HungerRush™

Daily

Operations

**GETTING STARTED
GUIDE**

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Opening the Day

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

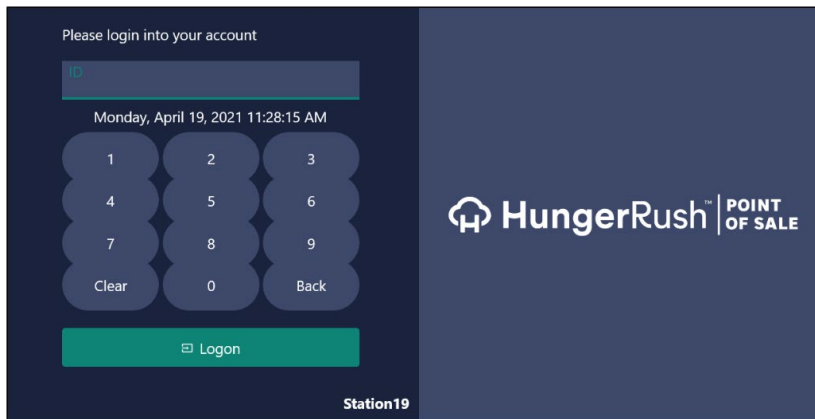## Clocking In

1. Open **HungerRush** app

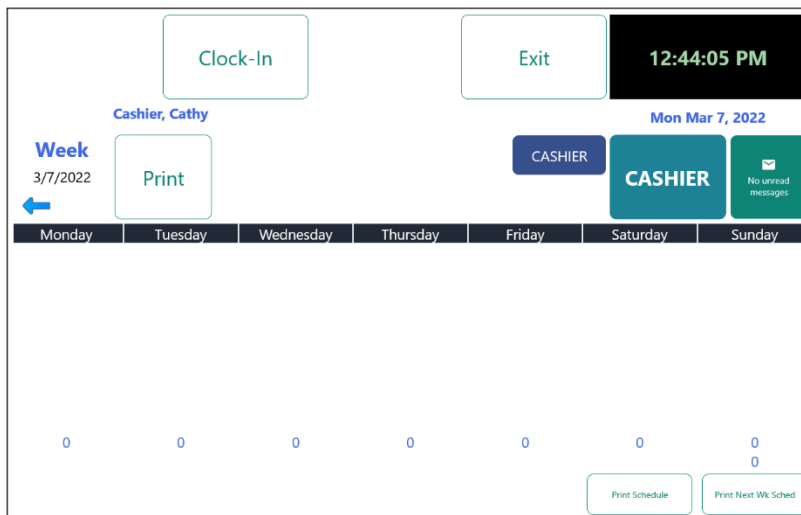
2. Proceed to next step based upon user role (**Hourly Paid** or **Salaried**):
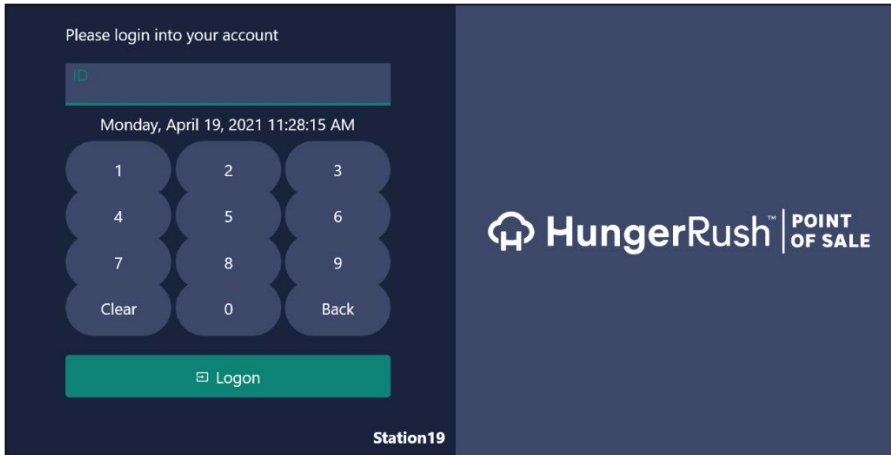
   - **Hourly Paid users:**
     a. Enter **Employee Login** and tap **Enter**
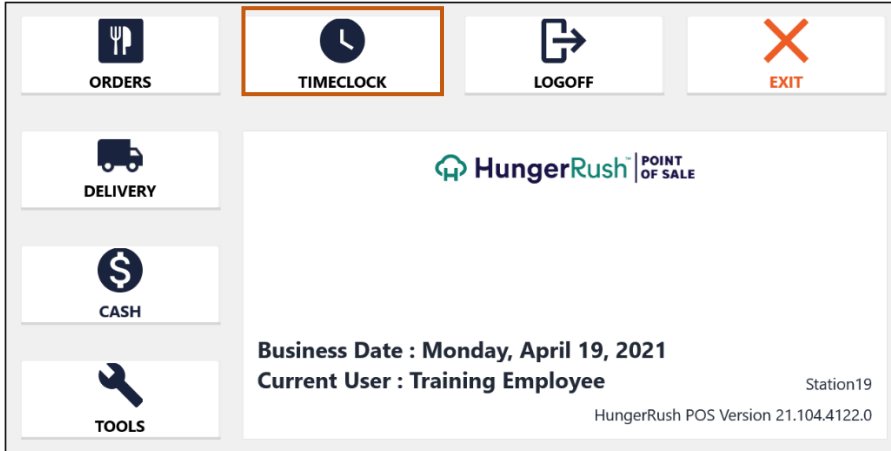

     b. Tap **Clock-In**
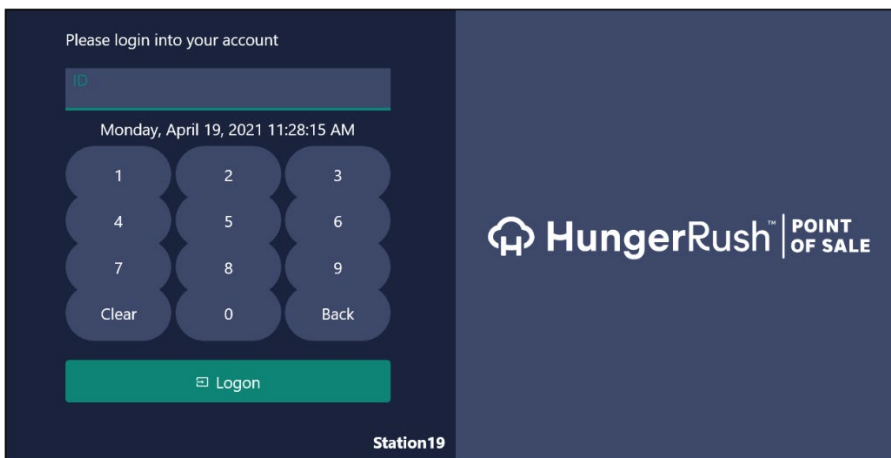
- **Salaried users:** On the **Clock In** screen:
  a. Enter **Employee Login**

  b. Select **TimeClock**

  c. Enter **Employee Login** again

d. Select **Clock-In**
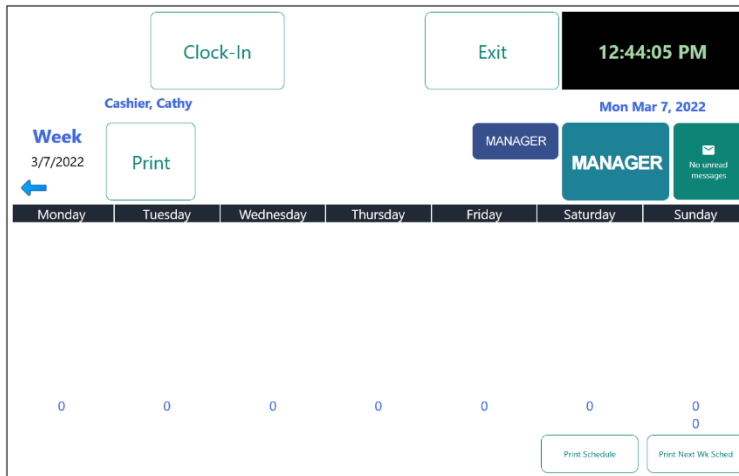
3. System automatically returns to **HungerRush Welcome** screen
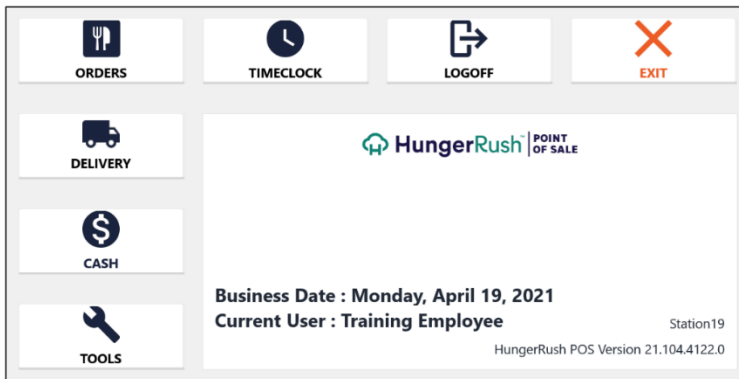
Starting Cash Drawer

