Products Menu

This menu is used to configure the establishment's menus and products. Options on this menu enable you to do things such as create and modify products, report categories and configuration categories, order pages and menus. Each menu option is explained in its own section of the chapter. In addition, this chapter has several sections that explain important concepts concerning products, such as product types, forced questions and combos.

This chapter's contents are:

- Product Concepts
- Product Types
- Combos
- Product Setup
- Order Page Setup
- Report Category Setup
- Summary Group Setup
- Forced Questions
- Multi Menu Setup
- Menu Setup
- Configuration Setup
- Refund Reasons
- Exit Setup

Product Concepts

This section discusses some important concepts you should be familiar with before reading about products in PixelPoint POS.
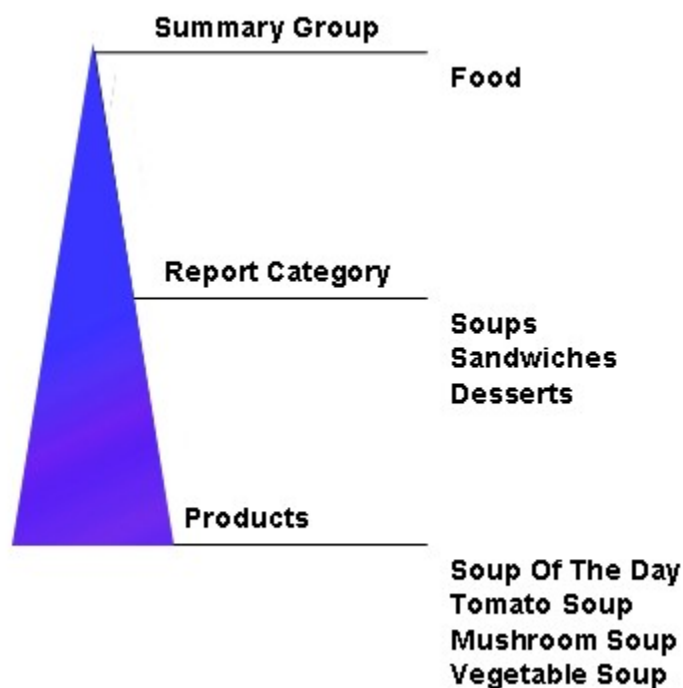
Product
The term "product" includes many things in PixelPoint. Often a product is something that can be ordered by customers; food and beverage items (sometimes referred to as menu items) are the most common kinds of products. However, the term also includes other things that can be bought, like retail items and rentals. Some kinds of products, however, cannot be bought at all. For example, both bussing commands and kitchen commands are products as well. See "Product Types" for a full list and description of all of the types of products in PixelPoint.

Report Category
Similar products are grouped together into report categories for reporting purposes. For example, say the establishment offers several types of soups. These separate products can be grouped together into a Soup report category. When you generate a report category report, you can see how well soups (as a group) are selling.

Summary Group

As a further extension of reporting, similar report categories are grouped into summary groups. For example, all report categories involving food items could be grouped into a Food summary group. When you generate a summary group report, you can compare food sales to the sales of other summary groups, such as beverages and retail items.

Similar products have similar characteristics, such as where they can print, what taxes should be applied and what modifier pages may be needed. Rather than program these settings for each product, you can instead program them into the report category. In doing this, all products in that report category inherit those settings.

Product Types

Not all items that establishments use PixelPoint POS for are things that can be bought. Also, even products that are bought sometimes need to be handled differently, as far as things like pricing go. Because of this, PixelPoint POS has many different product types programmed for your use. Each of these is explained in detail below.

Ordering Product

Any item that is listed on a menu read by customers is an ordering product. Ordering products have a price and print on the receipt. A "Ham Sandwich" is an example of an ordering product.

Option (Hold)
A modifier; something that modifies other products (typical modifiers are things like condiments, sauces, etc.). Options may or may not carry a price. An option must be associated to an ordering product. "Extra Cheese" is an example of an option.

Kitchen Command
A message that prints to a remote printer in the kitchen. It has no price and will not print on the receipt. You can use kitchen commands to give instructions to kitchen staff without having to go to the kitchen and tell them in person. "See server" is an example of a kitchen command.

Bussing Command
A message intended for bussing staff. It has no price, will not print on the receipt and has no screen button associated with it. You access bussing commands through a pop up window when you select [Send Command] on the front end's Table Layout Screen; the system asks you to select the desired table and then the list of bussing commands displays. After you select a bussing command, it prints at the designated printer. "Clear Table" is an example of a bussing command.

Seating Position
A numbered order marker, enabling you to separate seats (and therefore orders) at the same table. By using seating positions, you can separate people's orders on remote prints, split checks more easily, and navigate through a table's order more efficiently. A seating position product has no price and does not show up on the receipt.

Rated/Hour Product
A rental; a product with a price that increases as time passes. The timer for a rated product can be stopped by selecting the [Stop All Timers] function or by printing the receipt. "Pool table" is an example of a rated item.

Delay Print Command
A command that pauses remote printing; used when you want to delay the printing of certain items to the kitchen. These commands can be set for different amounts of time. For example, when placing an order, you could select the appetizers, select "Delay" (which, say, is set for 10 minutes), then select the entrees. In the kitchen, an order would print containing just the appetizers. Ten minutes later, another order would print containing the entrees. Delays can be programmed for any length of time by using the 'Time To Serve' field on the Product Setup Advanced Tab. Delays do not print on the receipt.

Delays can be based on the preparation time of menu items, if this information has been programmed into the menu items' product information. For example, say you order a soup and a salad, apply a delay and then order a steak. The

delay will look to the items ordered before it and delay the printing of the steak by the preparation time of either the soup or the salad (whichever is the longest); in this way, the steak will not be prepared before the customer has received the appetizer. In order for this to apply, the 'Time To Serve' field for the Delay product has to be empty.

Delays can also be applied in a Hold & Fire operation, in which the delay is indefinite. For example, when ordering an appetizer and an entree, the entree will not print in the kitchen until you void the delay. To apply delays in a Hold & Fire operation, you must program the Delay command with feature code "3".

Merchandise
A retail item. It is selected by using a barcode scanner rather than the touch screen. When the barcode is scanned, the item will appear on the check. Merchandise items print on the receipt. "Large Polo Shirt" is an example of a merchandise item. The barcode is applied to the "Ref Code/UPC" field on the Product Setup Advanced Tab.

Minimum Charge
A product with a price that changes to ensure that the check total meets the minimum allowable amount. For example, say that the establishment has a minimum charge of $10; all customers must pay this amount, no matter if what they order costs less. You select 'Minimum Charge', and then the customer asks for something that costs $6. When you order the item, the minimum charge will change its price to $4, so the total is $10. If the customer now orders something costing $2, bringing the total worth of items to $8, the minimum charge will adjust its price to $2, still keeping the total at $10. When the amount of the check surpasses the minimum charge, the price of the minimum charge product will be zero and it will not show up on the receipt.

Ticket Number
A product that, when selected, asks you to enter a reference number. The number you enter attaches itself to the product label. A price can be applied to the ticket number and it can show up on the receipt. Ticket numbers are used for things like limited edition products, which have serial numbers used keeping track of what specific copies have been sold. For example, say the establishment sells boxes of Cuban cigars, each of which has a serialized seal label. You select "Box Cuban Cigars" and the system prompts you to enter the box's serial number. The receipt shows both the product label and the serial number.

Cover Charge
An admission ticket. When this item is ordered it generates a ticket. This ticket is then given to the customer as an entry ticket. Admission into a movie theater is an example of a cover charge product. In this case, ordering an "Adult Admission" would print a ticket that the customer would take to use to get into the theater.

Recipe Item
An item that is used to make ordering products; recipe items are food ingredients that are not usually sold by themselves (and so do not have their own buttons on the Order Screen). A recipe item is used to post raw inventory usage. For example, say the chef needs to process the inventory that was used for a buffet. Selecting [Post Inv Usage] at the front-end presents a list of all recipe item products, and the chef selects the items and quantities that were used from this list. This same function can also be used for recording waste.

Manual Keyboard
A product that enables you to type in a name or description. An example of this would be "Message To Chef". When you choose 'Manual Keyboard', the system displays a touch screen keyboard, enabling you to type a brief message that will be included on the remote print. This product is a kind of customizable command product (See kitchen command and bussing command above); instead of selecting a message from a list, you manually enter your own.

Combos

Products / Product Setup / Combo Items
**Products / Forced Questions**

A combo meal is a single product that is made up of several ordering products. The following explains how to program a typical combo. There are a few ways to do this using PixelPoint POS; this section explains two of them, both using the following example combo.

Say there is a combo called the "Burger Combo" that is made up of a hamburger, fries and soda. The individual products and the combo have the prices given below. By ordering the hamburger, medium fries and medium soda in a combo, customers save $1.

Product	Price
Hamburger	3.95
Medium Fries	1.50
Medium Soda	1.50
Burger Combo	5.95

To Create the Combo:
1. Create the "Burger Combo" product in Product Setup.
2. Switch to the Combo Items tab.
3. Add the products in the combo, using [+ Add Product].
4. Add any forced questions using [+Add Question].
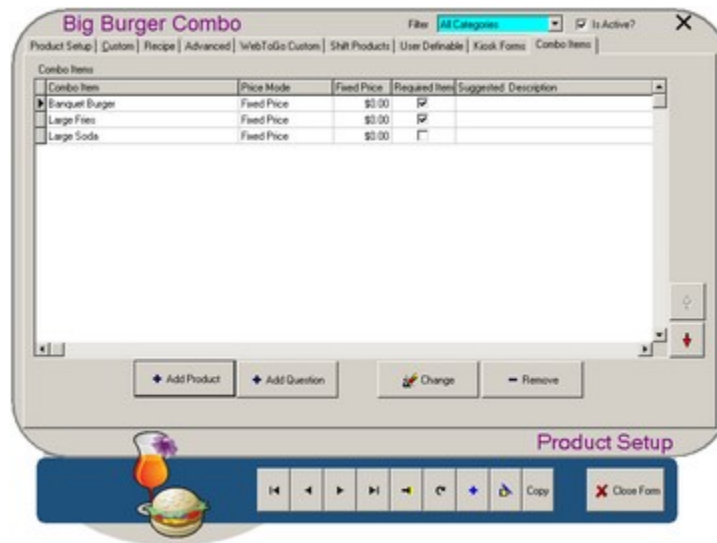
If you want to use Auto Combo Recognition, select the 'Required Item' checkbox for the products you want this combo to display for. That is, if you want this combo to display on the Combo grid automatically when, say, a customer orders a 'Hamburger', then select the checkbox in the 'Required Item' column next to the 'Hamburger' product. If you only want the combo to display when a customer orders both the hamburger and fries, then select the 'Required Item' checkbox next to 'Medium Fries' too.

