



Daily Operations

**GETTING STARTED
GUIDE**



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Opening the Day

The following procedures apply to both Hourly Paid and Salaried users.

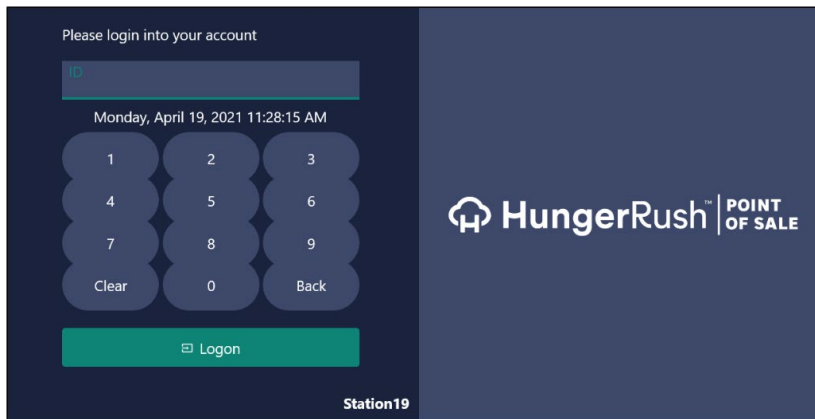
Clocking In

1. Open **HungerRush** app

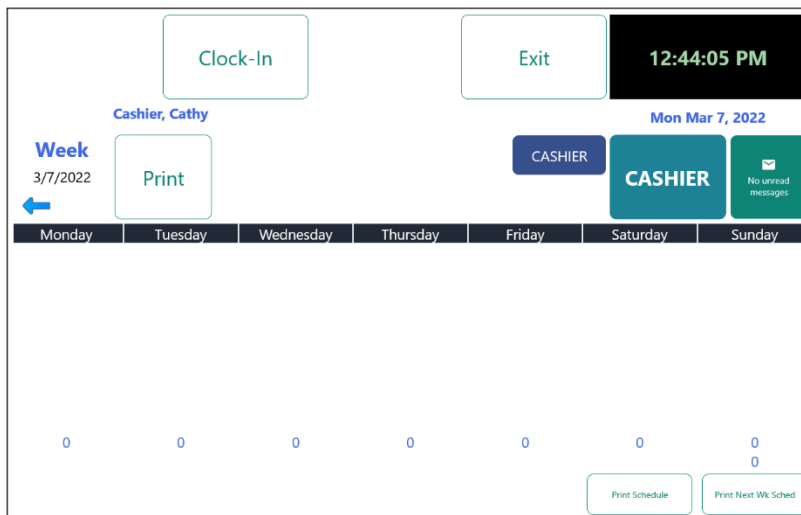


2. Proceed to next step based upon user role (**Hourly Paid** or **Salaried**):

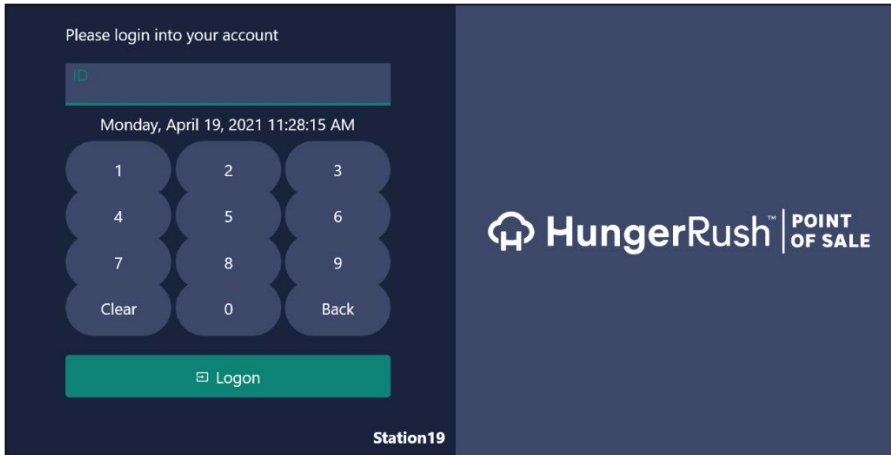
- **Hourly Paid users:**
 - a. Enter **Employee Login** and tap **Enter**



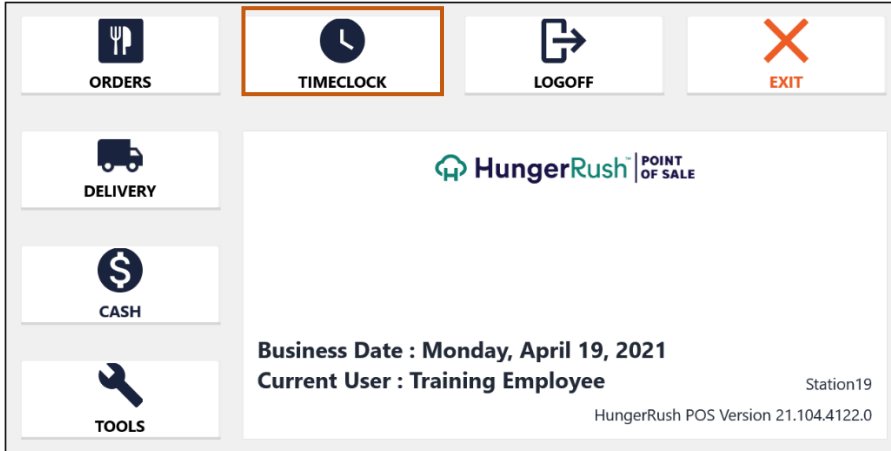
- b. Tap **Clock-In**



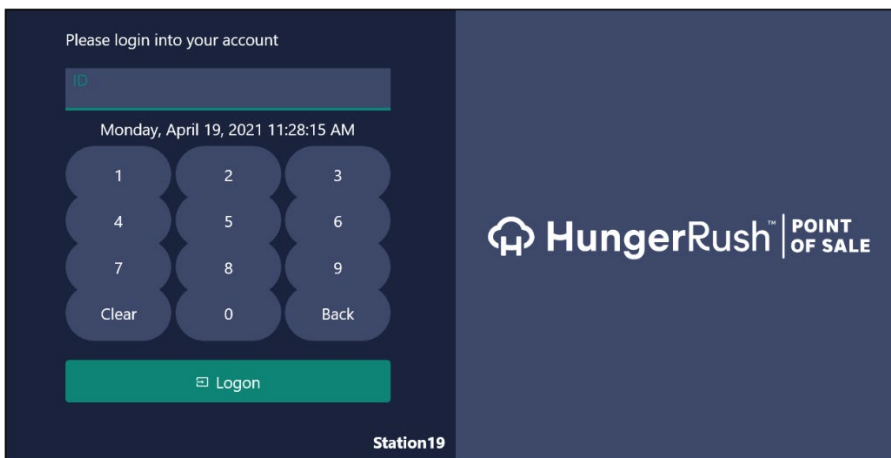
- **Salaried users:** On the **Clock In** screen:
 - Enter **Employee Login**



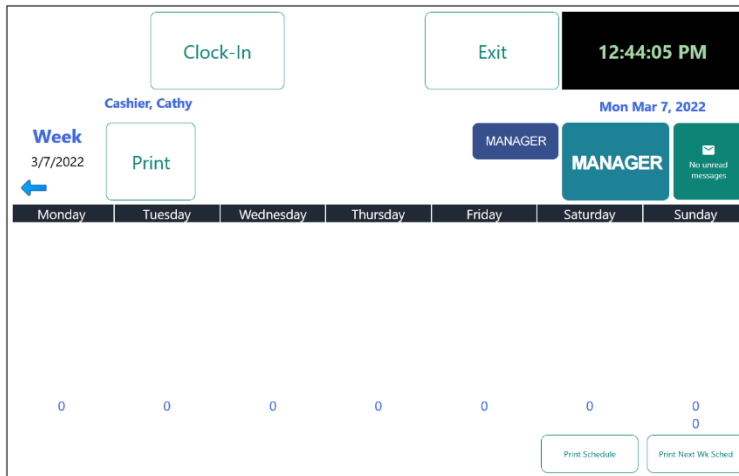
- Select **TimeClock**



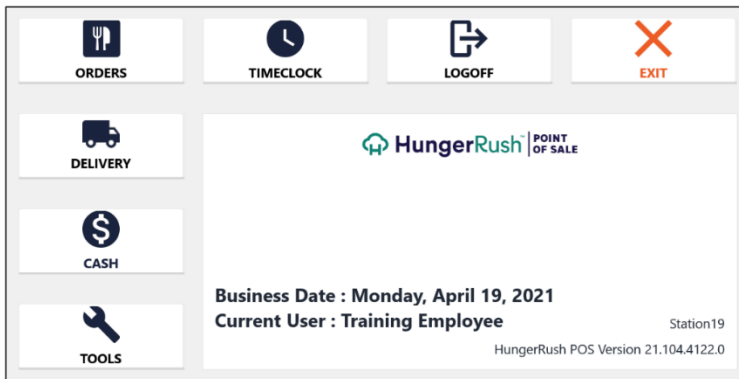
- Enter **Employee Login** again



d. Select **Clock-In**

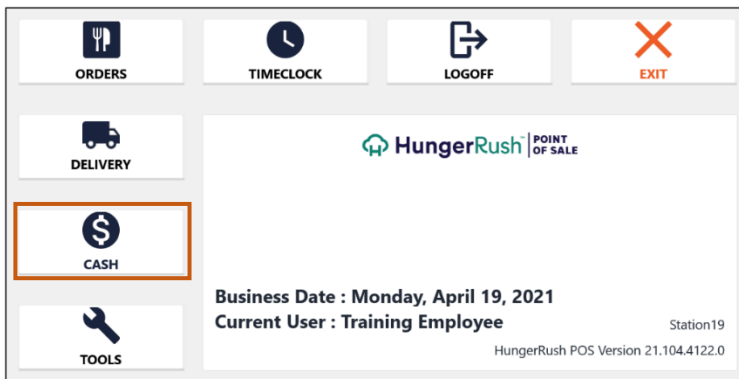


3. System automatically returns to **HungerRush Welcome** screen



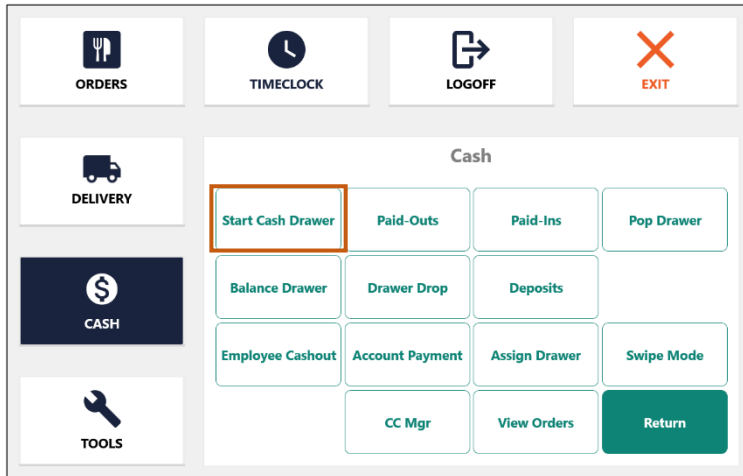
Starting Cash Drawer

1. From the **HungerRush Welcome** screen, select **Cash**

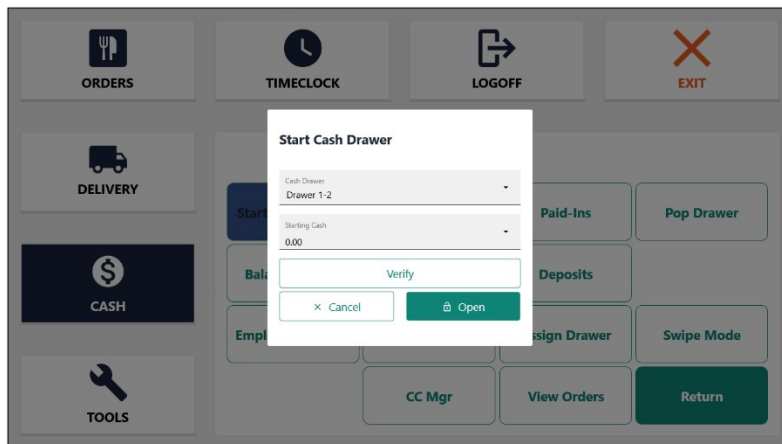


2. Count cash in drawer

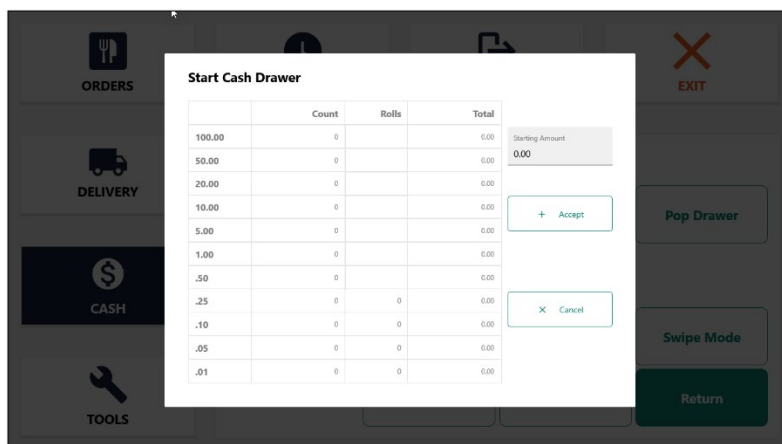
3. Tap **Start Cash Drawer**



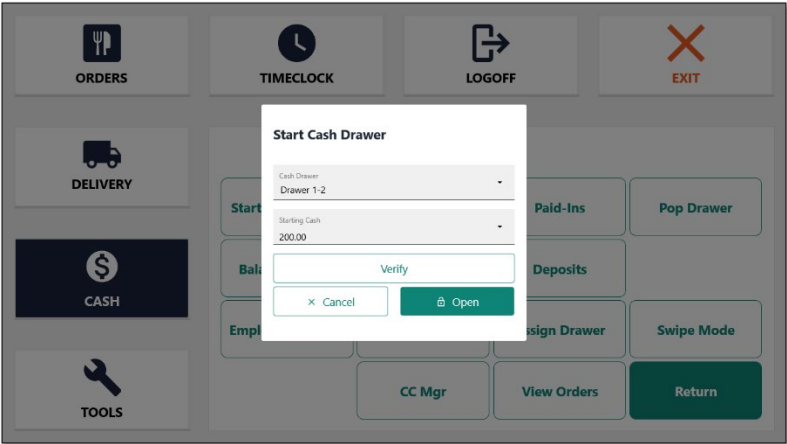
4. Tap **Verify**



5. Verify the accuracy of Starting Cash by entering each denomination in the **Count** column (for cash) and **Rolls** column (for rolled coin), then tap **Accept**



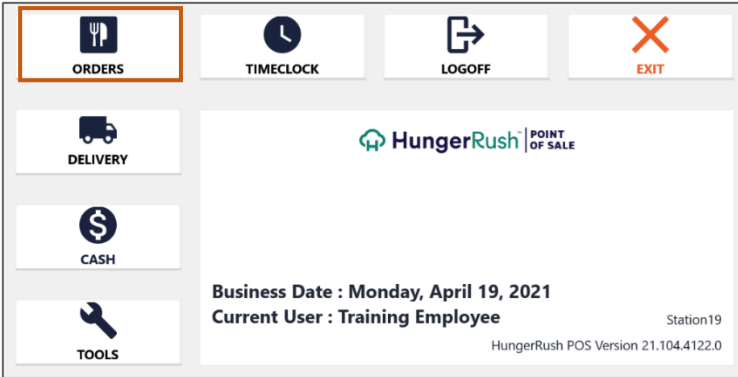
6. Then tap **Open**



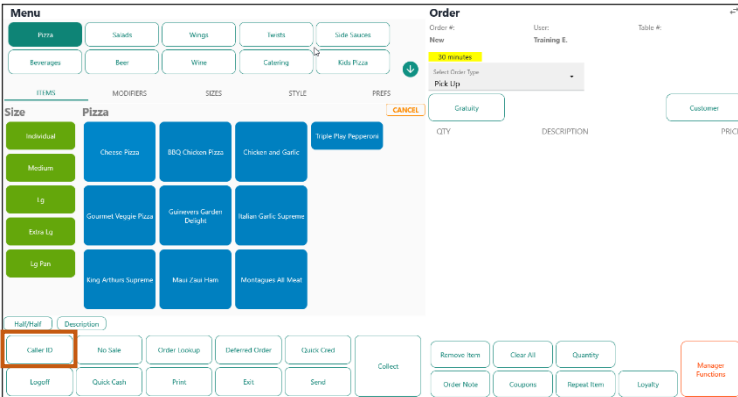
Orders

Using Caller ID for Customer Look Up

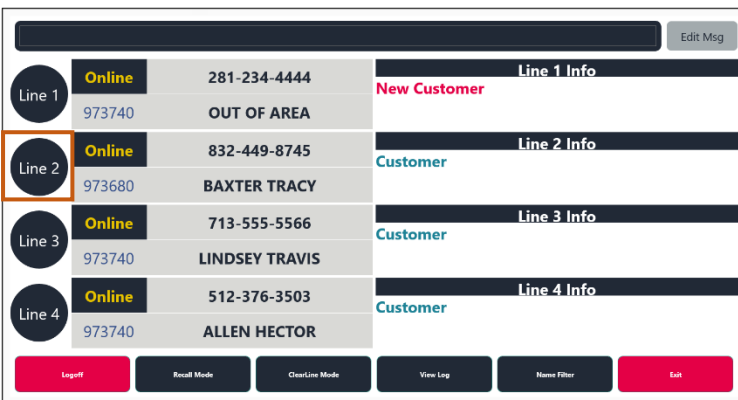
1. From the **HungerRush Welcome** screen, select **Orders**



