# Mobile POS - F&B Guide- As a Server

2019 - Summer Edition

## User Guide - Table of Contents

# Overview

In this manual, we will discuss the various functionalities within our Mobile POS- F&B System.

## Use Case(s)

The Mobile POS- F&B System is used in Dining Rooms, Snack Shops, and other areas of the Club (Bar for instance), where food and beverages are transacted.
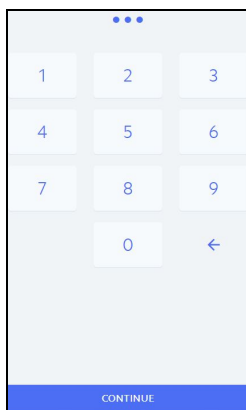
# Accessing the Tool

To access the Mobile POS,

1) Select the Mobile POS Application to launch the Mobile POS



2) Enter your **POS Pin Code** (Consult a Club Admin if you do not know your code) and select **Continue**

# Opening a Ticket

In this section we will discuss the necessary procedures to follow when Opening a Ticket.

1) If you have any Open Tickets they will be displayed on the **Open Tickets Tab**: you can touch or mouse click to open the Ticket.

2) To open a New Ticket, choose **Select Table.**
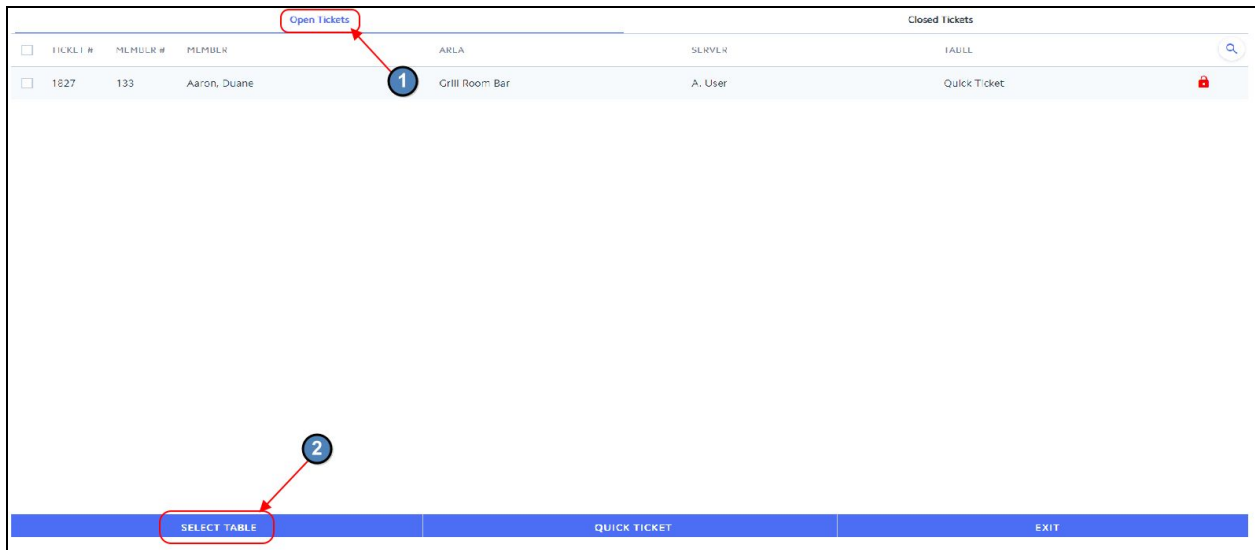


   **Note:** The **Open Tickets** tab should be **blank** before running the **End of Shift Report**

3) Select the **Table.**

**Notes:** If you need to navigate to a different Area, select the **Area dropdown** and choose the applicable Area.
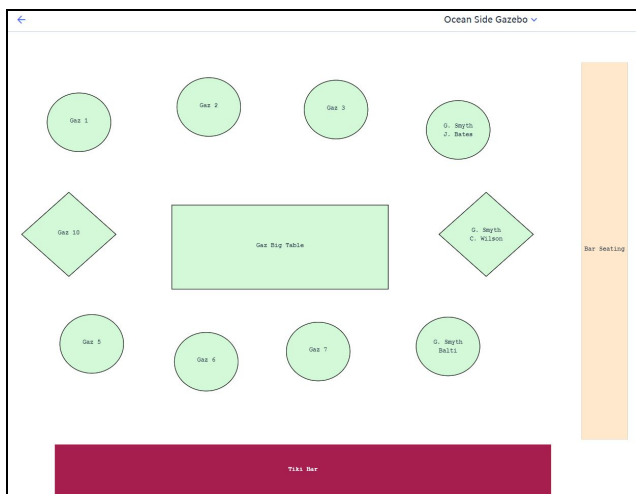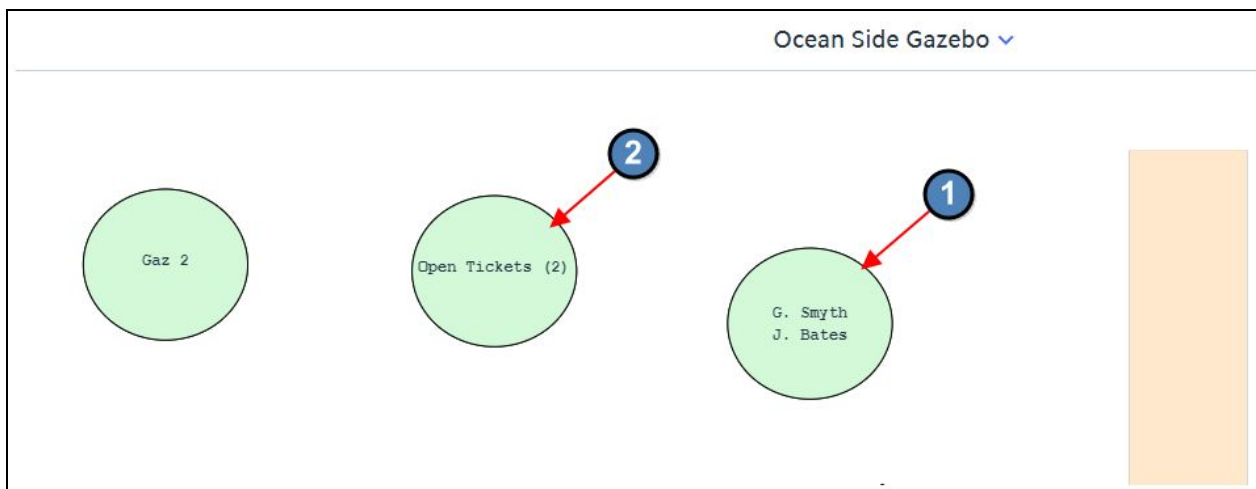


- If the table has an Open Ticket it will display the server and member name. If there is more than 1 Ticket on the Table it will display how many Tickets are open on the table.



- The **Areas** displayed in the Area dropdown can vary depending on individual security rights; if you only work the Beverage Cart you may only see the Beverage Cart Area and may not see any others. If you do not see an Area listed that should be, please have your manager check your **Employee** setup.

4) **Member Lookup** - Enter the **Member Number** or **Member Name**. If this is not a Member, select **Guest Member** on the top right**.**

As you are typing the number or name, the screen will display the results. Click, or touch the member name.
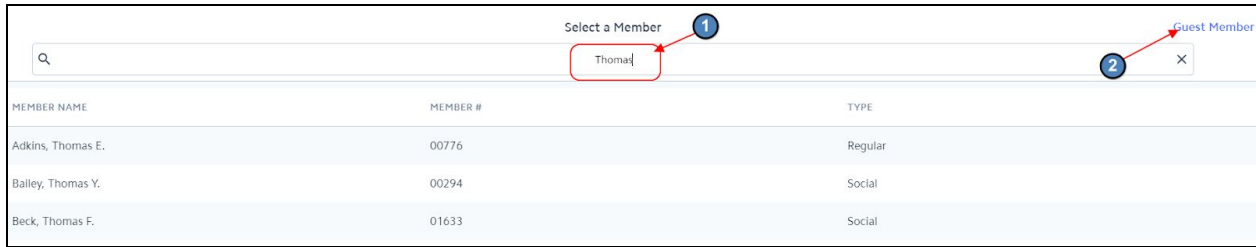


