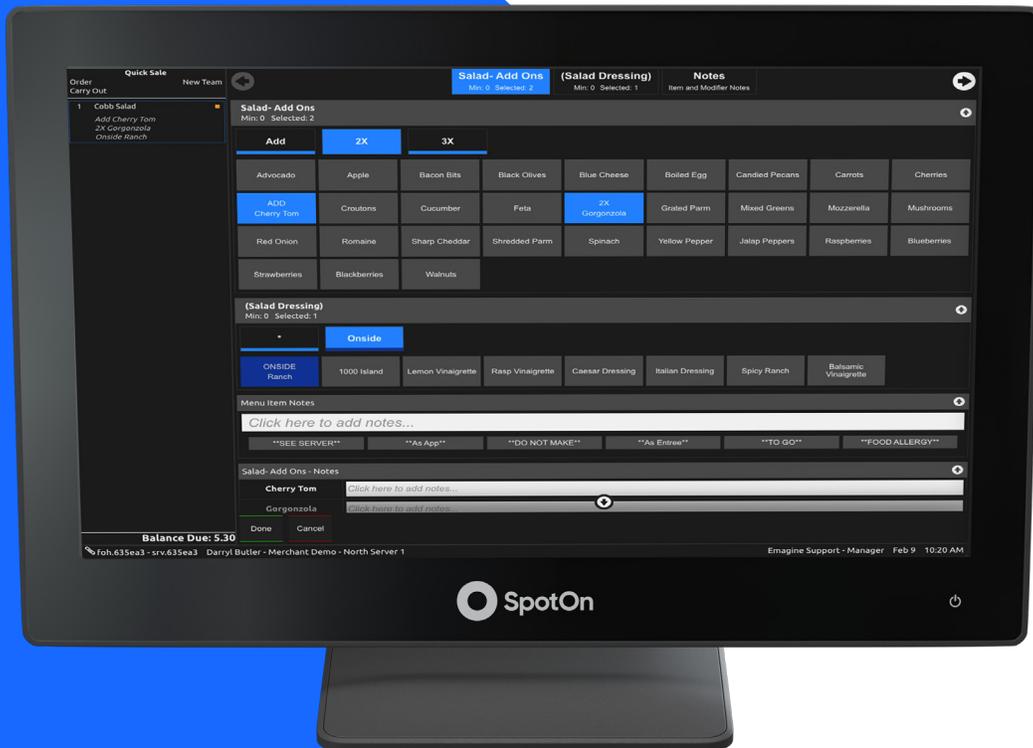


# SpotOn Restaurant User Manual.



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# SpotOn Restaurant User Functions

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## ORDER MANAGEMENT

### Combine Tables/Tabs

1. Open **"Ticket Commands"** (*touch top of Guest Check*)
2. Touch **"Combine Orders"**
3. Choose table/tab to combine **"to"**
4. Touch **"Accept"**

### Discount Item/Check

#### ● CHECK:

1. Reopen Check to be discounted
2. Touch **"Add Discount"** (*at bottom left*)
3. Choose your discount and reason

#### ● ITEM:

1. Re-Open Check with Item to be discounted
2. Highlight item to be discounted
3. Touch **"Add Discount"** in Item Commands

### Modify an Item After Touching "Done"

1. Touch item to be modified
2. Touch **"Modify"**

### Modify a "Sub Item" After Touching Done

1. Choose the item where sub item is attached
2. Touch **"Edit Sub Items"**
3. Touch on the sub item

### Move Items to Another Check/Table

1. Touch Highlight items to move
2. Touch **"Send To"**
3. Choose Check to send items to
4. Touch **"Accept"**

### Move From Table to Tab

1. Open **"Ticket Commands"** (*touch top of Guest Check*)
2. Touch **"Move to Quick Sale"**

## Move From Table to Table

1. Open **"Ticket Commands"** (*touch top of Guest Check*)
2. Touch **"Move to Table"**
3. Touch new table number

## Move From Tab to Table

1. Open **"Ticket Commands"** (*touch top of Guest Check*)
2. Touch **"Move to Table"**
3. Choose table to move it to

## Reprint to Kitchen/Bar

1. Open **"Ticket Commands"** (*touch top of Guest Check*)
2. Touch **"Reprint Requisitions"**
3. Touch **"Remote"**

## Split Checks

1. Open **"Ticket Commands"** (*touch top of Guest Check*)
2. Touch **"Manage"**
3. Touch **"Add Guest"** as many times as needed
4. Touch **"Item(s)"**
5. Touch **"Guest #"** where you want to move item to
6. Touch **"Done"**
7. Or Touch **"Split by Guest"**

## Split Payments (*i.e. – \$15 in cash, remaining on card*)

1. Touch **"Payment"**
2. Touch appropriate payment type, in this case cash
3. Type in cash dollar amount (*i.e. \$15.00*)
4. Touch **"Apply Payment"**
5. Touch appropriate secondary payment type
6. Touch **"Apply Payment"**

