QuickTips:

SQUiRREL Basics

1. GETTING YOUR TABLES
Insert Badge Card [Box #1]
Touch the SUMMARY Tab at the top of the screen
Pull the tables you will need into your section
by using the PLUS TBL button [Box #2]

2. START YOUR ORDER
Touch the table you want to use
Touch the items you want on the check
Review the order for accuracy

3. PRINT THE CHECK FOR THE GUEST
Touch the CHECK Tab at the top of the screen
Touch PRINT CHK
Remove your Badge Card

4. CLOSE THE CHECK
Insert Badge Card
Touch the table you want to close
Touch the PAYMENT Tab
The system will enter the Amount Due automatically
Touch CASH or swipe the Credit Card
Touch AUTH/SET *If using a Credit Card, a voucher will print*
For Credit Card have the guest sign voucher and enter a tip amount, then
Insert Badge Card
Touch the table to want to finish
Touch the PAYMENT Tab
Using the keypad, enter the Tip Amount and touch ENTER in the keypad
Verify the amounts and Touch AUTH/SET

#1   Badge Card does not register:
-Is it in ARROW FIRST?
-Did you put it in SLOWLY?
-Has it been ASSIGNED to you?

#2 If a table you want to Move belongs to another server:
-DO NOT TAKE IT!!
-Ask that server to close that table.

#3 Swiping Credit Cards:
-Swipe slowly, from top to bottom, stripe toward you. If you get signed off, try again slowly, from bottom to top. OR enter Card # manually by touching CREDIT CARDS and following the prompts at the bottom of the screen.

Changing Orders

SERVERS CAN ONLY CHANGE ORDERS PRIOR TO SENDING THEM!!

DELETING AN ITEM
Touch either the MENU Tab or the SUMMARY Tab
Touch the Item you want to delete (a pop-up menu will appear with buttons)
Touch the DELETE button (a red line will appear through the item, the item will not be sent)

REPLACING AN ITEM
Touch either the MENU Tab or the SUMMARY Tab
Touch the Item you want to delete (a pop-up menu will appear with buttons)
Touch the REPLACE button (it will take you to the screen you originally ordered from)
Touch a replacement Item

Printing Checks

CHOOSE A TABLE AND TOUCH THE CHECK TAB...

COMBINED (Default)
- One piece of paper
- All Items listed together
- One Total at the bottom
- Touch COMBINED to reset table from other checks types

SPLIT
- One piece of paper
- Items are printed by seat
- Subtotals by seat/ Grand Total at bottom

SEPARATE
- Separate pieces of paper
- Items printed by seat on separate papers
- Each paper has its own Total

PARTIAL
- Separate pieces of paper
- Items printed by Group on separate papers
- Each paper has its own Total
- Seats must be placed into groups [Box #4]

PRINTING THE CHECK(S)...
- Touch PRINT CHK

> #4 Creating Partial Checks:
> -Touch the SUMMARY Tab, then the Table you want to work with
> -Touch the CHECK Tab, then the PARTIAL button
> -Enter the # of checks you will be creating
> -Touch the Seat(s) you want on the first check, and then touch CHECK NEW
> -Repeat this process until all Seats have been assigned to a NEW CHECK
> -You will know that all Seats have been assigned when the Total under UNASSIGNED is $0.00
> -Touch the PRINT button
> -Touch YES to print all Checks

Payment Possibilities (split payments/credit card errors)

TENDERING MORE THAN ONE FORM OF PAYMENT
- Touch the Table that you want to work with, then Touch the PAYMENT Tab
- Enter the Amount of the first Payment & Swipe Credit Card, Touch Payment Type Button
- Enter the Amount of the next Payment & Swipe Credit Card, or Touch AUTH/SET Button
- Touch the Table that you want to work with, then Touch the PAYMENT Tab to re-open the table
- If closing the remainder to cash, Touch CASH, then enter the tip from the Credit Card(s)
- Touch AUTH/SET when finished.   Enter Tip as shown in "SQUiRREL Basics"

CORRECTING PAYMENT ERRORS (before a Check is Settled)
- -Wrong form of Payment was entered
- -Wrong Credit Card was Authorized
- -Original Credit Card was Declined or Denied [Box #5]
- Touch the Table you want to work with
- Touch the PAYMENT Tab
- Touch the Payment Code for the Card you want to correct (i.e. VISA, AMEX, CASH)
- A Pop-up menu will appear
- Touch VOID to remove Payment, or RETRY to attempt to re-authorize Credit Card, or VOICE AUTH to enter a Voice Authorization [Box #5] and make sure you touch AUTH/SET when done
- To enter a new Payment: Touch the word DUE, and enter the Payment as usual

> #5 Declined/Denied Credit Cards:
> -DECLINED= Card rejected by bank
> -DENIED= Technical error. A voice authorization can be obtained from Authorization Center
> -Bad Credit Card Payments must be VOIDed before you settle to Check to any other form of payment

> #6 More Credit Cards Tips:
> -Make sure you imprint ALL Credit Cards that have non-functioning magnetic strips
> -Do not let the Guest leave without signing the Merchant Copy of the Credit Card Voucher
> -NEVER accept a Credit Card that has a demagnetized strip AND whose numbers are not raised

Transferring Tables/Seats

SERVERS CAN ONLY TRANSFER TABLES/SEAT(S) INTO THEIR SECTION!!

TRANSFERRING A TABLE INTO YOUR SECTION

- Insert Badge Card
- Touch the <u>SUMMARY</u> Tab
- If you are only moving Seats, make sure the target Table has already been Moved into your section
- Touch the TRANSFER button
- Following the prompts:
    - Enter the Table # you want to Transfer From
    - Touch the Seat(s) you want to Transfer
    - Choose <u>NEW</u> to Move the entire table, or <u>EXISTING</u> to Move to Seats to a Table already in your section.

> **#7 MOVE vs. TRANSFER:**
> *-MOVE: when you want to move an entire table into your section.*
> *-TRANSFER: when you want to move a seat from one table to another .*
> *-The server that rang in the sales will always "own" them.*

Ordering by Seat and/or by Course

GET INTO THE HABIT OF ORDERING CORRECTLY, IT'LL PAY OFF IN THE END!!