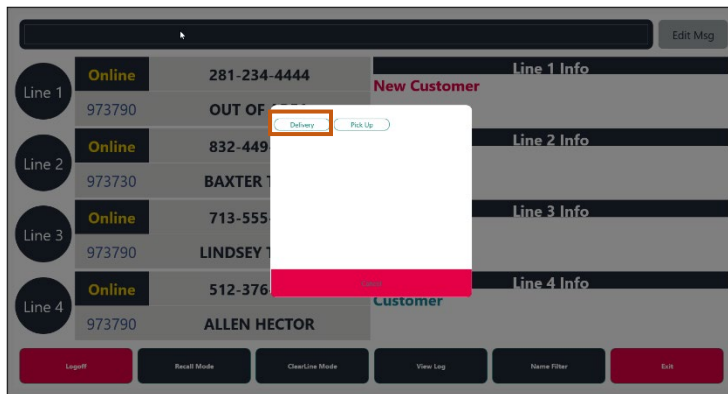
2. Tap **Caller ID**



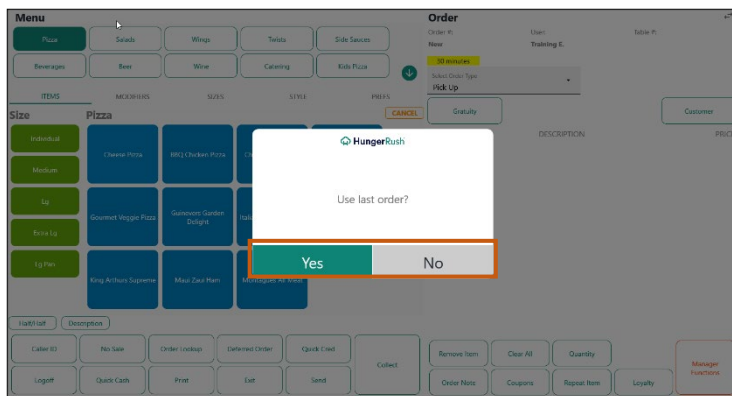
3. Select the **Line #**



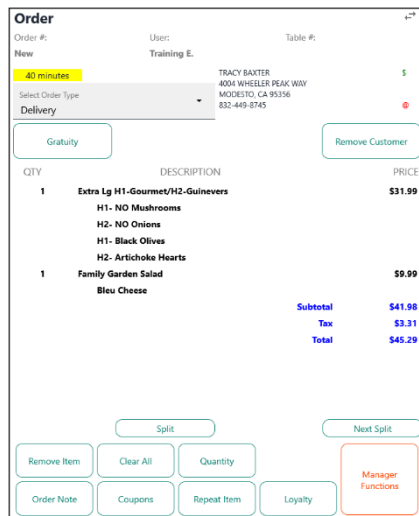
4. Select customer's **Order Type**



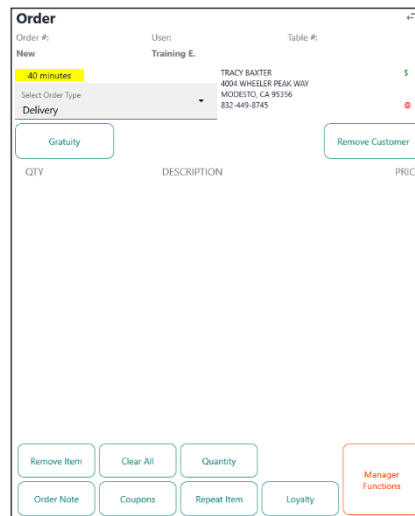
- If repeat customer, choose whether to **Use last order** by tapping **Yes** or **No**



Use last order



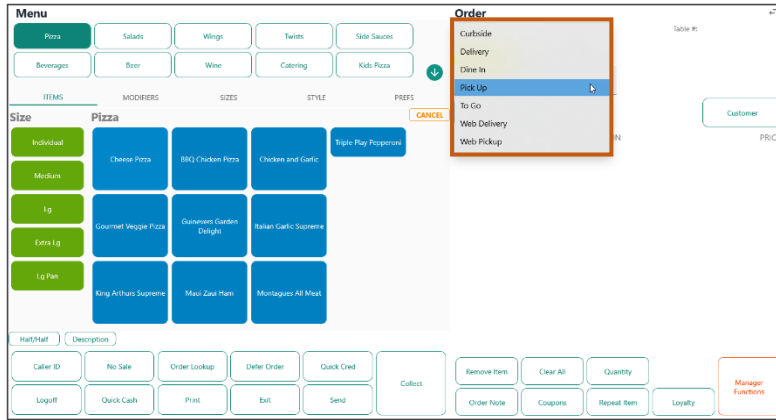
Do not Use last order



- If new customer and additional information is required, [Edit Customer](#) screen appears
- If new customer and Customer Record is complete, a [new order begins](#)

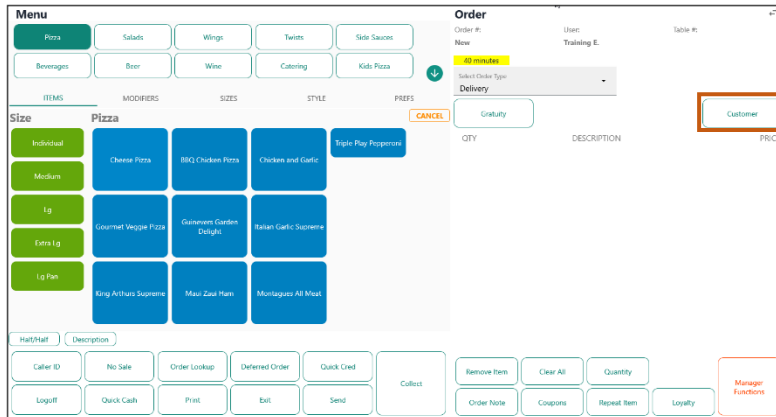
Look Up a Customer Record

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select the appropriate **Order Type** from the **Order Type** drop-down



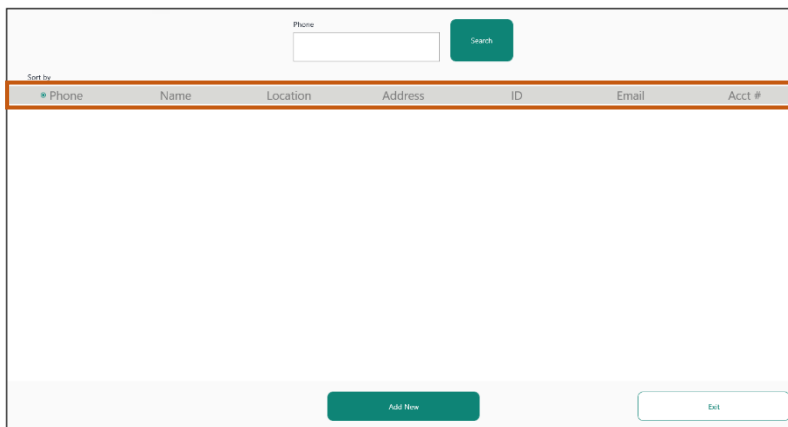
The screenshot shows the HungerRush app interface. The 'Menu' section on the left includes categories like Pizza, Salads, Wings, Twists, Side Sauces, Beverages, Beer, Wine, Catering, and Kids Pizza. The 'Order' section on the right has a dropdown menu for 'Order Type' with options: Curbside, Delivery, Drive In, Pick Up (highlighted), To Go, Web Delivery, and Web Pickup. Below the menu, there are buttons for 'Cancel', 'Customer', and 'Price'. At the bottom, there are buttons for 'Call ID', 'No Sale', 'Order Lookup', 'Deferred Order', 'Quick Cred', 'Collect', 'Remove Item', 'Clear All', 'Quantity', 'Order Note', 'Coupons', 'Repeat Item', 'Loyalty', and 'Manager Functions'.

3. Tap **Customer**



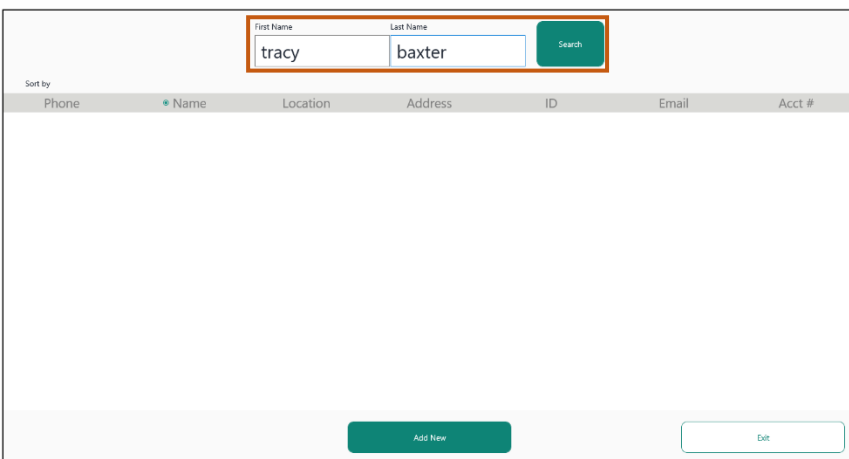
The screenshot shows the HungerRush app interface. The 'Menu' section on the left is the same as the previous screenshot. The 'Order' section on the right has a dropdown menu for 'Order Type' with options: Curbside, Delivery, Drive In, Pick Up, To Go, Web Delivery, and Web Pickup. Below the menu, there are buttons for 'Cancel', 'Customer' (highlighted with a red box), and 'Price'. At the bottom, there are buttons for 'Call ID', 'No Sale', 'Order Lookup', 'Deferred Order', 'Quick Cred', 'Collect', 'Remove Item', 'Clear All', 'Quantity', 'Order Note', 'Coupons', 'Repeat Item', 'Loyalty', and 'Manager Functions'.

4. Choose **Search type** (Phone, Name, Location, Address, ID, Email or Acct #)



The screenshot shows the HungerRush app interface. The 'Menu' section on the left is the same as the previous screenshots. The 'Order' section on the right has a dropdown menu for 'Order Type' with options: Curbside, Delivery, Drive In, Pick Up, To Go, Web Delivery, and Web Pickup. Below the menu, there are buttons for 'Cancel', 'Customer', and 'Price'. At the bottom, there are buttons for 'Call ID', 'No Sale', 'Order Lookup', 'Deferred Order', 'Quick Cred', 'Collect', 'Remove Item', 'Clear All', 'Quantity', 'Order Note', 'Coupons', 'Repeat Item', 'Loyalty', and 'Manager Functions'.

5. Enter **Search criteria** and tap **Search**



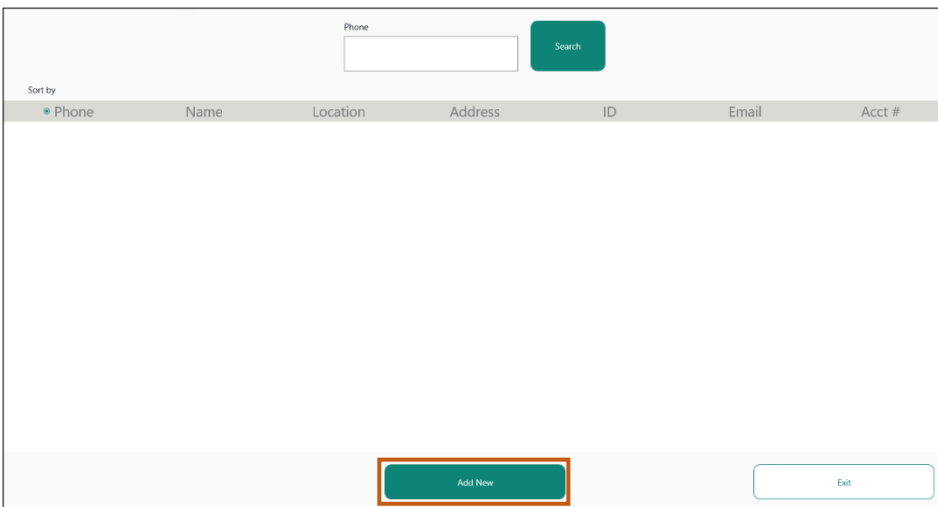
- If one customer exists with look up criteria, New Order screen displays with customer information
- If multiple users exist with same customer look up information, tap customer's name to select

4. Verify customer information

5. [Enter Order](#)

Add a New Customer Record

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select the appropriate **Order Type** from the **Order Type** drop-down
3. Tap **Customer**
4. Tap **Add New**



- Enter required customer information, required fields are marked in green. Be sure to select appropriate **Location** detail (House, Apartment, Business, Hotel, or School). Once complete, tap **Save/Return**.

Phone: 832-519-0265		Order Type: Delivery	
House		Apartment Business Hotel School	
First Name: SUE	Last Name: FLAY	Email:	Special Note:
Street #: 1347	Street: MARDI LN	Sub Div:	Cross Street:
City: HOUSTON	State: TX	Zip: 77055	Zone:
Entry Code:		Cust ID:	Delivery Note:
Customer History		Customer Info	
Summary Orders Summary Online Alt Deliv Addr		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: 0%	
Search New View Map		Account Save/Return Exit	

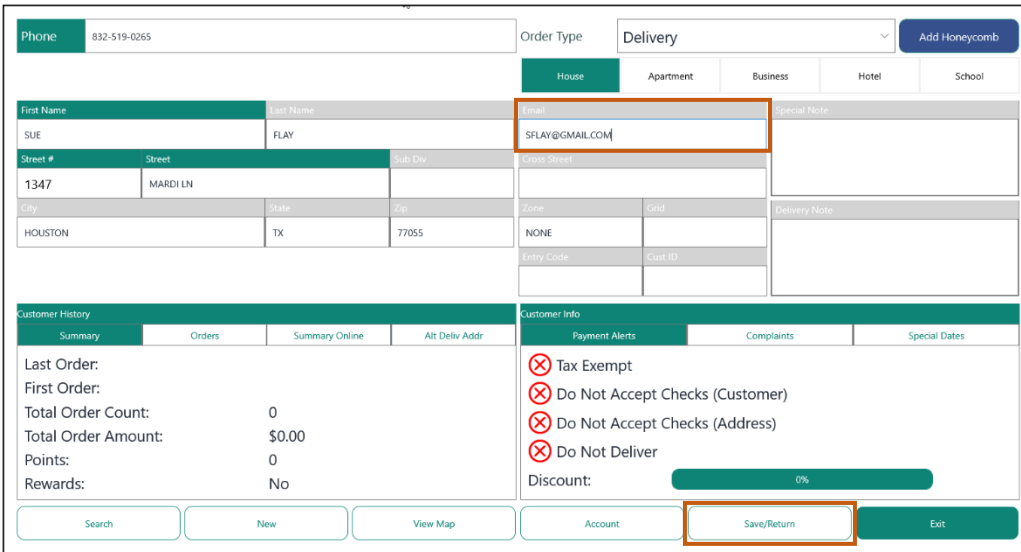
- [Enter Order](#)

Edit a Customer Record

- From the **HungerRush Welcome** screen, select **Orders**
- Select the appropriate **Order Type** from the **Order Type** drop-down
- Tap **Customer**
- Choose **Search type** (Phone, Name, Location, Address, ID, Email or Acct #)
- Enter **Search criteria** and tap **Find**
- Customer record will appear in at the top of the order
- Click on the **Customer's detail** to edit

Order		
Order #:	User:	Table #:
New	Training E.	
40 minutes	SUE FLAY 1347 MARDI LN HOUSTON, TX 77055 832-519-0265	
Select Order Type		
Delivery		
Gratuity		Remove Customer
QTY	DESCRIPTION	PRICE

