Training Documentation

Restaurants

QMP

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1 Before You Start

In this chapter you will find information about the typographical and linguistic conventions in this documentation. They are intended to facilitate the use of this documentation, and clarify any questions in advance.

1.1 Typographical Conventions

In paragraph text of this documentation, specific words and phrases are highlighted with a special formatting.

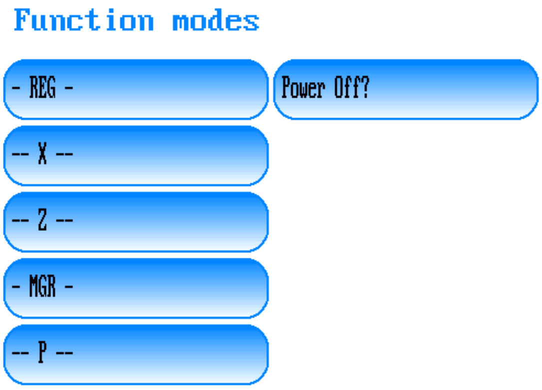
The following list explains the used formatting:

Bold	Used for marking all the user interface elements in the text. (for example buttons, menus, and values of a given list). Menu items are additionally separated by a vertical bar **|**.
`“Fixed-width font”`	Status messages, system messages, values of examples and paths (file names, folder) can be seen in the text by their fixed-width font.

1.2 Naming Conventions

Below you will find the definitions of the user interface elements concerning the QMP POS software, as used in this documentation.

Selection menu



Example: »The menu **Function modes** opens«.

Menu item

Example: »Click on the menu item **REG**«.

Numeric keypad

Example: »Enter **206** on the numeric keypad of your POS system«.

Button

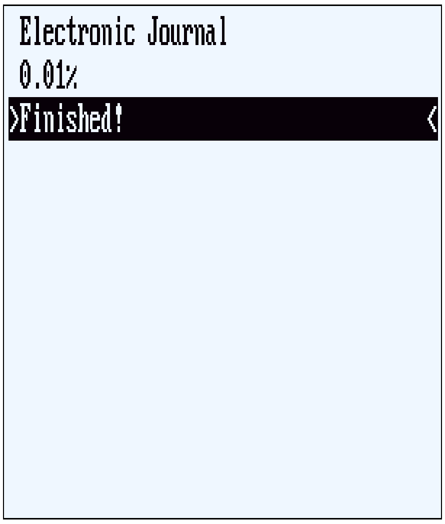
Example: »Click on the button «.

Example: »Click on the button **CASH**«.

Dialog box

Example: »The dialog box **Power Off?** opens«.

Status message



Example: » Wait until the status message “Finished!” Indicates the successful completion of the writing process«.

Error message

1.3 Hints

At specific places in this documentation you can find separate information in the form of *hints*. Below we explained the different types.

»warning«

This hint alerts you of unwanted consequences (for example, loss of data), when performing certain actions. It is characterized by a red icon in the shape of a warning triangle. The hint provides information about type and source of the danger, the consequences of failure to comply, and how to prevent it.

Example:

Warning!
Creating a Z-report

User reports generated in Z-Mode cannot be generated again. The corresponding data is deleted.

– Only create a Z-report in case you need the final report.

»important«

This hint informs you of important conditions relating to certain features of the QUORiON products and software-tools.

Example:

Important:
User reports generated in X-Mode cannot be edited again. It will not be deleted after it is generated.

»Tip«

Tips will give you useful hints on how to perform certain actions with the QUORiON products and software-tools - quickly and easily.

Example:

Tip:
You can customize the texts of displayed error messages. The corresponding view can be found via the menu **System | Fixed Texts** by selecting the item **Error Messages.**

2 QMP for Restaurants

2.1 Procedure

Before starting, here is some information about the basic functions of modern POS systems, as seen in the food service sector.

A modern point of sale system is an electronic device for calculating and recording sales transactions. It typically depends on a base unit, including a touch screen display for the operator, a customer display and an integrated or separate receipt printer. It can be attached to external devices such as other POS systems, kitchen printers, mobile ordering devices, scales and debit card or credit card terminals.

The QMP POS software offers functions for direct sales transactions like registering sales items and pre-programmed sales items, also called PLUs (Price look-up codes).

Furthermore, it is possible to use:

- different correction and refund functions for already registered/sold sales items
- quantity and price discounts
- a payment process with multiple payment types and functions
- foreign currency
- tax rate handling
- and much more.

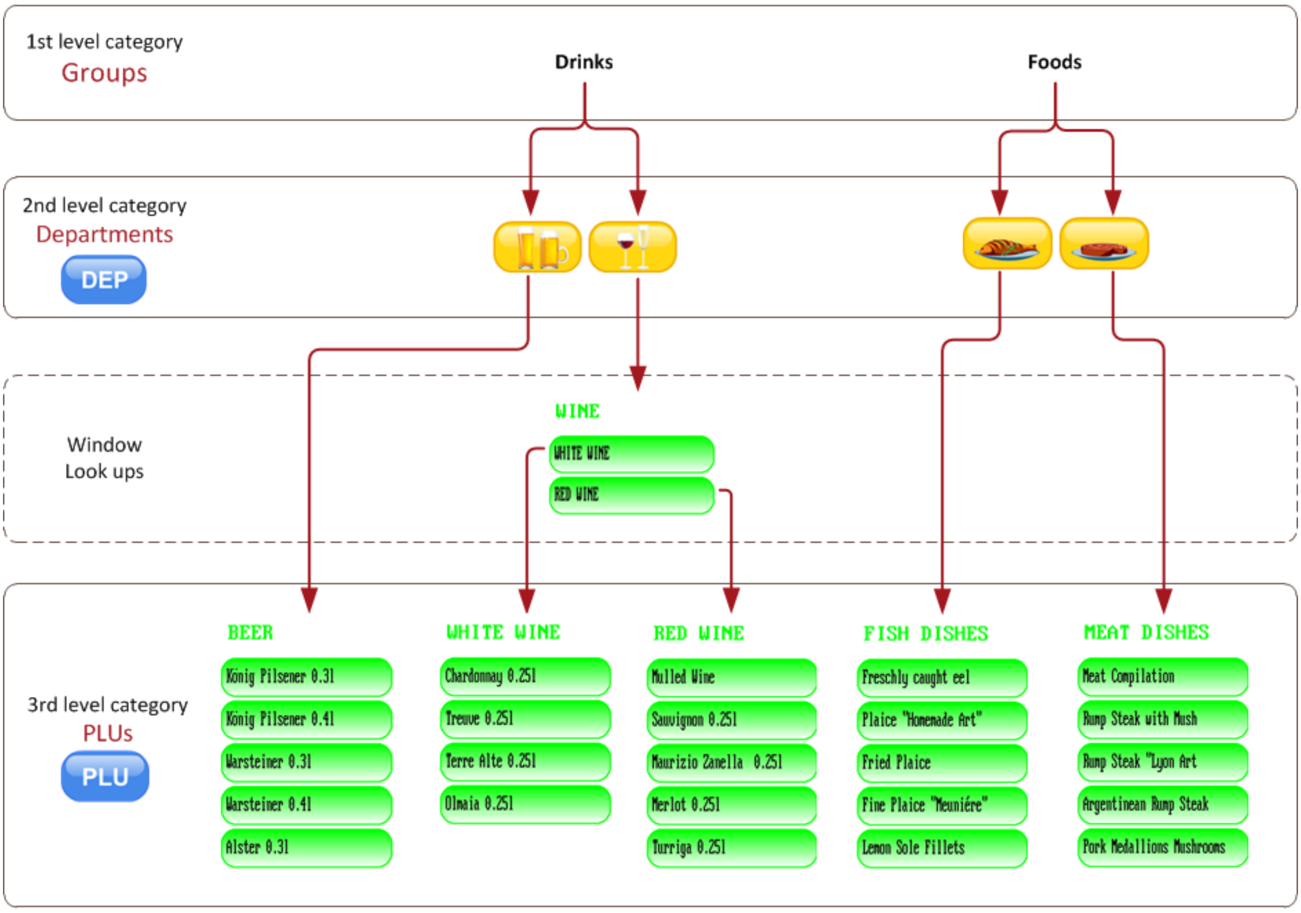
In the food service industry the POS system not only operates with the basic direct sales functions, but also as an ordering system and information system. Sales items are usually registered and stored with hold-buffers on a table, so it is possible to store several receipt/guest-checks simultaneously for each table.

The POS software is able to

- create and print receipt/guest-checks
- print orders to kitchens and bars for preparation
- run different customized reports on the basis of stored transactions for controlling purposes.

Ordering structure of stored sales items

Within the QMP POS software all sales item data is organized in different categories. Therefore, it is possible to select sales items efficiently and intuitively by gradually filtering them according to different departments and to create individual and detailed reports for multiple application areas.



- Groups from the 1st level category. A group provides a rough categorization of all sales items. You can, for example, group all departments containing drinks under the group drinks and all departments containing meals under the group foods.

Important:
Groups are only needed for storing the data required for generating reports. It is not possible to select sales items via groups.

- Departments form the 2nd level category. Under a department similar sales items are combined. You can for example group different dishes containing fish goods under the department fish dishes. All sales items are assigned to an appropriate department. as a result, you can search and select sales items quickly and intuitively via the department and generate department specific reports.

Tip:
Window look ups allow a more comprehensive categorization of the sales items already organized in departments via additional and customized sub-categories. You can, for example, split-up the department wine into the 2 sub-categories *white wine* and *red wine*.

- The 3rd category level classifies pre-programmed sales items or PLUs. A PLU consists of a **sales item identification number, sales item prices,** and a **sales item name**.

Sales transaction

The usual procedure for making a sale with QUORiON QTouch POS systems consists of **2 basic steps**.

- Step 1 - the **registration process** – sales items are entered and registered via the POS system's touch screen and appear on a digital on-screen receipt. You have 2 different possibilities to register items:
  - by *department* or
  - by *pre-programmed PLUs*.
- When registering by department only the price of the sales item is entered during the registration process and confirmed with the appropriate department.
- When registering a PLU**, price, sales item number,** and **sales item name** are detected and confirmed with the department that the PLU is assigned to.
- It is possible to register PLUs by choosing the department that contains the PLU or by selecting from a list of all existing PLUs. Furthermore, it is possible to register a PLU by entering the corresponding PLU-number.
- Step 2 - after completing the registration process the **payment process** begins. The sale is closed with a receipt/guest-check and passed to the customer. Usually while creating a subtotal, the POS system calculates the amount the customer has to pay and displays it on the customer display or the printed receipt/guest-check.
- The customer pays the amount shown and the operator enters the amount he received via the POS systems numeric keypad. The POS system compares the nominal amount with the actual amount. In case of overpayment the system displays the amount of change. The operator passes the amount of change to the customer and the sales transaction is complete.
- The POS system records each transaction in detail including each item purchased. It records the method of payment, keeps totals for each sales item or department of sales item sold as well as total sales for specified periods. The recorded data can be used to create reports and do other tasks as well.
- The total amount of every single sales transaction is stored in a virtual cash drawer, added together to a current cash balance and recorded within the POS system`s recorded transaction/sales data.

3 User Interface and Direct Sale Transactions

3.1 User Interface and Direct Sale Transactions: Overview

Below you learn how to work with the standard QMP user interface of your QUORiON QTouch POS system. You will learn about the most important interface elements and the structure of the standard keyboard layout.

Furthermore, as an introduction to direct sale transactions, you will learn how to enter data and use the operating functions for both the registration and the payment process.

Important:
The user interface, the keyboard layout, and some of the operating procedures may differ from the one shown in this manual, depending on individual programming and configuration of your POS system. When using this manual for training purposes, be sure to use the standard configuration that the unit comes with.

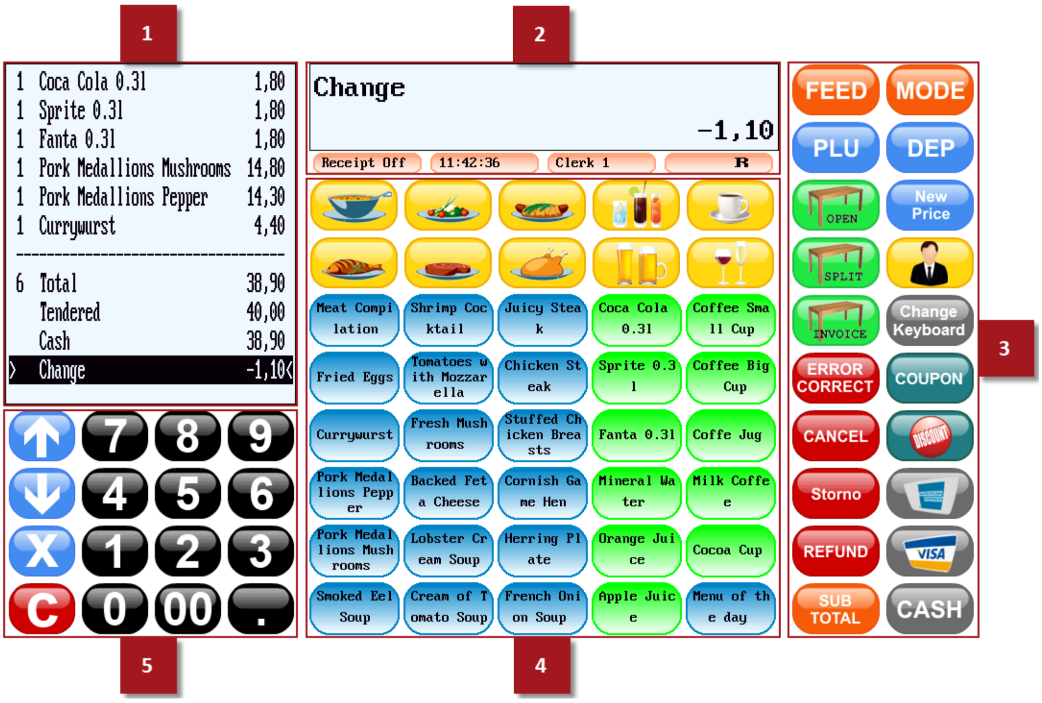
Warning!
Damaged touch screen

The use of sharp objects such as pencils or pens may damage the POS system's touch screen. No liability or warranty claim is accepted for damages caused by such inappropriate use.

– Only touch the screen with your fingers.

3.2 User Interface and Direct Sale Transactions: User Interface Elements

3.2.1 Overview User Interface

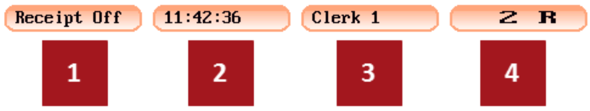


You operate your QUORiON POS system with its touch screen. The user interface and the key layout can be conimaged depending on individual needs. The standard user interface of your POS system consists of the following main interface elements.

- The **Receipt/Guest-Check View** [1] can display the current receipt/guest-check with information about quantity, name, price of already registered amounts, and PLUs.
- In addition, it includes information about the entire payment process. For example, the total price, the amount the customer has paid, the payment method, and the owed change.
- The Receipt/Guest-Check View is also used to display status messages and other information in order to inform you about the status of current and finished operations.
- The **Operation View** [2] shows amounts or PLU numbers you are about to enter via the numeric keyboard and the last finished operation of the current sales transaction.
- The Operation View is also used to display status messages to inform you about the status of any other running or finished operation.
- The **status bar,** below the Operation View, informs you about the status of your POS system and is used for basic operations, i.e. clerk, receipt On/Off, etc
- The **operating functions** [3] contain an array of functions for selecting and registering sales items, calculating and managing sales transactions, and other POS system features.
- Within the **direct PLU and department selection** [4] you can directly select and register items from a pre-programmed selection.

- Use the **numeric keypad [5]** for entering and correcting amounts, quantities, and PLU numbers plus navigating within the Receipt/Guest-Check View using the arrow keys.

3.2.2 Status Bar



- The button **receipt On/Off [1]** displays the current receipt printing status. If you don`t need a printed receipt/guest-check, use the button to switch off the receipt printer.
- Use the button displaying the **current time [2]** to shut down and power off the POS system.
- Via the button for **clerks [3]** you can select and sign-in a clerk via a selection menu. If there is no clerk signed in at the POS system, the button will be blank.
- The button displaying the currently **activated function mode [4]** can be used to switch the POS system's modes. This is important for creating reports, entering the programming mode, starting the manager mode, and shutting down / turning off the POS system. If you work with different PLU price levels, this button displays the number of the currently activated level.

3.2.3 Overview Operating Functions

1 Feed

- Use the button **FEED** for advancing the receipt printers paper roll.

2 Mode

- Use the button **MODE** for switching the cash registers function mode. This is important for creating interim and final reports, entering the programming mode for configuring the POS system, starting the manager mode to use functions that require special manager rights, and shutting down / turning off the POS system.

3 Sales item selection functions

- Sales item selection functions are used for selecting and registering pre-programmed sales items stored on the POS system via selection menus.
- With the button **PLU** it is possible to select sales items from a list of all items stored on the POS system.
- With the button **DEP** you can select a certain department from a list of all departments.

4 New price

- Use the button **New Price** to change the price of a PLU during the registration process for a single sales transaction.

5 Clerk selection

- With clerk selection buttons it is possible to directly sign-in or change to a specific clerk. Before a clerk can make any entries, it is necessary to sign-in at the POS system. Thereby, you can verify, which clerk has made which entries. Different clerks can be assigned with different privileges.

6 Change Keyboard

- Use the button **Change Keyboard** to change the currently displayed keyboard layout via a selection menu.

7 Discount functions

- With the different discount functions you can grant price deductions or order surcharges on amounts and PLUs or on the sub total of a receipt during the registration process.

8 Payment functions

- With the different payment functions you finish the registration process and start the payment process of the current sales transaction.
- Use the button **SUB TOTAL** to create a sub total.
- Finish the sales transaction by choosing the corresponding payment method. The button **CASH** for a payment in cash or 1 of the other buttons with the corresponding payment method.

9 Correction functions

- Use the correction functions to cancel the last item you entered or cancel already registered items from the current receipt or table. Moreover, you can use it for customer returns of previously sold items or to cancel entire sale transactions.

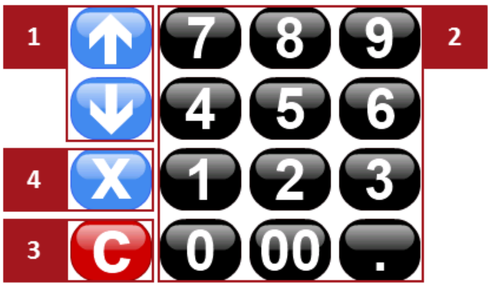
10 Table functions

- Tables are used to store the goods consumed for each table and to store several receipt/guest-checks simultaneously. With the different table functions you can register new items on tables within the registration process and manage the items/PLUs already stored there.

3.2.4 Direct Department and PLU Selection

- The buttons for **direct department selection [1]** allow a faster and more efficient selection without searching within the list of all existing departments. It is convenient to choose frequently used departments for direct selection.
- With the buttons for **direct PLU selection [2]** you can speed up entry without searching within the list of all existing sales items/PLUs. It is convenient to choose frequently used PLUs for quick, direct selection.
- Furthermore you can directly select and register **set menus [3]** within the direct PLU selection. Set menus contain a selection of different items/PLUs. The set menus individual PLU prices are added to a common menu price.

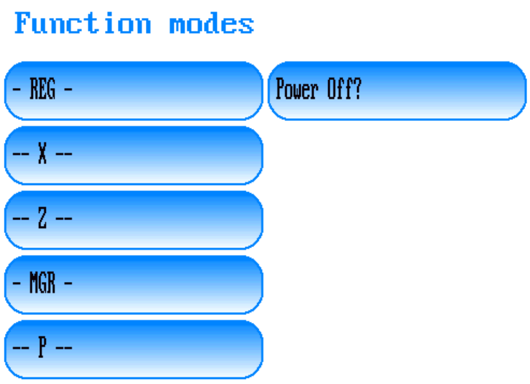
3.2.5 Numeric Keypad



- Use the **up and down arrows [1]** to navigate within the **receipt/guest-check view**. It is thereby possible to select and edit specific items or to navigate within the electronic journal, which is used to track and store all POS system transactions you made.

- Via the **numeric keypad buttons [2]** you can enter amounts and quantities. Amounts are generally entered to the POS system with 2 decimals.
- Use the button **C [3]** to clear the **Operation View**, to cancel the last amount or quantity entered, and to return to the user interfaces main view.
- Instead of selecting the same PLU repeatedly, use the button **X [4]** *for multiplication before entering amounts or selecting PLUs*. Depending on the programming, the button can also be used for division.

3.2.6 Selection Menu Function Modes



You can find the selection menu **Function modes** by clicking the button **MODE** within the user interface's **Operation View**. Some central operating procedures can only be executed, while the POS system is operating in a particular function mode. Your QTouch POS system offers different function modes for operating procedures like creating reports to control your sales data, configuring the POS system, using functions that require special manager rights, and power off the POS system.

- The Registration Mode **- REG -** is the standard mode for all kinds of sales transactions. While operating in registration mode, you can enter data and use the operating functions for the registration process and the payment process.
- Use the menu item **-- X --** in order to switch the POS system`s function mode to the X-Mode. While operating in X-Mode you can create, view and print specific reports on the basis of stored sales transactions. QUORiON POS systems offer a wide range of pre-programmed and customizable reports combining the sales data of certain time periods and clerks. *These so-called X-reports are interim reports*. After creating an X-report the corresponding data incurred up to the time of creation will not be deleted. The data is kept for further reports.
- While operating in Z-Mode you can create so-called Z-reports. Use the menu item **-- Z --** in order to switch the POS system's function mode to the Z-Mode. *Z-reports are final reports*. After creating a Z-report the corresponding data incurred up to the time of creation will be deleted. The report cannot be created again.

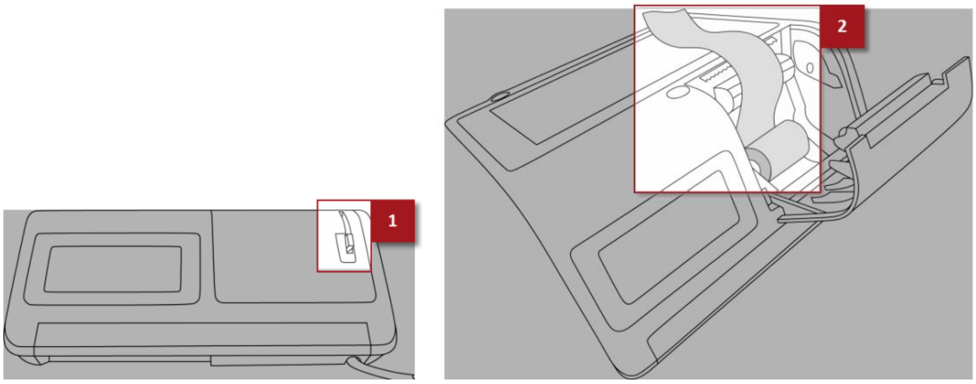
Tip:
For further information about creating reports and the different report types, depending on different sales data and time periods, you can create while in X-Mode and in Z-Mode, see the chapter **Reports** within this manual.

- Use the menu item **- MGR -** to switch the POS system's function mode to the Manager Mode. You can use the Manager Mode – just like the Registration Mode - for all kinds of sales transactions. Furthermore, you can use operating functions that require special manager rights and Easy Programming, a function that allows the quick configuration of new AND existing PLUs.
- While operating in Programming Mode, it is possible to conimage and program the QMP POS software, including all the POS systems functions. Via the menu item **-- P --** you switch the function mode to the Programming Mode.
- Via the menu item **Power Off?** you shut down and power off the POS system.

3.3 First Steps

3.3.1 Setting up the POS System

1. Unpack the POS system and place it on a stable and safe location. Refer to the technical data for all relevant information concerning the setup-process. Check the electric details on the power rating plate.
2. Open and set up the printer.

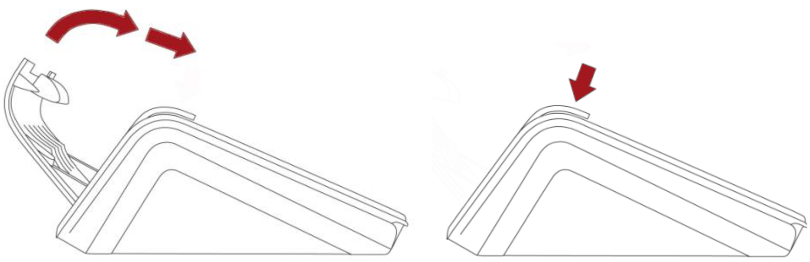


2.1. Pull up the **printer lever** [1].
   - ▶ The printer cover releases from the POS system.

2.2. Flip the printer cover backwards.

2.3. Insert the **thermal paper** [2] into the paper device as shown in the illustration above.

3. Close the printer.



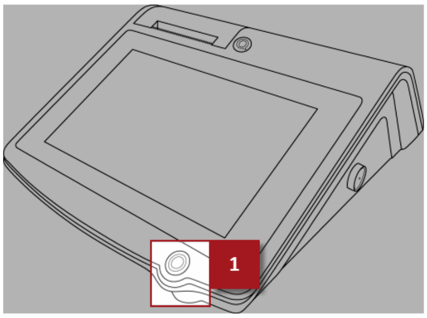
3.1. Flip the printer cover forwards.

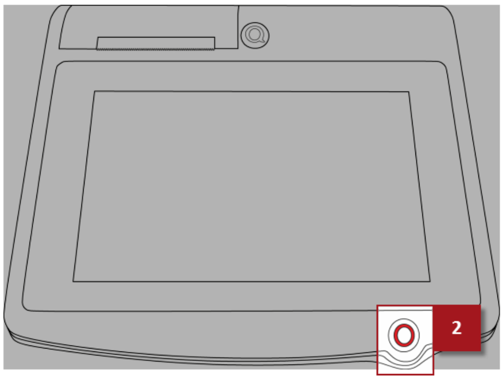
3.2. Push down the printer cover carefully until it snaps into place. Make sure that the printer cover is completely locked.

4. Connect the POS system to the power supply with chord.

▶ You have successfully set up your POS system. The POS system is now ready for your first use.

