



TEC Electronic Cash Register

# FS-3600 Series

## OWNER'S MANUAL

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TOSHIBA TEC AMERICA



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This Class A digital apparatus complies with Canadian ICES-003

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada .

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# ***Chapter***

# ***1***

## ***FS-3600***

## ***Overview***

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## 1.1 Introduction

The FS-3600 is a touch screen POS system for use in the hospitality industry. A companion keyboard entry terminal, the FS-2700, is also available. The FS-3600 and FS-2700 stations can be used interchangeably within the same system, even though not all touch features are available on the FS-2700.

The FS-3600 and FS-2700 workstations can be used in a system of up to twelve workstations operating off a network. A Backoffice PC running the Windows XP Professional operating system can be integrated in a system to run software for additional maintenance and reporting.

This manual describes guest check processing and adjustments. Details of programming and configuring the FS-3600 system are in the FS-3600/FS-2700 Programming Manual.

The FS-3600 system offers a wide array of features that make it easily adaptable to all types of food service applications – including fine dine table service, dual drive-thru quick service, full-service bars, cafeterias, delis and school lunchrooms.

- ❑ The FS-3600/FS-2700 system can be easily tailored for individual restaurant menus, personnel and operating procedures. Menus and prices can be changed to accommodate daily changes in meal period prices.
- ❑ The FS-3600 touch workstation offers custom programming for any application through its unique system of soft-programmed POS touch screens. In addition to the Key Functions of the FS-2700, many touch specific features offer additional ease of operations.
- ❑ A list summarizing POS Key Functions follows in this chapter. Detailed explanations of the more common functions are included in subsequent chapters of this manual.

## 1.2 **Order Entry Screen**

The order entry screen displays when the system is in POS mode. The left side of the screen displays guest check information as transactions are entered, adjusted and tendered. Each item is explained below and a sample screen is shown on the next page.

The right side of each screen is fully programmable for each store, (see the next section of this chapter for examples).

### **Order Entry Screen Items**

- ❑ **Message Window**
  - Used for displaying items as they are entered on to a transaction, including menu items, media and functions.
  - System error messages are also displayed here.
- ❑ **Prompt Line**
  - Used to guide the system operators through transactions.
  - Prompts are programmed in the Category Table.
- ❑ **Check Detail**
  - This area displays the last 28 line items entered on a check.
- ❑ **Check Summary**
  - Check Information - shows the check number, the table or order number if assigned, the guests or meal count and the server who is assigned to the check.
  - Check Totals – shows the taxable and non-taxable menu item totals, sales tax, gratuity and amount tendered.
- ❑ **Status Line**
  - Shows the current system date and time, the current Order Type, the current Meal Period, the current Menu Size Level, the Station Name and the amount of free memory on the station.

### Sample Order Entry Screen

→ Prompt Line  
 → Message Window  
 → Desserts

<b>Desserts</b>									
Press a button									
\$1	1	Shrimp App	4.95	Brownie Dessert	Pecan Pie	Cobbler	Cheese Cake	Ice Cream	
\$1	1	Prime Rib Rare Baked Potato Loaded Blue Cheese	13.95	Sweet Pot Pie	Hot Fudge	Ala Mode	Rasp Topping	Whip Cream	
\$1	1	7oz Filet Medium Rare Sweet Potato Plain Honey Mustard	12.95						
		1 Brownie Dessert	1.00						
\$1	1	<b>Brownie Dessert</b>	3.95						
				Bar Seating			Patio Seating		Dining Room
				<b>Back</b>		<b>Food Prep</b>		<b>Bev</b>	
				<b>Select Seat</b>	7	8	9	Service Total	
				+ Seat	-	-	-		
				4	5	6			
				1	2	3			
				<b>Void</b>		0		.	
Check		11 Taxable	36.80						
Order		6 Non-Tax	0.00						
Guests		2 Tax	2.21						
		Gratuity	0.00						
Mary		Ant Paid	0.00						
<b>Total</b>			<b>39.01</b>						
Mar 20 4:47 pm DINING RM HAPPY HOUR Main								Wait Stn #1 69k	

### 1.3 Sample FS-3600 Screens

When a FS-3600 workstation is powered on, the default screen for that station displays. This is typically a screen for employees to use to log into the station for POS operations. It can also be used for clocking into the optional Timekeeping system.

**Note**

Make sure the initial default screen programmed for a station has **LOGIN/LOGOUT** and/or **CLOCK IN/OUT** keys and a numeric keypad. A **TOTAL** key is required if users are assigned passwords.

#### Sample – Login Screen

## Login / Logout

Enter ID

Check	9 Taxable	0.00
Order	0 Non-Tax	0.00
Guests	0 Tax	0.00
	Gratuity	0.00
	Ant Paid	0.00
<b>Total</b>		<b>0.00</b>

Clock  
In/Out

Login/  
Logout

7	8	9	←
4	5	6	Enter
1	2	3	
0			

Mar 19 12:44 pm DINING RM Dinner
Main
Wait Stn #1 52k
☒

After logging in, the screen set as default for the employee's Job Code will display. Different screens may display for servers, bartenders, cashiers, etc.

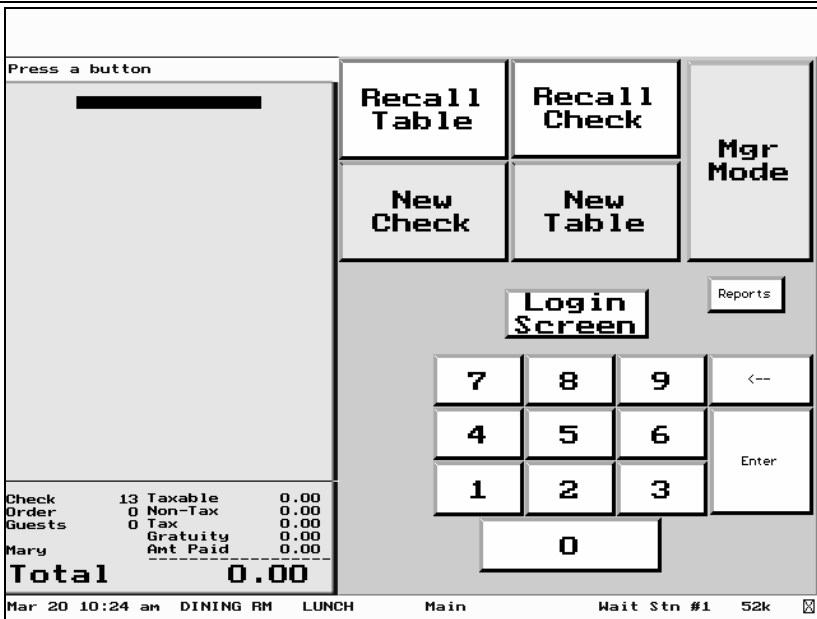
Note

In most operations, after an employee has logged in, the system allocates the next check number. This is *Auto Create* mode. A station may also be set up for *Recall* mode where new checks are not started but only recalled.

The next sample screen could be used for an order-entry server. Since the next check is already allocated, note the following keys:

- ❑ The **NEW CHECK** key in this example is not a function key but is a *screen select*. When pressed, another screen displays from which the server will begin entering menu items on to the check.
- ❑ The **NEW TABLE** key is also a *screen select*. In this case, pressing the key displays a screen from which a table number and number of guest can be entered.
  - Table number, number of guest and order number can be set as optional requirements for a check.

### Sample - Start/Recall Check Screen



Assume from this screen sample that the **NEW TABLE** key is pressed and that the check requires a table number and number of guests.



In this sample **TABLE NUMBER** and **# GUESTS** are function keys which require a numeric entry. They are placed on a screen along with a numeric keypad.

- ❑ In addition to being a function key, in this sample the **# GUEST** key is also a screen link to another screen from which the server will begin entering menu items on to the check.
- ❑ NOTE – the ← key. In this example, the key function is actually the VOID key, which also works as a destructive backspace. It has been labeled in this example to represent its function on the screen.

### Hint

Make sure any keys that require a numeric entry are placed on screens that have a keypad.

### Sample – Table #/Guest Screen

Table#/ # Guest																				
Press a button																				
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <div style="border: 1px solid black; padding: 10px; width: 40%;">Table Number</div> <div style="border: 1px solid black; padding: 10px; width: 40%;"># Guests</div> </div> <div style="border: 1px solid black; padding: 5px; width: 100px; margin: 0 auto; text-align: center;">Prev Screen</div> <table border="1" style="margin: 0 auto; text-align: center;"> <tr> <td style="width: 25px;">7</td><td style="width: 25px;">8</td><td style="width: 25px;">9</td><td style="width: 25px;">←</td></tr> <tr> <td>4</td><td>5</td><td>6</td><td rowspan="2" style="text-align: center; vertical-align: middle;">Enter</td></tr> <tr> <td>1</td><td>2</td><td>3</td></tr> </table> <div style="border: 1px solid black; padding: 5px; width: 100px; margin: 0 auto; text-align: center;">0</div>		7	8	9	←	4	5	6	Enter	1	2	3							
7	8	9	←																	
4	5	6	Enter																	
1	2	3																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Check</td><td style="width: 30%;">1 Taxable</td><td style="width: 40%; text-align: right;">0.00</td></tr> <tr> <td>Order</td><td>0 Non-Tax</td><td style="text-align: right;">0.00</td></tr> <tr> <td>Guests</td><td>0 Tax</td><td style="text-align: right;">0.00</td></tr> <tr> <td></td><td>Gratuity</td><td style="text-align: right;">0.00</td></tr> <tr> <td>Mary</td><td>Ant Paid</td><td style="text-align: right;">0.00</td></tr> <tr> <td colspan="2"><b>Total</b></td><td style="text-align: right;"><b>0.00</b></td></tr> </table>	Check	1 Taxable	0.00	Order	0 Non-Tax	0.00	Guests	0 Tax	0.00		Gratuity	0.00	Mary	Ant Paid	0.00	<b>Total</b>		<b>0.00</b>		
Check	1 Taxable	0.00																		
Order	0 Non-Tax	0.00																		
Guests	0 Tax	0.00																		
	Gratuity	0.00																		
Mary	Ant Paid	0.00																		
<b>Total</b>		<b>0.00</b>																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Mar 20 10:59 am</td> <td style="width: 33%;">DINING RM LUNCH</td> <td style="width: 33%;">Main</td> </tr> <tr> <td style="width: 66%;">Wait Stn #1</td> <td style="width: 33%;">69k</td> <td style="text-align: right;">☒</td> </tr> </table>			Mar 20 10:59 am	DINING RM LUNCH	Main	Wait Stn #1	69k	☒												
Mar 20 10:59 am	DINING RM LUNCH	Main																		
Wait Stn #1	69k	☒																		

After any required prompts are satisfied the server is ready to enter items on the check.

- ❑ In the sample screen below, each menu category key shown is a *screen select* to that category's items.
- ❑ NOTE - the **SERVICE TOTAL** key. It is actually the **TOTAL** key but in this example has been renamed to suggest ending the service round. The **TOTAL** key sends items to the remote printers.

**Sample - Food Menu Screen**

Press a button			<b>Soups &amp; Salads</b>			<b>Apps</b>			<b>Steaks</b>		
████████████████████			<b>Specials</b>			<b>Child's Menu</b>			<b>Sides</b>		
			<b>Dessert</b>			<b>Custom Steaks</b>			<b>Bev</b>		
			Open Food		Price Look Up		<b>Order Screen</b>				
			Cancel		Void		<b>Cash</b>		<b>Print Check</b>		
Check 5 Taxable 0.00			Split by Seat		Xfer Chk From Svr		<b>Pay Menu</b>		<b>Service Total</b>		
Order 0 Non-Tax 0.00			Split by Item		Xfer Chk To Svr						
Guests 0 Tax 0.00											
Manager Gratuity 0.00											
Ant Paid 0.00											
<b>Total 0.00</b>											
Mar 20 3:10 pm DINING RM LUNCH			Main			Wait Stn #1			69k ☒		

Assume the screen link key for STEAKS was pressed from the previous screen (FOOD MENU sample).

- ❑ As Menu Items keys are pressed, any programmed Forced Displays for that item will appear.
- ❑ NOTE - the **BACK** key in this example is a *screen select* to go back to the FOOD MENU screen from which another Menu Category can be chosen. There is no actual function key for BACK.

### Sample – Menu Item Entry Screen

<b>Steaks</b>							
Press a button							
<div style="border: 1px solid black; width: 100%; height: 100%; background-color: #cccccc;"></div>		10oz SirLion	11oz Ribeye	16oz Ribeye	7oz Filet	11oz NY Strip	
		Porter House	Chopped Steak	NY Strip	Prime Rib	T-Bone	
		Blacken	Add on Shrimp	Add 1/2 Ribs	Add Chicken		
		Bar Seating		Patio Seating		Dining Room	
		<b>Back</b>		<b>Food Prep</b>		<b>Bev</b>	
		<b>Select Seat</b>		7	8	9	
Check      15 Taxable      0.00 Order      0 Non-Tax      0.00 Guests      0 Tax      0.00 Manager      Gratuity      0.00 Ant Paid      0.00		+ Seat	- Seat	4	5	6	Service Total
<b>Total      0.00</b>		<b>Void</b>		1	2	3	
Mar 21   3:10 pm   DINING RM   LUNCH   Main   Wait Stn #1   69k   ☒				0		.	

When a check is ready to be tendered, a screen with cashier functions can be used.

- NOTE the **ENTER** key – this is actually the TOTAL key which is also used to finalize a numeric entry. In this example, it has been renamed to represent its function on the screen.