1. From the **HungerRush Welcome** screen, select **Cash**
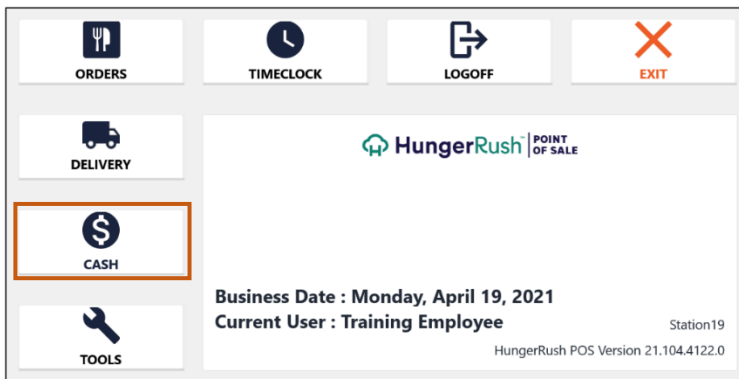
2. Count cash in drawer

3. Tap **Start Cash Drawer**
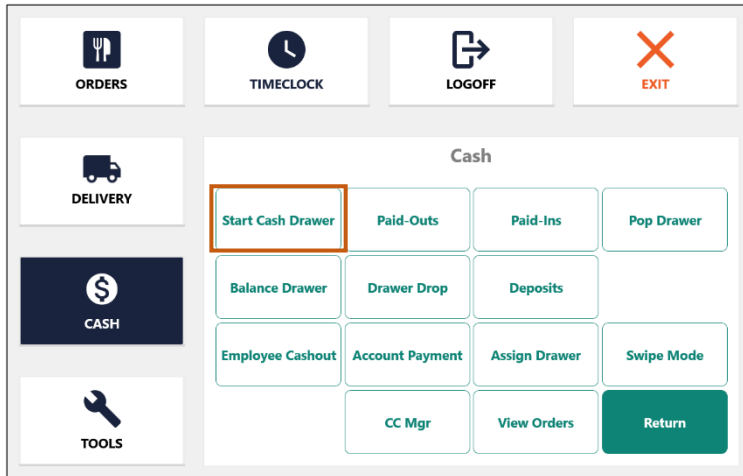
4. Tap **Verify**
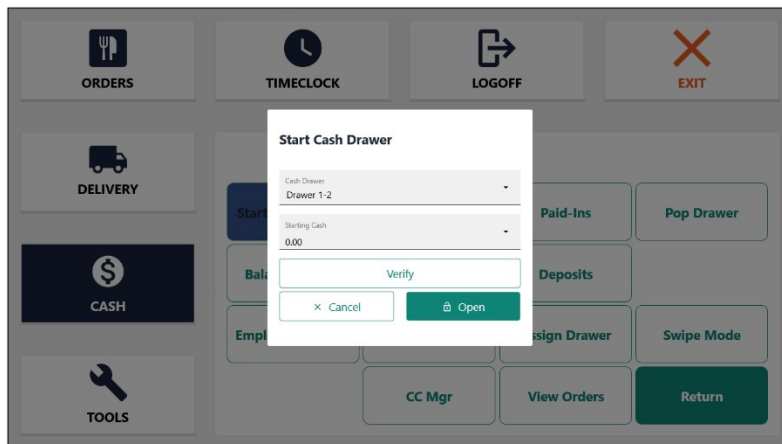
5. Verify the accuracy of Starting Cash by entering each denomination in the **Count** column (for cash) and **Rolls** column (for rolled coin), then tap **Accept**
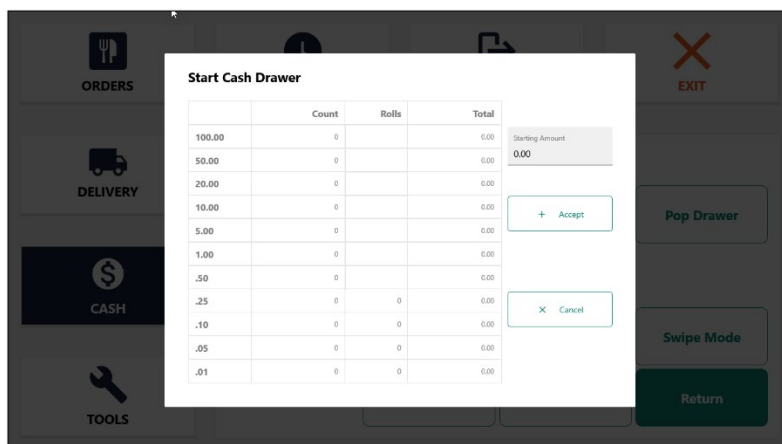
![HungerRush logo]

