



QUICK REFERENCE GUIDE FOR ABS

Support Calls - Call ABS at 408-588-1990

Printer Supplies - Order from ABS at 408-588-1990

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MANAGEMENT TOOLS

Register Assignments-This is done in the *Management Tools* section. This is done to secure each cash drawer. This should be done at each shift change. Select which register you want to add a new cashier to, put their employee's number in, and remove the old cashier's number.

Register Readings-This is done in the *Management Tools* section. You can take a reading for *any* register *from* any register. Make sure you put in the correct register number before you take the reading. The 'Register Reading' will give you the accountable cash the register should have, and the totals on checks and credit cards. From this reading and the till count, balance the till for over and shorts.

Till Count & Register Drop-This is done in the *Management Tools* section. Click on 'Till Count'. Put in your beginning till at the top. **Count the Number of coins-Not the amount**, and the same for the dollar bills. You will notice at the bottom where it says totals, when you are done counting the coins and dollars, the beginning balance has been subtracted from the total. Add in all the checks one by one on the right side of the form. There is a total for checks also. The computer will add the two together to give a grand total. If you are doing 'Drops' this will be the amount you will be dropping. Click on the 'Drop' button. The computer will record the drop into the till register read and onto the deposit form. The 'Drop' is to help you clear the tills for the next shift and record for informational purposes what amount of money was rung in. If for some reason the 'Drop' is incorrect, it will not affect your final deposit. The 'Drop' will appear on the right side of the deposit form in the *Back Office* under *Daily Task Closing Tasks*. This information will help you when you make out the final deposit. After you have made a 'Drop', take a 'Register Reading'. You will be able to see whether you are over or short on cash because the 'Drop' will appear on the reading.

Resetting a Printer-When one of the printers jams with paper, or quits printing. Make sure you clear the jam, (see Troubleshooting), then go to the *Management Tools* section and select 'Reset a Printer'. Then highlight the printer that was jammed, and click the 'Restart' button.

Reprinting Tags-This is done in the *Management Tools* section. Any tag can be reprinted whether it is a kitchen tag, receipt tag or delivery tag. All can be reprinted from the *Management Tool* section using the order number or transaction number.

Reprinting Old Tags From Days Ago-Do this from the *Transaction List* located in the *Management Tool* section. Select the date you want from the drop down menu, and find the transaction you want. Highlight the 'Show Detail' button at the top of the page to make sure it is the right order. Then select 'Reprint the Receipt'. This is usually done for corporations who need accounting for meals bought and they have lost the tag.

Voids-This is done in the *Management Tools* section. It is done after a transaction has been completed and you need to return the money to the customer for some reason. You click on 'Void' in the *Management Tool* section and put in the transaction or order number. The order will appear on the screen. You click on the key marked 'Void' and the computer will void the transaction and show you how much to give the customer back. If this is a credit card, you will need to do a charge back on your credit card machine IF you are not using the ABS credit card processing. If it is a check, make sure you give the customer back their check.

Canceling Orders-This is done in the *Management Tools* section when there is NO cash, NO checks or NO credit cards involved, except on delivery. This is only a Phone Order. The person calls back and says they do not want the order. You bring up the order on the *Review Order Screen*, select the order, and cancel the order. If the order has been made, and you are doing inventory you will have to account for the food cost. If the order is for delivery and a credit card is used you must do a charge back on your credit card machine IF you are not using the ABS credit card processing.

No Shows-This is an order that was not picked up and paid for. The system will track the no-shows by the phone number and they will be displayed for the order taker, in the upper right hand box on the order entry screen. NS will be used to denote No Shows. No Shows are done at the end of the night. You go into the *End of Day Closing* and click on 'Outstanding Orders'. See if there are any phone orders left. If there are, you should go back into *Order Entry* and bring each order up on the order screen. Once the order is on the screen, go into *Management Tools* and go to *Adjustments* and click on the 'No Show'. This does not apply to deliveries that are on the *Outstanding Order* screen. That should be handled a different way.

