



Orders Guide

Version 1

USER GUIDE



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Orders Guide

Overview

The Orders screen is the heart of *HungerRush*. Here the order begins to take form and develops from a customer's craving to a sale for the store. This guide's purpose is to empower operators so they can quickly and accurately take a customer's order.

| NAME | IMAGE |
|-------------------------|-------|
| <p>The Order Screen</p> | |
| | |

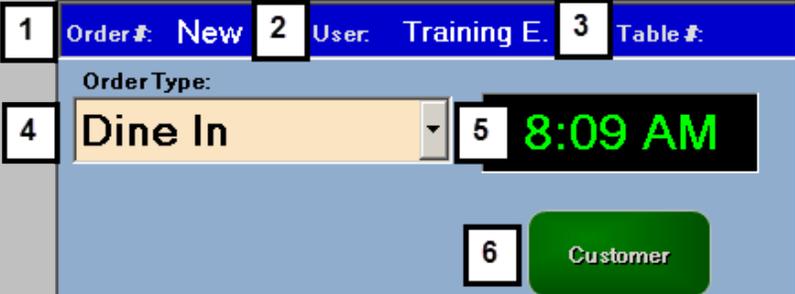
Orders continued...

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

Order Parameters

Overview

Is this for here or to go? Can I please have the address for delivery? The Order Parameters screen will not only help you answer these questions but it will also provide several powerful tools to ensure order accuracy. The Order Parameters screen can be modified and configured in several different ways to suit your operational needs. The basic screens and their variances are shown below.

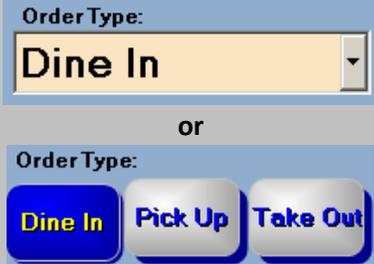
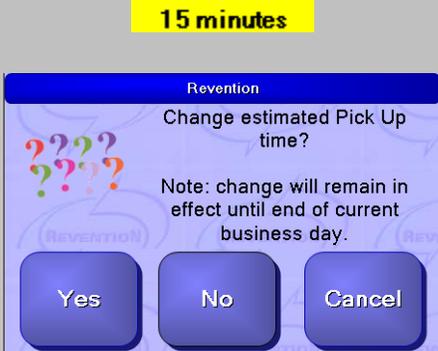
| NAME | IMAGE |
|-------------------------|---|
| Order Parameter Options |  <p>1 Order #: New 2 User: Training E. 3 Table #: Order Type: 4 Dine In 5 8:09 AM 6 Customer</p> |
| |  <p>7 Order #: New User: Revention P. Table #: 15 minutes Dine In Pick Up Take Out 8 Hold Order 9 Gratuity Customer 10</p> |
| |  <p>Order #: 291 User: Revention P. Table #: 12 Order Type: REVENTION POS 1315 W SAM HOUSTON PKWY N #100 HOUSTON, TX 77043 281-589-2500 11 Guests: 3 Hold Order Order B Order C 13 Remove Customer</p> |

Order Parameters continued...

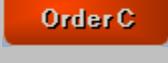
Order Parameter Options

| # | NAME | IMAGE | DESCRIPTION |
|---|-----------------------|-------|---|
| 1 | Order#: | | <p>This indicates which order number that is 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.</p> |
| 2 | User: & Server: | | <p>This area is reserved for employee information. It notifies who the current user is and whether they are a User or a Server. Server is a special category of labor that takes ownership of Orders 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.</p> |

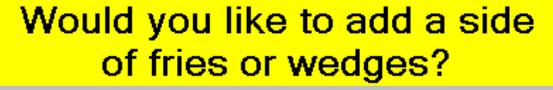
Order Parameters continued...

| | | | |
|---|--|---|--|
| 3 | Table#: |  | <p>If a table number is assigned to an order it will be displayed next to Table#. Pressing this section will also allow you to assign or reassign a table numbers.</p> |
| 4 | Order Type: & Order Type: Buttons |  | <p>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 less order types not counting and web order types.</p> |
| 5 | Time Clock Digital & Time Clock Analog |  | <p>Displays the current time in a digital format. Can be changed through system settings to be a traditional clock. If a customer's information is associated with the order, their information will appear here instead, replacing the clock.</p> |
| 6 | Customer |  | <p>Pressing 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. The next section will expand more on the aforementioned tools. Customer is usually used for To Go, Pick Up or Delivery orders, since those orders usually require some sort of customer information.</p> |
| 7 | Estimated Time |  | <p>The time shown is the Estimated Time it will take to complete or deliver the order. Clicking on the time will allow you to update the Estimated Time for the rest of the work day.</p> |

Order Parameters continued...

| | | | |
|----|----------------------|--|---|
| 8 | Hold Order |     | <p>With Hold Order you can place a delivery order on hold while taking an in-store customer's order without having to move to another <i>HungerRush</i> terminal. You can have up to 3 hold orders active at a time. The ability to hold orders is activated through a setting in the Orders and Stages tab found in Systems. Not applicable with Hold Kitchen Ticket.</p> |
| 9 | Gratuity |  | <p>This only appears if 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. More on the gratuity menu below.</p> |
| 10 | Order Scroll Up |  | <p>As an order lengthens passed the boundaries of the Order Display, the Order Scroll Up button appears to allow you to examine the top section of the order one page per press.</p> |
| 11 | Guest Count |  | <p>Only appears if Table & Guest is enabled. Displays total Guest Count for the order.</p> |
| 12 | Customer Information |  | <p>If there is any Customer Information associated with the order, it will show up here. If any information needs updating, clicking anywhere on this text will allow you to edit the information.</p> |
| 13 | Remove Customer |  | <p>If the need arises to remove the customer's information from the order, using Remove Customer will expunge the Customer's Information.</p> |
| 14 | Force Time Pricing |  | <p>Users with the correct securities can Force Time Pricing and the type of timed pricing shows up here.</p> |
| 15 | Name on Splits |  | <p>The customer's split order name appears here if the Name on Splits option is turned on.</p> |

Order Parameters continued...

| | | | |
|----|--------------------------|---|---|
| 16 | Customer Rewards |  | <p>This only appears if Customer Rewards are active and the customer has met or exceeded the requirements to obtain a reward. Simply having this sign show up denotes the customer has rewards available to them.</p> |
| 17 | Customer Email Notation |  | <p>This will show up if the current customer has an email on file in their customer profile.</p> |
| 18 | Hold Kitchen Ticket |   | <p>This feature allows a cashier to take an order for a large party that would like to pay separately but eat at the same time by. Clicking Hold Kitchen Ticket will cause <i>HungerRush</i> to ask whether or not to send the ticket in or continue taking orders. Not applicable with Hold Order</p> |
| 19 | Suggestion |  | <p>When there has been a Suggestion attached to the item, the text will briefly be displayed in the Order Parameters area.</p> |
| 20 | Menu Edit |  | <p>Entering Menu Edit mode will replace your Order Parameters area with this display ticker to notify you that you have entered Menu Edit Mode.</p> |
| 21 | Required Modifier Notice |  | <p>The Required Modifier Notice will appear to inform you that your selected item needs a modifier selected from the Sauce color scheme to complete the ordering process. The name displaying the required modifier is taken from the modifier category used.</p> |

Customer Information

Collecting precise customer information helps your staff better serve your customers and creates an accurate database to mine data from. Customer's habits, purchasing trends and frequency of ordering are just a few of the important factors that can influence and guide you to make the absolutely best decisions for your operations.

| NAME | IMAGE | | | | | | | | | | | | | |
|--|---|----------------|----------------|----------------|--|------------|-------|--|----------------|------------|---------------|---|--|--|
| Customer Information | <div style="display: flex; justify-content: space-between;"> <div> <p>Phone: 111-222-3333</p> </div> <div> <p>Order Type: Pick Up Change</p> </div> </div> | | | | | | | | | | | | | |
| | <div style="display: flex; justify-content: space-around;"> <div> <p>House Apartment Business Hotel School</p> </div> <div> <p>Email <input type="checkbox"/> No Marketing</p> </div> <div> <p>Special Note</p> </div> </div> | | | | | | | | | | | | | |
| | <table border="1" style="width: 100%;"> <tr> <th style="background-color: #003366; color: white;">First Name</th> <th style="background-color: #003366; color: white;">Last Name*</th> </tr> <tr> <td>ROGER</td> <td>SMITH</td> </tr> </table> | First Name | Last Name* | ROGER | SMITH | | | | | | | | | |
| | First Name | Last Name* | | | | | | | | | | | | |
| | ROGER | SMITH | | | | | | | | | | | | |
| | <table border="1" style="width: 100%;"> <tr> <th style="background-color: #003366; color: white;">Street #*</th> <th style="background-color: #003366; color: white;">Street*</th> <th style="background-color: #003366; color: white;">Sub-Div</th> </tr> <tr> <td>888</td> <td>DOUGLAS ST</td> <td></td> </tr> </table> | Street #* | Street* | Sub-Div | 888 | DOUGLAS ST | | | | | | | | |
| | Street #* | Street* | Sub-Div | | | | | | | | | | | |
| | 888 | DOUGLAS ST | | | | | | | | | | | | |
| | <table border="1" style="width: 100%;"> <tr> <th style="background-color: #003366; color: white;">City*</th> <th style="background-color: #003366; color: white;">State*</th> <th style="background-color: #003366; color: white;">Zip*</th> </tr> <tr> <td>BLUE HAVEN</td> <td>TX</td> <td>77077</td> </tr> </table> | City* | State* | Zip* | BLUE HAVEN | TX | 77077 | | | | | | | |
| | City* | State* | Zip* | | | | | | | | | | | |
| BLUE HAVEN | TX | 77077 | | | | | | | | | | | | |
| <table border="1" style="width: 100%;"> <tr> <th style="background-color: #003366; color: white;">Cross Street</th> </tr> <tr> <td></td> </tr> </table> | Cross Street | | | | | | | | | | | | | |
| Cross Street | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%;"> <tr> <th style="background-color: #003366; color: white;">Zone</th> <th style="background-color: #003366; color: white;">Grid</th> </tr> <tr> <td></td> <td></td> </tr> </table> | Zone | Grid | | | | | | | | | | | | |
| Zone | Grid | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%;"> <tr> <th style="background-color: #003366; color: white;">Entry Code</th> <th style="background-color: #003366; color: white;">Customer ID</th> </tr> <tr> <td></td> <td></td> </tr> </table> | Entry Code | Customer ID | | | | | | | | | | | | |
| Entry Code | Customer ID | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%;"> <tr> <th style="background-color: #003366; color: white;">Delivery Note</th> </tr> <tr> <td></td> </tr> </table> | Delivery Note | | | | | | | | | | | | | |
| Delivery Note | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p style="text-align: center; background-color: #003366; color: white; padding: 2px;">Customer History</p> <table border="1" style="width: 100%; font-size: small;"> <tr> <th style="background-color: #003366; color: white;">Summary</th> <th style="background-color: #003366; color: white;">Orders</th> <th style="background-color: #003366; color: white;">Summary Online</th> <th style="background-color: #003366; color: white;">Alt Deliv Addr</th> </tr> <tr> <td colspan="4" style="text-align: center;"> <p>Refresh</p> <p>First Order: 06/12/2016 Last Order: 11/23/2016</p> <p>Total Order Count: 2 Total Order Amount: \$47.24</p> <p>Reward Points: 0 Adjust</p> <p>Rewards: \$0.00 Adjust</p> <p><input type="checkbox"/> Rewards Member</p> </td> </tr> </table> </div> <div style="width: 48%;"> <p style="text-align: center; background-color: #003366; color: white; padding: 2px;">Customer Info</p> <table border="1" style="width: 100%; font-size: small;"> <tr> <th style="background-color: #003366; color: white;">Payment Alerts</th> <th style="background-color: #003366; color: white;">Complaints</th> <th style="background-color: #003366; color: white;">Special Dates</th> </tr> <tr> <td colspan="3"> <p>⊘ Tax Exempt</p> <p>⊘ Do Not Accept Checks (Customer)</p> <p>⊘ Do Not Accept Checks (Address)</p> <p>⊘ Do Not Deliver</p> <p>Discount: 0.000 % Change</p> </td> </tr> </table> </div> </div> | Summary | Orders | Summary Online | Alt Deliv Addr | <p>Refresh</p> <p>First Order: 06/12/2016 Last Order: 11/23/2016</p> <p>Total Order Count: 2 Total Order Amount: \$47.24</p> <p>Reward Points: 0 Adjust</p> <p>Rewards: \$0.00 Adjust</p> <p><input type="checkbox"/> Rewards Member</p> | | | | Payment Alerts | Complaints | Special Dates | <p>⊘ Tax Exempt</p> <p>⊘ Do Not Accept Checks (Customer)</p> <p>⊘ Do Not Accept Checks (Address)</p> <p>⊘ Do Not Deliver</p> <p>Discount: 0.000 % Change</p> | | |
| Summary | Orders | Summary Online | Alt Deliv Addr | | | | | | | | | | | |
| <p>Refresh</p> <p>First Order: 06/12/2016 Last Order: 11/23/2016</p> <p>Total Order Count: 2 Total Order Amount: \$47.24</p> <p>Reward Points: 0 Adjust</p> <p>Rewards: \$0.00 Adjust</p> <p><input type="checkbox"/> Rewards Member</p> | | | | | | | | | | | | | | |
| Payment Alerts | Complaints | Special Dates | | | | | | | | | | | | |
| <p>⊘ Tax Exempt</p> <p>⊘ Do Not Accept Checks (Customer)</p> <p>⊘ Do Not Accept Checks (Address)</p> <p>⊘ Do Not Deliver</p> <p>Discount: 0.000 % Change</p> | | | | | | | | | | | | | | |
| <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p> Keyboard</p> <p> View Map</p> </div> <div> <p> New</p> <p> Save/Return</p> <p> Exit</p> </div> </div> | | | | | | | | | | | | | | |

Pressing the Customer button will either bring you to the Customer Search screen or the Customer Edit screen. Where the screen proceeds to is dependent on the type of order you had selected before pressing the Customer button. If an Order Type had any information customer requirements other than just a name, you will be brought to the Customer Search screen.

Customer Information continued...

All Required and Name/Phone

Order Types that are configured to 'All required' or 'Name/Phone' will cause the Customer Search to appear when Customer is pressed from the Order screen.

| NAME | IMAGE |
|-----------------------------|--|
| All Required and Name/Phone | <p>Requires Customer: All Required</p> <p>None All Required Name/Phone Name Only</p> |
| | <p>Name/Phone</p> <p>None All Required Name/Phone Name Only</p> <p>Customer</p> <p>Customer Search</p> <p>Phone <input type="text"/> <input type="button" value="Find"/></p> <p>Search By: <input checked="" type="radio"/> Phone <input type="radio"/> Name <input type="radio"/> Location <input type="radio"/> Address <input type="radio"/> ID <input type="radio"/> Email</p> |

None or Name Only

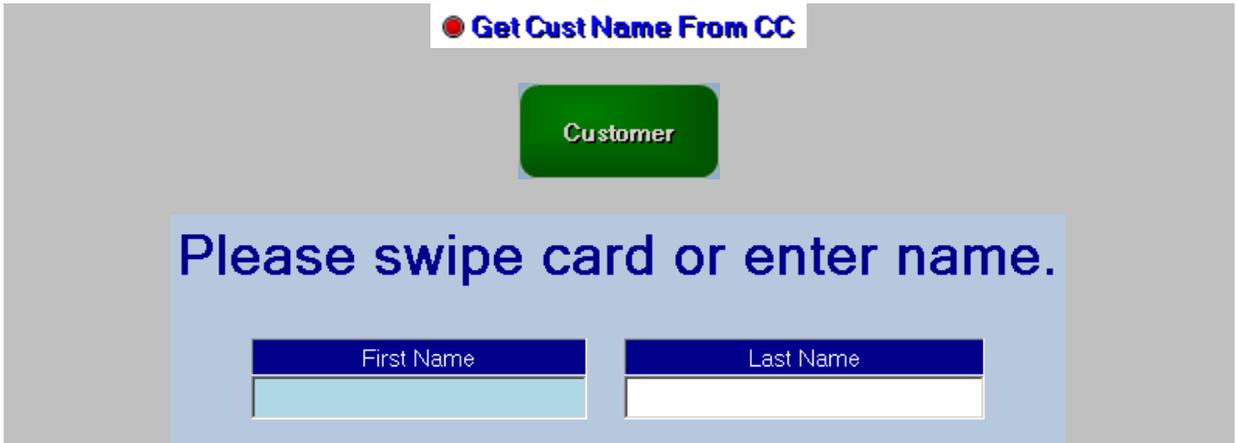
Order Types that are set to 'None' or 'Name Only' will cause the Customer Profile Screen to appear when Customer is pressed from the Order screen.

| NAME | IMAGE |
|-------------------|---|
| None and NameOnly | <p>Requires Customer: None</p> <p>None All Required Name/Phone Name Only</p> |
| | <p>None</p> <p>None All Required Name/Phone Name Only</p> <p>Customer</p> <p>Phone <input type="text"/></p> <p>Order Type: <i>Walk-in</i> <input type="button" value="Change"/></p> <p>House Apartment Business Hotel School</p> <p>First Name Last Name* Email <input type="checkbox"/> No Marketing Special Note</p> <p>Street #* Street* Sub-Div Cross Street</p> <p>City* State* Zip* Zone Grid Delivery Note</p> <p>Entry Code Customer ID</p> |

Customer Information continued...

