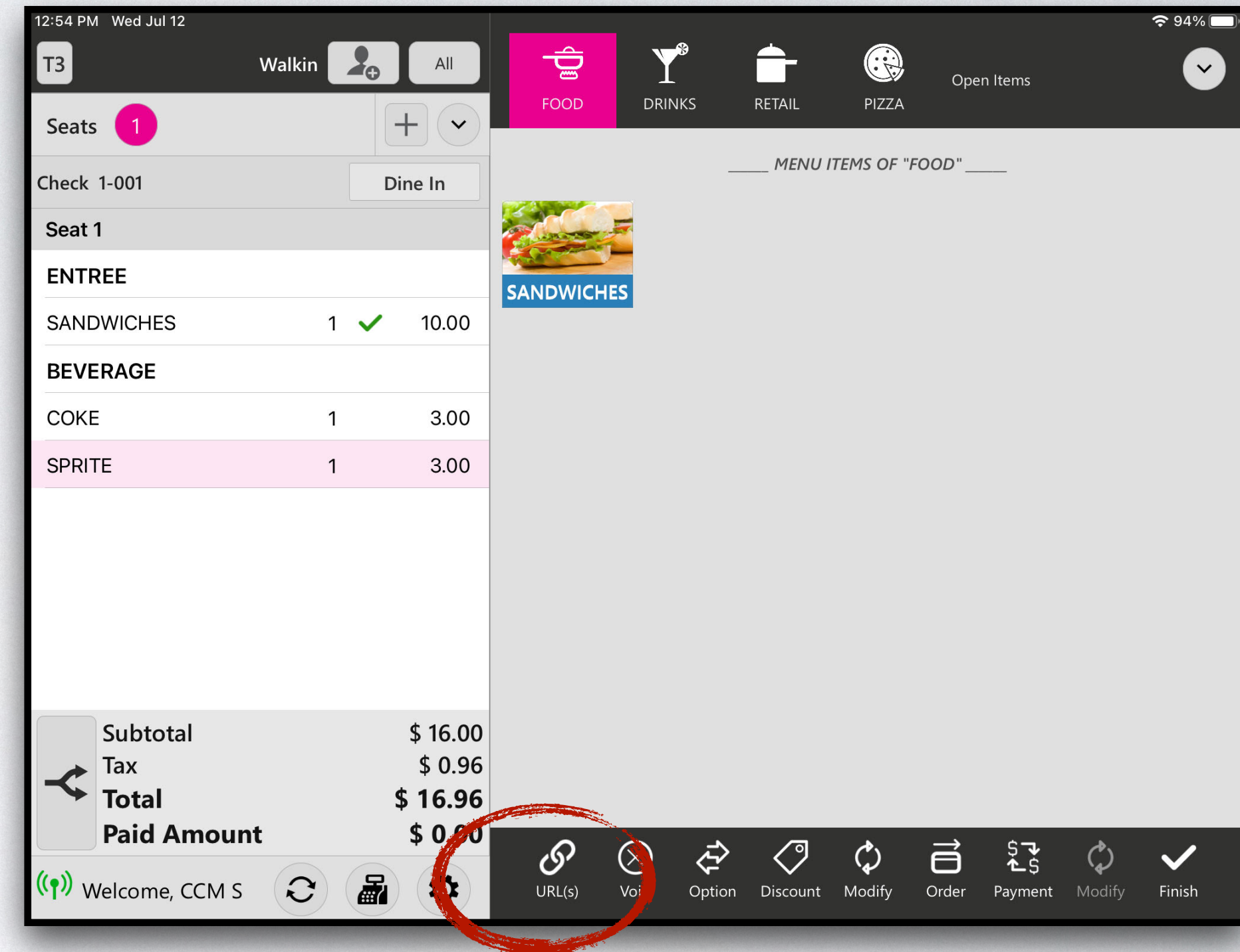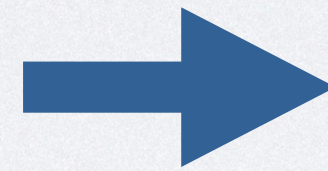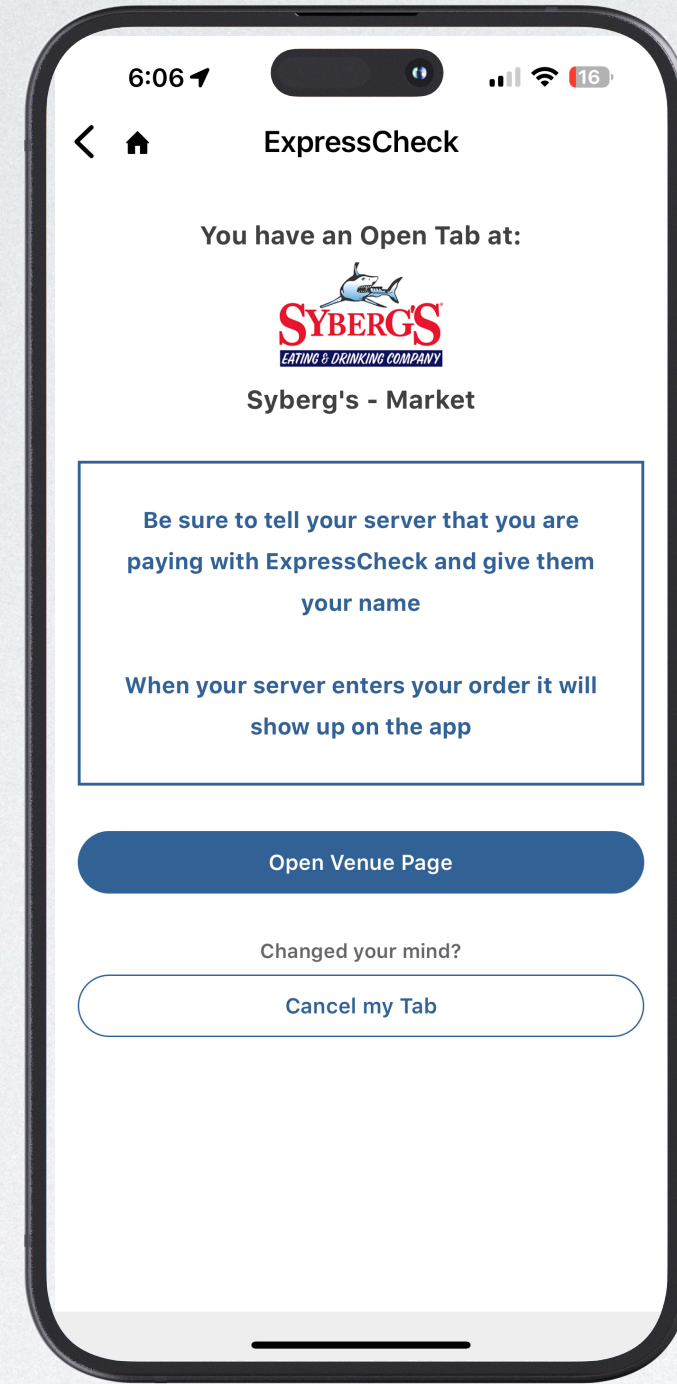# CityCheers

