	This feature is used to begin checks for another operator. It is typically used for cashiers who place carry-out orders, banquet charges, or checks for other employees. The operator for whom the check is begun is the check operator. The operator who begins it for them is the transaction operator. The Program section below describes the options used to control posting to each operator.
Example	Samantha, the hostess, seats a party at table 12 and takes a drink order. She then opens a guest check for that party at table 12, enters the guest count, places their drink order, prints the check, and hands it to George, who will deliver the drinks and take over as the server at table 12 for the remainder of their stay.
Privileges	You must be privileged to begin a guest check.
Reports	This key adds to the "Checks Begun" field and the "Checks" field on Financial reports and the Open Check and Closed Check reports. Totals and tenders are reported according to the programming of the Revenue Center Parameters File, as listed below.
Program	Keyboard File or Touchscreen File: ○ [Begin Check By Num] key Workstation Table: ○ Allow Replacement Sign-in Outside of Transaction - Type Definition #11 This must be OFF in order to enable Type Definition #12 ○ Auto Begin Check when Check Number or ID is Entered Outside of a Transaction - Type Definition #12 This Type Definition will work only if Type Definition #11 is OFF. Operator File ○ Require Check Employee Number with New Check - Type Definition #3 ○ Use Employee Number to Open Check for Another Employee - Type Definition #4 Revenue Center Parameters File: ○ ON = Post Totals to Transaction Operator; OFF = Post Totals to Check Operator - Posting Option #6 ○ ON = Post Tenders to Transaction Operator; OFF = Post Tenders to Check Operator - Posting Option #7 ○ If No Transaction Operator Cashier Totals, Post to Check Operator Cashier Totals - Posting Option #8 Order Device File: ○ ON = Print Transaction Employee Name & #; OFF = Print Check Employee Name & # - Option #1
Related	Begin Check by Table Number Fast Transactions

Contents

Index

Post Guest Count to Check

Guests

Cover Charge

Required with Begin Check

1. Begin new guest check.
2. At the prompt, "ENTER NUMBER OF GUESTS", type guest count (0 to 999).
3. Press [Enter] or [Guests].

   The Guest Count appears in the check heading.

Optional Begin Check (or Change Guest Count)

1. Begin or pick up a guest check.
2. Type the desired guest count and press [Guests].

   The Guest Count appears in the check heading.

With Service Charge

1. Begin or pick up a guest check.
2. Press the service charge key programmed to post to guest count (this is usually a cover charge).
3. Repeat Step 2 for each guest.

   The Guest Count appears in the check heading.
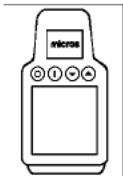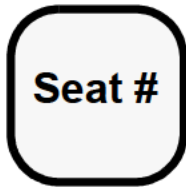
Menu Items Post to Guest Count

1. Begin or pick up a guest check.
2. Post menu items normally. If programmed, certain menu items will add to the Guest Count. These are usually entrees.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: CHANGE NUMBER OF GUEST	You are not privileged to change the guest count.	An authorized person's ID number must be entered.
SERVICE CHARGE THAT ADDS TO GUEST COUNT REQUIRED	[Service Charge] that adds to the Guest Count has not been pressed.	Press the [Service Charge] key programmed to post to Guest Count (this is usually a cover charge).
MORE THAN 9 GUESTS?	The system is programmed to require confirmation of a guest count higher than nine.	Press [Enter] to accept or [Clear] to change.

	[Guests] is used to declare the number of guests on a guest check. Other ways that guests can be counted:
	o menu items (such as entrees) can accumulate a guest count
	o a service charge key (usually a cover charge) can accumulate a guest count
	o by seat number
	Typically, most establishments require servers to declare the number of guests when prompted during the begin check procedure.
Example	Mary is waiting on a table of two. A friend decides to join them and orders from the menu. When Mary picks up the check to add the newcomer's order, she changes the guest count by pressing [3] [Guests].
Privileges	You may be required to enter the number of guests when you begin a guest check. Changing the guest count on a check is a separate privilege.
Reports	The guest count is used to calculate the number of guests and sales averages per guest on financial reports.
Program	Keyboard File or Touchscreen File: o [Guests] key Operator File: o Number of Guest Entry Required for New Check - Type Definition #2 Employee Class File: o Authorize/Perform Change of Number of Guests - Transaction Privilege #33
Related	Seat Entry Key
Note	[Guests] is disabled if you are using seat numbers for the guest count.

Seat # Key

Seat #

Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

Required Seat Entry

1. Begin a guest check. The system prompts: "SEAT 1: READY FOR YOUR NEXT ENTRY".

2. Enter the menu item(s) for this seat.

3. Press [Seat #] to increment the seat number or enter the next seat number and press [Seat #]. Enter the items for the next guest. Continue incrementing the seat number until all items have been ordered for each guest.

Optional Seat Entry

1. Begin a guest check.

2. Enter the seat number (1-63) and press [Seat #].

3. Enter menu item(s) for this seat.

4. Press [Seat #] to increment the seat number or enter the next seat number and press [Seat #]. Enter the items for the next guest.

5. Continue incrementing the seat number until all items have been ordered.

Note

If you enter [0] [Seat #], the active seat will be 0. The System will not allow you to enter 0 for the Seat # if you are required to enter a seat number.

Prompt

Prompt	What it Means	Action Required
ENTRY EXCEEDS GUEST COUNT	The number of seats is more than the number of guests entered when the check was begun.	Press [Clear] to continue. Increase the guest count to add another seat.

This key is used to assign a seat number, up to 63 per guest check, to the check detail. Seat numbers can facilitate the coordination of food preparation and delivery, allow the server to provide a total per guest (without splitting the check), and expedite a split check operation. For more information on the uses of the Seat #, refer to the *8700 Feature Reference Manual*.

Example	In this illustration, the order output detail is grouped by seat number.

```
            Dining Room
         Kitchen - Hot Prep

    412 JON
    -------------------------------------
    TBL 101/1                    GST 2
    -------------------------------------

            ***  SEAT 1  ***
        1  Nachos
        1  Burger

            ***  SEAT 2  ***
        1  Soup
        1  Club

    -------------------------------------

    CHK 48        JAN22'93 13:32
```

Privileges	Once a check is begun, you may be required to enter a seat number for each guest's order.
	The Revenue Center must be programmed to enable the use of seat numbers. If the seat number should default to 1, it must be programmed to do so.
Program	Refer to the *8700 Feature Reference Manual*.
Related	Edit Seat # Key

Edit Seat

You can edit an active seat two ways:

❏ Edit Seat # Key (see Procedure 1 below)
❏ TouchEdit, including TouchShare (see Procedure 2 on page 4-22)
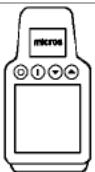
Edit Seat

Procedure 1: Edit Seat # Key

1. Pick up the guest check.
2. Press [View Seat #]. The screen groups items by seat.
3. Change the active seat number to the seat to which you wish to add an item. (Enter seat number and press [Seat #].)
4. Enter the line number (at left) of the item to be transferred, and press [Edit Seat #]. The selected item transfers to the active seat.
5. Press [Clear] to exit the Edit Seat mode. The active seat is the seat number of the last detail item entered in Edit Seat mode. At this point, additional menu items may be entered.

> **Note**
> You can use the "Split Check" feature in the Edit Seat Mode. Refer to page 8-15 for more

Prompts

Prompt	What it Means	Action Required
INVALID SEAT NUMBER	Incorrect seat number was entered.	Press [Clear] and enter the correct seat number (1-63).
ENTRY TOO LARGE	An entry greater than 63 was made.	Press [Clear] and enter a number between 1 and 63.

[Edit Seat #] is used to change the detail for an active seat number on a guest check. A seat number may be edited at any time before the guest check is tendered.	
Example	Mary has pressed COFFEE for seat #3 and it is supposed to go to seat #2. Using [Edit Seat #], she can change the seat # for that menu item.
Privileges	To edit seats after printing a memo check, the operator must be privileged to reprint memo checks (Employee Transaction Privilege #10, Authorize/Perform Reprinting of Memo Checks).
Program	Refer to the *8700 Feature Reference Manual.*
Related	Seat Entry Key Splitting a Guest Check
Note	If a Touchscreen UWS/3 is used, an "Edit Seat" Touchscreen may be programmed to pop up once [Edit Seat #] is pressed. An edit seat Touchscreen would include all necessary editing keys to correct a guest check.

Contents

Index
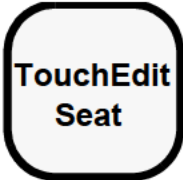
TouchEdit Seat

Procedure 2: TouchEdit Seat

TouchEdit allows you to touch detail items for an active seat number on a guest check in order to:

- Move detail items to a NEW or EXISTING seat (see below)
- TouchShare detail items among seats (see page 4-26)

Move Detail Items to a New or Existing Seat

1. Pick up a guest check.

2. Press [TouchEdit Seat].

   The screen will display separate seat windows for the first available, non-closed seats in ascending order. Up to four seat windows will display at one time.

   Remember: When the right scroll button appears in the lower right-hand corner, more seat windows are available for editing.

   ››

   The example below is displaying two seat windows because only two seats are active on the selected guest check:
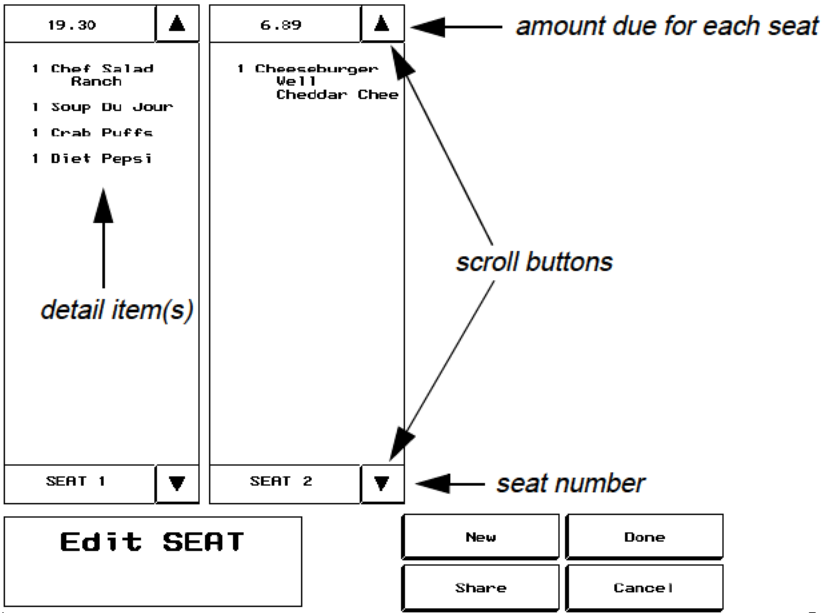

- If you want to move items to an **existing** seat, continue with the next step.
- If you want to move items to a **new** seat, press [New] before continuing with the next step. An empty seat window with a new seat number will appear.

3. Touch the item(s) you want to move.

   Remember: You may need to scroll down to access detail items

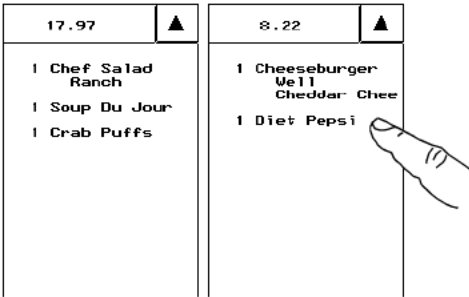in seat windows containing more items than can fit on the screen at one time.

Once you touch an item, the system highlights it, and displays the selected seat's number and highlighted item's value (without tax) in the Edit Seat window as shown in this example:
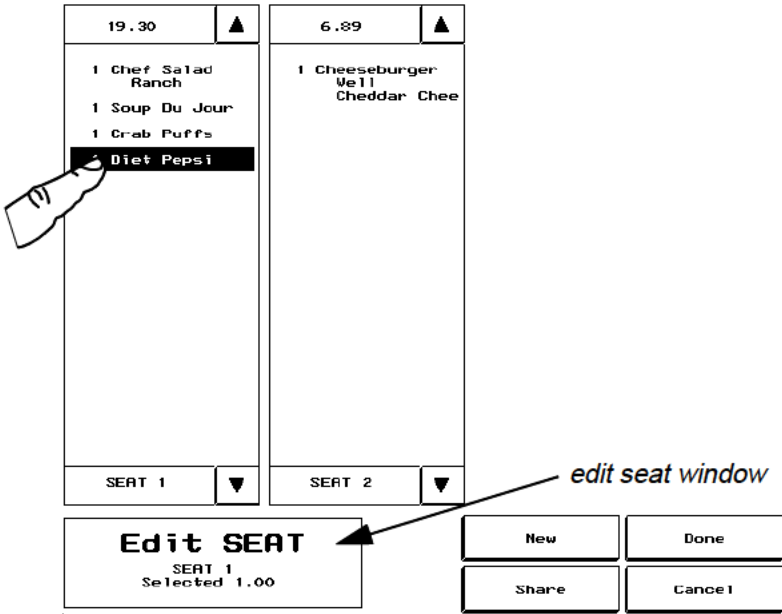
4. Touch the seat window where the selected detail item(s) should be moved.

   Note: If you attempt to move a consolidated detail item, such as four crab cakes, the system will prompt you for the number of detail items to be moved. In which case, you must enter the number before continuing.

   The detail item(s) now appear in the detail for the selected seat, along with a new total in the Amount Due field as shown in this example:

Contents   Index

5. To save changes and exit this procedure, press [Done] and then [Yes] when prompted `Exit and save changes?`

or

To exit without saving, press [Cancel] and then [Yes] when prompted `Changes made. Quit?`

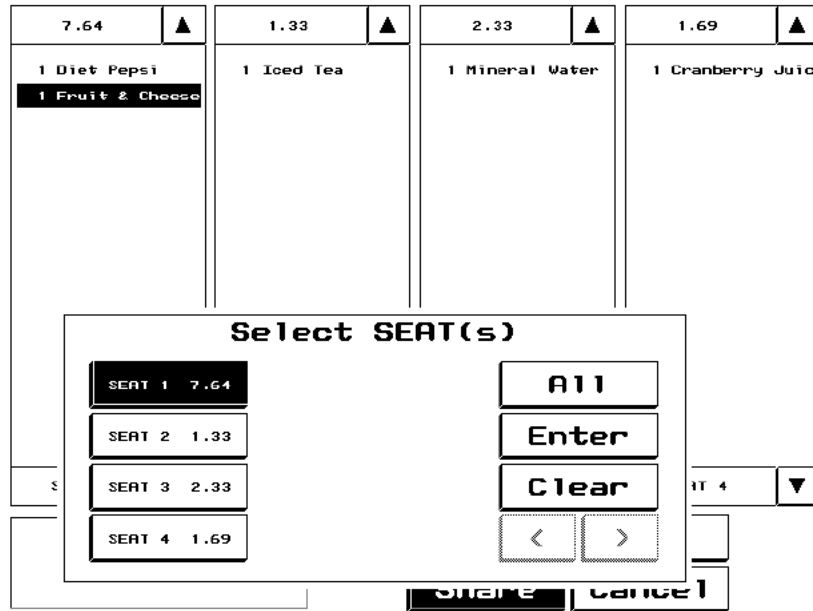|	[TouchEdit Seat] allows you to move detail items to new and existing seats, or to share detail items among seat numbers. A seat number may be edited at any time before the guest check is tendered.
Example	Steve assigned the turkey club to seat three by mistake. The sandwich should go to seat two. He picks up the guest check, presses [TouchEdit], touches the turkey club detail item in seat window three, and then touches seat window two. The sandwich now appears on seat two.
Privileges	To edit seats after printing a memo check, the operator must be privileged to reprint memo checks (Employee Transaction Privilege #10, Authorize/Perform Reprint of Memo Checks).
Program	Refer to the *8700 Feature Reference Manual.*
Related	TouchShare TouchSplit TouchVoid

TouchShare Detail Items Among Seats

1. Pick up a guest check.
2. Press [TouchEdit Seat].
3. Touch the menu item(s) you want to share.

   The system highlights your selection.
4. Press [Share].

   The Select SEAT(s) window, which displays a separate key for each seat, is shown in this example:
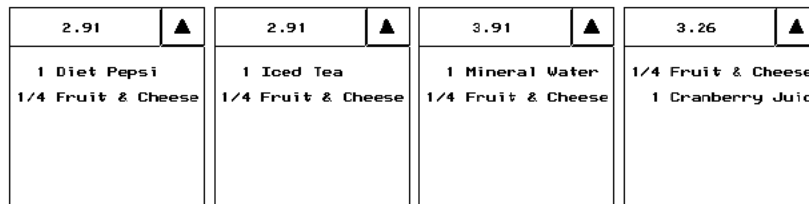
7.64 ▲	1.33 ▲	2.33 ▲	1.69 ▲
1 Diet Pepsi 1 Fruit & Cheese	1 Iced Tea	1 Mineral Water	1 Cranberry Juic

Select SEAT(s)

SEAT 1 7.64	All
SEAT 2 1.33	Enter
SEAT 3 2.33	Clear
SEAT 4 1.69	‹ ›

Remember: When the right scroll button under Select seats isn't grayed out, more seats than those appearing on screen are available for sharing.

