

### About REST EZ

You are now using one of the fastest and most efficient point of sales systems available. **REST EZ** utilizes touch screen simplicity while ordering, modifying and settling customer tickets. The order then prints directly to the kitchen and/or bar.

The **REST EZ** system runs on Windows® 95, therefore, navigating through the system is simple and maintaining the data is quick and easy.

The mission of **REST EZ** is to make every user as satisfied as possible. We understand the nature of the food service industry and the importance of service to your customers. We strive every day to keep our restaurants running smoothly with no "Down time". Therefore, our knowledgeable Technical Support Staff is available to your 24 hours a day, 7 days a week.

Thanks from all of us at **REST EZ**.



### About this User's Guide

This User's Guide was designed to explain the features and functions of the **REST EZ** Point of Sale System. Step-by-step instructions are provided to guide you through day to day operations.

This guide is divided into 12 chapters:

1. Getting Started:
2. Table Service
3. Quick Service
4. Bartending
5. Management – Front Office
6. Management – Back Office
7. Reports
8. Credit Card Processing
9. System Maintenance
10. Appendix
11. Glossary
12. Index

Every section contains a short description. Each short description is followed by step by step instructions pertaining to the topic.

### Icons and Text Conventions

Various icons are posted at prominent points in the text and will alert you to something important. Following is a list of icons and text conventions located throughout this user's guide:



This icon represents the path or direction necessary to complete a function.



This icon represents important information or tips when using **REST EZ**



This icon represents a system toggle that controls this function.



This icon represents caution or troubleshooting when performing a function.

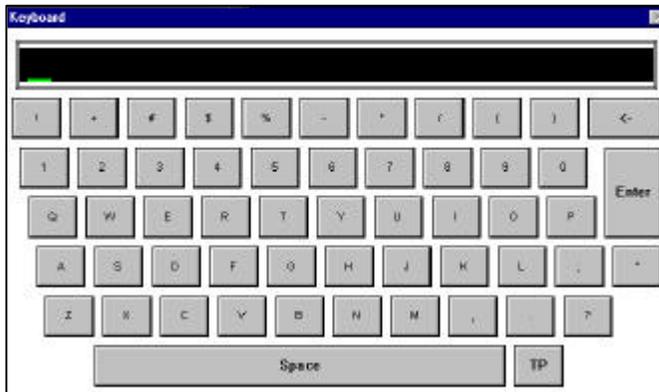
We use **bold** type to name things such as buttons, options, windows and menu selections.

Text in **red** emphasizes an action that must be taken to complete a step.

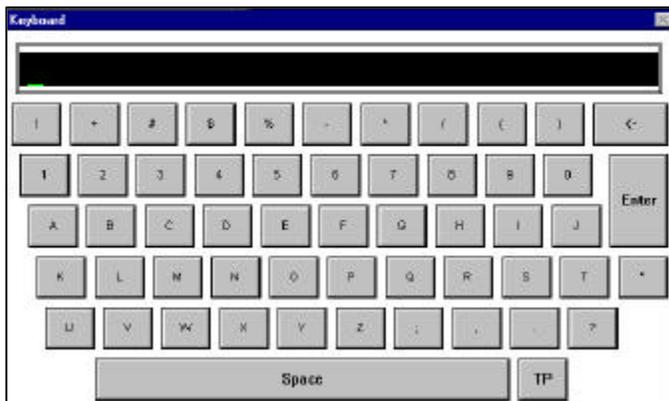
### Touch Screen Keyboard

The **Touch Screen Keyboard** is located throughout the **Rest EZ** system. This keyboard is used to modify an order or to update the system from any terminal. Just press the  button and a keyboard displays.

At **Rest EZ**, we understand that no every user of our system is familiar with the keyboard layout. Therefore, an additional typewriter screen is available by pressing the  button.



Standard Typewriter Layout



Alphabet Layout

### Getting Help

You can get assistance using **REST EZ** in any of the following ways:

- **REST EZ User's Guide** – Please refer the Index or the “How To” section to locate a specific function.

- **E-mail** – For Support, you can e-mail us at: [Support@restez.com](mailto:Support@restez.com)

- **Call REST EZ Technical Support :**

(305) 591-0800  
24 hours a day, 7 days a week

- **For Sales and Supplies -**

Phone: (305) 477-7341  
Fax: (305) 477-7342 (use the order form located on the following page)  
E-mail: [Sales @restez.com](mailto:Sales@restez.com)

# REST-EZ



## ACCESSORIES BY FAX

**FAX: (305)477-7342**

NAME OF RESTARUANT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

| DESCRIPTION               | QTY   | PRICE       | EXT. PRICE |
|---------------------------|-------|-------------|------------|
| 1. EPSON TM 200 RIBBON    | _____ | \$47.70/CS  | _____      |
| 2. CITIZEN 3500 RIBBON    | _____ | \$47.70/CS  | _____      |
| 3. 3' RECEIPT PAPER       | _____ | \$79.75/CS  | _____      |
| 4. 2 PLY 3' PAPER         | _____ | \$114.75/CS | _____      |
| 5. THERMAL PAPER          | _____ | \$175.00/CS | _____      |
| 6. CITIZEN PRINTER COVERS | _____ | \$12.95/CS  | _____      |
| 7. EPSON PRINTER COVERS   | _____ | \$12.95/CS  | _____      |

- Note:**
1. All consumable sales are either prepaid or C.O.D.
  2. Paper rolls are 50 units per case.
  3. There are 6 ribbons per case.

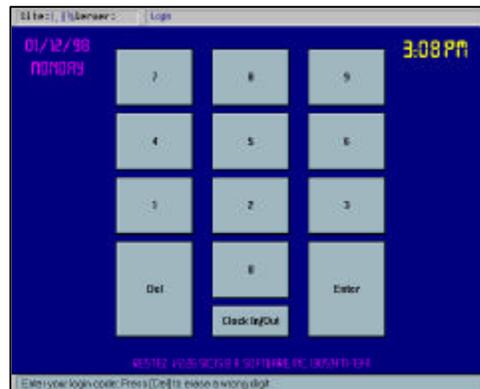
### Start Up Procedures

Various **Start Up Procedures** are required prior to operating the **REST EZ** system. It is imperative that all procedures are implemented and reviewed prior to going “live”. Following is a list of operational procedures to complete:

1. All employees must be entered into the system with individual passcodes. If you are utilizing the Clock In/Out feature, the employee time schedules must be entered. This function is completed in the Back Office. All information must be entered, such as:
  - a. Name
  - b. Code
  - c. Passcode
  - d. Job Type
  - e. Accessibility
2. All inventory items must be entered in the Back Office. Your menus are about 95% developed by our Menu Development Department prior to installation, however, all inventory items **MUST** be reviewed for accuracy. Please verify the following:
  - a. Description of the inventory item.
  - b. Price
  - c. Printer
  - d. PRX and STOCK Number
3. All payment methods must be predefined. Review and modify the pre existing payment methods in your system. Refer to page 00 for further instructions on adding and deleting payment methods.

### System Clock In/Log In

Every user must log in to access the **REST EZ** system. If your establishment utilizes the **REST EZ** Clock In/Clock Out feature, each employee must clock in and clock out from his/her shift. For security purposes, it is imperative that every user returns or begins at the **System Log In Screen**.



- Step 1:** From the Log In Keypad, **press** the **Clock In/Out** button.
- Step 2:** **Press** the **OK** button to confirm.
- Step 3:** **Type** your **Passcode**. The **Clock In/Out** screen displays.



**Contact your manager if the following screen displays:**



- Step 4:** **Press** the **Clock In** button to continue. The **Log In Keypad** displays.



If your establishment does not utilize the Clock In/Out feature, you only need to Clock into **REST EZ** the first time you use the system.

- Step 5:** **Enter** your **Passcode**. You now have access to the **REST EZ** system.



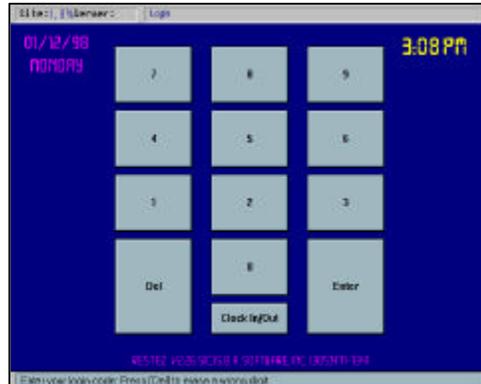
Contact your manager if the following dialogue box displays. You must obtain management approval prior to logging in.



**MANAGEMENT:** Verify that the employee's schedule is entered into the system correctly. Swipe your management card to override the error and check the employee's schedule in the back office.

### System Clock Out

Prior to leaving for the day, it is the responsibility of each employee to Clock Out.



**Step 1:** From the Log In Keypad, **press** the **Clock In/Out** button.

**Step 2:** **Press** the **OK** button to confirm.

**Step 3:** **Type** your **Passcode**. The **Clock In/Out** screen displays.

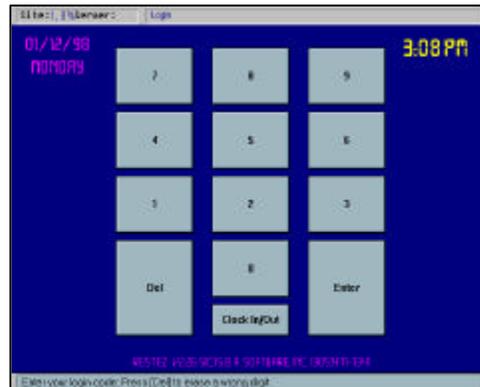


**Step 4:** **Press** the **Clock Out** button to continue. The **Log In Keypad** displays.

### System Exiting

Exiting **REST EZ** is only implemented for two reasons:

1. Technical Support Instruction
2. To Perform Back Office Functions



**Step 1:** From the Log In Keypad, enter "761"



If a keyboard is attached to this terminal, you can press the Esc button.

**Step 2:** Press the **OK** button to confirm.

**Step 3:** Enter the special passcode (you must know the code sequence). If you do not know the Sequence, call REST EZ tech support at 305-591-0080

### Table Service

The **Table Service** chapter is designed as an on going reference guide as well as a comprehensive training guide for new servers. In this chapter you will obtain a full understanding of the responsibilities and procedures of placing, sending and settling an order.

In this chapter you will learn:

1. How to Place an Order.
2. How to Send an Order to the Kitchen or Bar.
3. How to Retrieve an Order.
4. How to Close a Ticket.
5. How to Pay a Ticket.
6. How to Orbit a Ticket.
7. How to Transfer a Ticket.
8. How to Split Tickets.
9. How to Add Tips to Credit Card Tickets.

### Clock In

The **Clock In/Out** feature is used to give your access to the system and keep track of your hours worked. If your establishment utilizes the **Clock In/Out** feature, you **MUST** clock in to use the system. Following the following basic procedures to clock in.

- Step 1:** From the Log In Keypad, **press** the **Clock In/Out** button.
- Step 2:** **Press** the **OK** button to confirm.
- Step 3:** **Type** your **Passcode**. The **Clock In/Out** screen displays.



**Contact your manager if the following screen displays:**



- Step 4:** **Press** the **Clock In** button to continue. The **Log In Keypad** displays.



If your establishment does not utilize the Clock In/Out feature, you only need to Clock into **REST-EZ** the first time you use the system.

- Step 5:** **Enter** your **Passcode**. You now have access to the **REST-EZ** system.



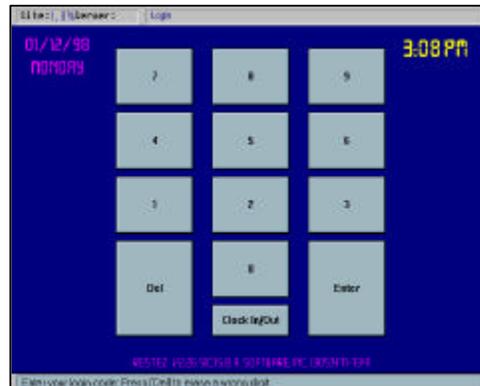
If the following dialogue box displays, contact your manager to override you into the system. The error is a direct result of your scheduled times in the system.



**MANAGEMENT:** Verify that the employee's schedule is entered into the system correctly. Swipe your management card to override the error and check the employee's schedule in the back office.

### Clock Out

Prior to leaving for the day, it is the responsibility of each employee to **Clock Out**.



**Step 1:** From the Log In Keypad, **press** the **Clock In/Out** button.

**Step 2:** **Press** the **OK** button to confirm.

**Step 3:** **Type** your **Passcode**. The **Clock In/Out** screen displays.

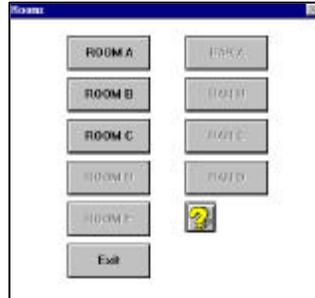


**Step 4:** **Press** the **Clock Out** button to continue. The **Log In Keypad** displays.

### Placing an Order

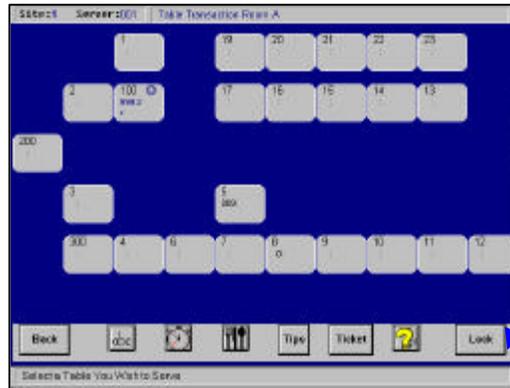
The Placing an Order function is the basis of the **REST-EZ** system as well as the establishment.

**Step 1:** From the login keypad, **type** your **passcode**.



If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

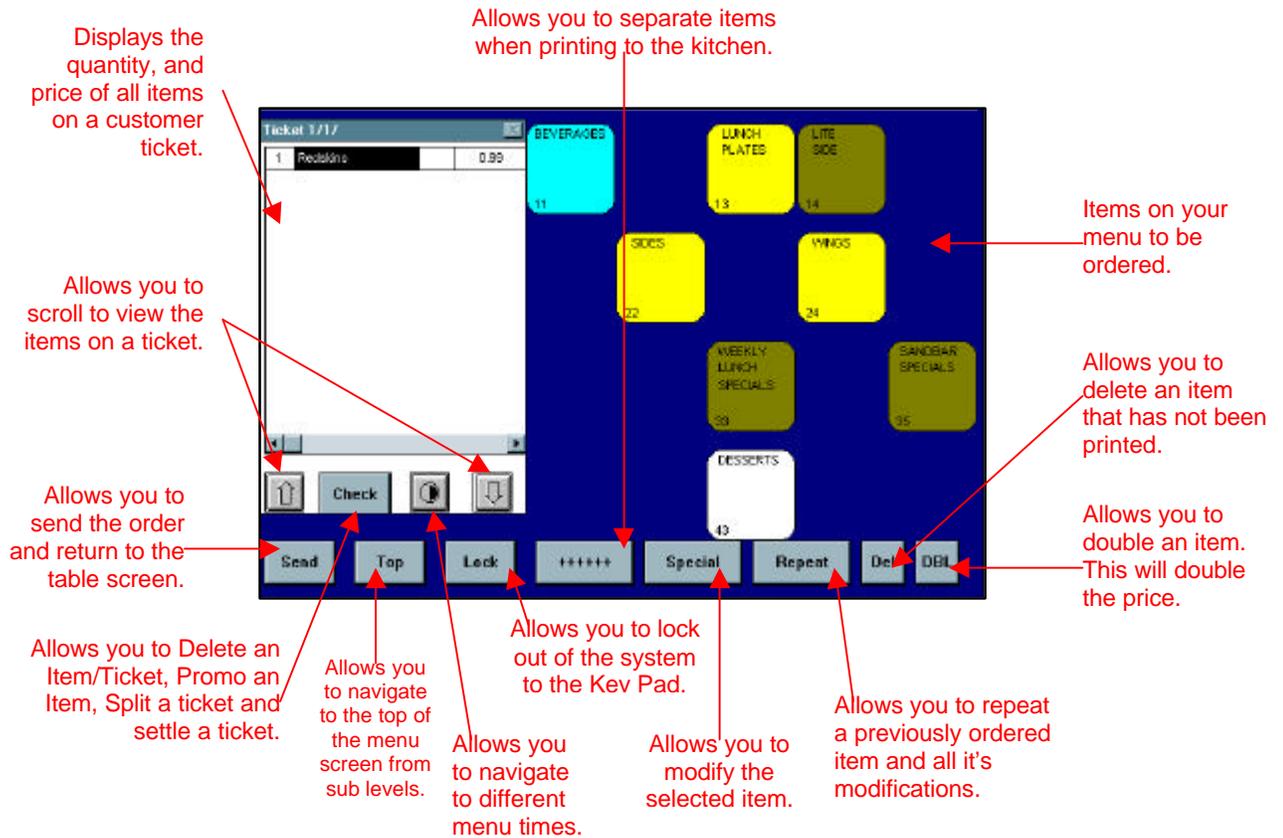


Refer to page 00 for detailed icon descriptions.

**Step 3:** **Press** to select the desired **table**.



**Step 4:** **Enter** the number of **guests** at the table. The table ticket screen displays. This screen is used to order, send, discount and pay customer tickets. Take a moment to review the screen below and all it's descriptions.



**Step 5:** Press to select the desired **items** to order. The items will display on the ticket as they are ordered.



Remember that you can modify the order by depressing the **Special** button and you can delete an unwanted item by depressing the **Del** button.

**Step 6:** Once all your items are ordered, **press** the **Send** button to send the orders to the kitchen/bar and return to the table screen.

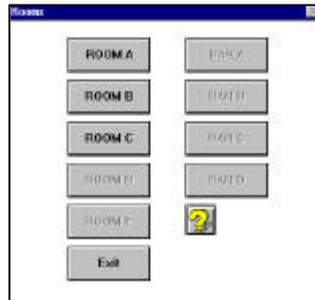
**<OR>**

**Press** the **Lock** button to send the orders to the kitchen/bar and lock back to the keypad.

### Adding to an Order

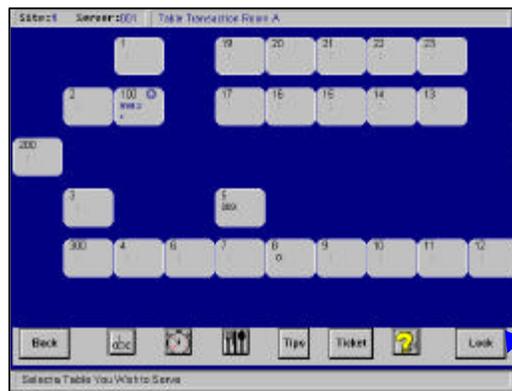
**REST-EZ** allows you to add items to an order quick and easy. With **REST-EZ** you have the capability to open a ticket/tab to add items even when a ticket is closed.

**Step 1:** From the login keypad, **type** your **passcode**.



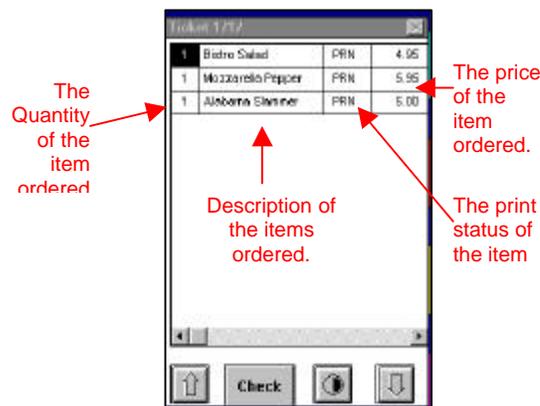
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.



Refer to page 00 for detailed icon descriptions.

**Step 3:** **Press** to select the desired **table**. The open ticket information displays.



**Step 4:** **Press** to select **items** to add to the ticket.



Remember that you can modify the order by depressing the Special button and you can delete an unwanted item by depressing the Del button.

**Step 5:** **Press** the **Send** button to send the orders to the kitchen/bar and return to the table screen.

**<OR>**

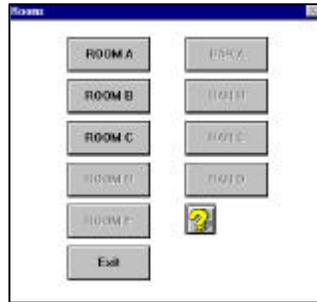
**Press** the **Lock** button to send the orders to the kitchen/bar and lock back to the keypad.

### Closing a Ticket

The **Closing a Ticket** function is the process of print a final ticket for the customer. This does by all means

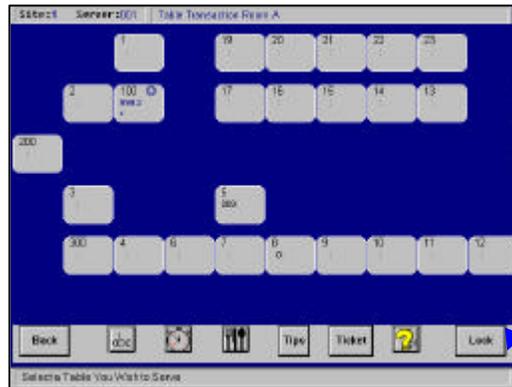
A customer may want to split a ticket or pay with two methods of payments. Refer to page 00 for further instructions on splitting a ticket and which method to use. This example with only encompass simple closing instructions.

**Step 1:** From the login keypad, **type** your **passcode**.



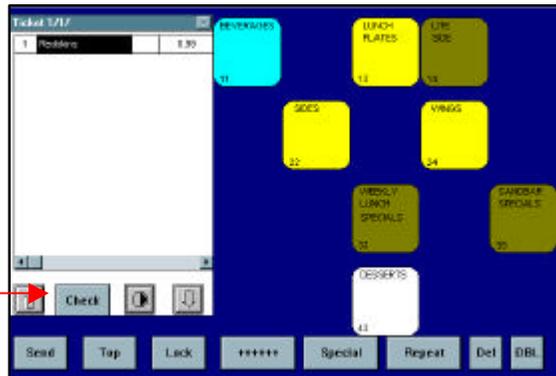
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

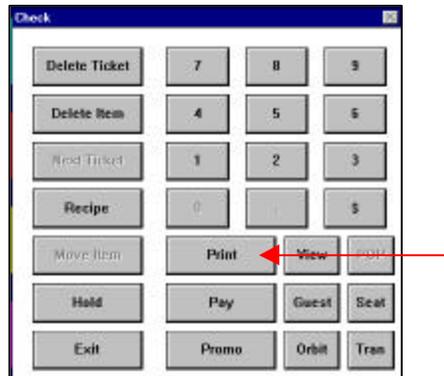


Refer to page 00 for detailed icon descriptions.

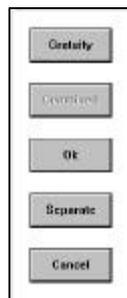
**Step 3:** **Press** to select the **table/ticket** to close.



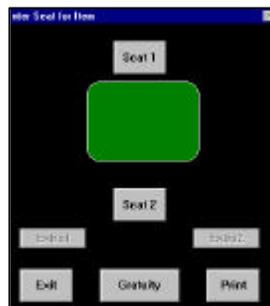
**Step 4:** **Press** the **Check** button.



**Step 5:** Press the **Print** button to close the ticket. The following options display.



**Step 6:** Press the **OK** button to print the check in its entirety. The check will automatically print.  
**<OR>**  
 Press the **Separate** button to print separate checks by seat number. The following screen displays.



**Step 7:** Press the **Seat 1** button and press the **Print** button. All items assigned to seat 1 will print on one ticket.

**Step 8:** Press the **Seat 2** button and press the **Print** button. All items assigned to seat 2 will print on one ticket.



Refer to page 00 for further instructions on editing or assigning items to a seat on a ticket.

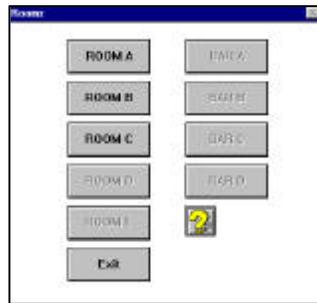
**Step 9:** Press the **Exit** button exit seat screen.

**Step 10:** Press the **Send** button to return to the table screen.  
**<OR>**  
 Press the **Lock** button to lock back to the keypad.

### Paying a Ticket

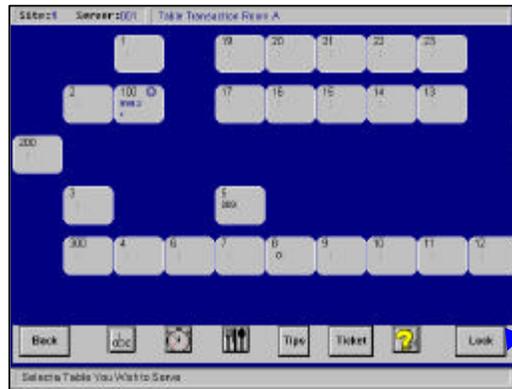
**Paying a Ticket** in **REST-EZ** could vary depending if your establishment utilizes our credit card processing system. If you are using the credit card processing system you need to swipe or manually enter a credit card number. If you are not using the credit card processing system you only need to select the method of payment.

**Step 1:** From the login keypad, **type** your **passcode**.



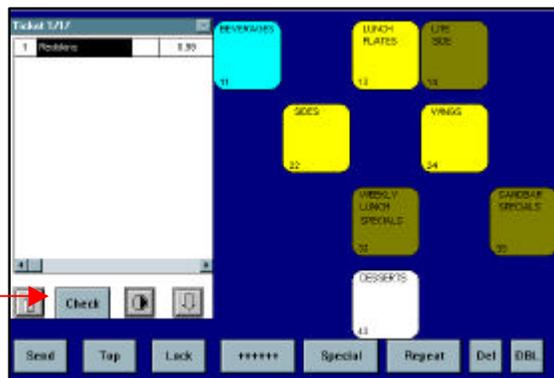
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

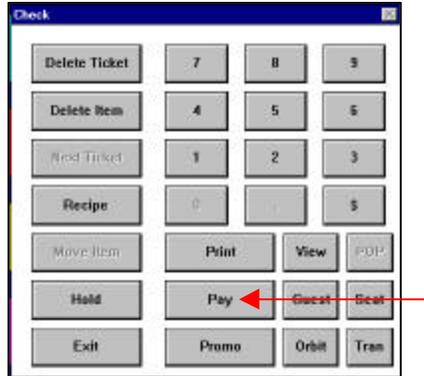


Refer to page 00 for detailed icon descriptions.

**Step 3:** **Press** to select the **table/ticket** to close.



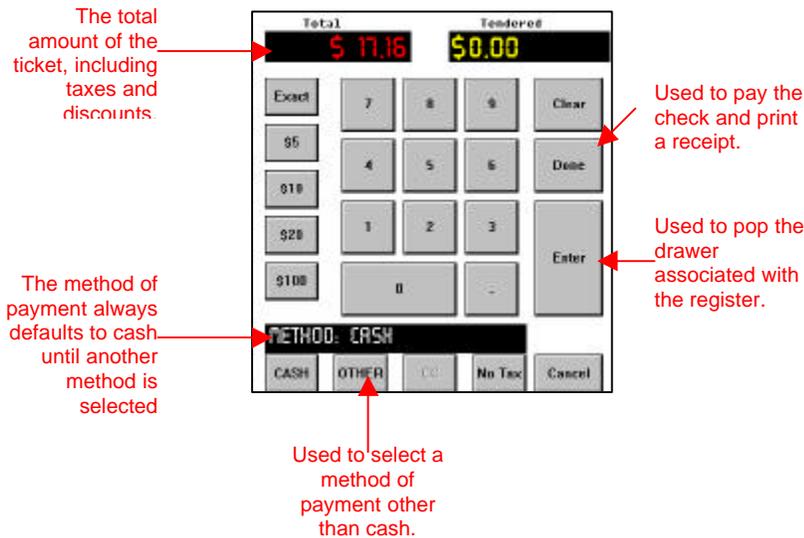
**Step 4:** **Press** the **Check** button.



**Step 5:** Press the **Pay** button to settle the ticket.



If you separated the checks by seat the seat manager will display. Select the seat to pay and press the pay button. Continue until all seats are paid and the check has been cleared.



**Step 5:** Use one of the following methods when settling a ticket:

**Cash** – Press the **dollar amount** given, press the **Enter** key (this will open the drawer), press the **Done** key to close the ticket.

**Credit Card** – Press the **CC** button, then **swipe** the **Credit Card**. (If your establishment utilizes the credit card processing module)

**<OR>**

Press the **Other** button, select the **credit card type**, press the **OK** button, press the **Exact** button and press the **Done** button.

**Other** (Gift Certificates, Splits etc.) – Press the **Other** button, select the **method of payment** and follow the instructions.

### Splitting a Ticket

There are many situations that may occur that you would need to split a ticket.

1. More than one customer paying for one ticket.
2. A customer wants to pay for a single item on the ticket.
3. The ticket needs to be split in half for two customers.
4. The customer wants to pay using two different methods.

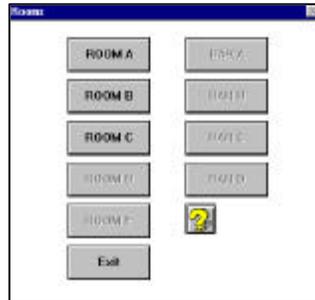
Unfortunately, customers do not let us know they need separate tickets until they are completed with their meal. We have many different methods of splitting a ticket. The method you choose will depend on how the customer needs the ticket split. Listed below are the methods in which we will explain the process of splitting a ticket.

1. Splitting tickets by seat.
2. Combining Seats.
3. Splitting payment method evenly from 2 up to 9 payment.

### Assigning Items to a Seat

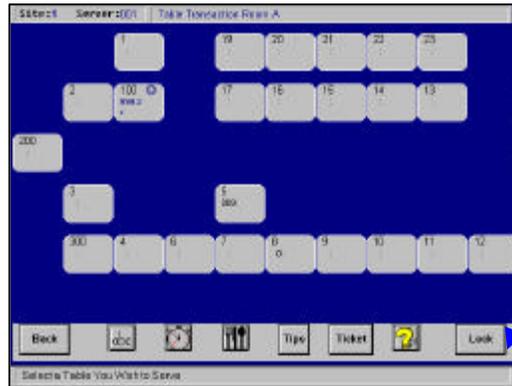
Before you can split a ticket by seat you must assign the items to a seat. If your establishment is utilizing the seat manager this function is used primarily to update the ticket and the seat assignments. For example you have assigned to wrong item to a seat or entered the incorrect seat number.

