



QWICKSERVE TERMINAL MANUAL

For Petrosoft Employees
and Customer's Administrators

Version 3.3
04/18/2017



Petrosoft LLC
2025 Greentree Road Pittsburgh, PA 15220
1.412.306.0640
www.petrosoftinc.com

TABLE OF CONTENTS

Table of Contents	2
Introduction	5
Qwickserve Modules.....	5
Qwickserve Order Flow	7
What's new in Qwickserve 3.3.....	8
Administrator's Interface Changes	8
Customer's Interface Changes	9
Pre-Requisites.....	10
Qwickserve Terminal Interface.....	10
Authorization Panel Interface	11
Administrator's Panel Interface.....	11
Customer's Panel Interface.....	12
Getting Started Workflow Overview	13
Managing Qwickserve Users	13
Managing Terminal Settings	15
General Settings	15
Terminal Settings	16
Kitchen Display Unit Settings.....	16
Device Settings.....	17
Register Settings.....	18
Payment Settings	19
Department Settings.....	20
Tax Settings	21
Shift Settings.....	22
Viewing Qwickserve Reports	22
Gross Profit Report.....	23
Inventory Report.....	24
Loyalty Report	25

Shift Report.....	26
Reconciliation Report.....	27
Managing Qwickserve Menus.....	27
Creating New Menu Structure.....	28
Viewing Existing Menus.....	28
Creating a New Menu	29
Editing the Existing Menu.....	29
Activating/Deactivating the Menu.....	30
Deleting the Menu.....	30
Adding a Theme to the Menu	30
Requesting a Custom Menu Theme.....	31
Moving Menu Categories and Items	31
Managing Item Categories and Subcategories	32
Adding a New Category.....	32
Adding or Editing the Category Description	33
Editing the Existing Category Name	33
Activating/Deactivating a Category	33
Deleting the Category.....	34
Adding a Custom Background the Category.....	34
Managing Items.....	35
Adding a New Regular Price Book Item	35
Adding a New Made-to-Order Item	36
Adding an Existing Item	39
Editing the Item	40
Activating/Deactivating an Item	41
Deleting an Item from a Category	41
Deleting an Item from the System.....	41
Managing Ingredients.....	42
Creating a New Ingredient.....	42
Editing an Ingredient.....	43

Deleting an Ingredient.....	43
Linking/Unlinking an Ingredient to the Price Book Item.....	43
FAQs: Linking Ingredients to PB items FAQs.....	44
Managing Nutrition Facts	45
Managing Sets	46
Creating a New Set.....	46
Tier Price Ranges.....	47
Editing a Set	49
Deleting a Set	50
Managing Add-ons	50
Assigning/Unassigning Add-ons.....	50
Creating Qwickserve Promotions.....	51
Saving Changes to the Terminal	52
Placing a Qwickserve Order from Terminal.....	52
Recipe Item Cost Calculation	57
Recipe Costing Workflow Overview	58
Calculating Gross Profit Margin (GPM).....	59
Additional Information	60
What is DCBox.....	60
Terminal (Qwickserve) vs Cloud (C-Store Office).....	60
Glossary of Industry Terms.....	62

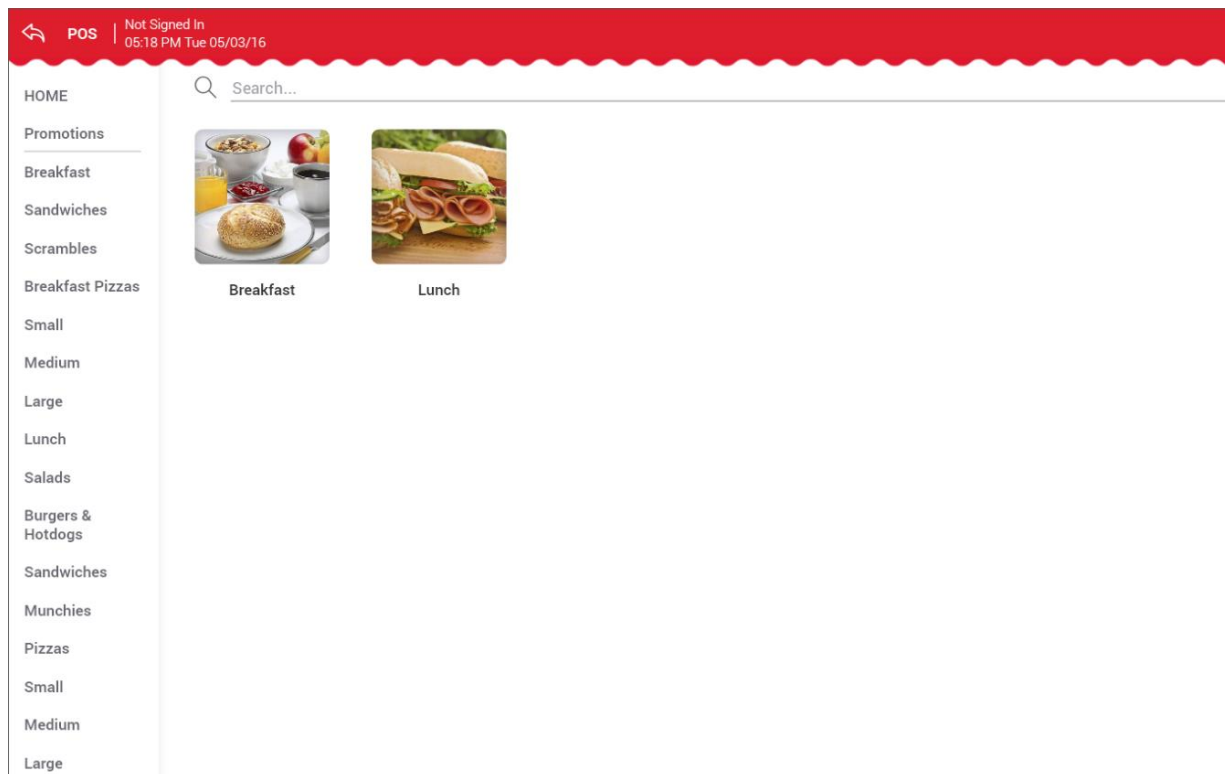
INTRODUCTION

The present document describes the process of managing Qwickserve Terminal from the administrator's side and is designed for the Petrosoft employees and the customer's administrators.

Qwickserve Modules

Qwickserve consists of the following modules:

- **Qwickserve terminal** – customer part for creating order and admin part for managing terminal settings. This part of Qwickserve is described in the current document. For more information, see [Qwickserve Terminal Interface](#).
- **Qwickserve Mobile** – a mobile application by means of which a customer can make an order.
- **QSEmbedded** – an application for SmartPOS cashier who places an order according to the customer's phone call or for the live customer in the store. This application is embedded into the SmartPOS device.



- SmartPOS

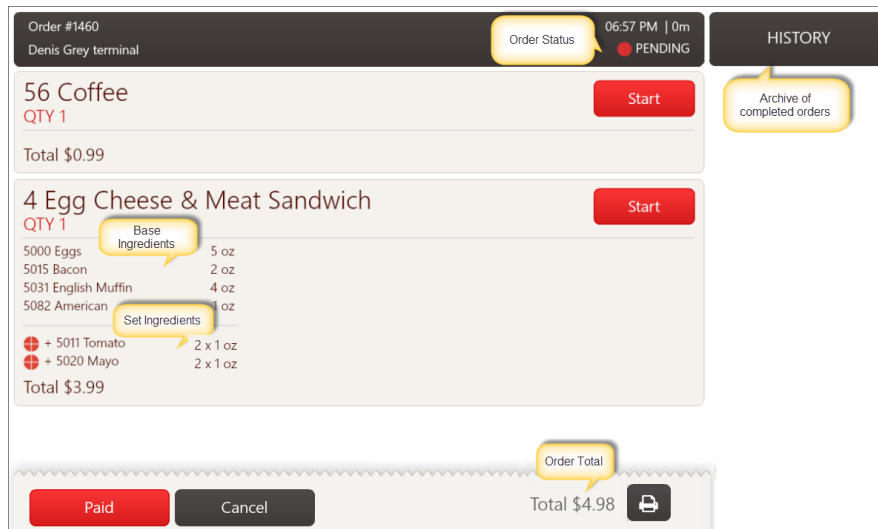
The screenshot shows the Qwickserve POS terminal interface. At the top, it displays the user name 'John Smith' and the time '04:50 AM 01/05/17'. Below this is a receipt table with columns for Name, Qty, Each, and Total. The receipt lists items like 'Mango Peach Spark...', 'ZICO 100% Coconut...', and 'V8 Healthy Greens V...'. To the right of the receipt is a 'Pendings' section showing a list of pending orders with their quantities and times. Below the receipt and pendings is a keypad with various buttons for input, discounts, taxes, and payment methods. The total due is \$135.23.

Name	Qty	Each	Total
00000000000897 Mango Peach Spark...	10	\$13.48	\$134.80
00000000000006 ZICO 100% Coconut...	7	\$3.18	\$22.26
000000000006544 V8 Healthy Greens V...	5	\$2.98	\$14.90
Sub Total			\$171.96
Fee			\$0.51
Tax			\$0.00
Discount: Progressive discount 10%			\$17.24
Total			\$155.23
EBT			\$10.00
Coupon			\$10.00
Total Due			\$135.23

- **Qwickserve Portal** – this QS module is planned to be a web site for QS order placement and subsequent delivery. Currently under construction.

The screenshot shows the Qwickserve website homepage. At the top, there is a navigation bar with 'LOCATIONS', 'LOG IN', and 'JOIN NOW' buttons. The main heading is 'Find Your Favorite Meal Nearby' with the location 'Pittsburgh, PA, USA'. Below this is a search bar with a dropdown menu for 'Delivery' and a search input field for 'Food or Location Name'. The main content area features a section titled 'Popular Cuisines & Dishes' with four categories: American, Pizza, Sandwiches, and Mexican. Each category has a representative image and a list of associated cuisines or dishes. At the bottom, there is a 'SEE ALL CUISINES' button.

- **Qwickserve Kitchen Display unit** – part of the QS order process used by the kitchen workers. The order arrives to KDU from the terminal, mobile app or QSEmbedded.



- **Qwickserve Kitchen Printer** – part of the QS order process used by the kitchen workers. The order arrives to printer from the terminal, mobile app or QSEmbedded.

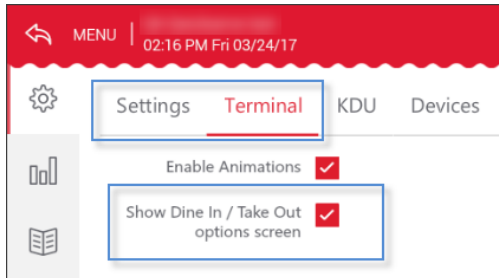
Qwickserve Order Flow

1. Order initiation:
 - **Qwickserve terminal** – customer creates order from the QS terminal.
 - **QSEmbedded** – customer makes a call or comes to the store, and SmartPOS 400 cashier creates an order for the customer scheduling a delivery for the calling customers.
 - **QS Mobile** – customer places an order via the mobile application and schedules a delivery or takeout
 - **Qwickserve Portal (in progress)** – customer makes an order from the web and schedules a delivery or takeout
2. Order arrives to the kitchen
 - **KDU** – order arrives to kitchen display unit standing at the kitchen
 - **Printer** – order arrives to printer and receipt is printed for the cook
3. Paying for order – there are various paying scenarios planned, some of them are currently in progress
 - Pay online after order placement
 - Pay using the PIN pad at the terminal
 - Pay at the cash register with cash/card
4. Obtaining order
 - Picking up at the location
 - Delivery

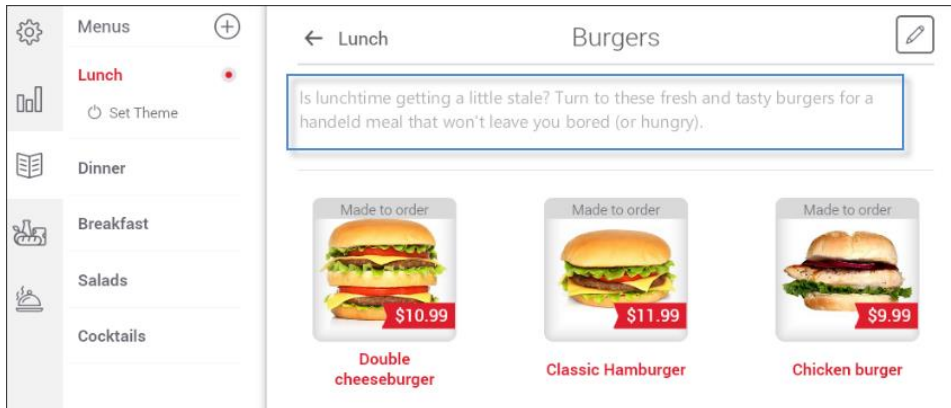
What's new in Qwickserve 3.3

Administrator's Interface Changes

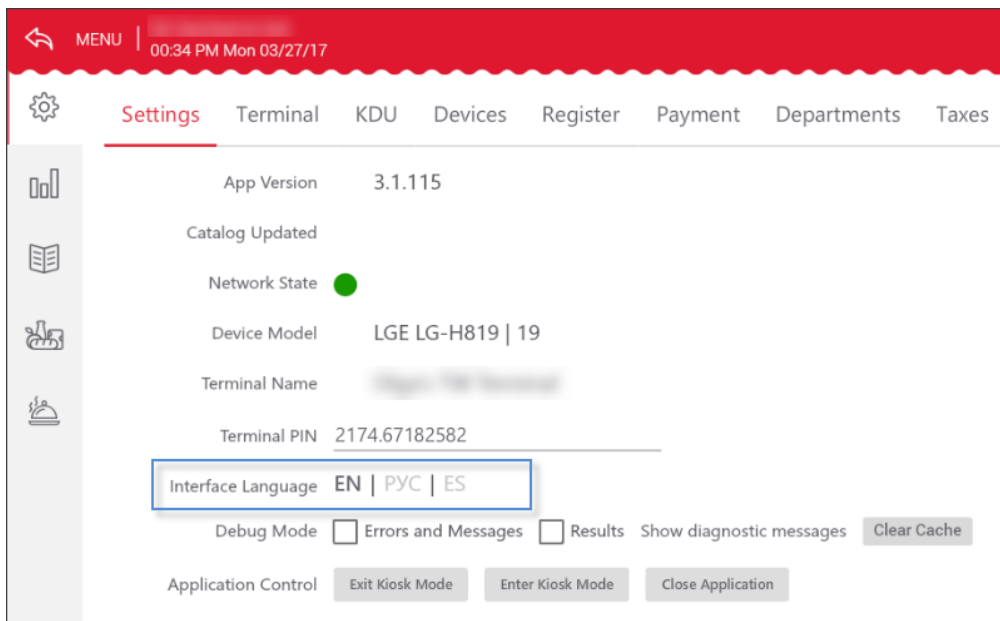
- The Terminal tab has been divided into two tabs: Settings and Terminal.
- It is now possible to switch on and switch off the Dine In and Take Out options at the Terminal tab.



- A new field has been added for creating and editing the category description. This description is then displayed at the ordering menu for the selected category.

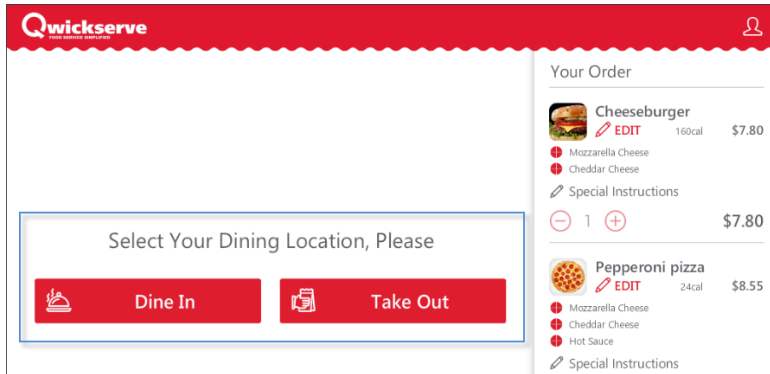


- A new option has been added to the Settings tab. It is now possible to switch to the Spanish and Russian interface languages.

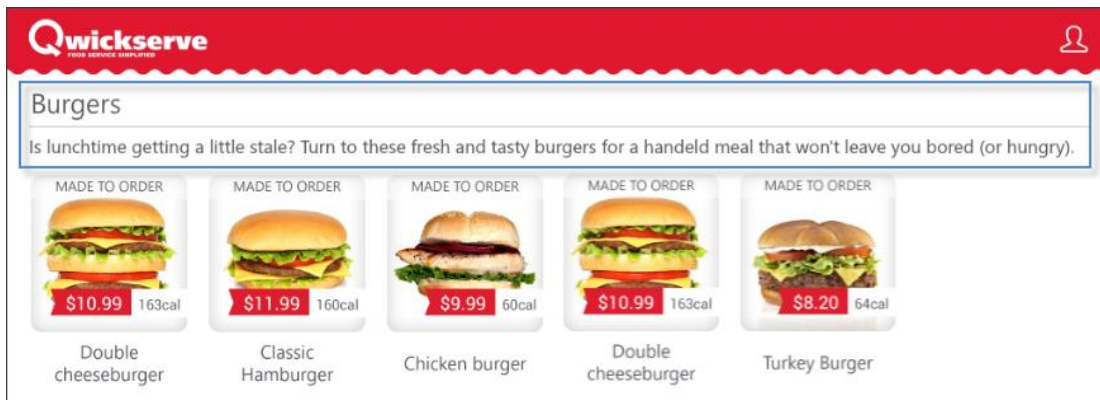


Customer's Interface Changes

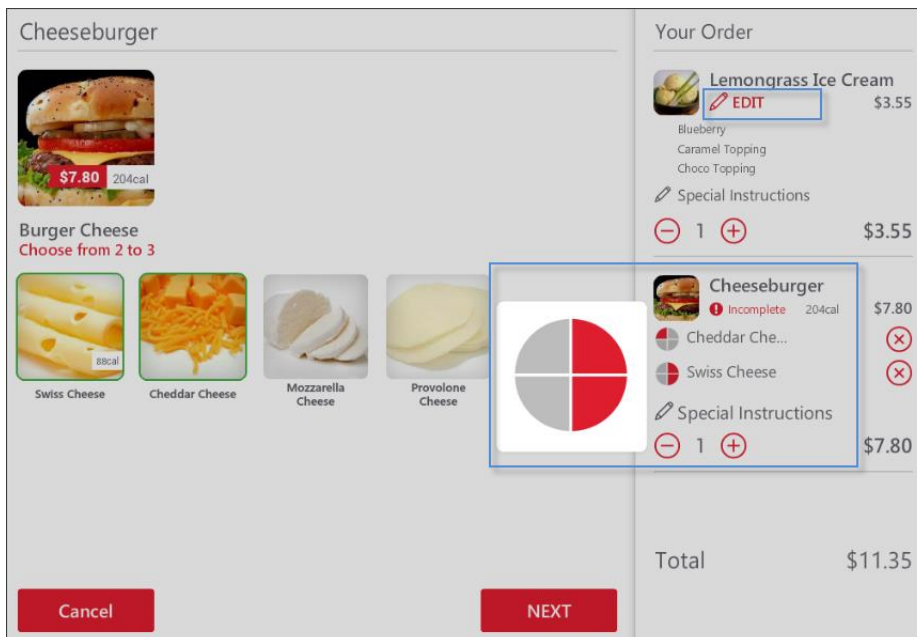
- Two options have been added to the ordering menu. Currently a client can select if he wants to dine in or take out his order before completing the order.



