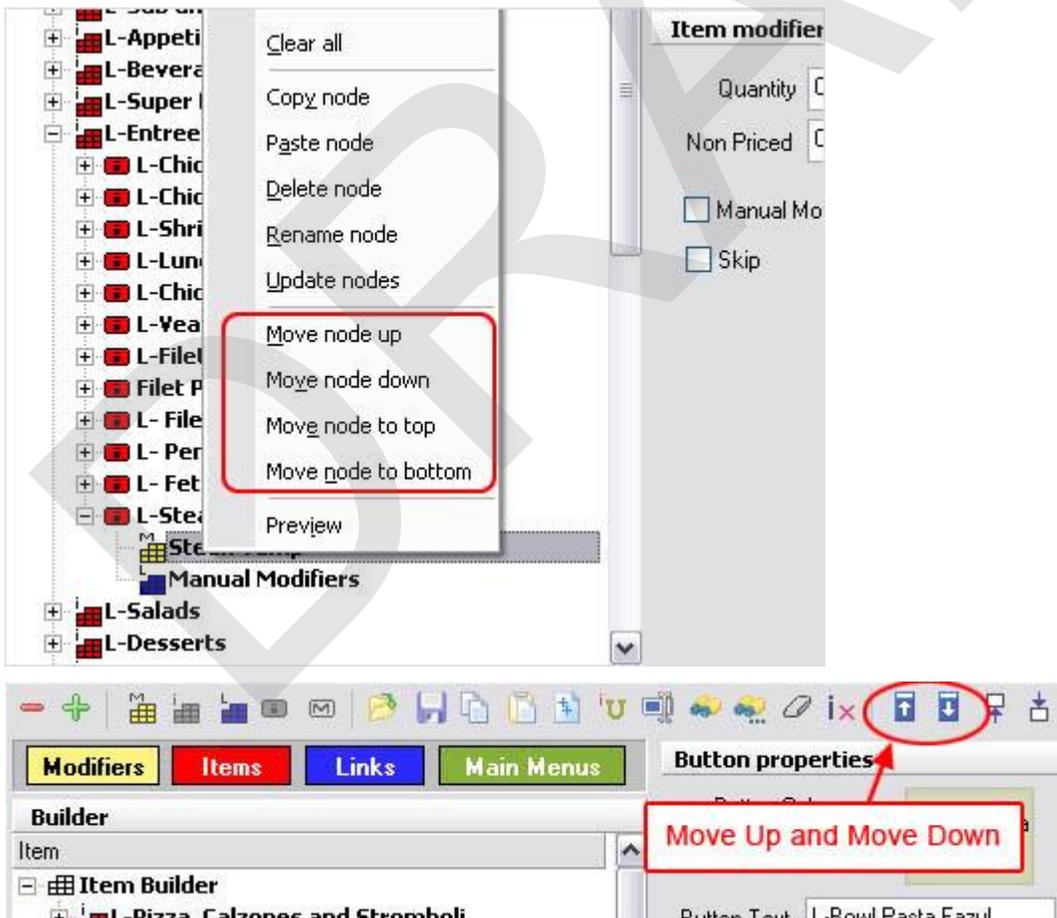
15. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to

the SoftTouch screen.
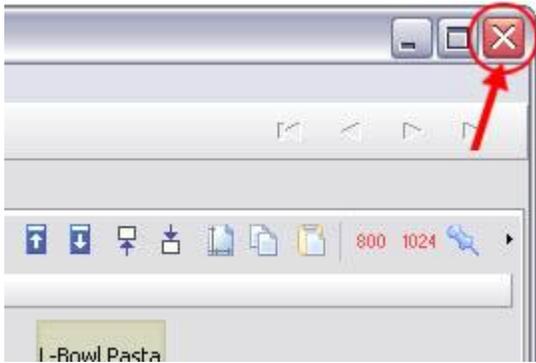
5.2.5   Add New Modifier

Under the **General** applet, click on **Item Builder**.

1. Click on the yellow button labeled Modifiers and all Modifier Groups are displayed.

2. Click on the + sign next to the Modifier Group name to expand it and reveal Modifiers it holds.
3. Highlight the Modifier Group name where you wish to add your Modifier(s).
4. Then click on the Add Modifier icon (small yellow M). See image:

5. A small window will pop up asking to enter a Modifier name. Type in the name of the Modifier and click Ok.

6. If you are adding more than one modifier, click Yes when asked "Continue adding?" and repeat steps 5, otherwise click No.

7. Highlight the first Modifier that you added by clicking on it. Modifier Properties fields will be displayed on the right side.

8. Click the Family drop-down menu. A list of Family Groups will show up. Select the Family Group that this Modifier will belong to.
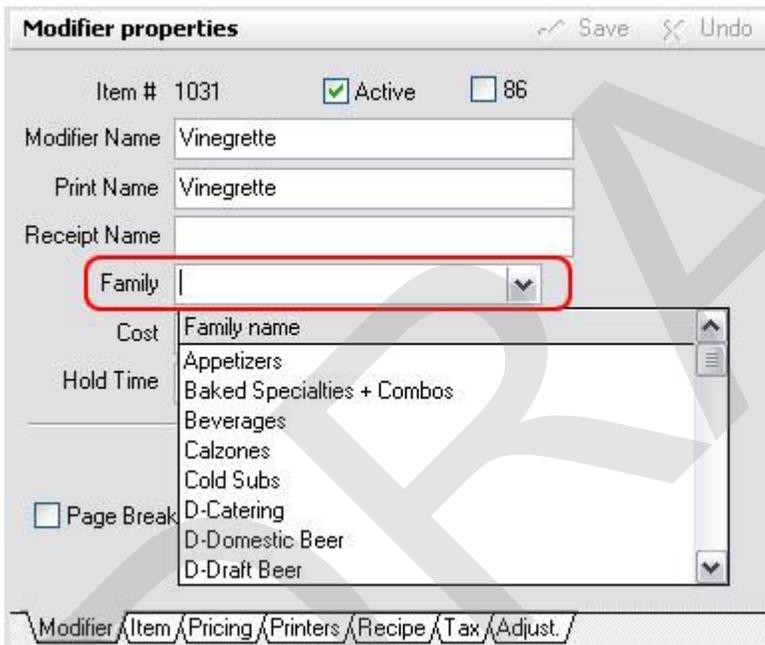
Specify Price and Schedule for a Modifier Item

9. Now click the Pricing tab at the bottom of the screen.
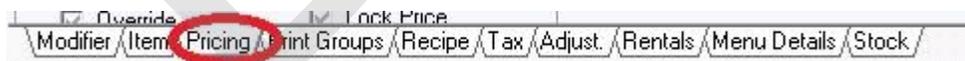
10. Enter the price of this Modifier Item in the Amount field.

11. Click the Schedule drop-down menu. A list of all predefined Schedules will show up. Select the Schedule for this price.

12. If you have more than one price, click the ✚ Add button next to **Price Details** heading and repeat steps 10 and 11.

13. Repeat steps 7 through 11 for additional Modifiers you might have added.

Note: When adding new modifiers and not just modifying the already existing one, you must exit out of SoftTouch on all stations and re-launch the SoftTouch on all the stations in order for the new modifiers to appear on all stations. Modifiers follow the remote printer and tax table of the menu item they are assigned to.

14. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.
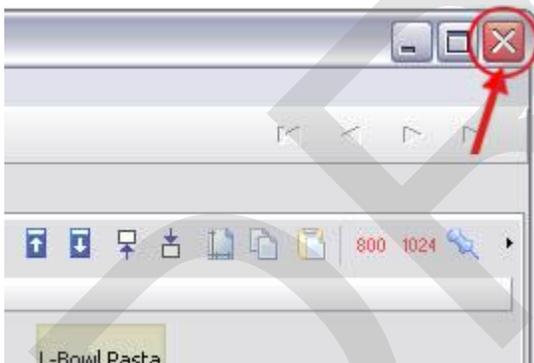
5.2.6   Change Number of Items on Display

If you make additions to your menu, you may need to change the way the items display on your screen. **For Example:** if your appetizer group has 12 items in it, the screen should be set to display 3 columns and 4 rows. This way the buttons are as large as possible while fitting all items on one page. If you add two items to this group, the system will automatically put them on page 2. Keeping all items on one page is faster and more convenient to access.

Under the **General** applet, click on **Item Builder**.

1. Click on the Modifiers (yellow) or Items (red) button and then highlight either Modifier Group or Item group, depending on which button you selected.
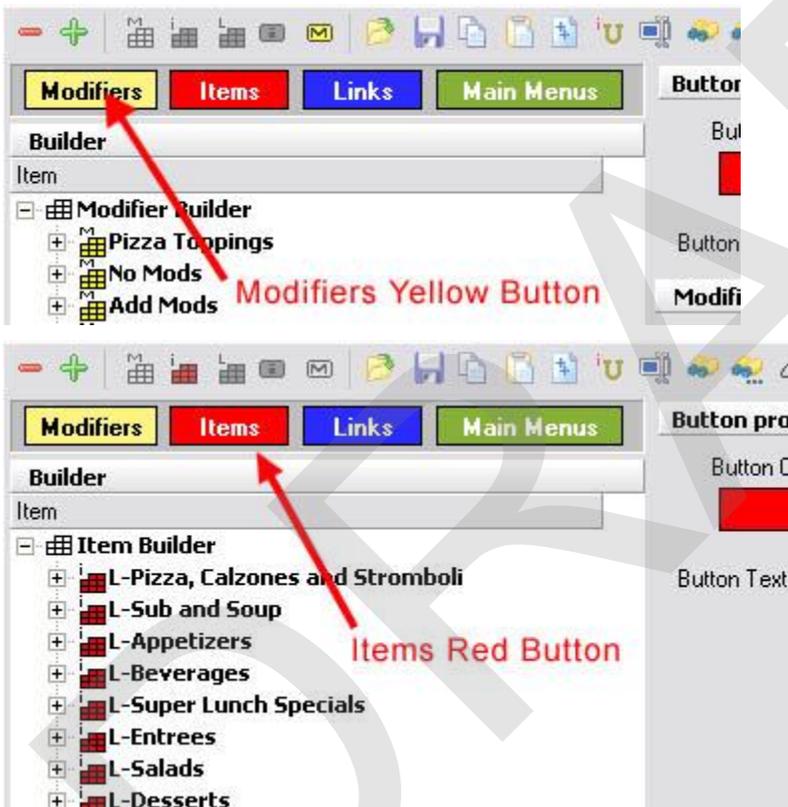
2. Highlight the Modifier or Item Group that you On the right, under **Group Properties** heading you set the number of items to be displayed on a screen by changing the values in the Rows and Columns fields.
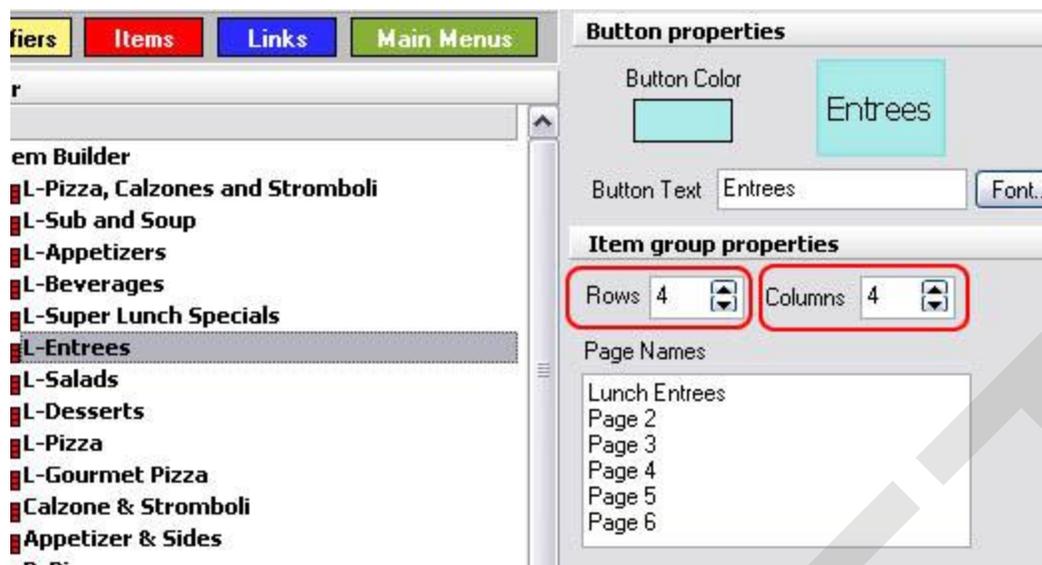
3. The Page Names field below Rows and Columns are the titles that appear at the top of your menu buttons when you ring up an order to indicate what items are on what page.
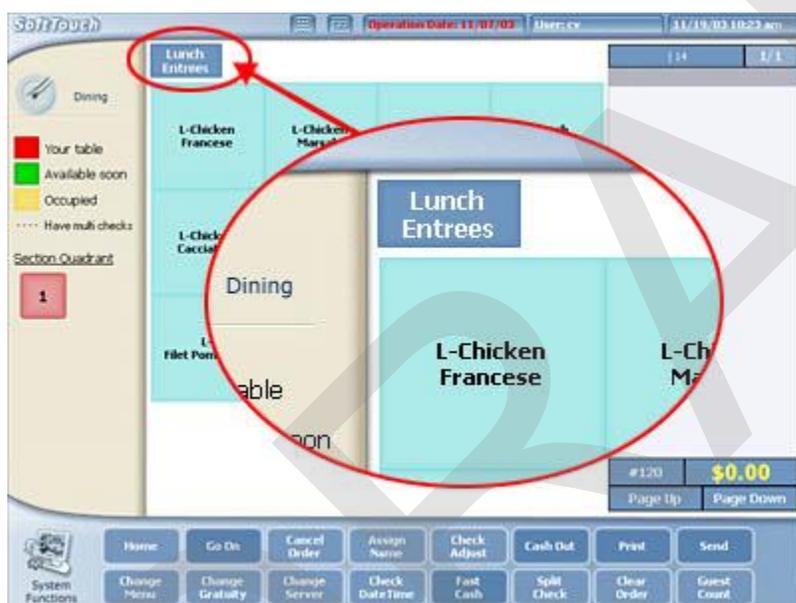
5.3 Employees

5.3.1 Add Employees That Don't Ring Checks

To add an employee that doesn't ring up checks (*bus people, dishwashers, hostesses, drivers etc.*) do the following:

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

The bottom half of the screen is where you add new employees.

Add Employee

1. Click the **+ Add** button in the **Employee detail** area.

2. Enter the employee's first and last name and select SoftTouch Employee as the **Employee Type**.

3. Make sure the **☑ Active** checkbox is checked. **Note:** you may deactivate an employee without deleting his/her info for later activation again by selecting/unselecting the Active checkbox.

4. Social security, Birthday and Employment date are optional fields.

   You can create a Group Name and assign it to employees for additional sorting in other areas of SoftTouch. For example, you may wish to add a Front of House and a Back of House group. When asked in other areas of SoftTouch for a Group Name, you will be able to sort accordingly.

   If you are doing delivery at this restaurant, and this employee is a Driver, select Basic for the **Driver Dispatch Assignment Mode.** This allows a driver to assign deliveries to themselves but not to another employee.

5. Click on the **Security** tab.

The screen below will appear:

6. Enter the employee's name in the **System User ID** field.

7. Press the Change Swipe ID button, and swipe the employee's card. Place your cursor in the confirm Swipe ID field and swipe the card again. Press the Ok button when finished. (If you are not using swipe cards, just enter the number in both fields and press the Ok button)

Assign Job

8. Click on the **Job & Wages** tab.

The following screen will appear:

9. Select the Employees job from the drop down selection by **Job Description**.

10. Select the Employees security level from the drop down selection by **Security Group**.

11. If this is an employee that does not ring checks, keep the Auto Login at None.

12. Select whether this Employee is paid Hourly or if they are Overtime Exempt (Salaried) from the drop down selection by **Pay Type**.

13. Enter the weekly or hourly wage this Employee is paid in the **Wage Amount** field.

14. If this is an employee that does not ring checks, do not check the **Pickup all employee checks** option box. If this employee is keeping the same swipe card to clock in, do not check the **Assign RFID or swipe card on clockin** option box.

15. If this Employee is making less than minimum wage and the tip credit set up under the System applet applies, check the **Apply Tip Credit** option box.

16. When you press the Save button, you will be asked "Does this employee carry his/her own bank? Choose Yes to create a pocket for this employee." Click No.

You have the option to add an Address, Phone numbers or Notes to this employee. You also may wish to add them to a schedule. You would not use Tracking for Employees that do not ring checks.
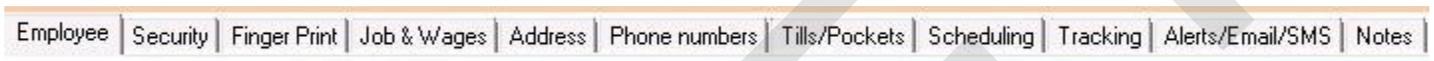
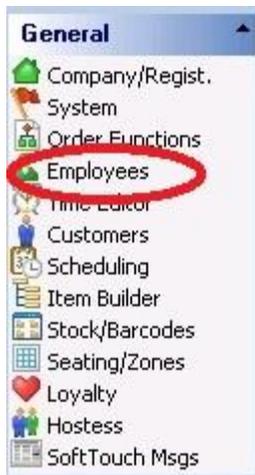17. Repeat steps 1 through 16 to add another employee.

18. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.3.2   Add Non Banking Server

To add a non banking server (*In cashier environments, a server may not take payments for their checks*) do the following:

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

The bottom half of the screen is where you add new employees.

Add Non Banking Server

1. Click the **+ Add** button in the **Employee detail** area.

2. Enter the server's first and last name and select SoftTouch Employee as the **Employee Type**.

3. Make sure the **☑ Active** checkbox is checked. **Note:** you may deactivate an employee without deleting his/her info for later activation again by selecting/unselecting the Active checkbox.

4. Social security, Birthday and Employment date are optional fields.

   You can create a Group Name and assign it to employees for additional sorting in other areas of SoftTouch. For example, you may wish to add a Front of House and a Back of House group. When asked in other areas of SoftTouch for a Group Name, you will be able to sort accordingly.

5. Click on the **Security** tab.

The screen below will appear:

6. Enter the employee's name in the **System User ID** field.

7. Press the Change Swipe ID button, and swipe the server's card. Place your cursor in the confirm Swipe ID field and swipe the card again. Press the Ok button when finished. (If you are not using swipe cards, just enter the number in both fields and press the Ok button)

Assign Job

8. Click on the **Job & Wages** tab.

The following screen will appear:

9. Select the Employees job from the drop down selection by **Job Description**. In this case, we are adding the Server Job Description.

10. Select the Employees security level from the drop down selection by **Security Group**. You will most likely have a security group for Servers. If so, select it.

11. You may want to set the Auto Login for Dining so that this employee will be taken to the Dining mode to ring up checks when they swipe their card or enter their number at a workstation.

12. Select whether this Employee is paid Hourly or if they are Overtime Exempt (Salaried) from the drop down selection by **Pay Type**.

13. Enter the weekly or hourly wage this Employee is paid in the **Wage Amount** field.

14. For a server that does not access other employees checks, do not check the **Pickup all employee checks** option box. If this employee is keeping the same swipe card to clock in, do not check the **Assign RFID or swipe card on clockin** option box.

15. Servers generally make less than minimum wage. If this server is making less than minimum wage and the tip credit set up under the System applet applies, check the **Apply Tip Credit** option box.

16. When you press the **Save** button, you will be asked "Does this employee carry his/her own bank? Choose Yes to create a pocket for this employee."

An employee that carries their own bank is not tied to a particular station. They can cash out a customer/guest at any station that their bank was assigned to and must place the money and/or checks in their bank (usually the employee's pocket).

Since this is a non banking server, select No.

You have the option to add an Address, Phone numbers or Notes to this employee. You also may wish to add them to a schedule.

Add Tracking Totals

You may want to track certain totals for employees that ring up checks that don't already appear on their reports. You can create a tracking group for a Super Department, a Department, a Family Group or a Menu Item. Managers may wish to use these tracking groups to hold contests for the employee who sells the most desserts in an effort to promote sales of new or slow selling items.

17. Click on the **Tracking** tab.

18. You can select a Super Department, Department or Family group by clicking in the blank area beneath the desired header and selecting from the drop down list, then click the **Save** button at the right side of the screen.

19. To add a second tracking group, click on the blank area beneath the desired header and select from the drop down list, then click the **Save** button at the right side of the screen.

20. If you want to track a particular menu item, you will need to get the menu item number by going to Item Builder then find and highlight the item you wish to track. You will see the menu item number on the right side of the screen.

20. Once you have the number of the menu item you wish to track, enter that number in the **Item #** field, then click the **Save** button at the right side of the screen.

21. Repeat steps 1 through 20 to add another non banking server.

22. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.
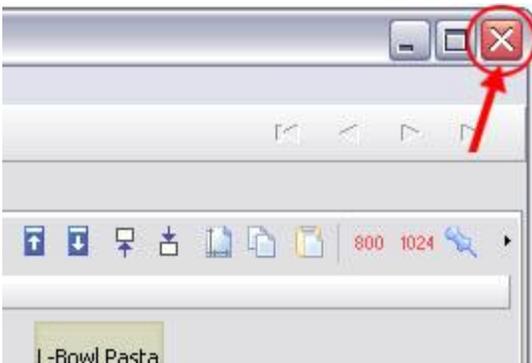
5.3.3   Add Self-Banking Server

To add a self-banking server (*a server who accepts payments for their checks*) do the following:

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

The bottom half of the screen is where you add new employees.

Add Non Banking Server

1. Click the **+ Add** button in the **Employee detail** area.

2. Enter the server's first and last name and select SoftTouch Employee as the **Employee Type**.

3. Make sure the ☑ Active checkbox is checked. **Note:** you may deactivate an employee without deleting his/her info for later activation again by selecting/unselecting the Active checkbox.

4. Social security, Birthday and Employment date are optional fields.

   You can create a Group Name and assign it to employees for additional sorting in other areas of SoftTouch. For example, you may wish to add a Front of House and a Back of House group. When asked in other areas of SoftTouch for a Group Name, you will be able to sort accordingly.

5. Click on the **Security** tab.

The screen below will appear:

6. Enter the employee's name in the **System User ID** field.

7. Press the Change Swipe ID button, and swipe the server's card. Place your cursor in the confirm Swipe ID field and swipe the card again. Press the Ok button when finished. (If you are not using swipe cards, just enter the number in both fields and press the Ok button)

Assign Job

8. Click on the **Job & Wages** tab.

The following screen will appear:

9. Select the Employees job from the drop down selection by **Job Description**. In this case, we are

adding the Server Job Description.

10. Select the Employees security level from the drop down selection by **Security Group**. You will most likely have a security group for Servers. If so, select it.

11. You may want to set the Auto Login for Dining so that this employee will be taken to the Dining mode to ring up checks when they swipe their card or enter their number at a workstation.

12. Select whether this Employee is paid Hourly or if they are Overtime Exempt (Salaried) from the drop down selection by **Pay Type**.

13. Enter the weekly or hourly wage this Employee is paid in the **Wage Amount** field.

14. For a server that does not access other employees checks, do not check the **Pickup all employee checks** option box. If this employee is keeping the same swipe card to clock in, do not check the **Assign RFID or swipe card on clockin** option box.

15. Servers generally make less than minimum wage. If this server is making less **than minimum wage and the tip credit set up under the System applet applies, check the** Apply Tip Credit option box.

16. When you press the **Save** button, you will be asked "Does this employee carry his/her own bank? Choose Yes to create a pocket for this employee."

An employee that carries their own bank is not tied to a particular station. They can cash out a customer/guest at any station that their bank was assigned to and must place the money and/or checks in their bank (usually the employee's pocket).

Since this is a banking server, select Yes.

You have the option to add an Address, Phone numbers or Notes to this employee. You also may wish to add them to a schedule.

Add Tracking Totals

You may want to track certain totals for employees that ring up checks that don't already appear on their reports. You can create a tracking group for a Super Department, a Department, a Family Group or a Menu Item. Managers may wish to use these tracking groups to hold contests for the employee who sells the most desserts in an effort to promote sales of new or slow selling items.

17. Click on the **Tracking** tab.

18. You can select a Super Department, Department or Family group by clicking in the blank area beneath the desired header and selecting from the drop down list, then click the **Save** button at the right side of the screen.

19. To add a second tracking group, click on the blank area beneath the desired header and select from the drop down list, then click the **Save** button at the right side of the screen.

20. If you want to track a particular menu item, you will need to get the menu item number by going to Item Builder then find and highlight the item you wish to track. You will see the menu item number on the right side of the screen.

20. Once you have the number of the menu item you wish to track, enter that number in the **Item #** field, then click the **Save** button at the right side of the screen.

21. Repeat steps 1 through 20 to add another self-banking server.

22. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.3.4   Add Cashier

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

The bottom half of the screen is where you add new employees.

Add Cashier

1. Click the **+ Add** button in the **Employee detail** area.

2. Enter the cashier's first and last name and select SoftTouch Employee as the **Employee Type**.

3. Make sure the ☑ Active checkbox is checked. **Note:** you may deactivate an employee without deleting his/her info for later activation again by selecting/unselecting the Active checkbox.

4. Social security, Birthday and Employment date are optional fields.

   You can create a Group Name and assign it to employees for additional sorting in other areas of SoftTouch. For example, you may wish to add a Front of House and a Back of House group. When asked in other areas of SoftTouch for a Group Name, you will be able to sort accordingly.

   If you are doing delivery at this restaurant, and this cashier will assign deliveries to drivers, select Advanced for the **Driver Dispatch Assignment Mode.** This allows a cashier to assign deliveries to themselves or any driver that is clocked in.

5. Click on the **Security** tab.
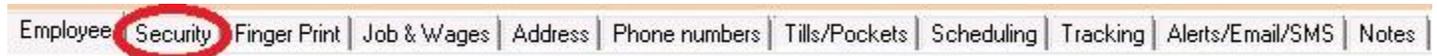
The screen below will appear:

6. Enter the employee's name in the **System User ID** field.

7. Press the Change Swipe ID button, and swipe the cashier's card. Place your cursor in the confirm Swipe ID field and swipe the card again. Press the Ok button when finished. (If you are not using swipe cards, just enter the number in both fields and press the Ok button)

Assign Job

8. Click on the **Job & Wages** tab.
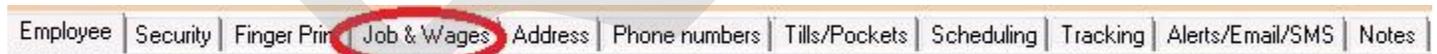
The following screen will appear:

9. Select the Employees job from the drop down selection by **Job Description**. In this case, we are adding the Cashier Job Description.

10. Select the Employees security level from the drop down selection by **Security Group**. You will most likely have a security group for Cashiers. If so, select it.

11. You can set the Auto Login so this employee will be taken to the mode you select here to ring up checks when they swipe their card or enter their number at the workstation. If this cashier is closing checks for servers, you may wish to select Dining mode. If they will be ringing up counter orders, you may wish to select Counter mode. If you leave this field at None, they will select the mode they wish to work in after they swipe their card or enter their number to log onto the system.

12. Select whether this Employee is paid Hourly or if they are Overtime Exempt (Salaried) from the drop down selection by **Pay Type**.

13. Enter the weekly or hourly wage this Employee is paid in the **Wage Amount** field.

14. If this cashier will access other employees checks, check the **Pickup all employee checks** option box. If this cashier is keeping the same swipe card to clock in, do not check the **Assign RFID or swipe card on clockin** option box.

15. Cashiers generally make at least minimum wage so you would not check the **Apply Tip Credit** option box.

16. When you press the **Save** button, you will be asked "Does this employee carry his/her own bank? Choose Yes to create a pocket for this employee." Click No.

An employee that carries their own bank is not tied to a particular station. They can cash out a customer/guest at any station that their bank was assigned to and must place the money and/or checks in their bank (usually the employee's pocket). This is usually used for self banking servers.

You have the option to add an Address, Phone numbers or Notes to this employee. You also may wish to add them to a schedule.

Employee | Security | Finger Print | Job & Wages | Address | Phone numbers | Tills/Pockets | Scheduling | Tracking | Alerts/Email/SMS | Notes

Add Till(s)

17. Click on the **Tills/Pockets** tab.

Employee | Security | Finger Print | Job & Wages | Address | Phone numbers | Tills/Pockets | Scheduling | Tracking | Alerts/Email/SMS | Notes
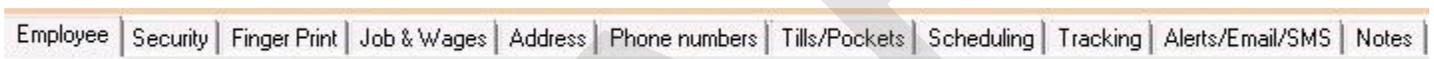
18. You need to add the till(s) that this cashier will use.

18 A. If there is one till that this cashier uses EVERY time they close checks, add that till under the **Employee assigned tills/pockets** section on the left.

Click the **+ Add** button under the **Employee assigned tills/pockets** section and from the drop-down menu below select the cash drawer from the list that this cashier will be using.

18B. If this cashier uses different tills, depending on what workstation they are working at on any given day, add that till under the **Employee assignable tills** section on the right.

Click the ✚ Add button under the **Employee assignable tills** section and from the drop-down menu below select the cash drawer from the list that this cashier will be using.

19. If this cashier will use more than one till, repeat step 18A or 18B to add another till.

Add Tracking Totals

You may want to track certain totals for employees that ring up checks that don't already appear on their reports. You can create a tracking group for a Super Department, a Department, a Family Group or a Menu Item. Managers may wish to use these tracking groups to hold contests for the employee who sells the most desserts in an effort to promote sales of new or slow selling items.

20. Click on the **Tracking** tab.

21. You can select a Super Department, Department or Family group by clicking in the blank area beneath

the desired header and selecting from the drop down list, then click the **Save** button at the right side of the screen.

| Employee | Security | Finger Print | Job & Wages | Address | Phone numbers | Tills/Pockets | Scheduling | Tracking | Alerts/Email/SMS | Notes |

Employee tracking

Copy Records   Paste Records   **+** Add   **−** Delete

Super Department	Department	Family	Item #
❯ Liquor ▼			

Beer
Drinks
Food
Liquor
Merchandise
Pizza
Pool Tables

22. To add a second tracking group, click on the blank area beneath the desired header and select from the drop down list, then click the **Save** button at the right side of the screen.

| Employee | Security | Finger Print | Job & Wages | Address | Phone numbers | Tills/Pockets | Scheduling | Tracking | Alerts/Email/SMS | Notes |

Employee tracking

Copy Records   Paste Records   **+** Add   **−** Delete

Super Department	Department	Family	Item #
Liquor			
*	▼		

Department
Food
Liquor
Pizza
Beer
Pool Tables
Rentals

23. If you want to track a particular menu item, you will need to get the menu item number by going to Item Builder then find and highlight the item you wish to track. You will see the menu item number on the right side of the screen.

24. Once you have the number of the menu item you wish to track, enter that number in the **Item #** field, then click the **Save** button at the right side of the screen.

25. Repeat steps 1 through 24 to add another cashier.

26. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.3.5　Add Bartender with Assigned Till

To add a bartender that has an assigned till, do the following:

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

The bottom half of the screen is where you add new employees.

Add Bartender

1. Click the **+ Add** button in the **Employee detail** area.

2. Enter the bartender's first and last name and select SoftTouch Employee as the **Employee Type**.

3. Make sure the **☑ Active** checkbox is checked. **Note:** you may deactivate an employee without deleting his/her info for later activation again by selecting/unselecting the Active checkbox.

4. Social security, Birthday and Employment date are optional fields.

    You can create a Group Name and assign it to employees for additional sorting in other areas of SoftTouch. For example, you may wish to add a Front of House and a Back of House group. When asked in other areas of SoftTouch for a Group Name, you will be able to sort accordingly.

    If you are doing delivery at this restaurant, and this bartender will assign deliveries to drivers, select Advanced for the **Driver Dispatch Assignment Mode.**

5. Click on the **Security** tab.

The screen below will appear:

6. Enter the bartender's name in the **System User ID** field.

7. Press the Change Swipe ID button, and swipe the bartender's card. Place your cursor in the confirm Swipe ID field and swipe the card again. Press the Ok button when finished. (If you are not using swipe cards, just enter the number in both fields and press the Ok button)

Assign Job

8. Click on the **Job & Wages** tab.

The following screen will appear:

9. Select the Employees job from the drop down selection by **Job Description**. In this case, we are adding the Bartender Job Description.

10. Select the Employees security level from the drop down selection by **Security Group**. You will most likely have a security group for Bartenders. If so, select it.

11. You may want to set the Auto Login for Bar so that this bartender will be taken to the Bar mode to ring up checks when they swipe their card or enter their number at a workstation.

12. Select whether this Bartender is paid Hourly or if they are Overtime Exempt (Salaried) from the drop down selection by **Pay Type**.

13. Enter the weekly or hourly wage this Bartender is paid in the **Wage Amount** field.

14. If this bartender does not access other employees checks, do not check the **Pickup all employee checks** option box. If they do, place a check in the Pickup all employee checks option box.

   If this employee is keeping the same swipe card to clock in, do not check the **Assign RFID or swipe card on clockin** option box.

15. If this bartender is making less than minimum wage and the tip credit set up under the System applet applies, check the **Apply Tip Credit** option box.

16. When you press the **Save** button, you will be asked "Does this employee carry his/her own bank? Choose Yes to create a pocket for this employee."

An employee that carries their own bank is not tied to a particular station. They can cash out a customer/guest at any station that their bank was assigned to and must place the money and/or checks in their bank (usually the employee's pocket).

Since this is a bartender, select No.

You have the option to add an Address, Phone numbers or Notes to this employee. You also may wish to add them to a schedule.

Add Till(s)

17. Click on the **Tills/Pockets** tab.

You will need to add the till(s) this bartender will use.

You will use the **Employee assigned tills/pockets** if there is one till that this bartender uses EVERY time they close checks. Add that till under the **Employee assigned tills/pockets** section on the left.

18. Click the **+ Add** button under the **Employee assigned tills/pockets** section and from the drop-down menu below select the cash drawer from the list that this cashier will be using.

19. Click the Save button.

Add Tracking Totals

You may want to track certain totals for employees that ring up checks that don't already appear on their reports. You can create a tracking group for a Super Department, a Department, a Family Group or a Menu Item. Managers may wish to use these tracking groups to hold contests for the employee who sells the most desserts in an effort to promote sales of new or slow selling items.

20. Click on the **Tracking** tab.

21. You can select a Super Department, Department or Family group by clicking in the blank area beneath the desired header and selecting from the drop down list, then click the **Save** button at the right side of the screen.

22. To add a second tracking group, click on the blank area beneath the desired header and select from the drop down list, then click the **Save** button at the right side of the screen.

23. If you want to track a particular menu item, you will need to get the menu item number by going to Item Builder then find and highlight the item you wish to track. You will see the menu item number on the right side of the screen.

24. Once you have the number of the menu item you wish to track, enter that number in the **Item #** field, then click the **Save** button at the right side of the screen.

25. Repeat steps 1 through 24 to add another cashier.

26. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.
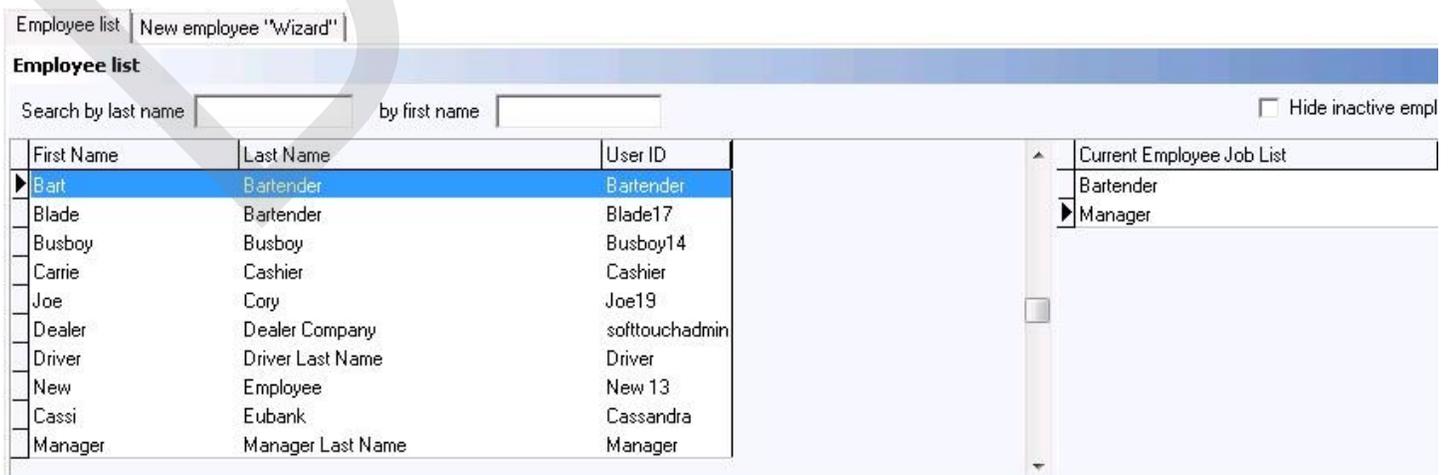

5.3.6   Add Bartender with Assignable Tills

To add a bartender that assigns their own till, depending on the workstation they are working at on any given day, do the following:

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

The bottom half of the screen is where you add new employees.

Add Bartender

1. Click the **+ Add** button in the **Employee detail** area.

2. Enter the bartender's first and last name and select SoftTouch Employee as the **Employee Type**.

3. Make sure the ☑ Active checkbox is checked. **Note:** you may deactivate an employee without deleting his/her info for later activation again by selecting/unselecting the Active checkbox.

4. Social security, Birthday and Employment date are optional fields.

   You can create a Group Name and assign it to employees for additional sorting in other areas of SoftTouch. For example, you may wish to add a Front of House and a Back of House group. When asked in other areas of SoftTouch for a Group Name, you will be able to sort accordingly.

   If you are doing delivery at this restaurant, and this bartender will assign deliveries to drivers, select Advanced for the **Driver Dispatch Assignment Mode.**

5. Click on the **Security** tab.

The screen below will appear:

6. Enter the bartender's name in the **System User ID** field.

7. Press the Change Swipe ID button, and swipe the bartender's card. Place your cursor in the confirm Swipe ID field and swipe the card again. Press the Ok button when finished. (If you are not using swipe cards, just enter the number in both fields and press the Ok button)

Assign Job

8. Click on the **Job & Wages** tab.

The following screen will appear:

9. Select the Employees job from the drop down selection by **Job Description**. In this case, we are adding the Bartender Job Description.

10. Select the Employees security level from the drop down selection by **Security Group**. You will most likely have a security group for Bartenders. If so, select it.

11. You may want to set the Auto Login for Bar so that this bartender will be taken to the Bar mode to ring up checks when they swipe their card or enter their number at a workstation.

12. Select whether this Bartender is paid Hourly or if they are Overtime Exempt (Salaried) from the drop down selection by **Pay Type**.

13. Enter the weekly or hourly wage this Bartender is paid in the **Wage Amount** field.

14. If this bartender does not access other employees checks, do not check the **Pickup all employee checks** option box. If they do, place a check in the Pickup all employee checks option box.

   If this employee is keeping the same swipe card to clock in, do not check the **Assign RFID or swipe card on clockin** option box.

15. If this bartender is making less than minimum wage and the tip credit set up under the System applet applies, check the **Apply Tip Credit** option box.

16. When you press the **Save** button, you will be asked "Does this employee carry his/her own bank? Choose Yes to create a pocket for this employee."

An employee that carries their own bank is not tied to a particular station. They can cash out a customer/guest at any station that their bank was assigned to and must place the money and/or checks in their bank (usually the employee's pocket).

Since this is a bartender, select No.