**Step 1:** From the login keypad, **type** your **passcode**.



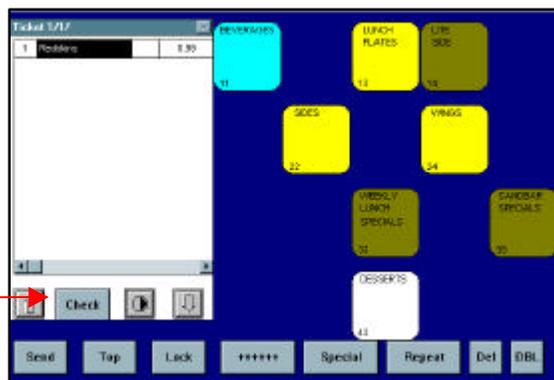
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

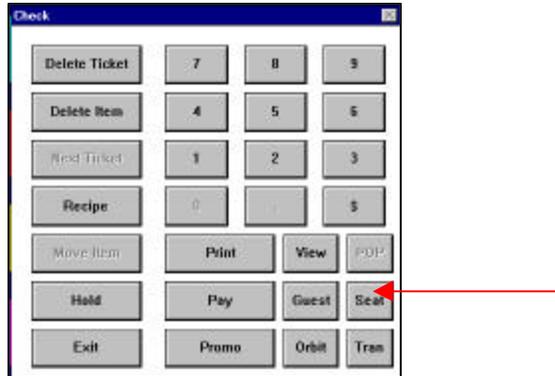


Refer to page 00 for detailed icon descriptions.

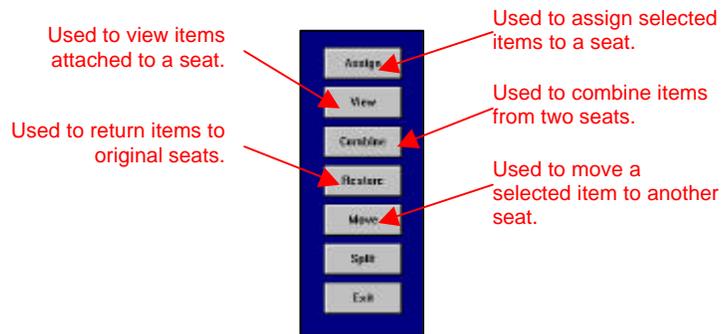
**Step 3:** **Press** to select the **table/ticket**.



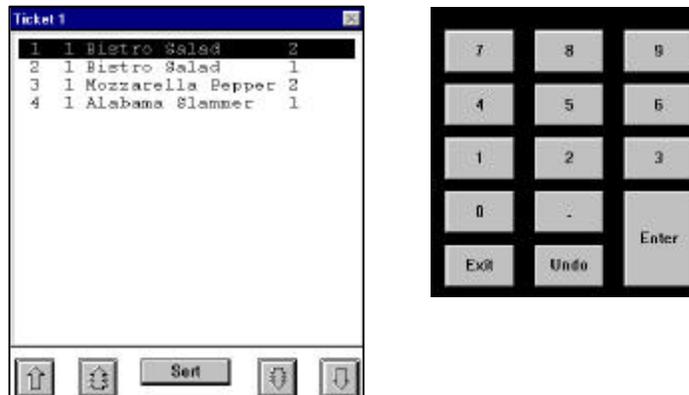
**Step 4:** **Press** the **Check** button.



**Step 5:** Press the **Seat** button. The following screen displays.



**Step 10:** Press the **Assign** button to assign items to seats.



**Step 11:** Press to select all **items** pertaining to one seat.

**Step 12:** Press the **seat number**.

**Step 13:** Press the **Enter** button. All selected items are now attached to the desired seat.

**Step 14:** Repeat **Steps 11-13** until all items are assigned a seat.

**Step 15:** Press the **Exit** button once completed.



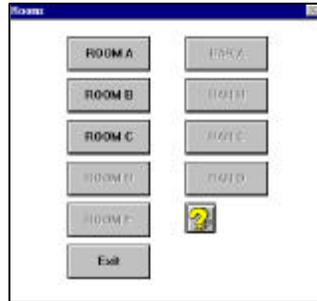
You must print the ticket to close it separately. Remember to press the Separate button and print each seat individually.

If you need to combine seats, refer to page 00 for further instructions.

### Viewing Attached Items

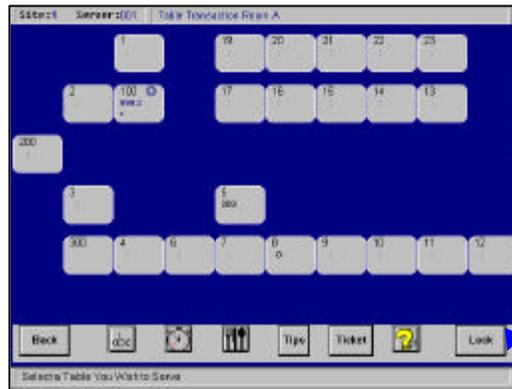
The **Viewing Attached Items** function is primarily used to view all items attached to a seat. This will allow you to view the seat and all its items at once.

**Step 1:** From the login keypad, **type** your **passcode**.



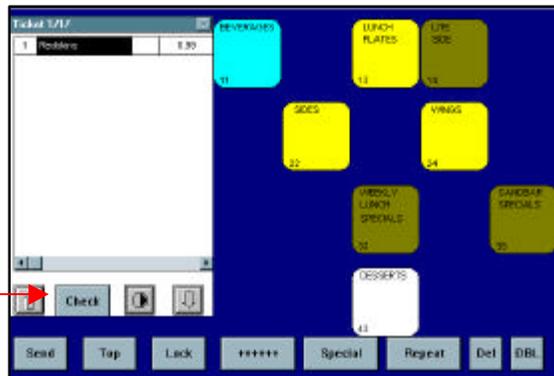
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

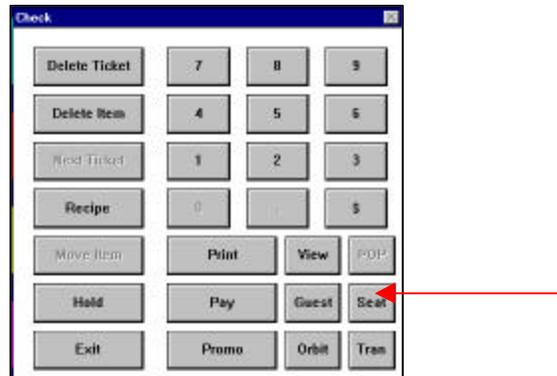


Refer to page 00 for detailed icon descriptions.

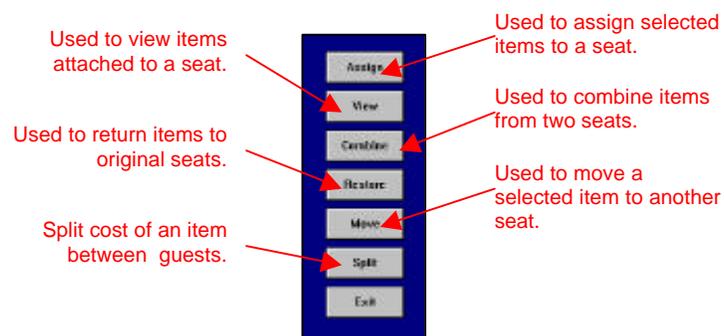
**Step 3:** **Press** to select the **table/ticket**.



**Step 4:** **Press** the **Check** button.



**Step 5:** Press the **Seat** button. The following screen displays.



**Step 10:** Press the **View** button to view items from a seat.



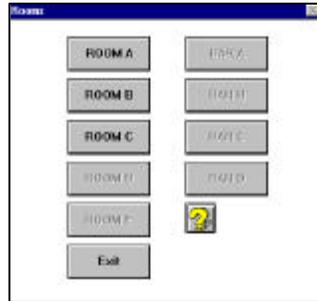
**Step 11:** Press the **seat** to view items.

**Step 12:** Press the **Exit** button.

### Combining Seats

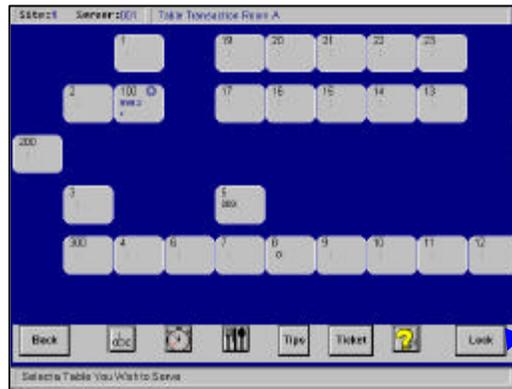
The **Combining Seat** function is used to merge all items from one seat another seat. Combing seats happens when you have more than 2 people at a table and one seat will pay for another seat.

**Step 1:** From the login keypad, **type** your **passcode**.



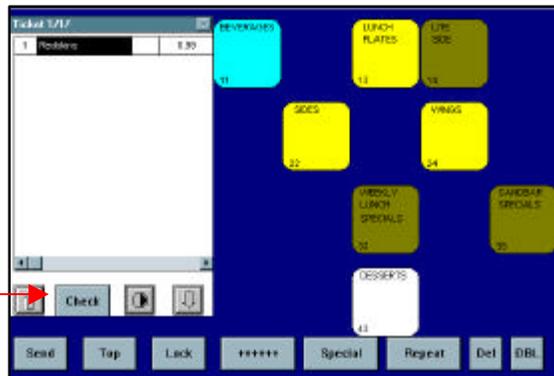
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

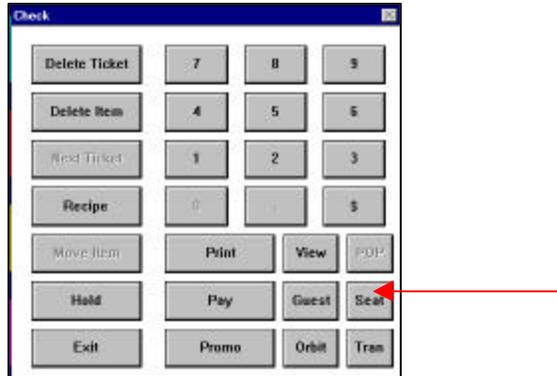


Refer to page 00 for detailed icon descriptions.

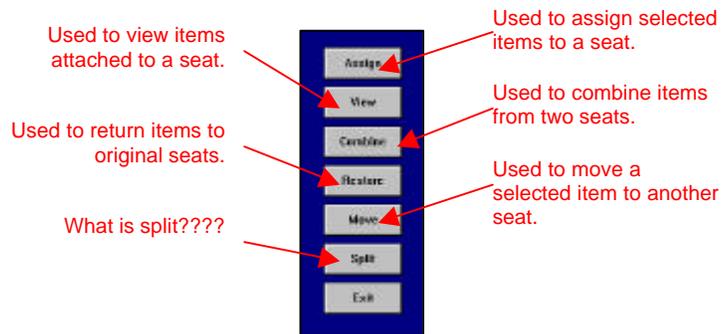
**Step 3:** **Press** to select the **table/ticket**.



**Step 4:** **Press** the **Check** button.



**Step 5:** Press the **Seat** button. The following screen displays.



**Step 10:** Press the **Combine** button to combine items from one seat to another.

**Step 11:** Enter the **seat number** with the items to combine.

**Step 12:** Enter the **seat number** that will obtain the items.



You must print the ticket to close it separately. Remember to press the Separate button and print each seat individually.

If you need to combine seats, refer to page 00 for further instructions.

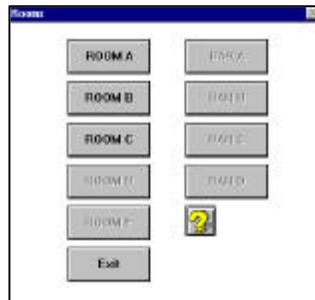
### Orbiting a Ticket

The **Orbiting a Ticket** function is used to complete one of the following tasks:

1. To transfer a ticket from table to table.
2. To transfer a bar tab to a table ticket.
3. To combine tickets from different tables.
4. On systems with credit card processing a declined transaction will be placed in orbit.

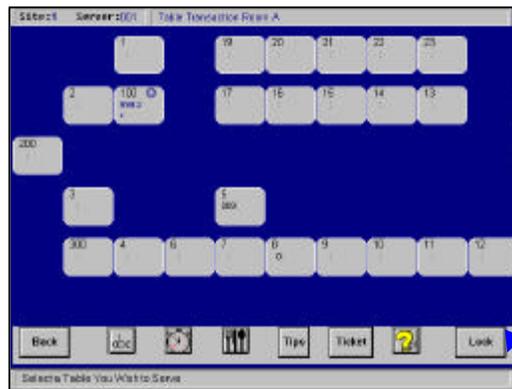
Some establishments allow servers to orbit their own tickets however other establishments do not. The following instructions will only apply if your establishment allows servers to orbit tickets.

**Step 1:** From the login keypad, **type** your **passcode**.



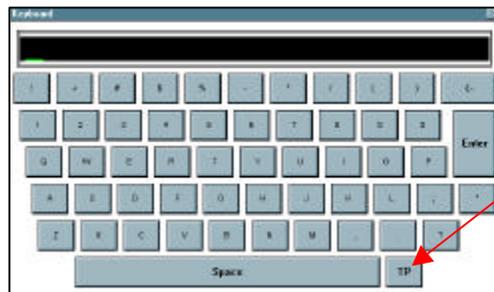
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.



Refer to page 00 for detailed icon descriptions.

**Step 3:** **Press** the **ABC** button located at the bottom of the screen. A name must be assigned to the table/ticket prior to orbiting.

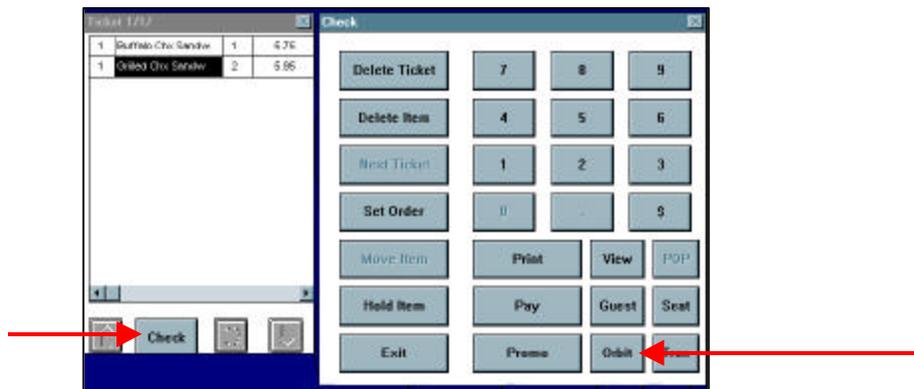


Press this button to change the set up of the typewriter from ABC mode to typewriter mode and vice versa.



Suggestion: You can use the name of the server/bartender to which the check is orbited.

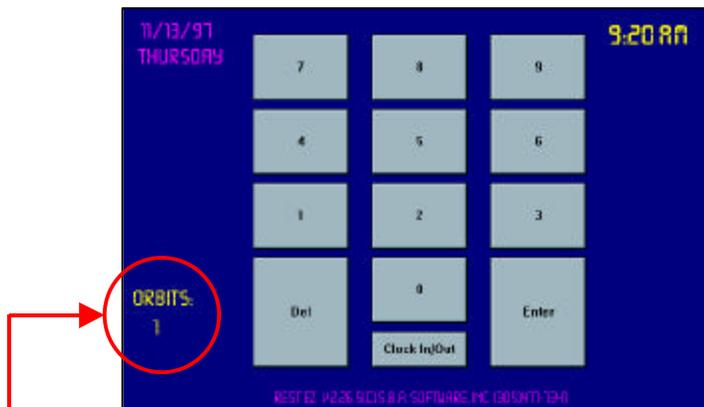
- Step 4:** Type the **name** of the ticket/table to orbit.
- Step 5:** Press the **Enter** button to continue.
- Step 6:** Press the **OK** button to assign the name to the party.
- Step 7:** Press the desired **table/ticket** to orbit. The name will display to the top of the table.
- Step 8:** Press to **open** ticket.
- Step 9:** Press the **Check** button. The following screen displays.



- Step 10:** Press the **Orbit** button.
- Step 11:** Press the **Ok** button to confirm transfer.



The ticket is now in orbit and not assigned to anyone. Notify the server/bartender that the ticket is in orbit and to transfer it to their number. For further instructions on how a server/bartender would transfer an orbited ticket, refer to page 00.

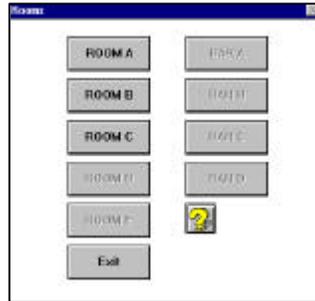


The log in keypad screen will display how many checks are in orbit. This is a good method to ensure that the server/bartender has transferred the check successfully or not.

### Transferring a Ticket

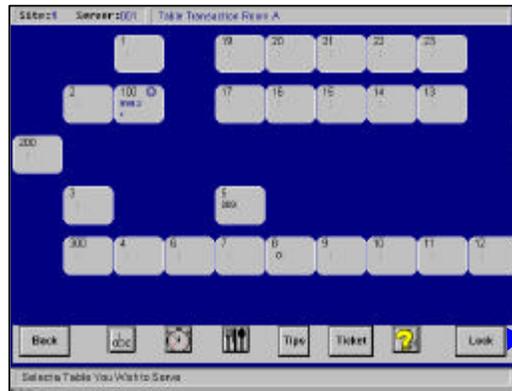
The **Transferring a Ticket** function is used to transfer an orbited check to the desired table or tab. The server/bartender who will be responsible for the ticket **MUST** transfer the ticket. If another associate/manager transfers the ticket, the ticket will be under his/her number and inaccessible by the desired employee.

**Step 1:** From the login keypad, **type** your **passcode**.



If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

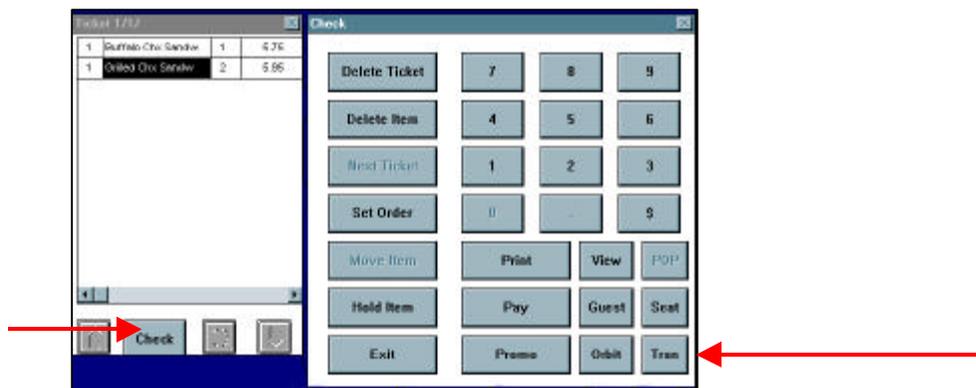


Refer to page 00 for detailed icon descriptions.

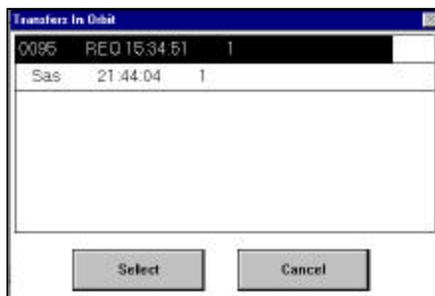
**Step 3:** **Press** to **open** the desired table/tab to affix the orbited ticket.

**Step 4:** **Enter** in the number of **Guests**.

**Step 5:** **Press** the **Check** button. The following screen displays.



**Step 6:** **Press** the **TRAN** button.



- Step 7:** Press to **select** the desired ticket.
- Step 8:** Press the **Select** button to continue.
- Step 9:** Press the **Ok** button to confirm transfer.



The ticket is now transferred to the desired table/tab.

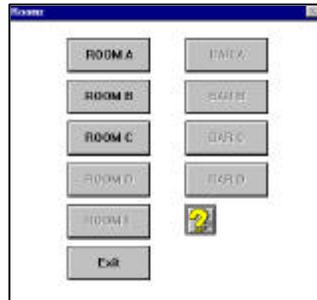
### Adding Tips to Credit Cards

With the **REST-EZ** system you add your credit card tips after the ticket is settled to the credit card. You can perform this function at the close of or throughout your shift.



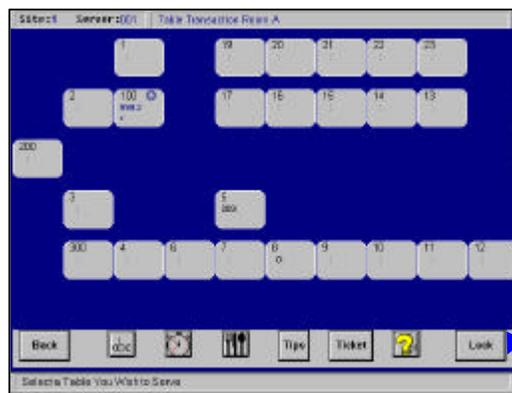
If you have included your tip with the total amount of the credit card contact a manager to make the appropriate corrections. Tips **MUST** be added separately in order for close out reports to balance.

**Step 1:** From the login keypad, **type** your **passcode**.



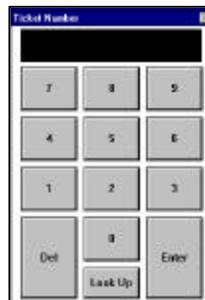
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.



Refer to page 00 for detailed icon descriptions.

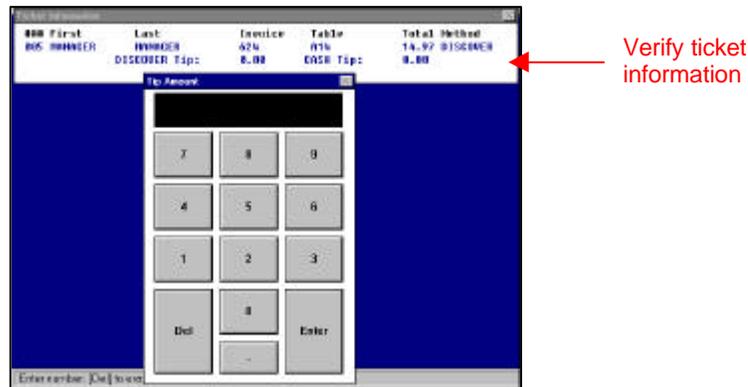
**Step 3:** **Press** the **Tips** button to add tips to credit cards. The following Tips screen displays.



**Step 4:** **Enter** the **Ticket Number**.  
**<OR>**

**Press** the **Look Up** button to locate the ticket. **Press** the desired **ticket** and **press** the **Select** button.

**Step 5:** **Press** the **Enter** button to continue. The following screen displays.



**Step 6:** Enter the **Tip** amount.

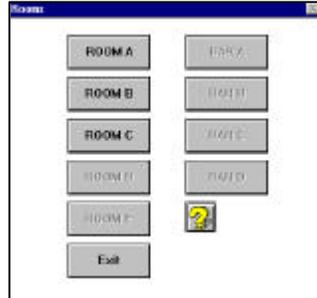
**Step 7:** Press the **No** button. This is not a cash tip; it is a credit card tip.

**Step 8:** Once all tips have been entered, press the **Enter** button to exit.

### The Grouping Function

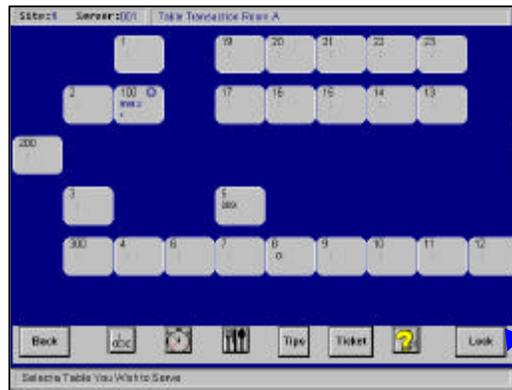
The Grouping Function is used to delete item(s) from a ticket and to transfer item(s) to a table/ticket.

**Step 1:** From the login keypad, **type** your **passcode**.



If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

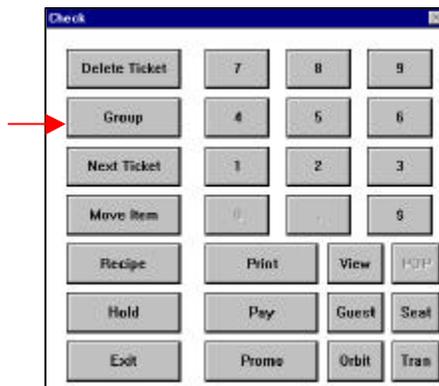


Refer to page 00 for detailed icon descriptions.

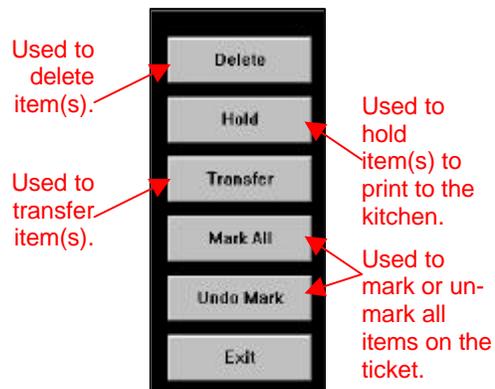
**Step 3:** **Press** the desired **table/ticket** to orbit. The name will display to the top of the table.

**Step 4:** **Press** to **open** ticket.

**Step 5:** **Press** the **Check** button. The following screen displays.



**Step 6:** **Press** the **Group** button.



**Step 7:** Press the **items** to delete, hold or transfer.

**Step 8:** Press the **Delete**, **Hold** or **Transfer** button.



If you choose the Transfer function, follow the instructions on the screen to complete the transfer.

### Quick Service

The **Quick Service** chapter is designed as an on going reference guide as well as a comprehensive training guide for new servers. In this chapter you will obtain a full understanding of the responsibilities and procedures of placing, sending and settling an order.

Quick Service was designed to process orders as quickly and precisely as possible. This function is used primarily for fast food establishments or establishments utilizing the take out feature.

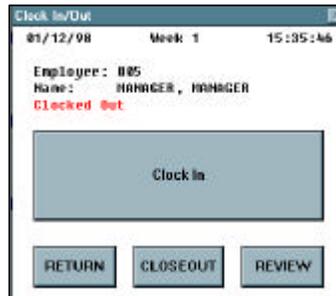
In this chapter you will learn:

1. How to Place an Order.
2. How to Defer a Ticket for Payment.
3. How to Retrieve a Deferred Ticket.
4. How to Pay a Ticket.

### Clock In

The **Clock In/Out** feature is used to give your access to the system and keep track of your hours worked. If your establishment utilizes the **Clock In/Out** feature, you **MUST** clock in to use the system. Following the following basic procedures to clock in.

- Step 1:** From the Log In Keypad, **press** the **Clock In/Out** button.
- Step 2:** **Press** the **OK** button to confirm.
- Step 3:** **Type** your **Passcode**. The **Clock In/Out** screen displays.



**Contact your manager if the following screen displays:**



- Step 4:** **Press** the **Clock In** button to continue. The **Log In Keypad** displays.



If your establishment does not utilize the Clock In/Out feature, you only need to Clock into **REST-EZ** the first time you use the system.

- Step 5:** **Enter** your **Passcode**. You now have access to the **REST-EZ** system.



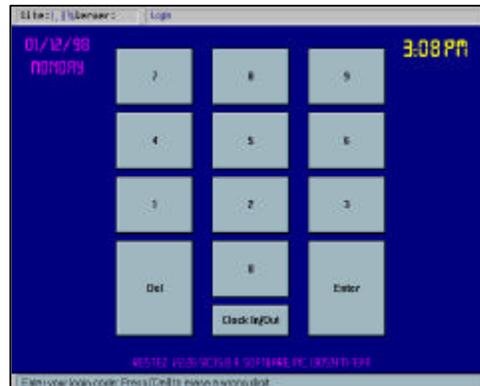
If the following dialogue box displays, contact your manager to override you into the system. The error is a direct result of your scheduled times in the system.



**MANAGEMENT:** Verify that the employee's schedule is entered into the system correctly. Swipe your management card to override the error and check the employee's schedule in the back office.

### Clock Out

Prior to leaving for the day, it is the responsibility of each employee to **Clock Out**.



**Step 1:** From the Log In Keypad, **press** the **Clock In/Out** button.

**Step 2:** **Press** the **OK** button to confirm.

**Step 3:** **Type** your **Passcode**. The **Clock In/Out** screen displays.



**Step 4:** **Press** the **Clock Out** button to continue. The **Log In Keypad** displays.

### Placing an Order

The **Placing an Order** function is the basis of the **REST-EZ** system as well as the establishment.

**Step 1:** From the login keypad, **type** your **passcode**. The following Quick Service screen displays.

The screenshot shows a touch-screen interface for ordering. At the top, it displays 'Site: 1', 'Emp: 002', 'Order #: 0629', '02/15/98', and 'Top Level 1:42 AM'. Below this, a 'SUBTOTAL' of '5 0 00' is shown. The main area is a grid of menu items, each with a number and a name: BEVERAGES (11), SEES (12), ANTIPASTO (13), CLASSIC (21), SALATA (22), DAILY SPECIALS (23), PASTA (24), CALZONI (35), PIZZA (36), PIZZA (37), PIZZA (38), CHILDREN'S MENU (41), DESSERTS (43), and Open Food (45). At the bottom, there are several buttons: 'Special', 'Delete', 'Total', 'Check', 'Back', and a numeric keypad (1-9, 0). Red arrows point to these elements with the following descriptions:

- Displays the quantity, and price of all items on a customer ticket.
- Allows you to scroll to view the items on a ticket.
- Allows you to modify the selected item.
- Allows you to close and settle the ticket.
- Allows you to delete a Ticket, Promo an Item, and orbit a ticket to a table.
- Allows you to delete an item that has not been printed.
- Allows you to navigate back to the previous menu screen
- Allows you to defer the payment of this order.
- Allows you to navigate to different menu times.
- Items on your menu to be ordered.
- Allows you to change the quantity of the item ordered.

**Step 2:** **Press** to select the desired **items** to order. The items will display on the ticket as they are ordered.



Remember that you can modify the order by depressing the Special button and you can delete an unwanted item by depressing the Del button.

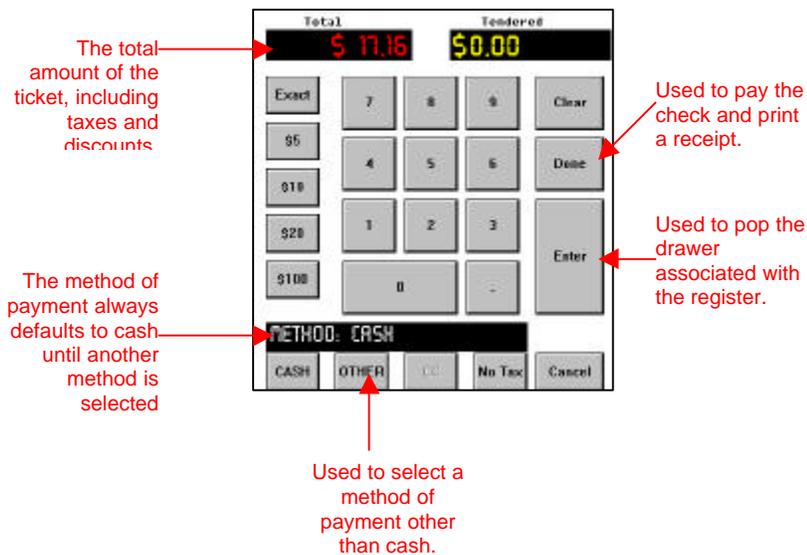
**Step 3:** Once all your items are ordered, **press** the **Total** button to pay the order.



