Kitchen Printer

Verifone®

Kitchen Printer

Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Kitchen Printer feature on two separate Verifone Site Controllers: Commander Site Controller and Sapphire.

Chapter one covers the Kitchen Printer on the Commander Site Controller and Chapter two relates to Sapphire. Both chapters contain the subsections listed below:

Overview - This section contains a brief description, requirements and the supported hardware configurations for the Kitchen Printer feature on the related Site Controller.

Configuring - This section contains information on how to configure the Kitchen Printer feature on the related Site Controller.

Using - This section describes how to prepare the specific Site Controller for the Kitchen Printer feature.

Revision History

Date	Description
04/25/2016	Converted document format into Framemaker.
04/25/2016	Added Commander Site Controller Chapter.
09/01/2016	Updated format.
09/20/2016	Kitchen Printer Enhancement - Managed Module functionality and connection to the POS Terminal.
12/9/2016	Kitchen Printer Enhancement - Managed Module functionality and connection to the Site Controller.
06/18/2019	Updated the Commander section.
03/25/2024	Added a note about third party kitchen printer implementations to the overview section. Updated Kitchen Printer Rule Instruction. Removed Sapphire section.

Contents

1 COMMANDER SITE CONTROLLER

Overview

Feature Description

The Kitchen Printer Feature Reference details the configuration and utilization of a kitchen printer used specifically to print food service items when orders are placed for food service preparation. The kitchen printer can be setup and connected to a Verifone Point of Sales (POS) terminal or it may be configured to the Commander Site Controller directly.

Selected items and subitems, or Price Look Up (PLU) codes, are configured to print to the kitchen printer when an order has been placed at the POS terminal. The order can be tendered (paid for) or suspended (later payment).

Additionally, non-food service items, such as fuel, may be included in the same transaction, however, if fuel is included in a suspended transaction, the fuel sale remains in a *claimed* status. This means the fueling position will be unavailable until customer remits payment for the transaction.

> **NOTE**
>
> The instructions within this guide do not cover any third party kitchen printer implementations.
> **Refer to their specific documentation for additional details on configuring a kitchen printer.**

Devices and Requirements

Supported Software

- Commander Site Controller or RubyCi Base 45 or higher software

Supported Hardware Configurations

- Commander Site Controller with C18 / Topaz / Ruby2 /
- RubyCi with C18 / Topaz / Ruby2

Hardware Configuration

- Kitchen Printer — Utilizes same printer, cable and connector used for the POS terminal receipt printing, but requires a separate power supply. It has the same baud rate (dip switch settings) as a C18/Topaz/Ruby2.
  - Printer Models:
    - RP 310: P/N P040-02-020
    - RP 330: P/N P040-02-030
  - Power Supply: P/N PWR050-001-01-B
  - Power Supply Power Cord: P/N CBL268-008-01-A

Configuring the Kitchen Printer

> ⚠️ **Verify all communication, connections and system downloads have been completed, tested and operational before beginning the kitchen printer configuration.**

Prior to kitchen printer configuration, two main components must be considered:

- Configuring POS terminal menus to accommodate the food ordering process.
- Configuring food service items to print to the kitchen printer when an order has been placed.

Pre-Installation Menu Preparation

The following pre-installation list will facilitate setup and maintenance of the Kitchen Printer feature.

> 📝 NOTE
>
> *To specifically review how to configure menus and menu chains, see the "POS Menu User Reference."*

PLUs

1. Create the PLUs for all food service products including condiments and toppings.

2. Link only PLUs to Departments that contain kitchen printer menu items. Include all zero priced PLUs (i.e. condiments and subitems) in the PLU price book.

3. Delete obsolete menus or menu items.

4. List all food service items including PLU#, description, price and department assignment.

5. List all condiments and upsells, i.e. lettuce, tomato, mayo, cheese, extra cheese, etc.

6. Establish a range of available PLUs Codes housed in the price book to be used specifically for food service items.

NOTE	*If an item is sent to the kitchen printer, it must have an associated PLU.*

Food Service Items

1. Group the food service items.

   - Placing a food service order on a POS terminal is different from placing a food service order on a self-service kiosk.

     – On the kiosk, the *next* screen is determined by the selection that is made.

     – With the POS terminal, the *next* screen is always the same regardless of the selection made.

   - Do not combine 6" subs and 12" subs on the same menu unless the options and upsells are the same; 12" upsells are more expensive.

2. All menus should be configured as *single-select*. Only the last menu in the chain is configured (optional) as *multi-select*.

   - When placing a food service orders at the POS terminal, it uses a *linked menu* feature to lead clerks through a series of menus to build the item order.

   - A sandwich order can include a menu with sandwich types (items) and a series of subitem menus (breads, cheeses, condiments, etc).

   - The first item is always the menu item and all subsequent items are subitems.

Meal Deals

1. Implement signage to inform customers of food service promotions.

2. Utilize Verifone Integrated Promotions (VIP) NAXML Combos and Mix and Match to configure automatic discounts.

> **NOTE** *See the "VIP NAXML Mix and Match Feature Reference" to configure automatic discounts on the Commander Site Controller.*

Design Menus

1. Utilize the menu worksheets provided (see Appendix) to facilitate food service menu preparation. Worksheets include 4x4 grids to accommodate 16 item entries to be displayed for menu item selection.

2. Insert a menu header (name) to include when a food service order is placed.

3. Complete each block with an appropriate PLU#, description and price.

> **NOTE** *The PLU description and number identify the correct PLU for menu assignment. Prices help differentiate between item size, subitems upsells and zero-priced items.*

Configuring with the Commander Configuration Client

The first step in configuring a kitchen printer is to determine the what host device the printer will be connected to. This is key.
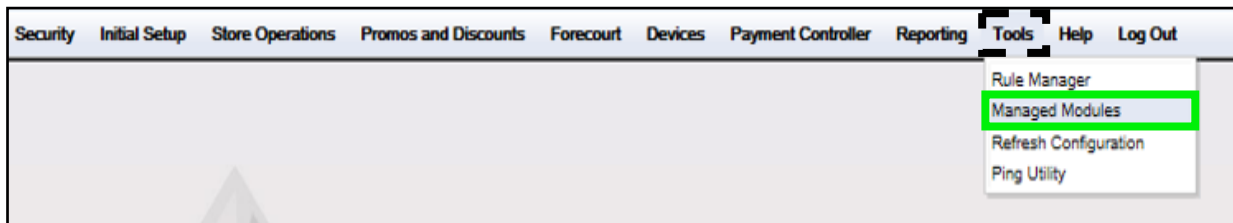
Two options exist to host the Kitchen Printer Service:
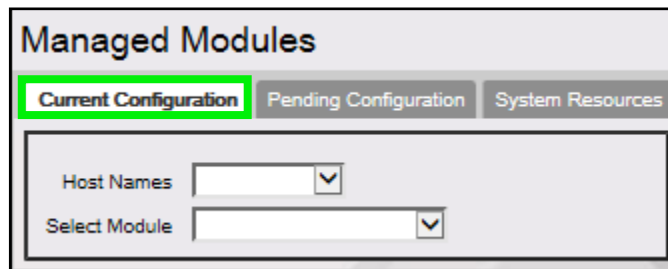
- Site Controller
- POS Terminal

Site Controller

When the kitchen printer is connected to a port on the site controller, utilize the below instructions to configure Kitchen Printer Service.
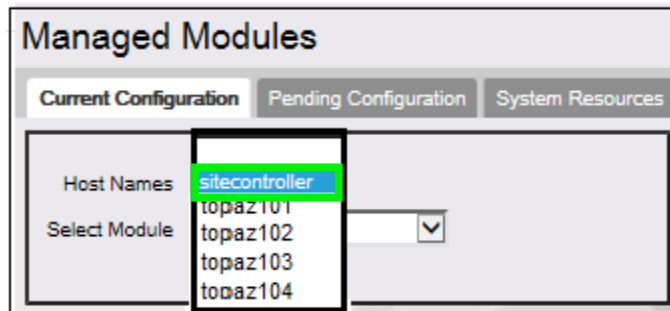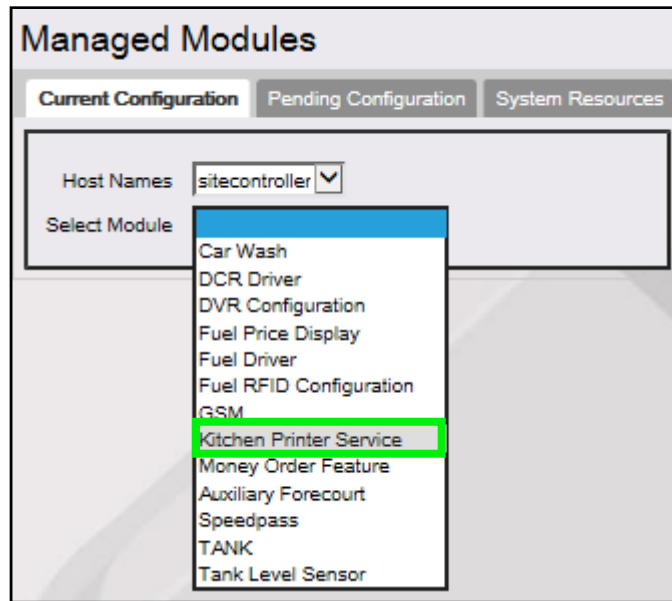
1. Navigate to Configuration Client > Tools > Managed Modules.

2. The Managed Modules window displays. Select the **[Current Configuration]** tab.

3. From the *Host Names* drop down list, select **[site controller]**.

4. From the *Select Modules* drop down list, select the **[Kitchen Printer Service]** managed module.

Value	Description
Host Parameters	
Host Names	A set list populated with the site controller and all POS Terminals that are 'reachable' to be configured. Reachable is defined as Topaz/Ruby2 that are functioning properly after being installed and have established connectivity with the site controller.
Select Module	A set list populated with all the configurable modules for the selected system. The modules listed for the site controller are the same systems listed in previous applications, with the exception of 'Kitchen Printer Service'.

Do Not Enable Kitchen Printer Service. It must remain un-selected until all configuration is complete and settings verified.

