



QWICKSERVE KITCHEN DISPLAY UNIT

For Petrosoft Employees

Version 3.3
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TABLE OF CONTENTS

Table of Contents	2
Introduction	3
What’s New in Qwickserve KDU 3.3	3
Administrator’s Interface Changes.....	3
KDU Interface Changes.....	3
Kitchen Display Unit Settings (Manager’s)	4
Working with orders.....	5
Accepting Order	5
Completing Order	6
Marking Order Items as Completed.....	7
Paying for Order	8
Viewing Orders History.....	8
Printing Orders.....	9

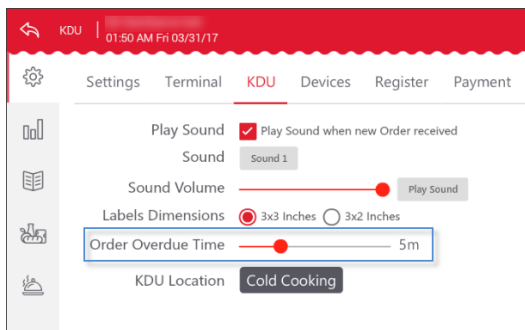
INTRODUCTION

The present document describes the process of working with the Kitchen Display Unit from both managers and cashier's / kitchen employee's side.

WHAT'S NEW IN QWICKSERVE KDU 3.3

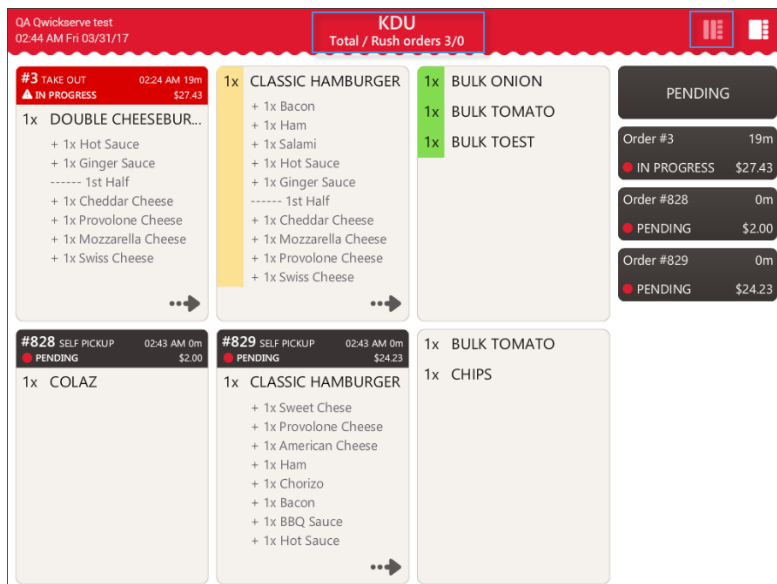
Administrator's Interface Changes

The Order Overdue Time option has been added at the Admin's panel > KDU for selecting the time after which the order is marked as rush at the KDU > Pending.



KDU Interface Changes

- The number of rush orders is now displayed at the top of the KDU.
- The new multiple orders view has been implemented for managing a large number of orders more effectively. Each order displays its own status and the statuses of its items highlighted with the corresponding color, the overdue time, and the dine in/take out option. It is possible to change the status of the order's item by pressing it and to switch to the detailed order view by pressing this order.



KITCHEN DISPLAY UNIT SETTINGS (MANAGER'S)

KDU settings can be managed from the terminal side. For more information, see the Qwickserve Terminal manual.