5. Touch the seat key(s) for the seat(s) that will share the selected detail item(s), and then press [Enter].

   or

   Press [All] to select all seats on the current check.

   The detail item(s) appear in each seat window you selected, with the quantity and cost adjusted accordingly, as shown in this example:

2.91 ▲	2.91 ▲	3.91 ▲	3.26 ▲
1 Diet Pepsi 1/4 Fruit & Cheese	1 Iced Tea 1/4 Fruit & Cheese	1 Mineral Water 1/4 Fruit & Cheese	1/4 Fruit & Cheese 1 Cranberry Juic

[Share], when accessed through [TouchEdit Seat], allows a detail item's cost to be shared among active seat numbers on a guest check.	
Example	The customer in seat two has ordered one Death by Chocolate dessert and three forks. Gary picks up the guest check and posts the dessert to seat two.
	Upon finishing the dessert, the other two customers at the same table ask to share the cost.
	Gary picks up the guest check, presses [TouchEdit Seat], selects the Death by Chocolate detail item on seat window two, and then presses [Share]. When the Select Checks screen opens, he touches the keys for seats one and three, and then presses [Enter]. The dessert is divided into thirds, and the amount due for each seat now reflects the new charge.
Program	Refer to the *8700 Feature Reference Manual*.
Related	TouchEdit
	TouchSplit

Contents
Index

6. To save changes and exit this procedure, press [Done] and then [Yes] when prompted `Exit and save changes?`

   or

   To exit without saving, press [Cancel] and then [Yes] when prompted `Changes made. Quit?`

Contents   Index

Fast Transaction

Burger

Procedure

1. Sign in.
2. Press the first menu item selection key (direct access, NLU, or SLU). If the first key pressed is an NLU or an SLU, the transaction is not begun until the selection of the menu item.

   If you are programmed to begin a fast transaction, a guest check is automatically opened and a check number is assigned by the System.

Prompts

Prompt	What it Means	Action Required
MENU ITEM ENTRY NOT ALLOWED WITHOUT GUEST CHECK	Revenue Center does not allow Fast Transactions.	Press [Clear] to continue. Begin check with [Begin Chk By Num] or [Begin Chk By Tbl].
FAST TRANSACTION CANNOT BE SERVICE TOTALLED	Revenue Center is not programmed to allow a Fast Transaction to be service totalled.	Press [Clear] to continue. The guest check must be tendered in full.
CHECK PICKUP REQUIRED	You are not programmed to perform a Fast Transaction.	Press [Clear] to continue. Begin check with [Begin Chk By Num] or [Begin Chk By Tbl].

A Fast Transaction allows the server to skip the usual procedures for beginning a guest check by automatically beginning a check when a menu item key is pressed. Servers must be programmed to use Fast Transactions.

Fast transactions cannot have table numbers assigned. Depending on how the system is programmed, a fast transaction can be temporarily closed by a service total or may be required to be fully tendered.

Example	Our bartender Mike does not use table numbers and requires that drinks be rung as fast as possible. Because he is programmed as a "Fast Transaction" operator, he can press any menu item key to begin a transaction on his UWS.
Privileges	To conduct Fast Transactions, you must be privileged to do so. Additionally, your Revenue Center must be programmed to allow them. An employee privileged for Fast Transactions may still open guest checks using either [Begin Check] key, depending on how the related privileges are set. Since the Fast Transaction function is set by operator, some operators may have this privilege set while others do not. For example, bartenders may be privileged to start Fast Transactions but the restaurant servers may not.
Program	Operator File: o Table Number Entry Required to Begin/Pickup Checks - Type Definition #1 This must be set OFF. o Cannot Perform Fast Transactions - Type Definition #7. This must be set OFF. Revenue Center Parameters File: o Allow Fast Transactions - RVC Option #15. This must be set ON.
Options	Revenue Center Parameters File: o Fast Transactions Do Not Generate Closed Check Records - RVC Option# 12 o Do Not Allow Service Total of Fast Transactions - RVC Option #16 Printing Options: o Normally, a Fast Transaction is completed - tendered and closed - before another guest check is opened or picked up on the same UWS. When this is the case, Fast Transactions do not print a guest check but a customer receipt. However, if Fast Transactions are allowed to be temporarily closed--service totalled--when the check is later tendered, it will print as a guest check. See Revenue Center Option #16 (Do Not Allow Service Total of Fast Transaction). o A Fast Transaction operator may also be programmed to "print line-by-line." If so, as each item is posted in a Fast Transaction, it will also print at the customer receipt printer. See Operator Type Definition #9 (Line-by-line Customer Receipt).
Related	Begin Check by Check Number Begin Check by Table Number

Contents   Index

Service Total

Service
Total

Performing this function on the HHT may require
different steps than those described here. Refer to
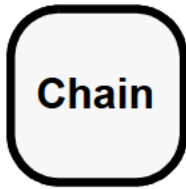the *8700 HHT Programming & Operations Manual*.

Service Total

1. Begin or pick up a guest check.

2. Enter any transaction items except payment in full.

3. If you are a By-round operator, insert the guest check into the
   printer. If you are an On-demand operator, no printing will
   occur.

4. Press [Service Total] to service total the round. If you are a
   By-round operator, the current service round entries print on
   the check.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/ MEDIA GROUP	This key is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
TENDER ENTRY REQUIRED	Items posted in this service round include one that requires the check to be tendered, such as a charged tip.	Void the item or tender the check.
CHECK NOT IN PLACE	A guest check has not been inserted into the slip printer.	Insert a check into the slip printer and press [Clear].
FAST TRANSACTION CANNOT BE SERVICE TOTALLED	Programming for this Revenue Center prohibits service totalling a fast transaction.	Press [Clear] to continue. Cancel or tender the transaction.

	When a guest check is **service totalled**, all check detail is retained in the memory of the PC and the order information (depending on how the system is programmed) is sent to the appropriate remote order devices. Service totalling also removes the check detail from the UWS display to free it for other activities such as opening another guest check.
Example	Mary presses [Service Total] to conclude her transaction and send her order to the kitchen. Mary is a By-round operator, so her check prints. The UWS is now free for another operator to ring transactions. Later, Mary can pick up her guest check and add more items.
Privileges	The function of [Service Total] depends on the type of operator privileges you have. If you are an On-demand operator: Pressing [Service Total] as an On-demand operator will not cause a guest check to print. However, if you close the check with payment key or press [Print Check], a guest check will print. If you are a By-round operator or a Special, By-round operator: Pressing [Service Total] *will* require printing the guest check. If your UWS is programmed to print guest checks at the slip printer, you must place the guest check in the printer.
Program	Keyboard File or Touchscreen File: ○ [Service Total] key Tender/Media File: ○ Tender/Media Type field. All service total keys are Type 2. Revenue Center Parameters File: ○ Cashier Totals Declaration Required with Tender/Media and Tips Paid - Control Option #1 ○ Print Previous Balance Each Round - Format Option #11 ○ Do Not Allow Service Total of Fast Transactions - RVC Option #16 ○ Service Round Totals Include the Current Round Only - Format Option #13 ○ Print Service Total Time on Checks - Format Option #14 ○ Allow Service Total of Closed Checks - Control Option #15
	If Operator Type Definition #9 (Line-by-line Customer Receipt) is set ON, the operator may service total a fast transaction. Service total of line-by-line fast transactions is supported in Software Version 1.02 and later.
Related	Print Check

Chain & Fire

Chain

Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

Procedure

1. Begin the first guest check in a series of checks that you wish to chain.

2. Enter any transaction items except payment in full.

3. Press [Chain]. If the prompt, "CHECK NOT IN PLACE", appears, insert a guest check into the printer and press [Clear].

4. Repeat Steps 1-3 for all checks in the party except the last one.

5. After entering sales items for the last check, press the regular [Service Total] key (not [Chain]).

   All of the orders are sent to designated remote printers at the same time and on the same dupe.

Note

If you are programmed to begin checks by table number, all of the guest checks must have the same table number when chained together. Of course, the group numbers will be different. Checks begun by check number do not have this requirement.
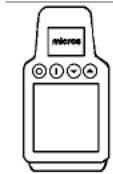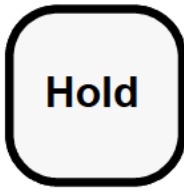
Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/ MEDIA GROUP	[Chain] is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
ORDER CHAINING ACTIVE	A tender, [Service Total], or function key was pressed while chaining checks together.	Press [Clear] to continue. Chaining is completed when a [Service Total] key is pressed.

Prompt	What it Means	Action Required
ORDER CHAINING TO TABLE # where # is the active table number.	You attempted to begin or open a check with a different table number than the first check.	Begin a new check with the same table number as the first check. See note above.

Contents

Index

	The **Chain/Fire** function allows a server to post detail to and service total a series of checks without sending check detail to order printers until a separate service total key is pressed. This allows orders that may be received and posted separately to be consolidated and sent to the remote order devices as one order. Chaining orders is useful when serving large groups that require separate checks.
Example	A convention group of twenty from the midwest is visiting New York City. Members of the group inform the waiter that they are on an expense account, and require separate checks.
	The waiter begins a check by table number and enters the order for the first guest and presses the specially programmed [Chain] key. The order is service totalled but held in a buffer. The waiter begins another check for the next guest. He presses [Begin Check] and a blank check with the same table number appears (the group number has been incremented by 1). He enters the order for this guest and presses [Chain]. When he reaches the last guest, he uses [Service Total] after entering the order to "fire" the consolidated order to the appropriate remote order printers.
Privileges	[Chain] is a tender/media key, which may belong to one of three privilege groups. You must be privileged to use tender/media in this group.
Program	Keyboard File or Touchscreen File: ○ [Service Total] key ○ [Chain/Fire] key Tender/Media File: ○ Tender/Media Type field To create a [Chain/Fire] key, set this field to Type 2 (Service Total). ○ ON = Chain Order; OFF = Fire Order - Type Definition - Service Total Keys #3 The [Service Total] key that combines the order output is called a [Chain/Fire] key and has Type Definition #3 set ON (Chain and Fire). Any [Service Total] key without #3 set will "fire" the buffered checks to the remote order devices
Related	[Hold] key [Service Total] key

Hold & Fire Menu Item

Hold

Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

Hold Menu Item

There are three ways the [Hold Menu Item] key can be used to place a specific menu item on hold.

Line Item Hold

1. Enter the line item number. (This displays to the left of the item).
2. Press [Hold Menu Item]. The item corresponding to the specified line number is placed on hold.
3. Press [Service Total/Hold].

Last Item Hold

1. Press [Hold Menu Item] twice. The last item posted in the current service round is placed on hold.
2. Press [Service Total/Hold].

Direct Hold

1. Press the [Hold Menu Item] key
2. Press the transaction item key.
3. Press [Service Total/Hold].

Fire Order

When you are ready to send the order to the remote printers:

1. Pick up the guest check.
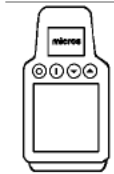2. Press [Service Total] (not [Hold Menu Item]).

   The order is sent to the designated remote printers.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/ MEDIA GROUP	[Hold Menu Item] is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
CHECK NOT IN PLACE	A guest check must be inserted in the slip printer.	Insert a guest check in the printer.
CANNOT ADD CHECK, ALL ITEMS NOT FIRED	You attempted to add checks and one or both checks still have items on hold.	Fire any orders on hold before adding checks.

Contents

Index

The **Hold/Fire** feature allows a server to enter items on a guest check, service total the check, and "hold" specific menu items in a buffer until the server is ready to send ("fire") them to the designated remote order printers.

To use this feature, a server places an order, specifies the menu items to be placed on hold and presses [Service Total/Hold]. This service totals the guest check and places the order in a buffer. When the server is ready for the kitchen to begin preparing the order, the server picks up the check and presses a [Service Total] key to send the order to the appropriate remote printers.

Example	The guests on table 27 give Samantha an order for their drinks, appetizers, and entrees, all at the same time. Samantha goes to the user workstation and places the order for the drinks and appetizers.
	For each of the desired entrees, Samantha presses the [Hold Menu Item] key and places the entree order. She then service totals the check. The entire order has now been posted to the check, but the entrees have not been sent to the remote printers.
	Samantha serves the drinks and appetizers. Halfway through the appetizer course, Samantha picks up the check and presses [Service Total], which service totals the check again. The orders for the entrees are now dispatched to the remote printers in the kitchen.
Privileges	[Hold] is a tender/media which may belong to one of three privilege groups. You must be privileged to use tender/media in this group.
Program	Keyboard File or Touchscreen File: ○ [Service Total] key ○ [Service Total/Hold] key ○ [Hold Menu Item] key Tender/Media File: ○ Tender/Media Type field Set this field to 2 to designate this as a [Service Total] key ○ Preserve Hold Status from Previous Menu Items - Type Definition - Service Total Keys #1, [Service Total] keys only ○ Hold All Menu Items in Current Round- Type Definition - Service Total Keys #2
Related	[Chain] key [Service Total] key

Hold & Fire Entire Service Round

Hold

Hold Entire Service Round

1. Begin or pick up a guest check.
2. Enter any transaction items, except payment in full.
3. Press [Service Total/Hold].

   The order prints on the guest check but is *not* sent to the remote order printers.

Fire Order

When you are ready to send the order to the remote printers:

1. Pick up the guest check.
2. Press [Service Total] (not [Hold]).

   The order is sent to the designated remote printers.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/ MEDIA GROUP	[Hold] is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
CHECK NOT IN PLACE	A guest check must be inserted in the slip printer.	Insert a guest check in the printer.
CANNOT ADD CHECK, ALL ITEMS NOT FIRED	This occurs when you attempt to add checks and one or both checks still have items on hold.	Fire any orders on hold before adding checks.

Contents

Index

	The **Hold/Fire** feature allows a server to enter items on a guest check, service total the check, and "hold" the order in a buffer until the server is ready to send ("fire") it to the designated remote order printers. To use this feature, a server places an order and presses [Service Total/Hold]. This service totals the guest check and places the order in a buffer. When the server is ready for the kitchen to begin preparing the order, the server picks up the check and presses a [Service Total] key to send the order to the appropriate remote printers.
Example	The guests on table 27 give Samantha an order for their drinks, appetizers, and entrees, all at the same time. Samantha goes to the user workstation and places the order for the drinks and appetizers, then service totals the check. Samantha picks up the check, places the order for the entrees, and this time presses [Service Total/Hold], which service totals the check. The entire order has now been posted to the check, but the entrees have not been sent to the remote printers. Samantha serves the drinks and appetizers. Halfway through the appetizer course, Samantha picks up the check and presses [Service Total], which service totals the check again. The orders for the entrees are now dispatched to the remote printers in the kitchen.
Privileges	[Hold] is a tender/media which may belong to one of three privilege groups. You must be privileged to use tender/media in this group.
Program	Keyboard File or Touchscreen File: ○ [Service Total] key ○ [Service Total/Hold] key Tender/Media File: ○ Tender/Media Type field Set this field to 2 to designate this as a [Service Total] key ○ Preserve Hold Status from Previous Menu Items - Type Definition - Service Total Keys #1, [Service Total] keys only ○ Hold All Menu Items in Current Round- Type Definition - Service Total Keys #2
Related	[Chain] key [Service Total] key

Pick Up an Open Guest Check

By Check Number

1. Type the check number.
2. Press [Pickup By Number].
3. If the prompt, "PICK UP THIS CHECK?", appears, press [Enter] if the check is correct. Otherwise, press [Clear] to go to the next check.

   The check detail and summary will display on screen.

By Table Number

1. If the table number is numeric, type the table number and press [Pickup By Table].

   OR:

   If the table number includes characters, press [Pickup By Table]. At the prompt, "ENTER TABLE NUMBER", type table number (for example A1) and press [Enter].

2. If the prompt, "ENTER TABLE nnn'S GROUP NUMBER", appears, type the group number and press [Enter]. If you do not know the group number, press [Enter].

3. At each prompt, "PICK UP THIS CHECK?," press [Clear] if the check shown is incorrect. Otherwise, press [Enter].

   The check detail and summary display on the screen.

Prompts

Prompt	What it Means	Action Required
CHECK NOT FOUND	Number entered is for a check not opened or already closed.	Check the number and retry.
OVERRIDE CHECK OPEN ON SYSTEM?	This check is open on another workstation	Call manager, see Appendix A.
TABLE ENTRY NOT FOUND	The table number was entered incorrectly.	Try again.
NO MORE CHECKS AT THIS TABLE	The check may be closed.	Try again.