**Sample - Cashier/Pay Screen**

<b>Tender Menu</b>			
Press a button			
\$1	1 Pecan Pie	2.95	
			% Ticket Disc
			\$ Ticket Disc
			Service Chg
			% Item Disc
			\$ Item Disc
		VISA	AMEX
		MC	Check
		Add Check	Cash
		Tip	7 8 9 <--
			4 5 6
		Food Menu	1 2 3
		Bev	0 .
Check	10 Taxable	2.95	
Order	0 Non-Tax	0.00	
Guests	2 Tax	0.18	
Manager	Gratuity	0.00	
	Ant Paid	0.00	
<b>Total</b>		<b>3.13</b>	Enter
Mar 20 4:40 pm DINING RM HAPPY HOUR Main Wait Stn #1 69k ☒			

## 1.4 POS Key Functions - Summary

Key Function	POS Function Description
<b>Add Check</b>	<ul style="list-style-type: none"> <li>▪ Used to combine two or more stored checks to the <i>current</i> check.</li> <li>▪ Both the current check and the added check must have already been stored (from a previous service round).</li> </ul>
<b>Add to Check</b>	<ul style="list-style-type: none"> <li>▪ This function is used to add the current check to a <i>stored</i> check.</li> <li>▪ This key function allows the current check to be new (in the first service round).</li> </ul>
<b>Add to Check – Order Type #1 - #4</b>	<ul style="list-style-type: none"> <li>▪ These four function keys are used to add the current check to a <i>stored</i> check of a specified Order Type.</li> <li>▪ These key functions allow the current check to be new (in the first service round).</li> </ul>
<b>Add to Table</b>	<ul style="list-style-type: none"> <li>▪ Used to add the current check to a <i>stored</i> check that has a table number assignment.</li> <li>▪ This function allows the current check to be new (in the first service round).</li> </ul>
<b>Assign Op Login</b>	<ul style="list-style-type: none"> <li>▪ Used to assign specific users to a <span style="border: 1px solid black; padding: 2px;">USER LOGIN</span> key on the FS-2700 to accomplish a One Touch Login feature.</li> <li>▪ Can be used on the FS-3600 but the One Touch Login feature is preferred.</li> </ul>
<b>Banner</b>	<ul style="list-style-type: none"> <li>▪ This key type has no function when placed on a screen but is used as a title to describe a group of other keys.</li> </ul>
<b>Cancel</b>	<ul style="list-style-type: none"> <li>▪ Cancels the current transaction.</li> <li>▪ When a transaction is cancelled, any changes done during the round will be reversed.</li> <li>▪ Any new Menu Items that have been added to the check in this service round will be removed and any items that have been voided from the check in this round will be added back.</li> </ul>
<b>Cash Advance</b>	<ul style="list-style-type: none"> <li>▪ Used to process a cash advance from a credit card.</li> </ul>

Key Function	POS Function Description
<b>Category</b>	<ul style="list-style-type: none"> <li>▪ Applies to the FS-2700.</li> </ul>
<b>Change Modifier</b>	<ul style="list-style-type: none"> <li>▪ This function is used to change modifiers of a Menu Item without having to void and reenter the Item.</li> <li>▪ When the item is selected on the check, the forced display screen from which it was ordered displays so a different choice can be made.</li> </ul>
<b>Change Seat</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to move an item or items on a check to a different seat.</li> </ul>
<b>Clear Input</b>	<ul style="list-style-type: none"> <li>▪ This key type functions as a backspace key – it is used to clear input of a numeric entry. Example: clear an incorrect menu item quantity before pressing the menu item key.</li> </ul>
<b>Clock In/Out</b>	<ul style="list-style-type: none"> <li>▪ Clocks employees in and out of the system for time and attendance recording.</li> </ul>
<b>Cursor Keys</b>	<ul style="list-style-type: none"> <li>▪ Applies to the FS-2700.</li> </ul>
<b>Discounts</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to add a discount or surcharge to the check.</li> </ul>
<b>Discount NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Used to enter a discount on a check when the specific discount is not preset on the keyboard. Index the record number of the discount (from the Discount Setup table), and press <span style="border: 1px solid black; padding: 2px;">DISCOUNT NLU</span>.</li> </ul>
<b>Downline to OCB</b>	<ul style="list-style-type: none"> <li>▪ This key is used to send the Menu Item table to an order confirmation board.</li> </ul>
<b>Enter Bar Code</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to enter a numeric bar code for a product.</li> <li>▪ It is used when a product fails to scan properly.</li> </ul>
<b>Enter PLU</b>	<ul style="list-style-type: none"> <li>▪ Used to add a Menu Item to a check by entering the PLU # rather than pressing a preset key.</li> </ul>

Key Function	POS Function Description
<b>Exec Batch 1 - 4</b>	<ul style="list-style-type: none"> <li>▪ This function enables calling a DOS batch file outside of the POS application then restoring the POS application.</li> <li>▪ Each key assigned 1 thru 4 corresponds with a file c:\NCCPOS\Proc1.bat. thru Proc4.bat</li> <li>▪ More details of setting up this function are available by request.</li> <li>▪ DOS batch file programming knowledge is required and is not supported as part of the FS-3600/2700 programming.</li> </ul>
<b>Exit</b>	<ul style="list-style-type: none"> <li>▪ Applies to the FS-2700.</li> </ul>
<b>Finished Prod Waste #1 - #5</b>	<ul style="list-style-type: none"> <li>▪ This key type is used at the beginning of a transaction to identify it as a waste ticket.</li> <li>▪ All items entered in the transaction will update the waste totals.</li> </ul>
<b>Foreign Currency</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to calculate the amount due on the check in a foreign currency.</li> </ul>
<b>Function NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Can be used for functions that are not preset on the keyboards. Index the code for the function then press <span style="border: 1px solid black; padding: 2px;">FUNCTION NLU</span>.</li> <li>▪ See FS-3600/2700 Programming Manual for a list of operations that can be done with this key and codes used with each one.</li> </ul>
<b>Guests</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to enter or change the number of guests on a check.</li> </ul>
<b>Inventory Report</b>	<ul style="list-style-type: none"> <li>▪ Assign one of the Inventory Reports to a key.</li> </ul>
<b>Inventory Rpt NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Used to print Inventory Reports from the keyboard.</li> <li>▪ Index the function number of the report then press <span style="border: 1px solid black; padding: 2px;">INV. REPORT NLU</span>.</li> </ul>
<b>Labor Report</b>	<ul style="list-style-type: none"> <li>▪ Used to assign one of the Labor Reports to a key.</li> </ul>

Key Function	POS Function Description
<b>Labor Report NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Used to print Labor Reports from the keyboard.</li> <li>▪ Index the function number of the report then press <span style="border: 1px solid black; padding: 2px;">LABOR REPORT NLU</span>.</li> </ul>
<b>Hold Order</b>	<ul style="list-style-type: none"> <li>▪ Used to indicate that the current order should be held from printing to the remote printers until the next order is entered.</li> </ul>
<b>Last Item Void</b>	<ul style="list-style-type: none"> <li>▪ Voids the last item entered on a check. The item being voided must be a new item in the service round.</li> </ul>
<b>Loan/Pickup</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to track when funds are added to a drawer or when excess funds are removed from a drawer.</li> </ul>
<b>Login/Logout</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to sign a user into the system for POS operations. It can also be used to log the current user out of a station.</li> </ul>
<b>Macro</b>	<ul style="list-style-type: none"> <li>▪ Used to run a macro which was previously recorded using a <span style="border: 1px solid black; padding: 2px;">RECORD MACRO</span> key.</li> </ul>
<b>Meal Period</b>	<ul style="list-style-type: none"> <li>▪ This key is used to override the current Meal Period assigned to a station for one order only.</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>▪ Used to tender guest checks.</li> </ul>
<b>Media NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Used to tender a check with a media when the specific media is not preset on the keyboard. Index the record number of the media (from the Media Setup table), and press <span style="border: 1px solid black; padding: 2px;">MEDIA NLU</span>.</li> </ul>
<b>Menu Item</b>	<ul style="list-style-type: none"> <li>▪ This key is used to preset menu items on the keyboard. Press the key to enter the item to a check.</li> </ul>
<b>Menu Item Size</b>	<ul style="list-style-type: none"> <li>▪ Entered before a menu item on a guest check to set the item's size level.</li> </ul>



<b>Key Function</b>	<b>POS Function Description</b>
<b>Mgr Mode</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to access the Manager Mode area of the system. Manager Mode contains the Database Setup, Reports, Utilities, Inventory and Timeclock Menus.</li> </ul>
<b>No Sale</b>	<ul style="list-style-type: none"> <li>▪ Used to open the cash drawer outside of a sale transaction.</li> </ul>
<b>Numeric</b>	<ul style="list-style-type: none"> <li>▪ Used to enter a numeric value from 0 to 9.</li> </ul>
<b>Open Refund</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to create a refund check. All items entered on the check will be part of the refund.</li> </ul>
<b>Order Complete</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to fire orders to the remote printers when the ORDER CHECK ON DEMAND option in the Order Type Setup table is used. Any new items that have not yet been sent to the order printers will be printed when this key is pressed.</li> </ul>
<b>Order Type</b>	<ul style="list-style-type: none"> <li>▪ Used to override the Order Type setting of the user's Job Code for one order only.</li> </ul>
<b>Paid In</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to add cash to the drawer from sources of income other than a sale.</li> </ul>
<b>Paid Outs #1 - #5</b>	<ul style="list-style-type: none"> <li>▪ These five function keys are used to remove cash from the drawer for purposes other than to give change for a sale.</li> </ul>
<b>Previous Screen</b>	<ul style="list-style-type: none"> <li>▪ Returns the display to the previous screen.</li> </ul>
<b>Price Change</b>	<ul style="list-style-type: none"> <li>▪ This key is used to change a Menu Item's price.</li> </ul>
<b>Print Check</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to print a copy of the guest check to any On Demand printers, and ends the current service round.</li> </ul>
<b>Print Journal</b>	<ul style="list-style-type: none"> <li>▪ Prints the station's electronic journal.</li> </ul>
<b>Print/Reset Journal</b>	<ul style="list-style-type: none"> <li>▪ This function is used to print and reset (clear) the station's electronic journal.</li> </ul>
<b>Recall Check</b>	<ul style="list-style-type: none"> <li>▪ This key is used to recall checks being tracked by the check number.</li> </ul>

Key Function	POS Function Description
<b>Recall Check Order Type #1- #4</b>	<ul style="list-style-type: none"> <li>▪ These four function keys are used to recall checks of only the specified Order Type.</li> </ul>
<b>Recall Table</b>	<ul style="list-style-type: none"> <li>▪ This key is used to recall checks being tracked by the table number.</li> </ul>
<b>Record Macro</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to record a sequence of keys that can be played back by pressing a single button.</li> <li>▪ Macros recorded using this key are played back by pressing the <span style="border: 1px solid black; padding: 2px;">MACRO</span> key.</li> </ul>
<b>Re-Order Item</b>	<ul style="list-style-type: none"> <li>▪ This key type is used for all-you-can-eat items.</li> </ul>
<b>Report</b>	<ul style="list-style-type: none"> <li>▪ This key type is used as a banner key for one of the Report groups.</li> </ul>
<b>Reprint Voucher</b>	<ul style="list-style-type: none"> <li>▪ Used to print another copy of a credit card voucher.</li> </ul>
<b>Reset Journal</b>	<ul style="list-style-type: none"> <li>▪ Used to reset (clear) the station's electronic journal, deleting all of the current data.</li> </ul>
<b>Revenue Center Report</b>	<ul style="list-style-type: none"> <li>▪ Used to assign one of the Revenue Center Reports to the keyboard.</li> </ul>
<b>Revenue Center Report NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Used to print Revenue Center Reports from the keyboard.</li> <li>▪ Index the function number of the report then press <span style="border: 1px solid black; padding: 2px;">REV. CENTER REPORT NLU</span>.</li> </ul>
<b>Review Check</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to display checks that have been closed out.</li> </ul>
<b>Screen Select</b>	<ul style="list-style-type: none"> <li>▪ This key is used to move the display to another screen.</li> </ul>
<b>Seat Select</b>	<ul style="list-style-type: none"> <li>▪ This key is used to preset seat numbers for use when entering items on checks by seat numbers.</li> </ul>

<b>Key Function</b>	<b>POS Function Description</b>
<b>+Seat</b>	<ul style="list-style-type: none"> <li>▪ Used to increment the current seat number. When a new transaction is started, or a check is recalled, the current seat number is 1.</li> <li>▪ Any Menu Items entered will be linked to the current seat number selected.</li> <li>▪ This key type is only used if the Use Seat #'s flag is set in the System Configuration table.</li> </ul>
<b>-Seat</b>	<ul style="list-style-type: none"> <li>▪ Used to decrement the current seat number. When a new transaction is started, or a check is recalled, the current seat number is 1.</li> <li>▪ Any Menu Items entered will be linked to the current seat number selected.</li> <li>▪ This key type is only used if the Use Seat #'s flag is set in the System Configuration table.</li> </ul>
<b>Select Keyboard</b>	<ul style="list-style-type: none"> <li>▪ Applies only to the FS-2700, to change the current keyboard level.</li> </ul>
<b>Sell Media</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to sell a form of media, usually gift certificates, at the point of sale.</li> </ul>
<b>Spell-It Instr</b>	<ul style="list-style-type: none"> <li>▪ This key type is used when an instruction needs to be printed with a check on the remote slip, and a pre-programmed instruction is not available.</li> </ul>
<b>Split by Amount</b>	<ul style="list-style-type: none"> <li>▪ Used to split a single check into multiple checks by entering dollar amounts for each check.</li> </ul>
<b>Split by Item</b>	<ul style="list-style-type: none"> <li>▪ Used to split a single check into multiple checks by tagging items to be split.</li> </ul>
<b>Split by Seat</b>	<ul style="list-style-type: none"> <li>▪ Used to split a single check into multiple checks by choosing a seat number.</li> </ul>
<b>Station Report</b>	<ul style="list-style-type: none"> <li>▪ Assigns one of the Station Reports to a key. The report will apply to the station on which the key is pressed.</li> </ul>

Key Function	POS Function Description
<b>Station Report NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700 to print a Station Report from the keyboard.</li> <li>▪ Index the function number of the report then press <code>STATION REPORT NLU</code>.</li> <li>▪ The report will apply to the station on which the key is pressed.</li> </ul>
<b>Stay Down</b>	<ul style="list-style-type: none"> <li>▪ Used to set or change the default Menu Item size level and/or Meal Period.</li> <li>▪ Press <code>STAY DOWN</code> then the <code>MEAL PERIOD #</code> or <code>MENU ITEM SIZE #</code> key wanted. Screen prompts to broadcast the selection to other stations.</li> <li>▪ The selection becomes the default Menu Size or Meal Period for new checks until a System Z report is taken or another selection is made.</li> </ul>
<b>Subtotal</b>	<ul style="list-style-type: none"> <li>▪ Used prior to paying out a check to consolidate like items on the screen.                             <ul style="list-style-type: none"> <li>* Items will consolidate on kitchen printers if System Config option Consol Ticket (page 4 #8) is set.</li> </ul> </li> <li>▪ Can be set as a requirement prior to paying out a check with Order Type option Req Subtotal (page 3 #2).</li> <li>▪ If using Promos, when the Order Type option Check Promos (page 3 #3) is set, the Subtotal key will scan the check for promo menu items.</li> </ul>
<b>System Report</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to assign one of the System Reports to a key.</li> </ul>
<b>System Report NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Used to print a System Report from the keyboard.</li> <li>▪ Select a report from a list that displays when the key is pressed, or index the function number of the report then press <code>SYSTEM REPORT NLU</code>.</li> </ul>

