MCPOS Basic Training Manual

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I. Basic Operation

1. Taking Orders

For the Dine-In version of the MCPOS software,
Step 1: On the main screen, click on [Dine In]. An access code window will pop-up.
Step 2: Input your access code to continue. Next you will be prompted for a table number in another pop-up window.
Step 3: Enter a Table Number (refer to the table map for table numbers). When finished, click [Done]. A new window asking for the number of guests will pop-up.
Step 4: Enter the number of guests and press [Enter] when finished. Finally, you will be brought to the Bill Entry window.
Step 5: Upon entering the Bill Entry window, menu groups will be displayed by default in the middle section. From this list of menu groups, select a menu group. Menu group selection is also accessible on the blue 2 column section displayed on the left-hand side.
Step 6: Once a menu group is selected, the associated menu items will be displayed in the middle section. Select the desired items accordingly to add to the order. These items will be displayed on the ticket in the section on the right-hand side of the window. Click on [Back Page] to return the middle section to the page of menu groups.
Step 7: Repeat steps 5-6 to add additional items.
Step 8: Click [Save] to save the order. If you want to process payment for the order immediately, you can also press [Cash] to pay with cash, [Card] to pay with credit card, [Other] for other payment options such as check.
Step 9: Click [Exit] to return to the main screen or click on [New] to create a new blank order.
Note: Be sure to press [Save] before exiting or creating a new order.

For the Express/Walk-in version,
Step 1: On the main screen, click on [Express/Walk-In]. An access code window will pop-up.
Step 2: Input your access code to continue. You will now be brought to the Bill Entry window.
Step 3: Upon entering the Bill Entry window, menu groups will be displayed by default in the middle section. From this list of menu groups, select a menu group. Menu group selection is also accessible on the blue 2 column section displayed on the left-hand side.
Step 4: Once a menu group is selected, the associated menu items will be displayed in the middle section. Select the desired items accordingly to add to the order. These items will be displayed on the ticket in the section on the right-hand side of the window. Click on [Back Page] to return the middle section to the page of menu groups.
Step 5: Repeat steps 3-4 to add additional items.
Step 6: Click [Save] to save the order. If you want to process payment for the order immediately, you can also press [Cash] to pay with cash, [Card] to pay with credit card, [Other] for other payment options such as check.
Step 7: Click [Exit] to return to the main screen or click on [New] to create a new blank order.
Note: Be sure to press [Save] before exiting or creating a new order.

Item Key In:

If you know the menu item code, you can also press [F12] on your keyboard or click on the [F12 Key In] field and enter the menu item code to quickly add items onto the order. If you want to add an item that is not on the menu, you can also use the Key In field to do so. The format for keying in an item is /**Item name**/**price**. For example, if a customer ordered the secret McDonald's special for $6.99, the key in for this item would be /Secret McDonald's Special/6.99.

2. Modifier Use

Modifiers are used to change aspects of the menu item. They can be used to specify flavors of chicken wings or perhaps to specify the ingredients that comprise the customer's burger. There are different ways to modify an item. One such way is known as forced modify.

Forced Modifiers are modifiers that are forcefully applied to the menu item when the item is selected. When such an item is selected, the middle section will change from menu items to a list of modifiers applicable to the item. For example, if you were to select <10 Piece Wings> that was force modified with Wing Flavors, then the middle section will immediately display a list of those Wing Flavors. On the right-hand side, there will be a section consisting of Modifier Actions. Examples of modifier actions would be: With, No, Add, Half, Double, Extra, etc.

To modify an item with forced modifiers,
Step 1: Select an item that has been configured for forced modification.
Step 2: Select the appropriate Modifier Action from the right-hand side.
Step 3: Click on the desired modifiers.
Step 4: Click [Back to Menu] in the bottom right corner when finished.

To modify an item that is not already configured for forced modification:
Step 1: Select an item.
Step 2: Click on [Modify]. The middle section will now display a list of modifier groups.
Step 3: Click on the desired modifier group.
Step 4: Select the appropriate modifiers.
Step 5: Click [Back to Menu] when finished to return to the previous list of menu items.

If you want to change the price of a modifier,
Step 1: Select the desired item.
Step 2: Click on [Modify].
Step 3: On the right-hand side, select the desired modifier.
Step 4: Click on [Price] located on the bottom right.
Step 5: Input the appropriate price and press [Enter]
Step 6: Click [Back to Menu] to finish.

If the modifier desired is not present or not configured with the right price and you want to manually key it in,

Step 1: Select an item to be modified.
Step 2: Click on [Modify].
Step 3: Click [Key in Modifier] on the bottom right corner.
Step 4: Enter the modifier name and the desired price. Click [Done] when finished.

3. Add item

Sometimes, customers decide to order additional items. In this case, you will need to recall the ticket to change it.
Step 1: On the main screen, click on [Recall].
Step 2: Select the order that needs to have items added to it and click [Done]. This will bring you to the Bill Entry page.
Step 3: Add the items as you when normally taking an order.
Step 4: Click on [Save] and [Exit] to finish.

4. Change Server

If you are taking the order in place of another server and wish to change the server on the ticket, then you can do so by doing the following **with Manager permission**,
Step 1: On the Bill Entry screen, press [Misc] located on the bottom right.
Step 2: Click on [Change Server] located roughly in the middle of the pop-up window.
Step 3: Select the appropriate server and click on [[F12] Select] or press [F12] on your keyboard.
Step 4: Finish adding items to the order and click [Save] and [Exit].