Contents   Index

	To post additional sales to a guest check, it must be "picked up" first. Once opened, you may also edit, view seat numbers, transfer the check to new operator, or add another guest check to it.
Example	After Mary has served cocktails to a table, she picks up her guest check to add her food order. Later, when the customers request their check, she picks up the guest check and prints a hard copy.
Privileges	An operator must be privileged to pick up an open check on the system. Managers are usually allowed to pick up checks opened in a different Revenue Center, while operators are not.
	Related privileges include the privilege to pick up a guest check opened by another operator and to post sales to another's check.
Program	Keyboard File or Touchscreen File: ○ [Pickup By Table] key ○ [Pickup By Number] key
Related Options	Employee Class File: ○ Authorize/Perform Pickup of Check Open On System - Transaction Privilege #4 ○ Authorize/Perform Pickup Checks Belonging to Another Operator - Transaction Privilege #18 ○ Post Menu Items to Checks Belonging to Another Operator - Transaction Privilege #19 ○ Post Discounts to Checks Belonging to Another Operator - Transaction Privilege #20 ○ Post Service Charge to Checks Belonging to Another Operator - Transaction Privilege #21 ○ Post Payments to Checks Belonging to Another Operator - Transaction Privilege #22
Related	Pickup Checks in Other Revenue Centers Begin Check by Check Number Begin Check by Table Number
Note	Overriding an open check can cause data loss. Before taking this action, read the explanation of the "OVERRIDE CHECK OPEN ON SYSTEM" prompt in Appendix A.

Pick Up Check by ID

Pickup Check By ID

Numeric

1. Type the Guest Check ID and press [Pick Up Check by ID].

   or

   Press [Pickup Check By ID]. A UWS/3 displays either the System Alpha Screen or, if one has been defined, the Default Alpha Entry Screen. Enter the Guest Check ID.

2. The selected guest check displays.

Prompts

Prompt	What it Means	Action Required
CHECK NOT FOUND	ID entered does not exist or is already closed.	Check the ID number and retry.
INVALID CHECK ID	Blank spaces were entered instead of alphanumeric characters.	Press Clear, and enter the correct ID number.

Contents

Index

[Pick Up Check By ID] is used to pickup a guest by ID. The ID itself may numeric or alphanumeric, to 16 characters.	
Example	Bob, the bartender, uses [Pick Up Check by ID] to pick up a check which was begun using [Begin Check by ID].
Program	Keyboard File or Touchscreen File: ❑ [Pick Up Check By ID] key
Related Options	Employee Class File: ❑ Authorize/Perform Pickup of Check Open On System - Transaction Privilege #4 ❑ Authorize/Perform Pickup Checks Belonging to Another Operator - Transaction Privilege #18 ❑ Post Menu Items to Checks Belonging to Another Operator - Transaction Privilege #19 ❑ Post Discounts to Checks Belonging to Another Operator - Transaction Privilege #20 ❑ Post Service Charge to Checks Belonging to Another Operator - Transaction Privilege #21 ❑ Post Payments to Checks Belonging to Another Operator - Transaction Privilege #22
Related	Pickup Check Pickup Table Begin Check by ID Guest Check ID

Pickup Check, SLU

Pickup Check SLU

Procedure

1. Press [Pickup Check SLU].

   A UWS/3 SLU displays the guest checks that the signed-in operator is privileged to pickup.

2. Select a guest check.

   A confirmation prompt may display. If so, press [Enter] to confirm the chosen guest check.

   To ensure that the most current information is displayed, the UWS/3 re-generates the Pickup SLU Touchscreen every 15 seconds. This allows the touchscreen to reflect on-going changes to the Open Check File.

Prompts

Prompt	What it Means	Action Required
NO OPEN CHECKS	You have no open checks at this time.	Press Clear

Contents   Index

	[Pickup Check SLU] displays a selection of open guest checks, from which the operator may select a check to be picked up. The selection of guest checks includes all open guest checks assigned to the signed-in operator. If that operator is privileged to pickup checks belonging to other operators, the displayed selection includes all open guest checks in the current Revenue Center.
Example	Mike the bartender presses [Pickup Check SLU]. The SLU that results displays a key for each open guest check. The key displays the Guest Check ID (if one was entered), the check number, the time the check was opened, and the amount due. <table><tr><td><Guest Check ID> <Check #> <Time> <Amount Due></td><td>BILL CHK 1652 12:07PM 9.75</td><td></td><td rowspan="4">PAGE UP PAGE DOWN VOID DONE</td></tr><tr><td>JOHNNY O. CHK 1644 12:04PM 16.45</td><td>BILL'S FRIEND CHK 1655 12:11PM 14.25</td><td></td></tr><tr><td>GUY IN RED HAT CHK 1650 12:06PM 12.35</td><td></td><td></td></tr></table>
Program	Keyboard File or Touchscreen File: ☐ [Pickup Check SLU] key
Related Options	Employee Class File: ☐ Authorize/Perform Pickup of Check Open On System - Transaction Privilege #4 ☐ Authorize/Perform Pickup Checks Belonging to Another Operator - Transaction Privilege #18 ☐ Post Menu Items to Checks Belonging to Another Operator - Transaction Privilege #19 ☐ Post Discounts to Checks Belonging to Another Operator - Transaction Privilege #20 ☐ Post Service Charge to Checks Belonging to Another Operator - Transaction Privilege #21 ☐ Post Payments to Checks Belonging to Another Operator - Transaction Privilege #22
Related	Pick Up an Open Guest Check Pickup Check by ID

Pick Up Checks in Other Revenue Centers

> **Pickup Check, Check #, RVC** X
>
> **Pickup Check, Table #, RVC** X

By Check Number

1. Type the check number.
2. Press [Pickup Check, Check #, RVC X].
3. If the prompt, "SELECT CHECK REVENUE CENTER", appears, enter the number of the desired Revenue Center from the list that appears in the center of the operator display.
4. If the prompt, "PICK UP THIS CHECK?", appears, press [Enter] if the check is correct. Otherwise, press [Clear] to go to the next check.

   The check detail and summary display on screen.

By Table Number

1. If the table number is numeric, type the table number and press [Pickup Check, Table #, RVC X].

   OR:

   If the table number includes characters, press [Pickup Check, Table #, RVC X]. At the prompt, "ENTER TABLE NUMBER", type table number (for example A1) and press [Enter].

2. If the prompt, "SELECT CHECK REVENUE CENTER", appears, enter the number of the desired Revenue Center from the list that appears in the center of the operator display.

3. If the prompt, "ENTER TABLE nnn'S GROUP NUMBER", appears, type the group number and press [Enter]. If you do not know the group number, press [Enter].

4. At each prompt, "PICK UP THIS CHECK?," press [Clear] if the check shown is incorrect. Otherwise, press [Enter].

   The check detail and summary display on the screen.

Prompts

In addition to the prompt listed below, refer to the list of prompts for

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: PICKUP CHECK DIFFERENT RVC	You are not privileged for this operation.	An authorized person's ID must be entered.

Contents   Index

Operators may pick up a guest check that was opened in another Revenue Center without having to transfer to that Revenue Center.	
Example	Mary is a cashier at a large restaurant complex that includes several lounges and dining rooms. She must be able to pick up and close a check for a customer from any of the outlets.
Privileges	An operator must be privileged to pick up checks in other Revenue Centers. Related privileges include the privilege to pick up a guest check opened by another operator and to post sales to another's check.
Program	Workstation File ○ Revenue Center link fields 1 through 8 Keyboard File or Touchscreen File: ○ [Pickup Check, Check #, RVC ?] key ○ [Pickup Check, Check #, RVC 1] 　through 　[Pickup Check, Check #, RVC 8] keys ○ [Pickup Check, Table #, RVC ?] key ○ [Pickup Check, Table #, RVC 1] 　through 　[Pickup Check, Table #, RVC 8] keys Employee Class File: ○ Allow Pickup of Checks from Other Revenue Centers - Transaction Privilege #73
Related Options	Employee Class File: ○ Authorize/Perform Pickup of Check Open On System - Transaction Privilege #4 ○ Authorize/Perform Pickup Checks Belonging to Another Operator - Transaction Privilege #18 ○ Post Menu Items to Checks Belonging to Another Operator - Transaction Privilege #19 ○ Post Discounts to Checks Belonging to Another Operator - Transaction Privilege #20 ○ Post Service Charge to Checks Belonging to Another Operator - Transaction Privilege #21 ○ Post Payments to Checks Belonging to Another Operator - Transaction Privilege #22
Related	Pickup an Open Guest Check Begin Check by Check Number Begin Check by Table Number

Note	Financial totals post to the Revenue Center in which they take place. Guest check totals post to the Revenue Center in which the check was begun, unless the check is transferred to another Revenue Center.
	Overriding an open check can cause data loss. Before taking this action, read the explanation of the "OVERRIDE CHECK OPEN ON SYSTEM" prompt in Appendix A.

Contents   Index

Transfer a Check

Add/Xfr
Check
by Tbl #

Procedure

1. Server to receive check sign in.

2. Enter the check number or the table number of the check to be transferred.

3. Press [Add/Xfr Check].

4. If the prompt, "SELECT CHECK REVENUE CENTER", appears with the list of revenue centers, type the number of the correct revenue center and press [Enter].

5. At the prompt, "TRANSFER THIS CHECK?", press [Enter] for "Yes," or [Clear] for "No".

Add/Xfr
Check
by Chk #

The check is transferred to the new server in the system.

If old and new servers are by-round, continue to use old check. The transfer is annotated at the next printing.

If the old server does not print checks by-round, the check will print in full at the next service total with transfer noted.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: PICKUP OTHER EMPLOYEE'S CHECK	You are not privileged for this operation.	An authorized person's ID must be entered.
CHECK NOT FOUND	Invalid entry of table or check number.	Try again.
AUTHORIZATION, ENTER ID NUMBER: TRANSFER A GUEST CHECK?	You are not privileged for this.	An authorized person's ID must be entered
CHECK TRANSFER NOT REQUIRED	Server picking up check already owns it.	Press [Clear].
CANNOT ADD OR TRANSFER CHECK THAT HAS CREDIT AUTHORIZATION PENDING	CA/EDC credit authorization is currently in progress.	Wait until credit authorization is finalized, then try again.
CANNOT CREATE TRANSFER CHECK	This occurs when the Open Check File in the receiving check's revenue center is full.	Press [Clear] to cancel. Try again when the Open Check File may not be full.

The transfer function allows a guest check to be transferred to another table (when a customer changes tables, moves from the lounge to the dining room and wishes the check to follow) or to transfer the check to another operator.

When transferring, the check becomes the responsibility of another operator and the name of the check operator on the check is changed. The add and transfer functions may be combined.

The Transfer function requires one or more direct access check transfer keys. Checks may be added or transferred by table using [Add/Xfr By Table] or by the check number using [Add/Xfr By #]. We have the two types because there are two ways of beginning and picking up guest checks. A third type of key, [Block Transfer] or [Auto Block Trans], may also be used.

Example	Customers at the bar would like to continue their check in the dining room. The manager transfers the check from the bartender to the waiter in the dining room.
Privileges	To use the check transfer key, you must be privileged to do so.
Reports	The "Transferred In" and "Transferred Out" fields are affected on financial reports if the check was transferred to or from another Revenue Center. All sales remain as part of the revenue center totals where the check was created. The revenue center of the operator who received the check will reflect any new sales. This applies to Employee Totals as well.
Program	Keyboard File or Touchscreen File: o [Add/Xfr By Table] key o [Add/Xfr By #] key Employee Class File: o Authorize Transfer of Checks in Same Revenue Center - Transaction Privilege #45 o Authorize Transfer of Check in Between Revenue Centers - Transaction Privilege #46
Related	Add Two Checks Block Transfer
Note	Depending on the specific key function you choose in the Keyboard or Touchscreen File, the add/transfer check key may be either a general or revenue center specific key. By general, we mean the key can be used to add or transfer a check from any revenue center in the system. A revenue center specific key can add or transfer checks only from one revenue center. Depending on your restaurant's needs, the [Add/Xfr] key (or keys) may be programmed to be general or may be specific to a certain Revenue Center. The key(s) may access checks by table number only, check number only, or both.

Transfer Check By ID

Transfer Check by ID
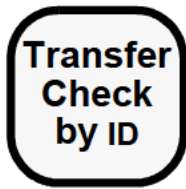
Procedure

1. Sign in the operator who will receive the check.

2. Press [Transfer Check by ID]. The System displays the following prompt: **ENTER CHECK ID**.

3. Enter the check ID of the check to be transferred.

4. At the prompt, **TRANSFER THIS CHECK?**, press [Enter] for yes, or [Clear] for no.

   The check is transferred to the new operator in the system.

   If old and new operators are by-round, continue to use old check. The transfer is annotated at the next printing.

   If the old operator does not print checks by-round, the check will print in full at the next service total with transfer noted.

   Note

   The [Transfer Check by ID] key can not be used to transfer checks between Revenue Centers.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: PICKUP OTHER EMPLOYEE'S CHECK	You are not privileged for this operation.	An authorized person's ID must be entered.
CHECK NOT FOUND	Invalid entry of table or check number.	Try again.
AUTHORIZATION, ENTER ID NUMBER: TRANSFER A GUEST CHECK	You are not privileged for this operation.	An authorized person's ID must be entered
CHECK TRANSFER NOT REQUIRED	The operator picking up the check already owns it.	Press [Clear].
CANNOT ADD OR TRANSFER CHECK THAT HAS CREDIT AUTHORIZATION PENDING	CA/EDC credit authorization is currently in progress.	Wait until credit authorization is finalized, then try again.
CANNOT CREATE TRANSFER CHECK	This occurs when the Open Check File in the receiving check's Revenue Center is full.	Press [Clear] to cancel. Try again when the Open Check File may not be full.

	The transfer function allows a guest check to be transferred to another table (when a customer changes tables, or to transfer the check to another operator. When transferring, the check becomes the responsibility of another operator and the name of the check operator on the check is changed.
Example	Nancy is leaving for the day and would like to transfer her remaining open check to Sarah. Nancy uses [Transfer Check by ID] to transfer her open check.
Privileges	You must be privileged to use transfer checks.
Program	Keyboard File or Touchscreen File: ❑ [Transfer Check by ID] key Employee Class File: ❑ Authorize Transfer of Checks in Same Revenue Center - Transaction Privilege #45
Related	Add/Trans by ID, SLU key Transfer a Check

Add Checks

**Add/Xfr
Check
by Tbl #**

Procedure

1. The server to receive the checks sign in.
2. Begin or pick up the first check.
3. Add no transactions.
4. Pick up the check to add using [Add/Xfr Check], not [Pickup Check].
5. If the prompt, "SELECT REVENUE CENTER", appears with list of revenue centers, type the number of the correct revenue center and press [Enter].
6. At the prompt, "ADD THIS CHECK?", press [Enter] for "Yes," or [Clear] for "No".

   If the server of the check added is by-round, insert this check in slip printer first and press [Enter] to print.

**Add/Xfr
Check
by Chk #**

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: PICKUP OTHER EMPLOYEE'S CHECK	You are not privileged for this.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: ADD A GUEST CHECK	You are not privileged for this.	An authorized person's ID must be entered.
CANNOT ADD CHECK TO ITSELF	Attempted to pickup same check twice.	Press [Clear] and try again.
CANNOT ADD AFTER ENTERING SALES	Attempted to add a check after posting a transaction.	Press [Clear] and try again.
CANNOT ADD OR TRANSFER CHECK THAT HAS CREDIT AUTHORIZATION PENDING	CA/EDC credit authorization is currently in process.	Wait until credit authorization is finalized, then try again.
CHECK NOT FOUND	An invalid check number was entered.	Enter the number again.
CANNOT ADD CHECKS WITH DIFFERENT ORDER TYPES	You attempted to add two checks with different order types.	Change the order type on one check to match the other; try the procedure again.

The add/transfer function allows two or more guest checks to be combined (as when a customer asks to pickup another customer's bill). When adding, two or more checks are combined. Add and transfer functions may be combined.

Add (and Transfer function) require one or more direct access check transfer keys. Checks may be added or transferred by table using [Add/Xfr By Table] or by the check number using an [Add/Xfr By #] key. We have the two types because there are two ways of beginning and picking up guest checks.

Example	Two customers, George and Samantha, are pleasantly surprised to bump into each other at a fine restaurant. They share a table but have separate checks. After lunch, when the checks arrive, Samantha offers to pay for George's lunch. He graciously accepts.

Below are the guest checks after printing:

```
        MICROS 8700
     Fine Dining System


411 GUSTINO
------------------------------
CHK 196 JUL24'94 11:29AM GST 1
------------------------------

   1 TURKEY CLUB       3.75
   1 LARGE FRIES       1.25
   1 COLD SLAW         1.00
   1 CRAB SOUP         4.75
   2 IMPORTED BOTTLE   5.70

     SUBTOTAL         16.45
     SALES TAX         0.83
     BALANCE DUE      17.23
   ---ADD TO CHK 195 01:25PM---
```

George's check, before being added to Samantha's.

```
        MICROS 8700
     Fine Dining System


11 GUSTINO
------------------------------
HK 195 JUL24'94 11:27AM GST 1
------------------------------

   1 PERRIER           1.25
   1 SPINACH SALAD     5.25
        HOUSE
   1 CRAB SOUP         4.75
   1 GLASS WINE        2.50
     SUBTOAL          13.75
     SALES TAX         0.56
     BALANCE DUE      14.31

     ADDED FROM CHK 196
   1 TURKEY CLUB       3.75
   1 LARGE FRIES       1.25
   1 COLD SLAW         1.00
   1 CRAB SOUP         4.75
   2 IMPORTED BOTTLE   5.70

     SUBTOTAL         30.20
     SALES TAX         1.39
     BALANCE DUE      31.59
```

Samantha's check, after George's check has been added.

