



HungerRushTM 360

Orders Guide

USER GUIDE

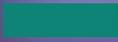


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Overview

The Orders screen is the heart of the *HungerRush* POS. It is in this part of the POS that the order begins to transition from a customer's craving to a sale for the store.

The purpose of this guide is to empower operators to take customers' orders quickly and accurately.

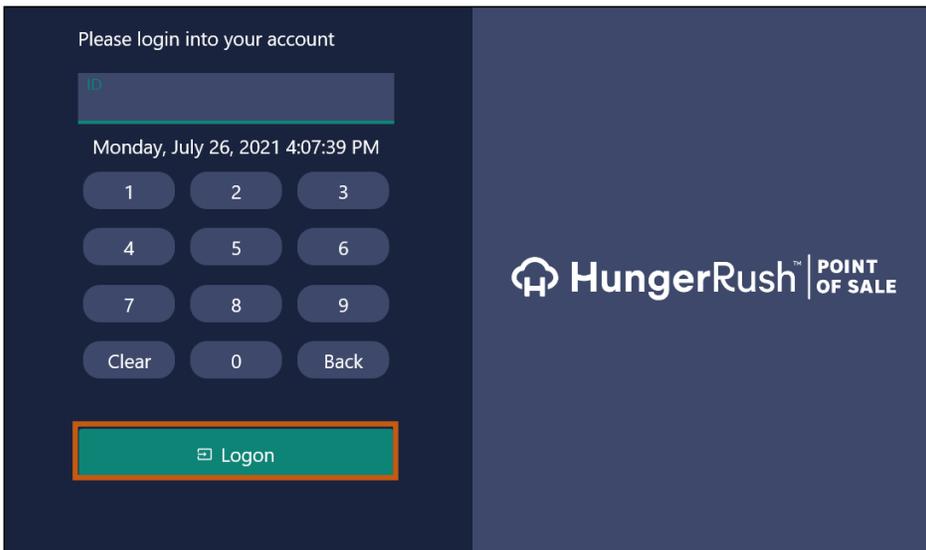
Logging In and Accessing Orders

To login in to **Orders**, follow the steps below to login to the *HungerRush* POS:

