User Manual

for

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1. Introduction

Floreant POS is an Open source point of sale project that started in 2008 based on requirements of famous restaurant chain, Denny's. It follows client server architecture and standard touch screen friendly user interface. Floreant POS started from the scratch with Dine In and it considered user friendliness and complex reports as major components. Floreant POS has been hosted in sf.net where anyone can download source code and tailor their project. According to the license agreement changes must be published to the end user. This is how open source grows. In latin "Floreant" means to flourish - to grow or develop in a healthy or vigorous way.

In 2010 v 1.0_2 was release with kitchen control and shift based pricing schema. In 2014 it was refactored and optimized to embrace many more features including support for commercial plugins for inventory and table map.

Floreant is more than just a POS. Rather Its a total hospitality solution that facilitates small cafes where simplicity matters, dine-ins where table operation is essential and in big chains where multi-user and multi-hosted operations is important. It has been used successfully in retails and groceries. It has helped many social welfare projects like fire halls. Universities use it for research projects, loyalty companies customize it as training system and Floreant is known for innovation. It has been used for venue management, food delivery and also used in Java tablets for mobile operation. Floreant UI supports Unicode and i18n locales. It has been translated to Chinese, Indic, and left-to-right languages such as Hebrew and Arabic. Floreant ships with sample database so that user can learn from existing database.

1.1 License

Floreant POS is released under MRPL, a variant of Mozilla Public License 1.1. Under this license this software is provided free of cost “as it is” without warranty. User has full freedom to change the software and redistribute it and also tailor as per their own need. Floreant source code is managed and maintained by OROCUBE LLC.

1.2 Target User

Typical users include:

- Fast food restaurant
- Dine-In restaurant Pizzeria
- Food court restaurant
- Night club
- Bar and lounge
- Corner store

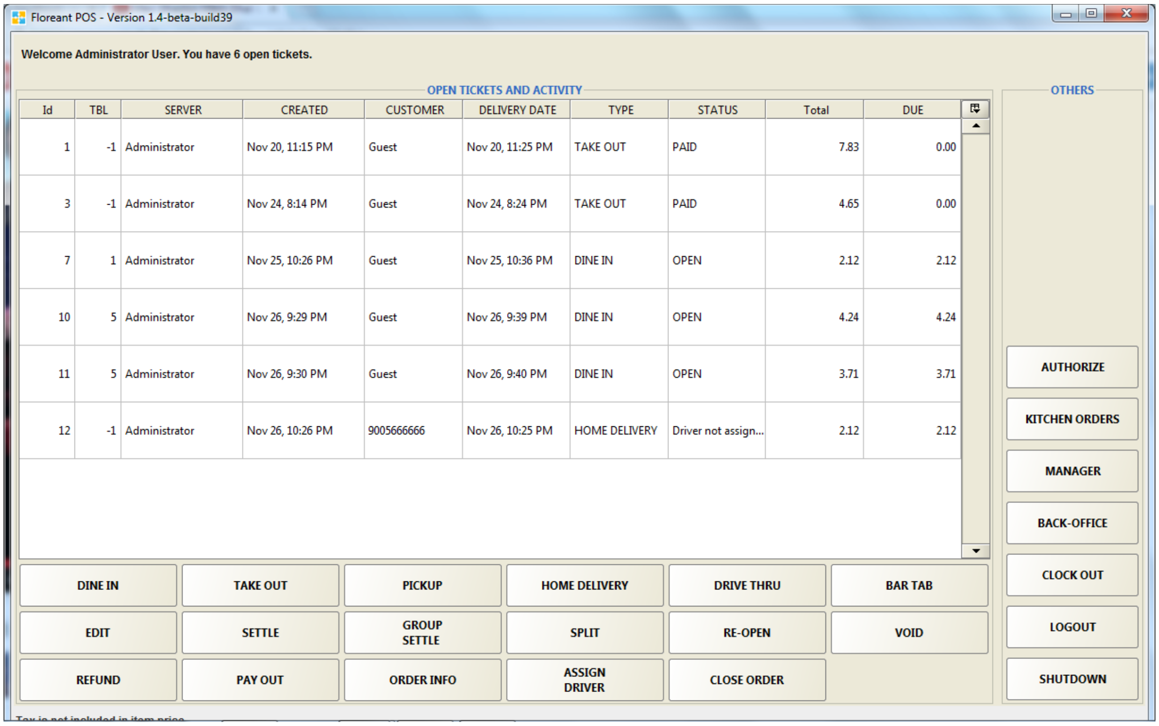
2. Features and Overview

- **Robust**: Enterprise grade POS followed Java code standard. Portable, application runs from even Pen drive, tested in Linux distros , Mac 10.4+ and Windows XP to 8.1. (Requires Java 7+).
- **Modular**: Can use as single cash terminal with embedded database or multiple terminal in client server model. Supports wide range of Databases(Compiled with MySQL, Derby) and ready to connect with Oracle and MSSQL
- **Versatile**: Dine In, Take Out, Home delivery, Phone based Order and Pick up & Drive thru. Table management, scheduling order and driver database
- **Bar tab**: Create new tab, edit tab and per-authorization of credit card.
- **Modifiers:** based Price: Dynamic Pricing on Modifier Group, Max/Min Forced modifiers, Ala-carte, Happy hour, fixed, percent discounted price.
- **Kitchen control**: Route instructions to Kitchen receipt printer. Track wastage and assign dedicated Kitchen printers for different terminals
- **Back-office**: Friendly interface for managing Food Menu, Mods, Prices, Beverages, Cooking instruction. Forced beverage by Guest count
- **Cash terminals**: Magnetic card, Partial payment and multiple Automatically calculate Discounts by percent and fixed amounts and accepts Giftcard and Coupon
- **Tax**: Multiple tax, Per item tax, Tax exemption. Included Vat/Tax sales system for UK and European restaurants
- **MIS Reports**: Ships with standard set of financial reports including Sales summary and detail report, Hourly income report, Gratuity (Tips) report, drawer pull and Credit card reports.
- **i18n**: Supports 20+ languages. No need to wait for language pack all translated texts can be modified in Notepad++
- **Manager facilities**: Credit card tips, Drawer Pull, Drawer bleed, Void, Split & reports in Receipt printer.
- **Architecture:** Plug-in based architecture
- **Most Active project**, Real time source code access. Live chat support & Remote installation
- **Support:** Commercial free plugins for Inventory Control, Transactions including Purchase, Move, Wastage, restocking levels, Warehouse for Raw material and Finished ite
- **Supports Commercial** plugin for Floor plan & Table visual layout from Orocube.com
- **Zero Installer App**. Unzip it and it starts working in 2 minutes. It does not mess your computer.

2.1 Components

Floreant POS has two major components, the Front-end Terminal and Back Office.

2.1.1 Front-end



In this POS orders are called ticket. The front end is used for most pos functions including creating new ticket and add new items, time attendance, payment processing, credit card processing and cash drawer management. Floreant POS follows standard responsive UI. The design includes larger size components, avoiding cluttered buttons and integrated virtual QWERTY keyboard and numerical pad. The front end will run on any monitor capable of legacy 800 x 600 pixel screen resolution to the latest HD graphics. Size of buttons and text can be changed as per required and it has been successfully used in Java supported tablets.

2.1.2 Back office

Back office is used for program setup, configuration and management. All regular, retail, bar and pizza menu items are managed in back office. Data is displayed in user friendly data grids and they can be exported for use in many popular spreadsheet or database programs. Back office requires a keyboard and mouse to be used effectively. When running back office on pos pos stations, many users elect to use wireless keyboards and pointing devices, storing the devices in a drawer when back office is not in use. Back office can be installed on any PC without a USB Software Protection Device, eliminating the need for an additional Amigo Pos license. If a USB Software protection is not present, Back Office can not be used to reprint orders, but all other functions, including report printing, are available. Back office is installed by default during Floreant POS installation and can be opened in stand-alone mode by clicking the Back office link in the Floreant POS Start Menu Program Group or run by pressing the Back Office icon on the Floreant POS Front End after logging in with appropriate permissions.

Floreant POS includes many unique features that enhance the user experience. A partial list of features appears below:

- Setting up terminal
- Setting up printers and devices
- Managing food menu categories
- Managing modifiers
- Managing user type, their permission
- Tax calculation and multiple tax rules
- Buy and sales price

3.1 Software

3.1.1 Pre-requisites

1.Install Latest version of Java SDK
2.Download latest version of Floreant POS (1.4 Version 56 or onward) .
3.Unzip and give write permission to the database folder

3.1.2 Terminal Modes

When a small business wants to replace Cash terminal with a Standalone POS, their best choice is to run Floreant POS with embedded database. We call it Single mode, and such setup boots with Derby database. What you need is add hardware as necessary. Street food sellers using Floreant POS in Java supported tablets like Dell Venue Pro and they used battery operated Receipt printer for the best experience. On the other hand large restaurants have to deploy a back office server and then connect many terminals over wifi or ethernet. Floreant ships with Derby Database server and has option for MySQL connection.

Single terminal Installation

1.In windows 7 or 8 installing JDK will make Jar files clickable. So try double clicking on floreantpos.jar

2.In case it does not start, setup Java environment and from command line write java -jar floreantpos.jar

Multi terminal Installation

1. Go to Terminal / Command prompt

2. Type cd database/derby-server

3. Type java -cp ./lib/derbynet.jar org.apache.derby.drda.NetworkServerControl start -h localhost -p 51527
Instead of localhost try with ip address. If you run Bat file change port number to 51527

4. Start Floreant pos terminal by java -jar floreantpos.jar

5. In login screen click on “Configure Database” database server IP and Port should be same as the server.

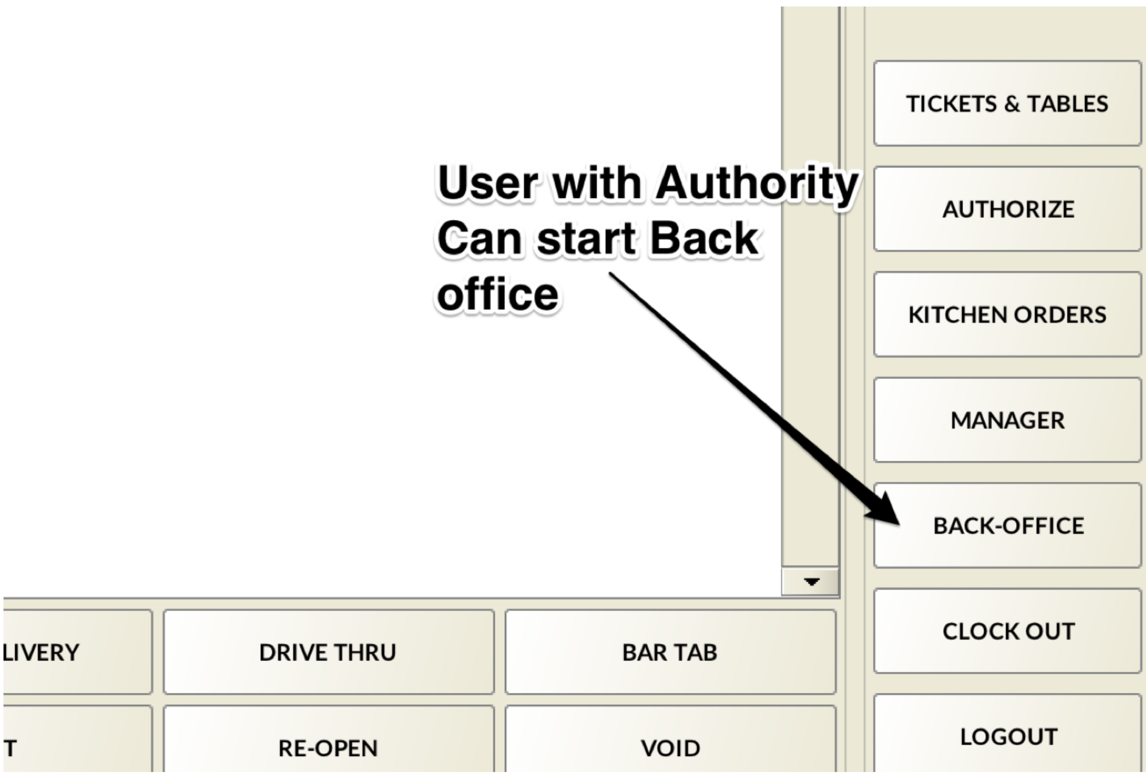
6. Create database schema and add sample data

3.2 Hardware

- Printers
  - Supports any receipt thermal printer that as native printer driver.
  - Recommended TM 88IV & Star Micronics TSP100
- Cash drawer - regular setup, refer to the vendor’s user manual
- Barcode & Magnetic scanners – Standard USB (refer to vendor user manual)

4. **Back Office**

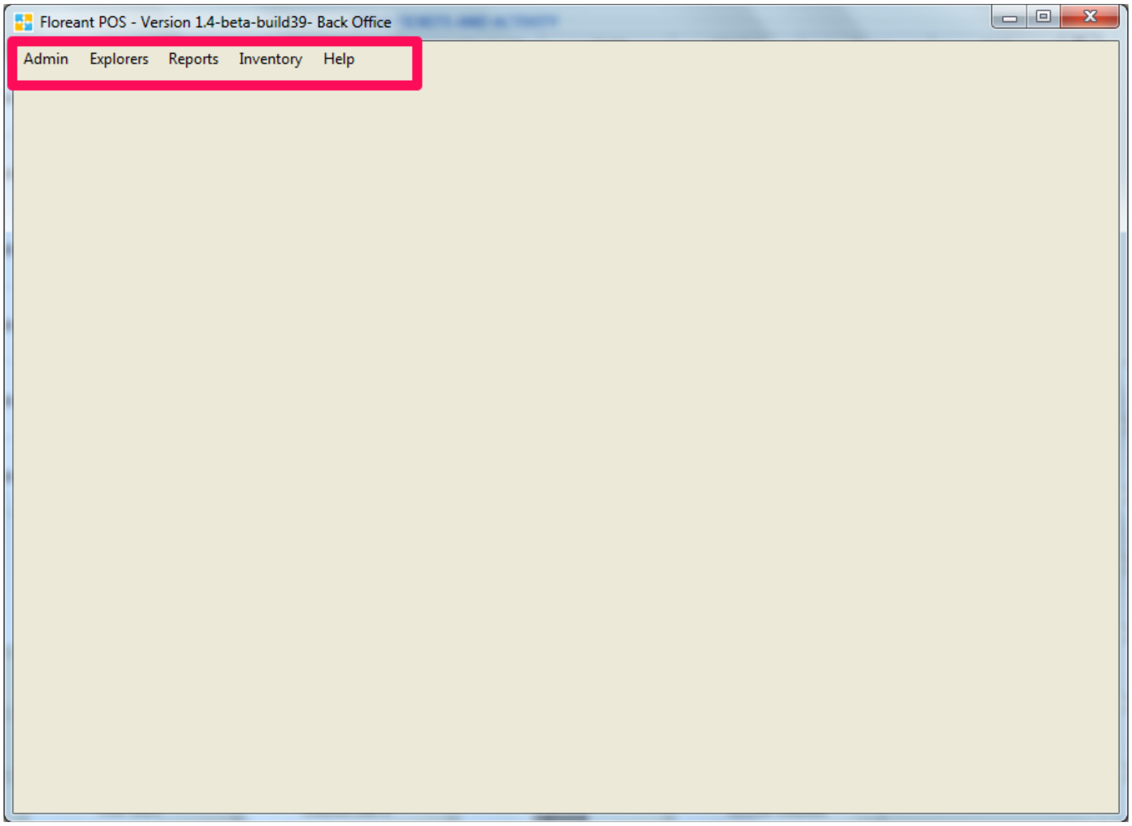
Back office is the section of the software where user will customize and configure the software for a particular installation. The data setups done here will be used to control and drive the operation of different functionalities throughout the system.



Back office is invoked by touching/Clicking BACK-OFFICE button on the right hand panel

A new screen with following Menu items appear

- Admin
- Explorers
- Reports
- Inventory
- Help



4.1 Admin Menu Item

Admin menu drop down has following items.

- Configuration
- Users
- User Types
- Gratuity Administration
- Drawer pull
- Export Menu Items
- Import Menu Items

4.1.1 Configuration

There are several tabs in this window for setting up system wide data.

4.1.1.1. Restaurant Tab

This tab has 3 section of information. Restaurant Info, capacity info and default values for currency

Section a)

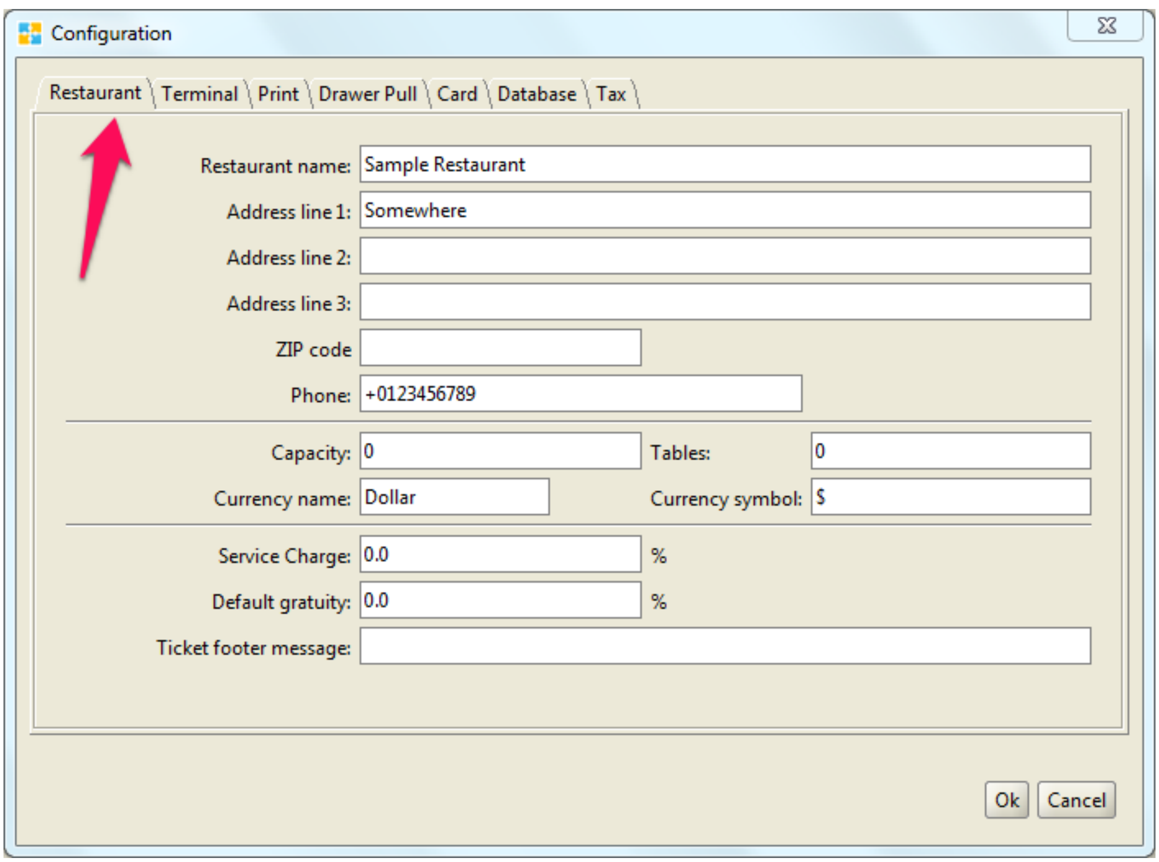
- Restaurant name: Mandatory. Recommended length 22 (Otherwise will be trimmed off in the receipt.
- Address: Recommended length 22 for same reason
- Phone Number:

Section b)

- Capacity in person - This input is used in various calculations in the report. Input value is highly recommended.
- Number of tables - This input is used in various calculation in the report . Input value is highly recommended

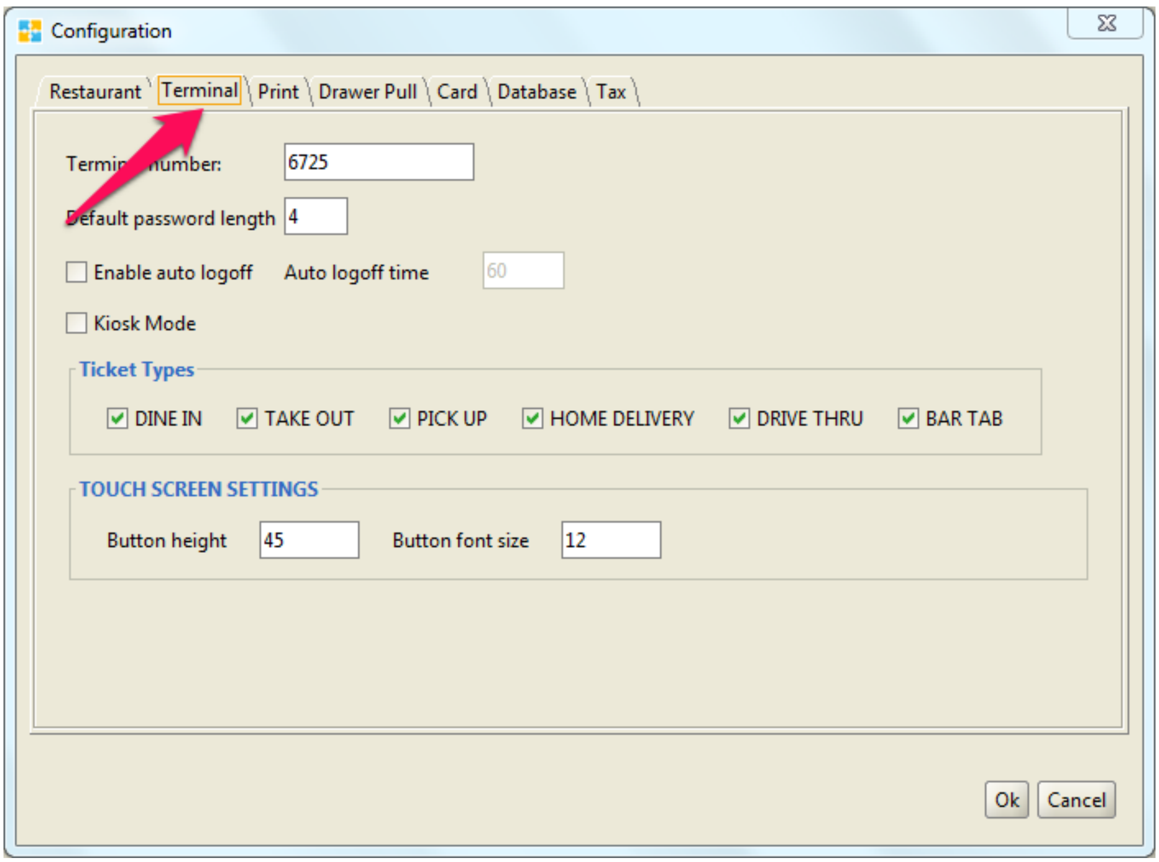
Section c)

- Default currency name
- Default currency symbol
- Default service charge
- Default gratuity
- Ticket footer message



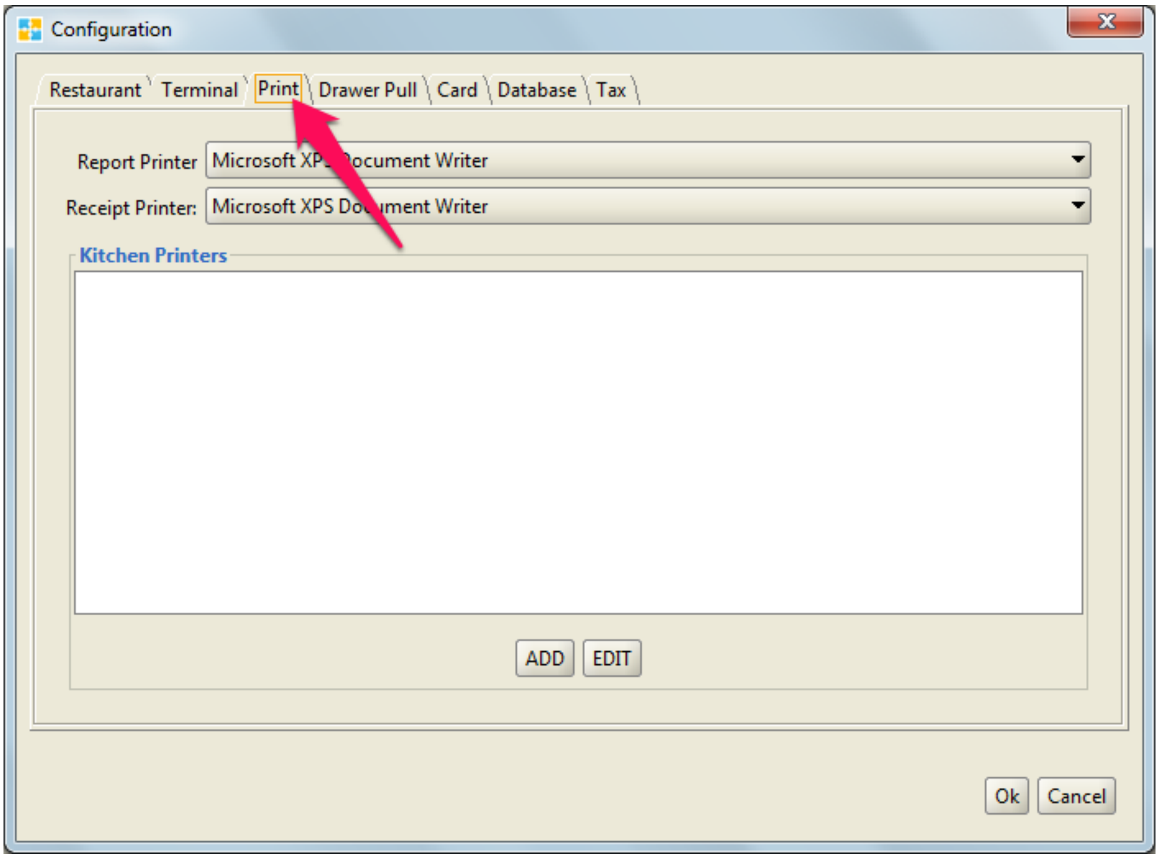
4.1.1.2 Terminal Tab

- Terminal number is a unique number assigned to each instance of the application. The server will identify each workstation/hardware with this unique number. (Admin can assign a terminal number during initial setup, changes to this number later on is not recommended)
- Default Password length – 4 is recommended
- Enable Auto Log-off - If enabled, the system will log-off after the time mentioned in the Auto Log-off time text box.
- Auto Log-off time - If the Enable auto log-off check box is checked, the system will log off after number of seconds mentioned in this text box
- Kiosk Mode - If enabled, maximize/minimize/shutdown of application windows are not allowed. Shutdown is allowed by users who have proper authority.
- Ticket types - There are five types of tickets. If not checked, that type button will be disabled and functionalities will be accessible.
- Button height- The size of the buttons can be adjusted based on terminal by entering the button height in pixels in this box.
- Button font size- This is the font size used in the buttons.



