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Registering Restaurant Pro Express

Your copy of Restaurant Pro Express (RPE) must be registered before use. To register your software, choose **Register** from the **File** menu at the **Login Screen**. Restaurant Pro Express will prompt you for your activation number; enter the serial number located on your RPE box.

After entering your activation number, Restaurant Pro Express will access the pcAmerica registration server over the internet to register your software.

NOTE: The registration process requires an active internet connection. If you do not have an internet connection, please contact your pcAmerica sales representative to manually register your software.

For more information see step 2 of the **10 Steps to Getting Started** section of the manual.

Step 1 - Plug in the Equipment

The first step of setting up your point of sale system is plugging in the equipment. Some of the devices require **hardware drivers** which is what your computer uses to talk to each piece of equipment.

Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://faq.pcAmerica.com/hardware or are contained on the installation CD that accompanied your system.

Pole Display

Your Pole Display allows customers to quickly and easily view their transaction as it is being entered into the system.

Cash Drawer

Store cash for the day in one safe and convenient place. RPE features an antitheft setting to only allow employees to ring in a transaction with the cash drawer closed.

Receipt Printer

Receipt printers allow your customers to have an itemized breakdown of their transaction. RPE will also enable you to place your company logo and bounce back coupon on the receipt.

Kitchen Printer

A kitchen printer is designed for speed. Orders immediately print to the kitchen and food items can be designated to print at certain stations.

For more detailed information about hardware and hardware configurations please see the **Hardware Setup** section of this manual.

Note: These are the most common connection arrangements. Depending on the equipment you purchased, your connection arrangements will vary.

10 Steps to Getting Started

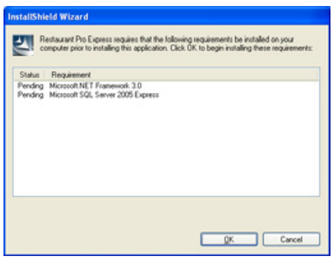
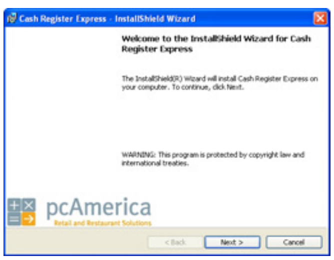
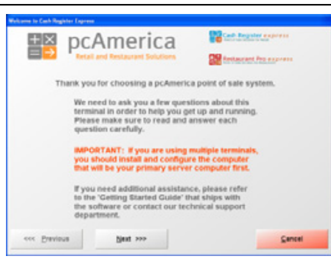
Step 2 - Install and Start Restaurant Pro Express

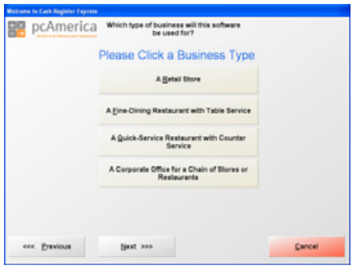
Below are instructions on installing Restaurant Pro Express and starting it for the first time.

You must be logged onto your computer as an Administrator with full access rights in order to properly install Restaurant Pro Express.

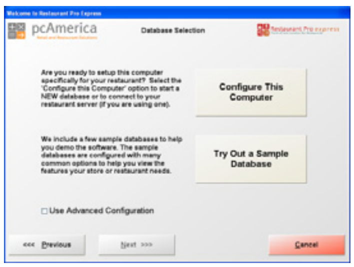
If you have multiple stations within your store, it is very important that you **install the server first!** We also recommend you read the **Configure Multiple Stations** section later in this manual.

If you have multiple stores communicating to a corporate office, it is recommended you sign up for a pcAmerica training session to ensure you fully understand the process.

	1. Insert the Restaurant Pro Express CD into the CD-ROM drive. Before installing RPE the installer will scan for Microsoft.NET Framework 3.0 and Microsoft SQL Server 2005 Express which are prerequisites for the RPE install if they are not present you will get prompted to select ok to install them.
	2. After all prerequisites have been installed the RPE installer should automatically launch and bring you to the next step. 3. After the install has completed select **Finish** to exit the wizard.
	4. Select **Next** to begin the configuration process. You will be asked a series of questions that will determine how your system is installed.

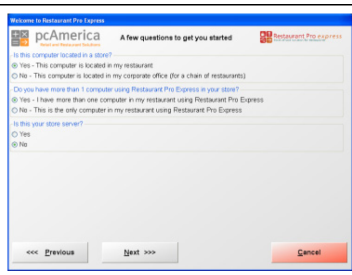


5. **Restaurant Pro Express** will prompt you to select your industry type. Select **A Corporate Office for a Chain of Stores or Restaurants** ONLY IF this computer is an office computer in your corporate office (not an office computer in a restaurant). Otherwise, choose **A Fine Dining Restaurant with Table Service** or a **Quick Service Restaurant with Counter Service** depending on your type of restaurant.

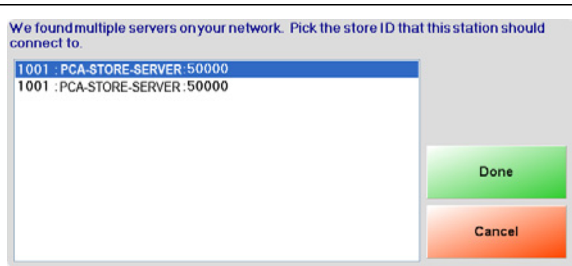


6. The next screen in the wizard will be the **Database Selection** tab.

- Select **Configure This Computer** to start a NEW database or to connect to your server after you have already installed your server. For more information, see the **Configure Multiple Stations** section later in this manual.

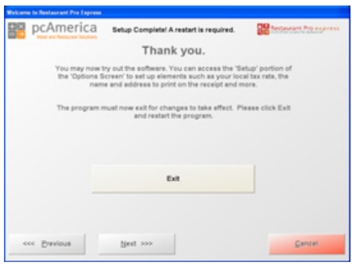


6. You will need to answer a series of questions to help configure your system properly.



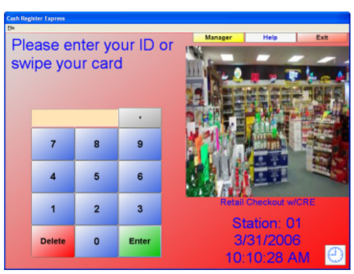
7. If you are connecting more than one computer in your store to a server you must select the right server that station will be connecting to.

8. To setup a **Store Server** you will need to choose the appropriate **Store ID** by highlighting it. In addition, you need to select a **Station**. For connecting a **Station to a Store Server** just select the appropriate **Station ID** and select Done.
Note: Every station must have a unique number.



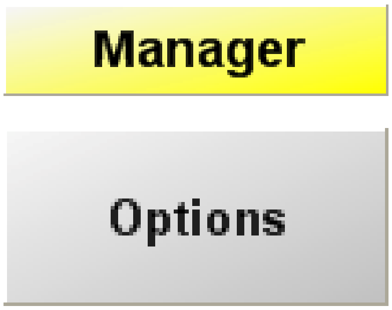
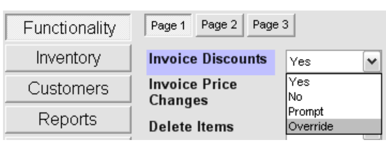
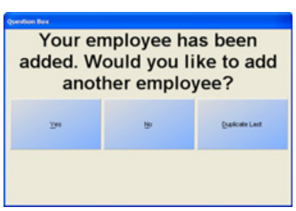
9. After you have configured your system select **Exit** and restart the program.

10. In order to gain access to your new software you must now register it. Select the **Register Now** tab and scan or enter the registration number that came with your software. You must have an internet connection to register your software or call your sales representative to guide you through the manual registration process.



11. If you are not connecting to a corporate office, Restaurant Pro Express will proceed to the **Login Screen** after a brief loading process. If you are connecting to a corporate office, you will be prompted for the corporate office information before proceeding to the **Login Screen.**

Employees are configured within the **Employee Maintenance** screen of Restaurant Pro Express. Cashiers and servers must be added into the system before they can log in and ring up sales. Other types of employees can be added and their hours tracked within RPE, even if their jobs don't require them to use the POS. The steps below describe how to add your initial server into RPE. The **Employee Maintenance** section later in this manual will describe additional employee options, job codes and how to record employee hours.

	1. Select the **Manager** or **Options** button. 2. Enter the administrator password (default: admin) where applicable. 3. Select **Administrative** then, **Employee Maintenance**. Only the administrator can access this screen.
	4. Select the **Add Employee** button to create a new employee record. Assign a unique Employee ID (which could be their initials or some other unique identifier), password and a **Display Name** that prints on the receipt. If you would like to assign a secure login card to this employee, swipe the card in the **Card Swipe ID** box.
	5. Assign security permissions by selecting the dropdown list and selecting Yes (the employee can do this), No (they cannot), Prompt (they can with manager's permission) or Override (they can perform and are a manager for this function only). For more information see the **Top Five Employee Permissions and Uses** section of the manual.
	6. Select the **Save** button. Your employee has been added! Add any additional employees you wish to configure and then select the **Exit** button to go back to the Login Screen.

10 Steps to Getting Started

Step 4 - Configure a Few Setup Options

Restaurant Pro Express has hundreds of built-in features that can be turned on or off. The **Setup Screen** includes many of these options, organizing them into multiple tabs. You can access the **Setup Screen** by selecting either the **Manager/Options** buttons and entering the administrator password (default: admin) where applicable, then select **Setup** and **Setup Screen.** Global settings only need to be configured once for all stations while settings that are not global need to be configured once at each station. Below is a chart of recommended feature settings per vertical:

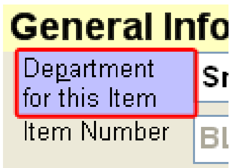
Feature	Tab	Retail Clothing Store	Grocery Store	Global
Prompt Cashier ID, requires a server to login for every check.	Invoice Settings	X		
Change the **Receipt Size** to **Short Receipt** to print only the most important information.	Receipt	X	X	
Enter the company information that prints on the receipt.	Company Info	X	X	X
Enter necessary credit card information if you are processing credit cards through Restaurant Pro Express.	Credit & Debit	X	X	
Select the **Rapid Entry** displays quick tender keys.	Station Specifics	X	X	
Create text that will print on the bottom of a receipt as a coupon.	Couponing	X		
Quick Tender will show the amount of change on the menu screen, eliminating a touch from every transaction.	Quick Invoicing & Alerts	X	X	
Allow Food Stamp Change select if you want to allow cash change when overpaying with food stamps.	Invoice Settings		X	
Reason Codes allow you to choose a reason why you are accepting a return.	Invoice Settings	X	X	X
Combine lines items scanned multiple times will appear on the same line item.	Invoice Settings	X	X	

You can read about the other settings and options in the **Setup Screen** in our **F1 Help Section** built into Restaurant Pro Express.

Step 5 - Create Your Inventory Items

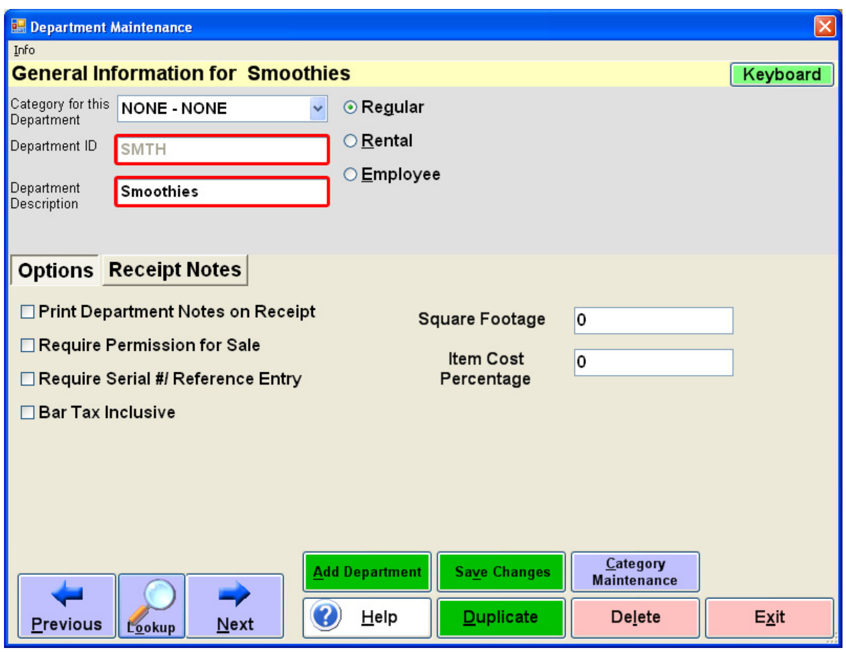
Your goods are separated into groups called **Departments**. A few examples of departments are **Appetizers**, **Desserts**, **Pastas** and **Value Meals**. Departments are used to organize your menu items on the screen and also to report on your items. After your departments are created, you may create menu items inside of each of your departments.

To begin creating your inventory list, select the **Manager** Button on the top right of the **Login Screen** and enter a username and password (default username: 01, password: admin). Navigate to the **Inventory Maintenance** screen inside of the **Administrative** tab.



To add a new department, select the blue **Department for this Item** link in the top left of the screen. This will bring you to the **Department Maintenance** screen.

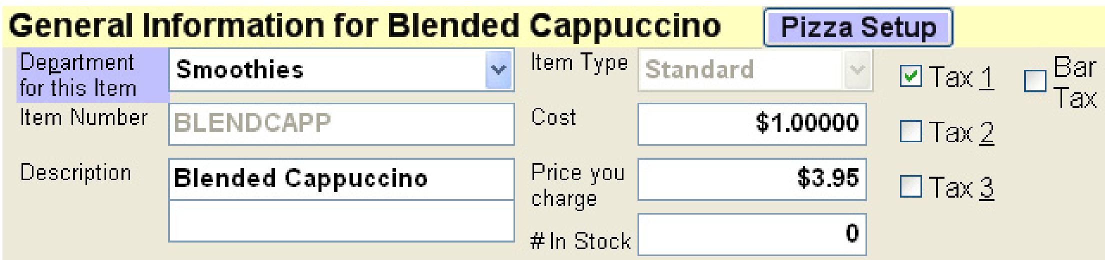
Select the **Add Department** button, type in a department ID (ex: SMTH) and description (ex: Smoothies) and select **Save**. After adding the department, select **Exit** to return to the **Inventory Maintenance** screen.



Step 5 – Create Your Inventory Items

To add a new item, select the **Add Item** button on the bottom of the **Inventory Maintenance** screen. The required information is on the top one-third of the screen:

- The **Department** this item will be inside of (ex: Smoothies).
- A unique **Item Number (**ex: BLENDCAPP, or an abbreviated form of the item name).
- A **Description,** which will print on the receipts (Blended Cappuccino).
- Your **Cost**, which is the price you pay.
- The **Price you charge** the customer.
- An optional **# In Stock** value if you track ingredients or portions.
- Various tax options if you charge tax for this item and, which tax rate is applied to this item.



Select the **Save** button and the item will now be added to your inventory list. See the next step to change the default format of your button and customize with your own colors.

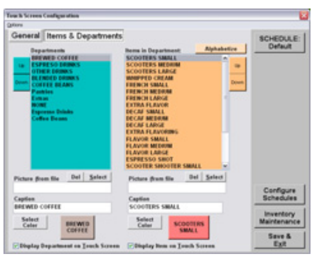
TIP: Most restaurants apply modifiers (such as meat temperatures, toppings, side dishes, etc.) to their items. See the **Menu Items, Recipes and Your Inventory** section to configure modifiers and for more details on configuring your menu.

Step 6 – Configure Your Menu and Function Buttons

The menu screen where you place your orders is a highly customizable screen. By default, menu items are displayed in the order you add them. The buttons are a default color and their configuration can be changed easily.

To change the look of your menu, and configure function buttons and best sellers, select the **Manager** Button on the top right of the **Login Screen** and enter a username and password (default username: 01, password: admin). Next select the **Setup** tab and then **Touch Screen Configuration**.

The **General** tab is used to configure the custom quick buttons on the bottom of the screen. To assign a function or a best seller to a custom button, select the button on the screen (it will highlight in green), choose the function from the **Select this button's function** dropdown and fill in the information beneath. Make sure to check **Display this Button** to display it on the screen. A popular use for a function button is for best sellers, which is a menu button that will be on the screen no matter what department you are in. To assign one, choose the function **Fixed Item** and fill in the item number in the box below.



The functions in the **Items & Departments** tab are used to change the order, color, caption and picture of your menu buttons. You can also choose to make certain items or departments invisible.

- To change the color of a department or menu item button, select the department (in the left list) or menu item (in the right list) and choose the **Select Color** button.
- Change the order of your departments or menu items by selecting them from the list and using the **Up** or **Down** buttons.

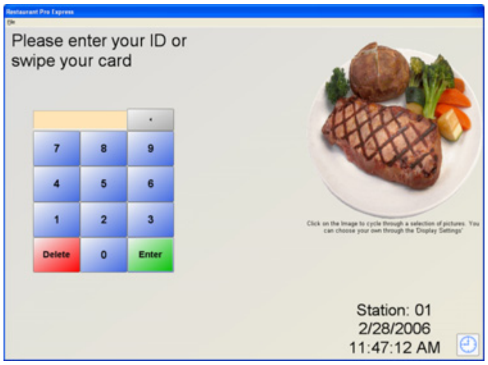
When you are finished making changes, select the **Save & Exit** button. Your saved changes will display the next time you log into the menu screen.

TIP: Changes made to the menu on one terminal automatically update ALL terminals in real time. You do have the ability to design different menus for specific terminals in your restaurant without affecting the other terminals. For example, restaurants with a bar commonly have a different menu layout at the bar than at the rest of the restaurant. To do this, select the **Configure This Station Individually** menu option from the **Options** menu on the top of the screen.
If this is checked, any layout changes made within **Touch Screen Configuration** will not affect other terminals.

10 Steps to Getting Started

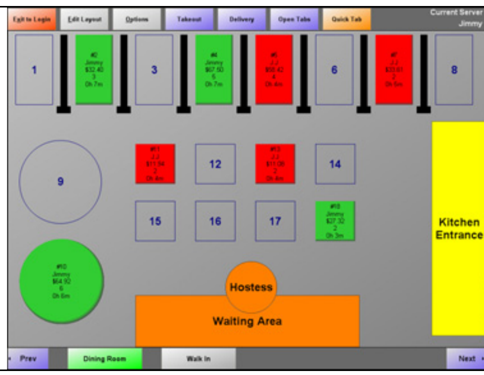
Step 7 - Login to the System

Servers must login to Restaurant Pro Express before they can ring up customers or enter orders. The **Login Screen** prompts servers for a user name and password, or alternatively the server can swipe their employee card to gain access.



1. To log into RPE, simply enter your ID and password (default for the demo is “01” and “admin”), enter the employees id or swipe the secure login card you configured in the **Employee Maintenance** screen.

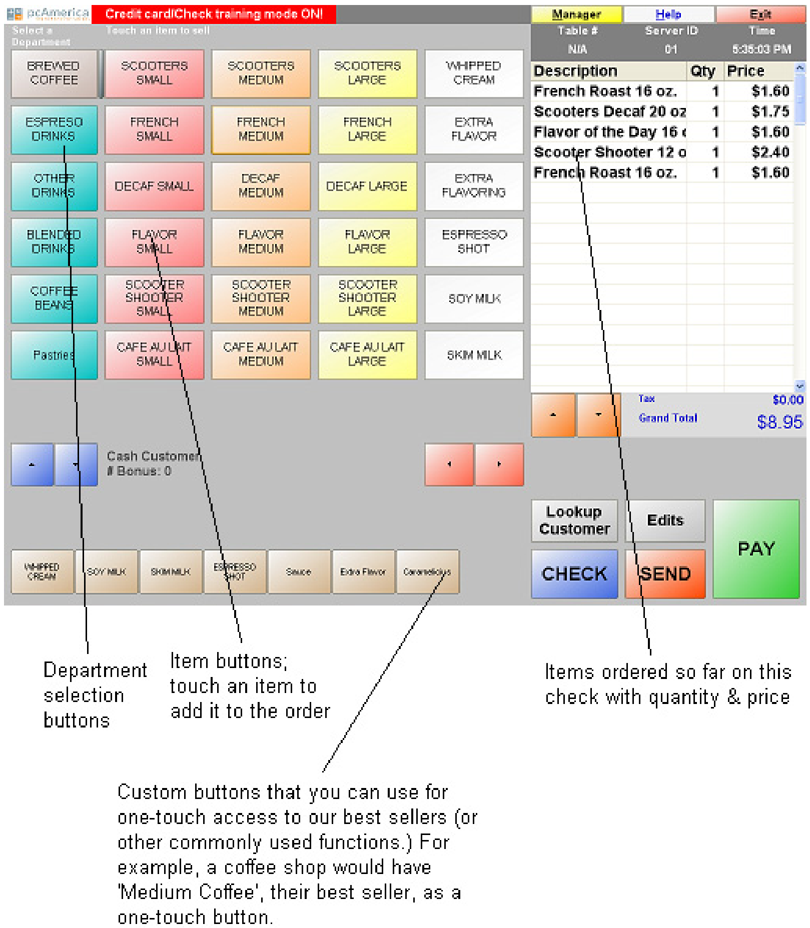
   If you are a QSR and not using the table service features of RPE, you will go immediately into the restaurant menu screen. Otherwise, you will proceed to number two below.



2. If your establishment is a table service restaurant, select the table next. Your table layout can be configured to resemble your restaurant, with tables organized in different sections (ex: dining room, patio, bar) and options to vary shapes and sizes. Select the **Edit Layout** to modify your table layout from any station. Please refer to the **Laying Out Your Tables for Fine Dining and Table Service** section for instructions on configuring your tables.

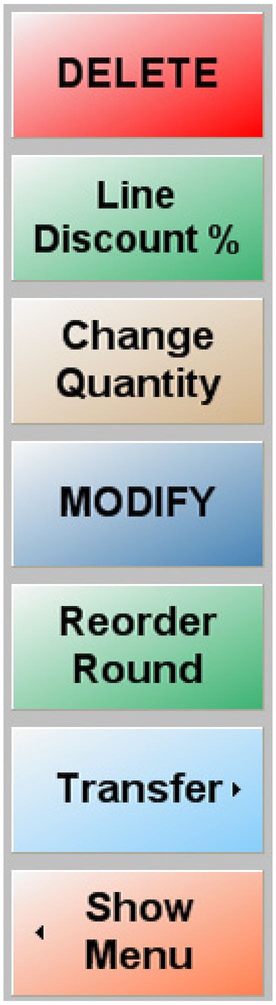
A secure login card helps prevent one server from logging in as a different server (which is a hole for theft). Without a secure login card, servers must type in a user name and password, which is visible to others close by. The only way to log in with the card is to swipe the card, protecting the server’s cash bank from others trying to steal money. You can buy these cards from pcAmerica.