If you forgot to change the server and have already put the order in, you can still change it, also requiring **Manager permission.**
Step 1: On the main screen, click on [Recall].
Step 2: Select the appropriate ticket and click [Done].
Step 3: On the Bill Entry, click on [Misc] located on the bottom right.
Step 4: Click on [Change Server] located roughly in the middle of the pop-up window.
Step 5: Select appropriate server and click on [[F12] Select] or press [F12] on your keyboard.
Step 6: Click [Save] and [Exit] to finish.

5. Combine Ticket

When two or more tables want to combine their tickets, you can do so with **Manager permission**. First, you must recall one of the tickets, of which there are 2 methods if you have the Table Map set up (for restaurants with a Dine In option).

Using the [Recall] button,
Step 1: On the main screen, click on [Recall].
Step 2: Select the first ticket and click [Done]. This will bring you to the Bill Entry page.
Step 3: Click on [Misc] located in the bottom right corner.
Step 4: On the pop-up window, click on [Combine] located on the bottom left corner.
Step 5: Recall the bill. If you have the Receipt#, Table#, Phone#, or CSID#, you can press the corresponding buttons to look up the ticket. Otherwise, you can click on [Search] to bring up a complete list of ticket orders.
Step 6 (After pressing [Search]): Select the other ticket that you want to combine with current ticket and click [Done].
Step 7: Repeat steps 3-6 for additional ticket combinations.
Step 8: Click [Save] and [Exit] to finish.

Using [Table Map],
Step 1: On the main screen, click on [Table Map].
Step 2: Click on the table corresponding with the main order. This will bring you to the Bill Entry page with the ticket associated with that table.
Step 3: Click on [Misc] located in the bottom right corner.
Step 4: On the pop-up window, click on [Combine] located on the bottom left corner.
Step 5: Recall the bill. If you have the Receipt#, Table#, Phone#, or CSID#, you can press the corresponding buttons to look up the ticket. Otherwise, you can click on [Search] to bring up a complete list of ticket orders.
Step 6 (After pressing [Search]): Select the other ticket that you want to combine with current ticket and click [Done].
Step 7: Repeat steps 3-6 for additional ticket combinations.
Step 8: Click [Save] and [Exit] to finish.

6. Add Tip

You can add the tip after settling the bill. Once you have finished processing the payments for the bill,
Step 1: Click on [Add Tips] on the bottom left.
Step 2: Input Tip Amount and press [Enter].
Step 3: Click [Save] and [Exit] to finish.

7. Split Payment

You can settle the bill right after taking the order or you can recall the bill later.

Right after taking the order,
Step 1: Click on [Pay Bill].
Step 2: By default, it will allow you to process multiple payments to split the bill over multiple payment. Press a payment option such as [Cash], [Credit Card], or [Other] for other payments.
Step 3: Input payment amount and press [Enter].
Step 4: Follow the prompts for processing that payment type.
Step 5: Repeat steps 2-4 until bill is settled completely.

Recalling the order,
Step 1: Click on [Recall] on the main screen.
Step 2: Select the ticket to be settled and click [Done].
Step 3: Click on [Pay Bill].
Step 4: Click on [Multi Payments] on the top right corner.
Step 5: Press a payment option such as [Cash], [Credit Card], or [Other] for other payments.
Step 6: Input payment amount and press [Enter].
Step 7: Follow the prompts for processing that payment type.
Step 8: Repeat steps 5-7 until bill is settled completely.

8. Split Ticket

There are two ways to split a bill. You can either split it by item or you can split it evenly.

To split bill by item:
Step 1: Navigate to the bill entry screen for the ticket. You will be there if you just took the order or you may have recall the ticket.
Step 2: Click on [Pay Bill] on the bottom right.
Step 3: Click on [Split Item] on the bottom right of the pop-up window.
Step 4: Press [Split Ticket] at the top of column in the middle.
Step 5: Select desired items.
Step 6: Repeat steps 4-5 to split additional tickets.
Step 7: Click [Save] when finished. You can use the [Pay Bill] button next to each split ticket to settle the tickets.
Note: If you need to make changes on any of the split tickets, select the ticket on the right side to begin making changes. Click [Remove] next to the items on the botom right window to remove item. Select items from the left window to add them to the ticket.

To split the bill evenly,
Step 1: Navigate to the bill entry screen for the ticket. You will be there if you just took the order or you may have recall the ticket.
Step 2: Click on [Pay Bill] on the bottom right.

Step 3: Click on [Even].
Step 4: Enter the number of times the bill needs to be split evenly.
Step 5: Select a payment method to settle each split ticket.
Note: If customers need receipts for each split ticket, press [Save] and then press [Print] the number of times that the receipt needs to be printed. evenly:

9. Service Charge

A service charge may be applied to the ticket based upon the policies of your establishment.

To add a service charge,
Step 1: Navigate to the bill entry screen for a new or existing ticket.
Step 2: Click on [Misc] in the bottom right.
Step 3: Click on [Service Charge] on the bottom right of the pop-up window.
Step 4: Choose between [Order%] or [Cash$].
Step 5: Input the amount and press [Enter].
Step 6: Click [Save] and [Exit] to finish.

10. Payment Option

There are four default payment options that are used to settle a ticket: Cash, Credit Card, Check, and Online. Check and Online are listed under [Other].

To use these options to settle a bill, first navigate to the bill entry screen for the bill.