3.3.2 Switching on the POS System





1. Click on the **Power-on button** [1] to switch on the POS system.

▶ The **status LED** [2] glows and the operating system boots up. The opened user interfaces main view indicates the successful completion of the booting process.

3.3.3 Signing in on the POS System for the First Time

Before you can make any entries, it is necessary to sign-in as a clerk. A clerk is the person, who operates the POS system and enters sales transactions. Use the status bar to select and sign-in a clerk.

1. Click on the button for clerk selection within the status bar.

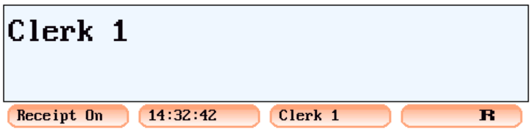
▶ The selection menu **Clerks opens** with a list of the available clerks.

2. Click on the menu item with the name of the clerk you want to sign-in.

▶ If an additional secret code number has been programmed, the status message `Enter Code` appears within the POS system's **Operation View**.

Important:
When using this manual for training purposes, sign-in as clerk 1. *The secret code number for Clerk 1 is 00000001*. Be sure to use the standard configuration that the unit ships with.

3. Enter the pre-programmed code number via the POS system`s numeric keypad.
4. Click on the button for clerk selection again to confirm.
    - ▶ A status message with the name of the currently signed-in clerk appears within the POS system's **Operation View**. The button for clerk selection now displays the name of the currently signed-in clerk.



▶ You have successfully signed-in on the POS system.

3.3.4 Changing Keyboard Level

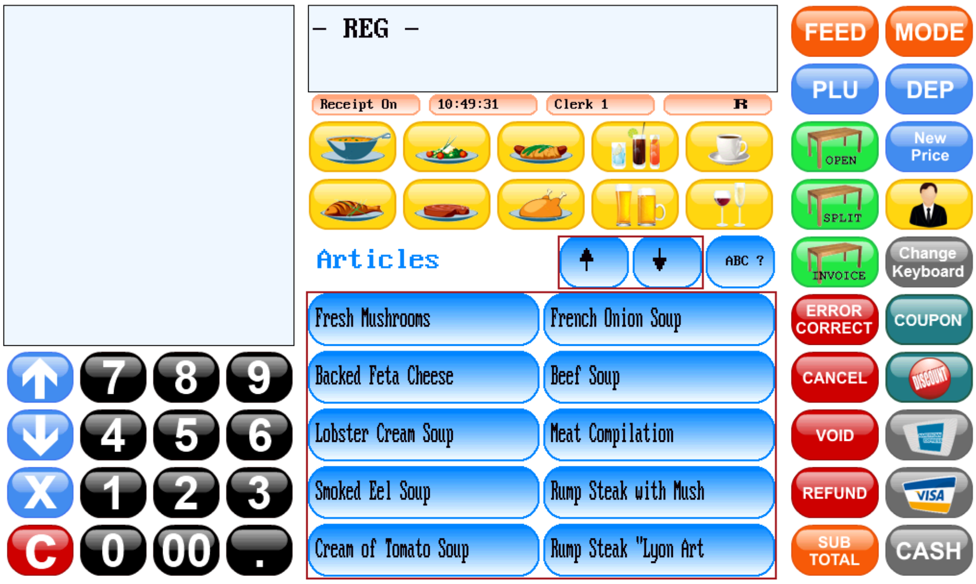
It can be useful to use keyboard levels with different PLU selection buttons, department selection buttons, and operating functions. Therefore, it is possible to activate and work with time- or season-dependant functions and without the need of changing the entire configuration of your POS system for different tasks and areas of application.

1. Click on the button **Change Keyboard** within your POS system`s user interface.
    - ▶ The selection menu **Keyboard Levels** with a list of the available, pre-programmed keyboard levels appears.
2. Click on the menu item with the keyboard level you want to change to.
    - ▶ The appropriate keyboard level opens.

▶ You have changed the keyboard level.

Tip:
Based on customized programming the keyboard level is restored automatically to keyboard level 1 after clicking on a single button or finishing a sale transaction. Within the standard-configuration you have to restore the keyboard level manually by choosing another level via the button **Change Keyboard.**

3.3.5 Navigating within Selection Menus



Selection menus are used in various places within the QMP POS Software user interface to guarantee an easy and intuitive navigation. With the basic navigation functions it is possible to display menu items within larger selection menus consisting of 10 or more items.

1. If you want to display the next following menu items, click on the button ↓.
   - ▶ The next following menu items of the selection menu are displayed.
2. If you want to display the previous menu items, click on the button ↑.

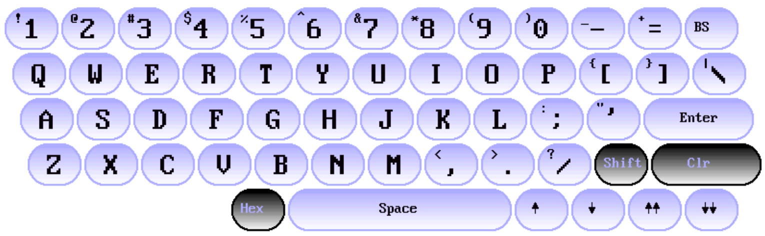
Tip:
Within smaller selection menus, consisting of 10 or less menu items, the POS system can display all menu items in 1 view. So, no navigation within the selection menu is necessary. The appropriate buttons for up- and down navigation are greyed-out.

3. If you want to select an item, click on the appropriate menu item within the selection menu.

3.3.6 Filtering Selection Menus

According to the basic navigation functions within selection menus it is possible to filter selection menus. You can thereby directly search for a specific item or search and filter items beginning with specific letters and digits or containing specific words.

1. Click on the button **ABC ?** within a selection menu.
   - ► The QWERTY keypad of the QMP user interface opens.



2. ***If you want to search for 1 specific item*** within a selection menu, enter the entire item name via the keypad.
3. ***If you want to filter menu items within a selection menu***, enter the letters or digits the appropriate items start with or a specific word the appropriate item contains.
   - ► Your entries are displayed within the POS systems **Operation View**.

Important:
Note that the QMP POS Software is case sensitive. Use the button **Shift** within the QWERTY keypad to switch between small and capital letters and between digits and special characters. The current status can be seen at the button's background colour*. If the background color is **black**, small letters and special characters are activated; if it is **blue**, capital letters and digits are activated.*

4. If you want to cancel the last entered letter or character, click on the button **BS**.
5. If you want to cancel the entire entering process, click on the button **Clr.**
6. Click on the button **Enter** to confirm.

- ▶ The filtered menu items are displayed within the selection menu and can be selected.

- ▶ You have successfully filtered selection menus.

3.3.7 Setting Receipt Printing Status

You can switch the receipt printer ON or OFF. If switched off, no receipt is printed, while registering sales items during the entire sales transaction.

Tip:
Similar to the user interface’s receipt/guest-check view, the receipt printer is also used to print information about the status off running and finished operations. If the receipt printer is switched off, no status messages or other information will be printed, either.

1. If you want to switch off the receipt printer, click on the button **Receipt on/off**.
   - ▶ The receipt printer is switched off and the button **Receipt on/off** switches its status to receipt off.
2. If you want to reactivate the printer, click on the button **Receipt on/off** again.
   - ▶ You have successfully set the receipt printing status.

3.3.8 Displaying Time and Screensaver

If there are no sales transactions in progress, you can start the POS system`s standby-mode, displaying the current time and date within the POS system’s customer display. This will also start the user interface’s screensaver.

Tip:
Depending on individual programming of your POS system the standby-mode is started automatically after a user-defined time period.

1. Click on the button **X** within the user interfaces numeric keypad.
   ▶ You have successfully displayed the time and screensaver.

3.3.9 Changing the POS System's Function Mode

Your QTouch POS system has different Function Modes for operating procedures like creating reports, configuring the POS system, using functions that require special manager rights, and switching off the POS system.

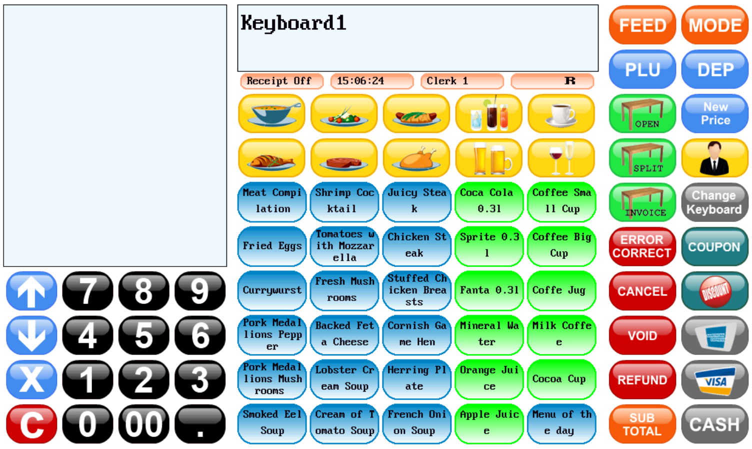
1. Click on the button **MODE**.
   ▶ The selection menu **Function modes** opens.
2. Click on the menu item with the required function mode.
   ▶ You have successfully switched the POS system's function mode. The system now operates in the selected function mode.

3.4 First Steps: Operating Exercises

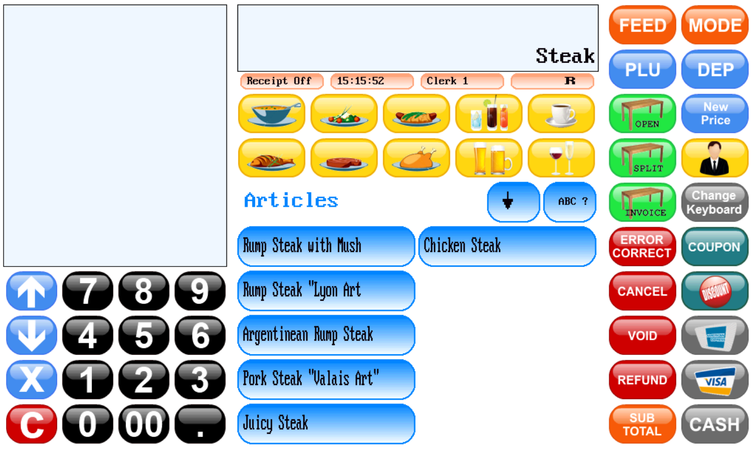
Finish the following exercises and compare the result using the corresponding images.

- Change your POS systems keyboard level to Keyboard 2!
  ▶ Check the accuracy of your result using the following image.

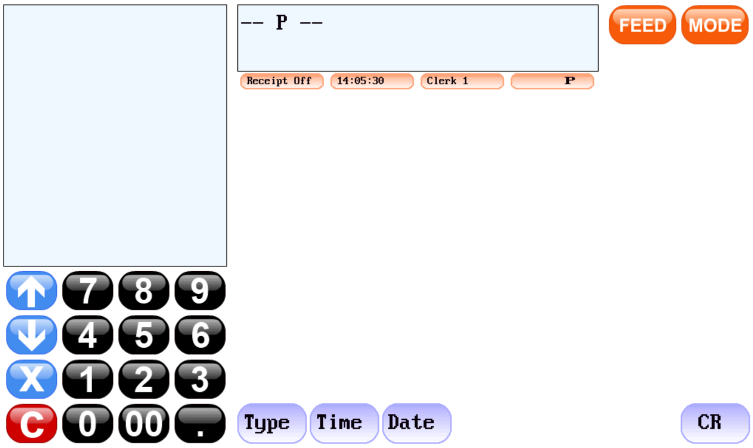
- Change your POS systems keyboard level back to Keyboard 1!
- Check the accuracy of your result using the following image.



- Filter the selection menu **Sales items** to all sales items containing the word "Steak"! You can find the menu via the button **PLU.**
- Check the accuracy of your result using the following image.



- Change the POS system's function mode to the Programming Mode!
- Check the accuracy of your result using the following image.



3.5 Sign-in and Sign out on the POS System: Step by Step

3.5.1 Sign-in and Sign out a Clerk

A clerk is the person who operates the POS system and enters sales transactions. Before you can make any entries, it is necessary to sign-in as a clerk. It is thereby possible to verify at any time, which clerk is responsible for which entries and sales transactions. This, for example, is important for creating reports, which contain sales transactions by a specific clerk.

1. If you want to sign-in a clerk:
   1.1. Click on the button for clerk selection.
   The selection menu **Clerks** with a list of the available clerks opens.
   1.2. Click on the menu item with the name of the clerk you want to sign-in.

Tip:
You can directly select a specific clerk by entering the corresponding clerk number and clicking the button for clerk selection to confirm.

   1.3. If an additional secret code number has been programmed, enter the number via the POS systems numeric keypad.
   1.4. Click on the button for clerk selection again to confirm.
   - ▶ The button for clerk selection now displays the name of the currently signed-in clerk.
2. If you want to sign out a clerk:
   2.1. Click on the button for clerk selection.
   2.2. Click on the menu item with the name of the currently signed-in clerk that you want to sign out.
   2.3. Click on the button for clerk selection again to confirm.
   - ▶ The status message `Select Clerk` appears within the **Operation View**. The button for clerk selection is blank now. The POS system is blocked until a clerk signs-in again.

Important:
If there is no user input for a customizable time period, the POS systems standby-mode is started and the currently signed-in clerk will be signed out automatically.

▶ You have successfully signed-in and out a clerk.

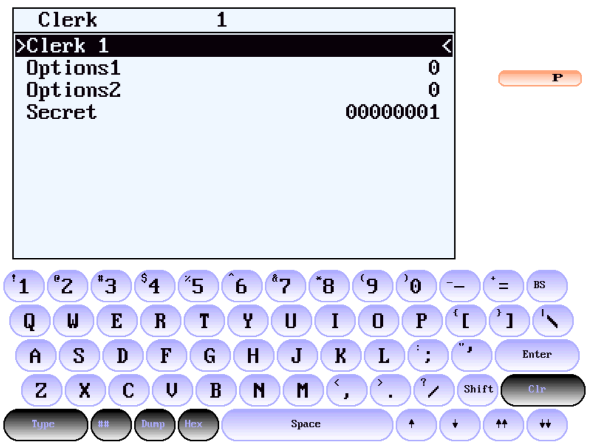
3.5.2 Configuring New Dallas i-Button Clerk Key

To sign-in and sign out a clerk using a secret code number, you may also use the so-called Dallas i-Buttons. The i-Button is a computer chip enclosed in a durable and portable steel case. This “key” is magnetic and attaches to the lock on the POS system. Each i-Button has a unique and unalterable address consisting of a sequence of digits and letters, which can be used as a code number. Hence, it is possible to quickly and securely sign-in and out without entering any additional secret code numbers. ***Before you can use a Dallas i-Button you have to conimage and associate it with a pre-programmed clerk-access.***

Important:
In order to configure a new Dallas i-Button, a clerk with the appropriate permissions or a manager must be signed in at the POS system.

Tip:
For further information about the clerk configuration see chapter 5 „Programming“ within this training manual.

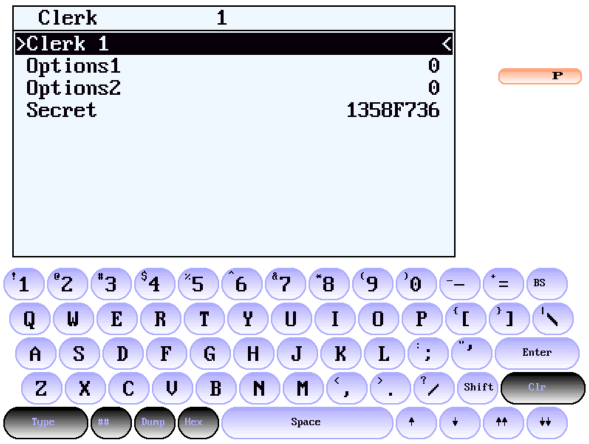
1. Sign-in a clerk.
2. Switch the POS systems function mode to the Programming Mode.
   2.1. Click on the button **MODE**.
   2.2. Click on the menu item **-- P --.**
   The POS system now operates in Programming Mode.
3. Click on the button **Type**.
   ▶ The selection menu **Program Mode** opens.
4. Open the view **Clerk**.
   4.1. Use the direct search or the navigation function within the selection menu in order to switch to the appropriate menu item.
   4.2. Click on the menu item **Clerk**.
   ▶ The view **Clerk** with the clerk options opens.



Important:
If you are already signed in at the POS system using a Dallas i-Button, remove the connected i-Button from the magnetic lock.

Important:
Make sure that your new Dallas i-Button clerk key is not already associated to another clerk-access.

5. Select the clerk you want to associate with your new Dallas i-Button.
   5.1. Enter the appropriate clerk number via the QWERTY keypad.
   5.2. Click on the button **##** within the QWERTY keypad to confirm.
6. Place your magnetic Dallas i-Button on the respective magnetic lock on the right side of your POS system.
   - ▶ The menu item **Secret**, displays the currently configured code number, which is the address number of the associated Dallas i-Button.



7. Click on the button **Type** to confirm your settings.
   - ▶ The status message `Select Clerk` appears within the Operation View. The POS system is blocked until a clerk signs in.
8. Remove your Dallas i-Button from the magnetic lock.
   - ▶ You have successfully conimaged a new Dallas i-Button clerk key.

3.5.3 Sign-in and Sign out a Clerk with Clerk Key

1. If you want to sign-in a clerk using a Dallas i-Button clerk key, place the corresponding i-Button on the magnetic lock on the right side of your POS system.
   - ▶ A status message with the name of the signed in clerk appears within the **Operation View**. As long as the key is attached, the clerk is signed in at the POS system.
2. If you want to sign out a clerk, remove the key from the magnetic lock.

▶ The status message `Select Clerk` appears within the **Operation View**. The POS system is blocked until a clerk signs-in again.

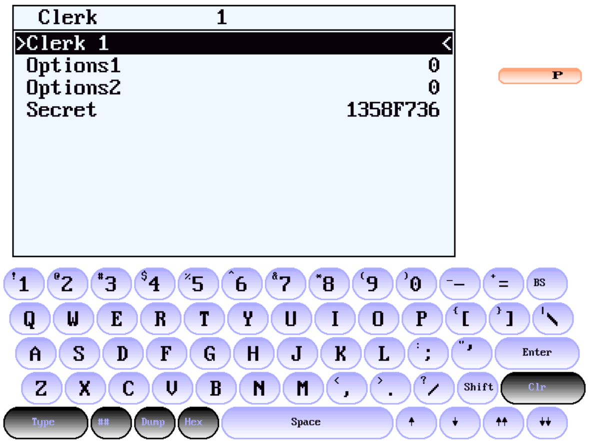
▶ You have successfully signed-in and signed out a clerk with clerk key.

3.6 Sign-in and Sign out on the POS System: Exercises

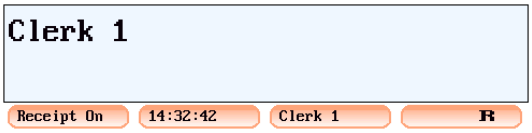
Finish the following exercises and compare the result using the corresponding images.

- Conimage a new Dallas i-Button clerk key for Clerk 1!
  - ▶ Check the accuracy of your result with the help of the following image.

Important:
Each i-Button has a unique and unalterable key number consisting of a sequence of digits and letters, *so your personal secret code number shown within the following image will be different.*



- Sign-in as Clerk 1!
  - ▶ Check the accuracy of your result with the help of the following image.



3.7 Registration Process: Step by Step

3.7.1 Entering Amounts and Correcting Entry Errors

Tip:
When using this manual for training purposes, we recommend that you sign-in at your POS system by using the Dallas i-button clerk key you conimaged for Clerk 1 within the exercise above. Make sure that your POS system operates in Registration Mode during the following step by step instructions. Be sure to always use the standard configuration delivered.

Important:
Make sure that receipt printing is switched on. If switched off, no receipt is printed during the entire sales transaction. If receipt printing is turned off, you can use the button **sub total** to print a receipt after finishing a sales transaction.

Amounts are generally entered into the POS system with 2 decimals using your POS system`s numeric keypad. For an amount of 1 USD as an example you enter 100, for 15,75 USD you enter 1575. The separation decimal must be omitted. Amounts you are about to enter via the numeric keyboard are displayed within the **Operation View**. Use the button **C** within the numeric keypad to delete amounts and entries you just entered.

3.7.2 Registering Free Amount in a Department

1. If you want to directly select the corresponding department for registering a free amount within the direct PLU and department selection:
   1.1. Enter the amount via the numeric keypad.
   1.2. Click on the button with the corresponding department.
2. If you want to select the department from a list of all pre-programmed departments:
   2.1. Click on the button **DEP**.
   2.2. Enter the amount via the numeric keypad.
   2.3. Click on the menu item with the corresponding department.

   ▶ You have successfully registered a free amount in a department. The department's quantity, name, and the registered amount are displayed within the **Operation** and **the Receipt/Guest-Check View**.

3.7.3 Selecting and Registering Sales Items/PLUs

1. If you want to select the corresponding PLU within the direct PLU and department selection, click on the button with the corresponding PLU.
2. If you want to select the PLU from a list of all pre-programmed PLUs:
   2.1. Click on the button **PLU**.
   2.2. Click on the menu item with the corresponding PLU.
3. If you want to directly select the corresponding PLU by entering the PLU number:
   3.1. Enter the number via the numeric keypad.
   3.2. Click on the button **PLU.**

▶ You have successfully registered a PLU. The PLU's quantity, name, and total price are displayed within the **Operation** and the **Receipt/Guest-Check View**.

3.7.4 Selecting and Registering Set Menus

Set menus contain a customized selection of different PLUs. The set menu`s individual PLU prices are added to a common menu price and can be selected and registered in the same way as PLUs.

1. Click on the button with the corresponding set menu within the direct PLU and department selection.

   ▶ You have successfully registered a set menu. The menu's quantity, name, and total price plus the quantity and names of the different PLUs that the set menu is made of are displayed within the **Operation** and the **Receipt/Guest-Check View**.

3.7.5 Entering New Temporary PLU Price

When you register a PLU, it will be registered for its pre-programmed price. You can change the price of a PLU for a single sales transaction, i.e. for damaged or incomplete sales items that you want to sell cheaper.

1. Enter the amount for the new PLU price via the numeric keypad.
2. Click on the button **New Price** within the POS system's operating functions.
3. Select the corresponding PLU.

   ▶ You have successfully entered a new temporary PLU price.

3.7.6 Using Multiplication

Use the multiplication function for the entry and calculation of quantities. It is possible to register a single PLU or a free amount repeatedly in a single step.

1. Enter the quantity via the numeric keypad.
2. Click on the button **X.**
3. If you want to register a specific quantity of a single PLU, select the corresponding PLU.
4. If you want to register a specific quantity of a free amount:
   4.1. Enter the amount via the numeric keypad.
   4.2. Click on the button with the corresponding department within the direct PLU and department selection.

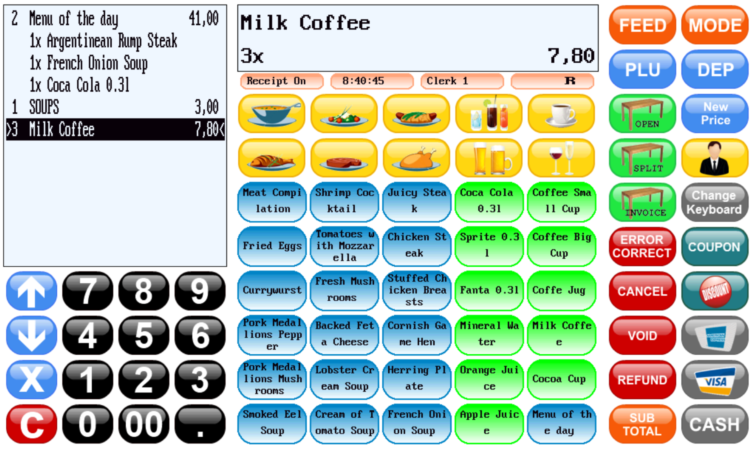
Important:
If you want to select the department from a list of all departments, use the button **DEP** to open the selection menu **Departments** first. Then enter the amount and select the corresponding department.

▶ You have successfully used the POS system's multiplication function.

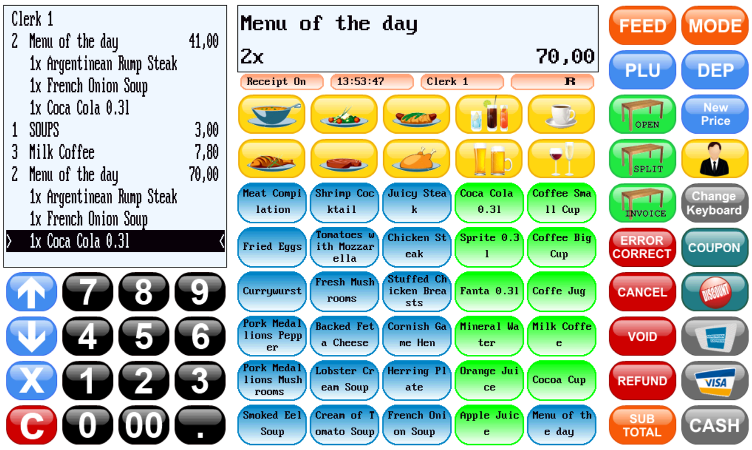
3.8 Registration Process: Exercises

Finish the following exercises and compare the result using the corresponding images.

- Register 2 menus of the day, an amount of `3.00` USD into the department Soups and 3 milk coffee.
  - ▶ Check the accuracy of your result with the help of the following image.



- Register 2 menus of the day using a new temporary price of `35.00` USD for each menu.
  - ▶ Check the accuracy of your result with the help of the following image.



3.9 Payment Process: Step by Step

3.9.1 Calculating Subtotal

The 2nd step after completing the registration process is the payment process. The sale is completed with a receipt/guest-check and passed to the customer. While creating a subtotal, the POS system calculates the amount the customer has to pay.

1. Press the button **SUB TOTAL**, after you have completed the registration process.
   - ▶ The subtotal is displayed within the **Operation View** and in the customer display, located at the back of your POS system.

