DINERWARE ®

Server QuickStart Guide v. 2.7

Clocking In

- Start your shift by clocking in Dinerware. Dinerware is also your time clock so be sure to clock out after you shift is over.

- Using the PIN pad on the screen, enter the PIN code assigned to you. The temporary demo PIN is 1234.

- Dinerware will prompt you to choose a job, you may only have one or you may have multiple, e.g. Lunch Server or Dinner Server, choose the one that is correct for your current shift.

- If you are using a cash drawer, you must clock in on the workstation that has that cash drawer. For fine dining establishments, see your manager regarding setting up server banking.

Ordering/Starting a New Ticket

Once you have clocked in, you will be at the Order Entry Screen also known as the Ticket Screen. There are several ways to s`tart a new ticket.

▶ **To start a New Ticket**

1. At the lower part of the screen, touch **New Ticket**.

2. Touch the **Table Icon**, to assign a table number or name to the ticket, or you can customize any name by touching **Custom** in the Table Screen.

3. **Select** the Number of persons at your table

   Now you will return to the order entry screen and your ticket will be open.

4. To place an order for person 1, touch the **Person Icon** and begin ordering**.**

▶ **To start a New Ticket with a Customer Name**

1. In the upper right hand of the screen, touch the **Customers** tab.

2. In the **Look Up Info Customer** text box, type the first few letters of the customer's name. Dinerware will find customers with a match. When the customer is found, notes and the customer's favorites will appear.

3. Touch the correct customer and touch new ticket. A new ticket will be created for that customer. Alternatively, you can open a new ticket, then search for customer and touch **Assign to Ticket**.

   Now you will return to the order entry screen and your ticket will be open.

4. To place an order for person 1, touch the **Person Icon** and begin ordering.

Fast Pay

Certain jobs, such as bartenders, have the option of allowing **Fast Pay**. Fast Pay is designed for fast cash transactions and is typically employed in fast-paced bars and coffee establishments Fast Pay automatically assumes the payment is cash and instantly displays likely tender amounts. For example, open a ticket with two beers at $3.50 each. Fast Pay will display $7, $10, $20. Choose an amount, Dinerware will display, changed due, open the cash drawer and close the ticket to cash.

▶ **To use Fast Pay**

1. Select an item. (No need to open a ticket.) On the buttons below the ticket there is one for exact change and four others that represent a typical dollar amount a customer might use to pay. These amounts update intelligently based on the dollar amount of the items on the ticket.

2. Choose the payment amount and the screen will show change due. Cash drawer will open.

Seat Positions

Each person icon on the ticket represents a position.

- To order for each specific person, touch that person and start ordering.
- To add person to your table, touch **New Person** from the yellow buttons at the lower part of the screen.
- To remove a person from your ticket, touch **Remove a Person** from the yellow buttons at the lower part of the screen.

Entering Items to Order

1. To order for each specific person, touch that person and start ordering.

   Screen Categories (light blue buttons) will appear to your right. These buttons generally are organized in the same way as your written menu (example: soups, salads, burgers and sandwiches, pastas, draft beer etc)

2. Once you touch the **Screen Category**, a list of **Menu Items** will pop to the right.

   Touch the Menu Item you want to order for each seat position.

Choices

Choices are modifiers are used to communicate preferences to the kitchen or bark, such as meat temperature, type of mixer, burger options, etc.

There are two types of choices, Forced and Optional. A forced choice means that one of the available choices must be selected, Typically, this is used for meat temperatures, salad dressings, cocktail mixers. An optional choice is usually used for NO's or ADD's.

If a choice is forced, the choices will appear automatically when an item is selected. If option, you must select the menu item to see available choices.

Item Level Functions

There are varieties of functions that make your job of ordering items easier.

To work with any menu item, touch the item. A list of green buttons will appear to your right. From there, you can repeat items, move items, send Special Requests to the kitchen. Other functions such as "Quantity and Price and Adding/Removing discounts, Voids (see Removing Items below) may require a manager.

Repeat Item

▶ **To Repeat an Item:**

1. On the ticket, touch the item you want to repeat

2. Touch **Repeat** to the right of the ticket.

3. If this particular item 'belongs' to another person at the table, use the "Move Item" function.

4. Touch the item you want to transfer to a different person at the same table.

5. Touch **Move.** You will be prompted to select the position number you want to move this item to.

Remove Item

▶ **To remove an item from the ticket before you send it to the kitchen:**

1. Touch the Item you want to remove

2. Touch **Remove Item** from the green buttons to the right of your ticket.

   If the ticket has already been committed, (you hit OK and the order was sent to the kitchen) and you still want to remove the item from the ticket, you will now have to VOID the item.

3. Touch the **Item** you want to remove

4. Touch **Remove Item.** Now you will be prompted to enter a void reason or if you do not have permissions to do a Void you will be prompted to get a manager.

Certain Item Level functions will depend upon your user privileges. For example, not all employees can void a ticket or give discounts.

Quantity/Price

If a large party comes to your restaurant and wants to order 50 Grilled Salmon Dinners, Dinerware saves you the time of adding the "Salmon Dinner" 50 separate times to your ticket.

