User Manual for Managers

Change Log

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1 Contents

1 Contents
2 Support Information
  2.1 Online
  2.2 Email
  2.3 Telephone Numbers
3 About This Document
  3.1 Feature Navigation
4 Keeping Up to Date
  4.1 Epicuri News Feed
  4.2 Updating the Waiter App
    4.2.1 Updating the Waiter App Manually from Google Play
5 Staff Management
  5.1 The Importance of Keeping Data Up To Date
  5.2 Login Manager Roles
  5.3 Accessing Login Manager
  5.4 Adding a New Staff Member
  5.5 Editing a Staff Member
  5.6 Deleting a Staff Member
6 Menu Management
  6.1 Menu Structure
  6.2 Course Attribution on Categories
  6.3 Menu Items
  6.4 Creating a Menu Structure
    6.4.1 Creating a New Menu
    6.4.2 Creating a New Category
    6.4.3 Creating a New Group
    6.4.4 Creating, Editing and Deleting Menu Items
  6.5 Managing Menu Items
  6.6 Menu Item Modifiers
    6.6.1 Creating, Editing and Deleting Modifiers
7 Floorplan Management
  7.1 Floorplan Manager
    7.1.1 Switching to a Different Layout
    7.1.2 Creating and Editing a Layout
    7.1.3 Creating New Floorplan Sections
8 Print Queue Management
  8.1 The Print Queue
    8.1.1 Switching the Print Queue On and Off
    8.1.2 Managing Print Jobs and Errors
    8.1.3 Adding and Removing “Printer Re-directs”

9 On-Screen Schedules
    9.1 Accessing On-Screen Schedule (Internet Browser)
    9.2 Accessing On-Screen Schedule (Epicuri App)
    9.3 Interacting with On-Screen Schedule
10 Advance Reservations and Takeaway Management
    10.1 Accepting/Rejecting Requests
11 Cash Up
    11.1 End of Service Screen
    11.2 The Cash Up Screen
    11.3 Reading Cash Up Output
12 Online Booking Widget
13 Customer Portal
    13.1 Logging into the Portal
    13.2 Pending Orders
    13.3 Business Intelligence
    13.4 Reporting Centre

2 Support Information

If you have questions about how to use the app, please use this manual or the documentation at https://epicuri.freshdesk.com/helpdesk

Otherwise if there are issues with your app please use the contact information below.

2.1 Online

Detailed articles and FAQ's: https://epicuri.freshdesk.com/helpdesk

Every main screen within the Epicuri Waiter App also has a link to help pages through the context menu.

2.2 Email

support@epicuri.co.uk

2.3 Telephone Numbers

(UK) +44 203 291 4021
(NL) Coming soon

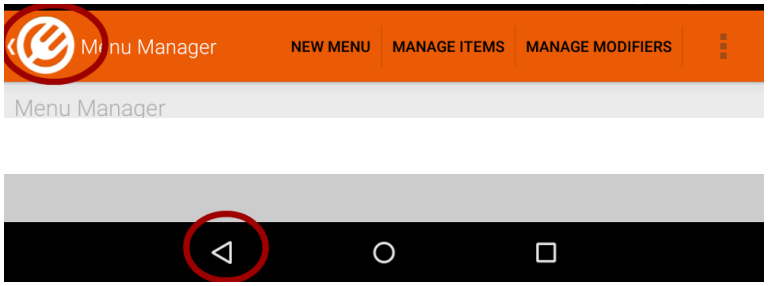
3 About This Document

This user manual is specifically aimed at restaurant managers, head waiters or any other restaurant staff that will perform operational activities like dealing with reservations, end-of-day cash-ups, floor plan management and so on.

This document is meant as an accompaniment to the User Manual for Waiter Staff (which can be found at https://epicuri.freshdesk.com under “Getting Started”). It is assumed the reader has first read that document as it covers the basic use of the app, whereas this document goes into further detail on some of the more advanced features.

3.1 Feature Navigation

You will find that most of the features described in this document can be accessed from the context bar at the top of the screen. When you are in any one of these screens remember that you can get back to the Hub View simply by clicking one of the Back buttons:



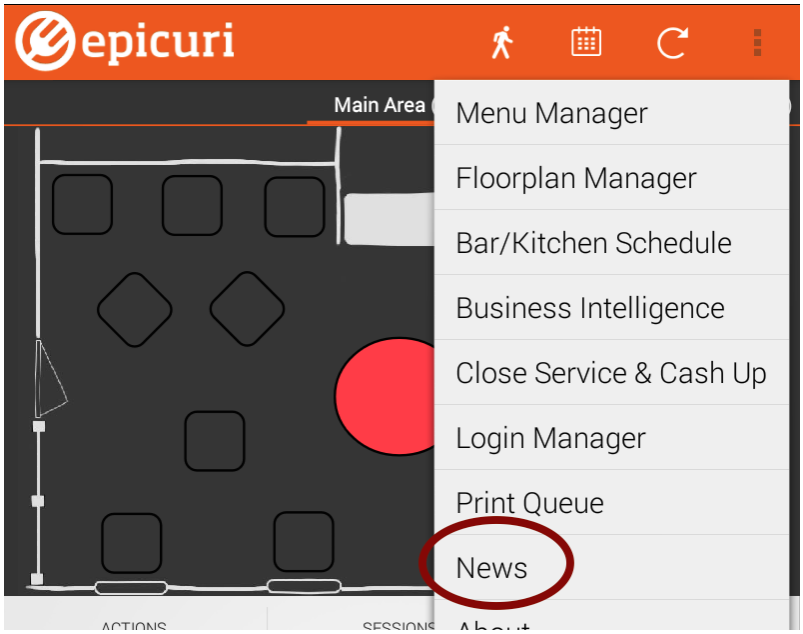
(NOTE: Sometimes the appearance and location of the back button is different depending on which model of Android tablet you are using)

4 Keeping Up to Date

4.1 Epicuri News Feed

Epicuri will post regular updates to the @EpicuriNews Twitter feed. Although you will also get emails regarding upgrades and maintenance periods, this feed has the most up to date information.

You can see this feed by clicking on the News button.



4.2 Updating the Waiter App

Epicuri is constantly evolving as customers help drive development forward. When there is a release of the Waiter App on the Google Play store your tablets should download and install updates automatically.

NOTE: If your tablet is constantly plugged in with the Epicuri Waiter App constantly running, Android will prevent an automatic update. In this case if you can update the app manually.

4.2.1 Updating the Waiter App Manually from Google Play

1. Open the Google Play Store app .
2. Touch the Menu icon > My Apps.
3. Apps with available updates are labeled "Update."
4. Select individual apps and touch Update.

5 Staff Management

The Login Manager is a feature that allows a restaurant manager to add, edit and delete staff members that can use Epicuri. Each staff member can be set up with:

1. Name (used for customer facing identification, e.g. on bill prints)
2. Username

3. Password
4. PIN number
5. Role

5.1 The Importance of Keeping Data Up To Date

Epicuri is a cloud-based system distributed publicly on Google Play. Access to restaurant information is controlled by these credentials; it is therefore very important to keep the staff list up to date and with strong passwords so as to avoid malicious use.

5.2 Login Manager Roles

As of Waiter App version 1.2.0 there are two staff roles that can be set up for Epicuri:

1. “Manager” : this role allows full access to the Waiter App so that the user can perform manager-specific functions such as accessing the Login Manager itself, creating cash-ups, etc.
2. “Waiter” : this role allows restricted access to the Waiter App so that the user can perform all the basic POS functions such as creating sessions and orders.

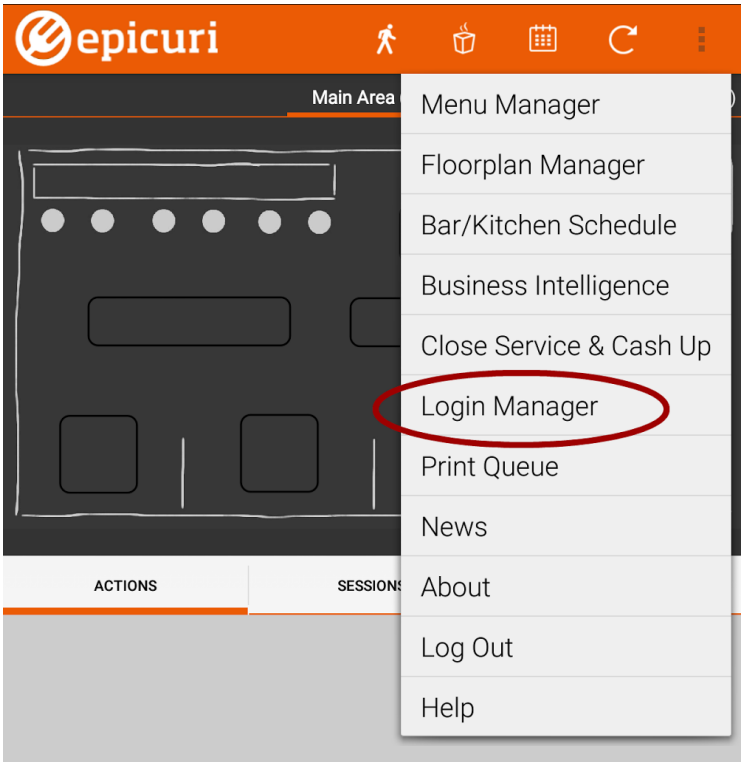
If somehow you find yourself locked out of the app and no one can get in to change your PIN or password, contact support@epicuri.co.uk.

TIP: Always have at least 2 managers set up in the system. If one manager is absent there is a fallback for tasks that require Manager role credentials. It’s also helpful if one manager forgets their password or PIN!

IMPORTANT: **Every restaurant is set up with one staff member called “Epicuri Admin”. Please do not change or delete** this virtual staff member! Epicuri Support uses this login to administer the app.

5.3 Accessing Login Manager

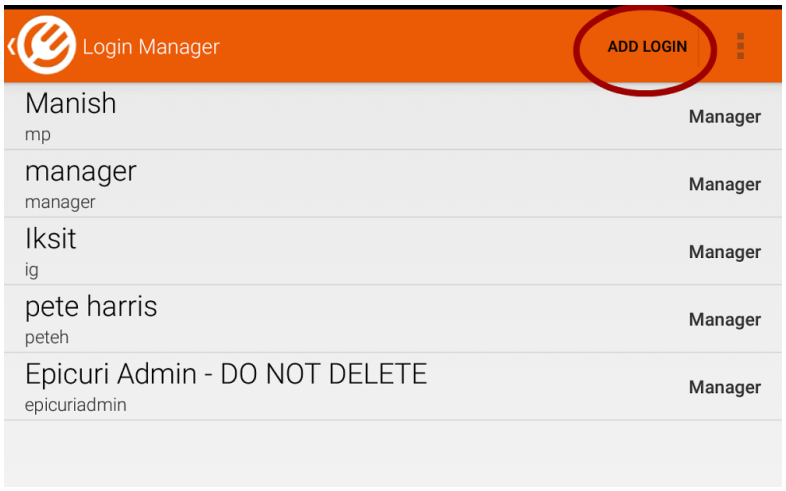
Simply click on “Login Manager” from the context menu.



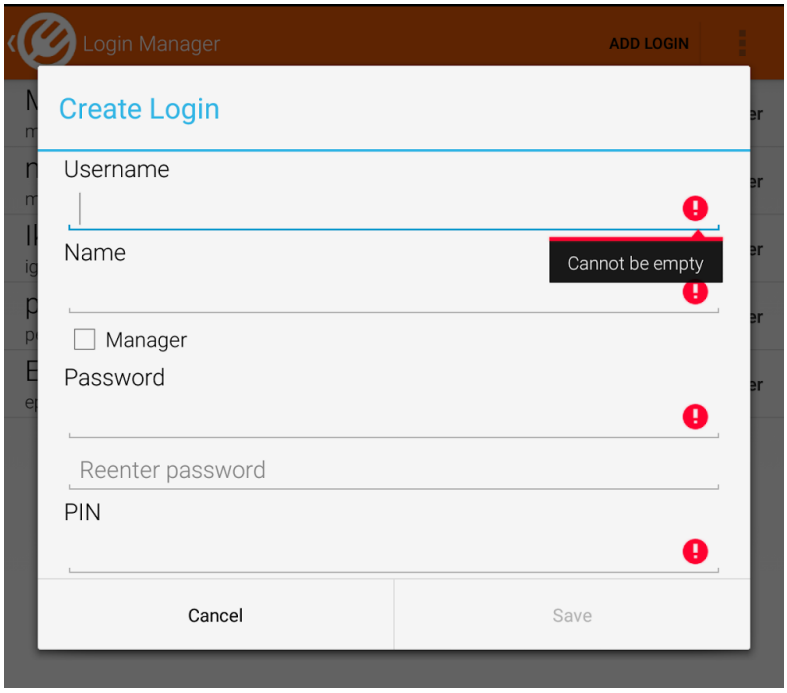
The Login Manager shows a list of staff along with their usernames and respective roles.