3.9.2 Paying in Local Currency

You finish the entire sales transaction by choosing a payment method such as cash, check or card within the POS system`s payment functions.

1. Enter the amount the customer has paid via the numeric keypad.
2. Click on the button with the corresponding payment function to confirm.

Important:
After finishing a sales transaction the currently signed-in clerk is signed out automatically. The POS system is blocked until a clerk signs-in again. If you are using a Dallas i-button to sign-in at the POS system, no automatic sign out will be performed until the i-button is removed.

▶ The sales transaction is finished. In case of overpayment the POS system displays the amount of change within the **Operation View**. In case of underpayment the POS system displays the short amount the customer still has to pay. You have to repeat the different steps of the payment process then, until the total amount is paid completely. Within the **Receipt/Guest-Check View** all details about the sales transaction are displayed. The details will also be listed within the printed receipt:

1 Header with graphical logo

2 Registration process items

- The different line items show the registered free amounts and PLUs. Each line informs you about the quantity of the registered PLU or the registered free amount, the PLU- or department name, and the calculated total of the corresponding PLU price or free amount.
- With set menus, the menu’s quantity, name, and total price . It also shows the quantity and names of the different PLUs that the set menu is made of. These are printed on additional lines.

3 Payment process items

- Within the first 2 line items the printed receipt contains the quantity of all registered PLUs and free amounts, the sale transactions total, and the VAT rate / sales tax (if applicable) with the calculated, proportionate VAT/tax amount.
- The following line items contain the different payment methods such as credit card or cash and the corresponding (partial-) amounts paid (tendered) by the customer.
- In case of overpayment, the receipt contains line items with the amount of change.

4 Footer

- The first Footer line item contains information about the sales transaction's weekday, date and time.
- Each receipt is consecutively numbered; the following line item contains the receipt number and the name of the clerk who is responsible for the corresponding sales transaction.
- The closing line item can be used for additional and customized customer information.

5 Additional kitchen receipts

- Depending on customized programming, the POS system prints additional kitchen receipts on kitchen printers or the built-in receipt printer for preparation purposes.
- The receipts contain quantity and PLU name for items such as meals, for example.

6 Additional bar receipts

- Depending on customized programming, the POS system prints additional bar receipts on additional printers or the built-in receipt printer for preparation purposes.
- The receipts contain quantity and PLU name for items such as drinks, for example.

3.9.3 Splitting the Total Amount and Using Different Payment Methods

It is possible to split the total amount the customer has to pay to different partial amounts and different payment methods. This can be useful to keep track, when customers want to pay separately and with different payment methods.

1. Click on the button **SUB TOTAL** after you have completed the registration process.
2. Enter the first partial amount a customer has paid via the numeric keypad.
3. Click on the button with the corresponding payment method within the POS system`s payment functions.
   - ▶ The payment function and the corresponding partial amount are displayed within the **Receipt/Guest-Check View**. The short amount the customer still has to pay is displayed within the **Operation View**.
4. Enter the next partial amount via the numeric keypad.
5. Click on the button with the corresponding payment method.
6. If necessary repeat the entire process, until the total amount is paid completely.

▶ You have successfully split the total amount and used different payment methods.

3.9.4 Printing a Receipt/Guest Check Copy

It is possible to print receipt/guest-check copies of already finished sales transactions from the electronic journal. An electronic journal is used to track and store all the POS system operations you made, including finished sales transactions.

Tip:
For further information about the electronic journal see chapter 5 „Programming“ within this training manual.

1. If you want to print a receipt/guest-check copy of the last finished sales transaction, click on the button **SUB TOTAL.**
2. If you want to print a receipt/guest-check copy of a previously completed sales transaction:
   2.1. Click on the button ↑ within the numeric keypad repeatedly in order to display past receipts/guest-checks recorded within the electronic journal.

   The corresponding receipt/guest-check includes all details about the corresponding sales transaction and is displayed within the POS system`s **Receipt/Guest-Check View**.
3. If you want to print a receipt/guest-check copy, containing a pre-programmed endorsement message:
   3.1. Switch the POS systems function mode to the manager mode (M).
   3.2. Click on the button ↑ within the numeric keypad repeatedly in order to display the corresponding receipt/guest-check.

Tip:
Use the button for down navigation to switch back to recently recorded receipts/guest-checks within the electronic journal.

Tip:
Enter the receipt/guest-check number via the numeric keypad and use the button **SUB TOTAL** to directly print a copy of a previously finished sales transaction.

4. Click on the button **SUB TOTAL**.
   - ▶ You have successfully printed a receipt/guest-check copy.

3.10 Payment Process: Exercises

Finish the following exercises and compare the result using the corresponding images.

- Register 2 chicken steaks and 2 mineral water. Create a sub total and split the total amount into `20` USD paid using the payment method **Visa** and `10` USD using the payment method **Cash**.
  - ▶ Check the accuracy of your result with the help of the following image.


QUORiON
Data Systems GmbH
2 Chicken Steak 25,00
2 Mineral Water 3,20
4 Total 28,20
14% VAT1 3,46
Visa 20,00
Tendered 10,00
Cash 8,20
Change -1,80
Tuesday 13-11-2012 8:49:51
#000008 L0001 Clerk 1
THANK YOU
FOR YOUR VISIT


B A R
2x Mineral Water
#000008 L0001
Tuesday 13-11-2012 8:49:51
Clerk 1


K I T C H E N
2x Chicken Steak
#000008 L0001
Tuesday 13-11-2012 8:49:51
Clerk 1

- Print a receipt copy of the last finished sale transaction.
  - ▶ Check the accuracy of your result with the help of the following image.


QUORiON
Data Systems GmbH
RECEIPT COPY *****
2 Chicken Steak 25,00
2 Mineral Water 3,20
4 Total 28,20
14% VAT1 3,46
Visa 20,00
Tendered 10,00
Cash 8,20
Change -1,80
Tuesday 13-11-2012 16:51:25
#000009 L0001 Clerk 1
RECEIPT COPY *****
THANK YOU
FOR YOUR VISIT

4 Advanced Sales Transactions

4.1 Advanced Sales Transactions: Overview

Below you will learn how to work with the operating functions used for performing advanced sales transactions with your QUORiON QTouch POS system. You will receive information about the most important views within the user interface and the structure of the standard keyboard layout. Also, you learn how to use the different correction- and discount functions and how to pay in and pay out amounts.

Important:
When using this manual for training purposes, change the keyboard level to Keyboard2.

Important:
The user interface, the keyboard layout, and some of the operating procedures may differ from the 1 shown in this manual, depending on individual programming and configuration of your POS system. When using this manual for training purposes, be sure to use the standard configuration that the unit comes with.

Warning!
Damaged touch screen

The use of sharp objects such as pencils or pens may damage the POS system's touch screen. No liability or warranty claim is accepted for damages caused by such inappropriate use.

– Only touch the screen with your fingers.

4.2 Advanced Sale Transactions: Relevant Views

4.2.1 Operating Functions View

1 Discount functions

- With the different discount functions you can grant price deductions or order surcharges during the registration process. You can use fixed or % price deductions or order surcharges on amounts, PLUs, or on the sub total of a receipt.

2 In-payment and out-payment functions

- It is possible to pay in and to pay out cash amounts for purposes such as petty cash or to refill a cash drawer with the required change. Any amount is stored in a virtual cash drawer containing the current cash balance.
- Use the button **R.A.** (received on account) to **add more cash** and the button **P.O.** (paid out) to **take cash out** of the (virtual-) cash drawer.

3 Currency functions

- With the currency functions it is possible to use the payment functions in combination with different foreign currencies.
- You can thereby handle and manage various currencies separately using your POS system.

4 Correction functions

- With the correction functions it is possible to
  - cancel the last entered item or an already registered item from the current receipt or table

  - return previously sold items
  - cancel entire sale transactions.
- Use the button **ERROR CORRECT** to cancel the last entered item or already registered PLUs and amounts from the current receipt during the registration process. This function is used for direct sales transactions. Already registered items can be selected and cancelled with the buttons for up and down, which are used to navigate within the POS system`s **Receipt/Guest-Check View**.
- With the button **CANCEL** it is possible to cancel all previously registered sales items for the current receipt/guest check during the registration process.
- Use the button **VOID** to cancel PLUs and amounts registered and stored on tables. Only previously registered PLUs and free amounts can be voided. The function is similar to the **ERROR CORRECT** function, but offers additional correction functions used in combination with the table functions. It is therefore possible to easily cancel PLUs or amounts registered and stored on tables via a selection menu.
- Use the button **REFUND** to return PLUs and free amounts that have previously been sold. This function is mainly used for merchandise return purposes within the retail industry. When using the refund function within direct sale transactions, it is possible to return any PLUs and free amounts no matter when they have been sold.

4.3 Corrections: Step by Step

4.3.1 Error Correct: Deleting Items from the Currently Open Receipt

Important:
When using this manual for training purposes, change the keyboard level to Keyboard2 for the following step by step instructions.

1. If you want to delete the last registered PLU or free amount, click on the button **ERROR CORRECT**.

Tip:
In order to cancel the last amount or quantity entered, use the button **C** within the POS systems numeric keypad.

2. If you want to delete previously registered items within the currently opened receipt:
   2.1. Click on the button ↑ within the numeric keypad, in order to select previous line items within the **Receipt/Guest-Check View**.
   2.2. Click on the button **ERROR CORRECT**.

▶ You have successfully deleted in the currently opened receipt. The name, the quantity, and the total amount of the deleted item is displayed within the **Operation View**. The corresponding line item within the **Receipt/Guest-Check View** is marked with the note DELETE.

4.3.2 Cancel: Cancelling the Entire Sales Transaction

1. Click on the button **CANCEL** in order to cancel the currently opened receipt, containing all previously registered PLUs and free amounts.

   ▶ You have successfully cancelled the entire sales transaction. The status message `TRANSACTION CANCEL`, the quantity, the total amount of the cancelled PLUs, and free amounts are displayed within the **Operation**- and **Receipt/Guest-Check View**.

4.3.3 Void: Voiding Already Registered Items

1. Click on the button **VOID**.
2. If you want to void PLUs or free amounts that have already been registered with the currently opened receipt, enter the corresponding PLU or enter amount and department of the corresponding free amount.

Important:
Only previously registered PLUs and free amounts can be voided. Amount and department of the free amount must exactly correspond to the one previously registered.

3. If you want to void PLUs or free amounts stored on a table:

Important:
When using this manual for training purposes, see chapter 5 „Table functions“ within this training manual. There you will see further information about how to work with the different table functions.

3.1. Open the table.

3.2. Click on the button **VOID**.

The selection menu **VOID** with a list of all PLUs and free amounts stored on the corresponding table appears.

3.3. Click on the menu item with the PLU or free amount that you want to void.

The corresponding menu item disappears from the selection menu.

3.4. If you want to cancel further items, click on the corresponding menu item within the remaining menu items.

3.5. Close the table.

▶ You have successfully voided already registered items. The name, the quantity, and the total amount of the voided PLU or the corresponding department is displayed within the **Operation View**. The corresponding line items within the

Receipt/Guest-Check View are additionally labeled with the note VOID. If you have voided PLUs or departments stored on a table, additional kitchen- and bar receipts, containing quantity and name of the corresponding PLU or department, will be printed in order to inform the staff about the changed orders.

Tip:
If you want to void multiple registered PLUs or free amounts stored on a table, repeatedly press the corresponding menu item. It is only possible to void 1 item at the same time.

4.3.4 Refund: Taking back Goods

Important:
Depending on individual programming, the correction function **REFUND** requires special manager rights. Sign-in at your POS system as a manager or switch the POS systems function mode to the manager mode.

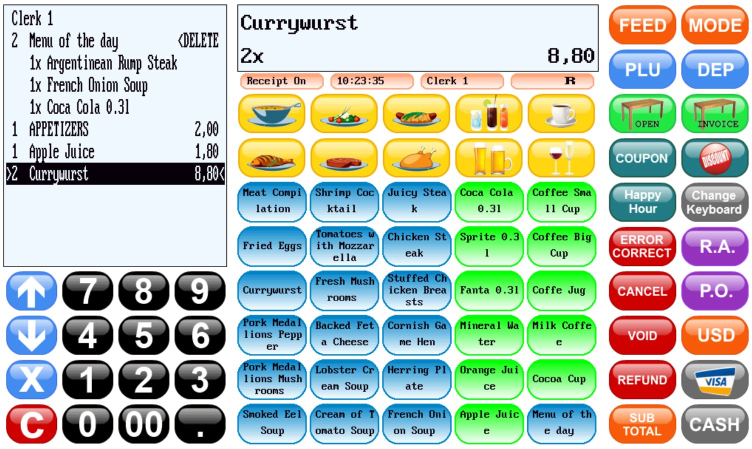
1. Click on the button **REFUND**.
2. If you want to return a previously sold PLU, select the corresponding PLU.
3. If you want to return a free amount previously registered in a department:
   3.1. Enter the amount via the numeric keypad.
   3.2. Select the corresponding department.

   ▶ You have successfully taken back goods. The name, the quantity, and the total amount of the PLU or department is displayed within the **Operation View**. The corresponding line items within the **Receipt/Guest-Check View** are also labeled with the note REFUND.

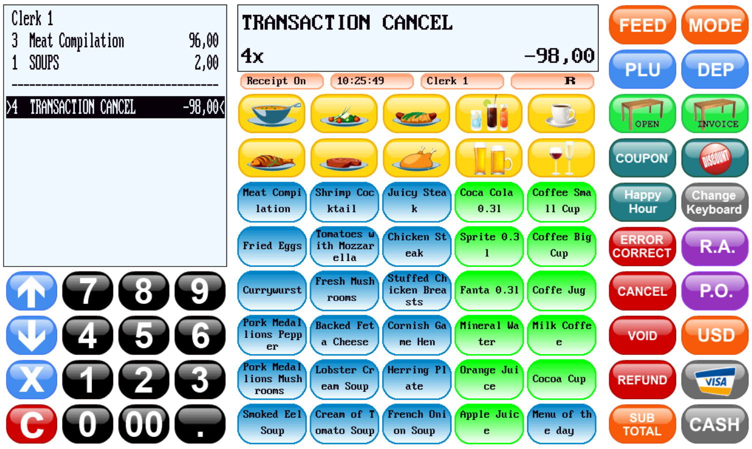
4.4 Corrections: Execises

Finish the following exercises and compare the result using the corresponding images.

- Register 2 menus of the day, an amount of `2.00` USD into the department appetizers and 1 apple juice. Delete the 2 menus and register 2 curry-wurst sausage instead!
  ▶ Check the accuracy of your result with the help of the following image.



- Register 3 meat compilations and an amount of 2.00 USD into the department soups. Cancel the entire sale transaction!
  - ▶ Check the accuracy of your result with the help of the following image.



- Register 2 shrimp cocktails, 1 ginger ale and 2 free amounts of 5.00 USD into the department rustic dishes. Void 1 of the registered free amounts and register 7.00 USD into the department chicken dishes instead!
  - ▶ Check the accuracy of your result with the help of the following image.

4.5 Discounts: Step by Step

4.5.1 Switching Price Levels

You can switch all PLU prices to additional levels. It is thereby possible to use different prices for each PLU. This is a useful function for promotional discount actions such as Happy Hours. It is possible to switch the corresponding price levels via a button in the POS system's user interface or based on a pre-programmed time period.

1. Click on the button **Happy Hour**.
   - ▶ The price level is switched to price level 2. The button displaying the activated function mode (i.e. R or M) within the status bar now displays the additional number of the currently activated price level.
2. Select the corresponding PLU.
   - ▶ You have successfully switched price levels. The price level`s name, the PLU name, the quantity, and the total amount of the registered PLU is displayed within the **Operation View**. The corresponding line item within the **Receipt/Guest-Check View** is marked with the prefixed price level name.

Tip:
The price level will be reset automatically to the basic price level after registering a PLU.

4.5.2 Deducting Percent Discount from the Sub Total Amount

1. If you want to deduct the pre-programmed in per cent discount, click on the button **SUB TOTAL** after you have completed the registration process.
   - ▶ The sub total is displayed within the **Operation View**.
2. If you want to deduct a self-imposed % discount:
   - 2.1. Click on the button **SUB TOTAL**, after you have completed the registration process.
     The subtotal is displayed within the **Operation View**.
   - 2.2. Enter the corresponding % rate via the numeric keypad.
3. Click on the button **DISCOUNT**.
   - ▶ You have successfully deducted a % discount from the sub total amount. The percentage rate, the calculated discount amount, and the name of the discount are displayed within the **Operation View** and below the line item Subtotal within the **Receipt/Guest-Check View**.

4.5.3 Deducting a Percent Discount from a PLU

1. If you want to deduct a pre-programmed discount in %, click on the button **DISCOUNT** after you have registered the corresponding PLU.
2. If you want to deduct a self-imposed discount in %:
   2.1. Enter the corresponding percentage rate via the numeric keypad.
   2.2. Click on the button **DISCOUNT**.

   ▶ You have successfully deducted a % discount from a PLU. The percentage rate, the calculated discount amount and the name of the discount are displayed within the **Operation View** and below the currently registered PLU within the **Receipt/Guest-Check View**.

Tip:
Depending on individual programming, it is possible to block discounts on the total amount and/or the amount of a PLU. It's also possible to set maximum discount limits and to disable self-imposed % discounts.

4.5.4 Deducting a Value Amount Discount

1. If you want to deduct a pre-programmed value amount discount (i.e. 10 USD off), click on the button **COUPON** within the current registration process.
2. If you want to deduct a self-imposed value amount discount:
   2.1. Enter the value amount discount via the numeric keypad.
   2.2. Click on the button **COUPON**.

   ▶ You have successfully deducted an amount discount. The discount`s name and value amount are displayed within the **Operation View** and the receipt and receipt/guest-check view.

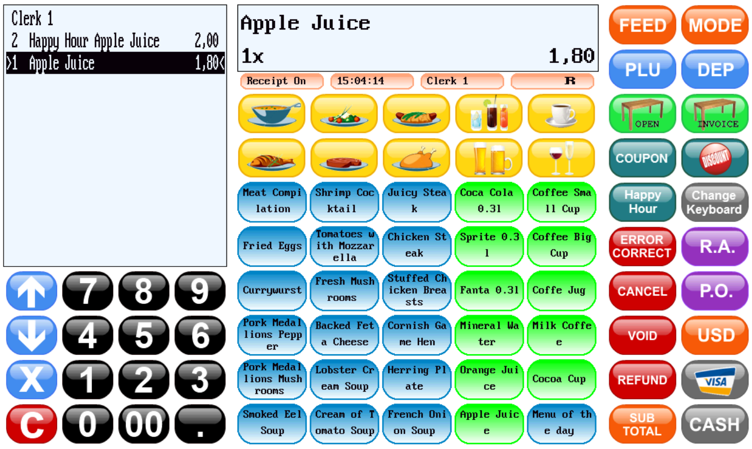
Tip:
Depending on individual programming, it is possible to set maximum discount limits and to disable self-imposed value amount discounts.

Tip:
Depending on individual programming, it is also possible to use surcharges with your POS system. You can use fixed or self-imposed, % and value amount surcharges.

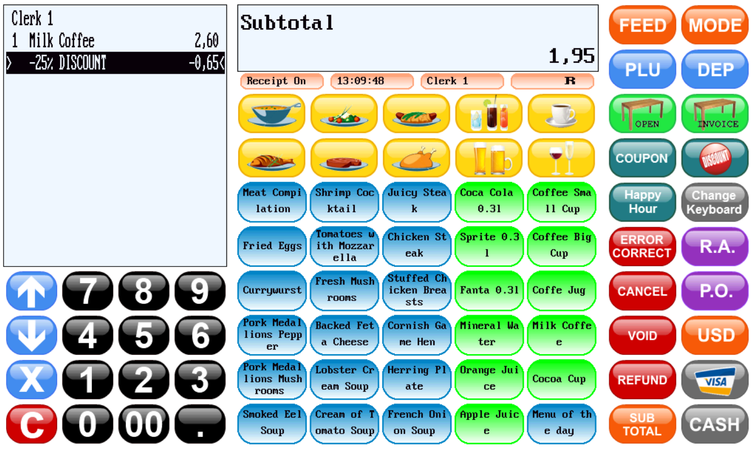
4.6 Discounts: Exercises

Finish the following exercises and compare the result using the corresponding images.

- Register 2 apple juice using the price level happy hour and 1 apple juice using the standard price level!
  - ▶ Check the accuracy of your result with the help of the following image.

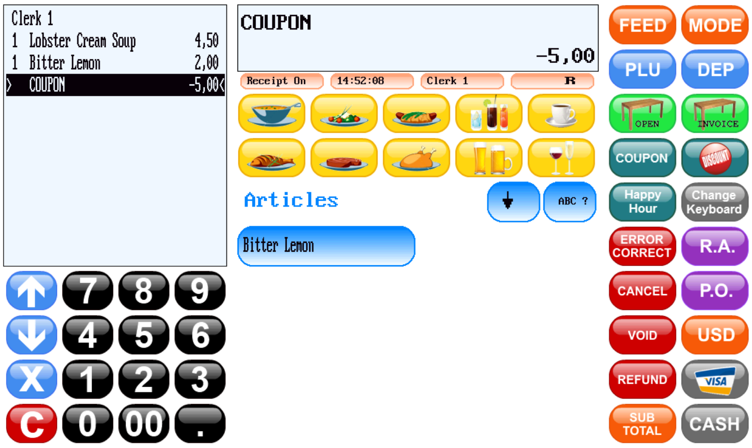


- Register 1 milk coffee and deduct a discount of 25%. Calculate the current sub-total!
  - ▶ Check the accuracy of your result with the help of the following image.



- Register 2 juicy steak and 1 menu of the day. Deduct the pre-programmed % discount on the receipts sub-total!
  - ▶ Check the accuracy of your result with the help of the following image.

- Register 1 lobster cream soup and 1 bitter lemon. Deduct a value amount discount of 5 USD!
  - ▶ Check the accuracy of your result with the help of the following image.



4.7 In-payment and out-Payment: Step by Step

4.7.1 Paying in a Value Amount

Important:
Depending on individual programming, the in- and out-payment function requires special manager rights. Sign-in at your POS system as a manager or switch the POS systems function mode to the manager mode.

Important:
When using this manual for training purposes, sign-in as manager. The secret code number for the manager is 00000003. Be sure to use the standard configuration that the unit comes with.

1. Enter the value amount you want to pay into the POS systems drawer.
2. Click on the button **R.A.**
   - ▶ You have successfully received an amount. The corresponding amount is stored and added to the current cash balance of your (virtual-) cash drawer. The printed receipt contains an additional signature line for documentation and controlling purposes.

4.7.2 Paying out a Value Amount

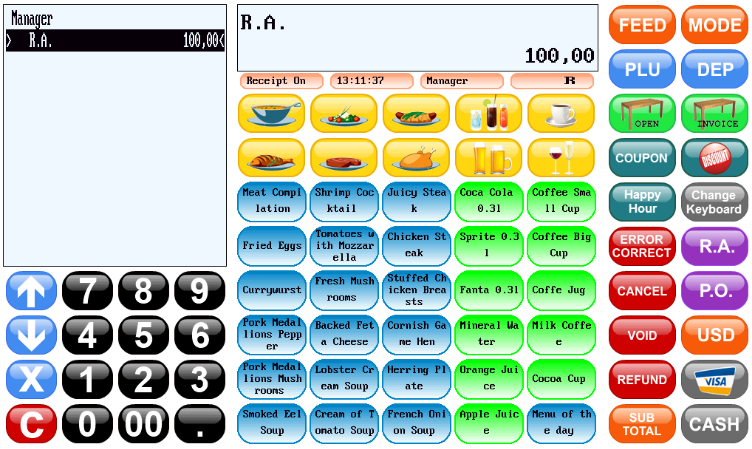
1. Enter the value amount you want to pay out from the POS systems drawer.
2. Click on the button **P.O.**

   ▶ You have successfully paid out an amount. The corresponding amount is stored and subtracted from the current cash balance of your (virtual-) cash drawer. The printed receipt contains an additional signature line for documentation and controlling purposes.

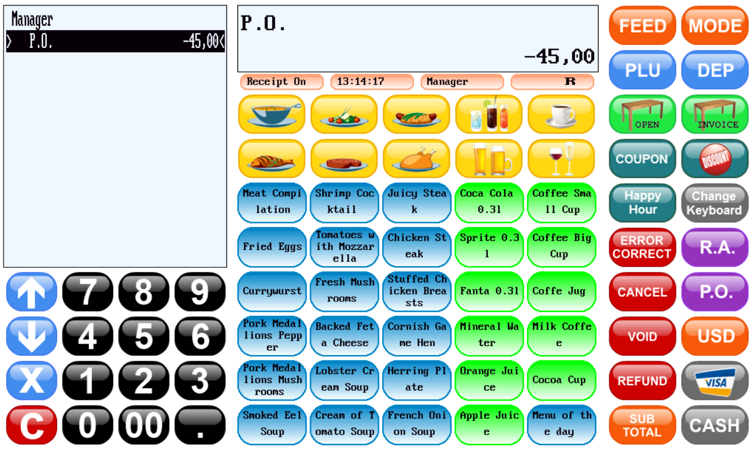
4.8 In-payment and out-Payment: Exercises

Finish the following exercises and compare the result using the corresponding images.

- Pay in an amount of 100.00 USD!
  - ▶ Check the accuracy of your result with the help of the following image.



- Pay out an amount of 45.00 USD!
  - ▶ Check the accuracy of your result with the help of the following image.



4.9 Currencies: Step by Step

4.9.1 Paying in Foreign Currency

1. Click on the button USD within the user interfaces currency functions after you have completed the registration process of the current sales transaction.
   - ▶ The sub total of the current sales transaction is created, converted into the corresponding foreign currency, and displayed within the **Operation View**. The POS system uses a configurable conversion rate.
2. Enter the amount the customer has paid in the corresponding foreign currency.
3. Click on the button with the corresponding payment function to confirm.
   - ▶ You have successfully paid in foreign currency. Within the **Receipt/Guest-Check View** all details about the sales transaction are displayed. The details will also be listed on the printed receipt:

1 Payment process items

- On the first 2 line items the printed receipt contains the quantity of all registered PLUs and free amounts, the sales transactions total, and the VAT/tax rate with the calculated, proportionate VAT amount.
- The line items after contain the currency name, the amount the customer has paid using the corresponding currency, the payment method, the total amount in the corresponding currency, and the conversion rate used for the calculation.

