



# 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.



- 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.



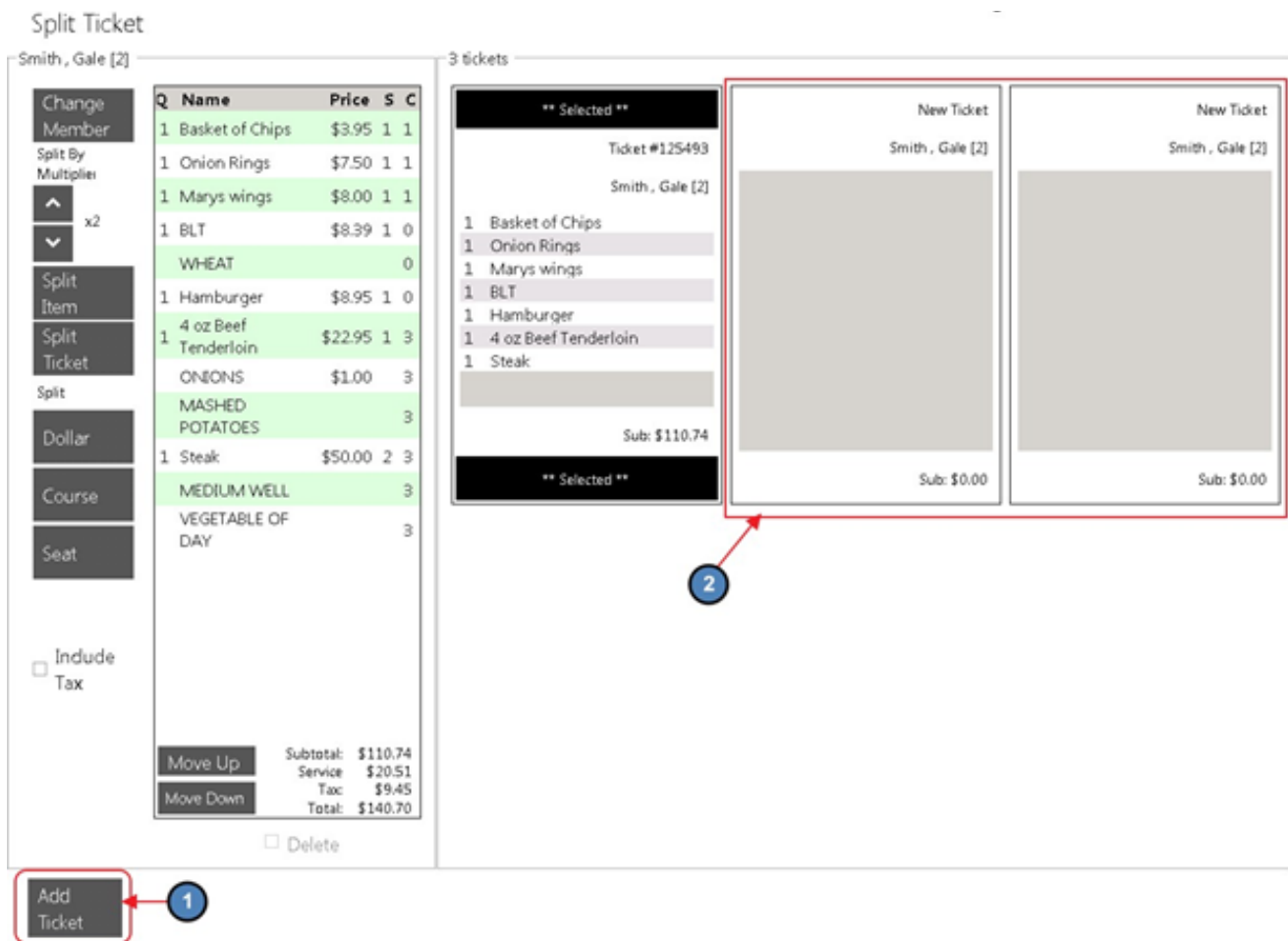
# Split Ticket Options

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.

- 1) 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).**



- 2) 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.