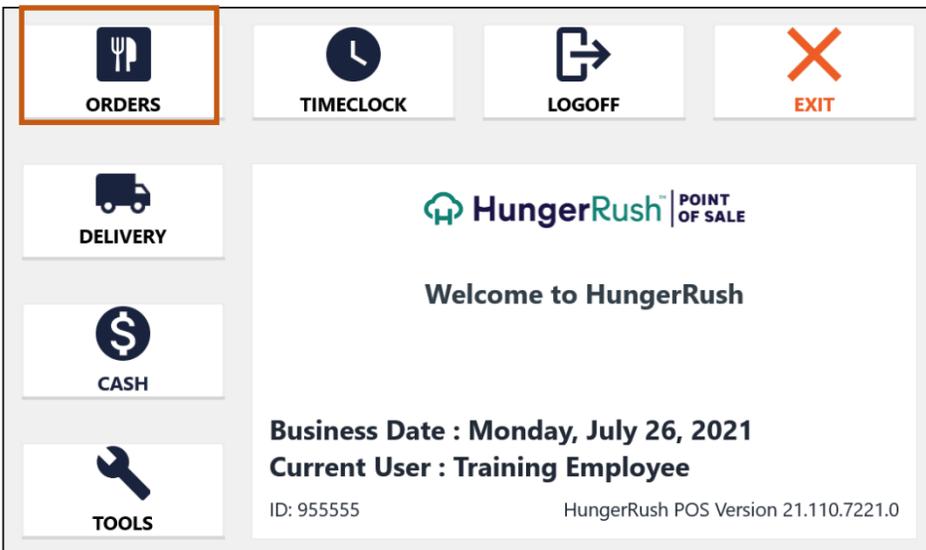
1. Open **HungerRush** app



2. Enter your login credentials and tap **Logon**

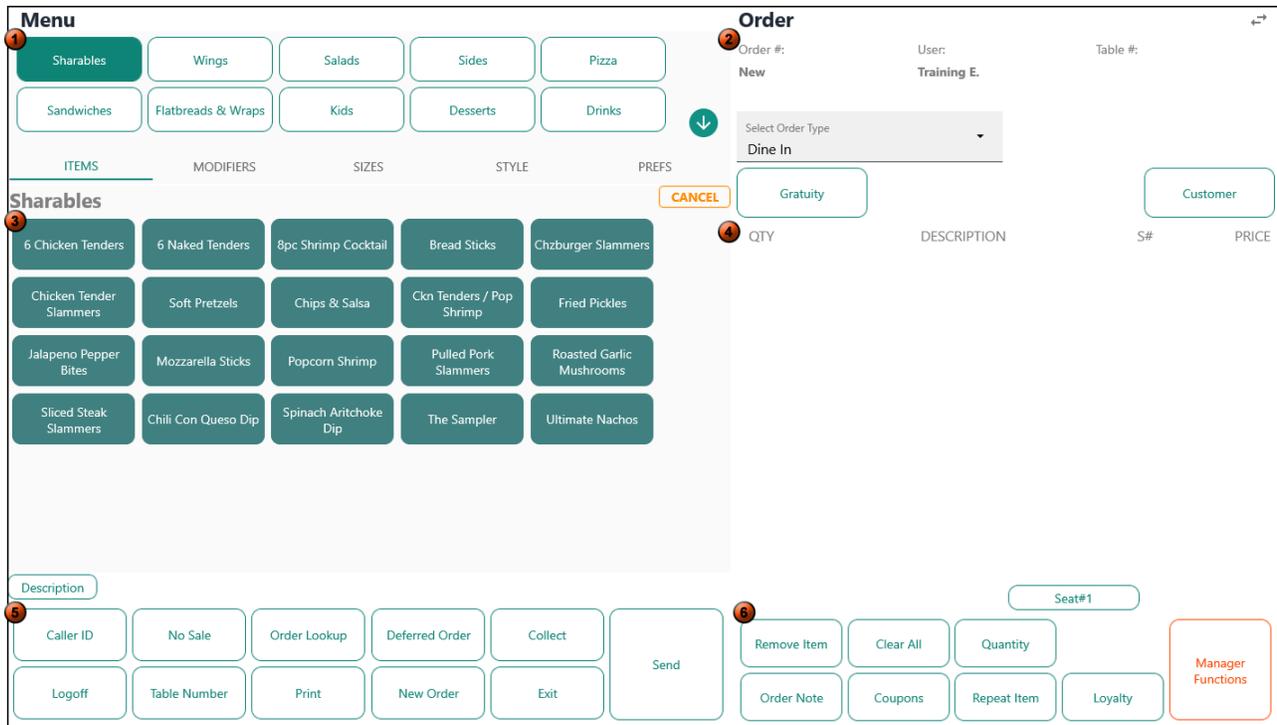


3. Select **Orders**



Navigating Orders Functionality

After logging in and accessing **Orders**, functions display as buttons on the **Order** screen. See descriptions of each function in the image and table below.



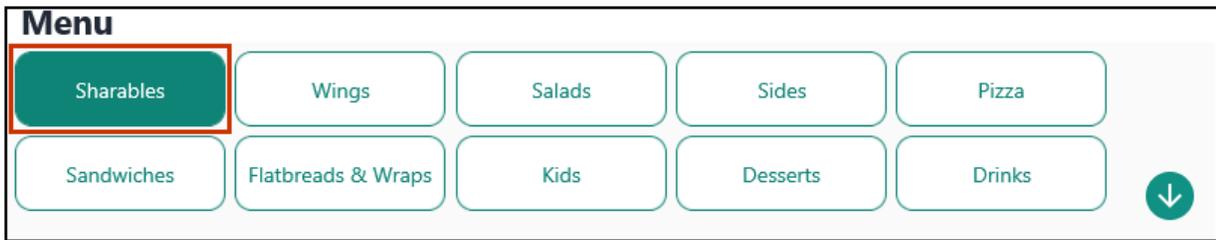
#	FIELD NAME	DESCRIPTION
1	Order Groups	Groups of your menu items are organized into these selectable sections. Color, size, organization, and the contents are all customizable.
2	Order Parameters	Defines the parameters and details the order will need before being completed.
3	Menu Group Display	When an Order Group is selected, its contents are displayed here. Color, size, shape, organization, and the contents are all customizable.
4	Order Display	Area reserved for representing your actions while creating an order. Item selection, notes, payments, and discounts are tracked here.
5	Order Actions	Customizable group of buttons that allow for a range of different Order Actions.
6	Order Functions	Within this group are buttons that allow you manipulate items. Whether or not they are selectable is dependent on if they are applicable.

Order Group

An **Order Group** helps you separate and organize your menu. Making effective use of your order groups allows your staff to navigate the menu with speed and efficiency.

The group that occupies the top left spot is selected as the default group when you login for the first time and should be chosen after considering the popularity of all menu items.

The *Menu Mix* report shows which items are top performers and can help you decide which item should hold this top spot. Other feasible methods for arranging groups is in similar sets like appetizers, entrees and desserts.



Please Note: The number of “taps” a staff member is required make to complete an order in the POS should be a factor to consider when building your groups. Having to scroll through more than three pages before selecting an accompanying sauce for an item can hamper efficiency.

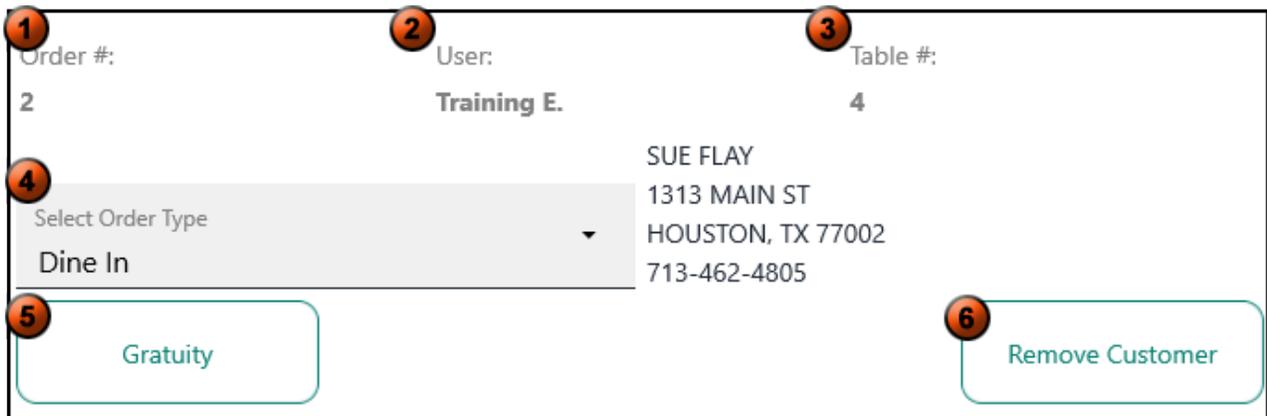
Once **Order Groups** are established, the next focus should be on what and how those items in the group display. Form follows function, so always be conscious of the **BPI (Button Press per Item)** to create a smooth flowing and efficient menu.

