G Split Ticket Manual

2016 - Winter Edition

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Overview

The Split Ticket feature enables users to split an existing ticket in a variety of ways, and also allows members to combine tickets. In this manual, we will review all ways to split a ticket and will also demonstrate how to combine tickets.

Use Case(s)

- 3 members decide they want to split a ticket evenly.
- 2 members decide they want to split an appetizer.
- A member decides to pay for another member's meal.

POS Order Screen - Split Ticket Feature

The splitting feature, **Split Ticket** button, is found in the bottom right hand corner of the POS Order Screen as shown below.

Member Brie Diger Copecale Golf Junior Min Ball \$0.00 CP pr of opp Reductor 10/5	 Image: Constraint of the second second	Memb	er Appeli	zers Desser	ts Entree	N/A Bevera	ges Salads Soups	8 Sandwi	ches		\odot
India A Backar 10-071914 (202) 202-5027 Featback (h Subscreenful com Codd Rook, \$1.00	Apps	Salad	Sandwich	Entree	Dessert	Wine	Beer				
C Sext 3 2 Mathematic Char C Sext 3 2 Mathematic Char C Name 2 Na 2 Name 2 Name 2 Name 2 Name 2 Name 2 Name 2 Name	King Crab Cakes (x86)	Caesar Salad	BLT	Filet Mignon 8oz	Ice Cream	House Chard	Bud Light	Liquor A-J			
1 Onion Rings \$7.50 1 1 1 Marys wings \$8.00 1 1	Spinach Dip	Seafood Salad	Burger	Pork Medallion	Cookie	House Cab	Coors Light	Liquor K-Z			
1 Hamburger \$8.95 1 0 1 4 oz Beef Tenderloin \$22.95 1 3 -CNBCINS \$1.00 3	French Fries	Soup Salad Combo	Clubhouse	BBQ Ribs	Dessert Tray	House Meriot	Amstel Light	Liqueur & Spec			
-MASHED POTATOES 3 1 Steak \$50.00 2 3 -MEDILMI WELL 3	Kobe Sliders	Soup Du Jour	Tuna Melt	Simply Pasta	Sundae	House Wine- Btl	Corona	Popshack Liqour			
-VEGETABLE OF DAY 3	Add	On \$	General M	Modifiers	Daily S	pecials	N/A Ber	verages			
Move Up Subretal \$110.74 Service Charge: \$20.51 Move Down Tax: \$9.45 Tetal \$140.70											
Delete Item Add Chan Message Mode		Qty Change Seat	Add Ticke	e Doleto Ticket	Upcharge 2tem	Change Table	Charge Tab	Save Pref	Quick Cash	Quid: Charge	Close Ticket
Exit 🛞 Discount Comp	her Multi	Change Course	Get By Br	n Reorder Item	Cover Cou	nt Change Member	Coupon Lookup		Print Ticket	Split Ticket	Send

- 1) To perform a Ticket Split, first enter Items as usual. You can split before or after the items have been sent.
- 2) Then, click or touch **Split Ticket** to open the **Split Ticket Screen**.



Note: If you split the ticket before you hit Send, all Items will still print to the remote printer (kitchen, bar, etc.) on one prep ticket.

Split Ticket Screen Overview

On the Split Ticket Screen, the ticket on the far left will display the Item details (from the "**Selected**" ticket) such as modifiers, price, QTY, seat position, and course. It is from this area that you will be moving the items from one ticket to another.

The ticket with the black top/bottom border labeled **"Selected"** only shows the QTY and Item name. This helps make more room for multiple ticket display.

When more than one ticket is displayed, the ticket labeled **"Selected"** is the one that will have its items displayed in the far left area.

Important: You cannot do anything with the items from the **"Selected"** ticket other than view; all action is done from the far left area.