Get Cust Name From CC

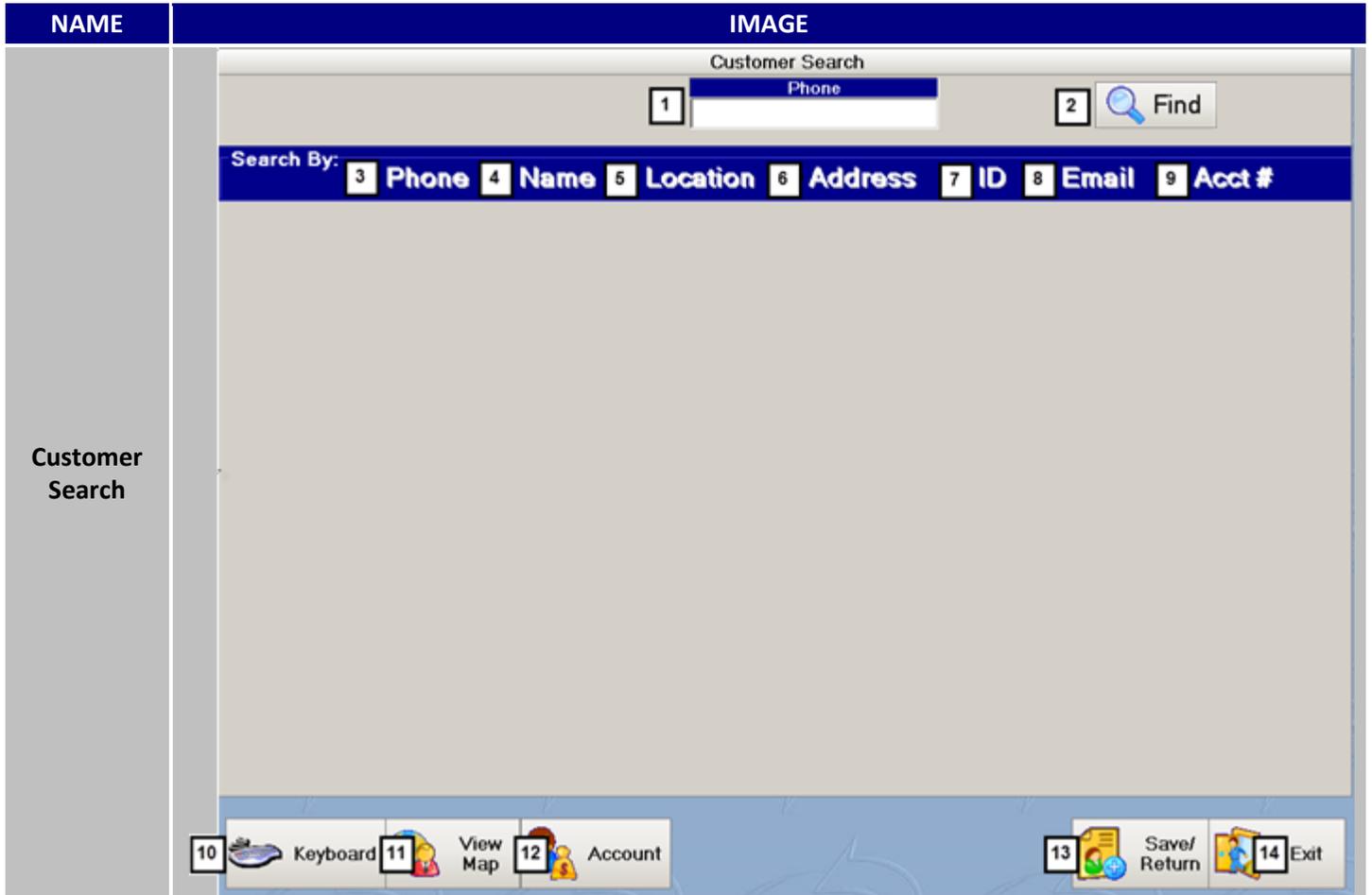
Order Types with the property 'Get Cust Name From CC' will display a unique customer profile screen will appear when pressing Customer button.

| NAME | IMAGE |
|--------------------|--|
| None and Name Only |  <p>● Get Cust Name From CC</p> <p>Customer</p> <p>Please swipe card or enter name.</p> <p>First Name</p> <p>Last Name</p> |

Customer Information continued...

Customer Search

This screen appears if an Order Type requires customer information or if the Search button was pressed in the Customer Edit screen. From here you can utilize several different tools to find an existing customer or start the process for creating a new customer.



| # | NAME | IMAGE | DESCRIPTION |
|---|-----------------|-------|--|
| 1 | Search Criteria | | Depending on what was chosen as a Search Criteria , <i>HungerRush</i> will provide you a field for you to input your query. |

Customer Information continued...

| 2 | Find |  <table border="1" data-bbox="435 315 1003 533"> <tr> <td>POS, REVE</td> <td>12000 WESHEIMER HOUSTON, TX 77077</td> </tr> <tr> <td>POS, REVENTION</td> <td>1315 W SAM HOUSTON PKWY N #100 HOUSTON, TX 77043</td> </tr> <tr> <td>POST, JERRY</td> <td>,</td> </tr> <tr> <td>POST, TERRY</td> <td>2950 SAGE RD #816 HOUSTON, TX 77057</td> </tr> </table> | POS, REVE | 12000 WESHEIMER HOUSTON, TX 77077 | POS, REVENTION | 1315 W SAM HOUSTON PKWY N #100 HOUSTON, TX 77043 | POST, JERRY | , | POST, TERRY | 2950 SAGE RD #816 HOUSTON, TX 77057 | <p>After you have placed sufficient information to narrow down your search, press the Find button to initiate a search. Your results will be displayed underneath. Depending on the Search Criteria used, you will either need to fill out the entire field or you can search with partial information.</p> | | |
|----------------------|---|--|----------------------|--------------------------------------|--|---|---|----------------------|----------------------|--|--|----------------------|---|
| POS, REVE | 12000 WESHEIMER HOUSTON, TX 77077 | | | | | | | | | | | | |
| POS, REVENTION | 1315 W SAM HOUSTON PKWY N #100 HOUSTON, TX 77043 | | | | | | | | | | | | |
| POST, JERRY | , | | | | | | | | | | | | |
| POST, TERRY | 2950 SAGE RD #816 HOUSTON, TX 77057 | | | | | | | | | | | | |
| 3 | Search By: Phone | <table border="1" data-bbox="560 630 852 703"> <tr> <th>Phone</th> </tr> <tr> <td><input type="text"/></td> </tr> </table> | Phone | <input type="text"/> | <p>Using Phone tries to find a customer using their phone number. Depending on whether you use the 7 or 10 digit phone scheme, you will have to fill the entire phone number into initiate the search. If the search comes up with no matching customer, you will be bought to the Customer Edit screen.</p> | | | | | | | | |
| Phone | | | | | | | | | | | | | |
| <input type="text"/> | | | | | | | | | | | | | |
| 4 | Search By: Name | <table border="1" data-bbox="438 871 1003 934"> <tr> <th>First Name</th> <th>Last Name</th> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> | First Name | Last Name | <input type="text"/> | <input type="text"/> | <p>Partial or full names can be used to search for a particular customer. Be aware that broad searches can take some time to complete e.g. Searching for a Customer whose last name starts with an "S".</p> | | | | | | |
| First Name | Last Name | | | | | | | | | | | | |
| <input type="text"/> | <input type="text"/> | | | | | | | | | | | | |
| 5 | Search By: Location | <table border="1" data-bbox="560 1050 852 1113"> <tr> <th>Location</th> </tr> <tr> <td><input type="text"/></td> </tr> </table> | Location | <input type="text"/> | <p><i>HungerRush</i> considers locations to be schools, hotels, apartments, and businesses. This Search Criteria also allows for partial names to be searched.</p> | | | | | | | | |
| Location | | | | | | | | | | | | | |
| <input type="text"/> | | | | | | | | | | | | | |
| 6 | Search By: Address | <table border="1" data-bbox="438 1239 1003 1281"> <tr> <th>Number</th> <th>Street</th> <th>City</th> <th>State</th> <th>Zip</th> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> | Number | Street | City | State | Zip | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <p>Provides you with five spaces that are relevant to an address to help narrow down your search for a customer. This Search Criteria also allows for partial information to be searched.</p> |
| Number | Street | City | State | Zip | | | | | | | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | | | | | | | | |
| 7 | Search By: Customer ID | <table border="1" data-bbox="560 1480 852 1543"> <tr> <th>Customer ID</th> </tr> <tr> <td><input type="text"/></td> </tr> </table> | Customer ID | <input type="text"/> | <p>Third party rewards programs like Repeat Returns use Customer ID to help identify the customer's rewards account. You can also use the Customer ID to help group your customers by various notations like "VIP" or "Rewards". Using Customer ID as a Search Criteria will also allow you to search with partial information.</p> | | | | | | | | |
| Customer ID | | | | | | | | | | | | | |
| <input type="text"/> | | | | | | | | | | | | | |
| 8 | Search By: Email | <table border="1" data-bbox="503 1701 917 1764"> <tr> <th>Email</th> </tr> <tr> <td><input type="text"/></td> </tr> </table> | Email | <input type="text"/> | <p>If a customer has provided you with an email address, you can use that as a search condition.</p> | | | | | | | | |
| Email | | | | | | | | | | | | | |
| <input type="text"/> | | | | | | | | | | | | | |
| 9 | Search By: Acct# | <table border="1" data-bbox="560 1795 852 1858"> <tr> <th>Acct #</th> </tr> <tr> <td><input type="text"/></td> </tr> </table> | Acct # | <input type="text"/> | <p>Using a customer's five digit account number can be used to look up their corresponding</p> | | | | | | | | |
| Acct # | | | | | | | | | | | | | |
| <input type="text"/> | | | | | | | | | | | | | |

| | | | |
|----|-------------|---|--|
| | | | customer information. Will not search unless a five number account is placed in the provided field. |
| 10 | Keyboard |  Keyboard | Pressing this button will deploy the virtual Keyboard for use. |
| 11 | View Map |  View Map | View Map will only work if a full address is associated with the customer. Please refer to the Delivery Implementation Guide for more details on mapping. |
| 12 | Save/Return |  Save/Return | Only appears if some new pertinent information was placed in Customer Edit screen. Save/Return will save the new information and return you to the Order screen with the customer's information attached to the order |
| 13 | Exit |  Exit | Return to previous order screen by clicking Exit . |

Customer Information continued...

Customer Profile

The creation and modifying of a customer's information are handled within the Customer Edit screen. Additional information can be viewed or stored here also.

Customer Edit

NAME | **IMAGE**

1 Phone [input field] | 7 Order Type: Walk-in [dropdown] | 8 Add Honeycomb [button]

9 House [icon] | Apartment [icon] | Business [icon] | Hotel [icon] | School [icon]

2 First Name [input field] | Last Name* [input field] | 10 Email [input field] | No Marketing [checkbox] | 11 Special Note [text area]

Street #* [input field] | Street* [input field] | Sub-Div [input field] | Cross Street [input field]

City* [input field] | State* [input field] | Zip* [input field] | Zone [input field] | Grid [input field] | 12 Delivery Note [text area]

Entry Code [input field] | Customer ID [input field]

Customer History | **Customer Info**

3 Summary | 4 Orders | 5 Summary Online | 6 Alt Deliv Addr | 13 Payment Alerts | 14 Complaints | 15 Special Dates

Refresh [button] | First Order: [text] | Last Order: [text]

Total Order Count: [text] | Total Order Amount: [text]

Points: [input field] | Adjust [button]

Rewards: [input field] | Adjust [button] | Rewards Member

Tax Exempt | Do Not Accept Checks (Customer) | Do Not Accept Checks (Address) | Do Not Deliver

Discount: 0 % | Change [button]

16 Keyboard [icon] | 17 View Map [icon] | 18 Account [icon] | 19 Search [icon] | 20 New [icon] | 21 Save/Return [icon] | 22 Exit [icon]

| # | NAME | IMAGE | DESCRIPTION |
|---|------------------|-------|---|
| 1 | Phone | | A customer's Phone number is placed here and can be edited if there was previous phone information already stored. |
| 2 | Name and Address | | What's currently displayed here and what information is required will vary depending on both the Customer Type selected and the Order Type. Segments in red specify which areas need to be filled out before you can continue with the order. |

Customer Information continued...

| 3 | Summary |  <p>First Order: 06/12/2016 Last Order: 11/23/2016</p> <p>Total Order Count: 2 Total Order Amount: \$47.24</p> <p>Reward Points: 0 Rewards: \$0.00</p> <p><input type="checkbox"/> Rewards Member</p>   | <p>A customer's general ordering behaviors are displayed here in Summary. You can also manually turn this customer into a Rewards Member and adjust their Reward Points and Rewards from this tab. Press the refresh button to update the profile with the latest information.</p> | | | | | | | | | | | | |
|------------|----------------------|--|---|---------|------------|-----|------------|-----|----------|-------|-----------|----|----------|-------|---|
| 4 | Orders | <table border="1"> <thead> <tr> <th>Date</th> <th>Order #</th> <th>Order Type</th> <th>Amt</th> </tr> </thead> <tbody> <tr> <td>11/23/2016</td> <td>105</td> <td>Delivery</td> <td>23.62</td> </tr> <tr> <td>6/12/2016</td> <td>42</td> <td>Delivery</td> <td>23.62</td> </tr> </tbody> </table>   | Date | Order # | Order Type | Amt | 11/23/2016 | 105 | Delivery | 23.62 | 6/12/2016 | 42 | Delivery | 23.62 | <p>The current customer's order history is displayed in the Orders tab. If the customer has a large history, you can navigate through the orders by using the arrows to scroll up or down. You can use Order Viewer to get a summary of a selected order or use Apply to Order to use a previous order and apply it to your current ticket. Apply to Order only works on New orders.</p> |
| Date | Order # | Order Type | Amt | | | | | | | | | | | | |
| 11/23/2016 | 105 | Delivery | 23.62 | | | | | | | | | | | | |
| 6/12/2016 | 42 | Delivery | 23.62 | | | | | | | | | | | | |
| 5 | Summary Online | <p>First Online Order: 01/01/20XX Last Online Order: 01/05/20XX</p> <p>Total Online Count: 2 Total Online Amount: \$51.10</p> | <p>Similar to Summary, selecting Summary Online will filter out all other order types and only display ones originating from online.</p> | | | | | | | | | | | | |
| 6 | Alt Deliv Addr | <p>WORK OFFICE 12000 WESTHEIMER SISTERS HOUSE 12011 COSTA DEL REY CT</p>     | <p>If customer has multiple addresses associated with them, the additional addresses can be stored in Alt Deliv Addr. The buttons bellow can be used to manipulate the alternative address, create a new alternate address, or apply it to the order replacing the current Name and Address.</p> | | | | | | | | | | | | |
| 7 | Order Type Selection | <p>Order Type: <i>Walk-in</i> </p>  | <p>The current order type is displayed here and can be changed by pressing the Change button. A submenu will appear and you may then select the new selectable order types.</p> | | | | | | | | | | | | |

Customer Information continued...

| | | | |
|---|----------------|--|---|
| 8 | Add Honeycomb | | <p>Press Add Honeycomb to enroll this customer in Honeycomb Rewards.</p> |
| 9 | Customer Types | | <p>Five Customer Types are available to choose from. Make sure the correct type is chosen for the customer so the relevant information can be captured.</p> <p>House is usually the default choice and contains the unique Sub-Div field.</p> <p>Apartment will replace Sub-Div with Apt# and add an Apartment Name field.</p> <p>Business will replace Sub-Div with Suite# and add a Business Name field.</p> <p>An additional 'Contact Phone' field is provided to place the customers contact number into with the hotel's contact information. Hotel will replace Sub-Div with Room# and add a Hotel Name field.</p> <p>School will replace Sub-Div with Room# also and add a School Name field.</p> |



Customer Types: Creating any of the Customer Types other than House will change the way the addresses are saved. House will save the address based on the customer's phone number. The other Customer Types are saved both as individual locations and also connected to the phone number. To pull up these locations, select anything other than the House customer type and the list of available locations will be displayed in the Customer Notes section so their addresses can be for reuse later.