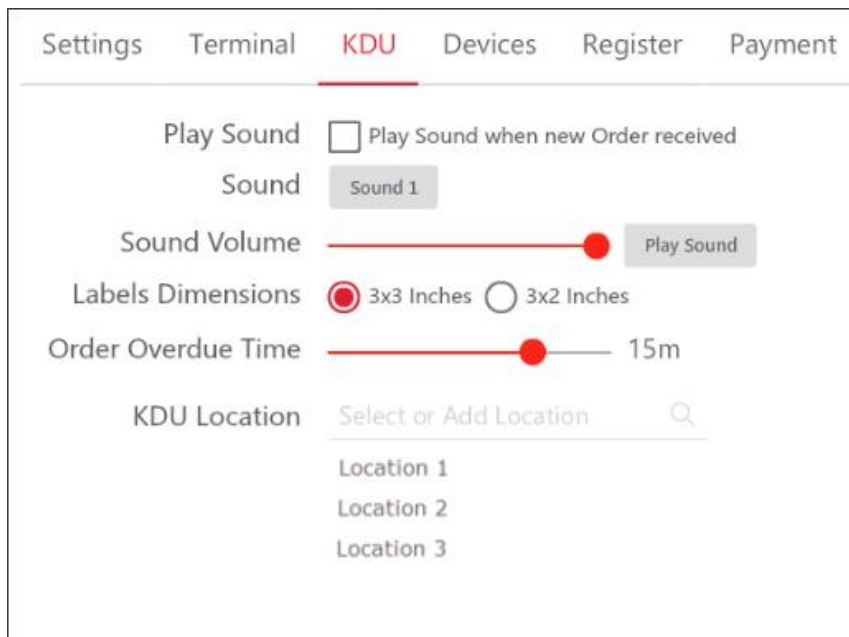
To view and manage the KDU settings, follow the steps:

1. Press the settings icon and then press the KDU tab.
2. View and edit the following information:
 - **Play Sound.** Select this option to turn on the sound notification about a new order.



External speakers are needed for this option. Speakers are purchased separately.

- **Sound.** Select the notification melody from the list.
- **Sound Volume.** Select the sound volume by swiping the controller.
- **Play Sound** button. Press this button to play the current notification.
- **Label Dimensions.** Select the recipe label size.
- **Order Overdue Time.** Select the time after which the order is marked as the rush one.
- **KDU Locations.** Select one or several locations (created and assigned to items on the back-office side) that will send orders to this KDU.



WORKING WITH ORDERS

You can perform the following actions with orders at the KDU:

Action	Action description in manual
○ Accept an order	Accepting Order on page 5
○ Complete the order	Completing Order on page 6
○ View orders history	Viewing Orders History on page 8
○ Print the order	Printing Orders on page 9

Accepting Order

Once an order is placed, it appears on the KDU in the "pending" status.

KDU
11:01 AM Fri 03/31/17 Total / Rush orders 4/0

Order #830 Unknown Customer | No Phone 08:51 AM | 2h 9m
QA 7997 embedd... **PENDING** PENDING

1014 Double cheeseburger
QTY 1 **Start**

3006 American Cheese	1 oz	Recipe
5643 Tomato Sauce	1 oz	test
2116 American Cheese	1 oz	
9209 Burger Patty	1 oz	
9603 Lettuce	1 oz	
9635 Burger Bun	1 oz	
9636 Burger Patty	1 oz	
9702 American Cheese	1 oz	

+ 2116 American Cheese 3 oz
+ 2113 Provolone Cheese 3 oz
+ 9648 Hot Sauce 0 oz
+ 9649 BBQ Sauce 0 oz