Split Ticket

Smith, Gale [2]

Q	Name	Price	S	C
1	Onion Rings	\$7.50	1	1
1	Marys wings	\$8.00	1	1
1	BLT	\$8.99	1	0
	WHEAT		0	
1	Hamburger	\$8.95	1	0
1	4 oz Beef Tenderloin	\$22.95	1	3
	ONIONS	\$1.00	3	
	MASHED POTATOES		3	
1	Steak	\$50.00	2	3
	MEDIUM WELL		3	
	VEGETABLE OF DAY		3	

Subtotal: \$106.79  
Service: \$19.72  
Tax: \$9.11  
Total: \$135.62

3 tickets

**\*\* Selected \*\***

Ticket #125493  
Smith, Gale [2]

**New Ticket**  
Smith, Gale [2]

1 Basket of Chips  
Sub: \$3.95

**New Ticket**  
Smith, Gale [2]

Sub: \$0.00

1

2

Include Tax

Move Up  
Move Down

Subtotal: \$106.79  
Service: \$19.72  
Tax: \$9.11  
Total: \$135.62

Delete

Add Ticket



**New Ticket**

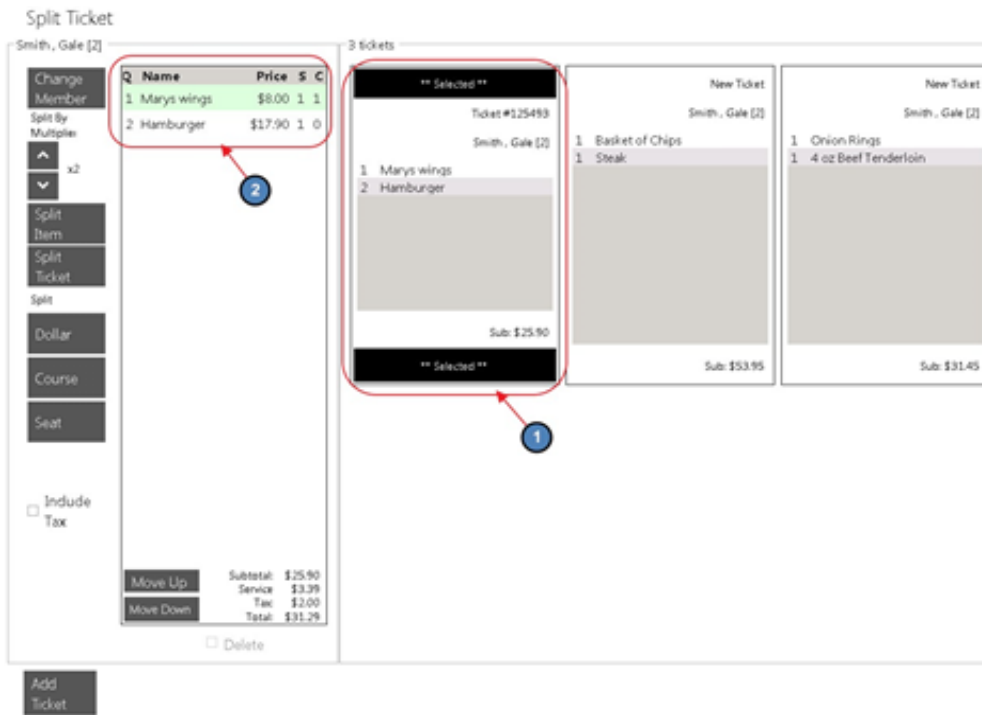
Smith, Gale [2]