Enable Kitchen Printer Service ☐

5. From the *Kitchen Printer ID* drop down list, select **[kp.svc.POS]**.

6. From the *System hosting Kitchen Printer* drop down list, select **[site controller]**.

7. From *Port of connection*, select the **[Advanced Settings]** option.

8. From the *Advanced Settings* listing, select the **<Port for connection>**.

9. Select **[Save]**.

> **NOTE**
>
> *The recommended ports to connect the kitchen printer to on the Commander Site Controller are A2-1 through A2-4.*
>
> *The recommended RubyCi ports to connect the kitchen printer are COM3 and COM4.*
>
> *Fuel and DCRs are connected to COM1 and COM2 on the RubyCi as they have transmit and receive lights in the diagnostic panel for these two ports only.*

Value	Description
Kitchen Printer ID	Sets the host's unique ID for the Remote Method Invocation (RMI) Registry.
	There already exists an RMI service on the site controller that <u>all hosts</u> utilize to present their Managed Module framework RMI services.
	The Kitchen Printer ID is also needed when configuring the 'Rule Manager' for Sales to use the Kitchen Printer feature.
System Hosting Kitchen Printer	Defines the system host, in this case the site controller, the kitchen printer device is physically connected to.
Port for Connection	Sets the dock the kitchen printer will be connected to on the site controller.
Advanced Settings	Lists the port connections on the site controller where the kitchen printer can be physically connected.

10. Lastly, select the **[Enable Kitchen Printer Service]** checkbox to enable print services.

⚠️ **Before selecting Enable Kitchen Printer Service, verify the configured settings, including 'Advanced Settings' configured.**

Enable Kitchen Printer Service ☑

11. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

12. To verify the Kitchen Printer Service started correctly, navigate to the **[System Resources]** tab.

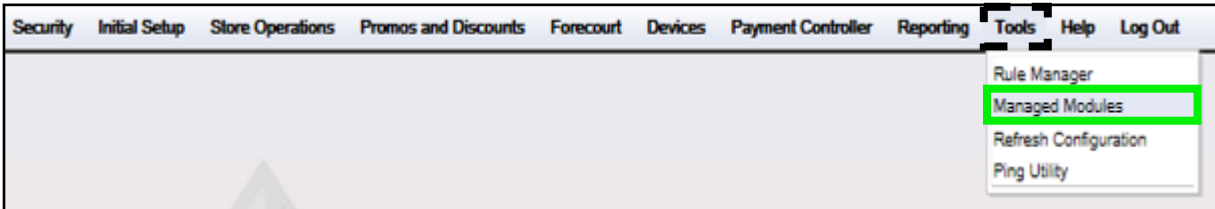13. From the Host Names drop down list, select **<site controller>**.
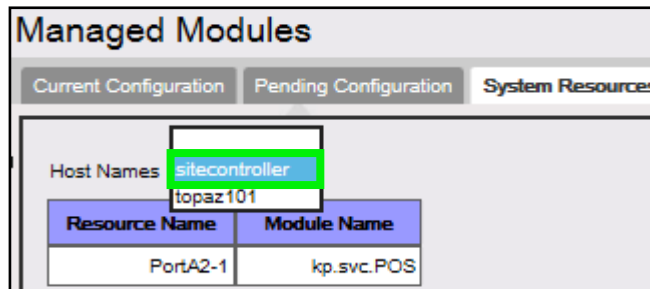
The *Kitchen Printer Service* is displaying for the selected host (site controller) on Port A2-1 where the kitchen printer is physically connected.
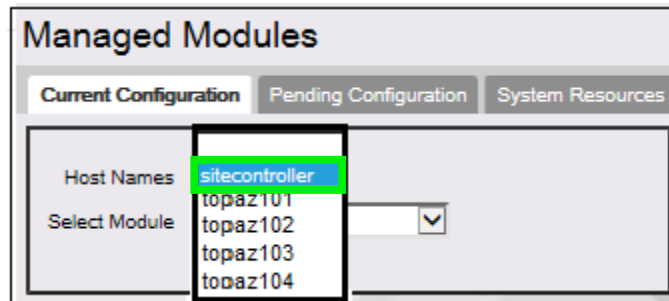
POS Terminal

When the kitchen printer is physically connected to a POS terminal, utilize the below instructions to configure Kitchen Printer Service.
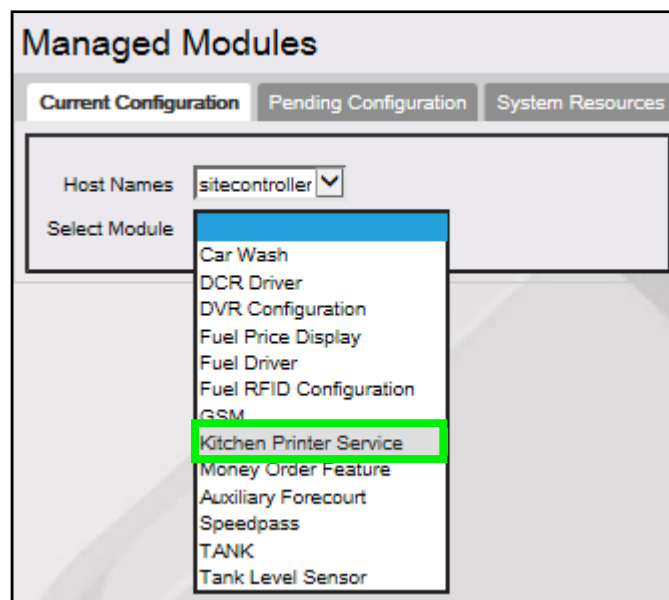
1. Navigate to Configuration Client > Tools > Managed Modules.

2. The Managed Modules window displays. Select the **[Current Configuration]** tab.

3. From the *Host Names* drop down list, select **[site controller]** as the host to configure.

4. From the *Select Module* drop down list, select the **[Kitchen Printer Service]** managed module.

Value	Description
Host Parameters	
Host Names	A set list populated with the site controller and all POS Terminals that are 'reachable' to be configured. Reachable is defined as Topaz/Ruby2 that are functioning properly after being installed and have established connectivity with the site controller.
Select Module	A set list populated with all the configurable modules for the selected system. The modules listed for the site controller are the same systems listed in previous applications, with the exception of 'Kitchen Printer Service.'

Do Not Enable Kitchen Printer Service. It must remain un selected until all configuration is complete and settings verified.

Enable Kitchen Printer Service ☐

The current configuration form displays.

Managed Modules   Save Cancel

Current Configuration   Pending Configuration   System Resources

Host Names   sitecontroller ▾

Select Module   Kitchen Printer Service ▾

Enable Kitchen Printer Service ☐

Kitchen Printer ID   ▾

System hosting Kitchen Printer   ▾

Port for connection   Advanced Settings

5. From the *Kitchen Printer ID* drop down list, select **[kp.svc.POS]**.

6. From the *System hosting Kitchen Printer* drop down list, select the **<POS terminal>** the kitchen printer is connected to.

7. Select the Port for connection **[Advanced Settings]** option.

Value	Description
Advanced Settings	
Kitchen Printer ID	Sets the host's unique ID for the Remote Method Invocation (RMI) Registry.
	There already exists an RMI service on the site controller that <u>all hosts</u> utilize to present their Managed Module framework RMI services.
	The Kitchen Printer ID is also needed when configuring the 'Rule Manager' for Sales to use the Kitchen Printer feature.
System Hosting Kitchen Printer	Defines the system host, in this case the site controller, that the kitchen printer device is physically connected to.
Port for Connection	Sets the dock the kitchen printer will be connected to on the site controller.
Advanced Settings	Lists the port connections on the site controller where the kitchen printer can be physically connected.

> **NOTE** *The Port for Connection drop down list will always populate with all available (unassigned) COM Ports of the host selected.*

8. From the *Port for Connection* list, select the **<COMM Port>** the RS-232 cable for the kitchen printer will be connected to on the POS Terminal.

In the above example, the kitchen printer has been connected to the host Topaz101 via COM 7.

> **Before selecting Enable Kitchen Printer Service, verify the configured settings, including the port connection.**
>
> Enable Kitchen Printer Service ☑

9. Lastly, select the **[Enable Kitchen Printer Service]** checkbox to enable print services.

Enable Kitchen Printer Service ☑

10. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

11. To verify the Kitchen Printer Service started correctly, navigate to the **[System Resources]** tab.

12. From the Host Names drop down list, select the **<host>**.

13. Verify the configured <COM Port> displays the Kitchen Printer Service (kp.svc.POS).

Security	Initial Setup	Store Operations	Promos and Discounts

Managed Modules

Current Configuration	Pending Configuration	System Resources

Host Names topaz101 ▼

| Resource Name	Module Name
COM 2	CheckScanner
COM 3	PoleDisplay
COM 4	VFIPrinter
COM 5	DVRJournal
COM6	CoinDispenser
COM 7	kp.svc.POS
COM 8	Scanner

The Kitchen Printer Service is displaying for the selected host (topaz101) on COM 7 where the kitchen printer is physically connected.

COM Port Assignments

View POS terminal resources to determine the resources that have been allocated; this will assist with device assignment and reassignment.

To view a POS terminals COM Port assignments, follow the instructions below.

1. From the Managed Modules form, select the **[System Resources]** tab.

2. From the *Host Names* drop down list, select the **<POS terminal>** (Host) to view the resources assigned.
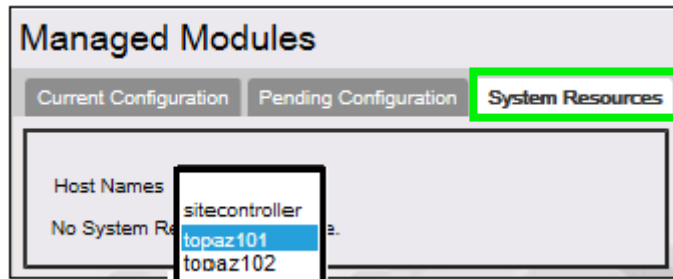
The serial communication port assignments for the host selected display.
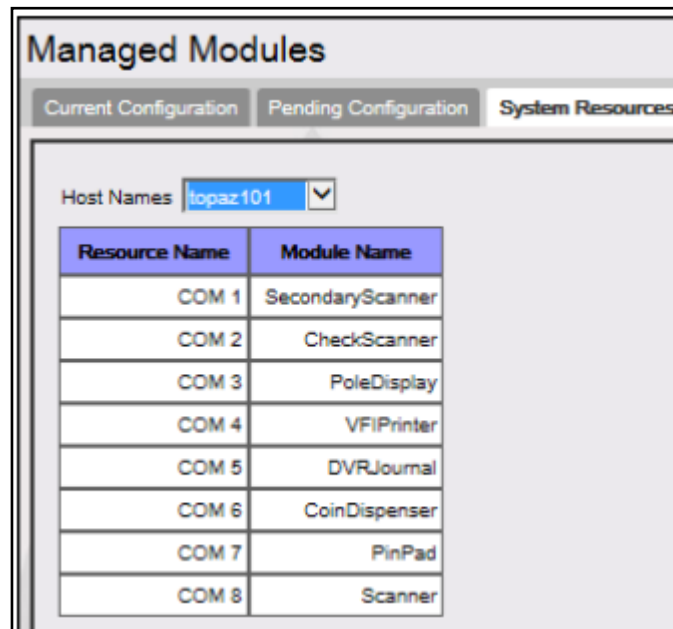
By default, installed POS application has been configured to use the maximum number of eight system resources (COM Ports) to eight devices (Modules) as in the example above.