You have the option to add an Address, Phone numbers or Notes to this employee. You also may wish to add them to a schedule.

Add Till(s)

17. Click on the **Tills/Pockets** tab.

You will need to add the till(s) this bartender will use.

If this bartender uses different tills, depending on what workstation they are working at on any given day, add that/those till(s) under the **Employee assignable tills** section on the right.

18. Click the **+ Add** button under the **Employee assignable tills** section and from the drop-down menu below select the cash drawer from the list that this cashier will be using.

19. If this bartender will use more than one till, repeat step 18 to add another till.

Add Tracking Totals

You may want to track certain totals for employees that ring up checks that don't already appear on their reports. You can create a tracking group for a Super Department, a Department, a Family Group or a Menu Item. Managers may wish to use these tracking groups to hold contests for the employee who sells the most desserts in an effort to promote sales of new or slow selling items.

20. Click on the **Tracking** tab.

21. You can select a Super Department, Department or Family group by clicking in the blank area beneath the desired header and selecting from the drop down list, then click the **Save** button at the right side of the screen.

22. To add a second tracking group, click on the blank area beneath the desired header and select from the drop down list, then click the **Save** button at the right side of the screen.

23. If you want to track a particular menu item, you will need to get the menu item number by going to Item Builder then find and highlight the item you wish to track. You will see the menu item number on the right side of the screen.

24. Once you have the number of the menu item you wish to track, enter that number in the **Item #** field, then click the **Save** button at the right side of the screen.

25. Repeat steps 1 through 24 to add another cashier.
26. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.3.7   Add Manager

To add a manager, do the following:

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

The bottom half of the screen is where you add new employees.

Add Manager

1. Click the **✚ Add** button in the **Employee detail** area.

2. Enter the manager's first and last name and select SoftTouch Employee as the **Employee Type**.

3. Make sure the **☑ Active** checkbox is checked. **Note:** you may deactivate an employee without deleting his/her info for later activation again by selecting/unselecting the Active checkbox.

4. Social security, Birthday and Employment date are optional fields.

   You can create a Group Name and assign it to employees for additional sorting in other areas of SoftTouch. For example, you may wish to add a Front of House and a Back of House group. When asked in other areas of SoftTouch for a Group Name, you will be able to sort accordingly.

5. Click on the **Security** tab.

The screen below will appear:

6. Enter the manager's name in the **System User ID** field.

7. Press the Change Swipe ID button, and swipe the manager's card. Place your cursor in the confirm Swipe ID field and swipe the card again. Press the Ok button when finished. (If you are not using swipe cards, just enter the number in both fields and press the Ok button)

Assign Job

8. Click on the **Job & Wages** tab.

The following screen will appear:

9. Select the Employees job from the drop down selection by **Job Description**. In this case, we are adding the Manager Job Description.

10. Select the Employees security level from the drop down selection by **Security Group**. You will most likely have a security group for Managers. If so, select it.

11. Usually for a manager, you will keep the Auto Login field as None.

12. Select whether the Manager is paid Hourly or if they are Overtime Exempt (Salaried) from the drop down selection by **Pay Type**.

13. Enter the weekly or hourly wage this Manager is paid in the **Wage Amount** field.

14. If this Manager is allowed to access other employees checks, check the **Pickup all employee checks** option box.

    If this Manager is keeping the same swipe card to clock in, do not check the **Assign RFID or swipe card on clockin** option box.

15. Do not check the **Apply Tip Credit** option box.

16. When you press the **Save** button, you will be asked "Does this employee carry his/her own bank? Choose Yes to create a pocket for this employee."

For Managers, usually you select No. If this Manager will be closing checks for other employees, you will want to add all tills as described in Step 17.

.

You have the option to add an Address, Phone numbers or Notes to this Manager. You also may wish to add them to a schedule.

Add Till(s)

17. Click on the **Tills/Pockets** tab.

Employee | Security | Finger Print | Job & Wages | Address | Phone numbers | Tills/Pockets | Scheduling | Tracking | Alerts/Email/SMS | Notes |
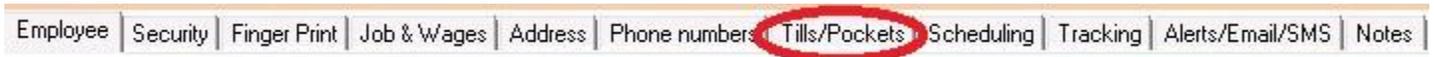
You may need to add till(s) so this Manager can close out checks for other employees.

Add all tills under the **Employee assigned tills/pockets** section on the left.

18. Click the **+ Add** button under the **Employee assigned tills/pockets** section and from the drop-down menu below select the cash drawer from the list that this cashier will be using.
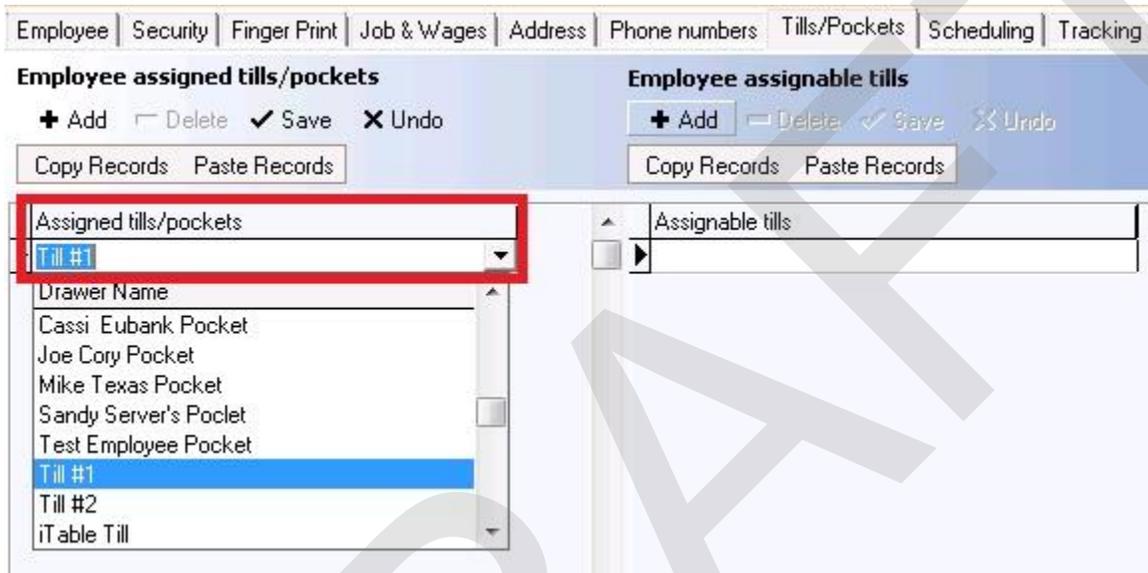
19. Click the Save button.

20. Repeat steps 17 through 19 to add additional tills.

21. Repeat steps 1 through 19 to add another Manager.

22. When finished, click on the red X in the top right corner of the screen to close BackOffice and return to the SoftTouch screen.

5.3.8   Employee Wizard

The **Employee Wizard** is designed to assist in employee set up by guiding you through the process and allowing you to copy settings from an employee that is already set up the same way you wish to set up the new employee.

Under the **General** applet, click on **Employees**.

The top half of the screen on the left displays a list of employees already entered into the system.

1. Click the **New Employee "Wizard"** tab.
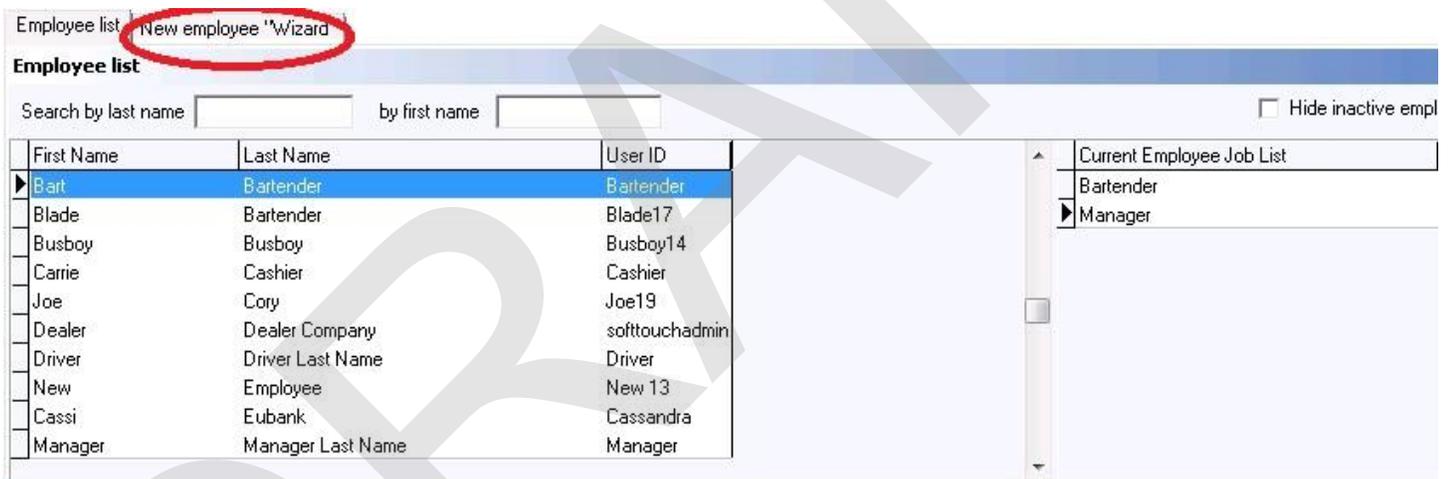
2. From the **New Employee Wizard** screen, click the **Click here to start adding a new employee** button.

3. From the **Employee details** screen, you **MUST** enter a first and last name. As indicated, these are required fields. Social security #, Birthday and Employment date fields are all optional.
When finished, click on the **Next** button at the bottom right of the screen.

4. From the **Address and Phone #** screen, all fields are optional.
When finished, click on the **Next** button at the bottom right of the screen.

5. From the **Security Settings** screen, you can copy settings that another employee is using or you can manually configure the Security Settings.

Employee list | New employee "Wizard"

Security Settings

Please set your security settings

Please fill in any security settings you wish this employee to perform, you may hover your mouse on top of any label for a brief moment to get a more detail explanation for the item.

If you're not sure which settings to use then you may want to pick an employee from the drop down to use that employees settings. This will configure all settings shown in the box below.

Global System User ID Leif21

☑ Swipe id never expires
☑ Leave cashout money under original employee
☑ Concurrent user logon
☑ Show bank detail amounts
☑ Can clockout without closing out

5A. To copy settings that another employee is using, select the employee that is already configured the way you want this employee to be configured from the drop down list of employees. Once you select an employee, you will be asked to confirm that you wish to duplicate the selected employees settings for the new employee you are creating.

Employee setup - Johnsen, Leif

Employee list | New employee "Wizard"

Security Settings
Please set your security settings

Please fill in any security settings you wish this employee to perform, you may hover your mouse on top of any label for a brief moment to get a more detail explanation for the item.

If you're not sure which settings to use then you may want to pick an employee from the drop down to use that employees settings. This will configure all settings shown in the box below.

Bartender, Blade

Bartender, Bart
Bartender, Blade
Busboy, Busboy
Cashier, Carrie
Cory, Joe
Dealer Company, Dealer
Driver Last Name, Driver
Employee, New

☑ Show bank detail amounts
☑ Can clockout without closing out

5B. If you wish to manually configure this employees security settings, select the options you wish to enable.

Swipe id never expires - This employees number or swipe ID card does not expire. Check this unless this employee is using a RFID bracelet that will be collected when they clock out and re-assigned when they clock back in the next day.

Leave cashout money under original employee - This is usually only checked for Managers, who will close a check for another employee, but give the employee they closed the check for the money collected.

Concurrent user logon - This means that this employee can be logged onto more than one workstation at the same time.

Show bank detail amounts - Select this if you wish for this employee to be able to see bank detail amounts

Can clockout without closing out - This is selected if you wish to require this employee to closeout before they clock out.

Employee list | New employee "Wizard"

Security Settings
Please set your security settings

Please fill in any security settings you wish this employee to perform, you may hover your mouse on top of any label for a brief moment to get a more detail explanation for the item.

If you're not sure which settings to use then you may want to pick an employee from the drop down to use that employees settings. This will configure all settings shown in the box below.

Global System User ID | Leif21

☑ Swipe id never expires
☑ Leave cashout money under original employee
☑ Concurrent user logon
☑ Show bank detail amounts
☑ Can clockout without closing out

6. The system will assign a System User ID. This is the name that is printed on a guest check, time chits, etc. This is also the User Id that this person will use if they are allowed to access BackOffice. You can change the System User ID to any name you wish to use.
When finished, click on the **Next** button at the bottom right of the screen.

Employee list | New employee "Wizard"

Security Settings
Please set your security settings

Please fill in any security settings you wish this employee to perform, you may hover your mouse on top of any label for a brief moment to get a more detail explanation for the item.

If you're not sure which settings to use then you may want to pick an employee from the drop down to use that employees settings. This will configure all settings shown in the box below.

Global System User ID | Leif21

☑ Swipe id never expires
☑ Leave cashout money under original employee
☑ Concurrent user logon
☑ Show bank detail amounts
☑ Can clockout without closing out

7. You will only give this employee a BackOffice Password if they are allowed access to BackOffice. If you assign a BackOffice password, it has to be 7 characters with at least one of those characters being a number. For example:password1

You **MUST** enter either a Swipe ID (Swipe a card or enter a number) or Register a Finger Print for this employee to log on to the system. As indicated, these are required fields.

When finished, click on the **Next** button at the bottom right of the screen.

Employee setup - Johnsen, Leif

Employee list | New employee "Wizard"

Passwords

Assign a backoffice password and softtouch swipe id

In this screen you may assign a backoffice password, swipe id. If you use fingerprint readers in your system then you must assign the employees fingerprint.

Click on the button to set the backoffice password.   [Set a BackOffice Password]

Click on the button to set the SoftTouch swipe login   [Set Swipe ID]

AND/OR   ] Required

Click on the button to set the employees fingerprin   [Register Finger Print]

8. You **MUST** select a **Job Description** from the drop down list. As indicated, this is a required field.
9. You **MUST** select a **Security Group** from the drop down list.   As indicated, this is a required field.
10. Select either Hourly or Overtime Exempt (Salaried) for **Pay Type** from the drop down list.
11. Enter an hourly or weekly wage amount in the **Wage Amount** field.
12. If this employee is making less than minimum wage and the Tip Credit that was set up in the **System** applet applies, check the **Apply Tip Credit** option box.
13. When finished, click on the **Next** button at the bottom right of the screen.

The **Job Description** selected above will determine which screens will display for **Banks** selection. All **Job Descriptions** will give you the following prompts except the Server **Job Description**. You can find the screens that display if you are using the New Employee Wizard to add a Server below.

FOR ALL JOB DESCRIPTIONS EXCEPT SERVER
14. From the **Banks** screen, you can copy banks (tills) that another employee is using or you can manually configure the **Banks**.

Employee setup - Johnsen, Leif |◄   ◄   ►   ►|

Employee list | New employee "Wizard"

Bartender banks

Bartender banks

Will this bartender be using a permant till or will he/she assigning a till on start of shift?

Permanent or Assignable

○ Permanent

◉ Assignable

Banks

If you're not sure which banks to use then you may want to pick an employee from the drop down and then click "use employee settings" to use that employees settings. This will configure all banks used by the selected employee.

[▼]

Banks
►

✚ Add Bank   ▬ Delete Bank

14A. To copy banks that another employee is using, select the employee that already has the banks (tills) you want this employee to have from the drop down list of employees. Once you select an employee, you will be asked to confirm that you wish to duplicate the selected employees bank(s) for the new employee you are creating.

Employee setup - Johnsen, Leif

Employee list | New employee "Wizard"

Bartender banks

Bartender banks

Will this bartender be using a permant till or will he/she assigning a till on start of shift?

Permanent or Assignable

○ Permanent

◉ Assignable

Banks

If you're not sure which banks to use then you may want to pick an employee from the drop down and then click "use employee settings" to use that employees settings. This will configure all banks used by the selected employee.

Bartender, Bart
Bartender, Blade
Busboy, Busboy
Cashier, Carrie
Cory, Joe
Dealer Company, Dealer
Driver Last Name, Driver
Employee, New

+ Add Bank   ☐ Delete Bank

14B. If you wish to manually configure this employees banks (tills), select the proper options.

Permanent - If there is one till that this employee uses EVERY time they close checks, select Permanent from the **Permanent or Assignable** Option box.
Assignable - If this employee uses different tills, depending on what workstation they are working at on any given day, select Assignable from the **Permanent or Assignable** Option box.

Employee setup - Johnsen, Leif   ◄◄ ◄ ► ►►

Employee list | New employee "Wizard"

Bartender banks
Bartender banks

Will this bartender be using a permant till or will he/she assigning a till on start of shift?

```
Permanent or Assignable

    ○ Permanent

    ⊙ Assignable
```

```
Banks

If you're not sure which banks to use then you may want to pick an employee from the drop down and then click
"use employee settings" to use that employees settings. This will configure all banks used by the selected employee.

    [                                    ▼ ]

    | Banks                              |   ▲
    ► |                                  |   
                                            ▼

    ✚ Add Bank          ☐ Delete Bank
```

Add Bank - Add the Bank(s) this employee will use.

Employee setup - Johnsen, Leif   ⏮ ◀ ▶ ⏭

Employee list | New employee "Wizard" |

Bartender banks
Bartender banks

Will this bartender be using a permant till or will he/she assigning a till on start of shift?

Permanent or Assignable

○ Permanent

● Assignable

Banks

If you're not sure which banks to use then you may want to pick an employee from the drop down and then click "use employee settings" to use that employees settings. This will configure all banks used by the selected employee.

[▼]

Banks
* Till #1 ▼

Drawer Name
Cassi Eubank Pocket
Joe Cory Pocket
Mike Texas Pocket
Sandy Server's Poclet
Test Employee Pocket
Till #1
Till #2
iTable Till

---

16. When finished, click on the **Next** button at the bottom right of the screen.

17. You screen will tell you the New Employee was created. Press the **Finish** button at the bottom right to exit the **New Employee Wizard**.

FOR THE JOB DESCRIPTION OF SERVER

14. If this server will be closing checks and making change out of their own pocket, select **Yes** and click the **Next** button at the bottom right of the screen.
If this server will *not* be closing checks and making change out of their own pocket, select **No** and click the **Next** button at the bottom right of the screen.

Employee list | New employee "Wizard"

Server self banking?
Server self banking?

Will this server be "Self Banking"?

Self Banking?
- ⦿ Yes
- ○ No

15. You screen will tell you the New Employee was created. Press the **Finish** button at the bottom right to exit the **New Employee Wizard**.

Part

VI

General Functions

Part 6   General Functions

6.1   Move Orders

***No longer here

A server or a bartender cannot clock out with open checks. The **Move Orders** button allows a manager to transfer all orders from one server or bartender to another. This function can be used to move all AM bartneder's checks to a PM bartender.

Move Orders Procedure

1. Press the **Employee** button at the top right of the screen.
2. Press the **Change Employee** button to select the employee who's checks need to be moved.
3. Press the **Move Orders** button.
4. Press the name of an employee to move orders to.
5. All of the orders have now been moved from one employee to another.

6.2   Set OP Date

When the system is Z'ed out at night, the operation date is automatically forwarded so the system date and operation date are the same. If a site accidentally runs the Z procedure twice, or if they were closed for a day and did not Z, the operation date and system date will get off and you may need to use the Set OP Date button to correct this.

*You cannot have open checks in the system when you do this.
If there are only a couple of checks, the site may wish to reset the days checks to zero, set the operation date and ring the checks up again.
If they have too many checks open, they can subtract yesterdays reports from today's reports to get today's information and make sure they correct the problem before the next business day begins.

To Set OP Date

1.   Press the **Manager** icon at the top of the screen.

2.   Press **General Functions** icon on the left.

3. Press the **Set OP Date** button at the bottom of the screen.

4. You will see a Confirmation Dialog box asking you to verify the date. If the date is correct, press Yes.

6.3   Reprint Last Check

To Reprint Last Check

1. Press the **Manager** icon at the top of the screen.

2. Press **General Functions** icon on the left.

3. Press the **Reprint Last Check** button at the bottom of the screen.

The last check accessed will be printed to the check/receipt printer assigned to the station you are working at.

6.4   Change Employee

A manager may wish to change the employee logged in from themselves to another employee so they can perform functions on their behalf.

To Change Employee

1.   Press the **Manager** icon at the top of the screen.

2.   Press **General Functions** icon on the left.

3.   Press the **Change Employee** button at the bottom of the screen.

4.   A list of all clocked in employees will appear on the screen. Select which employee you wish to impersonate from the list.

*Notice at the top left of the screen, you will see the name of the employee you are now logged in as in red next to the word Impersonate.

5.   Perform whatever function you wish to on behalf of the employee, then log out.

6.5   System Information

To Obtain System Information

1.   Press the **Manager** icon at the top of the screen.

2.   Press **General Functions** icon on the left.

3.   Press the **System Information** button at the bottom of the screen.

A screen will display with the system information.

6.6   Launch BackOffice

The **Launch Backoffice** button allows you to get into the Backoffice directly from SoftTouch, where you can adjust or change the core functionality of how the system operates, specific to the needs of your establishment.

Analogously, you could launch the Backoffice by double clicking on the Backoffice icon on the desktop.

Note: It is recommended to restart SoftTouch front end after you've made any BackOffice changes.

To Launch BackOffice from SoftTouch

1. Press the **Manager** icon at the top of the screen.

2. Press **General Functions** icon on the left.

3. Press the **Launch BackOffice** button.
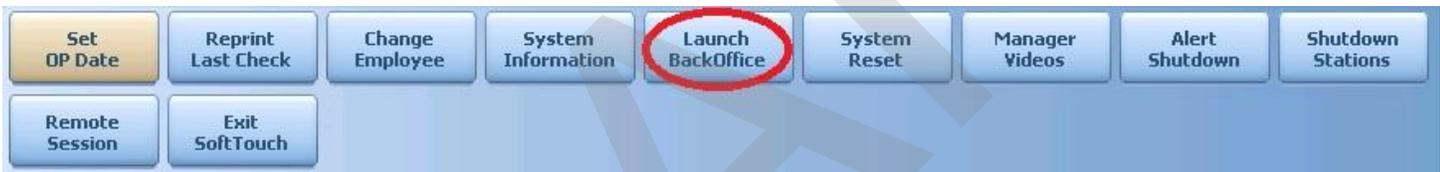
4. Enter the User ID and Password that you were given to get into the BackOffice.

6.7   System Reset

The **System Reset** button is for dealer use ONLY. It resets all of the data either for the day or all of it, depending on your selection.
The **System Reset** button is a password protected function.

To Do a System Reset

1.   Press the **Manager** icon at the top of the screen.

2.   Press **General Functions** icon on the left.

3. Press the **System Reset** button at the bottom of the screen.

Set OP Date	Reprint Last Check	Change Employee	System Information	Launch BackOffice	System Reset	Manager Videos	Alert Shutdown	Shutdown Stations
Remote Session	Exit SoftTouch							

4. You will see a Confirmation Dialog box that cautions you to shut down the other workstations before proceeding. If you are sure you want to continue, press Yes.

Confirmation Dialog

IMPORTANT! All stations must be "shutdown" first before proceeding, do you wish to proceed?

Yes   No

5. You will see an Information Dialog box that warns you that you must manually clear your credit card batch. Once you have acknowledged this, press Ok to continue.

6. A typing keyboard will appear and ask you to enter the password. Only authorized dealers have access to this password. It can be obtained by calling the SoftTouch support phone number at 954-482-0288.

7. Once you have entered the password, you will be asked to Reset All or Reset Day.
***Reset all will clear all your sales data. This is meant to be used when a site first opens and wants to clear out all the training checks.
Reset Day will clear out all sales for the operation date you are working on only.**
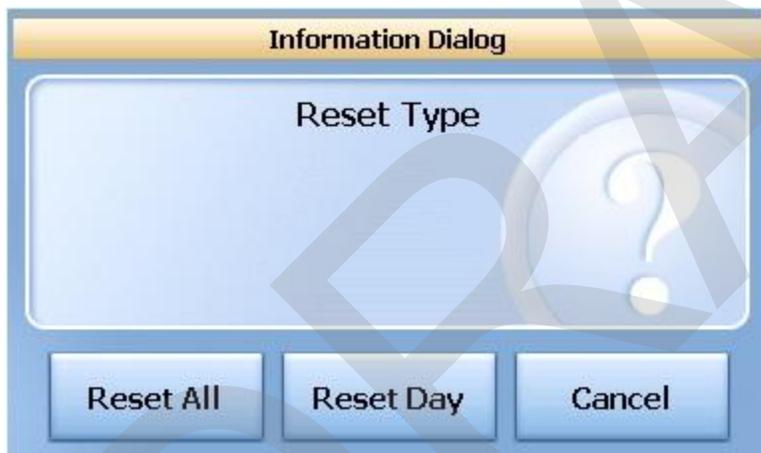
Once you make a selection, the system will exit you out of SoftTouch. To launch SoftTouch again, use the icon on the desktop.

6.8   Manager Videos

Manager videos are available to assist with manager training.

To Access Manager Videos

1.   Press the **Manager** icon at the top of the screen.

2.   Press **General Functions** icon on the left.

3.   Press the **Manager Videos** button at the bottom of the screen.

6.9   Alert Shutdown

To Do an Alert Shutdown

1. Press the **Manager** icon at the top of the screen.

2. Press **General Functions** icon on the left.

3. Press the **Alert Shutdown** button at the bottom of the screen.

A message will appear indicating that an alert has been sent to the other workstations to complete what they are working on immediately because the terminal is about to shutdown.

6.10   Shutdown Stations

Shutdown Stations

1.   Press the **Manager** icon at the top of the screen.

2.   Press the **General Functions** header or icon.

3.   Press the **Shutdown Stations** button.

4.   Choose either **ShutDown** or **Terminate** button.

Shutdown button will shutdown all stations from the the master terminal without you having to go physically to each station to turn off the computer.

Terminate button is to terminate all the stations. This will exit all stations out of the SoftTouch System into your Windows Operating System. This will not turn off the computers.

Caution: Executing this function will disrupt your ability to have SoftTouch running on the other stations.

6.11 Remote Session

To view the activity that is occurring on a workstation from BackOffice, you must first go to the station you wish to monitor, and activate the Remote Session.

To Activate a Remote Session

1. Press the **Manager** icon at the top of the screen.

2. Press the **General Functions** header or icon.

3. Press the **Remote Session** button.

Set OP Date	Reprint Last Check	Change Employee	System Information	Launch BackOffice	System Reset	Manager Videos	Alert Shutdown	Shutdown Stations
Remote Session	Exit SoftTouch							

4. To activate the **Remote Session**, press yes on the Conformation Dialog box.

Confirmation Dialog

The remote session is not running, do you wish to start a remote session?

Yes   No

You can now go to BackOffice and select this station from the Monitor Stations applet.

6.12 Exit SoftTouch

The **Exit SoftTouch** button gives the choice of:

- Exit the SoftTouch into Windows (**Exit to desktop** button)
- Restart SoftTouch front end (**Restart SoftTouch** button)
- Exit the SoftTouch and turn off the computer (**Power OFF PC** button)

1. Press the **Manager** icon at the top of the screen.

2. Press **General Functions** icon on the left.

3. Press the **Exit SoftTouch** button.

4. Select whether you wish to **Exit to Desktop, Restart SoftTouch** or **Power OFF PC.**

Part

VII

Reports

Part 7   Reports

The Reports section will allow you to view and print several reports under the Manager mode. However, there are many more reports available in the Backoffice application.

To Get to Report Screen

1. Press the **Manager** icon at the top of the screen.

2. Press **Reports** icon on the left.

7.1   Balance (X) Report

Balance (X) report shows only CLOSED checks at the time you take the report.

View or Print Balance Report

1. To view a Balance report press the **Balance (X)** button.

2. The system will ask you to select the report print size (40 or 80 column).

3. When the report shows on the screen you can print it by pressing the **Print** button.

If you've chosen the 40 column format, the report will be printed on the receipt printer that is connected to the station. If you've chosen the 80 column format, the report will be printed on the report printer (normal desktop printer).

7.2   Department Report

Department Report gives you the day's totals broken down into Food, Beer, Liquor, Wine, Merchandise. You are only viewing closed check totals.

View or Print Department Report

1. To view a Department report press the **Depart. Report** button.

2. The system will ask you to select the report print size (40 or 80 column).

3. When the report shows on the screen you can print it by pressing the **Print** button.

If you've chosen the 40 column format, the report will be printed on the receipt printer that is connected to the station. If you've chosen the 80 column format, the report will be printed on the report printer (normal desktop printer).

7.3   Labor Sales Report

Labor Sales report will show all sales and the amount spent on labor up until that point in the day.

View or Print Labor Sales Report

1.   To view a Labor Sales report press the **Labor Sales** button.
2.   The system will ask you to select the report print size (40 or 80 column).
3.   When the report shows on the screen you can print it by pressing the **Print** button.

If you've chosen the 40 column format, the report will be printed on the receipt printer that is connected to the station. If you've chosen the 80 column format, the report will be printed on the report printer (normal desktop printer).

7.4   Family Sales Report

Family Sales report will show all sales up until that point in the day broken down into individual families.

View or Print Family Sales Report

1.   To view a Family Sales report press the **Family Sales** button.

2.   The system will ask you to select the report print size (40 or 80 column).

3.   When the report shows on the screen you can print it by pressing the **Print** button.

If you've chosen the 40 column format, the report will be printed on the receipt printer that is connected to the station. If you've chosen the 80 column format, the report will be printed on the report printer (normal desktop printer).

7.5   Server Quick Summary Report

Server Quick Summary report shows all relevant sales information up to the time you take the report broken down by individual servers.

View or Print Server Quick Summary Report

1. To view a Server Quick Summary report press the **Server Quick Sum** button.

2. The system automatically prints in 40 column format.

3. When the report shows on the screen you can print it by pressing the **Print** button.

The report will be printed on the receipt printer that is connected to the station.

7.6   Check Detail Report

Check Detail report shows all information for the chosen check.

View or Print Check Detail Report

1. To view a Check Detail report press the **Check Detail** button.
2. Enter the desired check number at the prompt.
3. The system automatically prints in 80 column format.
4. When the report shows on the screen you can print it by pressing the **Print** button.

The report will be printed on the report printer (normal desktop printer).

7.7   Charge Tips

Charge Tips report shows all charge tips for all employees up to the time you take the report broken down by individual servers.

View or Print Charge Tips Report

1. To view a Charge Tips report press the **Charge Tips** button.

2. The system automatically prints in 40 column format.

3. When the report shows on the screen you can print it by pressing the **Print** button.

The report will be printed on the receipt printer that is connected to the station.

7.8   Revenue Centers

Revenue Centers Report gives you the day's totals broken down by the revenue centers set up in BackOffice. You are only viewing closed check totals.

View or Print Revenue Centers Report

1. To view a Revenue report press the **Revenue Centers Report** button.

2. The system will ask you to select the report print size (40 or 80 column).

3. When the report shows on the screen you can print it by pressing the **Print** button.

If you've chosen the 40 column format, the report will be printed on the receipt printer that is connected to the station. If you've chosen the 80 column format, the report will be printed on the report printer (normal desktop printer).

Part

VIII

Overview

Part 8   Overview

The **Overview** section contains all of the following areas.

- [All Checks](#)
- [Open Checks](#)
- [Closed Checks](#)
- [Future Orders](#)
- [Offline Checks](#)
- [Open Tips](#)

8.1 All Checks

The All Checks tab allows you to view and adjust all checks.

** If you have a closed check highlighted, you will have the button selection with the options available for closed checks. If you have an open check highlighted, you will have the button selection with the options available for open checks.

Enter the All Checks tab

1. Press the **Manager** icon at the top of the screen.

2. Press the **All Checks Overview** icon on the left.

You will be brought to a screen that looks like this:

8.1.1   Find Check

This button allows you to look up a check by number.

Tip: If you have a serial barcode scanner installed, you can scan a barcode on the check to have the system bring you right to the check without having to search for it.

1. Press the **Find Check #** button at the bottom of the screen

2. Enter the check # and press the enter key.

8.1.2   Find Customer

If you are assigning names to a check (bar orders, counter orders) you can pull up checks by the name assigned to that check.

1. Press the Find Customer button at the bottom of the screen

2. Type the name that was assigned to the check you are looking for and press enter

All checks that this name has been assigned to will appear on the screen.

8.1.3   Recent Checks

This button brings up all recent checks (the last 50 checks).

1. Press the **Recent Checks** button at the bottom of the screen

A list of the most recent checks will populate the screen.

8.1.4   Float Check On/Off

This button allows you to show or hide the actual check on the screen while still working in the **Overview** section.

1. Highlight the check you wish to look at
2. Press the Float Check On/Off button at the bottom of the screen

You will see the check detail for the selected check.

3. Press the **Float Check On/Off** button again to remove the check detail from the screen.

8.1.5   Float Full On/Off

This button allows you to show or hide a detailed view of the actual check on the screen while still working in the **Overview** section.

1. Highlight the check you wish to look at
2. Press the Float Full On/Off button at the bottom of the screen

You will see the check detail for the selected check as well as check stats.

3. Press the **Float Full On/Off** button again to remove the check detail from the screen.

8.1.6   Group By

You may find the check you are looking for by pressing the **Group By** button and all orders will be sorted by the user ID under which the check was started.
Note: By default all closed orders are sorted by Order #.

Group By

1. Press the **Group By** button at the bottom of the screen.

2. Choose the way you would like the orders grouped.

3. Press on the small + sign next to the grouping of checks you want to view and the group will expand.

4. You can now select the check you need.

8.1.7 Filter Check Type

You may find the check you are looking for by pressing the **Filter Check Type** button and selecting just a particular order type. This will limit the orders on screen to just that check type, making it easier to find the desired check.
Note: By default all orders are sorted by Order #.

Filter Check Type

1. Press the **Filter Check Type** button at the bottom of the screen.

2. Choose which Check Type you would like to Filter.

3. You can now select the check you need and select the action desired from the buttons below.

8.1.8   RePrint Check

The **RePrint Check** button allows to re-print the closed check. It will show DUPLICATE on the top of the check.

RePrint Check

1.   Select the check you want to re-print.
2.   Press the **RePrint Check** button.

8.1.9   Find Past Check

This button allows you to bring up checks from previous operation dates.

1. Press the Find Past Check # button at the bottom of the screen.

2. Choose the date for the check you are searching and press ENTER.

3. Enter the check number you want to view and it will display on screen.

8.1.10 Adjust Payments

*** No longer here

The **Adjust Payments** button takes you into the cashout screen so you can adjust the tenders or a server's tip.

Adjust Payment

1. Select the check you want to change (use the Get Check # button if needed to locate the check).

2. Press the **Adjust Payments** button.

3. You'll be taken into the payment screen of this closed check.

4. Select the tender that was entered wrong.

5. Right after you select a tender type, a new set of buttons show up at the bottom of the screen.

Remove Tender	Shows up no matter what the tender was: cash or credit card. Remove Tender button allows to remove one tender at a time. 1. Selected the tender if you haven't already. 2. Press the **Remove Tender** button. The tender is now removed.
Clear Tenders	Shows up no matter what the tender was: cash or credit card. Clear Tenders button allows to remove multi-tenders with one click. 1. Select the tender if you haven's already. 2. Press the **Clear Tenders** button. 3. If you are sure you want to clear all tenders, press **YES** to the confirmation dialog. All the tenders are now removed.
Adjust Tip	Shows up only if the tender was a credit card. 1. Select the tender for which you need to adjust the tip. 2. Press the **Adjust Tip** button. 3. Enter the correct tip amount and press **ENTER**. 4. Press **YES** to the confirmation dialog if the tip you entered is correct.

6. If you removed tender or cleared multi-tenders, you need to re-enter the payment just as if you were tendering the check for the first time. (Read the Cash Out explanations under Main Menu Procedures or **click here to go there now**).

8.1.11 ReOpen Check

The **ReOpen Check** button is used for re-opening a check that was closed by mistake.

ReOpen Check

1. Highlight the check you want to re-open.

2. Press the **ReOpen Check** button.

3. You will be given the option to Reopen the check or Reopen the check and void the payment off at the same time.
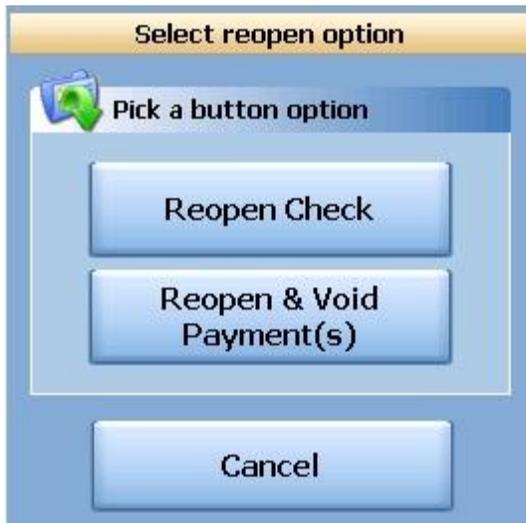
3. A warning will be displayed. Press **Ok**.

4. You will then be asked if you are sure you want to re-open this check. Press **YES**.
5. Press **Ok** to the information dialog.

The check is now re-opened under the mode it was originally started.
For example: If the check was initially opened under Dining mode, that is where you will find this check.

8.2   Open Checks

The Open Checks section allows a manager to view all open checks and open tips in the system.

1. Press the **Manager** icon at the top of the screen.

2. Press the **All Checks Overview** icon on the left.
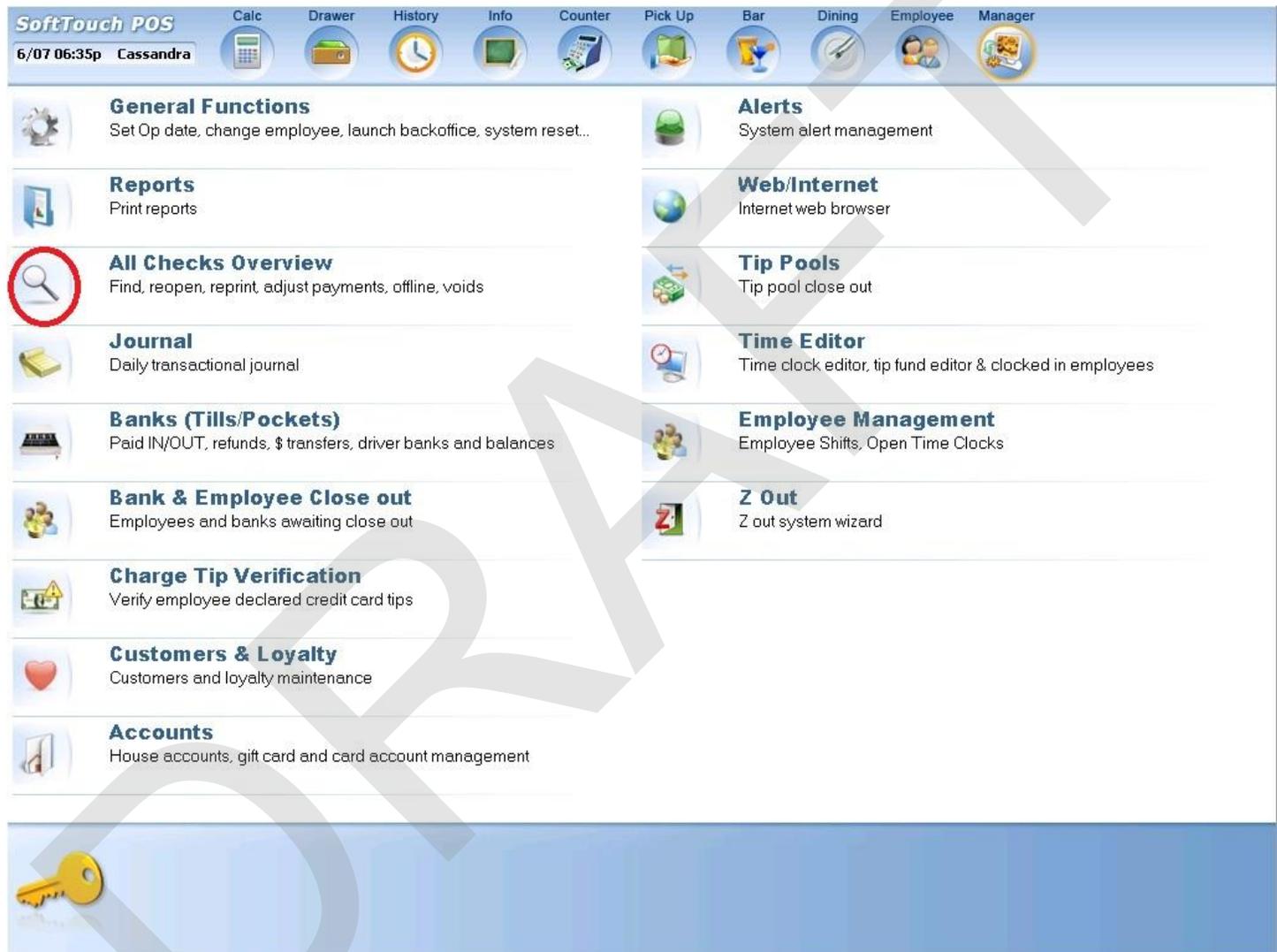
3. Press **Open Checks** tab at the top of the screen.

