



# **Optima POS**

## **User Manual**

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## Introduction

The Optima POS software is a point of sale management system for hotels, running in a Windows environment with an SQL database. Working within the Windows environment allows users to operate multiple screens simultaneously and quickly switch between them without navigating through menus. The combination of the Windows interface, keyboard shortcuts, and the hospitality expertise of the Priority team provides users with a convenient and efficient experience.

Throughout this manual, you will occasionally encounter notes accompanied by a specific symbol, indicating additional explanations on the subject. The meaning of each symbol is explained below.

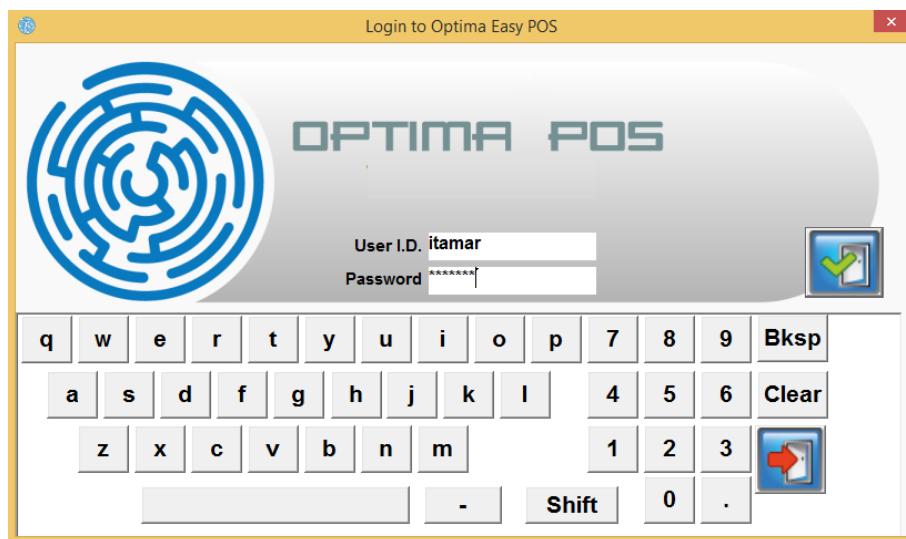
### Legend of Symbols

-  This data can be displayed in a specific system report
-  This data field can be defined in certain System Setup
-  A point for consideration

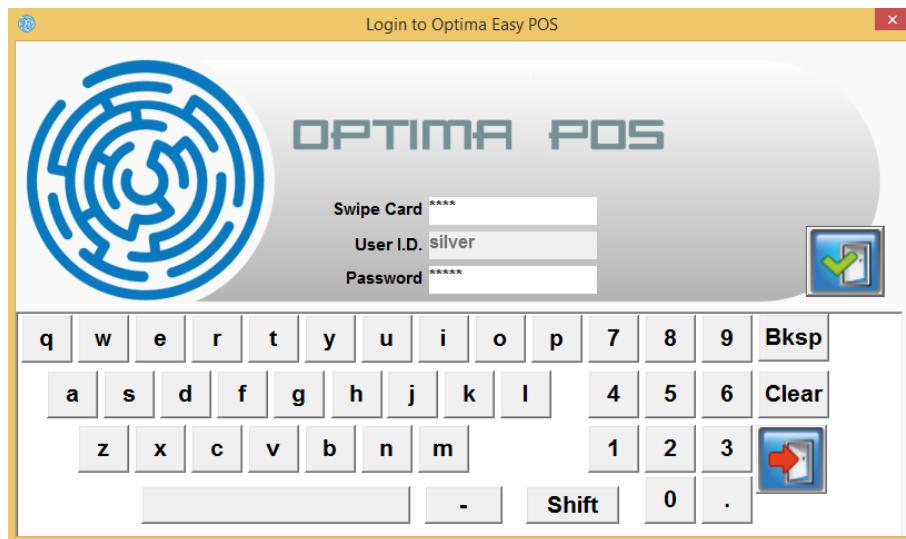
## Optima POS Login Screen

When accessing the software, the user is required to enter their username and password, as provided at the beginning of their employment at the hotel. This password can be changed at any time after logging into the system.

After entering the correct credentials, press Enter to log in to the system.



In addition, the system also supports login using **employee cards**. In such cases, the employee is required to swipe their card and then enter their password in order to access the system.



## Common Icons in the System

On every screen in the system, you will find icons that let you perform actions. These actions can be done either on the data shown in the screen or on specific records that you select.

Some common buttons are:

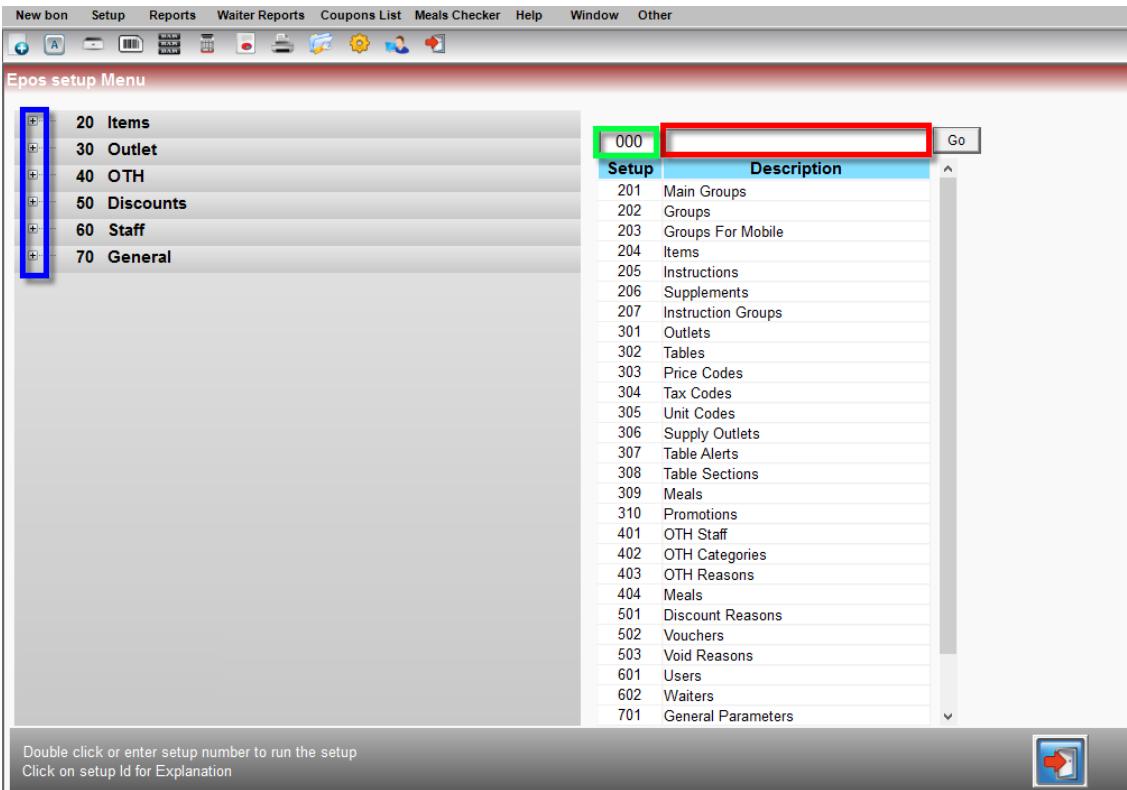
	Save Data
	Save and Exit
	Exit Without Saving
	Refresh Data
	Add New Record
	Delete Selected Record
	Open Selected Record

## System Setup – General

To open the general System Setup, click the  icon located at the top of the screen

There are several ways to access the different Setup options:

1. By typing the name of the setting you want to edit in the red-marked field.
  - The list below will update according to what you type.
  - Double-click on the desired item to open it.
2. By entering the Setup number (if known) in the green-marked field.
  - Then press Enter or click Go to open it.
3. By expanding the Setup groups using the + sign on the left side (blue-marked).
  - This will display the available settings under each group.
  - Double-click on one of the items to open it.



## System Setup – Main Groups

In complex sales points that include a large number of items, you can define not only item groups but also **main groups**. This helps organize items and makes it easier to find them.

For example: Main Group: *Alcohol*; Regular Group: *Beers*; Items: Carlsberg

To enable the option of working with main groups, please contact the Priority Support Team.

Main groups are created in **Setup #201 (Main Groups)**.

Trx main Groups				
Main Group No	Trx Main Group Name	Trx Main Group Short Name	Display Order	Color
1Food	Food	Food	1	
2Beverages	Beverages	Beverages	2	


To add a new main group, click the  icon. Then define the following fields:

- **Main Group No** – The code of the main group.
- **Trx Main Group Name** – The full description of the group.
- **Trx Main Group Short Name** – A short description of the group.
- **Display Order** – The position of this group compared to the other main groups.
- **Color** – The background color of the icon that represents this group.

## System Setup – Creating Item Groups

Item groups are defined in Setup #202 (Groups). These groups divide items into different categories. For example: *Soft Drinks*, *Beers*, *Sandwiches*, and so on.

- In the red marked field, you can search for a group you want to edit.
- To create a new group, click the  icon at the bottom of the screen.
- A new line will open, where you can enter the details of the group you want to create.

Trx Groups											
#	Main Group	Group Name	Short Name	Touch	Color	Picture	Order	Item / Supp	Default Unit	Default Units	
22	Spirit/Mixed D.	Malt & blended Whisky	Whisky	<input checked="" type="checkbox"/>			16	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
23	Other	Others	Others	<input checked="" type="checkbox"/>			17	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
26	Food	Frühstück	Frühstück	<input checked="" type="checkbox"/>			20	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
30	Food	Snacks	Snacks	<input checked="" type="checkbox"/>			21	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
66	Beverage	Vitruv Spirituosen	Spirituosen	<input checked="" type="checkbox"/>			24	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
67	Other	Tagungszubehör	Zubehör	<input checked="" type="checkbox"/>			25	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
68	Other	Beschallungstechnik	Sound	<input checked="" type="checkbox"/>			26	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
36	Spirit/Mixed D.	Bitters / Südwein	Bitters Südwei	<input checked="" type="checkbox"/>			26	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
61	Spirit/Mixed D.	Longdrinks	Longdrinks	<input checked="" type="checkbox"/>			26	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
64	Spirit/Mixed D.	Mixed Drinks Leo90	Mix Drinks 1	<input checked="" type="checkbox"/>			26	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
59	Beverage	Wasser	Wasser	<input checked="" type="checkbox"/>			26	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
62	Beverage	Bier	Bier	<input checked="" type="checkbox"/>			27	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
37	Spirit/Mixed D.	Gin/ Vodka	Gin/ Vodka	<input checked="" type="checkbox"/>			27	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
69	Other	Projektions- & Videotechnik	Video	<input checked="" type="checkbox"/>			27	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
60	Beverage	Softdrinks	Softdrinks	<input checked="" type="checkbox"/>			27	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
38	Spirit/Mixed D.	Rum/ Tequila/ Cachaca	Rum/ Tequila	<input checked="" type="checkbox"/>			28	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
70	Other	Video- & Telefontechnik	Kommunikation	<input checked="" type="checkbox"/>			28	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
63	Beverage	Wein offen	Wein offen	<input checked="" type="checkbox"/>			28	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
39	Spirit/Mixed D.	Obstbrand/ Aquavits	Klare Spirit.	<input checked="" type="checkbox"/>			29	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	
71	Other	Sonstiges	Sonstiges	<input checked="" type="checkbox"/>			29	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00	

   
Show Transactions Add Outlets For Group Update Items Discounts for Group

### Fields to Fill In

- **Main Group** – Used only if the *Main Group* option is active (see previous page). This is intended for more complex sales points where a broader product division is required.
- **Group Name** – The desired group name.
- **Short Name** – A shortened version of the group name.
- **Touch** – Checked automatically for working with touch screens, as is common in POS outlets.

- **Color** – The background color of the group icon as it will appear on the bon.
- **Picture** – Instead of colors, you may choose an image. Click the box in the row to open the gallery of images provided by Optima POS.
- **Order** – The position of this group compared to other groups on the bon.
- **Item / Supp** – Defines whether the group is for items or for supplements:
  - **Item** – A product for sale.
  - **Supp (Supplement)** – An addition to a dish. (Supplements are explained later in this manual.)

## System Setup – Creating Items

Items are defined in **Setup #204 (Items)**. Items are the actual products that are sold to customers at the POS outlet.

When you enter this setup screen, the following window will appear:

P.O.S. Items														System Items Only		
Serial	Group	Description	Type	Price	Tax %	Allow Manual	Active	Clr	Rgb	Picture	Order	Oth/Disc Type	Print ?	<input type="checkbox"/> Non Active Only	<input type="checkbox"/> Items without tax	<input type="checkbox"/> System Items Only
														Backoffice Number	Discount ITEM	Oth ITEM
831 Gin/ Vodka	Tanqueray Gln 4 cl	Beverage	12,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
3112 Gin/ Vodka	The Botanist 4cl	Beverage	13,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0,255,255			0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
193 Rum/ Tequila/ Cach:Bacardi 8 Años 4 cl	Beverage	10,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
191 Rum/ Tequila/ Cach:Bacardi Superior 4 cl	Beverage	9,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
3109 Rum/ Tequila/ Cach:Brugal 4cl	Beverage	9,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		128,128,0			0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
3110 Rum/ Tequila/ Cach:Don Papa 4cl	Beverage	14,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		192,192,192			0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
194 Rum/ Tequila/ Cach:Havana Club 3 Años 4 cl	Beverage	9,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
195 Rum/ Tequila/ Cach:Havana Club 7 Años 4 cl	Beverage	11,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
3144 Rum/ Tequila/ Cach:Herradura Blanco 4 cl	Beverage	11,50	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		200,230,200			0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
3145 Rum/ Tequila/ Cach:Herradura Reposado 4 cl	Beverage	12,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		200,230,200			0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
3111 Rum/ Tequila/ Cach:Mount Gay 4cl	Beverage	10,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		128,0,128			0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
190 Rum/ Tequila/ Cach:Myers's Rum 4 cl	Beverage	9,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
2715 Rum/ Tequila/ Cach:Saint James 4 cl	Beverage	7,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
198 Rum/ Tequila/ Cach:Sierra Milenario Blanco 4 cl	Beverage	10,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
199 Rum/ Tequila/ Cach:Sierra Milenario Ex. Anejo 4	Beverage	10,50	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
2185 Rum/ Tequila/ Cach:Sierra Tequila silver	Beverage	7,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
197 Rum/ Tequila/ Cach:Zacapa 23y 4 cl	Beverage	16,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
1611 Obstbrand/ AquavitsJubiläums Aquavit 4 cl	Beverage	7,50	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
404 Obstbrand/ AquavitsUnie Aquavit 4 cl	Beverage	7,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
210 Obstbrand/ AquavitsMälteserkreuz Aquavit 4 cl	Beverage	6,50	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
223 Liköre Baileys Irish Cream 4 cl	Beverage	6,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev
215 Liköre Cointreau 4 cl	Beverage	6,00	19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					0		<input checked="" type="checkbox"/>		Discount Beverage	OTH Bev

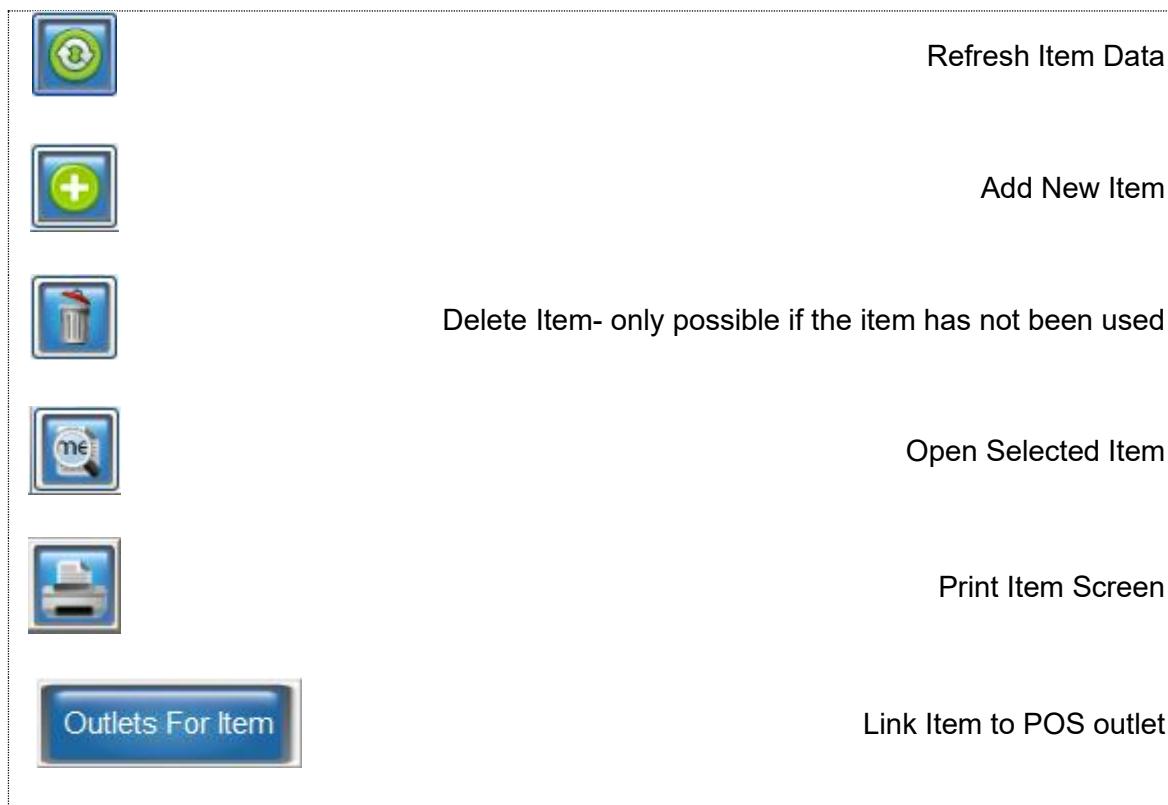
Items can be edited directly in this screen. However, double clicking on an item will display additional details beyond what is shown in the table.