Please Note: Care should be taken when grouping items and modifiers together. Placing “Roasted Tomatoes” next to “Sundried Tomatoes” and “Diced Tomatoes” can lead to unintentional user errors.

Order Parameters

The *Order Parameters* section shows pertinent details about the order, such as Order #, **User/Server** name, **Table #**, the **Order Type** (Delivery, Dine In, or Pick Up)/**Estimated Time**, **Gratuity**, and **Customer**.

Order Parameters can be modified and configured in several ways to suit your operational needs. Descriptions of each field and their variances are shown in the images and table below.



#	FIELD NAME	DESCRIPTION
1	Order #	Indicates the order number being viewed. If it is a new order, New will be displayed instead of the Order# until the order is sent. A Split Order is displayed as the base order number followed by a dash and its corresponding split number.
2	User/Server	Shows the current user and whether he/she is a User or a Server . Server is a special category of labor that takes ownership of an order making them personally responsible for its payment. If a User retrieves a Server's order, the name of order's owner is displayed in a yellow text.
3	Table #	Displays a Table Number if a table is assigned to an order. Tapping this section will allow you to assign or reassign a table numbers.
4	Order Type/Estimated Time	Defines the Order Type being sold. Clicking this field will display a drop-down menu with your selectable Order Types . This can also be display as buttons if you have three or fewer Order Types (not including Web Order Types). Estimated Time shows the time it will take to complete or deliver the order. Tapping on the time will allow you to update the Estimated Time for the rest of the workday.
5	Gratuity	Gratuity displays only when the gratuity percentage is enabled in Systems settings. Pressing this will allow you to add the default gratuity, a custom amount or custom percentage to an order.
6	Customer/Remove Customer	The Customer button will bring up the customer search protocols, giving you several tools to utilize in your search to correlate a customer with the current sale. After a customer is selected, the Customer button changes to Remove Customer , allowing you to remove the customer who is selected.

Order Type/Estimated Time Submenu

When *HungerRush* is configured with three or more Order Types, the Order Type field will become a drop-down.

The screenshot shows the 'Order' form with the following fields and options:

- Order #:** New
- User:** Training E.
- Table #:** SUE FLAY
- Address:** 1313 MAIN ST, HOUSTON, TX 77002, 713-462-4805
- Order Type Dropdown:**
 - Select Order Type
 - Dine In (selected)
 - Bar
 - Delivery
 - Dine In (highlighted)
 - Pick Up
 - To Go
 - Web Delivery
 - Web Pickup
- Remove Customer** button
- S#** and **PRICE** labels

Bar

Order #: 2	User: Training E.	Table #: 4
Select Order Type Bar		SUE FLAY 1313 MAIN ST HOUSTON, TX 77002 713-462-4805
<input type="button" value="Gratuity"/>		<input type="button" value="Remove Customer"/>

Delivery

Order		
Order #: New	User: Training E.	Table #: ↔
45 minutes Select Order Type Delivery		SUE FLAY 1313 MAIN ST HOUSTON, TX 77002 713-462-4805
<input type="button" value="Gratuity"/>		<input type="button" value="Remove Customer"/>

Dine In

Order		
Order #: New	User: Training E.	Table #: ↔
Select Order Type Dine In		
<input type="button" value="Gratuity"/>		<input type="button" value="Customer"/>

Pick up

Order		
Order #: New	User: Training E.	Table #: ↔
15 minutes Select Order Type Pick Up		
<input type="button" value="Gratuity"/>		<input type="button" value="Customer"/>

To Go

Order #: 2	User: Training E.	Table #: 4
Select Order Type To Go		SUE FLAY 1313 MAIN ST HOUSTON, TX 77002 713-462-4805
<input type="button" value="Gratuity"/>		<input type="button" value="Remove Customer"/>

Web Delivery

Order #: 2	User: Training E.	Table #: 4
45 minutes	SUE FLAY 1313 MAIN ST HOUSTON, TX 77002 713-462-4805	
Select Order Type Web Delivery		
Gratuity	Remove Customer	

Web Pickup

Order #: 2	User: Training E.	Table #: 4
15 minutes	SUE FLAY 1313 MAIN ST HOUSTON, TX 77002 713-462-4805	
Select Order Type Web Pickup		
Gratuity	Remove Customer	

Gratuity Submenu

When you tap **Gratuity**, the **Gratuity Submenu** opens.

Order #: 2	User: Training E.	Table #: 4
Select Order Type Bar	SUE FLAY 1313 MAIN ST HOUSTON, TX 77002 713-462-4805	
Gratuity	Remove Customer	

Add Gratuity

Add 0% Gratuity

Custom Amount

Custom Percent

X Cancel Add

On the **Gratuity** submenu, select an option then tap **Add**:

- **Add 0% Gratuity:** This is the default selection, Gratuity will not be added to the order
- **Custom Amount:** Opens the **Gratuity Amount** pop-up where a flat dollar amount can be added to the order
- **Custom Percentage:** Opens the **Gratuity Percentage** pop-up where a percentage amount can be added to the order

Customer

Order #: New	User: Training E.	Table #:
Select Order Type Dine In		
Gratuity		Customer

When you tap **Customer**, the **Customer Submenu** opens with either **Customer Search** or **Customer Edit**, depending on the type of order that was selected before tapping the **Customer** button.

