



QwickServe Ordering Terminal

User Guide

Version 5.0

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INTRODUCTION

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

QwickServe Solutions Overview

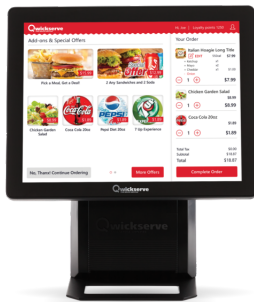
QwickServe solutions provided by Petrosoft include the following software modules and hardware devices:

QwickServe Solution Name	Software Module is Included	Hardware Device is Included	Buy or Download Link
QwickServe Ordering Terminal	+	+	Buy now
QwickServe Embedded	+	-	-
QwickServe QwickServe Order Manager	+	+	Buy now
QwickServe Mobile Application	+	-	Download now
QwickServe Portal Online Ordering	+	-	-
QwickServe Cloud	+	-	-
QwickServe Menu Build Service	+	-	Buy now
QwickServe External Printers			
- Kitchen printer: Thermal Receipt Printer Model RP0080E	-	+	Buy now
- Label printer: QwickServe Star Label Printer Model TSP700II	-	+	Buy now
Direct Connect (DC Box)	-	+	Buy now

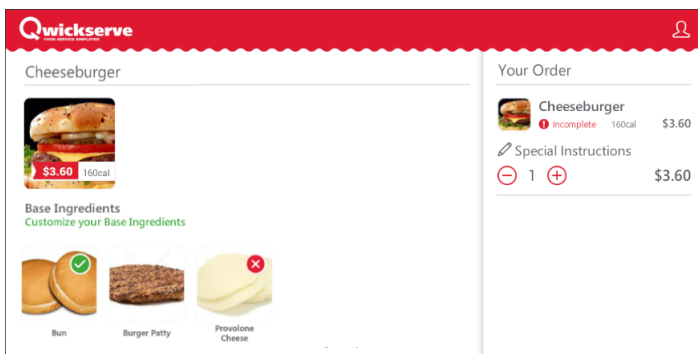
QwickServe Ordering Terminal

The QwickServe Ordering Terminal is a software and hardware bundle that enables customers to view, select, customize and pay for menu items while also enabling foodservice operators to manage menus and keep track of customer orders, inventory, and recipe costs. This solution integrates with the SmartPOS point-of-sale system from Petrosoft which enables additional features for the QwickServe Ordering Terminal. [Buy now.](#)

- QwickServe Ordering Terminal



- Customer interface for creating orders and administrative interface for managing terminal settings

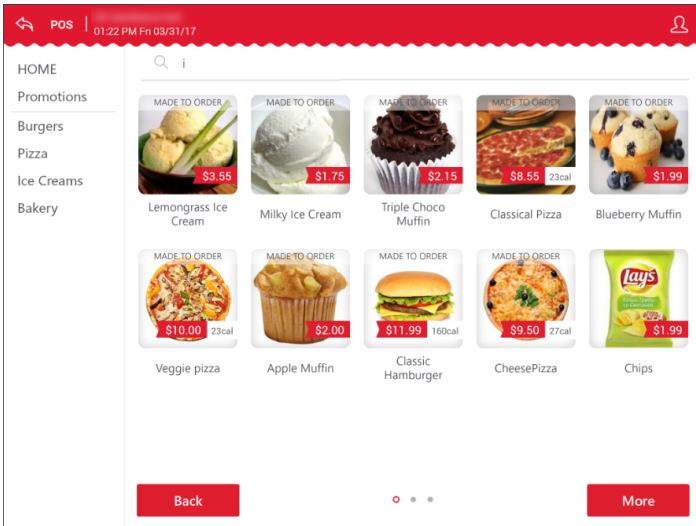


[QwickServe Ordering Terminal Manual.](#)

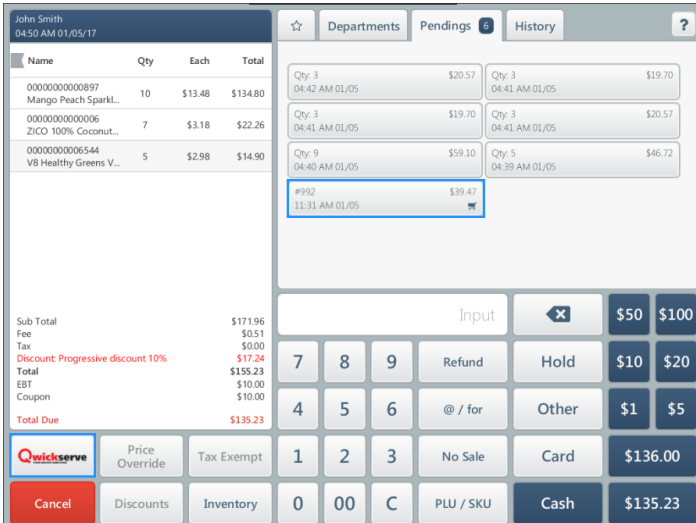
QwickServe Embedded

This is an application for the SmartPOS cashier who places an order according to the customer's phone call or for the customer who is ordering in the store. This application is embedded into the SmartPOS device:

- QwickServe Embedded



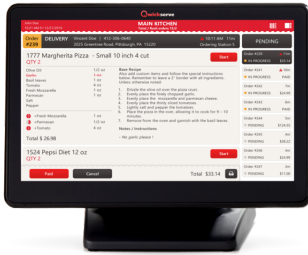
- QwickServe Embedded module on SmartPOS



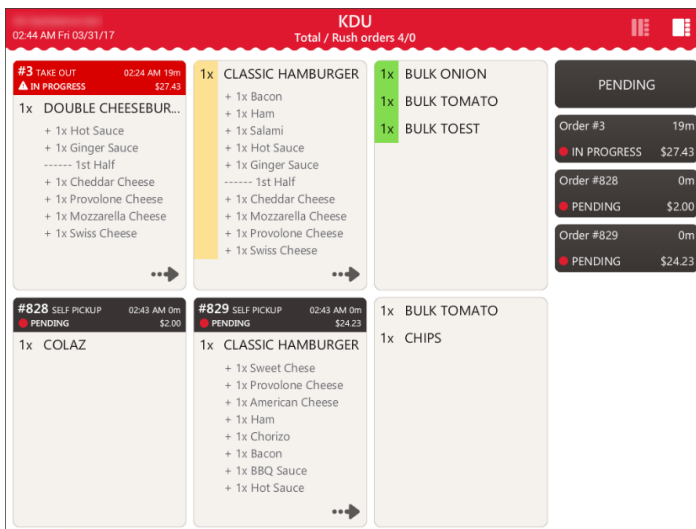
QwickServe Order Manager


The QwickServe Order Manager streamlines the ordering process by placing orders received from the QwickServe Ordering Terminal in a queue, providing recipe preparation instructions and preparation time. [Buy now.](#)

- QwickServe Order Manager device



- Part of the QwickServe order process used by the kitchen workers



 The order arrives to the QwickServe Order Manager from the terminal, mobile app, or QSEmbedded.