Ringing up items is easy. Simply select the department the item is in (examples: appetizers, entrees, desserts, pastas, etc) and select the menu items to add to the check. If the item has modifiers that apply to it (such as a meat temperature for a burger) RPE will prompt the server to make the choices and then add the item to the check.



TIP: For table service restaurants, Restaurant Pro Express does allow you to assign each item ordered to the guest ordering it, using the **Order by Guest** features. The guest number for each item will print in the kitchen so the runner knows which guest ordered which menu items and doesn't have to "auction off the food." For help turning on this feature, please refer to the **F1 Help Section**.

You can access additional functions by selecting an item on the menu grid. Below is an explanation of each of these buttons.



To delete one or more items, select the items (which will highlight them) and select the **Delete** button. This function can be limited using employee permissions.

To apply a discount to one or more items, select the items (which will highlight them) and select the **Line Disc** button. You will be prompted by a discount percentage. This function can be limited using employee permissions.

If you would like to order more than one item, you can select the item and select the **Change Quantity** button. An alternate way of doing this is just selecting the menu item button multiple times. This function can be limited using employee permissions.

Modify is used to modify the modifiers that are already on an item. This function can be limited using employee permissions.

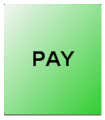
Reorder Round is commonly used in a restaurant or bar where many people want to reorder the same item they previously drank. Select the items you'd like to order and select **Reorder Round**, which will up the quantity by one. This function can be limited using employee permissions.

Transfer is used to transfer this check to a different table. This function can be limited using employee permissions.

Select the **Show Menu** button to deselect all the items you've selected in the menu grid and go back to the menu buttons.

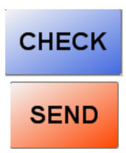
Step 10 - Cash – or Credit – Out the Transaction

Step 10 is the most important part of the transaction – taking the money. The three most common forms of payment in most restaurants are cash, credit\debit card and gift card.



To PAY for a transaction, select the PAY button. This will bring up the amount tendered screen where you can pay using one or more payment methods.

Restaurant Pro Express' amount tendered screen is built for speed and flexibility. The default amount is always the exact amount remaining. To enter a payment, touch in the amount and select the payment method. If paying by gift card, credit\debit card or check, RPE will ask you for more information. You can also enable one-touch quick payment buttons for the most common tender amounts. RPE supports split tendering, meaning you can pay with more than one tender.



To put a check on hold (for table service, or quick service where you pay at a separate counter), use the **CHECK** or **SEND** button. This check is then put on hold waiting for more items to be added or for the customer to finish their meal and pay their bill.

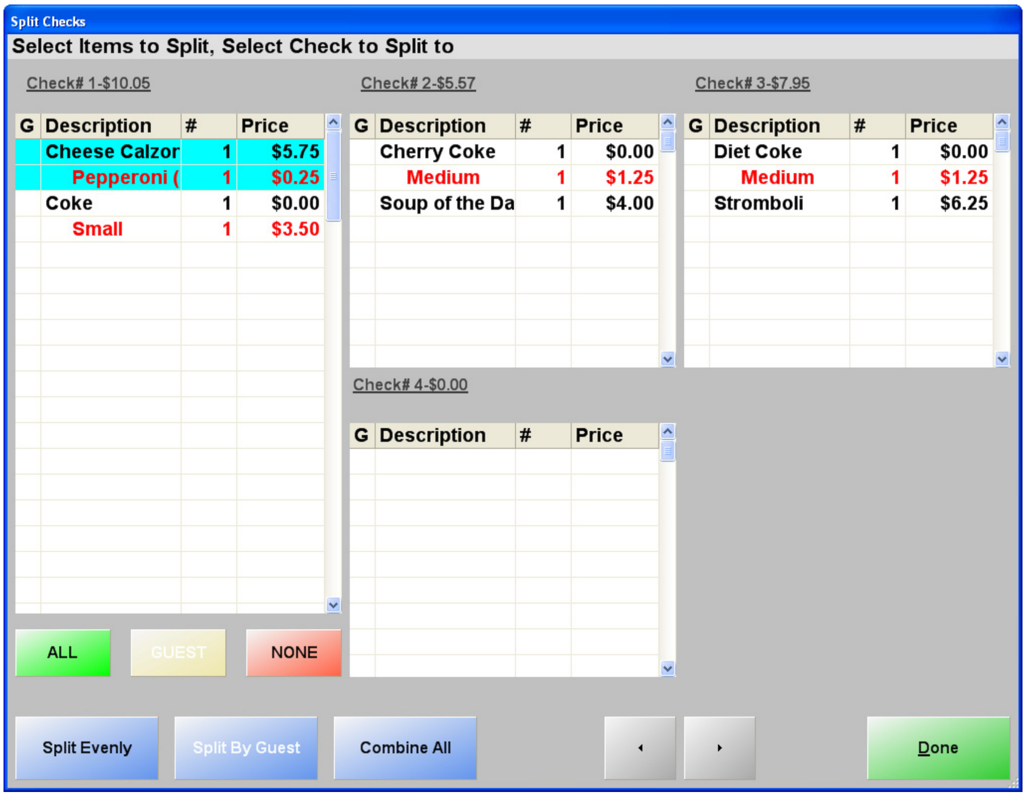
CHECK is used to print a copy of the invoice locally at your receipt printer to give to your customer (if they would like to see what they ordered).

SEND is used to send items that have been ordered to a kitchen printer (if applicable) to have your kitchen staff prepare the ordered items.

SPEED TIP: Pay by credit card without touching a button. Our unique **swipe-and-go** feature allows you to pay by credit card or gift card without touching a button. All you need to do is swipe the credit card on the menu screen and it will process the card. This is the fastest way to pay.

In table service restaurants, some parties will ask for separate checks. To split a check the server can select **EDITS** and then **SPLIT CHECK.**

Inside of the split checks screen you can split evenly (example split 3 ways), split by guest (if using the order by guest feature) or select and drop items amongst different split check in any fashion you wish.



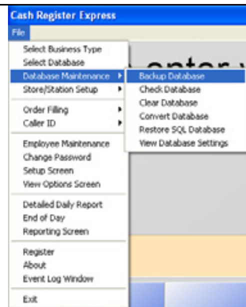
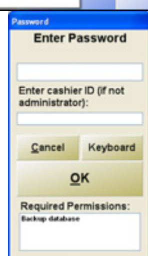
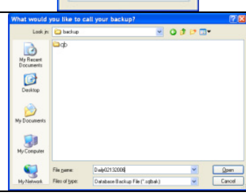
Congratulations! You've rung up your first sale inside of Restaurant Pro Express. You've covered the basics and can now use your new point of sale system. The remainder of this manual includes some useful information for configuring and using your Restaurant Pro Express point of sale system.

On the surface, Restaurant Pro Express is a very simple to use point of sale system. Servers can ring up customers quickly and accurately. Behind the scenes, however, your Restaurant Pro Express restaurant point of sale system consists of multiple components, functioning together, that run on the Microsoft Windows operating system. Likely your computers are connected to the Internet for e-mail, credit card processing and a variety of other uses. In today's world of computers a variety of risks (both internal and external) exist that you should protect against.

Viruses and worms are malicious programs written by outsiders that can cause serious damage to your data or even your computer. Unknown to you, these can be downloaded and installed on your computer by visiting an infected web page, downloading and running malicious programs or by an outside intruder accessing your computer from a different continent via the Internet. To protect yourself, you should do the following:

- Install a router, which is an Internet buffer between you and the outside world. Routers help control who can access your computer and will help keep unwanted intruders out. Popular brands of routers include Linksys and DLink, however you should do your homework and choose the router you feel most comfortable with.
- Install and activate a software firewall which is an additional layer of protection against outside intruders.
- Anti-virus and anti-worm software runs on your computers and, if configured properly, can actively watch each of your actions and put on the brakes if you are about to download or use an infected file. It's important to scan your hard drive regularly for viruses and also keep current with the latest virus updates (which can change very frequently). Popular brands of anti-virus software include Symantec (Norton Anti-Virus) and McAfee, however you should do your homework and choose the anti-virus software you feel most comfortable with.
- Spy ware is another malicious form of software that can sneak onto your computers. The effects of spy ware vary from slowing down your computer to revealing your personal information with a wide array in between. Many anti-virus packages also protect you against spy ware, however you can also download additional packages that can scan for spy ware, eliminate it and protect against future infections.
- Hardware and database failure, while extremely uncommon, is a reality of life that you should protect against. Lightning may strike – literally – and fry a hard drive or files on your computer. The two best ways to protect against this are fairly simple. The first is to have a surge protector unit with a battery backup. Common brands are APC and SmartPower, however you should do your homework and pick the one you are most comfortable with. The second way to protect yourself is to perform daily backups of your data that you keep off-site.

Your inventory, customer records and entire sales history are stored inside of your database. It is highly recommended you backup your data on a daily basis in order to avoid loss of data due to unforeseen circumstances. It is very uncommon to lose data, however it can be catastrophic for a business to lose their entire database. It is **YOUR RESPONSIBILITY** to backup your database on a daily basis. In RPE, backing up your database can be done easily through the **Database Maintenance** section of the **File** Menu of the Log in Screen.

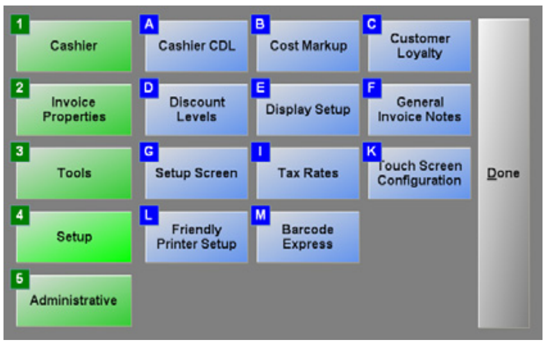
	1. From the **Login Screen**, select **File**, then **Database Maintenance**, and finally **Backup Database**.
	2. Enter your Administrator's Password and select **OK**.
	3. Choose a backup folder and type a filename for the data backup file. We recommend using today's date and keeping a week's worth of backups at a time.

You can never be too careful when it comes to backing up your system. The only way to recover from a catastrophic occurrence, such as a fire at your store, is to have an off-site backup copy of your database. We recommend using high capacity backup drives or any removable mass storage device as part of your backup system. A removable mass storage device usually plugs into your computer through a USB port and will be recognized by your computer as another hard drive. Your computer will assign a drive letter and will be available through the windows explorer. You may remove this device from your business each and every day to ensure that you can be up and running quickly in case one of these catastrophic events actually takes place.

It is necessary to add and configure the receipt printers you are using inside of Restaurant Pro Express. RPE created a shortcut for you to install and configure your printer.

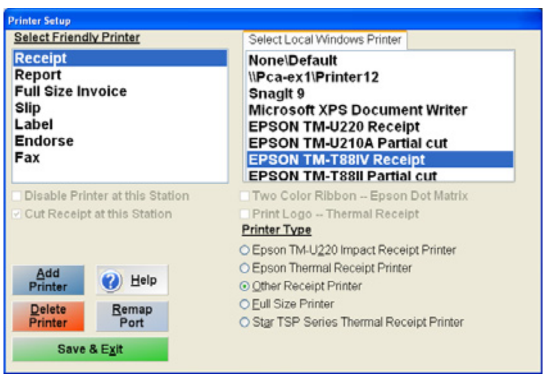
Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://faq.pcAmerica.com/hardware/ or are contained on the installation CD that accompanied your system.

Fundamentally, configuring most of your printers inside of Restaurant Pro express is done in the same manner. Therefore, please follow these directions to configure and assign your receipt printers, barcode printers, back office printer and any additional printers.



1. You must first install the printer drivers for each printer and test them to make sure they are printing correctly in Windows at each station. If you are not able to print a test page at each station in Windows then you will not be able to print in RPE.

2. Select the **Friendly Printer Setup** in the **Setup tab** of the **Options** screen (4-L).



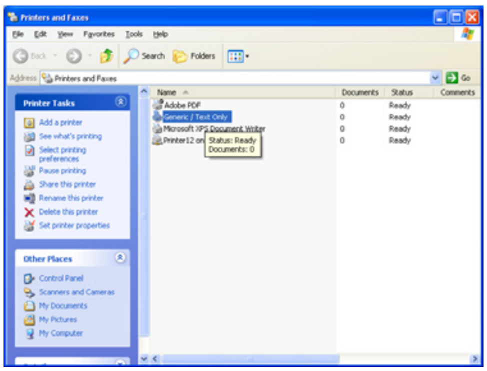
3. Select the **Friendly Printer** on the left and match it to the corresponding printer driver in the right side window.

4. Select the appropriate **Printer Type** on the bottom of the screen.

5. Select **Save & Exit** to update your settings.

* In order for your station to know the location of a printer you must assign and configure your printer at each individual station.

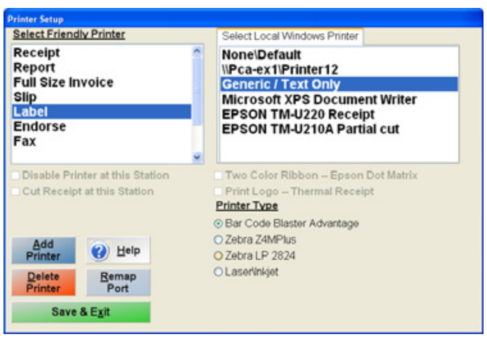
Restaurant Pro Express supports bar code labels, such as **pizza box labels** or labels for retail items within your restaurant. To setup RPE to work with a bar code printer, please follow these steps:

<table>
<tr>
<td>


</td>
<td>

1. It is extremely easy to install a label printer, all you have to do is install a Generic / Text only driver, which is a standard Windows driver.

NOTE: Not all label printers are installed like this. Depending on which label printer you have purchased will determine the install process.

</td>
</tr>
<tr>
<td>


</td>
<td>

2. Go to the **Options Screen** then, **(4) Setup – (L) Friendly Printer Setup.**

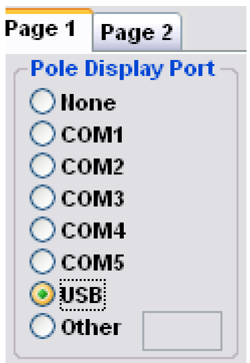
3. Set the Label printer as the **Generic / Text Only** driver.

4. Select **Save & Exit**.

</td>
</tr>
</table>

For more information on how to print labels using Restaurant Pro Express please see the **Printing labels** Section of this manual.

Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://faq.pcAmerica.com/hardware/ or are contained on the installation CD that accompanied your system.

Hardware Setup	
Pole Display	
	Pole displays face the customer and display the items you are selling as you ring them up. Other information such as amount tendered, change, the current day and time and discounts will appear on the pole display at the proper time.
	1. Select the **Manager** or **Options** button. 2. Enter the administrator password (default: admin) where applicable. 3. Inside of the **Hardware Tab**, select the **USB** (or the appropriate port) option under the **Pole Display Port** selection. 4. Select the **Update** button at the bottom of the screen to save your changes.

Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://faq.pcAmerica.com/hardware or are contained on the installation CD that accompanied your system.

Hardware Setup

Credit Card Reader & Bar Code Scanner

Credit card readers and bar code readers differ greatly but have two things in common. The first is that they are both used to read data (either a magnetic card such as a credit card, or a bar code). The second is that they enter the information into the computer like a really fast typist – meaning when the bar codes are scanned or the card is swiped, the information associated with them is entered into the computer instantly as if it was typed on a keyboard!

Hooking up both devices is fairly easy. Both the credit card reader and the bar code scanner are plug-and-play, meaning you simply plug them in and they work without installing any software or drivers.

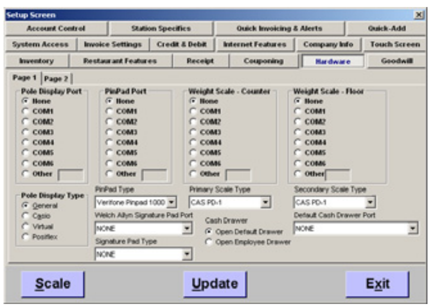
Credit card readers (also referred to as MSRs or Magnetic Stripe Readers) are fairly simple devices that allow you to swipe a credit card into Restaurant Pro Express. MSRs read the data on the magnetic stripe on the back of the card and automatically type it into Restaurant Pro Express. In addition to credit cards, you can also swipe gift cards, loyalty cards and security cards through the same reader.

Your touch screen may have a credit card reader fastened to the side. While this provides for a nicer looking presentation, the credit card reader may have its own cable and is the same as described above.

Bar code readers (or scanners) are used to scan bar codes on different products such as sodas, juice and milk containers, candy, t-shirts and other items. Loyalty cards can also use a bar code instead of a magnetic stripe reader. A simple scan of the item will read the bar code into the point of sale system and ring it up.

Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://faq.pcAmerica.com/hardware or are contained on the installation CD that accompanied your system.

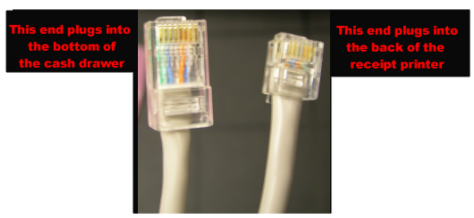
1. The majority of cash drawers plug into the bottom of the receipt printer. To install a Cash Drawer, first make sure the cable that comes with your cash drawer is securely plugged in to both the cash drawer and the receipt printer. A cash drawer cable looks similar to a phone cable. There is often writing on the cable that says “TO PRINTER” and “TO CASH DRAWER” to ensure it is connected correctly.

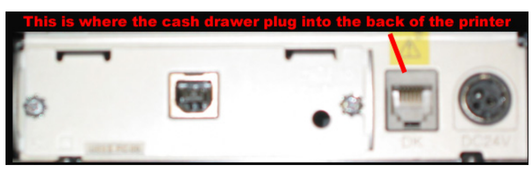


2. Inside of the **Setup Screen**, drop down the **Default Cash Drawer Port** inside of the **Hardware** tab and select however your receipt printer is connected to the computer. This will pop open the cash drawer attached to your receipt printer for all cash transactions.

3. Select **Update** to save your changes.

If you are using more than one cash drawer at a register, please refer to additional documentation or contact technical support for assistance.





Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://faq.pcAmerica.com/hardware or are contained on the installation CD that accompanied your system.

Hardware Setup

Installing the Touch Screen

Most touch screen monitors have three plugs. The first is a standard power cable. The second cable is a USB cable which must be plugged into one of the USB ports on the back of your computer. The third cable will plug either into the VGA port or the DVI port depending on your computer. After connecting the touch screen, insert the CD that came with the Touch Screen monitor which will start the Setup Wizard. Depending on which touch screen monitor you have will determine the cable arrangement.

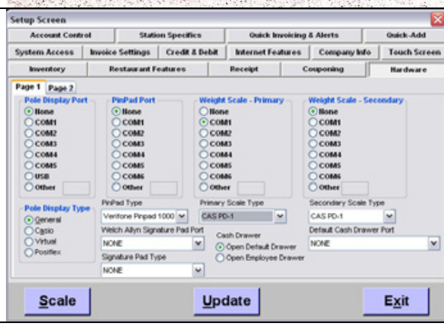
Note: The touch screen may have another USB cable for the MSR (magnetic swipe reader) which must be plugged into one of the USB ports on the back of your computer.

Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://faq.pcAmerica.com/hardware or are contained on the installation CD that accompanied your system.

Hardware Setup

Weight and Deli Scales

Restaurant Pro Express supports scales that are directly connected to the computer (where items are weighed at the register) as well as deli scales, where the items are weighed at the deli or other food preparation station, and a bar code label is printed and affixed to the item.

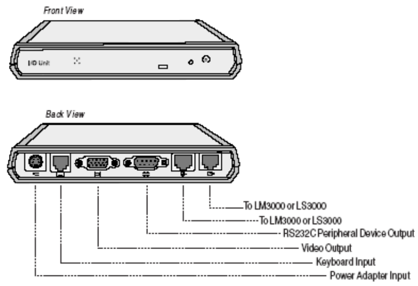


Two options must be configured inside of the **Setup Screen** in order to use your scale. First select your scale model from the **Primary Scale Type** dropdown. The second step is to select the serial COM port it is connected to from the **Weight Scale – Primary** list. Be sure to select **Update** to save your changes.
RPE will ask you to enter an optional tare amount which is the weight of the container a weighed item is sold in (ex: a plastic salad container). The tare value can also be set by the item inside of **Inventory Maintenance**.

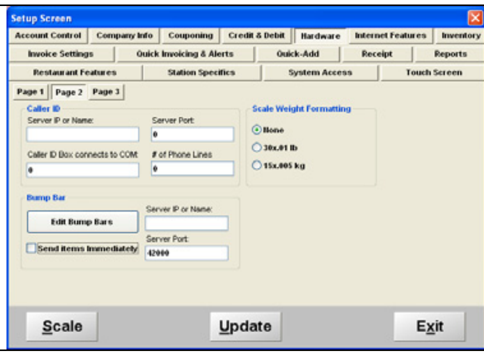
NOTE: Checking the **Auto-Weigh** property of an item (found in **Inventory Maintenance**) will automatically query the scale for a weight whenever you sell it.

Restaurant Pro Express can scan and properly interpret the standard UPC random weight bar codes printed by many deli scales. This scale does not interface with the computer. For assistance in setting up your random weight bar code printing scale, consult the manual that comes with the scale or contact the manufacturer.

Step by step instructions of how to plug in the hardware and install drivers are located at: http://faq.pcAmerica.com/hardware or are contained on the installation CD that accompanied your system.



Hardware Installation of the I/O unit and Controller (if you need one) is simple. Plug in your hardware and then connect to a regular network switch (hub) to attach the unit to your local area network.

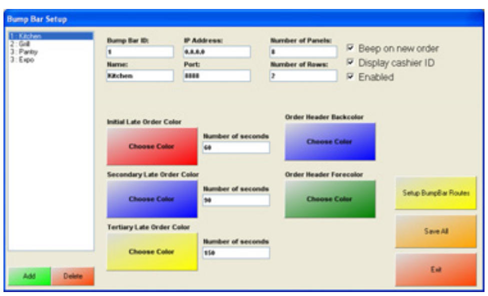


Access the **Bumpbar** setup in the **Hardware** tab (Page 2) of the **Setup Screen**.

1) Enter the Server IP or name of the computer that controls all the bumpbar units. Only one per location.
2) Enter the Port the bumpbar server is listening for incoming connections on.

Select the **Edit Bumpbars** tab to access additional setup features.

* Select **Send Items Immediately** to send the order to the kitchen as it is being entered.