8.2.1   Find Check # (copy)

This button allows you to look up a check by number.

Tip: If you have a serial barcode scanner installed, you can scan a barcode on the check to have the system bring you right to the check without having to search for it.

1. Press the **Find Check #** button at the bottom of the screen

2. Enter the check # and press the enter key.

8.2.2   Find Customer

If you are assigning names to a check (bar orders, counter orders) you can pull up checks by the name assigned to that check.

1. Press the Find Customer button at the bottom of the screen

2. Type the name that was assigned to the check you are looking for and press enter

All checks that this name has been assigned to will appear on the screen.

8.2.3   Recent Checks (copy)

This button brings up all recent checks (the last 50 checks).

1. Press the **Recent Checks** button at the bottom of the screen

A list of the most recent checks will populate the screen.

8.2.4   Float Check On/Off (copy)

This button allows you to show or hide the actual check on the screen while still working in the **Overview** section.

1. Highlight the check you wish to look at
2. Press the Float Check On/Off button at the bottom of the screen

You will see the check detail for the selected check.

3. Press the **Float Check On/Off** button again to remove the check detail from the screen.

8.2.5   Float Full On/Off

This button allows you to show or hide a detailed view of the actual check on the screen while still working in the **Overview** section.

1. Highlight the check you wish to look at
2. Press the Float Full On/Off button at the bottom of the screen

You will see the check detail for the selected check as well as check stats.

3. Press the **Float Full On/Off** button again to remove the check detail from the screen.

8.2.6   Group By (copy)

You may find a closed check you are looking for by pressing the **Group By** button and all orders will be sorted by the user ID under which the check was started.
Note: By default all closed orders are sorted by Order #.

Group By

1.   Press the **Group By** button at the bottom of the screen.

2. Choose the way you would like the orders grouped.

3. Press on the small + sign next to the grouping of checks you want to view and the group will expand.

4. You can now select the check you need.

8.2.7   Filter Check Type

You may find the check you are looking for by pressing the **Filter Check Type** button and selecting just a particular order type. This will limit the orders on screen to just that check type, making it easier to find the desired check.
Note: By default all orders are sorted by Order #.

Filter Check Type

1.   Press the **Filter Check Type** button at the bottom of the screen.

2. Choose which Check Type you would like to Filter.

3. You can now select the check you need.

8.2.8   Void Order

This button allows you to void an order that was not made or poured.
You will be given an opportunity to indicate why the order was voided from a picklist.

8.2.9   Void Waste

This button allows you to void an order that was made or poured.
You will be given an opportunity to indicate why the order was voided from a picklist.
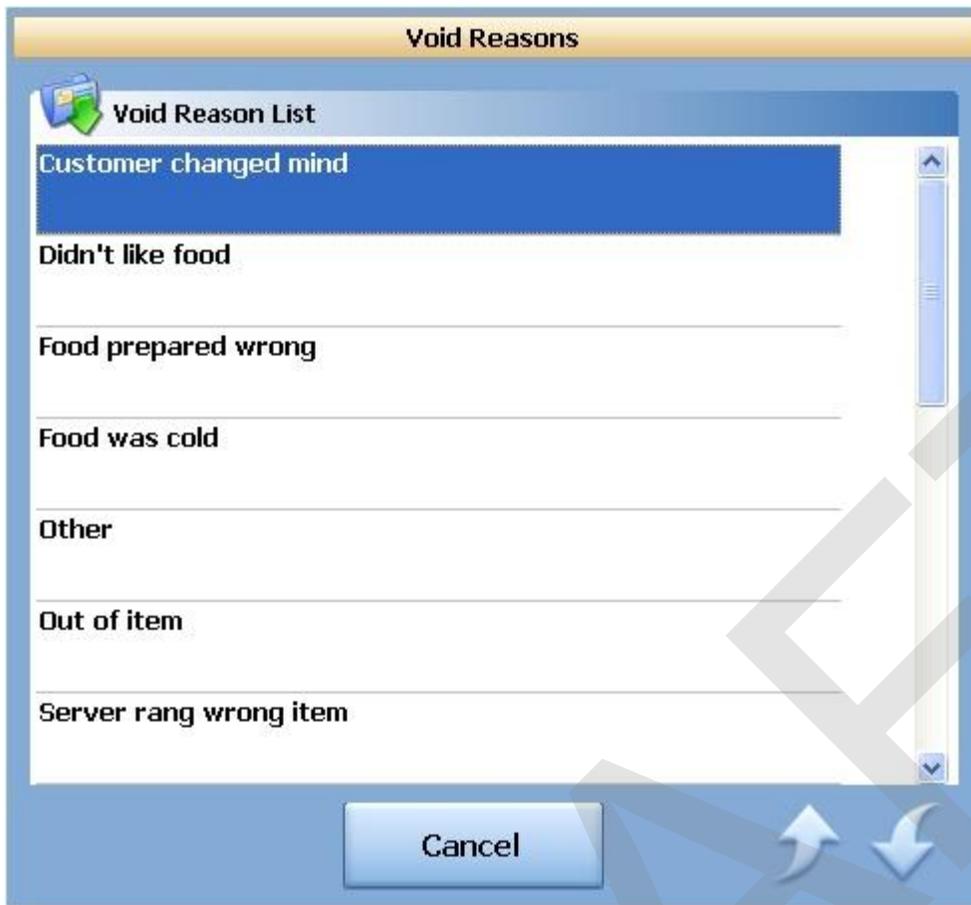
8.2.10 UnHide Check

This button allows you to make a check visible again, so that a payment can be adjusted or to alter a tip. Once you unhide a check, you can access it from the mode it was rung up in. For example, if you unhide a dining check, you can go back to the Dining mode and find the check on the table it was originally rung up on.

8.2.11 Resend Check

You can use the resend button to send the items to the remote printers again.

1. Highlight the check you wish to resend

2. Press the resend button at the bottom of the screen

All items on the check will be resent to the designated printers.

8.2.12 Edit Order

A manager can pick up an open check and make adjustments to an existing order using the Edit Order function.

1. Highlight the check you wish to resend

2. Press the **Edit Order** button at the bottom of the screen

The check will open and you will be brought to the order screen. From here you can make the necessary modifications.

8.3 Closed Checks

The Closed Checks section allows a manager to view all closed checks in the system.

Enter the Closed Checks tab

1. Press the **Manager** icon at the top of your screen.

2. Press the **All Checks Overview** icon on the left.
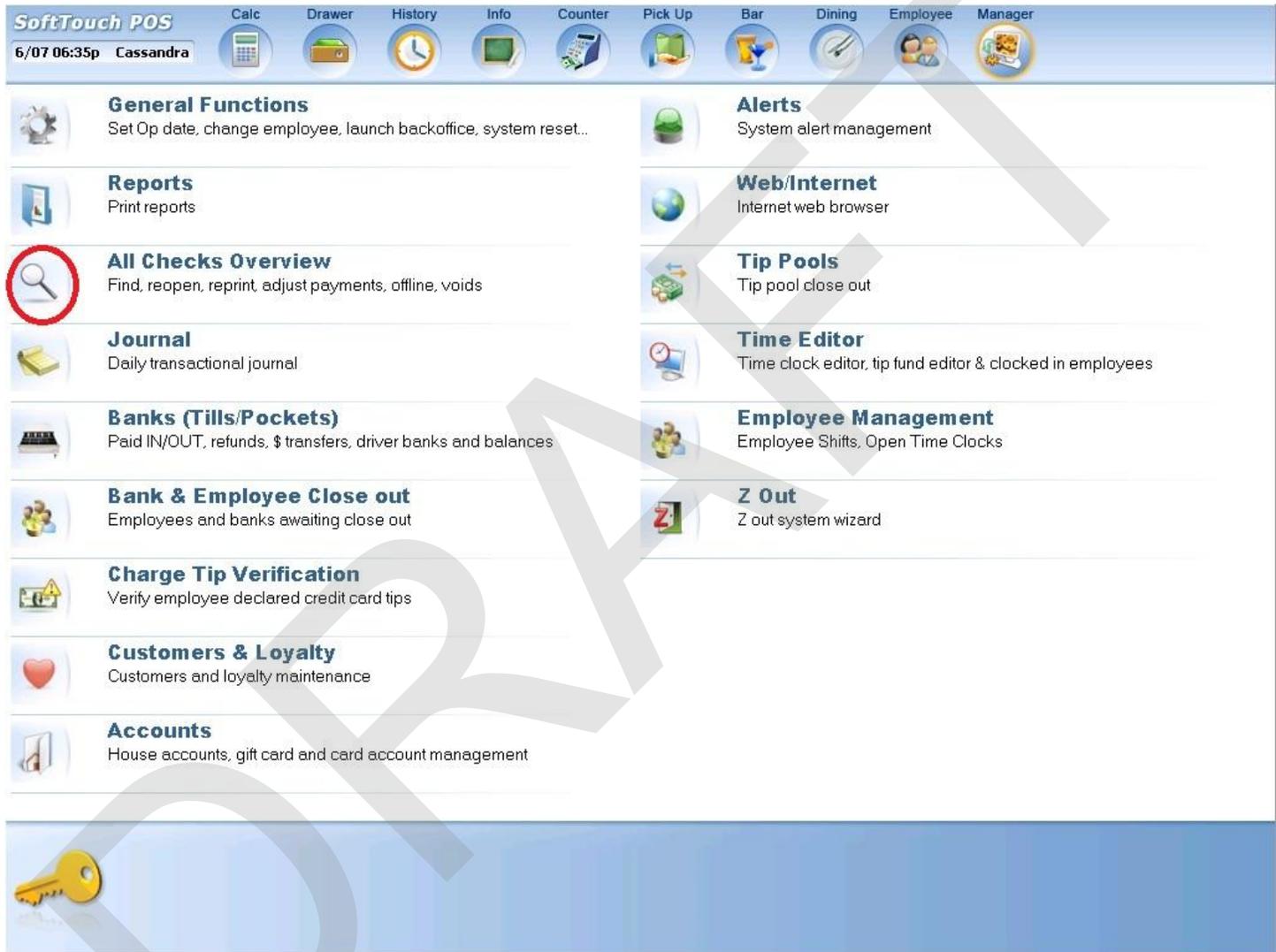
3. Press **Closed Checks** tab at the top of the screen.

8.3.1 Find Check # (copy)

This button allows you to look up a check by number.

Tip: If you have a serial barcode scanner installed, you can scan a barcode on the check to have the system bring you right to the check without having to search for it.

1. Press the **Find Check #** button at the bottom of the screen

2. Enter the check # and press the enter key.

8.3.2   Find Customer

If you are assigning names to a check (bar orders, counter orders) you can pull up checks by the name assigned to that check.

1. Press the Find Customer button at the bottom of the screen

2. Type the name that was assigned to the check you are looking for and press enter

All checks that this name has been assigned to will appear on the screen.

8.3.3   Recent Checks (copy)

This button brings up all recent checks (the last 50 checks).

1. Press the **Recent Checks** button at the bottom of the screen

A list of the most recent checks will populate the screen.

8.3.4   Float Check On/Off (copy)

This button allows you to show or hide the actual check on the screen while still working in the **Overview** section.

1. Highlight the check you wish to look at
2. Press the Float Check On/Off button at the bottom of the screen

You will see the check detail for the selected check.

3. Press the **Float Check On/Off** button again to remove the check detail from the screen.

8.3.5   Float Full On/Off

This button allows you to show or hide a detailed view of the actual check on the screen while still working in the **Overview** section.

1. Highlight the check you wish to look at
2. Press the Float Full On/Off button at the bottom of the screen

You will see the check detail for the selected check as well as check stats.

3. Press the **Float Full On/Off** button again to remove the check detail from the screen.

8.3.6 Group By (copy)

You may find a closed check you are looking for by pressing the **Group By** button and all orders will be sorted by the user ID under which the check was started.
Note: By default all closed orders are sorted by Order #.

Group By

1. Press the **Group By** button at the bottom of the screen.

2. Choose the way you would like the orders grouped.

3. Press on the small + sign next to the grouping of checks you want to view and the group will expand.

4. You can now select the check you need.

8.3.7 Filter Check Type

You may find the closed check you are looking for by pressing the **Filter Check Type** button and selecting just a particular order type. This will limit the orders on screen to just that check type, making it easier to find the desired check.
Note: By default all closed orders are sorted by Order #.

Filter Check Type

1. Press the **Filter Check Type** button at the bottom of the screen.

2. Choose which Check Type you would like to Filter.

2.   Press on the small + sign next to the owner (employee) whose checks you want to view and the group will expand.

3.   You can now select the check you need and select the action desired from the buttons below.

8.3.8   RePrint Check (copy)

The **RePrint Check** button allows to re-print the closed check. It will show DUPLICATE on the top of the check.

RePrint Check

1. Select the check you want to re-print.
2. Press the **RePrint Check** button.

8.3.9 Find Past Check

This button allows you to bring up checks from previous operation dates.

1. Press the Find Past Check # button at the bottom of the screen.

2. Choose the date for the check you are searching and press ENTER.
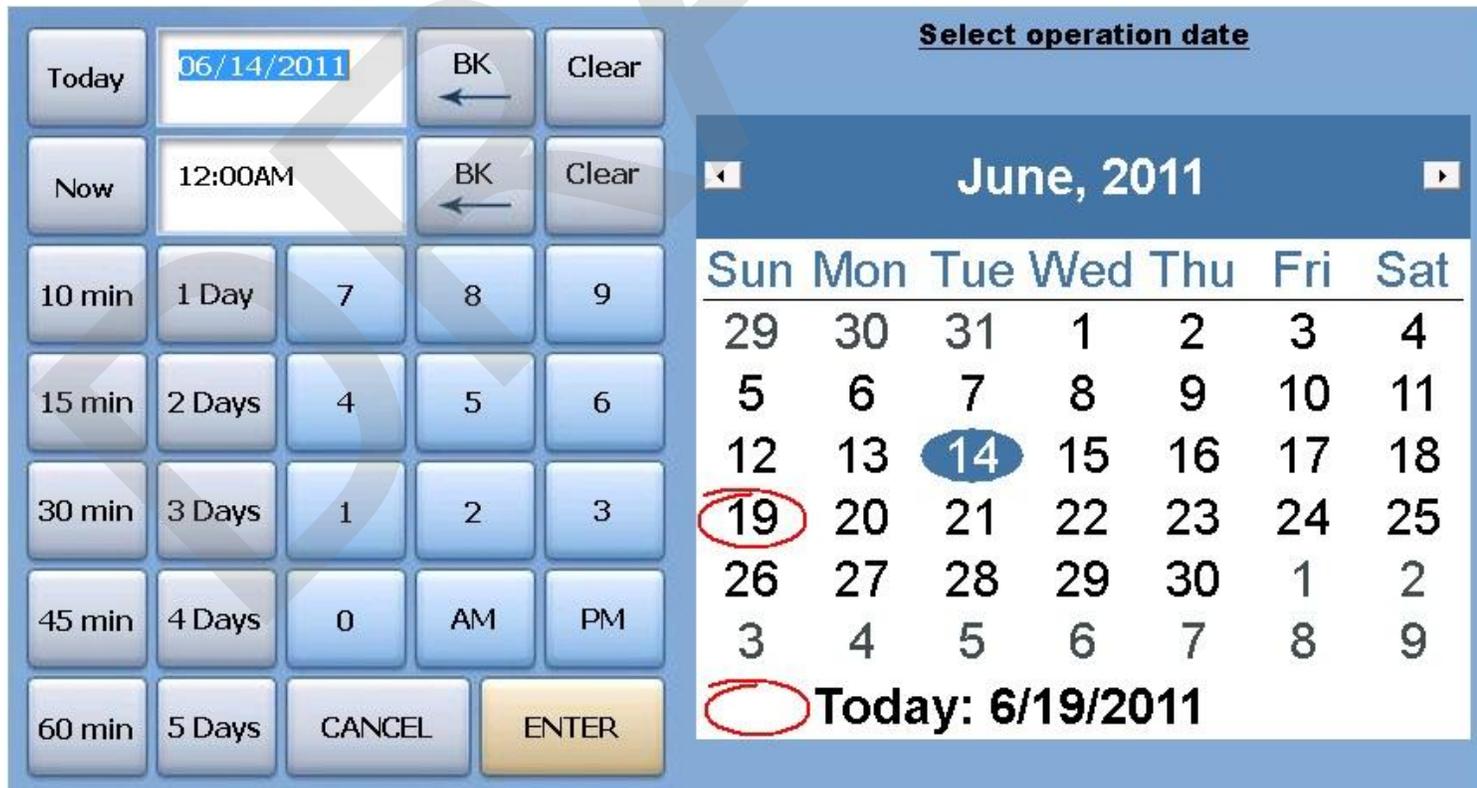
3. Enter the check number you want to view and it will display on screen.

8.3.10   Adjust Payments

*** NO LONGER HERE

This button allows you to adjust a payment on a closed check.

You do this by touching the tender as shown below.

Next, choose wether you want to Remove Tender or Clear Tenders.

You will then need to confirm you decision.

Now, simply put in the new tender and press ENTER.

8.3.11   ReOpen Check

The **ReOpen Check** button is used for re-opening a check that was closed by mistake.

ReOpen Check

1.   Highlight the check you want to re-open.

2.   Press the **ReOpen Check** button.

3. You will be given the option to Reopen the check or Reopen the check and void the payment off at the same time.

3. A warning will be displayed. Press **Ok**.

4. You will then be asked if you are sure you want to re-open this check. Press **YES**.

5. Press **Ok** to the information dialog.

The check is now re-opened under the mode it was originally started.
For example: If the check was initially opened under Dining mode, that is where you will find this check.

8.4   Future Orders

The Future Orders section allows a manager to view all future orders in the system.

Enter the Future Orders tab

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **All Checks Overview** icon on the left.

3.   Press **Future Orders** tab at the top of the screen.

8.4.1   Float Check On/Off (copy)

This button allows you to show or hide the actual check on the screen while still working in the **Overview** section.

1. Highlight the check you wish to look at.
2. Press the Float Check On/Off button at the bottom of the screen.

You will see the check detail for the selected check.

3. Press the **Float Check On/Off** button again to remove the check detail from the screen.

8.4.2   Float Full On/Off

This button allows you to show or hide a detailed view of the actual check on the screen while still working in the **Ovedrview** section.

1. Highlight the check you wish to look at
2. Press the Float Full On/Off button at the bottom of the screen

You will see the check detail for the selected check as well as check stats.

3. Press the **Float Full On/Off** button again to remove the check detail from the screen.

8.4.3 Group By (copy)

You may find the check you are looking for by pressing the **Group By** button and all orders will be sorted by the user ID under which the check was started.
Note: By default all closed orders are sorted by Order #.

Group By

1. Press the **Group By** button at the bottom of the screen.

2. Choose the way you would like the orders grouped.
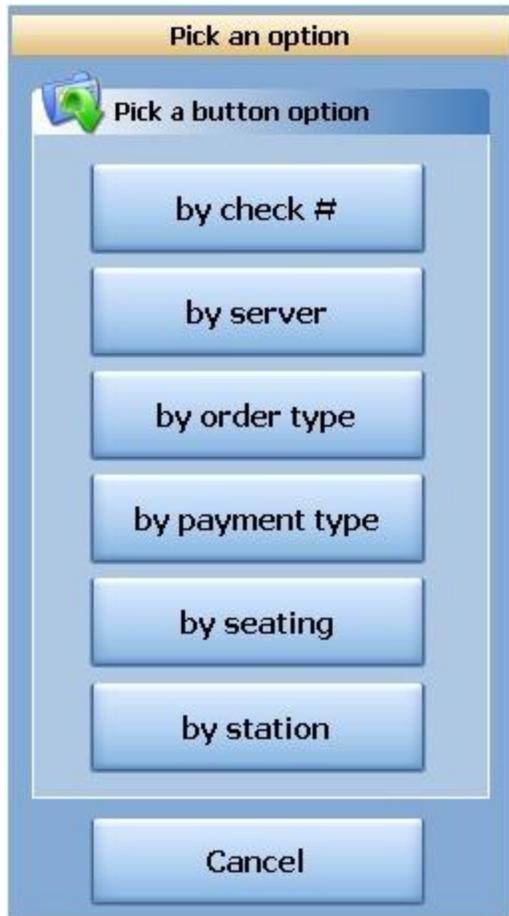
3. Press on the small + sign next to the grouping of checks you want to view and the group will expand.

4. You can now select the check you need.

8.4.4   Filter Check Type

You may find the check you are looking for by pressing the **Filter Check Type** button and selecting just a particular order type. This will limit the orders on screen to just that check type, making it easier to find the desired check.
Note: By default all orders are sorted by Order #.

Filter Check Type

1. Press the **Filter Check Type** button at the bottom of the screen.

2. Choose which Check Type you would like to Filter.

3. You can now select the check you need.

8.4.5 Void Order (copy)

This button allows you to void an order that was not made or poured.
You will be given an opportunity to indicate why the order was voided from a picklist.

8.4.6   Void Waste (copy)

This button allows you to void an order that was made or poured.
You will be given an opportunity to indicate why the order was voided from a picklist.

Void Reasons

Void Reason List

Customer changed mind

Didn't like food

Food prepared wrong

Food was cold

Other

Out of item

Server rang wrong item

Cancel

8.5   Offline Checks

Enter topic text here.

8.6   Open Tips

The Open Tips section allows a manager to view all open tips in the system.

Enter the Open Tips tab

1. Press the **Manager** icon at the top of the screen.

2. Press **All Checks Overview** icon on the left.

3. Press the **Open Tips** tab.

8.6.1　Float Check On/Off

This button allows you to show or hide the actual check on the screen while still working in the **Open Tips** section.

1. Press the **Manager** icon at the top of the screen.

2. Press the **All Checks Overview** icon on the left.

3. Press the **Open Tips** tab.

4. Highlight the check you wish to see

5. Press the Float Check On/Off button at the bottom of the screen.

You will see the check detail on the screen.

6. Press the **Float Check On/Off** button again to remove the check detail from the screen.

8.6.2 Clear Tips

If a server went home and forgot to close out their opened charge tips, you should close them for the server otherwise all the open tips will be cleared on Z.

Clear Tips

1. Press the **Manager** icon at the top of the screen.

2. Press the **All Checks Overview** icon on the left.

3. Press the **Open Tips** tab.

4. Press the **Clear All Tips** button to clear all tips that are still open.

5. If you are sure, press Yes when prompted by the confirmation dialog box.

8.6.3   RePrint Check (copy)

The **RePrint Check** button allows to re-print the closed check. It will show DUPLICATE on the top of the check.

RePrint Check

1. Press the **Manager** icon at the top of the screen.

2. Press the **All Checks Overview** icon on the left.

3. Press the **Open Tips** tab.

4.   Select the check you want to re-print.

5.   Press the **RePrint Check** button.

Part

IX

Banks (Tills/Pockets)

Part 9 Banks (Tills/Pockets)

9.1 Local Tills

Enter topic text here.

9.1.1 Paid In

The Paid In function allows you to pay money into the till (on any terminal with a till) without adding to sales.

Paid In is used for sales of gift certificates, money received as a portion of vending machine revenue and restaurant's deposits (the amount does not add to sales)

Paid In to Local Till Procedure

From the workstation you are putting the money into:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are taking the money from and press the **Paid In** button.

4. You will be prompted to choose the payment type.

5. Enter the amount of a Paid In.

6. Press Yes to the confirmation dialog.

9.1.2   Paid Out

The Paid Out function allows you to pay money out of the till (on any terminal with a till) without deducting from sales. The system will ask you for reason codes and you can print a report with the

reasons.

Paid Out is used when you need to remove money from a till to pay for a repair, buy produce if you run out, etc. (the amount does not deduct from sales)

Paid Out Procedure

From the workstation you are taking the money from:

1.   Press the **Manager** icon at the top of your screen.

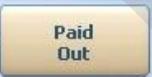2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.
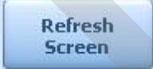
3. The screen will default to the Local Tills area. Highlight the till you are taking the money from and press the **Paid Out** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

4. Select the reason money is being removed from the till.

Cash Paid

Cash Paid List

Paid OUT	Driver Paid
Paid OUT	Driver Tips Paid
Paid OUT	Paid Out
Paid OUT	Tips Paid

Cancel

5. Enter the amount of the Paid Out.

6. Press Yes to the confirmation dialog.

9.1.3 Refund Order

You will use the **Refund Order** button when you have a copy of the guest check and want to refund each item and reverse the transaction rather than just entering in a total refund amount as you would with **General Refund**.
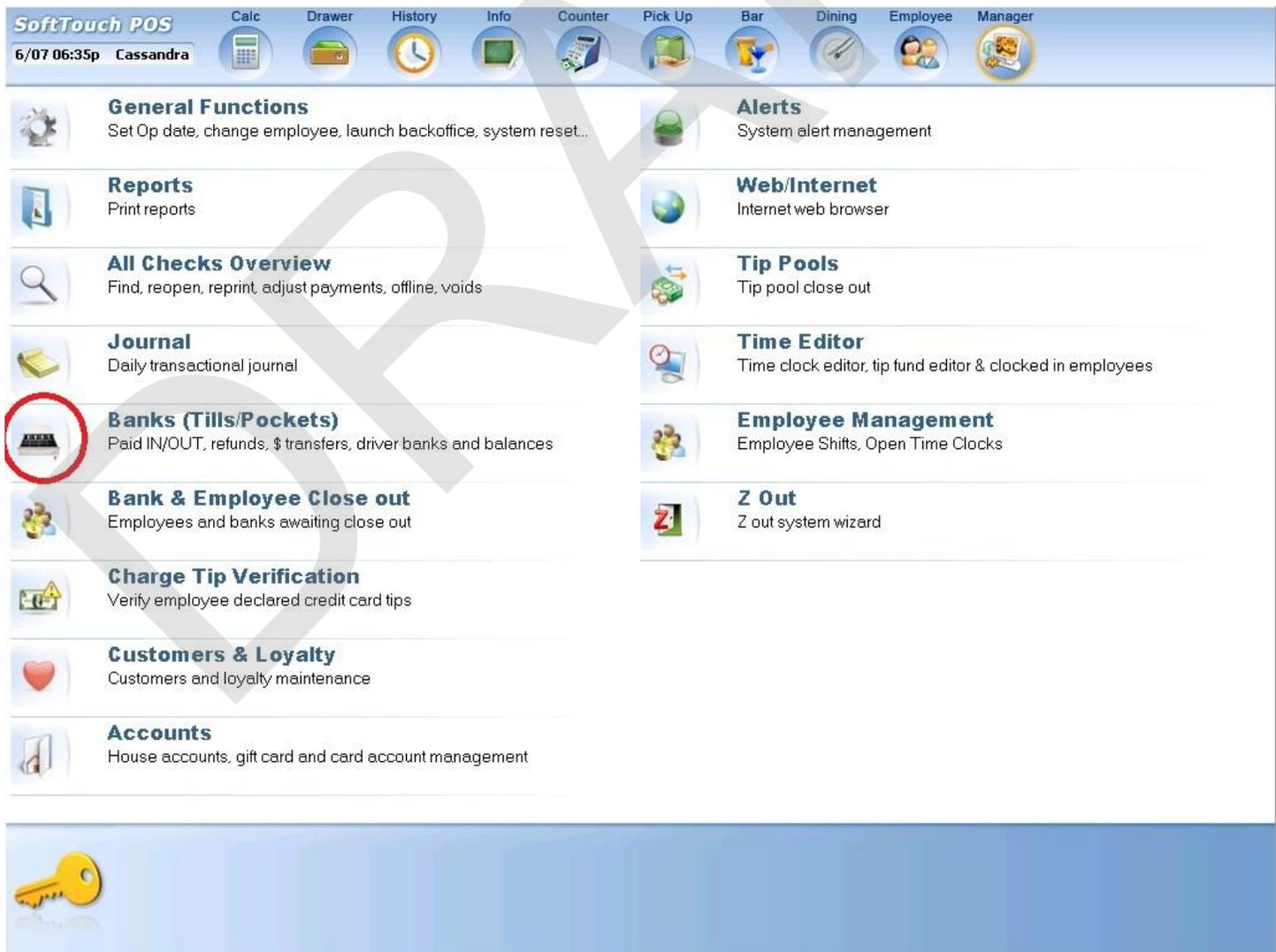
Refund Order Procedure

From the workstation you are refunding the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are taking the money from and press the **Refund Order** button.

4. Select the order type that the check being refunded was originally rung up under.

Select refund order type

Pick a button option

Bar

Counter

Delivery

Dining

Takeout

Cancel

5. Select the date that the check being refunded was originally rung up on.

Enter original check date/time

Today	07/05/2011	BK	Clear
Now	05:28PM	BK	Clear
10 min	1 Day	7	8	9
15 min	2 Days	4	5	6
30 min	3 Days	1	2	3
45 min	4 Days	0	AM	PM
60 min	5 Days	CANCEL	ENTER

July, 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today: 7/5/2011

6. You will be brought to the ordering screen. From here, enter everything that is on the original ticket just as it was originally rung up. Notice the ( ) around the price of each item and the totals. You are ringing up a negative amount on this check to reflect the refund. When you have entered all items on the original check, press the **Refund Tender** button at the bottom of the screen.

7. Select whether you are refunding cash or applying a refund to a credit card.

Refund which account?

Pick a button option

Cash

Credit

Cancel

8. Select the reason this transaction is being refunded from the list.

Refund Reasons

Refund Reason List

Customer changed mind

Didn't like food

Food prepared wrong

Food was cold

Other

Out of item

Server rang wrong item

Server training

Cancel

9. If you selected Credit in step 7, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 7, you will be prompted with a verification screen.

9.1.4   General Refund

You will use the **General Refund** button when you do not have a copy of the guest check and want to refund a general amount.

General Refund Procedure

From the workstation you are refunding the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are taking the money from and press the **General Refund** button.

4. Enter the total amount that you are refunding (including the tax).

Enter refund amount

		BK ←	Clear
7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00
CANCEL		ENTER	

5. Select whether you are refunding cash or applying a refund to a credit card.

Refund which account?

Pick a button option

Cash

Credit

Cancel

6. Select the reason for the refund from the list.
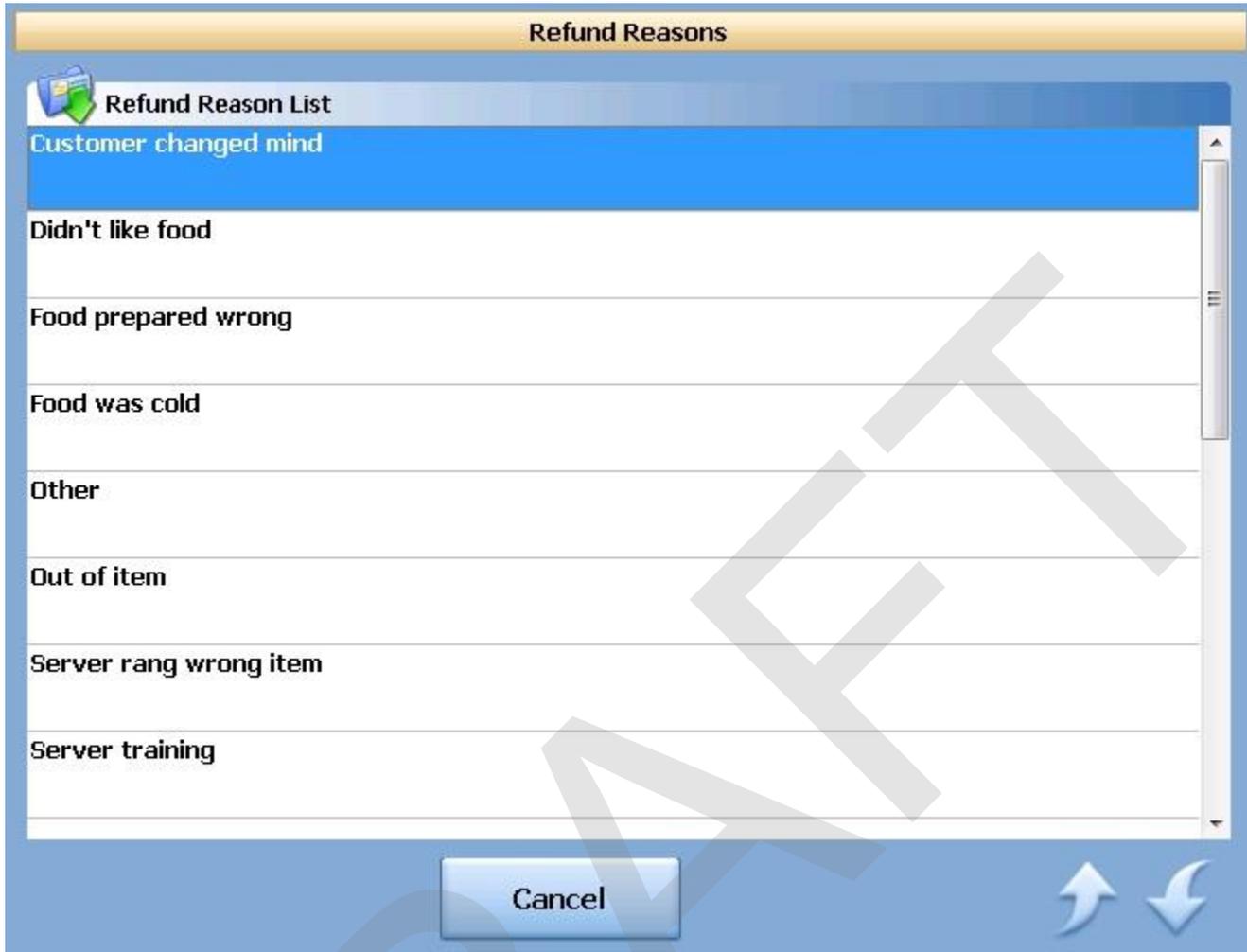
7. If you selected Credit in step 5, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 5, you will be prompted with a verification screen.

9.1.5   Transfer from Store

You will use the **Transfer from Store** button when you want to transfer money from the default store safe to a till, pocket or another store safe.

Transfer from Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

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2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are putting money in and press the **Transfer from Store** button.

4. Enter the amount you are transferring from the store to this till.

5. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.1.6   Transfer to Store

You will use the **Transfer to Store** button when you want to transfer money from a till, pocket or another store safe to the default store safe.

Transfer to Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are taking the money from and press the **Transfer to Store** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

4. Enter the amount you are transferring from the till to the default store safe.

Enter transfer amount

	BK ←	Clear	
7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00
CANCEL		ENTER	

5. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.1.7   Transfer To...

