

# Processing QwickServe Curbside Orders

## **Cashier Guide**

Version 1.1

5/26/2020



Petrosoft LLC 290 Bilmar Drive, Pittsburgh, PA 15205 www.petrosoftinc.com

#### PETROSOFT CONFIDENTIALITY LEVEL—INTERNAL USE ONLY

This document is the property of and contains Proprietary Information owned by Petrosoft, LLC and/or suppliers. This document and any attached materials transmitted to you in confidence and trust, and you agree to treat this document in strict accordance with the terms and conditions of the agreement under which it was provided to you. No part of this document may be disclosed in any manner to a third party without the prior written consent of Petrosoft, LLC.

# TABLE OF CONTENTS

| Working with QS Curbside Orders                |    |
|--|----|
| Processing QwickServe Curbside Orders          | 4  |
| Monitoring New Orders                          | 5  |
| Preparing the Order                            | 5  |
| Completing the Order                           |    |
| Passing the Order to the Customer              |    |
| Closing the Shift                              | 11 |
| Processing QwickServe Curbside Fuel Orders     | 11 |
| How-To Guide: QwickServe Curbside              |    |
| How to send a quick message                    |    |
| How to print a customer receipt                |    |
| How to print a kitchen ticket                  | 14 |
| How to make a refund                           | 14 |
| How to make a partial refund                   | 17 |
| How to manage the status of the whole order    | 17 |
| How to close shift at QwickServe Order Manager |    |

# WORKING WITH QS CURBSIDE ORDERS

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

| ORDER STATUS                        | CASHIER ACTIONS  |  |  |  |  |
|-------------------------------------|--|--|--|--|--|
| A customer creates a                | n order via QwickServe Mobile.   |  |  |  |  |
| New <b>Pending</b>                  | Step 1: Monitor new orders.  |  |  |  |  |
| order                               | Wait for the order payment.  |  |  |  |  |
|                                     | Do not start preparing the order until it indicates <b>Paid</b> !  |  |  |  |  |
| A customer pays for t               | he order via QwickServe Mobile.  |  |  |  |  |
| Order status is                     | Step 2: Once the order is paid, start preparing it.  |  |  |  |  |
| Pending + Paid                      | a. From QwickServe Order Manager, print the Kitchen Ticket.  |  |  |  |  |
|                                     | <b>b.</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.                     |  |  |  |  |
|                                     | <b>c.</b> At QwickServe Order Manager, select the order and tap <b>Start</b> .                                   |  |  |  |  |
| Order status is                     | Step 3: Complete preparing the order.  |  |  |  |  |
| In Progress                         | a. Pack customer order and attach the Kitchen Ticket to it.  |  |  |  |  |
|                                     | <b>b.</b> At QwickServe Order Manager, print the Customer Receipt.   |  |  |  |  |
|                                     | c. Add the Customer Receipt to CR.   |  |  |  |  |
|                                     | <b>d.</b> From QwickServe Order Manager, send a message to the customer: <i>Your order is ready for pickup</i> . |  |  |  |  |
|                                     | () At QwickServe Order Manager, do not tap <b>Done</b> in the order until the customer picks it up.              |  |  |  |  |
| The customer arrives                | to the store and presses <b>Check In</b> or makes a call to the store.   |  |  |  |  |
| Green <b>Checked</b>                | Step 4: Pass the order to the customer.  |  |  |  |  |
| <b>In</b> starts blinking           | <b>a.</b> Take the customer order and put the order into the back of the customer's car.                         |  |  |  |  |
| on the order.                       | Por orders with age-restricted items, you must check the customer ID!  |  |  |  |  |
|                                     | <b>b.</b> Come back to the work place. In QwickServe Order Manager, select the order, tap <b>Done</b> .          |  |  |  |  |
| At the end of the work              | ng shift, a cashier needs to complete it.  |  |  |  |  |
| Order status is<br><b>Completed</b> | 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:

- 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.

