


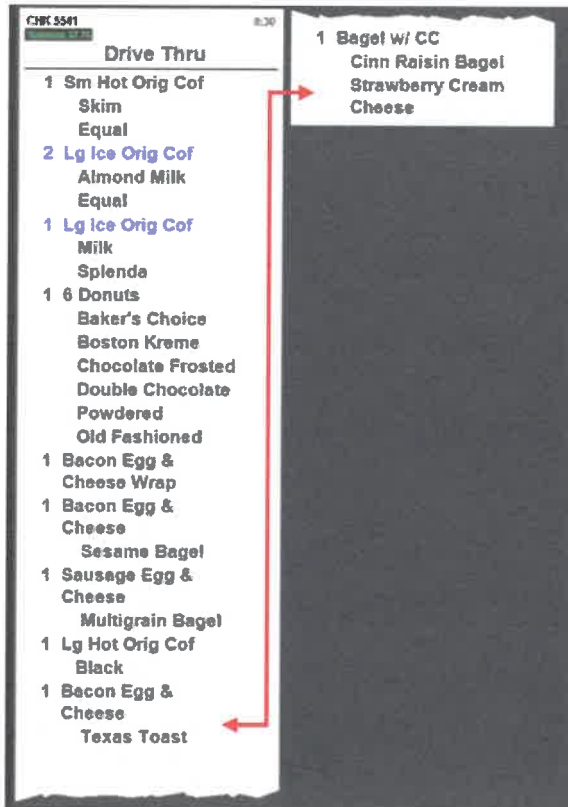
VDU QRG Display

THE OPEN DESIGN

POS VDU Changes: What's Different?

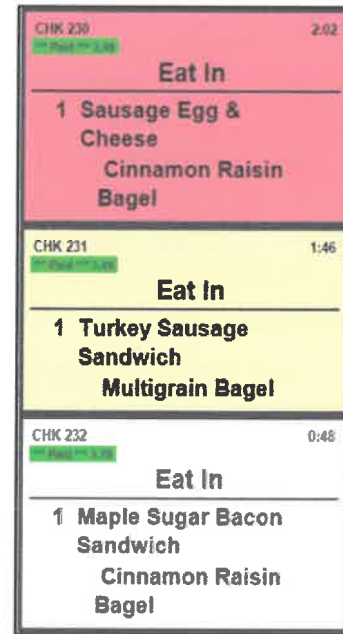
Orders appear in varying sized boxes displaying from top to bottom, left to right

- Allows for more orders to display on the VDU at a time
- Less abbreviations makes it easier to read orders
- Orders displaying  indicates order continues at top of screen



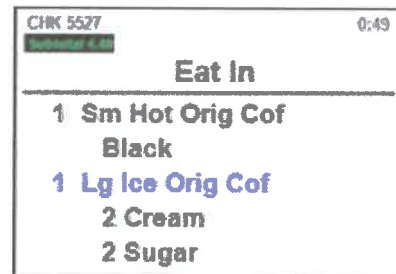
Color status displays throughout entire order

- Over 2 minutes = red
- 1 - 2 minutes = yellow
- 0 - 1 minute = white



Beverage Orders display cup size first

- Allows restaurant crew to see cup size clearer and potentially improve efficiency
- Modifiers (sugar, sweetener, dairy) appear clearer
- Iced beverages appear in blue text

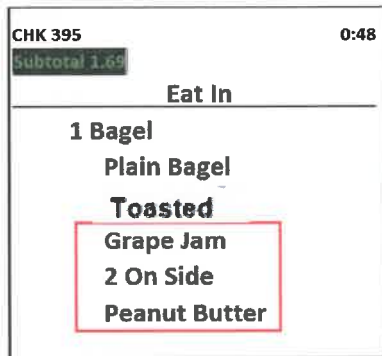


POS VDU Changes: What's Different?

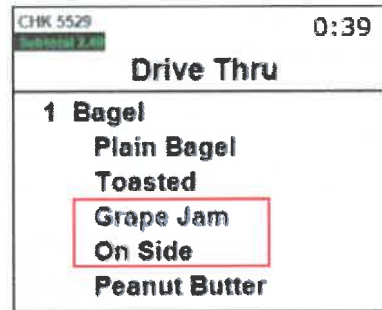
On the Side item(s) display on the VDU:

- A number in front of the On the Side modifier indicates more than 1 item is on the side.

Example 1: Both grape jam and peanut butter are on the side.



Example 2: Only grape jam is on the side.