Customer Search

Sort by

- Phone
- Name
- Location
- Address
- ID
- Email
- Acct #

Customer Edit

Order Type: **Dine In**

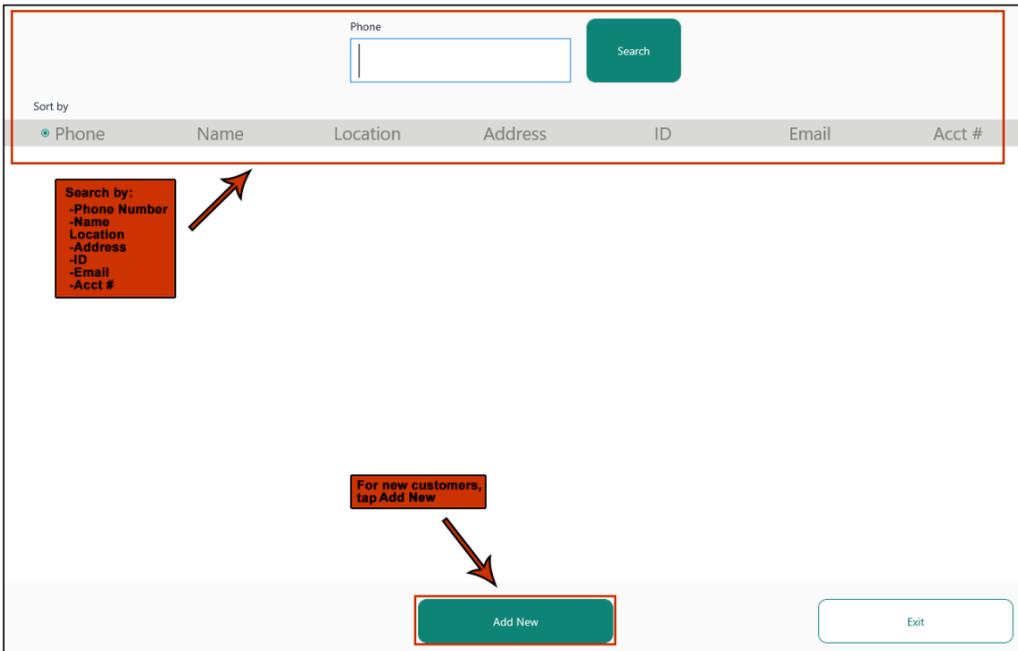
First Name		Last Name		Email		Special Note	
Street #	Street	Sub Div	Cross Street				
City		State	Zip	Zone	Grid	Delivery Note	
		Entry Code	Cust ID				

Customer History			Customer Info		
Summary	Orders	Summary Online	Payment Alerts	Complaints	Special Dates
Last Order: First Order: Total Order Count: 0 Total Order Amount: \$0.00 Points: 0 Rewards: No			<input checked="" type="checkbox"/> Tax Exempt <input checked="" type="checkbox"/> Do Not Accept Checks (Customer) <input checked="" type="checkbox"/> Do Not Accept Checks (Address) <input checked="" type="checkbox"/> Do Not Deliver Discount: <input type="text" value="0%"/>		

Please Note: If an **Order Type** has any customer information requirements other than just a name (like address for a delivery **Order Type**), you will be brought to the **Customer Search** screen.

Customer Search Screen

When customer information is required to complete a transaction, for example a **Delivery** order, the **Customer Search** will open.



- For an **existing customer**, select the search criteria then tap **Search**
- For new customers, tap **Add New** to open the **Customer Edit** screen and enter the customer's profile

Customer Edit Screen

Please Note: For certain **Order Types**, such as **Dine In** and **Carryout/To Go** orders, the **Customer** information is not necessary. However, for other **Order Types**, such as **Delivery** or **Pick up**, **Customer** information is mandatory.

When adding a new customer, green fields are required and grayed-out fields are optional.

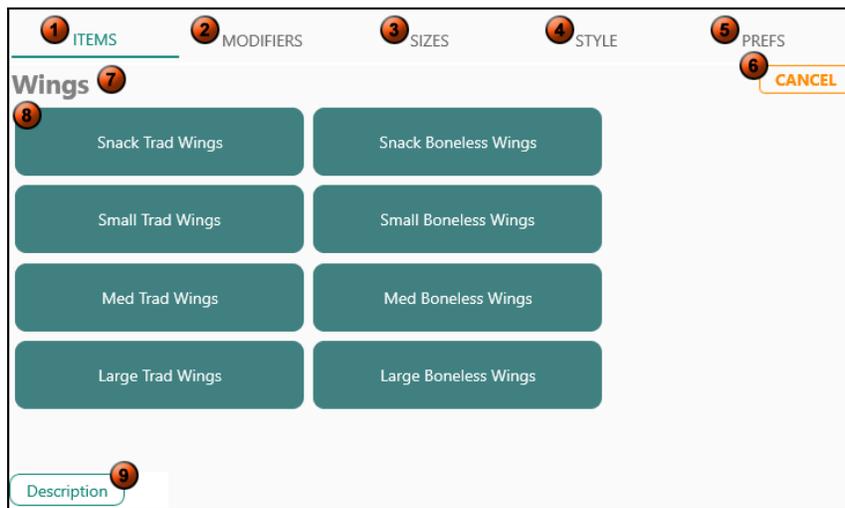
In addition to housing customer delivery addresses and contact information, the **Customer** screen has other useful customer profile information such as their **Order History**, **Loyalty** participation, **Payment Alerts** (such as **Tax Exempt** status, and warnings about accepting checks and/or order delivery), **Complaints**, and **Special Dates**.