8. Customer detail screen will reopen, make necessary adjustments then tap **Save/Return**



Phone: 832-519-0265

Order Type: Delivery

House Apartment Business Hotel School

First Name: SUE Last Name: FLAY Email: SFLAY@GMAIL.COM Special Note:

Street #: 1347 Street: MARDI LN Sub Div: City: HOUSTON State: TX Zip: 77055 Zone: NONE Grid: Delivery Note:

Customer History: Summary Orders Summary Online Alt Deliv Addr

Last Order: First Order: Total Order Count: 0 Total Order Amount: \$0.00 Points: 0 Rewards: No

Customer Info: Payment Alerts Complaints Special Dates

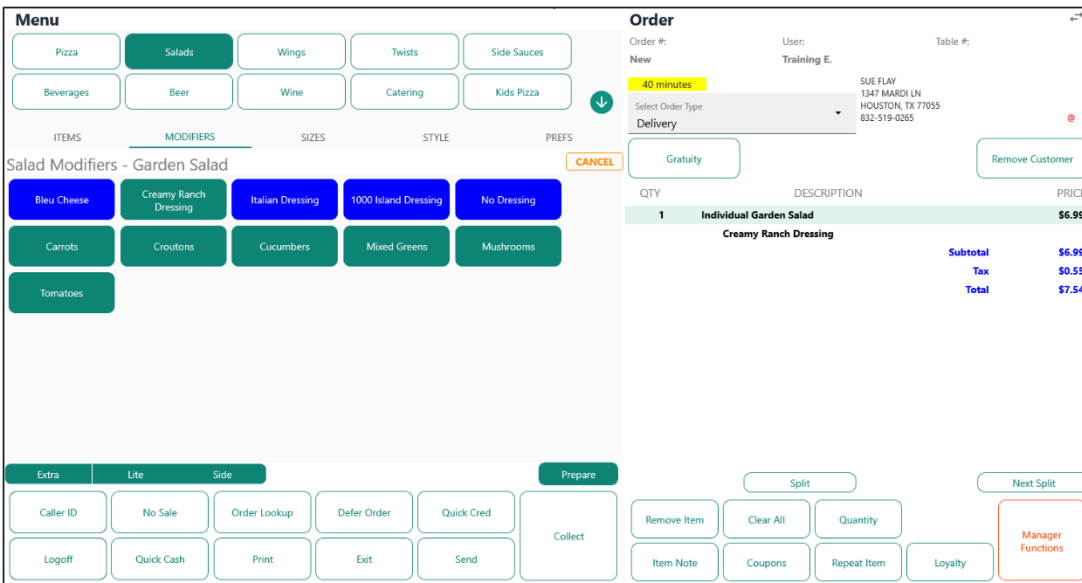
⊗ Tax Exempt
⊗ Do Not Accept Checks (Customer)
⊗ Do Not Accept Checks (Address)
⊗ Do Not Deliver
Discount: 0%

Search New View Map Account **Save/Return** Exit

9. [Enter Order](#)

Enter an Order

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select the appropriate **Order Type** from the **Order Type** drop-down
3. [Look up Customer Record](#), if required
4. Enter **Order**



Menu: Pizza Salads Wings Twists Side Sauces Beverages Beer Wine Catering Kids Pizza

ITEMS MODIFIERS SIZES STYLE PREFS

Salad Modifiers - Garden Salad

Bleu Cheese Creamy Ranch Dressing Italian Dressing 1000 Island Dressing No Dressing Carrots Croutons Cucumbers Mixed Greens Mushrooms Tomatoes

Order: Order #: New User: Training E. Table #: SUE FLAY 1347 MARDI LN HOUSTON, TX 77055 832-519-0265

40 minutes

Select Order Type: Delivery

Gratuity Remove Customer

QTY DESCRIPTION PRICE

1 Individual Garden Salad \$6.99

Creamy Ranch Dressing

Subtotal \$6.99 Tax \$0.55 Total \$7.54

Extra Lite Side Prepare

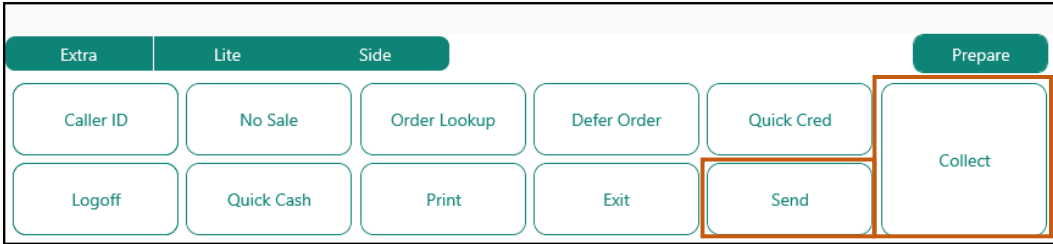
Caller ID No Sale Order Lookup Defer Order Quick Cred Collect

Logoff Quick Cash Print Exit Send

Remove Item Clear All Quantity Item Note Coupons Repeat Item Loyalty

Split Next Split Manager Functions

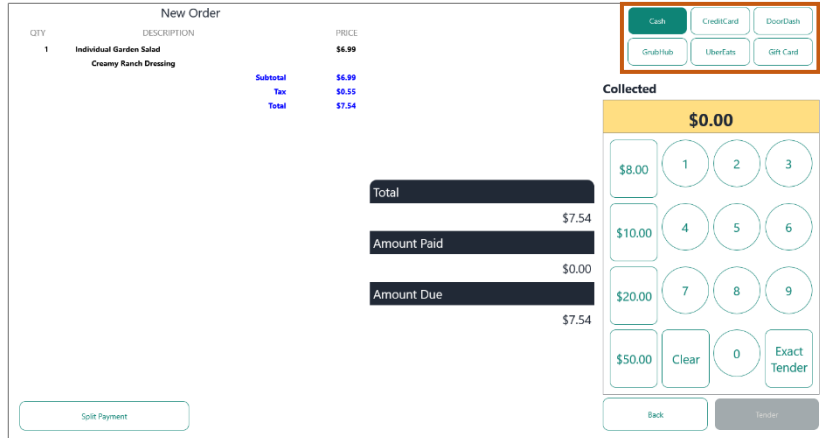
- If order will be *paid for later*, select **Send**
- If order is *tendered immediately*, select **Collect**



The main menu interface features a top bar with 'Extra', 'Lite', 'Side', and 'Prepare' buttons. Below this is a grid of buttons: 'Caller ID', 'No Sale', 'Order Lookup', 'Defer Order', 'Quick Cred', 'Collect', 'Logoff', 'Quick Cash', 'Print', 'Exit', 'Send', and 'Collect'. The 'Send' and 'Collect' buttons are highlighted with an orange border.

Tendered immediately:

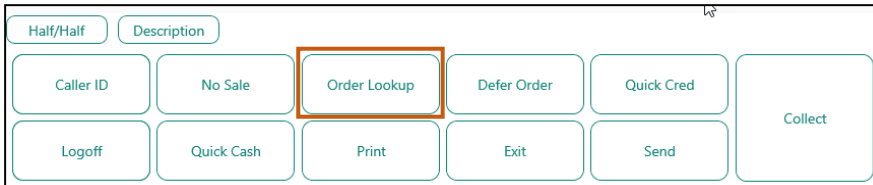
1. Enter Payment method
2. Enter Payment amount (if cash)



The 'New Order' screen displays a table with columns for QTY, DESCRIPTION, and PRICE. It shows a subtotal of \$6.99, tax of \$0.55, and a total of \$7.54. Below this, there are fields for 'Total', 'Amount Paid', and 'Amount Due'. On the right, there are buttons for 'Cash', 'CreditCard', 'DoorDash', 'GrubHub', 'UberEats', and 'Gift Card'. A 'Collected' section shows a total of \$0.00 and a numeric keypad for entering amounts. At the bottom, there are buttons for 'Split Payment', 'Back', and 'Tender'.

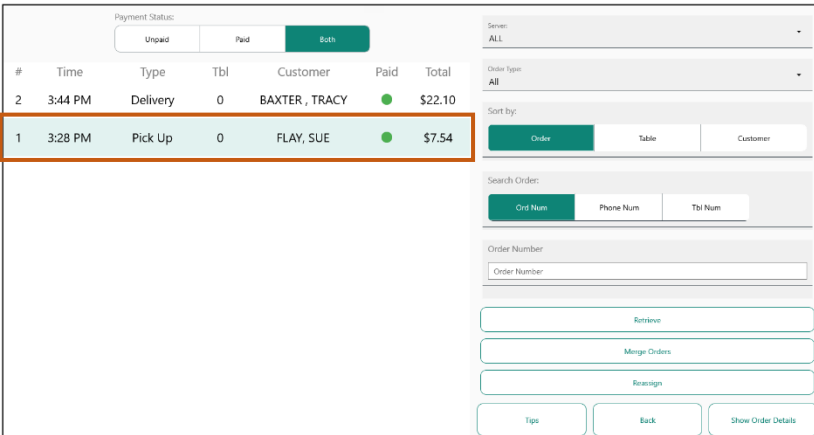
Look Up an Order

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select **Order Lookup**



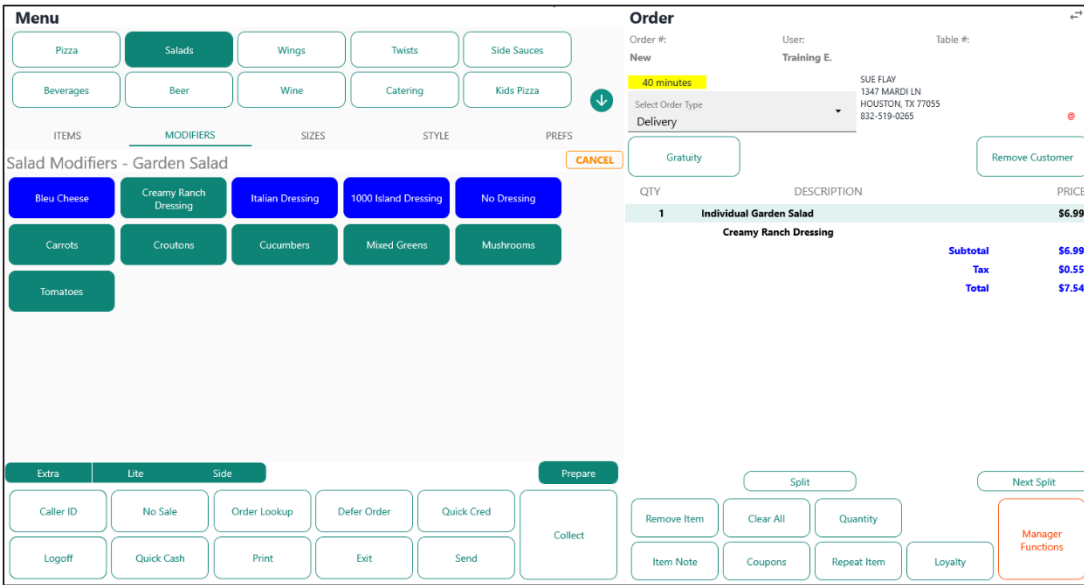
The main menu interface features a top bar with 'Half/Half' and 'Description' buttons. Below this is a grid of buttons: 'Caller ID', 'No Sale', 'Order Lookup', 'Defer Order', 'Quick Cred', 'Collect', 'Logoff', 'Quick Cash', 'Print', 'Exit', 'Send', and 'Collect'. The 'Order Lookup' button is highlighted with an orange border.

3. Validate the **Payment Status** and **Order Type** (in this example both **Unpaid** and **Paid Payment Status** and **All Order Types** are selected), click to select the **Order**



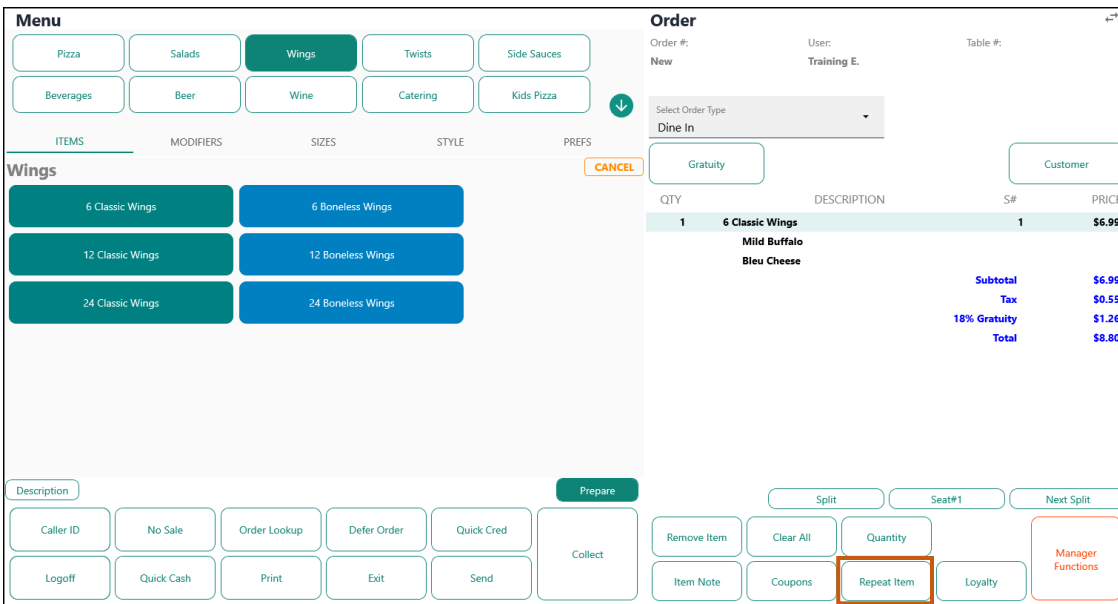
The 'Order Lookup' screen displays a table with columns for #, Time, Type, Tbl, Customer, Paid, and Total. It shows two orders: one for BAXTER, TRACY and another for FLAY, SUE. The 'FLAY, SUE' order is highlighted with an orange border. On the right, there are buttons for 'Order', 'Table', and 'Customer'. Below this, there are buttons for 'Search Order', 'Order Number', 'Retrieve', 'Merge Orders', 'Reassign', 'Tips', 'Back', and 'Show Order Details'.

