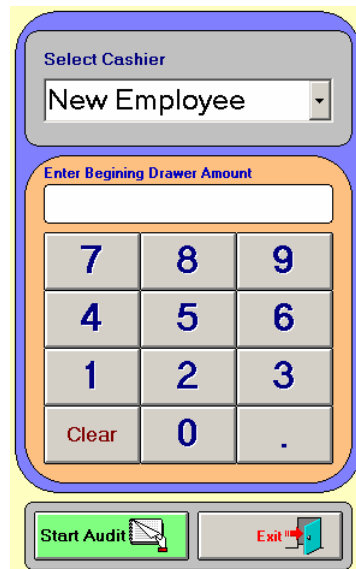


6.0 Quick Serve Operations

MicroSale's term for Quick Serve ---- an order is placed and closed out immediately. All sales are tracked through an Audit to account for the dollar sales for that cashier. In order to get to the order screen, an Audit needs to be in place.

6.1 Sales Audit



To **open** an audit, Go to the **Manager's Menu** and touch **Sales Audit**. Touch **Not Assigned** and the next screen will show all the employees. Highlight the employee the audit will be assigned to, then touch **Cashier Audit**. Enter the beginning Drawer Amount with a decimal and select **Start Audit**. The Drawer is now assigned to that cashier, and orders may now be taken.

The beginning audit sheet will print with the employee's name, the register name, the date, and the beginning drawer amount. This report also has an area the employee can use to verify the beginning drawer amount and an area to record skims from the drawer throughout the shift.

Skim the Audit

If the Manager needs to skim the drawer to make a deposit, without closing out the audit:

Go to the **Manager's Menu** and touch **Sales Audit**. Touch **Skim Drawer**. The next screen will appear.



Drawer Skims			
Name	Total Cash	Total Dep.	Deposit
New Employee	372.87	0.00	200.00

The Manager decided to take a \$200.00 skim from New Employee's drawer. As shown, a \$200.00 deposit was taken and will be recorded on this audit when the audit is closed. Make sure the *Save* button was touched or the deposit will not be recorded.

Close the Audit

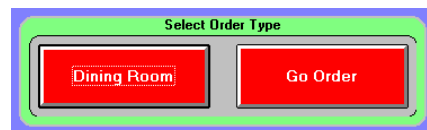
If the Manager is ready to close the audit, touch the name the audit is assigned to. A message box will appear and asks if you are sure you want to print the cashier audit. If you want to, press *yes*. The audit will print out and is ready for the manager to count the money from the drawer. Another message box will ask if you are ready to close the Cashier audit. Press *yes* if you are ready to close. If you just want to do a spot audit press *no* and the audit will not be closed out.

In order to assign the drawer to the next cashier, you must go back to Sales Audit at the Manager's menu to begin a new audit.

Once an audit is in place, you may now take orders from the order screen.



First decide if the order is for here or to go. Touch the red button at the bottom of the screen in the center to toggle between them. If nothing is pressed it will be a here order by default. If the option *Enable Mandatory Order Destination* is checked, under Register Setup, Register Options, Quick Serve tab, the following must be selected at the start of each order.