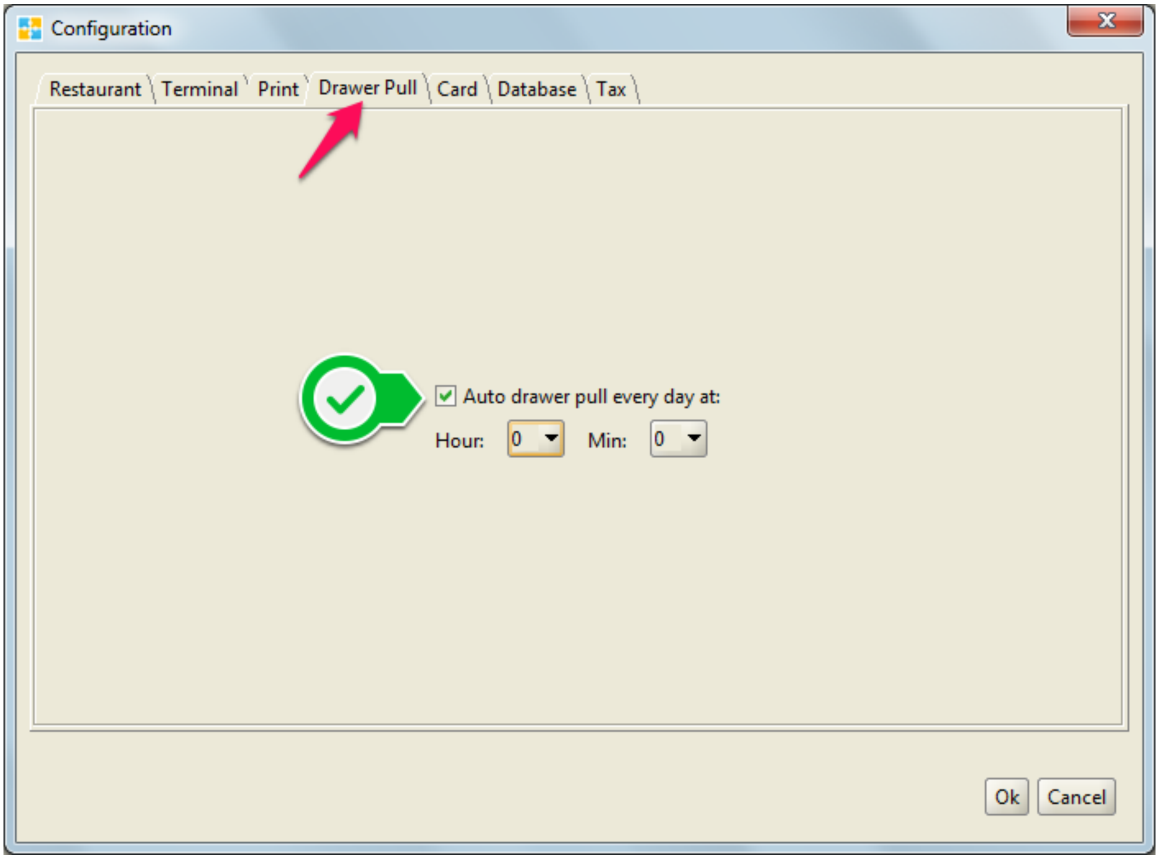
4.1.1.3 Printer Tab

- Report Printer - Add the printer that will be used to print reports. Click on the dropdown menu and select from the available printers those are set up in OS.
- Receipt Printer - Add the printer that will be used to print receipts here. Click on the dropdown menu and select from the available printers those are set up in OS.
- Kitchen Printers - Multiple printers can be added as kitchen printers. Click on the add button. Click on the device drop down to select a kitchen printer from the list of printers that are already setup at OS lever. Check the default printer button if you want to make that particular printer the default printer. Once done, click OK. An existing printer can be edited with the Edit button. (Virtual ?)
- Press ‘OK’ in the window to save the configurations.



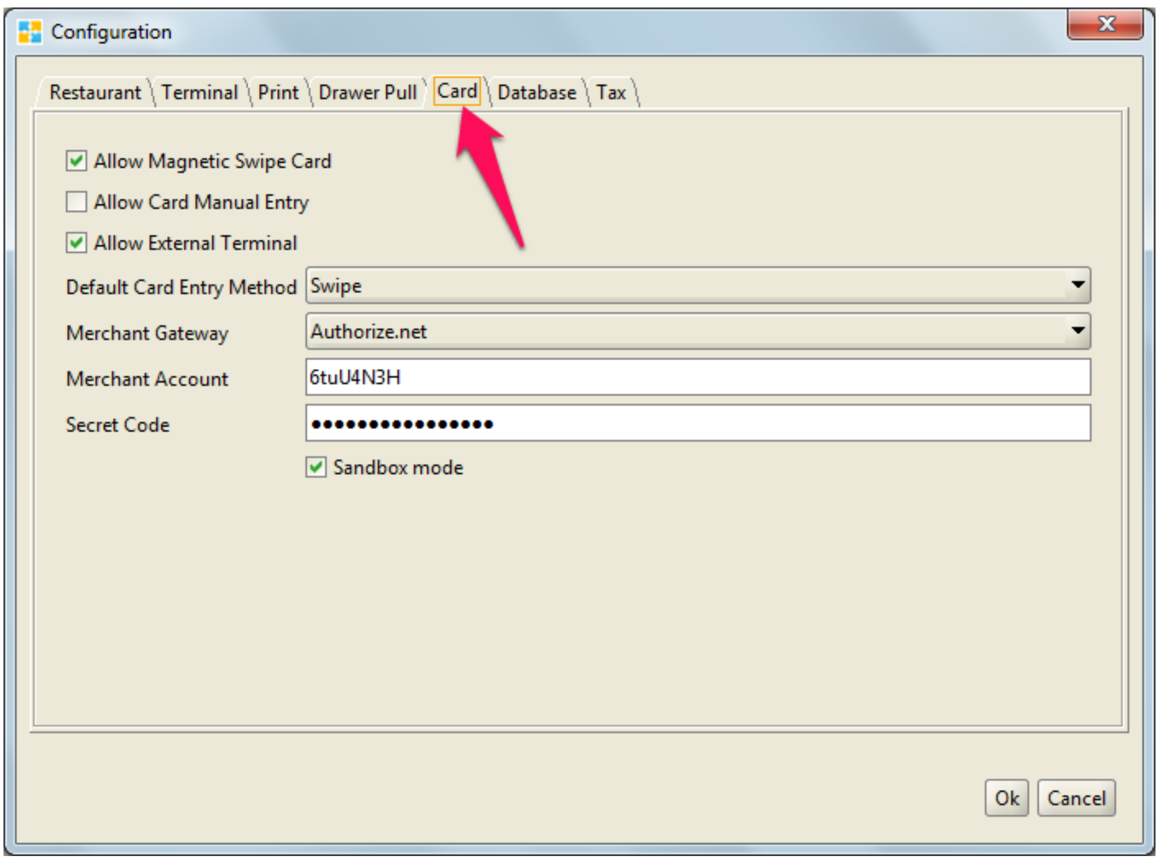
4.1.1.4 Drawer Pull Tab

- This triggers a drawer pull event automatically at a particular time each day if enabled and time specified.



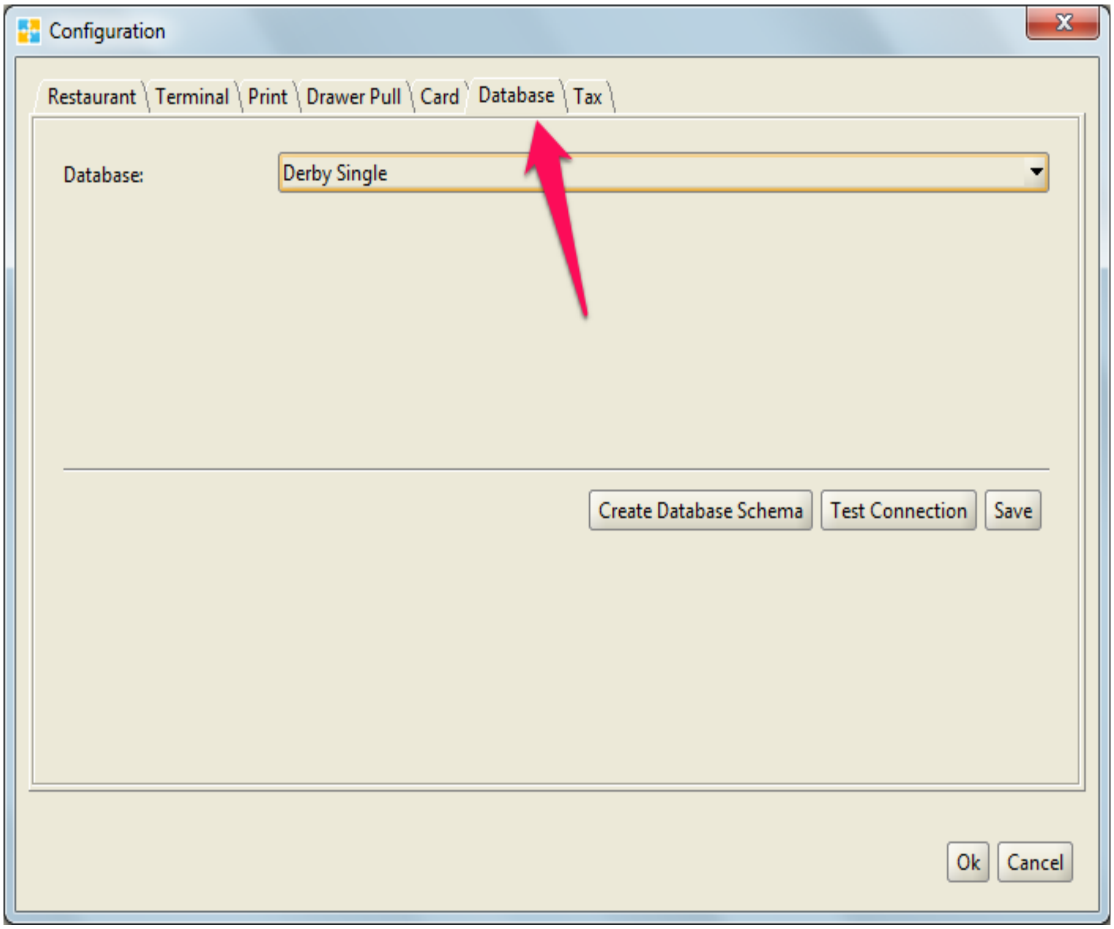
4.1.1.5. Drawer Pull Tab

- Allow magnetic swipe - Checking this box will allow sweeping the cards at the magnetic card readers.
- Allow card manual entry – In case magnetic card readers are not attached, the cashier can enter the card number, card expiry etc manually and submit the transactions.
- Allow external terminal
- Default card entry method - Select the default entry method from the drop down and that will make the selected method appear during settle process.
- Merchant gateway- The software is ships integrated with Authorize.net, a reputed PCI payment gateway, along with sandbox capabilities.
- Merchant Account - Obtain a merchant account number from Authorize.net and enter here.
- Secret Code - Enter the Secret code that comes with the Merchant account,
- Sandbox mode - Click this test credit card functioning without creating a real transaction of monetary value.



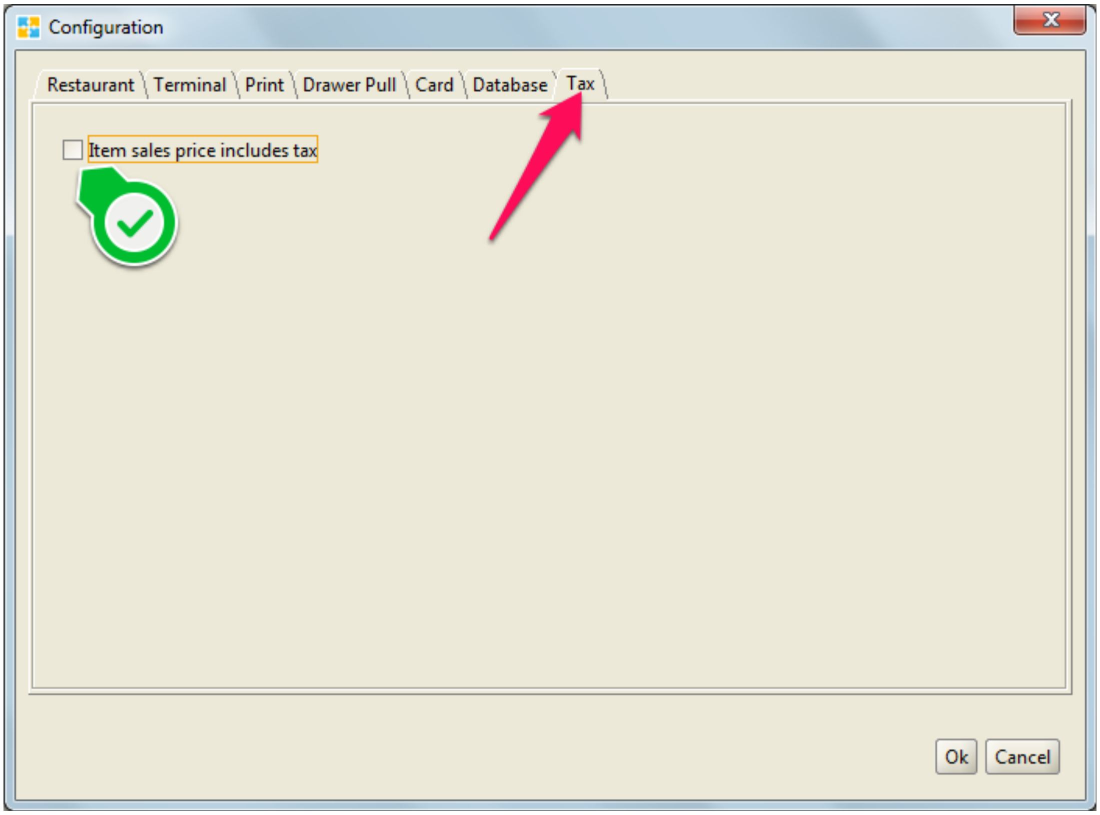
4.1.1.5. Database

- Select the type of database to be used by clicking on the drop down list.



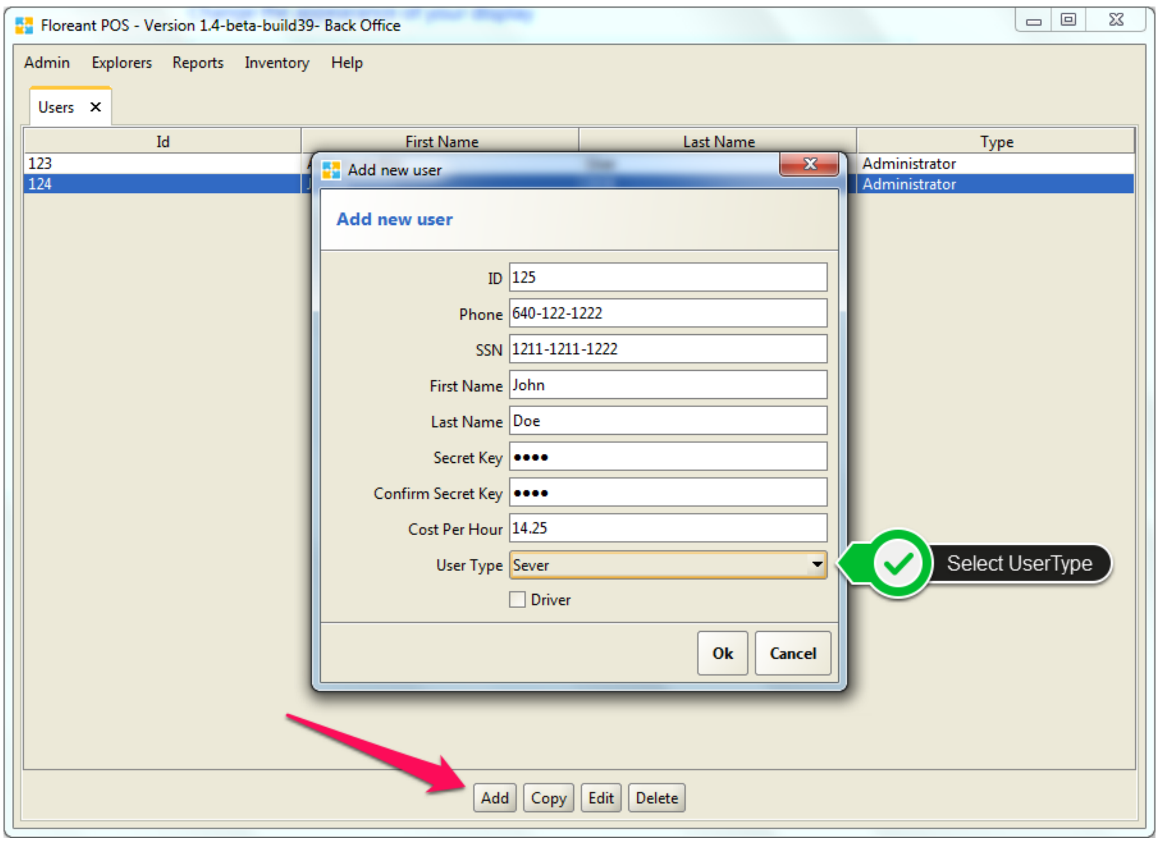
4.1.1.6 Tax

- Some countries include Tax on the sales price. Check this box if the sales price includes tax/Vat etc.



4.1.2 Users

Any body using the system has to be recorded in the system as an user through this window. The system ships with one built in user-id of type Administrator with authority to create further users with various combinations of permissions which again are pre-determined and recorded in the system through user type maintenance window. Each user will have a unique Id and a secret key and the secret key is used to logon to the system. Access to different functionalities is controlled through the user type associated with the user.



a. **Add**

- Click Add button
- The following information are recorded for each user
- Identification number
- Phone
- SSN
- First Name
- Last Name
- Secret Key - 4 digit key used during log on
- Confirm Secret Key
- Cost per Hour
- User Type -Click on the drop down list and select from the list.
- Driver - Check this box if the particular user is a driver for Home Delivery
- Click ok to save

b. **Copy**

- Select the user that you want to copy. It will be highlighted with blue once selected
- Click copy button
- Change any text box that needs to be changed
- Click Ok to save

c. **Edit**

- Select the user that you want to edit. It will be highlighted with blue once selected.
- Change the required field
- Click OK to save

d. **Delete**

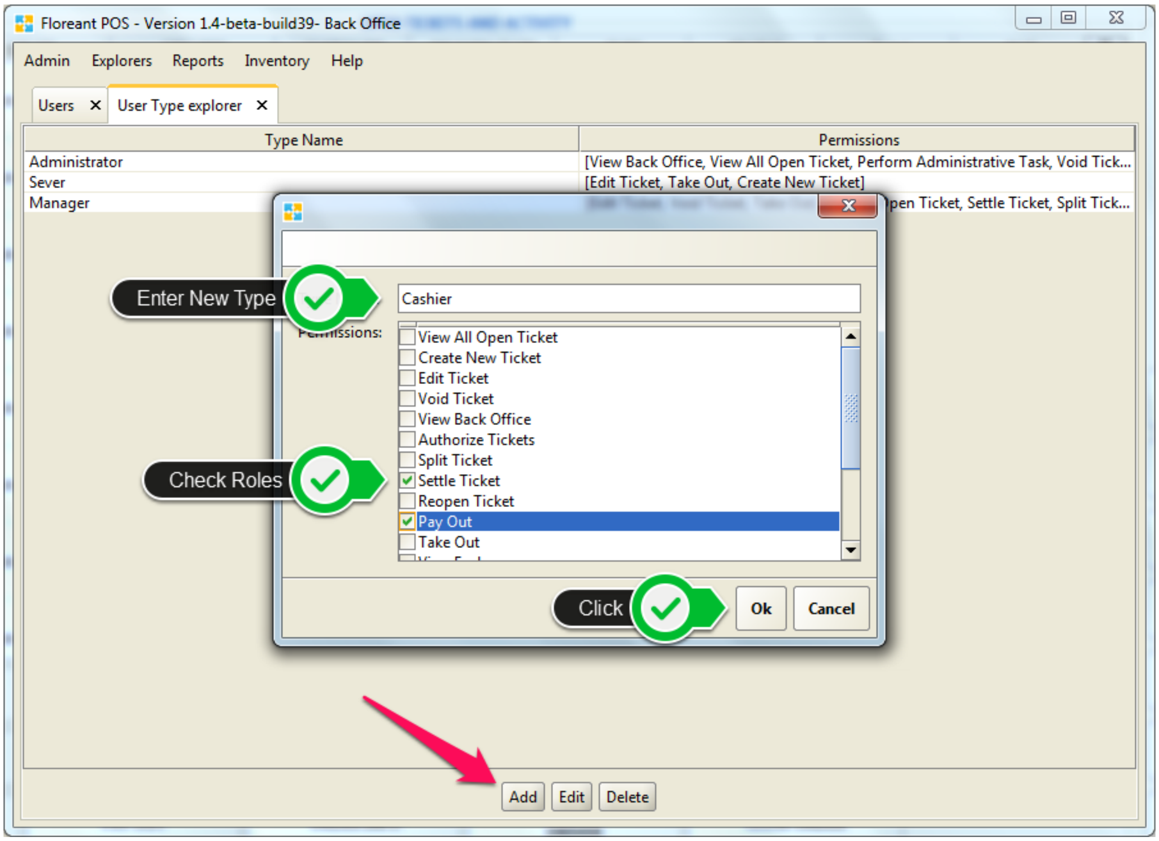
- Select the user that you want to delete. It will be highlighted with blue once selected
- Click OK to delete the record.
- The shipped administrator account cannot be deleted

4.1.3 User Type

A user type denotes a set of users who have similar set of permissions in relation to the system. Each user created in the system has to be assigned a user type which will in turn determine what functions they will have authority to perform. Normally a user type will represent a role of an employee with the operation but is not constrained by the system. A user type can be defined with any combination of the following operations:

- View all open ticket
- Create New ticket
- Edit a ticket
- Void a ticket
- View back office
- Authorize ticket
- Split ticket
- Settle ticket
- Reopen ticket
- Pay out
- Take out
- View explorer
- View reports
- Shutdown
- Add discount Refund
- Perform Manager Task
- Perform Administrative Task

a. Click on the add button to create new user type. Enter the User Type name e.g. Administrator.
b. Select the permissions to be assigned to this user type by checking the check boxes on the left of each permission
c. Click Ok to save the user type
d. Exit the window by clicking on 'X' button tab on the left upper corner of the screen.