# Navigating the POS Screen
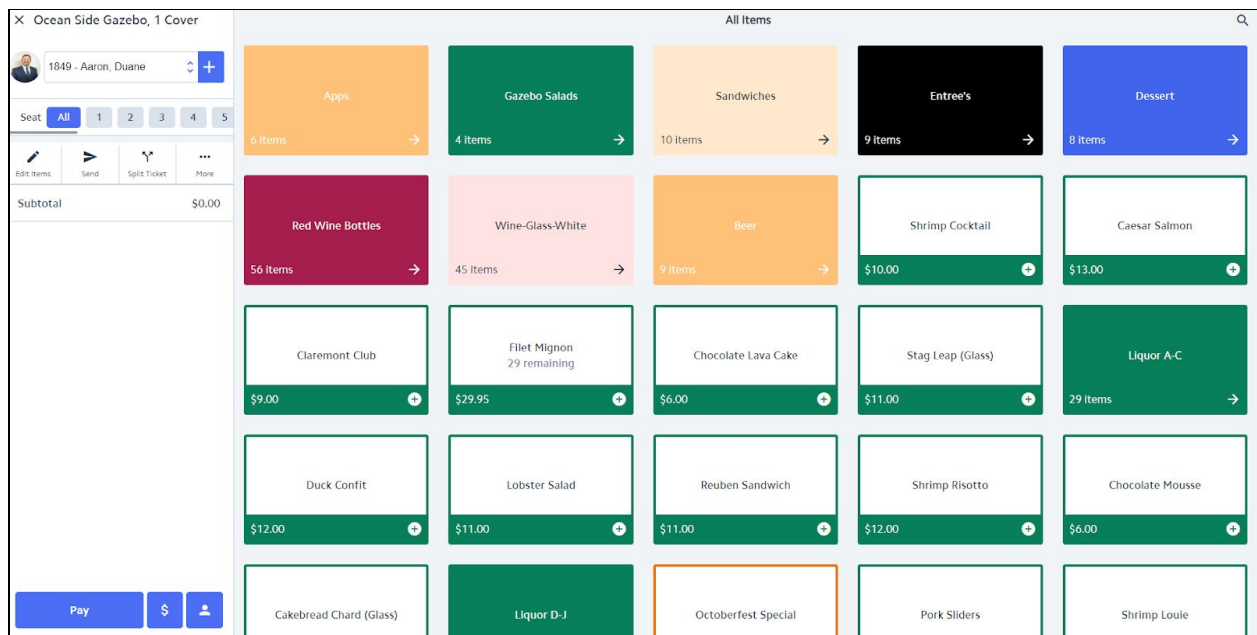


**Note:** There are important areas to point out on the POS screen.

## Adding an Item to a Ticket

1) The **Screen Group** (POS Menu) is user defined: buttons can be setup to access a single Item, Item Category, Combo, single Modifier, Modifier Group, or another Screen Group.
2) Navigate to the applicable button within the Screen Group, and either touch or click to add the Item to the Ticket. In this example, we are navigating to the **Sandwiches** Item Category Button, and selecting the **Hamburger** Item to add to the ticket.
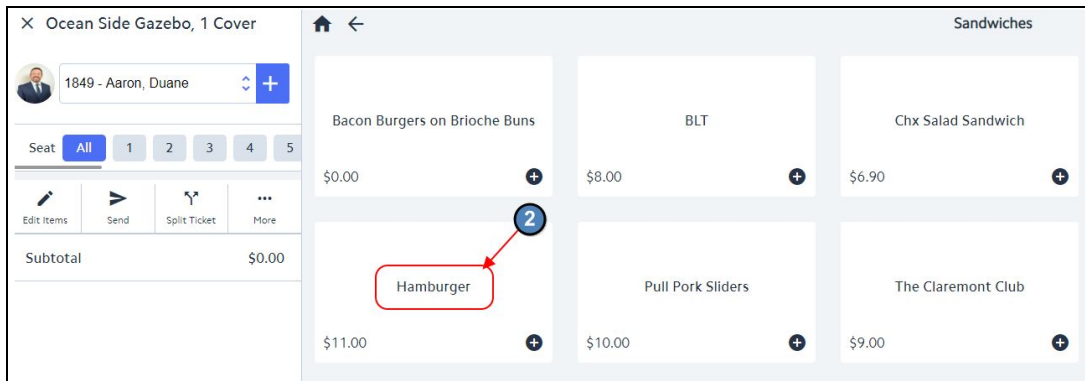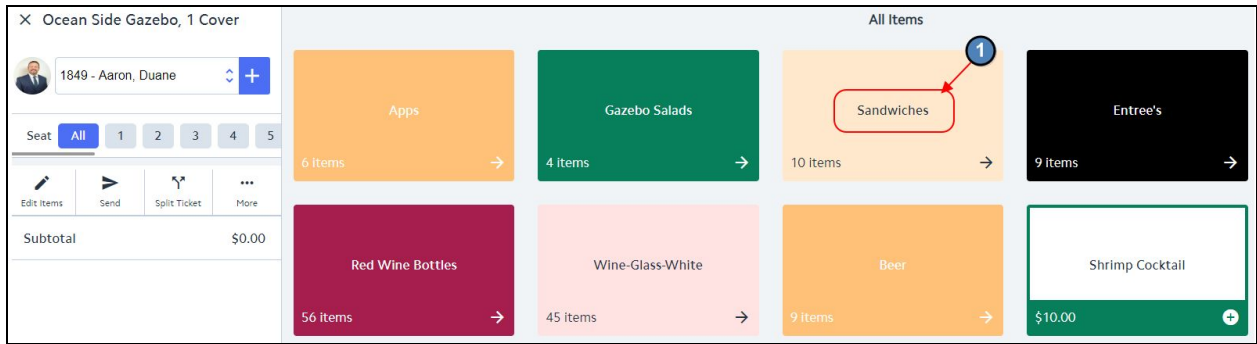
3) If there are **Forced Item Modifiers** associated with the Item, users will be brought directly to the corresponding **Item Modifier Group** screens. If there are no Forced Item Modifiers associated with the Item, the Item will be added directly to the Ticket. In this example, the Hamburger Item is asking us to select a **Meat Temperature, Additional Toppings, Cheese Preference, and a Side.** Forced Modifiers will vary by Item.
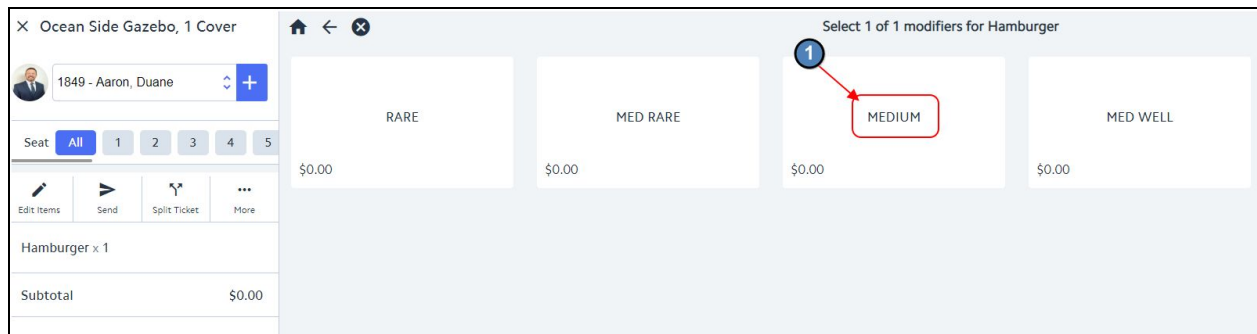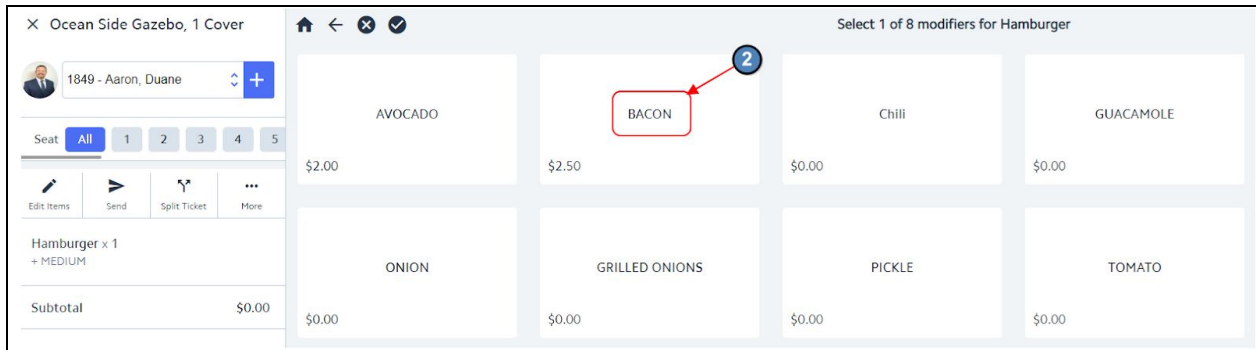
**Note:** If the Item Modifier Group allows users to choose **Multiple** options within a Modifier Group, simply select the **Check Mark** once all applicable Modifiers have been selected. This will move the user to the next Item Modifier Group screen.
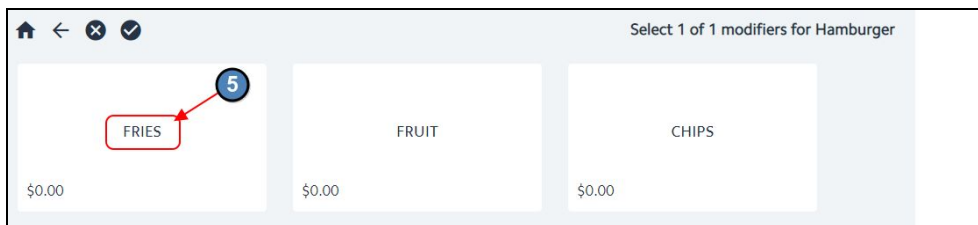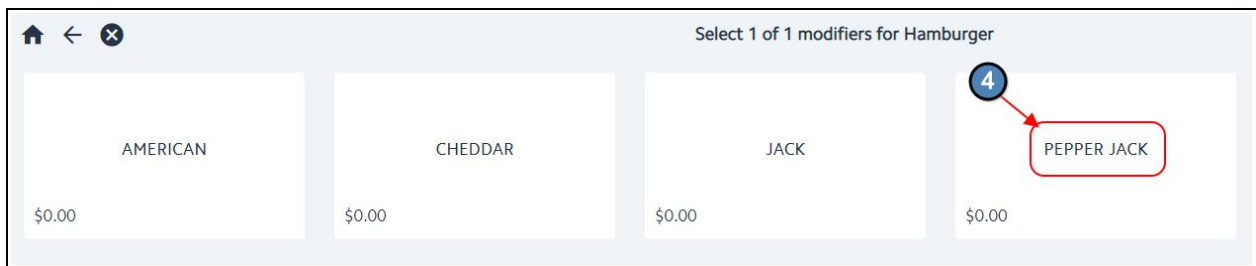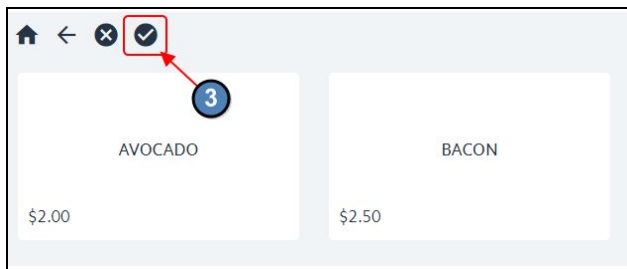






4) Select the **Seat** in which the Item should be placed.

**Notes:** If you know the Seat Number prior to entering the first Item, simply select the Seat Number, and the Items you enter will be automatically placed on the selected Seat.



5) The **Item** will then be added to the Ticket with Pricing, Coursing, Seating, Modifiers, and Modifier Upcharges included.
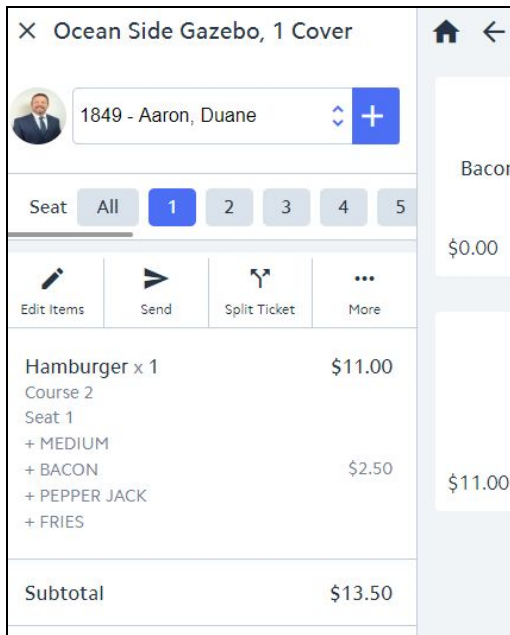


6) To navigate back to the main Screen Group, select the **Home** button or the **Back Arrow** to get to the previous screen.

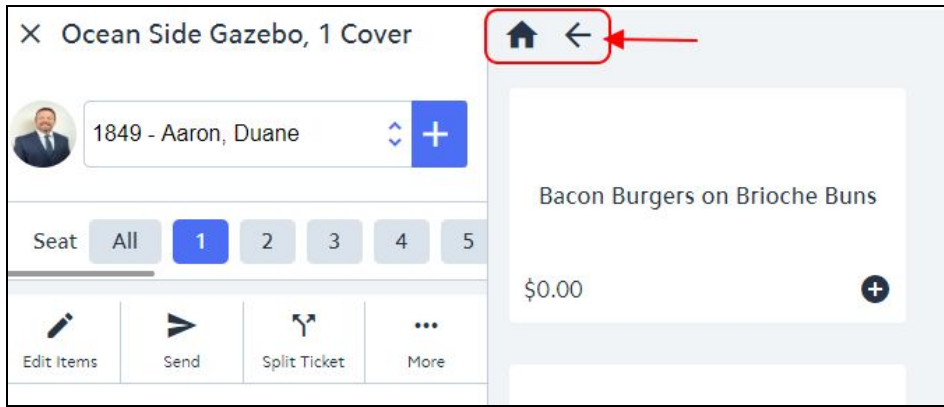7) As mentioned, if you know the Seat Number prior to entering the next Item, simply select the Seat Number, and the Items you select next will be automatically placed on that selected Seat.

**Note**: Please note the Selected Items Screen will update to reflect the Items entered on the Seat you have currently selected. In this instance, we entered the Hamburger on Seat 1, if we then select Seat 2, the screen will not have any items entered because there are no Items entered on Seat 2.
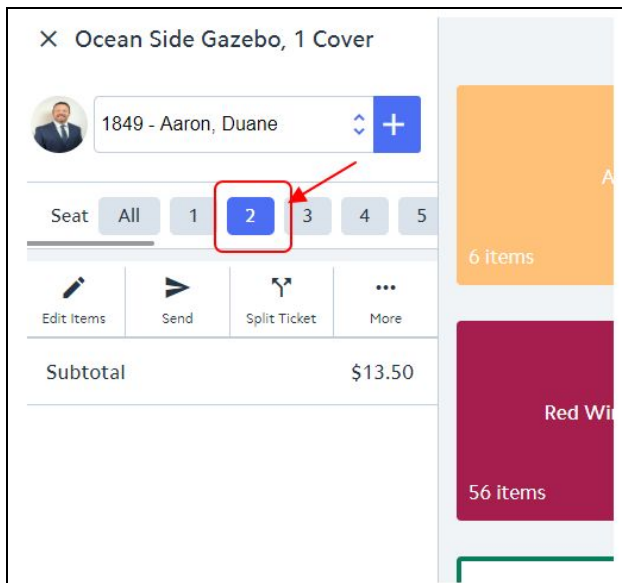


**Note:** To view **ALL** Items entered on the Ticket, select the **ALL** option.
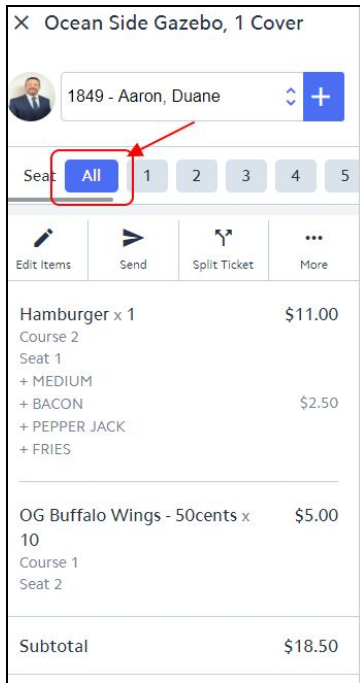
8) Proceed to adding any additional Items to the Ticket as needed. In this example, we have entered a **Hamburger** and **Bud Light** on **Seat 1**, and **Buffalo Wings** and **Corona** on **Seat 2**.
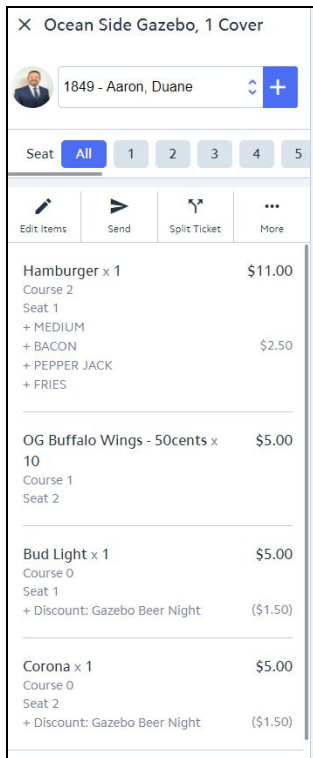
## Sending to the Kitchen

After the appropriate Items are added to the Ticket, touch or click **Send** to send the Items to the Kitchen. Once Items have been sent their font color will change to Red.
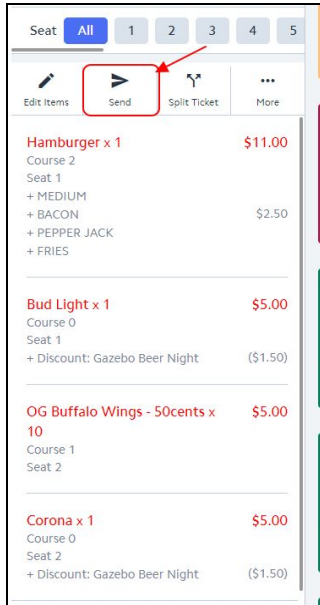


## Editing Items

1) To access the functions associated with **Editing an Item** (Eg. Delete, Discount, Upcharge, etc), touch or click the applicable Item from the Selected Items Screen.