Key Function	POS Function Description
<b>Table Number</b>	<ul style="list-style-type: none"> <li>▪ This key is used to assign a table number to a check, or change a table number of a check.</li> <li>* In order to use this key type, the Require Table # flag in the Order Type table must be set for the current Order Type.</li> </ul>
<b>Table Select</b>	<ul style="list-style-type: none"> <li>▪ This key is used to preset table numbers for use when tracking checks by tables.</li> <li>▪ A numeric table number is assigned to each key. Pressing the key assigns that table number to the check.</li> </ul>
<b>Tare</b>	<ul style="list-style-type: none"> <li>▪ This key is used to enter a tare table for a menu item.</li> </ul>
<b>Tax Exempt</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to remove all sales tax from the check. All taxable totals are moved to non-taxable totals.</li> </ul>
<b>Tax Exempt #1 - #8</b>	<ul style="list-style-type: none"> <li>▪ These eight function keys are used to remove sales tax applied to the specified Tax Table.</li> <li>▪ Each Menu Item Category is linked to one of the eight Tax Tables. When a specific Tax Table is exempt, only the sales tax for items in that Tax Table are removed.</li> <li>▪ The taxable totals for the Tax Table are moved to non-taxable totals.</li> </ul>
<b>Tip</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to add a tip or gratuity to a check.</li> <li>▪ To accept the default percentage programmed in the System Config Table, press <b>TIP</b> then <b>TOTAL</b>.</li> <li>▪ To override the default, press <b>TIP</b>, enter the new \$ amount, then press <b>TOTAL</b>.</li> </ul>
<b>Tip Payout</b>	<ul style="list-style-type: none"> <li>▪ This key is used to transfer tips from one User report as a TIPS PAID OUT to another User report as a TIPS PAID IN.</li> <li>▪ Index the amount of the Tips being paid out and press <b>TIP PAYOUT</b>. At the prompt, index the User ID of the employee receiving the payout.</li> </ul>

Key Function	POS Function Description
<b>Total</b>	<p>This key is used for several purposes:</p> <ul style="list-style-type: none"> <li>▪ <b>End a service round</b>, storing the check and leaving it unpaid.                             <ul style="list-style-type: none"> <li>* This is called "Service Totaling" the check.</li> <li>* The Order Type must be configured to allow unpaid checks to be stored in the system in order for this use to be applicable.</li> </ul> </li> <li>▪ <b>Finalize an input field</b>, like an Enter key on a keyboard.                             <ul style="list-style-type: none"> <li>* For example, enter a number for an amount, and then press the <b>TOTAL</b> key to indicate completion of the entry.</li> </ul> </li> <li>▪ <b>Accept allowable modifiers</b> for a Menu Item.                             <ul style="list-style-type: none"> <li>* An allowable modifier is one that has the required quantity set to zero.</li> <li>* When all modifiers from the Category screen are entered, press <b>TOTAL</b> to indicate the entry is complete.</li> </ul> </li> </ul>
<b>Transfer Media</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to transfer media totals from one Media Type to another.</li> <li>▪ This procedure is normally used when a user tenders a transaction or transactions using the wrong payment type.</li> </ul>
<b>User Login</b>	<ul style="list-style-type: none"> <li>▪ This is primarily a FS-2700 feature. It is used to accomplish a one touch login feature.</li> <li>▪ NOTE: A User Login key can be used on the FS-3600. However, the One Touch Login is better suited to the FS-3600 touch screen.</li> </ul>
<b>User Report</b>	<ul style="list-style-type: none"> <li>▪ Assigns one of the User Reports to a key.</li> <li>▪ The report will apply to the User logged into the station on which the key is pressed.</li> </ul>
<b>User Report NLU (Number Look Up)</b>	<ul style="list-style-type: none"> <li>▪ Designed primarily for the FS-2700.</li> <li>▪ Used to print a User Report from the keyboard.</li> <li>▪ Index the function number of the report then press <b>USER REPORT NLU</b>.</li> <li>▪ The report will apply to the User logged into the station on which the key is pressed.</li> </ul>

Key Function	POS Function Description
<b>Video Mode # 1 - # 8</b>	<ul style="list-style-type: none"> <li>▪ These eight function keys are used to set the current Kitchen Video System into the specified mode.</li> <li>▪ The KVS receives notification that the video mode has been changed and must be capable of switching to a new routing system.</li> </ul>
<b>Void</b>	<p>This key type has several purposes.</p> <ul style="list-style-type: none"> <li>▪ <b>Void items from a check.</b> <ul style="list-style-type: none"> <li>* Any items that were added in the current service round may be removed using this key type without any reporting.</li> <li>* Items from a prior service round that are voided will be recorded in the Void file.</li> <li>* Items voided from a check that has already been paid are recorded in the Refund file.</li> </ul> </li> <li>▪ <b>Backspace key</b> to erase numeric entries. <ul style="list-style-type: none"> <li>* For example, when signing into the system, if an incorrect ID number is entered, press the VOID key one time for each incorrect digit entered.</li> </ul> </li> <li>▪ <b>Backup key</b> when required modifiers are being entered for a Menu Item. <ul style="list-style-type: none"> <li>* Pressing the VOID key after a modifier entry will remove the modifiers and the primary Menu Item and allow the user to start over.</li> </ul> </li> </ul>
<b>Void All Items</b>	<ul style="list-style-type: none"> <li>▪ Using this key removes all items from a check.</li> </ul>
<b>Xfer All Checks</b>	<ul style="list-style-type: none"> <li>▪ Used to transfer ALL checks from one user to another.</li> <li>▪ This key is used by the server who is taking over the checks.</li> </ul>
<b>Xfer Chk From Svr</b>	<ul style="list-style-type: none"> <li>▪ This key type is used to transfer a check <i>from</i> one user <i>to</i> another.</li> <li>▪ This key type is used by the server who is taking over the check.</li> <li>▪ When a user is giving a check to another server, use the <span style="border: 1px solid black; padding: 2px;">XFER CHK TO SVR</span> key type.</li> </ul>

<b>Key Function</b>	<b>POS Function Description</b>
<b>Xfer Chk To Svr</b>	<ul style="list-style-type: none"><li>▪ This key type is used to transfer a check <i>to</i> one user <i>from</i> another.</li><li>▪ This key type is used when the server who created the check is giving the check to another server.</li><li>▪ When a user is taking the check from another server, use the <code>XFER CHK FROM SVR</code> key type.</li></ul>



# ***Chapter***

# **2**

# ***Access the***

# ***System***

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## 2.1 *Manager Overrides*

The TEC FS-3600 system has an extensive security system.

- ❑ Security levels can be assigned to almost every key type and menu choice in the system.
- ❑ Access to different function levels are determined by the Security levels assigned to each Job Code.
- ❑ If an employee attempts using a function for which he has an insufficient security setting, a prompt displays:  
Enter approval ID
  - A keypad will also display for entering the employee ID of a user who is allowed to access the function.
- ❑ To proceed, index a Manager's user I.D. and press .

## 2.2 Clocking In/Out

The FS-3600 has an optional timekeeping function that tracks attendance records. The Timekeeping system is used only for the purpose of tracking attendance, it does not provide access to POS operations.

### 2.2.1 Clock In

#### Notes

- The options for using the Timekeeping system are determined by employee in the User Setup Table.
  - Required Clock-In – If YES, this user cannot log in to the system without first clocking in.
  - Clock-In Only – If YES, this user cannot log in to the system at all. This option is commonly used for kitchen employees who do not enter guest checks.

#### Procedure

1. Index employee I.D.#.
2. Press CLOCK IN/OUT.
  - If more than one Job Code is assigned to the employee, options will display for choice.
  - Touch the button of the Job Code wanted.
3. Receipt printer prints the employee's name, Job Code clocked in, the time and date.

## 2.2.2 Clock Out

### Notes:

- ❑ Employees will be required to Declare Tips when clocking out if their Job Code has TIPPED set to YES.
- ❑ A minimum declared tip entry can be required by setting option MIN TIP in the System Config. Table to the minimum wanted.

### Procedure

1. Index employee I.D.#.
2. Press  .
  - If prompted, index amount of cash tips, press  .
  - If prompted NOT ENOUGH TIPS, index manager I.D. # and press  .
3. Receipt printer prints a clock out report with the employee's name, Job Code, time/date and the total hours worked both for this shift and this week.

## 2.3 Login/Logout

Logging into the system allows access, as the user's security level permits, to guest check handling and Manager Mode.

### NOTES

- ❑ An employee can be logged into one station at a time.
- ❑ Only one employee can be logged into a station at one time, and that user's security level determines what functions are accessible.
  - An AUTO LOGOUT function can be set for a Job Code which will automatically log the user out and return to the Job Code's default screen after a check service round is completed.
  - An option in System Config, POS AUTOLOGOUT will automatically log the user out if a station is not active after a set amount of minutes.
- ❑ If the employee is required to Clock In (for time and attendance tracking), the Job Code entered during the clock in will also be used for the Log In.
- ❑ An employee's shift begins when a login is done, and continues until that employee's User Report is cleared.
- ❑ A Job Code can be set up to require a bank loan function when an employee logs in with the REQUIRE LOAN flag.
- ❑ A password can be assigned to an employee in the User Setup Table that must be used each time the employee logs in.
- ❑ The One-Touch feature displays a User's name on a screen button which is pressed to login the user.

### 2.3.1 Login

#### Procedure

1. Index employee I.D. #.
2. Press .
3. If prompted, index the user's password and press .
4. If prompted, select the Job Code for this shift.
5. If the Job Code requires a Bank Loan, select .

  - Index the amount of the loan and press .
  - Press  to confirm the amount.

### 2.3.2 Logout

NOTE: This procedure is not necessary if the Job Code is set for Auto Logout, or if another user logs into the workstation.

#### Procedure

1. Index  and press .

### **2.3.3 One-Touch Login**

#### **NOTES**

- ❑ This feature is used to create keys on the screen which employees press to login.
- ❑ To set up this feature:
  - Set the ONE TCH LOGIN option in the User Setup Table to YES for the employee(s).
  - Set the ONE TCH LOGIN option in the Station Setup Table for each workstation to have this feature.
  - The default screen for the station will display buttons for each employee who has a current open shift.

#### **Procedure**

1. Press the key with the employee's name.
  - The employee is logged in.



# ***Chapter***

# **3**

# ***Guest Check Functions***

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## 3.1 New Guest Checks

### ❑ Guest Check Numbers

- Guest checks are assigned a check number by the system.
- Blocks of check numbers are allocated to each workstation, so the range of check numbers will always be the same for each workstation.

### ❑ Auto Create / Auto Recall Modes

After an employee has logged into the system, the workstation is in one of two check modes. The AUTO CREATE setting in the Job Code Setup table for the employee determines the mode.

- AUTO CREATE set to YES
  - \* The workstation automatically allocates the next check.
- AUTO CREATE set to NO
  - \* Sets the workstation for this employee to RECALL MODE.
  - \* This should be used only when the server is responsible for recalling and tendering checks started by other servers.
  - \* Example: The server is the cashier for a dual drive-thru.

### ❑ Guest Check Prompts

- Required prompts can be for a table number, the number of guests in the party, and an order/tent number.

### ❑ Ending a Service Round

- A service round begins when a check is created or recalled.
- The service round is completed when the check clears the screen by the server pressing **TOTAL** or **PRINT CHECK**, or when the check is tendered with a **MEDIA** key.
  - \* If a media is used to partially tender a check, the service round will end using **TOTAL**.

## 3.2 New Check Prompts

All checks are tracked by a system-assigned check number. In addition, other check information can be required and attached to the check. These options are Table Number, number of guests, and an order/tent number.

### 3.2.1 Table Number

- A table number can be required for the Order Type by the REQ TABLE flag in the Order Type Table. The Order Type of the check is determined by the Job Code of the User logged in.
  - This setting requires a Table number entry before the check is sent.
    - \* Table number entry is not required if immediately paying out the check.
  - An additional setting, PROMPT TABLE in the Station Setup Table, can require a Table number entry before a menu item is entered.
    - \* With this option set, the table number entry *is* required if immediately paying out the check.
- When a table number is assigned to a check, it can be recalled by table number as well as the check number.

#### Hint

Make sure the **TABLE #** key is placed on a screen with a keypad. And, a screen select key can be used to display it before a menu item screen so the entry can be made before ending the service round.

### Procedure

1. Index the table number for this order.
  - Press **TABLE #** .

### Table Select Preset Key

Table numbers can be assigned to checks with a **TABLE SELECT** key. Table numbers are pre-assigned to the key and are usually arranged on a screen to represent the layout of the restaurant.

### 3.2.2 Guest Count

- ❑ A guest count can be required for the Order Type by the REQ GUEST CNT flag in the Order Type Table. The Order Type is determined by the Job Code of the User logged in.
  - This setting requires a guest count entry before the check is sent.
  - An additional setting, PROMPT # GUEST in the Station Setup Table, can require a guest count entry before a menu item is entered.
- ❑ A default entry can be assigned to an Order Type using the DEFAULT GUEST COUNT flag in the Order Type Table, so the server does not have to make an entry.
- ❑ This key type does not apply if the workstation is set up to track check cover by Meal Count rather than Guest Count. That option is GUEST CNT in the Station Setup Table.

#### Hint

Make sure the **GUEST** key is placed on a screen with a keypad. A screen select key can be used to display this key before menu items can be entered.

#### Procedure

1. Index the number in the party for this guest check.
  - Press **GUESTS** .

#### OR

1. Press **GUESTS** .
2. Screen prompts: Enter guest count
3. Index the number in party and press **TOTAL** .
4. To accept the default guest count, press **TOTAL** without entering a number first.

### 3.2.3 *Order Type*

- ❑ All checks must be assigned to an Order Type. Most Job Codes will be assigned a default Order Type. Or, the user can be prompted to enter the Order Type for each guest check.
- ❑ An Order Type can be required as an entry for a particular workstation.
  - The DEFAULT ORDER TYPE in the Job Code Table for the employee's Job Code must be set to NONE (press the CLEAR key).
- ❑ An entry for the Order Type must be completed before a menu item can be entered on the check.

#### **Procedure**

1. Before entering a menu item, press an ORDER TYPE key for this check.
  - Pressing an ORDER TYPE key will also override a default Order Type assigned to the Job Code for one order only.

### 3.2.4 Order Number

- ❑ Order numbers are also known as TENT numbers. They can be used when pre-numbered order cards are given to guests to place on the table so food can be delivered to the correct table.
- ❑ An Order Number can be required for checks of a certain Order Type by setting the PROMPT ORD NUM flag in the Order Type Table.
- ❑ When Order Number is required for a check, a prompt will automatically display when the service round is completed.
- ❑ When the REQ TABLE flag in the Order Type table is YES, the PROMPT ORD NUM flag does not function.