Reassigning COM Ports

When a kitchen printer is moved from one port to another on the same POS terminal, the system needs to be reconfigured to reflect that change. Utilize the instructions below to configure the change in Kitchen Printer Service.

> ⚠️ **Prior to the configuration change, the RS-232 must be disconnected and moved to the new port on the host POS terminal.**

In this example, topaz101 currently hosts a kitchen printer on COM1. An unused port is available to move the kitchen printer to on COM2.

1. From the Managed Modules form, select the **[Current Configuration]** tab.

2. From the *Host Names* drop down list, select **[site controller]**.

3. From the *Select Modules* drop down list, select the **[Kitchen Printer Service]** managed module.

4. The current configuration form displays.

5. Deselect **[Enable Kitchen Printer Service]** by un selecting the check box for this option.

 Do Not Enable Kitchen Printer Service. It must remain un selected until the configuration change is complete and settings verified.

6. Select the *Port for connection* **[Advanced Settings]** option.

7. From the *Port for connection* drop down list, select the **[blank space]**.

8. Select **[Save]**.

9. From the *System hosting Kitchen Printer* drop down list, select the **<POS terminal>** the kitchen printer is connected to.

10. Select the *Port for connection* **[Advanced Settings]** option.

11. From the *Port for Connection* list, select the **<COMM Port>** the RS-232 cable for the kitchen printer will be connected to on the POS Terminal.

NOTE

The Port for Connection drop down list will always populate with all available (unassigned) COM Ports of the host selected.
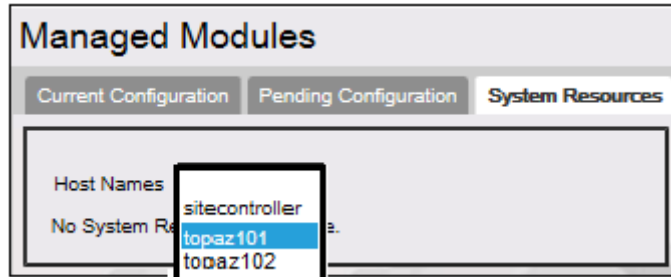
In the above example, the kitchen printer has been moved on the topaz101 from COM1 to COM2.

12. Select **[Save]**.

13. Lastly, select the **[Enable Kitchen Printer Service]** checkbox to enable print services.

Enable Kitchen Printer Service ☑

14. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

15. To verify the Kitchen Printer Service started correctly, navigate to the **[System Resources]** tab.

Managed Modules

| Current Configuration | Pending Configuration | **System Resources** |

Host Names

sitecontroller
topaz101
topaz102

No System R...

16. From the Host Names drop down list, select the **<host>** to view.

17. Verify the configured <COM Port> displays the Kitchen Printer Service (kp.svc.POS).

Managed Modules

| Current Configuration | Pending Configuration | **System Resources** |

Host Names topaz101 ▼

Resource Name	Module Name
COM 2	kp.svc.POS
COM 3	PoleDisplay
COM 4	VFIPrinter
COM 5	DVRJournal
COM 6	CoinDispenser
COM 7	PinPad
COM 8	Scanner
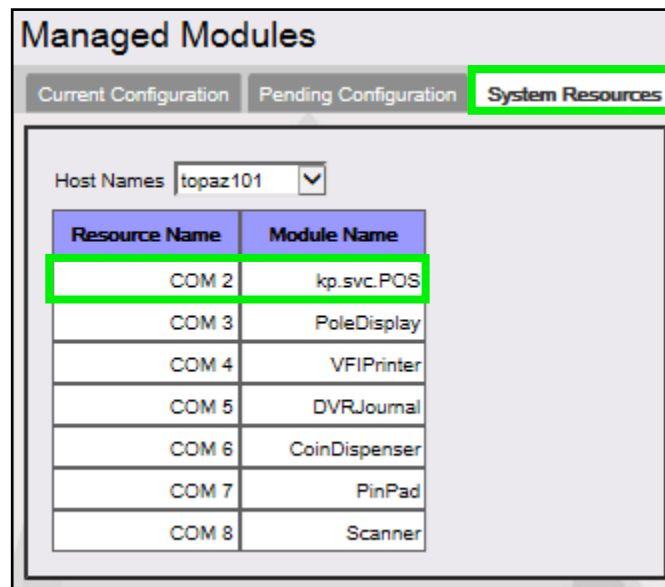
The Kitchen Printer Service is displaying for the selected host (topaz101) on COM2 where the kitchen printer is physically connected.

Reassign COM Ports on POS Terminal with All Resources Allocated

To assign a kitchen printer to a POS terminal that has all of its resources allocated, first determine what resources are not being used by the site, and disable that COM Port for reassignment to another device.

Utilize the instructions below to free up a resource on the POS terminal for a kitchen printer.

> ⚠️ **Prior to the configuration change, the RS-232 must be disconnected and moved to the port new POS host terminal.**

1. View the POS terminal's COM Port assignments.

View the resource assignments for the POS terminal the kitchen printer is going to be assigned to determine what device can be disabled.
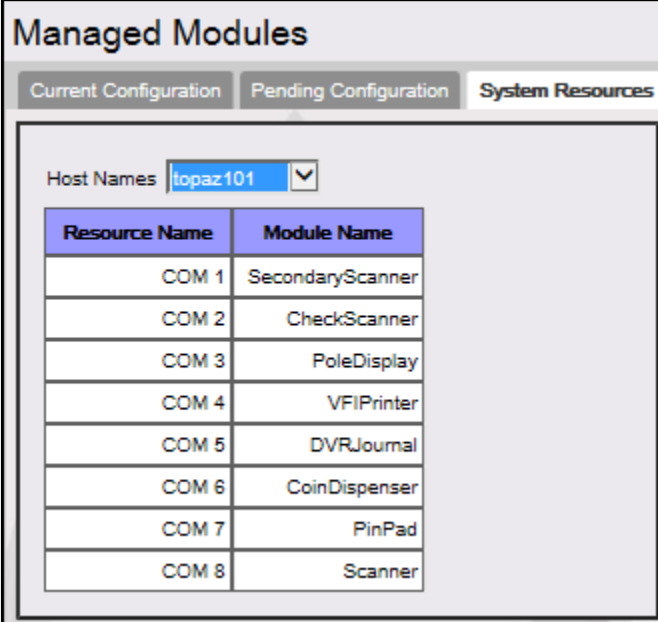
    a. From the Managed Modules form, select the **[System Resources]** tab.

    b. From the *Host Names* drop down list, select the **<POS terminal>** (Host) to view assigned resources.

The serial communication port assignments for the host selected display.

In the above example, the host (topaz101) currently has all resources assigned. It has been determined that the site does not use the secondary scanner on COM1. This COM Port will be disabled and reassigned to the kitchen printer.

2. Unassign a COM Port.

Before a kitchen printer can be assigned, the unavailable resource must be disabled to free the COM Port.

    a. From the Managed Modules form, select the **[Current Configuration]** tab.

    b. From the *Host Names* drop down list, select the **<POS Terminal>** to unassign a resource.
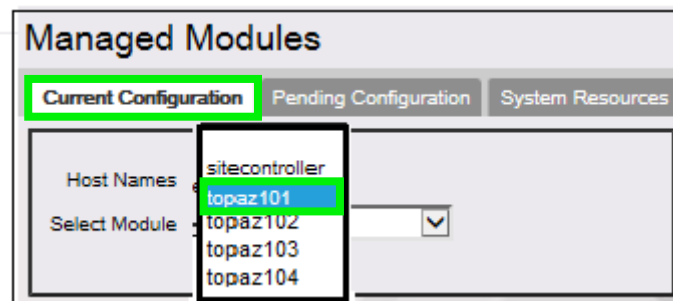
c. From the *Select Module* drop down list, select the **<Module>** to be unassign.
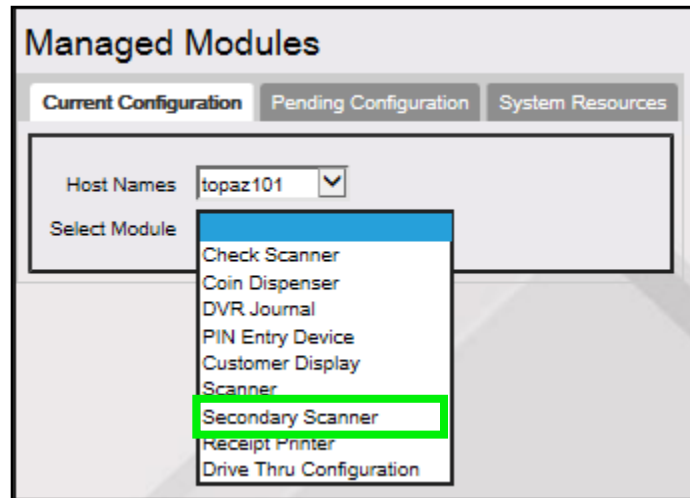
The current configuration displays for that assigned device (secondary scanner).
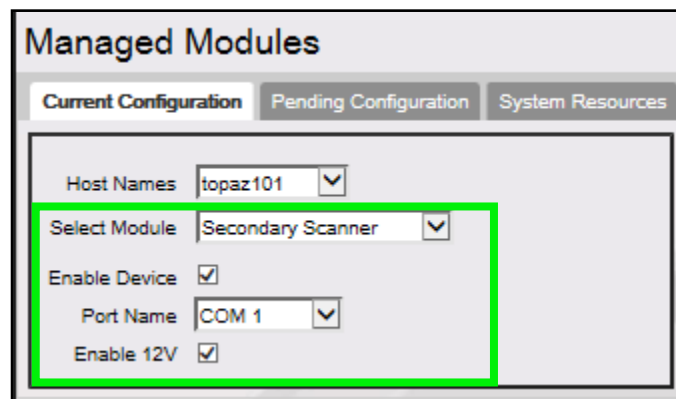
d. To unassign a device, un select **[Enable Device]**.

e. Click **[Save]**.

f. To verify the device was unassigned, go to the **[System Resources]** tab.

g. From the *Host Names* drop down list, select the **<host>.**
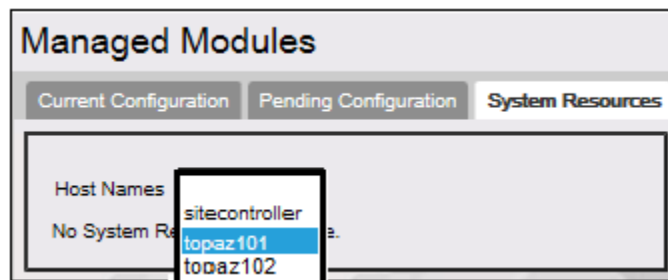
h. Select the **<Host>** to view the assigned devices.

