



System Tools

2016 - Winter Edition

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Overview

System Tools contain useful reports, helpful views, and other functions relevant to ticket management and administration of the POS system. The proper security rights are needed to access this toolset. In this manual, we will discuss the various features within System Tools.

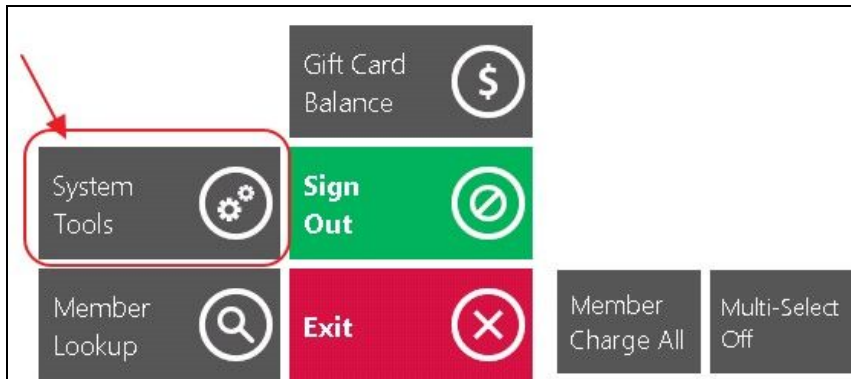
Use Case(s)

- Club needs to reopen a closed ticket.
- The POS needs to be backdated to complete a transaction from a previous date.
- An open ticket needs to be transferred from one server to another.

Accessing the Tool

To access System Tools,

- 1) Select **System Tools** on the bottom left corner of the main POS screen.



- 2) System Tools opens on the **Locked Tickets** tab.

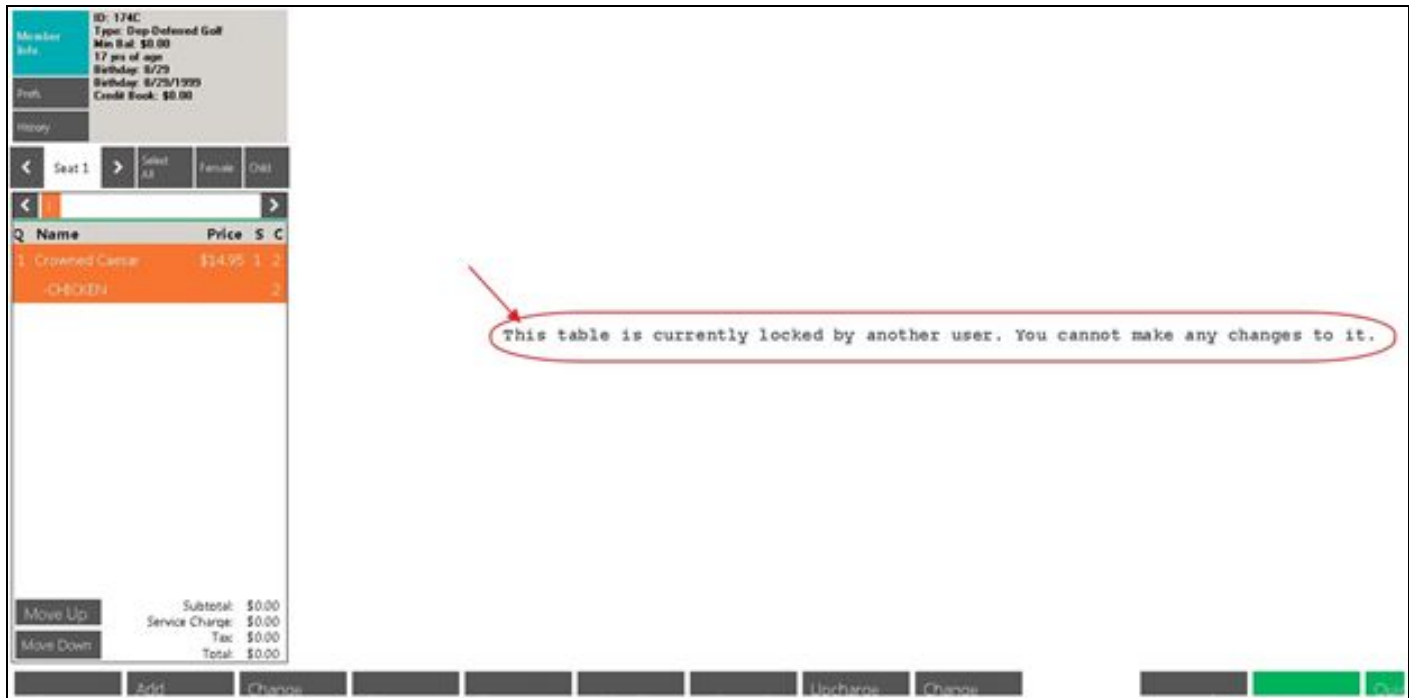


Tab Overview

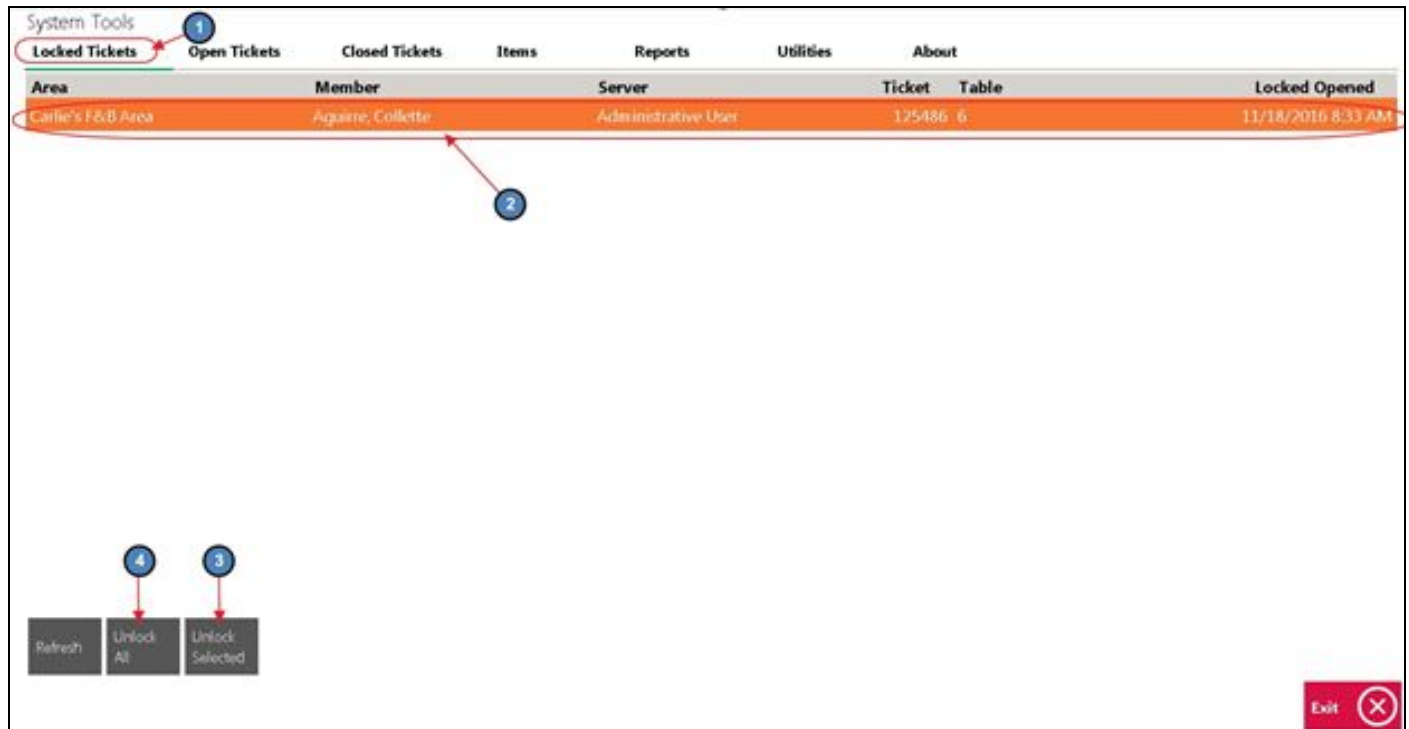
In this section we will review the various tabs within System Tools.

Locked Tickets

The **Locked Tickets** tab allows the user to unlock any tickets that are “**Locked**” in the POS. A ticket is locked when another user is in the ticket, but could also become locked when there is a disruption of service or other connectivity error. If a ticket is locked, the below message will display:



To **unlock a ticket**: Navigate to the **Locked Tickets** tab within System Tools and highlight the locked ticket. The user can then select **Unlock Selected**, to unlock just the highlighted ticket, or **Unlock All** to unlock all locked tickets. This function is particularly useful when the person who has the locked ticket has already left, or is unavailable.



Open Tickets

The **Open Tickets** tab allows the user to transfer tickets between servers. This function is useful when a Member decides to change tables, or when servers have a shift change.

To transfer a ticket,

- 1) Navigate to the **Open Tickets** tab within System Tools and by default the system will display all open tickets under the server who is currently logged in. To view open tickets under another server, simply select the **Server** drop-down and choose the applicable server; select **ALL** to view all open tickets.



The screenshot shows the System Tools interface with the 'Open Tickets' tab selected. A table displays a list of tickets with columns for Area, Member, Server, Member ID, Ticket, Table, and Date Opened. Below the table, there are buttons for 'Refresh', 'Transfer All', and 'Transfer Selected'. A dropdown menu is open, showing a list of servers: '--All', 'Alex Ebert', 'Austin fired Ebert', 'Administrative U...', 'Robin Kurlas', and 'Server: Alex Ebert'. A red circle highlights the 'Server: Alex Ebert' option, and a blue circle with the number '2' points to it.

Area	Member	Server	Member ID	Ticket	Table	Date Opened
Carlie's Retail Area	Guest,	Alex Ebert	001	124858		4/12/2016 12:07 PM
Carlie's Retail Area	Guest,	Alex Ebert	001	124864		4/15/2016 10:23 AM
Guest Rooms	Smith, Mrs. Gale J.	Alex Ebert	2	124984		6/3/2016 9:42 AM
Fitness	Talbert, Mrs. Terica	Alex Ebert	X5046	132		2/4/2009 10:40 AM
Tennis	Smith, Carlie	Alex Ebert	503	125187		8/16/2016 4:37 PM
Carlie's Retail Area	Abba, Abba	Alex Ebert	541	124859		4/12/2016 1:15 PM

- 2) Highlight the ticket to be transferred and select **Transfer Selected**. If all open tickets need to be transferred, select **Transfer All**.