Note: You must also have the *AutoComboRecognition* policy enabled and an appropriate Order Screen form in use for auto combo recognition to work.

To Create the Combo Using a Forced Question:
1. Create the "Burger Combo" product.
2. Edit the three products in the combo, making their modify price $0.
3. Create a forced question for the "Burger Combo".
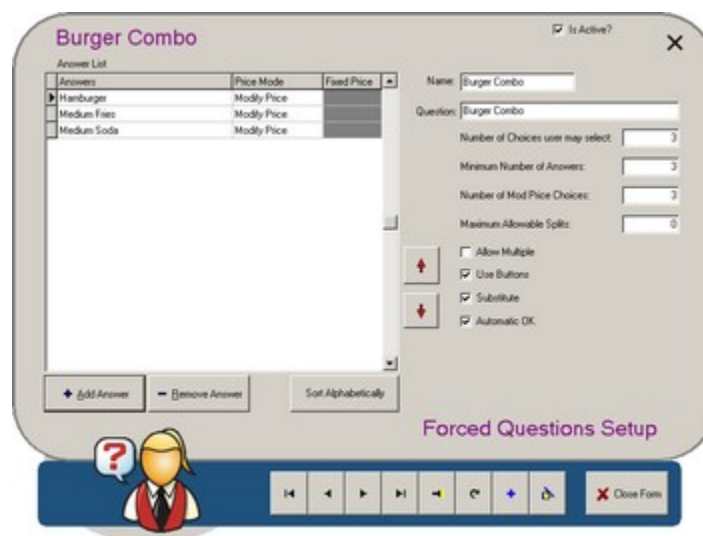
4. Add each item in the combo as an answer to the forced question.
5. Set 'Number of Choices', 'Minimum Number of Answers' and 'Number of Mod Price Choices' to "3" (matching the number of answers in the Answer List).
6. Check 'Automatic OK'.
7. Save and apply the forced question to the "Burger Combo" product.

However you decide to program the combo, when the "Burger Combo" is ordered at the front-end, the system automatically orders all of the individual products and gives them each a price of $0, with the combo itself costing $5.95. If any of the combo components have Forced Questions of their own (like one asking about the flavor of soda), they are presented as well.

The combo product can also be used in conjunction with [Size Up] and [Size Down] to "Super Size" or "Kid Size" the combo (changing the fries and soda to either a large or small size). See the "Product Setup Advanced Tab" for more information about Size Up and Size Down. You can also use combos in conjunction with shift products for related functionality (See "Shift Products Tab" for more information about shift products).

Product Setup

Products / Product Setup

This menu option enables you to program all of the different features and aspects of individual products, such as ordering products and PLUs (See "Product Types"). Products in PixelPoint POS are feature-rich and highly-customizable, and it is here where you specify exactly what you want each product to be like. Selecting this menu option presents a setup screen with many different tabs, each of which has its own subsection in this section. In addition, this section has a subsection about feature codes, which are very useful for adding even further functionality to individual products. This section is organized as follows:

- Product Setup Tab
- Custom Tab
- Recipe Tab
- Advanced Tab
- Feature Codes

Product Setup Tab

Products / Product Setup

The Product Setup tab enables you to program settings for all of your individual products.

Description
The product description that prints on the customer receipt. It is important that short forms be avoided here if possible, as customers want to know what everything on the receipt means, and short forms can be difficult to understand.

Printed Description
The description that prints on remote printers. Short forms can be used here. For example, you could shorten "Fried Chicken Dinner" down to FR CHKN DNR. The only people who see this description are kitchen staff, so this description should be suitable for them.

Printed Line 2
Provides a second line of printed description that will print on the receipt. Useful for dual language receipts.

POS Button

The label on the product's touch screen button. This description should be written with servers in mind, as they are the ones who will be using it to place orders for the product. You can fit three lines of text on the button.

Button Font
Enables you to specify a particular font for this individual button.

Text Color
Presents a color chart you can use to select the color of the text on the POS Button. You can choose from among 48 basic color tiles, or apply custom colors. To apply a custom color, select [Define Custom Colors], pick a custom color box to modify, select the desired color from the rainbow tablet and then select [Add To Custom Colors].

Back Color
Presents a color chart you can use to select the color of the POS Button itself. As with the text color above, you can choose from among 48 basic color tiles, or apply custom colors. See 'Text Color' above for instructions on how to apply a custom color.

Button Image
Enables you to apply an image to the POS Button. You can use this to show a photo of the product itself on the touch screen order menu. It is recommended that you use small images, around 100-150 pixels in size. Square images appear best, though the system will stretch non-square images to fit the button.

Use Grid Settings
If checked, the product button will use the alignment and font settings assigned to the product grid in Form Designer. If unchecked, the button will use the settings assigned to it on this screen.

Vertical Alignment
The vertical position of the text on the button. It can be set to Top, Center or Bottom.

Horizontal Alignment
The horizontal position of the text on the button. It can be set to Left, Center, or Right.

Price A-J
The product's price(s). The product's default price is Price A. If you enter the price of the item in the *Price A* box and press the *Tab* key, the system applies the same price to all of the other price fields. You can set different prices for any of the other fields, however; there are 10 price levels you can use to adjust pricing for a wide variety of circumstances. You can configure the system to apply these different price levels using any of the following criteria:

- **Report Category** - All items in a report category can be set to switch price levels based on the category's schedule in Report Category Setup. For example, say that Wednesday night from 8:00-9:00 is 'Happy Hour.' You can set all liquor report categories to shift to Price B at this time. You can also apply this same function to an individual product by using the schedule in Product Setup.
- **Member Group** - Members are assigned to groups (See "Member Group Setup"). You can set a group to use a different price level than other groups. So, for example, you could set Seniors to use Price B and Students to use Price C.
- **Station** - You can set each station to use a different price level. For example, Station 1 could use Price A and Station 2 could use Price B.
- **Sales Type** - You can set each sales type to use a different price level. For example, Dine-In sales could use Price A and Delivery sales could use Price B.

Modify Price
This is a special price level that applies when an Ordering Product is used as an Option. For example, say a Salad is $4, but, if you order the Steak Dinner, you can add that Salad for $1. $1 would be set as the product's modify price. The modify price is applied through the use of a Forced Question; when Ordering Products are selected as choices in Forced Questions, their modify price is added to the transaction.

Report Cat
The report category the product belongs to. When you select this, the product adopts all of the programming that was applied to that report category (for example, modifier pages, taxes, print location and price schedule). You can use the [...] button to the right of this field to select from existing report categories; you can also use the [New Item] button on the window that displays to create a new report category, or the [Edit] button to modify one of the existing report categories.

Type of Product
The product's type has a big effect on how it acts in the system. See "Product Types" for details about each product type.

Forced Questions
You can apply up to five Forced Questions to a product (Forced questions apply modifiers to products. See "Forced Questions" for more information). Every product within each Forced Question can also have five Forced Questions as well. For example, say ordering a dinner presents a Forced Question of 'Soup or Salad' and that you choose the salad. That salad product may then have a Forced Question asking about the type of salad.

Continuing with this example, say you choose a type of salad called "Chef Salad". That product may have its own Forced Question asking about the choice of dressing. All of this stems from just the one Forced Question applied to the dinner product. You could still program four more Forced Questions for that dinner if you wanted to.

You can also search, add and edit Forced Questions from this screen. There is a search button [...], located next to each Forced Question selection line, that enables you to do all of this without leaving Product Setup.

Ask Questions at Once
Presents all of the Forced Questions programmed for the product on the screen at the same time (when the product is ordered at the front-end). For example, a burger combo may have all of the following questions—what burger type, what toppings, what side item(s) and what flavor of beverage. If this option is checked, the system will display all of these questions at once, rather than displaying them one at a time. If this option is not checked, the questions will be asked separately, one after the other.

Note: PixelPoint prevents "Ask Questions at Once" from applying to PocketPOS applications, since PDAs are too small to display many questions on the screen at the same time. Instead, PixelPoint prompts you for an answer to each question individually.

Course
Specifies the course this product is typically served. The course you select here affects where the product is printed on remote prints (if set to sort by course). See the "Sort Order Tab" in Network Printer Setup for further details.

Printing Priority
The product's printing priority number; this number determines where the product is in the list of items on remote prints that are sorted by printing priority. The higher the number is, the higher priority it has and the closer to the top of the list of items it will print. You can assign up to 999,999,999 priority numbers. See the "Sort Order Tab" in Network Printer Setup for further details.

Consolidate On Orders
Checking this box tells the system to consolidate this item on remote prints. You can consolidate both options and ordering products. For example, say you place an order for 6 steaks (1 rare, 2 medium, 3 well done) and that consolidation is set for both the steaks and the temperatures. The consolidated print will have a line for the steaks themselves, as well as (indented) lines for each of the meat temperatures, showing how many should be cooked rare, medium and well done.

```
            === CONSOLIDATED ==
Ribeye Steak                          6
    Rare                              1
    Medium                            2
    Well Done                         3
==============================
```

See "Print Consolidation" for more information about consolidation.

Option Printing
The selection in this box applies if the product type is 'Option';it determines how options print on receipts. Normally, an option will not print if it has no price. If it does have a price, the option will print on its own line with its price.

- **Normal** enforces the above, where only those options with prices print on the receipt.
- **Print Always** forces the option to print on the receipt regardless of whether it has a price or not.
- **Roll-up Price** adds the price of the option to the option's master item. It thus appears as if the option does not have a price, although the name of the option still prints on its own line. See the example below.

Receipt 1

Sandwich $2.00
Cheese $ .50

Receipt 2

Sandwich $2.50
Cheese

Custom Tab

Products / Product Setup / Custom

This product setup tab enables you to by-pass product settings inherited from the assigned report category (See "Report Category Setup") and/or configuration category (See "Configuration Setup"). You can also use this tab to apply a security level to the individual product.

Define Custom
Enables you to define the taxes, schedule, print channel and modify screens for this product individually. By using this feature, you can make these settings unique to this product instead of the same as all other products in the same report category or even in the same configuration category. Checking this box activates the other fields and settings on this screen; if this box is not checked, the other fields will be grayed out.

Default Print Location
Sets the printer channel(s) where this item prints. See "Determining Printer Channels" for more information about printer channels.

Default Modify Screens
The modify order pages this specific product uses. When the product is ordered, these order pages will show up in the Modifier Grid on the Order Screen.