QwickServe Mobile


The QwickServe Mobile app provides the customer with ordering and payment solutions while also enabling food delivery drivers and managers to manage the delivery workflow of mobile, online, and phone orders.

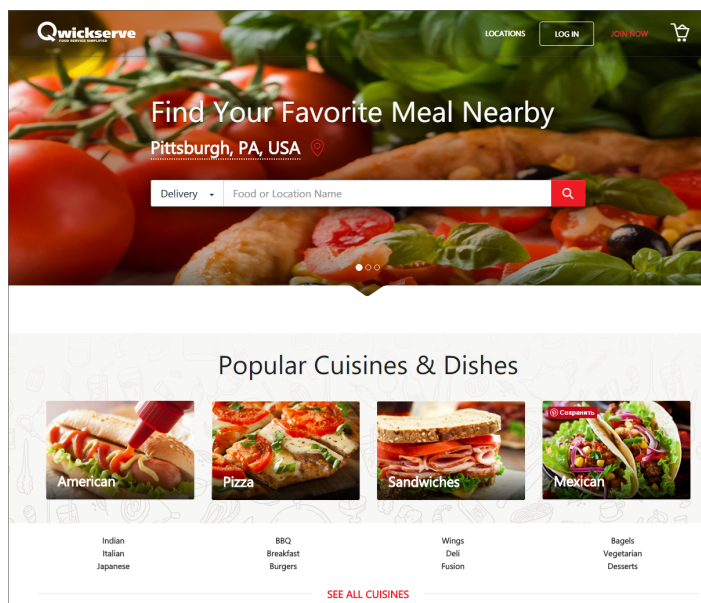
QwickServe Mobile app is a mobile application in which a customer can make an order. [Download now.](#)

For more information, see [QwickServe Mobile Manual](#).

QwickServe Portal / Online Ordering

The QwickServe Online Ordering solution can help foodservice operators provide a fast, easy, and convenient way for their customers to order and pay for their food online avoiding lines, reducing tension, and human error.

 This section is currently under construction.



QwickServe Cloud

QwickServe Cloud (C-Store Office) is the cloud-based back-office solution for single and multi-store owners and operators.

For more information, see .

QwickServe External Printers

The QwickServe Kitchen Printer provides the kitchen staff with a printed copy of the order.

Right now you can buy the following QwickServe printer models:

- Kitchen printer: Thermal Receipt Printer Model RP0080E, [buy now](#).



- Label printer: QwickServe Star Label Printer Model TSP700II, [buy now](#).



For more information on how to configure connected external printers, see [QwickServe Device Settings](#).

Direct Connect (DC Box)

The Direct Connect or DC Box is a reliable and secure way for retailers to back-up and transfer real-time POS data to back-office systems without the need for a computer. The DC-501 is the Direct Connect model compatible with SmartPOS. [Buy now](#).

For more information, see the [Direct Connect](#) section in Petrosoft University portal.

QwickServe Order Flow

1. Order initiation:
 - QwickServe terminal – customer creates order from the QS terminal.
 - QwickServe Embedded – 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.
 - QwickServe 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
 - QwickServe Order Manager – order arrives to QwickServe Order Manager 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

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 .

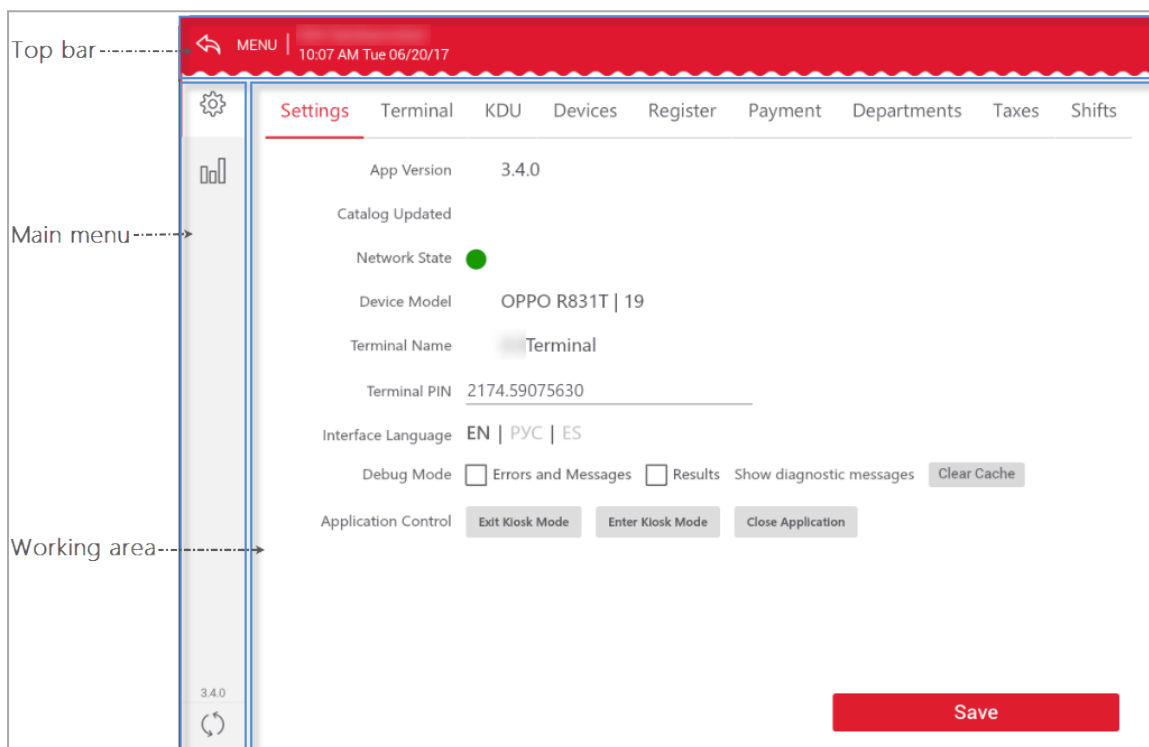
QwickServe Terminal Interface

QwickServe terminal interface consists of 2 main parts:

- [Administrator's interface](#) used for configuring the terminal settings.
- [Customer's interface](#) used for ordering food.

Administrator's Interface

Administrator's interface consists of 3 main parts: **Top bar**, **Main menu**, and **Working area**.



Top bar contains the following elements:

- The Back icon that switches you to the [Customer's interface](#). You can also press MENU to exit the Administrator's interface.
- Current user name, current date, weekday and local time.