Customer Information continued...

| | | | |
|----|---------------------------------|---|--|
| 10 | Additional Customer Information |  | <p>Email address, Zone and Grids and other Additional Customer Information can be associated with the customer. If the customer wants to provide an email address but does not want to be included in your marketing, you can select the No Marketing box to exclude them from your marketing campaigns. If different delivery areas were designated by Zones, the areas they fall in are displayed in the Zone field. Grid would display which area of the map the address falls into. Customer ID is used by Honeycomb or third party rewards programs and is usually auto populated by them.</p> |
| 11 | Special Note |  | <p>Any supplementary information that needs to be denoted for the customer can be place here. Special Note has a lot of different settings to accommodate your store’s needs. The ‘Printer and Kitchen Display guide will explain how to hide or display the notes and the System Configuration guide can show you how to make Special Note display when a customer is pulled up.</p> |
| 12 | Delivery Note |  | <p>Sometimes more information than an address needs be conveyed to complete a delivery order. Delivery Note can be filled with apartment gates codes, warnings about rambunctious dogs, or any other significant information that your driver needs. Refer to Printer and Kitchen Display guide to control when and where the Delivery Note prints.</p> |
| 13 | Payment Alerts |  | <p>Important information pertaining to payment is stored in Payment Alerts. You can make the customer tax exempt, disallow the acceptance of checks or restrict the customer’s delivery service. A general discount percentage can be applied to the selected customer whenever they order. If you enable tax exempt status for this customer, a field will appear allowing you to store the customer’s tax I.D. information.</p> |

| | | | <p>Choosing either check options will make the Customer Information flicker red.</p> | | | | | | | | | | | | |
|-------|--------------------|--|---|-------------|------|--------|-------|--------------|----------|-----|-------|--------------------|-----------|-----------|--|
| 14 | Complaints | | <p>Creating and tracking Complaints for the individual customer can be maintained here. Pressing the New button will create a new field of information that will allow you to input the complaint's details and whether or not compensation will be provided. A space for the compensation's description will be provided and whether or not the complaint has been resolved or not.</p> | | | | | | | | | | | | |
| 15 | Special Dates | <table border="1"> <thead> <tr> <th>Date</th> <th>Description</th> <th>Type</th> <th>Person</th> </tr> </thead> <tbody> <tr> <td>12/07</td> <td>34 Years Old</td> <td>Birthday</td> <td>BFF</td> </tr> <tr> <td>11/30</td> <td>First Online Order</td> <td>Annivers_</td> <td>Jean Grey</td> </tr> </tbody> </table> | Date | Description | Type | Person | 12/07 | 34 Years Old | Birthday | BFF | 11/30 | First Online Order | Annivers_ | Jean Grey | <p>Keeping track of Special Dates will not only act as a reminder but it will also allow you to access the information with Marketing to properly respond to such dates and events.</p> |
| Date | Description | Type | Person | | | | | | | | | | | | |
| 12/07 | 34 Years Old | Birthday | BFF | | | | | | | | | | | | |
| 11/30 | First Online Order | Annivers_ | Jean Grey | | | | | | | | | | | | |
| 16 | Keyboard | | <p>To pull up the virtual keyboard, press the Keyboard button. This will replaces both Customer History and Info. To hide the keyboard, press the Hide Keyboard button.</p> | | | | | | | | | | | | |
| 17 | View Map | | <p>Allows you see a map displaying the distance between a customer's address and your store's location. More information about Mapping can be found in the Delivery Implementation Guide. Requires Mapping to function.</p> | | | | | | | | | | | | |

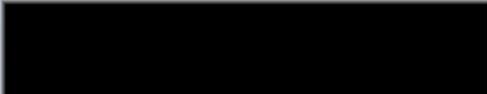
Customer Information continued...

| | | | |
|----|-------------|---|---|
| 18 | Account |  Account | <p>Account requires the entire Name and Address plus the Phone fields to be filled out before you can create an account. For more information regarding accounts, please refer to the Security Cash Control Guide.</p> |
| 19 | Search |  Search | <p>To return the Customer Search, press Search.</p> |
| 20 | New |  New | <p>If customer information is already attached to an account, pressing New will clear all fields except for the phone number. This allows the customer profile to be filled out from scratch again. The customer's summary will be left intact but their purchase history will be removed.</p> |
| 21 | Save/Return |  Save/ Return | <p>Appears either when new information is added or an edit has been made to existing customer's profile. Save and returns you to the order screen.</p> |
| 22 | Exit |  Exit | <p>Click Exit to return you to the order screen. If you have any unsaved changes, you will be prompted to save them. Click Yes to save and exit or No to exit without saving your changes.</p> |

Gratuity Overview

Gratuity can be automated based on guess count or manually by pressing the gratuity button. This is the submenu that appears when you click the Gratuity button.

| NAME | IMAGE |
|---------------|---|
| Gratuity Menu |  |

| # | NAME | IMAGE | DESCRIPTION |
|---|-----------------------|---|---|
| 1 | Confirmation Display |  | Displays your input when using Custom Amount or Custom Percent. |
| 2 | Add Standard Gratuity |  | Adds the standard gratuity to a customer's order. The default percentage is from the settings in them Systems menu. |

Gratuity continued...

| | | | |
|---|-----------------|---|---|
| 3 | Custom Amount |  | Rather than a percentage, Custom Amount allows you to place a flat amount as gratuity. |
| 4 | Custom Percent |  | In lieu of using the standard gratuity, Custom Percent allows you to use you own percentage as the gratuity. |
| 5 | Remove Gratuity |  | Only appears after a gratuity has been place. Click this button to Remove Gratuity from the order |
| 6 | Cancel |  | Cancel removes the gratuity submenu and returns you to the order screen. |

Server Table Management

Overview

A Server is a setting you can place on any labor type that will identify them for special rule sets and collection methods. Each server is considered a cash drawer and will cash themselves out at the end of their shift. This allows the employee to continually work tables without having to return to a central point after each order. Servers also tend to have lower drawer discrepancy due to them managing their own finances.

Server Table Management

| NAME | IMAGE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---------|-------|---------|------|----|---|-------|---------|----|----|-------|---------|----|----|-------|---------|---------|-----|------------|--------|-----------|--------|-------|---------|------------|--------|----------|--------|------|--------|---|
| <div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid #ccc;"> 1 Server, Server 2 Main Patio </div> <div style="border-bottom: 1px solid #ccc; padding: 5px;"> 3 Stats <p>Total Sales: 83.08 Check Avg: 27.89 Avg Turn: 0:00</p> </div> <div style="border-bottom: 1px solid #ccc; padding: 5px;"> 4 Orders <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>Table</th> <th>Ord #</th> <th>Amt</th> <th>Time</th> </tr> </thead> <tbody> <tr><td>31</td><td>9</td><td>10.51</td><td>1:02 PM</td></tr> <tr><td>33</td><td>10</td><td>29.62</td><td>1:03 PM</td></tr> <tr><td>42</td><td>11</td><td>42.95</td><td>1:04 PM</td></tr> </tbody> </table> </div> <div style="padding: 5px;"> 5 Sales by Group <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>Rpt Grp</th> <th>Amt</th> </tr> </thead> <tbody> <tr><td>Appetizers</td><td>\$4.99</td></tr> <tr><td>Beverages</td><td>\$4.47</td></tr> <tr><td>Pizza</td><td>\$12.95</td></tr> <tr><td>Flatbreads</td><td>\$8.29</td></tr> <tr><td>Desserts</td><td>\$4.99</td></tr> <tr><td>Kids</td><td>\$3.99</td></tr> </tbody> </table> </div> <div style="padding: 5px;"> 6 Refresh Grp Sales </div> <div style="padding: 5px;"> 7 Edit Tips </div> </div> | Table | Ord # | Amt | Time | 31 | 9 | 10.51 | 1:02 PM | 33 | 10 | 29.62 | 1:03 PM | 42 | 11 | 42.95 | 1:04 PM | Rpt Grp | Amt | Appetizers | \$4.99 | Beverages | \$4.47 | Pizza | \$12.95 | Flatbreads | \$8.29 | Desserts | \$4.99 | Kids | \$3.99 | <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; background-color: #eee;"> 8 Cashout </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #eee;"> 9 Logout </div> </div> |
| Table | Ord # | Amt | Time | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 31 | 9 | 10.51 | 1:02 PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 33 | 10 | 29.62 | 1:03 PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 42 | 11 | 42.95 | 1:04 PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rpt Grp | Amt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Appetizers | \$4.99 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beverages | \$4.47 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pizza | \$12.95 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flatbreads | \$8.29 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Desserts | \$4.99 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kids | \$3.99 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| # | NAME | IMAGE | DESCRIPTION |
|---|-------------|----------------|---|
| 1 | Server Name | Server, Server | Reserved space for displaying the name of the currently logged in Server. |

Server Table Management continued...

| 2 | Room Types | <p style="text-align: center;">Main Patio</p> | <p>Restaurants with multiple Room Types can toggle back and forth between each room by selecting the corresponding tab. Green highlighted tables signify the table is taken. The highlight is accompanied by the order number belonging to the table. Available tables remain un-highlighted. Select a highlighted table to edit that table's order or select an empty table to start a new order using the represented table number.</p> | | | | | | | | | | | | | | | | | | | | |
|-------------------|-------------------|--|--|--|-------------|-------|-------------------|--------|------------------|--------|--|---------|-------------------|---------|-----------------|--------|-------------|---------|---|----|-------|---------|--|
| 3 | Stats | <table border="1" style="width: 100%; background-color: #e6f2ff;"> <thead> <tr> <th colspan="2" style="text-align: center;">Stats</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">Total Sales</td> <td style="text-align: right;">83.08</td> </tr> <tr> <td style="text-align: right;">Check Avg</td> <td style="text-align: right;">27.69</td> </tr> <tr> <td style="text-align: right;">Avg Turn</td> <td style="text-align: right;">0:00</td> </tr> </tbody> </table> | Stats | | Total Sales | 83.08 | Check Avg | 27.69 | Avg Turn | 0:00 | <p>A quick look at the server's proficiency. Stats provide three different gauges to help a server rapidly ascertain their performance. Their total sales and average per check are shown. Avg Turn is the average amount of time it takes a server to open and close a check, "turning" an occupied table into a usable table.</p> | | | | | | | | | | | | |
| Stats | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sales | 83.08 | | | | | | | | | | | | | | | | | | | | | | |
| Check Avg | 27.69 | | | | | | | | | | | | | | | | | | | | | | |
| Avg Turn | 0:00 | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Orders | <table border="1" style="width: 100%; background-color: #e6f2ff;"> <thead> <tr> <th colspan="4" style="text-align: center;">Orders</th> </tr> <tr> <th>Table</th> <th>Ord #</th> <th>Amt</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>31</td> <td>9</td> <td>10.51</td> <td>1:02 PM</td> </tr> <tr> <td>33</td> <td>10</td> <td>29.62</td> <td>1:03 PM</td> </tr> <tr> <td>42</td> <td>11</td> <td>42.95</td> <td>1:04 PM</td> </tr> </tbody> </table> | Orders | | | | Table | Ord # | Amt | Time | 31 | 9 | 10.51 | 1:02 PM | 33 | 10 | 29.62 | 1:03 PM | 42 | 11 | 42.95 | 1:04 PM | <p>A Server's entire order history for their current shift is displayed here for reference</p> |
| Orders | | | | | | | | | | | | | | | | | | | | | | | |
| Table | Ord # | Amt | Time | | | | | | | | | | | | | | | | | | | | |
| 31 | 9 | 10.51 | 1:02 PM | | | | | | | | | | | | | | | | | | | | |
| 33 | 10 | 29.62 | 1:03 PM | | | | | | | | | | | | | | | | | | | | |
| 42 | 11 | 42.95 | 1:04 PM | | | | | | | | | | | | | | | | | | | | |
| 5 | Sales by Group | <table border="1" style="width: 100%; background-color: #e6f2ff;"> <thead> <tr> <th colspan="2" style="text-align: center;">Sales by Group</th> </tr> <tr> <th>Rpt Grp</th> <th>Amt</th> </tr> </thead> <tbody> <tr> <td>Appetizers</td> <td style="text-align: right;">\$4.99</td> </tr> <tr> <td>Beverages</td> <td style="text-align: right;">\$4.47</td> </tr> <tr> <td>Pizza</td> <td style="text-align: right;">\$12.95</td> </tr> <tr> <td>Flatbreads</td> <td style="text-align: right;">\$8.29</td> </tr> <tr> <td>Desserts</td> <td style="text-align: right;">\$4.99</td> </tr> <tr> <td>Kids</td> <td style="text-align: right;">\$3.99</td> </tr> </tbody> </table> | Sales by Group | | Rpt Grp | Amt | Appetizers | \$4.99 | Beverages | \$4.47 | Pizza | \$12.95 | Flatbreads | \$8.29 | Desserts | \$4.99 | Kids | \$3.99 | <p>Tracks a server's total completed sales and displays them broken down into their individual report groups.</p> | | | | |
| Sales by Group | | | | | | | | | | | | | | | | | | | | | | | |
| Rpt Grp | Amt | | | | | | | | | | | | | | | | | | | | | | |
| Appetizers | \$4.99 | | | | | | | | | | | | | | | | | | | | | | |
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| Desserts | \$4.99 | | | | | | | | | | | | | | | | | | | | | | |
| Kids | \$3.99 | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Refresh Grp Sales | <div style="text-align: center; background-color: #0056b3; color: white; padding: 10px; border-radius: 10px; width: fit-content; margin: 0 auto;"> Refresh Grp Sales </div> | <p><i>HungerRush</i> updates the Sales by Group in predetermined cycles. If the need arises for an immediate update, Click Refresh Grp Sales.</p> | | | | | | | | | | | | | | | | | | | | |

Server Table Management continued...

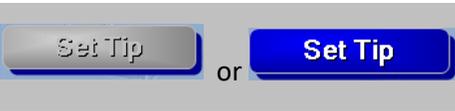
| | | | |
|---|-----------|---|---|
| 7 | Edit Tips |  | <p>Rather than adjusting credit card tips at the end of the shift, a server may adjust their tips ahead of time. The final tip amount will still need a final approval during a server Cashout. More information on this subject following this section.</p> |
| 8 | Cashout |  | <p>Click Cashout to begin the closing process for the selected server. Cashout will have a greyish tint if all the server's orders have not been closed out and you will be unable to select it. For more information on a Server's Cashouts, please refer to the Cash Management Guide.</p> |
| 9 | Logoff |  | <p>To return to the login screen and remove yourself as the current user, Click Logoff.</p> |

Edit Tips Submenu

| NAME | IMAGE | | | | | | | | | | | | | | |
|-------------------|--|---------------|-----------|---------------|--------|-----|----|------|------|---------|--------|---|------|------|---------|
| Edit Tips Submenu | | | | | | | | | | | | | | | |
| | <p>1 Credit Card Tips Gift Card Tips Account Tips</p> <p>2 Search: Order Number Last 4 Digits</p> <p>Please Select Credit Card</p> <p>3</p> <table border="1"> <thead> <tr> <th>Order #</th> <th>Card Type</th> <th>Last 4 Digits</th> <th>Amount</th> <th>Tip</th> </tr> </thead> <tbody> <tr> <td>14</td> <td>AmEx</td> <td>2002</td> <td>\$14.16</td> <td>\$0.00</td> </tr> <tr> <td>2</td> <td>Visa</td> <td>1111</td> <td>\$15.57</td> <td>\$0.00</td> </tr> </tbody> </table> <p>4</p> <p>0.00</p> <p>1 2 3</p> <p>4 5 6</p> <p>7 8 9</p> <p>Clear 0 .00</p> <p>5 Close Tips 6 Set Tip</p> | Order # | Card Type | Last 4 Digits | Amount | Tip | 14 | AmEx | 2002 | \$14.16 | \$0.00 | 2 | Visa | 1111 | \$15.57 |
| Order # | Card Type | Last 4 Digits | Amount | Tip | | | | | | | | | | | |
| 14 | AmEx | 2002 | \$14.16 | \$0.00 | | | | | | | | | | | |
| 2 | Visa | 1111 | \$15.57 | \$0.00 | | | | | | | | | | | |

| # | NAME | IMAGE | DESCRIPTION |
|---|--------------------|-------|---|
| 1 | Tip Type Selection | | Switches between adjusting viable Credit Card, Gift Card and Account Tips. |
| 2 | Search: | | In conjunction with the Tip input field, Search: allows for searching for tip enable orders by their Order Number or the last four digits of the card. |
| 3 | Tip Enable Orders | | All the Orders displayed here can be adjusted for tips. |

Server Table Management continued...

| | | | |
|---|-----------------|---|--|
| 4 | Tip Input Field |  | Once a tip enable order is selected, you can use the Tip Input Field to key in the desired tip amount. |
| 5 | Close Tips |  | To Return to the previous screen, click Close Tips . |
| 6 | Set Tip |  | Set Tip will charge the selected card for the keyed in amount. Only becomes active once an order is selected. |

Order Groups

Overview

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 should be chosen after much contemplation when you taking your menu into consideration. This coveted spot is what *HungerRush* defaults to whenever you log on for the first time. It behooves you to make sure that group contains the most popular items you sell. If you're having a hard time deciding what those items are, the Menu Mix report can help you see which items are you're best performers. Some other feasible methods are to arrange the groups in similar sets like appetizers, dinners and desserts.



Button Presses Per Item (BPI): The amount of actions a staff member needs to perform to complete an order with *HungerRush* should be a major factor to be aware of when building your groups. Having to press the scroll down button three pages before being able to add a dipping sauce can hamper you operation's productivity in the long run.

Order groups are available in three different types of forms shown below. Refer to the Menu Guide for configuration.

| NAME | IMAGE | | | | | | | | |
|-----------------|--|--------|--------|---------------|-------------|--|-------------------------|--------|---|
| Default Buttons |  | | | | |  | | |  |
| Large Buttons |  | | | | | | | |  |
| Small Buttons | Share ables | Wings | Salads | Sides | Pizza | Sand wiches | Flat breads Wraps | Kids |  |
| | Dessert s | Drinks | Buffet | Craft Beer | Dom Beer | Import Beer | Wine | Liquor | |

Order Groups Continued...

Order groups can be further altered by several factors to suit your needs. They can be changed to display differently depending on your labor type or based on a time frame. Please refer to the Menu Design & Maintenance Guide for more information on using Custom Group Sequence.

| Labor Type or Time Frame | IMAGE | | | | |
|------------------------------|-------|--|--|--|--|
| Cashier Or 6AM – 10AM | | | | | |
| Bartender Or 9PM – 2AM | | | | | |
| | | | | | |

Once your Order Groups are established, your next focus should be on what and how those items in the group are being displayed. “Form follows function” so always keep in mind your BPI when trying to institute a smooth flowing and efficient menu.



Similar items placement: Care should be taken when grouping items and modifiers together. Placing “Roasted Tomatoes” next to “Sundried Tomatoes” and “Diced Tomatoes” can lead to a lot of unintentional user errors.