System Tools

Locked Tickets Open Tickets Closed Tickets Items Reports Utilities About

Area	Member	Server	Member ID	Ticket	Table	Date Opened
Carlie's Retail Area	Guest,	Alex Ebert	001	124858		4/12/2016 12:07 PM
Carlie's Retail Area	Guest,	Alex Ebert	001	124864		4/15/2016 10:23 AM
Guest Rooms	Smith, Mrs. Gale J.	Alex Ebert	2	124984		6/3/2016 9:42 AM
Fitness	Talbert, Mrs. Terica	Alex Ebert	X5046	132		2/4/2009 10:40 AM
Tennis	Smith, Carlie	Alex Ebert	503	125187		8/16/2016 4:37 PM
Carlie's Retail Area	Abba, Abba	Alex Ebert	541	124859		4/12/2016 1:15 PM

Refresh Transfer All Transfer Selected Server: Alex Ebert

Exit

- 3) Select the server to transfer the ticket to. **Clocked-In Users** will display by default. If the ticket needs to be transferred to someone who is not clocked-in, select **Other** and choose the appropriate server.

Transfer to

Clocked-In Users Other

Name

- Adam Riess
- Administrative User
- Alex Ebert
- Alexis Black
- Allison Reis
- Andrea Lundstrom
- Austin Ebert

Cancel

Note: The column headings displayed on the Open Tickets tab can be altered if necessary. For more information, please see the **POS Grids** section of our **F&B Areas** or **Retail Areas** manuals.

Locked Tickets Open Tickets Closed Tickets Items Reports Utilities About

Area	Member	Server	Member ID	Ticket	Table	Date Opened
Carlie's Retail Area	Guest,	Administrative User	001	124858		4/12/2016 12:07 PM

Closed Tickets

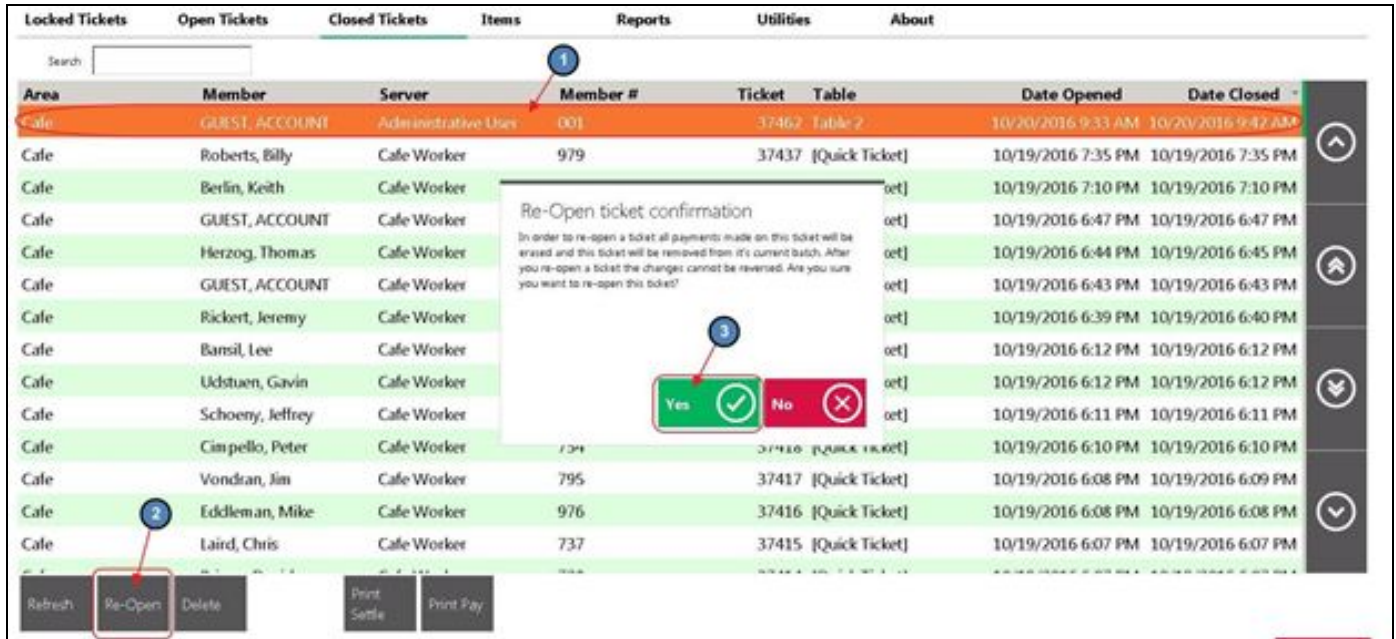
The Closed Tickets tab allows the user to **Re-Open**, **Delete**, and **Re-Print** previously closed tickets. Please be aware that users must have the proper security rights to Re-Open or Delete Tickets on this tab.

Important: Only tickets that have **NOT** been posted will show in the Closed Tickets tab.

Re-Open a Ticket

Please do **NOT** attempt to Re-Open a Credit Card ticket without first reviewing our Credit Card manuals. Depending on your processor, please review our **ETS** or **Openedge Credit Card Transactions** manuals for more information on Re-Opening Credit Card tickets.

To Re-Open a closed ticket: On the Closed Tickets tab, highlight the ticket that needs Re-Opened and select **Re-Open**. The user will be warned that **all Payments made on this ticket will be erased**. Click **Yes**.

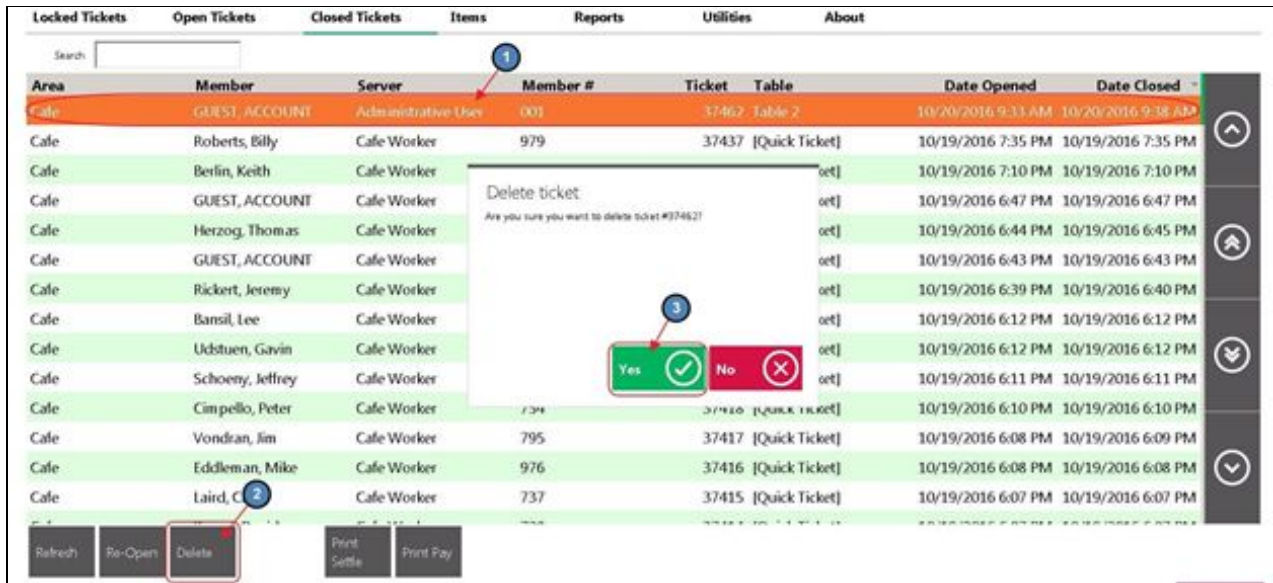


Area	Member	Server	Member #	Ticket	Table	Date Opened	Date Closed
Cafe	GUEST, ACCOUNT	Administrative User	000	37462	Table 2	10/20/2016 9:33 AM	10/20/2016 9:42 AM
Cafe	Roberts, Billy	Cafe Worker	979	37437	[Quick Ticket]	10/19/2016 7:35 PM	10/19/2016 7:35 PM
Cafe	Berlin, Keith	Cafe Worker			oet]	10/19/2016 7:10 PM	10/19/2016 7:10 PM
Cafe	GUEST, ACCOUNT	Cafe Worker			oet]	10/19/2016 6:47 PM	10/19/2016 6:47 PM
Cafe	Herzog, Thomas	Cafe Worker			oet]	10/19/2016 6:44 PM	10/19/2016 6:45 PM
Cafe	GUEST, ACCOUNT	Cafe Worker			oet]	10/19/2016 6:43 PM	10/19/2016 6:43 PM
Cafe	Rickert, Jeremy	Cafe Worker			oet]	10/19/2016 6:39 PM	10/19/2016 6:40 PM
Cafe	Bansil, Lee	Cafe Worker			oet]	10/19/2016 6:12 PM	10/19/2016 6:12 PM
Cafe	Udstuen, Gavin	Cafe Worker			oet]	10/19/2016 6:12 PM	10/19/2016 6:12 PM
Cafe	Schoeny, Jeffrey	Cafe Worker			oet]	10/19/2016 6:11 PM	10/19/2016 6:11 PM
Cafe	Cimpello, Peter	Cafe Worker			oet]	10/19/2016 6:10 PM	10/19/2016 6:10 PM
Cafe	Vondran, Jim	Cafe Worker	795	37417	[Quick Ticket]	10/19/2016 6:08 PM	10/19/2016 6:09 PM
Cafe	Eddleman, Mike	Cafe Worker	976	37416	[Quick Ticket]	10/19/2016 6:08 PM	10/19/2016 6:08 PM
Cafe	Laird, Chris	Cafe Worker	737	37415	[Quick Ticket]	10/19/2016 6:07 PM	10/19/2016 6:07 PM

Delete a Closed Ticket

Please do **NOT** attempt to Delete a Credit Card ticket without first reviewing our Credit Card manuals. Depending on your processor, please review our **ETS** or **Openedge Credit Card Transactions** manual for more information on Deleting Credit Card tickets.