**Note:** Available options will vary depending upon if the Item has been Sent to the Kitchen.

**Has Not Been Sent**                                                     **Has Been Sent**

2) Below we will discuss each option associated with Editing an Item. Please select the option applicable to your scenario for more details.
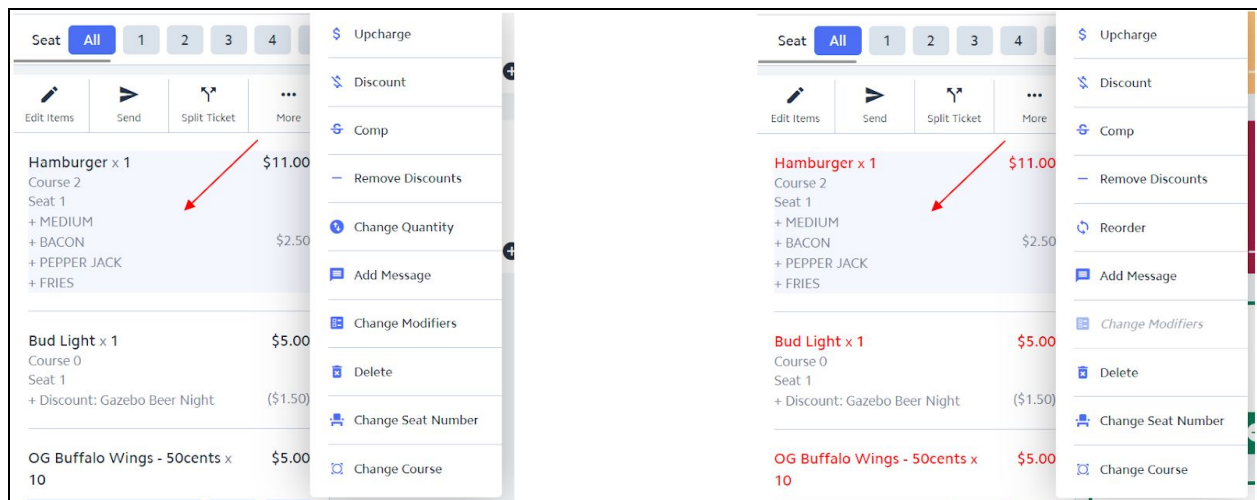
**Upcharge** - Will prompt for an amount to override and increase the price of an Item.

**Discount** - Gives users the ability to discount an Item. Requires security rights.

**Comp** - Gives users the ability to comp an Item. Requires security rights.

**Remove Discount**- Gives users the ability to remove any discounts currently added to an Item.

**Reorder** - Used to reorder Items already **Sent** to the Kitchen (Eg. Another Round of Drinks).

**Change Quantity** - Users can change the Quantity on an Item (including making quantity negative for a credit). Please note you cannot change the quantity of an Item after it has been sent to the Kitchen.

**Add Message** - Users can add an additional message or prep instructions for an Item. This message will be included on the prep Ticket to the Kitchen.

**Change Modifiers** - Users can add, change, and delete Item Modifiers. This function can only be performed if the Item has **NOT** been sent to the Kitchen.

**Delete** - Used to Delete an Item from a Ticket. If the Item has already been Sent, the user will be prompted to enter a reason for voiding the Item. A Void Ticket will then be sent to the Kitchen.
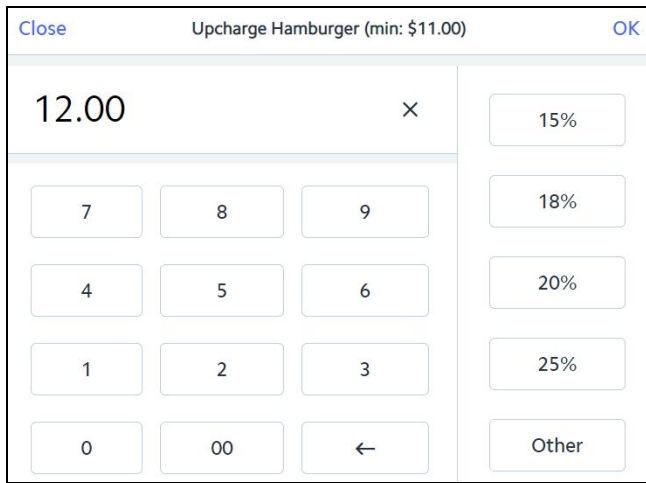
**Change Seat Number** - If using seat positions, this allows you to assign or change the seat.

**Change Course** - If using coursing, user can use this feature to change the default course for an item. For example, if an Item was set up as an appetizer but the member wants it as an entrée, you can change the course to properly group on the prep ticket using this feature. Please note you cannot change the course after an Item has been sent to the Kitchen.


**Upcharge**

Touch or click **Upcharge**. This will prompt for an amount to override and increase the price of an Item.

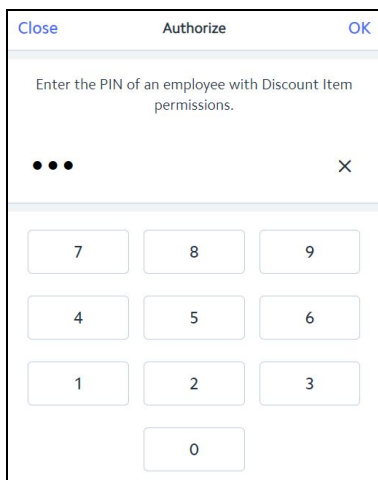Enter the amount to override the price, or use the canned percentages.

**Notes**:

- The amount entered must be greater than the Item Price. If you want to decrease the price, use the **Discount** option.
- You can upcharge before or after **Send**.

**Back to Edit Items Options**

**Discount**

Touch or click **Discount**. This gives users the ability to discount an Item. Requires security rights.
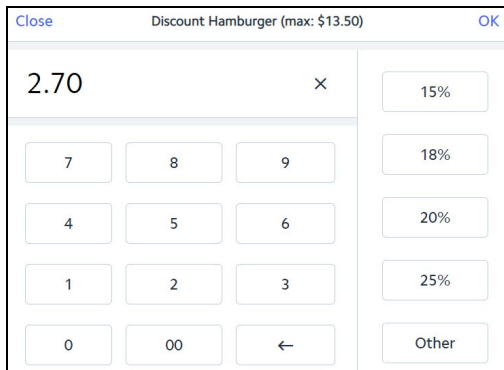
A message box will pop up if you do not have security rights to Discount. You will need to get a manager to continue. Have the Manager **Enter their PIN Code** and click **OK**.

Users will be prompted to **Enter a Reason** for the Discount. Select from the list of Pre-Created Discount Reasons or key in a Reason. Click **OK** once the reason has been entered.

Enter the Discount (on the right side are pre-set percentages, if none of these are what you want select the Other option to manually enter the desired percentage). If it is a flat dollar discount amount, then use the numbers on the left of the screen. Click **OK** when finished.
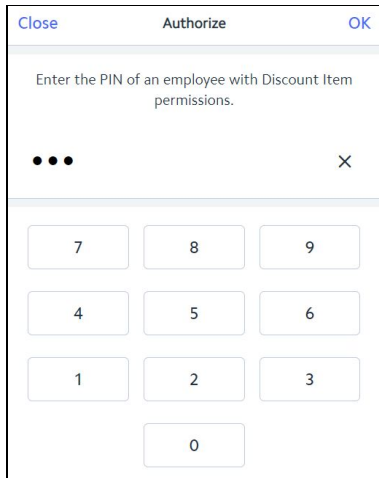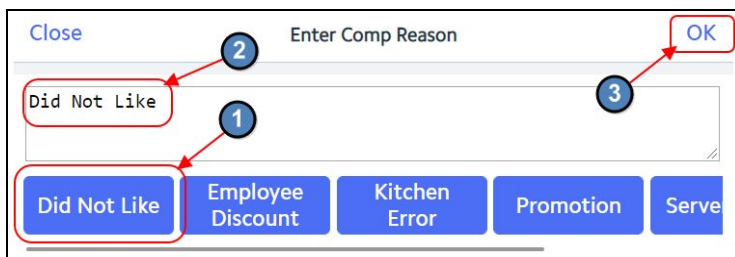


**Back to Edit Items Options**

**Comp**

Touch or click **Comp**. Gives users the ability to comp an item. Requires security rights.

A message box will pop up if you do not have security rights to Discount. You will need to get a manager to continue. Have the Manager **Enter their PIN Code** and click **OK**.

Users will be prompted to **Enter a Reason** for the Comp. Select from the list of Pre-Created Comp Reasons or key in a Reason. Click **OK** once the reason has been entered.
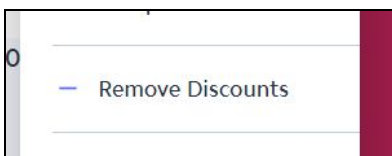


Once **OK** has been selected the Comp will apply.

**Back to Edit Items Options**

## Remove Discount

Touch or click **Remove Discount**. This gives users the ability to remove any discounts currently added to an Item.
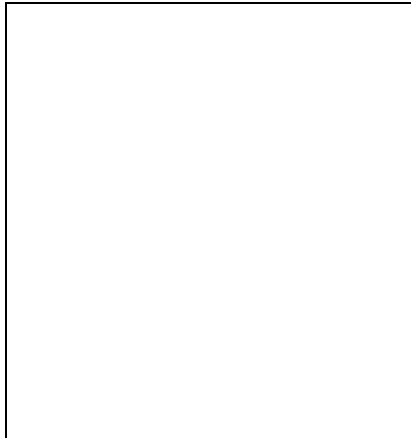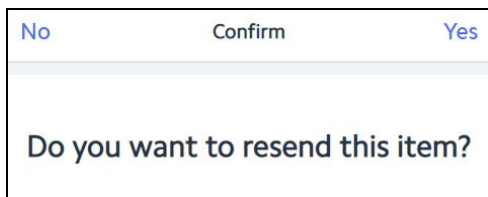


**Back to Edit Items Options**

## Reorder

Touch or click **Reorder**. This is used to reorder Items already **Sent** to the Kitchen (Eg. Another Round of Drinks).

Enter the Quantity to reorder and click **OK**.

At the next prompt, select **Yes** if you want the order to be sent to the prep printer, **No** if you want the Item added to the Ticket but not sent to the prep printer.
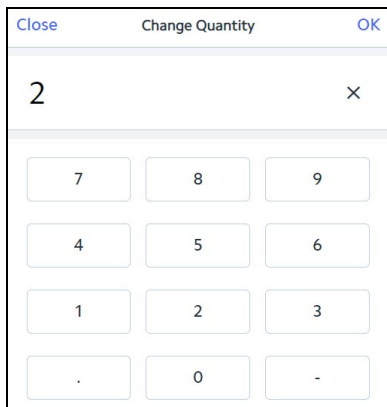


**Back to Edit Items Options**

**Change Quantity**

Touch or click **Change Quantity**. This will allow users to change the Quantity on an Item (including making quantity negative for a credit). Please note you cannot change the quantity of an Item after it has been sent to the Kitchen.

Enter the desired Quantity. When entering a negative Quantity, select the **minus (-) sign** first and then select the amount of the negative Quantity. Click **OK** when finished.

[Back to Edit Items Options](#)

## Add Message

Touch or Click **Add Message**. This will allow users to add an additional message or prep instructions for an Item. This message will be included on the prep ticket to the Kitchen.

Select from the list of Pre-Created Messages, or key in a Message. Click **OK** when finished.



[Back to Edit Items Options](#)

## Change Modifiers

Touch or click **Change Modifiers**. This allows users to add, change, and delete Item Modifiers. This function can only be performed if the Item has **NOT** been sent to the Kitchen.
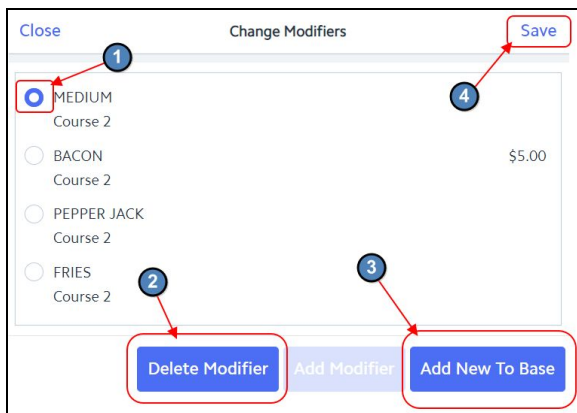
A box will display listing all modifiers on the Item.

Select the Modifier to change.

On the bottom, select one of the following options:

- **Delete** if the modifier highlighted should be removed.
- **Add New To Base** if another modifier is to be added to the list.
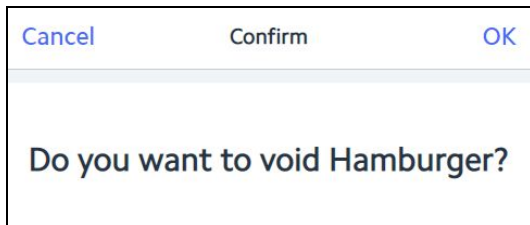
Click **Save** when finished.

**Back to Edit Items Options**

**Delete**

Touch or click **Delete**. This is used to Delete an Item from a Ticket.

As previously mentioned, if an Item has already been Sent to the Kitchen the user will be prompted to **Enter a Reason** for Voiding the Item. If the Item has not been Sent, no reason is required and the Item will be deleted.

Select **OK** on the confirmation prompt.