Cash:
Step 1: Press [Cash].
Step 2: Enter in cash amount paid.
Step 3: Put cash into cash drawer and give the appropriate change.

Credit Card:
Step 1: Press [Card].
Step 2: Process the credit card payment according to the terminal.

Check:
Step 1: Press [Other].
Step 2: Select [Check] and press [Done].
Step 3: Put the check in the appropriate place.

Online:
Step 1: Press [Other].
Step 2: Select [Online] and press [Done].

11.Gift Card (Check Balance)

To check the balance of a gift card, you will need **Manager permission** to access the [Back Office].
Step 1: Click [Back Office] on the main screen.
Step 2: Enter manager level access code.
Step 3: On the horizontal menu bar on the top side of the window, click [Daily].
Step 4: In the drop-down menu, click on [Initial Gift Card Balance].
Step 5: Either swipe the gift card or key in the #.
If you need to key in the #, you must do so with the following format **;CARDNUMBER?**.

12. Offline Transaction

In the event that you need to make an offline credit card transaction, you can do so with the following steps:
Step 1: Navigate to the Bill Entry page corresponding to the ticket.
Step 2: Click on [Card].
Step 3: In the dialog box, check [Offline] and then click [Manual].
Step 4: Input the prompted information and then click [Process].

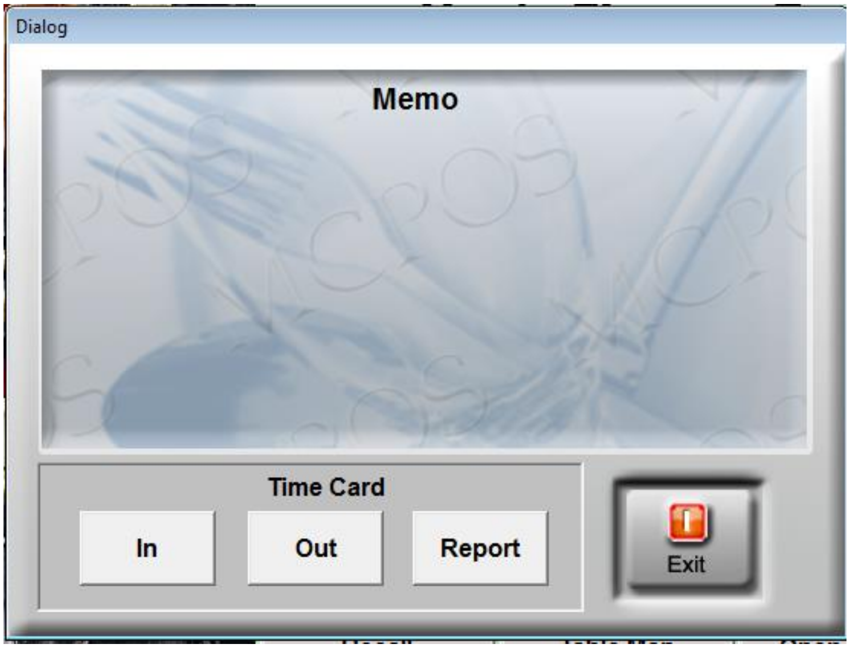
These transactions will need to be settle at the end of the day, which can only be done by managers. To settle these transactions,
Step 1: Click [Settle] on the main screen.
Step 2: Choose [End of Day].
Step 3: Select the time range using the buttons at the top.
Step 4: Click on [Offline] in the bottom right.
Step 5: Choose the offline transaction that needs to be settled.
Step 6: Click [Yes] to confirm settlement.
Step 7: Click [Save] to finish.
Step 8: Press [Exit] to return to main screen.

13. Server Report

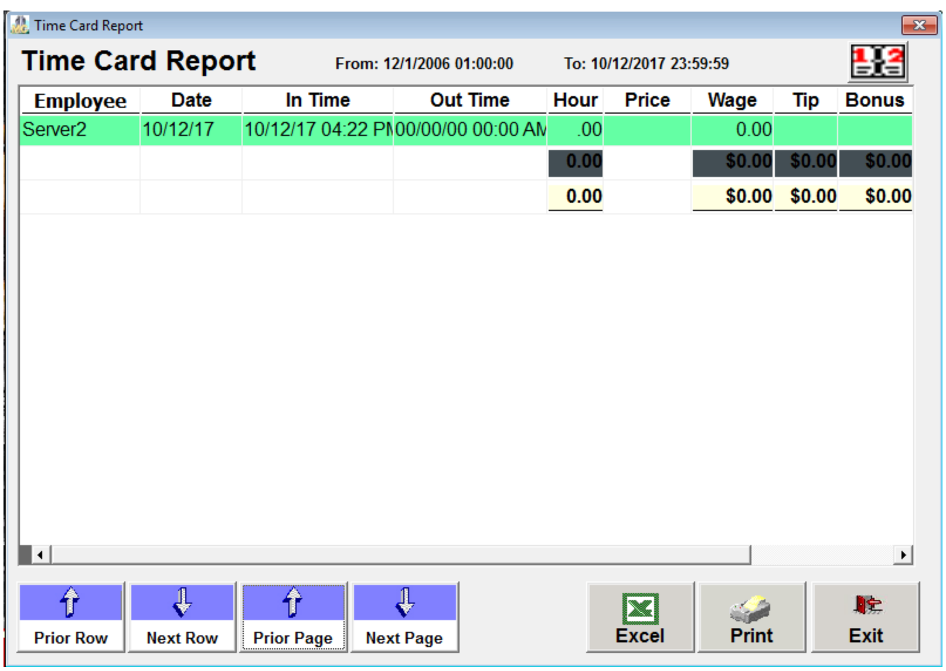
Server Report is located in [Back Office], which requires **Manager permissions** to access. The server report shows a list of the server names and how many orders/guests/items each server has handled. To access this report,
Step 1: Click [Back Office].
Step 2: Enter manager level access code.
Step 3: Click [Report Center].
Step 4: Click [Server].
Step 5: Choose desired time range for the report and click [Ok].
Step 6: When finished reviewing the report, click [Exit] until you return to the main screen.
You can export the report to Excel if desired with the [Excel] button.

