



Close the Day

Version 1

USER GUIDE

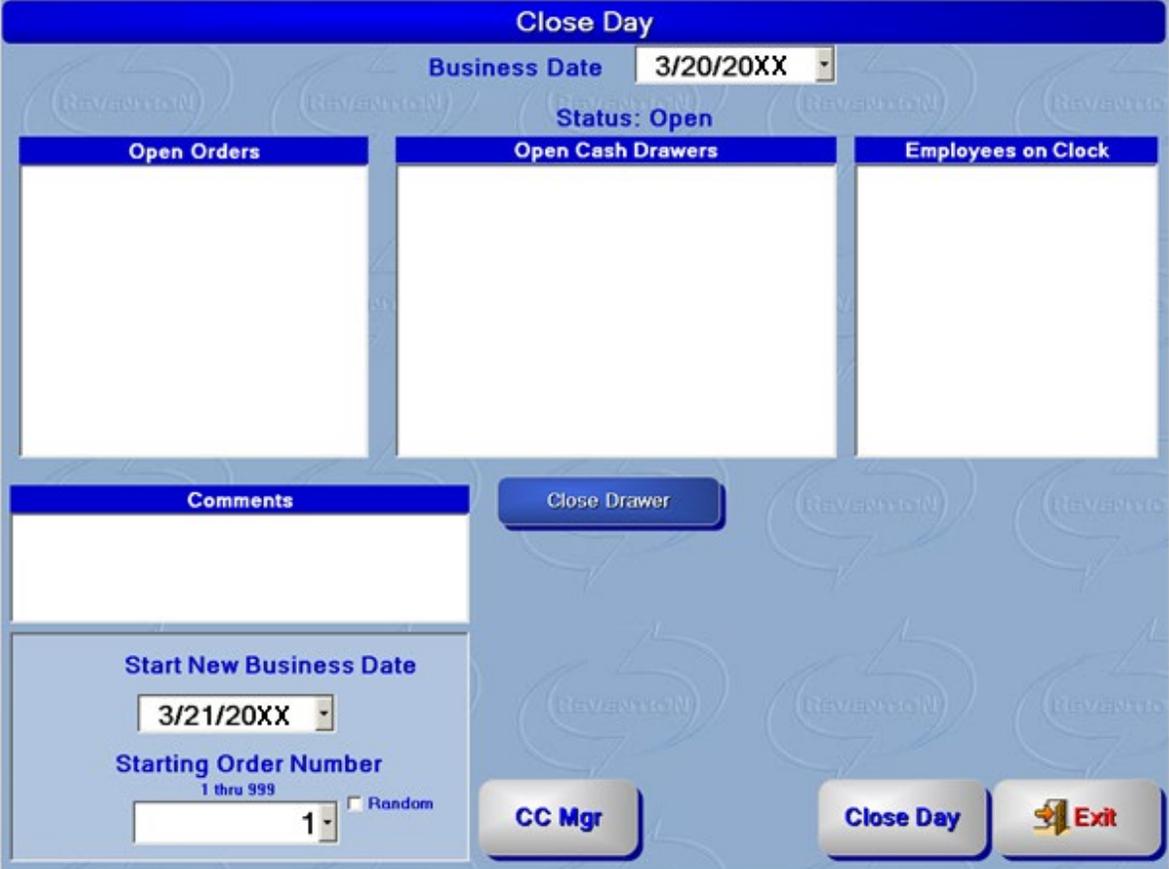
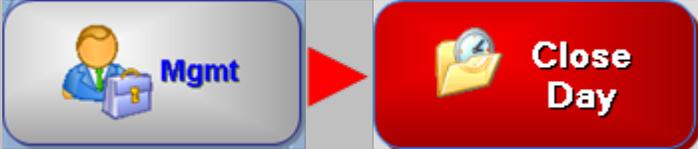