Menu Group Display

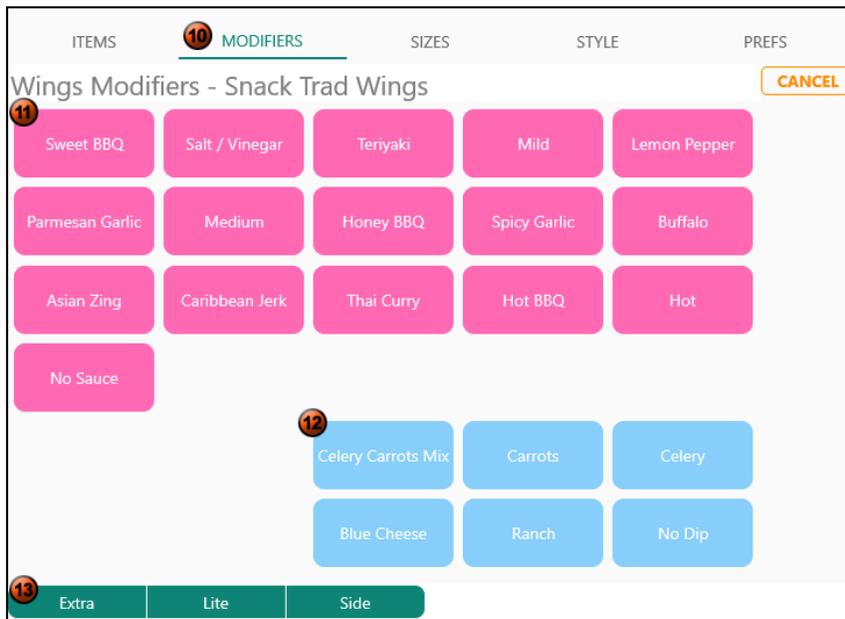
Once an [Order Group](#) has been selected, items within the group will display in the *Menu Group Display* section. These items can fluctuate greatly depending on which group is selected.

The typical order flow for an item is left to right, but this order is customizable based upon user preference.

Menu Group Display – Selecting Items



Menu Group Display – Selecting Modifiers



Menu Group Display – Selecting Preferences



Menu Group Display – Selecting Items		
#	FIELD NAME	DESCRIPTION
1	Items	Tapping Items will cause the Menu Group Display to reset to its default view. This action is equivalent to selecting the same group you were just viewing.
2	Modifiers	Modifiers will appear green if the selected item contains any modifiers and tapping this button it will open the item's accompanying the Modifier menu.
3	Sizes	Size is an optional choice for each group. Using Size will assign a label to the item and possibly bring the item into a new price bracket. After completing an item, its size can be changed again by tapping the item and then on Size . A menu will appear that allows you to choose a size again.
4	Styles	Style is an optional choice for each group allowing a condition to be add to items within the group. Styles can also have a surcharge amount linked with them. The labeling can also be changed to be more descriptive as in the example provided.
5	Prefs	Prefs is an optional choice that denotes a customer's preferences for an item or modifier. Prefs will light up if an item has preference linked to it and tapping it again will allow you to change an already selected preference.
6	Cancel	Tapping Cancel cancels the most recently selected choice.
7	Group Display Name	The selected Order Group's name displays on this banner.
8	Group of Items	All the items for the Order Group display in this section.
9	Description	Tap Description then select an item to display a pop-up description on that item.
Menu Group Display – Selecting Modifiers		
10	Modifier Button	After selecting an item, the Modifier button will change from grayed out to active and all the modifiers for the item will display.
11	List of Modifiers	At least one Modifier must be selected for the item.
12	Required Modifiers	A Required Modifier will display in a different color indicating this modifier requires more information about the selected Modifier category
13	Additional Optional Modifiers	This is optional to denote even more variance for the selected Modifier category.
Menu Group Display – Selecting Preferences		
14	Prefs Button	After selecting an item, the Prefs button will change from grayed out to active and can be selected after all required Modifiers are selected.
15	List of Preferences	These are optional options based upon the customer's preferences for the selected item/modifier.

Order Display

HungerRush has an intuitive and straightforward Order Display. As orders are compiled and edited, they will appear in the Order Display area for review.

This information can be a huge asset in your pursuit of order accuracy. Making it a habit to review the Order Display is a key factor to ensuring a smooth operation.