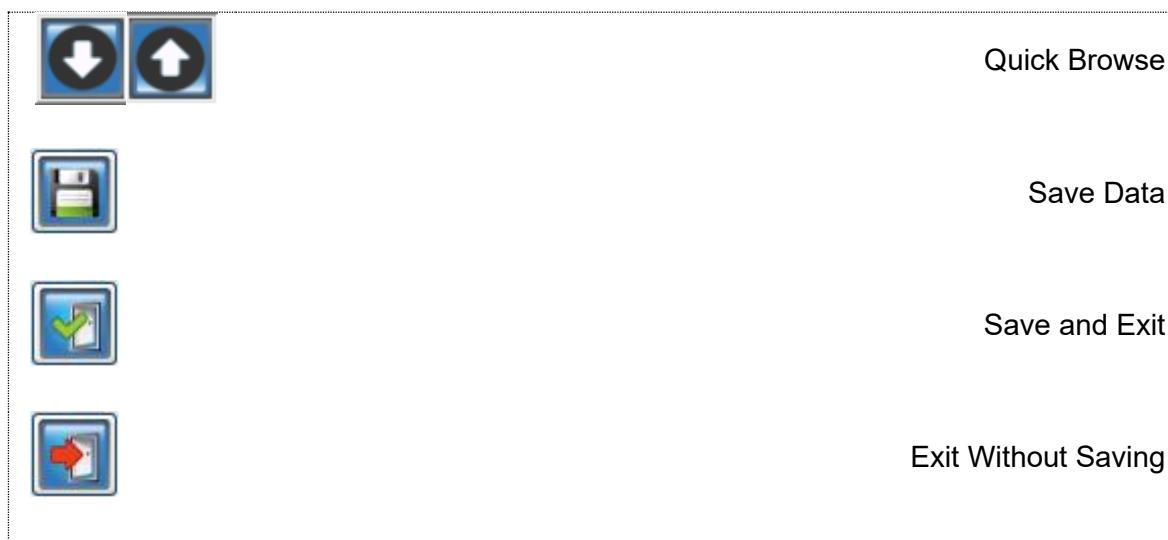
### Fields in this Screen

- Serial** – The serial number of the record (assigned automatically).
- Group** – The group to which the item belongs.
- Description** – The item name as it will appear on the POS screen and later on the guest bon.
- Type** – General classification of the product: *Food*, *Beverage*, *Alcoholic*, or *Other*.
  - To ensure accurate statistical reports, the correct type must be defined here.
- Price** – The standard selling price of the item.

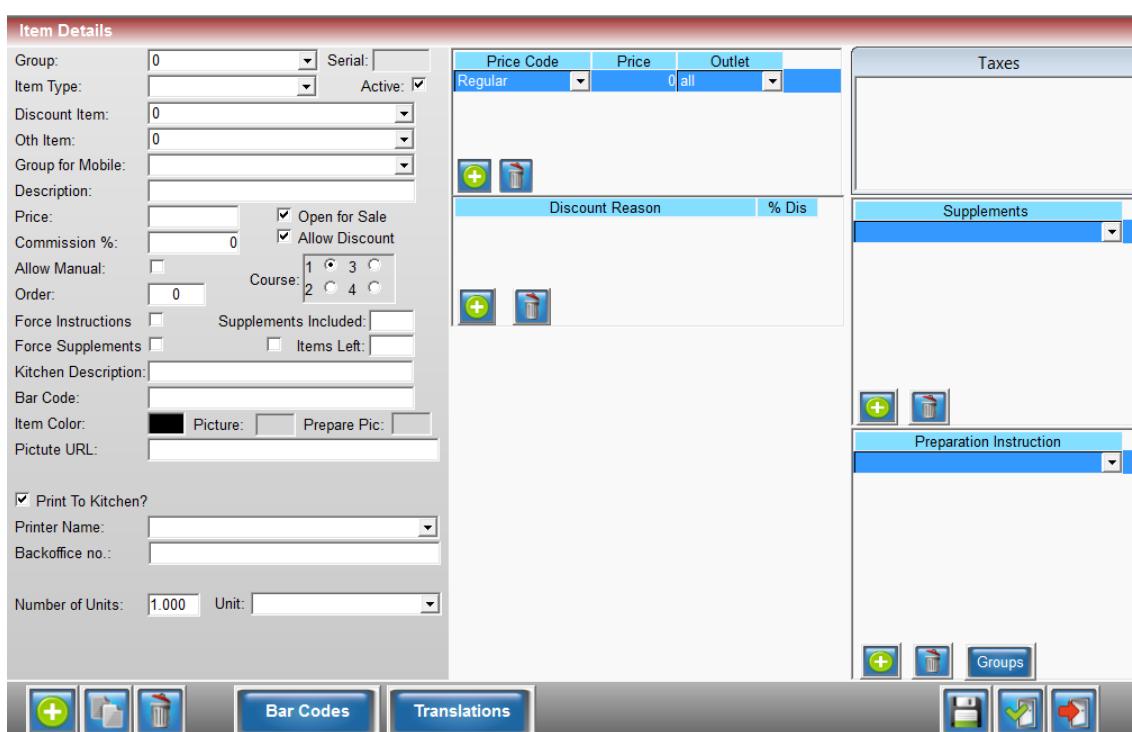
- **Allow Manual** – If checked, authorized users can change the price of this item directly on the Bon.
- **Active** – If checked, the item is available for sale. If unchecked, the item will no longer appear for selection.
- **CLR (Color)** – The background color of the item icon as it will appear on the Bon.
- **Picture** – Instead of a background color, you can assign an image. Click the box to select from the image gallery provided by Optima POS.
- **Order** – The display order of the item within its group on the POS Bon screen.
- **Print?** – Defines whether the item should be printed to the kitchen printer.

At the bottom of the screen, you can perform the following actions:





By clicking the  icon, you will open the New Item screen



**Item Details**

Group:	0	Serial:	<input type="text"/>
Item Type:	<input type="text"/>	Active:	<input checked="" type="checkbox"/>
Discount Item:	0		
Oth Item:	0		
Group for Mobile:	<input type="text"/>		
Description:	<input type="text"/>		
Price:	<input type="text"/>	<input checked="" type="checkbox"/> Open for Sale	<input checked="" type="checkbox"/> Allow Discount
Commission %:	0		
Allow Manual:	<input type="checkbox"/>	Course:	<input checked="" type="radio"/> 1 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 4
Order:	0		
Force Instructions	<input type="checkbox"/>	Supplements Included:	<input type="checkbox"/>
Force Supplements	<input type="checkbox"/>	Items Left:	<input type="checkbox"/>
Kitchen Description:	<input type="text"/>		
Bar Code:	<input type="text"/>		
Item Color:	<input type="color"/>	Picture:	<input type="button" value="Prepare Pic"/>
Picture URL:	<input type="text"/>		
<input checked="" type="checkbox"/> Print To Kitchen? Printer Name: <input type="text"/> Backoffice no.: <input type="text"/>  Number of Units: <input type="text"/> 1.000 Unit: <input type="text"/>			

**Price Code**

Regular	Price	Outlet
<input type="button" value="+"/>	<input type="button" value="-"/>	<input type="button" value="Groups"/>

**Taxes**

<input type="button" value="+"/>	<input type="button" value="-"/>
----------------------------------	----------------------------------

**Supplements**

<input type="button" value="+"/>	<input type="button" value="-"/>
----------------------------------	----------------------------------

**Preparation Instruction**

<input type="button" value="+"/>	<input type="button" value="-"/>
----------------------------------	----------------------------------

1. **Group** – Select the item group to which the new item belongs.
2. **Item Type** – Choose the item type from the options: *Food, Beverage, Alcoholic, or Other*.
  - o This field is used for statistical reports.

- Selecting an Item Type will automatically fill the fields Discount Item and OTH Item, which are used later for discounts and OTH operations on the Bon.
3. **Description** – Enter the full name of the product as it will appear on the guest Bon.
  4. **Price** – Enter the general selling price of the product.
  5. **Active / Open For Sale** – Must be checked for the item to be available for sale.
  6. **Allow Discount** – Check this option if authorized users should be able to apply a discount on this item.
  7. **Course** – (Recommended for restaurants) Select whether the item is an appetizer, main dish, side dish, or dessert. This helps send the correct instructions to the kitchen.  

  8. **Force Instruction** – Requires the waiter to choose a preparation method (e.g., for steak: *Well Done, Medium Rare*, etc.).
  9. **Force Supplement** – Requires the waiter to choose supplements (e.g., for a family pizza: *olives, mushrooms*, etc.).
  10. **Supplements Included** – Define the number of supplements included in the price (if any).
  11. **Items Left** – Define the stock quantity for the item. This will appear on the Bon when the product is chosen, to avoid selling items that are out of stock.
  12. **Item Color** – Select the background color of the item icon as it will appear on the Bon.
  13. **Picture** – Instead of colors, you can assign an image. Click this option to select from the image gallery provided by Optima POS.
  14. **Print to Kitchen** – Sends the order to a remote printer (usually in the kitchen). After checking this option, select the target printer. (See the Printers section in this manual for more details.)
  15. **Kitchen Description** – If the kitchen description should differ from the guest Bon description, enter the kitchen-specific text here.
  16. **Bar Code** – Allows scanning a product's barcode for quick selection instead of searching in the item list.

## Price Lists

After entering the price in the Price field (as explained earlier), the middle window at the top will display this price together with the Regular price list on the left and All under the Outlet list.

You can:

- Add a price list (e.g., OTH or Happy Hour) by clicking the  icon.
- Set a different price for the same product in different outlets by using the same option.
- Delete a price list that is not relevant by clicking the  icon.

Price Code	Price	Outlet
Regular	60.00	all
Happy Hour	30.00	all

A more detailed explanation about price lists will be provided in a separate chapter of this manual.

***You can view the list of available price lists in the System Setup under Setup #303 (Price Codes).***



## Discount Reasons

Special discounts for this item can be defined in the Discount Reasons table. This option can be used, for example, to give discounts to staff members, group leaders, and similar cases.

- To add a discount reason, click the  icon.
- To remove a discount reason, click the  icon.
- After adding a reason, set the discount percentage in the % Dis field.

Discount Reason	% Dis
Discount FB 15%	15,00


A more detailed explanation about discounts will be provided in a separate chapter of this manual.

**You can view the list of discount reasons  
in the System Setup under Setup #501  
(Discount Reasons).**

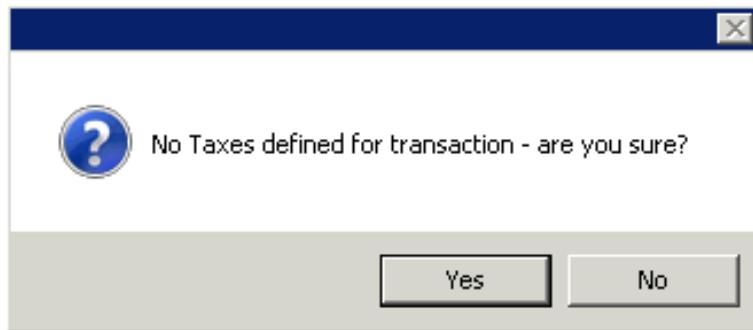


## Tax Code

The tax for each item must be defined according to the laws of the country where the Optima POS system is operating.

Tax Code:	V.A.T.	MAT
		

If no tax is defined for a specific item, the system will display a warning message.

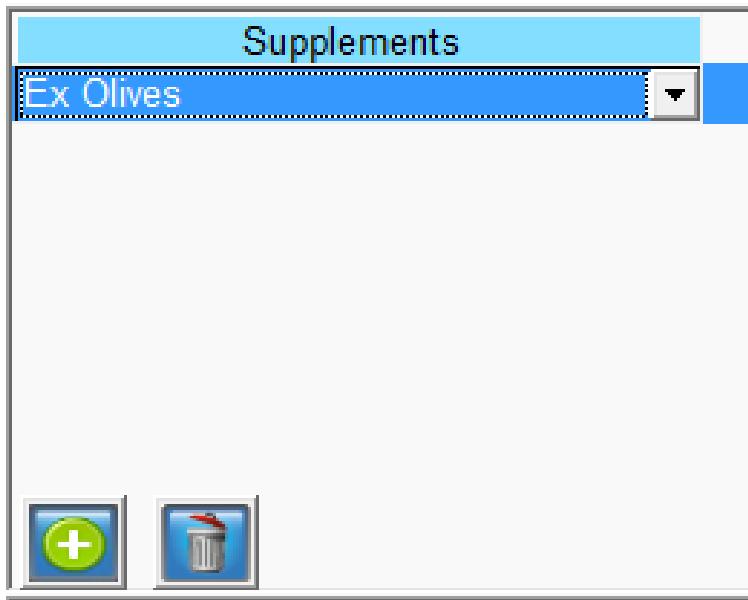


## Item Supplements

If an item can be served with different supplements (with or without an extra charge), you can predefine the possible supplements for that item.

For example:

- For a *Family Pizza*, the user can choose a supplement based on the customer's request: *olives, anchovies, etc.*



You can view the list of possible supplements in the System Setup under Setup #206 (Supplements).



## Preparation Instructions

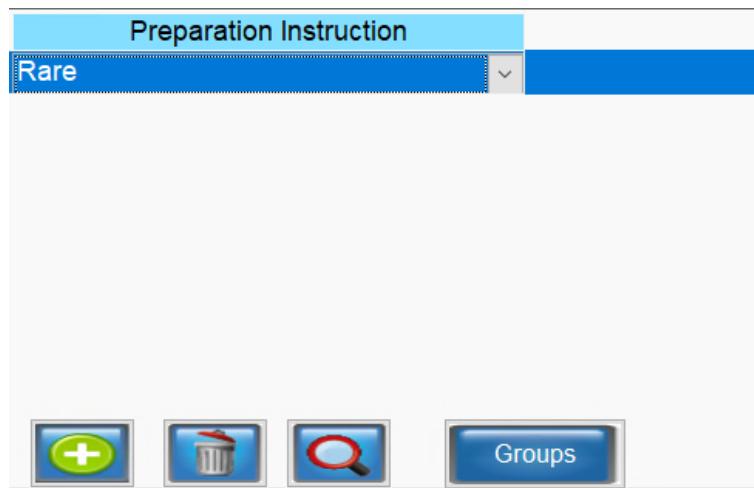
If an item can be served with specific preparation instructions based on the customer's request, you can predefine these instructions in the system.

For example:

- For a *steak*, the waiter must select the cooking method: *Well Done, Medium Rare, etc.*

It is also possible to define **groups of preparation instructions** and add them all at once using the **Groups icon**.

A more detailed explanation about this will be provided in a separate chapter of this manual.



You can view the list of available instructions in the System Setup under Setup #205 (Instructions).



After completing the relevant settings, save the data by clicking the  icon (saves the data) or the  icon (saves the data and returns to the previous screen).

You can view the list of available instructions in the System Setup under Setup #205 (Instructions).



**After creating a new item, it must be linked to the relevant POS outlet (even if the hotel has only one outlet). This action is done in the Items screen by clicking the Link to POS outlet icon.**



Outlets For Item

## System Setup – Creating Item Supplements

Defining supplements for items is very similar to defining regular items.

First, you need to create an item group of type “**Supplements**.”

By default, such a group already exists in the system and can be viewed in **Setup #202 (Groups)**.

However, you can also create additional supplement groups as needed.

Trx Groups											
#	Main Group	Group Name		Short Name	Touch	Color	Picture	Order	Item / Supp	Default Unit	Default Units
92Food	Other Food	Other Food		Other Food	<input checked="" type="checkbox"/>			50	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00
93Food	Vorspeisen & Suppen	Vorspeisen		Vorspeisen	<input checked="" type="checkbox"/>			51	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00
94Food	Suppen	Suppen		Suppen	<input checked="" type="checkbox"/>			52	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00
95Food	Zwischen- gerichte	Zwischengericht		Zwischengericht	<input checked="" type="checkbox"/>			53	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00
96Food	Fleisch	Fleisch		Fleisch	<input type="checkbox"/>			54	<input type="radio"/> Item <input checked="" type="radio"/> Sup.		0,00
97Food	Fisch	Fisch		Fisch	<input type="checkbox"/>			55	<input type="radio"/> Item <input checked="" type="radio"/> Sup.		0,00
98Food	Klassiker	Klassiker		Klassiker	<input checked="" type="checkbox"/>			56	<input checked="" type="radio"/> Item <input type="radio"/> Sup.		0,00

Supplements are defined in **Setup #206 (Supplements)**.

In the screen that opens, you can view the list of supplements and edit them directly from this list, just like regular items.

Supplements												
Supplement Description	Type	Price	Allow Manual	Active	Clr	Picture	Order	Print To Kitchen	Print On Bon	Backoffice Number	Printer Name	Serial
Go Royal	Alcoholic Beve	2,00	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Bar	108
Frühstück Getränke	Beverage	2,10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		default	3000
Frühstück Getränke Che	Beverage	1,60	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		default	3053
morgen wein	Beverage	26,00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			3295
Riesling Gutswein	Beverage	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			3403
Anderra Sauvignon Blanc	Beverage	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			3404
Spätburgunder Rose	Beverage	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			3405
Bodensee Spätburgunde	Beverage	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			3406
Raspberry Martini	Beverage	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			3407
Bev	Beverage	22,00	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			3413
steakhouse French fries	Food	4,00	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		kitchen	1587
grünes Tomatenconfit	Food	3,50	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			1588
Sahne	Food	0,50	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		default	1643
Semmelbutter	Food	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	1967
Preiselbeeren	Food	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>			1968
zerlassene Butter	Food	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	1969
Chamignonnrahmensauc	Food	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	2227
Pommes frites	Food	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	2228
Zwiebelringe	Food	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	2442
Süßkartoffel Pommes	Food	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	2443
Curry-Grillgemüse	Food	3,50	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	2444
potato gratin	Food	4,00	<input type="checkbox"/>	<input checked="" type="checkbox"/>			0	<input checked="" type="checkbox"/>	<input type="checkbox"/>		kitchen	2445

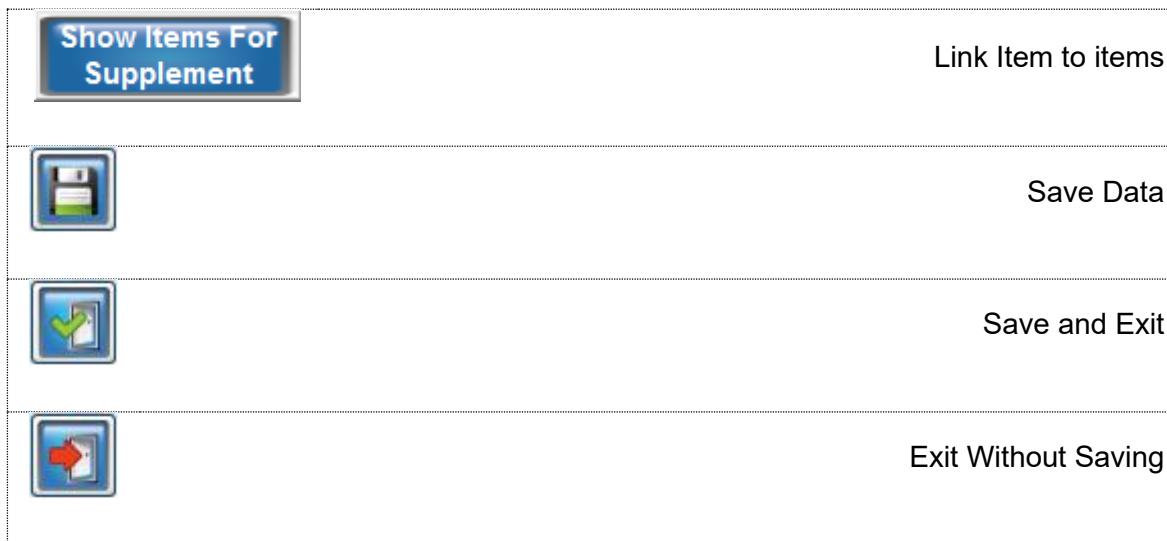


- **Supplement Description** – The full name of the supplement as it will appear on the guest Bon and in the kitchen instructions.