Default Taxes for Group
Taxes that have a check mark next to them are applied to the product. Check and uncheck these boxes to add or remove taxes.

[Schedule]
Selecting this button enables you to set a different price schedule for this one product, rather than using the report category's price schedule. See "Report Category Setup" for more information about setting up price schedules.

Min Security
You can apply security to an individual product so that management authorization will be needed in order to order the product. You would usually use this for expensive products such as rare bottles of wine.

Accounting Codes
These fields are for reporting purposes only. You can have a separate 'Accounting Code', 'Cost Accounting Code' and 'Inventory Accounting Code'. There are reports in Report Viewer that can make use of the contents of each of these fields.

Can Combine
Used to separate products of the same type on order receipts. When an order is made for more than one of an item set not to combine, they will appear on separate lines in the POS.

Custom DLL
Custom DLLs can be assigned to individual products, enabling the POS to pause while specific action is taken based on the product ordered. This hook is connected to products by a DLL assigned to the individual product(s) in BackOffice Product Setup in the Custom tab. The POS will send transaction and order details to the interface and then wait for approval.

Recipe Tab

Products / Product Setup / Recipe

The recipe tab enables you to program the product's recipe. A recipe is a list of all the inventory or stock items used to make a product. It also includes the amount of each item used to make the product. The system records the fact that these amounts of these stock items were used whenever the product is ordered, enabling you to generate an Inventory Usage Report. If used in conjunction with Inventory Manager, the system will also deplete the recipe items from the

specified warehouse(s) whenever the product is ordered.

_____

Note: In order to make use of this tab, you must first have inventory items programmed in Stocked Items.

[Inventory Item]
The description or name of the stock item.

# of Units
The number of stock units that go into making the product.

Unit Description
The type of unit used in the recipe; the system retrieves this description from the stock item record when you add it to the recipe.

Item Cost
The cost per unit of the stock item, which the system also retrieves from the stock item record, multiplied by the # of units.

[+ Inventory Item]
Adds a stock item to the product recipe. Selecting this button displays a window showing you all of the stock items. To add one, select the item and then press [OK]. The system then asks how many units it should apply to the recipe.

[- Inventory Item]

Removes an item from the product recipe. Select the item and then select this button.

Total Recipe Cost
The sum total of all stock item costs, giving the total recipe cost of this product.

Product Selling Price
The selling price of the product (Price A).

Suggested Selling Price
A calculated selling price for the product, based on recipe cost and a specified profit margin. You can use the slide bar and percent field below to set how much of the selling price you want to be profit and how much you want to be cost.

In the example above, the cost price of 3 pieces of fried chicken is $0.42. The selling price is $8.50. When these values are set, the slide bar positions itself automatically and the value of the percentage field changes— showing that, in this case, the cost price of the meal is 4.93% of the selling price. You can manually slide the bar up and down, changing the amount that recipe cost is a factor in the selling price. You can also enter an exact value by using the percentage field; the slide bar automatically changes positions when you change the percentage field's value.

Note: This is the product cost price and does not include additional expenses.

Product Setup Advanced Tab

Products / Product Setup / Advanced

The advanced tab contains fields to extend the functionality of the product. For example, by changing settings on this tab you can make better use of the Billboard screen, amongst many other things.

Time To Serve

The time (in minutes) it takes to prepare and serve the item. If this product record is a Delay Print Command, this field specifies how long the system should wait until it sends the next item on the order. For further information, see Delay Print Command in "Product Types".

Ref Code/UPC

Either the product's PLU number or its UPC barcode number. If the product type is 'Merchandise Item', then you would enter the UPC code in this field. If you are using the PLU custom function button, you would record the PLU number here.

of Items Remaining (Countdown)

The quantity of this item that is available for order. This number appears in the corner of the product's button on the Order Screen. As the product is ordered, the number gets smaller; when it reaches zero, the item is automatically declared as Sold Out. If no number is entered here, no countdown will occur, and you can order the product indefinitely, unless it is manually set as Sold Out.

Manually Entered

This box contains settings you can specify be manually entered when the product is ordered from the Order Screen. If 'Price Mode' is checked, the system will ask that you enter the product's price every time it is ordered; this overrides any prices applied on the Product Setup tab. If 'Description' is checked, PixelPoint will prompt you to enter a label for the item whenever the item is ordered; this label is printed on remote prints and the receipt.

Feature Code
A special numeric value which enables you to carry out special functions (See "Feature Codes").

Tax Exempt #
If this product is exempt from certain taxes, a special reference number or general ledger number may need to be applied. Use this field to enter this number.

Label Capacity
How many items of this product can fit on a label (used primarily in catering environments). For example, say that order information about 5 sandwiches can fit on one of the establishment's labels. The label capacity in this case would be 5. If there were an order for 12 sandwiches, three labels would print (two with 5 sandwiches each, and one with 2 sandwiches).

Prep Location
A number that indicates the station where this product is prepared, used so employees dealing with the product know where to go to prepare it or get it. This number is reflected on catering print out reports.

Covers
The number of guests one order of this product would normally cover or serve. For example, products such as hamburgers would have a cover of 1 (as they are made individually for each person). But products such as a "Seafood Platter", for instance, would have a larger cover (perhaps 2, 3 or 4), as they are intended for a number of guests.

Points Awarded
Points redemption is one method of client retention that PixelPoint offers. When a member is applied to a check, the member is credited points for each item on the check. The points for each item are configured here. For example, if the Soup of the Day is worth 10 points, you would enter "10" as the value of this field on the "Soup of the Day" product record. Compare this to the other member points systems configured in System Setup that offer points by net or gross amount spent on the bill (which can be rounded down or to the nearest amount). If the system is configured to issue points by net amount spent, the points configured for individual products will be ignored.

Employee Points
The number of points an employee gets if a customer orders this product. Used in employee contests. (See "Contests".)

[Make Info]
Displays a setup screen that enables you to program How to Make information for the product.
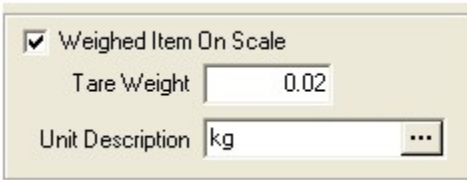
- **Load Image:** Enables you to apply an image of the product
- **Clear:** Removes the currently-applied image.
- **Save Changes:** Saves the information programmed on the screen, including the image.
- **Close Form:** Returns you to the Product Setup Advanced Tab.
- **POS Info tab:** The text entered here displays when you select [How To Make] or [Make Info] at the front end.

This function is very useful for identifying ingredients that may cause allergic reactions, describing preparation instructions or nutritional content, or providing any other information customers may want to know before ordering the product.

Weighed Item On Scale
Checking this box tells PixelPoint to interface with an attached weight scale when this product is ordered; PixelPoint looks to the weight on the scale and applies that as the quantity.

Two fields appear in the box when this checkbox is enabled. 'Tare Weight' enables you to enter the weight of the plate or container the product is stored in; this weight is deducted from the total weight presented on the scale when the product is ordered, so customers do not pay for it.

'Unit Description' is the unit of measurement that the product is weighed in. For example, sliced ham may be weighed in terms of grams or kilograms, or a measure in another system, such as ounces. You can use the browse button on the right to select from currently-used terms or to add a new one.

Reporting Product

The product that you want this product listed as on a specific report. There may be instances where you do not want this product to be reported as itself. For example, if this product's price is set to $0.00 because it is used as a modifier or an option to a forced question, you will not get appropriate sales data for your reports. You can use this field to tell the system to report this product as a different product instead.

> **Note:** Reporting Product is an obsolete function retained for backwards compatibility, and should no longer be used.

Size Up/Down Product

Size-Up and Size-Down are two functions that make it easier for the operator to adjust the size of a meal ordered. These functions were designed for the Quick Service industry but may also be applied to Table Service environments.

For example, in the case of pizza orders, if the customer changes the size of their pizza (say, from a medium to a large), the toppings and related inventory recipes are adjusted as well. The same applies in the case of combo orders. Say that someone "super-sizes" their combo. If you use the Size Up function, the corresponding size-up combo will contain the appropriate items (being a large fries and large soda) and the appropriate ingredients will be depleted from your inventory as well. Of course, prices will adjust accordingly too.

You can specify which product this product changes to when [Size Up] or [Size Down] is selected at the front-end by enabling the checkboxes here and clicking on the green bars. For detailed information about programming Size Up and Size Down, see the PixelPoint POS Installation Guide.

Active Date Range

You can set an active date range for the product. Using this, you can program an item to appear on the POS on a specified date and disappear after a different date. This is ideal for programming daily and weekly specials or promotional items.

Exempt From Gratuity?

When gratuity is automatically added to a bill and items that are exempt from gratuity have been ordered, the bill will exclude gratuity on these items. This feature is particularly useful for delivery charges, parking fees, coat checks, and other products where forced gratuity would not be desired.

Item Special

Changing the selection from 'Normal' here identifies the product as a Special or Dessert. The product then shows up in the corresponding column on the Billboard screen. To remove the item from either column, simply select the 'Normal' box.

Item Type

Certain laws allow tax-exemption on hot items while charging taxes on cold items. To exempt hot items from being charged tax, first set the item as a hot item in Product Setup. Go into Sales Type Setup and pick the category of food where hot items sold are to be tax exempt, such as in Quick-Service environments. A product that is a hot item and is ordered in the Quick-Service environment from this point on will not be subject to taxation.

Active Surcharge

A surcharge is an additional charge you want to apply to the check. It is a percentage calculation based on either the Net Total (total before taxes) or the Final Total (total after taxes) of the check. You use this checkbox to make the current product record a surcharge.

The image below demonstrates this. When you check the 'Active Surcharge' box, the surcharge definition window displays, enabling you to define its parameters. 'Minimum Charge' means that regardless of what the system calculates as the surcharge, the minimum amount it can apply is (in this case) $1.00. 'Maximum Charge' means that regardless of what the system calculates as the surcharge, the maximum amount it can apply is (in this case) $20.00.

The radio buttons below these fields enable you to indicate whether you want the surcharge calculated to be based on the Net total or Final total. This information, in addition to the values you set for 'Minimum Charge' and 'Maximum Charge', is carried across to the pricing section on the Product Setup Tab.

On that tab, Price Levels A through H now reflect the surcharge percent to be applied for that price level. If you applied this to a transaction, the surcharge would be 10%. You can set different percentage levels for each price level (A-H).

Price Level I reflects the minimum charge you applied earlier. So say you were working on Price Level A and the amount of the check came to $8.00. The 10% surcharge would be $0.80, but because the minimum surcharge (Price Level I) is set to $1.00, the surcharge applied would be $1.00 instead of $.80.

