

STARTING OFF

WITH

EZEE POS OPTIMUS !!

INDEXING

LOGIN:	4
SHIFT INFO :	4
OPENING BALANCE :	5
OUTLET :	6
TERMINAL :	6
ORDER SUMMARY:	7
MAIN OPTION :	8
ORDERING :	9
DINE IN :	9
PUNCHING AN ORDER:	11
ITEM PUNCHING WINDOW :	12
Sample of KOT :	16
Front office basic Operations:	17
NEW :	18
RECALL :	18
VOID AN ITEM OR QUANTITY :	21
TRANSFER :	23
GUEST CHECK :	25
Sample of Guest Check :	26
SPLIT :	27
SPLIT EQUALLY :	28
SPLIT BY QUANTITY :	29
SETTLE:	32
CASH:	33
BANK:	35
CREDIT (CITY LEDGER):	37
POSTING (ROOM POSTING):	39
TIPS:	41
TIPS AMOUNT MANUAL:	42
CONVERT EXTRA PAYMENT INTO THE TIPS:	43
ADDITIONAL FEATURES:	44
DISCOUNT:	44
BILL LEVEL DISCOUNT:	45
ITEM LEVEL DISCOUNT :	47
BULK ITEM LEVEL DISCOUNT:	50
ITEM COMPLIMENTARY:	52
PREPARATION REMARK:	54
HOLD ITEM:	56
FIRE ITEM:	57
HOLD COURSE:	59

FIRE COURSE:	60
CHANGE COURSE:	62
EXTRA CHARGE:	64
QUICK PAY:	66
TAKE AWAY :	66
ROOM SERVICE :	68
DELIVERY MANAGER:	72
PREPARATION :	73
DISPATCHED :	76
COMPLETE :	78
NO CHARGE:	81
SHIFT MANAGEMENT :	87
PAY OUT:	88
PAY IN :	89
PRINT SHIFT REPORT :	89
SAMPLE : CASHIER SHIFT REPORT	90
END SHIFT :	90
TRANSACTION LOCK :	93
DAY CLOSE :	94

eZee Optimus is a cloud-based POS, the perfect solution for restaurant and food industries. This manual is for all the users, even if you have a good hand on POS software or are going to use the software for the very first time. This manual will guide you with all the functionality available in the software.

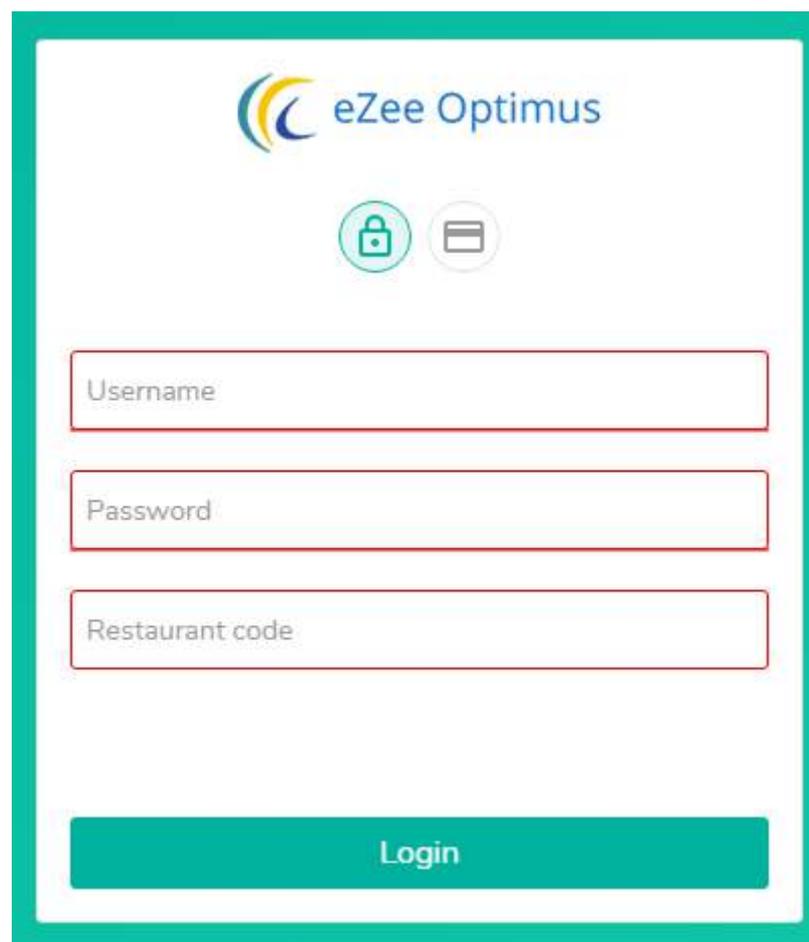
After completion of configuration, we can start making transactions in variance order types, such as Dine In, Take Away, Delivery and Room Service.

1) LOGIN :

Note: You will be provided with the Username, Password and restaurant code.

Login to the software using the below link.

URL: <https://app.ipos247.com/app2/>



The screenshot shows the login interface for eZee Optimus. At the top center is the logo, which consists of a stylized 'e' icon followed by the text 'eZee Optimus'. Below the logo are two circular icons: a lock icon and a card icon. Underneath these icons are three rectangular input fields with red borders, labeled 'Username', 'Password', and 'Restaurant code' from top to bottom. At the bottom of the form is a large teal button with the word 'Login' in white text.

SHIFT INFO:

Shift information is useful to track cash drawer balance. The software opens up a new shift when users log in for the very first time in the software or opening up their day.

Shift Details

Opening Balance

Rs	0.00
VND	0.00
THB	0.00
RO	0.00
KWD	0.00

Start new shift

OPENING BALANCE:

Users can enter the opening balance by entering the amount on the field of the respective currency icon (As shown below). Opening balance can be anything, carry a forwarded amount from the last shift, petty cash in your cash drawer, etc.

Shift Details

Opening Balance

Rs	10000
VND	0.00
THB	0.00
RO	0.00
KWD	0.00

Start new shift

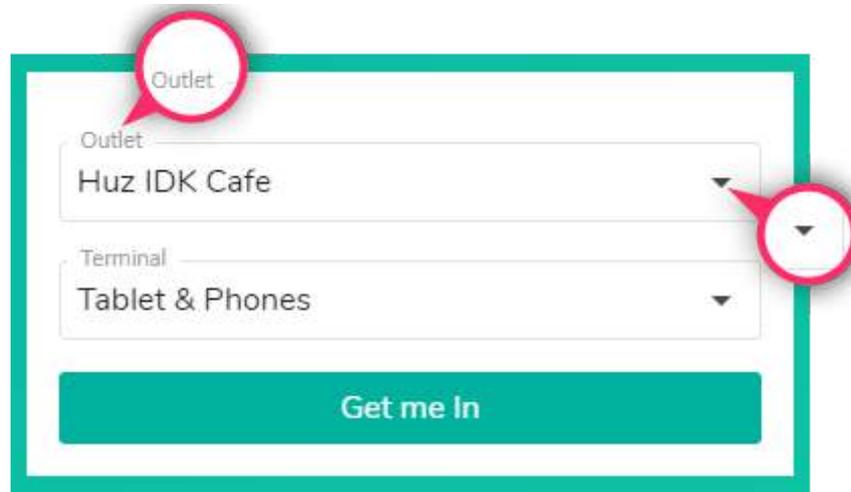
Shift information is useful to know the cash drawer balance, transactions that happen during the day. Detail report is available on *Closing shift report while closing the shift.

*****Closing shift report is explained later in the tutorial.**

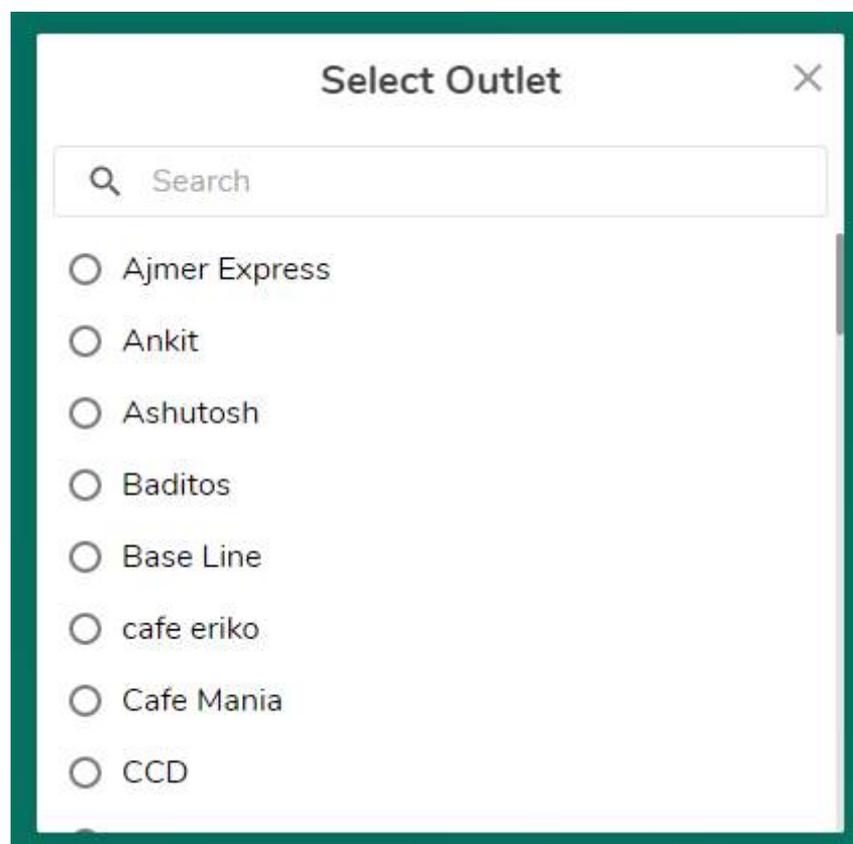
OUTLET:

An outlet can be the restaurant name or area (premises) name where seating arrangement (Tables) has been done and the menu can be ordered by the guest.

Restaurants can have more than one outlet, hence respective outlets can be selected using the drop down option.



A screenshot of a form with a teal border. At the top, there is a red callout bubble with the word "Outlet" pointing to a dropdown menu. The dropdown menu is currently set to "Huz IDK Cafe". Below it is another dropdown menu labeled "Terminal" set to "Tablet & Phones". At the bottom of the form is a teal button with the text "Get me In".



A screenshot of a dialog box titled "Select Outlet" with a close button (X) in the top right corner. At the top of the dialog is a search bar with a magnifying glass icon and the text "Search". Below the search bar is a list of outlets, each with a radio button to its left:

- Ajmer Express
- Ankit
- Ashutosh
- Baditos
- Base Line
- cafe eriko
- Cafe Mania
- CCD

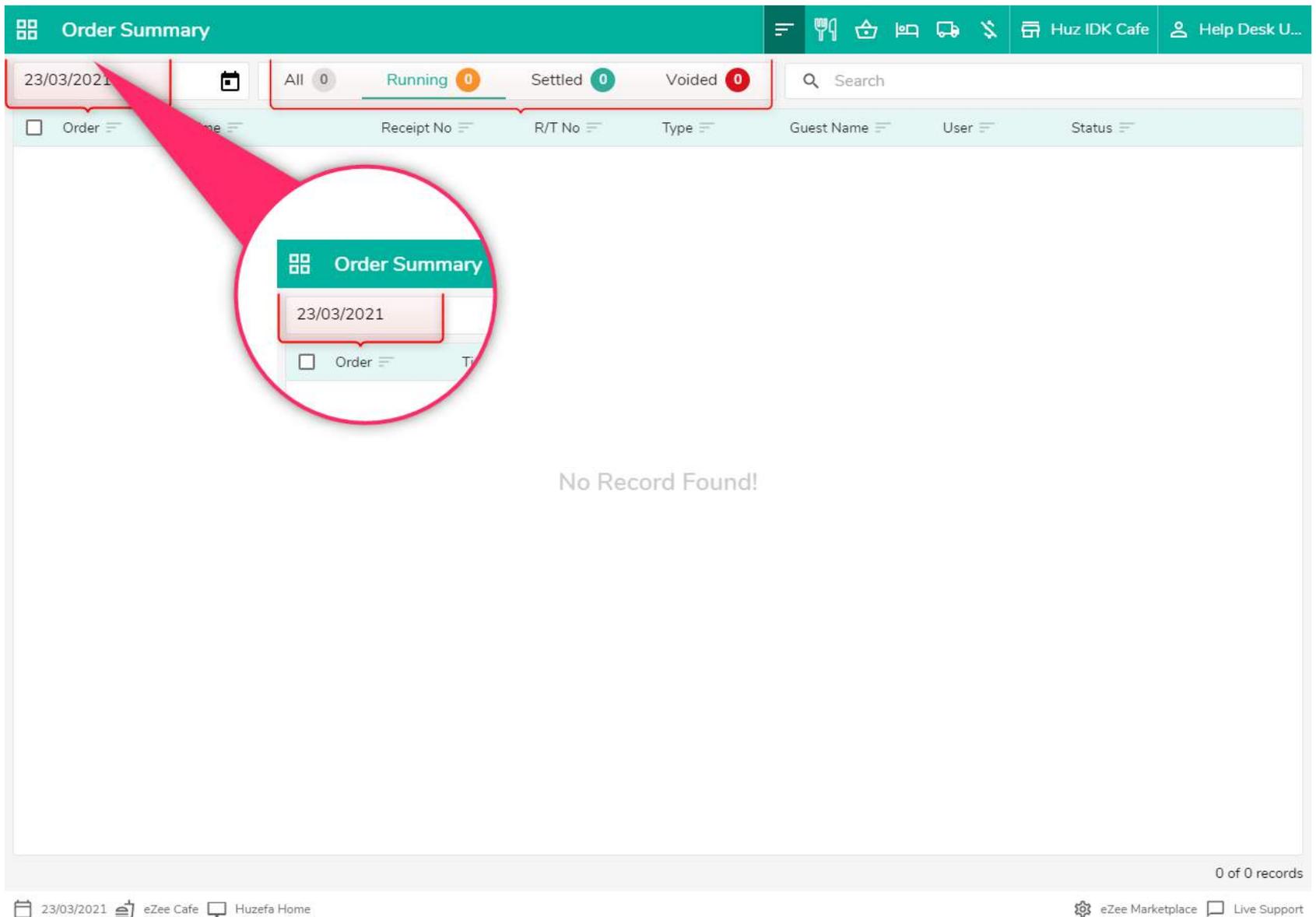
TERMINAL:

Terminal is nothing but the name of the computer(s) or device(s) which is being used to punch an order from.

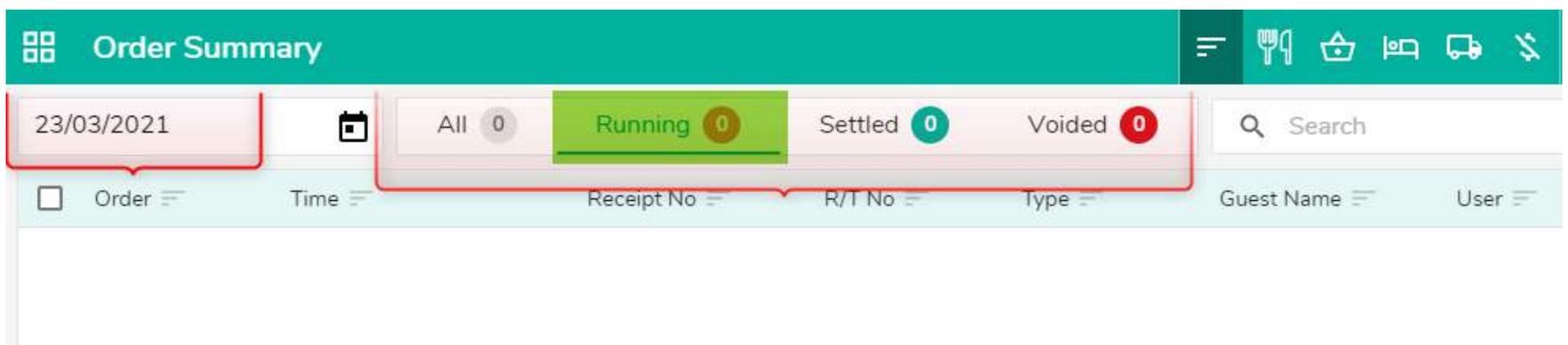
NOTE: Printer mappings are done on Terminal (Computer, or device), hence terminal selection while logging in is very important.

ORDER SUMMARY:

Order summary window will appear next, where all the running, settled, and voided orders would be listed based on the POS working date.



One can easily populate the particular order list with status by clicking on the option given on the top of the window.



MAIN OPTION:

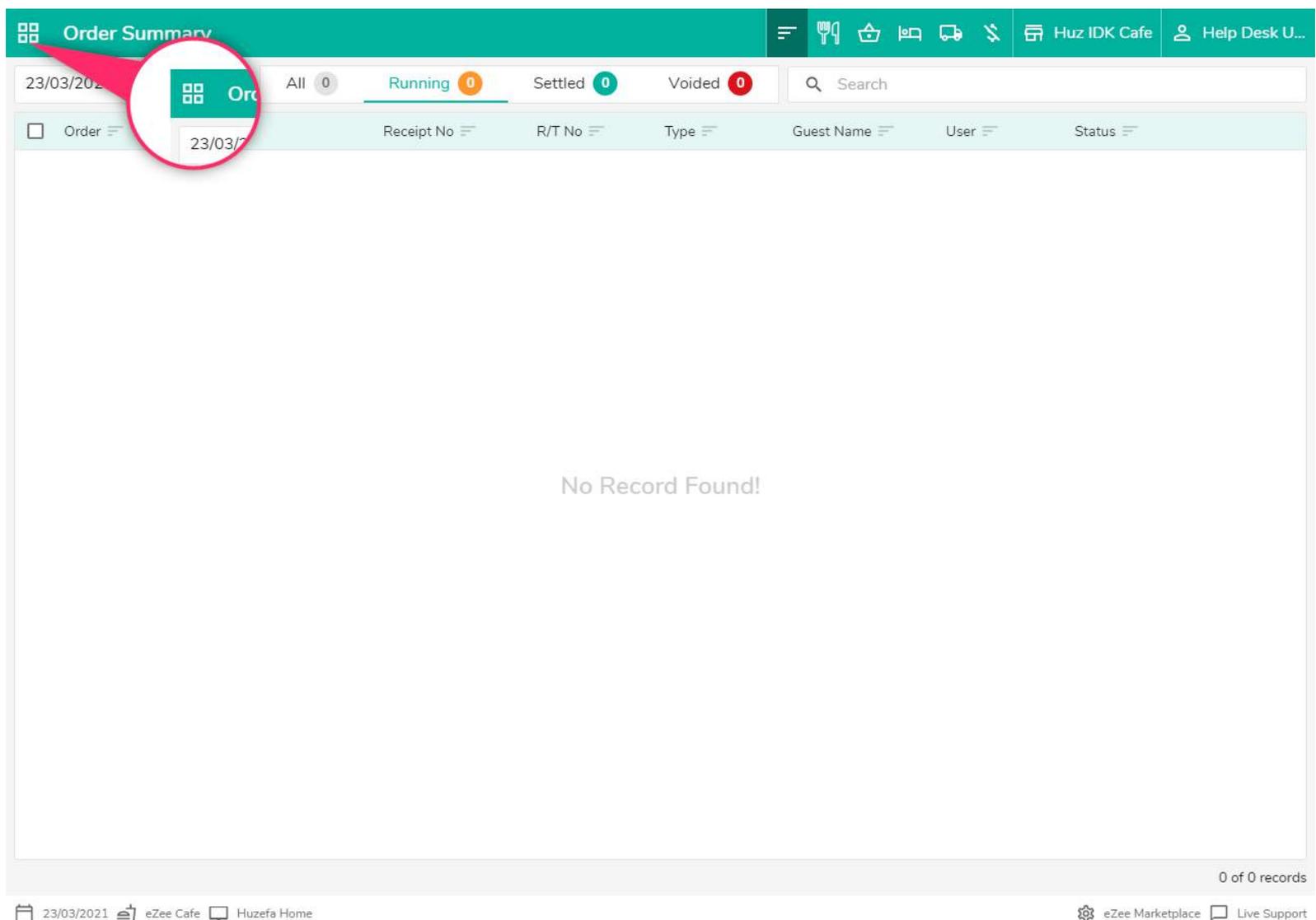
The main option holds, all the basic operations, such as Front Office operations:

- Dine In
- Take Away
- Delivery Manager
- Room Service
- No Charge

Store related operations: (****Store related options are discussed in detail in the separate store user manual.**)

- Purchase Order
- Goods Received Note
- Indent
- Stock transfer
- Stock Adjustment
- Goods Return
- Market List

Main Option has been given on the left top corner (Refer the screenshot).



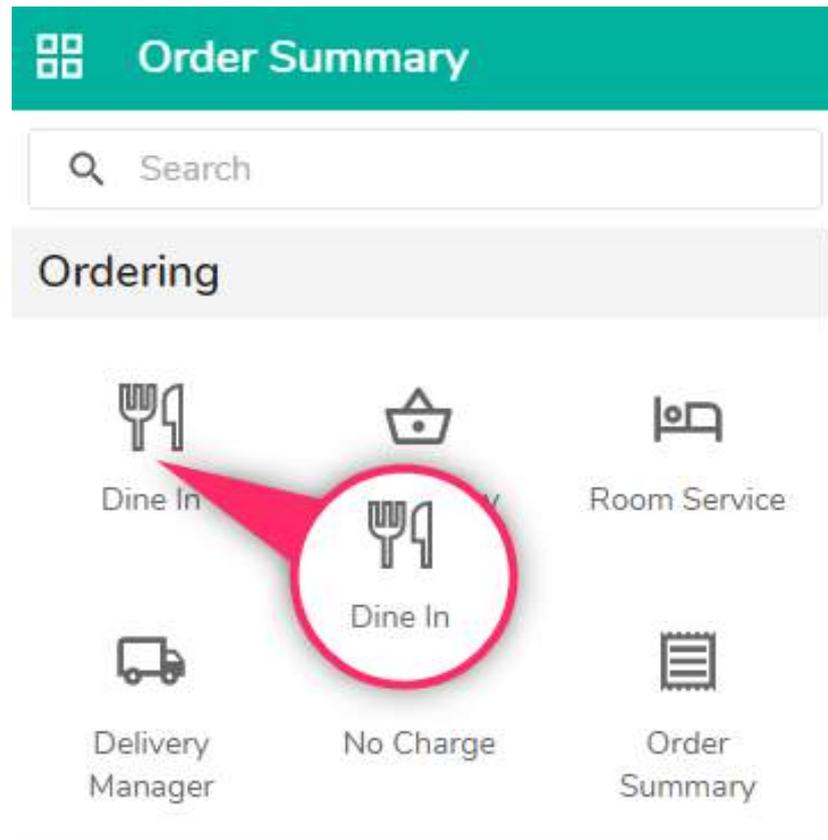
All the basic operations would be expanded after clicking on it.

ORDERING:

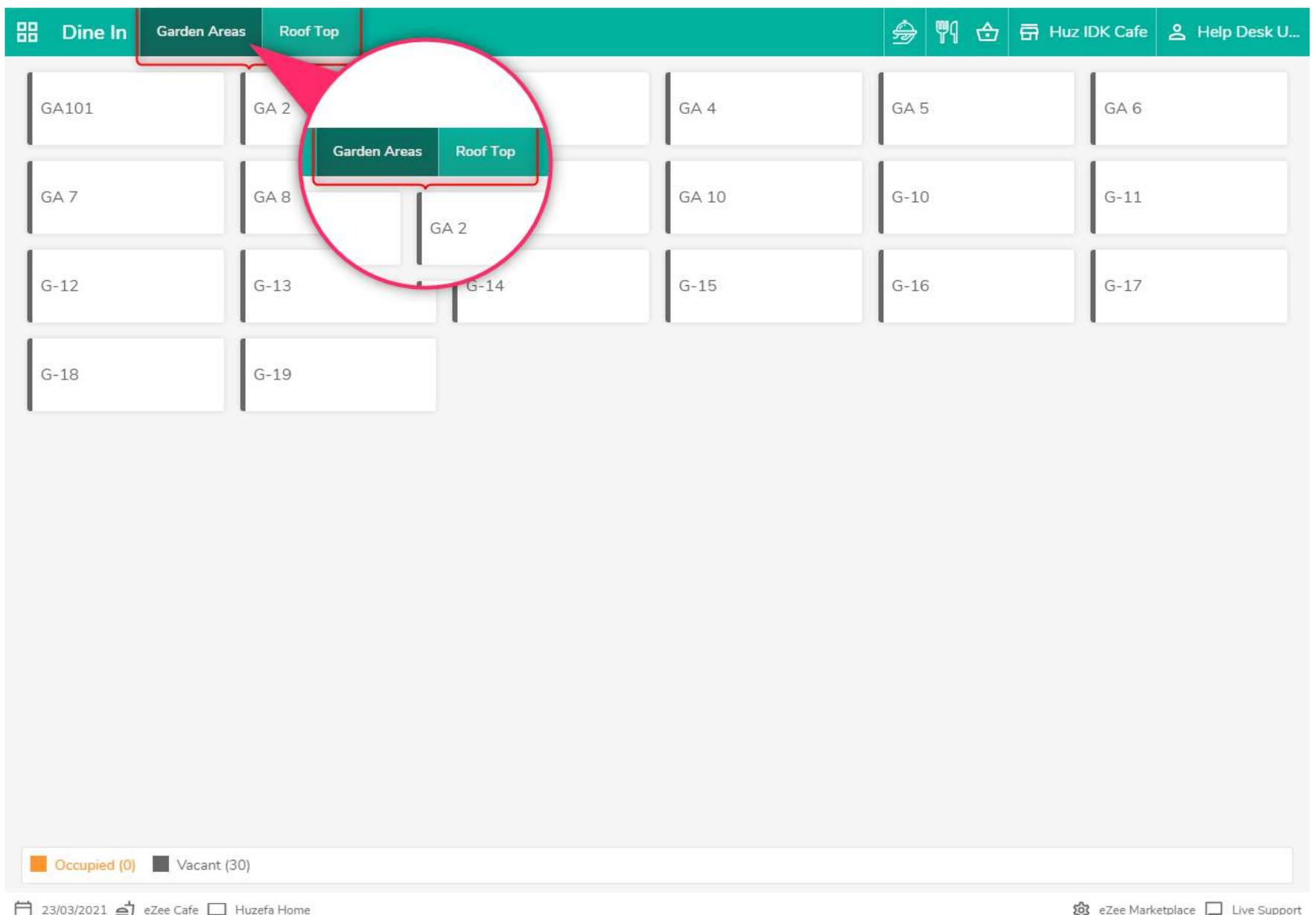
Ordering section holds Front office operations, such as Dine In, Take Away, Delivery, Room service, and No Charge.

DINE IN:

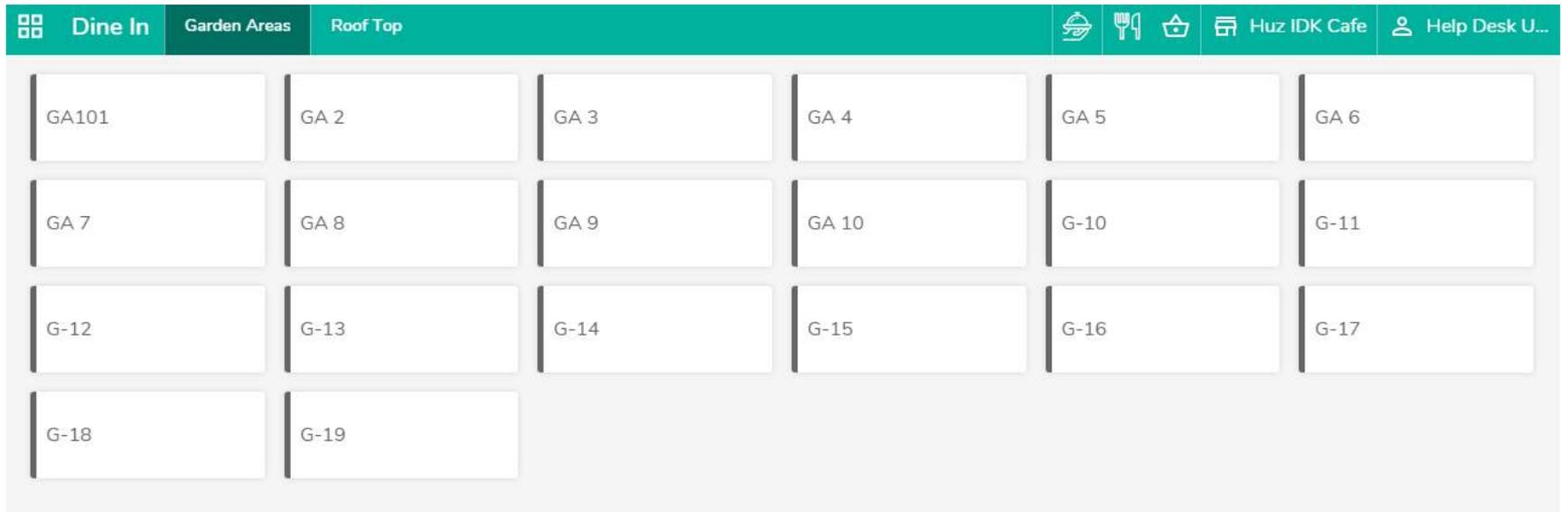
Dine in is a very commonly used function where users can see the tables and punch an order(s) on it.



Rooms and Tables would be visible next after clicking on the Dine In option.



Each room will have its own no. of table(s), which will be visible when switching between rooms.



PUNCHING AN ORDER:

When a guest orders the item, the user can punch an order on the table by clicking on it.

The order summary window would appear next where one can enter Guest information (Name, address, no of PAX, Phone and email) and waiter information.

NOTES:

- 1) Fields given on the order information window are optional, one can skip it without selecting anything by clicking on the save button.
- 2) But at the same time, if property wishes to make some fields mandatory, then it can be done during the configuration.

*****Please refer to the configuration manual to check how to make fields mandatory.***

Order Information ✕

Waiter Detail

Waiter
Select Waiter ▼

Waiter Code

Pax

1

2

3

4

5

6

7

8

9

4

Guest Detail

Search

Guest Name

Email

Phone

Mobile No

Registration Number

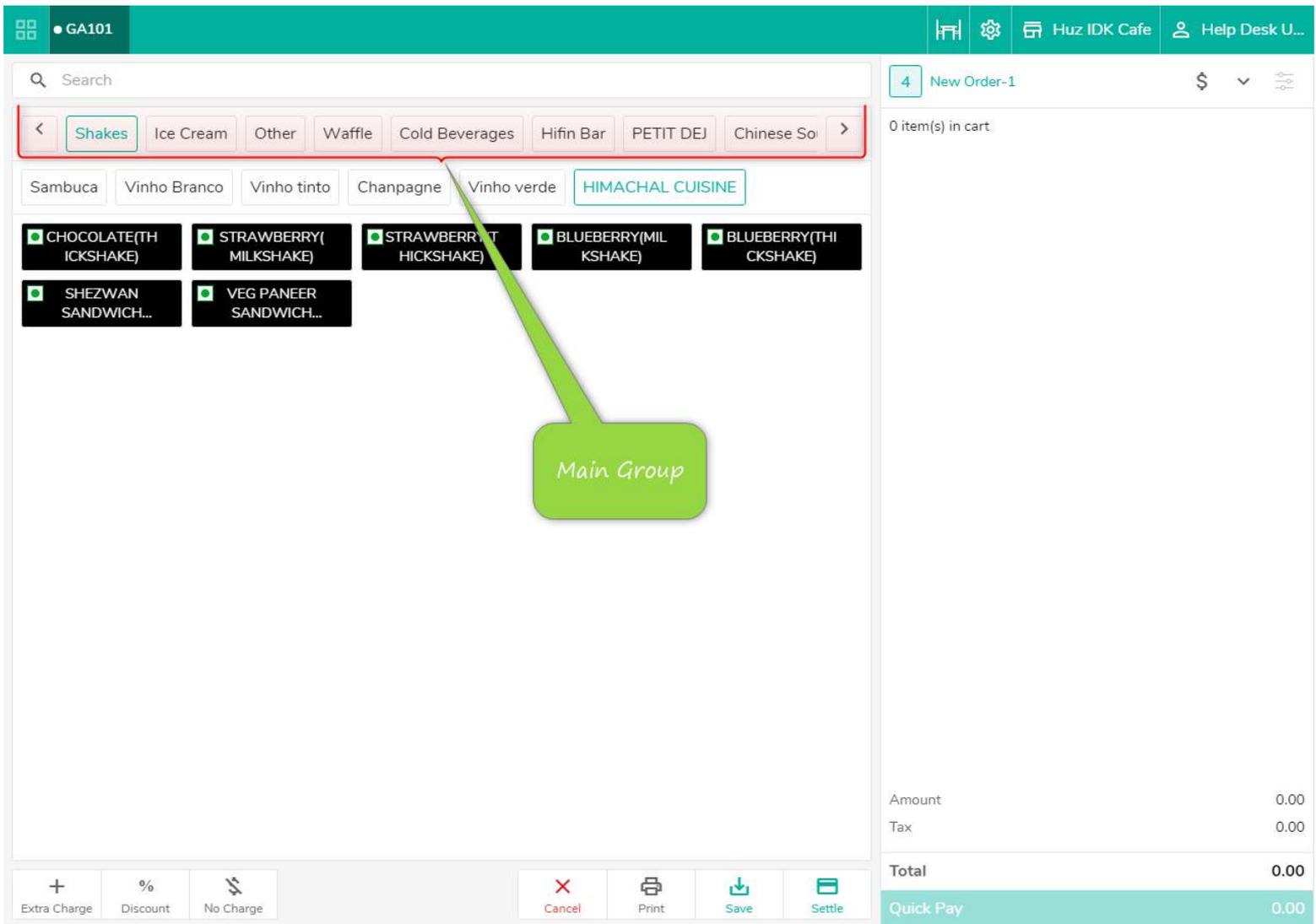
Address

Save

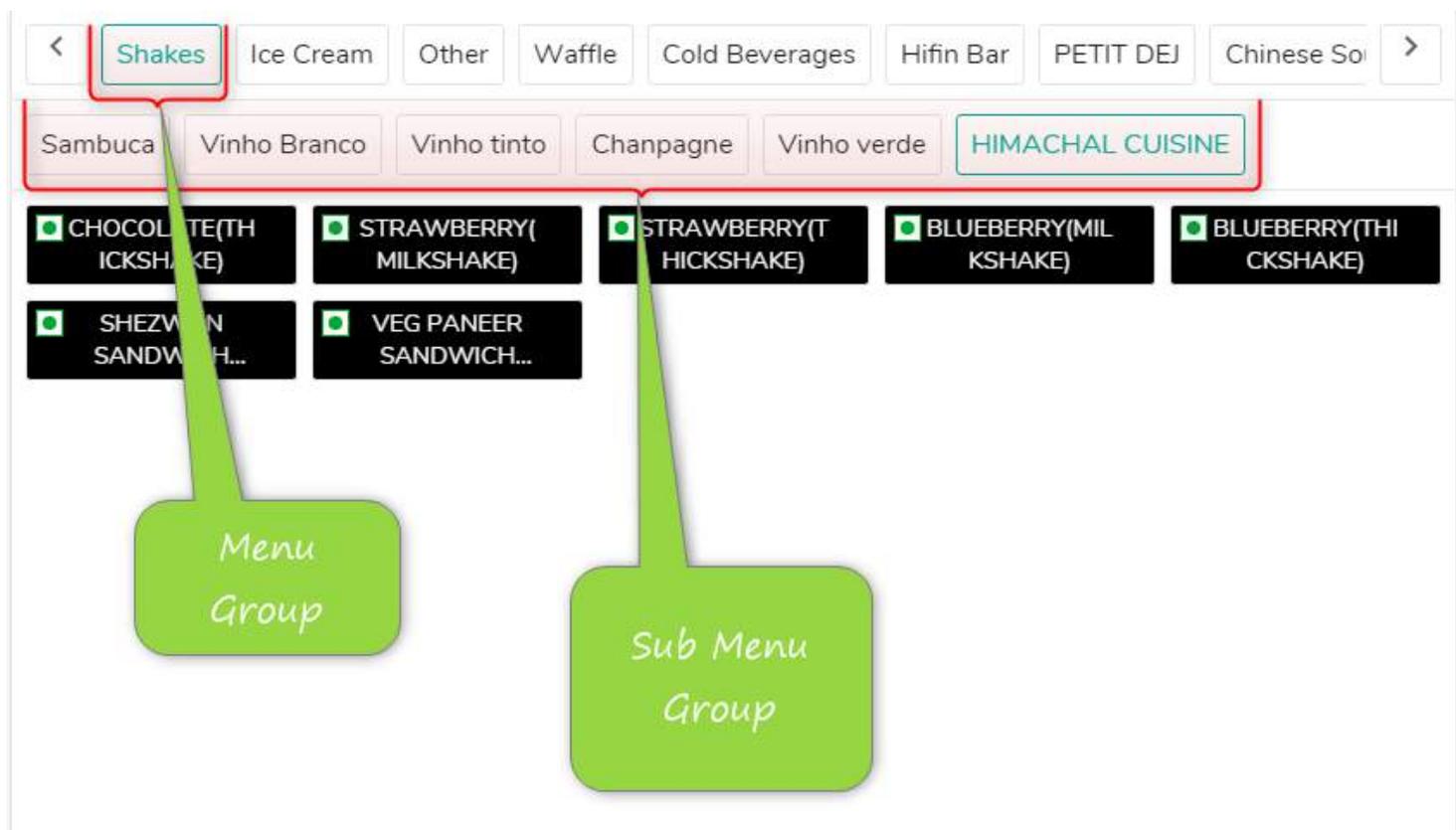
ITEM PUNCHING WINDOW:

Item list window would appear next once the user is done with the order information page and clicks on the save button.

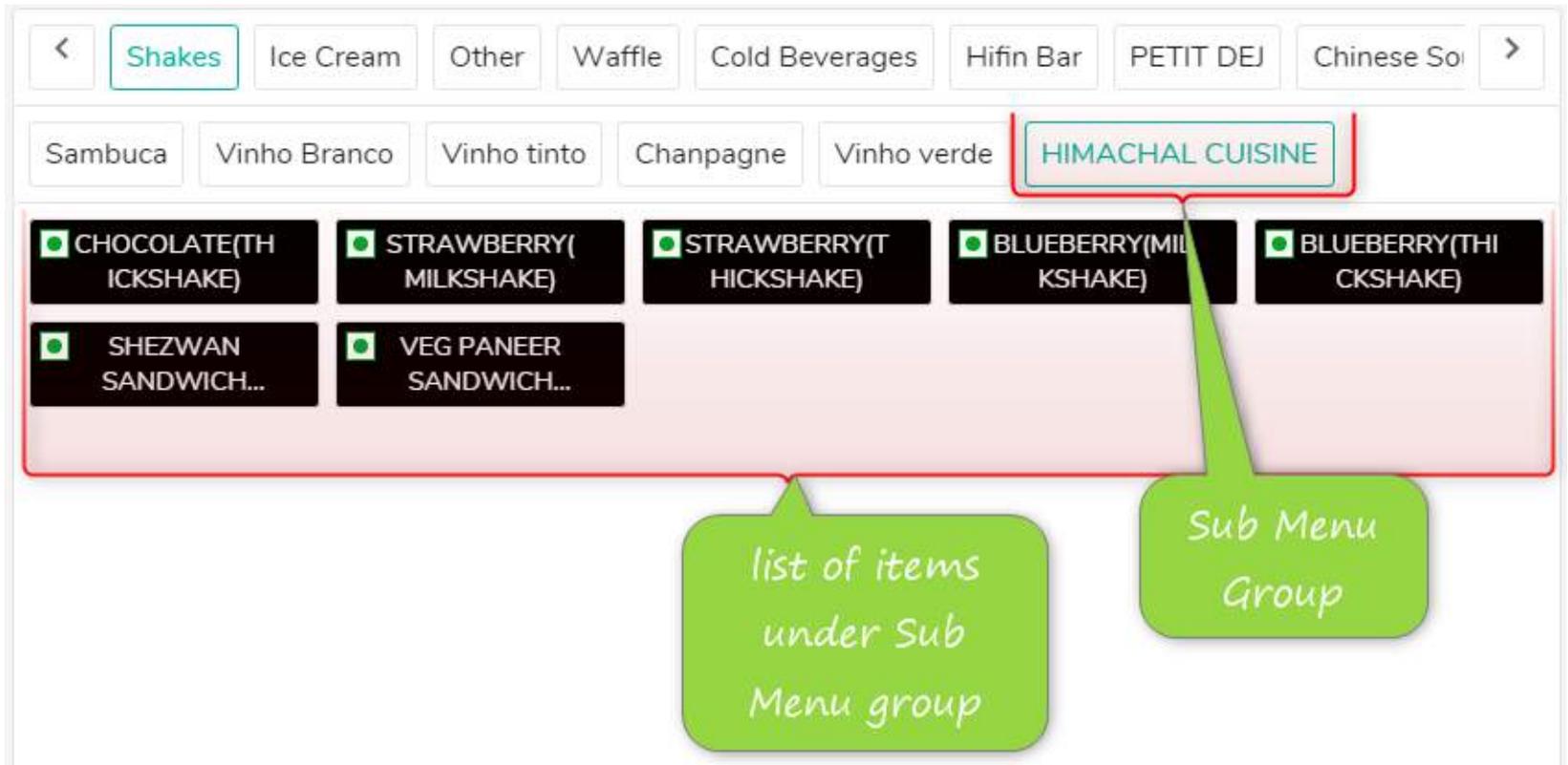
Items would be displayed based on Menu Group and Sub Menu Group.



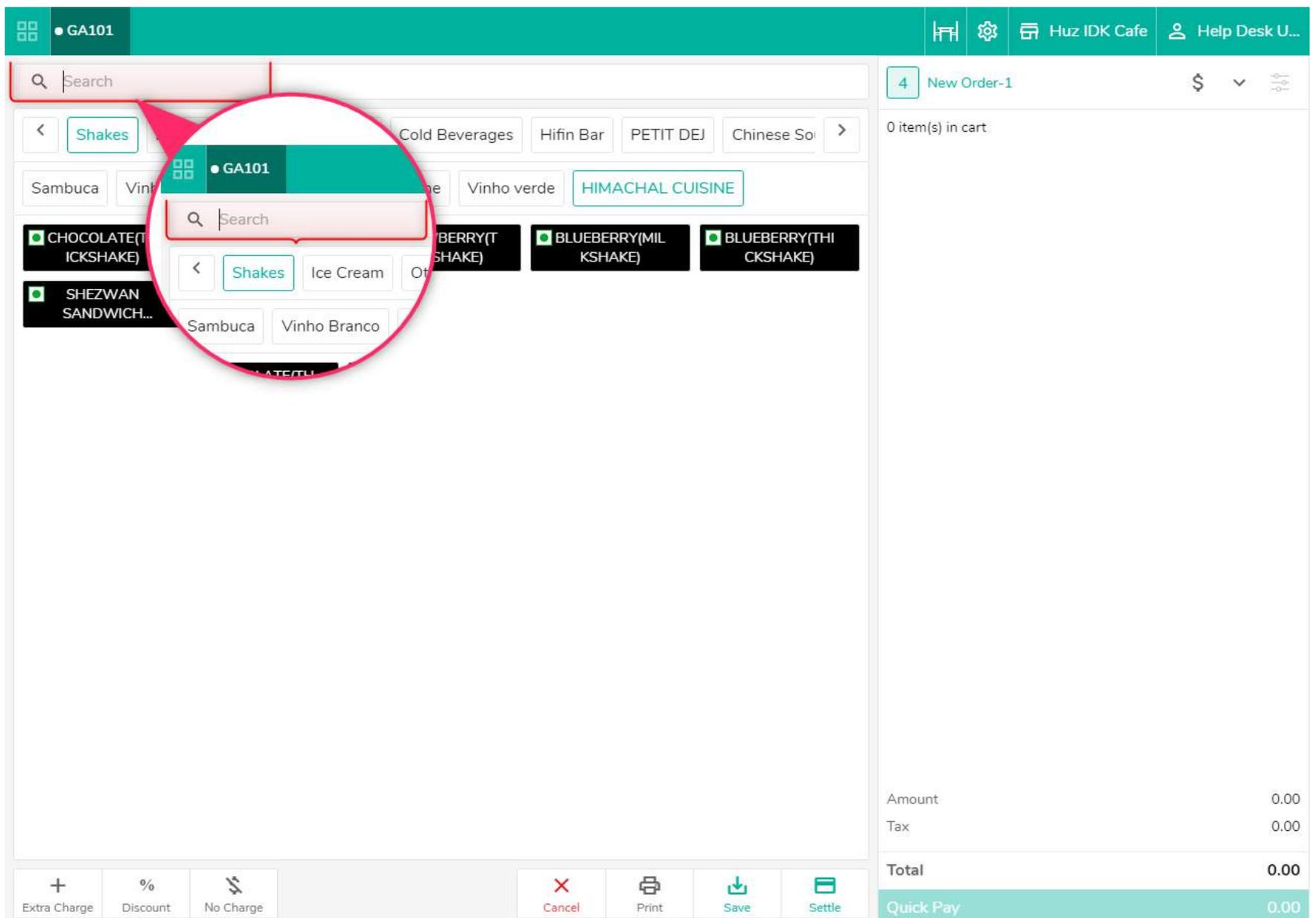
Each Menu Group will have its own sub menu groups.