You will use the **Transfer To...** button when you want to transfer money from one till, pocket or store safe to another till, pocket or store safe.
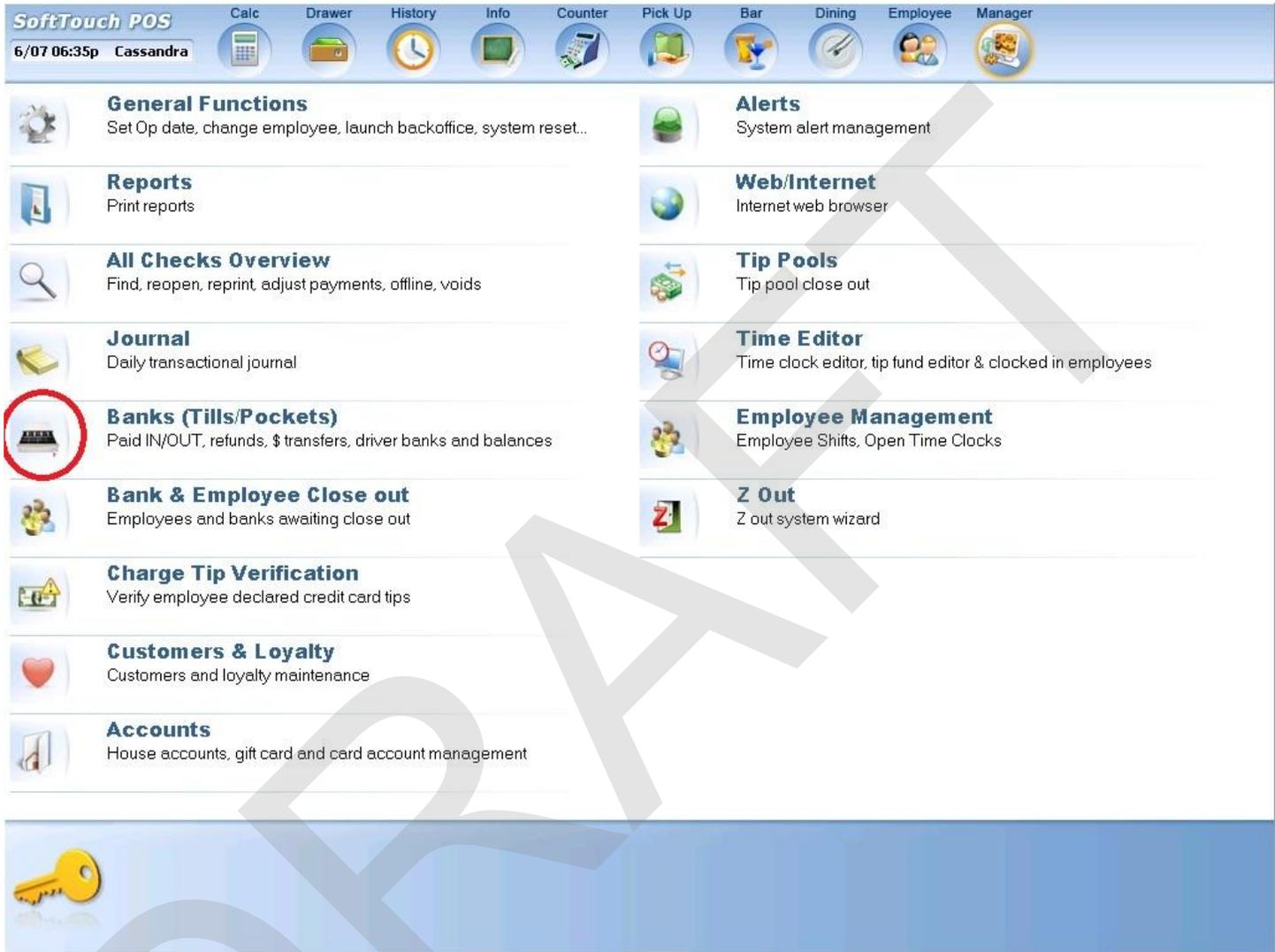
Transfer To... Procedure

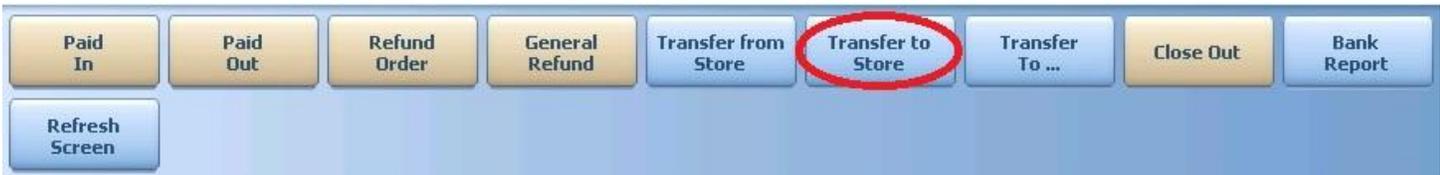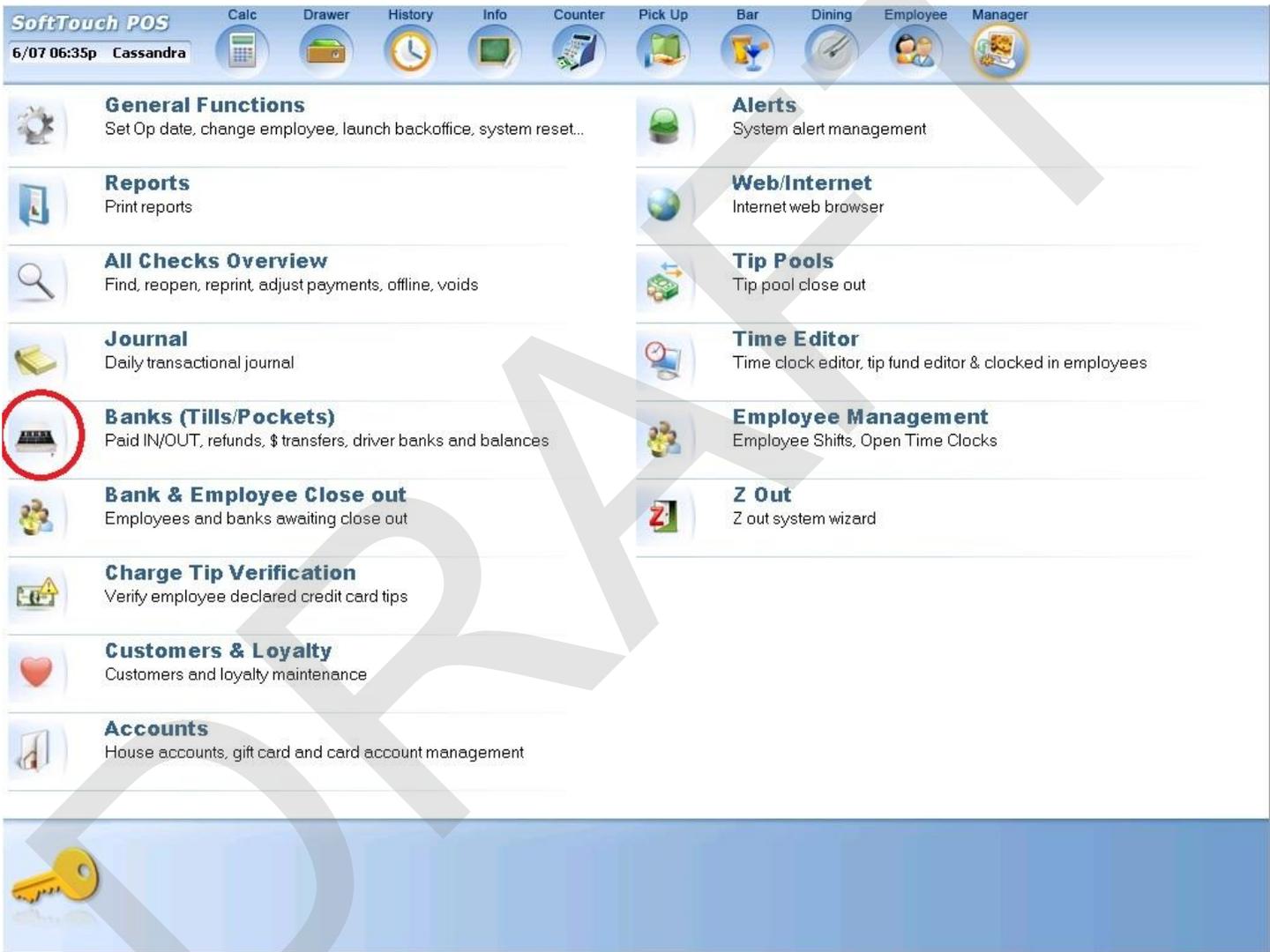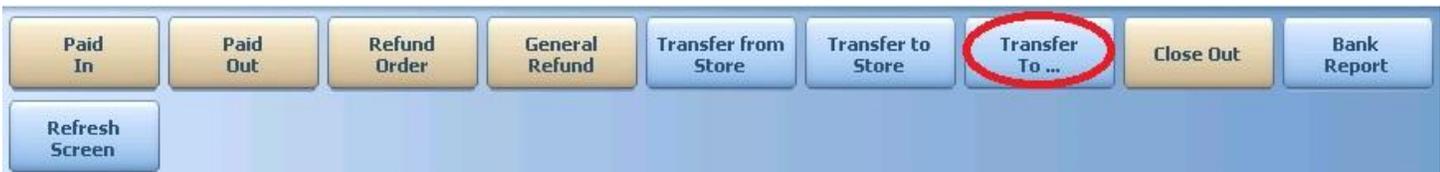From the workstation you are transferring money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are taking the money from and press the **Transfer To...** button.

4. Select the Bank (till, pocket or safe) that you are transferring money to from the Bank List.

Bank List		
Transfer to		
Depository	Depository	Cash $
Dealer Pocket		$0.00
Safe		$0.00
SelfPay Drawer		$0.00
Server Pocket		$0.00
Station 1 Drawer AM		$0.00
Station 1 Drawer PM		$0.00
Cassi Eubank Pocket	Pocket	$0.00

Cancel

5. Enter the amount you are transferring from the till to the Bank (till, pocket or safe).

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

7. Take the money from the till selected in step 3 and put it in the Bank (Till, Pocket or Store Safe) you selected in step 4.

9.1.8   Close Out

You will use the **Close Out** button when you want to close out and count a till or pocket. Usually the till or pocket will be closed by the employee that was assigned to this till or pocket when they end their shift. If their shift was closed without the till being closed, or if you wish to assign a fresh till or get fresh pocket totals, you have the ability to close a till or pocket with this procedure.

Close Out Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are closing out and press the **Close Out** button.

4. From the Close Out Checklist screen, press the **Close out bank** button on the right.

SoftTouch POS
7/06 06:29p Cassandra

Closeout Checklist

| X | Close out bank: Till #1 | Required | Close out bank |

5. The screen will display the amount expected and default to that amount being the amount of cash counted for this till, pocket or store safe if you do not have Blind Drop selected in BackOffice set up. If the amount is correct, press Process to finalize the Close Out.

If the amount is not the same as the amount expected, press the <- Change $ button.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have:	$140.00	
Enter "Cash" amount you actually have:	$140.00	<- Change $
Actual 'Cash" drop amount:	$140.00	

Over / Under ?

Over/Under **$0.00**

Over/Under Reason:

| Process | Cancel |

6. Enter the actual amount of money in the till, pocket or store safe in the Enter new drop amount dialog box that becomes available.

7. If the actual amount entered and the expected amount are different, you will see the difference in the Over / Under section of the Till/Pocket Close Out dialog box. If you wish to select the reason for the discrepancy, press the reason button and select the reason from the Over / Under Reasons list.

8. You will now see the Over / Under amount and the reason in the Over / Under section of the Till/Pocket Close Out screen. Now press the Process button at the bottom to finalize.

9. Now press the Process button at the bottom to finalize.

9.1.9 Bank Report

This allows you to take a report on any till, pocket or store safe.

Bank Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. The screen will default to the Local Tills area. Highlight the till you are closing out and press the **Bank Report** button.

4. A Daily Batch List will appear. A batch is any period the till was open and closed. You may use the till more than once per day and you would have multiple batches. Each batch will indicate what date and time it was opened and closed and list it's status as Open or Closed. This will enable you to select the report that corresponds with correct shift that the till was used during. If you only use each till once per day, you will only see one batch.

Select the batch that you wish to run a report on.

5. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

SAMPLE BANK REPORT

```
Bank Close Out Report
Date Time: 7/8/2011 5:22:50 PM

Till #2
Operation Date: 7/8/2011
Shift: 5:18:50 PM -

CASH
========================================
Gross Cash Collected        $164.30
                            ===========
TOTAL CASH                  $164.30   A

CREDIT CARDS                          B
========================================
1       Amex                $28.33
2       Mastercard          $134.30
1       Visa                $33.62
                            ===========
4       TOTAL CREDIT CARDS  $196.25   C

        TOTAL PAID IN CREDIT
0       TOTAL PAID IN       $0.00     D

        TOTAL PAID OUT CREDIT
0       TOTAL PAID OUT      $0.00     E
0       NET PAID IN/OUT     $0.00     F

USED BY & TIPS PAID                   G
========================================
                                      I
Bartender, Bart         TIPS:  $32.00
TIPS PAID:   $0.00  TIPS OWED:  $32.00 K

BANK CASH SUMMARY
========================================
+ CASH IN DRAWER            $164.30   L
- TIPS PAID FROM DROP       $0.00     M
                            ===========
= TOTAL CASH TO DROP        $164.30   N

        *** Manager Copy ***




Employee Close Out Report
Date Time: 7/8/2011 5:28:37 PM
Bartender, Bart
Job: Bartender
Operation Date: 7/8/2011
Shift: 5:16:28 PM -

TOTAL SALES                           O
========================================
62      Food                $236.00
24      Liquor              $81.00
                            ===========
86      TOTAL SALES         $317.00   P

ADJUSTMENTS                           Q
========================================
1       10% Discount        ($2.55)
1       Item Comp           ($4.50)
                            ===========
2       TOTAL ADJUSTMENTS   ($7.05)   R

VOIDS
```

Bank Report before a Close Out

This is an example of a bank report taken before the employee who worked the till closed their shift and before the till itself was closed out. Remember, with true cash management, the employee report will reflect the sales, voids, adjustments that the employee performs while the till report will tell you information about the money in the drawer.

A – Total Cash
Your Total Cash is Gross Cash Collected, and the Net Paid In/Out. (If you Paid In $50 from the vending machine and Paid Out $10 for produce, your Net Paid In/Out would be $40).

B – Credit Cards
This section will give you a count of and a total for each credit card tendered.

C- Total Credit Cards
This will give you a count of and a total for all credit cards tendered.

D – Paid In's
This will section will break out Cash Paid In and Credit Cards Paid In, then give you a total of all Paid In's.

E – Paid Out's
This will section will break out Cash Paid Out and Credit Cards Paid Out, then give you a total of all Paid Out's.

F – Net Paid In/Out
This is the difference between the Paid In and Paid Out totals.

G - The **Used By & Tips Paid** section will give you information for each employee who used this till.

H – This is the name of the first (sometimes only) employee that has used the till.

I – This is the amount of Charge Tips added to the checks of the employee named on the left.

J – This is the amount of Tips Paid to the employee (the employee shift and the bank have not been closed or the tips paid would be populated in most scenarios set up when programming BackOffice).

K – This is the amount of Charge Tips still owed to the employee indicated.

L – Cash in Drawer total

M – Once you close a till, the "cash in drawer" will be dropped to your safe. This figure is the total of Charged Tips that are being paid out from the cash in drawer before the money is dropped to the safe.

N – The amount of cash left after the tips that were paid out. This is the amount of Cash that will be transferred to or dropped to the default store safe that was indicated when programming Back Office.

Employee Report
We have BackOffice set to print the employee report for any employee who has rung on this till.

O – This is the total sales generated by the employee named in this report. You will get a count and dollar amount of each of the super departments.

P – This is a total of all sales.

Q – This is the total of adjustments generated by the employee named in this report. You will get a count and dollar amount for each adjustment.

R – This is a total of all adjustments.

S – These are the void item and void waste totals for this employee.

T – This is a total of all Charged Tips for this employee

U – This will show you and credit card deductions you have set up in BackOffice under the Media/Accounts applet.

V – If this employee owes any tips that have been set up under tip dispersions, it will appear here.

W – If this employee has earned any tips that have been set up under tip dispersions, it will appear here.

X - If this employee owes any tips that have been set up under tip pools, it will appear here.

Y – If this employee has earned any tips that have been set up under tip pools, it will appear here.

Z – Net Charge Tips is a total of all tips earned less tips due from this employee because of tip dispersions or tip pools.

AA – Total gratuity earned by this employee. If there was a party of 6 or more and a gratuity was added to one of this employee's checks, it would show here, as a gratuity, rather than a tip. This allows a restaurant to keep track of these totals independently.

BB – If this employee earned any portion of the delivery charge on orders that they delivered, it would show here, as Delivery Earnings, rather than a tip. This allows a restaurant to keep track of these totals independently.

CC – This is a total sum after all "tips earned" and "tips owed" are calculated.

DD – This is the amount of Cash Tips declared by this employee.

EE – The Net Minimum Cash Tips will tell you if the net total of this employee's charge tips and the cash tips declared meet the minimum requirements that tipped employees must declare. For example, if tipped employees must declare 10% of their sale as tips, and their sales for the night are $1,000, they need to report $100 in tips. If credit card tips are under $100, not meetin the 10% requirement, they will need to report the difference as cash tips. If this figure is less than the percent set up in BackOffice it will look like this: ($23.71). If it satisfies the requirements set up in BackOffice, there will be no ( ) around the number.

FF – Tracking Groups can be a Super Department, a Department, a Family Group or a Menu Item. You may have a multitude o tracking groups and you can have different tracking groups for different employees and employee groups. You will see a count the tracking type (Super Department, Department, Family or Menu Item)

9.2   All Tills

Enter topic text here.

9.2.1   Paid In

The Paid In function allows you to pay money into the till (on any terminal with a till) without adding to sales.

Paid In is used for sales of gift certificates, money received as a portion of vending machine revenue and restaurant's deposits (the amount does not add to sales)

Paid In to All Tills Procedure

From the workstation you are putting the money into:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

4. Highlight the till you are adding the money to and press the **Paid In** button.

5. You will be prompted to choose the payment type.

6. Enter the amount of a Paid In.

7. Press Yes to the confirmation dialog.

9.2.2   Paid Out

The Paid Out function allows you to pay money out of the till (on any terminal with a till) without deducting from sales. The system will ask you for reason codes and you can print a report with the reasons.

Paid Out is used when you need to remove money from a till to pay for a repair, buy produce if you run out, etc. (the amount does not deduct from sales)

Paid Out Procedure

From the workstation you are taking the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

Local Tills	All Tills	Pockets	Store	Open Banks	All Banks

Local Tills

Bank Name	Type	Total Cash	Total Other	Total	Status
Till #1	Till	$0.00	$0.00	$0.00	

4.   Highlight the till you are taking the money from and press the **Paid Out** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5.   Select the reason money is being removed from the till.

Cash Paid

Cash Paid List

Paid OUT	Driver Paid
Paid OUT	Driver Tips Paid
Paid OUT	Paid Out
Paid OUT	Tips Paid

Cancel

6.   Enter the amount of the Paid Out.

7. Press Yes to the confirmation dialog.

9.2.3 Refund Order

You will use the **Refund Order** button when you have a copy of the guest check and want to refund each item and reverse the transaction rather than just entering in a total refund amount as you would with **General Refund**.

Refund Order Procedure

From the workstation you are refunding the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

| Calc | Drawer | History | Info | Counter | Pick Up | Bar | Dining | Employee | Manager |

SoftTouch POS
6/07 06:35p Cassandra

General Functions
Set Op date, change employee, launch backoffice, system reset...

Reports
Print reports

All Checks Overview
Find, reopen, reprint, adjust payments, offline, voids

Journal
Daily transactional journal

Banks (Tills/Pockets)
Paid IN/OUT, refunds, $ transfers, driver banks and balances

Bank & Employee Close out
Employees and banks awaiting close out

Charge Tip Verification
Verify employee declared credit card tips

Customers & Loyalty
Customers and loyalty maintenance

Accounts
House accounts, gift card and card account management

Alerts
System alert management

Web/Internet
Internet web browser

Tip Pools
Tip pool close out

Time Editor
Time clock editor, tip fund editor & clocked in employees

Employee Management
Employee Shifts, Open Time Clocks

Z Out
Z out system wizard

3. Press the **All Tills** tab at the top of the screen.

| Local Tills | All Tills | Pockets | Store | Open Banks | All Banks |

Local Tills

Bank Name	Type	Total Cash	Total Other	Total	Status
Till #1	Till	$0.00	$0.00	$0.00	

4. Highlight the till you are taking the money from and press the **Refund Order** button.

5. Select the order type that the check being refunded was originally rung up under.

6. Select the date that the check being refunded was originally rung up on.

7. You will be brought to the ordering screen. From here, enter everything that is on the original ticket just as it was originally rung up. Notice the ( ) around the price of each item and the totals. You are ringing up a negative amount on this check to reflect the refund. When you have entered all items on the original check, press the **Refund Tender** button at the bottom of the screen.

8. Select whether you are refunding cash or applying a refund to a credit card.

9. Select the reason this transaction is being refunded from the list.

10. If you selected Credit in step 8, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 8, you will be prompted with a verification screen.

9.2.4   General Refund

You will use the **General Refund** button when you do not have a copy of the guest check and want to refund a general amount.

General Refund Procedure

From the workstation you are refunding the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

Local Tills	All Tills	Pockets	Store	Open Banks	All Banks

Local Tills

Bank Name	Type	Total Cash	Total Other	Total	Status
Till #1	Till	$0.00	$0.00	$0.00	

4.   Highlight the till you are taking the money from and press the **General Refund** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report
Refresh Screen								

5. Enter the total amount that you are refunding (including the tax).

Enter refund amount

	BK	Clear
7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00
CANCEL		ENTER

6. Select whether you are refunding cash or applying a refund to a credit card.

7. Select the reason for the refund from the list.

8. If you selected Credit in step 6, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 6, you will be prompted with a verification screen.

9.2.5 Transfer from Store

You will use the **Transfer from Store** button when you want to transfer money from the default store safe to a till, pocket or another store safe.

Transfer from Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

4. Highlight the till you are putting money in and press the **Transfer from Store** button.

5. Enter the amount you are transferring from the store to this till.

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.2.6   Transfer to Store

You will use the **Transfer to Store** button when you want to transfer money from a till, pocket or another store safe to the default store safe.

Transfer to Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Transfer to Store** button.

5. Enter the amount you are transferring from the till to the default store safe.

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.2.7   Transfer To...

You will use the **Transfer To...** button when you want to transfer money from one till, pocket or store safe to another till, pocket or store safe.

Transfer To... Procedure

From the workstation you are transferring money from:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Transfer To...** button.

5. Select the Bank (till, pocket or safe) that you are transferring money to from the Bank List.

Bank List		
Transfer to		
Depository	Depository	Cash $
Dealer Pocket		$0.00
Safe		$0.00
SelfPay Drawer		$0.00
Server Pocket		$0.00
Station 1 Drawer AM		$0.00
Station 1 Drawer PM		$0.00
Cassi Eubank Pocket	Pocket	$0.00

Cancel

6. Enter the amount you are transferring from the till to the Bank (till, pocket or safe).

7. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.2.8   Close Out

You will use the **Close Out** button when you want to close out and count a till or pocket. Usually the till or pocket will be closed by the employee that was assigned to this till or pocket when they end their shift. If their shift was closed without the till being closed, or if you wish to assign a fresh till or get fresh pocket totals, you have the ability to close a till or pocket with this procedure.

Close Out Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

4. Highlight the till you are closing out and press the **Close Out** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5.   From the Close Out Checklist screen, press the **Close out bank** button on the right.

SoftTouch POS

7/06 06:29p   Cassandra

i   **Closeout Checklist**

X   Close out bank: Till #1   Required   Close out bank

6. The screen will display the amount expected and default to that amount being the amount of cash counted for this till, pocket or store safe if you do not have Blind Drop selected in BackOffice set up. If the amount is correct, press Process to finalize the Close Out.

If the amount is not the same as the amount expected, press the <- Change $ button.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have:	$140.00	
Enter "Cash" amount you actually have:	$140.00	<- Change $
Actual 'Cash" drop amount:	$140.00	

Over / Under ?

Over/Under **$0.00**

Over/Under Reason:

Process   Cancel

7. Enter the actual amount of money in the till, pocket or store safe in the Enter new drop amount dialog box that becomes available.

Enter new drop amount

147.32|

BK ←	Clear

7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00

CANCEL	ENTER

Till #1

Total "Cash"

Enter "Cash" a

Ac

Over / Under ?

Over/I

Over/Under Re

<- Change $

8. If the actual amount entered and the expected amount are different, you will see the difference in the Over / Under section of the Till/Pocket Close Out dialog box. If you wish to select the reason for the discrepancy, press the reason button and select the reason from the Over / Under Reasons list.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have:	$140.00	
Enter "Cash" amount you actually have:	$147.32	<- Change $
Actual 'Cash" drop amount:	$147.32	

Over / Under ?

Over: **$7.32**

Over/Under Reason: <- Reason

Process	Cancel

9. You will now see the Over / Under amount and the reason in the Over / Under section of the Till/Pocket Close Out screen. Now press the Process button at the bottom to finalize.

10. Now press the Process button at the bottom to finalize.

9.2.9   Bank Report

This allows you to take a report on any till, pocket or store safe.

Bank Report Procedure

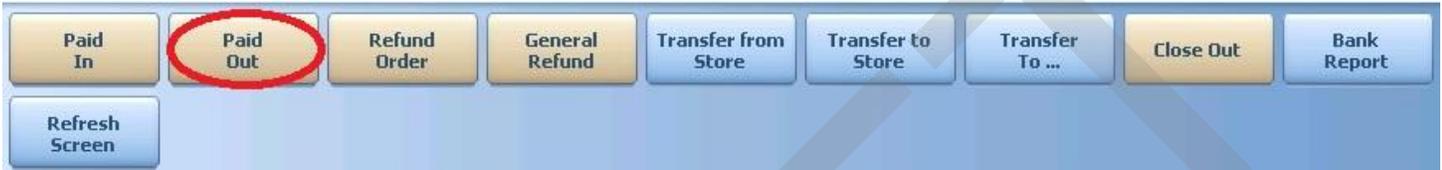1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Tills** tab at the top of the screen.

4. Highlight the till you are closing out and press the **Bank Report** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. A Daily Batch List will appear. A batch is any period the till was open and closed. You may use the till more than once per day and you would have multiple batches. Each batch will indicate what date and time it was opened and closed and list it's status as Open or Closed. This will enable you to select the report that corresponds with correct shift that the till was used during. If you only use each till once per day, you will only see one batch.

Select the batch that you wish to run a report on.

Daily Batches

Batch List

Shift Date Time	Status
07/05 05:26pm -	Open

Cancel

6. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

9.3   Pockets

Enter topic text here.

9.3.1   Paid In

The Paid In function allows you to pay money into a till (on any terminal with a till) or server pocket without adding to sales.

Paid In is used for sales of gift certificates, money received as a portion of vending machine revenue and restaurant's deposits (the amount does not add to sales)

Paid In to a Pocket Procedure

From any workstation. Be sure to give the money to the employee whose pocket you select in step 4.

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the till you are adding the money to and press the **Paid In** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. You will be prompted to choose the payment type.

6. Enter the amount of a Paid In.

7. Press Yes to the confirmation dialog.

9.3.2 Paid Out

The Paid Out function allows you to pay money out of the till (on any terminal with a till) without deducting from sales. The system will ask you for reason codes and you can print a report with the reasons.

Paid Out is used when you need to remove money from a till or pocket to pay for a repair, buy produce if you run out, etc. (the amount does not deduct from sales)
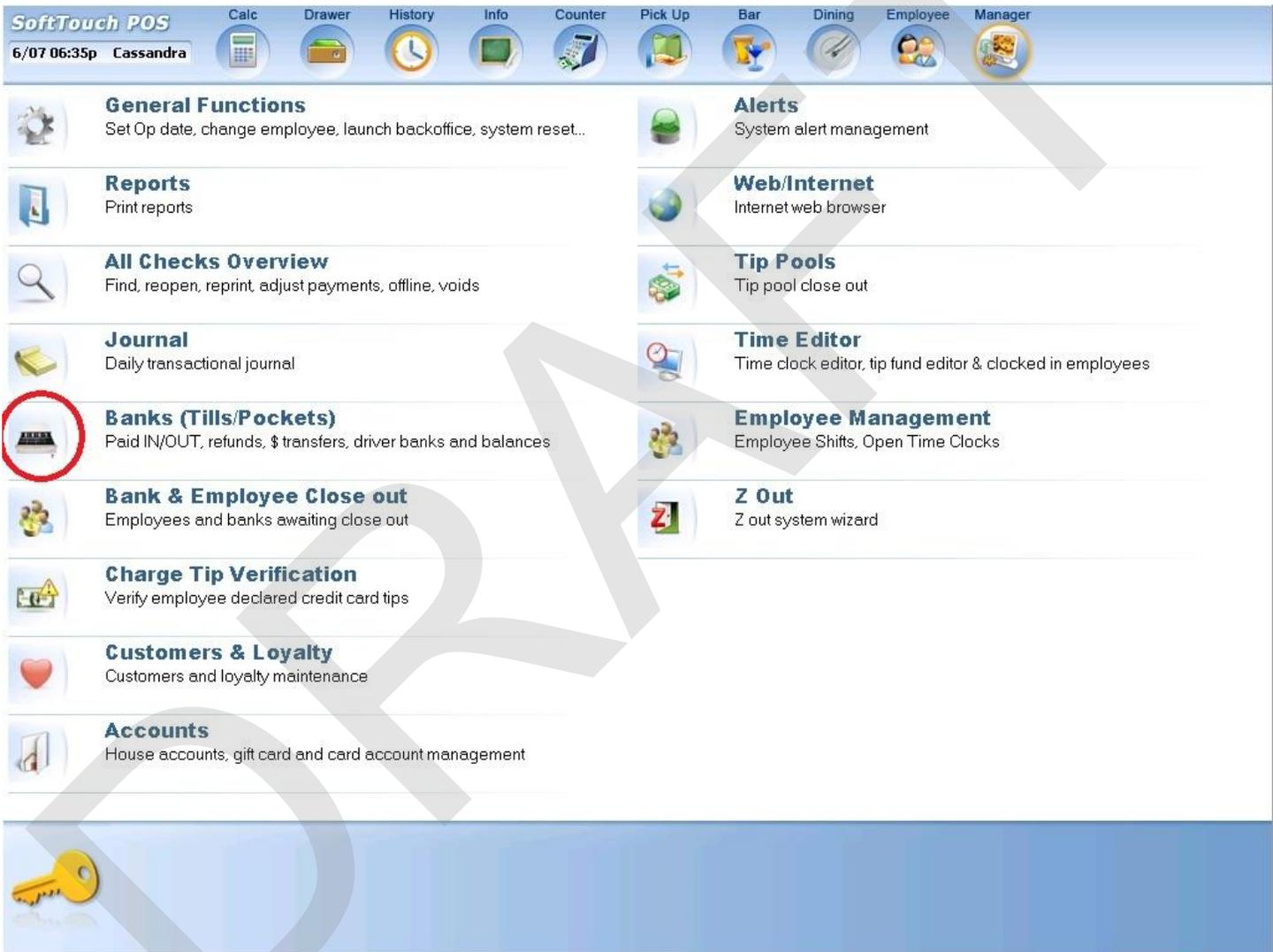
Paid Out Procedure

From any workstation. Be sure to get the money from the pocket of the employee that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Paid Out** button.

5. Select the reason money is being removed from the till.

6. Enter the amount of the Paid Out.

7. Press Yes to the confirmation dialog.

9.3.3   Refund Order

You will use the **Refund Order** button when you have a copy of the guest check and want to refund each item and reverse the transaction rather than just entering in a total refund amount as you would with **General Refund**.

Refund Order Procedure

From any workstation. Be sure to get the money from the pocket of the employee that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Refund Order** button.

5. Select the order type that the check being refunded was originally rung up under.

6. Select the date that the check being refunded was originally rung up on.

7. You will be brought to the ordering screen. From here, enter everything that is on the original ticket just as it was originally rung up. Notice the ( ) around the price of each item and the totals. You are ringing up a negative amount on this check to reflect the refund. When you have entered all items on the original check, press the **Refund Tender** button at the bottom of the screen.

8. Select whether you are refunding cash or applying a refund to a credit card.

9. Select the reason this transaction is being refunded from the list.

10. If you selected Credit in step 8, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 8, you will be prompted with a verification screen.

9.3.4   General Refund

You will use the **General Refund** button when you do not have a copy of the guest check and want to refund a general amount.

General Refund Procedure

From any workstation. Be sure to get the money from the pocket of the employee that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the pocket you are taking the money from and press the **General Refund** button.

5. Enter the total amount that you are refunding (including the tax).

6. Select whether you are refunding cash or applying a refund to a credit card.

7. Select the reason for the refund from the list.

8. If you selected Credit in step 6, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 6, you will be prompted with a verification screen.

9.3.5   Transfer from Store

You will use the **Transfer from Store** button when you want to transfer money from the default store safe to a till, pocket or another store safe.

Transfer from Store Procedure

From any workstation. Be sure to give the money to the employee whose pocket you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the pocket you are putting money in and press the **Transfer from Store** button.

5. Enter the amount you are transferring from the store to this pocket.

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.3.6   Transfer to Store

You will use the **Transfer to Store** button when you want to transfer money from a till, pocket or another store safe to the default store safe.
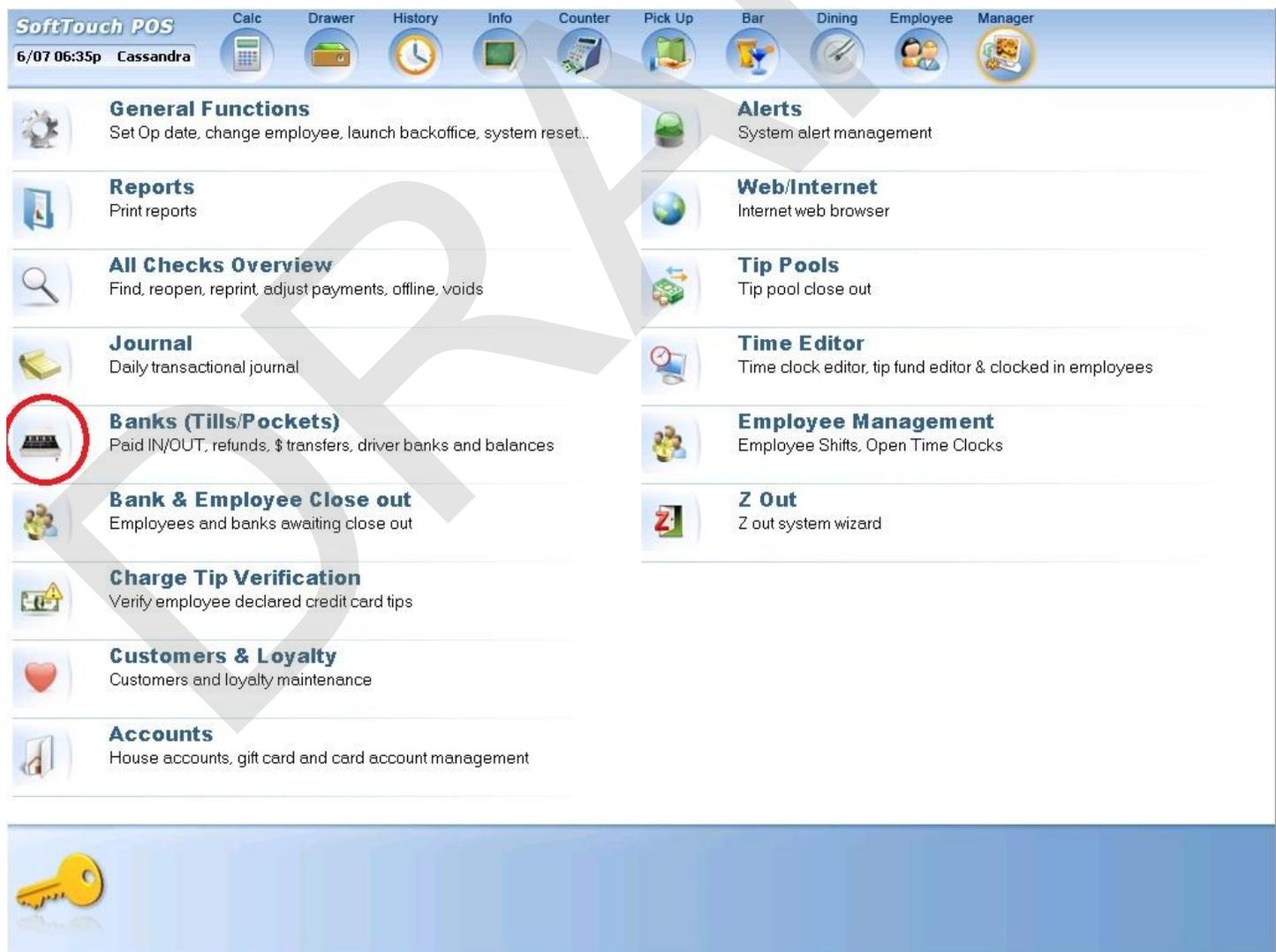
Transfer to Store Procedure

From any workstation. Be sure to get the money from the pocket of the employee that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.
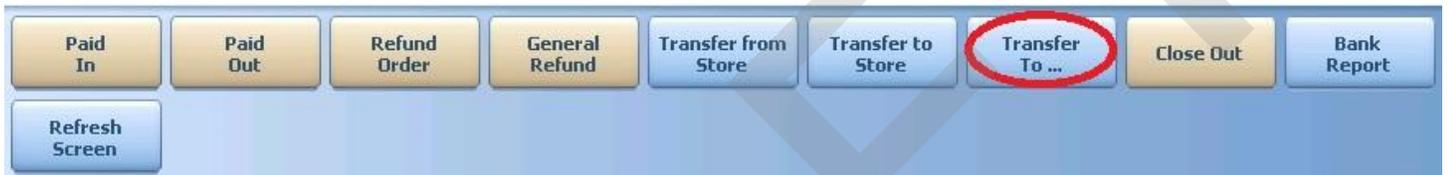

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the pocket you are taking the money from and press the **Transfer to Store** button.

5. Enter the amount you are transferring from the pocket to the default store safe.

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.3.7   Transfer To...

You will use the **Transfer To...** button when you want to transfer money from one till, pocket or store safe

to another till, pocket or store safe.

Transfer To... Procedure

From any workstation. Be sure to get the money from the pocket of the employee that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the pocket you are taking the money from and press the **Transfer To...** button.

5. Select the Bank (till, pocket or safe) that you are transferring money to from the Bank List.

Bank List		

Transfer to

Depository	Depository	Cash $
Dealer Pocket		$0.00
Safe		$0.00
SelfPay Drawer		$0.00
Server Pocket		$0.00
Station 1 Drawer AM		$0.00
Station 1 Drawer PM		$0.00
Cassi Eubank Pocket	Pocket	$0.00

Cancel

6. Enter the amount you are transferring from the pocketl to the Bank (till, pocket or safe).

7. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

8. Take the money from the till selected in step 4 and put it in the Bank (Till, Pocket or Store Safe) you selected in step 5.

9.3.8   Close Out

You will use the **Close Out** button when you want to close out and count a till or pocket. Usually the till or pocket will be closed by the employee that was assigned to this till or pocket when they end their shift. If their shift was closed without the till being closed, or if you wish to assign a fresh till or get fresh pocket totals, you have the ability to close a till or pocket with this procedure.

Close Out Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances*

icon.

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the till you are closing out and press the **Close Out** button.

| Paid In | Paid Out | Refund Order | General Refund | Transfer from Store | Transfer to Store | Transfer To ... | Close Out | Bank Report |

| Refresh Screen |

5. From the Close Out Checklist screen, press the **Close out bank** button on the right.

SoftTouch POS

7/06 06:29p   Cassandra

Closeout Checklist

| | Close out bank: Till #1 | Required | Close out bank |

6. The screen will display the amount expected and default to that amount being the amount of cash counted for this till, pocket or store safe if you do not have Blind Drop selected in BackOffice set up. If the amount is correct, press Process to finalize the Close Out.

If the amount is not the same as the amount expected, press the <- Change $ button.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have:	$140.00	
Enter "Cash" amount you actually have:	$140.00	<- Change $
Actual 'Cash" drop amount:	$140.00	

Over / Under ?

Over/Under **$0.00**

Over/Under Reason:

Process   Cancel

7. Enter the actual amount of money in the till, pocket or store safe in the Enter new drop amount dialog box that becomes available.

Enter new drop amount

147.32

BK	Clear
7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00

CANCEL   ENTER

Till #1

Total "Cash"

Enter "Cash" a

Ac

<- Change $

Over / Under ?

Over/l

Over/Under Re

8. If the actual amount entered and the expected amount are different, you will see the difference in the Over / Under section of the Till/Pocket Close Out dialog box. If you wish to select the reason for the discrepancy, press the reason button and select the reason from the Over / Under Reasons list.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have:	$140.00	
Enter "Cash" amount you actually have:	$147.32	<- Change $
Actual 'Cash" drop amount:	$147.32	

Over / Under ?

Over: $7.32

Over/Under Reason: <- Reason

Process   Cancel

9. You will now see the Over / Under amount and the reason in the Over / Under section of the Till/Pocket Close Out screen. Now press the Process button at the bottom to finalize.

10. Now press the Process button at the bottom to finalize.

9.3.9 Bank Report

This allows you to take a report on any till, pocket or store safe.

Bank Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

General Functions
Set Op date, change employee, launch backoffice, system reset...

Alerts
System alert management

Reports
Print reports

Web/Internet
Internet web browser

All Checks Overview
Find, reopen, reprint, adjust payments, offline, voids

Tip Pools
Tip pool close out

Journal
Daily transactional journal

Time Editor
Time clock editor, tip fund editor & clocked in employees

Banks (Tills/Pockets)
Paid IN/OUT, refunds, $ transfers, driver banks and balances

Employee Management
Employee Shifts, Open Time Clocks

Bank & Employee Close out
Employees and banks awaiting close out

Z Out
Z out system wizard

Charge Tip Verification
Verify employee declared credit card tips

Customers & Loyalty
Customers and loyalty maintenance

Accounts
House accounts, gift card and card account management

3. Press the **Pockets** tab at the top of the screen.

4. Highlight the pocket you are closing out and press the **Bank Report** button.

5. A Daily Batch List will appear. A batch is any period the till was open and closed. You may use the till more than once per day and you would have multiple batches. Each batch will indicate what date and time it was opened and closed and list it's status as Open or Closed. This will enable you to select the report that corresponds with correct shift that the till was used during. If you only use each till once per day, you will only see one batch.

Select the batch that you wish to run a report on.

6. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

9.4   Store

Enter topic text here.

9.4.1   Paid In

The Paid In function allows you to pay money into a till or store safe without adding to sales.

Paid In is used for sales of gift certificates, money received as a portion of vending machine revenue and restaurant's deposits (the amount does not add to sales)

Paid In to a Store (Safe) Procedure

From any workstation. Be sure to put the money in the store safe you select in step 4.

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Store** tab at the top of the screen.

4. Highlight the safe you are adding the money to (there may be more than 1 in some cases), and press the **Paid In** button.