Price Level J represents the maximum charge you have applied. So say you were still on Price Level A and the amount of the check came to $220.00. The 10% surcharge would be $22.00, but because the maximum surcharge (Price Level J) is set to $20.00, the surcharge applied would be $20.00 instead of $22.00.

Active Surcharge works great in a delivery environment where you want to apply a delivery charge to the order. You can configure the Delivery sales type to use a feature called 'Auto Order Item' with the active surcharge, so this surcharge is applied to every delivery order automatically (See "Sales Type Setup").

Feature Codes

The *Feature Code* field in the Advanced tab of the Product Setup screen can be used to add special functionality to your system above and beyond the features and functions that come enabled stock.

To use feature codes, enter the feature code value into the field in the Advanced tab of each applicable product record.

Feature Code 1

Tax Inclusive Pricing
Use this feature if you want the product's price to include applicable taxes. When this feature is in effect, the system internally back-calculates the price of the item so that its price (plus tax) matches the price you entered. For example, say that Beer is priced at $4. Using feature code 1, the price (including tax) would be $4—there would be no additional tax added onto the order for this item. However, without feature code 1, Beer would be $4 plus additional taxes.

This function is commonly used in situations where the bar menu is tax-inclusive but the rest of the menu is not. Of course, establishments under VAT taxation laws do not use this feature, since everything is tax inclusive (this would be addressed using a tax DLL.). It is important to remember that due to rounding and taxation issues, some tax inclusive prices may be off by a cent.

Note: Within Station Setup is a checkbox called 'Use Tax Inclusive Pricing When Feature Code =1'. This must be applied to each station that will honor tax-inclusive pricing. With that being said, it is possible to apply both tax-inclusive pricing and non-tax-inclusive pricing within the same establishment.

Feature Code 2

Default Print Locations. By default, when using an Ordering Product in a Forced Question the product behaves like an Option and prints to the same place as the master product it modifies. Use feature code 2 when you do NOT want the product to follow the item when printing. Instead the product item will print where it is normally set to print in BackOffice.

For example, say you order [Wings & Beer] and that this includes (through a Forced Question) the ordering products [Bucket of Wings] and [Pitcher of Beer]. The problem is, you do not want the wings to print at the bar or the beer to print in the kitchen; because the two products are, in effect, Options in this case, they will both print to the same place. Apply feature code 2 to the ordering products within the Forced Question—the wings will print in the kitchen and the beer will print at the bar, where their product records set them to print.

Note: Feature code 2 will not affect OPTION products.

Feature Code 3

Hold & Fire
Use this feature code to set up a Hold & Fire operation. Create a product called "Hold & Fire" with 'Delay Print Command' as its product type, and feature code "3" on the Advanced tab. When placing an order, the system will send all of the items ordered before the Hold & Fire product to the bar/kitchen. When it comes to the Hold & Fire product, it stops, and it delays printing all items after the Hold & Fire line until you void the Hold & Fire line item.

Multiple Hold & Fire items can be applied to a check. For example, say you order [Soup], [Hold & Fire], [Steak], [Hold & Fire], [Pie]. The soup will be sent first, but the steak will only be sent when you void the first Hold & Fire and the pie will only be sent when you void the second Hold & Fire.

Note: You cannot print a receipt with a Hold & Fire item on it. The system checks for these items and will not print the receipt if it finds one. In addition,

you cannot use Hold & Fire with rated items. The system will automatically remove any Hold & Fire feature it finds when you order a rated product.

Feature Code 4

Order Later

This feature code enables you to wait until later before choosing an ordered item. It tells the system that a product is going to be ordered, but that you will specify which product later. This feature code is ideal for "Full Meal" products concepts. For example, say you order a product called the $20 Meal—it includes your choice of appetizer, main course and dessert. When selecting from the dessert Forced Question, you select a product called "Order Later", which has been programmed to use feature code 4. The system applies this item to the check as the customer's choice for dessert.

When the customer decides what they want for dessert (likely after they have finished the main course), use the [Substitute] custom function button on the [Order Later] item and then select the product the customer wants.

Note: If you want to use this feature, remember to add the "Order Later" product as an answer to the necessary Forced Questions.

Feature Code 5

Quantity Forced Questions

This feature code tells the system to ask the product's Forced Questions for each instance that is ordered. That is, if you use the quantity button to order 3 Steaks, feature code 5 will make sure that any Forced Question accompanying the order of a Steak is asked three times instead of once.

Feature Code 6

Cannot Coupon Item

With this feature code in effect, no coupon discounts can be applied to this item, regardless of any other programming in the system.

Feature Code 9

Quantity Price Equals One

If an ordered item's quantity is less than one, the system will charge the same price as if the quantity were one.

For example, say pizza toppings are $1 each but a customer wants you to split their toppings—they want half of the pizza to have sausage and the other half to have chicken. Feature code 9 would make sure that the half toppings still cost $1, rather than $0.50.

Feature Code 99

Manual Surcharge

When this feature code is programmed on a product using a manually entered price, ordering this product prompts for a % surcharge of the net total. A keypad prompting you to 'Enter Surcharge 15=15%' displays when you select the product on the front-end Order Screen—this can be used for setting gratuity.

Feature Codes 101-104

Auto Order Item

These feature codes are used to tell PixelPoint to automatically order products when a transaction is started. Any product set with feature code 101, 102, 103, or 104 is automatically added to the order when a check is opened. PixelPoint adds products with the highest of these feature codes first and products with the lowest last (that is, it will order 104 items first, 103 items second, etc.).

Note: Some POS functions (such as selling Gift Cards) may be affected by the application of auto-ordered items. Take this into consideration before applying these feature codes.

Also note: Feature codes 101-104 only apply to Table Service mode.

Feature Code 105

Auto Order Item Where Qty = Customers

PixelPoint automatically orders items with feature code 105 in a quantity equal to the number of customers on the check.

For example, you could use this feature code to set your system to automatically apply 3 seating positions when you open a table with 3 customers.

Note: Feature code 105 only applies to Table Service mode.

Feature Codes 301-302

Apply Active Surcharge
These feature codes determine how an active surcharge is applied. Feature code 301 applies the surcharge based on the Net Total. Feature code 302 applies the surcharge based on the Final Total. Feature codes 301 and 302 are entered for you automatically when you set up the Active Surcharge using the radio button options under the Active Surcharge field to the right of the Feature Code field on the Product Setup Advanced Tab. On the other hand, entering "301" or "302" in the Feature Code field causes the Active Surcharge options box to open with the appropriate radio button selected.

Feature Codes 600-699

Linked Modifier Item Groups
These feature codes enable you to set conditions as to when certain modifiers can be applied to a check. Modifiers with these feature codes can only be applied if their linked master item has been ordered.

For example, a modifier item that has feature code 605 can only be used to modify an ordering product that also contains feature code 605.

Feature Codes 700-899

Linked Product Item Groups
These are similar to the linked modifier item groups except they apply to all product types—not just modifiers. The 800 series of numbers scans the entire check, looking for a corresponding 700 series number. If that number is present, the item can be ordered. If it is not, you cannot order the item.

For example, you could program "Soda" with feature code 724 and "Soda Refill" with feature code 824, preventing "Soda Refill" from being ordered unless "Soda" has been ordered. When you try to order a product with feature code "824", PixelPoint scans the check for feature code "724", only adding the 824 product when it finds one with 724.

Feature Codes 901-910

Shift Products Buttons
These feature codes indicate that the product is a shift product button; selecting one of these buttons on the front-end Order Screen will shift a product to one of a possible ten products programmed on a product's Shift Products Tab. Feature code 901 corresponds to the first row on that tab ('Shift 1'), feature code 902

corresponds to the second row ('Shift 2'), and so on. See the Shift Products Tab for more information about configuring products with these feature codes.

Combo Items Tab

Products / Product Setup / Combo Items

The Combo Items tab enables you to program this product as a combo. All of the products and forced questions listed on this tab are automatically added to the order or asked when this product's button is selected on the front-end Order Screen.

Combo Item
The products and forced questions included in this combo. When this combo product is ordered, all of the products here are added to the check and all of the forced questions are asked.

Price Mode
The price level this product uses in this combo. By default, all products are added to the combo using the 'Fixed Price' level. You can change this price level by clicking on it two times and selecting from the drop-down box.

Fixed Price
The value of this product in this combo. This is a manually-entered price level for the product, specific to this combo. By default, the fixed price of all products is "$0.00" when they are added to combos here. You can set the fixed price to any value by typing the amount into the field. If the product is set to use a price

level other than 'Fixed Price', this column will be blank for the product.

Required Item
Used in automatic combo recognition. If the products marked as 'required' on this tab are ordered individually, the Combo Grid on the Order Screen will automatically display the combo's product button, indicating that the products that have been ordered are available in a combo, and enabling users to add the combo directly.

Suggested Description
Used in automatic combo recognition. A description or question for each product that users can ask when suggesting customers upgrade to the combo.

[+ Add Product]
Adds a product to the list of items in the combo.

[+ Add Question]
Adds a forced question to the combo.

[Change]
Enables you to select a different product or question instead of the one that is currently selected.

[- Remove]
Removes the selected item from the combo.

Up / Down Arrows
Change the order the products in the combo are added to the check, and/or the order that forced questions are asked when the combo is ordered.

Shift Products Tab

Products / Product Setup / Shift Products

This tab enables you to link this product to multiple other products, and so create a shift products group. The different products specified here will be ordered if you first select one of the shift buttons on the front-end Order Screen before selecting this product's button. This means that, for all of the products specified here, you only need one button on the menu.

This tab only appears in Product Setup if it has been enabled in Policy Setup. The specific option that controls it is "UseProductShiftsKeys".

Shift Products are usually used for products that have several different sizes or types. For example, you could have [Small], [Med], [Large] and [Extra Large] shift buttons—selecting one of these buttons and then selecting a menu item on the Order Screen would add the corresponding size of the menu item you selected to the order. Each shift button is linked to one of the fields on this tab. Selecting the [Shift 3] function button on the front-end Order Screen, for example, would shift the product to the product specified in the 'Shift 3' row on this tab (in the example shown in the image above, this would order a "Large Pizza" if you then selected the [Pizza] button on the Order Screen).

For information about how to program shift products, see the PixelPoint POS Installation Guide.