Main menu contains the following elements:

- At the top of the menu:
 - 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.
- At the bottom of the menu:

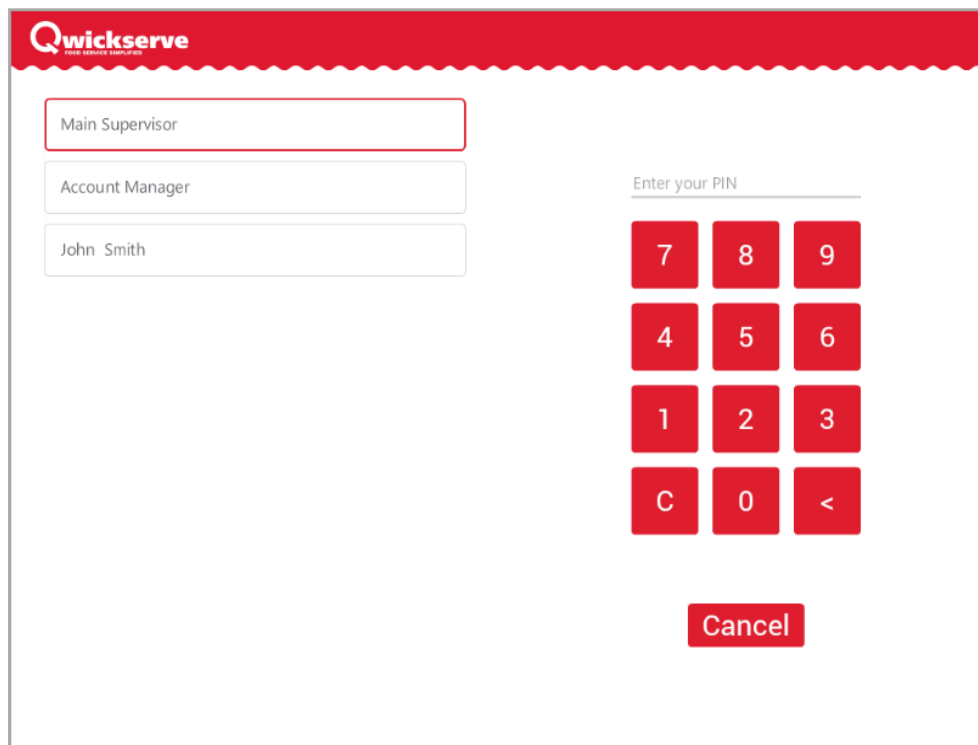
- The current version number of the application.
- The Refresh icon that checks if a newer version is available.

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

Switching to Administrative Interface

To switch to the administrative interface, follow the steps:

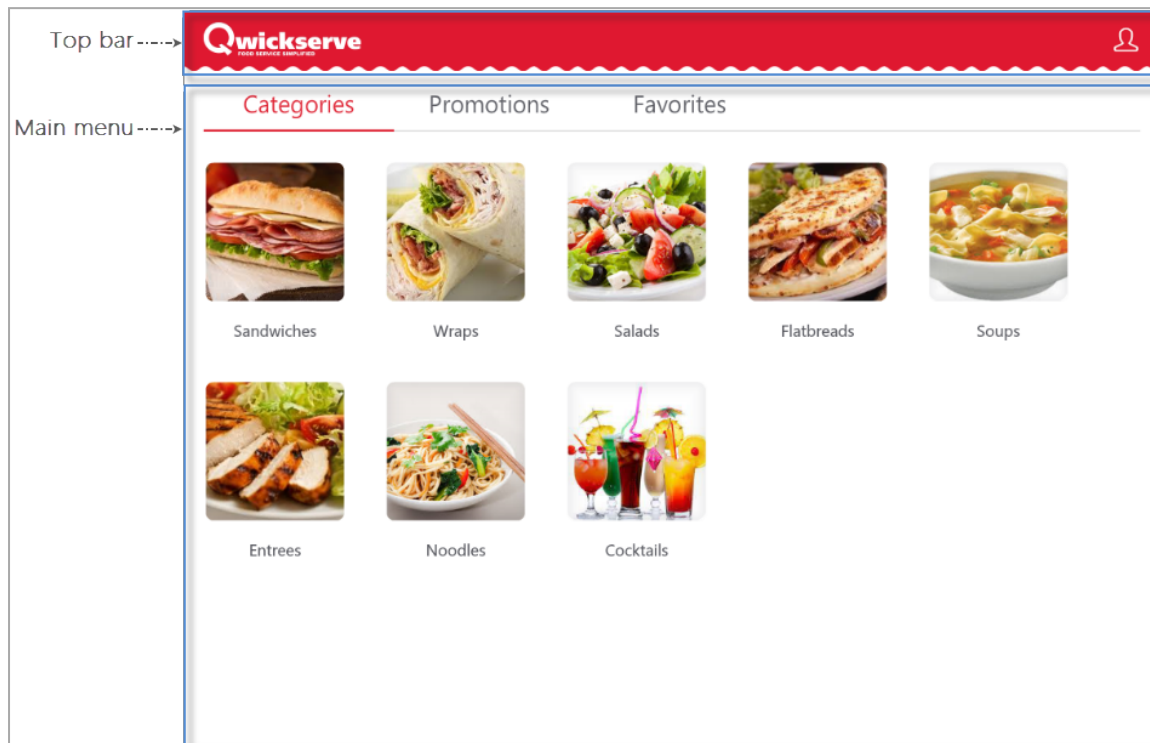
1. In the customer's interface, tap and hold the top bar.
2. In the authorization panel, do the following:
 - a. In the list of users at the left of the panel, select your user.
 - b. Using the PIN Pad at the right of the panel, enter the Administrator PIN.



To switch back to the administrative interface from the authorization panel, tap **Cancel**.

Customer's Interface

Customer's interface 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.