5.4 Adding a New Staff Member

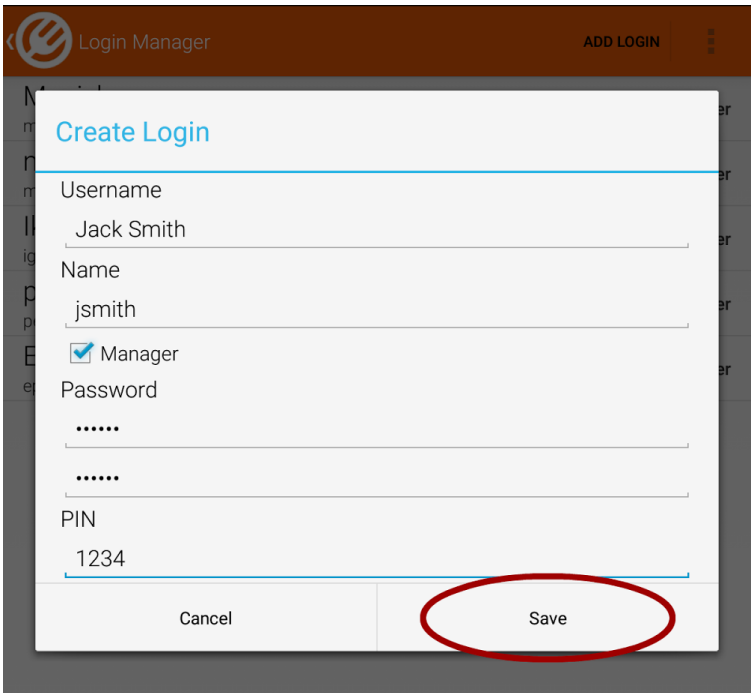
Step 1: Click Add Login.



Step 2: Enter all required fields. Note Password needs to be entered twice. Check the Manager box if the staff member should have privileged access to the app.



Step 3: Click Save.



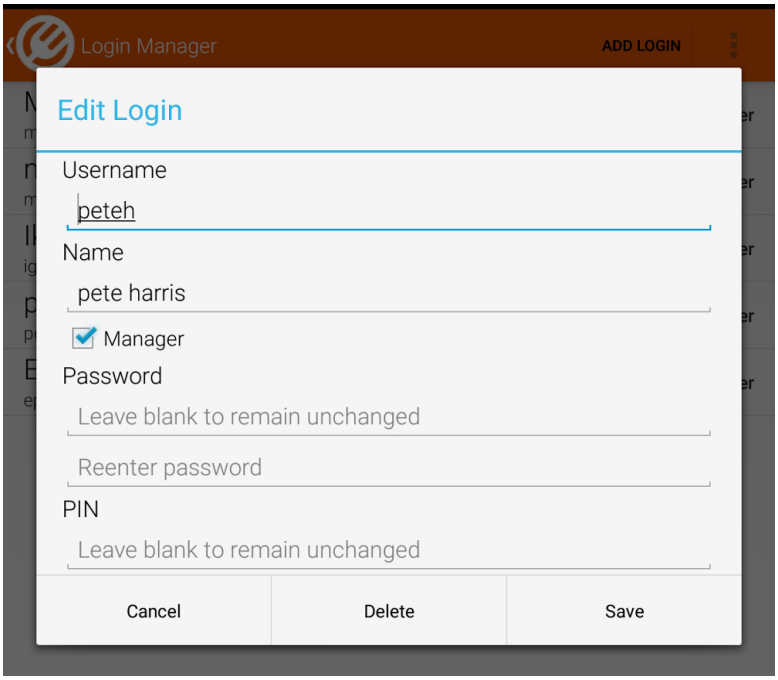
NOTE: The Save operation will fail if you attempt to create a username that already exists.

TIP: Avoid use of special characters in usernames.

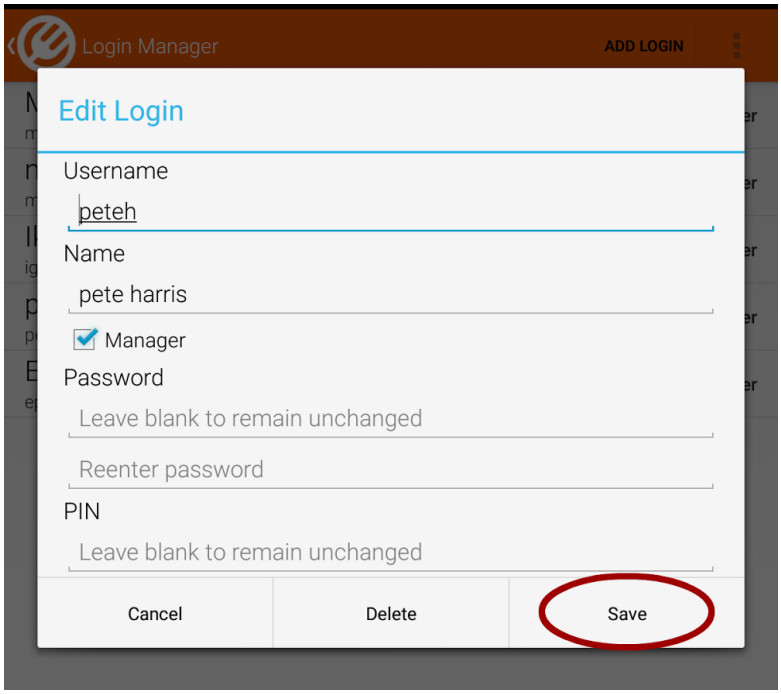
5.5 Editing a Staff Member

Step 1: Click on the staff member to edit.

Step 2: Change the details.

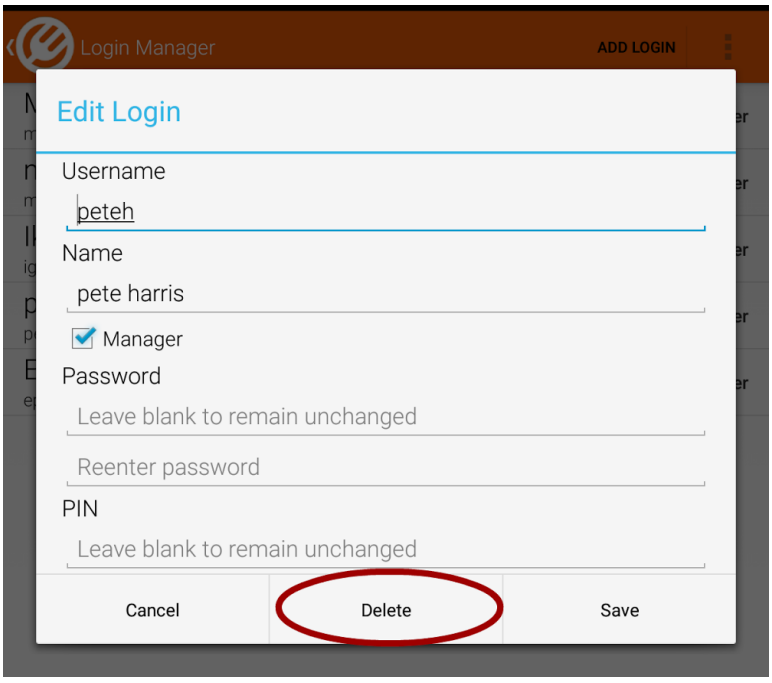


Step 3: Click Save.



5.6 Deleting a Staff Member

Step 1: Click on the staff member to edit and click Delete



NOTE: Epicuri will not allow you to delete the staff member that is currently logged in.

Whilst the effect of a deletion is immediate, i.e. that staff member will no longer be able to log into the app, if there is a tablet that is already logged in with those credentials it will continue to work until the next time it locks.

6 Menu Management

When a restaurant is first set up with Epicuri the initial menu(s) are uploaded into the database. Thereafter the restaurant has full control over menu management.

6.1 Menu Structure

Epicuri employs a hierarchical structure for menus to accommodate a high degree of diversity whilst keeping management of the structure relatively simple.

A restaurant can have any number of menus. Menus can be activated and deactivated at the touch of a button, e.g. a Christmas menu can be deactivated and then reactivated 12 months later to save time on recreating it again. When a menu is deactivated waiters cannot order items from it.

The hierarchical structure goes from the Menus (top-most level) to Menu Items (bottom-most level). Thus the hierarchy is as follows:

1. **Menu**: The top level menu, such as “A la Carte” or “Christmas Menu”
2. **Category**: Commonly used for course types, such as “Starters” , “Mains” etc
3. **Group**: Further sub-categorisation, or call this the same as category to keep it flat.
4. **Item**: Actual orderable items, such as Spaghetti Bolognese or Margerita Pizza

For example, a drinks menu might look like this:

- Drinks Menu *(**Menu** Level)*
    - Wines *(**Category** Level)*
        - Reds *(**Group** Level)*
            - Shiraz *(**Item**)*
            - Merlot *(**Item**)*
            - ...
        - Whites
            - Chardonnay *(**Item**)*
            - Blanc *(**Item**)*
            - ….
    - Beers *(**Category** Level)*
        - …

Category and Group can be set to be the same to create simpler, flatter menu structures. However filling out all the structure is mandatory as it ensures that Epicuri has a consistent way of displaying the menu to multiple device types.

6.2 Course Attribution on Categories

The category has a special role in the menu hierarchy. It is on the category level where the concept of a ‘default course’ is introduced. This default course is how Epicuri will group and display the order slips for the kitchen.

For example a menu hierarchy might look like this:

- A la carte *(**Menu** Level)*
    - Starters *(**Category** Level)*
        - Hors d’oeuvre *(**Group** Level)*
            - *(Menu items go here)*
        - Little Bites *(**Group** Level)*
            - *(Menu items go here)*
    - Mains *(**Category** Level)*
        - Classics *(**Group** Level)*
            - *(Menu items go here)*
        - Sides *(**Group** Level)*
            - *(Menu items go here)*

When such a hierarchy is created, you would associate the “Starters” category a “Starters” course. Similarly you would associate a the “Mains” category with a “Mains” course. You might even have a “Vegetarian Mains” category, which would also be assigned to the “Mains” course.

The courses can be named as anything you like - the important thing to remember is that Courses are strictly ordered. Mains always comes after Starters, for example.

When you associate a course with a category, it simply sets the *default* course for all items underneath that part of the menu. During the ordering process an alternative can be chosen if, for example, a guest wishes to have a starter dish as a main.

NOTE: As you will see later in this section, a menu item can belong to multiple categories (to avoid repetition). In these cases Epicuri uses the respective category of the item chosen as the course.

NOTE: Courses cannot be added, edited or deleted directly from the Epicuri app. This needs to be done in conjunction with Epicuri Support. When a restaurant is onboarded, the support

team will ensure at least in the initial phase all the required courses are created to allow maximum flexibility.

Why is this important to get right?
When you associate a course to a category Epicuri automatically sorts food and drink orders in such a way that makes sense to the kitchen when it prints out on the printer or shows up the on-screen display.

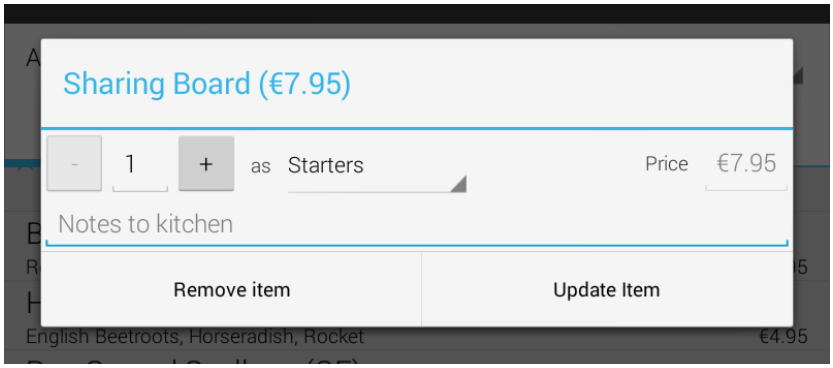
For example, consider the following simple structure (missing out actual names for brevity).

- Menu
    - Category 1 (set to “Starters” course)
        - Group
            - Food Item 1
            - Food Item 2
    - Category 2 (set to “Mains” course)
        - Group
            - Food Item 3
            - Food Item 4
    - Category 3 (set to “Dessert” course)
        - Group
            - Food Item 5
            - Food Item 6

Now if the waiter orders Food Item 1, 3 and 5 simultaneously on the Waiter App, Epicuri understands that there is a course ordering and the printout in the kitchen shows each item under the correct course.

If the waiter orders Food Items 1, 3 and 5 and additionally Food Item 2 *but as a main*, Epicuri will automatically rearrange the printout so that Food Item 2 appears along with Food Item 3 as a main course.

If you do not associate a default course to a category, any menu item under that category that gets ordered in the Waiter App triggers an extra step that asks the waiter which course the item is for. For example, in the following screenshot the “Sharing Board” item is nested inside a category that does not have a course associated with it. Therefore when the waiter orders it the following screen pops up so that the waiter can select the course.



6.3 Menu Items

Menu Items are actual orderable items. Items are special in the menu hierarchy in that they can belong to more than one group. For example you might want to have a Christmas Menu, with its categories and groups and special menu items like Christmas Pudding, but you would also want have items from your regular “a la Carte” Menu, e.g. Potato Mash.

Epicuri considers menu items as a single PLU (Price Lookup Unit) - therefore you can add a menu item into one or more groups.