5. You will be prompted to choose the payment type.
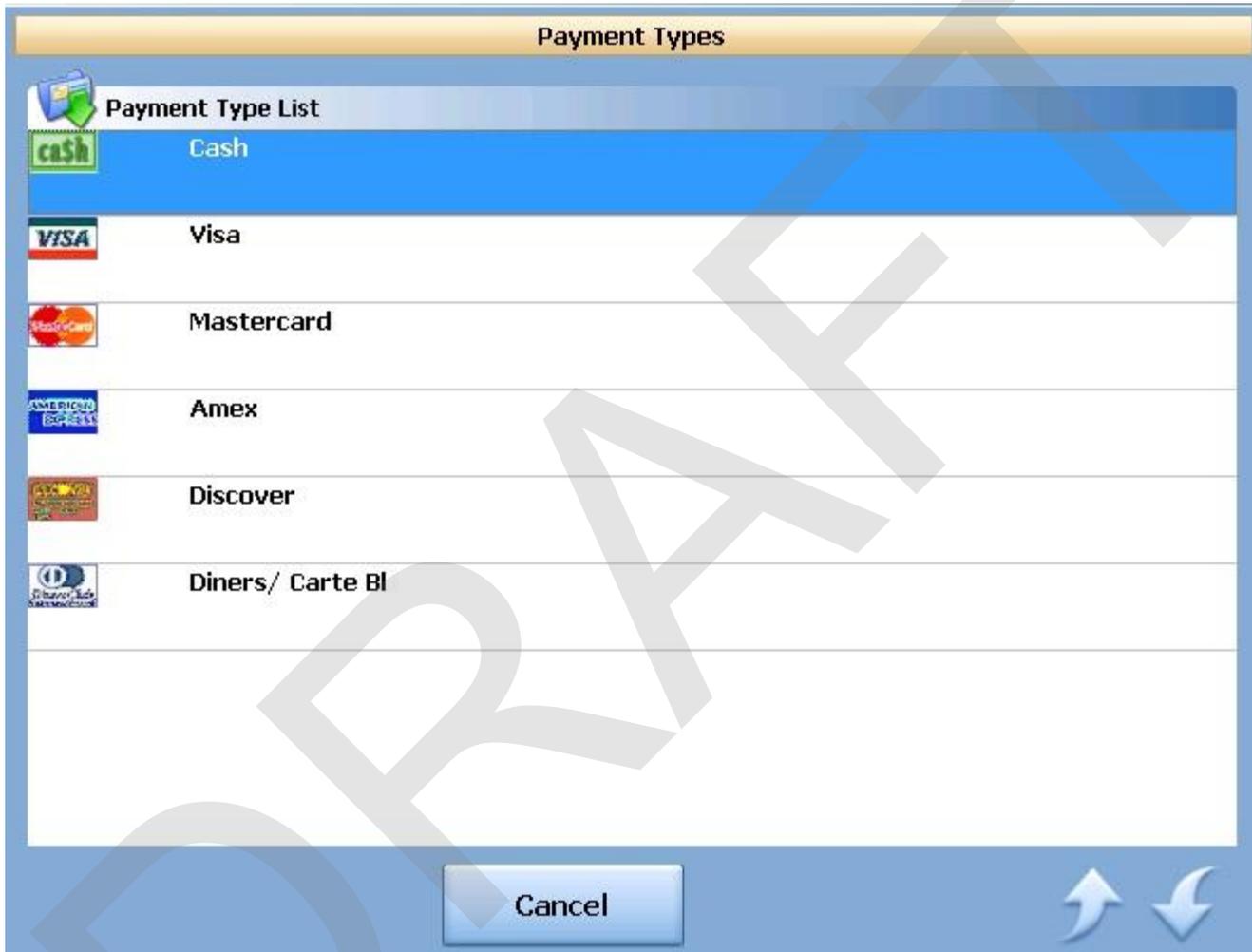
6. Enter the amount of a Paid In.

7. Press Yes to the confirmation dialog.

8. Be sure to put the money in the store safe you indicated, not the till at the workstation you are performing this action at.

9.4.2   Paid Out

The Paid Out function allows you to pay money out of a till or a store safe without deducting from sales. The system will ask you for reason codes and you can print a report with the reasons.

Paid Out is used when you need to remove money from a till or store safe to pay for a repair, buy produce if you run out, etc. (the amount does not deduct from sales)

Paid Out Procedure

From any workstation. Be sure to get the money from the store safe that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Store** tab at the top of the screen.

4. Highlight the store safe you are adding the money to (there may be more than 1 in some cases), and press the **Paid Out** button.

5. Select the reason money is being removed from the safe.

6. Enter the amount of the Paid Out.

7. Press Yes to the confirmation dialog.

8. Be sure to take the money from the store safe you indicated, not the till at the workstation you are performing this action at.

9.4.3 Refund Order

You will use the **Refund Order** button when you have a copy of the guest check and want to refund each item and reverse the transaction rather than just entering in a total refund amount as you would with **General Refund**.

Refund Order Procedure

From any workstation. Be sure to get the money from the store safe that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Stores** tab at the top of the screen.

4. Highlight the store safe you are taking the money from (there may be more than 1 in some cases), and press the **Refund Order** button.

5. Select the order type that the check being refunded was originally rung up under.

6. Select the date that the check being refunded was originally rung up on.

7. You will be brought to the ordering screen. From here, enter everything that is on the original ticket just as it was originally rung up. Notice the ( ) around the price of each item and the totals. You are ringing up a negative amount on this check to reflect the refund. When you have entered all items on the original check, press the **Refund Tender** button at the bottom of the screen.

8. Select whether you are refunding cash or applying a refund to a credit card.

9. Select the reason this transaction is being refunded from the list.

10. If you selected Credit in step 8, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 8, you will be prompted with a verification screen.

9.4.4 General Refund

You will use the **General Refund** button when you do not have a copy of the guest check and want to refund a general amount.

General Refund Procedure

From any workstation. Be sure to get the money from the store safe that you select in step 4.

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Stores** tab at the top of the screen.

4. Highlight the store safe you are taking the money from (there may be more than 1 in some cases), and press the **General Refund** button.

5. Enter the total amount that you are refunding (including the tax).

6. Select whether you are refunding cash or applying a refund to a credit card.

7. Select the reason for the refund from the list.

8. If you selected Credit in step 6, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 6, you will be prompted with a verification

screen.

9.4.5   Transfer To...

You will use the **Transfer To...** button when you want to transfer money from one till, pocket or store safe to another till, pocket or store safe.

Transfer To... Procedure

From any workstation. Be sure to get the money from the store safe that you select in step 4.

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Store** tab at the top of the screen.

4. Highlight the store safe you are taking the money from and press the **Transfer To...** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. Select the Bank (till, pocket or safe) that you are transferring money to from the Bank List.

Bank List

Transfer to

Depository	Depository	Cash $
Dealer Pocket		$0.00
Safe		$0.00
SelfPay Drawer		$0.00
Server Pocket		$0.00
Station 1 Drawer AM		$0.00
Station 1 Drawer PM		$0.00
Cassi Eubank Pocket	Pocket	$0.00

Cancel

6. Enter the amount you are transferring from the store safe to the Bank (till, pocket or safe).

7. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

8. Take the money from the Store Safe you selected in step 4 and put it in the Bank (Till, Pocket or Store Safe) you selected in step 5.

9.5   Open Banks

Enter topic text here.

9.5.1   Paid In

The Paid In function allows you to pay money into the till (on any terminal with a till) without adding to sales.

Paid In is used for sales of gift certificates, money received as a portion of vending machine revenue and restaurant's deposits (the amount does not add to sales)

Paid In to an Open Bank Procedure

From the workstation you are putting the money into:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are adding the money to and press the **Paid In** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. You will be prompted to choose the payment type.

Payment Types

Payment Type List

- Cash
- Visa
- Mastercard
- Amex
- Discover
- Diners/ Carte Bl

Cancel

6. Enter the amount of a Paid In.

7. Press Yes to the confirmation dialog.

9.5.2 Paid Out

The Paid Out function allows you to pay money out of the till (on any terminal with a till) without deducting from sales. The system will ask you for reason codes and you can print a report with the reasons.

Paid Out is used when you need to remove money from a till or pocket to pay for a repair, buy produce if you run out, etc. (the amount does not deduct from sales)

Paid Out Procedure

From the workstation you are taking the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Paid Out** button.

5. Select the reason money is being removed from the till.

6. Enter the amount of the Paid Out.

7. Press Yes to the confirmation dialog.

9.5.3   Refund Order

You will use the **Refund Order** button when you have a copy of the guest check and want to refund each item and reverse the transaction rather than just entering in a total refund amount as you would with **General Refund**.

Refund Order Procedure

From the workstation you are refunding the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Refund Order** button.

5. Select the order type that the check being refunded was originally rung up under.

6. Select the date that the check being refunded was originally rung up on.

7. You will be brought to the ordering screen. From here, enter everything that is on the original ticket just as it was originally rung up. Notice the ( ) around the price of each item and the totals. You are ringing up a negative amount on this check to reflect the refund. When you have entered all items on the original check, press the **Refund Tender** button at the bottom of the screen.

8. Select whether you are refunding cash or applying a refund to a credit card.

9. Select the reason this transaction is being refunded from the list.

10. If you selected Credit in step 8, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 8, you will be prompted with a verification screen.

9.5.4   General Refund

You will use the **General Refund** button when you do not have a copy of the guest check and want to refund a general amount.

General Refund Procedure

From the workstation you are refunding the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

Local Tills	All Tills	Pockets	Store	Open Banks	All Banks

Local Tills

Bank Name	Type	Total Cash	Total Other	Total	Status
Till #1	Till	$0.00	$0.00	$0.00	

4. Highlight the till you are taking the money from and press the **General Refund** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. Enter the total amount that you are refunding (including the tax).

Enter refund amount

	BK	Clear
7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00
CANCEL		ENTER

6. Select whether you are refunding cash or applying a refund to a credit card.

7. Select the reason for the refund from the list.

8. If you selected Credit in step 6, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 6, you will be prompted with a verification screen.

9.5.5 Transfer from Store

You will use the **Transfer from Store** button when you want to transfer money from the default store safe to a till, pocket or another store safe.
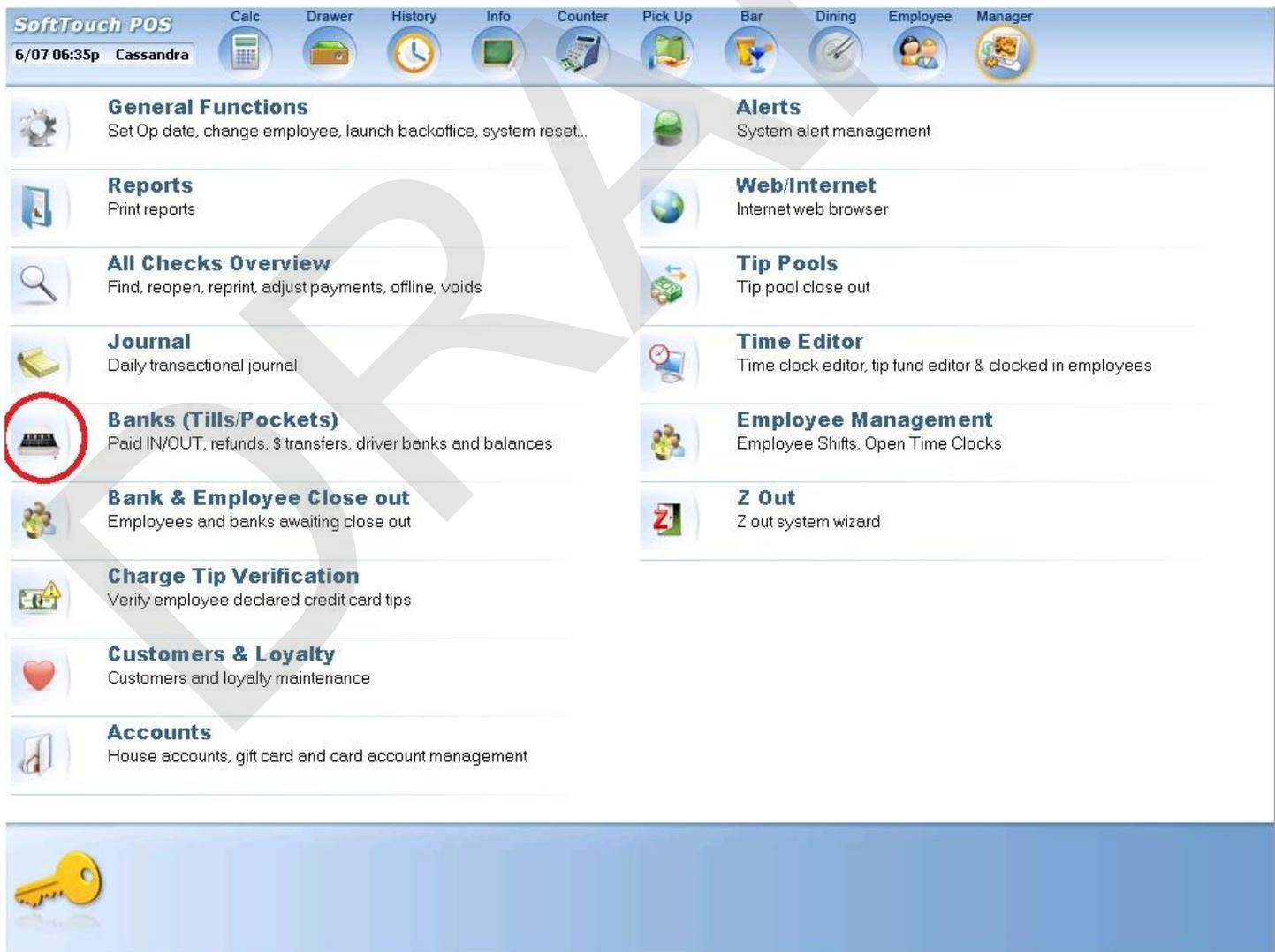
Transfer from Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

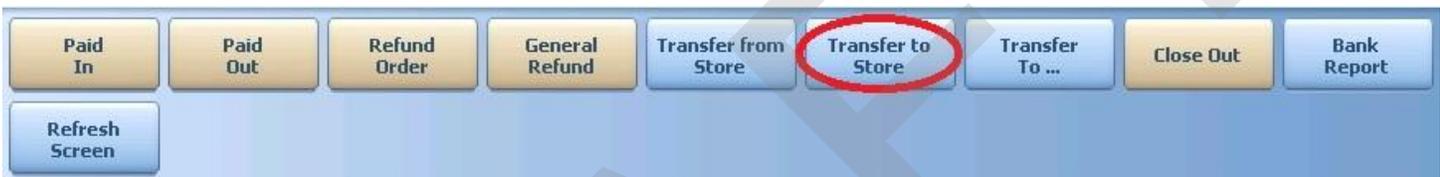2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are putting money in and press the **Transfer from Store** button.

| Paid In | Paid Out | Refund Order | General Refund | Transfer from Store | Transfer to Store | Transfer To ... | Close Out | Bank Report |

| Refresh Screen |

5. Enter the amount you are transferring from the store to this till.

Enter transfer amount

	BK ←	Clear
7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00
CANCEL		ENTER

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

Confirmation Dialog

Transfer $100.00
Store Bank (Store Safe) "To" Till #1

| Yes | No |

9.5.6   Transfer to Store

You will use the **Transfer to Store** button when you want to transfer money from a till, pocket or another

store safe to the default store safe.

Transfer to Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Transfer to Store** button.

5. Enter the amount you are transferring from the till to the default store safe.

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.5.7   Transfer To...

You will use the **Transfer To...** button when you want to transfer money from one till, pocket or store safe to another till, pocket or store safe.

Transfer To... Procedure

From the workstation you are transferring money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Transfer To...** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. Select the Bank (till, pocket or safe) that you are transferring money to from the Bank List.

Bank List

Transfer to

Depository	Depository	Cash $
Dealer Pocket		$0.00
Safe		$0.00
SelfPay Drawer		$0.00
Server Pocket		$0.00
Station 1 Drawer AM		$0.00
Station 1 Drawer PM		$0.00
Cassi Eubank Pocket	Pocket	$0.00

Cancel

6. Enter the amount you are transferring from the till to the Bank (till, pocket or safe).

7. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

8. Take the money from the till selected in step 4 and put it in the Bank (Till, Pocket or Store Safe) you selected in step 5.

9.5.8   Close Out

You will use the **Close Out** button when you want to close out and count a till or pocket. Usually the till or pocket will be closed by the employee that was assigned to this till or pocket when they end their shift. If their shift was closed without the till being closed, or if you wish to assign a fresh till or get fresh pocket totals, you have the ability to close a till or pocket with this procedure.

Close Out Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances*

icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are closing out and press the **Close Out** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. From the Close Out Checklist screen, press the **Close out bank** button on the right.

SoftTouch POS

7/06 06:29p   Cassandra

i   **Closeout Checklist**

✗	Close out bank: Till #1		Required	Close out bank

6. The screen will display the amount expected and default to that amount being the amount of cash counted for this till, pocket or store safe if you do not have Blind Drop selected in BackOffice set up. If the amount is correct, press Process to finalize the Close Out.

If the amount is not the same as the amount expected, press the <- Change $ button.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have: $140.00

Enter "Cash" amount you actually have: $140.00   <- Change $

Actual 'Cash" drop amount: $140.00

Over / Under ?

Over/Under $0.00

Over/Under Reason:

Process   Cancel

7. Enter the actual amount of money in the till, pocket or store safe in the Enter new drop amount dialog box that becomes available.

8. If the actual amount entered and the expected amount are different, you will see the difference in the Over / Under section of the Till/Pocket Close Out dialog box. If you wish to select the reason for the discrepancy, press the reason button and select the reason from the Over / Under Reasons list.

9. You will now see the Over / Under amount and the reason in the Over / Under section of the Till/Pocket Close Out screen. Now press the Process button at the bottom to finalize.

10. Now press the Process button at the bottom to finalize.

9.5.9   Bank Report

This allows you to take a report on any till, pocket or store safe.

Bank Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **Open Banks** tab at the top of the screen.

4. Highlight the till you are closing out and press the **Bank Report** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. A Daily Batch List will appear. A batch is any period the till was open and closed. You may use the till more than once per day and you would have multiple batches. Each batch will indicate what date and time it was opened and closed and list it's status as Open or Closed. This will enable you to select the report that corresponds with correct shift that the till was used during. If you only use each till once per day, you will only see one batch.

Select the batch that you wish to run a report on.

Daily Batches

Batch List

Shift Date Time	Status
07/05 05:26pm –	Open

Cancel

6. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

9.6   All Banks

Enter topic text here.

9.6.1   Paid In

The Paid In function allows you to pay money into the till (on any terminal with a till) without adding to sales.

Paid In is used for sales of gift certificates, money received as a portion of vending machine revenue and restaurant's deposits (the amount does not add to sales)

Paid In to All Banks Procedure

From the workstation you are putting the money into:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are adding the money to and press the **Paid In** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. You will be prompted to choose the payment type.

Payment Types

Payment Type List

cash	Cash
VISA	Visa
Mastercard	Mastercard
American Express	Amex
Discover	Discover
Diners Club	Diners/ Carte Bl

Cancel

6. Enter the amount of a Paid In.

7. Press Yes to the confirmation dialog.

9.6.2   Paid Out

The Paid Out function allows you to pay money out of the till (on any terminal with a till) without deducting from sales. The system will ask you for reason codes and you can print a report with the reasons.

Paid Out is used when you need to remove money from a till or pocket to pay for a repair, buy produce if you run out, etc. (the amount does not deduct from sales)

Paid Out Procedure

From the workstation you are taking the money from:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Paid Out** button.

5. Select the reason money is being removed from the till.

6. Enter the amount of the Paid Out.

7. Press Yes to the confirmation dialog.

9.6.3   Refund Order

You will use the **Refund Order** button when you have a copy of the guest check and want to refund each item and reverse the transaction rather than just entering in a total refund amount as you would with **General Refund**.

Refund Order Procedure

From the workstation you are refunding the money from:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Refund Order** button.

5. Select the order type that the check being refunded was originally rung up under.

6. Select the date that the check being refunded was originally rung up on.

7. You will be brought to the ordering screen. From here, enter everything that is on the original ticket just as it was originally rung up. Notice the ( ) around the price of each item and the totals. You are ringing up a negative amount on this check to reflect the refund. When you have entered all items on the original check, press the **Refund Tender** button at the bottom of the screen.

8. Select whether you are refunding cash or applying a refund to a credit card.

9. Select the reason this transaction is being refunded from the list.

10. If you selected Credit in step 8, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 8, you will be prompted with a verification screen.

9.6.4   General Refund

You will use the **General Refund** button when you do not have a copy of the guest check and want to refund a general amount.

General Refund Procedure

From the workstation you are refunding the money from:
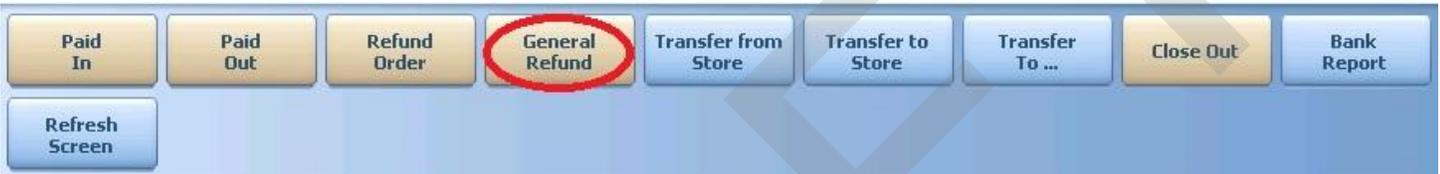
1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **General Refund** button.

5. Enter the total amount that you are refunding (including the tax).

6. Select whether you are refunding cash or applying a refund to a credit card.

7. Select the reason for the refund from the list.

8. If you selected Credit in step 6, you will need to swipe the credit card or enter the credit card number first, then the expiration date. If you selected Cash in step 6, you will be prompted with a verification screen.

9.6.5   Transfer from Store

You will use the **Transfer from Store** button when you want to transfer money from the default store safe to a till, pocket or another store safe.

Transfer from Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are putting money in and press the **Transfer from Store** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. Enter the amount you are transferring from the store to this till.

Enter transfer amount

		BK ←	Clear
7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00

CANCEL	ENTER

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

Confirmation Dialog

Transfer $100.00
Store Bank (Store Safe) "To" Till #1

Yes	No

9.6.6   Transfer to Store

You will use the **Transfer to Store** button when you want to transfer money from a till, pocket or another

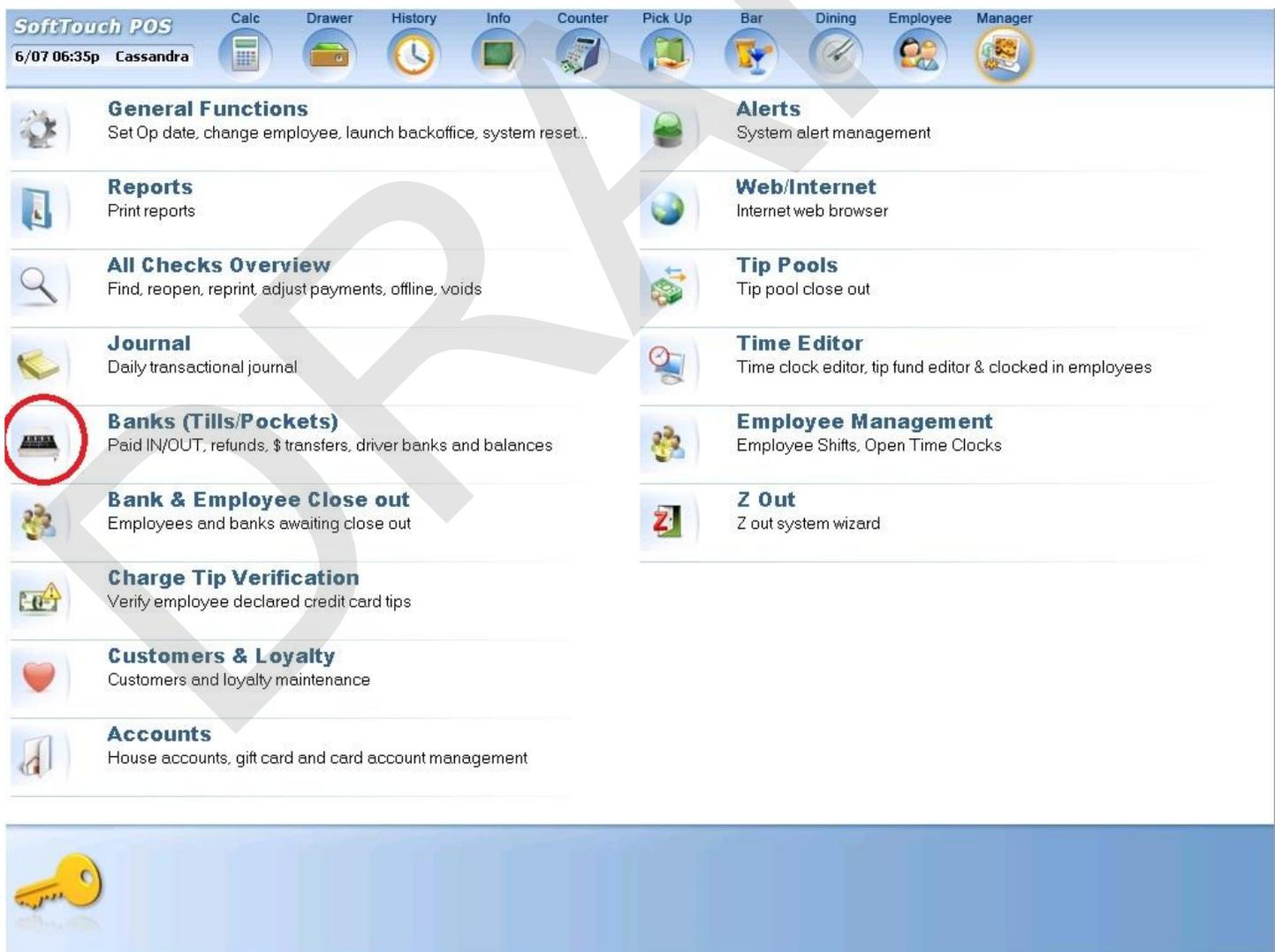store safe to the default store safe.

Transfer to Store Procedure

From the workstation you are transferring money to:

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Transfer to Store** button.

5. Enter the amount you are transferring from the till to the default store safe.

6. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

9.6.7   Transfer To...

You will use the **Transfer To...** button when you want to transfer money from one till, pocket or store safe to another till, pocket or store safe.

Transfer To... Procedure

From the workstation you are transferring money to:

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are taking the money from and press the **Transfer To...** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. Select the Bank (till, pocket or safe) that you are transferring money to from the Bank List.

Bank List

Transfer to

Depository	Depository	Cash $
Dealer Pocket		$0.00
Safe		$0.00
SelfPay Drawer		$0.00
Server Pocket		$0.00
Station 1 Drawer AM		$0.00
Station 1 Drawer PM		$0.00
Cassi Eubank Pocket	Pocket	$0.00

Cancel

6. Enter the amount you are transferring from the till to the Bank (till, pocket or safe).

7. Once you have read the Confirmation Dialog box and verified the information is accurate, press the Yes button to finalize.

8. Take the money from the till selected in step 4 and put it in the Bank (Till, Pocket or Store Safe) you selected in step 5.

9.6.8   Close Out

You will use the **Close Out** button when you want to close out and count a till or pocket. Usually the till or pocket will be closed by the employee that was assigned to this till or pocket when they end their shift. If their shift was closed without the till being closed, or if you wish to assign a fresh till or get fresh pocket totals, you have the ability to close a till or pocket with this procedure.

Close Out Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are closing out and press the **Close Out** button.

Paid In	Paid Out	Refund Order	General Refund	Transfer from Store	Transfer to Store	Transfer To ...	Close Out	Bank Report

Refresh Screen

5. From the Close Out Checklist screen, press the **Close out bank** button on the right.

SoftTouch POS

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Closeout Checklist

✗ Close out bank: Till #1	Required	Close out bank

6. The screen will display the amount expected and default to that amount being the amount of cash counted for this till, pocket or store safe if you do not have Blind Drop selected in BackOffice set up. If the amount is correct, press Process to finalize the Close Out.

If the amount is not the same as the amount expected, press the <- Change $ button.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have:	$140.00	
Enter "Cash" amount you actually have:	$140.00	<- Change $
Actual 'Cash" drop amount:	$140.00	

Over / Under ?

Over/Under **$0.00**

Over/Under Reason:

Process	Cancel

7. Enter the actual amount of money in the till, pocket or store safe in the Enter new drop amount dialog box that becomes available.

Enter new drop amount

147.32|

BK	Clear

7	8	9	Off
4	5	6	-
1	2	3	/
0	.	00	.00

CANCEL   ENTER

Till #1

Total "Cash"

Enter "Cash" a

Ac

<- Change $

Over / Under ?

Over/

Over/Under Re

8. If the actual amount entered and the expected amount are different, you will see the difference in the Over / Under section of the Till/Pocket Close Out dialog box. If you wish to select the reason for the discrepancy, press the reason button and select the reason from the Over / Under Reasons list.

Till/Pocket Closeout

Till #1

Total "Cash" amount you should have:	$140.00
Enter "Cash" amount you actually have:	$147.32
Actual 'Cash" drop amount:	$147.32

<- Change $

Over / Under ?

Over: $7.32

Over/Under Reason:

<- Reason

Process   Cancel

9. You will now see the Over / Under amount and the reason in the Over / Under section of the Till/Pocket Close Out screen. Now press the Process button at the bottom to finalize.

10. Now press the Process button at the bottom to finalize.

9.6.9   Bank Report

This allows you to take a report on any till, pocket or store safe.

Bank Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Banks (Tills & Pockets)** *Paid IN/OUT, Refunds, $ Transfers, Driver Banks and Balances* icon.

3. Press the **All Banks** tab at the top of the screen.

4. Highlight the till you are closing out and press the **Bank Report** button.

| Paid In | Paid Out | Refund Order | General Refund | Transfer from Store | Transfer to Store | Transfer To ... | Close Out | Bank Report |

| Refresh Screen |

5. A Daily Batch List will appear. A batch is any period the till was open and closed. You may use the till more than once per day and you would have multiple batches. Each batch will indicate what date and time it was opened and closed and list it's status as Open or Closed. This will enable you to select the report that corresponds with correct shift that the till was used during. If you only use each till once per day, you will only see one batch.

Select the batch that you wish to run a report on.

Daily Batches

Batch List

Shift Date Time	Status
07/05 05:26pm -	Open

Cancel

6. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

Part

X

Bank & Employee Close Out

Part 10 Bank & Employee Close Out

This section of the Manager Screen is used when certain Cash Control options have been implemented by the Dealer for the site.

Tills/Pockets Awaiting Drops

In **BackOffice**, you can set certain **Jobs** so that once they close their till or pocket, a manager must count and verify the money then process that drop so the money is transferred to the store safe and the till or pocket is free to start fresh totals for another shift.

In **BackOffice**, from the **Jobs** applet, make sure you select the option to "Have a manager authorize the bank/till closeout transfer before the drop to enable this level of security.

Employee's Awaiting Tips

Today's Drops

Every time a till or pocket is closed, the cash collected for guest checks during that shift must be dropped to the store safe. A list of all drops will appear under the **Today's Drops** tab so you can undo a drop, modify a drop or take reports on the activity of the till for the selected shift.

10.1   Tills/Pockets Awaiting Drop

Tills/Pockets Awaiting Drops

In **BackOffice**, you can set certain **Jobs** so that once they close their till or pocket, a manager must count and verify the money then process that drop so the money is transferred to the store safe and the till or pocket is free to start fresh totals for another shift.

In **BackOffice**, from the **Jobs** applet, make sure you select the option to **"Have a manager authorize the bank/till closeout transfer before the drop"** to enable this level of security.
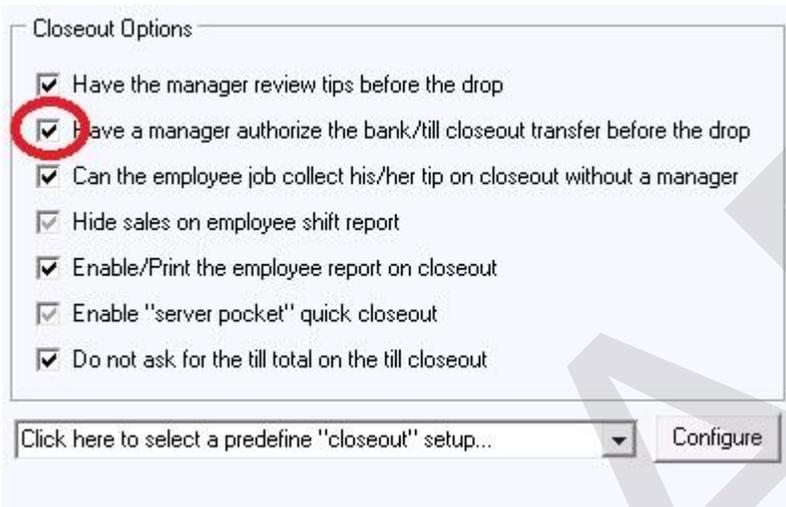
10.1.1   Process Drop

The **Process Drop** function allows a manager to finalize a drop once they have counted the till or pocket and verified the money reported by the employee using the till is accurate.

Process Drop Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. The screen will default to the **Tills/Pockets Awaiting Drop** area. You will see any tills or pocket that need to be processed on this screen. You can highlight the till or pocket and press the **Process Drop** button at the bottom of the screen or just press the **Process Drop** button on the beige till or pocket information box.

If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

4. The Till/Pocket Close Out dialog box will allow you to change the amount in case the employee miscounted, change which safe you are dropping the money to or Process the drop with the default information shown. To finalize, press the Process button at the bottom of the dialog box.

4. Once you finalize the drop by pressing the Process button in the previous step, the till will move off this screen and now show up under the Today's Drops tab.

10.1.2 Undo Drop

Once a bank is closed, you cannot do many functions with it, such as paid outs, refunds, etc. A closed bank is a bank that is no longer in use. The **Undo Drop** function allows a manager change the status of a till or pocket so they can.

Undo Drop Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. The screen will default to the **Tills/Pockets Awaiting Drop** area. You will see any tills or pocket that need to be processed on this screen. You can highlight the till or pocket and press the **Undo Drop** button at the bottom of the screen or just press the **Undo Drop** button on the beige till or pocket information box.

If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

4. You keyboard will appear asking you to type YES if you are sure you want to Undo the Drop. Type yes and press enter.

5. A Confirmation Dialog box will appear asking if you are sure you want to undo this drop. Press the Yes button.
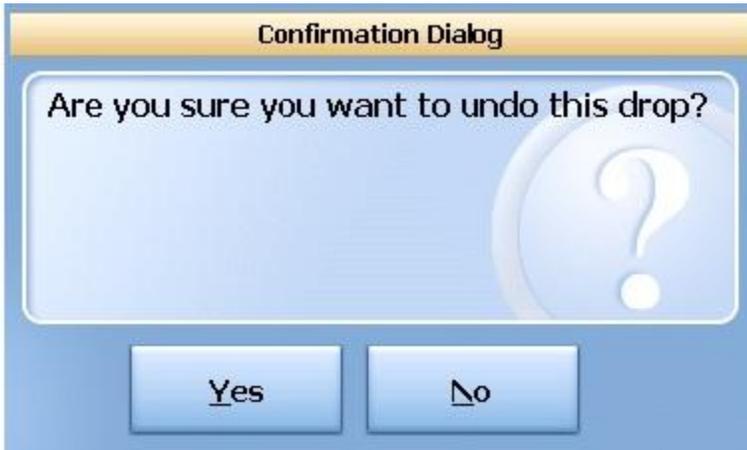
6. Once you have undone the drop, you can go to Banks Tills and Pocket Management to perform the action needed.

10.1.3   Bank Report

You can run a **Bank Report** on any till or pocket that has been closed from this screen.

Bank Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. The screen will default to the **Tills/Pockets Awaiting Drop** area. You will see any tills or pocket that need to be processed on this screen. You can highlight the till or pocket and press the **Bank Report** button at the bottom of the screen.

    If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

4. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

Done	Print	Print Dialog	Zoom In	Zoom Out	View 100%

10.1.4 Employee Report

You can run an **Employee Report** on an employee that has worked on a selected till or pocket that has been closed from this screen.

Employee Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. The screen will default to the **Tills/Pockets Awaiting Drop** area. You will see any tills or pocket that need to be processed on this screen. You can highlight the till or pocket and press the **Employee Report** button at the bottom of the screen.

    If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

4. You will need to select the shift worked by the employee that you want a report for from the list that displays.

5. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown

below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

10.1.5   Driver Report

You can run a **Driver Report** on a driver that has closed delivery checks and put money in the selected till or pocket (which has been closed) from this screen.

Driver Report Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. The screen will default to the **Tills/Pockets Awaiting Drop** area. You will see any tills or pocket that need to be processed on this screen. You can highlight the till or pocket and press the **Driver Report** button at the bottom of the screen.

   If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

4. You will need to select the shift worked by the driver that you want a report for from the list that displays.

5. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown

below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

10.2   Employees Awaiting Tips

Employees Awaiting Tips

In **BackOffice**, you can set certain **Jobs** so that employees turn in all the cash in their till or pocket and collect their tips from the manager from the bank or money source that the manger specifies during this process.

In **BackOffice**, from the **Jobs** applet, make sure you **DO NOT** select the option for **"Can the employee job collect his/her tip on close out without a manager"** to enable this level of security.
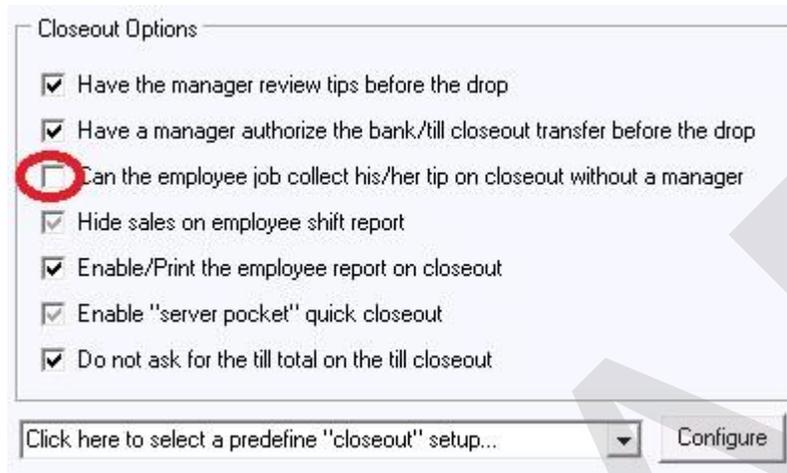
10.2.1   Pay Tip

The **Pay Tip** function allows a manager to pay an employee their tips after they close their shift. Tips can be paid from any till or pocket that is open and has cash in it.

Pay Tip Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Employees Awaiting Tips** tab at the top of the screen.

4. You will see any employee waiting for tips that need to be paid on this screen. You can highlight the tip information box and press the **Pay Tip** button at the bottom of the screen or just press the **Process Drop** button on the beige till or pocket information box.

If the Tip information box is beige, that indicates that this is the highlighted or selected tip. A white information box indicates that this tip is not selected.

5. Press the **Pay from** button to select where you are taking the money from to pay this employees tips.

6. A list of all open safes, tills or pockets with cash in them will populate the screen. Press the safe, till or pocket you will be taking the money from.

7. You will see the **"Pay out tips from:"** populate with your selection. To process this request and complete the procedure, press the **Process** button.

10.2.2 Employee Report

You can run an **Employee Report** on an employee that is waiting for their tips from this screen.

Employee Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Employees Awaiting Tips** tab at the top of the screen.

4. You will see any employees with tips that need to be paid on this screen. You can highlight the employee information box and press the **Employee Report** button at the bottom of the screen.

   If the employee information box is beige, that indicates that this is the highlighted or selected employee. A white information box indicates that the employee is not selected.

5. You will need to select the shift worked by the employee that you want a report for from the list that displays.

6. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

10.2.3 Driver Report

You can run a **Driver Report** on a driver that is waiting for their tips from this screen.