User Definable Tab

Products / Product Setup / User Definable

This tab appears when the *ShowProductCustomFields* policy is enabled in Policy Setup. This tab is just like the User Definable Tab in Employee Setup, except it can be used to create custom fields more appropriate for your products. For more information about this tab and about creating custom fields, see "User Definable Tab" in Employee Setup.
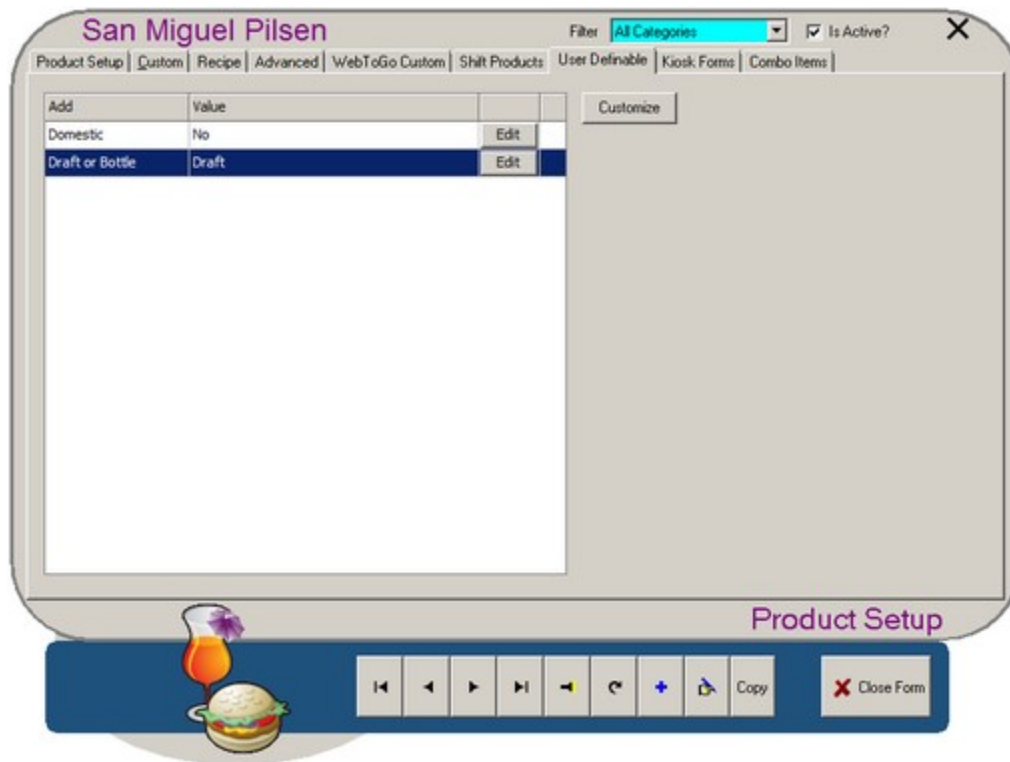
Kiosk Forms Tab

Products / Product Setup / Kiosk Forms

This tab enables you to program settings specific to the product's use in a Kiosk application. The tab only appears in Product Setup if it is enabled in Policy Setup. The specific policy that controls it is "UseKioskConfigurations", in the BackOffice folder.

You can use this tab to specify what modify screens this product should use, as well as what forced questions should be asked when it is ordered.

See the Kiosk section of the PixelPoint Form Designer Guide for more information about products used in kiosks.

Order Page Setup

Products / Order Page Setup

At the front-end, order pages are used on the Order Screen to access groups of products; selecting an order page changes what appears in the Product Grid. Modifier pages perform the same function, except with modifier products.

This setup screen is used to create and modify order pages and modifier pages. Order pages and modifier pages must be created before adding products to them in Menu Setup.

Description
The description of the Order Page. Pressing [TAB] applies this description to the POS Button (see below).

POS Button
The title that appears on the touch screen button. This description is intended for the server placing the order. There is no limit to the number of characters you can have in the description, but space on the button is limited (how many characters fit depends on the font type and size).

Button Font
Enables you to specify a particular font for this individual button.

Text Color
Presents a color chart you can use to select the color of the text on the POS Button. You can choose from among 48 basic color tiles, or apply custom colors. To apply a custom color, select [Define Custom Colors], pick a custom color box to modify, select the desired color from the rainbow tablet and then select [Add To Custom Colors].

Background Color
Presents a color chart you can use to select the color of the POS Button itself. As with the text color above, you can choose from among 48 basic color tiles, or apply custom colors. See 'Text Color' above for instructions on how to apply a custom color.

Button Image
Enables you to use a graphic image on the POS Button. It is recommended that you use small images around 100-150 pixels in height. Square images appear

best, but the system will stretch other-shaped images to fit.

Use Grid Settings
If checked, the order page button will use the alignment and font settings assigned to the order page grid in [Form Designer](). If unchecked, the button will use the settings assigned to it on this screen.

Vertical Alignment
The vertical position of the text on the button. It can be set to Top, Center or Bottom.

Horizontal Alignment
The horizontal position of the text on the button. It can be set to Left, Center, or Right.

Type of Menu
The option selected here determines whether the page will be used as an Order Page or Modifier page. If the latter is selected, the page will be included in the drop-down list of modifier pages that displays when setting up things like Report Categories [(See "Report Category Setup")]().

Report Category Setup

Products / Report Category Setup

A report category is a group of similar products. It is a level of product classification between Summary Group (which is a very general grouping of products, such as "Food" or "Beverage") and Product (being individual items, such as "8oz Peppercorn Steak" or "apple pie").

Report categories serve two functions. The first involves reporting. A report category enables you to view the sales activity of groups of related products (such as "Bottled Beers" or "Desserts"). This is useful when you want information that is more detailed than what a summary group can provide, but is broader than what you get in reports detailing the sales of each individual product.

The second function is reducing redundant programming. When a product is assigned to a report category, it inherits the information that was programmed into that report category. So items with common taxes, modifier pages and print location can simply inherit this programming by being assigned to the same report category, instead of having to have all of this programmed in for each item.

Category Description
The name of the report category.

Summary Group
The summary group the report category belongs to. For example, an Appetizer report category would belong to the summary group "Food" rather than "Beverage" or "Bar". See "Summary Group Setup" for more information.

Revenue Center
If the establishment has multiple revenue centers, you can select which revenue center to apply the report category to. See "Revenue Center Setup" for more information.

Default Print Location
The print channel(s) items with this report category will print to (for remote prints). For example, all appetizers may use the Kitchen (or Food) print channel whereas all beer would print to the Bar print channel.

Note: It is not necessary to include the Local print channel here. This setting has to do with the remote prints only.

Default Taxes For Group
The taxes all items with this report category are subject to. Click on the various checkboxes to select and deselect the different taxes.

Default Modify Screens
The modify pages that you want to appear when items with this report category are selected on the front-end Order Screen. They should be modifier pages that are appropriate for the kind of products in the report category (for instance, if you were programming a Hamburger report category, you likely would not want "Bar Holds" as a modifier page. "Food Holds" would be more appropriate).

[Schedule]
Selecting this button presents a schedule screen that allows you to set times when the price level for products in this report category changes. For example, you could set this report category to use Schedule B on Mondays and Schedule C on Tuesdays. Click and drag on the schedule to select a time range. Then click on the color tile next to the price level you want to set. There is also a 'Not Present' option that sets products in this report category as unavailable for order during that time.

In the above example, products in the Beer category are unavailable from 7am to noon, and switch to Price B on Tuesdays from 9pm till closing at 3am.

Printing Priority
The priority this report category takes if the receipt is sorted by Report Category (See "Sort Tab").

Summary Group Setup

Products / Summary Group Setup

A summary group is a very wide and generic group of products. It is the highest level of groups of products created for reporting purposes. Common examples of summary groups are "Food" and "Beverage". Summary groups can be broken

down into a number of smaller groups, called Report Categories.

Tip-out percentages can be configured for each Report Type. This enables the amount owed to be calculated and paid out to the employees in the different Report Type categories. The calculated amounts can then be configured to show up in the Employee Cashout and Who Start summaries.

To configure tip-out percentages, open Summary Group Setup and enter the tip-out percentage for each Report Type.

For example, if bartenders are to receive 5% of liquor sales, configure the tip-out percentage to "5" like in the image above.

Report Type
Although the Summary Group is the largest product group you program, multiple summary groups can also be grouped together. Every Summary Group has one of five Report Types. When generating a summary group report, summary groups with the same report type get grouped together. For example, say the summary groups "Hot Food" and "Cold Food" both have the report type "Food". If you generate a summary group sales report, the totals for these two groups would be combined to give an overall "Food" total. In addition, the total cost of all items in each report type is printed at the bottom of customer receipts.

Sales Summary Report

This section discusses the master report for PixelPoint: the Sales Summary Report. This is a compilation of multiple reports, created to give an overall view of the day's activities. You can generate a sales summary report in Report Viewer.

Remember that the numbers and labels included in the example report below are only examples. Excepting the section titles, the contents of your reports will be different. Some sections may or may not be included.

Sales Summary

Sales Summary		From : November-11-13
		To: November-15-13

Sales Summary

Beverage		65.67
Food		311.05
		376.72
Gross Sales (no Tax) (no discounts)		**376.72**
Round Difference :		**0.00**

Discount & Comps Summary

[]
Total Discounts []

Tax Summary

Description	Taxable	Tax Exempt	Tax
Tax	376.72	0.00	31.09
Round	0.00	0.00	-0.02
Total:		0.00	31.07
Gross Sales			407.79
Total:			**31.07**
Total Receipts:			**407.79**

Sales Received

	Debits	Credits(-)	Net	Tip	Total
Cash[12]	220.85	0.00	220.85	0.00	220.85
Visa[2]	49.30	0.00	49.30	0.00	49.30
On Account[1]	131.16	0.00	131.16	25.00	156.16
[15]	401.31	0.00	401.31	25.00	426.31
Total Received [15]			**401.31**	**25.00**	**426.31**
Cash Due Less Tips:			**195.85**		

Tender Balance

	Pay In	Pay Out(-)	Calculated	Actual	Over/Short(-)
	[]	[]			
		Over/Short(-) Base Currency Total:			

Refunds Summary

[]
[]
Total Refunds []

Job Position Summary

Sales Summary

This section summarizes the sales totals for each Summary Group. It does not include taxes or discounts. The field "Round Difference" represents any rounding that may have been done within the day. For example, the calculation of tax on a split check could result in a half-cent difference. That half cent would be accounted for here. Another situation where you may find round differences is within a 24 hour operation. If a coffee is ordered before the End of Day, and then the End of Day is run before the transaction is closed, the coffee's value will

show up as a round difference. However, it would be removed from the round difference when the transaction is closed. You would only see this if you ran the Sales Summary Report immediately after End of Day while the check was still open.