 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.

|   |   |   | Detaile<br><b>Pen</b> | ed orde<br>I <b>ding</b> o | r view:<br>rder |              |
|---|---|---|-----------------------|----------------------------|-----------------|--------------|
| Alex S<br>10:41 AM Tue 04/14/20   |   | KDU<br>Total / Rush orders 1/-  |                       | ¢                          | III             |              |
| Order CURBSIDE PICKUP   |   | 04/14 10:40 AM <1<br>Qwickserve Mob   | m<br>ile              | PEN                        | DING            |              |
| 10000 Egg & Bacon San<br>QTY 1  | dwich   | Start   | Or                    | rder #314<br>PENDING       | 1               | 0m<br>\$8.28 |
| 11001 Eggs<br>11079 English Muffin<br>11023 Bacon<br>+ 11073 Wheat Bread<br>+ 11002 Egg White<br>+ 11042 Ham<br>+ 11066 Onions<br>+ 110166 Mayo<br>+ 11014 Ketchup<br>Total: \$4.19 | 2 oz<br>4 oz<br>4 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 | Recipe<br>1. Crack egg/whites into bowl, whisk2. Pour eggs onto flat top and cook through until no longer runny3. Butter bread an<br>place on flat top to gnil4. Right before eggs are finished top with cheese and cover with lid until melted5. Remove lid, ad<br>breakfast meat6. When bread is toasted, top with egg, cheese and meat7. Top with any vegetables and condiments<br>chosen7. Top with 2nd slice of toasted bread8. Cut in half (unless english muffin or croissant) | d<br>d                |                            |                 |              |
| 10000 Egg & Bacon San<br>QTY 1  | dwich   | Start   |                       |                            |                 |              |
| 11001 Eggs<br>11079 English Muffin<br><del>11023 Bacon</del>  | 2 oz<br>4 oz  | Recipe<br>1. Crack egg/whites into bowl, whisk2. Pour eggs onto flat top and cook through until no longer runny3. Butter bread an<br>place on flat top to grill4. Right before eggs are finished top with cheese and cover with lid until metted5. Remove II dad<br>breakfast meast. Withen break is totasted, top with egg. cheese and meat7. Top with any vegetables and condiments   | d<br>d                |                            |                 |              |
| + 11073 Wheat Bread Paid Cancel   | 0 oz  | chosen7. Top with 2nd slice of toasted bread8. Cut in half (unless english muffin or croissant)   |                       |                            |                 |              |



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.



|   | <u>Detai</u><br>PAID   | led order view: PAID order<br>status is displayed:   |                       |             |
|---|--|--|-----------------------|-------------|
|   | (a) In<br>(b) At   | the Pending list, to the right of the order basic status.<br>the bottom left of the screen, instead of the red PAID button.  |                       |             |
| Alex S<br>11:06 AM Tue 04/14/20   |  | KDU<br>Total / Rush orders 1/-   | ¢ III                 |             |
| Order CURBSIDE PICKUP #314  | I  | 04/14 10:40 AM 25m<br>Qwickserve Mobile  | PENDING               | 5           |
| + 11073 Wheat Bread<br>+ 11002 Egg White<br>+ 11004 American<br>+ 11029 Ham<br>+ 11066 Onions<br>+ 11016 Mayo<br>+ 11014 Ketchup<br>Total: \$4.19<br>10000 Egg & Bacon Sar<br>OTY 1 | 0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz         | preakfast meats. When bread is toasted, top with egg, cheese and meat?. Top with any vegetables and condiments<br>chosen7. Top with 2nd slice of toasted bread8. Cut in half (unless english muffin or croissant)  | Order #314<br>PENDING | 25m<br>PAID |
| 11001 Eggs<br>11079 English Muffin<br><del>11023 Bacon</del><br>+ 11073 Wheat Bread<br>+ 11001 Eggs<br>+ 11023 Bacon<br>+ 11066 Onions<br>+ 11014 Ketchup<br>Total: \$4.09          | 2 oz<br>4 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz<br>0 oz | Recipe<br>I. Crack egg/whites into bowl, whisk2. Pour eggs onto flat top and cook through until no longer runny3. Butter bread and<br>Jace on flat top to gnIIA. Right before eggs are finished top with cheese and cover with lid until melted5. Remove lid, add<br>oreakfast meat6. When bread is toasted, top with egg, cheese and meat7. Top with any vegetables and condiments<br>chosen7. Top with 2nd slice of toasted bread8. Cut in half (unless english muffin or croissant) |                       |             |
| PAID  |  | Total: \$8.28 🖨 🗨  |                       |             |