Add a **Bumpbar ID** that is unique for each bump bar. Enter the **IP Address** of the bump bar, **Name** the bump bar and select a **Port** to which the bump bar will be connected to.

Add the **Number of Panels** you want to appear on the screen and the **Number of Rows** you want to be displayed on the screen. Typically, 8 panels and 2 rows.

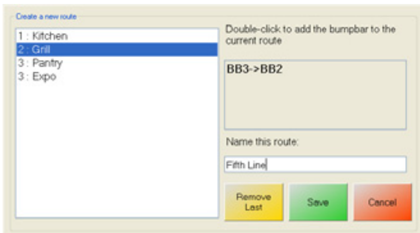
Select the colors for the late orders and the length of time between them. Also, choose the colors of the **Header Backcolor** and **Header Forecolor**.

In the **File** dropdown menu on the **Login Screen** Select **Start Bumpbar Server** on the computer that controls the bumpbars. There is only 1 per location. Select **Start Bumpbar Client** on the computers that will send information to a bumpbar.

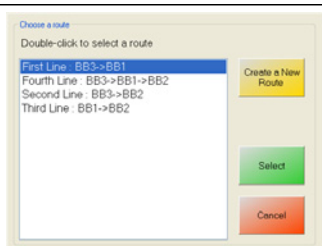
Select whether you want:

1) the I/O Unit to beep when a new order is being entered
2) to enable the bump bar. Uncheck the box to disable it.

In order to add a route for the bump bar you must set-up a route first. Select the **Setup Bumpbar** Routes tab.



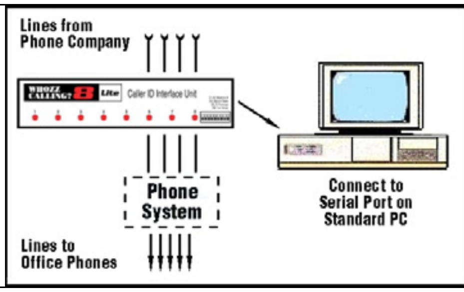
In the **Choose a Route** screen select **Create a New Route**.
You will see the named bumpbars in the left side window. Select the bumpbars you want to add to a route, name the route and select Save.



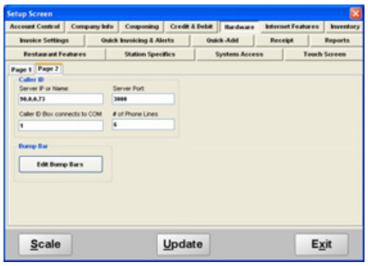
You can now choose the route you just created to assign it to the bumpbar. This is particularly helpful when you just want to send chicken and meat to the grill.

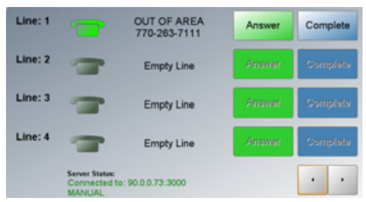
It is very important when creating a route that you attach the route to the inventory item. Go to the **Inventory Maintenance** screen, select the **Printers** tab and select the route you want to send the inventory item to. Be sure to select **Save Changes**.

Step by step instructions of how to configure settings in the software are located at: http://faq.pcAmerica.com/hardware or are contained on the installation CD that accompanied your system.



Setting up the **Whozz Calling** caller ID box is extremely easy. After you have plugged in your equipment and configured your software you will be able to answer calls quickly, lookup customers faster, answer more calls, place people who are not ready to order on hold and have an order history at your fingertips for fast repeat orders.





The Caller ID feature must be configured on **Page 2** of the **Hardware** tab in the **Setup Screen**. You must enter the **Server IP or the Computer Name**, **Server Port**, **# of phone lines** and the **COM port** the caller ID box is connected to. Select Update when all the information is added.

*** This information must be the same on all computers using the caller ID feature.**

First, you must select start server and start client from the **Caller ID** section in the **File** drop down menu on the **Login Screen**. The caller ID screen will only be visible from the Table Layout and Invoice screens. Each register will have caller ID capabilities, displaying the name and phone number of the customer during their incoming call. Select **Answer** to answer the call, if it is a new customer the **Add a New Customer** screen will appear and you can enter the customer information.

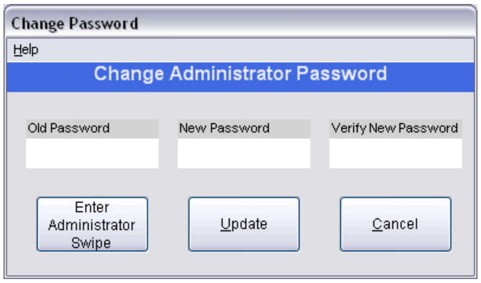
If it is a repeat customer the **Select Previous Order** window will appear after you answer the call and you can either select **New Order** or if they are ordering the same food select the appropriate order and the select **Reorder** and it will bring you to the invoice screen.

Changing the Administrator Password & Administrator Swipe Card

There are two types of passwords inside of Restaurant Pro Express.

Employee passwords are passwords that are assigned to an individual employee. A description of the use and configuration of the employee password is discussed in the **Tracking your Employees** section.

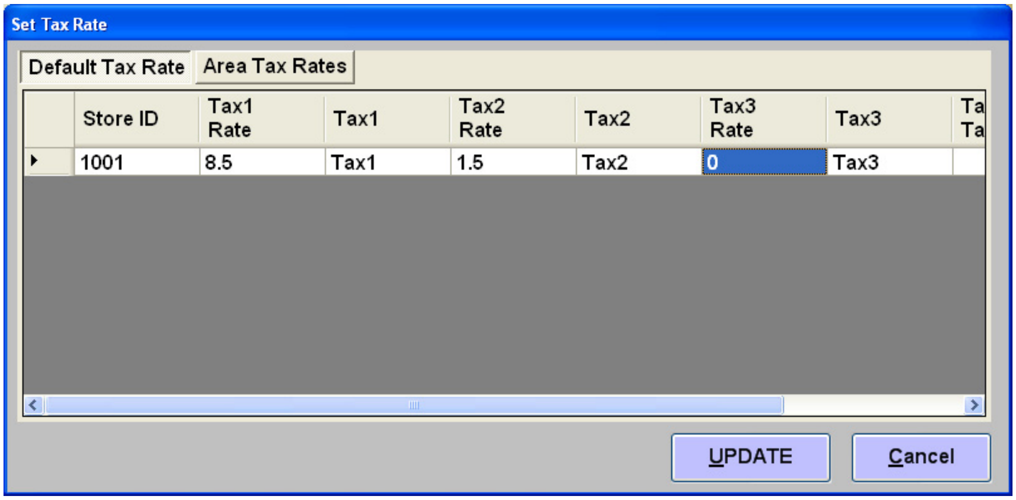
The **administrator password** is the "super password" of the system which can be used to access any function inside of the software. This password should only be known to the owner and the administrator of the system. Standard employees and managers should not receive this password.



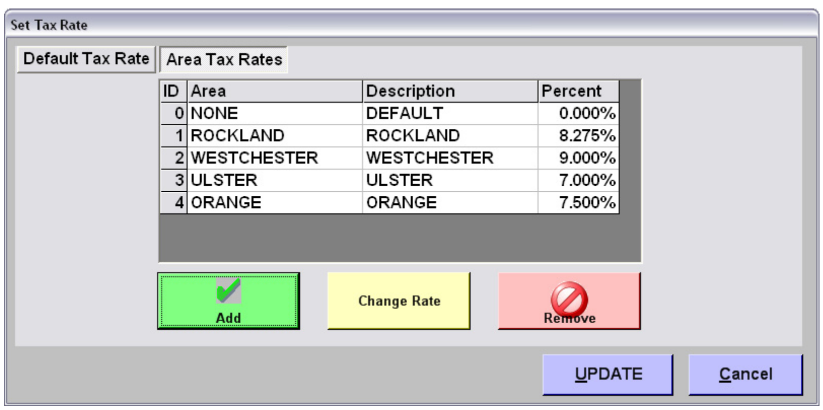
Change Password Screen

By default, the password is "admin" – you should change this Day 1 of using the system to enhance your security. To change your password, choose the **Change Password** link under the **File** menu in the **Login Screen**. Be sure to select **Update** to save your changes.

You can also create an administrator swipe card using the **Change Password** screen. Swiping an administrator card takes the place of typing in the password, providing for faster and more secure overrides.

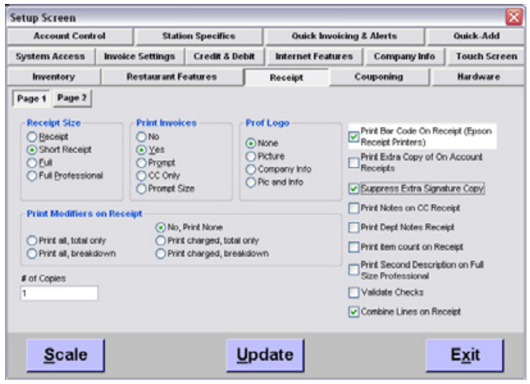


The **Set Tax Rate** screen is accessed from the **Setup** tab in the **Options Screen**. Restaurant Pro Express has three tax rates. Most stores use only the first tax rate, however some stores may charge different tax rates for different items. Change the percentage of the tax to match your local tax rate. Be sure to select **Update** to save your changes.



Some stores that deliver or ship items are required to charge the tax rate of the county or region where the goods are being sent. Restaurant Pro Express allows you to configure different tax rates in different regions inside of the **Area Tax Rates** tab. In order to apply an area tax rate to an order, the tax rate must be applied to the customer in **Customer Maintenance** and the customer selected for the invoice.

The receipt you give to your customers can be more than a simple listing of items. It can be an advertising piece that will encourage your customers to come back to your store. Receipts are configured in the **Receipt** and **Company Info** tabs of the **Setup Screen**.



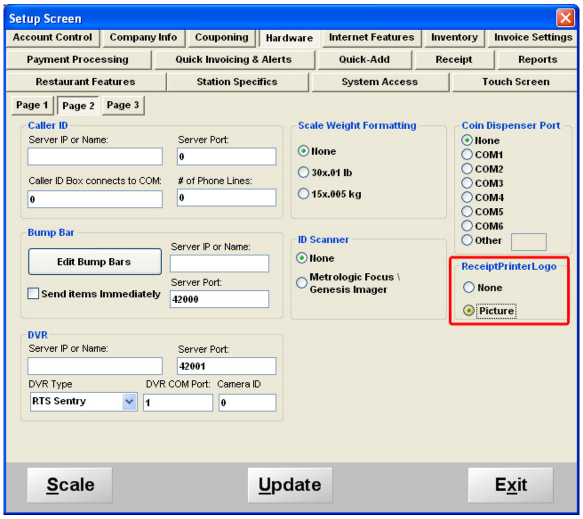
Below are some of the most commonly used receipt options.

Option	Description
Receipt Size	The **Short Receipt** selection prints a more compact, neater looking receipt and is recommended for most stores.
Print Invoices	Set this to **Yes** to print a receipt for every check, **No** to never print receipts or **Prompt** to ask you every sale if you'd like a receipt.
Suppress Extra Signature Copy	If you do not desire a signed copy of the receipt. Turn this option on to suppress the signature copy.
Company Name	In the **Company Info** tab, prints on the top of the receipt.

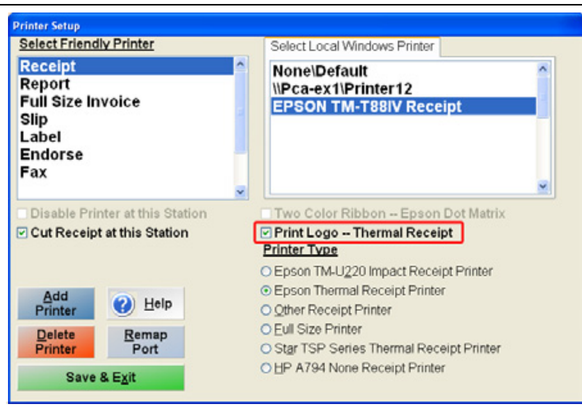
After making any changes, be sure to select **Update** to save your changes.

Printing Logos on the top of your receipt can help to ensure brand recognition for your company.

To enable your receipt printer to print your logo at the top please follow these steps.



1. Select the **Manager** or **Options** button.
2. Enter the administrator password (default: admin) where applicable.
3. Select **Setup** then, **Setup Screen**. On **Page 2** of the **Hardware Tab** select **Picture** under **ReceiptPrinterLogo**.
4. Select the image file and select **Open**.
5. Select **Update** to save your changes.



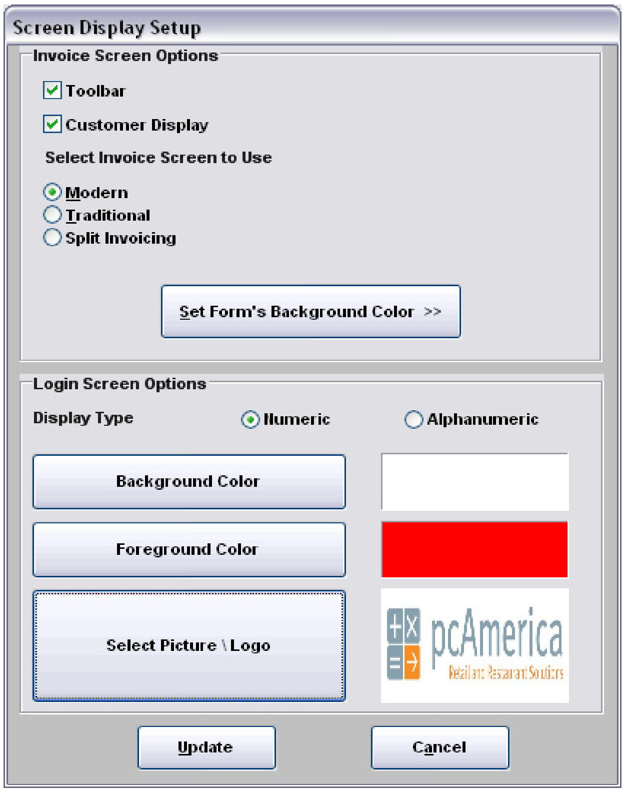
6. Select the **Manager** or **Options** button.
7. Enter the administrator password (default: admin) where applicable.
8. Select **Setup** then, **Friendly Printer Setup**.
9. Check **Print Logo – Thermal Receipt**.
10. Select **Save & Exit** to save your changes.

The next receipt that is printed should have your logo at the top.

Personalize Colors and Pictures

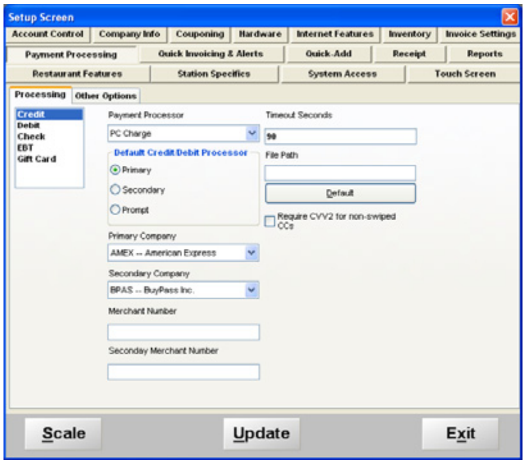
Many restaurants have a color theme that is consistent throughout your dining establishment. Restaurant Pro Express can be configured to match. The colors of both the login screen and menu screen are customizable. A picture of your choice can also be placed on the login screen.

The colors and pictures can be configured within the **Display Setup** screen that can be accessed from the **Setup** tab of the **Manager Screen**.



To change the background color of the **Menu Screen**, Select the **Set Form's Background Color** button and select the color from the color template that pops up on your screen.
Similar buttons are used to select the colors and picture of the **Login Screen**.

After making any changes, be sure to select **Update** to save your changes.



1. Select the **Manager** or **Options** button. Enter the administrator password (default: admin) where applicable. Go to **Setup** then **Setup Screen**.

2. Inside of the **Payment Processing** tab, (with Credit highlighted) select an option under the **Payment processor** selection. Some of the choices may require a merchant number as well as a username, password and, gateway URL.

3. Select the **Update** button to save your changes.

Restaurant Pro Express integrates directly with several credit card processors. If the processor you have chosen to use is not in the list (Payment Processing tab of the Setup Screen), RPE also integrates with a third party software package that links to most other processors.

If you have questions about using one of our integrated processors, OR questions configuring one not in that list, please contact your sales representative.

For Help setting up Credit Card Processing Please reference our website; http://faq.pcamerica.com/paymentprocessing.

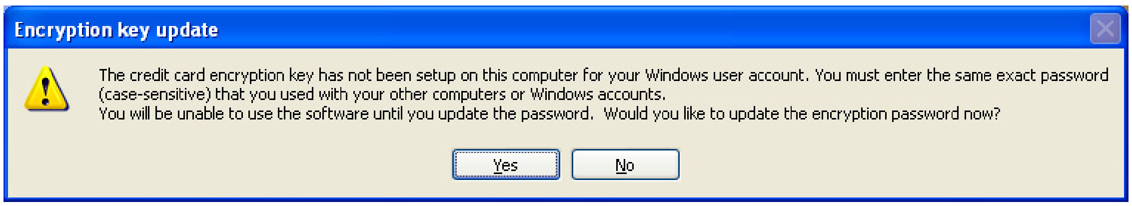
For suggestions on how to achieve PCI Compliance for your restaurant, please refer to the PA-DSS implementation guide which is available as a .pdf at http://faq.pcamerica.com/paymentprocessing.

Configuring Restaurant Pro Express

Encryption Key Setup

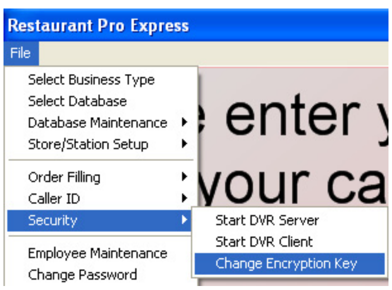
Restaurant Pro Express requires a unique encryption key to be setup for each computer. This key is used to store sensitive credit card information safely. Because of security compliance regulations, an encryption key must be unique per store.

When you start the program without a key you will see the following prompt:



*****Important*** - all customers not using "Express Manual" processing will be required to setup a key.**

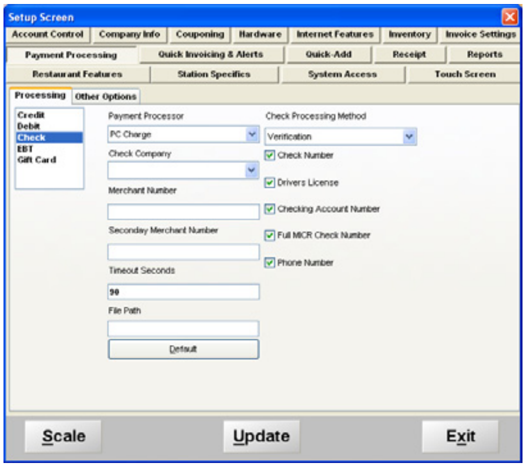
The user must type in a password that will be used to generate a new encryption key. This same password must be entered into the program on every computer in the store. If you type in a password that doesn't match the password you used on your other computers, the program will let you know it's wrong and prompt for the password again.

	1. When you select **Yes** to the above prompt, you must enter the administrator password for the store.
	2. You must then enter a password. • The password should be secure, unique, and stored in a safe place.
	3. If the user ever wants to change the encryption key, then they can do so via the **File** menu on the **login screen**.

The user may not change the encryption key when there are unsettled credit card transactions pending in the database. This means they should make sure they have settled their current batch, and have performed the end of day function.

NOTE: Performing the end of day clears out ALL credit card numbers.

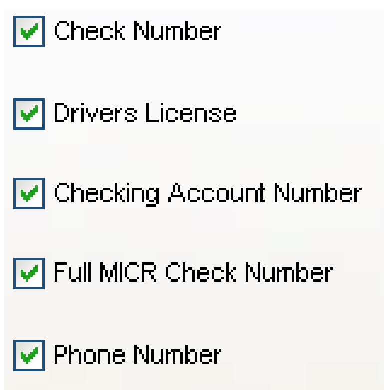
Check Processing



1. From the **Login Screen**, select the **File** Menu, then **Setup Screen** and type in the Administrator password.

2. Inside of the **Payment Processing** tab, (with Check highlighted) select an option under the **Payment processor** selection. Some of the choices may require a merchant number as well as a username, password and, gateway URL.

3. Select the **Update** button to save your changes.



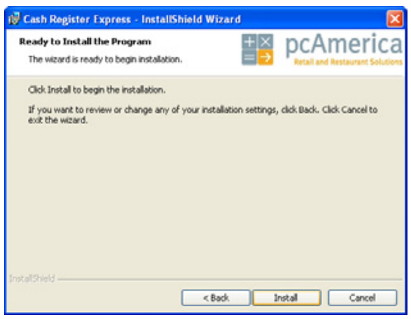
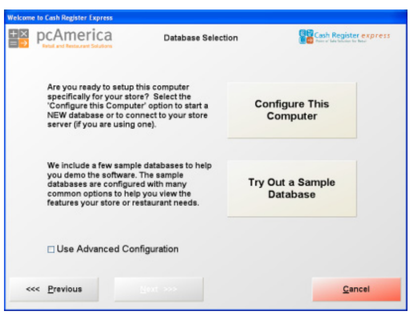
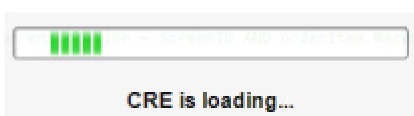
4. After selecting the check processor and filling in the information that is required, select which (if any) verification items that are to be required for the checks to be processed.

For Help setting up Check Processing Please reference our website; http://faq.pcamerica.com/paymentprocessing/.

It is fairly easy to configure multiple stations in **Restaurant Pro Express.** Before configuring RPE, ensure your Windows computer network is properly installed. If you need over-the-phone help to assess and configure a computer network, please contact your sales representative. If your network is properly configured, please follow the steps below.

Restaurant Pro Express can be a redundant multi-user software package. A change made on one station will be shared amongst all stations in real time. In addition, the data is copied to each station – if the server goes down, the individual stations can be configured to function independently.