America's Hospitality SuperApp

ExpressCheck Linga POS - Tutorial

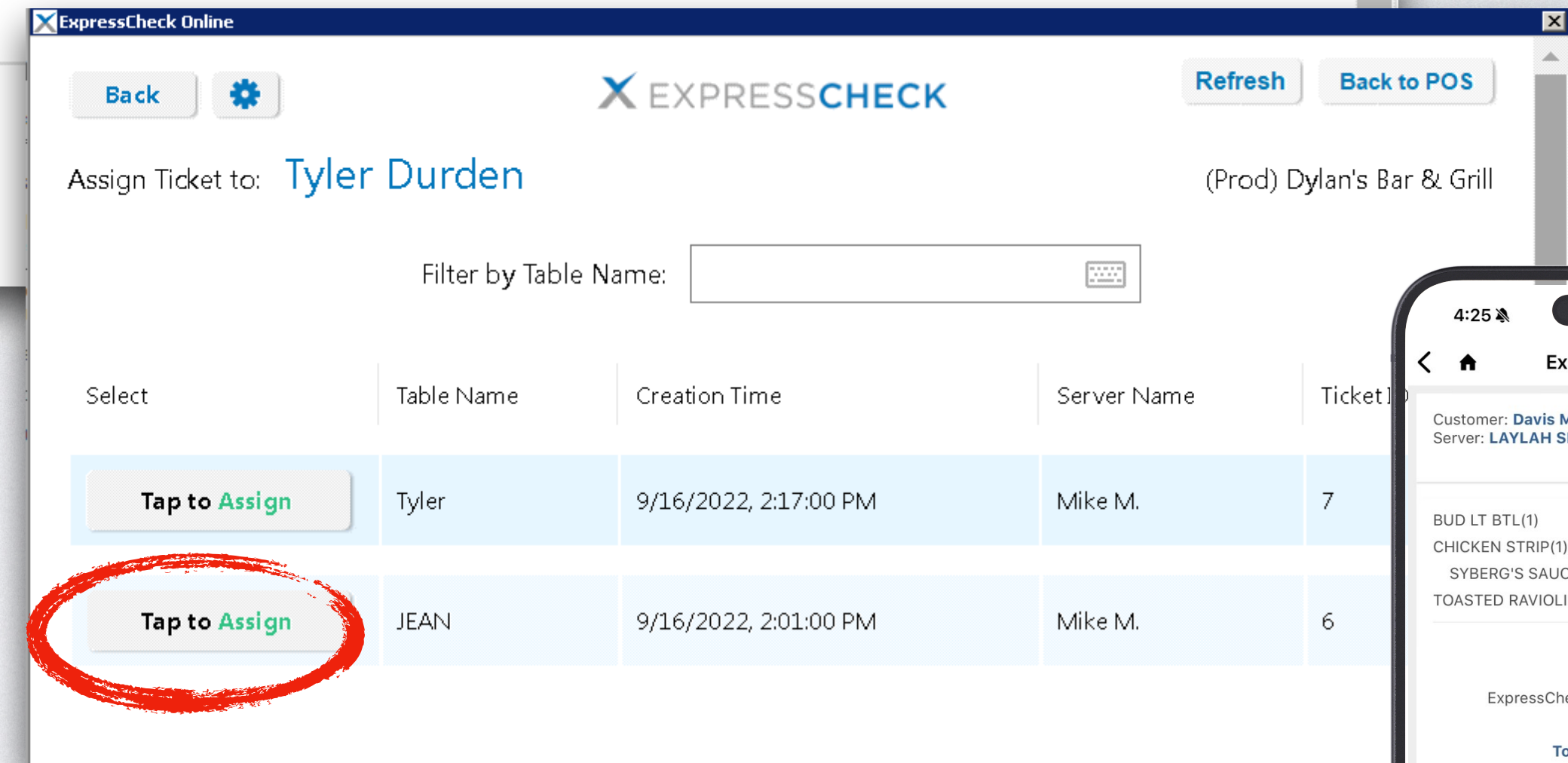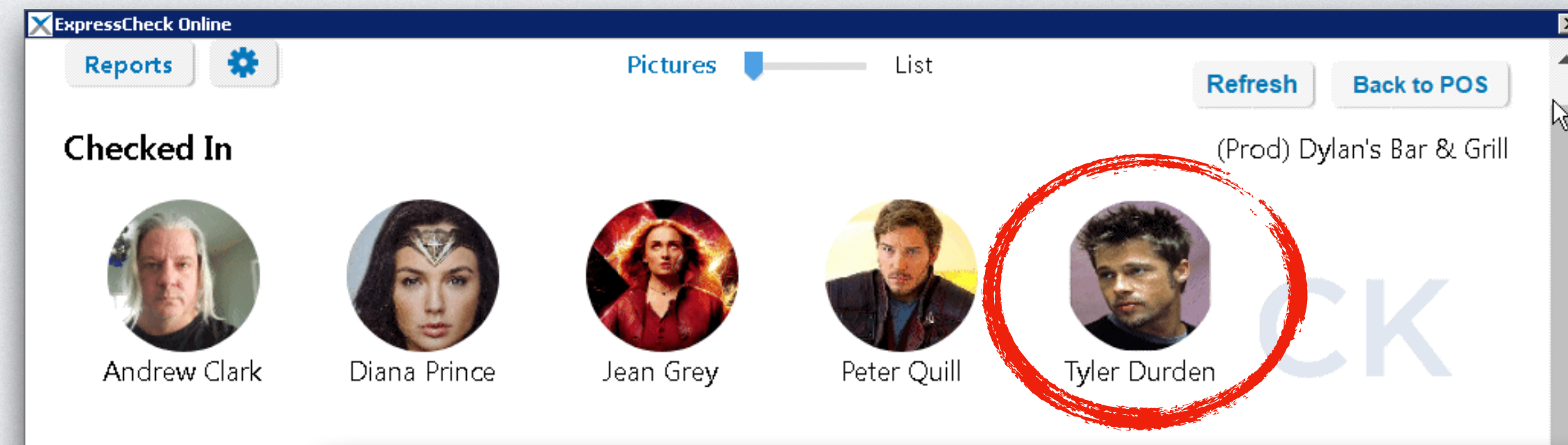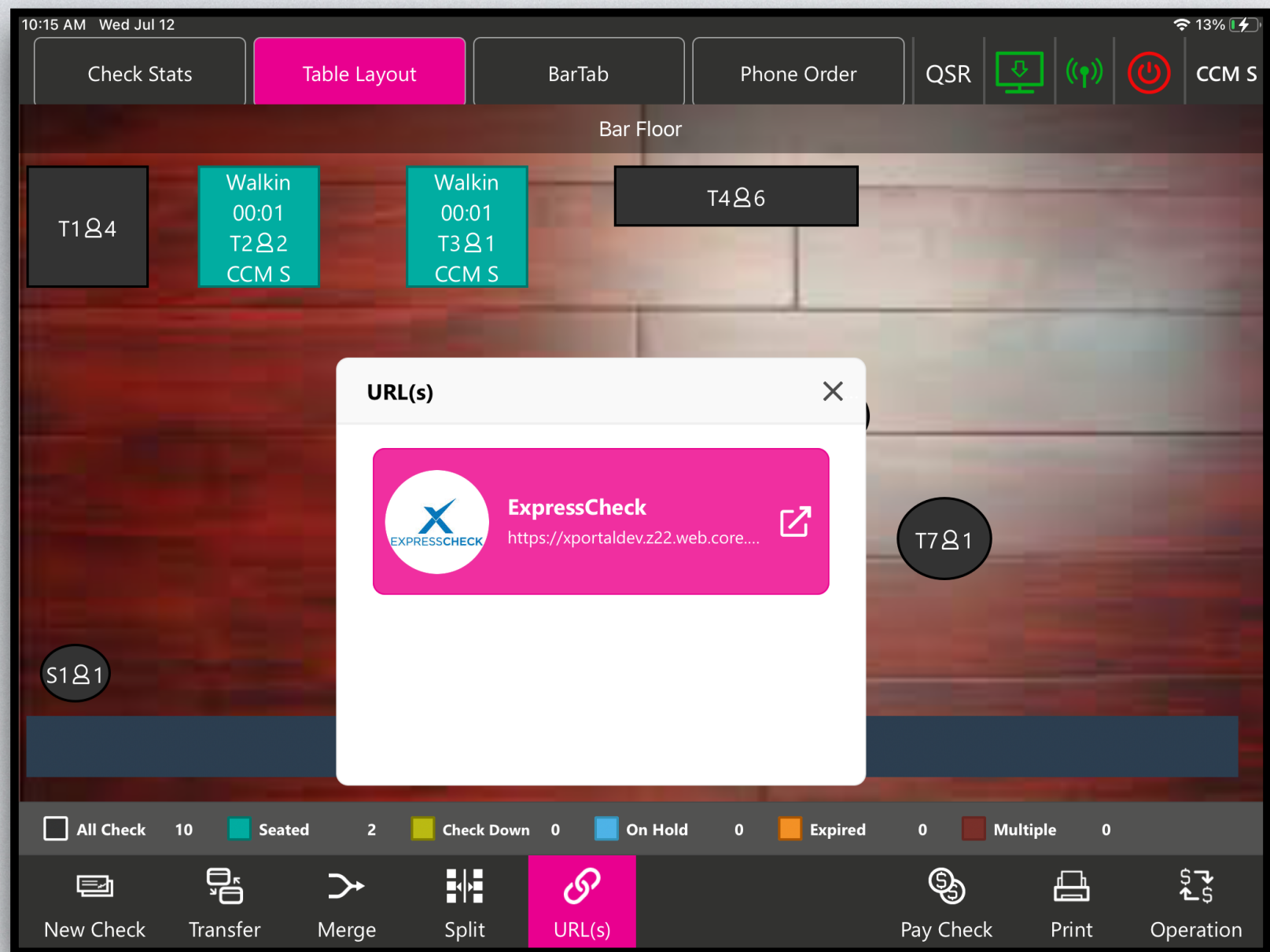# **Create** the ticket - **Fire** the ticket

- Guest taps "Open Tab" - The app lets them know to give their name to the server.
- Take the order in as usual and note the guests name, table number and/or ticket number.

- **Create** the ticket
- **Fire** the ticket to the kitchen or bar.
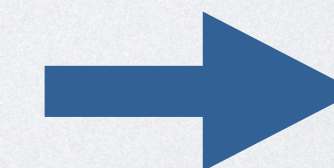- Tap the URL button

Assign the ticket
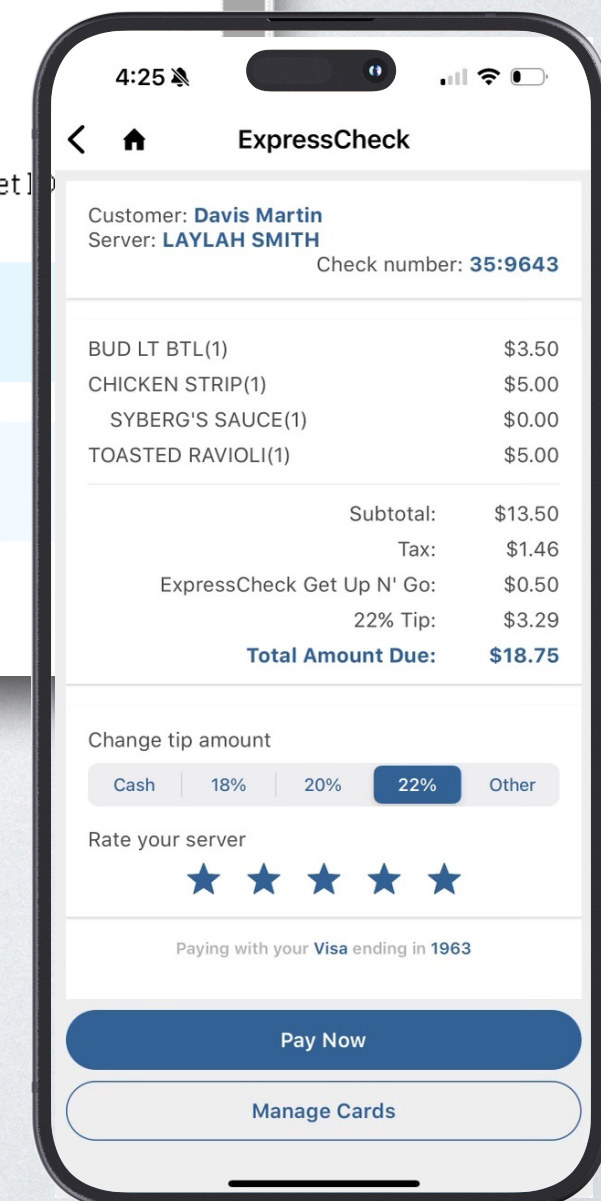
Assign the ticket at any point in the meal.