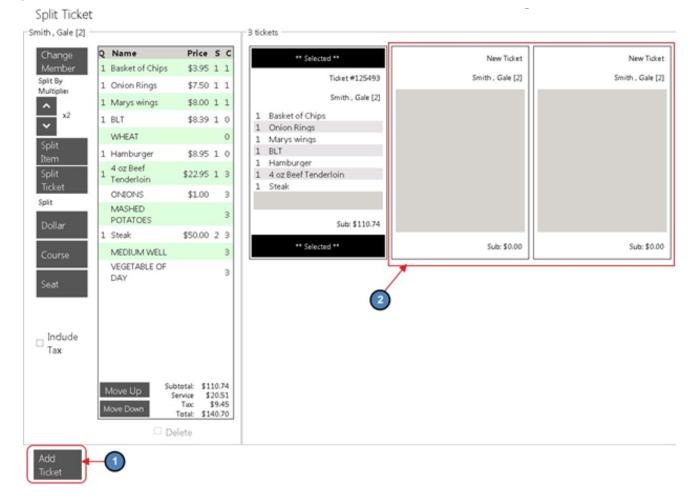
Split Ticket Options

Once the ticket is displayed in the split ticket screen, there are various ways a ticket may be split.

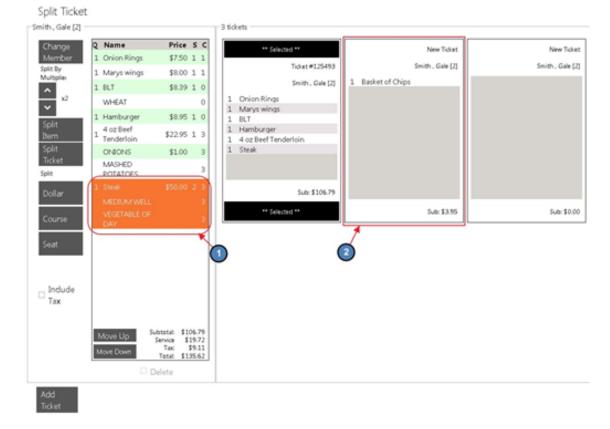
Split By Ticket

One of the simplest splits to perform is the **Split by Ticket**. A Split by Ticket is when you have more than one member on the table and each wants their own ticket.

 Within the Split Ticket screen, click the Add Ticket button to create the additional ticket(s) you want for the table. (Before you can move Items you must add the ticket(s) first).



 Once you have created your ticket(s), highlight the Item from the far left ticket display, then click/touch the ticket you would like the item(s) moved to.

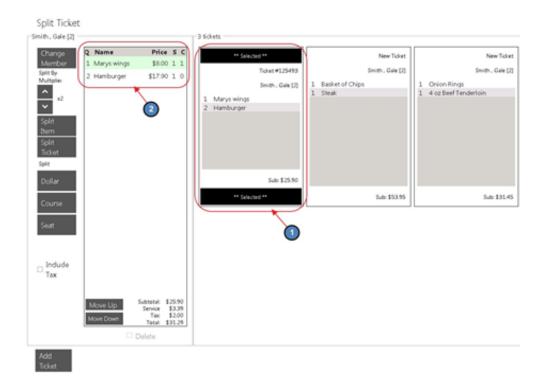


Note: you can highlight more than one item at once.

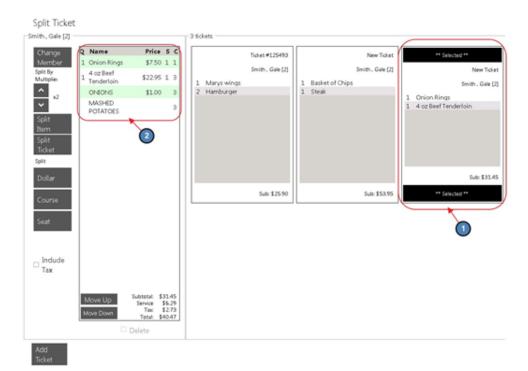




3) Notice the first ticket is still the "**Selected**" ticket, and the far left display shows only the Items remaining on the "**Selected**' ticket.



4) If you make a mistake and want to move an Item from one ticket to another ticket, first click the ticket that has the item to move; the far left now displays the new "Selected" ticket Items.



5) Once you have the appropriate ticket **"Selected"**, highlight the Item from the left ticket display, then click/touch the ticket to move the Item to.

Note: You can move multi items by highlighting more items before moving.