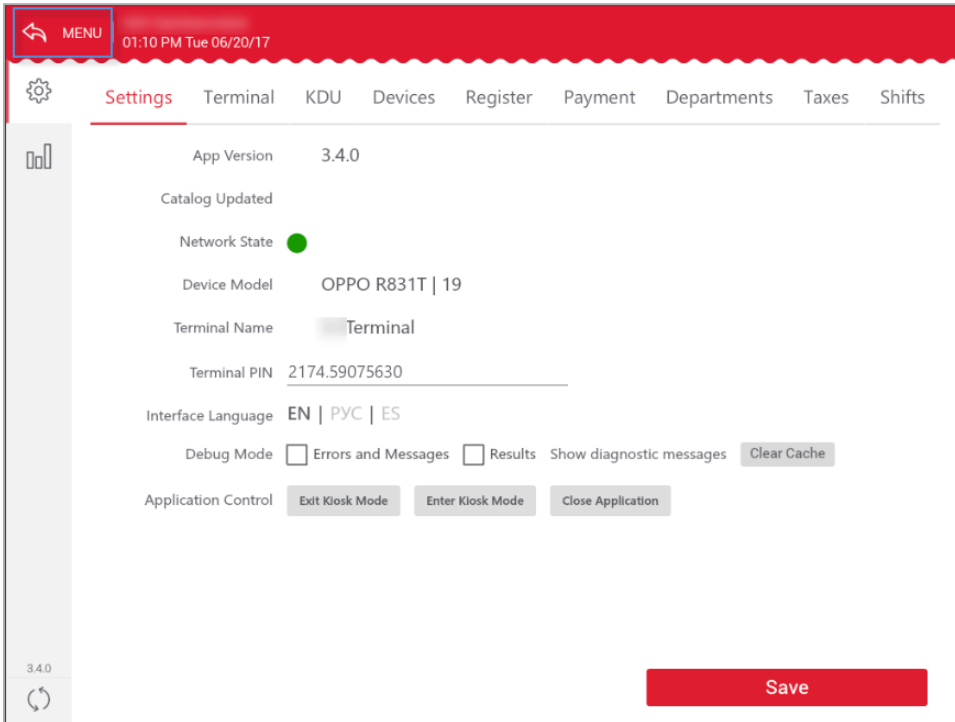
For more information on working with Customer's interface, see [Placing an Order from Terminal](#).

Switching to Customer's Interface

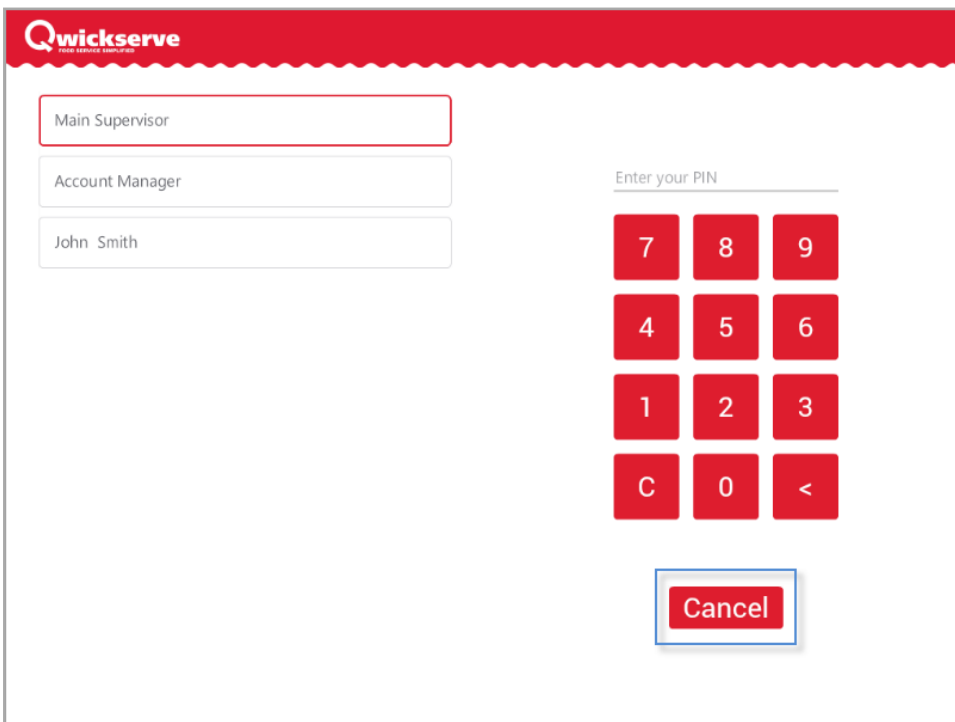
Customer's interface is opened by default after turning on the terminal.

You can switch to the customer's interface in one of the following ways:

- From the administrative interface - tap the **Back** button at the left of the **Top** bar.



- From the authorization panel - tap **Cancel**.



Managing QwickServe Ordering Terminal Settings

You can configure the following settings for the QwickServe device:

QwickServe Ordering Terminal Settings

The **Ordering Interface** settings section allows you to view and manage settings specific for the QwickServe Ordering Terminal.

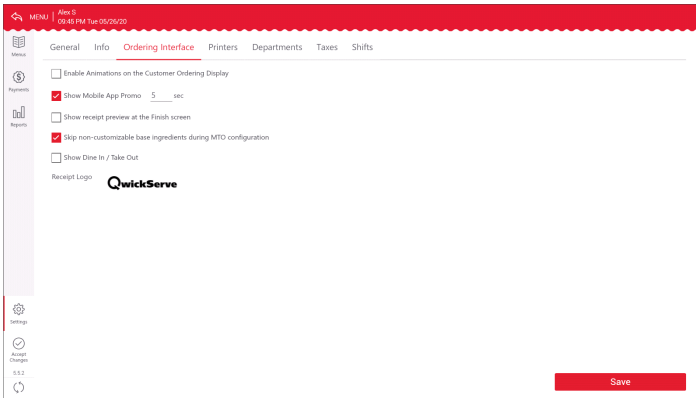
To view and manage QwickServe Ordering Terminal settings:

1. In the left menu of the administrative interface, tap the settings icon.
2. Tap the **Ordering Interface** tab.
3. View and adjust the following settings:
 - **Enable Animations on the Customer Ordering Display:** Select this check box to enable animation for the ordering menu.
 - **Show Mobile App Promo <N> sec:** Select this option to display a promo for QwickServe Mobile when a customer completes an order using QwickServe Ordering Terminal. In the <N> field, specify the number of seconds for which the promo must be displayed.
 - **Show receipt preview at the Finish screen:** Select this check box to display a receipt preview at the final step of the ordering process at the QwickServe Ordering Terminal.
 - **Skip non-customizable base ingredients during MTO configuration:** This option allows you to control whether base ingredients must be shown to a customer if a recipe item contains no optional base ingredients and there is nothing to customize. Select this check box to skip the base ingredients step in such cases.
 - **Show Dine In/Take Out options screen:** Select this check box to display the **Dine In/Take Out** options to the customer in the ordering menu before an order is completed.



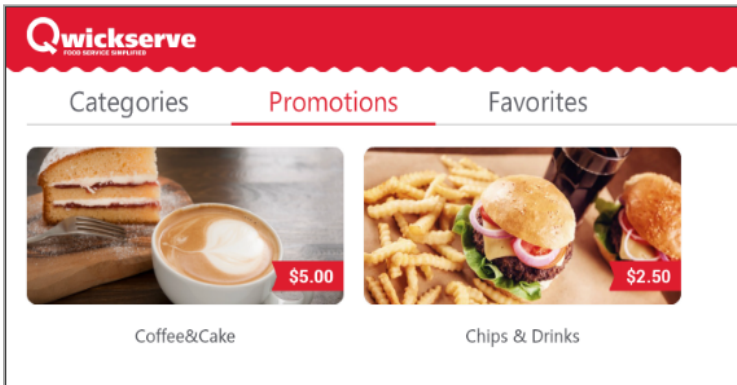
If an item has at least one optional ingredient, base ingredients will be displayed for such item at the QwickServe Ordering Terminal.