1 Basket of Chips

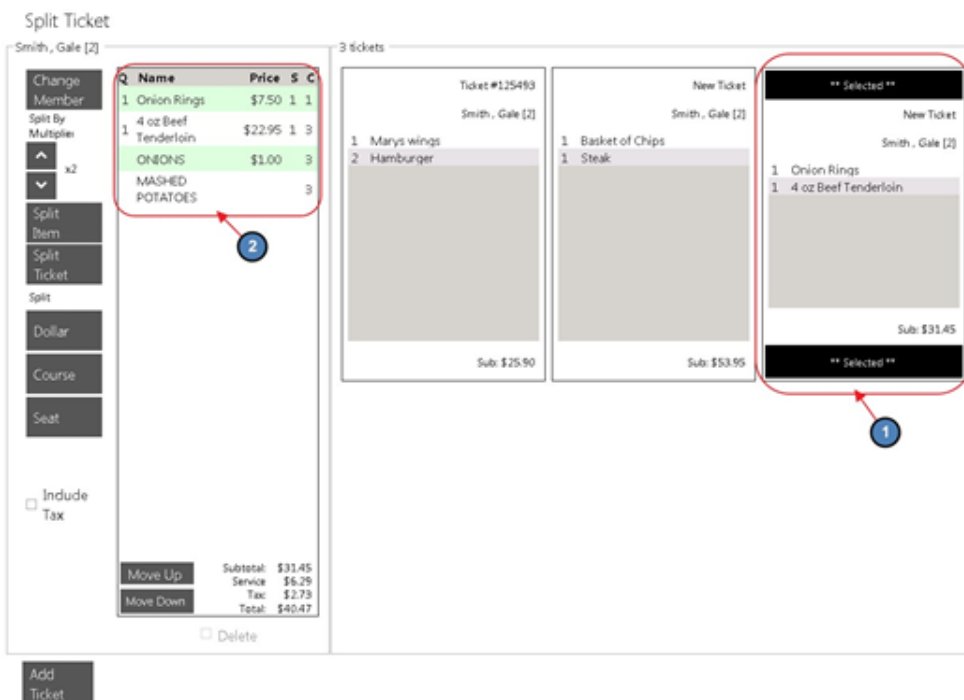
1 Steak

Sub: \$53.95

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

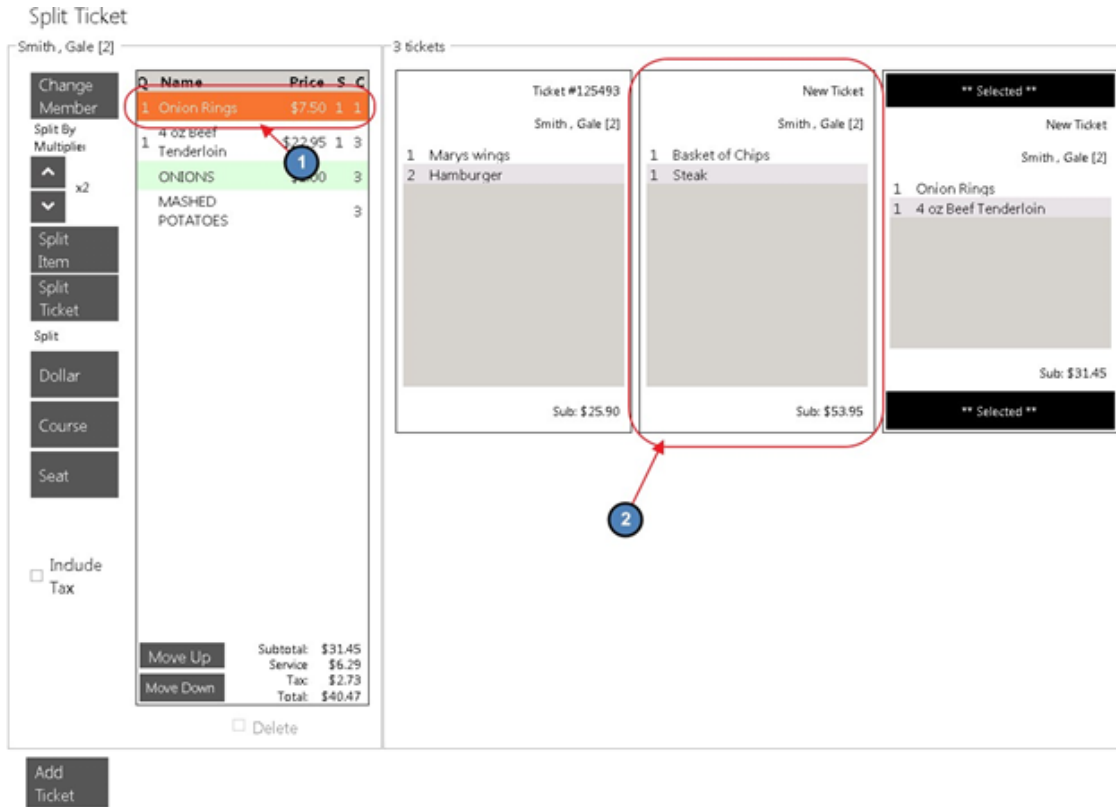


- If you make a mistake and want to move an Item from one ticket to another ticket, first click the ticket that has the item to move; the far left now displays the new **"Selected"** ticket Items.