ORDERING THE SQUiRREL WAY

- Begin the Ordering process as explained in SQUiRREL BASICS
- The first item you Touch will be placed on SEAT 1, COURSE 1
- Each additional Item will be placed on the next SEAT (2,3,4) in the same Course #
- ENTER ALL ITEMS IN EACH COURSE/ROUND FOR EACH SEAT BEFORE MOVING ON…
    (i.e. Enter all Beverages, then all Appetizers, etc.)
- Use the <u>SKIP SEAT</u> button to skip a Seat
- Use the <u>SEAT </u>button to enter an Item for a specific Seat
- Touch the <u>BEGIN </u>button to start entering Items from SEAT 1
- Once all the items for a Course have been entered, Touch the <u>COURSE </u>button to begin ordering the items for the next Course (you will automatically begin on SEAT 1 when you start a new Course)
- <u>SEND </u>the order as usual. *ONLY THE FIRST COURSE WILL PRINT IN THE KITCHEN!*

SENDING COURSES

- Enter your Badge Card into the Badge Reader
- Touch the <u>SUMMARY </u>Tab
- Tables with *UN-FIRED* Courses will have numbers over them, indicating # of Courses remaining
- Touch the <u>FIRE </u>button
- Touch the Table that is ready for the next Course
- Continue FIRING Courses (*when needed*) until the Table no longer has a number attached to it

> **#8 Tips for Using Seat #'s:**
> *-Ordering by seat #'s will allow you to deliver food without "auctioning" items*
> *-Separate checks are only possible when items are placed on the correct Seats*
>
> Moving Items from Seat to Seat:
> *-Touch the Table you want to work with*
> *-Touch the <u>SUMMARY</u> tab*
> *-Touch the item(s) you want to Move*
> *-A Pop-up Menu will appear, Touch the MOVE button*
> *-Touch the Seat # that you want to move the items to*

> **#9 Tips for Coursing:**
> *-When adding items to a Table that already has multiple Courses, be sure to enter the Items in the CORRECT COURSES*
> *-Ring in Items as soon as you are aware of them, to avoid forgetting them*
> *-Fire courses early enough to allow the cooks time to prepare them when you need them*
> *-The REPLACE function will replace an item with another item on the same seat in the same course.*

SQUiRREL Basics

1. START YOUR ORDER
- Insert Badge Card [Box #1]
- Touch the items you want on the check
- Review the order for accuracy

2. PRINT THE CHECK FOR THE GUEST [Box #2]
- Touch the <u>CHECK</u> Tab at the top of the screen
- Touch <u>PRINT</u> CHK

3. CLOSE THE CHECK
- Touch the <u>SUMMARY</u> Tab
- Touch the check you want to close
- Touch the <u>PAYMENT</u> Tab
- The system will enter the Amount Due automatically
- Touch <u>CASH</u> or swipe the Credit Card
- Touch <u>AUTH/SET</u> *If using a Credit Card, a voucher will print…*
- *For Credit Card… have the guest sign voucher and enter a tip amount, then…*
- Touch <u>SUMMARY</u> Tab
- Touch the table to want to finish
- Touch the <u>PAYMENT</u> Tab
- Using the keypad, enter the Tip Amount and touch <u>ENTER</u> in the keypad
- Verify the amounts and Touch <u>AUTH/SET</u>

#1   Badge Card does not register:
-Is it in ARROW FIRST?
-Did you put it in SLOWLY?
-Has it been ASSIGNED to you?

#2 To close a table quickly:
-Enter the order
-Touch PAYMENT Tab
-Close check as instructed at left
-The system will print the check automatically

#3 Swiping Credit Cards:
-Swipe slowly, from top to bottom, stripe toward you. If you get signed off, try again slowly, from bottom to top. OR enter Card # manually by touching CREDIT CARDS… and following the prompts at the bottom of the screen.

Changing Orders

ORDERS CAN ONLY BE CHANGED PRIOR TO BEING SENT OR PRINTED!!

DELETING AN ITEM
- Touch either the <u>MENU</u> Tab or the <u>SUMMARY</u> Tab
- Touch the Item you want to delete (a pop-up menu will appear with buttons)
- Touch the <u>DELETE</u> button (a red line will appear through the item, the item will not be sent)

REPLACING AN ITEM
- Touch either the <u>MENU</u> Tab or the <u>SUMMARY</u> Tab
- Touch the Item you want to delete (a pop-up menu will appear with buttons)
- Touch the REPLACE button (it will take you to the screen you originally ordered from)
- Touch a replacement Item

Printing Checks

CHOOSE A CHECK AND TOUCH THE <u>CHECK</u> TAB...

COMBINED (Default)
- One piece of paper
- All Items listed together
- One Total at the bottom
- Touch <u>COMBINED</u> to reset table from other checks types

SPLIT
- One piece of paper
- Items are printed by seat
- Subtotals by seat/ Grand Total at bottom

SEPARATE
- Separate pieces of paper
- Items printed by seat on separate papers
- Each paper has its own Total

PARTIAL
- Separate pieces of paper
- Items printed by Group on separate papers
- Each paper has its own Total
- Seats must be placed into groups [Box #4]

PRINTING THE CHECK(S)...
- Touch <u>PRINT</u> CHK

> #4 Creating Partial Checks:
> -Touch the <u>SUMMARY</u> Tab, then the Table you want to work with
> -Touch the <u>CHECK</u> Tab, then the <u>PARTIAL</u> button
> -Enter the # of checks you will be creating
> -Touch the Seat(s) you want on the first check, and then touch <u>CHECK NEW</u>
> -Repeat this process until all Seats have been assigned to a <u>NEW CHECK</u>
> -You will know that all Seats have been assigned when the Total under UNASSIGNED is $0.00
> -Touch the <u>PRINT</u> button
> -Touch <u>YES</u> to print all Checks

Payment Possibilities (split payments/credit card errors)