- **Type** – The type of the supplement: *Food, Beverage, Alcoholic, or Other*.
- This field is used for statistical reports.
- **Price** – The standard price of the supplement. If the supplement is free of charge, set the price to **0**.
- **Allow Manual** – If checked, authorized users can change the price of the supplement directly on the Bon.
- **Active** – If checked, the supplement is available for sale. If unchecked, it will not appear in the item list.
- **CLR (Color)** – The background color of the supplement icon as it will appear on the Bon.
- **Picture** – Instead of using colors, you can assign an image. Click the box to select from the image gallery provided by Optima POS.
- **Order** – The display order of the supplement compared to other supplements on the Bon screen.
- **Print to Kitchen** – Defines whether the supplement should be printed to the kitchen printer.

At the bottom of the screen, you can perform the following actions:

	Add New Item
	Delete Item- only possible if the item has not been used
	Open Selected Item
	Print Item Screen
	Link Item to POS outlet



By clicking the  icon, you will open a screen very similar to the New Item screen.

**Supplement Detail**

Group: Supplements      Item Type: Food      Active:

Allow Manual:  Open for Sale:  Allow Discount:

Description: Sanne  
Kitchen Desc.: Sanne

Order: 0      Course:  1       2       3       4

Discount Item: Discount Food      OTH Item: OTH Food

Group for Mobile:

Price: 0.50      Points: 0      Commission %: 0

Included Supplement:

Bar Code:   
Item Color:  Picture:   
Picture URL:   
Print To Kitchen?:  Print on Bon:  Restrict to no guests:   
Printer Name: default  
Backoffice no.:   
Backoffice 2.:   
Number of Units:  Unit:

Price Code	Price	Outlet
Regular	0.50 all	<input type="button" value=""/>

Taxes  
Tax Code: VAT 19%      VAT:

- Group** – Select the supplement group to which the new supplement belongs.
- Item Type** – Choose the type of the supplement: *Food, Beverage, Alcoholic, or Other*.
  - This field is required for statistical reporting.
  - Once selected, the **Discount Item** and **OTH Item** fields will be filled in automatically, for use with discounts and OTH operations on the Bon.

3. **Description** – Enter the full name of the supplement as it should appear on the guest Bon and in the kitchen printout.
  4. **Price** – Enter the standard selling price of the supplement.
  5. **Active / Open For Sale** – Must be checked for the supplement to be available for sale.
  6. **Allow Discount** – Check this option if authorized users should be able to apply a discount on this supplement.
  7. **Course** – (Recommended for restaurants) Define the course type: appetizer, side, main dish, or dessert. This helps the kitchen receive proper instructions.  

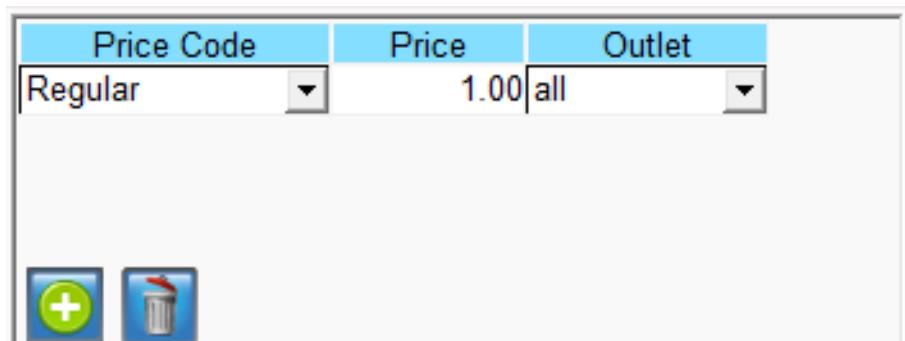
  8. **Order** – Enter the display order of the supplement compared to other supplements on the Bon.
  9. **Item Color** – Choose the background color of the supplement icon as it will appear on the Bon.
  10. **Picture** – Instead of a background color, you can assign an image. Click the option to select from the Optima POS image gallery.
  11. **Print to Kitchen** – If the supplement should be sent to the kitchen printer, check this option and select the target printer.
- For more details about setting up printers, see the dedicated section later in this manual.

## Price Lists

After entering the price in the Price field (as explained earlier), the middle panel at the top will display this price together with the Regular price list on the left and All in the Outlet list.

You can:

- **Add a price list** (for example OTH or Happy Hour) by clicking the  icon.
- **Set a different price** for the same supplement in different outlets using the same option.
- **Delete a price list** that is not relevant by clicking the  icon.



A more detailed explanation about price lists will be provided in a separate chapter of this manual.

*You can view the list of available price lists in the System Setup under Setup #303 (Price Codes)*



*Just like with a regular item, after creating a supplement it must be linked to the relevant POS outlet (even if the hotel has only one outlet).*

*This is done in the Supplements screen by clicking the Link to POS outlet icon.*



Outlets For Item

## System Setup – Preparation Instructions for Items

Defining preparation instructions is very similar to defining supplements for items, but the process is much simpler.

As a first step, it is recommended to create an **Instruction Group** in **Setup #207 (Instruction Groups)**.

Instructions Groups		Description	Order
Group			
Cake	Cake		1
Add ons	Add ons		2

Adding such a group is done by clicking the  icon, then defining the group code and its full description.

The display order of the preparation instructions can be set in the Order field.

You can delete a preparation instruction group by clicking the  icon, or print the groups by clicking the  icon.

After creating the required groups, go to **Setup #205 (Instruction)**.

Instructions							
Instructions GRP	Instruction Code	Instruction Description	Kitchen Description	Print on Bon	Color	Pic	Order
Gluten	Gluten Allergie	Gluten Allergie	Gluten Allergie	<input checked="" type="checkbox"/>			0
gone	gone	gone	gone	<input type="checkbox"/>			0
Lactose	Lactose Intolleranz	Lactose Intolleranz	Lactose Intolleranz	<input checked="" type="checkbox"/>			0
Medium	Medium	Medium	Medium	<input checked="" type="checkbox"/>			0
Medium Rar	Medium Rare	Medium Rare	Medium Rare	<input checked="" type="checkbox"/>			0
Medium Wel	Medium Well	Medium Well	Medium Well	<input checked="" type="checkbox"/>			0
Rare	Rare	Rare	Rare	<input checked="" type="checkbox"/>			0
Holli	Sauce Hollandaise	Sauce Hollandaise	Sauce Hollandaise	<input checked="" type="checkbox"/>			0
Butter	Semmel Butter	Semmel Butter	Semmel Butter	<input type="checkbox"/>			0




[Outlets For Instructions](#)
[Translations](#)




To create a new preparation instruction, click the  icon and then define the following fields:

- **Instruction GRP** – The instruction group to which this item belongs.
- **Instruction Code** – The code of the preparation instruction.
- **Instruction Description** – The full name of the preparation instruction.
- **Kitchen Description** – The description as it should appear in the kitchen.
- **Print To Bon** – Check this box if you want the instruction to also appear on the guest Bon.
- **Color** – The background color of the instruction icon as it will appear on the Bon.
- **Pic** – Instead of using colors, you can assign an image. Click the box to select from the Optima POS image gallery.
- **Order** – The display order of this preparation instruction compared to the others on the Bon.

At the bottom of the screen, you can also:

- Delete a preparation instruction using the  icon.
- Print the list of preparation instructions using the  icon.
- Link the preparation instructions to the POS outlet using the  option.

## System Setup – Price Lists

You can define multiple prices for the same item at the Outlet level, but you can also set prices on an additional level.

For example:

- In addition to the **regular price**, you can define a special price for specific times, such as **Happy Hour**.
- You can define **OTH price lists** for hotel staff.
- You can also create **promotion price lists** for sales campaigns.

Price lists are defined in **Setup #303 (Price Codes)**.

Price Codes			
Price Code	Description	Type	Valid
regular	regular	Regular	<input checked="" type="checkbox"/>
HH	Happy Hour	Happy Hour	<input checked="" type="checkbox"/>
regular re	regular( rest. - price )	All Inclusive	<input checked="" type="checkbox"/>
promo1	promo 1	Promotion	<input checked="" type="checkbox"/>
promo2	promo 2	Promotion	<input checked="" type="checkbox"/>

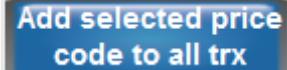
 Add selected price code to all trx including price amounts
Add selected price code to all trx
  

You can add a new price list by clicking the  icon. Then enter the following details:

- **Price Code** – The code of the price list.
- **Description** – The description of the price list.
- **Type** – The type of the price list.
- **Valid** – Defines whether the price list is active.

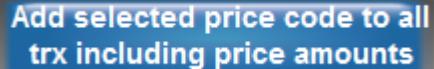
After entering the new price list, make sure to save it.

Add selected price  
code to all trx

You can add this price list to all items in the system by clicking the  icon.

It is also possible to add this price list to all items in the system **with the default price taken from**

Add selected price code to all  
trx including price amounts

**the Regular price list** by clicking the  icon.

After that, you can open a specific item and define its price for each price list in the system.

Price Code	Price	Outlet
Regular	60.00	all
Happy Hour	30.00	all

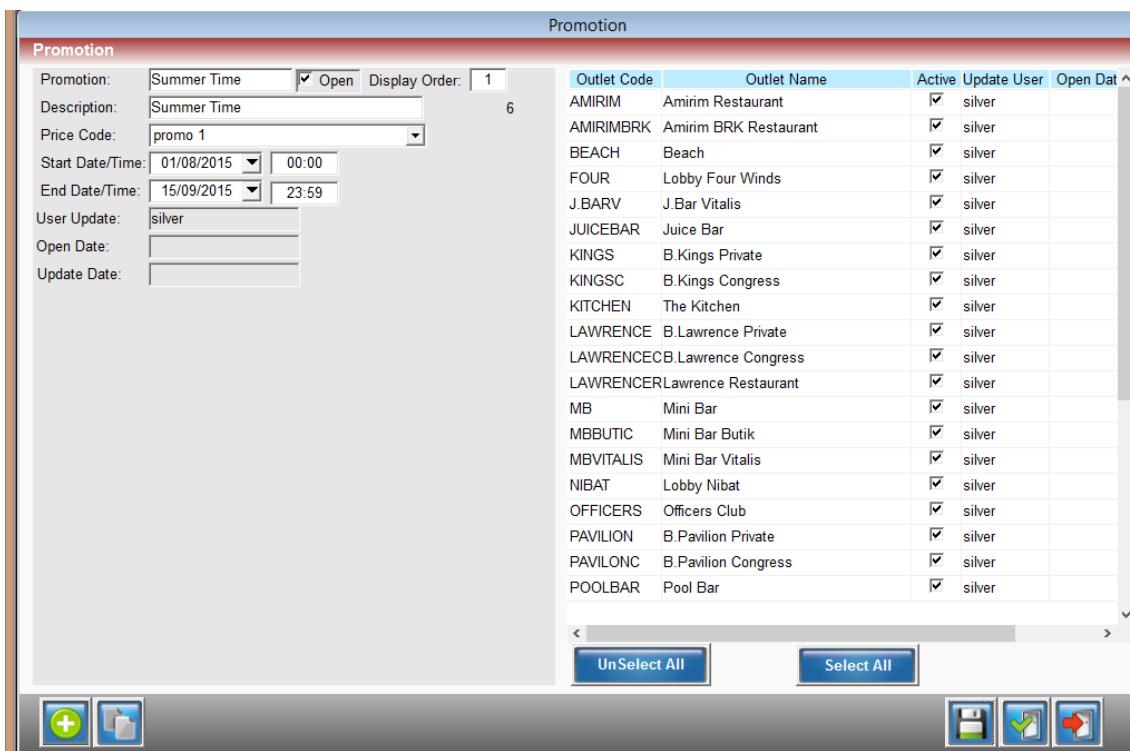
  

## System Setup – Promotion Price Lists

If, during a certain period (specific hours, days, or dates), you want to sell certain items at different prices, you can define the active time range for these price lists using Setup #310 (Promotions).

Click the  icon to open the screen for adding a new promotion period.



First, define:

- **Promotion Code** – The code of the promotion period.
- **Description** – The description of the promotion.
- **Price Code** – The relevant price list, as defined in the price list settings.

Next, set the date and time range when the promotion will be valid. On the right side of the screen, you can also define the POS outlets where the promotion will apply. By default, the promotion is set to all POS outlets, but you can exclude specific ones if needed.

## System Setup – Void Reasons

When entering items on a guest Bon, mistakes or other reasons may occur that require removing an item from the Bon. To manage this properly, you can define reasons for voiding items.

These reasons are set up in Setup #503 (Void Reasons).

Void Reasons			
Reason Code	Description	Deleted	
CO	complaint / Beschwerde	<input type="checkbox"/>	
DI	falsche Anzahl	<input type="checkbox"/>	
MI	falscher Artikel	<input type="checkbox"/>	
PF	Pfand	<input type="checkbox"/>	
TE	TEST	<input type="checkbox"/>	
ZA	falsche Zahlungsart	<input type="checkbox"/>	

+





- To add a reason, click the  icon. A new row will open where you can enter:
  - Reason Code – The code of the reason.
  - Description – The full description of the reason.
- To remove an existing reason, mark the Delete option in the relevant row.

## System Setup – OTH

First, you need to define the main reasons for giving OTH (on the house) items to customers or employees.

It is important to distinguish between personal use of POS items and business use. You can define up to three Category reasons. These are set in Setup #402 (OTH Categories).

Categories							
Category Code	Category Name	Business	Add to Staff Credit	Picture Name	Active	Picture	
E.N.T	Entranet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	logos\Beer1.bmp	<input checked="" type="checkbox"/>		
O.T.H	Private	<input type="checkbox"/>	<input checked="" type="checkbox"/>	logos\Drink4.bmp	<input checked="" type="checkbox"/>		
Other	Others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	logos\tree.jpg	<input checked="" type="checkbox"/>		




By clicking the  icon, a new row will appear where you can define:

- **Category Reason** – The code of the reason.
- **Category Name** – The full name of the reason.
- **Business** – Select this option if the reason is business-related.
- **Add to Staff Credit** – Select this option if the reason is for personal use; the charge will then be recorded under the employee's account.
- **Picture Name** – You can also add a relevant image here.

If you want to remove a reason, simply uncheck the **Active** box in the relevant row.

After the main reasons have been defined, you must also set up the secondary reasons.

These are configured in Setup #403 (OTH Reasons).

OTH Reasons			
Reason Code	Description	Deleted	
01	Der Tour	<input type="checkbox"/>	
02	House Use	<input type="checkbox"/>	
03	HP Freiplatz	<input type="checkbox"/>	
04	Promotion	<input type="checkbox"/>	
05	Royal Network	<input type="checkbox"/>	
06	Gutschein via GM (Comp)	<input type="checkbox"/>	
07	Kundengespräch	<input type="checkbox"/>	
08	Site Inspection	<input type="checkbox"/>	
09	Internes Meeting	<input type="checkbox"/>	
10	Mitarbeitergespräch	<input type="checkbox"/>	
11	MOD	<input type="checkbox"/>	
12	Service-Küchenrunde	<input type="checkbox"/>	
13	Produktprobe / Probekochen	<input type="checkbox"/>	
14	Service Check	<input type="checkbox"/>	
15	Schulung / Training	<input type="checkbox"/>	
16	VIP-Treatment	<input type="checkbox"/>	
17	Welcome Drink	<input type="checkbox"/>	
18	Externe Geschäftspartner	<input type="checkbox"/>	
19	Inhouse-Experience	<input type="checkbox"/>	
20	Leonardo Advantage	<input type="checkbox"/>	
21	Gastbeschwerde FO/HSK (GS)	<input type="checkbox"/>	
22	Vorstellungsgespräch	<input type="checkbox"/>	
23	Gastbeschwerde F&B	<input type="checkbox"/>	
24	Walk Out	<input type="checkbox"/>	

By clicking the  icon, a new row will appear where you can define:

- **Reason Code** – The code of the reason.
- **Description** – The full name of the reason.

If you want to remove a reason, mark the **Deleted** field in the relevant row.

## OTH Users

After all the reasons have been entered, you must define the employees authorized to use OTH — meaning, those who are allowed to consume POS items free of charge for the defined reasons.

The list of employees is set up in Setup #401 (OTH Staff).

Staff List											
	Last Name:	First Name:									
Staff Id	Last Name	First Name	Open Date	Close Date	OTH	Credit Limit	Private	Business	Timestamp	Update	User
121	Bartel	José	03.06.2025 00.00.0000		<input checked="" type="checkbox"/>	1.000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	03.06.2025 14:10:54	11.12.2024	12:18:11
99	Bartschow	Juliane	18.02.2020 00.00.0000		<input type="checkbox"/>	500	<input type="checkbox"/>	<input type="checkbox"/>	11.12.2024 08:53:21	03.06.2025	12:18:11
86	Bartsch	René	14.12.2017 00.00.0000		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	12.12.2024 08:53:21	03.06.2025	12:18:11
21	Bauer	Yvonne	28.09.2011 00.00.0000		<input type="checkbox"/>	500	<input type="checkbox"/>	<input type="checkbox"/>	09.06.2015 12:35:4	11.12.2024	12:18:11
104	Baumgärtel	Justin	04.01.2023 00.00.0000		<input type="checkbox"/>	1.000	<input type="checkbox"/>	<input type="checkbox"/>	09.06.2015 12:35:4	11.12.2024	12:18:11
44	Berkel	Jones	28.11.2013 00.00.0000		<input type="checkbox"/>	100	<input type="checkbox"/>	<input type="checkbox"/>	09.06.2015 12:35:4	11.12.2024	12:18:11
117	Bergmann	Uwe	06.01.2025 00.00.0000		<input checked="" type="checkbox"/>	1.000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	06.01.2025 17:55:4	18.04.2018	17:26:5
70	Bergmann	Anne-Maria	20.07.2015 00.00.0000		<input type="checkbox"/>	100	<input type="checkbox"/>	<input type="checkbox"/>	06.01.2025 17:55:4	18.04.2018	17:26:5
38	Berndt	Kathrin	17.07.2013 00.00.0000		<input type="checkbox"/>	100	<input type="checkbox"/>	<input type="checkbox"/>	30.03.2016 13:18:3	21.11.2018	09:16:51
81	Bösen	Yvonne	22.02.2017 00.00.0000		<input checked="" type="checkbox"/>	1.000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	21.11.2018 09:16:51	18.04.2018	17:26:5
84	Böhl	Lukas	29.05.2017 00.00.0000		<input type="checkbox"/>	100	<input type="checkbox"/>	<input type="checkbox"/>	18.04.2018 17:26:5	18.04.2018	17:26:5
12	Borchert	Jana	13.02.2010 00.00.0000		<input type="checkbox"/>	500	<input type="checkbox"/>	<input type="checkbox"/>	09.06.2015 12:35:4	12.12.2024	08:53:21
92	Brenz	Marcus	13.07.2018 00.00.0000		<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	11.12.2024 12:18:11	03.06.2025	12:18:11
6	Brosig	Markus	03.09.2009 00.00.0000		<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11.12.2024 12:18:11	03.06.2025	12:18:11
60	Bucher	Jean	31.10.2014 00.00.0000		<input type="checkbox"/>	500	<input type="checkbox"/>	<input type="checkbox"/>	06.06.2019 18:22:3	01.06.2024	00:06:56
39	Buckley	Chris	16.08.2013 00.00.0000		<input type="checkbox"/>	500	<input type="checkbox"/>	<input type="checkbox"/>	11.12.2024 12:18:11	03.06.2025	12:18:11
93	Christiansen	Katharina	13.07.2018 00.00.0000		<input type="checkbox"/>	100	<input type="checkbox"/>	<input type="checkbox"/>	11.12.2024 12:18:11	03.06.2025	12:18:11
52	Chodzko	Hector	16.06.2014 00.00.0000		<input checked="" type="checkbox"/>	100	<input type="checkbox"/>	<input type="checkbox"/>	21.11.2018 09:15:2	11.12.2024	12:18:11
97	Danner	Vito	22.07.2019 00.00.0000		<input checked="" type="checkbox"/>	1.000	<input type="checkbox"/>	<input type="checkbox"/>	04.01.2023 15:58:1	12.12.2024	08:53:21
43	Dengenbach	Daniela	14.10.2013 00.00.0000		<input type="checkbox"/>	1.000	<input type="checkbox"/>	<input type="checkbox"/>	06.06.2019 18:22:3	03.06.2025	12:18:11
106	Dickie	John	01.03.2023 00.00.0000		<input type="checkbox"/>	100	<input type="checkbox"/>	<input type="checkbox"/>	06.06.2019 18:22:3	03.06.2025	12:18:11
18	Dreher	Sandra	12.05.2010 00.00.0000		<input checked="" type="checkbox"/>	500	<input type="checkbox"/>	<input type="checkbox"/>	06.06.2019 18:22:3	03.06.2025	12:18:11
32	Fellai	David	01.09.2009 00.00.0000		<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	06.06.2019 18:22:3	09.11.2021 09:41:0	03.06.2025
41	Fogel	Xavier	23.09.2013 00.00.0000		<input type="checkbox"/>	100	<input type="checkbox"/>	<input checked="" type="checkbox"/>	09.11.2021 09:41:0	03.06.2025	12:18:11

 Show Log for staff
Show inactive staff
Outlets For Staff
(No outlets selected means - permit for all outlets)




By clicking the  icon, a new row will open in the list. In this row, enter the following details:

- Last Name** – The employee's last name.
- First Name** – The employee's first name.
- Open Date** – The start date of the employee's activity (default is today).
- Close Date** – If the employee is scheduled to leave on a certain date, enter it here. After that date, the employee will no longer be able to use OTH. Normally, this field can be left as is.
- OTH** – Defines that the employee is allowed to use OTH (checked by default).
- Credit Limit** – The maximum amount the employee is authorized to use for personal consumption of hotel items.
- Private** – If checked, the employee can use items for private/personal purposes.
- Business** – If checked, the employee can use items for business purposes.
- Card Info** – If the hotel uses magnetic cards for identification, the employee card can be swiped here.
- Timestamp / Update User** – Shows the name of the user who last modified the row, along with the date and time of the change.