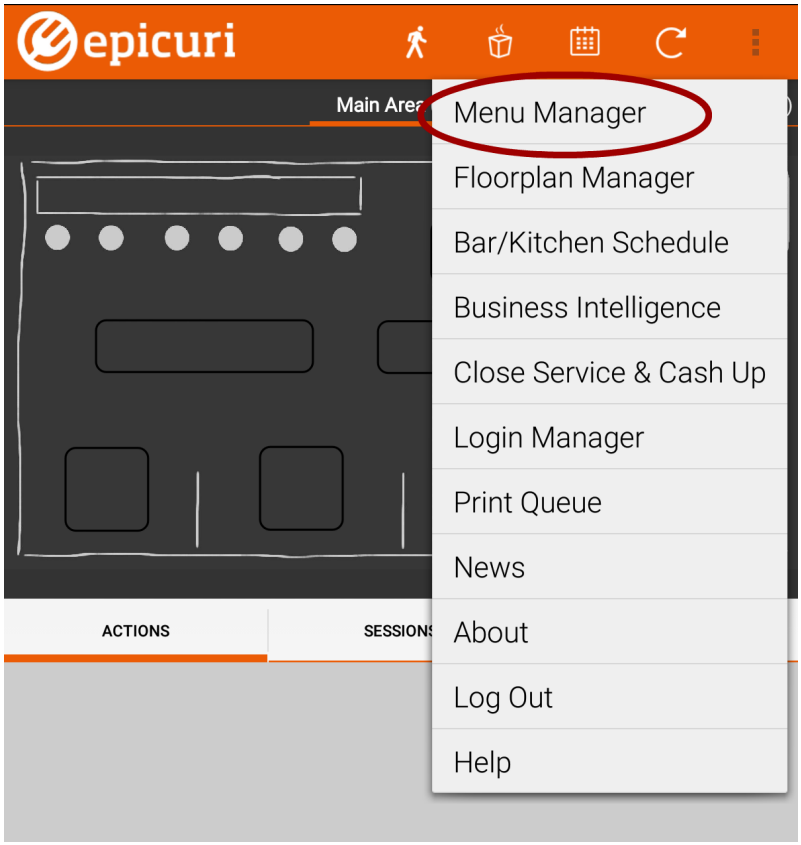
It is important that you do not create multiple identical items for different groups. Always reuse menu items, as this will keep your menu structure clean and would avoid confusion when statistics are generated via Business Intelligence screens and the Epicuri Portal Reporting Centre (both covered in later sections).

Menu Items that do not belong to any group are considered “orphaned”. This is covered in a following section.

6.4 Creating a Menu Structure

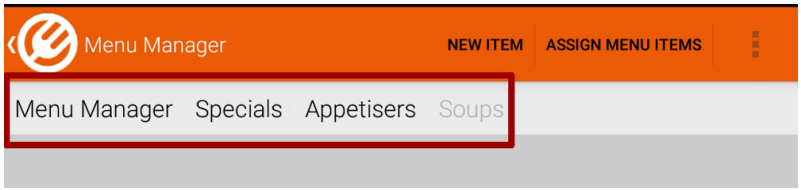
Creating a new menu structure is as simple as creating the hierarchy described above; they are simply created and then items are added to group.

To do any of this you need to be in Menu Manager. To get to Menu Manager simply click on the Menu Manager option.

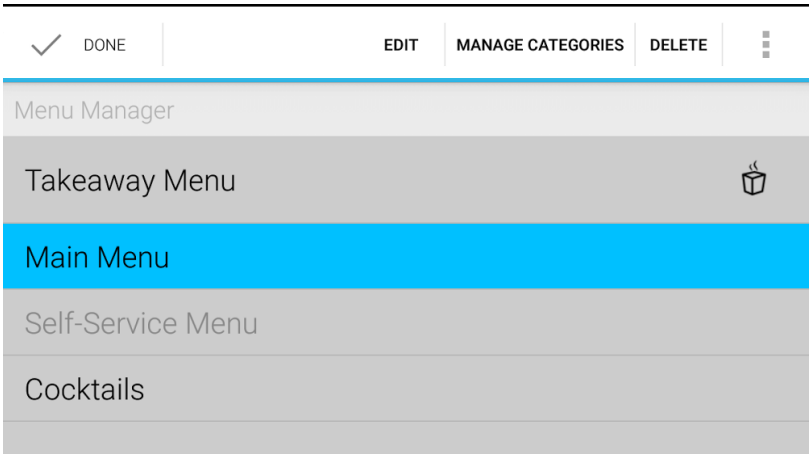


The first screen in Menu Manager is a list of all current menus.

Note that you can double-tap on the shortcuts under the orange bar to delve deeper into the menu structure. You can click on the breadcrumbs on the top left to move up one level.



Generally for any level of the hierarchy you can add, edit or delete that level by selecting the item and then using the context bar on the top of the screen.

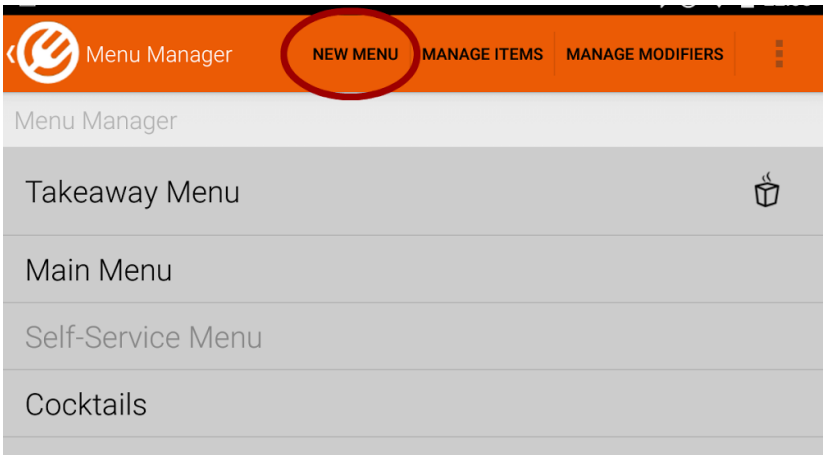


Once you have added menus, categories and groups you are free to re-edit names and content as you require.

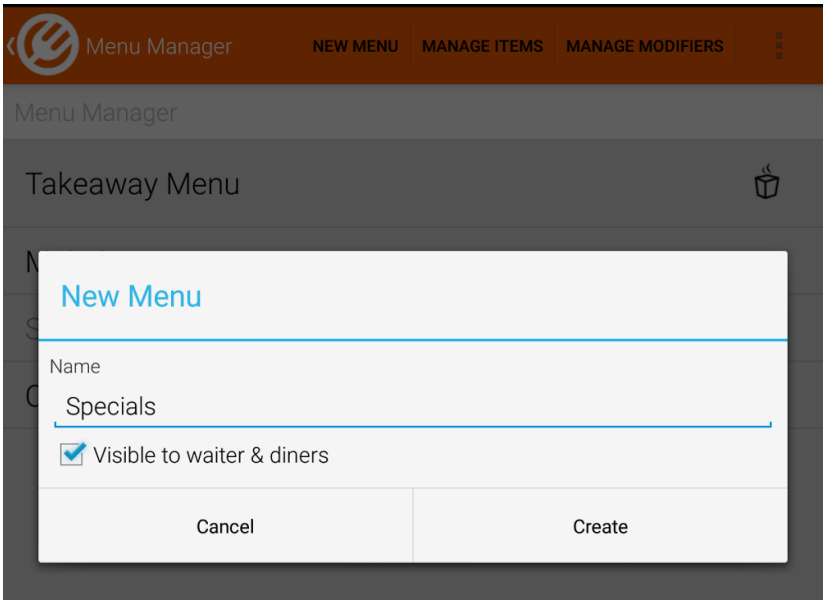
TIP: In the above image you can see that the Self-Service Menu is greyed - that's because the menu has been disabled via the "Visible to waiters & diners" option (explained in next section). By tapping on "Edit" you can re-enable a menu. When a menu is disabled it simply means waiters cannot select it whilst ordering.

6.4.1 Creating a New Menu

Step 1: Click on New Menu



Step 2: Provide the name for the menu. Click on "Visible to waiters & diners" to activate the menu straight away. You will probably want to do this after you've finished the hierarchy.

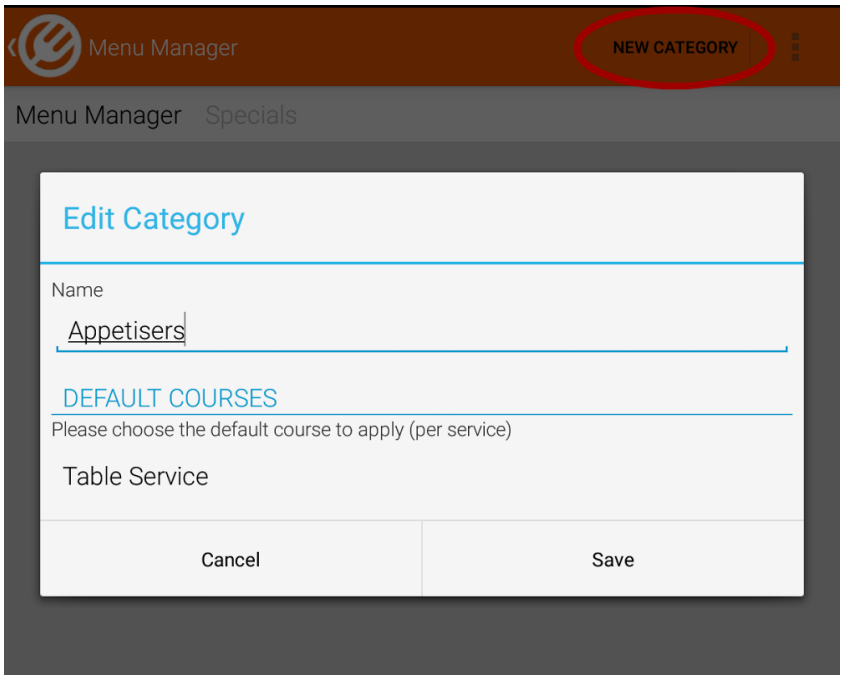


6.4.2 Creating a New Category

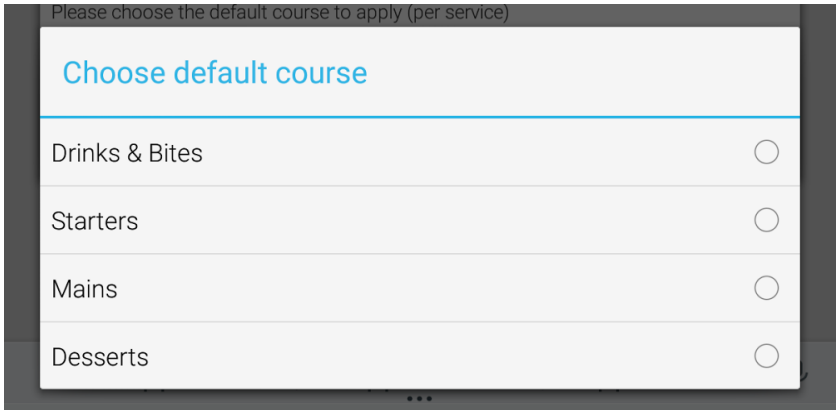
Double-click on a menu to see the current list of Categories within the Menu.

Step 1: Click on New Category

Step 2: Provide the name and which course underlying items would belong to for this Category.



Step 3: Tap on the service name to apply a default course.



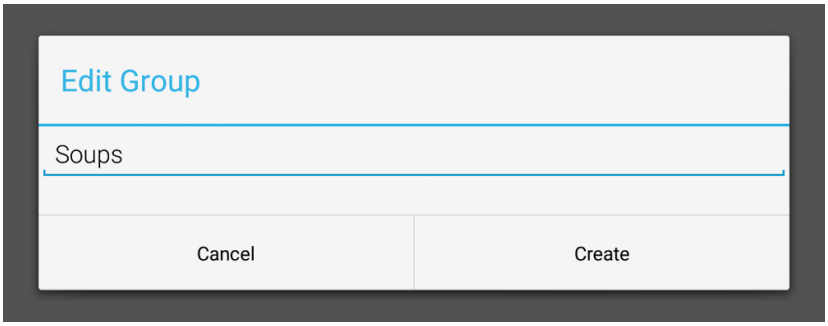
You can rearrange the order of categories within a menu by click-and-dragging on the handle.

6.4.3 Creating a New Group

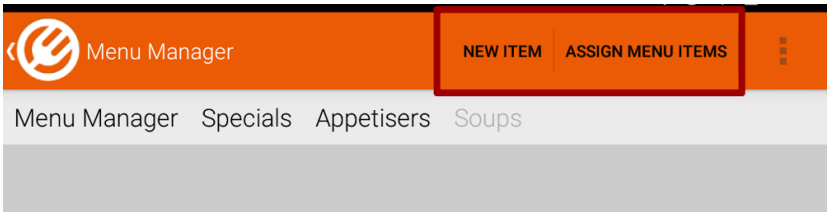
Double-click on a menu, then double-click into the category that you wish to add a group to.