4. After you configure QwickServe Ordering Terminal settings, tap **Save**.



Creating QwickServe Promotions

There is no ability to create the Promotions on the QwickServe terminal. Promotions are available at [Customer's Interface](#) > Promotions tab.

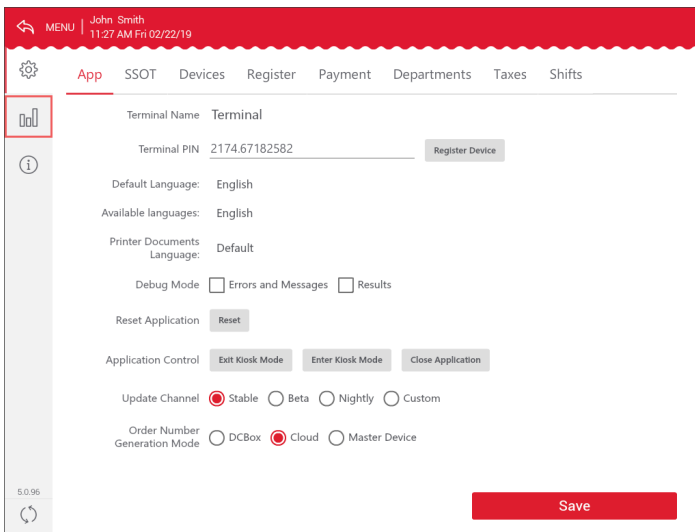


QwickServe Reports

To examine and analyze your sales data, you can view QwickServe reports right at QwickServe devices — QwickServe Order Manager and QwickServe Ordering Terminal.

To access reports at the QwickServe Order Manager or QwickServe Ordering Terminal:

1. In QwickServe at the QwickServe Order Manager or QwickServe Ordering Terminal, move the pointer over the top bar, tap and wait for 5 seconds. As a result, you will access the administrative interface of QwickServe.
2. In the left menu, tap the reports tab.

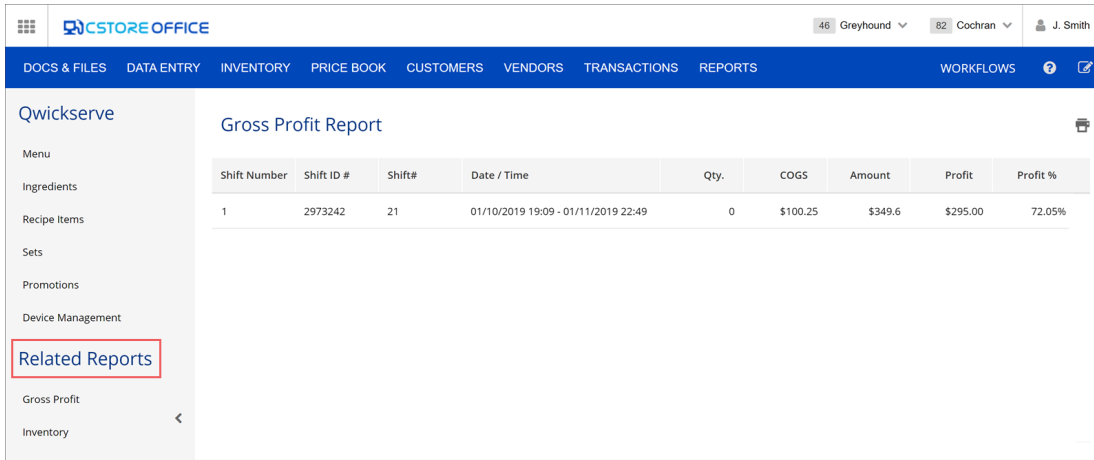


3. Use the tabs to navigate between reports.

You can work with the following QwickServe reports:

You can also run reports in C-Store Office. To access QwickServe reports in C-Store Office:

1. In C-Store Office, go to **Product Switcher > QwickServe**.
2. In the left menu, in the **Related Reports** section, select the necessary report.



In addition to these report, you may want to create inventory reports for your location. Do the following:

1. In C-Store Office, go to **Reports > Store**.
2. In the locations list on the left, select the necessary location.
3. Scroll down to the **Inventory** section and click the necessary report.

Inventory	Report ID
Shortages	
Company Losses	9312
Consolidated Category Inventory Short	9296
Consolidated Inventory Short / Over	3145
Consolidated Item Group Reconciliation	9483
Consolidated Store Inventory Progress	9316
Inventory Adjustment History	2874
Inventory Shortage By Category / Department	9293
Item Groups Shortage	9417
Item Shortage	2872
Physical Inventories Results by Category	9287
Vendors Shortages	9621
Volume and state	
Advanced Item Reconciliation	9454
Category Inventory Levels	9278
Company Inventory	9307
Distributor's Malt Beverage	11968
Inventory Audit	2236
Inventory Progress	9371
Item Purchases by Tags	11064
Itemized Inventory	9422
Itemized Inventory By Tags	3143
Items Purchases	9478
Out of Stock Items	9591
Overstock Items	9592
Parent-Child Exceptions	9534
Stock Movement	9593
Store Inventory	9589
Store Inventory Levels	6658
Total Book Inventory	9604


[Schedule](#)

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
- Date and time
- Quantity of items sold
- Cost of Goods Sold (COGS)
- Amount
- Profit and 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 11OZ	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%	
	+ 1/2 Cut 30000009264	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 print 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	
QwickServe Demo 										
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 print 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 and Shift number
- Date and time
- Loyalty sales

- Loyalty amount and 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			\$56.94	\$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 and Shift number
- Date and time
- Sales and Payments
- Taxes and 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.

