

OPERATOR

This guide is Intended for daily use of the system

Bar Tabs

Bar tabs is a credit card pre-authorization feature.

A pre-determined amount is applied to all credit cards. Amounts cannot be adjusted per ticket or per-tab.

This prevents the ability for a customer to use an expired or cancelled card and walk out.

Note:

Dinerware does not incrementally-authorize a credit card in the event that the total of the ticket exceeds the pre-authorized amount on the card.

No warning is currently provided to the end-user that the pre-authorization amount has been exceeded.

All end-users should carefully monitor the pre-authorization amount and ticket totals to be aware of any significant disparity.

The card can be pre-authorized for a second time, but that requires the card be physically swiped again by the end-user.

Dinerware assumes no liability for failed post authorization amounts that exceed the pre-authorization total.

How to Setup Bar Tabs

The activation of bar tabs enables credit card pre-authorizations for a pre-determined amount. A bar tab is created when a specific card is swiped to open a new ticket. A manager or business operator determines the uniform pre-authorization amount for all bar tabs before the start of business. The amount cannot be modified on a per-ticket or per-tab basis.

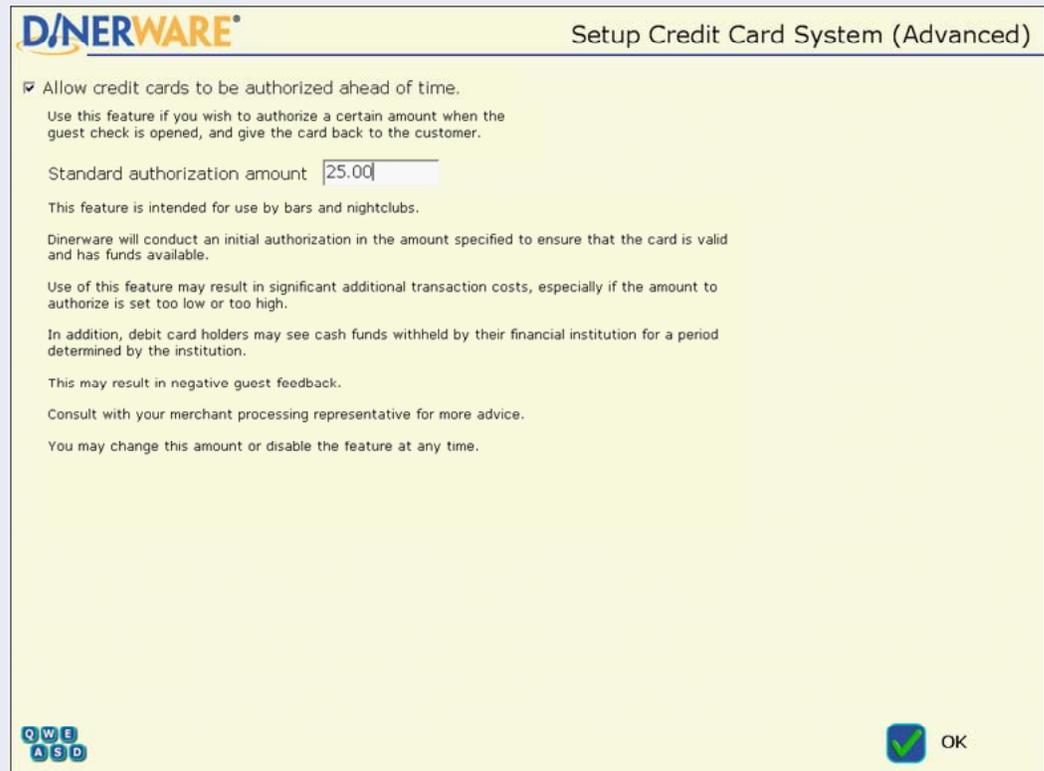
The bar tab feature is intended for use in fast-paced bar and nightclub scenarios to allow the customer to open a tab yet retain physical possession of their card.

This functionality will prevent the use of expired or cancelled card “walk outs” on open tabs.

Important: Use of bar tabs means the account holder will have **an authorization placed against that amount by their bank.**

How to enable bar tabs

1. From the **Manager** screen, touch **'System.'**
2. Choose **'Credit,'** then **'Advanced.'**



DINERWARE Setup Credit Card System (Advanced)

Allow credit cards to be authorized ahead of time.

Use this feature if you wish to authorize a certain amount when the guest check is opened, and give the card back to the customer.

Standard authorization amount:

This feature is intended for use by bars and nightclubs.

Dinerware will conduct an initial authorization in the amount specified to ensure that the card is valid and has funds available.

Use of this feature may result in significant additional transaction costs, especially if the amount to authorize is set too low or too high.

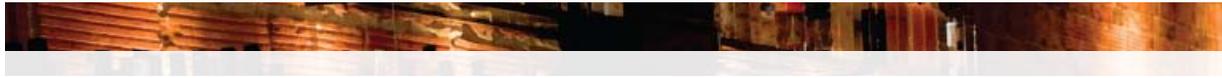
In addition, debit card holders may see cash funds withheld by their financial institution for a period determined by the institution.

This may result in negative guest feedback.

Consult with your merchant processing representative for more advice.

You may change this amount or disable the feature at any time.



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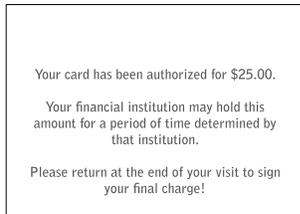
This amount can be changed or the feature can be disabled at any time.

How to Setup Bar Tabs

3. Select the check box **'Allow credit cards to be authorized ahead of time.'**
4. Enter the desired pre-authorization amount in the 'Standard authorization amount' field.
5. Touch **'Ok'** in lower right of screen.

Important: The time a pre-authorization hold takes to expire varies by bank, so the credit card holder should **always consent to the opening of a 'bar tab'** and the amount prior to using their credit card — **those funds will not be available until the bank has processed pre- and post-authorizations and adjusted the account balance accordingly.** The time period varies from institution to institution but is generally measured in business days.

When a card is swiped, a slip will print on the receipt printer that indicates the customer's card has been pre-authorized. This slip should be handed to the customer. If barcodes are printed on customer receipts that barcode can be scanned to recall the ticket for payment.



If the guest check total does not exceed pre-authorized amount, this screen will appear (right):

'No' allows users to enter the normal credit card transaction screen and adjust the payment total and tip.

'Yes' will bring up the normal payment screen. Payment for the total amount of the ticket has been collected and is awaiting a tip. The ticket should remain open until the customer has signed the credit card slip. Then the tip may be entered and the payment/ticket can be closed normally. If the customer is no longer present, any decisions regarding gratuity and the lack of a signed customer slip should be discussed with your merchant processing representative.