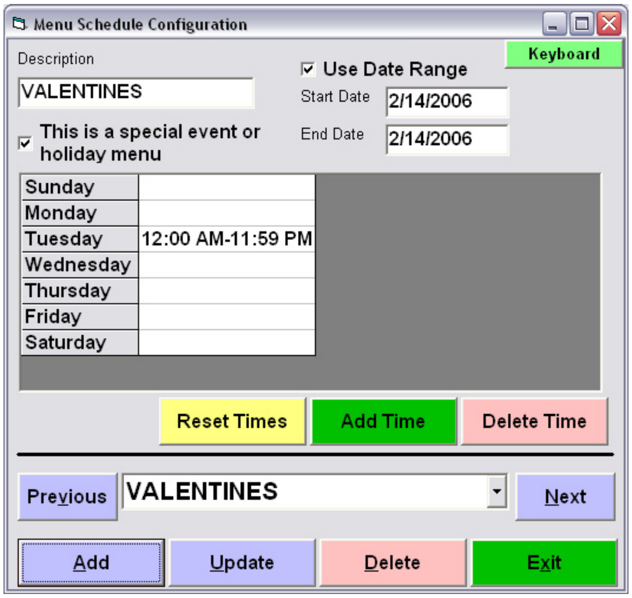
It is very important to install your RPE Server first before installing additional workstations.

	1. **When installing RPE on your server, make sure the RPE Server application is installed first on your server computer.** The installation of RPE Server is documented in Step 2 of the 10 Steps to Getting Started in the beginning of this manual.
	2. Install Restaurant Pro Express on the second station. When starting **Restaurant Pro Express**, in the **Database Selection** in the startup wizard, select **Configure This Computer,** then answer the questions telling RPE that this computer is the client. Restaurant Pro Express will automatically detect your database over the network. If for some reason this automatic detection fails you will be prompted to manually select the database.
	3. There will be a brief wait while Restaurant Pro Express communicates with the server, downloads a copy of the data and starts for the first time on this station. Although this may take a number of minutes, it is a fully automatic process.

Configuring Multiple Menus

Restaurant Pro Express allows you to configure multiple menus that can be set to automatically turn on or off at certain times on certain days. For example, a sit-down restaurant might have their lunch menu on the screen from 1-4 pm and then at 4:01 pm the POS would automatically switch to their dinner menu. This feature also allows for special items to appear at specific days or times. For instance, a steak house might have a weekend menu with higher end items that are only offered Friday, Saturday and Sunday. Alternatively, many cafeterias change their menu daily on a 30 day rotation. Another use is a holiday menu such as a Valentine's Day menu.

Multiple menus and menu schedules are set up in the **Touch Screen Configuration** screen which is accessible from the **Setup** tab of the **Manager Screen.** Select the **Configure Schedules** button to enter this screen.



The **Menu Schedule Configuration** screen is used to setup your multiple menus. To create a new menu, select the **Add** button. The **Add Time** and **Delete Time** buttons are used to specify which times the menu is active. The check box titled **This is a special event or holiday menu** is used to specify that the menu takes precedence over other menus scheduled during the same time.

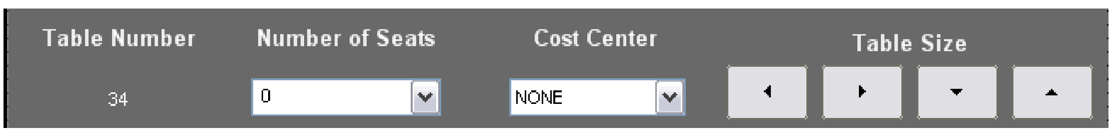
Be sure to select **Update** to save your changes.

Multiple menus automatically display on the **Restaurant Menu Screen** at their scheduled time. You can manually select an alternate menu at any time by selecting the **Select Menu** from the **Edits** screen. For example, breakfast may end at 10:30 AM but a server may wish to place a breakfast order for someone that places their order at 10:34 AM.

The table service features of Restaurant Pro Express include the ability to visually lay out your tables on the screen. Your tables can be arranged by section (ex: bar, patio, dining, etc) and can be dragged and dropped to allow for easy arrangement. Sections colors are customizable to match the look of your restaurant and to provide easy association for your servers.

To modify the layout of your tables select the **Edit Layout** button and enter the administrator password. At this point you are now in edit mode.

Before you can add tables to your table layout you must first create a section using the **Add Section** button. Inside of a section you can use the three **Add Table** buttons (circle, square and rectangle) to create tables of different shapes. Each table will require the entry of a table number. If you select your new table you'll see a few properties you can set for this table.



Number of Seats should only be used if you want to select the actual seats that the guests are sitting at and is NOT recommended for most restaurants. **Cost Center** (choices can be configured in the **Setup Screen**) is helpful in tracking which seating areas in your restaurant generate the most income. The **Table Size** arrows can be used to resize your table to be smaller or larger.

The table layout features also include the ability to create objects (circle, square and rectangle) which are used to represent landmarks, obstacles or details of your restaurant and help your servers pick the correct table. A few examples are "Bar", "Plant" and "Coat Check". Objects can have their own customizable color and captions.

Speed Tips for Quick Service and All Restaurants

Quick service and fast food restaurants increase throughput, customer satisfaction and overall profits by streamlining their operations to be as efficient as possible. Reducing transaction time by a few seconds can have substantial results. Restaurant Pro Express is designed to provide the fastest checkout possible. Below are a few tips on how to speed up the order taking and payment of every check.

- **Swipe-and-go** credit card processing. In order to pay by credit card, most point of sale systems require the selection of a **PAY** or **TENDER** button and then the selection of the **CREDIT CARD** tender type. RPE is easier and fast; simply swipe the credit card on the menu screen. As soon as the card is swiped RPE will process the card. Eliminating these two button presses shaves a few valuable seconds off every credit card sale.

- **Gift card swipe-and-go** functionality provides the same speed savings if using Restaurant Pro Express's built-in gift card processing.

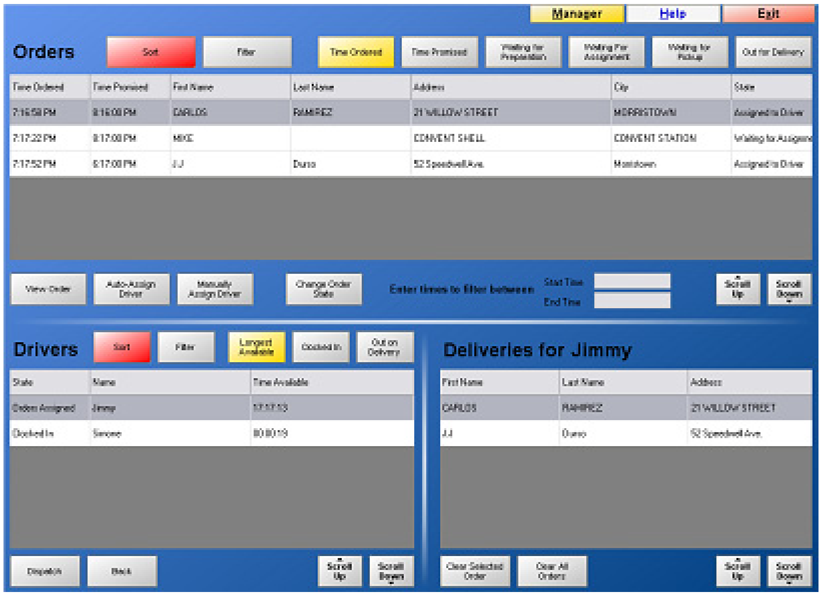
- **Quick Tender** buttons (configured in the **Quick Invoicing and Alerts** tab of the **Setup Screen**) turn on quick pay buttons for cash. This will turn on $1, $5, $10, $20, $50 and the next even dollar amount as fast payment buttons for speedy cash payment.

- The **customizable buttons** on the bottom of the invoice screen can be used to dramatically increase the speed of order taking. The buttons should be configured to represent the best selling items or most used modifiers in your restaurant, eliminating the need to first select the department. For example, one of the best sellers in a pizza shop will be a plain slice of pizza. A fixed pizza slice button on the bottom of the screen helps save one to two seconds every time that item is ordered.

- **Secure Login Cards** are a fast and secure way to log servers into the system. Typing an ID and password (or a PIN code) takes a couple of seconds longer than swiping a card.

You can configure your employees to be drivers for restaurants that deliver food. In order to do this, you must configure the Job Code of your employee to be part of the delivery tracking system.

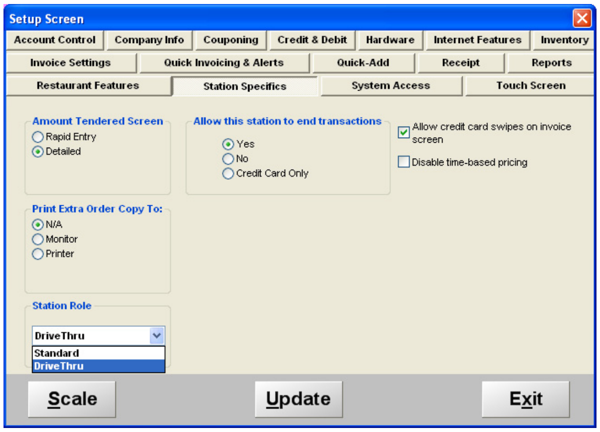
To initiate a delivery, select the **Delivery** tab from the **Table Selection** screen. Restaurant Pro Express will prompt you to select the customer to which this order will be delivered.



After the customer is selected, ring up the items for the customer in the same fashion you would place any other order. When you are finished with the order, select the **SEND** button to send the items to the kitchen. Restaurant Pro Express will ask you for the **Time Promised**, which is the time that the customer is told to expect delivery.

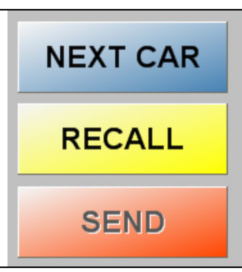
To assign drivers to certain orders, and to track all of your deliveries, select the **Delivery Tracking** button in the **Delivery** tab of the **Table Selection** screen. The delivery screen (represented above) allows you to assign drivers to orders, record which orders are out for delivery, dispatch drivers and record when they arrive back in the restaurant.

Some restaurants utilize a drive thru lane to serve customers. Restaurant Pro Express has a built in feature to allow easy organization and accessibility of multiple checks through your drive thru system.



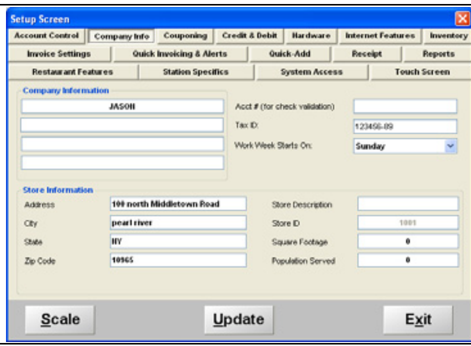
1. In the **Setup Screen** select the **Station Specifics** tab.
2. Under the **Station Role**, drop down the file menu and select the **Drive Thru** option.
3. Select **Update**.

4. When a car pulls up to order, enter their order into the system and select the **Send** button.
5. If there is another car in line waiting to order you can enter the order while preparing the first order.
6. When the first car pulls up to the window select the **Next Car** button and the first order you entered will appear.
7. To close and cash out the order select the **Pay** tab and proceed like a normal transaction.

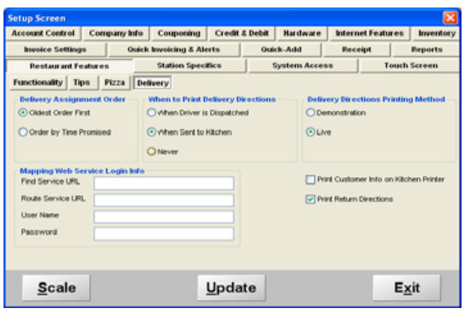


8. Once you hit the **Send** button, the order will be kept in queue one after the other. The **Next Car** tab will automatically display the orders sequentially in the queue.
9. **Recall** enables the user to recall the last order sent in case of any modifications.

Restaurant Pro Express can now print driving directions for delivery orders. Printed driving directions increase the speed and efficiency of your deliveries, ensuring food arrives on time and hot. The point to point directions are retrieved from Microsoft's online MapPoint service, ensuring that your delivery drivers will have the most current directions utilizing the shortest route. Upon dispatch, Restaurant Pro Express will print driving directions from your restaurant to the first site, first site to the second, etc. and finally from the last delivery site back to the restaurant. In addition to the driving directions, each printout includes order number, customer information, total distance and estimated time.

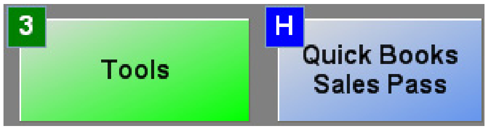


1. In the **Setup** screen select the **Company Info** tab.
2. Complete the **Company Information** and **Store Information** sections. These fields will be used as your starting and ending addresses.
3. You will also need to make sure the customer address field is filled out correctly in the **Customer Maintenance** screen, for each customer delivery request.



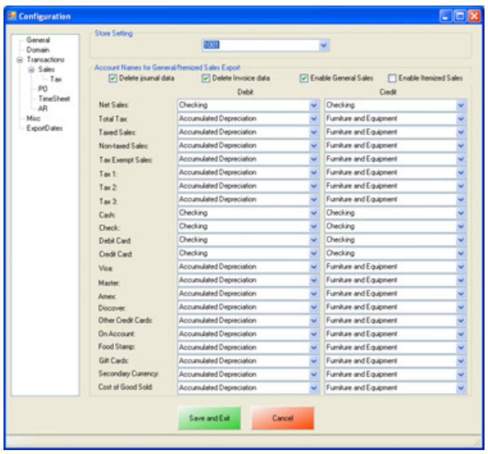
4. Select the **Delivery** tab in the **Restaurant Features** tab of the **Setup** screen.
5. Select **Live** in the **Delivery Directions Printing Method** field to activate the feature.
6. Select an option in the **When to Print Delivery Directions** field.
7. Select whether you want to print the return directions and/or print customer information to the receipt on the kitchen printer.
8. Select **Update** and **Exit**.

pcAmerica will provide you the **Find Service URL**, **Route Service URL, Username** and **Password** information to complete the **Mapping Web Service Login Info** fields when you purchase the Driving Directions service.



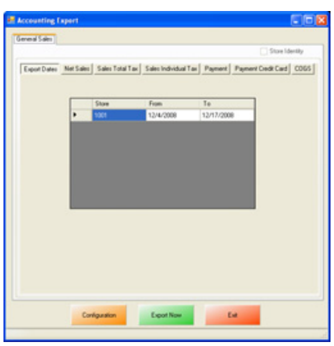
1. Select the **QuickBooks Sales Pass** option from the **View Options** screen.
2. Make sure QuickBooks is running and minimized when setting up the interface.

3. Select the **Configuration** button in the **General Sales** tab.



4. In the **Company File** field select **Load** and search for your company file you created with QuickBooks.
5. Under Transactions enter the information according to how you want everything to be exported into QuickBooks. Make sure to do this for, Sales, Tax, PO, TimeSheet, AR, Misc, and ExportDates.
6. Select **Save and Exit** when you are finished.

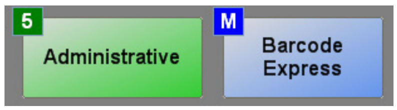
* These instructions assume you have setup a Chart of Accounts in QuickBooks and that correspond to the data you want to export.



7. Enter dates in the **Export Dates** tab.
8. Select (in each tab) which fields you want exported by checking the boxes.
9. Select the **Export Now** button.
10. Your POS data should now pass to QuickBooks.

Note: Restaurant Pro Express exports to the Pro, Premiere and Enterprise versions of Quickbooks 2007 and up.

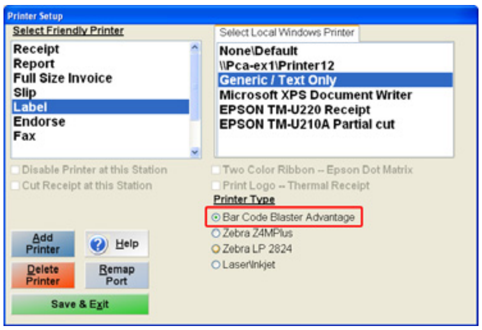
Restaurant Pro Express has the capabilities to print Labels. You must have your inventory added and a Label printer installed in order to print Labels.

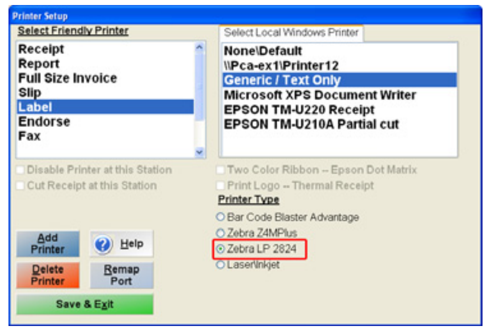


From the **Administrative** option select **Barcode Express**

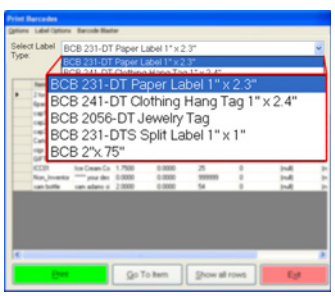
Note: You can also access the Print Barcodes screen through the **Inventory Maintenance** screen

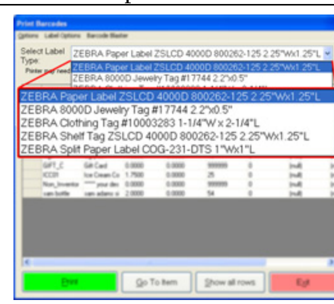
Depending on which label printer in the Friendly printer setup is selected will determine which labels will be available to print.





After a label printer has been chosen, go to **Barcode Express** and this screen should appear with a list of your inventory items. Select a **Type of Label** specific to your printer and choose which item you would like to print.





Note: You must add a number for the item you would like to print in the # Labels column. Anything with a zero will not print.

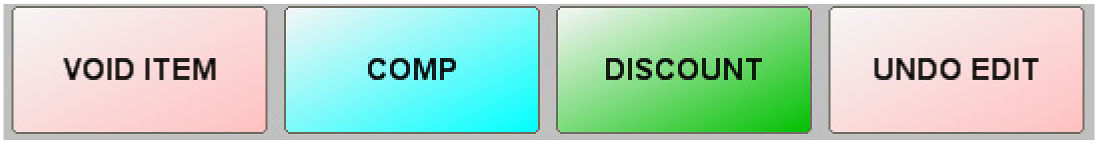
Selecting a Customer for the Invoice

Customer tracking is a very valuable function of Restaurant Pro Express. The **Tracking Your Customers** section of this manual (and the built-in **F1 Help Section**) describes how to add and modify customers and loyalty plans. To actually select the customer for the invoice, follow these steps.

	Select the **Lookup Customer** button in the bottom right corner of the invoice screen. This will bring up the **Customer Lookup.**
	The customer search screen is an easy screen that allows you to search by first name, last name, customer number, phone number and company name. You don't have to select which criteria you are searching on – you can simply type the information and it will search all fields.
	After you find the customer, select the line that has their record and choose the **Select** button to select them for the invoice. The selected customer's name and bonus activity will appear to the right of the department scroll buttons.

The fastest way to select a customer is to swipe their loyalty card at any time in the invoice screen. In addition to fast customer selection, loyalty cards are a physical reminder of your business. Please contact the pcAmerica Sales Department to purchase customized loyalty cards with your logo.

All items sold to the selected customer will appear in that customer's sales history in the reporting screen and the **Customer Sales History report**.



Restaurants often need to modify an order for a variety of different reasons. RPE provides void, comp and discount functions that are logged upon their use along with a reason code of why the server modified the check. Reason codes can be configured by navigating to the **Invoice Settings** tab of the **Setup Screen**, selecting the **Reason Codes** button, selecting a **Reason Code Type** at the bottom and, entering in a reason code.

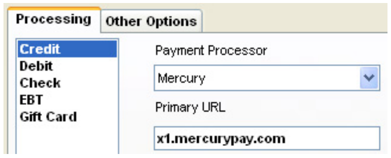
Voids, comps and discounts are all permission based functions that can be set to be accessible for managers only. These permissions are configured in the **Employee Maintenance** screen (please see the **Tracking Your Employees** section for further details).

A server can use the **Void Item** button to indicate that an item was mistakenly ordered. First select the items you want to void, then hit the **Edits** button and finally select the **Void Item** button. This function should only be used if the item has not yet been cooked and therefore the item and its ingredients will not be deducted from stock.

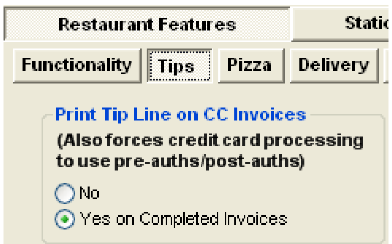
Servers will **Comp** an item for a variety of reasons. A comped item is given away at no charge. A few examples of why a server would comp an item include giving a free appetizer to a regular customer, the guest had to wait a long time for their seat or even the rare situation where a customer did not like their food. To comp an item, select the items you would like to comp and select the **Edits** button followed by the **Comp** button. Select the reason code for the comp and the item will be changed to a zero price.

Select the **Discount** button to discount individual items on the check. The user will have a choice of discounting specific items or all the items on the check within a specific category (for example a discount on all drinks). Next the user will be prompted for a discount percentage and the reason code for the discount.

Voids, comps and discounts will all show on the bottom of the invoice grid. To remove one of these edits, select the void, comp or discount on the invoice grid and select the **Undo Edit** button.

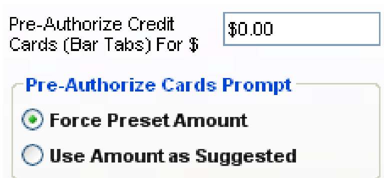


In order for **Bar Tabs** to work A Credit Card processor has to be setup. For more information please refer to the **Credit Card Processing** section of the manual.



1. Select **Setup Screen** from the **View Options Screen**.
2. Go to the **Restaurant Features** tab and **Tips** and set Print Tip Line on CC Invoices to **Yes**.

3. Go to the **Payment Processing** tab in the **Setup Screen** and then the **Other Options tab**. Here is where all the options are set for the Bar Tabs.



4. **Pre-Authorize Credit Cards (Bar Tabs) for $**
   - When a card is pre-authorized, this is the amount that it will be authorized for.
5. **Pre-Authorize Cards Prompt**
   - Will force the authorized amount to be the amount set in the **Pre-Authorize Credit Cards** option.
   - Use the amount from the **Pre-Authorize Credit Cards** option as default, but allow the user to change the amount.

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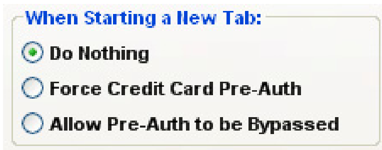
<td>
</td>
<td>6. When Starting a New Tab – this controls how the New Tab button behaves.

Do Nothing – this option will prompt for a name, and go straight into the invoice screen.
Force Credit Card Pre-Auth – immediately displays the credit card screen so you can swipe the customer's card. It doesn't allow you to start a new tab unless a credit card was successfully pre-authorized.
Allow Pre-Auth to be Bypassed – asks if you want to pre-authorize a card. If you select no, then it will behave the same as the Do Nothing option.
</td>
</tr>
<tr>
<td>
</td>
<td>7. To start a new bar tab, select the New button on the Open Tabs screen.