In this example, COM1 has been unassigned for topaz101 and no longer displays as a resource.
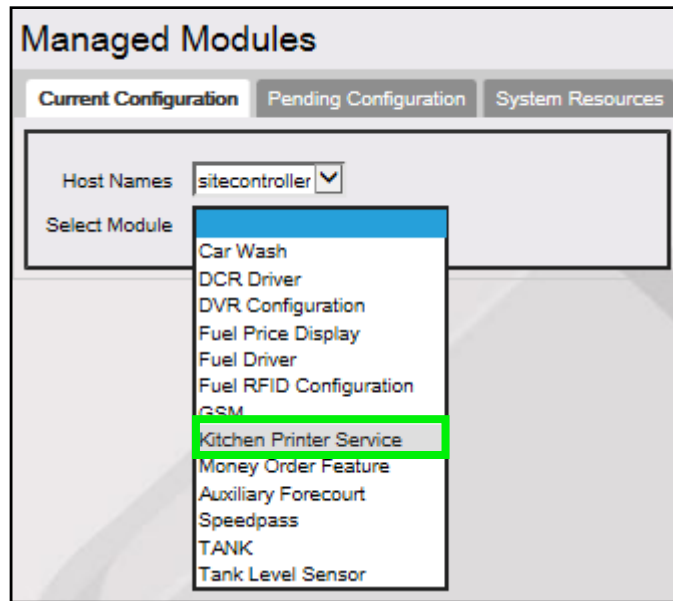
3. Reassign the COM Port.

The next step is to reassign the freed COM Port to the desired device (i.e. kitchen printer).

a. Navigate back to the **[Current Configuration]** tab.

b. From the Host drop down list, select the **[site controller]**.

c. From the *Select Modules* drop down list, select the **[Kitchen Printer Service]** managed module.

The current configuration form displays.

Do Not Enable Kitchen Printer Service. It must remain un selected until all configuration is complete and settings verified.

Enable Kitchen Printer Service ☐

d. From the *Kitchen Printer ID* drop down list, select **[kp.svc.POS]**.

e. From the *System hosting Kitchen Printer* drop down list, select the **<POS terminal>** the kitchen printer is connected to.

f. Select the *Port for connection* **[Advanced Settings]** option.

g. From the *Port for Connection* list, select the unassigned **<COMM Port>**.

NOTE	*The Port for Connection drop down list will always populate with all available (unassigned) COM Ports of the selected host.*

In the above example, the kitchen printer has been configured to the host (Topaz101) via COM 1.

⚠️	**Before selecting Enable Kitchen Printer Service, verify the configured settings, including the port connection.** Enable Kitchen Printer Service ☐

h. Lastly, select the **[Enable Kitchen Printer Service]** checkbox to enable print services.

Enable Kitchen Printer Service ☑

i. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

j. To verify the Kitchen Printer Service started correctly, navigate to the **[System Resources]** tab.
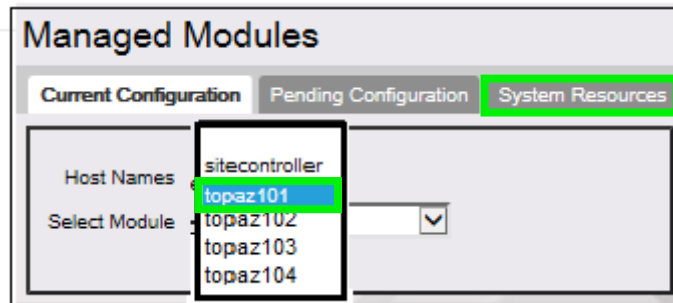
k. Select the **<host name>**.

l. Verify the configured COM Port displays with the Kitchen Printer Service (kp.svc.POS).
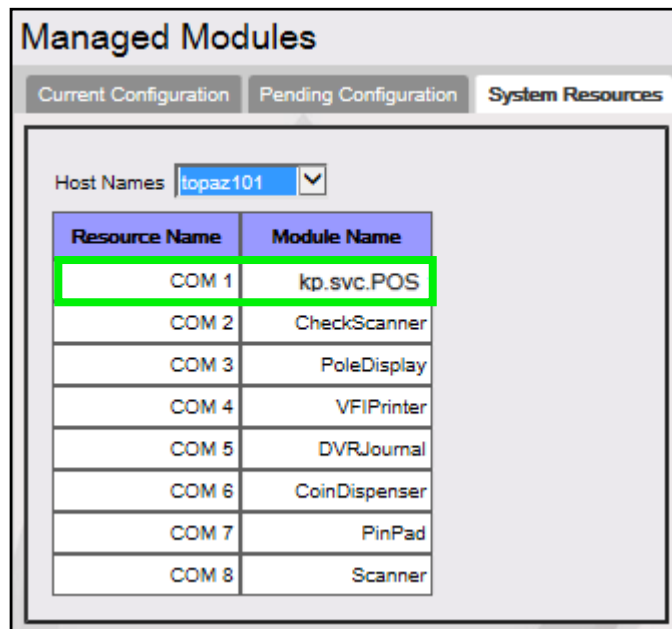
The Kitchen Printer Service is displaying for the selected host (topaz101) on COM1 where the kitchen printer is physically connected.
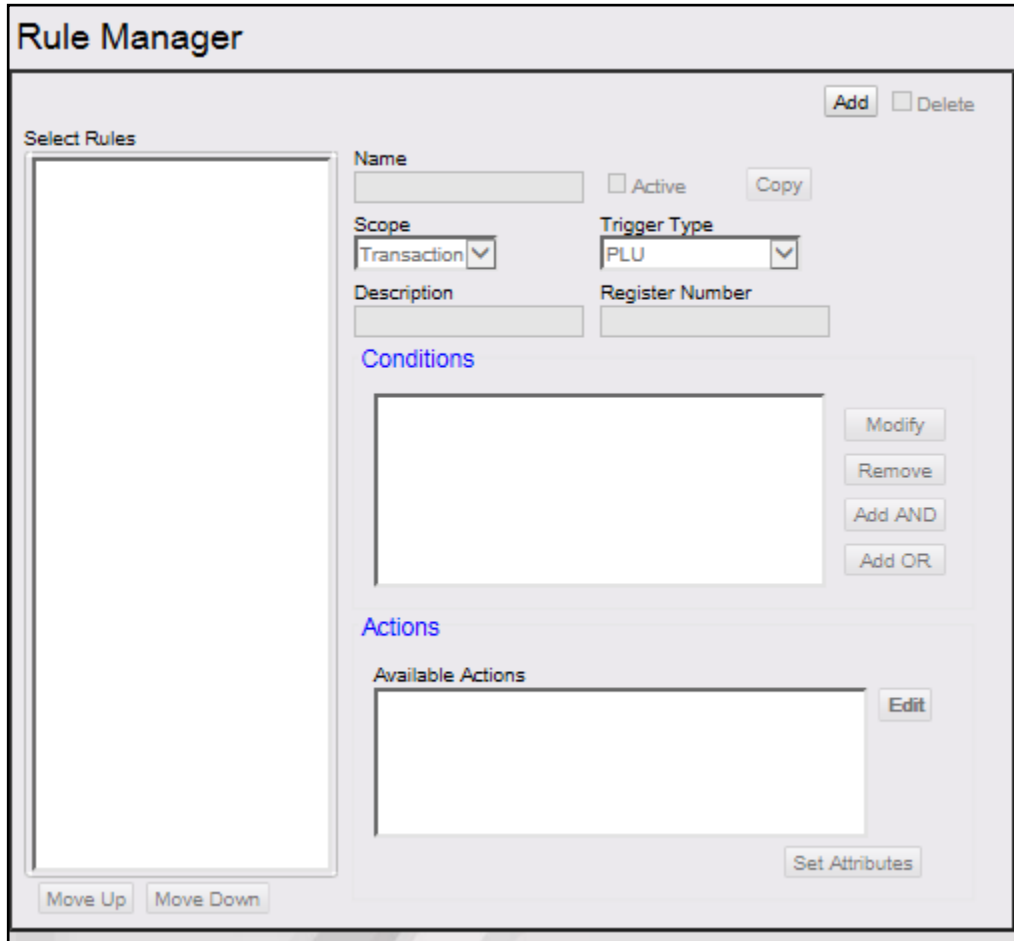
Configuring a Business Rule

Once a host has been defined, create and apply a business rule for all PLUs being directed to the kitchen printer. Before defining a business rule, determine what departments contain the PLUs to be directed to the kitchen printer. Also define what PLUs within those departments are food service items.

1. Navigate to Configuration Client > Tools > Rule Manager.
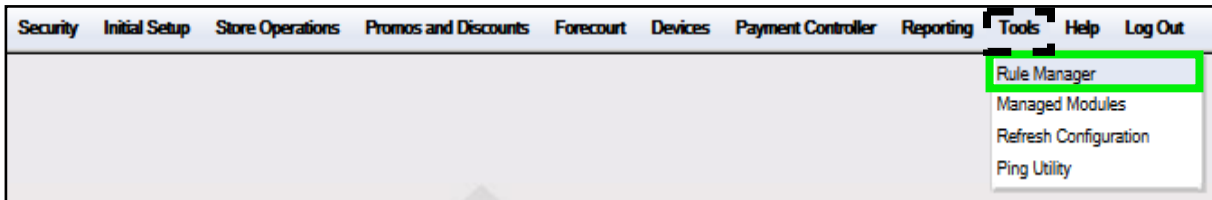
The Rule Manager window displays.

2. Click **[Add]** to create a rule.

    • **Delete:** Allows an existing Rule to be deleted.

3. Configure the new Rule parameters.

Value	Description
Rule Manager	Sets PLUs that will be sent to the kitchen printer.
Name	Enter a unique name to identify the new rule.
Active	Select **[Active]** to enable the new rule.
Scope	Select **[Transaction]**.
Trigger Type	Select **[Transaction End]** as the item that will trigger the rule to be evaluated.
Description	Enter an applicable description for the new rule.
Register Number	Leave blank.

4. From the Conditions parameters > click **[Add]** to add conditions for the rule.

Value	Description
Conditions	
Condition Type	Set **[PLU]** to be evaluated when the rule is triggered.
Operator Type	Select **[like]**.