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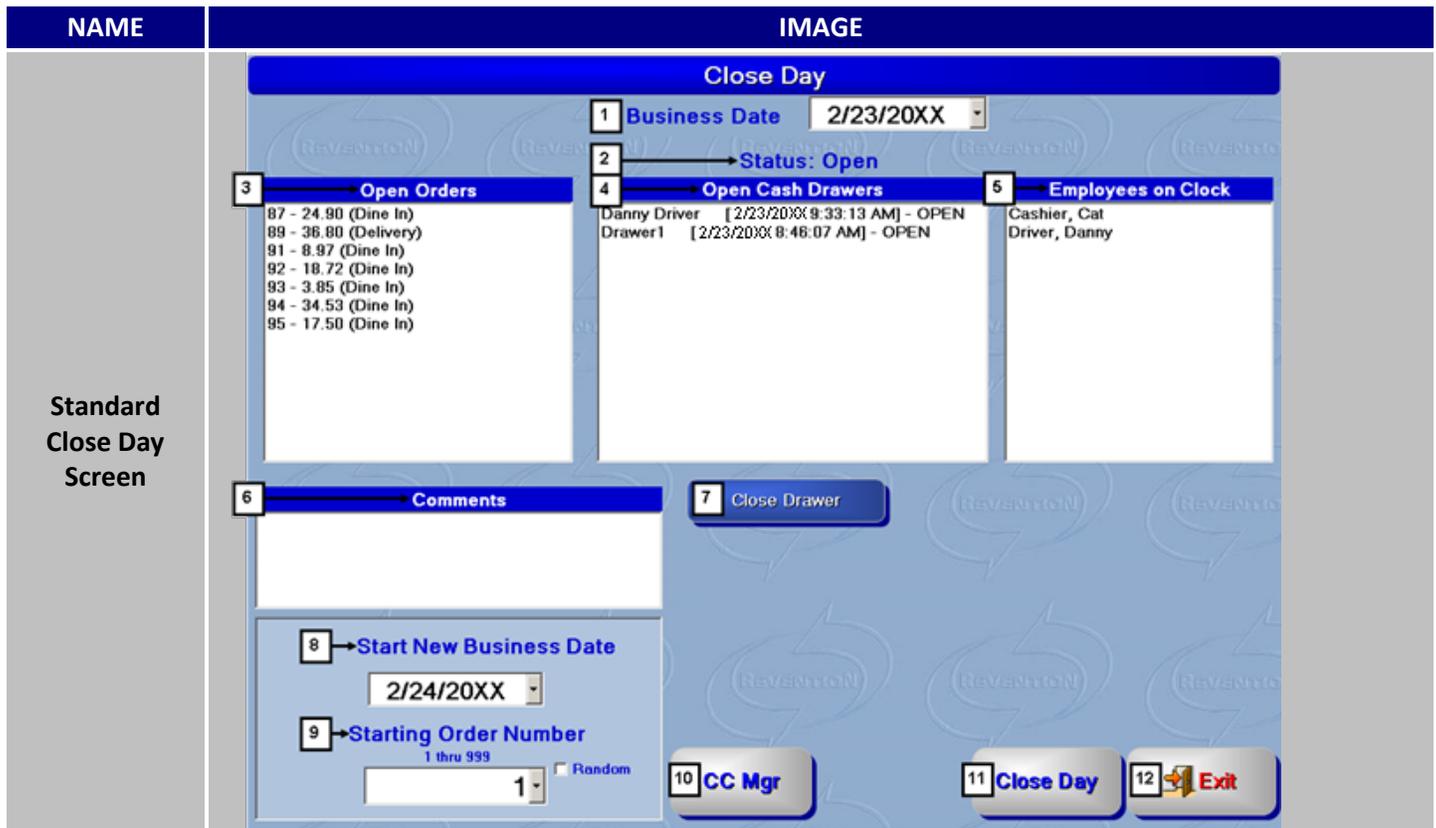
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Overview

The final step to completing the sales day is to Close the Business Day. This action effectively ends the fiscal day and closes it off from further alterations. Closing the Day comprises of closing all the open orders and all the open sources of unaccounted money, like drivers and servers. If an accurate Employees Labor report is desired, be sure that each staff member is clocked out. This guide will lead you step by step through the process and explain each of the additional options available to make your closing that much more efficient.

NAME	IMAGE
Close Day Screen	
Close Day	

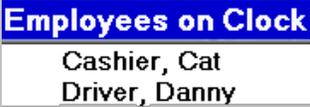
The Standard Close Day Screen



#	NAME	IMAGE	DESCRIPTION
1	Business Date		Designated by the date in the pull down menu, this indicates the current Business Date being closed
2	Status:		<p>Open means the day has been opened properly and still available to intake sales</p> <p>Closed means the day has been completed and the sales numbers are locked in and unchangeable.</p> <p>None denotes days that has not had any monetary intake or withdraw or employees that have logged in.</p> <p>Postponed indicates the day has been close through the automated process and most likely still needs to be looked at by someone with a discerning eye to be close properly.</p>

Closing Outstanding Issues continued...