4. The Order will open

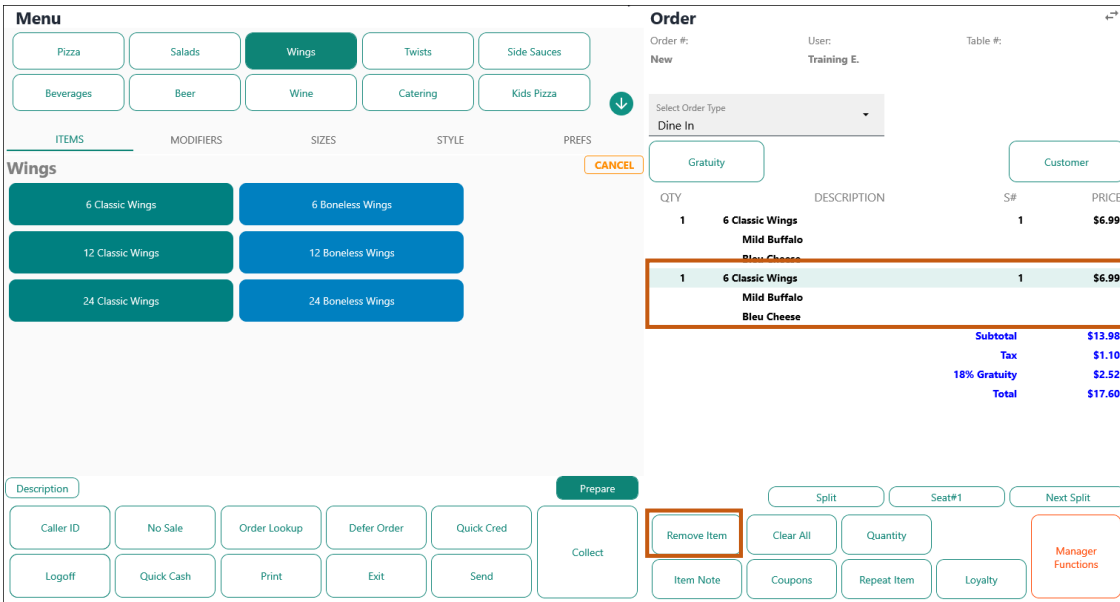


Repeat/Remove Item

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select item then tap **Repeat Item**



- The item will be duplicated and added to the order. To Remove the item, tap **Remove Item**



Menu

Pizza Salads **Wings** Twists Side Sauces

Beverages Beer Wine Catering Kids Pizza

Order

Order #: New User: Training E. Table #:

Select Order Type: Dine In

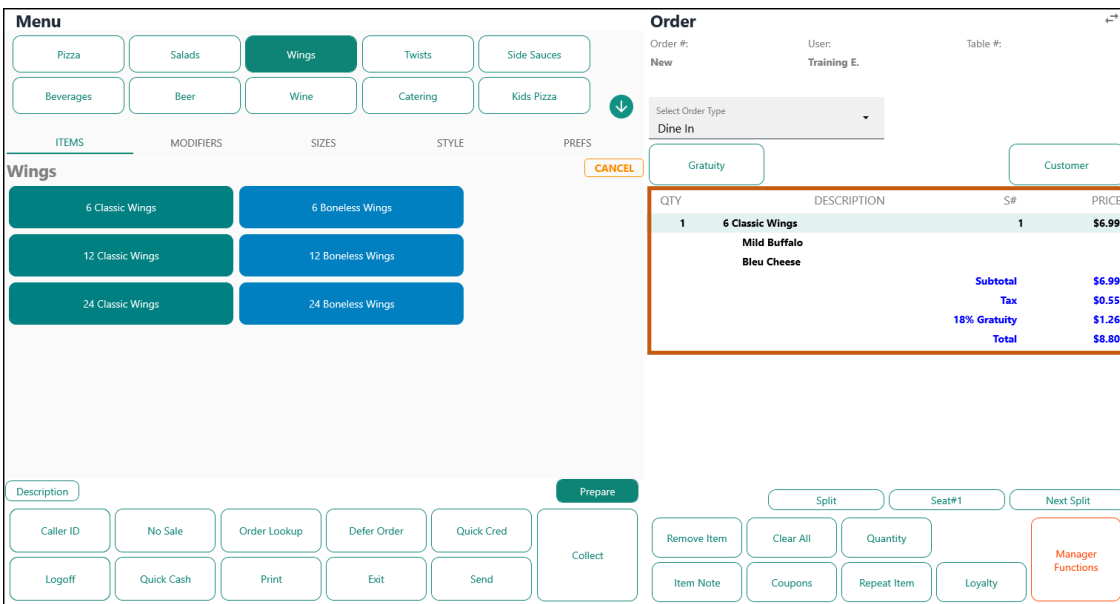
Gratuity Customer

QTY DESCRIPTION S# PRICE

1	6 Classic Wings	1	\$6.99
			Subtotal
			Tax
			18% Gratuity
			Total

Remove Item

- The item will be removed



Menu

Pizza Salads **Wings** Twists Side Sauces

Beverages Beer Wine Catering Kids Pizza

Order

Order #: New User: Training E. Table #:

Select Order Type: Dine In

Gratuity Customer

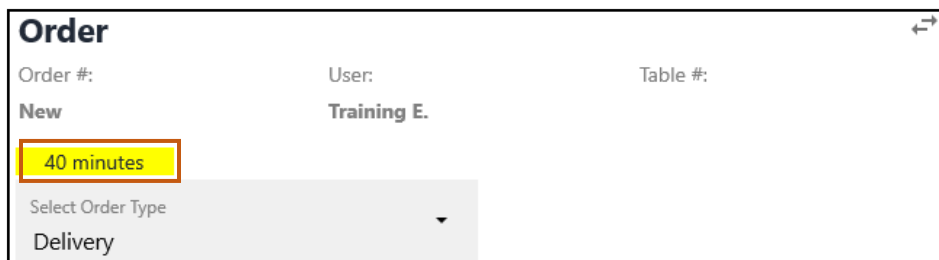
QTY DESCRIPTION S# PRICE

1	6 Classic Wings	1	\$6.99
			Subtotal
			Tax
			18% Gratuity
			Total

Remove Item

Change Estimated Time for an Order Type

If an order type has an estimated time defined, it appears as a yellow bar above the order type.



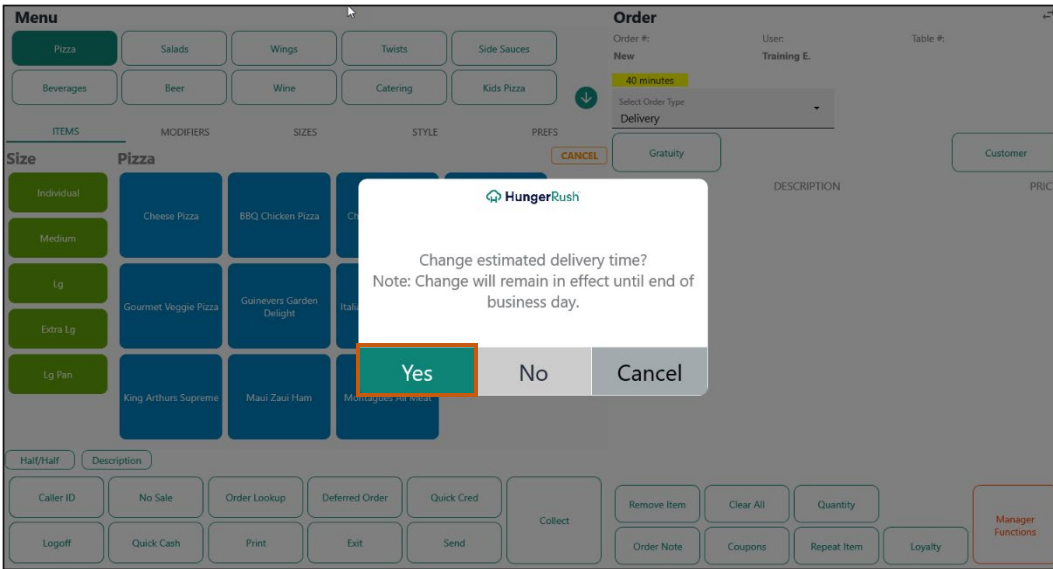
Order

Order #: New User: Training E. Table #:

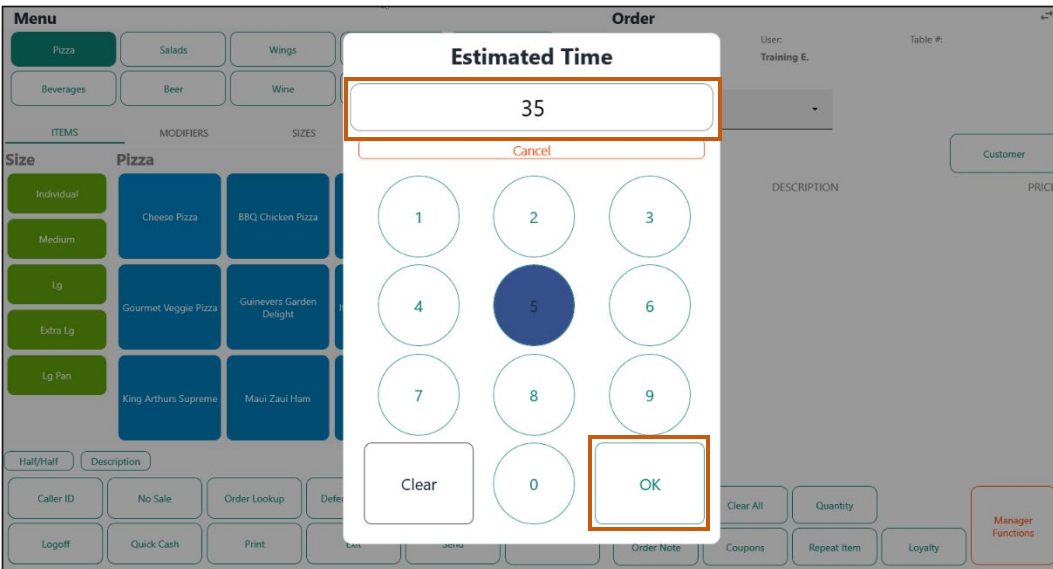
40 minutes

Select Order Type: Delivery

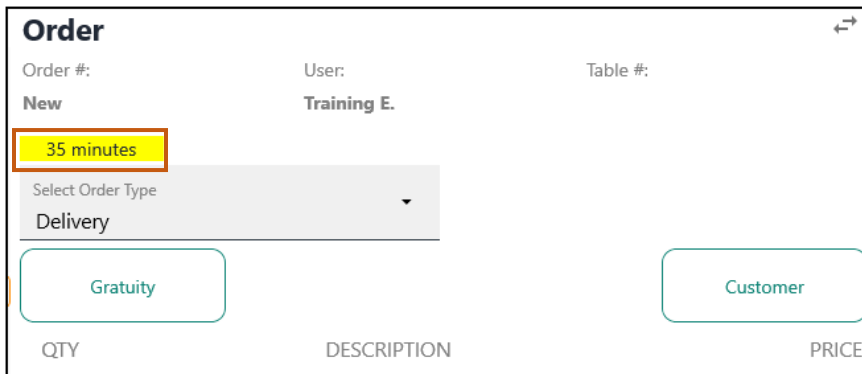
1. Tap the yellow bar to edit this estimated time
2. Tap **Yes**



3. Enter new estimated time and tap **OK**



4. The estimated delivery time will change and this change will stay in effect for the remainder of the day



Entering a Deferred Order

1. From the **HungerRush Welcome** screen, select **Orders**
2. [Look Up](#) or [Add New](#) customer
3. [Enter order](#)
4. Select **Defer Orders**

Caller ID	No Sale	Order Lookup	Deferred Order	Quick Cred	Collect
Logoff	Quick Cash	Print	Exit	Send	

5. On the Defer Order screen:
 - a. Select the **Order Due Time**
 - b. Select the **Preparation Time** needed for the order
 - c. Tap **Defer Order**

Defer Order

QTY	DESCRIPTION	PRICE
1	12 Classic Wings Hot Buffalo BBQ Creamy Ranch Sauce Bleu Cheese	\$11.99
Subtotal		\$11.99
Tax		\$0.94
Total		\$12.93

Order Due Time:
Monday

Mar

7

2022

8

30

AM

PM

PM

Preparation Time: 45 **Minutes**

Order Print Time:
Monday

Mar

7

2022

7

45

AM

PM

PM

Exit

Defer Order

6. Tap **Send**

Menu

Pizza, Salads, Wings, Twists, Side Sauces, Beverages, Beer, Wine, Catering, Kids Pizza

ITEMS

MODIFIERS

SIZES

STYLE

PREFS

Size

Individual, Medium, Lg, Extra Lg, Lg Pan

Pizza

Cheese Pizza, BBQ Chicken Pizza, Chicken and Garlic, Triple Play Peppersoni, Gourmet Veggie Pizza, Guinevers Garden Delight, Italian Garlic Supreme, King Arthurs Supreme, Maui Zauz Ham, Montagues All Meat

Half/Half

Description

Caller ID

No Sale

Order Lookup

Defer Order

Quick Cred

Collect

Logoff

Quick Cash

Print

Exit

Send

Order

Order #: Defer
35 minutes
Select Order Type: Delivery
Gratuity

User: Training E.
Table #:

Customer

QTY	DESCRIPTION	PRICE
1	12 Classic Wings Hot Buffalo BBQ Creamy Ranch Sauce Bleu Cheese	\$11.99
Subtotal		\$11.99
Tax		\$0.94
Total		\$12.93

Remove Item

Clear All

Quantity

Order Note

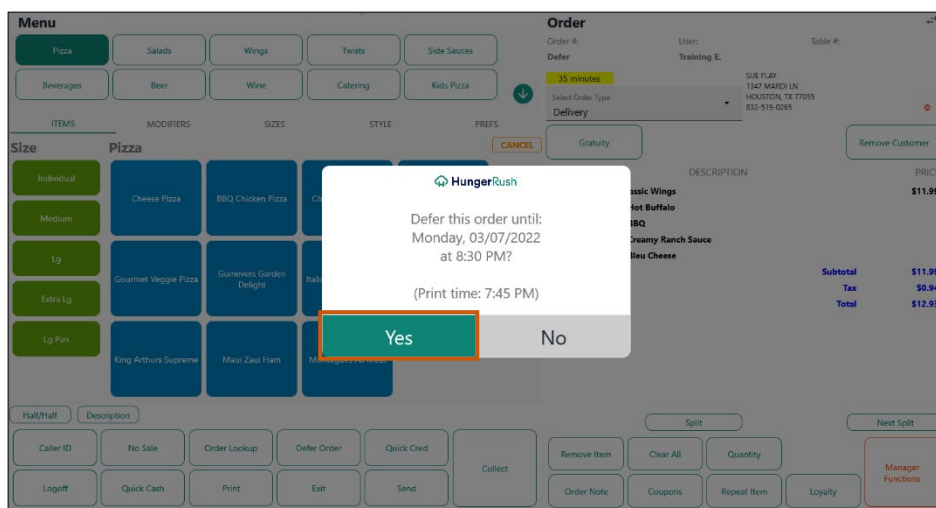
Coupons

Repeat Item

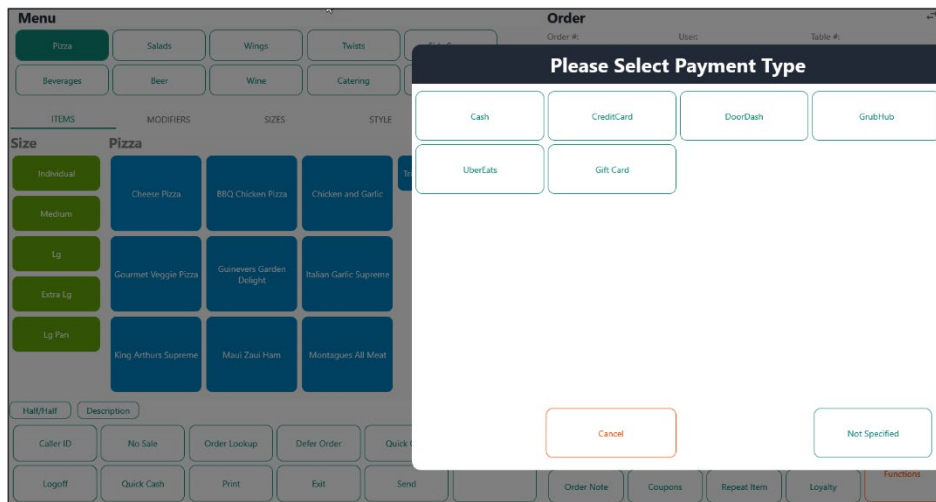
Loyalty

Manager Functions

7. Tap Yes

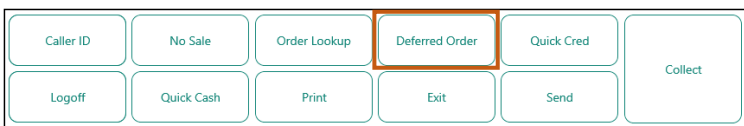


8. Select Payment Type



Review and Edit Deferred Orders

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select **Deferred Order** to review all deferred orders



3. There are two ways to sort **Deferred Orders**:

- To sort by customer, tap **Sort by Customer**

Deferred Orders

Customer	Due Time
FLAY, SUE	Mon 3/07 08:30 PM

Sort By Customer

Defer New Order

Exit

- To sort by time, tap **Sort by Time**

Deferred Orders

Customer	Due Time
FLAY, SUE	Mon 3/07 08:30 PM

Sort By Time

Defer New Order

Exit

4. Click the Order to view the deferred time details the order, then tap **Edit Order**

Deferred Orders

Customer	Due Time
FLAY, SUE	Mon 3/07 08:30 PM

Order Due Time:

Monday

Mar

7

2022

8

30

AM

PM

PM

Preparation Time: 45 Minutes

Order Print Time:

Monday

Mar

7

2022

7

45

AM

PM

PM

Sort By Time

Print Order

Edit Order

Defer New Order

Exit

- Adjust **Order Due Time**, **Preparation Time**, and/or **Order Print Time** as needed and tap **Change Deferred Order**

Deferred Orders

Entry Time: 3/7/2022 8:30:00 PM
 Employee: Training Employee
 Order Type: Delivery

SUE FLAY
 1347 MARDI LN
 HOUSTON, TX 77055
 832-519-0265

QTY	DESCRIPTION	PRICE
1	12 Classic Wings	\$11.99
	Hot Buffalo	
	BBQ	
	Creamy Ranch Sauce	
	Bleu Cheese	
	Subtotal	\$11.99
	Tax	\$0.94
	Total	\$12.93
	DoorDash Payment	-\$12.93
	Paid in Full	

Search Deferred Orders

Order Due Time:

Monday

Mar 7 2022 8 30

AM PM

Preparation Time: 45 Minutes

Order Print Time:

Monday

Mar 7 2022 7 45

AM PM

Activate Order Exit **Change Deferred Order**

- Edit deferred order (as necessary)
- Tap **Send**
- Tap **Yes**
- Select **Payment Type**