QTY	DESCRIPTION	S#	PRICE
	PACKAGE IN TO GO CONTAINERS		
1	Chicken Caesar Salad	1	\$8.29
	Tomatoes		
1	Big Jack Daddy Burger™	2	\$9.79
	Cooked Well Done		
	Fries		
1	Chocolate Milk	1	\$0.00
	[VOID ITEM 1.49]		
1	Cheese Cake Bites	1	\$3.69
	Chocolate Sauce		
1	Coffee	1	\$1.49
	[School Spirit]		-\$3.49
	Subtotal		\$19.77
	Tax		\$1.63
	Total		\$21.40
	Cash Payment		-\$21.40
	Paid In Full		

Prev Split
Split
Seat#1
Next Split

#	FIELD NAME	DESCRIPTION
1	Order Note	When placing an Order Note , it will appear at the top of an order and will print at the top of the kitchen ticket. This type of note should be used for information pertaining to the entire order.
2	Quantity	This column displays the number of a particular item that should be made.
3	Seat #	The Seat # function allows you to attach a seat number to selected items and helps staff discern which item goes to which seat at a table. This optional feature also gives you the ability to split an order by its seat numbers for payment collection purposes and can be applied to individual or all order types.
4	Item	Once an Item is ordered it will be displayed in the order area. If it is a new order or the item has already been sent, it will appear in black text. The text displayed is taken from the item's Receipt name.
5	Item Note	Placing an Item Note is an alternative to placing an Order Note . Item Notes attach themselves to an item, marking the item with specific instructions.
6	Item Price	Pricing for the item is displayed here.
7	Void Item	When an item is voided, the red colored text VOID ITEM will be affixed below the affected item, with the cost of the voided item.
8	Highlighted Item	Selecting an Item will highlight the entire row, indicating the item can be edited.
9	Unsent Item	Items added to an ordered after it has been sent to the kitchen will be indicated on the Order by using blue text, indicating that the items have yet to be sent.
10	Used Coupon	Any coupons utilized will appear beneath the order and show its reduction amount for the Order.
11	Payment Calculation	Payment Calculations are displayed at the bottom of the Order and show the Subtotal, Taxes and the Order Total amount owed.

12	Payment	When an Order is paid, the Payment Method and total amount paid will display. Credit card payments will show the type of card used, the last four digits of the card number, and the amount charged to the card.
13	Prev Split	If an order has been split, the Prev Split button appears. Pressing this button will cycle the displayed to the previous split.
14	Split	Having two or more items on an order enables Splits . Pressing the Split button will cause the Splits menu to appear
15	Seat #	Highlighting an item and tapping Seat# allows you to reassign the seat number for Order Types that allow for seat assignment, such as Dine In and Bar .
16	Next Split	Unlike Prev Split , Next Split is present whether you split an order or not. Using Next Split will allow you to start a new split immediately. Subsequently you can use Next Split to scroll the display over to the next split.

Order Actions

When determining the layout for your POS, it is a common practice to establish what each work group's responsibilities will be. For example, some groups are tasked with taking delivery orders while others are assigned the duty of collecting payment.

Order Actions allow you to customize each terminal to facilitate the needs of each work group.

Please Note: Each *Restaurant Central* terminal allows for up to twelve actions. It is a best practice to ensure the selected actions are all suitable for that terminal. For example, if the terminal has a cash drawer, it will require a No Sale button. If it does not take phone orders, Caller ID is not necessary.



#	FIELD NAME	DESCRIPTION
1	Caller ID	Allows an establishment to transfer their phone company's Caller ID info into Restaurant Central. and access relevant Caller ID info.
2	No Sale	Tapping No Sale manually opens the cash drawer. No Sale is restricted and tapping the button after starting an order will result in an error message warning that the current order must be completed before opening the cash drawer.
3	Order Lookup	Order Lookup allows users to retrieve existing orders.
4	Deferred Order	Allows users to defer time sensitive orders and dictate when an order is due and schedule a print time.
5	Collect	Tapping Collect brings up a sub menu containing the different methods for payment. If the order has not yet been sent, Collect also sends the order to the appropriate printers after the transaction is completed-- eliminating the need to send and retrieve the order again to collect payment. If a staff member is collecting payment for a Server order, an option appears asking whether to collect payment and place it in the drawer or collect the payment and give it directly to the Server .
6	Send	To complete an order, it either needs to be sent or collected. Tapping Send completes and sends an order to be fulfilled without collecting payment.
7	Logoff	Logoff allows a user to be log off the terminal and is identical to the Logoff button located in the main navigation menu.

8	Table Number	Allows users to assigning a Table Number to an order. If Use Table Layout is enabled, the Table Management Screen opens, allowing the user to select a graphical representation of a table. Additionally, tapping Table # in Order Parameters allows a user to assign a Table Number .
9	Print	The Print button allows the user to manually print to the kitchen or print a customer receipt from a printer attached to a terminal.
10	New Order	Creating a New Order resets the order screen and clears out all selections that might have been recorded. This differs from the Clear All button from <i>Order Functions</i> in that when an order is cleared using Clear All , it is still identified as an existing order and will restrict functions accordingly. Selecting New Order allows users to start a new order from scratch.
11	Exit	Tapping Exit returns the user to the main navigation men. If there are unsaved changes left on the order, the user will be prompted to save, disregard the changes or cancel.

Properties of an Order

An order starts when the first item is placed in the **Order Display**, and meets two more requirements to be completed:

- **Send to Production Line:** An order must be sent to the correct production line to be executed. This can be as simple as giving the customer an item or printing a ticket for the kitchen to create the item. At this stage, the order is saved and *HungerRush* assumes that an agreement has been made to provide the requested product or service.

Any changes to the original agreement that reduce the amount owed by the customer require a higher security clearance to alter. Conversely, adding to a customer's order is treated like creating a new order and requires resubmitting to continue the order.

- **Collect a Payment:** The last requirement is to obtain payment to complete the entire transaction.



Please Note: If **Collect** is pressed before **Send**, the order will be automatically sent after the payment has been collected, skipping the need to press **Send** afterwards.