- The category description is now displayed for the selected category.



- The client's cart is now displayed at the right throughout the ordering process. It shows the number of calories, if any, and the state of made-to-order items selection. It is also possible to edit items directly from the cart, including the partitions selection for made-to-order items.



Pre-Requisites

To be able to manage Qwickserve Terminal from the administrator's side, ensure that the following settings are configured at the C-Store Office side:

- C-Store Office account is created for you.
- Qwickserve module is enabled for your account.
- Qwickserve Terminal device is created.
- Qwickserve user is created with QS related permissions.

For more information, see Qwickserve Cloud Manual.

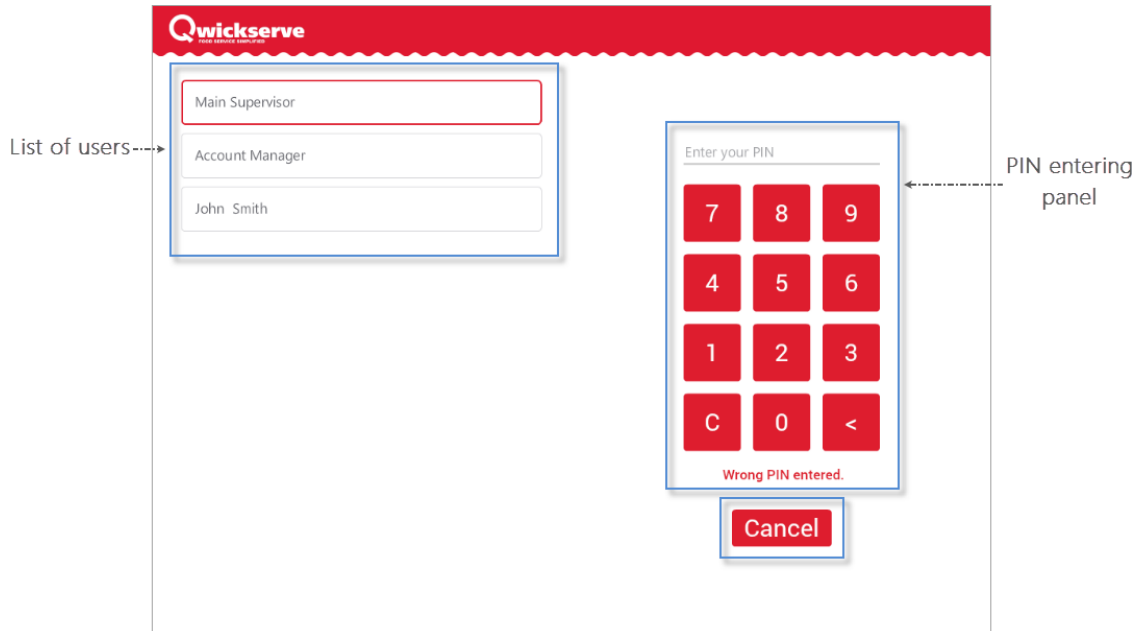
Qwickserve Terminal Interface

Qwickserve terminal interface consists of 3 main panels as shown in the table below.

Panel's name	Panel's basic functions	Accessing a panel
Authorization Panel	To provide authorized access to the Administrator's Panel.	To switch into the Authorization panel from the Customer's panel, press and hold the top bar. To switch back, press the Cancel button.
Administrator's Panel	To configure the terminal and operational mode settings. To manage the food menus.	To switch into the Administrator's Panel, follow the steps: <ol style="list-style-type: none"> 1. Open the Customer's Panel. 2. Press and hold the top bar. At that, the Authorization Panel opens. 3. Select your user name and enter Administrator PIN. To switch back, press the Back button at the left of the Top bar.
Customer's Panel	To order food.	To switch into the Customer's Panel, do one of the following: If you are on the Administrator's Panel, press the Back button at the left of the Top bar. If you are on the Authorization Panel, press the Cancel button.

Authorization Panel Interface

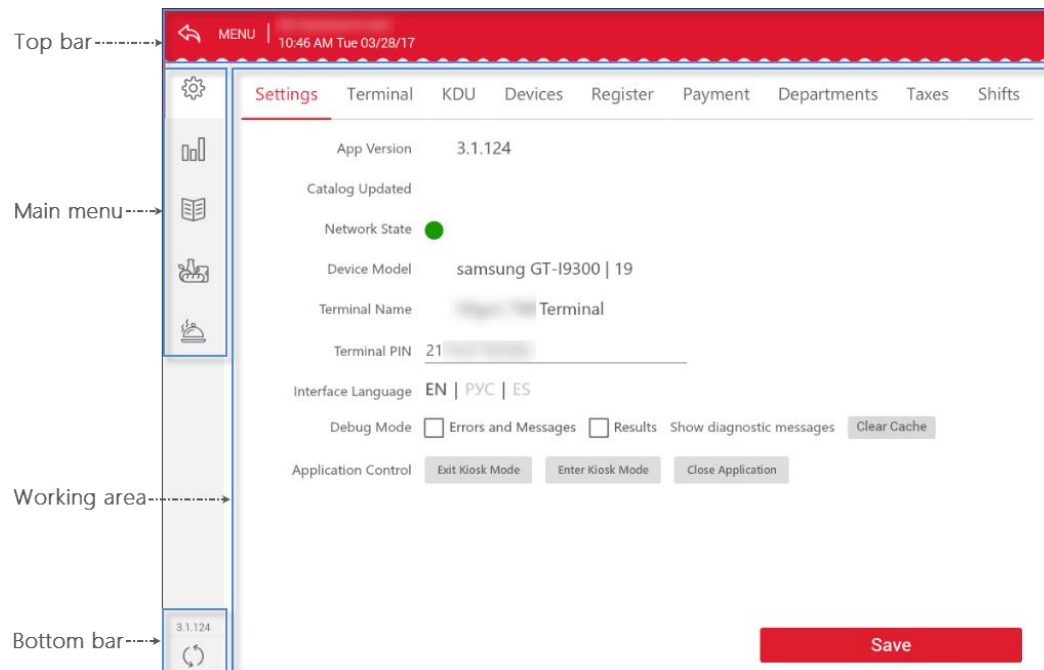
Authorization Panel consists of List of users, PIN entering panel and the Cancel button.



- **List of users** contains users created at the back-office to work with this terminal.
- **PIN entering panel** contains the Administrator PIN entering field and the PIN pad. In case of entering wrong PIN, the system notifies about that at the bottom of the PIN pad.
- The **Cancel** button switches you back to the Customer's Panel.

Administrator's Panel Interface

Administrator's Panel consists of 4 main parts: Top bar, Main menu, Working area and Bottom bar.



Top bar contains the following elements:

- The Back icon that switches you back into the Customer’s Panel. You can also press MENU to exit the Admin’s Panel.
- Current user name, current date, weekday and local time.

Main menu contains the following elements:

- The Settings icon that opens the [Terminal Settings](#) tab for configuring the terminal settings.
- The Reports icon that opens the [Reports](#) tab for viewing and printing the reports.
- The Catalog icon that opens the [Catalog Setup](#) tab for managing food menus.
- The Ingredients icon that opens the [Ingredients Setup](#) tab for managing ingredients.
- The Recipes icon that opens the [Recipe Items Setup](#) tab for managing recipe items.

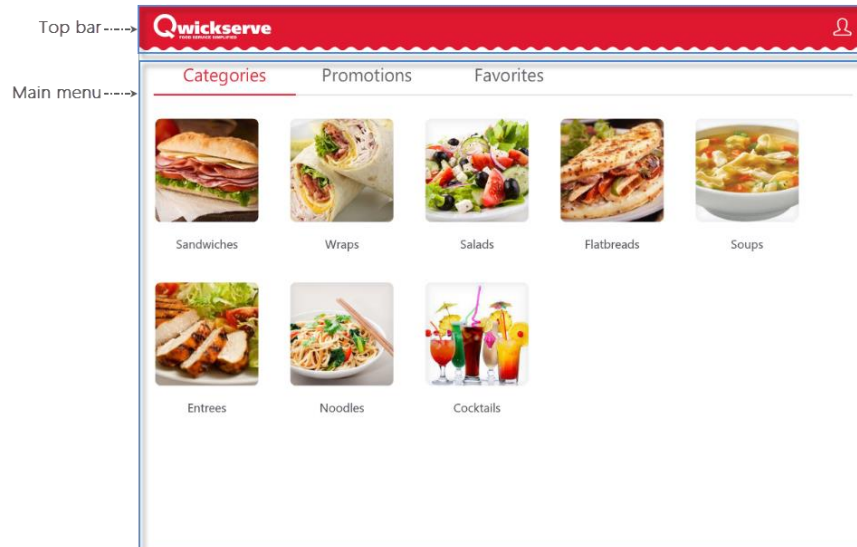
Working area contains the corresponding elements of the opened menu or tab.

Bottom bar contains the following elements:

- The current version number of the application.
- The Refresh icon that checks if a newer version is available.

Customer’s Panel Interface

Customer’s Panel consists of the Top bar and the Main menu.



Top bar contains the Sign In icon for getting access to your favorites.

Main menu contains the following tabs:

- The Categories tab, which you can use to navigate the food menu and add the food items from categories and/or subcategories to your order.
- The Promotions tab, which you can use to add available promotions to your order.
- The Favorites tab, which you can use to manage and use your favorites.

For more information on working with Customer’s panel, see [Placing a Qwickserve Order from Terminal](#).

Getting Started Workflow Overview

Steps	Description	Example
Step 0: Implementation	Petrosoft employees set up the environment for the client.	Setting up the devices, users, Price Book, menu structure and items, etc.
Step 1: Create the new menu	Create one or several menus to switch between if necessary, customize the menu look by requesting a custom theme if necessary.	"Regular" and "Holiday" menus are created.
Step 2: Create the menu structure using categories	Create the menu "skeleton".	"Breakfast", "Lunch" and "Dinner" categories are created.
Step 3: Create subcategories within categories	Continue creating the menu structure by adding subcategories.	"Sandwiches", "Salads" and "Soups" subcategories within the "Lunch" category are created.
Step 4: (Optional) Populate subcategories with existing items	Continue creating the menu structure by adding the existing items to the subcategories.	Existing items "Cola" and "Sprite" assigned to the "Soft Drinks" category.
Step 5: Set up ingredients	Create ingredients.	Ingredients "Mozzarella" and "Cheddar" are created.
Step 6: Set up sets of ingredients	Create sets of ingredients.	Set of ingredients "Sauces" and "Cheeses" are created.
Step 7: Create made-to-order items	Create recipe items.	Recipe item "Royal Cheeseburger" is created.

MANAGING QWICKSERVE USERS

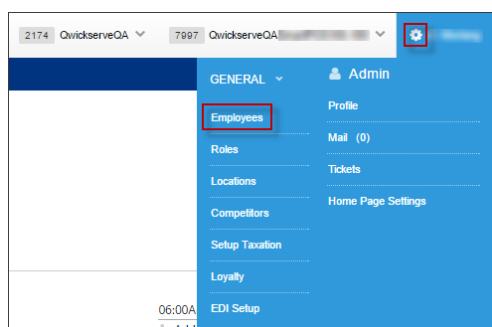
All user management operations are performed on the C-Store Office side. To introduce a new Qwickserve user, you need to do the following:

1. Create a CSO user.
2. Provide him with the QS related permissions.

First you create the user and then you provide access to QS related permissions when editing the user.

To create a new Qwickserve user, follow the steps:

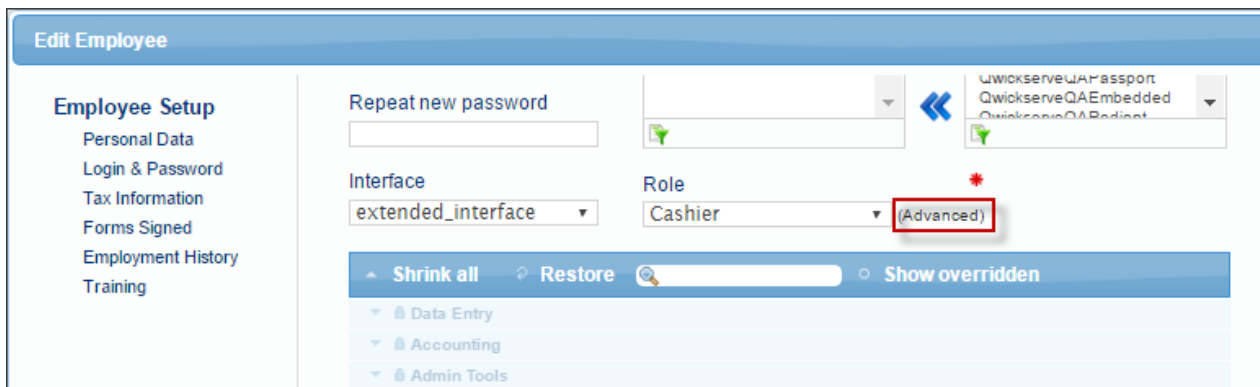
1. Go to Settings > Employees.



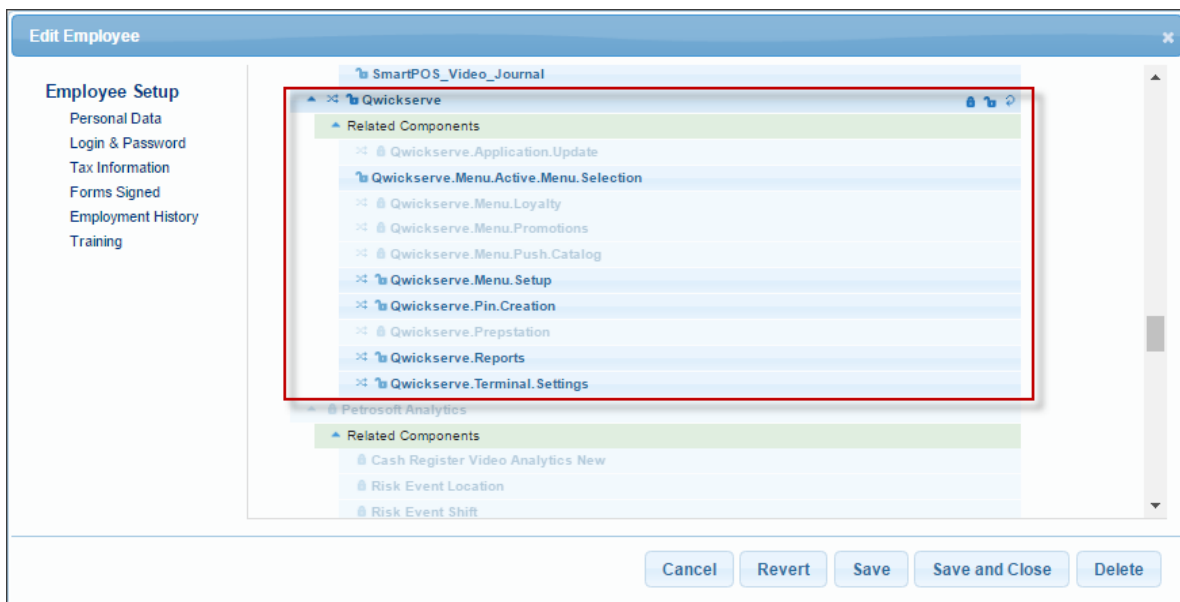
2. Click **New**, specify the following user information and then click **Save**:
 - First Name
 - Last Name
 - **PIN**. This PIN will be used as the Administrator PIN to access the Administrator’s Panel of the Qwickserve terminal.
 - **Workplace** (Qwickserve station)
 - Role

To provide the user with the QS related permissions, follow the steps:

1. Select the user and click **Edit**.
2. Click Advanced.



3. Enable the Qwickserve tag and turn on the Qwickserve components you want to provide to the current user.



4. Click **Save**.

The changes are automatically pushed to the QS terminal with the next terminal update.

MANAGING TERMINAL SETTINGS

In the Terminal Settings tab, you can view and configure the following terminal settings:

- General Settings
- Terminal Settings
- KDU Settings
- Devices Settings
- Register Settings
- Payment Settings
- Departments Settings
- Taxes Settings
- Shifts Settings

General Settings


To view and manage the general terminal settings, follow the steps:

1. Press the settings icon and under the **Settings** tab, view the following information:
 - **App Version.** The current application version number.
 - **Catalog Updated.** The date and time when the terminal catalog was last updated.
 - **Network state.** Terminal network state – “green” for online, and “grey” for offline.
 - **Device model.** The model of the terminal device.
 - **Terminal name.** The terminal device name assigned on the cloud side.

Settings	Terminal	KDU	Devices	Register	Payment	Departments	Taxes	Shifts
App Version	3.1.124							
Catalog Updated								
Network State	●							
Device Model	[blurred] I9300 19							
Terminal Name	[blurred] Terminal							
Terminal PIN	21 [blurred]							
Interface Language	EN PYC ES							
Debug Mode	<input type="checkbox"/> Errors and Messages <input type="checkbox"/> Results Show diagnostic messages <input type="button" value="Clear Cache"/>							
Application Control	<input type="button" value="Exit Kiosk Mode"/> <input type="button" value="Enter Kiosk Mode"/> <input type="button" value="Close Application"/>							
<input type="button" value="Save"/>								

2. View and edit the following information:

- **Terminal PIN.** Device PIN assigned on the CSO side. This PIN is used for accessing Qwickserve terminal when you launch it first time after installing the Qwickserve Terminal application.
- **Interface Language.** To switch between the interface languages, press the language you want.
- **Debug Mode.** Select **Errors and Messages** and/or **Results** to log these data, if something goes wrong. To clear the application cache, press **Clear Cache**.

 *Debug mode is supposed to be used internally for testing purposes.*

- (For the rooted devices only) **Application Control.** Do one of the following:
 - To exit the full screen mode of the Qwickserve Terminal application, press **Exit Kiosk Mode**.
 - To open Qwickserve Terminal application in full screen mode, press **Enter Kiosk Mode**.
 - To exit the Qwickserve Terminal application, press **Close Application**.

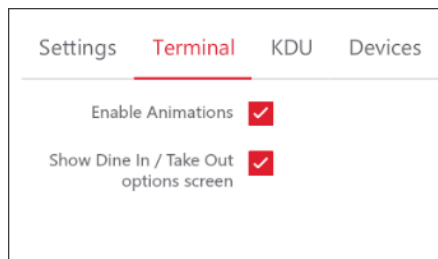
3. Press **Save**, when done.

Terminal Settings

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

1. Press the settings icon and under the **Terminal** tab, view and edit the following information:

- **Enable Animations.** To turn on animation for the ordering menu.
- **Show Dine In / Take Out options screen.** To turn on the Dine In / Take Out options for displaying at the ordering menu to the client before completing the order.



2. Press **Save**, when done.

Kitchen Display Unit Settings

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

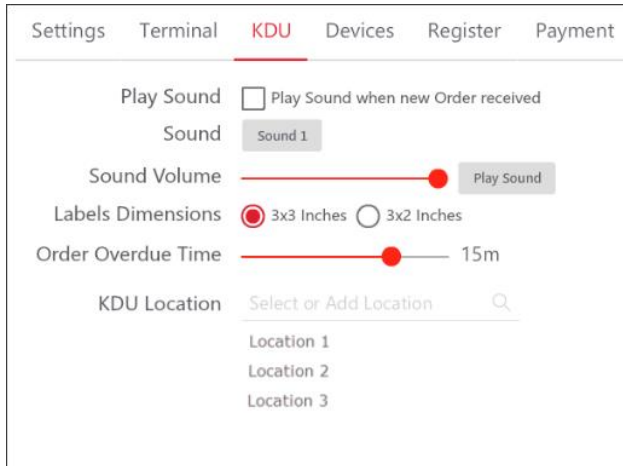
1. Press the settings icon, press the **KDU** tab and then view or edit the following information:

- **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.