- Tap the ExpressCheck Icon

- A list of guest will show up. Tap the guests face

- A list of open tickets will appear, tap on the correct ticket to **Assign**.

- Order will appear on the guests phone
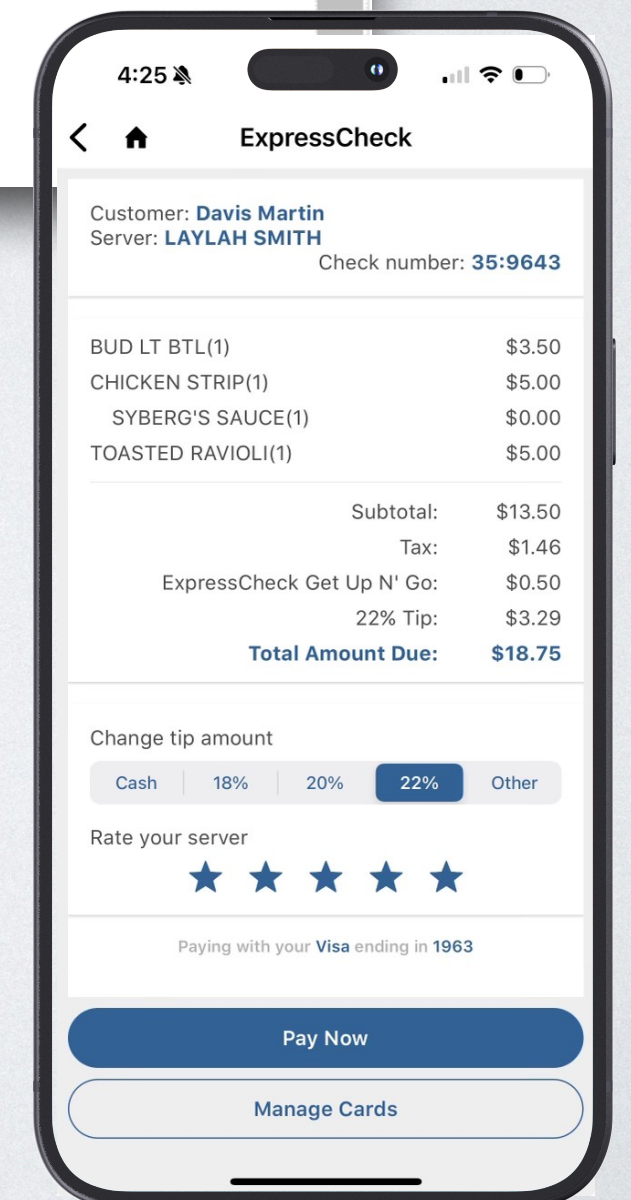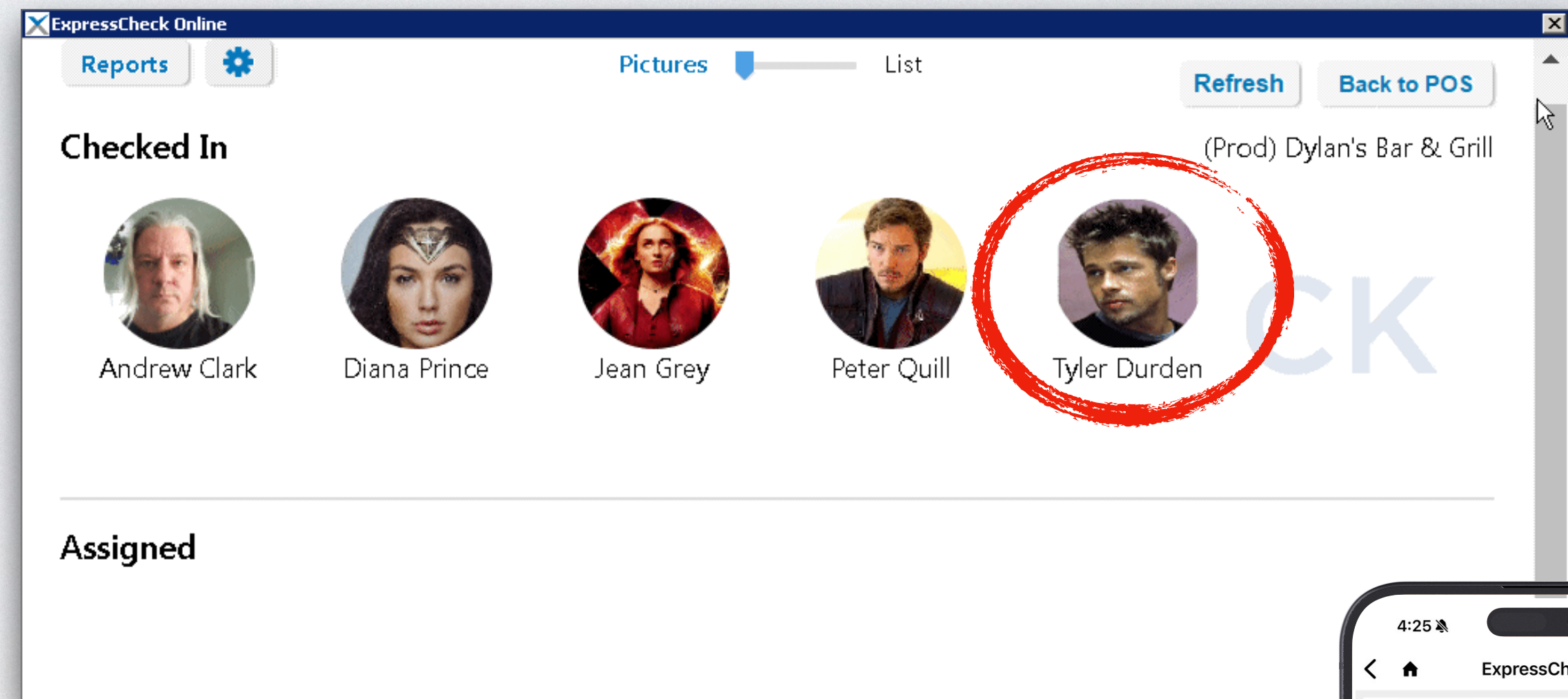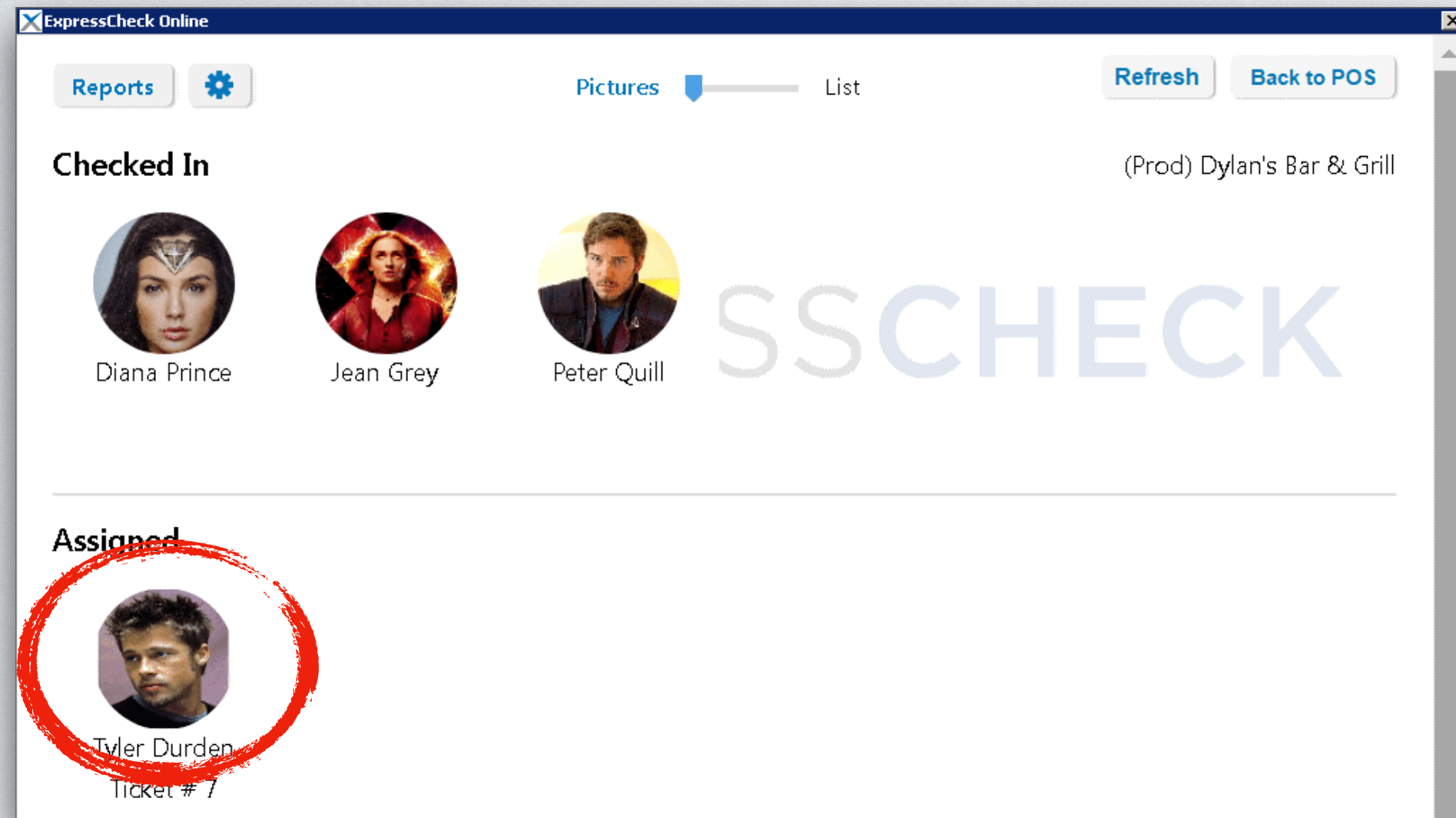
Any additional items added to the order will automatically update on the app.