TENDERING MORE THAN ONE FORM OF PAYMENT
- Touch the Check that you want to work with, then Touch the <u>PAYMENT</u> Tab
- Enter the Amount of the first Payment & Swipe Credit Card, Touch Payment Type Button
- Enter the Amount of the next Payment & Swipe Credit Card, or Touch <u>AUTH/SET</u> Button
- Touch the Check that you want to work with, then Touch the <u>PAYMENT</u> Tab to re-open the table
- If closing the remainder to cash, Touch CASH, then enter the tip from the Credit Card(s)
- Touch <u>AUTH/SET</u> when finished.   Enter Tip as shown in "SQUiRREL Basics"

CORRECTING PAYMENT ERRORS (before a Check is Settled)
- -Wrong form of Payment was entered
- -Wrong Credit Card was Authorized
- -Original Credit Card was Declined or Denied [Box #5]
- Touch the Check you want to work with
- Touch the <u>PAYMENT</u> Tab
- Touch the Payment Code for the Card you want to correct (i.e. VISA, AMEX, CASH)
- A Pop-up menu will appear
- Touch <u>VOID</u> to remove Payment, or <u>RETRY</u> to attempt to re-authorize Credit Card, or <u>VOICE AUTH</u> to enter a Voice Authorization [Box #5] and make sure you touch AUTH/SET when done
- To enter a new Payment: Touch the word <u>DUE</u>, and enter the Payment as usual

> #5 Declined/Denied Credit Cards:
> -DECLINED= Card rejected by bank
> -DENIED= Technical error. A voice authorization can be obtained from Authorization Center
> -Bad Credit Card Payments must be VOIDed before you settle to Check to any other form of payment

> #6 More Credit Cards Tips:
> -Make sure you imprint ALL Credit Cards that have non-functioning magnetic strips
> -Do not let the Guest leave without signing the Merchant Copy of the Credit Card Voucher
> -NEVER accept a Credit Card that has a demagnetized strip AND whose numbers are not raised

Transferring Checks/Seats

BARTENDERS CAN ONLY TRANSFER CHECKS/SEATS WITHIN THEIR SECTION!!

TRANSFERRING SEATS WITHIN YOUR SECTION [Box #7]
- Touch the <u>SUMMARY</u> Tab
- Touch the TRANSFER button
- Following the prompts:
    - Enter the Check # you want to Transfer From
    - Touch the Seat(s) you want to Transfer
    - Choose <u>NEW</u> to Move the entire check, or <u>EXISTING</u> to
Move to Seats to a Table already in your section.

> #7 Transferring to Servers:
> *-If a guest wants to move into the Dining Department, Print the Check and give it to the Server who will be taking the guest. The Server will then pull the check into their section. Bartenders cannot give checks to Servers.*

Working with Existing Checks

NAMING A CHECK
- Create the Check as shown in SQUiRREL Basics
- You **must** Send Order or Print Check to proceed
- Touch the <u>SUMMARY</u> Tab
- Touch the Check you want to Name
- Touch the Name Button [Box #8]

ADDING TO AN EXISTING CHECK
- Touch the <u>SUMMARY</u> Tab
- Touch the Check you want to add to
- Touch the <u>ROUND</u> Button to add the same drinks as were
previously ordered (note that food will be included if ordered at last round)
    - OR
- Touch the <u>MENU</u> Tab
- Touch the items you want on the check
- Review the order for accuracy
- Print the revised Guest Check, dispose of the outdated Guest Check

> #8 Tips for Using Check Names:
> *- Use only 6 Characters*
> *- DO NOT use offensive words, as the guest will see the Name of the Check on the printed Guest Check you give them*
> *- Create a Check named "HOUSE," "SPILLS," or "MANGER" to easily keep track of comps, spills, etc.*

Combined*

*Touching
Combined will
reset a check
once you have
applied any
other check
style.

```
Squirrel
Cafe

Seat  1
Seat  2
Seat  3
Seat  4
_____
        Total
```

Split

```
Squirrel
Cafe

Seat  1
_____
        Sub-Total
Seat  2
_____
        Sub-Total
_____
        Total
```

Separate

```
Squirrel
Cafe

Seat  1




_____
        Total
```

```
                al
```

Partial

```
Squirrel
Cafe

Seat  1
Seat  2


_____
        Total
```

```
Squirrel
Cafe

Seat  3
Seat  4
Seat  5


_____
        Total
```

Split Even

```
Seat  1
Seat  2

_____
        Total
Total  divided  by
```

#1 CHECK SUMMARY
- Insert your Badge Card
- Touch the ADMIN Tab
- Touch the CHECKSUM button
- A Check Summary Report will print

#2 CASHOUT REPORT
- Insert your Badge Card
- Touch the ADMIN Tab
- Touch the CASHOUT button
- A Cashout Report will print

ONLY CASHOUT AT THE END OF YOUR SHIFT, AS YOUR SALES WILL BE RESET TO ZERO!!

```
        CASHOUT FOR SOPHIA
        04/03/01          15:05
    *******************************

PAYMENTS         TIPS        NET
================================
CASH      93.96-13.00=    80.96
AMEX      24.25
M/C       12.00
- - - - - - - - - - - - - - - - -
TOTAL  $130.21 13.00=    117.21

CATEGORY         SALES
================================
FOOD             $81.00
LIQUOR           $ 0.00
WINE             $12.96
MISC             $36.25
- - - - - - - - - - - - - - - - -
TOTAL            $130.21

ITEMS         DOLLARS    VOLUME
================================
WINE            $12.96       2

SERVER
SALES           $87.00
# COVERS        2
AVG CHECK       $43.50

TOTAL # OF CHECKS 1
```

CASH DUE HOUSE

CHECK #

TOTAL REVENUE

CREDIT CARD INFO TO COMPARE AGAINST VOUCHERS

```
      CHECK SUMMARY FOR SOPHIA
        04/03/01          15:05
    *******************************

CHECK #      TOTAL        PAYMENTS

1146       $56.45   CASH      56.45

1157       $47.34   AMEX      47.34
                    TIPS      10.00
                              37.34

1230       $46.76   CASH      20.00
                    M/C       35.00
                    TIPS       8.24
```