• 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<br>PAID status is displayed:<br>(a) In the Pending list, to the right of the order basic status.<br>(b) In the order header, at the bottom right corner. |   |         |             |
|--|---|---|---------|-------------|
| Alex S<br>11:18 AM Tue 04/14/20  | KDU<br>Total / Rush orders 1/-  |   | ¢ III   |             |
| #314         04/14 104/04 MIN           #2018         04/14 104/04 MIN           #1 X Bacon         + 1x Conions           + 1x Key White         + 1x Ketchup           + 1x Ham         + 1x Conions           + 1x Khayo         + 1x Ketchup           + 1x Ketchup         - Bacon           + 1x Ketchup         - Ix Ketchup           + 1x Ketchup         - Abayo           + 1x Ketchup         - Ix Ketchup           + 1x Kegs         - • • • • • • • • • • • • • • • • • • • |   | 3 | PENDING | 37m<br>PAID |

- 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.



 $\Omega$ 

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

| Alex S<br>06:68 PM Wed 04/22/20                | KDU<br>Total / Rush orders 2/-               | 悶    | Φ               | II   |              |
|--|--|------|-----------------|------|--------------|
| Order CURBSIDE PICKUP<br>#382 brown Range Rove | 04/22 06:58 PM <1m<br>Qwickserve Mobile      |      | PEN             | DING |              |
| LB BBQ<br>QTY 1                                | Start  | Orde | r #384<br>NDING |      | 1m<br>\$0.39 |
| Total: \$1.20                                  |  | Orde | r #382<br>NDING |      | 0m<br>\$5.48 |
| Diet Mountain Dew 20 oz<br>QTY 1               | Start  |      |                 |      |              |
| Total: \$1.50                                  |  |      |                 |      |              |
| Blue Bunny Heath Bar<br>QTY 1                  | Start  |      |                 |      |              |
| Total: \$2.39                                  |  |      |                 |      |              |
| Slim Jim Snack Stick 3/\$1<br>QTY 1            | Start  |      |                 |      |              |
| Total: \$0.39                                  |  |      |                 |      |              |
| Paid Cancel                                    | Subtoral: \$548<br>Tax 5000<br>Total: \$5.48 |      |                 |      |              |

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.

| Alex S<br>03:24 PM Tue 04/14/20                              | KDU<br>Total / Rush orders 1/-   |  |                 | \$ III      |      |
|--|--|--|-----------------|-------------|------|
| Order CURBSIDE PIC   | KUP  | 04/14 10:40 A<br>Qwickserve  | M 14m<br>Mobile | PENDING     |      |
| 10000 Egg & Baco   | on Sandwich  | _  |                 | Order #314  | 14m  |
| QTY 1  | Quick Messages (Beta)  |  | $\otimes$       | IN PROGRESS | PAID |
| 11001 Eggs<br>11079 English Muffin                           | 1059 AM Tue 04/14/20<br>Your order status changed: PAID  | Your order is ready for pickup.  |                 |             |      |
| 11023 Bacon<br>+ 11073 Wheat Bread                           | 0100 PM Tue 04/14/20<br>You have ordered Age-Restricted items. To get your order, you will need to show your ID. | You have ordered Age-<br>Restricted items. To get your<br>order, you will need to show<br>your ID. | >               |             |      |
| + 11002 Egg White<br>+ 11041 American<br>+ 11029 Ham         | Your order status changed: IN PROGRESS   | Your order will be ready in 5 minutes.   | >               |             |      |
| + 11066 Onions<br>+ 11016 Mayo<br>+ 11014 Ketchup            |  | Yor order will be ready in 10 minutes.   | >               |             |      |
| Total: \$4.19  |  | Your order is on the way. Could you please open your trunk.  |                 |             |      |
| 10000 Egg & Baco<br>QTY 1                                    |  |  |                 |             |      |
| 11001 Eggs<br>11079 English Muffin<br><del>11023 Bacon</del> | Enter your message   |  | >               |             |      |
| + 11073 Wheat Bread  | chosen7. Top with 2nd slice of toasted bread8. Cut in half (unless english mu<br>0 oz                            | ffin or croissant)   |                 |             |      |
| PAID   | Τα   | tal: \$8.28 🕒 💌 🚺  | Done            |             |      |

- 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.

| Quick Messages (Beta)   |                                     |  | $\otimes$ |
|---|-------------------------------------|--|-----------|
| Your order status changed: PAID   | 10:59 AM Tue 04/14/20               | Your order is ready for pickup.  | >         |
| You have ordered Age-Restricted items. To get your order, you will need to show | 01:00 PM Tue 04/14/20<br>v your ID. | You have ordered Age-<br>Restricted items. To get your<br>order, you will need to show<br>your ID. | >         |
| Your order status changed: IN PROGRESS  | 03:14 PM Tue 04/14/20               | Your order will be ready in 5 minutes.   | >         |
| Yor order will be ready in 10 minutes.  | 03:29 PM Tue 04/14/20               | Yor order will be ready in 10 minutes.   | >         |
|   |                                     | Your order is on the way. Could you please open your trunk.  | >         |
|   |                                     |  |           |
|   |                                     |  |           |
| Enter your message  |                                     |  | -         |



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.

|  |   | <ol> <li>Send a message to the<br/>customer that the order is ready.</li> <li>Do not tap <b>Done</b>, until the<br/>customer picks up the order.</li> </ol> |   |  |
|--|---|---|---|--|
| Alex S<br>03:44 PM Tue 04/14/20                              |   | KDU<br>Total / Rush orders 1/-  |   | ¢ III 🖬  |
| Order CURBSIDE PICI<br>#314                                  | KUP                                       |   | 04/14 10:40 AM<br>Qwickserve Mo   | 34m<br>pending   |
| 10000 Egg & Baco<br>QTY 1                                    | Quick Messages (Beta)                     |   | (   | Order #314 34m   |
| 11001 Eggs<br>11079 English Muffin<br>11033 Pasan            | Your order status changed: PAID           | 10:59 AM Tue 04/14/20   | Your order is ready for pickup.   | 3  |
| + 11073 Wheat Bread  | You have ordered Age-Restricted items. To | 01:00 PM Tue 04/14/20<br>get your order, you will need to show your ID.   | Restricted items. To get your<br>order, you will need to show<br>your ID. |  |
| + 11002 Egg White<br>+ 11041 American<br>+ 11029 Ham         | Your order status changed: IN PROGRESS    | 03:14 PM Tue 04/14/20   | Your order will be ready in 5 P   |  |
| + 11066 Onions<br>+ 11016 Mayo                               | Yor order will be ready in 10 minutes.    | 03:29 PM Tue 04/14/20   | Yor order will be ready in 10 >   |  |
| + 11014 Ketchup<br>Total: \$4.19                             | Your order is ready for pickup.           | 03:42 PM Tue 04/14/20   | Your order is on the way. Could you please open your trunk.               |  |
| 10000 Egg & Bacc<br>QTY 1                                    |   |   |   |  |
| 11001 Eggs<br>11079 English Muffin<br><del>11023 Bacon</del> | Enter your message                        | en preas subases nos with edg. cheese and mean, top   |   | •  |
| + 11073 Wheat Bread  | chosen7. Top with 2r<br>0 oz              | nd slice of toasted bread8. Cut in half (unless english muf   | fin or croissant)   |  |
| PAID   |   | Tot   | :al: \$8.28 🔒 💌 🛛   | ie in the second se |

## 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:
  - o To make a call to the store.
  - o To tap Check In from the QwickServe Mobile.

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



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



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



(i)

For details, see How to send a quick message.

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



- 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.

| Alex S<br>04:35 PM Tue 04/14/20           |                    | KDU<br>Total / Rush orders 0/-             | ¢ I                     |    |        |
|---|--------------------|--|-------------------------|----|--------|
| Order CURBSIDE PIC<br>#314                | CKUP<br>Checked In | 04/14 10:40 AM 1h 25m<br>Qwickserve Mobile | нізто                   | RY |        |
| 10000 Egg & Bac<br>QTY 1<br>Total: \$4.19 | on Sandwich        | COMPLETED                                  | Order #314<br>COMPLETED |    | \$8.28 |
| 10000 Egg & Bac<br>QTY 1<br>Total: \$4.09 | on Sandwich        | COMPLETED                                  |                         |    |        |
|   |                    |  |                         |    |        |

## 

## **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.

(j

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:

- 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:
  - <u>Customer Receipt</u> from QwickServe Order Manager for the whole transaction, including fuel and regular items.
  - o <u>CR receipt</u> for regular items.
  - o <u>CR receipt</u> for fuel.