Wrong Check Assigned?

Un-assign & Re-assign

- Tap the ExpressCheck Icon

- Tap the guest you would like to un-assign

- Once unassigned - tap there face again and choose the correct ticket
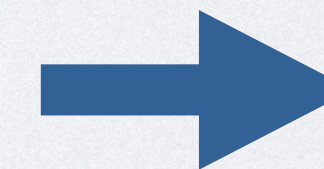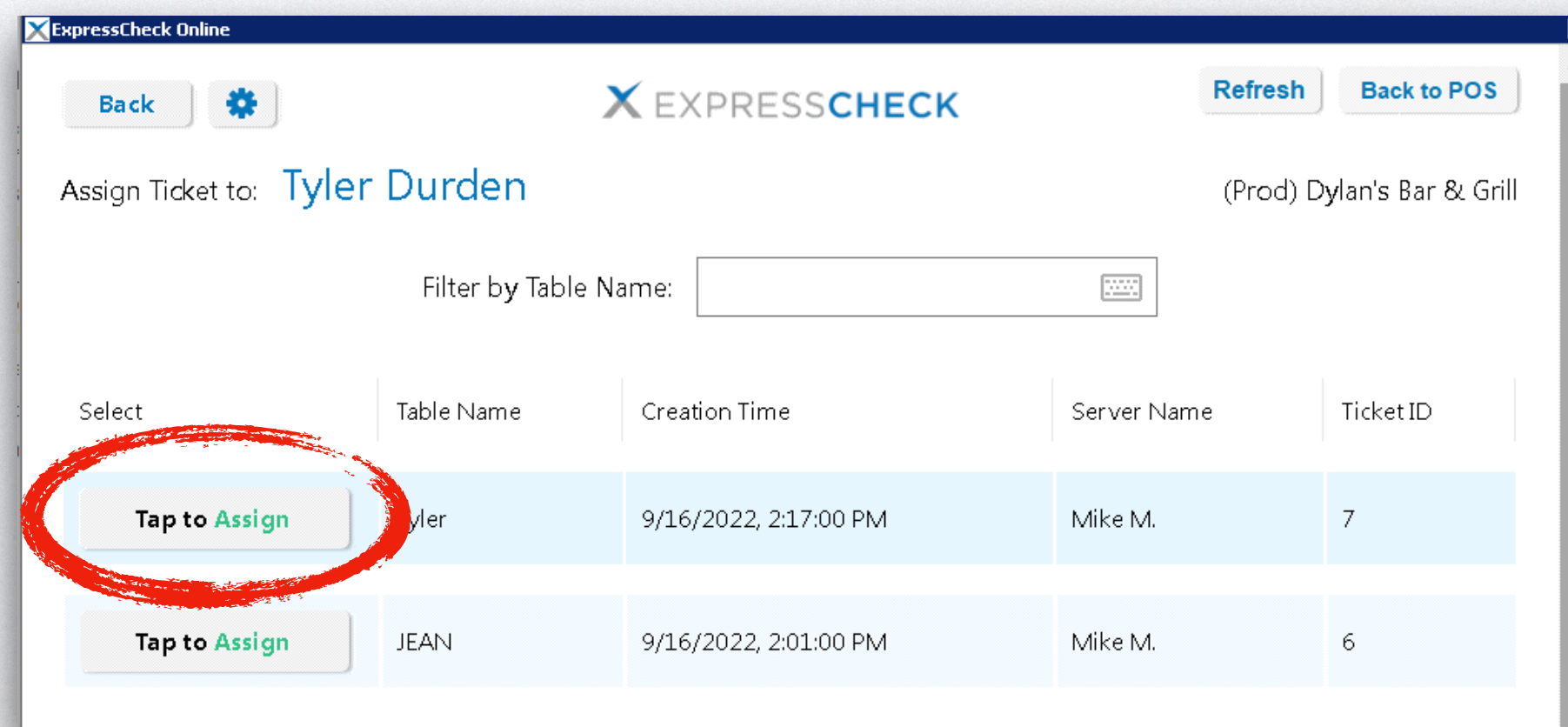
Split Tickets

Create the ticket - **Fire** the ticket - **Split** the ticket- **Assign** each guest their ticket
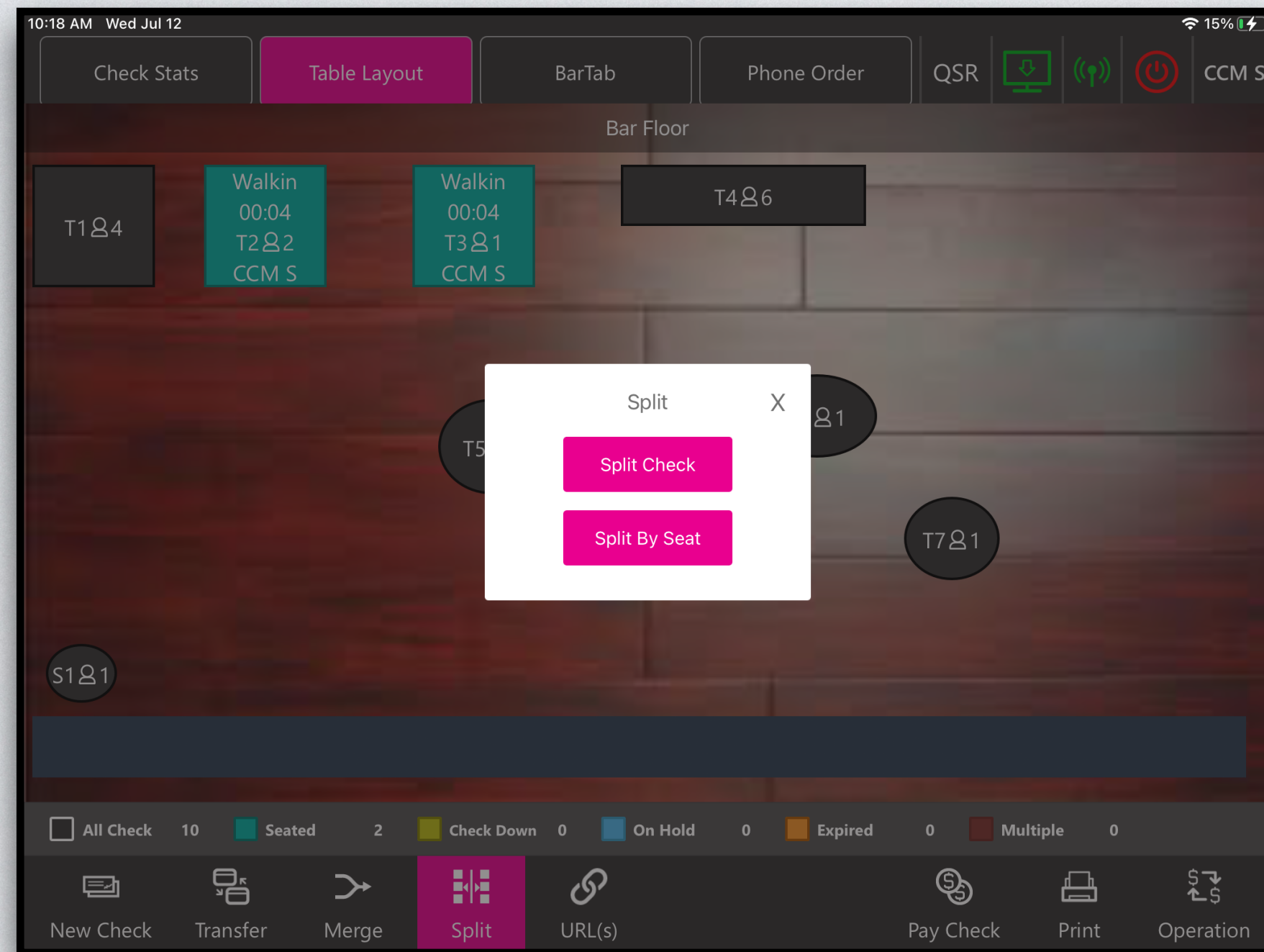
Each guest opens a tab on the app