CONTEST TOTALS

TOTAL SALES

CASHING OUT TIPS
- NET CASH is what you owe the House
- Compare your Credit Card Vouchers against the Check Summary to look for errors. Have a manager correct errors, then run a new CASHOUT and new CHECKSUM
- Keep track of Contest Totals when there are active contests
- Keep a Cashout out for IRS records

PUNCHING IN

Insert your Badge Card

OR

Touch the screen and enter your ID #, then Touch <u>DONE</u>
Touch the <u>ADMIN</u> Tab
Touch the <u>TIME CLOCK..</u> Button
Touch the <u>PUNCH IN</u> Button
A chit will print, showing your Punch In time
Remove your Badge Card

PUNCHING OUT

Insert your Badge Card

OR

Touch the screen and enter your ID #, then Touch <u>DONE</u>
Touch the <u>ADMIN</u> Tab
Touch the <u>TIME CLOCK..</u> Button
Touch the <u>PUNCH OUT</u> Button
A chit will print, showing your Punch In and Punch Out times

PRINTING A PERIOD REPORT (YOUR PAY PERIOD TIMECARD)

After you Punch Out, Touch the <u>PERIOD</u> Button
A chit will print showing the hours you worked for the current pay period
Remove your Badge Card

DECLARING TIPS

Insert your Badge Card
Touch the <u>ADMIN</u> Tab
Touch the <u>TIPS</u> button
Enter amount of declared tips
Touch <u>DONE</u>

Assigning Sections for the day

1. ASSIGNED SECTIONS
• All Servers and Managers have been assigned a Section on the Host computer. If an new employee is unable to ring in items in a Department, then you may need to assign a Section:
    -Touch the <u>MANAGE</u> > tab
    -Touch the <u>SECTION ASSIGN</u> tab
    -Touch the Department that you want the employee to ring in
    -Touch the name of the employee
    -Touch a Section, and press DONE   _____
    -This is a temporary action. To permanently assign a Section, use the Host computer
(changes take effect on the *next* Start of Business Day.)

2. MAKE SURE ALL TERMINALS ARE ACTIVE
• Verify that all Terminals are on, if not, turn them on with the switch on the back right side.
• Verify that all Terminals are active by touching them once to see the restaurant Logo
• Touch the screen to bring up the sign in Numberpad. Touch <u>CANCEL</u> once.
• If any Terminal fails to respond: remove all Badge Cards, turn it off, after 10 seconds turn on

Online Reports

CHECKING SALES/COVERS/VOLUME:
• Touch the <u>MANAGE ></u> tab
• Touch the <u>STATISTICS</u> tab
• Touch the Report you want to view

BRIEF EXPLANATION OF ONLINE REPORTS
Gross/Total= All sales/covers/volume   Net=Sales/covers/volume minus discounts & tax

•Gross/Net/Total Sales= $$ amt sold by Department   (*What are my sales?*)
•House Reports
    -Gross/Net Avg Check= Average $$ amt per check   (*What is the average check today?*)
    -Gross/Net Covers= Total number of covers   (*How many people have we served?*)
    -Gross/Net Sales= Total $$ amt of all items sold   (*How much have we sold today?*)
    -Gross/Net Volume= Total # of all items sold by category   (*How many things have we sold?*)
•Interval Reports
    -Avg Check= Average $$ amt per check per interval (i.e. hour)   (*When are checks the biggest?*)
    -Avg Sales= Average $$ amt sold per interval (i.e. hour)   (*When is it the busiest?*)
    -Hrs Covers= # of covers per hour   (*When do we have the highest turnover?*)
    -Hrs Sales= $$ amt sold per hour   (*When is it the busiest?*)
    -Hrs Volume= # of item sold per hour   (*When do we sell the most food?*)
• Server Reports
    -Server Avg Check= Average $$ amt of check by server   (*When do the server sell the most?*)
    -Server Avg Sales= Total $$ amt sold by server   (*Who has the highest sales?*)
    -Server Avg Volume= Total # of items sold by server   (*Who has sold the most items?*)

Working with tables

LOOKING AT A TABLE/CHECK
- **Log on, Touch the Department you want to look at**
- **Touch the SUMMARY tab**
- **Touch the MANAGER... button (the blue circle, *not* the gold tab)**
- **For Dining Dept: Touch the SHOW ME button, enter the table number OR...**
- **For Bar Dept: Touch the SHOW CHK button, enter the check number**
   THEN...

...ADDING ITEMS
- Touch the MENU tab
- Touch the Items you want to add
- Touch the SUMMARY tab, touch SEND ORDER

...AUTHORIZING CREDIT CARDS FOR SERVERS
- Touch the PAYMENT tab
- Swipe the Credit Card(s)
- Touch the AUTH/SET button (Do not access table again after you have authorized the card)
   DO NOT CLOSE TABLES TO CASH OR CREDIT CARDS FOR SERVERS!!

...DELETING AN ITEM
- Touch either the MENU tab or the SUMMARY tab
- Touch the Item(s)/Seat(s)/Check # you want to delete (a pop-up menu will appear with buttons)
- Touch the DELETE button (a red line will appear through the item, the item will not be sent)

...PROMO/QSA (Quality, Service, Attitude) AN ITEM
- Touch either the MENU tab or the SUMMARY tab
- Touch the Item(s)/Seat(s)/Check # you want to PROMO/QSA (a pop-up menu will appear)
- Touch the PROMO or QSA button (a list of items will appear, choose one)

REMEMBER... Delete (Void) removes an item as though it were never rung in. Promos (Comps) and QSA's discount the items, but still keep count of them. DO NOT Delete items already made.