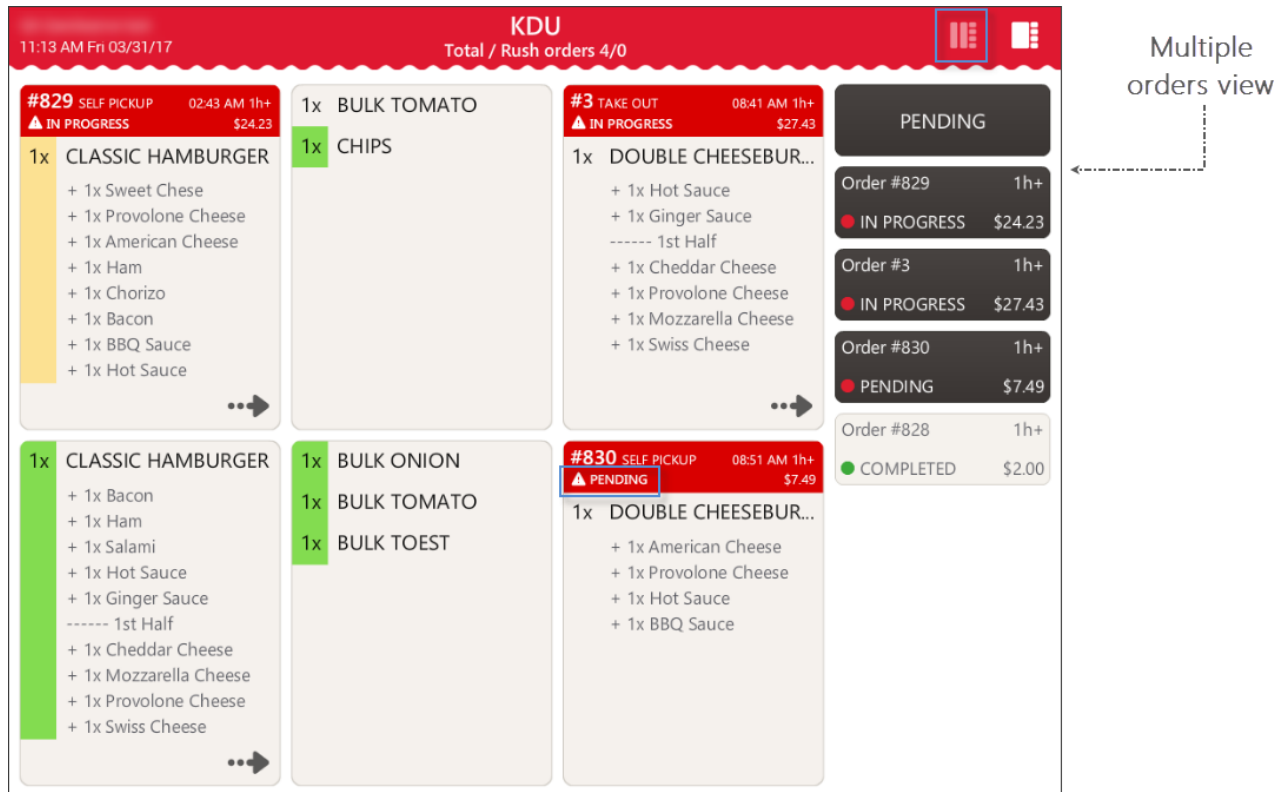
Total: \$7.49

Order #829 1h+ IN PROGRESS \$24.23
Order #3 1h+ IN PROGRESS \$27.43
Order #830 1h+ PENDING \$7.49
Order #828 1h+ COMPLETED \$2.00

Paid Cancel Total: \$7.49

Detailed order view

The rush orders with overdue time are highlighted in red color in the multiple orders view.



To start the order preparation, do one of the following for each item in the order:

- In the detailed order view, select the item and then press **Start**.
- In the multiple orders view, select the item and then press the item's name.

The order status changes from "pending" into "in progress".

The item color in the multiple orders view becomes yellow.

Completing Order

When all items in the order are prepared, it is necessary to complete the order.

To complete the order, follow the steps:

1. Mark all the prepared items in the order as completed.
2. Pay for the order.



IMPORTANT. Make sure you complete the orders by following the steps above to ensure the corresponding reports information is correct.

You can also cancel the order at every stage of its preparation before paying for it. Paid orders cannot be cancelled.