If you want to see the full history of changes made to an employee's settings, select the row and click the  icon.

By default, all employees defined here are allowed to use the OTH option at all POS outlets.

If you want to restrict a specific employee to certain outlets only, use the **Outlet for Staff icon** to define at which POS outlets the employee is allowed to use OTH.

## System Setup – Discount Reasons

You can predefine **reasons for discounts** on a guest's Bon. This setup allows you to review the discounts given and analyze them later.

Discount reasons are defined in **Setup #501 (Discount Reasons)**.

Discount Reasons													
Reason Code	Description	Default Discount %	Allow change Percent Manually	Id Mandatory	Del	Guest Category	Trx Discount Food	Copy food To All Trx in row	Trx Discount Bev	Trx Discount Alc.Bev	Trx Discount Other	Copy To All Rows	Order For Reports
1	Staff	50.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input checked="" type="checkbox"/>	-	-	-	<input type="checkbox"/>	
10	Club Member	10.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input checked="" type="checkbox"/>	-	-	-	<input type="checkbox"/>	0
11	Owners Family	10.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input checked="" type="checkbox"/>	-	-	-	<input type="checkbox"/>	0
12	Owner	10.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input checked="" type="checkbox"/>	-	-	-	<input type="checkbox"/>	0

Many of the fields available in this screen might me not available in your region.

By clicking the  icon, a new row will open in the list. In this row, enter the relevant details as follows:

- **Reason Code** – The code of the discount reason.
- **Description** – The description of the reason.
- **Default Discount %** – The default discount percentage.
- **Allow Change Percent Manually** – Defines whether an authorized user can manually change the discount percentage if needed.
- **Del** – If you want to remove a discount reason, mark this field.

## System Setup – Tables

When setting up a POS outlet, you must decide whether it will operate in “Restaurant Mode” with tables, or in “Store Mode.”

- In Restaurant Mode, the main screen displays the guest tables. When guests arrive, a table must be opened, and the Bon is managed through that table.
- In Store Mode, there are no tables. The opening screen is the Bon screen, where each Bon is opened, closed immediately, and then a new Bon is created.

The setup of each outlet and its mode is configured by the Priority support team.

This chapter will focus on POS outlets that use tables.

In general, tables can be easily created in Setup #302 (Tables).

By clicking the  icon, a new row will open in the list. In this row, first fill in the required fields:

- **Table Name** – The name of the table (can also be a number).
- **Order** – The display order of the table compared to other tables.
- **Color** – The color of the table (if different from the default that was defined).
- **Round** – Defines whether the table is round (default is square). This field is relevant only for POS outlets that work with a **Chart** (explained later).

You can also view the following information for each table:

- **Last Open Check** – The number of the last check that was open at this table.
- **Open** – Indicates whether the table is currently open with guests.
- **Waiter** – The last waiter who handled this table.
- **Time Entered** – The last time the table was opened.
- **Time Exit** – The last time the table was closed.

- **Windows User** – The name of the Windows user who last worked on this table.

The fields **Round** and **Section** will be explained later in this manual.

Tables												
Table Serial	Table Name	Order	Color	Round	Last Open Check	Open	Waiter	Time Entered	Time Exit	Windows User	Section	
1311	1 Checkers	1		<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	155	08/11/2013 14:29:44	08/11/2013 14:30:08	hpos09		
362	1 Checkers	1		<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	155	08/11/2013 14:29:44	08/11/2013 14:30:08	hpos09		







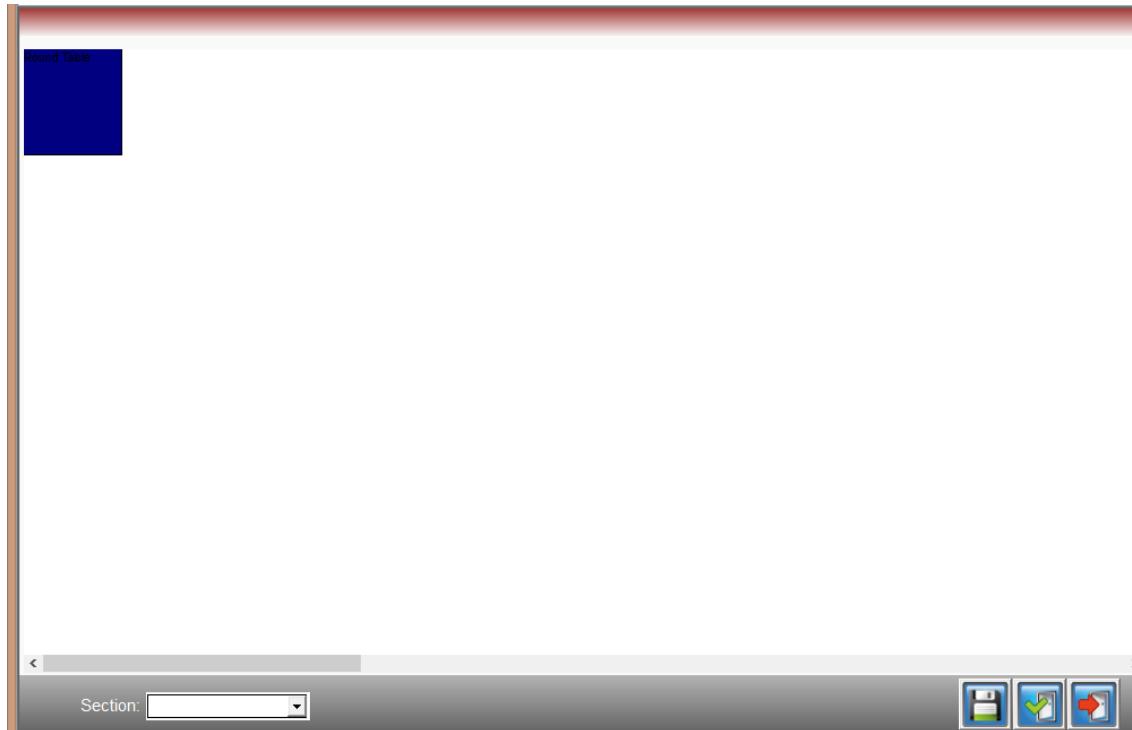




You can customize the **home screen of the POS outlet** so that it resembles the actual layout of tables in the dining area.

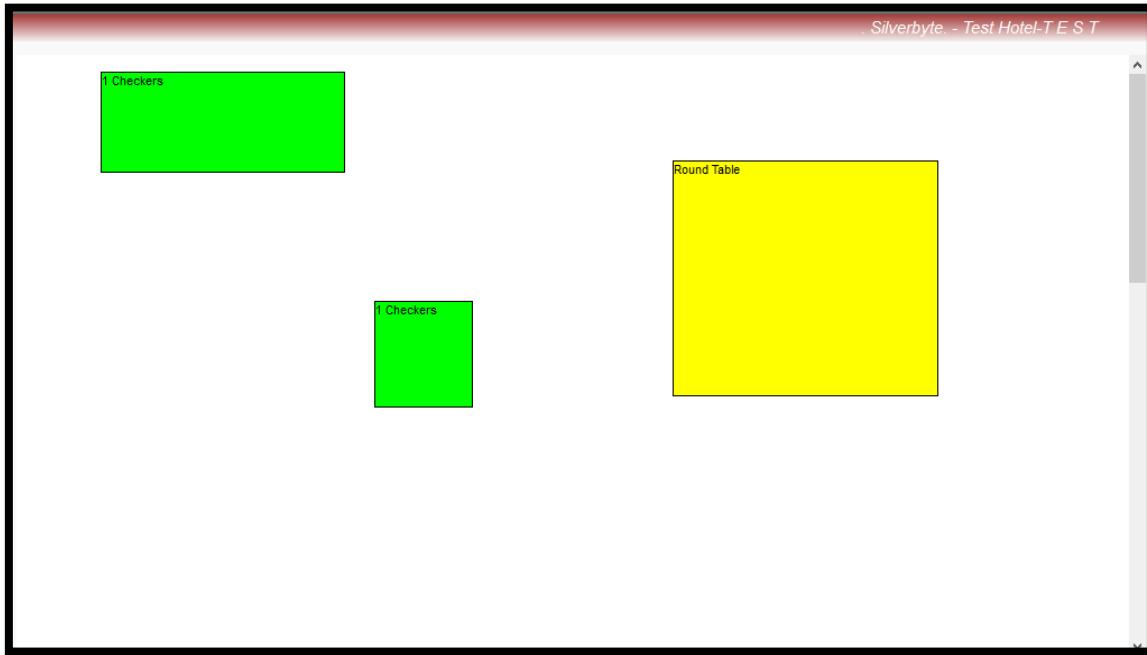
This is done using the Chart icon at the bottom of the screen.

By clicking this icon, you can view all the tables displayed on top of each other.

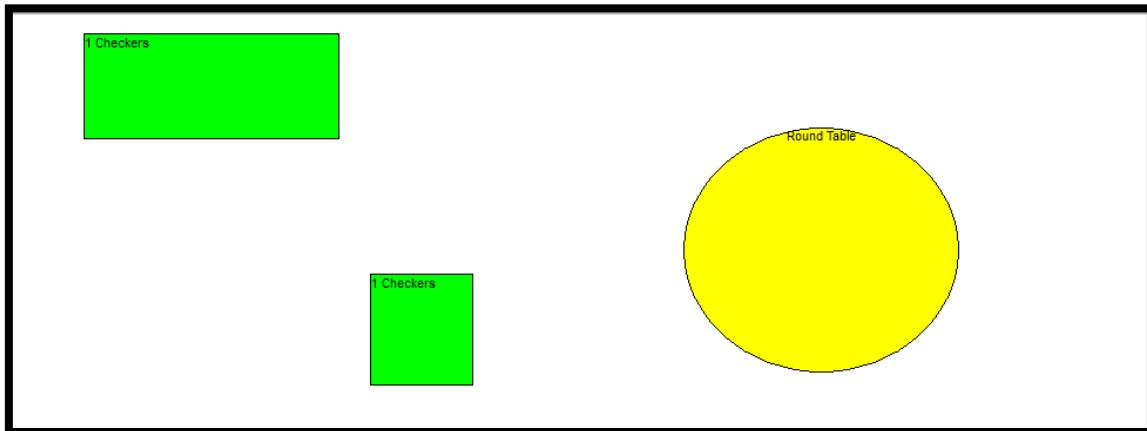


Now all that remains is to drag the tables to their desired position on the workspace screen. You can also adjust the size of a table by dragging the edge of the square to the required dimensions.

When finished, make sure to save the data.



After that, the design can be made as varied and visually appealing as desired – all depending on the creativity of the person setting up the system.



In POS outlets with many tables, you can also divide the tables into **sections**.

For example: A bar outlet serving guests at the main bar (10 tables), Guests at the pool area (20 tables), Guests in the garden next to the pool (10 tables).

In such cases, it can be difficult to manage all tables on a single screen.

Therefore, the tables can be organized by Sections, as shown in the image.

This way, you can view all tables together, or only the tables that belong to a specific section.

	All Tables	Pool	Bar	Balcony							Silverbyte - Te
Bar 1	1 CHECKERS	10	1	Bar 1	1	1	1	1	2 CHECKERS	11	
2	2	Bar 2	Bar 2	2	Bar 3	12	3	3	3 CHECKERS	3 CHECKERS	
3	Bar 4	13	4 CHECKERS	4	Bar 4	4	4	5 CHECKERS	Bar 5		
5	5	14	5	Bar 5	Bar 6	15	6	Bar 6	6		
6	6 CHECKERS	7	Bar 7	7 CHECKERS	7	16 TRANS	7	Bar 7	21		

You can create table sections in Setup #308 (Table Sections). By clicking the  icon, a new row will open in the list.

Sections												
ID	Section Description			Outlet	X	Y	Width	Height				
1	section1			Amirim Restaurant	-41	-88	1444	546				
38	poolbar1			Pool Bar	-41	-88	4155	902				
36	lobby A			RESTAURANT	83	-36	1421	1442				
37	lobby B			RESTAURANT	1847	4	1074	1510				
39	poolbar2			Pool Bar	-41	-88	2527	1286				
41	carmit			B.Kings Congress	773	364	2729	1316				
43	sifria			B.Kings Private	859	392	2437	1080				
44	Pool			Beach	0	0	0	0				
45	Bar			Beach	0	0	0	0				
46	Balcony			Beach	0	0	0	0				








At this stage, you must enter the Section Name and the POS Outlet to which it belongs.

If you are working with the table layout design described earlier in this chapter, you can also define a drawing (for example, a pool) by entering its position (X and Y fields) and its size (Width and Height).

This rectangular shape will appear in the Table Layout Chart.

From this screen, you can also define the tables linked to each section by selecting a specific section and clicking the Connected Tables icon.

Sections						
ID	Section Description	Outlet	X	Y	Width	Height
1	section1	Amirim Restaurant	-41	-88	1444	546
38	poolbar1	Pool Bar	-41	-88	4155	902
36	lobby A	RESTAURANT	83	-36	1421	1442
37	lobby B	RESTAURANT	1847	4	1074	1510
39	poolbar2	Pool Bar	-41	-88	2527	1286
41	carmit	B.Kings Congress	773	364	2729	1316
43	sifria	B.Kings Private	859	392	2437	1080
44	Pool	Beach	0	0	0	0
45	Bar	Beach	0	0	0	0
46	Balcony	Beach	0	0	0	0


Another way to link tables (after defining the Sections) is through the Table Setup screen in Setup #302 (Tables).

In the Section field, you can assign each table to the section it belongs to.

Tables													
Table Serial	Table Name	Order	Color	Round	Last Open Check	Open	Waiter	Time Entered	Time Exit	Windows User	Section		
113	1 CHECKERS	1			0	<input checked="" type="checkbox"/> silver silver	23/08/2015 10:02:35	23/08/2015 10:04:54	Iiron				
1514	Bar 1	1			0	<input checked="" type="checkbox"/> pool test	31/05/2015 10:17:44	31/05/2015 10:18:30	Carmit				
1124	10	1			0	<input checked="" type="checkbox"/> silver silver	08/12/2015 16:54:22	08/12/2015 16:54:32	tamar	Bar			
1126	1	1			0	<input checked="" type="checkbox"/> ינ'ה נור	23/08/2015 10:05:00	23/08/2015 10:05:39	Iiron	Pool			
1346	1	1			0	<input checked="" type="checkbox"/> silver silver	08/12/2015 16:54:35	08/12/2015 16:54:44	tamar	47			
1185	Bar 1	1			0	<input checked="" type="checkbox"/> silver silver	23/08/2015 09:46:30	23/08/2015 09:46:34	Iiron				
1586	1	1			0	<input checked="" type="checkbox"/> silver silver	05/08/2015 09:06:00	05/08/2015 09:08:40	Carmit				
1494	1	1			0	<input checked="" type="checkbox"/> silver silver	23/08/2015 09:46:46	23/08/2015 09:48:40	Iiron				
114	2 CHECKERS	2			0	<input checked="" type="checkbox"/> 358	08/02/2015 12:35:45	08/02/2015 12:47:06	Iiron				
1515	Bar 2	2			0	<input checked="" type="checkbox"/> ינ'ה נור	23/08/2015 10:00:46		Iiron				
1127	11	2			0	<input checked="" type="checkbox"/> 120	04/03/2015 09:17:52	04/03/2015 09:18:04	Carmit	Balcony			
1347	2	2			0	<input checked="" type="checkbox"/> 164	15/11/2013 22:41:14	15/11/2013 22:50:41	hpos19				
1186	Bar 2	2			0	<input checked="" type="checkbox"/> silver silver	19/08/2015 08:49:05	19/08/2015 08:55:16	odelya				
1587	2	2			0	<input checked="" type="checkbox"/> ינ'ה נור	23/08/2015 10:06:45	23/08/2015 10:08:43	Iiron	Pool			
1495	2	2			0	<input checked="" type="checkbox"/> pool test	25/05/2015 17:55:46		Carmit				
115	3 CHECKERS	3			0	<input checked="" type="checkbox"/> silver silver	06/08/2015 09:27:46	06/08/2015 09:29:54	Carmit				
1516	Bar 3	3			0	<input checked="" type="checkbox"/> 133	25/10/2013 14:33:13	25/10/2013 14:33:35	hpos18				
1125	12	3			0	<input checked="" type="checkbox"/> 120	04/03/2014 15:23:26	04/03/2014 15:23:40	Mika				
1348	3	3			0	<input checked="" type="checkbox"/> silver silver	11/08/2015 13:39:21	11/08/2015 13:41:00	Carmit	Pool			
1588	3	3			0	<input checked="" type="checkbox"/> 94	16/11/2013 09:48:29	16/11/2013 09:48:42	hpos13				
1496	3	3			0	<input checked="" type="checkbox"/> 94	12/11/2013 08:41:11	12/11/2013 08:41:22	hpos13				
116	4 CHECKERS	4			0	<input checked="" type="checkbox"/> silver silver	15/11/2015 21:53:46	15/11/2015 21:54:08	Carmit				
1517	Bar 4	4			0	<input checked="" type="checkbox"/> pool test	05/08/2015 08:55:32	05/08/2015 08:56:03	Carmit				

## System Setup – Table Alerts

To better monitor open tables and provide improved service to customers at the POS Outlet, you can configure tables to change color based on their status and the time customers have been waiting for service.