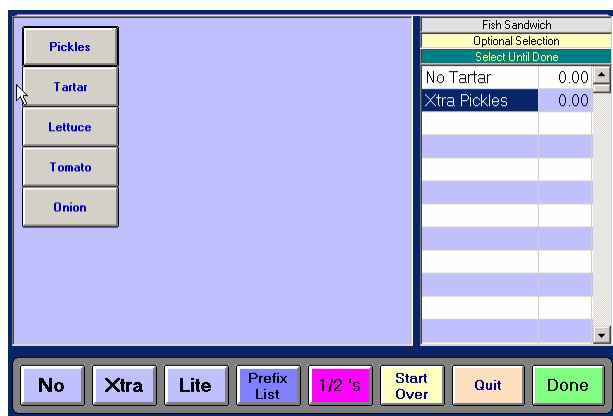
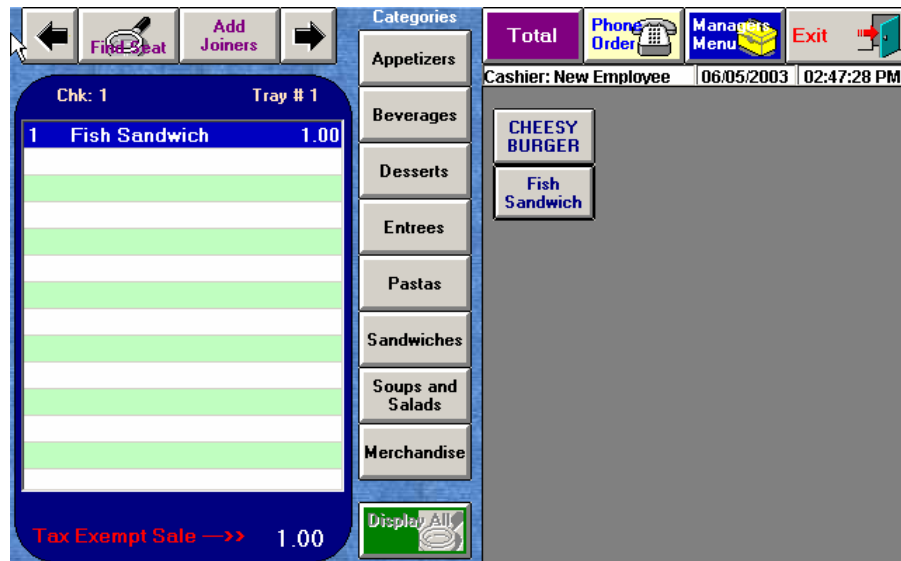
In the center of the screen is a list of eight main menu categories. If the menu has more than eight categories, use the *Display All* button to view all the categories. When you touch a Category button, it will turn red. The menu items in that category will be displayed on buttons on the right side of the screen. Sub-Categories are displayed on blue buttons, and when touched, will display the items in that subcategory. Shift Items are displayed on Red buttons.

To **add an item** to an order, touch a category and touch the button with the name of the item you want to add. The 1st Category will appear on the screen by default. You may move from Category to Category to complete an order. You can add messages and special requests to any menu item chosen. If mandatory modifiers are set up on that menu item, they will appear and must be selected to add that menu item to your order. When the order is complete, select total and the screen will go to the amount-tendered screen.

Next, I will show an order being placed and how to complete the order.

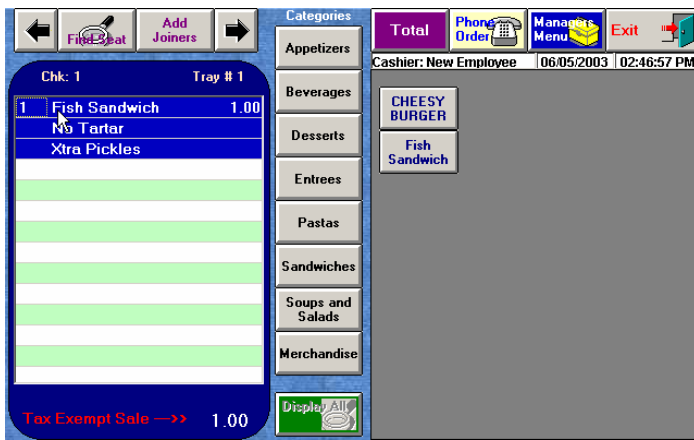
In the following example, **Sandwiches** Category was selected.

A Fish Sandwich was ordered. The customer did not want tartar sauce on the sandwich, and wanted extra pickles. To do this, press the blue *Modify* button at the bottom of the screen. A modifier screen will pop up. Now, you may select the requests the customer made.