Step 1: Click on New Group

Step 2: Provide the name for the group



Step 3: Assign or create new Menu Items with the New Item and Assign Menu Items buttons

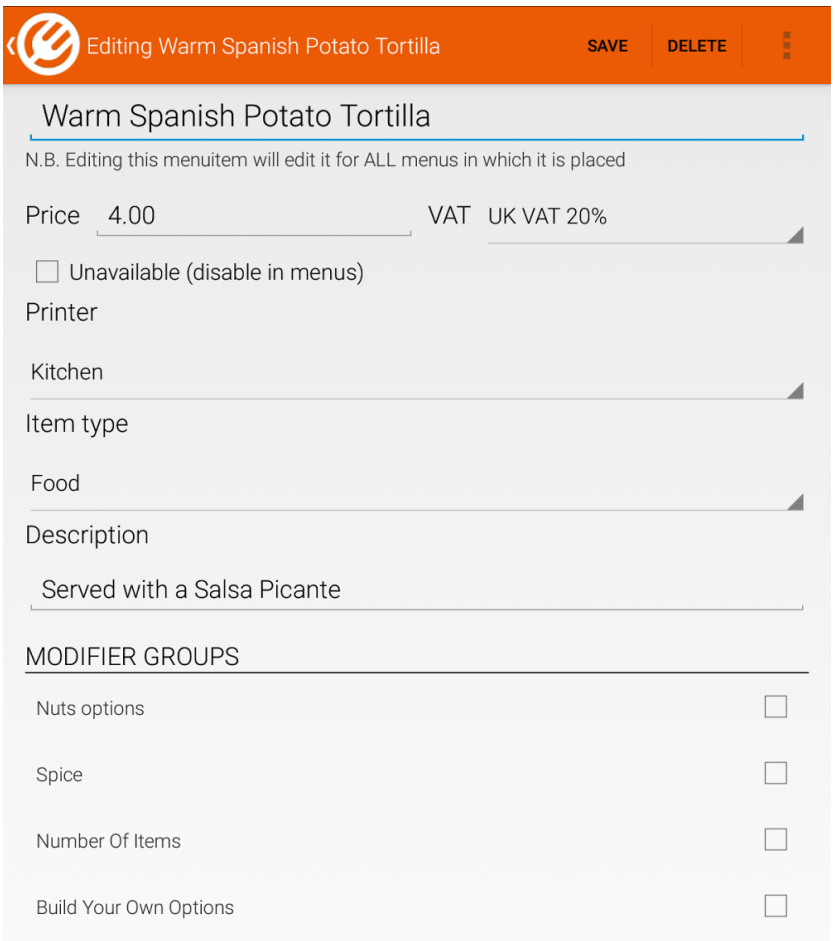


“New Item” creates a new item and automatically assigns it to this part of the menu. “Assign Menu Items” assigns pre-existing items to the Group.

6.4.4 Creating, Editing and Deleting Menu Items

You can get to individual Menu Items either via the Manage Items screen (see following section) or by drilling down to the contents of a Group.

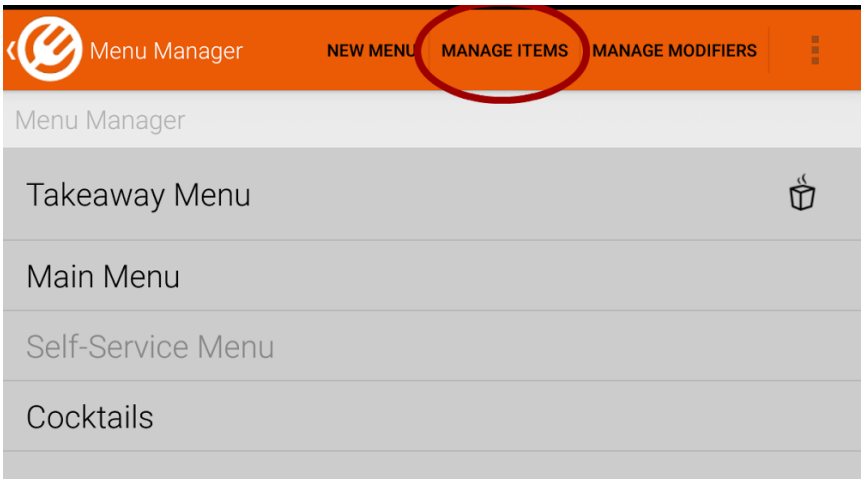
The Menu Item editing screen has some important elements to note:



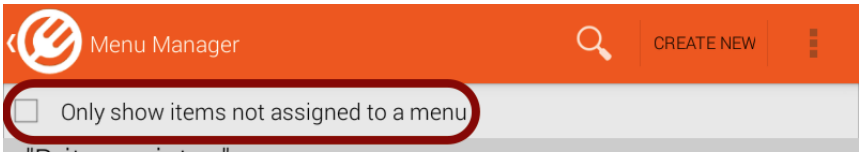
1. Be sure to get the tax level correct, otherwise tax liability calculations at Cash Up (discussed later) will be incorrect.
2. The price should be the price including tax. Epicuri will not calculate the price of item based on the tax level.
3. You can mark an Item as “Unavailable” - this means that all the waiters and self-servicing guests using their respective devices will not be able to order that item.
4. Be sure to get the destination printer correct. Drinks will often need to go to a bar printer, for example, and food items will need to go to the kitchen. This also affects the On-Screen Schedules (covered in a different section in this document).
5. Select appropriate Modifiers that apply to this Menu Item (covered in a different section in this document).

6.5 Managing Menu Items

You can manage all of your items - regardless of which menus they are in - by clicking on Manage Items



Within this screen you can create new Menu Items and search for existing ones to edit. Click on the checkbox highlighted below to view any Menu Items that do not yet belong to any Group in any Menu.



6.6 Menu Item Modifiers

“Modifiers” are a way of creating options on a Menu Item.

For example, if you had “Steak” as a Menu Item you might consider to create a few more Menu Items like “Steak (Well Done)”, “Steak (Medium)”, “Steak (Rare)”, etc.

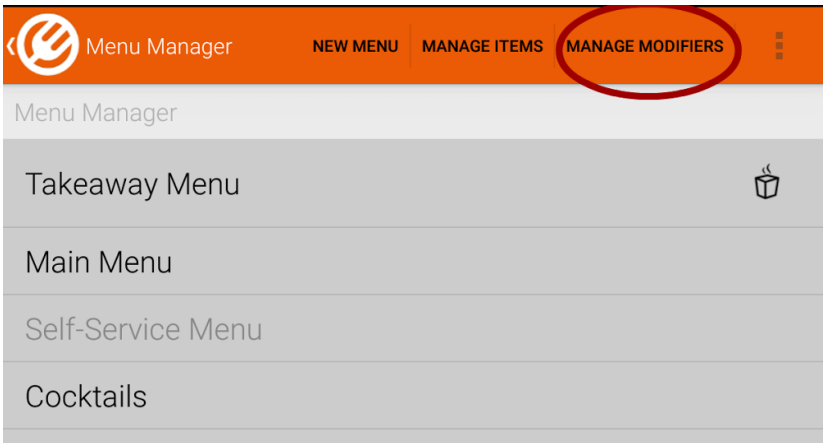
Instead of replicating Menu Items that are essentially the same item but modified, you can create a Modifier. In this same example you might create a Modifier that accepts one of a few choices: Rare, Medium-Rare, Medium, Well Done. Using Modifiers in this way will make your menu less complicated and easier to use for waiters when they are creating orders.

Modifiers can be applied as follows:

1. An optional Modifier accepts 0 or more choices on the Menu Item
2. A mandatory Modifier accepts 1 or more choices on the Menu Item

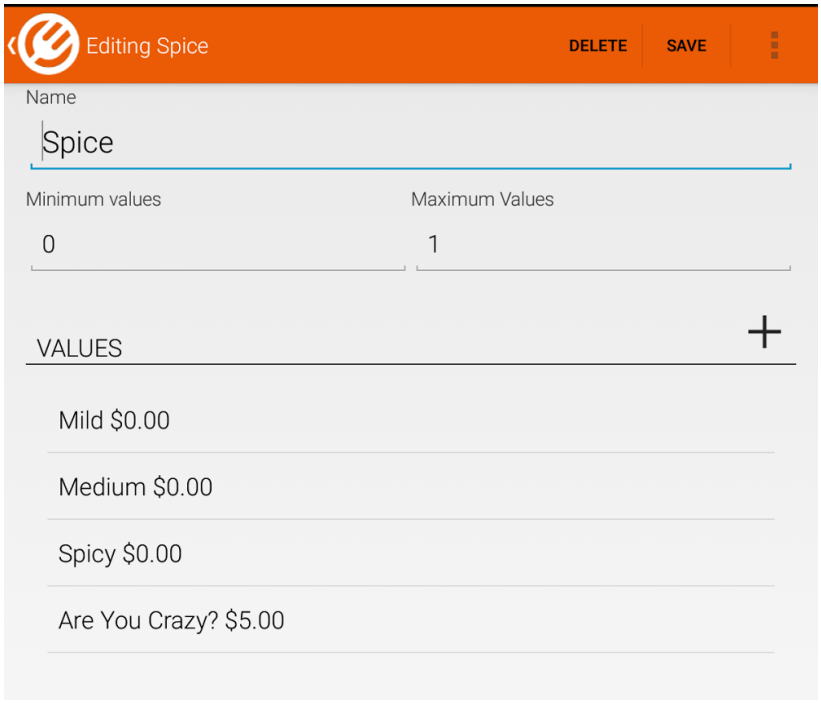
6.6.1 Creating, Editing and Deleting Modifiers

Step 1: From Menu Manager click on Manage Modifiers

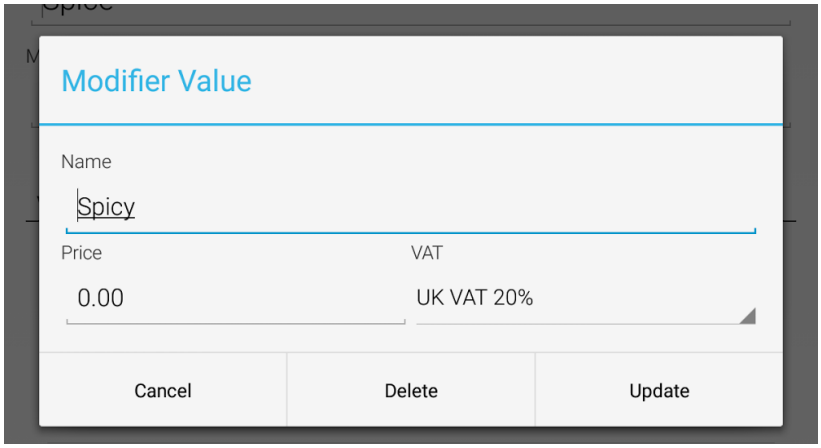


Step 2: You are presented with a list of current modifiers (or an empty list if you have none). Click on New Item to create a new Modifier, or click on a current modifier to edit it.

Step 3: Fill in a name for the Modifier. Notice that you can specify the minimum number of choices for this Modifier, which will determine whether the Modifier is optional or mandatory, and the maximum number of choices one can apply to it.



Step 4: Add values to the modifier by clicking on the + sign. Values are very similar to Menu Items - they have a name, price and Tax level. Sometimes price and tax level are not applicable - in these cases just set the price to 0.



Step 5: Click Save. If this is a current Modifier that you are editing you can delete the modifier here too.

Apply Modifiers in the Menu Item editing screen; it is possible to apply as many modifiers as applicable to the Item.

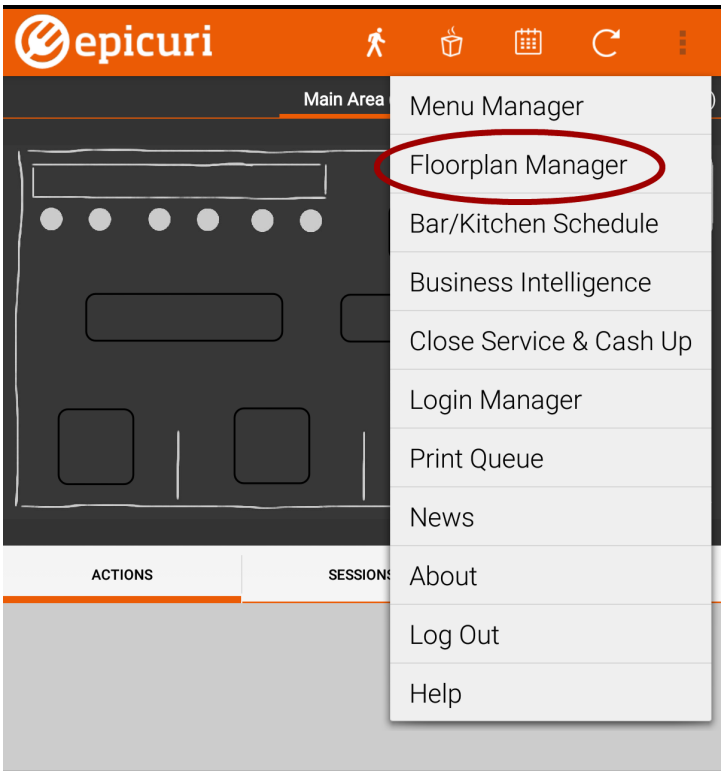
7 Floorplan Management

When Epicuri is first set up at the restaurant, an initial floorplan is generated. The floors are sectioned off - which is what you see on the Hub View when you swipe left and right - and then tables are created and put on the floor.