 $\Omega$ 

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.

| Alex S<br>05:03 PM Fri 04/17/20 |  | KDU<br>Total / Rush orders 0/- |   | ¢ III I                  |      |
|---------------------------------|--|--------------------------------|---|--------------------------|------|
| Order CURBSIDE PIC              | KUP  |                                | 04/15 02:32 PM <1m<br>Qwickserve Mobile                     | HISTORY                  |      |
| Grandma's Peanut                | Quick Messages (Beta)                                  |                                |   | Order #155 COMPLETED \$0 | ).99 |
| Total: \$0.99                   | Your order status changed: IN PROGRESS                 | 02:34 PM Wed 04/15/20          | Please bring your ID, to pick up your age-restricted items. |                          |      |
|                                 | Your order status changed: COMPLETED                   | 02:35 PM Wed 04/15/20          | Your order is ready for pickup.                             |                          |      |
|                                 | Your order status changed: REFUNDED                    | 02:37 PM Wed 04/15/20          | Your order will be ready in 5 minutes.                      |                          |      |
|                                 | Underpumping if there is any will be refunded in cash. | 05:03 PM Fri 04/17/20          | Your order will be ready in 10 P                            |                          |      |
|                                 |  |                                | Your order is on the way. Please pen your trunk.            |                          |      |
|                                 |  |                                | Underpumping if there is any will be refunded in cash.      |                          |      |
|                                 |  |                                |   |                          |      |
|                                 | Enter your message                                     |                                | >   |                          |      |
|                                 |  |                                |   |                          |      |
| REFUNDED                        |  |                                | Total: \$0.99 🕒 💽   |                          |      |



(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<br>b. In the <b>Pending</b> list, s<br>c. Tap the print button :  | d order view.<br>select your order.<br>> <b>Customer Receipt</b> .                                |                       |             |
|--|---|---|-----------------------|-------------|
| KDU<br>Total / Rush orders 1/-   |   |   | Φ                     |             |
|  |   | 04/14 10:40 AM  1h 28n<br>Qwickserve Mobile   | PENC                  | DING        |
| toasted, top with egg, cheese a oasted bread8. Cut in half (unle   | and meat7. Top with any vege<br>iss english muffin or croissant)  | tables and condiments   | Order #314<br>PENDING | 1h+<br>PAID |
| whisk2. Pour eggs onto flat top<br>before eggs are finished top w<br>toasted, top with egg, cheese<br>oasted bread8. Cut in half (unle | and cook through until no lor<br>ith cheese and cover with lid u<br>and meat7. Top with any vege<br>ss english muffin or croissant) | Start<br>nger runny3. Butter bread and<br>until melted5. Remove lid, add<br>tables and condiments |                       |             |
|  | c<br>Tot  | Customer Receipt<br>Kitchen Ticket  |                       |             |

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 o<br>b. In the <b>Pending</b> list, sel<br>c. Tap the print button >   | order view.<br>lect your order.<br><b>Kitchen Ticket</b> .   |            |             |  |
|--|--|--|------------|-------------|--|
| KDU<br>Total / Rush orders 1/-   |  |  | \$         |             |  |
|  |  | 04/14 10:40 AM  1h 28n<br>Qwickserve Mobil   | n PEN      | IDING       |  |
| : toasted, top with egg, cheese<br>oasted bread8. Cut in half (unle  | and meat7. Top with any vegeta   | bles and condiments  | Order #314 | 1h+<br>PAID |  |
| whisk2. Pour eggs onto flat top<br>before eggs are finished top w<br>toasted, top with egg, cheese<br>oasted bread8. Cut in half (unle | and cook through until no long<br>ith cheese and cover with lid un<br>and meat7. Top with any vegeta<br>ess english muffin or croissant) | er runny3. Butter bread and<br>til melted5. Remove lid, add<br>bles and condiments<br>Customer Receipt |            |             |  |
|  | Total  | Kitchen Ticket<br>I: \$8.28  |            |             |  |