If you have the option enabled to Use Amount as Suggested, then you will be given a chance to change how much the card should be authorized for.
</td>
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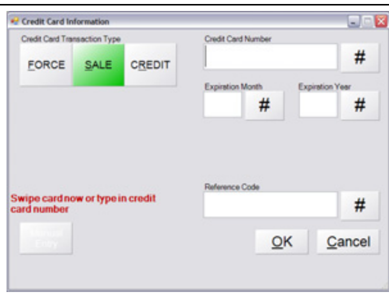
<td>
</td>
<td>8. Next, you will be presented with the credit card screen. Swipe the customer's credit card into this screen. If setup correctly, the customer's name will be read from the credit card at this time.
9. Now you can place items on the order and put the invoice on hold. You may recall and add more items at any time. Once you are ready to complete the invoice, just select the Pay button. This will display the amount tendered screen.</td>
</tr>
<tr>
<td>
</td>
<td>10. On the amount tendered screen, if the Credit Card button is pressed, the program will notify you that a card has already been pre-authorized for the order, and ask if you want to use it to complete the sale.</td>
</tr>
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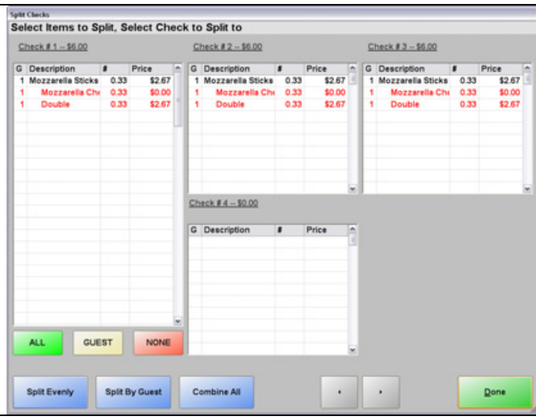


It is very common for guests in a restaurant to ask for separate checks. Checks are separated in Restaurant Pro Express by using the **Split Check** function found inside of the **Edits** screen. Once a check is split, you can select the **Done** button to print checks or close out the transaction. To recombine the splits into one check choose the **Combine All** button.

There are three ways to split a check:

The **Split Evenly** button will prompt you how many checks you want to splint and then evenly distribute the amounts. For example a $ 10 check split four ways will create four splits for $ 2.50 apiece. This is a fast way to get two or more equal checks where the party decides to "split it down the middle."

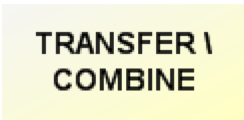
Split by Guest will create separate checks for each guest based on what they ordered. This button is only available if you are using the **Order by Guest** feature that is used to specify which guest is ordering each item. This is a one touch split operation that charges customers based on what they ordered.

The third way to split checks is the **Touch and Drop** method which is a more manual method that provides the greatest flexibility. Select an item on the main check (or any of the splits) and then drop it onto any one of the splits by selecting the split you would like to place it on.

The individual splits of the check will have the same invoice number as the original check, however there is a split number printed on each check. After a check is split, each split can be individually closed out. You can close out some of the splits while the remainder of the party continues to dine and order more items.

Transfer Tables and Combine Checks

Restaurant Pro Express has built-in features for when a party moves from one table to another (ex: party moves to a table in a warmer area of the restaurant, or a guest may transfer their check from the bar to a table when they are seated). Checks can also be combined in the instance that two separate parties decide to dine together under one check. The Transfer and Combine features are only used inside of table service restaurants.

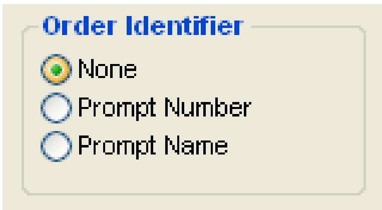


To transfer or combine a check, select the **TRANSFER\COMBINE** button inside of the **EDITS** screen. Select the table and the two checks will be combined into one check.

NOTE: By default, if you combine two checks they will merge into the table you chose first before using the **COMBINE** feature. You can configure RPE to combine into the destination table instead of the source. This setting is called **Combine Checks** and is located in the **Restaurant Features** tab of the **Setup Screen.**

A server can also opt to transfer a check to another server. The use of this feature requires the other server to accept the table transfer (if the permissions are configured for this).

Order Identifier allows your employees to assign a name or number to the customer's order as it is being entered into the system. When the customer's order is finished being prepared by the kitchen your employees can simply call the customer's name or number for a quick pickup.

	To set options for **Order Identifier** go first to the **Options Screen** (by selecting the **Manager** button) then **Restaurant Features** and **Functionality**. **Order Identifier** has three options to choose **None**, (will do nothing) **Prompt Number** and, **Prompt Name**.
	After selecting **Pay** when **Prompt Number** is selected RPE will ask for a specific number which you can give the customer.
	After selecting **Pay** when **Prompt Name** is selected RPE will ask for a specific name which you can give the customer.

Note: Orders sent to the kitchen video system or the kitchen printer will have the identifier chosen printed on it.

The Suggested Course Ordering Feature prompts your employees to ask for course information. Courses are described as a department or group of departments that menu items are chosen from. Using this feature will make sure that your employees ask your guests for specific items (e.g. Drinks and Appetizers).

Note: Suggested Course ordering requires a layout and tables as well as departments to be setup. For more information about setting up a layout or tables please see the **Laying Out Your Tables for Fine Dining and Table Service** and step 5 of the **10 steps to getting started** sections of the manual.

Options to be set for course ordering are all set in the **Setup Screen** under **Restaurant Features** which is accessed by selecting **Manager,** then **Setup** and finally **Setup Screen**.

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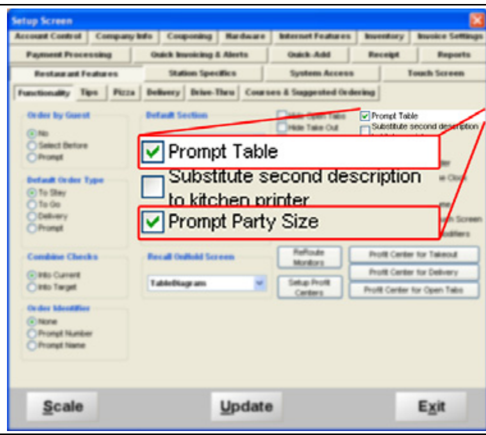
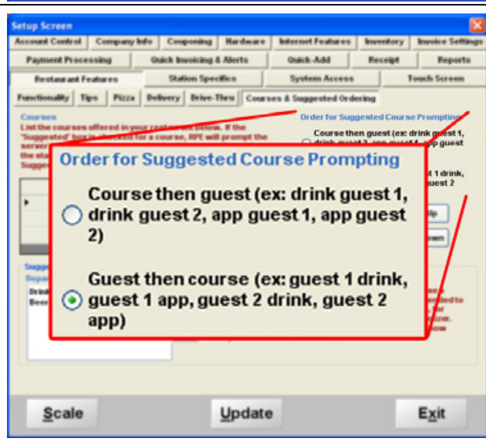
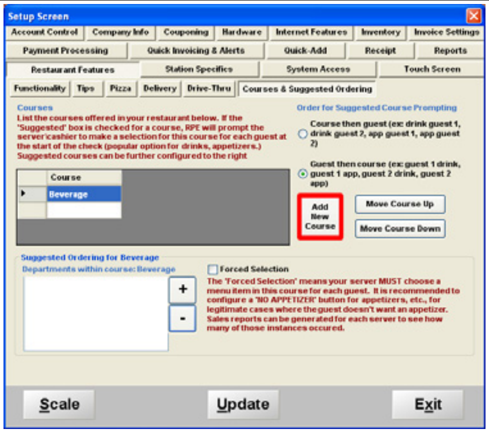
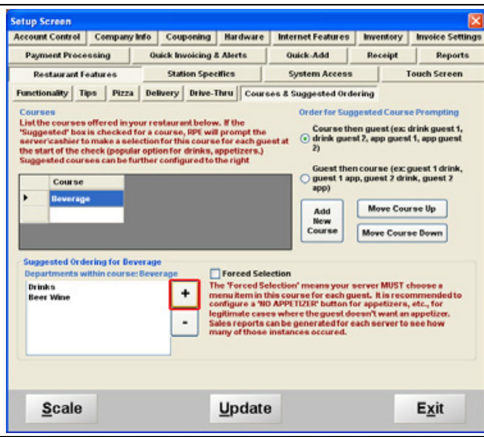
<td>
</td>
<td>1. In the Functionality tab of Restaurant Features, Prompt Table and Prompt Party Size should both be checked.</td>
</tr>
<tr>
<td>
</td>
<td>2. In the Courses & Suggested Ordering tab of Restaurant Features, selecting an option for Order for Suggested Course Prompting will determine how you would like the software to prompt a server for the customers' course orders.</td>
</tr>
</table>

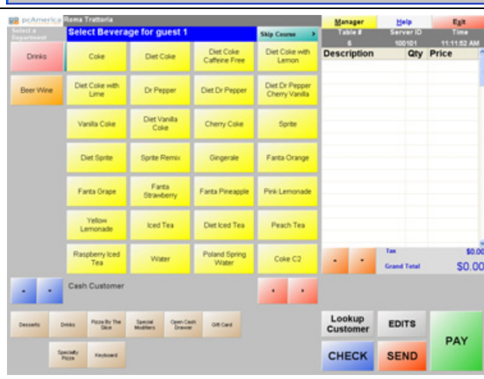


3. Select **Add New Course** then give your new course a name (e.g. Beverage).



4. Under Suggested Ordering for Beverage hit the + and choose the departments that will be selected from for this course (e.g. Drinks, Beer Wine).

   Optionally you can select whether or not the selection is forced (i.e. whether your server has to choose something in one of those departments).



5. After selecting your table (from your layout) and party size, the invoice will now only display the departments for the course. This screen will also prompt you to choose for each guest for each course.

Tips are applied in a variety of fashions listed from the most common to the least common below:

Credit card tips added after the fact: The majority of checks closed to credit card have a tip applied after the fact. These tips can be applied in three ways:

- **Recommended:** For table service restaurants, turn on the **Keep Check Open Until Tip Applied** option. The table will turn yellow after the check is closed to credit card. Select the yellow table to add a tip to that check.
- Tips may also be added using the **Add Tip** button in the **Credit Card Settlement** screen (accessible from the **Administrative** tab of the **Setup Screen**). This is usually used in restaurants where a manager enters all the tips on behalf of the server.
- Upon clock-out, RPE will prompt the server for a tip for any checks paid by credit card that have not yet had a tip applied.

Auto tipping for sales over a certain party size: Many restaurants automatically apply a gratuity percentage over a specific party size. This functionality can be configured inside of the **Restaurant Features \ Tips** tab of the **Setup Screen**.

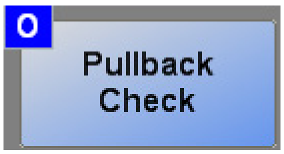
Manual Applied Gratuity: Tips can be manually applied to a check by using the **Apply Gratuity** button inside of the **Edits** menu. This should only be used in the rare case where a tip needs to be applied and the above two methods are not applicable. Manually applied tips are more difficult to account for, in part because servers rarely report cash tips.

Most forms of tips inside of Restaurant Pro Express are displayed inside of the **Shift Report** as well as various other reports inside of the **Reporting Screen**.

Checks can be voided before they are paid for and closed out. They can also be voided AFTER being paid for as long as it is within the same day by pulling back the check.

To void a check before it has been paid simply select the **VOID INVOICE** button inside of the **Edits** screen. This permission based function will save the invoice as a voided invoice with the next invoice number in sequence. The voided invoice totals will not be included in the sales totals.

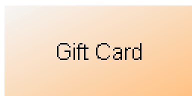
A check may be re-opened after it is closed out as long as the day hasn't yet been closed out. After the check is re-opened you can either void the check (by using the **VOID INVOICE** button as described above) or you may modify it and re-close it to another form of tender.



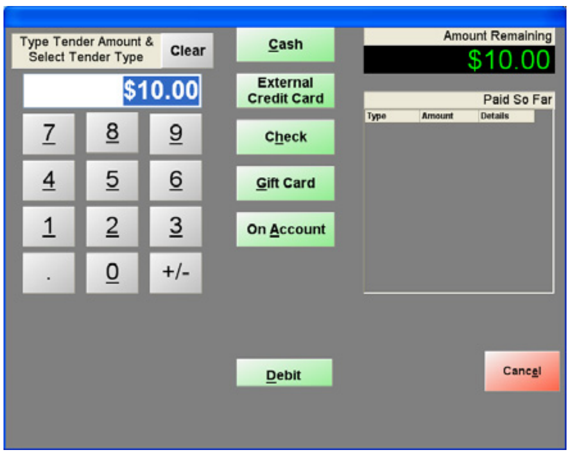
To re-open a check, use the **Pullback Check** button inside of the **Options Screen**. RPE will ask you which server committed the check you would like to pullback followed by a listing of invoice numbers closed out by the selected server. After the check is reopened it is as if it was never closed out.

TIP: A few of the reports inside of the **Reporting Screen** can be generated for voided invoices. It is good practice to run these reports on a regular basis as post voiding of checks opens up opportunity for theft. There are valid uses of the void function. An audit trail is kept to protect against theft in such a fashion.

TIP: It is recommended that you use the **Tie Pullbacks to Time Clock** feature (which can be turned on inside of the **Setup Screen**) in order to prevent employees from pulling back checks that were from a previous shift.



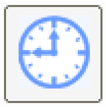
Gift cards and stored value cards are tracked inside of Restaurant Pro Express with no transaction fees. They can be sold for any value. Gift cards by default are programmed into the database with the item number GIFT_C and are located in the None department. In order to sell a gift card you may either configure a custom button for the **Sell Gift Card** feature or, you may use the menu item GIFT_C under the None department. After choosing how you will sell the gift card, all you need to do to sell a gift card is select the **Gift Card** button, swipe the new card and enter the dollar amount you wish to sell the gift card for. A gift card does not become active until the transaction is fully paid for and completed.



To pay by gift card, simply choose the **Gift Card** button from the **Payment Screen**. You do not need to enter the amount tendered as Restaurant Pro Express will automatically calculate the most desirable amount. A box will pop up asking you to swipe the gift card. Swipe the card and RPE will deduct the proper amount from the gift card. If the gift card balance is more than the total amount due RPE will then deduct the amount from the gift card. If the balance is less, RPE will exhaust the balance on the gift card and display the new amount remaining to be paid by another form of tender.

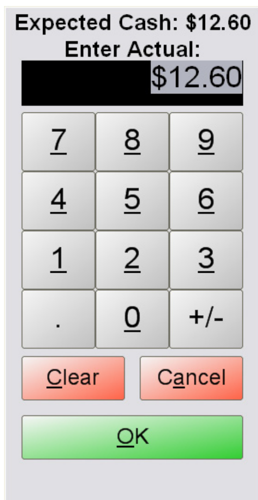
SPEED TIP: If the gift card will be the only form of tender for the transaction (which is prevalent in quick service and also happens often in table service), you can swipe the gift card at any time from the **Restaurant Invoice Screen**. This will automatically deduct the amount from the gift card and end the transaction.

NOTE TO FRANCHISEES: The internal gift card system is ideal for single unit restaurants or for multi unit restaurants owned by the same owner. Many franchise restaurants have separate accounts and the money from gift cards will be automatically transferred from one account to another, which requires the use of a third party gift card processor. Depending on the third party gift card merchant provider, this may or may not be possible directly inside Restaurant Pro Express. Please contact the pcAmerica Sales Department at 1-800-PC-AMERICA (1-800-722-6374) or sales@pcamerica.com.



There are two steps to closing out a day at a store. First, every employee should **Clock Out** of Restaurant Pro Express. Employees can clock out by selecting the clock out button on the **Login Screen**. A **Shift Report** will print out for the server providing it is setup in the Job Code setup.

After each employee is clocked out, the manager of the store should run the **End of Day** function within Restaurant Pro Express. The **End of Day** will scan all the checks for the day and ensure that they are all closed out, and that all of your employees are clocked out of the system.



Restaurant Pro Express will prompt the manager for the amount of cash at the end of the day. This cash figure is a total for all servers for that shift. The store over/short amount will be printed in the **Daily Close** report as well as other vital information detailing the activities at the store for that day. This report can be re-printed in the future from within the **Reporting Screen**.

The **End of Day** function is subject to the **Perform End of Day** permission in the **Reporting** tab of the **Employee Maintenance** screen. Please see the **Tracking Your Employees** section for an explanation of how to configure permissions.

NOTE: If using a credit card processor that requires the batch to be performed manually it is recommended that this is done prior to the End of Day being performed.

The **Customer Maintenance** screen is used to add and update your customers. One customer is displayed at a time. Detailed information is stored in the tabs across the top of the screen. This screen is fully touch screen compatible, meaning you can double select any field (or select the field and then the keyboard button) to bring up an on screen keyboard.

Each customer within Restaurant Pro Express must have a unique customer number. It is easy to use the phone number as the customer number, as this provides a fast and easy way to look up a customer if they forget their membership card.

Loyalty and membership cards are easy to assign to a customer. Below the **Card Swipe Ids** label, select the **Add** button and swipe or scan the loyalty card.

The **General Info** tab stores basic information such as name and address. **Extended Info** has less commonly used information. Information regarding accounts receivable is stored in the **Account Info** tab. Optional **Ship To** and **Bill To** addresses are stored in the **Shipping\Billing** tab, followed by the **History** tab which stores a detailed purchase history for the current customer. The **Notes** tab has an open notes section. Custom configured **Properties** can be established and populated to prevent certain customers from buying specific items (i.e. to avoid a customer buying food they are allergic to).

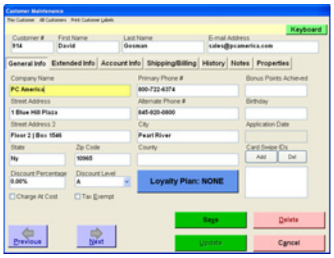
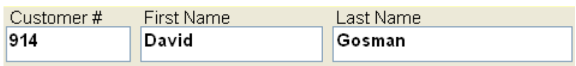
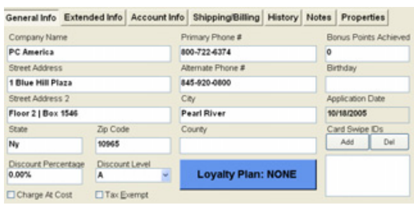
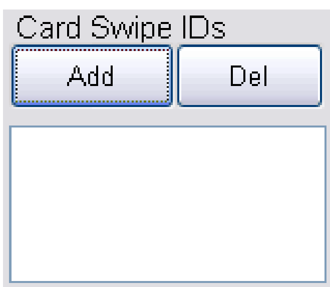
Track Your Customers

Remember, your customers are a very important part of your business. You purchased a point of sale system that provides several great tools to track your customers and get them back into your store. You have the tools – now use them!

- Enter their name, address, phone number, e-mail address and other information.
- Run reports to see who your best customers are. Perhaps once a year you should have a special free product coupon for your best customers where you spoil them with something free and extra service.
- Configure customer loyalty plans to reward your loyal customers.
- Send mass e-mails with news and specials about your business.
- Remember your customers and they will remember you.

Adding and Modifying Customers

Adding customers in Restaurant Pro Express is easy. Use the **Customer Maintenance** screen to add your customers. This screen can be accessed in the **Administrative** tab of the **Options Screen**.

<table>
<tr><td></td><td>1. Inside of the Customer Maintenance screen, select the Add button on the bottom of the screen. This will set the screen to add mode, during which RPE is waiting for you to enter the information for the new customer.</td></tr>
<tr><td>
</td><td>2. Fill in the information on the top; a unique customer # as well as the customer's first and last name is required. An e-mail address is highly recommended.</td></tr>
<tr><td>
</td><td>3. Optionally, fill in other pieces of information such as the phone number, name, company, etc.</td></tr>
<tr><td>
</td><td>4. Optionally, to assign a loyalty card to a customer, select or select the Add button and swipe the loyalty card through your magnetic stripe reader. Loyalty cards are a great way to increase repeat business. You can order customized loyalty cards with your logo from pcAmerica.</td></tr>
<tr><td>
</td><td>5. Select the Save button to save the new customer in the database.</td></tr>
</table>

Modifying customers is just as easy. First search for the customer you want to modify (using the **Look Up** button on the bottom left corner of the screen). Make your changes to the customer record and select or select **Update** at the bottom to save the updated information.

Accounts Receivable

Restaurant Pro Express gives you the ability to open accounts for your customer, charge on account and send statements out at a later point in time. These features, as well as the ability to make payments and credit balance are part of the built-in Accounts Receivable system. To open an account for a customer, find the customer inside of **Customer Maintenance** and select the **O** button in the **Account Info** tab (and save the changes). Select the **Detailed Account Info** button next to it to access the payment and credit screen, where you can apply payments to open balance and print customer statements.

Customer Loyalty

Offering incentives and bonuses to your customers is a great way to earn their loyalty and bring them back to your restaurant many times in the future. Some great examples are a local steak restaurant that offers free dinner on your birthday and also mails coupons with discounts based on how many times you visit – people continue to dine there to earn their points. The coffee shop downstairs from the pcAmerica office earns the majority of the coffee business in the building by offering a buy 9 get the 10th free coffee special. Many restaurants offer $ 2 off your meal if you dine within a week of your last visit. These, and more, are part of the loyalty features built into Restaurant Pro Express.

Most restaurants that offer loyalty plans will give out a loyalty card that the customer carries as a physical reminder of the restaurant. They swipe their card at the time of sale in order to earn their loyalty points for the order. Customized loyalty cards are available from pcAmerica and may be assigned to customers inside of Restaurant Pro Express.

It's easy to set up customer loyalty inside of Restaurant Pro Express. In the **Options Screen**, select the **Customer Loyalty** function. You must create both **Loyalty Incentives** and **Loyalty Plans**. Incentives are the actual rewards you give to your customers, such as a free meal or $ 2 off the next purchase. Plans consist of one or more incentives. After you have created a loyalty plan, you can assign it to a customer by selecting the **Loyalty Plan** button in the customer's record in **Customer Maintenance**.

The **F1 Help Section** includes a full description and tutorial for configuring loyalty incentives, plans and assigning them to customers.