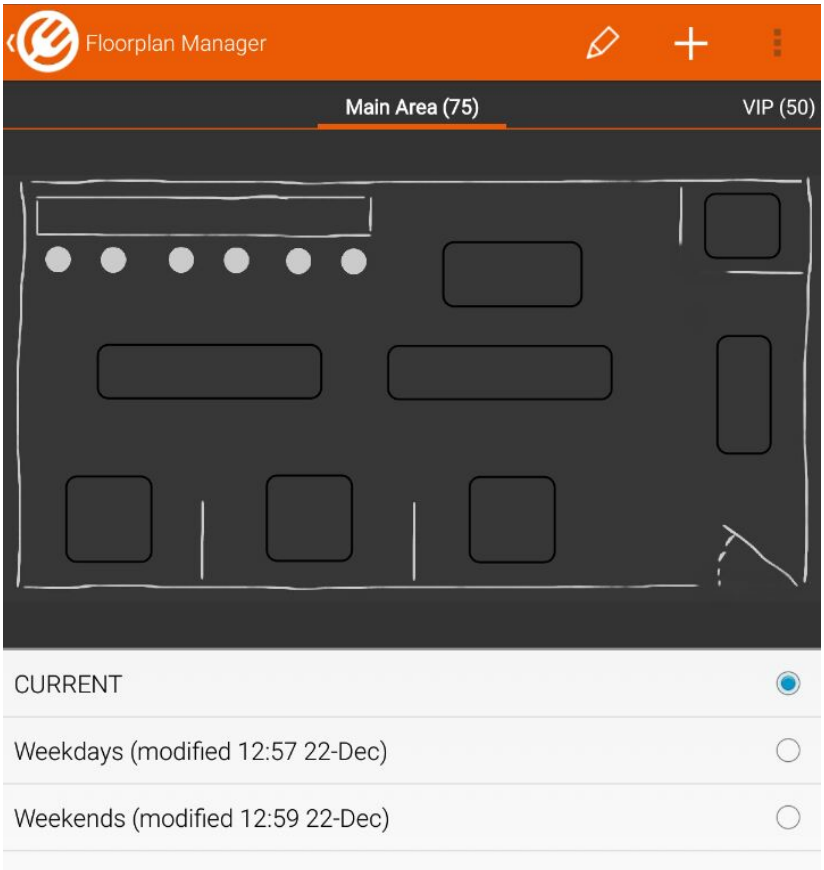
If you need to move tables around, or if your general table layout shifts on a regular basis, you can save a template of those layouts inside Floorplan Manager.

7.1 Floorplan Manager

To get to Floorplan Manager click on the Floorplan Manager button.



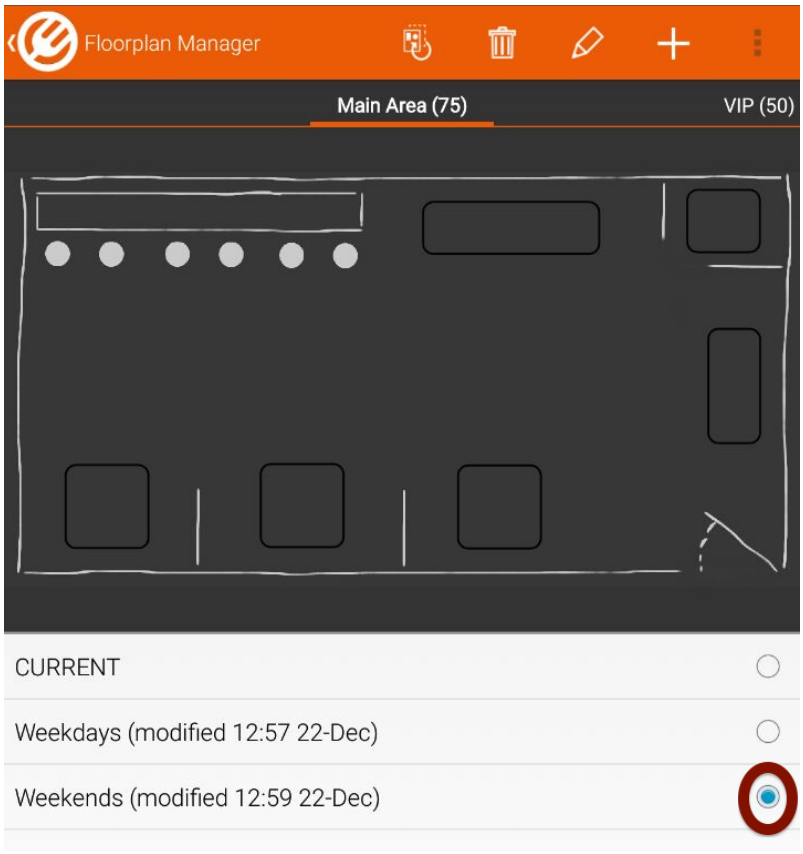
Notice that this looks alot like the Hub View! On the top half of the screen you can swipe left and right to see the various floors/sections of the restaurant with the current table layout. As you swipe left and right, you will see the saved table layouts for that section listed on the bottom half of the screen.



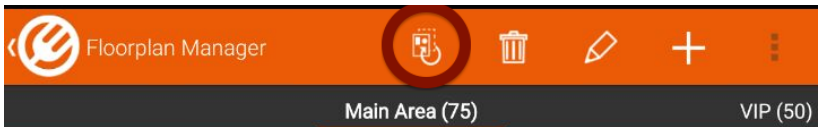
At the top of the list of saved table layouts is the “current” layout - you will see the name of that layout repeated in the list.

7.1.1 Switching to a Different Layout

Step 1: Select the required floorplan by swiping left/right then choose the desired layout.



Step 2: Click on the "Apply to Floor" icon.



When you go back to the hub view you will see the new layout applied to that particular floorplan.

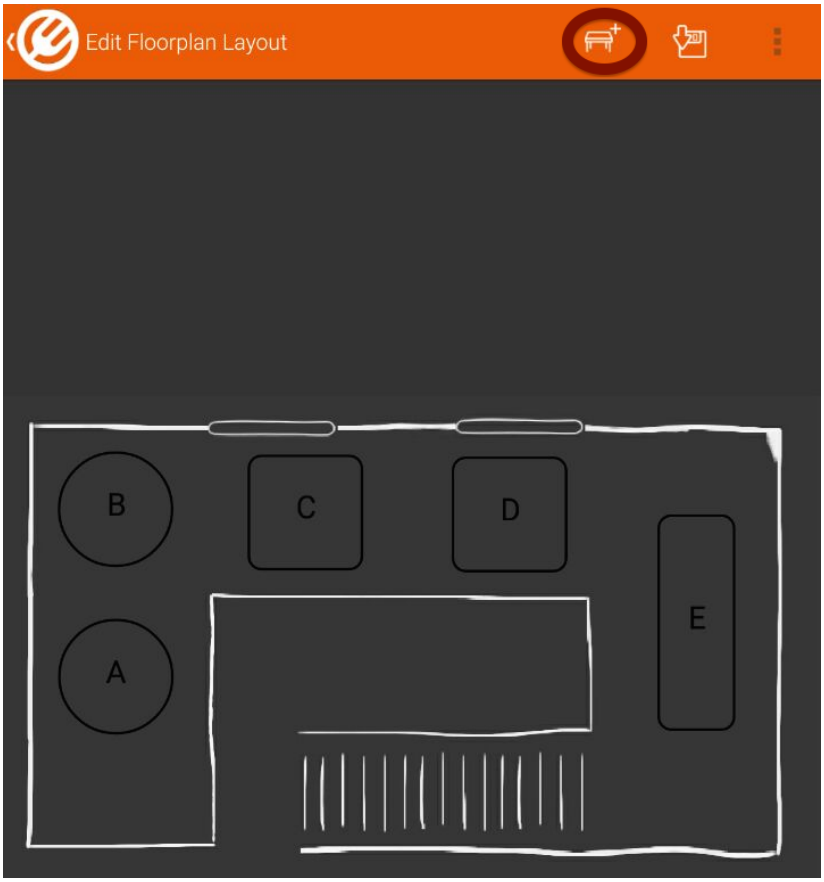
NOTE: You cannot switch a layout when there are occupied tables on the floor.

7.1.2 Creating and Editing a Layout

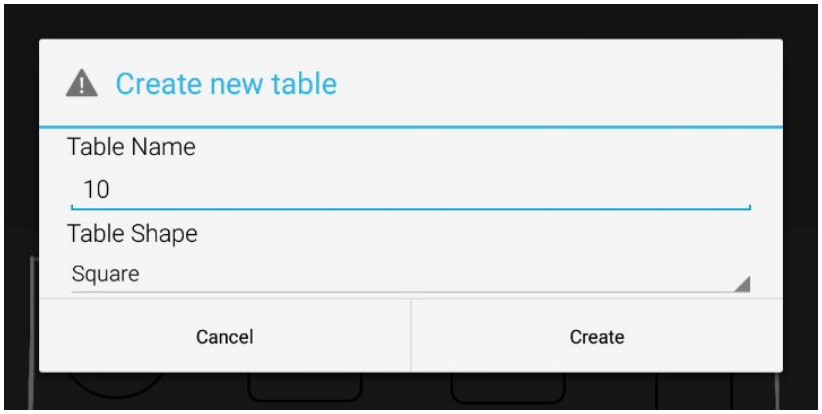
Step 1a: Swipe to the correct section and then click on the + icon in Floorplan Manager to create a new layout.

*Step 1b: **Or** click on the Edit icon to edit an existing floorplan*

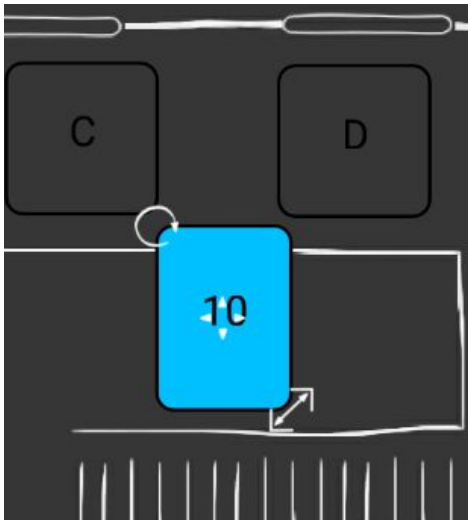
Step 2: Add a table by clicking on the "Add Table" icon.



Step 3: Give the table a unique name or number and its basic shape, then click “Create”.



Step 4: Move the table to the right place. Use the handles to resize or rotate the table.



TIP: It is sometimes useful to switch to your tablet to landscape mode and zoom in (pinch to zoom) so that you can position and change the table just right.

Step 5: Once you’re done click on the save button.

7.1.3 Creating New Floorplan Sections

If you need to split your restaurant floor into smaller sections, or have a new section that needs to be put into Epicuri then please contact Epicuri Support (details at the beginning of this document). The background will be created by the Epicuri Team and uploaded, after which you are free to create the layouts as usual.

8 Print Queue Management

Epicuri Tablets will wirelessly send orders to printers in your bar/kitchen. For the printers themselves, Epicuri supports wireless and non-wireless printer configurations. To support printing directly from the Android Tablets, and to guarantee print job delivery, Epicuri has a printer job management feature that the user can control directly from the app.

Firstly, however, it is important to confirm:

1. If Epicuri has not provided the printer hardware, you must have the correct printer models. Currently Epicuri supports the Star Micronics 65 series of printers (thermal) and 75 series (impact).
2. The printers are on the same network as the tablets, or their IP addresses are accessible from the tablet. If this is not the case there is no way Epicuri could connect to a printer and send it jobs.
3. None of the printers are showing the red error light. This can happen if it is has run out of paper (or is close to running out), printer ribbon is almost out (in the case of impact printers), lost network connection or there is a hardware fault. There is further documentation for diagnosing printer issues online (see Support pages).

8.1 The Print Queue

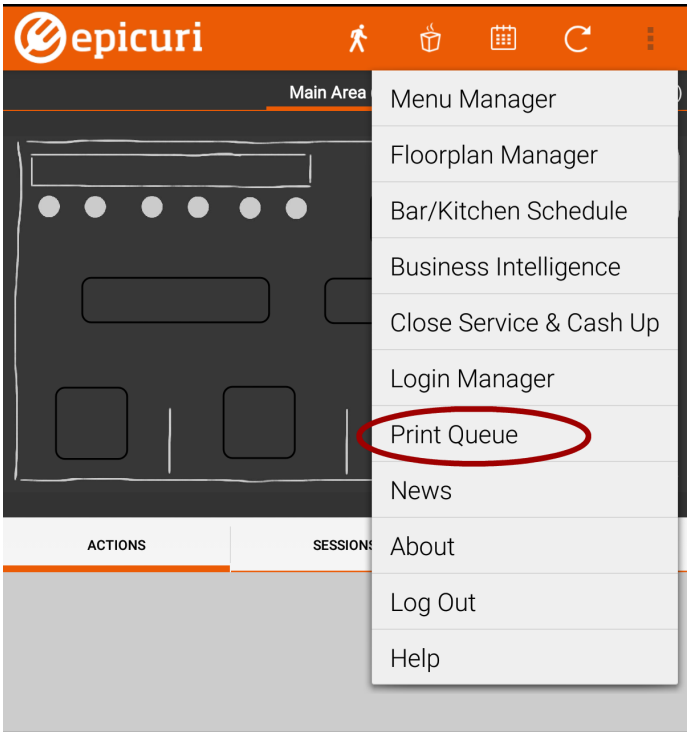
The printer queue is a process that runs within the Epicuri Waiter App, and is responsible for making sure print jobs actually get to print. Multiple tablets can have the printer queue switched on. If you require a bar or kitchen to print orders then it is mandatory to have at least one tablet that has the Print Queue switched on.

TIP: The more tablets that have the Print Queue the faster print jobs get printed. The Print Queue also runs faster if the tablet is plugged into a mains socket.

