

Sales & Orders (POS)

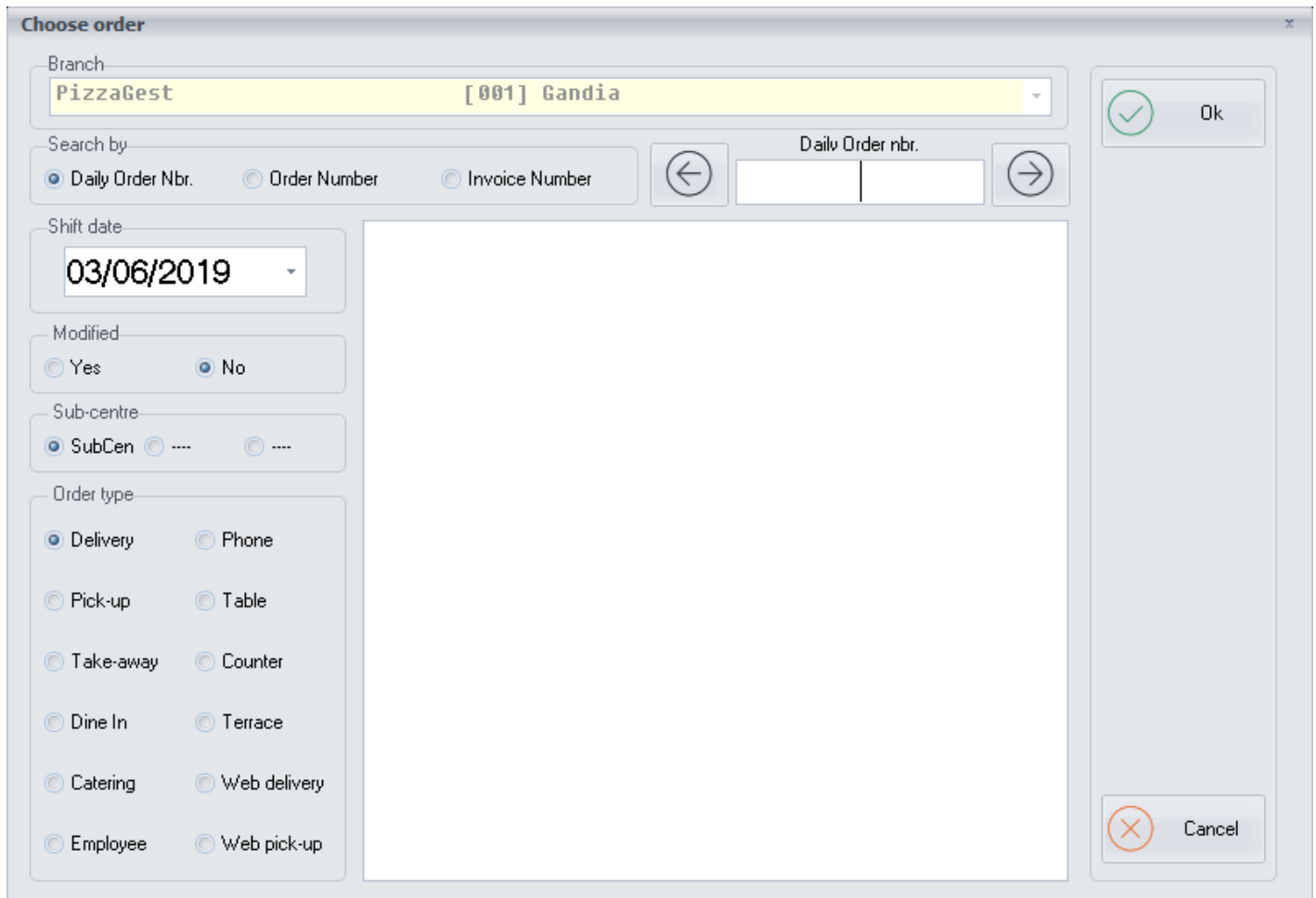
24 pages of the PizzaGest manual grouped by functional area.

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Choose order

Once we have clicked on the Menu option **Consult** or **Orders->Check Orders**, a screen like the one we can see below will appear:



The screenshot shows a software window titled "Choose order". It contains several input fields and radio buttons for filtering orders. The "Branch" dropdown is set to "PizzaGest [001] Gandia". The "Search by" section has three radio buttons: "Daily Order Nbr." (selected), "Order Number", and "Invoice Number". To the right of these is a "Daily Order nbr." input field with left and right arrow buttons. The "Shift date" is set to "03/06/2019". The "Modified" section has "Yes" and "No" radio buttons, with "No" selected. The "Sub-centre" section has "SubCen" and two empty radio buttons. The "Order type" section has ten radio buttons arranged in two columns: "Delivery" (selected), "Phone", "Pick-up", "Table", "Take-away", "Counter", "Dine In", "Terrace", "Catering", "Web delivery", "Employee", and "Web pick-up". On the right side of the window, there are "Ok" and "Cancel" buttons. The "Ok" button has a green checkmark icon, and the "Cancel" button has a red X icon.

The order numbers are generated randomly so in that way nobody (especially from the competition) can know when we take an order, how many orders we have generated daily. Delivery orders will have a number between 500 and 600 and the other types of orders between 1 and 100.

We can search for an order in three different ways:

Daily Order Number:

We will choose within the Shift day, with the help of the calendar, the day we want to see the orders.

We can choose if the orders were modified.

And finally we will mark the order type of the order we want to choose.

Order Number:

We can search for a specific ticket, if we enter the ticket number that PizzaGest has generated internally.

Invoice Number:

When choosing this option, we will have to enter the invoice number.

Once we have chosen the ticket or invoice, we will press the **OK** button and we will go to the next screen **Check Order**

The **Cancel** button allows us to exit of the screen without making any changes.

Check Order

Once we have chosen the order that we want to consult, from **Choose order**, we will see a screen like the one we can see below:

Check, cancel and print orders

Branch: **PizzaGest** [001] Fort Lauderdale POS-2

Customer data:
Phone: 0 Name: Address: 5,NORTH ANDREWS AVENUE
Direc: NORTH ANDREWS AVENUE Zone:

Order data:
Order: 121 Type: Dine In
Shift date: 12/10/2018 Invoice: 001/344/038
Guests: 1 Pay. Met: CASH

Order times: Delivery Times Mileage
Order entry: 11:38 AM Charged: 11:38 AM
Ordering min: 00:48 Prod. Time: 14:23
Production Start: 11:38 AM End production: 11:53 AM
Theor. Delivery: 11:48 AM Actual Del. Time: 11:48 AM

Employees:
Taken by: Armani Teague
Driver:

Edited:
Edited by:
Edition time: Times r:

Canceled:
Canceled by:
Cancel comment:

Order detail:

Quantity	Description	Price	Amount
1	Classic Bowl +Rustic Herb Grilled Chicken +Baked Almond Crusted Chicken +Guacamole	\$ 11.95	\$ 11.95
1	Small Bowl +Sesame Citrus Tofu +Guacamole	\$ 9.95	\$ 9.95
BASIS			\$ 21.90
TAX 6%			\$ 1.31
TOTAL			\$ 23.21

----- PAYMENT METHODS -----

CASH	\$ 40.00
Change	-\$ 16.79
Pending payment	\$ 0.00

Status: Amount: **\$ 23.21**

Check Cancel Print Change payment method Unlock Order penalty Delivery incident Invoice Massive printing Changes history Change guests Wallet Delivery Guarantee Exit

On this screen we will see all the details of the order:

-The **data of the branch** from where the order was placed and the computer from which the order was taken.

-The **data of the customer** who placed the order.

-The **details of the order**: Order number, Invoice, Type of order, Shift date, Guests and Payment method.

-The **production times** of the order.

-The **times of delivery** of the order, in case it is a delivery order.

- The **mileage** in case it is a delivery order, where it will appear:

The **theoretical kilometers**, which are calculated by Google.

The **actual kilometers**, which are calculated by the application for drivers.

You can also change the mileage with the **Change Mileage** button that will ask us to enter the actual kilometers and the theoretical kilometers.

You can also change the driver with the **Change driver** button through the **Choose Employee** screen and it will appear the tip that the customer left in the delivery order.

-The **data of the Employee** who has taken the order and the driver if the order was a delivery order.

-The **Edition or Cancelation data** of the order, in case the order has been edited or canceled.

In the upper line, we have the option to move to the left or right with the arrow icons, and we will move to the previous or to the next orders which are of the same **type of order**.

In the right part, we have several buttons which allow us to make different functions:

We have to take into consideration that to use some functions, the system will ask us to enter the code and password of the authorized user, this will depend on the **Access Level** of each employee.

Check: It allows us to return to the previous screen **Choose order**

Cancel: We will have to confirm that we want to cancel the selected order and then we can cancel the order from the screen **Order Cancellation**

Print: It allows us to print the customer's ticket or the driver's ticket if it is a delivery order. Also, if the ticket is from the current day, it will ask us if we also want to reprint the kitchen chits.

Change payment method: To change the payment method, we have to click on this button and the **Charge Order** screen will appear where we can change the payment method. This option can be useful, if we have already ended the order and we want to change the payment method without canceling the order and doing it again.

Unlock: This button allows us to unblock an order that has been taken from another device, in order to modify it.

Order penalty: It allows us to make a discount to a ticket already closed, from the **Order penalty** screen (For example if in a delivery order, the deliveryman forgets to carry the drinks, when he returns he will discount it from the order).

Delivery incident: With this button we can add a delivery incident if it has not been introduced when the driver have come back from the delivery order in the **Delivery** screen. When you click on

the button, it will ask us for confirmation that we want to insert an incident in the order and once confirmed, we can insert the incidence through the **Delivery Incident** screen

Invoice: To create an invoice from a ticket that already exists, we have to click on the **Invoice** button and if we do not have the customer linked with the order, the **Search for Customers** screen will appear. If the customer of the invoice already exists in our database we will select it and press the **Ok** button, otherwise we will click on **New customer** button and we will add the customer through the **Customer Management** screen. Once the customer has been selected or if we already have the customer linked with the order, the **Draw Up an Invoice** screen will appear. It must be taken into consideration that the customer data that will appear on the invoice will be the data that has been entered in the **More data** tab through the **Customer Management** screen.