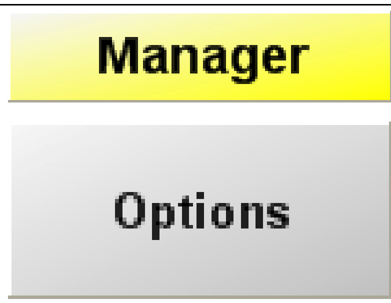
Using the Customer loyalty feature requires a third party processor.
For help acquiring a third party processor please call your sales representative for assistance.
Sales: 1-800-722-6374

Customer Loyalty is great way to get repeat customers and increase sales. By offering your customer incentives to shop in your store, they will have a more enjoyable and rewarding shopping experience. **This guide will focus on setting up a loyalty plan that will give a free gift card after 10 points.**

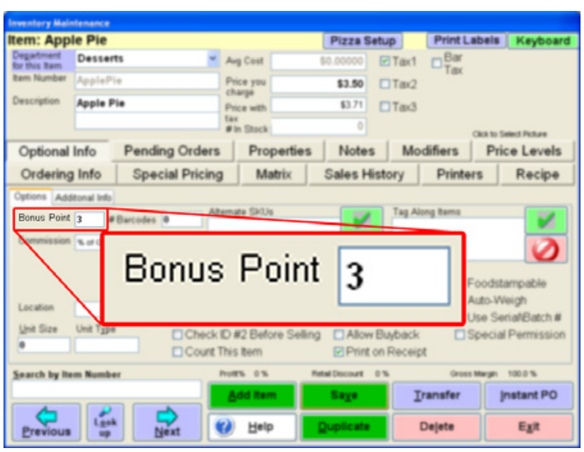
Customer Loyalty in RPE is used in conjunction with the Customer Maintenance screen and Bonus Points. In order to set up a loyalty plan you need to first set up a customer in Customer Maintenance, (see the **Adding and Modifying Customers** section of this manual) then create a loyalty incentive (the bonus you give the customer when they achieve a certain goal), add the incentive to a plan (similar to adding modifiers to a modifier group), then finally adding the loyalty plan to the customer it will apply to (adding the modifier group to the standard item).

Setting the Bonus Points for Certain Inventory Items

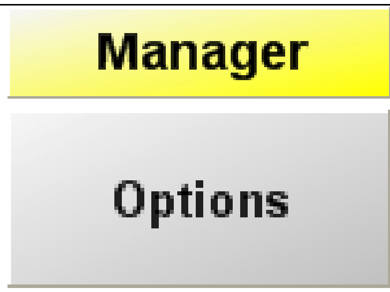
Each item in inventory needs to be assigned a certain number of bonus points. For example, an apple pie may get 3 bonus points, whereas a steak dinner gets 7 points.



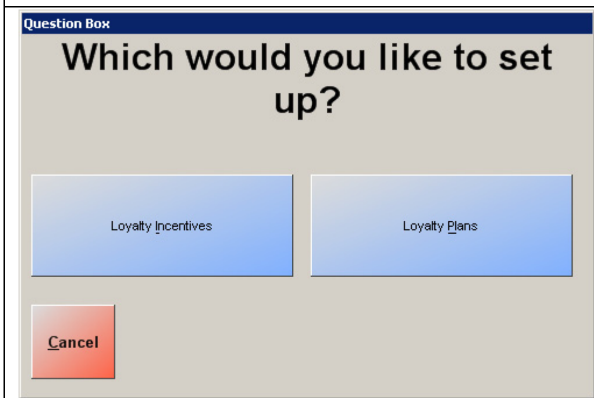
11. Select the **Manager** or **Options** button.
12. Enter the administrator password (default: admin) where applicable.
13. Select **Administrative** and then **Inventory Maintenance**.



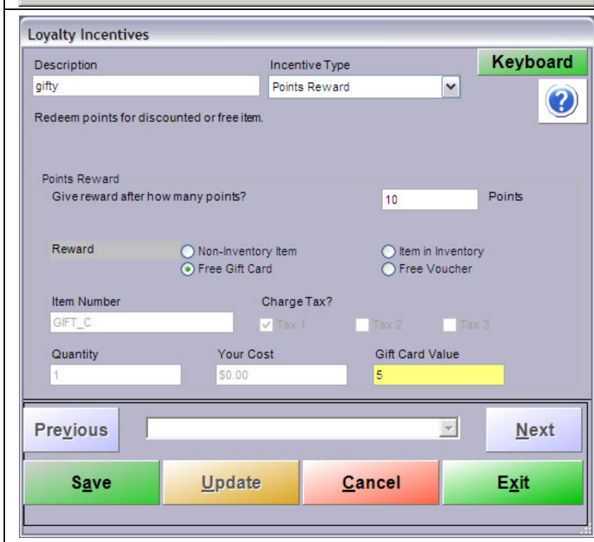
14. After selecting an inventory item, set the **Bonus Points** section to the amount of bonus points you want to give for this item.



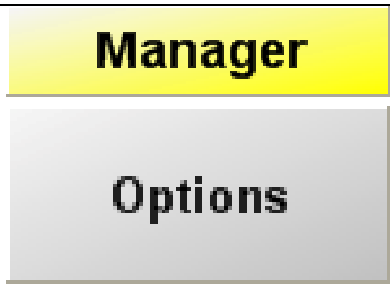
1. Select the **Manager** or **Options** button.
2. Enter the administrator password (default: admin) where applicable.
3. Select **Setup** then **Customer Loyalty**.



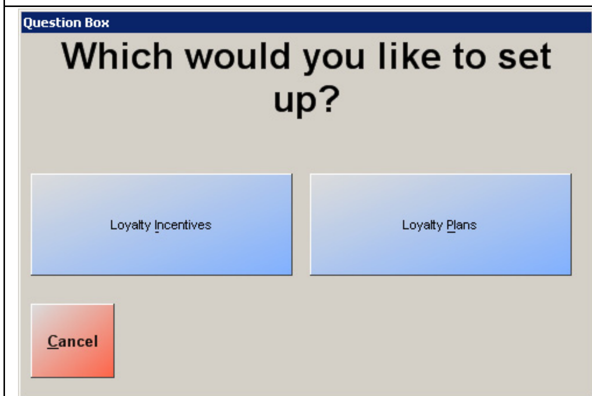
4. Select **Loyalty Incentive**.



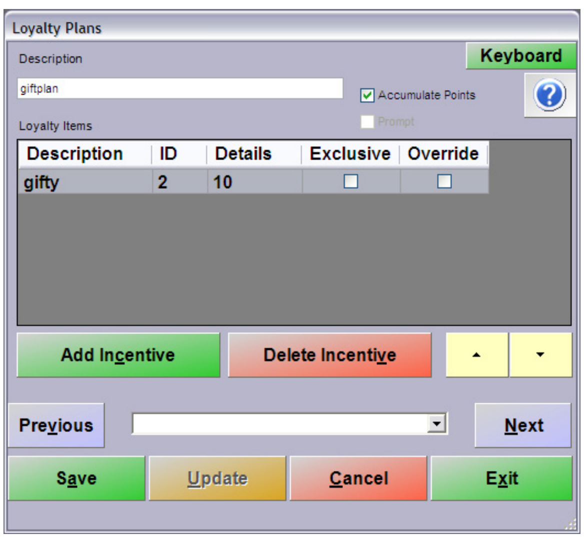
5. Select **Add** in the bottom left of the screen.
6. Enter a **Description**.
7. Select the type of Incentive (we will focus on **Points Rewarded** which means after a certain amount of points are achieved, the bonus will be rewarded).
8. Set **10** for **Give Rewards after how many points**.
9. Select **Free Gift Card.**
10. Enter **5** for **Gift Card Value**.
11. Select **Save**.



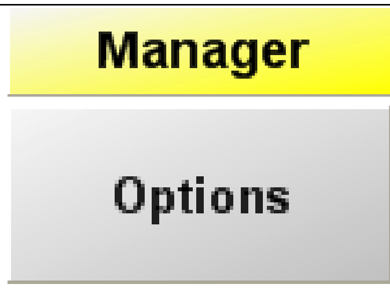
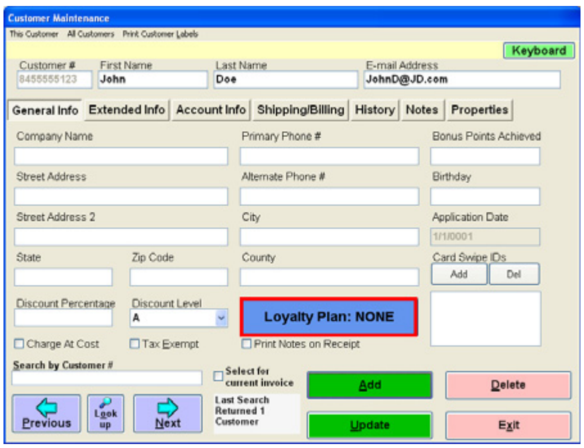
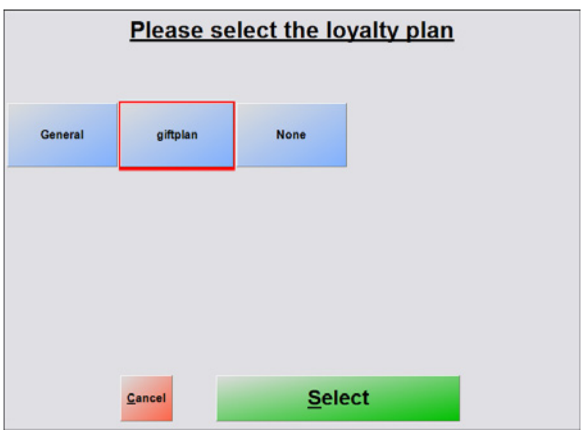
1. Select the **Manager** or **Options** button.
2. Enter the administrator password (default: admin) where applicable.
3. Select **Setup** then **Customer Loyalty**.



4. Select **Loyalty Plans**.

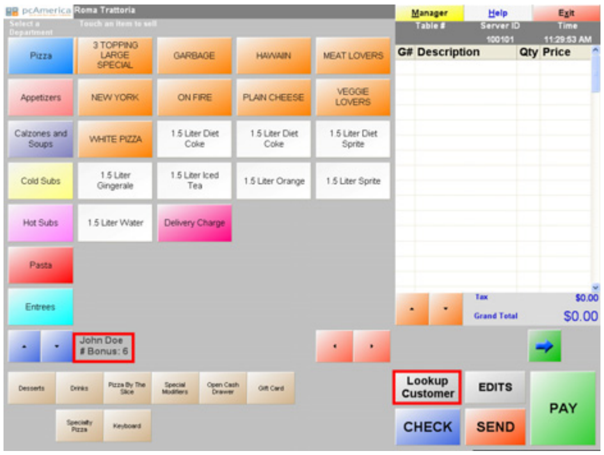


5. Select **Add.**
6. Enter a **Description** for the plan.
7. Check **Accumulate Points** (This will mean that bonus points will add up over time instead of being reset after each sale).
8. Select **Add Incentive.**
9. Select the inventive you want to add to this plan. (Whatever you named the incentive from the previous step.)
10. Select **Save.**

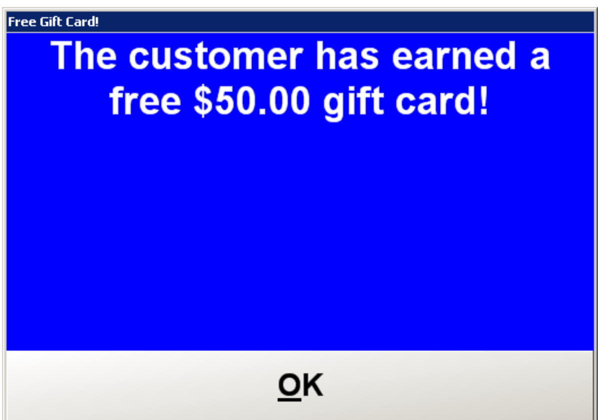
	1. Select the **Manager** or **Options** button. 2. Enter the administrator password (default: admin) where applicable. 3. Select **Administrative** then **Customer Maintenance**.
	4. Select the customer you want to add this plan to. 15. Select the big blue **Loyalty Plan None** Box.
	16. Select the appropriate loyalty plan from the list. 17. Select **Update** in Customer Maintenance to save changes to the customer.

Tracking Your Customers

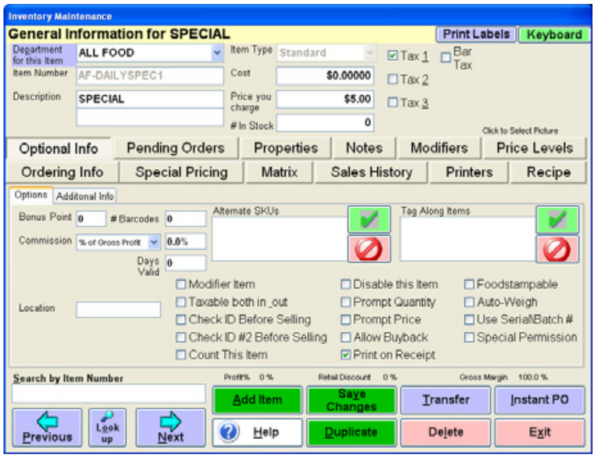
Triggering the Bonus Plan



1. Ring up a sale as normal.
2. Before paying out the sale, make sure to select the customer (or swipe their card) so they get the appropriate bonus points for their plan.
3. The bonus points earned and bonus point balance will print on the receipt now.
4. The bonus point balance will also appear in the customer section of the invoice screen.



1. You will see that when the customer has reached the bonus point level they will **NOT** get their incentive. This will not happen until the transaction after the plan has been triggered.



Restaurant Pro Express allows you to create inventory items, create recipes, create sale pricing, track inventory and configure retail and other inventory items. Creation and modification of these inventory items, as well as coupons, is done through the **Inventory Maintenance** screen which can be accessed from the **Administrative** section of the **Options Screen**. **A full tutorial of this screen is in the built-in F1 help section**. Below are some basic pointers to get you started.

You can add standard items from the Inventory Maintenance screen. Adding them through the Inventory Maintenance screen gives you more options and flexibility. Select on the **Add** button to add a new item. You'll have a choice of four different types of items:

- **Standard Item** encompasses all menu items, modifiers and SKU based retail items.
- A **Choice Item** is not a real item, but rather it is a holder item that when "sold," gives you a choice of which standard item to sell. For example, you can create a Latte choice item whose choices would be Small Latte, Medium Latte and Large Latte. The advantage is one inventory button that drills down into choices, as opposed to an overwhelming number of menu buttons.
- The **Modifier Group** is used to group modifiers together. For example, if you have modifier items **Rare**, **Medium Rare**, **Medium** and **Well Done**, you can group them into one modifier group called **Meat Temperatures**. Using modifier groups simplifies creation of menu items; instead of adding four modifiers to many meat entrees, you can add the group once to each item.
- **Coupon items** are created to give the customer a discount. They can be configured to give a flat amount or percentage off an entire check or only specific items. Coupons automatically calculate the discount amount based on price paid, date and time and other options. (For more information see the **Coupon** section.)

Fill in the data for the item and select **Save**. The most important fields for a standard item are the item number (must be unique), description, cost, price and tax rates. Modifying an item is just as easy. Select the **Lookup** button on the bottom left, find the item in the list and select it, modify the item and select **Save Changes** to update the item.

Special pricing is an extremely powerful feature of Restaurant Pro Express. A variety of sale and promotional pricing can be configured at any time. These prices will automatically be used when the server rings in the items. For example, happy hour pricing on drinks and bar items can be pre-configured. During happy hour the happy hour price will automatically be used without the servers having to apply a discount.

There are three main types of special pricing:

Sale Pricing: This function allows you to place an item on sale between certain dates. To create sale pricing for an item, select the **Add** button in the **Special Pricing** tab under the Inventory Maintenance screen. Enter the percent of the sale mark down and select the start and end dates for the promotion. To remove a sale price for an item, select the desired sale price then select **Remove**. To place an item on sale for only one day, select the same day for both starting and ending date.

Example: All steak dishes 10% off next week.

Bulk Pricing is used to sell items at a reduced price when your customers buy more than one of an item. To set up a bulk price for an item, select **Add**, enter the quantity needed to be purchased for bulk pricing, and then enter the new price. To remove a bulk price for an item, select the desired bulk price then select **Remove**.

Example: Two apple pies for the price of one.

Time-Based Pricing allows you to offer alternate prices on certain days within certain time ranges and is most commonly used for happy hours. Restaurants often use time based pricing to attract customers during their non-busy hours. To enter time-based price for an item, select **Add**, select the day on which you want to offer the sale price, and then enter the start and end times. To remove a time-based price for an item, select the desired price then select **Remove**.

Example: A bar may offer a beer during happy hour on Fridays from 4PM to 6PM for a sale price of $2.00 while the normal price is $4.00.

TIP: If happy hour is 4 PM to 6 PM, start your time-based price at 3:50 PM and end it at 6:10 PM. You may sell a few extra discounted drinks, but you will also avoid annoying a customer who orders a beer at 6:02 PM and wants the discount.

Categories and Departments

Restaurants can carry anywhere from a few dozen items to hundreds of items and more. Regardless of how many inventory and menu items your business sells, it is useful to break your items down into smaller groups of items to perform a certain task or search. In Restaurant Pro Express, items can be grouped into Departments. Departments can be further grouped into Categories.

A few examples of departments are Appetizers, Entrees and Wines. Common choices for categories are Food and Drinks. The category breakdowns are easy to see which area of the restaurant is bringing in the most profit.

Please note that Restaurant Pro Express comes with a default department of **NONE**. This department cannot be deleted.

The **Department Maintenance** screen can also be used to set up employee departments, which allows you to group your employees in different ways for functions such as labor scheduling. See the **Department Type** description below for more details.

You can access the **Department Maintenance** from the **Administrative** tab of the **Options Screen**.

To add a department:

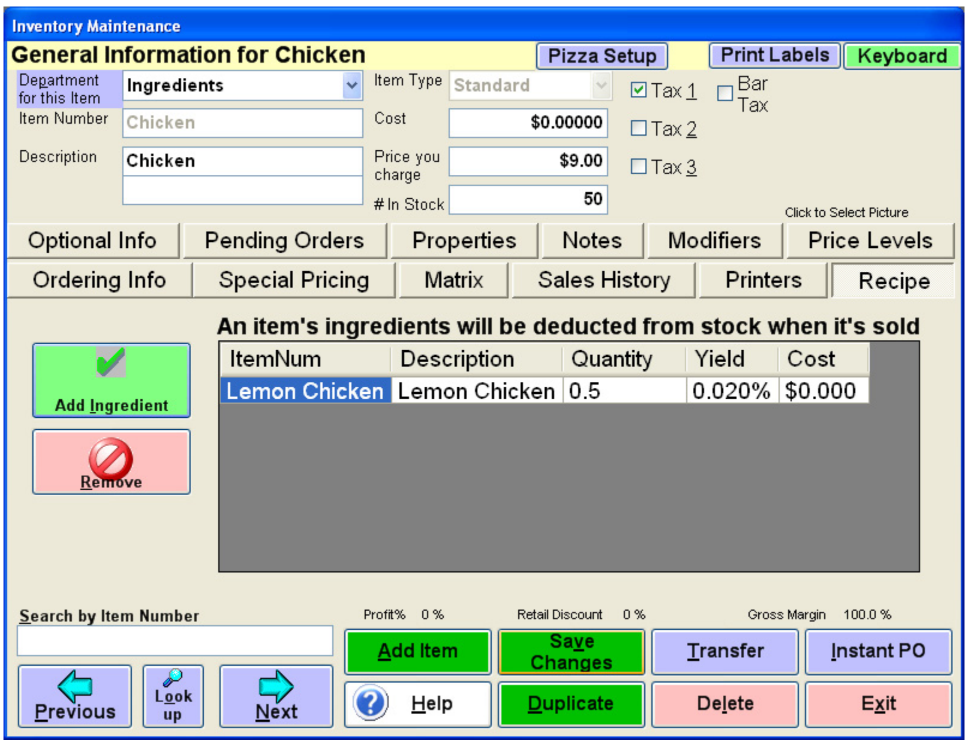
1. Enter the **Department Maintenance** screen.
2. Select or touch the **Add** button.
3. Type in a **Department ID** in the corresponding box (ex: VEGGIES).
4. Type in a **Department Description** box in the corresponding box (ex: Vegetables).
5. Select a category and department type (or leave these as is).
6. Select the **Save** button.

Optionally, you can check the **Bar Tax Inclusive** check box which includes tax built into certain items if they are ordered and immediately paid for at a bar station or any station. This provides for a fast cash transaction where the tax is built into the price for an even round number.

Categories are configured in the **Category Maintenance** screen, which is accessible in the button below the **Department Maintenance** screen. Adding a category is nearly identical to adding a department.

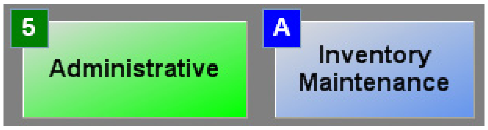
Restaurants need to keep track of ingredients that make up a menu item. A common example is, Lemons, Garlic and, Chicken for Lemon Chicken. **Restaurant Pro Express** includes a **Recipe** feature that simplifies this task.

This section describes how to add individual recipe items (Lemons, Garlic and, Chicken) to your inventory also, adding the item that will be using the recipe items (Lemon Chicken) and, assigning the recipe to the correct items.



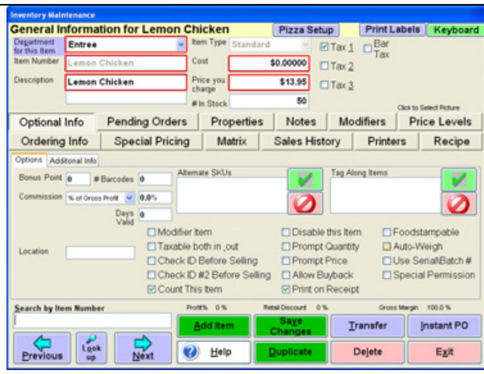
The first step is to add the Lemon Chicken to your inventory.

From the **Manager/Options** Screen:



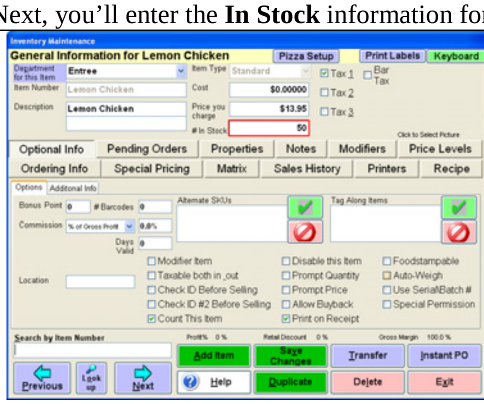
1. Select **[5] Administrative.**
2. Select **[A] Inventory Maintenance.**

3. Select **Add Item.**
4. Select **Standard Item.**



5. Choose a **Department** from the drop-down list ("Entree" in our example).
6. Enter an **Item Number.**
7. Enter the **Item Description** ("Lemon Chicken" in our example).
8. Enter the **Item Cost** (optional).
9. Enter the **Item Price** (required; $13.95 in our example).