5. From the Set Condition parameter > select **[Edit]**.
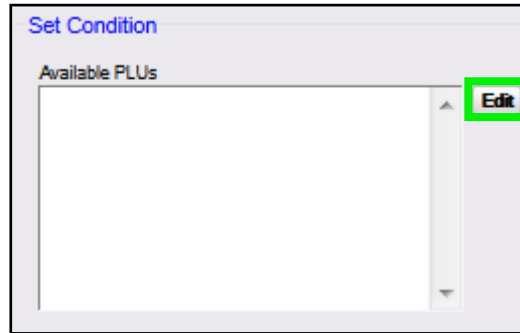
The Retrieve PLUs pop up window displays to select PLUs that will trigger the rule and send that PLU to the kitchen printer.
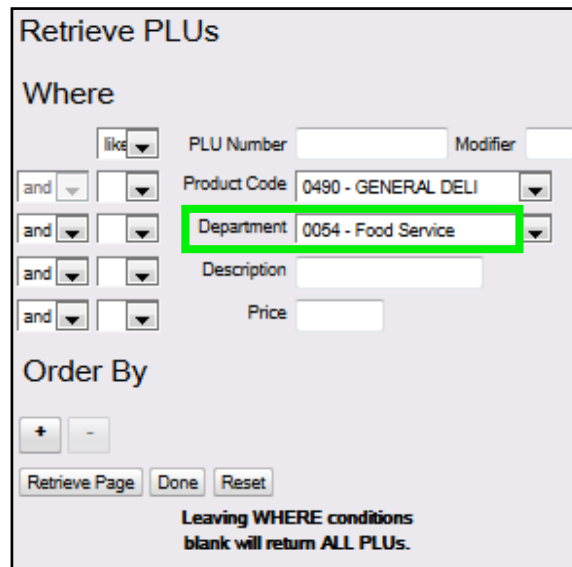
If the PLUs have been grouped by departments, retrieve the PLUs by department.

6. Select the **<Department>** to which all the food service PLUs are assigned.

7. Select the **[Retrieve Page]** option.

NOTE	*All food service PLUs assigned to that department will populate the Available PLUs window.*

8. If all PLUs assigned to the department print to the kitchen printer, click **[Select All]**. If not, select them individually.
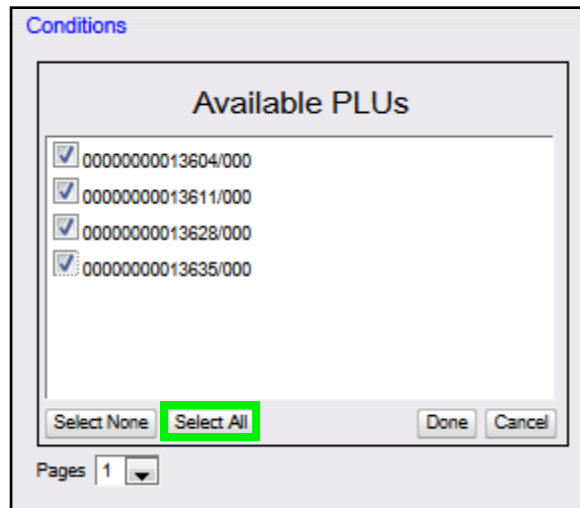
*Add all food service PLUs, then remove the PLUs that don't apply as part of a **modify** process. Once the PLUs are added, the display can be sorted by PLU or description to facilitate review. Remove PLUs that don't apply.*

9. Click **[Done]** to add PLUs to the Rule.
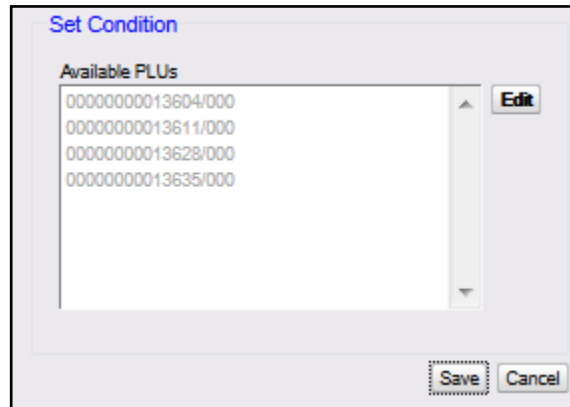
10. Click **[Save]**.

11. Under the Actions parameter > click **[Edit]** to determine the actions that occur when the rule is triggered and the condition evaluates to true.
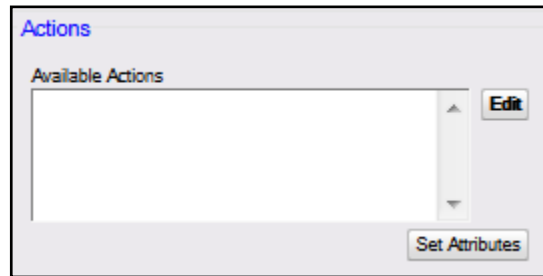
12. Click **[Enter/Select Kitchen Printer].**
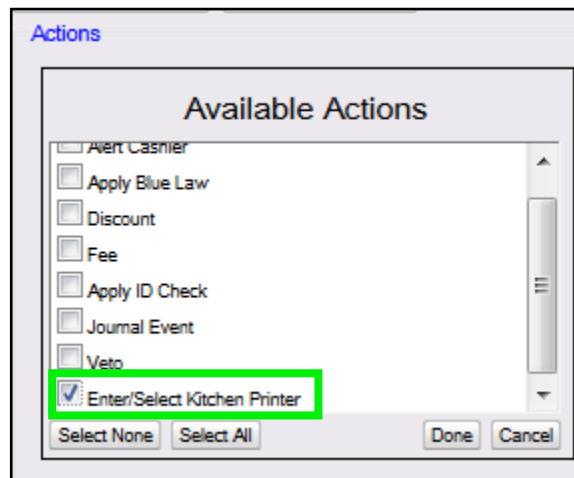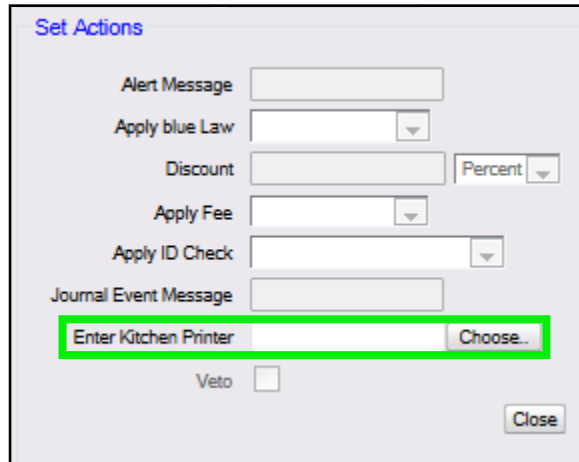
13. Select **[Done].**

14. Select **[Enter/Select Kitchen Printer].**
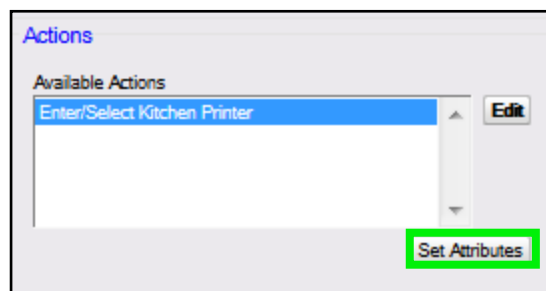
15. Click **[Set Attributes].**

16. From Set Actions, go to *Enter Kitchen Printer*.

17. If a field of '**Enter POS Kitchen Printer**' is displayed, type **kp.svc.POS** into the field and click **[Choose]**. *'kp.svc.POS' is the Kitchen Printer ID set within Tools > Managed Modules > Site Controller > Kitchen Printer Service > Kitchen Printer ID field.* Once this text field is entered in and selected, it will become a drop down menu after the changes are saved.

18. If a drop down list is available and the field name shows '**Select Kitchen Printer'**, select **kp.svc.POS** from the drop down list.

19. Leave all other fields blank. Click **[Add]**.
20. Select **[Close].**

21. Click **[Save]** to accept and finalize all changes, or **[Cancel]** to exit without saving changes.

22. To apply new settings, go to: Configuration Client > Tools > Refresh Configuration.

NOTE	*Log out and back in to all POS terminals after any setting modifications to allow these changes to take affect.*
	Test a qualifying PLU that should be directed to the kitchen printer.
	If there are any issues with the POS terminals, reboot the Commander Site Controller or RubyCi and retest.

Final Steps and Testing

1. Place a food service order at the POS terminal.

2. Suspend (transaction must be recalled) or tender (complete the transaction) the transaction.

3. A second copy containing only food service items should print on the kitchen printer.

> **NOTE**
> *See the **Using the Kitchen Printer** section for food service ordering steps and receipts.*

4. If there are any printing issues:

    A. Recheck the configuration settings. Specifically recheck the Kitchen Printer assignment within Rule Manager and confirm the information saved and the correct kitchen printer ID is assigned.

    B. Go to Tools > Refresh Configuration.

    C. Log out of the register and log back in and run another test.

    D. Reboot the Commander Site Controller or RubyCi and retest.

> **NOTE**
> *If the Back Office application specifically restricts any zero priced PLUs, contact the application's Support Desk to accommodate zero priced PLUs.*

Using the Kitchen Printer

Food Service Orders

Based on store policy, a food transaction can either be tendered (completed) when the food is ordered, or suspended for payment after the food has been prepared. Regardless of the method, the appropriate items and subitems will print to the kitchen printer and on POS terminal receipt printer. All food service sales are tracked in the POS reporting structure, and T-Logs.

Recall and Suspend

1. The first time a transaction is suspended, the transaction is sent to the kitchen printer.

2. If after recall, and a new food item is added to the transaction and suspended, it is sent to the kitchen printer.

3. If the transaction is tendered and is was not suspended, or a new food item was added after recall, it is sent to the kitchen printer.