14. Time Clock

MCPOS offers a Time Clock feature to keep track of employee work hours. To use this feature,
Step 1: Click on [Time Clock] in the main menu. You will be prompted for your access code.
Step 2: Enter your access code and press [Enter]. The following window will pop-up.



Memos will be displayed in the top section. Use the [In] button to clock in, [Out] button to clock out, and [Report] to see a report of your clocked hours. Note, you cannot clock in/out if you've already done so within the last 5 minutes. You will only be able to pull up your report during these 5 minutes. The time card report window looks like this:



From this report, you can see how many hours you've worked, how much you've earned, etc. You can also export this report to Excel by using the [Excel] button or print it out with [Print].

II. Manager Specific Operation

1. Employee Setup/Authorization

The system comes with presets for different jobs and corresponding security access levels. Generally, you will only need to personalize each preset job for each employee by changing the name and other applicable personal information. If necessary, you can manage the security permissions for each employee, require them to clock in, or add/delete employees.

To setup employees in the MCPOS system using the presets,
Step 1: Click on [Back Office] on the main screen.
Step 2: Enter manager level access code.
Step 3: Click on [Employee] on the top right.
Step 4: Select an employee on the left menu.
Step 5: Change the name.
Step 6: Set the Job Title.
Step 7: Change password as needed.
Step 8: Edit any additional information.
Step 9: Click [Save] to finish.

To add new employees,
Step 1: Click [Add] on the bottom on the Employee window.
Step 2: Fill out employee information.
Step 3: Set the password.
Step 4: Set Job Title.

To delete employees,
Step 1: Select an employee in the Employee window.
Step 2: Click [Delete].

To change security access,
Step 1: In the Employee window, select an employee.
Step 2: On the bottom, click [Grant S.ID].
Step 3: Select the security access permissions you wish to grant on the left and click [Add ID].
Step 4: Select the security access permissions to be revoke on the right and click [Remove ID].
Note: you can change the security permission based on the group in the [Group] drown down menu.
Step 5: Click on [Save] to finish.

2. Time Clock Report

To access all the time clock report for all employees,
Step 1: Click [Back Office] on the main screen.
Step 2: Enter in manager level access code.
Step 3: On the horizontal menu bar located on the top side of the window, click [TimeCard].
Step 4: Select [Time Card Report] from the drop-down menu.
You can change the date using the date button on the top right corner of the window. You can also export this report to Excel or Print it using [Excel] and [Print] buttons respectively in the lower right corner.

3. Change Table

In the event that you need to change the table on a ticket, you can do so using 1 of 2 ways of ticket recall.

First method: Recalling using the [Recall] button.
Step 1: Click on [Recall] on the main screen.
Step 2: Select a ticket from the list of tickets shown on the left and click [Done]. This will bring you to the Bill Entry window.
Note: If you have the Table#, TroutID#, Phone#, or even CSID# corresponding to the ticket, you can look up the ticket with those buttons in the middle on the right.
Step 3: On the bottom right, click on [Misc].
Step 4: Click on [Change Table] located in the middle top side of the window.
Step 5: Enter the table number and click [Done].
Step 6: Click on [Save] and [Exit] to finish.

Second method: Using the table map.
Step 1: Click on [Table Map].
Step 2: Click on the table that the ticket is currently assigned to. This will now bring you to the bill entry window.
Step 3: On the bottom right, click on [Misc].
Step 4: Click on [Change Table] located in the middle top side of the window.
Step 5: Enter the table number and click [Done].
Step 6: Click on [Save] and [Exit] to finish.

4. Move Item

If you need to move an item from the ticket of one table to that of another,
Step 1: Click on [Table Map].
Step 2: Select the table with the item that needs to be moved.
Step 3: Click on the name of the item in the order preview on the right.
Step 4: Click on [Adjust] located just above the order preview on the left.
Step 5: Click on [Transfer Item].

Step 6: Select the table that it needs to be moved to.
Step 7: Click on [[F12] Select] or press [F12] on the keyboard.
Step 8: Click [Save] and [Exit] to finish.

5. Price Change

To execute a temporary price change applicable to a unique customer/order,
Step 1: On the Bill Entry screen, click on the name of the item in the order preview that needs a price change.
Note: You must click on the name. Clicking the price or quantity is not close enough.
Step 2: Click on [Adjust] located on the top left of the right-hand section.
Step 3: Click on [Price Change] and enter in the new price.
Note: You can also discount the item by clicking [Discount Item%] or [Cash Off$] if these options are more suitable for the circumstances.
Step 4: Click [Save] and [Exit].

If you need to make a permanent price change, refer to “11. Basic Menu Editing” on page ___.