Menu Group Display

Overview

Once a group has been selected, the items within the groups will be exhibited in the Menu Group Display area. The information and available options in this area can fluctuate greatly depending on which group is selected. The traditional flow for ordering an item should be from left to right but it also remains open to the user to decide the method of placing the order in

| Name | IMAGE |
|---|-------|
| <p>Display When Selecting Items</p> | |
| <p>Display When Selecting Modifiers</p> | |
| <p>Displays When Selecting Required Modifiers</p> | |

Order Parameters continued...

| # | NAME | IMAGE | DESCRIPTION |
|---|--------------|---|---|
| 1 | Items |  | Clicking on 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 |  | If the selected item contains any modifiers, Modifiers will appear green and pressing it will bring up the modifier's menu accompanying the item. |
| 3 | Size |  | 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 clicking on the item and then on size. A menu will appear and allow you to choose your size again. |
| 4 | Style |  | You have the option to use Style to add a condition to the 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 | Preferences |  | Also optional, Preferences allows you to prompt questions about particular items. The best usage of preferences is when you need to invoke a yes or no answer from the customer. Preferences will light up if an item has a preference linked to it, and clicking on it again will allow you to change an already selected preference. |
| 6 | Cancel |  | Use the Cancel button to back out of item choices. |
| 7 | Size Display |  | As the name suggests, Size Display is where your different sizes are displayed. You can only have a total of seven different sizes. This will only appear if you have incorporated sizes into this group. |

Order Parameters continued...

| | | | |
|----|-------------------------------|--|--|
| 8 | Style Display | | <p>Here is where your different styles will show up if they are activated for this selected group. Style Display is also capped at a total of seven different styles.</p> |
| 9 | Group Name Display | | <p>The selected group name is displayed here. <i>HungerRush</i> looks to the button name for what to display in the Group Name Display area.</p> |
| 10 | Item Countdown Number | | <p>This number indicates how many items are left before the item is exhausted. This count down will persist until changed</p> |
| 11 | Item Countdown 'X' | | <p>This X symbol is used when an item has been depleted.</p> |
| 12 | Half/Half | | <p>Selecting this first will add an addendum to your usual order taking process. <i>HungerRush</i> will now look for two items to be selected, with each choice constituting a half of a single order.</p> |
| 13 | Description | | <p>Pressing this button first then a corresponding item will cause the item description screen to appear. The item description screen displays the preselected modifiers and the item's written Description.</p> |
| 14 | Modifier Button | | <p>Each modifier is represented by a Modifier Button. Its default state is a blue background, signifying it has yet to be added to the item.</p> |
| 15 | Selected Modifier Button | | <p>When a modifier is added to an item, it is indicated by turning the background green</p> |
| 16 | Selected Modifier with Extra | | <p>Multiples of the same modifiers can be chosen and the amount is displayed via the white text. The way the extra amount is visually displayed in <i>HungerRush</i> and on their corresponding tickets can be altered also.</p> |
| 17 | Selected Modifier on the Side | | <p>To establish a modifier is on the side for an item, <i>HungerRush</i> marks the modifier with a SD or Side.</p> |

Menu Group Display continued...

| | | | |
|----|-----------------------------|--|---|
| 18 | No Modifier | | If an item has preselected modifiers that are already included in the price, selecting the modifier again will turn the background color red and place a NO text over the modifier. |
| 19 | Selected Modifier with Lite | | To indicate that a modifier is to be used sparingly, use the Lite button then press the corresponding modifier and LT or Lite will be placed over the modifier. |
| 20 | EXTRA | | Activate EXTRA by clicking on it and then clicking on the corresponding modifier. A 2X or Extra will appear over the modifier indicating it has an extra amount applied. |
| 21 | LITE | | Activate LITE by clicking on it and then clicking on a modifier to mark it having a less amount. |
| 22 | SIDE | | Activate SIDE by clicking on it and then clicking on a modifier to mark it as an item that is to be placed adjacent to the item. |
| 23 | Half 1 | | Turning on Allow Half/Half will make Half 1 appear. Select half 1 to place your modifiers on one side of the designated item. |
| 24 | Half 2 | | In conjunction with Half 1, Half 2 will also appear and allows you to place your modifiers on the other half of your item. |
| 25 | Whole | | Another component to Allow Half/Half is the Whole button. Pressing whole will place modifiers on the entire item. |
| 26 | Prepare | | Prepare will pull up preset item notes for use. These notes are stored independently from Item Notes Prepare pulls preselected notes stored through the use of the menu editor. |
| 27 | Required Modifier | | Any modifier tagged as a required modifier will show up with a different background color corresponding to its modifier category. If an attempt is made to navigate away before choosing a Required Modifier , <i>HungerRush</i> will flash a message prompting for your selection. Pressing the cancel button will remove the item requiring the choice from the Order Display. |

Order Display

Overview

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.

| NAME | | IMAGE | | | |
|---------------|----|---------------|---------------------------|---------|--------------|
| Order Display | | Qty | Description | S# | Price |
| | 1 | 1 | SERVE IN TO GO CONTAINERS | | |
| | 2 | 1 | Buffalo Chicken Salad | 1 | 5.99 |
| | 3 | | Blue Cheese | | |
| | 4 | | Buff Bnlss Wing Sandwich | 2 | 5.79 |
| | 5 | | Well Done | | |
| | 6 | | Chips | | |
| | | | Ranch on Side | | |
| | | 1 | 20oz Aquafina | 1 | 0.00 |
| | 7 | | [VOID ITEM 1.08] | | |
| | 8 | 1 | 18.5oz Sweet Tea | 1 | 0.00 |
| | 9 | | [COMP ITEM 2.69] | | |
| | 10 | 5 | Cannoli | 1 | 14.95 |
| | | | Caramel Syrup | | |
| | 11 | | Hold - 2 min | | |
| | | 1 | 8-12 Tradition BLT Pizza | 1 | 13.29 |
| | | Hold - 2 min | | | |
| 12 | 1 | 20oz Aquafina | 1 | 1.08 | |
| 13 | | ← Prev Split | Splits | Seat #1 | Next Split → |
| 14 | | | | | |
| 15 | | | | | |
| 16 | | | | | |

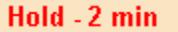
Order Display with Credit Card Payment

continued...

| Qty | Description | S# | Price |
|-----|---------------------------|----|-------|
| 1 | Buffalo Chicken Flatbread | 1 | 8.29 |
| 17 | [Employee Discount] | | -1.24 |
| | 18 Subtotal | | 7.05 |
| | Tax | | 0.58 |
| | Total | | 7.63 |
| | 19 Visa 1111 Payment | | -8.97 |
| | 20 OVERPAID | | 1.34 |

| # | NAME | IMAGE | DESCRIPTION |
|---|------------|--|---|
| 1 | Order Note | SERVE IN TO GO CONTAINERS | Placing an Order Note will cause it to appear at the top of an order. It will also print at the top of kitchen tickets before the order. This type of note should be used for information pertaining to the entire order. |
| 2 | Quantity | Qty 1 3 | This column reflects the number of copies that should be made of the item |
| 3 | Seat# | S# 2 1 | Utilizing the Seat# function, allows you to attach a Seat number to the selected items. This will help staff discern which item goes to which seat. An added benefit is you will have the option of splitting the order by its seat numbers afterwards. This is an optional choice that can be applied to all or individual order types. |
| 4 | Item | 6 Chicken Tenders | 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 | Split on two plates | The alternative to placing an order note is Item Note . These types of notes attach themselves to the highlighted item, marking the item with specific instructions. |
| 6 | Item Price | 4.99 | Pricing for the item is displayed here. |
| 7 | VOID ITEM | 1 Coke [VOID ITEM 1.49] | When an item is voided, the red colored text VOID ITEM will be affixed below the effected item. The cost of the voided item is also shown. |

Order Display continued...

| | | | |
|----|------------------|---|---|
| 8 | Highlighted Item |  | <p>Selecting an Item will highlight the entire row with a blue color. Use this method to specify which item you want to make any changes to.</p> |
| 9 | COMP ITEM |  | <p>Compensating an Item will attached a red colored COMP ITEM to the bottom of the compensated item. The amount compensated will also appear in red text.</p> |
| 10 | Held Item |  | <p>The red highlight denotes this Menu Item as held and not fired/sent to the kitchen.</p> |
| 11 | Hold Time |  | <p>Displays how long the items have been held.</p> |
| 12 | Unsent Item |  | <p>Items added to an ordered after it has been sent will be conveyed though the usage of blue text. These items have yet to be either sent or accounted for.</p> |
| 13 | Prev Split |  | <p>If an order has been split, the Prev Split button appears. Pressing this button will cycle the displayed to the previous split.</p> |
| 14 | Splits |  | <p>Having two or more items on an order enables Splits. Pressing the Splits button will cause the Splits menu to appear. More information will be provided on the submenu later in this guide.</p> |
| 15 | Seat# |  | <p>Order Types that allow seating to be used can press Seat# to assign a seat number to an item. Highlighting an item and pressing Seat# will allow you to reassign the seat number. Pressing this button when Use Table Layout is turned on will display the Table Management layout instead.</p> |
| 16 | Next Split |  | <p>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.</p> |

Order Display continued...

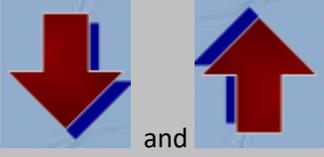
| | | | | | | | | | | | |
|---------------------|----------------------|--|---------------------|-------|---|-------|-------------------|-------|--|-------|---|
| 17 | Used Coupons | <table border="1"> <tr> <td>[Employee Discount]</td> <td>-1.24</td> </tr> </table> | [Employee Discount] | -1.24 | Any coupons utilized will appear beneath the order and show the amount it reduced the order by. | | | | | | |
| [Employee Discount] | -1.24 | | | | | | | | | | |
| 18 | Payment Calculations | <table border="1"> <tr> <td>Subtotal</td> <td>38.71</td> </tr> <tr> <td>Tax</td> <td>3.19</td> </tr> <tr> <td>Total</td> <td>41.90</td> </tr> </table> | Subtotal | 38.71 | Tax | 3.19 | Total | 41.90 | At the bottom of the Order Display Payment Calculations are displayed. The Subtotal and Taxes are separated and then reintegrated and display as the total payment amount owed. | | |
| Subtotal | 38.71 | | | | | | | | | | |
| Tax | 3.19 | | | | | | | | | | |
| Total | 41.90 | | | | | | | | | | |
| 19 | Payment | <table border="1"> <tr> <td>Cash Payment</td> <td>-2.00</td> </tr> <tr> <td>Visa 1111 Payment</td> <td>-2.00</td> </tr> <tr> <td>Gift Card Payment</td> <td>-2.00</td> </tr> <tr> <td>Account Payment</td> <td>-2.00</td> </tr> </table> | Cash Payment | -2.00 | Visa 1111 Payment | -2.00 | Gift Card Payment | -2.00 | Account Payment | -2.00 | Paying for an order will display its Payment type and the total amount charged to using that method. Credit card payments will show the type of card used, followed by the last four digits of the card in addition to the amount charged to the card. |
| Cash Payment | -2.00 | | | | | | | | | | |
| Visa 1111 Payment | -2.00 | | | | | | | | | | |
| Gift Card Payment | -2.00 | | | | | | | | | | |
| Account Payment | -2.00 | | | | | | | | | | |
| 20 | OVERPAID | <table border="1"> <tr> <td>OVERPAID</td> <td>1.34</td> </tr> </table> | OVERPAID | 1.34 | OVERPAID will occur when an order has been paid for by a credit card but total had to be reduced after processing the card. The amount displayed is how much the total charge has changed. | | | | | | |
| OVERPAID | 1.34 | | | | | | | | | | |

Splits Submenu

| NAME | IMAGE |
|----------------|-------|
| Splits Submenu | |
| | |

| # | NAME | IMAGE | DESCRIPTION | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|-----------------------|---|---|-------------|----|-------|---|-------------------|---|------|-----|-----------------------|---|------|--|----------|--|------|--|-----|--|------|--|-------|--|-------|--|
| 1 | Split Order Number | | When you split an order up, <i>HungerRush</i> uses a new number scheme to help you keep track of the order splits. | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Order Scroll Arrows | | Order Scroll Arrows appear when the order exceeds the screen length. Use the provided arrows to scroll up or down. | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Split Order Ticket | <table border="1"> <thead> <tr> <th>Qty</th> <th>Description</th> <th>S#</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6 Chicken Tenders</td> <td>1</td> <td>6.95</td> </tr> <tr> <td>1/2</td> <td>Jalapeno Pepper Bites</td> <td>1</td> <td>2.50</td> </tr> <tr> <td></td> <td>Subtotal</td> <td></td> <td>9.45</td> </tr> <tr> <td></td> <td>Tax</td> <td></td> <td>0.78</td> </tr> <tr> <td></td> <td>Total</td> <td></td> <td>10.23</td> </tr> </tbody> </table> | Qty | Description | S# | Price | 1 | 6 Chicken Tenders | 1 | 6.95 | 1/2 | Jalapeno Pepper Bites | 1 | 2.50 | | Subtotal | | 9.45 | | Tax | | 0.78 | | Total | | 10.23 | Each Split will have a virtual ticket that represents what items that split will be financially responsible for. Blue highlight items indicate that you have selected the item. Multiple items on one ticket can be selected a once. |
| Qty | Description | S# | Price | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | 6 Chicken Tenders | 1 | 6.95 | | | | | | | | | | | | | | | | | | | | | | | | |
| 1/2 | Jalapeno Pepper Bites | 1 | 2.50 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Subtotal | | 9.45 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tax | | 0.78 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Total | | 10.23 | | | | | | | | | | | | | | | | | | | | | | | | |

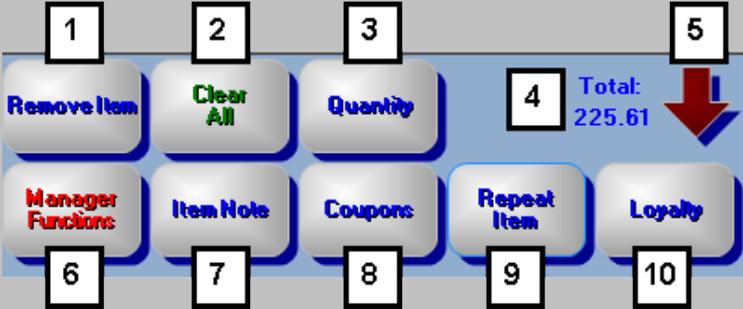
Order Display continued...

| | | | |
|----|----------------------|---|---|
| 4 | Split ALL Seats |  | <p>If seat numbers are being used, pressing Split ALL Seats will automatically create splits and group the seat numbers on each split.</p> |
| 5 | Split Selected Seats |  | <p>Split Selected Seats will cause a sub menu to appear, allowing the choosing of a seat number. Once selected, a new split will be created with the selected seat number grouped together.</p> |
| 6 | Add to Split |  | <p>Clicking add transfers any highlighted item(s) to the ticket.</p> |
| 7 | Scroll Arrows |  | <p>The number of split tickets available is directly related the number of items. Four items will allow for four split tickets. You can use the scroll arrows to navigate between tickets.</p> |
| 8 | Cancel |  | <p>To return to the order screen, select Cancel.</p> |
| 9 | Split Single Item |  | <p>Some singular items need to split on multiple tickets. Split Single Item permits you to evenly divide an item by a factor of your choice so it can be evenly distributed to multiple tickets.</p> |
| 10 | Clear All Splits |  | <p>Clears and resets all splits.</p> |
| 11 | OK |  | <p>Confirms your changes and returns you to your order screen with the changes enacted.</p> |

Order Functions

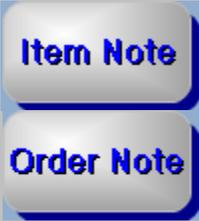
Overview

The abilities to manipulate orders are grouped together in the lower left of the Order Screen. Housed in this area is the ability to void orders or remove items 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.

| NAME | IMAGE |
|-----------------|--|
| Order Functions |  |

| # | NAME | IMAGE | DESCRIPTION |
|---|-------------|---|---|
| 1 | Remove Item |  | <p>Remove Item is a modular button and will change in accordance with what you have highlighted at the time. Highlighting an item, payment, coupon or payment will result in the button's text to display the new action. Pressing the button afterwards will remove the corresponding item. Replace Item will also appear here if a confirmed Menu Item is highlighted. Replace Item is an optional setting that can be enabled in system settings.</p> |
| 2 | Clear All |  | <p>If the need arise to clear an entire order from the Order Display, pressing Clear All will prompt you to confirm the action. If agreed to, the entire Order Display will be cleared.</p> |
| 3 | Quantity |  | <p>Placing an order for 15 identical items can be a very time consuming. You can change the number of orders for an item by highlighting it and pressing the Quantity button. Keep in mind that you are multiplying that <u>one</u> menu item. Changes made to that one item will be adjusted appropriately.</p> |

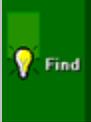
Order Functions continued...

