Qwickserve

FOOD SERVICE SIMPLIFIED

QWICKSERVE EMBEDDED MANUAL

For Petrosoft Users

Version 5.0

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PETROSOFT

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INTRODUCTION

The present document describes the process of working with the QwickServe Embedded from cashier's / kitchen employee's side.

QwickServe Embedded – 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. Takeout and delivery options are available.
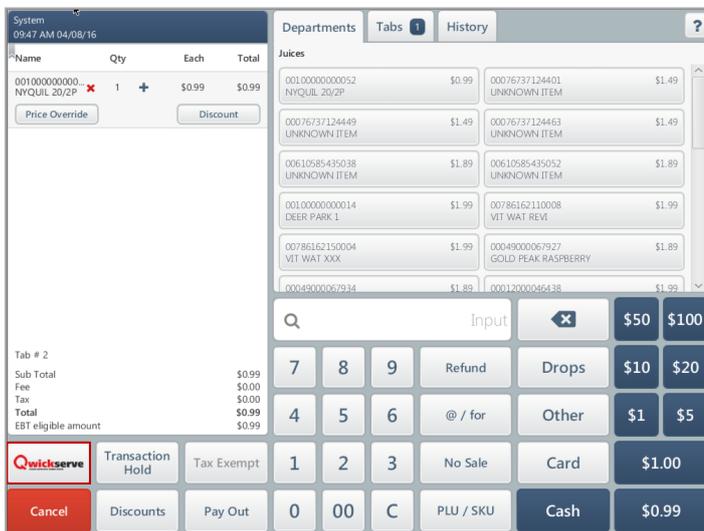
QWICKSERVE EMBEDDED SETTINGS

To configure QwickServe Embedded settings and to manage its menus, follow the same steps as for QwickServe terminal settings.

For information, see QwickServe Terminal manual.

ACCESSING QWICKSERVE EMBEDDED

To access the QwickServe Embedded application into the SmartPOS device, press the QwickServe button at the cashier's screen of the SmartPOS device.
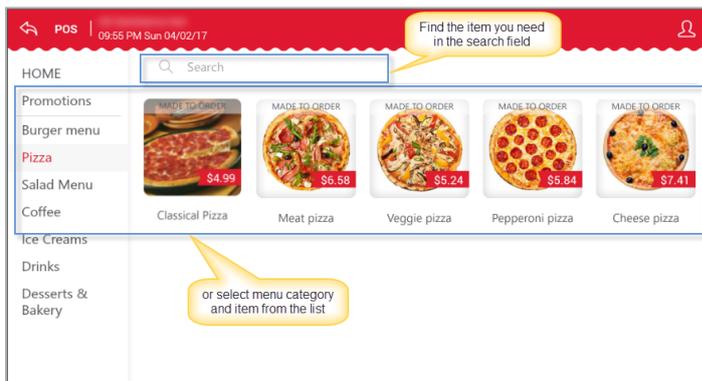
MAKING QWICKSERVE ORDER

1. (Optional) To access the client's favorites, log into the QwickServe Embedded using the client's phone number and PIN.

2. Select an item using one of the following ways:

   o Select the category and the item

   o Use the search field

3. (Optional) If you selected made-to-order item, follow the steps, to construct it:

   a. Exclude the base ingredients from the order by pressing them. The ingredients applicable for exclusion are marked with green icon.
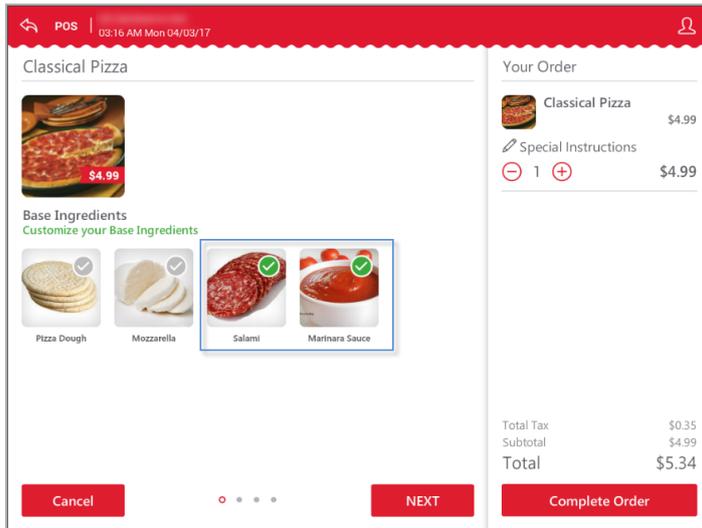
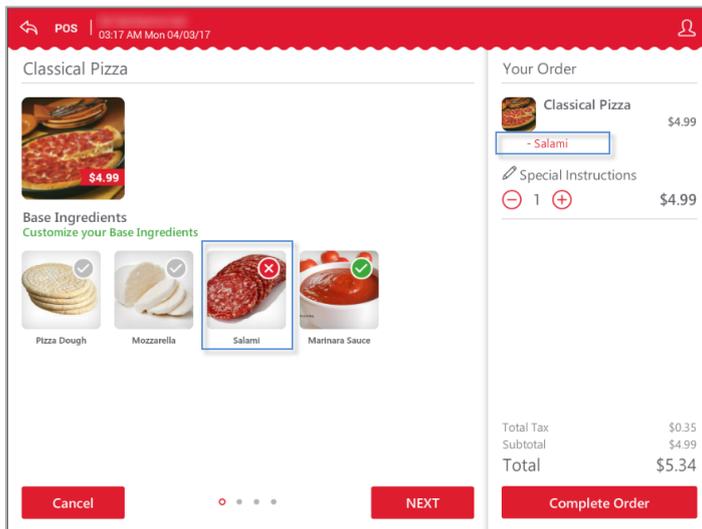- In this example "Salami" is excluded from order, "Marinara Sauce" is left, "Pizza Dough" and "Mozzarella" are not editable.

c. Select the additional ingredients at your choice, in this case – extra cheese, sauce, and extra meats.

- To select additional ingredient, press it in the ingredient selection. The number of the selected additional 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.
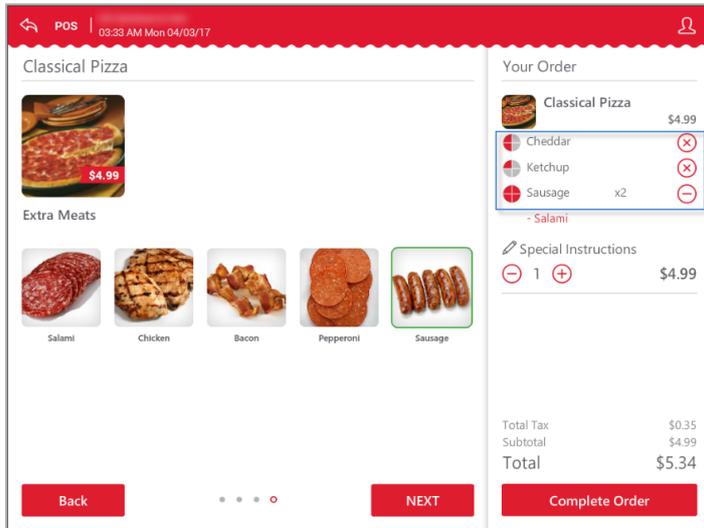
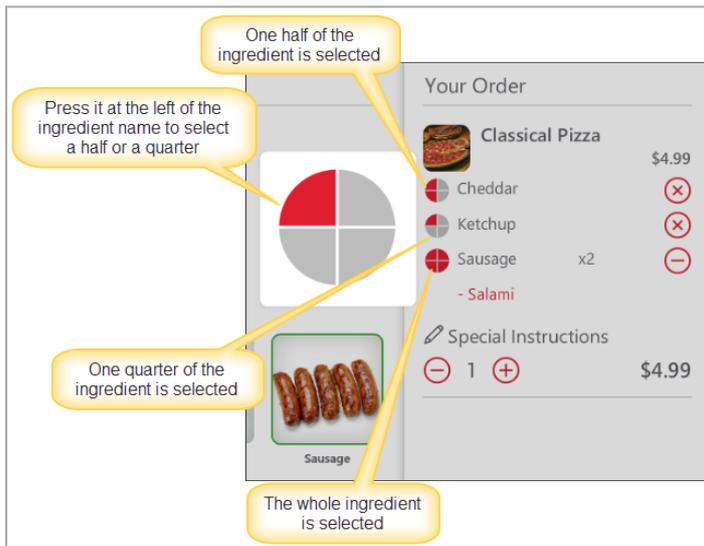a. (Optional) Some ingredients can be reduced to halves and quarters. This ability is applied to all ingredients in the set. Such ingredients are marked with the corresponding UI control in the cart.