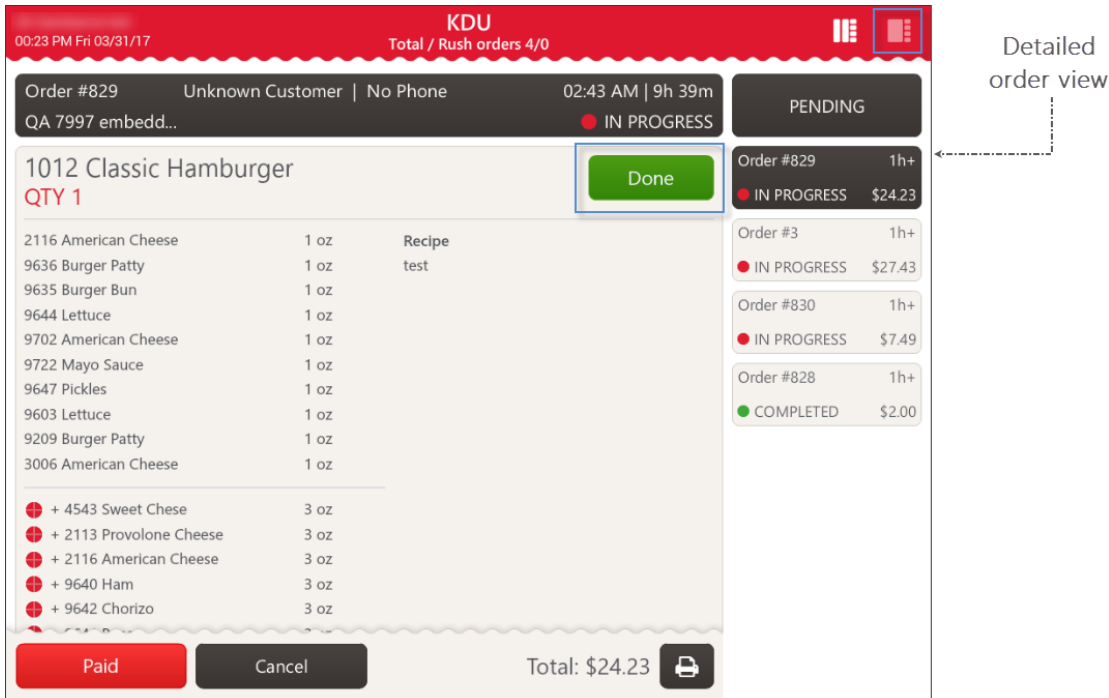
To cancel the order, press **Cancel**.

The orders coming from SmartPOS, when cancelled on SmartPOS, are automatically cancelled on Kitchen Display Unit.

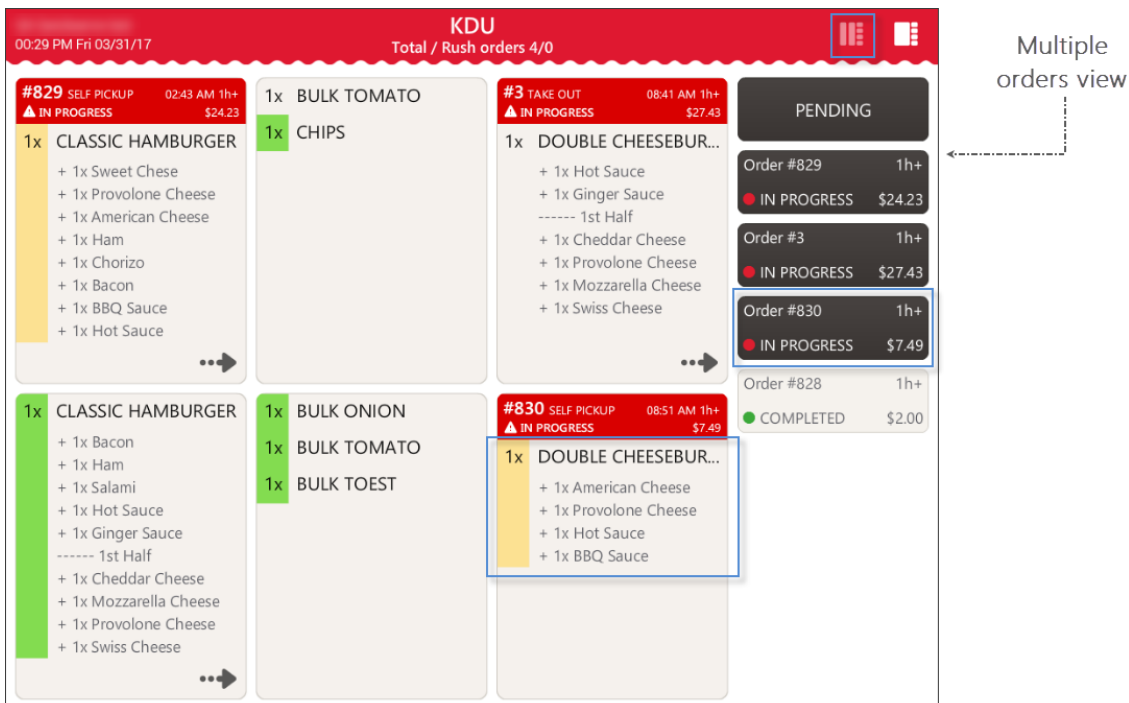
Marking Order Items as Completed

To mark the order item as completed, do one of the following:

- In the detailed order view, in the corresponding item, press **Done**.