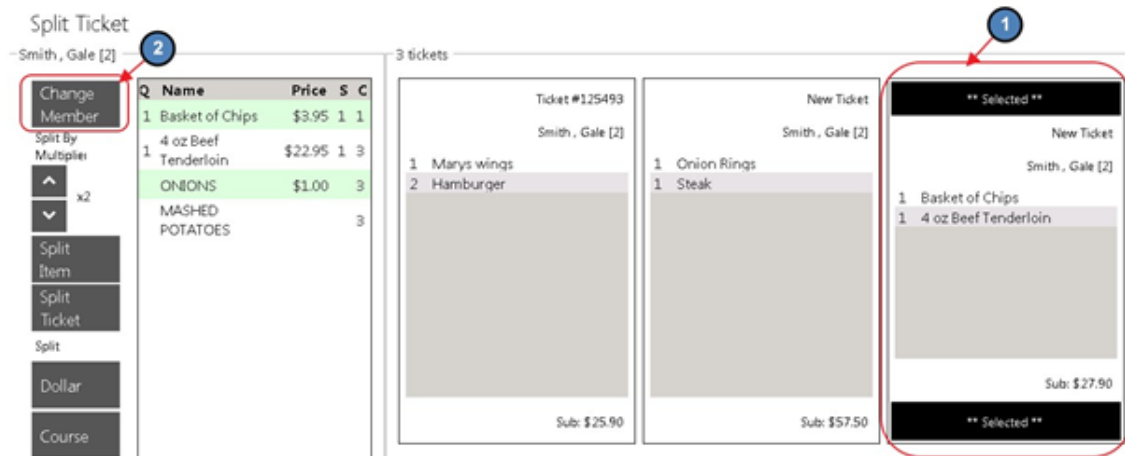


- Once you have the appropriate ticket **"Selected"**, highlight the Item from the left ticket display, then click/touch the ticket to move the Item to.

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



- 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.



- 7) 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.
- 2) 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**.

Split Ticket

Smith, Gale [2]

Q	Name	Price	S	C
1	Basket of Chips	\$3.95	1	1
2	Onion Rings	\$7.50	1	1
1	Marys wings	\$8.00	1	1
2	Hamburger	\$17.90	1	0
1	4 oz Beef Tenderloin	\$22.95	1	3
1	ONIONS	\$1.00	3	
	MASHED POTATOES		3	
1	Steak	\$50.00	2	3
	MEDIUM WELL VEGETABLE OF DAY		3	
1	Moscato	\$60.00	1	0

Subtotal: \$171.30  
Service: \$20.47  
Tax: \$15.20  
Total: \$206.97

3 tickets

\*\* Selected \*\*

Ticket #125493  
Smith, Gale [2]

New Ticket  
Smith, Gale [2]

New Ticket  
Smith, Gale [2]

Sub: \$0.00

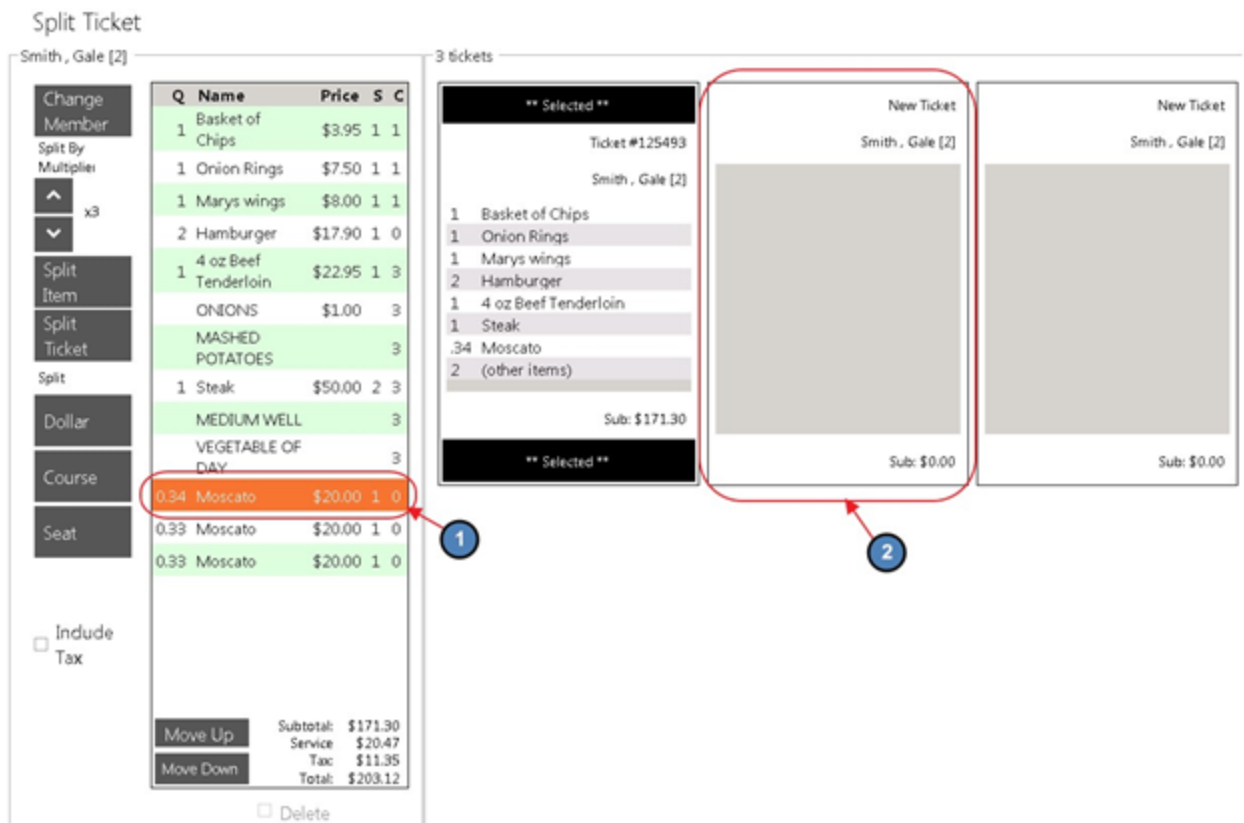
Sub: \$0.00

Sub: \$0.00

Add Ticket



- 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.