Check Summaries & Cashouts

CHECK SUM vs. CASHOUT
- A Check Summary lists all the checks that have been closed by an employee
- A Cashout shows the Sales data and Revenue data for an employee, including amount due

PRINTING A CHECK SUMMARY
- Servers print their own Check Summaries; Managers print Bartender Check Summaries
- Touch the ADMIN tab
- Touch the MANAGERS... button
- Touch MGR CHKSUM
- Remove the Manager Badge Card and enter the Bartender Badge Card or Badge #

PRINTING A CASHOUT
- Servers print their own Cashouts; Managers print Bartender Cashouts
- Touch the ADMIN tab
- Touch the MANAGERS... button
- Touch MGR CASHOUT
- Remove the Manager Badge Card and enter the Bartender Badge Card or Badge #

Working with Closed Checks

ACCESSING A CLOSED CHECK
- **Log on, Touch the <u>SUMMARY</u> tab**
- **Touch the <u>MANAGERS..</u> button**
- **Touch <u>CHECK ADJ</u>, enter the Check number, enter Date, Touch <u>ENTER</u> when done THEN...**

...EDITING THE CHECK
- Delete items as shown in the previous section (see DELETING AN ITEM)
- Add items as shown in the previous section (see ADDING ITEMS)
- *You must proceed to Editing Payments if you make any changes to a closed check*

...REPRINTING CHECKS
- Touch the <u>CHECK</u> Tab
- Choose the type of check, or Touch <u>PRINT CHECK</u>
- *You must proceed to Editing Payments to exit*

...EDITING PAYMENTS
- Changing a Cash payment:
    - Touch the <u>PAYMENT</u> tab
    - Touch the word CASH, a Numberpad will pop up- enter the new cash amount tendered
    - Touch <u>DONE</u> button (in the Numberpad)
    - Touch <u>AUTH/SET</u>
- Changing a Credit Card Tip
    - Touch the <u>PAYMENT</u> tab
    - Touch the word TIP, a Numberpad will pop up… enter the new tip amount
    - Touch <u>DONE</u> button (in the Numberpad)
    - Touch <u>AUTH/SET</u>
- Changing Credit Card payment to a Cash
    - Touch the <u>PAYMENT</u> tab
    - Touch the name of the Credit Card (i.e. MASTRCHG), a pop-up menu will appear w/ buttons
    - Touch VOID
    - Touch DUE
    - A Numberpad will appear, enter the amount of CASH Tendered, Touch the CASH button
    - Touch <u>AUTH/SET</u>
- Changing Cash to Credit Card
    - Touch the <u>PAYMENT</u> tab
    - Touch CASH, enter $0.00, Touch <u>DONE</u>
    - Touch DUE
    - Swipe the Credit Card
    - Enter the Tip amount
    - Touch <u>AUTH/SET</u>

...DELETING A DECLINED/DENIED AUTHORIZATION
- Touch the <u>PAYMENT</u> Tab
- Touch the word <u>DECLINED</u>/<u>DENIED</u>
- Touch <u>VOID</u>
- Touch <u>AUTH/SET</u>

REASONS FOR ADJUSTING CLOSED CHECKS
- Void a payment and enter split payment (i.e. Cash and Credit Card, or split Credit Cards)
- Promo/QSA items from a check, adjust payment to reflect changes

IF YOU ADJUST A CHECK, RUN A NEW CASHOUT REPORT FOR THAT SERVER

Troubleshooting (Terminals & Printers)

TERMINALS

Problem	Solution
Terminal frozen	Go to another Terminal, Touch *SUMMARY*, Touch <u>MANAGERS...</u>, Touch <u>UNLOCK</u>, Touch Terminal
	Are all cables plugged in?
Terminal not responding when Badge card is entered	Badge card entered incorrectly. Remove Badge Card and re-insert correctly (arrow first, slowly)
	Is Terminal plugged in and turned on?
	Is the contrast too dark/light? Check the knob on the back of the Terminal, it has a circle that is half-filled.
Credit card won't read	Swipe w/ stripe toward screen and inside Terminal
	Swipe slow, top to bottom, then bottom to top

PRINTERS

Problem	Solution
Nothing prints from a printer	Is printer turned on? Does the printer have paper properly loaded? Are there any error lights on?
	Are all cables connected? Do impact (noisy) printers have ink ribbons? Is paper properly loaded in thermal (quiet) printers?
	Check PRINTER ROUTINGto see if printer is routed correctly. (<u>MANAGE</u>R >, <u>PRINTER ROUTING</u>)
Wrong items print at printer	Check the ROUTE LETTER for the Item being printed (<u>MANAGE</u>R >, <u>EDIT ITEM</u>, <u>ROUTE LETTER</u>)

USING THE MANAGER > TAB

ALL THE TABS DISCUSSED IN THIS *QUICKTIPS* GUIDE CAN BE ACCESSED AT A TERMINAL:
- Enter your Badge Card and Select a Department
- Touch the MANAGE > Tab

ONCE THE YOU HAVE FINISHED AN ACTIVITY IN THE MANAGER > TAB, YOU MUST SIGN LOG OFF THE TERMINAL BY DOING THE FOLLOWING:
- Finish the current function as instructed in the following guides
- Touch the SERVER FUNCTIONS Tab
- Touch the SUMMARY Tab
- Touch EXIT

STATISTICS

CHECKING SALES/COVERS/VOLUME:
- Touch the MANAGE > tab
- Touch the STATISTICS tab
- Touch the Report you want to view

BRIEF EXPLANATION OF ONLINE REPORTS
Gross/Total= All sales/covers/volume   Net=Sales/covers/volume minus discounts & tax