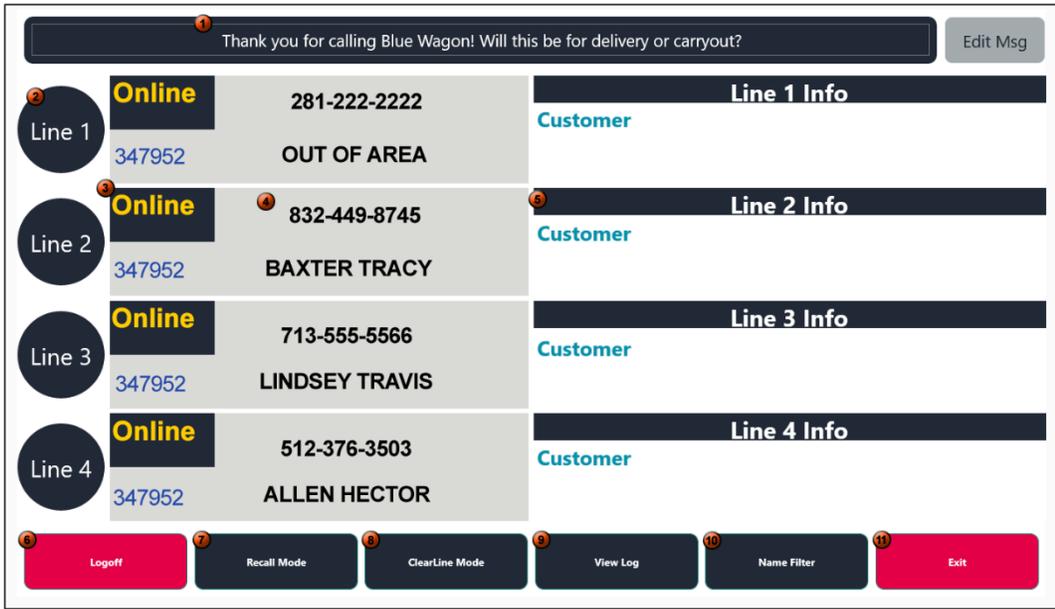
Caller ID



Traditionally, phone companies supply **Caller ID** information by sending an electrical signal containing the customer's information through an analog phone line after the second ring.

If the call is answered before the second ring, the signal will not be sent and the customer information is lost.

Please Note: Costumer Caller ID Information is solely based on what the phone company sends and other than filtering, *HungerRush* has no control.



#	FIELD NAME	DESCRIPTION
1	Caller ID Message	Customizable message that can be used as the standard script to initiate a dialog with a customer over the phone. The Caller ID Message can be changed by tapping the Edit Msg .
2	Line	Allows you to select any active Line by tapping the Line number. The usable Order Types available to phone orders will be displayed. Selecting the Order Type transfers your choice to the Order Parameters and switches to either the Order Screen or Customer Edit screen.
3	Line Status	Informs you of the current Line Status . Waiting is the default status, Ringling indicates a call coming through on the line and RECALL only shows up when you initiate Recall Mode . The number underneath is an estimate of how many seconds have passed since the line has entered into its indicated status.
4	Caller ID Information	Showcases the information <i>HungerRush</i> has gleaned from the Caller ID . If an Eight Line Caller ID is used, this will also display the Line Info above the customer's phone number.
5	Line Info	Will display noteworthy information about the calling customer. New and Existing Customer specifies whether the customer is currently in your customer database. The time since the order has been taken and its order number is displayed. Pending Orders indicates a customer has already placed an order and has called back. Selecting a Line with a Pending Order will also display a unique submenu .
6	Logoff	Identical to the Logoff button in the main navigation menu. Logs you off as a user.
7	Recall Mode	Recall Mode changes Line buttons into scroll arrows, allowing you to access past phone calls. The Line Info screen displays call lengths and the number of rings before the line was answered. Tap Answer Mode to return to the default mode.
8	Clear Line Mode	Allows you to manually clear the Caller ID Information from the screen. The Line buttons will change to Clear Line buttons and tapping them will clear the line of all information. Tap Return to Answer Mode to switch back to the Caller ID screen.
9	View Log	View Log displays a detailed menu information of phone calls for the day. If call logs are need for previous dates, you can reference them through reports. Tap Return to Caller ID to switch back to the Caller ID screen.
10	Name Filter	Many customers have their Caller ID information restricted and have their actual names replace with generic information. Name Filter allows you to filter out the generic information instead of having to constantly delete it each time.
11	Exit	Returns to the Order screen.

Pending Order

When a customer calls back using the same number to check the status of a yet to be completed placed order, the Caller ID **Line Info** changes to **Pending Order**.

HungerRush 360 POS v2 assumes the customer is calling regarding their order and opens a specialized menu to help you answer any questions the customer might have about their order.

The screenshot shows a POS interface for a pending order. On the left, it displays order details for order #104, including items like Soft Pretzels and Big Jack Daddy Burger, and a total of \$18.81. On the right, it shows the caller's information (Line 3, 713-555-5566, Lindsey Travis) and the order status (Order Status - Order, 10:17AM / 3:69). At the bottom, there are three buttons: Edit Order (blue), New Order (yellow), and Cancel/Return to Answer (red).