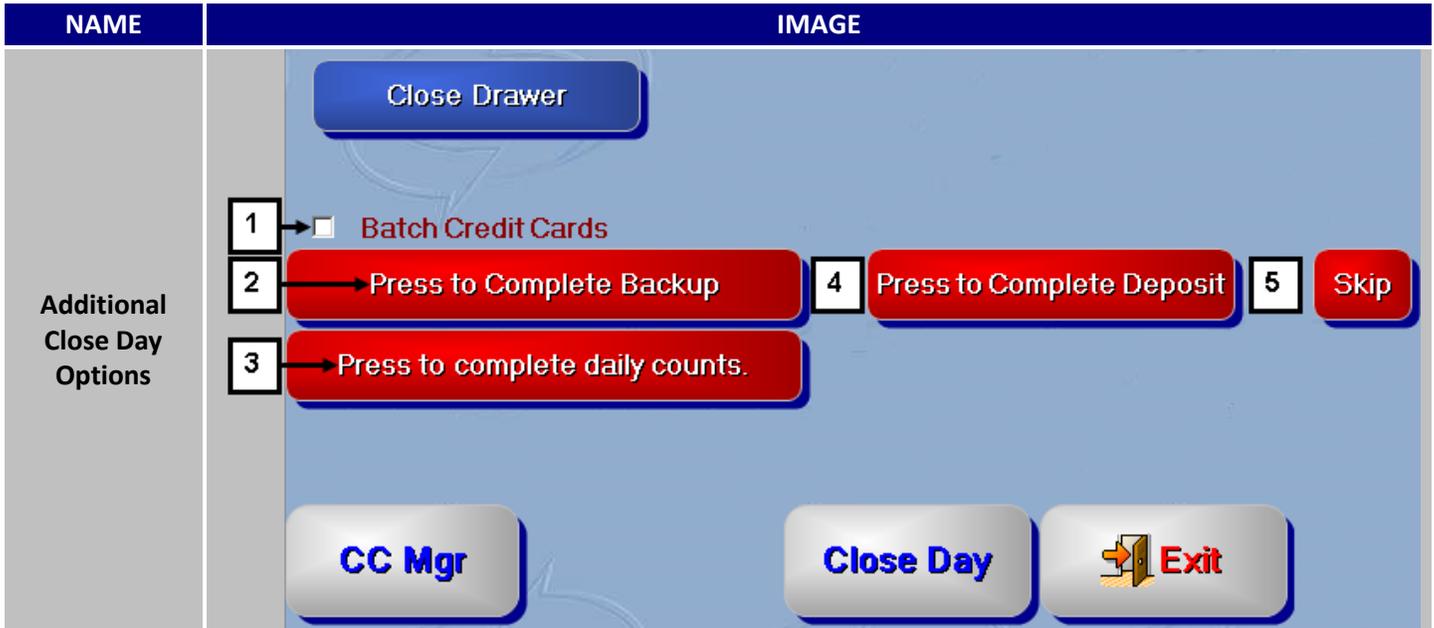
3	Open Orders		Any Open Orders are displayed here. These orders need to be settled with a payment or removed by management.
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4	Open Cash Drawers		Indicates any Open Cash Drawers that need to be balanced. Any unsettled drivers or servers show up here too.
5	Employees on Clock		Employees on Clock displays staff members that have yet to be clocked out.
6	Comments		Anything written into the Comments field will show up on the Daily Performance Report. Comments are an effective way to communicate with the receivers of the DPR.
7	Close Drawer		Selecting an open drawer, driver or server and clicking Close Drawer will bring up the respective Balance Cash/Driver/Server screen.
8	Start New Business Date		Here you can indicate what the new starting business date will be after closing the current date. The default new starting date will always be tomorrows date unless manually changed.
9	Starting Order Number		The amount of orders processes is a healthy indicator of how well an operation is running and can be hidden by either choosing Random to randomizing the Starting Order Number or start on a number of your choosing.
10	CC Mgr		Clicking CC Mgr will open up the Credit Manager Screen.
11	Close Day		Click Close Day to complete the closing procedure. Close Day can also act as a trigger for Report Packages and initiate emails, printouts or files to be saved.
12	Exit		Click Exit to return to the main navigation menu.

Additional Close Day Options

Overview

Some common closing procedures can be made into requirements or even automated to help streamline the closing procedure. These settings are very intricate so each setting will be explained in full.



#	NAME	IMAGE	DESCRIPTION
1	Batch Credit Cards	<p>continued...</p> <input checked="" type="checkbox"/> Allow Batch When Closing Day	<p>The Batch Credit Cards option allows the batching process to be controlled by the Close Day button.</p> <p>To configure first log into <i>HungerRush</i> and choose Config from the main navigation page.</p> <p>Choose Computer from the following submenu opened up by clicking Config.</p> <p>Once in the Computer submenu, use the above tabs to navigate to the <i>HungerRush</i> Credit Server</p> <p>After the tab is clicked, a submenu containing the option to Allow Batch When Closing Day is located here.</p>

		<div data-bbox="483 233 748 285" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <input checked="" type="checkbox"/> Default ON </div> <div data-bbox="420 432 810 485" style="border: 1px solid #ccc; padding: 5px;"> <input checked="" type="checkbox"/> Batch Credit Cards </div>	<p>Default ON is an option that is only available when Allow Batch When Closing Day is turned on. This option controls whether or not the batch marker is already checked off when turned on in the Close Day screen</p> <p>This is how the option will be displayed on the close day screen if enabled. With Default ON turned on cause the box to be already checked.</p>
2	<p style="text-align: center;">Press to Complete Backup</p>	<div data-bbox="396 657 850 730" style="border: 1px solid #ccc; padding: 10px; text-align: center; background-color: #e74c3c; color: white;"> <p>Press to Complete Backup</p> </div>	<p>This is an uncontrollable setting that only appears when <i>HungerRush</i> detects that a backup hasn't been successfully made for at least 3 days. This can be due to a data source is being full or something as simple as a thumb drive being removed. Click on Press to Complete Backup to pull up a submenu containing different methods for creating a backup manually. Refer the System Maintenance Guide for more information.</p>
3	<p style="text-align: center;">Press to complete daily counts</p>	<div data-bbox="396 909 850 982" style="border: 1px solid #ccc; padding: 10px; text-align: center; background-color: #e74c3c; color: white;"> <p>Press to complete daily counts.</p> </div> <div data-bbox="477 1062 751 1199" style="border: 1px solid #ccc; padding: 10px; text-align: center; margin: 10px 0;">  Mgmt </div> <div data-bbox="477 1241 751 1377" style="border: 1px solid #ccc; padding: 10px; text-align: center; margin: 10px 0;">  Inventory </div> <div data-bbox="537 1413 695 1514" style="border: 1px solid #ccc; padding: 10px; text-align: center; margin: 10px 0;"> <p style="background-color: #f1c40f; display: inline-block; padding: 2px 10px;">Options</p> </div> <p style="text-align: center;">continued...</p> <div data-bbox="418 1587 813 1860" style="border: 1px solid #ccc; padding: 10px;"> <p>Required Counts</p> <ul style="list-style-type: none"> <input type="checkbox"/> Require Daily <input checked="" type="checkbox"/> Require Weekly <input type="checkbox"/> Require Monthly </div>	<p>This requirement is directly connected to inventory and helps ensure your staff is counting your selected items daily, weekly or monthly.</p> <p>To configure log into <i>HungerRush</i> and click on the Mgmt button.</p> <p>This will lead to a submenu appearing with the Inventory button. Click Inventory to open the Inventory submenu.</p> <p>In the Submenu you can choose the Tab Labeled Options to expand into another submenu</p> <p>This portion of the Options menu controls which type of required count is required. More information on controlling which items are required to be counted is provided in the Inventory Guide.</p>

4	Press to Complete Deposit		<p>After closing a drawer, <i>HungerRush</i> allows for a Deposit to be recorded that consist of the entire day's profit up to that point. Deposits helps ensure that the cash owed is the cash received. Clicking the button on the Close Day screen will bring you to the same Deposit screen displayed in the Cash submenu located in the main navigation screen.</p> <p>To force a Deposit to be done before a day can be closed, log into <i>HungerRush</i> and click on Config.</p> <p>Within the Config submenu select System.</p> <p>Clicking Systems will take you to another screen separated by several tabs. Choose Cash Mgmt tab to proceed.</p> <p>The Cash Mgmt. submenu will have multiple configurations but the only that need concern us is the Require deposit option. Click the radio button next to fill it in and enable the option.</p>
5	Skip		<p>Pressing Skip will allow you to bypass the deposit. A text field will be provided so a reason can for skipping can be inputted. This is also security sensitive so the right must be given before a user can use the Skip option.</p>

Closing Outstanding Issues

Overview

This section is devoted to help you understand how to close out any line items that might show up during your close out.