Driver Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Employees Awaiting Tips** tab at the top of the screen.

4. You will see any employees with tips that need to be paid on this screen. You can highlight the employee information box and press the **Driver Report** button at the bottom of the screen.

   If the employee information box is beige, that indicates that this is the highlighted or selected employee. A white information box indicates that the employee is not selected.

5. You will need to select the shift worked by the driver that you want a report for from the list that displays.

6. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

10.3 Today's Drops

Today's Drops

Every time a till or pocket is closed, the cash collected for guest checks during that shift must be dropped to the store safe. A list of all drops will appear under the **Today's Drops** tab so you can undo a drop, modify a drop or take reports on the activity of the till for the selected shift.

10.3.1 Undo Drop

Once a bank is closed, you cannot do many functions with it, such as paid outs, refunds, etc. A closed bank is a bank that is no longer in use. The **Undo Drop** function allows a manager change the status of a till or pocket so they can.

Undo Drop Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Today's Drops** tab at the top of the screen.

4. You will see any tills or pocket that have been processed on this screen. You can highlight the till or pocket and press the **Undo Drop** button at the bottom of the screen or just press the **Undo Drop** button on the beige till or pocket information box if it is available there as well.

If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

5. You keyboard will appear asking you to type YES if you are sure you want to Undo the Drop. Type yes and press enter.

6. A Confirmation Dialog box will appear asking if you are sure you want to undo this drop. Press the Yes button.

7. Once you have undone the drop, you can go to Banks Tills and Pocket Management to perform the action needed.

10.3.2   Modify Drop

The **Modify Drop** function allows a manager change the amount of money dropped by a till or pocket.

Modify Drop Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Today's Drops** tab at the top of the screen.

4. You will see any tills or pocket that have been processed on this screen. You can highlight the till or pocket and press the **Modify Drop** button at the bottom of the screen or just press the **Modify Drop** button on the beige till or pocket information box.

   If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

5. From the **Till/Pocket Close Out** screen, press the **<- Change $** button to modify the amount in the till or pocket, then enter the actual amount in the till or pocket and press Enter.

6. If the Total "Cash" amount you should have and the "Cash" amount you actually have if different, you will see an amount in the **Over/Under ?** section of the **Till/Pocket Close Out** screen. Press the **<-Reason** button to enter an explanation.

7. Once you have selected a reason from the **Over/Under Reasons** list, that reason will appear in red in

the **Over/Under** section of the **Till/Pocket Close Out** dialog screen. To finalize this change, press the **Modify** button at the bottom of the **Till/Pocket Close Out** dialog screen.

10.3.3   Bank Report

You can run a **Bank Report** on any till or pocket that has been closed and dropped from this screen.

Bank Report Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Today's Drops** tab at the top of the screen.

4. You will see any tills or pocket that have been processed on this screen. You can highlight the till or pocket and press the **Bank Report** button at the bottom of the screen.

   If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

5. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

10.3.4   Employee Report

You can run an **Employee Report** on an employee that has worked on a selected till or pocket that has been closed from this screen.

Employee Report Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Today's Drops** tab at the top of the screen.

4. You will see any tills or pocket that have been processed on this screen. You can highlight the till or pocket and press the **Employee Report** button at the bottom of the screen.

   If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

5. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

10.3.5   Driver Report

You can run a **Driver Report** on a driver that has closed delivery checks and put money in the selected till or pocket (which has been closed) from this screen.

Driver Report Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Bank & Employee Close Out** *Employees and banks awaiting close out* icon.

3. Press the **Today's Drops** tab at the top of the screen.

4. You will see any tills or pocket that have been processed on this screen. You can highlight the till or pocket and press the **Driver Report** button at the bottom of the screen.

   If the Till or Pocket's information box is beige, that indicates that this is the highlighted or selected till. A white information box indicates that this till or pocket is not selected.

5. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

Part

XI

Charge Tip Verification

Part 11 Charge Tip Verification

Charge Tip Verification

In **BackOffice**, you can set certain **Jobs** to require a manager to verify and approve the charge tips the employee has added to their checks.

In **BackOffice**, from the **Jobs** applet, make sure you select the option to **"Have a manager review tips before the drop"** to enable this level of security.

11.1   Select Employee

Before you can verify an employee's charged tips, you must first select the employee.

Select Employee Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Charge Tip Verification** *Verify employee declared credit card tips* icon.

3. Press the **Select Employee** button at the bottom of the screen.

4. Touch or click on the name of the employee whose tips you wish to verify to select from the list of employees that are clocked in.

11.2   Sort By

When you are verifying an employee's charged tips, you can change the way the tips are sorted to make it easier to locate a particular tip. You must first select an employee as described below.

Sort By Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Charge Tip Verification** *Verify employee declared credit card tips* icon.

SoftTouch POS
6/07 06:35p Cassandra

| Calc | Drawer | History | Info | Counter | Pick Up | Bar | Dining | Employee | Manager |

General Functions
Set Op date, change employee, launch backoffice, system reset...

Alerts
System alert management

Reports
Print reports

Web/Internet
Internet web browser

All Checks Overview
Find, reopen, reprint, adjust payments, offline, voids

Tip Pools
Tip pool close out

Journal
Daily transactional journal

Time Editor
Time clock editor, tip fund editor & clocked in employees

Banks (Tills/Pockets)
Paid IN/OUT, refunds, $ transfers, driver banks and balances

Employee Management
Employee Shifts, Open Time Clocks

Bank & Employee Close out
Employees and banks awaiting close out

Z Out
Z out system wizard

Charge Tip Verification
Verify employee declared credit card tips

Customers & Loyalty
Customers and loyalty maintenance

Accounts
House accounts, gift card and card account management

3. Press the **Select Employee** button at the bottom of the screen.

4. Touch or click on the name of the employee whose tips you wish to verify to select from the list of employees that are clocked in.

5. A list of all of the selected employee's tips will populate the screen. Press the **Sort By** button at the bottom of the screen.

6. Select the method that you wish to sort by from the Option screen.

Check # - The will sort the tips by check number.

Payment # - This will sort the tips by payment number.

Payment $ - This will sort the tips by the amount of the payment.

Tip - This will sort the tips by the tip amount.

11.3   Change Tip Amount

When you are verifying an employee's charged tips, you can change the amount of a tip if it was inaccurately entered. You must first select an employee as described below.

Change Tip Amount Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Charge Tip Verification** *Verify employee declared credit card tips* icon.

SoftTouch POS
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Calc | Drawer | History | Info | Counter | Pick Up | Bar | Dining | Employee | Manager

General Functions
Set Op date, change employee, launch backoffice, system reset...

Alerts
System alert management

Reports
Print reports

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Internet web browser

All Checks Overview
Find, reopen, reprint, adjust payments, offline, voids
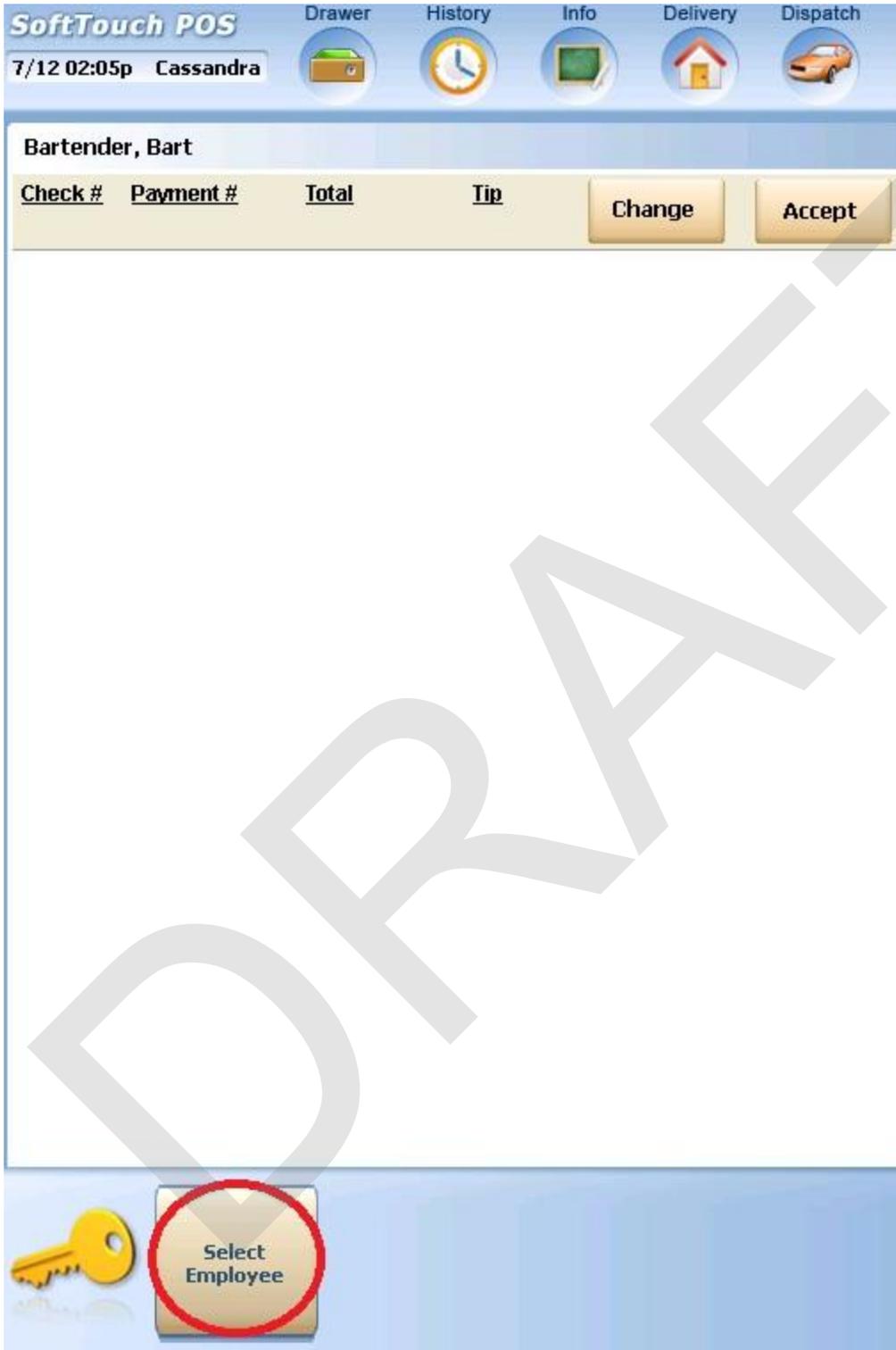
Tip Pools
Tip pool close out

Journal
Daily transactional journal

Time Editor
Time clock editor, tip fund editor & clocked in employees

Banks (Tills/Pockets)
Paid IN/OUT, refunds, $ transfers, driver banks and balances

Employee Management
Employee Shifts, Open Time Clocks

Bank & Employee Close out
Employees and banks awaiting close out

Z Out
Z out system wizard

Charge Tip Verification
Verify employee declared credit card tips

Customers & Loyalty
Customers and loyalty maintenance

Accounts
House accounts, gift card and card account management

3. Press the **Select Employee** button at the bottom of the screen.

4. Touch or click on the name of the employee whose tips you wish to verify to select from the list of employees that are clocked in.

5. A list of all of the selected employee's tips will populate the screen. You can highlight the tip and press the **Change Tip Amount** button at the bottom of the screen or just press the **Change** button on the beige tip information box.

If the Tip information box is beige, that indicates that this is the highlighted or selected tip. A white information box indicates that this tip is not selected.

6. From the numeric keypad that populates the screen, enter the correct tip amount for this check.

7. A Confirmation Dialog box will appear. If the "Add tip amount" is correct tip amount, press the Yes button.
   This will add this tip amount IN PLACE OF the old tip amount. It will not add this tip amount to the

existing tip amount.

You will see the change reflect on the screen.

11.4   Accept Tip

Once a manager has verified a tip is correct, they will "Accept" the tip as a verified amount. You must first select an employee as described below.

Accept Tip Procedure

1.   Press the **Manager** icon at the top of your screen.

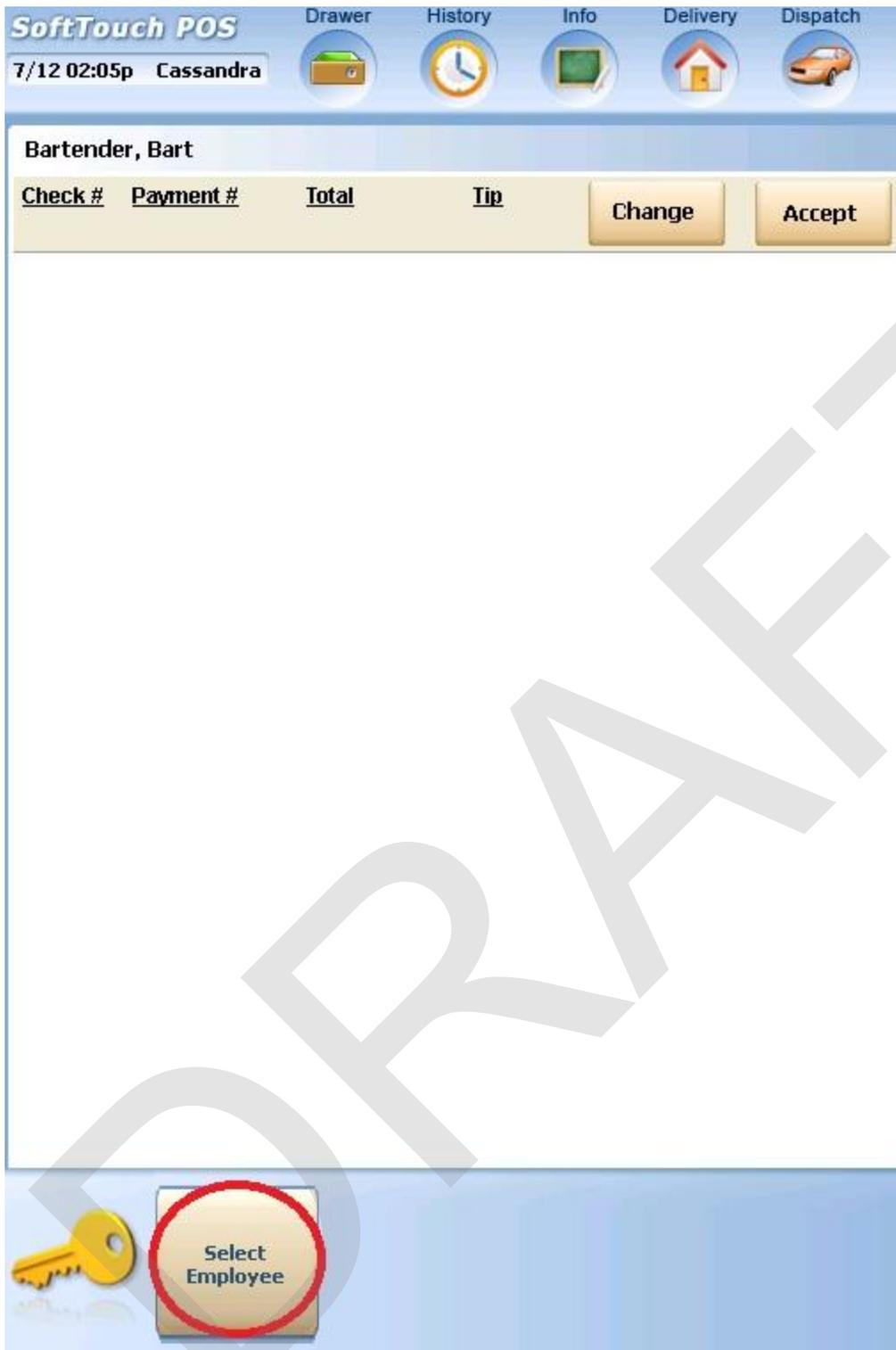2.   Press the **Charge Tip Verification** *Verify employee declared credit card tips* icon.

3. Press the **Select Employee** button at the bottom of the screen.

4. Touch or click on the name of the employee whose tips you wish to verify to select from the list of employees that are clocked in.

5. A list of all of the selected employee's tips will populate the screen. You can highlight the tip and press the **Accept Tip** button at the bottom of the screen or just press the **Accept** button on the beige tip information box.

If the Tip information box is beige, that indicates that this is the highlighted or selected tip. A white information box indicates that this tip is not selected.

6. Once you press the **Accept Tip** button at the bottom of the screen or just press the **Accept** button on the beige tip information box, this tip will be removed from the list of tips that need to be verified by the manager.

11.5   Accept All

Rather than accept tips one at a time, a manager may wish to verify the tips on screen, then **Accept All** tips at once. You must first select an employee as described below.

Accept All Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Charge Tip Verification** *Verify employee declared credit card tips* icon.

3. Press the **Select Employee** button at the bottom of the screen.

4. Touch or click on the name of the employee whose tips you wish to verify to select from the list of employees that are clocked in.

5. A list of all of the selected employee's tips will populate the screen. Press the **Accept All** button at the bottom of the screen.

6. Once you press the **Accept All** button at the bottom of the screen, all tip will be removed from the list.

Part

XII

Accounts

Part 12 Accounts

The Accounts screen allows you to search and view Member or Gift Card accounts and create new Gift Card accounts.
You can also manage the accounts from here such as:

- adjust the credit limit of an account
- make a refund to an account
- close an account
- activate/deactivate an account
- reconcile an account etc.

Card Account needs to have a Card # assigned to it. A Card Account is a single person account and can only be applied to one individual. A Card Account can be either pre-paid or not. A Gift Card is an example of a Card Account.

Member Account does not need to have a Card # assigned to it. It is the members inside the Member Account that need to have a Customer Card # assigned to them. A Member Account can hold multiple people in it. People are set up as Customers and then linked to an Account.
For example: a company might have a Member Account at the establishment with different members in it that are the company's employees.

To Get to Accounts Screen

1.   Press the **Manager** icon at the top of the screen.

2.   Press **Accounts** icon on the bottom of the screen.

SoftTouch POS
6/07 06:35p Cassandra

Calc | Drawer | History | Info | Counter | Pick Up | Bar | Dining | Employee | Manager

General Functions
Set Op date, change employee, launch backoffice, system reset...

Reports
Print reports

All Checks Overview
Find, reopen, reprint, adjust payments, offline, voids

Journal
Daily transactional journal

Banks (Tills/Pockets)
Paid IN/OUT, refunds, $ transfers, driver banks and balances

Bank & Employee Close out
Employees and banks awaiting close out

Charge Tip Verification
Verify employee declared credit card tips

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Customers and loyalty maintenance

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Tip Pools
Tip pool close out

Time Editor
Time clock editor, tip fund editor & clocked in employees

Employee Management
Employee Shifts, Open Time Clocks

Z Out
Z out system wizard

12.1　Search Card Account

The **Search Card Act.** button allows you to quickly find the Card Account by the card number.

Search for Card Account

1.　Press the **Search Card Act.** button.

2.　Select the appropriate card account category from the list, deposit or non-deposit (if the restaurant has several card account categories set up).
3.　Swipe the card or type the card number and press **ENTER**.

The account info, account summary and recent account transactions are displayed.

12.2   Search Member

The Search Member button allows you to quickly find the member of a Member Account either by either their:

- Phone #
- Last Name
- First Name
- Company Name
- Card #

Search for Member of a Member Account

1.   Press the **Search Member** button.

2.   Search for a person of the Member Account in the same manner as you search for a customer in the Delivery or the Take Out modes.
3.   When the member is found, touch their record and press the **Select Customer** button.

The account info, account summary and recent account transactions are displayed.

12.3   Search Account Number

The **Search Account #** button allows you to quickly find either the Card Account or a Member Account by their account number. The account number is printed on the invoices.

Search for Account Number

1.   Press the **Search Account #** button.

Exit	Search Card Act.	Search Member	Search Account #	New Card Act.	Adjust +/- Account	Refund Account	Close Account	De/Active Account
Account Name	Reconcile Account	Account History	Print Account	Print Invoice(s)	Delete Transactions	Reconcile Transactions		

2.   At the prompt enter the account number.

12.4   New Card Account / Gift Cards

The **New Card Act.** button allows you to create a new Card Account directly from SoftTouch.
Note: Unlike Card Accounts, Member Accounts can only be created in the Backoffice.

Your establishment can have Deposit Card Accounts (Pre-Paid) and Non Deposit Card Accounts (a customer will have to pay the balance later through the invoice). A good example of a Pre-paid Deposit Card Account is a Gift Card.

Create Deposit Card Account (Pre-Paid Gift Cards)

1.   Press the **New Card Act.** button.

2.   Select the appropriate card account category from the list, deposit or non-deposit (if the restaurant has several card account categories set up).
3.   Swipe the card or enter the card number manually and press **ENTER**.

4.   You'll be prompted to enter the amount of the Gift Card. The quick keys on the right are provided to allow easier and more accurate entry of Gift Card amount.

5. Once you have entered the amount of the Gift Card, you will be taken to a screen that displays the information already entered and additional options.

SoftTouch POS
6/16 02:22p   Cassandra

Swipe Card
Confirm

Swipe Card Now...

Please swipe your new card(s) now...

Newly created cards   Total: $100.00

Card #: 4444 Name:	$100.00	

Cancel | Add New Card | Change Amount | Remove Card | Account Name | Finish

From here you can add another card to this transaction by pressing the Add New Card button and repeating steps 3 and 4.

You can also change the amount of a Gift Card that has been added to this transaction by highlighting the card in the Newly Created Cards list and pressing the Change Amount button. A keypad will display allowing you to enter the amount desired.

If you have more than 1 card, you can remove a card that is listed without the need to cancel the transaction and start again.

You can add an account name to the card by pressing the Account Name button and entering the name into the keyboard that will display.

6. When you are done, press the Finish button

Cancel | Add New Card | Change Amount | Remove Card | Account Name | **Finish**
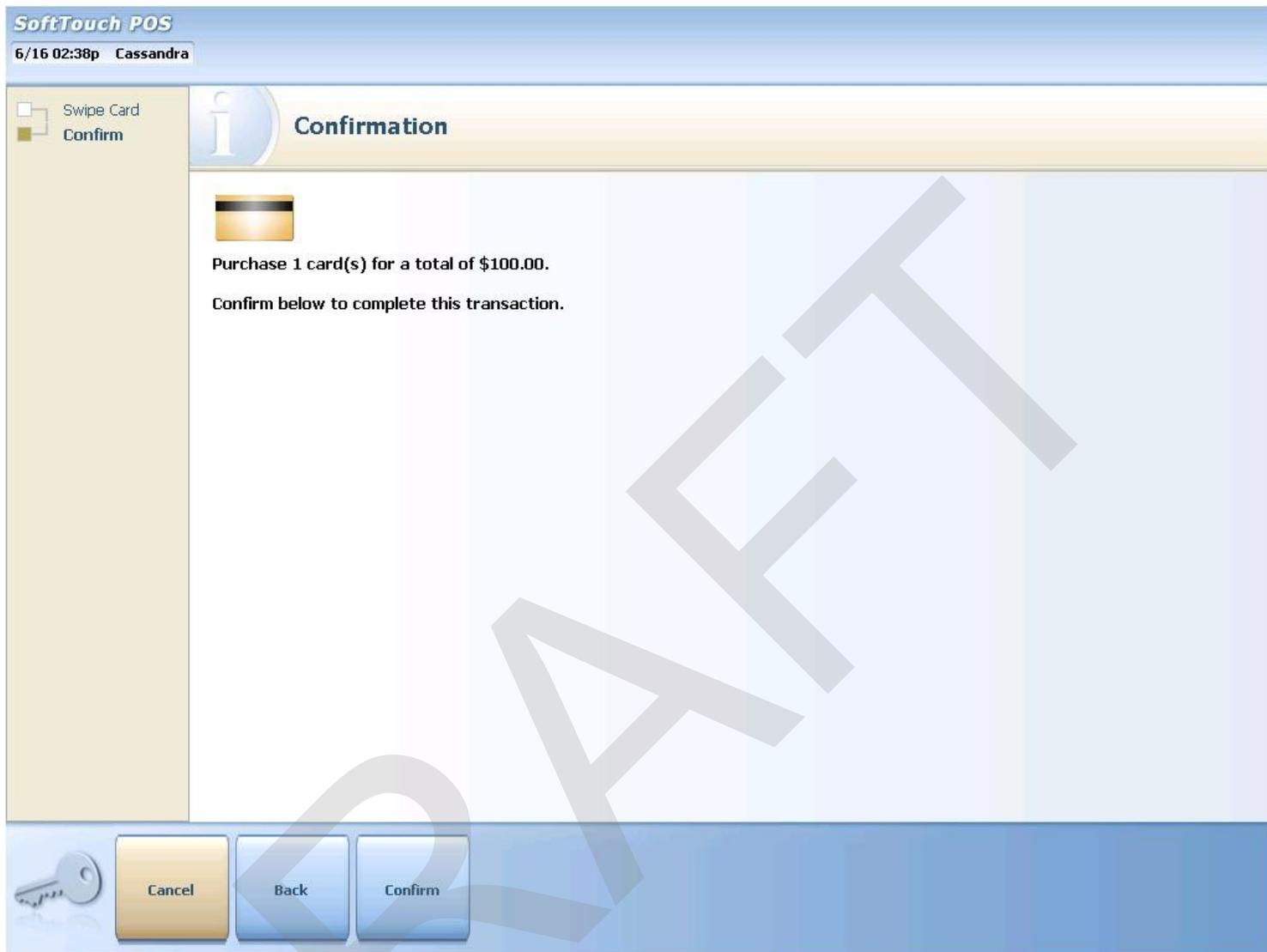
7. You will be brought to a screen that will ask what method of payment you are using. Select the method of payment then swipe the credit card (if a credit card is used).

8. You will be brought to a confirmation screen. From here you can confirm and finalize, go back to make

changes or cancel the transaction.

Create Non-Deposit Card Account

1. Press the **New Card Act.** button.
2. Select the appropriate card account category from the list, deposit or non-deposit (if the restaurant has several card account categories set up).
3. Swipe the card or enter the card number manually and press **ENTER**.
4. You'll be prompted to enter a name for the account. Account name can be called any name you want. Press **ENTER**.
5. Enter the credit limit amount for the card account and press **ENTER**.
6. If everything is correct press **YES** to a confirmation dialog.

12.5   Adjust Account

The **Adjust Account** button allows to adjust the credit limit amount of a Card Account for both, desposit and non-deposit card accounts.

Adjust Credit Limit Amount of a Deposit Card Account

1. Find the account.
2. Press the **Adjust +/- Account** button.

3. Select if the payment is **Cash** or **Credit** by pressing on the appropriate button.
4. If it's **Cash** - enter the amount being added and press **ENTER**, if everything is correct press **YES** to a confirmation dialog.
    If it's **Credit** - swipe the credit card, enter the amount being added, press **ENTER**, if everything is correct press **YES** to a confirmation dialog.

Adjust Credit Limit Amount of a Non-Deposit Card Account

1. Find the account.
2. Press the **Adjust Account** button.

3. Specify the new credit limit for the card account. You can adjust it to a greater or lesser amount, just punch in the new credit limit amount, press **ENTER.**

4. At the confirmation box, Press **Yes** if the information is correct and the old credit limit amount is replaced with the new one.

12.6   Refund Account

The **Refund Account** button allows you to refund an amount to a customer's deposit Card Account.

To Make a Refund

1. Find the account.
2. Press the **Refund Account** button.

3. Choose the reason for the refund.
4. Enter the amount to refund and press **ENTER**.
5. If everything is correct press **YES** to the confirmation dialog.

12.7   Close Account

The **Close Account** button allows you to close both, Member Accounts and Card Accounts if the balance of the account is paid.
Note: You cannot close an account that has a remaining balance.

Close Account

1.   Find the account.
2.   Press the **Close Account** button.

3.   If you are sure that you want to close this account press **YES** to a confirmation dialog.
4.   Information dialog is displayed saying that the account is closed, press **Ok**.

12.8   Deactivate/Activate Account

The **De/Active Account** button allows you to temporarily deactivate the account without having to close it. You can activate it again at a later time.

Deactivate Account

1.   Find the account.
2.   Press the **De/Active Account** button.

3.   If you are sure that you want to deactivate this account press **YES** to a confirmation dialog.

Activate Account Back Again

1.   Find the account.
2.   Press the **De/Active Account** button.

3.   If you are sure that you want to re-activate this account press **YES** to a confirmation dialog.

12.9   Account Name

The **Account Name** button allows to change the account name or assign one if none is present.

Change or Assign New Name to Account

1. Find the account.
2. Press the **Account Name** button.

3. If a name already exists, press the **Clear** button and type in the new one, press **ENTER**.

12.10 Reconcile Account

The **Reconcile Account** button allows to reconcile the non-deposit accounts.

Reconcile Account

1.   Find the account.
2.   Press the **Reconcile Account** button.

A list of all unreconciled transactions will display.

3. Press the **Enter Amount** button and type in the amount received from a customer, press **ENTER**.
4. Amounts that the payment was applied to will be marked with the red square on the left side.
   - If a customer sent in the exact payment being owed, the account will be reconciled to the penny.
   - If a customer sent less than owed, the payment will be applied partially and a customer will still owe the balance left after reconciliation.
6. Press the **Reconcile** button.
7. If everything is correct press **YES** to a confirmation dialog.
3. Select the payment method.

You have just reconciled this account.

12.11 Account History

The **Account History** button allows to view a history of transactions of the account.

Account History

1. Find the account.
2. Press the **Account History** button.

12.12 Print Account

The **Print Account** button allows to print the status of the account.

Useful when a customer has a Gift Card and wants to know the remaining credit amount on it.

Print Account

1. Find the account.
2. Press the **Print Account** button.

Exit	Search Card Act.	Search Member	Search Account #	New Card Act.	Adjust +/- Account	Refund Account	Close Account	De/Active Account
Account Name	Reconcile Account	Account History	Print Account	Print Invoice(s)	Delete Transactions	Reconcile Transactions		

12.13 Print Invoice(s)

The **Print Invoice(s)** button allows to print invoices for non-deposit accounts.

Note: Invoices are preformated for the No. 9 standard double-window envelope. Just fold them at the small line marks.

Print Invoice(s)

1. Find the account.
2. Press the **Print Invoice(s)** button.

12.14 Delete Transactions

If you use your own accounting software and you don't want to use SoftTouch for reconciliation of accounts, the **Delete Transactions** button allows you to delete the transactions on and before the date that you enter.

Export the account transactions first and then delete them from SoftTouch.

Delete Transactions

1. Find the account.
2. Press the **Delete Transactions** button.

You will be prompted with a warning screen as a precaution. If you are sure, press the Yes button.

3. Specify the date up until which you want to delete the transactions. The transactions on that date will also be deleted.
4. Press **ENTER**.
5. If you are sure that you want to delete the transactions on and before the specified date press **YES** to a confirmation dialog.
6. Type "YES" in the confirmation dialog and press **ENTER**.
6. An information dialog pops up saying that transactions have been deleted. Press **Ok**.

12.15 Reconcile Transactions

The Reconcile Transactions button will automatically reconcile ALL member accounts and a paid-in will be recorded for all unpaid balances.

It is recommended to print all account invoices before reconciling all accounts so that you have a record of the transactions.

Reconcile Transactions

1. Search for any account.
2. Press the **Reconcile Transactions** button.

You will be prompted with a warning screen as a precaution. If you are sure, press the Yes button.
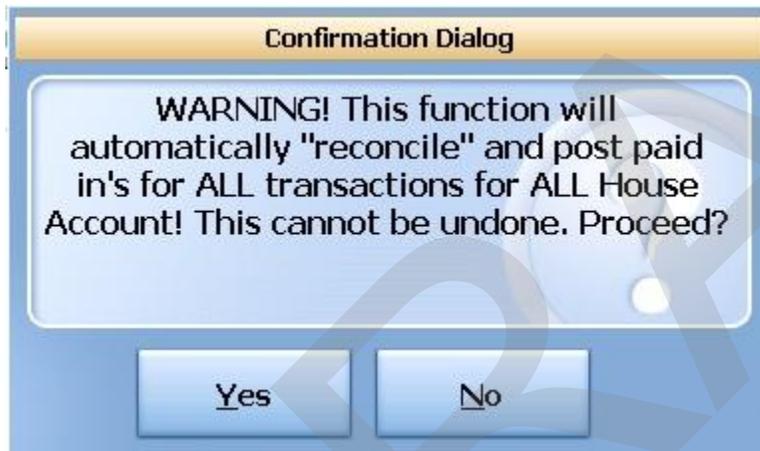
3. Specify the date up until which you want to reconcile the transactions. The transactions on that date will also be reconciled.
4. Press **ENTER**.
5. Select a payment type for the reconciliation.
6. If you are sure that you want to reconcile the transactions on and before the specified date press **YES** to a confirmation dialog.
7. Type "YES" in the confirmation dialog and press **ENTER**.
8. Information dialog pops up saying that transactions have been reconciled. Press **Ok**.

Part

XIII

Tip Pools

Part 13 Tip Pools

Tip Pools

In **BackOffice**, you can set **Tip Dispersions** and **Tip Pools**. From this area in SoftTouch's front of house, you can run a report to see how much is currently in the pool and how it will be distributed as well as committing a pool, which closes the pool and makes the final calculations as to how the money in the pool will be distributed.

Tip Dispersions and **Tip Pools** are a powerful tool that your restaurant can utilize. Please see the BackOffice manual for complete set up instructions.

13.1   Commit

When you commit a pool, that pool is closed and any additional tips that are added by employees that were joined to the pool will not be added to this pool. **Be sure all participants in a tip pool have added their charged tips to their transactions before committing a pool.**

Commit Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Tip Pools** *Tip pool close out* icon.

3. Press the **Commit** button at the bottom of the screen.

4. You will be asked to enter the amount of Cash Tips that is being added to this pool.

Enter cash pool amount...

5. If you are sure you want to commit this pool and close it, and that the cash amount reported is correct, press the Yes button in the **Confirmation Dialog** box.

Confirmation Dialog

Are you sure you want to commit this pool?

Cash amount: $200.00

Yes   No

6. You will see a screen that tells you that the pool has been committed. Press OK to continue.

7. You will see the following screen. Notice the status of the Pool is now Closed and you only have the option to print the **Tip Pool Report**. If you wish to run a report, select the **Tip Pool Report** button.

SoftTouch POS
7/15 02:18p   Cassandra

Drawer | History | Info | Delivery | Dispatch | Counter | Take Out | Pick Up | Bar | Dining | Employee | Manager

Tip Pools

Pool Name: Bar Pool

Status: Closed

Tip Pool Report

13.2 Tip Pool Report

You can take a report on a Tip Pool before you commit and close the pool.

Tip Pool Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Tip Pools** *Tip pool close out* icon.
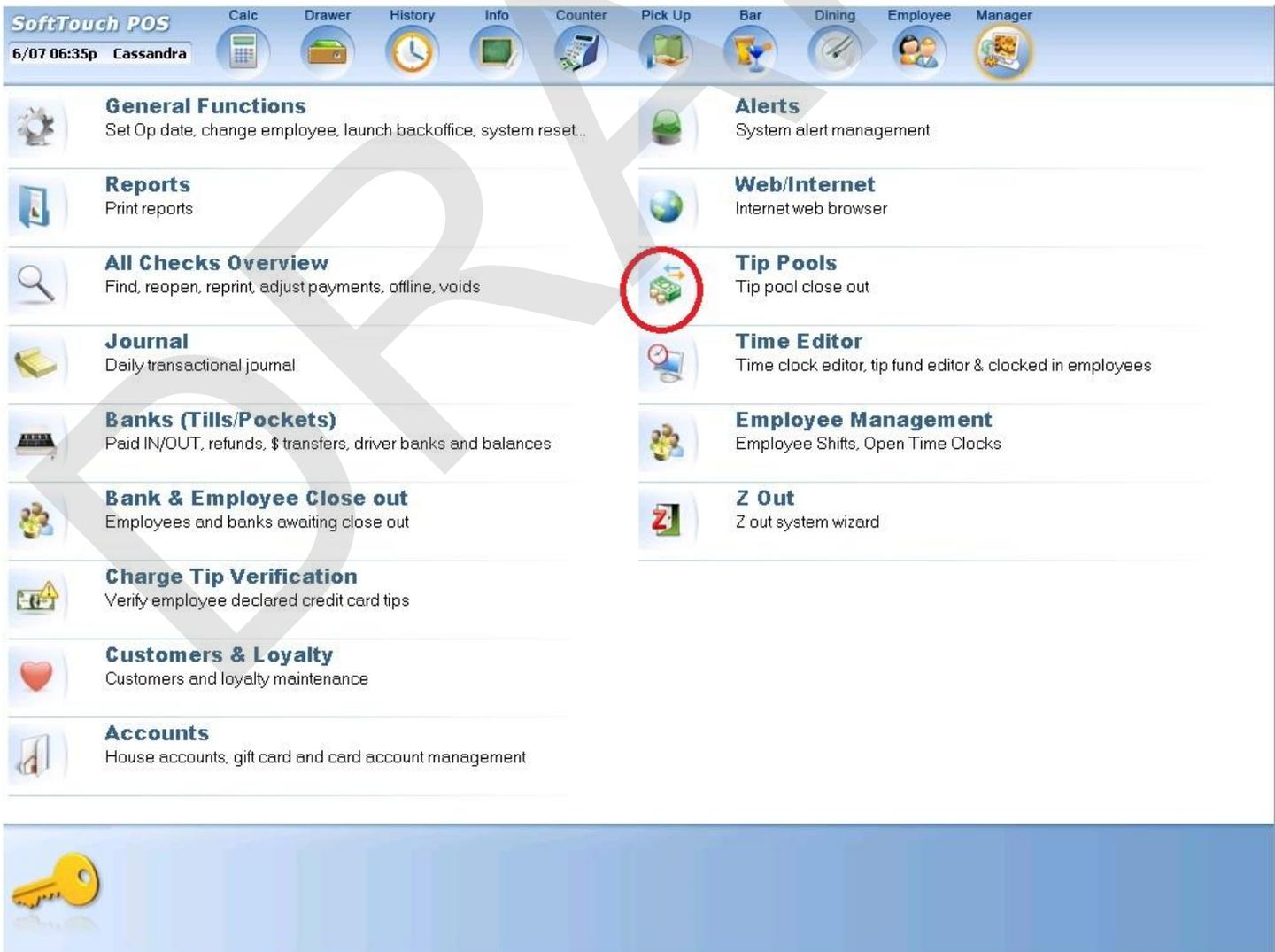
3. Press the **Tip Pool Report** button at the bottom of the screen.

4. You will be asked to enter the amount of Cash Tips that is being added to this pool.

5. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

Sample Tip Pool Report

```
   Tip Pool Report
   Date Time: 7/15/2011 1:55:00 PM

   POOL SUMMARY
   ========================================
A  Bar Pool                           Open   B
C  Start: 7/15/2011 11:55:00 AM
D    End: 7/15/2011 1:55:00 PM


                 Total CC/Grat:    $147.00   E
                    Cash Tips:     $200.00    F
                                 ==========
                   Pool Total:     $347.00    G
             Pool Cash Balance:      $0.00    H

 I EMPLOYEE FUNDERS
   ========================================
J  Bartender, Bart             Bartender    K
L  Shift #2
   ----------------------------------------
M  07/15 11:55am 07/15 01:55pm     $87.00    N
                                ------------
                   Shift Total:     $87.00

   Bartender, Blade             Bartender
   Shift #4
   ----------------------------------------
   07/15 12:15pm 07/15 01:55pm     $60.00
                                ------------
                   Shift Total:     $60.00


O  FUND DISTRIBUTION       Priority:     1   P
   ========================================
Q  Bar Back
R  Elective,5%,Fund,Equal Dist.
              .    .     . .


S  FUND DISTRIBUTION       Priority:     2
   ========================================
   Bartenders
   Elective,100%,Fund,Equal Dist.


T  Cash     CC          Breakout Total
   ----------------------------------------
U  Bartender, Bart          Minutes 127
V   $100.00   $73.50       $0.00   $173.50
    Bartender, Blade         Minutes 107
    $100.00   $73.50       $0.00   $173.50
   ----------------------------------------
W   $200.00   $147.00      $0.00   $347.00
```

Tip Pool Report

A – Tip Pool Name
This is the name that was designated in BackOffice for the pool that this report was run for.