Remember that you can defer the payment of this order. Refer to page 00 for further instructions. The order is sent to the kitchen once the order is paid OR when the order is deferred. **DO NOT** leave the order on the screen; it will not print to the kitchen.



**Step 4:** **Press** to select **Delivery** or **Takeout**.



**Step 6:** Press the **Other** button to select a method of payment other than cash. If the customer is paying in cash skip to step 9.

**<OR>**

Press the **CC** button if the customer is paying with a credit card and your establishment utilizes the **REST-EZ** credit card processing system. Swipe the Card. The ticket will automatically settle to the appropriate method of payment and close the ticket.

**Step 7:** Press the desired **Method of Payment**.

**Step 8:** Press the **OK** button to continue.

**Step 9:** Press one of the following:

1. **Cash** – Enter in the amount tendered using the keypad or the appropriate dollar keys.
2. **Exact** – Press the Exact button if no change is required. This is used for credit cards and quick cash transactions.

**Step 10:** Press the **Enter** button to obtain a change amount and/or to pop the drawer.

**Step 11:** Press the **Done** button to settle the ticket.

**Step 12:** Press the **OK** button to print a receipt.

### Deferring a Payment

The **Deferring a Payment** function is used to send the order to the kitchen, however, allow the ability to pay the ticket when the customer arrives to pick up the order. This process is a simple and quick method in organizing and settling your takeout order tickets.

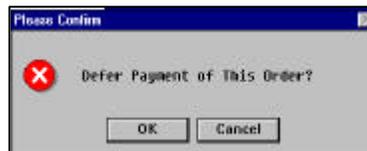
For purposes of this example, we will assume that the order is placed and you are ready to defer the payment.



If a customer request a total over the phone, you can press the **Total** button to obtain a total of the entire order. Then press the **Cancel** button to exit the screen.

**Step 1:** You just placed a Take Out/Delivery order and the payment needs to be deferred until the customer picks it up or it is delivered.

Press  key to defer the payment of the order.



**Step 2:** Press the **OK** button to continue.



**Step 3:** Press the desired **Deliver/Take Out** button.



A ticket will print for your records. It is suggested to keep a copy of the tickets by the take out counter.

To pay out the order, refer to paying out a deferred order on the following page.

### Retrieving a Deferred Payment

The **Retrieving a Deferred Payment** function is used to pay an order that was sent to the kitchen and held in the system until the order was picked up or delivered.

For purposes of this example, we will assume that the order is placed and you have already deferred the payment in the system.

**Step 1:** Press  key to defer the payment of the order.



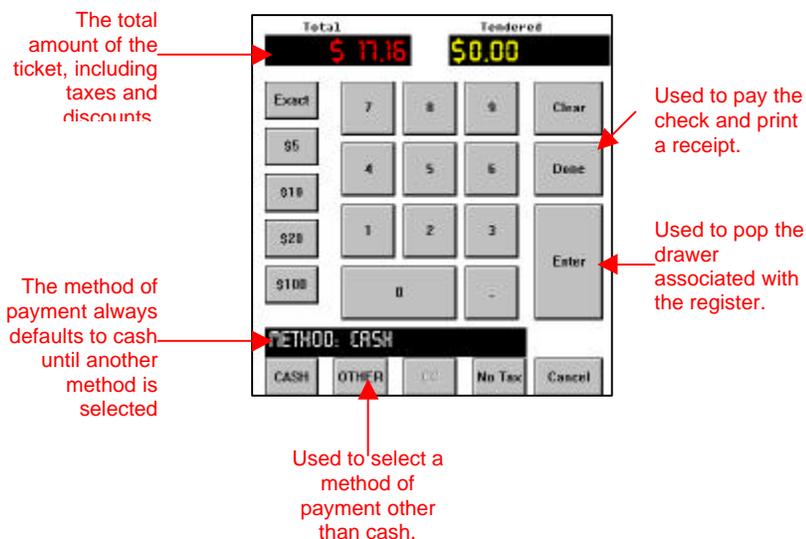
**Step 2:** Press the **OK** button to continue.



**Step 3:** Enter the **Deferred Order Number**. (Located at the top of the ticket)  
<OR>  
Press the **Look Up** button to display a listing of open tickets. Press to select the **ticket** and press the **Ok** button to continue.

Verify that the desired ticket displays on the screen.

**Step 4:** Press the **Total** button to settle the ticket.



**Step 5:** Use one of the following methods when settling a ticket:

**Cash** – Press the **dollar amount** given, press the **Enter** key (this will open the drawer), press the **Done** key to close the ticket.

**Credit Card** – Press the **CC** button, then swipe the **Credit Card**. (If your establishment utilizes the credit card processing module)

<OR>

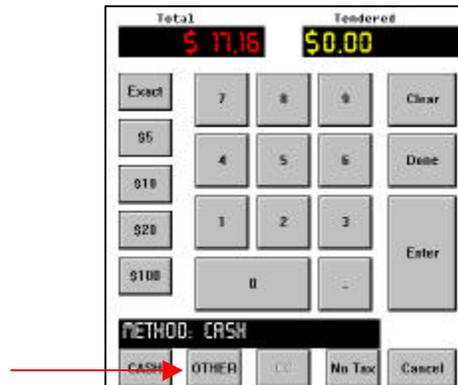
Press the **Other** button, select the **credit card type**, press the **OK** button, press the **Exact** button and press the **Done** button.

**Other** (Gift Certificates, Splits etc.) – Press the **Other** button, select the **method of payment** and follow the instructions.

### Splitting Payments

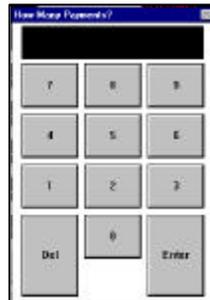
**Splitting Payments** in the Quick Service module gives you the ability of settle a guest ticket with two different payment methods. This is used primarily when a customer pays half in gift certificates and half in cash or another means.

**Step 1:** From the **Check** screen, **press** the **Other** button.



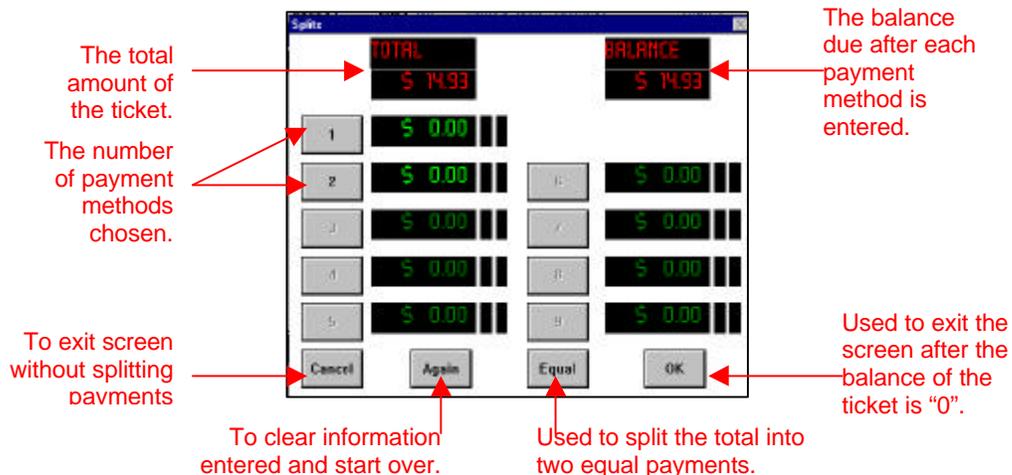
**Step 2:** **Press** to select the **Splits** button.

**Step 3:** **Press** the **OK** button to continue.



**Step 4:** **Enter** the **number** of payment methods. For example if the customer is paying with a gift certificate and cash you would press 2 for two payment methods.

**Step 5:** **Press** the **Enter** button to continue. The following screen displays.



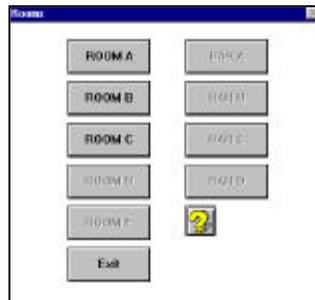
### Orbiting a Ticket

The **Orbiting a Ticket** function is used to complete one of the following tasks:

1. To transfer a ticket from table to table.
2. To transfer a bar tab to a table ticket.
3. To combine tickets from different tables.
4. On systems with credit card processing a declined transaction will be placed in orbit.

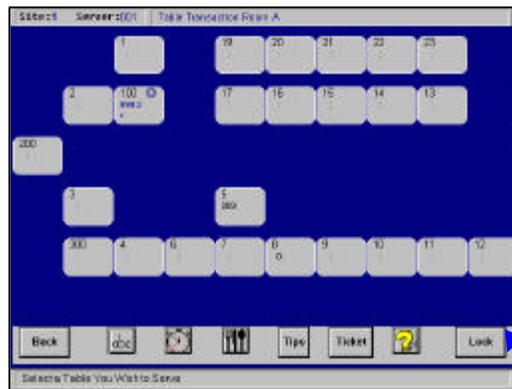
Some establishments allow servers to orbit their own tickets however other establishments do not. The following instructions will only apply if your establishment allows servers to orbit tickets.

**Step 1:** From the login keypad, **type** your **passcode**.



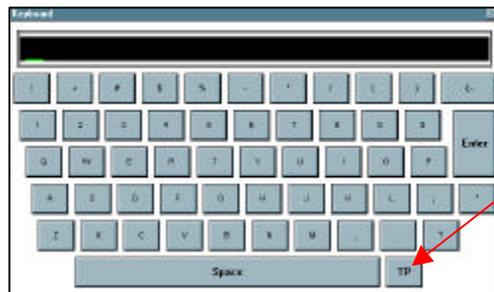
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.



Refer to page 00 for detailed icon descriptions.

**Step 3:** **Press** the **ABC** button located at the bottom of the screen. A name must be assigned to the table/ticket prior to orbiting.

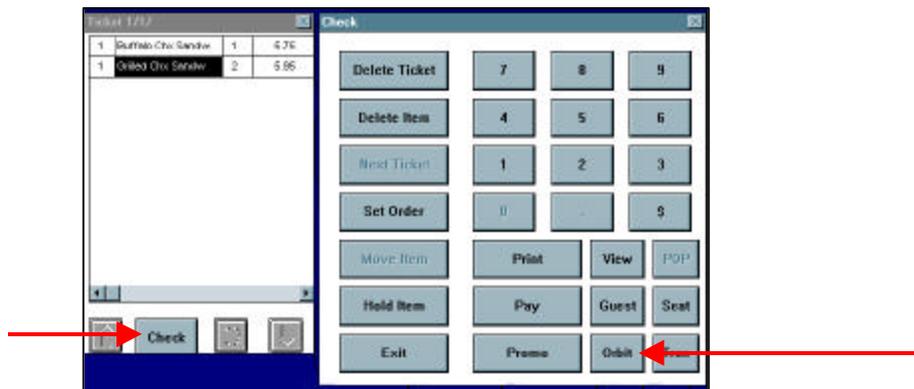


Press this button to change the set up of the typewriter from ABC mode to typewriter mode and vice versa.



Suggestion: You can use the name of the server/bartender to which the check is orbited.

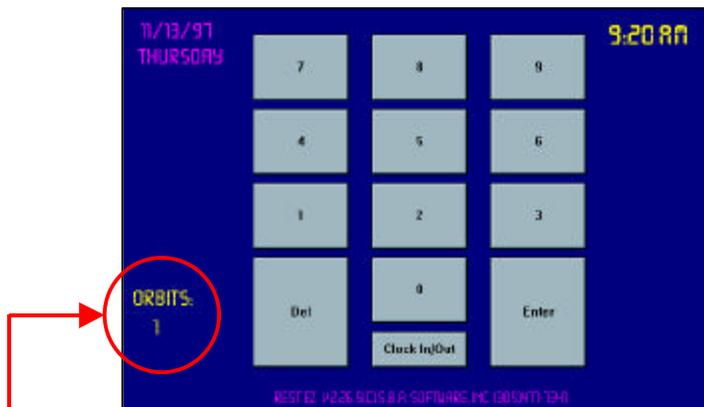
- Step 4:** Type the **name** of the ticket/table to orbit.
- Step 5:** Press the **Enter** button to continue.
- Step 6:** Press the **OK** button to assign the name to the party.
- Step 7:** Press the desired **table/ticket** to orbit. The name will display to the top of the table.
- Step 8:** Press to **open** ticket.
- Step 9:** Press the **Check** button. The following screen displays.



- Step 10:** Press the **Orbit** button.
- Step 11:** Press the **Ok** button to confirm transfer.



The ticket is now in orbit and not assigned to anyone. Notify the server/bartender that the ticket is in orbit and to transfer it to their number. For further instructions on how a server/bartender would transfer an orbited ticket, refer to page 00.

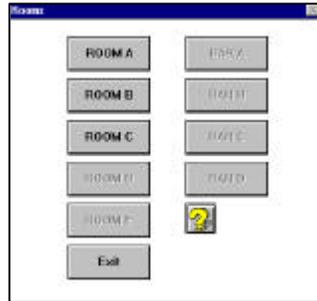


The log in keypad screen will display how many checks are in orbit. This is a good method to ensure that the server/bartender has transferred the check successfully or not.

### Transferring a Ticket

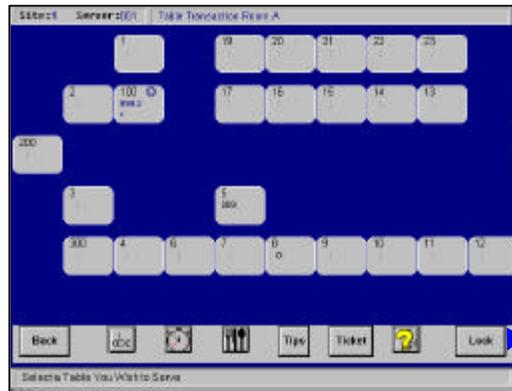
The **Transferring a Ticket** function is used to transfer an orbited check to the desired table or tab. The server/bartender who will be responsible for the ticket **MUST** transfer the ticket. If another associate/manager transfers the ticket, the ticket will be under his/her number and inaccessible by the desired employee.

**Step 1:** From the login keypad, **type** your **passcode**.



If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.

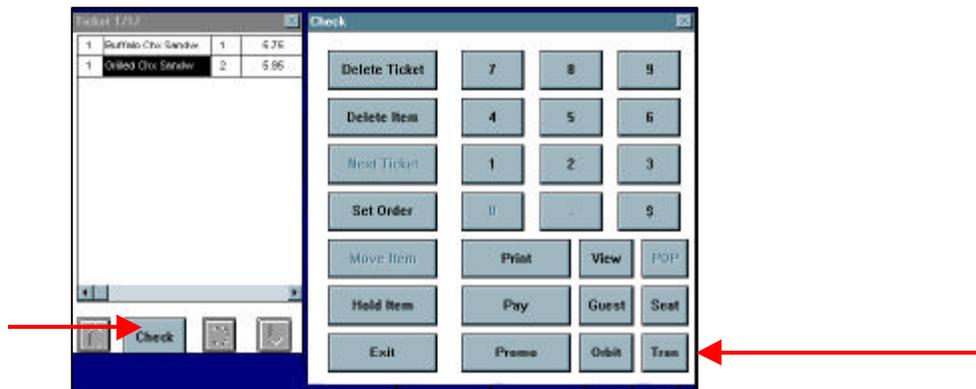


Refer to page 00 for detailed icon descriptions.

**Step 3:** **Press** to **open** the desired table/tab to affix the orbited ticket.

**Step 4:** **Enter** in the number of **Guests**.

**Step 5:** **Press** the **Check** button. The following screen displays.



**Step 6:** **Press** the **TRAN** button.



- Step 7:** Press to **select** the desired ticket.
- Step 8:** Press the **Select** button to continue.
- Step 9:** Press the **Ok** button to confirm transfer.



The ticket is now transferred to the desired table/tab.

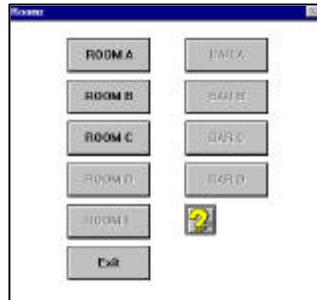
### Adding Tips to Credit Cards

With the **REST-EZ** system you add your credit card tips after the ticket is settled to the credit card. You can perform this function at the close of or throughout your shift.



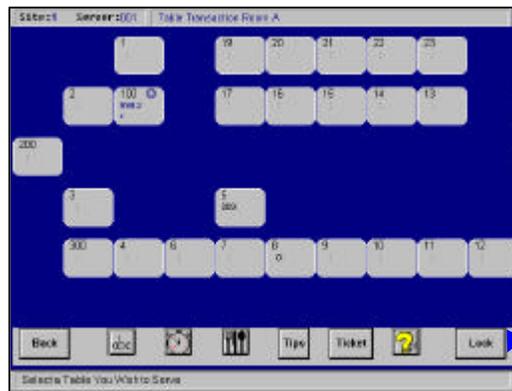
If you have included your tip with the total amount of the credit card contact a manager to make the appropriate corrections. Tips **MUST** be added separately in order for close out reports to balance.

**Step 1:** From the login keypad, **type** your **passcode**.



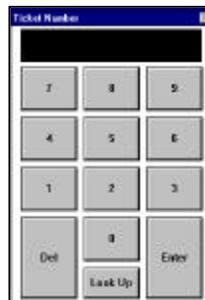
If your establishment has multiple dining rooms this screen displays to prompt you to pick a dining room. If your establishment only has one dining room the table screen will automatically display.

**Step 2:** **Press** to select a **dining room**. The following table screen displays.



Refer to page 00 for detailed icon descriptions.

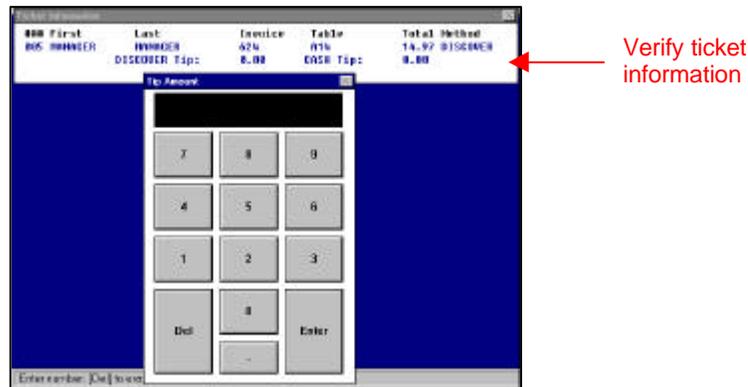
**Step 3:** **Press** the **Tips** button to add tips to credit cards. The following Tips screen displays.



**Step 4:** **Enter** the **Ticket Number**.  
**<OR>**

**Press** the **Look Up** button to locate the ticket. **Press** the desired **ticket** and **press** the **Select** button.

**Step 5:** **Press** the **Enter** button to continue. The following screen displays.



- Step 6:** Enter the **Tip** amount.
- Step 7:** Press the **No** button. This is not a cash tip; it is a credit card tip.
- Step 8:** Once all tips have been entered, press the **Enter** button to exit.

### **CLOSING OUT YOUR SYSTEM**

Closing out your system is a crucial element to maintaining your Rest EZ system. It is imperative that a system close out is performed on a daily basis. Your business practices will determine whether a drawer or server close out is performed.

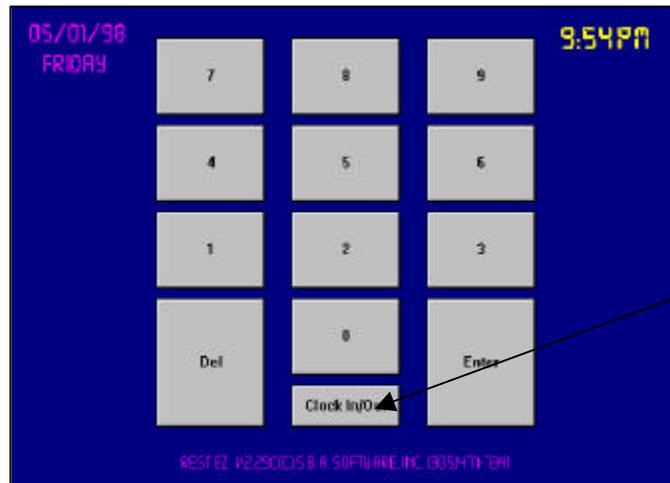
In this chapter you will learn how to perform a server, drawer and site close out, as well as, zeroing out a server for a new shift. All close out reports report standard close out information. In the event additional information is necessary contact the Rest EZ Technical Support Department.

This chapter is broken into four (4) logical sections:

1. Server Close Out (Performed by the server)
2. Server Close Out (Performed by a Manager)
3. Drawer Close Out
4. Zero Server

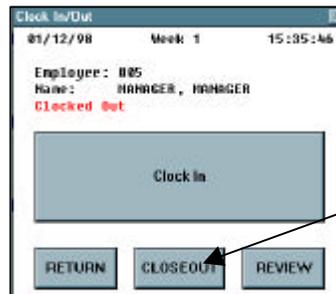
### SERVER CLOSE OUT (GENERATED BY SERVER)

**Step 1:** From the Log In Keypad, **press** the **Clock In/Out** button.

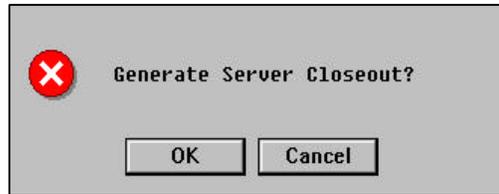


**Step 2:** **Press** the **OK** button to confirm.

**Step 3:** **Type** your **Passcode**. The **Clock In/Out** screen displays.



**Step 4:** **Press** the **CLOSE OUT** button to continue.



**Step 5:** Press the **OK** button to generate server close out.

**Step 6:** Touch the **screen** continuously until the following screen displays.



**Step 7:** Press the **OK** button to continue.

**Step 8:** Repeat **Steps 6 & 7** until the entire server close out prints.



Each establishment determines which information on a server close out is vital. Please verify what information is imperative with management.

### SERVER CLOSE OUT (GENERATED BY MANAGEMENT)

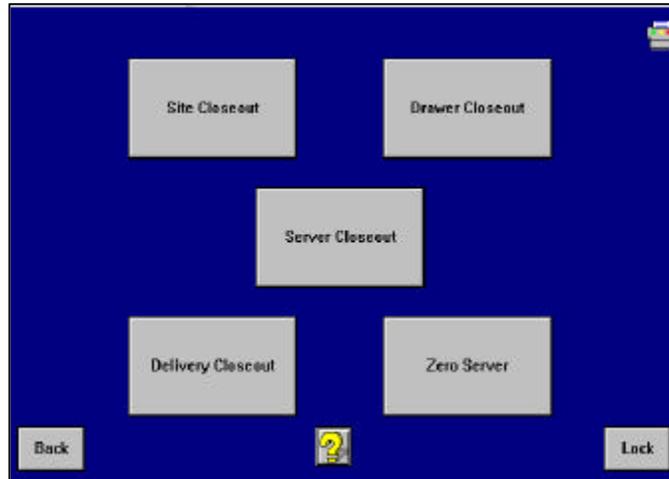
**Step 1:** From the Log In keypad, **log in** as a **manager**.

**Step 2:** **Press** the **Reports** button.

**Step 3:** **Press** the **Daily Reports** button. The following Daily Reports screen displays.



**Step 4:** **Press** the **Close Out Reports** button. The following screen displays.

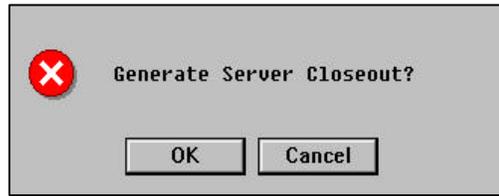


**Step 5:** **Press** the **Server Close Out** button to continue.



**Step 6:** **Press** the desired **Server Number** for which the report is printed.

**Step 7:** Press the **Enter** key to continue.



**Step 5:** Press the **OK** button to generate server close out.

**Step 6:** Touch the **screen** continuously until the following screen displays.



**Step 7:** Press the **OK** button to continue.

**Step 8:** Repeat **Steps 6 & 7** until the entire server close out prints.

### Drawer Close Out

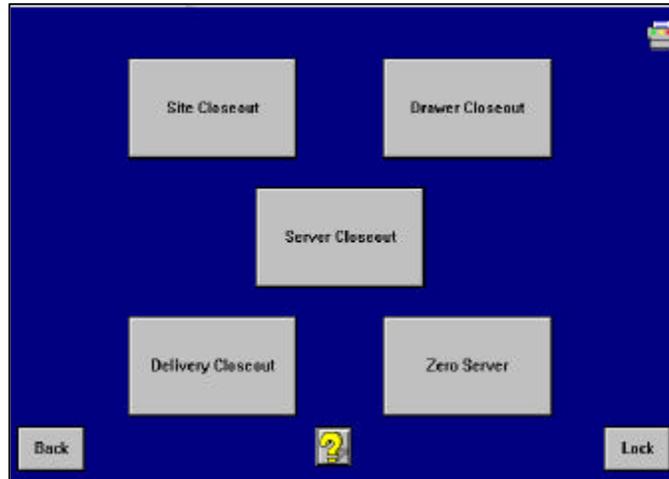
**Step 1:** From the Log In keypad, **log in** as a **manager**.

**Step 2:** **Press** the **Reports** button.

**Step 3:** **Press** the **Daily Reports** button. The following Daily Reports screen displays.



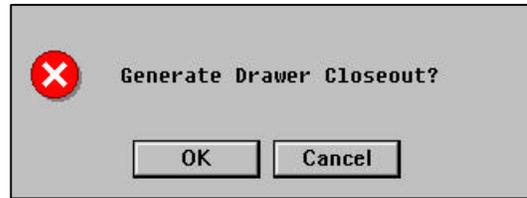
**Step 4:** **Press** the **Close Out Reports** button. The following screen displays.



**Step 5:** **Press** the **Drawer Close Out** button to continue.



**Step 6:** **Press** the desired **Drawer/Site Number** to close out.



**Step 7:** Press the **OK** button to generate drawer close out.

**Step 8:** Touch the **screen** continuously until the following screen displays.



**Step 9:** Press the **OK** button to continue.

**Step 10:** Repeat **Steps 6 & 7** until the entire server close out prints.



**Step 11:** Press the **OK** button to reset drawer information to zero.

**Step 12:** Press the **OK** button to confirm.



**Step 13:** Enter the **beginning dollar amount** of the new drawer.

**Step 14:** Press the **Enter** key to continue.

### Zero Server

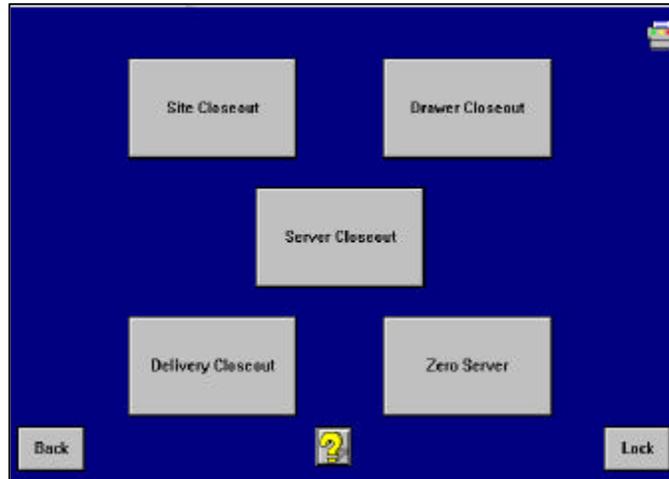
**Step 1:** From the Log In keypad, **log in** as a **manager**.

**Step 2:** **Press** the **Reports** button.

**Step 3:** **Press** the **Daily Reports** button. The following Daily Reports screen displays.



**Step 4:** **Press** the **Close Out Reports** button. The following screen displays.



**Step 5:** **Press** the **Zero Server** button to continue.

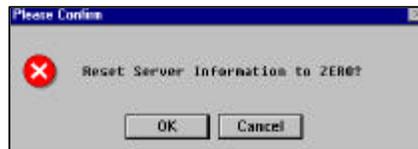


**Step 6:** **Press** the **OK** button to continue.



**Step 7:** Enter the desired **Server Number**.

**Step 8:** Press the **Enter** key to continue.



**Step 9:** Press the **OK** button to reset server information to zero.

**Step 10:** Press the **OK** button to confirm.

## Deleting a Ticket

The **Delete a Ticket** function is used to delete an entire ticket that was printed. This is a management feature only, however, servers may delete items from a ticket prior to printing the ticket.



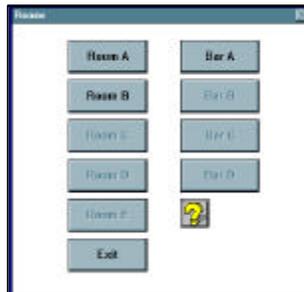
Sales ⇒ Tables ⇒ Room/Bar ⇒ Ticket/Table

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Sales** button.

**Step 3:** Press the **Tables** button.

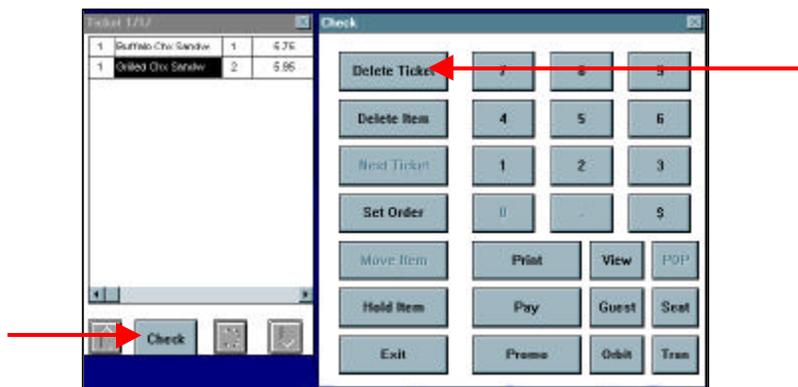
**Step 4:** Press the desired **Room/Bar** button.



With the assistance of our technical support department you can change the room names. Just call 305-591-0080 and we will walk you through it.