Placing Orders

1. The clerk records the food service order at the POS terminal.

In this example, a **[12" Cold Sub]** is selected.
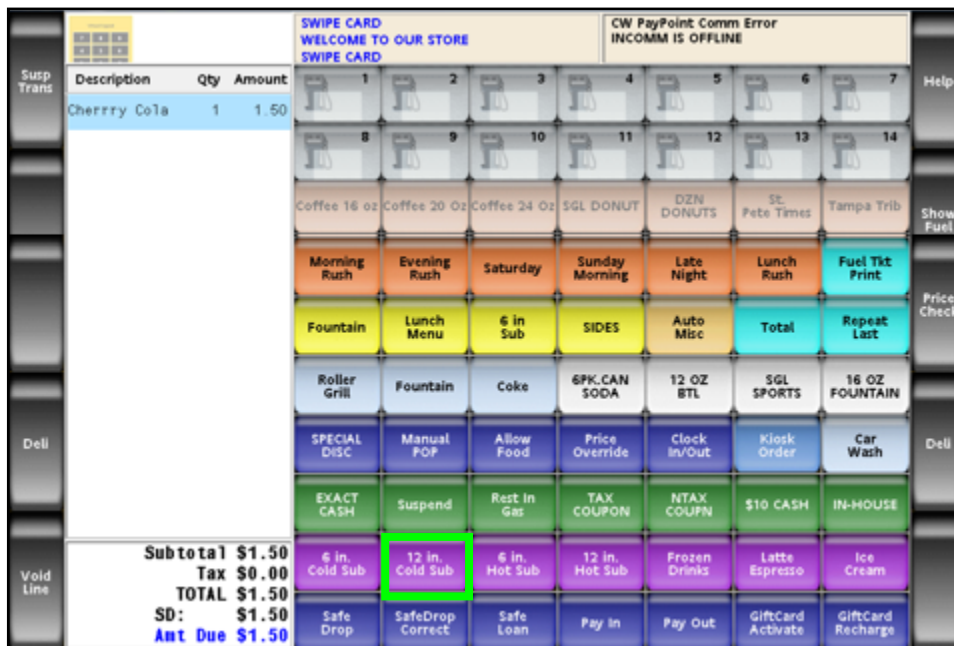
2. A series of menus (or menu chain) leads the clerk through *"building"* a food service or service order.

The clerk selects the Turkey and Ham 12" sub.
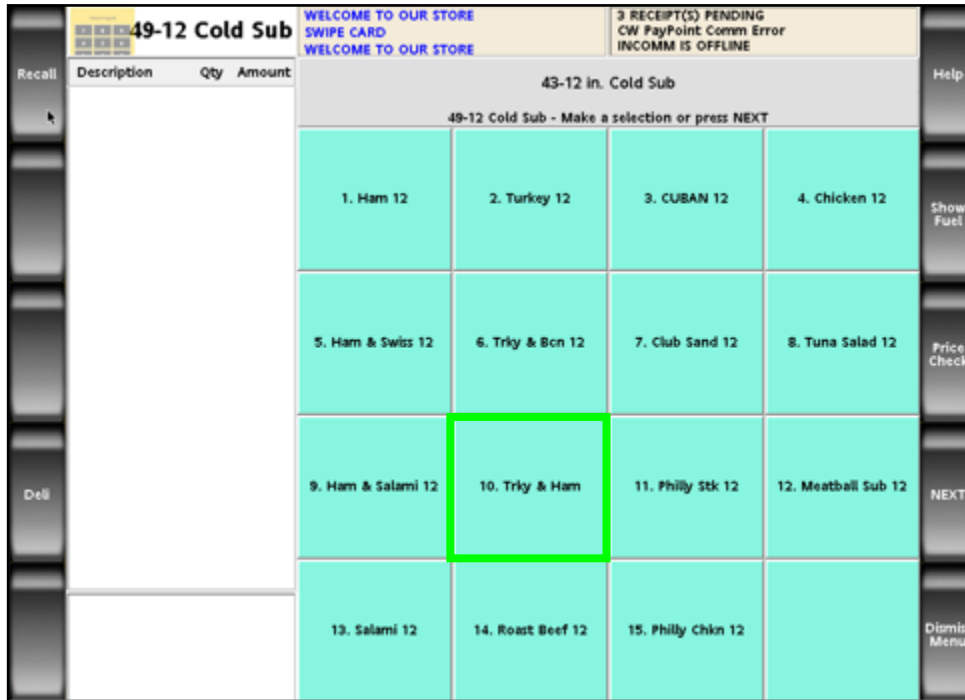
The clerk is prompted for a bread selection.

The clerk is prompted for a cheese selection.

The clerk is prompted for a condiment selection.
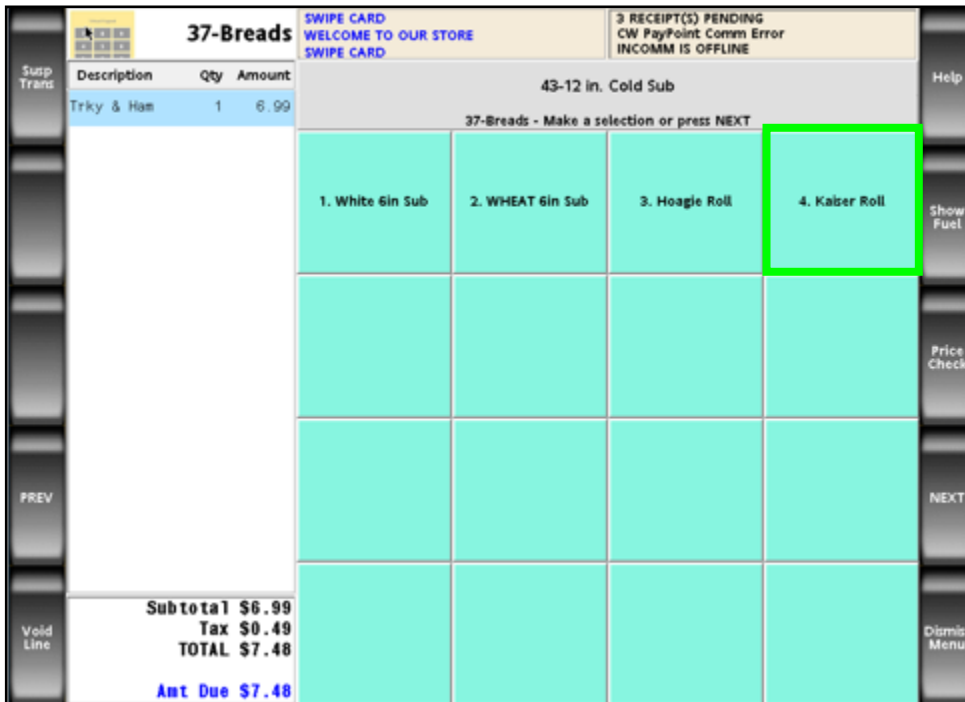
3. The clerk selects **[Dismiss Menu]**.
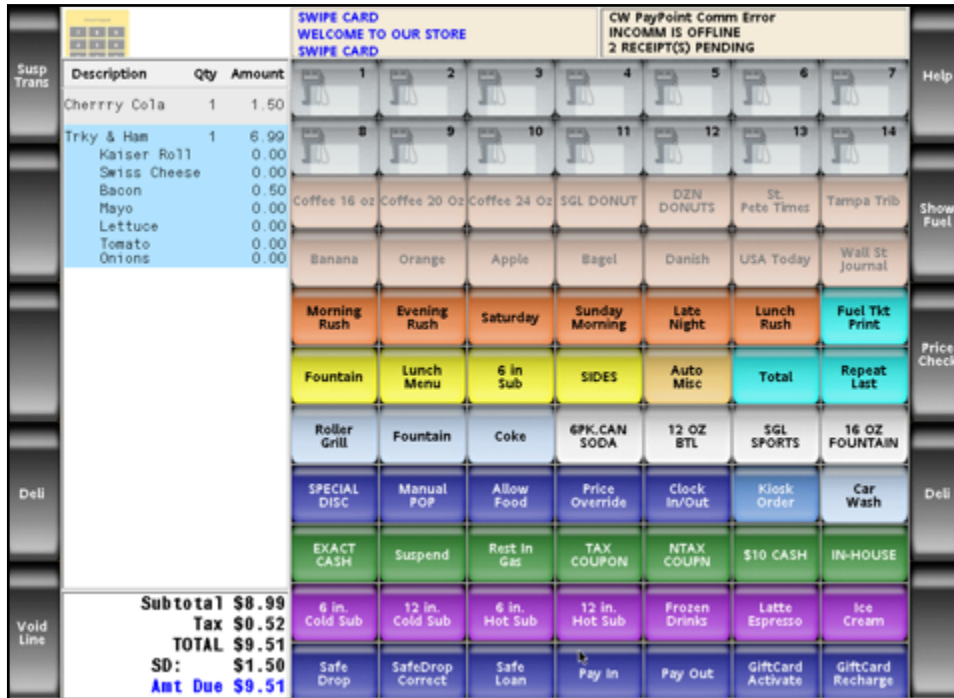
4. The clerk tenders or suspends the transaction.

4.A. If payment is taken when the food service order is placed:

  a. The clerk tenders the transaction.
  b. The transaction receipt prints on the POS terminal printer.
  c. The appropriate food service items print to the kitchen printer with the words:

  ** PAID ** at the bottom of the ticket.
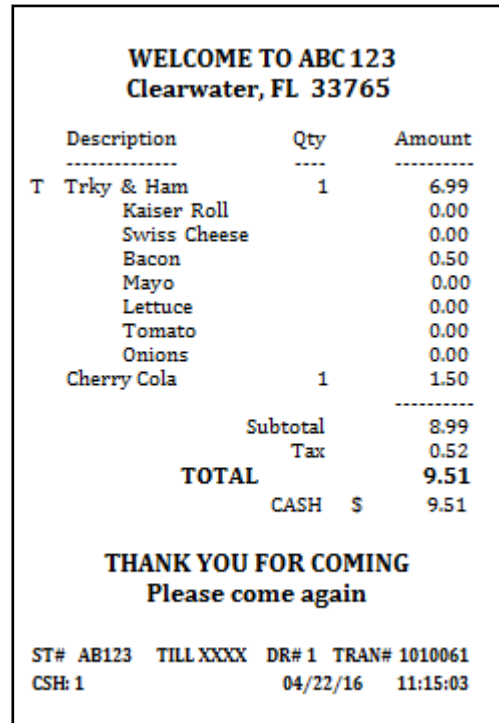
4.B. If payment is made after a food order is prepared:

    a. The clerk selects **[SUSPEND]** to process the order.

    b. A receipt prints at the POS terminal with: *****PAYMENT DUE ***** on the bottom of the ticket.

    c. The appropriate food service items print to the kitchen printer with a scanning bar code and **** PAYMENT DUE **** at the bottom of the ticket.

```
          WELCOME TO ABC 123
          Clearwater, FL  33765

     Description          Qty      Amount
     --------------       ----     ----------
  T  Trky & Ham             1          6.99
        Kaiser Roll                    0.00
        Swiss Cheese                   0.00
        Bacon                          0.50
        Mayo                           0.00
        Lettuce                        0.00
        Tomato                         0.00
        Onions                         0.00
     Cherry Cola            1          1.50
                                    ----------
              Subtotal                 8.99


           Your  Pickup # is

                 0159

        Please listen for your number


     ***  PAYMENT  DUE  ***



     TRAN#  1010059

     TRANSACTION SUSPENDED #1010059
```

NOTE
A scanning bar code is also generated on the ticket to allow multiple orders to be brought into the same transaction when the order receipt is scanned.