To Delete a closed ticket: On the Closed Tickets tab, highlight the ticket that needs deleted and select **Delete**. The user will be prompted, **Are you sure you want to delete ticket #XXXXX?** Click **Yes**.

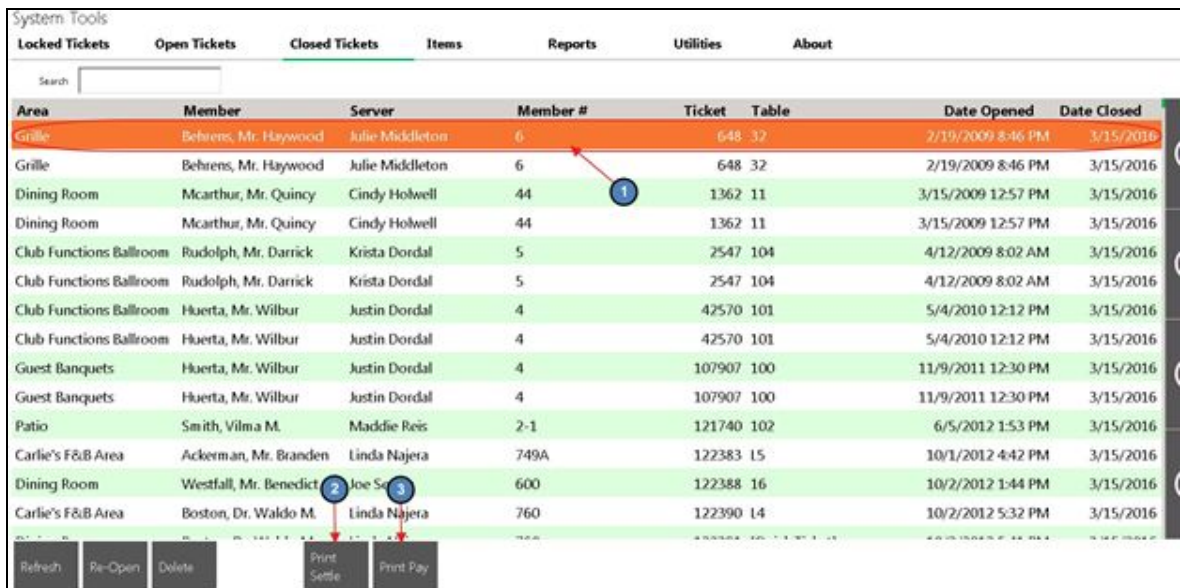


Re-Print Closed Ticket

The Settle and Pay Tickets can be Re-Printed for previously closed tickets.

To Re-Print a Closed Ticket,

- 1) On the Closed Tickets tab, highlight the ticket that needs reprinted and select **Print Settle** to Re-Print the Settle Ticket, or **Print Pay** to Re-Print the Pay Ticket.



2) A Print Preview will display. The user has 3 options:



- a) **Email** - Emails a copy of the ticket to the member. Member must have valid email address on file to function properly.
- b) **Print & Email** - Prints the ticket and emails the member a copy of the ticket.
- c) **Print** - Prints the ticket.

Notes:

- If a Print Preview does not display, the Area is not configured to show Print Previews. Please see our **F&B or Retail POS manual** for more information enabling the Print Preview.
- The column headings displayed on the Closed Tickets tab can be altered if necessary. For more information, please see the **POS Grids** section of our **F&B Areas** or **Retail Areas** manuals.

System Tools							
Locked Tickets	Open Tickets	Closed Tickets	Items	Reports	Utilities	About	
Area	Member	Server	Member #	Ticket	Table	Date Opened	Date Closed
Grille	Behrens, Mr. Haywood	Julie Middleton	6	648	32	2/19/2009 8:46 PM	3/15/2016

Items

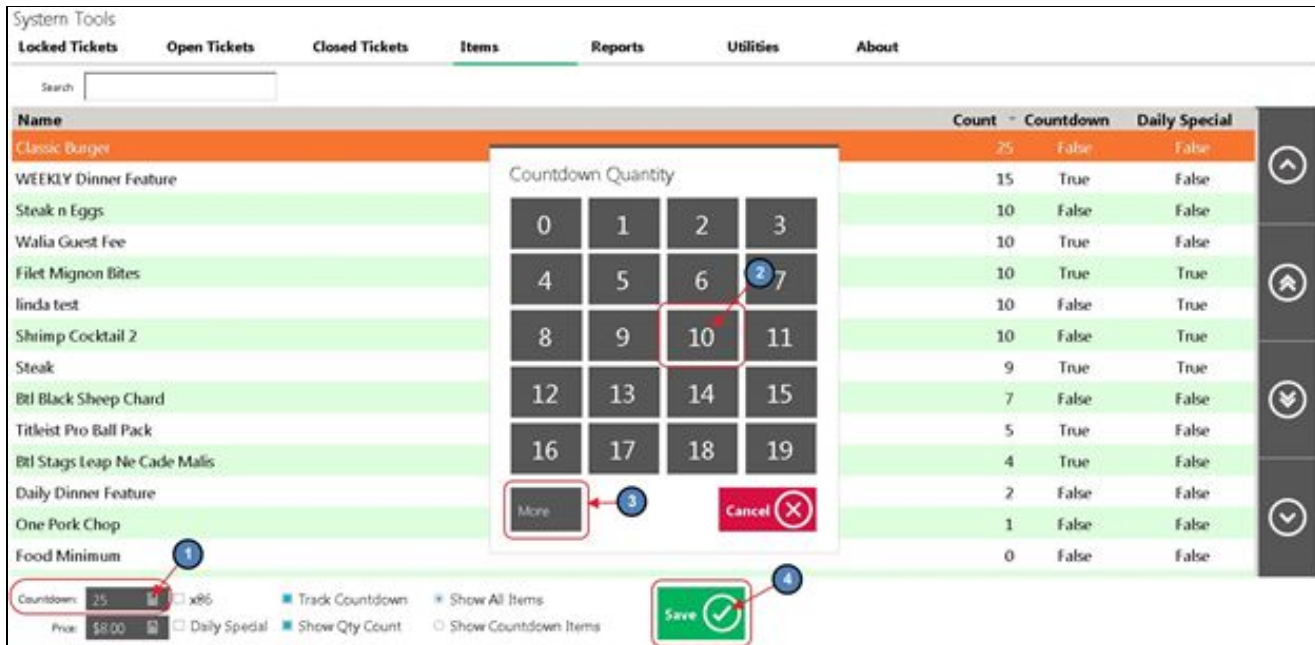
The Items tab is designed as a quick edit feature mostly pertaining to Price, Daily Special and Count Down features. Please note that users will need the proper security rights to use this tool. Below we discuss the available options.

Important: Please be aware that all changes made on this tab will also change the Item setup in CMA.

Options

Countdown - Users can change the count of an Item using the Countdown feature.

- 1) Select the **Countdown** field.
- 2) Enter the correct quantity. If the predefined quantities do not suffice, select **More** and enter the correct quantity.
- 3) Select **Save**.



The screenshot shows the 'System Tools' interface with the 'Items' tab selected. A table lists various items with columns for 'Name', 'Count', 'Countdown', and 'Daily Special'. A 'Countdown Quantity' dialog box is open, displaying a 4x4 grid of numbers from 0 to 19. The 'More' button is highlighted with a red box and a blue circle labeled '3'. The 'Save' button is highlighted with a red box and a blue circle labeled '4'. The 'Countdown' field in the item list is highlighted with a red box and a blue circle labeled '1'. The 'Price' field in the item list is highlighted with a red box and a blue circle labeled '2'.

Name	Count	Countdown	Daily Special
Classic Burger	25	False	False
WEEKLY Dinner Feature	15	True	False
Steak n Eggs	10	False	False
Walia Guest Fee	10	True	False
Filet Mignon Bites	10	True	True
linda test	10	False	True
Shrimp Cocktail 2	10	False	True
Steak	9	True	True
Btl Black Sheep Chard	7	False	False
Titleist Pro Ball Pack	5	True	False
Btl Stags Leap Ne Cade Malls	4	True	False
Daily Dinner Feature	2	False	False
One Pork Chop	1	False	False
Food Minimum	0	False	False

Price - Users have the ability to change the Price of Items on this tab.

- 1) Select the **Price** field.
- 2) Enter the correct Price and select **OK**.
- 3) Select **Save**.

The screenshot shows the 'System Tools' application with the 'Items' menu selected. A table lists various items with columns for Name, Count, Countdown, and Daily Special. An 'Override the item price' dialog box is open, showing a numeric keypad and percentage options. A search bar is visible at the top left.

Name	Count	Countdown	Daily Special
Classic Burger	25	False	False
WEEKLY Dinner Feature	15	True	False
Steak n Eggs	10	False	False
Walia Guest Fee	10	True	False
Filet Mignon Bites	10	True	True
linda test	10	False	True
Shrimp Cocktail 2	10	False	True
Steak	9	True	True
Btl Black Sheep Chard	7	False	False
Titleist Pro Ball Pack	5	True	False
Btl Stags Leap Ne Cade Malis	4	True	False
Daily Dinner Feature	2	False	False
One Pork Chop	1	False	False
Food Minimum	0	False	False

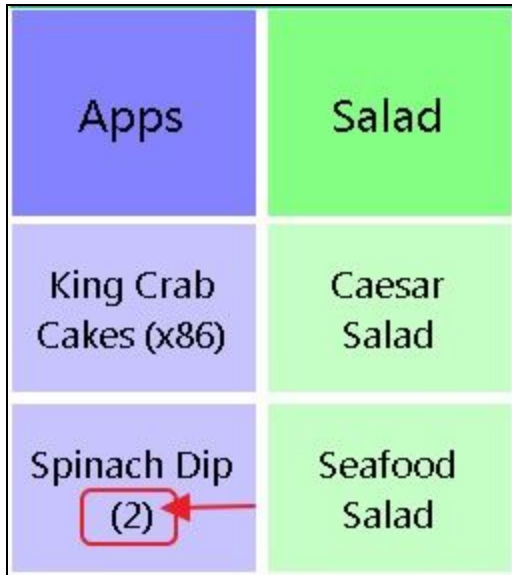
X86 - If selected, the Item will be marked as Inactive so it cannot be sold at the POS. x86 will show on the screen group button for the Item in POS. If the Item is selected, the below message will display.