Privileges	To use the check transfer key, you must be privileged to do so.
Program	Keyboard File or Touchscreen File: ○ [Add/Xfr By Table] key ○ [Add/Xfr By #] key Employee Class File: ○ Authorize Adding of Checks in Same Revenue Center - Transaction Privilege #47 ○ Authorize Adding of Checks Between Revenue Centers - Transaction Privilege #48

Contents

Related	Transfer a Check Block Transfer
Note	You cannot add checks with different Order Types. For example, "EAT IN" and "TO GO." You will receive an error message if attempted.

Block Transfer

> **Block Transfer Auto**
>
> **Block Transfer Confirm**
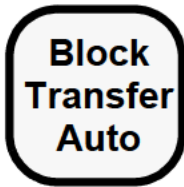
Procedure

1. The server to receive the check(s) should sign in.
2. Press [Block Transfer].
3. If the prompt, "ENTER BLOCK TRANSFER EMPLOYEE ID", appears, enter your ID number and press [Enter].

   OR:

   If the prompt, "ENTER BLOCK TRANSFER CHK EMPL NUMBER", appears, enter Employee Number and press [Enter].
4. At the prompt, "TRANSFER FROM [check name]?", press [Enter] to continue or [Clear] to cancel the action.

   If [Block Transfer] is an auto key, all checks are automatically transferred. If [Block Transfer] requires confirmation, the System searches the Open Check File and displays the name and number of checks belonging to the "from" employee.

   For each check, the system prompts: "TRANSFER THIS CHECK?".
5. Press [Enter] to transfer the check or [Clear] to disregard the transfer for this check. After all the checks have been displayed, the check detail area of the screen displays the following information:

   ```
   OPEN CHECK BLOCK TRANSFER
   From: Employee Last Name
   n Transferred
   n Denied
   ```

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TRANSFER BLOCK OF CHECKS	You are not privileged to perform this operation.	An authorized person's ID number must be entered.
CANNOT ADD OR TRANSFER CHECK THAT HAS CREDIT AUTHORIZATION PENDING	CA/EDC credit authorization is currently in process.	Wait until credit authorization is finalized, then try again.

Contents

Index

[Block Transfer] allows an operator to transfer all of his or her checks to another operator in a single operation.	
Example	The daytime bartender is ending her shift and the evening bartender is clocking in. The first bartender is ready to leave, but she still has 20 open checks for the 20 customers in the bar. Rather than collect from every party and close all checks, she uses [Block Transfer] to transfer all checks to the incoming bartender.
Privileges	You must be specifically privileged to use this key.
Reports	The "receiving" employee's number is transferred to all checks, and the totals post to the appropriate Transferred In/Out totals on financial reports.
	Transferred checks are marked with an "X" in the status field of the Employee Closed Check Report.
Program	Keyboard File or Touchscreen File:
	○ [Block Transfer] key. This key displays summary totals for each open check and requires confirmation (yes/no) to transfer each one.
	○ [Auto Block Trans] key. This key transfers all open checks without prompting for confirmation.
	Revenue Center Parameters File:
	○ ON = Use Employee # To Transfer Block of Checks; OFF = Use ID # - RVC Option #11. If set to ON, the "transferring" operator's employee ID is required. If set OFF, the transferring operator's employee number is required.
	Employee Class File:
	○ Authorize/Use BLOCK CHECK TRANSFER and AUTO BLOCK TRANSFER keys - Transaction Privilege #63
Related	Transfer A Check
	Add Two Checks
Note	A block of checks may only be transferred within the same Revenue Center.

Add/Trans Check, SLU

Add/Xfr
Check
SLU

During a Transaction (Add)

1. Press [Add/Trans Check SLU].

   A UWS/3 SLU displays a key for each open guest check in this Revenue Center, with the exception of the currently open check.

2. Press the key for the check to be added.

   A confirmation prompt may display. If so, press [Enter] to confirm the chosen guest check.

   To ensure that the most current information is displayed, the UWS/3 re-generates the SLU Touchscreen every 15 seconds. This allows the touchscreen to reflect on-going changes to the Open Check File.

Outside of a Transaction (Transfer)

1. Press [Add/Trans Check SLU].

   A UWS/3 SLU displays a key for each open guest check in this Revenue Center that does not belong to the signed-in operator.

2. Press the key for the check to be transfered.

   A confirmation prompt may display. If so, press [Enter] to confirm the chosen guest check.

   To ensure that the most current information is displayed, the UWS/3 re-generates the SLU Touchscreen every 15 seconds. This allows the touchscreen to reflect on-going changes to the Open Check File.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION: ENTER ID NUMBER	You are not privileged to perform this operation.	An authorized person's ID number must be entered.
CANNOT ADD OR TRANSFER CHECK THAT HAS CREDIT AUTHORIZATION PENDING	CA/EDC credit authorization is currently in process.	Wait until credit authorization is finalized, then try again.

Contents

Index

	[Add/Trans Check SLU] is used to add the contents of a guest check to the current guest check, or to transfer ownership of a guest check to the signed-in operator.
Example	Samantha is just coming on duty as a waitress when the manager says, "George is leaving. He has only one check left. Take over for him."
	Samantha does not know the guest check number or the table number for the guest check she is supposed to pick up. She signs in to the UWS and presses [Add/Trans Check SLU]. An SLU displays all of the open guest checks in this Revenue Center, including one with George's name on it.
	Samantha presses the key for that check, transferring ownership of the check to herself.
Program	Keyboard File or Touchscreen File: ❑ [Add/Trans Check SLU] key
Privileges	You must be privileged to transfer checks.
Related Options	Employee Class File: ❑ Authorize Transfer of Checks in Same Revenue Center - Transaction Privilege #45 ❑ Authorize Adding of Checks in Same Revenue Center - Transaction Privilege #47
Related	Transfer A Check Add Two Checks

Chapter **5**

Post Menu Items

This chapter describes the procedures for entering menu items.

In this chapter

Introduction

Entering menu items is the most common activity performed by servers on the 8700 system. There are two basic types of menu items: regular menu items and condiments. You may also have retail items programmed in your system as menu items. Retail items are non-food items such as T-shirts and gift certificates. The following sections explain the types of menu items in detail.

Regular Menu Items

Regular menu items are items that are commonly sold on a restaurant menu, such as a Hamburger, Shrimp, Coffee, and Apple Pie. Typically, these items have been assigned preset prices and are tracked on sales reports. They may or may not require condiments, which are described below.

Condiments

Condiments are a type of menu item used to modify the order of a menu item or another condiment. Condiments include preparation instructions (such as "medium rare") and accompaniment choices (such as baked potato or french fries). Condiments can be required or allowed, as explained in the following sections:

Required Condiments

When a menu item class is programmed to require a condiment group, the System requires a condiment to be selected from that group when one of those menu items is ordered. Condiments are categorized into groups and there are 32 possible groups allowed on the System. A condiment can belong to one or more groups.

Members of a menu item class may have more than one required condiment link. If so, the system forces a selection from each required group in turn. Condiment selections are presented in the order in which they are listed in the database.

Allowed Condiments

Members of a menu item class may be linked to one or more condiment groups by an Allowed Condiment link. When one of these items is ordered, the system does not prompt for the condiment or display a condiment selection window. However, the allowed condiment group(s) can be accessed via direct select keys or NLU keys, or through Touchscreen SLU keys. Allowed condiment groups may be selected in any order.

Condiments Requiring Other Condiments

Condiments can require other condiments. For example, the menu item, "Sandwich Platter," requires a choice of condiments, "Soup" or "Salad". Soup in this case is a condiment that requires a choice of soups (another condiment group). Likewise, Salad is a condiment that requires a choice of dressings (another condiment group).

Priced Condiments

Condiments can be priced just like regular menu items. For example, you may want to charge 50 cents for Extra Cheese on a sandwich. Optionally, certain condiment items may be programmed to add to the price of the menu item to which they are linked.

Non-priced Condiments

A menu item class may be programmed to be non-priced. (This is not the same as being assigned a price of 0.00.) Non-priced menu items do not require a record in the Menu Item Price File and do not generate report totals. This is useful for menu item condiments that you do not want to price or track (e.g., "Rare", "No Mayo", etc.).

Condiments that Modify Parent Print Group

Guest checks may be programmed to use print groups to sort menu items for printing. A condiment may be assigned to a print group and be used to change the print group of the menu item that it follows. With this feature, a condiment called "As Entree" could be linked to the Entree print group. Selecting "As Entree" would then change the print group of an appetizer, for example, and force it to print with other entrees.

Menu Item Pricing

Fixed Price Item

Menu Items and Condiments may be programmed with a preset price. Whenever a server enters a fixed price item, the amount is automatically added to the check.

Open Price Item

A menu item or condiment that requires the server to enter a price is an open price item. For example, a menu item labeled "Open Food" could be created for special dishes prepared by the kitchen.

Weighed Menu Item

This is a menu item that is priced per unit of measure (pounds or kilograms). The operator is required to enter the weight of the item and the system calculates the price.

Retail Item

This is a non-food item such as a T-shirt or Gift Certificate. Although the name is different, a retail item is programmed the same way as a regular menu item.

4

Declare Order Type

Eat In

To Go
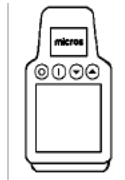
Order Type Not Active

1. Begin or pick up a guest check.
2. Press an [Order Type] key, for example [Eat In].

   The order type name appears in place of the balance due term in the check summary. Depending on how the system is programmed, the order type may also print on the guest check and order receipts.

Default Order Type Active

The order type is automatically declared when a check is begun.

To change the order type, press an [Order Type] key, for example: [Eat In].

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: ORDER TYPE	You are not privileged to use [Order Type].	An authorized person's ID must be entered.
ORDER TYPE NOT ACTIVE	You pressed a Tender/Media key without first declaring an order type.	Declare an order type.
TRANSACTION CANCEL NOT ALLOWED AFTER SUBTOTAL	Use of the [Transaction Cancel] key is not allowed after a subtotal or after declaring an order type.	Press [Clear] to continue.

Contents   Index

	Order types can be used to define customer orders for special handling, to categorize sales, and to apply different tax rates as required. Up to four order types may be programmed in your system, for example: TO GO, PICKUP, EAT IN, ROOM SVC, etc.
Example	Mary has taken a "To Go" order over the phone. When she enters the order on the UWS, she presses [To Go] to change the order type from "Eat In" (the default) to "To Go."
Privileges	You must be specifically privileged to use an order type key.
Reports	Order Types appear on all financial reports and tracking reports if Option #9 is set ON in the System Parameters File.
Program	Keyboard File or Touchscreen File: ○ [Order Type] keys 1-4 System Parameters File: ○ Order Types Name fields 1-4 ○ Order Type Active - Order Type Definitions #1. Set this ON for each active Order Type. Revenue Center Parameters File: ○ Default Order Type field. Set in either the Revenue Center for a Revenue Center, or in the Workstation File for each User Workstation. The Workstation File takes precedence. ○ Order Type Active - Order Type Definitions #1. Set this ON to activate Order Type in this Revenue Center. ○ Taxes Active - Type Definitions #9 through #16. Set one of these ON to define a tax that may be applied for a certain order type. Employee Class File: ○ Authorize/Use the [Order Type] key - Transaction Privilege #7
Options	Revenue Center Parameter File: ○ Print on Customer Receipt and Guest Check - Order Type Definitions #2 ○ Print on Order Printer - Order Type Definitions #3. Set this ON to print the order type on order chits. ○ Output to VDU - Order Type Definitions #4 System Parameters File: ○ Do Not Print The Order Type Breakdown On Financial Reports - UWS Reports/RW Option #9 Workstation File: ○ Default Order Type field. The Workstation File takes precedence over the Revenue Center Default Order Type. Keyboard File or Touchscreen Screen File: ○ If you program both the Order Type Defaults to 0 in the Revenue Center Parameters File and the Workstation File, you may program keys to determine the order type in the Keyboard or Touchscreen File.

Post Menu Items with Direct Access Keys

Post Regular Menu Item

1. Begin or pick up a guest check.

2. Press a menu item key, for example, [N.Y. Strip]. The menu item and price posts to the check detail.

   If a condiment is required, a message will prompt you to enter the condiment. Example: "ENTER MEAT TEMPERATURE"

3. Select the condiment choice. On a UWS/3, press the appropriate key and on a UWS/1 or UWS/2 type the number of the condiment and press [Enter].

   Selected condiment(s) post below the menu item in the check detail.

Post Menu Item with Menu Level Change

1. Press a menu level key, for example, [Large].

2. Press the menu item key, for example, [Juice].

   The menu item and price from the new menu level post to the check detail. In the example used here, "Large Juice" would post. Typically, the menu level is programmed to return to the default after the menu item is selected.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: MENU ITEM GROUP	You are not privileged to order an item from this group.	An authorized person's ID must be entered.
CONDIMENT REQUIRED	You failed to enter a required condiment.	Check the prompt for required condiment group, enter condiment.
CONDIMENT NOT ALLOWED	You chose a condiment that is not allowed.	Choose the correct condiment.
MENU ITEM NOT FOUND	The wrong menu level was selected for this item.	Try a different menu level.
OUT OF MENU ITEM	The menu item is set to "Unavailable".	Check availability. The status can be changed through UWS Procedure #14.

A direct access menu item key records the sale of the specific menu item it is linked to on the keyboard. More than one menu item may be linked to a single direct access key, either by changing the keyboard or the active menu level. If you select a different menu level (see "Change Menu Level" on page -25) you may have changed the menu item linked to it, changed the menu item's price, or disabled the key altogether. Similarly, if you change the keyboard (UWS/1 and UWS/2) you must change the keyboard overlay to identify the keys.

Example	This diagram shows that a direct access key can link to different items depending on which keyboard is active.
Privileges	To use menu item keys, you must be privileged to sign in and to open a guest check. You must also be privileged to post items from at least one privilege group.
Reports	Menu items post to all financial reports and sales and food cost reports, and can be tracked individually on Tracking Group reports.
Program	○ For information on the Menu Item Files, please refer to the *8700 Feature Reference Manual*. **Employee Class File:** ○ Authorize/Perform Post of Menu Items in Privilege Group(s) 1, 2, or 3 - Transaction Privileges #49, #50, #51 **Operator File:** ○ Display Menu Item NLU Number, NLU List is Stay Down, and Display Condiment Help. See Type Definitions #10, #11, and #12 respectively, in the Operator File.
Related	Post Menu Items with NLU Key, Screen Lookup (SLU)

Note	Post a Negative Priced Menu Item:
	A negative priced menu item is an item with a negative cost assigned to it. It is usually used to subtract from the cost of a menu item when a customer does not want some portion of the item that is normally included. For example, if a customer does not want the bacon with the breakfast special, an item called "NO BACON" would subtract the price of the bacon from the breakfast special price.
	The procedure for ordering negative priced menu items is the same as any menu item. However, there is the potential to create negative balance on the guest check if unlimited access is given to negative priced items.

Post Menu Items with NLU Key

**Entree
NLU**

> Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

When NLU Number is Not Known

1. Press the menu item NLU key, for example, [Entree NLU]. A help window appears listing all menu items programmed for this NLU key.

2. Type the number for the desired menu item and press [Enter] or the NLU key. The menu item and price post to the check.

When NLU Number is Known

1. Type the number of the menu item as it is programmed for a specific NLU key.

2. Press the menu item NLU key. The menu item and price post to the check detail.

If Condiments are Required

If a condiment is required, a message will prompt you to enter the condiment. On a UWS/1 or a UWS/2, a help window may appear from which to choose the condiment. On a UWS/3, an SLU touchscreen will appear showing keys for all the programmed condiments.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: MENU ITEM GROUP	You are not privileged to order an item from this group.	An authorized person's ID must be entered.
MENU ITEM NOT FOUND	You entered an invalid NLU number or menu level.	Press NLU key, check menu item number, try again; or try another menu level.
CONDIMENT REQUIRED	You failed to enter a required condiment.	Check prompt for required condiment group; enter correct condiment.
CONDIMENT NOT ALLOWED	The preceding menu item does not require or allow this condiment group.	If no condiment prompt, none. If there is, use correct condiment key.

This key is used to display a list of similar items. NLU keys can list menu items, tender/media, discounts, and service charges.