- Gross/Net/Total Sales= $$ amt sold by Department   (*What are my sales?*)
- House Reports
  - Gross/Net Avg Check= Average $$ amt per check   (*What is the average check today?*)
  - Gross/Net Covers= Total number of covers   (*How many people have we served?*)
  - Gross/Net Sales= Total $$ amt of all items sold   (*How much have we sold today?*)
  - Gross/Net Volume= Total # of all items sold by category   (*How many things have we sold?*)
- Interval Reports
  - Avg Check= Average $$ amt per check per interval (i.e. hour)   (*When are checks the biggest?*)
  - Avg Sales= Average $$ amt sold per interval (i.e. hour)   (*When is it the busiest?*)
  - Hrs Covers= # of covers per hour   (*When do we have the highest turnover?*)
  - Hrs Sales= $$ amt sold per hour   (*When is it the busiest?*)
  - Hrs Volume= # of item sold per hour   (*When do we sell the most food?*)
- Server Reports
  - Server Avg Check= Average $$ amt of check by server   (*When do the server sell the most?*)
  - Server Avg Sales= Total $$ amt sold by server   (*Who has the highest sales?*)
  - Server Avg Volume= Total # of items sold by server   (*Who has sold the most items?*)
- Shift Reports
  - Open Checks
  - Uncashed Out Employees
  - Unpulled Drawers

TERMINAL vs. HOST

Changes made at the Terminal take place immediately, but vary from one Tab to another in permanence. Configurations made in the Squirrel Explorer are always permanent, but will not take place until the next "Start of Business Day." The level of Permanance for each Tab will be indicated at the beginning of each of the following sections.

SECTION ASSIGN

Permanence: Sections will be reset at the next Start of Business day
ASSIGNING SECTIONS:
- Touch the <u>MANAGE ></u> tab
- Touch the <u>SECTION ASSIGN</u> tab
- Touch the Department to be assigned
- Touch the Employee's Name
- Touch a Section that has not been assigned
- Touch <u>DONE</u> (in the Pick list)
- Touch <u>DONE</u> Button

INHIBIT

Permanence: Items will be reset at next Start of Business Day
INHIBITING ITEMS:
- Touch the <u>MANAGE ></u> tab
- Touch the <u>INHIBIT</u> tab
- Touch the Department where the Item is…

…FOR ONSCREEN ITEMS:
- Find the Item in the Directory
- Touch Items to Inhibit, Use the <u>DIRECT</u> Button to return to the Directory
- Touch <u>DONE</u> (in the Pop-Up)
- Touch <u>DONE</u> Button

…FOR OFFSCREEN ITEMS:
- Touch <u>CANCEL</u>
- Touch <u>OFFSCREEN</u> Button
- Touch Item name (use up/down arrows if necessary)
- Touch <u>DONE</u> (in the Pop-Up)
- Touch <u>DONE</u> Button

ALTERNATE PRICE

Permanence: Price lists will be reset at next Start of Business Day, or at AUTO OFF time set in Squirrel Explorer: Advanced Setup: Price List Setup
INHIBITING ITEMS:
- Touch the <u>MANAGE ></u> tab
- Touch the <u>ALT PRICE</u> tab
- Touch "Alternate State" to change to "Special Price List 1," as configured in Squirrel Explorer: Advanced Setup: Price List Setup
- Touch <u>DONE</u> Button

Alternate Prices must be turned off manually if AUTO OFF has not been set up.
Alternate Prices are Department Specific.

EDIT EMPLOYEE

Permanence: Changes to Employees are permanent, and should not be repeated at the Host Computer.

EDITTING EMPLOYEE INFO:
- Touch the MANAGE > tab
- Touch the EDIT EMPLOY tab
- Touch the Name of the Employee
- Touchthe Information to be editted
- Touch DONE Button

ADDING AN EMPLOYEE:
- Touch the MANAGE > tab
- Touch the EDIT EMPLOY tab
- Touch ADD (in Pick List)
- Follow the Prompts at bottom of screen to enter all necessary Info
- Remember to indicate whether Employee is left-handed
- If using TouchClock:
    - -Touch ADD JOB
    - -Touch a Job Description
    - -Enter a wage for that Job, Touch DONE
- Touch DONE Button

EDIT COUNT

Permanence: Counts will continue until Item Count reaches zero (0). Items will remain Inhibited until manually changed to a "Not Counted" status.

ENTERING A COUNT FOR AN ITEM:
- Touch the MANAGE > tab
- Touch the EDIT COUNT tab
- Touch ONSCREEN or OFFSCREEN
- Find & TouchItem to be counted
- Enter # remaining (Touch NUMBERPAD to enter numbers greater than 20)
- Touch DONE Button

REMOVING A COUNT:
- Touch the MANAGE > tab
- Touch the EDIT COUNT tab
- Touch Item being counted
- Touch REMOVE Button
- Touch DONE Button

PRINTER ROUTING

Permanence: Printer Routing will be reset at the next Start of Business Day.

CHANGING PRINTER ROUTING:
- Touch the MANAGE > tab
- Touch the PRINTER ROUTING tab
- Touch Destination Printer (right column) to change:

Printer:	Routed to:	
HOT	BAR	Reqs for the HOT Printer will be sent to the BAR

- Touch DONE Button

PUNCH ADJUST

Permanence: Punch Adjustments are permanent, and should not be repeated at the Host Computer.

ADJUSTING PUNCHES:
- Touch the MANAGE > tab
- Touch the PUNCH ADJUST tab…

...ADDING A NEW PUNCH FOR AN EMPLOYEE:
- Touch PUNCH IN
- Choose Employee from Pick List
- Enter the Start Time
- Touch the Job performed
- Touch the Department worked
- Touch DONE Button

...EDITTING A PUNCH, OR LACK OF PUNCH-OUT:
- Touch Time/Blank Spot to edit
- Enter new Time
- Repeat, if necessary
- Touch DONE Button

TERMINAL CONTROL

Permanence: Terminal changes will be reset at the next Start Business Day.

CHANGING TERMINAL SETTINGS:
- Touch the MANAGE > tab
- Touch the TERMINAL CONROL tab…
- CHECK Button: controls where Checks will print from a terminal
- DEVICE Button: turns on/off the Badge Reader or Liquor Control (where applicable)
- REMOTE Button: routes printing of Items with H-I-J-K printer route codes

EDIT ITEM

Permanence: Changes to Items are permanent, and should not be repeated at the Host Computer.

