# Focus Online Register Guide - Integrated



← Function Bar

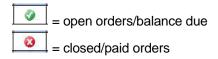
← Menu Bar

## **Opening Procedure**

- 1. Check the kitchen printer for online orders
- 2. View Checks at the POS to verify all online orders have printed
  - a. Reprint any necessary orders

# Open a Check

- 1. Touch the word *Check* on the check display pane
- 2. A list of open orders will display (balance due)
- 3. Touch the Question mark to view all orders; paid/balance due



- 4. Touch Detail to display Check details; displayed to the right
- 5. To print a receipt;
  - a. Select the order by touching the customer name
  - b. Touch Print
  - c. Touch Close
- 6. To open/tender an order;
  - a. Select the order by touching the check number
  - b. Check will open and display to the left

\*If you open a check by mistake and need to exit out of it, touch Fire & Store Order (located on the Function Bar)

## Refunds – Paid Online

Customer pays online and needs a refund/void

- 1. Store contacts Kahala Accounting 8am-4:30pm
- 2. Provide Accounting; customer name, amount of purchase and/or amount to refund/void
- 3. Same day/before credit card batch has processed;
  - a. If Accounting issues the refund/void on the same day, the transaction will be voided/the charge will not appear on customer credit card statement
- 4. After credit card batch has processed;
  - Accounting issues a refund; credit will be issued and adjusted to customer within 3-5 business days

\*To deter fraud, refunds and voids on online credit card orders are not completed in store

#### Refunds – Pay in Store

1. Adjust check before order is tendered

#### Closing Procedure

- 1. Select Recall Order from function bar
- 2. To check for held orders
- 3. Void any Open orders
- 4. Select Reports from function bar
- 5. Print Daily Sales Report
  - a. All orders paid online by credit card will display in the payment line Online Ordering
  - b. The payments are not included in the credit card payment lines Visa, MC, Amex, or Discover

Cash & Checks		604.66	=
Credit Cards	0	0.00	+
House Charge	0	0.00	+
Gift Cert.	0	0.00	+
Visa	126	1,361.66	+
M/C	20	303.94	+
Amex	14	205.97	+
Discover	0	0.00	+
Gift Card Redm	0	0.00	+
Gift Card Redm	0	0.00	+
Cust. Account	0	0.00	+
College Card	0	0.00	+
Edge Studio Rdm	0	0.00	+
Online Ordering	5	205.90	+
New Times \$10	0	0.00	+
Total Payments		2,682.13	=

- 6. Print CC Batches Report
- 7. Count Cash Drawer
- 8. Balance Cash Drawer to Daily Sales Report
- 9. Balance CC Batches Report to Daily Sales Report
- 10. Make sure there is adequate paper in the kitchen printer; this will avoid losing online orders
  - Replace with a fresh roll when there is less than
    1/4 roll remaining
- 11. Close of Day will run automatically at 3am