If there is a guest who is not paying with ExpressCheck they will
have to wait for the bill and hand over their credit card

Each Patron Gets Their own Tab

This ticket has been split. Please choose which seat to assign to Tyler Durden

Ok

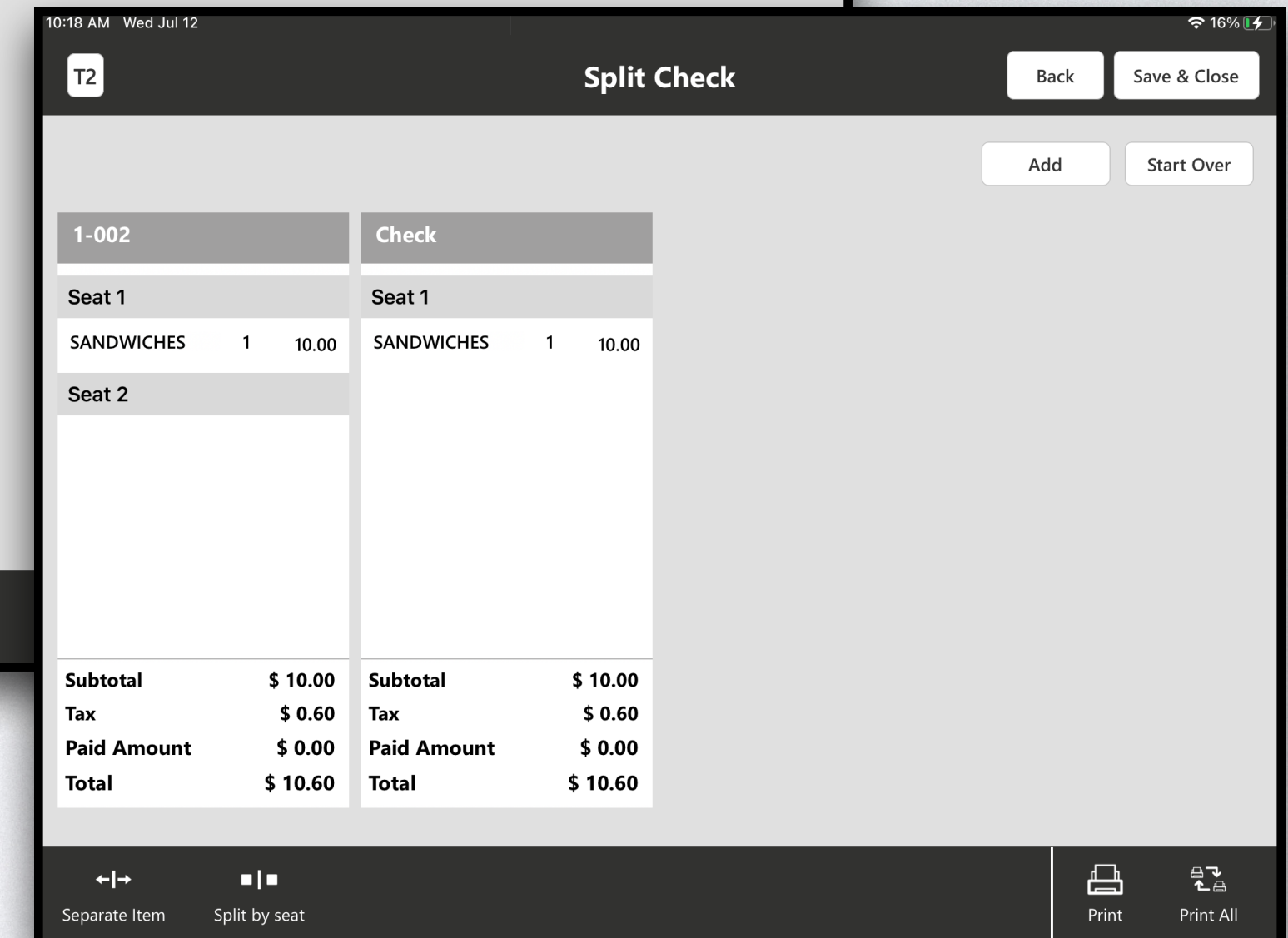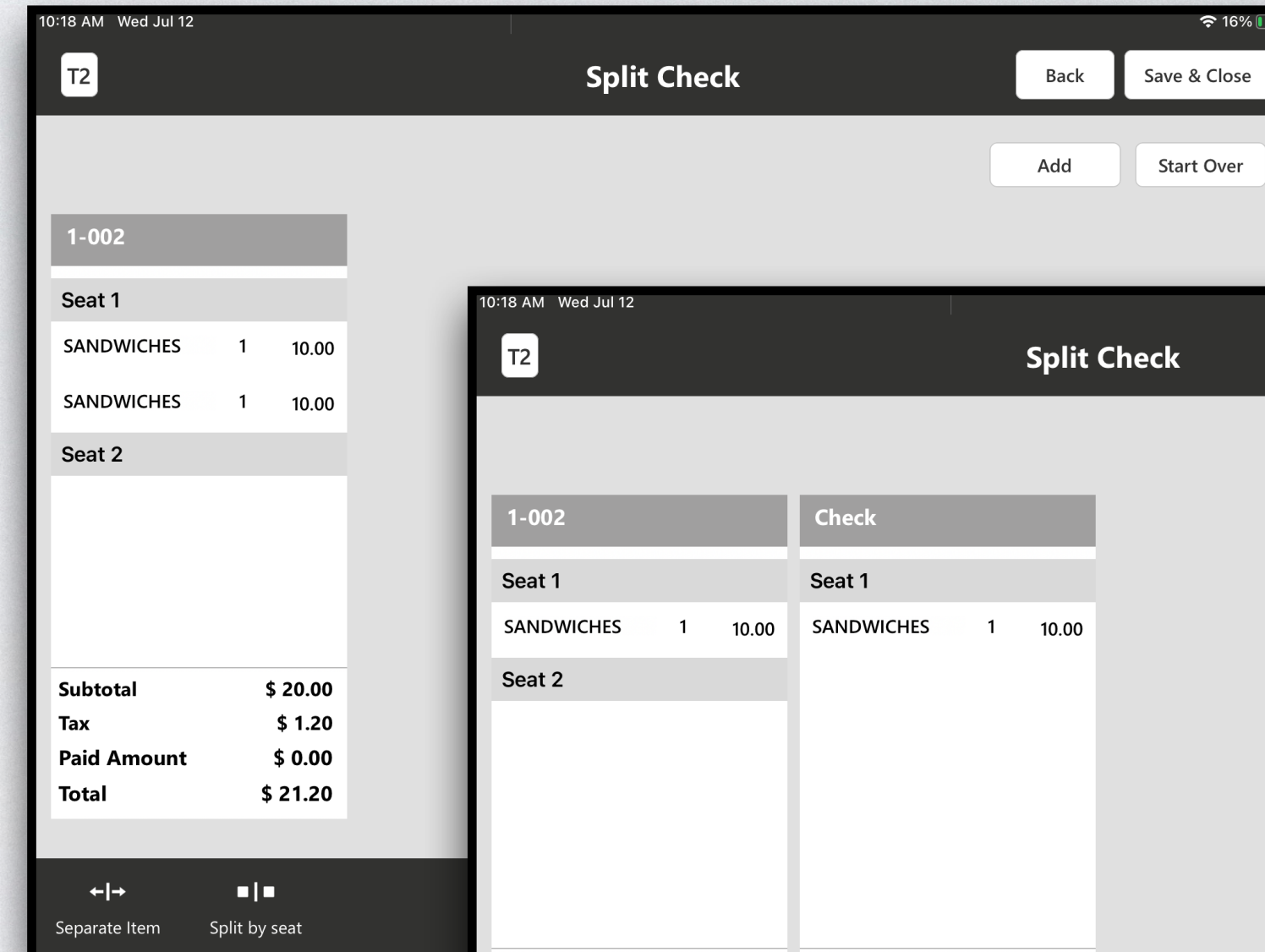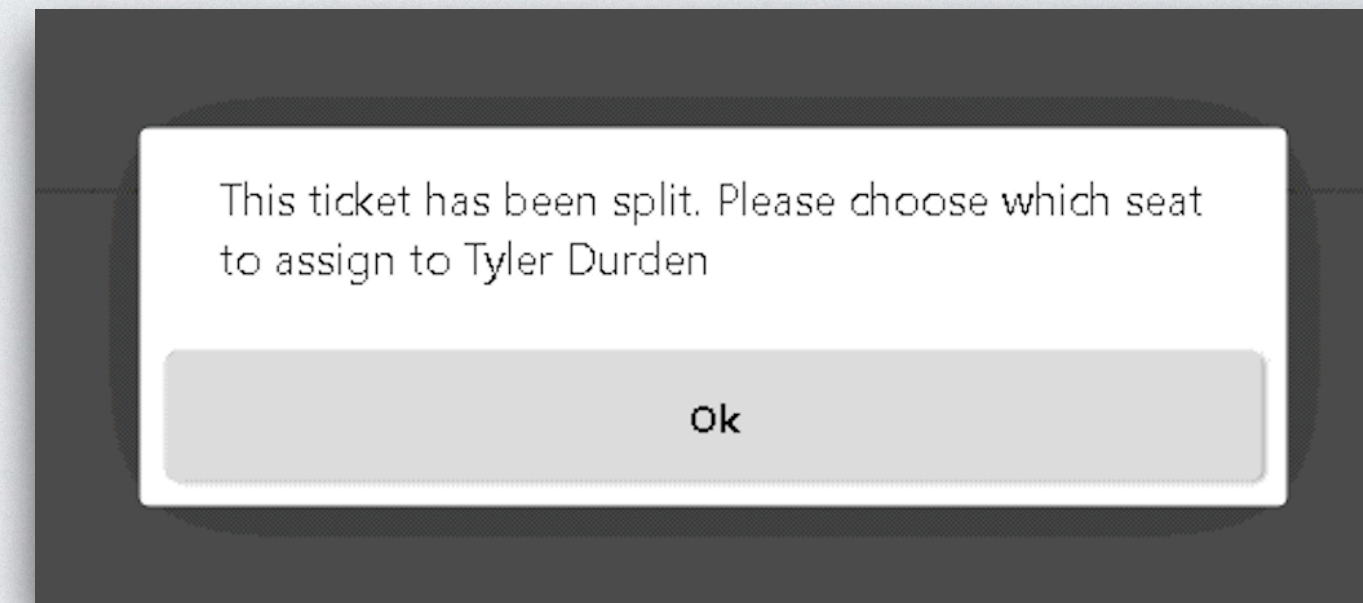