Example	This illustration shows a list of menu items that display when the "Entree NLU" key is pressed: 1- Press [NLU] → **Entree NLU** 2- Enter number and press [Enter] → 100 N.Y. Steak 101 12 oz. Filet 102 Sword Fish 103 Scampi 104 Dinner Special
Privileges	Transaction privilege considerations related to direct access menu item keys apply to menu item NLU keys as well. In addition, operators may be programmed to have help windows display the list of condiment items whenever a key for a menu item requiring a condiment is pressed.
Reports	Menu items post to all financial reports and sales and food cost reports, and can be tracked individually on Tracking Group reports.
Program	Keyboard File: ○ [NLU] key. There are a possible 32 different menu item NLU keys per revenue center, as well as separate NLU keys for tender/media, discounts, and service charges. Each definition file respectively, has an NLU field which links the item to a particular NLU key Employee Class File: ○ Authorize/Perform Post of Menu Items in Privilege Group(s) 1, 2, and 3 - Transaction Privileges #49, #50, and #51 Operator File: ○ Display Menu Item NLU Number, NLU List is Stay Down, and Display Condiment Help - Type Definitions #10, #11, and #12 For information on the Menu Item Files, refer to the *8700 Feature Reference Manual.*
Related	Post Menu Items with Direct Access Keys Screen Lookup (SLU)

Note	Screen Lookup (SLU) keys (UWS/3) function similar to NLU keys. However, instead of displaying a list of items, actual *keys* are "generated" and displayed on the Touchscreen. Refer to the *8700 Feature Reference Manual*.

Post Limited Availability Menu Item

Daily Special #1

Procedure

1. Begin or pick up a guest check.
2. If ordering more than one of this menu item, press the quantity.
3. Press the menu item key, for example: [Daily Spcl #1].

   The item quantity, name, and price posts to the check detail. Depending on the availability of the item and the programming of the system, one of the prompts shown below will display.

Prompts

Prompt	What it Means	Action Required
ONLY 1 *name* REMAINING, where name is the menu item	When the count decrements to 2 and another of the menu item is ordered, the system warns of the impending outage with the prompt.	Press [Clear] to continue. Notify other operators.
ONLY # ITEMS REMAINING, where # is the quantity on hand.	An order was placed for more of an item than is on hand.	Press [Clear] to continue. Order equal to or less than the number remaining.
NO MORE *name* REMAINING	No more of this item is available.	Press [Clear] to continue. The status can be changed through UWS Procedure #14.

Contents

Index

The limited availability menu item feature allows you to define menu items to have a limited quantity available. After a programmed number of sales are posted, the system indicates that the menu item is unavailable when that menu item is entered.	
Example	At the beginning of his shift, the manager entered the number of daily specials available during lunch. Near the end of the lunch shift, Mary entered an order for five daily specials. She received the system prompt: "ONLY 4 DAILY SPECIAL REMAINING". She returned to her table and informed the group that one would have to order something else, which one of the customers was happy to do. She then placed the order for four daily specials. Immediately after service totalling her check, her coworker, George, tried to enter an order for the daily special and received this message: "NO MORE DAILY SPECIAL REMAINING."
Privileges	There are no particular privilege restrictions associated with limited availability items.

Menu Item Counts are set by privileged employees using Workstation Procedure #14 (Change Menu Item Availability). |
| Program | Menu Item Class File

   o Check Menu Item Special Count - Type Definition #16

Menu Item Master File

   o Count On Hand field - Enter the number of items available for sale. This can also be done through Manager Procedure #14, Change Menu Item Availability. |

Post Multiple Menu Items ([@/For] Key)
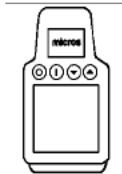
With Direct Access Key

1. Begin or pick up a guest check.

2. Type the quantity to order, for example: "2".

3. Press the menu item key, for example: [Chicken Picata]. The menu item and price post to the check detail in the quantity selected, for example:

   2 CHICKEN PICATA $23.90

With NLU Key

1. Begin or pick up a guest check.

2. Type the quantity to order.

3. **If the NLU number is not known:**

   Press the NLU key, press [@/For], select the NLU number from the help window list, and press [Enter].

   If the NLU number is known:

   Press [@/For], type the NLU number, and press the NLU key.

   The menu item and price post to the check detail in the quantity selected.

Prompts

Prompt	What it Means	Action Required
MENU ITEM NOT FOUND	Invalid NLU number typed.	Press the NLU key, check menu item number, try again.
ENTRY REQUIRED	Did not type number before pressing [@/For] or did not type NLU number after pressing [@/For].	Try again.
OUT OF MENU ITEM	The menu item is set to "Unavailable".	See manager. If required, UWS Procedure #14 should be used to make this item available.
ONLY *nn name* REMAINING	Quantity ordered exceeded count on hand.	Press [Clear] to continue. Enter the number remaining or less.

Contents		Index

	To order multiples of a menu item that is linked to a direct access key, simply press the desired quantity on the numerical keypad and press the menu item key. Use [@/For] to order multiples of menu items available through NLU keys.
Example	Mary has a table of four guests who would all like coffee. The menu item "Coffee" is accessed through the [Bev NLU] key. Mary knows that the menu item "Coffee" is listed as number 1 on the Bev NLU. To enter an order for four coffees, Mary presses [4] [@/For] [1] [Bev NLU].
Privileges	Same as for ordering single items.
Reports	Same as for single items.
Program	Keyboard File or Touchscreen File: ○ [@/For] key ○ [0..9] keys
Related	Post Menu Items with Direct Access Keys Post Menu Items with NLU Key Post Split Price Menu Item
Note	HALO: Menu Items may be programmed with a High Amount Lockout (HALO), a value limit to warn of a possible mistaken entry. In this example, the HALO value for HOUSE COCKTAIL is ten times the price of one. Consequently, the UWS prompts you to confirm the quantity entered over that number. For example, if our operator Mary is serving 25 HOUSE COCKTAILS to a large party, she will be prompted: "AMOUNT TOO LARGE - CONTINUE?". She confirms the entry by pressing [Enter]. Pressing [Clear] would erase the entry and allow her to begin again.

Post Open Price Menu Item

Open Food

With Direct Entry Key

1. Begin or pick up a guest check.

2. Type the item price, for example: "5.45" or "545" for $5.45.

3. Press the [Open Menu Item] key, for example: [Open Food].

   The system may be programmed to prompt you for reference information. For example:

   ENTER OPEN FOOD INFO

4. If prompted, enter reference information using the alpha/numeric keys and press [Enter]. For example: "PB&J Sand."

   The Menu Item (and reference information, if entered) and price post to the check detail.

With NLU Key

1. Press the NLU key to see the help window listing choices.

2. Type the number for Open Menu Item, and press [Enter].

3. At the prompt, "ENTER AMOUNT", type the open menu item price and press [Enter].

4. Perform Step 4 above, if necessary.

   The Menu Item (and reference information, if entered) and price post to the check detail.

Ordering Several at One Price

1. Type the quantity to order and press [@/For].

2. Type the item price.

3. Press [Open Menu Item].

4. Perform Step 4 above, if necessary.

Prompts

Prompt	What it Means	Action Required
ENTER OPEN FOOD AMOUNT	You pressed an open entry menu item without first typing the price.	Enter the price and press [Enter].
ENTRY TOO LARGE	The amount entered exceeded the programmed HALO limit.	Press [Clear] to continue. Re-enter the correct amount and price.

Contents

Index

An Open Price Menu Item is usually included in the menu file to allow ordering of items not normally on the menu, such as a peanut butter and jelly sandwich. An Open Price Menu Item may also be used for items sold at "market price," for example, seafood, the price of which varies according to the market. Typically, a system is programmed to require order information when an open price menu item is used.	
Example	Mary's customer ordered the "catch of the day," which happens to be salmon. Salmon does not appear on the UWS keyboard as either a direct access key or as part of an NLU key because the price varies from day-to-day. Mary has been told that today, the "catch of the day" is priced at $11.50. Mary enters the price (11.50) using the numeric keypad and presses [Open Food]. Her system is programmed to require order entry information. At the prompt "ENTER OPEN FOOD INFORMATION," Mary enters the message, "Salmon Black", using the alphanumeric keypad. This tells the kitchen to blacken the salmon.
Privileges	Privileges are the same as for ordering any other menu item. Open Food keys, however, can be placed in a separate privilege group to restrict access.
Reports	Open price menu items post to all financial reports and sales and food cost reports, and can be tracked individually on Tracking Group reports.
Program	Menu Item Class File: ○ ON = Open-Priced Menu Item; OFF = Preset Menu Item - Type Definition #1. Set this ON. ○ Reference Entry Required - Type Definition #5 Employee Class File: ○ Authorize/Perform Post of Menu Items in Privilege Group(s) 1, 2, or 3 - Transaction Privileges #49, #50, and #51
Related	Post Menu Items with Direct Access Keys Post Menu Items with NLU Key
Note	Open price menu items should have a zero price programmed in the Menu Item Price File.

Post Split Price Menu Item

Donut 12/$6

Direct Access Key

1. Begin or pick up a guest check.

2. Type the quantity to order (e.g., "3") and press [@/For].

3. Type the quantity priced at, for example: enter 12 if the price is "12 for 6.00".

4. Press [@/For].

5. Type the price, for example: "6.00".

6. Press the menu item key, for example [Donut] (this menu item must not be a preset amount menu item).

   The quantity, item, and price post to the check detail, for example:

   ```
   3  DONUT                    1.50
   ```

NLU Key

1. Perform Steps 1-4 of the above procedure.

2. Type an NLU number and press the appropriate NLU key, for example: [Pastry].

3. At the prompt, "ENTER DONUT AMOUNT", type the price.

4. Press [Enter].

   The quantity, item, and price post to the check detail.

Prompts

Prompt	What it Means	Action Required
FOR ENTRY NOT ALLOWED WITH PRESET MENU ITEM	Split pricing can only be done with open priced menu items.	Press [Clear] to retry with appropriate menu item.

Contents   Index

	Split price items are priced by quantity, for example "Three for $1.00."
Example	Spying a platter of doughnuts on the counter, the Cubs clamor for some. Doughnuts are priced at $6.50 for a dozen. The Cubs want ten. Mary enters their order for ten doughnuts at twelve for $6.50, by pressing the following key sequence: [10] [@/For] [12.00] [@/For] [6.50] [Donuts].
Privileges	Privileges are the same as for ordering any other menu item.
Reports	Split price menu items post to all financial reports, Major and Family Group reports, and can be tracked individually on Tracking Group reports.
Program	Menu Item Class File: o ON = Open-Priced Menu Item; OFF = Preset Menu Item - Type Definition #1. Split pricing is allowed only with open price menu items.
Related	Post Open Price Menu Items Post Menu Items with Direct Access Keys Post Menu Items with NLU Key
Note	Actually, the Cubs want fifty, but the den mother allowed only ten. The temptation to complete the dozen for herself was great, but so was her resolve to be a good example.

Post Condiments
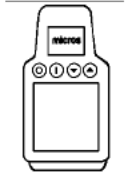
Prep NLU

Required Condiments
See the procedure for ordering menu items on page 5-7.

Allowed Condiments
1. Select a menu item that allows a condiment.
2. Press a direct access condiment key, for example: "RARE".

   OR:

   Press a condiment NLU key, for example, "PREP NLU". When the help window displays, type the number of the desired condiment and press [Enter]. On a UWS/3, pressing "PREP NLU" will display a touchscreen with the prep choices. Simply press the desired key.

Prompts

Prompt	What it Means	Action Required
INCORRECT CONDIMENT TYPE	The condiment does not belong to a group that is allowed by the preceding menu item. For example, "vanilla" is not an allowed condiment for "burger."	Press [Clear] to continue. Choose an appropriate condiment key.
MENU ITEM NOT FOUND	You pressed an NLU # that does not exist or is not available on this NLU key.	Press [Clear] to continue. Press the correct NLU key.

Contents   Index

	Many menu items are programmed to require or allow condiments. The term "condiment" includes anything that may modify a menu item–accompaniments, toppings, dressing, preparation instructions, etc. You will be prompted for required condiments, but not for condiments that are allowed (not required).
Example	Mary's customer has ordered a Filet Mignon, cooked rare, without the house's special sauce. When Mary enters this order on the UWS/2, she presses the key for Filet Mignon. Because this entree requires a meat temperature condiment, the system prompts her to enter the condiment and displays a list of choices. Mary presses [1] on the keyboard for "Rare." The menu item Filet Mignon also allows preparation instructions (allowed condiments) to be added. Mary presses [Prep Instrn] and selects item [1] "No Sauce". With this instruction, the kitchen knows to prepare the entree without the sauce.
Privileges	The same as the privilege considerations for ordering a menu item.
Reports	Typically, only priced condiments are included on sales and food cost reports.
Program	Menu Item Class File: ○ Member of Condiment Groups field ○ Required Condiment Groups field ○ Allowed Condiment Groups field For a complete list of requirements, refer to the *8700 Feature Reference Manual*.
Related	Post Menu Items with Direct Access Keys and NLU Key
Note	Sometimes a guest may request an appetizer to be served as a main entree, or a main entree to be served as an appetizer. In this case, the menu item's print group may have to change so that it is prepared and served at the appropriate time. For this to occur, Condiment Changes Print Group of Parent Menu Item, Type Definition #9 - Menu Item Class File, must be set to ON. For example, let's say that a guest has requested the HOUSE SALAD (usually an appetizer) as an entree. A condiment ("AS ENTREE") may be used to override the print group of the HOUSE SALAD so it prints as an entree item. In this way it can be timed to be prepared and served after other appetizers.

Post Menu Item by Weight
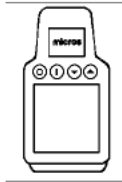
Item Weight

Use a Scale Interface
1. Begin or pick up a guest check.
2. Place menu items to be sold on the scale.
3. Press the menu item key, for example: [Great Ribs!!].

Enter Weight Manually
1. Begin or pick up a guest check.
2. Type gross weight, for example: "2".
3. Press [Item Weight].
4. Press the menu item key, for example: [Great Ribs!!].

Post a Weighed Menu Item With an Open Entry Price
1. Perform one of the procedures described above.
2. Type the price per unit weight, for example: "995" for $9.95.
3. Press the menu item key.

   The item's weight (less the tare weight), price, quantity, and name posts to the check detail, as above.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: MANUALLY ENTER ITEM WEIGHT	You are not privileged to use the [Item Weight] key.	An authorized person's ID must be entered.
ITEM WEIGHT KEY NOT ALLOWED AFTER AT	[@/For] was pressed. This key may not be used with [Item Weight].	Press [Clear] to continue. Retry.
ENTRY REQUIRED	The scale interface is not in use, and [Item Weight] was not pressed before a weighed item.	Press [Clear] to continue.
SCALE...	Many different prompts may be generated by the interaction of the 8700 System and a scale. Refer to "Appendix A: UWS Prompts and Messages", for a list of scale prompts.	
SCALE MUST READ 0 FOR MANUAL WEIGHT ENTRY	If a scale interface is used, manual weight entry is only allowed when the scale reads 0.	Press [Clear] to continue.

Contents   Index

Menu items may be sold by weight by placing them on a scale and pressing the [Menu Item] key. Alternatively, the [Item Weight] key may be used to manually enter the weight amount.

Example	At Mary's restaurant, Maine lobster is sold by the pound. When her customer orders "Wally," the 6 1/2 lb. lobster, Mary enters the order by pressing the following key sequence:
	[6.5] [Item Weight] [Lobster/lb]
	Note that in her entry, ".5" is the decimal fraction for 1/2 pound, and does not indicate ounces.
	The item's weight (less the tare weight, or weight of the container in which the item is sold), price, quantity, and name post to the check detail. For example:

```
          6.50 LB @ 3.50/LB
          1 Lobster              22.75
```

> **Note**
>
> If the check detail does not show item weight or price per unit weight, the menu item key used is not a weighted item. Void the item and repeat the procedure with the correct menu item key.

Privileges	You must be privileged to use the [Item Weight] key.
Reports	Menu items priced by weight post to the same reports as regular menu items. The count is considered 1, no matter what the weight entered.
Program	Keyboard File or Touchscreen File:

Keyboard File or Touchscreen File:
- [Item Weight] key - this key is used to enter weight amounts if a scale interface is not in use.

Workstation Table:
- Enable Scale Interface - Type Definition #14

System Parameters File:
- ON = Item Weight in Kilograms; OFF = In Pounds - System Parameters File, Option #4.

Menu Item Class File:
- Weighed Item - Type Definition #15. Set ON for each Menu Item Class which is priced by weight.

Menu Item Definition File:
- Tare Weight field - Enter the weight of the empty container in which the item is sold.

Employee Class File:
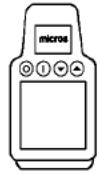- Authorize/Use the [Item Weight] Key - Transaction Privilege #6.

Related	Post Open Priced Menu Item

Repeat Round Key

Repeat Round

Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

Procedure

1. Pick up a guest check.
2. Press [Repeat Round].

All enabled menu items in the previous round are automatically posted to the current round. Required and allowed condiments will also repeat.

Note
 Items that are repeatable appear in the check detail with a "<" marker to the right of the item. A "*" appears to the right of items that are *not* repeatable.

Additional menu items may be added after a repeat round key is used.

Prompt

Prompt	What it Means	Action Required
REPEAT ROUND IS NOT ALLOWED IF ITEMS HAVE BEEN ENTERED IN THE CURRENT ROUND	[Repeat Round] was pressed in the current transaction after other entries were made. This feature can be activated only at the beginning of a service round.	Press [Clear] to continue.
NO ITEMS TO REPEAT	No item(s) were entered in the previous round which are programmed for use with repeat round, or, this is a reopened check, or, this is a new check.	Press [Clear] to continue. Enter item(s) normally.