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Recommended user types are:

- Admin - Will have all permissions
- Manager - Will have all except back office
- Food Servers - Will have ticket related authorities as required.
- Cashier - Will have only Settle Ticket
- Driver - No authority, just a user for payroll reports.

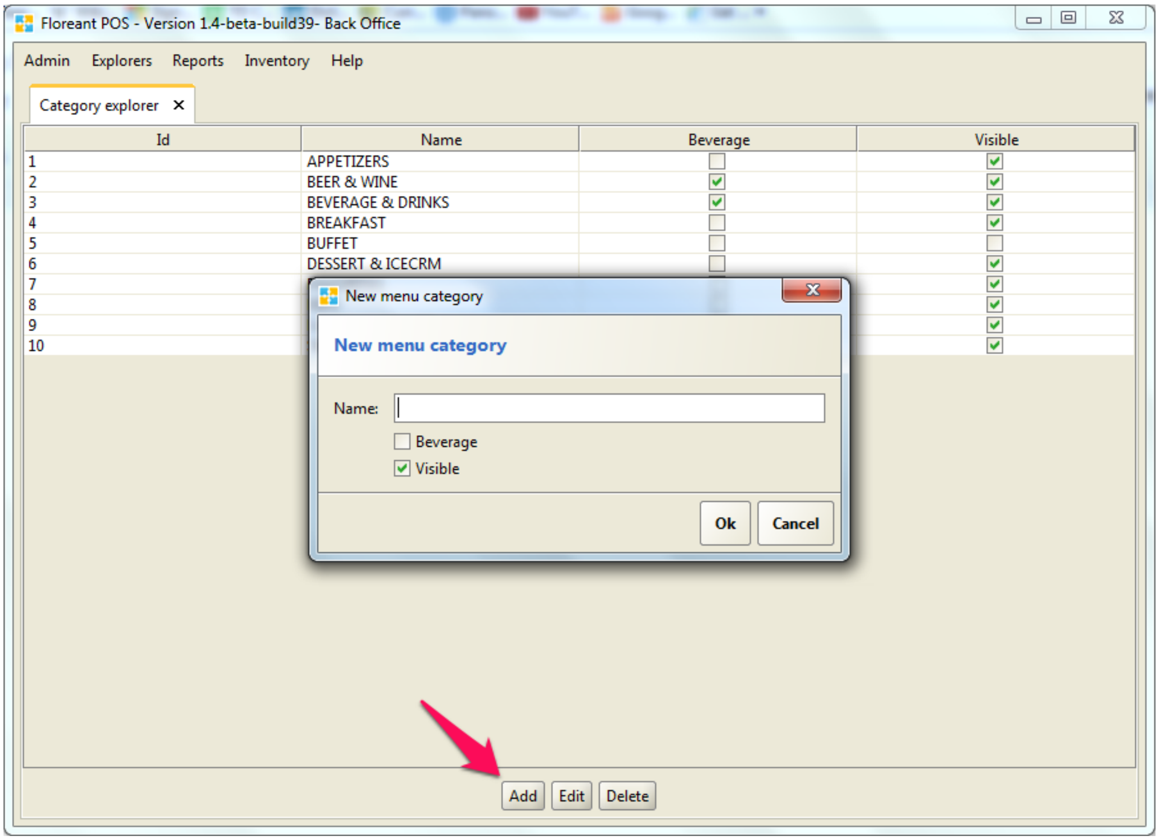
4.2 Explorer Menu

The followings are content of this menu.

1. Menu Categories
2. Menu Groups
3. Menu Items
4. Modifier Groups
5. Modifiers
6. Shifts
7. Coupons and Discounts
8. Cooking instructions
9. Tax

4.2.1 Menu categories

This is the first level of grouping available for the Menu items. The menu categories defined here will appear as buttons in the ticket creation screen on the left panel for all types of orders. Further, categories can be identified as beverages. The visibility of the Menu Category in the ticket entry screen can be switched on/off from here too.



a. **Add**

- Click Add button
- Enter the Menu category name,
- Check beverage check box if the category is a kind of beverage
- Check the visibility box depending on if this category is to be displayed or not.
- Press ok

.

b. **Edit**

- Select the category to edited. It will be highlighted blue
- Click Edit Button
- Change the content of the name text box and or check un check the check boxes.
- Click Ok to save the change

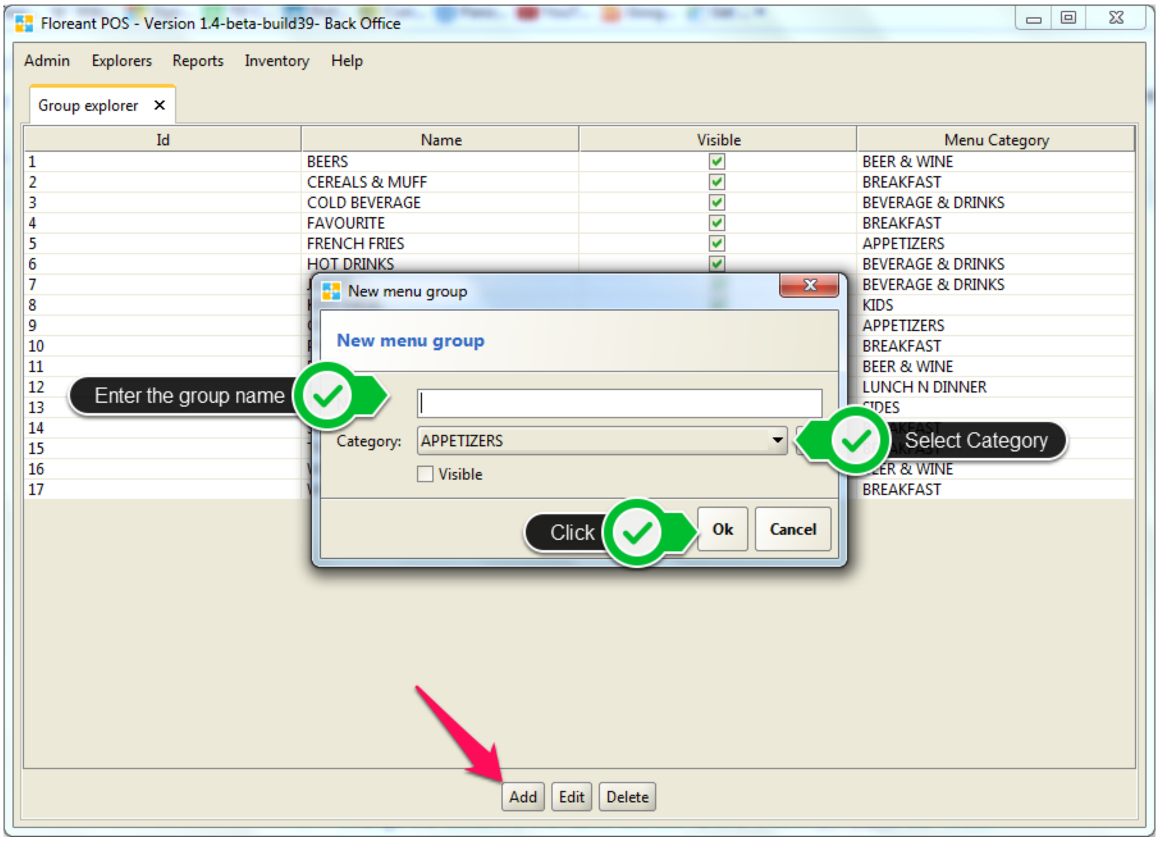
c. **Delete**

- Select the category to be deleted. It will be highlighted blue

- Click Edit Button
- Change the content of the name text box and or check un check the check boxes.
- Click Ok to save the change

4.2.2 Menu groups

l of grouping available for the Menu items. The menu groups defined here will appear as buttons in the ticket creation screen on the center panel for all types of orders once the category to which it belongs is selected. The visibility of the Menu Groups in the ticket entry screen can be switched on/off from here.



a. **Add**

- Click Add button
- Enter the Menu Group name
- Select the Menu Category to which this Menu Group belongs from the drop down list.
- Check the visibility box depending on if this category is to be displayed or not.
- Press ok

.

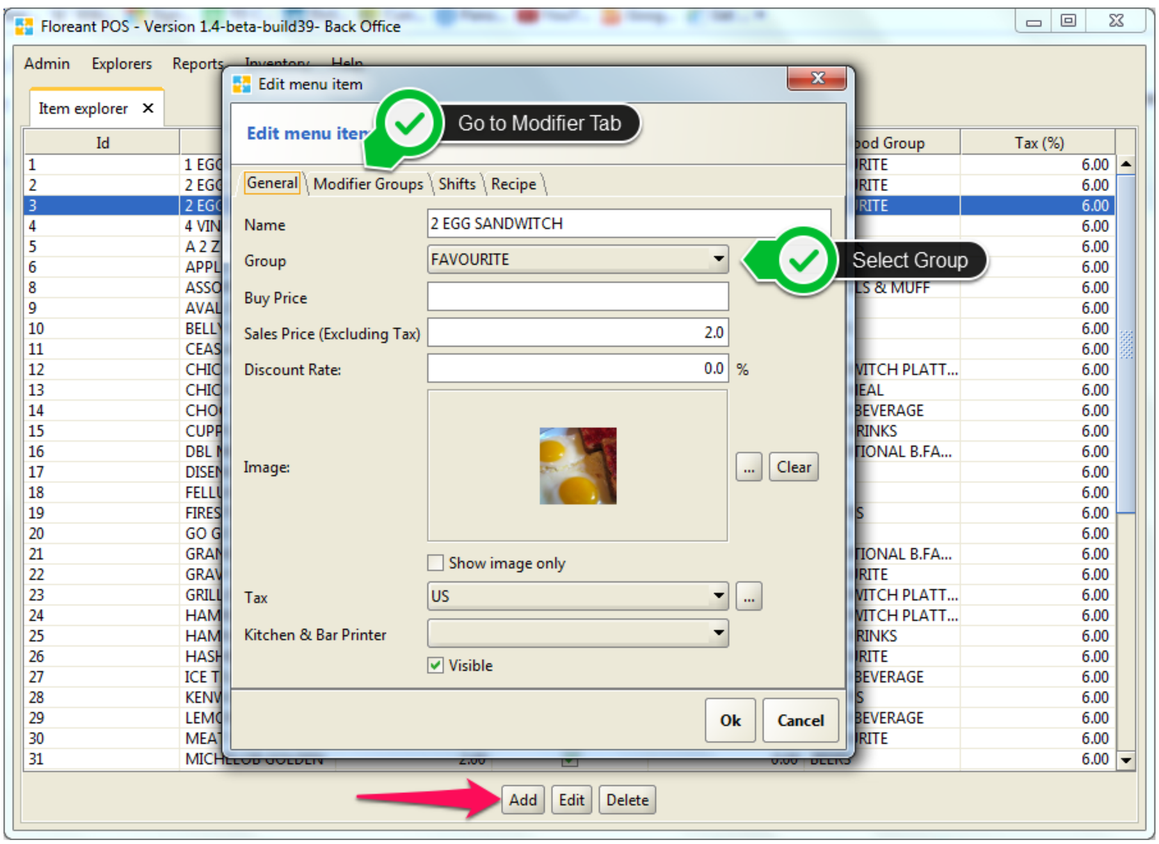
b. **Edit**

- Select the category to edited. It will be highlighted blue
- Click Edit Button
- Change the content of the name text box and or check /un- check the check boxes.
- Click Ok to save the change

c. **Delete**
- Select the category to be deleted. It will be highlighted blue
- Click Delete Button
- Click Ok on confirm window to delete the record

4.2.3 Menu Items

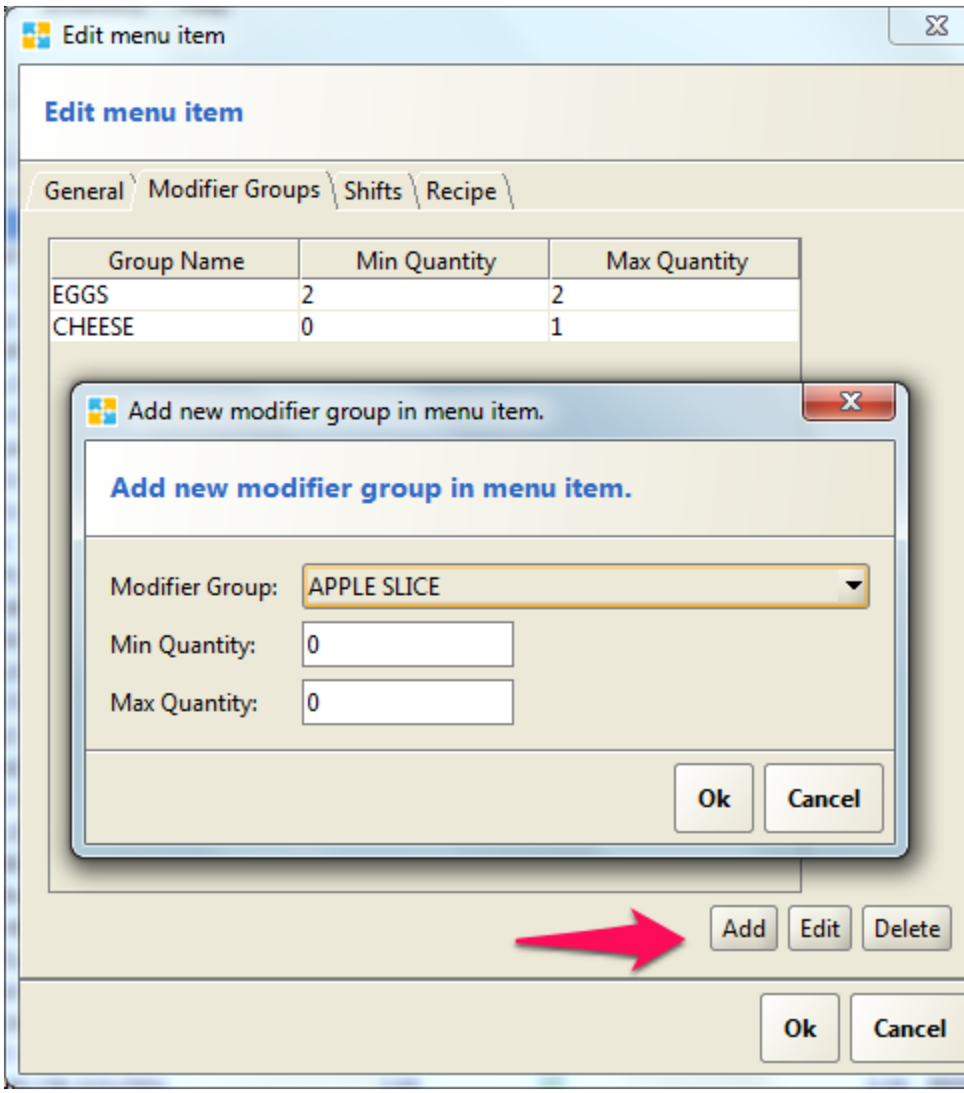
This option displays the following information regarding a menu item through a grid viewer window.
- An unique ID# that is assigned to each item
- Name of the item
- Unit Price of the item
- If the item is visible
- Discount% applicable on that item
- The Food Group to which it belongs
- Tax%



a. **Add**
- Click Add button
- A window with 4 tabs will appear. The tabs are General, Modifier, Shifts and Recipe
- In General Tab following information is entered.
  - o Item Name
  - o Item Group - This has to be selected from a drop down list If a new menu group is required, it can be created on the

fly from here by clicking the button on the right to the drop down list.

- o Purchase Price - The purchase price of the item is entered here.
- o Sale Price - The sale price excluding the tax is entered here
- o Discount Rate in % value
- o Image - Click the button next to the image box.
- o Select the file for the image of the item and press Ok.
- o Checking 'Show image only' checkbox makes only the image displayed in the create ticket process.
- o Tax- The percentage of tax on the item is entered here. If the tax % doesn't exist in the system, it can be created from here instead of Tax Menu.
- o Kitchen and bar printer can be attached by selected the drop down menu
- o Make the item visible by checking the visible check box



- Each item can be attached to one or more Modifier Group. In Modifier Groups Tab following information is entered.
    - o Click add button to attach a new modifier group to the item.
    - o Select the modifier group name from the drop down list
    - o Enter minimum numbers
    - o Enter the maximum numbers - This determines number of items to added without charging extra money.
    - o Click Ok to save the modifier group attached to the item
    - o Once a modifier group is attached, it can be changed or deleted using EDIT or DELETE button
- Shift Tab- Some items are restricted to shifts and price may vary. The relation between a shift and item is established here.
    - o Click ADD SHIFT button to add a new shift
    - o Select the shift name from the drop down list.
    - o Enter the price for that shift.
- Recipe - Recipe of the item can be recorded in this tab.
    - o Click ADD INVENTORY ITEM Button to add a new recipe ingredient.
    - o Select the name from available inventory items.
    - o Enter the percentage value of that ingredient.
    - o Click ok to save.
    - o Click ADD INVENTORY ITEM button again for the next ingredient of the recipe.
    - o An ingredient can be deleted by highlighting a particular ingredient and clicking on DELETE SELECTED ITEM.
    - o Click OK to save the changes and return to the item grid display

b. **Edit**

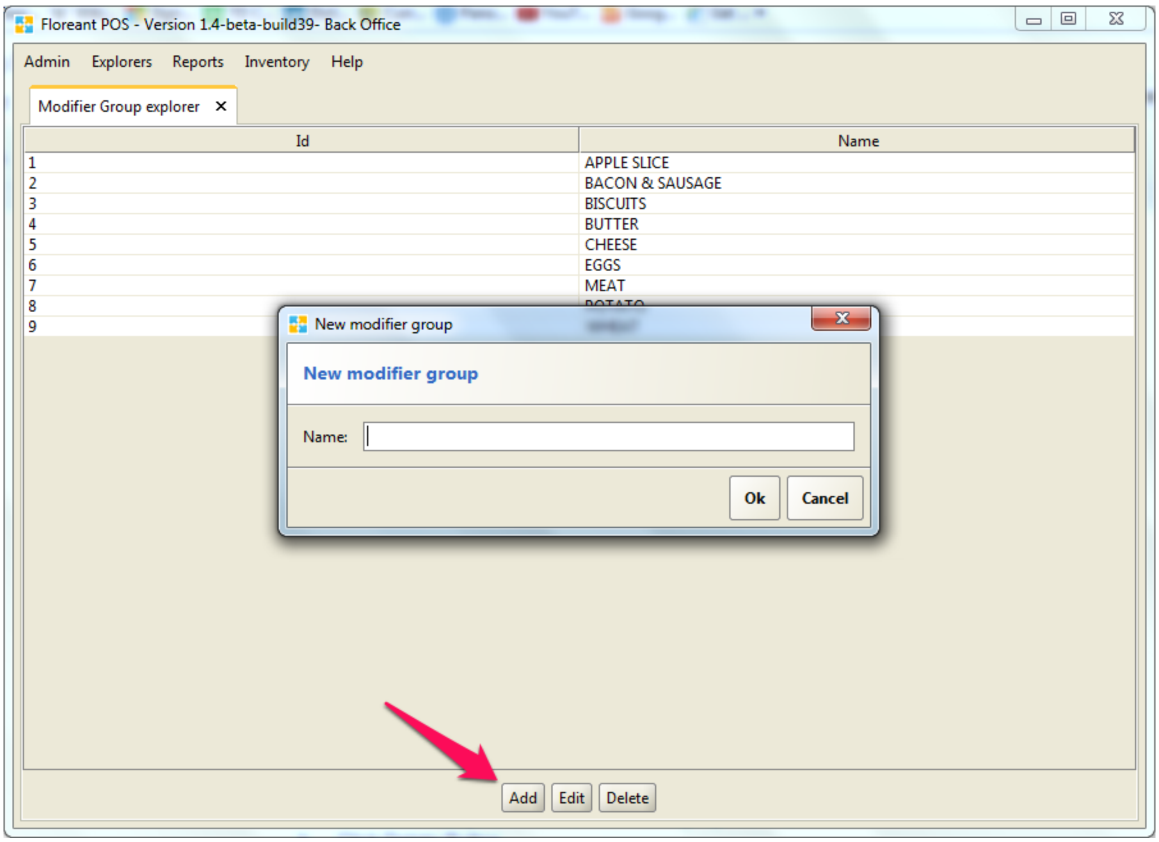
- Select the item to be edited. It will be highlighted blue
- Click Edit Button
- All the tabs of ADD button will appear and allow to Edit the existing values
- Click OK button after changes are done.

c. **Delete**

- Select the item to be deleted. It will be highlighted blue
- Click Delete Button
- A confirmation window will appear. Click Ok to confirm the deletion

4.2.4 Modifier Groups

One item can have many modifier groups. At the same time a modifier group can be attached to many items. For example an item called 2 Egg Breakfast can be attached to modifier Group called egg and modifier group called potatoes. Also, modifier group Egg can be attached to other menu item like 3 Egg Breakfast.



a. **Add**
- Click Add button
- Enter the Modifier Group name
- Press ok

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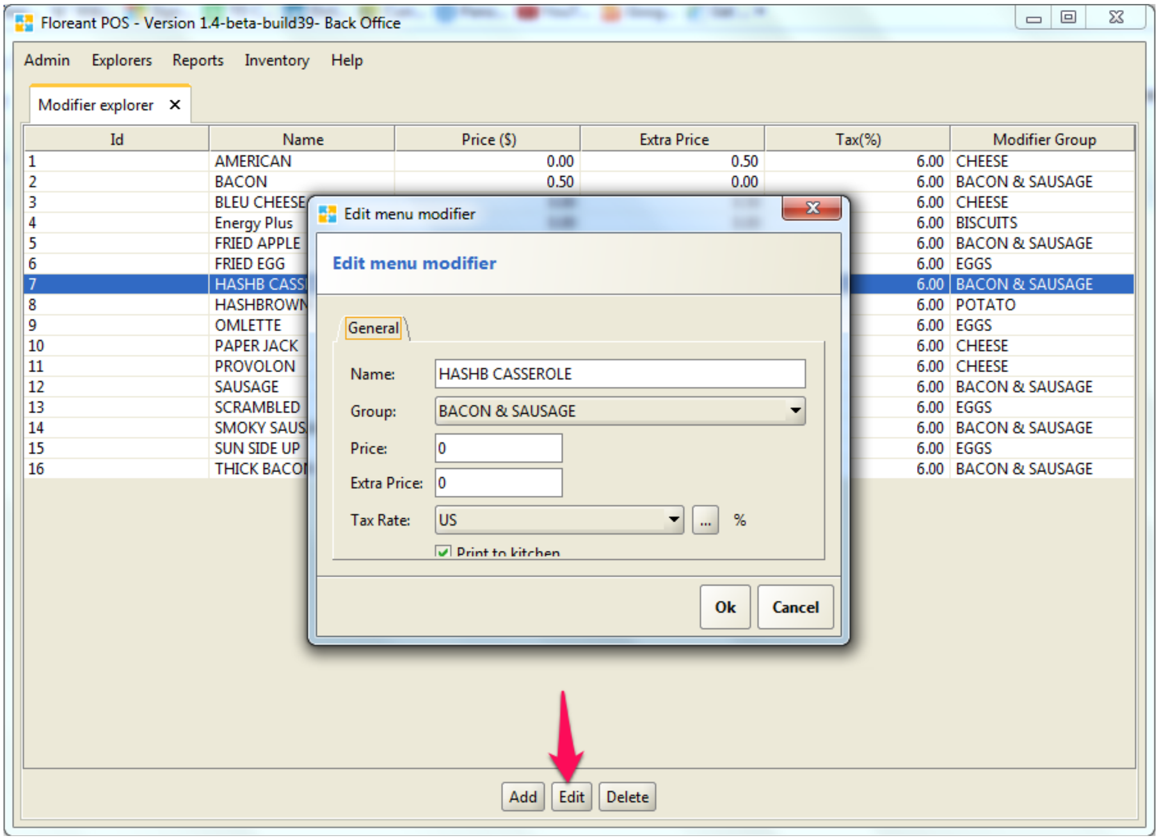
b. **Edit**
- Select the modifier group to be edited. It will be highlighted blue
- Click Edit Button
- Change the modifier group name.
- Click Ok to save the change

c. **Delete**
- Select the modifier group to be deleted. It will be highlighted blue
- Click Delete Button
- Click Ok to confirm in the confirmation window

4.2.5 Modifier

Each modifier belongs to a modifier group. A modifier group on the other hand can have multiple modifiers attached to it. E.g. an egg modifier group can have 4 modifiers - sunny side up, poached, water poached, boiled etc.



a. **Add**
- Click Add button
- Enter the Modifier name
- Select the name of the modifier group that this modifier belongs from the drop down list.
- Enter the regular price
- Enter the extra price for this modifier if quantity exceeds the minimum number for that item.
- Enter the tax rate percent value. Can be created on the fly if does not exist.
- Press ok

b. **Edit**
- Select the modifier group name to be edited. It will be highlighted blue
- Click Edit Button
- Change the content of the name text box
- Click Ok to save the change

c. **Delete**
- Select the category to edited. It will be highlighted blue

- Click Delete Button
- Click Ok on the confirmation window to delete.

