HungerRush™

Quick Reference Guide

Daily Operations

Version 1

USER GUIDE

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HungerRush™

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Opening the Day

Clocking In

1. Log in to *HungerRush*
2. Hourly Users Required to Clock In will automatically be sent to the Clock In screen
3. Select **Labor**
4. Select **Clock In**

Clocking In (Time Clock Not Required)

1. Log in to *HungerRush*
2. Select Time Clock
3. Log in
4. Select **Labor Type**
5. Select **Clock In**

Starting Cash Drawer

1. Log in to *HungerRush*
2. Select **Cash**
3. Validate Starting Cash is accurate
4. Select **Open**

Orders

Using Caller Id for Customer Look Up

1. Log in and Select **Orders**
2. Select **Caller ID**
3. Select the **Line #**
4. Select Customers request Order Type
5. If Customer Record is complete, New Order begins
6. If additional information is required Edit Customer screen appears

Look Up a Customer Record

1. Log in and Select **Orders**
2. Select Order Type from the drop down box
3. Select **Customer**
4. Select the desired search type in the Search By: Phone, Name, Location, Address
5. Enter the customer's phone number, name, location, or address in the text field
6. The order screen with customer information will automatically open unless there are multiple customers under the customer look up information
7. If multiple customers appear, click on the customer's name to select
8. Verify customer information
9. Enter Order

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Add a New Customer Record

1. Log in and Select **Orders**
2. Select Order Type from the drop down box
3. Select **Customer**
4. Select the desired search type in the Search By: Phone, Name, Location, Address
5. Enter the customer's phone number, name, location, or address in the text field
6. If a new customer, a customer screen will open
7. Enter the customer information, all required information is highlighted in red
8. Enter required customer information, be sure to select the type of residence: House, Apartment, Business, Hotel, School
9. Select **Save/Return**
10. Enter Order

Edit a Customer Record

1. Log in and Select **Orders**
2. Select Order Type from the drop down box
3. Select **Customer**
4. Select the desired search type in the Search By: Phone, Name, Location, Address
5. Enter the customer's phone number, name, location, or address in the text field
6. Customer record will appear in at the top of the order
7. Click on the Customer's record to edit data
8. Edit necessary customer information
9. Select **Save/Return**
10. Enter Order

Enter an Order

1. Log in and select **Orders**
2. Select the appropriate Order Type
3. Look up Customer Record if required
4. Enter Order
5. Select **Collect**, if order is tendered immediately
6. Select **Send**, if order will be paid for later

Look Up an Order

1. Log in and Select **Orders**
2. Select **Order Lookup**
3. Validate the Order Type selection at the top of the screen
4. Select drop down arrow if Order Type needs to be modified
5. Select a **Payment Status** at the bottom of the screen
6. When the order appears in the order list, select the order, this action will retrieve the order automatically and place you into the order screen
7. You may also search for an order by Order, by Phone or by Table
8. Select a search parameter and enter number on keypad
9. To Exit the Order Lookup screen select **Cancel Lookup**

Ring Up Using Quantity

1. Log in and select **Orders**
2. Enter item
3. Select **Quantity**
4. Enter the desired quantity on the key pad that appears
5. For quantities greater than nine, click the **10+** button, enter the desired quantity, and select **OK**
6. Do not use the quantity to ring up items if coupons will be used
7. Complete Order

Change Estimated Time for an Order Type

1. If an order type has an estimated time defined it appears as a yellow bar above the order type
2. Select the yellow bar with the current estimated time
3. Select **Yes**
4. Enter new estimated time
5. Select **OK**

Entering a Deferred Order

1. Log in and select **Orders**
2. Look Up or Enter New Customer
3. Enter order
4. Select **Defer Orders**
5. Select the Order Due Time
6. Select the preparation time needed for the order
7. Select **Defer Order**
8. Select **Send**
9. Select **Yes**
10. Select payment type if delivery