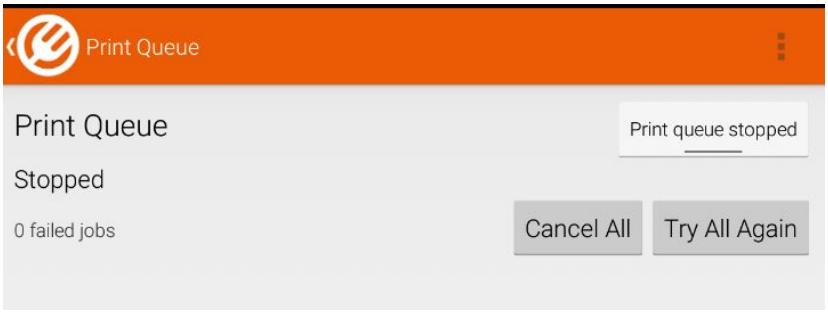
8.1.1 Switching the Print Queue On and Off

Whenever you log into the Epicuri Waiter App the app will ask you to switch on the Print Queue. You can also switch the queue on and off from the Print Queue Manager:

Step 1: Click on Print Queue from the context menu



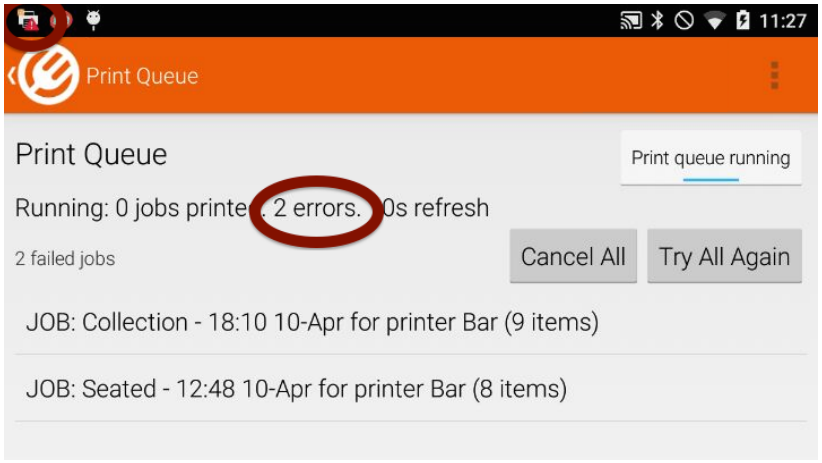
Step 2: Click on the start/stop button (button on the right hand side in the following image)



8.1.2 Managing Print Jobs and Errors

Periodically the Print Queue checks if there any jobs to print.

The Print Queue reports printing errors. This can happen if the destination printer is for some reason not connectable, out of paper, etc. Watch out for the error icon in Android's notification bar at the top of the screen. The Print Queue Manager shows you a list of any failed jobs.



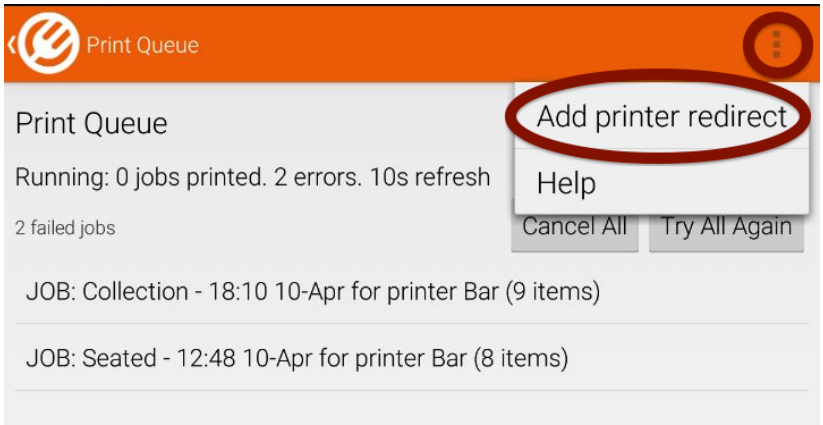
Once you have fixed the printer issue that is causing the failed jobs, you can click on the “Try All Again” button to force a print.

Otherwise the “Cancel All” button will cancel all of those jobs permanently. Therefore use “Cancel All” with caution!

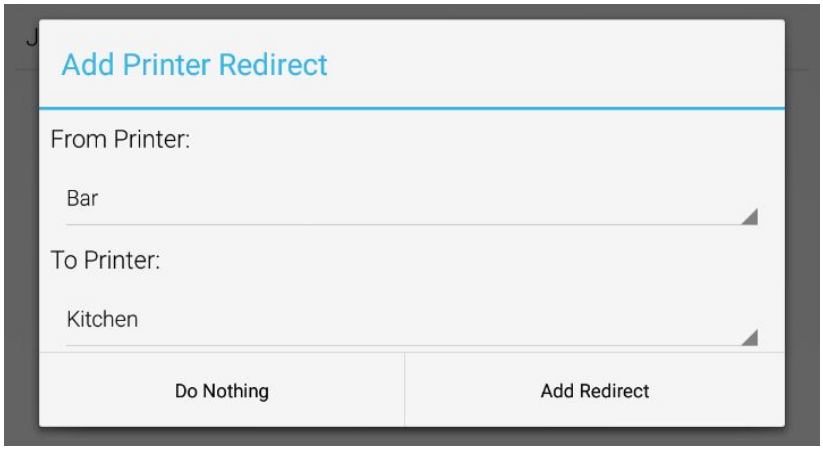
8.1.3 Adding and Removing “Printer Re-directs”

If you have two or more printers Epicuri gives you an extra layer of resilience in case of hardware failure. For example, if there is a printer in the bar and another printer in the kitchen and the one in the kitchen runs out of paper or breaks, with the Print Queue Manager you can actually redirect all print jobs to the bar printer whilst you fix the problem.

Step 1: Click on the “...” in the top right of the screen and Click on “Add printer redirect”..



Step 2: Select which printer jobs be redirected from and to, e.g. setting “From Printer” to Kitchen and “To Printer” to Bar will cause print jobs to be redirected from the Kitchen to the Bar.



You can cancel a redirect simply clicking the Cancel button at the bottom of the screen.

9 On-Screen Schedules

Epicuri gives the restaurant the choice to use printers in the kitchen, bar etc or on-screen tickets. Since Epicuri Waiter App version 1.2.1 on-screen and printer mixed environments are supported.

Essentially the On-Screen Schedules are the the same as printouts except instead of paper they are on a TV, PC or tablet screen. The On-Screen Schedule is accessible through any internet browser window or even the Epicuri App itself.

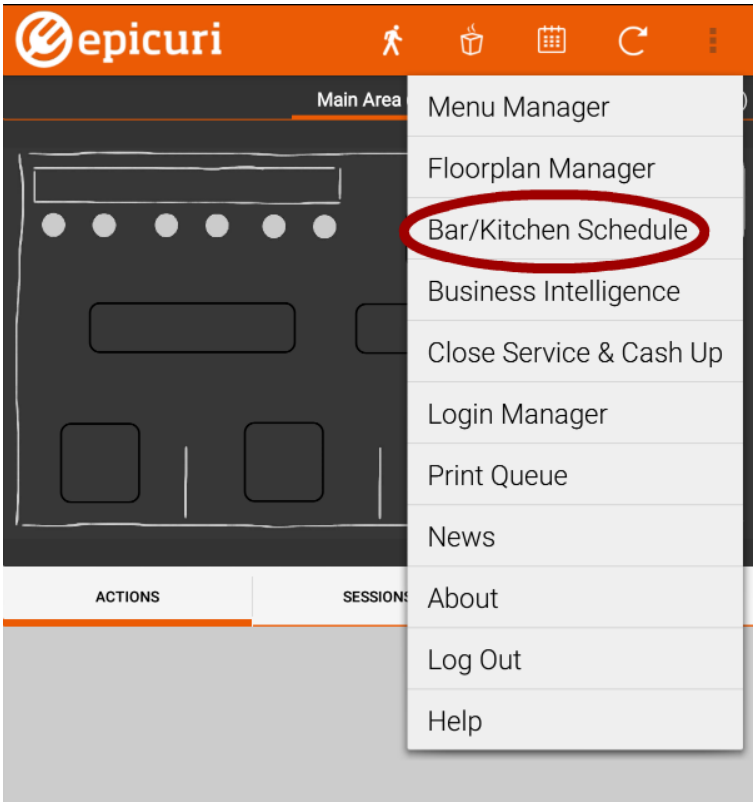
Menu Items can be selected to go to an on-screen printer by choosing the appropriate printer in the menuitem management (Menu Manager)

9.1 Accessing On-Screen Schedule (Internet Browser)

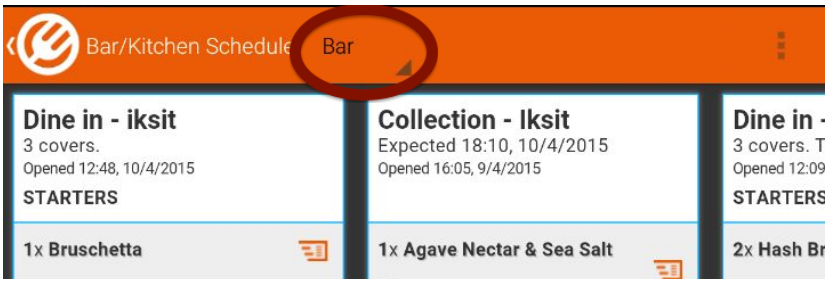
1. Open the browser on the PC, tablet or Internet Connected TV
2. Go to www.epicuri.co.uk
3. Click Connect> Portal
4. Put in your credentials
5. Click on Pending Orders
6. Select the ‘printer’ you would like to monitor
7. You will now see the ticketing view for that printer