4.2.6 Shifts

Shifts are defined here. Id, shift name, start time and end time of the shift are displayed on the grid.

a. **Add**

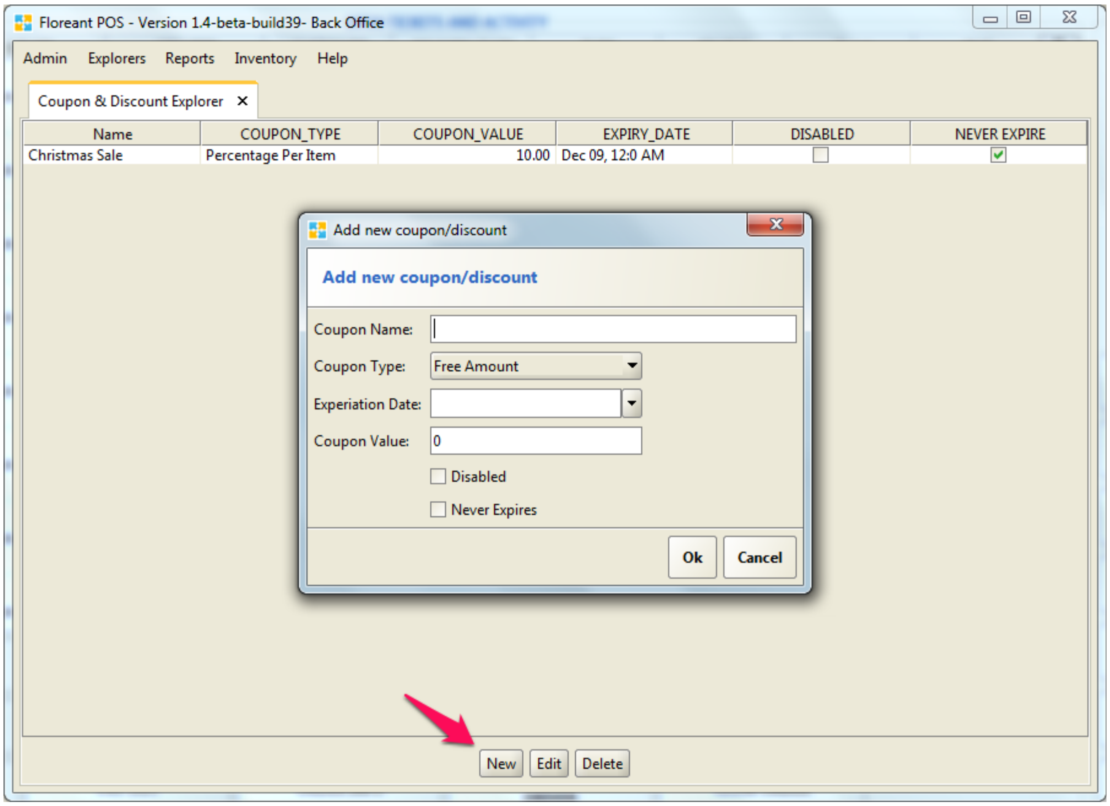
- Click Add button
- Enter a name for the shift
- Enter the start and end time
- Press ok

b. **Edit**

- Select the shift to be edited It will be highlighted blue
- Click Edit Button
- Change the shift name or time range
- Click Ok to save the change

4.2.7 Coupons and discounts

Coupons are defined here. Coupon name, type, value, expiry date and disabled and never expire check boxes are displayed in grid form.



a. **Add**

- Click Add button
- Enter the Coupon name
- Select type of coupon from the drop down list.
- Enter the expiry date. Date can be selected
- Enter the coupon value.
- Check Disabled check box if this discount is no longer valid
- Check Never expires box if the coupon does not have an expiry date
- Press ok to save

b. **Edit**

- Select the coupon/discount to be edited It will be highlighted blue
- Click Edit Button
- Change any of the information.
- Click Ok to save the change

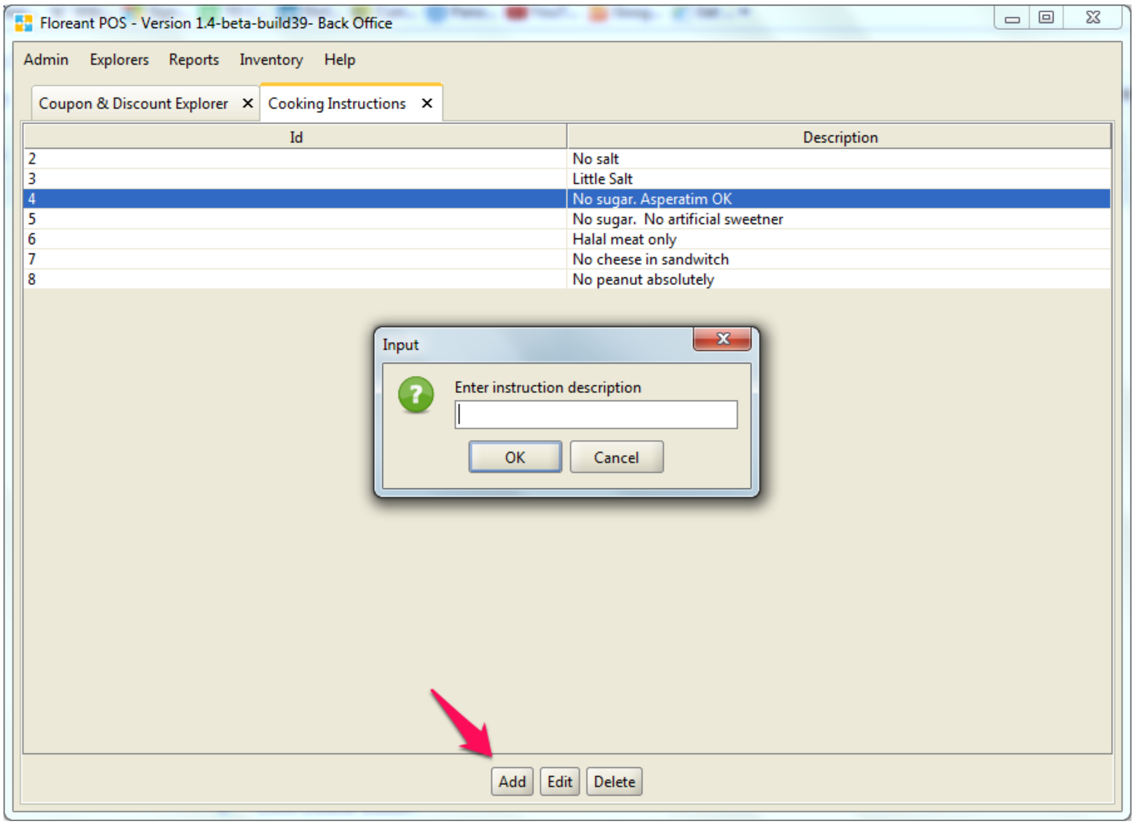
c. **Delete**

- Select the record to be deleted. It will be highlighted blue
- Click Delete Button

- Click Ok in the confirmation window to confirm the deletion.

4.2.8 Cooking Instructions

Cooking instructions are instructions often (often from customers for the kitchen) that can be attached to an item during the ticket entry. Instruction Id and description are displayed in grid table.



a. **Add**
- Click Add button
- Enter the description
- Press Ok to save

b. **Edit**
- Select the instruction to be edited It will be highlighted blue
- Click Edit Button
- Change the description
- Click Ok to save the change

c. **Delete**
- Select the record to be deleted. It will be highlighted blue
- Click Delete Button
- Click Ok in the confirmation window to confirm the deletion.

4.3 Reports

The followings are content of this menu.

- Sales Report
- Open Ticket Summary
- Hourly Labour Report
- Payroll Report
- Sales Summary Report - Key statistics
- Sales Analysis
- Credit Card Report
- Menu Usage Report
- Server Productivity Report
- Journal Report
- Sales Balance Report
- Sales Exception Report
- Sales Detailed Report

All reports are displayed within report viewer. This report viewer has following functionalities.

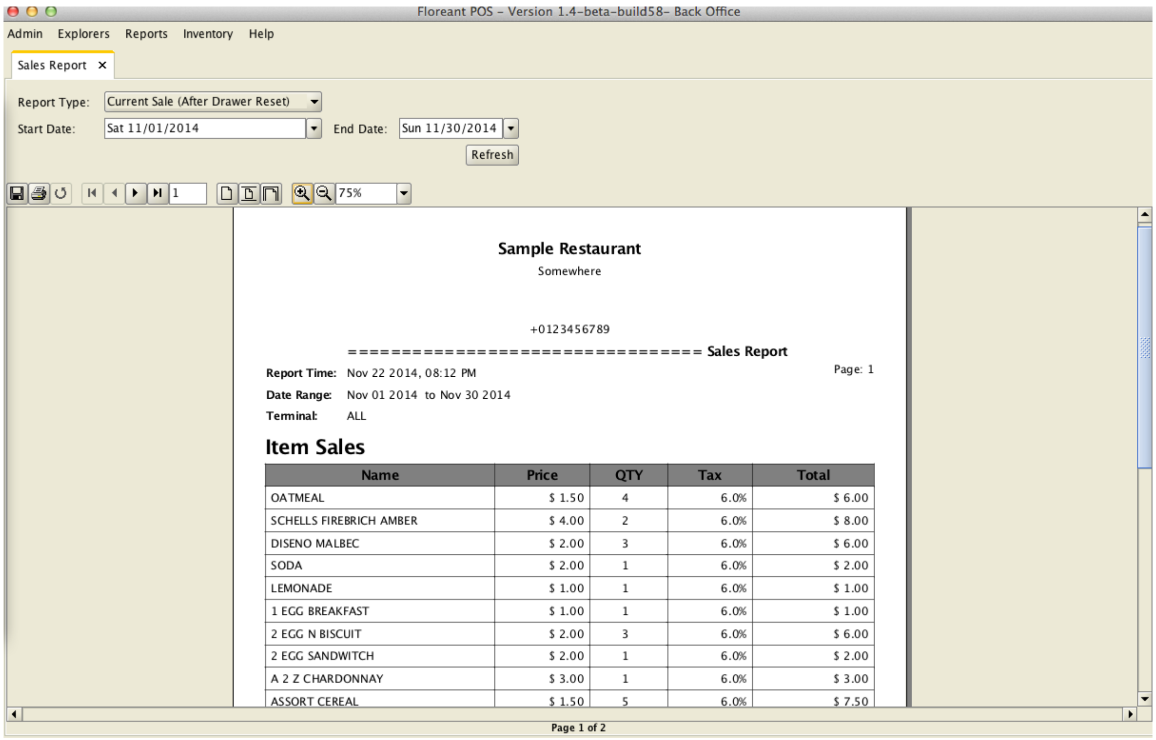
- Save Button - This is used to save the report in computer hard disk in various popular formats including PDF, RTF, ODT etc.
- Print Button- Used to print the report to a configured printer.
- Reload - Used to refresh the screen and reload a report.
- 1st Page - For multi page reports, this button takes to the 1st page.
- Previous Page = One page back
- Next Page - On page forward.
- Last Page - Last page of a multi-page report
- Actual size
- Fit Page
- Fit Width
- Zoom in
- Zoom out
- Zoom in percentage

4.3.1 Sales Report

This can be Current Sales Report, which is after the drawer has been reset or the previous sales report which is before the last drawer reset event.
So the inputs for the report are:

- Type of Sales report (Before or After the drawer reset)
- Date Range- The end date is not in effect when before drawer Reset type is used. Report will show till the last Drawer Reset, irrespective of the end date specified in the input. Similarly, for an After Drawer Reset report, the start date is not effective if the data is prior to the last Drawer Reset. Only data after the last Drawer reset will be displayed.

Hit the refresh button to generate the report.



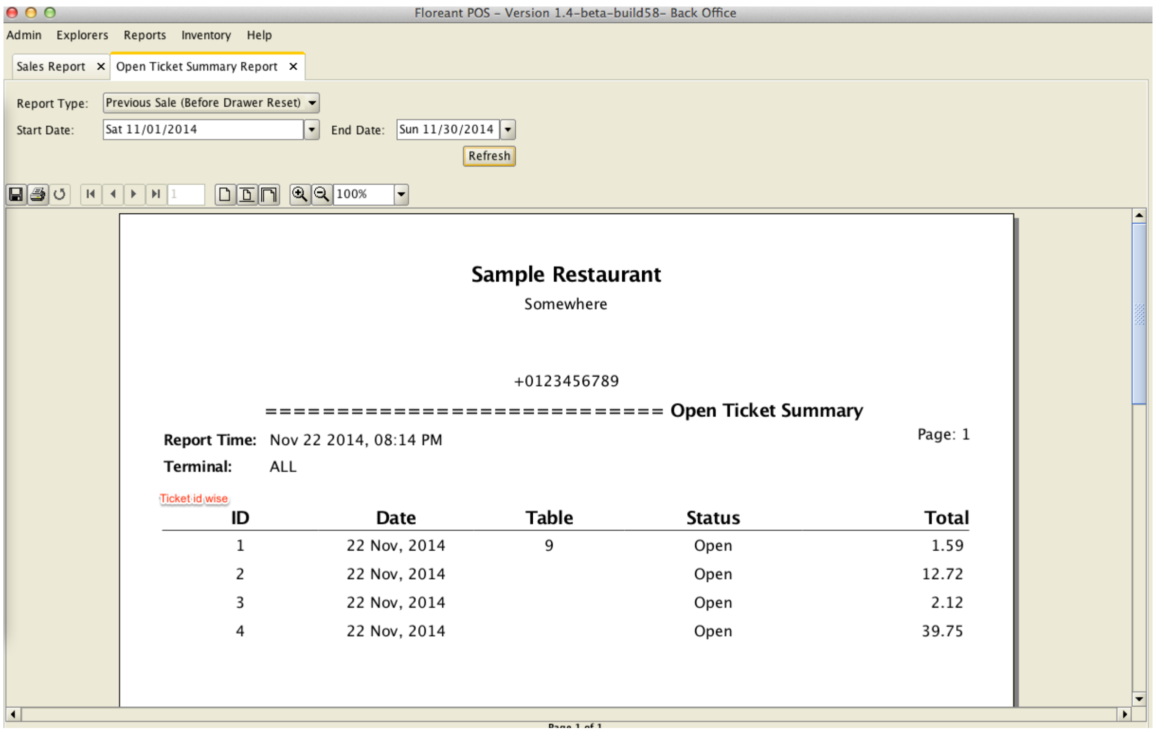
Name	Price	QTY	Tax	Total
OATMEAL	$ 1.50	4	6.0%	$ 6.00
SCHELLS FIREBRICH AMBER	$ 4.00	2	6.0%	$ 8.00
DISENO MALBEC	$ 2.00	3	6.0%	$ 6.00
SODA	$ 2.00	1	6.0%	$ 2.00
LEMONADE	$ 1.00	1	6.0%	$ 1.00
1 EGG BREAKFAST	$ 1.00	1	6.0%	$ 1.00
2 EGG N BISCUIT	$ 2.00	3	6.0%	$ 6.00
2 EGG SANDWITCH	$ 2.00	1	6.0%	$ 2.00
A 2 Z CHARDONNAY	$ 3.00	1	6.0%	$ 3.00
ASSORT CEREAL	$ 1.50	5	6.0%	$ 7.50

4.3.2 Open Ticket Summary

Again this report can be current sales after the drawer has been reset or the previous sale which is before the drawer reset event.
Inputs for the report are:

- Type of Sales Report. Before or after drawer reset.
- Date Range -The end date is not in effect when before drawer reset type is used. Report will show till the last Drawer Reset, irrespective of the end date specified in the input. Similarly, for an After Drawer Reset report, the start date is not effective if the data is prior to the last Drawer Reset. Only data after the last Drawer reset will be displayed.

Hit the refresh button to generate the report.

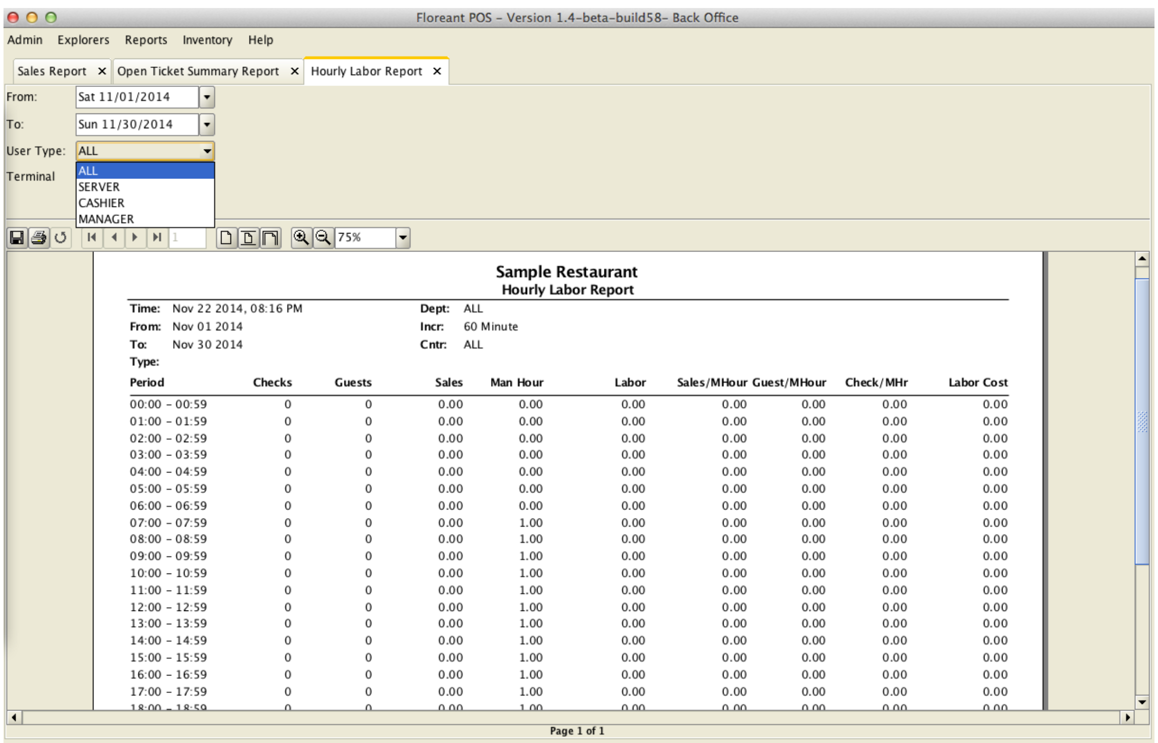


4.3.3 Hourly Labour Report

This report shows hourly efficiency of all employees or group of employees and/or per terminal/all terminals for a 24 hour period.

Following info are presented in the report.

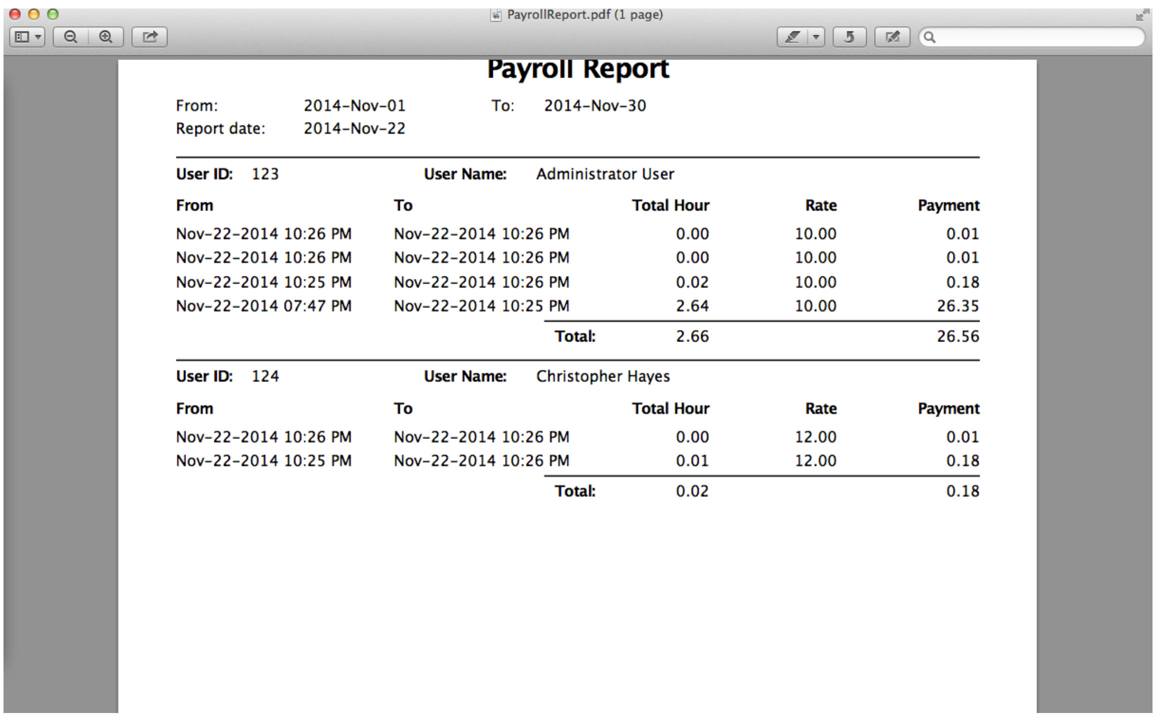
- Hour of the 24 hour period
- Checks - this number of tickets opened on that hour
- Guests - Number of guests entertained on that hour
- Sales Amount on that hour
- Man Hour - Number of Employee working on that hour
- Labour - Each employee is assigned a hourly rate when a user is defined. This is the total cost of labour, i.e. sum of all employees multiplied by hourly wage working during that time.
- Sales/Man hour - Total Sales figure divided by number of employees working that time period
- Guest/Man Hour - Total number of guests during the time period/ Number of employees working
- Checks/Man Hour - Total number of tickets opened during the time period/Number of employees working.
- Labour Cost -   ?