If the Item has been Sent to the Kitchen Enter a Reason for Voiding the Item. Select from the list of Pre-Created Void Reasons or key in a Reason. Click **OK** when finished. A Void Ticket is then sent to the Kitchen.
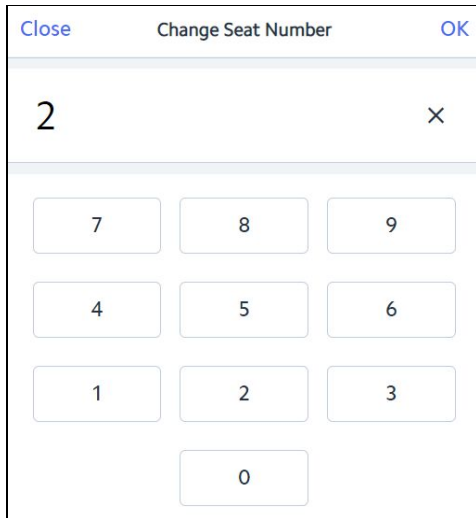


**Back to Edit Items Options**

**Change Seat Number**

Touch or click **Change Seat Number**. If using seat positions, this allows you to assign or change the seat.

Select the correct seat number. Click **OK** when finished.

**Notes:**

- Seat numbers can be modified before and after Items are sent.
- Seat numbers can be used for splitting tickets.

**Back to Edit Items Options**

## Change Course

Click or touch **Change Course**. If using coursing, user can use this feature to change the default course for an item. For example, if an Item was set up as an appetizer but the member wants it as an entrée, you can change the course to properly group on the prep ticket using this feature. Please note you cannot change the course after an Item has been sent to the Kitchen.

Select the applicable **Course Number** and the new option will be applied.
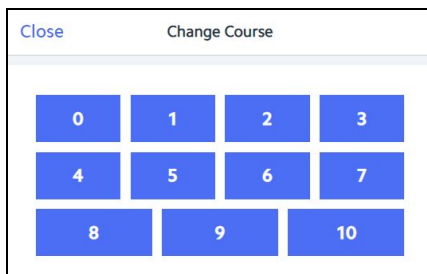


**Notes**:

- **Item Categories** and individual **Items** can be set up with a default course number and changed at any time before using this function.
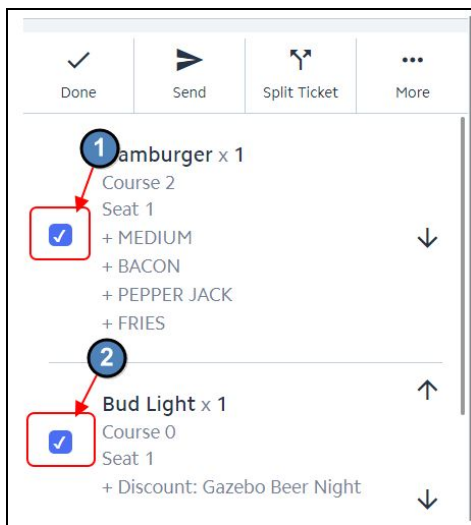- The system will automatically draw a line divider between courses on the Send Ticket.

## Multi-Edit

Please follow instructions below in the event a user needs to edit multiple Items at once (Eg. Discount multiple Items by 20%).
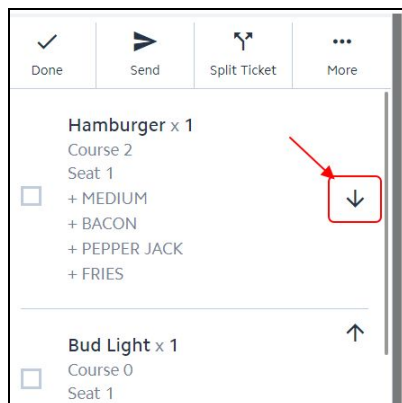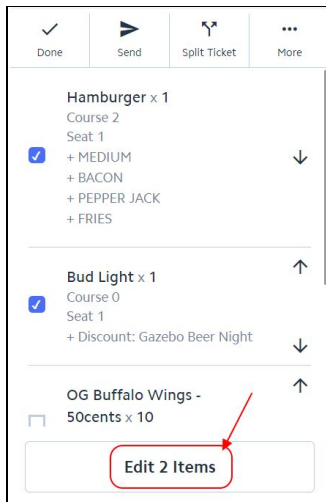
1) Select **Edit Items.**
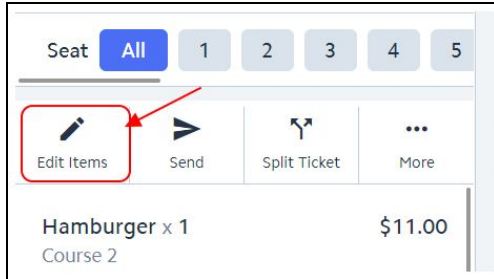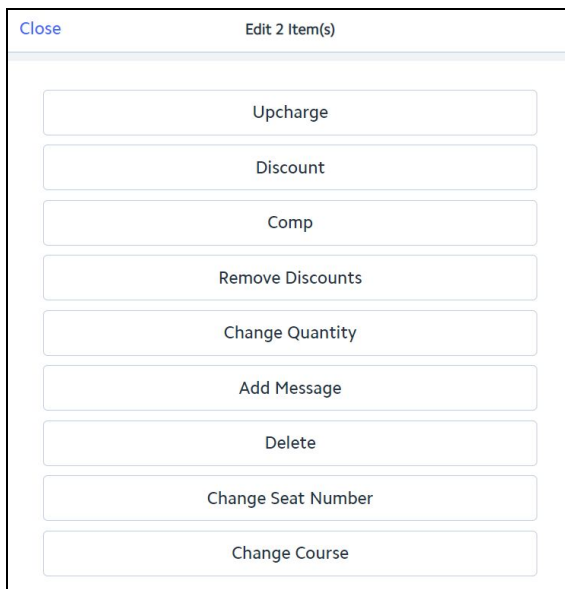


2) Select the applicable Items.



**Note:** Users can use the **Arrows** to **Reposition** Items on the Selected Items Screen.

3) Once the applicable Items are selected, choose **Edit X Items**.



4) Choose the applicable option, and proceed to editing the Items.
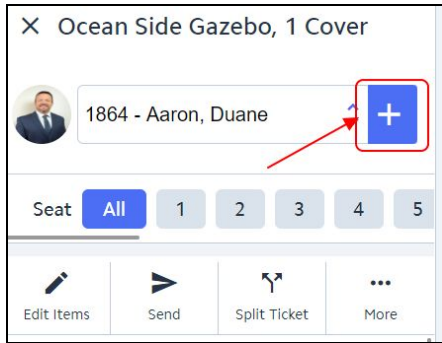


## Ticket Level Options

In this section, we will discuss the Ticket Level Options of the Mobile POS (Eg. Delete Ticket, Add Ticket, Print Pay Ticket, etc). Please see available options below.
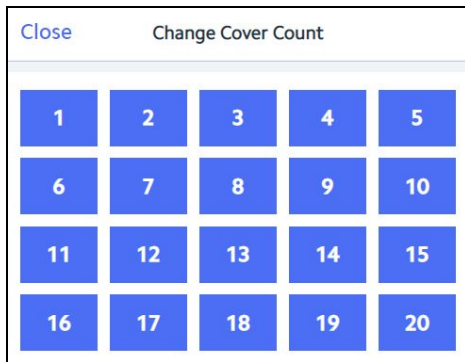
**Add Ticket**

Please follow instructions below in the event a Ticket needs added to a Table (Eg. A Member joins another Member's Table).
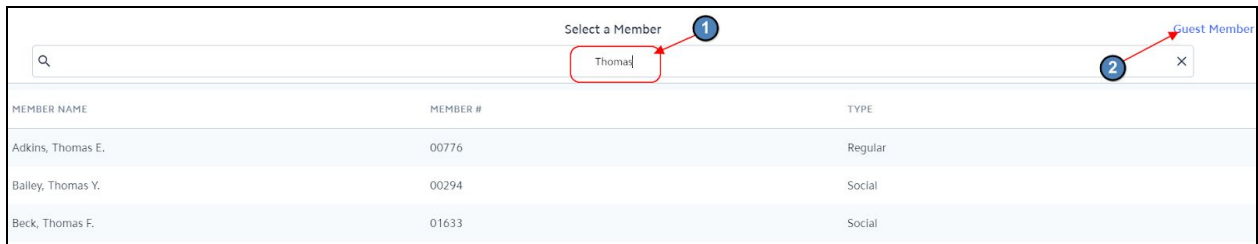
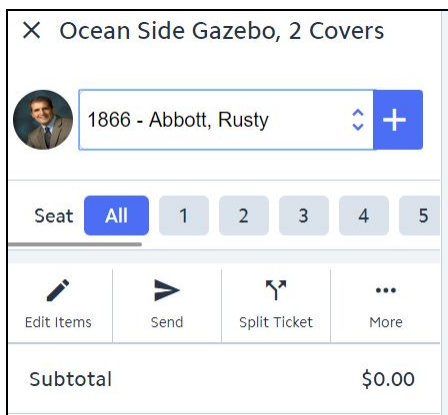1) Select the plus sign **(+)** to the right of the Member's name.

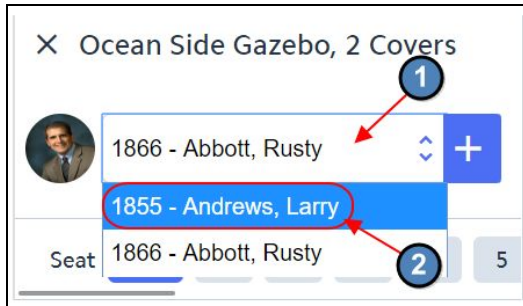2) The user will be prompted to change the cover count.



3) The Member Grid will populate. Select the applicable **Member** or choose **Guest Member** if this is a Guest.
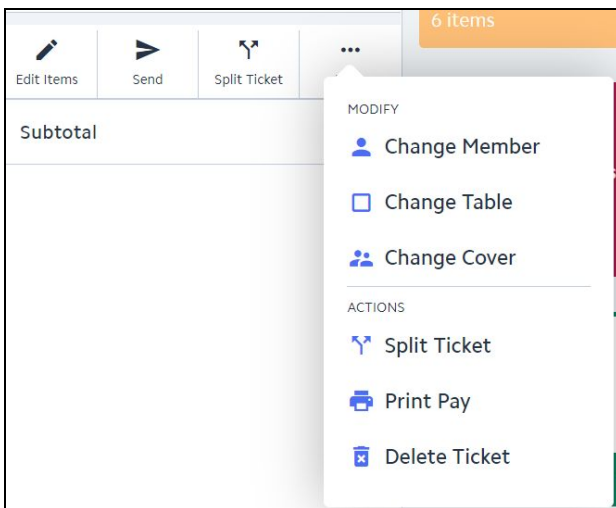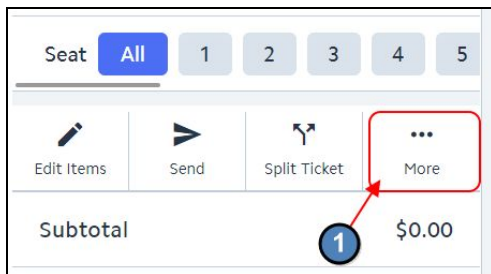


4) An additional ticket will populate on the Table.

5) To navigate between multiple Tickets on a single Table, select the **Member Dropdown** and choose the applicable Member.



**More**

The **More** option will populate additional options for the user to choose. Each option is discussed below.





**Change Member-** Used if the member to be billed needs to be changed for any reason.

**Change Table-** Used if a member wants to move to a different Table or Area, or to join tickets.

**Change Cover-** Used to change the cover count at any time.

**Split Ticket-** Used to Split a Ticket. Please see our Mobile POS Split Ticket Manual for more information on splitting tickets.
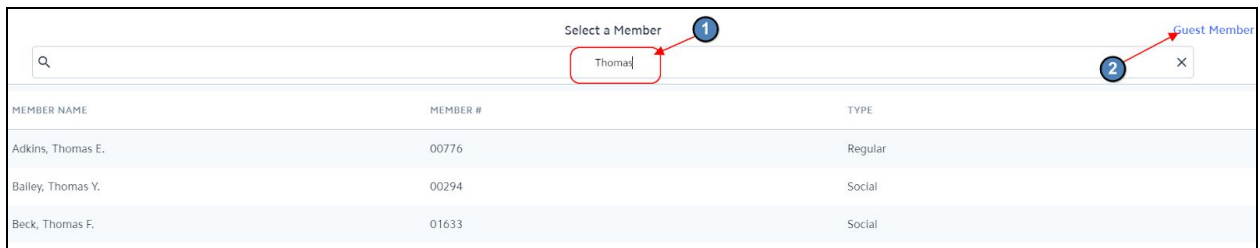
**Print Pay-** Prints the pay receipt ticket prior to closing the ticket.