Open Orders

NAME	IMAGE	
Open Orders	Open Orders	
	1 - 25.92 (Delivery) 2 - 12.97 (Pick Up) 3 - 20.97 (Dine In)	

The Open Orders section alerts you to orders that been sent through *HungerRush* but have yet to be collected. Each different type of open order should come with a certain amount of apprehension. First and foremost is some sort of theft is occurring. This following section will go through a handful of order types to give you an idea of what of your concerns should be.

- Open Delivery Orders:** An open Delivery Order indicates that the driver responsible for the order hasn't been closed out yet or the order hasn't been properly dispatched. Both situations at this stage in a closing procedure should be disconcerting. Was the order made? Was it delivered at an appropriate time? Is it unpaid for because it wasn't made or delivered on time? You can use order look up to find out the original time the order was taken and who took the order. With that information in hand, you should be to do get to the bottom of this mystery.
- Open Pick Up Orders:** An open Pick Up Order brings up several red flags. The first is that a customer preformed a "no showed" and never picked up their food. If this turned out to true, then the customer's account would be pulled up and using the Special Notes section, a demerit of some sort should be placed on the customer's account to remind the staff to handle said customer appropriately.
- Open Dine In Order:** Seeing an unpaid for Dine In order is more common than the other types of orders but should be treated just as seriously. It is safe to assume that any open Dine In orders have been sent to the kitchen and have been made by the kitchen staff. So that puts an operator in the situation where a service and/or product was provide but no monetary settlement for said services or goods was received. Use order look up to find out more information about the order and take the appropriate actions. If more information about the order or employee who took the order is needed, refer to the Securities and best Practices Guide for info about reports that will help you comb through all the relevant information.

Open Cash Drawers

NAME	IMAGE
Open Cash Drawers	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">Open Cash Drawers</p> <p>Drawer1-1 [3/20/20XX 3:21:59 PM] - OPEN Lucas Salgado [3/20/20XX 3:21:59 PM] - OPEN Suzy Server [3/20/20XX 3:21:59 PM] - OPEN</p> <p style="text-align: center; margin-top: 10px;">Close Drawer</p> </div>

Yes, here at *HungerRush* we refer to staff members as walking cash drawers so they are include in the Open Cash Drawers section. Any unbalanced Cash Drawers and Drivers show up here as well as Servers that are configured to be cash and carry. Selecting an Open Cash Drawer will highlight it and afterwards clicking on Close Drawer will bring up the respective closing screen that is identical to the one found in the Cash submenu. The only major difference is the lack of ability to switch freely between drawers like in the normal Cash Out menu.

Employees on Clock

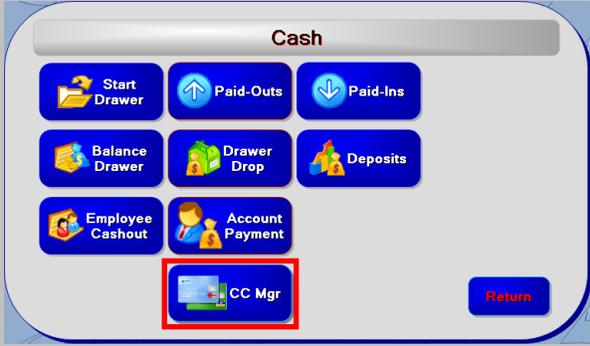
NAME	IMAGE
Employees on Clock	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">Employees on Clock</p> <p>Manager, Test Salgado, Lucas Server, Suzy</p> </div>

Out of the three alert boxes, Employee on Clock is going to be the most likely one to have some stragglers. If accurate labor percentages are desired, make sure all employees are off the clock before initiate the close day process. Use the Edit Time function located in the Management submenu to clock out employees with the current time or even give them a time stamp that's later in the day. For those employees that have forgotten to clock out before leaving, the option to clock them out at an earlier time does exist too.