4.3.4 Payroll Report

This report shows wage of employees between a date range. for each employee in the system
Inputs are from date and to date.
Clicking on the Go button will generate the report in a report viewer. Report shows following information

- User Id: The unique Id of each employee
- User Name : Name
- From Date/Time: The Date and time within the input date the employee started working
- To Date/Time: The last date and time the employee worked within the entered To Date.
- Total hours: Total hours worked within the date range entered.
- Rate: This is the rate entered in the system for each employee during user definition.
- Payment: This is the calculated output of Total Hours x Rate.



Payroll Report

From: 2014-Nov-01 To: 2014-Nov-30
Report date: 2014-Nov-22

User ID: 123 **User Name:** Administrator User

From	To	Total Hour	Rate	Payment
Nov-22-2014 10:26 PM	Nov-22-2014 10:26 PM	0.00	10.00	0.01
Nov-22-2014 10:26 PM	Nov-22-2014 10:26 PM	0.00	10.00	0.01
Nov-22-2014 10:25 PM	Nov-22-2014 10:26 PM	0.02	10.00	0.18
Nov-22-2014 07:47 PM	Nov-22-2014 10:25 PM	2.64	10.00	26.35
	Total:	2.66		26.56

User ID: 124 **User Name:** Christopher Hayes

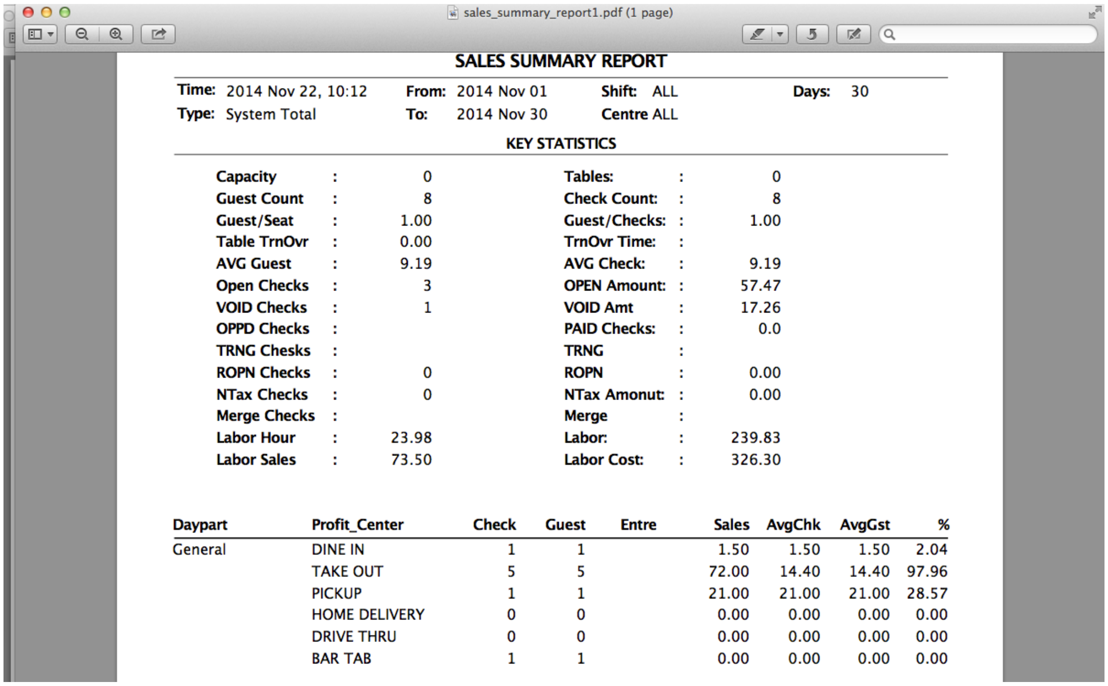
From	To	Total Hour	Rate	Payment
Nov-22-2014 10:26 PM	Nov-22-2014 10:26 PM	0.00	12.00	0.01
Nov-22-2014 10:25 PM	Nov-22-2014 10:26 PM	0.01	12.00	0.18
	Total:	0.02		0.18

4.3.5 Sales Summary Report - Key statistics

This report shows detail performance statistics for a user type or terminal.
Input is date range and a group of employee or terminal
The information that are reported here are:

- Capacity - A fixed value as setup in configuration
- Table-Total table counts in the restaurant as setup in the configuration
- Guest Count - Total guest visited during the date range of the input.
- Check count - Total number of tickets opened during the date range .
- Guest /Seat - Average value - Total Guests/ Total Table
- Guests/Check - Average guest per tickets - Total guest / Total Tickets opened
- Table Turnover - Number of time table is used per shift
- Turn Overtime - Average time a table is occupied by one set of guest
- Open Checks - This is total number of tickets that was opened
- Open Amount - The $ value of all the opened tickets during the input date range
- Void Tickets - Number of tickets that were voided during the date range
- Void Amount + Tx: The $ value of tickets that were voided.
- OPPD Checks
- Paid Checks -
- TRNG Checks
- TRNG Amount
- ROPN Checks
- ROPN Amounts
- NTax Checks
- NTax Amounts
- Merge Checks
- Merge Amount
- Labour Hours
- Labour
- Labour Sales
- Labour Cost

Also this report has a profit center wise breakdown of number of guest, tickets numbers, Sales and average ticket, average Guests and %



SALES SUMMARY REPORT

Time: 2014 Nov 22, 10:12 **From:** 2014 Nov 01 **Shift:** ALL **Days:** 30

Type: System Total **To:** 2014 Nov 30 **Centre** ALL

KEY STATISTICS

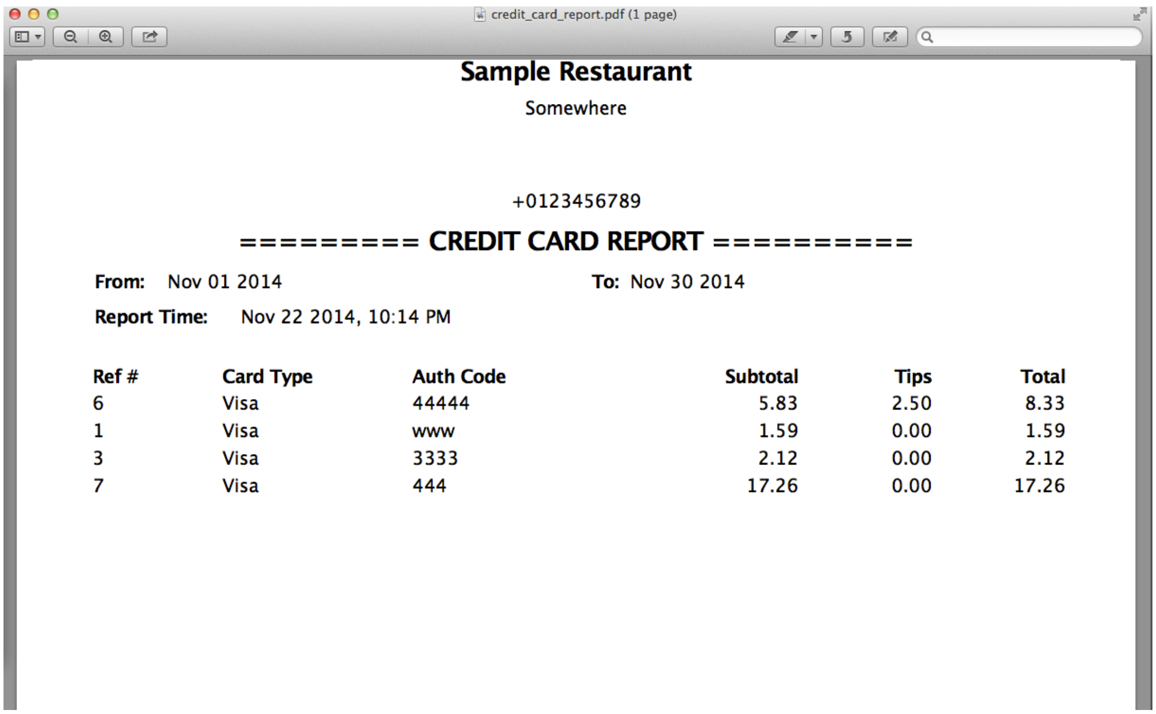
Capacity	:	0	**Tables:**	:	0
Guest Count	:	8	**Check Count:**	:	8
Guest/Seat	:	1.00	**Guest/Checks:**	:	1.00
Table TrnOvr	:	0.00	**TrnOvr Time:**	:	
AVG Guest	:	9.19	**AVG Check:**	:	9.19
Open Checks	:	3	**OPEN Amount:**	:	57.47
VOID Checks	:	1	**VOID Amt**	:	17.26
OPPD Checks	:		**PAID Checks:**	:	0.0
TRNG Chesks	:		**TRNG**	:	
ROPN Checks	:	0	**ROPN**	:	0.00
NTax Checks	:	0	**NTax Amonut:**	:	0.00
Merge Checks	:		**Merge**	:	
Labor Hour	:	23.98	**Labor:**	:	239.83
Labor Sales	:	73.50	**Labor Cost:**	:	326.30

Daypart	Profit_Center	Check	Guest	Entre	Sales	AvgChk	AvgGst	%
General	DINE IN	1	1		1.50	1.50	1.50	2.04
	TAKE OUT	5	5		72.00	14.40	14.40	97.96
	PICKUP	1	1		21.00	21.00	21.00	28.57
	HOME DELIVERY	0	0		0.00	0.00	0.00	0.00
	DRIVE THRU	0	0		0.00	0.00	0.00	0.00
	BAR TAB	1	1		0.00	0.00	0.00	0.00

4.3.6 Credit Card Report

This report shows all credit card transactions done within range of date. The input is date range only. Shows following details of transactions.

- Reference # - This is a unique transaction number generated by the system every time a credit card is swiped.
- Card Type (Name of the card e.g. visa, mastercard etc.)
- Authorization Code
- Subtotal - $ amount in the receipt.
- Tips- Gratuity Amount added by the customer
- Total - $ Amount paid by card.



Sample Restaurant

Somewhere

+0123456789

========= **CREDIT CARD REPORT** ==========

From: Nov 01 2014 **To:** Nov 30 2014

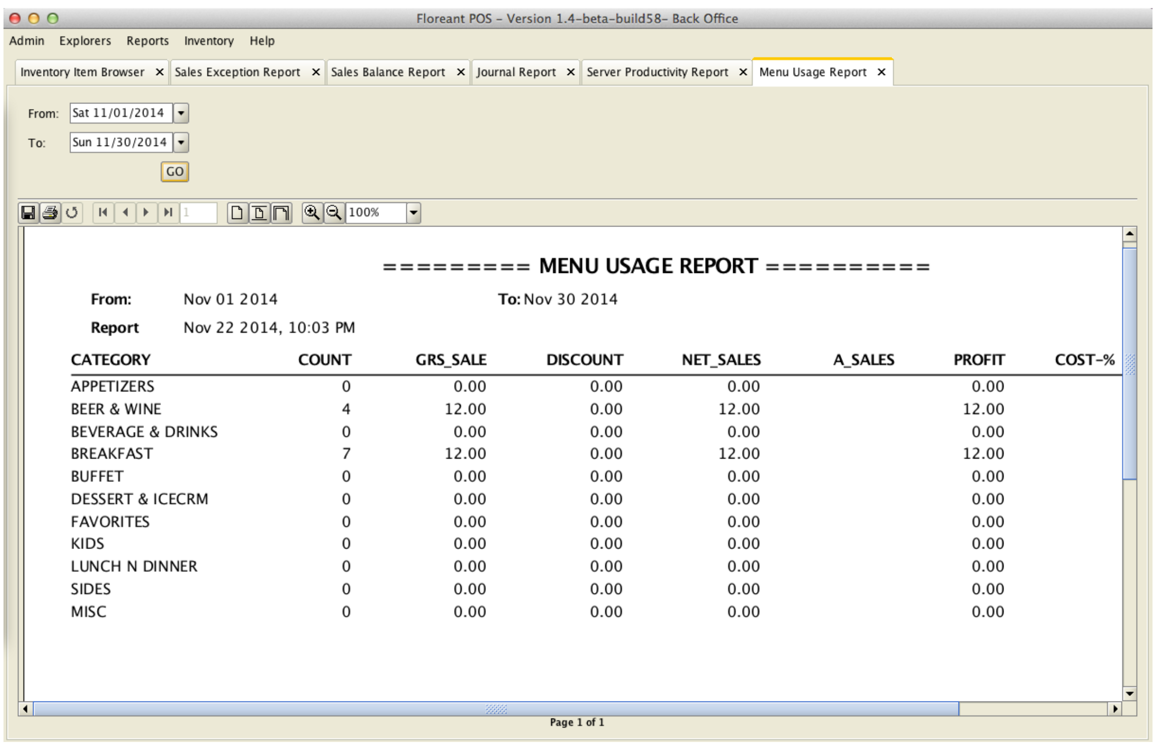
Report Time: Nov 22 2014, 10:14 PM

Ref #	Card Type	Auth Code	Subtotal	Tips	Total
6	Visa	44444	5.83	2.50	8.33
1	Visa	www	1.59	0.00	1.59
3	Visa	3333	2.12	0.00	2.12
7	Visa	444	17.26	0.00	17.26

4.3.7 Menu Usage Report

This report shows sale, cost and profit per menu category. Only input is date range

- Category Name as defined from Menu Categories
- Count - Number of items served.
- Gross Sale - Gross value
- Discount - Discount Amount on that category if any
- Net Sales -
- A_Sales-
- Profit -
- Cost
- %



========= MENU USAGE REPORT =========

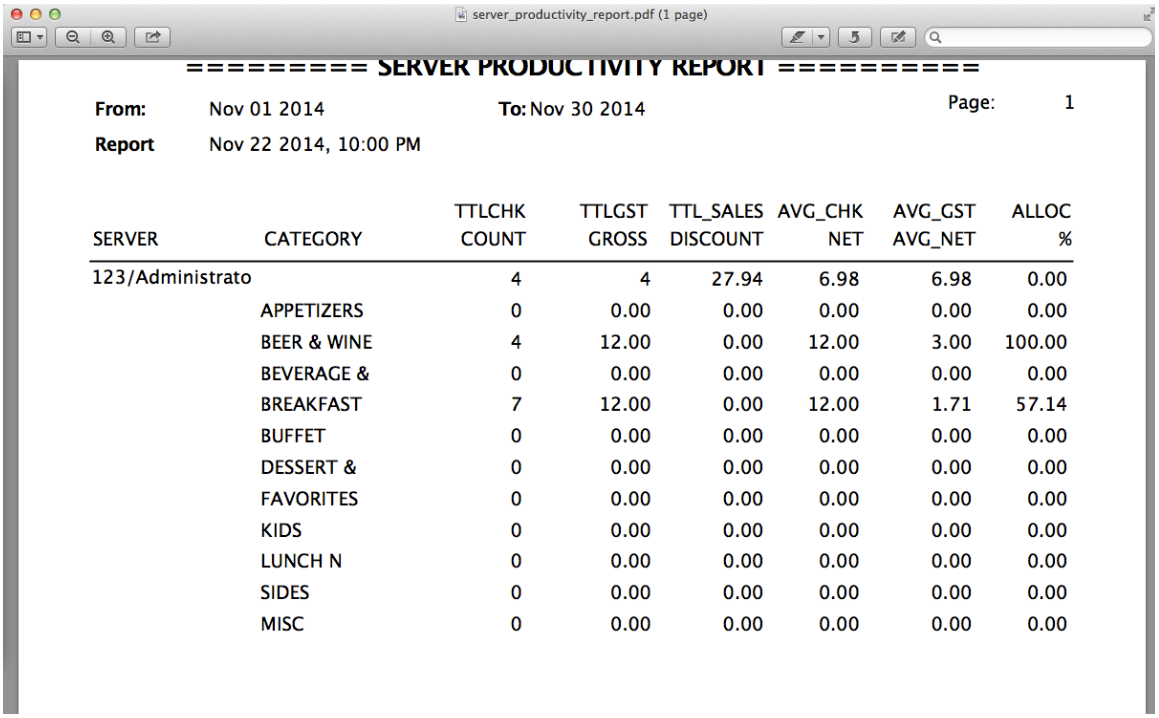
From: Nov 01 2014 **To:** Nov 30 2014

Report Nov 22 2014, 10:03 PM

CATEGORY	COUNT	GRS_SALE	DISCOUNT	NET_SALES	A_SALES	PROFIT	COST-%
APPETIZERS	0	0.00	0.00	0.00		0.00	
BEER & WINE	4	12.00	0.00	12.00		12.00	
BEVERAGE & DRINKS	0	0.00	0.00	0.00		0.00	
BREAKFAST	7	12.00	0.00	12.00		12.00	
BUFFET	0	0.00	0.00	0.00		0.00	
DESSERT & ICECRM	0	0.00	0.00	0.00		0.00	
FAVORITES	0	0.00	0.00	0.00		0.00	
KIDS	0	0.00	0.00	0.00		0.00	
LUNCH N DINNER	0	0.00	0.00	0.00		0.00	
SIDES	0	0.00	0.00	0.00		0.00	
MISC	0	0.00	0.00	0.00		0.00	

4.3.8 Server Productivity Report

This report shows hourly efficiency of all employees or group of employees or per terminal.


server_productivity_report.pdf (1 page)

========= SERVER PRODUCTIVITY REPORT ==========

From: Nov 01 2014 **To:** Nov 30 2014 Page: 1

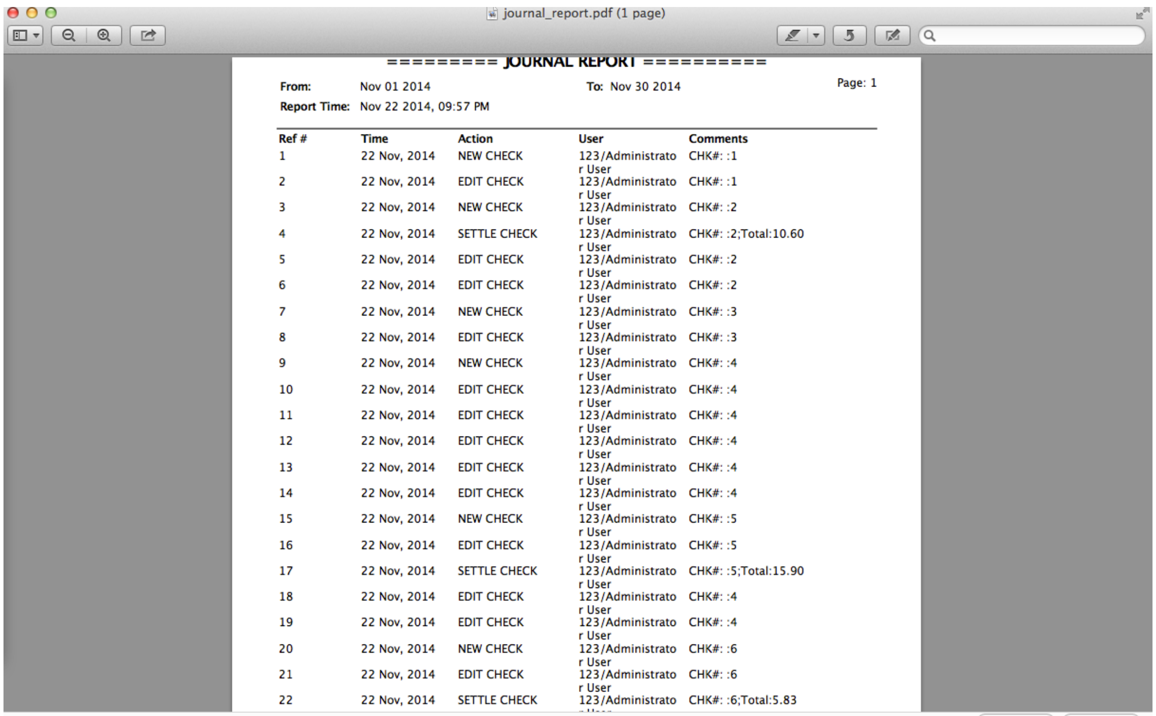
Report Nov 22 2014, 10:00 PM

SERVER	CATEGORY	TTLCHK COUNT	TTLGST GROSS	TTL_SALES DISCOUNT	AVG_CHK NET	AVG_GST AVG_NET	ALLOC %
123/Administrato		4	4	27.94	6.98	6.98	0.00
	APPETIZERS	0	0.00	0.00	0.00	0.00	0.00
	BEER & WINE	4	12.00	0.00	12.00	3.00	100.00
	BEVERAGE &	0	0.00	0.00	0.00	0.00	0.00
	BREAKFAST	7	12.00	0.00	12.00	1.71	57.14
	BUFFET	0	0.00	0.00	0.00	0.00	0.00
	DESSERT &	0	0.00	0.00	0.00	0.00	0.00
	FAVORITES	0	0.00	0.00	0.00	0.00	0.00
	KIDS	0	0.00	0.00	0.00	0.00	0.00
	LUNCH N	0	0.00	0.00	0.00	0.00	0.00
	SIDES	0	0.00	0.00	0.00	0.00	0.00
	MISC	0	0.00	0.00	0.00	0.00	0.00

4.3.9 Journal Report

This is a vital report for the management to monitor activities of the employees. It records activities of all employees sorted by time along with some vital info for the restaurant owner to be on top of what is happening in the restaurant. Only input is the date range.
Information displayed in the report are:

- Ref# - A unique id number for each record
- Time of the action
- Action - e.g. New Check , Settle check etc.
- User - The employee name who took the action
- Comment - Some reference to the action taken. For example, when a settle action is displayed, it also shows the monetary value involved.


journal_report.pdf (1 page)

========= JOURNAL REPORT ==========

From: Nov 01 2014 To: Nov 30 2014 Page: 1

Report Time: Nov 22 2014, 09:57 PM

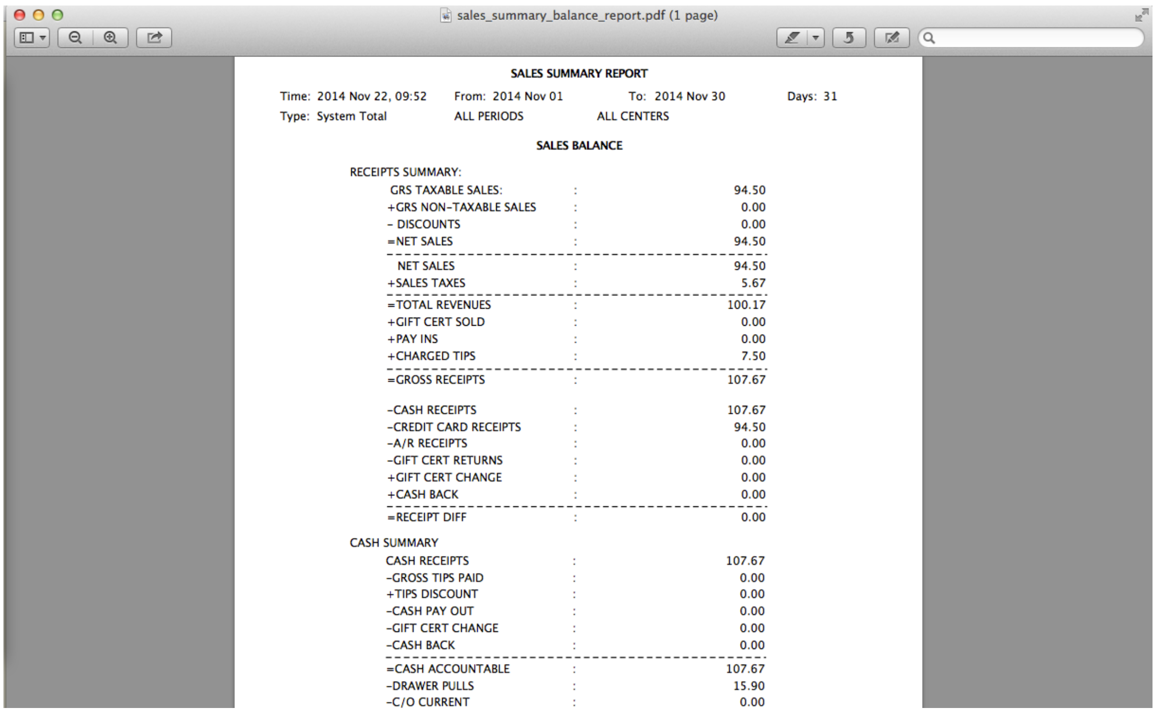
Ref #	Time	Action	User	Comments
1	22 Nov, 2014	NEW CHECK	123/Administrator User	CHK#: :1
2	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :1
3	22 Nov, 2014	NEW CHECK	123/Administrator User	CHK#: :2
4	22 Nov, 2014	SETTLE CHECK	123/Administrator User	CHK#: :2;Total:10.60
5	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :2
6	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :2
7	22 Nov, 2014	NEW CHECK	123/Administrator User	CHK#: :3
8	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :3
9	22 Nov, 2014	NEW CHECK	123/Administrator User	CHK#: :4
10	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :4
11	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :4
12	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :4
13	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :4
14	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :4
15	22 Nov, 2014	NEW CHECK	123/Administrator User	CHK#: :5
16	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :5
17	22 Nov, 2014	SETTLE CHECK	123/Administrator User	CHK#: :5;Total:15.90
18	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :4
19	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :4
20	22 Nov, 2014	NEW CHECK	123/Administrator User	CHK#: :6
21	22 Nov, 2014	EDIT CHECK	123/Administrator User	CHK#: :6
22	22 Nov, 2014	SETTLE CHECK	123/Administrato	CHK#: :6;Total:5.83

Cancel Print

4.3.9 Sales Balance Report

This report is another vital report for the restaurant manager match and balance cash register. This report can also be printed at the time of a drawer reset.