**Delete Ticket-** Will delete current ticket.

## Change Member

Touch or click **Change Member**. This is used if the member to be billed needs to be changed for any reason.
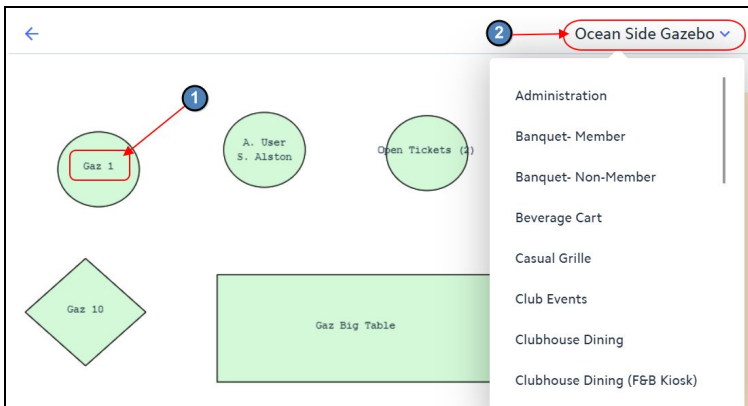
The Member Grid will populate. Select the applicable **Member** or choose **Guest Member** if this is a Guest.
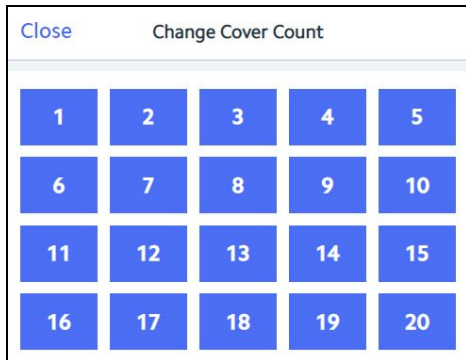


## Change Table

Touch or click **Change Table**. This is used if a member wants to move to a different Table or Area, or to join tickets.

The Area Layout will populate. Select the applicable **Table** or choose the **Area Dropdown** to navigate to a different Area.

### Change Cover

Touch or click **Change Cover.** This is used to change the cover count at any time.



### Split Ticket

Touch or click **Split Ticket.** This is used to Split a Ticket. Please see our Mobile POS Split Ticket Manual for more information on splitting tickets.
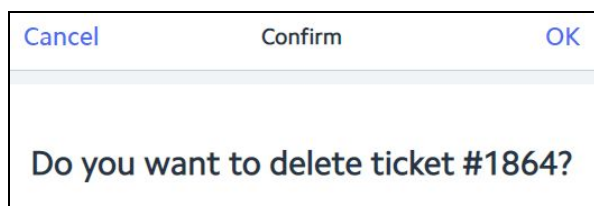
### Print Pay

Touch or click **Print Pay**. This Prints the pay receipt ticket prior to closing the ticket.

### Delete Ticket

Touch or click **Delete Ticket**. This will delete current ticket.

Select **OK** on the Confirm Prompt.



If the Ticket has already been sent to the Kitchen, the user will be prompted to **Enter a Reason** for Voiding the Ticket. Select from the list of Pre-Created Void Reasons or key in a Reason. Click **OK** when finished. A Void Ticket is then sent to the Kitchen.
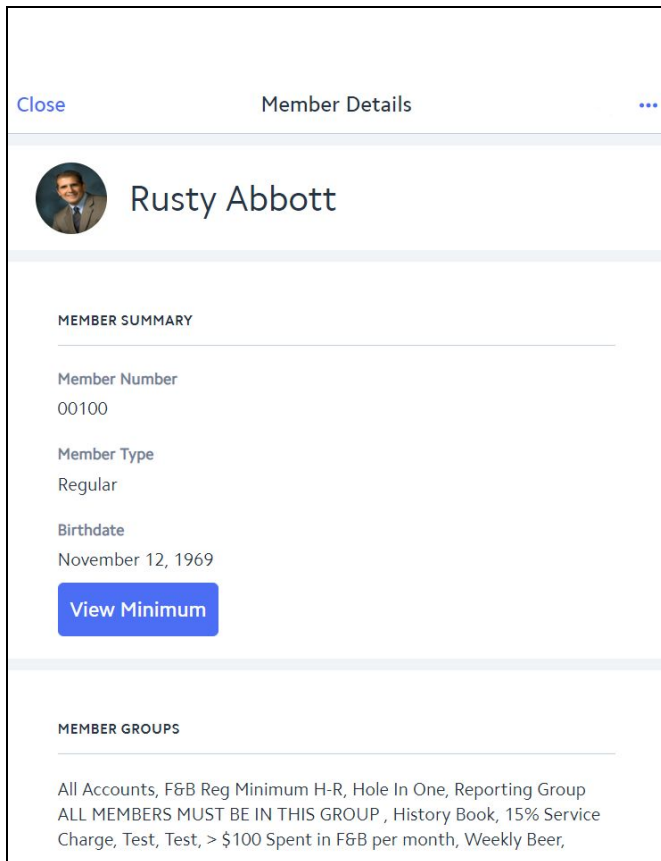
**Additional Information About the Member**

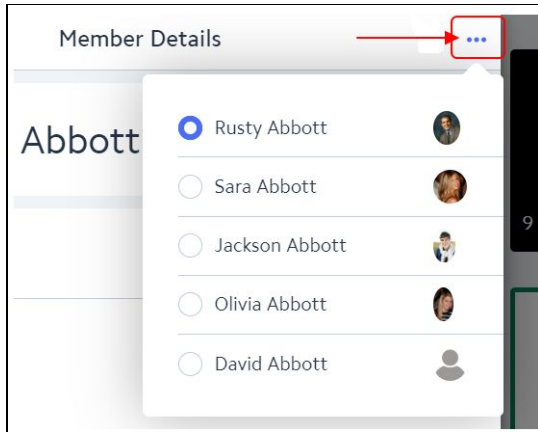Please follow instructions below to access additional information about the Member.

1) Touch or click the Member's photo, or if the member does not have a photo, touch or click the Grey placeholder image.



2) Additional information displayed includes **Member Name, Member Number, Member Type, Birthdate, Minimum Activity (View Minimum), and Member Groups.**

3) Select the toggle on the top right to navigate to additional information about any of the Member's Dependents.



# Settling the Ticket

In this section we will discuss options for Settling a Ticket. Please follow instructions below for Settling a Ticket using a **Single Settlement Type**, **Multiple Settlement Types,** or a **Quick Settlement**.
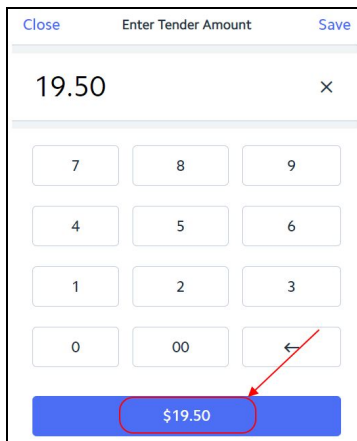
**Single Settlement Type**

1) Select **Pay** on the bottom left of the POS Screen to navigate to additional Settlement Options.



2) If the user wants to settle the full amount of the Ticket to one Settlement Type, select the applicable Settlement Type.
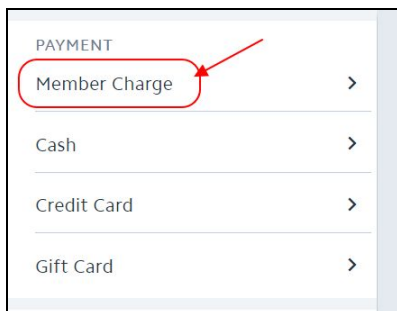
3) Then choose the full amount of the ticket on the bottom of the Amount Prompt in **Blue**.



**Note:** If the **Cash** Settlement Type is used, the Amount prompt will have a few pre-populated Cash options. Utilize these options if applicable, otherwise enter the amount of Cash provided and select **Save**.
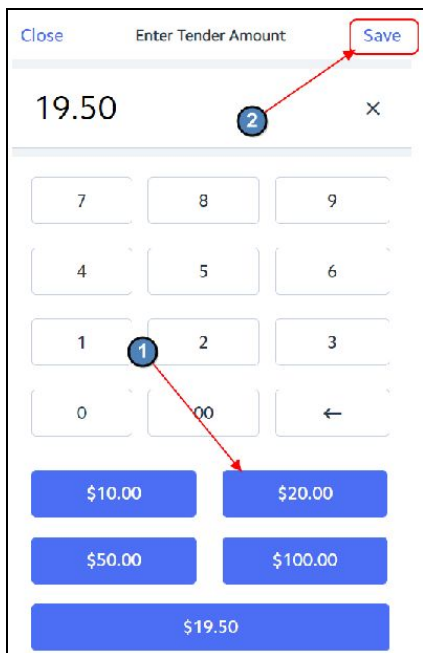


4) The Ticket Display will then show **Ordered Items, Sub Total, Tax, Service Charge (SC), Grand Total, Settlement Type, and any Change Due.**

Select the **(X)** to the left of the Settlement to delete the Settlement, or select **Done** to close the Ticket.
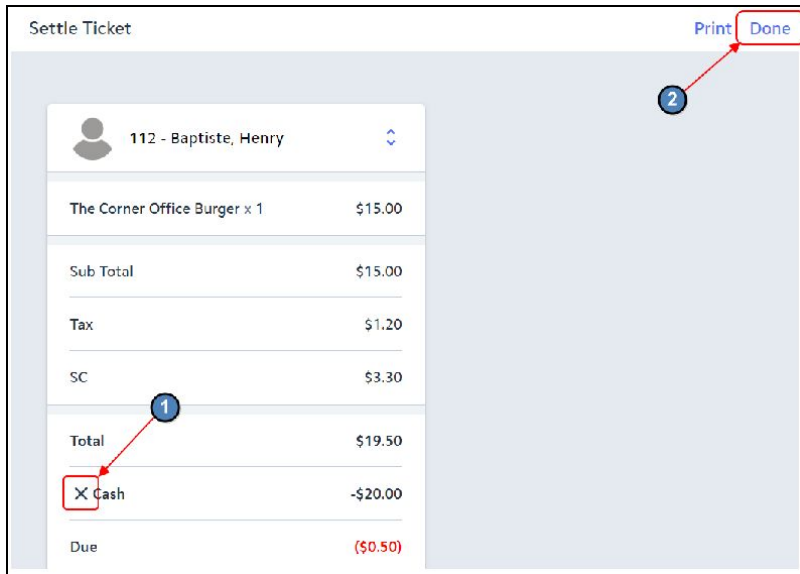
5) A **Settle Ticket** will then **print** and the user will be sent back to the Open Tickets Tab.

> **Note**: If this is a Cash Transaction, the user will be brought to a screen displaying the amount of **Change** to provide, and then the option to **Print the Settle Receipt**.
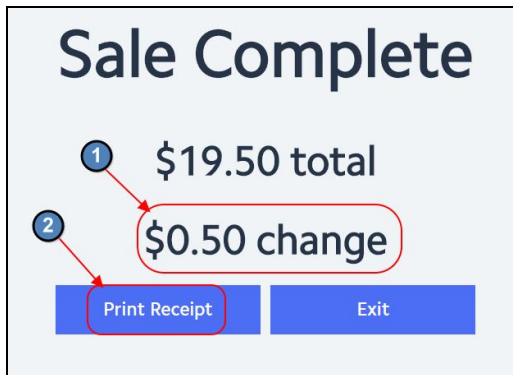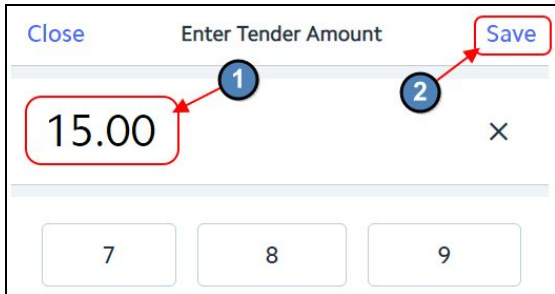


**Multiple Settlement Types**

Users have the option to use more than one Settlement Type to pay the amount (There is no limit on the number of Settlement Types that can be used). For example $15 to **Cash**, and $50 to **Member Charge**. Please follow instructions below.
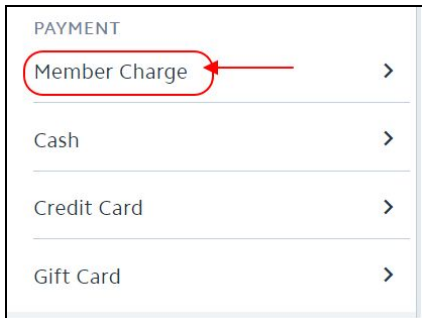
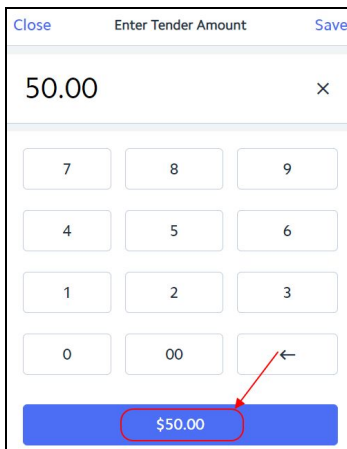1) Select the first Settlement Type to be used.
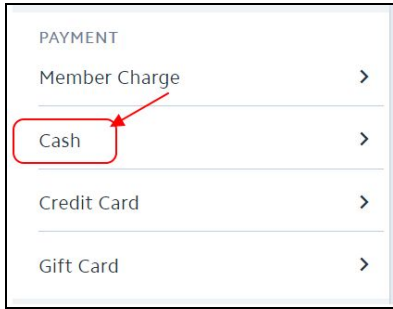
2) Enter the amount to be charged to the Settlement Type and select **Save**.
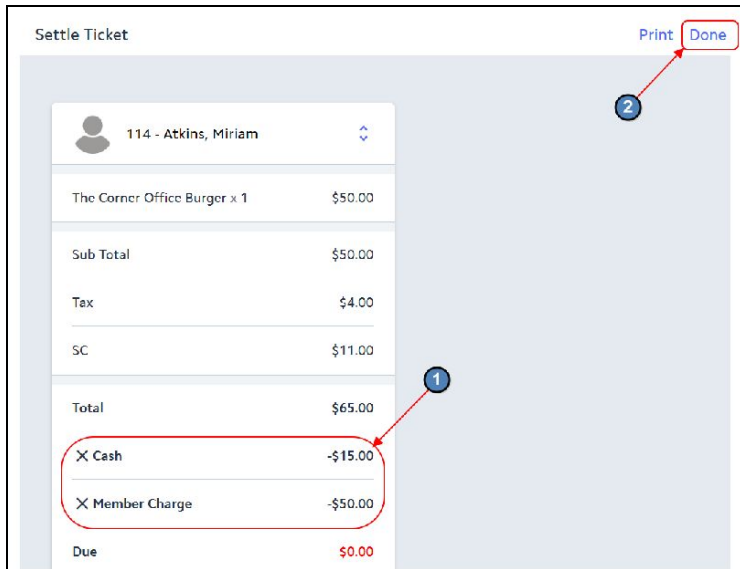


3) Select the next Settlement Type.