| | | | |
|---|------------------------|---|---|
| 4 | Total: |  | <p>When the Order Display screen has more items than can be displayed, causing the total to be off-screen, the total amount owned will be displayed after Total: otherwise this area is empty.</p> |
| 5 | Order Scroll Down |  | <p>In conjunction with Total: and Order Scroll Up, Order Scroll Down will only display when the length of the order exceeds the boundaries of the Order Display. Pressing this button will scroll the Order Display one page at a time downwards.</p> |
| 6 | Manager Functions |  | <p>Housed inside Manager Functions, is a sub menu that allows you access to voiding, compensating and other price adjusting abilities. More information on this later in the guide.</p> |
| 7 | Item Note & Order Note |  | <p>Similar to Remove Item, Item Note is also a 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 will tag an item with text and Order Note will place the note at the top of an order has a special print out for kitchen tickets.</p> |
| 8 | Coupons |  | <p>During the ordering process, pressing 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. More information on this later in the guide.</p> |
| 9 | Repeat Item |  <p>continued... Example:</p> | <p>Rather than creating a duplicate item from scratch, Repeat Item will create 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.</p> <p>For example: if you are ordering two similar items with a few differences, you can repeat the first item and make the minor changes needed to the duplicated item. Repeat Item is also useful for ensuring Kitchen Ticket accuracy. During busy</p> |

| | | <table border="1"> <thead> <tr> <th>Qty</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Juicy Steak Burger Fries</td> </tr> <tr> <td>1</td> <td>Juicy Steak Burger Fries</td> </tr> </tbody> </table> <p style="text-align: center;">VS.</p> <table border="1"> <thead> <tr> <th>Qty</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Juicy Steak Burger Fries</td> </tr> </tbody> </table> | Qty | Description | 1 | Juicy Steak Burger Fries | 1 | Juicy Steak Burger Fries | Qty | Description | 2 | Juicy Steak Burger Fries | <p>periods, staff can miss the Qty # for multiple items. Placing two items consecutively can increase the ticket's chances to be read correctly. Be wary of the Kitchen Ticket length too. 15 repeated items will make for a fairly long and unwieldy Kitchen Ticket and the use of the Quantity button could be a better choice in that situation.</p> |
|-----|-----------------------------|--|--|-------------|---|-----------------------------|---|-----------------------------|-----|-------------|---|-----------------------------|---|
| Qty | Description | | | | | | | | | | | | |
| 1 | Juicy Steak Burger Fries | | | | | | | | | | | | |
| 1 | Juicy Steak Burger Fries | | | | | | | | | | | | |
| Qty | Description | | | | | | | | | | | | |
| 2 | Juicy Steak Burger Fries | | | | | | | | | | | | |
| 10 | Loyalty |  | <p>Loyalty is a customer search function that used to identify Honeycomb customers. When the Loyalty button is pressed, a submenu will appear which we'll go into more detail about in the following section.</p> | | | | | | | | | | |

| NAME | IMAGE |
|---------------------------------|---|
| Honeycomb Loyalty Member Search |  <p>The screenshot shows a search interface for Honeycomb Loyalty Members. It features a search bar (1) and a 'Find' button (6). Below the search bar are three filter buttons: 'Telephone' (2), 'Email' (3), and 'Loyalty ID' (4). A 'Search Results' table (7) is shown below the filters, with columns for 'Email', 'Name', and 'Points'. An 'Exit' button (8) is located at the bottom right of the interface.</p> |

Order Functions continued...

| # | NAME | IMAGE | DESCRIPTION |
|---|------------|---|--|
| 1 | Search By |  | The Search By field is where customer email, telephone, or Loyalty ID can be entered. The characters that can be typed in this field are restricted by the Search Parameter. |
| 2 | Telephone |  | <p>The Telephone search parameter will return all member accounts in the Honeycomb database that have the telephone number associated with their account.</p> <p>When searching by telephone, only numbers can be entered into the Search By field.</p> |
| 3 | Email |  | <p>The Email search parameter will return the one (1) account registered in Honeycomb with that email address.</p> <p>When searching by email address, the search can only be completed if a correctly formatted email is entered. All emails must have an @ and a domain suffix like ".NET" or ".COM".</p> |
| 4 | Loyalty ID |  | <p>The Loyalty ID search parameter will return the one (1) account registered in Honeycomb with that member's ID.</p> <p>When searching using the Loyalty ID, numbers and letters can be entered in the Search By field.</p> |
| 5 | Input |  | Click the Input button after selecting the parameter to enter in the values to search for. The input options will change based on the field selected. |
| 6 | Find |  | Press Find to initiate the search for matching Honeycomb customers. |
| 7 | Exit |  | Pressing Exit will close the submenu and return to the order screen. |

Manager Functions

| NAME | IMAGE |
|----------------------------------|--|
| <p>Manager Functions Submenu</p> | <div data-bbox="430 310 722 352"> <h3>Price Adjustment</h3> </div> <div data-bbox="430 394 841 571"> <p>Apply to:</p> <div style="display: flex; gap: 10px;"> <div data-bbox="397 457 630 562"> 1 Entire Order </div> <div data-bbox="609 457 841 562"> 2 Selected Item </div> </div> </div> <div data-bbox="1003 441 1328 567"> <div data-bbox="1003 457 1328 567"> 3 Remove Adjustment </div> </div> <div data-bbox="430 604 1453 781"> <p>Adjustment Type</p> <div style="display: flex; gap: 10px;"> <div data-bbox="414 667 630 772"> 4 Void </div> <div data-bbox="625 667 841 772"> 5 Comp </div> <div data-bbox="836 667 1052 772"> 6 Spill </div> <div data-bbox="1047 667 1263 772"> 7 Percent Off </div> <div data-bbox="1258 667 1453 772"> 8 Edit Price </div> </div> </div> <div data-bbox="402 814 1437 1171"> <p>9 Select Time Price:</p> <div style="display: grid; grid-template-columns: repeat(4, 1fr); gap: 10px;"> <div data-bbox="462 886 678 1003">Happy Hour</div> <div data-bbox="706 886 922 1003">Late Night</div> <div data-bbox="950 886 1166 1003">Lunch</div> <div data-bbox="1209 886 1425 1003">Lunch 1</div> <div data-bbox="462 1039 678 1157">Monday Happy HH</div> <div data-bbox="706 1039 922 1157">Monday Only</div> <div data-bbox="950 1039 1166 1157">Power Hour</div> <div data-bbox="1209 1039 1425 1157">Sunday</div> </div> </div> <div data-bbox="1312 1201 1393 1285">  </div> <div data-bbox="982 1318 1339 1444"> <div data-bbox="982 1318 1339 1444"> 10 Force Time Price </div> </div> <div data-bbox="901 1495 1453 1600"> <div style="display: flex; gap: 10px;"> <div data-bbox="901 1495 1117 1600"> 11 Cancel </div> <div data-bbox="1112 1495 1328 1600"> 12 Apply </div> <div data-bbox="1323 1495 1453 1600"> 13 OK </div> </div> </div> |

Order Functions continued...



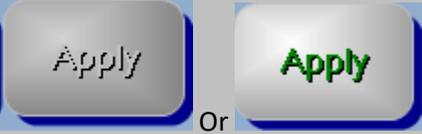
Manager Functions Requirements and Limitations: Manager Functions requires two choices to be made before it can be applied. What does it apply to and what type of adjustment to apply. Be aware that by selecting ‘Entire Order’ as your application method, certain restrictions will be applied to your order afterwards. Since the adjustment applies to the entire order, the order will be effectively locked from further changes to prevent theft. The Manager Function has to be first removed before any manipulations can be done to the order. Also due to the nature of splits, Entire Order adjustments will also be unavailable for use if the order has been split onto separate tickets.

| # | NAME | IMAGE | DESCRIPTION |
|---|-------------------|--|--|
| 1 | Entire Order |  | One of the two options for application methods. Entire Order will enable you affect the entire order with the chosen adjustment. Not applicable to split orders. |
| 2 | Selected Item |  Or  | Your second method for application, Selected Item will only become available if an Item is selected from the order screen. Using this method will only apply the adjustment to the highlighted item. |
| 3 | Remove Adjustment |  | Only appears when an adjustment has been placed. Clicking Remove Adjustment will remove Entire Order or Selected Item adjustments. |
| 4 | Void Incompatible |  | Traditionally, Void is used when there was a mistake that needed to be canceled and no inventory was wasted. Void also has the option to be configured to prompt the user to choose whether or not inventory will be deducted or not. The setting is in the Menu portion when Menu Editing. |
| 5 | Comp |  | Comp labels the adjusted item or items to be removed from inventory and nullifies the cost charged the customer. Compensated items are still considered sales and all responsibilities associated with a sale are still applicable to the effected item or items. |

Order Functions continued...

| | | | |
|---|-------------|--|---|
| 6 | Spill |  | <p>Enabled through the System Settings. Spill is used to designate an alcoholic item that has been spilt. Spill will remove the item from inventory and have its own adjustment category that can be referenced.</p> |
| 7 | Percent Off |  | <p>Once clicked, Percent Off will generate a submenu where 5% to 75% can deducted from an item or order by select the corresponding Percent Off choice.</p> |
| 8 | Edit Price |  | <p>Sometimes an adjustment needs to be made that can't be solved by using a percentage, comp or void. That's where Edit Price comes into play. Clicking Edit Price brings up a display that allows you to input your new desired price. Edit Price does not reduce the price by the amount you keyed in instead it replaces the original amount. You cannot key in a price that is higher than the original.</p> |

Order Functions continued...

| | | | |
|----|------------------|--|--|
| 9 | Force Time Price |  | <p>Only appears when time pricing is turned on and in use. Clicking Force Time Price will bring up an additional menu with all your time pricing variables that you apply to your order. The down arrow will scroll down to additional time s if there are more than eight.</p> |
| 10 | Cancel |  | <p>To return to the previous screen, click Cancel.</p> |
| 11 | Apply |  | <p>Depend on whether or not you have a valid adjustment selected, affects how Apply shows up. Green designates an applicable Manager Functions has been selected and can be applied.</p> |
| 12 | OK |  | <p>Clicking OK will apply an unapplied Manager Functions and return you to the order screen. OK only becomes available after a viable Manager Function combination has been selected.</p> |

Order Functions continued...

Coupons



| # | NAME | IMAGE | DESCRIPTION |
|---|--------------------|---------------------|---|
| 1 | Applicable Coupons | | <p>Which coupons are displayed is dependent on several factors. Restrictions like order types, time, and what items are presently included in the order are filters taken into consideration. If more Applicable Coupons are available then could be displayed, a scrolling arrow will allow you to navigate to the other coupons.</p> |
| 2 | Descriptions | | <p>When creating a coupon, the opportunity to write a Description is presented. You can use this to flesh out the details of the coupon or convey the stipulations pertaining to its usage. Clicking Show Descriptions will show the description in place of the coupon name. Once clicked, Show Descriptions will turn into Hide Descriptions which will allow you return to the original screen.</p> |
| 3 | Honeycomb Code | <p>continued...</p> | <p>Click the Honeycomb Code button in the bottom center of the Coupons submenu to open the Code screen.</p> <p>The Honeycomb code screen has a keyboard and a data entry field. The loyalty member must provide a valid code to the employee to be entered here.</p> |

| | | | |
|---|---------------|---|--|
| | |  | <p>Once the code has been entered, click OK to submit and apply the reward, or cancel to exit the Honeycomb Code screen.</p> <p>For more information on Honeycomb, please refer to Honeycomb Best Practices and User Guide.</p> |
| 4 | Close Coupons |  | <p>Use Close Coupons to return to the order screen.</p> |

Order Actions

Overview

When determining your layout for your operation, its common practice to establish what each area's responsibilities will be. Some sections will be relegated to taking delivery orders and others will be for collecting payment. Order Actions allow you to customize each *HungerRush* terminal to facilitate the needs for each area.



Placement of Actions: You are given up to twelve actions per *HungerRush* terminal, and your first goal should be to make sure the selected actions are all suitable for that particular terminal. Some basic questions you should take into consideration are:

- Does this terminal have a cash drawer?
If yes then this terminal will need No Sale action.
- Does this terminal take phone orders?
If no, then this terminal will not need the Caller ID action.

After placing your actions, it is highly recommended that you keep the same scheme for similar terminals to promote consistency.



Order Button Layout Minimum Requirements: There must be an Exit and either a Send or Collect action assigned to each layout before you can save.

Order Options continued...

Properties of an Order

An order starts as soon as the first item is placed in the 'Order Display' but has two more requirements to complete it. First, an order must be sent to the correct production line to be produced. This can be as simple as giving the customer an item or printing a receipt so the chef can create the item the customer wants. At this stage the order is saved and assumes that an agreement has been made to produce the product or provide the requested service. Any changes made to the original agreement to reduce the amount owed will need a higher security clearance to alter. On the other hand, adding to the customer's order will be treated like creating an order from scratch and will need only to be resubmitted to continue the order. The last requirement is to obtain payment which completes the entire endeavor.

| NAME | IMAGE | | |
|--|-------|---|--------------------------------------|
| Manager Functions Submenu | Qty | Description | Price |
| | 1 | BBQ Bacon Cheddar Hoagie Chips Subtotal Tax Total | 5.79 5.79 0.46 6.25 |
|   | | | |
|     | | | |

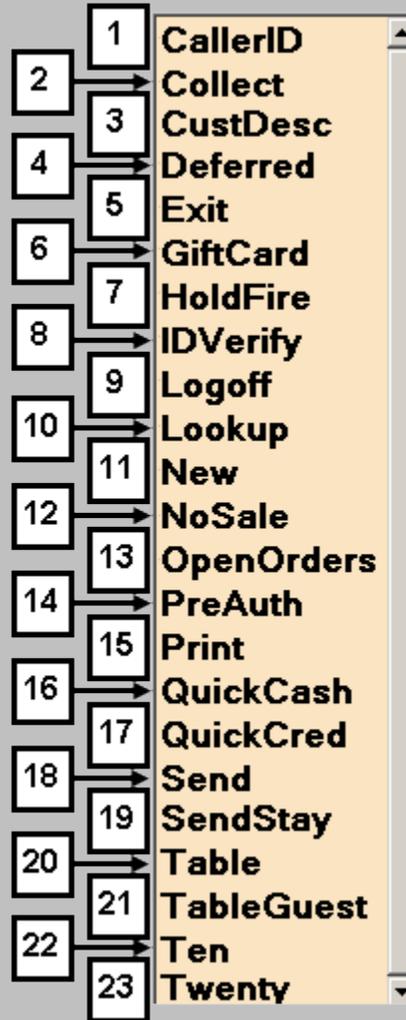


Pressing Collect First: If Collect is pressed before Send, the order will be automatically sent after the payment has been collected, negating the need to press Send afterwards.

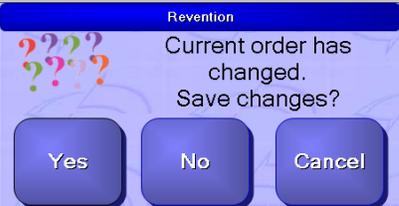
| NAME | IMAGE |
|--|--|
| <ul style="list-style-type: none"> • Empty Order Button Layout • Order Button Layout once assigned an action. • Different sizes, shapes and colors assigned to each Action Button |      |

Order Actions





| # | NAME | IMAGE | DESCRIPTION |
|---|----------|---|---|
| 1 | CallerID |  <p>Corresponding Action Button:</p>  | Establishments that obtained the Caller ID Box feature from <i>HungerRush</i> can transfer their phone company's caller ID info into <i>HungerRush</i> . The 'CallerID' action button allows you to access to the menu with the relevant Caller ID info. More information on this later in the guide. |

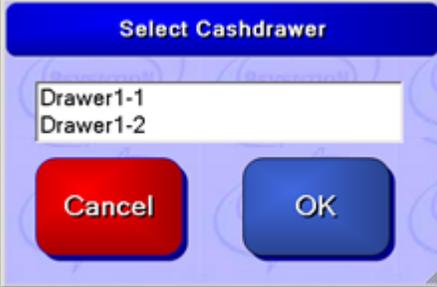
| | | | |
|---|-----------|---|--|
| 2 | Collect | <p style="text-align: center;">Collect</p> <p style="text-align: center;">Corresponding Action Button:</p> <div style="text-align: center;">  </div> <div style="text-align: center; margin-top: 10px;">  or  </div> | <p>Payment collection is processed with the 'Collect' action. Pressing 'Collect' will bring up a sub menu containing the different methods for Payment. If the order has not been sent yet, pressing 'Collect' will also send the order to the appropriate printers after the transaction is completed. This method eliminates the need to send the order then retrieving the order again to collect payment. If a staff member is collecting payment for a 'Server' order, the option will appear asking whether to collect the payment and place it in the drawer or collect the payment and give it directly to the 'Server' instead. More information on this later in the guide.</p> |
| 3 | Cust Desc | <p style="text-align: center;">CustDesc</p> <p style="text-align: center;">Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>When pressed, Cust Desc will proceed to a submenu that displays up to three categories with corresponding images that will allow you to quickly label a customer for later identification.</p> |
| 4 | Deferred | <p style="text-align: center;">Deferred</p> <p style="text-align: center;">Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Time sensitive orders that need to be placed in the near future can use the 'Deferred' action to dictate the due and print time. More information on this later in the guide.</p> |
| 5 | Exit | <p style="text-align: center;">Exit</p> <p style="text-align: center;">Corresponding Action Button:</p> <div style="text-align: center; margin-bottom: 10px;">  </div> <div style="text-align: center;">  </div> | <p>Returning to the main navigation menu can be accomplished by using the Exit action. If there are unsaved changes left on the order, you will be prompted to save, disregard the changes or cancel.</p> <p>'Exit' must be assigned as an action or <i>HungerRush</i> will not allow you to save your button configuration.</p> |

Order Options continued...

| | | | |
|----|-----------|--|--|
| 6 | Gift Card | <p style="text-align: center;">GiftCard</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Third party and <i>HungerRush</i> gift card services can be accessed through the GiftCard action. More information on this later in the guide.</p> |
| 7 | HoldFire | <p style="text-align: center;">HoldFire</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>HoldFire allows users to send portions of the entire order to the kitchen and hold off on other items until 'fired' to the kitchen. Once enabled, the applicable Order Types will need to be designated before HoldFire can be used.</p> |
| 8 | IDVerify | <p style="text-align: center;">IDVerify</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Pressing IDVerify will cause a submenu to appear that will allow staff members to either scan or swipe ID cards to display their age. Additional information is stored in a report that tracks time stamps, location of the scan and other pertinent information. Additional hardware is needed to properly scan ID Cards.</p> |
| 9 | Logoff | <p style="text-align: center;">Logoff</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Assigning the Logoff action to each terminal is highly recommended. It will allow you to remove yourself as the user from the terminal. Identical to the Logoff button located in the main navigation menu.</p> |
| 10 | Lookup | <p style="text-align: center;">Lookup</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Retrieving orders can be accomplished by providing the terminal with the Lookup action. For more information on Order Lookup please refer to the Menu Guide. More information on this later in the guide.</p> |

Order Options continued...