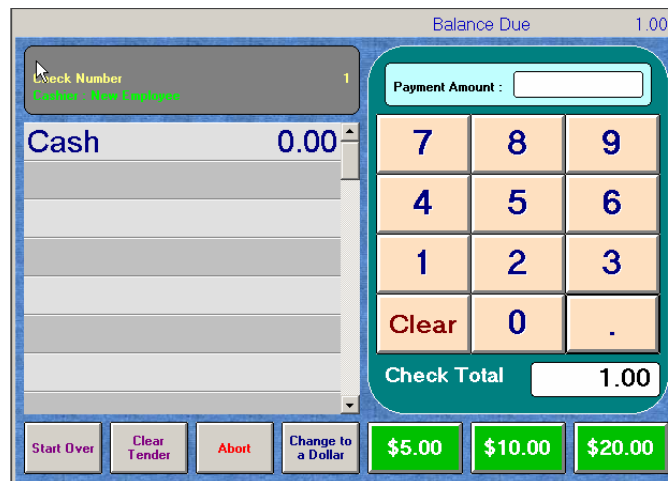
When all modifiers are complete on that menu item, press *Done*.

In this example, the customer did not want tartar and wanted extra pickles. If a mistake was made in the selection of the modifiers, you can touch the *Start Over* button and all the modifiers selected will be removed and you can start over. If a wrong modifier was selected, you can remove individual modifiers by touching the modifier selected on the right and it will be removed.



The ticket will now show a fish sandwich with no tartar sauce and extra pickle.

When the order is complete, touch the *Total* button. The next screen will be the amount-tendered screen as shown.



After telling the customer the total of the bill, you have several options depending on the amount the customer gives to you. If the customer gives you the exact change, you could touch the word *Cash*. If the customer gives you \$3.00, you could use the *Change to a Dollar* button. If the customer gives you \$5.00, \$10.00, or \$20.00, you would touch the green buttons accordingly; you can enter the exact amount that the customer pays (using the number pad on the right) and then touch *Cash* on the left.

The *Start Over* button will clear the amount entered and you are able to re-enter the amount. The *Clear Tender* button will remove the amount if entered incorrectly in the tender. If the customer would like to add something to the order after it was totaled, you can touch the *Abort* button to go back to the Order Screen to add items. You **cannot remove** items here without a Manager level ID number to void them because the items were already printed.


Change to a Dollar will automatically figure the next higher dollar amount of the total payment. If the order total was \$2.13, and *Change to a Dollar* was pressed, it will amount tender from \$3.00.



If an incorrect amount is entered, touch the *Redo Amount* button and start the tendering over. If the amount is correct, touch the *Accept Amount* button.

This was a brief example of how to take an order. There are several other options available on the Order Screen. The next section will go into greater detail and explain the uses of the other buttons on the screen.



The  button will allow you to scroll through a longer order one page at a time. Touch the button with the arrow in the direction you want to page.

The ***Repeat Item*** button is used to add the identical item to the order previously placed. This is especially helpful if a lot of modifiers were added to an order. Touch the *Repeat Item* button and then touch the item to repeat, this will add this menu item to the order.

The ***Qty*** button is used to place a quantity on a menu item if the number ordered is more than one. Touch *Qty* button, and a blue bar will appear to the left of the white order area. The numbers will range from *1x to 7x and a ?x*. Touch the quantity desired and then the menu item button. If the *?x* was touched, a number pad will appear. Select the quantity desired and then Done, the next menu item touched will have that quantity selected. You may also change the quantity of a menu item already added to an order. Touch *Qty*, the number needed and the item already ordered. This will change the quantity of that item.

The ***Delete*** button is used when you need to remove an item from the order. Touch *Delete* and the last menu item added to the order will be removed. If another item needs to be removed, highlight the item and then touch the *Delete* button.

The ***Modify*** button will let you access all modifiers on a menu item that are not mandatory. Touch this button and the optional modifier screen(s) will appear. Select the modifiers, and then touch Done.

The ***Edit*** button is used to change the modifiers attached to a menu item. It will only work if the modifier is a mandatory modifier for that particular menu item. Highlight the item to change, and then touch the *Edit* button. This will bring up any modifiers screens attached to that menu item and allow you to reselect the modifiers.