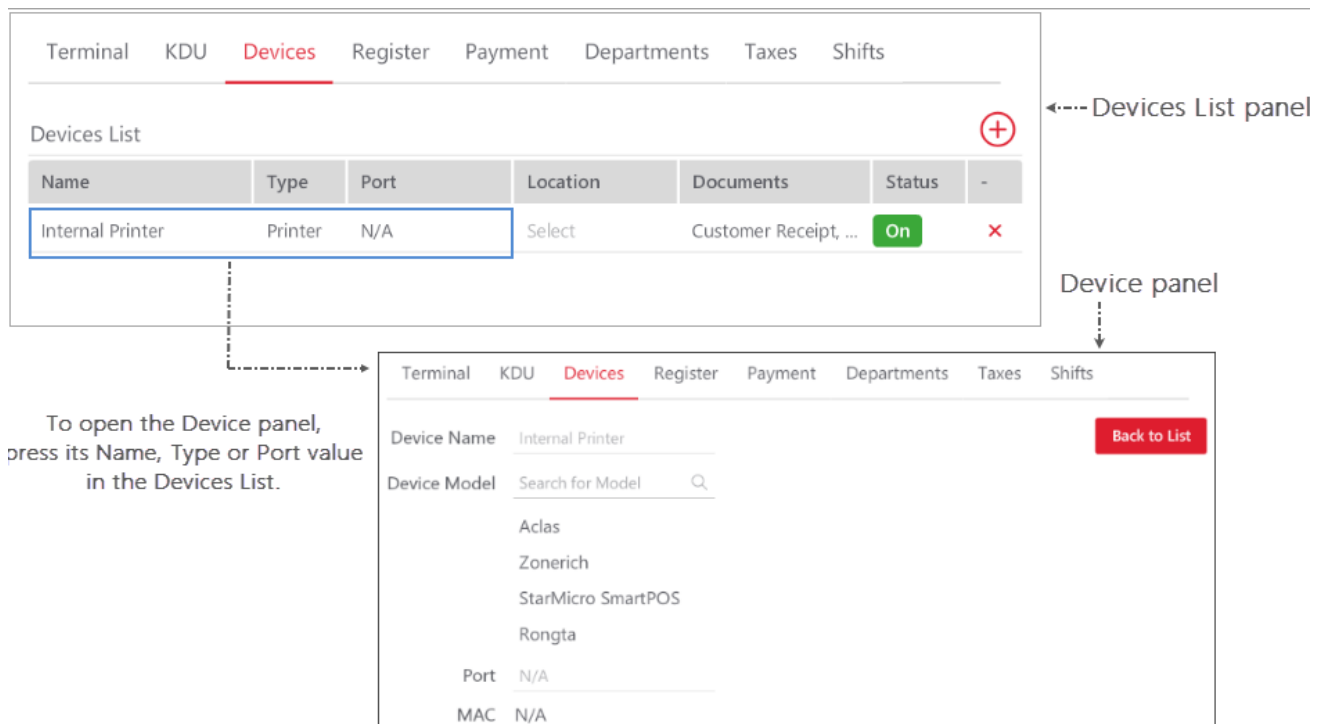


2. Press **Save**, when done.

Device Settings

With the Devices tab, you can configure the print settings for any number of the connected printers. You can also route certain document types for printing on the assigned printer only.

The Devices tab consists of two panels: The Devices List panel and the Device panel.



To configure the print settings for the connected printer, follow the steps:

1. Press the **Devices** tab.
2. Press the **Add Device** button at the top right of the **Devices** List. Wait until available printers are discovered. You can add both the internal and external printers.
3. In the window that opens, select the printer and press **Select**. The printer is added into the **Devices List**.
4. Select the printer model. For that, do the following:
 - Press the **Name, Type** or **Port** value of the added printer in the **Devices List**.
 - In the **Device** panel that opens, select the printer model in the **Model** field. The **Device Name, Port** and **MAC** fields are filled in automatically.
 - To switch back to the **Devices List** panel, press **Back to List**.
5. In the **Documents** field, select one or several of the following documents for printing on the device:
 - **Customer Receipt** – select it for printing the customer receipts on this printer.
 - **Report** – select it for printing the reports from the terminal (see **Admin's Panel > Settings > Reports**) on this printer.
 - **Kitchen Ticket** – select it to send the kitchen tickets for printing to the selected location. The kitchen tickets are printed on the internal printers only.
 - **Recipe Label** – select it for printing the recipe label after the order is done at the kitchen. The recipe label is printed only when the order recipe items and/or ingredients has the nutrition information.
6. In the **Location** field, select location that receives the kitchen tickets. You can create and edit locations on the back-office side.



Please note that you can add location only when the Kitchen Ticket document type is selected.

7. In the **Status** field, set **On** to activate the printer.

To edit the print settings, select the printer in the **Devices List**, press the corresponding field and change its value.

To delete the printer from the **Devices List**, press the **Delete Device** button and then press **Yes** to confirm the deletion.

Register Settings

To configure the settings of the cash register connected to the terminal, follow the steps:

1. Press the **Register** tab.
2. In the **Register (POS) Type** list, select **DCBox**. Automatic network discovery will start and available Direct Connect device will appear in the Available DCBoxes list.
3. In the **Available DCBoxes** list, select appeared DCBox. The DCBox indicator in the DCBox IP field will become green and the Direct Connect settings are downloaded from the back-office side.

4. In the **DCBox Password** and **Register Type** fields, ensure that the DCBox password and connected cash register type appeared.
5. (Optional) If the SmartPOS cash register is used, in the **POS IP** field, specify the SmartPOS IP field.
6. Turn on the **Sync Order Numbers** option to handle the order numbers by DCBox. In case the SmartPOS cash register is used, this option is enabled by default.
7. In the **Default Department** field, specify the Cash Register department the QS item will be assigned to.
8. In the **Default Category** field, specify the **Cash Register** category the QS item will be assigned to.
9. To have the barcodes print on the receipts, select the **Print Barcodes** checkbox.
10. Press **Save** to save the cash register settings.

For more information about DCBox device, see [What is DCBox](#).

Payment Settings

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

1. Press the settings icon, press the **Payment** tab and then view or edit the following information:
2. View and edit the following information:
 - **Payment Options.** Select this option to provide the QS customer with an ability to select a payment option before completing an order. When this option is selected, at least one of the payment options – register or card – must be selected as well. The default option is Register Payment. It is possible to have both options on, but it is not possible to have them both off.
 - **Register Payment.** Available only on condition Payment Options are on and is turned on by default once the customers are allowed to select a payment option before completing an order. Select this option to provide the QS customer with an ability to pay at the register.

- **Payment with Card.** Available only on condition Payment Options are on. Select this option to provide the QS customer with an ability to pay with the credit card.
- **PIN Pad IP.** Available only on condition Payment Options are on. Enter the PIN pad IP address.

Terminal KDU Devices Register **Payment** Departments Taxes Shifts

Payment Options Show payment options before completing order

Register Payment Show "Pay at Register" button

Payment with Card Show "Pay with a Card" Option (PIN Pad IP required)

PIN Pad IP _____

Save

Department Settings

The Departments tab consists of the Departments list and the Taxes list.

Terminal KDU Devices Register Payment **Departments** Taxes Shifts

Search

Department Name	ID	Tax
Qwickserve	1	QS
Drinks	2	Fixed, Valadded
Chips	3	BPT
QwickServe	100	
test DS dep	101	

Taxes

<input checked="" type="checkbox"/>	tax1 (QS) % Percent	7.00
<input type="checkbox"/>	tax2 (Fixed) \$ Fixed Amount	0.50
<input type="checkbox"/>	tax3 (Valadded) \$ Value Added	10.00
<input type="checkbox"/>	tax4 (BPT) \$ Breakpoint Table	

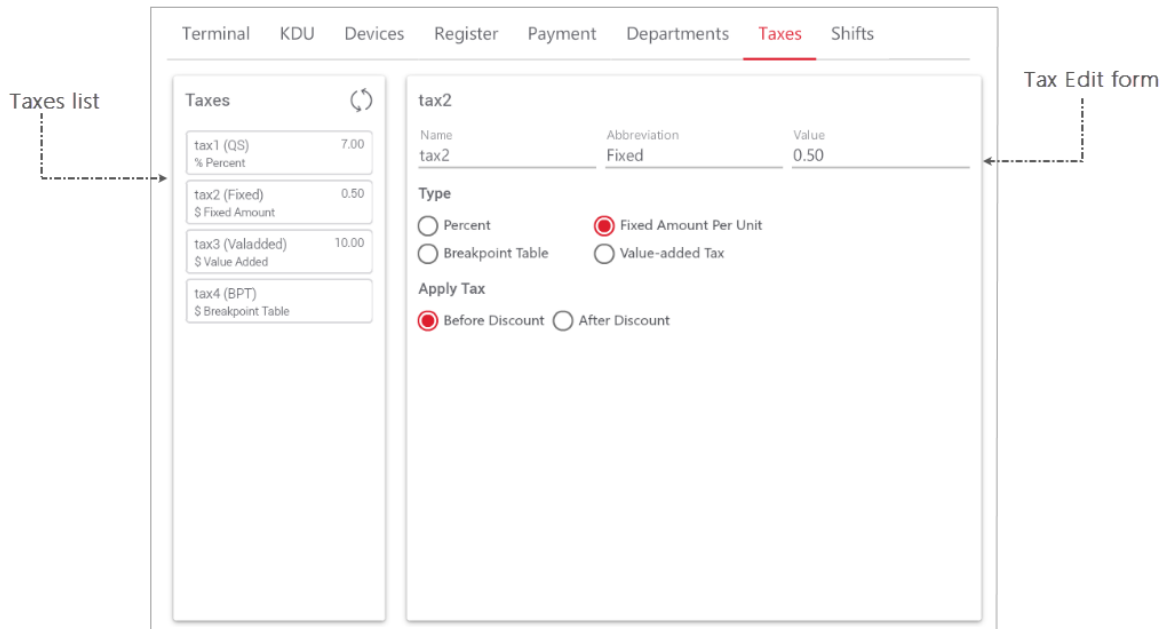
To assign one or several taxes to the department, select the department in the **Departments** list and then select these taxes in the **Taxes** list.

To unassign the tax from the department, select this department in the **Departments** list and then clear the corresponding tax in the **Taxes** list.

You can create and edit departments and taxes on the back-office side. You can also adjust the Taxes settings from the terminal. For more information, see [Tax Settings](#).

Tax Settings

The Taxes tab consists of the Taxes list and the Tax Edit form.



To synchronize the terminal taxes settings with the back-office, press the **Synchronize** icon at the top right of the **Taxes** list. When the synchronization is performed, the terminal tax settings are overwritten by the back-office tax settings.

To adjust the terminal taxes settings, select the tax in the **Taxes** list and edit any of the following settings:

- In the **Name** field, edit the tax name.
- In the **Abbreviation** field, edit the tax abbreviation, if any.
- In the **Type** options, select one of the following tax types:
 - **Percent**. Select one of the following rounding types:
 - **Truncate**. Remove the decimal part.
 - **Up on 1/2**. Half-way values are rounded up.
 - **Up on Any**. Any values are rounded up.
 - **Fixed Amount per Unit**. Specify the fixed amount value.
 - **Breakpoint Table**. Enter the starting breakpoint, and set the exact amount of tax for the specific sum of money.
 - **Value-added Tax**. Specify the tax value.
- In the **Value** field, edit the tax value or enter the starting breakpoint if the *Breakpoint Table* type is selected in the **Type** options.
- In the **Apply Tax** options, select the tax application type – before or after discount.

Shift Settings

To view and manage the shift settings, press the **Shifts** tab.

You can view and edit the following information:

- **Enable Shift Sending.** Press this option to enable sending shift data from the register.
- **Enable Auto Sending.** Press this option to send the shift data automatically.
- **Include All Orders.** Press this option to send data on all orders including the ones NOT paid at the terminal.
- **Orders in the Next Shift.** Number of orders in the current shift. Press **Remove Pending Orders** to clear the order queue.
- **Next Shift Start.** Time when the next shift starts.
- **Next Shift End.** Time when the next shift ends.
- **Send Shift Manually.** Press this option to send the shift data manually. Press Send Shifts Now to send the shift data right now.

Settings Terminal KDU Devices Register Payment Departments Taxes **Shifts**

Enable Shifts Sending Generate and send shifts from this terminal

Enable Auto Sending Generate and send shifts automatically

Include All Orders Orders Not Paid at the Terminal will be included in the Shift

Orders in the next Shift No Shift Data **Remove Pending Orders**

Next Shift Start No Shift Data

Next Shift End No Shift Data

Send Shift Manually **Send Shift Now**

VIEWING QWICKSERVE REPORTS

In the reports section, you can view the following reports:

- Gross Profit Report
- Inventory Report
- Reconciliation Report
- Loyalty Report
- Shift Report

Gross Profit Report

To view the Gross Profit Report, press the reports icon and then press **Gross Profit**.

The Gross Profit Report displays the following information:

- Shift ID number
- Shift number
- Date and time
- Quantity of items sold
- Cost of Goods Sold (COGS)
- Amount
- Profit
- Profit %

← Back		Gross Profit Report					
Trade Show 2							
Shift report: #7 03/07/2016 05:36 - 03/07/2016 07:35							
PLU	Description	Qty	COGS	Amount	Profit	Profit %	
60	Bottle Water	2	\$0.00	\$1.98	\$1.98	100.00%	
61	Bag of Chips	1	\$0.00	\$0.99	\$0.99	100.00%	
0	STARBUCKS ICED COFFEE 110CAL 110Z	1	\$0.00	\$2.49	\$2.49	100.00%	
0	RED BULL SUGAR FREE	2	\$0.00	\$4.98	\$4.98	100.00%	
11	Caprese	1	\$0.00	\$5.99	\$5.99	100.00%	
56	Coffee	1	\$0.00	\$0.99	\$0.99	100.00%	
9	BYOS	1	\$0.00	\$5.99	\$5.99	100.00%	
13	Chef Salad	1	\$0.00	\$9.99	\$9.99	100.00%	
57	Fountain 32OZ	1	\$0.00	\$0.99	\$0.99	100.00%	
0	Hot Dog	2	\$0.00	\$3.98	\$3.98	100.00%	
14	BYOS	2	\$0.00	\$11.98	\$11.98	100.00%	

You can do the following:

- To view the detailed information for the shift, press the corresponding shift.
- To view the details for the made-to-order item, press the item.

PLU	Description	Qty	COGS	Amount	Profit	Profit %
66	BUFFALO CHICKEN RANCH PIZZA	1	\$0.00	\$16.99	\$16.99	100.00%
0	PP BREAKFAST PIZZA	2	\$0.00	\$12.48	\$12.48	100.00%
83	BREAKFAST BURRITO	1	\$0.00	\$3.99	\$3.99	100.00%
306	MX Breakfast Builder	3	\$0.00	\$10.47	\$10.47	100.00%
29	GRILLED CHICKEN SALAD	2	\$0.00	\$9.98	\$9.98	100.00%
31	FRENCH FRIES	3	\$0.00	\$8.47	\$8.47	100.00%
625	CHEESE PIZZA	13	\$0.00	\$183.63	\$183.63	100.00%
	+ Pepperoni 30000065504	0 oz x 8	\$0.00	\$16.00	\$16.00	100.00%
	+ Mushrooms 30000031131	0 oz x 2.5	\$0.00	\$3.13	\$3.13	100.00%
	+ Extra Cheese 3000009277	0 oz x 2	\$0.00	\$3.00	\$3.00	100.00%
	+ 12 Cut 3000009264	0 x 13	\$0.00	\$0.00	\$0.00	0.00%
	+ Ham					
Total		42.00	\$0.08	\$373.79	\$373.71	99.98%

- To print the report, press the icon for printing.



To printed the report in detailed view, press the icon for printing when the item data is expanded.

Inventory Report

To view the Inventory Report, press the reports icon and then press **Inventory**.


The Inventory Report displays the following information:

- Shift ID number
- Shift number
- Date and time
- Opening amount
- Purchase
- Usage
- Spoilage
- Ending amount

Gross Profit		Inventory		Reconciliation		Loyalty		Shift Report	
Shift ID #	Shift #	Date/Time	Open	Purchase	Usage	Spoilage	Ending		
38	1	06/24/2015 07:25 06/24/2015 07:34	\$374.40	n/a	\$0.00	n/a	n/a		
37	1	06/22/2015 07:37 06/24/2015 07:25	\$337.00	\$0.00	\$14.40	\$0.00	\$322.60		
36	2	06/22/2015 07:13 06/22/2015 07:37	\$410.42	\$0.00	\$14.12	\$0.00	\$396.30		
35	1	06/22/2015 06:51 06/22/2015 07:13	\$431.60	\$0.00	\$21.18	\$0.00	\$410.42		
30	7	06/19/2015 08:22 06/19/2015 08:39	\$405.20	n/a	\$0.00	n/a	n/a		

You can do the following:

- To view the detailed information for the shift, press the corresponding shift.

← Back		Inventory Report				
QwickServe Demo Shift report: #36 06/22/2015 07:13 - 06/22/2015 07:37						
Description	Open	Purchase	Usage	Spoilage	Ending	
Lettuce Bulk	\$228.00	\$0.00	\$2.40	\$0.00	\$225.60	
Hamburger Buns Bulk	\$3.00	\$0.00	\$2.00	\$0.00	\$1.00	
Mayo Bulk	\$153.82	\$0.00	\$0.12	\$0.00	\$153.70	
Ground Meat Bulk	\$25.60	\$0.00	\$9.60	\$0.00	\$16.00	

- To print the report, press the icon for printing.




To printed the report in detailed view, press the icon for printing when the item data is expanded.

Loyalty Report

To view the Loyalty Report, press the reports icon and then press **Loyalty**.

The Loyalty Report displays the following information:

- Shift ID number
- Shift number
- Date and time
- Loyalty sales
- Loyalty amount
- Loyalty %

Gross Profit		Inventory		Reconciliation		Loyalty		Shift Report	
QwickServe Demo									
Shift ID #	Shift #	Date/Time		Loyalty Sales	Loyalty Amount	Loyalty %			
38	1	06/24/15 07:25 06/24/15 07:34		\$10.99	\$0.00	0.0%			
37	1	06/22/15 07:37 06/24/15 07:25		\$55.94	\$0.00	0.0%			
36	2	06/22/15 07:13 06/22/15 07:37		\$14.00	(\$4.00)	-40.0%			
35	1	06/22/15 06:51 06/22/15 07:13		\$5.00	\$0.00	0.0%			

To print the report, press the icon for printing.

Shift Report

To view the Shift Report, press the reports icon and then press **Shift Report**.

The Shift Report displays the following information:

- Shift ID number
- Shift number
- Date and time
- Sales
- Payments
- Taxes
- Discounts

Gross Profit			Inventory		Reconciliation		Loyalty		Shift Report	
QwickServe Demo										
Shift ID #	Shift #	Date/Time	Sales	Payments	Taxes	Discounts				
38	1	06/24/2015 07:25 06/24/2015 07:34	\$10.99	\$10.99	\$0.82	\$0.00				
37	1	06/22/2015 07:37 06/24/2015 07:25	\$269.15	\$43.96	\$19.44	\$39.96				
36	2	06/22/2015 07:13 06/22/2015 07:37	\$7.00	\$7.00	\$0.00	\$0.00				
35	1	06/22/2015 06:51 06/22/2015 07:13	\$5.00	\$5.00	\$0.00	\$0.00				
30	7	06/19/2015 08:22 06/19/2015 08:39	\$20.00	\$20.00	\$0.00	\$0.00				
29	10	06/19/2015 08:02 06/19/2015 08:22	\$5.00	\$5.00	\$0.00	\$0.00				

You can do the following:

- To view the detailed information for the shift, press the corresponding shift.

← Back			Shift Report		
QwickServe Demo					
Shift report: #37 06/22/2015 07:37 - 06/24/2015 07:25					
Sales	Qty	Total			
Taxable Sales	4	\$43.96			
Non-Taxable Sales	0	\$0.00			
Discounts	Qty	Total			
Item Discounts	0	\$0.00			
Total Tax	Qty	Total			
Net Sales	4	\$43.96			
Sales Tax	4	\$3.30			
Orders	Qty	Total			
Canceled	0	\$0.00			
Paid	2	\$43.96			

- To print the report, press the icon for printing.



To printed the report in detailed view, press the icon for printing when the item data is expanded.

Reconciliation Report

To view the Reconciliation Report, press the reports icon and then press **Reconciliation**.

The Reconciliation Report displays the following information:

- Shift ID number
- Shift number
- Date and time
- CR quantity
- CR sales
- Order quantity
- Order \$
- Var. quantity
- Var. sales

Gross Profit			Inventory		Reconciliation		Loyalty		Shift Report	
QwickServe Demo										
Shift ID #	Shift #	Date/Time	CR Qty	CR Sales	Order Qty	Order \$	Var. Qty	Var. Sales		
38	1	06/24/2015 07:25 06/24/2015 07:34	1	\$10.99	1	\$10.99	0	\$0.00		
37	1	06/22/2015 07:37 06/24/2015 07:25	3	\$32.97	4	\$43.96	-1	(\$10.99)		
36	2	06/22/2015 07:13 06/22/2015 07:37	1	\$7.00	1	\$7.00	0	\$0.00		

To print the report, press the icon for printing.

MANAGING QWICKSERVE MENUS

This section describes how you can:

- Create the menu structure and assign items to it.
- Manage the QS menus by viewing, editing and deleting the existing menu, creating the new one, activating, deactivating and setting the menu background.
- Manage QS items – the regular and made-to-order items.
- Manage ingredients, nutrition facts, sets of ingredients.
- Manage add-ons.

To show different menus, for example Breakfast and Lunch menus, to your clients within specified periods of time during a day and/or a week, configure time targeting menus on the C-Store Office side. For more information, see Qwickserve Cloud Manual.

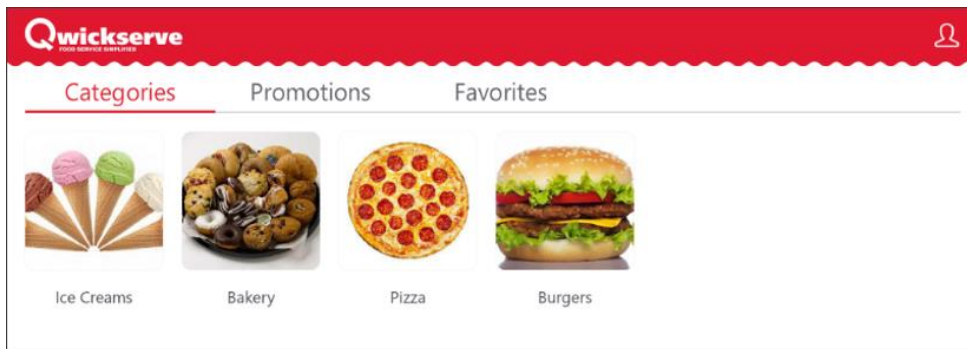
Creating New Menu Structure

This section describes the Qwickserve menu hierarchy and the process of populating the Qwickserve menu. The Qwickserve menu can have any hierarchy, according to the client’s business logic. As a rule, it contains item categories and subcategories within them.

You can create several menus at Qwickserve terminal. You can also specify the time period during which each menu becomes active, but currently on the cloud side only.

For example, you can create two menus – “Breakfast” and “Lunch”.

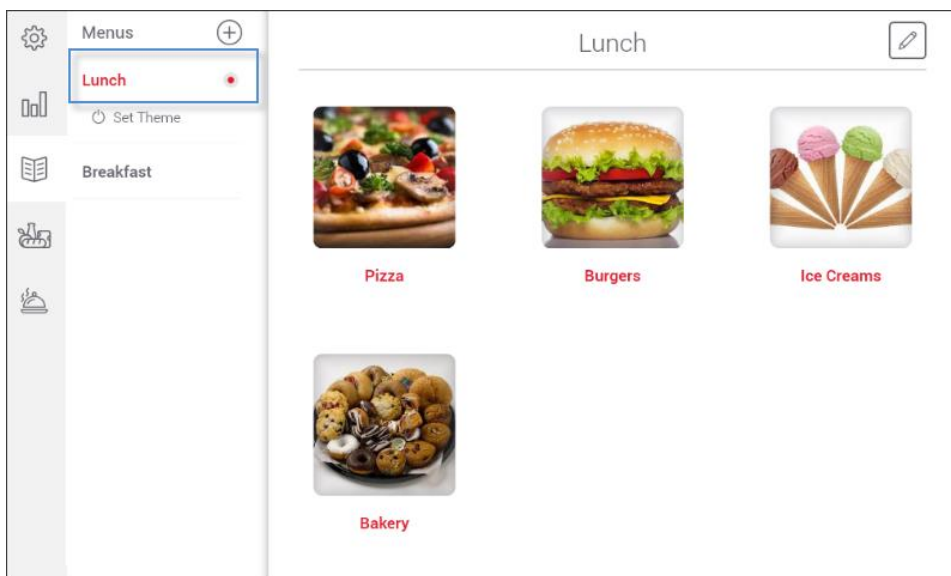
The “Lunch” menu, for example, can contain four categories – “Pizza”, “Burgers”, “Ice Creams”, “Bakery”.



Viewing Existing Menus

To view the available existing menus, press the menu icon.

The list of existing menus is displayed. The current menu is highlighted in red. The red sign next to the menu means it is activated. For more information, see [Activate/Deactivate Menu](#).



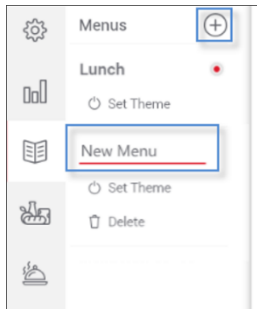
The Lunch menu is highlighted in red. It means that this menu is selected now.

The red dot near the menu shows that this menu is active now.

The Breakfast menu is not active and not selected now.

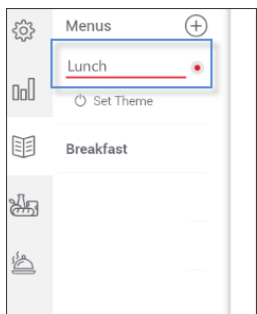
Creating a New Menu

To create a new menu, press the plus icon near **Menus**, tap **New Menu** and enter the menu name.



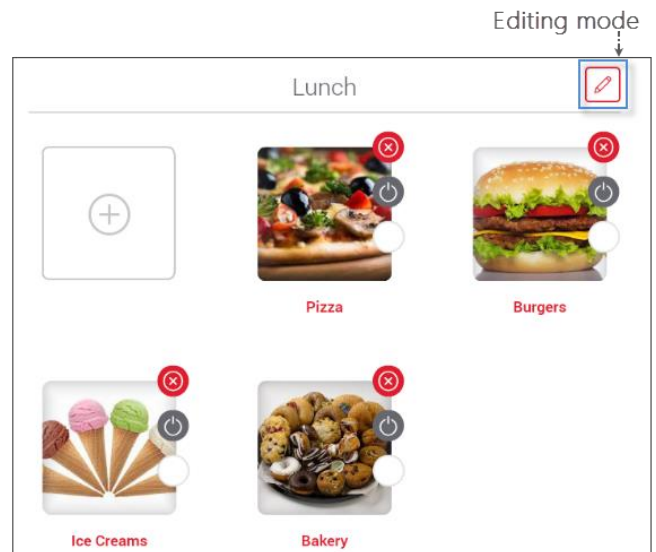
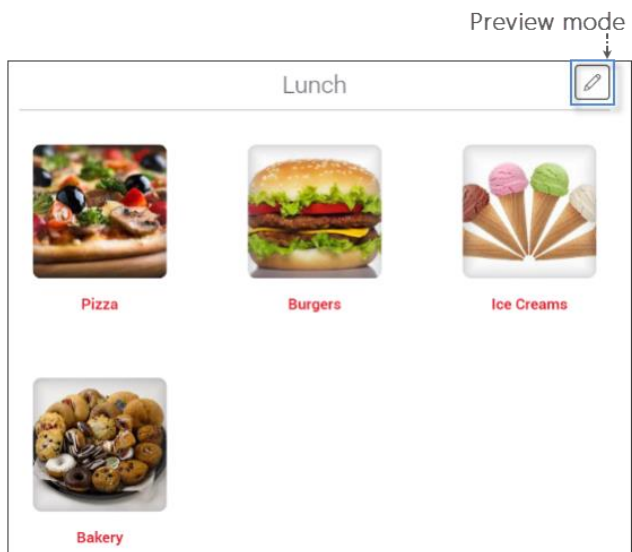
Editing the Existing Menu

To edit the existing menu name, select it by tapping (becomes highlighted in red) and enter the menu name.



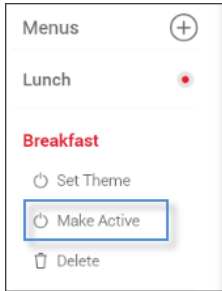
To edit the menu contents, switch between the following menu modes:

- Preview mode for viewing the menu the way the end users will see it on the terminal.
- Editing mode for editing the menu items.



Activating/Deactivating the Menu

To make the menu available on the terminal, select this menu from the list and then press **Make Active**.

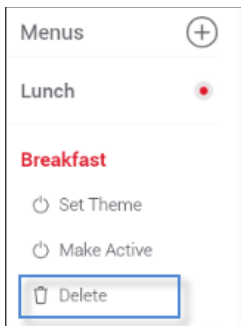


Only one menu at a time can be the active menu of the terminal. You can also configure automatic switching between menus, but currently on the cloud side only. For more information, see Qwickserve Cloud Manual.

To deactivate the active menu, just make another menu active.

Deleting the Menu

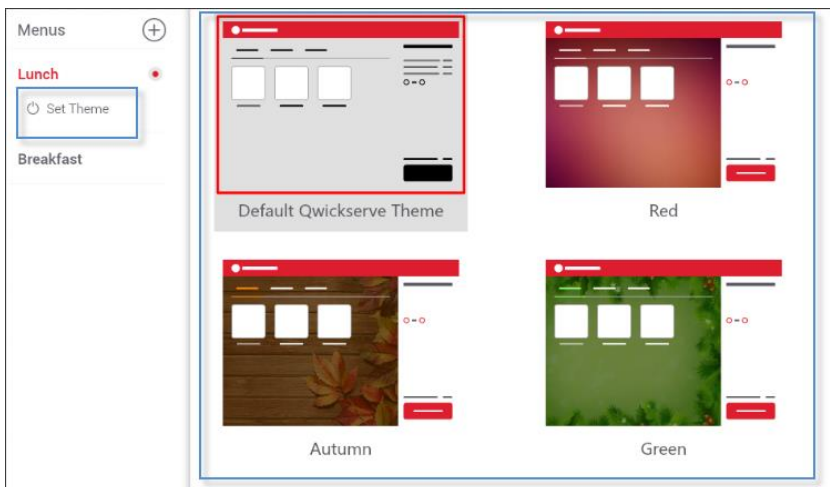
To delete the menu, select this menu from the list and then press **Delete**.



Adding a Theme to the Menu

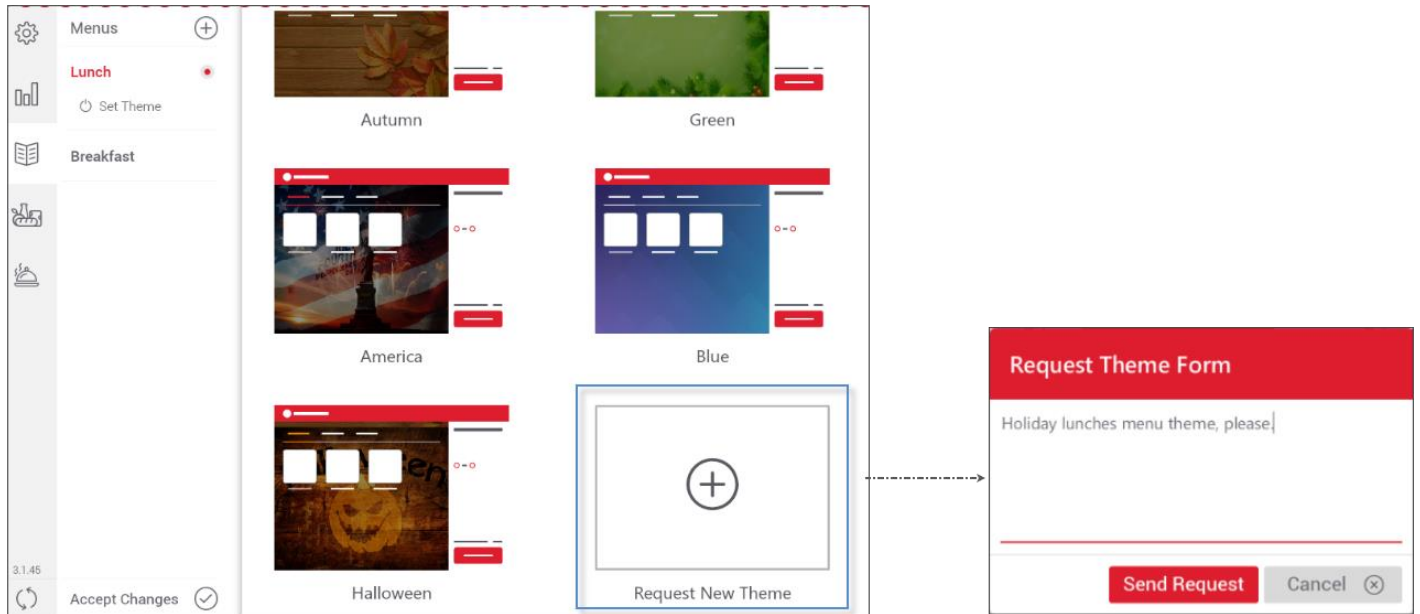
To add a theme to the menu, select this menu from the list, press **Set Theme**, and then select the theme from the list of the available themes.

For the examples in this manual the Default Qwickserve theme is selected.



Requesting a Custom Menu Theme

To request a custom menu theme, at the bottom of the list of existing themes press **Request Custom Theme**, enter your theme description and then press **Send Request**.



Moving Menu Categories and Items

For moving the items within the menu, make sure the Editing mode is turned on and the follow the steps:

1. Press and hold any menu item until the corresponding sign appears.
2. Drag and drop the item to the place you want.



You can move both categories and items within categories.

MANAGING ITEM CATEGORIES AND SUBCATEGORIES

This section describes how you can create, edit, delete, activate and deactivate categories. Prior to making any changes to the categories, make sure the Editing mode is turned on.

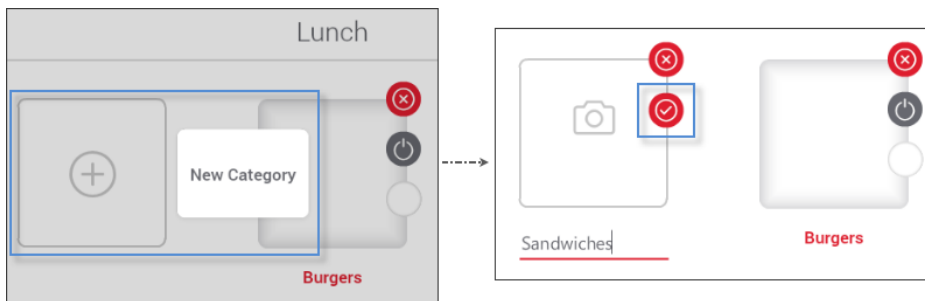
Adding a New Category

You can add a new category in the following ways:

- Add a new category to the menu being at the menu top level.
- Add a new category to the menu category being within its category.

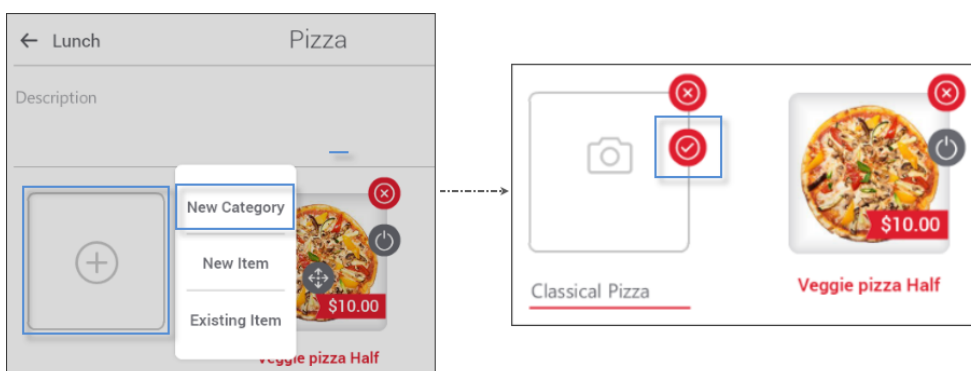
To add a new category to the menu, follow the steps:

1. Press the plus sign > **New Category**.
2. Enter the category name.
3. Press the tick sign.



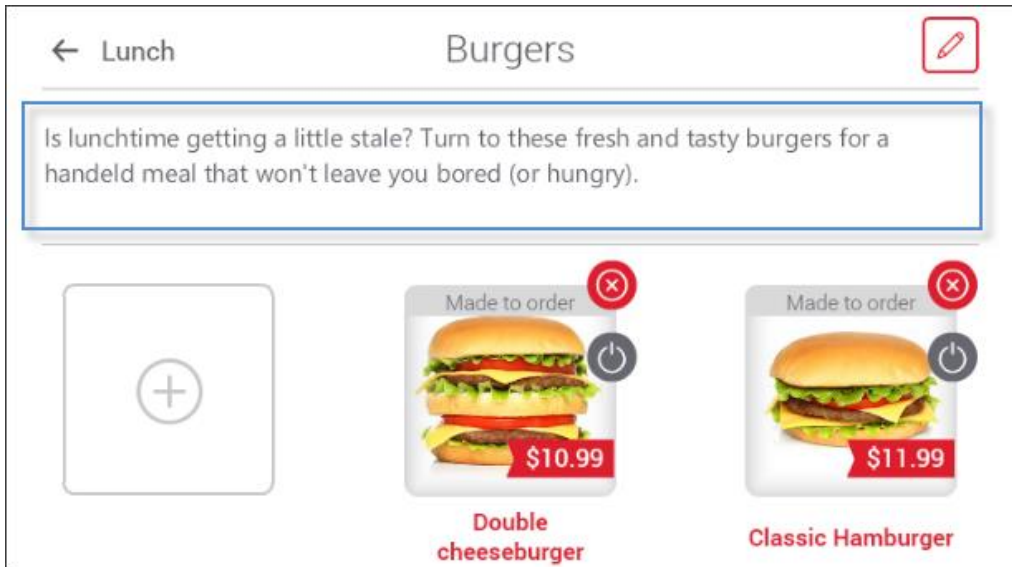
To add a new category to the existing menu category, follow the steps:

1. Select the category by pressing it twice.
2. Press the plus sign > **New Category**.
3. Enter the category name.
4. Press the tick sign.



