

Focus Manager Register Guide – ICC/ICG



← Command Bar 1 (CMD 1)

← Command Bar 2 (CMD 2)
(Access by selecting double arrows on CMD 1)

← Menu Bar

← Payments Bar

How to Enable/Disable Training Mode

1. Select the Wrench Icon on the Access Screen
2. Select Training
3. Enter Manager Code Select OK
4. Training Banner will display on the Access Screen
The order screen will not show that you are in training mode
5. Repeat steps 1-4 to Disable Training Mode

How to Edit Menu Item Price

1. Select Item Edit from CMD 2 bar
The listed items will reflect the current background menu.
2. Highlight Item to edit
3. Select Prices button
4. Select box with "..." to open on-screen keypad
5. Enter desired price
6. Select Save
7. Select Close

How to do a Refund (Previous day transaction)

1. Select Refund Item
2. Select item to refund
3. Repeat steps 2 and 3 for each item to refund
4. *Tender out to the original form of payment

How to Void a Tendered order (Same day refund)

1. Select Functions from CMD 1 bar
2. Select Reopen Check (First Column Third Button)
3. Select the desired check to reopen
4. Select YES to Void Payment
5. Highlight all items in the order or Highlight Subtotal
6. Select Void from CMD 1 bar
7. Select reason
8. Select Tender Even when Balance Due is \$0.00

How to Void Items on an Open Check

1. Select Item(s) to highlight
2. Select Void from CMD 1 bar

How to Ring a Tax Exempt Order

1. Ring Item(s)
2. Highlight items to remove tax
3. Select Functions from CMD 1 bar
4. Select Tax Exempt (First Column Last Button)
5. Select Exempt All
6. Tax I/D can also be entered
(Select the keyboard icon)
7. Select OK

How to place Credit Card Processing in Offline Mode

To be used when integrated credit cards go down, i.e. internet issues

1. Select Functions from CMD 1 bar
2. Select Offline (Fourth Column Second Button)
3. Select Offline, again
4. Select Yes to confirm
5. Select OK at "Credit Card is now OFFLINE" message
6. Select Close, credit cards can now be processed offline

****Credit Cards must be put back ONLINE when internet is restored.**

How to place Credit Card Processing in Online Mode

1. Select Functions from CMD 1 bar
2. Select Offline (Fourth Column Second Button)
3. Select Online
4. Select Yes to confirm
(Offline "Testing" message will appear when pending transactions are being processed)
5. Select OK at "Credit Card is now ONLINE" message
6. Select Close

How to Enter a Fundraiser Donation

This moves the \$ amount out of net sales.

1. Select All Payments
2. Select Fundraiser Donation
3. Enter Amount
4. Select OK

How to do a Drop

1. Select Functions from CMD 1 bar
2. Select Drops
3. Select New
4. Enter Amount
5. Choose Employee from the drop-down list
6. Select OK
7. Select Yes to confirm
8. Drawer will open, receipt will print
9. Select Close

Focus Manager Register Guide – ICC/ICG

How to do a Paid-In

1. Select Functions from CMD 1 bar
2. Select Paid Ins
3. Select New
4. Select Type of Paid In
5. Select Type of Payment
6. Enter Amount
7. Select OK
(Drawer will open, receipt will print)
8. Select Close

How to do a Paid-Out

1. Select Functions from CMD 1 bar
2. Select Paid Outs
3. Select New
4. Select Type of Paid Out from drop-down list
(Optional) You may enter Invoice, Vendor and Comment
5. Enter Amount
6. Select OK
(Drawer will open, receipt will print)
7. Select Close

How to Void a Drop, Paid-In, or Paid-Out

1. Select Functions from CMD 1 bar
2. Select Drop, Paid-In, or Paid-Out
3. Select Transaction
4. Select Void, Select Void Reason for Paid-In
5. Select Close

How to Access Reports

1. Select Functions on CMD 1
2. Select Reports *(Last Column First Button)*
3. Select the report you wish to view

General Closing Procedures

1. Select Functions from CMD 1 bar
2. Select Open Checks *(Third Column Second Button)*
3. Close or Void any Open Checks, if applicable
4. Select Reports from Functions menu
5. Print your desired financial report
6. Count Cash Drawer
7. Balance Cash Drawer to your financial report
8. Close of Day will run automatically overnight.

How to check Close of Day Status

1. Select Close Day from CMD 2 bar
2. Select Status
3. Select OK to close if successful

How to manually run a failed Close of Day

1. Select Functions from CMD 1 bar
2. Select Closed Checks *(Third Column First Button)*
3. Make note of the last check # from the previous Day
4. Close out of Check Viewer window.
5. Select Close Day on CMD 2 bar
6. Select Close Day
7. Enter Last Check # from previous day
8. Select Close Day
9. Wait for confirmation that the day has closed.
If Close Day still failed please call
POS Support at 1-877-811-.811

How to check the Credit Card Batch

1. Select Functions on CMD 1
2. Select Batch *(Fourth Column Third Button)*
3. Message field will display the last batch details

How manually settle a failed Credit Card Batch

1. Select Functions from CMD 1 bar
2. Select Batch *(Fourth Column Third Button)*
3. Select Settle
4. Wait for confirmation that the batch has settled.
If the batch still failed please call
POS Support at 1-877-811-.811