Input for the report is date range only
The output shown in the figure.



sales_summary_balance_report.pdf (1 page)

SALES SUMMARY REPORT

Time: 2014 Nov 22, 09:52 From: 2014 Nov 01 To: 2014 Nov 30 Days: 31
Type: System Total ALL PERIODS ALL CENTERS

SALES BALANCE

RECEIPTS SUMMARY:

GRS TAXABLE SALES:	:	94.50
+GRS NON-TAXABLE SALES	:	0.00
- DISCOUNTS	:	0.00
=NET SALES	:	94.50
NET SALES	:	94.50
+SALES TAXES	:	5.67
=TOTAL REVENUES	:	100.17
+GIFT CERT SOLD	:	0.00
+PAY INS	:	0.00
+CHARGED TIPS	:	7.50
=GROSS RECEIPTS	:	107.67
-CASH RECEIPTS	:	107.67
-CREDIT CARD RECEIPTS	:	94.50
-A/R RECEIPTS	:	0.00
-GIFT CERT RETURNS	:	0.00
+GIFT CERT CHANGE	:	0.00
+CASH BACK	:	0.00
=RECEIPT DIFF	:	0.00

CASH SUMMARY

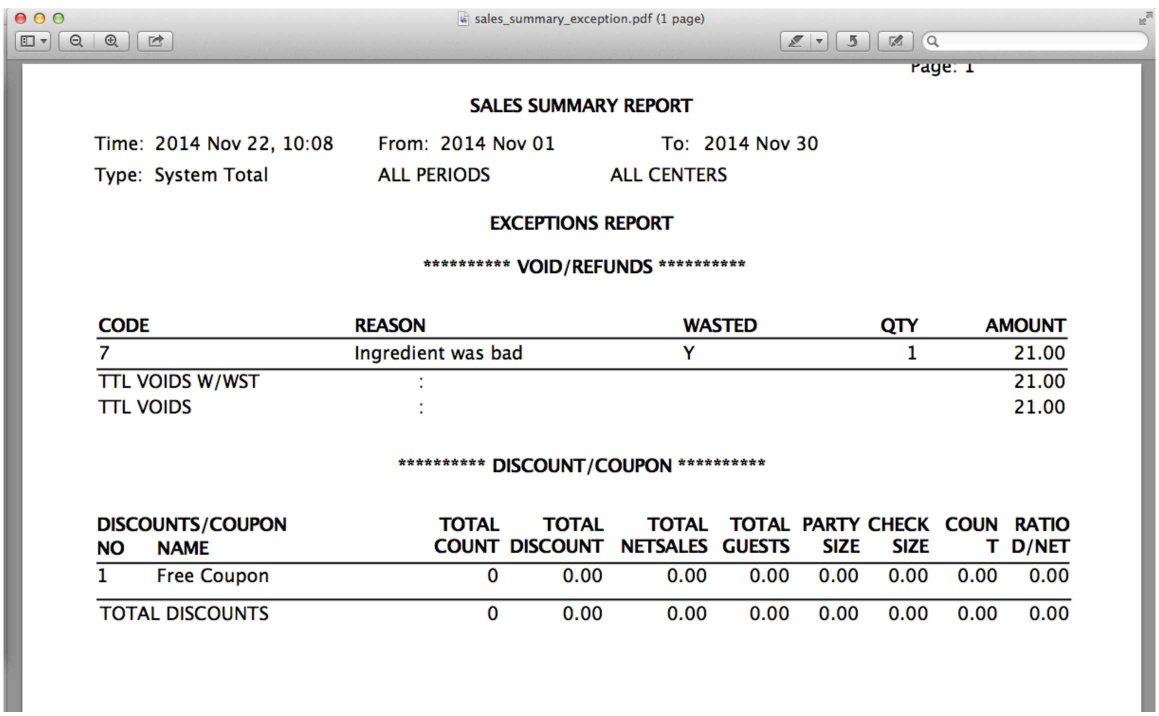
CASH RECEIPTS	:	107.67
-GROSS TIPS PAID	:	0.00
+TIPS DISCOUNT	:	0.00
-CASH PAY OUT	:	0.00
-GIFT CERT CHANGE	:	0.00
-CASH BACK	:	0.00
=CASH ACCOUNTABLE	:	107.67
-DRAWER PULLS	:	15.90
-C/O CURRENT	:	0.00

4.3.10 Sales Exception Report

This report gives the detail information of voids recorded and discount coupons honored within a time range. Voids are shown with reasons and also summary is given for those that has food wasted and those not.

The discount report displays following info

- Serial Number
- Name of the promotion/Discount Coupon
- Total number of coupons for that Discount coupon
- Total discount Amount
- Total Net Sales - This is the total sales for the ticket where discount was claimed
- Total Guests - Total number of guest
- Party Size -?
- Check Size -?
- Ratio D/Net - This is total discount amount divided by the net sales for the tickets that claimed discount. Gives the visibility of profitability of the discount campaign.



SALES SUMMARY REPORT

Time: 2014 Nov 22, 10:08 From: 2014 Nov 01 To: 2014 Nov 30

Type: System Total ALL PERIODS ALL CENTERS

EXCEPTIONS REPORT

********** VOID/REFUNDS **********

CODE	REASON	WASTED	QTY	AMOUNT
7	Ingredient was bad	Y	1	21.00
TTL VOIDS W/WST	:			21.00
TTL VOIDS	:			21.00

********** DISCOUNT/COUPON **********

DISCOUNTS/COUPON NO	NAME	TOTAL COUNT	TOTAL DISCOUNT	TOTAL NETSALES	TOTAL GUESTS	PARTY SIZE	CHECK SIZE	COUNT	RATIO D/NET
1	Free Coupon	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL DISCOUNTS		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00

4.3.11 Sales Detailed Report

This report gives the topmost level visibility to the earning of the business within a certain amount of time in two parts - cash and credit. Also shows the discrepancy between the actual cash in the register amount as entered in the system.

For the credit card portion, it shows the summary of total sales, returns, net, net tips and percentage of the tips to actual sales for all types of credit cards used.

4.4 Inventory

This menu has only 2 times

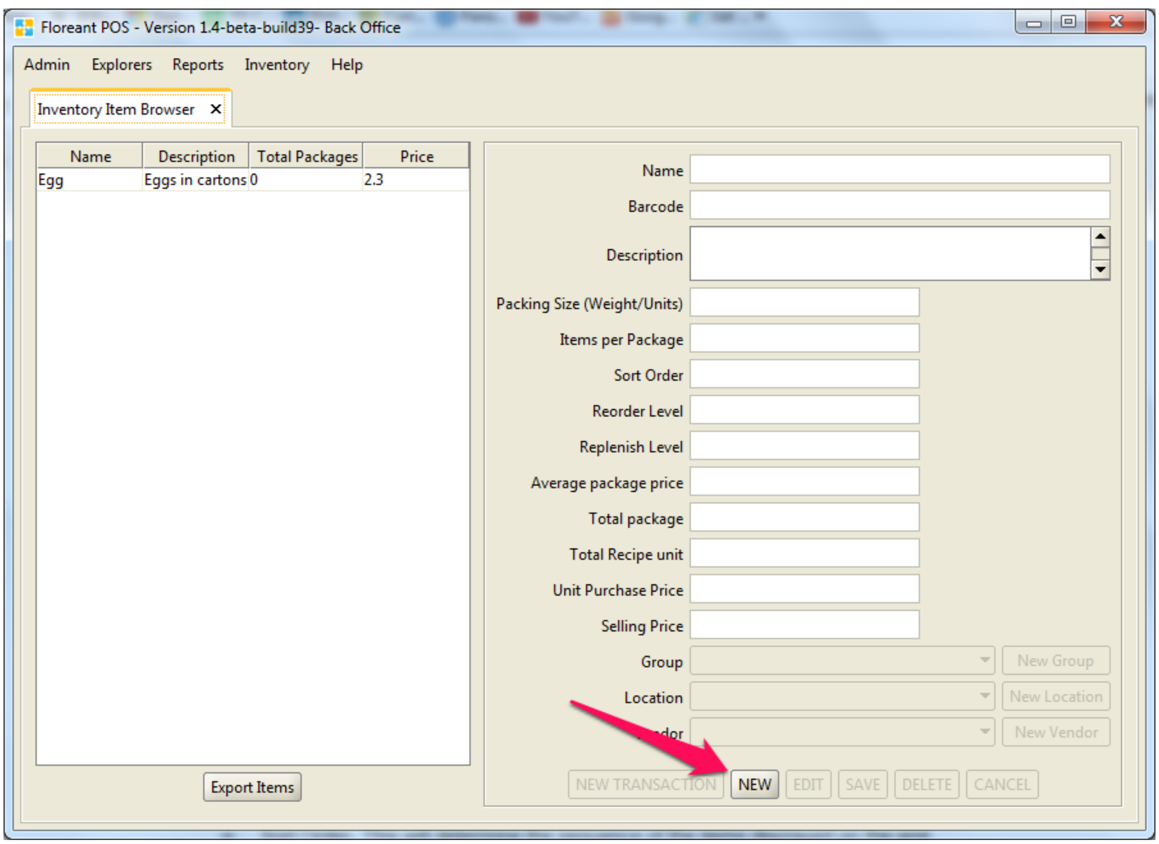
- Import Inventory Item
- Inventory Item Browser

4.4.1 Import Inventory Items

4.4.2 Inventory Item Browser

This screen has two sections. On the left hand is a grid display the inventory items is a table form. Also there is a button to export the inventory items on the left under the grid table. On the right hand side is the data entry screen to add /edit or delete inventory items.

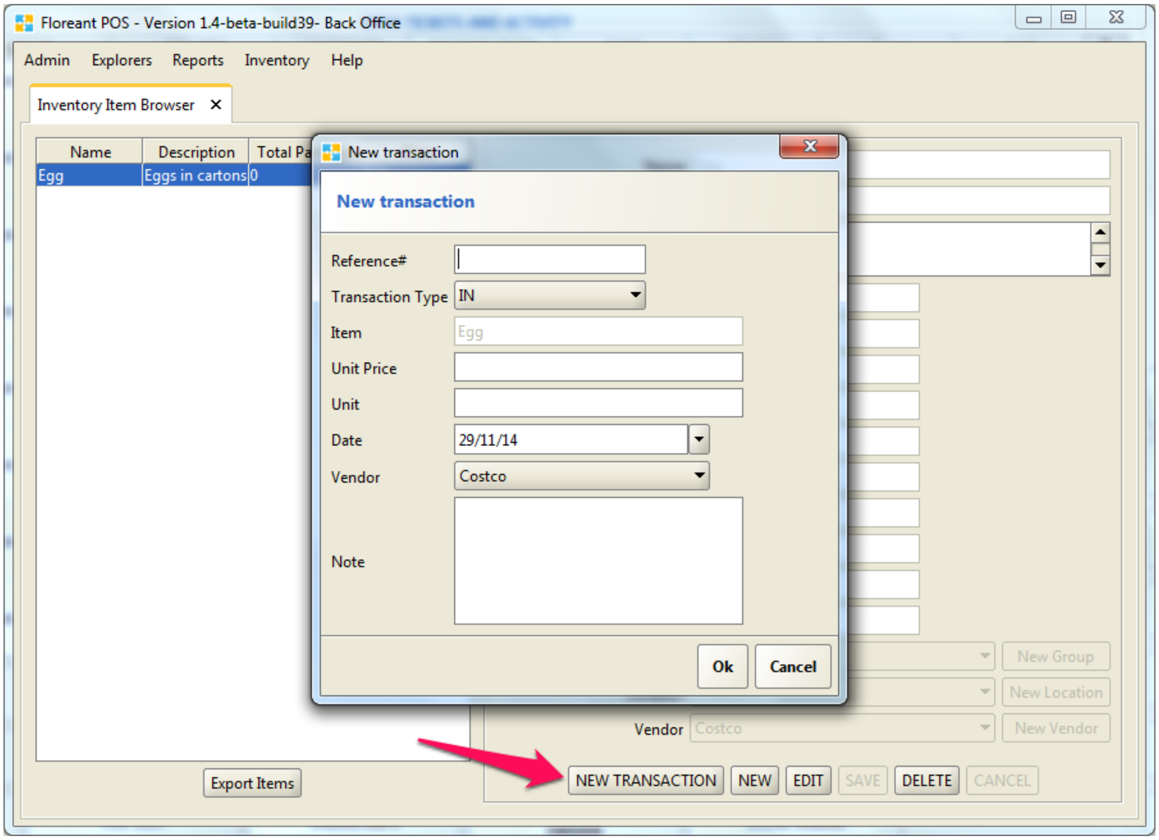
1. New (Inventory Item)



- Click *New* button to enter a new item. A new window will open up there will be a button to Save and one to cancel
- Enter Name of the inventory item.

- Bar code characters can be entered.
- Description of the inventory item
- Packing size (Weight/Unit) - e.g breakfast cereals come in 225 ml packs. and 750ml packs for family size
- Items per package - e.g. Eggs come in 12 item package
- Sort Order- This will determine the sequence of the items displayed on the grid.
- Re-order Level - This denotes the quantity below which an item has to be ordered immediately
- Replenish Level- This is maximum capacity of the stock for ware
- Average Package Price - This is a calculated field. Will be calculated by the system and displayed based on the total stock balance and purchase price of each transaction
- Total package - This is the balance of the item and is calculated field.
- Total Recipe Units - This stock balance displayed in Recipe units.
- Unit Purchase Price - This is unit purchase price for the item. Will be defaulted to
- Selling Price- This is a calculated field. Calculated by adding a markup (e.g. 20%) on the unit purchase price.
- You can add an Inventory group on the fly and put the item under that group by clicking the New Group button on the left. If already exists, select the inventory group from the drop down list.
- Location - Where the item is store in the warehouse.Can be added by clicking the I New Location button on the left. While creating a new location, warehouses can be define or selected from if already exists. Click the button beside the warehouse text box to create a new warehouse. Otherwise choose from the drop down list.
- Vendor. Name of the vendor. Can be added if doesn’t exist by clicking the New Vendor Button.

2. New Transactions



- Highlight any stock item from the grid and click this button to enter a store transaction.
- Enter reference # - this can be a purchase order number or purchase receipt number - to maintain a cross reference with any purchase or stock requisition.
- Choose if it is a stock-in or stock-out operation
- Item name will be automatically populated based on selection.
- Unit purchase price of the item. In case of stock operation , not required
- Current date will be defaulted. Can be changed from Date selector.
- Vendor field is automatically populated from the inventory item definition, but can be changed by selecting from the list.
- Finally a note can be added regarding the transaction.
- Press OK to save. Can be cancelled by clicking cancel.

3. Edit

- Select and highlight the inventory item to be edited. Click Edit button
- Make necessary changed and click Save.

4. Delete

- Select and highlight the inventory item to be deleted. Click Delete button
- Click ok on the confirmation window.
- If there are transactions on the item, data integrity is observed and item will not be allowed to be deleted. An error message will be displayed saying the item was not deleted.

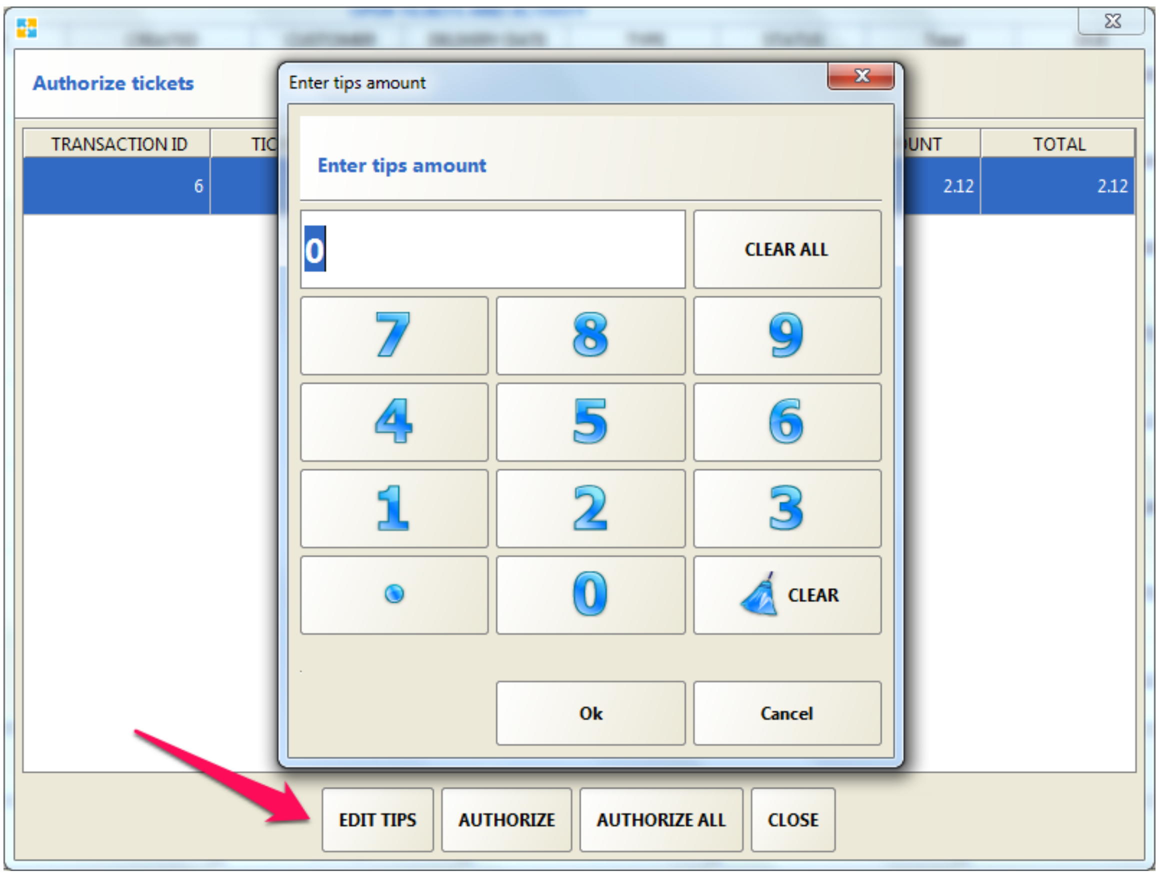
4. Authorize

This button is used for authorizing credit card transactions. By authorization, we mean sending the card transactions made to the third party companies that manages credit cards e.g. authorize.net or pay pal etc for actualization of the transactions. Authorization can be done transaction by transaction or all the transactions together.

Clicking on authorization button basically brings up a window displaying the following information.

- Transaction Id - Unique Id assigned to each transaction of credit card.
- Ticket Id -
- Server
- Card Type - e.g. Visa, master card, American Express etc.
- Tips
- Amount
- Total

There are 4 buttons at the bottom of the screen.



- Edit Tips - Highlight the row to be edited. Click and enter new tips. Press OK to save.
- Authorize - Highlight the row to be authorized. Click authorize
- Authorize All - This will send all the transaction pending (Shown on the screen) for authorization.
- Close - Close the window

5. Kitchen Orders

This screen shows all the open tickets along with cooking instruction by ticket number mainly to facilitate the cook and kitchen stuff to prepare the food.

6. Manager Function

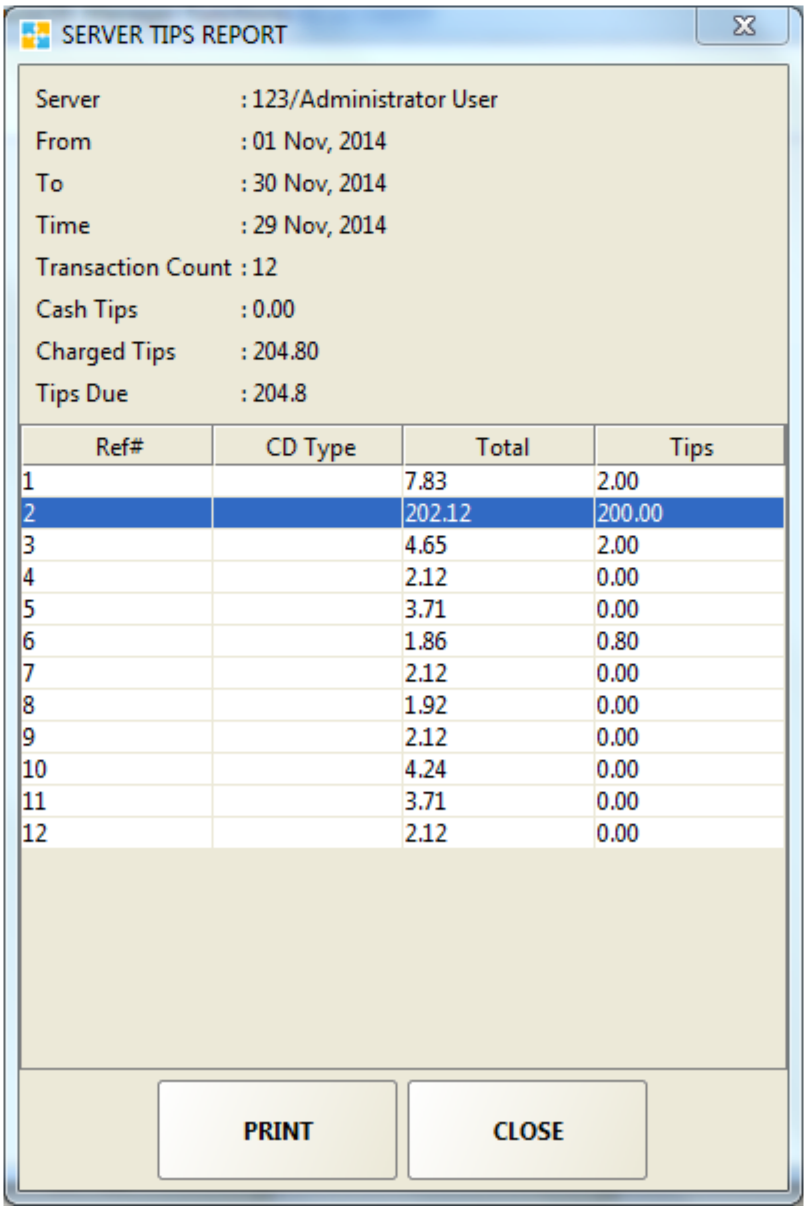
Clicking this buttons brings up a screen with 4 more buttons ,which performs functions normally performed by the restaurant manager.