4) If the next Settlement Type can be closed to the remaining amount of the Ticket, select the remaining amount on the bottom of the Amount Prompt in **Blue**.

5) There will now be Multiple Settlement Types shown on the Ticket Display. Select **Done** to close the Ticket.



## Quick Settlement

There are two Settlement Types available for closing the ticket with one step, Cash and Member Charge. **These options do not give you the ability to add additional tip, or split tender.** Each option is explained below.
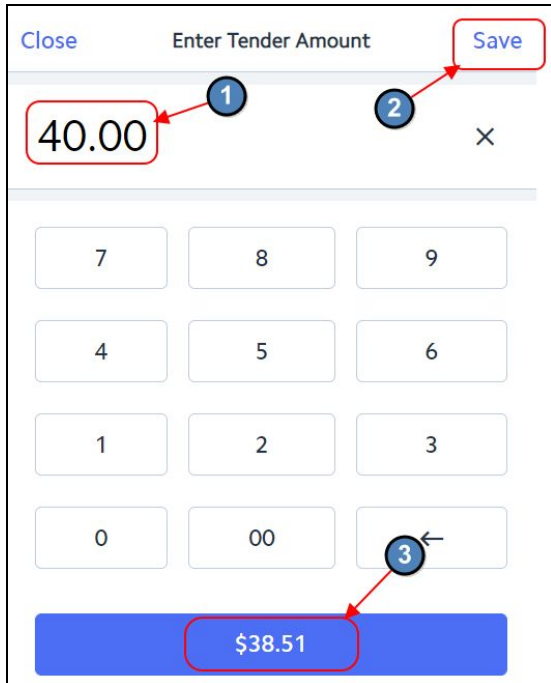
## Quick Cash

**Quick Cash** will automatically settle the Ticket to **Cash.** Please follow instructions below.
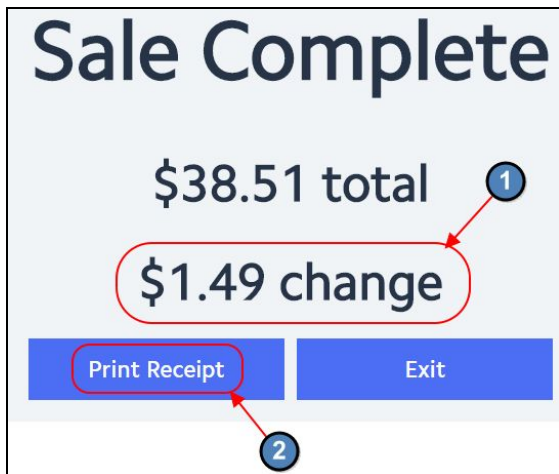
1) Navigate to the bottom left of the POS Screen and select the **$** icon.



2) An amount prompt will populate. Enter the applicable amount of cash received from the Member/ Guest, or select the Full Amount of the Ticket in Blue if the exact amount of the Ticket is received. Select **Save** when finished.

3) The user will be brought to a screen displaying the amount of **Change** to provide, and then the option to **Print the Settle Receipt**.



**Quick Charge**

**Quick Charge** will automatically settle the Ticket to **Member Charge** in the full amount of the Ticket. Navigate to the bottom left of the POS Screen and select the **Member** icon. A Settle Receipt (With Settlement Details) will then be printed.

# Open Tickets Tab- Additional Functionality

The Mobile POS will default to open on the **Open Tickets** Tab. Not only can users open a new ticket and an existing ticket from this Tab, they can also **Unlock, Transfer, Member Charge, and Delete a Ticket** from the Open Tickets Tab. Each option is explained below.

## Unlock

If a Ticket is locked a lockbox icon will display to the right of the Ticket.



A Ticket becomes locked when another user is in the Ticket, but could also become locked when there is a disruption of service or other connectivity errors. Please follow instructions below to Unlock a Ticket.

1) Select the check box to the left of the Ticket that needs Unlocked.



2) Additional options will populate. Select **Unlock**.

3) A prompt will then populate telling the user if they were successful or unsuccessful in Unlocking the Ticket. Select the **X** on the right of the prompt to close it.
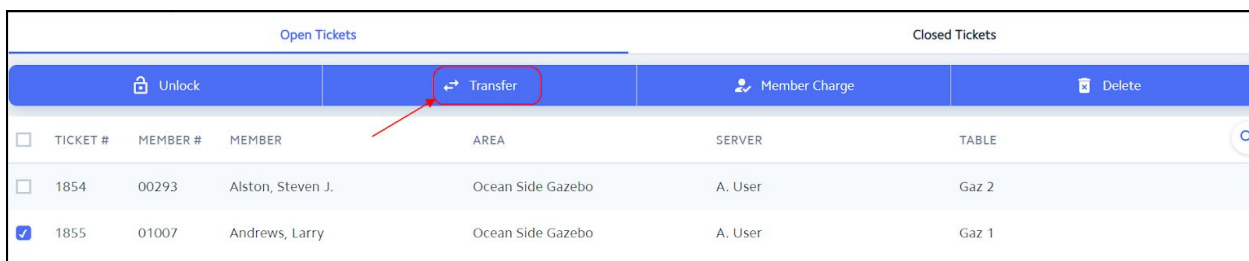


# Transfer

The **Transfer** option allows the user to transfer tickets between servers.  This function is useful when servers have a shift change. Please follow instructions below to Transfer a Ticket.

1) Select the check box to the left of the Ticket that needs Transferred.



2) Additional options will populate. Select **Transfer**.



3) Search for the applicable Employee and select their Name.

4) A prompt will then populate telling the user if they were successful or unsuccessful in Transferring the Ticket. Select the **X** on the right of the prompt to close it. If successful, the Ticket will then show on the Open Tickets Tab of the Employee selected in the previous step.
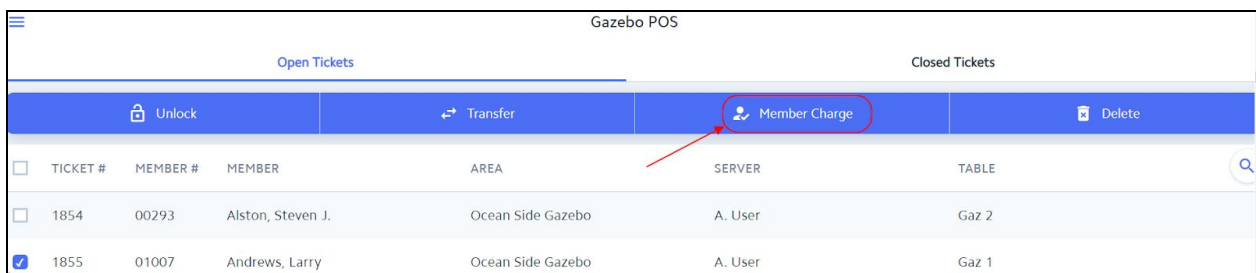


## Member Charge

The **Member Charge** option gives users the ability to Member Charge a Ticket directly from the Open Tickets Tab. Please follow instructions below to Member Charge a Ticket from this Tab.
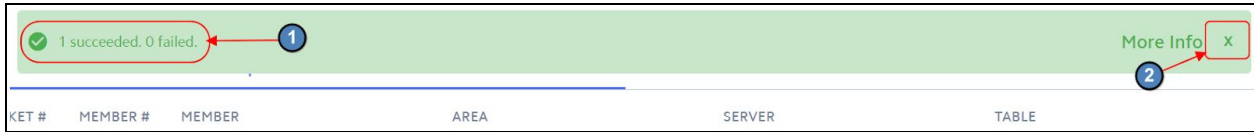
1) Select the check box to the left of the Ticket that needs Member Charged.



2) Additional options will populate. Select **Member Charge**.

3) A prompt will then populate telling the user if they were successful or unsuccessful in Transferring the Ticket. Select the **X** on the right of the prompt to close it. If successful, a Settle Receipt will then print for the Ticket selected in the previous step.



# Delete

The **Delete** option gives users the ability to Delete a Ticket directly from the Open Tickets Tab. Please follow instructions below to Delete a Ticket from this Tab.

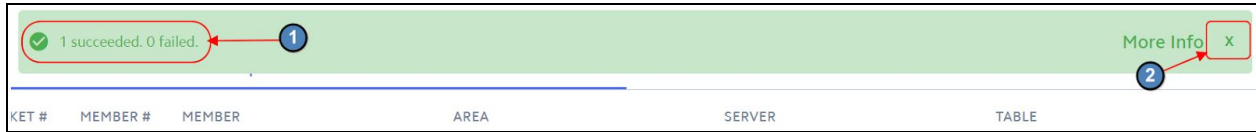1) Select the check box to the left of the Ticket that needs Deleted.



2) Additional options will populate. Select **Delete**.



3) If the Ticket has already been sent to the Kitchen, the user will be prompted to **Enter a Reason** for Voiding the Ticket. A Void Ticket will then be sent to the Kitchen. Click **OK** when finished.

4) A prompt will then populate telling the user if they were successful or unsuccessful in Deleting the Ticket. Select the **X** on the right of the prompt to close it.



## Multi- Edit

Please follow instructions below in the event a user needs to edit multiple Tickets at once (Eg. Transfer multiple Tickets to a new server).

1) Select the check box to the left of the tickets that need to be edited.
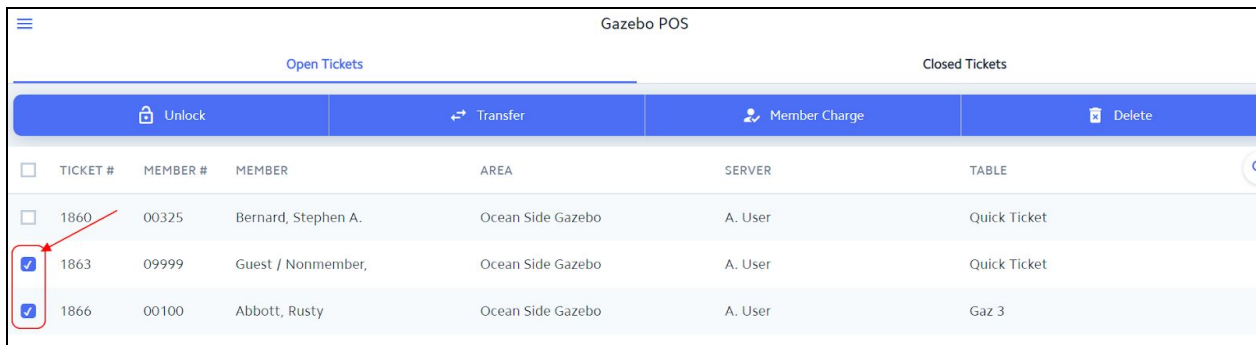


**Note:** To select **ALL** Tickets at once, select the check box to the left of **Ticket #**



2) Additional options will populate. Select the applicable option and follow additional prompts.

| | TICKET # | MEMBER # | MEMBER | AREA | SERVER | TABLE | |
|---|---|---|---|---|---|---|---|
| | Open Tickets | | | | | Closed Tickets | |
| | 🔒 Unlock | | ⇄ Transfer | | 👤 Member Charge | 🗑 Delete | |
| ✓ | 1860 | 00325 | Bernard, Stephen A. | Ocean Side Gazebo | A. User | Quick Ticket | |
| ✓ | 1863 | 09999 | Guest / Nonmember, | Ocean Side Gazebo | A. User | Quick Ticket | |
| ✓ | 1866 | 00100 | Abbott, Rusty | Ocean Side Gazebo | A. User | Gaz 3 | |

3) A prompt will then populate telling the user if they were successful or unsuccessful in editing the Tickets. Select the **X** on the right of the prompt to close it.

| ✓ 3 succeeded. 0 failed. ① | | | | More Info ☒ ② |
|---|---|---|---|---|
| TICKET # MEMBER # MEMBER | AREA | SERVER | TABLE | |

## Quick Ticket

**Quick Ticket** allows the user to by-pass the Select a Table phase and move straight to selecting the Member. This is typically used in situations at the Bar or Snack Bar when a Member simply wants to order a quick drink or snack. Please follow instructions below.