Massive printing: We can reprint a large number of tickets, through the **Massive Printing** screen.

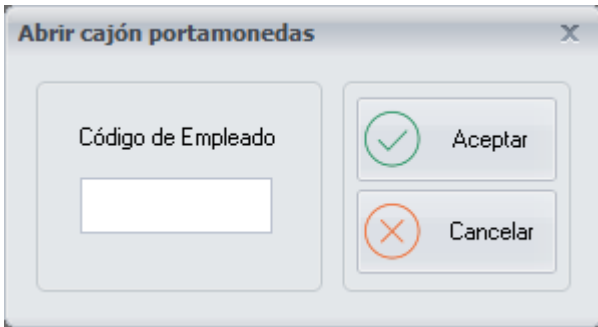
Changes history: It will allow us to see all the changes that have been made in the order. These changes will appear in the Edited section, where it will appear the number of times the order was edited, the edition date and the employee who has made each modification. We can move from one modification to another with the arrow icons which are above.

Change guests: This button allows us to modify the number of guests of the order, as long as it is not a Delivery or Pick-up order.

Delivery guarantee: We can set the maximum discount to refund to the customer, choosing the order types that we want, in case the order does not arrive on time, through the **Insert/Modify Branches** screen.

Open cashdrawer

Una vez hayamos pulsado en el icono de las monedas o hayamos accedido a través del Menú **Pedidos->Abrir Caja**, aparecerá la siguiente pantalla:

The image shows a software dialog box titled "Abrir cajón portamonedas" with a close button (X) in the top right corner. Inside the dialog, on the left, is a label "Código de Empleado" above a white rectangular input field. On the right side of the dialog, there are two buttons stacked vertically. The top button features a green checkmark icon and the text "Aceptar". The bottom button features an orange 'X' icon and the text "Cancelar".

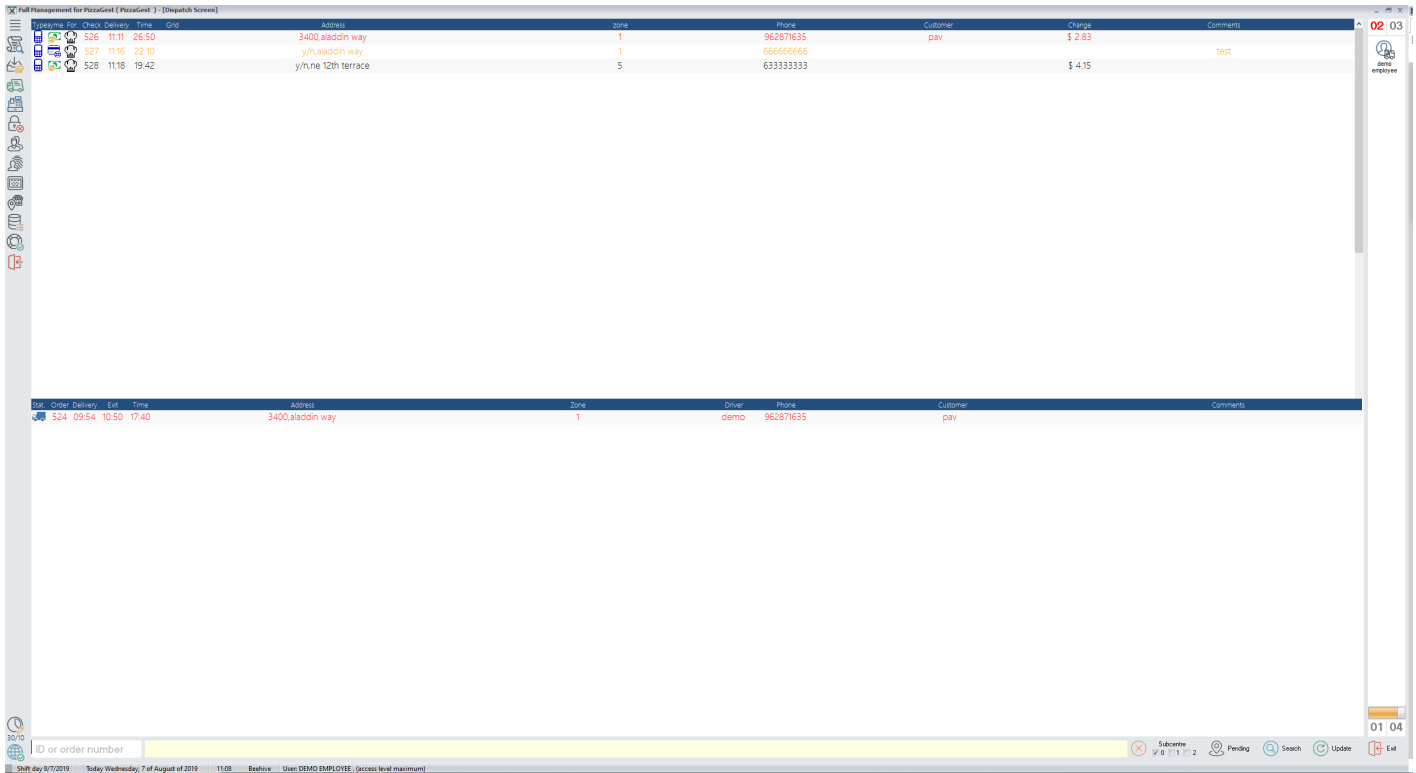
Esta opción permite al empleado abrir el cajón con la obligación de introducir el código del empleado y pulsando **Aceptar**.

Todos las aperturas del cajón quedan registradas en la pantalla **Consultar Arqueos de Caja**

Con el botón **Cancelar** podemos salir de la pantalla sin hacer ningún cambio.

Delivery Orders

Once we have clicked on the Menu option **Orders-> Order Status** or on the **Delivery** icon in the main Menu, a screen like the one we can see below will appear:



The screenshot shows a software interface for managing delivery orders. It features a top table for pending orders and a bottom table for orders on delivery. The interface includes a sidebar with icons, a top status bar, and a bottom search bar.

Type	Order	Check	Delivery	Time	Grid	Address	Zone	Phone	Customer	Charge	Comments
	526	11:11	26:50			3400.aladdin way	1	962871635	pav	\$ 2.83	
	527	11:16	22:10			y/n.aladdin way	1	666666666			test
	528	11:18	19:42			y/n.ne 12th terrace	5	633333333		\$ 4.15	

ID	Order	Delivery	Est.	Time	Address	Zone	Driver	Phone	Customer	Comments
324	09:54	10:50	17:40		3400.aladdin way	1	demo	962871635	pav	

This screen is divided between the **Pending Orders** that will appear at the top and the **Orders on delivery**, which will appear at the bottom.

In the **Pending orders**, we can see the following data of each order:

Type: It will indicate the source of the order, if the customer has called us by phone, if it has been placed from the Call Center or through the web.

Payment: We can see the payment method that the customer will use, whether from cash, credit card, etc.

Status: Here we will see if the order is still being produced in the kitchen or if it is already finished.

Check: It will indicate the order number.

Delivery: It will be the delivery time, depending on how we have set the **Delivery minutes** on the **Clock** button located in the lower left part of the screen.

Time: It is the length of time in which the order is being produced since the order request.

Address: It will show the customer address.

Zone: We can see the **Zone** to which the customer address belongs.

Phone: It will show the customer phone.

Customer: It will show the customer name.

Change: Here we can see the change which has to take the driver to refund the customer in case that the method payment is cash.

Comments: It will show the delivery comments that we have written through the **Place an Order** screen.

In the **Pending orders**, we can see the lines of each order in three different colors:

Black: The order is in of delivery time.

Orange: The order is close to exceed the delivery time.

Red: The order is out of delivery time.

It will depend on how we have set the **Delivery minutes** on the **Clock** button located in the lower left part of the screen.

When the order status shows that it is already produced or we are told from the kitchen staff about it, it will be the time to assign the order to a driver.

In the **right top** we can see the **total number of pending orders** and **in red the orders below critical time**. On the other hand, in the **right bottom** we can see the **total number of orders** and **the number of orders in delivery**.

To assign one or more than one order to a driver, we have first to select one or more order lines and they will be marked with a blue background. Then, we have to select a driver from the list of drivers on the right, and the orders will be automatically assigned to the driver and they will move down to the **Orders in delivery**. The drivers are sorted from top to bottom, starting at the top with the drivers that have been available for a longer time.

Once we have selected a driver, the following options will appear:

Come back: When drivers come back from delivering the order, they have to select this option in order to be available, although they are able to assign themselves an order even if they have already an order assigned. When drivers choose this option, the system will ask them if they want to enter any **Delivery Incident**. We can set the **minimum time to come back from delivery** through the **Add/Modify Branches** screen.

Show orders: It will show us the details of the selected order through the **Order details** screen.

Print orders: It will print the details of the selected order.

Unassign order: Depending on the **Access Level** to the system we can unassign an order that had already been previously assigned to a driver.

Checkout drivers: It will allow us to checkout the selected driver through the **Checkout Drivers** screen.

Give change: It will allow us to give change to the selected driver through the **Give Change to Drivers** screen.

Assign vehicle: It will allow us to assign a vehicle to the selected driver from the **Vehicles assignment** screen.

Tracking: With this option, branches that have a hub installed, will be able to see the tracking of the drivers.

When an order is assigned to a driver, it will move automatically to the bottom to the **Orders on delivery**, where some additional data will appear:

Status: It will be always **“In delivery”** because when the order will be delivered, it will disappear from **Orders on delivery**.

Exit: It will show the departure time of the driver.

Time: It will show the time that has passed since the driver has left.