**Step 5:** Press the desired **table/ticket**.

**Step 6:** Press the **Check** button. The following screen will display.



**Step 7:** Press the **Delete Ticket** button. The following deletion reasons display.

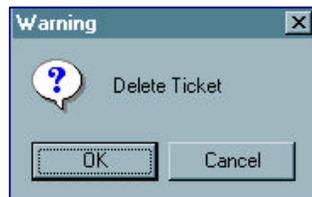


For further instructions on adding or deleting Deletion Reasons refer to page 00.



**Step 8:** Press the **deletion** reason.

**Step 9:** Press the **OK** button to confirm deletion.



**Step 10:** Press the **Ok** button.



### Deleting an Item

The **Delete an Item** function is used to delete an item from a ticket that was printed. This is a management function only, however, servers may delete items from a ticket prior to printing the ticket.



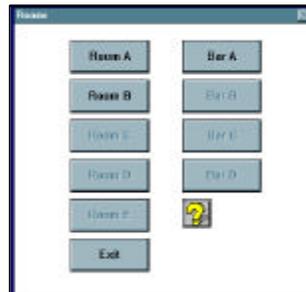
Sales ⇒ Tables ⇒ Room/Bar ⇒ Ticket/Table

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Sales** button.

**Step 3:** Press the **Tables** button.

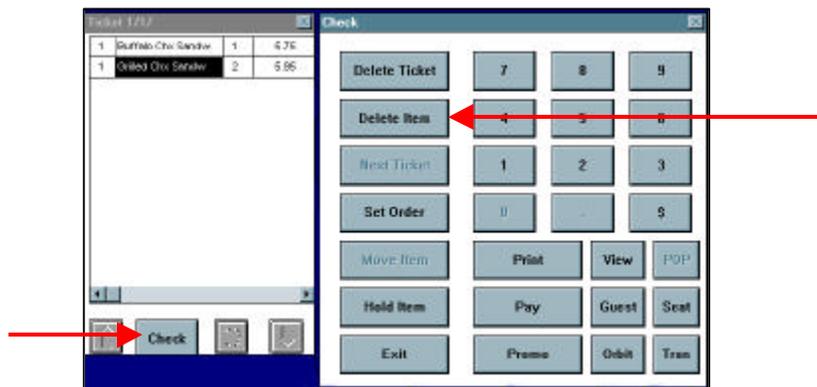
**Step 4:** Press the desired **Room/Bar** button.



**Step 5:** Press the desired **table/ticket**.

**Step 6:** Press the desired **item** to delete.

**Step 7:** Press the **Check** button. The following screen will display.



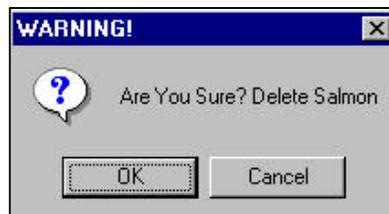
**Step 8:** Press the **Delete Item** button. The following deletion reasons display.



For further instructions on adding or deleting Deletion Reasons refer to page 00.

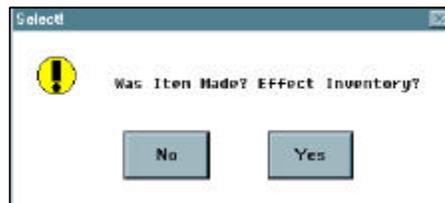


**Step 9:** Press the **deletion** reason.



**Step 9:** Press the **OK** button to confirm deletion.

**Step 10:** Press the **Yes** button if the item effect inventory.  
<OR>  
Press the **No** button if the item does not effect inventory.



## Promotions

The **Promo** function is used to adjust all or a percentage of a customer ticket. An adjustment may be completed by item, seat or ticket. A promo is implemented for various reasons such as: management descretion or employee meals.



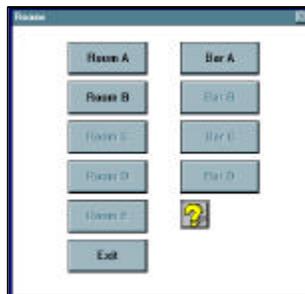
Sales ⇒ Tables ⇒ Room/Bar ⇒ Ticket/Table

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Sales** button.

**Step 3:** Press the **Tables** button.

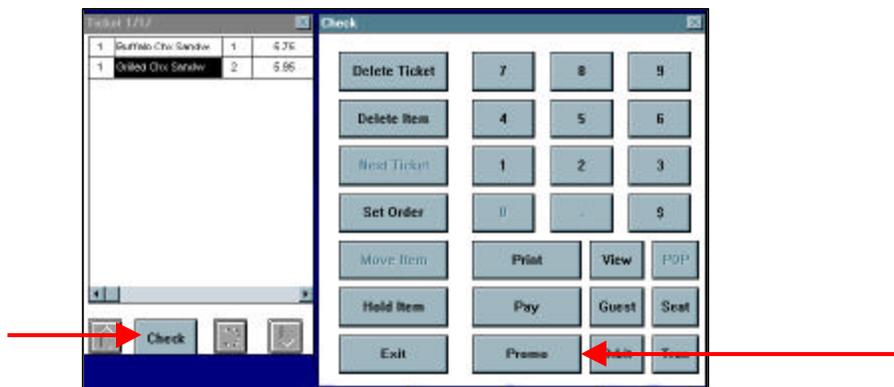
**Step 4:** Press the desired **Room/Bar** button.



**Step 5:** Press the desired **table/ticket**.

**Step 6:** Press the desired **item** to promo. If you need to promo the entire ticket or a seat, it is not necessary to select an item.

**Step 7:** Press the **Check** button. The following screen will display.



**Step 8:** Press the **Promo** button.





**Step 12:** Press the **Reason** for the promotion.

## Orbiting a Ticket

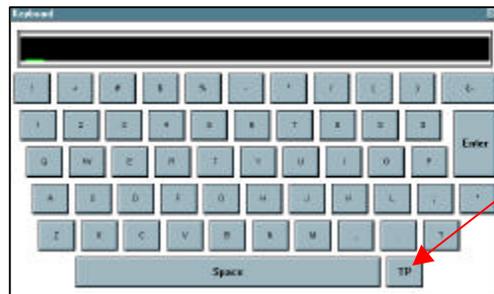
The **Orbit a Ticket** function is used to complete one of the following tasks:

1. To transfer a ticket from table to table.
2. To transfer a bar tab to a table ticket.
3. To combine tickets from different tables.
4. On systems with credit card processing a declined transaction will be placed in orbit.



Sales ⇒ Tables ⇒ Room/Bar

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Sales** button.
- Step 3:** Press the **Tables** button.
- Step 4:** Press the desired **Room/Bar** button.
- Step 5:** Press the **ABC** button located at the bottom of the screen. A name must be assigned to the table/ticket prior to orbiting.

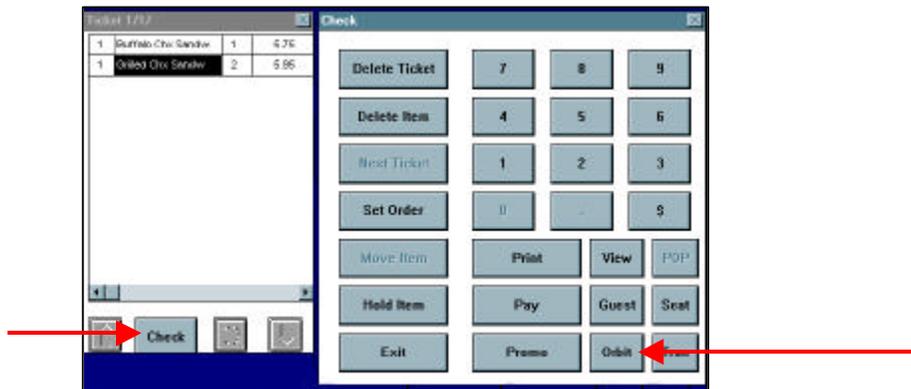


Press this button to change the set up of the typewriter from ABC mode to typewriter mode and vice versa.



**Suggestion:** You can use the name of the server/bartender to which the check is orbited.

- Step 6:** Type the **name** of the ticket/table to orbit.
- Step 7:** Press the **Enter** button to continue.
- Step 8:** Press the **OK** button to assign the name to the party.
- Step 9:** Press the desired **table/ticket** to orbit. The name will display to the top of the table.
- Step 10:** Press to **open** ticket.
- Step 11:** Press the **Check** button. The following screen displays.

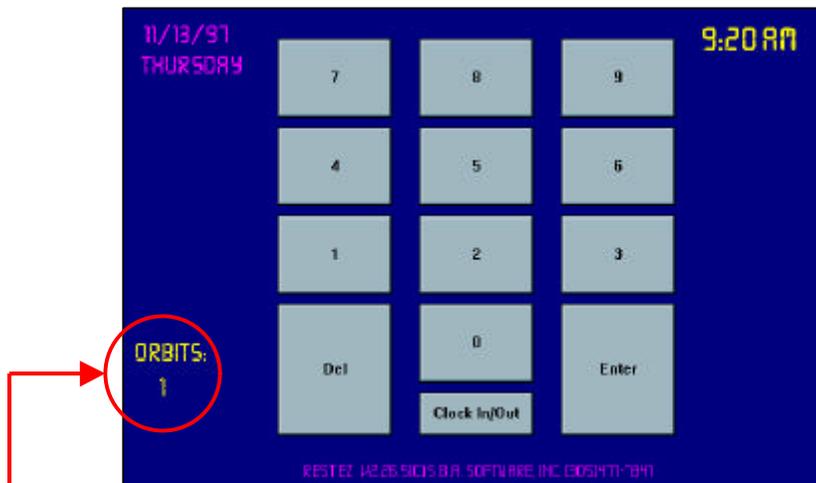


**Step 12:** Press the **Orbit** button.

**Step 13:** Press the **Ok** button to confirm transfer.



The ticket is now in orbit and not assigned to anyone. Notify the server/bartender that the ticket is in orbit and to transfer it to their number. For further instructions on how a server/bartender would transfer an orbited ticket, refer to page 00.



The log in keypad screen will display how many checks are in orbit. This is a good method to ensure that the server/bartender has transferred the check successfully or not.

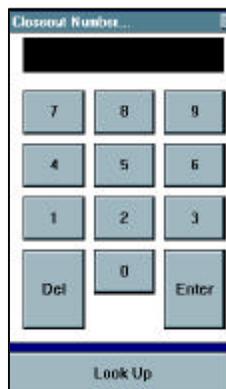
## Voiding a Ticket

The **Void a Ticket** function is used to void a ticket that is settled and closed. This feature is primarily used to eliminate duplicate checks in the system.



Sales ⇒ Void

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Sales** button.
- Step 3:** Press the **Void/Cancel** button. The following screen displays.



- Step 4:** Enter the desired **Ticket Number** to void.  
<OR>  
Press the **Look Up** button to locate the ticket
- Press to select the **check** to void.
  - Press the **Select** button to continue.
- Step 5:** Press the **Enter** button to continue.
- Step 6:** Press the **Void** button. The following dialogue box displays a warning that this procedure cannot be undone.



- Step 7:** Press the **OK** button to proceed.
- Step 8:** Press the **Yes** button to print a receipt.

## Maintaining Tips

The **Tip Maintenance** function is used so management can edit employee tip transactions.



### Sales ⇒ Tip Maintenance

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Sales** button.
- Step 3:** Press the **Tip Maintenance** button. The following screen displays.

- Step 4:** Enter the desired **Ticket Number**.  
 <OR>  
 Press the **Look Up** button to locate the ticket
- Press to select the **check**.
  - Press the **Select** button to continue.
- Step 5:** Press the **Enter** button to continue. The following screen displays.

| First | Last  | Invoice | Table | Total Method |           |
|-------|-------|---------|-------|--------------|-----------|
| 001   | TABLE | SERVICE | 25%   | 81           | 3.74 CASH |

Detailed Check Information

- Step 6:** Enter the **Tip Amount**.
- Step 7:** Press the **Enter** button to proceed.

### Crediting Credit Cards

The **CC Credit** function is used to make an adjustment to a processed credit card. This feature is used if you utilize **REST-EZ's** credit card processing system. A credit card has been charged and a credit is necessary. CC Credit is implemented only for same day charges. For further instructions on how to credit a credit card from previous days, refer to page 00.



Sales ⇒ CC Credit

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Sales** button.

**Step 3:** Press the **CC Credit** button.

**Step 4:** Enter the desired **Ticket Number**.

<OR>

Press the **Look Up** button to locate the ticket

- Press to select the **Ticket**.
- Press the **Select** button to continue.

**Step 5:** Press the **Enter** button to continue. The following screen displays.

| First | Last  | Invoice | Table | Total  | Method |
|-------|-------|---------|-------|--------|--------|
| 002   | QUICK | SERVICE | 0291  | 0.00   | 11.35  |
| CASH  | Tip:  | 0.00    | CASH  | Tip:   | 0.00   |
|       |       |         |       | TOTAL: | 11.35  |

Verify Check information

**Step 6:**      **Enter** the **Credit** Amount.

**Step 7:**      **Press** the **Enter** button to continue. The computer will dial out, and obtain an authorization.

## Transferring a Check

The **Transfer a Check** function is used to transfer a check from one employee to another after the check has been settled. This feature allows management to transfer a check without reopening it.



Sales ⇒ Check Functions ⇒ Transfer Check

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Sales** button.
- Step 3:** **Press** the **Check Functions** button.
- Step 4:** **Press** the **Transfer Check** button. The following screen displays.

- Step 4:** **Enter** the desired **Ticket Number**.  
**<OR>**  
**Press** the **Look Up** button to locate the ticket
  - **Press** to select the **Ticket**.
  - **Press** the **Select** button to continue.

- Step 5:** **Press** the **Enter** button to continue. The following screen displays.

Verify Check information

**Step 6:** **Enter** the **Employee Code** to which the ticket is transferred. This is NOT the Password!



If your establishment uses an alpha code OR you do not know the code of the employee, press the Look Up button to locate the employee.

**Step 7:** **Press** the **Enter** button to continue. The check is successfully transferred.

## Reopening a Check

The **Reopen a Check** function is used to complete one of the following tasks:

1. To change the payment method of a closed ticket.
2. To add discounts or promotions to a closed ticket.
3. To add items to a closed ticket.



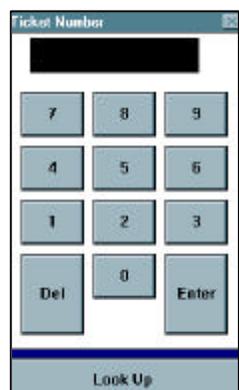
Sales ⇒ Check Functions ⇒ Reopen Check

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Sales** button.

**Step 3:** Press the **Check Functions** button.

**Step 4:** Press the **Reopen Check** button. The following screen displays.



**Step 4:** Enter the desired **Ticket Number**.

<OR>

Press the **Look Up** button to locate the ticket

- Press to select the **Ticket**.
- Press the **Select** button to continue.

**Step 5:** Press the **Enter** button to continue.



**Step 6:** Press the **OK** button to continue.



**Step 7:** Press the **OK** button. The ticket is in orbit. The server **MUST** transfer the ticket to the appropriate table.

### Reprinting a Check

The **Reprint Check** function is used to print a check from history. History is defined as information, for a given day, that is stored away in the computer's memory. You **MUST** have the ticket number to reprint a ticket from history. There are two major reasons for reprinting checks:

1. To investigate chargebacks from the credit card companies.
2. A customer may request a new ticket.

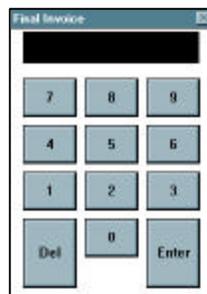


If you need to reprint a check from today, **press** the ticket button located on the Room/Bar screen.



Sales ⇒ Check Functions ⇒ Reprint Check

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Sales** button.
- Step 3:** **Press** the **Check Functions** button.
- Step 4:** **Press** the **Reprint Check** button. The following screen displays.



- Step 5:** **Enter** the **Check** number.
- Step 6:** **Press** the **Enter** button to continue.

## Paid Outs

The **Paid Out** function is used to process payments to C.O.D. (Cash on Delivery) vendors. This feature allows you to keep track of all C.O.D. vendors. This is primarily a management function, however, with **REST-EZ** you can give paid out access to a bartender or cashier. Contact our Technical Support department for further instructions.



The Paid Out MUST be completed on the terminal that the cash is being taken. This is to ensure that employee, site, and drawer close-outs are accurate.

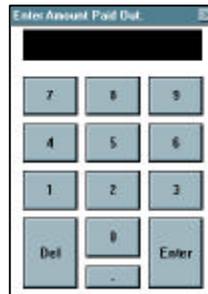


### Sales ⇒ Paid Outs

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** **Press** the **Sales** button.

**Step 3:** **Press** the **Paid Out** button.



**Step 4:** **Enter** the **Amount** of the paid out.

**Step 5:** **Press** the **Enter** button to continue.



For further instructions on defining vendors, refer to page 00. If there are not defined at this time you may use the keyboard to enter the vendor name.

**Step 6:** **Press** to select a **Vendor**.

**<OR>**

**Press** the **Keyboard** to type the vendor's name.

- **Press** the **Enter** key to continue.

**Step 7:** **Press** the **OK** button to confirm paid out.

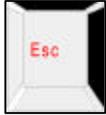
### About the Management Back Office

The **Management Back Office** portion of **REST EZ** is used to add, edit, delete and primarily maintain your point of sale system. Unlike the Front Office, the Back Office is keyboard driven. Throughout the chapter we will use terminology such as page down and up arrow. On page two we provide definitions of keyboard keys that will allow you to navigate around all Management Back Office functions.

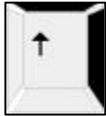
This chapter will provide step by step instructions for the most commonly used features. Additional features, such as commissary, inventory, and purchasing, are illustrated in later chapters.

### Conventions for Back Office Navigation

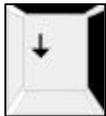
Unlike the **REST EZ** front office, the back office is keyboard driven. We use specific keys to navigate throughout the back office system. Take a moment to familiarize your self with some of the conventions of the back office.



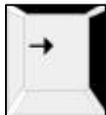
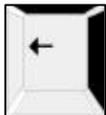
– Navigates to previous screen or used to exit the system.



– Used to navigate to a previous field.



– Used to navigate to the next field.



– Used to move the cursor within a field.



– Used to navigate to the next field



– Used to navigate to the next field and in some instances used to save information.



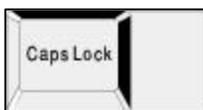
– Used to save entered/updated information.



– Used to erase entered information.



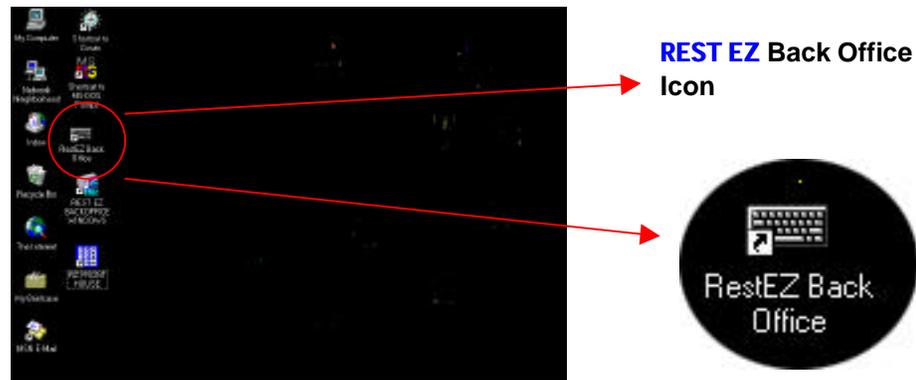
– Used to display a listing of choices for a field.



- All information entered in the back office **MUST** be Capital Letters. Press this button to turn your Caps Lock to ON.

### Back Office Log In

Only an employee with a managers security level is permitted into the Back Office. Therefore, only management passcodes will allow access to the Back Office.

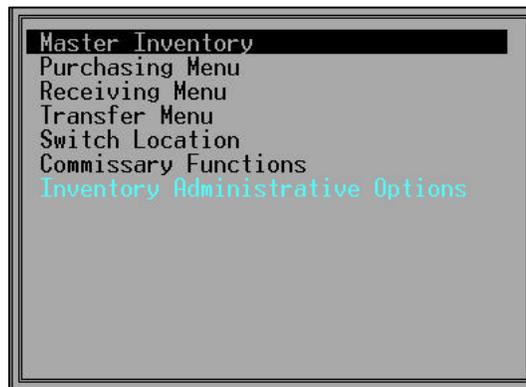
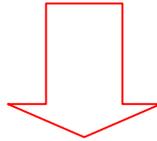


- Step 1:** From your desktop, **double-click** on the **REST EZ Back Office Icon**.
- Step 2:** At the Log: prompt, **type** your **passcode**.
- Step 3:** **Press** any **key** to continue. You are now in the Back Office Main Menu.



### Inventory Selection

The **Inventory Selection** option of your Main Menu screen contains a collection of inventory related functions. The **Inventory Selection** allows you to add, edit and delete inventory items, as well as, append modifiers to an inventory item. Other menus may be obtained from the Inventory Section option. These menus include: Purchasing Menu, Receiving Menu and Transfer Menu.



### Master Inventory

The **Master Inventory** screen is used to control all items in your inventory. This screen enables you to add, edit and delete inventory items and their modifiers. Take a minute to review and understand the layout of the screen prior to entering new inventory items.

The screenshot shows the 'Master Inventory' screen with the following fields and annotations:

- PRX Stock**: The next number in the sequence of the PRX code. For example: BEV 1004.
- Loc**: The Category of the Inventory Item. For example: Pizza or Sandwiches.
- Category**: This is the item's corresponding department. For example: Food, Beverage.
- Description**: The name of the inventory button. This will display on the button as well as print to the kitchen.
- Cost**: The retail price of the product/service.
- Quantity**: The number of items left to sell. This feature is used when tracking an 86 item or when using the inventory feature of REST EZ.
- Printer1-8**: All Printer fields signify what printer the selected item will print. "NUL" must be entered if the item does not print anywhere.

**Step 1:** From the Back Office Main Menu, **select Inventory Selection.**

**Step 2:** **Select Master SPC Inventory.**

**Step 3:** **Enter** a new **PRX Code.**  
**<OR>**

**Enter** an **existing PRX Code** to add, edit or delete an inventory item.



Remember that you can press the F1 key to display a listing of Inventory items, PRX Codes and Stock numbers in your system.

**Step 4:** **Enter** the desired **Stock number.** This number should be the next number in the series for the PRX code.

**Step 5:** **Enter** the **Location.** This is your three-letter code for your establishment.

**Step 6:** Enter the **Category**.

**Step 7:** Enter the **Department**.



It is important to keep consistent data for both the **Category** and **Department** fields. Most reports are generated from one of these two fields.

**Step 8:** Press **F1** to select the Vendor. (If Applicable)

**Step 9:** Enter the **Description**. The description field will only allow 14 characters. The first line is what displays on the button and the ticket. The second line will print to the kitchen. If only the first line is completed, the description will print to the kitchen, as well as, display on the button and ticket.

**Step 10:** Enter your **Cost** for the inventory item. (If Applicable)

**Step 11:** Enter the **Retail** price for the inventory item.



For more information and descriptions on the following fields, refer [Purchasing on page 00](#).  
**PACKED, WEIGHT, MINIMUM, QUANTITY COMMISSION, AVAILABLE.**

**Step 12:** Enter a **Liquor Tax** if a liquor tax or surcharge is required. This field requires a dollar amount NOT a percentage.

**Step 13:** Enter “**Y**” in the **NO TAX** field if this item does not require tax.

**Step 14:** Enter “**Y**” in the **SPC** field to track this item. This tracking method is reported in the Special Inventory and Daily Cost Analysis Reports.

**Step 15:** Enter “**Y**” in the **CVR** field to track covers for this item.

**Step 16:** Enter “**Y**” in this field if an automatic keypad should display to Enter a price for this item. If you Enter “**Y**” in this field, the **RETAIL** field should be 00.00. This feature is used when the price of items may change on a daily basis.

**Step 17:** Select the desired **printer** that the item will print. If the item does not need to print anywhere, Enter **NUL**. If the item must print a ticket for the server, leave all printer fields blank. This field must be completed before completing inventory item.

**Step 18:** Press **F6** to select a modifier group. A modifier group is an automatic forced modifier on an item. The server **MUST** select a modifier from this group in order to continue. This is used on an item that has a specific cooking or preparing instruction. (If Applicable)



For further instructions on adding, editing and deleting modifier groups refer to page 00.

**Step 19:** Press **F4** to enter special modifiers. This screen is used to enter generic modifiers pertaining to an inventory item. Refer to page 00 for further instructions on how to add special modifiers to an inventory item.

**Step 20:** Press the **PAGE DOWN** key to save new or updated inventory item.

**Step 21:** Press “**Y**” to save item.

### Special Modifiers

The **Special Modifier** screen is used to affix general modifiers to an inventory item. There are three pages of special modifier space available for each item. Line 18 on every special modifier page is left blank. DO NOT USE IT. The last line is left available so the servers may type something not listed on the modifier screen. The more modifiers entered, the less time the server will take to place an order. Special Modifiers include no, extra, light, on side, sauce, dressing etc.

You can affix a charge using the **Special Modifier** screen. This function is used when a customer requests an item with a modifier that should be an up charge.

For further instructions on **Modifier Groups**, refer to page 00. Modifier Groups are used to force a grouping of modifiers to an item. This feature would be used to enter cooking methods or salad dressing.

The screenshot shows the 'Special Modifiers' screen in the REST EZ system. The screen title is 'Master Inventory' and 'RestEZ'. The date is '02/16/98'. The table has the following columns: DESCRIPTION, PRX-STOCK, QTY, and PRICE. The rows are numbered 1 through 18. Red arrows point to the following fields:

- Line 15, Description: 'Type the modifier here. This is what will display on the button.'
- Line 15, Price: 'The additional cost associated with the Modifier. This maybe a negative amount.'
- Line 15, PRX-STOCK: 'Existing PRX and Stock number used to track Modifier item.'
- Line 15, QTY: 'The Quantity to be tracked every time the modifier is selected.'

- Step 1:** From the Back Office Main Menu, **select Inventory Selection.**
- Step 2:** **Select Master Inventory.**
- Step 3:** **Enter the PRX Code and Stock Number** that require special modifiers.  
**<OR>**  
**Press the F1 Key** to display a list of inventory items.
- Step 4:** **Press the Enter Key** until the inventory item information is displayed.
- Step 5:** **Press the F8 Key** to display the Special Modifier screen.
- Step 6:** **Type the Modifier Description.**
- Step 7:** **Enter the PRX Code and Stock number.** This feature is used if you need to track specific modifiers as inventory items.
- Step 8:** **Enter the Quantity.** This is the number of units used when modifier is selected. This feature is only used when tracking special modifiers as inventory items.
- Step 9:** **Enter the price** associated with this modifier. Every time this modifier is selected for this inventory item, the charge will automatically apply.
- Step 10:** **Press the PAGE DOWN key** to navigate to all special modifiers pages. There are three pages of available modifier space.

**Step 11:** Press "Y" to modify inventory item.



NEVER use line 18! This field allows servers to type free form text for special instructions.

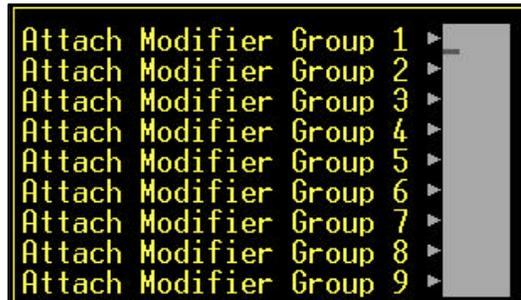
### Modifier Groups

**Modifier Groups** are used to force modifiers on an inventory item. When an item is assigned a modifier group a server **MUST** select an option from that modifier group to continue. This function is used to communicate cooking instructions to the kitchen or bar.

For example: A server will select a NY Strip Steak. An automatic modifier screen displays allowing different cooking methods available. The kitchen must know how the customer wants the steak prepared, therefore, the servers are unable to continue unless a cooking method has been selected.

For further instructions on adding, updating or deleting modifier groups refer to page 00. The following step by step procedure explains how to add a modifier group to an inventory item.

- Step 1:** From the Back Office Main Menu, **select Inventory Selection.**
- Step 2:** **Select Master Inventory.**
- Step 3:** **Enter** the **PRX Code and Stock Number** that require special modifiers.  
**<OR>**  
**Press** the **F1 Key** to display a list of inventory items.
- Step 4:** **Press** the **Enter** Key until the inventory item information is displayed.
- Step 5:** **Press** the **F6** Key to display the **Modifier Group** screen.



- Step 6:** **Type** the **Modifier Grouping Code.**  
**<OR>**  
**Press** the **F1** Key to display a listing of Modifier Groupings.



Refer to page 00 for further instructions on Setting up Modifier Group Codes.

- Step 7:** **Press** the **Page Down** key to save.
- Step 8:** **Press** the **“Y”** key to continue.

### Building Modifier Groups

You have learned how to attach a Modifier Group to an inventory item. Now you will learn how to build Modifier Groups. Remember that this screen will automatically display and the server MUST choose a modifier to continue. Therefore, make sure that the Modifier Groups you are creating are imperative to the way the inventory item is prepared.

**Step 1:** From the Back Office Main Menu, **select Inventory Selection.**

**Step 2:** **Select Inventory Administrative Options.**

**Step 3:** **Select Inventory Modifier Groups.**

The screenshot shows the 'Inventory Modifier Groups' screen in REST EZ. The title bar includes 'Ver4.01', 'RestEZ', and '02/16/98'. The main heading is 'Inventory Modifier Groups' with a prompt 'Enter Modifier Group Code; [Esc] to Leave...'. Below this is a table with the following columns: 'Code', 'Description', 'PRX STOCK', 'QTY', 'PRICE', and 'CODE'. The table contains 9 rows, each labeled 'Modifier 1' through 'Modifier 9'. The 'PRX STOCK' and 'QTY' columns are highlighted with a bracket. Red arrows and text annotations provide instructions for each column: 'Type the modifier here. This is what will display on the button.' points to the 'Description' column; 'The additional cost associated with the Modifier. This maybe a negative amount.' points to the 'PRICE' column; 'Enter another Modifier Group code here for another modifier screen to display.' points to the 'CODE' column; 'Existing PRX and Stock number used to track Modifier item.' points to the 'PRX STOCK' column; and 'The Quantity to be tracked every time the modifier is selected.' points to the 'QTY' column.

**Step 4:** **Type** your **Modifier Group Code**. This code can be alphanumeric.

**Step 5:** **Type** the **Description** of the Code.

**Step 6:** **Type** the **Modifier Description**.

**Step 7:** **Enter** the **PRX Code** and **Stock number**. This feature is used if you need to track specific modifiers as inventory items.

**Step 8:** **Enter** the **Quantity**. This is the number of units used when modifier is selected. This feature is only used when tracking special modifiers as inventory items.