- In the multiple orders view, in the corresponding order, press the item's name.

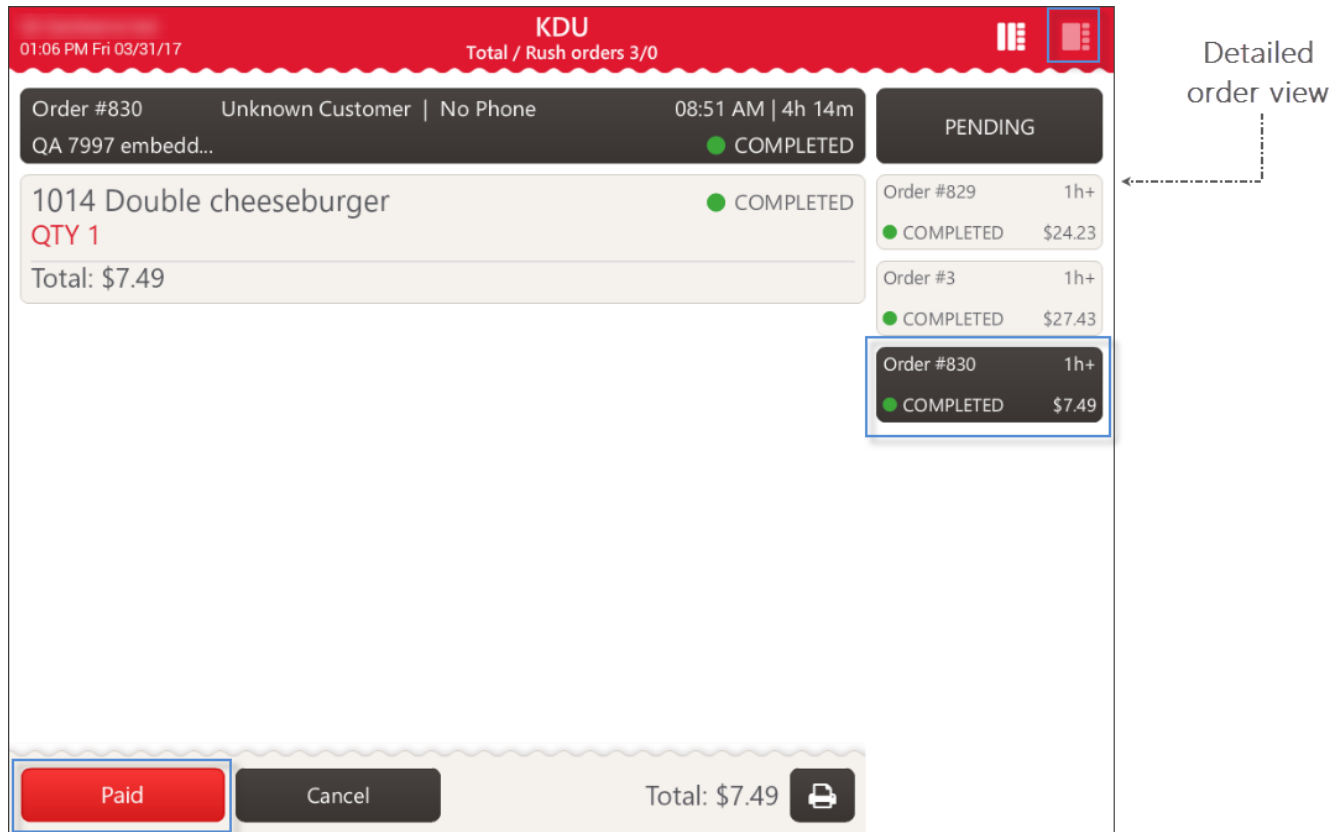


Once all the order items are marked as completed, they become green. The order status changes from "in progress" into "completed".

Paying for Order

To pay for the order, follow the steps:

1. (Optional) In case the multiple orders view is displayed, switch to the detailed order view, by pressing the order.
2. Select the order and press **Paid**.