Completing Suspended Orders

When a clerk suspends an order, it must be recalled in order to complete the transaction (i.e. tender a payment).

> **NOTE** *An order can be taken on one POS terminal and suspended, then recalled on a different POS terminal for payment.*

1. The clerk selects the **[Suspend]** or **[Recall]** function from the POS terminal to view a list of all suspended orders.
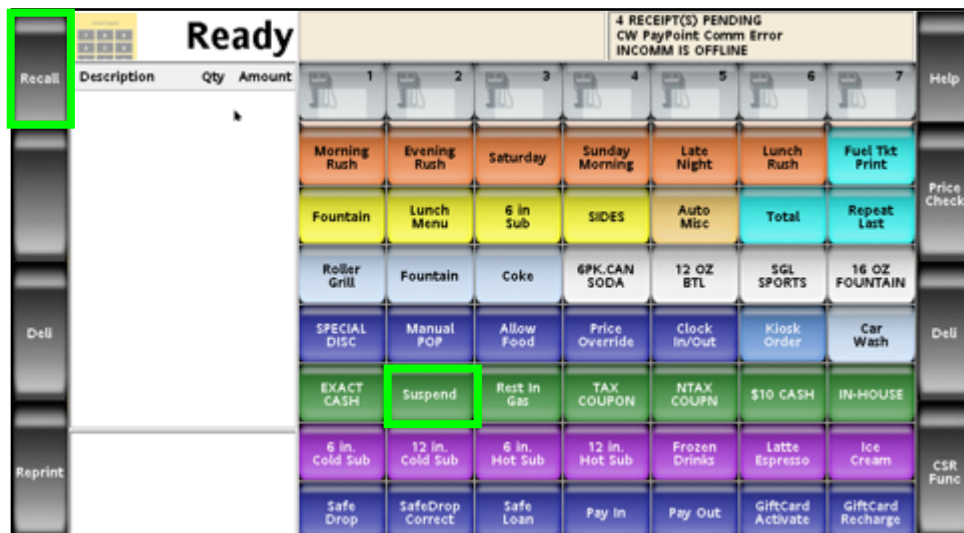
2. The clerk selects the **<Suspended Transaction>** from transaction list.
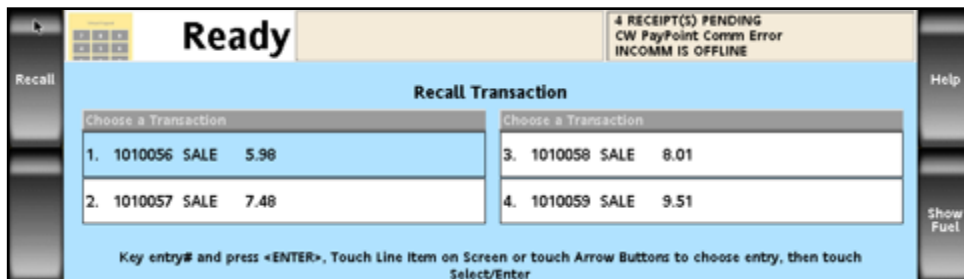
> **NOTE** *If the **Recall** function is not programmed, the **Suspend** function must be used. The Suspend function is used to recall an order only when the POS terminal is between sales. This limits the number of orders (one) to be brought into the same transaction. Once a transaction has begun, the Suspend function suspends the current transaction.*

3. The clerk tenders the transaction.
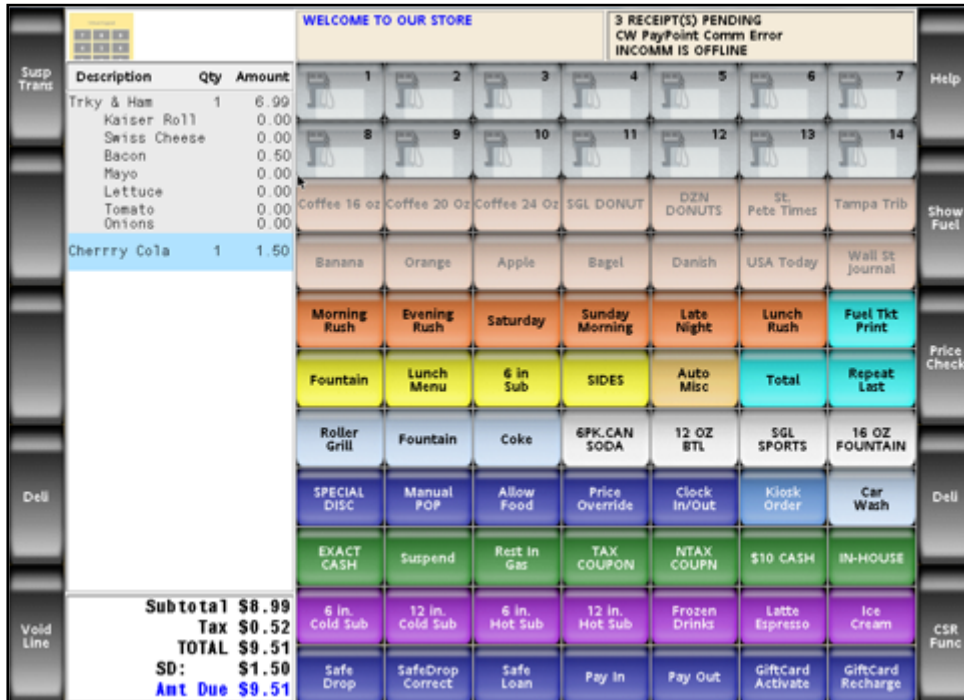
4. The receipt prints at the POS terminal and the transaction is completed.
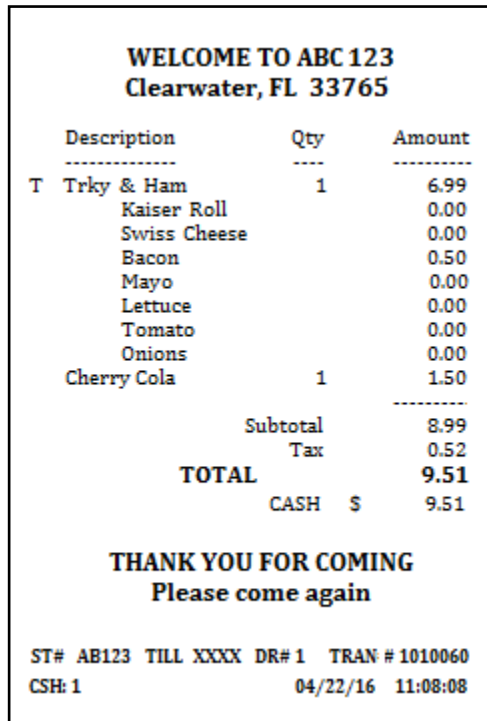
2 GLOSSARY OF TERMS

The following terms and definitions will assist the reader with understanding the content of the Feature Reference.

Terms	Definitions
Host	The platform or system the application is running on. This will be one of Commander/Controller or POS (Topaz/Ruby2)
Kitchen Printer	The Kitchen Printer feature is used specifically to print food service items when orders are placed for food service preparation.
PLU	Price Look Up
POS System	Includes the POS (Point of Sale) terminals, site controller and the electronic payment system (EPS).
POS Terminal	Refers to either a Topaz or Ruby2 platform. The terms POS terminal, Topaz and Ruby2 are interchangeable.
Price Book	PLU File.
Site Controller	This is the Site Controller platform or host. The term Site Controller can apply to either the RubyCi, Commander Site Controller or Sapphire.
Subitem	A PLU that is sold only in combination with an item, changes or defines how the item is prepared and may be zero-priced. Examples include Tomato, Mayo, Ketchup, American Cheese, Extra American Cheese, Toasted, etc.

APPENDIX

Exercise - Creating a Food Service Menu

The following exercise has been provided to assist in understanding food service menu preparation.

Food Service Menu

My Sandwich Shop

	6in	12in
Ham	3.89	5.89
Ham & Swiss	3.89	5.89
Turkey	3.89	5.89
Turkey & Bacon	3.89	5.89
Turkey & Ham	3.89	5.89
Club	3.89	5.89
BLT	3.89	5.89
Chicken Salad	3.89	5.89
Egg Salad	3.89	5.89

Available as 6 or 12 inch Sub with sandwiches priced same as 6 inch sub (Kaiser roll, white, wheat or sour dough bread)

Free Toppings: Tomato, Lettuce, Olives, Onion, Pickles, Mayo, Mustard, Ketchup, Ranch Dressing, Honey Mustard, Oil & Vinegar , Salt, Pepper

Additional charge: Extra Cheese: American, Swiss, Provolone (.50 / 1.00), Extra Bacon (.75, 1.50)

Make it a Meal Deal: add chips and a medium fountain to any sandwich for $1.39

Establish Food Service Items and SubItems

1. Establish a PLU range for all new food service items. These items must be placed in the price book and assigned departments, item descriptions and prices.

For exercise purposes only, the following range of PLUs will be utilized:

PLU#	Description	Price	Dept
3101	Ham 6"	3.89	Deli
3102	Ham and Swiss 6"	3.89	Deli
3103	Turkey 6"	3.89	Deli
3104	Turkey and Bacon 6"	3.89	Deli
3105	Turkey and Ham 6"	3.89	Deli
3106	Club 6"	3.89	Deli
3107	BLT 6"	3.89	Deli
3108	Chicken Salad 6"	3.89	Deli
3109	Egg Salad 6"	3.89	Deli
3111	Ham 12"	5.89	Deli
3112	Ham and Swiss 12"	5.89	Deli
3113	Turkey 12"	5.89	Deli
3114	Turkey and Bacon 12"	5.89	Deli
3115	Turkey and Ham 12"	5.89	Deli
3116	Club 12"	5.89	Deli
3117	BLT 12"	5.89	Deli
3118	Chicken Salad 12"	5.89	Deli
3119	Egg Salad 12"	5.89	Deli
3130	Extra Swiss	.50	Deli
3131	Extra American	.50	Deli
3132	Extra Prov	.50	Deli
3130/001	Extra Swiss	1.00	Deli
3131/001	Extra American	1.00	Deli
3132/001	Extra Prov	1.00	Deli
3133	Bacon 6"	.75	Deli
3133/001	Bacon 12"	1.50	Deli

2. Establish a PLU range for all new food service subitems. Place these subitems in the price book and assign departments, item descriptions and prices.