If the driver takes more time to come back from delivery, than the average time the system has calculated, among the total amount of the drivers in the same street or area, the order line will appear in red.

We can always check the **Order details** by clicking on the order line.

Finally, at the bottom, we also have more options:

ID or order number: If we do not have a touch screen or do not want to use the mouse, we can write the employee's ID and the order number to assign the order to a driver.

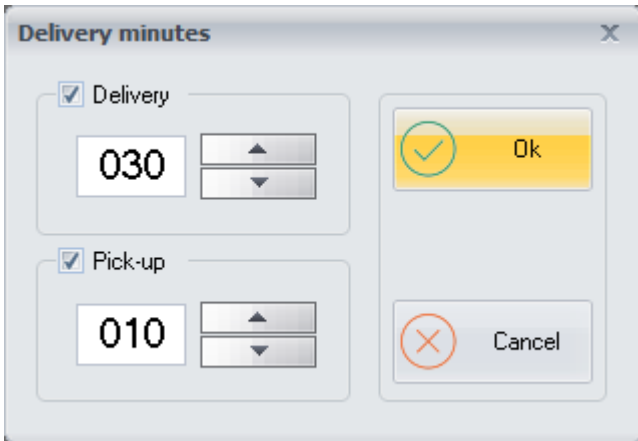
Pending: It will show us all the pending orders located in a map.

Search: It will allow us to search for an order through the **Search Order** screen.

Update: It will update all the changes in the orders, and it can be very useful to see updated the production and delivery time of the orders.

Delivery Minutes

Once we have clicked on the **Clock** button located in the lower left part of the screen, a window like the one we can see below will appear:

The image shows a software dialog box titled "Delivery minutes" with a close button (X) in the top right corner. Inside the dialog, there are two sections. The first section is for "Delivery", which has a checked checkbox, a text input field containing "030", and a vertical spinner control. The second section is for "Pick-up", which also has a checked checkbox, a text input field containing "010", and a vertical spinner control. On the right side of the dialog, there are two buttons: "Ok" with a green checkmark icon and "Cancel" with a red X icon.

Here we can set the delivery minutes of the **Delivery** and **Pick-up** orders. We have to take into consideration that the minimum time for Delivery orders will be 30 minutes and to Pick-up orders will be 10 minutes.

We can also set these minutes from the **General Options** screen.

These minutes will affect the results of the **Production Screen**.

Even if we change the delivery minutes from this screen, anytime we start a new shift day the delivery minutes will be updated at the delivery minutes that we have set on the **Add/Modify Branches** screen.

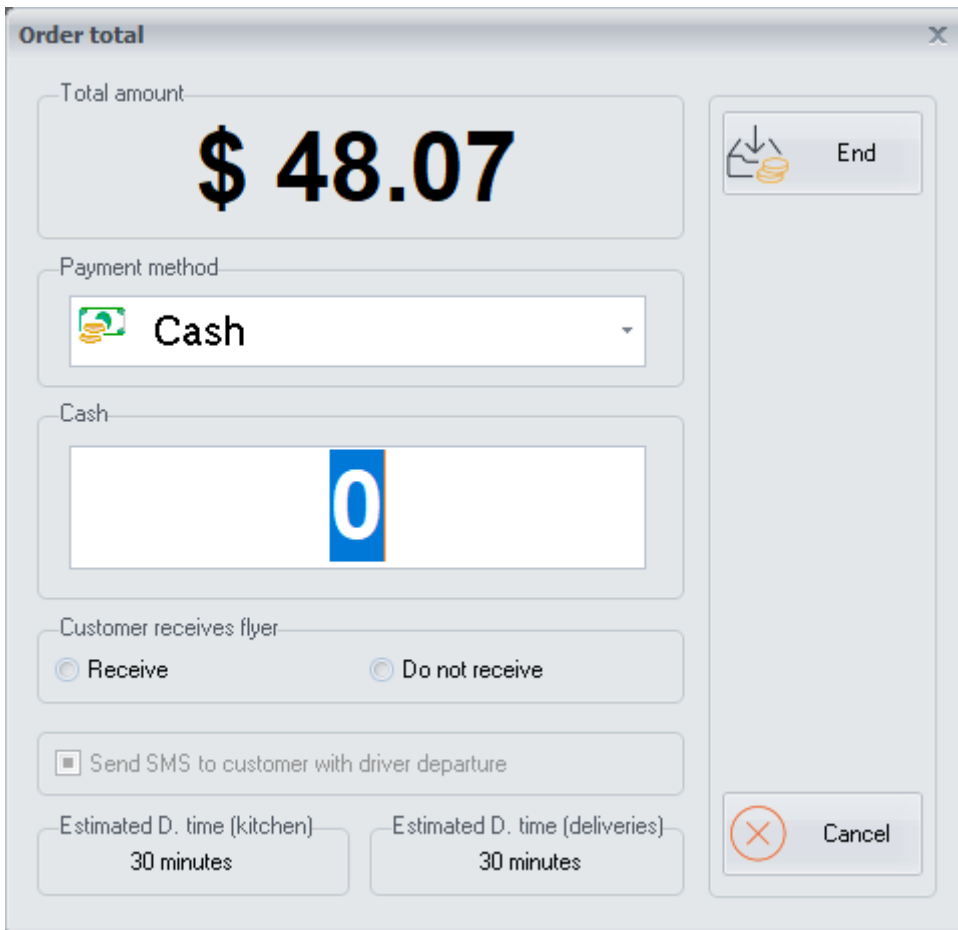
We can also stop the service to Delivery or Pick up from this screen, unchecking the option Delivery or Pick up. We have to take into consideration that if we stop the service of any of these order types, the same service would also stop from the Web.

Once we have finished to set the delivery minutes, we will click on the **Ok** button.

The **Cancel** button allows us to exit of the screen without making any changes.

Delivery Order Total

Once we have clicked on the **End** button through the **Place an Order** screen, when it is a delivery order, the following screen will appear:



The screenshot shows a mobile application window titled "Order total" with a close button (X) in the top right corner. The window contains several sections:

- Total amount:** A large display showing "\$ 48.07".
- Payment method:** A dropdown menu showing "Cash" with a coin icon.
- Cash:** A numeric input field showing "0".
- Customer receives flyer:** Two radio buttons: "Receive" (selected) and "Do not receive".
- Send SMS to customer with driver departure:** A checkbox that is currently unchecked.
- Estimated D. time (kitchen):** A display showing "30 minutes".
- Estimated D. time (deliveries):** A display showing "30 minutes".
- Buttons:** An "End" button with a coin icon and a "Cancel" button with a red X icon.

At the top we will see the **Total amount**. Then the system will allow us to choose between the different **Payment methods** that we have configured from the **Order Payment Methods** screen. If the payment method is cash, we will ask the customer the amount that is going to give us in cash in order to calculate the change which has to take the driver, which will appear in the **Delivery Orders** screen.

Then, we will ask the customer if have received the flyer from our business at home, to check if the **Flyreying** works properly.

If the customer has an SMS service provider which we will configure in the **SMS Settings** screen, we would be able to send a warning SMS to the customer with the driver departure.

Finally we will see the **Estimated Delivery time (Kitchen)** and the **Estimated Delivery time (Deliveries)** which will be the average that the system will calculate considering the last orders are taking. So, we have to take into consideration the highest estimated time of the two

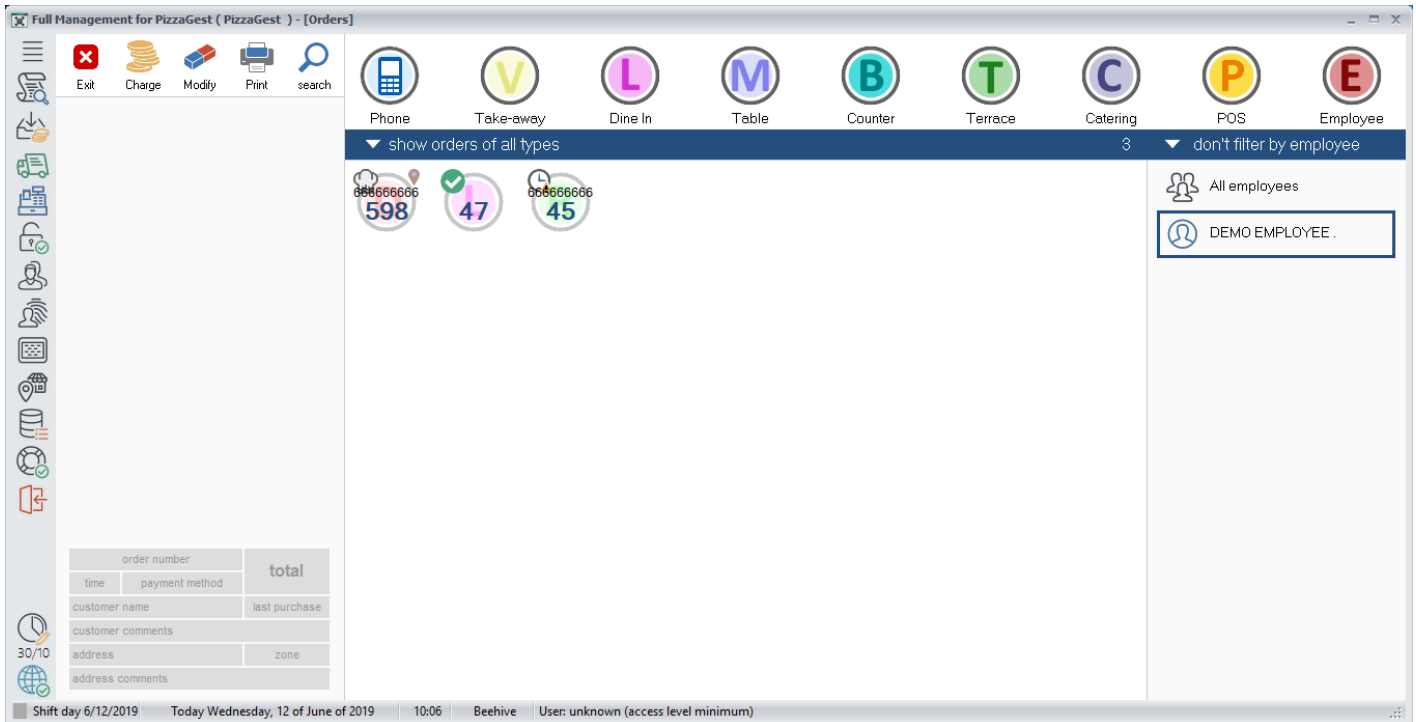
calculations made by the system, when we have to tell the customer when will be ready the order.