6. Tip Share

To setup tip share,
Step 1: Click [Back Office].
Step 2: Click [Master] on the horizontal menu bar on top.
Step 3: Click [Share Tips Entry] to set up table area specific tip sharing.
Step 4: Click [New].
Step 5: Choose a Table Area, Food Type, Tips Type.
Step 6: Set Name and Share%.
Step 7: Click [Save] and [Exit] to finish.

7. Transaction Fee

To setup transaction fees, there are 2 ways. One way is to set a global transaction fee for credit card transactions,
Step 1: Click [Back Office].
Step 2: Click [System Setup].
Step 3: Click [+] next to Settle to expand the list of Settle settings.
Step 4: Find and select “Card Tips Transaction Fee%”.
Step 5: Click on the “Value” field on the right and enter in appropriate transaction fee %.
Step 6: Click [Save] and [Exit] to finish.

The other way is to set a tip rate for menu items under a category,
Step 1: Click [Back Office].
Step 2: Click [Category].
Step 3: Select an existing category and click on the “Tips Rate” field to add a transaction fee.

Otherwise, click on [New] and enter in all applicable information in the fields.
Step 4: Click on [Save] and [Exit] to finish.

8. How to void item/bill

To void items on an order,
Step 1: Recall the ticket. You can either click [Recall] on the main screen and select a ticket from the list or click [Table Map] and select the table that the ticket is assigned to if applicable.
Step 2: On the Bill Entry screen, select the item to be voided from the order preview on the right.
Step 3: Click on [Void Item] in the middle of the bottom section of the window.
Step 4: Select the reason for voiding the item and click [[F12] Select].
Step 5: Repeat steps 2-4 to void any additional items.
Step 6: Click [Save] and [Exit] to finish.

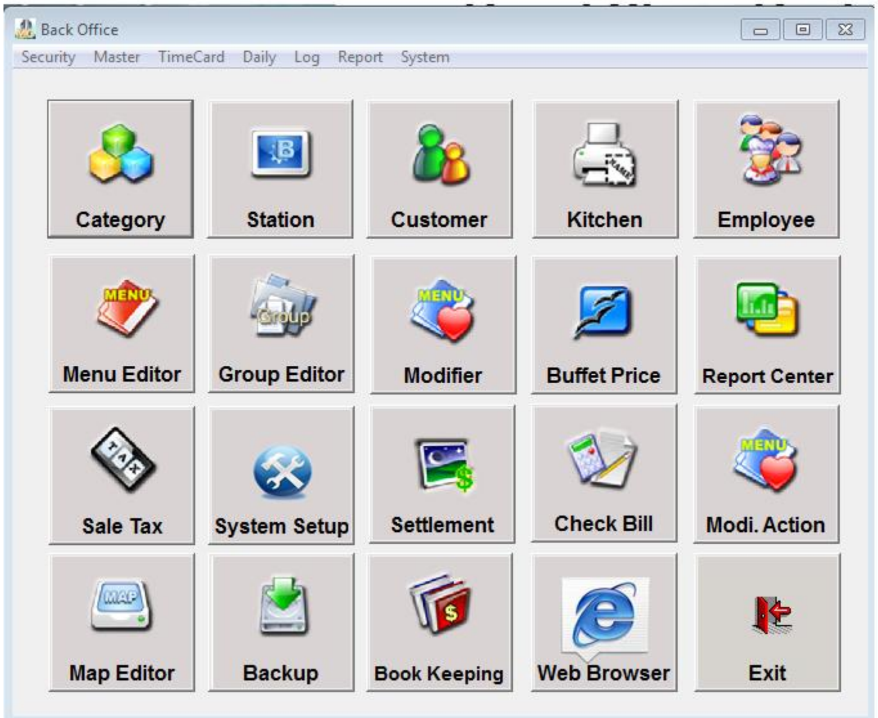
To void the entire bill,
Step 1: Recall the ticket. You can either click [Recall] on the main screen and select a ticket from the list or click [Table Map] and select the table that the ticket is assigned to if applicable.
Step 2: Click on [Misc] in the bottom right corner of the Bill Entry screen.
Step 3: Click [Void Bill].
Step 4: Select the reason for voiding the bill and click [[F12] Select].

9. Refund

If you need to refund a bill,
Step 1: Click on [Recall] on the main screen.
Step 2: Click on […] to pull up a list of settled tickets.
Step 3: Select the ticket to refund and click [Done].
Step 4: Enter any remarks about the bill refunded if applicable.
Step 5: Click on [Save] to finish.

10. Back Office

This is a brief overview of the functions located in the Back Office, only accessible by Boss or Supervisor access levels by default (can be changed through Security Access permissions). After clicking [Back Office] and entering in an access code with the required security access level, you will come to this screen.



Starting with horizontal menu bar located on top:

- [Security] leads to a drop-down menu with the options of [Group] and [User].

  [Group] brings up a window where you can change the security access permissions of a group. For example, if you wanted to change the security permissions of all the servers, you could do so from here.

  [User] brings up the same window after clicking [Employee] and [Grant S.ID] (described in "1. Employee Setup/Authorization" on page 11). From here, you can individually edit the permissions of each user/employee.

- [Master] leads to a drop-down menu with a long list of options:

  [Account Entry] brings up a General Account Entry window with a list of account names that can be associated with a Parent Account.

  [Cashdrawer] brings up a window that allows you to set up Cash Drawers

  [Customer] brings up a list of customers and their corresponding information (phone number, name, address, delivery charge, etc.)