[Repeat Round] is used to post a guest check's last repeatable round of detail to the current round. This feature allows a server to enter a new service round that will repeat the previous round (usually cocktails) by pressing one key. Menu items must be programmed as "repeat last round" menu items.	
Example	A group of ten at the bar originally ordered ten drinks and several appetizers to share among the group. After consuming the appetizers and drinks, they ordered another round of drinks. Instead of entering all ten drinks again, Bill the bartender presses [Repeat Round] to quickly reenter the drink order. Bill knows that the appetizers will not repeat on the guest check because they are not programmed for use with [Repeat Round].
Privileges	The use of this key requires no additional privileges other than the privilege to sign in and post menu items.

Program	Keyboard File or Touchscreen File:
	
	   o [Repeat Round] key
	
	Menu Item Class File:
	
	   o Use With Repeat Round Key - Type Definition #25
	   o Keep Main Menu Levels With Repeat Rounds - Type Definition #26
	   o Keep Sub-menu Levels With Repeat Rounds - Type Definition #27

Note	Condiments must be set to repeat also. If a condiment is not repeatable, the parent item will not repeat. Voided and returned menu items will not be included in a repeat last round transaction. If repeating the last round exceeds the limit of the number of lines of detail allowed for guest check, the repeat round is not allowed. If a menu item is set to check availability, repeat last round will check and update this status. If availability of an item is exceeded, the entire repeat round is stopped. If a check is added/transferred, the repeat last round buffer is cleared. If this feature is used along with the seat number function, the repeated detail will again be assigned to the original seat. Seat numbers will *not* increment for a detail item programmed to increment seats. Discount, Service Charge, Tender/Media, weighed items, menu items with reference information, and decimal quantity menu items are not repeatable.

Contents   Index

Post a Fixed Price Meal

Fixed Price Meal

Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

A Fixed Price Meal (FPM) is a set-price menu item with multiple courses, such as beverage, appetizer, soup or salad, entree, and dessert. Posting a FPM is a two-part procedure:

❑ Post One or More FPMs (see Procedure 1 below)

❑ Post FPM Courses (see Procedure 2 on page 5-29)

Procedure 1: Post One or More FPMs

1. Begin or pick up a guest check.

2. Select a seat.

   or

   Skip this step if the Seat Handling feature is not active.

3. To select one FPM, press [FPM].

   or

   To select more than one FPM, enter a number for the quantity, and then press [@For] + [FPM].

   The system will post the FPM(s) to the guest check and automatically post meals to seats as follows:

   ❑ The first meal will post to the active seat that does not already include an FPM.

   ❑ Each subsequent meal will post to the next available seat that does not already include an FPM.

   ❑ If the Seat Handling feature is inactive, the system will default to seat zero.

4. Service total.

   or

   Move on to Procedure 2: Post FPM Courses.

Course

Procedure 2: Post FPM Courses

Once you've posted the FPM(s) to the guest check, you must add the course selections. This procedure describes how the course SLU/NLU key works.

> **Note**
>
> If the Course key isn't programmed, you will have to post courses with the Menu Item key while managing seats yourself and keeping track of required courses.

1. If you've already posted FPM(s) to the guest check, pick up the check and continue with step 2.

   or

   If you haven't posted FPM(s) to a guest check, follow Procedure 1: Post One or More FPMs before continuing with step 2.

2. Press [Course].

   The system will display the Course SLU/NLU screen that includes the menu items that are available with the selected course.

   Remember: If more menu items are available than can fit on the screen at one time, the system will display the down scroll button.

3. Select a menu item.

   The system will post the menu item to the guest check and change the active seat number to the first one requiring a selection for the designated course.

   Note the following:

   ❑ The course SLU will remain active (stay-down) until a selection has been made for all seats requiring one, or until another course SLU key is pressed.

   ❑ When a course selection has been made for each seat requiring one, the system will return the seat number to the one that was active when the round was begun.

   ❑ If the Seat Handling feature is inactive, the system will default to seat zero.

4. Repeat steps 2 and 3 until each course is filled.

5. Service total.

Contents   Index

Prompts

Prompt	What it means	Action Required
COURSE NOT REQUIRED. CONTINUE?	The requirements for this course group have been satisfied. If you add another menu item from this course group to this seat, the selection you make will be priced.	o Press [Enter] to add a priced selection from the current course group to the currently active seat. o Press [Clear] to discontinue the selection process.
SELECT (COURSE NAME)	You need to make a course selection for the currently active seat.	Select the appropriate menu item.
TOO MANY FIXED PRICE MEAL COURSES ENTERED	You attempted to use a quantity key to satisfy a course requirement for more than one seat and the quantity entered exceeds the number of seats that require a selection from the active course.	Press [Clear]. Repeat the process making sure that the correct quantity is entered.

A Fixed Price Meal (FPM) is a set-price menu item with multiple courses. Posting an FPM is a two-part procedure requiring an FPM key and Course key(s).

The system automatically tracks the meal items and course selections for FPMs with seat numbers, thereby determining when the course requirements for a seat have been met. The system then posts any additional items as priced items.

Remember: Without the Course key(s) programmed, you must post FPMs with direct access or NLU keys—as you would any other menu item—while keeping track of seat numbers and course requirements yourself.

Example	Both guests at table six order the four-course FPM, which includes beverage, appetizer, entree, and dessert. Gary begins a guest check, and presses [2] + [@For] + [FPM]. Next he presses [Course], and then selects two drinks from the beverage SLU, two appetizers from the appetizer SLU, two entrees from the entree SLU (including required condiments), and two desserts from the dessert SLU. The system automatically fills the course requirements for each seat.
Program	Refer to the *8700 Feature Reference Manual.*
Related	Post Menu Items with Direct Access Keys Post Menu Items with NLU Key Seat # Key
Note	The @For key allows you to post multiple FPMs to the guest check. Open and weighed items cannot satisfy a course group selection for an FPM without appearing as priced menu items.

Chapter

6

Guest Check Adjustments

This chapter discusses the procedures for adjusting guest checks by adding discounts or service charges. Additionally, the procedures for exempting a tax or autogratuity are also discussed.

In this chapter

Introduction

This chapter discusses discounts, service charges, and exempting taxes and auto service charges.

Overview of Discounts

A **Discount** reduces the price of an item or the subtotal of a check. Discounts may be applied using one of four methods:

- ❏ Open Amount ($)
- ❏ Preset Amount ($)
- ❏ Open Percentage (%)
- ❏ Preset Percentage (%)

Discountable items are determined in the programming of the Menu Item Class File and the Discount File. There are two categories of discounts: item discounts and subtotal discounts. These are described in the following section.

Usage

Item Discounts

Discounts may be applied to individual menu items, if those menu items are programmed to be item discountable in their Menu Item Class File. If a discount key is programmed as an Item Discount key, the discount will apply to the last item entered.

Subtotal Discounts

Discounts may be applied to all menu items included in a specific discount itemizer group or groups. A subtotal discount may be applied to a menu item if the menu item is programmed with the same itemizer as the discount. In this way, discounts may be programmed to affect all or only some types of menu items (for example, imported food, liquor, etc.).

Discount Itemizers

A menu item class may be programmed to post the sales price of all items to one of eight discount itemizer groups. When a discount key is used, the discount is calculated based on what itemizer groups the discount is linked to.

For percentage discounts, the amount of the discount is calculated as a percentage of the total value in the discount itemizer groups to which the discount is linked.

2

For example, assume a 50% discount key programmed to compute on discount Itemizer 1 only. If two items are entered in the transaction, SALAD for 5.00 (programmed to add to discount itemizer 1) and STEAK for 10.00 (programmed to add to discount Itemizer 2), this discount would calculate 50% of Itemizer 1 only, or 2.50.

For amount discounts, the discount amount is compared to the total in the discount itemizer groups the discount is linked to. If the amount in the itemizers is equal to or greater than the discount amount, the discount amount will apply. If the itemizer total is less, no discount is applied, and the operator receives the prompt, "DISCOUNT AMOUNT TOO LARGE".

For example, assume a 6.00 discount key programmed to compute on discount Itemizer 1 only. Using the example above, the discount will be 5.00 since the total in the itemizer is less than 6.00.

If you attempt to give a discount and none of the menu items on the check have the same discount itemizer as the discount, the error message, "NO SALES TO DISCOUNT", will display and the discount does not take place.

Your system may be set to *reset* the Itemizer total after the service charge is applied (Type Definition #9). This will prevent items from being service charged again the next time the service charge key is pressed.

Overview of Service Charges

A **Service Charge** is an amount that is added to the sales transaction for a service rendered. Service Charges are determined from a base amount (for example, cover charge $5.00) or by percentage (for example, room charge 15%). Typical service charges include: Autogratuities, Room Service Delivery Charge, Entertainment Cover Charge, etc. In summary, service charges may be applied manually using one of four methods:

❑ Open Amount ($)

❑ Preset Amount ($)

❑ Open Percentage (%)

❑ Preset Percentage (%)

An **Automatic Service Charge** is a percentage service charge applied to every check opened in a Revenue Center. For example, a 15% service charge could be applied to all checks in the restaurant but not in the bar. An "Auto" service charge, as the name implies, is applied without operator input. However, it is possible to *remove* the auto service charge by pressing [Exempt Auto Service Charge] before printing the guest check.

Service chargeable items are determined in the programming of the Menu Item Class File and the Service Charge File. A percentage service charge may be applied to a menu item if the menu item is programmed with the same itemizer group as the service charge. In this way, service charges may be programmed to affect all or only some types of menu items (e.g., food, liquor, etc.). Amount service charges are not based on existing detail and are simply added to the check.

All items sold may be programmed to post the sales price to one of eight service charge itemizers. Percentage service charges will affect menu items which are in the same category as the service charge. This way you can selectively apply a service charge to certain items.

Example: Assume a 15% service charge key programmed to compute on service charge Itemizer 1 only. If two items are entered in the transaction: SALAD for 5.00 (programmed to add to service charge Itemizer 1) and TABLE RENTAL for 10.00 (programmed to add to service charge Itemizer 2), this key would add 15% of Itemizer 1 only, or a service charge of 0.75.

Your system may be set to *reset* the Itemizer total after the service charge is applied (Type Definition #9). This will prevent items from being service charged again the next time the service charge key is pressed.

Exempt a Tax or Autogratuity

Depending on local laws, certain persons or groups, such as diplomats or religious or educational groups, may be eligible for exemption from all or some types of sales tax. Often, these groups have a tax exemption account number, which must be entered on the guest check. Similarly, the establishment may wish to eliminate the usual autogratuity charges for certain persons or groups.

Both types of exemptions are performed through direct access keys or through an FLU key. There are nine possible direct access tax exempt keys the System may be programmed with: [Exempt All Taxes] to exempt all taxes on the guest check, and/or separate keys to exempt each of eight tax types that can be programmed in the System: [Exempt Tax Rate 1], [Exempt Tax Rate 2]...[Exempt Tax Rate 8]. However, they are likely to have more meaningful labels on your keyboard, such as [Exempt Food Tax], [Exempt Alcohol Tax], etc.

There is only one type of autogratuity exempt: [Exempt Auto Service Charge].

4

Post an Open Entry Discount
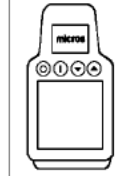
Procedure (Open $ or Open %)

1. Begin or pick up a guest check.
2. Post discountable sales.
3. Type the amount to discount:

   For a $ discount, type the amount, for example, "500" for $5.00.

   OR:

   For a % discount, type the whole number, for example, "10" for 10%.
4. Press the [Open Discount] key, for example [Coupon $].
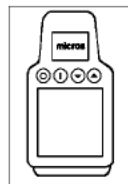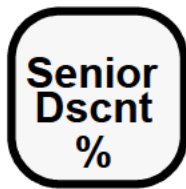5. If the prompt, "ENTER (DISC NAME) INFO", appears, type the required information and press [Enter].

   The discount posts to the check detail, and the balance due decreases by the amount of the discount.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: DISCOUNT GROUP	The discount is linked to a group you are not privileged for.	An authorized person's ID must be entered.
DISCOUNT AMOUNT TOO LARGE	A currency amount larger than the total discountable sales was entered.	Enter a smaller amount.
ENTER [discount name] AMOUNT	The [Open $ Discount] key was pressed without first entering an amount.	Enter an amount and press [Enter].
ENTER [discount name] PERCENT	The [Open % Discount] key was pressed without first entering an amount.	Enter a percent amount and press [Enter].
NO SALES TO APPLY DISCOUNT TO	The discount is linked to discount itemizers that do not include any discountable items on the check.	Post discountable sales.
NOT ALLOWED WHILE FILTER IS ACTIVE	This discount is programmed to prevent its being posted while the seat filter is active.	Press [Clear] to continue.

Contents

Index

	An Open Entry Discount allows you to enter the amount ($) or percentage (%) of the discount. The system may be programmed to limit the amount of the discount in several ways.
Example	A $25.00 gift certificate is redeemed by a customer. The manager uses [Open $Discount].
	After a customer complaint, the manager decides to take 30% off the guest check. She uses [Open % Discount].
Privileges	Discounts may be linked to one of three privilege groups. To use a discount, you must be included in the same privilege group as the discounts you want to use.
Reports	The net value of all discounts is recorded on financial reports. "Net Sales" on menu item major and family group reports means that the sales total is less the item discount. "Gross Sales" means that the sales total reflects the total before item discount.
Program	Keyboard File or Touchscreen File:
	o [Open $ Discount] key
	o [Open % Discount] key
	Discount File:
	o This file defines each type of discount used in the System. Discount privilege groups and discount itemizers are among the fields assigned in this file.
	Menu Item Class File:
	o Item Discount May be Applied to These Menu Items - Type Definition #7
	o Discount Itemizer field
	Employee Class File:
	o Authorize/Perform Post of Discounts in Privilege Group 1, 2, or 3 - Transaction Privileges #52, #53, #54
	For a complete list of options, refer to the *8700 Programming Manual*.
Related	Post a Preset Discount
	Post a Discount with Discount NLU
Note	You cannot direct void a percentage discount from a previous service round. If attempted, the prompt, "CAN NOT VOID PERCENTAGE DISCOUNT", will display. However, you can delete a percentage discount from a previous service round using the line item void method. If the mistake occurs in the current service round, you can press [Void] until the discount is removed.
	[@/For] may not be used with percentage discounts. If attempted, the prompt, "AT ENTRY NOT ALLOWED WITH PERCENTAGE DISCOUNT", will display.

Post a Preset Discount

Senior Dscnt %

Procedure (Preset $ or Preset %)

1. Begin or pick up a guest check.
2. Post discountable sales.
3. Press the [Preset Discount] key, for example:
   [Senior Dscnt %].
4. If the prompt, "ENTER (DISC NAME) INFO", appears, type required information and press [Enter].
5. If the prompt, "ENTER EMPLOYEE ID", appears, (for an employee meal discount), type the number and press [Enter].

   The discount posts to the check detail, and the balance due decreases by the amount of the discount.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: DISCOUNT GROUP	The Discount is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
NO SALES TO APPLY DISCOUNT TO	The discount is linked to discount itemizers that do not include any discountable items on the check.	Post discountable sales.
NOT ALLOWED WHILE FILTER IS ACTIVE	This discount is programmed to prevent its being posted while the seat filter is active.	Press [Clear] to continue.

	A preset discount allows you to add a discount to a check in a preset amount ($) or percentage (%).
Example	Preset % discounts are usually set up for senior citizens, special groups, and employee meals.
	Before or after their shifts, employees at XYZ Restaurant can order $5.00 worth of food for free. When entering her employee meal order, Mary enters the item she wishes for her meal, then presses [Employee Meal], which deducts $5.00 from the amount owed.
Privileges	Discounts may be linked to one of three privilege groups. To use a discount key, you must be included in the same privilege group as the discount you want to use.
Reports	The net value of all discounts is recorded on financial reports.
Program	Keyboard File or Touchscreen File: ○ [Preset $ Discount] key ○ [Preset % Discount] key Discount File: ○ This file defines each type of discount used in the System. Discount privilege groups and discount itemizers are among the fields assigned in this file. Menu Item Class File: ○ Item Discount May be Applied to These Menu Items - Type Definition #7 ○ Discount Itemizer field Employee Class File: ○ Authorize/Perform Post of Discounts in Privilege Groups 1,2, or 3 - Transaction Privileges #52, #53, #54 For a complete list of options, refer to the *8700 Programming Manual*.
Related	Post an Open Entry Discount
Note	You cannot direct void a percentage discount from a previous service round. If attempted, the prompt, "CAN NOT VOID PERCENTAGE DISCOUNT" will display. However, you can delete a percentage discount from a previous service round using the line item void method. If the mistake occurs in the current service round, you can press [Void] until the discount is removed.
	[@/For] may not be used with percentage discounts. If attempted, the prompt, "AT ENTRY NOT ALLOWED WITH PERCENTAGE DISCOUNT", will display.

Post an Item Discount

1/2 Off Sand

Procedure

1. Begin or pick up a guest check.
2. Post discountable sale item.
3. Immediately after posting an item that you wish to discount, press [Item Discount], for example [1/2 Off Sand].