**Step 9:** **Enter** the **price** associated with this modifier. Every time this modifier is selected for this inventory item, the charge will automatically apply.

**Step 10:** **Press** the **PAGE DOWN** key to navigate to all special modifiers pages. There are three pages of available modifier space.

**Step 11:** **Press** "Y" to modify inventory item.



Please note on the bottom of the second modifier page are two fields: Required and Maximum.

The screenshot shows a terminal window with the following content:

```
Ver4.01 RestEZ 03/04/98
Inventory Modifier Groups
Modify Modifier Group...
Code Description
TEMP TEMPERATURES

DESCRIPTION PRK STOCK DIV PRICE CODE
Modifier10
Modifier11
Modifier12
Modifier13
Modifier14
Modifier15
Modifier16
Modifier17
Modifier18

Required [1] Maximum [1]
```

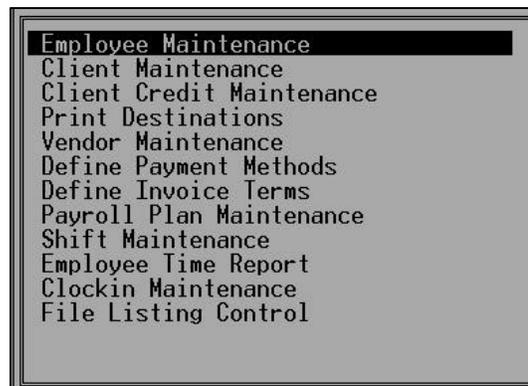
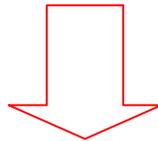
At the bottom of the screen, there are two input fields: "Required" with the value "1" and "Maximum" with the value "1". Red arrows point from these fields to the explanatory text below.

This number represents the number of modifiers that must be selected to exit the screen.

This number represents the maximum number of modifiers that can be selected.

### File Maintenance

The **File Maintenance** option of the Main Menu screen contains a collection of system maintenance functions. This section is used to update and maintain your **REST EZ** database. Within File Maintenance, you can enter, update, and delete employee, client and vendor information, as well as, define Payment Methods and Invoice Terms.



### Employee Maintenance

The **Employee Maintenance** feature is used to add, edit and delete employees from your database. This feature is used to update employee weekly schedules, pass code access and security levels.

The LOC and COMPANY codes are predefined during the development of your system. These codes are the same unless you have more than one location.

Employee's Social Security Number

Change the language of a specific employee.

All employees are entered by code. This code displays on all reports and screens, NOT the password.

Updated automatically by the system each time an employee accesses the system.

Allows access to tables and bar screens.

Allows you to enter multiple job Types and corresponding Payroll Plan

Allows employee Deletion Privileges.

Allows employee Register access.

Allows employee Supervisor access.



You can hit the F1 key at any field with a or a drop down menu or listing.

- Step 1:** Type the **Employee Code**. Press F1 to view the last number entered.
- Step 2:** Type the **Location**. The Location code and the Company code are both predefined during the setup of your system. The code is identical unless your company has more than one location.
- Step 3:** Press the **Enter** key.
- Step 4:** Enter the **Employee's Social Security Number**. (If Applicable)
- Step 5:** Enter the desired **language**. The system automatically defaults to English. Additional Languages are:
  1. Spanish
  2. French
  3. Italian
  4. Thai
- Step 6:** Type the employee's **First Name**. Press the **Enter** key.
- Step 7:** Type the employee's **Last Name**. Press the **Enter** key.
- Step 8:** Type the employee's **Address, City, State and Zip code**. Press the **Enter** key.
- Step 9:** Enter the **Table/Bar** number the employee must have access to. Press the **F1** key for a listing.

**Step 10:** Press the **enter** key to continue.

**Step 11:** Enter the **employee's phone number**.

**Step 12:** Type the **employee's job type**. Press the F1 key for a listing of types.

**Step 13:** Type the **employee's payroll plan**. Press the F1 key for a listing of types.



For further instructions on adding, editing or deleting payroll plans refer to page 00.

**Step 14:** Repeat **steps 12 & 13** for employees with more than one type and payroll plan.

**Step 15:** Enter the **employee's password**. Suggestion: Use the employees last 3 or 4 digits of the Social Security Number or a number the employee will not forget. You will use 3 or 4 digits depending on how your system is programmed.

**Step 16:** Change the applicable **flags** to "Y" to allow the employee access to the following:

**Delete Privileges** – Allows the employee to have the authority to delete items or an entire ticket.

**Register** – Allows the employee to cash out tickets.

**Supervisor** – Grants the employee a supervisor security level.



Proceed to **Time Restrictions** on page 00 for further instructions on how to enter/update employee schedules in the system.

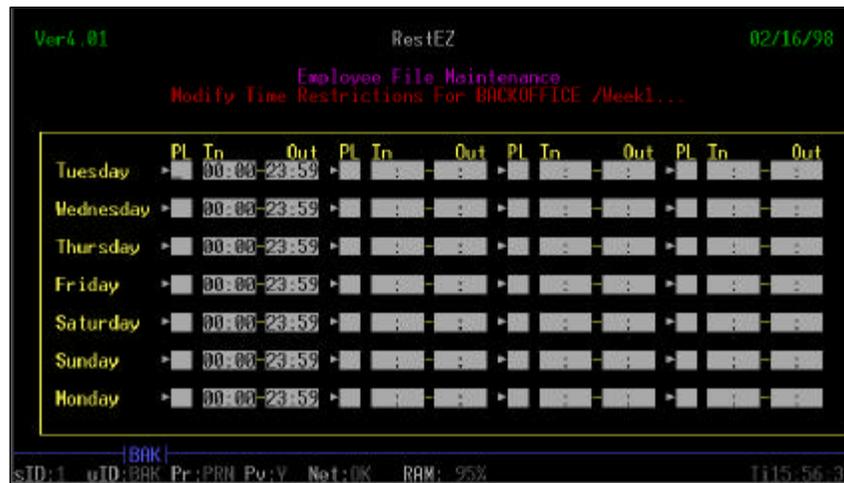
Time Restrictions **MUST** be entered before an employee can clock in.

### Time Restrictions

The **Time Restrictions** feature is used to enter and update employee time schedules. This screen **MUST** be completed prior to an employee using the system. This completed screen grants the employee access to the system.

You must be at the Employee File Maintenance screen and in the employee's file to access the Time Restrictions screen.

**Step 1:** From the Employee File Maintenance screen, **press** the **F4** key. The **Time Restrictions** screen displays.



**Step 2:** **Type** the **Clock In and Clock Out times** for week 1.

**Step 3:** **Press** the **PAGE DOWN** button to save information.

**Step 4:** **Type** the **Clock In and Clock Out times** for week 2.

**Step 5:** **Press** the **PAGE DOWN** button to save information.

**Step 6:** **Press** **"Y"** to modify existing employee record.

## Vendor Maintenance

The **Vendor Maintenance** function allows you to add, edit, and delete vendor information. Vendor information is utilized when processing a paid out in your system. When vendors are predefined in the Back Office paid outs are quick, easy and traceable.

**Step 1:** From the Back Office Main Menu, **select File Maintenance**.

**Step 2:** **Select Vendor Maintenance**. The **Vendor Maintenance** screen displays.

**Step 3:** **Enter** a new **Code** to add a new vendor.

**<OR>**

**Enter** an existing **Code** to edit or delete a vendor.



Remember that you can press the F1 key to display a listing of vendors in your system.

**Step 4:** **Enter** the **First and Last Name** of your contact.

**Step 5:** **Enter** the **Company Name**.

**Step 6:** **Enter** the **Address, City, State and Zip Code** of the vendor.

**Step 7:** **Enter** the **Phone Numbers** of the vendor. You can use the second number for a fax number if you desire.

**Step 8:** **Enter** the **billing terms** in the Net field. (If Applicable)

**Step 9:** **Type** any additional comments pertaining to this vendor.

**Step 10:** **Press** the **PAGE DOWN** button to save the new or updated vendor information.

**Step 11:** **Press** **“Y”** to save.

### Define Payment Methods

The **Define Payment Methods** function is used to set up the methods in which one can settle a ticket in your system. You can add, edit and delete payment methods from this screen, as well as, assign account numbers to each method. Following is a listing of accounts to assign to new payment methods. It is imperative that a new payment method is assigned to the correct account to ensure that close out and other reports are correctly recorded.

- C0001 – Credit Card Account (Except American Express)
- X0001 – House Charge Account
- S0001 – Split Account
- B0001 – Non Swipeable Credit Cards
- XR0001 – House Charge Account with Receipt for Signature

**The Account field is blank for all Cash, Check and Travelers Check payment methods.**

**Step 1:** From the Back Office Main Menu, **select File Maintenance.**

**Step 2:** **Select Define Payment Methods.** The **Define Payment Method** screen displays.

The screenshot shows the 'Define Payment Method' screen with the following fields and annotations:

- Payment Method Code:** Points to the 'Type' field.
- Description of Payment Method:** Points to the 'Description' field.
- Change is required:** Points to the 'Tender Required' field.
- Management approval required:** Points to the 'Manager Required' field.
- Appropriate account for payment method:** Points to the 'Account' field.
- Currency other than U.S. Dollar:** Points to the 'Currency' field.
- System identifiers of the Payment Method:** Points to the 'Prefix Mask(s)' field.

**Step 3:** **Enter** a new **Code** to add a new payment method.

**<OR>**

**Enter** an existing **Code** to edit or delete a payment method.



Remember that you can press the F1 key to display a listing of payment methods in your system.

**Step 4:** **Enter** the **Description** of the new payment method.

**Step 5:** **Change** the **Tender Required** flag to “Y” if change is required for this method of payment.

**Step 6:** **Change** the **Manager Required** flag to “Y” if management is required for this method of payment. For example, management may be required to approve all house charges.

**Step 7:** **Enter** the **Account code** for this method of payment. Remember to leave the account field blank with cash, check and travelers check.

**Step 8:** **Select** a **currency** if the currency is something other than United States Dollars.

**Step 9:** **Enter** a **Prefix Mask** if applicable. A prefix mask must be entered accordingly:

For example: American Express = \37\

When the server/bartender swipes the credit card the system automatically reads the Prefix Mask to determine if this is a valid credit card number.

**Step 10:** Press the **PAGE DOWN** button to save new or updated payment method.



The following is a list of payment methods that come standard with the **REST EZ** system.

|                           |
|---------------------------|
| <b>DISCOVER</b>           |
| <b>AMEX</b>               |
| <b>CASH</b>               |
| <b>DINERS</b>             |
| <b>GIFT CERTIFICATES</b>  |
| <b>CHECK</b>              |
| <b>TRANSMEDIA NETWORK</b> |
| <b>SPLITS</b>             |
| <b>TRAVELERS CHECK</b>    |
| <b>VISA/MASTERCARD</b>    |
|                           |

## Payroll Plan Maintenance

The **Payroll Plan Maintenance** function is used to add, edit and delete payroll plan. A payroll plan ....

**Step 1:** From the Back Office Main Menu, **select File Maintenance**.

**Step 2:** **Select Payroll Plan maintenance**. The **Payroll Plan Maintenance** screen displays.

**Step 3:** **Enter** a new **Plan code** to add a new payroll plan.

**<OR>**

**Enter** an existing **Plan code** to edit or delete payroll plan.



Remember that you can press the F1 key to display a listing of payroll plans in your system.

**Step 4:** **Enter** the **Description** of the new payroll plan.

**Step 5:** **Enter** the **Rate** that coincides with payroll plan.

**Step 6:** **Press** the **PAGE DOWN** key to save payroll plan information.

**Step 7:** **Press** the **“Y”** key to save.

## Reports

This chapter reviews the function of **REST-EZ** reporting. The **Reports** function is used to preview and print a customized report. You can print reports pertaining to Sales, Promos and Voids, Inventory, and Employee Information.



The **Reports** option is broken into 4 major sections.

1. **Daily Reports** – You can print the status of your establishment for the current day in respect to sales, voids, promotions and employee activity.
2. **Wide Reports** – You can print detailed reports pertaining to inventory, sales and employees. This report is executed in your Back Office.
3. **Historic Data** – You can print sales and activity information for a period of time. These reports are utilized to analyze trends in your establishment.
4. **Closeout Setup** –

### Daily Reports

The Daily Reports function is used to print various reports indicating the performance of your establishment for the current day. All Daily Reports can be printed to the front or back office printers.



Reports ⇒ Daily Reports ⇒ Choose a Report

|                              |                             |           |
|------------------------------|-----------------------------|-----------|
| Top Sellers by Units Sold    | Top Sellers by Description  |           |
| Top Sellers by Dollar Amount | Sales By Category By Server |           |
| Top Sales by Dollar Amount   | Promo Report                |           |
| House Sales Report           | Open Tables / Bar Tabs      |           |
| Bar Sales Report             | Employee Reports            |           |
| Delivery Sales Report        | Voids / Cancels             |           |
| Top Selling Servers          | Closeout Reports            |           |
| Server Sales Report          | Exit Reporting              | Next Page |

Press to exit reporting.



Press to proceed to the next page of reports.

### Top Sellers by Units Sold

The **Top Sellers by Units Sold** report is used to print the top sellers by units sold in your establishment. This report lists the item name, number sold and total dollar amount.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Top Sellers by Units Sold** button.



**Step 5:** Press the desired **number** of items to display.

**Step 6:** Press the **Screen** to continue.

**Step 7:** Press the **OK** button to print the report.



**Step 8:** Press the **OK** button to view the graphs. (Optional)



**Step 9:** Press the **screen** to exit.

### Top Sellers by Dollar Amount

The **Top Sellers by Dollar Amount** is used to print the top item sellers in your establishment by dollar amount. This report lists the name of the item, the number sold and the total dollar amount.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Top Sellers by Dollar Amount** button.



**Step 5:** Press the desired **number** of items to display.

**Step 6:** Press the **Screen** to continue.

**Step 7:** Press the **OK** button to print the report.



**Step 8:** Press the **OK** button to view the graphs. (Optional)



**Step 9:** Press the **screen** to exit.

### Top Sales by Dollar Amount

The **Top Sales by Dollar Amount** report prints a listing of the top ticket sales by dollar amount. This report lists the ticket number, employee and total amount of the ticket.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Top Sales by Dollar Amount** button.



**Step 5:** Press the desired **number** of items to display.

**Step 6:** Press the **Screen** to continue.

**Step 7:** Press the **OK** button to print the report.



**Step 8:** Press the **OK** button to view the graphs. (Optional)



**Step 9:** Press the **screen** to exit.

### House Sales Report

The **House Sales Report** is used to print a detail listing and current sales for your entire establishment. This report details all of the following:

1. Cash and Credit Card Amounts
2. House Category and Department Summary Reports
3. House Sales Detail Report
4. House Sales Tax Report
5. Promos and Deletions
6. Open Deferrals Report

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** **Press** the **Reports** button.

**Step 3:** **Press** the **Daily Reports** button.

**Step 4:** **Press** the **House Sales Report** button.

**Step 5:** **Press** the **Screen** to continue.

**Step 6:** **Press** the **OK** button to print the report.



**Step 7:** **Repeat Steps 5-6** until the entire report has printed.

### Bar Sales Report

The **Bar Sales Report** is used to print a detail listing of current sales and payment methods for the bar. This report details the total sales for each payment method at the bar.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Bar Sales Report** button.

**Step 5:** Press the **Screen** to continue.

**Step 6:** Press the **OK** button to print the report.



**Step 7:** Press the **OK** button to view the graphs. (Optional)



**Step 8:** Press the **screen** to exit.

### Delivery Sales Report

The **Delivery Sales Report** is used to print a detail listing of current sales and payment methods for takeout and/or delivery. This report details the total sales for each payment method for takeout/delivery.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Delivery Sales Report** button.

**Step 5:** Press the **Screen** to continue.

**Step 6:** Press the **OK** button to print the report.



**Step 7:** Press the **OK** button to view the graphs. (Optional)



**Step 8:** Press the **screen** to exit.

### Top Selling Servers

The **Top Selling Servers** report is used to print the servers who sold the most by dollar amount. This report details the server number, name and the total dollar amount sold for the day.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Top Selling Servers** button.



**Step 5:** Press the desired **number** of servers to display.

**Step 6:** Press the **Screen** to continue.

**Step 7:** Press the **OK** button to print the report.



**Step 8:** Press the **OK** button to view the graphs. (Optional)



**Step 9:** Press the **screen** to exit.

**Server Sales Report**

The **Server Sales Report** is used to print a detail listing of current sales and payment methods for a specific server. This report details the total sales for each payment method for specific server.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** **Press** the **Reports** button.

**Step 3:** **Press** the **Daily Reports** button.

**Step 4:** **Press** the **Servers Sales Report** button.



**Step 5:** **Enter** the **Server Number**. Remember that the Server Number is not the Password, it is the Employee Code.

**Step 6:** **Press** the **Enter** button to continue.

**Step 7:** **Press** the **Screen** to continue.

**Step 8:** **Press** the **OK** button to print the report.



**Step 9:** **Press** the **OK** button to view the graphs. (Optional)



**Step 10:** **Press** the **screen** to exit.

### Top Sellers by Description

The **Top Sellers by Description** report is used to print all top-selling items by description for the current day. This report details the item description name, the number sold and the total dollar amount.



Remember that the Department information derives from the back office Inventory Menu screen.

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Daily Reports** button.
- Step 4:** Press the **Top Sellers by Description** button.



- Step 5:** Press the desired **number** of items to display.
- Step 6:** Press the **Screen** to continue.
- Step 7:** Press the **OK** button to print the report.



- Step 8:** Press the **OK** button to view the graphs. (Optional)



- Step 9:** Press the **screen** to exit.

**Promo Report**

The **Promo Report** is used to print all discounts given, in the system, for the current day. This report details the ticket number, employee number, amount of item, ticket or seat and the amount of the promo.

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Promo Report** button.
- Step 5:** **Press** the **Screen** to continue.
- Step 6:** **Press** the **OK** button to print the report.



### Open Tables/Bar Tabs

The **Open Tables/Bar Tabs** report is used to print a listing of all unsettled tickets in the system. This report details the actual ticket, the room, the table, the employee number and name.

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Open Tables/Bar Tabs** button.
- Step 5:** **Press** the **OK** button to print the report.



## Employee Reports

The **Employee Reports** function allows you to choose from two different report options.

1. **Employee Schedule** – This report is designed to print the time schedule of one or all employees for the week(s).
2. **Today's Schedule** – This report is designed to print the schedule for the current day only.

### Employee Schedule

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Employee Reports** button.
- Step 5:** **Press** the **Employee Schedule** button.
- Step 6:** **Press** the **type** to print. You can select all if you need all schedules to print.
- Step 7:** **Press** the **Screen** to continue.



- Step 8:** **Press** the **OK** button to print.

### Today's Schedule

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Employee Reports** button.
- Step 5:** **Press** the **Today's Schedule** button.
- Step 6:** **Press** the **type** to print. You can select all if you need all schedules to print.
- Step 7:** **Press** the **Screen** to continue.



- Step 8:** **Press** the **OK** button to print.

### Voids and Cancels

The **Voids and Cancels** report is used to print a listing of all voids and cancel transactions completed that day, in your system. This report details the time of the void, the employee, ticket number and amount.

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Voids and Cancels** button.
- Step 5:** **Press** the **Screen** to continue.
- Step 6:** **Press** the **OK** button to print the report.



### Closeout Reports

The **Closeout Reports** function is used to print the “X” reports for various establishment outlets. This report produces the transaction totals, amount owed to establishment and various other useful ticket information. This report WILL NOT “Z” the system. There are four options from which to choose:

1. **Site Closeout** – This report prints the entire establishment’s closeout figures. This includes the bar, delivery, servers and takeout.
2. **Server Closeout** – This report prints an individual server closeout. This includes all credit card transactions, cash owed to establishment, and promotions.
3. **Drawer Closeout** – This report prints the closeout for a specific draw in your establishment. This includes all credit card and cash transactions, promos and ticket information.
4. **Delivery Closeout** - This report prints the closeout for a delivery person. This includes ticket information and cash owed to establishment.

### Closeout Reports

All closeout reports follow the same basic procedure to implement. Therefore, the following instructions will pertain to all four-closeout reports.

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Daily Reports** button.
- Step 4:** Press the **Closeout Reports** button.
- Step 5:** Enter the **Site Number** for a site closeout.  
<OR>  
Enter the **Server Number** for a server closeout.  
<OR>  
Enter the **Site Number** for a drawer closeout.  
<OR>  
Enter the **Driver Number** for a delivery closeout.
- Step 6:** Press the **OK** button to generate closeout.
- Step 7:** Press the **Screen** to continue.
- Step 8:** Press the **OK** button to print the report.

### Promo Report by Item

The **Promo Report by Item** report is used ....

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Next Page** button.
- Step 5:** **Press** the **Promo Report by Item** button.
- Step 6:** **Press** the **Screen** to continue.
- Step 7:** **Press** the **OK** button to print the report.



### Open Table Values Report

The **Open Table Values Report** is used to print a listing of all open tickets in the system. The report lists only the room, table number, employee and the amount.

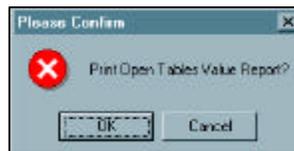
**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Next Page** button.

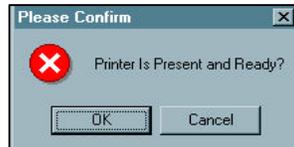
**Step 5:** Press the **Open Table Values** button.



**Step 6:** Press the **OK** button to continue.

**Step 7:** Press the **Screen** to continue.

**Step 8:** Press the **OK** button to print the report.



## Daily Tickets

The **Daily Tickets** report is used to ....

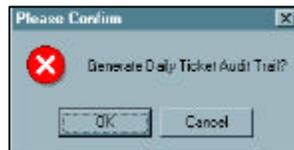
**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

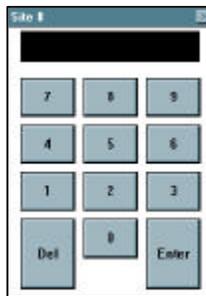
**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Next Page** button.

**Step 5:** Press the **Daily Tickets** button.



**Step 6:** Press the **OK** button to generate daily ticket audit trail.



**Step 7:** Enter the **Site Number**.

**Step 8:** Press the **Enter** button to continue.

**Step 9:** Press the **Screen** to continue.



**Step 10:** Press the **OK** button.

**Promo Detail w/Reasons**

The **Promo Detail w/Reasons** report is used....

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** **Press** the **Reports** button.

**Step 3:** **Press** the **Daily Reports** button.

**Step 4:** **Press** the **Next Page** button.

**Step 5:** **Press** the **Promo Detail w/Reasons** button. The report will automatically print a listing of Promotions with their reasons.

Special Inventory

### Employee Listing

The **Employee Listing** report prints a listing of all employees in your **REST-EZ** system. This report details the employee number and the first and last name of the employee.

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Next Page** button.
- Step 5:** **Press** the **Employee Listing** button.
- Step 6:** **Press** the **Screen** to continue.
- Step 7:** **Press** the **OK** button to print the report.



### Open Deferrals

The **Open Deferrals** report is used to print and clear remaining deferred ticket payments. This feature is useful only if your establishment utilizes the delivery/takeout feature.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Next Page** button.

**Step 5:** Press the **Open Deferrals** button.

**Step 6:** Press the **Screen** to continue.



**Step 7:** Press the **OK** button to clear all deferrals.

**Step 8:** Press the **OK** button to confirm.



**Step 9:** Press the **OK** button to confirm that all deferral records will be deleted.

**Step 10:** Press the **OK** button to send the report to the printer.

## Head Counts

The **Head Counts** report is used to print the number of covers produced on the current day. The Head Counts option is divided in to four sections:

1. **By Server** – Prints the cover count per server
2. **By Room** – Prints the cover count per room, bar, takeout and delivery.
3. **Total** – Prints the total cover count including rooms, bar, takeout and delivery.
4. **By time** – Prints the total cover count in one hour intervals.

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Daily Reports** button.

**Step 4:** Press the **Next Page** button.

**Step 5:** Press the **Head Counts** button.

**Step 6:** Press the desired **method** to print the report.

**Step 7:** Press the **Screen** to continue.

**Step 8:** Press the **OK** button to print report



### Paid Outs

The **Paid Out** report is used to monitor and view all paid out transaction for the current day. This report details the amount of the paid out, the vendor and the employee that processed the paid out.

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Daily Reports** button.
- Step 4:** **Press** the **Next Page** button.
- Step 5:** **Press** the **Paid Outs** button.
- Step 6:** **Press** the **Screen** to continue.
- Step 7:** **Press** the **OK** button to print report

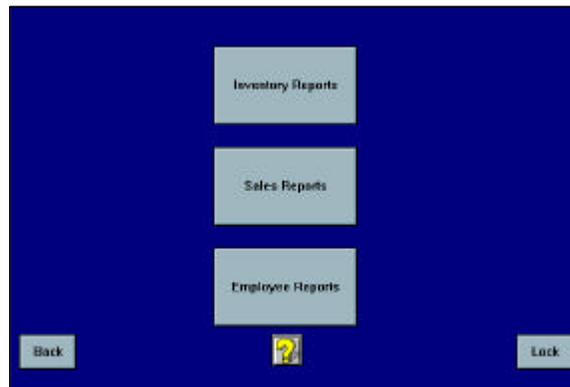


### Wide Reports

The **Wide Reports** function is used to print various reports indicating the performance of your establishment for the current day. Wide reports are typically printed in your back office.



Reports ⇒ Wide Reports ⇒ Choose a Category ⇒ Choose a Report



1. **Inventory Reports** – Used to report all inventory items within the criteria entered. Inventory Reports are used to print specific inventory groups, as well as, used to print purchasing and reordering information.
2. **Sales Reports** – Used to report the sales of your establishment within the criteria entered. Sales Reports are used to compare sales given dates, items, rooms, department etc.
3. **Employee Reports** – Used to report labor analysis within the criteria entered. Employee Reports are used to print employee schedules as well as your labor cost analysis.

### By Product Id

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **By Product Id** button.

Location [REDACTED]  
Prefix [REDACTED]  
Stock [REDACTED]  
Keyboard Done



At this point, you can print all of the items in inventory or only a certain prefix. For example, you may only want to print all the entrees listed in the computer. Enter "ENT" in the prefix field.

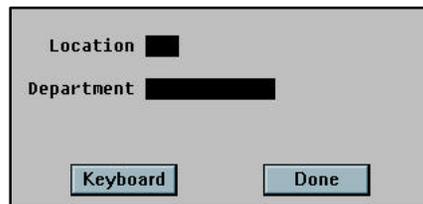
- Step 5:** Press the **Done** button to print all items in inventory by Product Id.  
<OR>  
Enter a **Prefix** to narrow your search, then press the **Done** button.
- Step 6:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

Reports in the order of PRX and Stock number.

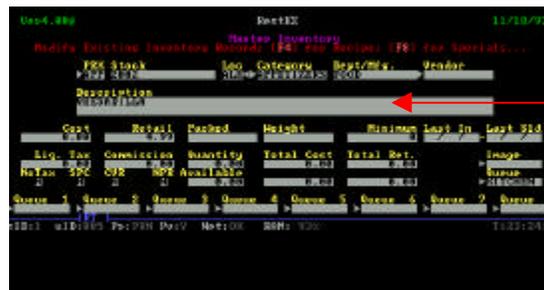
| REST EZ  |       | INVENTORY REPORT BY PRODUCT ID |           |            |      | TUSCANY |      | TUESDAY/FEBRUARY 3, Pa |  |
|----------|-------|--------------------------------|-----------|------------|------|---------|------|------------------------|--|
| PRX      | STOCK | DESCRIPTION                    | CATEGORY  | DEPARTMENT | COST | RETAIL  | QTY  | VALUE                  |  |
| SPC 1041 |       | PLANTERS PUNCH                 | TROPICALS | LIQUOR     | 0.00 | 4.50    | 0.00 | 0.00                   |  |
| SPC 1042 |       | ROASTED ALMOND                 | TROPICALS | LIQUOR     | 0.00 | 3.50    | 0.00 | 0.00                   |  |
| SPC 1043 |       | MINT JULEP                     | TROPICALS | LIQUOR     | 0.00 | 3.50    | 0.00 | 0.00                   |  |
| SPC 1044 |       | RUSTY NAIL                     | TROPICALS | LIQUOR     | 0.00 | 4.00    | 0.00 | 0.00                   |  |
| SPC 1045 |       | SALTY DOG                      | TROPICALS | LIQUOR     | 0.00 | 3.25    | 0.00 | 0.00                   |  |
| SPC 1046 |       | SCREWDRIIVER                   | TROPICALS | LIQUOR     | 0.00 | 3.25    | 0.00 | 0.00                   |  |
| SPC 1048 |       | SEX ON THE BEACH               | TROPICALS | LIQUOR     | 0.00 | 3.50    | 0.00 | 0.00                   |  |
| SPC 1049 |       | SINGAPORE SLING                | TROPICALS | LIQUOR     | 0.00 | 3.50    | 0.00 | 0.00                   |  |
| SPC 1050 |       | SLOE GIN FIZZ                  | TROPICALS | LIQUOR     | 0.00 | 3.25    | 0.00 | 0.00                   |  |

### By Department

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **By Department** button.



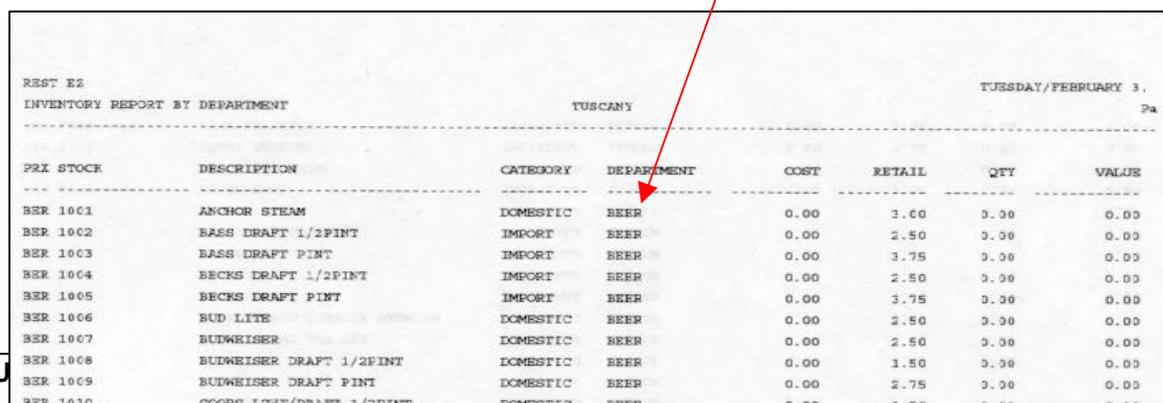
You can print all of the items in inventory or a specific Department. All items will print in the order of the Department.



Remember that the Department information derives from the back office Inventory Menu screen.