NOTE	*In this exercise, zero-priced items are not being tracked, so the same PLU can be used with 6" and 12" sandwiches. When zero-priced items are being tracked, separate PLUs must be used for the zero-priced subitems to be used with 6" and 12" sandwiches.*

For exercise purposes only, the following range of zero priced subitems will be utilized:

PLU#	Description	Price	Dept
4001	Sub Roll 6"	0.00	Deli
4002	Kaiser Roll	0.00	Deli
4003	White Bread	0.00	Deli
4004	Wheat Bread	0.00	Deli
4005	Sour Dough Bread	0.00	Deli
4006	Sub Roll 12"	0.00	Deli
4007	Tomato	0.00	Deli
4008	Lettuce	0.00	Deli
4009	Olives	0.00	Deli
4010	Onions	0.00	Deli
4011	Mayo	0.00	Deli
4012	Mustard	0.00	Deli
4013	Honey Mustard	0.00	Deli
4014	Ranch Dressing	0.00	Deli
4015	Oil and Vinegar	0.00	Deli
4016	Salt	0.00	Deli
4017	Pepper	0.00	Deli

3. Establish the following zero priced subitems.

For exercise purposes only, the following range of zero priced subitems will be utilized:

PLU#	Description	Price	Dept
3130 / 002	Swiss NC	0.00	Deli
3131 / 002	American NC	0.00	Deli
3132 / 002	Provolone NC	0.00	Deli
3133 / 002	Bacon NC	0.00	Deli
4018	No Cheese	0.00	Deli
4019	No Bacon	0.00	Deli
4020	Pickles	0.00	Deli
4021	Ketchup	0.00	Deli

Group Items and SubItems

1. Group the foods items together that have similar characteristics. For example, all 6" and 12" subs have the same condiment options and prices for upsells.

   - The 6" subs have more bread options, but those options are available to all items available as a 6 in sub and are priced the same.

   - Ham and Swiss could be on its own menu and offer only swiss cheese or extra swiss cheese on the Cheese Menu, but it would require additional menus.

   - Change the name of the sandwich to "Ham and Cheese" to simplify.

2. Present sandwiches by size because upsells (subitems) are priced according to the sandwich size.

   a. The POS terminal presents the same *"next"* menu in the chain regardless of the selection made.

   b. Place 6" sandwiches on one menu.

   c. Place 12" sandwiches on a different menu.

Each of these food groups will be represented by a menu chain that consists of a series of menus.

Design the Menu

1. Place sandwiches in the same relative location on each menu.

   a. The 6" and 12" Sub menus below represent the first menu in each of two menu chains. A selection from either menu is automatically assumed to be an item.

   b. Subitems (components of these items) are printed in the same sequence. When planning subitems, consider how a sandwich is built.

Menu Name: 6 inch Subs

Descr: HAM	Descr: TURKEY	Descr: CLUB	Descr: CHICKEN SALAD
PLU#: 3101	PLU#: 3103	PLU#: 3106	PLU#: 3108
Price: 3⁸⁹	Price: 3⁸⁹	Price: 3⁸⁹	Price: 3⁸⁹
Descr: HAM & SWISS	Descr: TURKEY & BACON	Descr: BLT	Descr: EGG SALAD
PLU#: 3102	PLU#: 3104	PLU#: 3107	PLU#: 3109
Price: 3⁸⁹	Price: 3⁸⁹	Price: 3⁸⁹	Price: 3⁸⁹
Descr:	Descr: TURKEY & HAM	Descr:	Descr:
PLU#:	PLU#: 3105	PLU#:	PLU#:
Price:	Price: 3⁸⁹	Price:	Price:

Menu Name: 12 in Subs

Descr: HAM	Descr: TURKEY	Descr: CLUB	Descr: CHICKEN SALAD
PLU#: 3111	PLU#: 3113	PLU#: 3116	PLU#: 3118
Price: 5⁸⁹	Price: 5⁸⁹	Price: 5⁸⁹	Price: 5⁸⁹
Descr: HAM & SWISS	Descr: TURKEY & BACON	Descr: BLT	Descr: EGG SALAD
PLU#: 3112	PLU#: 3114	PLU#: 3117	PLU#: 3119
Price: 5⁸⁹	Price: 5⁸⁹	Price: 5⁸⁹	Price: 5⁸⁹
Descr:	Descr: TURKEY & HAM	Descr:	Descr:
PLU#:	PLU#: 3115	PLU#:	PLU#:
Price:	Price: 5⁸⁹	Price:	Price:

2. Bread options vary by size; create menus for the bread selections for both 6"
   and 12" menus.

Menu Name: 6 in BREAD			
Descr: 6 in HOAGIE ROLL PLU#: 4014 Price: 0	Descr: KAISER ROLL PLU#: 4015 Price: 0	Descr: WHITE BREAD PLU#: 4016 Price: 0	Descr: PLU#: Price:
Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: WHEAT BREAD PLU#: 4017 Price: 0	Descr: PLU#: Price:
Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: SOUR DOUGH BREAD PLU#: 4018 Price: 0	Descr: PLU#: Price:
Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: PLU#: Price:

The bread for a 12" sub still requires a menu to offer it as an **"option,"** even if it is the
only option available.

Menu Name: 12 in BREAD			
Descr: 12 in Sub ROLL PLU#: 4006 Price: 0	Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: PLU#: Price:
Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: PLU#: Price:

3. Create menus for the cheese selections for both 6" and 12" menus
    – Cheese is included in the sandwich price, but extra cheese is an upsell.
    – Not all customers order cheese. The clerk can press the **[NEXT]** option to make a no cheese selection, then proceed to the next menu in the chain.

> **NOTE** *The same options can be grouped in the same relative positions with different PLUs for the upsells.*

Menu Name: _6in CHEESE_

Descr: AMERICAN	Descr: SWISS	Descr: PROVOLONE	Descr: NO CHEESE
PLU#: 3131/002	PLU#: 3130/002	PLU#: 3132/002	PLU#: 4018
Price: 0	Price: 0	Price: 0	Price: 0
Descr: EXTRA AMERICAN	Descr: EXTRA SWISS	Descr: EXTRA PROVOLONE	Descr:
PLU#: 3131	PLU#: 3130	PLU#: 3132	PLU#:
Price: 50¢	Price: 50¢	Price: 50¢	Price:

Menu Name: _12 in Cheese_

Descr: AMERICAN	Descr: SWISS	Descr: PROVOLONE	Descr: NO CHEESE
PLU#: 3131/002	PLU#: 3132/002	PLU#: 3132/002	PLU#: 4018
Price: 0	Price: 0	Price: 0	Price: 0
Descr: EXTRA AMERICAN	Descr: EXTRA SWISS	Descr: EXTRA PROVOLONE	Descr:
PLU#: 3131/001	PLU#: 3136/001	PLU#: 3132/001	PLU#:
Price: 1⁰⁰	Price: 1⁰⁰	Price: 1⁰⁰	Price:
Descr:	Descr:	Descr:	Descr:
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:
Descr:	Descr:	Descr:	Descr:
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:

4. Create menus for the bacon selections for both 6" and 12" menus.

Menu Name: _6 in Bacon_

Descr: BACON N/CHG	Descr: ADD BACON	Descr:	Descr: No BACON
PLU#: 3133/002	PLU#: 3133	PLU#:	PLU#: 4019
Price: 0	Price: 75¢	Price:	Price: 0
Descr:	Descr:	Descr:	Descr:
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:

Menu Name: _12 in Bacon_

Descr: BACON No CHG	Descr: ADD BACON	Descr:	Descr: No BACON
PLU#: 3133/002	PLU#: 3133/001	PLU#:	PLU#: 4019
Price: 0	Price: .75	Price:	Price: 0
Descr:	Descr:	Descr:	Descr:
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:
Descr:	Descr:	Descr:	Descr:
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:
Descr:	Descr:	Descr:	Descr:
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:

5. Create one menu for free topping selections for both 6" and 12" menus.

Descr: TOMATO PLU#: 4007 Price: 0	Descr: LETTUCE PLU#: 4008 Price: 0	Descr: ONIONS PLU#: 4010 Price: 0	Descr: PICKLES PLU#: 4020 Price: 0
Descr: OLIVES PLU#: 4009 Price: 0	Descr: PLU#: Price:	Descr: PLU#: Price:	Descr: PLU#: Price:
Descr: MAYO PLU#: 4011 Price: 0	Descr: MUSTARD PLU#: 4012 Price: 0	Descr: HONEY MUSTARD PLU#: 4013 Price: 0	Descr: KETCHUP PLU#: 4021 Price: 0
Descr: RANCH DRESSING PLU#: 4014 Price: 0	Descr: OIL & VINEGAR PLU#: 4015 Price: 0	Descr: SALT PLU#: 4016 Price: 0	Descr: PEPPER PLU#: 4017 Price: 0

Menu Name: FREE TOPPINGS

NOTE *One menu is sufficient for both size subs because a single menu can be used in multiple menu chains, and sales are not being tracked for free toppings.*

The user may be tempted to add these additional items to other menus (i.e. bacon on the cheese menu). However, if a customer wants a specific type of cheese as well as bacon, this would imply a multi-select menu.

The POS terminal permits only one multi-select menu in the chain and it must be the last menu. Bacon would need to be its own separate menu because toppings haven't require multiple-select options.

Configure POS Terminal Menus

The POS terminal configuration is completed in several stages:

1. Configure each worksheet as a POS Menu:
   - All menus are *"Expanded Single-Select"* except Toppings.
   - The Toppings menu should be *"Expanded Multi-Select."*
2. Configure the **<Menu Chain>** for each item type (6" Subs, 12" subs, etc):
   - Select **[Menu Chain]** as the menu type.
   - Select *[Order Menu]*.
3. Select the menus in the following order:
   - 6" Subs
   - 6" Bread
   - 6" Cheese
   - 6" Bacon
   - Toppings
4. Assign menu chains to a **<key>** on the POS terminal.
5. Test each chain to verify the ordering process flows properly.

Menu Worksheet

Menu Name: _____

Descr: 1	Descr: 2	Descr: 3	Descr: 4
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:
Descr: 5	Descr: 6	Descr: 7	Descr: 8
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:
Descr: 9	Descr: 10	Descr: 11	Descr: 12
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price:
Descr: 13	Descr: 14	Descr: 15	Descr: 16
PLU#:	PLU#:	PLU#:	PLU#:
Price:	Price:	Price:	Price: