



Processing QwickServe Curbside Orders

Cashier Guide

Version 1.1

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WORKING WITH QS CURBSIDE ORDERS

Below are the quick steps of the basic workflow for processing the QwickServe Curbside orders.

ORDER STATUS	CASHIER ACTIONS
<i>A customer creates an order via QwickServe Mobile.</i>	
New Pending order	<p>Step 1: Monitor new orders.</p> <p>Wait for the order payment.</p> <div style="background-color: #f8d7da; padding: 5px; border: 1px solid #f5c6cb;">  Do not start preparing the order until it indicates Paid! </div>
<i>A customer pays for the order via QwickServe Mobile.</i>	
Order status is Pending + Paid	<p>Step 2: Once the order is paid, start preparing it.</p> <p>a. From QwickServe Order Manager, print the Kitchen Ticket.</p> <p>b. Check if the order contains age-restricted items. If yes, from QwickServe Order Manager, send a message to the customer about bringing the ID.</p> <p>c. At QwickServe Order Manager, select the order and tap Start.</p>
Order status is In Progress	<p>Step 3: Complete preparing the order.</p> <p>a. Pack customer order and attach the Kitchen Ticket to it.</p> <p>b. At QwickServe Order Manager, print the Customer Receipt.</p> <p>c. Add the Customer Receipt to CR.</p> <p>d. From QwickServe Order Manager, send a message to the customer: <i>Your order is ready for pickup.</i></p> <div style="background-color: #f8d7da; padding: 5px; border: 1px solid #f5c6cb;">  At QwickServe Order Manager, do not tap Done in the order until the customer picks it up. </div>
<i>The customer arrives to the store and presses Check In or makes a call to the store.</i>	
Green Checked In starts blinking on the order.	<p>Step 4: Pass the order to the customer.</p> <p>a. Take the customer order and put the order into the back of the customer's car.</p> <div style="background-color: #f8d7da; padding: 5px; border: 1px solid #f5c6cb;">  For orders with age-restricted items, you must check the customer ID! </div> <p>b. Come back to the work place. In QwickServe Order Manager, select the order, tap Done.</p>
<i>At the end of the working shift, a cashier needs to complete it.</i>	
Order status is Completed	At the end of the working shift, close the shift at QwickServe Order Manager.

To get the detailed description of each step, see [How to process QwickServe Curbside Orders](#).

Processing QwickServe Curbside Orders

To process QwickServe Curbside orders:

1. **Monitor new orders.** Do not start preparing the order until it is paid!
For more information, see [Monitoring New Orders](#).
2. **Once the order is paid, start preparing it.**
For more information, see [Preparing the Order](#).
3. **Complete the order.** Remember about notifying the customer about age-restricted items, if any, and about the readiness time.
For more information see [Completing the Order](#).
4. **Deliver the order to the customer.** Remember about asking the customer to show ID if the order contains the age-restricted items.
For more information, see [Passing the Order to the Customer](#).
5. **Close the shift.** At the end of the working shift, you need to close it in order to provide all the data accurately for reconciliation.
For more information, see [Closing the Shift](#).



To know how to process fuel orders, see [Processing QwickServe Curbside Fuel Orders](#).

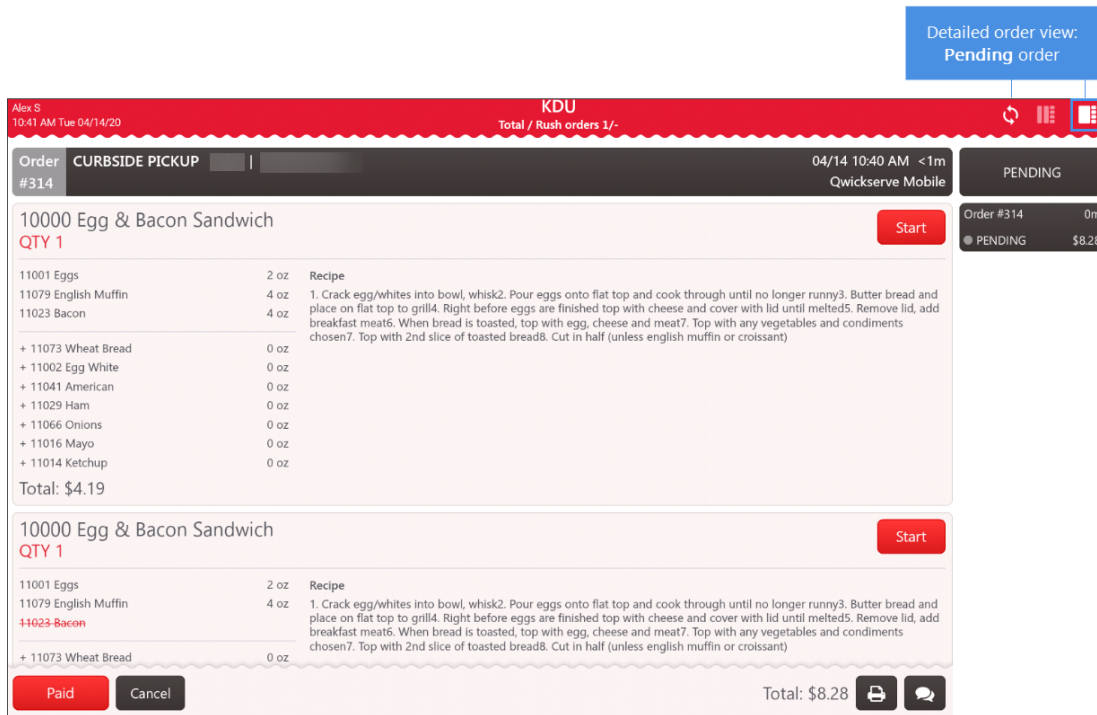
If you do not have a cash register at your site, omit all CR-related steps in this instruction.




After the order is paid, the customer may ask to refund it at any moment. To get more information about making a refund at QwickServe Curbside, see [How to make a refund](#).

Monitoring New Orders

When a new order appears in the QwickServe Order Manager App screen, it has the **Pending** status.



 Do not process this order. Wait until it indicates **Pending + PAID** status.