Promise Time-This is the time you give the customer that the order will be ready. This will appear at the end of each order. You change this by going into the *Management Tools* section, click on 'Promise Time' and select from the three choices: 'In-house', 'To Go' and 'Delivery'. Next, click on the up or down arrow to move the time.

Customer's File-This is done in the *Management Tool* section and also in the *Back Office* under *Marketing*. If you need to add a free item because of a customer complaint, go to *Management Tools* and click on 'Customer File'. Put in the customers phone number. When their file comes up, enter on the *One Time Comment Line* what you would like them to receive on their next order. This will appear on the *Order Screen* the next time they place an order. When the order is completed next time, the computer will automatically erase the *One Time Comment Line*.

Changing Payment Type-This is done in the *Management Tool* section. When one of the cashiers rings a transaction under the wrong payment, this is where you change it. Click on 'Change Payment Type' and put in the transaction number. Make sure it is the right order and then check which payment type is correct. Save and exit. This will change it permanently in the system. Make sure you rerun your 'Daily Sales Report' so it will pick up the changed payment type, if you have already run the 'Daily Sales Report' for that day.

Paid Outs-This is done in the *Management Tool* section. 'Paid Outs' are anything you might need to buy out of the front Till. This could be food or maintenance supplies. If you are using an accountant, they usually issue numbers for these areas. You can use the same numbers in the 'Paid Out' codes. At the end of each month, you can run a 'Paid Out Report', and send it to your accountant without having to make any changes. These codes can be set up under *Utilities* in the *Back Office* section.

Employee List-Management should only view this. This is done in the *Management Tool* section. This list contains the phone numbers for each active employee. It is there for a quick reference to contact an employee. Privacy laws make this for Management Only.

Open Time Cards—This allows you to check and make sure your employees have clocked in and out properly. If they have not, you need to let them know you are changing their time card. This will be done in the *Back Office* under *Payroll* and the *Edit Time Card* section.

Labor Efficiency – This is done in the *Management Tool* section and under *Control Reports* in the *Back Office*. This will give an up to the minute look at your labor costs. The report is done on the quarter hour and is broken up into morning, afternoon and night shifts. The totals for each shift are at the bottom of each section. The grand totals are at the bottom of the report. This report is to help the managers manage the labor dollars and keep the labor percentages in line.

BACK OFFICE

Closing Procedures-This is done from the *Back Office*. Click on 'Daily Tasks'. Go to *Closing Tasks* on the list and check what the list tells you to.

- A. **Checking Outstanding Orders**-If there are orders left over, they should be put in the 'No Show' file so they can be tracked. If the orders are deliveries, chances are a driver forgot to clock them in or out. Make sure you get the money from the driver for the orders and do another 'Cashout Sheet'.
- B. **Checking for Open Time cards**-All time cards should be closed except for those employees still working. If someone has left without clocking out, go to *Payroll*, *Edit Time Card*, put in their employee number, and put the time in that they left.
- C. **Recording Bank Deposit**-All cash drawers need to be counted and the deposit entered. Make sure you leave the beginning cash drawer amount in the Till. Your driver's deposits will be added to the deposit automatically with each Cashout. You will notice 'Drops' on the right side of the deposit. These are for information only. The deposit may or may not equal the 'Drops'. Make sure you Save the deposit after you have entered in the deposit amount.
- D. **Printing Daily Sales**-This report gives you all the information on sales, gross sales, net sales, coupons, credit and debit cards, paid outs, gift certificates and gift cards used. This will show the cash over and short for the day.

Reports-This is done from the *Back Office*. Under *Reports* are the *Sales Reports*, *Sales Comparison Reports*, *Control Reports*, *Skin Sales* and *Franchise Report*.