| | | | |
|-----------|----------------|---|---|
| <p>11</p> | <p>New</p> | <p style="text-align: center;">New</p> <p style="text-align: center;">Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Creating a New Order consist of resetting the order screen and clearing off all information that might have been recorded. This is different than the Clear All button from Order Functions. If an order is cleared off using Clear All the order is still identified as an existing order and will restrict functions accordingly. Even though the Order Display is cleared, you will be unable to open the cash drawer or get some Auto Apply coupons to work because the order is still identified as an existing order. Applying the New action to your Order Button Layout will allow you to start a new order from scratch.</p> |
| <p>12</p> | <p>No Sale</p> | <p style="text-align: center;">NoSale</p> <p style="text-align: center;">Corresponding Action Button:</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Error Screen:</p> <div style="text-align: center;">  </div> <p style="text-align: center;">continued...</p> | <p>Manually opening the cash drawer requires the NoSale action to be applied to the Order Button Layout.</p> <p>No Sale is restricted and pressing the button after starting an order will result in the following error screen informing you of the error.</p> <p>If management accesses an assigned drawer, a brief window will display signifying that access has been granted to an exclusive cash drawer.</p> |

| | | | |
|----|-------------|---|--|
| | |   | <p>A Shared primary and secondary cash drawer will prompt you with which drawer you want access to when pressing the No Sale button</p> |
| 13 | Open Orders | <p style="text-align: center;">OpenOrders</p> <p>Corresponding Action Button:</p>  | <p><i>HungerRush</i> refers to unsettled orders as Open Orders. The OpenOrders action is meant to be used as a quick look at orders that need to be closed out. Some special tools are provided that allow you to better filter and organize the order you are looking for. More information can be found later in this guide</p> |
| 14 | PreAuth | <p style="text-align: center;">PreAuth</p> <p>Corresponding Action Button:</p>  | <p>Preauthorizing a card allows you staff to insure that the presented card has a predetermined amount of funds available. . More information on this later in the guide.</p> |
| 15 | Print | <p style="text-align: center;">Print</p> <p>Corresponding Action Button:</p>  | <p>Attach the Print action your Order Button Layout to grant that terminal the capability to manually print to the kitchen or print a customer receipt from a printer attached to a terminal.</p> |

Order Options continued...

| | | | |
|----|-----------|---|---|
| 16 | QuickCash | <p style="text-align: center;">QuickCash</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>The ability to quickly close out orders in a high paced environment can be extremely advantageous. Pressing QuickCash closes out an order immediately using cash as the method of payment. Keep in mind that this bypasses any conformation screens like the amount collected and the amount of change that needs to be returned. Quick Cash also bypasses the order requirements, like table numbers and guess counts.</p> |
| 17 | QuickCred | <p style="text-align: center;">QuickCred</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Granting the QuickCred action will give your staff that ability to take credit card payments with the single press of Quick Credit. Manual Entry and Force will not be available in this collection mode. Similar to Quick Cash, using Quick Credit will bypass order requirements.</p> |
| 18 | Send | <p style="text-align: center;">Send</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>To complete an order, it either needs to be sent or collected. Sending an order causes it to satisfy one components of finishing an order by confirming the order without collecting for payment. Assign the Send action to the Order Button Layout to enable the ability.</p> |
| 19 | SendStay | <p style="text-align: center;">SendStay</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>SendStay is an action that allows you to send an order through during the process of taking an order without having to close the order out. This can be helpful when time sensitive items like appetizers or drinks need to be sent to their respective printers before the main course. The sent items will appear as black text indicating that they've been sent and the new unsend items in blue text.</p> |
| 20 | Table | <p style="text-align: center;">Table</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Permits assigning an order a Table Number. If you have Use Table Layout turned on in Systems, you will be brought to your Table Management Screen to select a graphical representation of a table instead of assigning a table number. Keep in mind pressing Table#: in the Order Parameters area will also allow for assigning a Table Number. The wording of "Table" can be altered to your preference.</p> |

Order Options continued...

| | | | |
|----|------------|---|---|
| 21 | TableGuest | <p style="text-align: center;">TableGuest</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>If you wish to maintain a guest count per table, consider activating the TableGuest action. Using this button will allow you to add a Table Number and a guest count. Guest counts can be useful for figuring out Per Person Averages and alerting appropriate staff about larger tables.</p> |
| 22 | Ten | <p style="text-align: center;">Ten</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Similar to Quick Cash, the Ten action will place a button that will complete an order under the assumption that was paid for in cash with ten dollars and provided the appropriate change owned. Cannot be used for orders that exceed ten dollars.</p> |
| 23 | Twenty | <p style="text-align: center;">Twenty</p> <p>Corresponding Action Button:</p> <div style="text-align: center;">  </div> | <p>Provides the same functionality of the Ten action, but Twenty will close out an order under the assumption the amount paid was 20 dollars in cash. Cannot be used for orders over 20 dollars.</p> |

Caller ID

Four Line Caller ID Display



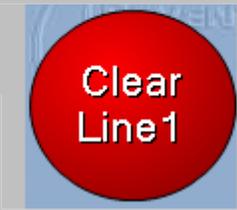
The intricacies of Caller ID: Traditionally, phone companies supply Caller ID information by sending an electrical signal through an analog line containing the customer’s information after the second ring. If the phone was to be picked up before the second ring, the signal will not be sent and the information lost. Also, the Customer Information displayed is solely based on what the phone company sends and other than filtering, *HungerRush* has no control over what information is passed along to be displayed in the Caller ID.

| # | NAME | IMAGE | DESCRIPTION |
|---|-------------------|--|--|
| 1 | Caller ID Message | <p>Thank you for calling Revention! Will this be for delivery or carryout?</p> <p>Edit Msg</p> | 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 clicking the Edit Msg Button. |

Caller ID continued...

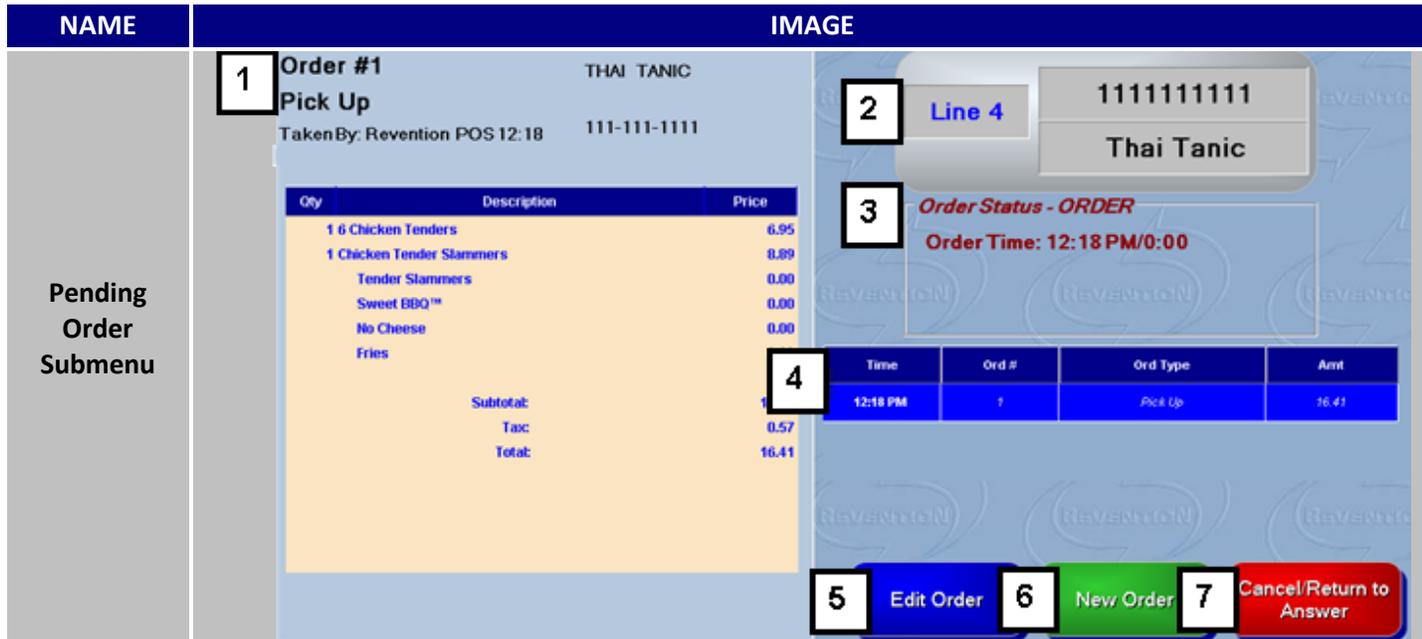
| | | | |
|---|-----------------------|--|---|
| 2 | Line | | <p>Select any active Line by clicking on the corresponding symbol. A prompt of the usable Order Types available to phone orders will be displayed. Selecting the Order Type here will transfer your choice to the Order Parameters and either brings you back to the Order Screen or Customer Edit screen if more information is needed to start the order.</p> |
| 3 | Line Status | | <p>Informs you of the current Line Status. Waiting is the default status, Ringing 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.</p> |
| 4 | Caller ID Information | | <p>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.</p> |
| 5 | Line Info | | <p>The space provided will display noteworthy information about the calling customer. New and Existing Customer specifies whether the customer is currently in your customer database or not. Pending Orders indicates a customer already placed an order and has called back. The time since the order has been taken and it's order number is displayed. Clicking on a Line with a Pending Order will also display a unique submenu. More information on that in the following section.</p> |

Caller ID continued...

| | | | |
|----|-----------------|---|---|
| 6 | Logoff |  | <p>Identical to the Logoff button in the main navigation menu. Logs you off as a user.</p> |
| 7 | Recall Mode |   | <p>Clicking the Recall Mode will transform the Line buttons into scroll arrows that allow you to browse through past phone calls. The Line Info screen displays call lengths and the amount of rings before the line was picked up. To return to the default mode, click on Answer Mode.</p> |
| 8 | Clear Line Mode |   | <p>If the need arise to manually clear the Caller ID Information from the screen, you can use Clear Line Mode. Your Line buttons will transition into Clear Line buttons and clicking on them will clear the line of any information. Click Return to Answer Mode to transition back.</p> |
| 9 | View Log |  | <p>View Log shifts you to a menu that displays detailed information of phone calls for the day. If call logs are need for past dates, you can always reference them through reports. Clicking the Return to Caller ID button will return you to normal Caller ID screen.</p> |
| 10 | Name Filter |  | <p>A lot of customers have their Caller ID information restricted and have their actual names replace with generic information. Instead of having to constantly delete generic information, you can filter them out with Name Filter. Clicking this button brings up another submenu. More information on that in the following section.</p> |
| 11 | Exit |  | <p>To return the order screen, click Exit.</p> |

Pending Order Submenu

Customers who have placed an order that hasn't been completed yet and called back using the same number are considered a Pending Order in the Caller ID. *HungerRush* assumes the customer is calling in regards to their order and provides a specialized menu to help you answer any questions the customer might have about their order.

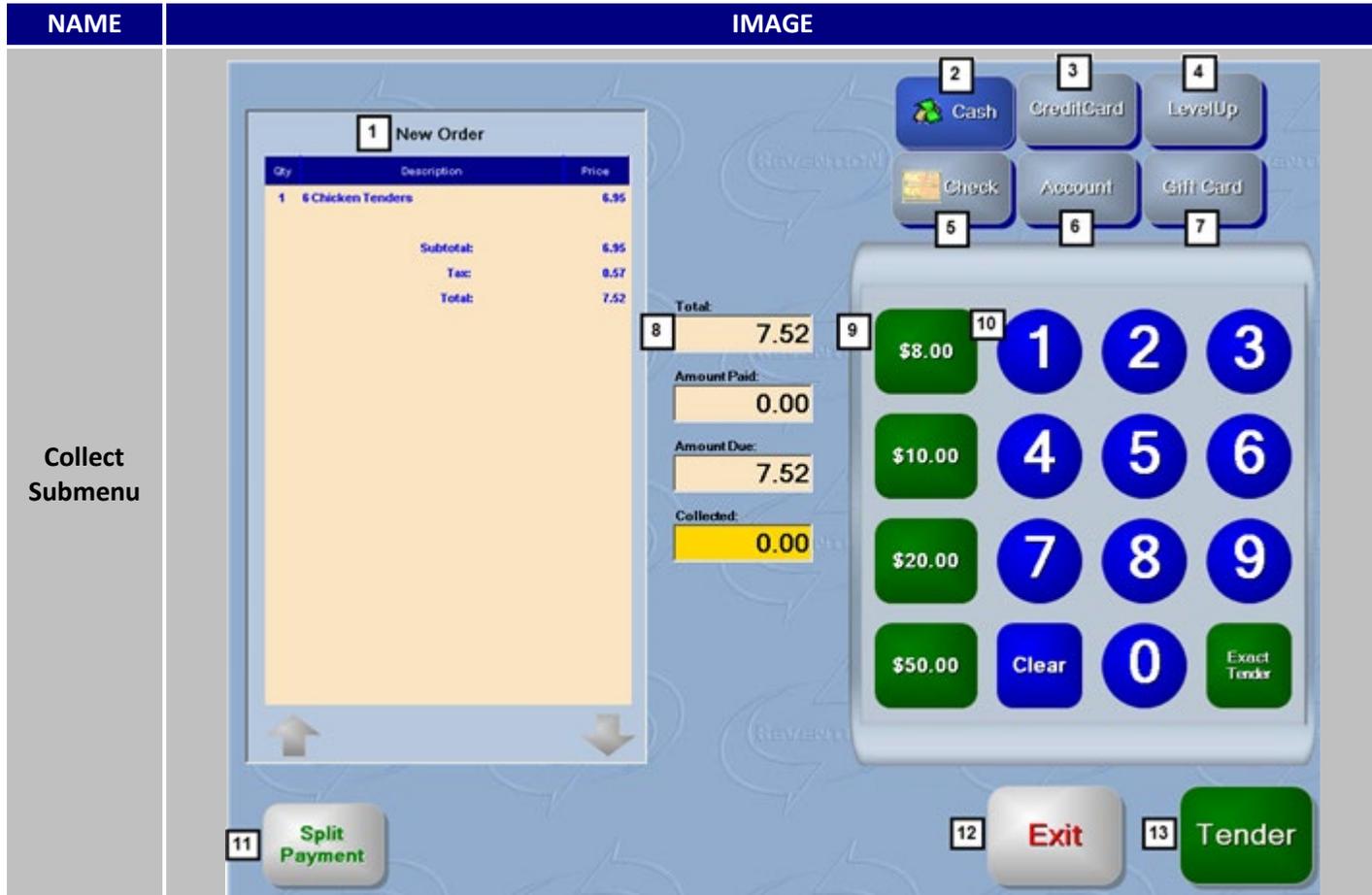


| # | NAME | IMAGE | DESCRIPTION |
|---|---------------------------|--|---|
| 1 | Pending Order Information | <p>Order #1 THAI TANIC</p> <p>Delivery 1 FOUNTAINVIEW HOUSTON, TX 77077</p> <p>TakenBy: Revention POS 12:18 111-111-1111</p> <p>UpdatedBy: Revention POS 12:59</p> | Vital information concerning the pending order can be found here. Data about who took the order and if anybody updated the order. |
| 2 | Pending Order Line | <p>Line 4 1111111111</p> <p>Thai Tonic</p> | Displays the pending order's line and Caller ID information. |
| 3 | Pending Order Status | <p>Order Status - ON-ROAD</p> <p>Order Time: 12:18 PM/4:12</p> <p>On-Road: 04:30 PM/0:00 - Revention</p> | 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. |

Pending Order Submenu continued...

| 4 | Pending Order Selection | <table border="1"> <thead> <tr> <th>Time</th> <th>Ord #</th> <th>Ord Type</th> <th>Amt</th> </tr> </thead> <tbody> <tr> <td>04:37 PM</td> <td>2</td> <td>Pick Up</td> <td>21.61</td> </tr> <tr> <td>12:18 PM</td> <td>1</td> <td>Delivery</td> <td>18.41</td> </tr> </tbody> </table> | Time | Ord # | Ord Type | Amt | 04:37 PM | 2 | Pick Up | 21.61 | 12:18 PM | 1 | Delivery | 18.41 | 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. |
|----------|---------------------------|---|--|----------|----------|-----|----------|---|---------|-------|----------|---|----------|-------|--|
| | | Time | Ord # | Ord Type | Amt | | | | | | | | | | |
| 04:37 PM | 2 | Pick Up | 21.61 | | | | | | | | | | | | |
| 12:18 PM | 1 | Delivery | 18.41 | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| 5 | Pending Edit Order |  | Sometimes customers that callback about their orders want to make an addendum. Choosing Edit Order will transfer you back to the Order Screen with the selected order, where you can make the appropriate changes. | | | | | | | | | | | | |
| 6 | Pending New Order |  | <i>HungerRush</i> makes the assumption that the customer is calling about a preexisting order and either wants to edit that order or get information about that order's status. 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. | | | | | | | | | | | | |

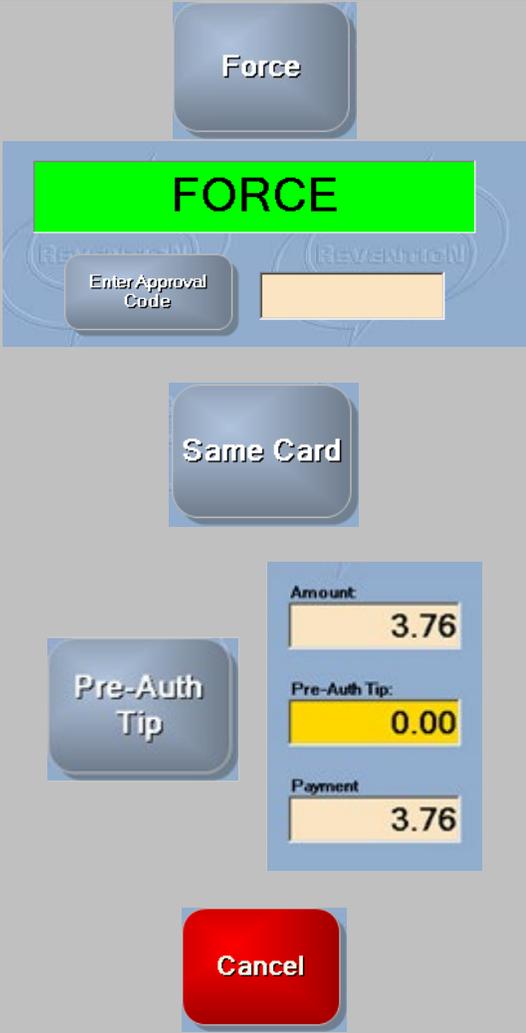
Collect Submenu



Credit Card Truism: Depending on what types of connections are available; *HungerRush* will prioritize certain connection types over others. High speed internet is the preferred method for transferring a customer’s credit card information to your processor; lacking that possibility, *HungerRush* will switch to your phone or fax line to complete the transfer. If no contact can be made with the processor, another possibility comes into play in the form of the Force button. Similar to the “Knuckle Busters” of yesteryear, Force will take a digital “carbon copy” of the card and wait for approval at a later time. Be aware of the ramifications that come with such an action. Waving the approval process can be problematic when a customer’s information is invalid and you’re trying to pursue payment. Most credit card processors will have little to no recourse when the credit card was not initially processed properly.