Adding or Editing the Category Description

To add or edit the category description, press it twice and then edit the **Description** field.



The category description is displayed then in the ordering menu when the category is selected.

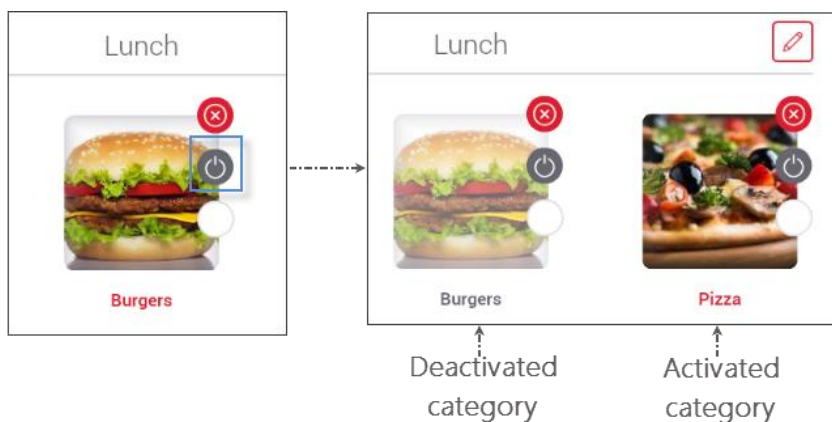
Editing the Existing Category Name

To rename the existing category, make sure the Editing mode is turned on, press the current category name and enter new name. The change is saved automatically.

Activating/Deactivating a Category

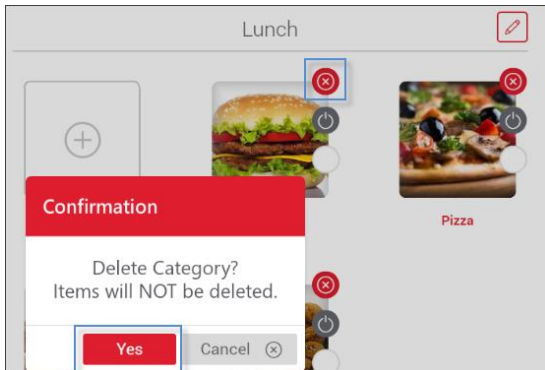
To activate or deactivate the category, make sure the Editing mode is turned on and then press the corresponding sign.

The deactivated category is not visible within the user's menu. The activated category is available within the menu.



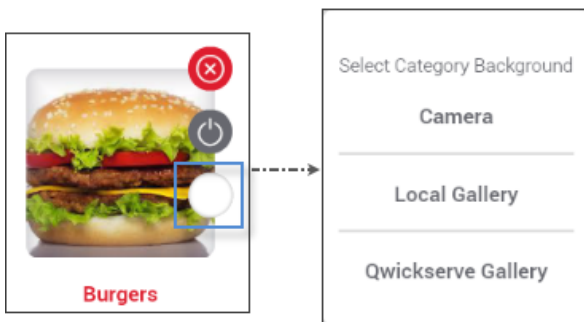
Deleting the Category

To delete a category, press the cross sign and confirm the deletion by pressing **Yes**.



Adding a Custom Background the Category

To add a custom background to a category, make sure the Editing mode is on, press the icon for adding the background and then set the item's image using one of the following methods:



- Camera
- Local Gallery – terminal gallery
- Qwickserve gallery – back-office gallery

The custom background image overrides the menu theme for the category it is assigned to.



MANAGING ITEMS

This section describes how you can create, edit, delete (unassign) from category, activate and deactivate items.

Adding a New Regular Price Book Item

To add a new regular Price Book item, follow the steps:

1. Make sure the Editing mode is on, open the category you want to create the item in.
2. Press the plus sign > **Existing Item**.
3. In the list of items, press the plus sign and specify the following information:



- Item name
- Item UPC – you can decide if you want it assigned automatically (Auto Assignment on) or manually (Auto Assignment off)
- Item price
- Item department. Press the field and select the CR department from the list to the right.
- Item category. Press the field and select the item category from the list to the right.
- Measure quantity
- Unit of measurement
- Size
- Item description (up to 250 characters)

Name

UPC Auto Assignment

Price

Department Category

100 | Test 1 | QwickServe Menu

Measure Quantity Unit Size

Description

4. Assign an image to the item.

Once you finished creating the item, add it to your menu by selecting it from the list of all items to the right. Here is the created regular item.

← Back



Name
MMD 100% APPLE JUICE

UPC
2500005601

Price
2.09

Department Category
2|Juices 6|Juices

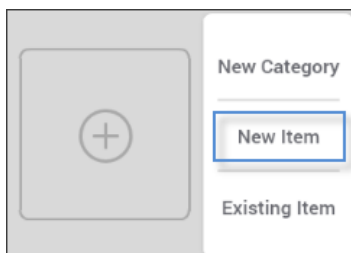
Measure Quantity Unit Size
0 450 mL MM Ju

Description

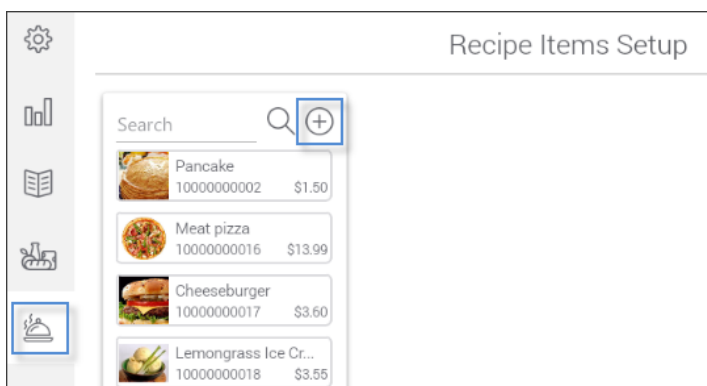
Adding a New Made-to-Order Item

To add a new made-to-order item, follow the steps:

1. To open the Recipe Item Setup form, do one of the following:
 - Make sure the Editing mode is turned on, open the category you want to create the item in, press the plus sign, and then press **New Item**.



- Press **Recipe Items Setup** tab > Press the plus sign.



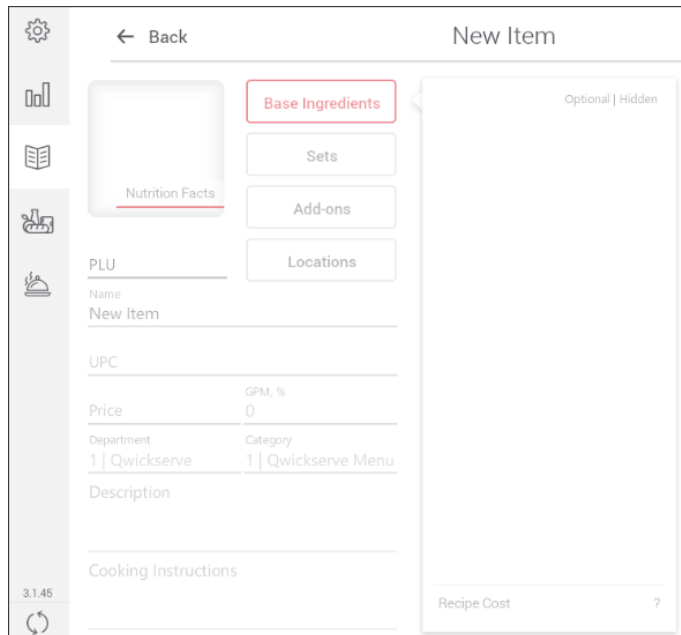
i To be able to create and edit base ingredients, sets and add-ons for the made-to-order item, create or open the made-to-order item from the menu only.

2. Enter the following information:

- (Required) PLU (Product Look-up Code) - up to 5 characters
- Item name
- Item UPC (assigned automatically, can be edited)
- Item price
- Item GPM

i GPM percentage is calculated automatically later on the basis of the difference between the recipe cost and the item price. Recipe cost is a sum of all the made-to-order item constituent ingredients cost.

- Item department
- Item category
- Item description (up to 250 characters)
- Item cooking instructions
- Item nutrition information. For details, see [Managing Nutrition Facts](#).



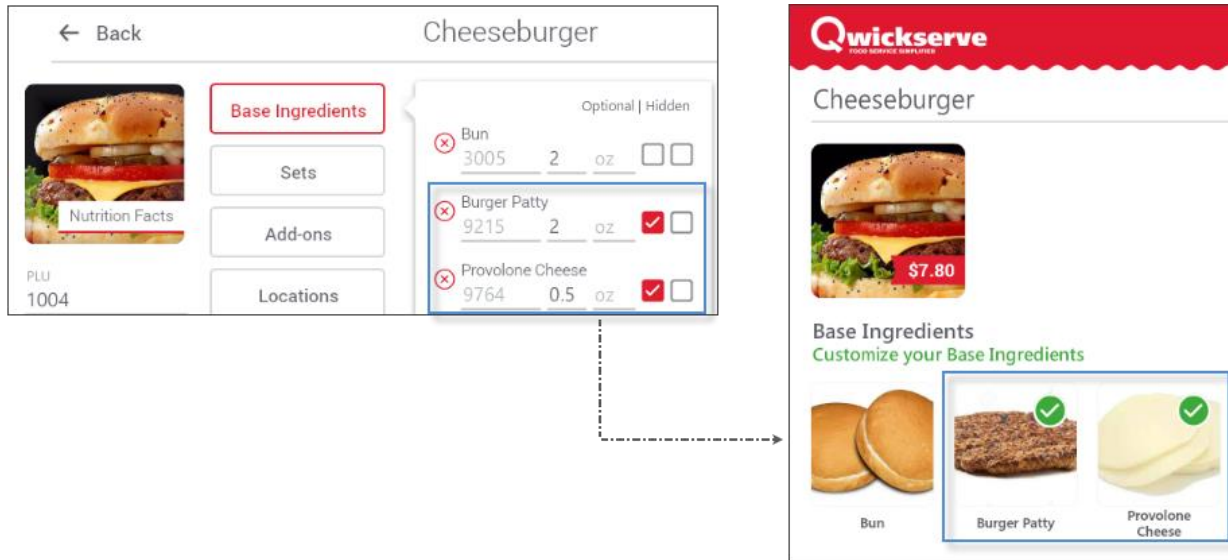
3. Set the item image using one of the following methods:

- Camera
- Gallery

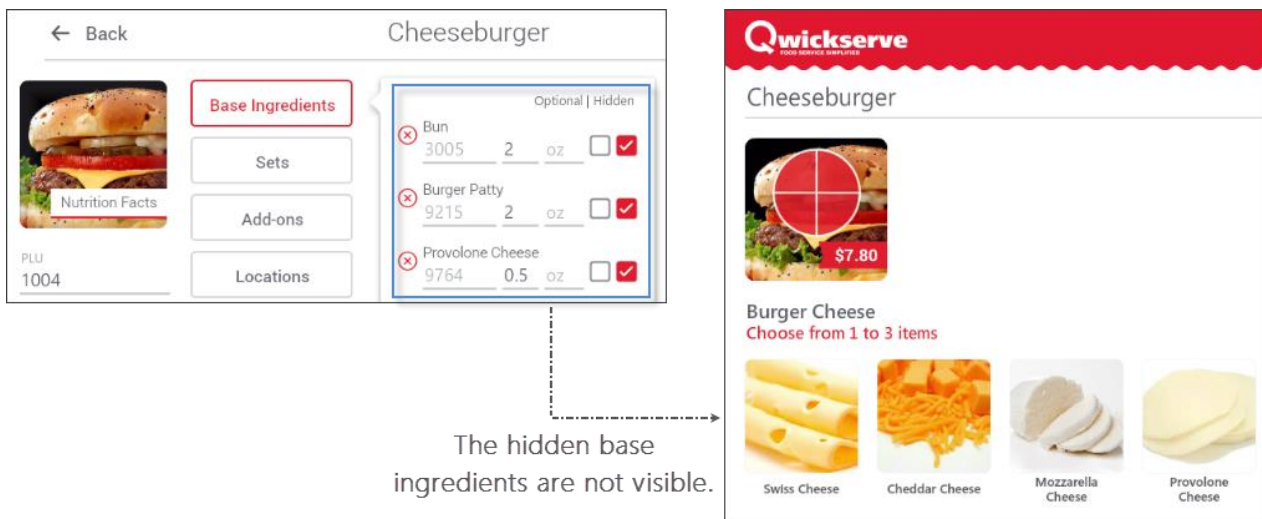
4. Press **Base Ingredients**, and select the base ingredients for the item. For more information, see [Managing Ingredients](#).

i Base ingredients are used for the recipe cost calculation. Once base ingredient is added or removed from recipe, the recipe cost is recalculated immediately in the Recipe Cost section. For more information on recipe cost calculation, see Recipe Item Cost Calculation.

Selecting the **Optional** check-box, makes the base ingredient available for excluding from the recipe. In this example, you can exclude the ingredients with a green icon.

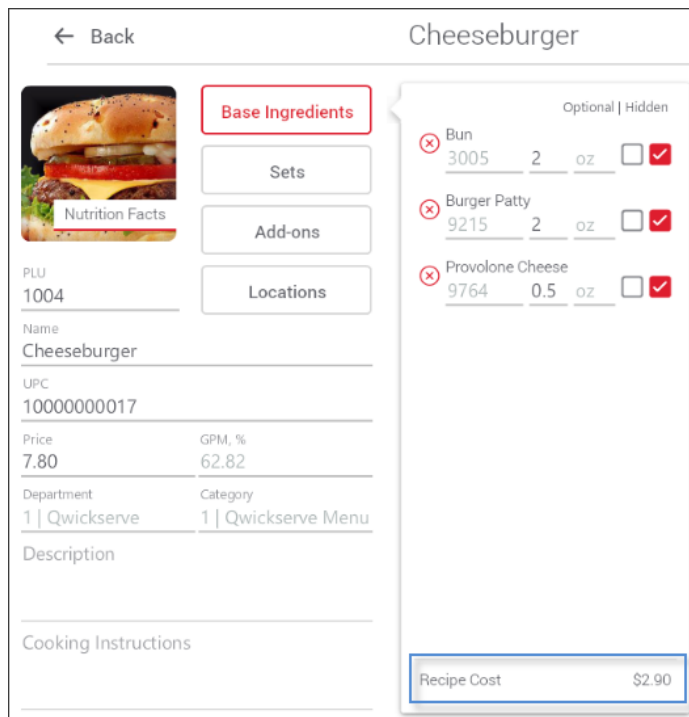


Selecting the **Hidden** check-box, hides the selected base ingredients from the ordering interface.



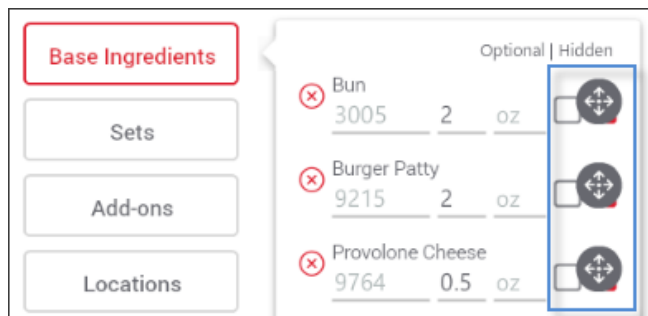
5. Press **Sets**, and select the sets of ingredients to be used for the item. For more information, see [Managing Sets](#).
6. Press **Add-ons**, and select the add-ons to be offered to purchase with the item. For more information, see [Managing Add-ons](#).
7. (Optional) Press **Locations**, and select one or several locations the item is sent when ordered. For example, "kitchen printer" or "kitchen display unit". You can create and edit locations on the back-office side.

- For more information on the recipe cost, press and hold it. The data is recalculated each time you add or delete base ingredient.



For more information on recipe cost calculation, see [Recipe Item Cost Calculation](#).

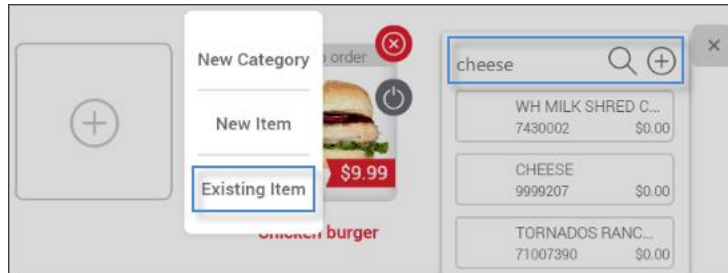
- (Optional) To rearrange base ingredients, set item and add-ons, press and hold any item, and move it to the corresponding place.



Adding an Existing Item

To add an existing item, follow the steps:

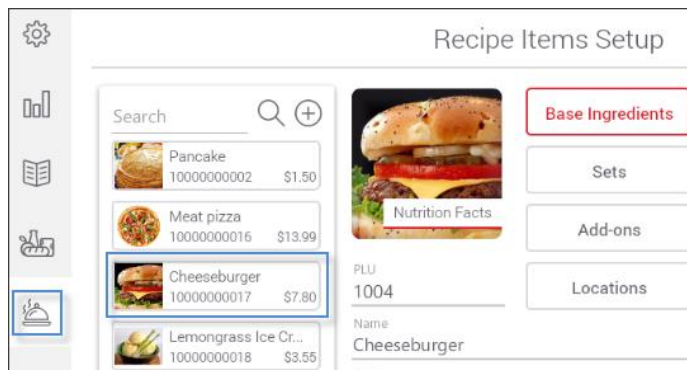
- Make sure the Editing mode is on, and open the category you want to add the item to.
- Press the plus sign > **Existing Item**.
- Add the existing item from the corresponding list by pressing it.
- (Optional) Use the search function to find the necessary item quickly.



Editing the Item

1. To edit an item, do one of the following:

- Regular Item: Find the regular item in the menu, make sure the Editing mode is turned on, and then press the item.
- Made-to-Order Item: Find the made-to-order item in the menu or under the recipe items tab, make sure the Editing mode is turned on, and then press the item.



i One item can be assigned to several categories at a time, so once you edit it, the changes take place within all the categories the item is assigned to. Technically, it is the same item used in several categories.

2. You can edit the following information by pressing it and entering the new one:

- (Required) PLU (Product Look-up Code) - up to 5 characters
- Item price
- Item GPM
- Item department
- Item category
- Item description (up to 250 characters)
- Item cooking instructions
- Item nutrition information. For details, see [Managing Nutrition Facts](#).

3. Press the item image to change it if necessary.

4. Press **Base Ingredients**, and edit the base ingredients for the item by deleting existing ones or adding new ones. For more information on editing the ingredients, see [Managing Ingredients](#).

5. Press **Sets**, and edit the sets of ingredients for the item by deleting the existing ones or adding new ones. For more information on editing the sets of ingredients, see [Managing Sets](#).
6. Press **Add-ons**, and edit the add-ons to be offered to purchase with the item by deleting existing ones or adding new ones. For more information on editing the add-ons, see [Managing Add-ons](#).
7. Press **Locations**, and edit the location the current recipe item is sent when ordered.

Activating/Deactivating an Item

To activate or deactivate the item, make sure the Editing mode is turned on and then press the corresponding sign.

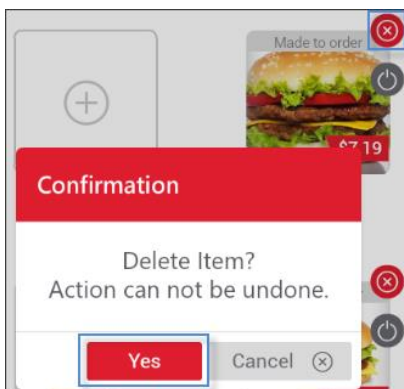
The deactivated item is not visible within the user’s menu and is dimmed in the administrator’s menu. The activated item is available within the menu category.