- Step 5:** Press the **Done** button to print all items in inventory by Department.  
<OR>  
Enter a **Department** to narrow your search, then press the **Done** button.
- Step 6:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

Reports in order of Department.



| PRX STOCK | DESCRIPTION               | CATEGORY | DEPARTMENT | COST | RETAIL | QTY  | VALUE |
|-----------|---------------------------|----------|------------|------|--------|------|-------|
| BER 1001  | ANCHOR STEAM              | DOMESTIC | BEER       | 0.00 | 3.00   | 3.00 | 0.00  |
| BER 1002  | BASS DRAFT 1/2PINT        | IMPORT   | BEER       | 0.00 | 2.50   | 3.00 | 0.00  |
| BER 1003  | BASS DRAFT PINT           | IMPORT   | BEER       | 0.00 | 3.75   | 3.00 | 0.00  |
| BER 1004  | BECKS DRAFT 1/2PINT       | IMPORT   | BEER       | 0.00 | 2.50   | 3.00 | 0.00  |
| BER 1005  | BECKS DRAFT PINT          | IMPORT   | BEER       | 0.00 | 3.75   | 3.00 | 0.00  |
| BER 1006  | BUD LITE                  | DOMESTIC | BEER       | 0.00 | 2.50   | 3.00 | 0.00  |
| BER 1007  | BUDWEISER                 | DOMESTIC | BEER       | 0.00 | 2.50   | 3.00 | 0.00  |
| BER 1008  | BUDWEISER DRAFT 1/2PINT   | DOMESTIC | BEER       | 0.00 | 1.50   | 3.00 | 0.00  |
| BER 1009  | BUDWEISER DRAFT PINT      | DOMESTIC | BEER       | 0.00 | 2.75   | 3.00 | 0.00  |
| BER 1010  | COORS LIGHT/DRAFT 1/2PINT | DOMESTIC | BEER       | 0.00 | 1.50   | 3.00 | 0.00  |

### By Category

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **By Category** button.

Location [REDACTED]  
Category [REDACTED]  
Keyboard Done



You can print all of the items in inventory or a specific Category. All items will print in the order of the Category.

| Description | Cost | Retail | Packed | Weight | Minimum | Last In | Last Sold |
|-------------|------|--------|--------|--------|---------|---------|-----------|
| ...         | ...  | ...    | ...    | ...    | ...     | ...     | ...       |

Remember that the Category information derives from the back office Inventory Menu screen.

- Step 5:** Press the **Done** button to print all items in inventory by Category.  
<OR>  
Enter a **Category** to narrow your search, then press the **Done** button.
- Step 6:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

Reports in order of Category.

| PRX STOCK | DESCRIPTION          | CATEGORY | DEPARTMENT | COST | RETAIL | QTY  | VALUE |
|-----------|----------------------|----------|------------|------|--------|------|-------|
| FST 7002  | CALL COGNAC          | FAST BAR | LIQUOR     | 0.00 | 4.50   | 0.00 | 0.00  |
| FST 7003  | PREMIUM COGNAC       | FAST BAR | LIQUOR     | 0.00 | 5.00   | 0.00 | 0.00  |
| FST 7004  | SUPER PREMIUM COGNAC | FAST BAR | LIQUOR     | 0.00 | 6.00   | 0.00 | 0.00  |
| FST 7005  | OPEN COGNAC          | FAST BAR | LIQUOR     | 0.00 | 0.00   | 0.00 | 0.00  |
| FST 8001  | GLASS CHARDONNAY     | FAST BAR | WINE       | 0.00 | 4.00   | 0.00 | 0.00  |
| FST 8002  | GLASS CABERNET       | FAST BAR | WINE       | 0.00 | 4.00   | 0.00 | 0.00  |
| FST 8003  | GLASS MERLOT         | FAST BAR | WINE       | 0.00 | 4.00   | 0.00 | 0.00  |
| FST 8004  | GLASS ZINFANDEL      | FAST BAR | WINE       | 0.00 | 4.00   | 0.00 | 0.00  |
| FST 8005  | GLASS WHITE          | FAST BAR | WINE       | 0.00 | 4.00   | 0.00 | 0.00  |
| FST 8006  | KJ CHARD GLASS       | FAST BAR | WINE       | 0.00 | 7.00   | 0.00 | 0.00  |
| FST 8007  | ESTANCIA CHARD GLASS | FAST BAR | WINE       | 0.00 | 6.00   | 0.00 | 0.00  |

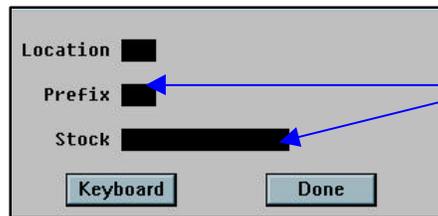
### Reorder

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Wide Reports** button.

**Step 4:** Press the **Reorder** button.



The screenshot shows a screen with three input fields: 'Location', 'Prefix', and 'Stock'. Below these fields are two buttons: 'Keyboard' and 'Done'. Blue arrows point from a cartoon character to the 'Prefix' and 'Stock' fields.



You can enter a prefix or a prefix and stock number for a specific reorder report.

**Step 5:** Press the **Done** button to print all items to reorder.

**Step 6:** Press the **Printer** button to print report to the printer.

<OR>

Press the **Queue** button to display on your screen. You can print from the view screen if desired.

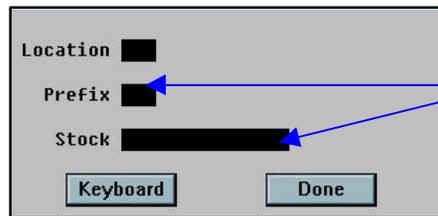
### Compositions

**Step 1:** From the key pad, Log in as a manager.

**Step 2:** Press the **Reports** button.

**Step 3:** Press the **Wide Reports** button.

**Step 4:** Press the **Compositions** button.



The screenshot shows a screen with three input fields: 'Location', 'Prefix', and 'Stock'. Below these fields are two buttons: 'Keyboard' and 'Done'. Blue arrows point from a cartoon character to the 'Prefix' and 'Stock' fields.



You can enter a prefix or a prefix and stock number for a specific composition report.

**Step 5:** Press the **Done** button to print all items to reorder.

**Step 6:** Press the **Printer** button to print report to the printer.

<OR>

Press the **Queue** button to display on your screen. You can print from the view screen if desired.

Receiving

**Under Construction**

Purchasing

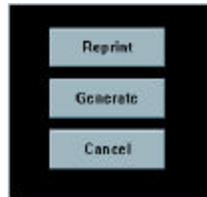
**Under Construction**

Transfer

**Under Construction**

### Sales by Date

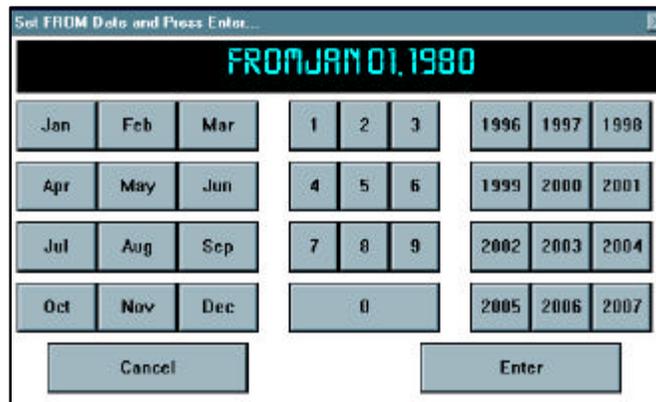
- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Sales by Date** button.
- Step 5:** Press the **Reprint** button to print report criteria again.  
<OR>  
Press the **Generate** button to print a new report with different criteria.



- Step 6:** Press the **Done** button to continue. The following screen displays.



If your system operates more than one location, you **MUST** enter a location code.



- Step 7:** Press the **From Date**. (Select the month, date and year)
- Step 8:** Press the **Enter** button to continue.
- Step 9:** Press the **To Date**. (Select the month, date and year)
- Step 10:** Press the **Enter** button to continue.
- Step 11:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.



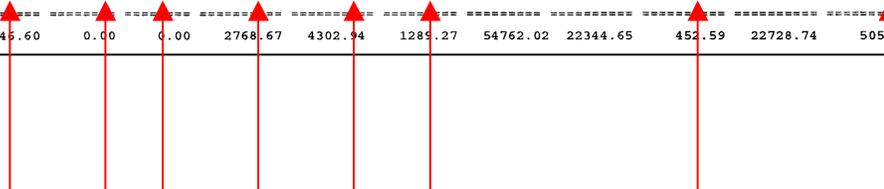
REST EZ  
SALES BY DATE

TUSCANY

TUESDAY/FEBRUARY 3, Pa

Location: TUS, From: 01/01/98 - 02/03/98

| Date     | Subtotal | T Tax | R Tax | Tax     | Tips    | Over Tips | Total Liq | Subtot   | Liq Tax | Liq Total | Promo Gu |
|----------|----------|-------|-------|---------|---------|-----------|-----------|----------|---------|-----------|----------|
| 01/11/98 | 5551.30  | 0.00  | 0.00  | 332.81  | 527.99  | 127.24    | 6585.50   | 2324.35  | 46.14   | 2370.49   | 209.55   |
| 01/13/98 | 8277.35  | 0.00  | 0.00  | 500.85  | 954.04  | 271.66    | 10078.94  | 4015.35  | 73.08   | 4019.93   | 105.75   |
| 01/14/98 | 9166.30  | 0.00  | 0.00  | 546.08  | 854.65  | 290.52    | 10936.15  | 3934.25  | 78.52   | 4012.77   | 77.00    |
| 01/15/98 | 9407.85  | 0.00  | 0.00  | 569.52  | 959.52  | 274.36    | 11304.81  | 4449.30  | 93.56   | 4542.86   | 88.85    |
| 01/16/98 | 13543.72 | 0.00  | 0.00  | 819.41  | 1006.74 | 325.49    | 15856.62  | 7621.40  | 161.29  | 7782.69   | 23.90    |
| Totals:  | 45945.60 | 0.00  | 0.00  | 2768.67 | 4302.94 | 1289.27   | 54762.02  | 22344.65 | 452.59  | 22728.74  | 505.05   |

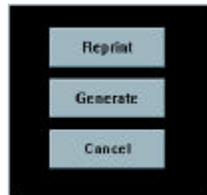


**Sales by Item**

**Under Construction**

### Sales by Room

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Sales Reports** button.
- Step 5:** Press the **Sales by Room** button.
- Step 6:** Press the **Reprint** button to print report criteria again.  
<OR>  
Press the **Generate** button to print a new report with different criteria.



- Step 7:** Press the **Done** button to continue. The following screen displays.



If your establishment operates more than one location, you **MUST** enter a location code.



- Step 8:** Press the **From Date**. (Select the month, date and year)
- Step 9:** Press the **Enter** button to continue.
- Step 10:** Press the **To Date**. (Select the month, date and year)
- Step 11:** Press the **Enter** button to continue.
- Step 12:** Press the **Printer** button to print report to the printer.  
<OR>

**Press** the **Queue** button to display on your screen. You can print from the view screen if desired.

Displays room number here.

REST EZ  
SALES BY ROOM

TUSCANY

TUESDAY/FEBRUARY 3, Pa

Location: TUS, From: 01/01/98 - 02/03/98 Room:

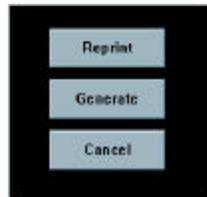
| Date     | Subtotal | T Tax | R Tax | Tax     | Tips    | Over Tips | Total Liq | Subtot   | Liq Tax | Liq Total | Promo Ou |
|----------|----------|-------|-------|---------|---------|-----------|-----------|----------|---------|-----------|----------|
| 01/11/98 | 94.45    | 0.00  | 0.00  | 5.69    | 0.00    | 0.00      | 102.13    | 100.90   | 1.97    | 102.87    | 0.00     |
| 01/13/98 | 351.30   | 0.00  | 0.00  | 21.17   | 0.00    | 0.00      | 380.26    | 341.05   | 7.77    | 348.82    | 0.00     |
| 01/14/98 | 219.00   | 0.00  | 0.00  | 13.16   | 0.00    | 0.00      | 236.95    | 217.55   | 4.79    | 222.34    | 0.00     |
| 01/15/98 | 664.80   | 0.00  | 0.00  | 40.03   | 0.00    | 0.00      | 718.92    | 670.75   | 14.09   | 684.84    | 0.00     |
| 01/16/98 | 2598.65  | 0.00  | 0.00  | 156.40  | 0.00    | 0.00      | 2812.23   | 2519.90  | 57.21   | 2577.11   | 0.00     |
| -----    |          |       |       |         |         |           |           |          |         |           |          |
| 01/11/98 | 3928.20  | 0.00  | 0.00  | 236.45  | 0.00    | 0.00      | 4250.49   | 3850.15  | 85.83   | 3935.98   | 0.00     |
| 01/13/98 | 5154.30  | 0.00  | 0.00  | 308.87  | 482.62  | 114.61    | 6102.93   | 2126.70  | 42.53   | 2169.23   | 209.55   |
| 01/13/98 | 6597.35  | 0.00  | 0.00  | 399.23  | 795.33  | 235.22    | 8082.70   | 3054.95  | 53.63   | 3040.08   | 77.30    |
| 01/14/98 | 6890.23  | 0.00  | 0.00  | 408.60  | 707.09  | 243.63    | 8308.96   | 3034.30  | 59.41   | 3093.71   | 77.00    |
| 01/15/98 | 6961.30  | 0.00  | 0.00  | 421.86  | 801.63  | 223.04    | 8475.51   | 3176.15  | 67.68   | 3243.83   | 88.85    |
| 01/16/98 | 10136.62 | 0.00  | 0.00  | 613.80  | 983.31  | 320.42    | 12147.17  | 4613.30  | 93.02   | 4706.32   | 11.90    |
| -----    |          |       |       |         |         |           |           |          |         |           |          |
| 01/11/98 | 35739.80 | 0.00  | 0.00  | 2152.36 | 3769.98 | 1136.92   | 43117.27  | 16005.40 | 316.27  | 16253.17  | 464.60   |
| 01/11/98 | 302.55   | 0.00  | 0.00  | 18.25   | 45.38   | 12.62     | 380.44    | 96.75    | 1.64    | 98.39     | 0.00     |
| 01/13/98 | 1327.45  | 0.00  | 0.00  | 80.37   | 158.70  | 36.45     | 1614.65   | 619.35   | 11.68   | 631.03    | 28.45    |
| 01/14/98 | 2057.15  | 0.00  | 0.00  | 124.32  | 147.55  | 46.90     | 2390.24   | 682.40   | 14.32   | 696.72    | 0.00     |
| 01/15/98 | 1781.75  | 0.00  | 0.00  | 107.63  | 157.89  | 51.32     | 2110.38   | 602.40   | 11.79   | 614.19    | 0.00     |
| 01/16/98 | 808.45   | 0.00  | 0.00  | 49.21   | 23.43   | 5.07      | 897.22    | 488.20   | 11.06   | 499.26    | 12.00    |
| -----    |          |       |       |         |         |           |           |          |         |           |          |
| 01/13/98 | 6277.35  | 0.00  | 0.00  | 379.78  | 532.95  | 152.36    | 7392.93   | 2489.10  | 50.49   | 2539.59   | 40.45    |
| 01/13/98 | 1.25     | 0.00  | 0.00  | 0.08    | 0.00    | 0.00      | 1.33      | 0.00     | 0.00    | 0.00      | 0.00     |
| -----    |          |       |       |         |         |           |           |          |         |           |          |
|          | 1.25     | 0.00  | 0.00  | 0.08    | 0.00    | 0.00      | 1.33      | 0.00     | 0.00    | 0.00      | 0.00     |
| =====    |          |       |       |         |         |           |           |          |         |           |          |
| Totals:  | 45946.60 | 0.00  | 0.00  | 2768.67 | 4302.93 | 1289.28   | 54762.02  | 22344.65 | 452.59  | 22728.74  | 505.05   |

Reports same information as the sales by date except it is broken into rooms.

Displays totals, by room, for all days entered.

### Sales Tax Reports

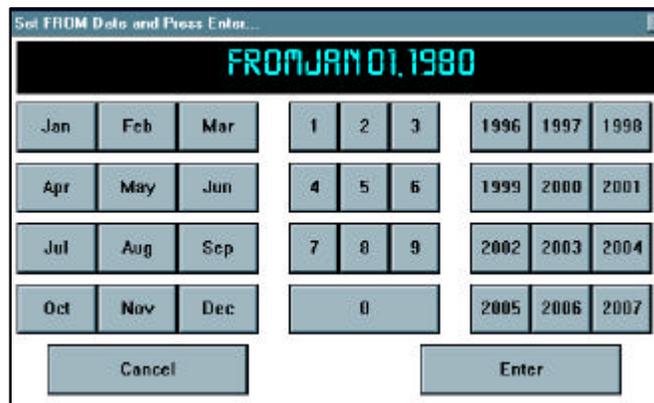
- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Wide Reports** button.
- Step 4:** **Press** the **Sales Reports** button.
- Step 5:** **Press** the **Sales Tax Reports** button.
- Step 6:** **Press** the **Reprint** button to print report criteria again.  
<OR>  
**Press** the **Generate** button to print a new report with different criteria.



- Step 7:** **Press** the **Done** button to continue. The following screen displays.



If your establishment operates more than one location, you **MUST** enter a location code.

A screen titled "Set FROM Date and Press Enter..." showing a date selection keypad. The screen displays "FROM JAN 01, 1980" in large green letters. Below this, there is a grid of buttons for months (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec), days (1, 2, 3, 4, 5, 6, 7, 8, 9, 0), and years (1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007). At the bottom, there are "Cancel" and "Enter" buttons.

- Step 8:** **Press** the **From Date**. (Select the month, date and year)
- Step 9:** **Press** the **Enter** button to continue.
- Step 10:** **Press** the **To Date**. (Select the month, date and year)
- Step 11:** **Press** the **Enter** button to continue.
- Step 12:** **Press** the **Printer** button to print report to the printer.  
<OR>

Press the **Queue** button to display on your screen. You can print from the view screen if desired.

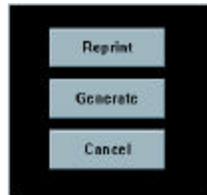
Reports all sales tax by Method of Payment and date entered.

| REST EZ                                      |            | TUSCANY  |            |            |            |         |       |       |         |         |         | TUESDAY/FEBRUARY 3, 1998 |  |
|----------------------------------------------|------------|----------|------------|------------|------------|---------|-------|-------|---------|---------|---------|--------------------------|--|
| SALES TAX REPORT                             |            |          |            |            |            |         |       |       |         |         |         | Pa                       |  |
| Location: TUS, From: 01/01/1998 - 02/03/1998 |            |          |            |            |            |         |       |       |         |         |         |                          |  |
| Date                                         | Method     | Subtotal | Tax Exempt | Tip Exempt | TAT Exempt | Tax     | R Tax | T Tax | Adj Tip | Tip     | Overtip | To                       |  |
| 01/11/1998                                   | CASH       | 0.00     | 0.00       | 1908.91    | 0.00       | 115.72  | 0.00  | 0.00  | 0.00    | 0.00    | 0.00    | 2044                     |  |
| 01/11/1998                                   | VISA       | 1498.55  | 0.00       | 72.10      | 50.00      | 94.81   | 0.00  | 0.00  | 12.23   | 305.78  | 81.02   | 2031                     |  |
| 01/11/1998                                   | AMEX       | 1604.40  | 0.00       | 0.00       | 0.00       | 97.10   | 0.00  | 0.00  | 0.00    | 287.06  | 46.43   | 2001                     |  |
| 01/11/1998                                   | M/C        | 417.34   | 0.00       | 0.00       | 0.00       | 25.18   | 0.00  | 0.00  | 2.50    | 62.39   | -0.22   | 507                      |  |
|                                              |            | 3520.29  | 0.00       | 1981.01    | 50.00      | 332.81  | 0.00  | 0.00  | 14.73   | 528.00  | 127.23  | 6585                     |  |
|                                              |            | 5551.30  |            |            |            |         |       |       |         |         |         |                          |  |
| 01/13/1998                                   | CASH       | 0.00     | 0.00       | 1791.00    | 0.00       | 108.71  | 0.00  | 0.00  | 0.00    | 0.00    | 0.00    | 1925                     |  |
| 01/13/1998                                   | VISA       | 2242.40  | 0.00       | 125.60     | 0.00       | 143.43  | 0.00  | 0.00  | 16.59   | 414.84  | 78.51   | 2948                     |  |
| 01/13/1998                                   | AMEX       | 3211.70  | 0.00       | 0.00       | 0.00       | 193.95  | 0.00  | 0.00  | 0.00    | 642.80  | 161.09  | 4069                     |  |
| 01/13/1998                                   | M/C        | 765.95   | 0.00       | 0.00       | 0.00       | 46.30   | 0.00  | 0.00  | 5.36    | 134.06  | 19.16   | 951                      |  |
| 01/13/1998                                   | HC BARNETT | 136.20   | 0.00       | 0.00       | 0.00       | 8.19    | 0.00  | 0.00  | 0.00    | 29.00   | 8.57    | 173                      |  |
| 01/13/1998                                   | HC GRANOFF | 4.50     | 0.00       | 0.00       | 0.00       | 0.27    | 0.00  | 0.00  | 0.00    | 5.00    | 4.33    | 9                        |  |
|                                              |            | 6360.75  | 0.00       | 1916.60    | 0.00       | 500.85  | 0.00  | 0.00  | 21.96   | 954.04  | 271.66  | 10078                    |  |
|                                              |            | 8277.35  |            |            |            |         |       |       |         |         |         |                          |  |
| 01/14/1998                                   | CASH       | 0.00     | 0.00       | 3152.90    | 0.00       | 191.41  | 0.00  | 0.00  | 0.00    | 0.00    | 0.00    | 3383                     |  |
| 01/14/1998                                   | VISA       | 2271.78  | 94.94      | 74.80      | 0.00       | 141.70  | 0.00  | 0.00  | 18.77   | 469.26  | 114.26  | 3067                     |  |
| 01/14/1998                                   | HC HERNAND | 206.70   | 0.00       | 37.35      | 0.00       | 14.72   | 0.00  | 0.00  | 0.00    | 41.34   | 10.34   | 301                      |  |
| 01/14/1998                                   | AMEX       | 2563.78  | 0.00       | 57.60      | 0.00       | 158.41  | 0.00  | 0.00  | 0.00    | 507.97  | 123.44  | 3305                     |  |
| 01/14/1998                                   | M/C        | 513.27   | 47.46      | 145.90     | 0.00       | 39.84   | 0.00  | 0.00  | 5.06    | 126.60  | 42.49   | 878                      |  |
|                                              |            | 5555.53  | 142.40     | 3468.45    | 0.00       | 546.08  | 0.00  | 0.00  | 23.83   | 854.64  | 290.53  | 10936                    |  |
|                                              |            | 9166.38  |            |            |            |         |       |       |         |         |         |                          |  |
| 01/15/1998                                   | CASH       | 670.32   | 0.00       | 2785.95    | 0.00       | 209.92  | 0.00  | 0.00  | 0.00    | 113.96  | 13.41   | 3833                     |  |
| 01/15/1998                                   | VISA       | 2166.29  | 0.00       | 61.95      | 0.00       | 134.60  | 0.00  | 0.00  | 16.24   | 405.89  | 80.97   | 2783                     |  |
| 01/15/1998                                   | AMEX       | 2898.16  | 0.00       | 0.00       | 0.00       | 175.01  | 0.00  | 0.00  | 0.00    | 559.47  | 125.09  | 3651                     |  |
| 01/15/1998                                   | M/C        | 664.53   | 0.00       | 0.00       | 0.00       | 40.14   | 0.00  | 0.00  | 6.18    | 154.56  | 54.88   | 863                      |  |
| 01/15/1998                                   | NAPLES SHU | 0.00     | 0.00       | 120.50     | 0.00       | 7.27    | 0.00  | 0.00  | 0.00    | 0.00    | 0.00    | 128                      |  |
| 01/15/1998                                   | TRAVELERS  | 0.00     | 0.00       | 42.15      | 0.00       | 2.58    | 0.00  | 0.00  | 0.00    | 0.00    | 0.00    | 45                       |  |
|                                              |            | 6397.30  | 0.00       | 3010.55    | 0.00       | 569.52  | 0.00  | 0.00  | 22.42   | 959.53  | 274.35  | 11304                    |  |
|                                              |            | 9407.85  |            |            |            |         |       |       |         |         |         |                          |  |
| 01/16/1998                                   | CASH       | 521.40   | 0.00       | 6342.54    | 0.00       | 415.32  | 0.00  | 0.00  | 0.00    | 88.64   | 10.44   | 7474                     |  |
| 01/16/1998                                   | M/C        | 1244.57  | 0.00       | 114.80     | 0.00       | 82.03   | 0.00  | 0.00  | 10.23   | 255.83  | 69.16   | 1704                     |  |
| 01/16/1998                                   | AMEX       | 2137.61  | 0.00       | 195.55     | 0.00       | 141.26  | 0.00  | 0.00  | 0.00    | 444.91  | 154.30  | 2940                     |  |
| 01/16/1998                                   | VISA       | 2808.80  | 0.00       | 178.45     | 0.00       | 180.80  | 0.00  | 0.00  | 21.71   | 542.85  | 121.58  | 3737                     |  |
|                                              |            | 6712.38  | 0.00       | 6831.34    | 0.00       | 819.41  | 0.00  | 0.00  | 31.95   | 1006.75 | 325.48  | 15856                    |  |
|                                              |            | 13543.72 |            |            |            |         |       |       |         |         |         |                          |  |
| Totals:                                      |            | 28546.25 | 142.40     | 17207.95   | 50.00      | 2768.67 | 0.00  | 0.00  | 114.88  | 4302.96 | 1289.25 | 54762                    |  |
|                                              |            | 45946.60 |            |            |            |         |       |       |         |         |         |                          |  |

Displays totals, by tax, for all days entered.

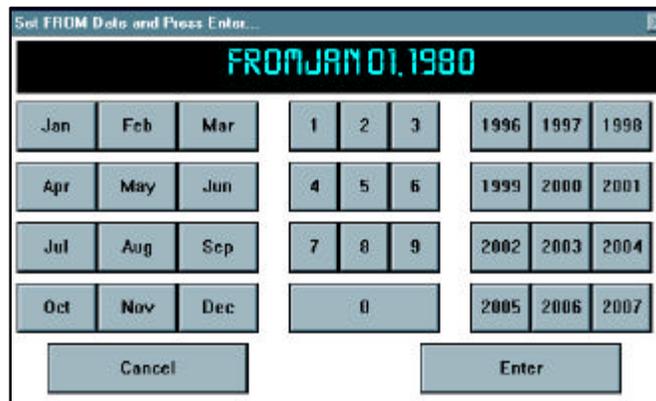
### Sales by Department

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Sales Reports** button.
- Step 5:** Press the **Sales by Department** button.
- Step 6:** Press the **Reprint** button to print report criteria again.  
<OR>  
Press the **Generate** button to print a new report with different criteria.
- Step 7:** Press the **Printer** button.



If your establishment operates more than one location, you **MUST** enter a location code.

- Step 8:** Press the **Done** button to continue. The following screen displays.



- Step 9:** Press the **From Date**. (Select the month, date and year)
- Step 10:** Press the **Enter** button to continue.
- Step 11:** Press the **To Date**. (Select the month, date and year)
- Step 12:** Press the **Enter** button to continue.
- Step 13:** Press the **Detail** button to print.....

<OR>

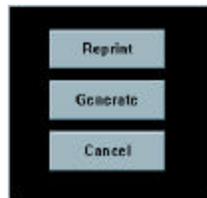
Press the **Summary** button to print.....

**DETAIL REPORT UNDER CONSTRUICION**

**SUMMARY REPORT UNDER CONSTRUCTION**

### Sales by Employee

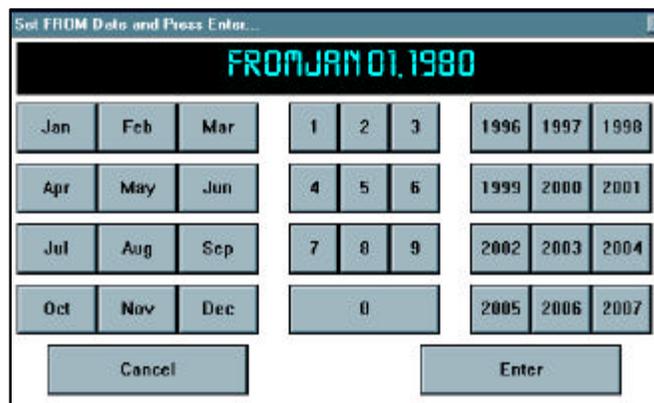
- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Sales Reports** button.
- Step 5:** Press the **Sales by Employee** button.
- Step 6:** Press the **Reprint** button to print report criteria again.  
<OR>  
Press the **Generate** button to print a new report with different criteria.



- Step 7:** Press the **Done** button to print a listing with all employees. The following screen displays.



Enter in an employee code to print the sales information of only desired employee.



- Step 8:** Press the **From Date**. (Select the month, date and year)
- Step 9:** Press the **Enter** button to continue.
- Step 10:** Press the **To Date**. (Select the month, date and year)
- Step 11:** Press the **Enter** button to continue.
- Step 12:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.