#### Procedure

1. Enter menu items on to the check.
2. End the service round by pressing **TOTAL** , **PRINT CHECK** or a **MEDIA** key.
3. Prompt line displays message:  
Enter order number
4. Index the order number on the keypad and press **ENTER** .
5. The service round is completed.

### 3.2.5 *Override Meal Period*

Meal Periods are set up by time for each day of the week in the Meal Period Setup table. The current setting can be overridden for the current check only or for all checks until the System Z report is done. The change can affect one terminal or all terminals.

#### **For One Check Only**

1. Press a  key which has been set for the Meal Period wanted for this check.
  - The override setting reverts back to the preset Meal Period after the check is sent.

#### **For All Checks Today**

1. Press .
2. Press the  key wanted.
3. Screen prompts:  
Broadcast changes?  
1 - Yes, 0 - No
4. Press  for the change to be effective at all stations in the system.

Press  for the change to affect this station only.

- The override setting will be effective until the Meal Period is changed again, or until the next System Z report is done.



### 3.2.6 Add Guest Information

An 8-character field can be added to a check using the GUEST INFO field in the Order Type Table.

- ❑ The information entered is saved with the check. It prints on the remote kitchen slip and the guest receipt.
- ❑ When the check is recalled using  , the information entered displays on the check's button.

#### Procedure

1. Press an  key which has GUEST INFO flag turned on.
2. Keyboard displays. Enter up to 8-characters of Guest Information for this check.
3. Press  .
4. Enter menu items.

#### Add Extra Guest Information

This option is available if the Add Guest Information feature is being used. It allows four lines of Guest Information to be entered in addition to the 8-character field.

- To use, turn on the EXTRA GUEST INFO flag in the Order Type Table.
- The Extra Guest Information entry prints on the guest receipt but not the remote kitchen slip.

## 3.3 *Entering Menu Items*

Menu items can be entered after any new-check prompts have been satisfied.

Screens may be organized by Menu Category, with a “main” order entry screen containing screen select buttons that display each menu item within that Category. An example would be a screen with buttons for Soup/Salads, Apps, Entrees, Desserts, and Beverages.

### 3.3.1 *Preset Menu Item*

1. Press the **MENU ITEM** key for the item wanted.
2. If prompted, index a Manager Code and press **ENTER**.
3. The menu item is added to the check.

### 3.3.2 *More than One Preset Item*

1. Index the quantity of the item wanted, using a numeric keypad.
2. Press the **MENU ITEM** key for the item.
  - If the quantity entered exceeds the HALO setting for the item, message displays:  
Amount too large

### 3.3.3 *Menu by PLU #*

1. Index the PLU # of the item wanted, using a numeric keypad.
2. Press **ENTER PLU**.

### 3.3.4 Open Priced Menu Item

An open priced Menu Item is one that has the flag OPEN PRICE in the Menu Setup table to YES. If the flag PREFIX PRICE is set to YES, the price is entered prior to entering the item.

#### With PREFIX PRICE to Yes

1. Index the price for this item.
2. Press the  key for the Open Priced Menu Item.

#### With PREFIX PRICE to No

1. Press the  key for the Open Priced Menu Item.
2. Screen prompts:  
Enter sales price
3. Index the price for this item and press .

### 3.3.5 Scalable Menu Item

Use the SCALEABLE flag in the Menu Table to set an item as requiring a weight entry.

#### Procedure

1. Press the preset .
2. If a scale is connected to the FS-3600, the weight will be entered from the scale.
3. If a scale is not connected, prompt will display:  
Enter weight
4. Index the number of pounds of the item using the keypad which automatically displays.
5. Press .

### 3.3.6 *Enter Modifiers With Forced Display*

A modifier can only be entered on a check following a Menu Item. The number of items that may be entered from a modifier screen is set in the Menu Setup Table.

#### **Procedure**

1. Press the MENU ITEM key for the item wanted.
  - It is added to the check.
2. A list of modifiers display. Press a key to choose a modifier. The modifier screen will clear according to its setting in the Menu Item's programming.
  - If this Forced Display allows one selection, the screen will clear after one choice is made.
  - If this Forced Display allows more than one selection, the screen will clear after that number of choices is made.
  - If there is no limit to the number of selections from the Forced Display, a TOTAL key should be on the screen to indicate all wanted choices have been made.
3. When all choices are made from the Forced Display(s), the screen returns to the one from which the Menu Item was entered.

### **3.3.7 Enter Modifiers With Special Instructions**

If a Menu Item's Category has the USAGE field set to Special Instructions, the item can be used as a modifier but preset on the screen rather than be included on a Forced Display.

#### **Procedure**

1. Enter the primary .
  2. Press the preset special instruction .
- Special Instruction items cannot be entered on a check before a primary Menu Item is entered.

### 3.3.8 Enter Modifiers With Spell-It Instructions

The server types Spell-It Instructions when a Menu Item needs a modifier which is not programmed.

- Spell-It Instructions can only be entered on a check after a Menu Item has been entered.
- The modifier entered with Spell-It Instructions is not retained with the check so it does not print on the guest receipt.

#### Procedure

1. Enter the Menu Item.
2. Press  .
3. Type a modifier, up to 18 alphanumeric characters.
4. Press  .
  - The entry will print on remote printers following the Menu Item.

### 3.3.9 Enter Items by Seat Numbers

Seat numbers enable items on the check to be sorted and printed on the remote printers by table position. Entering checks by seat numbers is also very helpful when splitting the check into separate checks for payment.

- To use Seat numbers for sorting on remote printers, the following options should be set:
  - The option USE SEAT # in the System Config Table must be YES.
  - The option in System Config Table to SORT ORDERS should be set to the *Seat Number* option.

#### ***With +SEAT and –SEAT***

#### **Procedure**

1. When using seat numbers, the system assigns the current seat number to 1. The next menu item entered will be assigned to the current seat number.
  - Use the  to change the seat number from 1 if necessary.
2. Enter the menu item(s) for this seat number.
3. Use the  and  keys to change the seat number as needed for the next menu item(s).
4. Enter the menu items(s) for this seat number.
5. Continue until all items are entered on the check.

***With Seat Select***

**SEAT SELECT** presets seat numbers on the screen. Each preset key is programmed with a specific seat number.

**Procedure**

1. Press **SEAT SELECT #**.
2. Enter menu item(s).
3. Continue until all items are entered.

***Change Seat Number*****Procedure**

1. Enter items, assigning seat numbers, or enter all items with the default seat number of 1.
2. Press **CHANGE SEAT**.
3. A change seat number screen displays.
4. Use the up and down arrow keys to highlight an item to change.
  - Highlighting a primary Menu Item automatically highlights the item's modifiers.
5. Index the new seat number for the item and press **SEAT**.
6. Continue until all items wanted are reassigned to the correct seat number.
7. Press **DONE**.



### 3.3.10 Enter by Menu Item Size

Menu Item Size Levels are used for ordering Menu Items, such as soft drinks, which come in different sizes.

- Two ways to enter a different size menu item:
  - Press the `MENU ITEM SIZE #` key prior to the first modifier item in order to change its size level. Example:  
\* `MENU ITEM SIZE 2` then `F.FRIES`.
  - Press a preset menu item of a certain size.
- When ordering priced modifiers through Forced Displays, an option STAYDOWN SIZE in the Menu Table can be set so the size level remains the same until all modifiers from the Forced Display are entered.

#### Sample Procedure

1. Press a menu item, for example: `BURGER`.
2. A Forced Display gives choice of `MED FRIES` (size 2 in this example) or `LGR FRIES` (size 3).
  - Enter MED FRIES
  - The STAYDOWN SIZE is set to YES in the Menu Table.
3. The next Forced Display shows choice of soft drinks and `MENU ITEM SIZE #` keys for each price size.
  - Select a soft drink. The size will default to Menu Item Size 2.
  - Or, to order a Size 3 soft drink, press the `MENU ITEM SIZE #` key, then select the soft drink wanted.

## 3.4 Check Corrections Before Sending

### 3.4.1 Remove Items from Checks

#### Remove Last Item

1. Enter menu items.
2. Press **LAST ITEM VOID**.
3. The menu item is removed from the check.

#### Remove One Item

- ❑ Before an item has been sent/stored, the security level in the Function Setup table only applies if the option SEC EC VOID in the System Config. table is set (page 10 #1).
- ❑ After a menu item has been sent/stored and the check recalled, the **VOID** key can only be used according to the security level set in the Function Setup table.

#### Procedure

1. Enter menu items.
2. Press **VOID**. A VOID screen displays.
3. If prompted, index a Manager Code and press **TOTAL**.
4. Use the up and down arrow keys to highlight the item to be removed from the check.
  - Highlighting a primary Menu Item automatically highlights the item's modifiers.
5. Press **TAG**. A + symbol displays to the right of the item's price.
  - If an item is tagged in error, press **TAG** again.
6. When all items to be removed have been tagged, press **VOID**.

***Remove All Items Before Sending***

After a menu item has been sent to remote printers, the

**VOID ALL ITEMS** key can only be used according to the security level set in the Function Setup table.

**Procedure**

1. Enter menu items.
2. Press **VOID ALL ITEMS** .
  - The entire check is voided.

### 3.4.2 Add a Modifier

1. Enter menu items with modifiers.
2. Press  .
3. Use the up and down arrow keys to highlight the menu item and its modifiers.
4. Press  .
  - Buttons display for each *Special Instruction* designated menu category.
5. Touch the button for the category wanted.
  - Modifiers in that category display.
6. Touch a modifier. It is added to the menu item.
  - The display returns to previous screen.

### 3.4.3 Delete a Modifier

NOTE: A required modifier cannot be deleted.

1. Enter menu items with modifiers.
2. Press  .
3. Use the up and down arrow keys to highlight the menu item and its modifiers.
4. Press  .
5. Use the up and down arrow keys to highlight the modifier.
6. Press  .
7. Press  when all changes are made.

### **3.4.4 Replace a Modifier**

1. Enter menu items with modifiers.
2. Press  .
3. Use the up and down arrow keys to highlight the menu item and its modifiers.
4. Press  .
5. Use the up and down arrow keys to highlight the modifier to be replaced.
6. Press  .
  - The forced display from which the modifier was entered displays.
7. Select the correct modifier.
8. Press  when all changes are made.

## 3.5 *Send Items to Remote Printers*

### 3.5.1 *Printer Mode Options*

When items are sent to print at the remote printers depends on the setting of the MODE option in the Station Printer Setup Table.

- Printers can be set up for modes in Station Printer Setup as follows:
  - Immediate – prints each line as it is entered on to the check.
  - By Round – prints items entered in this round when the service round is ended with **TOTAL**, **PRINT CHECK** or a **MEDIA** key.
  - On Demand – prints items entered this round only when the **PRINT CHECK** key is pressed.
    - \* This option is more commonly used for guest receipt printers.
  - Video – sends each line to a video controller as it is entered on to the check.

### 3.5.2 Send One Remote Slip from Multi Checks

This feature allows remote orders to be grouped from different guest checks into a single remote order. Set the following options to use this feature:

- ❑ The **HOLD** key type is used to prompt the server to hold remote printing.
  - When the server's response is *Yes*, items from the current check are held.
  - When the server's response is *No*, items from the different checks print as a single order.
- ❑ LAST TICKET field in the Station Setup Table sets the default for the **HOLD** key to *None*, *Yes* or *No*.
  - **HOLD** is a toggle key. This setting decides what the initial answer is. The key toggles between *Yes* and *No* with each depression.

#### Procedure (Sample)

This sample procedure uses the setting of the LAST TICKET field as *Yes* and combines two guest checks on the remote printer(s).

1. Enter items for first guest check.
2. Press **HOLD** .
3. Screen prompts:  
Hold Order: Yes
  - YES prevents this order from printing on the remote printer(s) this round.
4. End service round by pressing **PRINT CHECK** , **TOTAL** or **MEDIA** .
5. Check clears to the server's default screen.
6. Enter items for the second guest check.
7. Press **HOLD** .

## 8. Screen prompts:

Hold Order:            Yes

9. This time – press  again to change to response to *No*.
- NO will send this check's and the previous check's items to the remote printer(s) this round.
10. End service round by pressing ,  or .
11. Both checks print to the remote kitchen printer as a single order.
- The check number of the last check prints on the header.



### 3.5.3 *Send Multi Remote Slips from One Check*

The ORD CHECK ON DMD (Order Check on Demand) setting in the Order Type Table can be used to print items from the same check on remotes when the **ORDER COMPLETE** key is pressed.

- ❑ This option allows orders to be prepared for multi-person orders but on only one check.
- ❑ With this option set, no Menu items of this Order Type will print to the kitchen printers unless **ORDER COMPLETE** is pressed.

#### **Procedure**

1. Enter menu items for first remote order.
2. Press **ORDER COMPLETE**.
  - The order remains on the screen.
  - The items entered this round print on the remote printer(s).
3. Enter menu items for the next remote order.
4. Press **ORDER COMPLETE**.
5. Continue entering items and pressing **ORDER COMPLETE** until all remote orders are entered.
6. Press key to end order entry, **PRINT CHECK**, **TOTAL** or a **MEDIA** key.

## 3.6 End Service Round

Ending the service round sends menu items to kitchen printers (if they have not already been printed) and clears the check from the screen.

- If the flag in the Order Type Table, STORE OPEN CHECK is NO for the check's Order Type, the service round can only be finalized by tendering the check with a **MEDIA** key.

### Procedure

1. Enter all items for this service round.
2. Complete any required prompts (i.e. Table #, # Guest, Order #).
3. End the service round by pressing one of the following key types.
  - **TOTAL**
    - \* Sends menu items entered this round to remote printers.
    - \* Clears the check from the screen.
    - \* Prints the guest receipt if PRINT CHECK/ROUND in the Order Type Table is YES.
    - \* Check remains open.
  - **PRINT CHECK**
    - \* Sends menu items entered this round to remote printers.
    - \* Clears the check from the screen.
    - \* Prints the guest receipt.
    - \* Check remains open.
  - **MEDIA**
    - \* Sends menu items entered this round to remote printers.
    - \* Clears the check from the screen.
    - \* Prints the guest receipt if PRINT CLOSED CHECK option in the Order Type Table is YES.
    - \* Closes the check.

## 3.7 *Recall a Check*

- ❑ The RECALL OTHER USER CHECK field in the Job Code Table can be set to allow users such as cashiers to recall checks entered by other employees.
- ❑ Checks can only be opened at one workstation at a time.

### 3.7.1 *By Check Number*

Checks with Order Types requiring a table number can also be recalled by check number.

#### **Using the Number Pad**

1. Using the number pad, index the check number.
2. Press RECALL CHECK .

#### **Using List of Open Checks**

1. Press RECALL CHECK .
2. A list of all open checks accessible by this server displays.
3. Press the key of the check wanted to recall.