6. Then tap **Open**
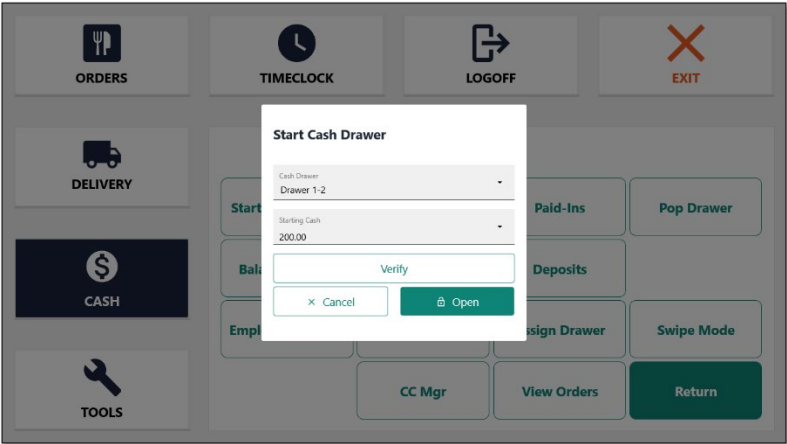
Orders

Using Caller ID for Customer Look Up

1. From the **HungerRush Welcome** screen, select **Orders**
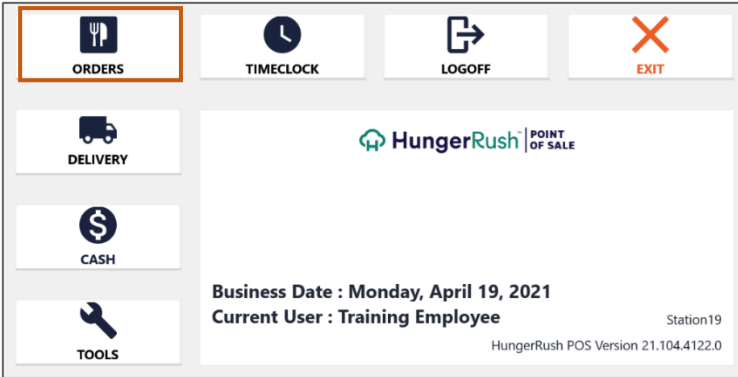
2. Tap **Caller ID**
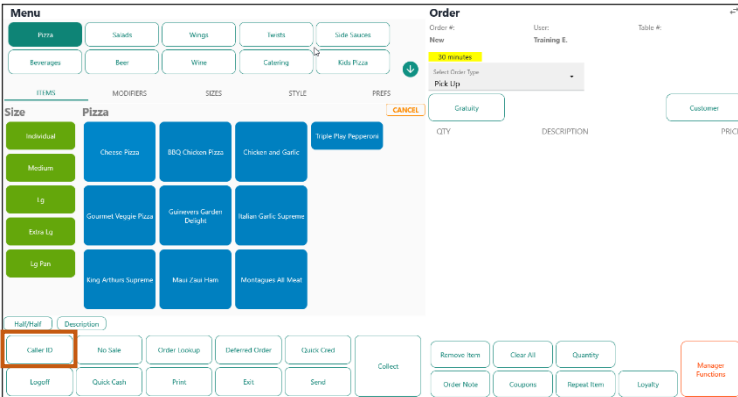
3. Select the **Line #**
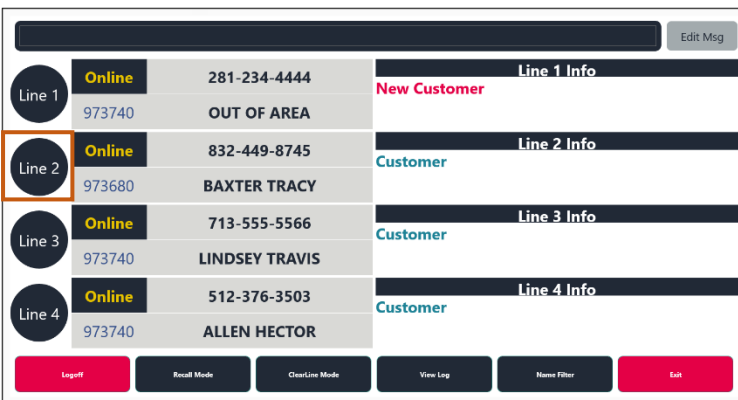
4. Select customer's **Order Type**
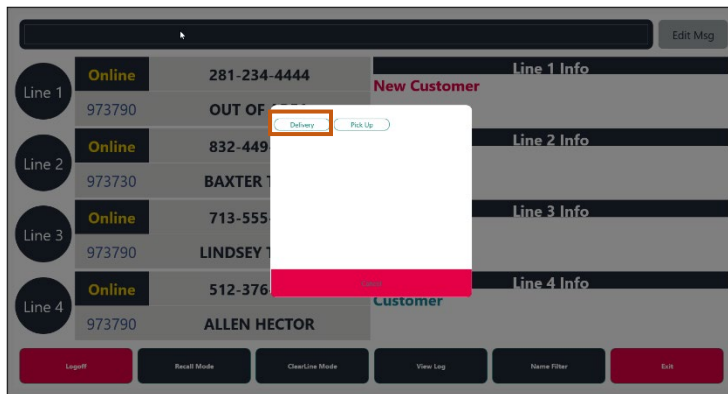
- If repeat customer, choose whether to **Use last order** by tapping **Yes** or **No**
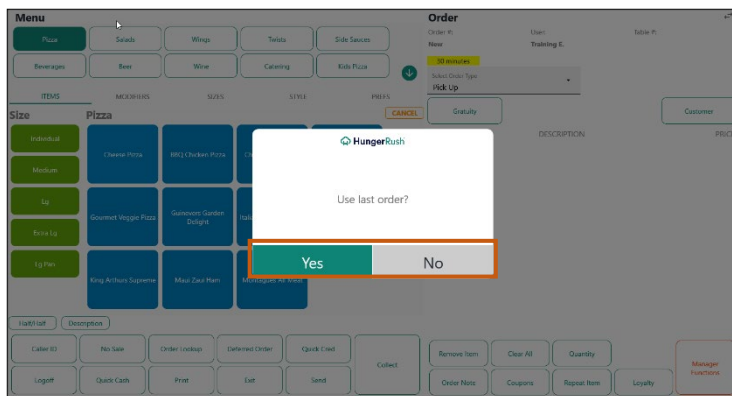
Use last order
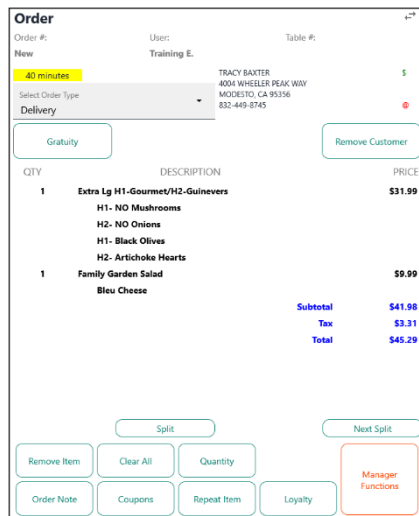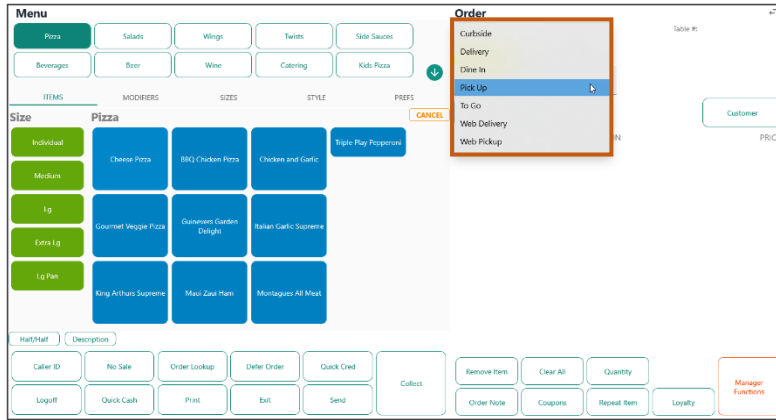
Do not Use last order
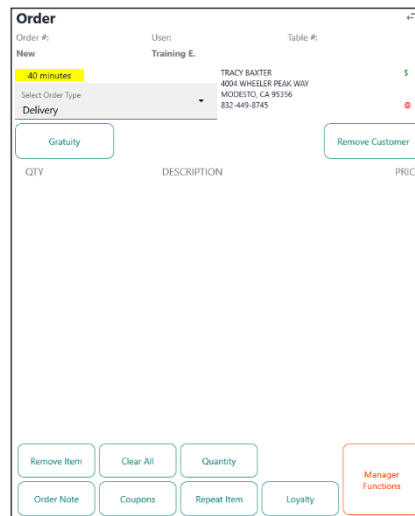
- If new customer and additional information is required, **Edit Customer** screen appears
- If new customer and Customer Record is complete, a new order begins

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

3. Tap **Customer**

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

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**

5. 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**.

6. Enter **Order**

Edit a Customer Record

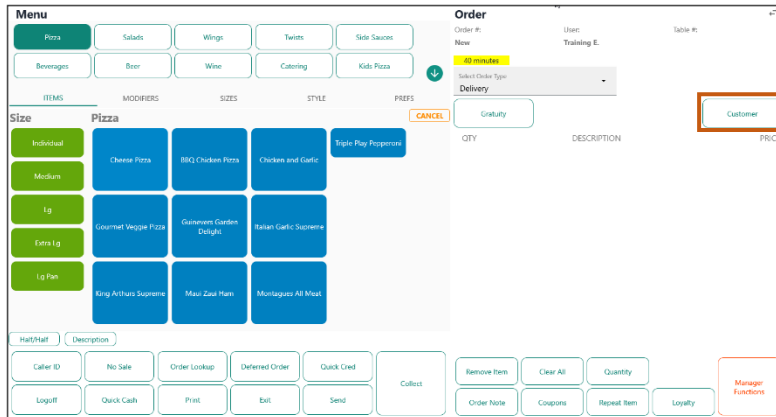1. From the **HungerRush Welcome** screen, select **Orders**
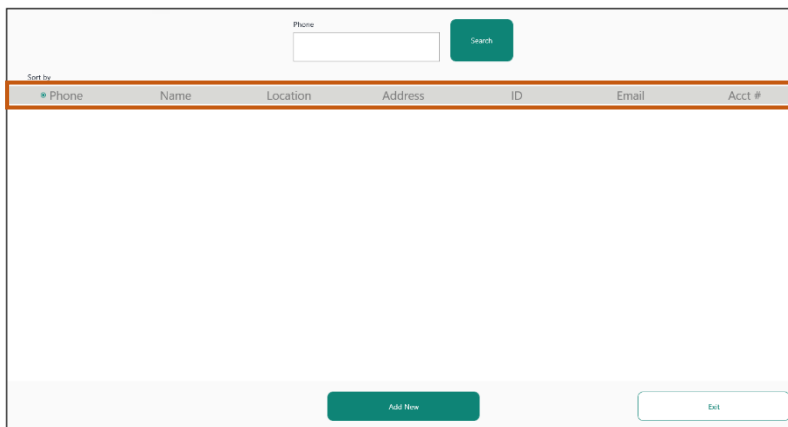2. Select the appropriate **Order Type** from the **Order Type** drop-down
3. Tap **Customer**
4. Choose **Search type** (Phone, Name, Location, Address, ID, Email or Acct #)
5. Enter **Search criteria** and tap **Find**
6. Customer record will appear in at the top of the order
7. Click on the **Customer's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