  [City] brings up a list of cities saved in the data base.

  [Discount] brings up a list of discounts. You can set a date range and discount % to be applied to all orders in the date range.

  [Gift Card Account] brings up a list of Gift Card accounts. Each gift card account has a Shop Name, Card Type, Identifier, DSN], Merchant, Username, Password, and Terminal associated with it.

[Menu Item] brings up a list of menu items saved in the database.
[Modifier] brings up a list of Menu Modifiers saved in the database.
[Menu Step] brings up a list showing the steps of the courses and the timing of each course.
[Merchant Account] allows you to set up merchant account information. It will require a unique access code that can only be obtained by ZBS POS.
[Credit Card Terminal] pulls up a list of credit card terminals. You can add new ones or delete existing ones.
[Memo] pulls up a list of memos. You can add/delete entries
[Receipt Remark] pulls up a list of receipt remarks that can be added to the bottom of the receipt. You can add/delete entries.
[Print Item List] allows you to print list of items based on item code prefix.
[Payment Terms] brings up a list of payment types. You can only configure other payments.
[Shift] pulls up a list of employee shift times.
[Street Entry] brings up a list of streets saved in the database.
[Share Tips Rate] allows you to set a global share tip rate.
[Share Tips Entry] allows you to set up tip sharing by table area.
[Vendor] asks for company information for any vendors you want to save.
[Void Bill/Item Reason] brings up a list of void bill/item reasons. You can edit, add, or delete entries as needed.

- [Time Card] opens a drop-down menu with 4 Time Card related functions:
  [Job Schedule] allows you to set schedules for jobs.
  [Employee Schedule] allows you to set schedules for each employee.
  [Time Card] pulls up a list of clock-in/out events. You can also edit the events.
  [Time Card Report] brings up a report of time clocks. You can export to Excel or print.
- [Daily] brings up functions with useful information about daily operation
  [Driver Status] brings up a report window with information about delivery orders and drivers who are assigned to them.
  [Print Pending] brings up a list of orders that are held and are awaiting to be printed.
  [Initial Gift Card Balance] allows you to check the gift card balance of a customer. Card must be present or card information must be available.
  [General Account] brings up a window that allows you to manage payouts to accounts defined in [Master] -> [Account Entry].
  [Account Book] brings up a report showing pay-in/out transactions.
  [Google Map] pulls up an internet browser allowing address look-up in the MCPOS program.
  [Inventory Report] brings up a report of daily inventory flow.
  [Stock Voucher] brings up a list of stock voucher transactions.
  [Tips Report] leads to another drop-down menu from which you can choose the type of tip report: Server, Detail, or Share report.
  [Reset Credit Card Detail] allows you to wipe credit card information saved from transactions from the system.

- [Log] leads to a drop-down menu with quite a few different event logs:
  [Check Bill] brings up a list of receipts. You can change status of the bills here.
  [Check Item] brings up a report of items sales.
  [Bill Log] brings up a log of bills in the system.
  [Cashdrawer Log] brings up a log of cash drawer opening events.
  [Guest Log] brings up a log guest changes.
  [Table Log] brings up a log of Table events.
  [Credit Card Error Log] brings up a log of credit card transaction error events.
  [Caller ID] brings up a log of phone call events tracked by the caller ID.
- [Report] leads to a drop-down menu with lots of different reports:
  [Settled Detail] leads to another drop-down menu allowing you to choose the report by station or by cashier.
  [Menu Item] brings up a list of menu items and the prices.
  [Customer Sales] brings up a report of sales for each customer.
  [Item Sales] leads to another drop-down menu allowing you to choose an item sale report by Detail, Group, Category, Employee, or Employee Detail.
  [Dine In Spend Time] brings up a report of dine-in bills with information on how much time was spent.
  [Void Detail] brings up a report of void items/bills.
  [Offline Transactions] brings up a list of Offline Transactions. You can also settle them from this window.
  [Credit Card Detail] pulls up a detailed report of credit card transactions.
  [Server Card Tip Detail] pulls up a report of server tips on credit card transactions.
  [Reason Voided] brings up another report of voided items/bills with information about why why the item/bill was voided.
  [Coupon] pulls up a report of coupons that were applied to orders.
  [Discount] pulls up a report of discounts that were applied to orders.
  [Discount by Employee] pulls up a similar report to the Discount Report but with names of the employee that applied the discount.
  [Buffet Guest Sum] brings up the total number of guests that had buffet in a date range.
  [Buffet Guest Sum By Hour] brings up a report of how many guests had buffet each hour.
  [Gift Card Reports] leads to a drop-down menu allowing you to choose different report types concerning gift cards: Registered Gift Cards, List of Gift Cards, Gift Card Sales, Gift Card Sales Detail, or Other Shop Gift Card Sales.
  [Credit Points Report] leads to a drop-down menu with the options of Vip Cards Report, Credit Points Detail, and Redeemed Report.
- [System] leads to a drop-down menu with many broad and comprehensive functions:
  [Check Receipt] brings up a list of receipts. You can change the status of each bill here.
  [Number List] brings up a list of numbers associated with different system functions.
  [Delete Data] allows you to delete data from the database in a given date range.
  [Delete Log Data] allows you to delete data from the logs.
  [Batch Time] brings up a report of batch events.
  [Closing Time] brings up a report of closing events.

[Street Load] also requires a unique access code. You will be able to load streets into the system through this function.