## 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.

| Alex S<br>02:35 PM V | Ved 04/15/20               | KDU<br>Total / Rush orders 0/-         | ¢.                      |        |
|----------------------|----------------------------|--|-------------------------|--------|
| Order<br>#155        |                            | 04/15 02:32 PM 1m<br>Qwickserve Mobile | ніято                   | DRY    |
| Grand<br>QTY 1       | dma's Peanut Butter Cookie | COMPLETED                              | Order #155<br>COMPLETED | \$0.99 |
| Total.               | 40.00 ····                 |  |                         |        |
|                      |                            |  |                         |        |
|                      |                            |  |                         |        |
|                      |                            |  |                         |        |
|                      | Refund Order?              |  |                         |        |
| PA                   | D Refund                   | Total: \$0.99 😝 😞                      |                         |        |

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



b. Enter your PIN.

| QwickServe          |                 |                        |                |
|---------------------|-----------------|------------------------|----------------|
|                     | RE              | FUND SOURCE: BRAINTREE |                |
| ACCT:               | 546920*****0269 | TYPE:                  | masterCard     |
| CUSTOMER NAME:      | Olga            | TRANSACTION ID:        | 4hr53rzt       |
| Marquette Winkle    |                 |                        |                |
| Max Tool            |                 |                        | Enter Your PIN |
| csomobile csomobile |                 |                        | 7 8 9          |
| owner test          |                 |                        | 4 5 6          |
| Alex S              |                 |                        |                |
| t_test t_owner      |                 |                        | 1 2 3          |
| Demo Owner          |                 |                        | C 0 <          |
| Test Dashboards     |                 |                        |                |
| Test KDU            |                 |                        | Cancel         |
| CurbSide_Station    |                 |                        |                |
|                     |                 |                        |                |

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

| Alex S<br>02:38 PM Wed 04/15/20         | KDU<br>Total / Rush orders 0/-          | ¢1 📗                    |        |
|---|---|-------------------------|--------|
| Order CURBSIDE PICKUP Olga<br>#155      | 04/15 02:32 PM <1m<br>Qwickserve Mobile | HISTORY                 | (      |
| Grandma's Peanut Butter Cookie<br>QTY 1 | • COMPLETED                             | Order #155<br>COMPLETED | \$0.99 |
| Total: \$0.99                           |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
|   |   |                         |        |
| REFUNDED                                | Total: \$0.99 😝 🗨                       |                         |        |

#### 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**.

| QwickServe  |                                       |  |
|---|---------------------------------------|--|
|   |                                       |  |
|   |                                       |  |
|   |                                       |  |
|   |                                       |  |
|   |                                       |  |
| ŝ   | <b>.</b>                              | (a.a)<br>.a%.  |
| Setup   | Orders Queue                          | Ordering Terminal App  |
| Manage menus, adjust settings, update preferences, and view reports | View, manage and complete your orders | Use this QR Code to download the ordering terminal app on a separate tablet to create orders |
|   |                                       |  |
|   |                                       |  |
|   |                                       |  |
| Portart the Ann To Accord this Screen                               |                                       | A Need halp? Open Origin Chart Criste  |
| O Restart the App to Access this Screen                             |                                       | Wieed help? Open Quick start Guide   |

3. Select your user and enter your PIN.

| loyee               | (Co) |                |              |
|---------------------|------|----------------|--------------|
| lex S               |      |                |              |
| rdering Terminal 13 |      | Enter Your PIN |              |
| test t_owner        |      | 7 8            | 9            |
| emo Owner           |      |                | 6            |
| ACS 19              |      | 4 0            | 0            |
| ACS 19 KDU 1        |      | 1 2            | 3            |
| est Dashboards      |      | C 0            | $\bigotimes$ |
| ACS 19 SSOT 2       |      |                |              |
| ACS 19 KDU 2        |      |                |              |
| acs19 ssot2         |      |                |              |
| imaTerminal         |      |                |              |

4. Tap Settings > Orders Queue.

 $\Omega$ 

- 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**.