   The item discount can be Open $ or % or Preset $ or %. If the discount is an Open discount, you will be prompted to enter the amount or percentage.

4. If the prompt, "ENTER [disc name] INFO", appears, type the required information and press [Enter].
5. If the prompt, "ENTER EMPLOYEE ID", appears, (for an employee meal discount), type the number and press [Enter].

   The discount posts to the check detail, and the balance due decreases by the amount of the discount.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: DISCOUNT GROUP	The Discount is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
ITEM DISCOUNT NOT ALLOWED	The discount is linked to discount itemizers that do not include any discountable items on the check.	Post discountable sales.
PERCENTAGE ITEM DISCOUNT NOT ALLOWED WITH TRANSACTION VOID	You attempted to post a percentage menu item discount while in the Transaction Void mode.	This action is not allowed. Press [Clear] to continue.

Contents   Index

An item discount adjusts the sales entry of the menu item that directly precedes it. Item discounts may be set up as open dollar, open percentage, preset dollar, or preset percentage. An item discount will only discount an individual menu item if the item is programmed to allow an item discount. If the menu item has allowed condiments linked to it, the discount must be applied before any condiments are ordered.

Example	Mary's customer has a coupon for 1/2 off of selected sandwiches. When Mary enters the order for this customer, she presses [Ham Sandwich] (and enters the required condiments), then presses the item discount key, [50% Item Discnt]. The sandwich is discounted 50%.
Privileges	Discounts may be linked to one of three privilege groups. To use a discount, you must be included in the same privilege group as the discounts you want to use.
Reports	Item discounts affect the Gross Sales Revenue figure on reports (all other discounts affect the Net Sales Revenue figure).
Program	Keyboard File or Touchscreen File: ○ [Preset $ Discount] key ○ [Preset % Discount] key ○ [Open $ Discount] key ○ [Open % Discount] key Discount File: ○ This file defines each type of discount used in the System. Discount privilege groups and discount itemizers are among the fields assigned in this file. For item discounts, Type Definition #3 Item Discount must be set ON. Menu Item Class File: ○ Item Discount May be Applied to These Menu Items - Type Definition #7 ○ Discount Itemizer field Employee Class File: ○ Authorize/Perform Post of Discounts in Privilege Groups 1,2, or 3 - Transaction Privileges #52, #53, #54 For a complete list of options, refer to the *8700 Programming Manual*.
Related	Use a Service Charge NLU Use a Tender NLU
Note	The 8700 provides a discount function lookup (FLU) key. This key can have up to eight discounts linked to it. However, only one discount is available at any one time, depending on which main or sub menu level is active. As main or sub menu levels change, a different discount becomes active. When pressing the key, the discount will operate as a direct access key. Generally, [Discount FLU] is used in situations where the establishment wishes to limit availability of discounts to certain menu levels.

Use a Discount NLU

Dscnt NLU

NLU Number Unknown

1. Begin or pick up a guest check.
2. Post discountable sales.
3. Press [Discount NLU].
4. Type the number of the desired discount and press [Enter]. One of the following prompts appears:

   ENTER [discnt name] AMOUNT
   ENTER [discnt name] PERCENTAGE

5. Enter the appropriate value ($ or %) and press [Enter].
6. If the prompt, "ENTER [discnt name] INFO", appears, type the required information and press [Enter].
7. If the prompt, "ENTER EMPLOYEE ID", appears (for employee meal discount), type the number and press [Enter].

   The discount posts to the check detail, and the balance due decreases by the amount of the discount.

NLU Number Known

1. Repeat Steps 1-2 above.
2. Type the discount NLU number and press [Discount NLU].
3. Follow Steps 5-7 above, if necessary.

   The discount posts to the check detail, and the balance due decreases by the amount of the discount.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: DISCOUNT GROUP	The discount is linked to a group you are not privileged for.	An authorized person's ID must be entered.
DISCOUNT NOT FOUND	A number outside the range of NLU numbers was entered.	Enter a valid NLU number.
NO SALES TO APPLY DISCOUNT TO	The discount is linked to discount itemizers that do not include any discountable items on the check or the discount itemizers were cleared.	Post discountable sales.
NOT ALLOWED WHILE FILTER IS ACTIVE	This discount is programmed to prevent its being posted while the seat filter is active.	Press [Clear] to continue.

	[Discount NLU] displays a help window of all discounts linked to the key. Discounts can be open, preset, or item discounts. The advantage of having discounts listed on an NLU key is that keyboard space is conserved.
Example	Mary needs to add a Senior Citizen discount to her current guest check. She presses [Discount NLU]. The following help screen is displayed.

<div style="text-align:center">

2 ITEM DISCOUNT	10 DISC $5.00
6 SENIOR DISC	19 EMPL MEAL
8 OPEN % DISC	20 DOOR PRIZE
9 OPEN $ DISC	21 ITEM COUPON

</div>

	Mary presses [6] [Enter] to add the preset Senior Citizen discount to her check. Notice that the other discounts are of different types: preset, open, or item discounts.
Privileges	Discounts may be linked to one of three privilege groups. To use a discount, you must be included in the same privilege group as the discounts you want to use.
Reports	The net value of all discounts is recorded on financial reports.

Program	System Parameters File:
	  ○ Item Discounts Net Subtotal Discount Itemizers - Option #12
	Keyboard File or Touchscreen File:
	  ○ [Discount NLU] key
	Discount File:
	  ○ This file defines each type of discount used in the System. Discount privilege groups and discount itemizers are among the fields assigned.
	Menu Item Class File:
	  ○ Item Discount May be Applied to These Menu Items - Type Definition #7
	  ○ Discount Itemizer field
	Employee Class File:
	  ○ Authorize/Perform Post of Discounts in Privilege Groups 1,2, or 3 - Transaction Privileges #52, #53, #54
	For a complete list of options, refer to the *8700 Programming Manual*.

Related	Use a Service Charge NLU Use a Tender NLU

Note	The 8700 provides a discount function lookup (FLU) key. This key can have up to eight discounts linked to it. However, only one discount is available at any one time, depending on which main or sub menu level is active. As main or sub menu levels change, a different discount becomes active. When pressing the key, the discount will operate as a direct access key.
	Generally, [Discount FLU] is used in situations where the establishment wishes to limit availability of discounts to certain menu levels.

Post an Open Entry Service Charge

Misc.
Svc
Chrg

Procedure (Open $ or Open %)

1. Begin or pick up a guest check.
2. Post sales of menu items that are subject to a service charge.
3. Type amount of service charge:

   For a $ service charge, type the amount, for example, "500" for $5.00.

   OR:

   For a % service charge, type the whole number, for example, "15" for 15%.
4. Press the [Open Service Charge] key, for example, [Misc. Service Charge].
5. If the prompt, "ENTER (SVC CHRG NAME) INFO", appears, type required information and press [Enter].

   The service charge posts to the check detail, and the balance due increases by the amount of the service charge.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: SERVICE CHARGE GROUP	The service charge is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
ENTER CHARGE PAYMENT	This is a Charged Tip type service charge.	Tender check to a charge type tender key or void the service charge.
ENTER [svc name] AMOUNT or ENTER [svc name] PERCENTAGE	Key pressed without first entering amount.	Enter the amount or percentage.
NO SALES TO APPLY SERVICE CHARGE TO	The service charge is linked to itemizers that do not include any items on the check or the itemizers were cleared by a previously added service charge.	Post service chargeable sales.

Contents

Index

An Open Entry Service Charge allows you to enter the amount ($) or percentage (%) of the service charge. The % service charge will be applied to the total of all menu items that are linked to the service charge itemizer on which this service charge operates.	
Example	There is a $98.70 equipment rental fee for a banquet. The manager uses [Open $ Service Charge].
	A 10% delivery charge is added to orders that are delivered to customers. The manager uses [Open % Service Charge].
Privileges	Service charge keys may be linked to one of three privilege groups. To use a service charge key, you must be included in the same privilege group as the service charges you want to use.
Reports	Service charges post to all financial reports and may be tracked with tracking groups. A service charge can be programmed to post to Service Charges on the Establishment Tip Report (Service Charge File - Type Definition #4). The tip report is designed to meet requirements of the IRS Form 8027 which requires that the Service Charge should represent all tips that: a) will be paid to the employee as wages, and b) are greater than 10% of the check total.
	A service charge can be set to automatically add to the Tips Paid total (Service Charge File - Type Definition #12).
Program	Keyboard File or Touchscreen File: ○ [Open $ Service Charge] key ○ [Open % Service Charge] key Service Charge File: ○ This file defines each type of service charge used in the System. Service charge privilege groups and service charge itemizers are among the fields assigned in this file. Employee Class File: ○ Authorize/Perform Post of Service Charges in Privilege Group 1, 2, or 3 - Transaction Privileges #55, #56, #57 For a complete list of options, refer to the *8700 Programming Manual*.
Related	Post a Preset Service Charge

Post a Preset Service Charge

Room Service

Preset $ or Preset %

1. Begin or pick up a guest check.
2. Post sales of menu items that are subject to service charges.
3. Press a [Fixed Service Charge] key, for example: [Room Service].

   If the prompt, "ENTER [svc chrg name] INFO" appears, type required information and press [Enter].

   The service charge posts to the check detail, and the balance due increases by the amount of the service charge.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: SERVICE CHARGE GROUP	The Service Charge is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
ENTER CHARGE PAYMENT	This is a Charged Tip type service charge.	Tender check to a charge type tender key or void the service charge.
NO SALES TO APPLY SERVICE CHARGE TO	The % Service Charge is linked to itemizers that do not include any items on check or the itemizers were cleared by a previously added service charge.	Post service chargeable sales.

Contents   Index

	Preset Service Charges (either $ or %) are programmed in the Service Charge File.
Example	A $25.00 room charge is added to the total bill for parties who use the Jamestown Room. To add the charge to the check, the manager uses [Room Charge], which is programmed as a [Preset $ Service Charge] key.
Privileges	Service charge keys may be linked to one of three privilege groups. To use a service charge, you must be included in the same privilege group as the service charge(s) you want to use.
Reports	Service charges post to all financial reports and may be tracked with tracking groups. A service charge can be programmed to post to Service Charges on the Establishment Tip Report (Service Charge File - Type Definition #4). The tip report is designed to meet requirements of the IRS Form 8027 which requires that the Service Charge should represent all tips that: a) will be paid to the employee as wages, and b) are greater than 10% of the check total.
	A service charge can be set to automatically add to the Tips Paid total (Service Charge File - Type Definition #12).
Program	Keyboard File or Touchscreen File:
	o [Preset $ Service Charge] key
	o [Preset % Service Charge] key
	Service Charge File:
	o This file defines each type of service used in the System. Service charge privilege groups and service charge itemizers are among the fields assigned in this file.
	Employee Class File:
	o Authorize/Perform Post of Service Charges in Privilege Groups 1, 2, or 3 - Transaction Privileges #55, #56, #57
	For a complete list of options, refer to the *8700 Programming Manual*.
Related	Post an Open Entry Service Charge
Note	An Automatic Service Charge is a percentage service charge which is applied to every check opened in a Revenue Center. For example, a 15% service charge could be applied to all checks in the restaurant but not in the bar. However, it is possible to *remove* the auto service charge by pressing [Exempt Auto Service Charge] before printing the guest check. See page 6-27 for more information.

Use a Service Charge NLU

Service Charge NLU

NLU Number Unknown

1. Begin or pick up a guest check.
2. Post sales of menu items that are subject to service charges.
3. Press [Service Charge NLU].
4. Type the number of the desired discount and press [Enter]. One of the following prompts appears:

        ENTER [svc chrg name] AMOUNT
        ENTER [svc chrg name] PERCENTAGE

5. Enter the appropriate value ($ or %) and press [Enter].
6. If the prompt, "ENTER [svc chrg name] INFO", appears, type the required information and press [Enter].

    The service charge posts to the check detail, and the balance due increases by the amount of the service charge.

NLU Number Known

1. Repeat Steps 1-2 above.
2. Type the service charge NLU number and press [Service Charge NLU].
3. Follow Steps 5-6 above, if necessary.

    The service charge posts to the check detail, and the balance due increases by the amount of the service charge.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: SERVICE CHARGE GROUP	The service charge is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
NO SALES TO APPLY SERVICE CHARGE TO	The % Service Charge is linked to service charge itemizers that do not include any service chargeable items on the check or the itemizers were cleared by a previously added service charge.	Post service chargeable sales.
SERVICE CHARGE NOT FOUND	A number outside the range of service charge NLU numbers was entered.	Enter a valid NLU number.

Contents

Index

[Service Charge NLU] displays a help window of all service charges linked to the key. Service charges can be preset or open entry. The advantage of having service charges listed on an NLU key is that keyboard space is conserved.	
Example	Mary is entering an order for a carry out customer. She presses [Service Charge NLU] to see a list of available service charges. 1 OPEN SVC CHG 4 CHARGED TIP 2 CARRY OUT 10% 5 COVER CHARGE 3 LARGE PARTY 6 ROOM SERVICE Mary presses [2] [Enter] to add a 10% carry out charge to her order.
Privileges	Service charges may be linked to one of three privilege groups. To use a service charge, you must be included in the same privilege group as the service charge(s) you want to use.
Reports	Service charges post to all financial reports and may be tracked with tracking groups. A service charge can be programmed to post to Service Charges on the Establishment Tip Report (Service Charge File - Type Definition #4). The tip report is designed to meet requirements of the IRS Form 8027 which requires that the Service Charge should represent all tips that: a) will be paid to the employee as wages, and b) are greater than 10% of the check total. A service charge can be set to automatically add to the Tips Paid total (Service Charge File - Type Definition #12).

Program	Keyboard File or Touchscreen File:
	  o [Service Charge NLU] key - Keyboard File
	Service Charge File:
	  o NLU Number field - Service Charge File
	Employee Class File:
	  o Authorize/Perform Post of Service Charges in Privilege Groups 1, 2, or 3 - Transaction Privileges #55, #56, #57
	For a complete list of options, refer to the *8700 Programming Manual*.

Related	Use a Discount NLU Use a Tender NLU

Note	The 8700 provides a service charge function lookup (FLU) key. This key can have up to eight service charges linked to it. However, only one service charge is available at any one time, depending on which main or sub menu level is active. As main or sub menu levels change, a different service charge becomes active. When you press the key, the service charge will operate as a direct access key. [Service Charge FLU] is used in situations where the establishment wishes to limit availability of service charges to certain levels.

Contents

Index

Change Price Menu Level Keys

Change Price Main Level

Change Price Sub Level

Procedure
1. Begin or pick up a guest check.
2. Post sales of menu items.
3. Press [Change Price Main Menu Level] or [Change Price Sub-Menu Level].

   A selection box appears in the center of the display, listing main menu levels (or sub-menu levels). The display prompts:
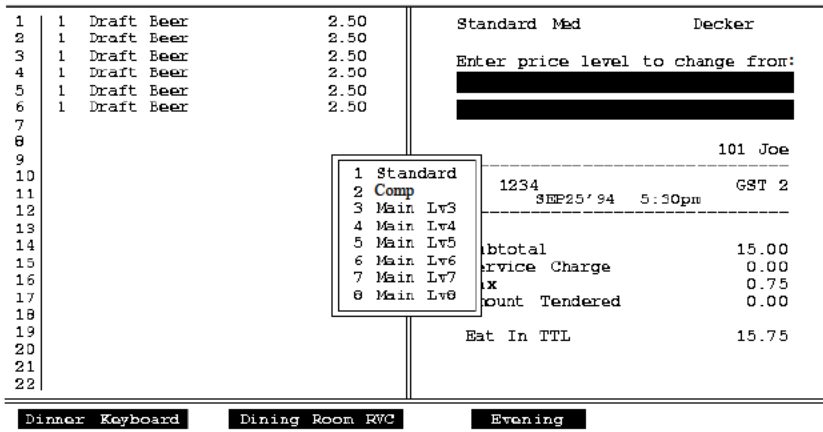
   `ENTER PRICE LEVEL TO CHANGE FROM`
4. Type the appropriate value (1 through 8) and press [Enter].

   The selection box reappears in the center of the display, listing main menu levels (or sub-menu levels). The display prompts:

   `ENTER PRICE LEVEL TO CHANGE TO`
5. Type the appropriate value (1 through 8) and press [Enter].

   The prices of menu items entered in the current round change from the price linked with the first menu level to the price linked with the second menu level.