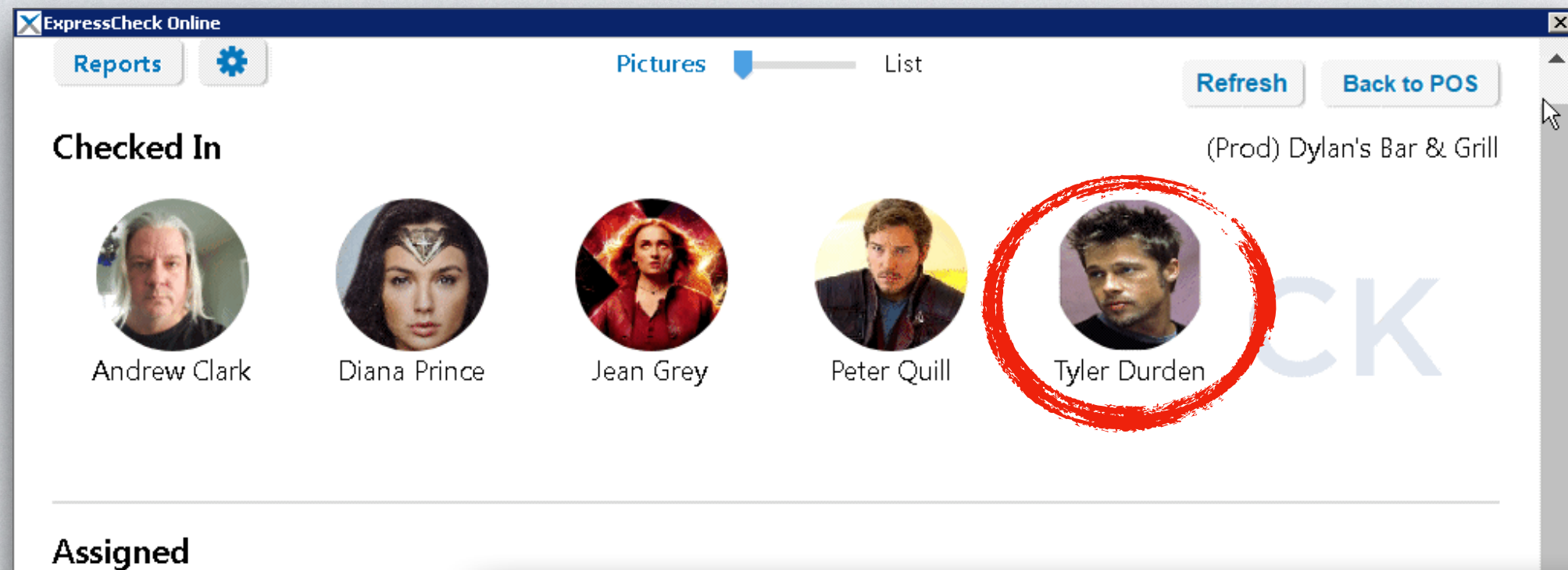STEP 2 - You will be prompted that the ticket has been split
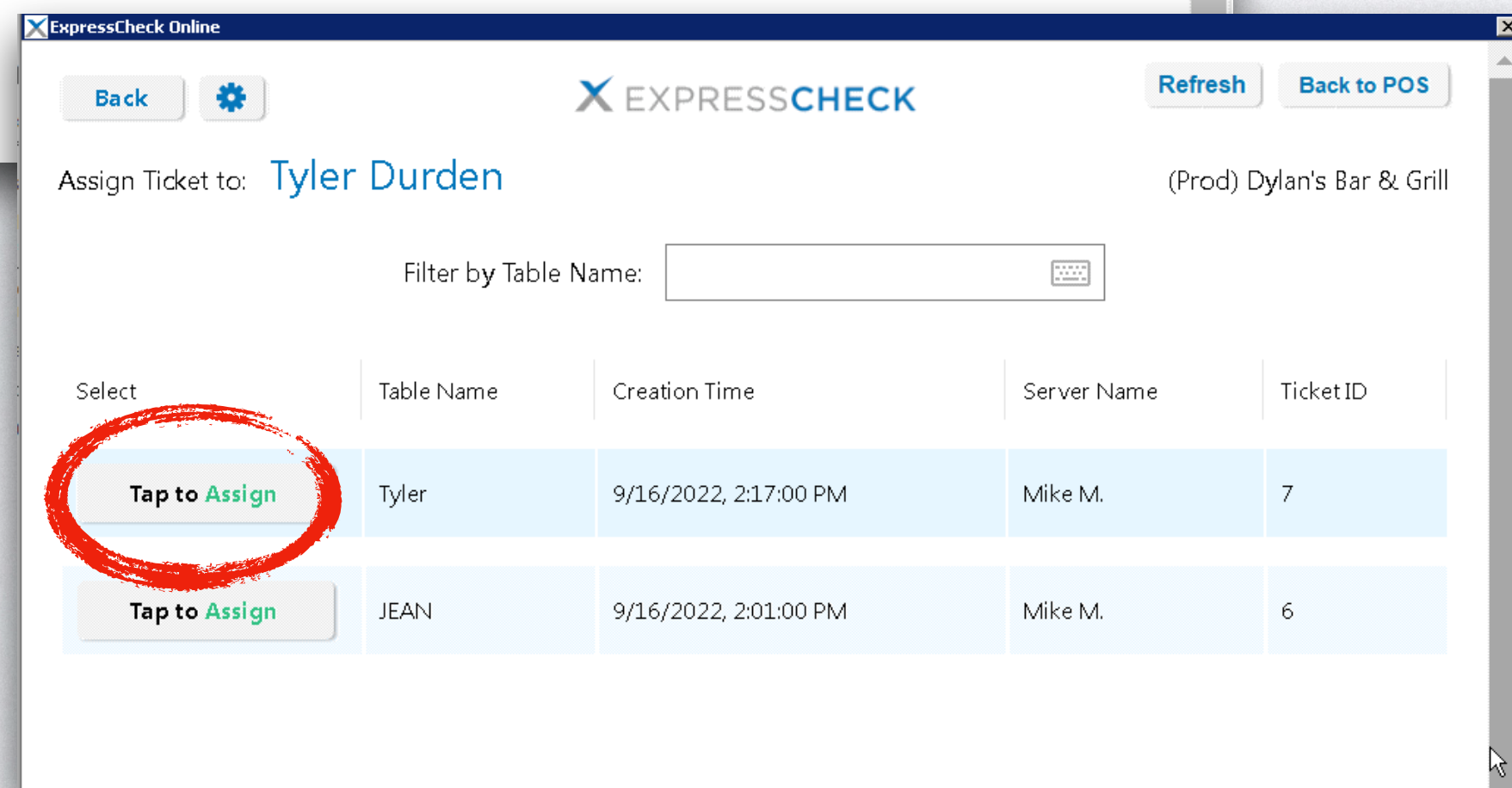
STEP 1 - Select the first patron and choose the ticket.
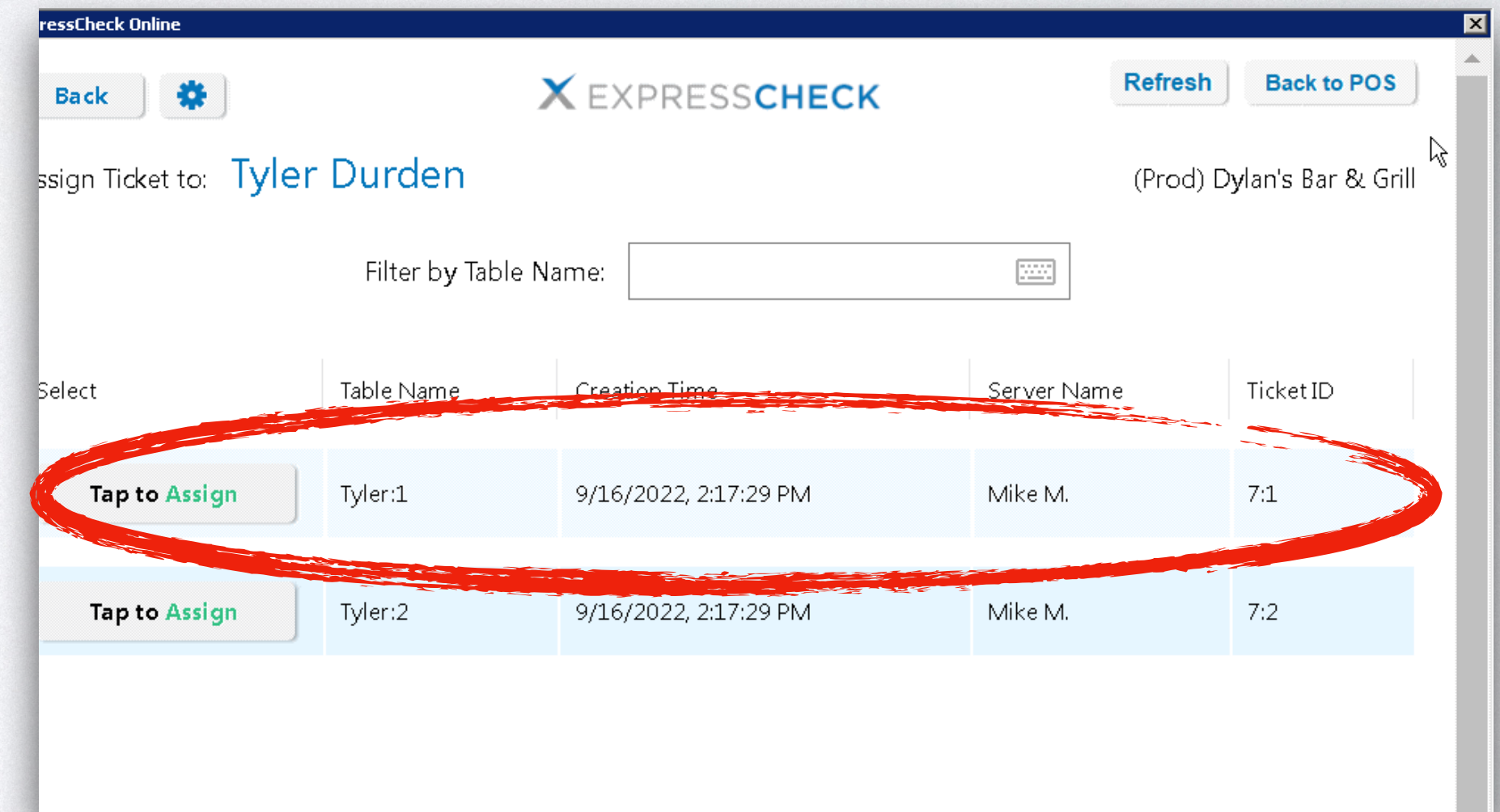
STEP 3 - Choose the correct seat and assign it. Continue assigning the remaining seats.