▶ **To change the quantity of a single order**

1. Touch the item

2. Touch **Quantity/Price**

3. Use the numbers icon to edit the quantity of this order. Alternatively, simply write over the quantity that exists in this box.

Adding/Removing Discounts:

Using this Item Level Function will depend on your user privileges.

▶ **To Add a Discount to a particular item:**

1. Touch the Item to apply the discount to.

2. Touch **Add Discount**.

   A list of possible discount reasons will pop up on the screen (as long as discounts have been set-up by your manager.)

3. Touch the appropriate discount. You may then have to type in a reason for the discount

4. The discount will now be applied.

▶ **To Remove an Item Level Discount:**

1. Touch the Item you want remove the discount from

2. Touch "Remove Discount"

3. The Discount will now be removed

Share Items

Items can only be shared once you have committed the ticket to the kitchen. Sharing an Item in Dinerware simply splits the cost of the item between two or more persons at the table. Sharing an item does not mean splitting the meal physically between customers.

▶ **To Share an Item once you've committed the ticket**

1. Touch the **Item**

2. Touch **Share Item**

   A "Share Item" menu will appear to your right

3. Touch the other person(s) who will be sharing this item

4. You also have the option of adding a "New Person" to the share.

   You can share an item proportionately. For example, perhaps two people order a bottle of wine and one person only wants one glass.

Special Request

To send a special request to the kitchen, touch **Special Request**. You will be prompted to type the particular information you want to communicate to the kitchen staff. Once you finish typing your message, touch **OK**.

Kitchen Hold

If you want to send some of the items to the kitchen but not all, you may use the **Kitchen Hold** function to hold that item.

For Example, your customers order salads, soups, and entrees. You want everything but the entrée to go to the kitchen.

▶ **To Hold an Item**

1. Touch the entrée item.

2. Touch **Kitchen Hold**.

   Once you touch **Kitchen Hold**, the button changes to **Kitchen Release**.

3. Touch **OK.**

4. Once you are ready to send the entrée to the kitchen, simply touch that item, and touch **Kitchen Release**.

   The entrée order will now print to the kitchen

   The items that were sent to the kitchen will not print again.

Note   There are other ways to expedite and hold orders that can be set-up by management. If your establishment is interested in setting up order firing such as "Fire First Course" and "Fire Next" contact your Dinerware Trainer.

Ticket-Level Functions

Once you have started a new ticket, or opened an existing ticket, you will see several yellow buttons at the bottom of your screen.

Void Ticket

Using this Ticket Level Function such as Voiding tickets will depend on your user privileges.

▶ **To Void a Ticket**

1. Touch Void Ticket.

2. A list of possible void reasons will pop-up on the screen automatically (as long as they've been set-up by management)

3. Touch the appropriate void reason.

4. The ticket is now voided.

New Person/Remove Person

Touch **New Person** to add another person to the table.

To Remove a Person from this table, touch the position number/person icon you want to remove and touch **Remove Person**. The **New Person** button becomes **Remove Person** once you touch the person icon.

Adding/Removing Ticket Level Discounts

Using this Ticket Level Function will depend on your user privileges.

▶ **To Add/Remove Ticket Level Discounts**

1. Touch **Add Discount.**

2. A list of possible discounts will pop-up on the screen automatically (as long as they've been set-up by management)

3. Touch the appropriate discount

4. The entire ticket will now be discounted

▶ **To Remove the Ticket Level Discount**

1. Touch "Remove Discount"

2. The Discount is removed from the Ticket.

Gratuity/Taxes

You may have customers who are exempt from paying taxes or management may override an auto gratuity.

▶ **To add/remove/restore a gratuity or tax to the ticket**

1. Touch "Gratuity & Taxes"

2. You will be prompted to add/remove/restore a gratuity.

3. The amount of the gratuity added will depend on what your manager has set for your restaurant. The same applies to taxes.

Split Ticket

Dinerware makes it extremely easy to split tickets between any number of persons at your table.

▶ **To Split a Ticket**

1. Touch the person(s) you want to split off to their own ticket

2. Touch **Split Ticket** from the ticket level functions.

3. Read your options carefully. You have three: You can Split selected people to one New Ticket, Split selected people to individual New Tickets or split all people to New Tickets.

Print Guest Check

Touch Print Guest Check to print a check for the customer.

List View

List View is a way to manage all your tickets in batches. This makes it easy for bartenders to close tickets out to cash and delivery drivers to transfer tickets to themselves. List View offers a convenient way to manage all payments and add gratuities to your tickets at the end of your shift.

List View Sort Options

You can sort your tickets in List View using the following tabs:

Customer	Ordered	User	Time Left	Amount ▼
Delivery #18 Wise, Mattie		Barney 1:00 PM		$7.75

Select the tickets you wish to manipulate by touching them. A green bar will appear next to the ticket name or number indicating it is selected. You can select multiple tickets in this fashion.

When you have many tickets open and lots of tips to finalize, you can hide your pre-authorized tickets with the **Hide Authorized** button.