### **3.7.2 By Table Number**

#### **Using the Number Pad**

1. Using the number pad, index the table number.
2. Press **RECALL TABLE** .

#### **Using List of Open Checks**

1. Press **RECALL TABLE** .
2. A list of all open checks accessible by this server displays.
3. Press the key of the table wanted to recall.
  - If the table has separate checks a list of each check will display. Press the key of the separate check wanted.

### **3.7.3 Recall by Order Type**

1. Press **RECALL ORDER TYPE #** of the Order Type wanted.
2. A list of all open checks accessible by this server displays.
3. Index the number of the check wanted.

### 3.7.4 Recall Table with Separate Checks

1. Use either the number pad or the list of checks to recall the table.
2. List of separate check numbers display.
3. Touch the button of the check wanted.

### 3.7.5 Recall With a Bar Code Scanner

If the workstation is connected to a bar code scanner and bar codes are being printed on the guest checks, scan the guest check.

### 3.7.6 Recall with Dual Drive Thru

A Dual-Drive Thru application uses two options:

- ❑ The MONITOR STATION field in the Station Setup Table enables a workstation's orders of a certain Order Type to be recalled at another specific station.
  - Example: Drive Thru Order Taker #1 can forward orders to Drive-Thru Cashier #1. Drive Thru Order Taker #2 can forward orders to Drive Thru Cashier #2.
- ❑ The RECALL OT# key type which is used to recall checks of a specific order type.

#### Example

1. Order is entered at Drive Thru Order Taker Station.
2. Cashier at Drive Thru Cashier Station presses RECALL OT key programmed for an Order Type named DRIVE THRU.
3. Orders display on Drive Thru Cashier Station in the order they were entered. First order is in upper left corner of window.

## 3.8 Split a Check

Only items that have been sent can be split into separate checks.

### 3.8.1 Split By Item

#### Procedure

1. Recall the check.
2. Press **SPLIT BY ITEM**.
3. Screen prompts:  
Enter number of checks
4. Index the number of new checks to create from this check and press **ENTER**.
  - A split check screen displays.
5. Use the up and down arrow keys to highlight an item to go to the first new check.
  - Highlighting a primary Menu Item automatically highlights the item's modifiers.
6. Press **TAG**. A + symbol displays to the right of the item's price.
  - If an item is tagged in error, press **TAG** again.
7. Continue tagging items until all items for the first new check are done.
8. Press **SPLIT BY ITEM**.
9. Continue steps #6 – #9 until the last new check is split.
10. A list of the new check numbers display.
  - To print one check, touch the button of the check and press **PRINT**.
  - To print all the new checks, press **PRINT**.
11. Press **DONE** to exit the split check screen.
12. End the service round by pressing **MEDIA**, **PRINT CHECK** or **TOTAL**.

### 3.8.2 Split by Seat Number

To split checks into separate checks using **SEAT NUMBER** requires the option USE SEAT # in the System Config Table be set YES.

#### Procedure

1. Recall the check.
  - If seat numbers were not entered prior to sending the check (i.e. all items are assigned to seat #1), items can be reassigned using the **CHANGE SEAT** key (see procedure on page 3-16).
2. Press **SPLIT BY SEAT** .
3. Screen prompts: Enter number of checks
4. Index the number of new checks to create from this check and press **ENTER** .
  - A list of new check numbers display across the top of the screen.
  - Below the check buttons display a list of the seat numbers entered on the check.
5. Touch a check button, and then touch each of the seats that should be split to this check.
6. Continue until all seats have been assigned to the correct check.
7. Press **SPLIT** .
8. A list of the new check numbers display.
  - To print one check, touch the button of the check and press **PRINT** .
  - To print all the new checks, press **PRINT** .
9. Press **DONE** to exit the split check screen.
10. End the service round by pressing **MEDIA** , **PRINT CHECK** or **TOTAL** .

### 3.8.3 *Split By Amount*

#### Procedure

1. Recall the check.
2. Press  .
3. Screen prompts:  
Enter number of checks
4. Index the total number of checks to create from this check and press  .
5. Index the amount for the first check and press  .
  - Continue entering the amount for each check.
  - When there is one check remaining, the system puts the balance on it (the last check).
6. The system displays buttons for each resulting check.
  - The first (original) check contains all the menu items, tax and gratuity and shows the total amount that was transferred.
  - Each new check contains an item "Bal Xfer" and the amount transferred to it from the original check.
7. Press  to print each check, or press  to exit the function.



## 3.9 *Transfer a Guest Check*

### 3.9.1 *Transfer to a Server*

This procedure is done by the server who created the check.

#### Procedure

1. Recall the check. Should be done by the server responsible for the check or a manager.
2. Press  key.
3. Screen prompts:  
Enter ID
4. Index the I.D. number of the server the check is being transferred to.
5. If the default Order Type for the new server requires a table number and the check does not have one assigned, screen prompts:  
Enter table number
6. Index the table number on the keypad which automatically displays and press .
7. If the default Order Type for the new server requires a # of guest entry and the check does not have one assigned, screen prompts:  
Enter guest count
8. Index the number of guests and press .
9. Press the  key the end the procedure. Check is transferred.

### 3.9.2 *Transfer from a Server*

This procedure is used by the new server, who takes the check from the server/bartender who created it.

#### **Procedure**

1. Press  key.
2. Screen prompts:  
Enter check number
3. Index the check number being picked up, using the keypad which automatically displays, and press .
4. If the default Order Type for the new server requires a table number and the check does not have one assigned, screen prompts:  
Enter table number
5. Index the table number on the keypad which automatically displays and press .
6. If the default Order Type for the new server requires a # of guest entry and the check does not have one assigned, screen prompts:  
Enter guest count
7. Index the number of guests and press .
8. Press the  key the end the procedure. Check is transferred.

### 3.9.3 *Transfer all Checks*

This procedure is used by the server who takes all open checks from the server/bartender who created them.

#### **Procedure**

1. The server picking up the checks should be logged in to the station.
2. Press  key.
3. Screen prompts:  
Enter ID
4. Index the user I.D. of the server/bartender to whom the checks are currently assigned.
5. Press  .
6. Each check briefly displays on the screen. All checks from the originating server are transferred.

## **3.10 Combine Checks**

### **3.10.1 Combine Stored Checks**

This procedure combines two or more checks that have already been stored into one check.

1. Recall the first check.
2. Press  .
3. Screen displays check numbers for this server's checks.
4. Press the button of the check number to add to the current check.
  - Items from the check number entered are added to the first check.
5. End the service round by pressing  ,  or  .

### 3.10.2 Add New Check to Stored Check

This procedure is used to add the current check to a stored check. The current check can be a new check (in the first service round).

1. Enter items for a new check, or recall a stored check.
2. Press .
3. Screen displays check numbers for this server's checks.
4. Press the button of the check number that the current check will be combined with.
  - Items from the current check are added to the check number entered. That check now displays on the screen.
5. Repeat steps 2 – 5 as needed to combine more checks.
6. End the service round by pressing ,  or .

### 3.10.3 Add to Stored Check by Order Type

This procedure is identical to using  except it restricts the choices to the server's open checks of a certain Order Type. The current check can be new (in the first service round).

1. Enter items for a new check, or recall a stored check.
2. Press .
3. Screen displays check numbers for this server's checks.
4. Press the button of the check number that the current check will be combined with.
  - Items from the current check are added to the check number entered. That check now displays on the screen.
5. Repeat steps 2 – 5 as needed to combine more checks.
6. End the service round by pressing ,  or .

### **3.10.4 Add New Check to Stored Check with Table #**

This procedure is identical to using **ADD TO CHECK** except it is used on checks with assigned table numbers. The current check can be new (in the first service round).

1. Enter items for a new check, or recall a stored check.
2. Press **ADD TO TABLE** .
3. Screen displays table numbers for this server's checks.
4. Press the button of the table number that the current check will be combined with.
  - If there are separate checks for the table, the screen will display a list of the checks. Touch the check wanted.
  - Items from the current check are added to the check of the table number entered. That check now displays on the screen.
5. Repeat steps 2 – 5 as needed to combine more checks.
6. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .

### 3.10.5 Combine Stored Checks to One Table

This procedure is identical to using **ADD TO TABLE** except it depends on ONE CHK/TBL in the System Setup/System Config. Table (page 4 #2).

- YES will add items from both checks to the resulting check.
- NO will add a separate check to the table number.

#### ONE CHK/TBL set to NO

1. Enter items for a new check, or recall a stored check.
2. Index the table number of the check to which the current check will be combined.
3. Press **TABLE #**.
  - The current check becomes a separate check for that table.

#### ONE CHK/TBL set to YES

1. Recall a stored check.
2. Index the table number of the check to which the current check will be combined.
3. Prompt line displays message:  
Change table?
4. Press YES.
5. Screen displays a message "Check still opened" then prompts:  
Add Check?
6. Press YES.
  - Items from the current check are added to the check number entered. That check now displays on the screen.
7. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .

## 3.11 Check Adjustments

### 3.11.1 Void Items on Stored Checks

#### Remove Single Items

The same procedure is used to void items before or after sending. After a menu item has been sent/stored and the check recalled, the **VOID** key can only be used according to the security level set in the Function Setup table.

1. Recall the check.
2. Press **VOID** .
3. If prompted, index a manager approval I.D. and press **TOTAL** .
4. Use the up and down arrow keys to highlight the item to be removed from the check.
  - Highlighting a primary Menu Item automatically highlights the item's modifiers.
5. Press **VOID** .
6. The item is removed from the check.

#### Remove All Items

The same procedure is used to void all items before or after sending. After a check has been sent/stored and the check recalled, the **VOID ALL ITEMS** key can only be used according to the security level set in the Function Setup table.

#### Procedure

1. Recall the check.
2. Press **REMOVE ALL ITEMS** .
3. If prompted, index a manager approval I.D. and press **TOTAL** .
4. The entire check is voided.



### 3.11.2 Add a Discount or Surcharge

#### Notes

- ❑ Dollar or Percent
  - Discounts can be programmed to adjust the check by either a dollar amount or a percentage amount using the PERCENT option in the Discount Setup table.
- ❑ Discount Tax Status
  - For a discount to apply to a menu item, the discount must be set to the same tax status as the menu item.
  - A menu item's tax status is set by its Category and the Order Type under which the check is entered.
- ❑ Discount or Surcharge
  - A discount can be programmed as a surcharge with the SVC CHARGE option, so the amount is added to the check rather than subtracted.
- ❑ Item or Subtotal
  - A discount is set as an Item or Subtotal discount with the ITEM DISC option in the Discount Setup table.
  - An Item Discount applies only to the previous item entered on the check. The item can be a specific Menu Item or any item of a specific Category.
  - A Subtotal or ticket Discount applies to all items on the check that are *discountable*. Items discountable are those set to the same Tax status as the discount.
- ❑ Reset Totals Flag on Subtotal Discounts
  - Keep in mind that any discount will only apply to Menu Items set to the same tax status as the discount.
  - The RESET TOTALS flag in the Discount table determines the amount of each item that is available for discounting after a discount has already been applied to the item.
    - \* YES – after a discount has been applied to items, further discounting of those items is not allowed.

- \* NO – after a discount has been applied, additional discounts can be entered and applied to the same items.

- ❑ Automatic Discount

- A discount can also be linked to a Media type so it is automatically entered on a check when the check is tendered.

- ❑ Enter a Discount

- A discount can be entered on a check using a preset **DISCOUNT** key.
- A discount can also be entered by indexing the Discount I.D. number then pressing the **DISCOUNT NLU** key.

### ***Item Discount***

An item discount is one programmed to one item or one category. It is entered on a check immediately following the item.

1. Enter the item to the check.
2. Press the **DISCOUNT** key wanted or index the Discount I.D. number wanted and press **DISCOUNT NLU** .
3. If prompted, index a manager I.D. and press **TOTAL** .
4. If prompted, index the amount for the discount and press **TOTAL** .
5. Continue entering items to the check.

### ***Subtotal Discount***

A subtotal discount is one programmed to adjust all discountable items on the check.

1. Enter item(s) to the check.
2. Press the **DISCOUNT** key wanted or index the Discount I.D. number wanted and press **DISCOUNT NLU** .
3. If prompted, index a manager I.D. and press **TOTAL** .
4. If prompted, index the amount for the discount and press **TOTAL** .
5. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .

## ***Discount for Recipient***

This procedure is commonly used for Employee Meal discounts.

- The RECIPIENT field in the Discount table is used to prompt the server for an I.D. number, and the CHK RECIP ID field is used to check the User Setup table for a valid I.D. number.

### **Procedure**

1. Enter item(s) to the check.
2. Press the **DISCOUNT** key programmed for *Recipient* feature.
3. Screen prompts:  
Enter recipient ID
4. Index the I.D. number of the employee receiving the discount.
5. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .
  - The employee's name, the discount name and the discounted amount is listed on the Discount Recipient Report.

### 3.11.3 Exempt Tax from a Check

Additional menu items cannot be added to a check after using a tax exempt key.

#### Procedure

1. Enter item(s) or recall the check.
2. To exempt tax:
  - Press **TAX EXEMPT** to remove all tax from the check.
  - Press a **TAX EXEMPT #** to remove a specific tax rate (1 through 8) from the check.
3. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .

### **3.11.4 Add a Tip**

A charge tip can also be entered when the check is tendered by defaulting an overtender entry to the tip amount.

#### ***Auto Gratuity***

The Auto Gratuity feature is set using the AUTO GRAT GSTS field in the Order Type Table. When the number of guests is at least the number entered there, the system automatically adds a gratuity when the check is printed.

#### **Procedure**

1. Check must have # guests entered which equals or exceeds AUTO GRAT GSTS field for the Order Type.
2. Index the number and press .
3. Enters item(s) to the check.
4. Press  to end the service round.
  - The auto gratuity is calculated based on TIP field in System Config Table.

### ***Add Charge Tip***

The default tip percentage is set in the TIP field of the System Config Table.

#### **Procedure**

1. Enter item(s) or recall the check.
2. Press the **TIP** key and then press **ENTER** .
3. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .

### ***Change Default Charge Tip Amount***

#### **Procedure**

1. Enter item(s) or recall the check.
2. Index the dollar amount of the tip.
3. Press **TIP** .
4. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .

### ***Remove Default Charge Tip Amount***

#### **Procedure**

1. Enter item(s) or recall the check.
2. Press **TIP** .
3. Index **0** .
4. Press **TOTAL** .
5. End the service round by pressing **TOTAL** , **MEDIA** or **PRINT CHECK** .