You can cross-check the value for Gross Sales using Total Receipts less taxes, less discounts.

```
Cross-Check of Gross Sales: 724.10 — 71.76 — (-3.56) = 655.90
```

Discount & Comps Summary

This section tracks all discounts and coupons applied during the day. Next to each title is a number in a square bracket. This represents the quantity (number of instances). In the example, Coupon 1 and Coupon 2 were each applied once. The values deducted from checks were $2.37 and $1.19 respectively.

Tax Summary

This section reports what taxes were collected during the day. The "Taxable" values give the dollar value of taxable sales. In the example, $459.85 of sales were applicable for both State and Federal taxation. If any item or transaction was tax exempt, that value would show up in the "Tax Exempt" column.

You can cross-check the value for "Total Receipts" using Gross Sales (in the Sales Summary summary) plus taxes, less discounts.

```
Cross-Check of Total Receipts: 655.90 + 71.76 -3.56 = 724.10
```

Sales Received

	Debits	Credits(-)	Net	Tip	Total
Default Revenue Center					
CASH[10]	253.61	-9.16	244.45	0.00	244.45
Visa[3]	357.07	0.00	357.07	24.56	381.63
MasterCard[2]	122.58	0.00	122.58	9.95	132.53
Default Revenue Center[15]	733.26	-9.16	724.10	34.51	758.61
Total Received[15]			**724.10**	**34.51**	**758.61**
Cash Due Less Tips:			**209.94**		

Tender Balance

	Pay In	Pay Out(-)	Calculated	Actual	Over/Short(-)
Default Revenue Center					
CASH	25.00[1]	-35.00[1]	377.13	377.13	0.00
Visa	0.00[0]	0.00[0]	381.63	380.63	-1.00
MasterCard	0.00[0]	0.00[0]	132.53	133.53	1.00
Over/Short(-) Base Currency Total:					**0.00**

Refunds Summary

Default Revenue Center	
Kitchen Complaint[1.0]	-4.95
Default Revenue Center [1.0]	-4.95
Total Refunds[1.0]	**-4.95**

Sales Received

The sales received section focuses on the specific tender values brought in to the establishment. Sales are broken down by revenue center and then payment type. The numbers in brackets give the number of transactions included in the numbers on that line. For example, the "15" in square brackets next to 'Total Received' indicates the total number of transactions (10+3+2) included in the $724.10 net total and other numbers on the line.

The 'Debits' column shows the amount received for each method of payment. 'Credits' indicates how much was given out (such as with item returns). Values in the 'Net' column are Debits — Credits. 'Tip' indicates the amount of tips applied to each method of payment. Tip values for the CASH payment method are derived from employees' declared cash tips. The 'Total' column is calculated as Net + Tip.

The value for 'Cash Due Less Tips' represents the total amount of physical cash the establishment is receiving after paying out tips to its employees. Note that employees would remove cash to cover their charge tips (the establishment is reimbursed those funds when the charges are settled).

```
Check of Cash Due Less Tips: 244.45 — 34.51 = 209.94
```

Tender Balance

The tender balance section reports entries made within the front-end Tender Balance screen (if used). For further information on Tender Balancing, see the PixelPoint BackOffice User's Guide.

All pay-ins and pay-outs are recorded within this section. In the example report, a $25 cash pay-in and a $35 cash pay-out were applied. We know that each total consisted of one occurrence due to the number indicated in the square brackets.

The 'Calculated' column gives totals that PixelPoint has calculated; the values here are also displayed on the front-end Tender Balance screen. The equation used to calculate these numbers is "Net Total + Tip + Pay In — Pay Out + Floats". The 'Actual' column indicates totals counted and entered by staff on the front-end Tender Balance screen (either as part of the cashout process or End of Day process).

The difference between what PixelPoint has calculated and the amount entered is shown in 'Over/Short'. In this example, PixelPoint calculated $381.63 in Visa sales. The amount entered into the Tender Balance screen was only $380.63. The over/short column shows that the total on hand for Visa is short $1 from what PixelPoint says should be there.

Refunds Summary

This section shows all voids/refunds that have been applied within the system. This section is once again broken down by revenue centers, and it is further broken down by refund reasons, indicating the number of instances as well as the total dollar value of each refund reason.

Job Position Summary

	# of Shifts	Hours Worked	Wage	% of wage	% Wage/Net Sales
Default Revenue Center					
Management					
Owners	1	2.5	18.75	12.93	2.87
System Administrators	1	0.5	0.00	0.00	0.00
Management	2	3.0	18.75	12.93	2.87
Restaurant Staff					
Wait Staff Normal	7	14.9	126.25	87.07	19.35
Restaurant Staff	7	14.9	126.25	87.07	19.35
Default Revenue Center	9	17.9	145.00	100.00	22.23
Report Totals	**9**	**17.9**	**145.00**		**22.23**

Transaction Summary

	Transactions	Customers	Net	Avg/Cust	Avg/Trans
Default Revenue Center					
REGULAR	15	36	652.34	18.12	43.49
Default Revenue Center	15	36	652.34	18.12	43.49
Report Totals	**15**	**36**	**652.34**	**18.12**	**43.49**

Sales By Section Summary

	Transactions	Customers	Net	Avg/Cust	Avg/Trans
Default Revenue Center					
Bay View	2	3	17.70	5.90	8.85
Poolside	13	33	634.64	19.23	48.82
Default Revenue Center	15	36	652.34	18.12	43.49
Report Totals	**15**	**36**	**652.34**	**18.12**	**43.49**

Job Position Summary

The information contained in this section is related to time and attendance activity. It is divided into departments, then into job positions.

- **# of Shifts:** Number of employees who worked.
- **Hours Worked:** Total number of hours worked.
- **Wage:** Total wages (sum of wages x hours worked).
- **% of Wage:** Percent of total wages (wage / wage total).
- **% Wage/Net Sales:** Percent of wage to total net sales (wage / total net sales).

```
Check of % Wage/Net Sales (Wait Staff Normal): 126.25 / 652.34 = .1935 or 19.35%
```

Transaction Summary

This section describes sales and customer information for the whole establishment.

- **Transactions:** Total number of transactions.
- **Customers:** Total number of customers.
- **Net:** Total net sales (gross sales without tax, discounts and coupons).
- **Avg/Cust:** Average value per customer (Net / Customers).
- **Avg/Trans:** Average value per transaction (Net / Transactions).

Sales By Section Summary

This section describes sales and customer information for each dining section.

- **Transactions:** Total number of transactions.
- **Customers:** Total number of customers.
- **Net:** Total net sales (gross sales without tax, discounts and coupons).
- **Avg/Cust:** Average value per customer (Net / Customers).
- **Avg/Trans:** Average value per transaction (Net / Transactions).

Sales By Type Summary

	Transactions	Customers	Net	Avg/Cust	Avg/Trans
Default Revenue Center					
Dine-IN	15	36	652.34	18.12	43.49
Default Revenue Center	15	36	652.34	18.12	43.49
Report Totals	**15**	**36**	**652.34**	**18.12**	**43.49**

Member Sales Summary

	Transactions	Customers	Net	Avg/Cust	Avg/Trans
Default Revenue Center					
Dine-IN	3	6	109.75	18.29	36.58
Default Revenue Center	3	6	109.75	18.29	36.58
Report Totals	**3**	**6**	**109.75**	**18.29**	**36.58**

PRINTED: 15/10/2009 10:19:16PM   Page 1 of 2

Sales By Type Summary

This section describes sales and customer information for each sale type.

- **Transactions:** Total number of transactions.
- **Customers:** Total number of customers.
- **Net:** Total net sales (gross sales without tax, discounts and coupons).
- **Avg/Cust:** Average value per customer (Net / Customers).

- **Avg/Trans:** Average value per transaction (Net / Transactions).

Member Sales Summary

This section describes sales specific to member transactions.

- **Transactions:** Total number of transactions.
- **Customers:** Total number of customers.
- **Net:** Total net sales (gross sales without tax, discounts and coupons).
- **Avg/Cust:** Average value per customer (Net / Customers).
- **Avg/Trans:** Average value per transaction (Net / Transactions).

Forced Questions

Products / Forced Questions

A Forced Question (sometimes called a forced modifier) is a pop-up window that appears when you order an item. It forces the user to select some of the options on it and applies these as modifiers. You can tell where Forced Questions need to be applied when you read, for example, a restaurant's menu; if there are any choices involved in ordering an item, a Forced Question will need to be applied.

Forced Question screens are designed in [Form Designer](#). You can set these screens to include all sort of different elements, including the contents of the current check, company logos, product images, and how to make information.

Examples of common Forced Questions are:
- Dressings — French, Italian or Ranch
- Meat Temperature — Rare, Medium or Well Done
- Sauces — Mild, Medium or Hot
- Flavors — Vanilla, Chocolate or Strawberry

This section discusses how to set up Forced Questions themselves, using the *Forced Questions* menu option under the BackOffice *Products* menu. The different parts of the setup screen are explained below.

Answer List

The possible answers the user could choose from when they are asked the question. Use the arrow keys to the right to arrange the answers in any order. The Price Mode column enables you to apply a specific price level to that answer within that Forced Question. For example, pepperoni may be used in several Forced Questions. One question may use the pepperoni's modify price while another question may use the regular (scheduled) price and a third question may use Price E. The Fixed Price column enables you to set a specific price for the answer when used in this particular question.

[+ Answer] / [- Answer]

Enable you to add and remove answers from the Answer List. Selecting [+ Answer] presents the product list; choose a product and select [OK] to apply it as one of the possible answers. If the product does not currently exist in the product file, choose [New Item] (on the product list window) to create it. You can then apply it to the Forced Question. Select an item from the Answer List and then select [- Answer] to remove it as a possible answer.

[Sort Alphabetically]

Sorts all of the Forced Question's answers alphabetically.

Name

The question's name or title.

Question

The actual question that is asked when the question displays at the front-end.

Number of Choices User May Select

Limits the number of choices customers may select when answering the question. For example, the number of choices for a salad dressing is usually one, in that there is usually only one dressing on a single salad. However, customers usually have several different toppings on a pizza, and so the number of choices customers may select for this question may be quite high.

Minimum Number of Answers

The fewest answers you want customers to choose. For example, if you wanted to permit customers to not choose an option (because, for example, they may want the product to be plain), you would set this to "0". But if the question referred to something such as a cooking time for meat, you would need an answer, and so you would place a "1" in this field, indicating that they must choose at least one of the answers.