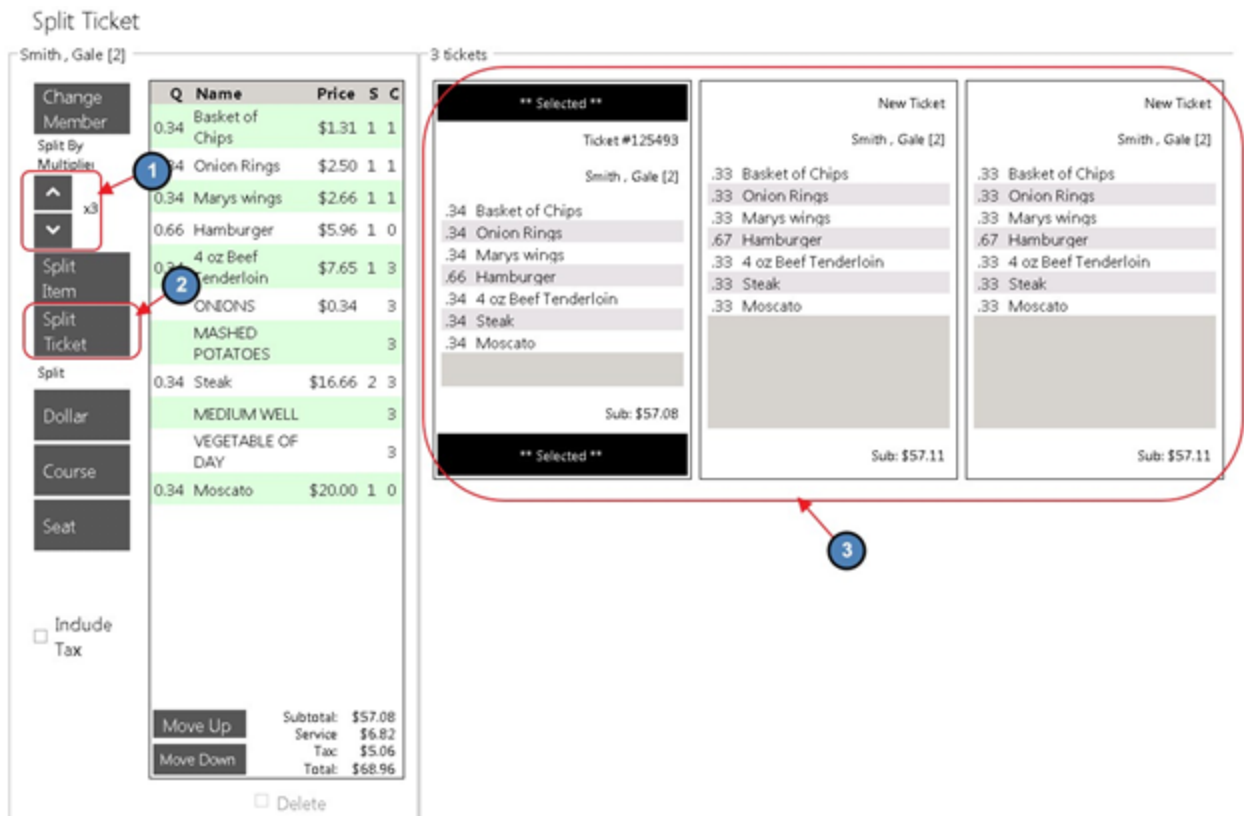
**Notes:**

- 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.