## Split Payments of Bill - 2, 3, 4 different ways

1. Touch **"Payment"**
2. Touch **"Divide Balance"**
3. Choose number of guests to split by
4. Begin making those payments
5. Select payment type before divide balance

## Splitting an Item (*i.e. splitting bottle of wine 2 ways*)

(there must be at least 2 guests on the check in order to split an item)

1. **VERIFY THAT YOU WANT TO SPLIT THE ITEM AND NOT THE WHOLE CHECK** (*can't undo*)
2. **VERIFY AGAIN!**
3. Touch the item you would like to split
4. Touch **"Split"**
5. Choose # of people you want to split it into

## Unvoid an Item

1. Touch item or items to be unvoided
2. Touch **"Unvoid"**

## Voiding an Item off Check

1. Touch item or items to be voided
2. Touch **"Void"** (*manager function only after item has been sent*)
3. Select reason

## MENU

### Changing Price of Item

#### ● ONE TIME/ONE CHECK ONLY

1. Touch item on check that you want to change price of
2. Touch **"Set Price"**
3. Change price

#### ● FOREVER AND ALWAYS

1. Touch and hold on item on the menu
2. Touch **"Edit Menu Item"**
3. You may edit Name/Price of item

## FOH REPORTS

### End of Day Report

1. Touch **"Show Commands"**
2. Touch **"End Day"**
3. This will land you on the Daily Summary
4. Touch **"Report"**
5. Touch **"Print"** (*you can print this as many times as needed*)
6. Touch **"Cancel"**
7. Auto End of Day will run at 5 am unless otherwise specified

## PAYMENTS & TIPS

### Add Gratuity (% or \$) to Check

1. Open **"Ticket Commands"** (touch top of Guest Check)
2. Touch **"Add % Gratuity"** or **"Add Fixed Value Gratuity"**
3. Type in appropriate amount

### Charging a Credit Card After Guest Left (if deleted or tip wasn't added)

1. Take a picture of receipt
2. E-mail that picture to restaurantpos@spoton.com
3. Make sure to note in subject line **"Name of Business/CC Refund"**
4. Hit send

### Close a \$0 Check

1. Open **"Ticket Commands"** (touch top of Guest Check)
2. Touch **"Close"**

### Find a Tab/Order

1. Touch **"List Orders"**
2. Modify Selection by checking/un-checking filters on right side

### Refunding a Credit Card

#### ● WHILE GUEST IS STILL ONSITE

##### ● FULL REFUND

1. List Orders
2. Touch **"Closed Orders"** (right hand side of screen) to put a check
3. Open **"Ticket Commands"** (touch top of Guest Check)
4. Touch **"Reopen"**
5. Touch **"Payment"**
6. Highlight CC at bottom of check **"card # xxxx"**
7. Touch **"Remove"**
8. Void All Items
9. Open **"Ticket Commands"** (touch top of Guest Check)
10. Touch **"Close"**

##### ● PARTIAL REFUND

1. Touch **"Show Commands"**
2. Touch **"Paid Out"**

*Continues on next page...*

3. At top verify **“Credit Card Refund”** is selected
4. Type in refund \$ amount
5. Toggle to **“Credit”**
6. Touch **“Apply Payment”**
7. Insert Credit Card

#### ● WHEN GUEST HAS LEFT

1. Take picture of receipt, OR take note of date of transaction, last 4 digits of CC, and refund amount
2. E-mail that information to restaurantpos@spoton.com
3. Make sure you note in subject line **“Name of Business/CC Refund”**
4. Hit send

### Remove Gratuity

1. Open **“Ticket Commands”** (*touch top of Guest Check*)
2. Touch **“Remove Gratuity”**

### Reprint a CC Slip

1. Touch **“List Orders”** (*bottom right*)
2. Touch **“Closed Orders”**
3. Touch check to reprint
4. Touch the 4 digit CC number on bottom of check
5. Touch **“Reprint”**

## ADD-ONS & FEATURES

### Make Item/Check - TO-GO

#### ● ITEM

1. Touch item
2. Touch **“Modify”**
3. Touch **“notes”** on top middle
4. Touch **“To Go”**

#### ● CHECK

1. Ring in order (*do not send*)
2. Touch **“Change Order Type”**
3. Select **“To Go”** or **“Carryout”**
4. Send the order

## EMPLOYEES & USERS

### Clock In

1. Touch screen
2. Enter Login Code
3. Touch the checkmark
4. Select job position

### Clock Out

1. Touch **"Show Commands"** (*bottom left screen*)
2. Touch **"Clock Out"**

### Print Server Report

1. Touch **"Show Commands"** (*bottom left screen*)
2. Touch **"Close Outs"**
3. Touch **"Your name"**
4. Touch **"Print"**
5. Touch **"Done"**

### Transfer Check to Another Server

1. Open **"Ticket Commands"** (*touch top of Guest Check*)
2. Touch **"Transfer"**
3. Choose server to transfer to