Review and Edit Deferred Orders

1. Log in and select **Orders**
2. Select **Deferred Orders** to review all deferred orders
3. Select **Sort By Customer** to sort the deferred orders list by customer
4. Click on the deferred order to view the deferred time details for an order
5. Select **Edit Order**
6. Adjust Order Due Time, Preparation Time, or Order Print Time if needed
7. Choose **Change Deferred Order**
8. Edit deferred order
9. Select **Send**
10. Select **Yes**
11. Select payment type if delivery
12. Select **Exit** or **Logoff**

Add Review Customer Complaints

1. Log in and select Orders
2. Select Order Type that require customer information
3. Select **Customer**
4. Select the desired search type in the Search By: Phone, Name, Location, Address
5. Enter the customer's phone number, name, location, or address in the text field
6. Order screen will open
7. Click on customer's name on top left
8. Customer account will open
9. On the bottom right side of the screen select the **Complaints** tab
10. For new complaint, select the **New** button
11. Enter a description of the complaint
12. Select **Comp Next Order** is required
13. Enter Comp Description
14. Select **Save**
15. For a return complaint
16. Highlight the appropriate complaint
17. Select the **Edit/View** button
18. Review and apply comps as indicated by complaints
19. After comp item is given to customer, select Resolved
20. Select **Save**
21. Select **Exit**
22. Complete Order

Add and Review Payment Alerts

1. Log in and select Orders
2. Select Order Type that require customer information
3. Select **Customer**
4. Select the desired search type in the Search By: Phone, Name, Location, Address
5. Enter the customer's phone number, name, location, or address in the text field
6. Order screen will open
7. Click on customer's name on top left
8. Customer account will open
9. On the bottom right side of the screen **Payment Alerts** appear
10. Click on the required Alerts
11. **Tax Exempt** – Select if the customer is tax exempt (school, church, etc.) and enter the Tax ID number in the text box
12. **Do Not Accept Check Cust** and **Do Not Accept Checks Addr** – Select both when checks should not be accepted
13. **Do Not Deliver** – Select if delivery is unavailable for this customer
14. Choose **Save/Return**
15. If payment alert occurs, select the appropriate pop up answer
16. Any payment alerts will be indicated by the customer information flashing red
17. Complete Order

Review Customer History

1. Log in and select **Orders**

2. Select Order Type from the drop down list
3. Select **Customer**
4. Select the desired search type in the Search By: Phone, Name, Location, Address
5. Enter the customer's phone number, name, location, or address in the text field
6. Order screen will open
7. Click on customer's name on top left
8. Customer record will open
9. On the bottom left review customer history
10. **Summary** tab – displays the customer's first order, last order, total order count, and total order amount
11. **Orders** tab – displays a list of all orders placed by each customer
12. To View an Order – Highlight the order to review and select **Order Viewer**
13. **Summary Online** tab – displays a list of all orders placed online
14. **Alt Deliv Addr** tab – allows an alternative delivery address to be added to an order
15. To add Alternative Delivery Address select **New**
16. Enter required customer information
17. Select **Save**
18. Highlight Alternative Address
19. Select **Apply to Order**
20. Select **Save/Return**
21. Select **Yes** to use alternate delivery address
22. Complete Order

Discounts

Apply a Coupon

1. Enter Order
2. Select **Coupons** button located below the order
3. Select the appropriate coupon
4. Only coupons that are applicable to the selected order will be displayed
5. Complete Order

Void an Order/Item

1. Look up the Order
2. Select **Manager Functions** located below the order
3. Highlight the Item you want to Void or select **Entire Order**
4. To Void an Item, select **Selected Item**
5. Select **Void**
6. Select **OK**
7. Enter Adjustment Reason
8. Select **OK**
9. Complete Order

Comp an Order/Item

1. Look up the Order
2. Select **Manager Functions** located below the order
3. Highlight the Item you want to Comp or select **Entire Order**

4. To Comp an Item, select **Selected Item**
5. Select **Comp**
6. Select **OK**
7. Enter Adjustment Reason
8. Select **OK**
9. Complete Order

Remove Payment

1. Look up the Order
2. Highlight the Payment (red text) on the Order
3. Select **Remove Payment** button located below the order
4. Select **Yes**
5. Apply correct payment or modify order
6. Complete Order