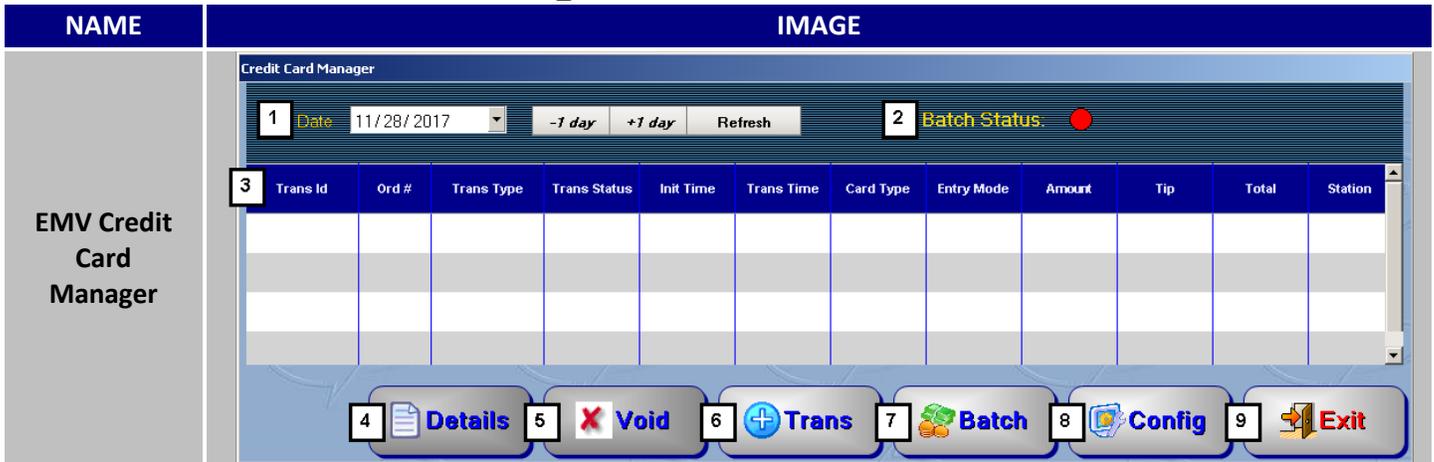
Payment Service Credit Card Manager

Overview

With the advent of EMV readers, your chosen merchant company will now handle all the processing, and securing of a Customer's Credit Card information. *HungerRush* provides a new interface to interact with the accumulated cards. This new interface is located in the Cash section of *HungerRush*.

NAME	IMAGE
New CC Mgr	
EMV Credit Card Manager	

EMV Credit Card Manager Interface



#	NAME	IMAGE	DESCRIPTION
1	Date		Use the pulldown menu to select the desired date and press refresh to retrieve the data.
2	Batch Status		Gives a quick indication whether your credit cards have been sent to the processing company from <i>HungerRush</i> . This is not a guarantee that cards have been processed; it only means that the batch has been sent to the processor to be processed.
3	Transaction Info Grid		This area is used to display detailed credit card transactions. Also use this grid to select particular credit card as your target when querying Details or attempting to Void.
4	Details		Once a transaction is selected from the log, press Details to display additional informational about the transaction.
5	Void		Once a transaction is selected from the log, press Void to send a signal to your processor to tag that transaction as voided.
6	Transaction		Pressing the Transaction but will display a New Transaction window with additional commands. Use the provided field under New Transaction to place the desired charge to be placed on the Card. The three options bellow dictates how to handle the charge. Pressing Auth places a Authorization

			<p>charge, Sale charges the card and Refund will return the designated amount back into the cards account by withdrawing it you're your designated account.</p> <p>Once the choice is selected, press Authorize to ready the EMV Reader to take the card's information.</p> <p>Press Cancel to return to the EMV Credit Card Management screen.</p>
7	Batch		<p>Pressing Batch will batch all the transactions in the transaction log.</p>
8	Config		<p>Config is used by <i>HungerRush</i> to properly configure you EMV and EMV Reader. Any changes made here without <i>HungerRush's</i> behest can Invalidate your EMV settings or the ability to properly batch.</p>
9	Exit		<p>Press Exit to return to the Main Navigation Screen.</p>



Batching Past Days: If an unplanned batch needs to be made, make sure to avoid the Select All button. Sending in batches that include different business dates can cause you a real headache. Spend the time to select the transactions with the same business dates and batch them individually. That way you won't have to separate the amounts out from one large chunk of numbers when trying to find out your batch amounts for a specific day.

Technical Support

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