Number of Mod Price Choices

One of the prices you can set in Product Setup is called the Modify Price (See "Product Setup Tab"). This price is used when an Ordering Product is used as an Option (such as adding a salad to a meal for only $1 when you normally charge $4 for the salad on its own). You can program the Forced Question to use this price instead of other price levels.

'Number of Mod Price Choices' limits the number of modify prices used when the question is answered. For example, say a pizza comes with three free toppings and that every topping added after that costs $0.50. You could program each topping to have a modify price of $0.00 and you would then set the Number of Mod Price Choices field to "3". When a customer adds any of the first three toppings, it would be added at no charge, since it is added at its modify price. However, the fourth topping (and any topping added after it) would cost $0.50, as it is not added at its modify price.

Maximum Allowable Splits

You can split the items applied within a Forced Question. For example, say you want a pizza with a particular topping on one half; this would be a split of 2. This field enables you to choose the maximum number of splits you want the user to select.

When an answer is selected in a split, the quantity of the product will be proportional to the split (as will be the price and the amount of the product depleted from the inventory). You do not have to apply the split as soon as the Forced Question displays, however. For example, you can order a pizza, apply pepperoni to the entire pizza, and then select **[Split]** and order further toppings. The pepperoni will apply to the whole pizza (although it will show up in each split section on the receipt with proportional quantity). Any further toppings will apply only to the one split (and will have proportional quantity).

Allow Multiple
Checking this box enables users to select the same answer more than once. For example, they could order double or even triple cheese on a pizza. Note however, that this only works if the Forced Question is asked using the Button format (see "Use Buttons", below). You can only select items in the list format once.

Use Buttons
Checking this box displays the answers to the Forced Question as individual buttons when the question is asked. Un-checking it displays the answers in a list format. Use the list format when you have insufficient screen space to fit in all of the button answers.

Substitute
Checking this box enables you to go back to a selected answer and substitute one of the other answers in its place. For example, a customer can substitute Fries with Onion Rings. This option is designed for single-selection Forced Questions. It is not recommended for questions involving multiple answers (such as pizza toppings).

Automatic OK
This saves the user from having to select [OK] in situations where the customer

only has one choice to make. For example, say a Forced Question asks to choose one (and only one) salad dressing. If Automatic OK has been checked, then, rather than having to select the customer's choice and then [OK] to finish with the question, the Forced Question window will disappear as soon as you select the customer's choice.

Substitute Question

In order to allow substitutions for items with predefined toppings or ingredients, Forced Questions Setup can be setup to ask for an alternate question in order to let customers make changes to set items. For example, a specialty pizza item may come with a set list of toppings. This option allows customers to substitute one topping for another without changing the price of the pizza item.
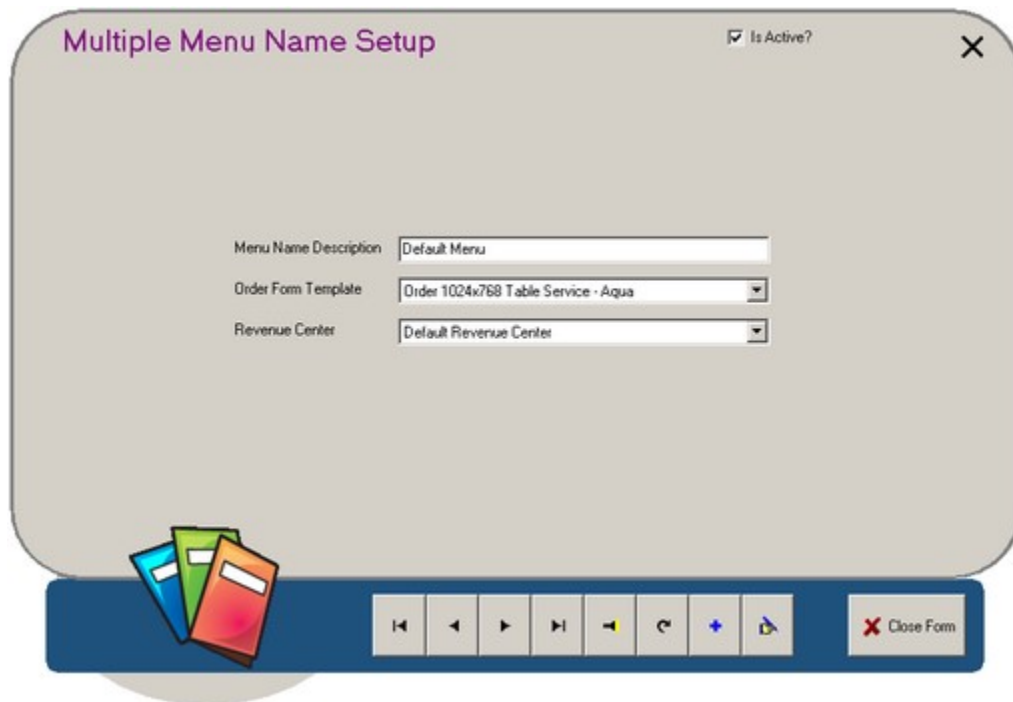
Forced Questions From Product Setup

Searching, adding and editing is allowed in Forced Questions from Product Setup. There is a search button ([...]) located next to each Forced Question drop-down box that enables you to do all of this without leaving Product Setup. (See "Product Setup Tab".)

Multi Menu Setup

Products / Multi Menu Setup

This setup screen enables you to create and modify multiple menus for the establishment. These multiple menus can be completely different, yet be on the same POS system.

This is useful, for instance, in establishments that have different revenue centers. Each revenue center would have its own menu (such as one menu for the dining room and one for the bar lounge). This can also be used in even more complex applications, such as an entire food court. Every store in the food court could work on a single PixelPoint POS system; each store would have its own menu.

Menu Name Description
The menu's name or title.

Order Form Template
The order form this menu uses. Select the folder icon on the right to choose the order form. This determines the way the front-end Order Screen will look. Forms are designed using Form Designer.

Revenue Center
The revenue center that this menu is assigned to.

Menu Setup

Products / Menu Setup

Menu Setup enables you to program the Order Screen. You can create and modify order pages, create and modify products and assign both to button locations on the Order Screen. The screen is divided into three sections.
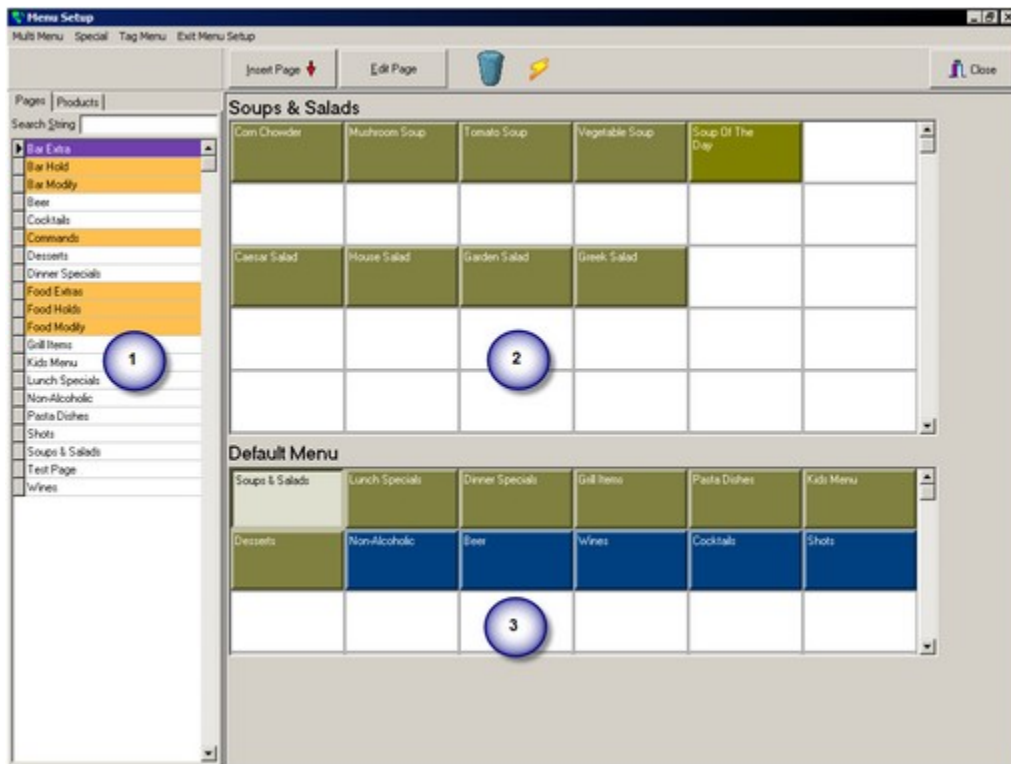
Menu Setup Layout

1. Item List
Contains two tabs. The Pages tab contains a list of all order pages that have been created. The Products tab contains a list of all products that have been created.

2. Product Grid
Contains the buttons that appear in the product grid on the front-end. To add a product to this grid, select the product title from the Products tab in the Item List section. Click-and-drag it to the desired button cell in the Product Grid.

3. Order Page Grid
Contains the buttons that appear in the order page grid on the front-end. To add an order page to this grid, select an order page title from the Pages tab in the Item List section. Click-and-drag it to the desired button cell in the Order Page Grid.

Menu Setup Actions

Adding Items
Another way you can add an order page to the Order Page Grid (3) is by selecting an empty cell on the Order Page Grid, right-clicking on an order page title in the Item List (1) and then selecting *Insert Page* from the menu. Or,

rather than right-clicking, you can select the [Insert Page] button at the top of the screen.

Similarly, you can add a product to the Product Grid by selecting an empty cell in the Product Grid (2), right-clicking on a product title, and selecting *Insert Product* from the menu. Or, you can select [Insert Product].

To change the products displayed on the product grid to those on another order page, simply select the order page title from the Order Page Grid or the Pages tab. The title of the Product Grid changes to reflect that order page and the product buttons change to reflect the products currently on it.

Creating & Editing Items

When you select an empty cell in either the Order Page Grid or Product Grid, [Edit Button] (next to the trash can icon) will change to [Create Order Page] or [Create Product], depending on which grid the empty cell is in. [Create Order Page] brings you to a blank record on the Order Page Setup screen (See here) and [Create Product] brings you to a blank record on the Product Setup screen (See here). PixelPoint applies the item to the empty cell when you save the record.

If you click on a cell that already has a button in it, the button in the toolbar will change to [Edit Page] or [Edit Product]. [Edit Page] brings you to that page's record on the Order Page Setup screen (see here) and [Edit Product] brings you to that product's record on the Product Setup screen (See here). PixelPoint updates the item in the cell when you save the record. You can also edit a product or order page by right-clicking on the button and choosing *Edit Page* or *Edit Product*.