This is done in Setup #307 (Table Alerts). In the available rows, you can define the time interval and the color to which the table will change after that time.

You can set alerts for the following cases:

1. A table has been opened, but no order has been placed within X minutes (10 minutes in this example).
2. No activity has been performed on the open table for X minutes (30 minutes in this example).
3. Items on the table should have been sent to the kitchen printer but were not printed within X minutes (5 minutes in this example).
4. A Bon was printed for the guest X minutes ago (10 minutes in this example), but the table has not yet been closed.

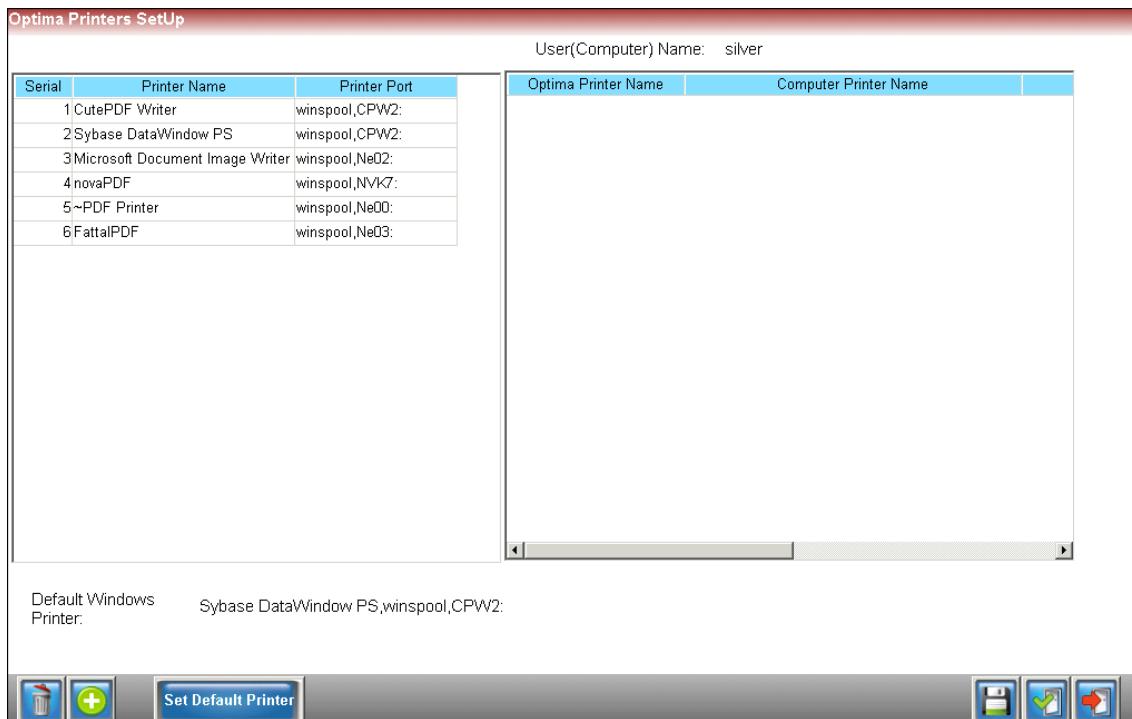
Alerts			
Code	Description	Interval (Minutes)	Table Color
1	The table is open but there are no orders	10	
2	No action performed in this open table	30	
3	Several items were not yet printed to kitchen	5	
4	Proforma was printed and table was not closed	10	


## System Setup – Printer Setup

To ensure that all printouts are sent to the correct printer, each POS station running Optima POS must be properly configured.

Printer setup is done in Setup #702 (Setup Printers).



In this screen, you will see that it is divided into two sides:

- On the left side, you can view all printers connected to the current Windows environment.
- On the right side, you can view all printers linked to Optima POS in this station.

As a first step, you must define the default printer for the Windows environment. This setting may already exist in the Windows configuration. To set it, select the desired printer from the list on the left side of the screen and click the **Set Default Printer** icon ( at the bottom of the screen). A confirmation message will appear, indicating that the printer has been successfully set as the default.

Next, you must configure the printers for Optima POS itself. This is done using the following steps:

1. Select the desired printer from the list on the left side of the screen.
2. Click the  icon. A new row will open on the right side of the screen.

3. The new row is also divided into two parts. Click on the left part (under the column *Optima Printer Name*) and choose the required printer.

Optima Printer Name	Computer Printer Name
default	
slip	
shva	
kitchen	
posreports	

4. Next, click on the right part of the row (under the column Computer Printer Name). The printer you selected in step 1 will then appear in the appropriate row.

Optima Printer Name	Computer Printer Name
default	CutePDF Writer



5. Click the  icon to save the entered data

***Regardless of the Windows default  
printer settings, the first printer that  
must be defined is the Default printer.***



**This means you need to select the desired printer and set its Optima Printer Name as Default.**

In the same way, you can also define different **kitchen printers** by selecting the printer type **Kitchen**.

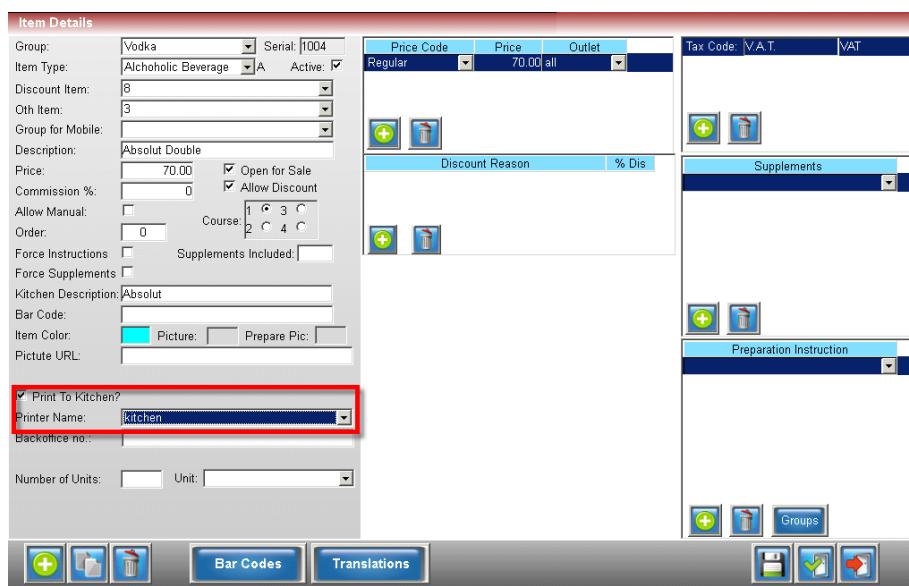
If there is a need to print items at more than one remote station (for example, a **meat kitchen** and a **dairy kitchen**), you must contact the **Priority support team** to create additional options under **Optima Printer Name**.

Optima Printer Name	Computer Printer Name	
default	CutePDF Writer	winspoc
<b>kitchen</b>	<b>novaPDF</b>	<b>winspoc</b>

After the printers have been properly configured, you can go to the **items** that should be printed at a remote station and define:

**Print To Kitchen** – whether the item should be sent to a remote printer.

**Printer Name** – which remote printer should be used for this item.



The screenshot shows the 'Item Details' section of the Optima POS interface. On the left, there is a large form with various fields for item configuration. In the bottom-left corner of this form, there is a checkbox labeled 'Print To Kitchen?' which is checked. Below it is a dropdown menu labeled 'Printer Name:' with the value 'kitchen' selected. The rest of the screen shows other tabs like 'Price Code', 'Tax Code', and 'Supplements' with their respective settings.

## System Setup – Users

Defining users is very important and is usually done by the hotel staff member responsible for system administration.

Users are the people who actually log in to the Optima POS software.

User setup is generally managed in the Optima PMS, and every user defined there will also appear in Optima POS.

However, in order for a user to actually work with the POS system, a few additional steps must be completed.

User configuration in Optima POS is done in Setup #601 (Users).

In this screen, you can view all users defined to work with the Optima POS system.

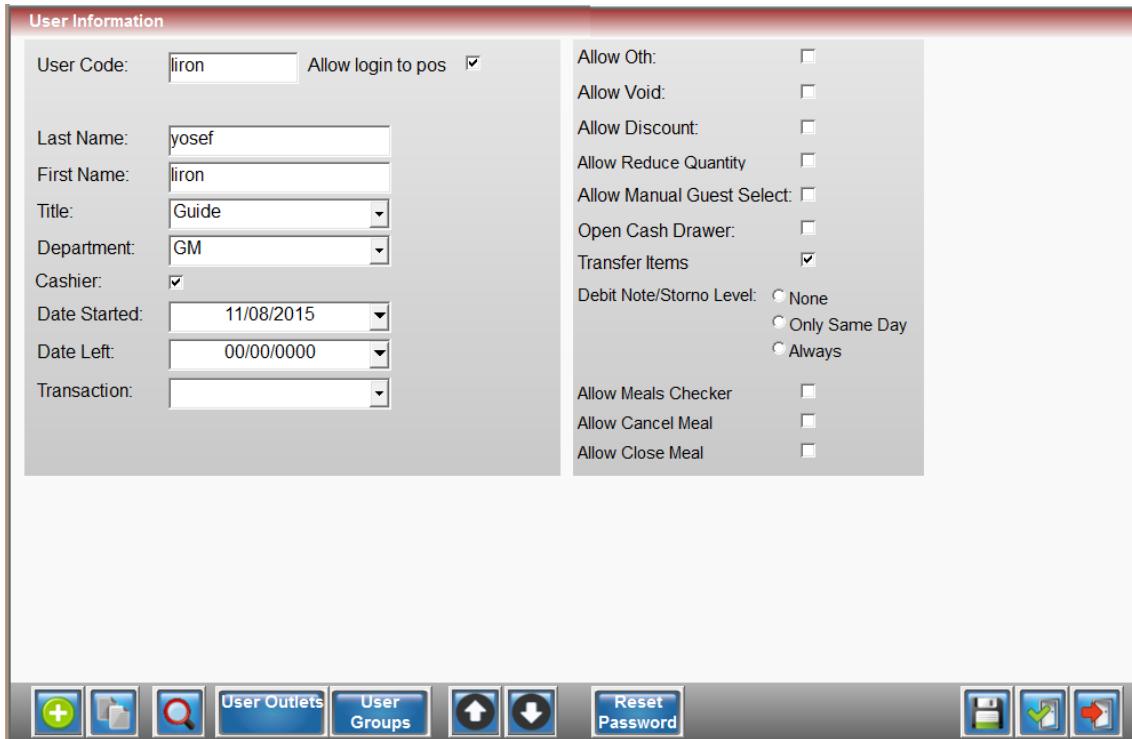
List of Users				
User Code	Last Name	First Name	Department	Allow login To Pos ^
kerenl	Amano	Keren	Reception	<input checked="" type="checkbox"/>
kobiben	Ben Shabat	Kobi	Reception	<input checked="" type="checkbox"/>
ladagr	Grosman	Lada	Management	<input checked="" type="checkbox"/>
laizado	Doitch	Laiza	Reception	<input checked="" type="checkbox"/>
limorda	Damari	Limor	Accounting	<input checked="" type="checkbox"/>
limorya	Yacov	Limor	Accounting	<input checked="" type="checkbox"/>
linab	Buber	Lina	Accounting	<input checked="" type="checkbox"/>
linis	Israeli	Lin	general	<input checked="" type="checkbox"/>
liron	yosef	Iiron	F.R.C.	<input checked="" type="checkbox"/>
lizsa	Sadeh	Liz	Accounting	<input checked="" type="checkbox"/>
lylebi	Biton	Lyle	Accounting	<input checked="" type="checkbox"/>
masha	Gal	Masha	Reception	<input checked="" type="checkbox"/>
mayashr	Shrim	Maya	Bellboys	<input checked="" type="checkbox"/>
meirya	Yakobi	Meir	food & bev	<input checked="" type="checkbox"/>
melatta	Tamir	Melat	F.R.C.	<input checked="" type="checkbox"/>
mersedes	Ben Haim	Mersedes	Reception	<input checked="" type="checkbox"/>
miriamh	Harel	Miriam	Management	<input checked="" type="checkbox"/>

  
Show Only Pos Users 
  

By unchecking the option Show only POS Users at the bottom of the screen, you can view all users in the Optima systems, even if they are not working with Optima POS.

Double-clicking on a user (who was already created in the Optima PMS) will open the following screen:



The screenshot shows the 'User Information' screen. On the left, there is a form with fields for User Code (liron), Last Name (yosef), First Name (liron), Title (Guide), Department (GM), Cashier (checked), Date Started (11/08/2015), Date Left (00/00/0000), Transaction (dropdown menu), and Allow login to pos (checked). On the right, there are several checkboxes and radio buttons for permissions: Allow Oth, Allow Void, Allow Discount, Allow Reduce Quantity, Allow Manual Guest Select, Open Cash Drawer, Transfer Items (checked), Debit Note/Storno Level (radio buttons for None, Only Same Day, Always), Allow Meals Checker, Allow Cancel Meal, and Allow Close Meal. At the bottom, there are buttons for Add (+), Save (floppy disk), Search (magnifying glass), User Outlets, User Groups, Undo (up arrow), Redo (down arrow), Reset Password, and Exit (cross).

In this screen, you can view the following fields:

- **User Code** – As defined in the Optima PMS (cannot be changed).
- **Last Name** – The employee's last name.
- **First Name** – The employee's first name.
- **Title** – The employee's title (Mr., Mrs., Dr., etc.).
- **Department** – The department to which the employee is assigned.
- **Cashier** – Defines whether the employee is authorized to handle cash.
- **Date Started** – The employee's start date.
- **Date Left** – If the employee is scheduled to leave on a certain date, enter it here. After this date, the employee will no longer be able to use the system.
- **Allow OTH** – Defines whether the user is allowed to perform OTH transactions. (This refers only to the ability to perform the action, not to personal/business use of POS items.)
- **Allow Void** – Defines whether the user is allowed to void a transaction on a Bon.

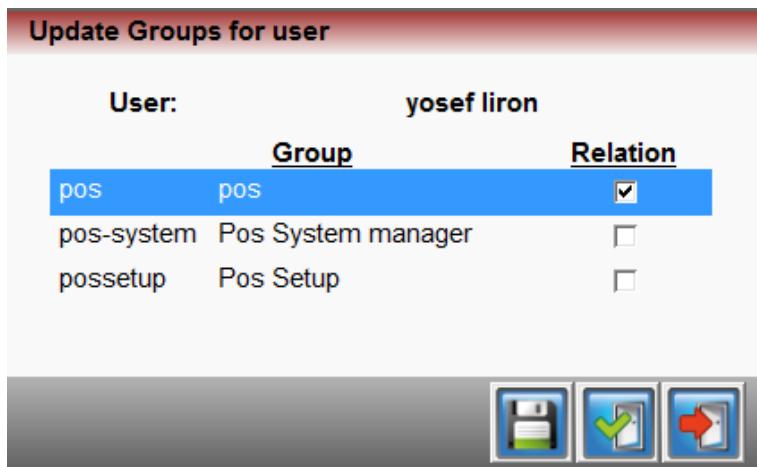
- **Allow Discount** – Defines whether the user is allowed to apply a discount on a Bon.
- **Allow Reduce Quantity** – Defines whether the user is allowed to reduce the number of items on a Bon.
- **Allow Manual Guest Select** – Defines whether the user is allowed to manually search for hotel guests.
- **Open Cash Drawer** – Defines whether the user is authorized to open the cash drawer.
- **Transfer Items** – Defines whether the user is allowed to transfer items from one table to another.
- **Debit Note / Storno Level** – Defines whether the user is allowed to cancel an invoice.  
Options are:
  - **None** – Not allowed.
  - **Only on Same Day** – Allowed only if the invoice date is the same as the current date.
  - **Always** – Allowed without restriction.

*For topics related to Meals, a separate manual is available that explains the setup and operation of the Checker.*



Next, you need to check the user's authorization group settings.

This is done by clicking the  icon at the bottom of the screen.



In this screen, you can define the following:

- **POS** – The user is authorized to work with the Optima POS system.
- **POS System Manager** – The user is authorized to perform advanced operations in the system.
- **POS Setup** – The user is authorized to manage the Optima POS system settings.

You must also define which POS Outlets the user is allowed to work with. This is done by clicking the  icon at the bottom of the screen.

After clicking this icon, you can select the outlets where the user is authorized to work by checking the box under Select. In addition, you can restrict the employee to work only in a specific Section within a POS Outlet by using the Section option.

Outlet Code	Outlet Name	Select	Supply Outlet	Section
AMIRIM	Amirim Restaurant	<input type="checkbox"/>	AMIRIM	<input type="checkbox"/>
AMIRIMBRK	Amirim BRK Restaurant	<input type="checkbox"/>	AMIRIMBRK	<input type="checkbox"/>
BEACH	Beach	<input type="checkbox"/>	BEACH	<input type="checkbox"/>
FOUR	Lobby Four Winds	<input type="checkbox"/>	FOUR	<input type="checkbox"/>
J.BARV	J.Bar Vitalis	<input type="checkbox"/>	J.BARV	<input type="checkbox"/>
JUICEBAR	Juice Bar	<input type="checkbox"/>	JUICEBAR	<input type="checkbox"/>
KINGS	B.Kings Private	<input type="checkbox"/>	KINGS	<input type="checkbox"/>
KINGSC	B.Kings Congress	<input type="checkbox"/>	KINGSC	<input type="checkbox"/>
KITCHEN	The Kitchen	<input type="checkbox"/>	KITCHEN	<input type="checkbox"/>
LAWRENCE	B.Lawrence Private	<input type="checkbox"/>	LAWRENCE	<input type="checkbox"/>





## System Setup – Waiters

The system makes a distinction between **users** and **waiters**.

- The **users** defined in the *User Setup* chapter are those who can log in to the Optima POS system.
- However, the entry of items and opening of tables is done by the waiters, and they must be defined separately in Setup #602 (Waiters).