Preparing the Order

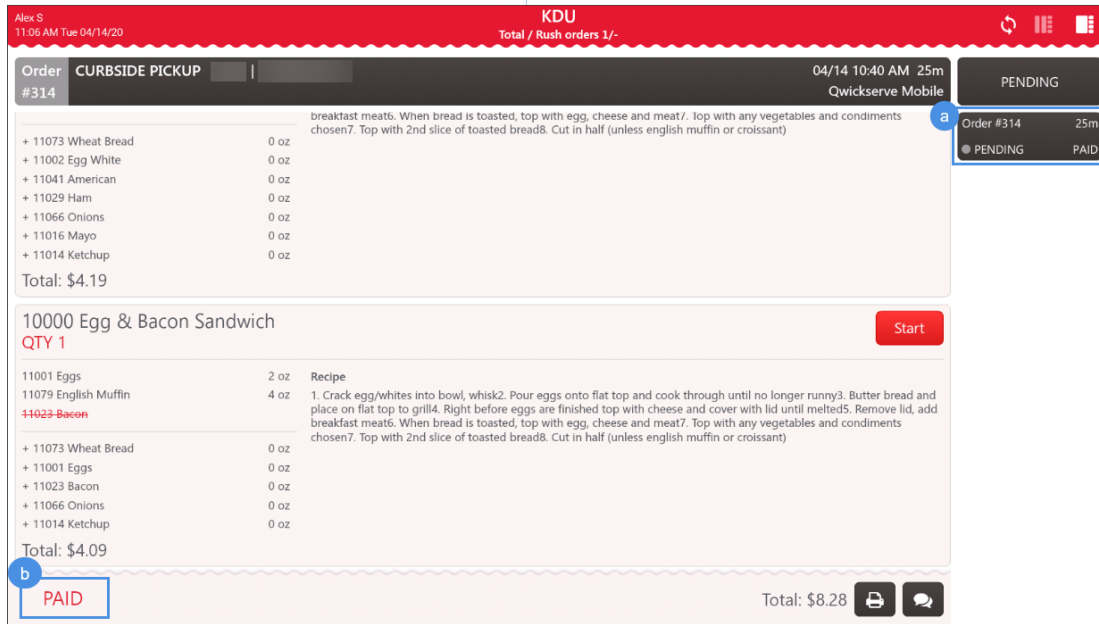
To prepare the order in the QwickServe Order Manager App:

1. Make sure the order is paid. Check its status. It should display **Pending** and **PAID**:
 - o Detailed order view: PAID order.

PAID status is displayed: (a) In the Pending list, to the right of the order basic status and (b) At the bottom left of the screen, instead of the red PAID button.

Detailed order view: PAID order
PAID status is displayed:

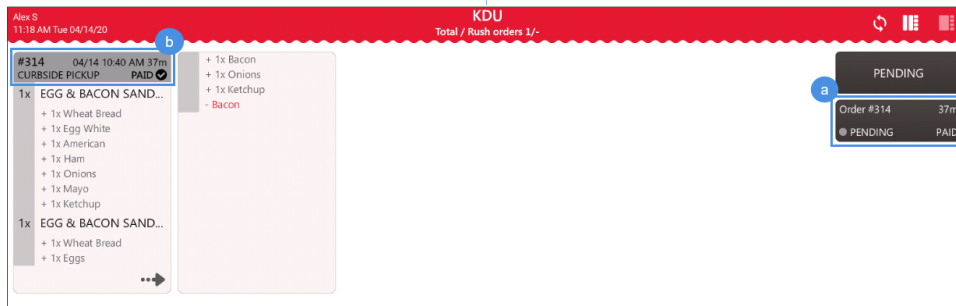
(a) In the Pending list, to the right of the order basic status.
(b) At the bottom left of the screen, instead of the red PAID button.



- o Multiple orders view: PAID order.
PAID status is displayed: (a) In the Pending list, to the right of the order basic status and (b) In the order header, at the bottom right corner.

Multiple orders view: PAID order
PAID status is displayed:


(a) In the Pending list, to the right of the order basic status.
(b) In the order header, at the bottom right corner.



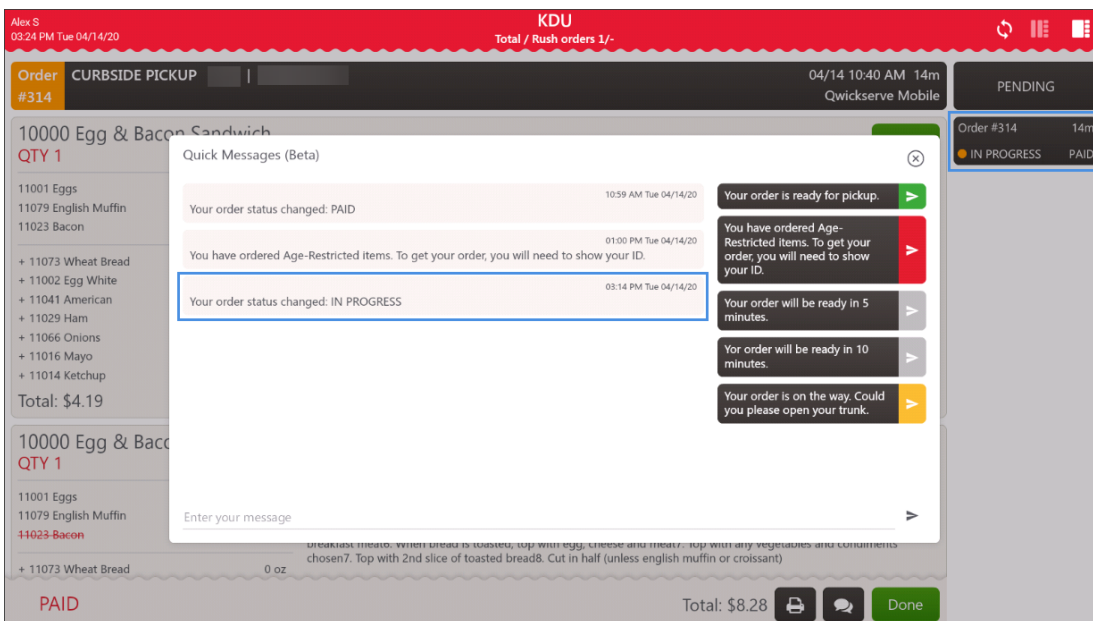
2. Print the kitchen ticket. For details, see [How to print a kitchen ticket](#).
3. Check, if the order contains age-restricted items.
Does the order include age-restricted items?
- **NO**: Skip this step.
- **YES**: Send a message to the customer: *Please bring your ID, to pick up your age-restricted items.*
For details, see [How to send a quick message](#).

4. At the bottom right of the order, tap the **Start** button.




 If the **Start** button is not displayed at the bottom right of the order, you may tap **Start** on every order item. To be able to manage the statuses of all order items at once, ask your manager for assistance or see [How to manage the status of the whole order](#).

Result: The order status is changed to **In Progress**. The customer receives the notification with the updated order status.