## Split Ticket

Smith, Gale [2]

Change Member

Split By Multiplier

^ x2

Split Item

Split Ticket

Split

**Dollar**

Course

Seat

Q	Name	Price	S	C
1	Basket of Chips	\$3.95	1	1
1	Onion Rings	\$7.50	1	1
1	Marys wings	\$8.00	1	1
2	Hamburger	\$17.90	1	0
1	4 oz Beef Tenderloin	\$22.95	1	3
	ONIONS	\$1.00		3
	MASHED POTATOES			3
1	Steak	\$50.00	2	3
	MEDIUM WELL			3
	VEGETABLE OF DAY			3
1	Moscato	\$60.00	1	0

1 ticket

\*\* Selected \*\*

Ticket #125493

Smith, Gale [2]

- 1 Basket of Chips
- 1 Onion Rings
- 1 Marys wings
- 2 Hamburger
- 1 4 oz Beef Tenderloin
- 1 Steak
- 1 Moscato

Sub: \$171.30

\*\* Selected \*\*

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

Enter split amount

\$100.00 1

7	8	<span style="border: 1px solid blue; border-radius: 50%; padding: 2px;">2</span>	Backspace	5%	10%	15%
4	5	6	OK	18%	20%	25%
1	2	3		30%	40%	50%
0	Cancel			%	Clear	

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

Split Ticket

Smith, Gale [2]

Q	Name	Price	S	C
0.416	Basket of Chips	\$1.64	1	1
0.416	Onion Rings	\$3.12	1	1
0.416	Marys wings	\$3.33	1	1
0.832	Hamburger	\$7.45	1	0
0.416	4 oz Beef Tenderloin	\$9.55	1	3
	ONIONS	\$0.42	3	
	MASHED POTATOES		3	
0.416	Steak	\$20.81	2	3
	MEDIUM WELL		3	
	VEGETABLE OF DAY		3	
0.416	Moscato	\$24.97	1	0

2 tickets

**\*\* Selected \*\***

Ticket #125493

Smith, Gale [2]

.416 Basket of Chips  
 .416 Onion Rings  
 .416 Marys wings  
 .832 Hamburger  
 .416 4 oz Beef Tenderloin  
 .416 Steak  
 .416 Moscato

Sub: \$71.29

**\*\* Selected \*\***

New Ticket

Smith, Gale [2]

.584 Basket of Chips  
 .584 Onion Rings  
 .584 Marys wings  
 1.168 Hamburger  
 .584 4 oz Beef Tenderloin  
 .584 Steak  
 .584 Moscato

Sub: \$100.01

**Notes:**

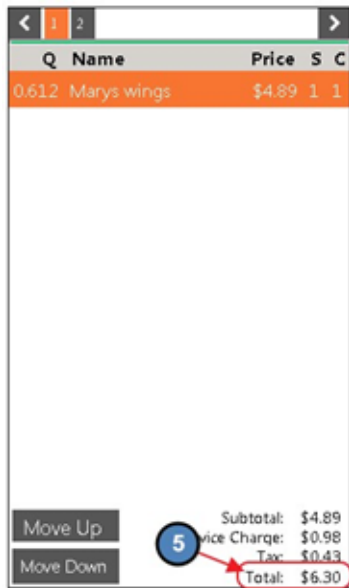
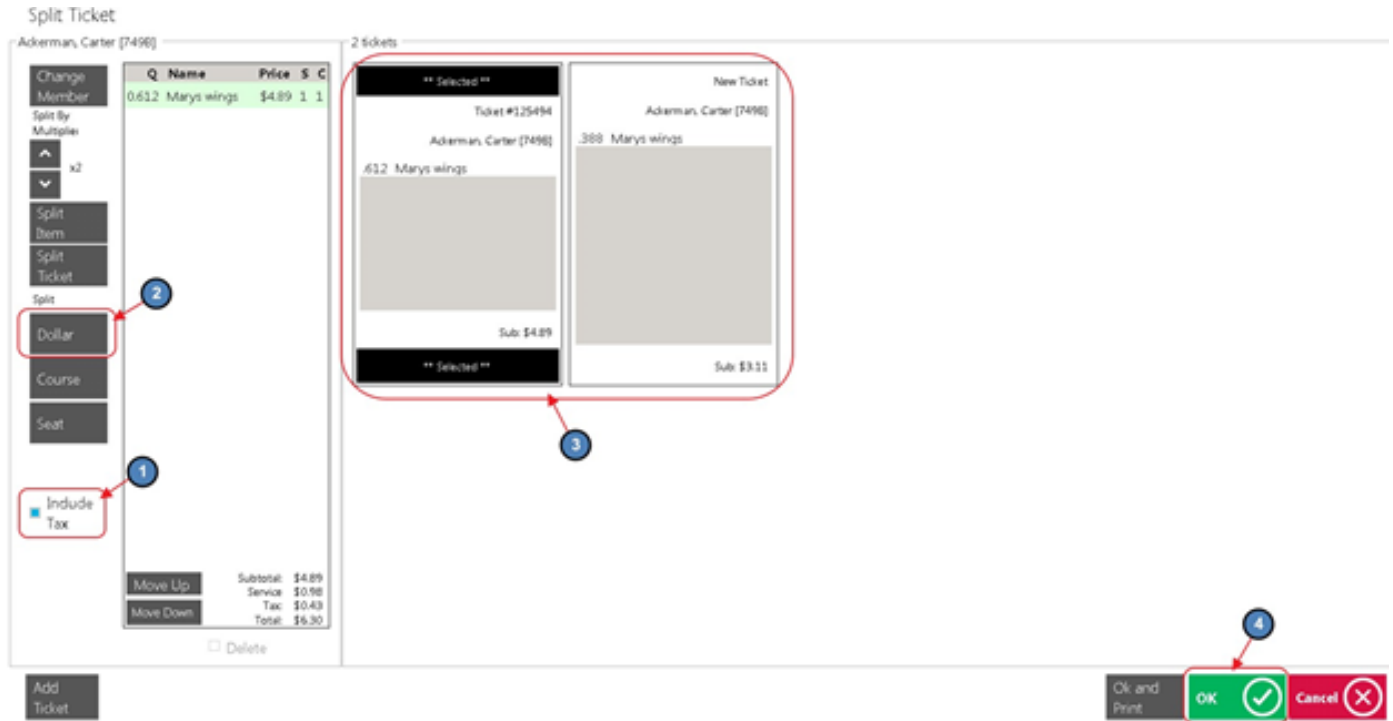
- The **Split by Dollar** changes the **QTY** to fractions to calculate the Item price to meet specified amount.
- Once you click **OK** the changes have been saved. **Once the changes have been saved there is no way to merge the amounts and QTY back to original state. You will have to delete the ticket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