Positioning Items

You can arrange the buttons in any order on the grid by clicking and dragging them from one cell to another. You can also remove items from the grid by dragging them to the trash can icon at the top of the screen.

Show Info

Right-clicking on a product button and selecting this option displays the product's price levels and report category.

Lock Position

Lock Position is an option on the menu that appears when you right-click on a button icon. Selecting this option locks the button's position and prevents users with lesser security from moving it. Locked positions have a small lock icon in the corner of the button. This icon disappears when you unlock the position by selecting *Unlock Position* from the right-click menu. You can set different security levels when locking products by selecting another option, *Security Level*, from the right-click menu.

Flash View Button
The lightning-bolt shaped button at the top of the screen (next to the trash bin) enables you to "run" or preview what the menu will look like at the Front-end.

Multiple Menus
If you have created multiple menus (using Multi Menu Setup), you can access each one on the *Multi Menu* pull-down menu at the top of the screen. The Order Page Grid and Product Grid will change to match the order template programmed for the menu that you select.

For example, the order template for the Dining Room menu may contain an order page grid that has 5 rows of 5 buttons, but the order template for the Patio menu may have 3 rows of 8 buttons. The grids on the Menu Setup screen change accordingly when you select each menu.

Modifiers & Modifier Pages
Menu Setup is where you add individual modifiers to the modifier pages. To help you distinguish between order pages and modifier pages, modifier pages are highlighted on the Page tab. Note, however, that modifier page buttons themselves are not applied here. They are applied within Report Category Setup.

You can apply modifiers to a modifier page by selecting the modifier page title on the Pages tab—this changes the title of the Product Grid to the modifier page title (just as if you had selected an order page button). At this point, simply apply the modifier products to the grid in the same way you add other products (See "Adding Items", above).

Tagging Products
Say you want to apply the same change to many products. Rather than apply the change one product at a time, you can tag the products you want to change and then make the change only once.

To tag products:
1. Hold the CTRL button on the keyboard.
2. Use your mouse to click on the products that you want to make changes to. Buttons will be highlighted as they are selected.
3. Select the *Tag Menu* pull-down menu at the top of the screen.
   - You can also retrieve the tag menu options by right-clicking on one of the tagged items and choosing *Tag Menu* from the menu that appears.
4. Select a tag menu option.
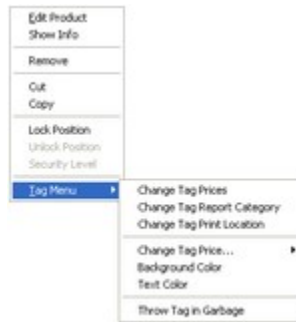
Tag Menu

The tag menu has many options that enable you to make changes to a number of buttons and/or the products behind them. This menu enables you to change the price, report category, and print location of the selected product(s). It also enables you to change the selected button(s) background and text colors. The last option on this menu, *Throw Tag in garbage*, removes the tag.

You can use a tag to lock the position of many buttons at once. Simply tag the items and then select *Lock Position* from the right-click menu.

Special Menu

The *Special* pull-down menu has two options. *Sort Page Alphabetically* sorts the contents of the product grid alphabetically. By default, the Products tab automatically filters products matching the revenue center of the selected menu. *Show Products From All Revenue Centers* enables you to view all products on file, regardless of their revenue center. This option enables you to share common items between revenue centers.

Configuration Categories Setup

Products / Configuration Setup

This menu option enables you to add and modify configuration categories. Configuration categories function as groups of custom-defined products. For example, if multiple items require certain programming to be different from what is defined in their report category, a configuration category could be created and applied to those specific items. The products are still included in the assigned report category, but their settings can be different.

Category Description
The name of the configuration category.

Revenue Center
If the establishment has multiple revenue centers, you can select which one to apply the configuration category to. (See "Revenue Center Setup".)

Default Print Location
The print channel(s) items in this configuration category will print to (for remote prints). For example, all baked goods may use the Kitchen (or Food) print channel whereas all beers would print to the Bar print channel.

Note: It is not necessary to include the Local print channel here. This setting has to do with remote prints only.

Default Modify Screens
The modify pages that you want to appear when items in this configuration category are selected on the front-end Order Screen. They should be modifier pages that are appropriate for the kind of products in the category (for instance, if you were programming a Cheeseburger report category, you likely would not want "Bar Holds" as a modifier page. "Food Holds" would be more appropriate).

Default Taxes For Group

The taxes all items with this configuration category are subject to. Click on the various checkboxes to select and deselect the different taxes.

[Schedule]
Selecting this button presents a schedule screen that enables you to set times when the price level for products in this configuration category changes. As this feature is identical to that in Report Category Setup, see that section for more information.

Enabling Configuration Categories

Configuration Setup is only visible on the *Products* menu if configuration categories are enabled within Policy Setup; the specific option that controls this is 'UseConfigurationCategories', which is located in the BackOffice folder.
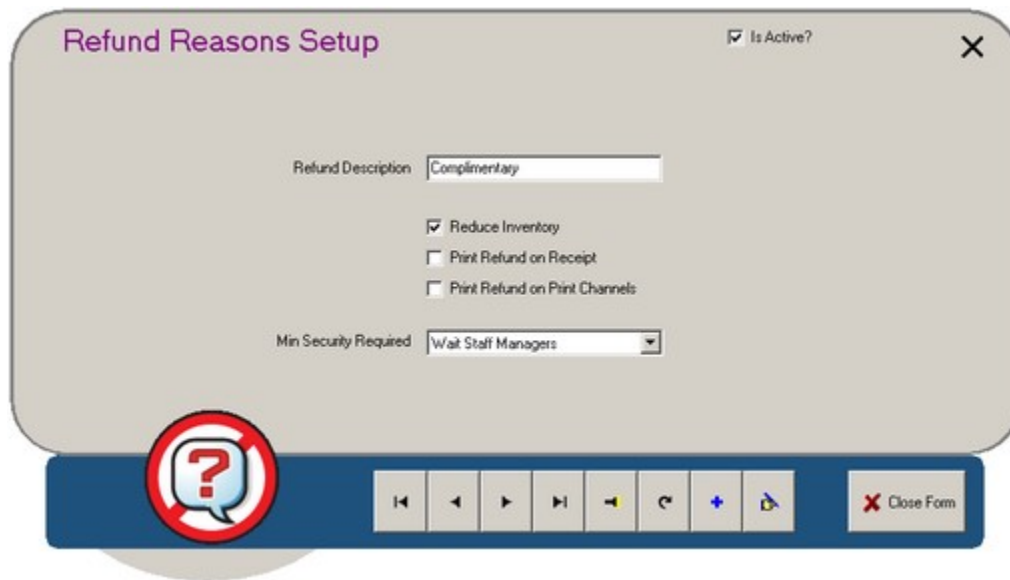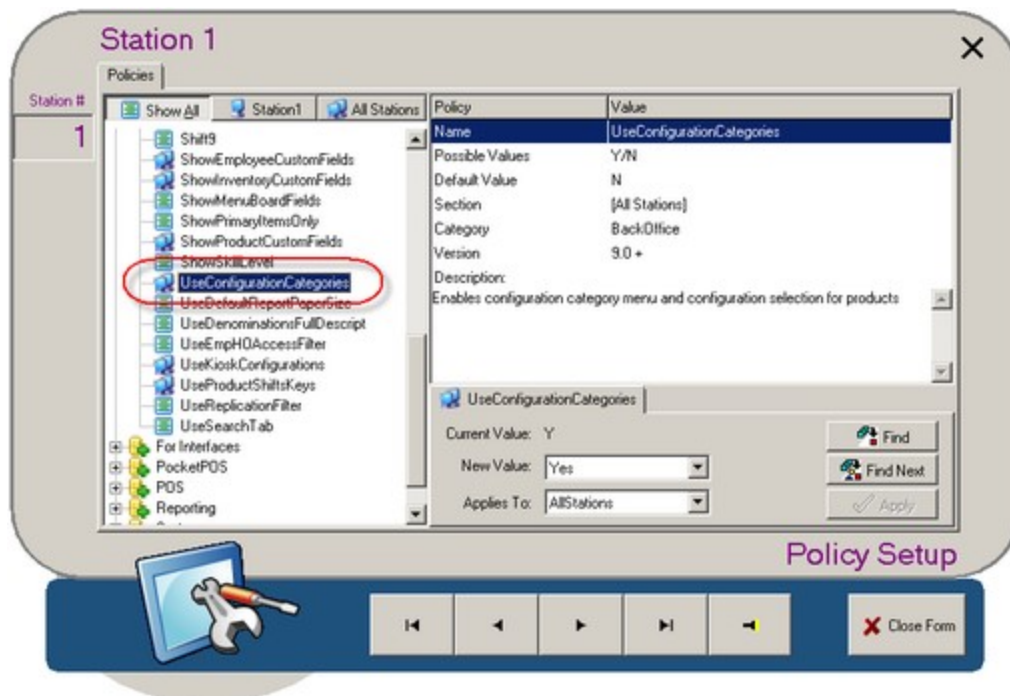

When Configuration Categories are enabled, a new field appears on the Product Setup Tab. This field enables you to assign the product to a configuration category, thus giving it those programming settings that are different from the other products in the report category the product is assigned to.

Note: Although settings defined in the configuration category override the settings for the report category, those defined in 'Define Custom' (on the Product Setup Custom Tab) override the settings for the configuration category.

Refund Reasons

Product / Refund Reasons

When voiding an item that has been sent to the bar or kitchen to be prepared, the system asks you to select a reason for removing the item. It displays a list of reasons that you choose from. This setup screen enables you to configure that list of refund reasons. All of these voids are included in various management reports and are categorized under their respective reasons.

Refund Description
The name or label of the refund type. This appears as a line on the list of refund reasons at the front-end, enabling you to choose this reason.

Reduce Inventory
If checked, the system will reduce the inventory of the voided item each time this refund is selected. If unchecked, no change to inventory will take place.

Print Refund on Receipt
If checked, the system will print the refund and reason on the customer receipt. If unchecked, the item will simply be omitted from the receipt altogether.

Print Refund on Print Channels
If checked, the system will print the refund and reason on the remote printer that received the original order.

Min Security Required
The job position with the least amount of security authorization needed to approve refunds using this reason.

Exit Setup

Products / Exit Setup

This menu option closes the BackOffice system. If you accessed BackOffice from the front-end, you return to the front-end. If you accessed BackOffice from a Windows desktop shortcut, you return to the Windows desktop.