## 3.12 Tender the Check

- ❑ An Amount Tendered can be entered prior to pressing a preset **MEDIA** key.
- ❑ If an amount tendered is not entered prior to pressing a preset **MEDIA** key, operations are determined by the options SPEED TENDER and PAY IN FULL in the Media Setup table.

Speed Tender	Pay In Full	<b>MEDIA</b> Key Tenders for:
YES	YES	Amount of transaction.
YES	NO	The default DENOMINATION setting.
NO	YES	Screen prompts: Enter Amount? Index amount for the tender and press <b>TOTAL</b> , or just press <b>TOTAL</b> to tender for the transaction amount.
NO	NO	Screen prompts: Enter Amount? Index amount for the tender and press <b>TOTAL</b> .

- ❑ If Promos/Combos are being used, the **SUBTOTAL** key can be required before a media key is pressed. This will scan the check to see if items entered satisfy a programmed Promo.
  - Promos can be programmed to:
    - \* Sell a group of items at a set price.
    - \* Sell a certain item at a reduced price
    - \* Apply a discount to a group of items
    - \* Apply a discount to a specific item



### **3.12.1 Tender a Check with Preset Key**

1. Enter item(s) or recall the check.
2. Index the amount tendered.
3. Press the **MEDIA** key for the media type used.
  - Press **TOTAL** if needed for the media type.
  - Change due displays on the screen.

### **3.12.2 Tender With Tip Entry**

#### **Procedure**

1. Enter item(s) or recall the check.
2. Index the amount of the tip received and press **TIP** .
3. Press the **MEDIA** key.

### **3.12.3 Overtender to Tip**

This option uses POST TO TIP field in the Media Setup Table set to YES.

#### **Procedure**

1. Enter item(s) or recall the check.
2. Index the total amount received, including the amount of the tip.
3. Press the **MEDIA** key.
  - The amount tendered over the check amount is automatically posted as the charge tip.

### **3.12.4 Split Tender**

- ❑ A check may be split tendered by up to eight media types.
- ❑ If using integrated credit card software, only one media type used can be a credit card and the credit card media must be the last tender used.

#### **Procedure**

1. Enter item(s) or recall the check.
2. Index the amount for the first media type, press the MEDIA key wanted.
  - The new amount due displays.
3. Index the amount for the next media type, press the MEDIA key for that type.
  - The new amount due displays.
4. Continue until the check is paid.

### 3.12.5 *Partial Tender*

This feature enables tendering part of the check but keeps the check open. Two options are used:

- The PARTIAL TENDER flag by Order Type must be set to YES.
- The PAY IN FULL flag in the Media Table must be set to NO..

#### **Procedure**

1. Enter item(s) or recall the check.
2. Index the amount tendered for the partial payment, press the **MEDIA** key.
  - The check remains on the screen.
3. Press **PRINT CHECK** or **TOTAL** to end the service round.

### 3.12.6 *Tender to Charge Account*

This feature uses the CHARGE ACCT field in the Media Setup Table.

#### **Procedure**

1. Enter item(s) or recall the check.
2. Press the  key programmed for the charge account.
3. Screen prompts:  
Enter amount
4. Index the amount to be posted to the charge account and press  .
5. Screen prompts:  
Enter acct
6. Index account (up to 9 characters) on the keypad that displays and press  .
  - The account number, media type and amount is posted to the Charge Account Report.

### 3.12.7 Tender with **MEDIA NLU**

The **MEDIA NLU** key was designed as a FS-2700 function but can be used on the FS-3600.

- ❑ The numeric entry indexed prior to pressing **MEDIA NLU** is recognized as the media's I.D., so an amount tendered is not used.
- ❑ If using the **MEDIA NLU** key with split tendering, make sure the SPEED TENDER option is set to NO, so the user is prompted for the amount of the tender.
- ❑ See the chart on page 3-48 for how the SPEED TENDER and PAY IN FULL options work since the amount tendered cannot be entered prior to selecting the media with the **MEDIA NLU** key.

#### Procedure

1. Enter item(s) or recall the check.
2. Index the media I.D. number wanted and press **MEDIA NLU**.
  - If SPEED TENDER is NO, screen prompts:  
Enter amount:
3. Index the amount and press **TOTAL**.

#### Overtender to Tip with **MEDIA NLU**

- ❑ SPEED TENDER and PAY IN FULL in the Media Setup table should be set to NO if using **MEDIA NLU**.
1. Enter item(s) or recall the check.
  2. Index the media I.D. number wanted and press **MEDIA NLU**.
  3. Screen prompts:  
Enter amount:
  4. Index the total amount received, including the amount of the tip.
  5. Press **TOTAL**.



## 3.13 Corrections to Closed Checks

Closed checks retained in the check file can be recalled and changed after they have been tendered.

- ❑ The length of time closed checks are available is set with the TICKET PURGE field in the System Config Table (page 4 #5).

### Hint

Make sure the security setting for the **VOID** key is sufficient to appropriately restrict this function. It is set in the Function Setup Table, page 3. That setting only affects check items that have been sent and/or tendered.

### 3.13.1 Refund a Menu Item

#### Procedure

1. Index the number of the closed check.
2. Press **RECALL CHECK**.
  - Check displays on the screen.
3. Press **VOID**.
4. If prompted, index a manager I.D. number and press **ENTER**.
5. Use the up and down arrow keys to highlight the item (and its modifiers) to be removed from the check.
6. Press **TAG**. A + symbol displays to the right of the item's price.
  - If an item is tagged in error, press **TAG** again.
7. When all items to be removed have been tagged, press **VOID**.
8. Press the **MEDIA** key originally used to tender the check.
9. Change due displays.
10. Screen prompts:           Refund?
11. Press **TOTAL** or any key to complete the transaction.

### 3.13.2 Change a Discount

#### Procedure

1. Index the number of the closed check.
2. Press  .
  - Check displays on the screen.
3. Press  .
4. If prompted, index a manager I.D. number and press  .
5. Use the up and down arrow keys to highlight the discount.
6. Press  . A + symbol displays to the right of the item's price.
  - NOTE: Highlighting an item discount will also highlight the item to which it was applied.
  - If an item is tagged in error, press  again.
7. Press  .
8. If prompted, index a manager I.D. number and press  .
9. Enter the correct discount to the check.
10. Press the  key originally used to tender the check.
11. Change due or amount due displays.
12. Press  .



### 3.13.3 *Change Media Type*

#### Procedure

1. Index the number of the closed check.
2. Press **RECALL CHECK** .
  - Check displays on the screen.
3. Press **VOID** .
4. If prompted, index a manager I.D. number and press **ENTER** .
5. Use the up and down arrow keys to highlight the media.
6. Press **TAG** . A + symbol displays to the right of the item's price.
  - If an item is tagged in error, press **TAG** again.
7. Press **VOID** .
8. Press the correct **MEDIA** key.
9. Press **TOTAL** .

### 3.13.4 *Change a Credit Card Tip*

This procedure applies to tips entered when the system is using integrated credit card software.

1. Follow the procedure above to void the original tender.
2. Tender the check with the correct tip.

### **3.14 Enter a Refund Check**

This function creates a “negative” check. Items entered are subtracted from reports. This function can also be used to refund individual items from a check rather than using the **VOID** function on the closed check.

#### **Procedure**

1. Login the server who rang the original items.
2. Press **OPEN REFUND** .
3. If prompted, index a manager I.D. number and press **ENTER** .
4. Enter items to be refunded.
5. Press the **MEDIA** key from which to subtract the item’s totals.

### **3.15 Review a Closed Check**

This function is used to display and/or print checks that have been tendered but not yet purged.

- ❑ Closed checks can also be recalled and printed by indexing the check number and pressing **RECALL CHECK**.
- ❑ A maximum of 250 checks can be displayed with this function.

#### **Procedure**

1. Press **REVIEW CHECK**.
2. The last check to which the user has access displays.
3. Use the arrow keys to scroll through the closed checks.
4. To print a check, press **PRINT**.
5. To exit, press **DONE**.

NOTES

***Chapter***

***4***

***Functions  
Outside of a  
Sale***

---



## 4.1 *Finished Product Waste*

This is an inventory function. Items entered in this transaction type will update the waste totals.

- ❑ This procedure is used when an item is entered on a check and prepared, but then voided from the check.

### Procedure

1. Press FINISHED PROD WAS (#1 through #5).
2. Enter items that were prepared for serving to customers but then were wasted.
3. Press cash MEDIA to close the check.

## 4.2 Loan/Pickup

This function uses the following options:

- ❑ BANK LOAN field in the Job Code Setup Table allows the employee to receive a Bank Loan.
  - The function can be set to prompt automatically when the user logs into the system with the REQUIRE LOAN option in the Job Code Table (Page 2 #3).
- ❑ The PRNT L/PU CHIT option in the System Config Table (page 7 #3) can be set so a receipt is printed with each Loan/Pickup.
- ❑ The PRMPT PKUP INFO option in the System Config Table (page 7 #4) can be set to prompt for a 20-character line of information.

### 4.2.1 Loan

#### Procedure

1. Press  .
2. If prompted, index a manager I.D. number and press  .
  - NOTE: The Loan/Pickup will be posted to the employee logged on to the workstation, not the approving manager.
3. Screen prompts to choose  or  .
  - Select  to put money into the cash drawer.
4. Screen prompts:  
Enter amount
5. Index the amount of the Loan on the keypad which displays and press  .
6. Screen displays the amount entered for verification and prompts to choose  or  .
7. To accept the amount, press  .
8. If set to print, a receipt prints on the receipt printer.



## 4.2.2 Pickup

### Procedure

1. Press  .
2. If prompted, index a manager I.D. number and press  .
  - NOTE: The Pickup will be posted to the employee logged on to the workstation, not the approving manager.
3. Screen prompts to choose  or  .
  - Select  to take money out of the cash drawer.
4. Screen prompts:  
Enter amount
5. Index the amount of the Loan/Pickup on the keypad which displays and press  .
6. Screen displays the amount entered for verification and prompts to choose  or  .
7. To accept the amount, press  .
8. If PROMPT PICKUP INFO option is set, the screen prompts for an alphanumeric description of the Loan.
9. If set to print, a receipt prints on the receipt printer.

## 4.3 *Transfer Media*

### Procedure

1. Press  .
2. List of media types display. Screen prompts:  
SOURCE media
3. Press the button of the media to transfer the amount FROM.
4. Screen prompts:  
DESTINATION media
5. Press the button of the media to transfer the amount TO.
6. Screen prompts:  
Enter amount
7. Index the amount to be transferred on the keypad that displays and press  .
8. Screen prompts:  
Enter number of trans
9. Index the total number of checks that amount is for.
10. Amount is transferred.

## 4.4 Price Changes

This function changes the price of a Menu Item.

### With Meal Period Price Levels NO

1. Press  .
  - Screen displays a list of Menu Categories.
2. Press the button of the Category of the Menu Item wanted.
  - Screen displays a list of Menu Items in the selected Category.
3. Press the button of the Menu Item wanted.
4. Index the new price on the keypad which displays and press  .

### With Meal Period Price Levels YES

1. Press  .
  - Screen displays a list of Menu Categories.
2. Press the button of the Category of the Menu Item wanted.
  - Screen displays a list of Menu Items in the selected Category.
3. Press the button of the Menu Item wanted.
  - Screen displays a list of the Meal Periods.
4. Press the button of the Meal Period.
5. Index the new price on the keypad which displays and press  .
6. Select another Menu Category or press  .

## 4.5 *Tip Payout*

### Procedure

1. Press  .
2. If prompted, index a manager I.D. number and press  .
3. Screen prompts:  
Enter ID
4. Index the I.D. number of the employee receiving the tip.
5. Index the amount of the tip payout on the keypad which displays and press  .
6. Receipt prints on the receipt printer.

## 4.6 Cash Out/In of Drawer

### 4.6.1 Paid Out

Up to five Paid Out keys can be used to record cash taken out of the drawer outside of a sale. They should be placed on a screen with a numeric keypad and a  key.

#### Procedure

1. Index  .
2. Screen prompts:  
Enter amount
3. Index amount of the cash being taken out of the drawer and press  .
4. Screen displays amount entered and prompts YES or NO to confirm the amount.
5. Press  to confirm the amount.
6. Screen prompts for alphanumeric description of paid out.
7. Enter up to 20 characters and press  .
8. Receipt prints on the receipt printer.

### 4.6.2 *Paid In*

The Paid In key is used to record cash put into the drawer outside of a sale. It should be placed on a screen with a numeric keypad and a **TOTAL** key.

#### **Procedure**

1. Index **PAID IN**.
2. Screen prompts:  
Enter amount
3. Index amount of cash being put into the drawer and press **TOTAL**.
4. Screen displays amount entered and prompts YES or NO to confirm.
5. Press **YES** to confirm the amount.
6. Screen prompts for alphanumeric description of paid in.
7. Enter up to 20 characters and press **ENTER**.
8. Receipt prints on the receipt printer.

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***Chapter***

**5**

***Reports***

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## 5.1 Reports Overview

Report Group	Description
<b>System Reports</b>	<p>Reports in this group include totals from the entire system.</p> <ul style="list-style-type: none"> <li>▪ Weekly totals are available for the Sales Mix, Financial and Sales Tax reports.</li> <li>▪ In addition, Period-to-Date Totals for the Sales Mix, Financial and Sales Tax reports can be created with the PTD TOTALS option in the System Setup/System Config table.</li> </ul>
<b>Revenue Center Reports</b>	<p>Reports from this group include totals from all stations included in a Revenue Center.</p> <ul style="list-style-type: none"> <li>▪ Revenue Centers are assigned in the Station Setup table.</li> <li>▪ Daily reports only.</li> <li>▪ If a Revenue Center Z report is done, it will reset all Stations set to the Revenue Center for the next shift, but will not print individual Station reports. The previous shift totals will still be included in the System Report.</li> </ul>
<b>Station Reports</b>	<p>This report group is totals from each individual POS station in the system.</p> <ul style="list-style-type: none"> <li>▪ Daily reports only.</li> </ul>
<b>User Reports</b>	<p>Reports from this group provide a detailed look at the sales activities of each user of the system.</p> <ul style="list-style-type: none"> <li>▪ Daily reports only.</li> </ul>
<b>Time Card Reports</b>	<p>This report group shows details of employee timecard activity. These reports are explained in a separate document, FS-3600 Labor Module Operations Guide.</p>
<b>Inventory Reports</b>	<p>Shows reports available from the Inventory feature. They are explained in the FS-3600 Inventory Module Operations Guide.</p>

### 5.1.1 *Print or View Reports*

#### **Printing or Viewing a Report from the Reports Menu**

- ❑ All reports are available from the Reports Menu.
- ❑ From the Manager Menu, select #2 for Reports. The report menu displays:

#### **Printing a Report from the POS Screens**

- ❑ **Preset Keys**
  - Reports available from each report type can be preset on a screen. Press the preset key to print the report.
- ❑ **Report Number Look up (NLU) Keys**
  - Instead of programming individual report preset keys, a number look up key can be set on a screen for each report type (System, Revenue Center, Station, User, Timecard and Inventory).
  - The report number code can be indexed before pressing the NLU key and the report is immediately printed.
- ❑ **Function Number Look Up Key**
  - System reports are also accessible by indexing the report number code then pressing the FUNCTION NLU key.