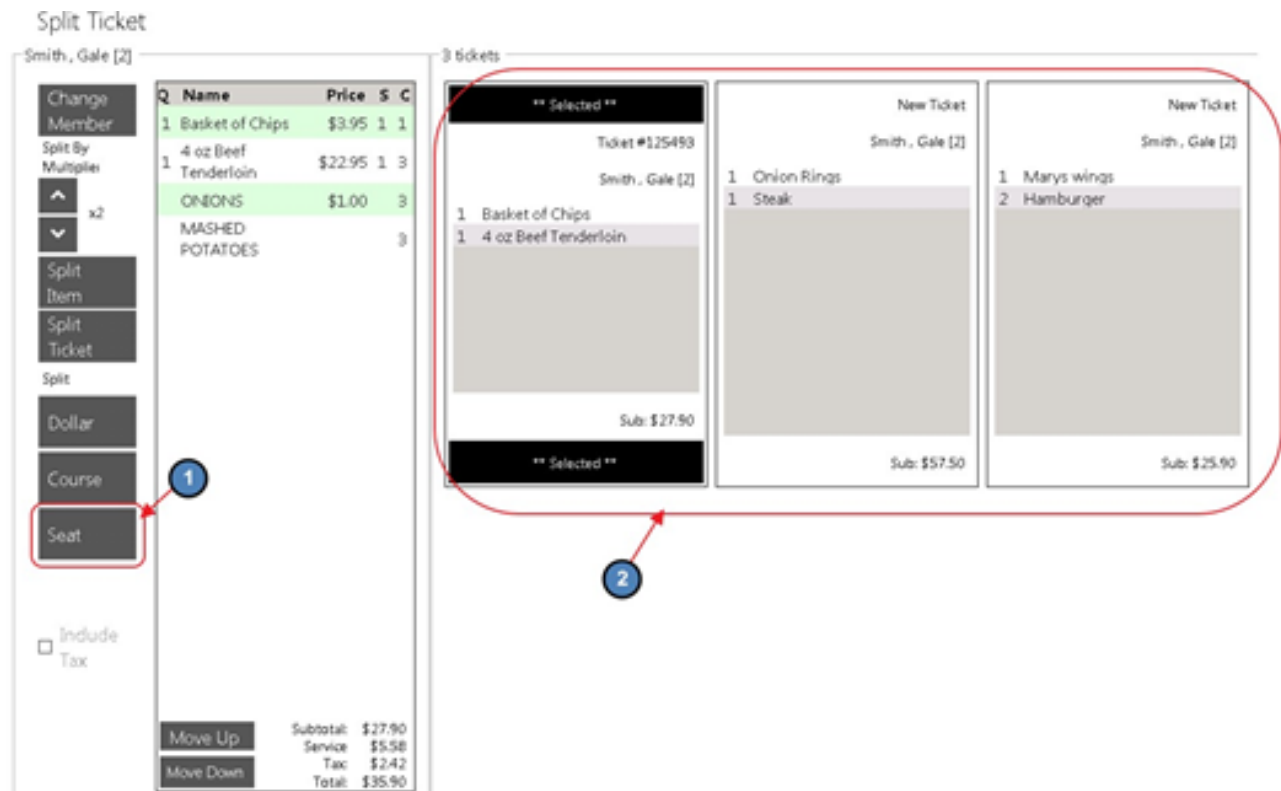
## Split by Seat

**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.

- 1) Assign the seat position to each Item on the ordering screen and select **Split Ticket**.