5. Go to the store, if needed, and prepare the customer order.
6. At the cash register:

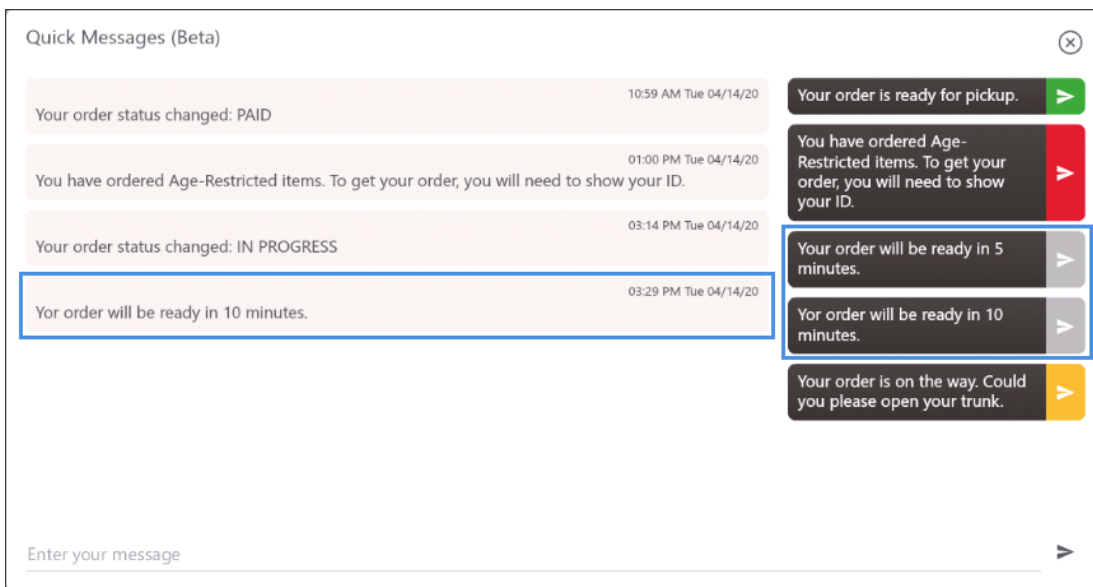
- a. Scan each item.
- b. Complete a sales transaction using the **Curbside** MOP.


 Do NOT add any additional items to the order!

Completing the Order

To complete the QwickServe Curbside order:

1. 10 or 5 minutes before completing the customer order, send a message to the customer with the readiness time.

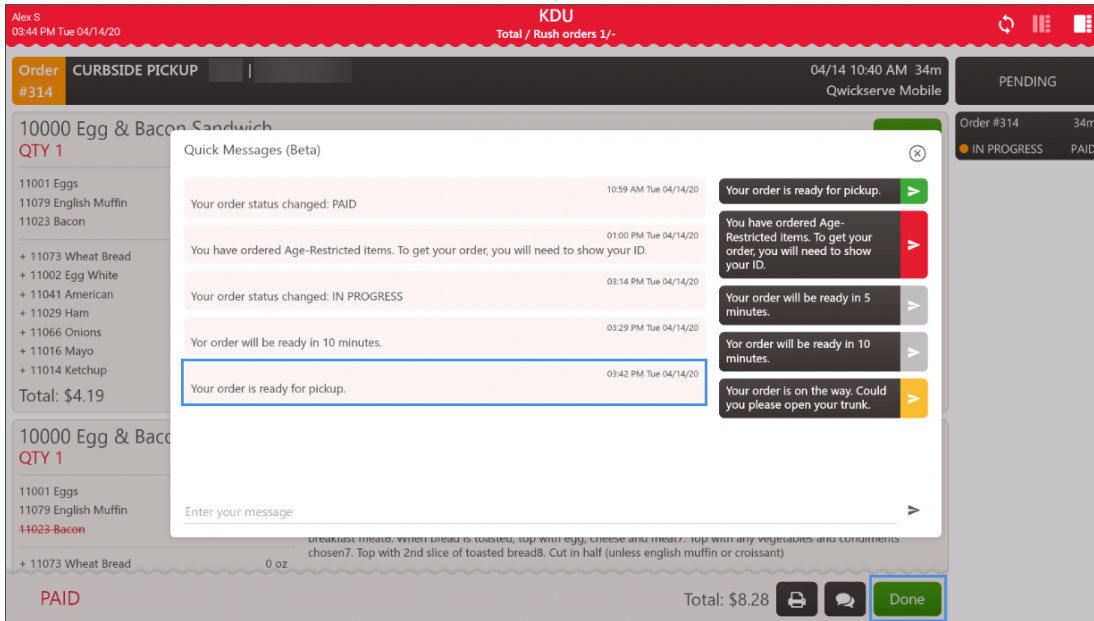


 For details, see [How to send a quick message.](#)

2. Pack the customer order and attach the Kitchen Ticket to it.
3. At the cash register, print the Register Receipt.
4. At QwickServe Order Manager, print the Customer Receipt. For details, see [How to print a customer receipt.](#)
5. Put together the Register Receipt and the Customer Receipt and add them to the cash register.
6. Send a message to the customer: *Your order is ready for pickup.* For details, see [How to send a](#)

quick message.

1. Send a message to the customer that the order is ready.
2. Do not tap **Done**, until the customer picks up the order.



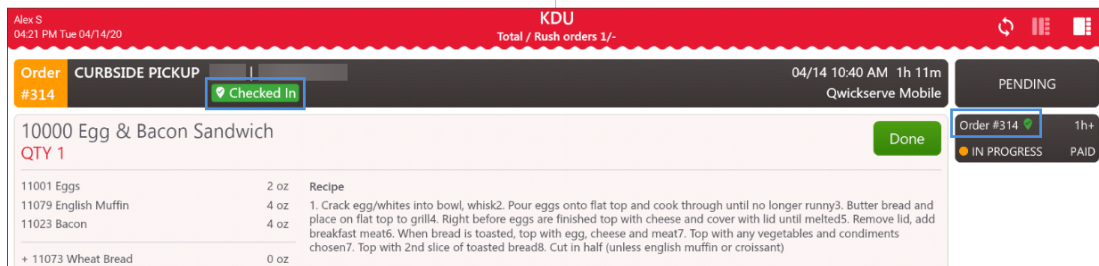
Passing the Order to the Customer

After you have notified the customer that the order is ready for pickup, do the following:

1. Wait until the customer lets you know that he/she arrives. The customer may notify you about their arrival in two following ways:
 - To make a call to the store.
 - To tap **Check In** from the QwickServe Mobile.

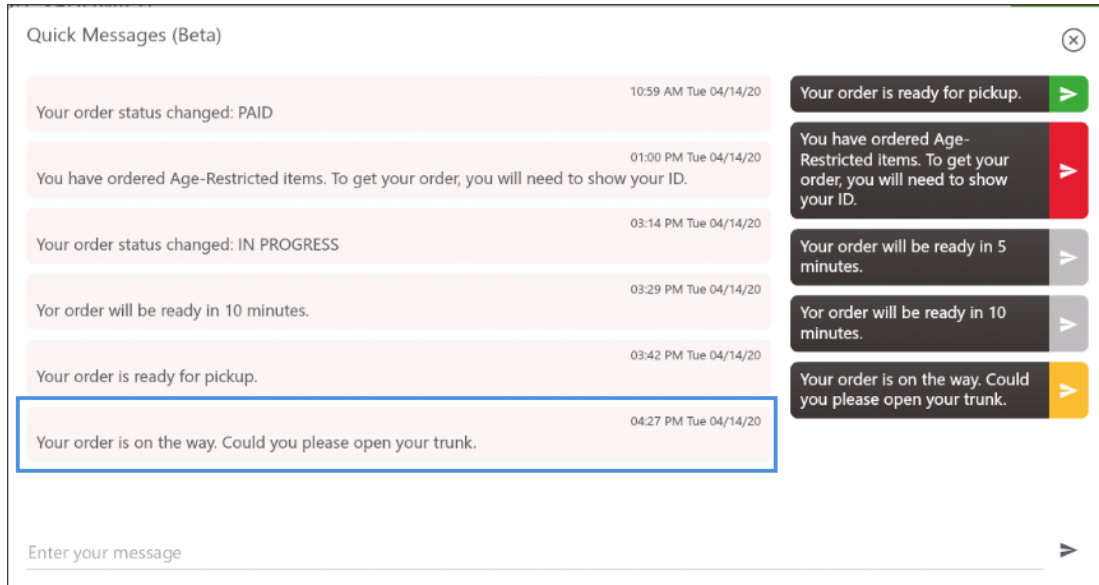
Once the customer tapped **Check In**, the green **Checked In** status is displayed for the order.