Collect Submenu continued...

| # | NAME | IMAGE | DESCRIPTION |
|---|---------------------------|---|--|
| 1 | Collecting Order's Detail | | Presents the Order's information that's currently being collected for. Payment amounts, methods and frequency are also tracked here. |
| 2 | Cash | | Denotes you are accepting the payment method as Cash . |
| 3 | Credit Card | <p style="text-align: center;">continued...</p> | <p>Collecting payment by credit cards is approached differently than cash. Clicking Credit Card will alter the collection screen and linger in this mode until a card is swiped, inserted or you cancel out.</p> <p>New buttons also appear at the bottom of the screen with additional options for credit card collection.</p> <p>Existential forces will sometimes cause you to be unable to connect to your credit card company to verify credit card charges. Force will take a copy of</p> |

| | | | |
|---|---------|---|---|
| | |  | <p>the card number and hold it for approval later. A bank approval code may be needed and can be placed in space provided</p> <p>Same Card only appears if an order has been paid for by credit card previously and additional charges have been added to the same order. Clicking Same Card will prompt you confirm the usage of the same card and then proceed to charge the original card for the remaining amount.</p> <p>Pre-Auth Tip adds an addition collection line for customers wishing to add a tip to their order beforehand.</p> <p>Cancel will return you to the default collection screen.</p> |
| 4 | Check |  | <p>Similar to Cash, select Check to indicate its use as payment. Any amount collected as a check will be separated into its own category when closing out a drawer or cashing out an employee.</p> |
| 5 | Account |  | <p>Only available for use when a customer has been given an Account. Selecting this payment method will charge the outstanding amount to the customer's account balance.</p> |

Collect Submenu continued...

| | | | |
|---|------------------------------|---|--|
| 6 | Gift Card |  | <p><i>HungerRush</i> and Third Party gift cards can be collected by using the Gift Card button. Clicking Gift Card will display a screen analogous with the credit card collection screen. You can then swipe or manually input the gift card's information. If you employ either method, gift card will work as an additional payment type that's kept separate from cash, checks, credit cards, and accounts.</p> |
| 7 | Collection Totals |  | <p>The original total is displayed and any contributing factors that affect the amount due are also listed. Collected with display the amount keyed in for the Collection Input Field.</p> |
| 8 | Smart / Quick Tender Buttons |  | <p>Smart Tender Buttons are dynamic collection buttons that change depending on the total of the ticket. In the image used to the right, the amount due was \$3.76 so <i>HungerRush</i> assumes the most likely payment is going to be \$4.00, \$5.00 and so on. On the other hand, Quick Tender Buttons are static and pressing them will collect the represented amount. Both methods automatically assume cash is the payment type.</p> |
| 9 | Collection Input Field |  | <p>Allows for manual input of the amount collected. Partial, full and Exact payments can be inputted here. If the amount entered is more than the total owed, a screen will pop up with the amount tender and change that needs to be returned to the customer.</p> |

Collect Submenu continued...

| | | | |
|-----------|----------------------|---|--|
| <p>10</p> | <p>Split Payment</p> |  | <p>Splitting an order by item was explained earlier but if an order needs to be divisionally split, you can use Split Payment. An input field will appear allowing you to designate how ways to divide the total amount owed. You can cancel this split mode by pressing Cancel Split Payments.</p> |
| <p>11</p> | <p>Exit</p> |  | <p>To return the order screen, click Exit.</p> |
| <p>12</p> | <p>Tender</p> |  | <p>Clicking Tender confirms the amount collected and either closes out an order and presents the appropriate change or informs you of the amount still owed if any.</p> |

Deferred Orders Submenu

| NAME | IMAGE | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------|--|---|-----|-------------|-------|---|-------------------|------|---|---------------|------|--|-------|------|--|---------------|------|--|------------------|-------|--|-------------|------|--|---------------|-------|
| Defer Order Info | <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Defer Order</p> <p>1 Entry Time: Thu 1/22, 4:47 PM PHO EVERY YUMMIE Employee: Revention POS Order Type: Dine In</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Qty</th> <th>Description</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Mozzarella Sticks</td> <td>6.19</td> </tr> <tr> <td>1</td> <td>Soft Pretzels</td> <td>4.99</td> </tr> <tr> <td></td> <td>Queso</td> <td>0.00</td> </tr> <tr> <td></td> <td>Honey Mustard</td> <td>0.00</td> </tr> <tr> <td></td> <td>Subtotal:</td> <td>11.18</td> </tr> <tr> <td></td> <td>Tax:</td> <td>0.92</td> </tr> <tr> <td></td> <td>Total:</td> <td>12.10</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 20px;">5 Search Deferred Orders</p> </div> <div style="width: 50%;"> <p>2 Order Due Time: Friday 1/22/2015 5:00 PM</p> <p>3 Preparation Time: 45 minutes</p> <p>4 Order Print Time: Friday 1/22/2015 4:15 PM</p> <p style="text-align: center; margin-top: 20px;">6 Activate Order 7 Cancel 8 Change Deferred Order</p> </div> </div> | | Qty | Description | Price | 1 | Mozzarella Sticks | 6.19 | 1 | Soft Pretzels | 4.99 | | Queso | 0.00 | | Honey Mustard | 0.00 | | Subtotal: | 11.18 | | Tax: | 0.92 | | Total: | 12.10 |
| Qty | Description | Price | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Mozzarella Sticks | 6.19 | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Soft Pretzels | 4.99 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Queso | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Honey Mustard | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Subtotal: | 11.18 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tax: | 0.92 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Total: | 12.10 | | | | | | | | | | | | | | | | | | | | | | | | |
| NAME | IMAGE | DESCRIPTION | | | | | | | | | | | | | | | | | | | | | | | | |
| Additional Order Options | <div style="display: flex; justify-content: space-around; gap: 10px;"> <div style="border: 1px solid blue; border-radius: 10px; padding: 5px; background-color: #0056b3; color: white;">Sort By Customer</div> <div style="border: 1px solid blue; border-radius: 10px; padding: 5px; background-color: #0056b3; color: white;">Print Order</div> <div style="border: 1px solid blue; border-radius: 10px; padding: 5px; background-color: #0056b3; color: white;">Edit Order</div> <div style="border: 1px solid blue; border-radius: 10px; padding: 5px; background-color: #0056b3; color: white;">Defer New Order</div> </div> | <p>These buttons will appear based on whether or not a deferred order was already present when entering into the deferred order submenu. Here you can sort, edit or create new deferred order from scratch. Print order will enable you to print a kitchen or customer receipt without activating the deferred order.</p> | | | | | | | | | | | | | | | | | | | | | | | | |

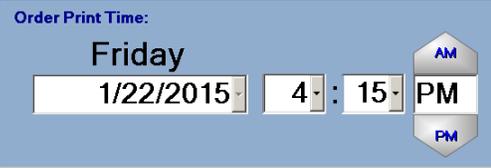
Deferred Orders Submenu continued...



Deferred Orders Axioms: Deferred orders are not actually orders until they are activated. This means inactivated orders won't be represented in your sales and cannot be treated in the same manner as normal orders. This trait especially affects how an inactivated deferred order can be collected and how it reacts to Order LookUp attempts. Collection assumes your operation has either performed a service or provided goods and applying a payment to an inactive deferred order will make *HungerRush* activate the order. This proves problematic for deferred orders whose activation was set for some time in the future. If a deferred order needs to be paid for before the activation date, credit is the only applicable payment method that won't trigger activation. The use of Order LookUp to find an inactive deferred order will return no results. Inactivated deferred orders are housed in the Deferred Order button itself and can be selected and edited from there.

| # | NAME | IMAGE | DESCRIPTION |
|---|-------------------|---|---|
| 1 | Defer Order Info | Entry Time: Thu 1/22, 4:47 PM Employee: Revention POS Order Type: Dine In PHO EVERY YUMMIE | Detailed information about the defer order. |
| 2 | Order Due Time: | Order Due Time: Friday 1/22/2015 5 : 00 PM | The desired Order due Time and date can be designated here. |
| 3 | Preparation Time: | 0 minutes | Preparation time will directly affect when Order Print Time is set. Preparation Time gives the choices from 0 to 120 minutes. Once the amount of time is chosen, <i>HungerRush</i> takes the Due Time and subtracts the Preparation Time to determine when to process and activate the order. If the preset Preparation Times provided prove to be too un flexible for your needs, it can be bypassed and you can manually set your own activation time. |

Deferred Orders Submenu continued...

| 4 | Order Print Time: |  | Informs <i>HungerRush</i> when to activate the order and perform the appropriate actions associated with activation. | | | | | | | | |
|----------------|------------------------|---|---|----------|----------------|--------------------|--------------|-------------------|----------------|-------------------|--|
| 5 | Search Deferred Orders |  <table border="1" data-bbox="511 569 1002 806"> <thead> <tr> <th>Customer</th> <th>Due Time</th> </tr> </thead> <tbody> <tr> <td>PHO EVER YUMMY</td> <td>Fri, 1/23 12:45 PM</td> </tr> <tr> <td>PITTS, ERICA</td> <td>Fri, 1/23 1:00 PM</td> </tr> <tr> <td>POS, REVENTION</td> <td>Fri, 1/23 5:00 PM</td> </tr> </tbody> </table> | Customer | Due Time | PHO EVER YUMMY | Fri, 1/23 12:45 PM | PITTS, ERICA | Fri, 1/23 1:00 PM | POS, REVENTION | Fri, 1/23 5:00 PM | Clicking Search Deferred Orders will collapse the order and return to a list displaying all deferred orders for easy selection. |
| Customer | Due Time | | | | | | | | | | |
| PHO EVER YUMMY | Fri, 1/23 12:45 PM | | | | | | | | | | |
| PITTS, ERICA | Fri, 1/23 1:00 PM | | | | | | | | | | |
| POS, REVENTION | Fri, 1/23 5:00 PM | | | | | | | | | | |
| 6 | Activate Order |  | Activate Order will flag an order to ignore the activation time and immediately place the order into an active status. | | | | | | | | |
| 7 | Cancel |  | Return to order screen by clicking Cancel | | | | | | | | |
| 8 | Change Deferred Order |  | Confirms your alterations to a previous deferred order and saves it. | | | | | | | | |

Gift Card Submenu



| # | NAME | IMAGE | DESCRIPTION |
|---|-------------------------|------------------|--|
| 1 | Gift Card Input Display | | Swiped gift cards will display their encode card number here and can be used as an indicator that the card's magnetic strip was read by <i>HungerRush</i> . |
| 2 | Activate New Gift Card | continued... | <p>New gift cards must be activated before they can hold a balance or have their balance adjusted. Select Activate New Gift Card, choose the desired amount to place on the card and then swipe an inactivated gift card.</p> <p>The Gift card charge will show on the order screen and must be closed out to complete the gift card's activation. If the card is already active, <i>HungerRush</i></p> |

| | | | |
|---|------------------------------|--|--|
| | |  | will display an error message and wait for another gift card to be swiped. |
| 3 | Add \$\$ to Card |  | Once a gift card has been activated, its balance can be increased. Add \$\$ to Card will add the proposed amount to the swiped gift card. If the card is not active, <i>HungerRush</i> will display an error message and wait for another gift card to be swiped. |
| 4 | Check Balance |  | Inquiries can be made about the gift card's remaining balance by selecting Check Balance and swipe the gift card in question. |
| 5 | Deactivate Card |  | Deactivate Card returns a Gift Card to its neutral state. It will no longer hold a charge and for all intents and purposes be resold as a new Gift Card. |
| 6 | Gift Card Collection Details |  | The Gift Card Submenu's mode, minimum charge and selected charge amount are displayed here. Price will display when you edit the gift card price and represents the edited proposed amount to replace the standard amount. |

Gift Card Submenu continued...

| | | | |
|----|-----------------------|---|---|
| 7 | Gift Card Input Field |  | Used to Input the desired amount to charge the gift card. If Manual Card Entry is used, Gift Card Input Field is used to key the Gift Card number in. |
| 8 | Edit Price |  | Modular button that only appears if the user has the correct securities turned on. Edit Price will allow you to manipulate the price of the Gift Card or remove the price altogether. To exit out click Cancel Edit Price. |
| 9 | Manual Card Entry |  | Magnetic card strips tend to wear out or become de-magnetized over time. Manual Card Entry slightly changes the Gift Card Input Field to accommodate accordingly by adding OK and Cancel commands. Use the number field to key in the gift card number and ok to submit it. Click Cancel to return to gift card submenu. |
| 10 | Exit |  | To return to the Order Screen, click Exit . |

Order LookUp Submenu

Order LookUp Submenu

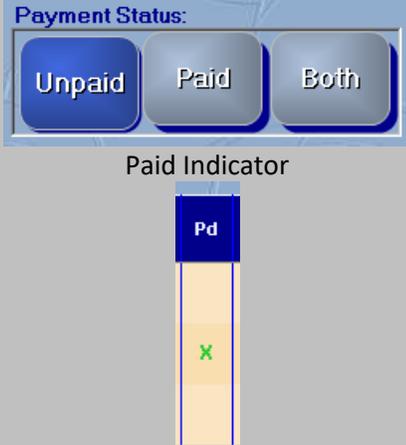
| Ord | Time | Order Type | Tbl | Customer | Pd | Total |
|-----|----------|------------|-----|---|----|-------|
| 3 | 10:35 AM | Pick Up | | TANIC, THAI 1 FOUNTAINVIEW | | 17.50 |
| 2 | 9:55 AM | Dine In | 5 | | X | 15.57 |
| 1 | 8:39 AM | Dine In | 2 | POS, REVENTION 1315 W SAM HOUSTON PKWY N 101 | | 10.16 |

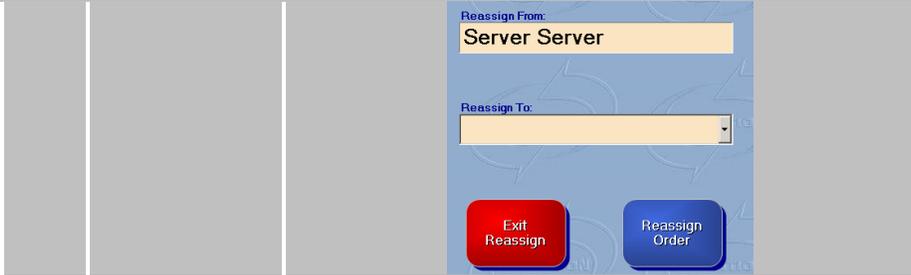
| # | NAME | IMAGE | DESCRIPTION |
|---|-------------|-------|--|
| 1 | Order Type: | | Use Order Type: to filter by the selected order type. Useful for when trying to see pending unpaid orders of a particular type. |
| 2 | Server: | | Similar to 'Order Type:' Server: will filter by the selected server, restricting the visible orders. |

Order LookUp Submenu continued...