The ***Start Over*** button is similar to the *Delete* button. Instead of deleting a single item, this button deletes the entire order. Here you will see a Yes/No prompt.



Under the *Options* button these buttons will appear.

1. The first is *Menu List*. Here you can select menu items that are not attached to buttons. Touch the item you want, then touch the *Select Item* button, and it will be added to the order.
2. The next button is *Item Look Up*. Here you will enter the item number (from the barcode field) for the item you want, touch done, and it will be listed on the order screen.
3. The *Blind Audit* button. This is used to close an audit for a cashier without knowing the sales to be accounted for.
4. The *Tax Exempt* button removes the sales tax from the entire order.
5. The *Tax Ex Item* button allows you to remove the sales tax on an individual item. Touch *Tax Ex Item* button then touch the item to be tax exempt.
6. The next button is the *Misc Sale* button. It will allow you to enter items that are not on the regular menu, perhaps a specially requested food or drink item. When you touch the *Misc* button you must first pick a department to track the sale. It will then bring up an on-screen keyboard. Type in a name for the miscellaneous item, and touch the *Done* button. This will bring up a number pad. Enter the price of the item, using the decimal point, and touch *Done*.
7. The *Show Recipe* button will describe a recipe or procedure. This is set up under menu item and pricing under the recipe/ procedure button for that particular menu item. To see the recipe previously set up, touch the *Show Recipe* button, and then the menu item. This is particularly helpful for bartenders who need to look up a recipe for a drink. In a fast food concept, this feature would be helpful for new counter staff who do not know what comes on a meal.
8. *Go Back* button takes you back to the original options.
9. *Open Drawer* will open the cash drawer.
10. *Account Inquire* allows access to the house accounts.
11. *Gratuity* button allows a gratuity to be added to a check if it is set up in Discount Maintenance in the Manager Menu.

12. Fire Order This needs to be checked under the Register Setup and then the Printer Setup Button. This allows the cashier to fire the order to remote printers by default, or an optional message to be fired if the option is checked.

This explains all the buttons under the *Options* Button. The next button directly under the *Options* is *Discounts*.



This button will take care of all coupons, discounts, and gratuities on an order. Touch the *Discount* button to see all the discounts available for that order (see **Discount Maintenance**). Touch the discount, and that discount will be applied to the order. If the discount is an Open Discount, a keyboard will appear. Type in a name or reason for this discount, and touch done. Next a number pad will appear; enter the amount of the discount, using the decimal point, and touch the *Done* button. The Open Discount will then be applied to the order.

The next button is *Msg to Kitchen*. This button will allow a message to be added to a particular menu item. This will bring up an on-screen keyboard. Type the message that you want to attach and touch **Done** when complete. This is helpful when special instructions need to be carried out for that particular item.

The *Customer Request* is similar except the request is chosen from a predetermined list that was setup in Register Configurations. Touch the Customer Request and a list of requests will come up on the screen. Find the appropriate message and touch that button. The message will automatically attach itself to the last menu item entered unless you highlight another item first and then touch *Customer Request*.

The *Reprint Receipt* key allows you to reprint the last order entered.

The *Open Drawer* lets you open the cash drawer without using a key. This button has a manager access level limit, which can be changed (see Setup Section). If a manager ID number was entered on the ID entry screen, MicroSale will let you use the Open Drawer button.

The *Frequent Diner* button allows access to the Diner Frequency program if the restaurant is using this feature.

The **Review** button will take you to a screen that has a larger area to view the order list. You can move menu items from one seat to another by touching the item and then touching the new seat it belongs to. This is used in Full Service Restaurants.

The **Time Clock** button will allow access to the time clock.

6.2 Phone Orders



To activate this feature, it must be checked in Register Option under the *Modifiers/Phone Orders/General* tab.