- The **Checked In** status is displayed:
- In the **Pending** list, to the right of the order number.
 - On the left of the order's header.




2. Once the customer arrives and notifies you about it, send a quick message to notify the customer about the following:

- That the order is on the way.
- That the customer should open the trunk.



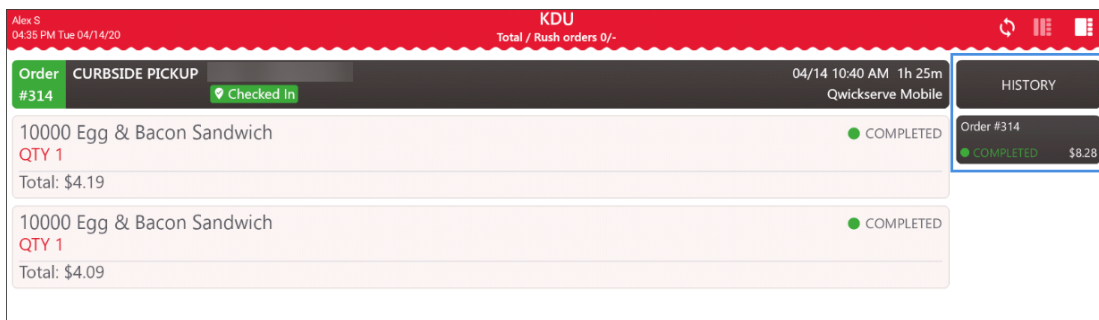
 For details, see [How to send a quick message.](#)

3. Take the customer order and come out from the store.

 **If the order contains the age-restricted items, ask the customer to show the ID.**
If there is no ID, you must perform the Refund operation. For details, see [How to make a refund.](#)

4. Put the order in the back of customer's car.
5. Come back to the working place and at QwickServe Order Manager, complete the order:
 - a. In the Pending list, find the order and tap it.
 - b. At the bottom right of the order, tap **Done**.

Result: The order status is changed to **Completed**. The order is moved from the **Pending** to the **History** list.



Closing the Shift

At the end of the working shift, you need to do the following:

1. Close the working shift at both cash register and QwickServe Order Manager.



For more information on closing the working shift at QwickServe Order Manager, see [How to close the shift at QwickServe Order Manager](#).

2. Provide all receipts collected during the shift to your manager for reconciliation.

Processing QwickServe Curbside Fuel Orders

The basic flow for processing QwickServe Curbside orders with prepaid fuel is almost the same as for processing regular items.

There are several different steps you need to perform particularly for fuel QwickServe Curbside orders:

1. When you have received the fuel order, you need to send a warning message from QwickServe Order Manager to the customer that all underpump fuel sales are refunded in cash. For details, see [How to send a quick message](#).
2. When a customer arrives to the station for fueling, you or your assistant need to go out and route him to the relevant pump. Before you need to ask the customer to say the order number.
3. Check the customer order at QwickServe Order Manager or kitchen ticket.
4. When customer is at the pump, authorize it.
5. If the fuel order contains regular items, you need to print separate CR receipts for fuel and for regular items. At the end of the sale you will need to add to CR the following documents:
 - Customer Receipt from QwickServe Order Manager for the whole transaction, including fuel and regular items.
 - CR receipt for regular items.
 - CR receipt for fuel.



The total for CR receipts should match the total for Customer Receipt.

How-To Guide: QwickServe Curbside

In this section, you may find the quick steps on how to perform different operations in QwickServe Curbside:

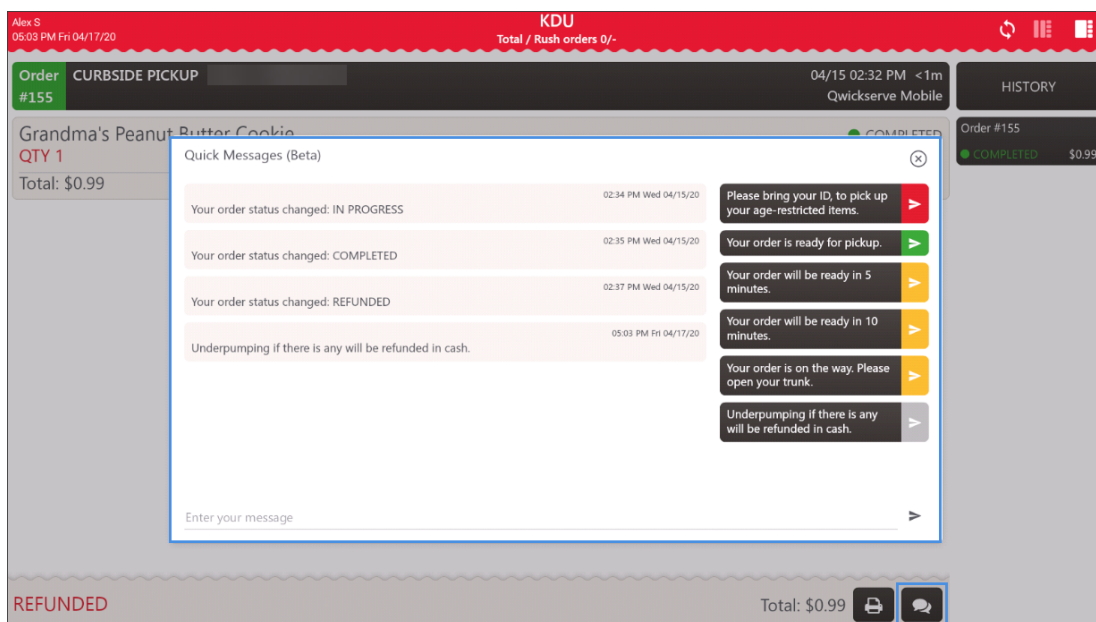
- [How to send a quick message](#)
- [How to print a customer receipt](#)
- [How to print a kitchen ticket](#)
- [How to make a refund](#)
- [How to make a partial refund](#)
- [How to manage the status of the whole order](#)
- [How to close shift at QwickServe Order Manager](#)

How to send a quick message

To send a quick message to the customer in the QwickServe Order Manager:

1. Switch to the detailed order view.
2. In the **Pending** list, tap the order to select it.
3. At the bottom right of the order, tap the messages button.
4. In the **Quick Messages** window, choose the message and tap it.

Result: The message is sent to the customer. All sent messages are displayed in the Quick Messages window.