9.2 Accessing On-Screen Schedule (Epicuri App)

Step 1: Click on Bar/Kitchen Schedule from the context menu

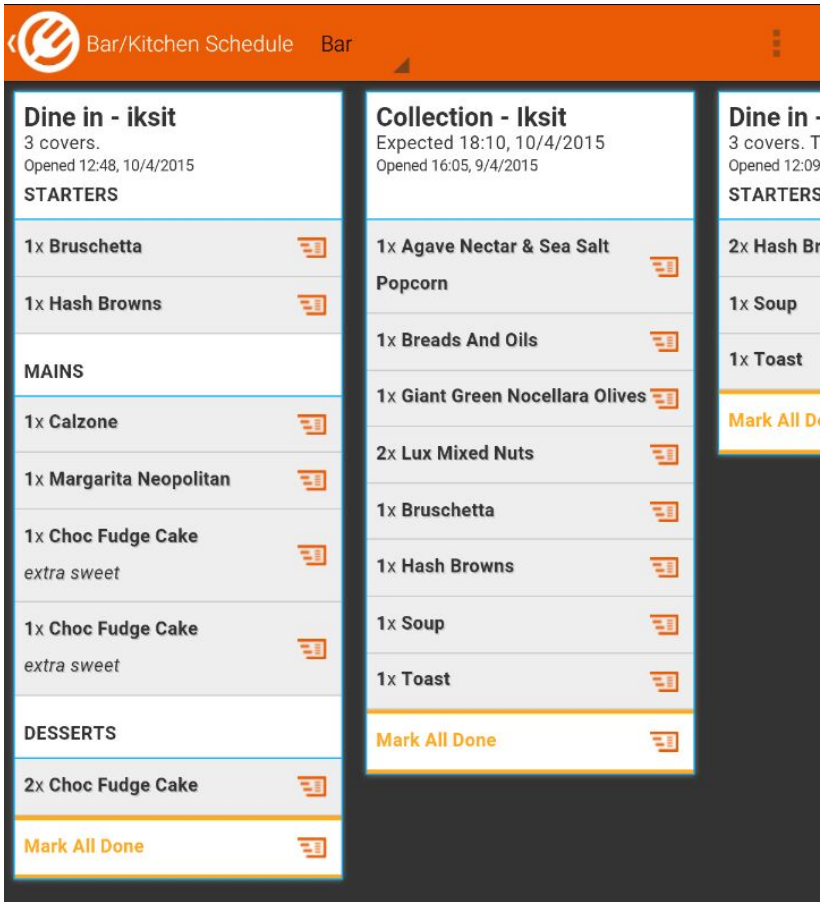


Step 2: Select the appropriate printer you would like to monitor

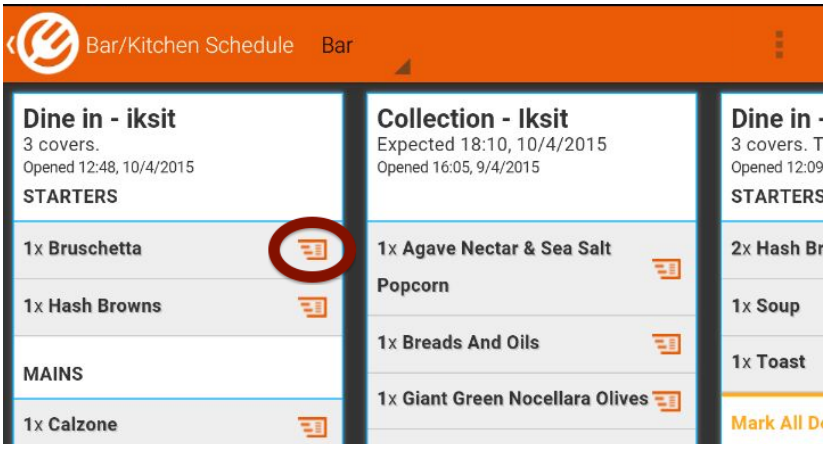


9.3 Interacting with On-Screen Schedule

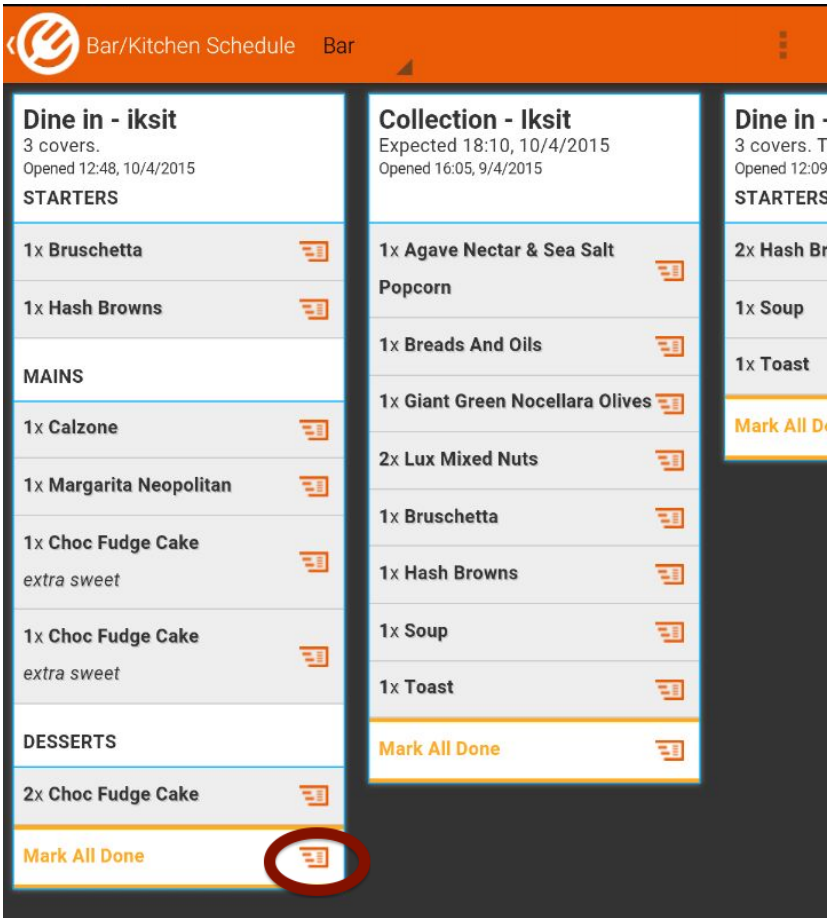
Order tickets come in with most recent ticket on the left.



The kitchen may wish can mark a single item as done by clicking the icon next to the item.

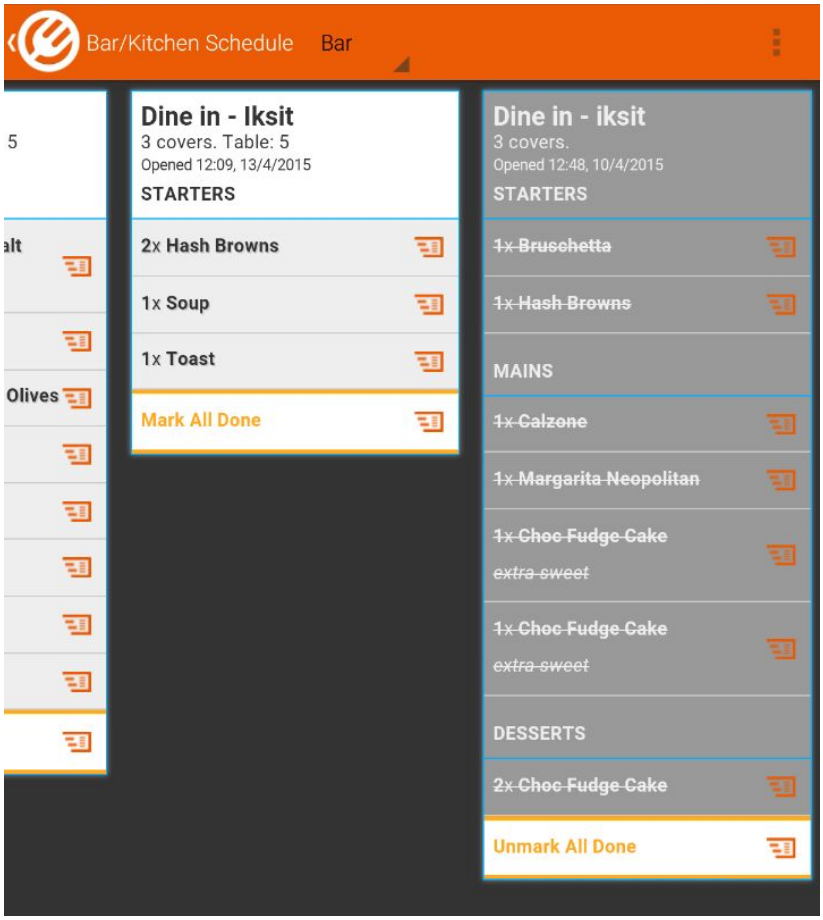


You can mark a whole ticket as done instead of marking each item.



When all items are marked as done the whole ticket goes grey and shifts to the right of the screen. It will disappear after 5 minutes. If you find you have to reopen the ticket you can unmark the ticket.

Alternatively when the table or tab is closed, the associated tickets are automatically marked as complete.



10 Advance Reservations and Takeaway Management

Epicuri's "fusebox" prevents the restaurant from being overcommitted in terms of reservations and takeaways generated from the Guest App.

As a brief reminder: the Epicuri Guest App is an app for diners. They can search for restaurants, create reservations and takeaways (if offered at the restaurant) from their own phone. And whilst present at the restaurant they may also self-service requests (if the restaurant choose to allow it).

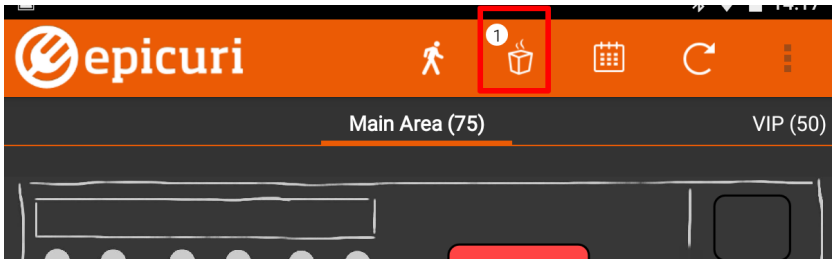
To achieve a balance between maximum acceptance and protecting against over-commitment Epicuri introduces a level of communication between guest and restaurant. Every reservation or takeaway request from the guest goes through a series of checks. For most cases there won't be any issue and the reservation or takeaway goes straight into the Epicuri calendars as a confirmed booking.

If however the checks trigger an issue, (e.g. the party size is too large or the restaurant is expected to be busy at the requested time) the guest has the option of pushing through the request to the restaurant as a *requested* reservation/takeaway which then requires restaurant staff to approve or reject it.

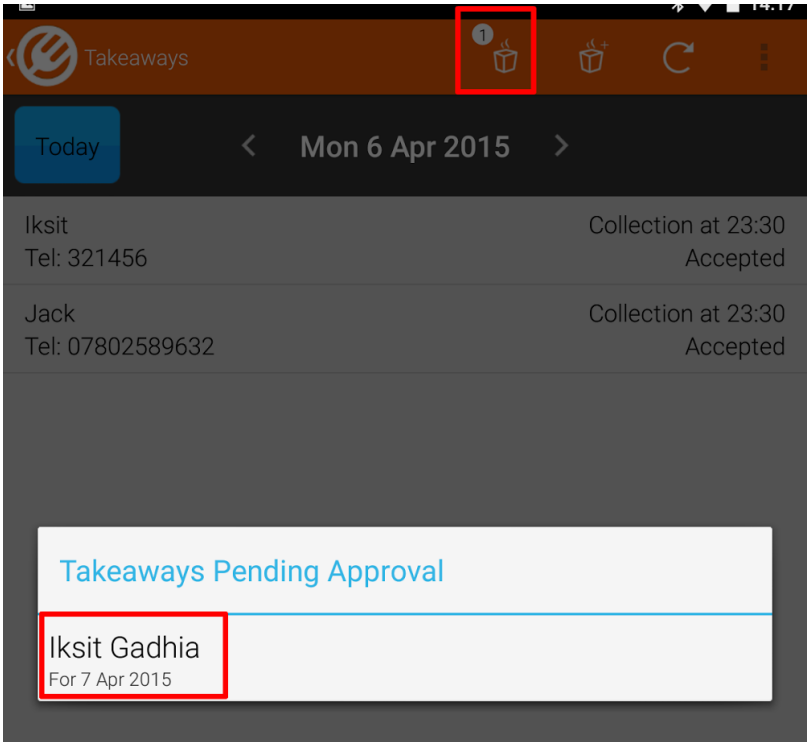
An acceptance puts the booking into the calendar, whereas a reject feeds back to the guest as such.

10.1 Accepting/Rejecting Requests

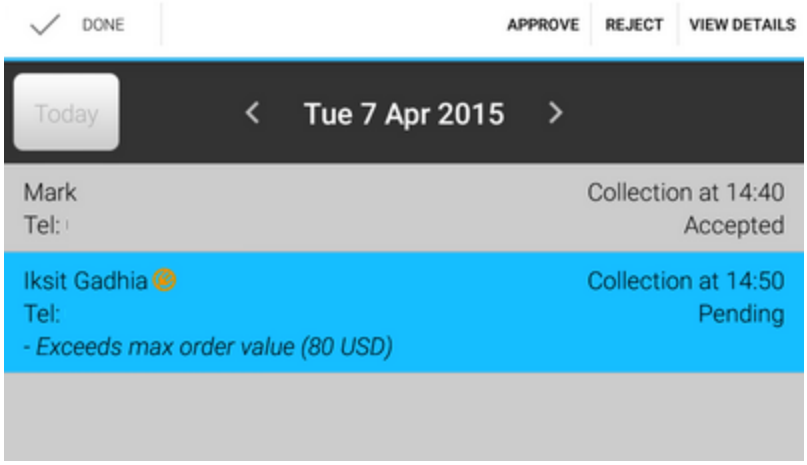
Step 1: Guest submits a request, which is causing one of the checks to fail.



Step 2: A number badge is incremented on the appropriate calendar (reservation or takeaway calendar). Click on the calendar to see pending approvals.



Step 3: Pending approvals are highlighted. Click on each item to see the detail.



Step 4a: Approve if the request is acceptable using the approve button.

*Step 4b: **Or** Reject if the request is unacceptable. You will be asked to edit a default message, which the guest will see with their booking request details on phone.*

11 Cash Up

Epicuri logs the money coming into the till by tracking the payments made by clicking on the “Add Payments” in the Table/Takeaway Detail Screen.

At the end of the business day a manager can perform a “Cash Up” operation wherein the day’s takings are summarised into a single report, which is saved in the database. As of Waiter App version 1.2.0 it is not possible to delete historical Cash Up summaries. They are, in effect, an accounting record.

The cashup is what is also known as a ‘Z’ Report or End of Service report.

Once a Cash Up has been created, it cannot be deleted.

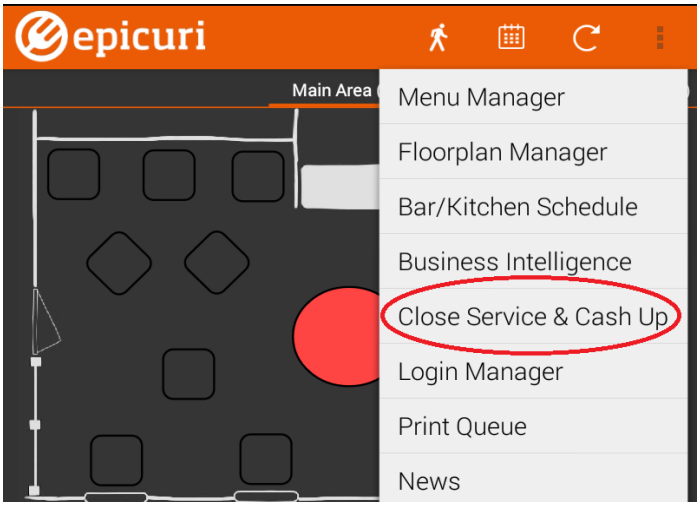
Alternatively a manager can perform a “Simulated Cash Up”, (an ‘X’ Report) which is exactly the same as a Cash Up as described above except the data is not saved on the database; this functionality is intended for calculating the summary data during the day, i.e. when the manager wants to have a quick summary of how the day is proceeding.

IMPORTANT: A Cash Up should be done at the close of business - so there should not be any open tables, takeaways or tabs (a Cash Up will in fact force you to close them as voids!)

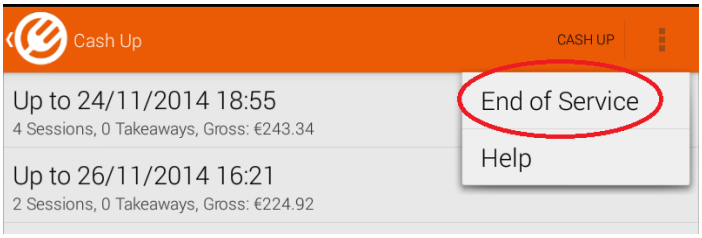
11.1 End of Service Screen

If required, perform an End of Service before doing a Cash Up - be warned that this will void any **open** tables, tabs and takeaways and will **not** be counted towards revenue (but will be visible in the Cash Up summary as voids). If you intend to process any current tables, takeaways, etc normally then do so before performing an End of Service.