Waiters																	<i>. Silverbyte. - Test Hotel-T E S T</i>		
Waiter Code	Last Name	First Name	Password	Active	Allow all Tables	Allow Refund Closed Bon	Allow Oth	Allow Void	Allow Disc	Allow Reduce Quantity	Allow Manual Price for all items	Allow Change Waiter	Allow Manual Select Guest	Open Cash Drawer	Allow Transfer Items	Discount Limit %	Allow Delete Taxes in Bon		
2.00 pool	test	1234		<input checked="" type="checkbox"/>	100.00	<input checked="" type="checkbox"/>													
3.00 silver	silver	1		<input checked="" type="checkbox"/>	100.00	<input checked="" type="checkbox"/>													
4.00 silver	test	1212		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	100.00	<input checked="" type="checkbox"/>		
1.00 nor	לירון	06		<input checked="" type="checkbox"/>	100.00	<input checked="" type="checkbox"/>													

 
 Show non active 



You can add a new waiter by clicking the  icon at the bottom of the screen and entering the following details:

- **Waiter Code** – Assigned automatically after saving.
- **Last Name** – The waiter's last name.
- **First Name** – The waiter's first name.
- **Password** – The waiter's password.
- **Active** – When checked, the waiter can work in the system.
  - If the **Show non Active** option is selected at the bottom of the screen, you can also view inactive waiters.
- **Allow All Tables** – Allows the waiter to work on tables already handled by other waiters.
- **Allow Refund Closed Bon** – Allows cancellation of a Bon that has already been issued.
- **Allow OTH** – Defines whether the waiter is allowed to perform OTH transactions (execution only, not personal/business use).
- **Allow Void** – Defines whether the waiter can void a transaction on a Bon.
- **Allow Disc** – Defines whether the waiter can apply a discount to a Bon.
- **Allow Reduce Quantity** – Defines whether the waiter can reduce the number of items on a Bon.
- **Allow Manual Price for All Items** – Defines whether the waiter can manually change item prices on a Bon.
- **Allow Change Waiter** – Defines whether the waiter can replace another waiter on a table.
- **Allow Manual Guest Select** – Defines whether the waiter can manually search for hotel guests.
- **Open Cash Drawer** – Defines whether the waiter is authorized to open the cash drawer.
- **Allow Transfer Items** – Defines whether the waiter can transfer items from one table to another.
- **Discount Limit %** – The maximum discount percentage the waiter is authorized to apply to a Bon.

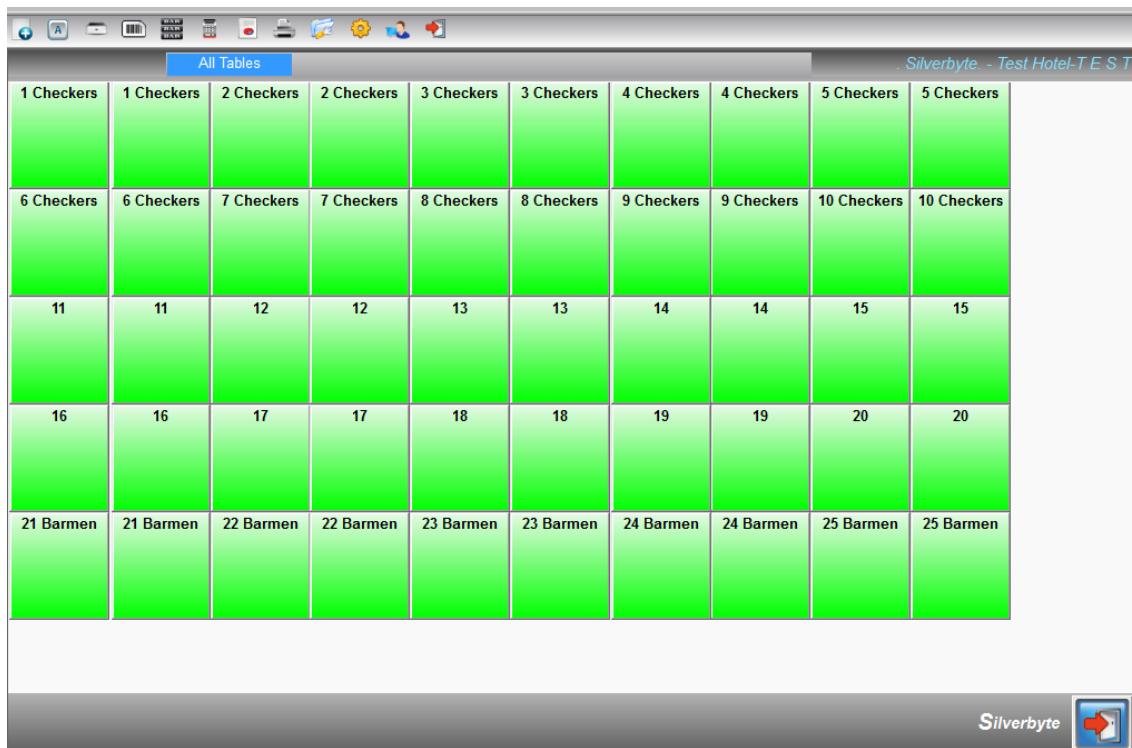
## Main Menu

There are two possible working modes in the Optima POS system, depending on the POS Outlet configuration:

- **Restaurant Mode** – The main screen displays the guest tables. When guests arrive, a table must be opened, and the Bon is managed from there.
- **Store Mode** – There are no tables. The opening screen is the Bon screen, where each Bon is opened, closed immediately, and then a new Bon is created.

The configuration of each outlet and its mode is performed by the Priority support team.

For the purposes of this manual, we will first explain the more common mode: Restaurant Mode.



The system's opening screen depends on the POS Outlet, which should open automatically.

At the top of the screen, you can see several icons that help you navigate and operate the system quickly.

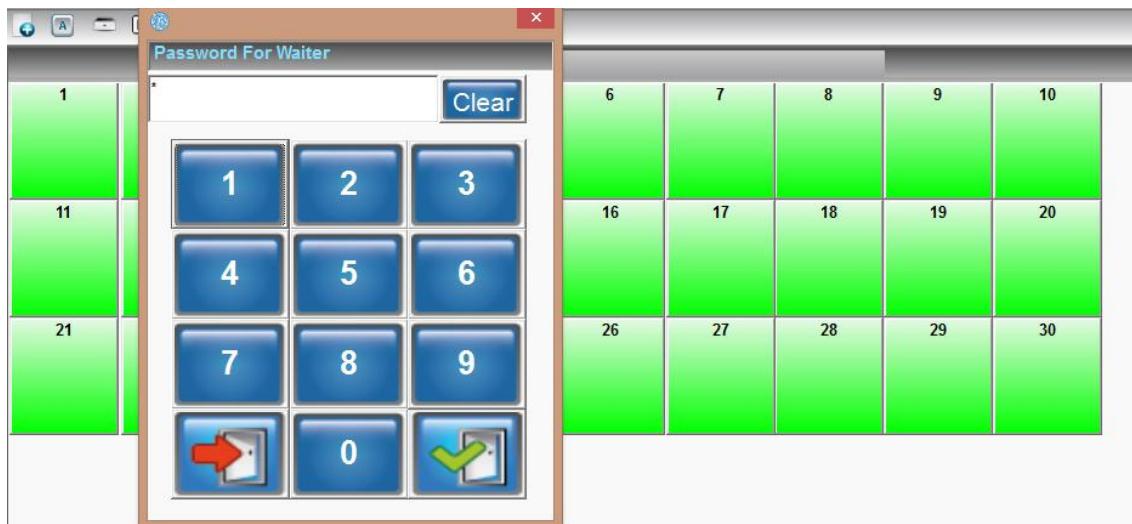


- **New Bon** – Open a new Bon.
- **Keyboards** – Open the on-screen keyboard.
- **Open Cash Drawer** – Open the cash drawer.
- **Bar Codes** – Scan a barcode.
- **Change Outlet** – Switch to a different POS Outlet.
- **Calculator** – Open the calculator.
- **Reports** – Access the system reports screen.
- **Print DW** – Print the current screen.
- **Utilities** – Access advanced system functions.
- **Setup** – Open the system settings.
- **Change User** – Switch to a different user.
- **Exit** – Exit the system.

## Opening a New Table

By clicking on the square of any table, a **new table** is opened. The waiter who opens the table will be required to **enter and confirm their password**.

If the hotel does not wish to work with waiters at this outlet, this login screen can be disabled.



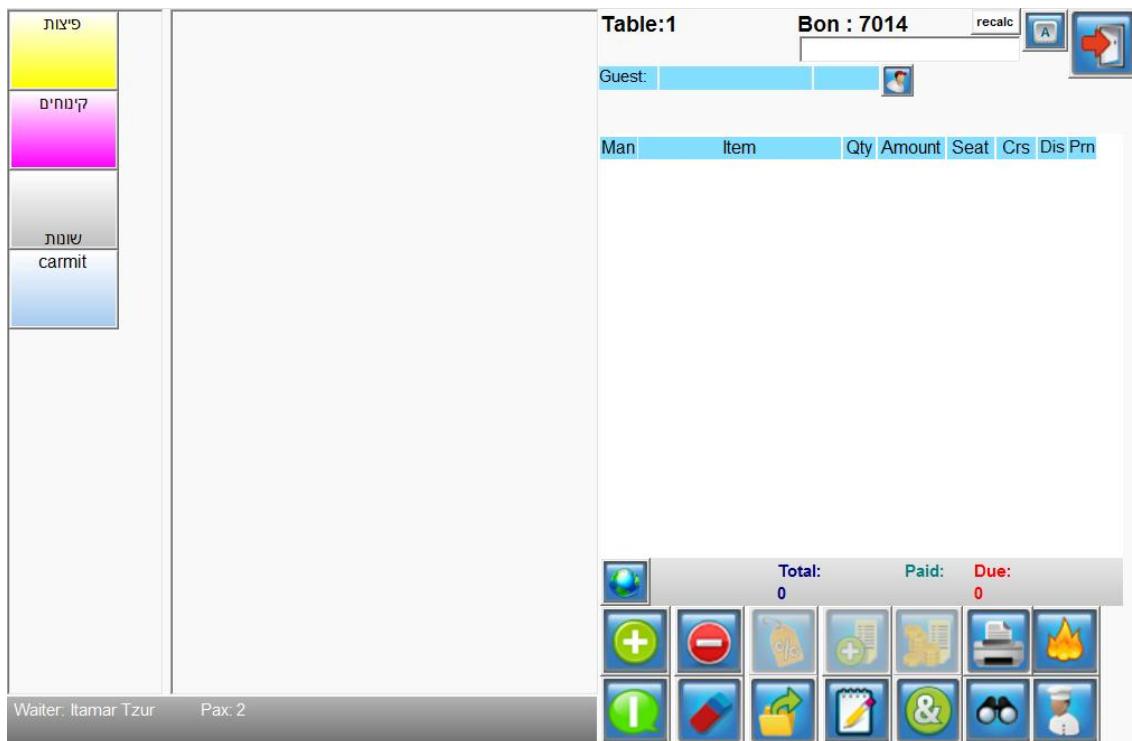
After that, the system will display the Bon screen.

Before you can start working on it, the system will ask you to enter the number of guests at the table. This information is used for statistical purposes.

If the hotel does not wish to use this option at the outlet, the request for this information can be disabled.



After that, you can start working on the Bon. However, it is first important to understand what you can see on the screen:



On the left column, you can see the item groups defined in the chapter System Settings – Creating Item Groups. Clicking on one of these groups will display the items linked to it in the center of the screen.

At the bottom left (with a gray background), you can see the waiter's name and the number of guests at the table.

At the top right, you can see the table number and the Bon number currently in use. Below that, you will see the items that have already been charged.

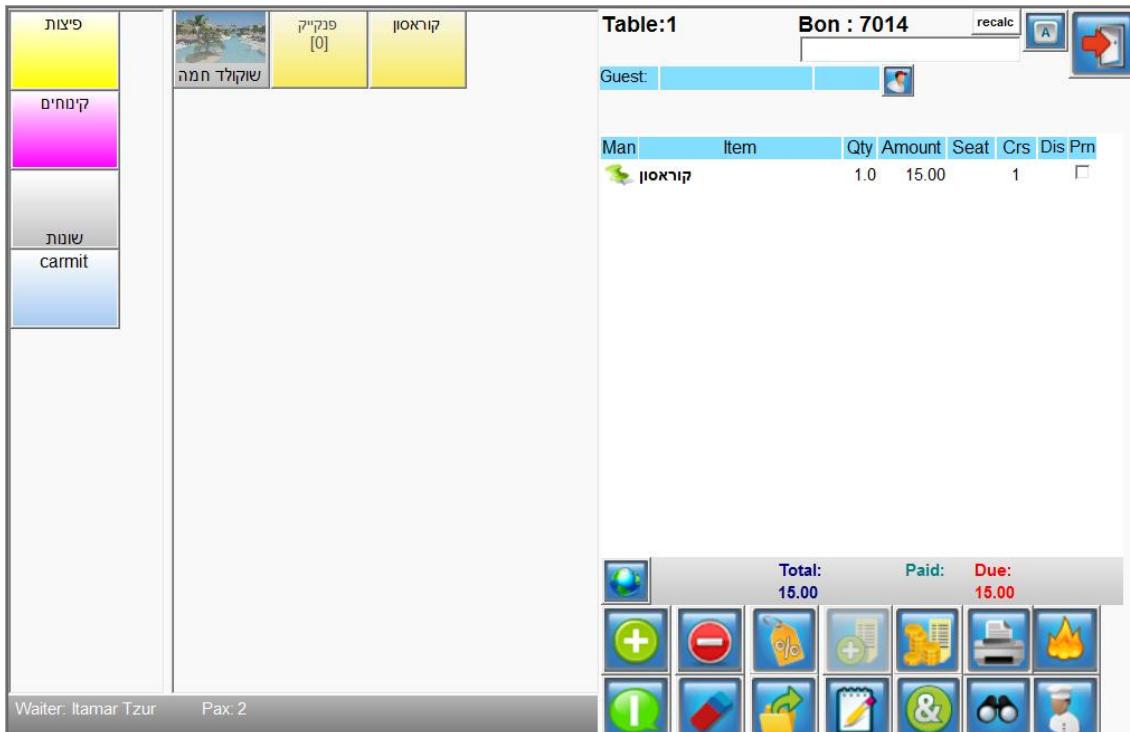
At the bottom right, you will find the action buttons, which will be explained later in this manual.

## Starting Work on a Table

Clicking on one of the item groups on the left side will display the items linked to that group in the center of the screen.

Clicking on an item will show its name and price on the left side of the screen.

If stock has been defined for a specific item, the **available quantity** will be displayed under the item name in **square brackets**, as shown in the example image. Once the quantity reaches **0**, the item can no longer be ordered.



Items that are defined with a Forced Supplement or a Forced Instruction will open a screen where the waiter must enter this information.

This screen will be explained later in the manual.

On the right side of the Bon, you can enter the guest's name in the empty field at the top.

On the **right side of the Bon**, you can enter the **guest's name** in the empty field at the top.

This name will later appear next to the word **Guest**, as well as on the **main table screen**.

Along with it, the **name of the waiter** assigned to the table and the **number of guests** will also be displayed.



You can also select the name of another hotel guest or a specific hotel account (defined for use with the Optima POS system) by clicking on the word "Guest".

Test Hotel-T E S T												
Room	Guest Name	G.R.	Vip	C.V.	C.M.	Status	Plan	Arrive	Depart	A/J/C/B	Cash	Group
0203	קידס קידס	1	Club	0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0	x	200
0204	Zzz Aaa	0		0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0	x	200
0205	Zzz2 Cccc	1		0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0	x	200
0206	Fit Fit	0	Club	0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0	x	200
0208	גרן ליין	0	Club	0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0		200
0209	גראן מורה	0	Club	0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0	x	200
0210	דיזז אביה	0		0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0		200
0221	דיזז איזת	0		0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0		200
0222	דעתן אופיר	0		0		CheckIn	H/B	25/11/2015	28/11/2015	2/0/0/0		200
0223	דיזז בני	0		0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0		200
0224	טרמלה אורן	0		0		CheckIn	B/B	25/11/2015	26/11/2015	2/0/0/0		200

In the screen that opens, you can search for the desired guest either by free text search or by entering details such as the room number or the guest's name.

Guests or accounts displayed in red indicate that they do not have credit and therefore cannot be charged later.

After selecting a guest, the guest's name, room number, and account number will appear in the fields mentioned earlier.



In the rows of the ordered items, you can see the  icon on the left side. Clicking this icon allows you to **change the item's price** according to the requirements.

Changing an item's price is only possible if this option was enabled for the item, and the user has the proper authorization. If the price was changed, the icon will turn red.

Man	Item	Qty	Amount	Seat	Crs	Dis	Prn
	<b>Barkan Rose 0.75</b>	1.0	88.00		1	<input type="checkbox"/>	
	<b>Fish Denis</b>	1.0	300.00		2	<input type="checkbox"/>	
	<b>Wipped Cream Topping</b>	1.0	4.00		1	<input type="checkbox"/>	

In the Item field, you can see the name of the item. In the Qty field, you can change the quantity of items ordered (the default is 1.0). In the Amount field, you can see the price of the item.

Clicking the Seat field allows you to record which guest at the table placed the order. This is especially useful when there are many diners at the same table.

In the window that opens, you can enter the seat number. The top part (highlighted in pink) represents a female guest, while the bottom part represents a male guest.



After making a selection, the seat number and the guest's gender will appear in the Bon line for that order.

Man	Item	Qty	Amount	Seat	Crs	Dis	Prn
	<b>Barkan Rose 0.75</b>	1.0	88.00	6/M	1	<input type="checkbox"/>	
	<b>Fish Denis</b>	1.0	300.00	20/L	2	<input type="checkbox"/>	
	<b>Wipped Cream Topping</b>	1.0	4.00	S	1	<input type="checkbox"/>	

Selecting the Share option means that the dish is divided among all guests at the table. This will be marked accordingly on the Bon screen.

In the Crs field, you can see the course number as defined in the item setup. Clicking this field allows you to change the course according to the guest's request.

In the Dis field, an asterisk (\*) will appear if a discount was applied to the item. The Prn field will be marked if the item has been printed to the kitchen.

At the bottom of the Bon screen, above the action buttons, you can see the guest's current total charge.

<b>Total:</b> <b>392.00</b>	<b>Paid:</b> <b>392.00</b>	<b>Due:</b> <b>392.00</b>
--------------------------------	-------------------------------	------------------------------

## Action Icons

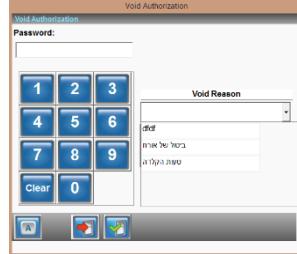
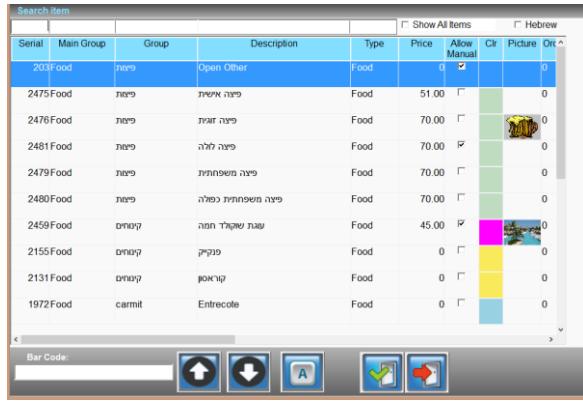
At the **bottom right** of the Bon screen, you will find the **action icons**.