The screenshot shows a POS menu with various food items. An 'Item inactive' dialog box is displayed, stating: 'The item Spinach Dip is marked as inactive therefore it could not be added to the ticket.' The 'Spinach Dip (x86)' item is highlighted with a red box and a circled '1'. The 'OK' button on the dialog box is highlighted with a red box and a circled '2'.

Daily Special - If selected, the Item will be marked as a Daily Special.

Track Countdown - If selected, the system will track quantity based on the countdown entered.

Show QTY Count - If selected, the quantity of the Item will show on the Item's screen group button.



Show All Items/ Show Countdown Items - Select **Show All Items** for all Items in the system to be listed on the Items tab, or select **Show Countdown Items** for only Items marked as Track Countdown to show.

system Tools

Locked Tickets Open Tickets Closed Tickets **Items** Reports Utilities About

Search

Name	Count	Countdown	Daily Special
Classic Burger	25	False	False
WEEKLY Dinner Feature	15	True	False
Steak n Eggs	10	False	False
Walia Guest Fee	10	True	False
Filet Mignon Bites	10	True	True
linda test	10	False	True
Shrimp Cocktail 2	10	False	True
Steak	9	True	True
Btl Black Sheep Chard	7	False	False
Titleist Pro Ball Pack	5	True	False
Btl Stags Leap Ne Cade Malis	4	True	False
Daily Dinner Feature	2	False	False
Spinach Dip	2	True	False
One Pork Chop	1	False	False

Countdown: 25 x86 Track Countdown Show All Items Show Countdown Items

Price: \$5 Daily Special Show Qty Count

Diagram annotations: 1 points to 'x86', 2 points to 'Daily Special', 3 points to 'Track Countdown', 4 points to 'Show Qty Count', 5 points to 'Show All Items'.

Reports

The Reports tab allows the user to run specific reports directly within the POS. Please see below for an explanation of each option.

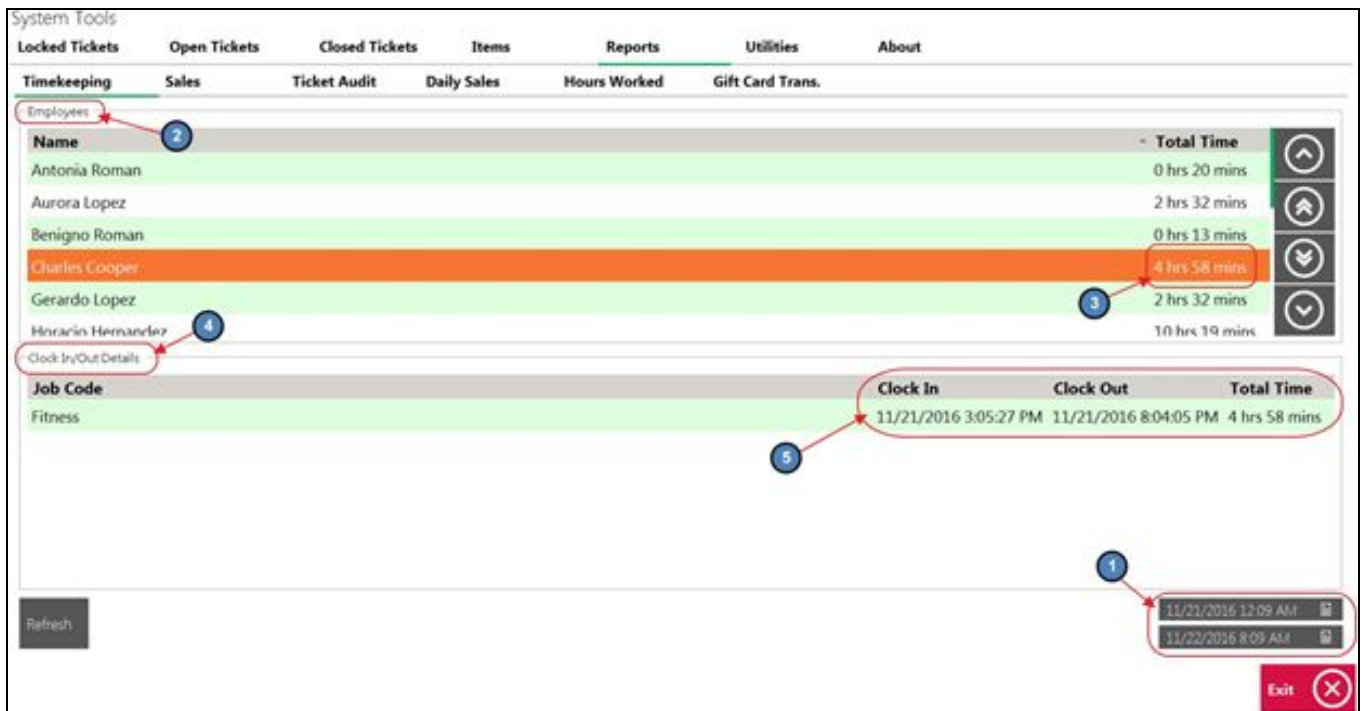
System Tools						
Locked Tickets	Open Tickets	Closed Tickets	Items	Reports	Utilities	About
Timekeeping	Sales	Ticket Audit	Daily Sales	Hours Worked	Gift Card Trans.	
Employees						
Name				Total Time		
Adam Reis				21 hrs 56 mins		↑
Administrative User				22 hrs 28 mins		↑
Alex Ebert				4702 hrs 13 mins		↓
Alexis t Black				2708 hrs 57 mins		↓
Allison Reis				7888 hrs 54 mins		↓
Andrea Lundstrom				4701 hrs 43 mins		↓
Clock In/Out Details						
Job Code				Clock In	Clock Out	Total Time
Server (Dining Room)				11/21/2016 10:46:00 AM		21 hrs 57 mins

Time Keeping

The Timekeeping option provides the user with a view only report of employees who have worked within a specific time frame. This report will also show total time worked within the specified time frame.

Note: Please note that only employees with clock-in or clock-out activity within the time frame specified will show.

- 1) Select the time frame in the bottom right hand corner of the screen. The top date field is the **Start Date** and the bottom is the **End Date**.
- 2) The top portion labeled, **Employees**, will display all employees who have clock-in or clock-out activity during the specified time frame, along with their Total Time worked. The bottom portion labeled, **Clock-In/Out Details**, will display all instances of clock-in/ out activity during the specified time frame.



Name	Total Time
Antonia Roman	0 hrs 20 mins
Aurora Lopez	2 hrs 32 mins
Benigno Roman	0 hrs 13 mins
Charles Cooper	4 hrs 58 mins
Gerardo Lopez	2 hrs 32 mins
Hirarin Hernandez	10 hrs 19 mins

Job Code	Clock In	Clock Out	Total Time
Fitness	11/21/2016 3:05:27 PM	11/21/2016 8:04:05 PM	4 hrs 58 mins

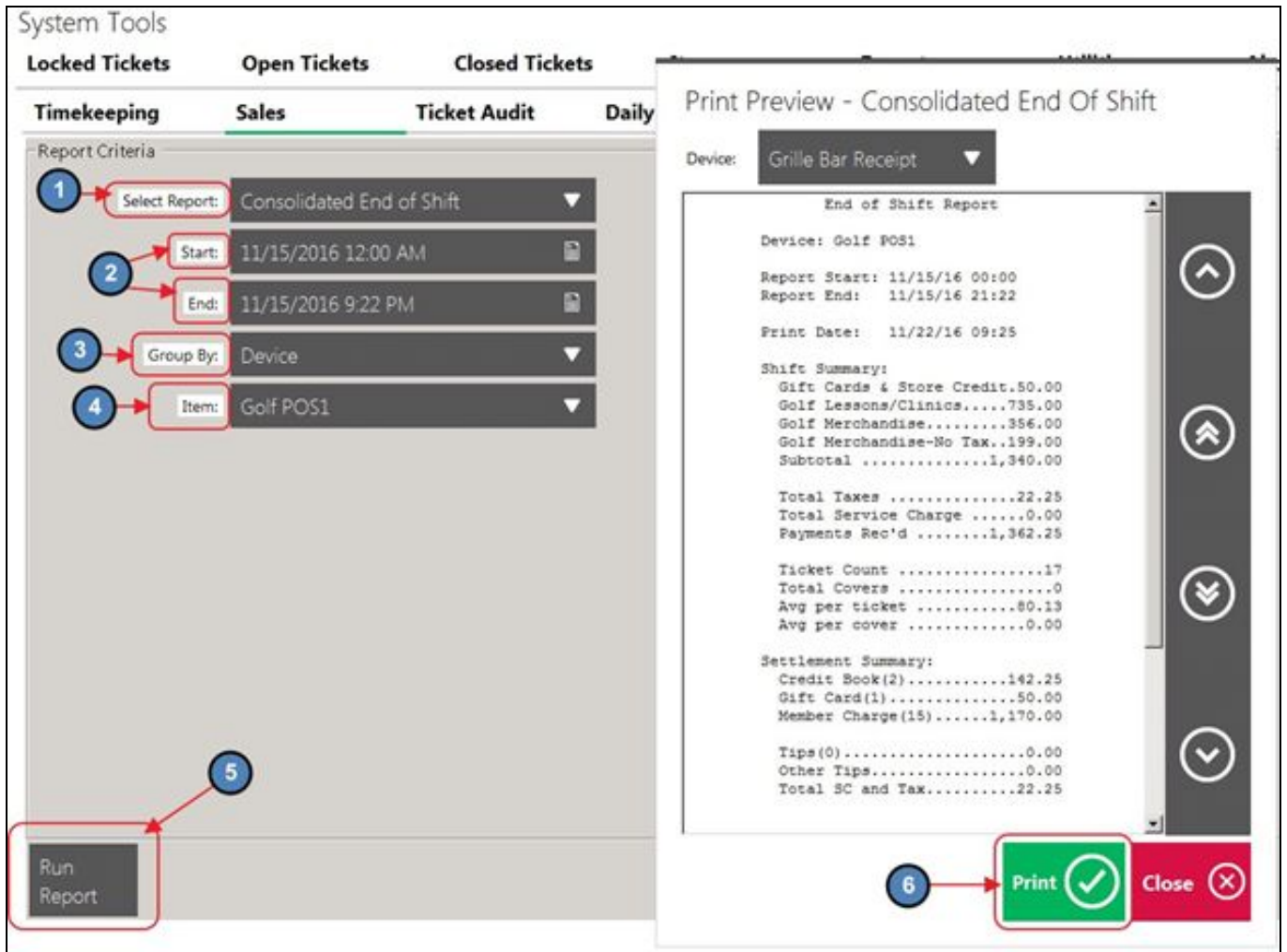
Sales

The **Sales** option provides the user with 3 shift reports. Reports include:

