

## 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



= open orders/balance due



= closed/paid orders

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;**
  - a. 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
  - a. Replace with a fresh roll when there is less than ¼ roll remaining
11. Close of Day will run automatically at 3am