Press the corresponding sign to activate or deactivate the item.



Deleting an Item from a Category

To delete an item from the category, make sure the Editing mode is turned on, press the corresponding sign and then confirm the deletion.



The item is deleted from the current category. If the item is assigned to other categories, it is left there. If you delete the item from all categories, it will still be present in the pool of unassigned items.

Deleting an Item from the System

Currently it is not possible.

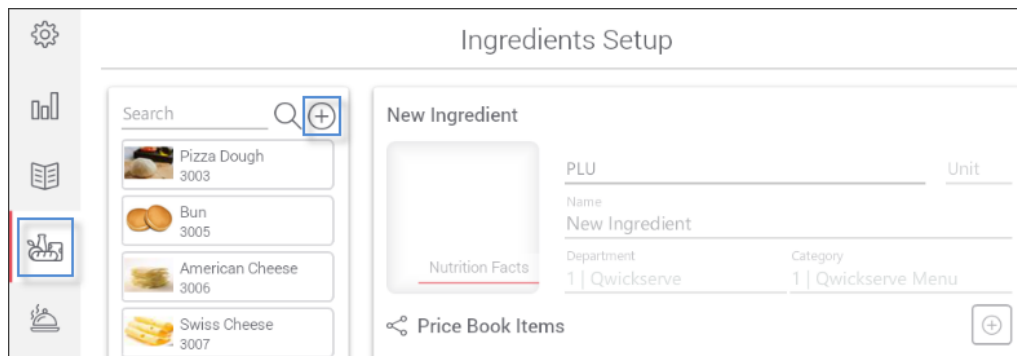
MANAGING INGREDIENTS

This category describes how you can create, edit and delete ingredients and link them to the Price Book items.

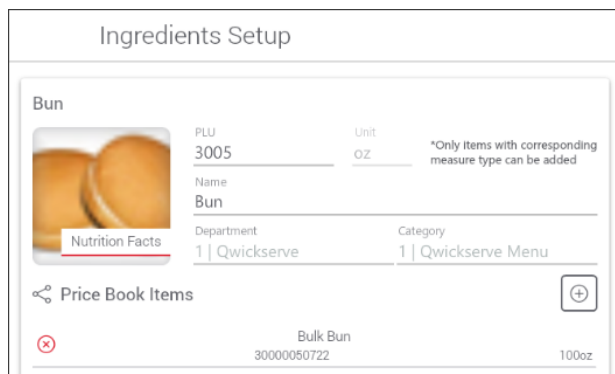
Creating a New Ingredient

To create a new ingredient, follow the steps:

1. Press **Ingredients Setup** tab and then press the plus sign.



2. Press the sign for adding the new ingredient.
3. Enter the following information:
 - (Required) PLU (Product Look-up Code) - up to 5 characters
 - Unit of measurement
 - Ingredient name
 - Ingredient unit of measurement (e.g. grams)
 - Item nutrition information. For details, see [Managing Nutrition Facts](#).

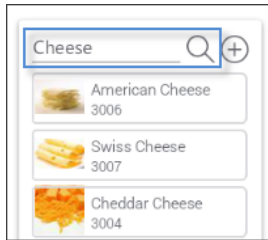


4. Set the ingredient's image by using one of the following methods:
 - Camera
 - Gallery
5. Link the ingredient to the Price Book items. For more information, see [Linking/Unlinking an Ingredient to the Price Book Item](#).

Editing an Ingredient

To edit the ingredient, follow the steps:

1. Press the **Ingredients Setup** tab and then select the ingredient from the list. Use the search function if necessary.



2. Press and hold the ingredient you want to edit and then edit the following information:
 - (Required) PLU (Product Look-up Code) - up to 5 characters
 - Ingredient name
 - Ingredient unit of measurement (E.g. grams)
 - Edit the ingredient's image by using one of the following methods:
 - Camera
 - Gallery

Deleting an Ingredient

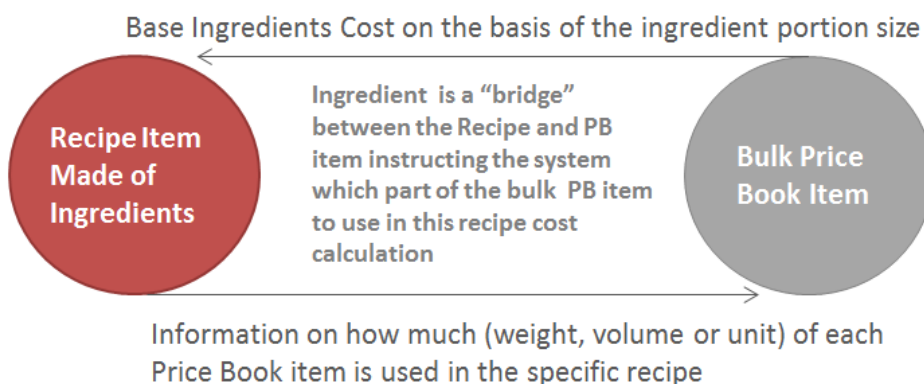
Currently not possible from Qwickserve terminal.

Linking/Unlinking an Ingredient to the Price Book Item

It is necessary to link ingredients to specific Price Book items for accurate recipe cost calculation.

Recipe items are constructed of ingredients, which, in their turn, are linked to specific Price Book items and indicate which portion of the bulk Price Book item must be used in the recipe.

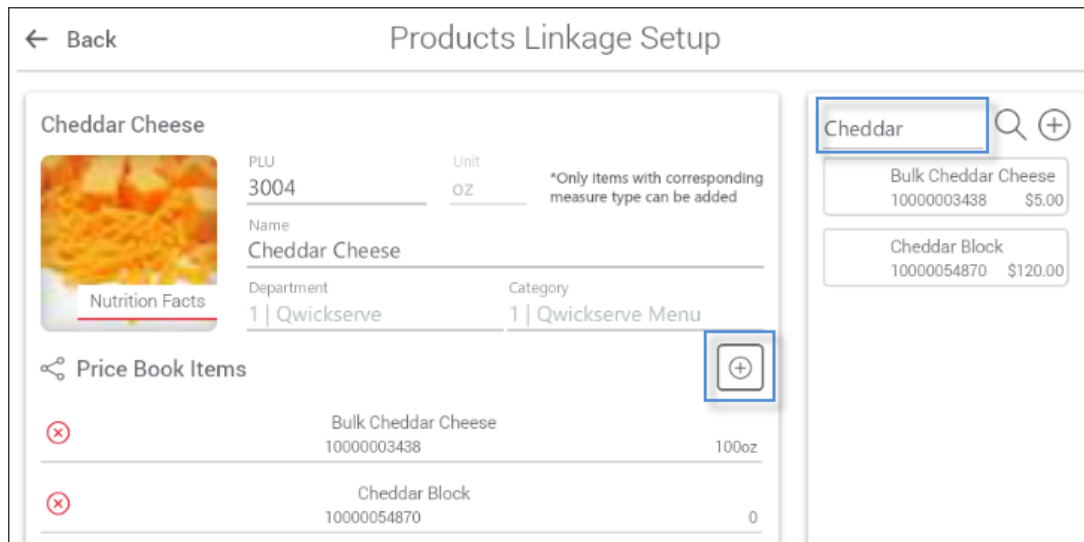
The ingredients do not have the specific measure set. They only have the unit of measurement, and the ingredient's measure quantity/portion size is set when linking ingredients to sets or setting up the recipe base ingredients.



For more details on recipe costing calculation, see [Recipe Item Cost Calculation](#).

To link/unlink an ingredient to the Price Book item, make sure edit mode is on and open the corresponding ingredient and then do one of the following:

- To link an ingredient to the Price Book item, press the plus sign, and then select the Price Book item from the list. Use search to find the item, if necessary.



- To unlink the ingredient from the Price Book item, press the cross sign.



It is assumed, that the bulk Price Book items are already set up. It is also possible to create a new Price Book item in the middle of process of linking ingredients. For more information, see [Adding a New Regular Price Book Item](#)

FAQs: Linking Ingredients to PB items FAQs

The ingredient is linked to several items from different vendors. Which specific ingredient is going to be used in the recipe cost calculation?

The FIFO (first in – first out) principle works in this case. The item from the first vendor are used until they are available. If the item is no longer available, system starts using items of the second vendor.

Do the **units of measure** of an ingredient and PB item it is linked to need to coincide?

They must have the same **type of measure** – weight, volume or unit/piece.

Why I cannot edit the unit of measure of my ingredient?


You cannot edit the unit of measurement of an ingredient until it has PB items linked to it, because the measure type must stay the same.

MANAGING NUTRITION FACTS

You can specify nutrition information for recipe items and ingredients. To add nutrition information to the recipe item or ingredient, follow the steps:

1. Open recipe item or ingredient and then press **Nutrition Facts**.
2. Enter the nutrition information.
3. (for made-to-order items only) Select the method of nutrition calculation:
 - **Automatic.** Nutrition facts for the made-to order items are calculated automatically by the system - a sum of nutrition facts for each ingredient
 - **Manual.** Nutrition facts for the made to order items are entered manually.
 - **Off.** Nutrition facts for the made-to-order item are not calculated. In this case the nutrition information is not displayed for an item in the ordering menu.

Recipe Items Setup



Nutrition Facts

PLU
1004

Name
Cheeseburger

UPC
10000000017

Price GPN
3.60 **27.**

Department Cate
1 | Qwickserve **1 |**

Description

Cooking Instructions

Nutrition Facts Setup Calculation: Automatic X

Serving Size	_____	g	
Calories	_____	cal	
Calories from Fat	_____	cal	% Daily Value (DV)
Total Fat	_____	g	(65)
Saturated Fat	_____	g	(20)
Cholesterol	_____	mg	(300)
Sodium	_____	mg	(2,400)
Potassium	_____	mg	(3,500)
Dietary Fiber	_____	g	(25)
Protein	_____	g	(50)
Vitamin A	_____	IU	(5,000)

MANAGING SETS

This section describes how you can create, edit, delete sets and assign/unassign them to ingredients.

i If there are no sets available for the recipe item, it is now labelled as Made to Order in the ordering menu.

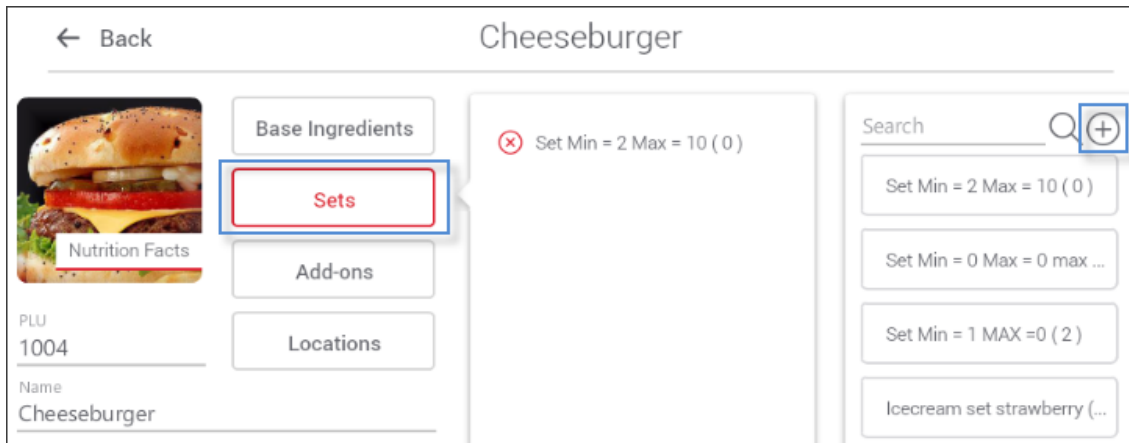
Creating a New Set

To create a new set, follow the steps:

1. Select in the menu any recipe item, make sure edit mode is on and then press twice this item.

i You can create new set when you create or edit the recipe item from the menu only. When you create or edit recipe item from the Recipe Items Setup tab, you can only add already created sets to the item or remove sets from the item.

2. Press **Sets** and then press the plus sign.



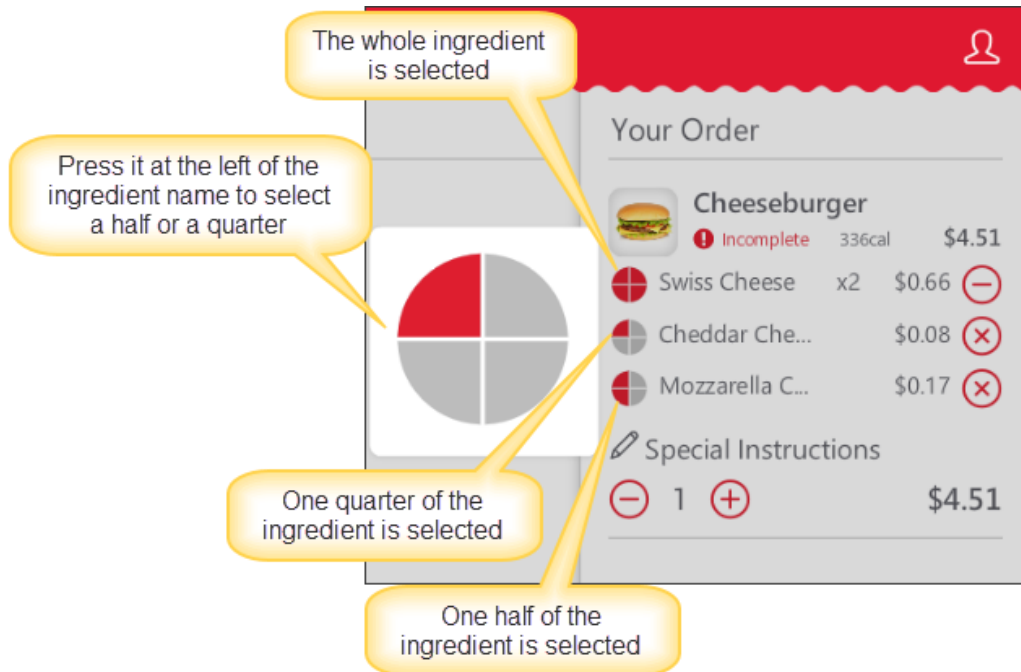
3. Enter the following information:

- Set name
- MAX. The maximum number of ingredients to be sold per one made-to-order item.
- MIN. The minimal number of ingredients to be sold per one made-to-order item.

4. In **Enable Parts**, select what partitioning of the ingredients you want to be assigned to this set:

- **Whole.** Ingredient is sold as a whole. This option is selected by default.
- **Halves.** Ingredient can be sold in halves.
- **Quarters.** Ingredient can be sold in quarters.

The partitioning is available for the user in the ordering menu.



5. In **Tier Prices**, select the level of setting up the tier price ranges: **Set Level** or **Ingredients Level** and set the tier price ranges for the set, if the **Set Level** was selected. For more information, see [Tier Price Ranges](#).
6. Assign the ingredients to the set. For more information, see [Assign/Unassign Ingredients](#). Set the tier price ranges for each ingredient in the set, if the **Ingredients Level** was selected in **Tier Prices**.
7. Enter the ingredient portion size and the maximum number (cannot be more than the MAX value for the whole set).

Tier Price Ranges

Tier prices are the price ranges to be applied to the whole set or to each ingredient in the set depending on the ingredients quantity.

For example, you can charge each additional portion of an ingredient different prices.

In the example below the Ingredient Level is selected and the following tier price ranges are applied to the ingredients of the Sandwich Cheeses set:

- **American Cheese** – the 1st, the 2nd and the 3rd ingredients are free (0+), the 4th ingredient and more portions of this ingredient cost 10 cents (3+).
- **Swiss Cheese** – the 1st ingredient is free (0+), the 2nd ingredient costs 5 cents (1+), the 3rd ingredient costs 6 cents (2+), the 4th and more portions of this ingredient cost 7 cents (3+).

Burger Cheese

Name
MIN
MAX

Burger Cheese 1 4

Enable Parts Whole Halves Quarters

Tier Prices: Set Level Ingredient Level

Ingredients for Set

Tier price ranges

Portion size

	Measure Qty	Max Qty
<div style="display: flex; align-items: center;"> × 3006 American Cheese </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="display: flex; gap: 5px;"> <div style="border: 1px solid gray; padding: 2px 5px;">0+ \$0.00</div> <div style="border: 1px solid gray; padding: 2px 5px;">3+ \$0.10</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 2px 10px;">+</div> </div> </div>	1 oz	3
<div style="display: flex; align-items: center;"> × 3007 Swiss Cheese </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="display: flex; gap: 5px;"> <div style="border: 1px solid gray; padding: 2px 5px;">0+ \$0.00</div> <div style="border: 1px solid gray; padding: 2px 5px;">1+ \$0.05</div> <div style="border: 1px solid gray; padding: 2px 5px;">2+ \$0.06</div> <div style="border: 1px solid gray; padding: 2px 5px;">3+ \$0.07</div> <div style="border: 1px solid gray; border-radius: 50%; padding: 2px 10px;">+</div> </div> </div>	1 oz	3

MAX number of the specific ingredient, must be less than the MAX of the set or equal to it



If you want pricing for quarters to be activated, you must start price ranging with 0+ and continue setting the regular way.

In the following example the Set Level is selected and all the ingredients have the same tier price ranges: the 1st ingredient is free (0+), the 2nd ingredient and more portions of the ingredient cost 5 cents (1+).

Burger Cheese

Name
MIN
MAX

Burger Cheese 1 4

Enable Parts Whole Halves Quarters

Tier Prices: Set Level Ingredient Level

0+
\$0.00

1+
\$0.05

+

Ingredients for Set

	Measure Qty	Max Qty
<div style="display: flex; align-items: center;"> × 3006 American Cheese </div>	1 oz	3
<div style="display: flex; align-items: center;"> × 3004 Cheddar Cheese </div>	1 oz	3

Editing a Set

You can edit the existing set when creating or editing recipe item from menu only.

To edit the set, follow the steps:

1. Select in the menu any recipe item, make sure edit mode is on and then press twice this item.
2. Press **Sets** and then select the set to be edited from the list using search if necessary, and open it by pressing and holding.
3. Edit the following information:
 - Set name
 - MIN. The minimal number of ingredients to be sold per one made-to-order item.
 - MAX. The maximum number of ingredients to be sold per one made-to-order item.
 - Enable Parts.
 - (Optional) Edit the tier price ranges for the set or its ingredients.
 - Assign the ingredients to the set or unassign them:
 - To assign an ingredient to the set, press the plus sign and select the ingredient from the list.
 - To unassign the ingredient from the set, press the cross sign near the ingredient.

Burger Cheese ✕

Name Burger Cheese MIN 1 MAX 4

Enable Parts Whole Halves Quarters

Tier Prices: Set Level Ingredient Level

🔗 **Ingredients for Set** +

	Measure Qty	Max Qty
✕ 3006 American Cheese	1 oz	3
0+ \$0.00 +		
✕ 3007 Swiss Cheese	1 oz	3
0+ \$0.00 +		

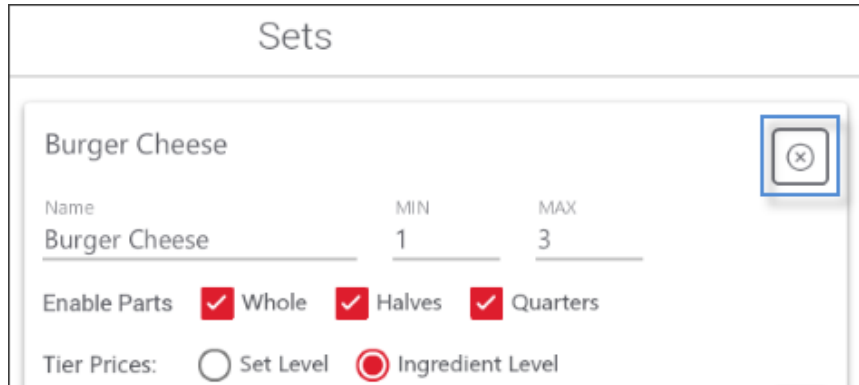
- Edit the portion size and the maximum number of ingredients.