Once we have finished, we will click on the **End** button.

The **Cancel** button allows us to exit of the screen without making any changes.

Orders

Once we have clicked on the Menu option **Orders-> New Order** or on the **New Order** icon in the main Menu, a screen like the one we can see below will appear:



The first thing that we can see in this screen, will be in the central part all the orders that are pending to pay. Depending on how we have configured the option **Delivery confirmation is required for orders** in the **General Options** screen, also orders that have already been charged may appear.

We can show orders of all types or don't show delivery orders, and we can also filter orders by employee.

Orders pending to pay:

They will appear with the order number and an icon above the order. There are 3 different icons to distinguish the status of the order:



The icon with the **green V**, means that the order is ready and produced.

The icon with the **Chef's hat**, means that the order is still being produced in Kitchen.

The icon with the **Clock**, means that the order has not yet arrived at the delivery time. When the order approaches to the delivery time, depending on how we have configured the **Delivery Minutes** on the clock button located at the bottom left of the screen, the order will go to Kitchen and the icon will change to the Chef's hat.

At any time we can select the orders that appear in the central part and we will see on the left side of the screen the order's detail. Besides, when an order is selected, we have some buttons which allows us to execute different functions, in the upper left side of the screen:



Charge: We will use this option to charge the order immediately. We will have to enter the employee's ID, if we have not chosen our name in the list of employees, located on the right side of the screen. After having applied the **Applicable Promotions**, we will click on Charge and we will see the **Charge Order** screen.

Modify: We will have to select an order and enter the employee's ID, if we have not chosen our name in the list of employees, located on the right side of the screen and we will access to the **Place an Order** screen.

If we do not select any order and click on this button we can modify an order of the same day even if it does not appear on the Orders screen. If it is a Delivery or Pick-up order, we will have to enter the customer's phone number or the order number. For the rest of the order types we will enter the order number.

If the order has been placed less than 15 minutes ago, any employee can modify the order, but if this period of time has been exceeded, the order can only be modified if the employee has the required **Access Level** to the system.

Print: This option will allow us to print the ticket of the order, to give it to the customer, except if it is a delivery order, which must be printed through the **Delivery** screen.

Search: It will allow us to search for the order by Customer Name, Phone or Order Number. We have to take into consideration that if we select a Pick-up order, this button will change to the **SMS** button, which will allow us to send a message to the customers to let them know that we have the order ready, as long as we have hired an SMS provider and we have configured the data correctly on the **SMS Settings** screen.

Orders that have already been charged:

They will appear with the order number and an icon above of each order, which will be the same icons that appear in the orders which are pending to pay, although the colors of these orders will be inverted to distinguish them from the orders that are pending to pay.

We may be interested in keeping the orders which have already been charged, so in that way we can quickly check the order and verify that we have delivered or served all the items that are part of the order.

Once the order is ready with the **green V** icon and we have finished to serve or deliver the items, we will select the order and choose the option **Deliver**, which will be the icon that will appear in the top left part of the screen and it will replace the **Charge** option. Once we have made the delivery confirmation, the order will disappear from the screen.

The way to place an order is similar for all types of orders.

To place an order, we should first check that we are placing the order with our employee name, we can check it in the list of the right side, if we want to avoid that the system ask us for the our employee's ID. Previously we have to **Clock In**. After, we must choose the type of order among the next ones:

Phone: Will be the orders placed by phone, either for **Delivery** or to **Pick-up** in the store. Once we click on this option and we have entered the customer's phone, except for the customers who have Caller ID installed, the following screen will appear::



Phone: **962871635**

Customer: **pav**

Zone: **1**

Address: **3400,ALADDIN WAY**

Last order: **8 months**

Comments: **Dine-in Cust.**





Branch

new

history of last orders


Delivery


Pick-up



In this screen we can see the customer's data and the last purchases of the customer that has made. Then we must choose between whether the order is **Delivery** or **Pick up**. Once we have chosen the proper option, we can **Place the order**.

If the customer is still not registered in our database, we will have to register it or at least choose an address, through the **Customer Management** screen.

Take-away: Will be the orders placed in the store to Take-away. Once we click on this option, we can **Place the order**.

Dine In: Will be the orders that the customers place in the store, and the same customers will take the items to the table and pay at the moment of **Placing the order**.

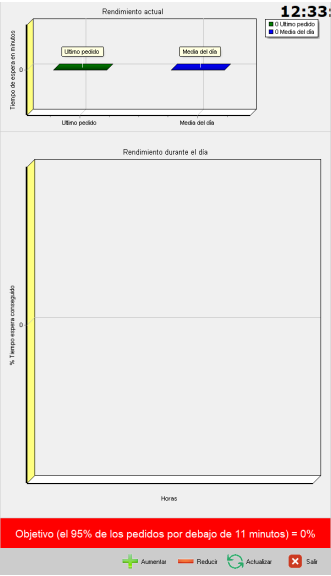
Table, Counter and Terrace: Will be the orders that the customers place so that we take the items to the table, counter or terrace, and the ones which the customers won't normally pay at the time of placing the order. The reason to distinguish among these 3 options, is so that if we wish we can set different prices for each type of order, depending of how we have configured it though the **Add/Modify Sales Items** screen. Once we have chosen, the number of the table, counter or terrace, we can **Place the order**. We have to take into consideration that the number range of tables, counters and terrace will be configured through the **Add/Modify Branches** screen.

Catering: It is normally used for celebrations in which we can configure special **Sales Promotions**. Moreover when we finish to place the order, the system will ask us if we want to print the kitchen chits, because there are usually many repetitive orders, and in this way we can save a lot of paper.

POS: It is used for orders which are placed in the store, usually in a small place like a Coffee shop where the orders are usually repetitive. Choosing this option, at the end of the order the system returns to the same screen to place the order as a POS order, without having to choose again the same option, and we can **Place the order**.

Employee: It is used for orders that are placed by the employees and may have configured a **Sale Promotion**. The system will ask us for the Employee's ID as a customer and once we have entered it, we can **Place the order**. We have to take into consideration that we can configure the employee's maximum daily expense through the **Add/Modify Branches** screen.

Notifications



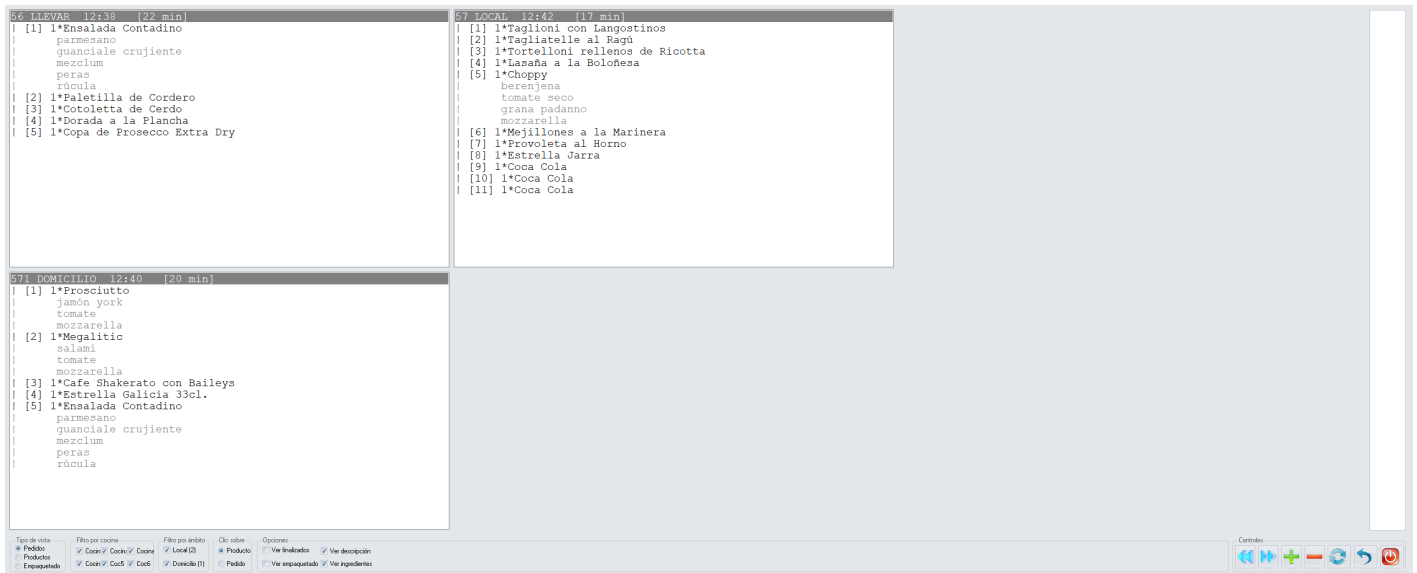
Customer Screen

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LLEVAR

Kitchen Screen

Una vez hayamos pulsado dentro del Menu **Pedidos->Pantalla Cocina** aparecerá una pantalla como la que puede ver a continuación:



Para activar como Pantalla de cocina, la opción “Pedidos” en “Tipos de vista” en la parte inferior izquierda de la pantalla deberá estar activada.

Para ver solo el número de línea correspondiente de cada artículo y no la descripción del artículo, la opción “Ver descripción” en “Opciones” en la parte inferior derecha de la pantalla debe estar desactivada.