i

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

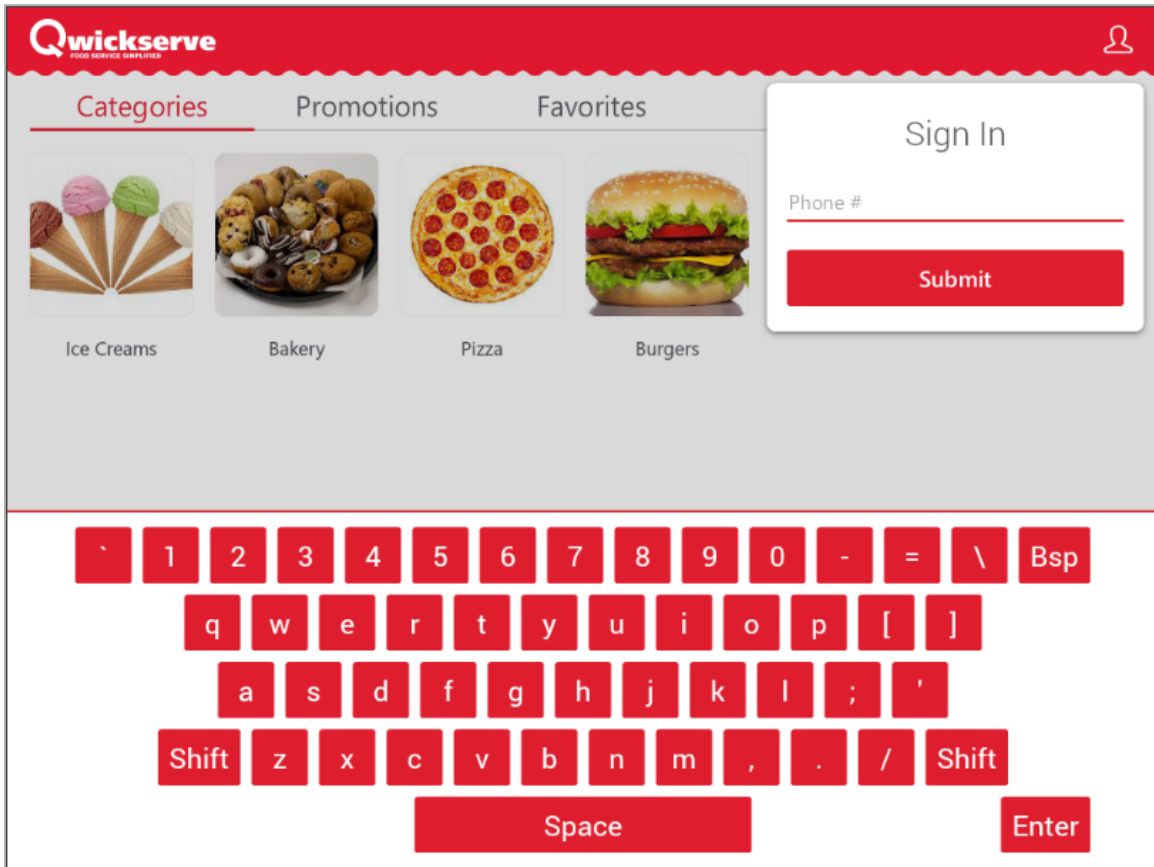
Gross Profit			Inventory		Reconciliation		Loyalty		Shift Report	
QwickServe Demo 🖨️										
Shift ID #	Shift #	Date/Time	CR Qty	CR Sales	Order Qty	Order \$	Var. Qty	Var. Sales		
38	1	06/24/2015 07:25 06/24/2015 07:34	1	\$10.99	1	\$10.99	0	\$0.00		
37	1	06/22/2015 07:37 06/24/2015 07:25	3	\$32.97	4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

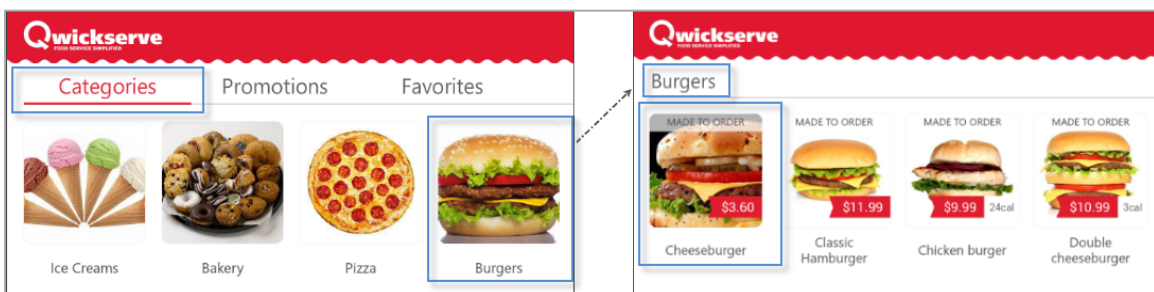
Placing Order from Terminal

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

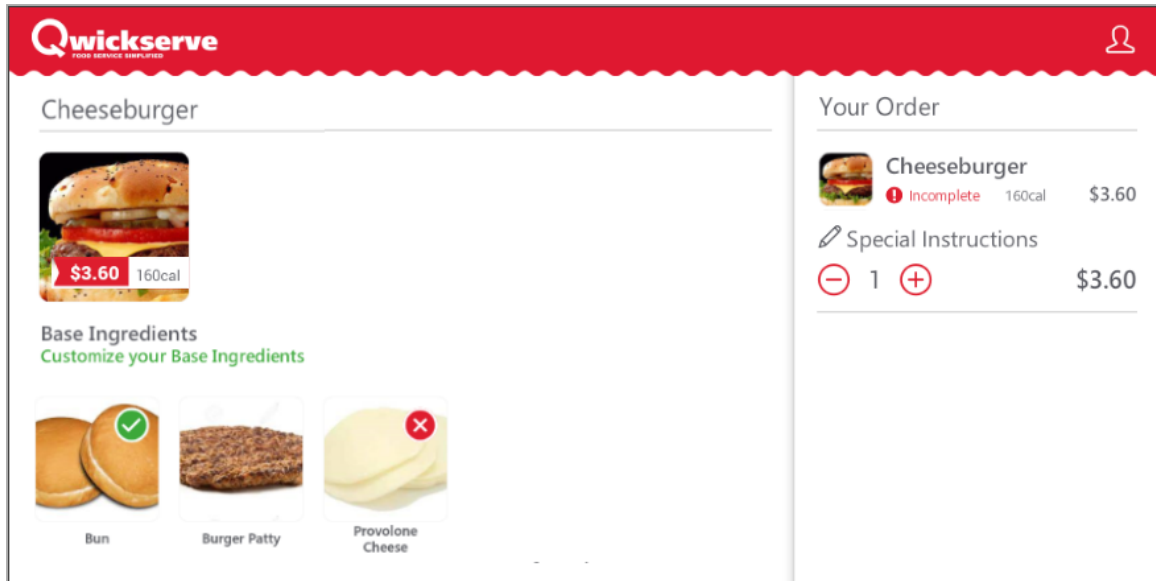
1. (Optional) To access your favorites, log into the terminal using your phone number and User PIN received to your phone number.