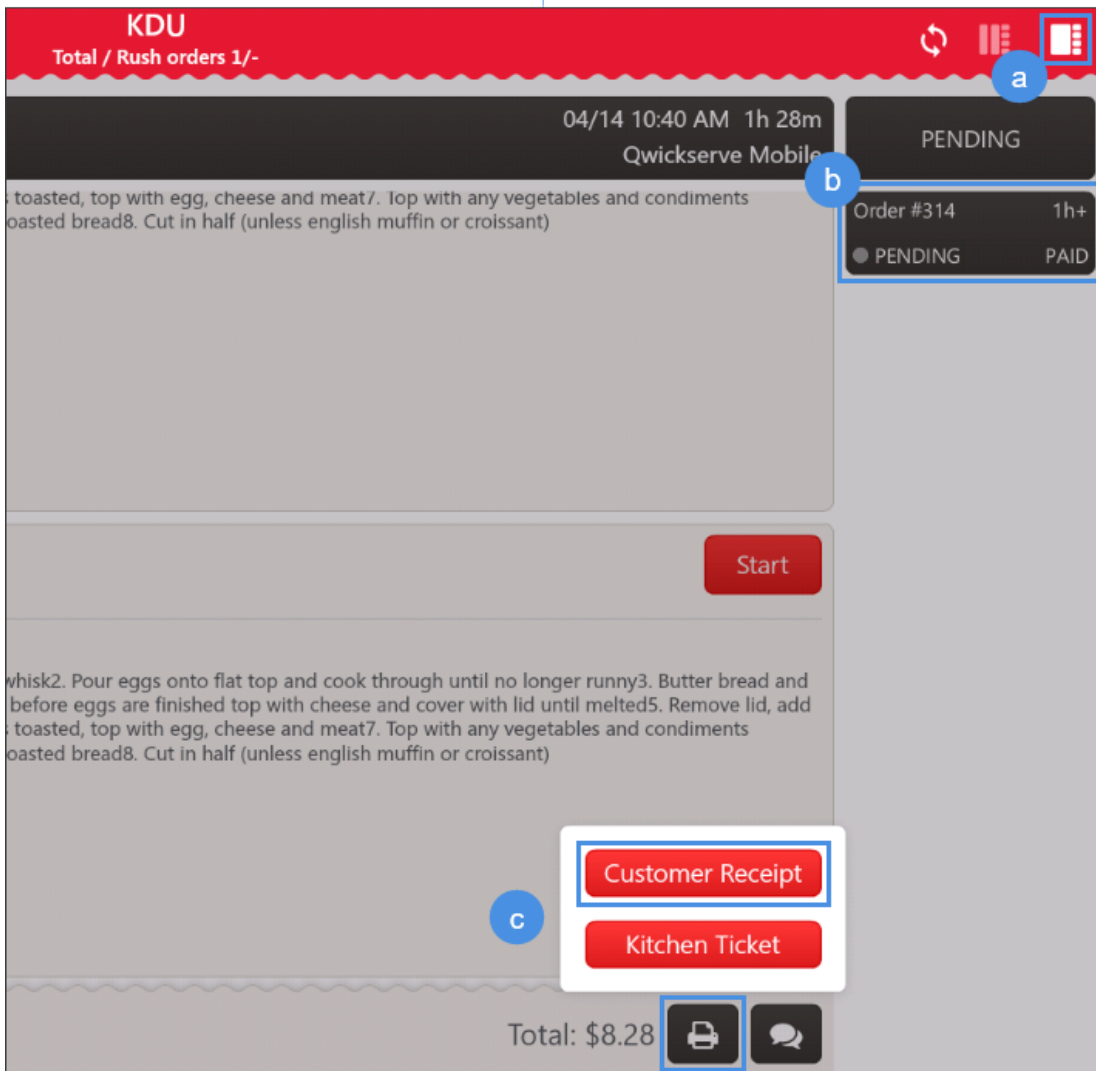
i If you enable the **Send order status updates as quick chat messages** option in the **Quick Chat** view of the QwickServe administrative interface, sent automatic messages will be displayed in the Quick Chat for the order as well.

How to print a customer receipt

To print a customer receipt in the Kitchen Display app:

1. Switch to the detailed order view.
2. In the **Pending** list, tap your order, to select it.
3. At the bottom right of the order, tap the print button and then tap **Customer Receipt**.

a. Switch to the detailed order view.
b. In the **Pending** list, select your order.
c. Tap the print button > **Customer Receipt**.



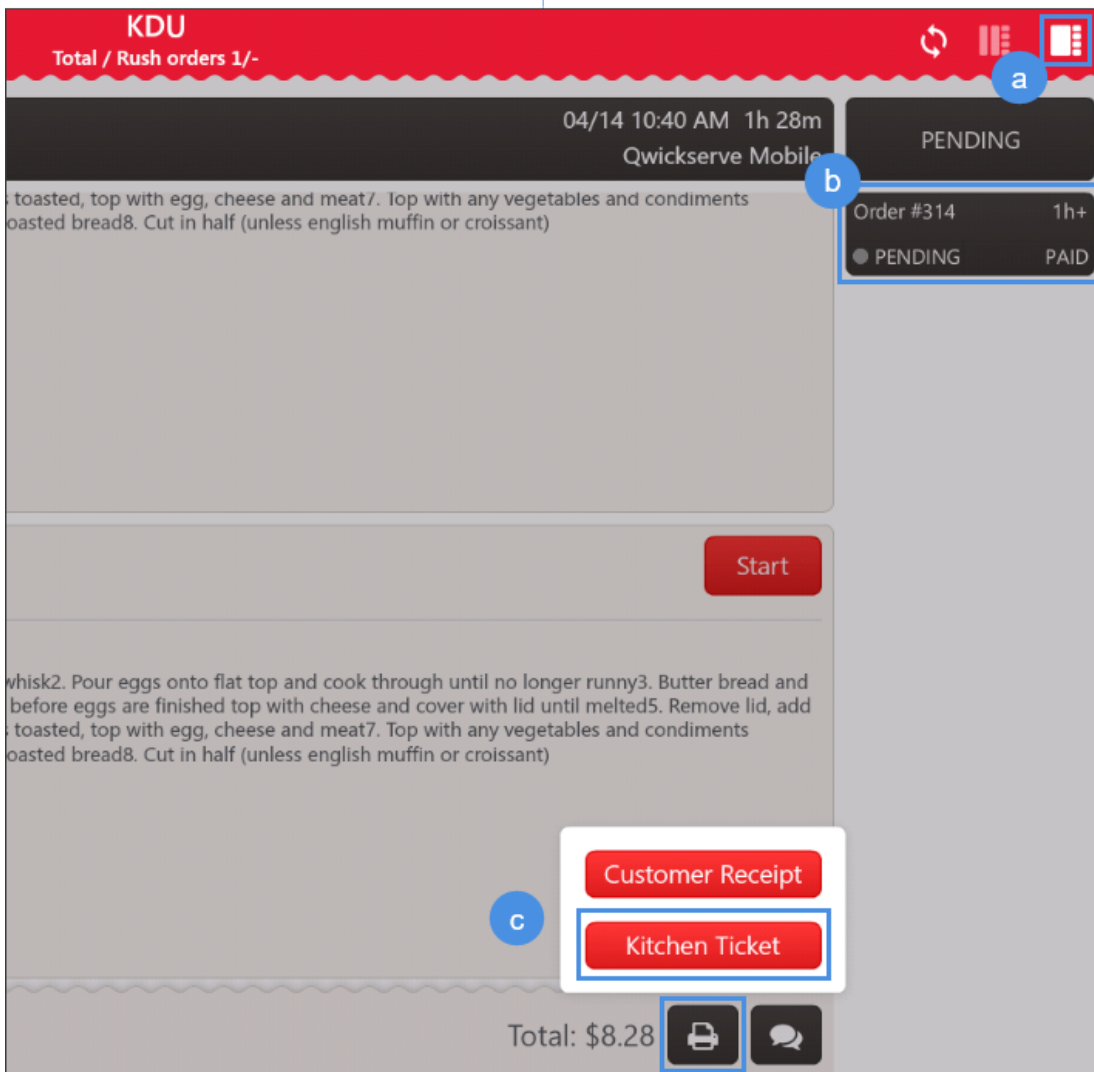
Result: The Customer Receipt is printed.