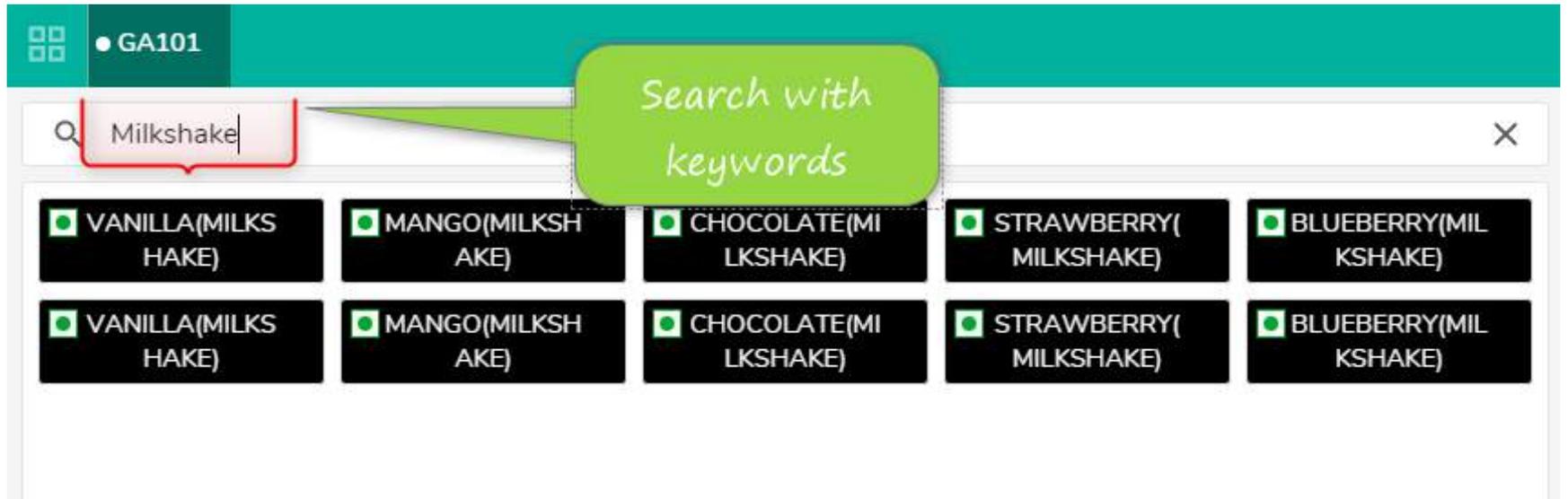
And all sub menu groups will hold lists of respectively configured items.



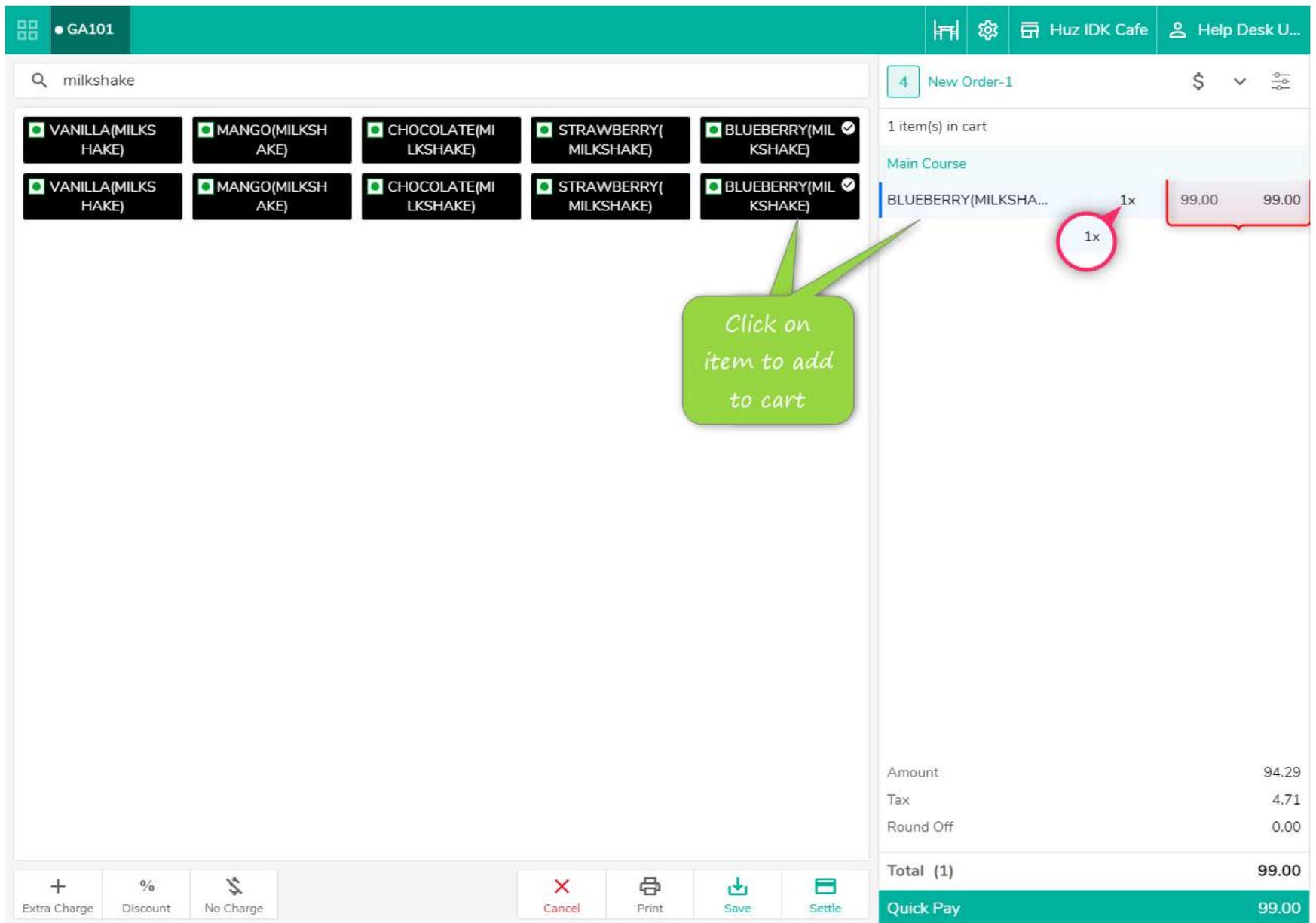
One can easily go to the item by selecting the proper Menu Group and Sub Menu group. However, if one is not sure or face difficulties in finding the items then a search option is available.



Users can quickly search items based on item name, and item code without selecting any Menu group or subgroup.



Click on item(s), in order to add to cart (Right hand side window).



The quantity of selected items would be increased, if the user clicks on the item more than once.

The screenshot shows a POS system interface. At the top, there is a header with 'GA101' and 'Huz IDK Cafe'. A search bar contains 'milkshake'. Below the search bar, there are ten buttons for different milkshake flavors: VANILLA(MILKS HAKE), MANGO(MILKSH AKE), CHOCOLATE(MI LKSHAKE), STRAWBERRY(MILKSHAKE), BLUEBERRY(MIL KSHAKE), VANILLA(MILKS HAKE), MANGO(MILKSH AKE), CHOCOLATE(MI LKSHAKE), STRAWBERRY(MILKSHAKE), and BLUEBERRY(MIL KSHAKE). The last two buttons have checkmarks. A green callout box points to the last button with the text 'Click on item to add to cart'. On the right, the cart shows '1 item(s) in cart' and a table with one row: 'BLUEBERRY(MILKSHA...' with a quantity of '2x', a unit price of '99.00', and a total price of '198.00'. The quantity '2x' is circled in red.

Cart also shows the rate and total number of selected items along with quantity, hence users can verify the rates being offered to guests.

The screenshot shows the same POS system interface as before, but now the cart contains two items. The search bar still has 'milkshake'. The buttons for 'CHOCOLATE(MI LKSHAKE)' and 'BLUEBERRY(MIL KSHAKE)' now have checkmarks. The cart shows '2 item(s) in cart' and a table with two rows: 'BLUEBERRY(MILKSHA...' with a quantity of '2x', a unit price of '99.00', and a total price of '198.00'; and 'CHOCOLATE(MILKSHA...' with a quantity of '1x', a unit price of '99.00', and a total price of '99.00'. A red dashed box highlights the bottom two rows of the cart table.

Click on the “Save” button (Given on the bottom of the window) once, requested items with quantity are punched, in order to generate and print KOT (Kitchen order ticket).

The screenshot shows the eZee Cafe POS interface. At the top, there's a header with 'GA101' and 'Huz IDK Cafe'. A search bar contains 'milkshake'. Below it, a grid of menu items is displayed, including VANILLA(MILKS HAKE), MANGO(MILKSHAKE), CHOCOLATE(MILKSHAKE), STRAWBERRY(MILKSHAKE), and BLUEBERRY(MILKSHAKE). On the right, a cart titled 'New Order-1' shows 2 items: BLUEBERRY(MILKSHAKE) (2x, 99.00) and CHOCOLATE(MILKSHAKE) (1x, 99.00). The total amount is 282.86, with tax of 14.14 and round off of 0.00, resulting in a total of 297.00. A 'Quick Pay' button is visible at the bottom right. A red circle highlights the 'Save' button in the bottom navigation bar.

The software will print KOT based on printer configuration on the terminal.

Sample of KOT :

eZee Cafe	
Kot # : 1616496466	Date: 23/03/2021
Table # : GA101	Time : 4:17:46 PM
Waiter : N/A	
All	
Modified :	Date and time : 23/03/2021 4:17:46 PM
Item	Qty
BLUEBERRY(MILKSHAKE)	2
CHOCOLATE(MILKSHAKE)	1

The occupied table's colour will be changed to "Orange" and a timer would be activated to track the order time.



All other basic operations would be activated and appear on occupied table(s).

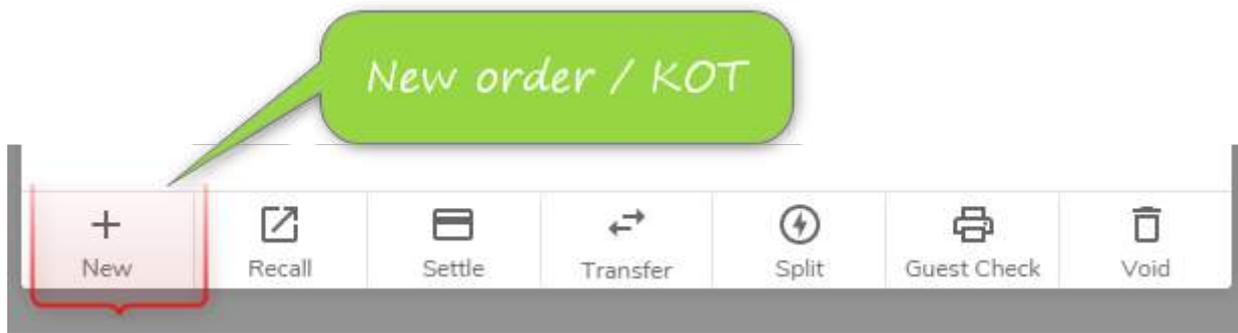
Front office basic Operations:

- 1) New order (KOT)
- 2) Edit (making changes in order)
- 3) Settlement
- 4) Table Transfer
- 5) Split bill
- 6) Generating Guest Check
- 7) Void (Delete the order)

Click on the occupied table again and all the basic operations would be visible. (Refer to the screenshot).



NEW :
The New option is to take a new order (New KOT) on the same table. The table shows number of new orders taken on that particular table.



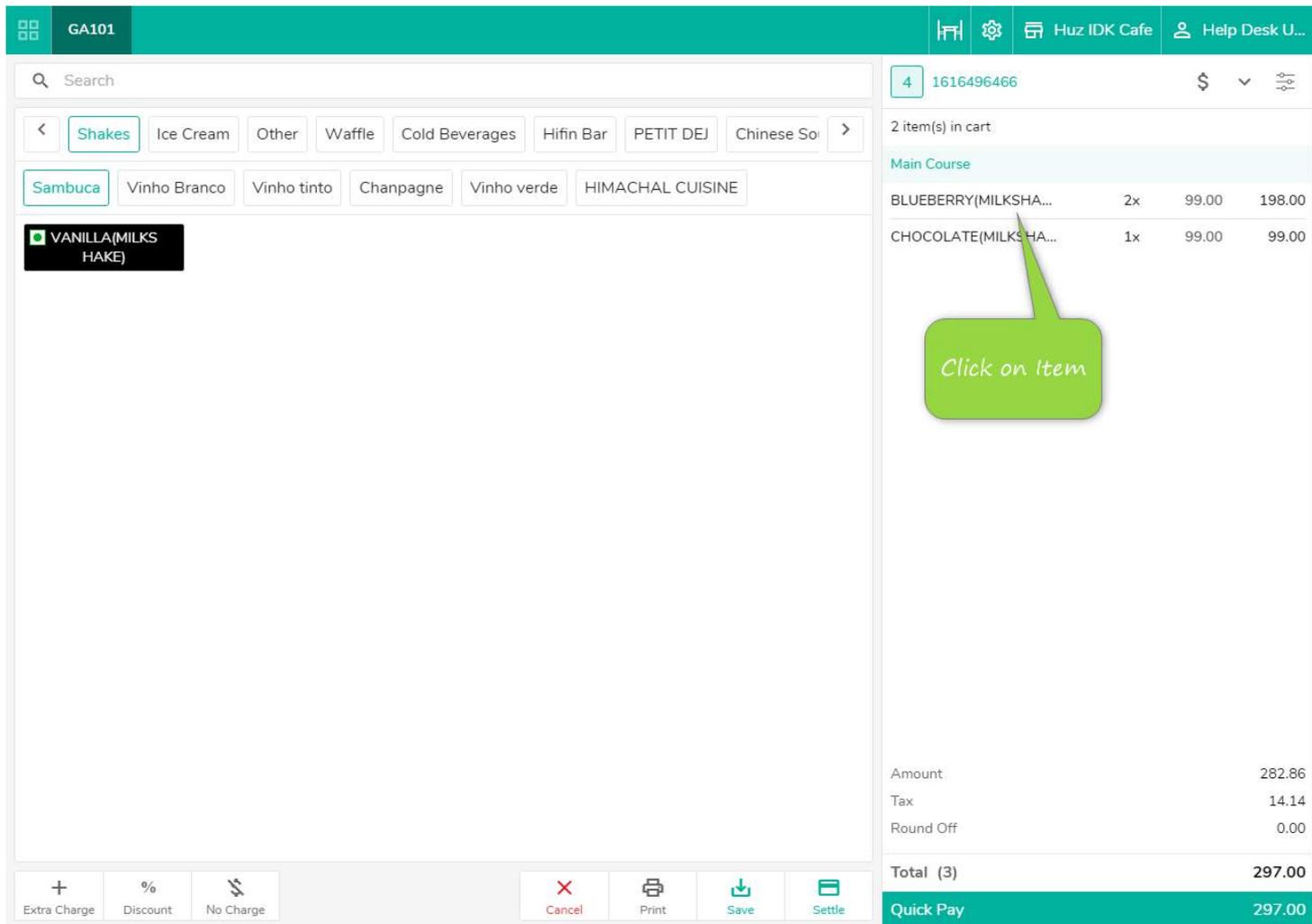
RECALL :
If a user wants to make changes in order, such as adding / deleting the item or the item quantity, a recall option would be useful.



Select an order and click on the "Recall" option, to open it again.

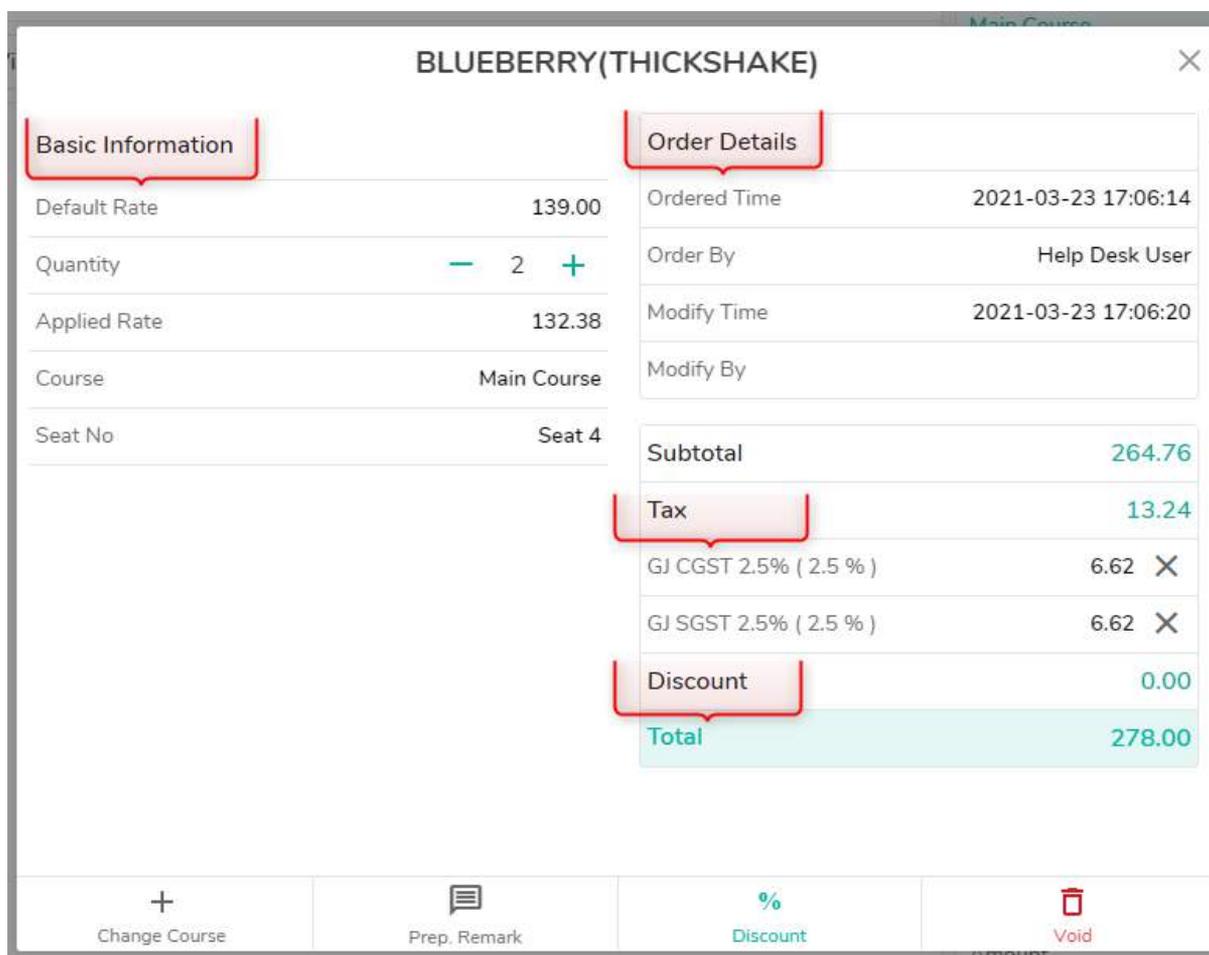


Item punching window will be opened again. Click on the particular item to change(void) item quantity or the item itself.



Item information window will be opened next along with the item related features, such as:

- A) Item name
- B) Basic Rate details
- C) Tax configured on that item.
- D) Discount information.
- E) Course and seat #.
- F) Order Details.



Also, several items' level option will be activated, such as:

- G) Discount
- H) Change Course
- I) Preparation Remark
- J) Void (Delete)

BLUEBERRY(THICKSHAKE)

Basic Information

Default Rate	139.00
Quantity	- 2 +
Applied Rate	132.38
Course	Main Course
Seat No	Seat 4

Order Details

Ordered Time	2021-03-23 17:06:14
Order By	Help Desk User
Modify Time	2021-03-23 17:06:20
Modify By	

Subtotal 264.76

Tax 13.24

GJ CGST 2.5% (2.5 %)	6.62	×
GJ SGST 2.5% (2.5 %)	6.62	×

Discount 0.00

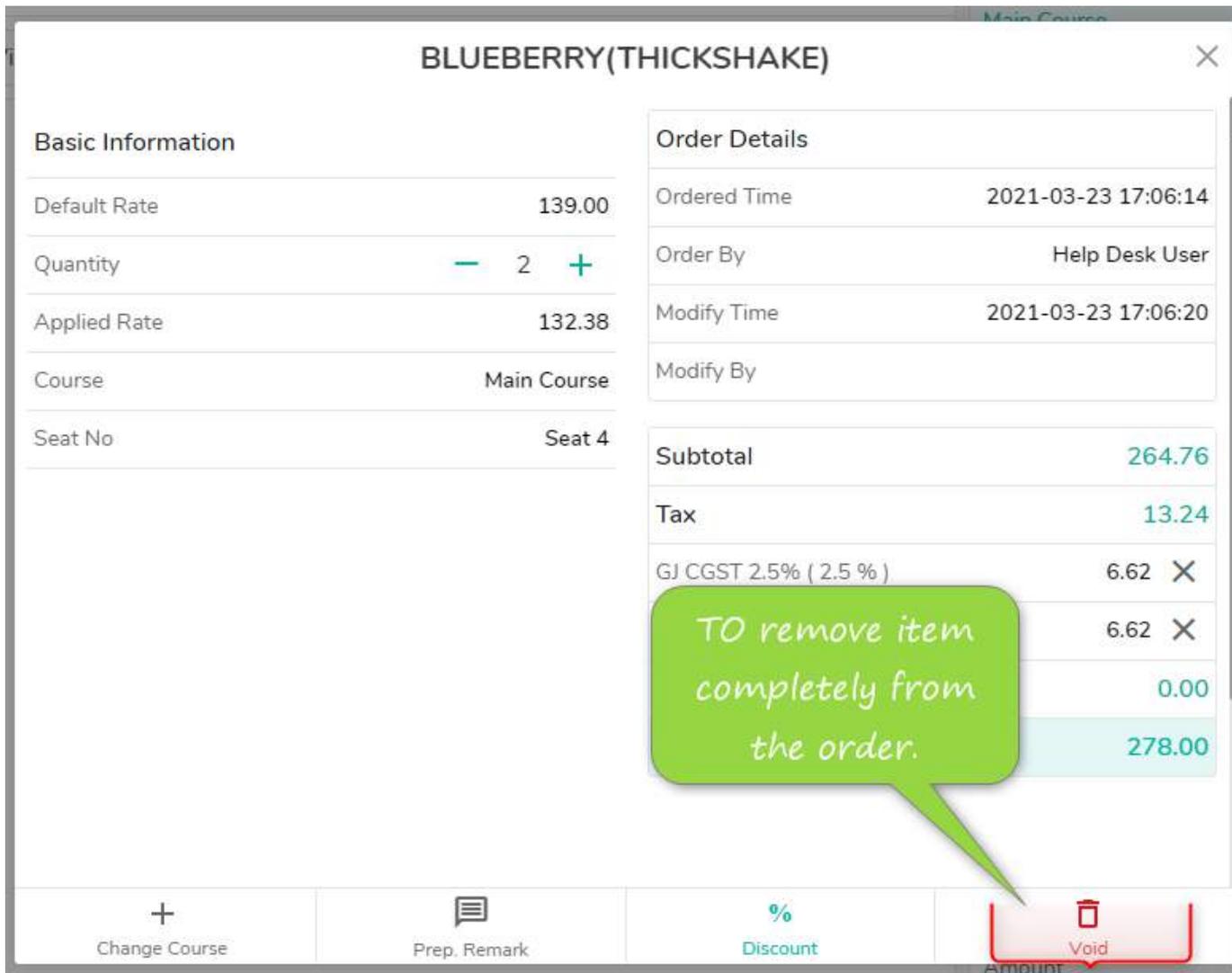
Total 278.00

Options / Buttons

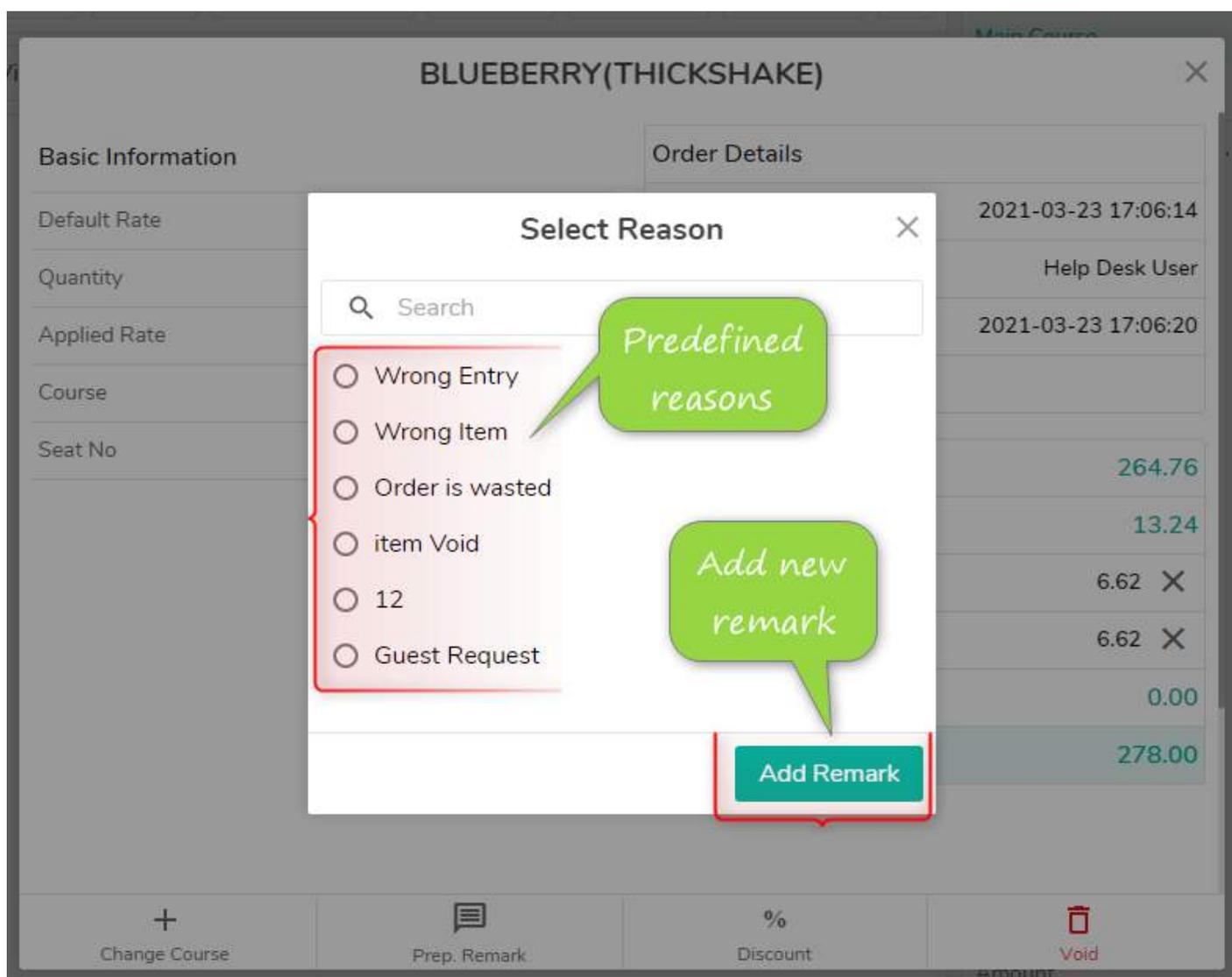
Change Course **Prep. Remark** **Discount** **Void**

VOID AN ITEM OR QUANTITY:

Click on the “Void” button to delete the item completely from the order.



Voiding or deleting anything from the software, directly or indirectly affects the revenue. Hence, voiding anything would require reasons and remarks.



Same as Item void, the software does provide removing (voiding) the quantity from the order. Users can easily remove or add a new quantity of an item by clicking on the “ - ” or “ + ” sign given on the item window.



Close the item window, after modification and then click on the “Save” button again to update the changes in the order.

TRANSFER :

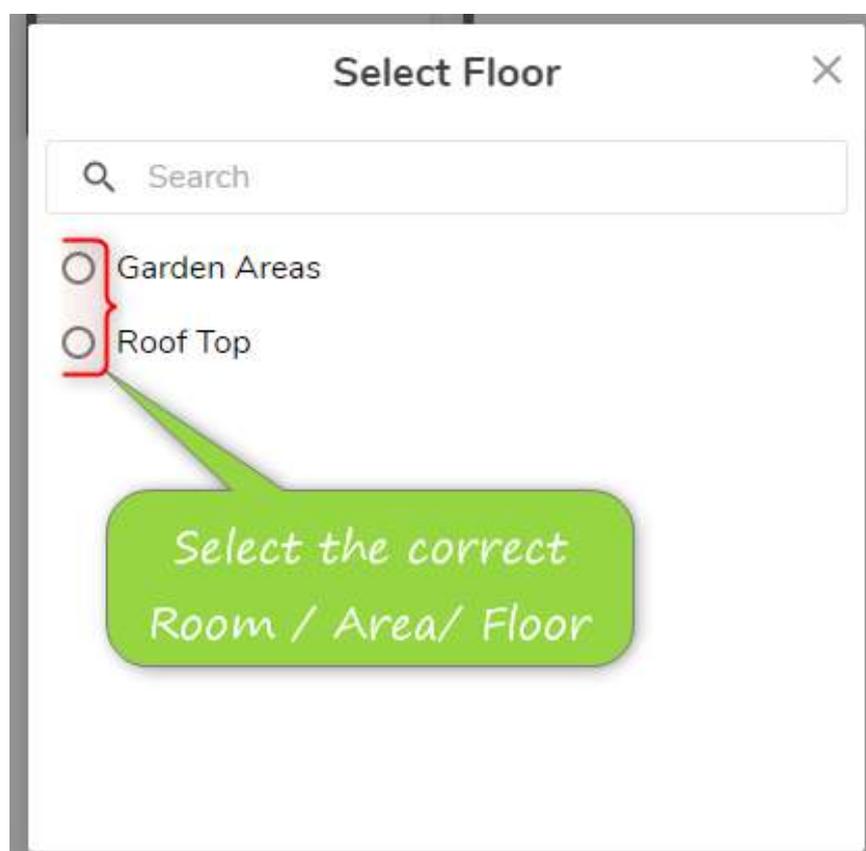
This option is useful to move the entire order from one table to another.



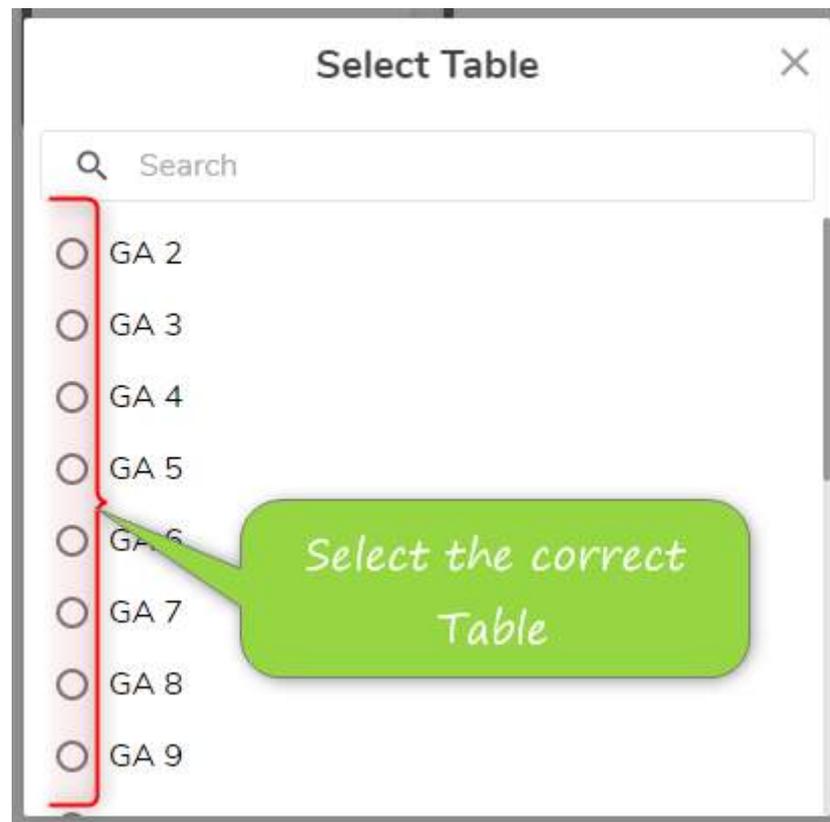
Select the order that requires to be moved to another table and click on “Transfer” option.



Next, software will ask to which Room / Area / Floor (AC, Non AC, Roof Top, Veranda etc.), order should be transferred.



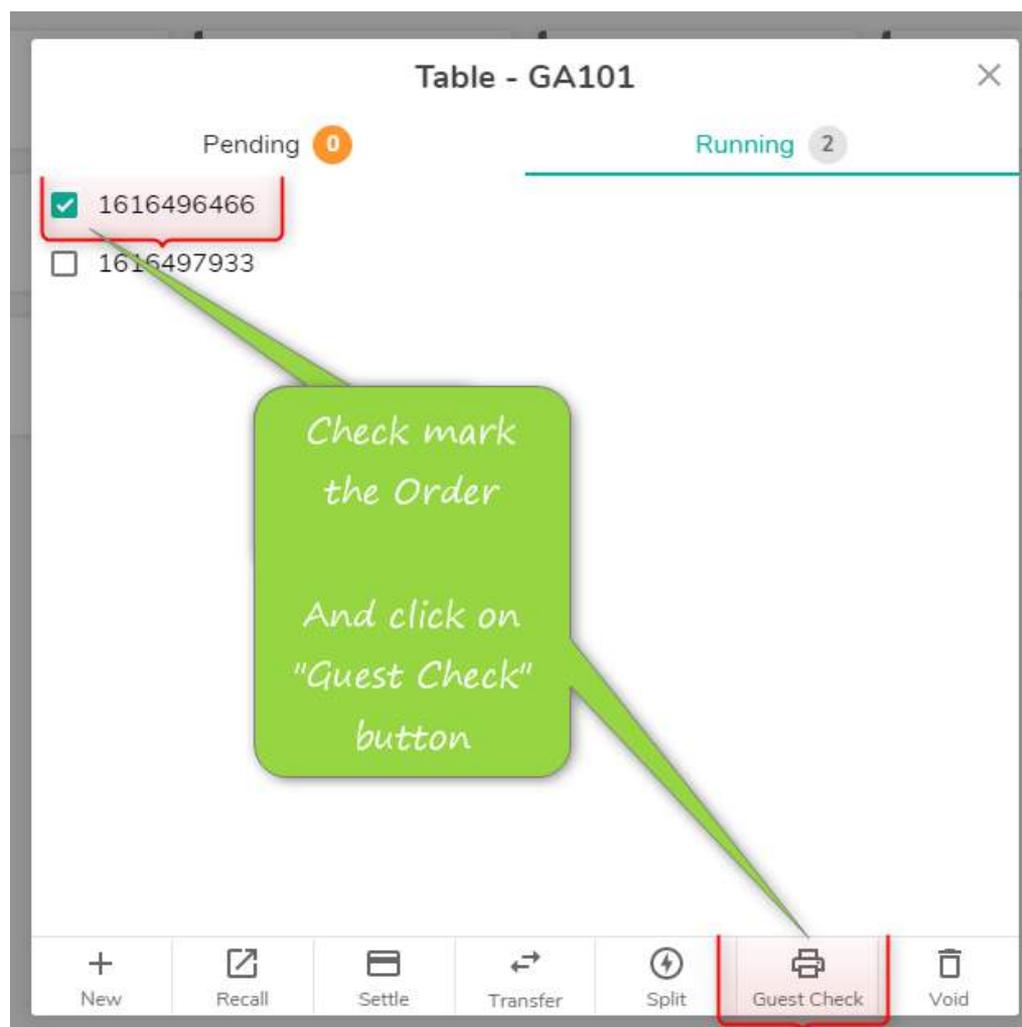
Next window would be a list of all the tables. Select the table where the selected order should be moved to.



That's it! Order will be moved to the selected table.

GUEST CHECK:

When a guest is done with the meal and request for the "Check" or "Bill", Guest check option is used to generate the bill or check. Guest check is always used to cross verify the items, quantity and rates by the Guest and it is always in an unsettled state.



Select the order and click on the “Guest Check” option, in order to print the “Guest Check”.

Sample of Guest Check :

SPLIT :

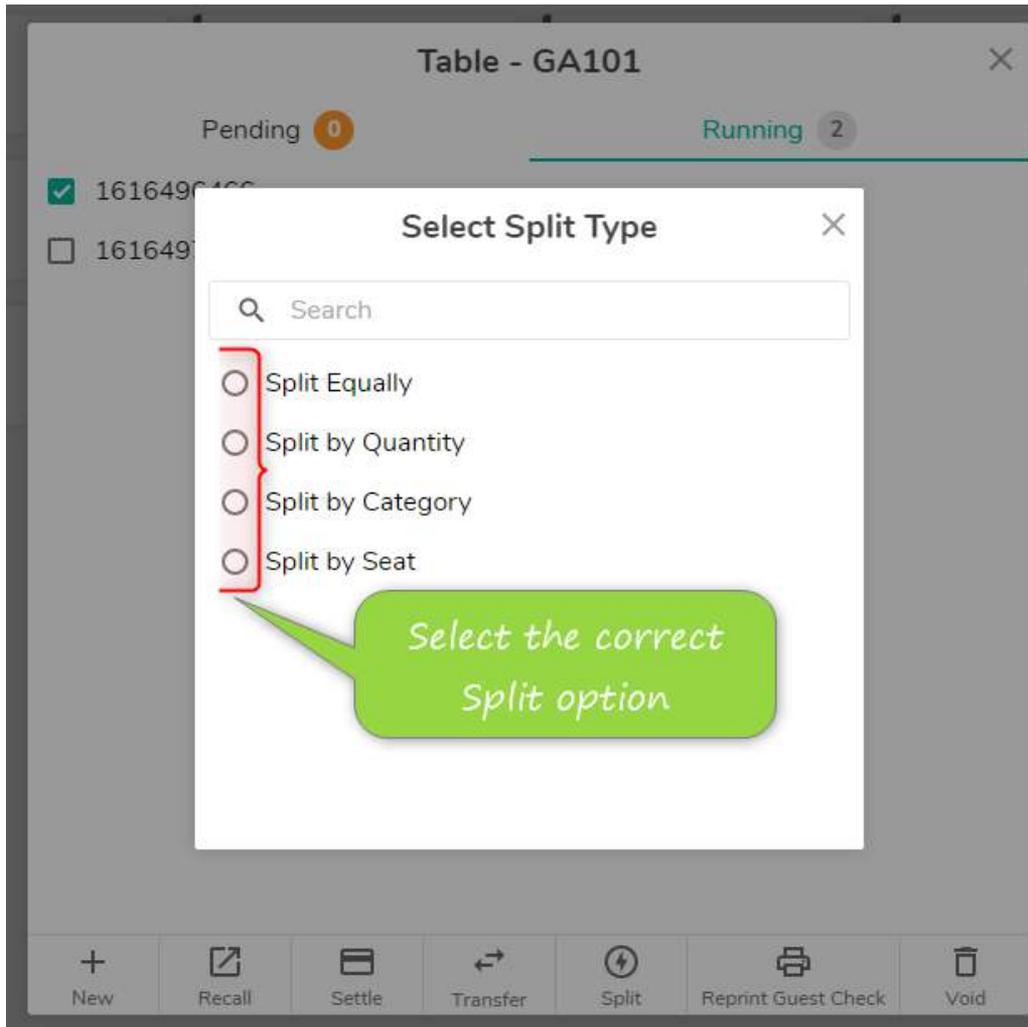
This option is useful when one wishes to divide the bill (Receipt) into more than 1 bill (receipt).



Select the order and click on the “Split” option, in order to divide a single bill (receipt) into multiple bills (receipts).