4. (Optional) Select add-ons and special offers, if any available for the selected item.

To continue ordering the items from the menu without selecting add-ons and special offers, press **No thanks! Continue ordering**.
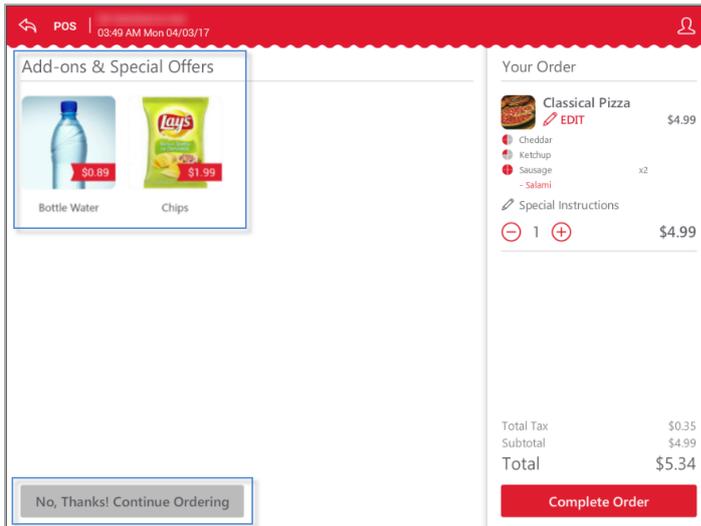
5. (Optional) Add the following additional information to the order, if any:

   o Give special instructions under the item, by pressing the corresponding field under the item.

   o Add more items or remove the items from the order, by pressing the plus or minus sign correspondingly under the item.

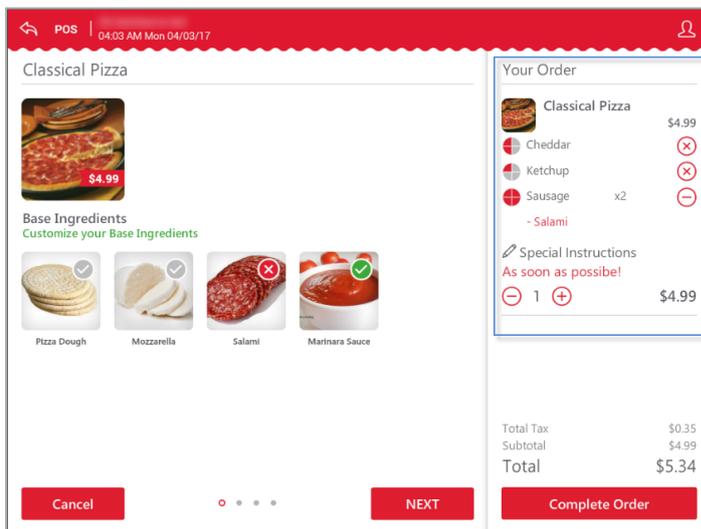   o Change the item (for example, to add more set ingredients or to remove some of them), by pressing **Edit** in the cart below the item's name.

   o If you are logged in, add item to your Favorites, by pressing the favorites sign on the item's image.

6. To complete the order, press **Complete Order**.

7. (Optional) Select the way to take your order: Dine In or Take Out.

8. Press **Done**.

GLOSSARY

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).

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.

Braintree – a gateway between a consumer and a merchant bank account helping to accept and process payments in the QwickServe Mobile application.

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

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 recipe item. A cheeseburger, for example. Under this method, merchandise additions are made at cost value and no retail value.

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).

KDU – kitchen display unit, a QwickServe device that provides foodservice operators with a workflow and information to complete orders. KDUs allow operators to present complete preparation instructions for items and orders, displaying detailed information about ingredients, preparation steps and specific cooking time.

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

Online payments – payments for QwickServe orders collected directly in the QwickServe Mobile application. An online payment can be done using a credit or debit card.

Recipe costing – see Ingredient method of accounting.

Recipe item – made-to-order item with the fixed base ingredients and customizable sets of ingredients and add-ons.

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

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).

QwickServe Mobile – a QwickServe application for iOS or Android created to allow customers to make their order remotely.

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

SSOT – self-service ordering terminal enabling users to place orders themselves. Once orders are placed at the SSOT, they become visible at QwickServe KDUs.

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

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.

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

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.