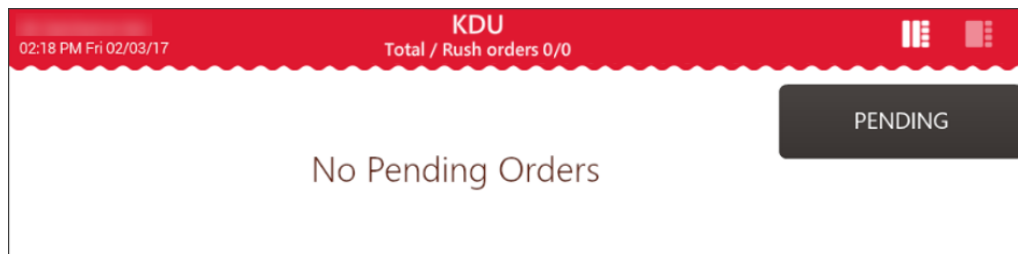


The screenshot shows the KDU interface with a red header. The header displays the time '01:06 PM Fri 03/31/17', the text 'KDU', and 'Total / Rush orders 3/0'. The main area shows a detailed order card for Order #830, 'Unknown Customer | No Phone', with a status of 'COMPLETED' and a total of '\$7.49'. The order details include '1014 Double cheeseburger QTY 1'. A 'Paid' button is highlighted with a red box. A dashed arrow points from the text 'Detailed order view' to the order card.

Paid orders are moved from the Pending list to the History list automatically.

Viewing Orders History

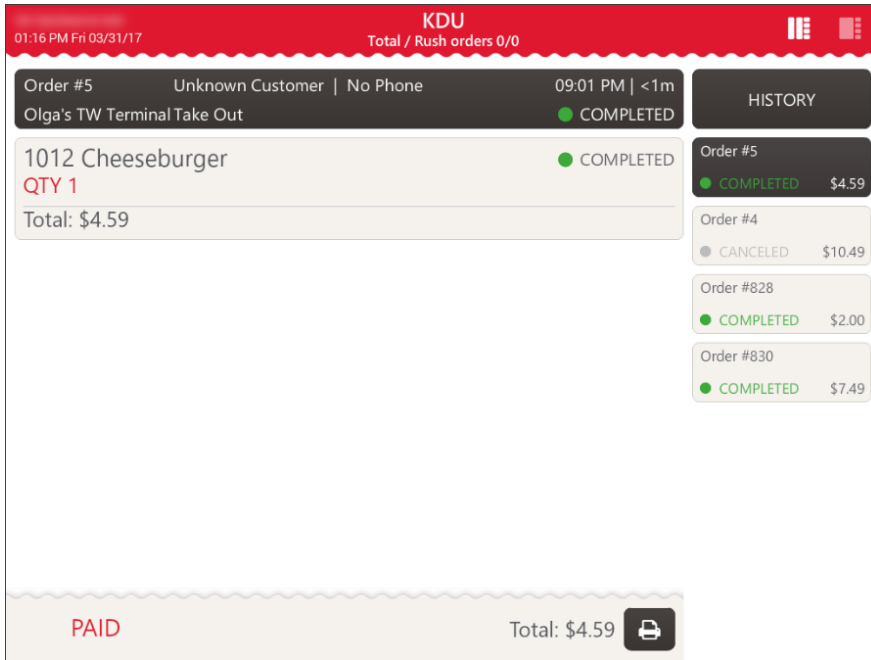
When you open the KDU with no active orders, it looks the following way:



The screenshot shows the KDU interface with a red header. The header displays the time '02:18 PM Fri 02/03/17', the text 'KDU', and 'Total / Rush orders 0/0'. The main area displays 'No Pending Orders' and a 'PENDING' button.

To view the order history, press the **Pending** button.

The present example contains three completed and one cancelled order.



Printing Orders

You can print the order either from the Pending list or from the History list.

To print the order, follow the steps:

1. (Optional) In case the multiple orders view is displayed, switch to the detailed order view, by pressing the order.
2. Select the order from the list at the right.
3. At the bottom of the screen, press the printing icon.