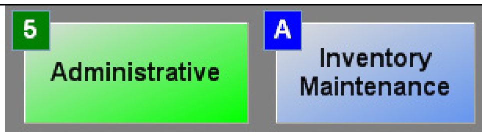
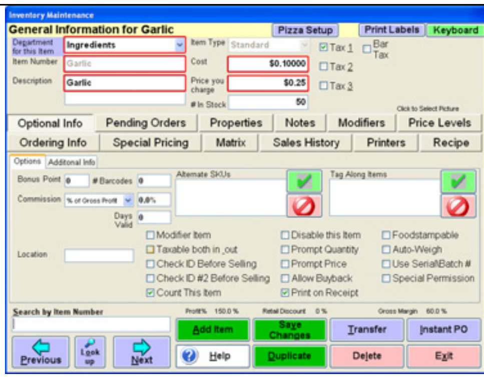
Next, you'll enter the **In Stock** information for the Lemon Chicken:



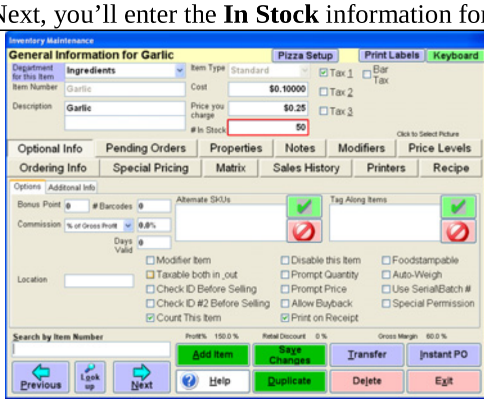
1. Enter the number of "Lemon Chicken" Entrees in stock in the **# In Stock** field. We'll use 50 for our example.
2. Select **Save Changes.**

The next step is to add all the individual items that are a part of the recipe (Lemons, Garlic and, Chicken).

From the **Manager/Options** screen:

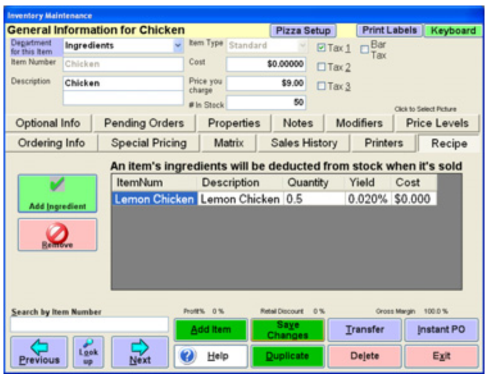
	1. Select **[5] Administrative.** 2. Select **[A] Inventory Maintenance.**
	3. Select **Add Item.** 4. Select **Standard Item.**
	5. Choose a **Department** from the drop-down list ("Ingredients" in our example). 6. Enter an **Item Number.** 7. Enter the **Item Description** ("Garlic" in our example). 8. Enter the **Item Cost** (optional). 9. Enter the **Item Price** (required; $.25 in our example)

Next, you'll enter the **In Stock** information for the items:

	1. Enter the number of "Garlic Cloves" in stock in the **# In Stock** field. We'll use 50 for our example. 2. Select **Save Changes.**

The final procedure is to create a recipe for the Lemon Chicken so, when it's sold the ingredients will know how much to deduct from their stock:

From the **Inventory Maintenance** screen, with one of the ingredients selected (Chicken):



1. Select the **Recipe** tab.
2. Select **Add Ingredient.**
3. Locate the menu item you created ("Lemon Chicken" in our example).
4. Double-click on it in the list or click the **Select** button.
5. Enter **.5** when prompted for the **Quantity** (since half a chicken will be used to make Lemon Chicken) and select **OK**.
6. Enter **.020** when prompted for the **Yield** amount (since there is a possibility for a small amount to be "wasted" in this recipe) and select **OK**.
7. Select **Save Changes.**

Note: this last step has to be done to all the ingredients in the recipe (Garlic, Lemon and, Chicken).

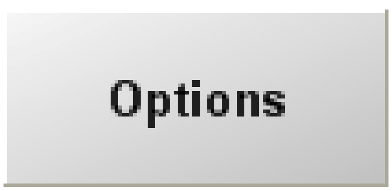
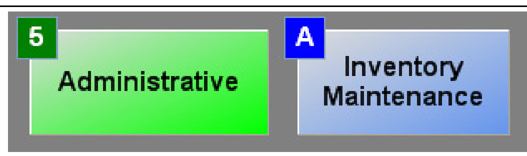
In the **Restaurant** tab of the **Reporting Screen**, run the **Ingredients – Theoretical Usage** report to view a list of all ingredients that should have been used based on the sales recorded within the selected date range. You can compare this list to your actual ingredients to determine if any food has been wasted or stolen.

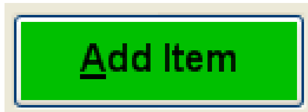
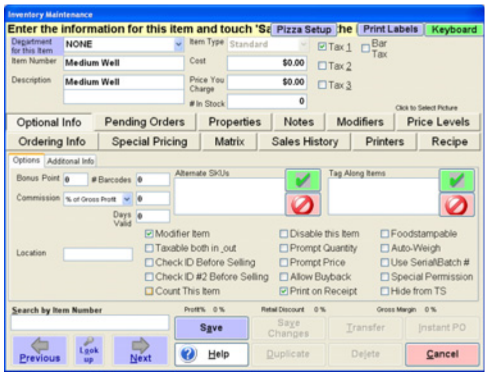
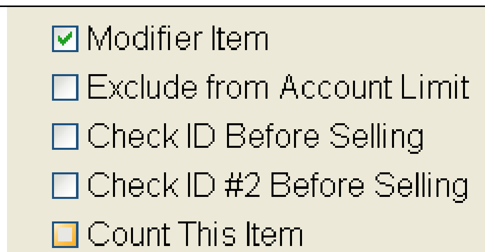
Tip: Use the **Ingredients – Theoretical Usage** report for last weekend to see what items you need to have in stock this weekend. If you only used four dozen eggs during Sunday morning brunch, this report will help save you from purchasing 6 dozen for this Sunday.

Modifiers are items that alter the menu item they are modifying. For example, Add Onion, No Pickles, Add Tomato and Extra Ketchup would be modifiers for a Burger. French, Italian and House dressings would be modifiers for a salad. Assorted toppings would be a modifier for pizzas. Modifiers are added into **Restaurant Pro Express** in the same fashion that a standard menu item would be created.

You can add modifiers from the menu screen or from the inventory maintenance screen. Adding them through the Inventory Maintenance screen gives you more options and flexibility.

For this example we will be creating modifiers for how someone would like their burger cooked (provided that you have this item in your inventory already).
To start creating modifier items simply start by opening Inventory Maintenance by;

	4. Select the **Manager** or **Options** button. 1. Enter the administrator password (default: admin) where applicable.
	
	2. Select **Administrative**. 3. Select **Inventory Maintenance**.

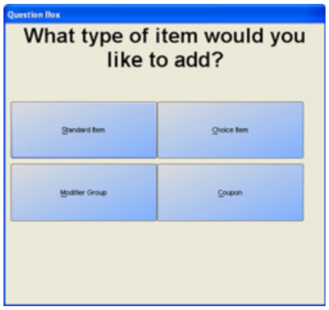
	1. In the **Inventory Maintenance** screen select **Add Item** then choose **Standard Item.**
	2. Set the department for this item as **NONE**. 3. Type in your **Item Number** (In this example it is Medium Well). 4. Enter the **Description** (also Medium Well). Remember, this is what prints on the receipt.
	5. Since this item is a Modifier you must make sure you select the **Modifier Item** check box. In this case, uncheck the **Count This Item** check box however if you want to count the modifier for inventory purposes (like pizza toppings) leave it checked. 6. Select **Save**

Hint You may want to create a department called **Modifiers** and make all of your modifiers part of this department, then make it hidden from the touch screen (see Touch Screen Configuration section) so the modifiers cannot be accidentally added without the item to be modified.

For purposes of making it easy we placed them in the **NONE** department in this example.

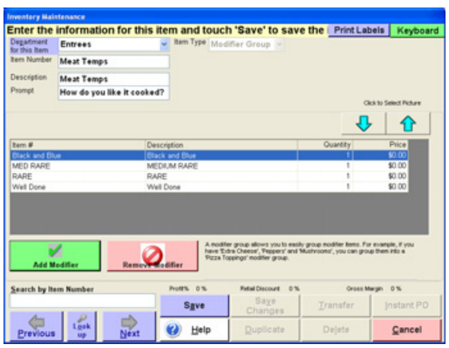
Add a Modifier Group

Modifiers may also be grouped together into **Modifier Groups**, which is another way to further organize your modifier items. **Modifier Groups** also make it easier to add to the item to be modified for example, instead of adding three individual modifier items you can group them together only adding one group.



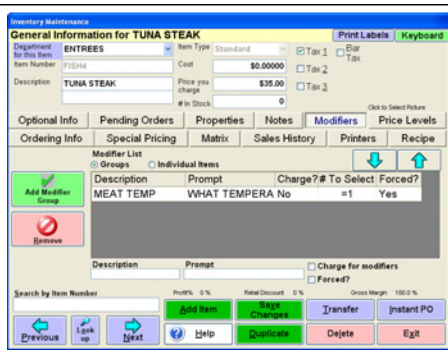
1. In the Inventory Maintenance screen Select **Add Item** then select **Modifier Group** for the type of item you would like to create. Type an **Item Number** and **Description** (In this example the Group is called Meat Temps).

2. The prompt field allows you to enter the question the user is asked when selecting this modifier. For instance, “How do you like it cooked?”

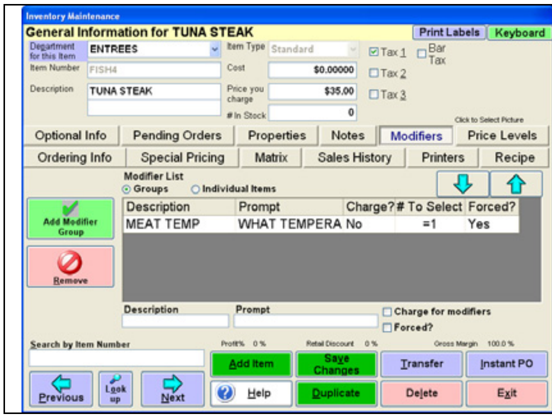


3. Select the **Add Modifier** button and the list of modifiers you created will appear.

4. Choose the modifiers from the list you want added to this Group and select **Save.**



5. The next step is to ASSIGN modifiers (or modifier groups) to an item.

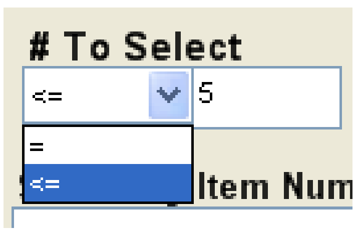


1. Select **Add Modifier Group** or **Add Modifier Items** (depending on which you created earlier). You will now need to select **Add Modifier** or **Add Modifier Group** button.

2. Select your modifiers or groups for that item (from the list that appears of modifiers or groups that you created).

3. Select **Save Changes**.

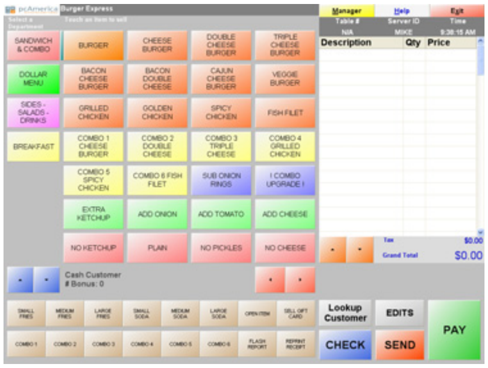
Modifier options



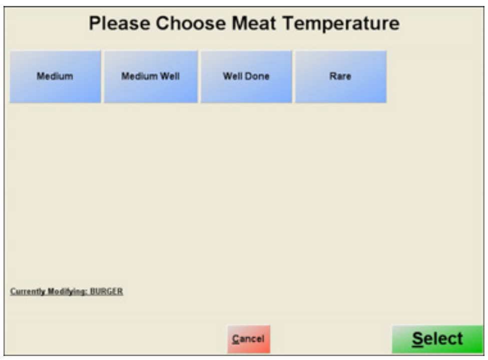
 # To Select indicates whether the server must choose one, two or three modifiers, or if there is a maximum number of modifiers. If there is more than one modifier for the item you must use <=. For instance, a steak can only have one temp so you would use = and the number 1. However a hamburger can have many toppings (bacon, lettuce, cheese, pickles) so you would use <= and then the number of choices of toppings.

- **Charge for Modifiers** is checked if you want to charge for the modifiers in this group when applied to the current item (ex: you may charge for ice cream toppings on a standard cone but not when applied to a Sundae).
- **Forced?** Indicates whether the server MUST choose a modifier. It is a good idea to force modifiers such as meat temperature for a steak, where the chef always needs to know the selection. Modifiers such as **Toppings** on a pizza don't need to be forced as the customer may purchase a plain pizza without toppings.

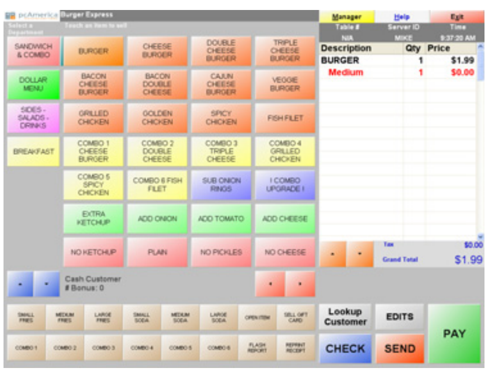
***Add Individual Items** is used if you do not want to create a group for the modifiers for this item. This method is less efficient than modifier groups, however it is useful for lists of modifiers that are not repeated for other items. If you reuse the same list of modifiers more than once, you should create a modifier group to save you time.



1. At the invoice screen select the item to be modified (Burger for this example).

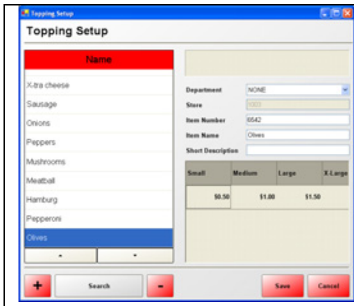


2. Select how the customer would like their burger prepared.

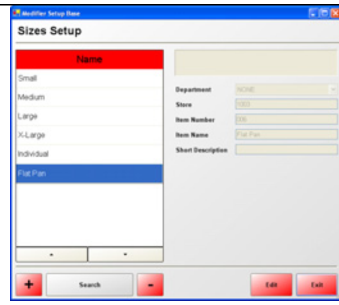


3. You will see that the invoice screen now has the burger on the invoice with the modifier (in red).

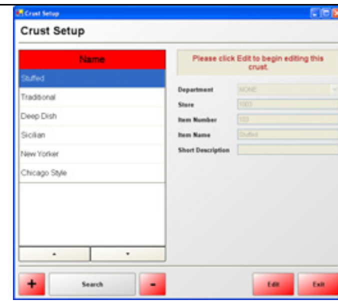
Restaurant Pro Express features an industry leading **Pizza Screen.** You will be able to create any variation of pizza, any size, with any toppings and multiple crusts. You will also be able to have your standard pizza's programmed into your menu for quick access. You must first create a Pizza department (see **Categories and Departments** pg. 48) and add your pizza's to this department. To access the **Pizza Setup** screen select it from the **Inventory Maintenance** screen.



Setup the toppings by selecting the **Toppings** tab and select the add (+) button. Enter a Description, Number and Name (Peppers, Sausage).

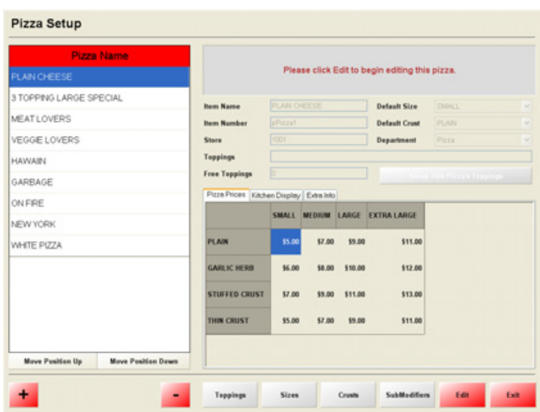


Setup Sizes by selecting the **Sizes** tab. Select the add (+) button and enter a Description, Number and Name (Small, Large).



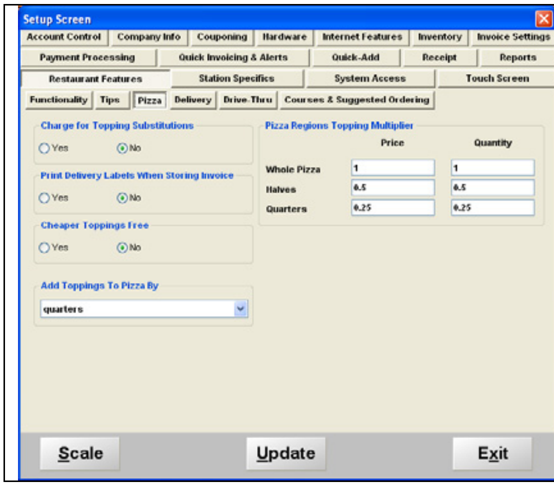
Create crusts by selecting the **Crusts** tab. Select the add (+) tab and enter a Description, Number and Name (Sicilian, Stuffed, Deep Dish).

***When you have created your sizes, you can go back and enter a price for your toppings.**



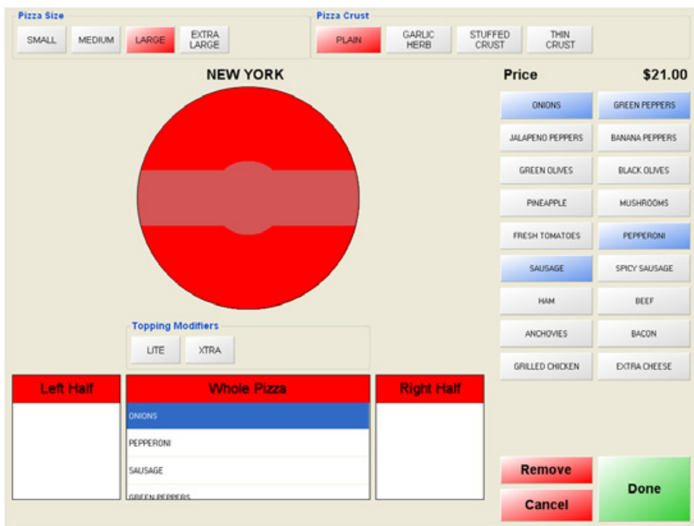
When you have created your standard pizzas for your menu you must enter a price for each size that they come in. In addition, you must enter a price for the different crusts that they can come with.

Select the **Pizza Name** and then select the **Edits** button. After you have setup the sizes and crusts a grid will appear for you to enter the correct prices. In addition, you can setup the toppings for that pizza by selecting the **Setup This Pizza's Toppings** button.

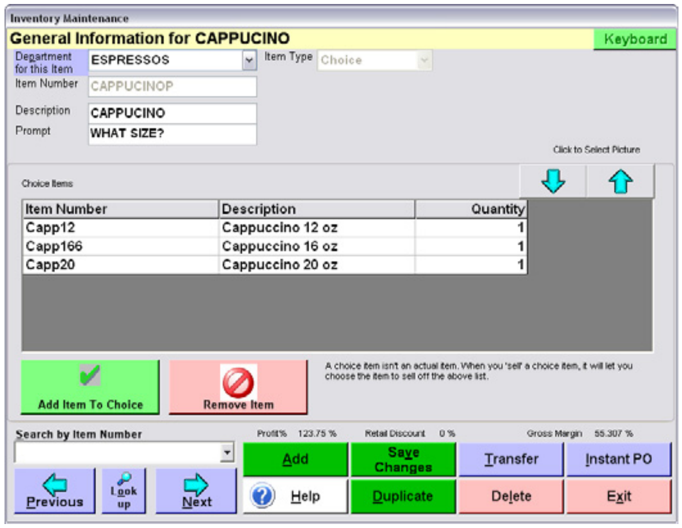


To access additional features go to the **Restaurant Features** tab in the **Setup Screen** and select the **Pizza** button.

By default, you will be able to select a pizza by halves however you can change it to quarters or whole. There is also a Pizza Regions Multiplier so you can adjust the cost of your toppings. For instance, a topping that costs $2.00 can be adjusted to $1.00 if it is ordered on 1 half of the pizza.



The **Pizza Screen** is user friendly and easy to navigate. When you select a pizza from your menu you can easily choose a size, crust and toppings. You can also designate certain areas of the pizza to have specific toppings on it. For additional information please refer to the **F1 Help section** of the software.



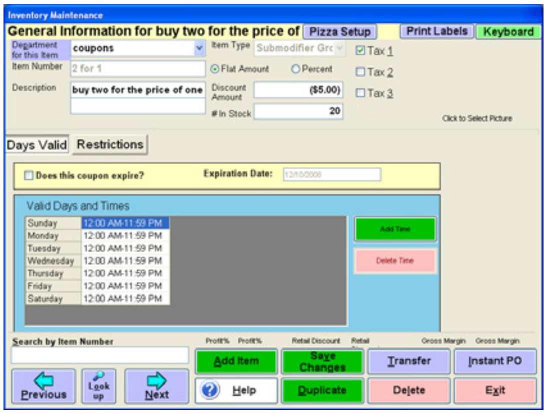
A **Choice Item** is not a real item, but rather provides a way to have the user choose from a list of actual menu items. For example, if have a coffee shop that sells a small **Cappuccino 12 oz.**, medium **Cappuccino 16 oz.** and large **Cappuccino 20 oz.**, you can create a choice item called cappuccino. When you sell this choice item, you will be prompted to choose which of the three sizes of cappuccino is being sold. This simplifies your menu – you can replace three buttons for Cappuccino on the screen with one button that drills down into a choice of sizes.

Choice items are primarily used to limit the number of items on the main invoice screen and provide drill downs for quicker, easier selection.

In the example above, the choice item is the 'fake' item called 'Cappuccino'. The items included inside of the pass-along are the 'real' items, the choices that are displayed when you 'sell' the pass-along. In this example, the items would be **Cappuccino 12 oz**, **Cappuccino 16 oz,** and **Cappuccino 20 oz.**

Some restaurants and bars may use this for a liquor menu. The person configuring the menu would create all their liquors as standard inventory items, and create an 'S Liquor' **Choice**, with all liquors that start with the letter S inside of it. Instead of scrolling through searching for Smirnoff vodka, the bartender can select S and see a drill-down with Smirnoff amongst a few other S liquors.