Split Type option would be listed such as:

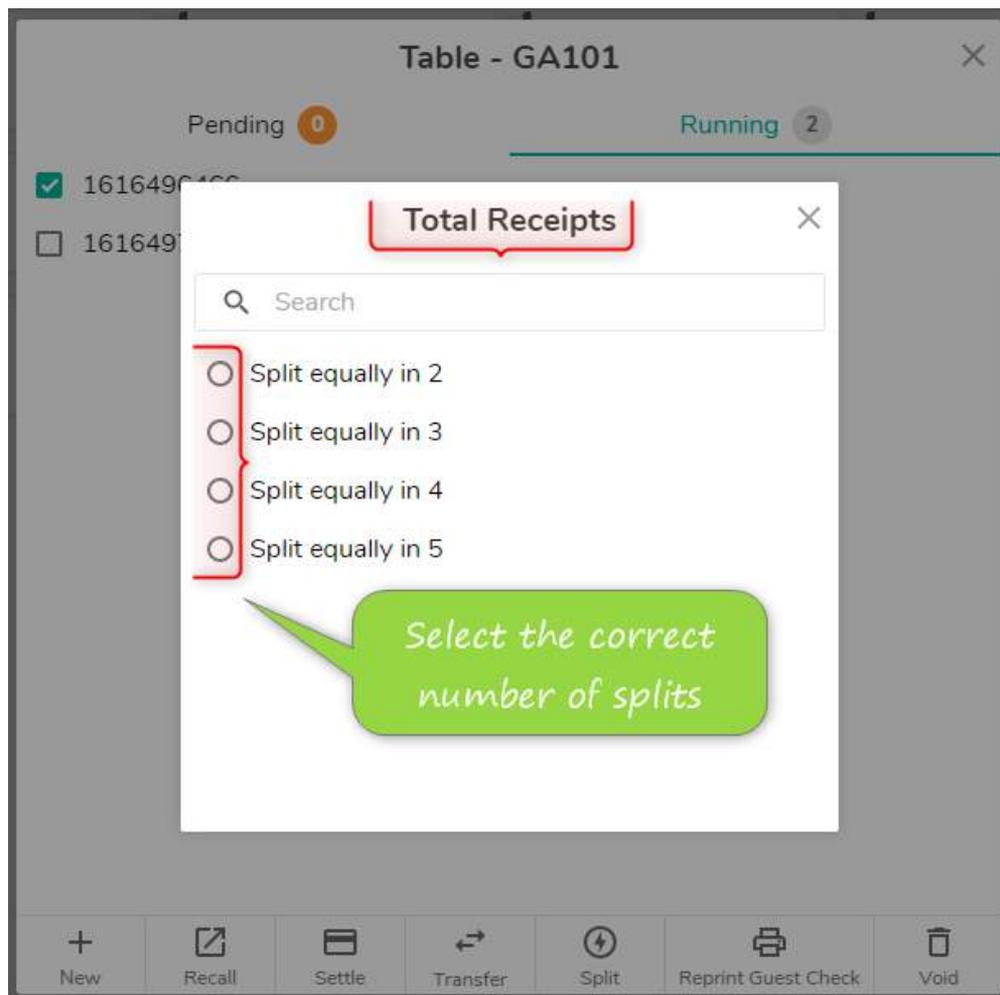
- A) Split Equally
- B) Split by Quantity
- C) Split by Category
- D) Split by Seat



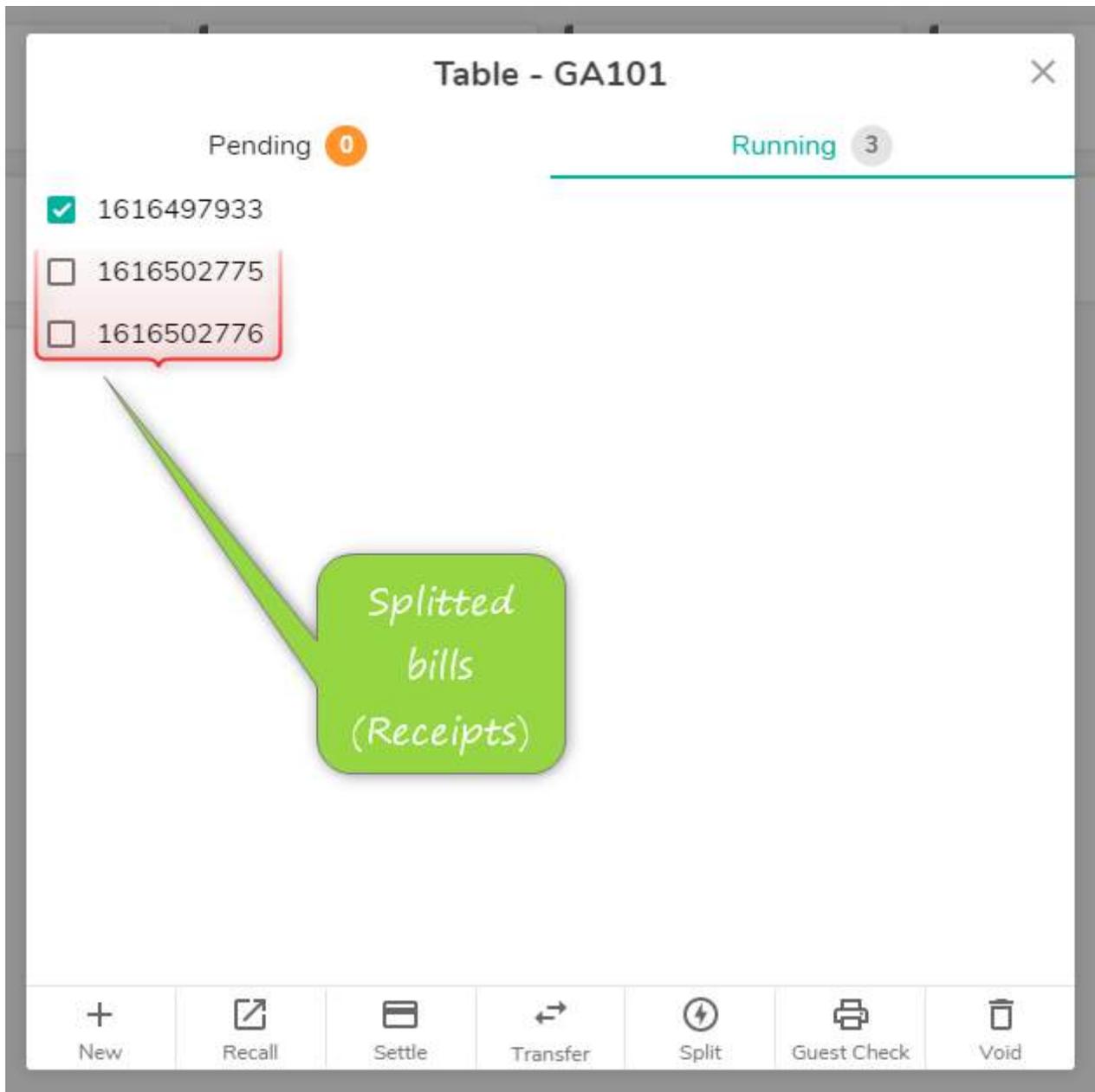
SPLIT EQUALLY:

System will divide the final amount equally into multiple splits between 2 to 5.

Select the order and click on the “Split” option. Go with “Split Equally”.



The software will split a bill equally into selected numbers of split. The table will show different orders on the Table information window.



SPLIT BY QUANTITY:

This option is useful when a user wishes to segregate bills (receipts) based on item quantity.

Select the order and click on the “Split” option. Go with “Split by Quantity”.

The next window appearing would be Split By Quantity where the user can select the items along with the Quantity to move to new orders.

- 1) Mark the item(s) from the list.

Split By Quantity - Table #: GA101, Order #: 1616497933

Huz IDK Cafe Help Desk U...

Split - 1 6 Split - 2 0

Qty	Item	Price	Total
1x	VANILLA(MILKSHAKE)	94.29	99.00
2x	STRAWBERRY(THICKSHAKE)	132.38	278.00
3x	SANDWICH (...)	94.29	297.00

Sub Total 641.90
Tax 32.09
Grand Total 674.00

Show Modifiers

Reset Undo Redo Cancel Save

23/03/2021 eZee Cafe Huzefa Home eZee Marketplace Live Support

2) Select the quantity of the item to move to a new order.

Split By Quantity - Table #: GA101, Order #: 1616497933

Huz IDK Cafe Help Desk U...

Split - 1 6 Split - 2 0

Qty	Item	Price	Total
1x	VANILLA(MILKSHAKE)	94.29	99.00
2x	STRAWBERRY(THICKSHAKE)	132.38	278.00
3x	VEG PANEER SANDWICH (...)	94.29	297.00

Sub Total 641.90
Tax 32.09
Grand Total 674.00

Show Modifiers

Reset Undo Redo Cancel Save

23/03/2021 eZee Cafe Huzefa Home eZee Marketplace Live Support

Split - 1 6 Split - 2 0

Qty	Item	Price	Total
1x	VANILLA(MILKSHAKE)	94.29	99.00
1	STRAWBERRY(THICKSHAKE)	132.38	278.00
2	VEG PANEER SANDWICH (...)	94.29	297.00

Select quantity that needs to move to new order

3) Click on the Right arrow icon.

Split By Quantity - Table #: GA101, Order #: 1616497933

Split - 1 **6** Split - 2 **0**

Qty	Item	Price	Total
1x	VANILLA(MILKSHAKE)	94.29	99.00
<input checked="" type="checkbox"/> 1x	STRAWBERRY(THICKSHAKE)	132.38	278.00
3x	VEG PANEER SANDWICH (...)	94.29	297.00

Sub Total: 641.90
Tax: 32.09
Grand Total: 674.00

Split - 1 **6** Split - 2 **0**

Qty	Item	Price	Total

Sub Total: 0.00
Tax: 0.00
Grand Total: 0.00

Reset Undo Redo Cancel Save

23/03/2021 eZee Cafe Huzefa Home eZee Marketplace Live Support

Select the item, quantity then click on arrow

Split By Quantity - Table #: GA101, Order #: 1616497933

Split - 1 **5** Split - 2 **1**

Qty	Item	Price	Total
1x	VANILLA(MILKSHAKE)	94.29	99.00
1x	STRAWBERRY(THICKSHAKE)	132.38	139.00
3x	VEG PANEER SANDWICH (...)	94.29	297.00

Sub Total: 509.52
Tax: 25.48
Grand Total: 535.00

Split - 1 **5** Split - 2 **1**

Qty	Item	Price	Total
1x	STRAWBERRY(THICKSHAKE)	132.38	139.00

Sub Total: 132.38
Tax: 6.62
Grand Total: 139.00

Reset Undo Redo Cancel Save

23/03/2021 eZee Cafe Huzefa Home eZee Marketplace Live Support

SETTLE:

This option is used to collect the payment from the Guest.



The software supports all the major option of payments, such as:

- A) Cash
- B) Virtual Cash (Bank, Transfer, UPI, Cheque)
- C) Credit (City Ledger)
- D) Room Posting
- E) Tips

New Order-1 ✕

Payment Process
Payment Summary


 Tip


 Cash


 Bank


 Credit


 Posting

Due 0.00 Change 0.00

Rs ▼

Tender
337.00

C  

7	8	9	+20
4	5	6	+10
1	2	3	+5
00	0	.	
337.00		337.00	

Save

CASH:

Cash is a hard or physical cash (currency notes of coins) payment.

New Order-1 ✕

Payment Process
Payment Summary


 Tip

\$
Cash


 Bank


 Credit


 Posting

Due
0.00

Change
0.00

Rs
Tender

337.00
C



7	8	9	+20
4	5	6	+10
1	2	3	+5
00	0	.	
337.00	337.00		

Save

STEPS:

- 1) Enter the amount (System will automatically fill the due amount in the tender field, however, the user can make changes in the amount using the number pad).
- 2) Select the payment method "CASH".
- 3) Click on the "Right Arrow" button.

New Order-1

Payment Process
Payment Summary

Tip

\$
Cash

Bank

Credit

Posting

Due
0.00

Change
0.00

Rs

Tender
337.00

C

7	8	9	+20
4	5	6	+10
1	2	3	+5
00	0	.	
337.00	337.00		

Save

BANK:
 All the payment methods where the payment goes to the bank account would be available in the Bank type section. For an instance, Transfer, UPI (PayTM, GooglePay, Paypal) Cheque and so on)

****NOTE:** The software comes with an option to create our own payment method(s) for the particular type.

****How you can create a new payment method has been described in the configuration manual.**

New Order-1

Payment Process | Payment Summary

Tip | Cash | **Bank** | Credit | Posting

Due: 0.00 | Change: 0.00

Tender: 337.00

7	8	9	+20
4	5	6	+10
1	2	3	+5
00	0	.	
337.00	337.00		

Save

STEPS:

- 1) Enter the amount (System will automatically fill the due amount in the tender field, however, the user can make changes in the amount using the number pad).
- 2) Select the Payment Type "BANK".
- 3) Select the Payment Method, created under BANK.

New Order-1

Payment Process | Payment Summary

Select Payment

Search

- Cheque
- Credit Card
- Debit
- Knet
- NEFT
- Master Card
- Visa
- American Epress

337.00 | 337.00

Save

Select the payment method by click on radio button

4) Click on the “Right Arrow” button.

New Order-1

Payment Process | Payment Summary

Tip | Cash | Bank | Credit | Posting

Due: 0.00 | Change: 0.00

Tender: Rs 337.00

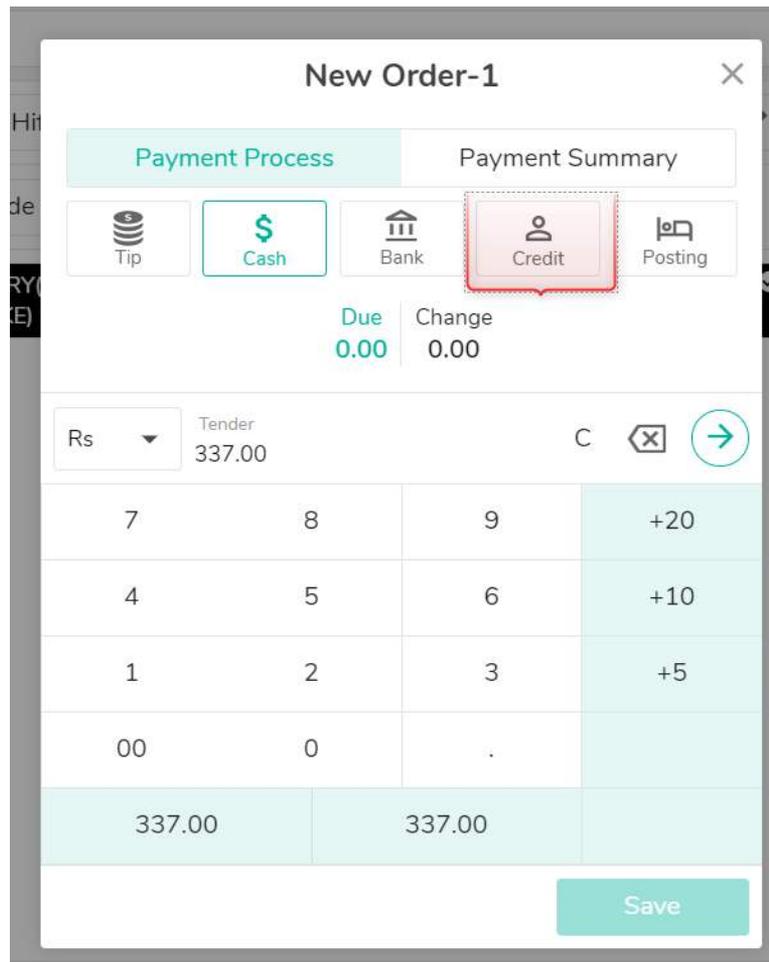
7	8	9	+20
4	5	6	+10
1	2	3	+5
00	0	.	
337.00		337.00	

Save

CREDIT (CITY LEDGER):

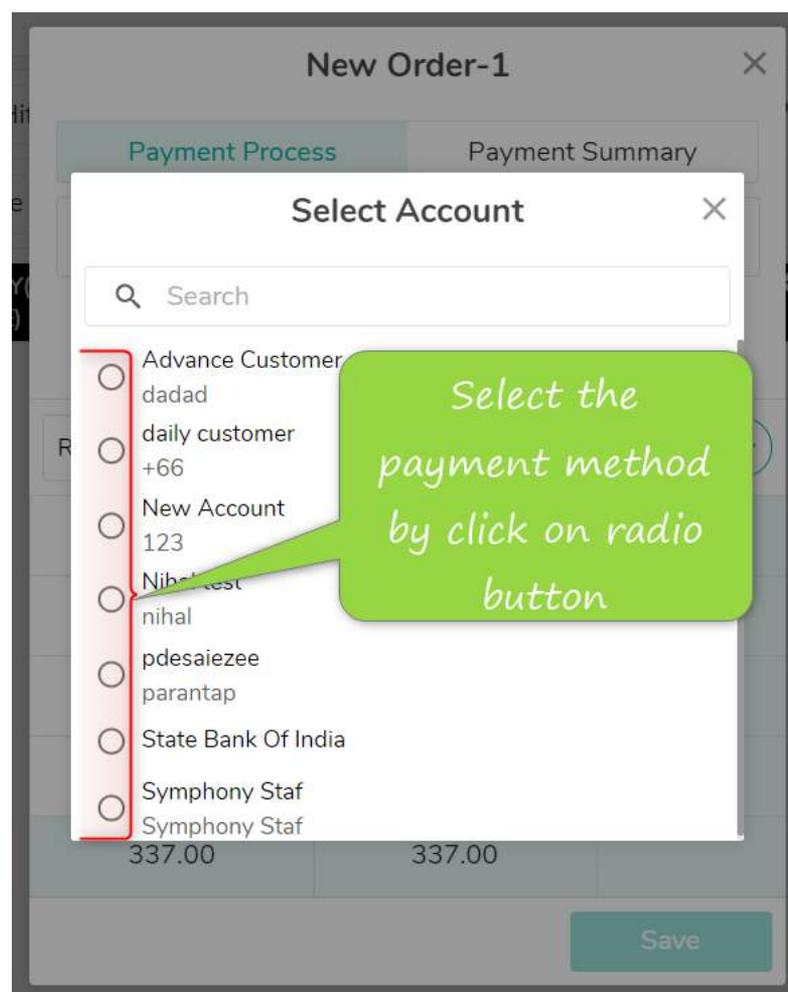
The Credit or City ledger account is used to post the charges which could not be settled at the very same time. A City ledger account is useful when a restaurant gives credit to a corporate company.

Let’s try to understand with a simple example of an online food portal website (Zomato, Swiggy, Food Panda and others), where food portals collect the payment and transfer payments to restaurants after 2 or 3 days. In this scenario, restaurants would settle or post the charges to their account.



STEPS:

- 1) Enter the amount (System will automatically fill the due amount in the tender field, however, the user can make changes in the amount using the number pad).
- 2) Select the Payment Type "CREDIT".
- 3) Select the Payment Method, created under CREDIT.



5) Click on the “Right Arrow” button.

New Order-1 [X]

Payment Process | Payment Summary

Tip | **Cash** | Bank | **Credit** | Posting

Due: 0.00 | Change: 0.00

Rs [v] | **Tender: 337.00** | C [X] [→]

7	8	9	+20
4	5	6	+10
1	2	3	+5
00	0	.	
337.00	337.00		

Save

POSTING (ROOM POSTING):

Room posting is used to post the restaurant charges on the guest folio, where guests will settle the restaurant charges at the time of check out.

This option is useful when a property has a hotel along with a restaurant and provides a facility for a guest to order from inside the room.

eZee Optimus can be easily integrated with eZee Absolute, hence all the In House guests would be visible on the Room Service feature automatically.

New Order-1

Payment Process | Payment Summary

Tip | **Cash** | Bank | Credit | **Posting**

Due: 0.00 | Change: 0.00

Tender: 337.00

7	8	9	+20
4	5	6	+10
1	2	3	+5
00	0	.	
337.00		337.00	

Save

STEPS:

- 1) Enter the amount (System will automatically fill the due amount in the tender field, however, the user can make changes in the amount using the number pad).
- 2) Select the Payment Type "POSTING".
- 3) Select the Room # from the list, visible under the POSTING.

User can easily search by Guest name, Folio # or Room #.

New Order-1

Room Service

Search

29 Jan Mr.ABS
D014 / Daily Folio #: 44
30 Jan \$ American Plan Res #:
POS notes for testing the optimus

16 Jan Mr.Aniket
41 / Special Ward Folio #: 12
25 Feb \$ Per Day Res #: SAB7

29 Jan Mr.Hardik
D012 / Daily Folio #: 40
30 Jan \$ American Plan Res #:

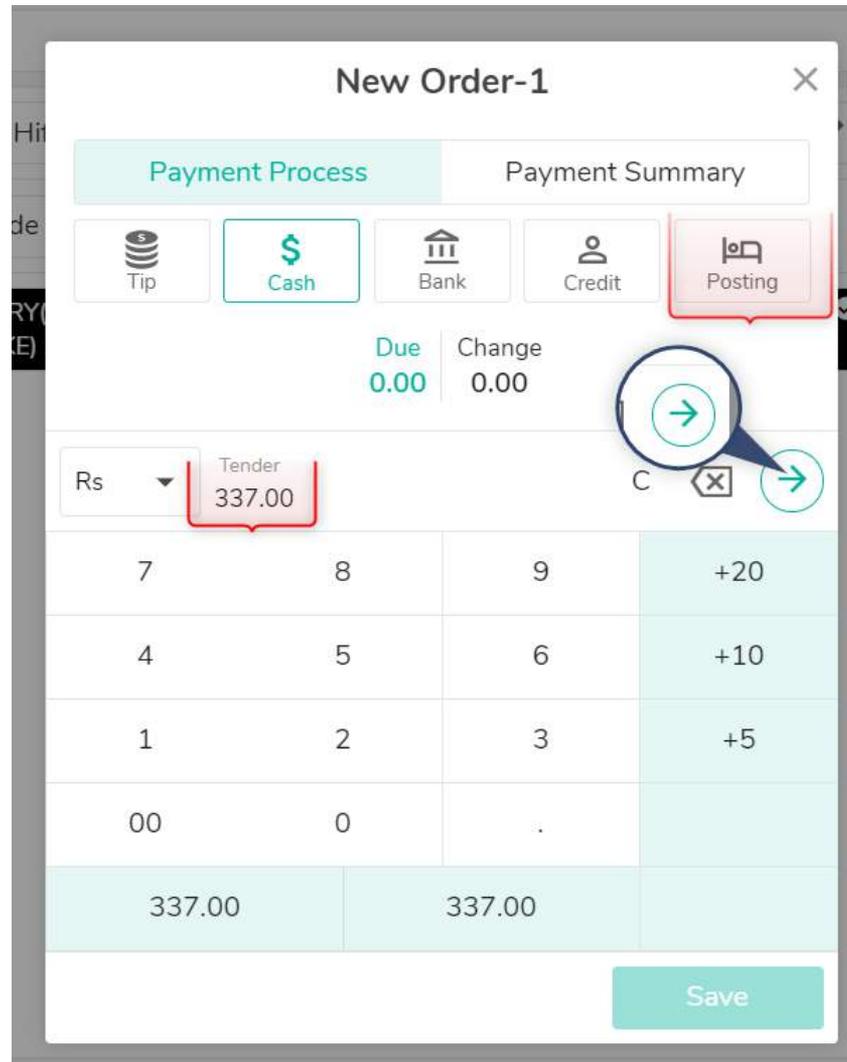
29 Jan Mr.Huzaifa H
T002 / Twins Folio #: 39
30 Jan \$ Daily Res #:

Save

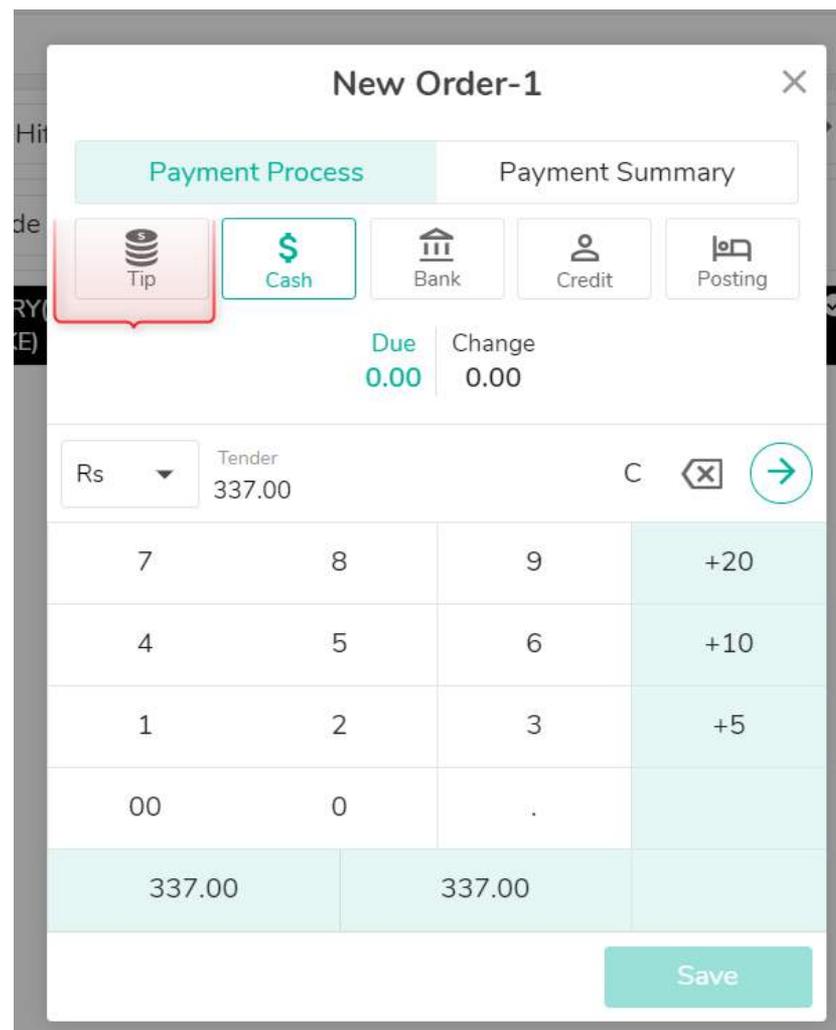
User can search by room #, Guest name, Folio# as well

Click on the Room to select

6) Once, the room is selected, please click on the “Right Arrow” button.



TIPS:
Tips or Gratuity which the waiter or the restaurant receive can be added on the final amount.

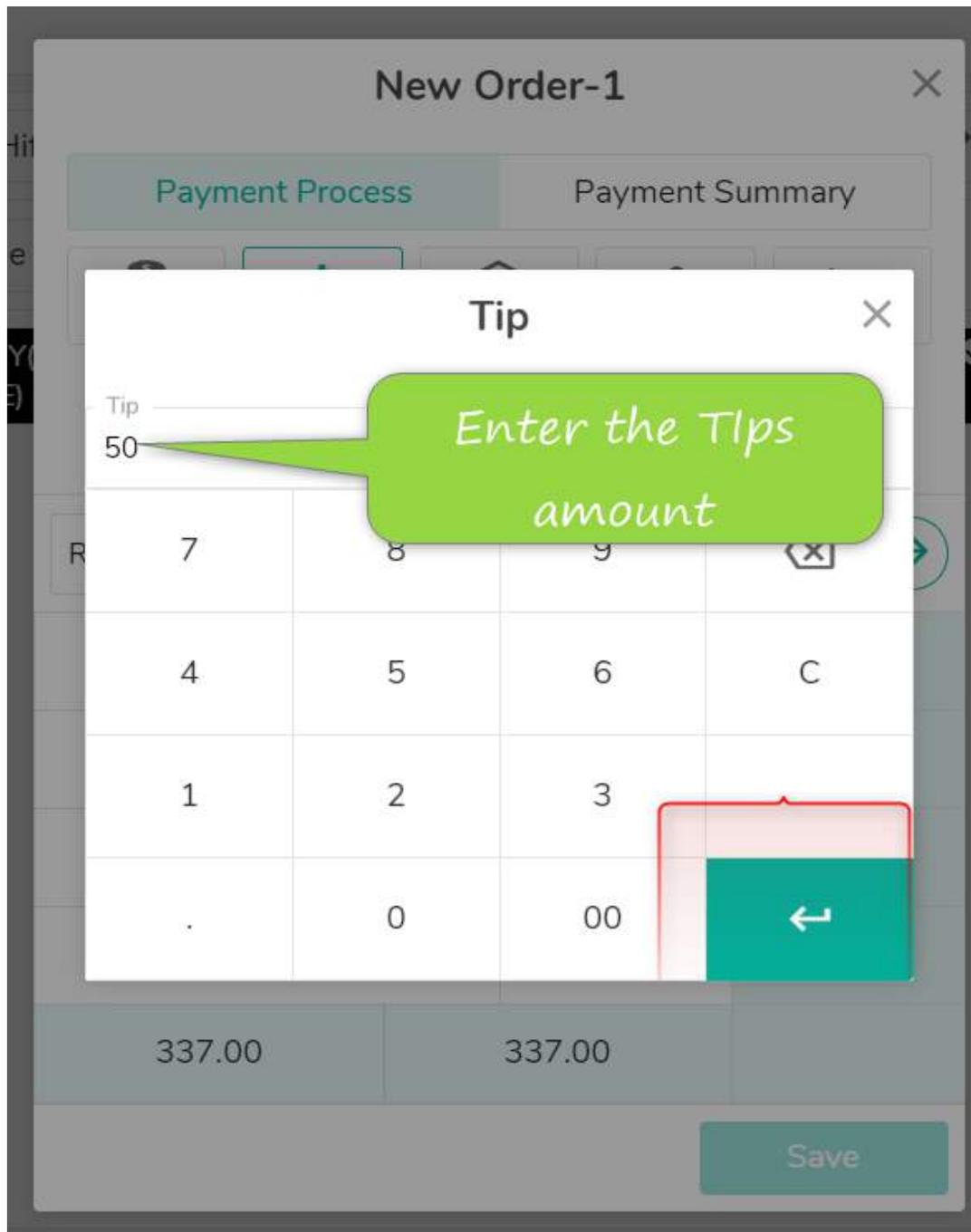


There are 2 features available in terms of Tips or Gratuity operations, where:

- 1) User can add tips amount manually or,
- 2) Second, the software suggests the extra payment is converted into the Tips.

TIPS AMOUNT MANUAL:

- 1) The tender amount (System will automatically fill the due amount in the tender field, however, the user can make changes in the amount using a number pad).
- 2) Select the option “TIPS”.
- 3) Enter the Tips or Gratuity amount.



- 4) Software will add Tips amount into the final amount.

New Order-1 ✕

Payment Process
Payment Summary

Tip

Cash

Bank

Credit

Posting

Due
0.00

Change
0.00

Rs ▾

Tender
387.00

7

8

0

➔

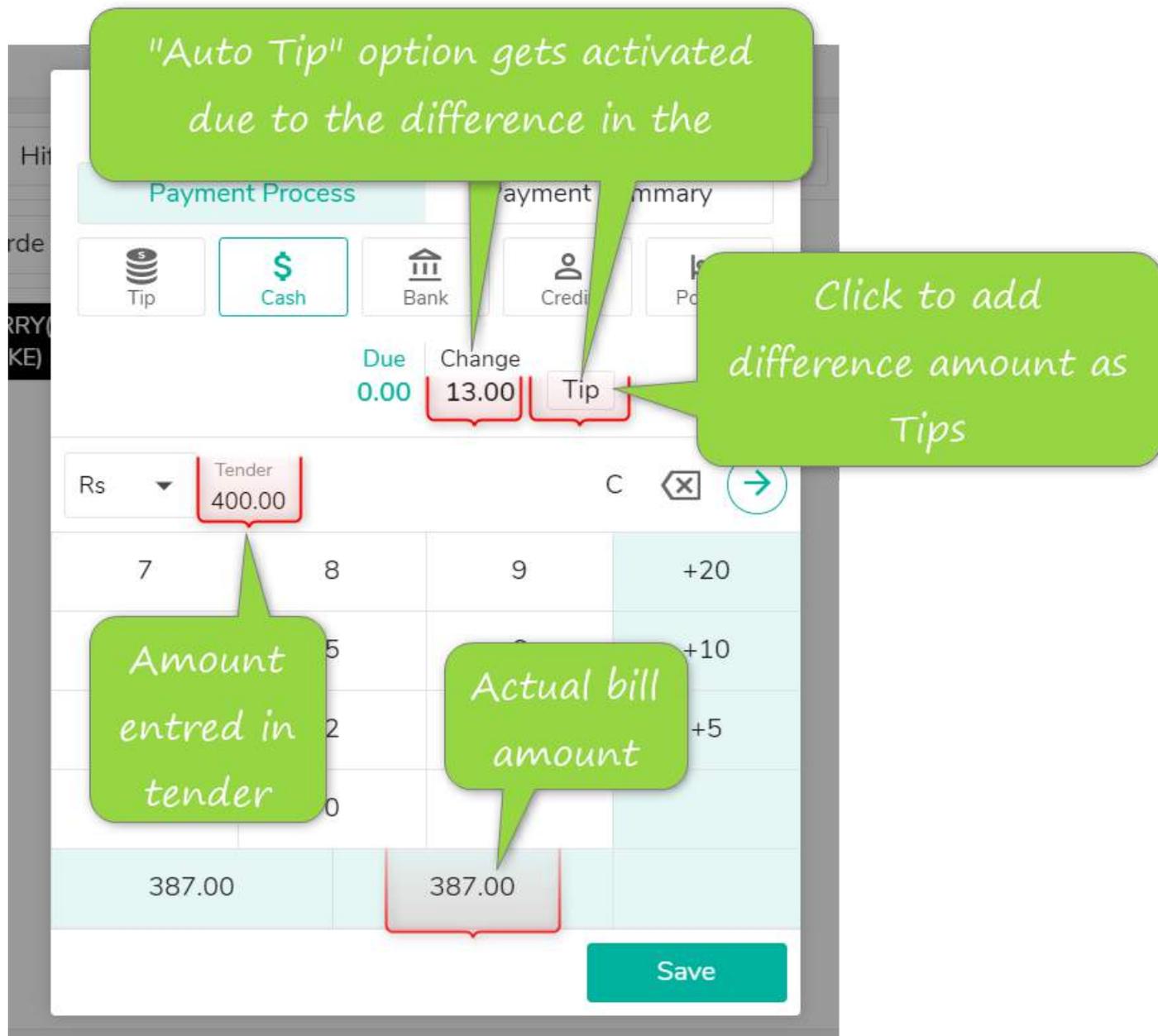
4	5	6	+10
1	2	3	+5
00	0	.	
387.00	387.00		

Save

Tips added
in the
amount

CONVERT EXTRA PAYMENT INTO THE TIPS:

- 1) Enter the actual amount which has been received from the Guest in the tender amount (System will automatically fill the due amount in the tender field, however, the user can make changes in the amount using the number pad).
- 2) As the tender amount is more than the actual bill amount, hence software activates the “Auto Tips” feature on the payment window.
- 3) Click the “TIP” option to add a difference amount as Tips.



ADDITIONAL FEATURES:

There are several regular operations, that a restaurant user performs, such as:

- 1) Discount
 - a) Bill discount
 - b) Item discount
- 2) Item complimentary
- 3) Preparation remark
- 4) Hold / Fire item
- 5) Hold order
- 6) Extra Charge
- 7) Quick Pay

All the above options will be discussed in detail below:

DISCOUNT:

Software comes with 2 different discount methods, such as:

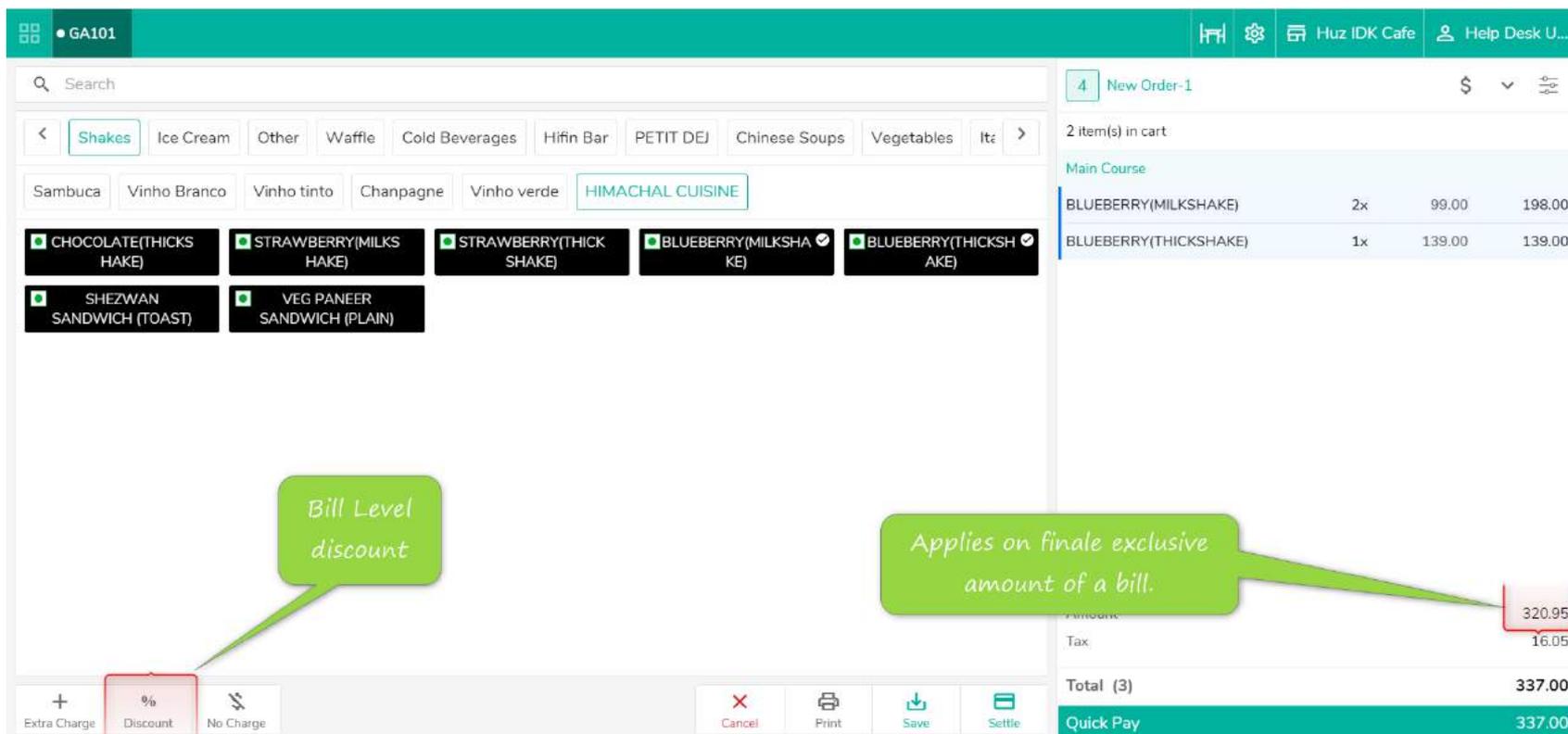
- A) Bill level
- B) Item level

BILL LEVEL DISCOUNT:

Bill level discount would be applied in the total bill amount, either in percentage (%) or a certain Amount.

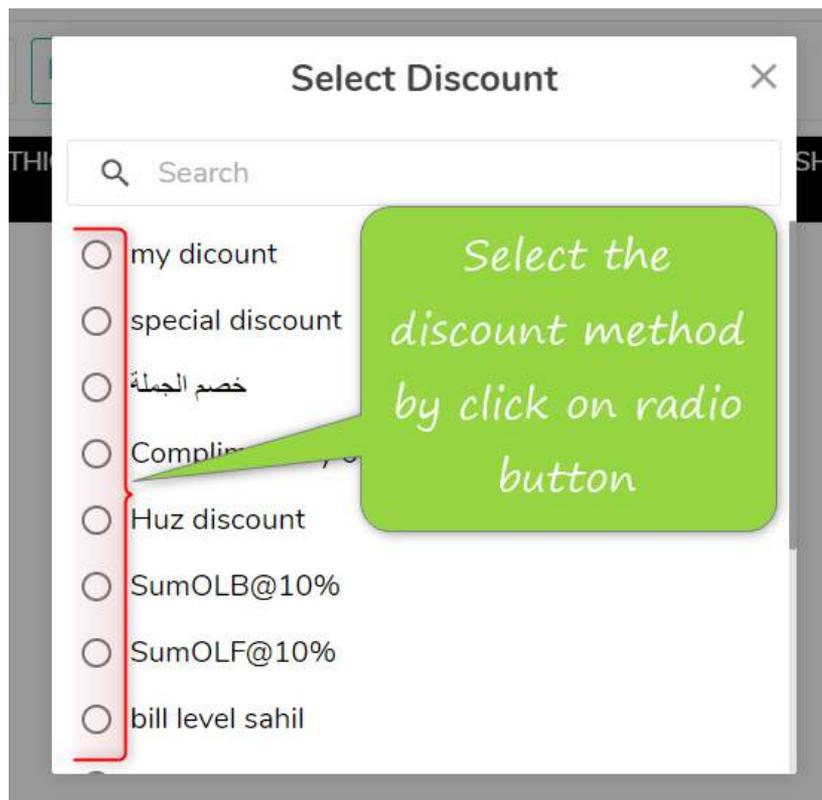
There are a couple of things to note:

- Discount amount or percentage would be deducted from the exclusive amount.
- However, Tax still remains the same. (Discount does not apply on Taxes).



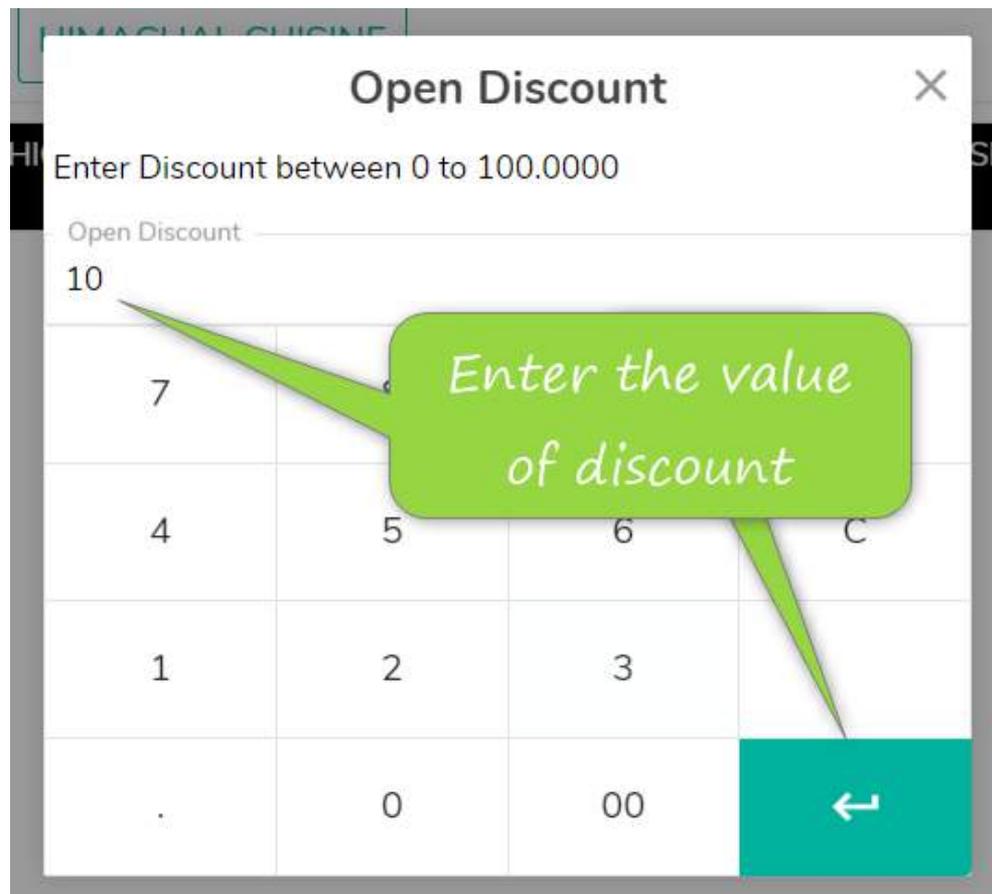
STEPS:

- Click on the "DISCOUNT" option given on the item punching window (left bottom corner).
- Predefined bill discount list will appear.
- Select the desired discount.