Patrons simply Tip, Pay and Go

No more printing checks or processing credit cards
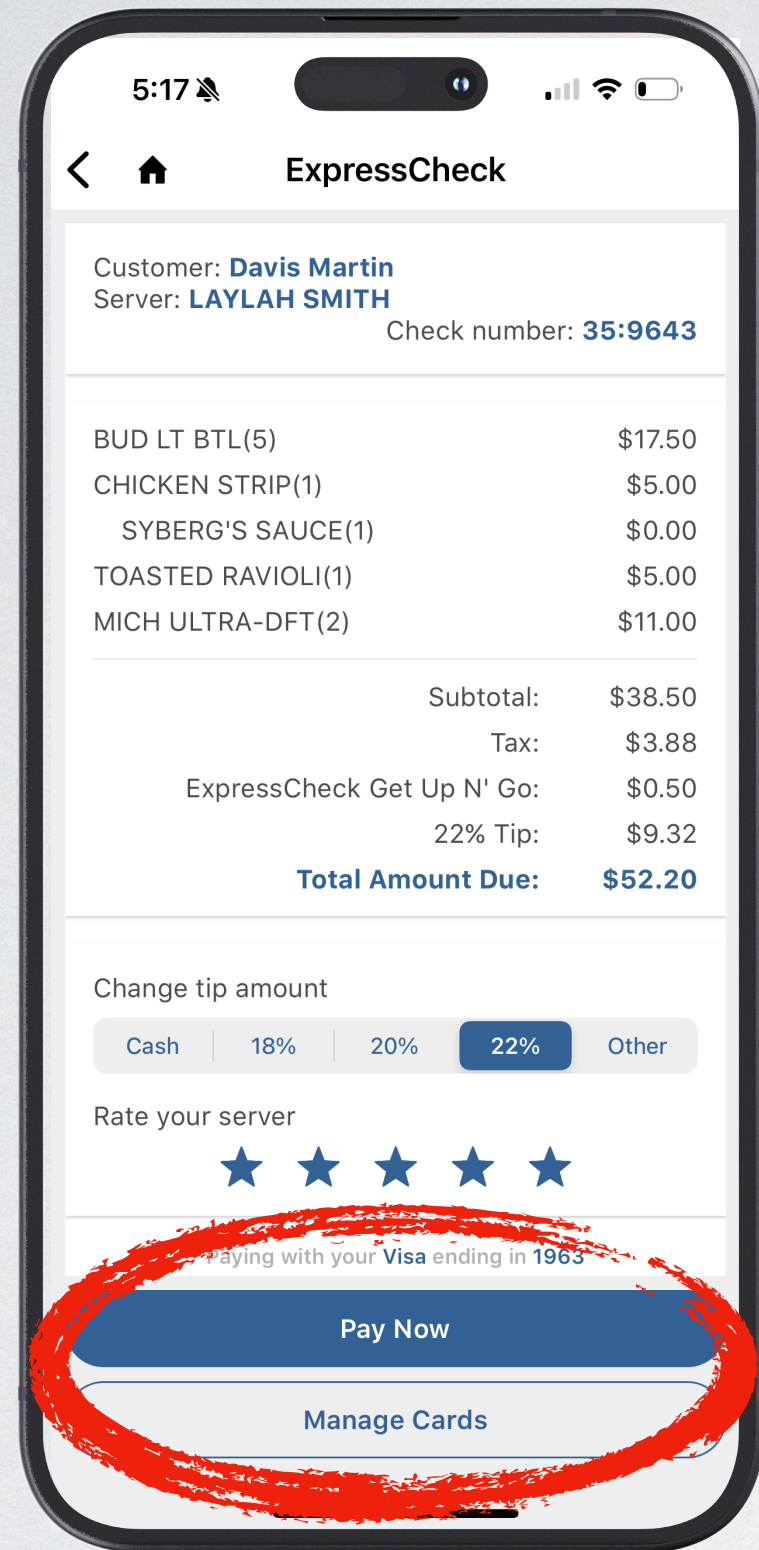
Tab is sent directly to the patron's mobile device. Patron will see any rewards that are available to them.