List View Functions

Open Ticket

Select one ticket in List View and choose **Open Ticket**. This will take you back to the Ticket Screen and open the ticket you selected. Try this if you have a lot of tickets open and need to find a specific ticket rapidly.

Pay with Cash

Select several open tickets and close them all to cash. This feature is very useful for bartenders with a lot of tickets remaining open that have paid with cash and for delivery drivers who are returning with cash.

Assign Tips

If you use the **Hide Authorized** feature, Assign Tips is an easy way to close out your credit card tickets with gratuities all at once. You can assign tips to all tickets by not selecting any tickets or to two or more tickets by selecting them.

Transfer to Me

Select new orders and assign them all to a delivery driver about to make a run. Or, if several customers have exited the bar and are now in your section, you can use this feature to assign tickets to yourself.

Transfer to...

Managers and Counter or Order staff use this feature to assign tickets to drivers, or to servers. This feature allows a separate user to assign tickets to another user.

Print Delivery Info

Select all new orders and print delivery tickets at once.

Print Guest Checks

This feature is useful if you have several tables leaving at once or you are a driver and need to print guest checks for the items you are delivering.

Combine Tickets

Select two or more tickets in List View and combine them into one ticket.

Paying the Check/Closing the Ticket

When your table is ready to close out select **Print a Guest Check** from the Ticket Functions. Present the check and wait for the payment.

▶ **To Close a Ticket**

1. Open the ticket and touch **Pay.**

2. Enter amount tendered in the upper corner of the payment screen.

3. Touch the Payment Type.

   - Cash Payment. Enter amount tendered and choose **Cash**.

   - Credit (See Procedure below.)

   - Check (See Procedure below.)

   - Gift Certificate (See Procedure below.)

▶ **To Run a Credit Card (Pre-Authorization)**

1. Touch **Credit.**

2. Swipe the credit card, or, if the card is difficult to read enter card number manually.

3. Enter the amount due on the ticket pre-tip.

   This amount is considered a Pre-Authorization. The Pre-Authorization cannot be changed or removed.

   The Pre-Authorization confirms funds for the amount of the check plus an additional percentage (depending on settings) to ensure additional funds for tips.

4. Print the Pre-Authorized receipt and return to customer.

Once the customer signs the receipt presumably with tip included, you can now finalize the credit card payment.

▶ **To Finalize the Credit Card Payment (Post-Authorization)**

1. Return to the order entry screen.

2. Touch the appropriate ticket

3. Touch **Pay**

   You should now see on the **Payments on Ticket** screen, the preauthorized amount listed in a green box.

4. Touch the **green box** with the Pre-Authorized amount in it. A new screen will pop-up where you can apply tip and finalize the payment.

5. Touch **Enter Tip** and enter the amount the customer has left for a tip.

6. Double check the amounts are correct. This is important if you are to receive the correct tip.

7. Touch **Finalize**.

   The amount is now sent to the batch file for Post-Authorization

> **Note**   You can change the amount paid in the post-auth screen. I.e. The total bill is $8.05. You have already pre-authorized the card. The customer decides to pay $2 in cash and just $6.05 in credit. Edit the amount paid to $6.05. Print a new receipt reflecting $11.05 and get the customer's signature.

If your restaurant does not use an internet credit card processor integrated with Dinerware , you can use any of the payment options above and use a credit card processing machine separate of Dinerware.

▶ **To Pay With Check**

1. Once you enter the total amount of the check included added tip, touch **Check.**

    The tip amount is automatically applied; however, you can change that amount by writing over the amount in the box or using the numbers icon to the right of the box.

2. Touch **All Remaining** to move the remaining dollar amount from **Tip** to **Change.**

3. If you reduce the tip amount, you will see that Dinerware adjusts the amount of change due the customer.

▶ **To Pay with Gift Certificate**

1. To pay with a gift certificate, enter the amount of the gift certificate as the "tendered amount"

2. Touch **Gift Certificate**

3. Change due the customer is automatically applied.

▶ **To Pay with a Gift Card**

Use gift cards in the same way you use Credit Cards.

Other payment options

Follow the directions for any of the payments above to make a partial payment. Dinerware will prompt you if only a partial payment is on this ticket. This is useful when you present a guest check and receive several different payment types on one ticket.

You will have the option of leaving this ticket open or adding a new payment at that point.

If your table want to split the entire ticket total (I.e. split the table four ways) Dinerware allows you to do this easily by using the fraction keys on the center/left of the payment screen.

If four people at the same table want to split the ticket, touch ¼ on the fraction keys. Dinerware will automatically calculate how much each person owes.

Personal Page

To access your daily report, go to your daily page by clicking on the personal page icon. Click on **Print Report** and your shift report will be printed on the ticket printer at the station you are at. This report calculates your Cash Reconciliation for you making it easy to determine how much you owe the restaurant or vice verse depending on tips.

Clock out by hitting the red clock out. You will be required to declare tips. Dinerware captures credit card tips for you and prompts you to declare a percentage on your total sales.

After you clock out a chit with your shift hours will print.

You can also view and send messages to employees from your personal page depending on your priveledges.