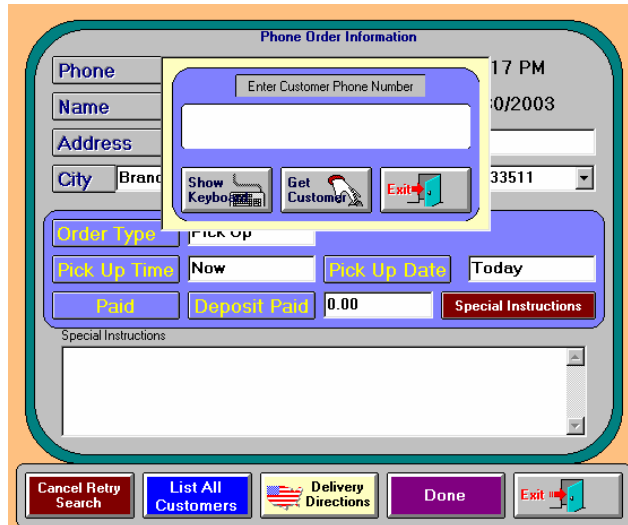


The various features must be checked to fit your needs. In my example, I will check the *Enable Call In Orders*.

When the Phone Order button is touched this screen will appear.



When placing a new order, this screen will appear. A phone number can be entered, and if the customer Ordered previously, his Address will automatically Be filled in. The order type And pick up time should be Entered as well as other Pertinent information. Instead of entering a phone Number, you can touch the Blue List All Customers Button at the bottom and Select the customer needed.



After all the information is filled out on the customer, touch the Done button at the bottom of the Phone Order Information screen. The next screen will be the Caller Information. The Special Instructions can be inserted here and change the pick up time and date.

Caller Information

Name: Chris

Phone: 888-8888

Address: 121 Any Street

City: Brandon State: FL

Zip: 33511

New Customer

Exit

Place Order

Now

Change Pick Up Time

Pick Up

Change Order Type

Today

Pick Up Date

Special Instructions

Get Directions

Caller Information

Name: Nancy

Phone: 111-1212

Address: 111 West Street

City: Brandon State: FL

Zip: 33511

1 Sara's Skillet Scrambled

1 Sara's Skillet Scrambled

Exit

Place Order

Now

Change Pick Up Time

Pick Up

Change Order Type

Today

Pick Up Date

You are now ready to place the phone order. If the customer ordered previously, his order will appear in the green area as shown in the above picture. If the customer wants the same order, it can be highlighted and then place order and it will be inserted on the order screen. This is a real time saver. Ring up the order just like a regular order. The order will be printed if the pickup time is within the 20-minute default time, otherwise it will go in a cue and a pending order will flash on the screen when it is within 20 minutes of the pickup.



The pending order must be touched in order to print out the order. The pending order will appear on the screen and press done and it will then print out. When the customer arrives to pick up the order and pay for it, touch Phone Order and Access Call In Order.

Phone Order

New Order

Access Call In Order

Exit

Call In Orders

Name	Phone	Street	Order For	PU/Time
Jim	681-1234	1234 City St.	Pick Up	Now
Mike	987-6543	121 Up Street	Pick Up	Now
Nancy	111-1212	111 West Street	Pick Up	05:00 P
Mike	987-6543	121 Up Street	Pick Up	03:45 P

Navigation buttons: List Delivery Only, List Pickup Only, List Pick Up Orders By Time, List All Orders, Print Open Orders, Assign Drivers, Close Order to Cash Only, Close And Tender Order, Edit Phone Order, Driver Report, Exit

A list of all the Call in Orders will appear on the screen. If the customer is ready to pay for the order, select *Close and Tender Order* and the customer

street, not the name. The order will appear on the screen with an * before the menu items. This lets the cashier know that it was printed already. Touch done and the screen will go to the amount tender screen.



