



ALL USERS

This Quick Start Guide is Intended for users with login privileges.

Customer Database

Dinerware offers the ability to enter then track customer details. Delight your customers by instantly recalling their favorite orders in two quick touches.

Custom Name Tip:

Swipe the customer credit card and a new ticket appears with the customer's name from the credit card.

This is particularly useful at bars and nightclubs if the customer wants to open a tab.

Customer Search:

From the customer screen, use the on-screen keyboard to type either the customer name or phone number.

How to Open a Ticket by Customer

Dinerware is designed to accommodate many different environments. For example, a bartender will need the ability to open and close tickets out fast, while a fine dining restaurant will want the ability to easily split or combine checks. There are several ways to manage tickets (sometimes called guest checks). The following way is how **fine dining or casual dining restaurants** use Dinerware to open tickets, split items or share items.

Customer history

1. From the Order Entry screen, touch '**Customer**'

A list of **customer names in the database** appears.

2. Choose a customer and **touch the name**.

The **order history for that customer** appears.



Open a custom ticket by previous orders

In the customer sales history list, **touch an item** the customer orders frequently (ideal for regulars with favorite menu item requests).



Open a custom ticket using new ticket

1. Above the customer sales history list, touch '**New Ticket**'

2. The Table screen appears. **Choose a table**, then touch '**Ok**'

A new ticket appears with the customer name.

Either way the customer ticket is opened, people can be added (if necessary) and the ordering process can begin.