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

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**

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

Extra	Lite	Side			Prepare
Caller ID	No Sale	Order Lookup	Defer Order	Quick Cred	Collect
Logoff	Quick Cash	Print	Exit	Send	

Tendered immediately:
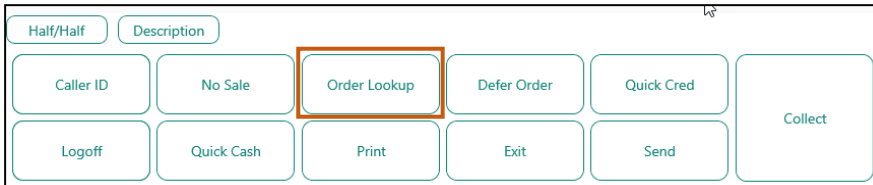
1. Enter Payment method
2. Enter Payment amount (if cash)

New Order

QTY	DESCRIPTION	PRICE
1	Individual Garden Salad	$6.99
	Creamy Ranch Dressing	

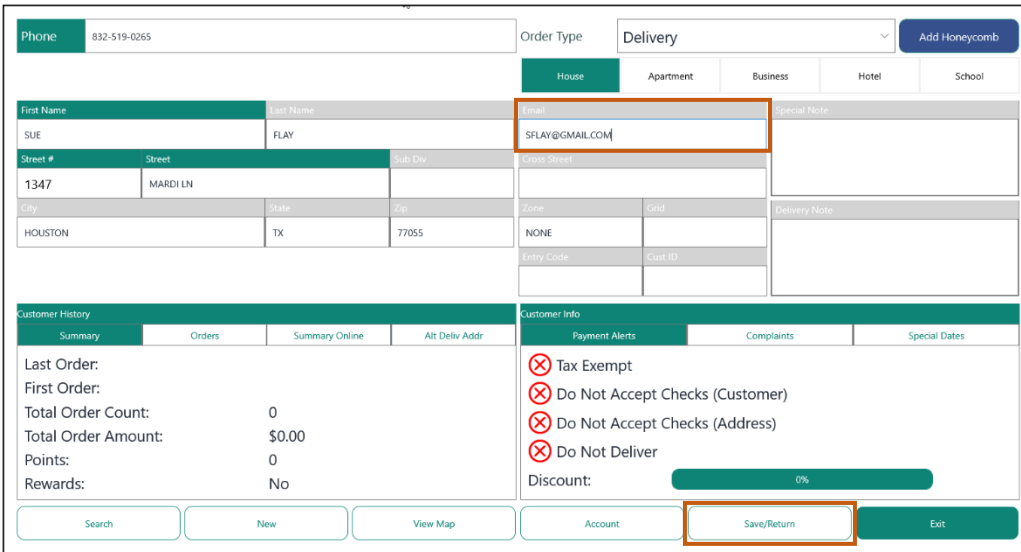|	
Subtotal	$6.99
Tax	$0.55
Total	$7.54

Collected

$0.00

Total	
	$7.54
Amount Paid	
	$0.00
Amount Due	
	$7.54

Cash · CreditCard · DoorDash · GrubHub · UberEats · Gift Card

$8.00	1	2	3
$10.00	4	5	6
$20.00	7	8	9
$50.00	Clear	0	Exact Tender

Split Payment · Back · Tender
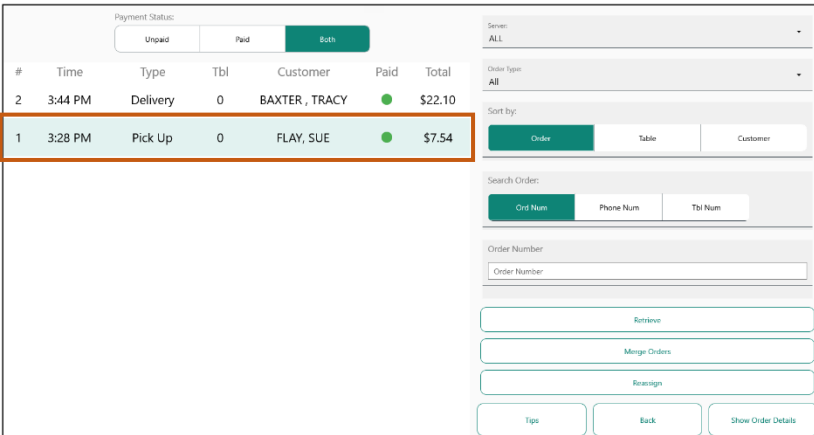
Look Up an Order

1. From the **HungerRush Welcome** screen, select **Orders**
2. Select **Order Lookup**
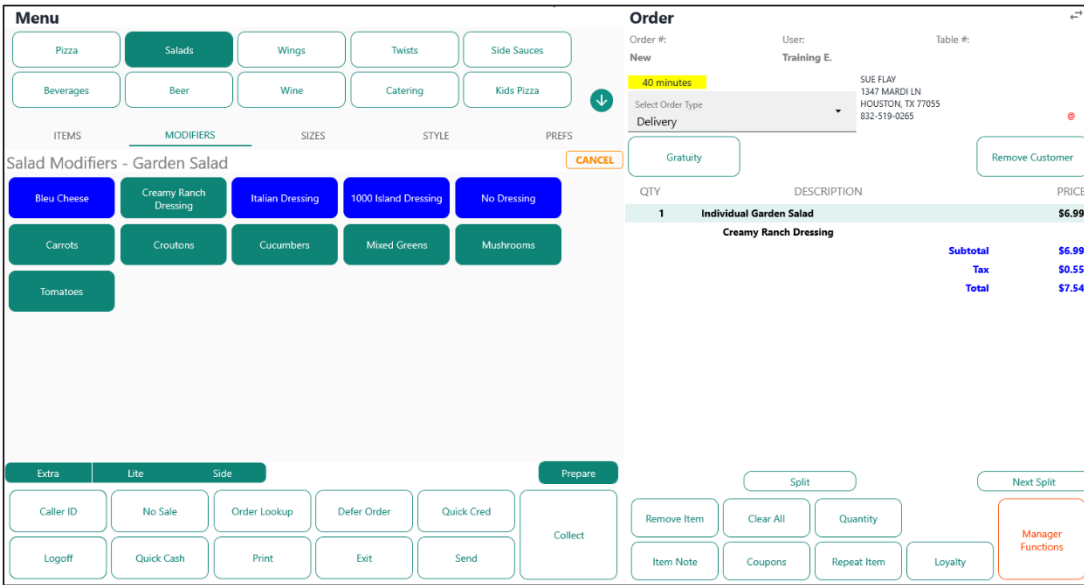
Half/Half	Description				
Caller ID	No Sale	Order Lookup	Defer Order	Quick Cred	Collect
Logoff	Quick Cash	Print	Exit	Send	