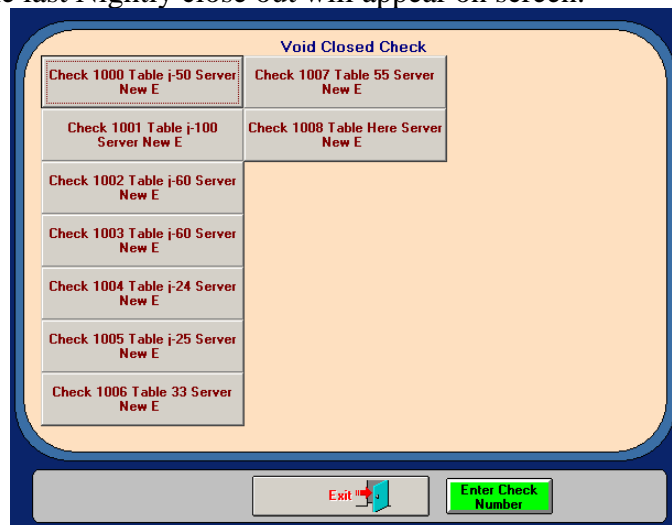
These buttons appear on the bottom of the access call in order screen.

- *List Delivery Only*- Lists all the delivery orders.
- *List Pickup Only*- Lists all the pickup orders.
- *List Pick Up Orders By Time*- Lists all the orders by the earliest to the latest.
- *List All Orders*- Lists all the orders (Delivery and Pickup)
- *Print Open Orders*- prints all the orders that have not been closed out.
- *Assign Drivers*- assigns drivers to the existing delivery orders.
- *Close Order to Cash Only*- close orders to cash only. Can close several orders out at a time.
- *Close And Tender Order*- closes the order and accesses the amount tender screen.
- *Edit Phone Order*- allows one to edit an existing order
- *Driver Report*- lists all the orders and the drivers assigned to them.

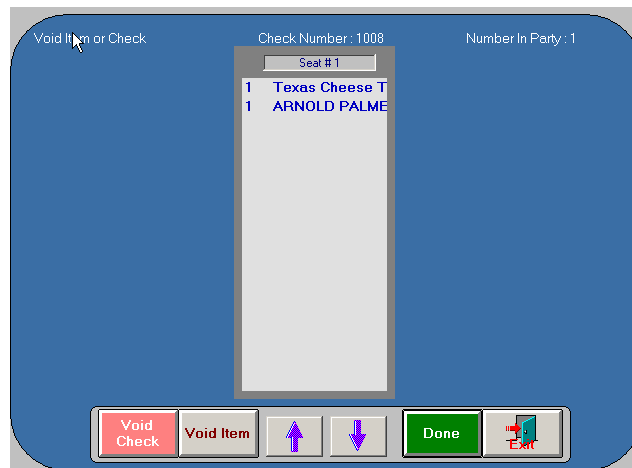
6.3 Voiding Tickets



To void a check, touch the *Void Check* button on the Managers Menu. A list of all tickets since the last Nightly close out will appear on screen.



Select the check number that needs to be voided, or you may touch the green **Enter Check Number** button. In this example, Check 12 needed to be voided.



The whole check can be voided or an item on the ticket can be voided. If the whole check is to be void, simply touch the void check button. A message box will appear and ask if you are sure the check is to be voided. If you select yes, the reason for the void will appear on the next screen. Select the reason and another box will state that the financial records are being updated. Void Reasons are placed in the system under Register Configurations. These can be changed or updated at anytime.

If a specific item is to be voided off a check, highlight the item and then touch the **Void Item** button. The void reasons will appear and select the reason for the void. The message box will appear and asks if you are sure you want to void the item. If you select yes, it will go back to the ticket and a small **v** will be placed in front of the item voided. Touch **Done** if it is correct and the next screen will be the amount tendered screen. The original tender amount will be on the screen. Press **Start Over** and put in the new tender amount. MicroSale will take you back to the Manager's Menu when that transaction is complete.

6.4 Discounting Checks

To discount a check, touch the **Discount** button on the order screen. The discounts that apply to the ticket items ordered will appear. In the example that follows, 4 dinners were ordered. A coupon was given with a price of \$2.25 for a Fish n Fry Dinner. The **Discount** Button on the bottom of the screen should be touched. A list of discounts will appear that can apply to the items purchased. Touch the **Fish n Fry 2.25** button to apply the discount.