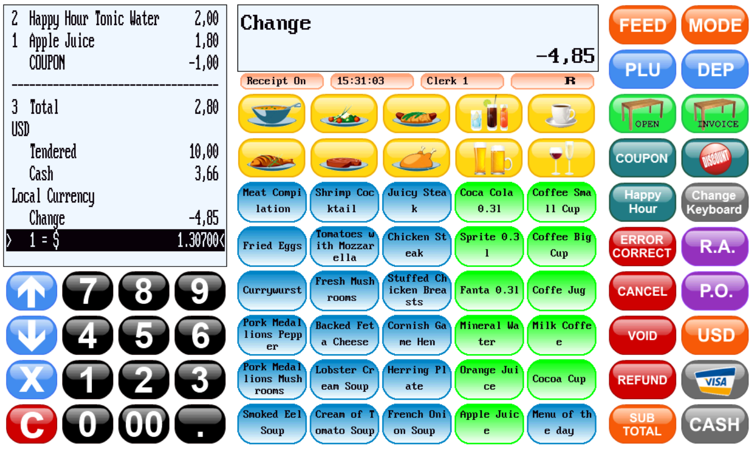
2 Amount of change

- The line items contain the amount of change in local currency.

Tip:
Depending on individual programming the amount of change will be calculated either in local or in foreign currency.

4.10 Currencies: Exercises

- Register 2 tonic water using the price level happy hour and 1 apple juice using the standard price level. Deduct a discount amount of 1 USD. Finish the sales transaction paying 10 USD using the payment method Cash!
  - ▶ Check the accuracy of your result with the help of the following image.



5 Table Management

5.1 Table Management: Overview

Tables are used to store the goods consumed for each table and to store and manage several receipt/guest-checks simultaneously within the food service sector.

Below you will learn how to use the different table management functions with your QUORiON POS system

- splitting
- transferring
- delivering
- reactivating
- cashing up tables and table balances

You will learn about the most important views within the user interface and the structure of the standard keyboard layout. Also, you will see how to work with the different modifier and condiment functions.

Important:
When using this manual for training purposes, change the keyboard level to Keyboard3.

Important:
The user interface, the keyboard layout, and some of the operating procedures may differ from the 1 shown in this manual, depending on individual programming and configuration of your POS system. When using this manual for training purposes, be sure to use the standard configuration that the unit comes with.

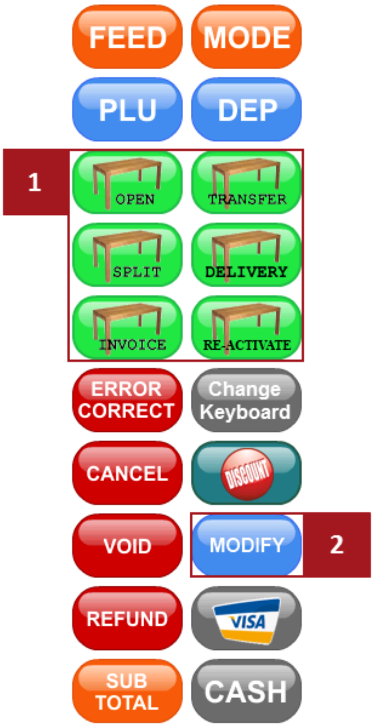
Warning!
Damaged touch screen

The use of sharp objects such as pencils or pens may damage the POS system's touch screen. No liability or warranty claim is accepted for damages caused by such inappropriate use.

– Only touch the screen with your fingers.

5.2 Table Management Functions: Relevant Views

5.2.1 Operating Functions View



1 Table and table balance functions

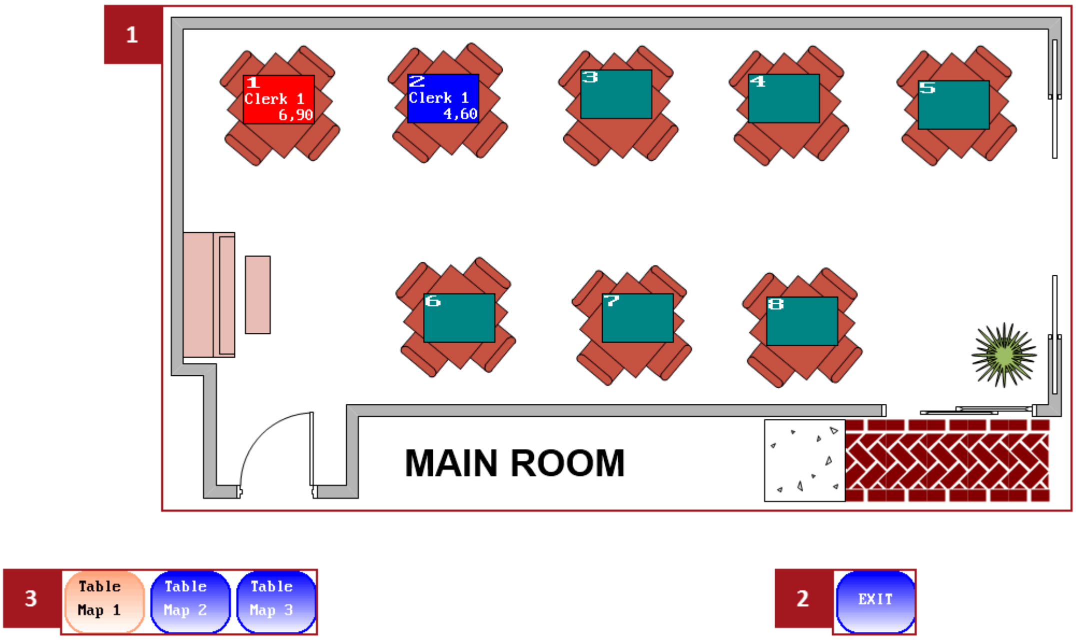
- With the different table and table balance functions you can register and store items/PLUs or free amounts on tables and manage those that are already stored. *You can also use the different functions for rooms within a hotel or for customer accounts.*
- Table and table balance functions are mainly used within the restaurant sector, but can also be useful within the retail sector and in bakeries.
    - In retail, for example, you can store a sales transaction, if a customer forgot his wallet. It is thereby possible to serve other customers until the customer returns with the wallet.
    - In bakery, for instance, it is possible that several operators work with 1 POS system and serve different customers at the same time without having to wait until another operator has completed his/her sales transaction.
- Use the button **OPEN** to open and close new and to re-open and close already existing tables.
- Within the payment process you can use the function to create a receipt/guest-check. The waiter then passes it to the customer before starting the payment process. This serves to inform the customer about the details of his receipt/guest-check and allows for a payment method selection.
- With the button **SPLIT** it is possible to split table balances, if for example customers wish to pay separately.

- Use the button **INVOICE** to create a receipt/guest-check, based on the current table balance with all PLUs and free amounts stored on the table and to start the payment process.
- With the button **TRANSFER** you can transfer a table balance with all its PLUs and free amounts from 1 table to another.
  - For example, in case customers move to another table. It is therefore also possible to combine 2 tables to 1 single table.
- With the button **DELIVERY** you can transfer a specific table or all tables from 1 clerk to another clerk.
  - For example, when a clerk's working shift is over and he/she wants to transfer all his open table balances to a colleague.
- Use the button **RE-ACTIVATE** to re-activate a table balance, containing all PLUs and free amounts previously stored on the table. It is thereby possible to add PLUs and free amounts to tables for which a receipt/guest-check has already been created and printed or to change the payment method.
  - This can be useful, if a customer initially wanted to pay in cash, but during the payment process notes that he/she has too little cash and therefore has to pay with card.
  - Or if customers decide to order more items, but already asked for the printed receipt/guest-check.

2 Modifier and condiment functions

- By using modifier and condiment functions it is possible to specify PLUs and free amounts with additional information or items.
  - Use the modifier functions to add additional information like cooking or preparation instructions.
  - Use the condiment functions to add additional goods like side dishes.
  - The different functions are listed in selection menus and can be chosen by tapping on the menu item with the corresponding modifier or condiment.
  - Depending on individual programming modifier and condiments can be linked with PLUs and departments.
    - It is therefore possible to automatically open a selection menu, when the corresponding PLU or department is registered.
    - Alternatively, you can use a specific button on the POS system's keyboard layout to open the menu.
  - The selection of modifier and condiments can be optional or compulsory.
  - You can also require waiters to select multiple modifier and condiments or to enter a specific quantity of modifiers and condiments.
  - It is possible to use pre-programmed PLUs as condiments:
    - to assemble menus consisting of different dishes
    - AND to individually combine the side dishes.

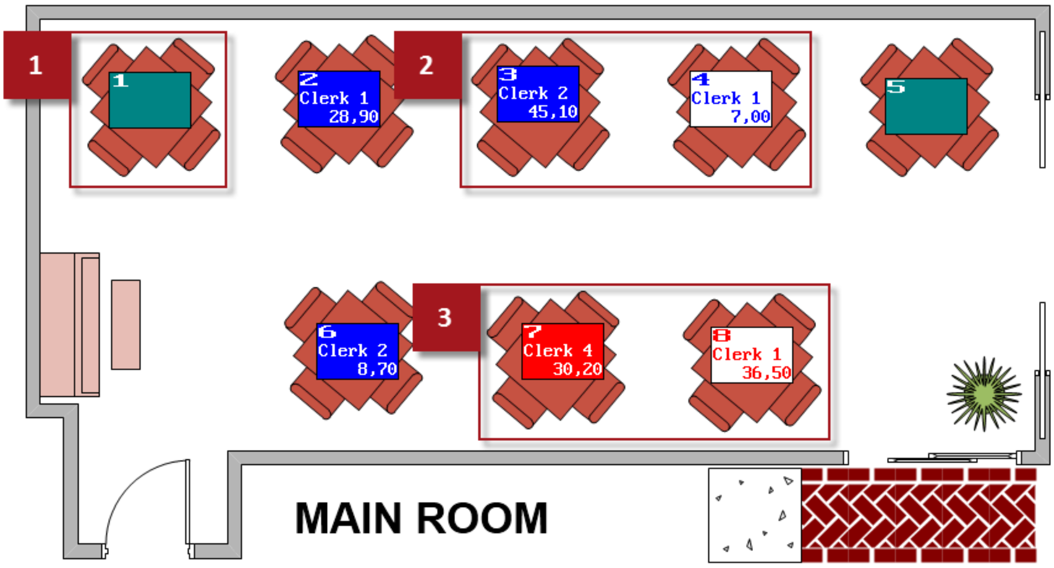
5.2.2 Table Map View



You can find the **Table Map View** by clicking the button **OPEN** on the user interface's operating functions. Table maps allow quick, comfortable, and clearly arranged table management for food service businesses.

- The **table map background** [1] consists of a changeable BMP image file, representing furniture and a floor plan of your rooms. Within the table map background you can find a virtual table map layout to open tables and gather information about the status of each table.
- Use the button **EXIT** [2] to close the **Table Map View**.
- Via the buttons for **switching the table map** [3] you can switch between different table maps. It is possible to use up to eight different table maps with your POS system. The currently active table map can be identified by its **orange background colour**.

5.2.3 Table Map Layout View



You can find the Table Map Layout View by clicking the button **OPEN** in the user interface's operating functions. The different table buttons (numbered rectangles in image above) represent the tables of your restaurant and inform you about the individual status of each table.

Via the buttons you open and manage tables. Each table is assigned to a pre-programmed table number.

- Buttons for **unoccupied tables** [1] are marked with a **turquoise background color** and display the table number.
- Buttons for **occupied tables** [2] are marked with a **blue background color**. They display the table number, the name of the clerk who is assigned to the table, and the current table balance. *Inverted colors* (background and text) indicate tables that have not been visited for the duration of a pre-programmed period of time.
- Buttons for **tables for which a receipt/guest-check was created** [3] are marked with a **red background color**. The buttons display the table number, the name of the clerk who is assigned to the table, and the table's total balance. *Inverted colors* (background and text) indicate tables that have not been visited for the duration of a pre-programmed period of time.

5.3 Basic Table Management: Step by Step

5.3.1 Opening Table

1. If you want to open a table via the table map:
   1.1. Click on the button **OPEN** in the table and table balance functions.
   The **Table Map View** opens.
   1.2. Use the buttons for switching the table map to switch to another table map.
   1.3. Click on the table button.
2. If you want to directly open a table by entering the table number:

2.1. Enter the number via the numeric keypad.

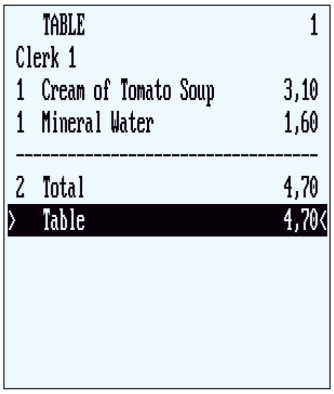
2.2. Click on the button **OPEN.**

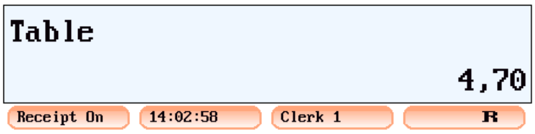
- ▶ You have successfully opened a table. The table number and the name of the clerk who is assigned to the table are displayed in the **Operation** and the **Receipt/Guest-Check View**.

5.3.2 Registering Items and Closing a Table

1. Open the table.
2. Register the corresponding PLUs and free amounts.
3. Click on the button **OPEN** after finishing the registration process in order to close the table.

- ▶ You have successfully registered items and closed a table. All registered PLUs and free amounts are stored on the table. The line items of **the Receipt/Guest-Check View** contain:
  - the quantity
  - the item names
  - total value of the registered PLUs and free amounts
  - the quantity and total value of the current registration process
  - the table’s current balance.
- ▶ The table’s current balance is also displayed within the **Operation View**.
- ▶ Depending on individual programming the POS system prints additional bar or kitchen receipts on other printers or the built-in receipt printer for preparation purposes.





Tip:
PLUs and free amounts registered on the same table in previous registration processes are summarized and listed in the first line items of the **Receipt/Guest-Check View**.

5.3.3 Re-Open a Table

1. If you want to re-open a table via the table map:
   1.1. Click on the button **OPEN** within the table and table balance functions.
   1.2. Click on the table button.
2. To re-open a table directly, entering the table number:
   2.1. Enter the number via the numeric keypad.
   2.2. Click on the button **OPEN.**

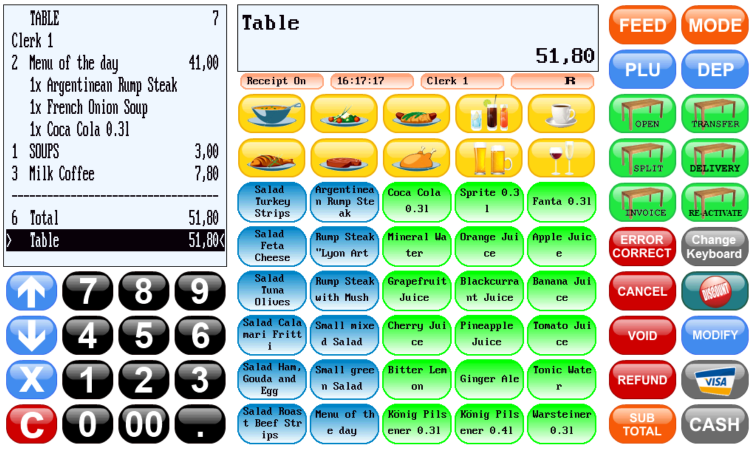
▶ You have successfully re-opened a table.

5.4 Basic Table Management: Exercises

Finish the following exercises and compare the result using the corresponding images.

- Register 2 menus of the day, an amount of `3.00` USD into the department soups and 3 milk coffee on table 7 and close the table.

  ▶ Check the accuracy of your result with the help of the following image.



5.5 Managing the Receipt/Guest-Check

5.5.1 Splitting the Table Balance

1. Open the desired table.

Important:
If the table is still open and any new PLUs or free amounts were registered, you have to close and re-open it.

2. Click on the button **SPLIT.**

   ▶ The selection menu **Select Split Item** with a list of all PLUs and free amounts stored on the selected table appears.

3. Click on the menu item with the PLUs or free amounts that you want to select for splitting.
4. If you want to split the table balance and transfer the selected PLUs and free amounts to another table:
   4.1. Enter the corresponding table number via the numeric keypad.
   4.2. Click on the button **OPEN.**

Tip:
You can also select the table via the corresponding table button in the **Table Map View**

5. If you want to split the table balance and start the payment process for the selected PLUs and free amounts:
   5.1. Click on the button **INVOICE .**
   5.2. Click on the button with the desired payment method.
      - ▶ You have successfully split table balances. The name, the quantity, and the total amount of the split PLUs or free amounts is displayed in the **Receipt/Guest-Check View**.
      - ▶ The corresponding line items are also labeled with the note `Split`. If you have transferred the split items to another table, the POS will show the new table number in the **Operation View** and in the **Receipt/Guest-Check View**.

5.5.2 Transferring a Table Balance to Another Table

1. Open the desired table.

Important:
If the table is still open and any new PLUs or free amounts were registered, you have to close and re-open it.

2. Click on the button **TRANSFER**.
3. Enter the number of the table to which you want to transfer the entire table balance.
4. Click on the button **OPEN**.
   - ▶ You have successfully transferred the entire table balance to another table. The POS shows the new table number in the **Operation View** and the **Receipt/Guest-Check View**.
   - ▶ In the case of existing table balances, the table balances are added together. This is how you combine tables.

5.5.3 Transferring a Table Balance to Another Clerk

Important:
If the table is still open and any new PLUs or free amounts were registered, you have to close and re-open it.

1. If you want to deliver 1 single table balance to another clerk, open the corresponding table first.
2. Click on the button **DELIVERY**.
3. Select the corresponding clerk:
   3.1. Enter the clerk number via the numeric keypad.
   3.2. Click on the button for clerk selection within the status bar.
   3.3. If an additional secret code number has been programmed, enter the number via the POS systems numeric keypad.
   3.4. Click on the button for clerk selection again to confirm.
   - ▶ You have successfully delivered table balances to another clerk. The number and the balance of each table delivered are displayed within the receipt and receipt/guest-check view. The subtotal of all delivered balances is displayed within the Operation View and within the last line item of the receipt and receipt/guest-check view.

Tip:
If you want to deliver all table balances to another clerk, sign-in the first clerk, use the button **DELIVERY** and sign-in the second clerk.

5.5.4 Cashing out a Table

1. Open the corresponding table.
2. Click on the button **RECEIPT/GUEST-CHECK**.
3. If you want to calculate and display the current subtotal, click on the button **SUB TOTAL.**
4. If you want to create a receipt/guest-check, click on the button **OPEN.**
   - ▶ The receipt/guest-check is printed and displayed within the POS system's receipt and the Receipt/Guest-Check View. It is passed to the customer in order to inform him about the details of his receipt/guest-check and to select a payment method.
5. If you want to calculate the change, enter the amount the customer has paid via the numeric keypad.

6. Click on the button with the corresponding payment method in order to create the final receipt/guest-check and cash out the table.

   ▶ You have successfully cashed out a table. In case of overpayment the POS system displays the amount of change within the Operation View. In case of underpayment the POS system displays the owed amount that the customer still has to pay. You have to repeat the payment process then, until the total amount is paid completely. The table is closed and the final receipt/guest-check is printed. Within the receipt and Receipt/Guest-Check View all details about the registered PLUs, free amounts, and info related to the payment process are displayed. The details will also be listed within the printed final receipt/guest-check.

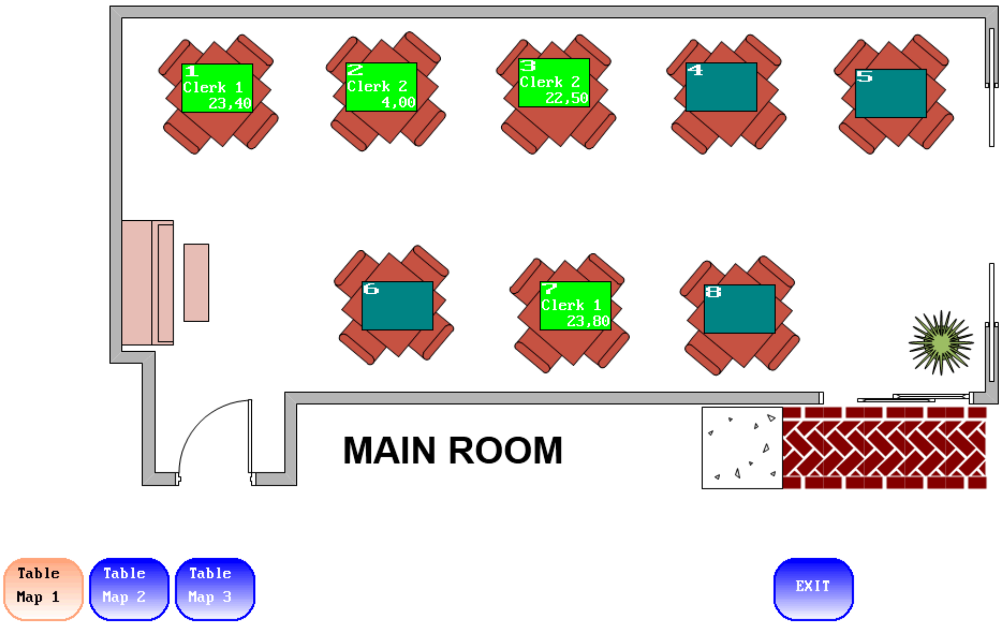
5.5.5 Reactivating Table

1. Click on the button **RE-ACTIVATE**.

   ▶ The view table map opens. The buttons for tables that are available for re-activation are marked with a green background color. They display

   - the table number
   - the name of the clerk, who previously was assigned to the table
   - the table balance.

Important:
Note that it is only possible to re-activate the last closed table balance of each table including all registered PLUs and free amounts. Previously stored table balances beyond that cannot be accessed.



2. Click on the button with the desired table.

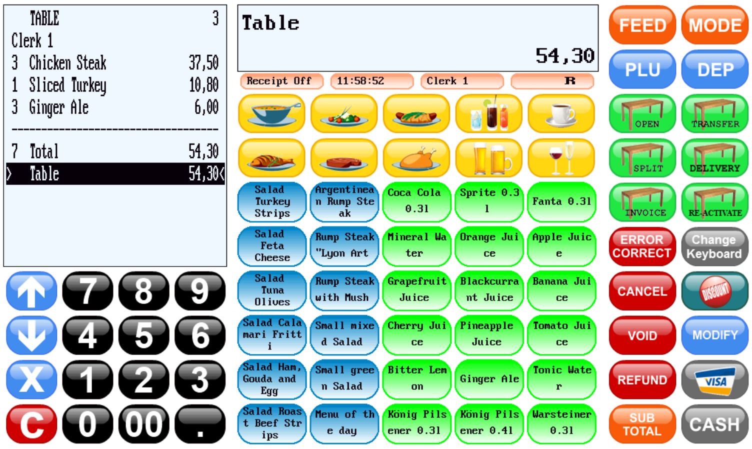
   ▶ You have successfully re-activated a table. The corresponding table number is displayed within the receipt and Receipt/Guest-Check and the Operation View.

The name of the clerk, who has reactivated the table and now is assigned to it, is displayed within the receipt and Receipt/Guest-Check View. You can now register additional PLUs and free amounts or start the payment process using a different payment method. Newly registered PLUs and free amounts are added to the current table balance.

5.6 Invoicing: Exercises

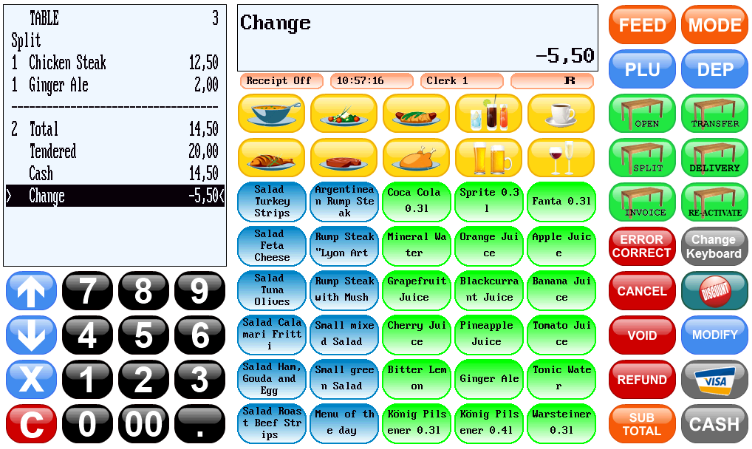
Finish the following exercises and compare the result using the corresponding images.

- Register on table 3 >
  - 3 chicken steaks
  - 1 sliced turkey
  - 3 ginger ales
  - and close the table.
- ▶ Check the accuracy of your result with the help of the following image.

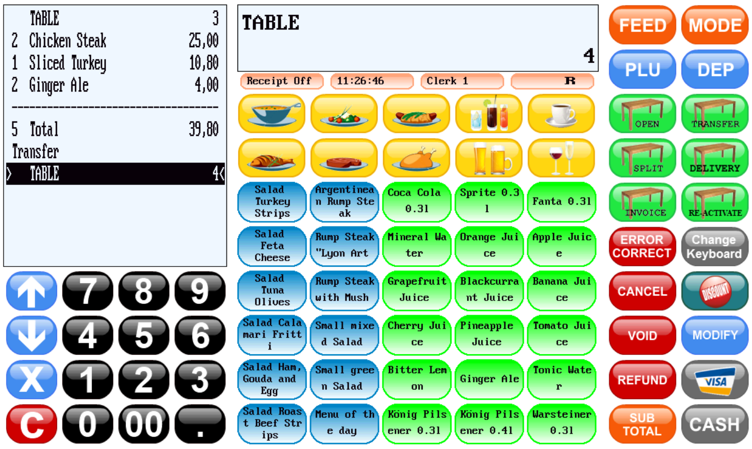


- Split from table 3 >
  - 1 chicken steak
  - 1 ginger ale
- ▶ Check the accuracy of your result with the help of the following image.