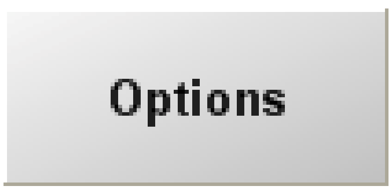
When setting up a **Choice Item** you can include a **Prompt** which is the question that is asked to the server when provided with the individual choices. For the above example, a suitable question would be "What Size Cappuccino?"



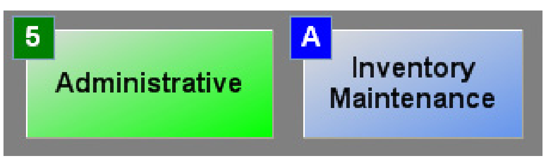
Coupons are commonly used in restaurants. A couple of examples are buying one entrée getting one free on Thursday and 10% off all alcoholic drinks 3 – 5 PM daily. In order to account for the wide variety of types and restrictions of coupons in the restaurant business, the Restaurant Pro Express inventory screen includes an item type just for coupons.

Coupons may be configured to give either a percent or a flat dollar amount off the Grand Total. Redemptions of a coupon appear as a sale of an item for a negative dollar amount. It is a good idea to put all of your coupons in one department for easier reporting.

Creating a coupon is easy, just follow these simple steps and you'll be able to discount items with your newly created coupons.

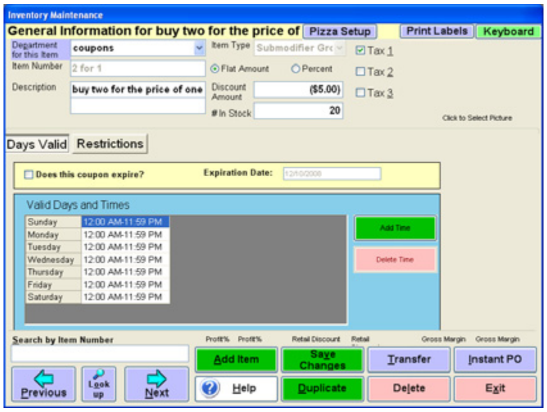


18. Select the **Manager** or **Options** button.
19. Enter the administrator password (default: admin) where applicable.



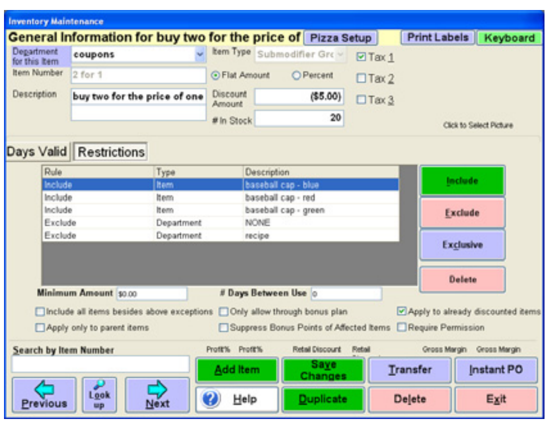
20. Select **Inventory Maintenance** in the **Administrative** Tab. This will give you access to the inventory maintenance screen.

The **Days Valid** tab is used to set what days and time the coupon is valid. Use the **Add Time** and **Delete Time** buttons to configure the times. You may also set the expiration date for a coupon date by checking the **Does this coupon expire?** check box and filling in the expiration date.



1. Select **Add Item**.
2. Select **Coupon**.
3. Fill out the appropriate information for the item.
   a. Select the **Department**.
   b. Input an **Item Number**.
   c. Select the **Discount Amount** or **Discount Percent** (make sure you choose a negative number).
   d. Select whether the coupon expires and if it does, when does it expire.
   e. Set which days and times the coupon is valid.

The **Restrictions** tab allows you to specify which items, departments or categories are included or excluded in the coupon discount. Coupons can also be made exclusive of specific items. This feature is often used to restrict a check to include only one coupon.

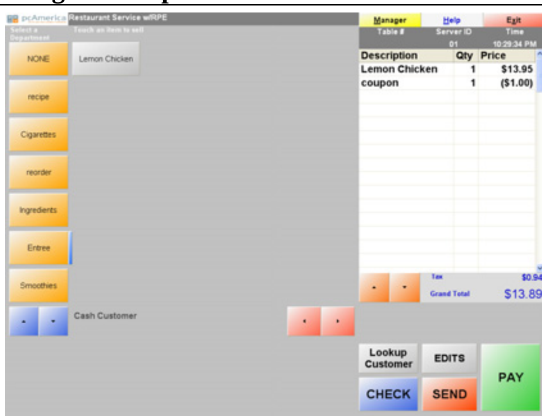


4. Select the **Restrictions** Tab.
   a. Set which restrictions you want (e.g. What items are exempt from the coupon)
5. Select **Save Changes**.

In the **Restrictions** Tab there are a number of options, including a minimum dollar amount, number of days between use and other restrictions to make your coupons more customizable.
Listed below are the restrictions and their most common uses:

- **Include**: Will include these category/department/items for the coupon.
- **Exclude**: Will NOT include these category/department/items for the coupon.
- **Exclusive**: When adding this coupon to the exclusive list will mean it can only be used once on the invoice.
- **Min. Amount**: The minimum dollar amount the invoice has to be to trigger the coupon.
- **# Days Between**: Days allowed between coupon use.
- **Include all items besides above exceptions**: Can be used to save time instead of including and excluding, just check this and exclude what you don't want.
- **Apply only to parent items**: Not valid on modifiers.
- **Only allow through bonus plan**: Only applicable if triggered through a loyalty plan.
- **Suppress Bonus Points of Affected Items**: If coupon is used, you do not get loyalty plan points on this invoice.
- **Apply to already discounted items**: Whether or not it can be applied to invoices with previous line discounts, etc.
- **Require Permissions**: Whether the employee needs permission to ring up the coupon.

Using the Coupon



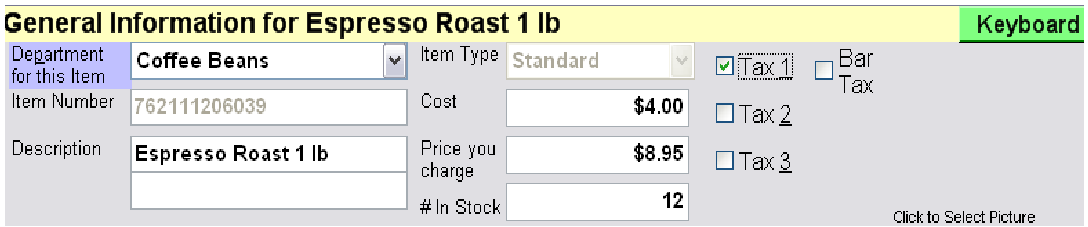
1. Ring up an invoice as normal
2. Select the Inventory item for the coupon. (You will notice an invoice item show up within parenthesis denoting a negative priced item)
3. Notice the grand total is now discounted by the amount of the coupon.

Getting Deeper

Take some time to experiment with the different options within Inventory Maintenance for coupons. You can limit the items the coupon is valid on (by department, individual item, or category) the times the coupon is valid (down to the minute), and everything in between.

Setting Up SKU Based Retail Items

Restaurant Pro Express allows you to configure, ring up and track the sales of SKU based items with bar codes. You can also track retail items that do not have bar codes. To do this, add a standard item to inventory. Scan (or type) the bar code into the **Item Number** field. The main fields on the top third of the screen should be filled in for every retail item you carry in your restaurant.

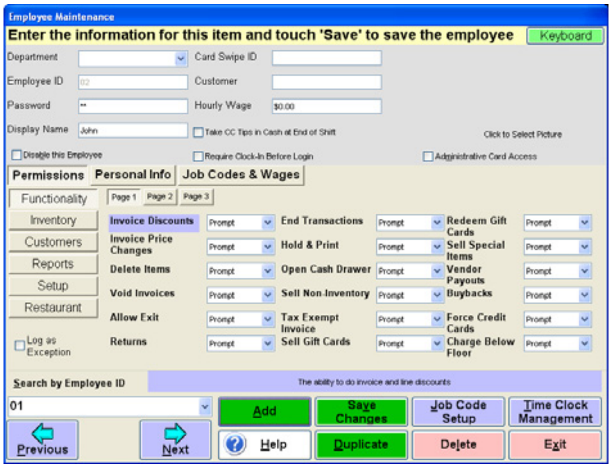


It is easy to ring up a SKU based item inside of Restaurant Pro Express – simply scan the item at any time during the transaction using a bar code scanner. The quantity sold will deduct from the in stock value in the **Inventory Maintenance** screen.

There are a variety of useful inventory reports in the **Reporting Screen** to help you track your retail items. The simple numerical and alphabetical listings will show you what is currently in stock. More advanced reports, such as the **Item Activity Report** will show you what was sold and received of each item between a date range.

Restaurant Pro Express also has a built in **Purchase Orders** screen (accessible from the **Administrative** tab of the **Manager/Options** menu.) This screen can be used to place orders for items, print purchase orders and at a later time receive the items when they arrive at your restaurant. You can learn how to use the **Purchase Orders** feature by reading the F1 Help Section.

NOTE: If you are scanning SKU-based retail items with a bar code scanner, you may not want buttons from these items cluttering up your menu screen. If you would like to hide your retail items from the touch screen, the easiest way is to put them in one or more retail departments and hide the department buttons within the **Touch Screen Configuration** screen.



It's important to track your employees and configure functions they have access to within your point of sale system. Employees and security, as well as job codes and other employee settings, are configured in the **Employee Maintenance** screen, which can be accessed from the **File** Menu of the **Login Screen**. **A full tutorial of this screen is in the built-in F1 help section**. Below are some basic pointers to get you started.

The basic steps of how to add an employee are introduced in step three in the **10 Steps to Getting Started**. Modifying an employee is just as simple; navigate to the employee using the buttons in the bottom left corner of the screen, modify the employee and select the **Save Changes** button to update the employee.

Swipe Cards and Security

	The fastest and most secure way to log an employee into the system is to use a POS Access Card. Alternatively an employee can use a pin number or their username and password, which is not as secure because another employee may watch the login number typed in over their shoulder. When an employee needs to log in or clock in\out of the system or a manager needs to provide override permission, they can simply swipe their card which is faster, easier and more secure than a pin code or user name. POS Access cards can be purchased directly from pcAmerica.

To assign a card, swipe the card into the **Card Swipe ID** field using the MSR.

NOTE: The **Display Name** for an employee will print on an invoice when they are the servers. If you desire, fill this field in for the results of a friendlier receipt.

Tracking Your Employees

Employee Security and Exceptions Tracking

Restaurant Pro Express can be configured in a flexible fashion, allowing you to define which employees can access which functions inside of the system. It is important to understand and properly configure the permissions to ensure employees can only access the functionality you want them to access.

Security is a priority within Restaurant Pro Express. The **Employee Maintenance** screen has dozens of permissions which can be set individually for each employee and determine what that employee is allowed to or restricted from doing. Most of the permissions have four settings:

- **Yes** allows the use of a function.
- **No** restricts the selected function.
- **Prompt** asks for manager's permission to use the selected function.
- **Override** makes the selected employee a manager for the selected function, meaning they can access the function and also give an employee with the **Prompt** setting permission to use this function.

The **Exceptions Tracking** features of RPE provide a great way to identify and track suspect activity. If you log a certain activity as an exception (ex: Server 01 ringing in a discount or Server 03 opening the cash drawer for change), RPE will record this instance in an Exceptions Log for later viewing. Even though many of these functions are already recorded for all employees, this will provide you with a list of functions and employees you would like to specifically watch.

Exceptions Tracking is a great analytical tool that will provide you with specific lists of activity you define as suspect without having to wade through pages of information. You can view the results in the **Operational Exceptions** report, viewable in the **Sales** tab of the **Reporting Screen.**

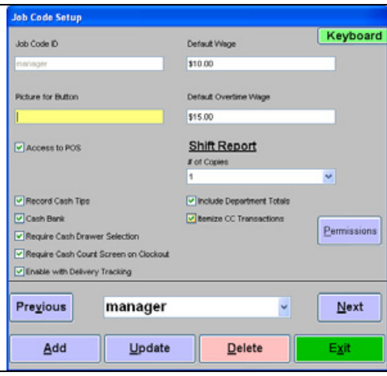
Configuring **Exceptions Tracking** is easy; simply check the **Log as Exception** check box for each permission and employee combination that you wish to watch. This setting is configured individually for each employee and permission to provide maximum flexibility.

Permission	Set as	Reason
End Transactions	Yes	In order for employees to accept any type of tender and end the transaction this should be set to yes.
	No	This will not allow the employee to end any transactions.
	Prompt	This will not allow an employee (usually a server) to end a transaction without a (manager) override.
	Override	This will allow an employee (manager) to allow another employee (Server) who is set to prompt, end a transaction.
End Cash Transactions	Yes	In order for the server to accept cash as a tender type this option should be set to yes.
	No	This will not allow the employee to end any cash transactions.
	Prompt	This will not allow an employee (usually a server) to end a cash transaction without a (manager) override.
	Override	This will allow an employee (manager) to allow another employee (Server) who is set to prompt, end a cash transaction.
Invoice Discounts	Yes	Employees might have to be able to discount an item or the whole invoice perhaps, a can of corn was damaged and the store discounts 10% for that.
	No	This option (when set to no) will not allow your employees to do discounts either to items or invoices.
	Prompt	This will not allow an employee (usually a server) to do an invoice discount without a (manager) override.
	Override	This will allow an employee (manager) to allow another employee (Server) who is set to prompt, perform an invoice discount.
Delete Items	Yes	This will allow Employees to delete items off the invoice.
	No	This option (when set to no) will not allow your employees to delete items on an invoice.
	Prompt	This will not allow an employee (usually a server) to delete an item off an invoice without a (manager) override.
	Override	This will allow an employee (manager) to allow another employee (Server) who is set to prompt, delete an item on an invoice.
Allow Exit	Yes	This will allow servers to exit from the invoice screen.
	No	This option (when set to no) will not allow your employees to exit from the invoice screen.
	Prompt	This will not allow an employee (usually a server) to exit from the invoice screen without a (manager) override.
	Override	This will allow an employee (manager) to allow another employee (Server) who is set to prompt, exit from the invoice screen

Tracking Your Employees

Job Codes, Time Clock, Hours & Wages

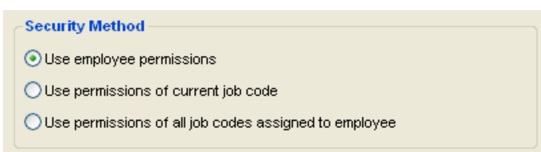
If you are just using the basics then you don't need to worry about job codes and the employee time clock. However these are valuable features that are easy to configure and will help you control your business.



Simply put, Job Codes are the different jobs that your employees work inside of your business. A few examples are server, janitor, manager and crew member. Job codes can be configured inside of the Employee Maintenance screen (by selecting the **Job Code Setup** button). You can configure if an employee working a certain job code may access the POS, if they handle cash and how many shift reports to print at the end of their shift. You can read more about these options in the built-in **F1 Help Section**.

After creating job codes, they can be assigned to an employee using the **Add** button in the **Job Codes & Wages** tab in **Employee Maintenance**. Hourly wages and overtime wages are configured in the same tab. An employee can have more than one job code each with a different wage. When they clock in, they will be asked which job code they are working this shift.

Enforcing employees to use either employee maintenance permissions or job code permissions is set in the **Setup Screen**, under **System Access**.



1. **Use Employee Permissions**
   - Will use the permissions set in the employee maintenance screen.
2. **Use Permissions of Current Job Code**
   - Will use the permissions of the job code that the employee clocks in with.
3. **Use Permissions of all Job Codes Assigned to Employee**
   - Will use the permissions of all the job codes which are assigned to that employee.

To track the hours worked by your employees, have them clock in by selecting the clock icon on the Login Screen. Staff members use the same icon to end their shift and clock out. In the occasional situation an employee forgets to clock in or clock out, the **Time Clock Management** screen can be used to modify times. If you want to enforce that your employees clock-in before starting their shift, select the **Require Clock-In Before Login** on the **Employee Maintenance** screen.

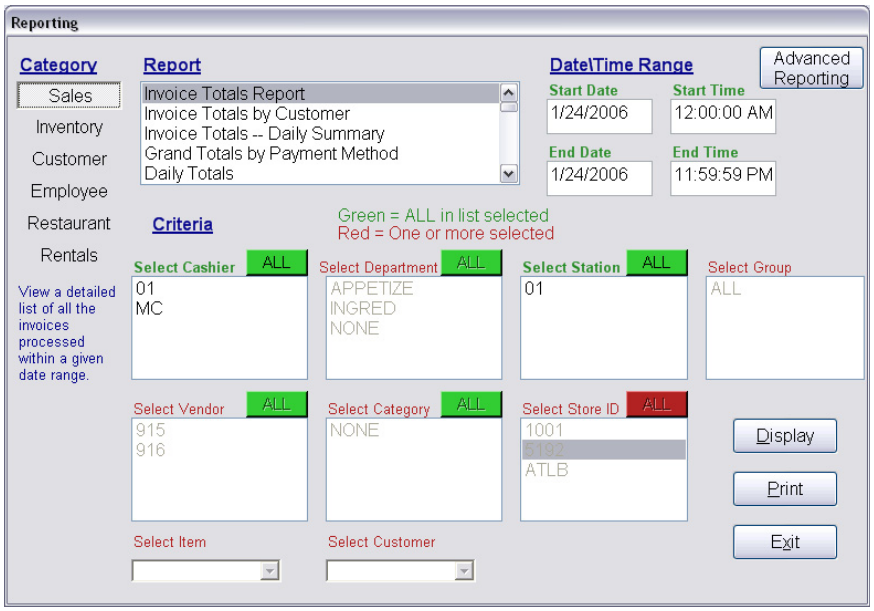
Typical steps for an employee:

1. Employees and servers clock in when they come in for the day.
2. They take orders and close out checks throughout the day.
3. At the end of the shift, the employee clocks out.
4. A shift report print is printed upon clock-out which includes a cash count that shows how much money was taken in and removed. At the bottom is an over\short amount that helps ensure that your servers are properly reporting and turning in the money they collected throughout the day.

Reporting

How to Use the Reporting Screen

Restaurant Pro Express has dozens of built-in reports that help you view and analyze sales figures, inventory and ingredients, efficiency, employee activity, customer history and a substantial amount of additional statistics and data regarding your store operations. These reports are generated from the reporting screen, which can be accessed from the **Administrative** tab of the **Options Screen**. There are six categories of reports you can choose from, listed down the left side.



To run a report, first select the report you'd like to run by selecting its name in the **Report** list box. Each report can be customized on the fly by selecting one or more pieces of criteria such as a date range, one or more server IDs, one or more registers, etc. For example you can run the **Receipt Listing** report to see a detailed sales transaction listing for server 01 from April 1st, 2006 through April 5th, 2006.

The built-in reports will satisfy all or most of your reporting needs. Restaurant Pro Express includes a built-in report writer which can be accessed by selecting the **Advanced Reporting** button. The report writer is for more computer savvy users that are familiar with report builders. Training Sessions on how to use the **Advanced Reporting** section can be purchased from pcAmerica.

Most store operators use less than one tenth of the built-in reports. It is a good idea to select each report and read the description of what information the report includes. Many users miss out on valuable information simply because they haven't taken the time to learn the figures that each report generates and how it will benefit their business. Listed below are a few of the most useful reports.

Report Name	Category	Description
Invoice Totals Report	Sales	Summary of each invoice processed within a date range.
Invoice Totals - Daily Summary	Sales	Summary by day with totals, # of tickets and average dollar amount per ticket.
Grand Totals by Payment Method	Sales	Total dollar amount collected by each payment method with the option to break down by server.
Detailed Daily Report	Sales	Detailed report with payment breakdowns (receipt printer).
Detailed Department Sales	Sales	Breakdown of items sold by department.
General Hourly Report	Sales	Breakdown of income by hour within a day.
Grand Totals by Date	Sales	Quick figure of how much was sold in a date range.
Receipt Listing	Sales	Detailed summary of each check within a date range.
Shift Summary	Sales	Summary of each employee's shift.
Financial Summary	Sales	Detailed "picture" of your business within a date range, gathering all of your key figures in one compact report.
Invoice and Operational Exceptions	Sales	List of functions that you have identified as suspicious with employee ID and manager ID. Useful to prevent theft.
List Alphabetical	Inventory	Summary of your in stock inventory and value.
Reorder Report	Inventory	Breakdown of items sold.
Top Sellers	Inventory	See your best selling items.
Discrepancy Report	Inventory	Identify what is in stock versus what should be in stock, use this to identify theft, waste and other loss factors.
Top 10 Sellers	Inventory	Another report to identify the best sellers in your inventory.
Pending Orders \ Details	Inventory	Used for catering businesses to view future orders.
A/R Summary	Customer	View a list of all outstanding accounts.
Purchasers of Item	Customer	View all customers who purchased a specific inventory items so you may market to them for similar new items.
Sales History	Customer	Detailed list of which customers ordered which inventory items.
Hours and Wages	Employee	List the hours and wages of your employees.
Employee Listing	Employee	Generate a report listing the ID and personal info of each employee.
Commissions	Employee	View the commissions you rewarded to your employees for recommending and selling certain items.
Late Rentals	Rentals	A list of all rentals that are currently out of the store and beyond the due date.

Got a question? We're here to help.

pcAmerica offers a variety of technical services to help ease your transition, make you comfortable with your new point of sale system and help you with any problems you may have. Contact our sales department to purchase any of our service offerings.

Our **Hourly Training** service is a great way to learn your new point of sale system. A trained engineer will spend a full hour with you on the phone (or over the internet) to walk you through some of our features step by step. They can recommend which features you should use for YOUR business or you can tell them what you'd like to learn. Many business owners also purchase this service after owning the system for many months or years in order to learn new features that they haven't used yet.

A bundled **technical support and upgrades package** is a must-have for your business, **24-7-365 support** gives you the highest level of comfort that everything is 100% at your store. This service is purchased on an annual basis and includes not only your technical support but also all the new versions of Restaurant Pro Express released in that year.

Are you too busy to input your inventory? Our engineers can do it for you with our **Inventory Programming Service**. Send us a copy of your inventory and one of our engineers will input the entire inventory into the system for you.

Department	Contact Info
Sales Department	1-800-PC-AMERICA (722-6374) Or 845-920-0800 sales@pcamerica.com
Technical Support	1-800-342-5729 845-920-0888 tech@pcamerica.com

Step by step instructions of how to plug in your new POS hardware and peripherals and install drivers are located at: http://support.pcAmerica.com or are contained on the installation CD that accompanied your system.

Most questions are already answered at our FAQ website located at http://faq.pcamerica.com.

Thank you for choosing pcAmerica!

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