1) Select **Quick Ticket**.

| | | | Gazebo POS | | | |
|---|---|---|---|---|---|---|
| | Open Tickets | | | | Closed Tickets | |
| | TICKET # | MEMBER # | MEMBER | AREA | SERVER | TABLE |
| ☐ | 1882 | 00172 | Boyer, Tom | Grill Room | A. User | 110 🔒 |
| ☐ | 1886 | 01007 | Andrews, Larry | Grill Room | A. User | 13 |
| | SELECT TABLE | | QUICK TICKET | | EXIT | |

2) A Member Grid will then populate. Select the applicable Member or if this is not a Member, select **Guest Member** on the top right**.** Then proceed to enter the transaction as normal.
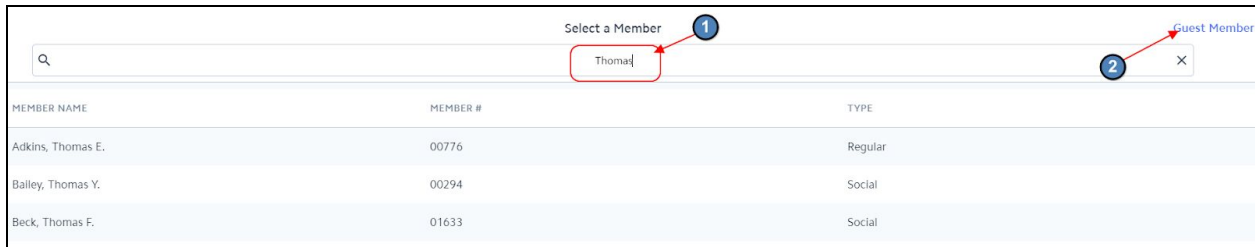


# Closed Tickets

The **Closed Tickets** Tab allows the user to **Re-Open, Re-Print, and Delete** previously closed Tickets.  Please be aware that users must have the proper security rights to Re-Open or Delete Tickets on this tab. Each option is explained below.
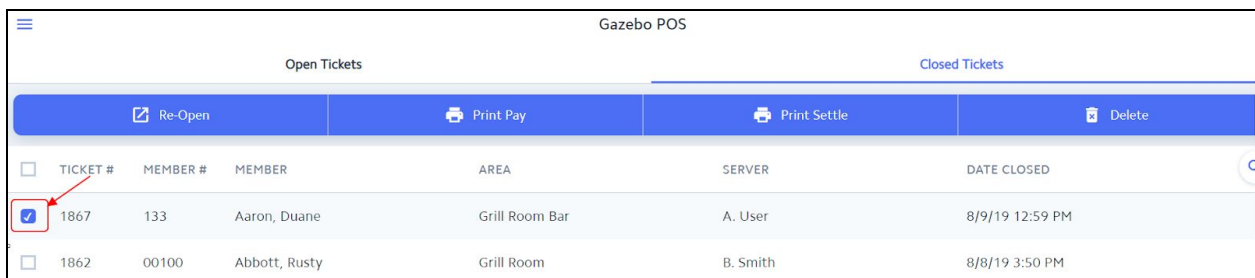
**Important:** Only tickets that have **NOT** been Posted will show in the Closed Tickets Tab.



## Re-Open

Please follow instructions below in the event a Closed Ticket needs to be **Re-Opened**.

1) Select the check box to left of the Ticket that needs Re-Opened.



2) Additional options will populate. Select **Re-Open**.

3) A prompt will then populate telling the user if they were successful or unsuccessful in Re-Opening the Ticket. Select the **X** on the right of the prompt to close it.



4) The Ticket will then show once again on the **Open Tickets Tab**. Touch or click on the Ticket to continue editing.



# Re-Print

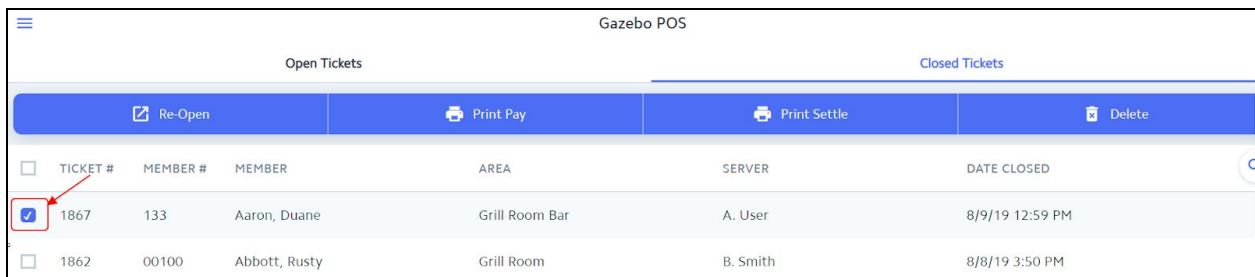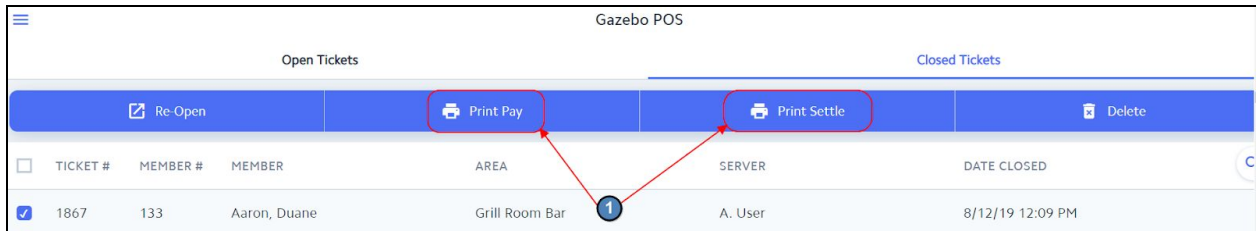Please follow instructions below in the event a Closed Ticket needs to be **Re-Printed**.

1) Select the check box to left of the Ticket that needs Re-Printed.



2) Additional options will populate. To Re-Print the Pay Ticket, select **Print Pay.** To Re-Print the Settle Ticket, select **Print Settle.**
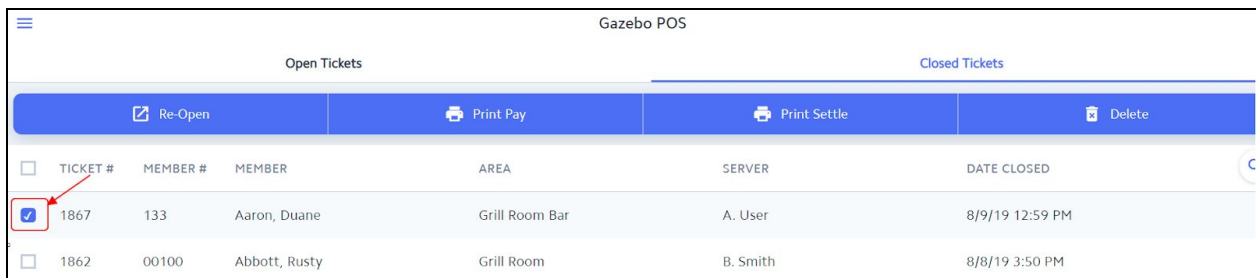
3) A prompt will then populate telling the user if they were successful or unsuccessful in Re-Printing the Ticket. Select the **X** on the right of the prompt to close it.
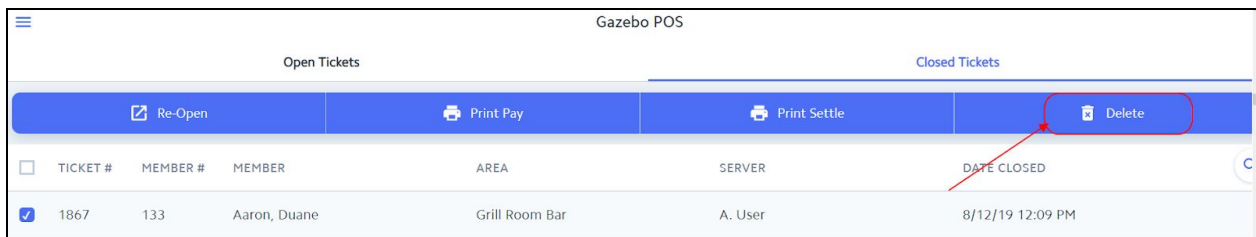


## Delete

Please follow instructions below in the event a Closed Ticket needs to be **Deleted**.

1) Select the check box to left of the Ticket that needs **Deleted**.



2) Additional options will populate. Select **Delete**.



3) A prompt will then populate telling the user if they were successful or unsuccessful in Deleting the Ticket. Select the **X** on the right of the prompt to close it.

# Fly Out Menu

The **Fly Out Menu** provides users the ability to access additional functionality of the Mobile POS. This includes a **Member Lookup** (To Access additional information about the Member), **End Of Shift Report**, **Gift Card Balance**, and an **Item Lookup.** Each option is explained below.
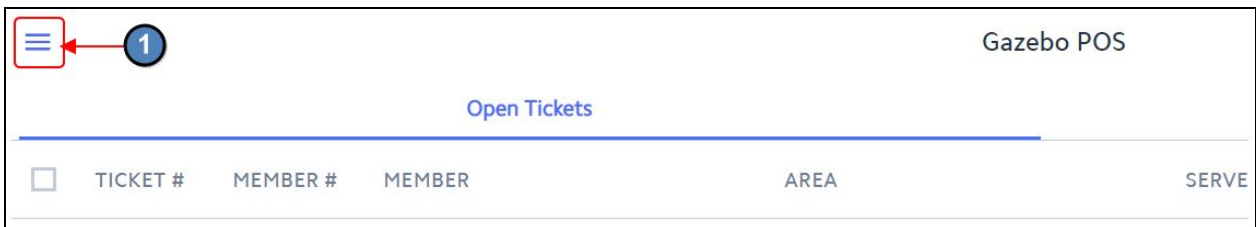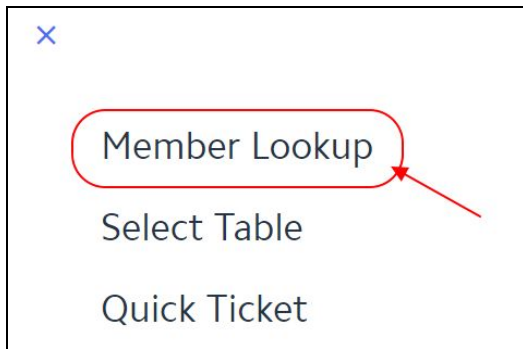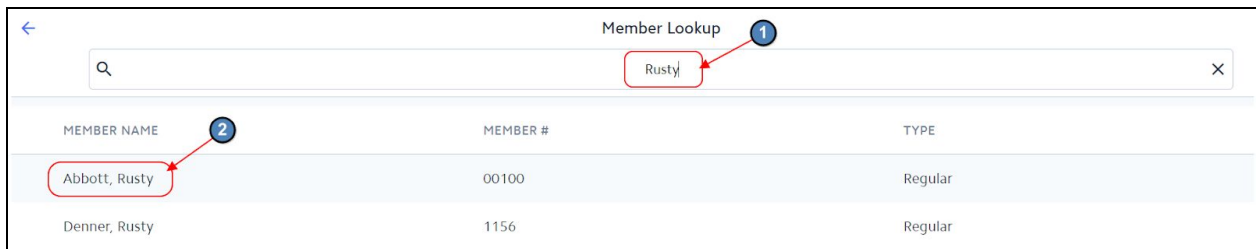




## Member Lookup

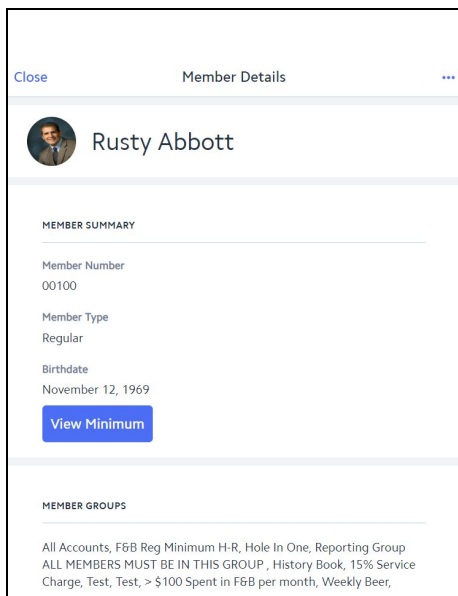Please follow instructions below to access additional information about a Member.

1) Select **Member Lookup** from the Fly Out Menu.

2) The Member Grid will populate. Search for and select the applicable **Member.**



3) Additional information displayed includes **Member Name, Member Number, Member Type, Birthdate, Minimum Activity (View Minimum), and Member Groups.**



4) Select the toggle on the top right to navigate to additional information about any of the Member's Dependents.
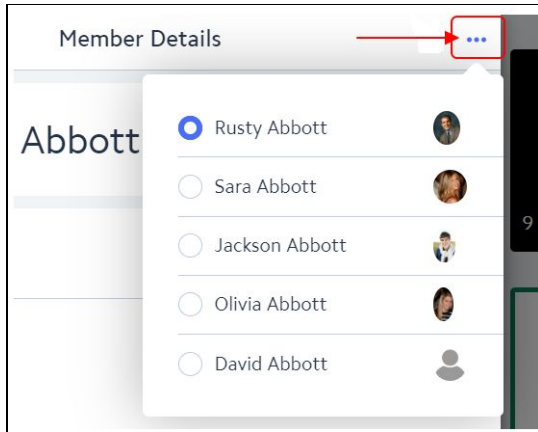
## Select Table

Performs the same functionality as Select Table on the Open Tickets Tab.

## Quick Ticket

Performs the same functionality as Quick Ticket on the Open Tickets Tab.

## End of Shift Report

Prior to running an **End of Shift Report** please verify the Open Tickets Tab is blank reflecting no Open Tickets. This will guarantee all sales for the day are reflected in the report (The system will error if there are any Open Ticket). The End of Shift Report can be printed as many times as the user wants, at any time.  In addition, the system also keeps an archive of past End of Shift reports for the user to access and print at any time. Please follow instructions below to run and print an End of Shift Report.

1)  Select **End of Shift Report** from the Fly Out Menu.

