

Applying a Coupon to an Order

1. Enter guest's order.
2. Scan the coupon.
 - a. You can scan a coupon at any time during the transaction
 - b. To manually enter the coupon:
 - i. Select **Pay**.
 - ii. Select **Coupons/Discounts**.
 - iii. Select **Manual Coupon Entry**.
 - iv. Enter coupon number.
 - v. Select **OK**.
3. Tender the transaction.

Tendering an Order – Split Payment

1. Enter guest's entire order.
2. Select **Pay**.
3. Enter the amount for one of the tenders on the number pad.
4. Select the 1st tender type (e.g. Cash)
5. Select the 2nd tender type (e.g. Credit)
6. Follow steps for tendering Debit/Credit Card.
7. Hand the credit card receipt and SmartReceipt to the guest.

Reprinting a Credit Card Voucher

1. Select **Pay**.
2. Select **Credit Card Functions**.
3. Select **Reprint Voucher**.
4. Select the check.
5. Select **OK**.

Tending an Order – Cash

1. Enter guest's entire order.
2. Select **Pay**.
3. Select **Cash**.
4. Enter the amount of cash received by guest on the number pad
5. Select **OK**.
6. Give the guest his/her change.
7. Hand the receipt to the guest.

Tending an Order – Debit/Credit Cards

1. Enter guest's entire order.
2. Select **Pay**.
3. Select **Credit**.
4. Ask guest to swipe, tap or insert card into the Payment Terminal.
5. Ask guest to remove their inserted Credit Card
6. Select **OK**.
7. Hand the credit card receipt and SmartReceipt to the guest.

Voiding the Reload Activation of a Gift Card

1. Edit the check.
2. Void the payment.
3. Void the activation/reload.
4. Reclose the check.

Tendering an Order – Mobile Payment

1. Enter guest's entire order.
2. Select **Pay**.
3. Select **GC Redeem**.
4. Scan the guest's phone with the scanner.
5. Select **OK**.
6. Hand the receipt to the guest.

Tendering an Order – Gift Card

1. Enter guest's entire order.
2. Select **Pay**.
3. Select **GC Redeem**.
4. Swipe Gift Card on POS.
 - a. Swipe with magnetic strip facing up and to the left.
5. Select **OK**.
6. Hand the receipt to the Guest.

Selling & Activating Gift Card(s)

1. From the main menu, select **Pay**.
2. Select **Gift Card Functions**.
3. Select **GC Activate**.
4. Swipe GC on the POS
 - a. Swipe with magnetic strip facing up and to the left.
5. Enter Gift Card amount.
 - a. Repeat steps 3-5 for multiple Gift Cards.
6. Tender order
7. Give the receipt(s) to the guest with the Gift Card.

Clocking In/Out, if applicable

1. At the sign-in screen, select **Clock In/Out**.
2. Enter sign-in ID or swipe magnetic card on POS. (strip facing up and to the left side)
3. Select **OK**.

Signing In

1. Select **Sign In**.
2. Enter sign-in ID, or swipe magnetic card on POS (strip facing up and to the left side).

Signing Out

1. At the main screen, select **Cancel Order/Exit** when transaction is not

Ringging in Scoops

1. Select **Scoop Size** (single, double, triple, kids)

Ringging in Beverages (from Main or Beverages)

1. Select **Beverages**
2. Select **Size/Type**
3. Select **Flavor**, if applicable
4. Select **Pay** to tender the order.

Ringging in Cakes

1. Select **Cakes**
2. Select the specific **Cake**
3. Select **Pre-Ordered** or **Dessert Case**
4. Select **Pay** to tender the order.

Ringging in Sundaes

1. Select **Sundae Type/Size**.
2. Select **Pay** to tender the order.

Deleting an Item from an Order

1. Select the specific item, making sure it's highlighted in blue.
2. Select **Delete Item**.

Ringging to Detail Option

1. Select **Item**.
2. Select **Scoop Flavor/Toppings**.
3. Select **Cup / Cone** if applicable
4. Select the ice cream flavor(s), if applicable
5. Select **Wet Topping**, if applicable, and add any wet toppings.
6. Select **Dry Topping**, if applicable, and add any dry toppings.
7. Select **Pay** to tender the order.

Using Quantity Button (Ice Cream)

1. Select #.
2. Select the item.

Using Quantity Button (Beverages)

1. Select **Beverages**.
2. Select the **Size/Type**
3. Select #.
4. Select **Flavor** if applicable

Deleting Item(s) from a Quantity Entry

1. Highlight the item on the virtual receipt.
2. Select **Qty**.
3. Enter the amount to delete.
4. Select **Close**.
5. Select **Delete Item**.