[Recharge Credit Card] also requires a unique access code. You can recharge credit card balances using this function.

[First Name] pulls up a list of first names saved in the system database.

[System Type] pulls up a list of system operation functions.

[System Function] brings up a list of functions you can interact with to perform operations.

[Local Setup] brings up a list of system configuration settings in the software.

[Local Credit Card Setup] brings up a list of system configuration settings regarding credit card transactions.

[About] brings up a window with information regarding establishment name and software license details.

Next, we move onto each of the large square buttons in the window.

- [Category] brings up a list of men item categories. You can edit/add/delete categories here.
- [Station] brings up a list of station receipt printer configurations.
- [Customer] brings up a list of customer information including phone number, name, address, etc.
- [Kitchen] brings up a list of ethernet kitchen printer configurations.
- [Employee] brings up a list of employee information/authorizations in the system.
- [Menu Editor] allows you to edit menu items in each menu group. Refer to “11. Basic Menu Editing” on page ___ for more detail.
- [Group Editor] allows you to edit menu groups. Refer to “11. Basic Menu Editing” on page ___ for more detail.
- [Modifier] allows you to setup modifiers that can be assigned to menu items. Refer to “11. Basic Menu Editing” on page ___ for more detail.
- [Buffet Price] brings up buffet price setting window.
- [Report Center] brings up a window allowing you to choose different reports.
- [Sales Tax] brings up a list of sale tax configurations that you can edit.
- [System Setup] brings up a comprehensive list of system settings and configurations.
- [Settlement] is the same as [End of Day] on the main screen. From here you can pull up reports or close/batch.
- [Check Bill] is the same as [Check Receipt] under [System] in the top menu bar and [Check Bill] under [Log].
- [Modi. Action] pulls up a list of modifier actions. You can edit/add/delete them from here.
- [Map Editor] allows you to edit the table map. You can add areas and tables.
- [Backup] is used to backup the database. Make sure the backup location exists before backing up the database.
- [Book Keeping] pulls up a comprehensive report of transactions.
- [Web Browser] opens an internet browser for surfing the web.
- [Exit] closes this window and returns to main screen.

11. Basic Menu Editing

Let's start with the basic structure of the menu. At the top, you have menu groups. These groups generally follow the big headers of your menu. In these groups, you have menu items. In the MCPOS system, each menu item has a name, item code, price, hot keys, assigned printer along with other numerous properties.

Some items may need to have modifiers. For example, if you're a restaurant that serves wings, then you will need modifiers representing the flavors and the quantities of each flavor. Or if you have a burger joint, you may need modifiers to specify ingredients that need to be added/removed to the burger. Or maybe you run a dine-in restaurant and your customers have lots of picky preferences when it comes to the ingredients that goes into each dish.

Something to keep in mind on the order of the menu groups/items: the menu groups are displayed left-right, top-down. The same usually applies to menu items, but they are usually entered top-down, left-right. The menu item order is usually based off of user preference.

Menu Groups

To add menu groups
Step 1: Click on [Back Office].
Step 2: Click on [Group Editor].
Step 3: Click on a blank menu group slot.
Step 4: Enter the name of the menu group and the hotkey.
Step 5: If needed, you can set the picture, text color, background color, or available time window.
Step 6: Click on [[F12] Done] or press [F12] on your keyboard to finish.

To edit menu groups,
Step 1: Click on [Back Office].
Step 2: Click on [Group Editor].
Step 3: Click on a menu group that you want to edit.
Step 4: Make the necessary changes. You can set the name, hotkey, picture, text color, background color, and even the available time window.
Step 5: Click on [[F12] Done] or press [F12] on your keyboard to finish.

If you need to rearrange menu groups,
Step 1: Click on a menu group that needs to be rearranged.
Step 2: Click [[F4].Hide] or press [F4] on the keyboard.
Step 3: Repeat steps 1-2 to hide all the menu groups that need to be rearranged.
Step 4: Click on a blank menu group slot.
Step 5: Click on [[F3].Pick].
Note: If you have TeamViewer installed, the [F3] keyboard shortcut brings up the TeamViewer window instead of the pick window.
Step 6: Select the correct menu group and click [Done].

Step 7: Click [[F12].Done] or press [F12] on the keyboard.
Step 8: Repeat steps 4-7 to place all the menu groups in the correct places.
Step 9: Click [Exit] to finish.

Menu Items

To add new menu items, first make sure you have menu groups. Then, you can
Step 1: Click on [Back Office].
Step 2: Click on [Menu Editor].
Step 3: In the drop down menu, select the appropriate menu group.
Note: If you cannot find the menu group that you need or need to add one, you can click on the [+] next to Menu Group above the menu group drop down menu to get to the menu group editor without closing out the menu item editor window.
Step 4: Click on a blank menu item slot.
Step 5: Enter the name, price, item code, item hotkey.
Step 6: Select the printer that the item needs to be printed out at.
Step 7: Click on [[F12] Done] or press [F12] on your keyboard to finish.

To edit menu items,
Step 1: Click on [Back Office].
Step 2: Click on [Menu Editor].
Step 3: In the drop down menu, select the appropriate menu group.
Note: If you cannot find the menu group that you need or need to add one, you can click on the [+] next to Menu Group above the menu group drop down menu to get to the menu group editor without closing out the menu item editor window.
Step 4: Click on the menu item that needs to be edited.
Step 5: Edit the information that needs to be changed.
Step 6: Click on [[F12] Done] or press [F12] on your keyboard to finish.