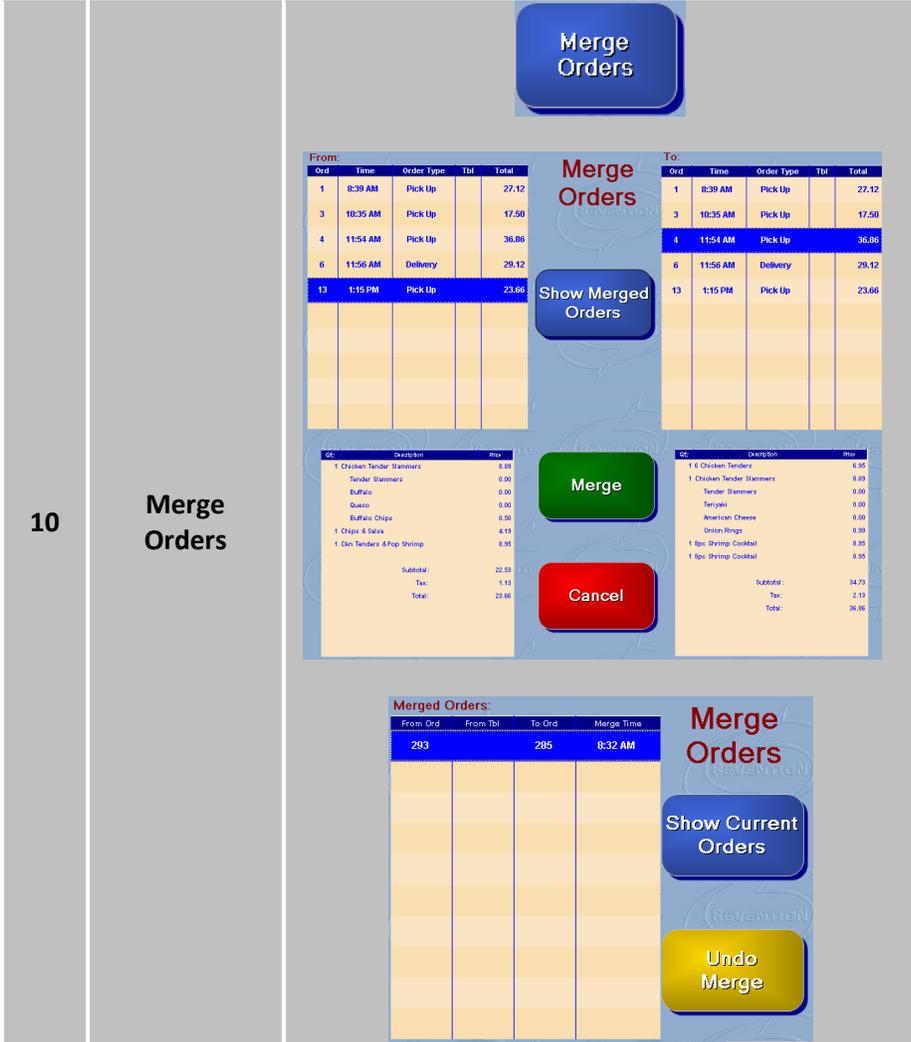
| <p>3</p> | <p>Search:</p> | | <p>Search: provides three different methods for finding an order. Each confirmed order in <i>HungerRush</i> will be granted a corresponding order number in sequential order. By Order searches by the order number assigned to the order. Use the input field to key in the order number and click retrieve to pull up the order. By Table is similar to By Order but uses the assigned table number as the search criteria. By Phone use a unique filtering system that eliminates the orders as you input the phone number, narrowing down the possible orders. Once the filter narrows down the possible matches to one order, it's pulled up automatically. When searching by phone Retrieve will be replaced by Back.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------|------------------------------|---|--|---|------------|-------|----------|----|-------|---|----------|---------|--|-------------------------------|--|-------|---|---------|---------|---|--|---|-------|---|---------|---------|---|---|--|-------|---|
| <p>4</p> | <p>Order Look Up Display</p> | <table border="1"> <thead> <tr> <th>Ord</th> <th>Time</th> <th>Order Type</th> <th>Tbl</th> <th>Customer</th> <th>Pd</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>10:35 AM</td> <td>Pick Up</td> <td></td> <td>TRNIC, THAI 1 FOUNTAINVIEW</td> <td></td> <td>17.50</td> </tr> <tr> <td>2</td> <td>9:55 AM</td> <td>Dine In</td> <td>5</td> <td></td> <td>X</td> <td>15.57</td> </tr> <tr> <td>1</td> <td>8:39 AM</td> <td>Dine In</td> <td>2</td> <td>POS, REVENTION 1315 W SAM HOUSTON PKWY N 100</td> <td></td> <td>10.16</td> </tr> </tbody> </table> <p>Using Table Look Up without Table Management will display the orders with this graphic instead.</p> | Ord | Time | Order Type | Tbl | Customer | Pd | Total | 3 | 10:35 AM | Pick Up | | TRNIC, THAI 1 FOUNTAINVIEW | | 17.50 | 2 | 9:55 AM | Dine In | 5 | | X | 15.57 | 1 | 8:39 AM | Dine In | 2 | POS, REVENTION 1315 W SAM HOUSTON PKWY N 100 | | 10.16 | <p>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.</p> |
| Ord | Time | Order Type | Tbl | Customer | Pd | Total | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | 10:35 AM | Pick Up | | TRNIC, THAI 1 FOUNTAINVIEW | | 17.50 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | 9:55 AM | Dine In | 5 | | X | 15.57 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | 8:39 AM | Dine In | 2 | POS, REVENTION 1315 W SAM HOUSTON PKWY N 100 | | 10.16 | | | | | | | | | | | | | | | | | | | | | | | | | |

Order LookUp Submenu continued...

| | | | |
|---|-----------------|--|--|
| 5 | Sort By: |  | <p>Controls how the Order Look Up Display organizes the orders. Order is selected by default and will sort the orders based on their assigned order number in descending order. Clicking on Table uses the assigned table number and displays it in descending order. Table also has a hidden function of reversing the order numbers in ascending order. This only works if no table numbers are used. Selecting Customer causes the orders to be sorted alphabetically</p> |
| 6 | Logoff |  | <p>To return to the login screen and remove yourself as the current user, click Logoff.</p> |
| 7 | Payment Status: |  | <p>This filter works in conjunction with Order Type: to further narrow the available orders that fit your search criteria. Unpaid and Paid will restrict your view to their respective categories while Both will show them combined and mark the paid orders with a green 'X'.</p> |
| 8 | Tips |  | <p>Shares the same functionality of Edit Tips from the Server Table Management screen, this button allows you to preadjust your credit cards tips that were ran on this cash drawer</p> |
| 9 | Reassign |  <p>continued...</p> | <p>Once a table's order is started it will become assigned to server who created it. You can reassign ownership and financial responsibility of an order by clicking Reassign.</p> <p>A menu will replace the Search: application, giving you the appropriate tools to Reassign an order. The top portion designates the original owner of</p> |



the order and you can choose a suitable employee to reassign the order to or choose None to have the order be picked up by which ever cash drawer closes the order out.

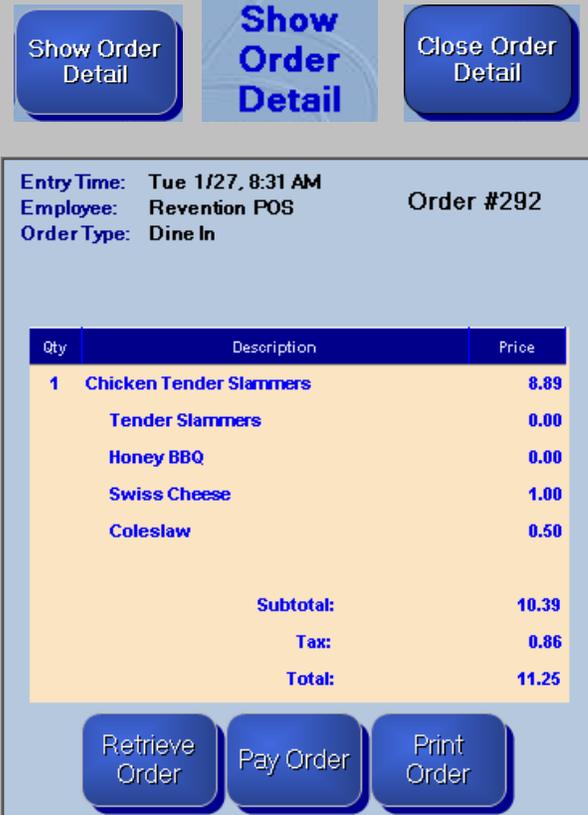


10

Merge Orders

Combining orders can be accomplished by using **Merge Orders**. A submenu will appear where you can see the detail of the selected orders before merging them. Choose an order using the From: column and one from the To: column. Press Merge to combine the two orders into one new order. The orders will be combined taking on the parameters of the order selected from the To: column. Once an order is merged a new button appears called Show Merged Orders. This function allows you to see when an order was merged and undo selected merges to return the combined orders to their original state.

Order LookUp Submenu continued...

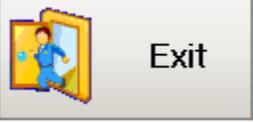
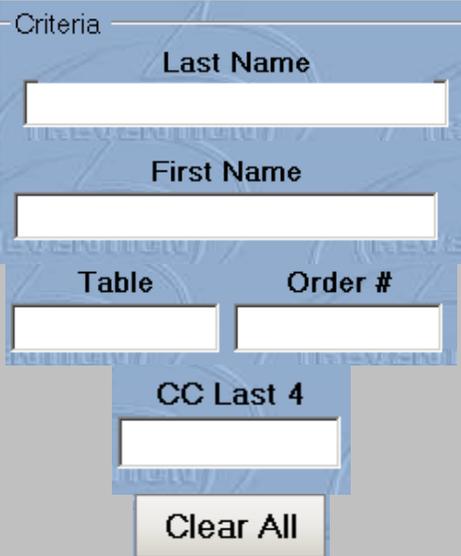
| | | | |
|-----------|--------------------------|---|---|
| <p>11</p> | <p>Show Order Detail</p> |  | <p>More Information can be gleaned from an order by clicking on Show Order Detail. To designate the mode swap, a text will appear over the Sort: function indicating its activation. Once engaged, Show Order Detail causes the selection of an order to display its' detailed information. Additional options also appear allowing you to collect for the order, access the order's available print options or retrieve and edit the order. To return to the normal modus operandi, Click Close Order Detail.</p> |
| <p>12</p> | <p>Cancel Lookup</p> |  | <p>To return to the order screen, click Cancel Lookup.</p> |

Open Orders Submenu

| NAME | IMAGE | | | | | | | | | | | | | | | | |
|----------------------------|---|---------|-----------|-------|-----------|---|---------------|----|---|---|----------------|---|---|---|------------|---|---|
| Open Orders Submenu | | | | | | | | | | | | | | | | | |
| Open Orders Search Submenu | <table border="1" data-bbox="513 884 1520 1073"> <thead> <tr> <th>Order #</th> <th>Name</th> <th>Table</th> <th>CC Last 4</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Storm, Johnny</td> <td>42</td> <td>0</td> </tr> <tr> <td>3</td> <td>Richards, Reed</td> <td>0</td> <td>0</td> </tr> <tr> <td>1</td> <td>Grimm, Ben</td> <td>0</td> <td>0</td> </tr> </tbody> </table> | Order # | Name | Table | CC Last 4 | 2 | Storm, Johnny | 42 | 0 | 3 | Richards, Reed | 0 | 0 | 1 | Grimm, Ben | 0 | 0 |
| Order # | Name | Table | CC Last 4 | | | | | | | | | | | | | | |
| 2 | Storm, Johnny | 42 | 0 | | | | | | | | | | | | | | |
| 3 | Richards, Reed | 0 | 0 | | | | | | | | | | | | | | |
| 1 | Grimm, Ben | 0 | 0 | | | | | | | | | | | | | | |

| # | NAME | IMAGE | DESCRIPTION |
|---|-----------------|-------|---|
| 1 | User: | | HungerRush will display the current User or Server logged in. |
| 2 | Order Type: | | Enables you to filter the visible order types that are displayed. |
| 3 | Page Navigation | | Pressing Previous and Next will flip the pages either forward or backwards if the open order exceeds the maximum displayable orders. The number in the middle indicates the current page. |
| 4 | Refresh | | Pressing Refresh will update the screen with any new orders that might have been placed. |

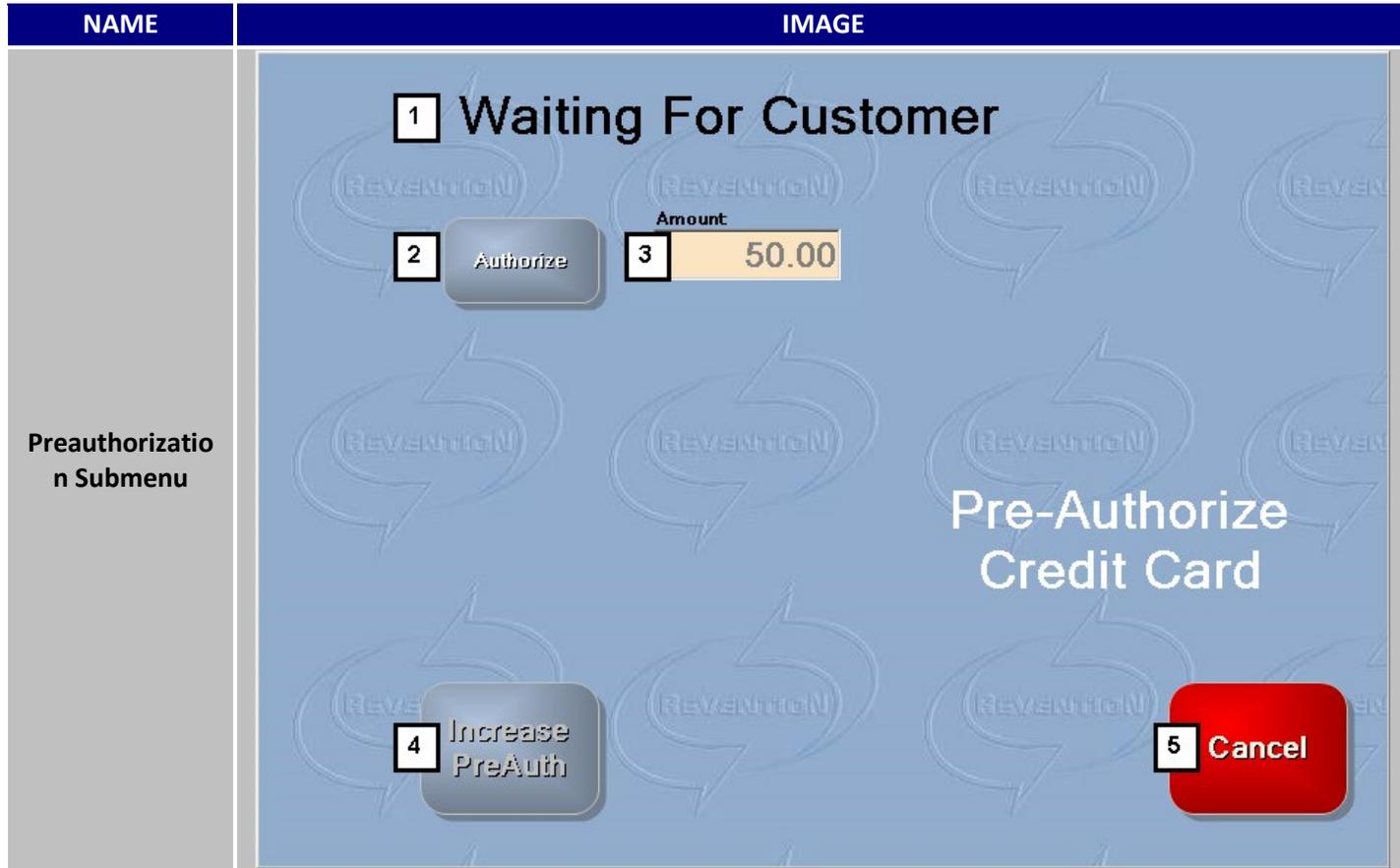
Open Orders Submenu continued...

| | | | |
|----|-------------|---|---|
| 5 | Open Orders |  | Your Open Orders are displayed as condensed packets of relevant information. Click on an open order to recover it and return to the order screen. |
| 6 | Logoff |  | Identical functionality to Logoff buttons found elsewhere throughout <i>HungerRush</i> . |
| 7 | Sort By: |  | Sort options that affect how the opens orders are organized. |
| 8 | Search |  | Clicking Search swaps the current display to the Open Orders Search Submenu. |
| 9 | New |  | Operational the same as New Order, click New to return to the order screen with the order parameters cleared. |
| 10 | Exit |  | To return to the order screen, Click Exit . |
| 11 | Criteria |  | Different Criteria that can be used to narrow down your search for your open order. Selecting the open field will pull up a virtual keyboard allowing you to key in the relevant information. Click Clear All to purge all the fields. |

Open Orders Submenu continued...

| 12 | Search Results | <table border="1"> <thead> <tr> <th>Order #</th> <th>Name</th> <th>Table</th> <th>CC Last 4</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Storm, Johnny</td> <td>42</td> <td>0</td> </tr> <tr> <td>3</td> <td>Richards, Reed</td> <td>0</td> <td>0</td> </tr> <tr> <td>1</td> <td>Grimm, Ben</td> <td>0</td> <td>0</td> </tr> </tbody> </table> | Order # | Name | Table | CC Last 4 | 2 | Storm, Johnny | 42 | 0 | 3 | Richards, Reed | 0 | 0 | 1 | Grimm, Ben | 0 | 0 | <p>Open Orders matching the search criteria will be presented here. Selecting an order will return you to the order screen with the selected order in tow.</p> |
|----|------------------------|---|--|-------|-----------|-----------|---|---------------|----|---|---|----------------|---|---|---|------------|---|---|--|
| | | Order # | Name | Table | CC Last 4 | | | | | | | | | | | | | | |
| | | 2 | Storm, Johnny | 42 | 0 | | | | | | | | | | | | | | |
| | | 3 | Richards, Reed | 0 | 0 | | | | | | | | | | | | | | |
| 1 | Grimm, Ben | 0 | 0 | | | | | | | | | | | | | | | | |
| 13 | Return to Open Tickets |  | <p>To exit out of search and return to Open Orders Screen, click Return to Open Tickets.</p> | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | |

Preauthorization Submenu



| # | NAME | IMAGE | DESCRIPTION |
|---|-------------------------|-------|---|
| 1 | Waiting For Customer | | Once the PreAuth button is pressed then a signal will be sent to card reader, activating it and wait for the customer to dip or swipe their credit card. |
| 2 | Preauthorization Amount | | The amount the card is going to be preauthorized for. |
| 3 | Increase PreAuth | | If the default Preauthorization Amount is not sufficient and needs to be raised, you can use Increase PreAuth . Clicking on this will bring up a keypad so you can input new amount. |

Open Orders Submenu continued...

| | | | |
|---|--------------|---|--|
| 4 | Manual Entry |  | <p>Magnetic card strips tend to wear out or become de-magnetized over time. Manual Card Entry brings up a keypad. Key the card's number in and click OK to submit it.</p> |
| 5 | Cancel |  | <p>To return to the previous screen, click Cancel.</p> |

Technical Support

For technical support, contact **HungerRush 360 Technical Support** at 1.877.738.7444 or go to <https://www.hungerrush.com/support>.