How to print a kitchen ticket

To print a kitchen ticket in the Kitchen Display app:

1. Switch to the detailed order view.
2. In the **Pending** list, tap your order, to select it.
3. At the bottom right of the order, tap the print button and then tap **Kitchen Ticket**.

- a. Switch to the detailed order view.
 b. In the **Pending** list, select your order.
 c. Tap the print button > **Kitchen Ticket**.



How to make a refund

You need to make a refund on both QwickServe Order Manager and a cash register.

- [How to make a refund at QwickServe Order Manager](#)
- [How to make a refund at cash register \(Verifone Commander\)](#)

Making Refund at QwickServe Order Manager

You can make a refund of the customer order on QwickServe Order Manager at any stage after the payment.

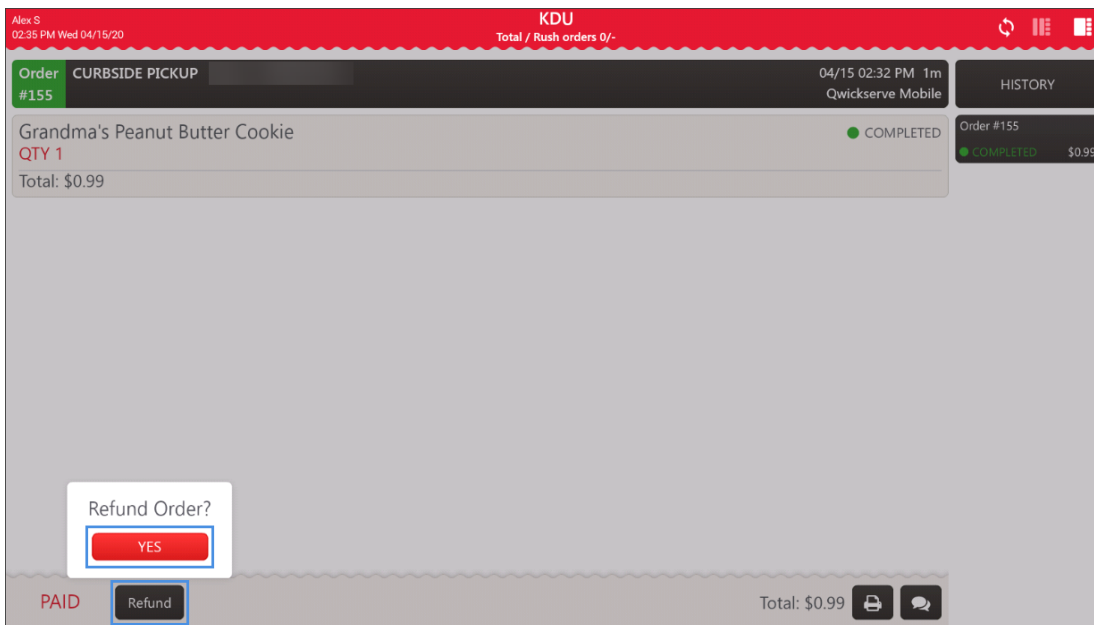


You cannot perform partial refund. Therefore, if the customer asks for a partial refund, you will need to refund the whole transaction and to ask the customer to create a new order without the unwanted items.

Once the order is paid, the **Refund** button is displayed automatically at the bottom.

To make a refund for the paid order at QwickServe Order Manager:

1. In the **Pending** or **History** list, find your order and tap it to open it.
2. At the bottom left of the order, tap **Refund**.
3. In the **Refund Order?** window, tap **YES**.



4. In the refunding window, confirm the refund:
 - a. Select your user.

b. Enter your PIN.

Result: The order is refunded. The **REFUNDED** status is displayed at the left bottom of the order.

Making Refund at Cash Register (Verifone Commander)

To make a refund in the Verifone Commander cash register:

1. Print the transaction you need to refund.
 - a. Press **Reprint**.
 - b. Select the transaction you need to print.
 - c. Press **Reprint** again.
2. Press **Refund**.

3. Re-scan the items to be refunded into the basket.
4. Compare the total refund amount with the total amount from the printed ticket. They should be equal.
5. Press **Total**.
6. Press **Cash**.
7. Wait until the **Refund** ticket is printed.

[How to make a refund](#)

This video shows how to make a Refund in the Verifone Commander CR.

[Watch Video](#)

How to make a partial refund

You cannot perform partial refund. Therefore, if the customer asks for a partial refund, you will need to refund the whole order and to ask the customer to create a new order without the unwanted items.



For more information on how to refund the whole order, see [How to make a refund](#).

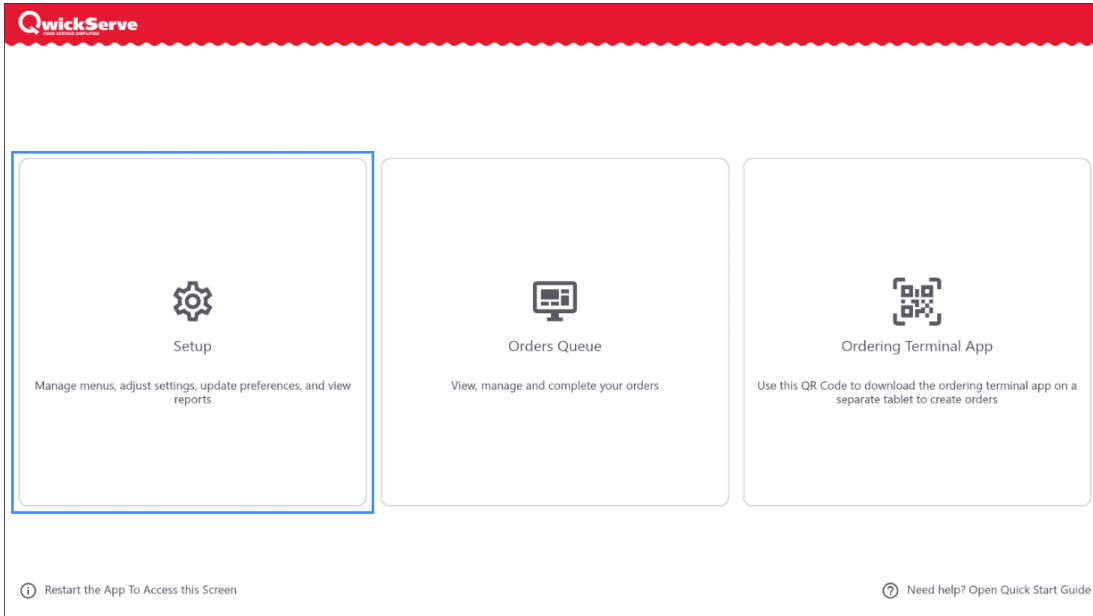
How to manage the status of the whole order