Reports all Employees by date and dollar sales amount.

| REST EZ           |          |          |        |        |        |          |         |         |         | TUSCANY   |       | TUESDAY/FEBRUARY 3, |    |
|-------------------|----------|----------|--------|--------|--------|----------|---------|---------|---------|-----------|-------|---------------------|----|
| SALES BY EMPLOYEE |          |          |        |        |        |          |         |         |         |           |       | Pa                  |    |
| Employee          | Date     | Subtotal | Tax    | Tips   | Over   | Tips     | Total   | Liq Sub | Liq Tax | Liq Total | Promo | Questa              | Ch |
| 001-              | 01/11/98 | 252.00   | 15.17  | 0.00   | 0.00   | 268.05   | 49.95   | 0.88    | 50.83   | 0.00      | 7     |                     |    |
| 004-              | 01/11/98 | 1066.95  | 61.94  | 41.34  | 23.59  | 1145.33  | 816.35  | 16.42   | 832.77  | 0.00      | 0     |                     |    |
| 222-              | 01/11/98 | 225.15   | 13.56  | 33.77  | 5.23   | 239.68   | 58.50   | 0.97    | 59.47   | 0.00      | 10    |                     |    |
| 224-              | 01/11/98 | 256.85   | 15.49  | 32.80  | 12.20  | 273.64   | 69.90   | 1.30    | 71.20   | 0.00      | 10    |                     |    |
| 223-              | 01/11/98 | 323.30   | 19.50  | 47.18  | 7.77   | 344.30   | 61.50   | 1.50    | 63.00   | 0.00      | 13    |                     |    |
| 203-              | 01/11/98 | 315.40   | 19.03  | 36.49  | 9.31   | 336.07   | 93.75   | 1.64    | 95.39   | 0.00      | 13    |                     |    |
| 208-              | 01/11/98 | 330.60   | 19.99  | 48.92  | 13.45  | 353.25   | 156.00  | 2.66    | 158.66  | 0.00      | 10    |                     |    |
| 200-ANDERSON B.   | 01/11/98 | 431.15   | 26.12  | 37.42  | 5.47   | 461.32   | 176.00  | 4.05    | 180.05  | 0.00      | 14    |                     |    |
| 209-              | 01/11/98 | 54.15    | 3.27   | 0.00   | 0.00   | 57.72    | 8.50    | 0.30    | 8.80    | 0.00      | 2     |                     |    |
| 212-              | 01/11/98 | 302.55   | 18.25  | 45.38  | 12.62  | 322.44   | 96.75   | 1.64    | 98.39   | 0.00      | 8     |                     |    |
| 204-              | 01/11/98 | 338.80   | 20.44  | 20.35  | 9.80   | 361.12   | 120.65  | 1.88    | 122.53  | 0.00      | 10    |                     |    |
| 227-              | 01/11/98 | 224.05   | 13.54  | 11.14  | 1.86   | 239.14   | 76.65   | 1.55    | 78.20   | 0.00      | 6     |                     |    |
| 215-              | 01/11/98 | 281.85   | 17.06  | 30.68  | 11.32  | 301.46   | 111.10  | 2.55    | 113.65  | 0.00      | 6     |                     |    |
| 225-              | 01/11/98 | 190.35   | 11.51  | 15.51  | -0.51  | 203.36   | 76.00   | 1.50    | 77.50   | 23.80     | 7     |                     |    |
| 228-              | 01/11/98 | 106.95   | 6.47   | 8.59   | 2.41   | 114.02   | 32.50   | 0.60    | 33.10   | 0.00      | 11    |                     |    |
| 220-              | 01/11/98 | 609.85   | 36.88  | 82.23  | 10.97  | 651.64   | 244.50  | 4.91    | 249.41  | 0.00      | 17    |                     |    |
| 229-              | 01/11/98 | 241.35   | 14.59  | 36.20  | 1.74   | 257.73   | 75.75   | 1.79    | 77.54   | 0.00      | 12    |                     |    |
| 005-              | 01/11/98 | 0.00     | 0.00   | 0.00   | 0.00   | 0.00     | 0.00    | 0.00    | 0.00    | 181.75    | 7     |                     |    |
| 221-              | 01/11/98 | 0.00     | 0.00   | 0.00   | 0.00   | 0.00     | 0.00    | 0.00    | 0.00    | 4.00      | 0     |                     |    |
| Daily Total:      |          | 5551.30  | 332.81 | 528.00 | 127.23 | 6585.50  | 2324.35 | 46.14   | 2370.49 | 209.55    | 163   |                     |    |
| 004-              | 01/13/98 | 1794.55  | 109.27 | 110.73 | 44.30  | 1936.31  | 1457.75 | 32.47   | 1490.22 | 0.00      | 0     |                     |    |
| 212-              | 01/13/98 | 375.50   | 22.74  | 56.32  | 15.68  | 401.72   | 128.00  | 2.28    | 90.28   | 0.00      | 10    |                     |    |
| 214-              | 01/13/98 | 507.95   | 30.63  | 64.91  | 2.09   | 541.06   | 161.50  | 2.48    | 163.98  | 0.00      | 10    |                     |    |
| 206-              | 01/13/98 | 472.80   | 28.64  | 53.67  | 10.33  | 505.92   | 231.50  | 4.48    | 235.98  | 0.00      | 33    |                     |    |
| 215-              | 01/13/98 | 854.65   | 51.73  | 105.03 | 26.12  | 913.58   | 387.85  | 7.20    | 395.05  | 28.45     | 30    |                     |    |
| 223-              | 01/13/98 | 480.15   | 29.03  | 56.55  | 8.45   | 512.82   | 174.35  | 2.90    | 148.75  | 0.00      | 16    |                     |    |
| 216-              | 01/13/98 | 355.30   | 21.40  | 53.28  | 13.97  | 378.03   | 58.90   | 1.33    | 60.23   | 0.00      | 20    |                     |    |
| 225-              | 01/13/98 | 280.70   | 16.93  | 30.38  | 11.27  | 298.83   | 75.00   | 1.20    | 76.20   | 0.00      | 9     |                     |    |
| 210-              | 01/13/98 | 326.00   | 19.71  | 48.90  | 17.10  | 348.11   | 93.90   | 2.40    | 96.30   | 0.00      | 10    |                     |    |
| 204-              | 01/13/98 | 972.95   | 58.64  | 145.94 | 68.74  | 1035.99  | 553.90  | 4.40    | 558.30  | 0.00      | 15    |                     |    |
| 224-              | 01/13/98 | 657.80   | 39.63  | 80.54  | 23.46  | 700.21   | 198.25  | 2.78    | 201.03  | 0.00      | 19    |                     |    |
| 211-              | 01/13/98 | 217.90   | 13.16  | 32.68  | 0.53   | 232.34   | 76.45   | 1.28    | 77.73   | 0.00      | 6     |                     |    |
| 213-              | 01/13/98 | 358.35   | 21.68  | 45.21  | 5.79   | 382.93   | 169.00  | 2.90    | 171.90  | 0.00      | 11    |                     |    |
| 227-              | 01/13/98 | 96.75    | 5.82   | 14.51  | 4.49   | 102.97   | 22.00   | 0.40    | 22.40   | 6.95      | 4     |                     |    |
| 203-              | 01/13/98 | 344.65   | 20.88  | 28.36  | 21.64  | 368.91   | 164.00  | 3.38    | 167.38  | 0.00      | 4     |                     |    |
| 222-              | 01/13/98 | 180.10   | 10.88  | 27.01  | -2.28  | 192.18   | 63.00   | 1.20    | 64.20   | 0.00      | 5     |                     |    |
| 005-              | 01/13/98 | 1.25     | 0.08   | 0.00   | 0.00   | 1.33     | 0.00    | 0.00    | 0.00    | 0.00      | 1     |                     |    |
| 221-              | 01/13/98 | 0.00     | 0.00   | 0.00   | 0.00   | 0.00     | 0.00    | 0.00    | 0.00    | 70.35     | 11    |                     |    |
| Daily Total:      |          | 8277.35  | 500.85 | 954.02 | 271.68 | 10078.94 | 4015.35 | 73.08   | 4019.93 | 105.75    | 214   |                     |    |
| 004-              | 01/14/98 | 2088.50  | 127.48 | 114.32 | 50.47  | 2254.34  | 1711.45 | 38.36   | 1749.81 | 0.00      | 0     |                     |    |
| 222-              | 01/14/98 | 766.50   | 46.25  | 45.67  | 20.12  | 817.04   | 214.90  | 4.29    | 219.19  | 0.00      | 30    |                     |    |
| 227-              | 01/14/98 | 263.00   | 15.82  | 14.99  | 3.01   | 279.50   | 25.00   | 0.68    | 25.68   | 0.00      | 7     |                     |    |
| 214-              | 01/14/98 | 688.60   | 41.68  | 77.78  | 20.88  | 736.10   | 251.00  | 5.82    | 256.82  | 0.00      | 28    |                     |    |
| 213-              | 01/14/98 | 602.05   | 36.39  | 24.11  | 5.89   | 642.65   | 216.50  | 4.21    | 220.71  | 0.00      | 16    |                     |    |
| 208-              | 01/14/98 | 583.80   | 26.61  | 52.36  | 8.58   | 612.66   | 169.95  | 2.25    | 172.20  | 0.00      | 24    |                     |    |

### Hotel Room Charges

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Sales Reports** button.
- Step 5:** Press the **Hotel Room Charges** button.
- Step 6:** Press the **Done** button. The following screen displays.



If your system controls more than one establishment, enter the Location.

| Set FROM Date and Press Enter... |     |     |   |   |   |       |      |      |  |  |  |
|----------------------------------|-----|-----|---|---|---|-------|------|------|--|--|--|
| FROM JAN 01, 1980                |     |     |   |   |   |       |      |      |  |  |  |
| Jan                              | Feb | Mar | 1 | 2 | 3 | 1996  | 1997 | 1998 |  |  |  |
| Apr                              | May | Jun | 4 | 5 | 6 | 1999  | 2000 | 2001 |  |  |  |
| Jul                              | Aug | Sep | 7 | 8 | 9 | 2002  | 2003 | 2004 |  |  |  |
| Oct                              | Nov | Dec | 0 |   |   | 2005  | 2006 | 2007 |  |  |  |
| Cancel                           |     |     |   |   |   | Enter |      |      |  |  |  |

- Step 7:** Press the **From Date**. (Select the month, date and year)
- Step 8:** Press the **Enter** button to continue.
- Step 9:** Press the **To Date**. (Select the month, date and year)
- Step 10:** Press the **Enter** button to continue.
- Step 11:** Press the **Detail** button to print.....  
<OR>  
Press the **Summary** button to print.....
- Step 12:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

### Sales Trend Report

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Sales Reports** button.
- Step 5:** Press the **Sales Trend Report** button. The following screen displays.

Set FROM Date and Press Enter...

FROM JAN 01, 1980

|     |     |     |   |   |   |      |      |      |
|-----|-----|-----|---|---|---|------|------|------|
| Jan | Feb | Mar | 1 | 2 | 3 | 1996 | 1997 | 1998 |
| Apr | May | Jun | 4 | 5 | 6 | 1999 | 2000 | 2001 |
| Jul | Aug | Sep | 7 | 8 | 9 | 2002 | 2003 | 2004 |
| Oct | Nov | Dec | 0 |   |   | 2005 | 2006 | 2007 |

Cancel Enter

- Step 6:** Press the **Detail** button to print.....  
<OR>  
Press the **Summary** button to print.....
- Step 7:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

Sales Trend Report - Detail

| REST EZ                  |          | TUSCANY                         |               |               |              |                |               |                | TUESDAY/FEBRUARY 3, |            |               | Pa        |
|--------------------------|----------|---------------------------------|---------------|---------------|--------------|----------------|---------------|----------------|---------------------|------------|---------------|-----------|
| HOUSE SALES TREND REPORT |          | From 01/01/1980 - To 02/03/1998 |               |               |              |                |               |                |                     |            |               |           |
| Date                     | Method   | Subtotal                        | Tax           | R Tax         | T Tax        | Tip            | Over Tip      | Total          | 1/5                 | Guests     | Avg/Gst       | P         |
| 06/04/1997               | CASH     | 595.49                          | 38.73         | 11.93         | 5.56         | 89.32          | -3.47         | 742.38         | 15%                 | 16         | 37.22         |           |
| 06/04/1997               | HOUSE CH | 87.10                           | 5.66          | 1.74          | 0.85         | 13.06          | 0.01          | 108.42         | 2%                  | 1          | 87.10         |           |
| 06/04/1997               | M/C      | 108.25                          | 7.03          | 2.17          | 1.06         | 16.24          | 20.00         | 154.75         | 3%                  | 1          | 108.25        |           |
| 06/04/1997               | ROOM CHA | 158.35                          | 10.29         | 3.18          | 1.54         | 23.75          | 3.34          | 200.45         | 4%                  | 5          | 31.67         |           |
| 06/04/1997               | VISA     | 121.82                          | 7.92          | 2.44          | 1.18         | 18.27          | 2.54          | 149.35         | 3%                  | 2          | 60.91         |           |
| <b>Daily Total:</b>      |          | <b>3851.38</b>                  | <b>250.36</b> | <b>77.07</b>  | <b>37.29</b> | <b>577.70</b>  | <b>56.83</b>  | <b>4850.63</b> |                     | <b>34</b>  | <b>113.28</b> | <b>9</b>  |
| 06/05/1997               | AMEX     | 1708.36                         | 111.03        | 34.18         | 16.65        | 256.25         | 121.84        | 2248.31        | 37%                 | 10         | 170.84        |           |
| 06/05/1997               | CASH     | 1479.33                         | 96.14         | 29.63         | 13.92        | 221.90         | -8.08         | 1832.84        | 32%                 | 43         | 34.40         |           |
| 06/05/1997               | HOUSE CH | 779.41                          | 50.66         | 15.59         | 7.60         | 116.91         | 17.20         | 987.37         | 17%                 | 1          | 779.41        |           |
| 06/05/1997               | M/C      | 174.05                          | 11.30         | 3.48          | 1.70         | 26.11          | 10.03         | 226.67         | 4%                  | 5          | 34.81         |           |
| 06/05/1997               | ROOM CHA | 116.15                          | 7.54          | 2.34          | 1.14         | 17.42          | 6.33          | 150.92         | 3%                  | 4          | 29.04         |           |
| 06/05/1997               | VISA     | 385.95                          | 25.10         | 7.73          | 3.76         | 57.89          | 42.86         | 523.29         | 8%                  | 8          | 48.24         |           |
| <b>Daily Total:</b>      |          | <b>4643.25</b>                  | <b>301.77</b> | <b>92.95</b>  | <b>44.77</b> | <b>696.48</b>  | <b>190.18</b> | <b>5969.40</b> |                     | <b>71</b>  | <b>65.40</b>  | <b>18</b> |
| 06/06/1997               | AMEX     | 435.52                          | 28.31         | 8.71          | 4.23         | 65.33          | 56.39         | 598.49         | 12%                 | 3          | 145.17        |           |
| 06/06/1997               | CASH     | 1938.82                         | 126.04        | 38.80         | 18.61        | 290.82         | -4.54         | 2408.55        | 55%                 | 45         | 43.08         |           |
| 06/06/1997               | DISCOVER | 92.15                           | 5.99          | 1.84          | 0.90         | 13.82          | 5.30          | 120.00         | 3%                  | 0          | 92.15         |           |
| 06/06/1997               | HOUSE CH | 315.00                          | 20.48         | 6.30          | 3.07         | 47.25          | 51.47         | 443.57         | 9%                  | 1          | 315.00        |           |
| 06/06/1997               | M/C      | 231.13                          | 15.03         | 4.62          | 2.25         | 34.67          | 6.02          | 293.72         | 7%                  | 3          | 77.04         |           |
| 06/06/1997               | ROOM CHA | 79.03                           | 5.14          | 1.59          | 0.77         | 11.85          | 0.00          | 98.38          | 2%                  | 2          | 39.52         |           |
| 06/06/1997               | VISA     | 403.92                          | 26.26         | 8.10          | 3.94         | 60.59          | 10.75         | 513.56         | 12%                 | 7          | 57.70         |           |
| <b>Daily Total:</b>      |          | <b>3495.57</b>                  | <b>227.25</b> | <b>69.96</b>  | <b>33.77</b> | <b>524.33</b>  | <b>125.39</b> | <b>4476.27</b> |                     | <b>61</b>  | <b>57.30</b>  | <b>31</b> |
| 06/07/1997               | AMEX     | 1270.52                         | 82.60         | 25.40         | 12.41        | 190.58         | 81.85         | 1662.22        | 19%                 | 11         | 115.50        |           |
| 06/07/1997               | CASH     | 2415.43                         | 157.05        | 48.40         | 23.42        | 362.31         | -1.91         | 2997.35        | 36%                 | 59         | 40.94         |           |
| 06/07/1997               | DINERS   | 139.95                          | 9.09          | 2.80          | 1.36         | 20.99          | 2.51          | 176.70         | 2%                  | 1          | 139.95        |           |
| 06/07/1997               | DISCOVER | 62.20                           | 4.04          | 1.25          | 0.61         | 9.33           | 0.01          | 77.44          | 1%                  | 1          | 62.20         |           |
| 06/07/1997               | M/C      | 820.13                          | 53.30         | 16.41         | 8.01         | 123.02         | 49.34         | 1078.70        | 12%                 | 4          | 205.03        |           |
| 06/07/1997               | ROOM CHA | 299.77                          | 19.49         | 6.01          | 2.92         | 44.97          | 8.59          | 381.75         | 4%                  | 12         | 24.98         |           |
| 06/07/1997               | VISA     | 1707.12                         | 110.94        | 34.17         | 16.64        | 256.07         | 90.25         | 2215.19        | 25%                 | 16         | 106.70        |           |
| <b>Daily Total:</b>      |          | <b>6715.12</b>                  | <b>436.51</b> | <b>134.44</b> | <b>65.37</b> | <b>1007.27</b> | <b>230.64</b> | <b>8589.35</b> |                     | <b>104</b> | <b>64.57</b>  | <b>13</b> |
| 06/08/1997               | AMEX     | 586.26                          | 38.12         | 11.72         | 5.71         | 87.94          | 60.13         | 789.88         | 17%                 | 6          | 97.71         |           |
| 06/08/1997               | CASH     | 1683.45                         | 109.15        | 33.78         | 16.09        | 252.52         | -8.41         | 2086.59        | 50%                 | 25         | 67.34         |           |
| 06/08/1997               | M/C      | 51.34                           | 3.34          | 1.03          | 0.50         | 7.70           | 0.00          | 63.91          | 2%                  | 0          | 51.34         |           |
| 06/08/1997               | ROOM CHA | 393.36                          | 25.57         | 7.88          | 3.86         | 59.00          | 5.85          | 495.52         | 12%                 | 9          | 43.71         |           |
| 06/08/1997               | VISA     | 648.22                          | 42.11         | 12.96         | 6.34         | 97.23          | 68.65         | 875.51         | 19%                 | 2          | 324.11        |           |
| <b>Daily Total:</b>      |          | <b>3362.63</b>                  | <b>218.29</b> | <b>67.37</b>  | <b>32.50</b> | <b>504.39</b>  | <b>126.22</b> | <b>4311.41</b> |                     | <b>42</b>  | <b>80.06</b>  | <b>16</b> |
| 06/09/1997               | AMEX     | 34.38                           | 2.23          | 0.69          | 0.33         | 5.16           | 4.00          | 46.79          | 1%                  | 0          | 34.38         |           |
| 06/09/1997               | CASH     | 503.02                          | 32.70         | 10.07         | 4.66         | 75.45          | -3.60         | 622.30         | 15%                 | 9          | 55.89         |           |

Sales Trend Report - Summary

| REST EZ                  |          | TUSCANY                         |                |                |               |                 |                |                  | TUESDAY/FEBRUARY 3, |             |              | Pa         |
|--------------------------|----------|---------------------------------|----------------|----------------|---------------|-----------------|----------------|------------------|---------------------|-------------|--------------|------------|
| HOUSE SALES TREND REPORT |          | From 01/01/1980 - To 02/03/1998 |                |                |               |                 |                |                  |                     |             |              |            |
| Date                     | Method   | Subtotal                        | Tax            | R Tax          | T Tax         | Tip             | Over Tip       | Total            | 1/5                 | Guests      | Avg/Gst      | P          |
| N/A                      | AMEX     | 26922.67                        | 1748.97        | 532.16         | 259.37        | 4038.40         | 1288.84        | 37169.79         | 26%                 | 382         | 70.48        |            |
| N/A                      | CASH     | 43424.80                        | 2791.92        | 822.94         | 395.26        | 6513.72         | -10.23         | 56951.69         | 41%                 | 1997        | 21.75        |            |
| N/A                      | M/C      | 6716.85                         | 435.75         | 130.12         | 63.59         | 1007.53         | 273.38         | 9052.45          | 6%                  | 119         | 56.44        |            |
| N/A                      | ROOM CHA | 4810.49                         | 304.12         | 96.33          | 46.69         | 721.57          | 134.61         | 6373.73          | 5%                  | 177         | 27.18        |            |
| N/A                      | VISA     | 14532.03                        | 940.23         | 272.47         | 132.75        | 2179.80         | 701.79         | 20002.26         | 14%                 | 302         | 48.12        |            |
| N/A                      | DISCOVER | 2154.46                         | 139.91         | 42.62          | 20.79         | 323.17          | 19.72          | 2726.85          | 2%                  | 10          | 215.45       |            |
| N/A                      | HOUSE CH | 5667.62                         | 363.20         | 113.35         | 53.92         | 850.14          | 92.10          | 7826.99          | 5%                  | 9           | 629.74       |            |
| N/A                      | DINERS   | 267.60                          | 17.39          | 5.36           | 2.61          | 40.14           | 2.52           | 337.55           | 0%                  | 4           | 66.90        |            |
| N/A                      | HOTEL CO | 0.00                            | 0.15           | -0.15          | 0.00          | 0.00            | 0.00           | 0.00             | 0%                  | 1           | 0.00         |            |
| N/A                      | BAR HOUS | 57.00                           | 0.00           | 0.00           | 0.00          | 8.55            | -8.55          | 57.00            | 0%                  | 0           | 57.00        |            |
| N/A                      | DAN HOUS | 4.95                            | 0.00           | 0.00           | 0.00          | 0.74            | -0.74          | 4.95             | 0%                  | 0           | 4.95         |            |
| N/A                      | GUY HOUS | 12.45                           | 0.00           | 0.00           | 0.00          | 1.87            | -1.87          | 12.45            | 0%                  | 0           | 12.45        |            |
| N/A                      | SAM CRAN | 51.60                           | 0.00           | 0.00           | 0.00          | 7.74            | -7.74          | 51.60            | 0%                  | 2           | 25.80        |            |
| N/A                      | TRANSMED | 83.00                           | 4.98           | 0.00           | 0.00          | 12.45           | -3.18          | 97.25            | 0%                  | 3           | 27.67        |            |
| <b>Grand Total:</b>      |          | <b>104705.52</b>                | <b>6746.62</b> | <b>2015.20</b> | <b>974.98</b> | <b>15705.82</b> | <b>2480.65</b> | <b>140264.56</b> |                     | <b>3006</b> | <b>34.83</b> | <b>656</b> |

\*Negative Overtip indicates removal of Mandatory Gratuity.

### Promo Report

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Sales Reports** button.
- Step 5:** Press the **Promo Report** button.
- Step 6:** Press the **Done** button. The following screen displays.



If your system controls more than one establishment, enter the Location.

| Set FROM Date and Press Enter... |     |     |   |   |   |       |      |      |  |  |  |
|----------------------------------|-----|-----|---|---|---|-------|------|------|--|--|--|
| FROM JAN 01, 1980                |     |     |   |   |   |       |      |      |  |  |  |
| Jan                              | Feb | Mar | 1 | 2 | 3 | 1996  | 1997 | 1998 |  |  |  |
| Apr                              | May | Jun | 4 | 5 | 6 | 1999  | 2000 | 2001 |  |  |  |
| Jul                              | Aug | Sep | 7 | 8 | 9 | 2002  | 2003 | 2004 |  |  |  |
| Oct                              | Nov | Dec | 0 |   |   | 2005  | 2006 | 2007 |  |  |  |
| Cancel                           |     |     |   |   |   | Enter |      |      |  |  |  |

- Step 7:** Press the **From Date**. (Select the month, date and year)
- Step 8:** Press the **Enter** button to continue.
- Step 9:** Press the **To Date**. (Select the month, date and year)
- Step 10:** Press the **Enter** button to continue.
- Step 11:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

Reports all Promotion totals by date and dollar amount.

| REST EZ                         |       | TUSCANY |          | TUESDAY/FEBRUARY 3, Pa |        |          |            |     |
|---------------------------------|-------|---------|----------|------------------------|--------|----------|------------|-----|
| PROMO REPORT - TICKETS / TABLES |       |         |          |                        |        |          |            |     |
| Date                            | Time  | Inv###  | Emp Name | Retail                 | Promo  | Adjusted | Reason     | Mgr |
| 01/11/98                        | 22:49 | 1356    | 005 ,    | 83.40                  | 83.40  | 0.00     | MGR MEAL   | 005 |
| 01/11/98                        | 23:05 | 1368    | 005 ,    | 98.35                  | 98.35  | 0.00     | COMP PROMO | 005 |
| 01/11/98                        | 01:27 | 1428    | 221 ,    | 4.00                   | 4.00   | 0.00     | COMP PROMO | 221 |
| TOTALS FOR 01/11/98:            |       |         |          | 185.75                 | 185.75 | 0.00     |            |     |
| 01/13/98                        | 22:47 | 1710    | 221 ,    | 50.40                  | 50.40  | 0.00     | MGR MEAL   | 221 |
| 01/13/98                        | 01:12 | 1769    | 221 ,    | 19.95                  | 19.95  | 0.00     | COMP PROMO | 221 |
| TOTALS FOR 01/13/98:            |       |         |          | 70.35                  | 70.35  | 0.00     |            |     |
| 01/14/98                        | 23:57 | 2080    | 219 ,    | 48.40                  | 48.40  | 0.00     | MGR MEAL   | 219 |
| 01/14/98                        | 01:00 | 2110    | 221 ,    | 28.60                  | 28.60  | 0.00     | COMP PROMO | 221 |
| TOTALS FOR 01/14/98:            |       |         |          | 77.00                  | 77.00  | 0.00     |            |     |
| 01/15/98                        | 22:58 | 2506    | 219 ,    | 72.35                  | 72.35  | 0.00     | MGR MEAL   | 219 |
| 01/15/98                        | 01:16 | 2582    | 221 ,    | 9.50                   | 9.50   | 0.00     | COMP PROMO | 221 |
| 01/15/98                        | 01:18 | 2583    | 221 ,    | 7.00                   | 7.00   | 0.00     | COMP PROMO | 221 |
| TOTALS FOR 01/15/98:            |       |         |          | 88.85                  | 88.85  | 0.00     |            |     |
| 01/16/98                        | 21:04 | 2820    | 209 ,    | 37.00                  | 12.00  | 25.00    | COMP PROMO | 209 |
| TOTALS FOR 01/16/98:            |       |         |          | 37.00                  | 12.00  | 25.00    |            |     |
| TICKET/TABLE TOTALS:            |       |         |          | 458.95                 | 433.95 | 25.00    |            |     |

### Daily Cost Analysis

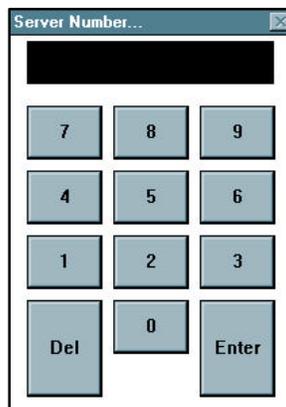
- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Wide Reports** button.
- Step 4:** **Press** the **Sales Reports** button.
- Step 5:** **Press** the **Daily Cost Analysis** button.
- Step 6:** **Press** the **Reprint** button to print report criteria again.  
<OR>  
**Press** the **Generate** button to print a new report with different criteria.
- Step 7:** **Press** the **Printer** button to print report to the printer.  
<OR>  
**Press** the **Queue** button to display on your screen. You can print from the view screen if desired.

Daily CC Log

**UNDER CONSTRUCTION**

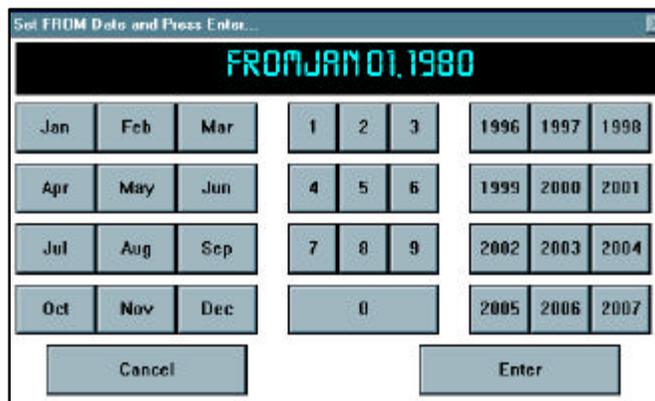
### Employee Time Reports

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** **Press** the **Reports** button.
- Step 3:** **Press** the **Wide Reports** button.
- Step 4:** **Press** the **Employee Reports** button.
- Step 5:** **Press** the **Employee Time Reports** button.
- Step 6:** **Press** the **Done** button to continue. The following screen displays.



The screenshot shows a keypad interface titled "Server Number...". At the top is a black rectangular display area. Below it is a grid of buttons: a 3x3 grid of numbers 7, 8, 9; 4, 5, 6; 1, 2, 3; and a bottom row with "Del", "0", and "Enter" buttons.

- Step 7:** **Enter** the desired **employee number**.  
**<OR>**  
**Press** the **Enter** button to print all employees.



The screenshot shows a keypad interface titled "Set FROM Date and Press Enter...". At the top is a black rectangular display area showing "FROM JAN 01, 1980" in green text. Below it is a grid of buttons for date selection: months (Jan, Feb, Mar; Apr, May, Jun; Jul, Aug, Sep; Oct, Nov, Dec); a 3x3 grid of numbers (1, 2, 3; 4, 5, 6; 7, 8, 9); and years (1996, 1997, 1998; 1999, 2000, 2001; 2002, 2003, 2004; 2005, 2006, 2007). At the bottom are "Cancel" and "Enter" buttons.

- Step 8:** **Press** the **From Date**. (Select the month, date and year)
- Step 9:** **Press** the **Enter** button to continue.
- Step 10:** **Press** the **To Date**. (Select the month, date and year)

**Step 11:** Press the **Enter** button to continue.

**Step 12:** Press the **Sort by Code** button to print report in order of employee code.  
<OR>  
Press the **Sort by Type** button to print report by order of employee type.