Deleting a Set

You can delete the existing set when creating or editing recipe item from menu only.

To delete the set, follow the steps:

1. Select in the menu any recipe item, make sure edit mode is on and then press twice this item.
2. Press **Sets** and then select the set to be deleted from the list using search if necessary, and open it by pressing and holding.
3. Press the cross sign.



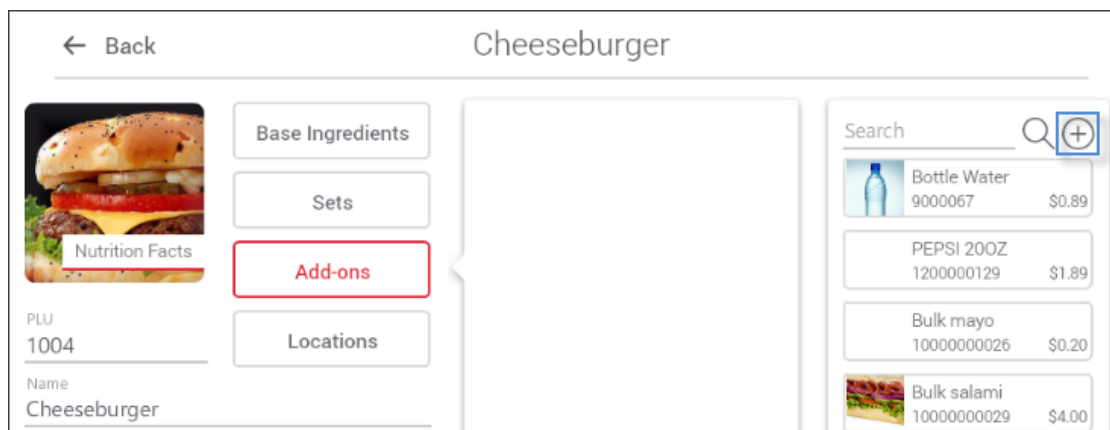
MANAGING ADD-ONS

This category describes how you can assign add-ons to the item and unassign them.

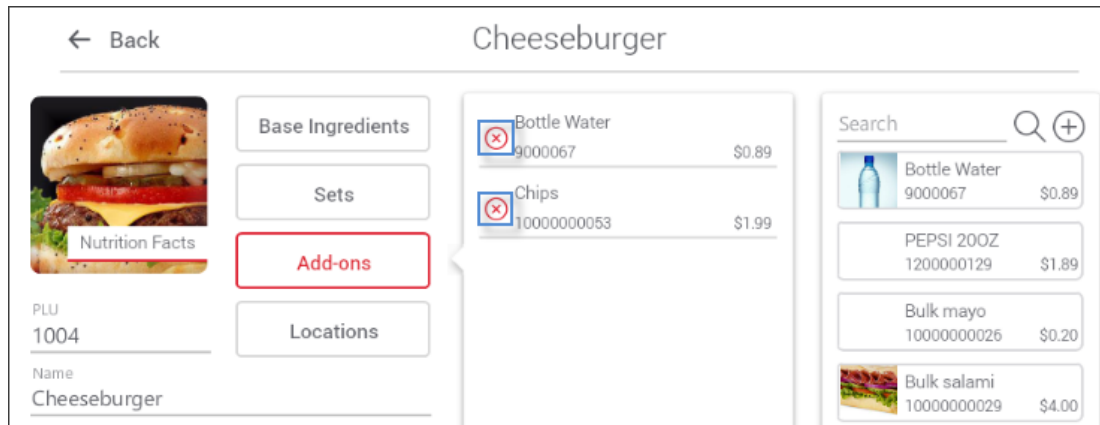
Assigning/Unassigning Add-ons

To assign/unassign add-ons to the item, follow the steps:

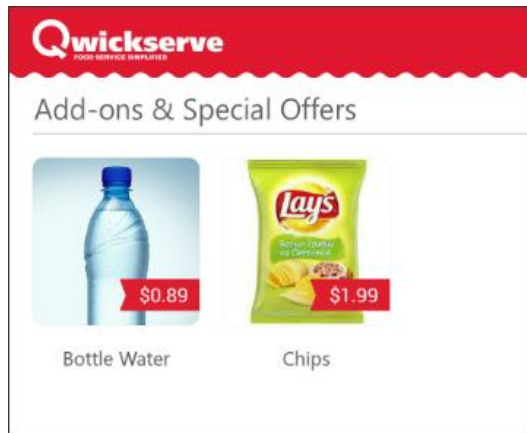
1. Select in the menu any recipe item, make sure edit mode is on and then press twice this item.
2. Press **Add-ons** and then do one of the following:
 - o To assign an add-on to the item, select the add-on from the list. Use search if necessary.



- To unassign the add-on from the item, press the corresponding delete sign for the ingredient.

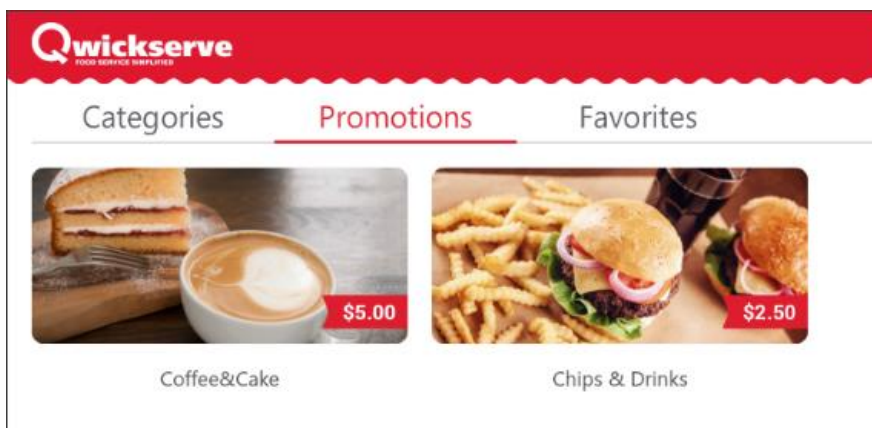


The add-ons appear finishing the made-to-order item construction at the food ordering menu.



CREATING QWICKSERVE PROMOTIONS

There is no ability to create the Promotions on the Qwickserve terminal. For information, see Qwickserve Cloud Manual. Promotions are available on the ordering interface under the Promotions tab.

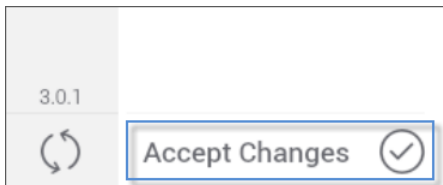


SAVING CHANGES TO THE TERMINAL

Once you have configured the menu and created the necessary items and ingredients either on the terminal or on the cloud side, you need to save the changes and push them to the terminal and cash register.

On the main menu page, press **Accept Changes**.

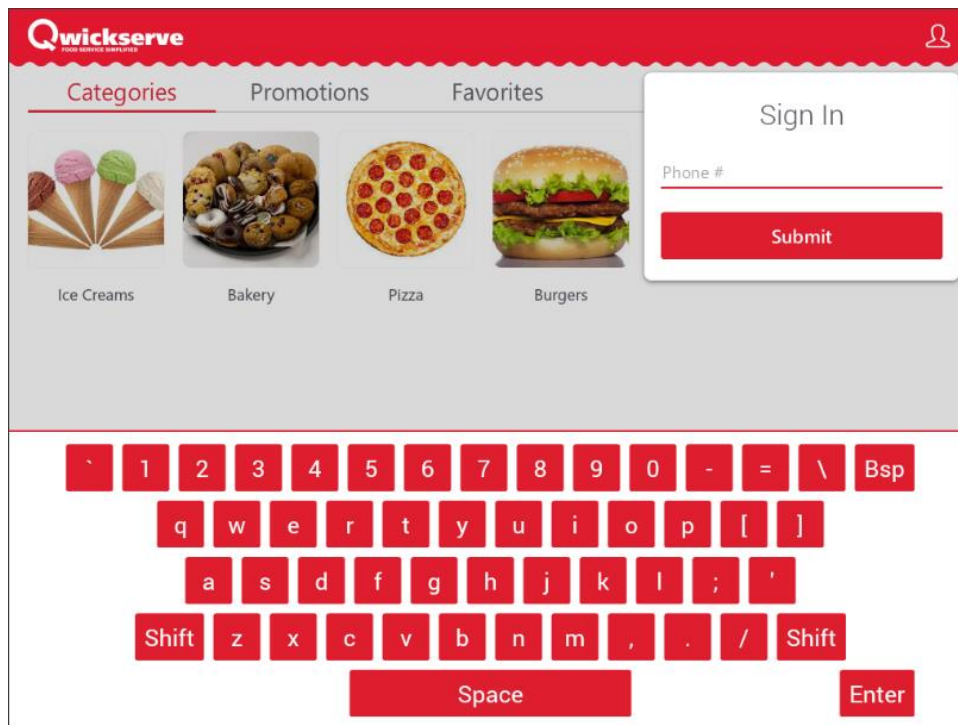
Confirm the action and refresh the page.



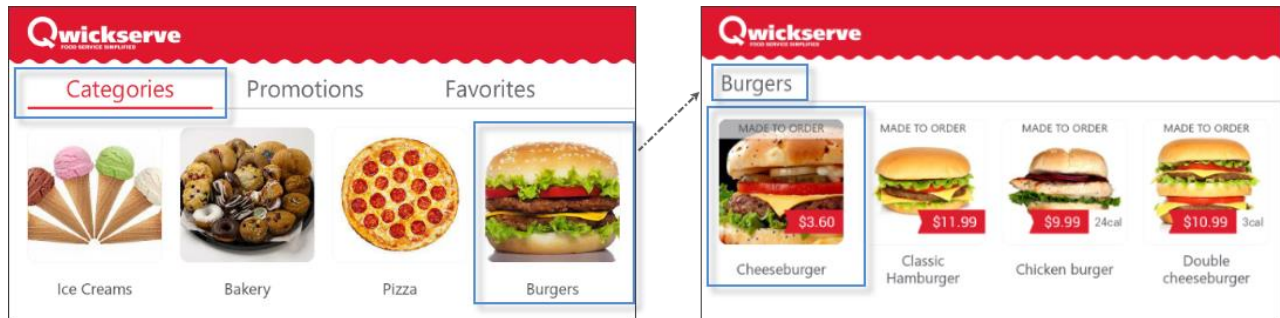
PLACING A QWICKSERVE ORDER FROM TERMINAL

To create a Qwickserve order as a regular customer, follow the steps:

1. (Optional) To access your favorites, log into the terminal using your phone number and User PIN received to your phone number.



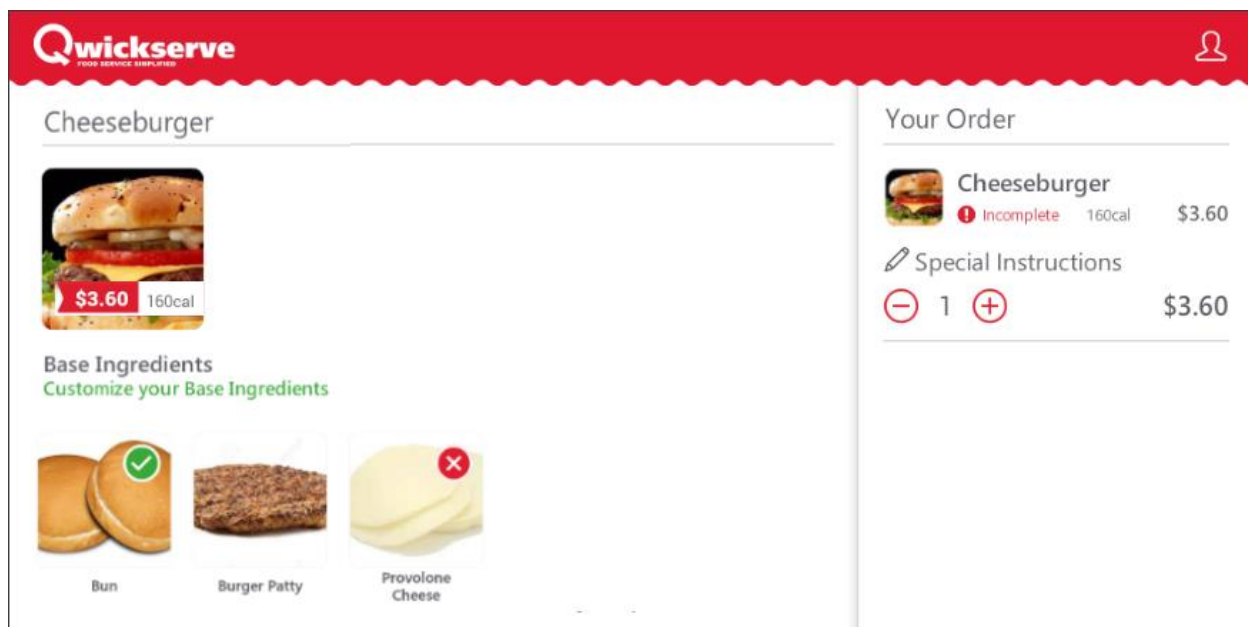
2. Select the category and then select the item. You can select either regular or made to order items. Made-to-order items can be customized by user.



For information on working with categories, see [Managing Item Categories and Subcategories](#).

For information on working with items, see [Managing Items](#).

3. (Optional) If you selected made-to-order item, follow the steps to construct it:
 - a. Decide on your base ingredients. In the example below, Provolone Cheese is excluded from Cheeseburger, Bun is left, Burger Patty is not editable.

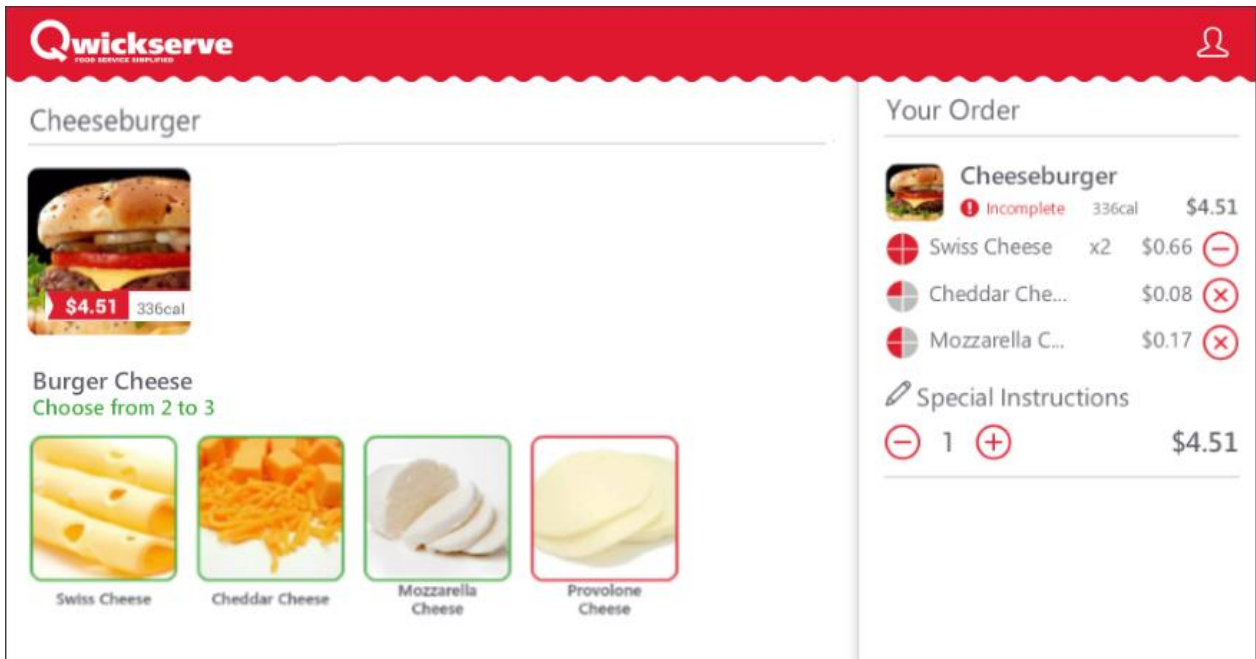


For more information on configuring the base ingredients, see [Adding a New Made-to-Order Item](#).

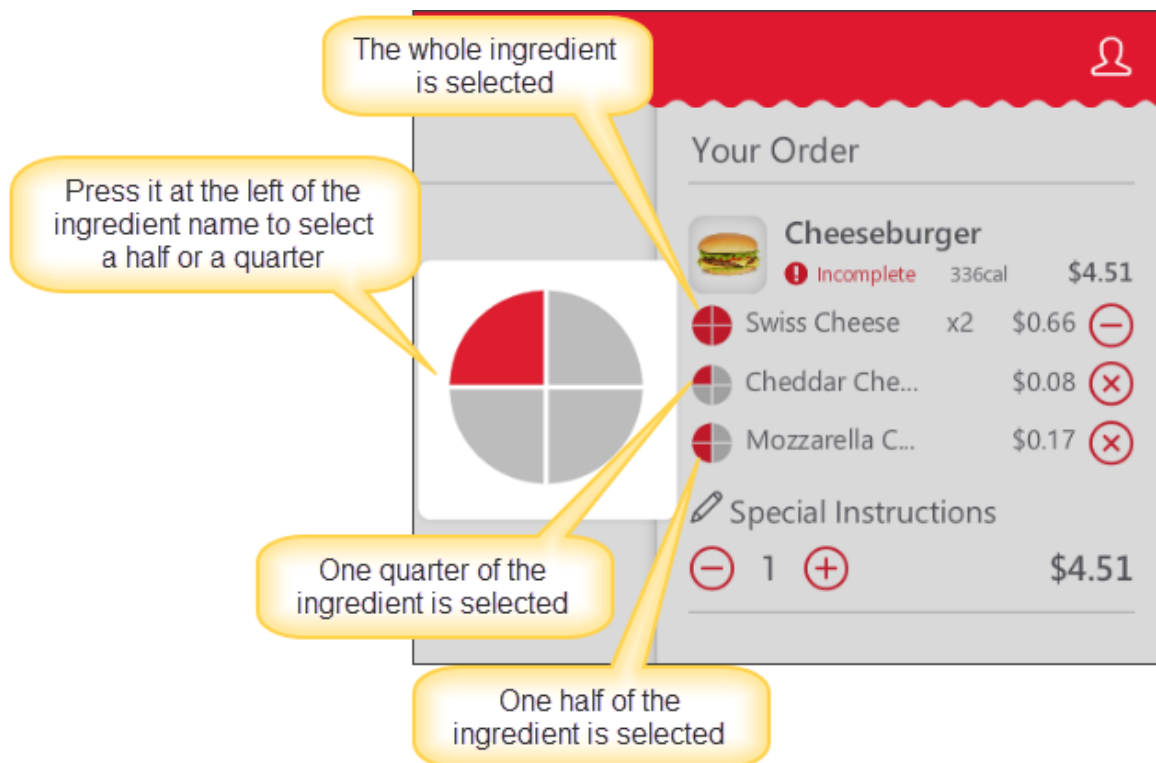
- b. Select the set ingredients at your choice, in this case – Swiss, Cheddar and Mozzarella Cheese.