By default, QwickServe Order Manager has the following settings:

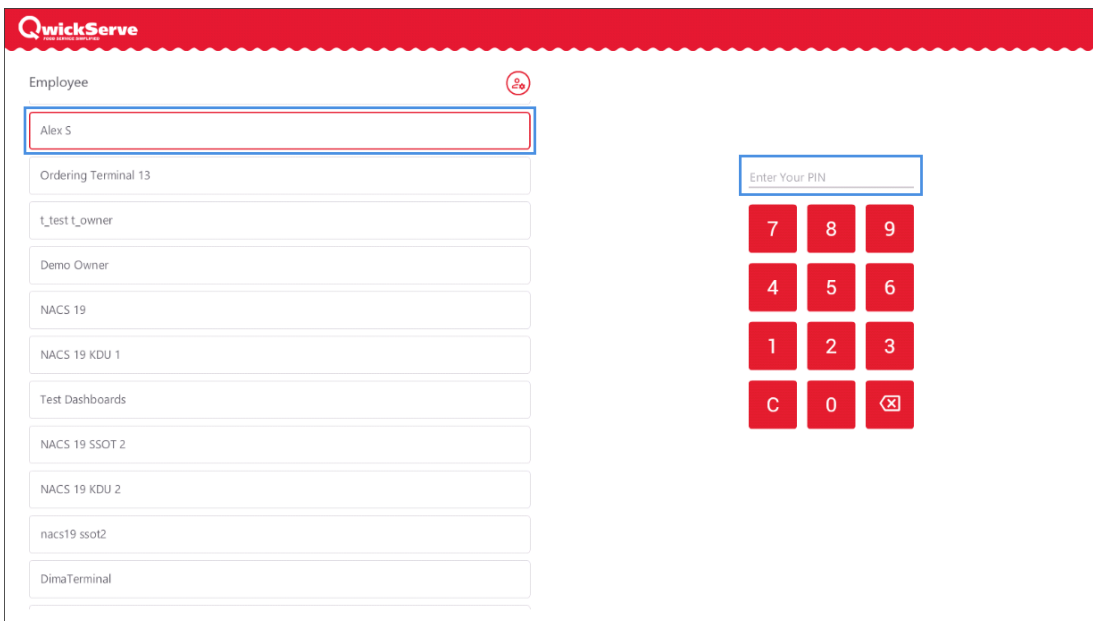
- There is no sound on QwickServe Order Manager for both new orders and customer "Check-In" actions.
- A cook or cashier changes the status for each item in the order separately.
- A shift cannot be closed from QwickServe Order Manager.

To adjust these settings, on QwickServe Order Manager:


1. Launch QwickServe Order Manager from your device.
2. In the QwickServe Order Manager dashboard, tap **Setup**.



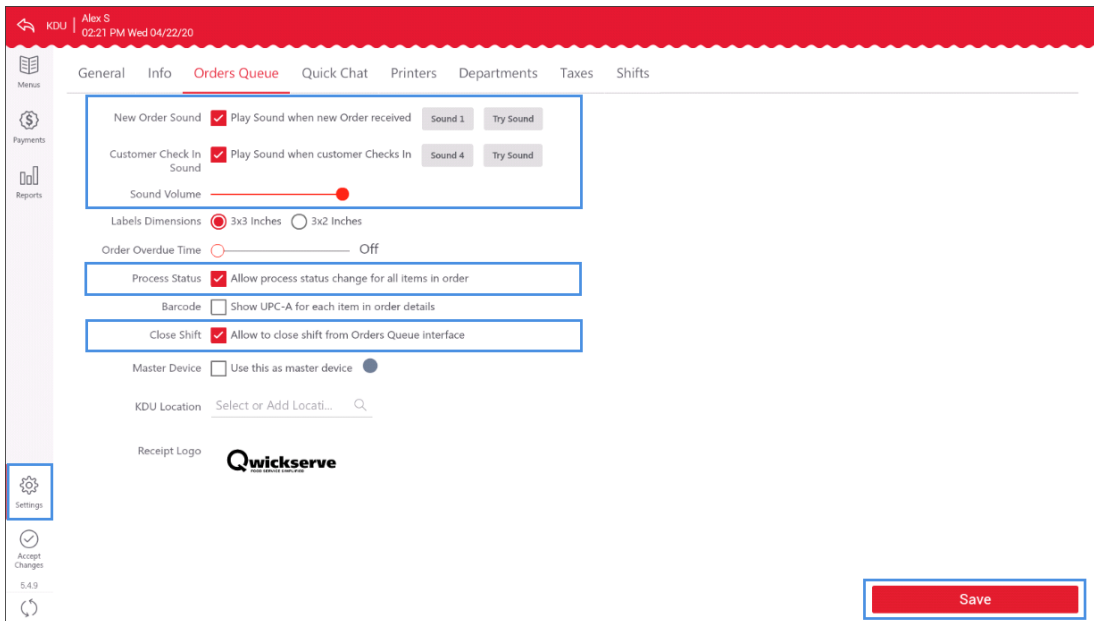
3. Select your user and enter your PIN.