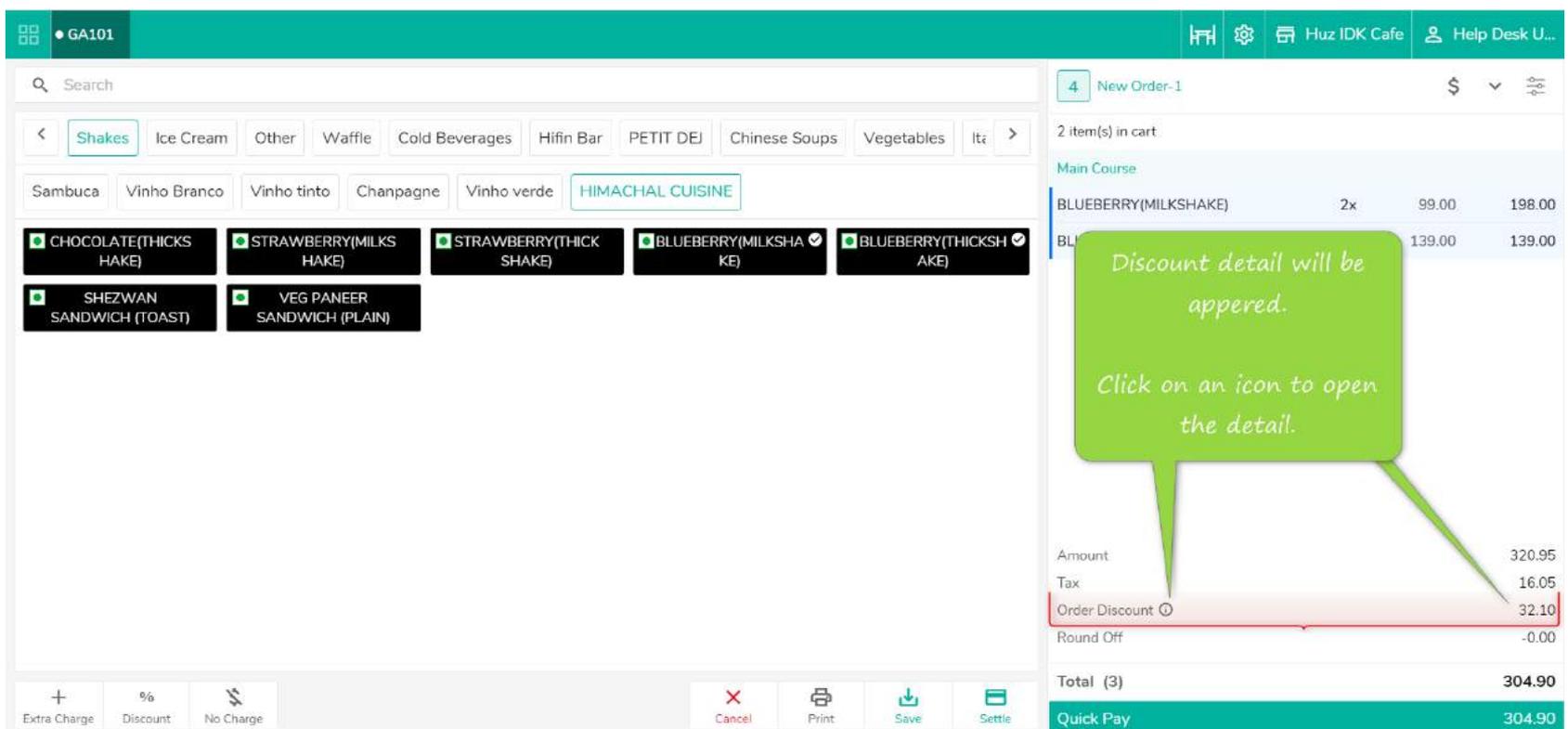


- Discount window along with a discount field will appear where we can enter the discount either in percentage or amount.

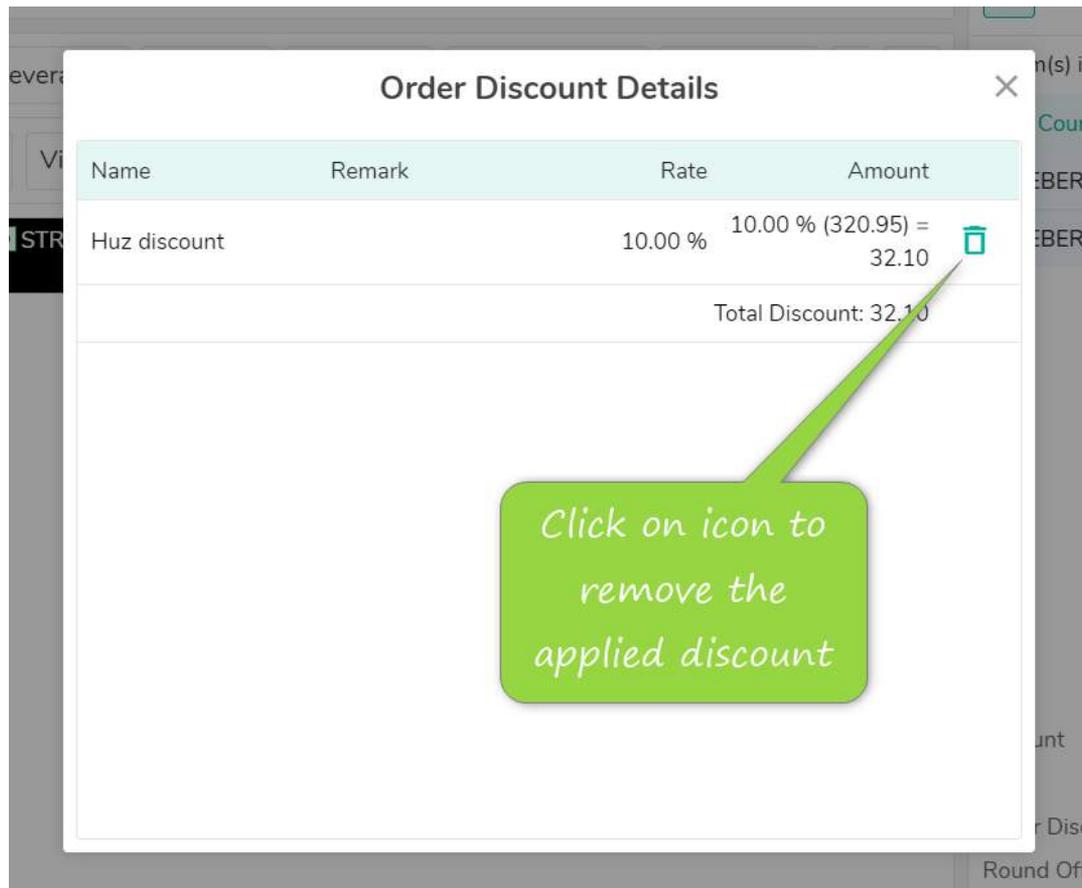
***Discount configuration is discussed in detail in the separate configuration manual.



5) Once discount is applied, then discount detail will be visible on the receipt level.



6) One can remove the discount if wishes to roll back, that is from the discount detail window.



ITEM LEVEL DISCOUNT :

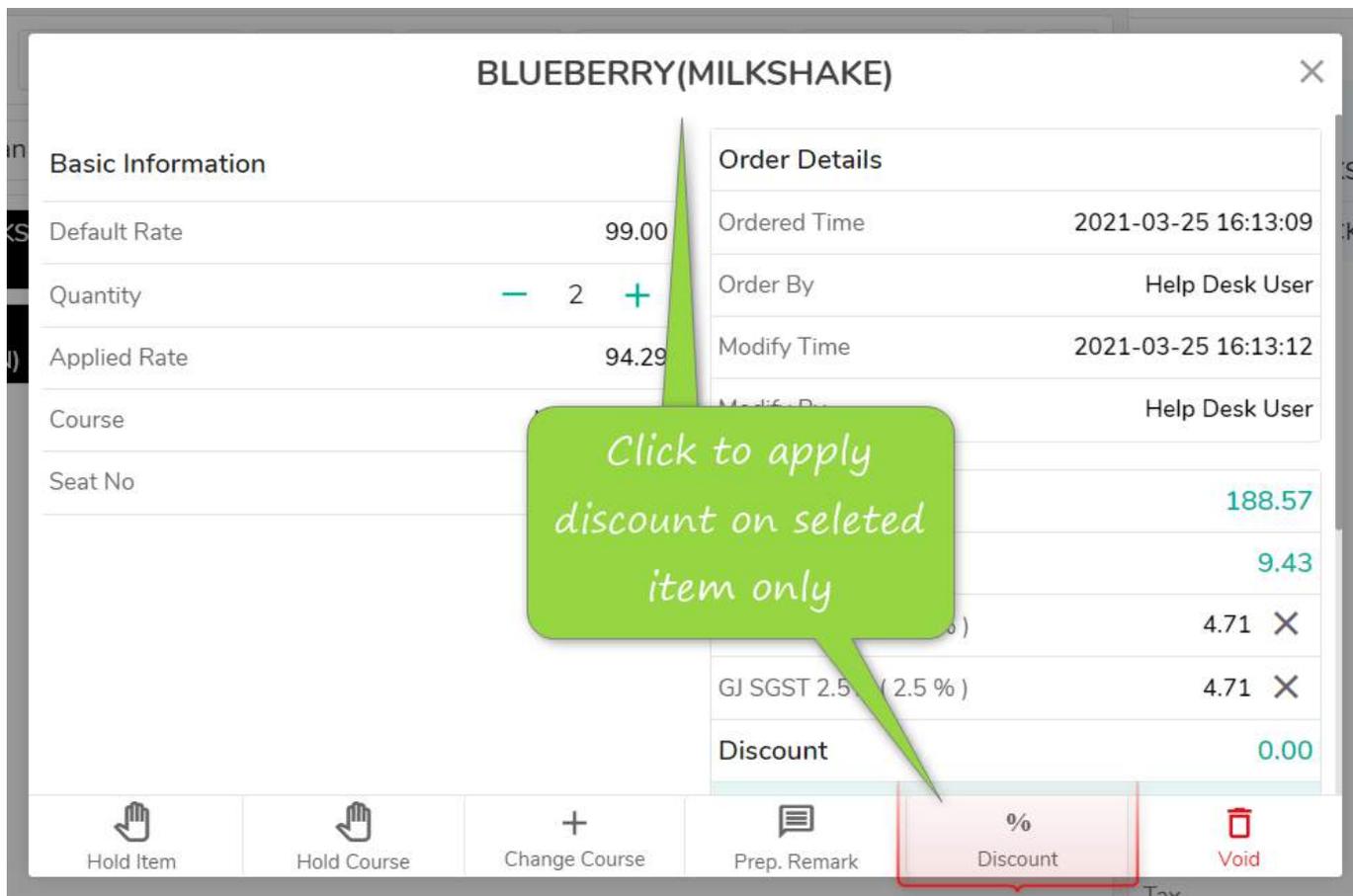
Item level discount would be applied on the individual item(s) either in percentage (%) or an Amount.

There are couple of things to note:

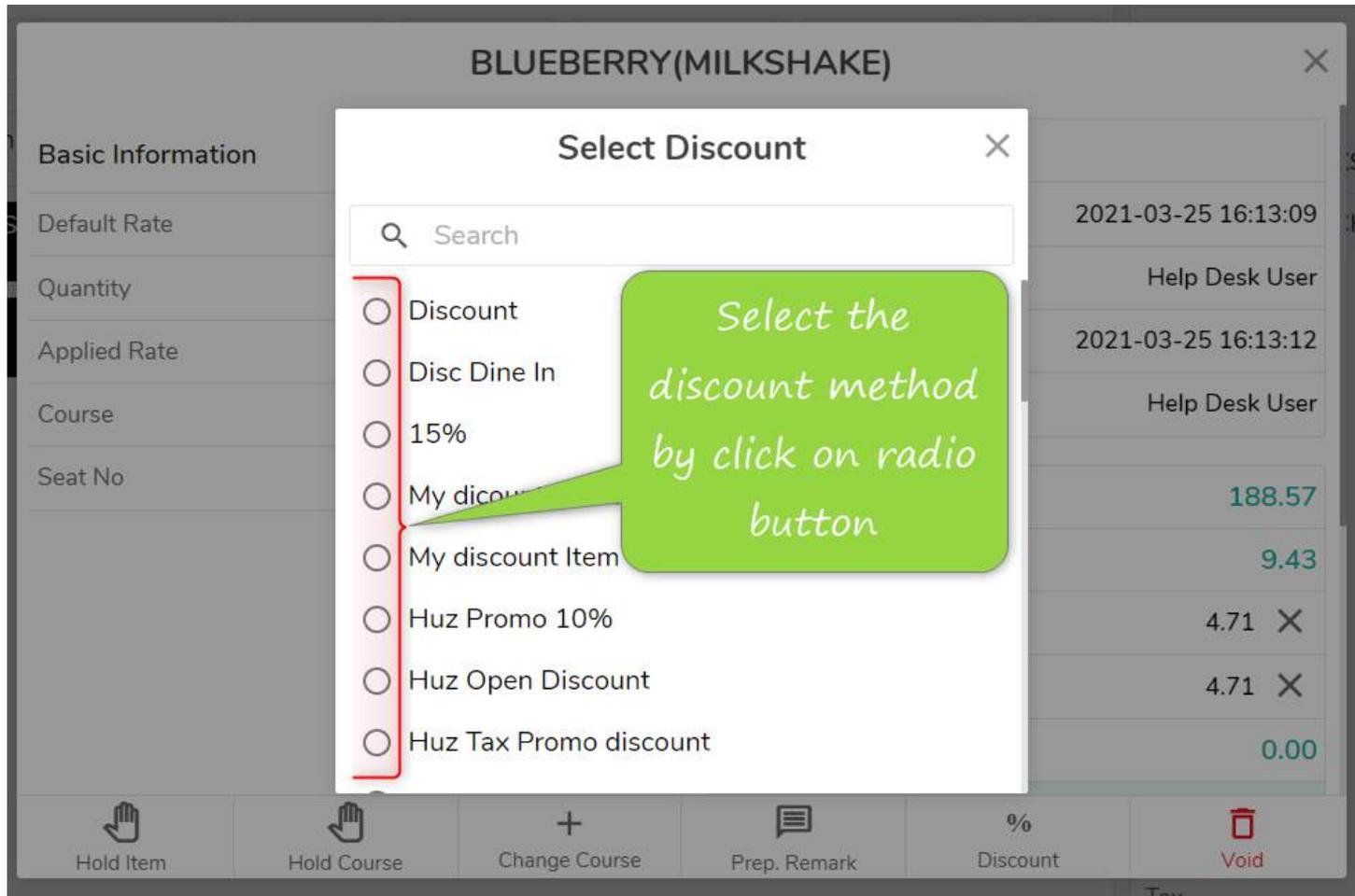
- a) Discount amount or percentage would be deducted from the item exclusive amount.
- b) Tax would be calculated on a discounted amount.

STEPS:

- 1) Click on item to open the item information window, where a discount option is given on the bottom of the window.

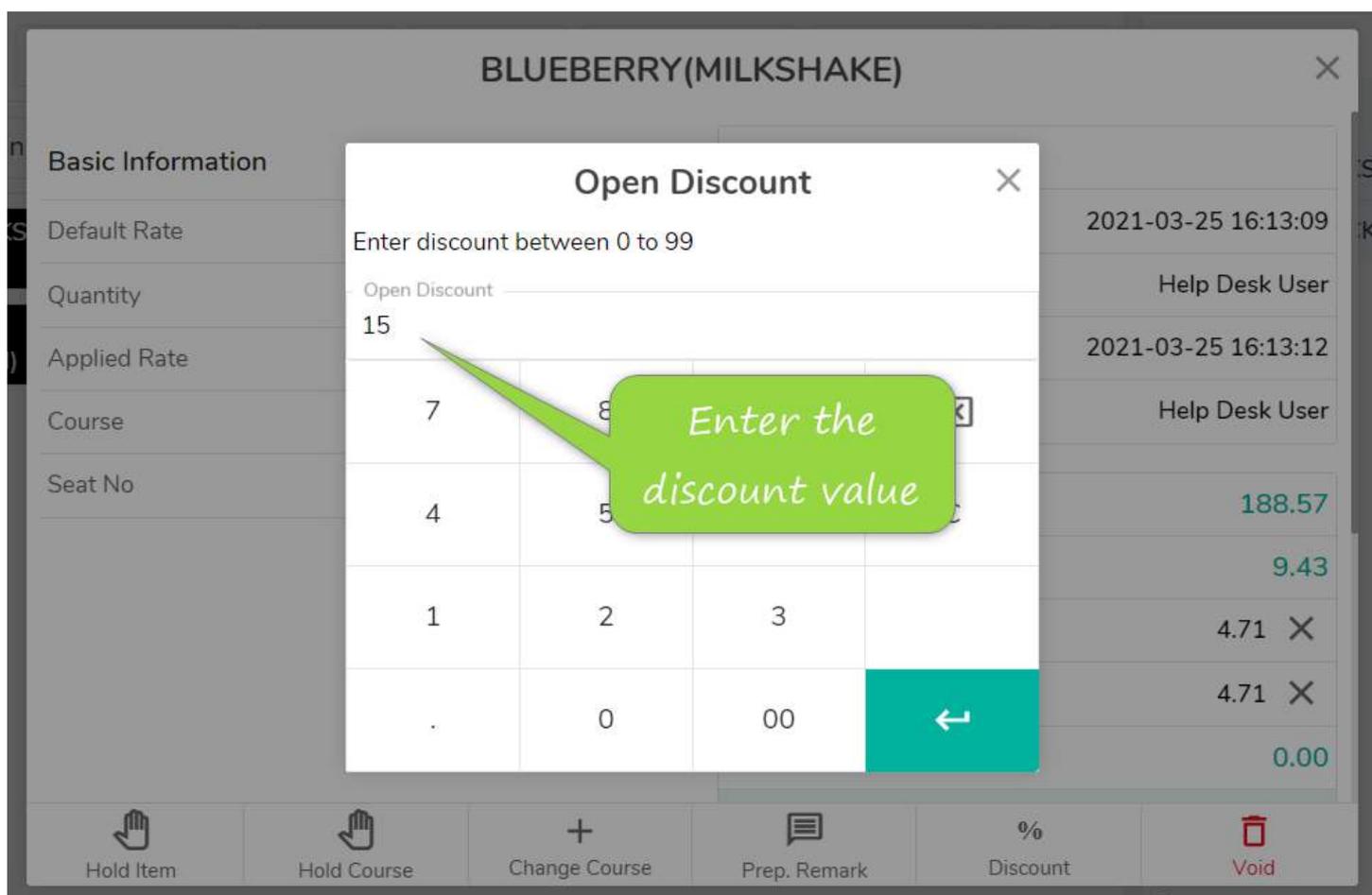


- 2) Predefined item discount list will appear.
- 3) Select the desired discount from the list.



- 4) Discount window along with a discount field will appear where we can enter the discount either in percentage or amount.

******Discount configuration is discussed in detail in the separate configuration manual.**



- 5) Once discount is applied, then discount detail will be visible on each individual level(s).

The screenshot shows the 'BLUEBERRY(MILKSHAKE)' item detail window. It is divided into two main sections: 'Basic Information' on the left and 'Order Details' on the right. The 'Basic Information' section includes 'Applied Rate' (94.29), 'Course' (Main Course), and 'Seat No' (Seat 4). The 'Order Details' section includes 'Modify Time' (2021-03-25 17:03:05) and 'Modify By' (Help Desk User). Below these are financial details: 'Subtotal' (188.57), 'Tax' (7.93), 'GJ CGST 2.5% (2.5 %)' (3.96), and 'GJ SGST 2.5% (2.5 %)' (3.96). A 'Discount' section shows 'Huz Open Discount' (30.00) with a trash icon. The 'Total' is 166.50. A green callout bubble points to the 'Huz Open Discount' row with the text 'Item discount information'. At the bottom, there is a navigation bar with icons for 'Hold Item', 'Hold Course', 'Change Course', 'Prep. Remark', 'Discount', and 'Void'.

Basic Information	
Applied Rate	94.29
Course	Main Course
Seat No	Seat 4

Order Details	
Modify Time	2021-03-25 17:03:05
Modify By	Help Desk User

Subtotal	188.57
Tax	7.93
GJ CGST 2.5% (2.5 %)	3.96 X
GJ SGST 2.5% (2.5 %)	3.96 X
Discount	30.00
Huz Open Discount	30.00
Total	166.50

- 7) One can remove the discount if wishes to roll back, that is from the item detail window.

This screenshot is identical to the one above, but with an additional green callout bubble pointing to the trash icon next to the 'Huz Open Discount' row. The text in this bubble is 'Click on an icon to remove item discount'. The 'Item discount information' bubble from the previous screenshot is also present.

Basic Information	
Applied Rate	94.29
Course	Main Course
Seat No	Seat 4

Order Details	
Modify Time	2021-03-25 17:03:05
Modify By	Help Desk User

Subtotal	188.57
Tax	7.93
GJ CGST 2.5% (2.5 %)	3.96 X
GJ SGST 2.5% (2.5 %)	3.96 X
Discount	30.00
Huz Open Discount	30.00
Total	166.50

BULK ITEM LEVEL DISCOUNT:

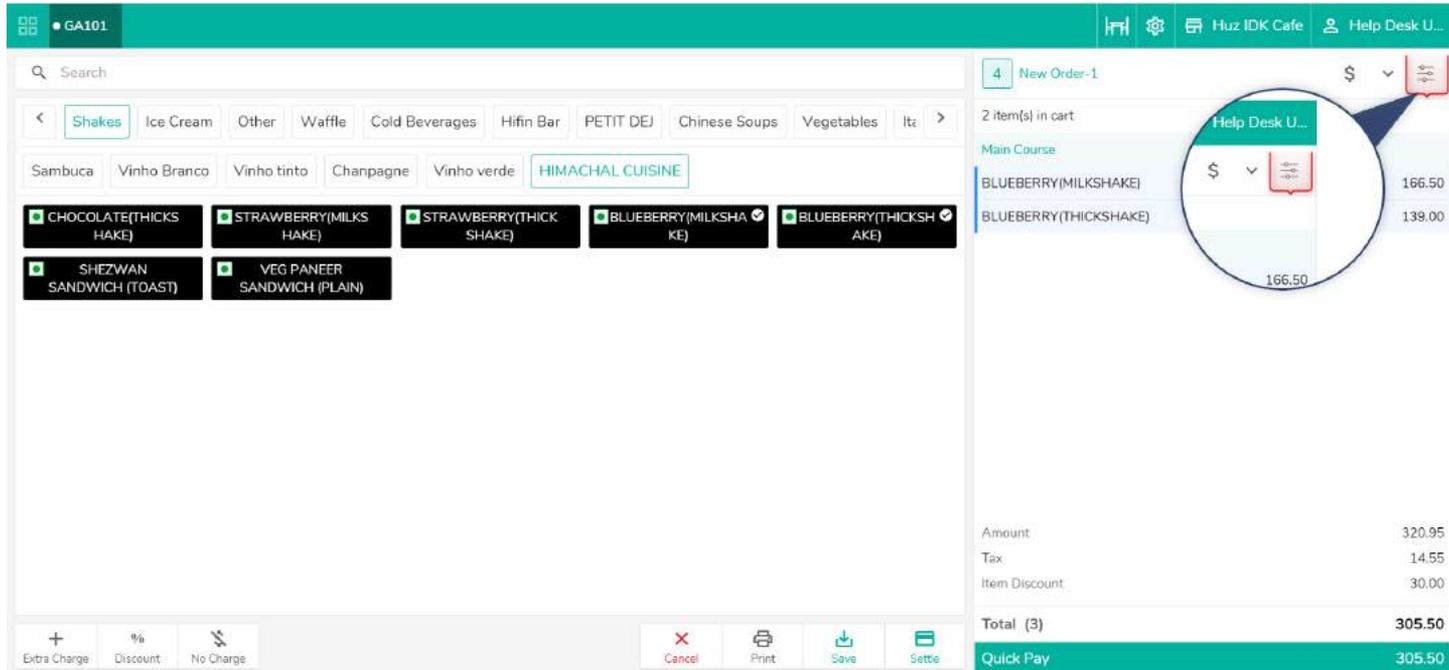
Bulk item level discount would be applied on all the selected items in either percentage (%) or a certain Amount. Bulk item discount is useful when a user wishes to give a discount on multiple items at the same time.

There are couple of things to note:

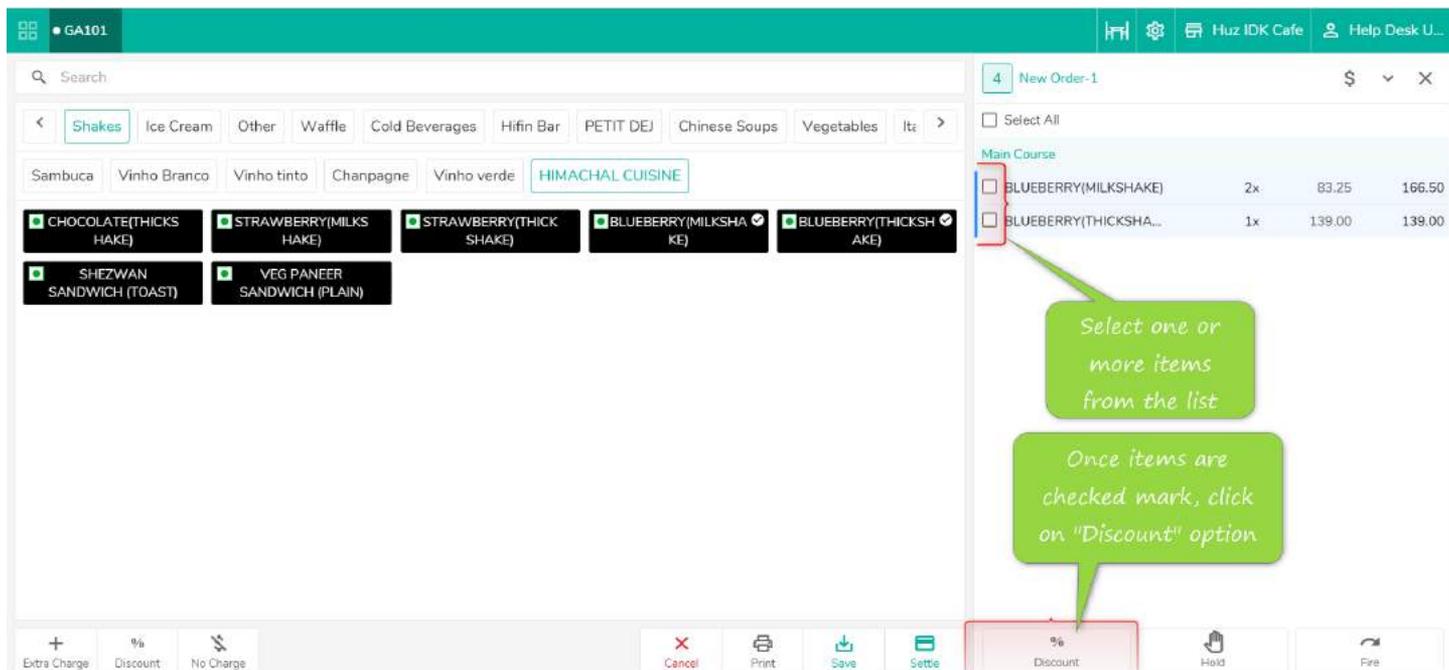
- Discount amount or percentage would be deducted from the item exclusive amount.
- Tax would be calculated on a discounted amount.

STEPS:

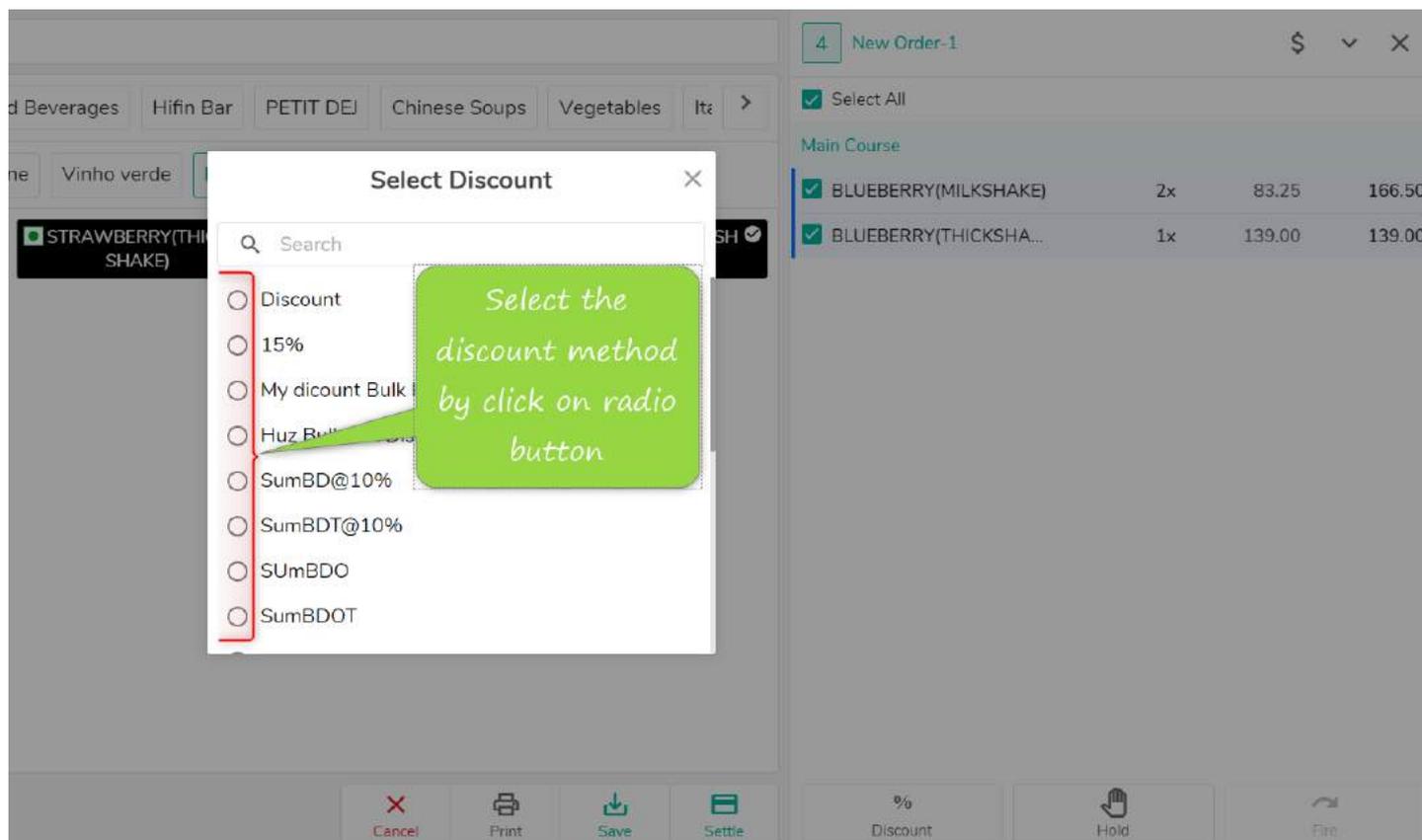
- Click on the icon given on the top of the cart section (right top corner) to activate the “Bulk Item Level Discount” and “Check Box” on each item.



- Check box in front of each item will be activated along with a discount option (Given at the bottom of the window).

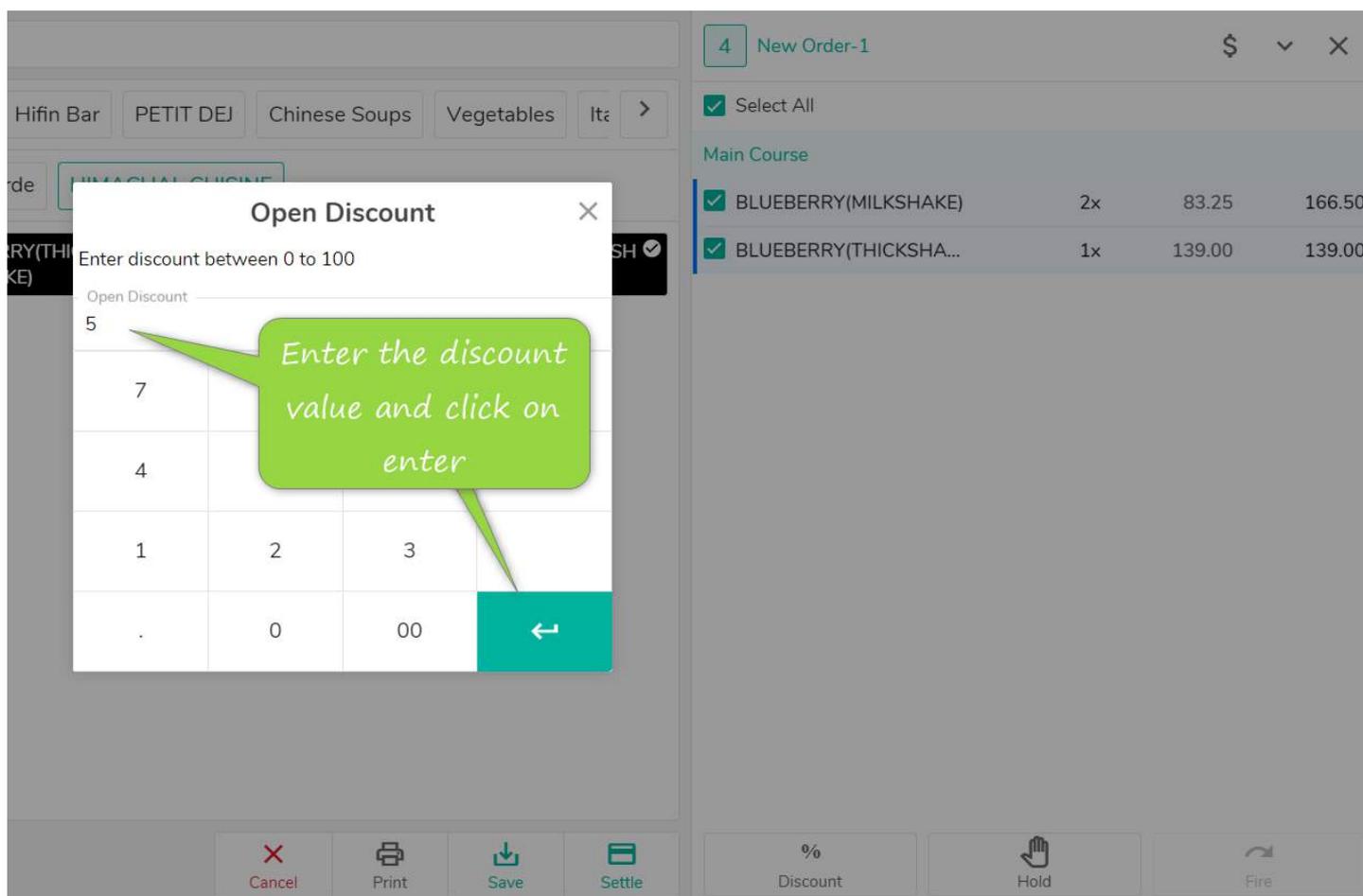


- Predefined item level discount list will appear.
- Select the desired discount from the list.

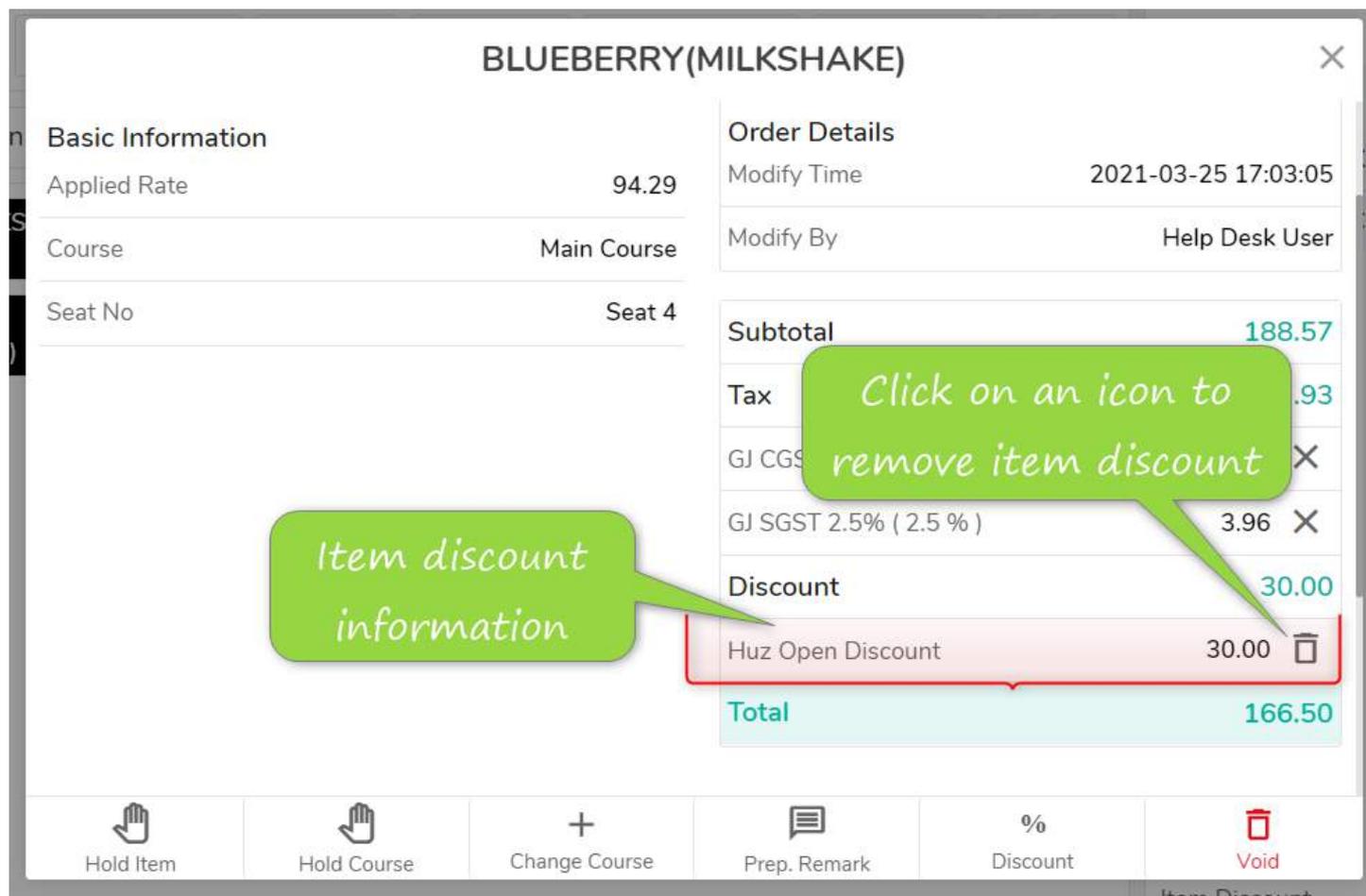


5) Discount window along with a discount field will appear where we can enter the discount either in percentage or amount.

****Discount configuration is discussed in detail in the separate configuration manual.**



6) Once the discount is applied, then discount detail will be visible on each individual level(s).



ITEM COMPLIMENTARY:

Complimentary option is useful when a user wishes to give one or more items with zero rate. Complimentary works same as item discount and can be applied on individual items or bulk items.

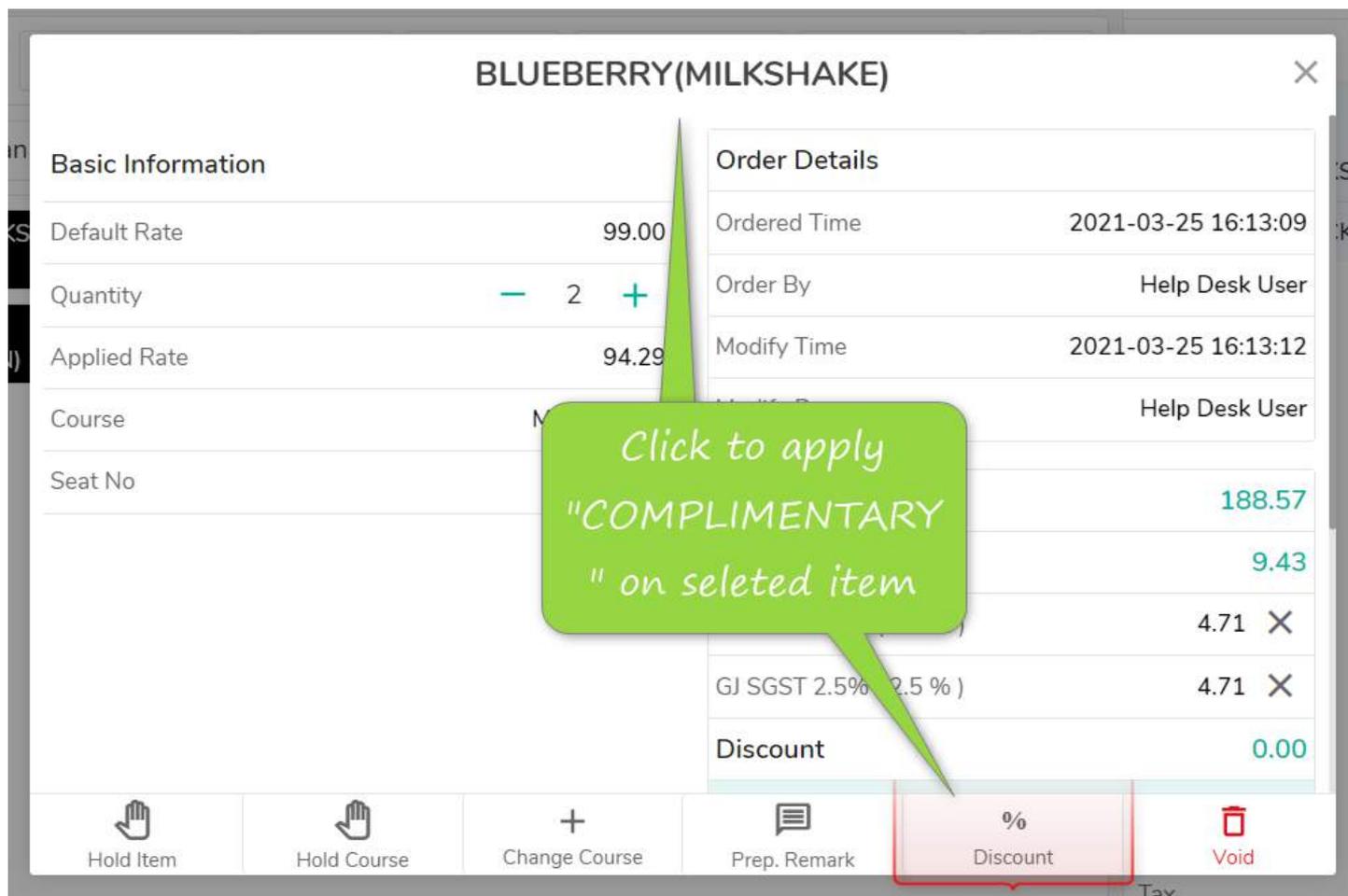
****How to create a “Complimentary” feature is explained in detail with the separate user configuration manual.**

There are couple of things to note:

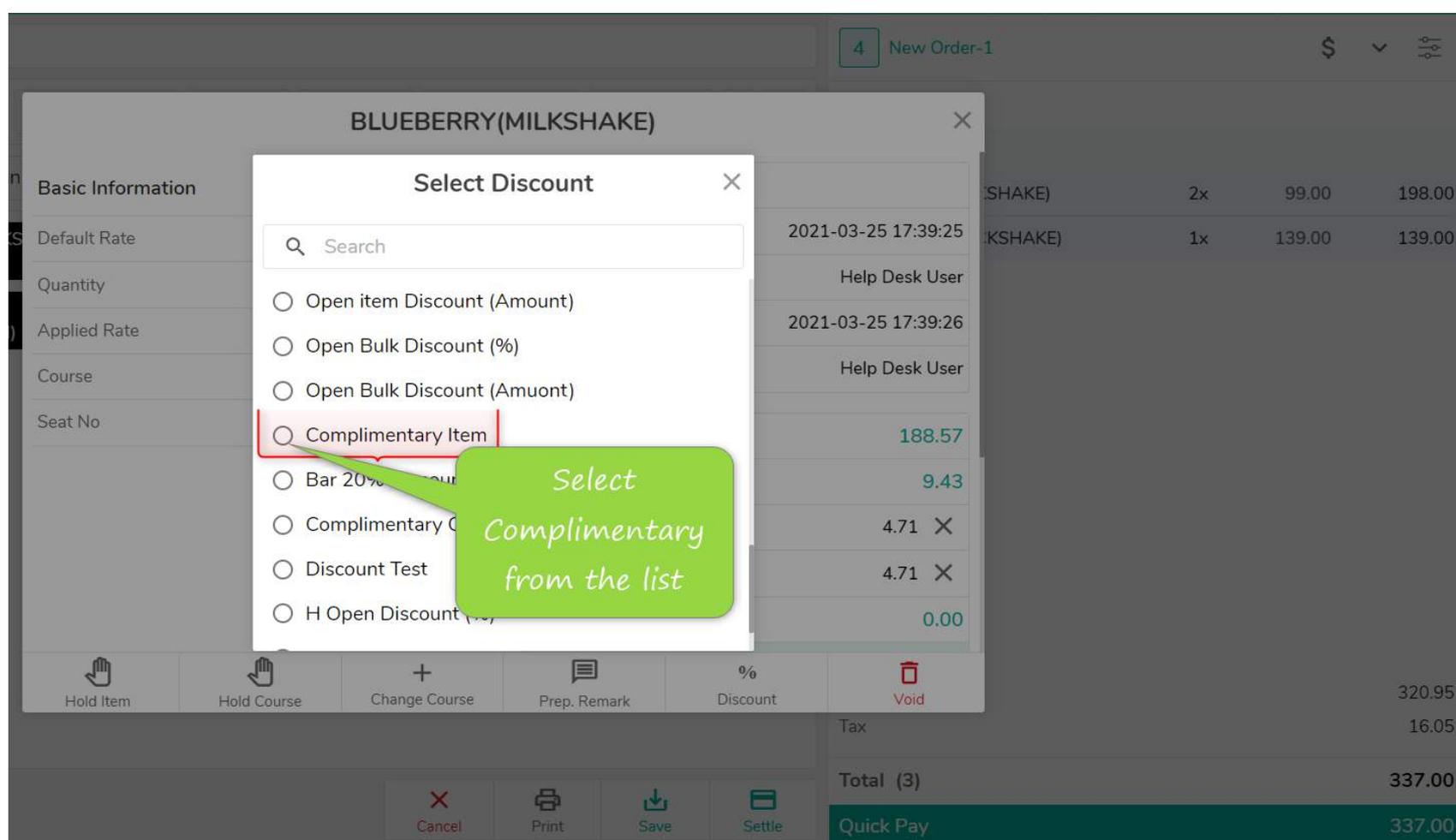
- a) Complimentary will make individual item rate 0.
- b) There would not be any taxes as it is applied on item rate, which would be 0.
- c) The Complimentary feature can be used on an individual item as well as on bulk items.