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**

Payment Status: Unpaid | Paid | Both
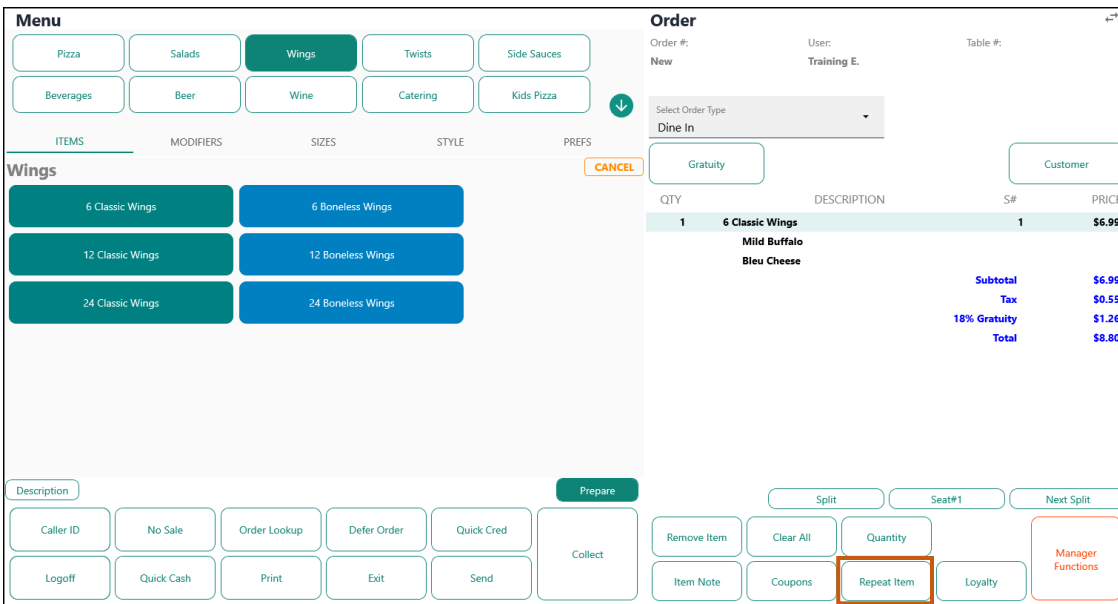
#	Time	Type	Tbl	Customer	Paid	Total
2	3:44 PM	Delivery	0	BAXTER , TRACY	●	$22.10
1	3:28 PM	Pick Up	0	FLAY, SUE	●	$7.54

Server: ALL

Order Type: All

Sort by: Order | Table | Customer

Search Order: Ord Num | Phone Num | Tbl Num

Order Number

Retrieve

Merge Orders

Reassign

Tips | Back | Show Order Details

4. The **Order** will open
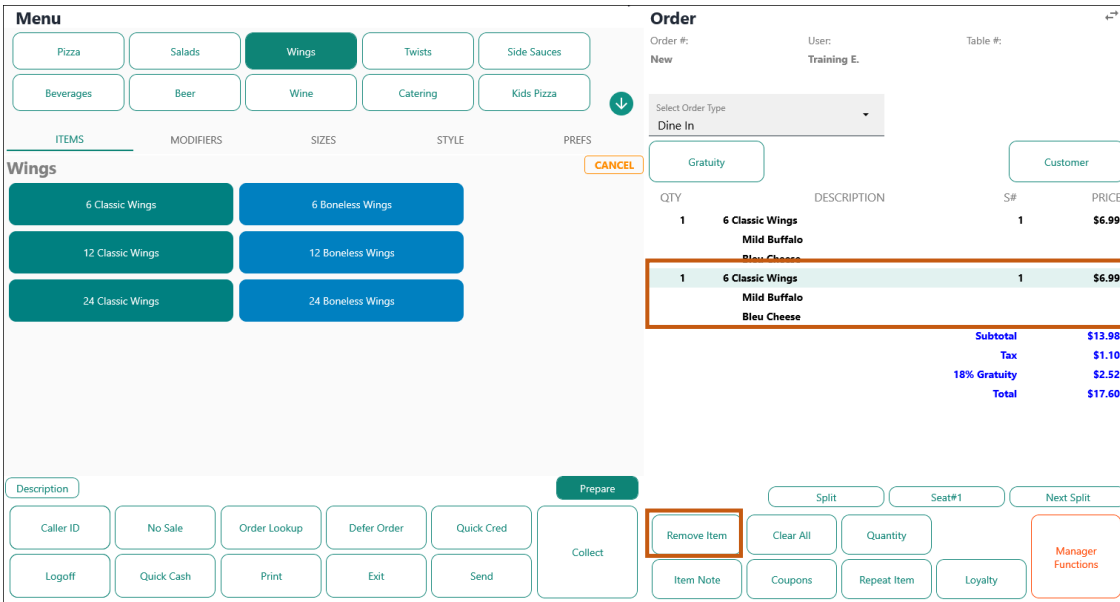
Repeat/Remove Item

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

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

4. The item will be removed

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.

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
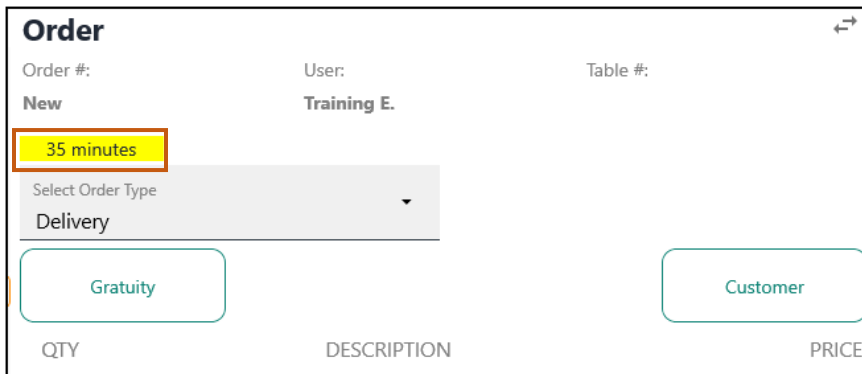
Entering a Deferred Order

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	$11.99
	Hot Buffalo	
	BBQ	
	Creamy Ranch Sauce	
	Bleu Cheese	

	Subtotal	$11.99
	Tax	$0.94
	Total	$12.93

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

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   **Pizza**   CANCEL

Individual	Cheese Pizza	BBQ Chicken Pizza	Chicken and Garlic	Triple Play Pepperoni
Medium				
Lg	Gourmet Veggie Pizza	Guinevers Garden Delight	Italian Garlic Supreme	
Extra Lg				
Lg Pan	King Arthurs Supreme	Maui Zaui Ham	Montagues All Meat	

Half/Half Description

Order

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

35 minutes

Select Order Type
Delivery

Gratuity   Customer

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

Split   Next Split

| Caller ID | No Sale | Order Lookup | Defer Order | Quick Cred | Collect | Remove Item | Clear All | Quantity | Manager Functions |
| Logoff | Quick Cash | Print | Exit | Send | | Order Note | Coupons | Repeat Item | Loyalty |