Consolidated End of Shift - Consolidates all employees into a single End of Shift report within a certain time frame. This report can be grouped by:

- 1) **Device**
- 2) **Area**
- 3) **Area Group**
- 4) **Area Category**
- 5) **Terminal**

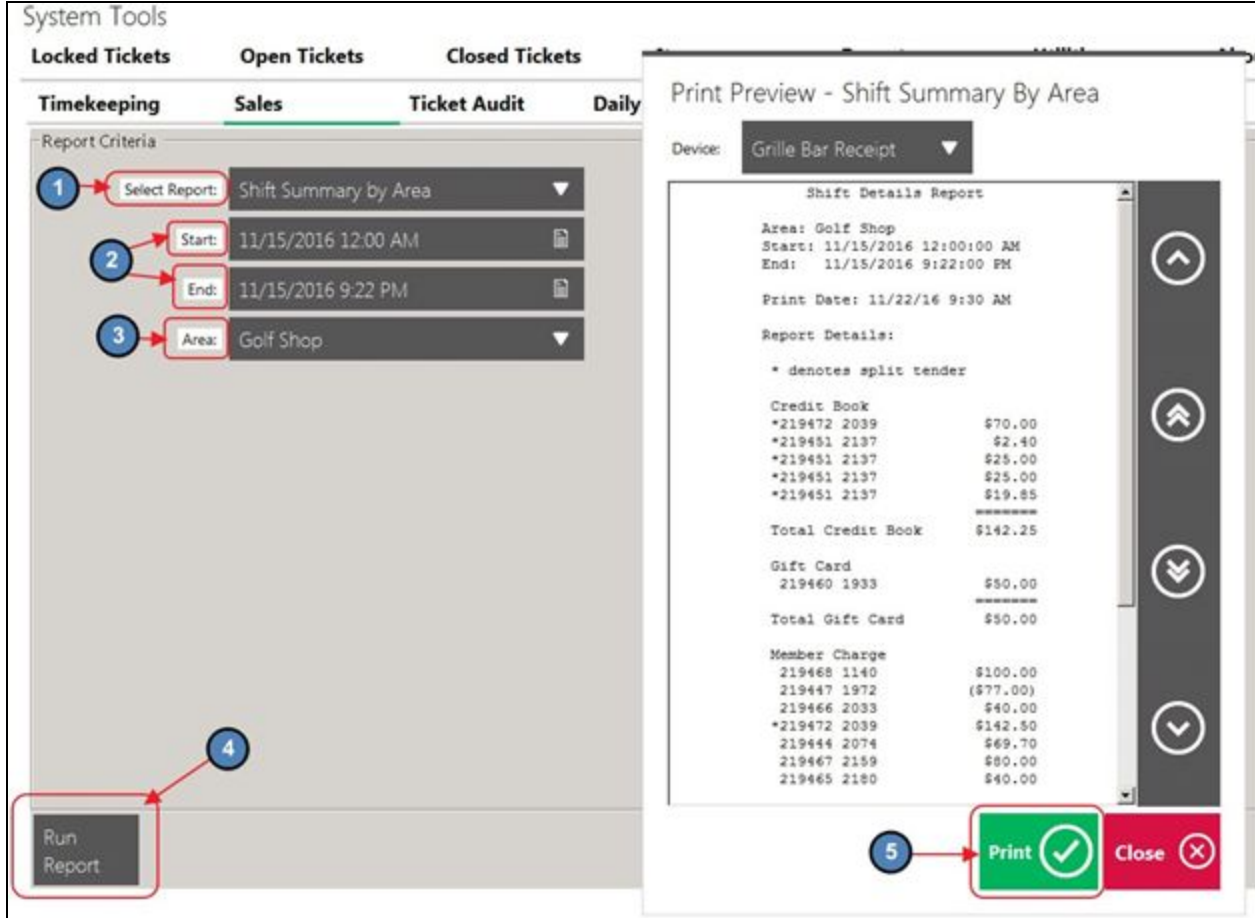
Each time **Run Report** is selected a Print Preview will display. Select **Print** to print the report.



The screenshot displays the 'System Tools' interface. On the left, the 'Report Criteria' section is visible, with the following settings: 'Select Report' set to 'Consolidated End of Shift', 'Start' set to '11/15/2016 12:00 AM', 'End' set to '11/15/2016 9:22 PM', 'Group By' set to 'Device', and 'Item' set to 'Golf POS1'. A 'Run Report' button is located at the bottom left. On the right, a 'Print Preview - Consolidated End Of Shift' window is open, showing a report for 'Grille Bar Receipt'. The report details include: 'Device: Golf POS1', 'Report Start: 11/15/16 00:00', 'Report End: 11/15/16 21:22', and 'Print Date: 11/22/16 09:25'. The 'Shift Summary' section lists: Gift Cards & Store Credit (50.00), Golf Lessons/Clinics (735.00), Golf Merchandise (356.00), Golf Merchandise-No Tax (199.00), and a Subtotal of 1,340.00. The 'Total Taxes' are 22.25, 'Total Service Charge' is 0.00, and 'Payments Rec'd' is 1,362.25. The 'Ticket Count' is 17, 'Total Covers' is 0, 'Avg per ticket' is 80.13, and 'Avg per cover' is 0.00. The 'Settlement Summary' includes: Credit Book(2) (142.25), Gift Card(1) (50.00), Member Charge(15) (1,170.00), Tips(0) (0.00), Other Tips (0.00), and Total SC and Tax (22.25). A 'Print' button with a checkmark and a 'Close' button with an 'X' are at the bottom right of the print preview window.

Shift Summary by Area - Provides the user with a shift summary report by **Area**. This report is strictly sales specific, providing the user with sales figures by ticket number and member.

Each time **Run Report** is selected a Print Preview will display. Select **Print** to print the report.



Report Criteria

- 1 Select Report: Shift Summary by Area
- 2 Start: 11/15/2016 12:00 AM
- 3 End: 11/15/2016 9:22 PM
- 4 Area: Golf Shop

Run Report

Print Preview - Shift Summary By Area

Device: Grille Bar Receipt

Shift Details Report

Area: Golf Shop
 Start: 11/15/2016 12:00:00 AM
 End: 11/15/2016 9:22:00 PM
 Print Date: 11/22/16 9:30 AM

Report Details:

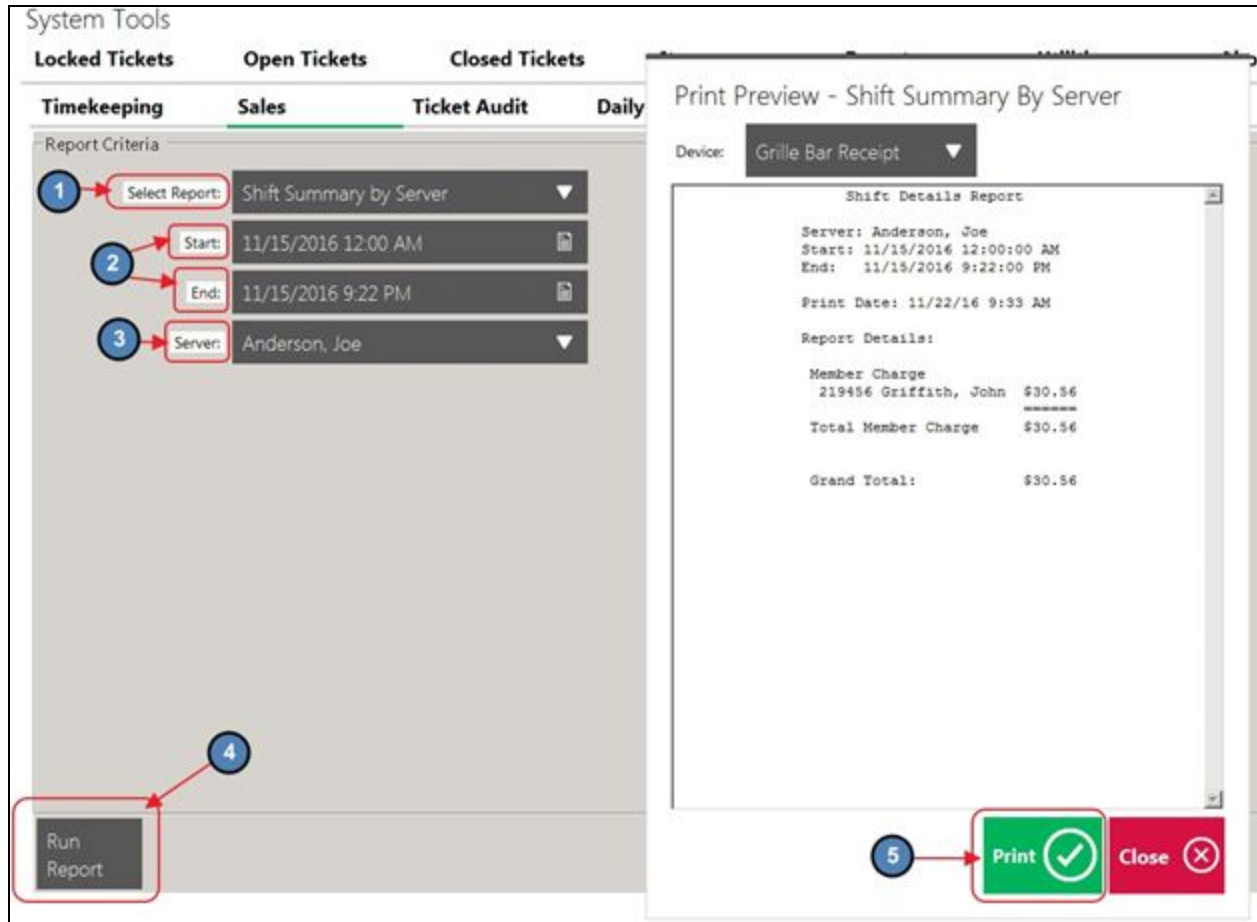
* denotes split tender

Item	Amount
Credit Book	
*219472 2039	\$70.00
*219451 2137	\$2.40
*219451 2137	\$25.00
*219451 2137	\$25.00
*219451 2137	\$19.85
Total Credit Book	\$142.25
Gift Card	
219460 1933	\$50.00
Total Gift Card	\$50.00
Member Charge	
219468 1140	\$100.00
219447 1972	(\$77.00)
219466 2033	\$40.00
*219472 2039	\$142.50
219444 2074	\$69.70
219467 2159	\$80.00
219465 2180	\$40.00

5 **Print** **Close**

Shift Summary by Server - Provides the user with a shift summary report by **Server**. This report is strictly sales specific, providing the user with sales figures by ticket number, member, and Tender type.