#	FIELD NAME	DESCRIPTION
1	Pending Order Information	Vital information concerning the pending order can be found here. Data about who took the order and if anybody updated the order.
2	Pending Order Line	Displays the pending order's line and Caller ID information.
3	Pending Order Status	Quick reference about the pending order's details. If it's a delivery and dispatched, it will display who the order was dispatched to and how long it's been since the order has been dispatched
4	Pending Order Selection	If the customer has more than one order placed under the same Customer Info, you can navigate to which one you would like to make inquiries about.
5	Edit Order	If the customer wants to add to or change an existing order, use the Edit Order button to go back into the Order screen and make edits to the existing order.
6	New Order	If the customer wants to create a new order, use the New Order button to create a separate order with the same name and address.
7	Cancel/Return to Answer	Returns you to the default Caller ID screen.

Order Lookup

Caller ID	No Sale	Order Lookup	Deferred Order	Collect	Send
Logoff	Table Number	Print	New Order	Exit	

Payment Status: Unpaid Paid Both

#	Time	Type	Tbl	Customer	Paid	Total
1	2:28 PM	Dine In	1	Flay, Sue	●	\$15.87

Order Type: All

Sort by: Order Table Customer

Search Order: Ord Num Phone Num Tbl Num

Order Number:

Retrieve

Merge Orders

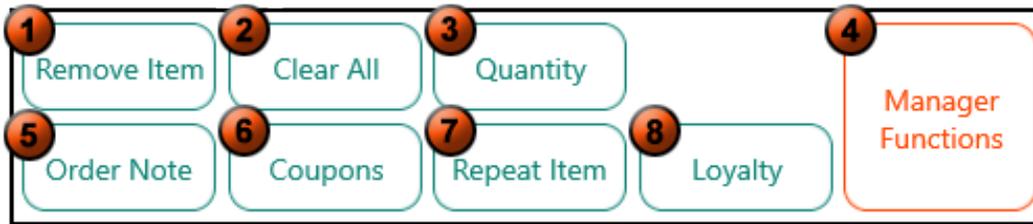
Back Show Order Details

#	FIELD NAME	DESCRIPTION
1	Payment Status	Use Payment Status to display orders by Paid , Unpaid , or Both . This feature is very useful for when trying to find specific pending unpaid orders.
2	Order Look Up Display	Orders that match the current active filters will be shown in the Order Look Up Display . Select the order to retrieve it and return it the order screen. Several different variations can be displayed and configured to your liking.
3	Order Type	Use Order Type to filter Orders by the selected Order Type.
4	Sort By	Controls how Order Look Up displays orders. Sorting by Order displays orders in ascending order based on the assigned order number. Sorting by Table uses the assigned table number and displays in ascending order. Sorting by Customer displays orders alphabetically by customers' last names.
5	Search Order	There are three options for locating an order, Order Number, Phone Number, or Table Number. Order Number searches by the system-generated Order Number. Once located, type the Order Number in the Search field and tap Retrieve to open the order. Searching by Phone Number uses a filter that narrows down all orders as a 10-digit phone number is entered, filtering down through orders with similar phone numbers as each digit is typed until all 10 digits are entered. By Table Number searches for the assigned table number. Once located, type the Table Number in the Search field and tap Retrieve .
6	Merge Order	Opens submenu showing the details of selected orders and gives option to combined. To merge orders, select an order in the From column and another order in the To column, then tap Merge. A pop-up displays confirming the merging of the two orders. Clicking Yes will merge the orders and return you to the Order screen.
7	Back	Returns to the Order screen.
8	Show Order Details	Opens a submenu displaying the order's detailed information. Additional options will appear allowing you to collect for the order, access the order's available print options or retrieve and edit the order. When finished, tap Close Order Detail to return to the normal Order Look Up screen.

Order Functions

The capabilities to manipulate orders are grouped together in the lower right of the **Order Screen**. Located in this area are the abilities to remove items or void orders altogether.

Keep in mind that many of these functions need a high security clearance to be able to perform, so much consideration must be taken before granting these privileges.



#	FIELD NAME	DESCRIPTION
1	Remove Item	Remove Item is a modular button that changes depending on what is highlighted at the time. Highlighting an Item, Payment, Coupon, or Payment will result in the button's text to display the new action. Tapping the button afterwards removes the corresponding item. Replace Item is an optional setting that can be enabled in system setting and appears if a confirmed Menu Item is highlighted.
2	Clear All	Clear All will clear an entire order from the Order Display.
3	Quantity	Tapping Quantity allows the user to quickly choose an additional number of identical items rather than selecting the same item multiple times.
4	Manager Functions	Tapping Manager Functions opens a sub menu that allows users with the proper access to void, comp, give discounts, or edit amounts for an entire order or selected items.
5	Item/Order Note	Like Remove Item , Item/Open Note is also modular button. Highlighting an item in the order display will change the button into Item Note and selecting a blank area after an order has been started, will shift the button into Order Note . Item Note tags an item with text and Order Note places the note at the top of an order has a special print out for kitchen tickets.
6	Coupons	During the ordering process, tapping Coupons will display the available coupons that can be applied to the existing order. Keep in mind that Coupons are case-sensitive and will only display the Coupons that are applicable to the order. Coupons can be added to the order later if the correct security access were granted.
7	Repeat Item	Rather than creating a duplicate item from scratch, Repeat Item creates an exact copy of the highlighted item. Clever use of this button is essential for keeping your staff's button presses per item (BPI) down.
8	Loyalty	Tapping the Loyalty button opens a submenu that allows the user to search for a customer's loyalty account by the customer's phone number, email or Loyalty ID.

Technical Support

For technical support, contact **HungerRush Technical Support** at 1.877.738.7444 or go to <https://www.hungerrush.com/support>.