7. Tap **Yes**
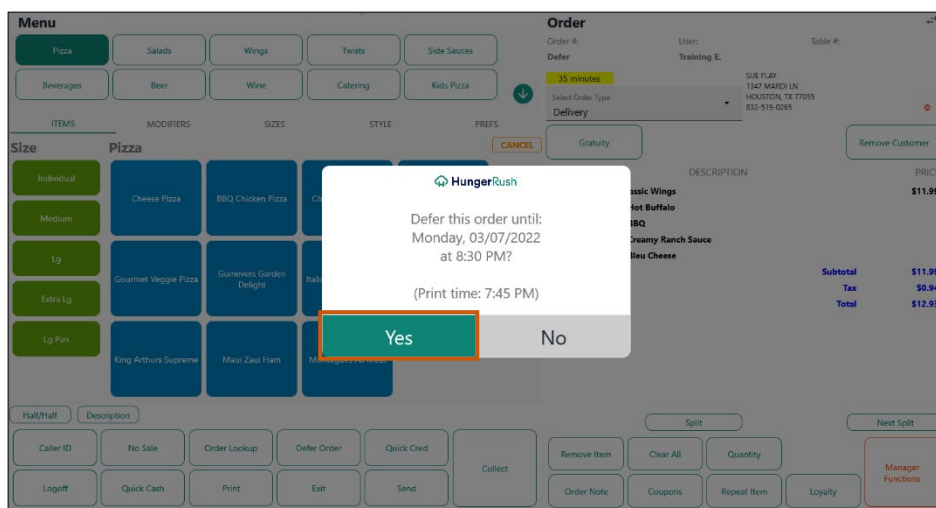
8. Select **Payment Type**
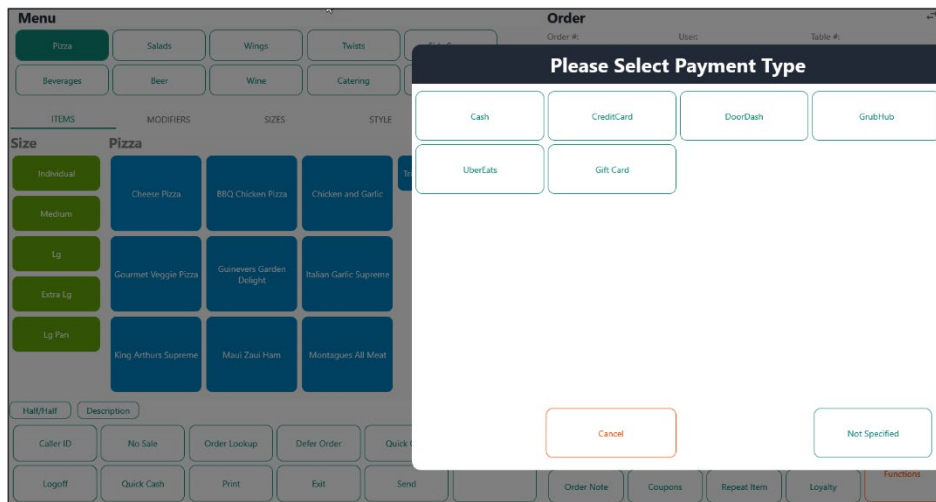
Review and Edit Deferred Orders
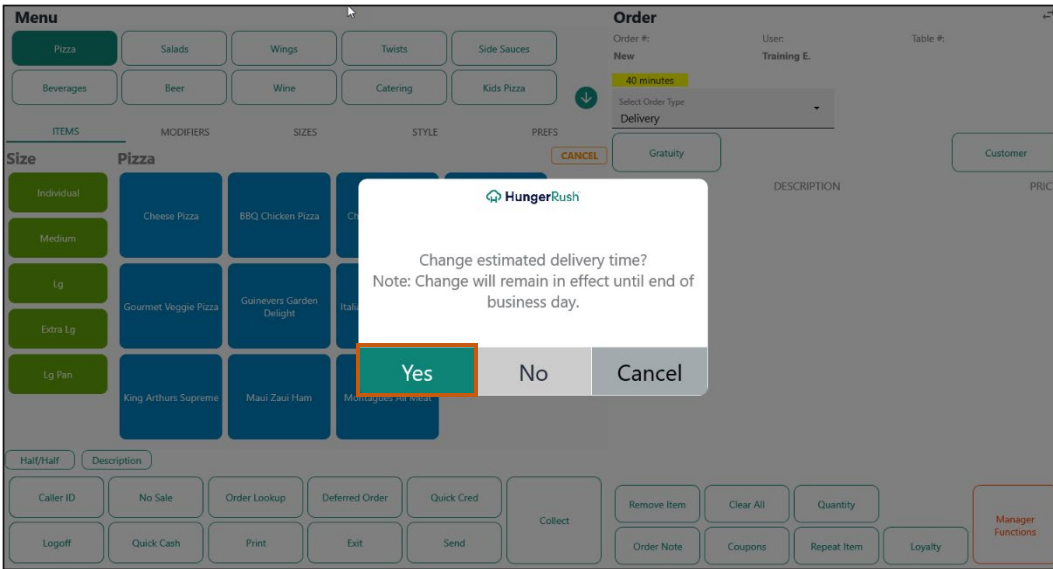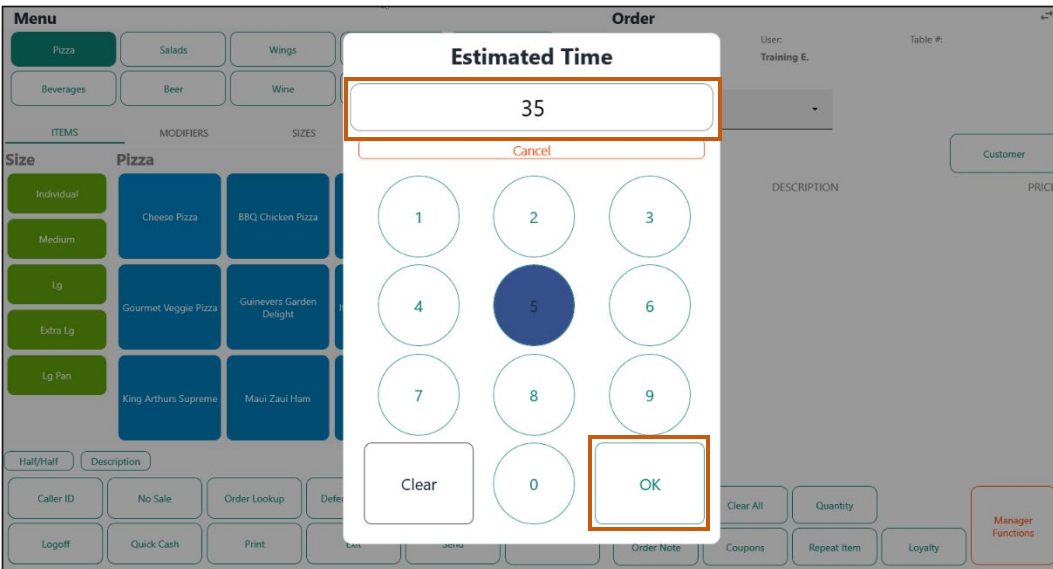
1. From the **HungerRush Welcome** screen, select **Orders**
2. Select **Deferred Order** to review all deferred orders
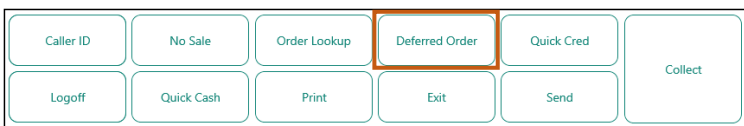
3. There are two ways to sort **Deferred Orders**:
    - To sort by customer, tap **Sort by Customer**

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

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

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

6. Edit deferred order (as necessary)
7. Tap **Send**
8. Tap **Yes**
9. Select **Payment Type**

Add/Review Customer Complaints

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 **Complaints** tab

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

9. On the **Complaint Detail** screen, enter the following details:
   a. Enter a description of the complaint in the **Complaint** field
   b. Toggle the **Comp on next order?** selector to comp items as necessary
   c. Enter description in Comp Desc field
   d. Tap **Save**

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

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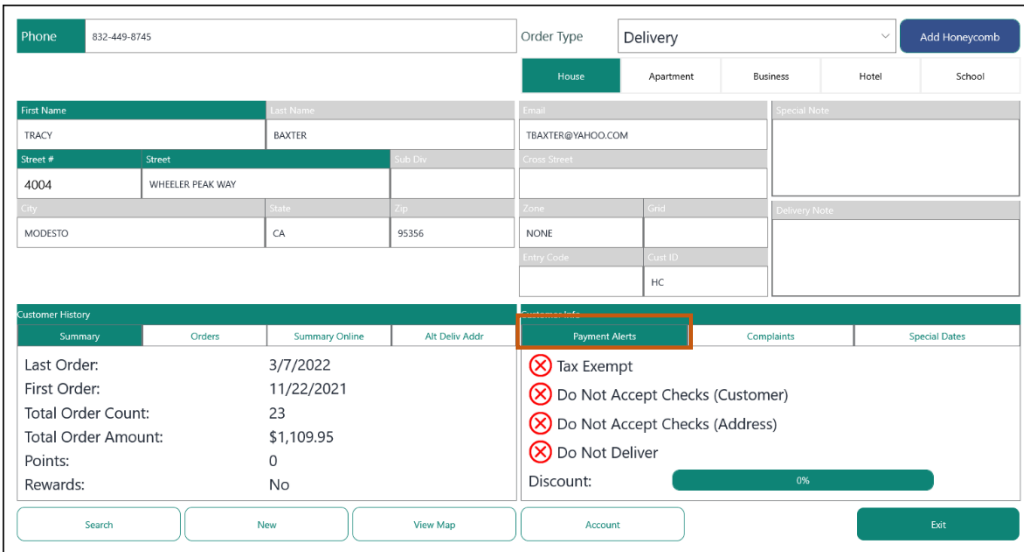
11. Tap **Exit**
12. Complete Order as necessary