Understanding these icons will help you respond more quickly and effectively to guest requests.



	<b>Add Same Item</b> – Selecting an item in the Bon and clicking this icon will add another identical item to the Bon.
	<b>Remove Same Item</b> – Selecting an item in the Bon and clicking this icon will decrease the quantity of that item by one. <ul style="list-style-type: none"> <li>If the item quantity is <b>greater than 1</b>, it will simply reduce the quantity.</li> <li>If the item quantity is <b>1</b>, clicking this icon will change it to <b>-1</b>, which is treated as a <b>refund</b>.</li> </ul> Performing a refund requires the proper authorization.
	<b>Discount</b> – Selecting a specific item in the Bon and clicking this icon will open the <b>Discount screen</b> , where you can apply a discount to the item according to the predefined settings. 
	<b>Charge to Guest Room or Selected Account</b> – This action is only possible if a room or specific account has been selected in the <b>Guest:</b> field at the top of the screen.

	<b>Close Bon</b> – Receive payment and close the Bon. This process will be explained in detail in the dedicated chapter.																																																																
	<b>Print Bon</b> – Prints the Bon for the guest <b>prior to payment</b> .																																																																
	<p><b>Fire</b> – Sends a dish to the kitchen for preparation. First, all items must be printed to the kitchen. The Fire action tells the kitchen to start preparing the next course.</p> <p>When you select an item and click this icon, the system will ask whether you want to print all items linked to that course.</p> <p>If confirmed, the items will be sent to the kitchen, and the printed items will be highlighted in red.</p>																																																																
	<p><b>Add Supplements / Preparation Instructions</b> – When you select a dish in the Bon and click this icon, a new screen opens. On the left side of the screen you can choose supplements for the meal, and on the right side you can choose preparation instructions.</p> <p>It is also possible to add supplements or preparation instructions that are not predefined for this dish by using the  icon. In addition, you may write free-text preparation notes in the <b>Manual Instruction</b> field. On touch screens, it is recommended to use the  icon to open the on-screen keyboard.</p> <p>Once the supplements or instructions are entered, they will appear both in the guest's Bon and in the kitchen instructions.</p> <div style="float: right; margin-top: -200px;">  <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Man</th> <th>Item</th> <th>Qty</th> <th>Amount</th> <th>Seat</th> <th>Crs</th> <th>Dis</th> <th>Prn</th> </tr> </thead> <tbody> <tr> <td></td> <td>Barkan Rose 0.75</td> <td>1.0</td> <td>88.00</td> <td>6/M</td> <td>1</td> <td></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td></td> <td>Fish Denis</td> <td>1.0</td> <td>300.00</td> <td>20/L</td> <td>2</td> <td></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td></td> <td>Wipped Cream Topping</td> <td>1.0</td> <td>4.00</td> <td>S</td> <td>1</td> <td></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td></td> <td>פיצה משופחתית נפולה</td> <td>1.0</td> <td>70.00</td> <td></td> <td>1</td> <td></td> <td><input type="checkbox"/></td> </tr> <tr> <td>*</td> <td>גרטן</td> <td>1.0</td> <td>.00</td> <td></td> <td>1</td> <td></td> <td><input type="checkbox"/></td> </tr> <tr> <td>*</td> <td>חרף</td> <td>1.0</td> <td></td> <td></td> <td>1</td> <td></td> <td><input type="checkbox"/></td> </tr> <tr> <td>*</td> <td>שיהה טעים בבקשה</td> <td>1.0</td> <td></td> <td></td> <td>1</td> <td></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> </div>	Man	Item	Qty	Amount	Seat	Crs	Dis	Prn		Barkan Rose 0.75	1.0	88.00	6/M	1		<input checked="" type="checkbox"/>		Fish Denis	1.0	300.00	20/L	2		<input checked="" type="checkbox"/>		Wipped Cream Topping	1.0	4.00	S	1		<input checked="" type="checkbox"/>		פיצה משופחתית נפולה	1.0	70.00		1		<input type="checkbox"/>	*	גרטן	1.0	.00		1		<input type="checkbox"/>	*	חרף	1.0			1		<input type="checkbox"/>	*	שיהה טעים בבקשה	1.0			1		<input type="checkbox"/>
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*	שיהה טעים בבקשה	1.0			1		<input type="checkbox"/>																																																										
	<b>Void</b> – When you select an item in the Bon and click this icon, the item will be removed.																																																																

	<p>If a certain number of minutes (as defined in the system) has already passed, or if the Bon has already been printed for the guest, the item will not be deleted outright. Instead, a negative line of the same item will be added to the Bon.</p> <p>Using this option requires the proper authorization, as well as entering a reason from the predefined list of void reasons.</p>	
	<p><b>Transfer Item</b> – When you select a specific item and click this icon, the item can be transferred to another table.</p>	
	<p><b>Charge Bon as OTH</b> – When you click this icon, a window opens where the waiter must enter their <b>Waiter Password</b>, the <b>employee's name</b> entitled to receive these items, the <b>main OTH reason</b> (selected from the icons), and the <b>more specific reason</b> chosen from the predefined list.</p> <p>Once confirmed, the Bon will be closed and recorded under the employee's account in the designated report.</p>	
	<p><b>More options</b> — these will be explained in detail later in this manual.</p>	
	<p><b>Search</b> – If the waiter does not know which group a certain item belongs to, clicking this icon will open the search screen, where all items can be easily located.</p>	

	<p><b>Print to Kitchen</b> – When you select an item and click this icon, all items marked for kitchen printing will be sent to the remote printer.</p> <p>If the waiter forgets to perform this action, the system will display a reminder to print to the kitchen before exiting the Bon.</p>
	<p><b>Select All Items</b> – This option is used to apply a discount to all items in the Bon at once, or to print all items to the kitchen in one action.</p>



## Additional Actions in the System

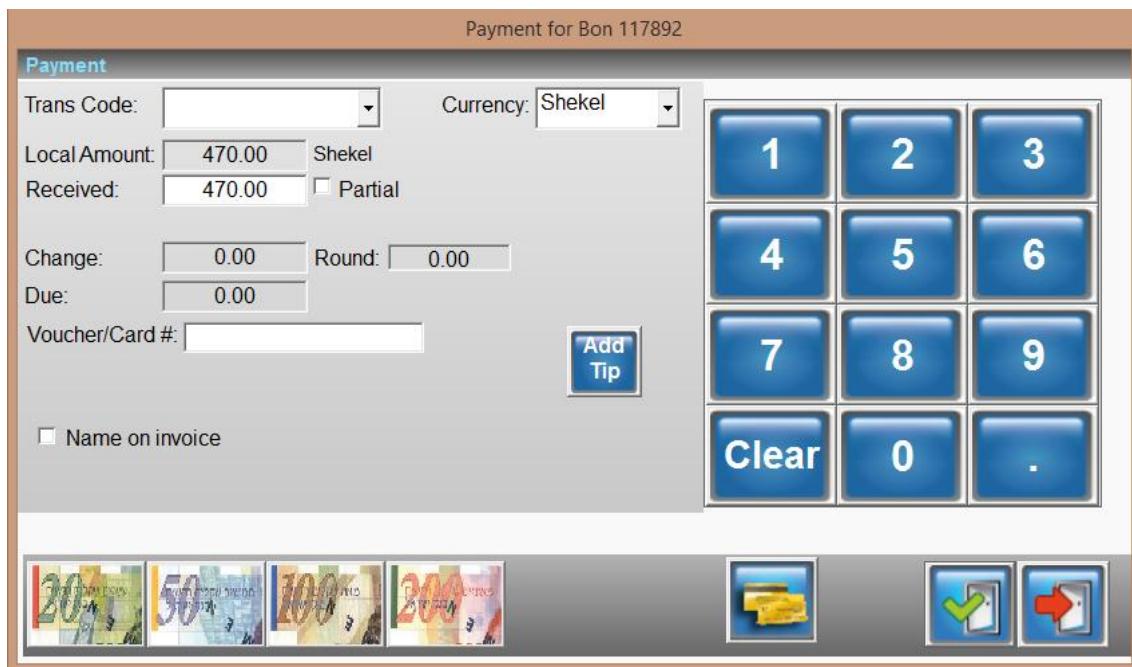
 <b>Change Waiter</b>	<p>Reassigns the waiter responsible for the table. This action requires the proper authorization for the waiter performing it.</p>
 <b>Kitchen Copy</b>	<p>Prints a copy of items that have already been sent to the kitchen. Normally, items can only be printed to the kitchen once. However, in cases of printer issues, this option allows you to resend the printout.</p>
 <b>Change No Of Guests</b>	<p>If a mistake was made when entering the number of guests at a table, or if the number of guests changes during service, this option allows you to update the guest count.</p>
 <b>Fire Copy</b>	<p>Prints a copy of items that were already sent to the kitchen with a Fire command. Normally, a Fire print to the kitchen can only be done once. However, in cases of printer issues, this option allows you to repeat the Fire action.</p>
 <b>Fire Times</b>	<p>Clicking this icon opens a screen where you can see the exact time the Fire action was executed for each item.</p>
 <b>Split Items</b>	<p>Used when the payment for a dish needs to be divided among several guests. Select the item, click this icon, and in the screen that opens you will be asked into how many parts the item should be split.</p>

## Close Bon – Cash / Credit Card

In general, there are three ways to close a Bon:

1. Closing by charging the guest's room or account.
2. Closing by using OTH.
3. The most common option is closing the Bon using a payment method on the spot.

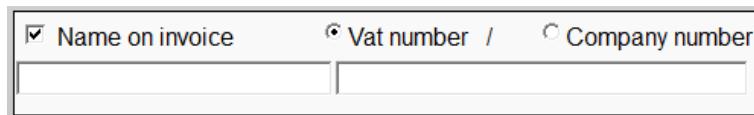
Once the guest has finished dining, reviewed the Bon, and is ready to pay, click the  icon to proceed with payment.



In the screen that opens, you can either select the desired payment option from the list of "Trans Codes".

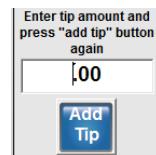
If payment is made in a foreign currency, you must change the Currency field to the correct currency and enter the received amount in the Received field. The value of the Bon will be calculated according to the hotel's official exchange rate for that day, and any change will also be calculated based on the hotel's conversion rate.

If the guest wishes to have a specific name printed at the top of the invoice, you can check the option "Name on Invoice". This will open fields where you can enter the requested name as well as the company registration number or VAT ID.



A screenshot of a software interface showing three radio button options: 'Name on invoice' (selected), 'Vat number /', and 'Company number'. Below each option is a text input field. The 'Name on invoice' field is empty, while the others contain placeholder text.

Another option is to enter a Tip transaction directly from this screen. Click Add Tip, enter the desired amount, and then click Add Tip again. The amount entered will be added to the guest's total Bon.

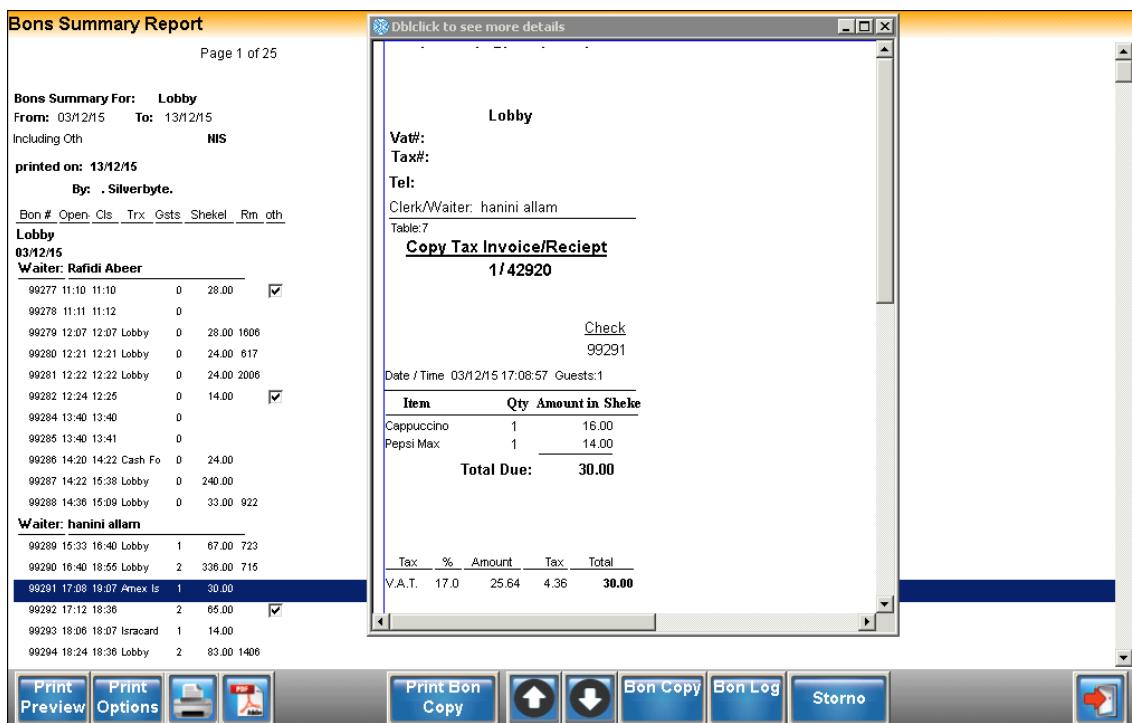


## Print Invoice Copy

If there is a need to print a copy of a Bon (for example, due to a printer issue or a lost receipt), this can be done through Report #212 (Bons / Vouchers Summary).

In this report, you can locate the Bon by entering the desired date range, the clerk's name (optional), the POS Outlet, the waiter's name (optional), the Bon number (optional), or a time range (optional: From Time... To Time).

After retrieving the results, locate the required Bon from the list. Double-clicking it will display the invoice exactly as it was originally issued.



The screenshot shows two windows side-by-side. The left window is titled 'Bons Summary Report' and displays a list of Bon entries. The right window is titled 'Dblclick to see more details' and shows a detailed view of a selected Bon, specifically entry 99291. The detailed view includes fields for VAT#, Tax#, Tel#, Clerk/Waiter, Table, and a section for 'Copy Tax Invoice/Receipt' which shows a check amount of 99291. Below this is a breakdown of items and taxes.

Item	Qty	Amount in Shekel
Cappuccino	1	16.00
Pepsi Max	1	14.00
<b>Total Due:</b>		<b>30.00</b>

Tax	%	Amount	Tax	Total
V.A.T.	17.0	25.64	4.36	<b>30.00</b>

At the bottom of the detailed view window, there are several buttons: Print Preview, Print Options, Print Bon Copy, Up, Down, Bon Copy, Bon Log, Storno, and a red arrow button.

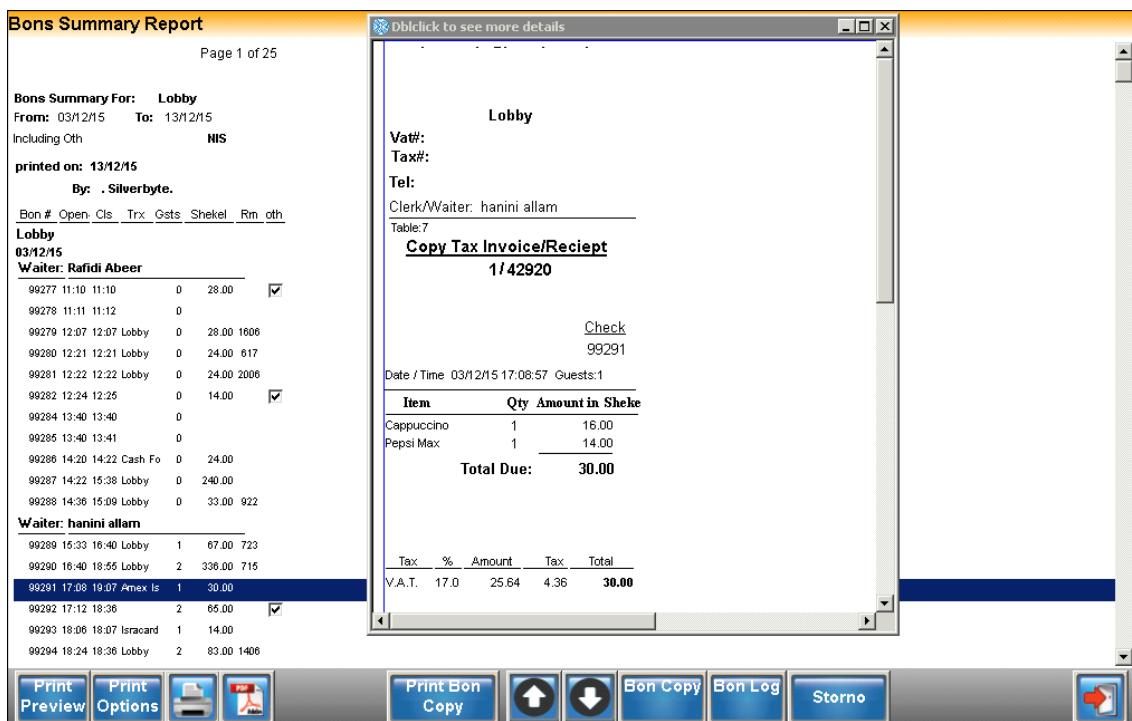
Clicking Print Bon Copy again will print another copy of the same invoice on the local default printer.

## Debit Note / Storno

If there is a need to cancel an invoice (for example, due to a change in payment method or a mistake), this can be done through Report #212 (Bons / Vouchers Summary).

In this report, you can locate the invoice by entering the desired date range, the clerk's name (optional), the POS Outlet, the waiter's name (optional), the Bon number (optional), or a time range (optional: From Time... To Time).

After retrieving the results, locate the relevant Bon from the list. Double-clicking it will display the invoice as it was originally issued.

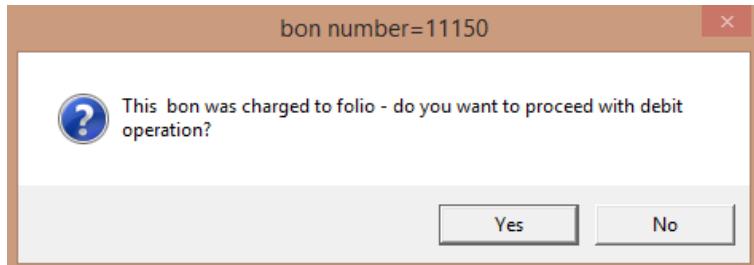


Clicking the Storno option at the bottom of the screen will generate a cancellation invoice.

The user will be required to enter their password and provide a reason for the cancellation. Once confirmed, the system will automatically issue a cancellation invoice.

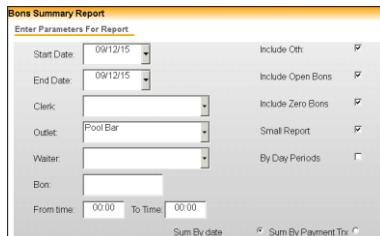
A confirmation message will then appear, followed by a prompt asking whether to create a new Bon with the same items from the cancelled invoice.