Split Ticket											
Smith , Gale [2]				3 60	kets						
Change Member	Q Name 1 Onion Rin		• <u>5 C</u>	Г		Ticket #125493	ſ		New Ticket		** Selected **
Split By	a or seed					Smith , Gale [2]			Smith , Gale [2]	11	New Ticket
Multiplier	¹ Tenderloin	6	513		Marys wings			Basket of Chips		11	Smith , Gale [2]
^ ×2	ONIONS		0 3	2	Hamburger		1	Steak		1	Onion Rings
~	MASHED POTATOES		з								4 oz Beef Tenderloin
Split Item Split Ticket	POTATOES	5									
Split											
Dollar											Sub: \$31.45
Course						Sub: \$25.90			Sub: \$53.95		** Selected **
Seat						(2	ζ				
□ Indude Tax											
	Move Up Move Down										
Add Ticket											

6) To change the member assigned to a ticket, click the ticket to make it the "Selected" ticket and select Change Member on the top left corner of the screen. Follow prompts to select new Member.

Split Ticket -Smith, Gale [2] -	2				-31	ick	ets						0
Change Member Spit By Multiplie	Name Basket of Chips 4 oz Beef Tenderloin	Price \$3.95 \$22.95	1	1		1	Marys wings	Ticket #125493 Smith , Gale [2]	1	Onion Rings	New Ticket Smith , Gale [2]		** Selected ** New Ticket Smith , Gale [2]
x2 Split Item Split Ticket Split	ONIONS MASHED POTATOES	\$1.00		3		2	Hamburger		1	Steak		1	Basket of Chips 4 oz Beef Tenderloin
Dollar Course					Ľ			Sub: \$25.90			Sub: \$57.50		Sub: \$27.90

 Select **OK** on the bottom right corner of the screen and your changes will be saved.



Split By Multiplier

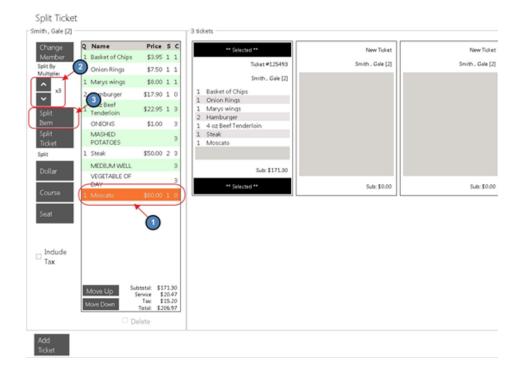
Split by Multiplier provides the ability to split an Item or an entire ticket by a specified number.

Example 1 - Item: if you have 3 tickets on one table and they all want to split the bottle of Wine, you can split the Item by 3.

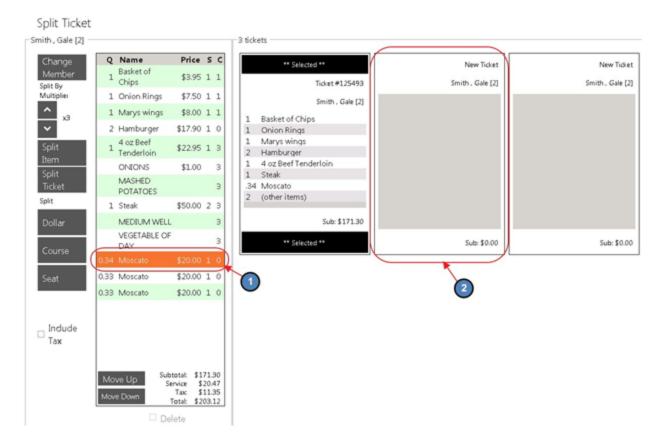
Example 2 - Ticket: if you have 3 members and they want to split the ticket evenly, you can split a single ticket by using the multiplier.

Split by Multiplier - By Item

- 1) Click **Add Ticket** and create the number of tickets needed for the split.
- Touch/click the ticket that has the Item to split, to make it the "Selected" ticket. Highlight the Item you wish to split from the far left display. Click the < > arrows under Split by Multiplier to increase or decrease the multiplier. Select Split Item.



 The Item will be split by the number you selected. In this example it was split by 3. Highlight one of the splits and touch the ticket to move the Item.



Notes:

- The **Split by Item** changes the **QTY** to fractions to calculate the Item price to meet specified amount.
- Once you click **OK**, the changes have been saved. **Once the changes have been saved there is no way to merge the amounts and QTY back to original state. You will have to delete the ticket and start again.**

Split by Multiplier - By Ticket

You **do not** need to Add Tickets; the system will create the number of tickets based on your multiplier.

 Click the < > arrows under Split by Multiplier to increase or decrease the multiplier. Select Split Ticket.



