



## Frequently Asked Questions

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## Frequently Asked Questions

### Q1. How to create/setup up Menu?

- Go to Main Menu -> Back office -> Menu Setup
- Click on Add Menu to create new Menu then click on Group to create new group

### Q2. How to create/set Choices/Modifier for an item?

- Go to main Menu-> Back Office -> Menu setup
- Select your Menu and then your Group
- Now, you can add New Items to the selected group with click on new Items
- Enter name, price and printer's name for this item.
- Click on edit choices to add, remove new choices to selected Item. You also can setup price for each choices

### Q3. How to set tax rate?

- Go to Main Menu -> Back office -> setting-> Store
- Click on Tax and set Tax rate by percentage Enter 6.50 for %6.5 tax

### Q4. How to set receipt printer and number of copies?

- Go to Main Menu -> Back Office -> Setting -> Station -> Printer
- Click on Receipt printer name and choose your printer
- You can change the number of tickets here. Ticket copies default is 0

### Q4. How to set kitchen printers and assign to items?

- Go to Main Menu -> Back Office -> Setting -> Station -> Printer
- Click on Kitchen printer link name and choose your printer
- To assign printer to items you have to go Menu setup and then click on edit items and choose printer in send to printer at box.

### Q5. How to fix an employee time card mistake?

- Go to Main Menu -> Back office -> Time Card Review
- Choose employee's name and edit Clock In/ Clock out time

### Q6. How to create a discount/coupon?

- Go to Main Menu -> Back Office -> Discount
- Click on discount and setup new discount

### Q7. How to set permission to order and table access?

- Go to Main Menu -> Back Office -> Setting -> Security
- Select Security level. Time card only is lowest level and owner has highest security level

**Q8. How to create/set dining table layout?**

- Go to Main Menu -> Back Office -> Dining Table
- First you have to choose your section and then drag and drop tables to selected section
- Click Edit Table to change name

**Q9. How to reprint an Order?**

- Go To Main Menu -> Settle Screen
- Bring the order by search order number or find it in the left side
- Select order and Click on receipt print button

**Q10. How to Rush Order to Kitchen Printers?**

- Go to Main Menu -> Dine Order
- Select the table and the order
- Click Rush Kitchen

**Q11. How to Void Order?**

- Go to Main Menu -> Settle Screen
- Bring the order and select order and then click on Void Order
- If order already has been paid, payment must be void first

**Q12. How to Void Payment?**

- Go To Main Menu -> Back Office -> Payment
- Bring order number and then click on void Payment

**Q13. How to active and use Employee Staff Banking?**

- Go To Main Menu -> back Office -> Employee
- Select Employee and Click on Edit
- Check Enable Employee Banking

**Q14. How to change the footnote on my receipt?**

- Go To Main Menu -> Back office -> Setting -> Store
- Click on Ticket Notes and change to what you need

**Q15. How to change/add Employees?**

- Go to Main Menu -> Back Office -> employee
- Click on New employee
- Select security Level for each Employee and setup password
- Make sure you always know an owner's password; otherwise you cannot access Back Office

**Q16. How to split Order?**

- Go To Main Menu -> Settle Screen
- Select order and click on split order
- You can change order by drag and drop Items

**Q17. How to add gratuity to order before payment?**

- From the Payment Screen click on Gratuity
- Select from the predefined list or enter the gratuity amount and click on Done

**Q18. How to adjust gratuity at the end of day?**

- From Main Menu Click on Cashier Out
- Then Click on Gratuity Batch
- Enter the Gratuity amount for all desired orders
- Click on Process Batch

**Q19. How setup/do setup backup?**

- First time is necessary setup the backup path from Back Office -> Station Settings
- Set the Backup Path, for instance, E:\DelightBackup (is highly recommended to set the backup path to an usb external hard drive or flash drive).
- To perform the backup go to Back Office and click on Backup Database button.