STEPS:

- 1) Click on item to open the item information window, where a discount option is given at the bottom of the window.



- 2) A pre-defined "COMPLIMENTARY" discount will appear.
- 3) Select the "COMPLIMENTARY" option to make the item rate 0.



- 4) Once COMPLIMENTARY is applied, then its information will be visible on each individual level(s).

The screenshot shows a POS system interface for 'HIMACHAL CUISINE'. The menu includes items like CHOCOLATE(THICKS HAKE), STRAWBERRY(MILKS HAKE), STRAWBERRY(THICK SHAKE), BLUEBERRY(MILKSHAKE), BLUEBERRY(THICKSHAKE), SHEZWAN SANDWICH (TOAST), and VEG PANEER SANDWICH (PLAIN). The cart summary shows 2 items: BLUEBERRY(MILKSHAKE) (2x, 0.00) and BLUEBERRY(THICKSHAKE) (1x, 139.00). A callout box indicates that item rates become zero after applying a complementary discount.

Item	Quantity	Unit Price	Total Price
BLUEBERRY(MILKSHAKE)	2x	0.00	0.00
BLUEBERRY(THICKSHAKE)	1x	139.00	139.00

5) One can remove the discount, if wishes to roll back, that is from the item detail window.

The screenshot shows the item detail window for 'BLUEBERRY(MILKSHAKE)'. The window displays basic information (Applied Rate, Course, Seat No) and order details (Modify By, Subtotal, Tax, GST, Discount). A callout box points to the 'Complimentary Item' row in the discount section, indicating that clicking on an icon can remove the item discount.

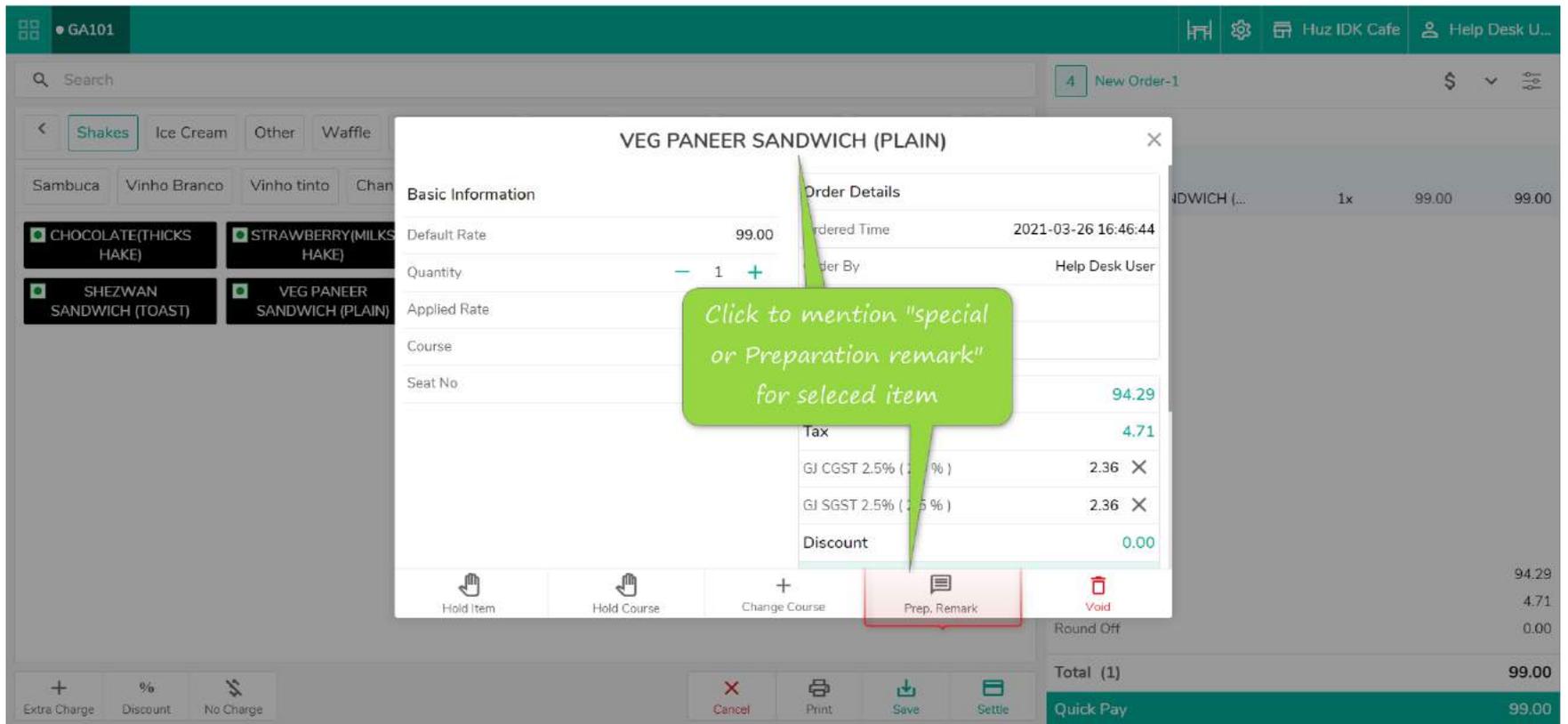
Category	Item	Amount
Subtotal		188.57
Tax		0.00
GST		0.00
GST 2.5%		0.00
Discount		188.57
Complimentary Item		188.57
Total		0.00

PREPARATION REMARK:

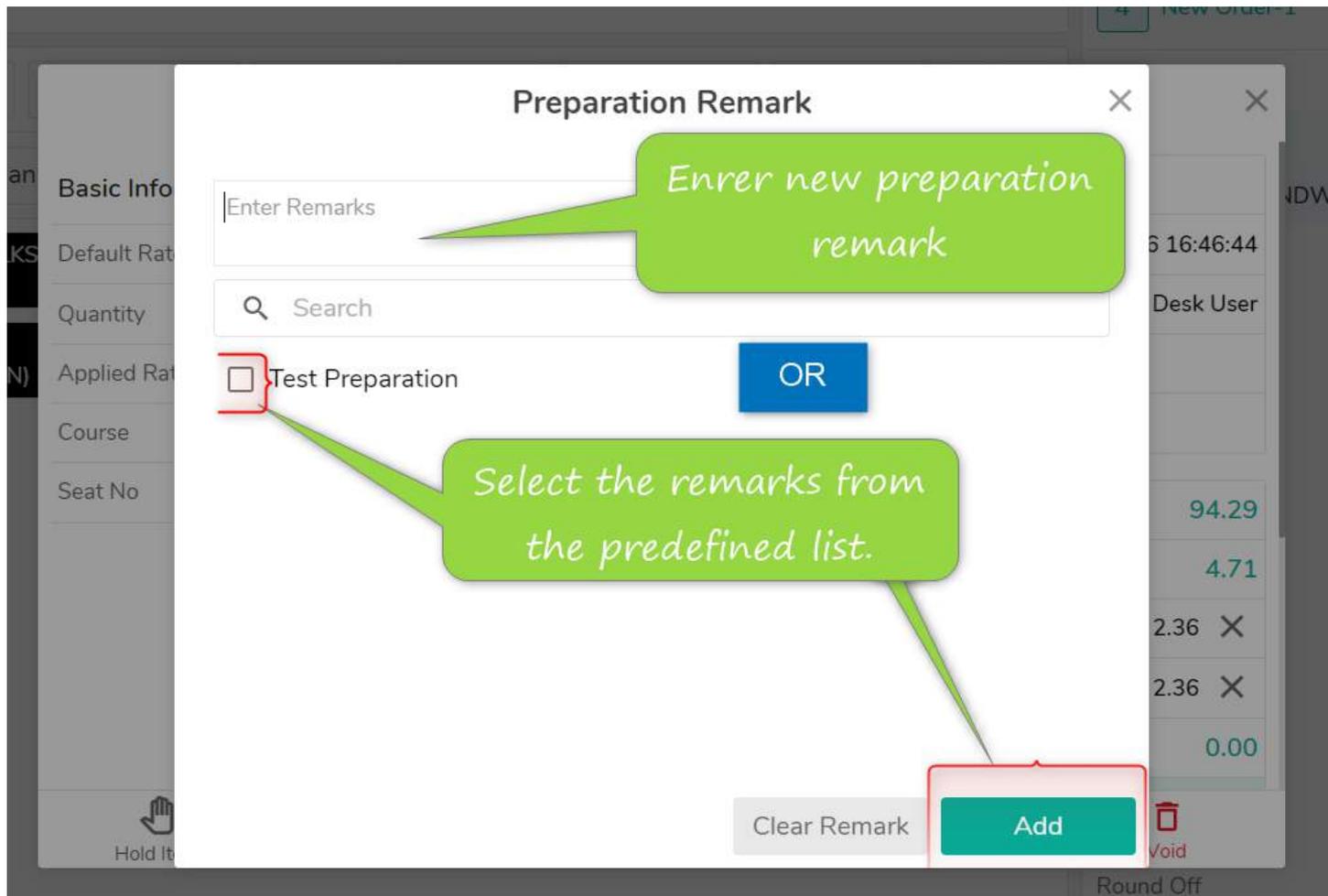
The Preparation remark is used to notify the kitchen staff to prepare menu items with some special request. Such as to make Biryani a bit more spicy, Chicken Tikka extra Crispy, etc.

STEPS:

- Click on the individual menu item to open the item information window.
- Click on "Prep. Remark" option given on the item information window.



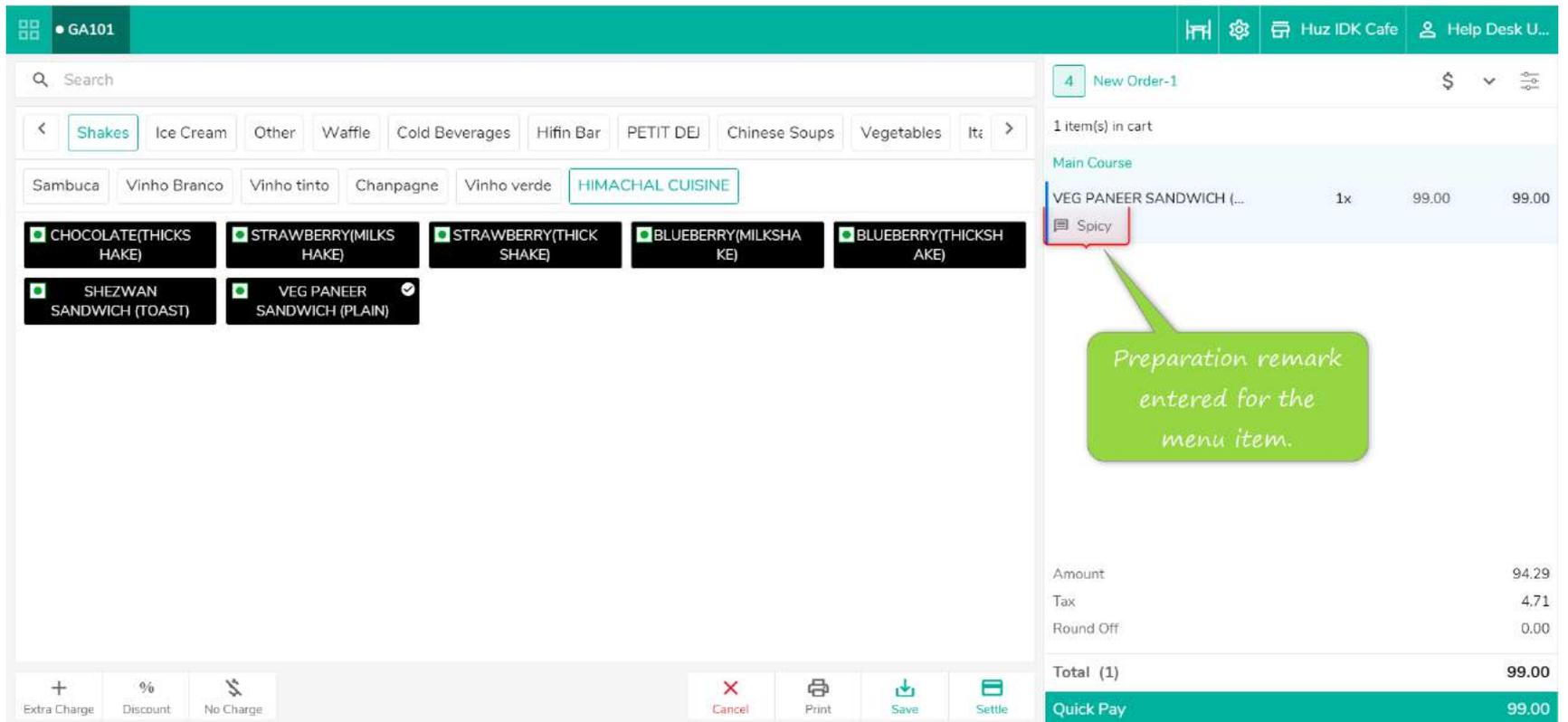
- c) Preparation remark window will be opened, where pre-defined remarks will appear to select along with Textbox, in order to add new preparation remarks.
- d) Click on Add



- e) The Software will then display preparation remarks on the Cart window along with respected items. And when the user saves the order, software will print the KOT with a Preparation remark.

****NOTE: Preparation remark field has to be placed on KOT template.**

*****Please refer to the configuration manual to learn how to add preparation remarks on KOT template.**

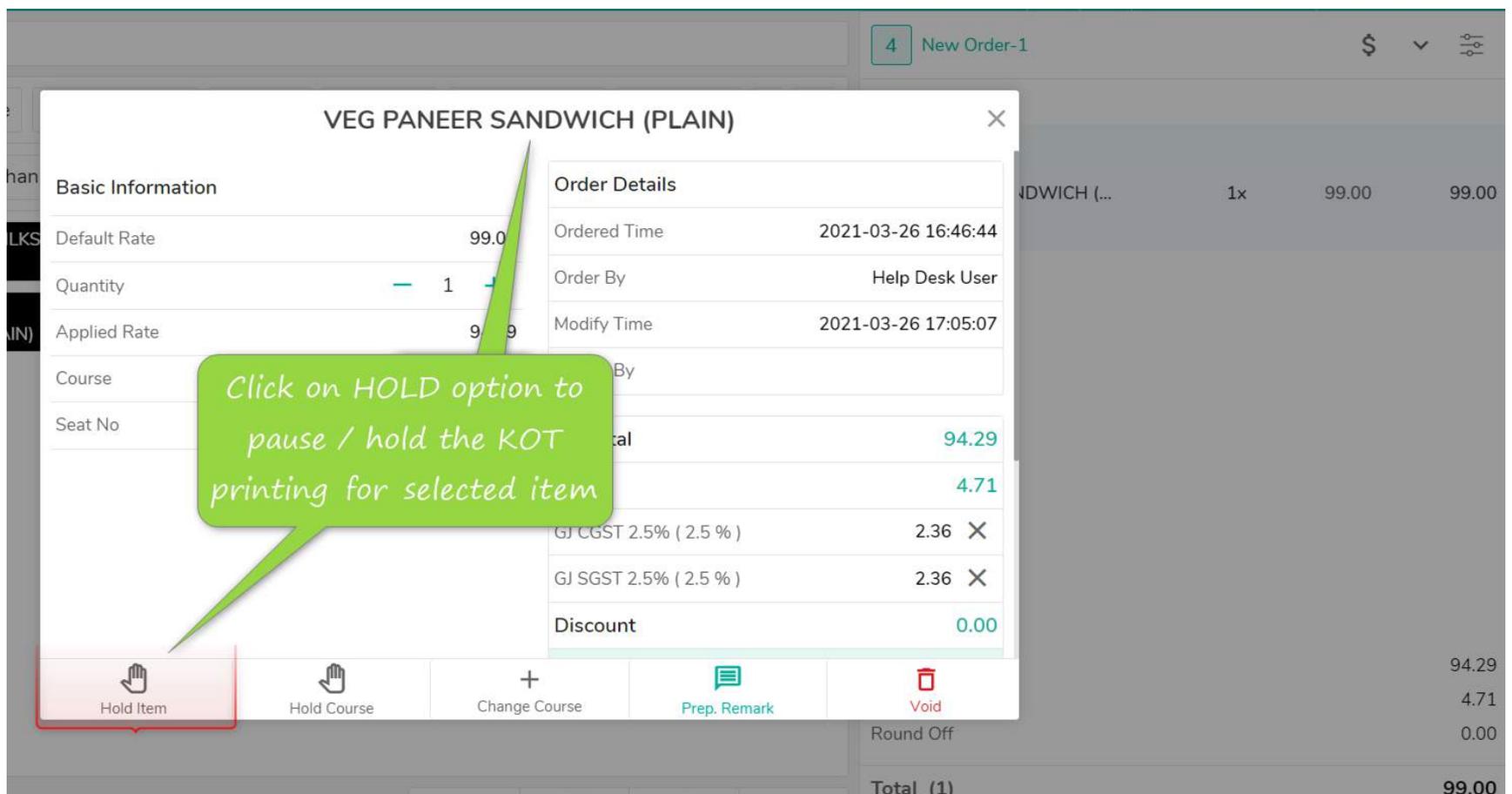


HOLD ITEM:

Hold item is used to hold an item preparation for a specific time or on request. It is obvious to serve starters first, and Main course, then dessert. Therefore we can still punch all the courses together but decide the time to print KOT to notify kitchen staff by using the Hold item option.

STEPS:

- Click on the individual menu item (that requires hold printing), to open the item information window.
- Click on the "HOLD" option given on the item information window.



c) The Software will hold the selected item. The color of the item on Hold gets changed to “Orange”.

4 New Order-1 \$ v

3 item(s) in cart

Main Course

VEG PANEER SANDWICH (...)	1x	99.00	99.00
BLUEBERRY(THICKSHAKE)	1x	139.00	139.00
BLUEBERRY(MILKSHAKE)	1x	99.00	99.00

Amount 320.95
Tax 16.05
Round Off 0.00

Total (3) 337.00
Quick Pay 337.00

Cancel Print Save Settle

Color of Hold item would be changed to Orange

FIRE ITEM:

Fire item option is to resume the KOT print of the Hold items. Fire item option will be activated only for those items which were marked as “Hold item”.

- STEPS:
- Click on the individual menu item (that requires fire KOT printing), to open the item information window.
 - Click on the “FIRE” option given on the item information window.

VEG PANEER SANDWICH (PLAIN)

Basic Information

Default Rate	99.00
Quantity	1
Applied Rate	99.29
Course	
Seat No	

Order Details

Ordered Time	2021-03-26 16:46:44
Order By	Help Desk User
Modify Time	2021-03-26 17:39:01
Modify By	
Subtotal	94.29
Tax	4.71
SGST 2.5% (2.5%)	2.36
GJ SGST 2.5% (2.5%)	2.36
Discount	0.00

Bottom Toolbar: Fire Item, Hold Course, Change Course, Prep. Remark, Void

c) The Software will resume / unhold the selected. The hold item color gets changed to normal as “Blue”.

4 New Order-1

3 item(s) in cart

Main Course

VEG PANEER SANDWICH (...)	1x	99.00	99.00
BLUEBERRY(THICKSHAKE)	1x	139.00	139.00
BLUEBERRY(MILKSHAKE)	1x	99.00	99.00

Bottom Toolbar: Cancel, Print, Save, Settle

HOLD COURSE:

Hold course option is used to hold the group of items, that fall under Courses (such as Starter, Main Course, Desert, others) for the preparation (KOT printing) for a specific time or on request. It is obvious to serve starters first, and main course, then dessert. Therefore, one can still punch all the courses together but decide the time to print KOT to notify kitchen staff by using the Hold course option.

- STEPS:
- Click on the individual menu item (that requires hold printing for the whole course), to open the item information window.
 - Click on the “HOLD Course” option given on the item information window.

NOTE : This option will hold all the items which fall under the course.

The screenshot shows a POS system interface. A window titled "BLUEBERRY (THICKSHAKE)" is open, displaying item details. The "Basic Information" section shows a default rate of 139.00, a quantity of 1, and an applied rate of 132.38. The "Course" is set to "Main Course". The "Order Details" section shows the ordered time as 2021-03-26 17:27:35, ordered by Help Desk User, and modified at 2021-03-26 17:47:42. A green callout box with a hand icon points to the "Hold Course" button in the bottom toolbar, with the text: "Click on HOLD course option to pause / hold the KOT printing for the selected course." The background shows a list of items and a total of 337.00.

- All the items, which fall under the selected item’s course will be on hold at the same time, hence the user does not need to go to each item to hold it. The color of the item on Hold gets changed to “Orange”.

4 New Order-1

4 item(s) in cart

Main Course

BLUEBERRY(THICKSHAKE)	1x	139.00	139.00
BLUEBERRY(MILKSHAKE)	1x	99.00	99.00
VANILLA(MILKSHAKE)	1x	99.00	99.00

Appeteizers

SPL TANDOORI SANDWI...	1x	99.00	99.00
------------------------	----	-------	-------

Amount 415.24
 Tax 20.76
 Round Off 0.00

Total (4) 436.00

Quick Pay 436.00

Cancel Print Save Settle

Course on Hold

All the items, fall under the selected item's Course would be hold and color would be changed to "Maroon"

FIRE COURSE:

Fire course option is used to resume the KOT printing of the group of items, that fall under Courses (such as Starter, Main Course, Desert,others) which are marked as “Hold Course”. The Fire Course option will be activated only for those items which were marked as “Hold Course”.

STEPS:

- Click on the individual menu item (that requires Fire / Resume printing for the whole course), to open the item information window.
- Click on the “Fire Course” option given on the item information window.

NOTE : This option will Fire / resume the KOT printing for all the items which fall under the course.

BLUEBERRY(THICKSHAKE)

Basic Information

Default Rate	139.00
Quantity	1
Applied Rate	132.38
Course	Main Course
Seat No	Seat 4

Order Details

Ordered Time	2021-03-26 17:27:35
Order By	Help Desk User
Modify Time	2021-03-26 18:01:22
Modify By	Help Desk User

Buttons: Fire Item, Fire Course, Change Course, Prep. Remark, Discount, Void

Callout: Click on "FIRE Course" option to Resume/ unhold the KOT printing for selected course.

Cart Summary:

Amount	415.24
Tax	20.76
Round Off	0.00
Total (4)	436.00
Quick Pay	436.00

c) All the items, which fall under the selected item's course will be on hold at the same time, hence the user does not need to go to each item to hold it. The color of the item on Hold gets changed to "Orange".

Course is set to Fire

All the items, fall under the selected item's Course would be set to fire and color would be changed to normal "Blue"

Cart Summary:

Amount	415.24
Tax	20.76
Round Off	0.00
Total (4)	436.00
Quick Pay	436.00

CHANGE COURSE:

Change Course option is used to change the assigned or existing course of an individual item.

****Creating new courses is discussed in detail in a separate user configuration manual.**

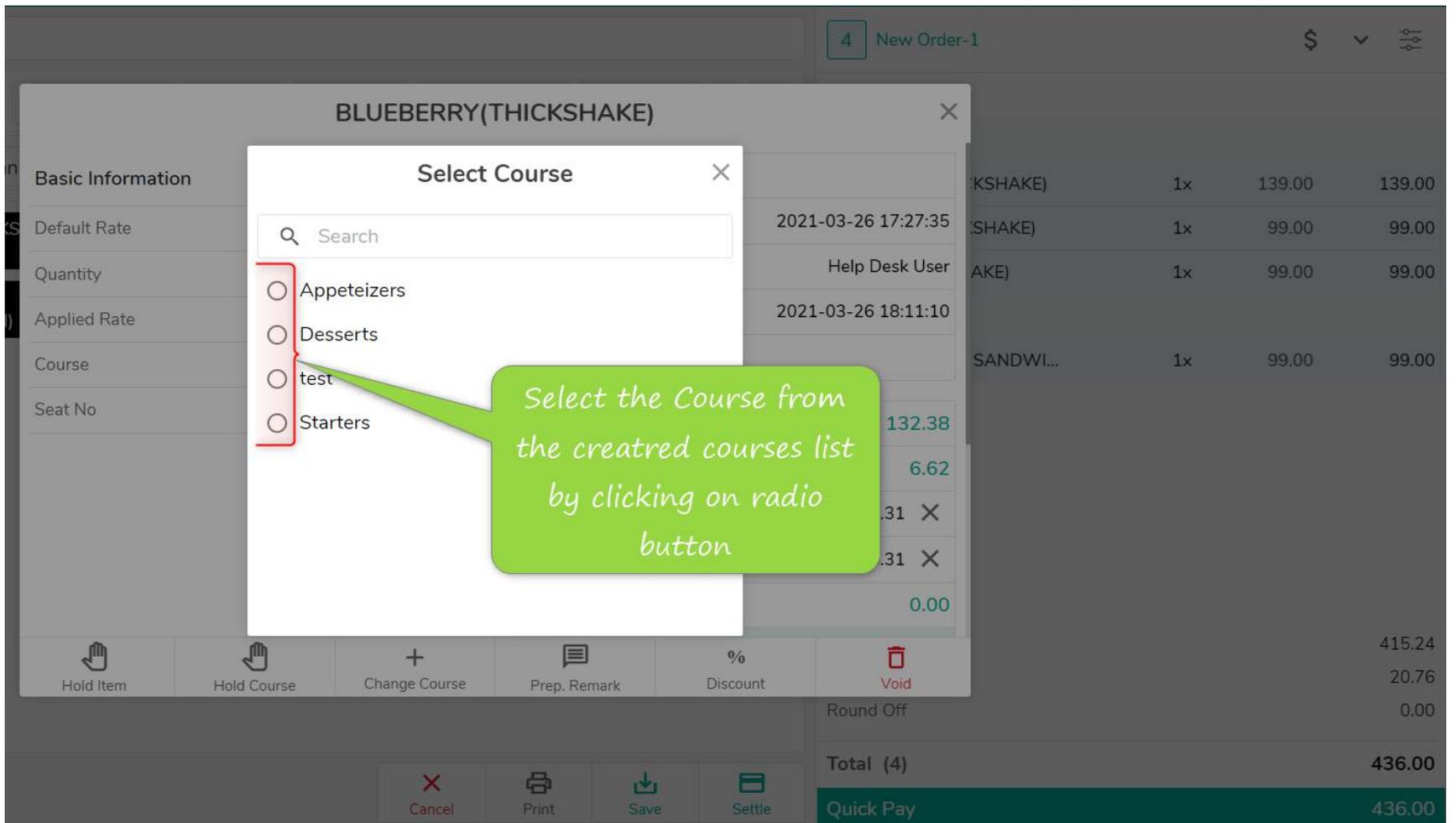
STEPS:

- Click on the individual menu item (that requires change in course), to open the item information window.
- Click on the "Change Course" option given on the item information window.

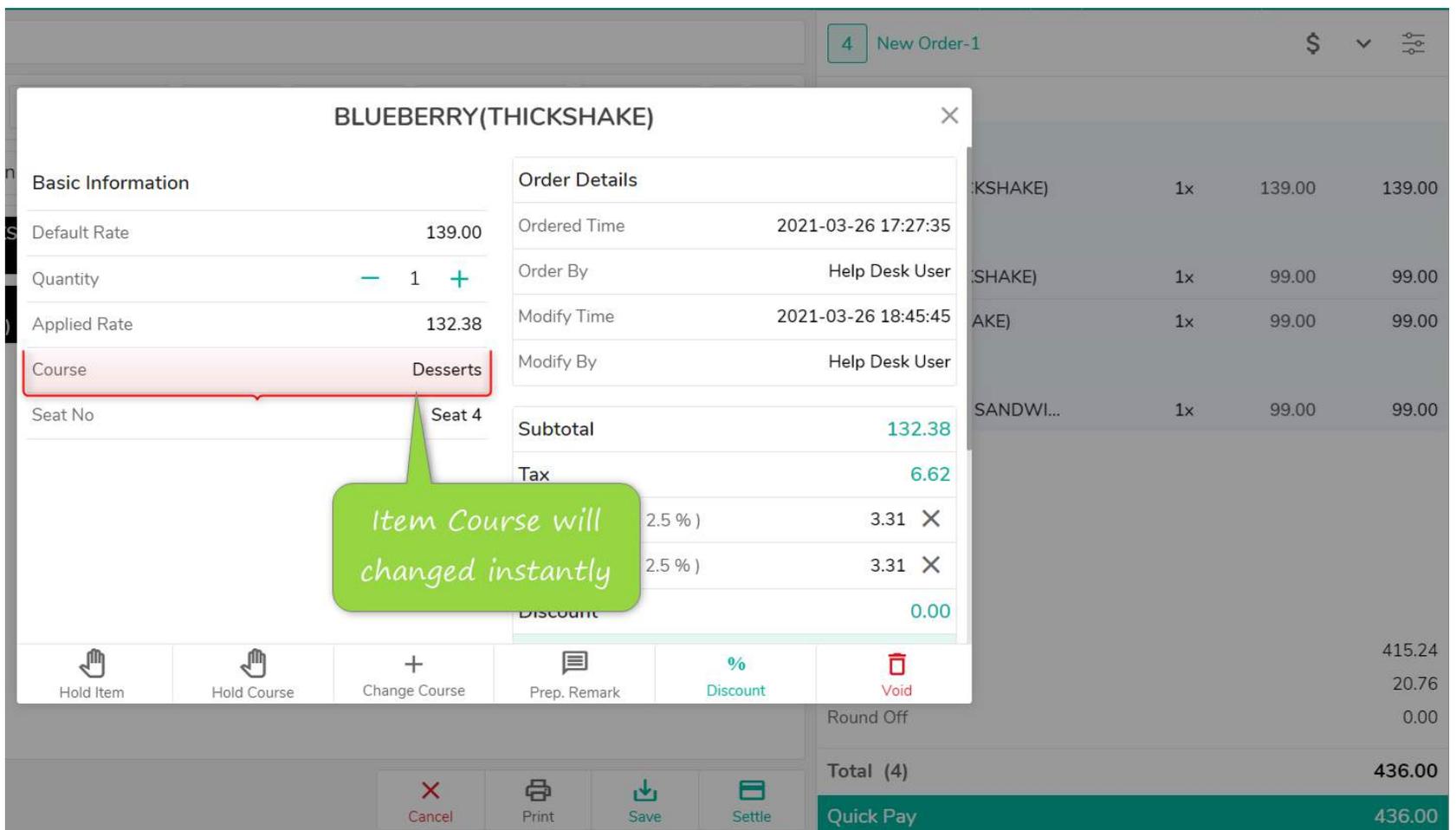
The screenshot displays a POS system interface for a 'New Order-1'. A modal window titled 'BLUEBERRY(THICKSHAKE)' is open, showing item details. The 'Course' field is highlighted in red and contains the text 'Main Course'. A green callout box with a white border and a green background contains the text: 'Click on Change Course" option to Change the course of selected item'. Below the callout, the 'Change Course' button is highlighted with a red border. The background shows a list of items with columns for item name, quantity, and price. The total for the order is 436.00.

Item Name	Quantity	Price	Total
BLUEBERRY(THICKSHAKE)	1x	139.00	139.00
SHAKE)	1x	99.00	99.00
AKE)	1x	99.00	99.00
SANDWI...	1x	99.00	99.00
Round Off			0.00
Total (4)			436.00
Quick Pay			436.00

- Select the new course from the created courses list, which will be appearing next.

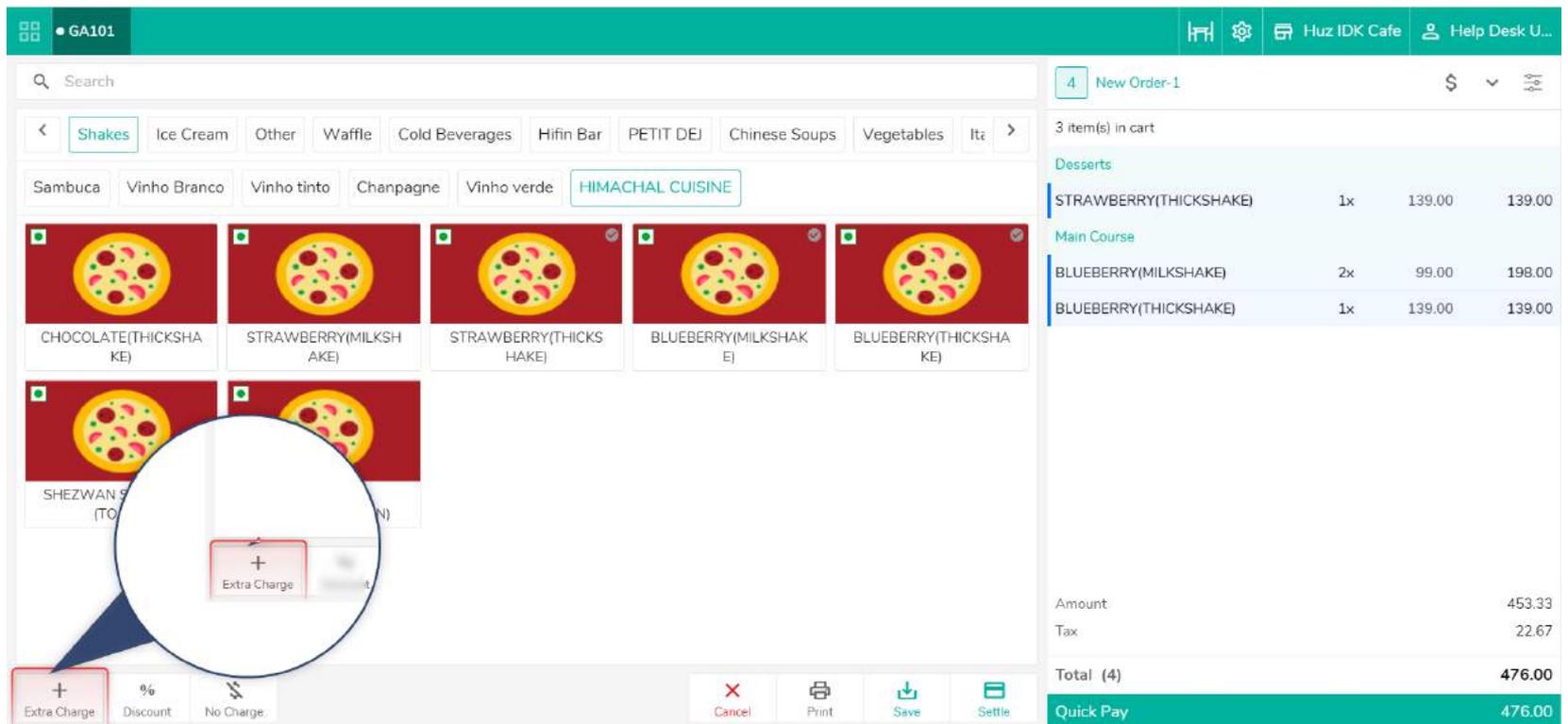


d) The course will be changed instantly in the software and appear on the Cart view as well.



EXTRA CHARGE:

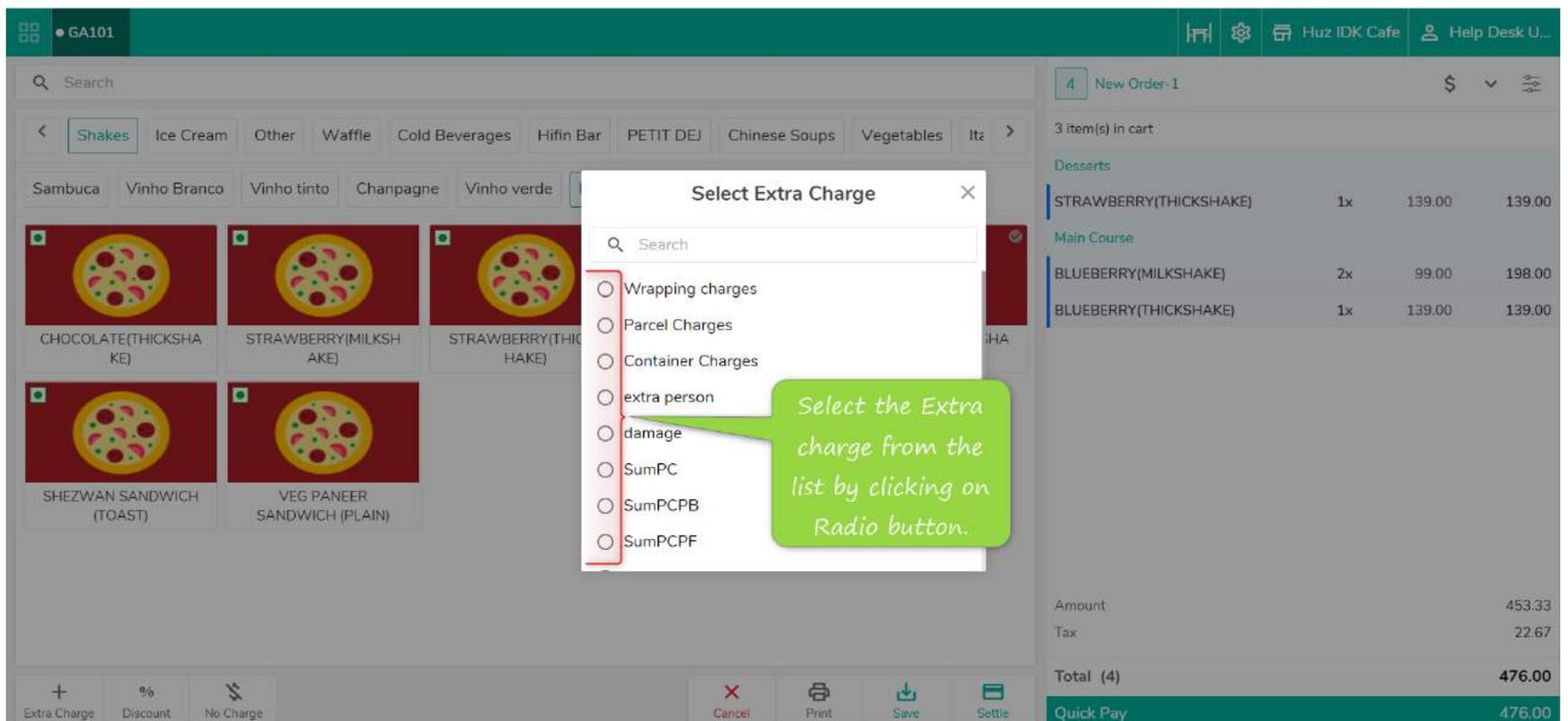
It is useful when a restaurant wants to charge for additional services, such as Packaging charges, Delivery Charges or Container charges.



STEPS:

- 1) Click on the Extra Charge option (given on the left bottom corner) to add new charges to an order.
- 2) Select the extra charge from the created Extra charge list, which will be appearing next.

****Creating a new "Extra Charge" is discussed in detail in the separate user configuration manual.**



3) Extra charge would be added to the Cart window (right side panel) and detailed information will appear on the bottom of the window.

The screenshot shows a POS interface with a menu on the left and a cart on the right. The cart contains three items: STRAWBERRY(THICKSHAKE) for 139.00, BLUEBERRY(MILKSHAKE) for 198.00, and BLUEBERRY(THICKSHAKE) for 139.00. At the bottom of the cart, there is an 'Extra Charge' of 20.00 with an information icon (i). A green callout bubble points to this icon with the text: "Click on icon (i) to see the detail." Below the cart items, the total amount is 496.00, including tax and the extra charge. At the bottom of the screen, there are buttons for Cancel, Print, Save, and Settle.

Item	Quantity	Unit Price	Total Price
STRAWBERRY(THICKSHAKE)	1x	139.00	139.00
BLUEBERRY(MILKSHAKE)	2x	99.00	198.00
BLUEBERRY(THICKSHAKE)	1x	139.00	139.00
Extra Charge (i)			20.00
Total (4)			496.00
Quick Pay			496.00

4) Detailed information of posted extra changes would appear along with the void button, to be used in case of removing the posted extra charge.

The screenshot shows a detailed view of an 'Extra Charge' in a POS system. A modal window titled 'Extra Charge Details' is open, showing 'Container Charges' for 20.00. A green callout bubble points to a void button (represented by a trash can icon) next to the 20.00 amount, with the text: "Click on icon to void the posted extra charge." The background shows the same POS interface as in the previous screenshot, with the cart and total amount visible.

Order Extra Charges	Amount	Action
Container Charges	20.00	Void (trash icon)

QUICK PAY:

This is another settlement type but very useful when quickly settling a bill with cash without opening the common settlement option or selecting a cash method manually.

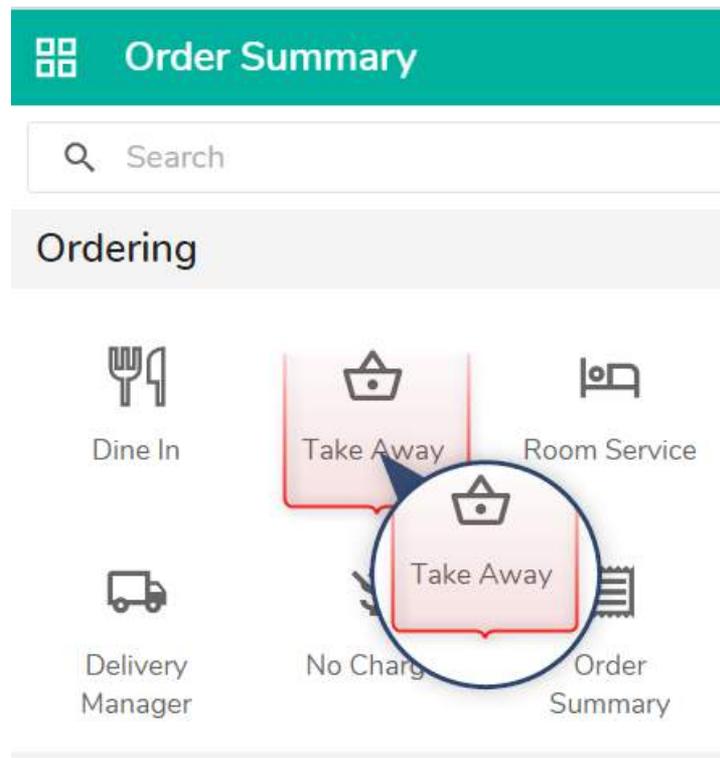
NOTE : It is very important to mark down, that quick pay is only for cash payment. And there would not be any window to enter the amount or to see the change due.

The screenshot shows a POS system interface for 'Huz IDK Cafe'. The top navigation bar includes 'GA101', 'Huz IDK Cafe', and 'Help Desk U...'. The main area displays a menu with categories like 'Shakes', 'Ice Cream', 'Other', 'Waffle', 'Cold Beverages', 'Hifin Bar', 'PETIT DEJ', 'Chinese Soups', 'Vegetables', 'Ita', 'Sambuca', 'Vinho Branco', 'Vinho tinto', 'Chanpagne', 'Vinho verde', and 'HIMACHAL CUISINE'. The 'HIMACHAL CUISINE' category is selected, showing items like 'CHOCOLATE(THICKSHAKE)', 'STRAWBERRY(MILKSHAKE)', 'STRAWBERRY(THICKSHAKE)', 'BLUEBERRY(MILKSHAKE)', 'BLUEBERRY(THICKSHAKE)', 'SHEZWAN SANDWICH (TOAST)', and 'VEG PANEER SANDWICH (PLAIN)'. On the right, a cart summary shows '3 item(s) in cart' with a total of 476.00. A dropdown menu is open over the 'Quick Pay' button, showing 'Amount', 'Tax', and 'Total (4)'. A callout bubble points to the 'Quick Pay' button in the bottom right corner, with the text 'Due Amount of the bill.' and the amount '476.00'.

STEPS: Simply click on the “Quick Pay” option to collect the due amount of the bill.

TAKE AWAY:

It is another very common, simple, and fast method of ordering, especially famous in fast food centers for the Quick ordering such as in, McDonald, KFC, Dominos, Pizza Heart and many cafes as well.



Take away does not require tables, hence clicking on Take Away option, will be redirected to the item punching window, where users can select items and generate KOT as well Guest check at the same time.

The restaurant service has drastically changed since the last decade from Dine in, parcel order to pre-order and token system, where Take Away functionality is very useful.

BENEFITS:

- 1) Simple and quick ordering.
- 2) Collect the payment while ordering.
- 3) Generate KOT and Receipt at the same time.

*******Operations and options are the same as discussed above in this document, while demonstrating the Dine In functionality. Please refer to the Dine In order punching functionality, in case of any questions or confusion.**

QUESTION : How to collect the payment in case of saving the Take Away order without settling it ?

ANSWER :

One can easily collect the payment for all the order types, including Dine In, Take Away, and Room Service by going through “Order Summary Page”

ORDER SUMMARY PAGE: Order summary page is the initial window that appears, when users log into the software, where users can see the Running, Settled and Void orders. Order summary Page is use is not limited to just the list of orders, it also comes with all the basic functionality that has been discussed above in detail, which are:

- 1) Recall (Edit) the selected order
- 2) Settlement
- 3) Split bill
- 4) Reprint Receipt
- 5) Re-Print KOT

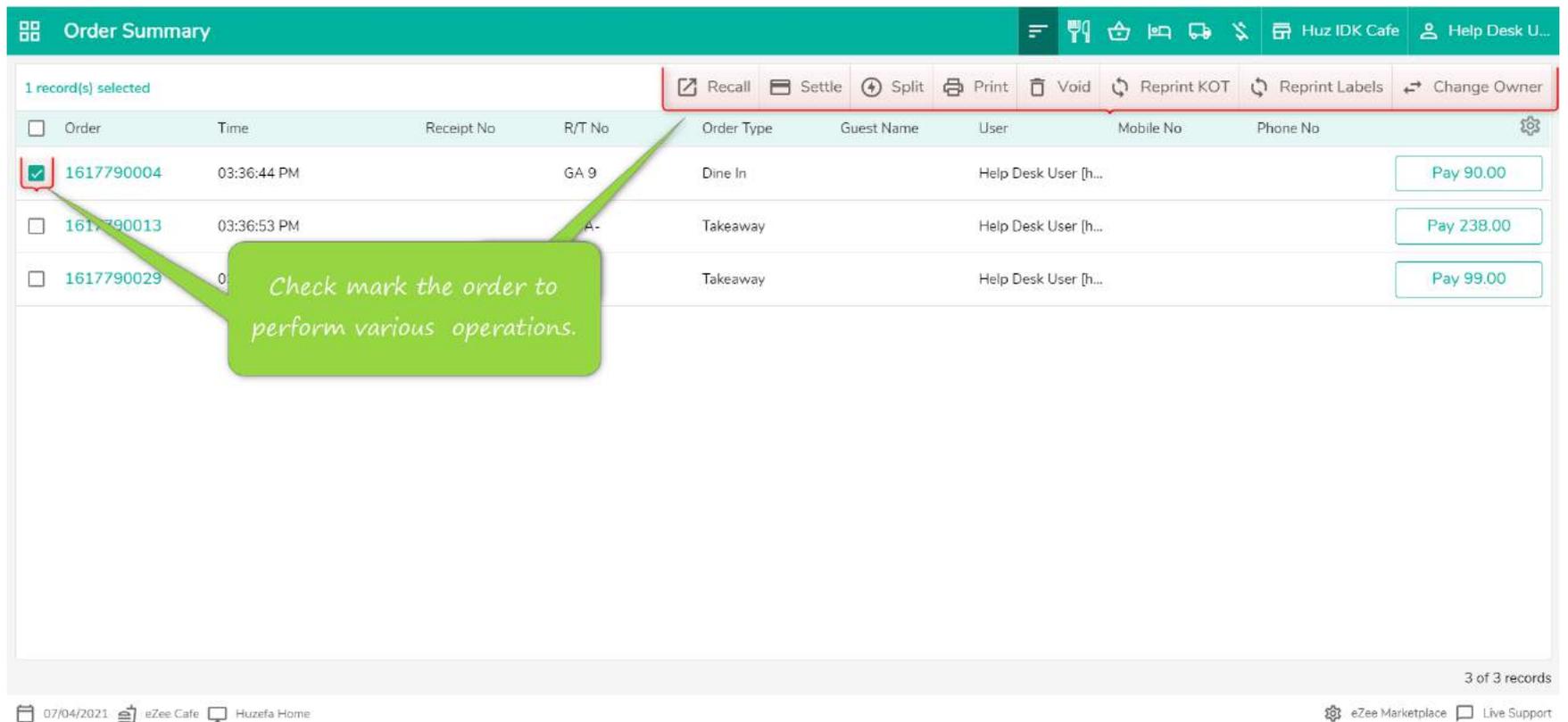
6) Void

******Above options are already discussed in detail while demonstrating Dine in Operations.**

7) Reprint Labels : Software also provides a facility to print Labels for the particular item.

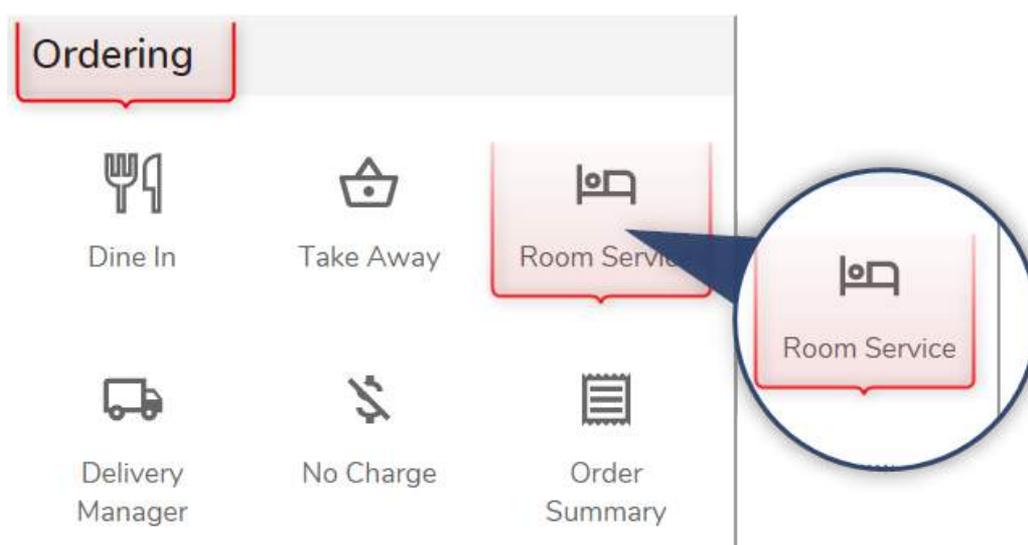
Note: Configuration of Label printing is discussed separately in detail in the Configuration user manual.

8) Change Owner : Software records the name of the user who has punched an order in the system, and appears in the report as well. However, users can transfer the ownership of the order to another user using the “Change Owner” option.

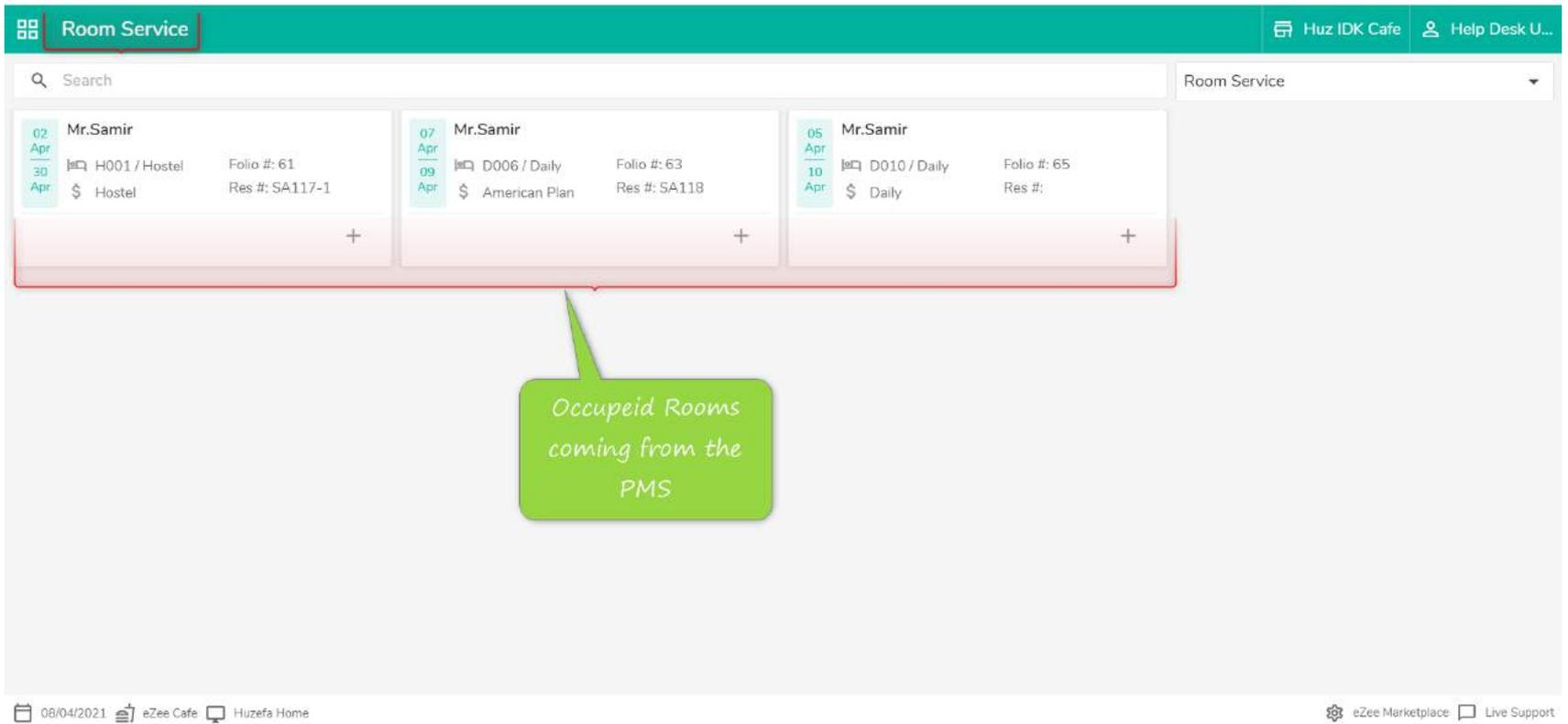


ROOM SERVICE:

Room service is another order type, which is useful when property does have a hotel and provides food and meal service in the room.

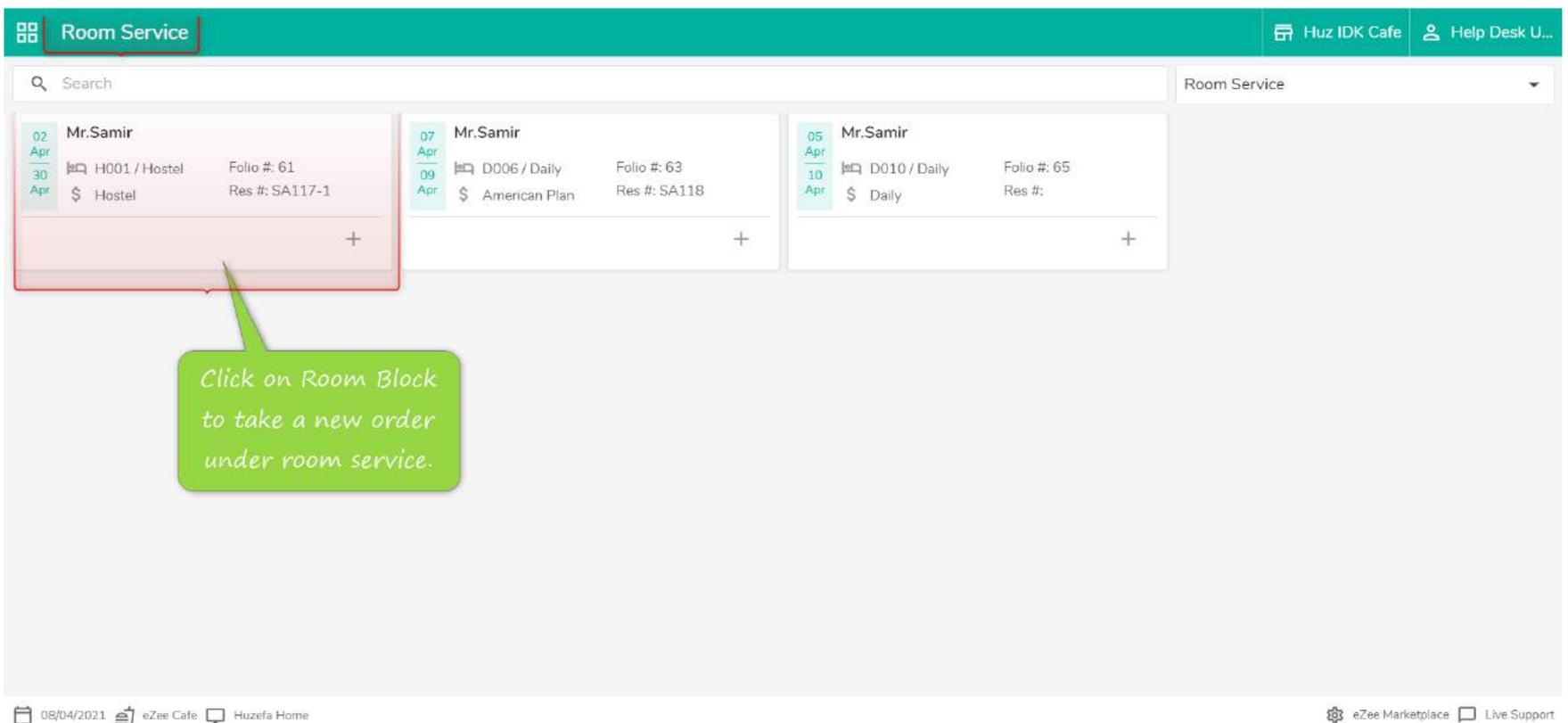


Room service requires In house Guest information, hence integration with PMS is required. Once, the integration is done, then Room service will show the list of all the occupied rooms.

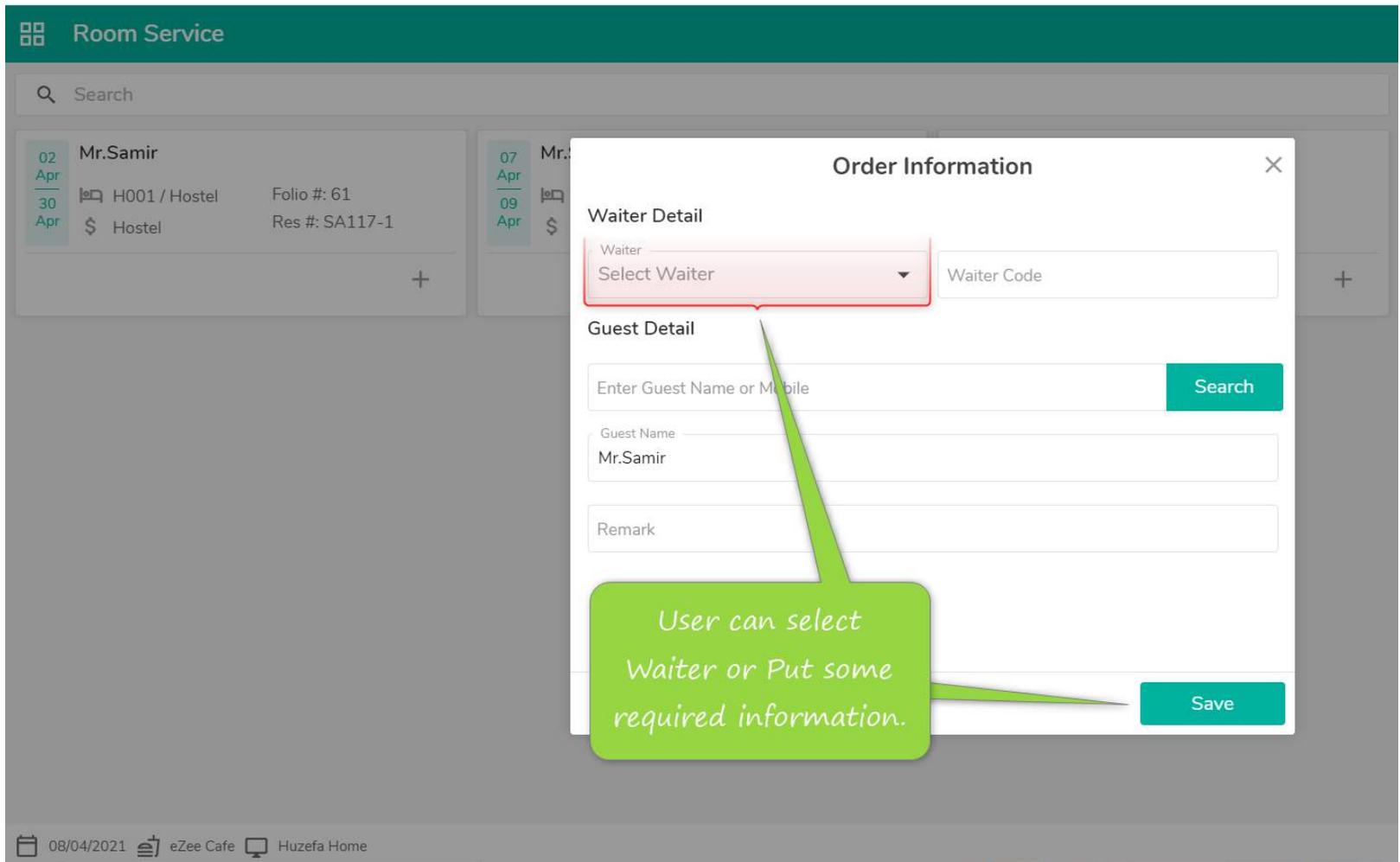


STEPS:

A) One can easily take an order by clicking on the Individual Room Block or clicking on (+) sign.



B) The order summary window will be opened, where one can enter the waiter information or any special remark for the room service.



C) Next, the “Item Punching” window will be opened, where users can punch an order with the quantity and generate KOT and Receipt at the same time.

******Please refer to the Dine In functionality section explained above in detail, in case of learning each available option on the Item punching window.**

There would be 2 possibilities, in case of settlement:

a) Room Posting : Room posting is a feature, where users can post restaurant charges to the Guest’s Folios, hence payment can be collected at the time of check out by PMS users.

In the case of Room Service order type, the Item punching window shows the “Post & Finish” option instead of Quick Pay. Users can quickly post the charges by clicking on “Post & Finish”.

Mr Samir
New Order-1

3 item(s) in cart

BLUEBERRY(MILKSHAKE)	2x	99.00	198.00
STRAWBERRY(THICKSHAKE)	2x	139.00	278.00
BLUEBERRY(THICKSHAKE)	2x	139.00	278.00

Amount 718.10
Tax 35.90
Total (6) 754.00

Post & Finish 754.00

Click on "Post & Finish" to post the restaurant bill amount to guest's room folio.

b) OR Guests wish to settle the restaurant bill by any other payment method.

*****Settlement options are discussed above while explaining Dine In functionality.**

Mr Samir
New Order-1

3 item(s) in cart

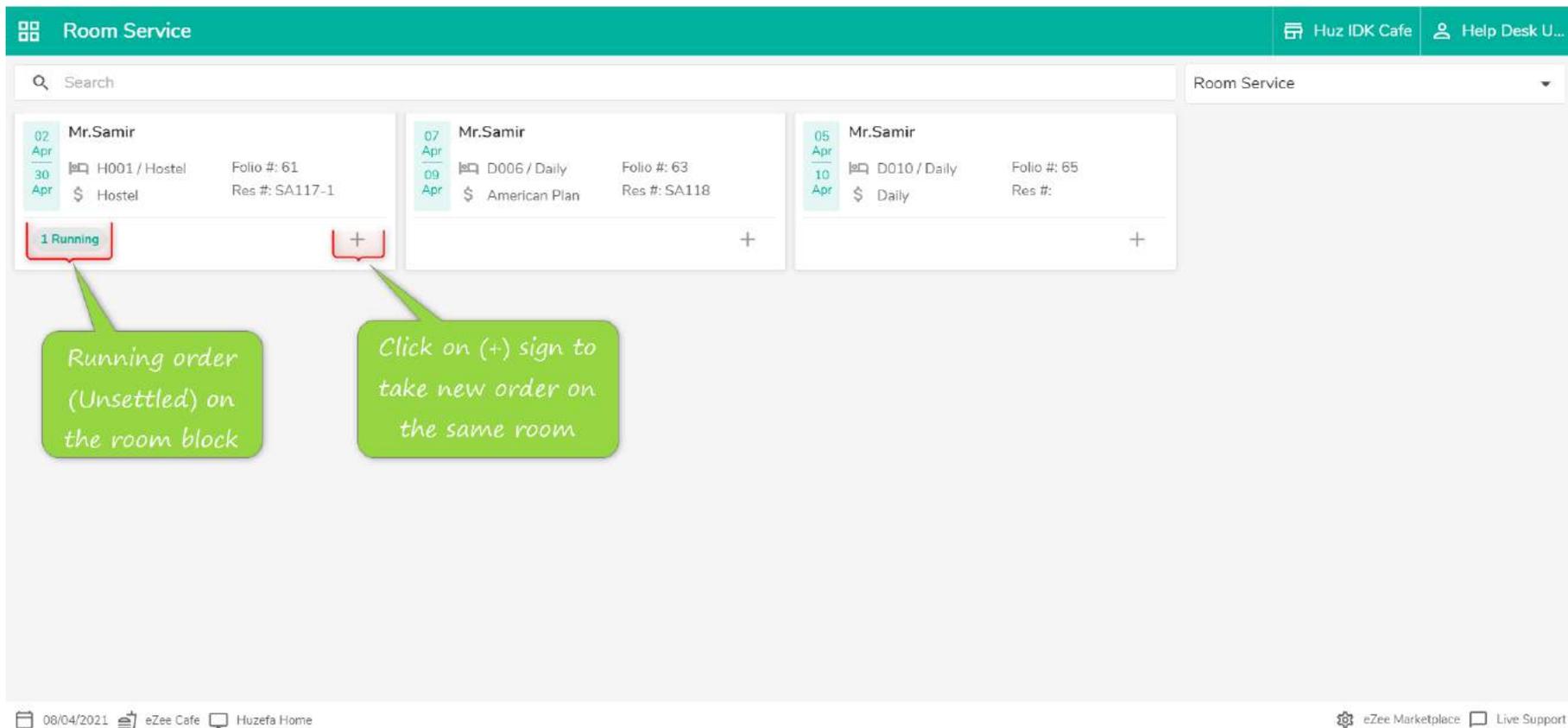
BLUEBERRY(MILKSHAKE)	2x	99.00	198.00
STRAWBERRY(THICKSHAKE)	2x	139.00	278.00
BLUEBERRY(THICKSHAKE)	2x	139.00	278.00

Amount 718.10
Tax 35.90
Total (6) 754.00

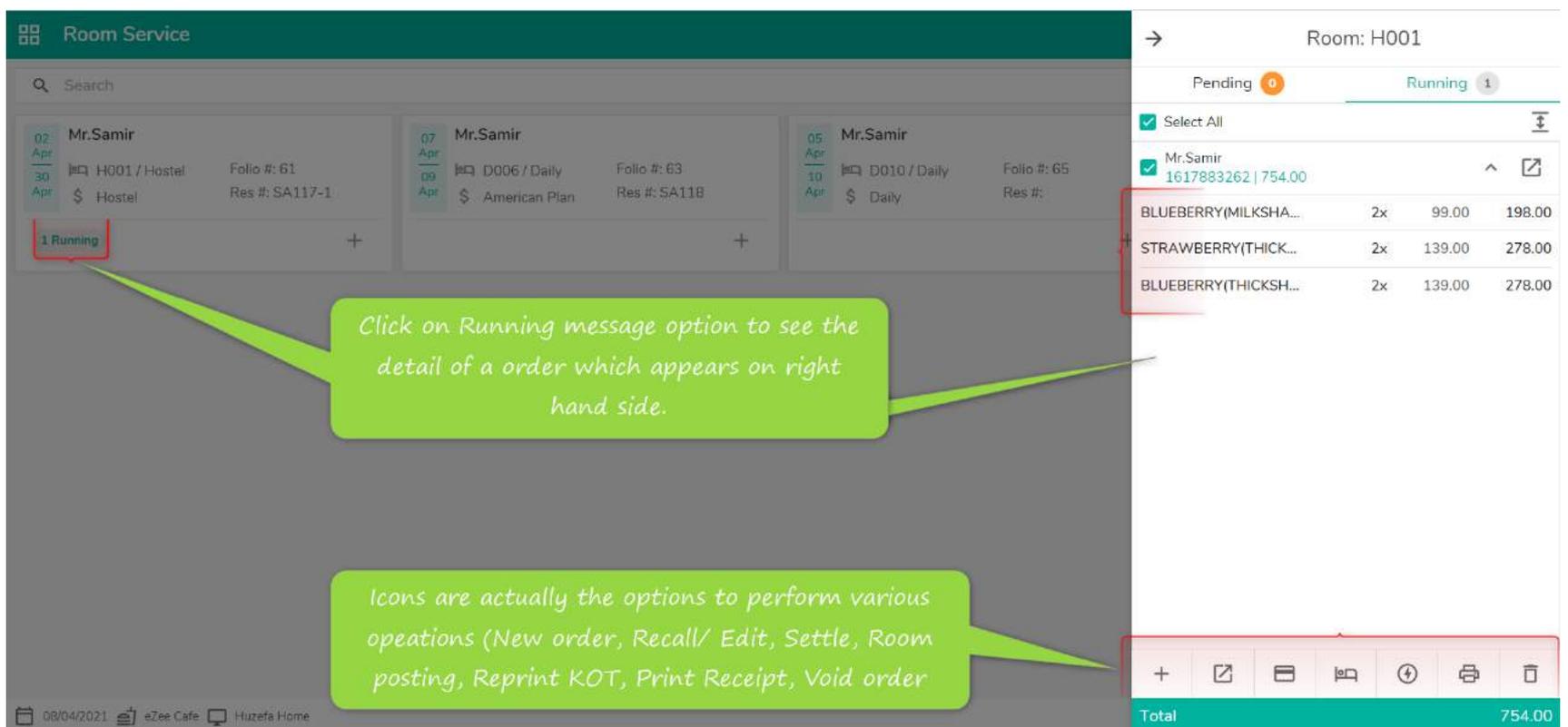
Post & Finish 754.00

Click on "Settle" option to settle the restaurant bill by Cash, Credit card, or any other payment method

D) Unsettle order would be visible on the Room Block itself under the room service.

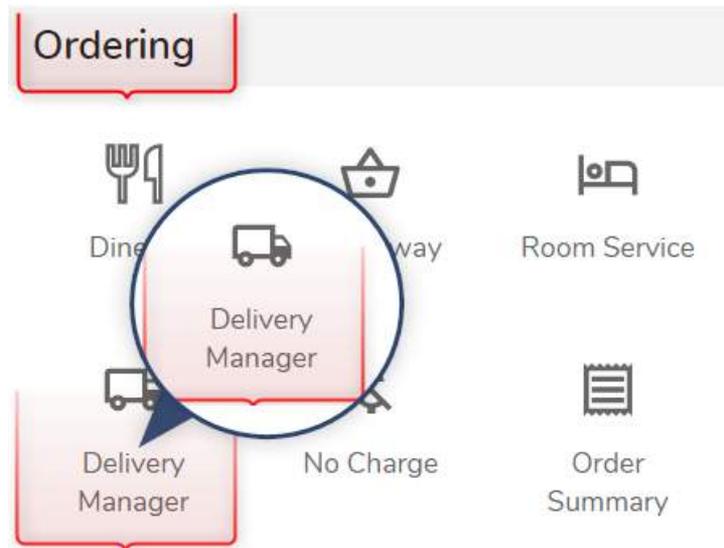


E) Click on the “Running” option to see the detail of the order and the system will show order and item details along with all the basic operations (Icons at the bottom of the window).



DELIVERY MANAGER:

It is a very popular order type nowadays, by virtue of the revolution of the online food ordering service.



Let us try to understand the flow of the delivery module before we jump into the detail and how to work with the Delivery module. When, we talk about delivery service, 3 basic things come to the picture, which are:

- 1) Guest's order through Website, Phone, Email.
- 2) Driver who will deliver the order.
- 3) Final Settlement.

Each process has its own importance, let's talk about each in detail.

- 1) **Guest's order through Website, Phone, Email** : There are 2 different things required in this section.
 - a) Guest information:
 - i. Guest name :
 1. It will be recorded in the software along with order history.
 2. It is required for driver when driver goes out for delivery
 - ii. Guest Address :
 1. It is mandatory to have in Delivery order.
 - iii. Guest Phone / Mobile number :
 1. It will be a very useful medium for drivers to contact guests and deliver the food package faster.
 2. It will be recorded in the software to use it later for SMS service.
 - b) Source Information:
 - i. Property should get the report based on the business source to analyze the past sales.

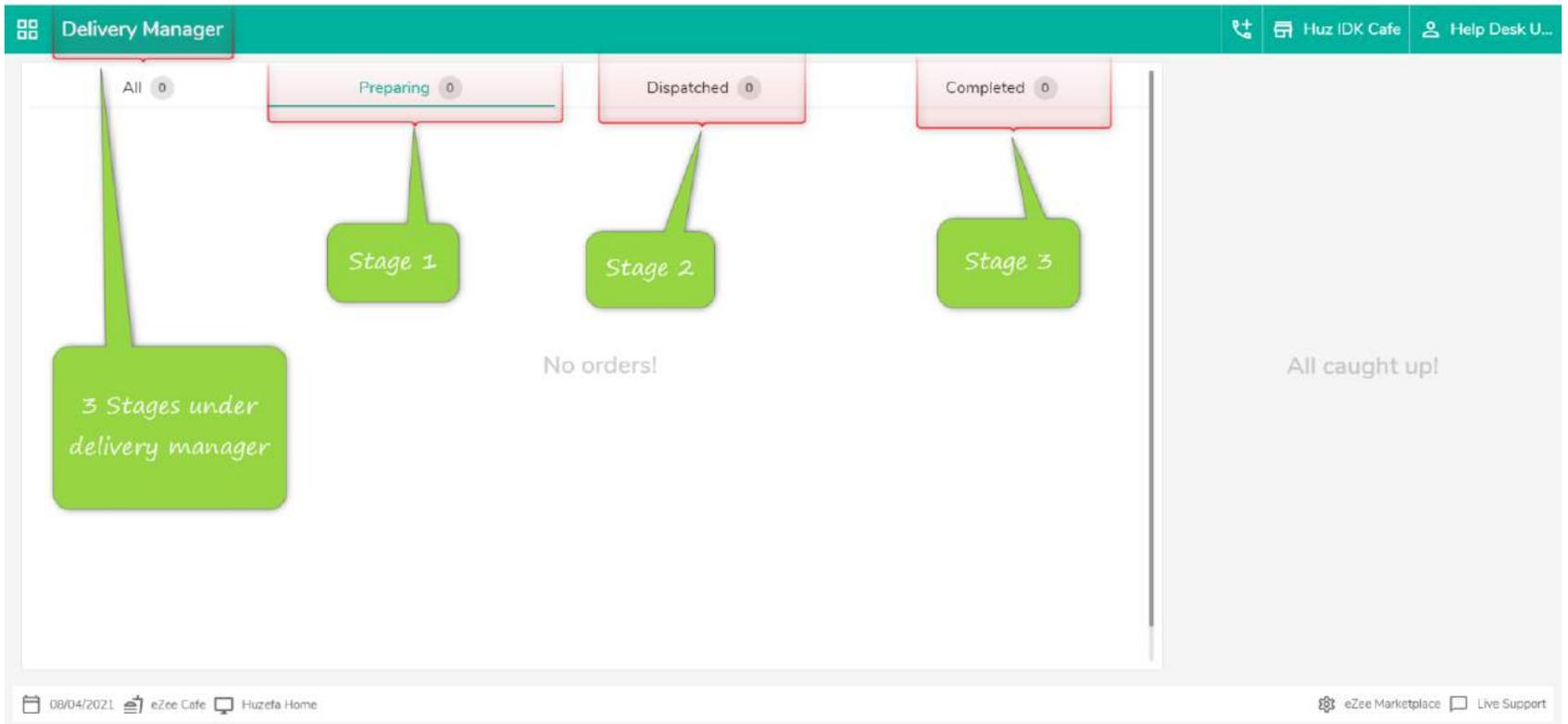
Let us see, how we can input all this information into the software, before we go to the next topic.

If we talk about software then, Delivery manager completes the process in 3 stages:

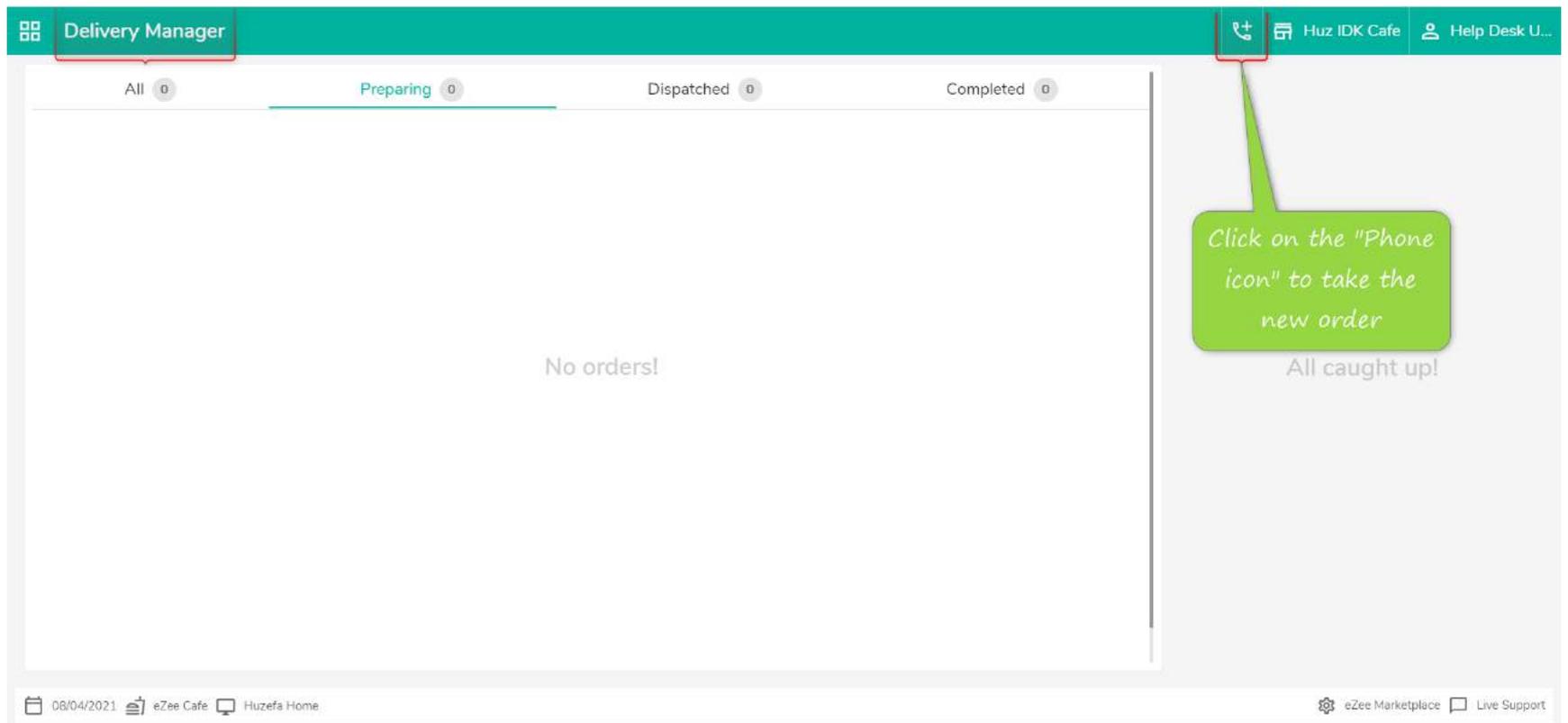
- 1) Preparation
- 2) Dispatch
- 3) Complete

PREPARATION :

Our first point of the flow belongs to the Preparation stage.

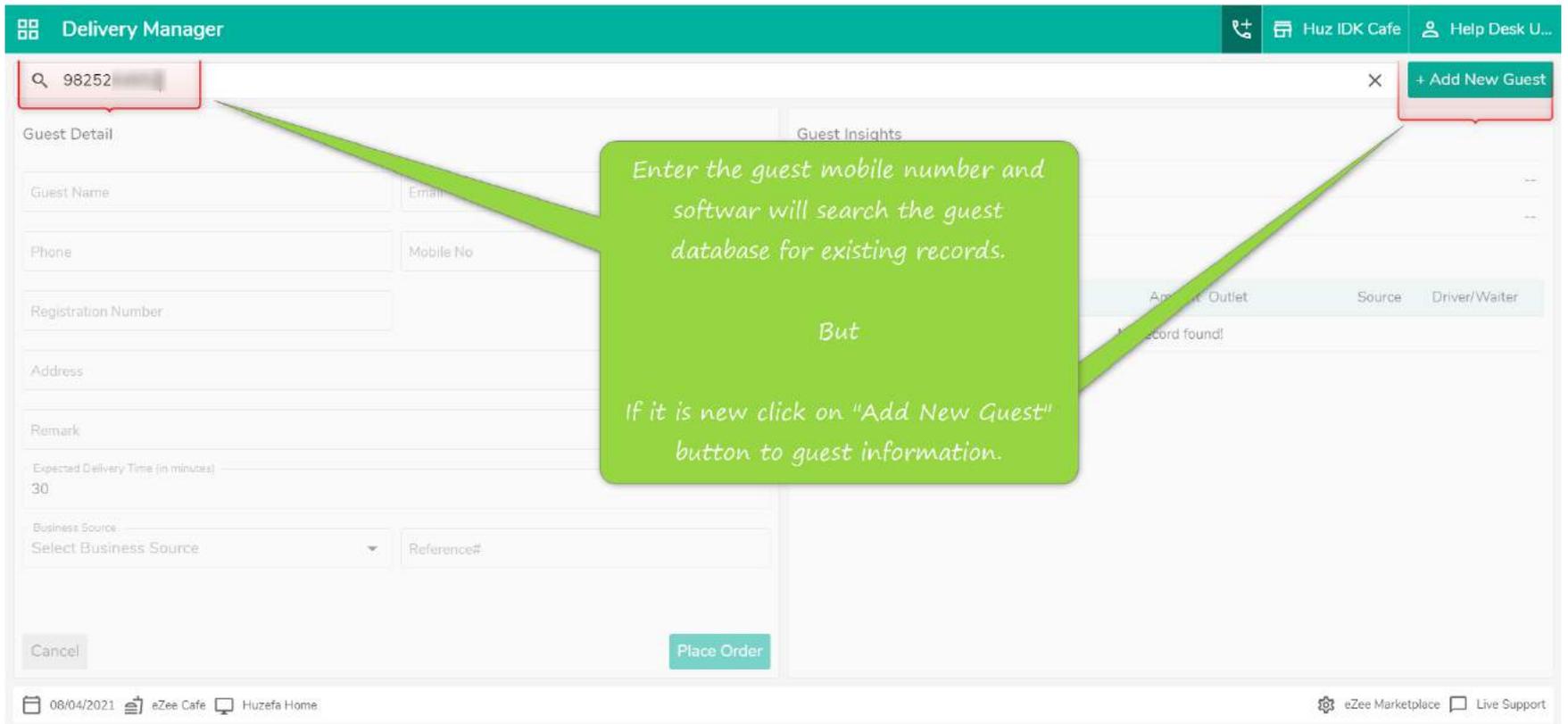


- STEPS:
- A) Click on the “Phone Icon” from the top right side of the window), in order to take a new order under delivery manager.

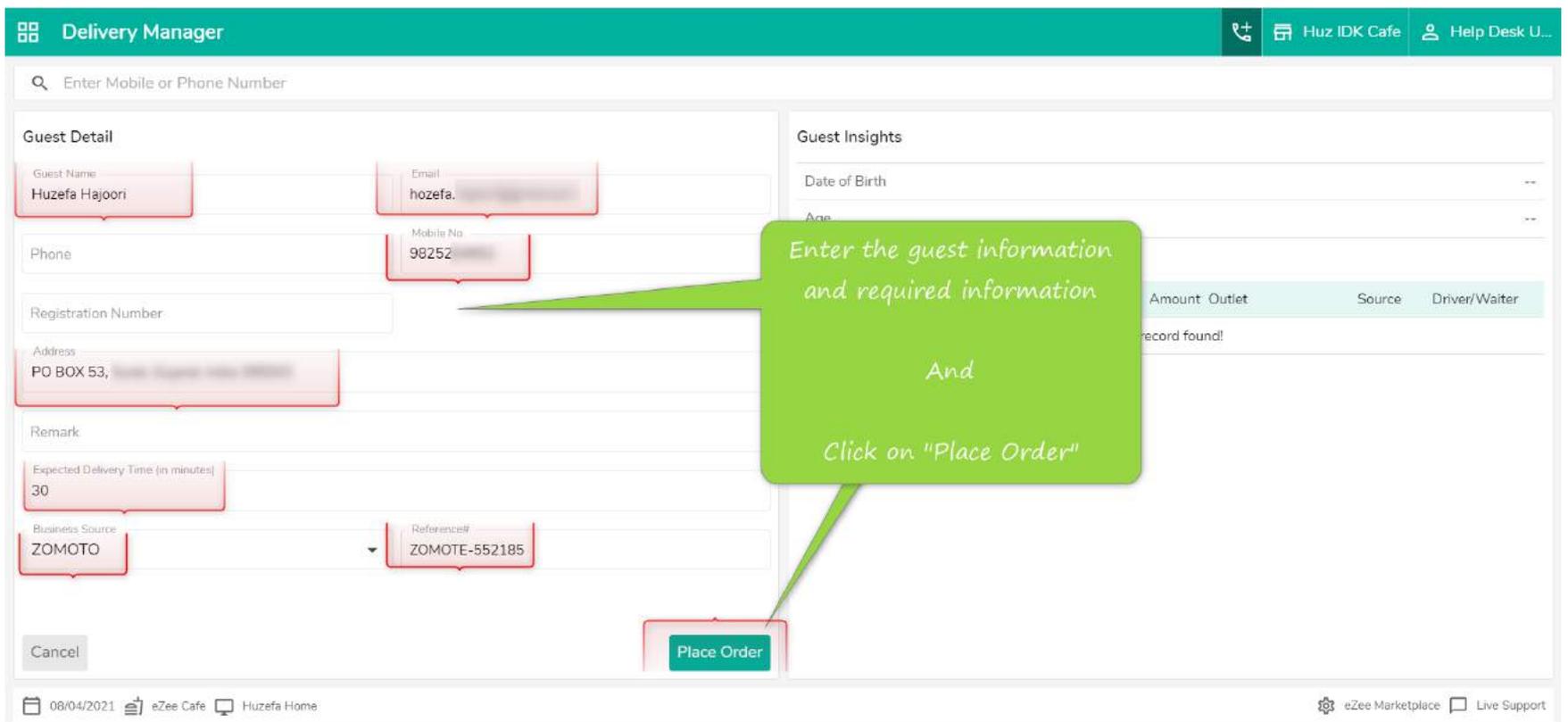


- B) Guest detail, Source related options will appear on the next window, where users can search existing guests from the software database by entering the guest Mobile number.

NOTE: Guest Mobile number is a unique identifier nowadays hence, the software will search the guest information by mobile number and if it finds the match, all the information would be filled in automatically. But if it is new, then user can proceed ahead with entering new guest information.



C) Guest information detail will be activated to enter guest information.



D) The next window will be the item punching window, where users can punch an item with quantity.

*****Item Punching window and available options are already discussed above while explaining "Dine In" functionality.**

The screenshot shows the 'New Order-1' interface. The menu includes categories like Shakes, Ice Cream, and others. Two items are added to the cart: BLUEBERRY(MILKSHAKE) and BLUEBERRY(THICKSHAKE). A green callout bubble points to the 'Save' button with the text 'Punch an item(s) to add to cart'. The total amount is 337.00.

E) Saving an order would generate KOT and Bill at the same time and will be listed under Preparation, as kitchen staff would prepare the Item.

The screenshot shows the 'Delivery Manager' interface. It displays a list of orders with columns for All, Preparing, Dispatched, and Completed. A callout bubble points to a 'Preparing' order with the text 'Newly punched order (s) shows under "Preparing" section (Stage 1)'. Another callout bubble points to the order with the text 'New order'.

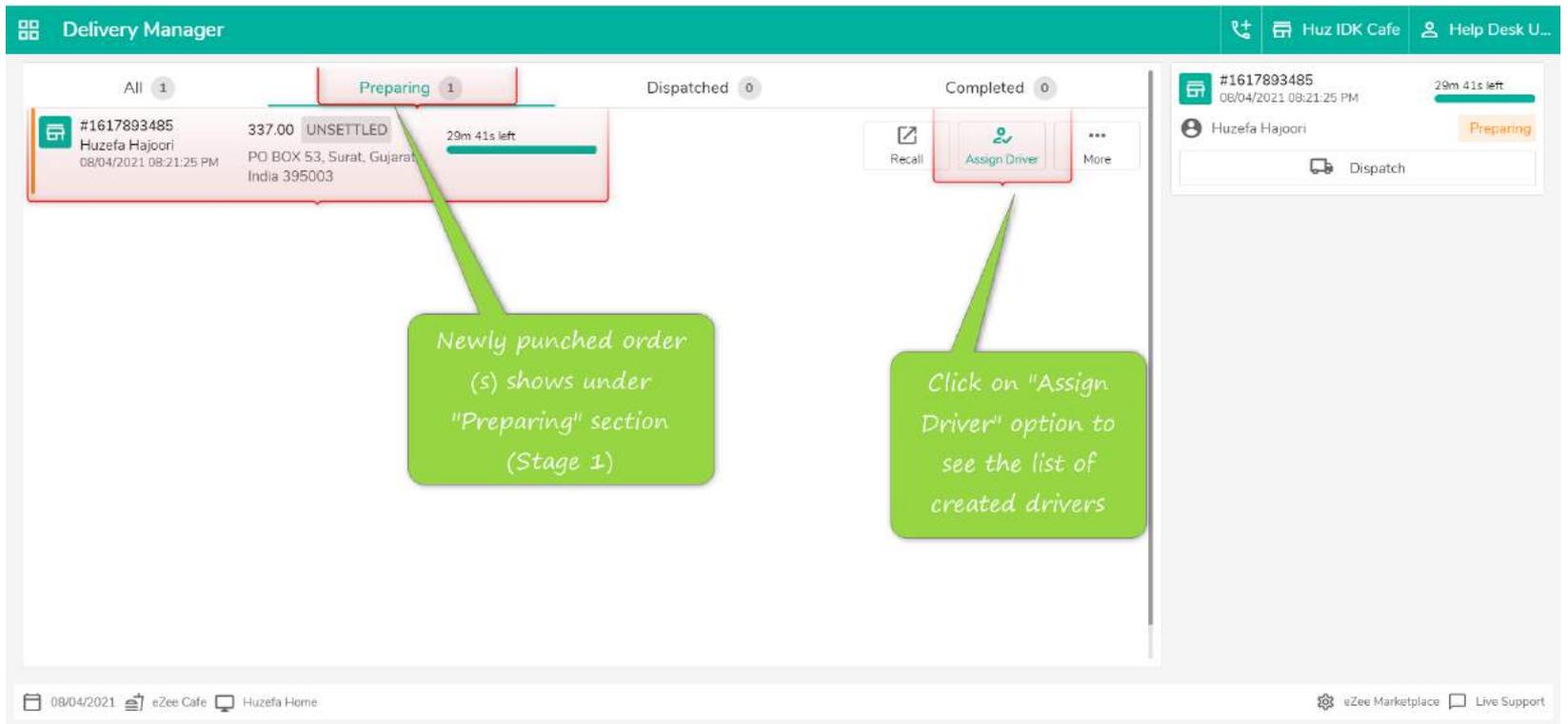
Now, next point is:

DISPATCHED :

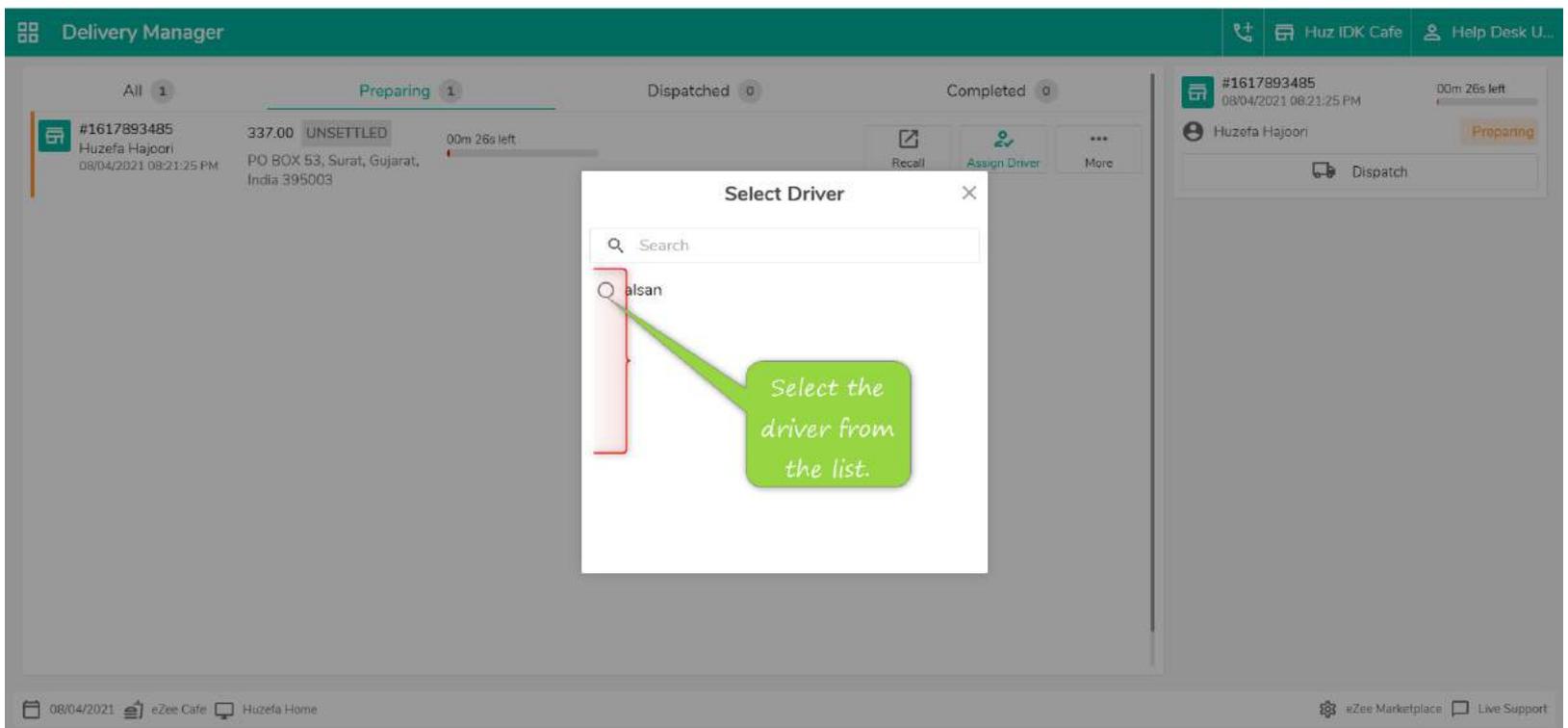
Driver is out to deliver the order (Stage 2: Dispatch) : Once, the item is done with the preparation, then the package has to be delivered. It is important to track the performance of the driver, hence the software provides information to assign the Driver to each order. Assigning a driver comes in stage 2 called "Dispatched".

STEPS:

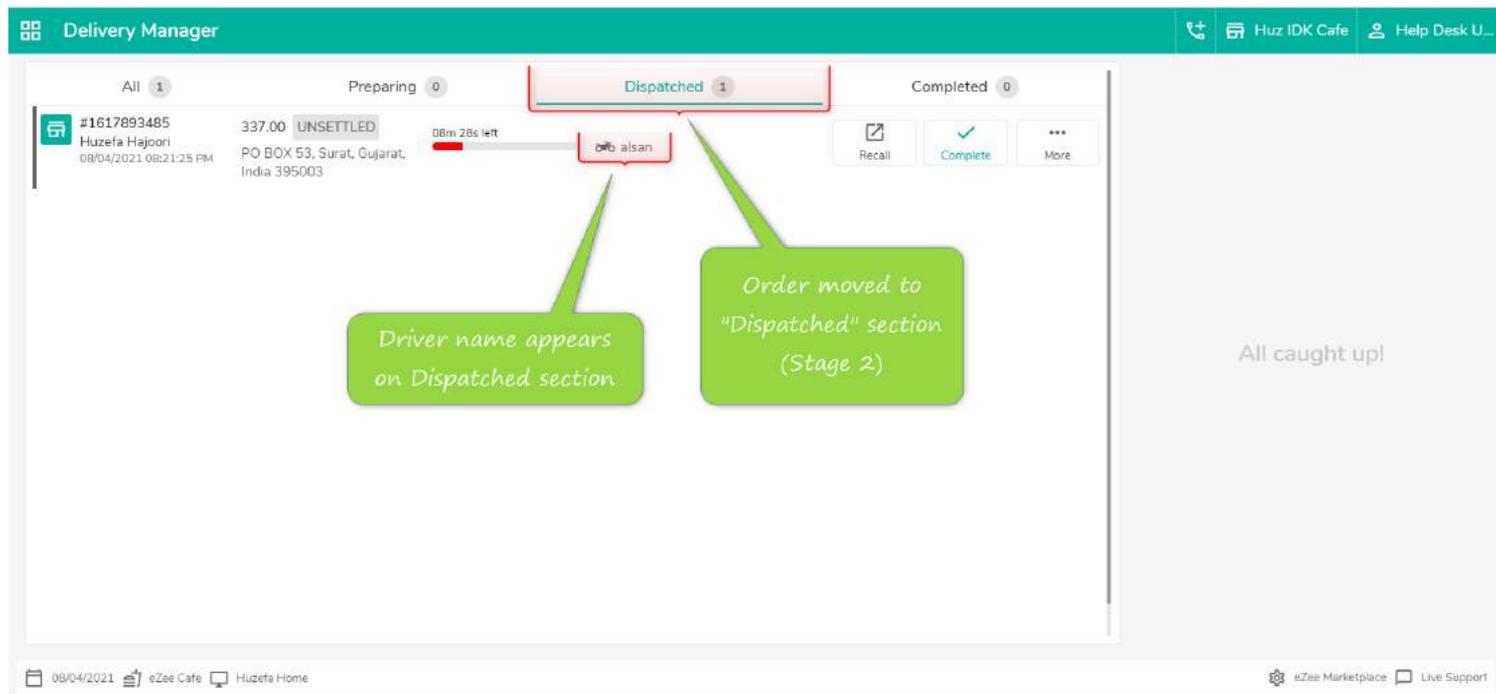
A) Click on the Driver option given on each order, in order to assign a driver to order.



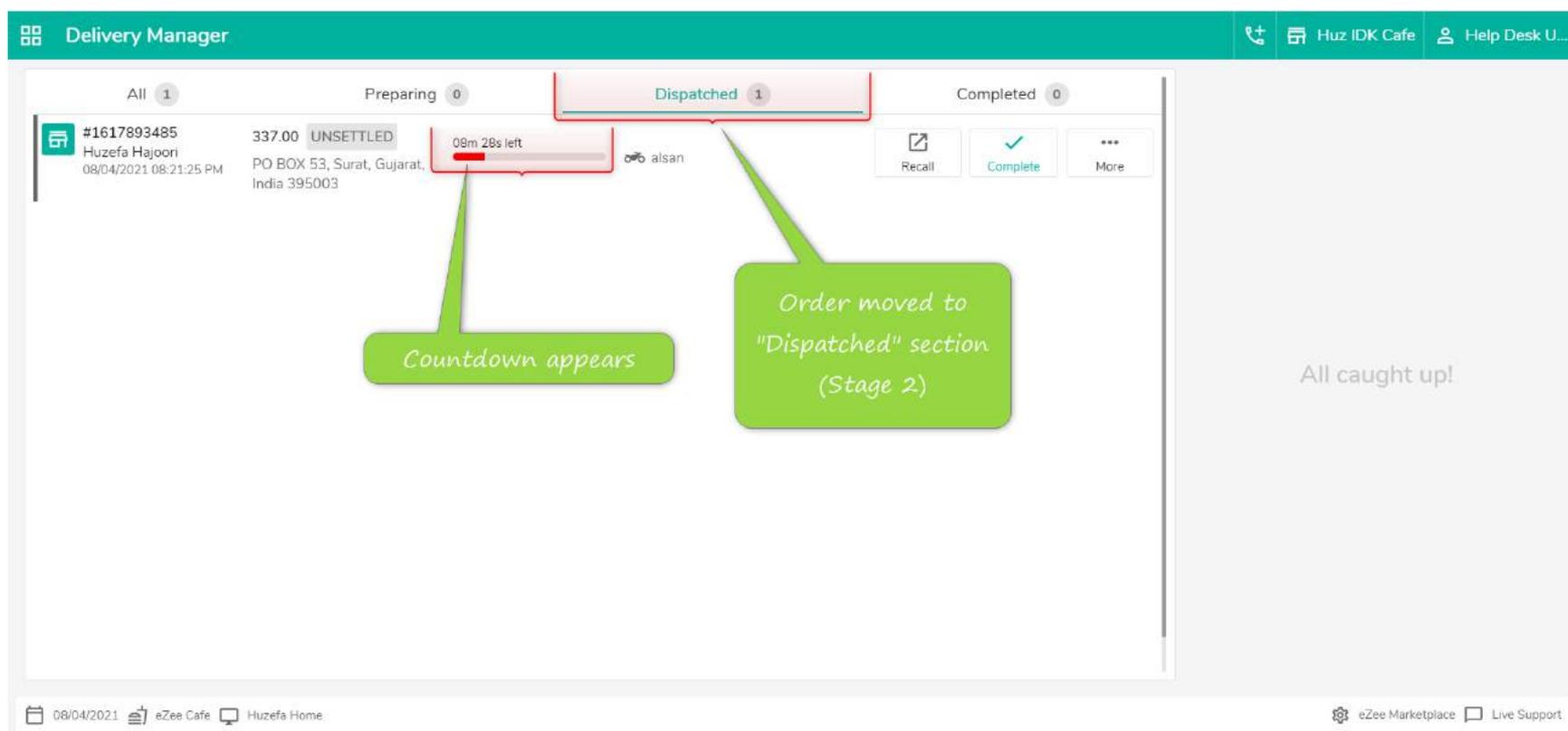
B) Select a driver from the list.



C) Now, the order is moved to the "Dispatched" Stage (Stage 2).



D) Time tracker gets started from the “Preparing” Stage and continues till the process is completed.



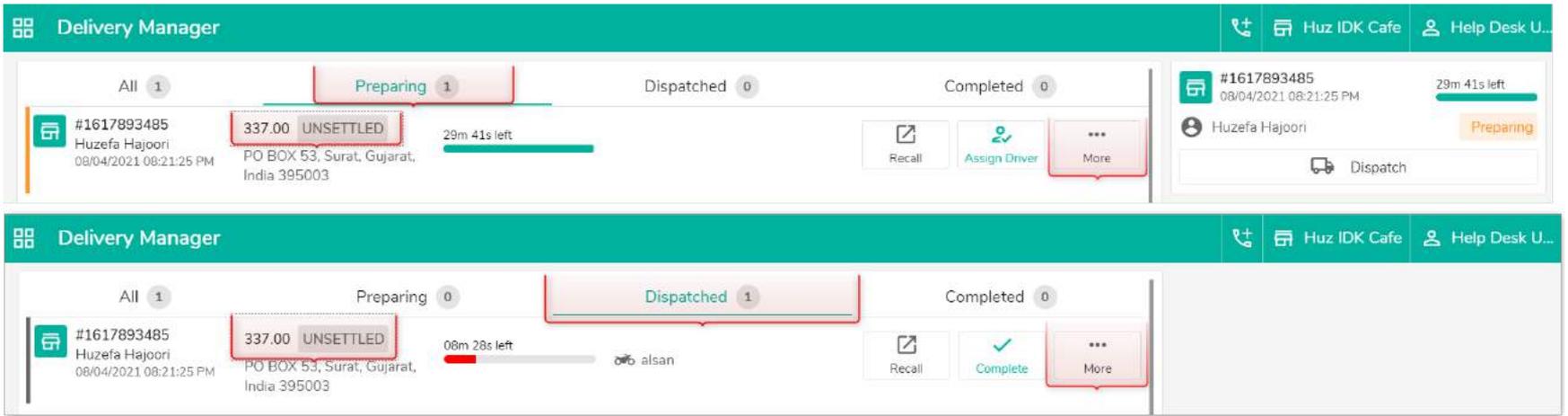
COMPLETE:

Final Settlement (Stage 3 : Complete) : Driver delivers the food package and collects the amount, if the order is COD (Cash on Delivery) and comes back to the restaurant and then delivery order gets completed.

There are 2 possibilities regarding the settlement:

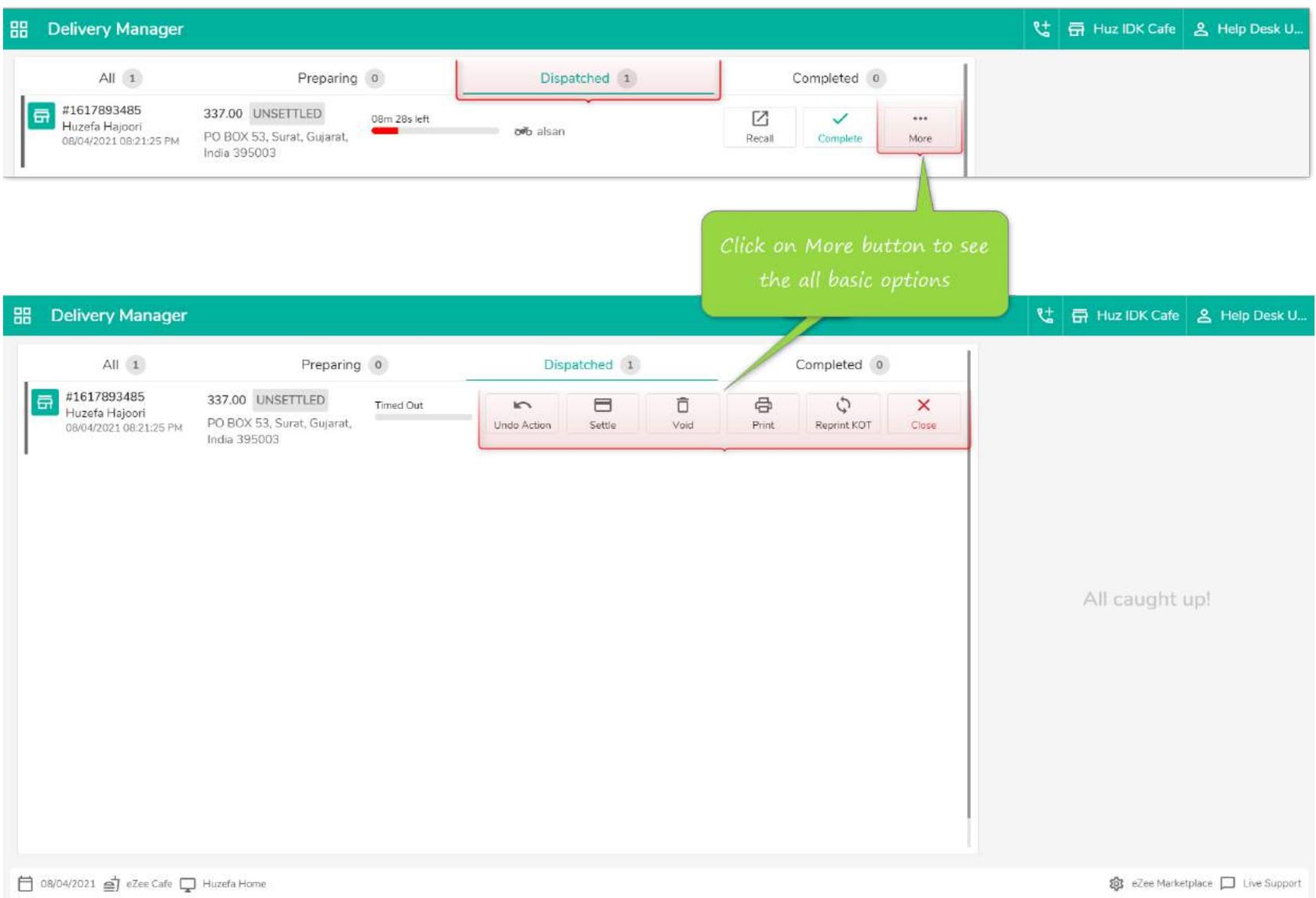
- A) Prepaid : Guest pays the bill amount in advance before delivering the order.
- B) COD (Cash on Delivery) : Guest pays the bill amount while getting delivery.

NOTES: Payment can be collected at any stages (Preparing, Dispatched, and Completed) of Delivery order type. Payment option is always available while and after placing an order.

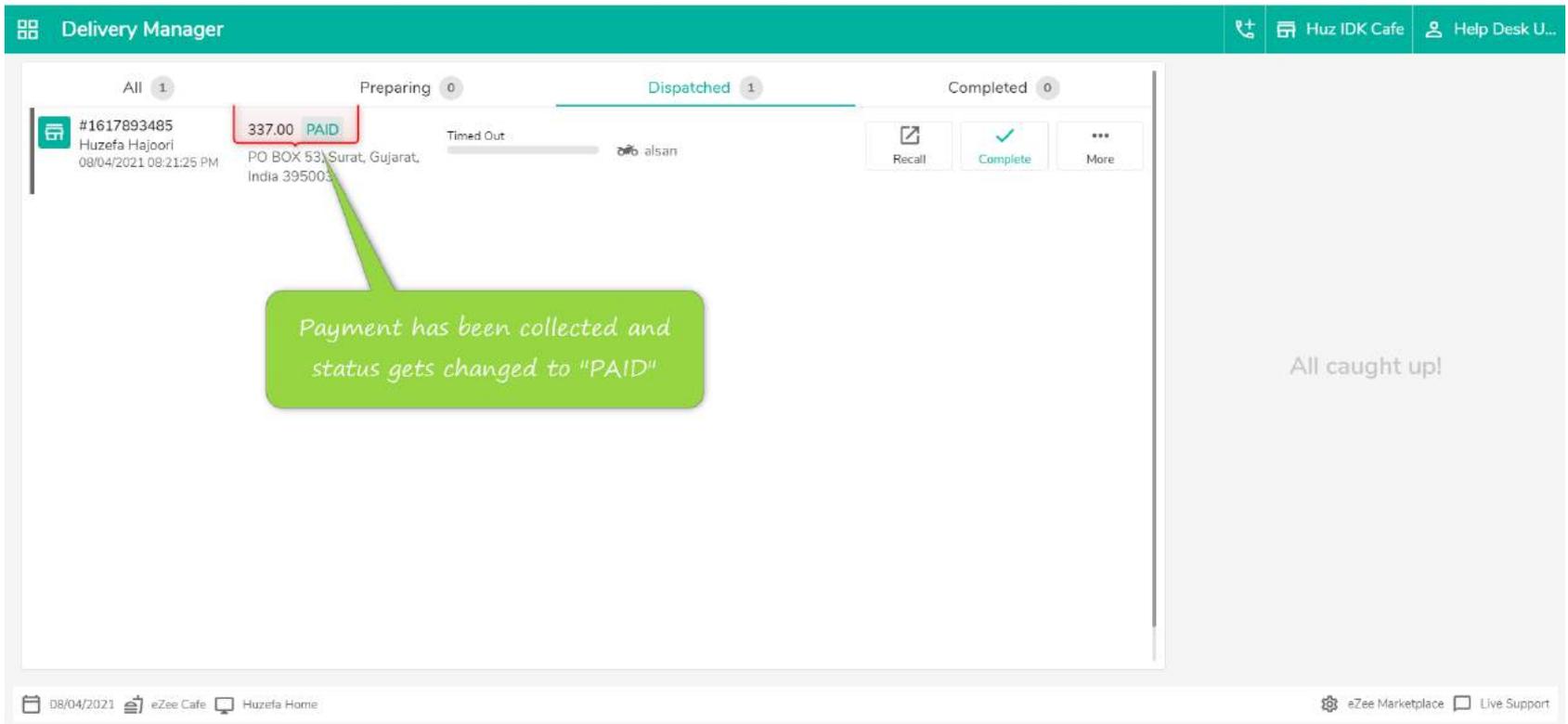


STEPS:

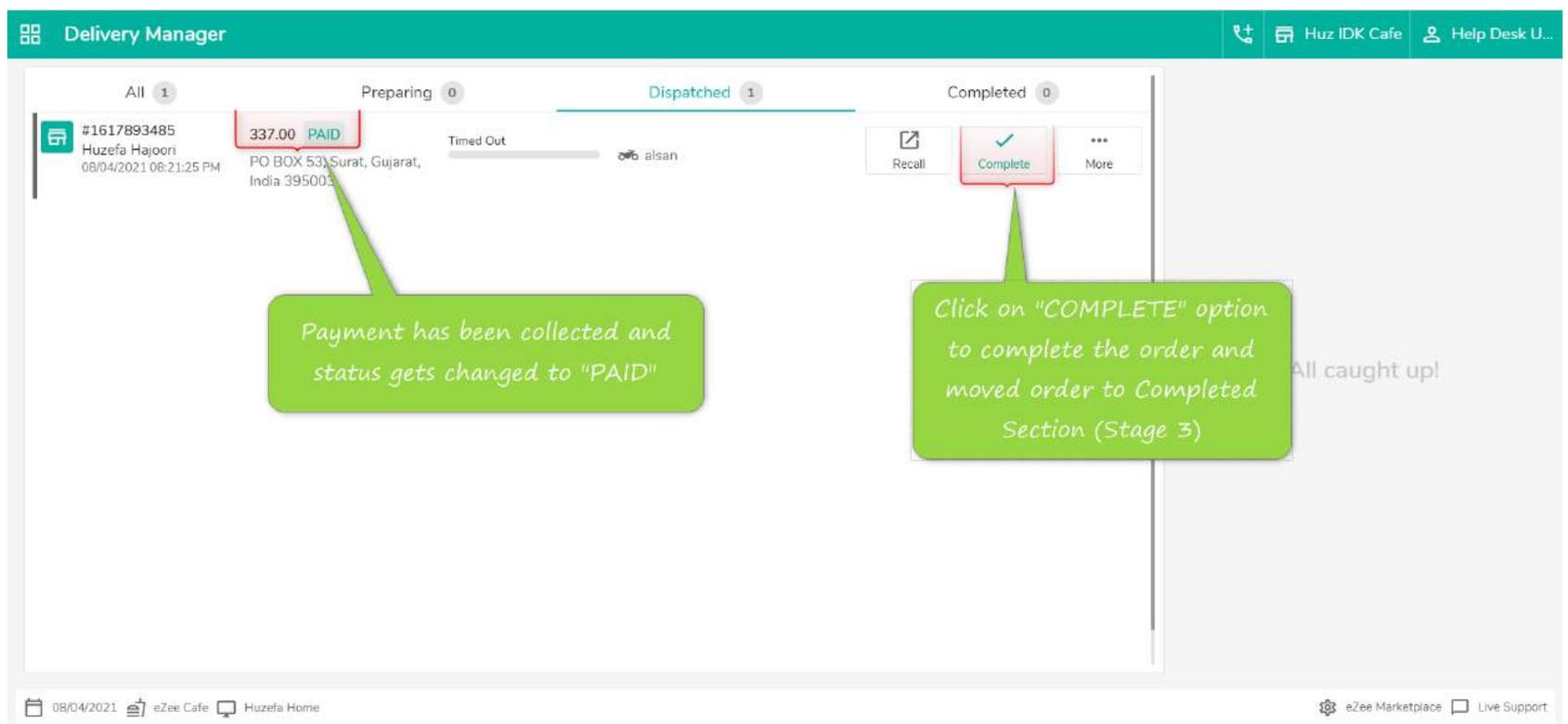
A) Click on More Button to collect the payment.



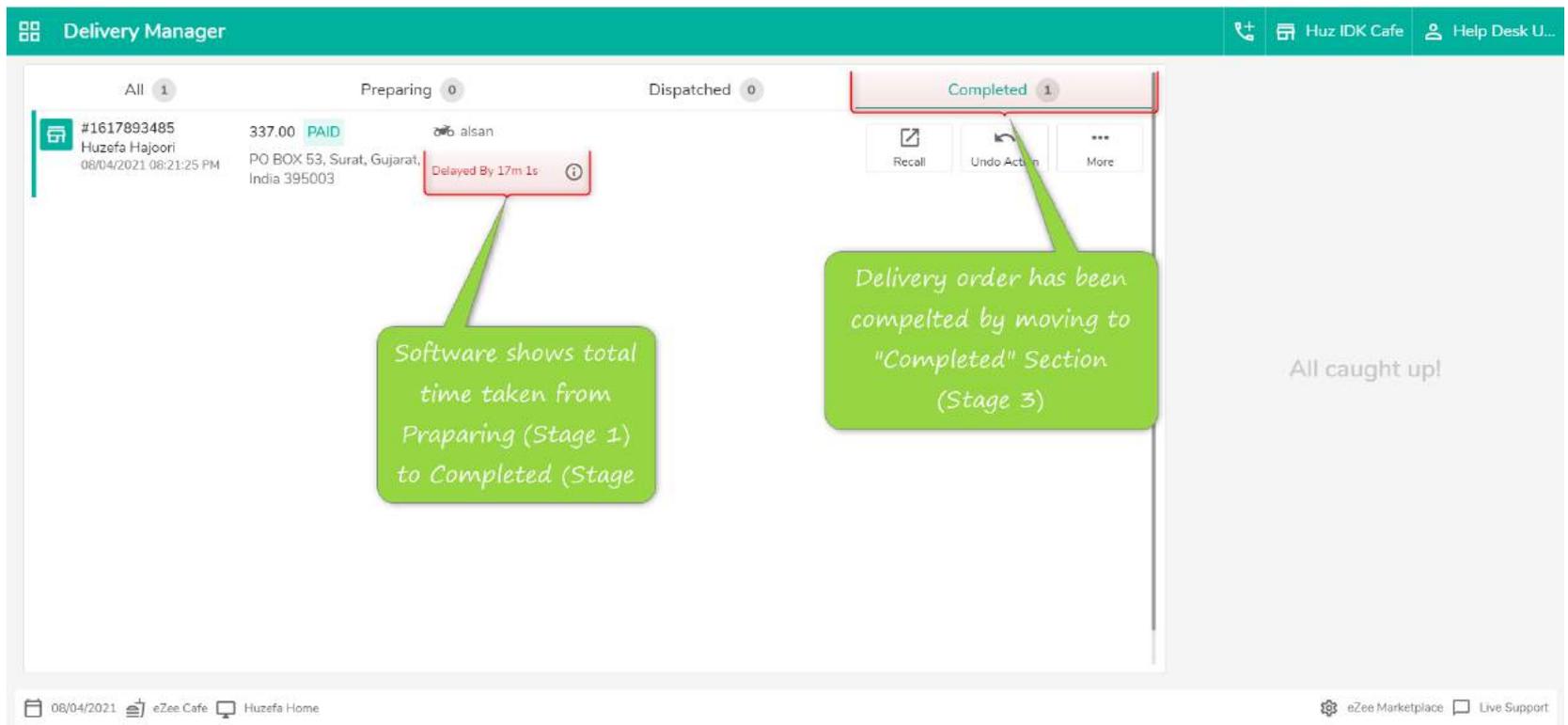
B) Order Status gets changed from “Unsettled” to “Settled”, once the payment gets collected.



C) Click on the “COMPLETE” option to mark an order as completed.



D) Now, the order has successfully moved to the “COMPLETED” section which is order Stage 3.



NO CHARGE:

No charge is used to give complete order as complimentary. There would not be any settlement for NC (No Charge) order.



No Charge is especially used for special guests, such as owner, manager, staff or VIP guests. The benefit of using the No charge order type, is that order is complementary. However, the restaurant still gets the costing of the order.

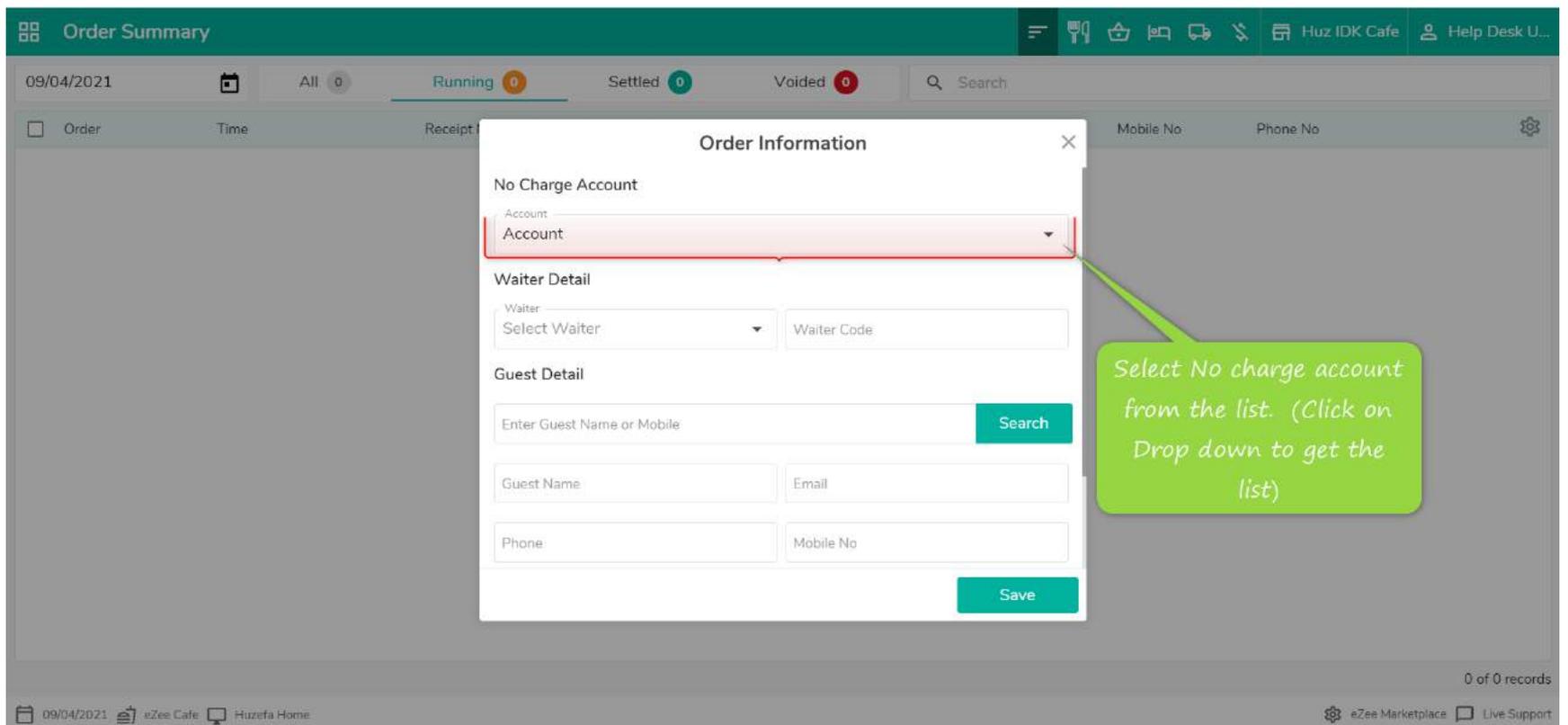
It is really important to track down the consumption of the items, no matter if it is normal selling or complementary.

Software also provides a facility to define different rates and exclude taxes on No charge order type.

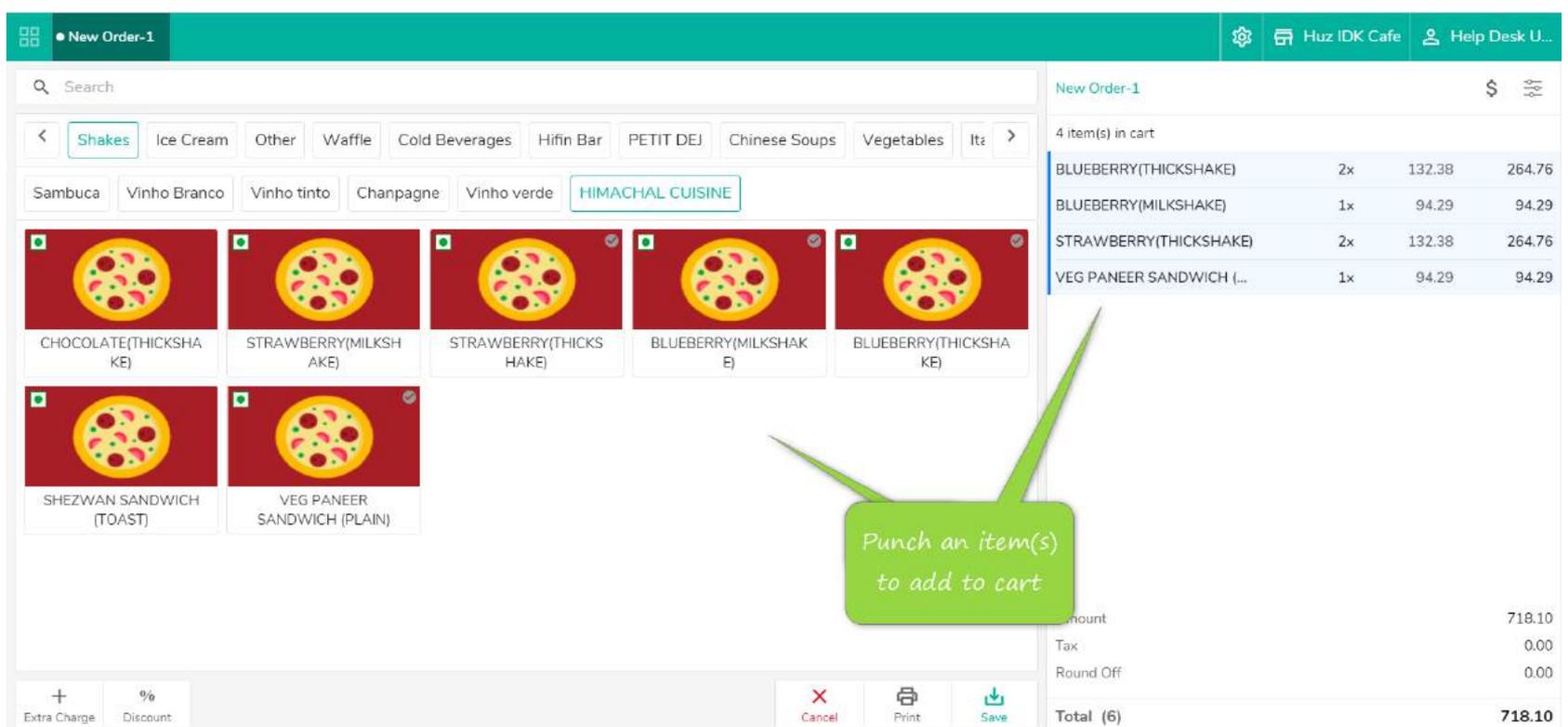
*******Configuration of the No charge and its related operations are discussed separately in detail in the Configuration user manual.**

STEPS:

A) Clicking on No Charge option will open the Order Summary Page along with the list of No charge accounts to select.



B) Select the account and Save “Order Summary page” after entering the required information, to get the “Item Punching” window, where you can punch an item along with quantity.



C) There would not be any settlement for No charge, hence the “Settle” button or “Quick Pay” option would not be available.

New Order-1

Search

Shakes Ice Cream Other Waffle Cold Beverages Hifin Bar PETIT DEJ Chinese Soups Vegetables Itz

Sambuca Vinho Branco Vinho tinto Chanpagne Vinho verde HIMACHAL CUISINE

CHOCOLATE(THICKSHAKE) STRAWBERRY(MILKSHAKE) STRAWBERRY(THICKSHAKE) BLUEBERRY(MILKSHAKE) BLUEBERRY(THICKSHAKE)

SHEZWAN SANDWICH (TOAST) VEG PANEER SANDWICH (PLAIN)

Amount 718.10
Tax 0.00
Round Off 0.00
Total (6) 718.10

Cancel Print Save

No "Settle" button
OR
"Quick Pay" option

D) No charge is not a sales but a complimentary (Free of cost) order, hence the restaurant does not have to pay the Tax but still get the cost of it.

New Order-1

Search

Shakes Ice Cream Other Waffle Cold Beverages Hifin Bar PETIT DEJ Chinese Soups Vegetables Itz

Sambuca Vinho Branco Vinho tinto Chanpagne Vinho verde HIMACHAL CUISINE

CHOCOLATE(THICKSHAKE) STRAWBERRY(MILKSHAKE) STRAWBERRY(THICKSHAKE) BLUEBERRY(MILKSHAKE) BLUEBERRY(THICKSHAKE)

SHEZWAN SANDWICH (TOAST) VEG PANEER SANDWICH (PLAIN)

Amount 718.10
Tax 0.00
Round Off 0.00
Total (6) 718.10

Cancel Print Save

No Charge still hold a cost of item
BUT
"No Tax" applied

E) Saving an order will generate KOT and Receipt (Record purpose).

QUESTION: Where the order with “No Charge” would appear in the software?

ANSWER : No Charge does not require any settlement, hence it is considered as settled and will appear on the “Order Summary page”.

ORDER SUMMARY PAGE :

Order Summary Page does hold 3 sections.

Section 1 : Running

Section 2 : Settled

Section 3 : Void

No Record Found!

0 of 0 records

- STEPS:
- A) Go to the Settled option to see a list of all the orders taken by any of the order types. Orders can be easily identified as they are grouped under “Order Type”.

"Settled" Section Under Order Summary page

No Charge order

Order Type Column

Order	Time	Receipt No	R/T No	Order Type	Guest Name	User	Mobile No	Phone No
<input type="checkbox"/>	1617951507	12:2	-N/A-	No Charge	AAA	Help Desk User [h...		718.10
<input type="checkbox"/>	1617951789	12:3	-N/A-	Takeaway		Help Desk User [h...		99.00
<input type="checkbox"/>	1617951806	12:3	-N/A-	Takeaway		Help Desk User [h...		139.00
<input type="checkbox"/>	1617951834	12:33:54 PM	REC-260	Dine In	Mr.S	Help Desk User [h...		99.00

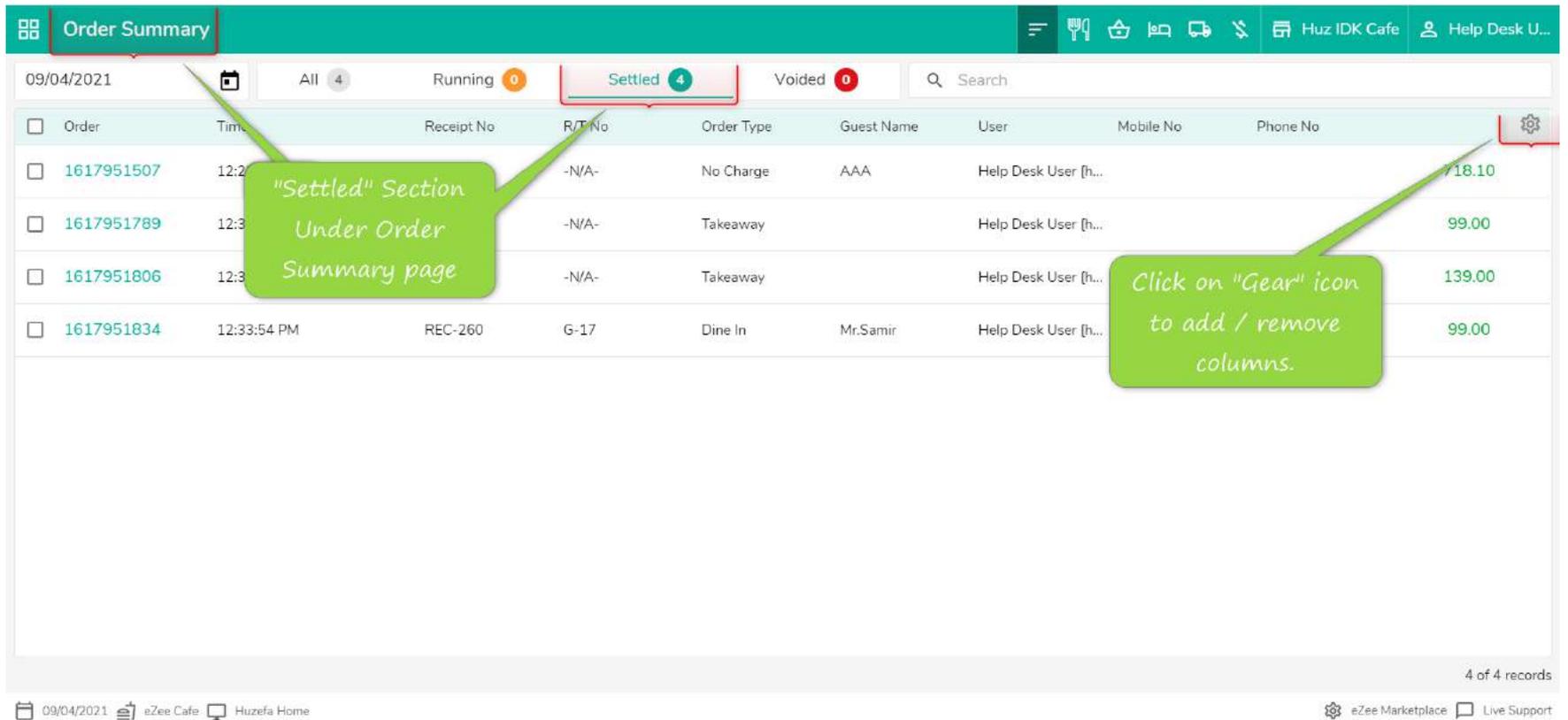
4 of 4 records

QUESTION: I would like to see the payment method on the Order Summary, is it possible ?

ANSWER : Yes, it is possible to add / remove columns on the Order Summary page.

STEPS :

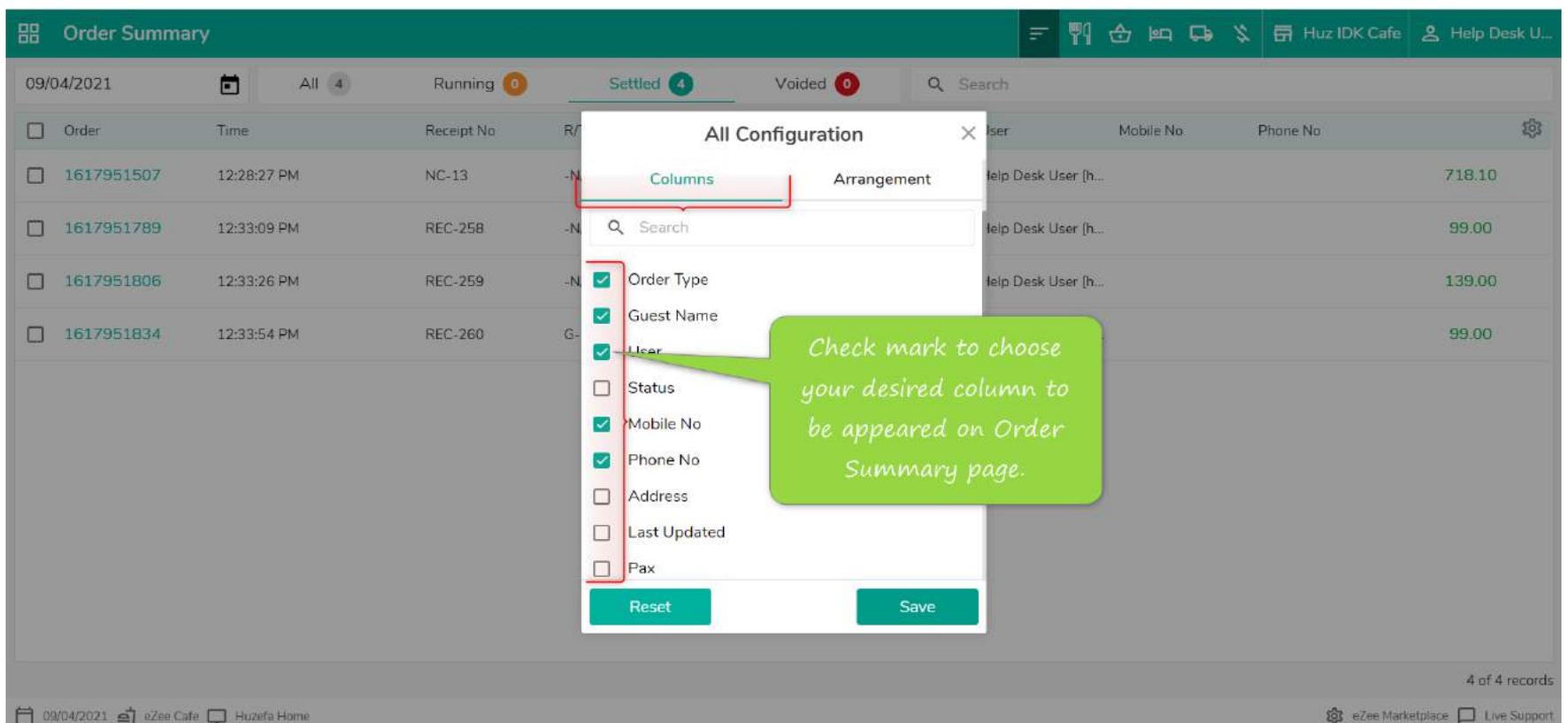
A) Click on the “Gear” icon appearing on the top right side.



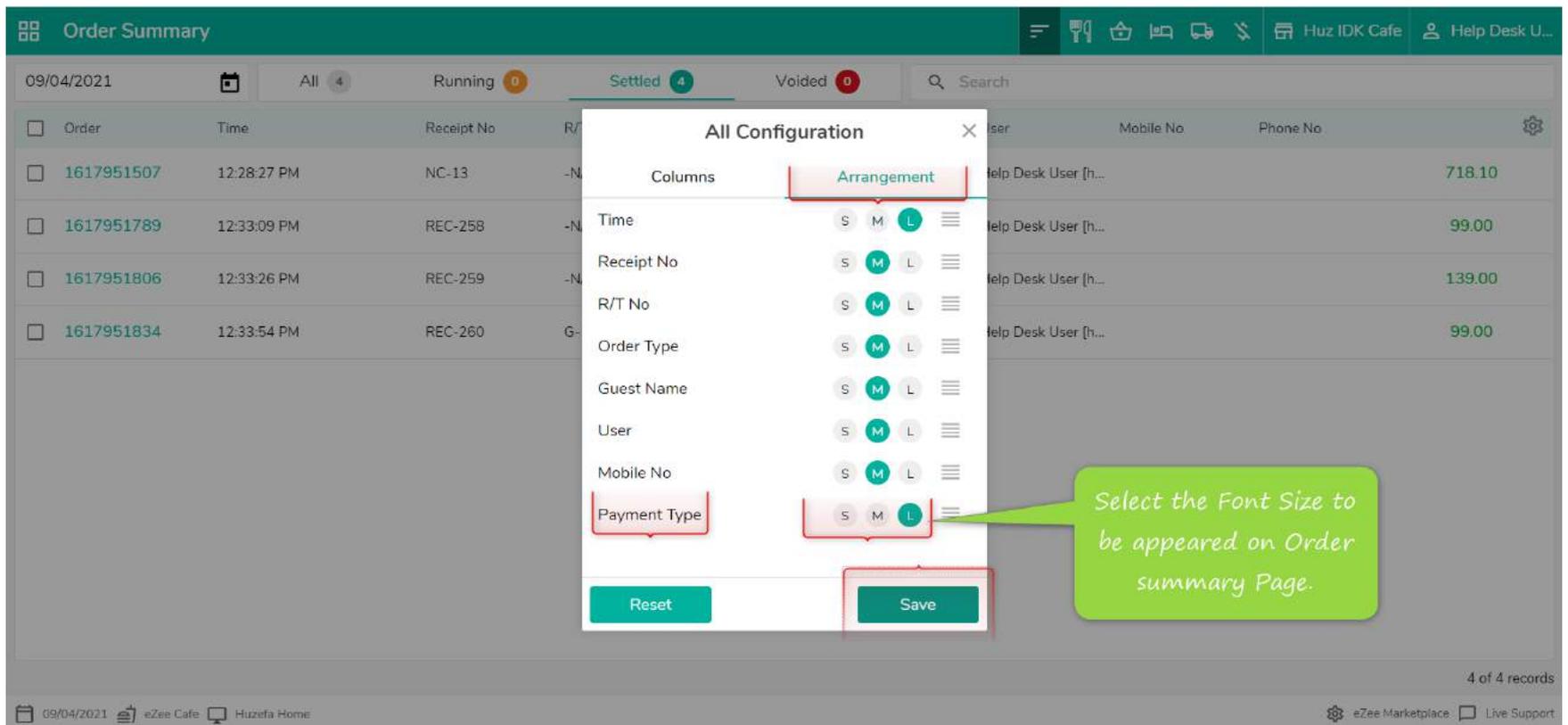
B) The configuration window will be opened with the 2 sections.

a) Columns : Columns are the field that can be placed on the Order summary page.

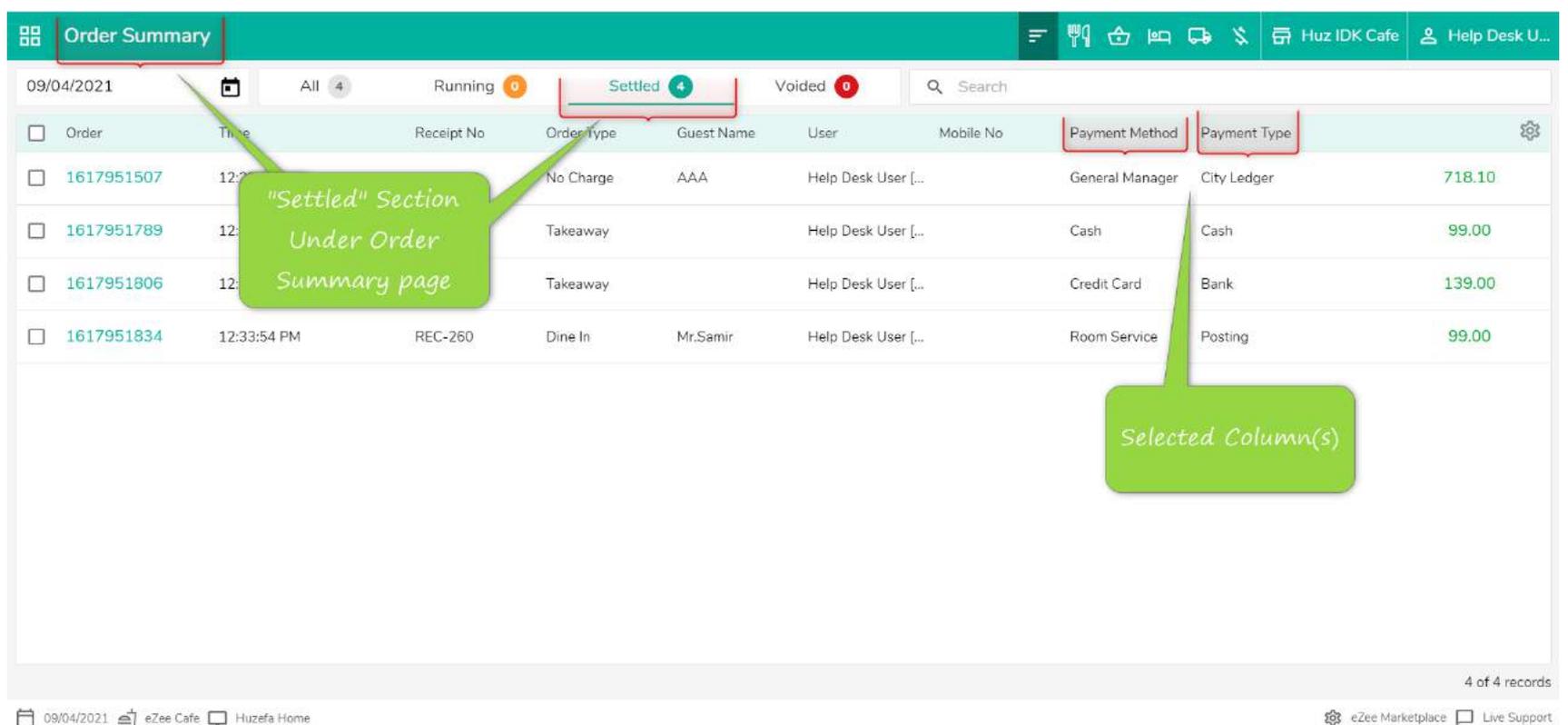
NOTE: Maximum 8 fields (Columns) would appear on the “Order Summary Page”



b) Arrangement : Arrangement option helps to align the ordering of the column, and the Size of Fonts, such as Large, Small, or Medium.



C) Selected column(s) would appear with respected information on the order summary page.



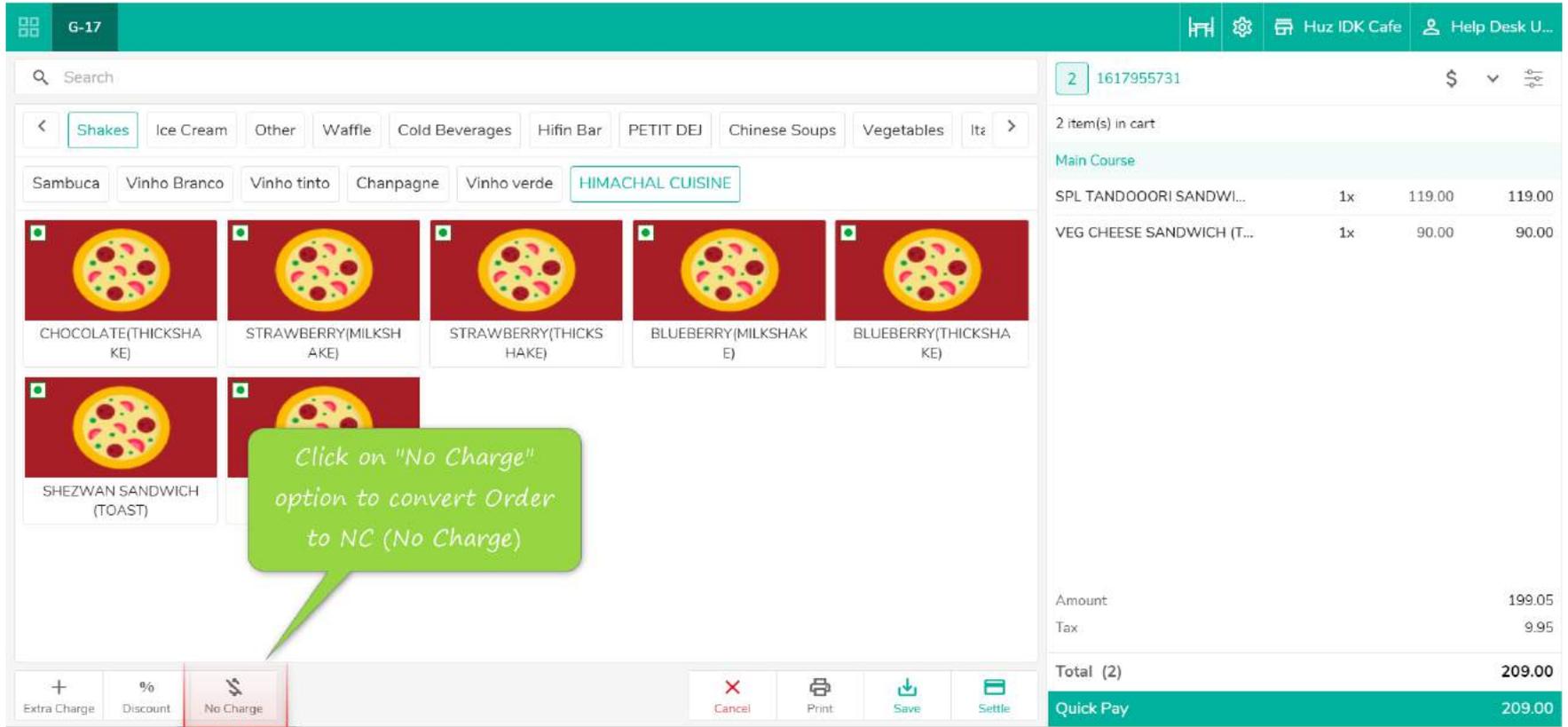
QUESTION: I have taken the order in Dine In but now, I need to convert it to NC (No Charge), is it possible?

ANSWER : Yes, It is possible to convert any order to No charge.

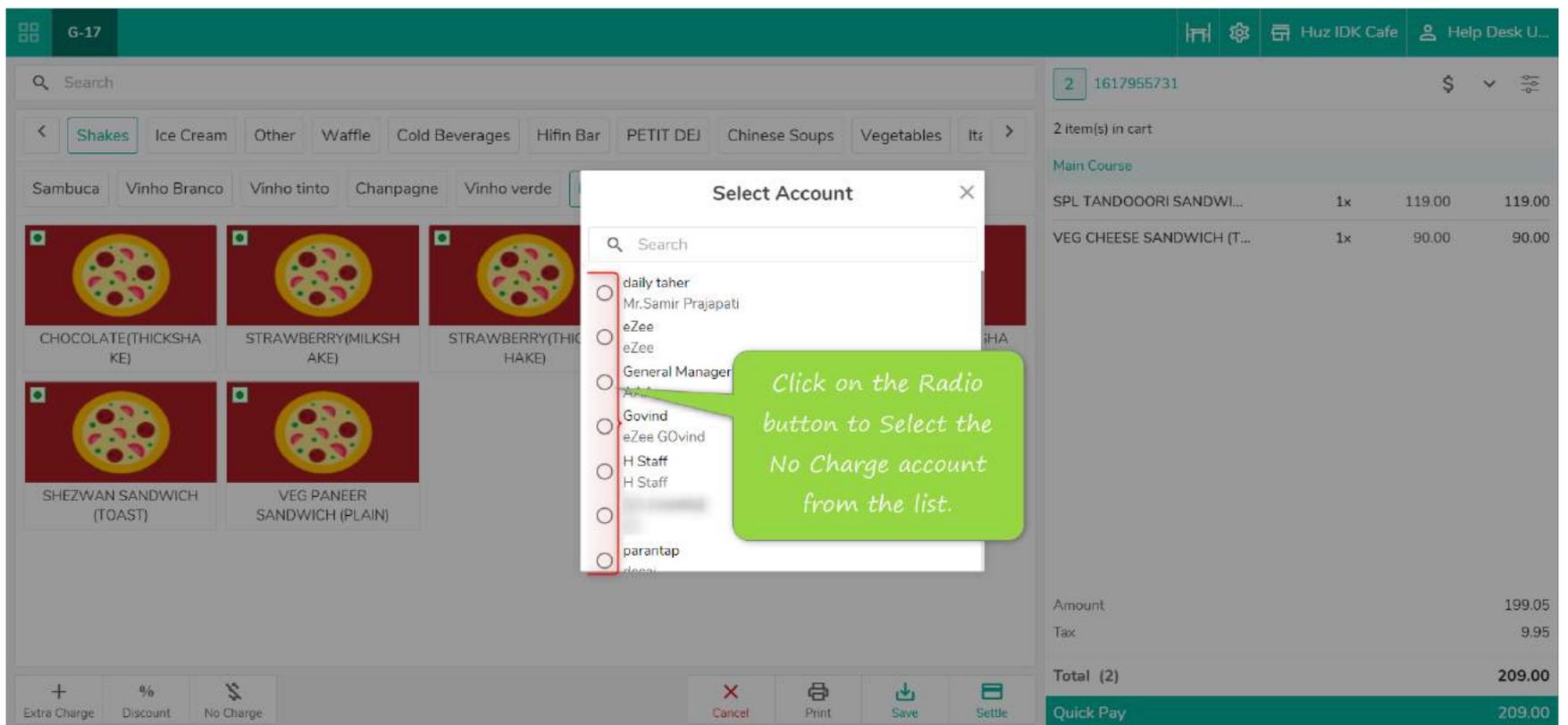
STEPS :

A) Recall (Edit) the order, that has been punched on the table.

B) Item punching window will be opened where the punched menu items will be visible. Click on the “No Charge” option (Left bottom corner).



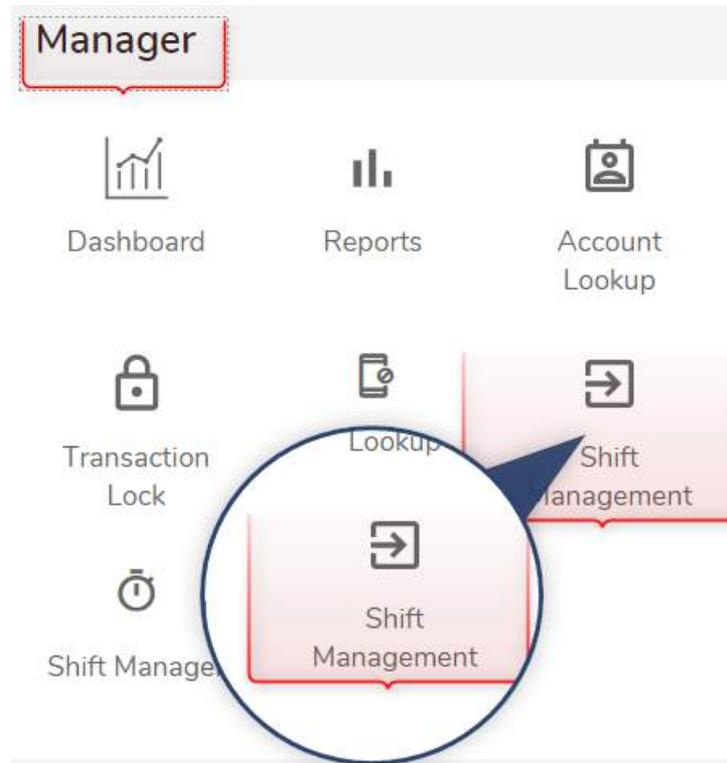
C) Select the No Charge account from the No charge selection window, in order to convert the order to No charge.



SHIFT MANAGEMENT :

Software starts the shift of each user when the user logs in to the software.

****Starting a shift is explained in a detail above in this same document. Please refer to the “Shift Info” section for more detail.



SHIFT MANAGEMENT HELPS:

- 1) To track the Payment that has been collected during the shift (day).
- 2) One can record expenses or misc sales (Cash In /out) entry in the software.
- 3) Print Shift summary and detail shift report.
- 4) End Shift.

The screenshot displays the 'Shift Management' interface. It features a 'Shift Summary' table on the left and a 'Transactions' table on the right. Green callout boxes provide instructions for various actions:

- Click Pay In to record Misc sales or Cash In:** Points to the 'Paid In' row in the Shift Summary table.
- Click on Pay out to record Expense.:** Points to the 'Paid Out' row in the Shift Summary table.
- User can print Shift Report:** Points to the 'Print' button in the bottom navigation bar.
- Final Cash Drawer Amount:** Points to the 'Expected Amount' row in the Shift Summary table.
- Click on End Shift to close the shift:** Points to the 'End Shift' button in the bottom navigation bar.

Shift Summary		Transactions	
Started Time	12/03/2021, 02:48:11 PM		
Shift No	216		
Print Count	0		
Opening Balance	0.00		
Cash Payments	1651.30		
Paid In	0.00		
Paid Out	0.00		
Safe Drop	0.00		
Expected Amount	1651.30		

PAY OUT:

It is used to record cash out or any expenses, that has been done by the users.

Shift Management Huz IDK Cafe ezeadmin

Shift Summary

Started Time	12/03/2021, 02:48:11 PM
Shift No	216
Print Count	0
Opening Balance	0.00
Cash Payments	51.30
Paid In	
Paid Out	
Safe Drop	
Expected Amount	

Transactions

PAYOUT

Currency: Rs Amount: 10000

Remark: Electricity payment

Save

To Record Expenses

Enter expense Amount with Reason

09/04/2021 eZee Cafe Huzefa Home eZee Marketplace Live Support

PAY IN :

It is used to record misc sales or the cash that has been received additionally from the account team.

Shift Management Huz IDK Cafe ezeadmin

Shift Summary

Started Time	12/03/2021, 02:48:11 PM
Shift No	216
Print Count	0
Opening Balance	0.00
Cash Payments	34.30
Paid In	
Paid Out	
Safe Drop	
Expected Amount	4.30

Transactions

09/04/2021, 02:10:10 PM **Pay Out** 10000.00 Rs

Electricity payment

PAYIN

Currency: Rs Amount: 500

Remark: Internet Charges

Save

To record Misc Sales.

Enter income Amount with Reason

09/04/2021 eZee Cafe Huzefa Home eZee Marketplace Live Support

PRINT SHIFT REPORT:

Users are required to submit their shift information to the next available user on the shift or the account team while ending shift.

SAMPLE: CASHIER SHIFT REPORT

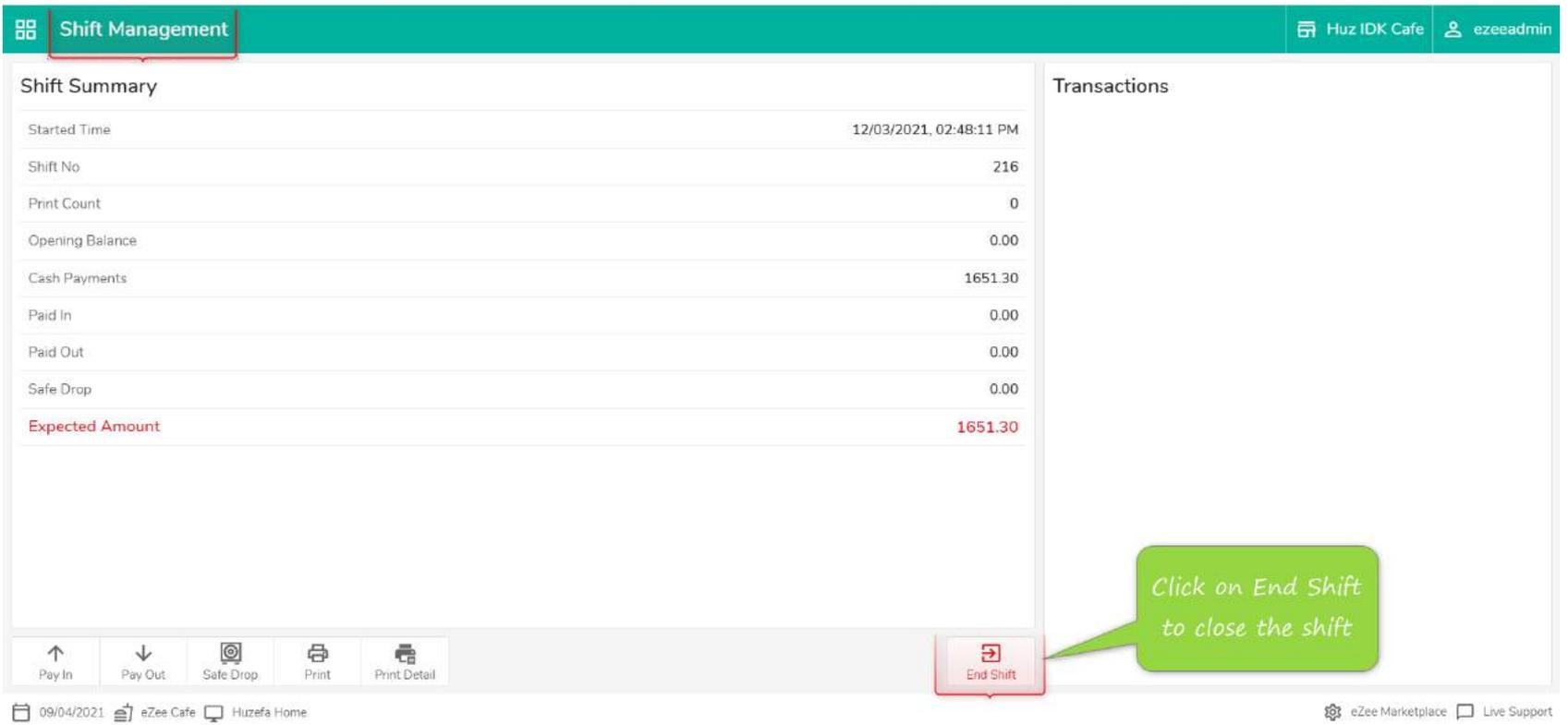
Cashier Shift Report	
User Name	ezeadmin
Shift #	216
Start Time :	12/03/2021, 02:48:11 PM
Opening	0.00
Currency	Opening
Rs	0.00
Shift Summary	
Opening	0.00
(+) Cash Sales	12084.30
(+) Pay In	500.00
(-) Pay Out	10000.00
(-) Safe Drop	0.00
Expected Balance	2584.30
Shift Transaction	
Receipts	10
Sales	13031.45
Discounts	0.00
Payment Summary	
Cash	12084.30
Room Service	50.00
Transaction Detail	
PAY IN	
Internet Charges	500.00
PAY OUT	
Electricity payment	10000.00
Businesssource Summary	
-N/A-	0.00
Order Type Summary	
TAKEAWAY	0.00
Outlet Wise Summary	
Huz CCD	0.00
Printed Date Time	4/9/2021 2:20:18 PM
Print Count	0
--- End ---	

END SHIFT:

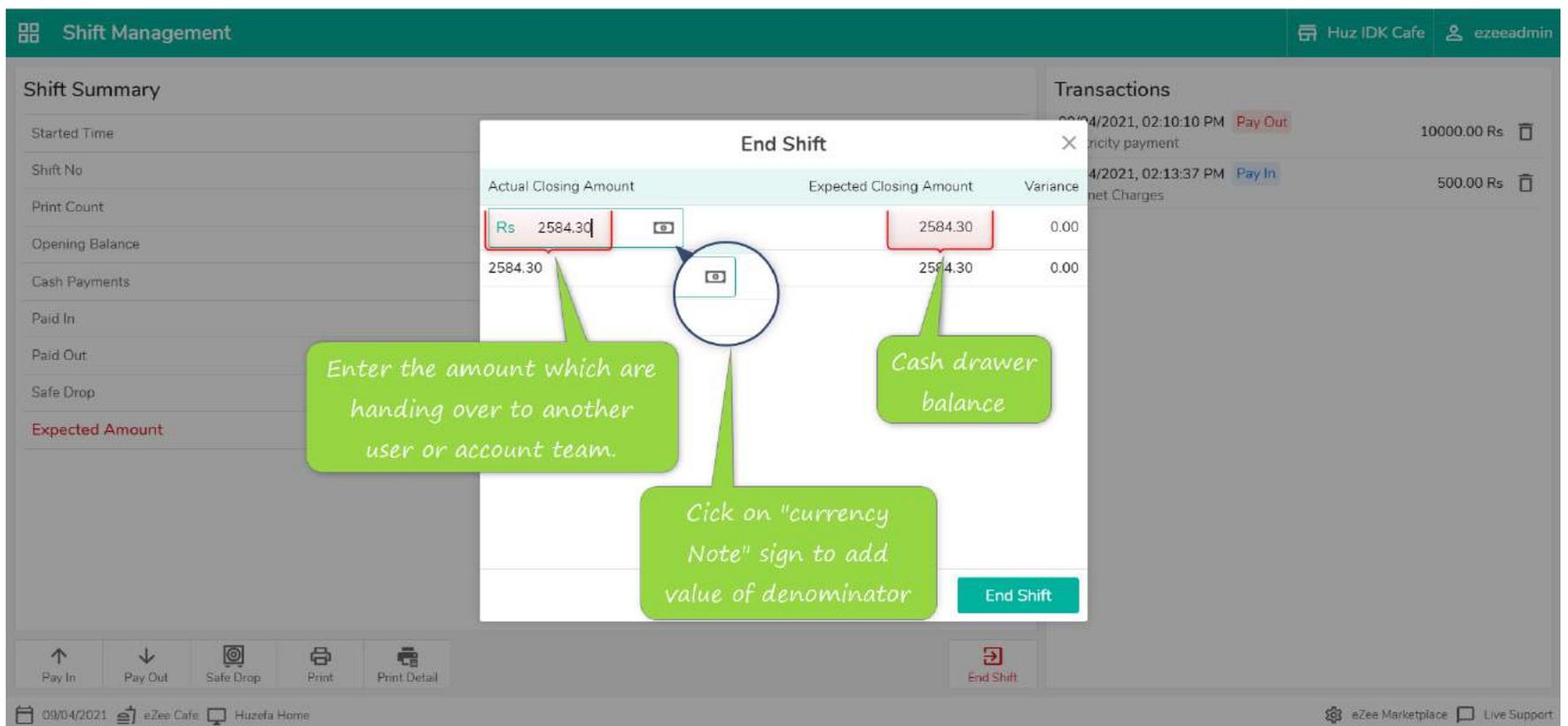
User needs to end the shift when the user is done with the day, therefore the user hands over all the payment to the next available user and provides the details to the account team.

STEPS :

- 1) Click on the "End Shift" option.



2) End shift window will be opened next, where users can enter a amount of cash drawer to another user or account team.



3) Denominator window will be opened, where users can enter a particular denominator.

Shift Management Huz IDK Cafe ezeadmin

Shift Summary

Started Time
Shift No
Print Count
Opening Balance
Cash Payments
Paid In
Paid Out
Safe Drop
Expected Amount

Transactions

09/04/2021, 02:10:10 PM Pay Out 10000.00 Rs
09/04/2021, 02:13:37 PM Pay In 500.00 Rs
net Charges

End Shift

Note	Qty	Total
20	0	0
10	0	0
5	0	0
50	0	0
100	5	500
200	2	400
500	3	1500
2000		0
Total		2400.00

Enter the number of notes (denomaniator)

Save

Pay In Pay Out Safe Drop Print Print Detail End Shift

09/04/2021 eZee Cafe Huzefa Home eZee Marketplace Live Support

4) Once, the payment information is entered, the user can save it and close the shift.

Shift Summary

Started Time 12/03/2021, 02:48:11 PM

Closed Time 09/04/2021, 05:13:14 PM

Shift No 216

Print Count 2

Opening Balance 0.00

Expected Closing Amount 2584.30

Actual Closing Amount 2584.30

Click on Log off to close the software.

Print Print Detail Logout

TRANSACTION LOCK :

Transaction lock occurs when User A has already opened Order # 999 and User B tries to access the same order and the browser gets closed while working with the order.

System throws an alert message to the user, who is trying to access an order.

The screenshot shows the 'Order Summary' page with a table of orders. An 'Order Lock' alert dialog is displayed in the center. The dialog contains the following text:

Order Lock
This transaction is in use by another user. You cannot perform any operation on it.
Do you want to unlock it?
[Cancel] [Unlock]

A green callout box points to the 'Unlock' button with the text: "Another User can easily access by clicking on the 'Unlock' option."

In some cases, the alert window does not show the "Unlock" button, however users can go to the "Transaction Lock" option and lock it.

The screenshot shows the 'Order Summary' page with a table of orders. A 'Warning' alert dialog is displayed in the center. The dialog contains the following text:

Warning
Can't continue, Transaction(s) in use by another user.
[OK]

A green callout box points to the 'Void' button in the top toolbar with the text: "Users requires to use 'Transaction lock' option, if it is blocked and try to void it."

Go to Main Option and select "Transaction lock" to see the list of all the blocked orders.



Select the order(s), that requires access over the blocked order(s) and click on “Unlock” to unlock the selected order(s).

The screenshot shows the 'Order Summary' interface. A 'Transaction Lock' dialog box is open, displaying a list of orders with checkboxes. Two orders are selected: 1613675084 and AA28. A red box highlights the 'Unlock' button in the dialog. A green callout bubble points to the selected orders with the text: "Select Order(s) from the list by click on check box to Unlock it." The background shows a table of orders with columns for Order No, Time, and Status.

Order No	Time	Status
1618023192	08:23:12 AM	Running
1618023199	08:23:19 AM	Running
1618023213	08:23:33 AM	Running
1618023235	08:23:55 AM	Running

DAY CLOSE :

Day Close is a process that helps the restaurant to do the auditing at the time of closing the restaurant.

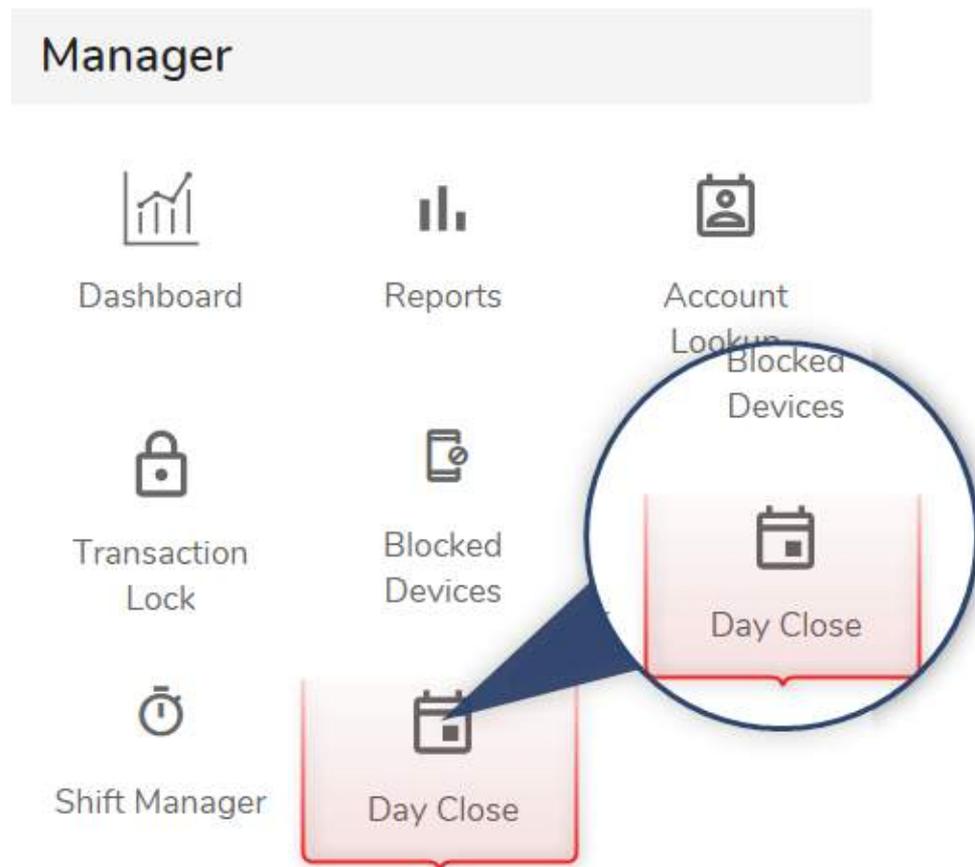
Optimus offers 2 option for Day Close:

- 1) **Automatic Day Close :** The software changes the next date itself exactly after 1200 AM midnight, hence manual audit is not required. However, some important points to consider:

- a) All the running (Unsettled) orders would still fall under the previous date, hence the user has to switch back to the previous date and do the operation.
- b) Day Close reports may not be sent to managers and owners.

2) **Manual Day Close:** It is a standard process, where the Night Auditor has to perform the audit at the time of closing the restaurant.

- a) Users will not be able to perform day close before the configured time.
- b) System will notify users for Day Close once software hits the configured time.
- c) Users would not be able to perform Day close, if it has running (pending) orders.
- d) Day Close report can be sent to the recipients (Owner and Managers).



Users can perform audits for all the outlets (If a user has rights for outlets) all at once as well.

The screenshot shows the 'Day Close' interface with a table of outlets. Each row has an 'Audit' button. A 'Bulk Day Close' button is located at the bottom right. Two callouts provide instructions: one points to the checkboxes in the first column saying 'Select the outlets for Bulk Day Close', and another points to the 'Audit' buttons saying 'User can perform Audit for individual outlet, one by one by clicking on Audit Button. OR Can do the Bulk Day Close as well (for the selected outlets).'

Outlet Name	Last Audited Date	Next Working Date	Running Orders
<input type="checkbox"/> Sahil	05/04/2021	10/04/2021	0
<input type="checkbox"/> Vanilla Cafe	08/06/2020	10/04/2021	
<input type="checkbox"/> CCD	08/06/2020	10/04/2021	
<input type="checkbox"/> Ajmer Express		10/04/2021	
<input type="checkbox"/> Cafe Mania		10/04/2021	
<input type="checkbox"/> Test Cafe		10/04/2021	
<input type="checkbox"/> Waffle Cafe	21/03/2021	10/04/2021	
<input type="checkbox"/> Test Cafe 1	21/03/2021	10/04/2021	
<input type="checkbox"/> Huz IDK Cafe	24/09/2020	10/04/2021	
<input type="checkbox"/> Baditos	30/03/2021	10/04/2021	1