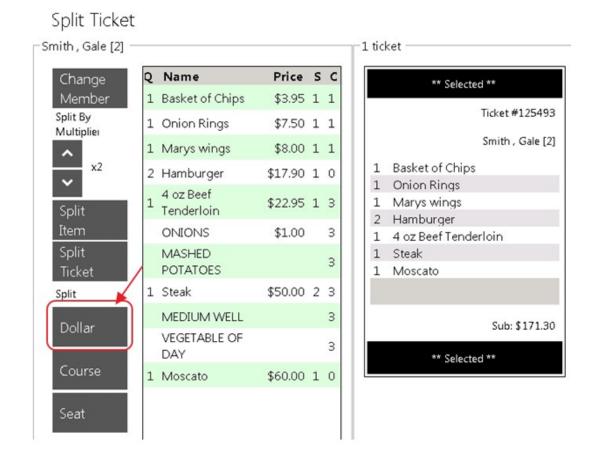
Notes:

- The **Split by Ticket** changes the **QTY** to fractions to calculate the Item price to meet specified amount.
- Once you click **OK** the changes have been saved. **Once the changes have been saved there is no way to merge the amounts and QTY back to original state. You will have to delete the ticket and start again.**
- Once you click **OK**, all subsequent items entered on a ticket will be added to the ticket as a full amount and QTY.

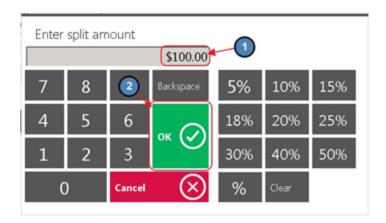
Split By Dollar

Split by Dollar can be used when one party wants to pay a specified amount; in this example one party will only pay \$100 out of \$206.97. It is advisable to wait until you are ready to close the ticket before performing this option, see notes for more information.

1) Select **Dollar** under the **Split** section.



2) Enter the dollar amount to split. Click **OK** when finished.



3) The system will create a ticket for the amount specified.

Change	Q	Name	Price	s	С		** Selected		(New Ti
Member plit By	0.416	Basket of Chips	\$1.64	1	1			Ticket #125493		Smith , Gal
lultiplier	0.416	Onion Rings	\$3.12	1	1			Smith , Gale [2]	.584	Basket of Chips
^	0.416	Marys wings	\$3.33	1	1				.584	Onion Rings
×2		Hamburger	\$7.45				asket of Chip	s	.584	Marys wings
	0.052	~	\$7.45	-	Č		Dnion Rings Marys wings			Hamburger
Split	0.416	4 oz Beef Tenderloin	\$9.55	1	3		lamburger		.584	4 oz Beef Tenderloin
tem		ONIONS	\$0.42		3		oz Beef Tenc	derloin	.584	Steak Moscato
Split Ficket		MASHED	40112		3	.416 S	Steak Moscato			
plit	0.416	Steak	\$20.81	2	3					
Dollar		MEDIUM			3			Sub: \$71.29		
Course		VEGETABLE OF DAY			3		** Selected	1**		Sub: \$10
Course		VEGETABLE					** Selected			Sub:

Notes:

- The **Split by Dollar** changes the **QTY** to fractions to calculate the Item price to meet specified amount.
- Once you click **OK** the changes have been saved. **Once the changes have been saved there is no way to merge the amounts and QTY back to original state. You will have to delete the ticket and start again.**
- All subsequent Items entered on a ticket after the ticket has been
 Split by Dollar will be added to the ticket as a full amount and QTY.