Printing OLO orders

1. Select **New Online Order**.
2. Select the order.
3. Select **Print Order**.

Saving an Order

1. Ring in order.
2. Select **More Options**.
3. Select **Save Order**.
4. Enter Guest Check ID.

Retrieving a Saved Order

1. Select **Functions**.
2. Select **My Open Checks**.
3. Select the check.
4. Select **Pay** and tender the order.



- Opening Drawer Amount**
1. Select **Functions** screen.
 2. Select **Daily Shift Functions**.
 3. Select **Opening Drawer Amount**.
 4. Select **OK**.
 5. Enter Drawer starting amount.
 6. Enter Drawer starting amount info. (optional)
 7. Select **OK**.

- Running Open Check Report**
1. Select **Functions** screen.
 2. Select **Daily Shift Functions**.
 3. Select **My Open Check Report**.
 4. Select **Run Report**.

- Closing Drawer Amount**
1. Select **Functions** screen.
 2. Select **Daily Shift Functions**.
 3. Select **closing Drawer Amount**.
 4. Select **OK**.
 5. Enter counted drawer amount.
 6. Select **OK**.
 7. Enter any necessary information (this can be left blank).
 8. Select **OK**.

- Reset Drawer for Next Shift**
1. Select **Functions** screen.
 2. Select **Daily Shift Functions**.
 3. Select **Reset my Drawer**
 4. Select **Yes**.

- Cash Drop**
1. Select **Functions** screen.
 2. Select **Daily Shift Functions**.
 3. Select **Cash Drop**.
 4. Select **OK**.
 5. Enter cash drop amount.
 6. Select **OK**.

- Running POS Reports**
1. Select **Functions** screen.
 2. Select **Reports**.
 3. Select a specific report
 4. Select Period drop down (v) arrow.
 5. Select the period.
 6. Select **OK**.
 7. Select **Run Report**.
- Optional:**
- Select **Print** to print on receipt printer
 - Select **Display** for on-screen format

| Current Report | POS | Reporting & Analytics |
|------------------------------------|--------------------------------------|--|
| BR FAST | Property Financial Net Sales figure | Property Financial Rep. OR Daily Operations Report • Net Sales figure |
| Menu Mix | Major Group & Family Group | Daily Operations Report Sales Mix Report |
| Product Mix | Menu Item Sales Menu Item Summary | Sales Mix Report Daily Operations Report Net Sales – drill down to Sales Mix |
| Dessert & Novelty Inventory Report | Menu Item Summary | N/A |
| Hourly Labor % Report | Time Period Summary | Day Part Operations Report |
| End of Shift | Cashier Financial Employee Financial | POS Categories Report |
| End of Day | Property Financial | System Sales Summary OR Tenders |



Transaction Return

1. Select **Functions** screen.
2. Select **Transaction Return**.
3. Select a reason.
4. Select **OK**.
5. Select a Menu Tab (that has the items being returned).
6. Select item(s) to refund.
7. Select **Pay**.
8. Tender transaction.
 - a. If online order refund, select **online order** as the tender and adjust on your OLO dashboard.
9. Select **OK**.

**Adjust Closed Check from List
(Changing form of payment after check is closed)**

This can only be performed on the same calendar day as the initial transaction.

1. Select **Functions** screen.
2. Select **Adjust Closed Check from List**.
3. Select the check.
4. Select **OK**.
5. Select tender type for correction.
6. Select **Delete Item**.
7. Select **Pay**.
8. Select the new tender type

Removing or Adding Item from/to the POS

1. Select **Functions** screen.
2. Select **Menu Item Availability**.
3. Enter the name of the item in the **Name** field.
4. Select the item.
5. Select **Edit**.
6. Check/uncheck the Out of Menu Item box to remove/add item, respectively.
7. Select **Save**.
8. Select **Done**.
9. Select **Done**.

**Assigning a Magnetic Swipe Card/
Editing Employee ID**

1. Select **Functions** screen.
2. Select **Manager**.
3. Select **Assign Employee Id**.
4. Select employee.
5. Select **Edit**.
6. Swipe a new magnetic card. (facing up and on the left side)
7. Select **OK**.

Placing an Employee in Training Mode

1. Select **Functions** screen.
2. Select **Manager**.
3. Select **Employee Training**.
4. Find the employee and select the box.
5. Select **Save**.

Removing an Employee in Training Mode

1. Select **Functions** screen.
2. Select **Manager**.
3. Select **Employee Training**.
4. Find the employee and deselect the box.
5. Select **Save**.

No Sale

1. Select **Functions** screen.
2. Select **No Sale**.

Menu Item Price Override

1. Highlight the item
2. Select **Functions** screen.
3. Select **Menu Price Override**.
4. Enter the new price.
5. Select **OK**.

Paid In

1. Select **Functions** screen.
2. Select **Paid In**.
3. Enter Paid In amount.
4. Select **OK**.
5. Enter Paid In information.
6. Select **OK**.

Paid Out

1. Select **Functions** screen.
2. Select **Paid Out**.
3. Enter Paid Out amount.
4. Select **OK**.
5. Enter Paid Out information.
6. Select **OK**.