| <a> KDU   0</a>            | ← KDU   Alex S<br>02:21 PM Wed 04/22/20  |          |  |  |  |
|----------------------------|--|----------|--|--|--|
| Menus C                    | Seneral Info Orders Queue Quick Chat Printers Departments Taxes  | s Shifts |  |  |  |
| S<br>Payments              | New Order Sound V Play Sound when new Order received Sound 1 Try Sound<br>Customer Check In V Play Sound when customer Checks In Sound 4 Try Sound |          |  |  |  |
| Reports                    | Sound Volume   |          |  |  |  |
|                            | Labels Dimensions 🔘 3x3 Inches 🔘 3x2 Inches  |          |  |  |  |
|                            | Order Overdue Time O   |          |  |  |  |
|                            | Process Status 🖌 Allow process status change for all items in order  |          |  |  |  |
|                            | Barcode Show UPC-A for each item in order details  |          |  |  |  |
|                            | Close Shift 🗹 Allow to close shift from Orders Queue interface   |          |  |  |  |
|                            | Master Device Use this as master device  |          |  |  |  |
|                            | KDU Location Select or Add Locati Q  |          |  |  |  |
| <del>کېک</del><br>Settings | Receipt Logo Quvickserve   |          |  |  |  |
| Accept<br>Changes          |  |          |  |  |  |
| 5.4.9<br>(\$)              |  | 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.

| KE                 | 2U   Alex S<br>06/12 PM Fri 04/17/20  |
|--------------------|---|
| Menus              | General Info Orders Queue Quick Chat Printers Departments Taxes Shifts  |
| (\$)<br>Payments   | New Order Sound Vennew Order received Sound 1 Try Sound<br>Customer Check In Sound Venne customer Checks In Sound Try Sound |
| Reports            | Sound Volume  |
|                    | Labels Dimensions 🔞 3x3 Inches 🔵 3x2 Inches   |
| Mobile<br>Checkout | Order Overdue Time O Off  |
|                    | Process Status 🔽 Allow process status change Confirm Accept Changes   |
|                    | Master Device Use this as master device This action will update menu on all Location's Terminals according to changes made  |
|                    | KDU Location Select or Add Locati Q   |
|                    | Receipt Logo Qwickserve   |
|                    |   |
| £03                |   |
| Settings           |   |
| $\odot$            |   |
| Accept<br>Changes  |   |
| 6.4.0              | Save  |
| (2)                |   |

*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.

| Alex S<br>06 58 PM Wed 04/22/20                | KDU<br>Total / Rush orders 2/-                   | 悶       | ф I          |     |            |
|--|--|---------|--------------|-----|------------|
| Order CURBSIDE PICKUP<br>#382 brown Range Rove | 04/22 06:58 PM <1m<br>Qwickserve Mobile          |         | PENDI        | NG  |            |
| LB BBQ<br>QTY 1                                | Start  | Order   | #384<br>DING | \$0 | 1m<br>).39 |
| Total: \$1.20                                  |  | Order # | #382<br>DING | \$5 | 0m<br>5.48 |
| Diet Mountain Dew 20 oz<br>QTY 1               | Start  |         |              |     |            |
| Total: \$1.50                                  |  |         |              |     |            |
| Blue Bunny Heath Bar<br>QTY 1                  | Start  |         |              |     |            |
| Total: \$2.39                                  |  |         |              |     |            |
| Slim Jim Snack Stick 3/\$1<br>QTY 1            | Start  |         |              |     |            |
| Total: \$0.39                                  |  |         |              |     |            |
| Paid Cancel                                    | Subtoral: \$5:48<br>Tax: \$3:00<br>Total: \$5:48 |         |              |     |            |

## 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.

| QwickServe           |  |
|----------------------|--|
| <del>&lt;</del>      | Current Shift #18 04/22/2020 04/22/2020<br>02:45 PM 10:16 PM |
|                      | Enter PIN to close shift                                     |
| Alex S               |  |
| Ordering Terminal 13 | Enter Your PIN   |
|                      | 7 8 9  |
| t_test t_owner       |  |
| Demo Owner           | 4 5 6  |
| NACS 19              |  |
| NACS 19 KDI 1        | 1 2 3  |
|                      | C 0 <  |
| Test Dashboards      |  |
| NACS 19 SSOT 2       |  |
| NACS 19 KDU 2        |  |
| nacs19 ssot2         |  |
|                      |  |

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