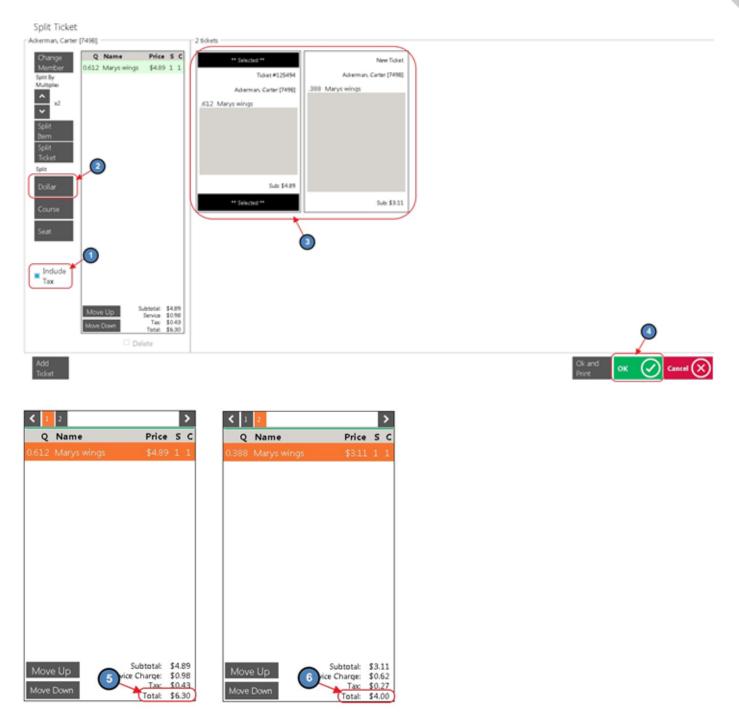
Include Tax

The Include Tax feature is utilized to calculate tax into the the split.

Example - we have one Item on a ticket with a price of \$8.00, including tax and service charge totals to \$10.30. So let's say two kids are splitting that Item. One of them only has \$4.00, so I need his ticket to only charge him \$4.00 tax included. I navigate to the Split Ticket screen, check the **Include Tax** box and click **Dollar**. I enter the amount of \$4.00. Now I have two tickets – one for \$4.89 and one for \$3.11. When I click **OK** and



the tickets are created, the original ticket is for \$6.30 total and the new ticket is for \$4.00.



Split by Seat

Split by Seat allows the user to split a ticket based on seating. This option can only be used if the user is using seat positioning.

 Assign the seat position to each Item on the ordering screen and select Split Ticket.

Seat1 → Select Fensle CAU		ALCONO.	line	<u> </u>					
Name Price S C Basket of Chips \$3.95 1	King Crab Cakes (x86)	Caesar Salad	BLT	Filet Mignon 8oz	Ice Cream	House Chard	Bud Light	Liquor A-J	
1 Onion Rings \$7.50 2 1 1 Marys wings \$8.00 8 1 2 Hamburger \$17.90 3 0	Spinach Dip	Seafood Salad	Burger	Pork Medallion	Cookie	House Cab	Coors Light	Liquor K-Z	
1 4 oz Beef Tenderloin \$22.95 1 3 -ONEONS \$1.00 3 -MASHED POTATOES 3	French Fries	Soup Salad Combo	Clubhouse	BBQ Ribs	Dessert Tray	House Meriot	Amstel Light	Liqueur & Spec.	
1 Strak \$50.00 2 3 -MEDRUM WELL 3 -VEGETABLE OF DAY 3	Kobe Sliders	Soup Du Jour	Tuna Melt	Sim ply Pasta	Sundae	House Wine- Btl	Corona	Popshack Liqour	
Subtatuk \$111.30	Add	On \$	General N	Aodifiers	Daily S	specials	N/A Be	verages	
Move Cip Service Charge: \$20.47 Tax: \$9.42 Tatal: \$141.19									
Delete Item Add Chan Message Modifi		Qty Change Seat	Add Ticket	Delete Ticket	Upcharge Item	Change Table	Charge Tab S	ave Pref 🔍	uick Cash
Exit 🛞 Discount Comp	bern Multi Off	Change Course	Get By Bin	Reorder Item	Cover Count	Change Member	Coupon Lookup	Pri	rint Ticket

2) Select **Seat** under the Split section. The system will create a ticket for each different seat position.

Split Ticket						
Smith, Gale [2]			3 tickets			
Change Member Split By Multiples x2 Split Dem Split Ticket Split	Q Name 1 Basket of Chips 4 oz Beef Tenderloin ONIONS MASHED POTATOES	Price S C \$3.95 1 1 \$22.95 1 3 \$1.00 3 3	** Selected ** Ticket #125493 Swith., Gale [2] 1 Basket of Chips 1 4 oz Beel Tenderloin	New Ticket Smith. Gale [2] 1 Onion Rings 1 Steak	1 Marys wings 2 Hamburger	New Ticket Smith., Gale [2]
Dollar Course Seat Indude Tax	1 Move Up 5 Move Down	ubtotal: \$27.90 Service: \$558 Tac: \$2.42 Total: \$35.50	Sub: \$27.90 ** Selected ** 2	Sub: \$57.50		Sub: \$25.90