To select additional set ingredient, if available, press it again. The number of the selected ingredients is displayed at the right of the ingredient's name in the cart.

To reduce the number of added ingredients or to remove the ingredient from the order, press the minus sign or the cross sign at the right of the ingredient's name in the cart.

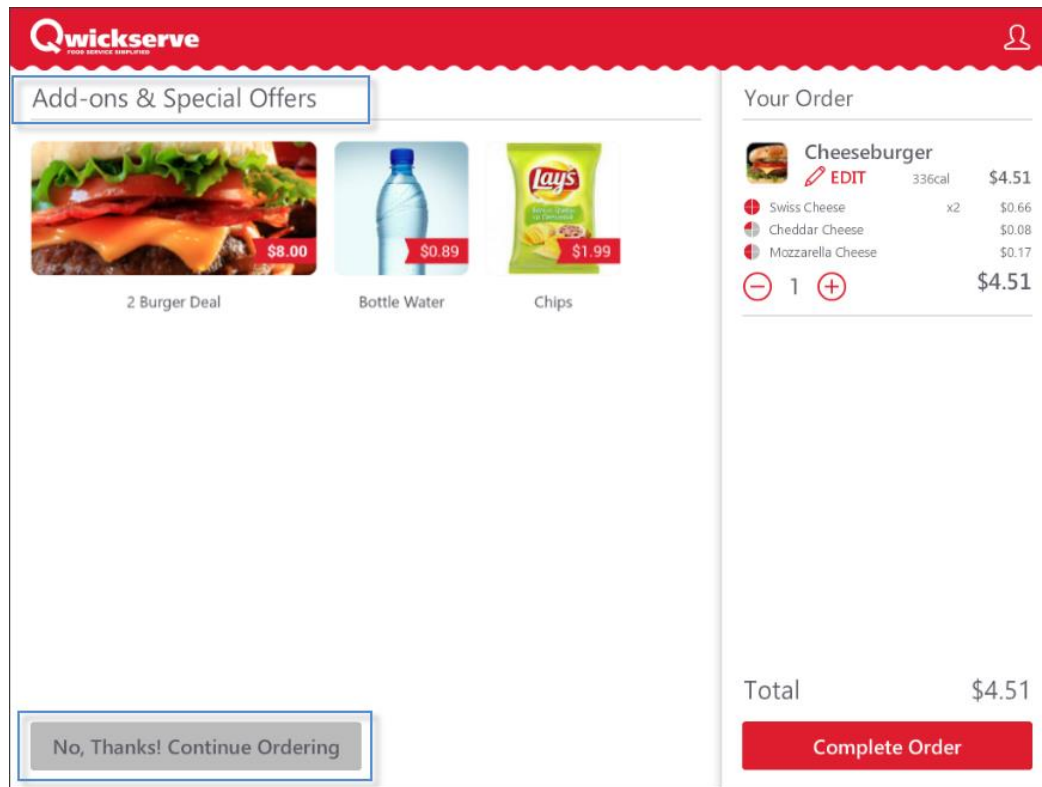


Some ingredients of the specific set can be reduced to halves and quarters. This ability is applied to all ingredients of the set. Such ingredients are marked with the corresponding UI control in the cart.



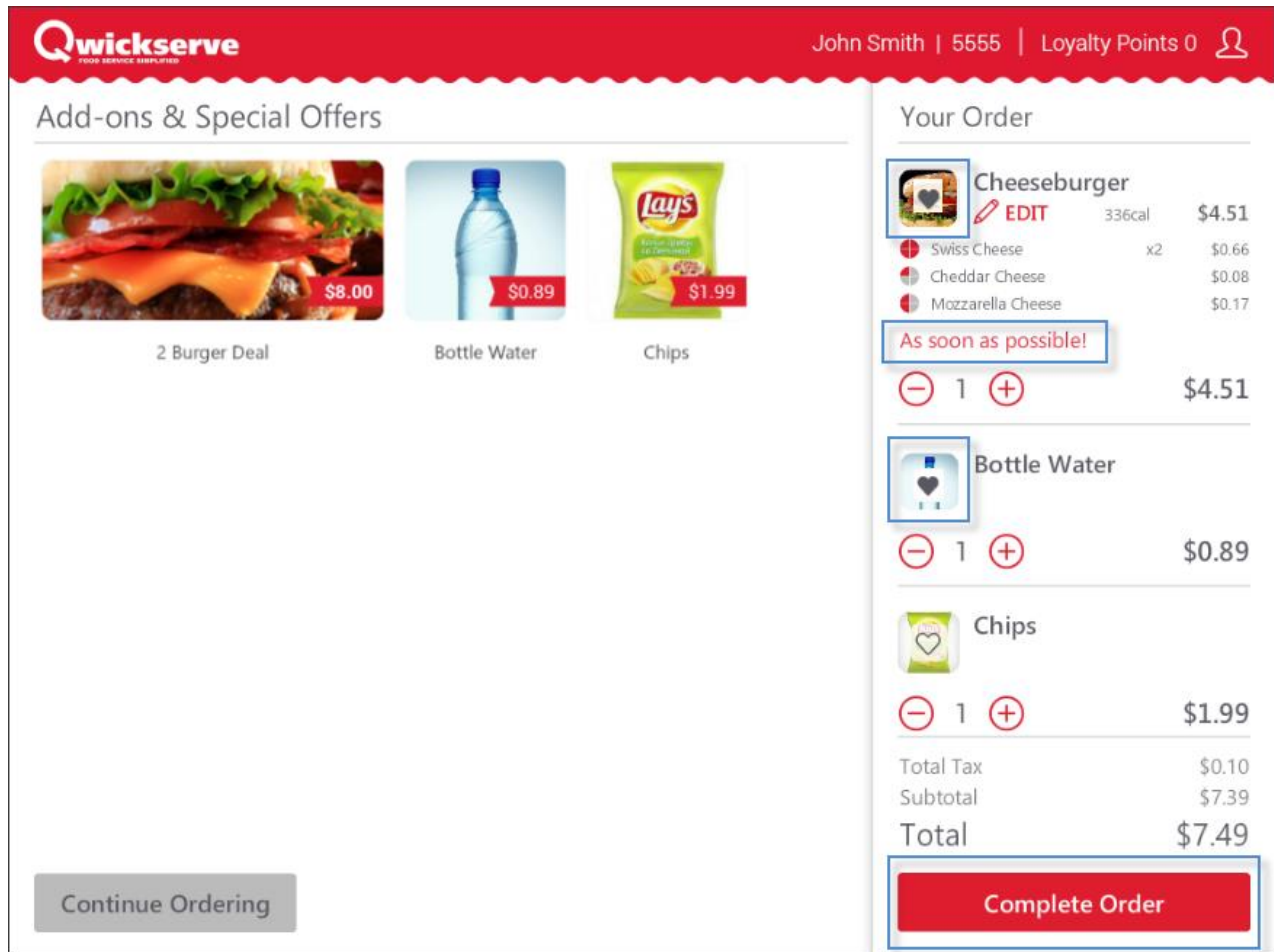
For more information on turning the partitioning on, see [Managing Sets](#).

- c. (Optional) Select add-ons and special offers, if any available for the selected made-to-order item. To continue ordering the items from the menu without selecting add-ons and special offers, press **No, Thanks! Continue ordering**.



For more information on configuring add-ons and special offers, see [Managing Add-ons](#).

4. (Optional) Add the following information to your order, if any:
- Give special instructions under the item, by pressing the corresponding field under the item.
 - Add more items or remove the items from the order, by pressing the plus or minus sign correspondingly under the item.
 - Change the item (for example, to add more set ingredients or to remove some of them) by pressing **Edit** in the cart below the item's name.
 - If you are logged in, add item to your Favorites, by pressing the favorites sign on the item's image.

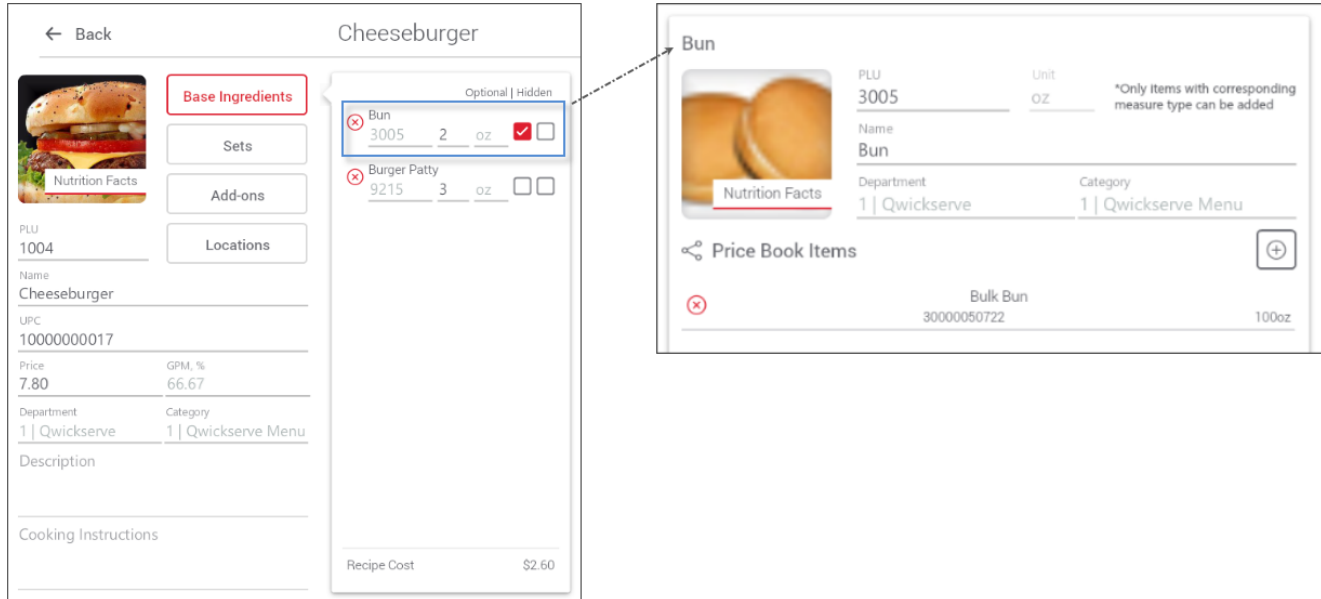


5. To complete the order, press **Complete Order**.
6. (Optional) Select the way to take your order: **Dine In** or **Take Out**.
7. Press **Done**.



RECIPE ITEM COST CALCULATION

Recipe items cost is calculated as a sum of the base ingredients. Each base ingredient is linked to one or several bulk Price Book items. The cost is based on the PB item cost and the part of the bulk item used for the recipe.



Once base ingredient is added or removed from recipe, the recipe cost is recalculated immediately in the **Recipe Cost** section.

i *If even one ingredient is missing a unit value, the recipe item cost will not calculate.*

For example, you have configured the "Cheeseburger" recipe item containing the following base ingredients:

Base Ingredient		Bulk Item the Base Ingredient is linked to	
Name	Portion Size	Name	Cost and Measure Unit
Patty	0.2 lbs	"Ground Beef"	10 dollars for 2 lbs
Bun	1 unit/piece for bun	"Hamburger Patties"	6 dollars for a pack of 6

If this cheeseburger consists from these 2 ingredients only, it costs **2 dollars**:

- **1 dollar for 0.2 lbs of ground beef:** 2 lbs of ground beef cost 10 dollars, 0.2 lbs of ground beef cost 1 dollar ($0.2 \times 10 / 2 = 1$).
- **1 dollar for 1 patty:** a pack of 6 pieces costs 6 dollars, one piece costs 1 dollar ($1 \times 6 / 6 = 1$).

When ordering cheeseburger, customer may add sets and/or additional ingredients to it, what increases the total item cost. For example, customer selected the following additional ingredients:

Base Ingredient		Bulk Item the Base Ingredient is linked to	
Name	Portion Size	Name	Cost and Measure Unit
Double cheddar cheese	0.1 lbs	"Cheddar Cheese"	100 dollars for 10 lbs
Mayo dressing	0.3 fluid ounces	"Mayo"	10 dollars for 33 fluid ounces

The additional ingredients cost **2 dollars and 10 cents**:

- **2 dollars for double cheddar cheese:** 10 lbs of cheddar cheese cost 100 dollars, 0.1 lbs cost 1 dollar ($0.1 \times 100 / 10$); 2 portions cost 2 dollars (1×2).
- **10 cents for mayo dressing:** 33 fluid ounces cost 10 dollars, 0.03 fluid ounces cost 10 cents ($0.3 \times 10 / 33$).

Total item cost = **4 dollars and 10 cents**: **2 dollars** for the cheeseburger itself + **2 dollars and 10 cents** for additional ingredients.

Recipe Costing Workflow Overview

The following flow is recommended for correct recipe costing.



Step	Step description	Where
Step 1: Create vendor	Create a new Price Book vendor you are planning to purchase the bulk recipe items from. See Qwickserve Cloud Manual	Cloud only
Step 2: Create bulk Price Book item	Create a new bulk Price Book item and link this bulk item to the newly created vendor. See Adding a New Regular Price Book Item on page 35	Cloud and Terminal
Step 3: Create store invoice	Create a store invoice to this vendor , so the items would appear in the system inventory. See Qwickserve Cloud Manual	Cloud only
Step 4: Create ingredient	Create an ingredient and link it to the bulk Price Book item. See Creating a New Ingredient on page 42 and Linking/Unlinking an Ingredient to PB item on page 43	Cloud and Terminal
Step 5: Create recipe item	Create a recipe item using the ingredients linked to the bulk Price Book items. See Adding a New Made-to-Order Item on page 36	Cloud and Terminal

Calculating Gross Profit Margin (GPM)

Let's recollect all the steps that have been done to make the GPM calculation possible:

1. Create ingredients
2. Create recipe items and select the base ingredients for them
3. Create vendors
4. Create price book items (Bulk items) and link them to the proper ingredients
5. Create the store invoices

Once all the steps are done, you can see the GPM calculation for the recipe items.

The screenshot displays the 'Cheeseburger' recipe item configuration. On the left, there is a 'Base Ingredients' section with buttons for 'Sets', 'Add-ons', and 'Locations'. Below this, a table shows the Price as 7.80 and GPM, % as 66.67. The Department is '1 | Qwickserve' and the Category is '1 | Qwickserve Menu'. The Recipe Cost is \$2.60.

Price	GPM, %
7.80	66.67

Ingredient	Quantity	Unit	Optional	Hidden
Bun	2	oz	<input type="checkbox"/>	<input type="checkbox"/>
Burger Patty	3	oz	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The formula to GPM calculation is as follows:

$$\text{GPM} = (\text{Retail Price} - \text{Cost Price}) / \text{Retail Price} \times 100\%$$

GPM will be recalculated as soon as you change one of the following parameters:

- Recipe price
- Add / remove the base ingredients
- Change the portion size of the base ingredients

ADDITIONAL INFORMATION

What is DCBox

The DC-301 is the next generation of Direct Connect. This device is a reliable, fast and secure way for retailers to connect their POS systems to their back-office systems without the need for a computer.

Computers are multi-use as well as multi-purpose machines and, in a retail environment, are likely to be used by many employees during the day. By using a computer, instead of the DC-301, the c-store owner increases the vulnerabilities and threats to data and systems. The DC-301 has no active users and its single purpose is to provide a secure connection, allowing your encrypted data to be transferred between your front-end and back-end retail systems. This reduces ATG and POS data transfer vulnerabilities and overall data transfer time by as much as 37%, transferring all the data from a shift report in under 40 seconds.

This next generation of DirectConnect comes equipped with a back-up, Internet, ATG, POS and serial ports so you can automatically collect sales data, price book changes, inventory data and transfer it securely to your back-office system. Any approved administrative updates from your back-office system can also be sent automatically to your cash register. Shift reports are also encrypted and backed-up on the DC-301 for easy recovery of shift data should your POS system malfunction. [Request more information.](#)

Terminal (Qwickserve) vs Cloud (C-Store Office)

Feature	Terminal (Qwickserve)	Cloud (C-Store Office)
Menu Setup		
Create a new menu	■	■
Configuring time targeting menus	✗	■
Activate a menu	■	■
Create a category	■	■
Create a recipe item	■	■
Configure a recipe item	■	■
Create a set	■	■
Configure a set	■	■
Create an ingredient	■	■
Configure an ingredient	■	■
Create a product	■	■
Link ingredients to PB items	■	■
Create add-ons	■	■
Attach add-ons to recipe items	■	■
Create PB items (simple)	■	✗
Create PB items (advanced)	✗	■
Set up item nutrition facts	■	■
Upload the nutrition templates	✗	■

Upload the ingredient templates	✗	■
Set up promotions	✗	■
Recipe cost calculation	■	■
Cash Registers		
Send orders to CR	■	-
Setup a cash register	■	■
Setup a CR department	■	■
Terminal Setup		
Set up a printer	■	✗
Create Terminal PIN	✗	■
Set up taxation	■	■
Change interface language	■	✗
Reports		
Gross profit	■	■
Inventory	■	■
Reconciliation	■	■
Loyalty	■	■
Shift Report	■	■
Recipe Costing	✗	■
Period Costing	✗	■
Item Sales Comparison	✗	■
GPM Explanation	✗	■
Custom Income Item Sales	✗	■
Inventory Progress	✗	■
Promotions Report	✗	■
Total Book Inventory	✗	■
Company GPM	✗	■
Company Losses	✗	■
Profit Contribution	✗	■
GPM Comparison By Station	✗	■
Store Inventory	✗	■
Store Purchases Comparison	✗	■
Store GPM	✗	■
Store Purchases	✗	■
Category Inventory Level	✗	■
6 Weeks Sales Analysis	✗	■
User Management		
Set up user roles	✗	■

Set up users	✘	■
Change User PIN	■	■
Authorize with PIN	■	✘
Role based access control	■	■

Glossary of Industry Terms

Menu – set of item categories and items within them to be sold via the Qwickserve device.

Category – placeholder for the group of items to be sold within it.

Subcategory – placeholder for the group of items located within another category (e.g. “Breakfast” subcategory within the “Holiday QS Menu”).

Regular item – item from the Price Book sold as is.

Made-to-order item (recipe item) – item with the fixed base ingredients and customizable sets of ingredients and add-ons.

Ingredient – item purchased in one form and sold in combination with the other items (e.g. cheese purchased as a wheel of cheese and sold as a portion of cheese within a cheeseburger).

Set of ingredients – set of items user can select for his customizable made-to-order item.

Add-on – additional items that are recommended to be purchased with the particular item (e.g. cup of coffee as an add-on item to the cheeseburger).

Cost method of accounting (CMA) - this method is used for items containing several ingredients that were bought separately and are combined and sold within a made-to-order item. A cheeseburger, for example. Under this method, merchandise additions are made at cost value and no retail value.

Recipe costing – see Ingredient method of accounting.

Retail method of accounting (RMA) – this method calculates a store's total inventory value by taking the total retail value of the items that were originally in inventory, subtracting the total sales, and then multiplying that dollar amount by the cost-to-retail ratio (the percentage by which goods are marked up from their wholesale purchase price to their retail sales price).

Tier pricing ranges – charging different quantity ranges of ingredients at different prices.

Terminal PIN – device PIN assigned on the C-Store Office side when the device is created. This PIN is used for accessing Qwickserve terminal when you launch it first time after installing the Qwickserve Terminal application.

Administrator PIN – user PIN assigned on the C-Store Office side when the Qwickserve user is created. This PIN is used for accessing the Administrator’s Panel of the Qwickserve terminal.

User PIN – a PIN received by the user to the phone number for getting access to user’s favorites on the Customer’s panel of the Qwickserve terminal.