2) The System will default to **Current Day** for both the **Start and End Dates**. This is done because we are assuming the user is running the report for the Current Day, at the End of their Shift. Use the Date Dropdown to run an End of Shift Report from a different day.

> **Note:** Please be sure the Start and End Dates are set to the **Same Day**. This will tell the System to only pull Sales for the Date selected. To run the report over multiple days, select the applicable date range.



3) Select the **Receipt Printer** to where the report should be printed. Then choose **Run Report.**
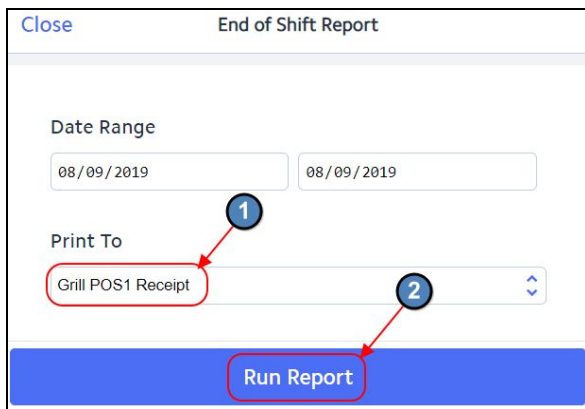


4) A Print Preview will populate. Select **Print Report** to physically print the End of Shift Report; or select **Edit** to navigate to the previous step.
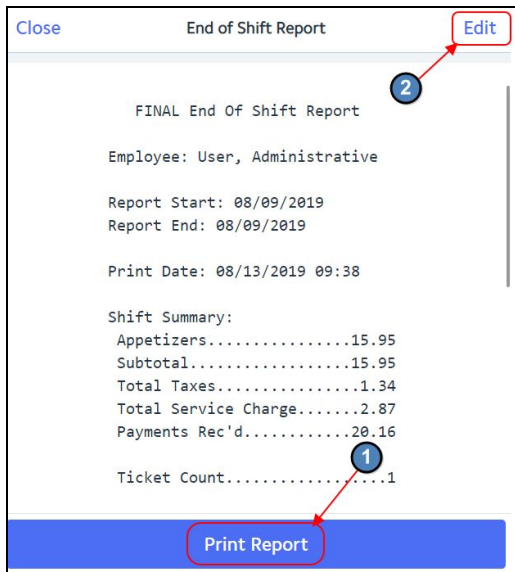
**Note:** If the user has any Tickets when Print Report is selected, they will receive an error message. Please be sure to Close or Transfer any Open Tickets before running the End of Shift Report.
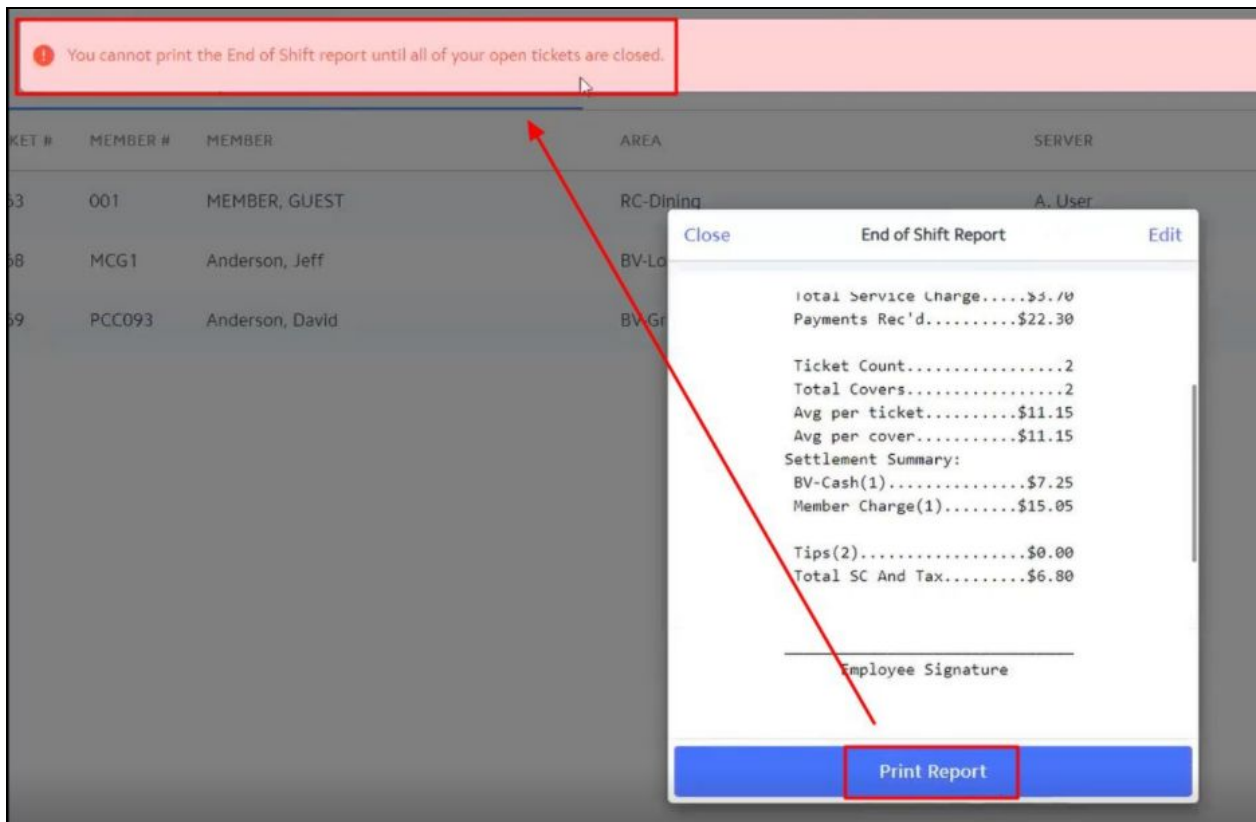
## Gift Card Balance

The **Gift Card Balance** option allows the user to lookup the **Balance** of a Gift Card, as well as **Reassign** a Gift Card. Please follow instructions below for each option.

1) Select **Gift Card Balance** from the Flyout Menu.



2) A grid will populate displaying all Gift Cards in the System. Fields displayed on the grid include **Assigned To, Gift Card Number, Issued Amount, and Remaining Balance.** Use the **Search** option to lookup the applicable Gift Card. Touch or click the applicable Gift Card to view additional Details.



3) Additional Details include **Purchased By, Issued Amount, Balance, Date Issued, Expiration Date, Card Number, Track Number, Assigned to, and Description.**

### Reassign Gift Card

Please follow instructions below to **Reassign** a Gift Card to a Guest or a Member.

### Guest

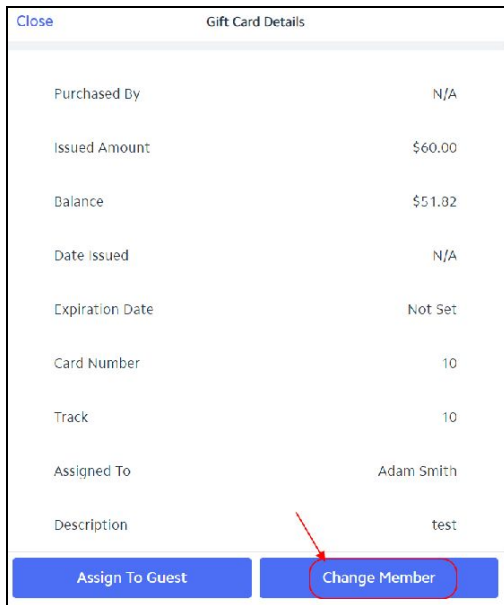1) Select **Assign to Guest**.



2) The System will prompt the user to enter the Guest's Name. Click **Save** when finished.
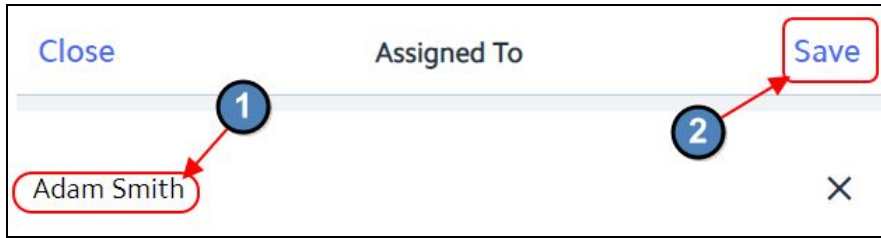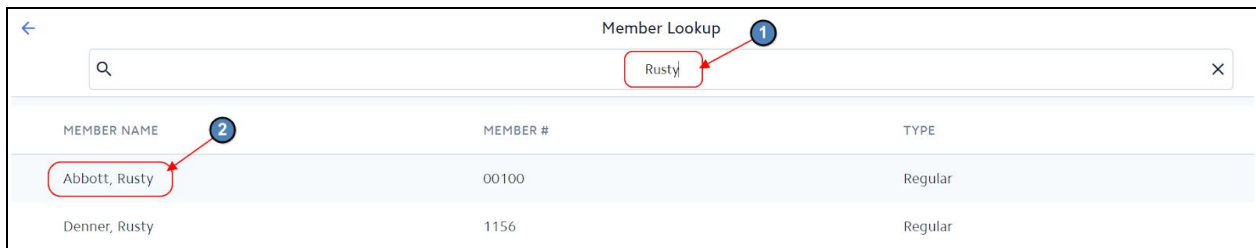
**Member**

1) Select **Change Member**.



2) A Member Grid will populate. Search for and select the applicable Member.



# Item Lookup

In the event an Item has a limited Quantity, users have the ability to turn on, as well as update the Countdown for the Item directly in the Mobile POS. Please follow instructions below.
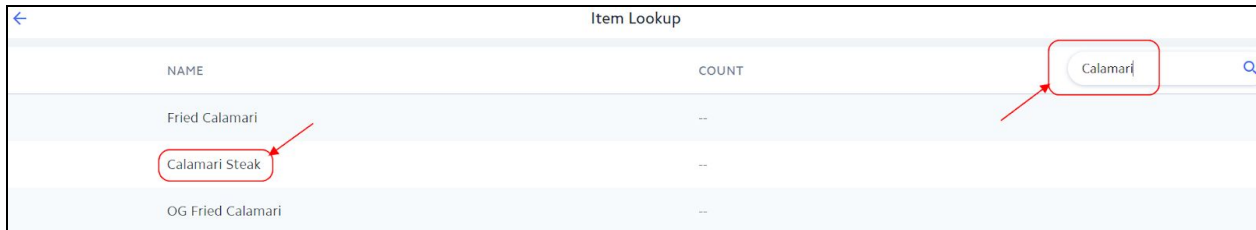
1) Select **Item Lookup** from the Flyout Menu.
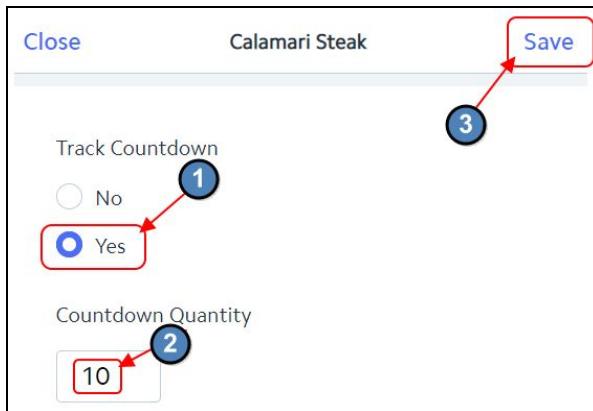
End Of Shift Report

Gift Card Balance

Item Lookup

2) An Item Grid will populate. **Search** for and **Select** the applicable Item.

| NAME | COUNT | Calamari |
|------|-------|----------|
| Fried Calamari | -- | |
| Calamari Steak | -- | |
| OG Fried Calamari | -- | |

Item Lookup

3) Select **Yes** to Turn the Countdown On (Or No to Turn the Countdown Off). Enter the applicable **Quantity**. Select **Save** when finished.

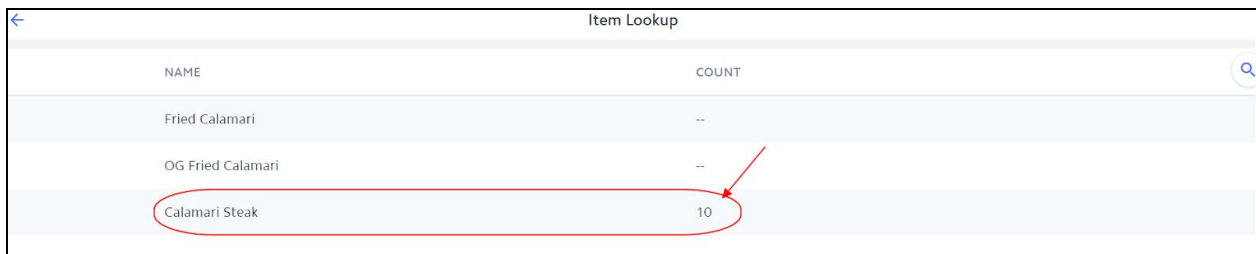Close        Calamari Steak        Save

Track Countdown
○ No
● Yes

Countdown Quantity
10

4) The Countdown will then be added to the Item Lookup Grid, and also be included on the actual POS Button for the Item.

| NAME | COUNT |
|------|-------|
| Fried Calamari | -- |
| OG Fried Calamari | -- |
| Calamari Steak | 10 |

Item Lookup

Calamari Steak
10 remaining

$25.00