Prompts

Prompt	What it Means	Action Required
ENTRY TOO LARGE	The menu level number was entered incorrectly.	Press [Clear] and try again.
ENTRY TOO SMALL		

	The [Change Price Main Menu Level] and [Change Price Sub-Menu Level] keys are used to change the prices of menu items entered in the current round to the prices linked to a different menu level.
Example	Mary enters an order for several menu items. The customer presents comp coupons. Mary presses [Change Price Main Menu Level]. The system prompts for the number of the menu level to change from:

```
1  1  Draft Beer        2.50      Standard Med          Decker
2  1  Draft Beer        2.50
3  1  Draft Beer        2.50      Enter price level to change from:
4  1  Draft Beer        2.50      ████████████████████████████████
5  1  Draft Beer        2.50
6  1  Draft Beer        2.50      ████████████████████████████████
7
8                                                        101  Joe
9                            ┌──────────────┐   ───────────────────
10                           │ 1 Standard   │   1234            GST 2
11                           │ 2 Comp       │      SEP25'94   5:30pm
12                           │ 3 Main Lv3   │   ───────────────────
13                           │ 4 Main Lv4   │
14                           │ 5 Main Lv5   │   btotal          15.00
15                           │ 6 Main Lv6   │   rvice Charge     0.00
16                           │ 7 Main Lv7   │   x               0.75
17                           │ 8 Main Lv8   │   ount Tendered    0.00
18                           └──────────────┘
19                                               Eat In TTL      15.75
20
21
22

   ▐ Dinner Keyboard ▌    ▐ Dining Room RVC ▌    ▐ Evening ▌
```

	Mary enters 1, for "Standard". When prompted, she enters 2, for "Comp". The menu items entered in this round are now priced at the "Comp" level (main menu level #2), and are subject to the tax classes linked to main menu level #2.
Program	Keyboard File or Touchscreen File: ○ [Change Price Main Menu Level] key ○ [Change Price Sub-Menu Level] key
Related	Change Menu Levels Override Price
Note	The [Change Price Main Menu Level] and [Change Price Sub-Menu Level] keys do not affect any of the following types of menu items: ○ Menu items from a previous service round ○ Weighed menu items ○ Open-priced menu items ○ Menu items that have been voided ○ Menu items that are not in the active filter (if seat filtering is in use) ○ Discounted menu items ○ Menu items linked to a service charge ○ Menu items linked to a subtotal discount

Contents   Index

Exempt Tax

Exempt All Taxes

Procedure

1. Begin or pick up a guest check.

2. Post all sales entries.

3. Press [Exempt All Taxes] or press a specific Exempt Tax key, for example, [Exempt MD Sales Tax].

4. If the prompt, "ENTER TAX EXEMPTION INFO", appears, type the required information and press [Enter]. If you press [Clear], the operation is cancelled.

5. Service total or tender the guest check.

   The tax exemption posts to the check summary, and the balance due decreases by the exempted tax. Items entered in subsequent service rounds are subject to tax, unless [Tax Exempt] is pressed again.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: EXEMPT TAX	You are not privileged to use this key.	An authorized person's ID must be entered.
CANNOT USE WITH EXEMPTION	An action other than a service total tender was tried.	Press [Clear] and repeat procedure. You must use a tender or service total key after using this tax exemption.
TAX EXEMPTION NOT ALLOWED BEFORE THIS PAYMENT	[Exempt Tax] keys are not intended to be used in combination with a [Tax Exempt Coupon] key.	Press [Clear] to continue.

	[Exempt All Taxes] will exempt all sales tax. You can also have up to eight keys that will exempt a specific tax based on the programmed tax rates.
Example	The ambassador from Japan does not pay U.S. sales tax. When preparing to service total his order, the server presses [Exempt All Taxes] before printing the check. The server is prompted to enter a reference number, which is found on the ambassador's tax exempt card. The check, when printed, looks like the example below: ``` MICROS 8700 Fine Dining System 411 GUSTINO ----------------------------- CHK 195 JUL24'94 11:27AM GST 1 ----------------------------- 1 NY Strip 14.95 1 Side Potato 1.99 2 Cabernet S. 8.50 1 Apple Pie 3.50 Subtotal 28.94 Sales Tax 1.44 Balance Due 30.38 Tax#: E524777585 EXEMPTION 0.00 X Cash 35.00 Subtotal 28.94 Amount Tendered 28.94 Change Due 6.06 --- CHECK CLOSED 01:30PM --- ```
Privileges	To exempt tax on a guest check, you must be privileged to do so.
Reports	Tax exemption information is shown in the "Tax Exempt Sales" field on Tax Summary reports.
Program	Keyboard File or Touchscreen File: ○ [Exempt All Taxes] key ○ [Exempt Tax Rate 1]...[Exempt Tax Rate 8] keys Revenue Center Parameters File: ○ Display an "E" in Customer Display if Exempt - Format Option #19 ○ Require a Reference Entry with Tax Exemptions - Tax Option #2 ○ Print Tax Exempt Voucher - Tax Option #18 Employee Class File: ○ Authorize/Perform Tax Exemptions Using Exempt Tax Keys - Transaction Privilege #11
Related	Exempt Autogratuity; Function FLU Shift Tax Rate ON or OFF

Contents

Index

Note	Posting additional menu items in the same service round after exempting tax will result in the error message, "CANNOT USE WITH EXEMPTION". If you add items in a later service round, tax will accumulate on the new items only. You would normally use tax exemptions just before a service total or tendering.

Exempt Autogratuity

Exempt Auto Svc Chg

Procedure

1. Begin or pick up a guest check.
2. Post all sales entries.
3. Press [Exempt Auto Svc Chg].

   The autogratuity value on the check summary decreases to zero.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: EXEMPT AUTO GRATUITY	You are not privileged to use this key.	An authorized person's ID must be entered.
CANNOT USE WITH EXEMPTION	An action other than tender or service total was tried.	Press [Clear] and repeat procedure.

	[Exempt Auto Svc Chg] will remove the automatic service charge from the guest check.
Example	Our restaurant has an automatic 15% service charge on all guest checks. However, the service charge is not applied for certain customers. Our server presses [Exempt Auto Svc Chg] before printing the guest check.

```
                MICROS 8700
             Fine Dining System


    411 GUSTINO
    -----------------------------
    CHK 195 JUL24'94 11:27AM GST 1
    -----------------------------

       14 HAMBUGERS         49.00
        7 LARGE FRIES        8.75
        5 REGULAR FRIES      5.00
        2 SMALL FRIES        1.50
       10 LARGE SOFT DRINKS  9.90
        4 MED SOFT DRINKS    3.16
          SUBTOTAL          77.31
          SALES TAX          4.45
          AUTOGRATUITY      11.60
          BALANCE DUE       93.36

          REF123456
          CASH           80.00 x
          SUBTOAL           77.31
          AMOUNT PAID       77.31
          CHANGE DUE         2.69
    --- CHECK CLOSED 01:30PM ---
```

Privileges	To exempt an auto service charge on a guest check, you must be privileged to do so.
Program	Keyboard File or Touchscreen File: ○ [Exempt Auto Svc Chg] key Revenue Center Parameters File: ○ Auto Service Charge Defaults To Off - RVC Option #10 Employee Class File: ○ Authorize/Perform Automatic Service Charge Exemptions - Transaction Privilege #12
Related	Exempt Tax
Note	Posting additional menu items in the same service round after exempting the autogratuity will result in the error message, "CANNOT USE WITH EXEMPTION". If you add items in a later service round, the autogratuity will accumulate on the new items only. Normally, you would use autogratuity exemptions just before a service total or tendering.

Edit Guest Check ID

Guest Check ID

Procedure

1. Pick up a guest check, or re-open a closed guest check.

2. Press [Guest Check ID].

3. Type the Guest Check ID and press [Enter].

   The System adds the ID to the guest check.

   If you are modifying an existing ID, the System displays the new ID on the display information line, as it is entered, and replaces the existing ID after the [Enter] key is pressed.

   The [Trans Cancel] key can be used in conjunction with a guest check that contains an ID. However, if after the first service round a change is made to an ID, the [Trans Cancel] key will not cancel any changes made to the ID in that service round.
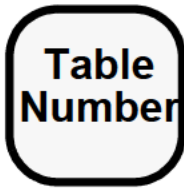
4. Service total or tender the guest check to record the change.

Prompt

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER	You are not privileged to edit a Guest Check ID.	An authorized person's ID must be entered.
INVALID CHECK ID	The entry was larger then 16 characters.	Press Clear, and enter correct ID number
CHECK WITH ID <#> ALREADY EXISTS	A check is already open with that ID numeric/ alpha entry.	Press Clear, and enter another ID numeric/ alpha entry.

[Guest Check ID] is used to add or change an alphanumeric Guest Check ID on an open or closed guest check.	
Example	Bob, the bartender, has started a check using [Begin Check by ID], but misspelled the customer's name. Bob must pickup the check and use [Guest Check ID] to re-enter the correct spelling of the customer's name.
Privileges	Separate transaction privileges allow employees to edit the ID on open and closed checks.
Program	Keyboard File or Touchscreen File: ❑ [Guest Check ID] key Employee Class File ❑ Authorize/Perform Edit of a Guest Check ID in an Open Check - Transaction Privilege #81 ❑ Authorize/Perform Edit of a Guest ID in a Closed Check - Transaction Privilege #79
Related	Begin Check by ID

Edit Table Number

Table Number

Procedure

1. Pick up a guest check.
2. Press [Table Number].

   The System prompts, "ENTER TABLE NUMBER".
3. Type the new table number or table ID, and press [Enter].
4. Service total or tender the guest check to record the change.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: ENTER TABLE NUMBER	You are not privileged to use this key.	An authorized person's ID must be entered.
NO TRANSACTION IN PROGRESS	This key was pressed outside of a transaction.	Press [Clear] and pick up a guest check.
TABLE ENTRY NOT FOUND	The entry does not exist in the Table File.	Press [Clear], and try again with a correct table number.

[Table Number] changes the table number assigned to this guest check. This key may also be used to add a table number to a guest check that does not already have one.	
Example	The people at table 27 have moved to table 34, because that table has a window. Mary, the server, will soon be leaving for the day, and all of her checks will be transferred to another operator. Mary wants all of the table numbers to be up-to-date, to avoid confusing the new server when he arrives.
	Mary opens the guest check for table 27 and presses [Table Number]. When prompted, she enters "34", and service totals the guest check.
Privileges	To change the table number on a guest check, you must be privileged to do so.
Program	Keyboard File or Touchscreen File:
	○ [Table Number] key
	Revenue Center Parameters File:
	○ Print the Table Number Double Wide on Guest Checks Only - Format Option #3
	○ ON = Use 5-digit Table #; OFF = Use 4-character Table ID - Option #18
	Employee Class File:
	○ Authorize/Use the [Table Number] Key - Transaction Privilege #61
Related	Begin Check by Table Number

Share an Item

Share

The Share key allows you to TouchShare (or divide) detail items and their cost among new seats or checks simply by touching the detail item on a guest check.

You can access the Share key through these procedures:

Chapter **7**

Correct an Error

This chapter describes how to correct errors in entry, enter customer order cancellations, and post menu item returns.
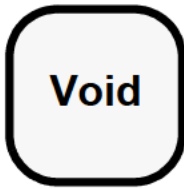
In this chapter

Introduction

A **Void** is a method of removing an item from the check detail.
Several types of items can be voided:

❑   Menu items

❑   Discounts

❑   Service Charges

❑   Tender/Media

❑   Tips Declared

❑   Charged Tip

Void an Item on a Guest Check

Void

The following four procedures allow you to remove detail items (including Menu Items, Discounts, and Service Charges) from the guest check during a service round:

Procedure 1: Last Item Void

Press [Void] twice.

The last item posted is deleted from the check detail. Repeat the procedure to void the next item on the check detail, and so on. This procedure works only or items entered in the current service round.

Procedure 2: Line Item Void

Type the line item number (to the left of the item) and press [Void].

The voided item is deleted from the check detail and the balance due decreases by the amount of the voided item. If the voided item has required condiments or an item discount, these are voided also.

Procedure 3: Direct Void

1. Press [Void].

2. Press the item key.

   The voided item posts to the check detail as a negative value, and the balance due decreases by the amount of the voided item.

Procedure 4: TouchVoid

1. In the transaction detail, touch the item you want voided.

   The system highlights the detail item as shown in this example:

Contents   **Index**

	[Void] cancels an item (menu item, discount, service charge, tender/media) already posted to the guest check detail, either within the current service round, or from a previous service round.
Example	Mary, our server, has just been informed by the kitchen that they are out of a menu item she ordered. To void the item from her check, Mary picks up the open check and uses the line item void method to delete the item from her check. In this case, she presses [2] [Void]. The system prompts her with a message requiring authorization because Mary is not authorized to void items from a previous service round. She calls her manager over and he enters his ID number to complete the void transaction.
Privileges	To void an item from a previous service round, you must be privileged to do so. You must also be privileged to perform direct voids in the current round. To use line item void, you must be privileged to post that transaction detail item.
Reports	Two totals for Voids post to financial reports. Refer to the *8700 Reports Manual*.
Program	**All Voids** Keyboard File or Touchscreen File: ○ Void key Revenue Center Parameters File: ○ Allow Void of Discount, Service Charge, Tender/Media in Current Service Round Only - Control Option(s) #4, #5, #6 Employee Class File: ○ Authorize/Perform Void and Return of Menu Item Not on Check - Transaction Privilege Code #26 ○ Authorize/Perform Void of Menu Items, Discounts, Service Charges, Tender/Media From a Previous Round - Transaction privileges #25, #27, #28, #29 ○ Authorize/Perform Void of Menu Items, Discounts, Service Charges on Closed Checks - Transaction Privileges #69, #70, #71 ○ Authorize/Perform Direct Voids - Transaction Privilege #72 ○ Authorize/Perform Voids/Cancels of North American LDS Items - Transaction Privilege #74 **TouchVoid Only** Workstation File: ○ Type Definition #17 - Use Enhanced User Interface For a complete list of options, refer to the *8700 Programming Manual*.
Related	Post a Return Adjust a Closed Check Re-open a Closed Check

Note	A void prints to the same order devices as the original entry. The void is preceded by the line "VVV VOID VVV".

Contents   **Index**

2. Press [Void].

   The system removes the selected detail item as shown in this example:

```
 1 Crab Puffs          7.50      1      ▲      SEAT   2: Ready for your next entry
 1 Iced Tea            1.00      1
                                                Regular    Regular         Phipls

                                         TBL 14/1      CHK      4203
                                         Ashley      OCT30'96  2:47PM        GST 0

                                            Subtotal                      8.50
                                            Service Charge                0.00
                                            Room Service Chg              0.00
                                            Tax                           0.78
                                            Total                         0.00
                                         ▼  Order  Type  1  T  9.28
```

Apps	Soup /Sal	Sand- wiches		Dessrt	Food Prep	**Keypad**	Clear / No	Enter / Yes
Pasta	Beef	Chick	Sea Food	Soft Bev	Bar	**PrevScr**	**Cancel**
Broiled Platter		Flounder		Flounder-stuff ed		∨	∧	**Void**
Lobster Tail		Scallops		Seafood Du Jour		**Service**	**Disc**
Shrimp Scanpl						**Seat#**	**Pay**
							Cash

Tip: Press [Void] **before** touching multiple items that the system has consolidated. You will then be able to select items individually. [Clear] allows you to escape this void mode.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: [message]	Any message accompanied by this prompt means that you are not privileged to use this key.	An authorized person's ID must be entered; or, press [Clear].
AUTHORIZATION: VOID TRANSACTION WITH LDS ITEMS	You are not privileged to void a menu item posted by an LDS.	An authorized ID must be entered; or, press [Clear].
ENTER REASON CODE	You attempted to void or return an item that is not part of the current service round.	Enter a valid reason code from the pop-up dialog.
MUST SELECT PARENT ITEM	You attempted to line item void a condiment.	Press [Clear] and select an appropriate item.
VOID NOT ALLOWED	You attempted to line item void a voided item.	Press [Clear] and enter a regular menu item.

Return an Item

Return

Procedure

1. Pick up a guest check.

2. Press [Return].

3. Press the menu item key for the item(s) to be returned, for example, [Salad]. You are prompted to select any required condiments that accompany this menu item.

   The returned item posts to the check detail as a negative value, and the balance due decreases by the amount.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: [message]	Any message accompanied by this prompt means you are not privileged to use this key.	An authorized person's ID must be entered; or, press [Clear].

A **Returned** menu item is one that is prepared but rejected by the customer or for some other reason not delivered to the customer. A menu item that is ordered but not prepared can be voided from the customer's check. A return is treated as a different action than a void because inventory and preparation costs are incurred when a menu item is prepared but not consumed or paid for.

The return is posted to the check as a negative amount to reduce the check total.

Example	A customer ordered Cream of Broccoli Soup which was prepared and delivered but then rejected by the customer as too watery. Naturally, the soup is returned. The server uses [Return] to remove the broccoli soup and its cost from the guest check. The resulting check detail looks like this.

```
                 MICROS 8700
              Fine Dining System


      411 GUSTINO
      --------------------------------
      CHK 196 JUL24'94 11:29AM GST 1
      --------------------------------
      1 DUCK A L'ORANGE        13.95
      1 BROCCOLI SOUP           2.75
      1 HOUSE SALAD             1.00
        SUBTOTAL               17.70
        SALES TAX (6%)          1.06
        BALANCE DUE            18.76

      1 BROCCOLI SOUP           2.75- R
        SUBTOTAL               14.95
        SALES TAX (6%)           .90
        BALANCE DUE            15.95
```

Privileges	You must be specifically privileged to Return an item, either in the current service round, or an item not on the check. In the last case, as with voiding items not previously posted, it may be possible to drive the balance due to a negative value. Special privilege is required to drive a check to a negative value.