**Step 13:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

**Step 14:** Press the **OK** button to print the desired report.

| REST EZ                                                                                                   |   | FRIDAY/FEBRUARY 13,    |         |      |          |       |          |       |        |      |                   |         |      |     |
|-----------------------------------------------------------------------------------------------------------|---|------------------------|---------|------|----------|-------|----------|-------|--------|------|-------------------|---------|------|-----|
| EMPLOYEE TIME REPORT                                                                                      |   | YOUR COMPANY NAME HERE |         |      |          |       |          |       |        |      |                   |         |      |     |
| From Period Starting Tuesday, January 1, 1980 To Friday, February 13, 1998 / 945 Weeks / Sales of 7987.55 |   |                        |         |      |          |       |          |       |        |      |                   |         |      |     |
| ###                                                                                                       | T | First                  | Last    | Day  | Date     | Time  | Date     | Time  | Hours  | Plan | Declared Mand. 0% |         |      |     |
| 001                                                                                                       | T | SAMMY                  | SMITH   | Thu. | 04/10/97 | 16:06 | 12/31/97 | 17:45 | *****  |      | 0.00              | 0.00    | 0.00 | 0   |
|                                                                                                           |   |                        |         | Sat. | 01/03/98 | 21:07 | 01/13/98 | 16:47 | 235.67 |      | 0.00              |         |      |     |
|                                                                                                           |   |                        |         |      |          |       |          |       | *****  |      |                   | 0.00    |      |     |
| Pl Description                                                                                            |   | Reg.                   | Hours   | Ovt. | Hours    | Reg.  | Wages    | Ovt.  | Wages  | Rate | Cost              | Labor % |      |     |
|                                                                                                           |   | 80.00                  | 6517.32 | 0.00 | 0.00     | 0.00  | 0.00     | 0.00  | 0.00   | 0.00 | 0.00              | 0.00    |      |     |
|                                                                                                           |   | 80.00                  | 6517.32 | 0.00 | 0.00     | 0.00  | 0.00     | 0.00  | 0.00   | 0.00 | 0.00              | 0.00    |      |     |
| ###                                                                                                       | T | First                  | Last    | Day  | Date     | Time  | Date     | Time  | Hours  | Plan | Declared Mand. 0% |         |      |     |
| 999                                                                                                       | I | TRAIN                  | MULTI   | Tue. | 09/30/97 | 18:05 | 10/11/97 | 13:41 | 259.60 |      | 0.00              | 0.00    | 0.00 | 0   |
|                                                                                                           |   |                        |         |      |          |       |          |       | 259.60 |      |                   | 0.00    |      |     |
| Pl Description                                                                                            |   | Reg.                   | Hours   | Ovt. | Hours    | Reg.  | Wages    | Ovt.  | Wages  | Rate | Cost              | Labor % |      |     |
|                                                                                                           |   | 40.00                  | 219.60  | 0.00 | 0.00     | 0.00  | 0.00     | 0.00  | 0.00   | 0.00 | 0.00              | 0.00    |      |     |
|                                                                                                           |   | 40.00                  | 219.60  | 0.00 | 0.00     | 0.00  | 0.00     | 0.00  | 0.00   | 0.00 | 0.00              | 0.00    |      |     |
| ###                                                                                                       | T | First                  | Last    | Day  | Date     | Time  | Date     | Time  | Hours  | Plan | Declared Mand. 0% |         |      |     |
| 001                                                                                                       | T | SAMMY                  | SMITH   | Tue. | 01/13/98 | 16:47 | 01/21/98 | 20:20 | 195.55 |      | 0.00              | 0.00    | 0.00 | 391 |
|                                                                                                           |   |                        |         |      |          |       |          |       | 195.55 |      |                   | 0.00    |      |     |
| Pl Description                                                                                            |   | Reg.                   | Hours   | Ovt. | Hours    | Reg.  | Wages    | Ovt.  | Wages  | Rate | Cost              | Labor % |      |     |
|                                                                                                           |   | 40.00                  | 155.55  | 0.00 | 0.00     | 0.00  | 0.00     | 0.00  | 0.00   | 0.00 | 0.00              | 0.00    |      |     |

### Labor Analysis Report

- Step 1:** From the key pad, Log in as a manager.
- Step 2:** Press the **Reports** button.
- Step 3:** Press the **Wide Reports** button.
- Step 4:** Press the **Employee Reports** button.
- Step 5:** Press the **Labor Analysis** button.
- Step 6:** Press the **Printer** button to print report to the printer.  
<OR>  
Press the **Queue** button to display on your screen. You can print from the view screen if desired.

Set FROM Date and Press Enter...

FROM JAN 01, 1980

|     |     |     |   |   |   |      |      |      |
|-----|-----|-----|---|---|---|------|------|------|
| Jan | Feb | Mar | 1 | 2 | 3 | 1996 | 1997 | 1998 |
| Apr | May | Jun | 4 | 5 | 6 | 1999 | 2000 | 2001 |
| Jul | Aug | Sep | 7 | 8 | 9 | 2002 | 2003 | 2004 |
| Oct | Nov | Dec | 0 |   |   | 2005 | 2006 | 2007 |

Cancel Enter

- Step 7:** Press the **From Date**. (Select the month, date and year)
- Step 8:** Press the **Enter** button to continue.
- Step 9:** Press the **To Date**. (Select the month, date and year)
- Step 10:** Press the **Enter** button to continue.

REST EZ  
LABOR & STATISTICAL ANALYSIS REPORT

YOUR COMPANY NAME HERE

FRIDAY/FEBRUARY 13, Pa

-----

From 12/31/96 To 02/13/98

| Employee               | -----Budgeted----- |      | -----Actual----- |      | -----Variance----- |      | Sales % Sales |    |
|------------------------|--------------------|------|------------------|------|--------------------|------|---------------|----|
|                        | Hours              | Cost | Hours            | Cost | Hours              | Cost |               |    |
| -----                  |                    |      |                  |      |                    |      |               |    |
| 04/10/97 JOB/PLAN -    |                    |      |                  |      |                    |      |               |    |
| 001-SMITH, S.          | 0.0 \$             | 0.00 | 24.0 \$          | 0.00 | 24.0 \$            | 0.00 | 0.00          | 0% |
| -----                  |                    |      |                  |      |                    |      |               |    |
| 09/30/97 JOB/PLAN CA - |                    |      |                  |      |                    |      |               |    |
| 999-MULTI, T.          | 24.0 \$            | 0.00 | 24.0 \$          | 0.00 | 0.0 \$             | 0.00 | 0.00          | 0% |
| -----                  |                    |      |                  |      |                    |      |               |    |
| 01/03/98 JOB/PLAN      |                    |      |                  |      |                    |      |               |    |
| 001-SMITH, S.          | 0.0 \$             | 0.00 | 24.0 \$          | 0.00 | 24.0 \$            | 0.00 | 0.00          | 0% |
| -----                  |                    |      |                  |      |                    |      |               |    |
| 01/13/98 JOB/PLAN -    |                    |      |                  |      |                    |      |               |    |
| 001-SMITH, S.          | 0.0 \$             | 0.00 | 24.0 \$          | 0.00 | 24.0 \$            | 0.00 | 0.00          | 0% |

Shift Schedule

**Under Construction**

### I. Printers [Epson TM-U200]

| PROBLEM                                                                      | INDICATION                                   | SOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Nothing prints at the local receipt printer.                                 | No lights on printer.                        | <ol style="list-style-type: none"> <li>Power plug removed from outlet in wall or disconnected power cable from power supply transformer to underneath printer.</li> <li>Circuit breaker where printer is plugged in is off or tripped. Reset</li> </ol>                                                                                                                                                                                               |
|                                                                              | Green light & two red lights one flashing    | <ol style="list-style-type: none"> <li>Paper roll is very low or out of paper. Replace Roll</li> <li>Wrong size papers width – use correct size.</li> </ol>                                                                                                                                                                                                                                                                                           |
|                                                                              | Green light only                             | <ol style="list-style-type: none"> <li>Check for loose parallel printer cable at printer or on Computer.</li> <li>Check to see if your local receipt printer is set to “work off-line”. Go to your windows control panel and select printers. Highlight local receipt printer (icon will be grayed out if is set to “work off-line”). Press File on your menu bar and press “work off-line”. Icon should now appear darker in more detail.</li> </ol> |
| Nothing is printing at one of the make line (Remote) printers.               | No lights on printer                         | <ol style="list-style-type: none"> <li>Power plug removed from outlet in wall or disconnected. (See Above)</li> </ol>                                                                                                                                                                                                                                                                                                                                 |
|                                                                              | Green and two red lights solid.              | <ol style="list-style-type: none"> <li>Paper roll is very low or out of paper. Replace with new roll.</li> <li>Wrong size papers width – use correct size.</li> </ol>                                                                                                                                                                                                                                                                                 |
|                                                                              | Green light and two red lights, one flashing | <ol style="list-style-type: none"> <li>Paper roll is very low or out of paper. Replace with new roll.</li> <li>Wrong size papers width – use correct size.</li> </ol>                                                                                                                                                                                                                                                                                 |
|                                                                              | Green light only                             | <ol style="list-style-type: none"> <li>Check for loose parallel printer cable at printer or print server.</li> <li>Check the remote print server box. There should be a green light on the print server. If not, check the power cord to the print server.</li> </ol>                                                                                                                                                                                 |
|                                                                              | Red light only                               | <ol style="list-style-type: none"> <li>Printer is shut off, turn power back on or plug in outlet.</li> </ol>                                                                                                                                                                                                                                                                                                                                          |
| Certain item(s) do not print at the make line but appear on customer ticket. | Blank line item on the make line receipt.    | <ol style="list-style-type: none"> <li>Inventory item not defined properly in back office. Description of the item not entered. Modifiers may or may not print.</li> </ol>                                                                                                                                                                                                                                                                            |
|                                                                              | No blank line item on the make line receipt. | <ol style="list-style-type: none"> <li>Inventory item not defined properly in the back office. Inventory queues IM-properly entered, misspelled, or left blank.</li> </ol>                                                                                                                                                                                                                                                                            |
| Certain item(s) do not appear at make line or on customer's ticket.          | Menu button not linked properly.             | <ol style="list-style-type: none"> <li>Inventory item not defined at all in back office. Enter new item with the prefix, stock number, description, and retail price.</li> </ol>                                                                                                                                                                                                                                                                      |
| Wrong item prints at make line and on customer's ticket.                     | Menu button linked to wrong inventory item.  | <ol style="list-style-type: none"> <li>Re-define menu button with correct prefix and stock number.<br/><br/>Delete old menu button then create a new one with the correct prefix and stock number.</li> </ol>                                                                                                                                                                                                                                         |

### II. DISPLAYS/MONITORS

| PROBLEM                                                                         | INDICATION                                                                | SOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Have to touch the screen several times for a response.                          | Touch position on screen is not accurate.                                 | 1. Re-calibrate touch screen using icon on windows® 95 desk-top.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Touching one spot highlights another area.                                      | Touch coordinates require realignment.                                    | 1. Re-calibrate touch screen using icon on windows® 95 desk-top.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Touching screen gives no response at all.                                       | No clicking sound or highlight movement.                                  | <ol style="list-style-type: none"> <li>1. Serial controller cable may be loose or disconnected. Make sure it is plugged into proper COM port on PC. Usually COM1.</li> <li>2. Serial Controller cable plugged into wrong COM port.</li> <li>3. You have deleted COM port in Windows® 95. Try reinstalling COM port (2), then restart the computer.</li> <li>4. You have disabled serial COM port(s) on computers CMOS set-up screen. Enable setting, save, then reboot PC.</li> <li>5. Serial controller failure. Contact REST EZ Technical Support.</li> </ol> |
| Touching screen makes cursor pointer jump all over in many positions on screen. | Pointer may be in the form of lined boxes that appear and disappear.      | 1. Defective serial controller, contact REST EZ Technical Support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Screen is black                                                                 | No light on front of monitor.                                             | <ol style="list-style-type: none"> <li>1. Turn power switch on by depressing button on monitor.</li> <li>2. Check to see that the power cord is plugged into the outlet and the other end is firmly seated at the rear of the monitor.</li> <li>3. Check for tripped or turned off circuit breaker in electric panel.</li> </ol>                                                                                                                                                                                                                                |
|                                                                                 | Amber light on front of monitor.                                          | <ol style="list-style-type: none"> <li>1. Computer CPU or tower turned off. Switch the computer power back ON. Amber light will turn to green.</li> <li>2. Loose video cable on back of computer. Re seat connector and tighten thumb screws.</li> <li>3. Defective video card – Call Rest EZ Technical Support.</li> </ol>                                                                                                                                                                                                                                     |
|                                                                                 | Green light on front of monitor.                                          | <ol style="list-style-type: none"> <li>1. Loose video cable on the back of the computer. Re seat connector and tighten thumb screws.</li> <li>2. Defective display/monitor – call Rest EZ Technical Support.</li> </ol>                                                                                                                                                                                                                                                                                                                                         |
| Picture is very dim or not sharp.                                               | Contrast-Brightness                                                       | 1. Adjust the contrast and/or brightness to suit by pressing the selector button with arrows until the second to last indicator from the right (contrast) or the last indicator (brightness) is lit. Then depress the + or – buttons to increase or decrease the contrast/brightness.                                                                                                                                                                                                                                                                           |
| Monitor is bright white but nothing is displayed.                               | Screen shows a light color all over and a green light on front of screen. | 1. Monitor cable is unplugged or loose. Re-seat connector and tighten thumb screws.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



### I. WIRING REQUIREMENTS

#### GENERAL

**Rest EZ** must maintain a high standard of reliability to provide satisfactory control for the restaurant environment. **Rest EZ** strives to maintain this standard by utilizing 100% industry standard hardware. However, if the hardware is to provide this level of reliability, the hardware's power must meet certain industry requirements as well.

These requirements will not only help insure reliable operation of the **Rest EZ** hardware, but will help the restaurant meet FCC and OSHA Standards.

#### DEDICATED CIRCUITS

**Rest EZ** requires a dedicated circuit of 115 VAC. The file server, terminals, and printers cannot share a circuit with any inductive loads such as refrigerators, compressors, coffee makers, pumps, etc. All three (3) wires (power, neutral and ground) must be connected back to a circuit breaker box. Any number of **Rest EZ** devices can share the same circuit as long as the amperage is sufficient.

#### ISOLATED GROUND

**Rest EZ** requires an earth-isolated ground. A special power receptacle must be used, which does not have the ground wire connected to the receptacle mounting box. This special power receptacle (usually colored orange) must have a ground wire used solely for the system circuit that runs to the circuit breaker box and then to a separate earth ground. Under no circumstances should a conduit, duct or water pipe be used as the ground.

The use of isolators or conversion plugs is strictly prohibited and completely defeats the purpose of an isolated ground. Do not use isolators or conversion plugs for the installation of any component or part of **Rest EZ**'s system.

#### DATA COMMUNICATION CABLES

Data communication cables are used to connect the POS terminals and remote printers to the file server. **Rest EZ** supplies four (4) pairs, category 5 PVC cable. Regardless of the application, if data wires are run through a return air space, then Plenum Cable must be installed. Plenum Cable must be rated as such and should be Teflon®, FEP, or other smoke retardant composition, as required by the National Electric Code (NEC).

If you should have a contractor other than **Rest EZ** install your cabling, the company selected by the restaurant should leave five (5) feet of wire at each end of the data cable run. The wire must be terminated into a 2 x 4 electrical box. **Rest EZ** will terminate the cables as a part of the contracted site installation. Each cable run should be intact and free from splices. The cable should not be run adjacent to fluorescent light fixtures or next to inductive load motors or next to any other device that might cause electrical interference. All wire runs should begin in a single location close to the file server location (main office).

## ELECTRICAL WIRING SPECS FOR Rest EZ SYSTEMS NORMAL POS TYPE INSTALLATION

### EACH TERMINAL LOCATION

- Requires one Duplex Isolated Ground Outlet
- Normal 110 – 120 volts
- Equipment will draw 3 Amps of current
- Must be placed within 3 feet of equipment

### EACH REMOTE PRINTER LOCATION

- Requires one Duplex Isolated Ground Outlets
- Normal 110-120 volts
- Equipment will draw 10 Amps of current
- Must be placed within 3 feet of equipment

### FILE SERVER – WORKSTATION LOCATION (OFFICE)

- Requires two Duplex Isolated Ground Outlet
- Normal 110-120 volts
- Equipment will draw 1- Amps of current
- Must be placed within 3 feet of equipment

## IMPORTANT INFORMATION

Outlets at ALL LOCATIONS have to be on a separate circuit (separate breaker and separate wiring) from all other equipment in the establishment.

More than one location can be tied to an individual circuit, but only Rest EZ computer equipment can be on this circuit. Use as many circuits as needed so that the breaker is not overloaded. Outlets at ALL LOCATIONS need to have isolated ground outlets (usually orange colored). The ground wire (green) needs to be run back to the circuit breaker panel and attached to a separate ground such as a ground rod that is separate from the normal electrical ground. Only the outlets for the Rest EZ computer system should use this ground.

## COMPUTER DATA WIRING SPECS FOR REST EZ SYSTEMS NORMAL POS TYPE INSTALLATION

### CABLE TYPE

The only recommended cable is unshielded, twisted 4 pair, 22-24 gauge, PVC jacketed, category 5 data cable. If building requires Plenum Cable and/or life safety codes, use Teflon® jacketed flame-retardant cable rated for that purpose with the above specifications.

### EACH TERMINAL LOCATION

Each terminal location is a home run to a concentrator. Cable is terminated into a 2 x 4 electrical box. Rest EZ will terminate to RJ45 jack when equipment is to be installed.

### EACH REMOTE PRINTER LOCATION

Each Remote Printer Location is a home run to the patch panel location. Cable is terminated into a 2 x 4 electrical box (same box as terminal cable). Rest EZ will terminate to RJ45 jack when equipment is to be installed.

### MANAGER'S WORKSTATION LOCATION

Cable is terminated into a 2 x 4 electrical box. Each 2 x 4 electrical box can have up to two Terminal Cables. Rest EZ will terminate to RJ45 jack when equipment is to be installed.

## II. ENVIRONMENTAL SPECIFICATIONS

### LIQUIDS

All computer equipment and associated peripherals, such as monitors, printers, keyboards, modems, etc., should be kept away from any types of liquids, foods or moisture. While some **Rest EZ** equipment is designed to function in harsh environments, such as a kitchen printer, it is still operated by electricity and, therefore, should be kept reasonable dry for the safety of the equipment and personnel alike. If kitchen or make lines printers are subject to splashing of liquids or food stuffs, ask your **Rest EZ** Sales Representative to provide you with a clear vinyl plastic cover at a nominal charge. These covers protect the printer while allowing the paper to feed through a small slot in the top. They are designed specifically for point of sale printers.

### VENTILATION

All computer terminals, file servers, credit card servers and monitors must have proper ventilation to function with years of trouble free service. Most of these devices have ventilation fans that require air circulation that is unimpeded. These fans keep the electronic components cool, circulating air from an air intake vent, exhausting through an exit. Both intake vents and air egress vents must be clear of any obstructions for proper equipment operation.

It is recommended that at least a 4" clearance is maintained between each computer terminal and any wall, counter, hutch or cabinet.

**Vertical & Horizontal Clearance  $\geq$  4.0"**

### TEMPERATURE

Operating temperatures should (not exceed) be maintained within the following range

**Temp: 35°F - 110°F (2°C - 43°C)  
Humidity: 85% (Non-condensing) maximum**

## III. CREDIT CARD PROCESSING TERMINALS

### GENERAL

Credit card terminals require a 120v receptacle for power, data cable for connection to the file server, and a business dial-up telephone line. Rest EZ provides the data cables and modem along with power supply when you purchase a credit card processing terminal. The customer must provide adequate electrical power. In addition, you must contract with your local Bell operating company to order a business phone line and any inside telephone wiring that may be required to install the telephone jack within three (3) feet of the permanent location of the credit card terminal (on the customers behalf). Rest EZ can not order telephone lines in. However, our technical support personnel will be happy to assist you in determining your needs, instructing you how to order these services from your local phone company and what to ask for. If you have any questions contact our Technical Support Hot Line during normal business hours. See the Section Getting Started for details on how to contact us.

Telephone Line Type: Flat Rate Business IFB  
Signaling Type: DTMF (touch-tone)  
Jack Type Required: RJ-11C  
Class Services: None (see note)

NOTE: Credit card terminal server telephone lines **most not** have call waiting, deluxe call waiting or message waiting services. The server will **not** function with these services.

### SET-UP DATA

For customers who currently have a manual credit card processing terminal, you must have your credit card processing provider (clearing house) send us your merchant number and associated set-up parameters that are required for us to program your new credit card PC. The processing company usually provides the set-up information to you:

|                                               |                 |
|-----------------------------------------------|-----------------|
| Bank Acquirer Bin Number                      | Merchant Number |
| Terminal ID                                   | Store ID        |
| Terminal Type                                 |                 |
| Authorization primary/secondary phone numbers |                 |
| Settlement primary/secondary phone numbers    |                 |

See the back of this manual for a copy of Rest EZ credit card installation forms that you may use to send us the information.

If you are new to credit card processing and currently do not have a credit card processor, contact your financial institution where you maintain your business account. They will usually be glad to assist you in obtaining and opening up a new credit card processing account. Have the financial institutions credit card processor (clearing house) provides the required data on the Rest EZ credit card installation form so we can program your new credit card PC.

### Remember:

We must have all the information requested on the installation form in order to set-up and program your credit card PC terminal. It usually takes approximately two to three days to do this. If we don't receive this form completed we cannot deliver the credit card PC terminal with the rest of the system.

If you are having difficulty in obtaining the required set-up information, contact the Rest EZ Technical Support Department during regular business hours for assistance.

### IV. MODEM CONNECTIONS

Dial-up modems are required for all **Rest EZ** point of sale systems. They are utilized to perform remote maintenance on your system by our technical support staff at our corporate headquarters. Dial-up modems can provide multiple benefits to you and your establishment in the following ways:

- a. Allows **Rest EZ** support personnel access to your system to perform routine maintenance
- b. Allows **Rest EZ** support personnel to upload future software upgrades to your system in a timely manner.
- c. Allows **Rest EZ** support personnel access to your system in case of an emergency
- d. Allows you to remotely access your system from your corporate office, other restaurant or home if you purchased the remote access module for back office functions.

We ask that all of our **Rest EZ** CUSTOMERS PROVIDE A DEDICATED DIAL-UP TELEPHONE LINE. You may, however, share a telephone line with a previously installed fax machine, to help defray the cost of adding an additional telephone line. Sometimes fax machines interfere with dialing into a customers system. You must turn off your fax machine when **Rest EZ** technical support personnel access your system via dial-up modem. For this reason we recommend a dedicated telephone line for modem connection. You may not use your credit card processing server's phone line as a primary dial-up modem line. If we utilize the line for system maintenance functions your restaurant will not be able to process and receive subsequent approval for credit card transactions.

#### NOTE:

The cost of a **Rest EZ** system does not include the initial installation of wiring, service order charge, and monthly line charge for modem lines. The cost of all telephone charges, services and related wiring must be borne by the customer.

### V. FILE SERVERS

Customers who have more than three (3) terminals or other locations that are identified as high traffic/high transaction locations, will have a dedicated computer called a "**file server**". It will be indicated by the word "**server**" on the top front of the machine.

File servers are the main input, output, storage and processing center of your system. They process each and every transaction, provide terminals with menu data, synchronize all check processing and store all your valuable sales data.

For the reasons above, the file server must **NEVER** be turned off, otherwise all terminals will not process any information and will not operate properly. **RESTS EZ** provides an uninterrupted power supply (UPS) also known as a battery back up upon initial installation. The UPS provides back-up power (Approximately 15-25 minutes depending on load attached) for intermittent or temporary power outages. This gives you the customer enough time to perform an orderly shut down of your file server and all terminals should the local utility not restore power in a timely manner. (For server shutdown procedure; see trouble shooting techniques.)

#### REMEMBER

The UPS System is only a temporary power supply designed for short periods of time. It is not intended to supply power to your system during extended power outages. "Longer than 20 minutes"

### V. POWER LINE CONDITIONING

**Rest EZ** recommends that each and every POS Terminal , File Server, Credit Card Terminal and Remote Printer utilize a surge suppresser/noise filter power outlet strip. All file servers are installed with an uninterruptured power supply (UPS) which contains built in surge and noise suppression

Clamping must be not greater than 170 volts per cycle (Hz) 135 volts preferred.

If you experience frequent power fluctuations, brown outs, black outs, or generally unreliable power service you should contact your local power utility company to correct the problem or secure the services of a licensed electrical contractor. The above conditions are not beneficial to any type of computer equipment and left uncorrected, could damage some or all of your

**Rest EZ** system. Seek the advice of a professional.

If power problems persist, **Rest EZ** recommend purchasing individual UPS systems for each terminal. **Rest EZ** is not responsible for damage caused by power supply problems due to faulty electrical wiring or utility service.

(See Section 2 of Appendix B for an outline of electrical requirements).

### SAFETY TIPS

#### SHOCK HAZARDS

- Never open the cover of any **Rest EZ** equipment to try to repair it your self. There are no user serviceable parts inside.
- Never submerge printers, remote print servers, transformer boxes, keyboards or other peripherals in liquids. Electrocutation is possible.
- Never set liquids or glasses filled with liquids on top of any monitor, printer, computer or keyboard.
- If any liquids are spilled on or in any **Rest EZ** system component, immediately shut the power off to that device and any other device connected to it. Unplug all power cords to the device from the wall, then call **Rest EZ** technical support for further instructions.
- Never subject your **Rest EZ** system to rain by leaving it outside without a canopy or some form of shelter.
- All your **Rest EZ** system components operate on 120 volt, 60 HZ, alternating current power service. Do not plug any of these components into 208-240 volt power service. Plugging into any other power service other than 115-120v 60 HZ service will damage your equipment and void your warranty.

#### DON'T'S

- Never shut the file server down unless instructed to do so by **Rest EZ** Technical Support
- Never try to load other software onto the file server
- Never press the reset button on file server case

## I. Rest EZ TECHNICAL SUPPORT PROGRAM

### Rest EZ TECHNICAL SUPPORT

SBA software offers several types of technical support for your **Rest EZ** POS System. Each is outlined below. All of our customers are free to avail themselves of any of these services, on an as needed basis during normal business hours. For emergency services, see Appendix E below.

### TELEPHONE VOICE SUPPORT

**Rest EZ** maintains a technical support HOT LINE on a 24 hour, 7 (seven) days a week basis. It is available to all of our customers seeking assistance for system hardware and software problems.

If you just purchased a **Rest EZ** system in the past two weeks, please do not call the HOT LINE. Your trainer will answer all your questions during the initial training sessions.

For routine questions about your system, problem solution, menu development issues or to order supplies call during normal business hours (9:00 AM-8: 00 PM EST). A technical support specialist will be glad to assist you. For customers requiring emergency service due to systems being inoperable, you may reach us after 8:00 PM EST for emergencies **only**.

For the first year after you purchase your **REST EZ** system, this service is free of charge. If you choose to purchase a yearly maintenance contract after the initial year, this service is included and is free of charge.

If your one year warranty has expired and you choose not to purchase a yearly maintenance contract, you will be charged a per incident fee by one of our technical support specialists. You must have your credit card number and expiration date ready prior to calling. **REST EZ** will not support customers without maintenance contracts after warranty expiration without prior credit card authorization approval. (See technical support fee schedule at the end of this section)

### ON SITE SUPPORT

In addition to telephone support for technical issues, **REST EZ** will provide on-site support by one of our field technicians for problems requiring a premise visit. On-site visit are usually only required for printer or monitor repair, modem replacement, wiring repair or software upgrades. On-site visits are usually done during normal business hours (9:00 AM to 5:00 PM EST). Emergency on-site visits are on as needed basis throughout the day or night.

For the first year after you purchase your **REST EZ** system, on-site service labor is free of charge. See warranty for exclusions. If you choose to purchase a yearly maintenance contract after the initial year; this service along with telephone support is included free of charge.

If your one-year warranty has expired and you choose not to purchase a yearly maintenance contract, you will be charged an on-site visit fee by one of our field technicians. You must pay for these services at the time they are performed (COD) company check, Master Card, VISA, or AMEX is accepted. (See technical support fee schedule at the end of this section).

## DIAL-UP MODEM SUPPORT

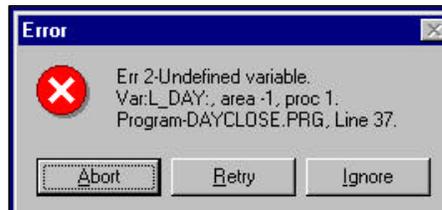
One of the many benefits of owning a **REST EZ** system is its ability to be maintained by our technical support specialists via dial-up modem. Most questions of a technical nature, menu repair or historic data changes or repair, and software upgrades can be accomplished using your dial-up modem attached to your **REST EZ** back office PC. This service allows our **REST EZ** technical support specialists to support you, our customer, in a timely manner, most of the time without having to wait for an on-site visit. There are some instances where an on-site visit is unavoidable.

For the first year after you purchase your **REST EZ** system dial-up modem support is free of charge. If you choose to purchase a yearly maintenance contract after the initial year, this service along with on-site and telephone support is included free of charge.

It is recommended that you have a dedicated modem line for this service.

## II. HOW TO REPORT PROBLEMS/ERRORS

In order to expedite the telephone support process, we ask that you document any problems and/or errors that you are encountering while utilizing your **REST EZ** system. For our technical support specialist to solve your problem accurately and in a timely manner, it is extremely important that you encounter an error window within the **REST EZ** program. You should immediately write down the following information:



1. What the error is.
2. What variable it is.
3. What program name and line number it is.
4. And what function you were performing when you got the error.

If our technical support specialist does not receive the above information, there is no way we can possibly solve any problem you might be experiencing. **REMEMBER:** Please, provide this information and have it readily available prior to you placing a call to the **REST EZ** technical support Hot Line.

**NOTE:** The **REST EZ** point of sale system is strictly an application software package that must be run in conjunction with a personal computer operating system software package such as Microsoft Windows 95 or Windows NT. While SBA software will do everything possible to assist you with problems encountered with Microsoft operating system. We cannot offer extensive product support for problems encountered within the Windows operating system. Please contact Microsoft's Technical Support Department directly.

## III. TECHNICAL SUPPORT FEE SCHEDULE

| Support Services                                                       | Warranty       | Maintenance Contract | Out of Warranty No Contract |
|------------------------------------------------------------------------|----------------|----------------------|-----------------------------|
| Telephone Support Per Incident                                         | Free           | Free                 | 95.00                       |
| Dial-up Modem Support                                                  | Free           | Free                 | 125.00                      |
| On-site Service Call *see note                                         | Free/65.00 p/h | Free/65.00 p/h       | 125.00 p/h + parts          |
| On-site Travel Charge<br>(Over 100 miles away from Service Department) | Free/50.00     | Free/50.00           | 120.00                      |

**NOTE:** For service calls not covered under warranty, there will be a charge for labor as indicated above. Calls not included are calls such as customer abuse, liquids spilled in printer, dropped monitors, etc. Above prices are additional to any parts that may be required.

| Adds-Moves-Changes                      | Warranty | Maintenance Contract | Out of Warranty No Contract |
|-----------------------------------------|----------|----------------------|-----------------------------|
| Relocate PC Terminal                    | 190.00   | 190.00               | 375.00                      |
| Install New Terminal Cable/Jack         | 125.00   | 125.00               | 170.00                      |
| Relocate Remote Printer                 | 150.00   | 150.00               | 295.00                      |
| Relocate Cash Drawer                    | 65.00    | 65.00                | 150.00                      |
| Relocate Bump Screen                    | 65.00    | 65.00                | 150.00                      |
| Install or Relocate Modem Inside Wiring | 125.00   | 125.00               | 250.00                      |

| Additional Menu Development | Warranty                                  | Maintenance Contract | Out of Warranty No Contract |
|-----------------------------|-------------------------------------------|----------------------|-----------------------------|
| Completely New Menu         | 250.00                                    | 250.00               | 450.00                      |
| Update Existing Database    | 200.00                                    | 200.00               | 300.00                      |
| New Restaurant Location     | Included in Purchase Price of New System. |                      |                             |

| Additional Training          | Price                      |
|------------------------------|----------------------------|
| Manager Training (On-site)   | 600.00                     |
| Employee Training (On-site)  | 450.00 (Maximum 15 people) |
| Manager Training (In-house)  | 450.00 (Up to 5 people)    |
| Employee Training (In-house) | 350.00 (Up to 5 people)    |
| Additional Live Days         | 350.00 Per day             |

**NOTE:** For On-site training sessions located more than 100 miles away from a Rest EZ sales or training center. There will be travel and accommodations or travel charges added to the above prices. For an exact quotation, please call your Rest EZ Sales Representative or the Rest EZ Technical Support HOT LINE.

**ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