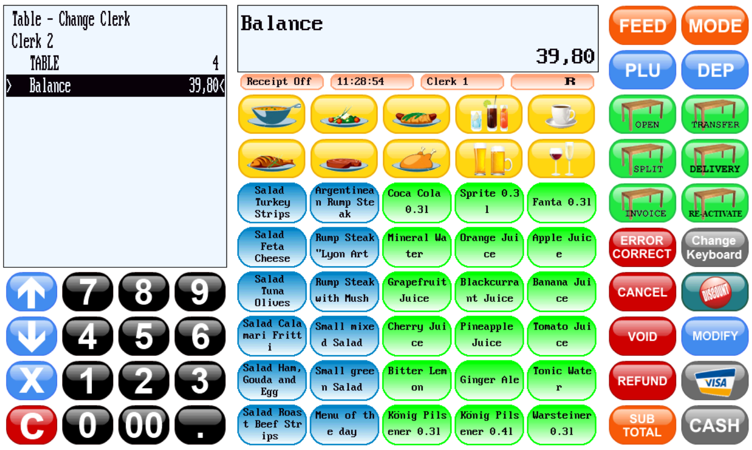
- Create an receipt/guest-check for the split PLUs and start the payment process using the payment method CASH with an amount of `20,00` USD given.
  - ▶ Check the accuracy of your result with the help of the following image.



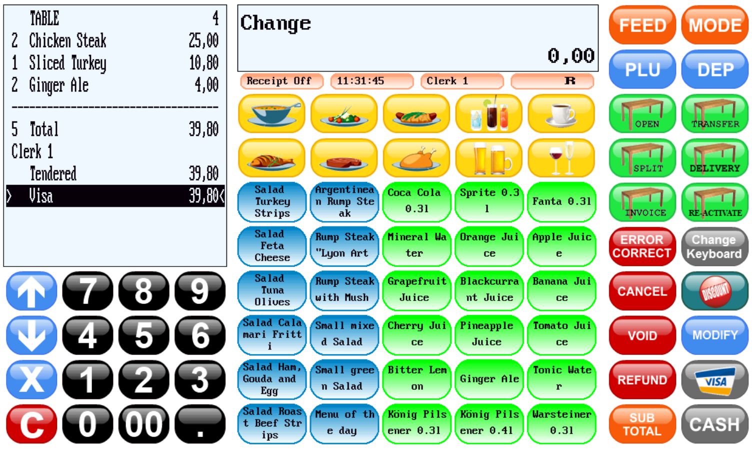
- Transfer the entire balance of table 3 to table 4.
  - ▶ Check the accuracy of your result with the help of the following image.



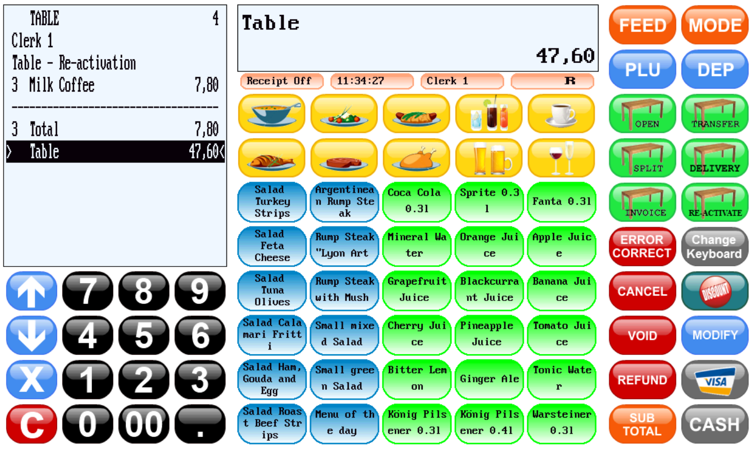
- Transfer the balance of table 4 from clerk 1 to clerk 2.
  - ▶ Check the accuracy of your result with the help of the following image.



- Cash up the unpaid balance of table 4 using the payment method VISA.
  - ▶ Check the accuracy of your result with the help of the following image.



- Re-activate table 4. Register 3 additional milk coffees and close the table.
  - ▶ Check the accuracy of your result with the help of the following image.



5.7 Modifier and Condiments

5.7.1 Adding modifier and condiments

1. Click on the button **MODIFY** after you have registered the desired PLU or free amount you want to specify.
   - ▶ The selection menu **Modifiers** with a list of the pre-programmed modifiers and condiments opens.

Tip:
Based on individual programming you can use a specific modifier for adding individual information messages. Select the corresponding modifier, enter your information via the QWERTY keypad of the QMP user interface, and use the button **Enter** to confirm.

Tip:
When using this manual for training purposes, you can find the modifier for adding individual information messages via the selection menu **Modifiers** and selecting the menu item **Hint:**.

2. If you want to add a specific quantity of a single modifier or condiment:
   2.1. Enter the quantity via the numeric keypad.
   2.2. Click on the button **X**.
3. Click on the menu item with the corresponding modifier or condiment.
   ▶ You have successfully added modifier and condiments. The name and the quantity of the corresponding modifier or condiment are displayed within the line item below the corresponding PLU or free amount. *A modifier is also marked with the prefix *, while a condiment shows the prefix +.*

5.7.2 Selecting Modifier and Condiments

1. Register the corresponding PLU linked with a modifier or condiment.
   ▶ A selection menu with a list of the available modifier and condiments for the registered PLU opens.
2. Click on the menu item with the corresponding modifier or condiment.
3. If the selection of modifier and condiments is compulsory, repeat the selection process until the pre-programmed selected set is reached.

Tip:
You can use the correction function Error Correct to cancel the last entered and already registered modifiers and condiments during the registration process.

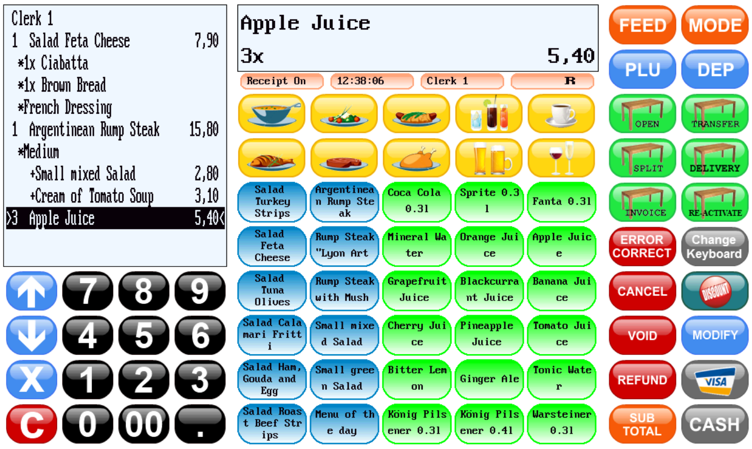
4. If it is required to enter a specific quantity for 1 single modifier or condiment:
   4.1. Enter the quantity via the POS systems numeric keypad.
   4.2. Click on the button **X** to confirm.

   ▶ You have successfully selected modifier and condiments. The name and the quantity of the modifier or condiment are displayed within the line item below the PLU or free amount. A modifier is also marked with the prefix *, while a condiment showsthe prefix +.

5.8 Modifier and Condiments: Exercises

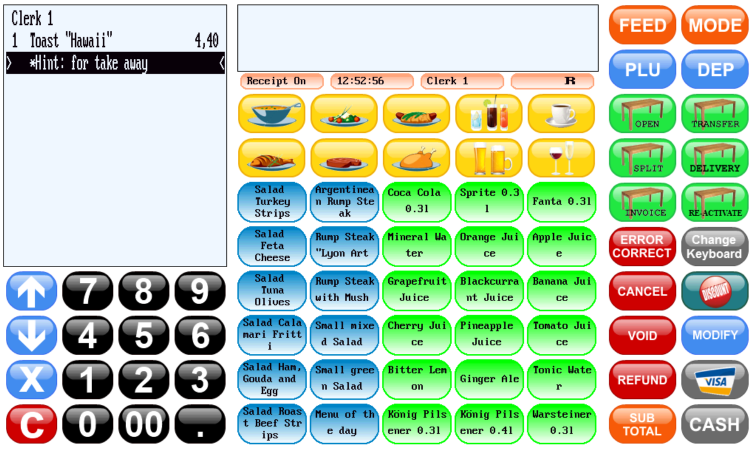
Finish the following exercises and compare the result using the corresponding images.

- Register >
  - 1 salad feta cheese
    - with the bread type “ciabatta”
    - brown bread
    - the dressing type French dressing
  - 1 Argentinean rump steak
    - cooked medium
    - the appetizers small mixed salad
    - cream of tomato soup
    - 3 apple juices
  - ▶ Check the accuracy of your result with the help of the following image.



- Register 1 Menu of the Day” and manually add the modifier “rare” and the condiment “small green salad” from the selection menu **Modifiers**.
  - ▶ Check the accuracy of your result with the help of the following image.

- Register 1 toast Hawaii and add the hint “`for take away`” by using the modifier Hint: for adding individual information messages.
  - ▶ Check the accuracy of your result with the help of the following image.


Clerk 1
1 Toast "Hawaii" 4,40
*Hint: for take away
Receipt On
12:52:56
Clerk 1
R
FEED
MODE
PLU
DEP
OPEN
TRANSFER
SPLIT
DELIVERY
INVOICE
RE-ACTIVATE
Salad Turkey Strips
Argentinean Rump Steak
Coca Cola 0.3l
Sprite 0.3l
Fanta 0.3l
Salad Feta Cheese
Rump Steak "Lyon Art
Mineral Water
Orange Juice
Apple Juice
ERROR CORRECT
Change Keyboard
Salad Tuna Olives
Rump Steak with Mush
Grapefruit Juice
Blackcurrant Juice
Banana Juice
CANCEL
DISCOUNT
Salad Calamari Fritti
Small mixed Salad
Cherry Juice
Pineapple Juice
Tomato Juice
VOID
MODIFY
Salad Ham, Gouda and Egg
Small green Salad
Bitter Lemon
Ginger Ale
Tonic Water
REFUND
VISA
Salad Roast Beef Strips
Menu of the day
König Pilsener 0.3l
König Pilsener 0.4l
Warsteiner 0.3l
SUB TOTAL
CASH
7 8 9
4 5 6
X 1 2 3
C 0 00 .

6 Reports

6.1 Reports: Overview

Your QUORiON POS system offers numerous possibilities to view and print detailed and custom-designed reports for controlling all the transaction data and managing your entire sales data.

Below you will learn how to use the different report types.

Furthermore, you learn how to work with the electronic journal and how you can export and store your reports for external processing.

Important:
The user interface, the keyboard layout and some of the operating procedures may differ from the 1 shown in this manual, depending on individual programming and configuration of your POS system. When using this manual for training purposes, be sure to use the standard configuration that the terminal comes with.

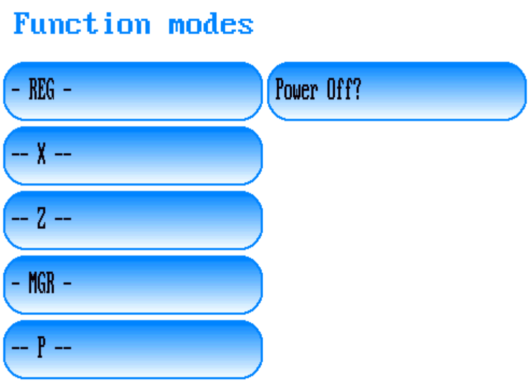
Warning!
Damaged touch screen

The use of sharp objects such as pencils or pens may damage the POS system's touch screen. No liability or warranty claim is accepted for damages caused by such inappropriate use.

– Only touch the screen with your fingers.

6.2 Reports: Relevant Views

6.2.1 Selection Menu Function Modes



You can find the selection menu **Function Modes** by clicking the button **MODE** within the user interfaces operating functions. Use the menu in order to select between X- and Z-Reports.

- Use the menu item **-- X --** in order to switch the POS system`s Function Mode to the X-Mode.
    - While operating in X-Mode, you can create, view, and print specific reports on the basis of stored transaction data.
    - X-reports are interim reports.
    - After creating an X-report the corresponding data incurred up to the time of creation will not be deleted. The data is kept for further reports.
- While operating in Z-Mode you can create Z-reports. Use the menu item **-- Z --** in order to switch the POS system’s Function Mode to the Z-Mode.
    - Z-reports are final reports.
    - After creating a Z-report the corresponding data incurred up to the time of creation will be deleted.
    - The report cannot be created again.
    - The fiscal laws in many countries prescribe a periodic creation and the storage of Z-Reports for accounting purposes.

6.2.2 Selection Menu User Reports

You can find the selection menu **User Reports** by clicking the button **CASH** while operating in X-Mode or in Z-Mode. After choosing either an X-Report or a Z-Report, you can decide which report to create. Use the selection menu in order to search and select the different report types. You can create different types of clerk-, time-, and department and PLU related reports. Each report offers an individual overview on the transaction data stored within your POS system.

Modern POS systems offer different memory levels, which allow a query of certain transaction for 1 day or a pre-conimaged time period. Each transaction performed at the POS system generally flows in each of these memory levels. The different memory levels operate independently of 1 another. For example, there may be a memory level 1 for daily reports and another level 2 for weekly reports. At the end of the day you print the reports for level 1, at the end of a week the reports for level 2. If a memory level is deleted (reset) after creating a Z-Report, all the other memory levels are not deleted.

Depending on the report type used, the data is classified into different categories. The categories, for example, are

- total sales including taxes
- drawer totals
- amounts paid-in and paid-out
- payment methods used within the payment process
- price levels
- departments and PLUs

Furthermore, the report shows the operating functions used, such as table functions, discount functions, and corrections functions, etc. For every single category the related quantities and amounts are reported.

- Use the menu items **Clerk Report** and **All Clerk Report** to create a report combining the transaction data relating to 1 single clerk or to all clerks that have used the POS system.
- Via the menu items **Daily Report**, **Weekly Report** and **Monthly Report** you can create a report combining the transaction data relating to a time period of 1 day, 1 week or 1 month.

- Use the menu item **Open Table Report** to create a report containing a list of all table balances that have not yet been cashed out.
- You can create a report that classifies the transaction data according to groups, departments, and PLUs. Use the menu item **Daily Dept/PLU** to create a report for a time period of 1 day and the menu item **Weekly Dept./PLU** for a time period of 1 week.
- Use the menu item **Time Z1 Report** to create a report that indicates the total sales per hour. With this you can control and compare the sales data relating to the time periods from 8:00--10:00, 10:00--11:00 etc.
- Via the menu item **Day of the Week Report** you can create a report that indicates the total sales per day. With this you can control and compare the sales data for Monday, Tuesday etc.
- Use the menu item **Electronic Journal** in order to create a report containing information about the last transaction from all transactions registered on your POS system.
- You can create USB-Reports for external processing on the computer by using the menu item **USB Report**. The type of report used for automatic reports is customizable and can be chosen within the pre-configured report types.

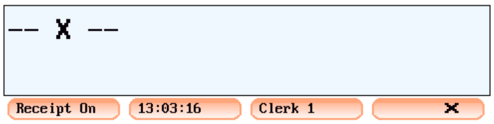
6.3 X- and Z-Reports: Step by Step

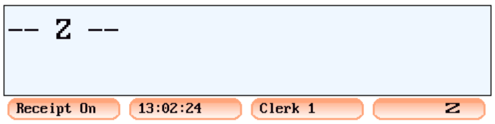
6.3.1 Switching between X- and Z-Reports

1. Click on the button **MODE.**
    - ▶ The selection menu **Function Modes** opens.

Tip:
It is possible to create reports in X or Z-Mode, depending on whether you need an X or Z-Report. Note that a Z-Report cannot be created again. The corresponding data incurred up to the time of the report creation will be deleted.

2. If you want to create X-Reports, click on the menu item **-- X --.**
3. If you want to create Z-Reports, click on the menu item **-- Z --.**
    - ▶ You have successfully switched between X- and Z-Reports. The POS system now operates in the corresponding function mode. The mode is displayed within the **Operation View** and the status bar of the POS system's user interface.





6.4 Clerk Reports: Step by Step

6.4.1 Creating Clerk Report

1. Sign-in the clerk you want to create the report for.
2. Switch the POS systems function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
    - ▶ The selection menu **User Reports** opens.
4. Click on the menu item **Clerk Report**.
    - ▶ You have successfully created a clerk report. The status message “`Finished!`” indicates the successful completion. Within the Receipt/Guest-Check View all details about the report are listed. The details will also be listed within the printed receipt:

Important:
Note that only categories of a report containing data are taken into account during the creation of reports. If for example no PLUs or free amounts of a specific department have been sold, the corresponding department is omitted from the report.

1 Report name and clerk name

2 Total Sales

- The line items named **CCount and Quantity** display the quantity of all finished sales transactions plus the quantity of all sales items, sold by the corresponding clerk.
- The last line item contains the total amount of the sales transactions, which are attributable to the corresponding clerk.

3 Groups

- Groups classify the sales data of the corresponding clerk relating to i.e. Drinks and Foods.

- Within the different line items the groups are listed with their names and the total amount that is attributable to the corresponding group.

4 Tendering Functions

- Tendering Functions classifies the sales data of the corresponding clerk relating to the payment methods used.
- The different line items display the name of the payment methods used and the amount that is attributable to the corresponding payment method.

5 Drawer Totals

- Drawer Totals classifies the current cash balance of your (virtual-) cash drawer relating to the corresponding clerk.

6 Corrections

- Corrections classify the sales data relating to the correction functions the corresponding clerk used.
- The different line items display the name of the correction function used and the amount which is attributable to the corresponding correction function.

7 Table Totals and Balance Functions

- Table Totals classifies the table balances relating to the corresponding clerk.
- Furthermore the Balance Functions classify the table balances relating to the balance functions used.
- The different line items display the name of the balance function used and the amount which is attributable to the corresponding balance function.

8 Report counter

- Printed reports usually are counted and consecutively numbered. Depending on whether creating an X or Z-Report, the corresponding X-Counter or Z-Counter is increased by 1 digit.
- Each counter consists of 2 sequential numbers. The initial number displays the quantity of all X or Z-Reports created using your POS system. The 2nd number displays the quantity of X or Z-Reports created per report type.
- After creating a Z-Report the X-Counter for the corresponding report type will be reset. The status message “`Report is Cleared`” appears in the footer of the printed receipt.

6.4.2 Creating the All Clerks Report

1. Sign-in the clerk you want to create the report for.
2. Switch the POS systems function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
   - ▶ The selection menu **User Reports** opens.
4. Click on the menu item **All Clerk Report**.
   - ▶ You have successfully created an all clerk report. The status message “`Finished!`” indicates the successful completion. In the **Receipt/Guest-Check View** and the printed receipt all details about the corresponding report are listed.

6.5 Time Related Reports: Step by Step

6.5.1 Creating the Final Report

1. Sign-in the clerk you want to create the report for.
2. Switch the POS systems function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
   - ▶ The selection menu **User Reports** opens.
4. If you want to create a daily report, click on the menu item **Daily Report**.
5. If you want to create a weekly report, click on the menu item **Weekly Report**.
6. If you want to create a monthly report, click on the menu item **Monthly Report**.

▶ You have successfully created a final report. The status message "`Finished!`" indicates the successful completion. In the **Receipt/Guest-Check View** and the printed receipt all details about the corresponding report are listed.

6.5.2 Creating a Time Zone Report

1. Sign-in the clerk you want to create the report for.
2. Switch the POS system's function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
   - ▶ The selection menu **User Reports** opens.
4. Click on the menu item **Time Zone Report**.

▶ You have successfully created a time z1 report. The status message "`Finished!`" indicates the successful completion. In the **Receipt/Guest-Check View** all details about the corresponding report are listed. The details will also be listed within the printed receipt:

1 Time period

- The line items named **CCount** and **Quantity** contain the number of all finished sales transactions plus the quantity of all sales items sold for the corresponding time period of 1 hour.
- The last line item contains the total amount of the sale transactions for the corresponding time period of 1 hour.

Important:
Note that only categories of a report containing data are taken into account during the creation of reports. If for example for a certain time period no transaction were registered on your POS system, the corresponding time period will not appear in the report .

6.5.3 Creating Day of the Week Report

1. Sign-in the clerk you want to create the report for.
2. Switch the POS system's function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
   - ▶ The selection menu **User Reports** opens.
4. Click on the menu item **Day of the Week** Report.

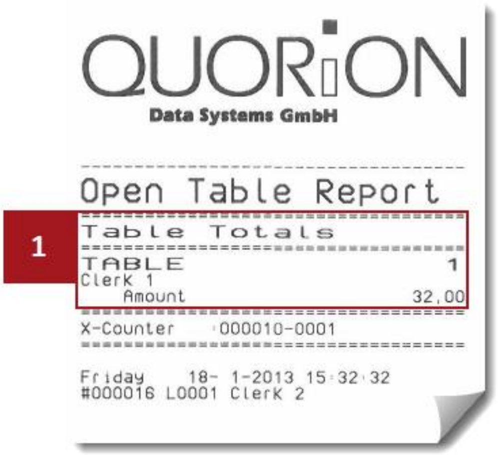
- You have successfully created a Day of the week report. The status message “`Finished!`” indicates the successful completion. In the **Receipt/Guest-Check View** all details about the corresponding report are listed. The details will also be listed on the printed receipt.

6.6 Open Table Report: Step by Step

6.6.1 Creating an Open Table Report

1. Sign-in the corresponding clerk you want to create the report for.
2. Switch the POS system’s function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
   - The selection menu **User Reports** opens.
4. Click on the menu item **Open Table Report**.

- You have successfully created an open table report. The status message “`Finished!`” indicates the successful completion. In the **Receipt/Guest-Check View** all details about the corresponding report are listed. The details will also be listed on the printed receipt:



1 Table totals

- Table Totals list the open (not yet cashed out) table balances.
- The different line items display:
  - the number of the open table
  - the name of the clerk, who is assigned to the table
  - the current open table balance

6.7 Department and PLU Related Reports: Step by Step

6.7.1 Creating department and PLU report

1. Sign-in the corresponding clerk you want to create the report for.
2. Switch the POS system's function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
   - ▶ The selection menu **User Reports** opens.
4. If you want to create a daily department and PLU report, click on the menu item **Daily Dept/PLU**.
5. If you want to create a weekly department and PLU report, click on the menu item **Weekly Dept./PLU.**
   - ▶ You have successfully created a department and PLU report. The status message "`Finished!`" indicates the successful completion. In the **Receipt/Guest-Check View** all details about the corresponding report are listed. The details will also be listed on the printed receipt:

1 Departments

- Departments classify the sales data relating to departments.
  - The line item named **CCount** displays the number of the different registered PLUs and free amounts relating to their departments.
  - The line item **Quantity** shows the quantity of all registered PLUs relating to their departments.
  - The last line item shows the total amount of the registered PLUs and free amounts, which are attributable to the corresponding department.

2 Articles

- Articles classify the sales data relating to PLUs.
  - The line items show:
    - the PLU number
    - the PLU name
    - the number of times the PLU was registered
    - the total value amount attributable to the corresponding PLU.

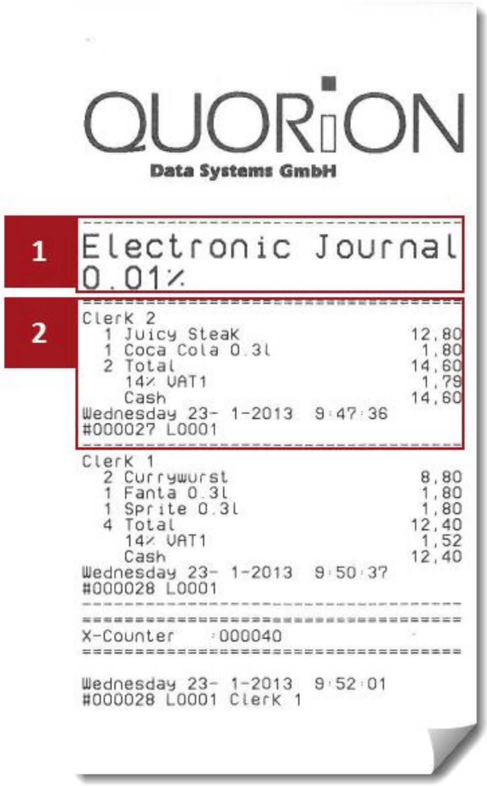
6.8 Electronic Journal: Step by Step

6.8.1 Creating Electronic Journal Report

The POS system's electronic journal is used to track and store all POS system transactions in detail. Thisncludes all operating functions used and all registered sales transactions, since the last Z-report.

1. Sign-in the clerk you want to create the report for.
2. Switch the POS system's function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH**.
   - ▶ The selection menu **User Reports** opens.
4. If you want to create a report that contains multiple copies of the electronic journal:
   4.1. Enter the quantity via the numeric keypad.
   4.2. Click on the button **X.**
5. If you want to create a report that contains the entire electronic journal, enter **0** via the numeric keypad.
6. Click on the menu item **Electronic Journal**.

▶ You have successfully created an electronic journal report. The status message "`Finished!`" indicates the successful completion. In the **Receipt/Guest-Check View** all details about the corresponding report are listed. The details will also be listed on the printed receipt:


1
2
QUORION
Data Systems GmbH
Electronic Journal
0.01%
Clerk 2
1 Juicy Steak 12,80
1 Coca Cola 0.3l 1,80
2 Total 14,60
14% VAT1 1,79
Cash 14,60
Wednesday 23- 1-2013 9:47:36
#000027 L0001
Clerk 1
2 Currywurst 8,80
1 Fanta 0.3l 1,80
1 Sprite 0.3l 1,80
4 Total 12,40
14% VAT1 1,52
Cash 12,40
Wednesday 23- 1-2013 9:50:37
#000028 L0001
X-Counter 000040
Wednesday 23- 1-2013 9:52:01
#000028 L0001 Clerk 1

1 Report name and memory usage

- Includes the report header, which shows the report name and the % use of the electronic journal's memory capacity on the second line item.

2 Electronic journal items

- The different line items show every single electronic journal item. They list all details about the corresponding transaction and the name of the clerk, who was responsible.
- The 2 closing line items show information about the weekday, date, and time.
- Each electronic journal item is consecutively numbered and marked with the prefix #.

6.9 External Processing: Step by Step

6.9.1 Creating Automatic USB-Report

You can store an automatic USB report on an USB-Stick for external processing. The type of report used for automatic reports can be programmed in the system parameters. By default the entire electric journal is programmed.

Tip:
For further information about how to change the type of report used for the automatic USB-Report, see chapter 8 "Data Transfer and Update" in this training documentation.

Important:
In order to read and write data files from and to your cash register, you need a FAT 16 formatted USB-Memory-Stick.

1. Connect the USB-Stick with the USB-Interface of your POS system.
2. Switch the POS system's function mode to the X or Z-Mode, depending on whether you need an X or Z-Report.
3. Click on the button **CASH.**
    - ▶ The selection menu **User Reports** opens.
4. Click on the button **USB Report.**
    - ▶ The writing process starts. Wait until the status message "`Finished!`" indicates the successful completion of the writing process. The POS will create a file according to the following pattern in the folder `\qmp\` on your USB-Stick: `RUX101_YYMMDD_HHMMSS.csv`.

▶ You have stored an automatic USB-Report.

7 Programming

7.1 Programming: Overview

Below you learn how to program the QMP Software directly on your POS system. This document shows you the most important views within the user interface and provides examples for programming procedures. You learn how to program new clerks and configure the corresponding clerk rights.

Furthermore you will learn about the Easy PLU-programming function, which allows you to comfortably change the most important PLU parameters.

Lastly, you will see how to program the table map layout.

Tip:
We recommend that you to only perform comparatively less complex programming procedures directly on your POS system. The PC utility, QProg, allows for more comfortable and faster programming. It also makes unrestricted configuration of your POS system is possible.

Important:
The user interface, the keyboard layout, and some of the operating procedures may differ from the 1 shown in this manual. This depends on individual programming and configuration of your POS system. When using this manual for training purposes, be sure to use the standard configuration that the POS terminal comes with.

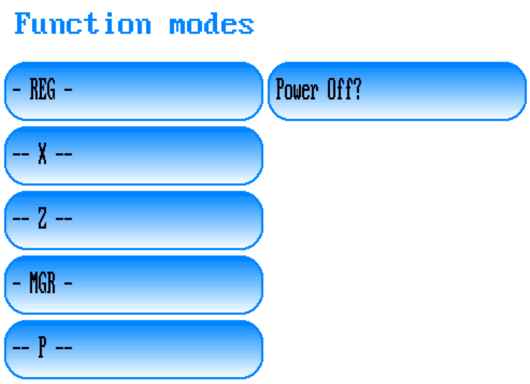
Warning!
Damaged touch screen

The use of sharp objects such as pencils or pens may damage the POS system's touch screen. No liability or warranty claim is accepted for damages caused by such inappropriate use.

– Only touch the screen with your fingers.

7.2 Programming: Relevant Views

7.2.1 Selection Menu Function Modes



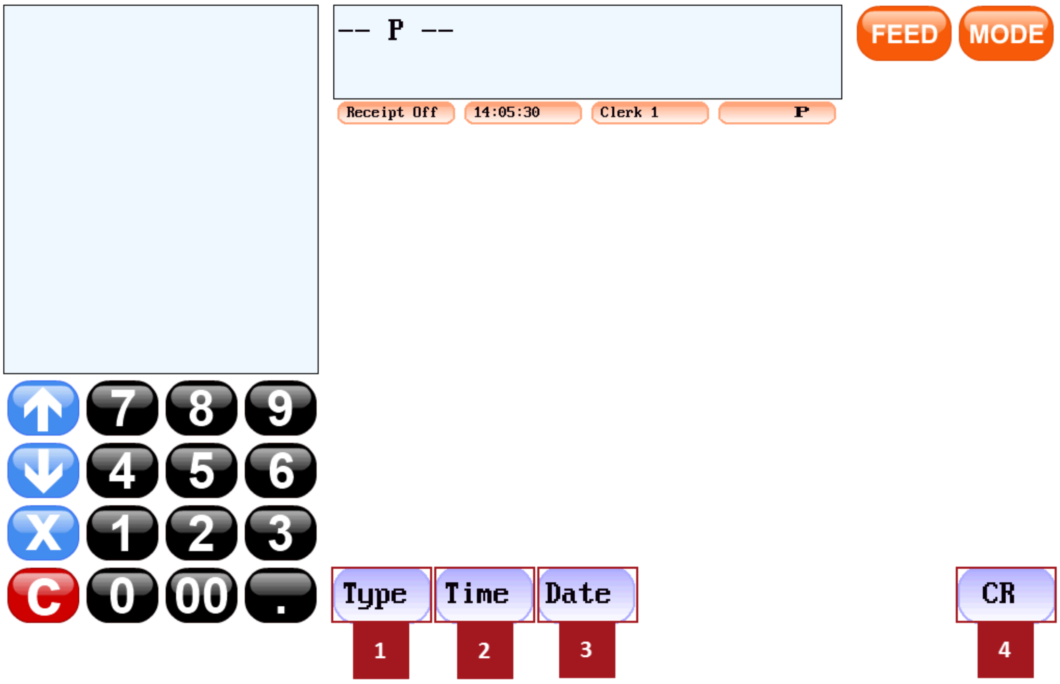
You can find the selection menu **Function Modes** by clicking the button **MODE** within the user interface's operating functions.

Your QTouch POS system offers different function modes for operating procedures like

- creating reports to control your sales data
- configuring the POS system
- using functions that require special manager rights
- power off the POS system.

- While operating in programming mode it is possible to configure the QMP POS Software including all the POS system's functions. Via the menu item **-- P --** you switch the function mode to the **Programming Mode**.

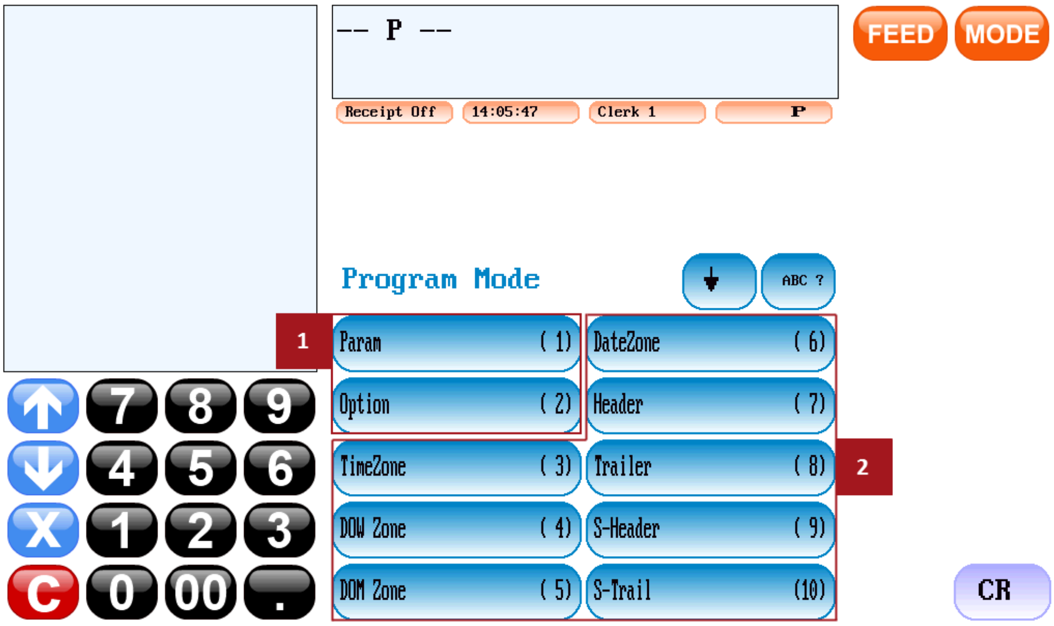
7.2.2 Programming Mode View



You can find the view **Programming Mode** via the button **MODE** and selecting the menu item **-- P --** within the selection menu **Function modes**.

- Use the button **Type [1]** in order to open the selection menu **Program Mode**, containing a list of the different programming categories. Via the different categories it is possible to customize your POS system.
- Via the button **Time [2]** and the button **Date [3]** you can conimage your POS systems time and date.
- While operating in **P-Mode** you can create an X-Report by using the button **CR [4]** to open the selection menu **User Reports**, which shows a list of all the reports available on your POS system.

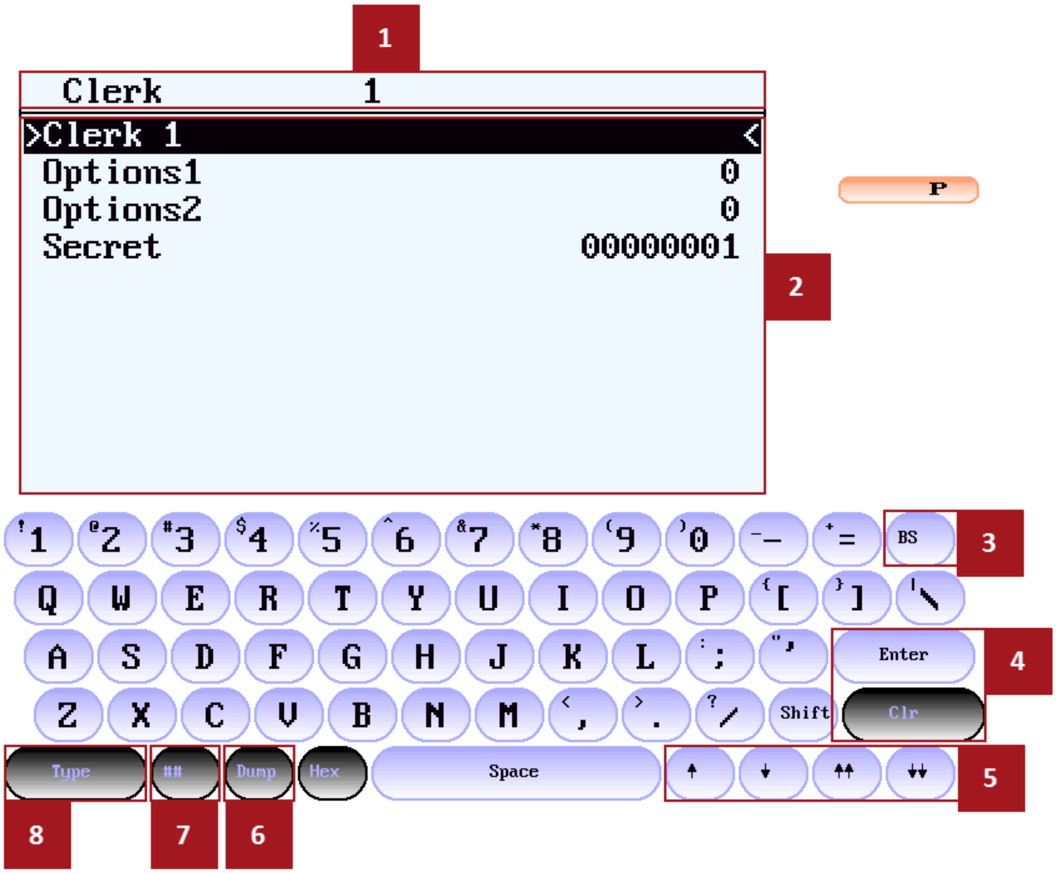
7.2.3 Program Mode Selection Menu



You can find the **Program Mode menu selection,** while operating in Programming Mode by using the button **Type**.

- The configuration of QMP is realized via different programming categories.
- The programming categories are consecutively numbered and listed.
- Use the menu items **Param** and **Option [1]** to edit the basic system settings that control the POS system's behavior.
- With the other menu items **[2]** you can enter and configure your individual user data.

7.2.4 Programming Category Clerk View



You can find the programming category **Clerk**, while operating in **Programming Mode** via the button **Type** and selecting the menu item **Clerk** in the **Program Mode** selection menu.

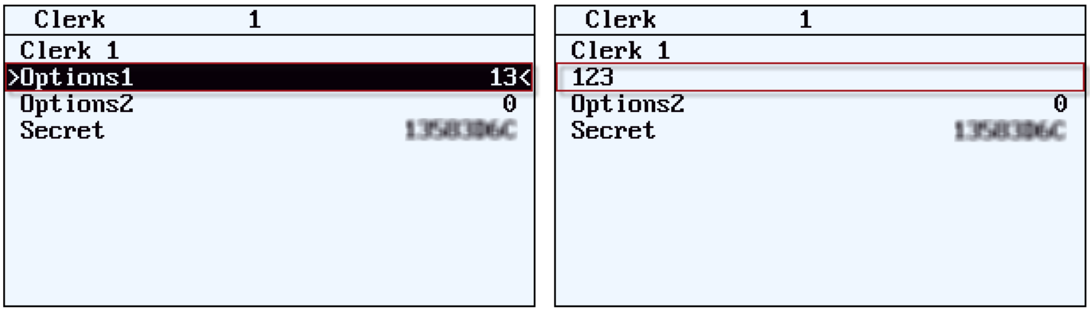
- Each programming category of QMP consists of different, consecutively numbered data records.
  - Each data record is labeled with the data record name and the data record number **[1]**.
- Selection menus in the QMP user interface (for example the selection menus Sales items and Departments) are constructed according to the data record numbering.
  - Each data record consists of different data fields **[2]** that can be selected and edited. After selecting a data record, the first data field is marked automatically.
  - QMP differentiates between **parameter data fields** and **data fields with options**.
  - **Parameter data fields** allow you to enter digits or digit sequences and letters or words.
    - These fields are used to enter your individual user data, for example, PLU names, PLU prices or clerk names.
- **Data fields with options,,** `such as Options1` and `Options2` are used to edit the settings that control the behavior of QMP for the corresponding programming category.

- ○ There are 8 differently numbered options to set for each of these 2 data fields.
- ○ Each option can have 2 different states:
  - ▪ Enabled or disabled.
    - • To enable an option you have to enter the number of the option (1-8) in the data field Options1 and Options2.

Important:
Option numbers have to be entered in 1 single step for the entire data field. When there are further option numbers already set in a data field and you want to keep them, you have to re-enter them. Otherwise previously set option numbers will be overwritten.

If for example you want to set option number 2 within the data field `Options1`, but option number **1** and **3** are already set, then you have to enter **123** via the user interfaces numeric keypad.

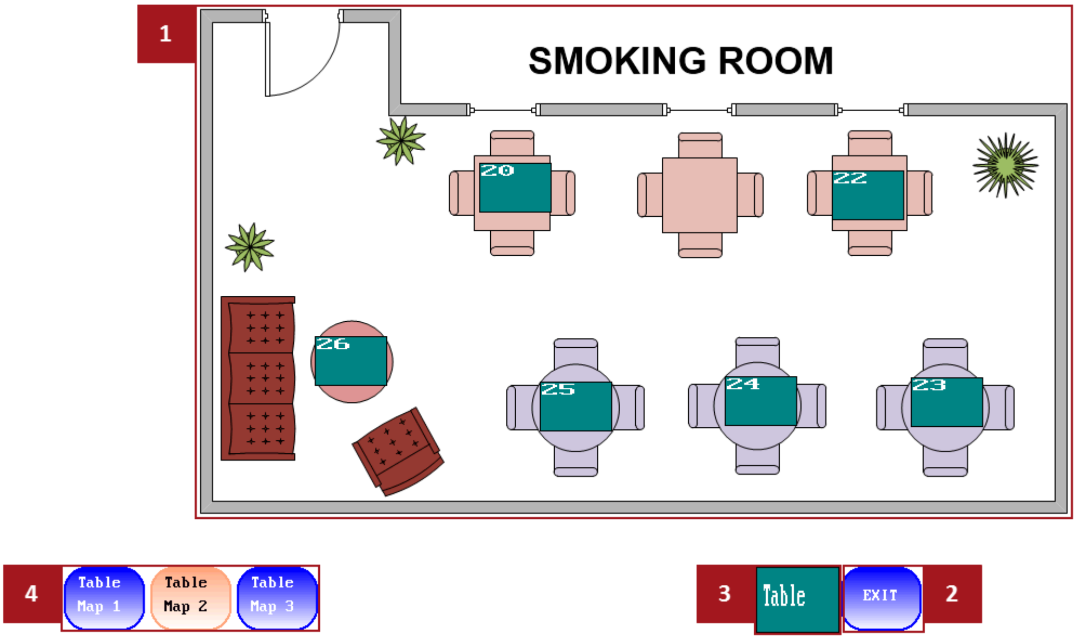
- ▪ 1 for the first option number that was already set
- ▪ 2 for the new option number
- ▪ 3 for the other number that was already set



- ▪ Because of space restrictions the names of the various options and parameters in the different data fields do not appear in the direct programming mode of the POS system. Direct programming therefore should only be used to change single options and parameters that one already knows.
  - ○ We recommend that you only perform comparatively less complex programming procedures directly on the POS system.
  - ○ The PC utility QProg allows for an easier and faster programming experience..
  - ○ See the QProg documentation for the Names of Parameters and Options for further information.
- ▪ Use the button **BS [3]** in order to cancel the last character or digit.
- ▪ With the buttons **Enter and Clr [4]** it is possible to confirm or cancel the data immediately entered into a data field.
- ▪ Use the **navigation buttons [5]** to switch between the different data fields. If you want to select the next following data field, use the button↓.
  - ○ Via the button ↑ you can select previous data fields.
  - ○ The buttons ↓↓ and ↑↑ are used to skip the next following 10 data fields of the data record and directly select the data field after.

- Via the button **Dump[6]** you can create a printed receipt, containing information about the parameters and options currently set for the corresponding data record.
- Use the button **## [7]** in order to switch to the next following data record of the current programming category.
- After finishing the programming procedure, use the button **Type [8]** to save your settings and switch back to the **Programming Mode View**.

7.2.5 Table Map Programming View



You can find the Table Map Programming View while operating in Programming Mode by entering

- **200** via the user interface's numeric keypad
- **Followed by** the button **Type** to confirm.

The view allows you to comfortably and quickly program the table map layout, which represents the table arrangement of your restaurant.

- The **table map background [1]** consists of a changeable BMP image file, representing furniture and floor plan of your rooms. Within the table map background you can find the virtual table map layout.

Tip:
For further information about how to change the table map background, see chapter 8 „Data Transfer and Update" in this training documentation.

- Use the button **EXIT [2]** to close the view table map layout programming.
- Via drag and drop you can use the **Table Pool button [3]** in order to add virtual tables to your table map layout and remove existing ones.

- Via the buttons for **switching the table map [4]** you can switch between different table maps. It is possible to use up to 8 different table maps with your POS system. You can ID the currently active table map by its **orange** background color.

7.3 First Steps

7.3.1 Programming Time and Date

1. Switch the POS system's function mode to the **Programming Mode**.
2. If you want to set the time:
   2.1. Enter the time via the user interface's numeric keypad in the format `HHMM`.
   2.2. Click on the button **Time** to confirm.
3. If you want to set the date:
   3.1. Enter the date via the numeric keypad in the format `DDMMYYYY`.
   3.2. Click on the button **Date** to confirm.

▶ You have successfully programmed your POS system's time and date.

7.4 Clerk configuration: Step by step

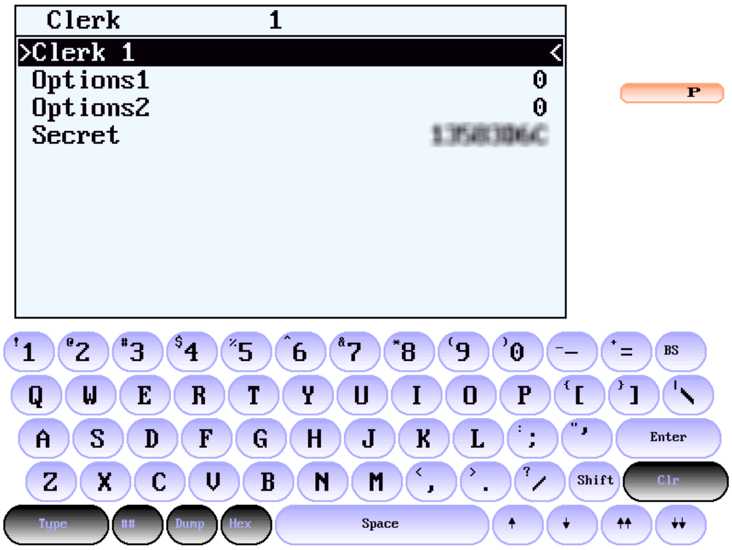
7.4.1 Setting up a New Clerk

Important:
Make sure that receipt printing is switched on. If switched off, no receipt is printed during the entire configuration procedure.

1. Switch the POS systems function mode to the **Programming Mode**.
2. Click on the button **Type**.
   ▶ The **Program Mode** selection menu opens.
3. Open the programming category **Clerk**:
   3.1. Use the direct search or the navigation function in the selection menu to switch to the desired menu item.
   3.2. Click on the menu item **Clerk.**

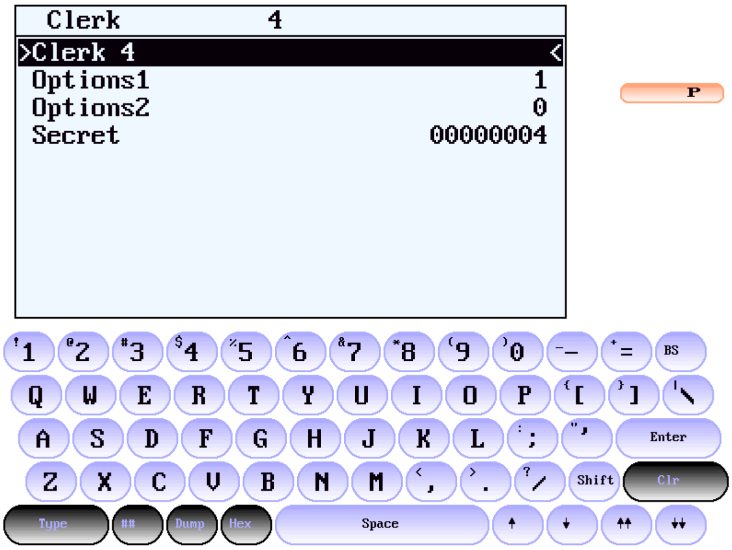
Tip:
You can directly open your desired programming category in the **Programming Mode View** by entering the category number and then tapping the button **Type** to confirm.

▶ The programming category **Clerk** with the first data record "`Clerk 1`" opens.



Important:
If you are already signed-in at the POS system using a Dallas i-Button, remove the connected i-Button from the magnetic lock.

4. Use the button **##** to switch to the corresponding clerk data record you want to set-up.
   - ▶ The clerk data record opens. The first data field, containing the clerk name, is highlighted.



Tip:
You can directly switch to thedesired data record by entering the data record number and using the button **##** in the QWERTY keypad to confirm.

5. If you want to change the clerk name:

5.1. Enter the name via the QWERTY keypad.

The name appears in the corresponding data field.

5.2. If you want to cancel the data you just entered, click on the button **Clr**.

5.3. Click on the button **Enter**, to confirm the data you entered.

6. If you want to program options for the corresponding clerk:

6.1. Click on the button ↓ in order to highlight the next following data field “Options1”.

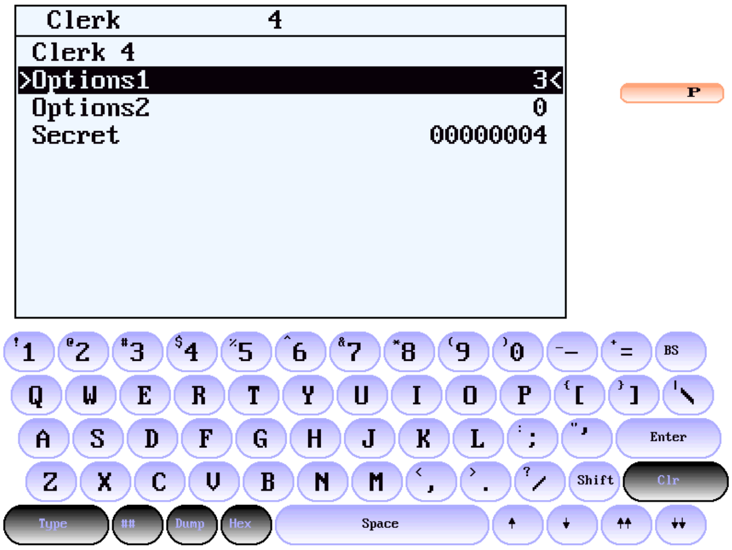
Important:
Option numbers have to be entered in 1 single step for the entire data field. When there are further option numbers already set in a data field and you want to keep them, you have to re-enter them. Otherwise previously set option numbers will be overwritten.

Tip:
If you want to disable all options of a data field, enter **0** via the user interface’s numeric keypad and confirm by clicking the button **Enter**.

6.2. If you want the POS system to automatically open table map 1, when the corresponding clerk signs-in on the system, enter **3** via the numeric keypad, in order to enable option number 3 > “Auto open Table”.

6.3. Click on the button **Enter**, to confirm the data you entered.

Option 3 is enabled and the corresponding option number is displayed in the data field “Options1”.



7. If you want to determine a secret code for the highlighted clerk:

7.1. Click on the button↓ repeatedly in order to mark the data field “Secret”.

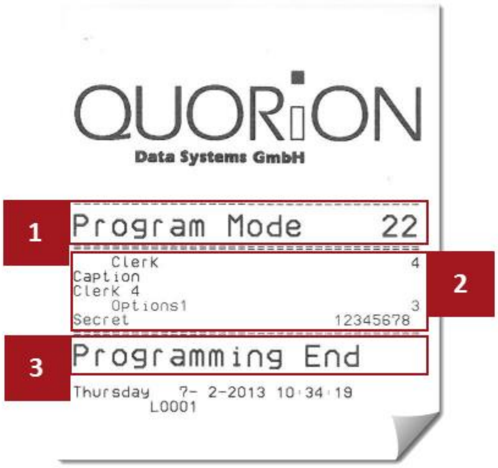
7.2. Enter the code via the QWERTY keypad.

Tip:
The secret code may consist of letters and numbers. The maximum length is 8 digits.

7.3. Click on the button **Enter**, to confirm the data you entered.

8. Click on the button **Type** to confirm your settings.

   ▶ You have successfully set-up a new clerk. All the data fields you changed are listed on the printed receipt:



1 Function mode name and programming category number

2 Changed data records and data fields

- ▶ In the different line items the changed data records and data fields are listed.
- ▶ The 1st line informs you about the data record name and the data record number you have changed.
- ▶ In the following line items the data field names and the new data you entered or options you have set are listed. Note that only the data fields you have changed are listed.

3 Status message Programming End

7.4.2 Configuring Clerk Permissions

1. Switch the POS systems function mode to the **Programming Mode**.
2. Click on the button **Type**.
   - ▶ The selection menu **Program Mode** opens.
3. Open the programming category **Clerk**:

   3.1. Use the direct search or the navigation function in the selection menu to switch to the appropriate menu item.

   3.2. Click on the menu item **Clerk.**

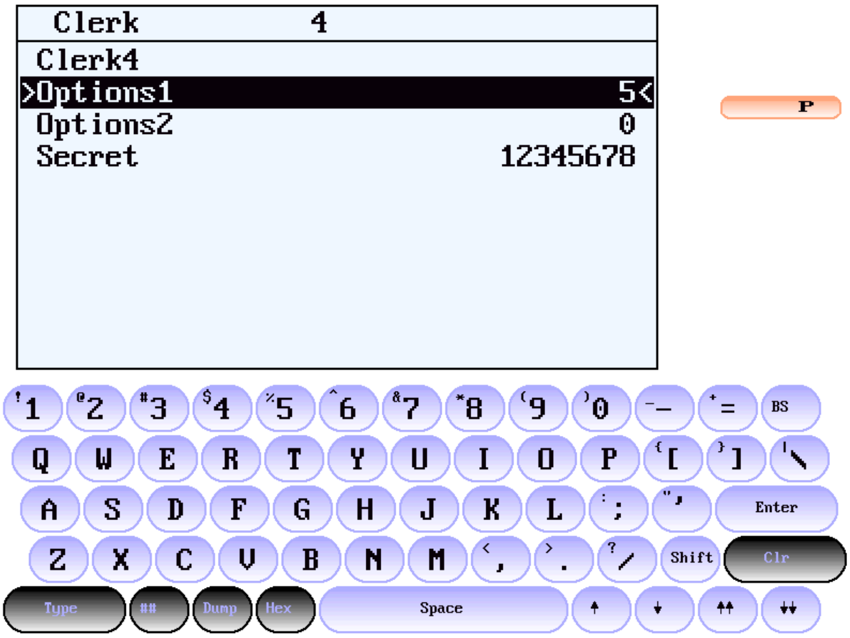
   The programming category **Clerk** with the clerk data records opens.

Important:
If you are already signed-in on the POS system using a Dallas i-Button, remove the connected i-Button from the magnetic lock.

4. Use the button **##** to switch to the corresponding clerk data record you want to set up.
   - ▶ The clerk data record opens. The first data field, containing the clerk name, is highlighted.
5. If you want to set manager rights for the corresponding clerk:
   5.1. Click on the button ↓ in order to mark the data field `Options1`.

Important:
Option numbers have to be entered and set in 1 single step for the entire data field. When there are further option numbers already set within a data field and you want to keep them, you have to re-enter them. Otherwise previously entered option numbers will be overwritten.

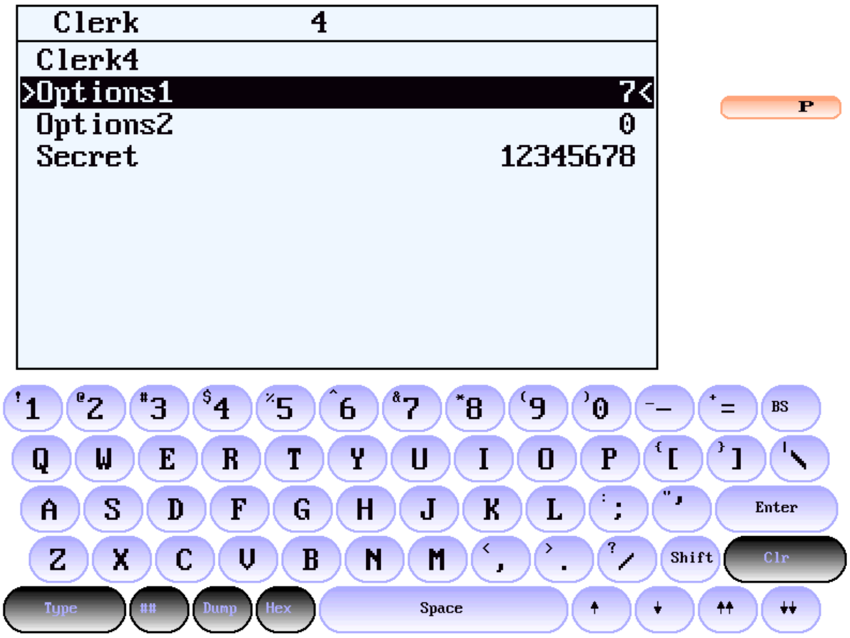
   5.2. Enter **5** via the numeric keypad, in order to enable option number 5 `Manager Authority`
   5.3. Click on the button **Enter** to confirm the data you entered.
   Option 5 is enabled and the corresponding option number is displayed within the data field Options1.



6. If you want to set the type of reports, the corresponding clerk is allowed to create:
   6.1. Highlight the data field “`Options1`”.
   6.2. If you want that the corresponding clerk is allowed to only create clerk reports, enter **7** via the numeric keypad to enable option number 7 “`Only Clerk Reports`”.

6.3. Click on the button **Enter**, to confirm the data you entered.

Option 7 is enabled and the corresponding option number is displayed in the data field “`Options1`”.



7. If you want to set the type of function modes that the clerk can use:
   7.1. Click on the button ↓ repeatedly in order to highlight the data field “`Options2`”.
   7.2. If you want that the clerk is allowed to only operate in registration mode, enter **7** via the numeric keypad” to enable option number 7 “`X mode only`”.
   7.3. If you want that the clerk is allowed to operate in all function modes except the programming mode, enter **8** via the numeric keypad to enable option number 8 “`X-Z-M mode only`”.
   7.4. Click on the button **Enter** to confirm the data you entered.

   The corresponding options are enabled and the option numbers are displayed in the data field “Options2”.
8. Click on the button **Type** to confirm your settings.

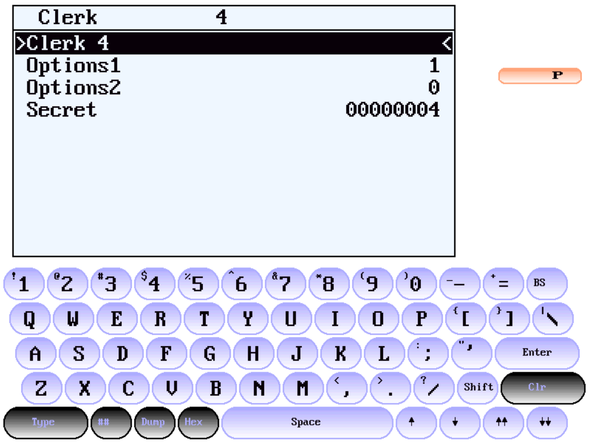
▶ You have successfully configured clerk permissions.

7.5 Clerk Configuration: Exercises

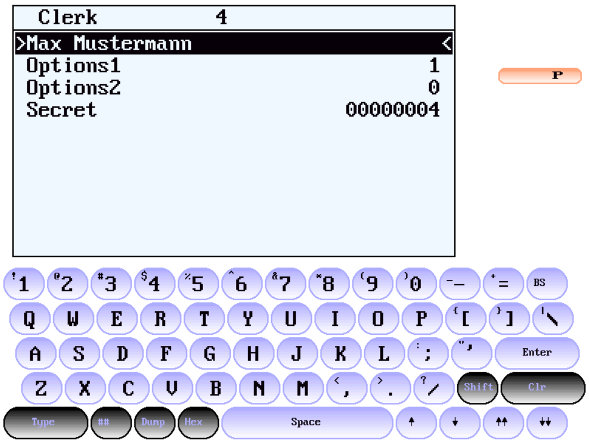
Finish the following exercises and compare the result using the corresponding images.

- Set-up a new clerk, using the data record “Clerk 4”.
  - Open the corresponding data record.

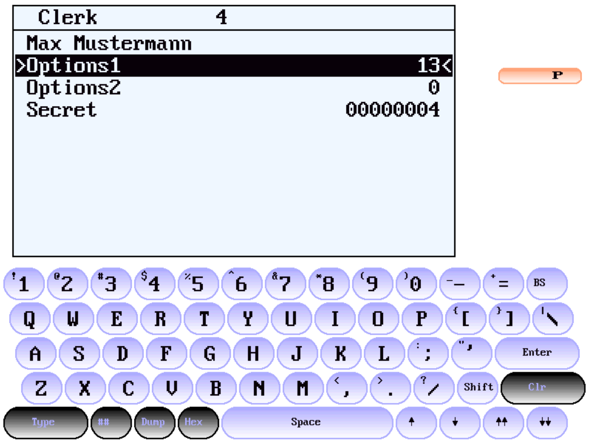
▶ Check the accuracy of your result with the help of the following image.



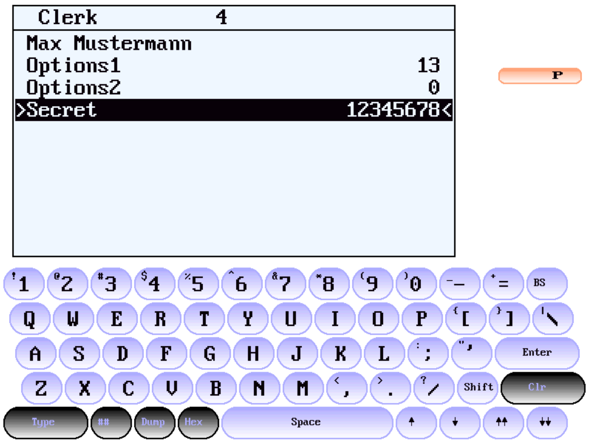
- Change the clerk name to “Max Mustermann”.
  - ▶ Check the accuracy of your result with the help of the following image.



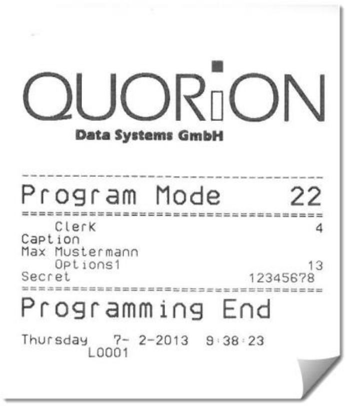
- Enable the POS system to automatically open table map 1, when the selected clerk signs-in on the POS system. *Make sure not to overwrite the option numbers already entered into the corresponding data field.*
  - Add number 3 to “Options1”
  - ▶ Check the accuracy of your result with the help of the following image.



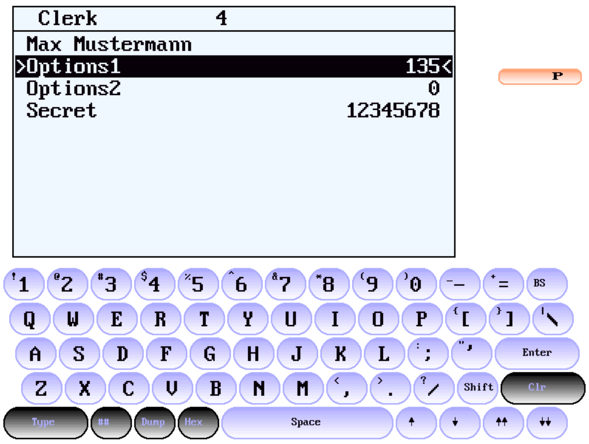
- Set the secret code 12345678 for the selected clerk.
  - ▶ Check the accuracy of your result with the help of the following image.



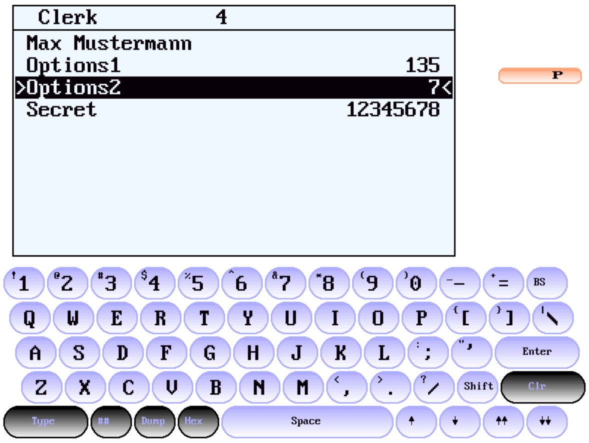
- Finish the configuration procedure and confirm your settings.
  - ▶ Check the accuracy of your result with the help of the following image.



- To add manager permissions for the clerk that you have set-up in the previous work assignments.
  - ○ Add number 5 to “Options1”
  - ▶ Check the accuracy of your result with the help of the following image.



- Enable the clerk permissions to allow him/her to only work in **Registration Mode**.
    - Add number 7 to "Options2"
  - ▶ Check the accuracy of your result with the help of the following image.



- Finish the configuration procedure and confirm your settings.
  - ▶ Check the accuracy of your result with the help of the following image.

7.6 Easy PLU-Programming: Step by Step

7.6.1 Changing the Sales Price

Important:
Make sure that receipt printing is switched on. If switched off, no receipt is printed during the entire programming procedure.

1. Change the POS systems function mode to the **Manager Mode**.
2. Enter **1** via the numeric keypad in order to select the data field "`Sales Price`".

3. Click on the button **SUB TOTAL** in the POS system's operating functions in order to confirm and start the easy-programming function.
   - ▶ The data field number and the status message" `Easy Programming`" appear in the **Operation View** and the **Receipt/Guest-Check View**.
4. Enter the amount of the new PLU sales price via the user interface's numeric keypad.

Tip:
Value amounts are generally entered into the POS system with 2 decimals using your POS system`s numeric keypad. For an amount of `1 USD,` for example, you enter `100`, while for for `15,75 USD` you enter `1575`.

5. Click on the button **SUB TOTAL** to confirm.
   - ▶ The data field name "`Price1`" and the new PLU sales price appear in the **Operation View**.
6. Select the PLU you want to change.
   - 6.1. Click on the button **PLU**.
   - 6.2. Click on the menu item with the corresponding PLU.
     - ▶ The PLU name, the data field name "`Price1`" and the amount of the new PLU price are displayed in the **Operation View** and the **Receipt/Guest-Check view**.
7. Click on the button **SUB TOTAL** to confirm.

▶ You have successfully changed the PLU sales price. The status message `Programming End` appears within the **Operation View** and the **Receipt/Guest-Check View**. The programming details are listed within the printed receipt:

7.6.2 Changing the PLU Name

1. Change the POS system's function mode to the **Manager Mode**.
2. Enter **3** via the numeric keypad in order to select the data field "`Description`".
3. Click on the button **SUB TOTAL** in the POS system's operating functions in order to confirm and start the easy-programming function.
   - ▶ The data field number and the status message "`Easy Programming`" appear within the **Operation View** and the **Receipt/Guest-Check View**. The POS systems QWERTY keypad opens.
4. Enter the new PLU name via the QWERTY keypad.

5. Click on the button **Enter** to confirm.
   - ▶ The new PLU name appears in the **Operation View**.
6. Select the PLU you want to change:
   6.1. Click on the button **PLU**.
   6.2. Click on the menu item with the corresponding PLU.
   - ▶ The PLU number of the selected PLU and the new PLU name are displayed on the receipt and the **Receipt/Guest-Check View**.
7. Click on the button **Enter** to confirm.
   - ▶ You have successfully changed the PLU name. The status message "`Programming End`" appears within the **Operation View** and the **Receipt/Guest-Check View**. The programming details are listed on the printed receipt:

7.6.3 Changing Department Link

1. Switch the POS system's function mode to the **Manager Mode**.
2. Enter the number **5** via the numeric keypad to select the data field "`Department Link`".
3. Click on the button **SUB TOTAL** within the POS systems operating functions in order to confirm and start the easy programming function.
   - ▶ The data field number and the status message "`Easy Programming`" appear in the **Operation View** and the **Receipt/Guest-Check View**.
4. Enter the number of the new department you want to link the corresponding PLU via the numeric keypad.
5. Click on the button **SUB TOTAL** to confirm.
   - ▶ The number of the new department appears in the **Operation View**.
6. Select the PLU you want to change:
   6.1. Click on the button **PLU**.
   6.2. Click on the menu item with the corresponding PLU.
   - ▶ The PLU name and the number of the department that the PLU is now linked to are displayed in the **Operation View** and the receipt and **Receipt/Guest-Check View**.
7. Click on the button **SUB TOTAL** to confirm.

▶ You have successfully changed the department link. The status message “`Programming End`” appears in the Operation View and the Receipt/Guest-Check View. The programming details are listed on the printed receipt:

7.7 Easy PLU-Programming: Exercises

Finish the following exercises and compare the result using the corresponding images.

- Change the sales price for the PLU Coca Cola 0.3l to `1,90 USD.`
  - ▶ Check the accuracy of your result with the help of the following image.

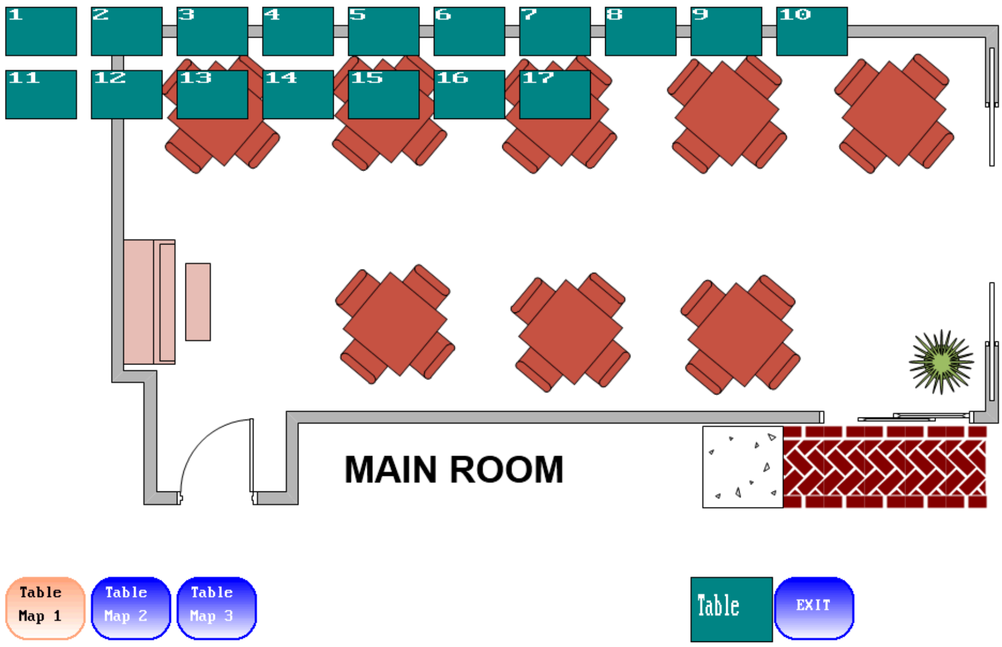
- Change the description for the PLU Mineral Water to Still Mineral Water.
  - ▶ Check the accuracy of your result with the help of the following image.

- Change the department link for the PLU Currywurst from RUSTIC DISHES to MEAT DISHES.
  - ▶ Check the accuracy of your result with the help of the following image.

7.8 The Table Map: Step by Step

7.8.1 Reset the Table Map

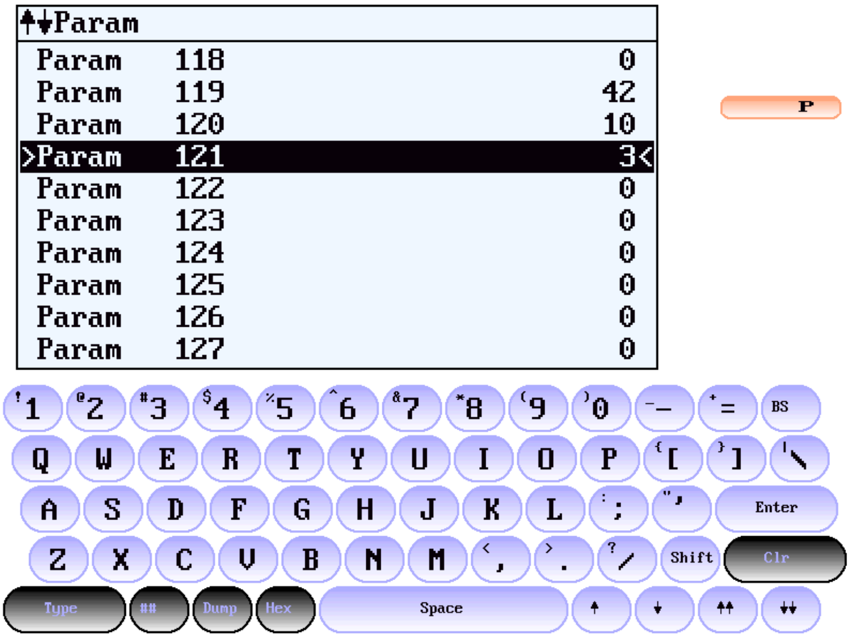
1. Switch the POS system’s function mode to the **Programming Mode**.
2. Enter the number **201** via the POS system’s numeric keypad.
3. Click on the button **Type** to confirm.
   - ▶ The table map resets. The total number of available tables is divided and the table buttons are dispersed to the various table maps.
4. Enter **200** via the POS systems numeric keypad.
5. Click on the button **Type** to confirm.
   - ▶ The **Table Map Layout** Configuration View opens.



► You have successfully reset the table map.

7.8.2 Programming a Table Map Layout

1. Switch the POS system's function mode to the **Programming Mode**.
2. If you want to program the total number of table maps, available within the Table Map View:
   2.1. Click on the button **Type**.
   2.2. Click on the menu item **Param**.
   The programming category **Param** with a list of the available system parameters opens.
   2.3. Enter the number **121** via the user interface's numeric keypad.
   2.4. Click on the button **##**.
   The cash register marks the data field "`Param 121`".
   2.5. Enter the total number of table maps (max. 8) you need for your POS system via the numeric keypad.
   2.6. Click on the button **Enter** to confirm.
   The new quantity of table maps appears in the data field "`Param 121`".

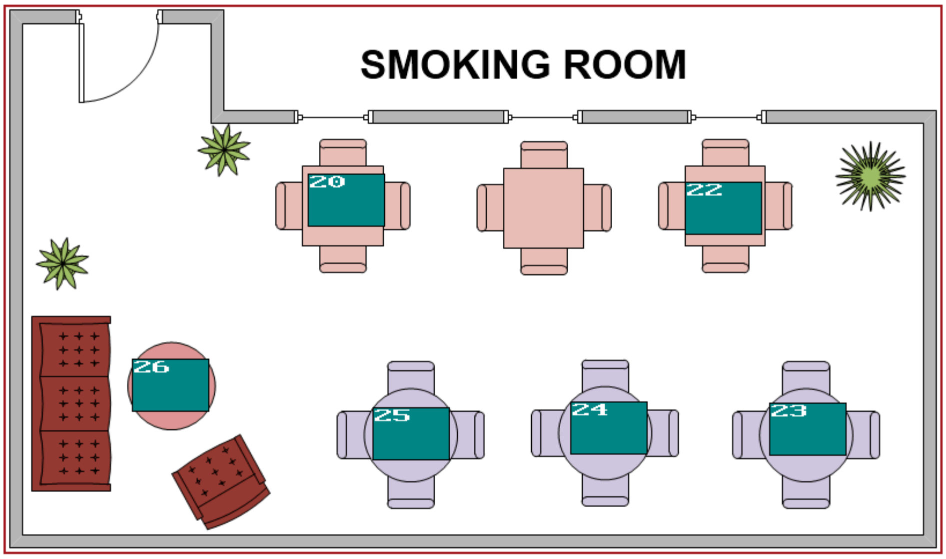


2.7. Click on the button **Type** to confirm your settings.

The Programming Mode View opens.

3. Enter the number **200** via the POS system's numeric keypad.
4. Click on the button **Type** to confirm.

▶ The Table Map Layout Configuration View opens.



5. Use the **Table Map Buttons** below the image to navigate between the different table maps.
6. If you want to change the position of a table icon on the table map layout:

6.1. Tap on the corresponding table icon and hold it down.

6.2. Then, drag the table icon to the desired position on the table map layout and drop it.

7. If you want to remove a table:

7.1. Click on the corresponding table button and hold it down.

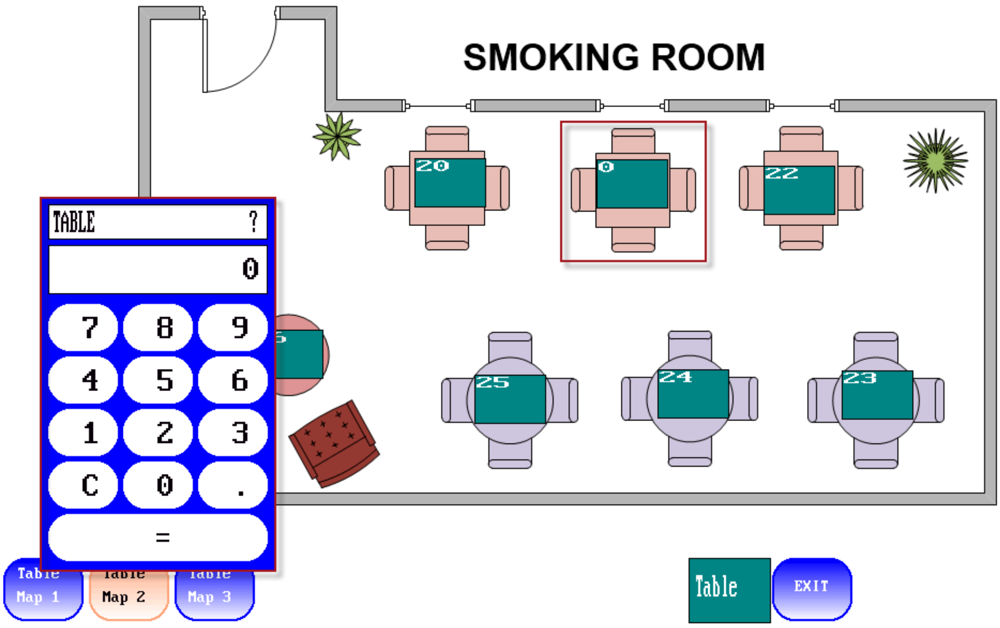
7.2. Drag the table icon to the button **Table** and drop it.