La línea con color de fondo rojo indica que se ha excedido el tiempo de producción (especificado en cada grupo familiar).

La línea con color de fondo amarillo indica que los cambios se pueden deshacer.

La línea con el color de fuente negro indica que está inactivo.

La línea con el color de fuente azul indica que la producción ha comenzado.

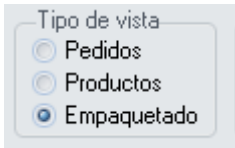
La línea con el color de fuente rojo indica la producción esta terminada y en el horno.

La línea con color morado indica que el empaquetado está terminado.

Si hace clic sobre la línea gris del pedido, todo el pedido se marcará como producido y se mostrará en la pantalla de embalaje.

Falta añadir captura de pantalla de la versión nueva con todos los detalles descritos en el documento de ayuda

Para activar como pantalla de empaquetado, la opción “Empaquetado” en “Tipo de vista” en la parte inferior izquierda de la pantalla deberá estar activada.

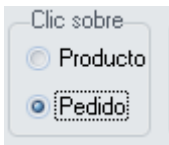


La pantalla de empaquetado solo muestra el pedido una vez que se ha producido al menos un artículo y permanece hasta que todos los artículos hayan sido empaquetados.

En caso de hacer clic en la línea gris de cada pedido, todo el pedido se marcará como empaquetado (terminado) y desaparecerá de la pantalla.

El número que aparece al principio de la línea es el tiempo transcurrido desde que terminó la producción del pedido hasta que el embalaje terminó.

Si la opción “Pedido” está activada en **Clic sobre** al hacer clic en cualquier lugar del pedido, se marcará como empaquetado.



Dentro de la Pantalla de Cocina tenemos una barra de Control con distintas opciones:



Los primeros 2 botones, con las **flechas hacia ambos lados**, son para mover los pedidos hacia la derecha o la izquierda, según nos interese.

Los botones con los signos de + y - sirven para aumentar o disminuir el tamaño de la fuente.

El siguiente botón, con **2 flechas en forma de círculo**, servirá para actualizar la pantalla.

A continuación, el botón con la **flecha curvada hacia la izquierda** nos permitirá deshacer el último cambio que hayamos realizado.

Para terminar, tenemos el botón **rojo** para salir de la pantalla.

Configuración recomendada

La configuración habitual para la pantalla de la cocina (cocina sin papel), es tener 1 pantalla en la etapa de elaboración, otra en el horno y otra en la etapa de embalaje, después del horno (mesa de corte).

Los ajustes para cada pantalla son:

Etapas de elaboración y de horno:

Tipo de vista: **Pedidos**

Clic sobre: **Pedido**

Opciones: Tendremos que marcar, **Ver descripción** y **Ver ingredientes**.

Tipo de vista	Filtro por cocina	Filtro por ámbito	Clic sobre	Opciones
☒ Pedidos	☒ Cocin ☒ Cocin ☒ Cocin	☒ Local (0)	☐ Producto	☐ Ver finalizados ☒ Ver descripción
☐ Productos	☒ Cocin ☒ Coc5 ☒ Coc6	☒ Domicilio (0)	☒ Pedido	☒ Ver empaquetado ☒ Ver ingredientes
☐ Empaquetado				

Primero, haga clic sobre cualquier artículo para cambiar el color a azul, que significa “bajo elaboración”.

Si hace un segundo clic sobre cualquier artículo, cambiará de color a rojo, que significa “en el horno”.

Una vez que todos los artículos para el mismo pedido estén “en el horno”, desaparecerán de esta pantalla y aparecerán en la Pantalla de Embalaje.

Etapas de embalaje (después del horno):

Tipo de vista: **Empaquetado**

Clic sobre: **Pedido**

Opciones: Tendremos que marcar, **Ver descripción** y **Ver Empaquetado** (es obligatorio).

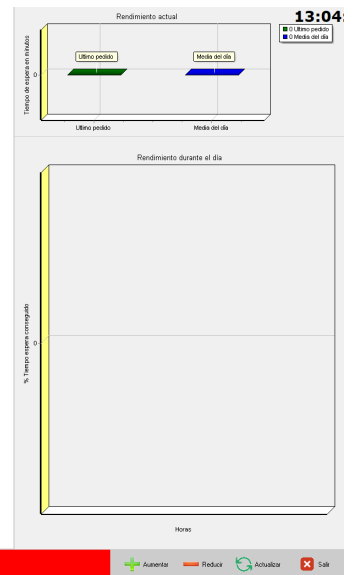
Tipo de vista	Filtro por cocina	Filtro por ámbito	Clic sobre	Opciones
☐ Pedidos	☒ Cocin ☒ Cocin ☒ Cocin	☒ Local (0)	☐ Producto	☐ Ver finalizados ☒ Ver descripción
☐ Productos	☒ Cocin ☒ Coc5 ☒ Coc6	☒ Domicilio (0)	☒ Pedido	☒ Ver empaquetado ☒ Ver ingredientes
☒ Empaquetado				

Si hacemos un tercer clic sobre cualquier artículo, cambiará de color a púrpura, que significa “empaquetado”.

Una vez que todos los artículos para el mismo pedido sean de color púrpura, la orden desaparecerá de la pantalla de Embalaje.

Production Screen

56 LLEVAR **571** DOMICILIO **57** LOCAL



Objetivo (el 95% de los pedidos por debajo de 11 minutos) = 0%

Budget monitoring

Una vez hayamos accedido a la opción del Menú **Pedidos**→**Seguimiento de Presupuesto** aparecerá una pantalla como la que podemos ver a continuación:

Seguimiento de Presupuesto

Filtro

Fecha inicio: Fecha fin:

Fecha	Venta Estimada	Venta Real	Diferencia	Acumulado
jueves, 1 de noviembre de 2018	0,00	0,00	---	---
viernes, 2 de noviembre de 2018	0,00	0,00	---	---
sábado, 3 de noviembre de 2018	0,00	0,00	---	---
domingo, 4 de noviembre de 2018	0,00	0,00	---	---
lunes, 5 de noviembre de 2018	0,00	0,00	---	---
martes, 6 de noviembre de 2018	0,00	106,00	106,00	106,00
miércoles, 7 de noviembre de 2018	0,00	340,05	340,05	446,05
jueves, 8 de noviembre de 2018	0,00	401,80	401,80	847,85
viernes, 9 de noviembre de 2018	0,00	105,65	105,65	953,50
sábado, 10 de noviembre de 2018	0,00	1,80	1,80	955,30
domingo, 11 de noviembre de 2018	0,00	0,00	---	---
lunes, 12 de noviembre de 2018	0,00	6,50	6,50	961,80
martes, 13 de noviembre de 2018	0,00	56,55	56,55	1018,35
miércoles, 14 de noviembre de 2018	0,00	334,05	334,05	1352,40

Totales:

Generar Presupuesto

Informe

Salir

Esta pantalla nos sirve para hacer una previsión de ganancias (presupuesto), por adelantado de cada mes y después revisar si hemos llegado al presupuesto estimado.

-Filtro-

En este apartado podemos elegir la fecha de inicio y la fecha de fin, de la lista de días que nos aparecerá en pantalla, donde podremos comprobar si estamos cumpliendo el presupuesto que hayamos generado previamente.

Hay que tener en cuenta que para que aparezcan los días en la lista, deberemos haber generado el presupuesto previamente, de los días que queremos consultar, con el botón **Generar Presupuesto**.

A continuación, veremos la lista de los días que hayamos seleccionado en el filtro, donde aparece la siguiente información:

Fecha: En este campo aparecerá la fecha de cada día que aparece en la lista.

Venta Estimada: En este campo introduciremos la venta estimada que pensamos que vamos a realizar en el día correspondiente y pulsaremos Intro. Si ya hemos introducido el valor de la venta estimada previamente y hemos accedido para hacer una consulta, aparecerá el último valor que hayamos introducido.

Venta Real: En este campo aparecerá el importe total de la venta real que hemos realizado en el día correspondiente.

Diferencia: Aquí aparecerá la diferencia entre la venta estimada y la venta real. Si la diferencia es negativa aparecerá con un fondo rojo y si es positiva aparecerá con el fondo verde.

Acumulado: En este campo se irán sumando o restando según corresponda, las diferencias de cada día que aparezca en la lista de días que hayamos seleccionado en el filtro.

-Totales-

Debajo de la lista de los días que aparecen, según hayamos configurado el filtro, aparecerán tres casillas con los totales de la venta estimada, venta real y diferencia, de los días correspondientes.

En la parte derecha, tenemos varios botones que nos permiten realizar distintas funciones:

Generar presupuesto: Si pulsamos este botón, podemos generar el presupuesto de un mes concreto desde la pantalla **Generar Presupuesto**

Informe: Si pulsamos este botón, nos sacará un **Informe** del presupuesto de los días que hayamos configurado en el filtro.

Daily Reports

Una vez hayamos accedido desde la opción del menú **Pedidos->Listados** aparecerá una pantalla como la que podemos ver a continuación:

The screenshot shows a software interface titled "Informes de diario". At the top, there are four input fields: "Fecha de inicio del Informe" (set to 11/01/2019), "Subcentro del informe" (set to Todos), "Fecha de fin del informe" (set to 11/01/2019), and "Tiempo máximo de entrega" (set to 0:30:00). Below these fields, the interface is divided into four main columns of buttons, each with an icon and a label. The first column, "Ventas", includes buttons for "Ventas", "Gastos", "Formas de pago", "Cambio devuelto", and "Informe de arqueos". The second column, "Incidencias pedidos", includes "Descartados", "Anulados", "Modificados", "Invitaciones", and "Multas-Descuentos". The third column, "Pedidos (todos)", includes "Todos", "Todos (orden)", "Registro IVA/IGIC", and "Tiempos". The fourth column, "Repartos (solo domicilio)", includes "Retrasados", "Todos", and "Incidencias". A "Salir" button is located at the bottom right of the interface.