B – Tip Pool Status
This will tell you the status of the tip pool, open or closed.

C – Tip Pool Start Time
The time the tip pool began.

D – Tip Pool End Time
The time the tip pool ended.

E – Total CC/Grat
The total amount of charged tips and gratuity charges added to checks belonging to employees that have joined the pool.
It will only reflect the charged tips added during the time they were "joined" or clocked into a tip pool or tip fund. If the employee is automatically clocked into this pool when they clock in (this is an option when you set up Tip Pools in BackOffice) all charged tips and gratuities will automatically accumulate in the pool. If the pool is elective, they needed to be joined when they apply their tips for the tips to accumulate in the pool.

F – Cash Tips
This is the amount of cash that was reported for this pool when the pool was committed.

G – Pool Total
This is the total amount of money (cash and tips) in the tip pool.

H – Pool Cash Balance

I – Employee Funders
This section lists all employees who were joined to the pool, and closed checks with tips that were added to this pool.

J – Employee Funder Name
This is the name of the first employee who contributed tips to this tip pool or tip fund.

K – Employee Funder Job
This is the job that the first employee who contributed tips to this tip pool or tip fund worked while joined to this tip pool or tip fund.

L – Employee Funder Shift

This is the shift that the first employee who contributed tips to this tip pool or tip fund worked while joined to this tip pool or tip fund.

M – Employee Funder Time

This is the date and time that the first employee who contributed tips to this tip pool or tip fund joined and left this tip pool or tip fund.

N – Employee Funder Tips Contributed Total

This is the amount of charged tips and gratuities that the first employee contributed to this tip pool or tip fund.

The report will print items J through N for each additional employee who contributed tips to this tip pool or tip fund.

O – Fund Distribution

This section of the report will tell you who gets paid from the tip pool

P – Priority

This tells you who gets paid first. A Priority 1 fund distribution gets paid before a priority 2 fund distribution.

Q – Fund Distribution Job Name

This tells you which job gets paid from this tip pool or tip fund.

R – Fund Distribution Set Up

This tells you how this fund distribution was set up in BackOffice.

Elective – This means that when an employee clocks in, they are not automatically joined to the tip pool. You also have the choice in BackOffice for Automatic, which means that when somebody clocks in to this job description, they are automatically joined to the tip pool or tip fund.

% - This is the percentage of money in the tip pool that will be pulled out and divided by the number of people clocked in to this job description.

Fund – There are one of 4 places that you can take money from to pay members of a tip pool.

Sales indicates that this job description will be paid the percentage indicated from sales rung by the employees funding this tip pool or tip fund.

Super Department indicates that this job description will be paid the percentage indicated from sales of a super department rung by the employees funding this tip pool or tip fund. For example, a bar back may get paid a % of Liquor sales in exchange for running ice and bringing fresh glasses.

Department indicates that this job description will be paid the percentage indicated from sales of a department rung by the employees funding this tip pool or tip fund. For example, a wine steward may get paid a % of Wine sales in exchange for presenting the wines to the guest.

Fund indicates that this job description will be paid the percentage indicated from charged tips and gratuities received by the employees funding this tip pool or tip fund

Equal Dist. – In BackOffice you can set up a Fund Distribution to pay out all employees equally (Equal Distribution) or based on amount of time invested in the tip pool (Weighted Average).

In the case where weighted average is selected, if there is $100 to be split by this job group and Al worked 6 hours while Bob worked 2, Al would get $75 and Bob would get $25 because Al worked 75% of the total hours worked and Bob only worked 25% of the total hours worked.

With the same scenario and Equal Distribution set up in BackOffice, both Al and Bob would get $50 each.

S – Fund Distribution
After the money is deducted for the priority 1 Fund Distribution, remaining funds will be divided as specified in the next Fund Distribution. The meaning of all information is the same the information in section O as described above.

T – Title Bar
This is the title bar for the summary area that tells you how much money should be distributed to each employee.

U – Name and Time
This is the name of the employee being paid from the tip pool and how much time they invested in the tip pool.

V – Funds Accumulated
This tells you how much money is due the employee from cash, from credit card tips and total earned.

W – This shows the totals paid out equal the total reported for reconciliation.

Part

XIV

Time Editor

Part 14 Time Editor

The **Time Editor** allows you to edit an employees time records, and add or delete time records.

You can also edit an employee's **Tip Share Time Clock**. The difference between Time Clock times and Tip Sharing times is this:

A bartender clocks in at 2:30 pm but doesn't join a Tip Pool until 4:30 pm when 2 other bartenders clock in and prepare for happy hour.
This bartender clocks out and backs out of the Tip Pool at 11:30 pm.
The Time Clock time (total hours worked used for payroll) would be 2:30 pm until 11:30 pm. 9 hours
The Tip Share time (total hours joined in the Tip Pool) would be 4:30 pm until 11:30 pm. 7 hours

14.1   Time Clock Editor

The **Time Editor** allows you to edit an employees time records, and add or delete time records.

Access Time Clock Editor Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. You will default to the **Time Clock Editor** screen.

14.1.1   Select Employee

Before you can alter an employee's time, you must first select the employee.

Select Employee Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. You will default to the **Time Clock Editor** screen. Press the **Select Employee** button at the bottom of the screen.

4. A list of employees will populate the screen. Touch or click on the employee name to select.

5. From here you can select which action you wish to perform using the buttons at the bottom of the page. If you wish to select a different employee, press the **Select Employee** button at the bottom of the screen and repeat step 4.

14.1.2 Punch Card

Punch Card Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.
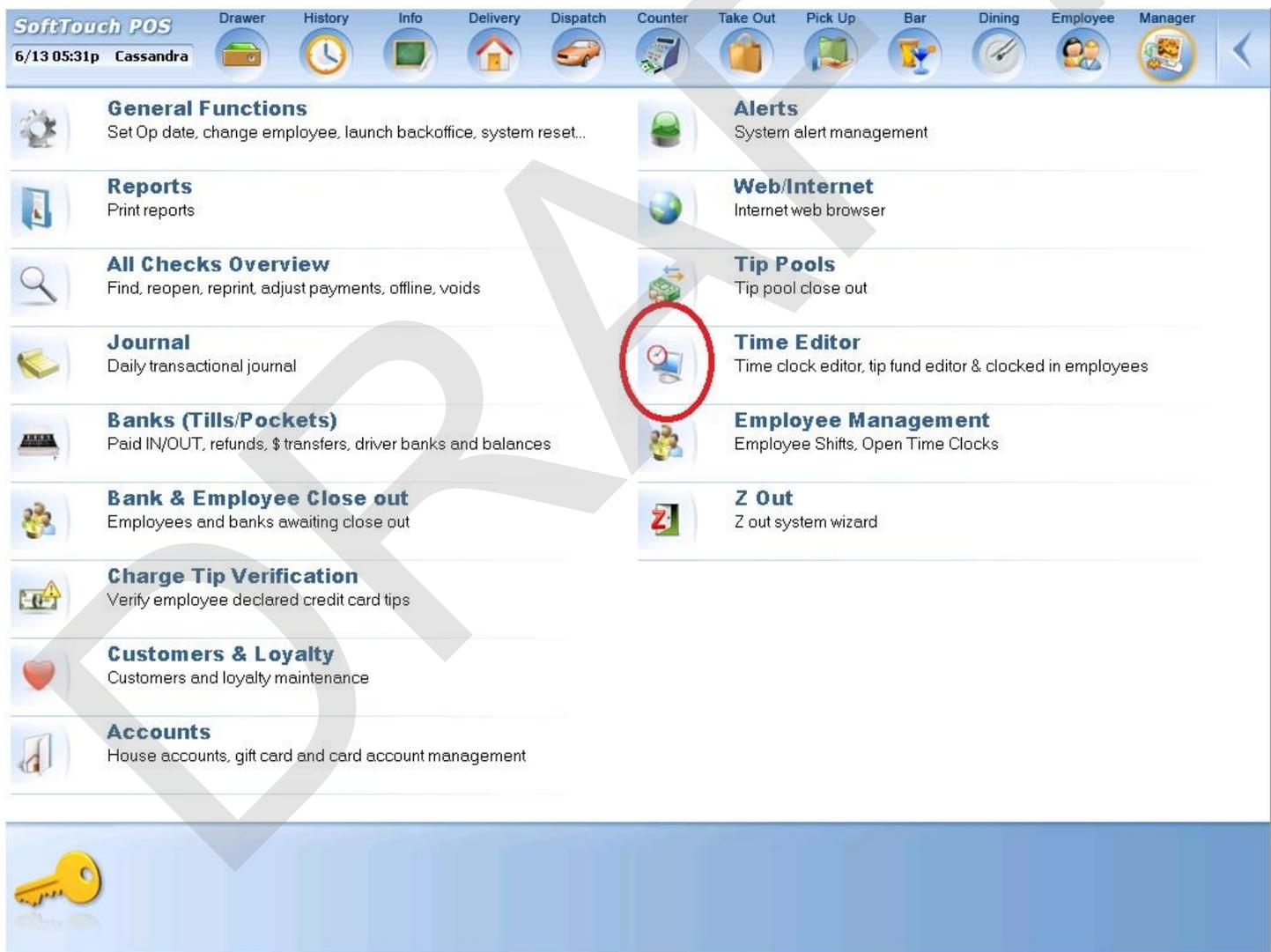
3. You will default to the **Time Clock Editor** screen. Press the **Select Employee** button at the bottom of the screen.
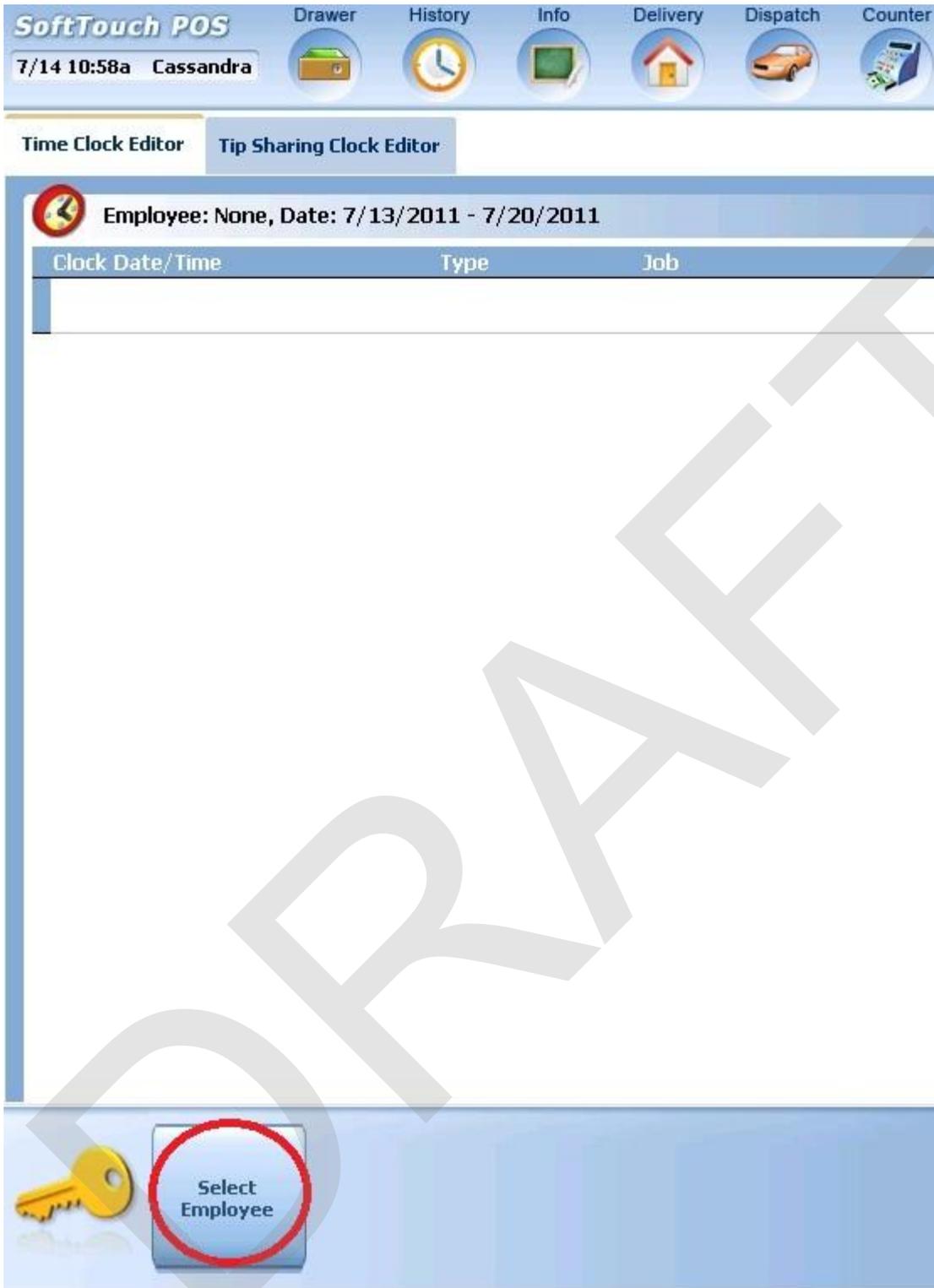
4. A list of employees will populate the screen. Touch or click on the employee name to select.
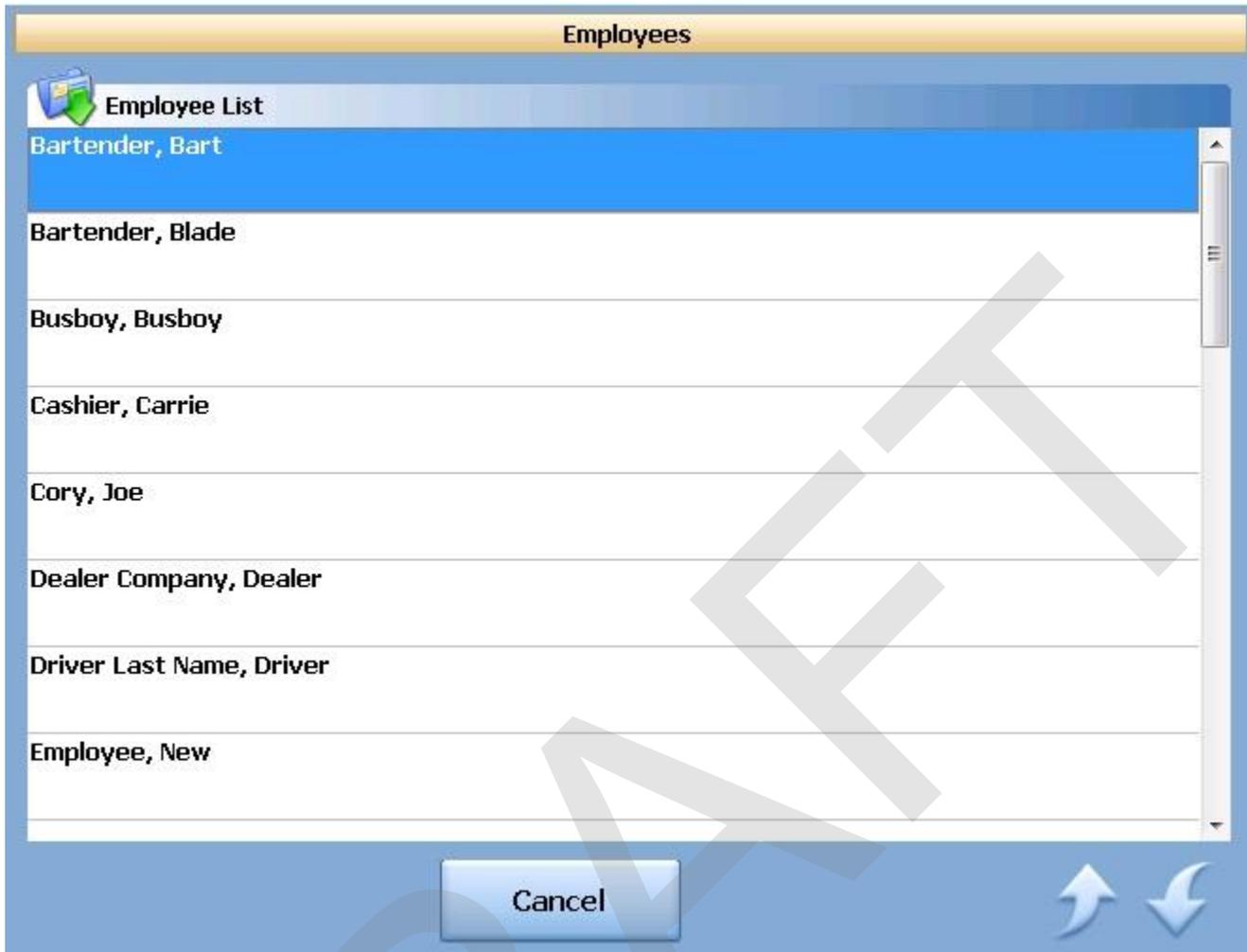
5. With the employee selected, press the **Punch Card** button at the bottom of the screen.

6. An Information Dialog box will appear asking you if this employee is clocking out or taking a break. Press the appropriate button.

IF THE EMPLOYEE CLOCKS OUT, THE SYSTEM ASSUMES THEY ARE GOING HOME AND THEY WILL NOT BE PAID.
IF THE EMPLOYEE BREAKS OUT, IT ASSUMES THEY ARE TAKING A PAID BREAK AND THEY WILL BE PAID ON THE TIME BETWEEN WHEN THEY BREAK OUT AND CLOCK BACK IN AFTER THEIR BREAK.

IF THE SITE DOES NOT PAY FOR BREAKS, THE EMPLOYEE SHOULD BE CLOCKING OUT WHEN THEY TAKE A BREAK. MANAGERS SHOULD MAKE SURE THAT THE EMPLOYEES ARE NOT BREAKING OUT BY CHECKING WHETHER THE STATUS IS OUT OR BREAK ON THE ATTENDANCE REPORT WHEN THEY CHECK THE IN AND OUT TIMES.

Information Dialog

Clock Out or Break?

| Clock Out | Break | Cancel |

7. A calendar will appear asking you to enter the date and time that you wish to add a punch record for. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

Select punch card time

Today	07/14/2011	BK ←	Clear
Now	12:36PM	BK ←	Clear
10 min	1 Day	7	8	9
15 min	2 Days	4	5	6
30 min	3 Days	1	2	3
45 min	4 Days	0	AM	PM
60 min	5 Days	CANCEL	ENTER

July, 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today: 7/14/2011

8. You will now see the new time record added to the list of time records for the date range selected.

14.1.3 Add In/Out

Add In/Out Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. You will default to the **Time Clock Editor** screen. Press the **Select Employee** button at the bottom of the screen.

4. A list of employees will populate the screen. Touch or click on the employee name to select.

5. With the employee selected, press the **Add In/Out** button at the bottom of the screen.

6. A calendar will appear asking you to enter the **"In"** date and time that you wish to add a punch record for. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

7. A calendar will appear asking you to enter the **"Out"** date and time that you wish to add a punch record for. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

8. You will now see the new time record added to the list of time records for the date range selected.

14.1.4 Add Break/In

Add Break/In Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.
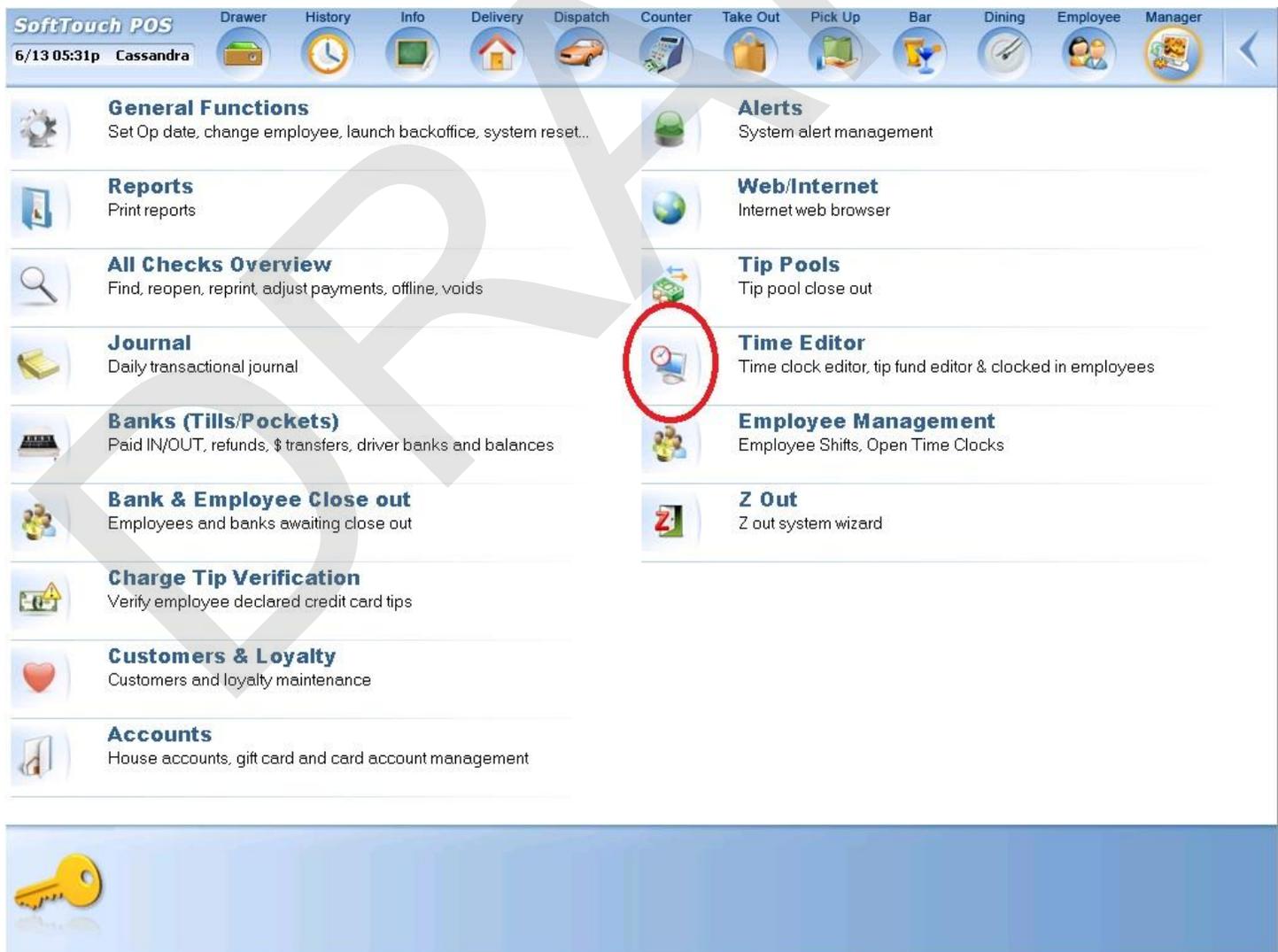
3. You will default to the **Time Clock Editor** screen. Press the **Select Employee** button at the bottom of the screen.
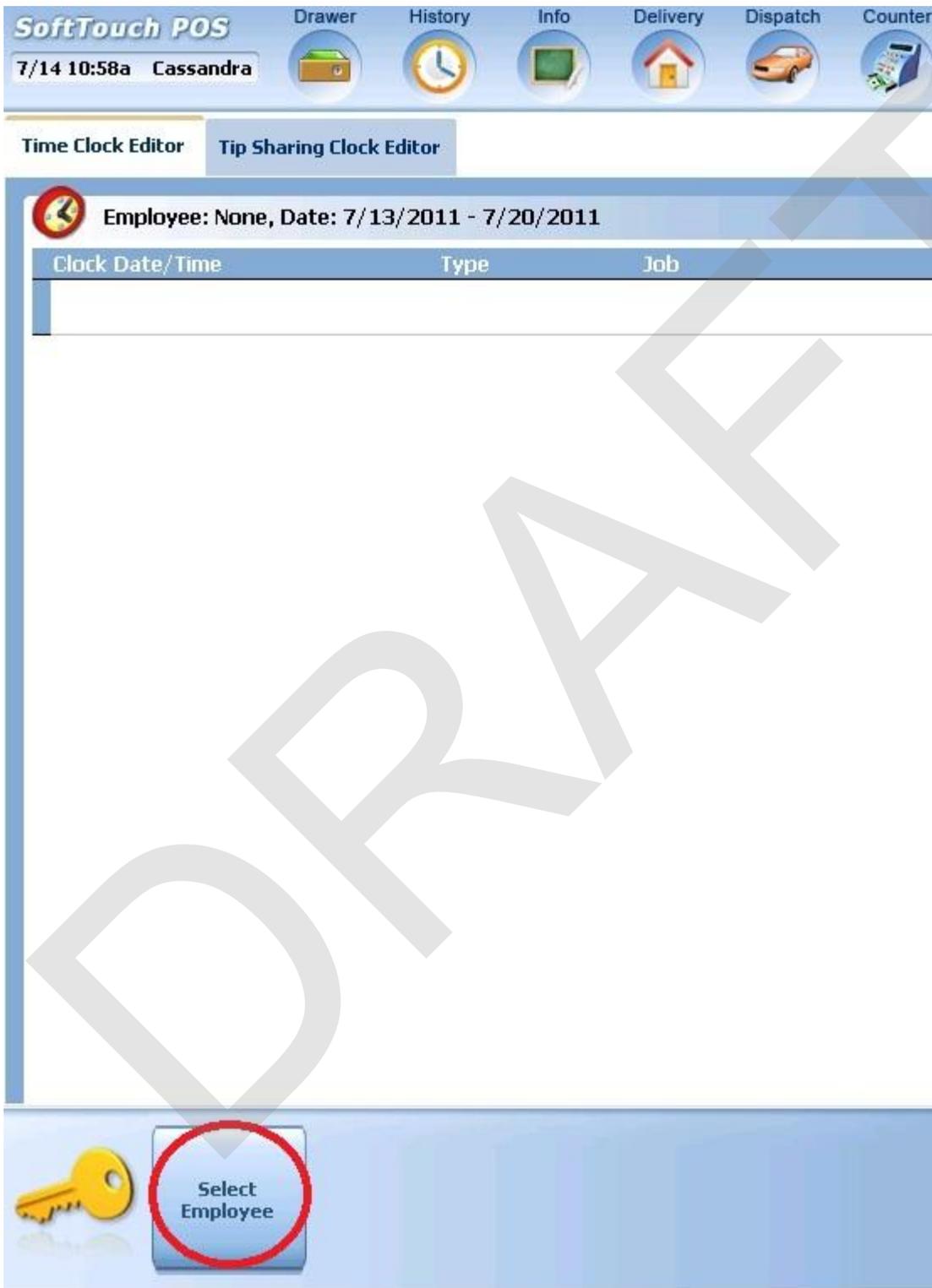
4. A list of employees will populate the screen. Touch or click on the employee name to select.
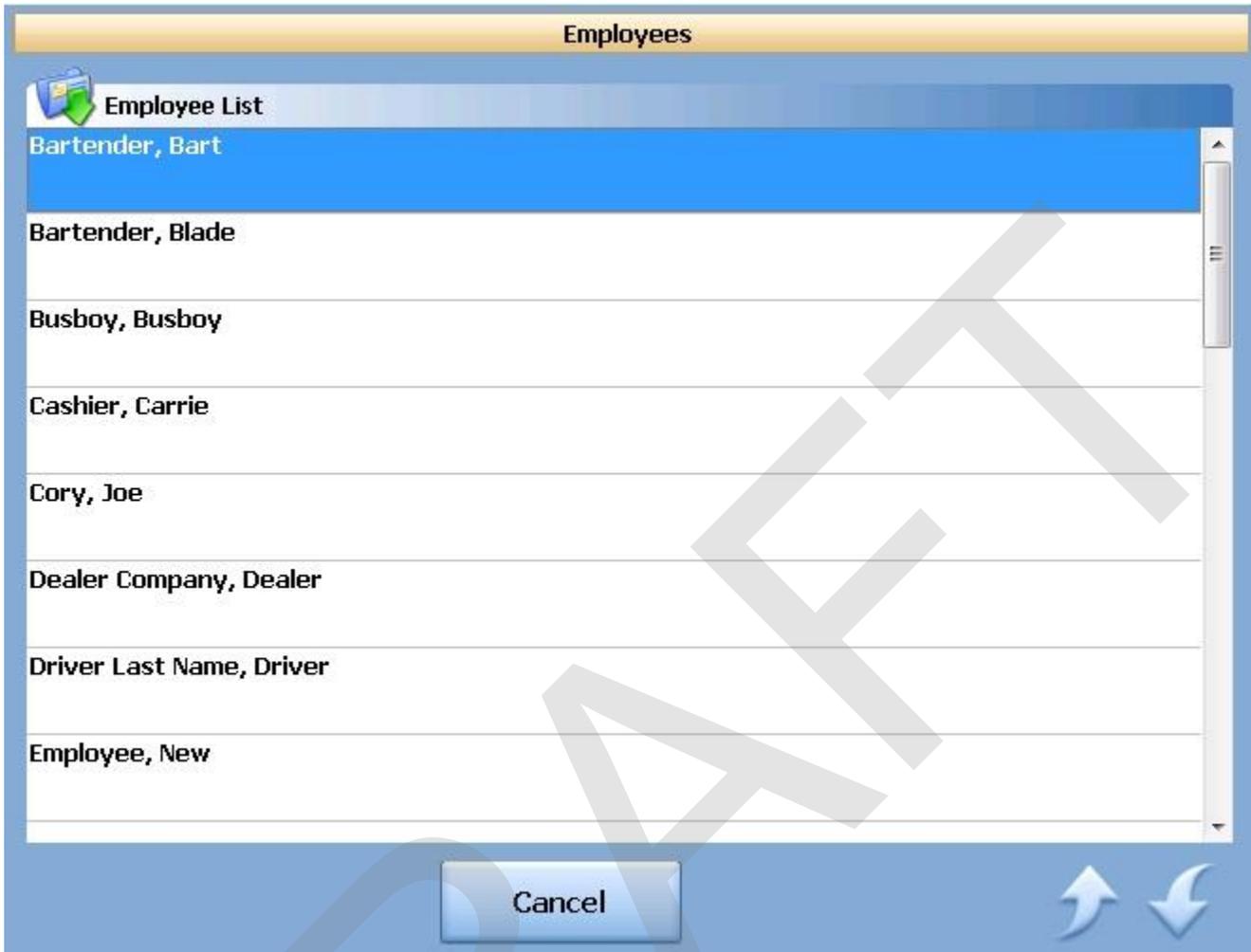
5. With the employee selected, press the **Add Break/In** button at the bottom of the screen.

6. A calendar will appear asking you to enter the **"In"** date and time that you wish to add a punch record for. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

7. A calendar will appear asking you to enter the **"In"** date and time that you wish to add a punch record for. **THIS IS THE TIME THE EMPLOYEE CLOCKED BACK *IN* FROM THEIR BREAK.**

There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

8. You will now see the new time record added to the list of time records for the date range selected.

14.1.5 Edit Entry

Edit Entry Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. You will default to the **Time Clock Editor** screen. Press the **Select Employee** button at the bottom of the screen.

4. A list of employees will populate the screen. Touch or click on the employee name to select.

5. With the employee selected, highlight the time record you wish to change and press the **Edit Entry** button at the bottom of the screen.

6. A calendar will appear asking you to enter the **"Edit"** date and time that you wish to add a punch record for. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

8. You will now see the changed time record in the list of time records for the date range selected.

14.1.6 Delete Entry

Delete Entry Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. You will default to the **Time Clock Editor** screen. Press the **Select Employee** button at the bottom of the screen.

4. A list of employees will populate the screen. Touch or click on the employee name to select.

5. With the employee selected, highlight the time record you wish to change and press the **Delete Entry** button at the bottom of the screen.

6. At the Confirmation Dialog box, press Yes if you are sure you would like to delete this time card entry.

YOU CANNOT DELETE AN ENTRY FOR A PERSON THAT IS CLOCKED IN. IF YOU TRY TO YOU WILL GET THE FOLLOWING MESSAGE:

14.1.7   Reset Time Cards

Reset Time Cards Procedure
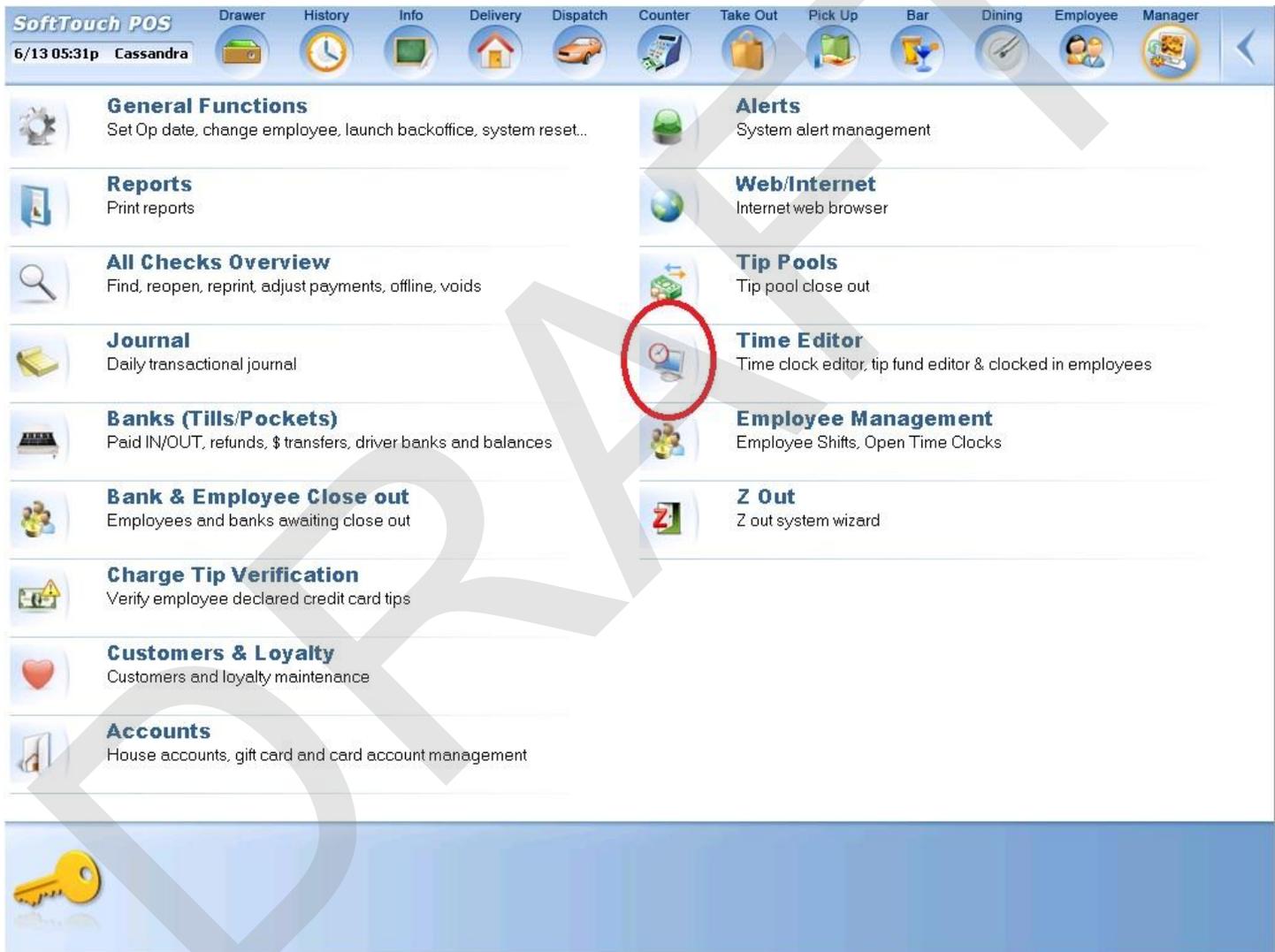
1.   Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. You will default to the **Time Clock Editor** screen. Press the **Select Employee** button at the bottom of the screen.

4. A list of employees will populate the screen. Touch or click on the employee name to select.

5. With the employee selected, highlight the time record you wish to change and press the **Reset Timecards** button at the bottom of the screen.

6. At the Confirmation Dialog box, press Yes if you are sure you would like to reset ALL TIMECARDS for this employee.

ALL Timecards for this employee only will be deleted.

14.2   Tip Sharing Time Clock

The **Tip Sharing Time Clock** allows you to edit the time an employee is joined to a tip pool or tip dispersion group.

The difference between Time Clock times and Tip Sharing times is this:

A bartender clocks in at 2:30 pm but doesn't join a Tip Pool until 4:30 pm when 2 other bartenders clock in and prepare for happy hour.
This bartender clocks out and backs out of the Tip Pool at 11:30 pm.
The Time Clock time (total hours worked used for payroll) would be 2:30 pm until 11:30 pm. 9 hours
The Tip Share time (total hours joined in the Tip Pool) would be 4:30 pm until 11:30 pm. 7 hours

Tip Sharing Time Clock Editor Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. Press the **Tip Sharing Time Clock** tab at the top of the screen.

14.2.1   Select Employee

Before you can alter an employee's tip sharing time, you must first select the employee.

Select Employee Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. Press the **Tip Sharing Time Clock** tab at the top of the screen.

4. Press the **Select Employee** button at the bottom of the screen.

5. A list of employees will populate the screen. Touch or click on the employee name to select.

6. From here you can select which action you wish to perform using the buttons at the bottom of the page. If you wish to select a different employee, press the **Select Employee** button at the bottom of the screen and repeat step 4.

14.2.2 Add Entry

Add Entry Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. Press the **Tip Sharing Time Clock** tab at the top of the screen.

4. Press the **Select Employee** button at the bottom of the screen.

5. A list of employees will populate the screen. Touch or click on the employee name to select.

6. From here you can add a tip sharing time record. Press the **Add Entry** button a the bottom of the screen.

7. Select the job this employee was working when they qualified to be joined to the tip pool or tip fund from the **Jobs** list that populates the screen.
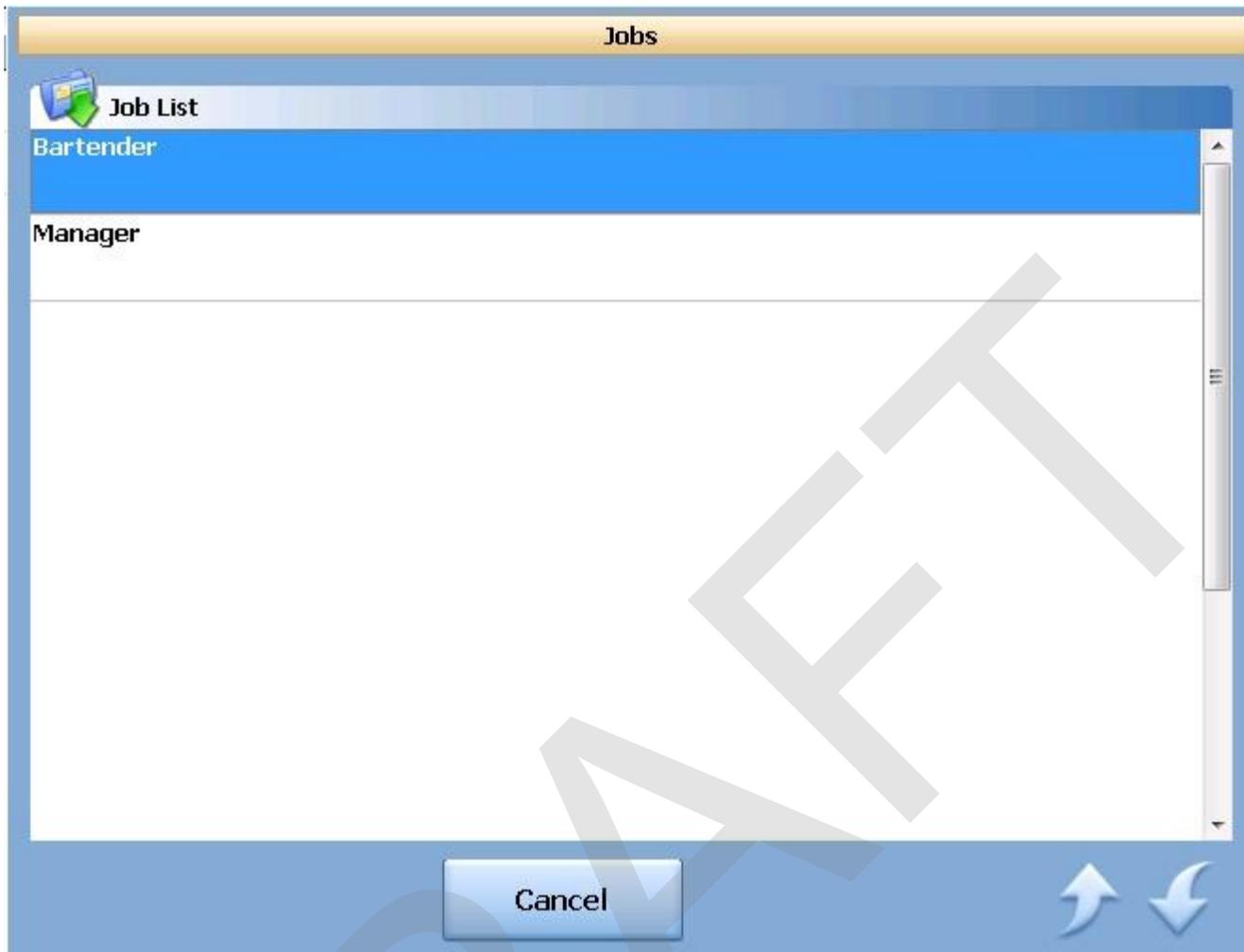
8. Select the tip pool or tip fund this employee was qualified to be joined to from the **Tip funds** list that populates the screen.

