

POS Quick 5500 Crew Reference Guide

How to Clock In & Clock Out

To Clock In:

1. Enter your employee number
2. Press CLOCK IN
3. The screen displays your name
4. Press CLOCK IN

To Clock Out:

1. Enter your employee number
2. Press CLOCK OUT
3. The screen displays your name
4. Choose Job Code
5. Enter dollar amount of tips received
6. Press CLOCK OUT

How to use the Break Out Key

1. Enter employee number
2. Press BREAK OUT
3. Press BREAK OUT

When returning from break, clock back in

How to Open a Transaction

1. Press CASHR #
2. Enter your cashier number
3. Press CASHR #

How to Ring a Plain Ice Cream / Sorbet

1. Locate Ice Cream size bar
2. Press IC for a Plain Ice Cream / Sorbet without a waffle product
3. Press IC PLAIN for a Plain Ice Cream / Sorbet with a plain waffle product
4. Press IC DIP for a Plain Ice Cream / Sorbet with a dipped waffle product
5. Press SUB TOTAL when all items are recorded

How to Ring a Signature Creation

1. Locate Ice Cream size bar
2. Press SIG for a Signature without a waffle product
3. Press SIG PLAIN for a Signature with a plain waffle product
4. Press SIG DIP for a Signature with a dipped waffle product
5. Press SUB TOTAL when all items are recorded

How to Ring a Create-Your-Own

1. Locate Ice Cream size bar
2. Press CREATE for a Create Your Own without a waffle product
3. Press CREATE PLAIN for a Create Your Own with a plain waffle product
4. Press CREATE DIP for a Create Your Own with a dipped waffle product
5. Press any extra mix-ins
6. Press SUB TOTAL when all items are recorded

How to Ring a Signature Cake

1. Locate Signature Cakes bar
2. Press the size of the cake
3. Press SUB TOTAL when all items are entered

How to Ring a Custom Cake

1. Locate Custom Cakes bar
2. Press the size of the cake
3. Press SUB TOTAL when all items are entered

How to Ring a Theme Cake

1. Locate Custom Cakes bar
2. Press the size of the cake
3. Press Toy
4. Press SUB TOTAL when all items are entered

How to Ring a Shake

1. Locate Shakes bar
2. Press the size of the shake
3. Press SUB TOTAL when all items are entered

How to Ring a Smoothie

1. Locate the Smoothies bar
2. Press the size of the smoothie
3. Press SUB TOTAL when all items are entered

How to Ring a Beverage

1. Locate Beverages bar
2. Press type of drink
3. Press SUB TOTAL when all items are entered

How to Collect Money – Cash or Checks

1. Enter amount of cash tendered
2. Press CASH

Note: *Amount Due* will be displayed if the amount tendered is less than the subtotal; *Change Due* will be displayed if the amount tendered is greater than the subtotal; *checks* are treated as cash

How to Use Speed Keys – \$5, \$10, \$20, NEXT \$\$

1. Press SUB TOTAL key
2. Press appropriate "speed" key

How to Complete a Credit Card Transaction

(Credit card terminal procedures vary; check with your Manager for your store's procedure)

1. Swipe card through credit card machine and follow prompts
2. Ask customer to sign and total credit slip
3. If no tip is added to the card, press CREDIT on the POS to complete the transaction.
4. Place credit slip in drawer

How to Add a Tip to a Credit Card

(Credit card terminal procedures vary; check with your Manager for your store's procedure)

1. Swipe card through credit card machine and follow prompts
2. Ask customer to sign and total credit slip
3. On the POS enter the dollar amount of the tip and press CHRG TIP
4. Press SUB TOTAL and verify that subtotal matches credit card amount
5. If amounts match, press CREDIT
6. Press RECEIPT ISSUE; staple receipt to the back of the credit card receipt
7. Take tip out of cash drawer and place tip in tip jar and *sing*

How to Handle More Than 1 Form of Payment

Cash and Credit Card:

1. Swipe credit card through the credit card terminal
2. Enter cash tendered into the POS and press CASH; screen will display the amount due (AMDU); when credit transaction is finished, enter credit card amount and press CREDIT

Two Credit Cards:

1. Swipe each card separately into the credit card machine (as if it were two separate transactions)
2. On the POS machine, press CREDIT (add tips before pressing credit)
3. If tip is left on both cards, you need to ring each amount separately, and then press CREDIT after each card; the AMDU will appear after you enter the first card.

How to Void Items (before pressing a payment key)

1. To void the last item entered, press VOID
2. To void items other than the last one entered, use the CURSOR UP key to underline the item you need to void
3. Press VOID

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How to Redeem Gift Card

1. Ring in food order
2. Press SUB TOTAL

Gift Card Terminal

- Press **F2 (REDEEM)**
 - Swipe customer Card
 - Enter Cashier ID and Cashier Password (if prompted)
 - Enter the amount of the transaction
 - Press the green button
 - The OMNI terminal will print a receipt showing the redemption used and/or request for additional tender if the value of the card is insufficient.
 - Keep merchant receipt at register – hand customer receipt with gift card to the customer
NOTE: Fully depleted cards should be given back to the customer for optional reload – they are NEVER reused by the store for other customers.
3. Enter dollar amount redeemed from the gift card receipt
 4. Press GFT CRD REDEEM
 5. Press SUB TOTAL - Collect additional payment (if required)
NOTE: Exact amount redeemed on the terminal will show a subtotal as zero on the POS. Press CASH to tender the register and complete the transaction.

How to Activate a Gift Card

1. Enter dollar amount to activate on the Gift Card Sold
2. Press GFT CRD ACTIVE key
3. Press SUB TOTAL
4. Collect payment of the sale

Gift Card Terminal

- Obtain a new Cold Stone Gift Card from the store's inventory or display
- Press **F3 (ACTIVATE)**
- Swipe new card
- Enter Cashier ID and Cashier Password (if required)
- Enter dollar amount to add (Activate) on the card
- Press the green button
- Merchant receipt and customer receipt will print
- Keep merchant receipt at register – place customer receipt into gift card sleeve with the card before giving it to the customer

How to Reload a Gift Card

1. Enter dollar amount of the Gift Card Sold
2. Press GFT CRD RELOAD key
3. Press SUB TOTAL
4. Collect payment of the sale

Gift Card Terminal

- Ask for the card from the customer
- Press **F4 (RELOAD)**
- Swipe customer card
- Enter Cashier ID and Cashier Password (if required)
- Enter dollar amount to add (Reload) to the card
- Press the green button
- Merchant receipt and customer receipt will print
- Keep merchant receipt at register – hand customer receipt with gift card to the customer

How to Ring Large Orders

1. If "BUFFER FULL" displays on the screen press GROUP PAYMT to subtotal order, allowing you the screen space you need to complete the order
2. Continue to ring order; press SUB TOTAL when all items are entered and complete the sale

How to Ring a Coupon with a PLU Number

1. Enter PLU number, then press PLU
2. Press SUB TOTAL
3. Enter amount tendered
4. Press CASH or CREDIT
5. Press RECEIPT ISSUE; staple receipt on top of coupon and place in basket

How to Ring a Coupon without a PLU Number

1. Press MGR #
2. Enter manager number
3. Press MGR #
4. Press SHIFT KEY
5. Lift Main Layout to use Manager Layout
6. Enter dollar amount of coupon
7. Press OPEN COUPON
8. Press SHIFT KEY
9. Replace Main Layout
10. Enter amount tendered
11. Press CASH or CREDIT
12. Press RECEIPT ISSUE; staple receipt on top of coupon and place in basket