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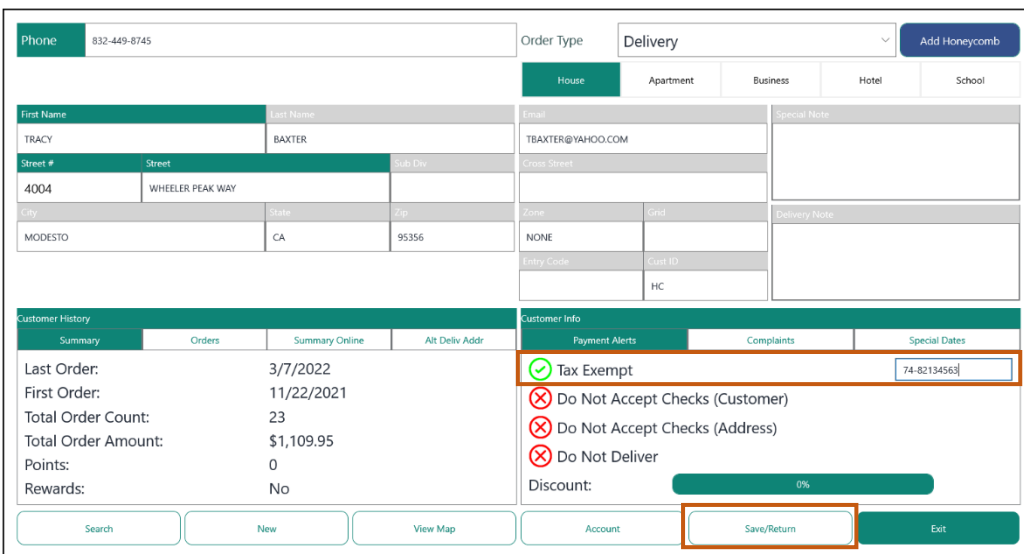
8. Tap the Alert(s) that need to be added to the customer's account
   - **Tax Exempt:** Select if the customer is tax exempt (school, church, etc.) and enter the **Tax ID number** in the text box
   - **Do Not Accept Checks (Customer):** Select when checks should not be accepted from customer
   - **Do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

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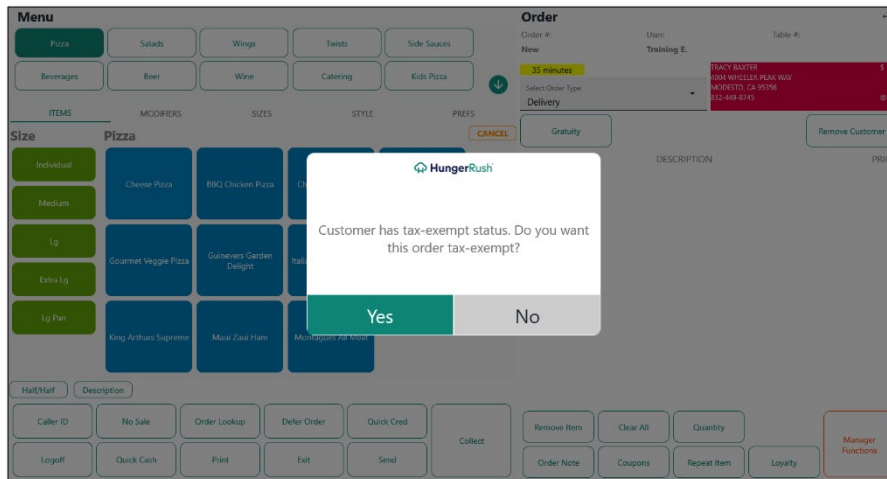
    - The customer's information is highlight and flashing in red, indicating a **Payment Alert** exists
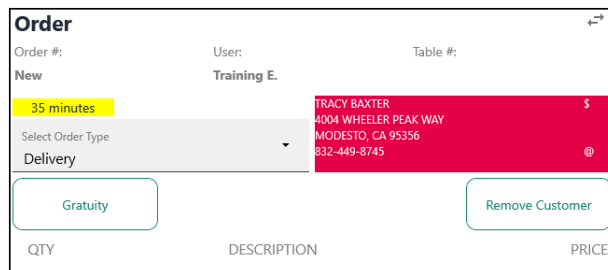
11. Complete Order

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

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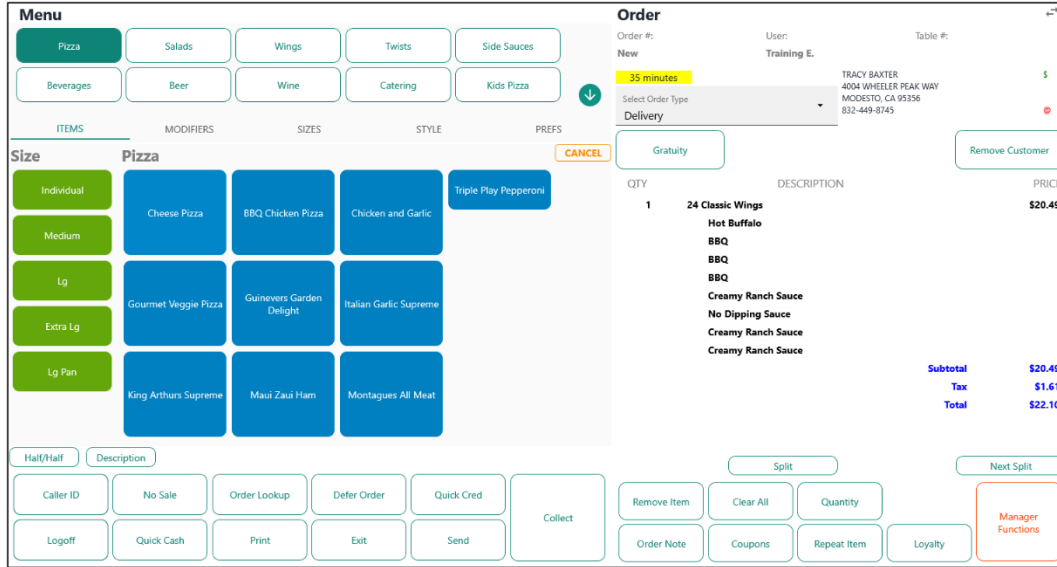
- **Alt Deliv Addr** tab: Displays a list of the customer's alternate delivery addresses