En esta pantalla, eligiendo la fecha de inicio del informe y la fecha de fin del informe, podemos ver los siguientes tipos de informes:

Por Ventas

Informe de Ventas: Extracto de todas las ventas efectuadas durante las fechas seleccionadas.

Informe de Gastos: Extracto de todos los gastos ocasionados durante las fechas seleccionadas.

Informe de Formas de pago: Extracto de todos ingresos que hemos recibido, separado por las formas de pago, durante las fechas seleccionadas.

Informe de Cambio devuelto: Extracto del cambio devuelto durante las fechas seleccionadas.

Informe de arqueos: Nos devuelve un informe más completo, donde podemos ver las aperturas y cierres de caja, las ventas realizadas por pedidos, los ingresos que hemos recibido, un resumen de importe de las cajas y el cierre de caja con el fondo que hemos dejado en caja, durante las fechas seleccionadas.

Por Incidencias Pedidos

Informe de pedidos descartados: Extracto de todos los pedidos descartados durante las fechas seleccionadas, separados por ámbito.

Informe de pedidos anulados: Listado de los pedidos anulados, durante las fechas seleccionadas, separados por ámbito.

Informe de pedidos modificados: Extracto de los pedidos modificados durante las fechas seleccionadas, separados por ámbito.

Informe de Invitaciones: Extracto de todas las invitaciones efectuadas en los pedidos, durante las fechas seleccionadas.

Informe de Multas-Descuentos: Extracto de todas las multas y descuentos efectuados en los pedidos, durante las fechas seleccionadas.

Por Pedidos:

Informe de todos los pedidos: Listado de todos los pedidos efectuados en las fechas seleccionadas, agrupados por ámbito.

Informe de todos los pedidos por orden: Listado de todos los pedidos efectuados en las fechas seleccionadas, ordenados por fecha y hora.

Informe del registro IVA/IGIC: Nos mostrará un listado de todas las facturas (pedidos) que hayamos efectuado durante las fechas seleccionadas, con el número de factura correspondiente. A continuación, cuando cerremos este informe aparecerá automáticamente el informe de facturas rectificativas, que serán básicamente los pedidos en negativo que hemos anulado o en los que hemos hecho alguna invitación.

Informe de todos los pedidos por tiempos: Listado de todos los pedidos efectuados en las fechas seleccionadas, agrupados por ámbito, en los que nos mostrará los tiempos de producción en cocina y los tiempos de entrega.

Por Repartos (solo Domicilio):

Informe de repartos retrasados: Listado con todos los pedidos de domicilio efectuados en las fechas seleccionadas, que han llegado con retraso, indicando el tiempo de retraso, considerando el tiempo de entrega seleccionado en el campo **Tiempo máximo de entrega**.

Informe de todos los repartos: Listado de todos los pedidos a domicilio, efectuados en las fechas seleccionadas, indicando el tiempo medio de reparto.

Informe de las incidencias: Listado de las incidencias que ha habido en los pedidos, efectuados en las fechas seleccionadas.

Report of Average Order Prices of Catering Customers

Listado precio medio de pedido de clientes de celebración ✕

Elija las fechas:

Fecha de inicio del listado: ▼

Fecha de fin del listado: ▼

 Informe

 Cancelar

Report of Average Order Price

Informe de precio medio de pedido ✕

Fecha de inicio del informe	11/23/2018	 Informe Detallado
Fecha de fin del informe	11/23/2018	 Informe Resumido
Nº mínimo de pedidos	0	 Cancelar

Report of Average Orders Taken

Tiempos de captura de pedidos

Fecha de inicio del informe 11/23/2018

Fecha de fin del informe 11/23/2018

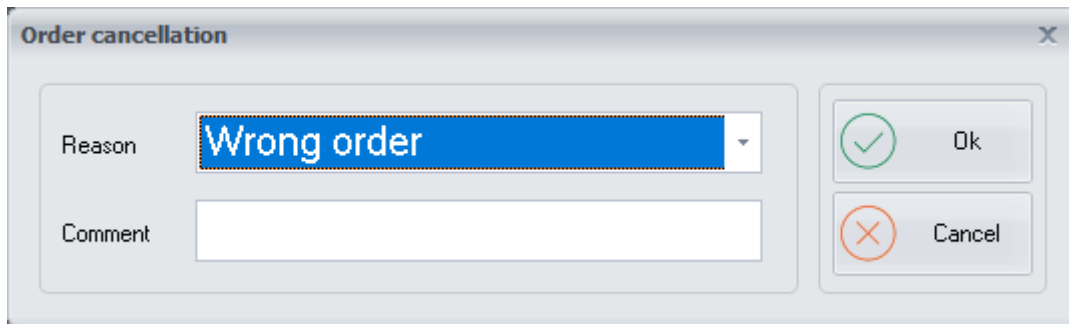
Informe Detallado

Informe Resumido

Cancelar

Order Cancellation

Once we have clicked on the **Cancel** button through the **Check Order** screen, we will see a screen like the one we can see below:

The image shows a software dialog box titled "Order cancellation" with a close button (X) in the top right corner. Inside the dialog, there are two input fields on the left: "Reason" and "Comment". The "Reason" field is a dropdown menu with a blue background and the text "Wrong order" selected. The "Comment" field is a standard text input box. On the right side of the dialog, there are two buttons: "Ok" with a green checkmark icon and "Cancel" with a red X icon.

Here we have to choose from the drop-down list the reason for cancelling the order, if we wish we can write a comment and click on the **OK** button. Then, the system will warn us that the order has been cancelled and if the order is from the current day, a chit kitchen will be sent by all the kitchen printers to the kitchen staff, so that they do not produce the order.

We can configure the dropdown list with all the cancellation reasons, through the screen **Cancellation Reasons**

The **Cancel** button allows us to exit of the screen without making any changes.

Charge Order

Once we have clicked on the **Charge** button through the **Applicable Promotions** screen or the **Change payment method** button through the **Check Order** screen, the following screen will appear:

The screenshot shows the 'Charge order' screen with the following elements:

- Total Amount:** \$ 51.72
- Pending:** \$ 51.72
- Payment method:** Cash (selected from a dropdown menu)
- Change to give:** \$ 0.00
- Tip:** Three radio button options: Suggested Tip (10%) \$ 5.17, Suggested Tip (15%) \$ 7.76, and Suggested Tip (20%) \$ 10.34.
- Payment method dropdown:** Cash (selected)
- Amount input:** 0.00
- Buttons on the right:** Charge, Customer receipt, Kitchen Chit, Pending, Charge separately, and Cancel.

Payment method	Amount	Delete

In this screen we can see the **Total Amount** of the order and the **Pending Amount**, depending on the amounts that we are adding in the lower part in **Payment method**.

The system will allow us to choose between the different **Payment Methods** that we have configured through the **Order Payment Methods** screen. We can add the total amount of the order in just one payment method or in more than one payment methods.

If we choose the **Invitation** payment method we can invite the customer to the whole order if we have the the required **Access Level Definition** to the system.

Anytime we choose a payment method, we must enter the amount that we will be paid in that payment method and press Enter.

The amounts that we are introducing with the different payment methods, will be added in the central part and if the addition of all the amounts added exceed the total amount of the order, the **Change to give** will appear just below.

Once we have introduced some payment method with its corresponding amount, the order cannot longer be canceled. Therefore, if the order eventually will not be placed, it should be canceled later.

If it is a **Dine In, Table, Counter or Terrace order**, the **number of guests** and the **price to be paid per guest** will appear at the bottom.

On the other hand, we can choose the tip that the customer is going to pay among the suggested tips which appear at the bottom. We have to take into consideration, that the tip payment method could be different from the order payment method.

On the right side, we have several buttons that allow us to execute different functions:

Charge: We will use this button to charge the order, once we have entered enough amount to make the payment of the order with any payment method.

Customer receipt and Kitchen chit: We can deactivate any of these two options, if we do not want print the customer receipt or the kitchen chit. In order to do it, we must click on the corresponding button and after confirming it, we will see how the name of the button changes to **No customer receipt** or **No kitchen chit**. If we deactivate any of these two options, they will keep deactivated for the following orders until we activate them again.

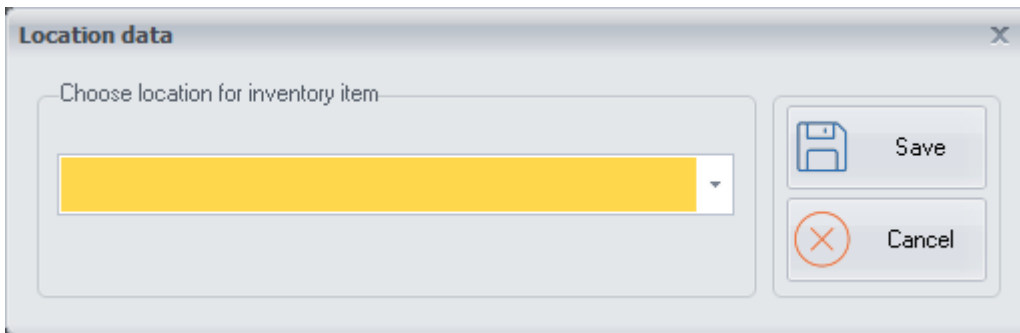
Pending: We can leave the order as pending and the whole order will be sent to the kitchen staff and the order will be pending on the **Orders** screen.

Charge separately: It allows us to charge the order separately, choosing the items on different tickets through the **Split order** screen.

Cancel: It allow us to exit of the screen without making any changes.

Choose Location

If we click on the **Add** button through the **Locations for Items** screen, a window like the one we can see below will appear:

A screenshot of a software dialog box titled "Location data" with a close button (X) in the top right corner. The dialog contains a label "Choose location for inventory item" above a yellow drop-down menu. To the right of the menu are two buttons: "Save" with a floppy disk icon and "Cancel" with a red X icon in a circle.