Add/Review Customer Complaints

- From the **HungerRush Welcome** screen, select **Orders**
- Select **Order Type** that require customer information
- Select **Customer**
- Select Search type in the **Sort by** field (Phone, Name, Location, Address, ID, Email, or Acct#)
- Enter the **Search** criteria in the text field and tap **Find** (if necessary). If multiple results are returned, select customer from the **Sort by** list.
- When **Order** screen opens, tap customer's name to open customer account
- On the **Customer Account** screen, select the **Complaints** tab

Phone: 832-449-8745

Order Type: Delivery

House Apartment Business Hotel School

First Name: TRACY Last Name: BAXTER Email: TBAXTER@YAHOO.COM

Street #: 4004 Street: WHEELER PEAK WAY City: MODESTO State: CA Zip: 95356

Zone: NONE Grid: Delivery Note:

Entry Code: HC

Customer History

Summary	Orders	Summary Online	Alt Deliv Addr
Last Order:	3/7/2022		
First Order:	11/22/2021		
Total Order Count:	23		
Total Order Amount:	\$1,109.95		
Points:	0		
Rewards:	No		

Search New View Map Account

Customer Info

Payment Alerts: Tax Exempt Do Not Accept Checks (Customer) Do Not Accept Checks (Address) Do Not Deliver

Discount: 0%

Complaints

Exit

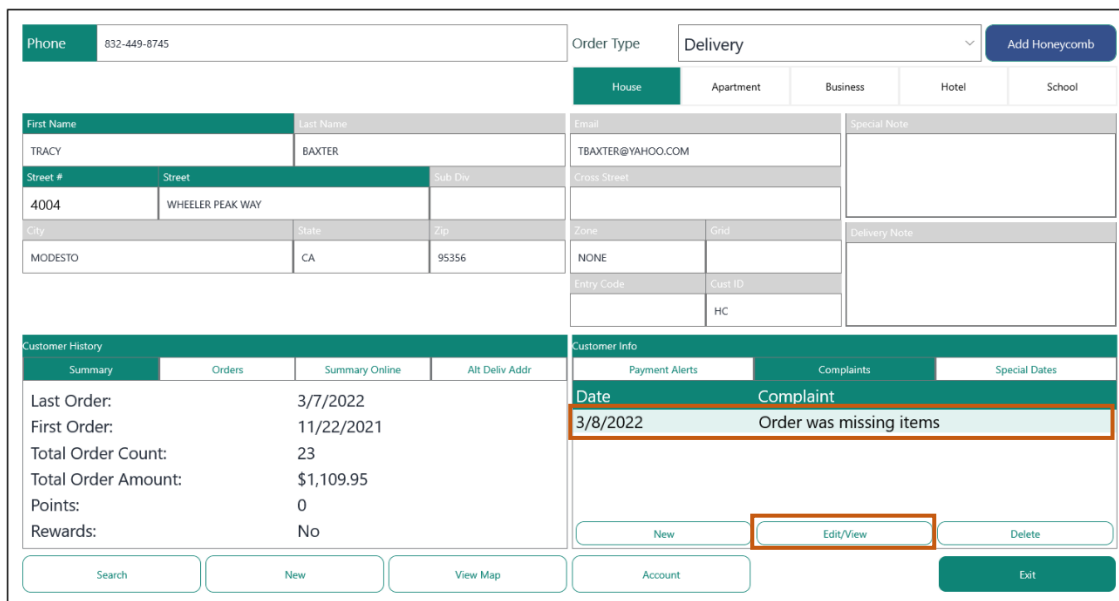
8. To enter a new complaint, tap **New**

Phone 832-419-0165		Order Type Delivery	
		House	Apartment Business Hotel School
First Name	Last Name	Email	Special Note
MICHELE	SMITH	MSMITH0203@GMAIL.COM	
Street #	Street	Sub Div	Cross Street
1347	MARDI LN		WESTVIEW
City	State	Zip	Zone
HOUSTON	TX	77055	
		Entry Code	Cust ID
Customer History		Customer Info	
Summary	Orders	Summary Online	Payment Alerts Complaints Special Dates
Last Order: 1/13/2021		Date Complaint	
First Order: 1/12/2021			
Total Order Count: 0			
Total Order Amount: \$0.00			
Points: 0			
Rewards: No			
		New	Edit/View Delete
Search New Account		Exit	

9. On the **Complaint Detail** screen, enter the following details:
- Enter a description of the complaint in the **Complaint** field
 - Toggle the **Comp on next order?** selector to [comp items as necessary](#)
 - Enter description in Comp Desc field
 - Tap **Save**

Date	3/8/2022
Complaint	Order was missing items
Comp Desc	Offered free dessert on next order
Comp on next order?	<input checked="" type="checkbox"/>
Is resolved?	<input type="checkbox"/>
Save Close	
Customer History	Customer Info
Summary Orders Summary Online Alt Deliv Addr	Payment Alerts Complaints Special Dates
Last Order: 3/7/2022	Date Complaint
First Order: 11/22/2021	
Total Order Count: 23	
Total Order Amount: \$1,109.95	
Points: 0	
Rewards: No	
	New Edit/View Delete
Search New View Map	Account Exit

10. To review, edit or resolve a complaint:
 - a. Highlight the appropriate complaint and tap **Edit/View**



Phone: 832-449-8745 | Order Type: Delivery | Add Honeycomb

House | Apartment | Business | Hotel | School

First Name: TRACY | Last Name: BAXTER | Email: TBAXTER@YAHOO.COM | Special Note:

Street #: 4004 | Street: WHEELER PEAK WAY | Sub Div: | Cross Street:

City: MODESTO | State: CA | Zip: 95356 | Zone: NONE | Grid: | Delivery Note:

Entry Code: | Cust ID: HC

Customer History: Summary | Orders | Summary Online | Alt Deliv Addr

Last Order: 3/7/2022
First Order: 11/22/2021
Total Order Count: 23
Total Order Amount: \$1,109.95
Points: 0
Rewards: No

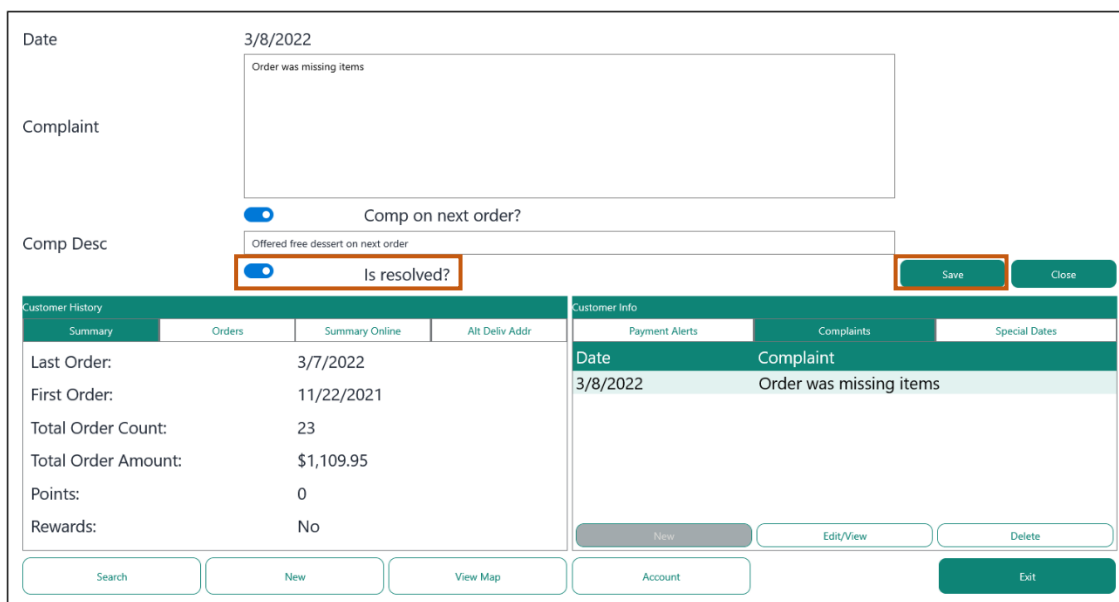
Customer Info: Payment Alerts | Complaints | Special Dates

Date	Complaint
3/8/2022	Order was missing items

New | **Edit/View** | Delete

Search | New | View Map | Account | Exit

- b. Review and apply comps as indicated by complaints
- c. After comp item is given to customer, toggle the **Is resolved?** selector and tap **Save**



Date: 3/8/2022

Complaint: Order was missing items

Comp Desc: ☐ Comp on next order?
Offered free dessert on next order

☒ **Is resolved?** | **Save** | Close

Customer History: Summary | Orders | Summary Online | Alt Deliv Addr

Last Order: 3/7/2022
First Order: 11/22/2021
Total Order Count: 23
Total Order Amount: \$1,109.95
Points: 0
Rewards: No

Customer Info: Payment Alerts | Complaints | Special Dates

Date	Complaint
3/8/2022	Order was missing items

New | Edit/View | Delete

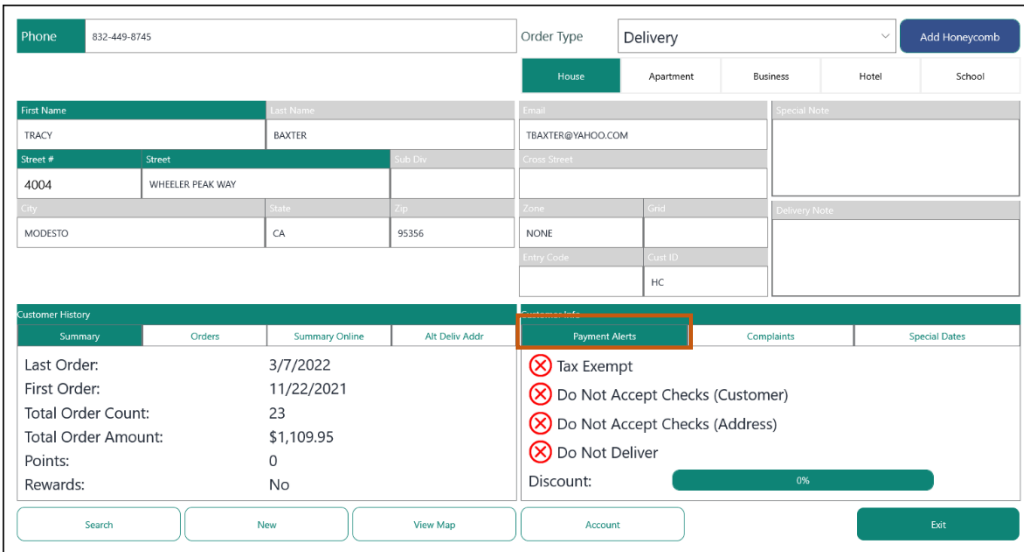
Search | New | View Map | Account | Exit

11. Tap **Exit**
12. Complete Order as necessary

Add/Review Payment Alerts

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select **Order Type** that require customer information
3. Select **Customer**
4. Select Search type in the **Sort by** field (Phone, Name, Location, Address, ID, Email, or Acct#)

5. Enter the **Search** criteria in the text field and tap **Find** (if necessary). If multiple results are returned, select customer from the **Sort by** list
6. When **Order** screen opens, tap customer's name to open customer account
7. On the **Customer Account** screen, select the **Payment Alerts** tab (bottom right of screen)



Phone: 832-449-8745

Order Type: Delivery

House Apartment Business Hotel School

First Name: TRACY Last Name: BAXTER Email: TBAXTER@YAHOO.COM

Street #: 4004 Street: WHEELER PEAK WAY Sub Div: Cross Street:

City: MODESTO State: CA Zip: 95356 Zone: NONE Grid: Delivery Note:

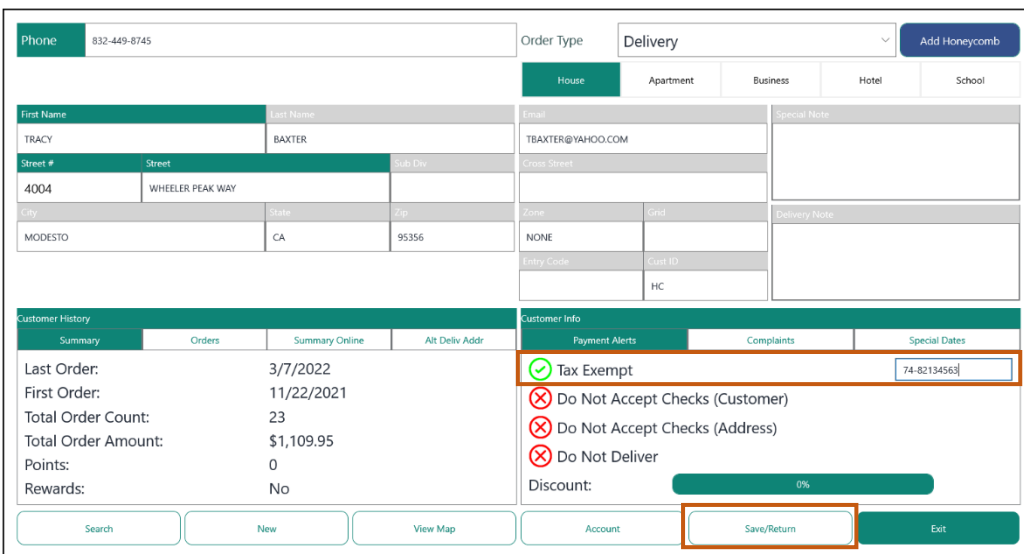
Entry Code: HC

Customer History

Summary	Orders	Summary Online	Alt Deliv Addr	Payment Alerts	Complaints	Special Dates
Last Order:	3/7/2022			<input checked="" type="checkbox"/> Tax Exempt		
First Order:	11/22/2021			<input checked="" type="checkbox"/> Do Not Accept Checks (Customer)		
Total Order Count:	23			<input checked="" type="checkbox"/> Do Not Accept Checks (Address)		
Total Order Amount:	\$1,109.95			<input checked="" type="checkbox"/> Do Not Deliver		
Points:	0			Discount:		0%
Rewards:	No					

Search New View Map Account Exit

8. Tap the Alert(s) that need to be added to the customer's account
 - **Tax Exempt:** Select if the customer is tax exempt (school, church, etc.) and enter the **Tax ID number** in the text box
 - **Do Not Accept Checks (Customer):** Select when checks should not be accepted from customer
 - **Do Not Accept Checks (Address):** Select when checks should not be accepted from address
 - **Do Not Deliver:** Select if delivery is unavailable for this customer



Phone: 832-449-8745

Order Type: Delivery

House Apartment Business Hotel School

First Name: TRACY Last Name: BAXTER Email: TBAXTER@YAHOO.COM

Street #: 4004 Street: WHEELER PEAK WAY Sub Div: Cross Street:

City: MODESTO State: CA Zip: 95356 Zone: NONE Grid: Delivery Note:

Entry Code: HC

Customer History

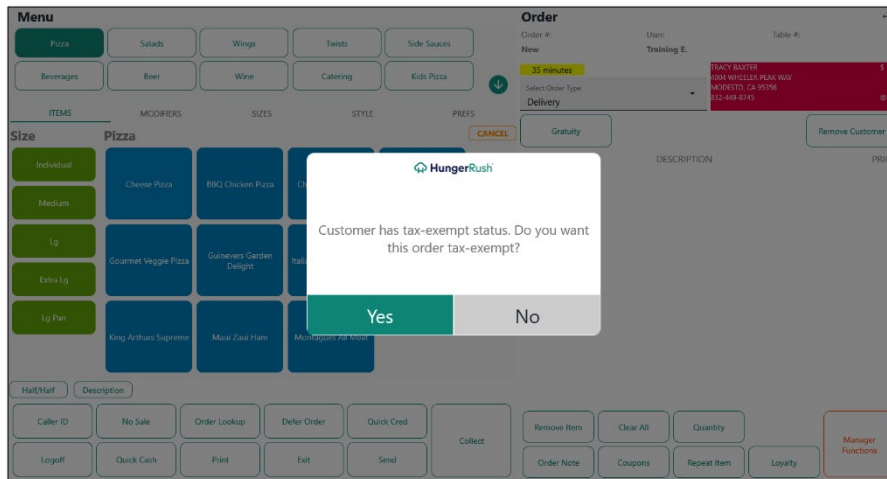
Summary	Orders	Summary Online	Alt Deliv Addr	Payment Alerts	Complaints	Special Dates
Last Order:	3/7/2022			<input checked="" type="checkbox"/> Tax Exempt		74-8213456
First Order:	11/22/2021			<input checked="" type="checkbox"/> Do Not Accept Checks (Customer)		
Total Order Count:	23			<input checked="" type="checkbox"/> Do Not Accept Checks (Address)		
Total Order Amount:	\$1,109.95			<input checked="" type="checkbox"/> Do Not Deliver		
Points:	0			Discount:		0%
Rewards:	No					