Tip funds

Tip fund list

Runners/Bus

Bartender

Bar Pool

Cancel

9. A calendar will appear asking you to enter the **"In"** date and time, or the time this employee should
    have joined the tip pool or tip fund. There are shortcut buttons (Today, Now, 10 min,1 day) or you
    can touch or put the cursor in the Date or Time field to manually enter the data.

10. A Confirmation Dialog box will appear asking you if you wish to add an out time, or time the employee left the tip pool or tip fund. If the employee is still working the pool, press **No**. Otherwise, press **Yes**.

11. If you selected Yes, a calendar will appear asking you to enter the **"Out"** date and time, or the time this employee should have left the tip pool or tip fund. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

The new **Tip Sharing** time entry will appear on screen.

14.2.3 Edit Entry

Edit Entry Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. Press the **Tip Sharing Time Clock** tab at the top of the screen.

515

4. Press the **Select Employee** button at the bottom of the screen.

5. A list of employees will populate the screen. Touch or click on the employee name to select.

Employees

Employee List

Bartender, Bart

Bartender, Blade

Busboy, Busboy

Cashier, Carrie

Cory, Joe

Dealer Company, Dealer

Driver Last Name, Driver

Employee, New

Cancel

6. Highlight the tip sharing time record you wish to adjust. Press the **Edit Entry** button a the bottom of the screen.

Select Employee | Add Entry | Edit Entry | Delete Entry | Refresh

7. A calendar will appear asking you to enter the **"In"** date and time, or the time this employee should have joined the tip pool or tip fund. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

8. A Confirmation Dialog box will appear asking you if you wish to add an out time, or time the employee left the tip pool or tip fund. If the employee is still working the pool, press **No**. Otherwise, press **Yes**.

9. If you selected Yes, a calendar will appear asking you to enter the **"Out"** date and time, or the time this employee should have left the tip pool or tip fund. There are shortcut buttons (Today, Now, 10 min,1 day) or you can touch or put the cursor in the Date or Time field to manually enter the data.

The changed **Tip Sharing** time entry will appear on screen.

14.2.4 Delete Entry

Delete Entry Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Time Editor** *Time clock editor, tip fund editor & clocked in employees* icon.

3. Press the **Tip Sharing Time Clock** tab at the top of the screen.

4. Press the **Select Employee** button at the bottom of the screen.

5. A list of employees will populate the screen. Touch or click on the employee name to select.

6. Highlight the tip sharing time record you wish to delete. Press the **Delete Entry** button a the bottom of the screen.

The **Tip Sharing** time entry will be removed and will no longer appear on screen.

Part

XV

Employee Management

Part 15 Employee Management

The Employee Management procedures allow you to manage employees and their shifts. From here you can clock out all employees at once, close all open employee shifts at once or take a report on an employee with an open shift.

15.1 Open Time Clocks

The **Open Time Clocks** procedure will allow you to clock out all employees at once.

Open Time Clocks Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Employee Management** *Employee Shifts, Open Time Clocks* icon.
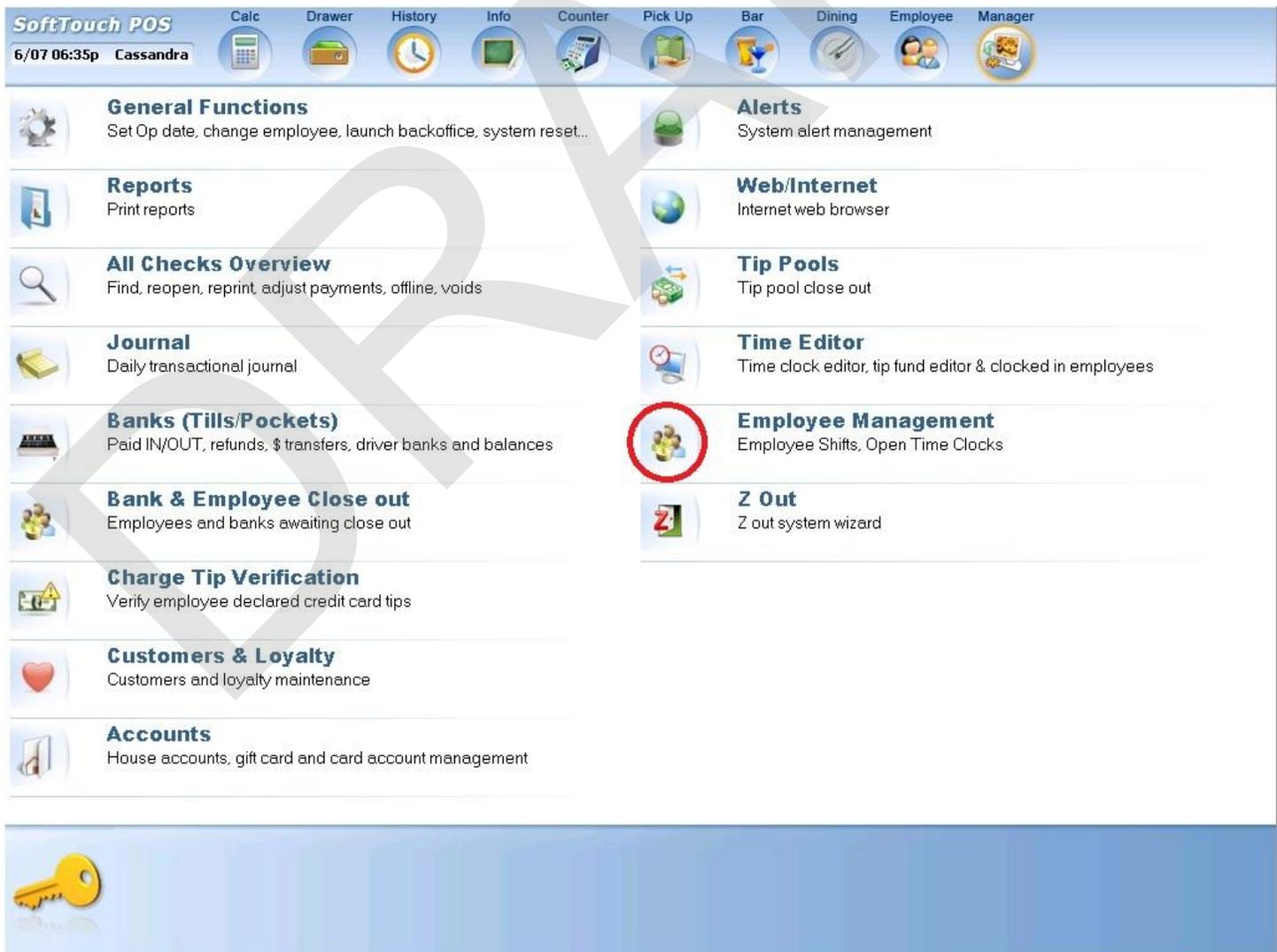
3. You will see a list of all employees that are clocked in. Press the **Clock Out Employees** button at the bottom of the screen to clock all employees out.

4. If you are sure you want to clock out all employees, press Yes at the Confirmation Dialog box.
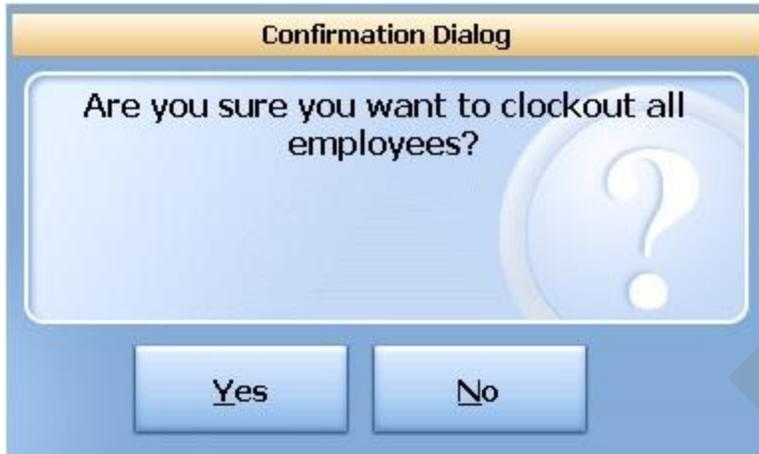
15.2 Employee Shifts

The **Employee Shifts** procedure will allow you to close all open employee shifts at once or take a report on an employee with an open shift.

Employee Shifts Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Employee Management** *Employee Shifts, Open Time Clocks* icon.

3. Press the **Employee Shifts** tab at the top of the screen.

4. From here you can **Close All Shifts** for employees with open shifts or take an **Employee Report** for employees with open shifts.

15.2.1   Close All Shifts

The **Close All Shifts** procedure will allow you to close all open employee shifts at once.

Close All Shifts Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Employee Management** *Employee Shifts, Open Time Clocks* icon.

3. Press the **Employee Shifts** tab at the top of the screen.

4. You will see a list of all employees with open shifts. Press the **Clock Out Employees** button at the

bottom of the screen to clock all employees out.

5. If you are sure you want to close all shift, press Yes at the Confirmation Dialog box.

15.2.2 Employee Report

The **Employee Report** procedure will allow you to take a report on an employee with an open shift.

Employee Report Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Employee Management** *Employee Shifts, Open Time Clocks* icon.

3. Press the **Employee Shifts** tab at the top of the screen.

First Name	Last Name	Date Time Clock	Job Name	Pager
Carrie	Cashier	7/13/2011 10:18:53 AM	Cashier	
Cassi	Eubank	7/11/2011 5:38:48 PM	Manager	
Bart	Bartender	7/13/2011 10:18:30 AM	Bartender	

4. You will see a list of all employees with open shifts. Highlight the employee you wish to take a report

for and press the **Employee Report** button at the bottom of the screen.
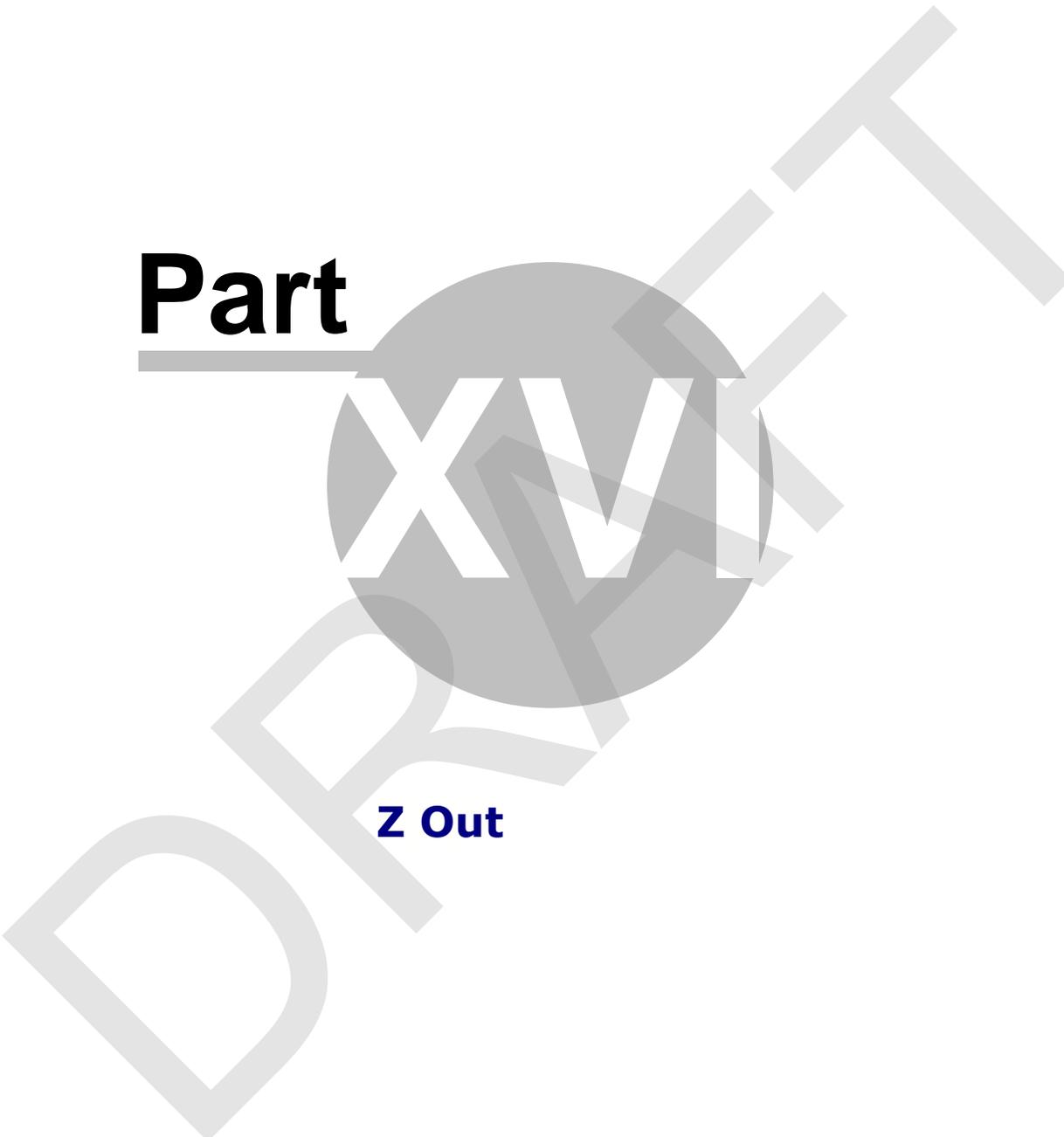

5. A list of this employees shifts will appear. Select the shift you wish to run a report for.

6. The report will appear on screen. Once the report is displayed, you can use any of the buttons shown below to Print the report, Zoom In or Out or View the report at 100%. When you are finished with this information, press the Done button

Part

XVI

Z Out

Part 16 Z Out

The **Z Out** procedure will allow you to finalize the days transactions, settle your credit card batch, run reports on today's business and clear totals to prepare for tomorrow's business.

Z Out Procedure

1. Press the **Manager** icon at the top of your screen.

2. Press the **Z Out** *Z out system wizard* icon.

3. You will come to a screen alerting you to any cash management tasks that have not been completed.

If you have an open bank, pressing the Go to button to the right of it will take you to the open bank section so you can find out why the bank is not closed and take the appropriate action.

If you have a bank with a balance, pressing the Go to button to the right of it will take you to the open bank section so you can find out why the bank has a balance and take the appropriate action.

If you have an employee you need to pay tips to, pressing the Go to button to the right of it will take you to the employee tips section so you can pay out the tips before closing all tills.

If you have 1 employee still clocked in, that is normal since you are clocked in. If you have more than 1 employee clocked in press the Go to button to the right of it and you can clock the employee out.

YOU CAN STILL PRESS THE CONTINUE Z PROCESS BUTTON WITH OPEN ISSUES, ALTHOUGH WE ADVICE YOU CLEAR THEM UP FIRST.

5. From here you can Continue Z Process, Alert Shutdown, or Shutdown Stations.
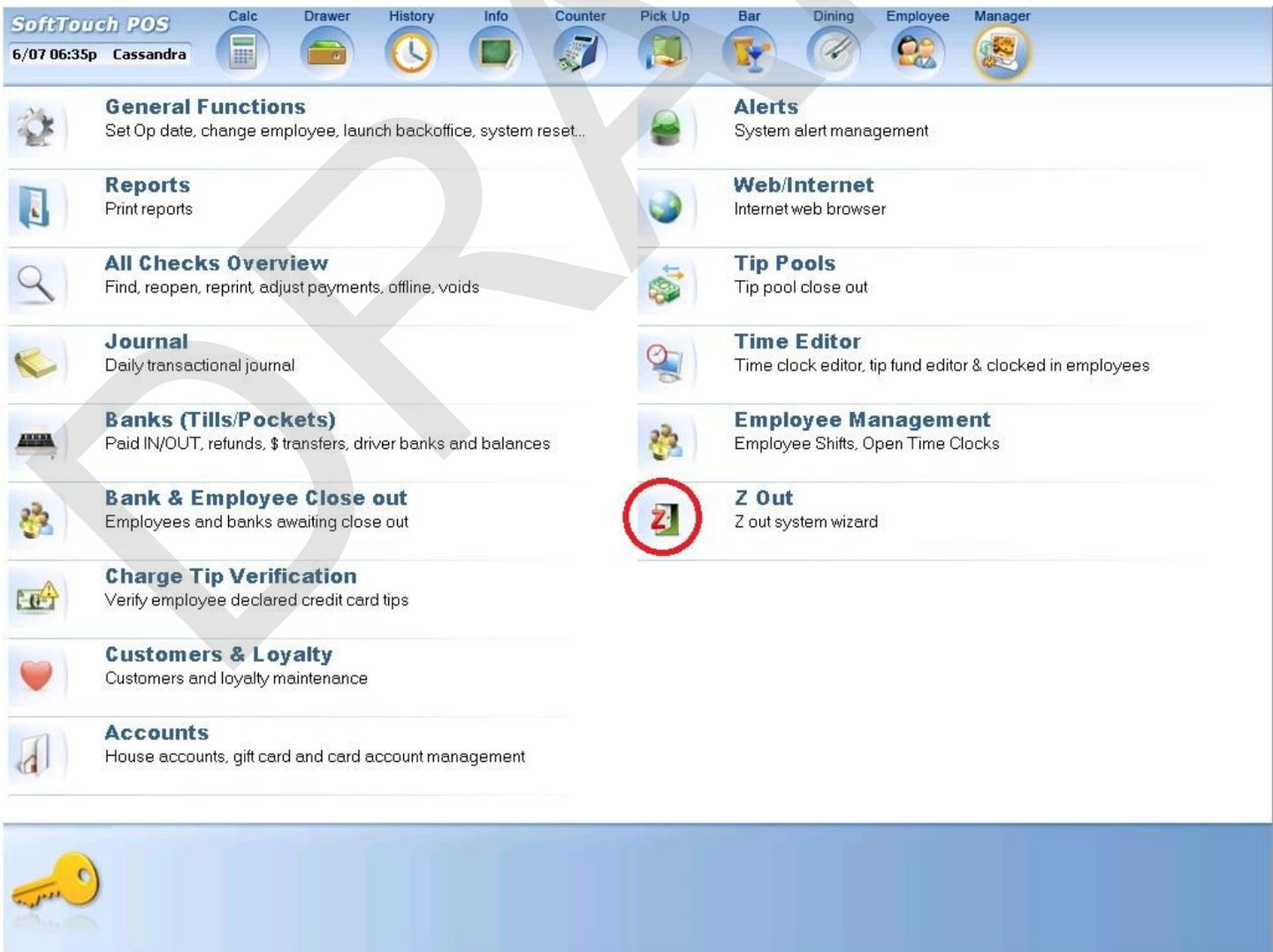
16.1   Continue Z Process

The **Z Out** procedure will allow you to finalize the days transactions, settle your credit card batch, run reports on today's business and clear totals to prepare for tomorrow's business.

Continue Z Process Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Z Out** *Z out system wizard* icon.

3. You will come to a screen alerting you to any cash management tasks that have not been completed.

   If you have an open bank, pressing the Go to button to the right of it will take you to the open bank section so you can find out why the bank is not closed and take the appropriate action.

   If you have a bank with a balance, pressing the Go to button to the right of it will take you to the open bank section so you can find out why the bank has a balance and take the appropriate action.

   If you have an employee you need to pay tips to, pressing the Go to button to the right of it will take you to the employee tips section so you can pay out the tips before closing all tills.

   If you have 1 employee still clocked in, that is normal since you are clocked in. If you have more than 1 employee clocked in press the Go to button to the right of it and you can clock the employee out.

   YOU CAN STILL PRESS THE CONTINUE Z PROCESS BUTTON WITH OPEN ISSUES, ALTHOUGH WE ADVICE YOU CLEAR THEM UP FIRST.

5. If you have resolve all open issues or would like to continue anyway, press the **Continue Z Process** button at the bottom of the screen.

6. You will come to a Z Confirmation screen. To continue, press the Finalize Z button at the bottom of the screen.
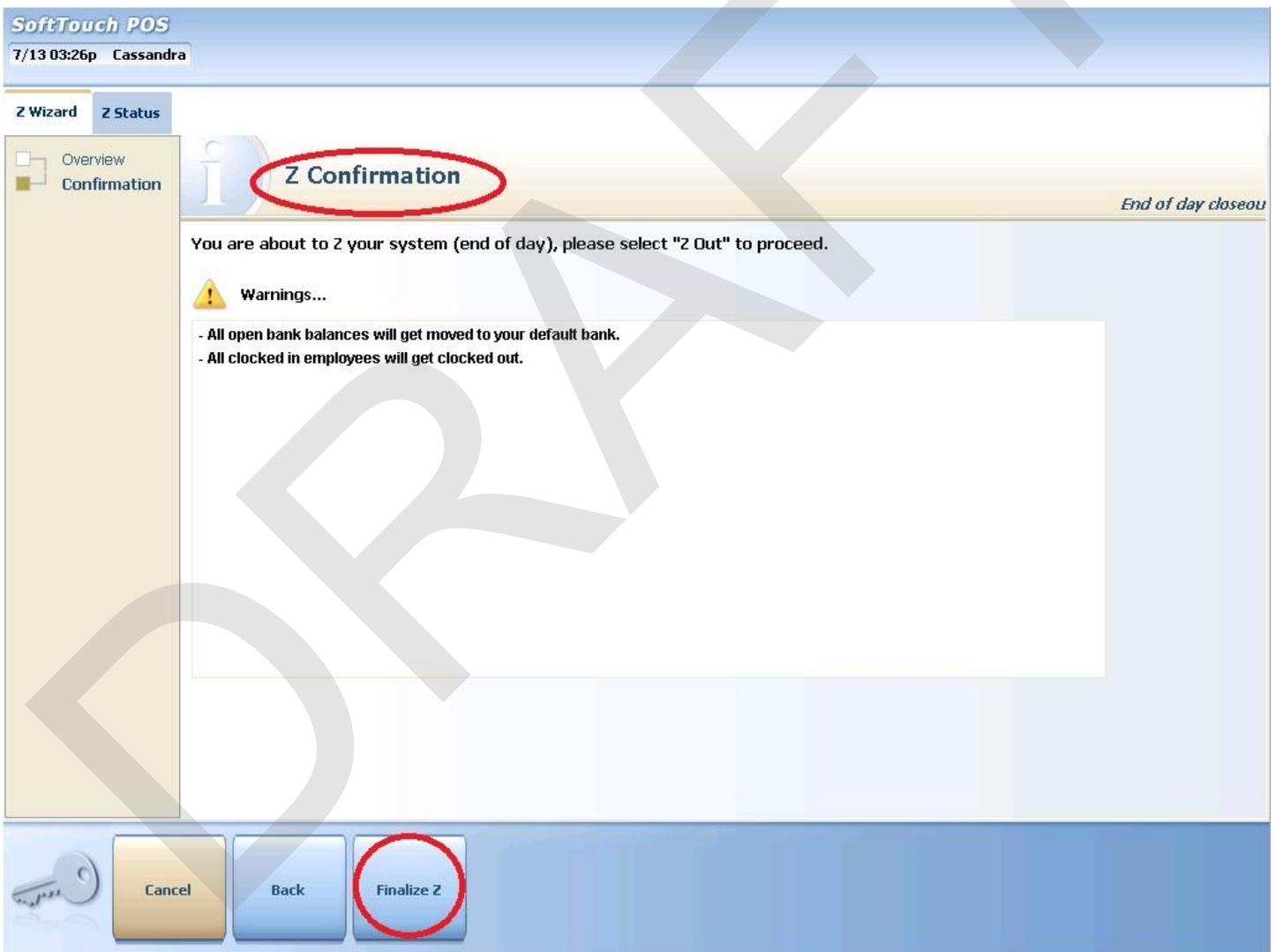
7. A Confirmation Dialog box will appear showing you your current operation date and the new operation date that will be set if you continue. Verify this is correct to prevent Z'ing out twice in one day.

(In the scenario shown, they were closed Tuesday and the operation date is advancing to today's date. Normally these dates will be one day apart.   ex. Current Operation Date: 7/12/2011 "New" Operation Date: 7/13/2011)

8. When the Z process is complete, you will see a message at the top left indicating this and information on screen about the status of your Z. To back out of this screen, press the **Back** button at the bottom of the screen.

The Z process completed successfully...

(Press anywhere in this windows to close it)

Z Status

Sending request to the server to start the Z process
Please wait... The Z is processing...
3:29:12 PM - STEP 1. Z for operation date 7/11/2011, Please wait...
3:29:16 PM - STEP 1. SUCCESS, New operation date set
3:29:16 PM - STEP 2. Closing current batch, Please wait...
3:29:16 PM - STEP 2. SUCCESS closing batch
Do not forget to balance your
merchant batch totals with SoftTouch
3:29:16 PM - STEP 3. Printing report batch, Please wait...
3:29:17 PM - STEP 3. SUCCESS printing report(s)
3:29:17 PM - STEP 4. Moving history data, Please wait...
3:29:17 PM - STEP 4. SUCCESS History data
3:29:17 PM - STEP 5. Processing exports, Please wait...
3:29:17 PM - STEP 5. SUCCESS Export process
3:29:17 PM - STEP 6. Backing up data to automatic location, Please wait...
3:29:23 PM - STEP 6. FAILED Backup process
Error backing up to media
3:29:23 PM - STEP 7. Sweeping database, Please wait...
3:29:24 PM - STEP 7. SUCCESS Sweep process
3:29:24 PM - Z Ended for operation date 7/11/2011

Cancel   Back   Finalize Z
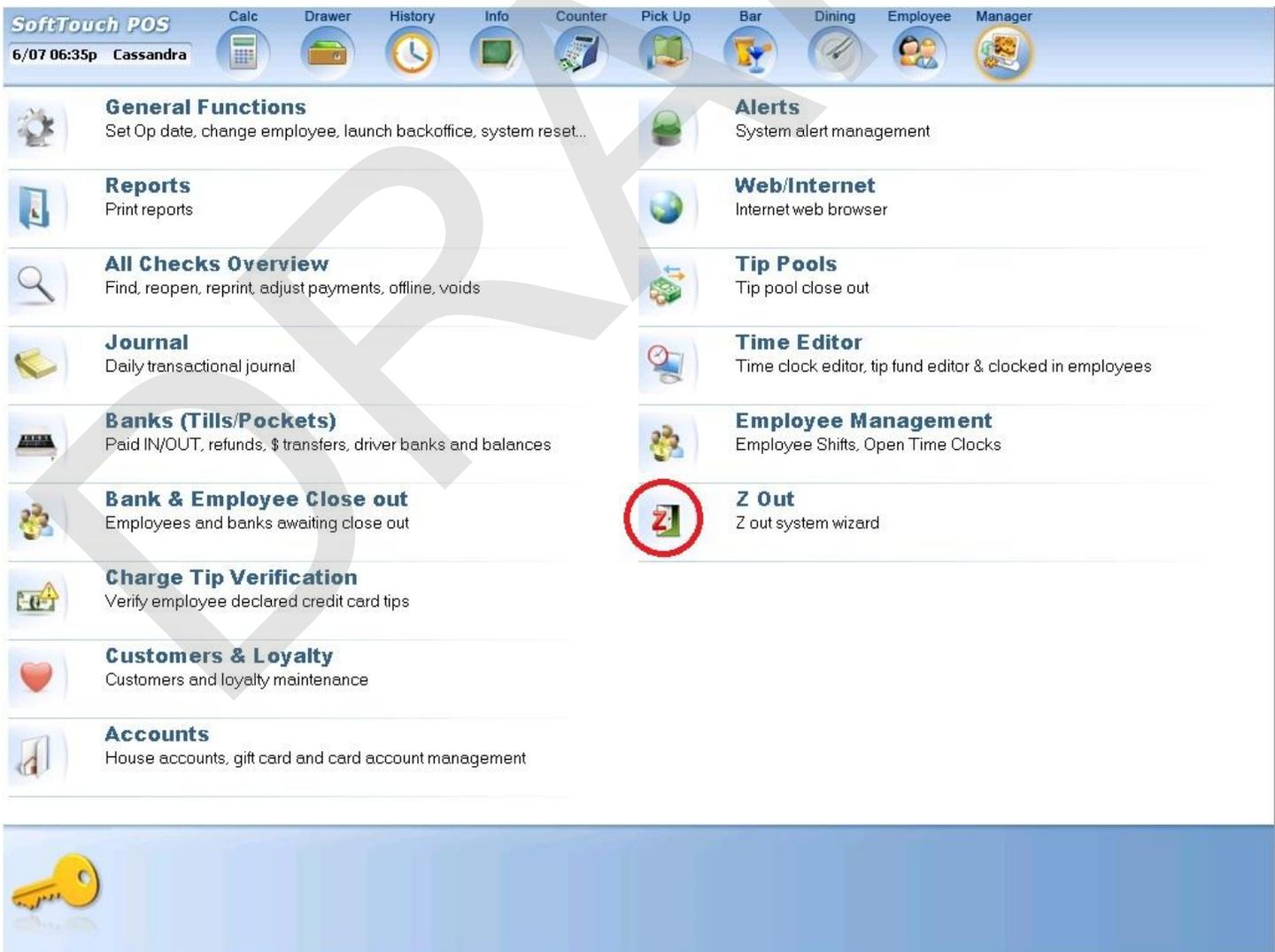
16.2   Alert Shutdown

The **Alert Shutdown** procedure will allow you to alert the other stations and then shut them down.

Alert Shutdown Procedure

1.   Press the **Manager** icon at the top of your screen.

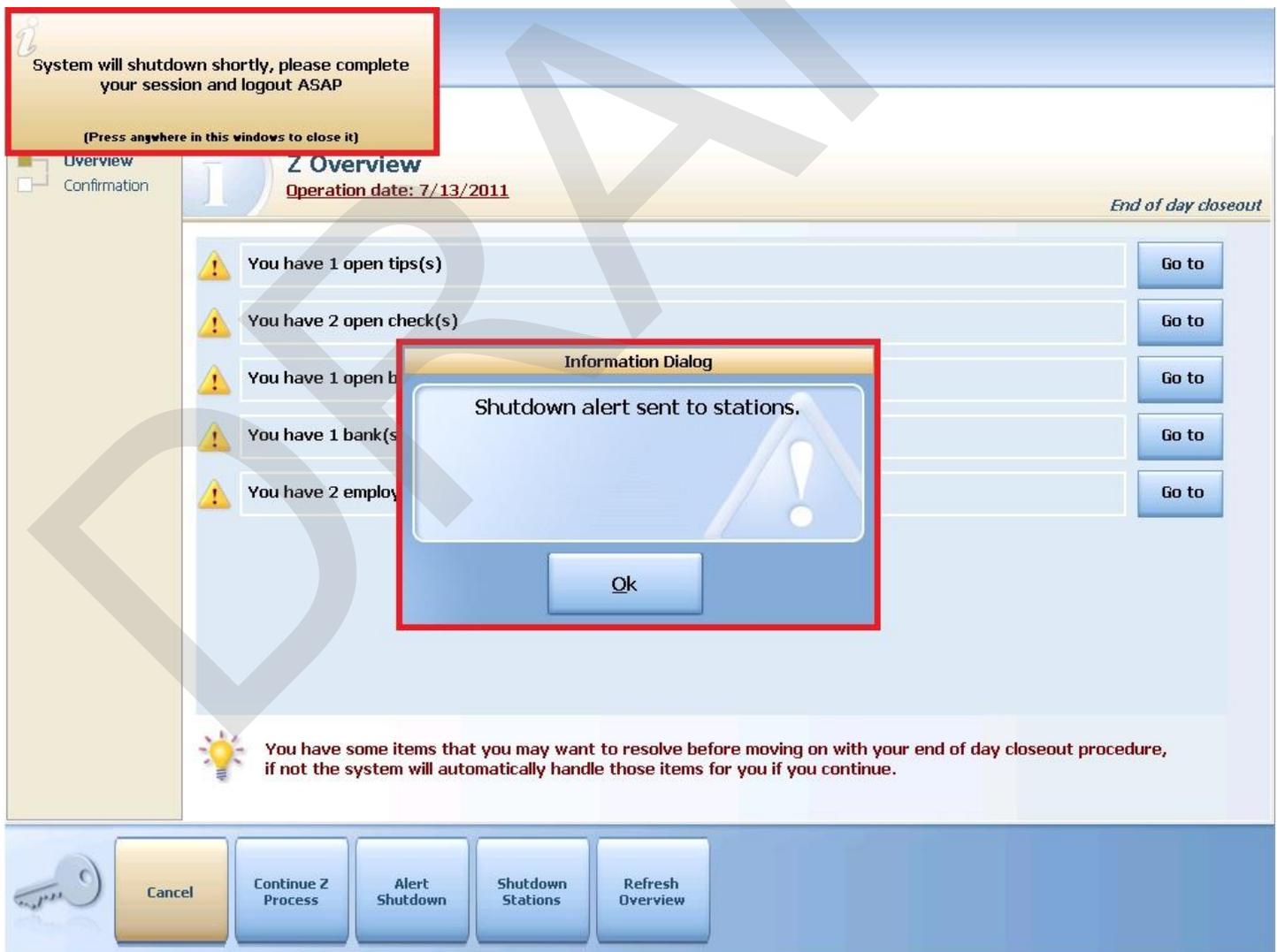2.   Press the **Z Out** *Z out system wizard* icon.

3. You will come to a screen alerting you to any cash management tasks that have not been completed.

   If you wish to alert the other stations and then shut them all down at once, press the **Alert Shutdown** button at the bottom of the screen.

4. The screen will display a beige pop up notification that your system will be shutting down soon and you should finish up and logout. The screen also displays an Information Dialog box indicating that a shutdown alert was sent to the stations. Press OK to acknowledge this message and clear it from the screen.
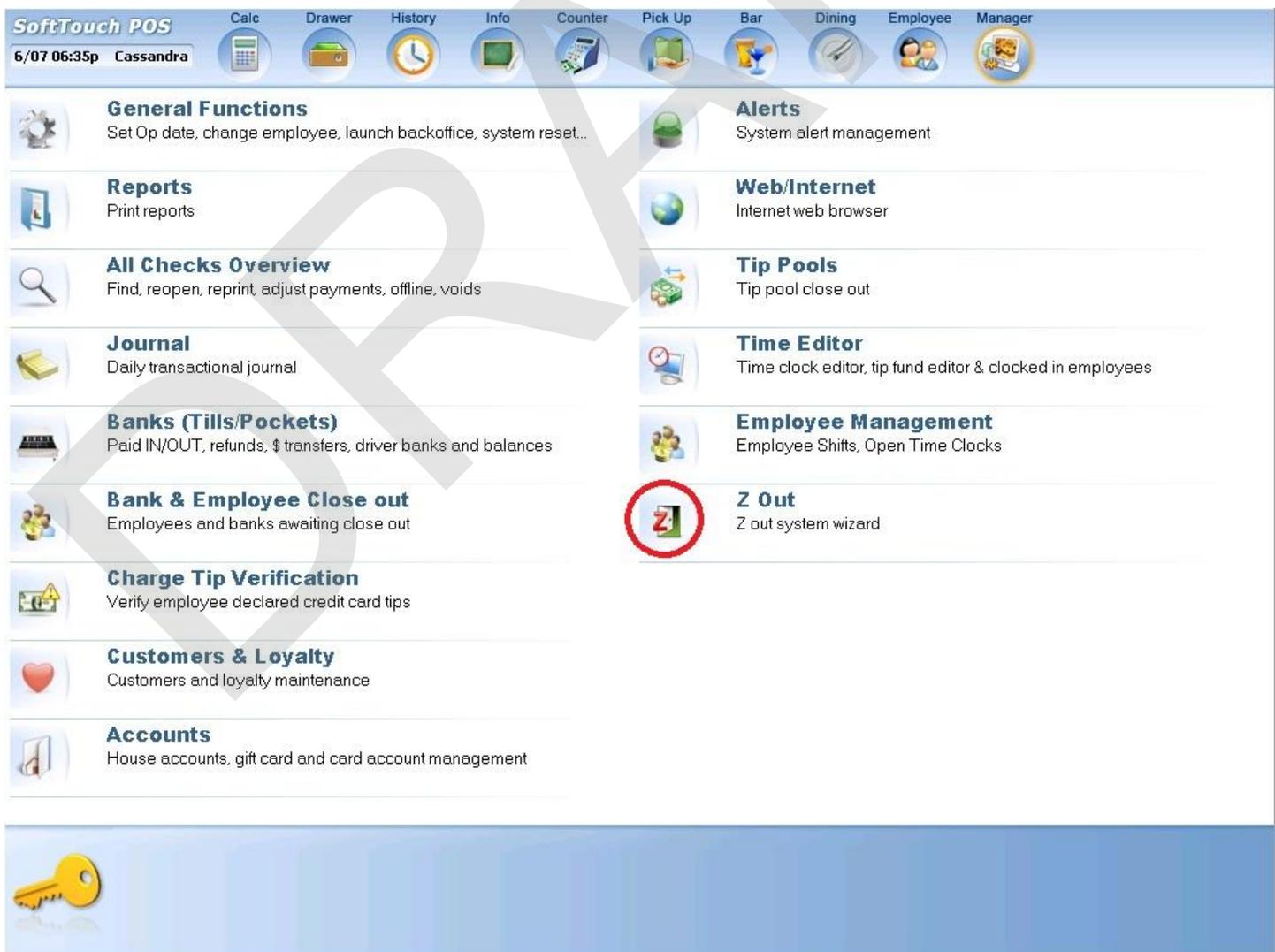
16.3   Shutdown Stations

The **Shutdown Stations** procedure will allow you to shut down the other stations.

Shutdown Stations Procedure

1.   Press the **Manager** icon at the top of your screen.

2.   Press the **Z Out** *Z out system wizard* icon.

3. You will come to a screen alerting you to any cash management tasks that have not been completed.

   If you wish to shut the stations all down at once, press the **Shutdown Stations** button at the bottom of the screen.

4. The screen displays an Information Dialog box asking whether you wish to **Shut Down** or **Terminate** the stations.

Shut Down -
Terminate -

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