Order Appearance

- Order number in the top left
- POS number and cashier name (based on POS sign in) appear in bottom left corner
- Subtotal appears in bottom right corner

Expediter VDU Completed Order

- Patterned border appears on Expo VDU indicating full order is ready to be served to the guest
 - All components have been bumped from beverage and sandwich VDU



Parked Order

- Pink border appears indicating order is parked
 - Holds the order in queue preventing it from accidentally being bumped
 - Generally used for large orders when additional time is needed to complete the order
- Selecting Park a second time, releases (un-parks) the order, allowing it to be bumped

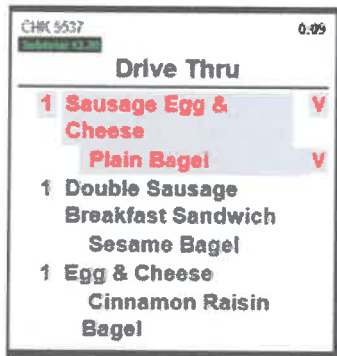


POS VDU Changes: What's Different?

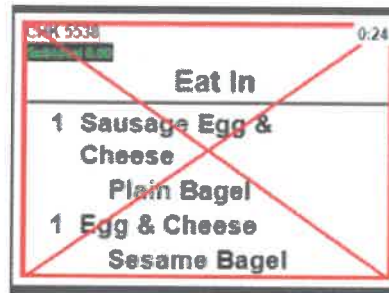
New font colors

Item	Description
All Items and Modifiers	Black text
Iced Beverages	Blue text
Subtotal	Green text, black background
Paid	Flashes in green text with asterisks
Voided Items	Displays in red text with gray background, followed by a "V"
Voided Orders	Displays a red "X" across the ticket

Voided Item



Voided Order



Navigating between Primary and Backup KDS Controller

- In the event the VDU is offline or not functioning, you can activate the back-up KDS from the POS.
- Once power is restored, you can restore the primary KDS from the POS



OCB and OSB

100-100000

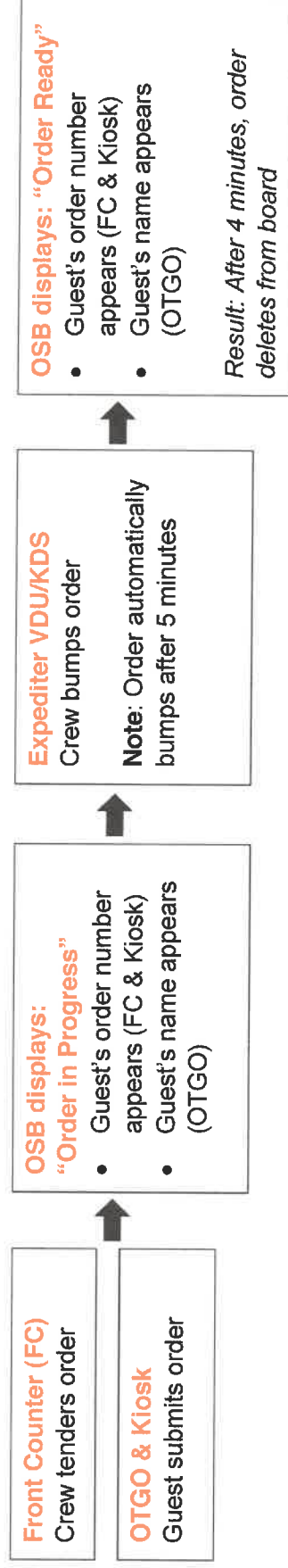
Order Status Board (OSB) – Quick Reference Guide



Overview

The Order Status Board allows guests to see the status of their order while waiting for it to be prepared.

- Guests' order appears under the "Order in Progress" column until it is complete
- Crew member bumps the Expediter VDU/KDS when order is complete
- Order then appears under "Order Ready" column



Front Counter and Kiosk Orders Process once Order is Complete

1. Bump VDU.
2. Call out Order number.
3. Greet the guest with a smile.
4. Deliver entire order to guest.
5. Thank the guest.
6. Invite the guest to return.

Order Confirmation Board (OCB) – Quick Reference Guide

Overview

The Order Confirmation Board displays the Guests' order at the Drive Thru as the crew member rings it into the Order Taker POS.

- Guests' orders appear on OCB as crew is ringing
- Once Crew selects **Store Order**, the order details disappear and the screen displays the total.

Drive-Thru Order Taker Process

1. Greet guest with a smile in your voice immediately upon arrival to speaker
2. Take the guest's order without interrupting and ring to detail
3. Utilize smart selling techniques as applicable
4. Provide total, thank the guest and ask them, if the order is correct on the conformation board is correct, please pull forward

Example: Your total is \$2.32, if the order on the screen is correct, please pull forward. Thank You

5. Store the order.