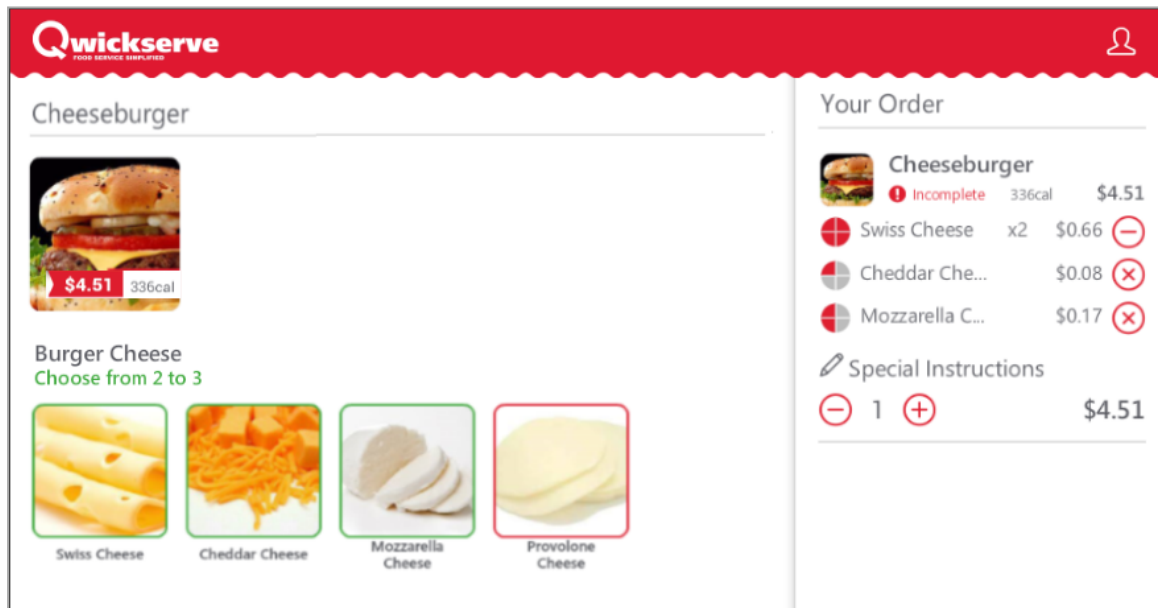
2. Select the category and then select the item. You can select either regular or made to order items. Made-to-order items can be customized by user.



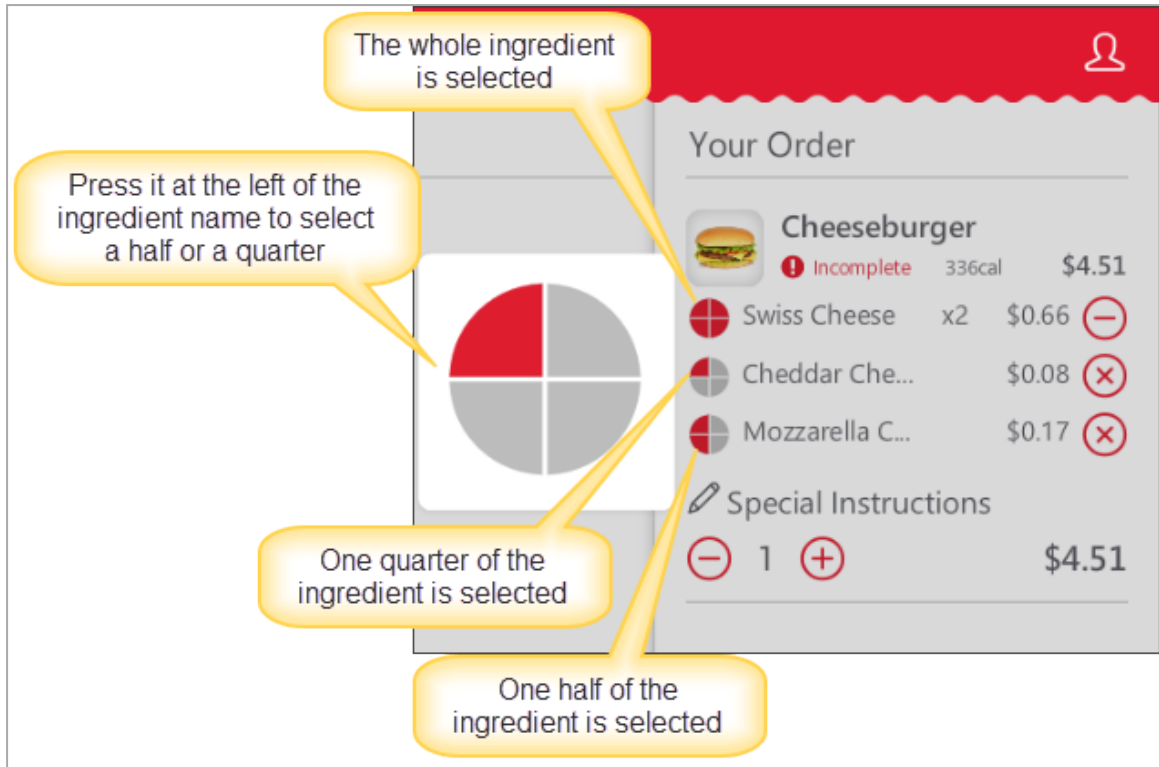
3. (Optional) If you selected made-to-order item, follow the steps to construct it:
 - a. Decide on your base ingredients. In the example below, Provolone Cheese is excluded from Cheeseburger, Bun is left, Burger Patty is not editable.