Payment Methods

Tendering an Order

1. Look up the Order or enter the Order
2. Select Collect
3. Select the tender type, Cash, Credit, etc.
4. Enter amount collected
5. Select Tender
6. If the amount tendered is exact, the **Exact Tender** button can be used

Tendering to Credit Card

1. Look up the Order or enter the Order
2. Select Collect
3. Select the tender type, **Credit**
4. Amount will default to amount due
5. The customer then dips or sw
6. Enter additional data if prompted, i.e. Address Verification
7. Credit Merchant and Customer Receipt will print

Pre-Authorization

1. Enter the Order
2. Select **PreAuth** button
3. Swipe Credit Card
4. To change amount, select Increase PreAuth button
5. Enter new amount, select OK

Gift Cards

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

5. Swipe gift card
6. Customer receipt will print
7. If amount due exceeds gift card balance, system will show available balance
8. Return to collect screen and enter partial payment amount Collected field

Customer Account

1. Look up the Order or enter the Order
2. Customer record attached to Order must have an open Account
3. Select Collect
4. Select the tender type, **Account**
5. Amount will default to amount due
6. Select **Exact Tender**
7. Customer receipt and store copy will print for customer to sign

Delivery

View Order

1. Select **Delivery**
2. Highlight the Order to view
3. Select **View Order**
4. To switch to other orders, change highlight on the left side of screen
5. To close Viewer, select **Close Order View**

Map Order

1. Select **Delivery**
2. Highlight the Order or Orders to map
3. Select **Map Order**
4. To review directions on the screen, select **Show Directions**
5. To print directions on the receipt printer, select **Print Directions**
6. To print map on an office style printer, select **Print**
7. To close map, select **Close Map**

Dispatch Driver

1. Select **Delivery**
2. Highlight the Order or Orders to dispatch
3. Highlight the Driver to deliver the orders
4. Select **Dispatch**
5. Menu Reminders may appear, select Close
6. Orders go to On Road stage and Driver shows On Road (highlighted red)

Return Driver

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

Track Order

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

Remove Order from Driver

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

Remove Order from Dispatch

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

Reassign Dispatch

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

Add Employee as Driver

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

Cash Controls

Cash Drawer Drop

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

Driver Drop

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

Cash Paid Out

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

Cash Receipts

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

Closing Shift/Day

Validate All Orders Closed

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

Balancing a Cash Drawer

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

Cashing Out a Driver

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

Cashing Out a Server

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

Edit Employee Time Clock

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

Post Deposit

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

Closing the Day

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

Manually Batching Credit Cards

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

Hardware Trouble Shooting

Cash Drawer Will Not Open

1. If Cash Drawer is plugged into the Epson Receipt Printer, validate the printer **has power, no error lights are present** on the printer, and you can successfully print a receipt to the printer
2. If you are unable to print to the printer, complete a **printer self-test** by turning off the printer, holding the feed button down while turning the printer back on, a test receipt will printer and the error light will flash, press the feed button one more time and the self-test will be complete
3. Restart the printer on the printer's workstation, go to **Utilities**, select **Restart Printer**
4. Validate Cash Drawer cable is plugged securely into the back of the printer
5. If the Cash Drawer is **plugged into the back of an All In One workstation**, first exit the *HungerRush* program on that workstation and reload the *HungerRush* program
6. If Cash Drawer still does not open, **reboot the All In One workstation**
7. Check to see if there is a key available to open the cash drawer temporarily and contact ***HungerRush* Customer Support** for additional assistance, **1-877-738-7444**

Printer Not Printing

1. Complete a **printer self-test** by turning off the printer, holding the feed button down while turning the printer back on, a test receipt will print and the error light will flash, press the feed button one more time and the self-test will be complete
2. Restart the printer on the printer's workstation, go to **Utilities**, select **Restart Printer**, for kitchen printers, **Restart Printer** on Revent1
3. On printer's workstation, select **Config**, **Printers**, highlight the printer not working and press **Test Print**, this should print a Windows test page
4. Check all connections between the printer and the workstation
5. For additional assistance, contact ***HungerRush* Customer Support**, **1-877-738-7444**

Technical Support

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