- Server Tips
- Drawer Pull
- Open Tickets
- Drawer Bleed.

The finish button in the bottom closes the Manager Function Window.

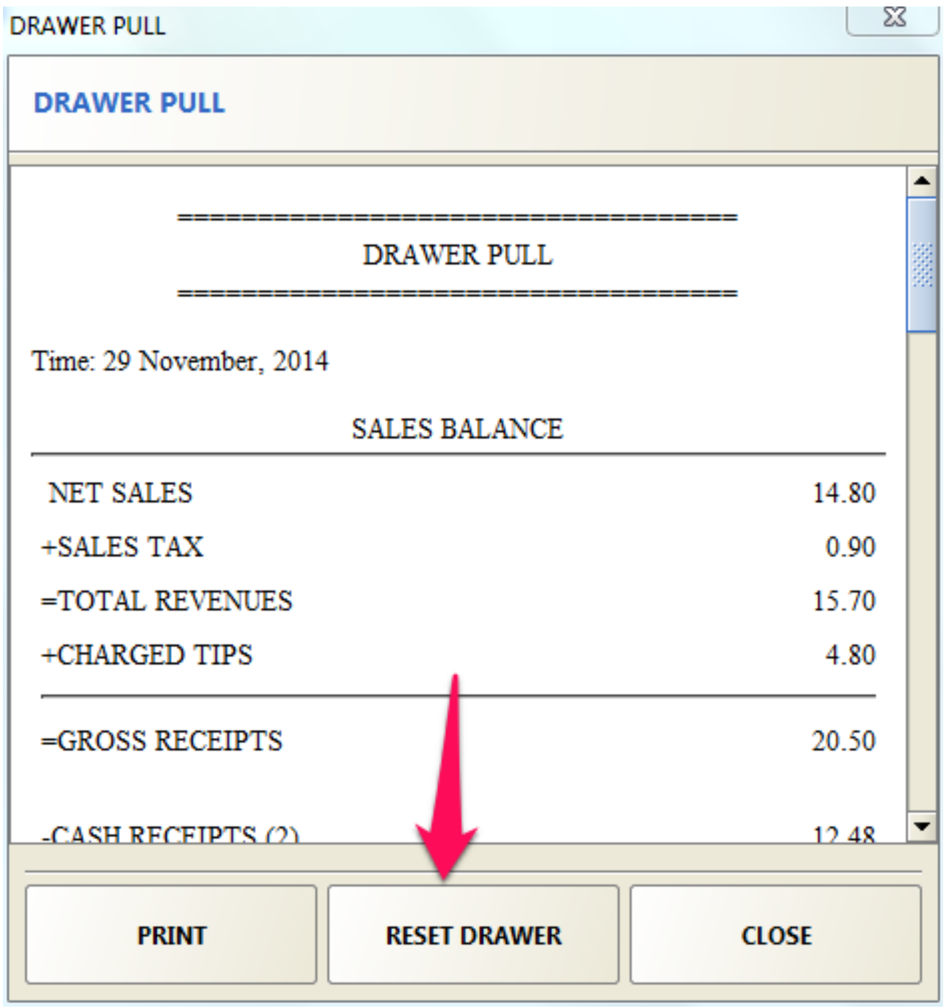
6.1 Server Tips

This button is used to display or print all tips received by a certain server (user) between a certain period of time. Once button is clicked a window opens up for selecting user and entering the time period for which the output is required. The output displays total number of transactions, total ips charged in cash, and total tips in card and the details of the transactions. Print button is clicked to take a printout or Close to get out of the screen.



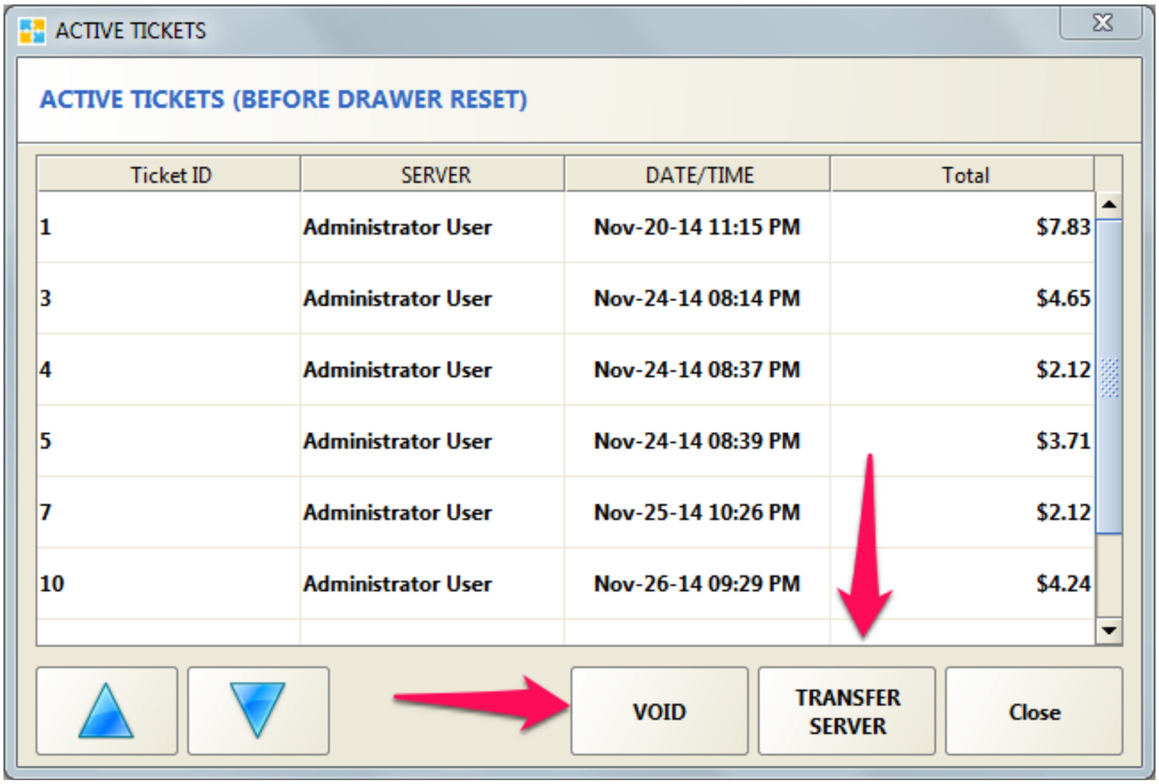
6.2 Drawer Pull

This button is used to record the event of a cash register drawer pull in the system. Clicking the button opens up a window displaying the Sales Balance Report. At this point the manager can click on the Drawer Reset Button. Clicking this drawer reset button tells the drawer has been emptied of cash and system keeps track of event internally for different reporting purpose (e.g. Sales Report). The sales balance report can be printed by clicking the Print button. Close button is for closing the window



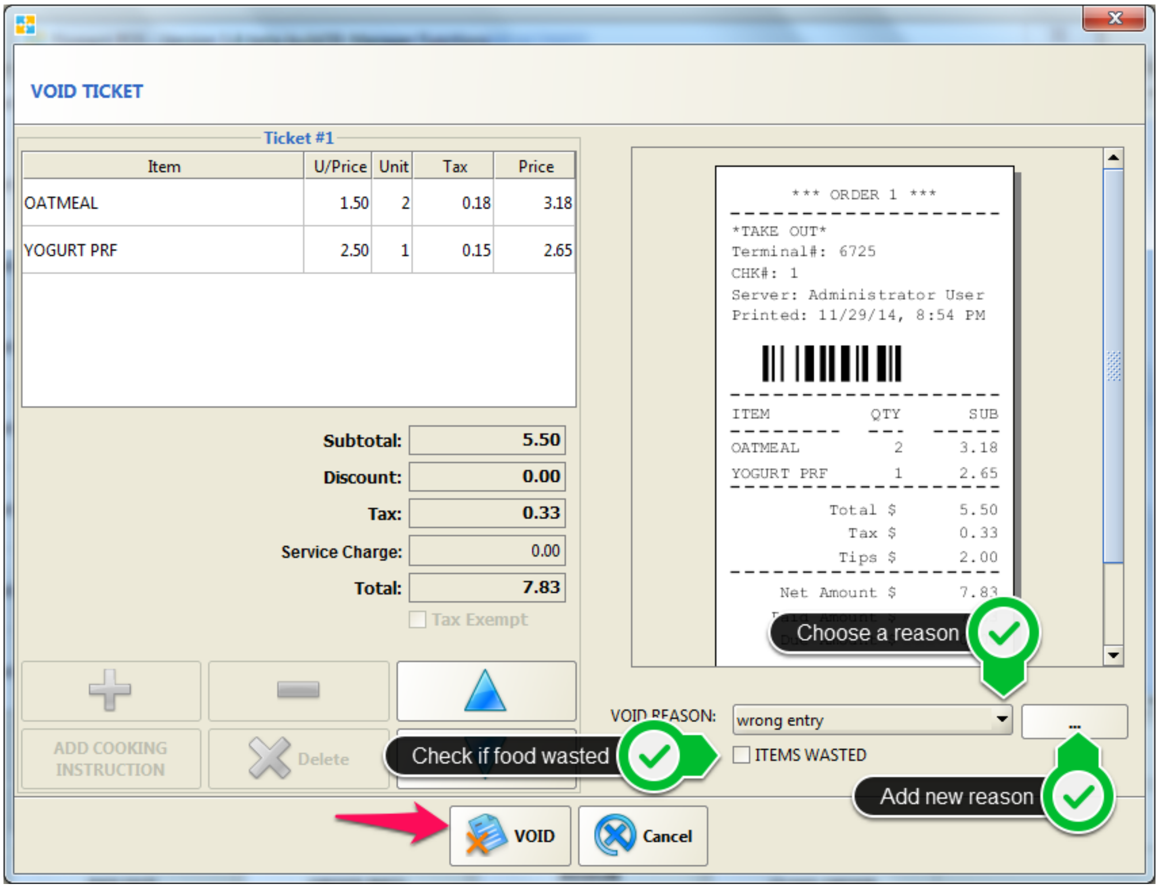
6.3 Open Tickets

This button displays all active tickets for all the servers. Managers are allowed to void a ticket and transfer the ticket to different server from this screen. Up and down buttons are available for navigating through the tickets. Close button is for closing the window.



6.3.1 Voiding Tickets

Highlighting a particular ticket and clicking Void button brings up the details of the invoice for reviewing. The manager then selects the reason for voiding the ticket. If the item is wasted, he can check the wasted checkbox and hit the Void button in the bottom of the screen to confirm his action. Cancel button is available to back out of the voiding operation.



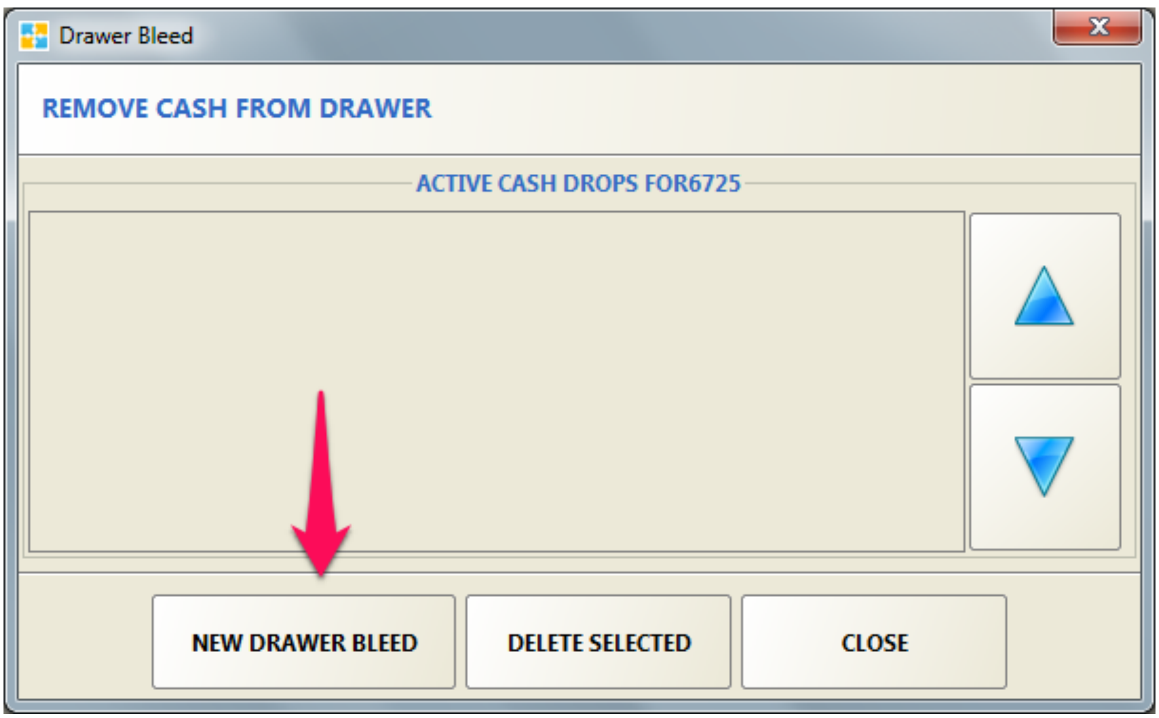
6.3.1 Transferring Tickets

Highlight the ticket that has to be assigned a different server. Click transfer Server button. A new window with a drop down list of server will show up. Choose the new server and click OK

6.3 Drawer Bleed

This button is used by the manager to remove cash from the cash registry. Clicking on Drawer Bleed button brings up a window with 3 button.

- New Drawer Bleed- Clicking this button will bring up a numeric keypad to enter the amount to be removed from the register.
- Delete Selected - Highlight the bleed amount row to be deleted. Click the delete selected button.
- Close button - to close the window.



7. Clock out

When a particular user logs in first time for the day, that is assumed a clock in . Once clocked in , he is supposed to clock out at the end of his shift. Once clocked out, the next login by the same user will be automatically logged as a clock in. Between a clock in and clock out, an user can login and logout as many time as required. The clock in and clock out timing recorded in the system is used in calculating pays and generating payroll reports.

8. Logout

This button is used to logout of the system in a terminal. An employee s supposed to logout every time he is not attending the terminal

9. Dine- In

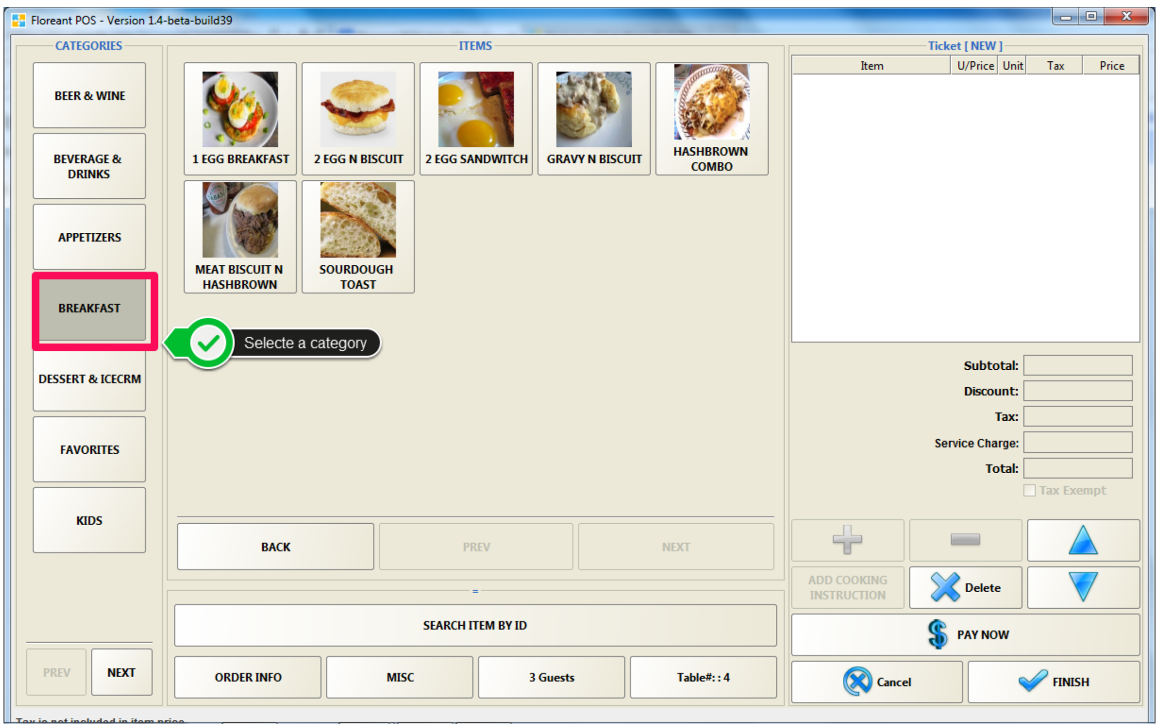
This is place to create a ticket for dine-in guest.

Clicking the button will bring up a window to enter a table number. Numbers can be entered directly by typing or clicked or pressed through touch screen. Press Ok button.

The next input window is for entering number of guests. Press Ok after entering the number by any method (typing, clicking the number button or by touching the buttons in the monitor.

The main order entry screen is divided into 3 panels.

- Category Panel
- Item /Item Groups Panel
- Ticket (New)



9.1 Category Panel

This panel contains button to select item categories. It will have as many categories as defined in the men category from back office menu. If the number of categories exceeds that can be displayed in the screen, next button is activated and will scroll down to the next set of categories. Previous button will be activated once there are more than one panel full of categories.

9.2 Item Group/ Items/Item Modifier Panel

Item groups, items and item modifiers share the same panel. Once a category is selected item groups belonging to the selected category will be displayed as buttons. Clicking on the group will show the menu items belonging to that group. The panel heading will change to 'ITEM' from 'ITEM GROUPS' to indicate the current level. Images can be attached to each item at the time of defining the items and those images will appear in the button if added. There are 3 buttons in this panel for navigation. The back button will navigate to upper level e.g. if you are in item level, back button will take you to the group level. Up and Down keys are activated when there are more than one screen full of item/Item groups. or modifiers. If an item has one or more modifier group attached to it, all the modifiers in each group will appear sorted in groups will show up in the panel. For example, 2 egg and potato breakfast item has 2 modifier groups attached to it, one is EGGS and one is POTATOES. Now if EGGS modifier group has 3 modifiers - omelette, scrambled, poached and POTATOES has 2 modifiers - fried and mashed, we will see those buttons appear in 2 distinct groups.

Clicking the modifier or item (if no modifier attached) will add that item /item modifier to the right hand panel as an ticket item. Unit price, discount, tax will be automatically calculated from the inputs during defining items in back office.

9.3 Ticket (New) Panel

The panel on the right side displays the ticket items along with the pricing information.
Items can be removed from the ticket by clicking on the delete button.
Up and down arrow buttons are to navigate through the selected items.
Plus and minus buttons are used to add or subtract 1 unit of the selected item

Click *Pay Now* button is when the customer is ready to pay.

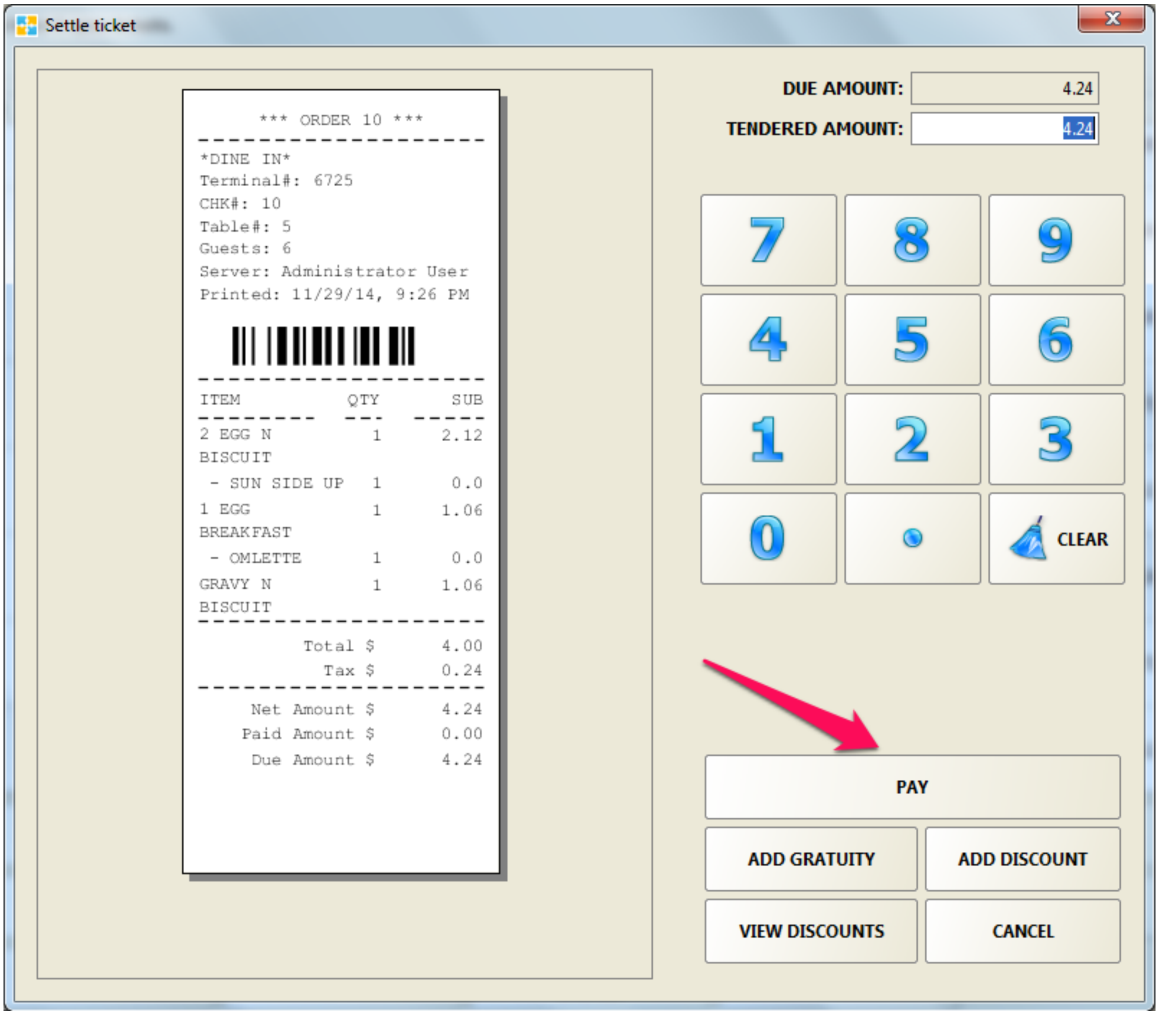
9.4 Pay Now Button

Clicking pay now button will bring up a new window
The total ticket amount is shown in the new window as due amount. There are 4 buttons in this screen

- Pay
- Add Gratuity
- Add Discount
- View Discount
- Close

9.4.1 Pay

This is to finalize the payment - Bring up a window for entering payment type . There are 4 type of payments



- Cash- Click this button for cash payment. There will be a confirmation screen, if confirmed, it will display payment info in another window . At this point, a receipt can be printed or the window can be closed without printing.
- Gift Certificate- For gift certificates, the number of gift certificate and value to be tendered has to be entered. Ok button will bring up the transaction complete window where in the receipt can be printed.
- Credit Card - This will bring up a swipe card window. Swipe the card and hit submit. If not swiping available, hit Manual Entry and enter credit card number, expiry month and year and click 'Swipe Card' button. Next click on the 'Enter Authorization code ' and enter the authorization code. Then submit. This will bring up the transaction complete window for printing the receipts.
- Debit Card - Same as Credit Card.