Chk: 31		Tray # 1	
1	2 PC Fish Dinner		4.29
1	Jumbo Fish Platter		5.79
1	Fish n Fries		3.69
1	Chicken Dinner		5.29
Tax (0.00)		Pre Tax	19.06
Check Total			19.06

Discount Available

Senior
Discount Percentage
10.00 Discount
Percentage

Bus Driver
Open Amount .00 Open
Amount

Employee Disc
Discount Percentage
100.00 Discount
Percentage

Manager Disc
Discount Percentage
100.00 Discount
Percentage

Fish n Fry 2.25
Discount Amount 1.44
Discount Amount

After the appropriate discount key was touched, the order screen will display the discount. The order can then be totaled with the discount taken off.

Chk: 31		Tray # 1	
1	2 PC Fish Dinner		4.29
1	Jumbo Fish Platter		5.79
1	Fish n Fries		3.69
1	Chicken Dinner		5.29
1	Fish n Fry 2.25		-1.44
Tax (0.00)		Pre Tax	17.62
Check Total			17.62

If there is an Open Discount button (set up in Discount Maintenance) the following screens will appear.

Discount Available

Senior
Discount Percentage
10.00 Discount
Percentage

Open Discount
Open Amount .00 Open
Amount

Bus Driver
Open Amount .00 Open
Amount

Employee Disc
Discount Percentage
100.00 Discount
Percentage

Manager Disc
Discount Percentage
100.00 Discount
Percentage

2-3pc. Dinners 6.99
Discount Amount 2.59
Discount Amount

Touch *Open Discount* button.

Enter Reason for the discount.

Enter Discount Reason ...

Waited too long

Clear
Back Space

~
1
2
3
4
5
6
7
8
9
0

QWERTYUIOP

ASDFGHJKL:

ZXCVBNM,.:

Space
Done
Exit

Enter Discount Amount

5.00

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

Done

Enter the amount of the discount.

The reason and the amount of the discount will now appear on the ticket. This button is usually set up with Manager access.

Chk: 31		Tray # 1	
1	2 PC Fish Dinner		4.29
1	3 PC Dinner		4.79
1	Waited too long		-5.00
Tax (0.00) Pre Tax			4.08
Check Total			4.08

6.5 Daily Close Out



In this section, you will learn how to close the system out to reset the sales. Micro\$ale will print all of your sales information including voids, discounts, paid out, and credit card transactions.

To **close out the day** touch the *Reports Menu* button on the Managers Menu screen. This will take you to the Reports menu screen where you will touch the *Daily Close Out* button. Now you are in the Daily Close Out screen.

The screenshot shows the "Daily Close Out" screen with several data sections:

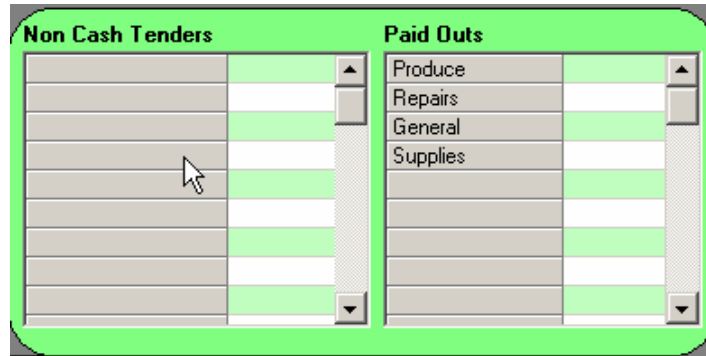
- Gross Sales:** 95.32
- Voids:** .00
- Net Sales Tax:** .00
- Net Special Tax:** .00
- Net Liquor Tax:** .00
- Net Discounts:** .50
- Cash Pmt:** .00
- Non Cash Pmt:** .00
- Cash to Account For:** 90.32
- Non Cash Tenders:** (Empty list)
- Paid Outs:** (Empty list)
- Nightly Report Information:**
 - Manual Voids: []
 - Manual Discounts: []
 - Cash Deposit 1: []
 - Cash Deposit 2: []
 - Cash Deposit 3: []
 - Cash Deposit 4: []
 - Cash Deposit 5: []
 - Change Fund +/-: []
 - Total Voids: .00
 - Total Discounts: .00
 - Total Credit: []
 - Total Cash: []
 - Total Paid Outs: 0.00
 - Over / Short: -90.32
- Buttons:** "Show Number Pad", "Erase", "Daily Sales Close Out", "Exit"