Search New View Map Account Save/Return Exit

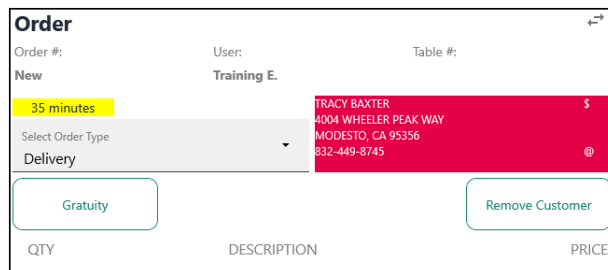
9. Tap **Save/Return**

10. When a new order is initiated for this customer:

- A pop-up appears notifying Order Taker of a **Payment Alert**



- The customer's information is highlight and flashing in red, indicating a **Payment Alert** exists



11. Complete Order

Review Customer History

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select **Order Type** from the drop-down list
3. Select **Customer**
4. Select Search type in the **Sort by** field (Phone, Name, Location, Address, ID, Email, or Acct#)
5. Enter the Search criteria in the text field and tap **Find** (if necessary). If multiple results are returned, select customer from the **Sort by** list
6. When **Order** screen opens, tap customer's name to open customer account
7. On the **Customer Account** screen, review the **Customer History** tab (bottom left of screen)
 - **Summary** tab: Displays the customer's Last Order, First Order, Total Order Count, Total Order Amount, Points, and Rewards

Customer History

Summary	Orders	Summary Online	Alt Deliv Addr
Last Order:			
First Order:			
Total Order Count:		23	
Total Order Amount:		\$1,109.95	
Points:		0	
Rewards:		No	
Search		New	View Map

- **Orders** tab: Displays a list of all orders placed this customer. To view an order, highlight the order and tap **Order Viewer**

Customer History			
Summary	Orders	Summary Online	Alt Deliv Addr
Date	Ord #	Ord Type	Amt
3/7/2022	2	Delivery	22.10
3/5/2022	1	Pick Up	45.29
3/4/2022	1	Pick Up	35.57
2/28/2022	1	Pick Up	40.95
2/24/2022	1	Delivery	90.54
Order Viewer		Apply To Order	
Search	New	View Map	

- **Summary Online** tab: Displays a list of First Online Order, Last Online Order, Total Online Count, and Total Online Amount

Customer History	
Summary	Orders
Summary Online	
Alt Deliv Addr	
First Online Order:	
Last Online Order:	
Total Online Count:	0
Total Online Amount:	\$0.00
Search	New
View Map	

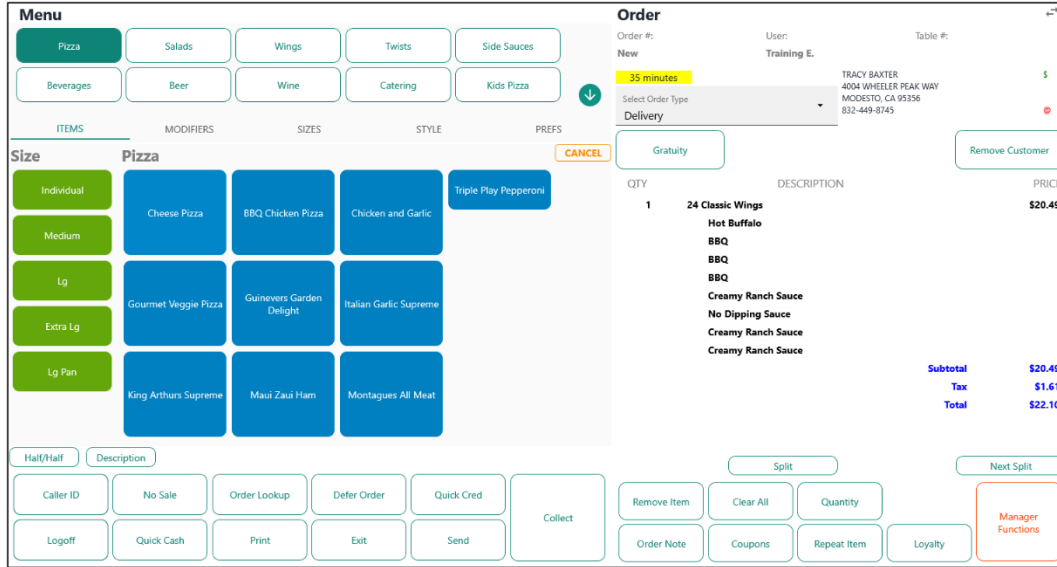
- **Alt Deliv Addr** tab: Displays a list of the customer's alternate delivery addresses

Customer History	
Summary	Orders
Summary Online	
Alt Deliv Addr	
Name	Address
Delete	Edit/View
New	Apply To Order
Search	New
View Map	

Discounts

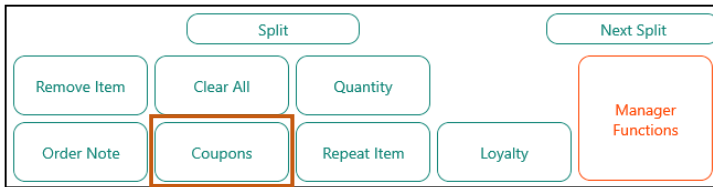
Apply a Coupon

1. Enter the Order



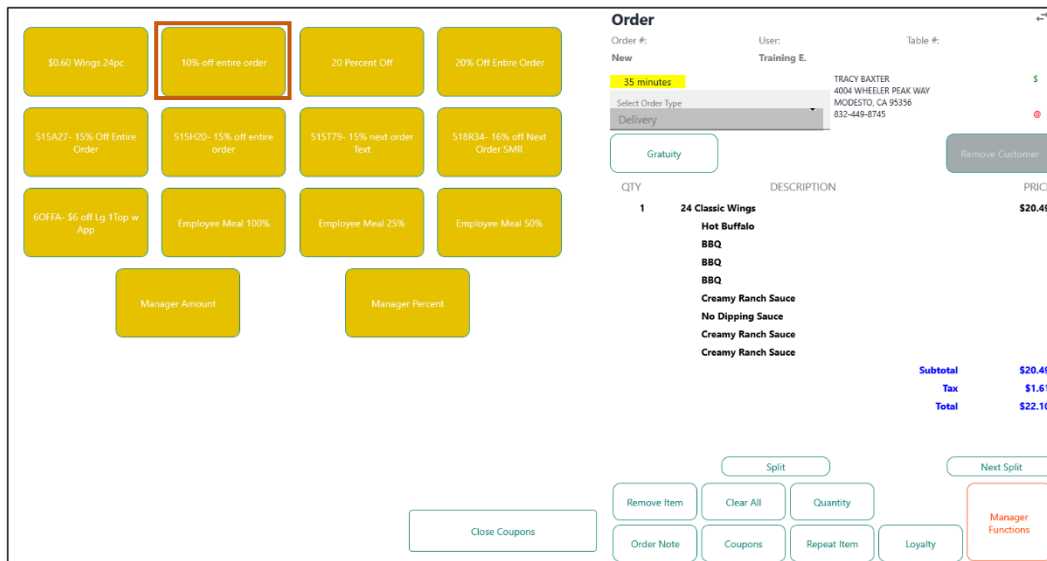
The screenshot shows the HungerRush app interface. On the left is the 'Menu' with categories like Pizza, Salads, Wings, Twists, Side Sauces, Beverages, Beer, Wine, Catering, and Kids Pizza. Below these are 'ITEMS', 'MODIFIERS', 'SIZES', 'STYLE', and 'PREFS'. The 'Order' screen on the right shows a 'New' order for '24 Classic Wings' with a price of \$20.49. The 'Manager Functions' button is highlighted in red.

2. Tap Coupon



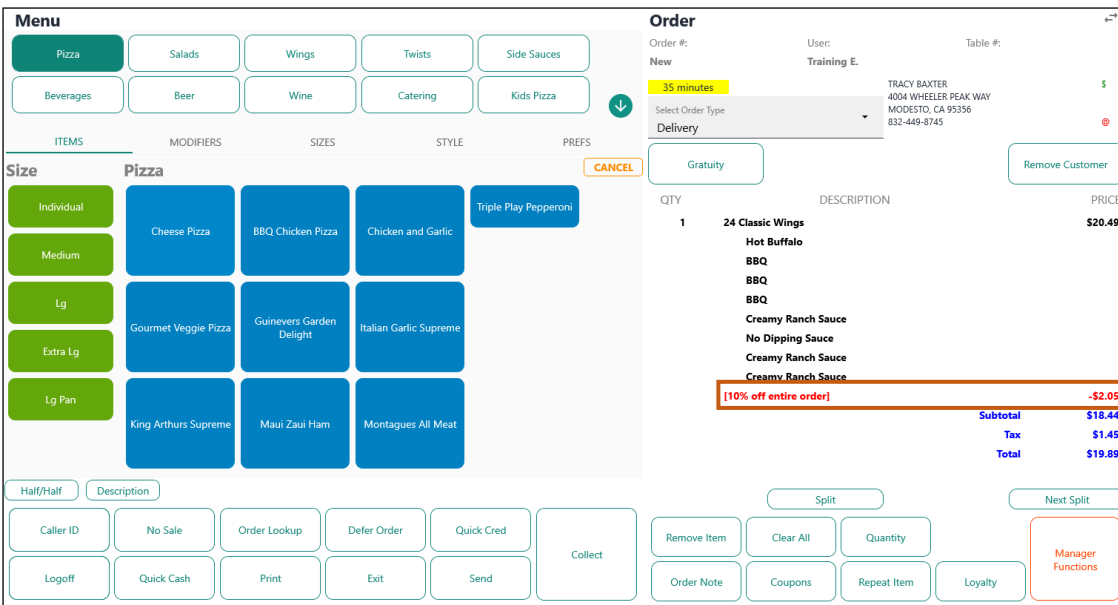
The screenshot shows the 'Manager Functions' screen. The 'Coupons' button is highlighted in red.

3. Select the appropriate coupon, only coupons that are applicable to the selected order display



The screenshot shows the 'Coupons' screen. The '10% off entire order' coupon is highlighted in red. The 'Manager Functions' button is also highlighted in red.

4. The coupons will be applied to the Order



Menu

Pizza, Salads, Wings, Twists, Side Sauces, Beverages, Beer, Wine, Catering, Kids Pizza

Order

Order #: New, User: Training E., Table #: 35 minutes, TRACY BAXTER, 4004 WHEELER PEAK WAY, MODESTO, CA 95356, 832-449-8745

Select Order Type: Delivery

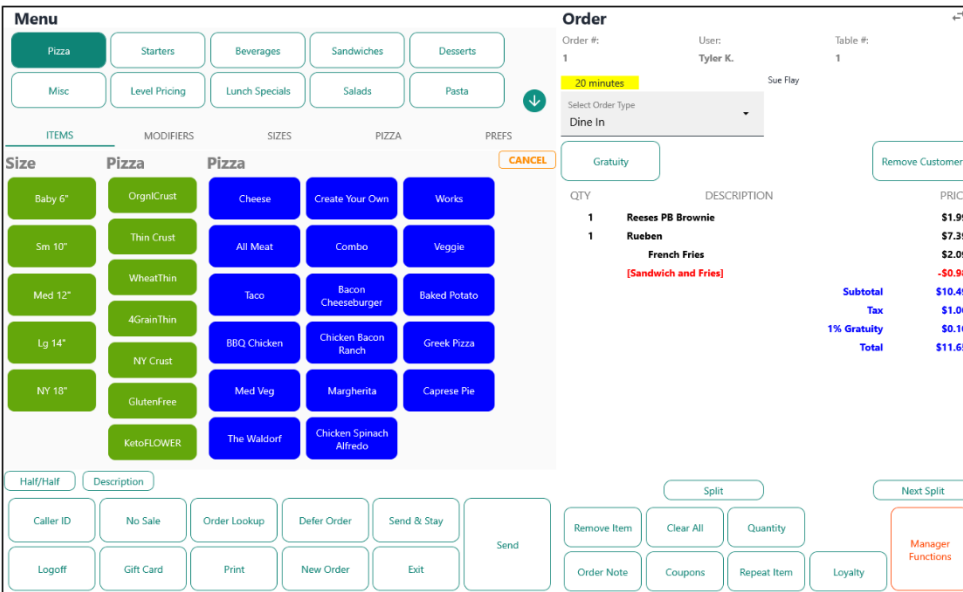
Gratuity, Remove Customer

QTY	DESCRIPTION	PRICE
1	24 Classic Wings Hot Buffalo BBQ BBQ BBQ Creamy Ranch Sauce No Dipping Sauce Creamy Ranch Sauce	\$20.49
	[10% off entire order]	-\$2.05
	Subtotal	\$18.44
	Tax	\$1.45
	Total	\$19.89

Half/Half, Description, Split, Next Split, Manager Functions

Void an Order/Item

1. Look up the Order



Menu

Pizza, Starters, Beverages, Sandwiches, Desserts, Misc, Level Pricing, Lunch Specials, Salads, Pasta

Order

Order #: 1, User: Tyler K., Table #: 1, 20 minutes, Sue Fly

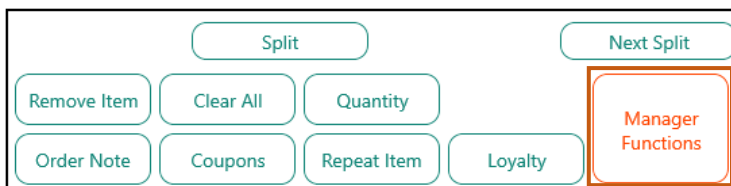
Select Order Type: Dine In

Gratuity, Remove Customer

QTY	DESCRIPTION	PRICE
1	Reeses PB Brownie	\$1.99
1	Rueben	\$7.39
	French Fries	\$2.09
	[Sandwich and Fries]	-\$0.98
	Subtotal	\$10.49
	Tax	\$1.06
	1% Gratuity	\$0.10
	Total	\$11.65

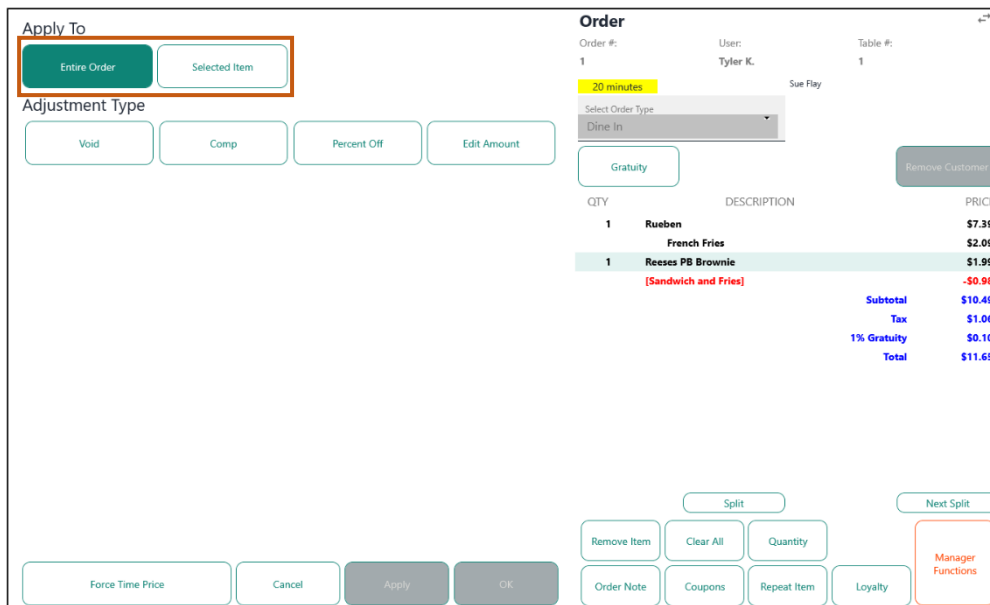
Half/Half, Description, Split, Next Split, Manager Functions

2. Select **Manager Functions** located below the order



Split, Next Split, Remove Item, Clear All, Quantity, Order Note, Coupons, Repeat Item, Loyalty, **Manager Functions**

- Highlight the item you want to void and tap **Selected Item** or tap **Entire Order** to void the entire order



Apply To

Entire Order Selected Item

Adjustment Type

Void Comp Percent Off Edit Amount

Order

Order #: 1 User: Tyler K. Table #: 1

20 minutes Sue Flay

Select Order Type: Dine In

Gratuity Remove Customer

QTY	DESCRIPTION	PRICE
1	Rueben	\$7.39
1	French Fries	\$2.09
1	Reeses PB Brownie	\$1.99
	[Sandwich and Fries]	-\$0.98
	Subtotal	\$10.49
	Tax	\$1.06
	1% Gratuity	\$0.10
	Total	\$11.65