8. If you want to add a new table:

8.1. Click on the button **Table** and hold it down.

8.2. Drag the table button to the corresponding position on the table map layout and drop it.

The input mask for setting the table number opens.



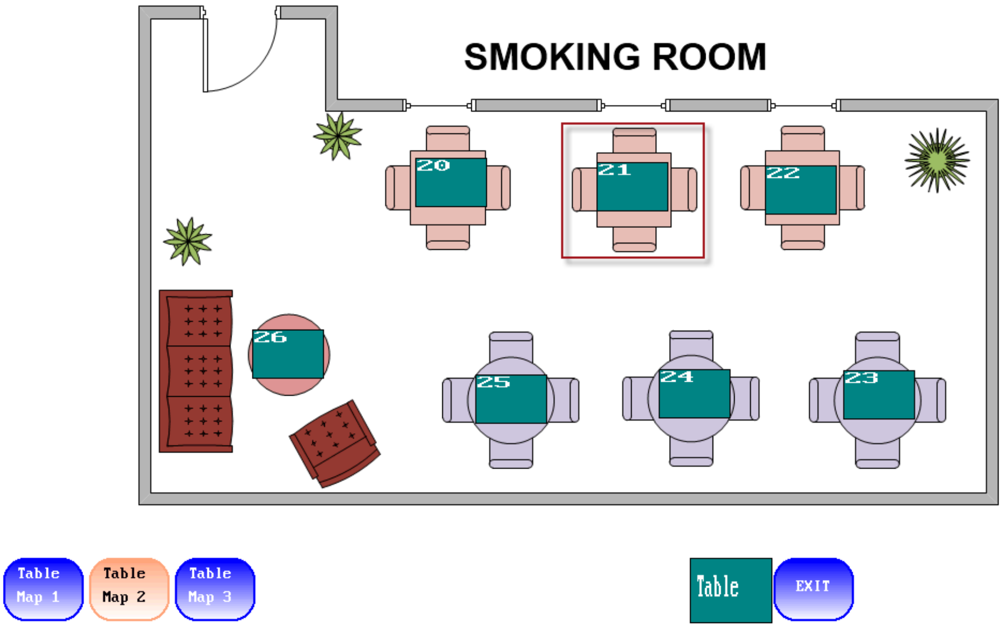
8.3. Enter the table number via the input masks numeric keypad.

Tip:
You can distribute the table icons on the table map first and later set the table numbers. The corresponding table icons are marked with the table number 0 on the table map layout. Set the table numbers by clicking on the table icon and enter the number via the input mask.

8.4. If you want to immediately discard the table number you entered, click on the button **C**.

8.5. Click on the button **=** to confirm.

The table number appears on the table icon.



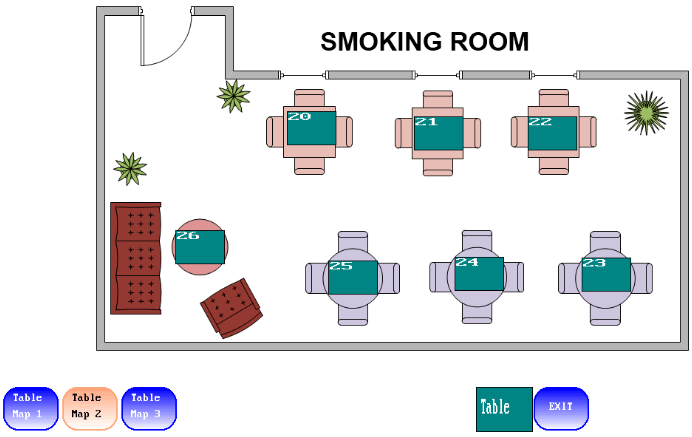
9. Click on the button **EXIT** to confirm your settings.

   ▶ You have successfully programmed the table map layout.

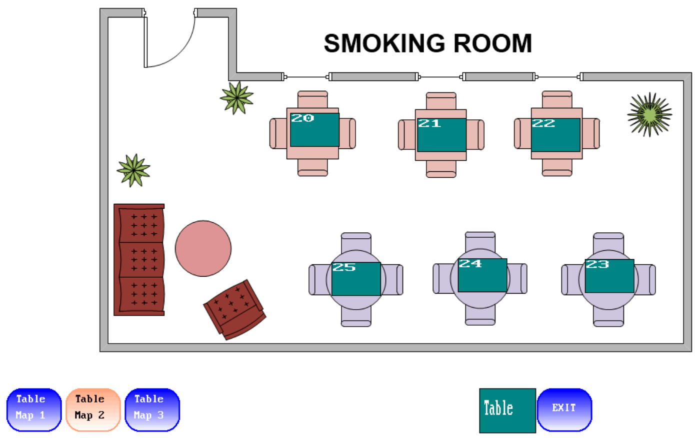
7.9 Table Map: Exercises

Finish the following exercises and compare the result using the corresponding images.

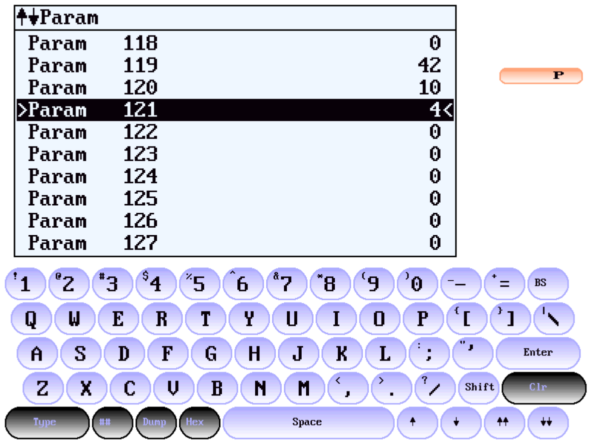
- Add a new table with the table number 21 on table map 2.
  - ▶ Check the accuracy of your result with the help of the following image.



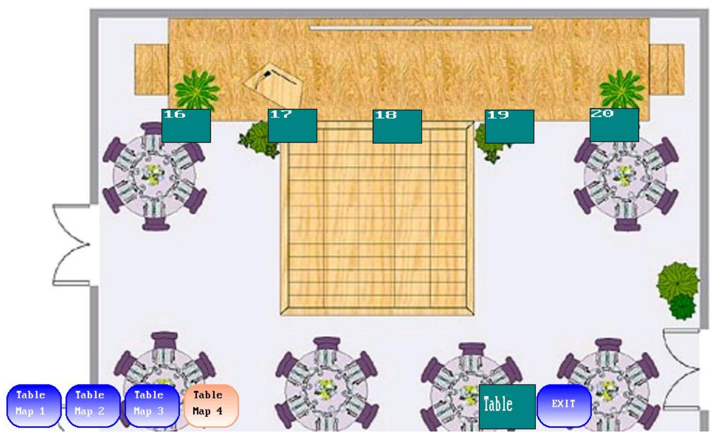
- Remove the table number 26 from table map 2.
  - ▶ Check the accuracy of your result with the help of the following image.



- Change the total number of table maps from 3 to 4.
  - ▶ Check the accuracy of your result with the help of the following image.



- Open the view table map layout programming. Open table map 4.
  - ▶ Check the accuracy of your result with the help of the following image.



8 Data Transfer and Update

8.1 Data Transfer and Update: Procedure

Below you will learn how to quickly and securely exchange data and how to update your POS software and firmware with an USB-Memory-Stick.

It is possible to:

- store your POS system's configuration and data files
- change the background images of your table map
- configure the screensaver slide show.
- export and store your individual reports for external analysis

Warning!
Errors during update process

Lost and damaged data.

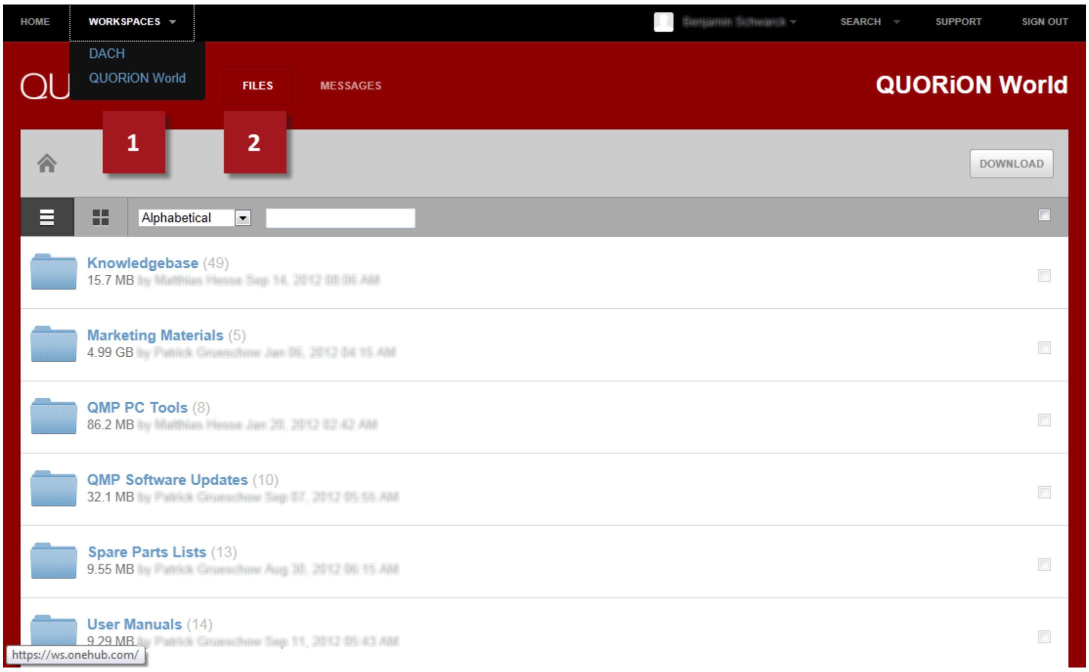
– Always backup your POS system's data and configuration files before starting a software update.

Important:
In order to read and write data files from and to your POS system, you need a FAT 16 or FAT 32 formatted USB-Memory-Stick.

Important:
Note that all folder names must be in small letters because the POS software is case sensitive.

8.2 Data Transfer and Update: Relevant Views

8.2.1 QUORiON One Hub – Our Reseller Portal



You can access **QUORiON One Hub** via your internet browser by typing **https://ws.onehub.com/signin**. There you will find our entire product support documentation and updates for our entire product line.

Important:
Resellers will receive the login data for QUORiON One Hub by e-mail invitation.

- The menu **Workspaces [1]** is used to choose the content for your country. Select **Workspaces | QUORiON World** for content in English.
- With the tab **Files [2]** you can select and download the files you need.

8.3 Data Transfer: Step by Step

8.3.1 Writing Backup Files

It is possible to store and manage 4 different program backups independently of one another on a USB-Stick.

1. Connect the USB-Stick with the USB-Interface of your POS.
2. Start the POS.
3. Switch the POS system's function mode to the **Programming Mode**.
   3.1. Click on the button **MODE.**
   3.2. Click on the menu item -- **P -- .**
      ▶ The POS now operates in **Programming Mode**.
4. Enter the number **206** on the keyboard of your POS system.
5. Click on the button **TYPE** to confirm.
      ▶ The menu **USB Write** with the different writing options appears.

Warning!
Overwriting existing backups

Data loss. Any existing backup data will be overwritten.

– Be sure that the backup (1, 2, 3 or 4) you want to store does not exist on the USB-Stick. If it does, choose another or check that the existing backup can be overwritten.

6. Click on the menu item with the program backup (1, 2, 3 or 4) you want to write.
      ▶ The writing process starts. Wait until the status message "`Finished!`" indicates the successful completion of the writing process.

   ▶ You have written backup files. The files are stored in the folder `\qbu1\`, `\qbu2\`, `\qbu3\` or `\qbu4\` on your USB-Stick, depending on the selection you made above.

8.3.2 Reading Backup Files

1. Connect the USB-Stick with the USB-Interface of your POS.
2. Start the POS.
3. Switch the POS system's function mode to the **Programming Mode**.
   3.1. Click on the button **MODE.**
   3.2. Click on the menu item -- **P -- .**
      ▶ The POS now operates in **Programming Mode**.
4. Enter the number **205** on the keyboard of your POS system.
5. Click on the button **TYPE** to confirm.
      ▶ The menu **USB Read** with a list of the different reading options appears.

6. Click on the menu item with the program backup (1, 2, 3 or 4) you want to read. The files have to be stored in the folder `\qbu1\`, `\qbu2\`, `\qbu3\` or `\qbu4\` on your USB-Stick.
   - ▶ The reading process starts. Wait until the status message “`Finished!`”indicates the successful completion of the reading process.

- ▶ You have read backup files.

8.3.3 Writing Image Files and Table Maps

It is possible to only store the BMP (bitmap) and MAP files of your POS on the USB-Stick. Bitmap images are used for the POS system’s ‚screensaver, the slideshow and as background images for table maps. Table maps include the table arrangement and are stored in MAP files.

1. Connect the USB-Stick with the USB-Interface of your POS.
2. Start the cash POS.
3. Switch the POS system’s function mode to the **Programming Mode**
   3.1. Click on the button **MODE.**
   3.2. Click on the menu item -- **P -- .**
   - ▶ The POS now operates in **Programming Mode**.
4. Enter the number **206** on the keyboard of your POS system.
5. Click on the button **TYPE** to confirm.
   - ▶ The menu **USB Write** with a list of the different writing options appears.
6. Click on the menu item **BMP & MAP Files.**
   - ▶ The writing process starts. Wait until the status message “`Finished!`” indicates the successful completion of the writing process.

- ▶ You have written image files and table maps. The files are stored in the folder `\qmp\` on your USB-Stick.

8.3.4 Reading Image Files and Table Maps

You can use the reading BMP & MAP Files function to read a backup stored on your USB-Stick.

1. Connect the USB-Stick with the USB-Interface of your POS.
2. Start the POS.
3. Switch the cash registers function mode to the **Programming Mode**
   3.1. Click on the button **MODE.**
   3.2. Click on the menu item -- **P -- .**
   - ▶ The POS system now operates in **Programming Mode**.
4. Enter the number **205** on the keyboard of your POS system.
5. Click on the button **TYPE** to confirm.

- The menu **USB Read** with a list of the different reading options appears. Note that the backup files have to be stored in the folder `\qmp\` on your USB-Stick.

6. Click on the menu item **BMP & MAP Files.**

   - The reading process starts. Wait until the status message “`Finished!`” indicates the successful completion of the reading process.

- You have read image files and table maps.

8.3.5 Import New Image Files

You can use the reading BMP & MAP files function to change current or to add new bitmap image files for the POS system’s slide show or the background of the table map.

Tip:
The format for the BMP image files can be 256 or 24-Bit colours. The image size depends on the POS type:

- 1024 x 600 for QTouch 10
- 800 x 600 for QTouch 12
- 1024 x 768 for QTouch 15

Note that it is not possible to use other image file formats like JPEG or PNG with your POS system.

Important:
The POS will automatically look for files in the folder `\qmp\` on the USB-Stick. When for example, you only want to change the screensaver image,, you have to put the file `qlogo.bmp` in the folder `\qmp\` on the USB-Stick.

Important:
If you want to remove a file you must install an empty file instead. When, for example, you want to remove the screensaver image, you must copy an empty file named `qlogo.bmp` in the folder `\qmp\` on the USB-Stick.

1. Connect the USB-Stick with the USB-Interface of your PC.
2. Copy your `.bmp` files in the existing or a new folder named `\qmp\` on your USB-Stick.
3. If you want to import new image files for the table map background or the screensaver, you have to rename the files in the folder `\qmp\` according to the following pattern:

Tip:
Use system “parameter 121” to program the total number of table maps (max. 8) you need. You can access the view in the POS system’s **Programming Mode** by clicking the button **TYPE** and selecting the menu item **Param.**

`qlogo.bmp`	Bitmap image for screensaver/Additional bitmap for slideshow
`qmap1.bmp`	Bitmap image for table map 1
`qmap2.bmp`	Bitmap image for table map 2
`qmap3.bmp`	Bitmap image for table map 3
`qmap4.bmp`	Bitmap image for table map 4
`qmap5.bmp`	Bitmap image for table map 5
`qmap6.bmp`	Bitmap image for table map 6
`qmap7.bmp`	Bitmap image for table map 7
`qmap8.bmp`	Bitmap image for table map 8

4. If you want to import new images for the POS system's slide show, rename the files you want to import according to the following pattern:

`qlogo1.bmp`	Bitmap image 1 for slide show
`qlogo2.bmp`	Bitmap image 2 for slide show
`qlogo3.bmp`	Bitmap image 3 for slide show

5. Connect the USB-Stick with the USB-Interface of your POS.
6. Start the POS.
7. Switch the POS system's function mode to **Programming Mode**
   7.1. Click on the button **MODE.**
   7.2. Click on the menu item -- **P -- .**
      ▶ The cash register now operates in **Programming Mode**.
8. Enter the number **205** on the keyboard of your cPOS system.
9. Click on the button **TYPE** to confirm.
      ▶ The menu **USB Read** with a list of the different reading options appears.
10. Click on the menu item **BMP & MAP Files.**
      ▶ The reading process starts. Wait until the status message "`Finished!`" indicates the successful completion of the reading process.

▶ You have imported new image files.

8.3.6 Activating the Screensaver Slide Show

Your POS system can show a slide show 4 different images. Before activating the slide show, import the bitmap files you want to use.

1. Switch the POS system's function mode to the **Programming Mode**.

1.1. Click on the button **MODE.**

1.2. Click on the menu item -- **P -- .**

▶ The POS system now operates in **Programming Mode**.

2. Open the view **Option** with the system options.

2.1. Click on the button **Type.**

2.2. Click on the menu item **Option.**

▶ The view **Option** opens.

3. Activate system option 309 activate slide show.

3.1. Enter **309** on the alphanumeric keyboard.

3.2. Click on the button **##**.

The POS system highlights option 309.

3.3. Click on the button **Enter** to change the entry status to `yes`.

4. Click on the button **Type** to confirm your settings.

▶ You have activated the screensaver slide show.

8.3.7 Programming an Automatic USB-Report

You can program the type of report used for automatic reports in the system parameters. By default the electric journal is enabled.

1. Switch the POS system's function mode to the **Programming Mode**.
2. Click on the button **Type.**
3. Click on the menu item **Param.**

▶ The view **Param** with a list of the available system parameters opens.

4. Enter **130** via the keyboard of your POS system.
5. Click on the button ##.

▶ The POS system highlights parameter 130.

6. Enter the number of the report you want to define as the automatic USB report.

Tip:
An overview of the configured reports is available in the view **Report**. You can access the view in programming mode by clicking the button **TYPE** and selecting the menu item **Report.**

7. Click on the button **Enter.**
8. Click on the button **Type** to confirm your settings.

▶ You have successfully programmed an automatic USB-Report.

8.3.8 Transfer Data Manually to a USB-Stick

You can manually store reports and files on a USB-Stick for external processing. The POS system will create a file with a filename consisting of the report or file number and the date and time of the transfer. It is possible to save a specific report type or to store the PLU file or the department file for external analysis.

1. Connect the USB-Stick with the USB-Interface of your POS system.
2. Switch the POS system's function mode to the **Programming Mode**.
   2.1. Click on the button **MODE.**
   2.2. Click on the menu item -- **P -- .**
      ▶ The POS system now operates in **Programming Mode**.
3. If you want to store a specific report, enter the number of the report you want to store on the keyboard of your POS system.
4. If you want to store a specific file enter the key-code number of the file (e.g. 10000 for the PLU file) you want to store on the keyboard of your POS system.
5. Click on the button **X** of your keyboard to confirm.
6. Enter the code **124** on the keyboard of your POS system.
   6.1. Click on the button **Type** to confirm.
      ▶ The writing process starts. Wait until the status message "`Finished!`" indicates the successful completion of the writing process.
      ▶ The POS will create a file according to the following pattern in the folder `\qmp\` on your USB-Stick:
         - `RUX101_YYMMDD_HHMMSS.csv` for reports
         - `D10000_YYMMDD_HHMMSS.csv` for files.

▶ You have transferred data manually to USB-Stick.

8.4 Update: Step by Step

8.4.1 Downloading the update file

1. Access QUORiON OneHub.
   1.1. Type https://ws.onehub.com/signin into the address bar field of your browser.
   The OneHub login screen opens.
   1.2. Log in with your personal login data.
   1.3. Click on the menu **Workspaces | QUORiON World.**
   ▶ The tab **FILES** opens.
2. Click on the link **QMP Software Updates.**
3. Click on the link with the name of your POS system model.
   ▶ A list with the updates available for your POS system opens.
4. Click on the link with the appropriate update file. (e.g. `QA120906`).

Tip:
The appropriate update file has the extension `.qtu.` The number (in the example 120906 refers to the release date of the update.

5. Confirm your download by clicking the button **Download & View.**
6. Select the directory, where the update file should be saved.
   ▶ You have downloaded the update file.

8.4.2 Updating the POS System

1. Connect the USB-Stick with the USB-Interface of your PC.
2. Copy the downloaded update file into the root folder of your USB-Stick.

Important:
Be sure that only 1 update file exists in the root folder of the USB-Stick and note that it is not possible to rename the update file.

3. Connect the USB-Stick with the USB-Interface of your POS system.
4. Start your POS.
5. Switch the POS system's function mode to the **Programming Mode**.
   5.1. Click on the button **MODE.**
   5.2. Click on the menu item -- **P -- .**
   ▶ The POS system now operates in **Programming Mode**.

6. Start the QTouch service center.
   6.1. Enter the code **5343** on the keyboard of your POS system.
   6.2. Click on the button **TYPE** to confirm.
      ▶ The view **QTouch – Service-Center** opens.
7. Click on the button **Update.**
      ▶ The view **QTouch Update** opens. The status message “`USB-stick mounted - update available`” indicates that the POS has access to the USB-Stick and the update file.
8. If you want to cancel the entire update process, click on the button **ESC.**
9. If you want to start the update process, click on the button **Update.**
      ▶ The update process starts. Wait until the status message “`End of update`” indicates the successful completion.
10. Click on the button **ESC.**
      ▶ The view **QTouch – Service-Center** opens again.

Important:
The update is performed after a restart of the POS system.

11. Exit the service center and finish the update process.
   11.1. If you want to restart your POS system, click the button **Restart.**
   11.2. If you want to shut down and power-off your POS system, click the button **Shutdown.**

▶ You have successfully updated your QTouch POS system.

Tips and Tricks

Error messages

01 Invalid Entry

- Appears after an incorrect entry via the POS system's user interface.
- Check your entry regarding to possible entry errors.
- Make sure that the entry or the operating function you used is allowed and intended at the appropriate time in the sales transaction.
- Check if you have followed the correct sequence of the operating steps described in the corresponding step-by-step instruction.
- If you want to sign-in on the POS system using an additional secret code number, check if you have entered the appropriate pre-defined number.

04 Invalid Article item

- Appears after entering an incorrect PLU number, while directly selecting a PLU.
- Check the PLU number you entered for possible entry errors.
- Make sure that the PLU number you entered is pre-programmed in the POS system's configuration.

06 Invalid Function

- Appears directly after using an invalid operating function.
- If you want to sign-in on the POS system using an additional Dallas i-Button clerk key, check if you used the right key and make sure that the appropriate key is enabled in the POS system's clerk options.

08 Still In Transaction

- Appears directly after using an operating function that is not possible to perform during sales transactions.
- Check if you have followed the correct sequence of the operating steps described in the corresponding step-by-step instruction.
- Note that it is not possible to change the receipt printing status during sales transactions.
- Note that it is not possible to use table functions during a direct sales transaction.

13 Select Clerk

- Appears directly after starting a sales transaction, when there is no clerk signed-in on the POS system.
- Sign-in on the POS system.
  - If an additional secret code number has been programmed, enter the number.
  - If you want to sign-in on the POS system using an additional Dallas i-Button clerk key, place the corresponding i-Button on the magnetic lock on the right side of your POS system.

15 Item Not Sold !!

- Appears directly after using the VOID correction function on a PLU or a free amount that has not been registered in the corresponding registration process.
- Check if the corresponding PLU or free amount has been registered before.
- Check your entry for possible entry errors.

19 Manager Required !

- Appears directly after using an operating function that requires special manager permissions.
- Sign-in on your POS system as a manager or switch the POS system`s function mode to the **Manager Mode**.
- Note that not all function modes are available for all operators. The availability depends on the individual programming of your POS system.

26 Enter Balance#

- Appears directly after using a table balance function without selecting and opening a table first.
- Open the corresponding table.
- Check if you have followed the correct sequence of the operating steps described in the corresponding step-by-step instruction.

27 Invalid Balance#

- Appears directly after opening a table, using a table number that is not pre-defined in the system configuration.
- Check if you entered the right table number.

45 Enter Amount

- Appears directly after using an operating function that requires the previous entry of a cash amount on the POS system’s numeric keypad.
- Check if you have followed the correct sequence of the operating steps described in the corresponding step-by-step instruction.

49 Select condiment

- Appears if the selection of modifiers or condiments is compulsory / expected and another operating function was used instead.
- If it is required to enter a specific quantity for a single modifier or condiment, enter the corresponding quantity.
- Check if you have followed the correct sequence of the operating steps described in the corresponding step-by-step instruction.

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