ADDING AN ITEM:
- Touch the MANAGE > tab
- Touch the EDIT ITEM tab…
- Touch ADD ENTRY Button
- Touch ONSCREEN Button
- Touch the Department the Item will be in
- Follow Prompts at the bottom of the screen (you will be copying an existing Item)
- When the Item's info is displayed, Touch the information you want to change
- Touch PLACE ENTRY Button
- Follow prompts, when you get to where you want the Item to be, Touch the location ONCE to place it there. Touch again to remove and retry. Items cannot overlap (keep in mind the invisible shadow with each button.)
- Touch DONE (in Pop-Up window)
- Touch DONE Button

Continued...

EDITTING AN ITEM:

- Touch the <u>MANAGE ></u> tab
- Touch the <u>EDIT ITEM</u> tab…
- Touch <u>EDIT ENTRY</u> Button
- Touch <u>ONSCREEN</u> or <u>OFFSCREEN</u> Button
- Follow prompts to find Item to edit
- When the Item's info is displayed, Touch the information you want to change
- Touch the <u>DONE</u> Button

MOVING AN ITEM ONSCREEN:

- Touch the <u>MANAGE ></u> tab
- Touch the <u>EDIT ITEM</u> tab…
- Touch <u>MOVE ON</u> Button
- Touch the Item to Move OnScreen, using the Up/Down Arrows if necessary
- Touch the Department the Item will be in
- Follow prompts, when you get to where you want the Item to be, Touch the location ONCE to place it there. Touch again to remove and retry. Items cannot overlap (keep in mind the invisible shadow with each button.)
- Touch <u>DONE</u> (in Pop-Up window)
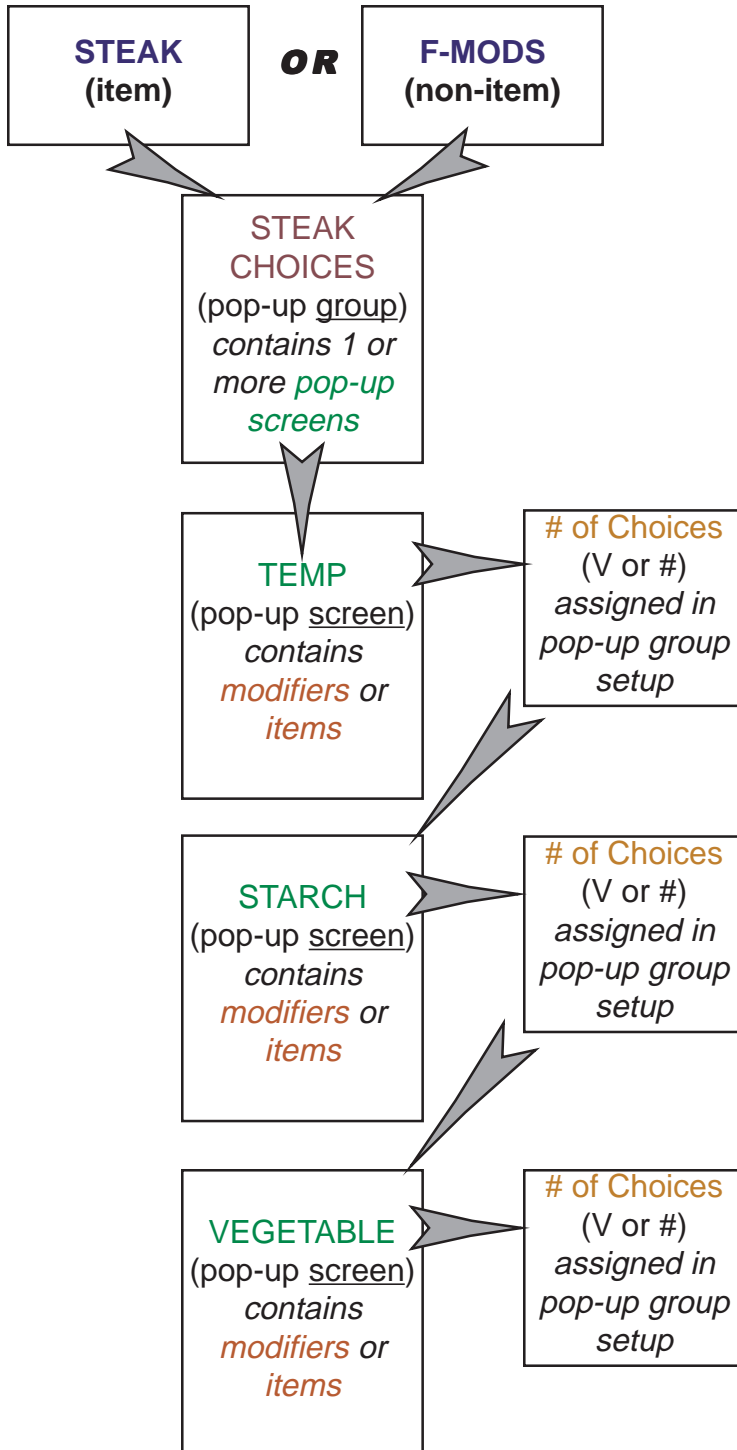- Touch <u>DONE</u> Button

MOVING AN ITEM OFFSCREEN:

- Touch the <u>MANAGE ></u> tab
- Touch the <u>EDIT ITEM</u> tab…
- Touch <u>MOVE OFF</u> Button
- Follow Prompts to find Item
- Touch Item
- Touch <u>DONE</u> Button

Ringing in Items with Pop-Up Screens:

TOUCH..

STEAK (item)	**O R**	F-MODS (non-item)

STEAK CHOICES
(pop-up group)
contains 1 or more pop-up screens

TEMP
(pop-up screen)
contains modifiers or items

# of Choices
(V or #)
assigned in pop-up group setup

STARCH
(pop-up screen)
contains modifiers or items

# of Choices
(V or #)
assigned in pop-up group setup

VEGETABLE
(pop-up screen)
contains modifiers or items

# of Choices
(V or #)
assigned in pop-up group setup

Creating Pop-ups:

#1- Create the ITEM *in Menu Entry Setup* (i.e. STEAK/F-MODS) that will have a Pop-Up choice on the POS Screen

#2- Create the MODIFIERS or ITEMS *in Menu Entry Setup* (i.e. well, rare, corn) that will be in the Pop-Up Screens on the POS Screen

#3- Create the POP-UP SCREENS *in POS Screen Setup- Umbrella Icon* (i.e. TEMP/STARCH/VEGETABLE) that will appear on the POS Screen after an Item has been touched. The Pop-Up Screens will contain the Modifiers that will attach to the Item. [All Pop-Up Screens must have CANCEL & DONE buttons first. Remember to align the pop-up screen so that it will be visible on the terminal.]