- A. **Sales Report**-This gives you your figures on gross sales, net sales, coupons, credit and debit cards, accountable cash, and over and shorts. This can be done daily, weekly, monthly and periodically. If you did not print your 'Daily Sales Report' from the *Closing Procedures* the night before, you have to run your 'Daily Sales Report' from this area. Make sure the deposit from the night before has been entered and saved.
- B. **Sales Comparison**-This shows you the daily or monthly comparisons for the year before.
- C. **Control Reports**-This has *Labor Efficiency*, *Employee Consumption*, *Miscellaneous Paid outs*, *Void*, *Cancel*, *No Show*, and *Open Gift Cards reports*.
 - 1. **Labor Efficiency**-This can be run for a day, week, month or periodically. This report gives you by the quarter hour what your labor cost are. For this to work properly, you must make sure all wages for the employees are entered into the system in their employee file.
 - 2. **Employee Consumption**-This will give you an accounting of what each employee has consumed for the time period you want.
 - 3. **Miscellaneous Paid Outs**-This gives you an accounting of everything that was bought out of the front cash registers.
 - 4. **Void, Cancel, No Shows**-This 'Voids' and 'Canceled Order' reports will show the time the order was taken and who took the order. Then it will show the time it was either voided or canceled and who canceled the order. The report will also show how many 'No Shows' you had.
 - 5. **Open Gift Cards**-This shows how many gift cards are open.
- D. **Skin Sales**-This has two reports to use. *Skin Count* and *Skin Analysis*.
 - 1. **Skin Count**-This will give you an exact count of the Skins used for any given time. It will be broken down by sizes.
 - 2. **Skin Analysis**-This will look back over the last week and show you how many Skins were used and what size for each day.

New Employees-This is done from the *Back Office* under *Payroll*. Click on 'Employee File'. The first box is employee number. You can use any numbering system you want for the employee numbers. Most of the time the last four digits of their social security number works well. They usually can remember it. Enter the number and put their last name first if you want the names to be in alphabetical order when they appear on the schedule and on the payroll report. Fill in the information from their application into the computer. If they are a driver, make sure you put their driver's license number and expiration date in the computer. Check whether they are a cashier or driver. If they are neither, make sure you check the active box. All employees must have the active box checked. If you do not check the active box, they will not appear on the schedule and any employee discounts will not be available to them. Then, from the drop down box, pick what category: Manager, In-House, or Driver. They may work two positions with two different pay rates. The system will track and report both on *Payroll*. Then, pick from the next drop down box if they are hourly, daily, or salary. In the last column, put the amount of pay they will be making. At this point, if you are using ID cards, you will now issue it. You click the 'Assign Card' button, and slide the card through the card reader. This card will allow the employee into their assigned areas in the computer. When the employee leaves, you can Un-Assign the ID card by clicking the 'Assign Card' button, and sliding the card through the reader. It will remove the information and the card will be ready to use again.

New Employees Cont.....

You now need to give the employee access codes. These codes tell the computer where the employee has access. At first, this should be limited. As the employee becomes more knowledgeable and trusted, you can give them more access. Each employee file has an 'Access Code' button in the upper right hand corner. Click on it and each area of the computer shows up on the left-hand side. Each area is broken down into sub areas. Look at each area carefully and see what access you want to allow that employee in. Check the boxes you want to give them access to. The next step is getting a password from the employee. No one should know this password except the manager and the employee. It is entered in the top right hand area of the *Access Codes*. A password can be changed at anytime. Your cashiers should change them often. This can be done from the *Log On Screen*, where it says **Change Password**. The employee does not have to be logged into the system to change a password. When they click on the **Change Password** button, they need to follow the instructions on the screen. Make sure you show the employee how to *Punch In and Out* everyday. If they punch out on a register that has a printer attached to it, the system will give them a receipt of their time worked for their files.

Time Card Reports-This is under *Payroll*. This report gives you a daily breakdown of each of the employee's hours. You should check this before you run the 'Payroll Report'. If there is a day that has not been punched in or out properly, you must go to *Edit Time Card* and add the missing time in.

Editing Time Cards-This is under *Payroll*. This program allows the manager to change or put in a time for an employee. Once the manager is in the program, they need to put in the employee's number and change or add a time to the file. Make sure you put PM or AM after the time entered. Remember, this is an official document of the employee. You cannot change this without the employee's knowledge. Doing so could violate labor laws designed to protect the employee.

Payroll Reports-This is under *Payroll*. This report will show you the total number of hours in regular and overtime. Then it will multiply those hours by the employee's rate and give you a total amount due to the employee. From these figures, you can do your Payroll or turn them over to a payroll company. ABS will set up your computer to abide by the current laws in your state

Bad Checks-This is under *Utilities* in the *Back Office*. If you receive a check that has bounced, this is where you enter the information to prevent getting another check being accepted at your store. Once you are into the *Bad Check* file, click on 'NEW' at the bottom of the screen. This will issue an ID number for that check. Fill in the appropriate boxes and the computer will track the information. If the same name, address, phone number or driver's license number is used, the system will bring a pop up on the screen to let the order taker know not to take their check. The best number to get is a driver's license number. All the rest can be changed. That number is pretty hard to change.

Bad Phone-This is under *Utilities* in the *Back Office*. 'Bad Phone' is used when you have a customer problem and you need to let the order taker know about it. Example, a customer has always given your driver a hard time and you do not want to deliver to him any more. You put in the phone number and the message and click on the 'Do Not Accept Order' button. If the problem is corrected, you put in the phone number and click on the 'Delete' button, and the number will be erased out of 'Bad Phone' program.

Charge or On Account Set-up-This is under the *Back Office* under 'AR'. If the customer is a new one, first go into the *Customer File* in *Marketing* and click on 'New' next to the name slot. This will issue a new ID customer number. Fill in the information in the *Customer File*. If this new customer is a school or government office, they may be exempt from paying tax on the pizza. Find out if they are. Do not check the 'Taxable Account' box if they are exempt. All other customers must have that box checked. The system will do that automatically for each new customer. Next click on 'AR' and click on 'Charge Account Setup'. You may use any numbering system you want to set up each account. Fill in the blank spaces. At the bottom of the form you will see Chargeable Phone Numbers. These will be the only phone numbers that will be allowed to charge. You may have multiple numbers in a large business. In the top square under Chargeable Phone Numbers put in each number and click on 'Add'. The numbers will list underneath the top square. This customer is ready to charge. When they are rung up as a Charge, the printer will issue two tags: one for them to sign, and one for them to keep.

Labor Scheduling-is under *Labor* in the *Back Office*. Under Labor, go to 'Labor Master Schedule'. From the calendar, put in the day of the week you want to start your scheduling. All of your active employees will appear. Under each day of the week you will see Start, Finish and Position twice. The second set is for split shifts. Fill in days of the week. At the bottom of the schedule under each day, it will give you the total number of hours and labor dollars. After the week has started, you can click on 'Work' and the schedule will show you the Over or Short according to the hours you scheduled. This can be used to do the next schedule.

Delivery Area Setup-This is under *Delivery* in the *Back Office*. This area will set up the delivery cities, zones, and street files.

- A. **City File**-This is where you put each city you deliver to. Use the first letter of the city for the city code. Then put in the city name. When you are taking an order, the city code is all you will need. The computer will spell out the city for you. Next is the city charge. If the city you want to deliver to is a long ways from the store, you can put a special charge to deliver to it. If no charge is necessary, leave it blank. Make sure you put in all the zip codes for each city and area you deliver to.

- B. **Delivery Zones**-These are areas you set up on a map to help drivers locate an address quickly. Have a map enlarged as big as you can for easy reading. Take the map and divide it into different zones. Main streets and freeways are usually what will divide the zones. You can have as many zones as you want. If you can, make each zone a different color. This will help the drivers identify the different areas quicker. Color in the zones and number them. When an order prints out for the driver and *Microsoft Mapping* is not available, the order will show the address, grid and zone. A driver can go to the map and find the zone quickly and then use the grids to get the final location. When you have a lot of deliveries, you can use the zone colors to dispatch the drivers and save time. Delivery Zones can also be used to charge an extra fee if they are a long distance from the store. The setup is 'Zone Number', followed by a brief description, 'Zone Color', Delivery 'Yes' or 'No' and finally, input if there is a 'Zone Charge'. An extra feature for zones is, if you have a large apartment complex, it can have it's own zone. Most large complexes have their own map. Get the complex map, blow it up, create you own grids, give it a color and number and enter it in the computer. From this enter the streets under 'Street File' and it will correspond with the complex map. Post the map next to the large city map.

- C. **Street File**-This can be used in two ways.
 1. The first is, if you are using *Microsoft Mapping*, and an address does not verify, you can add the street to this file to make it verify. The only problem will be that the computer will not be able to print directions for a location that has been put in the 'Street File'. A local map will have to be used to acquire directions.

 2. The second way to use the 'Street File' and to enter each street from a local map. To prepare the map, refer to 'Zones'. Most maps have the beginning and ending street addresses for each grid on the map. Use these addresses to program the 'Street File'. Pay close attention to grids and zones when programming. The address, grid, and zone will print out on each order to help the driver. If the map does not have the beginning and ending address, you may need to have your drivers go out and get the addresses for each grid. In the 'Street File', there is a column that reads 'No Used'. This column can be used to separate each side of the street, by using either the odd or even numbers. One side of the street may be in a different zone or not in your delivery area, so the odd and even numbers will separate the street.

Driver Cash Out-This is in the *Back Office* under *Delivery*.

- A. **Driver Drops**-This is just like making a 'Drop' for the cash registers. This will track the money, but it will not be added to the deposit. This is to hold the driver's money until the final cash out is done
- B. **Driver Cash Out**-This is in two areas of the computer. It can be done from the 'Dispatch Screen' and in the *Back Office* under *Delivery*. Before you cash out a driver, make sure all the orders they have taken are on the cash out sheet. An order can be added to the 'Cashout Sheet' by clicking on the 'Add' key and putting in the Order's Transaction Number. Check and make sure that the correct number of checks and credit cards matches what they have. If you need to make a 'Payment Type Change', make it on the 'Cashout Sheet' before posting. Make sure all the coupons are accounted for. If you have tips on credit cards or checks, they can be added in. The advantage to doing this will come at the end of the 'Cashout'. Click on the 'Order Number' and then click on 'Tips'. The computer will show you where to change the amount. When you add in tips, the computer will automatically subtract them from the cash owed by the driver, for the final 'Cashout'. At this point, do a print out so the driver can gather the cash, checks and credit cards. Count the cash and match the checks and credit cards. If everything matches, post the driver. Make sure if 'Drops' were done, to put those in with the driver's deposit. When the posting is complete, the amount posted will automatically be put in the 'Delivery Deposit' for the 'Daily Sales Report'.
- C. **Cash Out Inquiry**-This is the same thing as 'Driver Cash Out'. You are able to go back and look at any 'Cashout' a driver had from this report.

Delivery Reports-This is in the *Back Office* under *Delivery*.

- A. **Delivery Report**- This gives you a breakdown of the totals for each driver by the day, week or month.
- B. **Delivery Orders Listing**-This shows every delivery made for the time period selected. The report will show Transactions Numbers, Customer Name, Phone, Address, Order Time, Promise Time, Out Time and whom the driver was. This report is good to check and see how long it took each order to be dispatched. Check the Order Time against the Out Time.
- C. **Drivers Performance Report**- This shows you the hours a driver has worked. It also shows the total number of orders they have delivered and how many items per order and the average number of items they take per order.
- D. **Delivery Performance Report**- This shows every order delivered. It also shows Order Time, Dispatch Time, Return Time and Transit Time. The last column shows if the order was late.
- E. **Late Orders Listing**- This feature is not available yet.

TROUBLE SHOOTING

Calling For Support- (408-588-1990) Please look below and see if your problem is listed. If it is, try and work the problem out. If it is not, call ABS so we can get a support person on the problem. If the problem occurs during the day, our phone person will enter the problem into our computer system, and the next available phone support person will take the call. If the call is at night, our phone system will guide you on how to leave a message. Speak clearly and give your name, store name and phone number. Say what problem you are having with your computer. When you are done, say your name, store name and phone number again. The system will automatically page our support person.

Punching an Employee In or Out-This is if they forgot to. Go to the *Back Office*. Go into *Payroll*, and go to *Edit Time Card*. Put in the employee's number and from the drop down box, pick the date that needs the time added and put in the time in. Always put in PM or AM after the time, then click on 'Save'.

Employee Cannot Punch In-This happens when the employee does not 'Punch Out' from the last time they worked. Their time card is frozen until the Manager corrects the time from that day. This is done the same way as punching an employee in or out.

Employee Can't Get Discount-Make sure that the active box is checked on their employee file.

Cash Drawer Won't Open-Make sure there is paper in the receipt printer, and the top is closed completely. Check the cash drawer cable. Is it connected to the receipt printer? Make sure there are no coin rolls blocking the drawer. Do not stack too many bills underneath the cash drawer.

Printer Won't Print-Make sure there is power to the printer. Check the paper. Look and see that the On-line light is on.

Printer Prints Nothing on Tags-If this is a receipt printer, make sure you have put **THERMAL PAPER** in the printer. If it is the kitchen printer, make sure the ribbon is in properly or check the ribbon to see if it needs to be changed because it is too old.

Kitchen Printer Jams-This usually happens when the paper is changed. Open up the printer from the outside. Then lift up on the blue handle on the right hand side inside the printer. The paper jam is usually at this spot. This is where you put the ribbon in and also tear off a new roll for the printer. Remove the jam and follow the picture in the printer to load a new roll of paper. Hit the 'Feed' button as you are pushing the paper up into the slot. The paper will start to feed out. You will see teeth on the slot where the paper comes out. Tear it off. Take the section of the printer with the blue handle and bring it down into place. Next, close the outside of the printer up and hit the 'Feed' button. The paper should feed smoothly. Any orders that did not print will now start to. **MAKE SURE NOT TO PULL THE PAPER OUT OF THE PRINTER.** The printer will feed and cut each order as it comes out. If you pull the paper out it will jam the printer. Next, go to *Reset a Printer* under *Management tools* and click on 'KP1' or Kitchen Printer 1. Click on 'Restart' and the printer will begin to print.

Printer is Broken-‘Need to Move Print Location’-This is done from the *Management Tool* section. Go to *Printer Setup*. Each printer has a number. If it is a receipt printer next to a cash drawer, they are numbered RP1, RP2, and RP3 depending on how many cash drawers you have. These numbers correspond to the register numbers. If it is a kitchen printer, it will be KP1, KP2, or KP3 again depending on how many you have. The delivery printer will be DP1. You can switch to any printer when one is broken. The first column tells you the name of the printer. The arrow to the box on the right shows you what printer you want to print on. If everything is working correctly, the arrow points to the same printer number. When the printer breaks, you can have it print on any other available printer by putting in a different number in the right hand box. Example-The kitchen printer (KP1) breaks down and the delivery printer (DP1) is close by. In the right hand box on the line with KP1, put in DP1, and the kitchen orders will print there until the problem with the kitchen printer is solved. Make sure you move it back when the printer problem is solved.

Power Goes Out in Store-The ‘Battery Backup’ will keep the main computer going for about 20 to 30 minutes. The ‘Battery Backup’ will not keep the stations working in the front of the restaurant, unless you have a ‘Battery Backup’ for the front counter. The only system that will run will be the main computer. This will keep your computer from losing information. You should turn the ‘Battery Backup’ off after you have done a proper shutdown of the system. The reason being is to save the ‘Battery Backup’ from being completely drained. The battery will automatically recharge when the power comes back on. When the power returns, **you must turn the ‘Battery Backup back on’**. If you don’t, the system will not come on when you turn the power on.

Power Goes Out-Need to Get into Cash Drawers-Make sure when the Computer system is delivered that you get the keys for the cash drawers. There are two keys that come with each drawer. One set should always be available if the power goes out. The other set should be put somewhere safe. ABS does not have spare sets.

Screen Locks Up-Check your keyboard and make sure the ‘Scroll Lock’ key has not been hit. If the screen is on a cash drawer, make sure there is paper in the receipt printer. The cash drawer will not work without a paper trail. Look at the back of the thin client and make sure the computer cable is hooked into the box. You should unplug the cable and plug it back in, and follow the cable to the other end and do the same thing. If none of this works, turn the thin client off and back on again. That should be your last resort. Doing this you may lose valuable information. Wait for the register to come back up, hit ‘Enter’ and make sure there is a connection. If that fails to solve the problem, call ABS.

Keyboard Not Working-First make sure the connection is correct into the thin client. There is only one way a keyboard connector fits into the thin client. **Do not force the connector.** If you do, it will bend the male fittings inside the connector and the keyboard will not function. There is an arrow on the keyboard connector that shows you where the top is. Make sure you match that with the thin client. If you need to change or unplug a keyboard you make sure that the thin client is turned off. Once you have exchanged or replaced a keyboard, turn the client back on and watch to make sure all three lights blink on the top right. If all three do not blink, there is something wrong with the keyboard and it needs to be replaced.

Credit Cards Totals Not Matching-At the batch close. This happens when the cashiers ring an order up as cash and it is a credit card or vice versa. The *Batch Close* on your credit card report will be the correct amount. You must match the computer with that amount. Take a 'Detail Reading' from the cash register and a 'Detail Reading' from the batch close and match them up. Using the 'Time Stamp' on the *Batch Close* and the 'Time Stamp' on each transaction in the *Register Reading Detail*, you can figure out which transaction to change. Make the change in the 'Change Payment Type in the Management Tool section. If you have already run a 'Daily Sales Report', you must run it again to get the correct totals for cash and credit cards. The only exception to this would be if someone had forgotten that they voided a credit card order in the computer and did not do a Charge Back on the credit card machine. Make sure all Charge Backs are done before running the 'Batch Close'.

Running a Customer Tab-When a customer comes in and wants to run a tab for a party, all you need to do is handle the tab like a phone or dine in order. When the customer comes in, ask them for a phone number you can use in the computer. Take the beginning order and send it through. Every time they want to add something to the order, do a 'Review Phone Order', and add whatever they want. If it is a pizza, the whole original order will not reprint, just the new pizza. Drinks can also be added at any time. At the end of the party, total the amount out and collect the payment.

Customer Complaint (Free Pizza)-You need to add a free item for a customer after they have had some sort of problem with the store. You can do it in two different places. If you can't leave the front counter do it under *Management Tools* in *Customer File*. Look under *Management Tools* for the procedure. This can also be done from the *Back Office* under *Marketing*. Go into *Customer File* and follow the same procedures.

Fundraising-How to Track-When you need to track orders for a fundraising event, you will use the Phone Order System to do the tracking. You can use this method for all three areas of order taking. When a customer comes to the front register and wants their order to apply to the fundraiser, all you need to do is press 'Phone Order', and put seven 1's (111-1111) for the phone number and 'Fundraiser' for the name. If you have two fundraisers going on at the same time, you can put seven 2's (222-2222) in for the phone number on the second fundraiser. If you allow fundraising on take out orders, do the same as above. For delivery, just put 'Fun' in the name area somewhere. At the end of the night, bring up the 'Transaction List' under *Management Tools*, and you will see the list with all the names and phone numbers. When you click on each transaction, it will appear on the 'Order Entry Screen'. You can add up the totals from there. If you are in the *Back Office*, go into *Utilities*, then *Transaction List*, and do the same procedures.



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