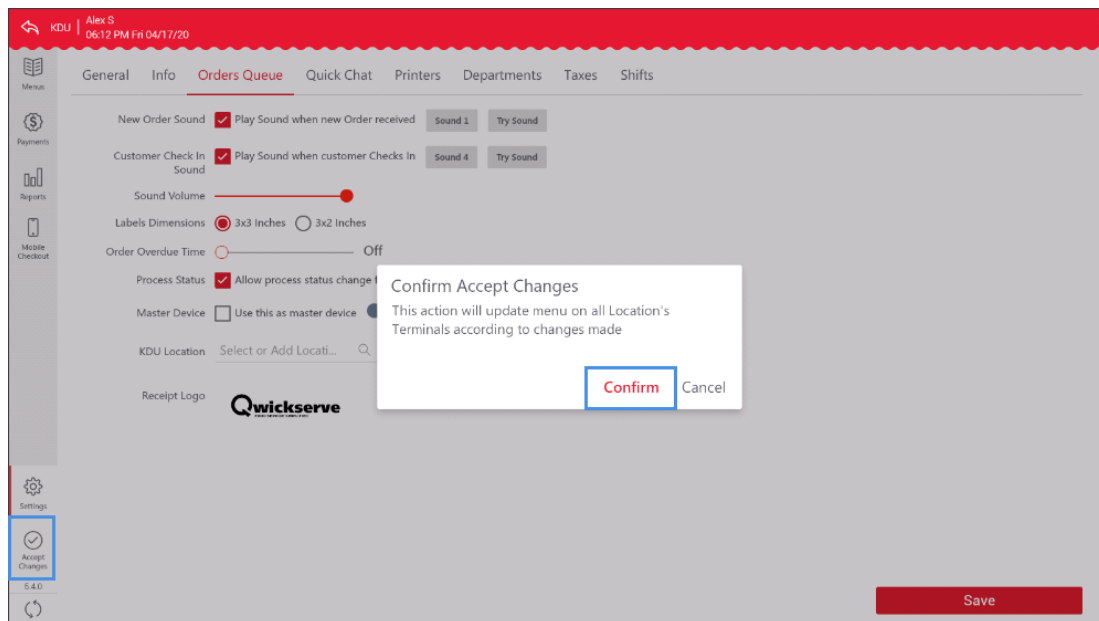
4. Tap **Settings > Orders Queue**.
5. In the **New Order Sound** field, select the **Play Sound when new Order received** option.
6. In the **Customer Check-In Sound** field, select the **Play Sound when customer Checks In** option.

 You may test the sound by tapping the **Try Sound** button.

7. In the **Process Status** field, select the **Allow process status change for all items in order** option.
8. In the **Close Shifts** field, select the **Allow to close shift from Orders Queue** interface option.
9. At the bottom right of the screen, tap **Save**.



10. To apply changes:
 - a. At the bottom left of the screen, tap **Accept Changes**.
 - b. In the **Confirm Accept Changes** window, tap **Confirm**.



Result: The following settings are now displayed in the ordering screen:

- Every new order and every customer "Check-In" come to QwickServe Order Manager with a sound.
- The status button is now displayed at the bottom right of the order. This button allows a cashier

to process all order items at once.

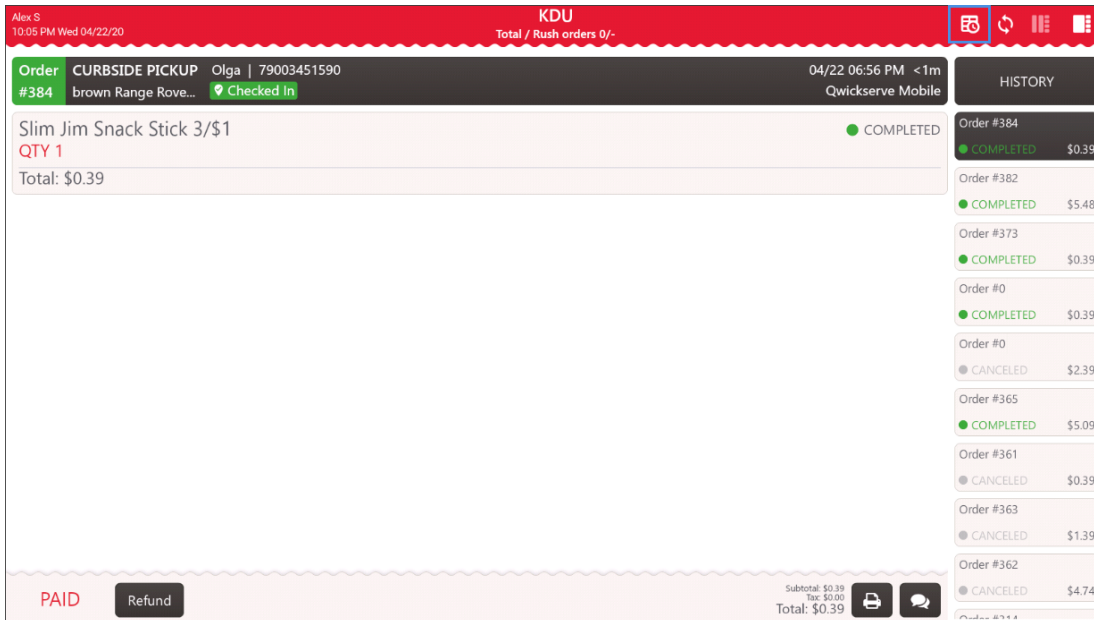
- The shift button is now displayed at the top right of the screen. This button allows a cashier to close the shift from QwickServe Order Manager.



How to close shift at QwickServe Order Manager

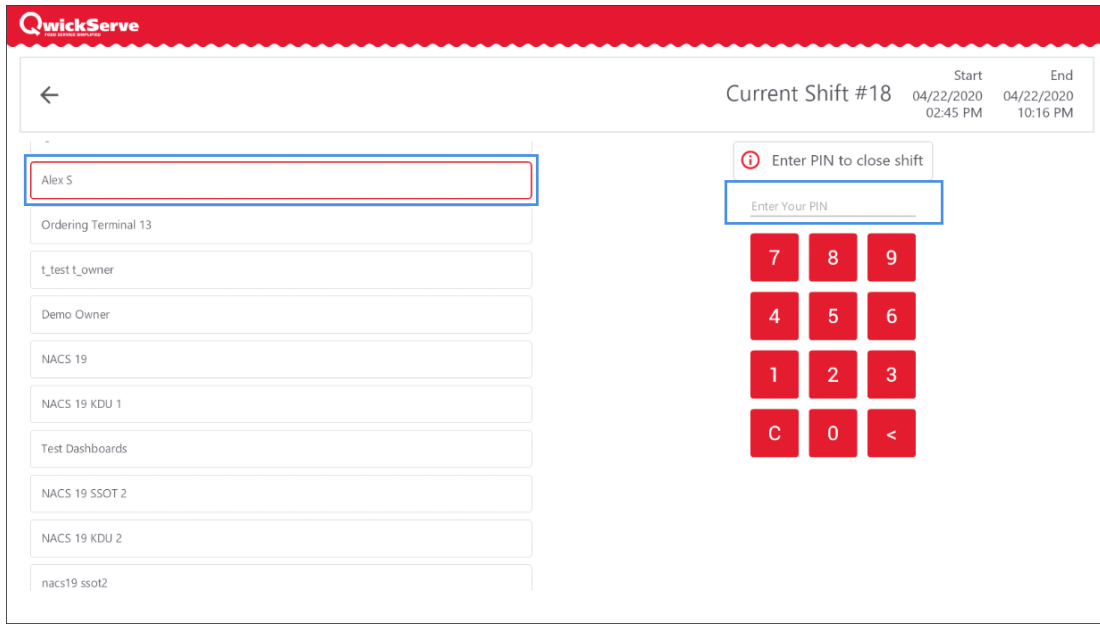
To close your working shift at QwickServe Order Manager:

1. At the top right of the ordering screen, tap the close shift icon.



2. In the closing shift screen, confirm the close shift operation:
 - a. Select your user.

b. Enter your PIN.



3. Wait until the shift is closed and the ordering screen opens.