#4- Create a POP-UP GROUP *in Menu Entry Setup: Popup Groups* (i.e. STEAK CHOICES) that will contain the Pop-Up Screens you will be attaching to an Item. [Each Pop-Up Screen will have the choice of: A required number of choices (Forced) or Unlimited/No choices (Variable) and Bar Inhibit (Bartenders won't see it)]

#5- Assign the POP-UP GROUP *in Menu Entry Setup* to the Item in the Menu Entry Setup section, by choosing the Pop-Up group from the pull-down list.

Nightly procedures

CHECKING EMPLOYEE PUNCHES
- Insert your badge
- Touch PUNCH ADJUST
- Review punches
  -Look for gaps indicating that an employee has no clocked out
  -If there is a gap, touch the area where the punch should be and enter it
  -Make any other needed adjustments
- Touch DONE

CHECKING FOR A "CLEAR SYSTEM" Which is necessary for a proper day end
- Go to Manager functions
- Select STATISTICS
- Select SHIFT REPORTS
- Select OPEN CHECKS
  -If there are any open checks use the SHOW ME function to pay them out from the SUMMARY tab
- Select ALL
- Select PICK REPORT
- Select UNCASHED OUT EMPLOYEES
  -If there are any, use the MANAGER CASHOUT function from the ADMIN tab to cash them out
- Select ALL
- Select DONE and exit the Manager tabs by selecting SERVER FUNCTIONS

CLEARING ALL TERMINALS
- Go to each terminal and be sure they are at the logon screen. This will ensure a proper shutdown

SHUTTING DOWN THE SYSTEM
If you shutdown from the office computer:
- From the Squirrel Explorer, Click on POS/TERMINAL
- Select Point of Sale Control
- Click Shutdown, accept the prompts…you'll know you're successful when the top of the screen says Host Is Shutdown and the box will come up with same
If you shutdown from a terminal:
- Logon, select ADMIN tab and shutdown

PRINTING REPORTS

The following list of reports may vary from restaurant to restaurant. The following is a typical listing of reports used.

- From the Squirrel Explorer click REPORTS
  - Click on Cashout & Revenue
  - Click on Transactions
  - Choose the date and select needed choices
  - Click on the printer icon
  - Select ALL pages and click Print

  - Click on VOIDS, verify choices (detailed is best) and print

  - Click on PROMOS, verify choices and print

  - Click on QSA, verify choices and print

VERIFY CREDIT CARDS PRIOR TO POSTING

- Click TRANSACTIONS from the Squirrel Explorer
- Click CREDIT CARD REPORT, verify start and end date then click OK
- Verify all information
  -Are there any cards that don't say AUTHORIZED?
  -You'll need to get approval codes and enter them or delete the payment in CHECK ADJUSTMENTS prior to sending the batch.

POSTING THE CREDIT CARDS

- Click TRANSACTIONS
- Click on POSTING
- Verify the date and click the START POSTING BUTTON
- Wait until FINISHED is displayed on the screen

PRINTING PUNCH REPORTS

- Click REPORTS from the Squirrel Explorer
- Click Labour
- Click PUNCH REPORT, enter correct date(s), department name, then OK
- Click the printer icon, click ALL, click PRINT

PRINTING PAYROLL REPORTS

- Click on REPORTS from the Squirrel Explorer
- Click Labour
- Click PAYROLL REPORT, enter the correct dates, departments, click OK
- Click the printer icon click ALL, click PRINT

STARTING POINT OF SALE
- Click POS/TERMINAL from the Squirrel Explorer
- Click POINT OF SALE CONTROL
- Click START BUSINESS DAY, verify date is correct, click OK
- You've reached success when the screen displays HOST IS ALIVE!

TROUBLESHOOTING

Problem	Possible Solutions
• Credit cards won't post	Watch for error messages, correct problems indicated. Check modem cables and phone lines. Reset modems by turning off for 5 seconds then turning back on (make sure red lights are showing)
• Shutdown warns of open checks	Use the Host Terminal to settle open checks. If checks have 0 balance, delete them and run new cashouts for the employee that owned them. If you have closed all checks and still get an error select SHUTDOWN anyway. At the next Start Business Day you can delete any open checks.
• Shutdown warns of Uncashedout Employees	Use the Host Terminal to cashout employees. If all are indeed cashedout and you still receive an error proceed with Shutdown anyway. At the next Start Business Day you can choose to Cashout ALL.

IN THE EVENT OF POWER OUTAGE
STEP #1
> *If you do not have a battery backup (UPS) on a terminal, continue to step #2*

- Get each server to print checks for outstanding tables on the battery backup terminal

STEP #2
If you do not have a battery backup (UPS) on your office computer continue to step #4
- From the office computer access the Squirrel Browser
- Click POS/TERMINAL
- Click Point of Sale Control
- Click SHUTDOWN…retain anything open

- Exit out of Squirrel
- Power the computer down

STEP #3
- Power all equipment down (including printers, terminals and office computer)
- When power is restored, start in the office…
  - Turn on pc…launch Squirrel Explorer
  - Click on POS/TERMINAL
  - Click RESTART BUSINESS DAY, click Yes or OK as prompted
  - When you see HOST IS ALIVE…you may turn on terminals and printers

IN CASE OF MODEM FAILURES OR PHONE LINE ERRORS
- Manually enter credit cards, touch the Payment code touch VOICE AUTH and enter the auth code. Touch AUTH/SET to print the voucher

ALL OTHER ISSUES PLEASE CALL CABARET 1-704-333-1100.