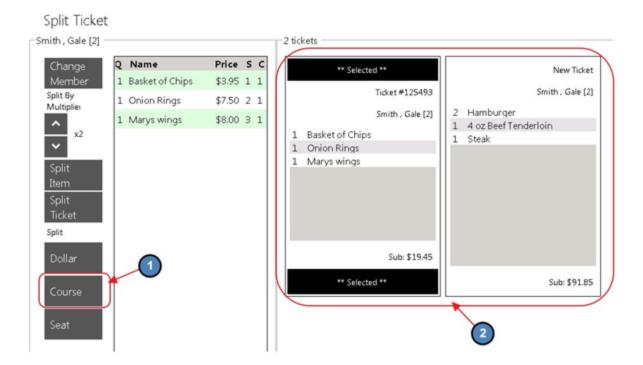
Split by Course

Split by Course allows the user to split a ticket by course. For instance, one member will be paying for the Appetizer and another member will be paying for the Entrees. Please note that this option can only be used if the user is using courses.

1) Assign the course to each Item on the ordering screen if it is not set by default. Select **Split Ticket.**

< feat1 → feat	fensle Okt			11 mar	<u> </u>	1000	Ļ	104			
< 1 Q Name 1 Easket of Chips	Price S C	Kipa Crab C (186)	Caesar Salad	BLT	Filet Mignon 8oz	Ice Cream	House Chard	Bud Light	Liquor A-J		
1 Onion Rings 1 Marys wings 2 Hamburger	\$7.50 2 1 \$0.00 3 1 \$17.90 3 2	Spinach Dip	Seafood Salad	Burger	Pork Medallion	Cookie	House Cab	Coors Light	Liquor K-Z		
1 4 az Beef Tenderloin -ONIONS -MASHED POTATOES	\$22.95 1 2 \$1.00 2	French Fries	Soup Salad Combo	Clubhouse	BBQ Ribs	Dessert Tray	House Meriot	Amstel Light	Liqueur & Spec.		
1 Steak -MEDRUM WELL	\$50.00 2 2 2	Kobe Sliders	Soup Du Jour	Tuna Melt	Simply Pasta	Sundae	House Wine- Btl	Corona	Popshack Liqour		
-VEGETABLE OF DAY	2 Martal \$111.30	Add	On \$	General I	Modifiers	Daily S	Specials	N/A Be	iverages		
Move Up Sarviar O Move Down	harge: \$20.47 Tax: \$9.42 Total: \$141.19										
Delete Item Add Messag	chang pe Modifi		Qty Change Seat	Add Ticket	Delete Ticket	Upcharge Bern	Change Table	Charge Tab	iave Pref 🔍 🔍	in Carl Quin	
Exit 🛞 Discour	nt Comp	bem Multi Off	Change Course	Get By Bin	Reorder Dem	Cover Count	Change Member	Coupon Lookup	Pri	nt Ticket Split '	licket

2) Select **Course** under the Split section. The system will create a ticket for each different course.



Combining Tickets

In the event a member decides to pay for another member sitting at a separate table, the Split Ticket feature can be used to combine the 2 tickets into 1. Please note that in order to combine the tickets, the two tickets will need to be moved to the same table.

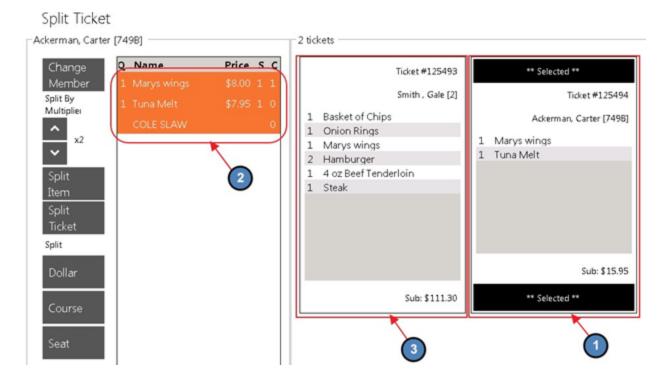
1) Use the **Change Table** feature to move the ticket the member is paying for over to their Table.