If the user approves, a new table will open with the same items, ready for closing again.



## System Reports – Cashier

### Bon Summary Report (#212)



The screenshot shows the 'Bons Summary Report' window with the following parameters:

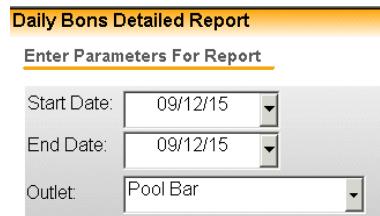
- Enter Parameters For Report**
- Start Date:** 09/12/15
- End Date:** 09/12/15
- Clerk:** [dropdown menu]
- Outlet:** Pool Bar
- Waiter:** [dropdown menu]
- Bon:** [dropdown menu]
- From time:** 00:00
- To Time:** 00:00
- Include OTH:**
- Include Open Bons:**
- Include Zero Bons:**
- Small Report:**
- By Day Periods:**
- Sum By date**
- Sum By Payment Trx**

This report displays a detailed list of Bons issued within a defined date range, organized by waiters. It is particularly useful for locating past Bons quickly.

To generate the report, you must enter the desired date range. You may also filter by clerk (optional), POS Outlet, waiter (optional), Bon number (optional), or a specific time range (optional: From Time... To Time).

Additional options include retrieving data that includes OTH transactions, open Bons, Bons with zero revenue, printing the report on a slip printer (Small Report), and displaying the results grouped by day (By Day Period).

### Daily Bons Detail Report (#223)



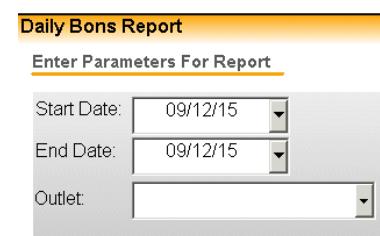
The screenshot shows the 'Daily Bons Detailed Report' window with the following parameters:

- Enter Parameters For Report**
- Start Date:** 09/12/15
- End Date:** 09/12/15
- Outlet:** Pool Bar

This report shows a detailed list of Bons issued within a defined date range, including for each Bon the revenue split by type (Food, Beverage, Alcohol, Others) and the VAT amount.

To generate the report, you must enter the desired date range and select the relevant POS Outlet.

### Daily Bons Report (#222)



The screenshot shows the 'Daily Bons Report' window with the following parameters:

- Enter Parameters For Report**
- Start Date:** 09/12/15
- End Date:** 09/12/15
- Outlet:** [dropdown menu]

This report provides a detailed list of Bons issued within a defined date range, showing for each Bon the total revenue and the VAT amount.

To generate the report, you must enter the desired date range and select the relevant POS Outlet.

## Daily Cash Report (#211)

**Daily Cash Flow Report**

Enter Parameters For Report

Pay Type:	<input type="text"/>	Start Date:	<input type="text"/> 09/12/15
Outlet:	<input type="text"/>	End Date:	<input type="text"/> 09/12/15
Cashier:	<input type="text"/>		
Waiter:	<input type="text"/>	Summary Only	<input type="checkbox"/>
Currency:	<input type="text"/> Shekel	Small Cash Report	<input type="checkbox"/>
Transaction From Pos only <input type="checkbox"/>			

This report provides a detailed list of all payments received within a defined date range.

To generate the report, you must enter the desired date range. You may also filter the results by payment type (optional), POS Outlet, cashier (optional), or waiter (optional).

Additional options include retrieving only a summary of the data by selecting Summary Only, or generating the report in slip-printer format by selecting Small Cash Report.

## Fired Report (#243)

**Fired Report**

Enter Parameters For Report

From Date:	<input type="text"/> 09/12/15	From Time:	<input type="text"/> 00:00
To Date:	<input type="text"/> 09/12/15	To Time:	<input type="text"/> 00:00
Outlet:	<input type="text"/> Pool Bar		
Trx. Group:	<input type="text"/>		

This report provides a detailed list of all Fire actions performed in the system.

To generate the report, you must enter the desired date range and the relevant POS Outlet. You may also define a time range (optional: From Time... To Time).

## Invoice List Report (#213)

**Invoice List Report**

Enter Parameters For Report

Start Date:	<input type="text"/> 09/12/15		
End Date:	<input type="text"/> 09/12/15		
Clerk:	<input type="text"/>		
Outlet:	<input type="text"/>		
From time:	<input type="text"/> 00:00	To Time:	<input type="text"/> 00:00

This report displays a detailed list of all invoices issued in the system, as required for VAT reporting. To generate the report, you must enter the desired date range. You may also filter the results by clerk (optional), POS Outlet (optional), and time range (optional: From Time... To Time).

## **Payment By Waiter Report (#221)**

**Payment By Waiter**

Enter Parameters For Report

Start Date:	09/12/15
End Date:	09/12/15
Clerk:	(dropdown menu)
Waiter:	(dropdown menu)
Outlet:	(dropdown menu)
Payment Type:	All (dropdown menu)
Report Type: <input checked="" type="radio"/> By User <input type="radio"/> By Waiter Show Amounts by Currency <input type="checkbox"/> Small Report <input checked="" type="checkbox"/>	

This report provides a detailed list of all payments received in the system, organized by user or waiter.

To generate the report, you must enter the desired date range. You may also filter by clerk (optional), waiter, POS Outlet (optional), and payment type (optional).

The report can be grouped either by waiter or by user using the Report Type option (By Waiter / By User). It can also be filtered by currency using the Show Amount by Currency option, and formatted for slip-printer output by selecting Small Report.

## **Room Charges Report (#215)**

**Room / Folio Charges Report**

Enter Parameters For Report

From Date:	01/12/15
To Date:	09/12/15
Outlet:	(dropdown menu)
Room:	(dropdown menu)
Folio:	(dropdown menu)

This report provides a detailed list of all room or folio charges made in the system within a defined date range, including a breakdown of revenue and VAT.

To generate the report, you must enter the desired date range. You may also filter by POS Outlet (optional), room number (optional), and folio number (optional).

## X Reading Daily Cash Report (#242)



This report provides a detailed list of all payments received during the current day, organized by user or waiter. To generate the report, you must select a cashier or waiter and the relevant POS Outlet. If you wish to see only a summary of the data, select the Summary Report option. If you want the report in slip-printer format, select the Small Report option.

## System Reports - Control

### **Business OTH Report (#331)**

**Business OTH Report**

Enter Parameters For Report

Start Date:	09/12/15
End Date:	09/12/15
Clerk:	<input type="text"/>
Category:	<input type="text"/>
Authorizer:	<input type="text"/>
Outlet:	<input type="text"/>
Reason:	<input type="text"/>

Only Business

This report shows all Bons that were closed using OTH. To generate the report, you must enter the desired date range. You may also filter by clerk (optional), main OTH category (optional), employee who used OTH (Authorizer – optional), POS Outlet (optional), or the specific OTH reason (optional). If you want to include only Bons that were closed for business purposes, select the Only Business option.

### **Cash Drawer Log Report (#371)**

**Open Cabs Drawer Log Report**

Enter Parameters For Report

Start Date:	01/12/15
End Date:	09/12/15
Outlet:	Lobby

This report shows all **manual openings of the cash drawer**, organized by date, time, user and POS Outlet. To generate the report, you must enter the desired date range and the POS Outlet.

### **Credit Card Control Report (#343)**

**Credit Cards Control Report**

Enter Parameters For Report

Start Date:	09/12/15
End Date:	09/12/15
Outlet:	<input type="text"/>

This report provides a detailed list of credit card payments received within a defined date range. It includes the card type, the last four digits, the date, the time, and the Bon number.

To generate the report, you must enter the desired date range. You may also filter by POS Outlet (optional).

## **Happy Hour Report (#353)**

**Happy Hour Reports**

Enter Parameters For Report

Start Date:	09/12/15
End Date:	09/12/15
Outlet:	Pool Bar
<input type="radio"/> Detail <input type="radio"/> Summary By Item <input checked="" type="radio"/> Summary By Group <input type="radio"/> Summary By Type (F&B)	

This report provides a detailed list of items sold at a discount as part of a Happy Hour promotion. To generate the report, you must enter the desired date range and the POS Outlet.

The report can be displayed in different formats: detailed view (Detail), or summarized by item (Summary by Item), by group (Summary by Group), or by type (Summary by Type).

## **Manual Prices Report (#335)**

**Manual Price Report**

Enter Parameters For Report

Start Date:	09/12/15
End Date:	09/12/15
Outlet:	Pool Bar
<input type="radio"/> Detail - by bon <input checked="" type="radio"/> Summary <input type="radio"/> Detail - by item	

This report provides a detailed list of items sold where the price was manually changed in the Bon. To generate the report, you must enter the desired date range. You may also filter by POS Outlet (optional). The report can be displayed in different formats: summary view (Summary), detailed by Bon (Detail by Bon), or detailed by item (Detail by Item).

## **OTH by Food & Beverage Report (#333)**

**OTH By Food/Beverage Report**

Enter Parameters For Report

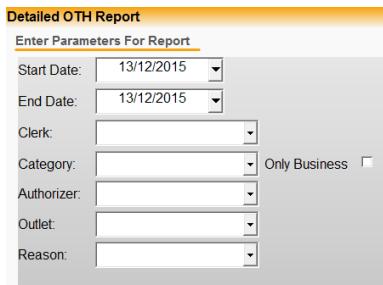
Start Date:	01/11/15	<input type="checkbox"/> Summary
End Date:	09/12/15	<input type="checkbox"/> Summary by Client
Clerk:		<input type="checkbox"/> Summary by Category&Client
Category:		<input type="checkbox"/> Only Business
Authorizer:		<input type="checkbox"/> Include Vat
Outlet:		
Reason:		

This report provides a detailed list of items closed using OTH, broken down by type (Food, Beverage, Alcohol, and Other).

To generate the report, you must enter the desired date range. You may also filter by clerk (optional), main OTH category (optional), the employee who used OTH (Authorizer – optional), POS Outlet (optional), or the specific OTH reason (optional).

The report can be displayed in several ways. Selecting Summary will provide an overall summary. Choosing Summary by Client will show a list of all employees who used OTH, including their credit limits. Selecting Summary by Category & Client will display a summary by reasons first, and then broken down by employee. If you want to include only business use of OTH, select Only Business. If you want the report amounts to include VAT, select Include VAT.

## **OTH Detail Report (#332)**



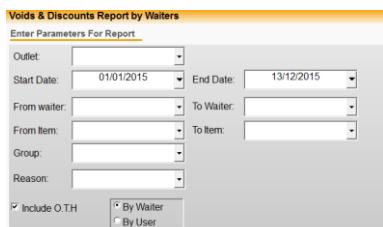
Detailed OTH Report  
Enter Parameters For Report

Start Date: 13/12/2015  
End Date: 13/12/2015  
Clerk:   
Category:  Only Business   
Authorizer:   
Outlet:   
Reason:

This report provides a detailed breakdown of items closed using OTH, organized by main OTH category, date, OTH reason, type, item, total amount including VAT, amount excluding VAT, quantity, Bon number, the employee who used OTH, and the waiter who performed the action.

To generate the report, you must enter the desired date range. You may also filter by user (optional), main OTH category (optional), the employee who used OTH (Authorizer – optional), POS Outlet (optional), or the specific OTH reason (optional). By selecting the Only Business option, you can display only the items closed with OTH for business use.

## **Voids & Discounts Report (#334)**



Voids & Discounts Report by Waiters  
Enter Parameters For Report

Outlet:   
Start Date: 01/01/2015 End Date: 13/12/2015  
From waiter:  To Waiter:   
From Item:  To Item:   
Group:   
Reason:   
 Include O.T.H.  By Waiter  By User

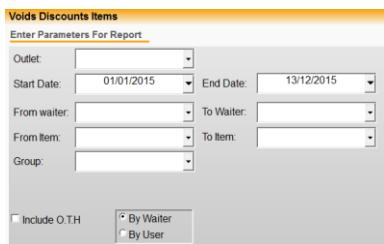
This report provides a detailed list of items that were either discounted or **voided** within a defined date range.

The report displays the POS Outlet, item type, item code, item name, credit amount, quantity credited, Bon number, the employee who authorized the action, an indicator showing whether the action was a void, and the reason for the action.

To generate the report, you must enter the date range. You may also filter by POS Outlet (optional), waiter range (optional: From Waiter... To Waiter), item range (optional: From Item... To Item), item group (optional), or reason (optional).

Additional options include displaying Bons that were closed with OTH (Include OTH) and choosing whether to organize the report by waiter or by user (By Waiter / By User).

## Voids & Discounts Items (#336)



The screenshot shows the 'Enter Parameters For Report' section of the 'Voids Discounts Items' report. It includes fields for 'Outlet', 'Start Date' (set to 01/01/2015), 'End Date' (set to 13/12/2015), 'From Waiter' and 'To Waiter', 'From Item' and 'To Item', 'Group', and an optional 'Include OTH' checkbox. Below these is a radio button group for 'By Waiter' (selected) and 'By User'.

This report provides a detailed list of items that were either discounted or voided within a defined date range.

The report shows the POS Outlet, item type, item code, item name, original item price, total discount, quantity of items affected, Bon number, the employee who authorized the action, and an indicator showing whether the action was a void.

To generate the report, you must enter the desired date range. You may also filter by POS Outlet (optional), waiter range (optional: From Waiter... To Waiter), item range (optional: From Item... To Item), or item group (optional). Additional options include displaying Bons that were closed with OTH (Include OTH) and choosing whether to organize the report by user or by waiter (By Waiter / By User).

## System Reports - Manager

### Daily POS Report (#416)

Daily report		
Daily report from Optima POS		
All Outlets		
Report dates: 01/11/2015 - 13/12/2015		
Print date: 13/12/2015 07:19:15		
Sales Item Group	Qty	Amount
9 ייצוח	5	233.00
קוויחים	5	66.00
תמיות	1	
carmit	1	98.00
ש.ונ.ת	7	616.00
Total Net Sales	19	1,013.00
Total Net Income		1,013.00
Total Tips		-146.00
Gross Total Sales		867.00
Payments		
Cash Payment Sh.		631.50
Total Payments		631.50
Room Charges		178.00
Total Credits		809.50
Statistics		
Total bons:		7
Average Sales:		123.86

This is a statistical report that, for a defined date range, displays the total revenue from sales by item groups, the total tips received, the payments received by different methods, the total room charges, and the average revenue per Bon.

To generate the report, you must enter the desired date range. You may also filter by POS Outlet (optional).

### Sales By Item Report (#426)

Sales By Items Report	
Enter Parameters For Report	
Start Date:	25/11/2015
End Date:	13/12/2015
Main Group:	
Item Group:	
Item:	
Outlet:	
Include OTH:	<input checked="" type="checkbox"/>

This is a statistical report that provides a detailed list of items sold within a defined date range. The report displays the item names, Bon number, invoice number, date, and quantity.

To generate the report, you must enter the desired date range. You may also filter by main group (optional), item group (optional), item name (optional), and POS Outlet (optional). By default, the POS Outlet is set to the one where the user is currently logged in.

You can also choose whether the report should include Bons that were closed using the OTH option.

## Statistics Report (#425)

This is a statistical report that presents seven days of data, including the number of guests, revenue by type, average revenue per guest by type, and a summary of all figures.

To generate the report, you must enter the start date of the desired week. You may also filter by POS Outlet (optional).

You can also choose whether the report should include Bons that were closed using the OTH option.

Statistic Report								
Statistics report								
Without o.t.h. Prices Include v.a.t Rep #: 425								
Outlet	06-Dec-15	07-Dec-15	08-Dec-15	09-Dec-15	10-Dec-15	11-Dec-15	12-Dec-15	Total
<b>Lobby</b>								
Guests:	37	44	82	21	28	55	7	274
Food:	1,372.00	769.00	1,475.00	1,672.00	908.00	3,502.00	1,115.00	<b>10,813.00</b>
Beverage:	344.00	270.00	343.00	384.00	340.00	316.00	485.00	<b>2,482.00</b>
Alc. Beverage:	85.00	191.00	329.00	27.00	270.00	193.00	.00	<b>1,095.00</b>
Other	.00	.00	.00	.00	.00	.00	.00	<b>.00</b>
Avg Food per guest	37.08	17.48	17.99	79.62	32.43	63.67	159.29	<b>39.46</b>
Avg Bev per guest	9.30	6.14	4.18	18.29	12.14	5.75	69.29	<b>9.06</b>
Avg Alc. Bev per guest	2.30	4.34	4.01	1.29	9.64	3.51	.00	<b>4.00</b>
Avg Other per guest	.00	.00	.00	.00	.00	.00	.00	<b>.00</b>
Total Food&Beverage	<b>1,801.00</b>	<b>1,230.00</b>	<b>2,147.00</b>	<b>2,083.00</b>	<b>1,518.00</b>	<b>4,011.00</b>	<b>1,600.00</b>	<b>14,390.00</b>

## Total Guest by Outlet Report (#422)

Total Guests by Outlet Report		
Total number of guests by outlet:		
From: 01/12/2015	To: 13/12/2015	
printed on: 13/12/15 07:36:36		
By: Silverbyte.	Rep # 422	
Outlet Name	Number Of Guests	
Bar B Q	14	
Lobby	491	
Main Dining Room	30	
Primavera	321	
Room Service	104	
Shabbat Meals	0	
Total :	950	

This is a **statistical report** that provides information about the number of guests in each POS Outlet.

The report shows a breakdown of all outlets in the hotel, the total number of guests, and an overall summary.

To generate the report, you must enter the desired date range and the user's name. You may also filter by POS Outlet (optional).

## Total Sales Report (#422)



The screenshot shows the 'Sales Report' parameters window. It includes fields for Start Date (10/12/15), End Date (13/12/15), F&B, Clerk, Group, Item, Item Type, Waiter, and Outlet. There are also checkboxes for Summary Report, Include vat, Include OTH, Show Only Manual Prices, and Show Discounts Only. At the bottom, there are 'From time' and 'To Time' fields both set to 00:00.

This is a statistical report that provides information about the number of items sold.

The report displays a list of sold items and can be filtered by type (F&B – optional), clerk (optional), item group (optional), item (optional), waiter (optional), and POS Outlet (optional). You may also define a time range (From Time... To Time).

Additional options include generating a summary report, displaying amounts including VAT (Include VAT), including Bons closed with OTH (Include OTH), showing only items where the price was changed manually (Show Only Manual Prices), or showing only items that were discounted (Show Discounts Only).

## Conclusion



The **Optima POS** system by Priority is more than just a cash register – it is a complete solution for managing points of sale in hotels. By combining Priority's long experience in the hospitality industry with a user-friendly Windows and SQL environment, the system makes daily work faster, easier, and more accurate for everyone – from waiters to managers.

The system includes a wide range of tools: creating groups and items, setting up different price lists (Regular, Happy Hour, Promotion), managing OTH for staff, configuring printers, and tracking tables. In addition, Optima POS provides a rich set of reports that give real-time information and help managers make the right decisions – from daily operations to long-term planning.

With its simple interface, built-in automation, and flexibility to fit each hotel's needs, Optima POS gives staff full control and peace of mind. At the same time, it ensures efficient operations and a better service experience for the guest – exactly what every modern hotel expects.

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