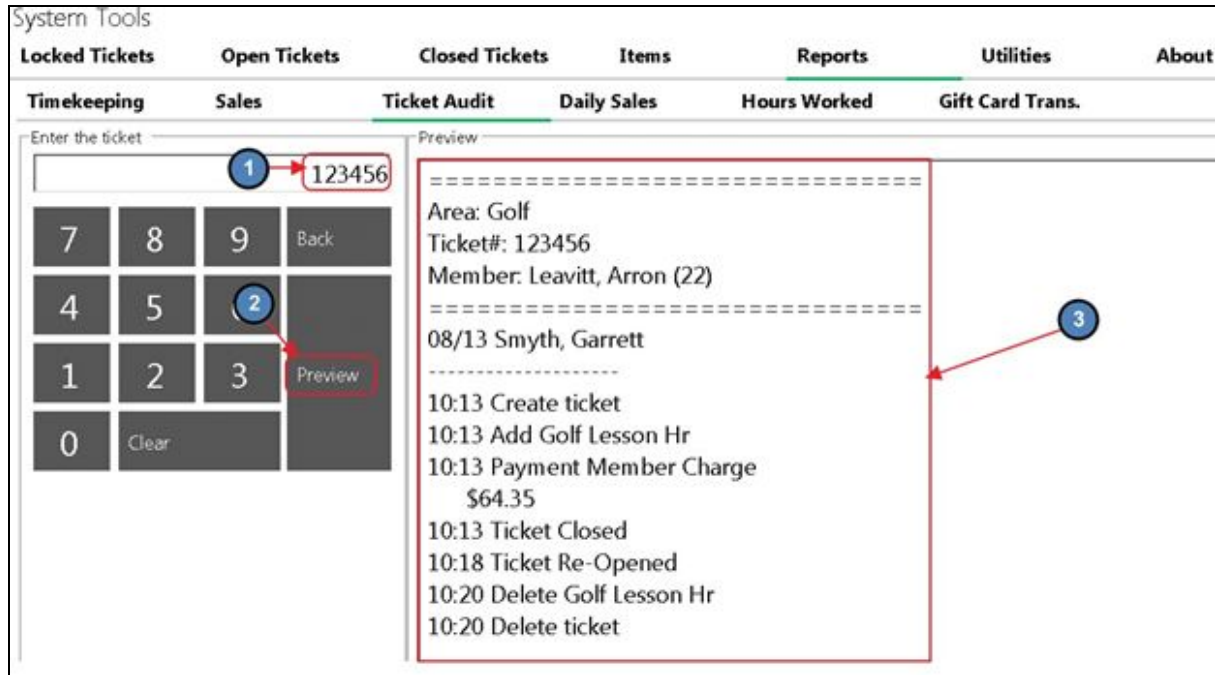
Each time **Run Report** is selected a Print Preview will display. Select **Print** to print the report.



Ticket Audit

The **Ticket Audit** allows the user to preview all entry details of a particular POS Ticket. This preview does include deleted tickets. This is a great tool to use if a particular POS Ticket is missing in the system.

To preview a ticket, simply enter the ticket number and select **Preview**.



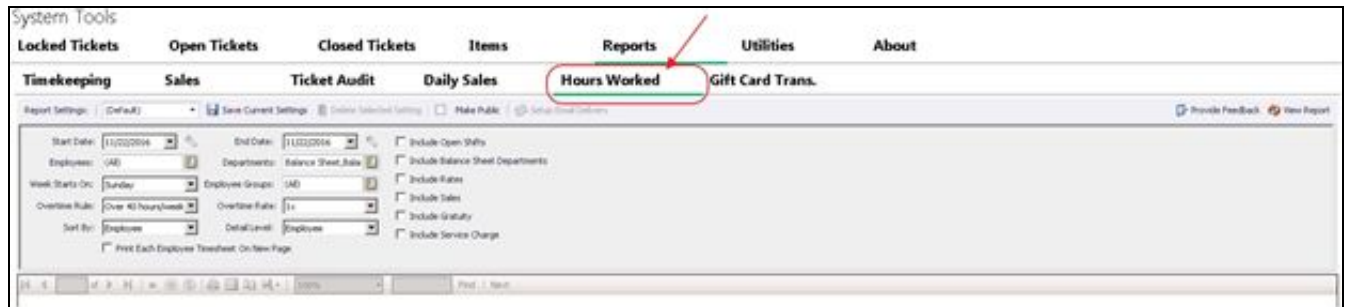
Daily Sales

Allows the user to run the canned **Daily Sales** report directly within the POS.



Hours Worked

Allows the user to run the canned **Employee Hours** report directly within the POS.



Gift Card Trans

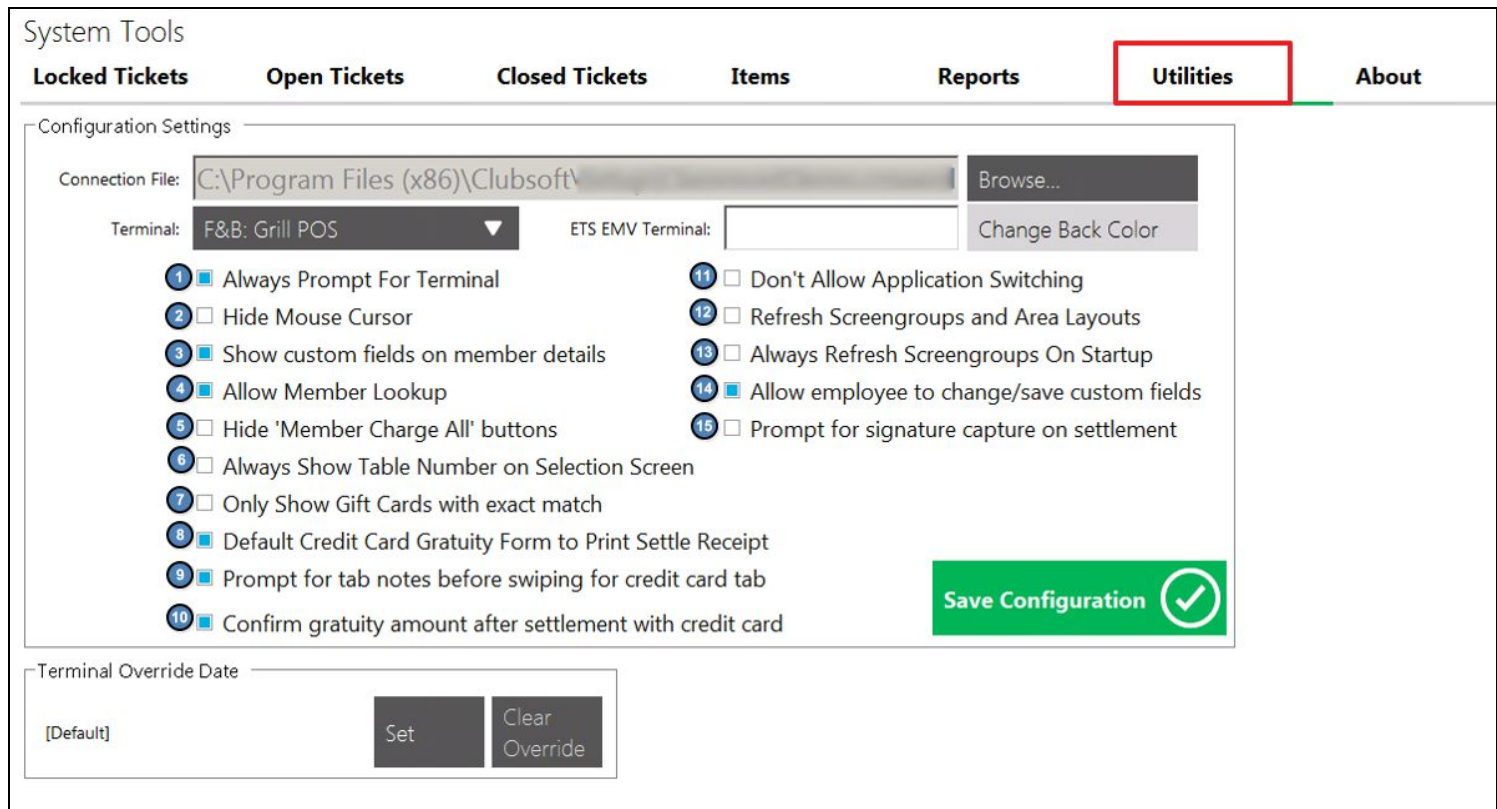
Allows the user to run the canned **Gift Card Transactions** report directly within the POS.



Utilities

The Utilities tab allows the user to activate/ deactivate certain features within the POS.