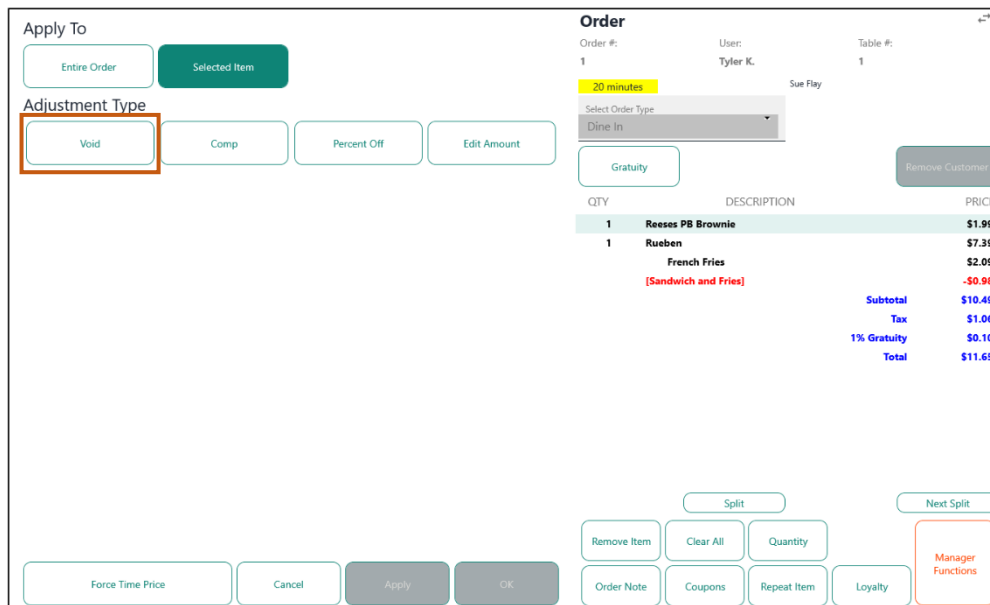
Force Time Price Cancel Apply OK

Split Next Split

Remove Item Clear All Quantity Manager Functions

Order Note Coupons Repeat Item Loyalty

- Then tap **Void** in the **Adjustment Type** section



Apply To

Entire Order Selected Item

Adjustment Type

Void Comp Percent Off Edit Amount

Order

Order #: 1 User: Tyler K. Table #: 1

20 minutes Sue Flay

Select Order Type: Dine In

Gratuity Remove Customer

QTY	DESCRIPTION	PRICE
1	Reeses PB Brownie	\$1.99
1	Rueben	\$7.39
1	French Fries	\$2.09
	[Sandwich and Fries]	-\$0.98
	Subtotal	\$10.49
	Tax	\$1.06
	1% Gratuity	\$0.10
	Total	\$11.65

Force Time Price Cancel Apply OK

Split Next Split

Remove Item Clear All Quantity Manager Functions

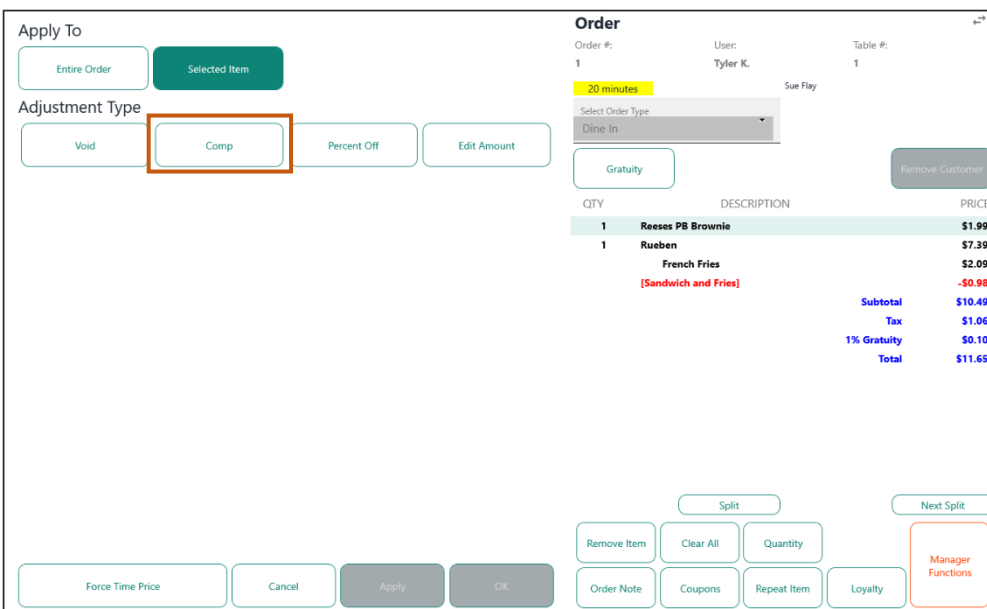
Order Note Coupons Repeat Item Loyalty

- Tap **OK**
- Complete Order

Comp an Order/Item

- Look up the Order
- Select **Manager Functions** located below the order
- Highlight the item you want to comp and tap **Selected Item** or tap **Entire Order** to comp the entire order

- Then tap **Comp** in the **Adjustment Type** section



Apply To

Entire Order | **Selected Item**

Adjustment Type

Void | **Comp** | Percent Off | Edit Amount

Order

Order #: 1 | User: Tyler K. | Table #: 1

20 minutes | Sue Flay

Select Order Type: Dine In

Gratuity | Remove Customer

QTY	DESCRIPTION	PRICE
1	Reeses PB Brownie	\$1.99
1	Rueben	\$7.39
	French Fries	\$2.09
	[Sandwich and Fries]	-\$0.98
	Subtotal	\$10.49
	Tax	\$1.06
	1% Gratuity	\$0.10
	Total	\$11.65

Force Time Price | Cancel | Apply | OK

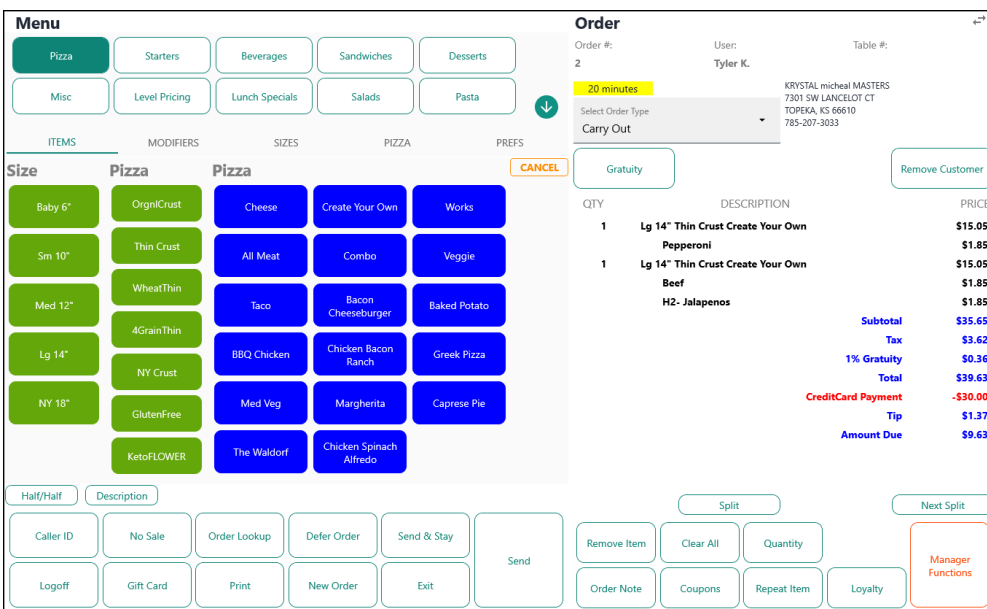
Split | Next Split

Remove Item | Clear All | Quantity | Order Note | Coupons | Repeat Item | Loyalty | Manager Functions

- Tap **OK**
- Complete Order

Remove Payment

- Look up the Order



Menu

Pizza | Starters | Beverages | Sandwiches | Desserts

Misc | Level Pricing | Lunch Specials | Salads | Pasta

ITEMS | MODIFIERS | SIZES | PIZZA | PREFS

Size

Baby 6" | Sm 10" | Med 12" | Lg 14" | NY 18"

Pizza

OrignCrust | Thin Crust | WheatThin | 4GrainThin | NY Crust | GlutenFree | KetoFLOWER

Pizza

Cheese | All Meat | Taco | BBQ Chicken | Med Veg | The Waldorf

Create Your Own | Combo | Bacon Cheeseburger | Chicken Bacon Ranch | Margherita

Works | Veggie | Baked Potato | Greek Pizza | Caprese Pie | Chicken Spinach Alfredo

Order

Order #: 2 | User: Tyler K. | Table #: 1

20 minutes | KRISTAL michael MASTERS

Select Order Type: Carry Out

Gratuity | Remove Customer

QTY	DESCRIPTION	PRICE
1	Lg 14" Thin Crust Create Your Own	\$15.05
	Pepperoni	\$1.85
1	Lg 14" Thin Crust Create Your Own	\$15.05
	Beef	\$1.85
	H2- Jalapenos	\$1.85
	Subtotal	\$35.65
	Tax	\$3.62
	1% Gratuity	\$0.36
	Total	\$39.63
	CreditCard Payment	-\$30.00
	Tip	\$1.37
	Amount Due	\$9.63

Half/Half | Description

Caller ID | No Sale | Order Lookup | Defer Order | Send & Stay | Send

Logoff | Gift Card | Print | New Order | Exit

Split | Next Split

Remove Item | Clear All | Quantity | Order Note | Coupons | Repeat Item | Loyalty | Manager Functions

- Highlight the Payment line (red text) on the Order and tap **Remove Payment**.

Order

Order #: 2 User: Tyler K. Table #: KRISTAL micheel MASTERS
7301 SW LANCELOT CT
TOPEKA, KS 66610
785-207-3033

20 minutes

Select Order Type: Carry Out

Gratuity Remove Customer

QTY	DESCRIPTION	PRICE
1	Lg 14" Thin Crust Create Your Own	\$15.05
	Pepperoni	\$1.85
1	Lg 14" Thin Crust Create Your Own	\$15.05
	Beef	\$1.85
	H2- Jalapenos	\$1.85
	Subtotal	\$35.65
	Tax	\$3.62
	1% Gratuity	\$0.36
	Total	\$39.63
	CreditCard Payment	-\$30.00
	Tip	\$1.37
	Amount Due	\$9.63

Split Next Split

Remove Payment Clear All Quantity Manager Functions

Item Note Coupons Repeat Item Loyalty

- Select **Yes**

Menu

Pizza Starters Beverages Sandwiches Desserts

Misc. Level Pricing Lunch Specials Salads Pasta

ITEMS MODIFIERS SIZES PIZZA PREPS

Size Pizza Pizza

Baby 6" Original Cheese

Sm 10" Thin Crust All Meat

Med 12" Wheat Thin Taco

Lg 14" 4GuanThin BBQ Chicken

NY 16" NY Crust Med Veg

Gluten Free

Keto FLOWER The Waldorf Chicken Spinach Alfredo

Half/Half Description

Caller ID No Sale Order Lookup Defor Order Send & Stay Send

Logoff Gift Card Print New Order Exit

Order

Order #: 2 User: Tyler K. Table #: KRISTAL micheel MASTERS
7301 SW LANCELOT CT
TOPEKA, KS 66610
785-207-3033

20 minutes

Select Order Type: Carry Out

Gratuity Remove Customer

DESCRIPTION	PRICE
Lg 14" Thin Crust Create Your Own	\$15.05
Pepperoni	\$1.85
Lg 14" Thin Crust Create Your Own	\$15.05
Beef	\$1.85
H2- Jalapenos	\$1.85
Subtotal	\$35.65
Tax	\$3.62
1% Gratuity	\$0.36
Total	\$39.63
CreditCard Payment	-\$30.00
Tip	\$1.37
Amount Due	\$9.63

Split Next Split

Remove Payment Clear All Quantity Manager Functions

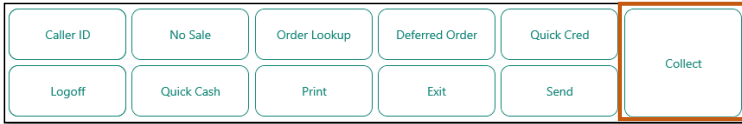
Order Note Coupons Repeat Item Loyalty

- Apply correct payment or modify order
- Complete Order

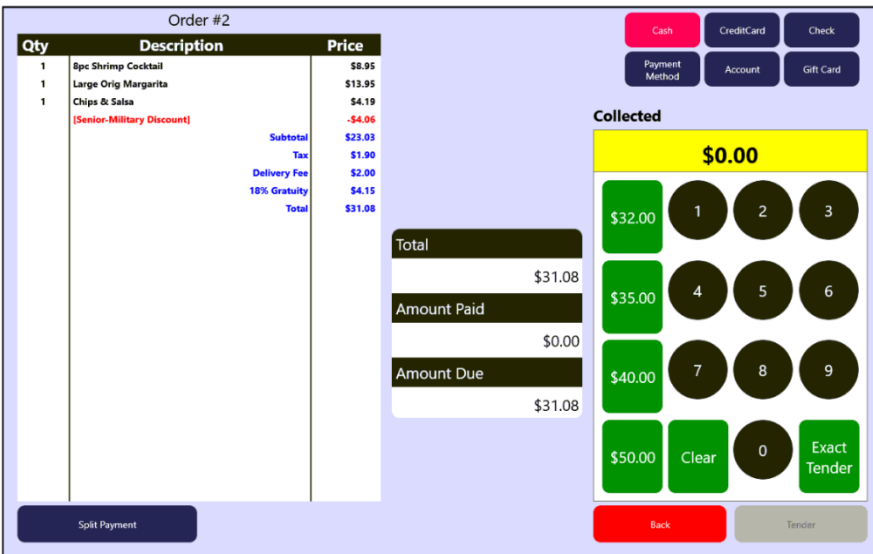
Payment Methods

Tendering an Order

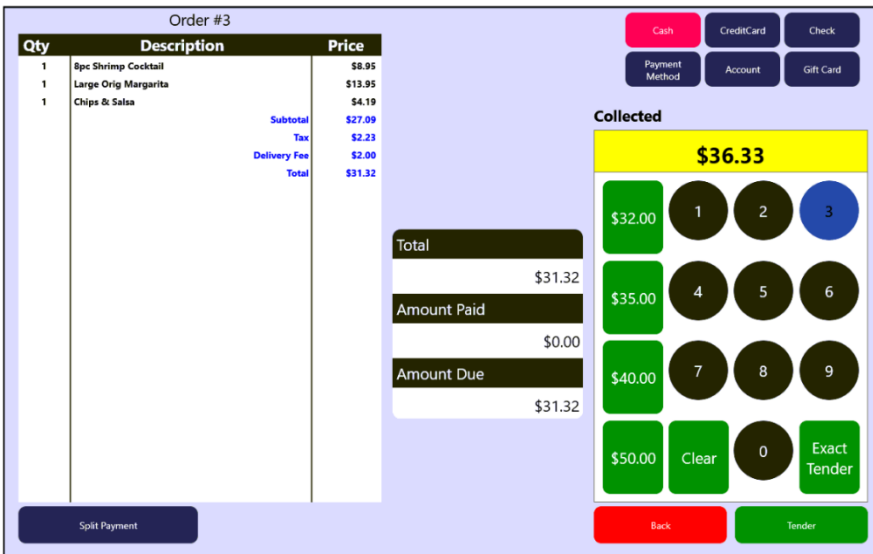
1. Look up or enter the Order
2. Tap **Collect**



3. Select the tender type, Cash, Credit, etc. In this example, **Cash** is selected.



4. Enter amount collected. Use the suggested amount buttons or the **Exact Tender** button for the exact amount.



5. Tap **Tender**. If suggested amount buttons or **Exact Tender** buttons are used, order will be sent without needing to tap **Tender**.