#### **Note**

Code numbers used with the Report NLU keys and the Function NLU keys are included in the List of Reports on page 5-7.

## 5.1.2 Report Balancing Notes

### ❑ Menu Item Sales

- Sales of menu items update all reports as they are entered on to checks. So, reports always represent real-time, up-to-the-minute store activity.
- If there are any discrepancies in a check amount from when the items are entered to when it is tendered, the difference is noted on reports.

### ❑ User Reports

- Amounts transferred from one server to another are posted under “Other” in the Department and Category summaries.
- If a Category is set to not track totals on User Reports, Category and Department totals for the Category’s items sold are reported as “Other”.

### ❑ Carried Over

- Amounts of checks left open during a Reset are included on the next day’s reports and are labeled “Carried Over”.

### 5.1.3 Report Sample Formats

The following pages show details of each report option.

- The table beneath each report title indicates if the report is included in System, Revenue, Station or User totals.
- The reports shown are samples and do not all balance with each other.
- Any extra notes included for a particular line is right justified close to that line in the report.
- A wavy line in the middle of a report indicates that part of it was “cut out” so a total could be included on the same page.

#### Report Headers

```

-----
4:20 pm                               7/14/05
                                     The time & date the report was taken.
      FINANCIAL REPORT
      SYSTEM REPORT
      Daily
                                     The report Name, Type and Period.
FROM 7/14/05 0:00 TO 7/14/05 16:20
                                     The time period that the report covers.
      TOSHIBA TEC AMERICA - Atlanta, GA
                                     Store name and location, from
                                     System Setup/System Config page 1.
-----

```

### 5.1.4 List of Reports

This table lists each report maintained in the System and if it is available from the System, Revenue Center, Station or User report menus.

- ❑ The NLU Key Code column shows the number that can be used to print a report when using a Report NLU key or the Function NLU key.

<b>NLU Key Code</b>	<b>Report</b>	<b>System</b>	<b>Revenue Center</b>	<b>Station</b>	<b>User</b>
55	Open Checks	✓	✓	✓	✓
56	Hourly Productivity	✓	✓	✓	
57	Sales Mix	✓	✓	✓	✓
58	Manager Voids	✓			✓
59	Refund	✓			✓
60	Financial	✓	✓	✓	✓
61	Customer Summary	✓	✓	✓	
62	Media	✓	✓	✓	✓
63	Loan/Pickup	✓			✓
64	Sales Tax	✓	✓	✓	✓
65	Charge Account	✓			
66	Discount Recipient	✓			
N/A	Deposit Entry	✓		✓	✓
67	X Report	✓	✓	✓	✓
68	Z Report	✓	✓	✓	✓

## 5.2 Open Check Report

System	Revenue Center	Station	User
✓			✓

The Open Check Report is a summary of the open checks in the system. An open check is one that has been stored in the system, but has not yet been paid.

```

-----
5:50 pm                                7/14/05
OPEN CHECK REPORT
SYSTEM REPORT
Daily
FROM 7/14/05 0:00 TO 7/14/05 17:50
TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

①	②	③	④	⑤
0	0013	17:47	2	8.59
0	0014	17:47	4	15.09
0	0015	17:47	2	5.99
	0016	17:47	3	13.63
14	0017	17:49	2	10.09
9	0018	17:49	4	16.54
6 Open Check(s)				69.93
Total number and amount of Open Checks				

- ① **Table #** - The table number of this check if one is assigned.
- ② **Check #** - The unique ticket number associated with the check.
- ③ **Time** - The time that the check was created.
- ④ **User ID** - The user ID of the server who currently owns the check. If the check has been transferred using the Transfer Check function, then the ID will be the user ID of the new owner of the check.
- ⑤ **Check Total** including all menu items, discounts, tax and gratuity.

## 5.3 Hourly Productivity Report

System	Revenue Center	Station	User
✓	✓	✓	✓

The Hourly Productivity Report provides a sales breakdown by times of day. Subtotals are provided by Meal Period.

```

-----
10:00 am                                     7/17/05
      HOURLY PRODUCTIVITY REPORT
      SYSTEM REPORT
      Daily
FROM 7/17/05 8:00 TO 7/17/05 10:00
TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

①	②	③	④
08-09	7	32.43	19.10%
:30	3	15.19	46.84%
:60	4	17.24	53.16%
09-10	13	109.83	64.68%
:30	5	37.29	33.95%
:60	8	72.54	66.05%
Breakfast	20	142.26	83.78%
			Total for the Meal Period
10-11	2	27.55	16.22%
:30	2	27.55	100.00%
:60	0	0.00	0.00%
Lunch	2	27.55	16.22%
Total	22	169.81	

- ① **Time Periods** –determined by OPEN and CLOSE options in System Setup/System Config table. If any sales are outside those business hours, the report hours are adjusted to included all sales.

- **Time Intervals** – set by option HOUR PART in System Setup/System Config table. Options are for whole, half or quarter hours.
- ② **Number of Guests** – The guest count included in all checks for the interval.
- ③ **Gross Revenue** – Sales for each period = Menu Item sales adjusted for discounts.
- ④ **Percent of Sales** - Shows percentages that each hour and Meal Period represents for the day. If hours are broken out into intervals, the interval's contribution to the hour is included.



## 5.4 Sales Mix Report

System	Revenue Center	Station	User
✓	✓	✓	✓

This report selection has three options:

- Detail** - Detailed information for each menu item being tracked and that was sold for the period. The Track System flag in the Menu Setup table determines whether the item is detailed in the report.
- Departments** - A summary by Departments of Menu Items sold.
- Categories** - A summary by Category of Menu Items sold.

### Report Items

**Item/Department/Category Line** - This line contains the record number of the Menu Item, Department or Category, and the item's name. The Menu Item report includes the average selling price of the total number of items sold.

**# Sold** - The number of the Menu Item sold, and the number sold as a percent of total items sold for the period.

**Gross Revenue** - The amount of revenues generated by selling the Menu Item, and the revenues for the Menu Item as a percent of total.

**Item Discounts** – The dollar amount that was discounted from specific items and the percentage of the total revenue from this Menu Item that was discounted.

**Discounts** – This total is only on the report summary. The total dollar amount of discounts that were applied to check subtotals.

**Net Sales** – Total of the selling prices of this menu item, adjusted for Item discounts.

### 5.4.1 Detail Report – Menu Item Sales

The Detail Report selection under the Sales Mix menu is the Menu Item Sales Report. It gives a breakdown of items sold for the period.

- Only items with the Track System Sales option set in the Menu Setup table will be detailed.
- Net Sales and Total # Sold on the User Report only includes items with the Track User flag set. Net Sales on the System, Station and Revenue Centers include all items regardless of the System Tracking options.

```

-----
12:59 pm                                7/14/05
      MENU ITEM SALES REPORT
      SYSTEM REPORT
      Daily
FROM 7/14/05 0:00 TO 7/14/05 12:59
      TOSHIBA TEC AMERICA - Atlanta, GA
-----

15 - Potato Skins                        3.95
      Price shown is total Revenue divided by # Sold.
      # SOLD                             1.00    4.17%
      Gross Rev                           3.95    7.14%
      Item Disc                            1.98-   50.13%
      Net Sales                            1.97

19 - Cheese Stix                          3.95
      # SOLD                             1.00    4.17%
      Gross Rev                           3.95    7.14%
      Item Disc                            0.00    0.00%
      Net Sales                            3.95

-----
Total

      # SOLD                             24.00
      Total # Sold includes all items regardless
      of System Tracking option.

      Gross Rev                           55.32
      Item Disc                            1.98-
      Discounts                            8.40-
      Item Discounts = Applied to a specific menu item.
      Discounts = Applied to the subtotal of a check.

      Net Sales                            44.94

Total

```

### 5.4.2 Departments – Menu Item Sales

The Department selection under the Sales Mix menu summarizes all Menu Items sales by Departments. All menu items sold for the period are included in the Department report.

- The Total # Sold includes non-priced items only if the Track System Sales option is set in the Category Setup table.

```

-----
12:59 pm                                7/14/05
      MENU ITEM SALES REPORT
      Departments
      SYSTEM REPORT
      Daily
FROM 7/14/05 0:00 TO 7/14/05 12:59
TOSHIBA TEC AMERICA - Atlanta, GA
-----

1 - Food
# SOLD                11.00    61.11%
Gross Rev            45.42    82.10%
Item Disc             1.98-    4.36%
Net Sales            43.44

2 - Beverage
# SOLD                4.00    22.22%
Gross Rev             3.40    6.15%
Item Disc             0.00    0.00%
Net Sales             3.40

3 - Beer
# SOLD                1.00    5.56%
Gross Rev             1.25    2.26%
Item Disc             0.00    0.00%
Net Sales             1.25

-----
Total
# SOLD                17.00
Gross Rev            55.32
Item Disc             1.98-
Discounts            8.40-
Net Sales            44.94

```

### 5.4.3 Categories – Menu Item Sales

The Categories selection under the Sales Mix menu summarizes all Menu Items sales by Categories. All menu items sold for the period are included in the Category report.

- The Total # Sold includes non-priced items only if the Track System Sales option is set in the Category Setup table.

```

-----
12:59 pm                                7/14/05
      MENU ITEM SALES REPORT
      Categories
      SYSTEM REPORT
      Daily
FROM 7/14/05 0:00 TO 7/14/05 12:59
TOSHIBA TEC AMERICA - Atlanta, GA
-----
10 - Appetizers
    # SOLD                2.00    11.11%
    Gross Rev             7.90    14.28%
    Item Disc             1.98-   25.06%
    Net Sales              5.92

40 - Lunch
    # SOLD                7.00    38.89%
    Gross Rev            33.57    60.68%
    Item Disc             0.00     0.00%
    Net Sales            33.57

90 - Desserts
    # SOLD                1.00     5.56%
    Gross Rev             3.95     7.14%
    Item Disc             0.00     0.00%
    Net Sales             3.95

-----
Total
    # SOLD                17.00
    Gross Rev            55.32
    Item Disc             1.98-
    Discounts             8.40-
    Net Sales            44.94

```

## 5.5 Manager Voids Report

System	Revenue Center	Station	User
✓			✓

The Manager Voids Report is a log of all voids that occurred during the business day. Manager Voids are created any time an item is removed from an unpaid check that was entered in a previous service round. The report lists voids plus a total by approving manager.

```

-----
1:01 pm                                7/14/05
      MANAGER VOIDS REPORT
      SYSTEM REPORT
      Daily
FROM 7/14/05 0:00 TO 7/14/05 13:01
      TOSHIBA TEC AMERICA - Atlanta, GA
-----

TIME      CHK DESCRIPTION                PRICE
Manager:  Patty

9:19     0003 Potato Skins                 3.95
9:57     0006 Cheese Fries                  1.00
-----
Total                                         4.95

```

**Manager** - This line shows the approving manager's name.

**TIME** - The time that the void occurred.

**CHK** - This is the check number that contained the voided item.

**DESCRIPTION** - The name of the menu item that was voided.

**PRICE** - This is the price of the voided item that was removed from the check.

## 5.6 Refund Report

System	Revenue Center	Station	User
✓			✓

The Refund Report is a log of all refunds that occurred during the business day. Refunds are created when an item that was entered in a previous service round from a paid check is removed, or when an Open Refund entry is made on a check. The report lists refunds by approving manager and gives totals for each manager as well as a total for all Refunds.

```

-----
4:20 pm                                7/14/05
      REFUND VOIDS REPORT
      SYSTEM REPORT
      Daily
FROM 1/01/70 0:00 TO 7/14/05 16:20
TOSHIBA TEC AMERICA - Atlanta, GA
-----

TIME      CHK DESCRIPTION                PRICE
Manager: Patty

12:43    0007 Cheesecake                    3.95
-----
                                         3.95

Total                                         3.95
    
```

**Manager** - This line shows the approving manager's name.

**TIME** - The time that the refund occurred.

**CHK** - This is the check number that contained the refunded item.

**DESCRIPTION** - This is the menu item name for the refunded item.

**PRICE** - The price of the item that was removed from the check.

## 5.7 Financial Report

System	Revenue Center	Station	User
✓	✓	✓	✓

```

-----
4:20 pm                               7/14/05
      FINANCIAL REPORT
      SYSTEM REPORT
      Daily
FROM 7/14/05 0:00 TO 7/14/05 16:20
      TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

**Readings** - Non-resettable totals maintained by each POS station. This section prints if the USE NRGT option in System Setup/System Config is set. These fields do not appear on the User Financial Report.

```

Readings
Opening                               0.00
Closing                               69.14
      Menu Item Sales before Voids, Refunds or Discounts
      + Tax and Tips

Trn Opening                           0.00
Trn Closing                           0.00
      Readings for Training Totals if selected in Training Mode Config.

```

**Sales** - Sales totals by Departments, sales tax collected, and sales totals and statistics by order type.