9.4.2 Add Gratuity

Brings up another window to enter or touch /click enter the gratuity amount. OK button to proceed or Cancel to go back

9.4.3 Add Discount

Clicking this window will bring up a discount window . Left hand side has a panel displaying all the coupons available. Selecting that discount item will bring up discount info. This shows coupon/ discount name, discount number, Discount Type and value of the coupon. It will show total amount discounted. Click Ok to accept and cancel to leave the window.

9.4.3 View Discount

Clicking on this button will show all the discount applied with this payment in new window . Name of discount, type and amount of the discount is shown in grid. To remove a discount, highlight by selecting and then hit Delete Selected button. OK and cancel button will close the window.

10. Take-out

Same as Dine-In except there is no entry for Table number and number of people. Rest of the functionalities are exactly same

11. Home Delivery

Available as plug-ins only

12. Take-out

Available as plug-ins only.

13. Bar Tab

Available as plug-ins only.

14. Edit

This can be used to modify an existing /open ticket. Highlight the ticket to be edited and click. Same window as Dine-IN will open. Same functionalities as described in Dine-In

15. Settle

This function is exactly same as the ‘Pay Now’ button described in Dine-In Section C

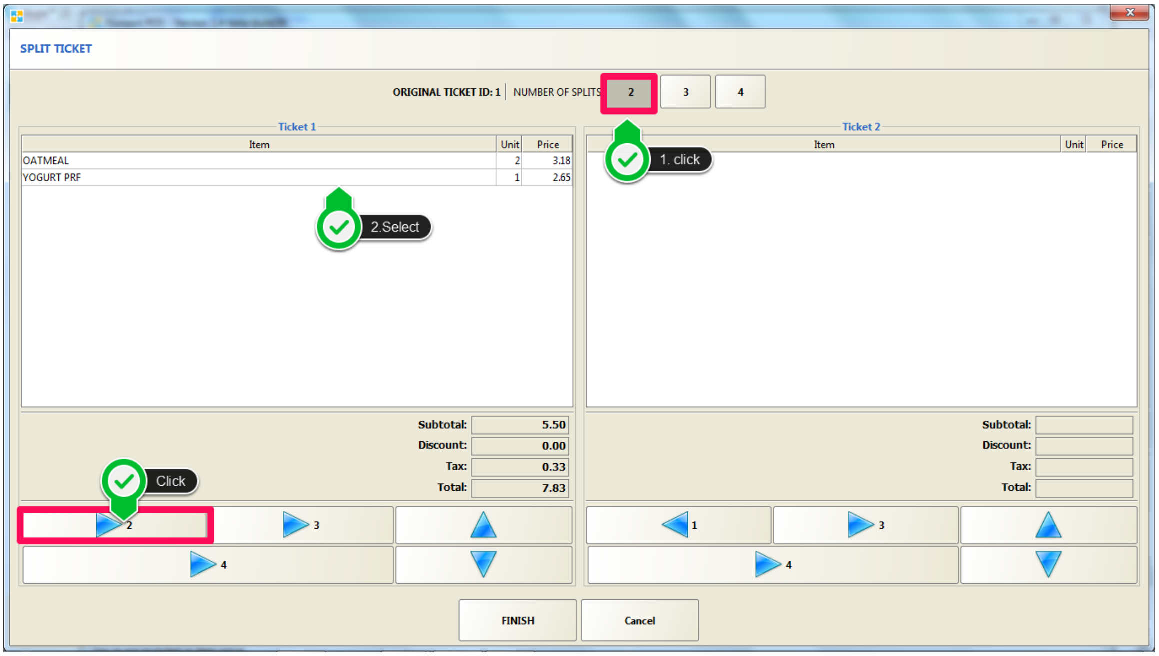
16. Group Settle

This function is exactly same as the ‘Pay Now’ button described in Dine-In Section 9.4.1
However, you can select more than one tickets to be processed one after one.

17. Split

A ticket can be split into 4 ticket in one go. If more split is required, one of the splitted tickets can be further splitted to maximum 4.
Click the Split button and a new window will appear showing the ticket’s detailed information on the left hand side of the screen. On the top click on ‘the number of split’ button. If 2, one

more blank panel will be shown on the left. If 3 another 2 more panels will appear. If 4, 3 new panels will appear.
Now select the item that needs to be move to the 2nd ticket and hit '2' button. If an item needs to be moved to the 3rd ticket, click button '3'. If numbers of splits are defined as 2, the 3 and 4 buttons will not work. Up and down arrow keys are for navigating through the menu items of the order. Once done, hit Finish Button and the new tickets will be displayed



18. Re-open

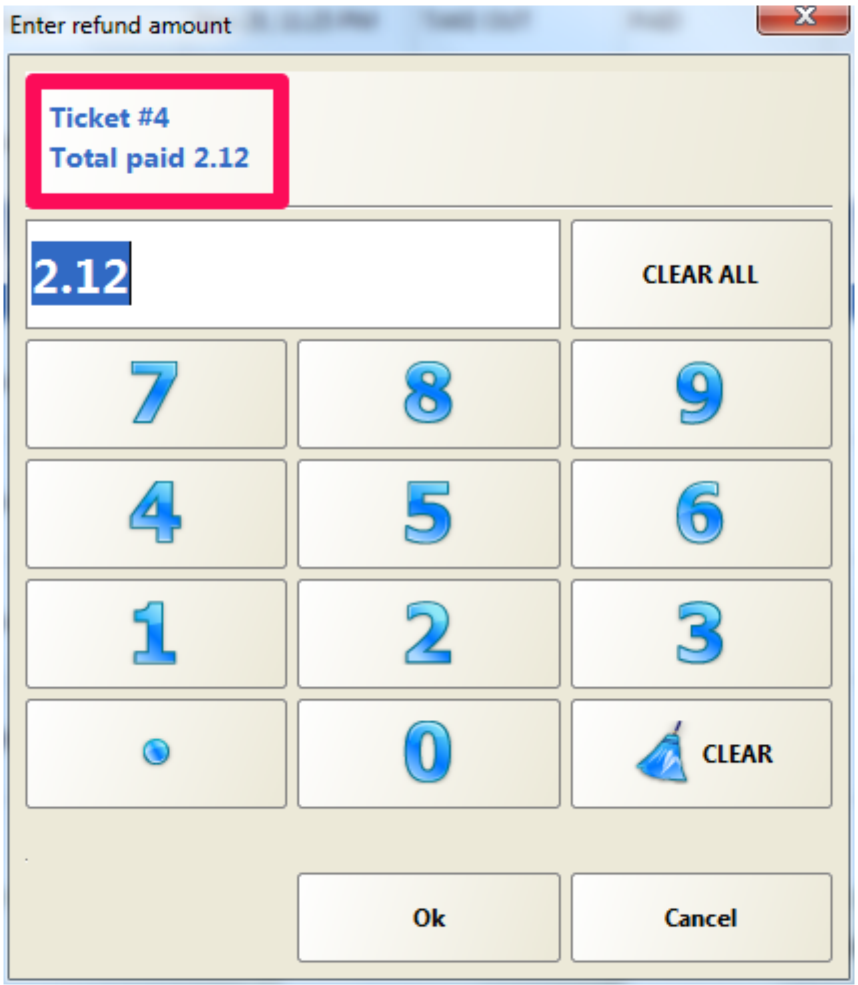
This is to reopen an already settled/closed ticket. Once clicked, it asks for the ticket number. Once ticket number is entered and Ok button pressed it will show the ticket with option to print or close. When closed, the ticket will be re-opened and displayed in main screen

19. Void

When Void button is clicked, it asks for the ticket Id to be voided. Alternately, the ticket that needs to be voided can be selected and then Void button is clicked.
The ticket is displayed and under the view of the receipt, there is a drop down list to select the reason for voiding the ticket. New reasons can be added to the list by hit button on the right to the drop down list. If the items are totally wasted, check the wasted check box.
Finally hit the Void button to void the ticket.

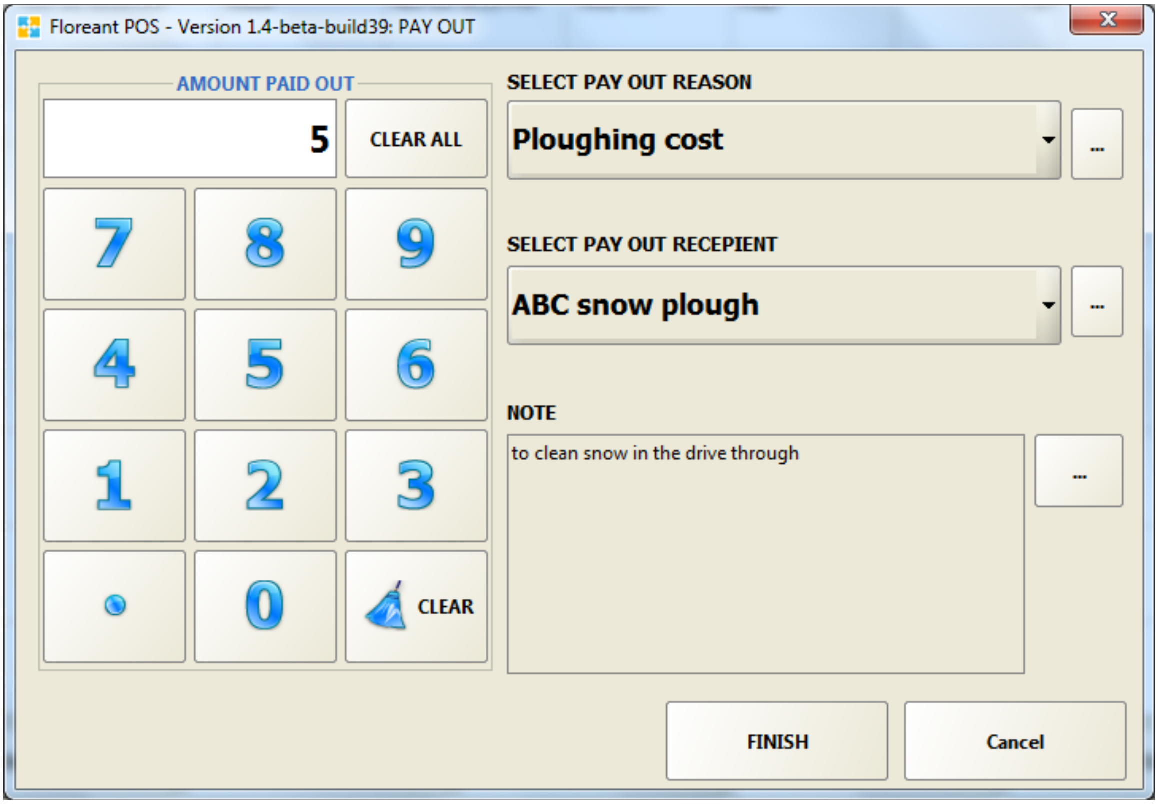
20. Refund

Refund button will bring up a numeric key pad to touch/click in the amount to be refunded. The ticket# and the amount paid shows up in the upper left corner. Enter the amount to be refunded and hit OK to confirm.
Dialogue box appears to confirm the refund operation.



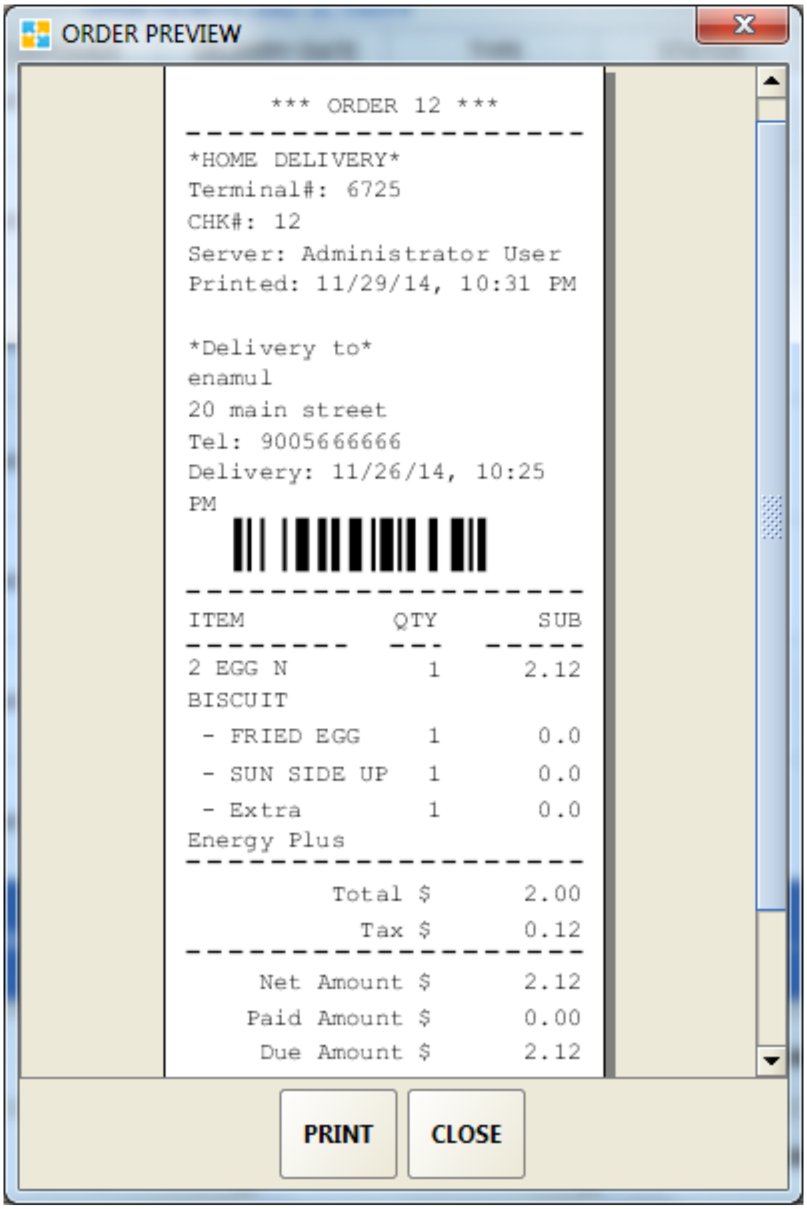
21. Payout

This screen is used to record any payment out of the register. A list of reasons for the payout and list of pay recipient can be maintained from here too.



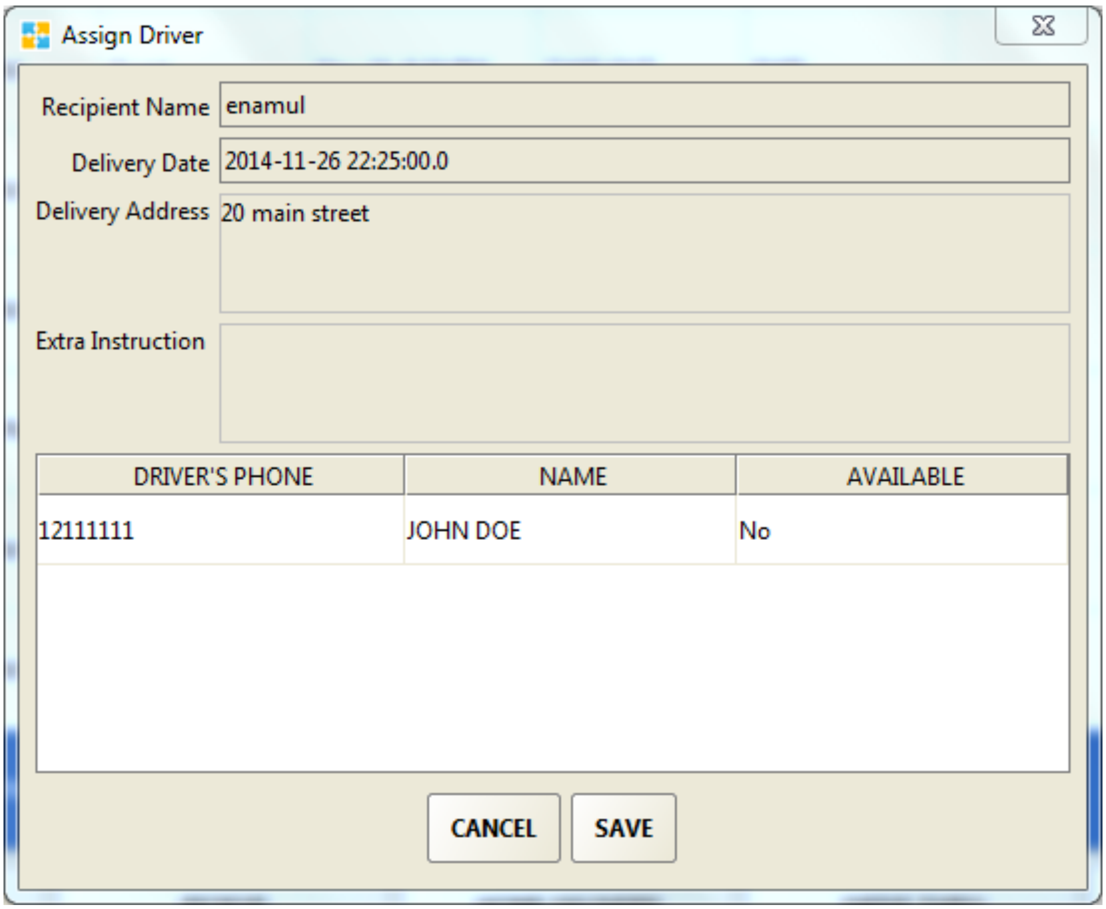
22. Order Info

This button is used to display a particular ticket infor and print it at any time before it is closed.



23. Assign Driver

This is applicable to home delivery type tickets only. Error message will be issued in case the ticket selected is not a home delivery type. Once clicked it will bring up ‘assign driver window’. This window displays customer name, delivery date and time, delivery address, extra instructions. A list of drivers is shown. Select the driver and click the save button. The assigned driver will be shown along with the other ticket info in the main screen.



24. Close Order

A ticket that is settled can be closed from here. If not settled, it will issue an error message.

25. Appendix

25.1 Glossary

Administrator account
The software ships with an account with default password 1111. This account is called Administrator account and is used to configure the software through back office. The password of this account can be changed as well as this account can be used to create other users account with administrator capabilities. Typically an administrator account will have the full authority to the back-office.

Auto Log-off
If a terminal is not used for certain amount of time, it can be configured to log off automatically. This is to avoid exposure of the system to potential unauthorized intrusion into the system. E.g. if Auto log off is active and set to 120 sec and if a food server forgets to logout and leaves the terminal unattended, it will logout itself after 2 minutes.

Back Office
Back office is the area of the software that is used to setup and control the functioning of the software system. Computer Hard wares, default/standard values of various elements of the software, users, security info, menus, inventory items, reports etc are maintained and accessed from back office Normally the Administrator account has access to this part of the software.

Capacity info
For this system, it refers to the maximum number of people that a food serving business can sit in its business premises at a given time

Clock out
An employee or staff when logs off finally for the day, it is called Clocking out as opposed to Logout, which he does every time he leave the terminal unattended. Clocking out info is used by the system to determine the hours worked by the employee and is used in calculating pays, or generating payroll reports etc.

Close Order
Closing an Order /ticket is when the business doesn't expect any further activity with that ticket. Important to understand that ticket is not closed when the payment is received in full. E.g. a delivery can be paid at the time of ordering, but a order cannot be closed until the customer has received the order and signed the receipt

Cooking instructions
These are instructions given by the customer to the cooking staff regarding the orders they place. Typical examples could be – very mild or don't add salt or use sweetener instead of sugar etc.

Dine-In
When customer enjoys the food and service in the premises of the restaurant business, they are called Dine-In customers

Drawer Bleed
This term refers to authorized removing of cash from the register system for valid business purposes.

Drawer pull
This term refers to the periodical removal of cash from the register.

Explorers

Explorer refers to a display style where you can see a set of information on a particular topic in table or list form and then add, change or delete one row at a time. The explorer menu show info on menu categories, items, modifiers etc.

Export Menu Items
Exporting refers to transferring list of menu items to a file in xml format.

Gratuity
This refers to amount of money paid by the customer on top of the billed amount as a token of appreciation for the service provided by the staff. This can be a percentage value of the total amount due or a lump sump amount paid at the discretion of the customer.

Import Menu Items
This refers to entering menu data directly from a file in xml format into system files instead of typing through key board.

Inventory
This refers to the raw material/ finished or intermediate products that are stored in the business premises for purpose of business that need to be tracked by the operation or managers.

Kiosk Mode
Kiosk mode is when the software operates in full screen mode. In this mode you cannot close or minimize the screen to work with any other window or software. You have to get out of application before you can access or use any other window or application.

Light retail
A retail business with simpler scope of operation is called a light retail. Examples are mom & pop shops.

Logout
This means exiting from the application. Any user should logout from the application when he is not attending the terminal.

Menu categories
The broadest grouping of the food items served in food business is termed as Menu categories in this system. It is the 1st level of grouping e.g. breakfast menu, Lunch menu and Dinner Menu. Each of the categories will have further grouping.

Merchant Account
Any business accepting credit card from its customers, has to register with a card service providers who gives them a unique identification number and account to access their service. This is called Merchant account

Modifiers
Modifiers in food business refer to variation of a food item that won't result in change in price of the item. For example, a menu item called 2-Egg breakfast can have modifiers like following 4 modifiers – omelette, scrambled, poached, sunny side up.

Open source
Open source software are those that can be used and shared free of cost. They are distributed under licenses that comply with open source definition

Open Tickets
Orders that have placed but not paid, or paid but not delivered are termed as open ticket.

PCI Compliant
The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that all companies that process, store or transmit credit card information maintain a secure environment. Any business, merchant, device, system or process that follows those requirement set is called PCI-Compliant

POS
Point of Sale - This is the place where a retail transaction by a customer is completed. In modern days it refers to the software and hardware system combination where customers can pays to the merchant in-exchange for the goods or service and gets the receipt. The computerized system is also called EPOS – Electronic Point of Sale.

QWERTY
This is most common modern day keyboard layout for English words. The 1st 6 words of the upper left corner of the keyboard

Re-order Level
This denotes the quantity below which an item has to be ordered immediately

Reopen ticket

Replenish Level
This is maximum capacity of the stock for an inventory item

Restaurant Tab

Sandbox mode
It's a mechanism to separate the testing environment from live or production environment of software system. For example testing a credit card transaction in sand box mode will not incur any real exchange of money but serve as test if the process is working correctly

Secret Code
This is actually the password to log-in into the system. Allowed length is 4, can be character or numbers.

Settle ticket
Once payment transaction is successfully completed for the amount in the ticket by the customer, it is called a settled ticket.

Split ticket
When group of people orders meal together and then want to pay separately at the end of food service, that one ticket can be separated into as many ticket as required. This is

Tax Included Price
When the price entered and saved in the system includes the VAT or any other form of tax, it is tax included as opposed to the one that doesn't include Tax amount.

Terminal
Each workstation in the system that runs Floreant POS is a terminal

Ticket
A single unit of order for a food serving business is called a ticket

Transferring Tickets
Each ticket is assigned a server. Situation may arise where the tickets needs to be reassigned to a different staff when the ticket is still active. This is called transferring a ticket

User interface
Any hardware/software combination that can be used by an user to interact with the software system is called an User Interface or UI – the touch screens with input buttons or the menu are example of UI

User type
User type is used to determine which functions of the software a particular user will have access to. This is required for security purpose. For example a food server doesn't need to have access to the screen where his wage is entered and saved. So, user types are defined in the system and each user is assigned to a type. All users belonging that particular type have access to part of the software which that particular type authorizes.

Void a ticket
This refers to cancelling a ticket. It might or might not result in waste of the material. Normally a cause is attached to a voiding operation to be reported and analyzed.