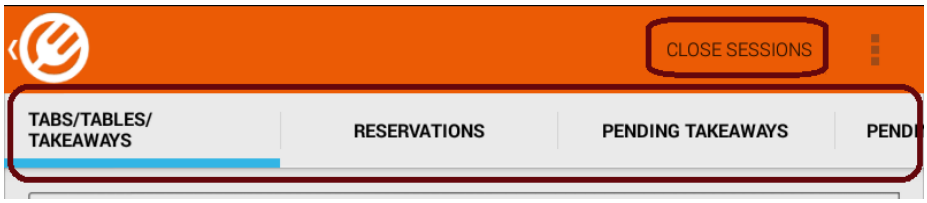
Step 1. Click Cash Up



Step 2: Click on "..." and then "End of Service"

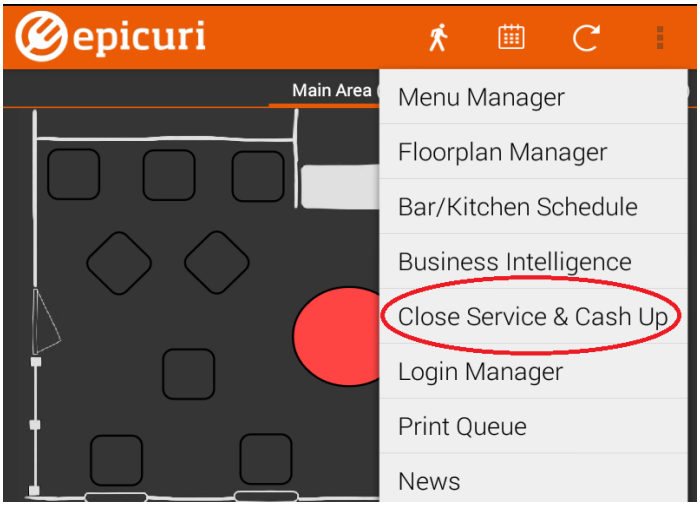


Step 3: Click on each tab and then Close Service. Note that each tab represents a type of service to be closed.



11.2 The Cash Up Screen

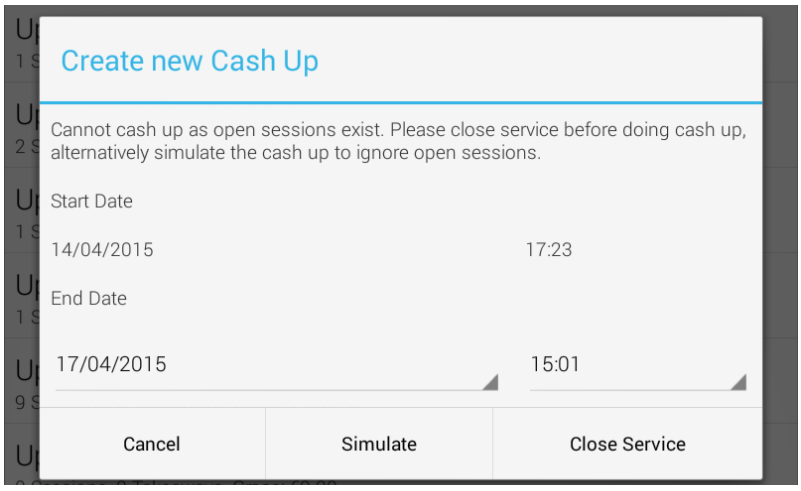
Click on the "..." at the top right and select "Close Service & Cash Up".



You are then presented with a list of historical cash-ups. You can click on any one of these and print it. To perform a cash-up:

*Step 1: Click Cash Up. If there are any **open** tables, tabs and takeaways the app will take you to the End of Service screen to close sessions. In that case you will then need to come back to the Cash Up screen again.*

Step 2a: Select the end date and time to perform the Cash Up for. The end date/time defaults to the current time. Note that the start date/time is set to end of the last Cash Up so that a continuous set of records is enforced.
Step 2b: If you only intend to simulate a Cash Up, press "Simulate". Otherwise press Cash Up to create the permanent record.



11.3 Reading Cash Up Output

Below is a sample of a cash-up and what the various numbers mean.

Line	Description	Value	Comments
Seated Sessions	All the seated sessions in that time period	Number of sessions / Value of sessions	This number is raw, before any adjustments are made
Takeaway Sessions	All the takeaways in that time period	Number of takeaways / Value of sessions	This number is raw, before any adjustments are made
Unpaid Seated Sessions	All the seated sessions in that time period that were force closed	Number of sessions / Value of sessions	Effectively these are your VOID sessions. eg if people left without paying etc
Unpaid Takeaway Sessions	All the takeaways in that time period that were force closed	Number of takeaways / Value of sessions	Effectively these are takeaway no shows
Food Items	Your sales that are from menu items categorised as 'Food'	Number of items / Value of items	This is set in the menu item, there is a field 'item type'
Drink Items	Your sales that are from menu items categorised as 'Drink'	Number of items / Value of items	This is set in the menu item, there is a field 'item type'
Other Items	Your sales that are from menu items categorised as 'Other'	Number of items / Value of items	This is set in the menu item, there is a field 'item type'
Item Adjustments	These are items that were voided (ie zeroed items)	Value	usually due to order error etc will be categorised (goodwill, order error etc)
Total Sales	Total amount of SALES in this time period (before bill adjustments)	All sales, seated, takeaways, tabs etc	Includes items that were 'zeroed' but does NOT include overall bill discount
Bill Adjustments	This is a total of all the adjustments to the bill of this category	Value	Overall bill discounts given eg 50% off managers discount on the bill, by discount name
Total Adjustments	Total of adjustments made to overall bill	Value	
Total Sales (after adjustments)	Total sales including item AND bill adjustments	Value	Revenue for the time period after all the adjustments. does not include tips.
Total VAT charged	The VAT on that revenue amount	Value	Based on the tax type that is set on the menu item
Net Sales	Sales minus Vat due	Value	
VISA	Of all the payments you took, how much on VISA	Value	Additional lines will appear here for cash, mastercard etc
Overpayment/Tips	Of all the payments you took, how much of it was for tips and overpayments	Value	Amount of tips/overpayments. To be taken out of the till and combined with the tip jar.

Total Payments (inc. tips)	Everything recorded by Epicuri that is in your till	Value	

Sales Summary	
(excluding bill adjustments)	
Seated Sessions	1 / £60.00
Takeaway Sessions	0 / £0.00
Unpaid Seated sessions	0 / £0.00
Unpaid Takeaways	0 / £0.00
Total voids	**£0.00**
Food items	7 / £60.00
Drink items	0 / £0.00
Other items	0 / £0.00
Item Adjustments	
Managers Discount	£10.00
Total sales	**1 / £60.00**
(after item adjustment, before bill adjustments)	
Bill Adjustments	
Managers Discount	£3.00
Total Adjustments	**£3.00**
Bill adjustments	
VAT Rate Analysis	
Total sales (after adjustments)	£57.00
Total VAT charged	£9.50
Net Sales	£47.50
Payment summary	
VISA	£57.00
Overpayment / Tips	£0.00
Total payments (inc overpayments/tips)	**£57.00**

12 Online Booking Widget

Epicuri also provides a simple booking widget that you can put on your restaurant website. The widget will check against the “fusebox” but does not currently support the feedback mechanism for approvals. The guest will receive a pass/fail response.

The recommendation is that guests should be encouraged to download and use the Epicuri Guest app and this is more fully featured. The approval mechanism means that the restaurant is less likely to lose a booking and the app will help reduce no-shows.

For more information contact Epicuri’s Support pages, which detail how you can add the widget to your website.

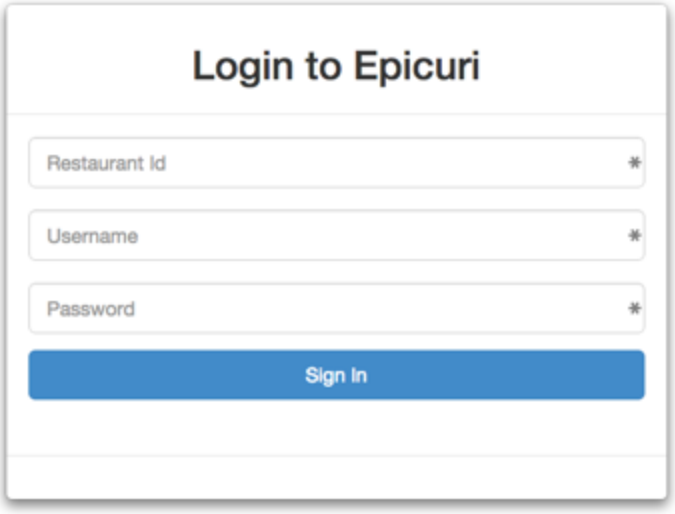
13 Customer Portal

The Epicuri customer portal is a place where you can find some more features replicated from the epicuri app (for convenience) or features better suited for non-tablets

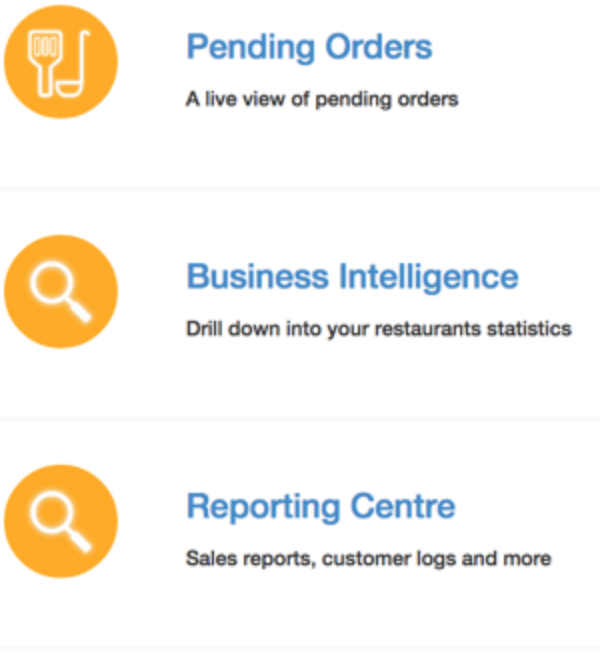
13.1 Logging into the Portal

Step 1: Open the browser
Step 2: Go to www.epicuri.co.uk
Step 3: Click Connect > Portal

Step 4: Put in your credentials



Once authenticated, the portal will present you with 3 choices



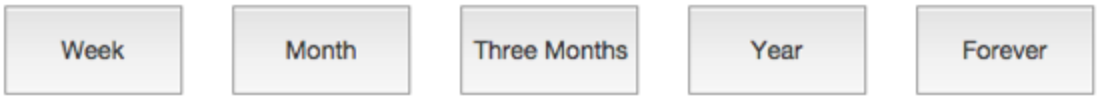
13.2 Pending Orders

This is how to get to the “On-Screen Schedules”, covered in a previous section in this document.

13.3 Business Intelligence

Use this option to view details of your restaurant activity and trends.

Once selected, a choice of time period will be presented

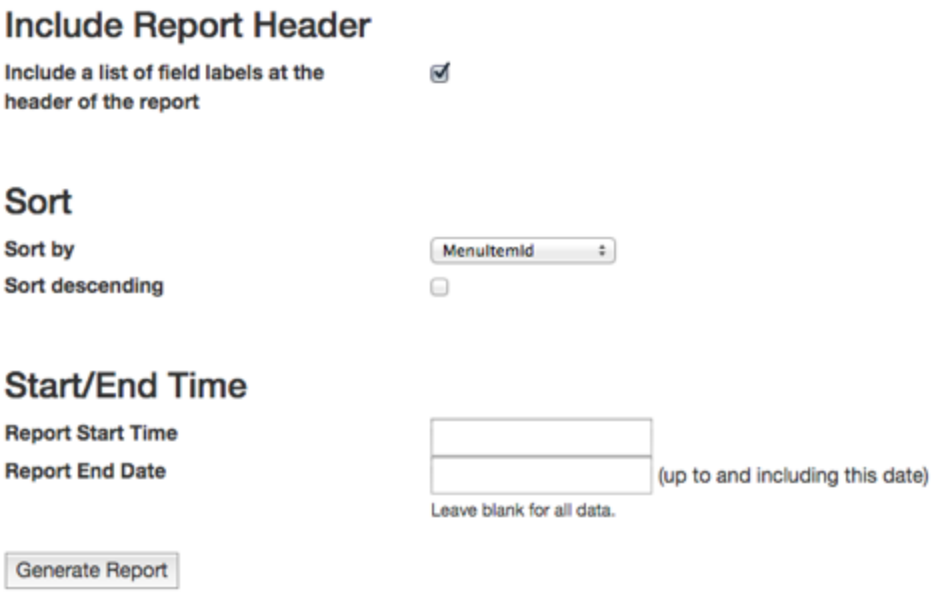


This selection will filter the data to allow you to focus on a specific period of activity for your restaurant. The information panels the follow will then give you more information.

13.4 Reporting Centre

Use this option to extract detailed data of the activity in the restaurant. The various reports currently available are described on the title screen, each report output can be generated by clicking through on the relevant title.

Once selected, some configuration options are available:



Include Report Header
Adds the titles of the columns in the first row of the output

Sort
Applies a sort on the report for convenience

Start/End Time
Allows a filter on the time period of the report

On ‘Generate Report’, the data is downloaded locally as CSV ready to be manipulated in Excel or used as a feed to other systems.