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



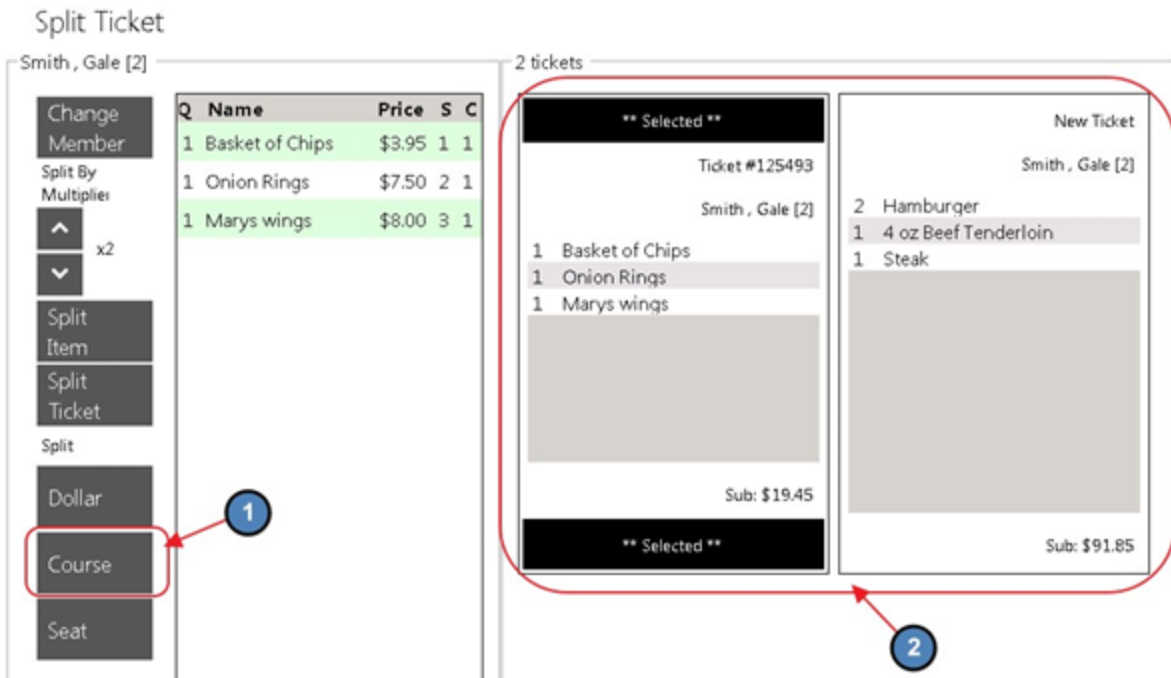
## Split by Course

**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**.



- 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.



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



- 3) 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.



### Split Ticket

Ackerman, Carter [749B]      2 tickets

**Change Member**

Split By Multiplier: x2

**Split Item**

**Split Ticket**

Split

Dollar

Course

Seat

Q	Name	Price	S	C
1	Marys wings	\$8.00	1	1
1	Tuna Melt	\$7.95	1	0
	COLE SLAW			0

2

Ticket #125493

Smith, Gale [2]

- 1 Basket of Chips
- 1 Onion Rings
- 1 Marys wings
- 2 Hamburger
- 1 4 oz Beef Tenderloin
- 1 Steak

Sub: \$111.30

3

\*\* Selected \*\*

Ticket #125494

Ackerman, Carter [749B]

- 1 Marys wings
- 1 Tuna Melt

Sub: \$15.95

\*\* Selected \*\*

1

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

Seat 1    Select All    Female    Child

Q	Name	Price	S	C
1	Basket of Chips	\$3.95	1	1
1	Marys wings	\$8.00	1	1
1	Onion Rings	\$7.50	2	1
1	Tuna Melt	\$7.95	1	0
	-COLE SLAW			0
1	Marys wings	\$8.00	3	1
2	Hamburger	\$17.90	3	2
1	4 oz Beef Tenderloin	\$22.95	1	2
	-ONIONS	\$1.00		2
	-MASHED POTATOES			2
1	Steak	\$50.00	2	2

Move Up

Subtotal: \$127.25

Move Down

Service Charge: \$22.87

Tax: \$10.70

Total: \$160.82

## 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.