€ Seat1 > Solution famale Oat	-	ALC: NO	lim	B	1950	110	104				
Name Price S C Marys wings S8.00 1 1	King Crab Cakes (x86)	Caesar Salad	BLT	Filet Mignon 8oz	Ice Cream	House Chard	Bud Light	Liquor A-J			
1 Tuna Melt \$7.95 1 0 -COLE SLAW 0	Spinach Dip	Seafood Salad	Burger	Pork Medallion	Cookie	House Cab	Coors Light	Liquor K-Z			
	French Fries	Soup Salad Combo	Clubhouse	BBQ Ribs	Dessert Tray	House Merlot	Amstel Light	Liqueur & Spec.			
	Kobe Sliders	Soup Du Jour	Tuna Melt	Sim ply Pasta	Sundae	House Wine- Btl	Corona	Popshack Liqour			
Submetale \$15.95	Add	On \$	General M	Addifiers	Daily S	Specials	N/A Be	werages			
Move Up Subsetal 13595 Service Charge: \$240 Move Down Total: \$35.63											
Delete Item Add Chang Message Modifie		Qty Change Seat	Add Ticket	Delete Ticket	Upcharge Item	Change Table	Charge Tab S	ave Pref 🔍 🔍	uick Cash	Quick Charge	a
Exit 🛞 Discount Comp I	tem Multi	Change Course	Get By Bin	Reorder	Cover Count	Change Member	Coupon Lookup	Pr	int Ticket	Split Ticket	Se

2) Once the 2 tickets are on the same table, select **Split Ticket**.

✓ Seat1 > Selet Famale Out		. SELLER	lin	<u> 88</u>	1924		101	1000			
Name Price 5 C Marys wings \$8.00 1 1	King Crab Cakes (x86)	Caesar Salad	BLT	Filet Mignon 8oz	Ice Cream	House Chard	Bud Light	Liquor A-J			
1 Tuna Melt \$7.95 1 0 -COLE SLAW 0	Spinach Dip	Seafood Salad	Burger	Pork Medallion	Cookie	House Cab	Coors Light	Liquor K-Z			
	French Fries	Soup Salad Combo	Clubhouse	BBQ Ribs	Dessert Tray	House Meriot	Amstel Light	Liqueur & Spec			
	Kobe Sliders	Soup Du Jour	Tuna Melt	Simply Pasta	Sundae	House Wine- Btl	Corona	Popshack Liqour			
	Add	On \$	General I	Modifiers	Daily S	pecials	N/A Be	verages			
Move Lip Subtotial \$15.95 Service Charge: \$2.40 Tax \$1.28 Totial \$19.53									-		
Delete Item Add Chang Message Modifi		Qty Change Seat	Add Tick	et Delete Ticket	Upcharge Item	Change Table	Charge Tal	Save Pref	Quick Cash	Quick Charge	Close Ticket
Esit 🛞 Discount Comp	bem Multi Off	Change Course	Get By Bi	n Reorder Item	Cover Cou	nt Change Member	Coupon Lookup		Print Ticket	Split Ticket	Send

 Select the ticket that was moved to make it the "Selected" ticket. Highlight the Items from the far left ticket display then click/touch the ticket to move the Items to.



4) All Items will be moved to the paying member's ticket and the ticket the Items were transferred from will be automatically deleted.



Best Practices

When ticket splitting is required, ensure to enter Items as normal, and then hit the Split Ticket button to launch the Ticket Splitting screen.

Ensure ticket to be split (or tickets with Item(s) to split) is marked as "Selected" in the Split Ticket screen, prior to attempting to move Items to another ticket.

When combining Tickets, ensure all tickets are at the same table prior to merging them by utilizing the Change Table feature in the main POS screen. Once all tickets are at the same table, utilize the Split Ticket feature to combine the tickets.

Common Questions and Concerns

I need to move an Item back to its original ticket - how do I do that?

Ensure the new ticket created is marked as "Selected" in the Split Ticket screen. Then, highlight the Item from the left screen on the Split Ticket screen, and then click on the original ticket to return the item to it.

When splitting a ticket by a fixed amount (ie - \$10.00 on one ticket, and the remainder on another), how do I ensure the \$10.00 ticket is the final amount due, inclusive of all tax, etc?

When splitting a ticket to a fixed all-inclusive amount, ensure to check the Tax Included box, located on the Split Ticket screen when splitting the ticket.