Orders Tab
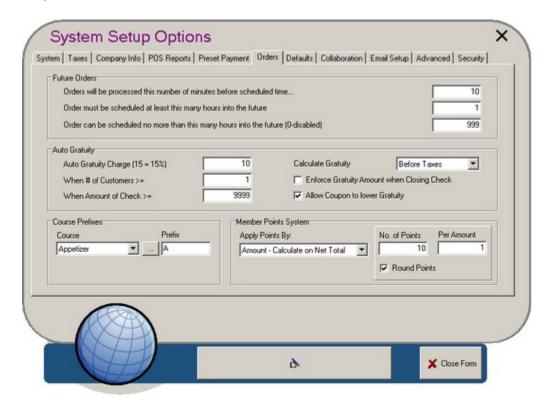
Administrator / System Setup / Orders

The Orders tab addresses three areas: future ordering, line prefixes on kitchen prints, and gratuities.

Future Orders

Entering values into the three fields in this section activates the future ordering function. For example, if a call comes in for a pick up order, the customer can indicate when they would like to pick it up. Future orders can extend beyond the current day without interfering with the End of Day process. Future orders only apply to member transactions; customers who place future orders are entered into the system as members.

Order will be processed this number of minutes before scheduled time
The lead time you need in order to prepare the order. In the example shown above, the order will print in the kitchen 30 minutes before the scheduled time. For example, say an order is to be picked up at 6:00. The order will print in the kitchen at 5:30, so there is 30 minutes to prepare the order before the customer arrives.

Order must be scheduled at least this many hours into the future
How much of a lead time you need to process a future order. In the example shown above, the future order must be at least two hours from now.

Order can be scheduled no more than this many hours into the future
The maximum number of hours ahead you want to permit a future order to be placed. In the example shown above, you can place one up to 48 hours in advance. This means, for example, that customers cannot place orders they want to receive in three days time.

Course Prefixes

You can apply courses to your ordering process and have the characters in this field show up on kitchen prints. If your system is set as in the example image above, every line containing an appetizer will begin with an A. You can use numbers, symbols and words as prefixes. It is recommended, however, that you keep the prefix short, as line space is limited on remote prints. Use the drop-down box to change from one course to another, and type in text to set the prefix in the 'Prefix' field. You can also select [...] to type in a new name for each course.

Auto Gratuity

Automatically applies set gratuity amount to guest checks. Default receipts will print with an indication that the total amount either includes the suggested tip or the enforced tip, depending on whether or not *Enforce Gratuity Amount When Closing Check* is selected.

Auto Gratuity Charge
The size of the gratuity. For example, "13.5" means that the gratuity will equal 13.5% of the net total.

When # of Customers >=
This is one of two criteria that control when you want the auto gratuity to apply. The gratuity will be applied when the number of guests dining at the table is greater than or equal to this number. So, in the example image above, the auto gratuity will be applied when there are 8 or more people seated at the table.

When Amount of Check >=
This is the second of the two criteria. The gratuity will be applied when the amount of the guest check is greater than or equal to this number. So, in the example image, the auto gratuity will be applied when the total cost of the items on the check exceeds or is equal to $100.
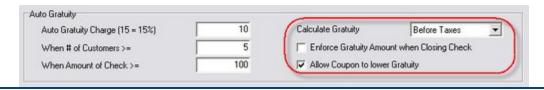
Note: The auto gratuity applies when the check matches either criterion. If you want only one criterion to apply, set the other to an unattainable number. For example, if you only want 'When Amount of Check' to apply, set the number of customers to "999".

Enforce Gratuity Amount When Closing Check

Some local laws permit an establishment to force the customer to pay the total including gratuity. Establishments in some locations can only offer it as a "suggestion". This field determines whether the 'Amount Owing' field in the Finish Screen includes the gratuity or not. If checked, the amount will include the gratuity and the check will not settle for less than the amount including tip. If unchecked, you can close the check for the amount excluding tip.
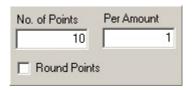
Refer to the System Setup section of this manual for further information.

Tip: The *ChargeGratuityHandling* policy offers additional options regarding the manner that gratuity gets saved to transactions.

Member Points System

Member points in PixelPoint POS can be issued based on the particular product sold, or by the gross or net total on the bill. When they are issued by gross or net total, points can be either rounded down to the nearest amount, or rounded up when the *Round Points* option is enabled and the total is at least midway to the next nearest amount. Point amounts that are issued by product are set in Product Setup.

Tip: To prevent users from cashing in the points that they just earned from the current check towards a discount, modify the *AllowCurrentTransactionPoints* policy.