Location data

Choose location for inventory item

Save

Cancel

We can choose a location where the inventory item is stored from the drop-down that will be configured through the **Inventory Items Location** screen.

Order Details

If we double click on any order line in the **Pending orders** or once we have clicked on the **Show order** button, or if we click on the order line in the **Orders on Delivery** through the **Delivery Orders** screen, a screen like the one we can see below will appear.

Order detail

Tienda

PIZZAGEST

Customer data

Name

PAV

Phone

962871635

Address

3400,ALADDIN WAY

Zone

1

Comm.

Order data

Order	Call time	Theor. Deliv. T.	Departure time	Actual Del. T.	Incident
543	11:20	11:50	12:19		No

Taken by

DEMO EMPLOYEE .

Amount

In delivery

Driver

DEMO

\$ 54,38

Order detail

1 Mediterranean Bowl

Cranberry Almond Kale Salad

Whole Grain Brown Rice

Garlic Roasted Broccoli

Wok Seared Mushrooms

Rustic Herb Grilled Chicken

Marinated Steak

Roasted Pepper Sauce

1 Mediterranean Bowl

Cranberry Almond Kale Salad

Whole Grain Brown Rice

Garlic Roasted Broccoli

Wok Seared Mushrooms

Rustic Herb Grilled Chicken

Marinated Steak

Roasted Pepper Sauce

1 Mediterranean Bowl

Cranberry Almond Kale Salad

Whole Grain Brown Rice

Garlic Roasted Broccoli

Locate

Print

Print Map

Customer

Employees

Copiar origen

Copiar destino

Unassing

Exit

Here we can see in the central part the **Order data**, the **Branch** from where the order was placed and the **Customer data** that has placed the order.

In the right part, we have several buttons which allow us to make different functions:

Locate: It allows us to see on the map the route of the order from the departure point to the destination point. If the map does not show the right route, it may be because the name of the street we have saved in the **Streets** screen is different from the one that has the map configured. So, in order to the map recognize the street we will have to modify the name of the street from the **Add/Modify Streets** screen.

Print: It will allow us to print the order details.

Print map: It will show us the customer address on the map.

Customer: It will show us the customer data through the **Customer Management** screen.

Employees: It will show us the employees who have intervened in the order, the **operator** and the **driver**.

Copy source: It will copy the source address of the order to the Windows clipboard.

Copy destiny: It will copy the destiny address of the order to the Windows clipboard.

Unassign: According to the **Access Level** to the system we can unassign an order that has already been previously assigned to a driver.

Order penalty or Discount

Once we have clicked on the **Order penalty** button through the **Check Order** screen, or on the **Discount** button through the **Applicable Promotions** we will see a screen like the one we can see below:

The image shows a software dialog box titled "Order penalty amount" with a close button (X) in the top right corner. The dialog is divided into two main sections. The left section contains two input fields: "Reference" with an empty text box, and "Amount" with a text box containing the number "0". To the right of the "Amount" field are two radio buttons for selecting the unit: "\$" (which is selected) and "%". The right section of the dialog contains two buttons: "Ok" with a green checkmark icon, and "Cancel" with a red X icon.

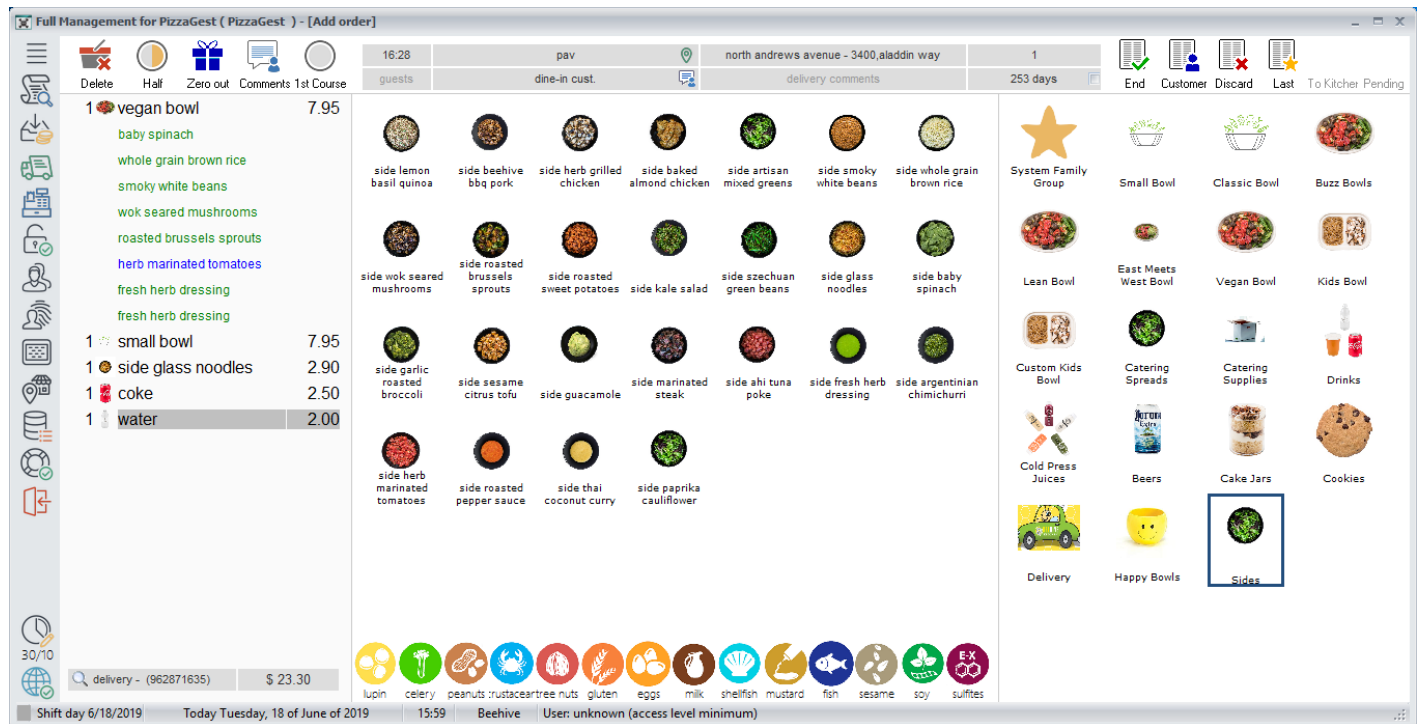
Here we must write the reference for the penalty or discount, enter the amount in cash or in percentage and press **OK**

We can check all orders with penalty or discount, through the **Daily Reports** screen.

The **Cancel** button allows us to exit of the screen without making any changes.

Place an Order

Once we have chosen the order type we want to place through the **Orders** screen, a screen like the one we can see below will appear:



To place an order, we must first choose the items from the right side, which are classified by **Family Groups**.

Each time we click on a Family Group, all the **Sales Items** of each Family Group will appear in the centre.

If we wish that the system does not allow us to add to the order any item that contains any type of allergen, we will have to select the proper allergen among the icons that appear in the centre below. In this case, the items which contain the allergens that we have selected, will appear with a forbidden sign and the system won't allow us to add them to the order.

We have to take into consideration that we can set the allergens through the **Allergens** screen.



We have 2 options to add an item to the order:

1) We can select the item with the right mouse button, in this way the item is added directly to the order, with the configured **Recipe** of each article.

2) The other option is to select the item with the left mouse button, and in this case if the item has no recipe, it will be added directly to the order. In case the article has a configured recipe, the article will appear with the recipe ingredients selected, but we will have the option to modify and add ingredients, which will be classified by columns, that will be the **Inventory Items Grouping**. We will see a screen like the one you can see below:

 Mediterranean Bowl Max 15 Free 0	 Bases Min 0 Max 4 Free 2	 Veggies Min 0 Max 4 Free 2	 Proteins Min 0 Max 4 Free 2	 Add-Ons Min 0 Max 4 Free 0	 Sauces Min 0 Max 6 Free 2
	Artisan Mixed Greens Baby Spinach Cranberry Almond Kale Salad Lemon Basil Quinoa Smoky White Beans Sweet Potato Glass Noodles Whole Grain Brown Rice	Garlic Roasted Broccoli Roasted Brussels Sprouts Roasted Sweet Potatoes Smoked Paprika Cauliflower Szechuan Green Beans Wok Seared Mushrooms	Ahi Tuna Poke Almond Baked Chicken Beehive BBQ Pork Marinated Steak Rustic Herb Grilled Chicken Sesame Citrus Tofu	Guacamole Herb Marinated Tomatoes Parmesan Cheese Queso Fresco	Argentinian Chimichurri Fresh Herb Dressing Roasted Pepper Sauce Thai Coconut Curry






















Calories 745
 \$ 14,15

If we do not change anything, the **ingredients that are configured in the recipe** will appear with a **grey background line**.

If we want to **add an ingredient**, we will click on the corresponding ingredient and the selected ingredient will appear with a **blue background line**, which means that it is an extra ingredient.

If we want to add a **double ingredient**, we will have to double click on the corresponding ingredient, either an ingredient is configured by default in the recipe or it is an extra ingredient. When double-clicking, the double ingredient will have a **green background line**.

On the other hand, if we want to **remove an ingredient** that is configured by default in the recipe, we will have to click on the ingredient that comes with a grey background line and the **background line will change to red**, and this ingredient won't longer be added to the item.

All the ingredient changes that we can make, may change the price of the article, which we can see in the lower left part of the screen. This possible change of the price, will depend on how we have configured the **Inventory Items of Family Group**.

In case we have the required **Access Level Definition** to the system, we can **invite to ingredients**, by pressing the blue button of the gift package and then we will click on the ingredients that we want to invite and these ones will appear with a **yellow background line**.

Also in the lower left part of the screen, the corresponding allergens of each item that we have configured in the **Allergens** screen will be activated.

If there is a sale item that we can offer to the customer and it is not included in the Menu, we can add it as **Star Item**, in order to do it, we must choose in the right side the **** System Family Group **** and we will see an icon with a star shape in the centre. If we click on the icon star, we can put a name and price to the **** Star Item **** and it will be added to the order (E.g. fried egg). We have to take into consideration that in order to use the **Star Item**, the employee who place the order must

have the required level in the function “Sale system items” in the **Access Level Definition** screen.

If we want to add several equal items, we can first add only one, and then modify the quantity, by clicking on the number that appears in front of each item added to the order.

Once we have chosen any article and it appears in the left part of the screen, we will have some buttons that will help us to configure the order, these options are located in the upper left part of the screen:



Delete: Once we have selected the item that we want to delete from the order, we will click on the **Delete** button and the item will disappear from the order. In case the quantity of the item is more than one, the quantity will decrease one by one.

Half: If we want to be able to choose half of the item with some toppings and the other half with other toppings, we must add the two items in a row, select the one below and click on the **Half** button. At that time we can see how the word HALF is added before the name of the two items. We have to take into consideration that in order to choose an item as Half, we must activate the corresponding option from the **Add/Modify Major Groups** screen.

Zero out: In case we have the required **Access Level Definition** to the system, we can invite an item from the order, by clicking the **Zero out** button. If we use it, we will see that the price of the selected item changes to 0.

Comments: If we select an item, and click on the **Comments** button, we can add a comment for the kitchen staff, since these observations will appear on the kitchen chit. For instance, the meat is well done. It is only possible to add one observation per item. We can write a new comment, or choose one from the list that we can configure from the **Preparation Comments** screen. We have to take into consideration that we can only add comments on **Sales Items** that belong to a **Family Groups** which has a printer associated on the **Add/Modify Family Groups** screen.

Courses: We can use this option in order to configure as the Starter, First course, Second course or Dessert, the selected item. It will be very useful for the kitchen staff to prepare the dishes properly, and also for the waiters when taking orders from the PDA.

We have to take into consideration that while we are placing the order and we have not yet sent it to the kitchen staff, we will have the option of **changing the type of Order** from Dine In to Take-away or vice versa and from Delivery to Pick-up or vice versa, clicking on the line located next to the total price of the order, in the lower left.

Up in the center, we can see some details of the order:

16:28	pav		north andrews avenue - 3400,aladdin way	1
guests	dine-in cust.		delivery comments	253 days 

Delivery time of the order, Customer name, Customer address, Postal Code or Zone, Number of guests, Customer comments, Delivery observations and the latest Customer order.

We can edit and modify all these data clicking on the corresponding data.

Finally, once we have finished to place the order, we have some options to end the order, these functions are located in the upper right part of the screen:



Charge or End: We will use this option to charge the order and after having applied the **Applicable promotions**, if applicable, we will click on **Charge** and the **Charge Order** screen will appear. If it is a Delivery or Pick-up order, this option will appear with the name **End** and we will **Charge** the order through the **Delivery Order Total** screen.

Customer: It allows us to select a customer that already exists or create a new one through the **Search for Customers** screen.

Discard: It allows us to discard a complete order that we have not yet charged. After confirming to the system that we want to discard the order, all the lines of the order will be deleted and we will return to the **Orders** screen

Last: If we have previously selected a customer through the **Search for Customers** screen, the latest order placed by the selected customer will appear.

When the latest customer order appears loaded, we can mark above the items that the customer wants to order again and we can see how an asterisk ***** is added in each article that we select. So, when we have finished marking the corresponding items, we will click on the **Green V** icon that appears below the order. Once we have validated the items that the customer wants to repeat of his last order, we can continue adding other items or end the order.

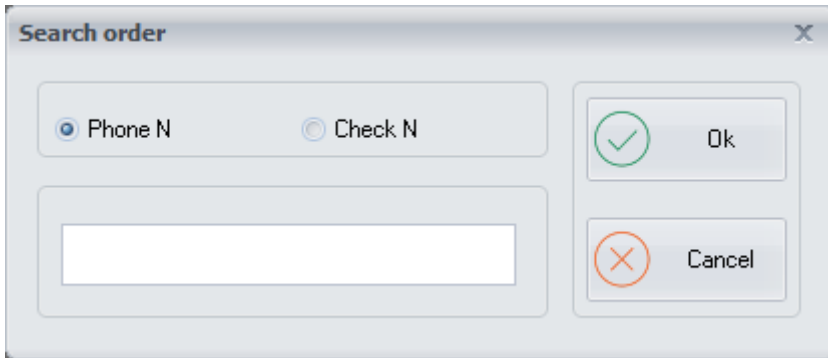
On the other hand, if we want to delete all the lines of the order that have appeared on the screen, we can clean the order by clicking on the **Red X** icon located at the bottom.

To Kitchen: In order to get a jump on work, the order is sent to the kitchen staff although the order has not been ended. The order will be pending on the **Orders** screen.

Pending: The whole order is sent to the kitchen staff, but the order will be pending on the **Orders** screen.

Search Order

Once we have clicked on the **Search** button through the **Delivery Orders** screen, a screen like the one we can see below will appear.

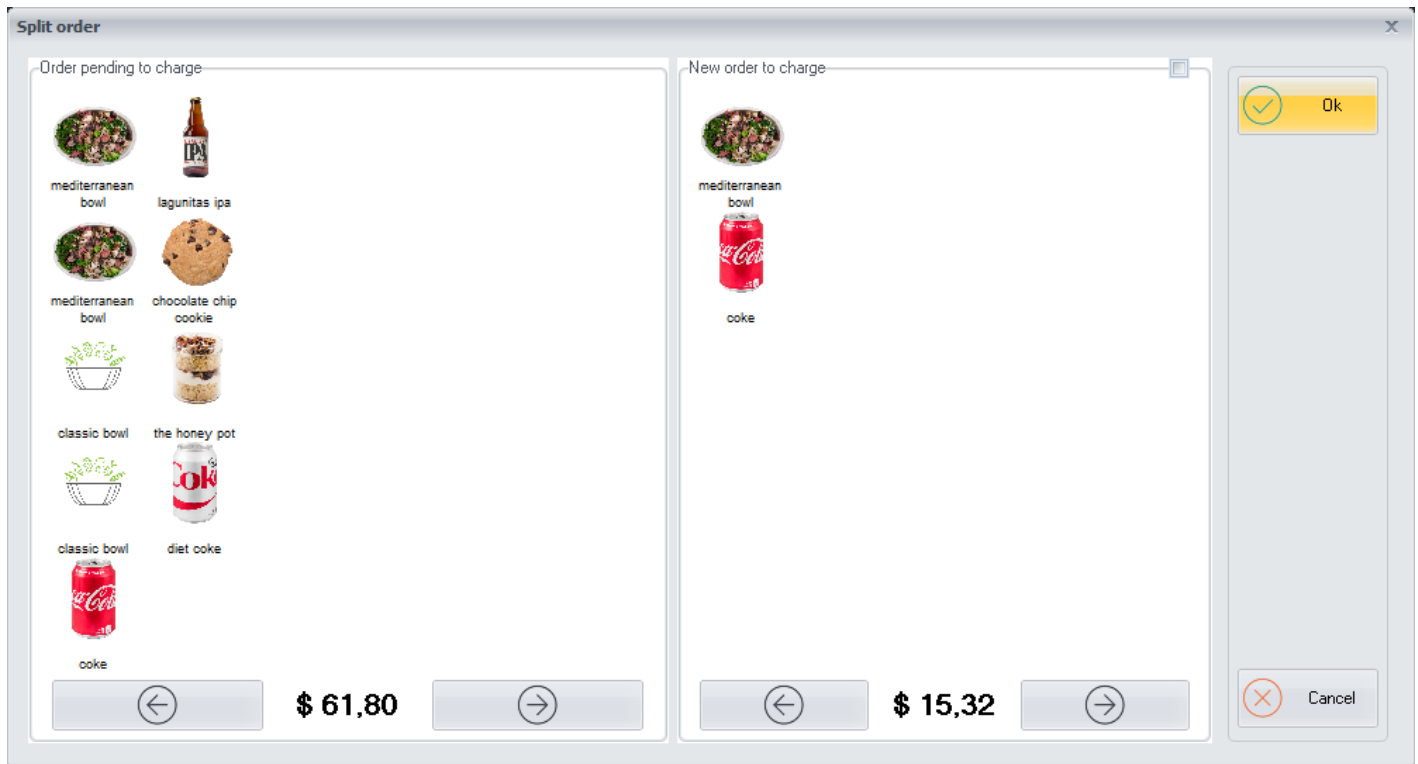
A screenshot of a 'Search order' dialog box. The dialog has a title bar with the text 'Search order' and a close button (X). Inside, there are two radio buttons: 'Phone N' (selected) and 'Check N'. Below these is a text input field. To the right of the input field are two buttons: 'Ok' with a green checkmark icon and 'Cancel' with a red X icon.

From this screen we can search for orders by **phone number** or by **order number**.

The **Cancel** button allows us to exit of the screen without making any changes.

Split order

Once we have clicked on the **Split check** button through the **Charge Order** screen or the **Applicable Promotions** screen, the following screen will appear:



In this screen we can see on the left all the items of the order, located in the **Order pending to charge** box. So, in order to charge an item separately, we must select the corresponding items and they will automatically move to the right in the **New order to charge** box.

If we make a mistake including an item to the **New order to charge** box, we can move it back to the **Order pending to charge** box by selecting the item again.

Once we have selected the items we wish to charge separately, we will click on the **Ok** button and we will return to the **Applicable Promotions** screen.

We can charge separately as many times as there are items in the order, but when we charge the item separately the customer may not take advantage of some **Promotion** that could benefit from charging the whole order in just one time.

They will be created as many tickets as groups of items that we have charged separately, and the main ticket will consist of all items that have not been paid separately and remain on the **Order pending to charge** box.

The **Cancel** button allows us to exit of the screen without making any changes.