Tendering a Credit Card

1. Look up or enter the Order
2. Tap **Collect**
3. Select the tender type, **Credit**
4. Amount will default to amount due

Order #3

Qty	Description	Price
1	8pc Shrimp Cocktail	\$8.95
1	Large Orig Margarita	\$13.95
1	Chips & Salsa	\$4.19
	Subtotal	\$27.09
	Tax	\$2.23
	Delivery Fee	\$2.00
	Total	\$31.32

Cash

CreditCard

Check

Payment Method

Account

Gift Card

\$31.32

1

2

3

4

5

6

7

8

9

Clear

0

Authorize

Split Payment

Force

Pre-Auth Tip

Back

5. The customer then dips or swipes credit card
6. Enter additional data if prompted, i.e. Address Verification
7. Tap Authorize (if necessary)
8. Credit Merchant and Customer Receipt will print

Gift Cards

1. Look up or enter the Order
2. Tap **Collect**
3. Select the tender type, **Gift Card**

4. Amount will default to amount due



Qty	Description	Price
1	Bpc Shrimp Cocktail	\$8.95
1	Large Orig Margarita	\$13.95
1	Chips & Salsa	\$4.19
	Subtotal	\$27.09
	Tax	\$2.23
	Delivery Fee	\$2.00
	Total	\$31.32

Order #3

Cash CreditCard Check

Payment Method Account **Gift Card**

\$31.32

1 2 3

4 5 6

7 8 9

Clear 0 Submit

Split Payment Manual Entry Back

5. Swipe gift card or tap **Manual Entry**
 - a. If using **Manual Entry**, enter the Gift Card number in the field provided
 - b. Tap **Submit**
6. Customer receipt will print
 - If amount due exceeds gift card balance, system will show remaining available balance
 - If gift card amount is not sufficient to cover entire Order, return to collect screen and enter partial payment amount and choose method of payment

Customer Account

Please Note: Customer record attached to Order must have an open Account to use this Payment Method.

1. Look up or enter the Order
2. Tap **Collect**
3. Select the tender type, **Account**



Qty	Description	Price
1	Bpc Shrimp Cocktail	\$8.95
1	Large Orig Margarita	\$13.95
1	Chips & Salsa	\$4.19
	Subtotal	\$27.09
	Tax	\$2.23
	Delivery Fee	\$2.00
	Total	\$31.32

Order #3

Cash CreditCard Check

Payment Method **Account** Gift Card

Collected

\$0.00

\$32.00 1 2 3

\$35.00 4 5 6

\$40.00 7 8 9

\$50.00 Clear 0 Exact Tender

Back Tender

Split Payment

Total \$31.32

Amount Paid \$0.00

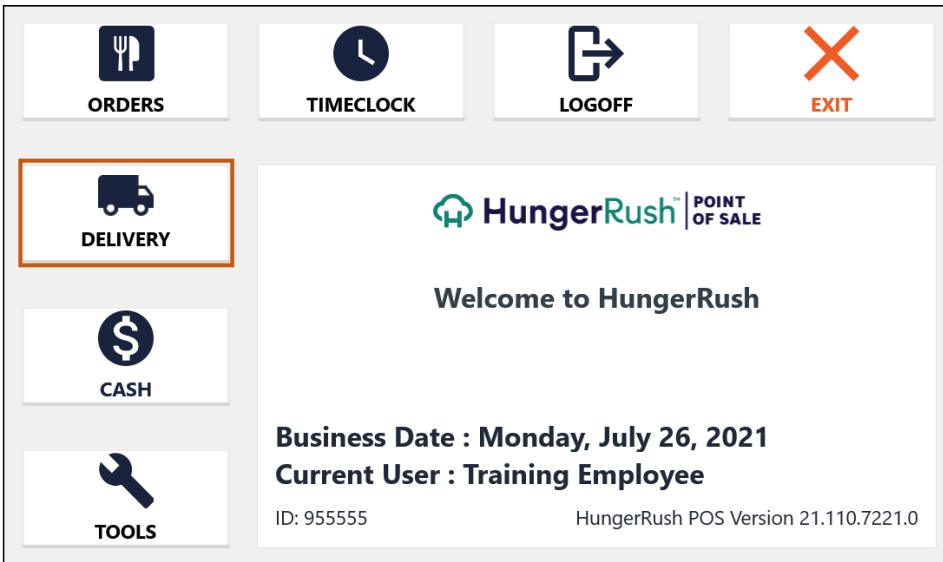
Amount Due \$31.32

4. Amount will default to amount due
5. Select **Exact Tender**
6. Customer receipt and store copy will print for customer to sign

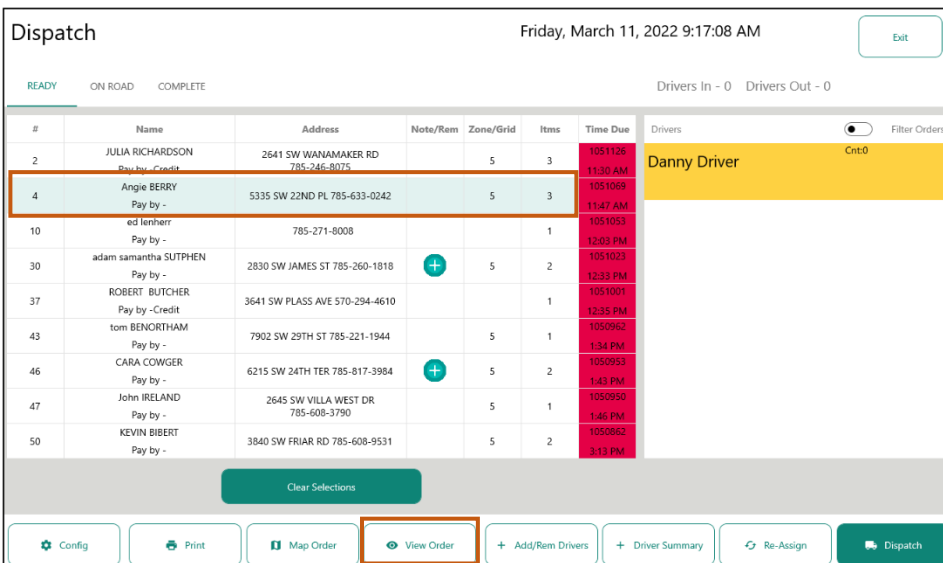
Delivery

View Order

1. Select Delivery



2. Highlight the Order and tap **View Order**



- The order displays. To switch to other orders, highlight a different order on the left side of screen

Dispatch

Friday, March 11, 2022 9:24:08 AM

Exit

READY ON ROAD COMPLETE

Drivers In - 0 Drivers Out - 0

#	Name	Address	Note/Rem	Zone/Grid	Items	Time Due
2	JULIA RICHARDSON Pay by -Credit	2641 SW WANAMAKER RD 785-246-8075		5	3	1051133 11:30 AM
4	Angie BERRY Pay by -	5335 SW 22ND PL 785-633-0242		5	3	1051076 11:47 AM
10	ed lenherr Pay by -	785-271-8008			1	1051000 12:03 PM
30	adam samantha SUTPHEN Pay by -	2830 SW JAMES ST 785-260-1818	+	5	2	1051030 12:33 PM
37	ROBERT BUTCHER Pay by -Credit	3641 SW PLASS AVE 570-294-4610			1	1051008 12:35 PM
43	tom BENORTHAM Pay by -	7902 SW 29TH ST 785-221-1944		5	1	1050969 1:34 PM
46	CARA COWGER Pay by -	6215 SW 24TH TER 785-817-3984	+	5	2	1050960 1:43 PM
47	John IRELAND Pay by -	2645 SW VILLA WEST DR 785-608-3790		5	1	1050957 1:46 PM
50	KEVIN BIBERT Pay by -	3840 SW FRIAR RD 785-608-9531		5	2	1050869 3:13 PM

Order #4

Angie BERRY

Carry Out

5335 SW 22ND PL

Taken by Chelsea Root

785-633-0242

11:27 AM

None Details

QTY	DESCRIPTION	PRICE
1	Baby 6" OrgniCrust Baked Potato	\$5.99
1	1 Slice	\$2.59
	Works	
	One Box	
1	2 Slice	\$4.69
	All Meat	
	All Meat	
	One Box	
	Subtotal	\$13.27
	Tax	\$1.35

Close Order View

Config

Print

Map Order

View Order

Add/Rem Drivers

Driver Summary

Re-Assign

Dispatch

- To close Viewer, select **Close Order View**

Map Order

- Select Delivery
- Highlight the order(s) to be mapped and tap **Map Order**

Dispatch

Friday, March 11, 2022 9:17:08 AM

Exit

READY ON ROAD COMPLETE

Drivers In - 0 Drivers Out - 0

#	Name	Address	Note/Rem	Zone/Grid	Items	Time Due
2	JULIA RICHARDSON Pay by -Credit	2641 SW WANAMAKER RD 785-246-8075		5	3	1051126 11:30 AM
4	Angie BERRY Pay by -	5335 SW 22ND PL 785-633-0242		5	3	1051068 11:47 AM
10	ed lenherr Pay by -	785-271-8008			1	1051053 12:03 PM
30	adam samantha SUTPHEN Pay by -	2830 SW JAMES ST 785-260-1818	+	5	2	1051023 12:33 PM
37	ROBERT BUTCHER Pay by -Credit	3641 SW PLASS AVE 570-294-4610			1	1051001 12:35 PM
43	tom BENORTHAM Pay by -	7902 SW 29TH ST 785-221-1944		5	1	1050962 1:34 PM
46	CARA COWGER Pay by -	6215 SW 24TH TER 785-817-3984	+	5	2	1050953 1:43 PM
47	John IRELAND Pay by -	2645 SW VILLA WEST DR 785-608-3790		5	1	1050950 1:46 PM
50	KEVIN BIBERT Pay by -	3840 SW FRIAR RD 785-608-9531		5	2	1050862 3:13 PM

Drivers

Filter Orders

Danny Driver

Cnt0

Clear Selections

Config

Print

Map Order

View Order

Add/Rem Drivers

Driver Summary

Re-Assign

Dispatch

- To review directions on the screen, select Show Directions
- To print directions on the receipt printer, select Print Directions
- To print map on an office style printer, select Print
- To close map, select Close Map

Dispatch Driver

- Select Delivery
- Highlight the Order or Orders to dispatch
- Highlight the Driver to deliver the orders

4. Select Dispatch
5. Menu Reminders may appear, select Close
6. Orders go to On Road stage and Driver shows On Road (highlighted red)

Return Driver

1. Select Delivery
2. Highlight the Driver to return
3. Select Return Driver

Track Order

1. Select Delivery
2. Review the screen set to stag Ready to see if the Order is still in house
3. Select On Road stage, review screen for Order
4. When you find the order you can see how many minutes have passed since the order was entered and if dispatched, how long it has been on delivery
5. Select Exit

Remove Order from Driver

1. Select Delivery
2. Select On Road
3. Highlight Order to remove dispatch
4. Select Remove Dispatch
5. Order will be placed on Ready stage

Remove Order from Dispatch

1. Select Delivery
2. Select On Road
3. Highlight Order to remove dispatch
4. Select Remove Dispatch
5. Order will be placed on Ready stage

Reassign Dispatch

1. Select Delivery
2. Select On Road
3. Highlight Order to reassign
4. Highlight new Driver
5. Select Reassign
6. Orders dispatch time will remain unchanged

Add Employee as Driver

1. Select Delivery
2. Select Add/Remove Drivers
3. Log in for approval
4. Check the Employee to add as a Driver
5. Select Return to Dispatch

Cash Controls

Cash Drawer Drop

1. Go to the physical cash drawer to create the drop
2. Log in and select Cash
3. Select Drawer Drop
4. Select the drawer to drop from
5. Select New Drop
6. Enter Tips and check Credit Cards to drop
7. Enter Cash and Checks
8. Select drop destination , Drawer or Safe
9. Select Drop
10. Confirm drop amount, select Yes
11. Select Print
12. Select Exit
13. Logoff

Driver Drop

1. Highlight Driver for drop
2. Select Driver Summary
3. Log in for approval
4. Select Drop
5. Enter Tips and check Credit Cards to drop
6. Enter Cash and Checks
7. Select drop destination Drawer
8. Select Drop
9. Confirm drop amount, select Yes
10. Select Print
11. Select Return to Dispatch
12. Select Exit
13. Logoff

Cash Paid Out

1. Go to Cash Drawer workstation
2. Log in and select Cash
3. Select Paid-Out
4. Enter amount
5. Select Acct Cat, if required
6. Enter Payout Description
7. Select Tender
8. Select Print
9. Logoff

Cash Receipts

1. Go to Cash Drawer workstation
2. Log in and select Cash
3. Select Paid-Ins
4. Enter amount
5. Select Acct Cat, if required
6. Enter Pay in Description
7. Select Tender

8. Select Print
9. Logoff

Closing Shift/Day

Validate All Orders Closed

1. Log in and select Orders
2. Select Unpaid button at bottom of screen
3. Select each Order Type to see if there are any unpaid orders
4. If Exclude Delivery is the default Order Type, you may only need to review Delivery order type
5. If any orders are found Unpaid, the orders must be paid or voided before reconciling the final cash drawer

Balancing a Cash Drawer

1. Log in and select Cash
2. Select Balance Drawer
3. Select Close Drawer
4. Select Detail
5. Select each tab, Account, Gift, Credit, Check
6. Review the transactions
7. Enter Tips (if required) and check each transaction to reconcile
8. Select Summary
9. Enter in Cash in Actuals field
10. You may also use the denominations calculator in Detail section under the Cash tab
11. Once Actuals are complete select Balance Drawer
12. Select Yes
13. Select Yes
14. Select Print
15. Select Exit
16. Logoff

Cashing Out a Drawer

1. Log in and select Cash
2. Select Employee Cashout
3. Select the Driver from the drop down list
4. *You can also access the Driver Cashout through Delivery; highlight Driver, select Driver Summary, log on for approval, select Driver Cash Out
5. Select Close Driver
6. Select Detail
7. Select each tab, Account, Gift, Credit, Check
8. Review the transactions
9. Enter Tips (if required) and check each transaction to reconcile
10. Select Summary
11. Enter in Cash in Actuals field
12. Enter Other Tips (if necessary)
13. Once Actuals are complete select Balance Driver
14. Select Yes
15. Select Yes
16. Select Print
17. Select Exit
18. Logoff

Cashing Out a Server

1. Log in and select Cash

2. Select Employee Cashout
3. Select the Server from the drop-down list
4. Select Close Server
5. Select Detail
6. Select each tab, Account, Gift, Credit, Check
7. Review the transactions
8. Enter Tips (if required) and check each transaction to reconcile
9. Select Summary
10. Enter in Cash in Actuals field
11. Enter Other Tips (if necessary)
12. Once Actuals are complete select Balance Server
13. Select Yes
14. Select Yes
15. Select Print
16. Select Exit
17. Logoff

Edit Employee Time Clock

1. Log in and select Edit Time
2. Highlight the employee record to edit
3. The employee list defaults to Active employees currently on the clock
4. Switch to All to view all employee records for the day
5. Select Clock Out to clock out an employee
6. Enter accurate clock out date and time
7. Select Save
8. Select Edit to modify an employee's time
9. Enter accurate In Time and Out Time
10. Select Save

Post Deposit

1. Log in and select Cash
2. Select Deposit
3. Validate the accurate business date
4. Select New Deposit
5. Check the Cash Drawer, Safe Drops, Servers and/ Driver to include in the Deposit
6. Enter the Actual amounts for each tender, Cash, Checks, Credit, Gift and Account
7. Select Save
8. Select Print
9. Select Exit
10. Logoff

Closing the Day

1. Log in and select Mgmt
2. Select Close Day
3. Validate Open Orders is clear
4. Validate Open Cash Drawers is clear
5. Validate zero Employees are on the clock
6. Enter any Comments for the day, weather, special events, etc.
7. Select Close Day

Manually Batching Credit Cards

1. Credit cards can be set to batch upon close of day. If the day has already closed, credit cards have already been batched
2. To manually batch your credit cards, go to Close Day screen
3. Select CC Mgr
4. Click Batch

Hardware Troubleshooting

Cash Drawer Will Not Open

1. If **Cash Drawer** is plugged into the **Epson Receipt Printer**, validate the printer has power, no error lights are present on the printer, and you can successfully print a receipt to the printer.
2. If you are unable to print to the printer, complete a printer self-test by turning off the printer, holding the feed button down while turning the printer back on, a test receipt will print and the error light will flash, press the feed button one more time and the self-test will be complete.
3. Restart the printer on the printer's workstation, go to Utilities, select **Restart Printer**.
4. Validate **Cash Drawer** cable is plugged securely into the back of the printer
5. If the Cash Drawer is plugged into the back of an All-In-One workstation, first exit the HungerRush program on that workstation and reload the HungerRush program
6. If Cash Drawer still does not open, reboot the All-In-One workstation
7. Check to see if there is a key available to open the cash drawer temporarily and contact [HungerRush Customer Support](#) for additional assistance.

Printer Not Printing

1. Complete a printer self-test by turning off the printer, holding the feed button down while turning the printer back on, a test receipt will print and the error light will flash, press the feed button one more time and the self-test will be complete
2. Restart the printer on the printer's workstation, go to Utilities, select Restart Printer, for kitchen printers, Restart Printer on Revent1
3. On printer's workstation, select Config, Printers, highlight the printer not working and press Test Print, this should print a Windows test page
4. Check all connections between the printer and the workstation
5. For additional assistance, contact [HungerRush Customer Support](#)

Technical Support

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