```

Sales

FOOD                                  38.44
BEVERAGE                              6.50
Sales Tax                              2.97
-----
Gross Sales                            47.91

Sales Tax                              2.97-
-----
Net Sales                              44.94
      Net Sales = Menu Item Sales - Voids/Refunds +/- Discounts

```

Statistics for each Order Type.

DINE IN		21.48
Tckts/Avg Tckt	3	7.16
Guests/Avg Chk	2	10.74
Avg Trans Time (min)		2.36

Check/Guest averages are Net Sales ÷ # of Checks.  
 Average Transaction Times are minutes  
 all checks are opened ÷ # of Checks

BAR		8.47
Tckts/Avg Tckt	1	8.47
Guests/Avg Chk	5	1.69
Avg Trans Time (min)		81.26

TO GO		14.99
Tckts/Avg Tckt	1	14.99
Guests/Avg Chk	1	14.99
Avg Trans Time (min)		81.51

**Balance** - This section contains a method of balancing the readings adjustment to the system's reported Gross Sales. It does not print if the NRGT is not being used in the READINGS section.

Balance

Closing	69.14+	
Opening	0.00-	The current NRGT
Readings Change	69.14=	Prior NRGT from the last Z Report
Mgr Voids	6.90-	
Mgr Refunds	3.95-	
Discounts	10.38-	
	-----	
Gross Sales	47.91	

**Closed Checks** – Summary of all closed checks. This section prints if the REPORT CLOSED CHECKS option is set in the System Setup/System Config table.

Closed Checks

0003	2	08:41	0.00	16.32
0006	3	12:27	1.76	11.00
0007	6	12:33	0.00	15.89
0009	2	12:28	0.00	2.62
0010	2	12:30	0.00	3.84
Total			1.76	49.67

Check #	Server ID	Time Closed	Charge Tip	Check Total Including Tips.
---------	-----------	-------------	------------	-----------------------------



**Server Sales - Summary of sales by server.**

## Server Totals

Server First Name and initial

		(1)	(2)	(3)
Susan	C.	22.78	0.00	22.78
Marie	P.	9.24	1.76	11.00
Mary	L.	15.89	0.00	15.89
Total		47.91	1.76	49.67

(1) The Server's Gross Sales

(2) The Server's Charge Tips

(3) Total of columns 1 and 2.

**Media** - This section of the Financial Report contains media balancing totals to be reconciled with deposits and cash drawers.

## Media

	(1)	(2)	(3)
Cash	3	34.83	70.12%
VISA	1	11.00	22.15%
HOUSE	1	3.84	7.73%
		-----	
Total		49.67	

(1) The number of times this media was used.

(2) The Total amount collected of this media.

(3) Each media's percentage of Total Media collected.

Cash Tips	0.00	
	Tips Declared by Servers at clock-out.	
Charge Tips	1.76	
	Tips included in checks.	
Declared Tips	1.76	
	Cash Tips + Charge Tips	
	Prints if MIN TIP % is set in System Config.	
44.94 * 15.00%	6.74	
	NET SALES times Tip % from	
	System Setup/System Config.	
Diff	4.98-	
	Tip % minus Declared Tips.	

**Deposit** – This section is created from entries made from the Deposit Entry report selection (see page 5-29). Media types that display are those with the option set for IN DEPOSIT LST.

Deposit

Cash	34.80
VISA	11.00
HOUSE	3.84
	-----
Deposit	49.64
Diff	.03

DIFF is the total reported thru the system minus the entries made in the Deposit Entry report selection.

**Cash Balance** – Calculates cash amount for reconciling with the cash drawer(s). Cash media type is defined by the System Setup/System Config option CASH MEDIA ID. It is recommended that CASH be always set as Media #1.

Cash Balance

Gross Sales	47.91	
	-----	
Total Due Est	47.91	<---

VISA	11.00-
HOUSE	3.84-
	-----
Cash Due Est	33.07 <---

Total Due Est minus all non-cash media totals.

**Discounts** - Summary of the discounts applied for the period.

Discounts

	(1)	(2)	(3)
Emp Disc	3	8.40	80.92%
Senior	1	1.98	19.08%
		-----	
Total		10.38	23.10%

(1) Number of each discount used on checks.

(2) Total amount subtracted from checks for each discount.

(3) Each discount's percentage of the Total Discount \$ amount.

**Sales Mix** – Department and Category summaries of menu item sales. Each category flagged to track sales (Track System Sales for the System, Revenue Center, and Station reports and Track User Sales for the User report) will appear on this report. Any items not flagged to track sales will be added to an “Other” field that will automatically be added to the report.

### Departments

# Items sold, Gross Revenue and % of Total for each Department.

Food	11	43.44	82.10%
Beverage	4	3.40	6.15%
Beer	1	1.25	2.26%
Wine	1	1.75	3.16%
Liquor	1	3.50	6.33%
Discounts		8.40-	
		-----	
Total		44.94	

### Categories

# Items sold, Gross Revenue and % of Total for each Menu Category.

Appetizers	2	5.92	14.28%
Lunch	7	33.57	60.68%
Desserts	1	3.95	7.14%
Domestic Bottl	1	1.25	2.26%
Non-Alcohol	4	3.40	6.15%
Coctail	1	3.50	6.33%
Wine	1	1.75	3.16%
Dressings	1	0.00	0.00%
Discounts		8.40-	
		-----	
Total		44.94	

**Functions** – Summarizes the use of functions that are flagged to track usage (Track System for the System, Revenue Center, and Station reports and Track User for the User report) defined in the Function Setup table.

### Functions

Menu Setup	2	
Void	3	10.85

The number of times each Function is used and \$ amounts where appropriate.

**Statistics** – Number and average Net Sales of guests and checks.  
Average Transaction Time is minutes all checks are opened divided by the total # of checks.

# of Guests	8
# of Tickets	5
Average Check	5.62
Average Ticket	8.99
Average Trans Time	33.96

## 5.8 Customer Summary Report

System	Revenue Center	Station	User
✓	✓	✓	

The Customer Summary Report lists Net Sales and check averages by Meal Period.

- Check data will vary from statistics on the Financial Report if Z Reports are done with open checks.

```

-----
4:21 pm                                7/14/05
      CUSTOMER SUMMARY REPORT
      SYSTEM REPORT
      Daily
FROM 7/14/70 0:00 TO 7/14/05 16:21
      TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

```

Lunch                                29.55
  Tckts/Avg Tckt                      4   7.39
  Guests/Avg Chk                      6   4.93

Dinner                                15.39
  Tckts/Avg Tckt                      1  15.39
  Guests/Avg Chk                      2   7.70

Total                                  44.94
  Tckts/Avg Tckt                      5   8.99
  Guests/Avg Chk                      8   5.62

```

**Sales** – Net Sales for the Meal Period. Menu Item totals adjusted for discounts.

**Tckts/Avg Tckt** - The number of checks and the average net sales per check for the Meal Period.

**Guests/Avg Chk** - The number of guests and the average net sales per guest for the Meal Period.

# 5.9 Media Report

System	Revenue Center	Station	User
✓	✓	✓	✓

This report details the totals for each different media type by Server. Totals for CASH include any loans and pick-ups that were recorded by the system.

```

-----
4:21 pm                               7/14/05
                Media
            SYSTEM REPORT
                Daily
FROM 7/14/05 0:00 TO 7/14/05 16:21
TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

```

-----
Server Name, User I.D. and the shift # for the report.
Susan #2 - Shift 1
-----

```

```

Cash                2      18.94
HOUSE               1       3.84
Total               3     22.78

Gross Sales                22.78

```

```

=====
Cash                5     137.83
VISA                1     11.00
HOUSE               1       3.84
Total               5     49.67
Number of transactions and total for each Media type.
Gross Sales                49.67
Total Amounts of all Media types.
Loan Total                50.00
Pickup Total             153.00-
Total                   103.00-
Amount of Loans and Pickups (is included in CASH total).

```

## 5.10 Loan/Pickup Report

System	Revenue Center	Station	User
✓			✓

This report is a log of the bank loans and pick-ups that occurred on the system. The Net amount of this report is included in the CASH amount on the Financial and Media Reports.

```

-----
4:55 pm                                7/14/05
                                LOAN/PICKUP REPORT
                                SYSTEM REPORT
                                Daily
FROM 7/14/05 0:00 TO 7/14/05 16:55
TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

Mary #6

Server Name and User I.D.

DESCRIPTION	TIME	STN	AMOUNT
Loan	16:42	1	25.00
Loan Total			25.00
Pickup Total			0.00-
Total			25.00
<hr/>			
Loan Total			50.00
Pickup Total			153.00-
Total			103.00-

The net amount of all Loans (+) and Pickups (-)

**USER ID** – Name and user ID of the operator who received the Loan or Pick-Up. Includes a record for each employee who received a Loan or Pick-up.

**TIME** - The time of the loan or pick-up.

**STN** - The station ID where the loan or pick-up occurred.

**AMOUNT** - This is the amount of the loan or pick-up.

## 5.11 Sales Tax Report

System	Revenue Center	Station	User
✓	✓	✓	✓

The Sales Tax Report summarizes the sales and sales tax collected for each tax table. Sales tax for inclusive tax tables is computed as a percent of sales posted to the tax table.

```

-----
4:23 pm                               7/14/05
      SALES TAX REPORT
      SYSTEM REPORT
      Daily
FROM 7/14/05 0:00 TO 7/14/05 16:23
      TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

```

FOOD
Taxable Sales                38.44
Non-Taxable Sales            0.00
Sales Tax                     2.32

BEVERAGE
Taxable Sales                6.50
Non-Taxable Sales            0.00
Sales Tax                     0.65

Total
Taxable Sales                44.94
Non-Taxable Sales            0.00
Sales Tax                     2.97

```

**Taxable Sales** - This is the amount of taxable sales posted to the tax table.

**Non-Taxable Sales** - This is the amount of non-taxable sales posted to the tax table.

**Sales Tax** - This is the amount of sales tax posted to the tax table, or for inclusive tax tables, the amount of computed tax from the taxable sales posted to the tax table.



## 5.12 Charge Account Report

System	Revenue Center	Station	User
✓			

The Charge Account Report is used to report house account charges for the day. This report is updated when a check is tendered with a media that is set with the CHARGE ACCT option in the Media Setup table.

```

-----
5:31 pm                               7/14/05
      Charge Acct
      SYSTEM REPORT
      Daily
FROM 7/14/05 0:00 TO 7/14/05 17:31
      TOSHIBA TEC AMERICA - Atlanta, GA
-----

```

①	②	③	④
123	MgrVIP	9.44	1
456	MgrVIP	9.82	1
Total		19.26	

- ① **ACCOUNT** - This is the account number of the person making the charge. The server enters this number in response to a prompt when the Charge Account media type is used.
- ② **ACCOUNT TYPE** - This is the Media type to be credited with the sale.
- ③ **AMOUNT** - This is the total amount of charges made to each charge account.
- ④ **# OF TRNS** - This is the number of charge transactions posted to each account.

## 5.13 Discount Recipient Report

System	Revenue Center	Station	User
✓		✓	✓

The Discount Recipient Report details the use of discounts given to employees, managers, and corporate personnel. Discounts programmed with the RECIPIENT option set will be included on this report, sorted by the person receiving the discount.

```

-----
4:23 pm                                7/14/05
      DISCOUNT RECIPIENT REPORT
        SYSTEM REPORT
          Daily
FROM 7/14/05 0:00 TO 7/14/05 16:23
TOSHIBA TEC AMERICA - Atlanta, GA
-----

RECIPIENT      DISCOUNT      AMOUNT      TRNS
-----
10             Emp Disc        -2.48        1
6              Emp Disc        -2.30        1
4              Emp Disc        -3.62        1

Total                                -8.40

```

**RECIPIENT** - This is the ID number of the employee receiving the discount. The server is prompted for the ID number when applying the discount to a check.

**DISCOUNT TYPE** - This is the description of the discount received.

**AMOUNT** - This is the total amount of the discounts received.

**# OF TRNS** - This is the number of discounts received by the employee.

## 5.14 Deposit Entry

System	Revenue Center	Station	User
✓			✓

The Deposit Entry function can be used to record actual amounts in the cash drawer for comparison with reported totals.

### Notes:

- ❑ The amounts entered in this function are on the Financial report if the option REQ CASH DECL in the System Setup/System Config table is set.
- ❑ If Deposit Entry is set for X/Z Reports in the Function Setup table, the screen will display when these reports are initialized, forcing the user to make entries.

### Procedure:

1. Index the amount for each media then press .
2. Press  when all entries are complete. To correct an entry, index the number of the media and press .
3. When all entries are correct press  again.
4. If BLIND DEPOSIT is YES, screen prompts:  
Are you sure?
5. If BLIND DEPOSIT is NO, screen prompts:  
Diff \$xx.xx, Save?
6. If all entries are correct and should be saved, index  for YES. To discard entries, index  for NO, then  for CANCEL.

## 5.15 X Report

System	Revenue Center	Station	User
✓	✓	✓	✓

The X Report allows a user to print a pre-defined sequence of reports with a single command, without clearing any totals.

The option to include each report is set in the Function Setup table. The pages/options for each report are shown on page 5-33

- ❑ Set the System X option for a report to print it with a System X function.
  - Reports set for the System X are also included with a Revenue Center and Station X reports.
- ❑ Set the User X option for a report to print it with a User X function.

## 5.16 Z Report

System	Revenue Center	Station	User
✓	✓	✓	✓

The Z Report allows a user to print a pre-defined sequence of reports with a single command. In addition, Z Reports clear all totals for the report type, regardless if they are set to print or not.

The option to include each report is set in the Function Setup table. The pages/options for each report are shown on page 5-33.

- Set the System Z option for a report to print it with a System Z function.
  - Reports set for the System Z are also included with Revenue Center and Station Z reports.
  - A Station Z also closes a shift for the station.
- Set the User Z option for a report to print it with a User Z function.
  - A User Z also closes a shift for the employee.

### 5.16.1 Programming Options for Z Reports

The following table lists programming options that affect Z Reports. Refer to the Programming Manual for more explanations.

Table	Page / Field	Option Description
<b>Station Setup</b>	3 / 4	Allow Z Report
	3 / 6	Require Cash Declaration on Station Z
<b>System Setup Table / System Config.</b>	1 / 6	Week Ending
	2 / 6	Z With Open Checks
	4 / 1	Create Export
	5 / 9	24 Hour
	5 / 11	PTD Totals
	6 / 4	Append Export Files
	6 / 5	Backup Files
	7 / 1	Fixed Position in Export Files
	7 / 5	Restrict Station Z
	7 / 7	Report Station Present
	8 / 3	Export Line Header
	8 / 8	Month Backup File
	9 / 6	Close with Sales

### 5.16.2 Reports Included in X and Z Reports

Setting the reports to include for printing in X and Z Reports is done in the Function Setup table. The locations are below.

Function Table Option		Applies to:	
Report	Page / Field	System Report	User Report
Charge Account	8 / 3	✓	
Close Time Clock	15 / 4	✓	
Customer Summary	7 / 8	✓	
Deposit Entry	3 / 6	✓	✓
Discount Recipient	8 / 4	✓	
Employee Clocked In	14 / 7	✓	
Employee Time Card	14 / 8	✓	
Employees Pay	19 / 8	✓	
Financial	7 / 7	✓	✓
Food Cost Report	17 / 4	✓	
Hourly Prod	7 / 3	✓	
Inventory Count Sheet	17 / 3	✓	
Inventory Status	16 / 8	✓	
Inventory Totals	16 / 9	✓	
Job Code Labor Report	14 / 9	✓	
Labor Analysis	15 / 1	✓	
Loan/Pickup	8 / 1	✓	✓
Manager Voids	7 / 5	✓	✓
Media	7 / 9	✓	✓
Open Check	7 / 2	✓	✓
Refund	7 / 6	✓	✓
Sales Mix	7 / 4	✓	✓
Sales Tax	8 / 2	✓	✓
Tip Report	15 / 2	✓	

NOTES







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