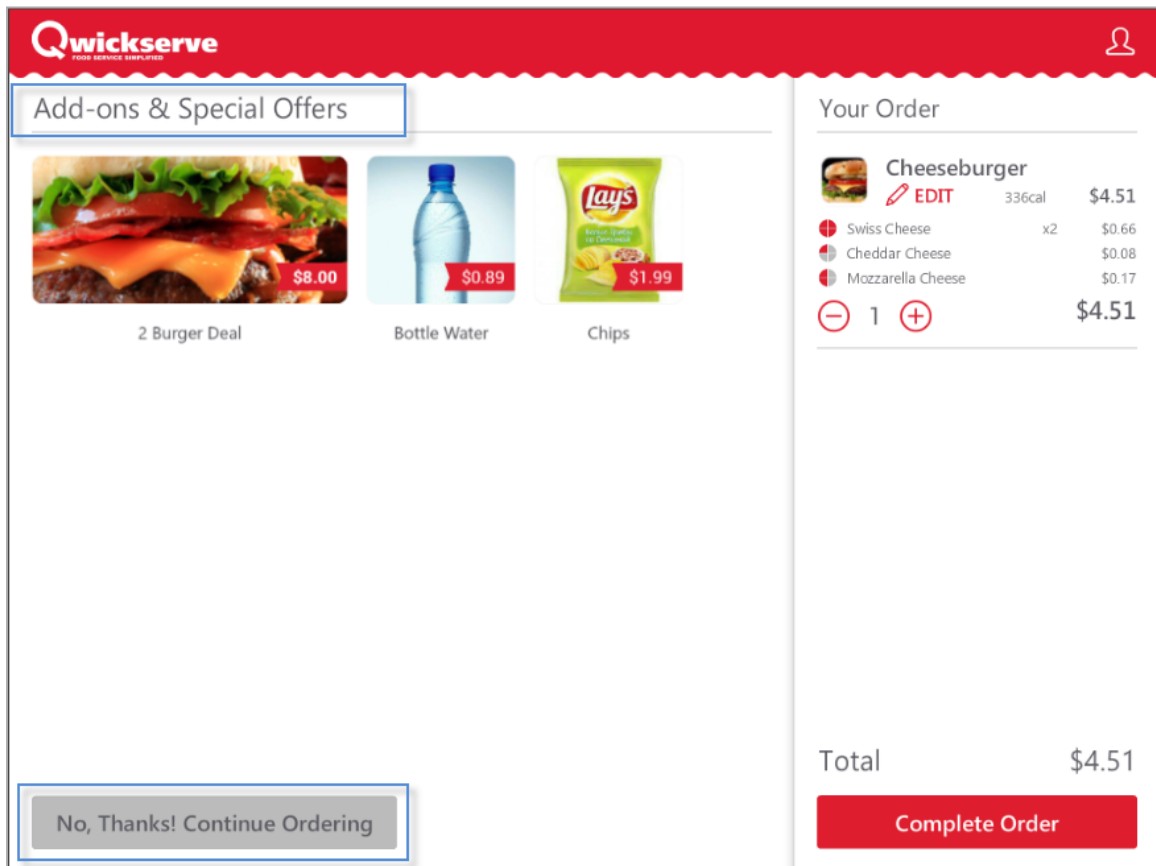
- b. Select the set ingredients at your choice, in this case – Swiss, Cheddar and Mozzarella Cheese.
 - To select additional set ingredient, if available, press it again. The number of the selected ingredients is displayed at the right of the ingredient’s name in the cart.
 - To reduce the number of 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.



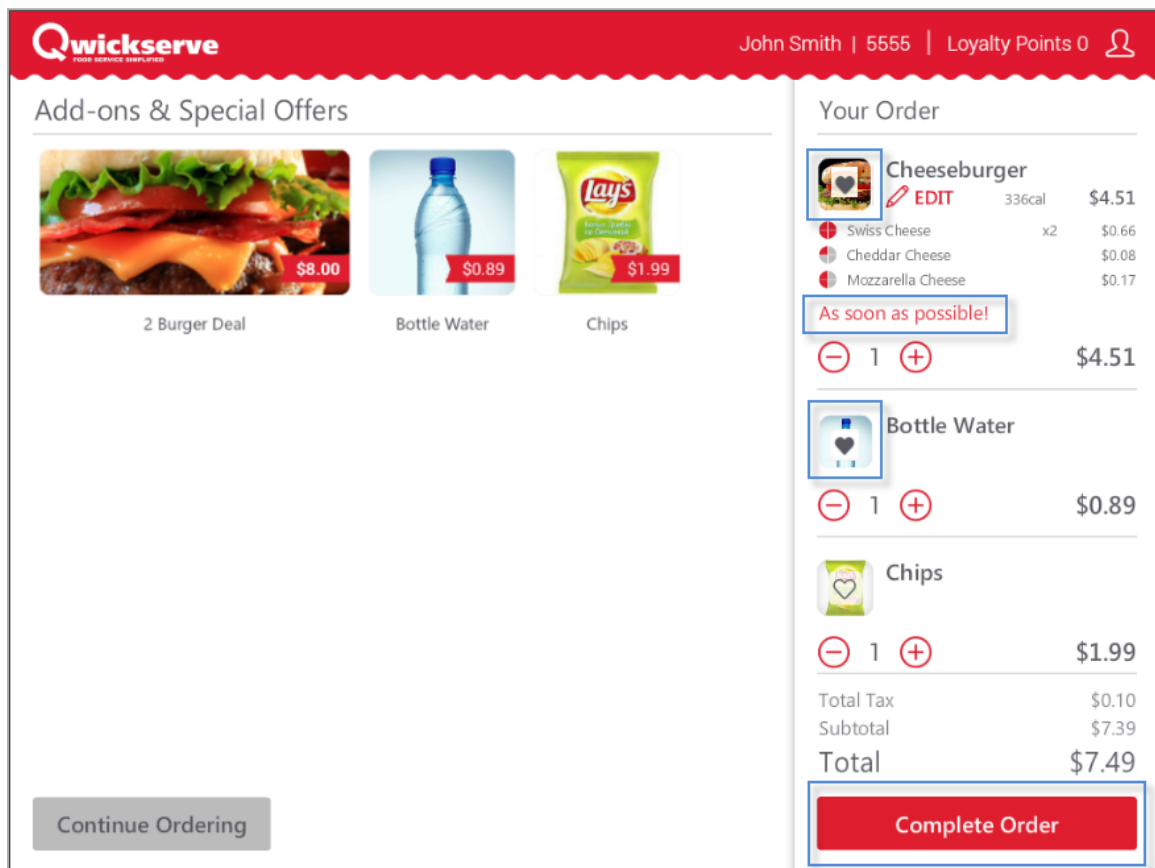
- Some ingredients of the specific set can be reduced to halves and quarters. This ability is applied to all ingredients of the set. Such ingredients are marked with the corresponding UI control in the cart.



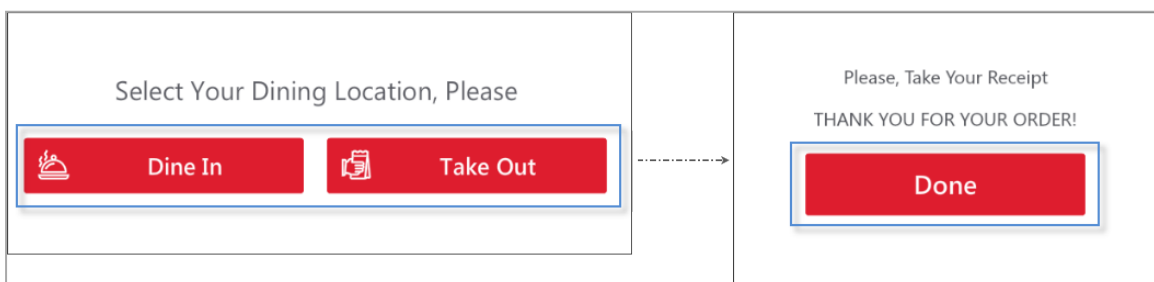
- c. (Optional) Select add-ons and special offers, if any available for the selected made-to-order item. To continue ordering the items from the menu without selecting add-ons and special offers, press **No, Thanks! Continue ordering.**



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**.



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 Direct Connect 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.](#)

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 altogether. 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.