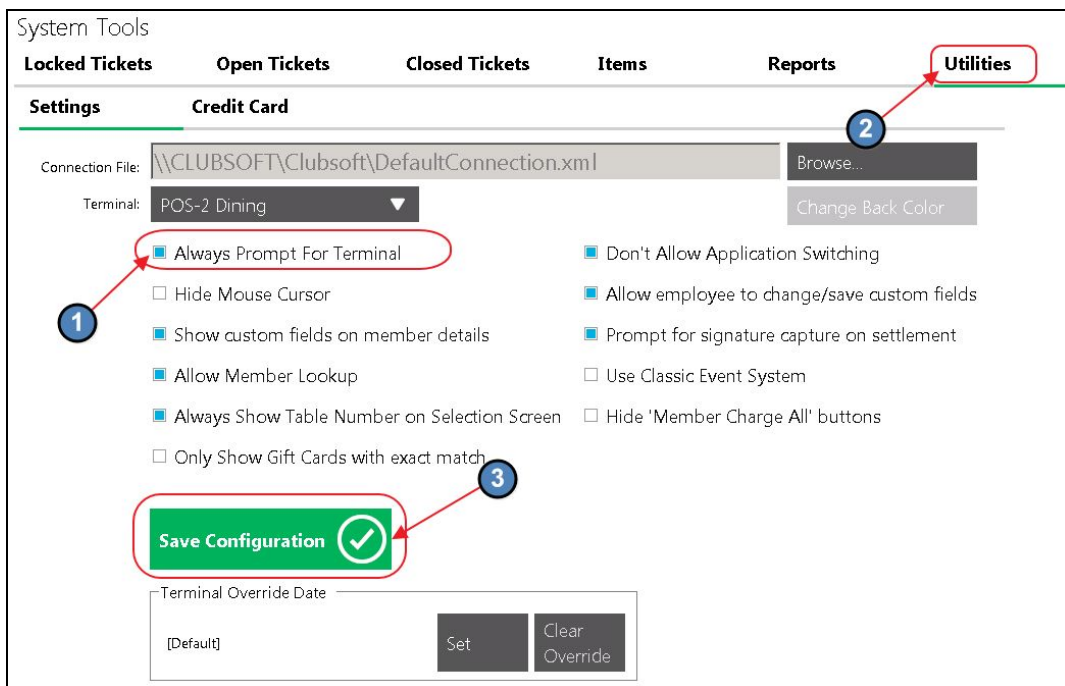
Please see below for a description of each highlighted option.



1. **Always Prompt for Terminal** - If the **Select Device** drop-down does not populate when launching the POS, please follow the below instructions to get the Select Device drop-down back:



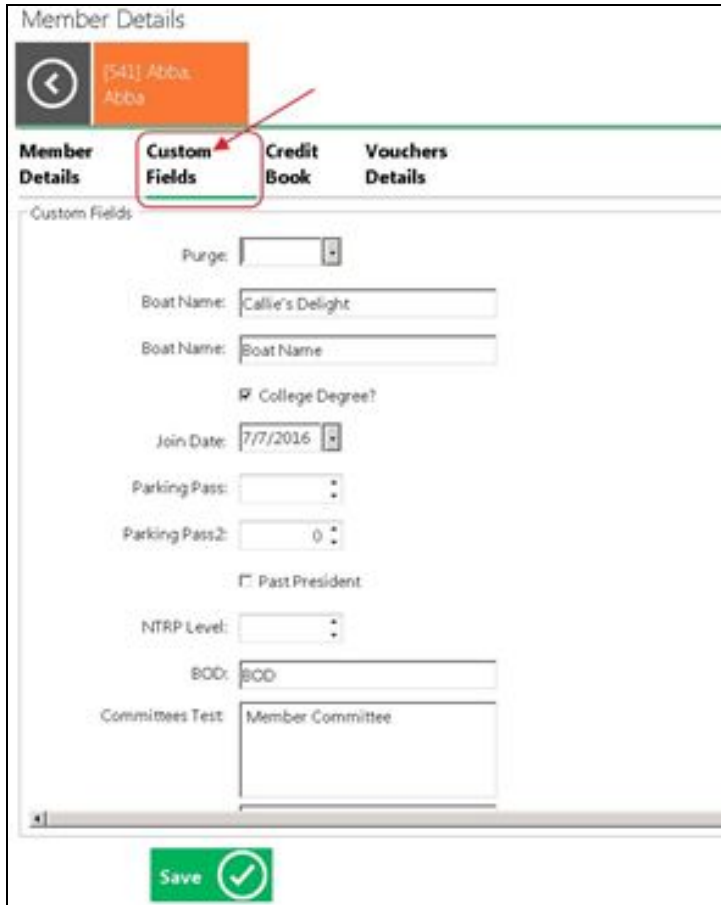
- a. Navigate to **System Tools** and select the **Utilities** tab.
- b. Highlight **Always Prompt for Terminal**, and select **Save Configuration**.



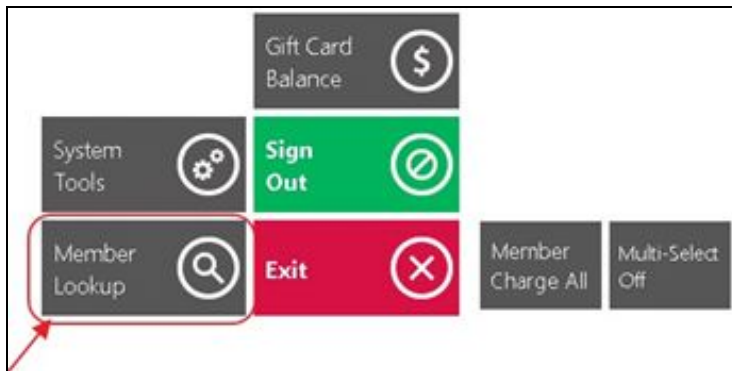
The Select Device drop-down will now be visible when the POS application is launched.

2. **Hide Mouse Cursor** - If selected, the user will not be able to view the mouse cursor within the POS application.

3. **Show Custom Fields on Member Details** - If the Custom Fields tab is configured to show in the **Member Details** screen, be sure to select this field. If unselected and the Custom Fields tab is configured to show, the details of the Custom Fields will not populate. If the Custom Fields tab does not show, please see either our **F&B** or **Retail Areas** manual for instructions on how to activate the tab.

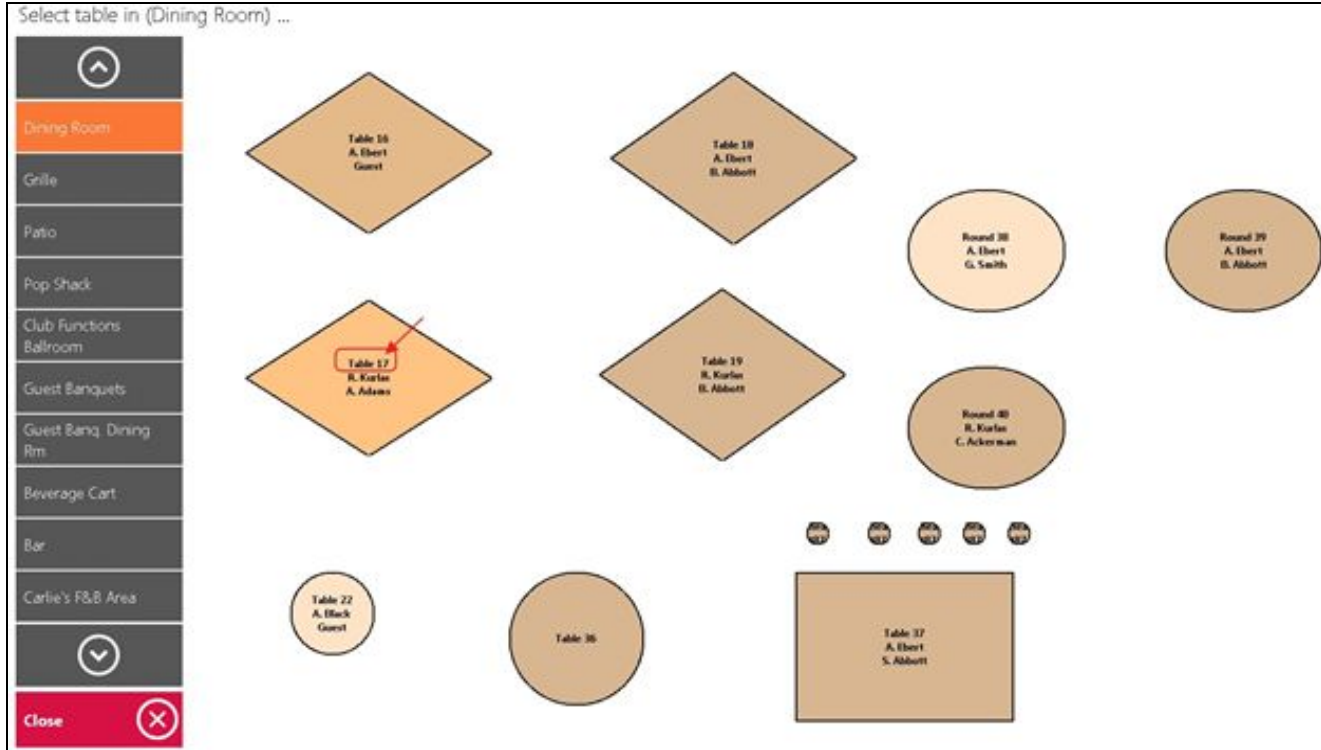


4. **Allow Member Lookup** - If selected, the **Member Lookup** button will show in the main POS screen.

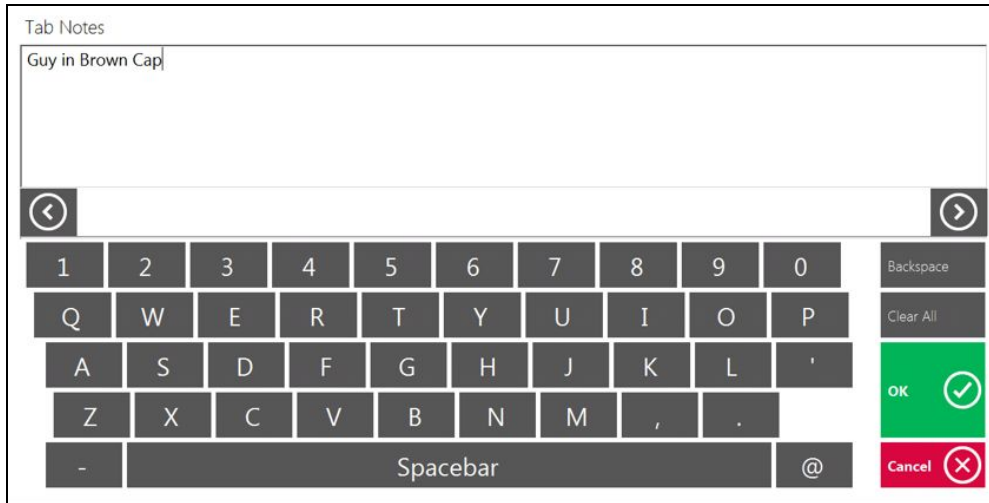


5. **Hide 'Member Charge All' Buttons**

6. **Always Show Table Number on Selection Screen** - If unselected, the table number will not populate if a member is currently sitting at the table. If selected, the table number will always populate even if a member is sitting at the table. This information is relevant to the **Select a Table** phase in an F&B POS.