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

Discounts
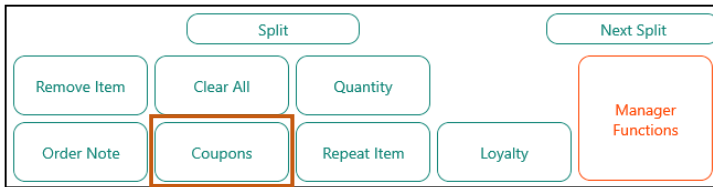
Apply a Coupon

1. Enter the **Order**
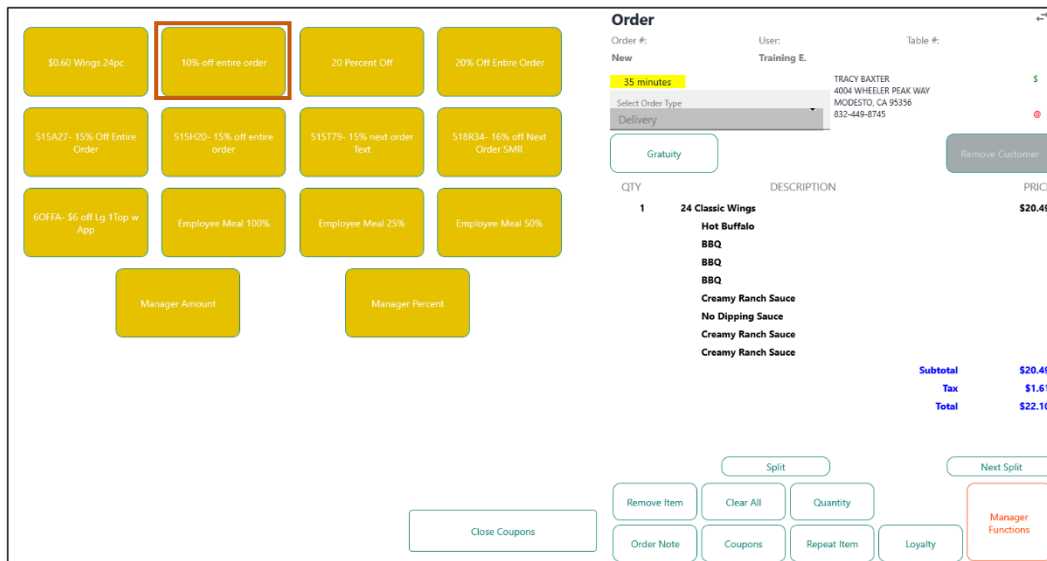
2. Tap **Coupon**

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

4. The coupons will be applied to the Order

Void an Order/Item

1. Look up the Order

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

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

4. Then tap **Void** in the **Adjustment Type** section

5. Tap **OK**
6. Complete Order

Comp an Order/Item

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

4. Then tap **Comp** in the **Adjustment Type** section

5. Tap **OK**
6. Complete Order

Remove Payment

1. Look up the Order

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

3. Select **Yes**

4. Apply correct payment or modify order
5. Complete Order

Payment Methods

Tendering an Order

1. Look up or enter the Order
2. Tap **Collect**
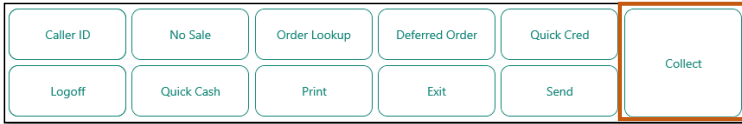
3. Select the tender type, Cash, Credit, etc. In this example, **Cash** is selected.
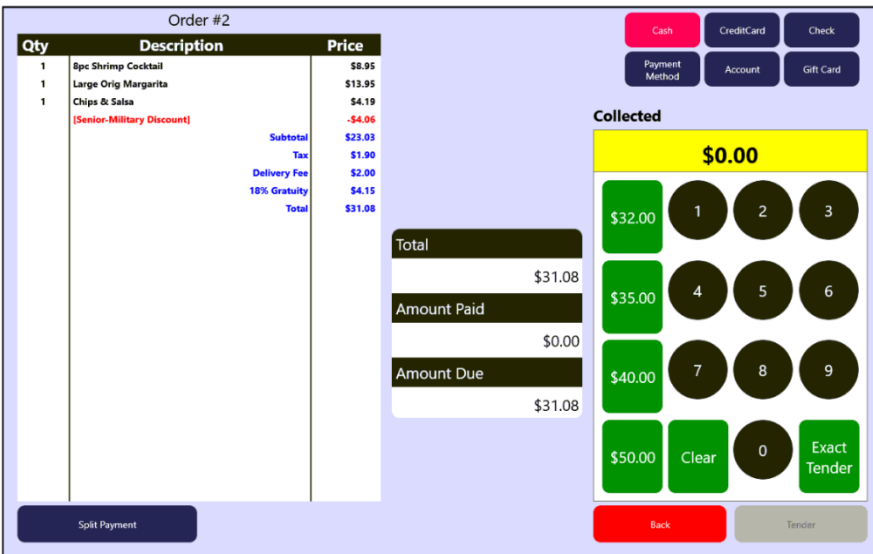
4. Enter amount collected. Use the suggested amount buttons or the **Exact Tender** button for the exact amount.
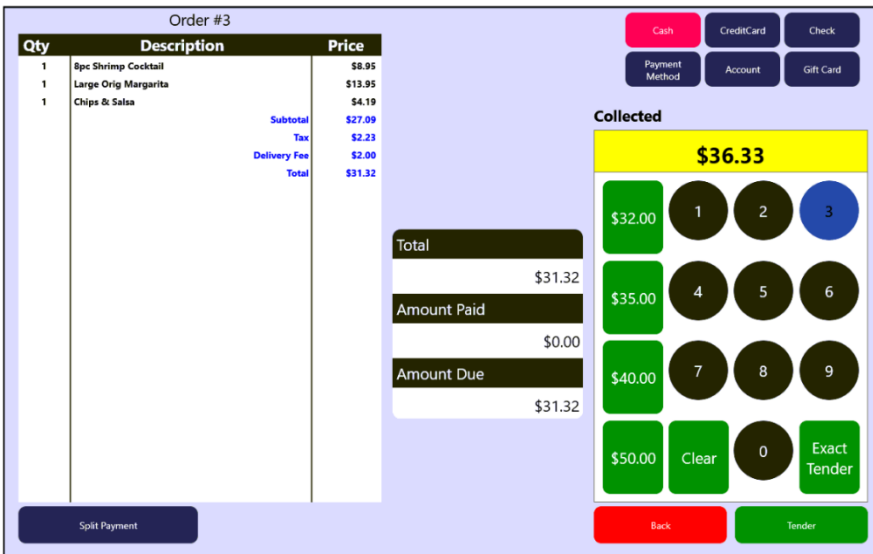
5. Tap **Tender**. If suggested amount buttons or **Exact Tender** buttons are used, order will be sent without needing to tap **Tender**.

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

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

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**

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
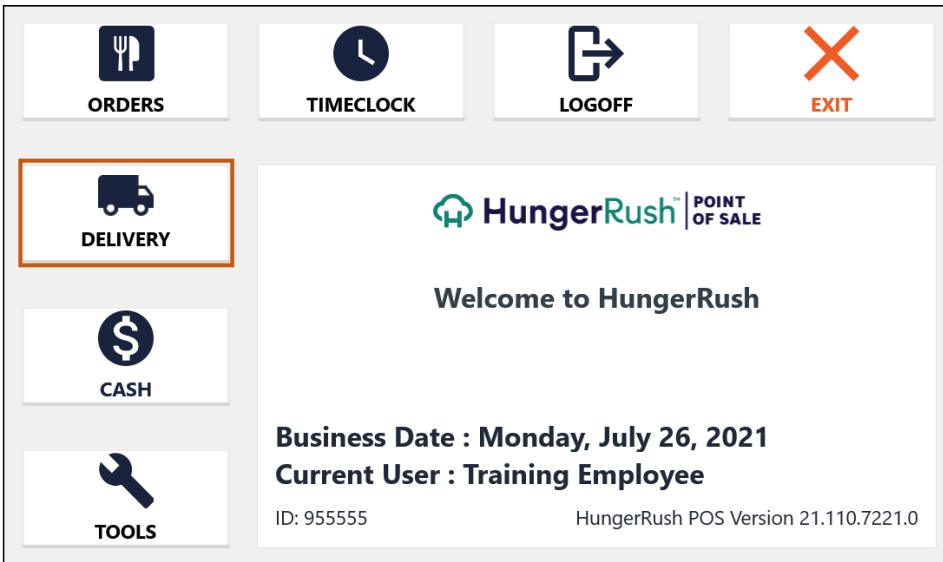
2. Highlight the Order and tap **View Order**
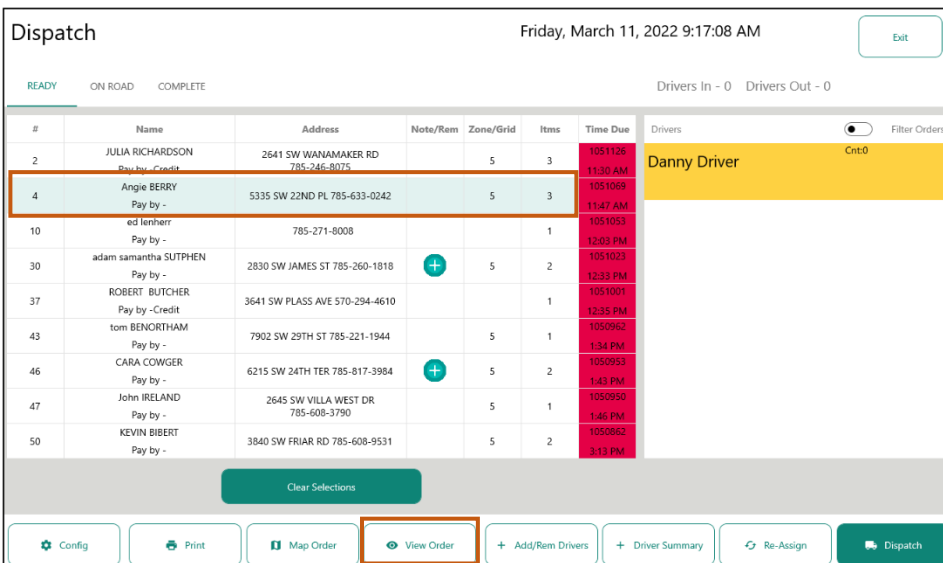
3. The order displays. To switch to other orders, highlight a different order on the left side of screen

4. To close Viewer, select **Close Order View**

Map Order

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

3. To review directions on the screen, select Show Directions
4. To print directions on the receipt printer, select Print Directions
5. To print map on an office style printer, select Print
6. To close map, select Close Map

Dispatch Driver

1. Select Delivery
2. Highlight the Order or Orders to dispatch
3. 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. Ifthe 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 printer 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.