Rearranging menu items follows the same process as rearranging menu groups.
Step 1: Click on a menu item that needs to be rearranged.
Step 2: Click [[F4].Hide] or press [F4] on the keyboard.
Step 3: Repeat steps 1-2 to hide all the menu item that need to be rearranged.
Step 4: Click on a blank menu item slot.
Step 5: Click on [[F3].Pick].
Note: If you have TeamViewer installed, the [F3] keyboard shortcut brings up the TeamViewer window instead of the pick window.
Step 6: Select the correct menu item and click [Done].
Step 7: Click [[F12].Done] or press [F12] on the keyboard.
Step 8: Repeat steps 4-7 to place all the menu items in the correct places.
Step 9: Click [Exit] to finish.

The above procedures apply to simple items. Sometimes, the menu items can be more complex. For example, you can create a parent item such as “Fried Rice.” Then you can define its sub-items

as “Pork Fried Rice,” “Chicken Fried Rice,” “Beef Fried Rice,” etc. to reduce clutter. In order to do so,
Step 1: Step 1: Click on [Back Office].
Step 2: Click on [Menu Editor].
Step 3: In the drop down menu, select the appropriate menu group.
Note: If you cannot find the menu group that you need or need to add one, you can click on the [+] next to Menu Group above the menu group drop down menu to get to the menu group editor without closing out the menu item editor window.
Step 4: Click on a blank menu item slot.
Step 5: Enter in the parent item name, item code, etc.
Step 6: In the Item Type Choice section located on the right side, select [Parent Item].
Step 7: Click [[F12] Done] or press [F12] on the keyboard.
Step 8: Click on that menu item again.
Step 9: If you need to make changes to the parent item, you can do so. To edit the parent item, click [This]. Otherwise skip to step 11.
Step 10: Make the necessary changes and click [[F12] Done]. Go back to step 8.
Step 11: To add sub-items, click [Subitem].
Step 12: Click on a blank subitem slot.
Step 13: Enter in the item information like you would a simple menu item.
Step 14: Click [[F12] Done] or press [F12] on the keyboard when finished.
Step 15: Repeat steps 12-14 to add additional sub-items.
Step 16: Click [Return To “Parent Item Name”] to return to the main menu item page.
Step 17: Click [Exit] to finish.

If you need to edit or rearrange sub-items, it follows the same procedure of editing/rearranging simple items.
Step 1: Step 1: Click on [Back Office].
Step 2: Click on [Menu Editor].
Step 3: In the drop down menu, select the appropriate menu group.
Note: If you cannot find the menu group that you need or need to add one, you can click on the [+] next to Menu Group above the menu group drop down menu to get to the menu group editor without closing out the menu item editor window.
Step 4: Click on the parent item.
Step 5: Click [Subitem].
Step 6: Click on the subitems that need to be edited.
Step 7: Make the necessary changes.
Step 8: Click [Return To “Parent Item Name”] to return to the main menu item page.
Step 9: Click [Exit] to finish.

Modifier

For the brevity of this manual, I will only walk you through the simplest way of adding modifiers.
Step 1: Click on [Back Office].
Step 2: Click on [Modifier].
Step 3: Click on a blank modifier group.
Step 4: Enter the name of the modifier group. You can also set text color, back color, etc.
Step 5: Click [Done].
Step 6: Click on this new modifier group you just created.
Step 7: Click [Subitem] located on the lower right.
Step 8: Click on a blank modifier slot.
Step 9: Enter the modifier name and price, if applicable.
Step 10: Click [Done].
Step 11: Repeat steps 8-10 to continue adding additional modifiers to this group.
Step 12: Click [Exit] when finished.
Note: You can edit/rearrange the modifiers the same way you can edit/rearrange menu items.

To apply a modifier group to a menu item,
Step 1: Click on [Back Office].
Step 2: Click on [Menu Editor].
Step 3: Select the appropriate menu group.
Step 4: Click on a menu item that needs to have these modifiers applied.
Step 5: Check the [Force Modify] option located right below the [Hot Key] field.
Step 6: Repeat steps 4-5 for each menu item in the menu group that needs to have these modifiers applied.
Step 7: Click on [Copy modifiers to forced] on the right.
Step 8: Enter the name of the modifier group to be applied. This is case sensitive, so you must enter the name of the modifier group exactly.
Step 9: Click [Done].
Step 10: Click [Exit].
Step 11: Click [System] on the horizontal menu bar located on the top.
Step 12: Select [Local Setup] from the drop-down menu.
Step 13: Find the "update – forced" entry. Click on the Value field on the right of it.
Step 14: Change the value to 1.
Step 15: Click [Save] and [Exit].
Step 16: Restart MCPOS to apply these changes.

12. Closing/Batch

At the end of the day, you will have to do closing/batch operations. First, let's batch the credit card transactions.

Step 1: Click on [End of Day] on the main screen.
Step 2: Enter manager level access code.
Step 3: Select the appropriate date range. Since this is a daily operation, date range should be for today.
Step 4: Click on [Card Batch] on the bottom.
Step 5: Follow the prompts.
Step 6: Click [Exit] to finish.

After you batch all credit card transactions and account for all other transactions and confirm everything is correct, you can being the closing procedure.
Step 1: In the End of Day window, click on [Closing].
Step 2: Click [Yes].
Step 3: Click on [Exit] to finish.

Now you can close up for the night and get ready to go home!