In the upper left corner of the screen is a list of information. This is all the sales information for the day.

A close-up of the sales information box from the screenshot, showing the following data:

Gross Sales	95.32
Voids	.00
Net Sales Tax	.00
Net Special Tax	.00
Net Liquor Tax	.00
Net Discounts	.50
Cash Pmt	.00
Non Cash Pmt	.00
Cash to Account For	94.82

Listed in this box are your Gross Sales, Voids, Net Sales Tax, Net Special Sales Tax, Net Liquor Tax, Net Discounts, Cash Pmt, Non Cash Pmt and your Cash to Account For. Next to the sales information are the list of non-cash tenders and the total amounts of all transactions for that day.



If an adjustment to a tender total is needed, touch the *Erase* button on the right side of the screen and touch the box that the incorrect amount is in. Next, touch the *Show Number Pad* button on the right side of the screen. This will bring up a number pad on the screen. Enter on the number pad the correct dollar amount with a decimal point and touch *Done*. Next, touch the appropriate box, and the number will be entered. Repeat these steps until all of your non-cash tender totals are correct.

If you have entered paid outs throughout the day from the Managers Menu, they will be displayed here. If you have not entered the paid outs, you can enter them now. This is done the same way as the non-cash tenders, by using the number pad.

The next part of the screen is the Nightly Report Information section. All other financial information for the day will be entered here. Using the same method to enter the non-cash tenders and the paid outs, enter the Manual Voids, Manual Discounts, and Deposits for the day. When finished, Micro\$ale will calculate the amount that you are over or short, if any.

Nightly Report Information			
Manual Voids	<input type="text"/>	Total Voids	<input type="text" value=".00"/>
Manual Discounts	<input type="text"/>	Total Discounts	<input type="text" value=".50"/>
Cash Deposit 1	<input type="text"/>	Total Credit	<input type="text"/>
Cash Deposit 2	<input type="text"/>	Total Cash	<input type="text"/>
Cash Deposit 3	<input type="text"/>	Total Paid Outs	<input type="text" value="0.00"/>
Cash Deposit 4	<input type="text"/>	Over / Short	<input type="text" value="-94.82"/>
Cash Deposit 5	<input type="text"/>		
Change Fund +/-	<input type="text"/>		

Now that all of the numbers are entered into the system, it is time to close out. On the bottom right side of the screen is the ***Daily Sales Close Out*** button. Touch this button and MicroSale will ask if you are sure. If you are, touch the *Yes* button. It will ask you if you would like to print a Daily Sales Mix, select *Yes* or *No*. It, also, will ask if you want to print another copy. If you do, touch *Yes*, if not, touch *No*. It will close out the system and reset it for the next day. MicroSale will tell you that the close out is complete. If you are using the Data cap credit interface (processing your credit card transactions through MicroSale), MicroSale will send the credit card batch to the card processor. A “sending...” message will be displayed on the bottom of the screen while this is being sent. When the close out is complete, touch *OK*.

Important: Once you have started the closing procedure, **DO NOT touch *Exit* or the close out will not be completed.**

6.6 Weekly Close Out



MicroSale **must** also be closed out each week in order to properly organize the sales history figures and to maintain and reset the financial databases. After the Daily Close Out for the last day of the week, touch the *Weekly Close Out* button. MicroSale will ask if you are sure. Touch *Yes*. MicroSale will then print a complete week to date product mix report. The system will then reset all databases for the next week and tell you that the weekly update is complete. Touch *OK*.