7. **Only Show Gift Cards with Exact Match** - If selected, the Gift Card Settlement button will only show Gift Cards that meet the exact price of the ticket being settled.
8. **Default Credit Card Gratuity Form to Print Settle Receipt** - If selected, a Credit Gratuity Form will print upon settlement.
9. **Prompt for Tab Notes before swiping for Credit Card Tab** - If selected, the Charge Tab button will allow the User to enter short notes about the Member/Guest to appear in Full Name section. If the credit card is swiped, the full name on the credit card will populate in the Full Name in the Open Ticket screen.



Clubessential Office: Club at Grand Key

Select Table		Tickets	Specials	Contest	Messages	Online Orders	Dining	Events
Time Keeping	Clock Out	ID	Full Name	Area	Table	Ticket #	Server Name	
		00202	Guy in Brown Cap	Grill Room	15	242593	Garrett Smyth	

10. **Confirm gratuity amount after settlement with Credit Card** - If selected, the User will be prompted to confirm gratuity amount after settlement.
11. **Don't Allow Application Switching** - If selected, the user will not be able to switch (**ALT- TAB**) to other applications when the POS is running.
12. **Allow Employee to Change/ Save Custom Fields** - If selected, employees will be able to change/ Save Custom Fields within the Member Details screen. If unselected, employees will have a view only mode of the Custom Fields tab.



13. **Prompt for Signature Capture on Settlement** - If selected, the system will prompt for the member/ guest's signature with each settlement.



14. **Use Classic Event System** - Only applicable if the Event system within the Back Office (CMA) application is utilized. If the club has a Links or Axis/ Clubessential website, be sure that this is **UNSELECTED**.
15. **Hide 'Member Charge All' Buttons** - If selected the Member Charge All buttons will not show in the POS.

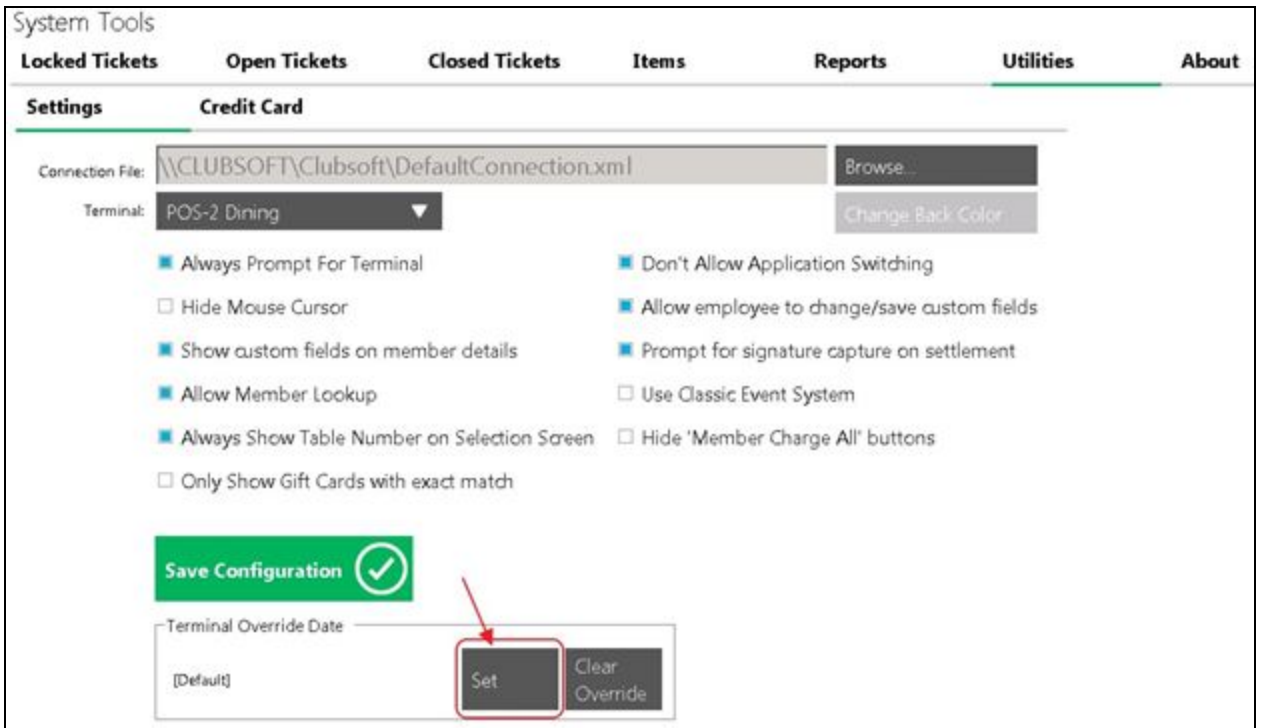


Terminal Override Date

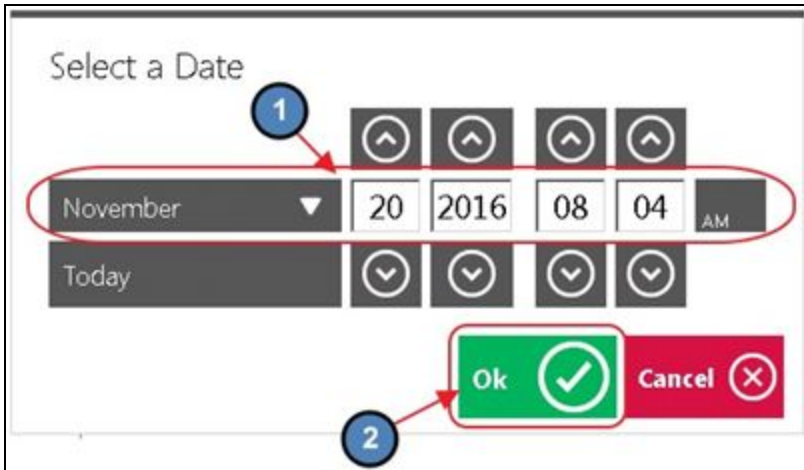
In the event a ticket needs to be back dated or completed under a previous date, the user can override the time and date of the POS using the Terminal Override Date feature.

To override the time and date of the POS,

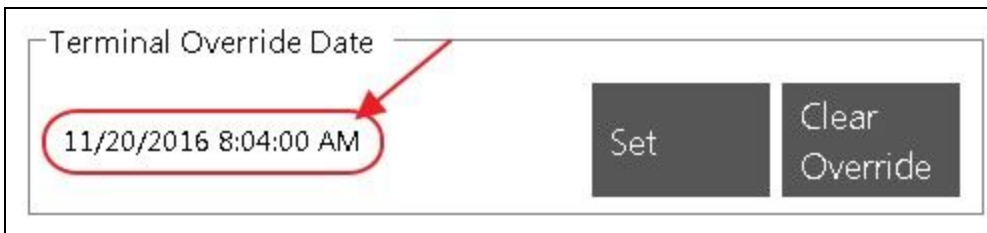
- 1) Select **Set** in the **Terminal Override Date** section of the **Utilities** tab.



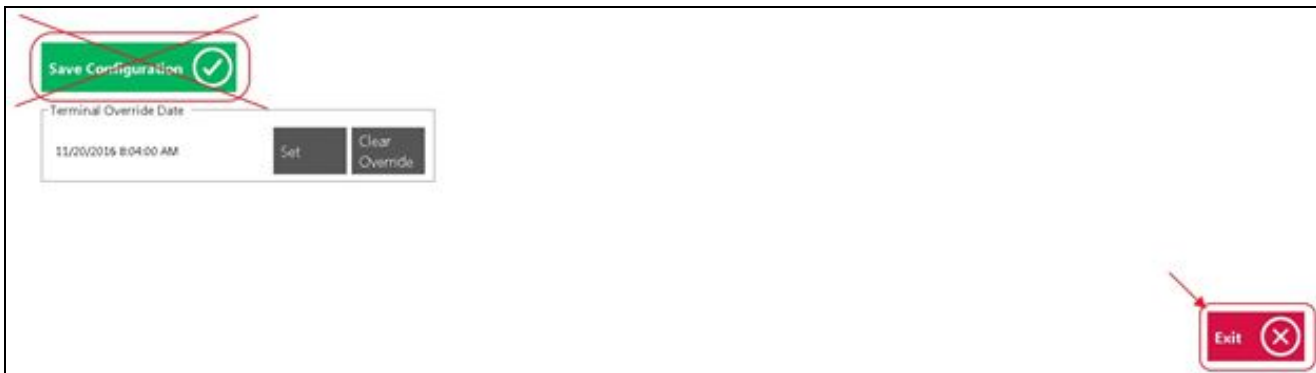
- 2) Select the appropriate date/ time and click **OK**.



- 3) The overridden date will show in the **Terminal Override Date** section.



- 4) Select **Exit** in the bottom right hand corner of the screen to exit System Tools. Do **NOT** select Save Configuration as this will kick the user out of the POS and reset the POS Terminal date back to Default (Current Time).



- 5) Complete the transaction and completely shut down the POS application. When the application is closed the POS Terminal date will reset back to Default (Current Time).

Best Practices

System Tools provide an extremely useful toolbox to assist your Management and/or Leads with functions and reporting beyond the normal scope of base level POS usage. Ensure your Management/Lead team is familiar with the functions described within this guide to promote elevated Member and Guest experience, staff guidance and system troubleshooting as required.

Common Questions and Concerns

Can someone have rights to System Tools without having rights to adjust Items?

Yes. In addition to the **Allow System Tools** security role, a separate role, **Allow Item Management**, is available to differentiate those who have the ability to access System Tools with those who have the ability to edit items within the Items tab of System Tools. By disabling the **Allow Items Management** role, users who may have access to other System Tools will be unable to make edits to Items within the toolset.

How do I restore my device drop-down selection when logging in to the POS?

Within **Utilities** of **System Tools**, ensure the **Always Prompt for Terminal** option is selected.