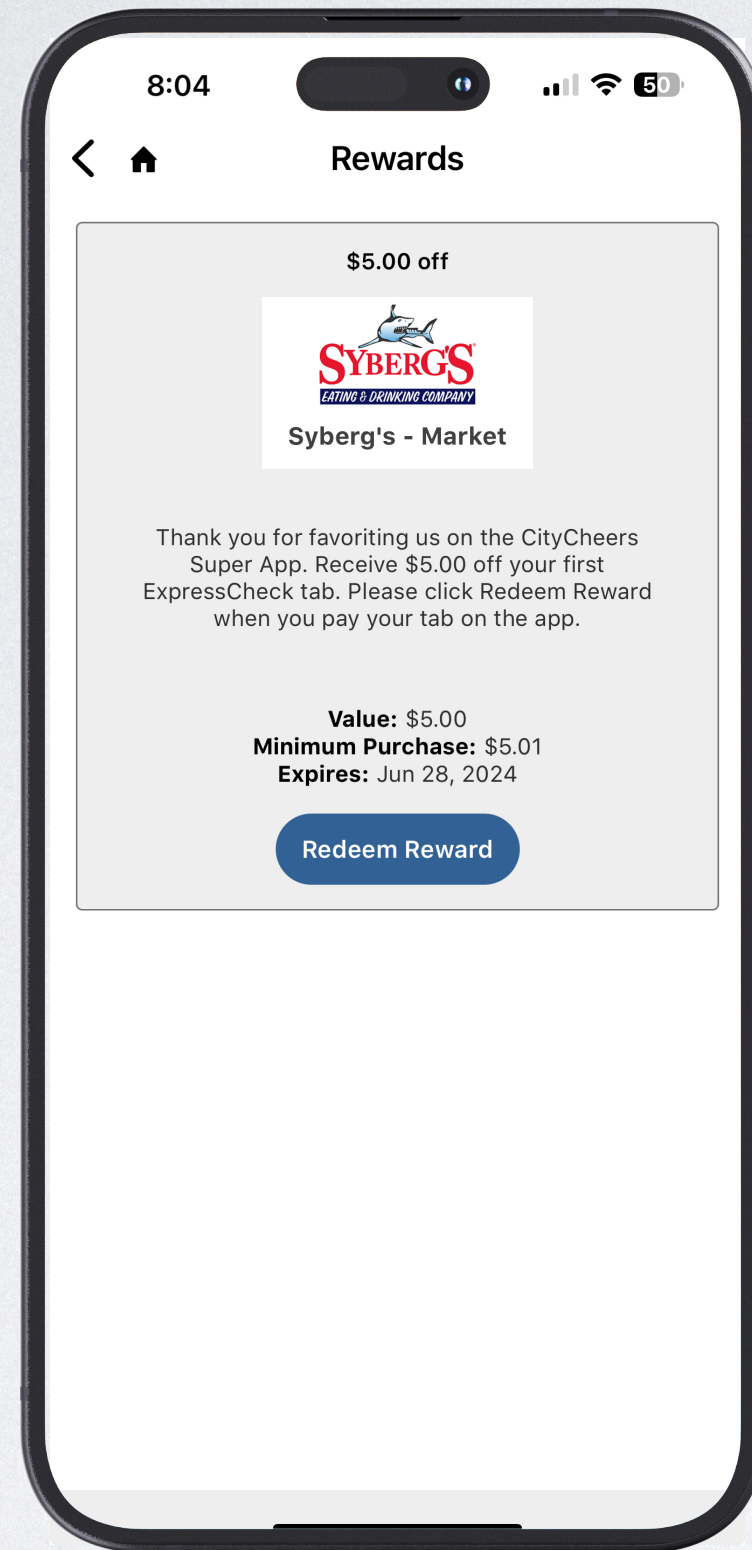
Double verification protects the restaurant from chargebacks
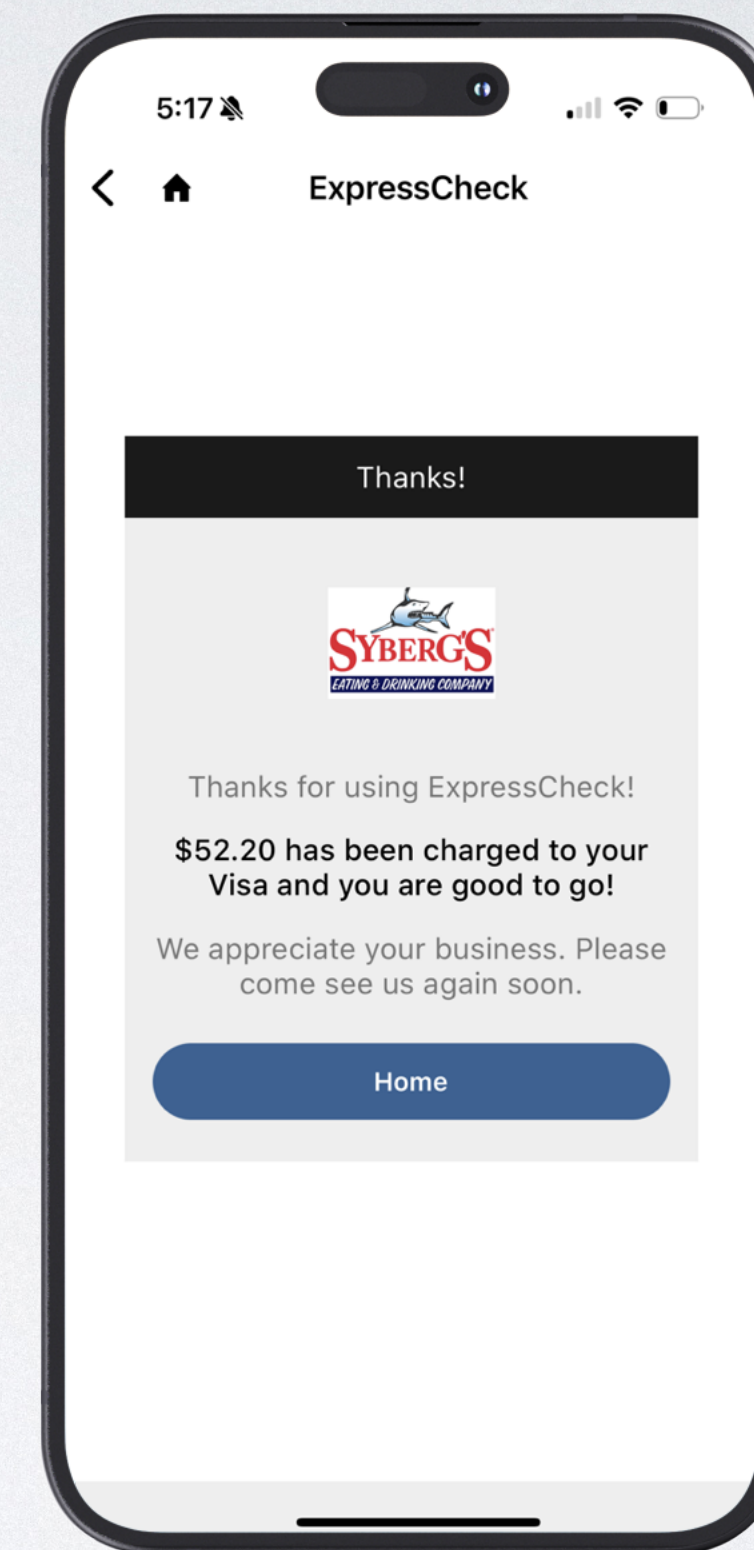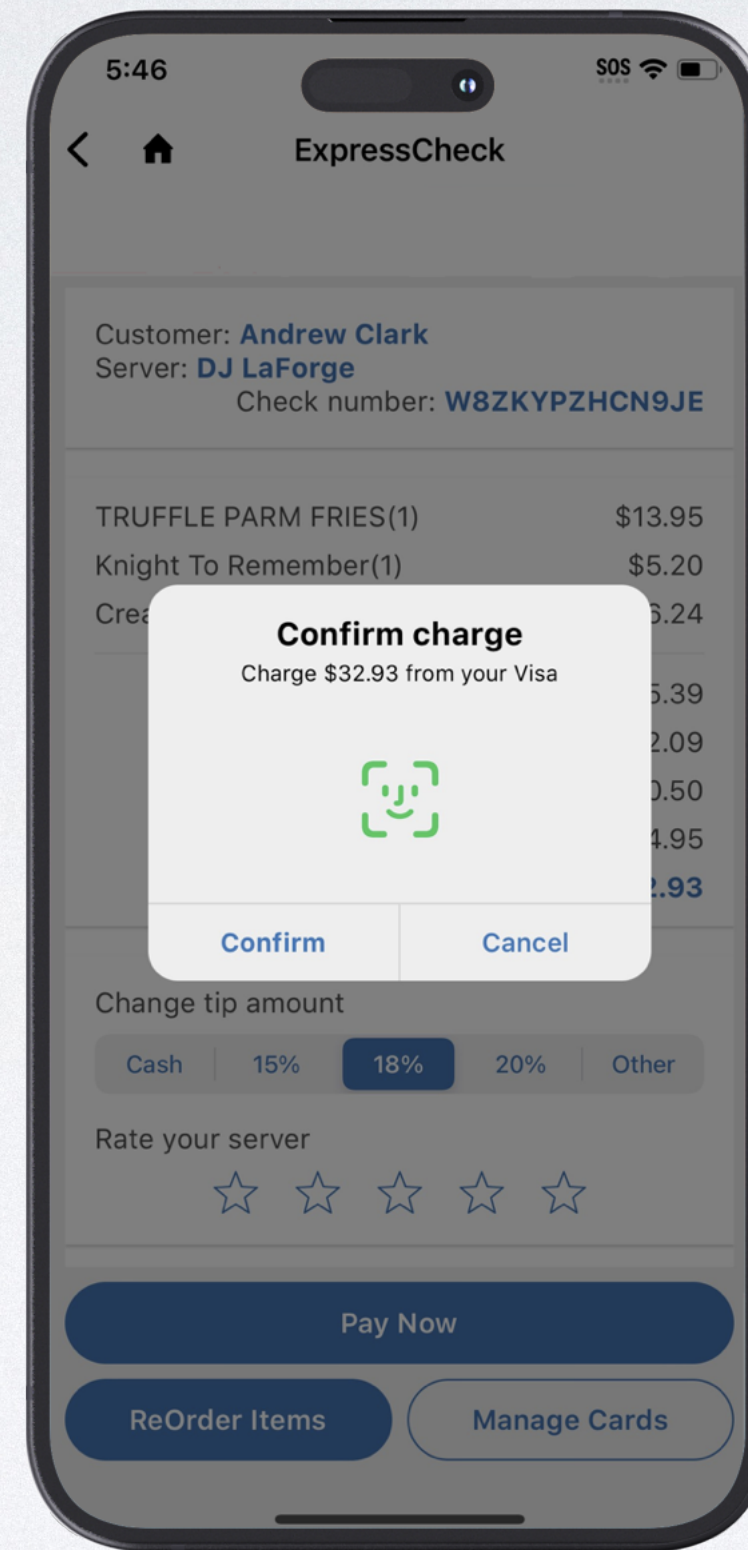
Patron's receipts can be found on the app and are sent to their email inbox.
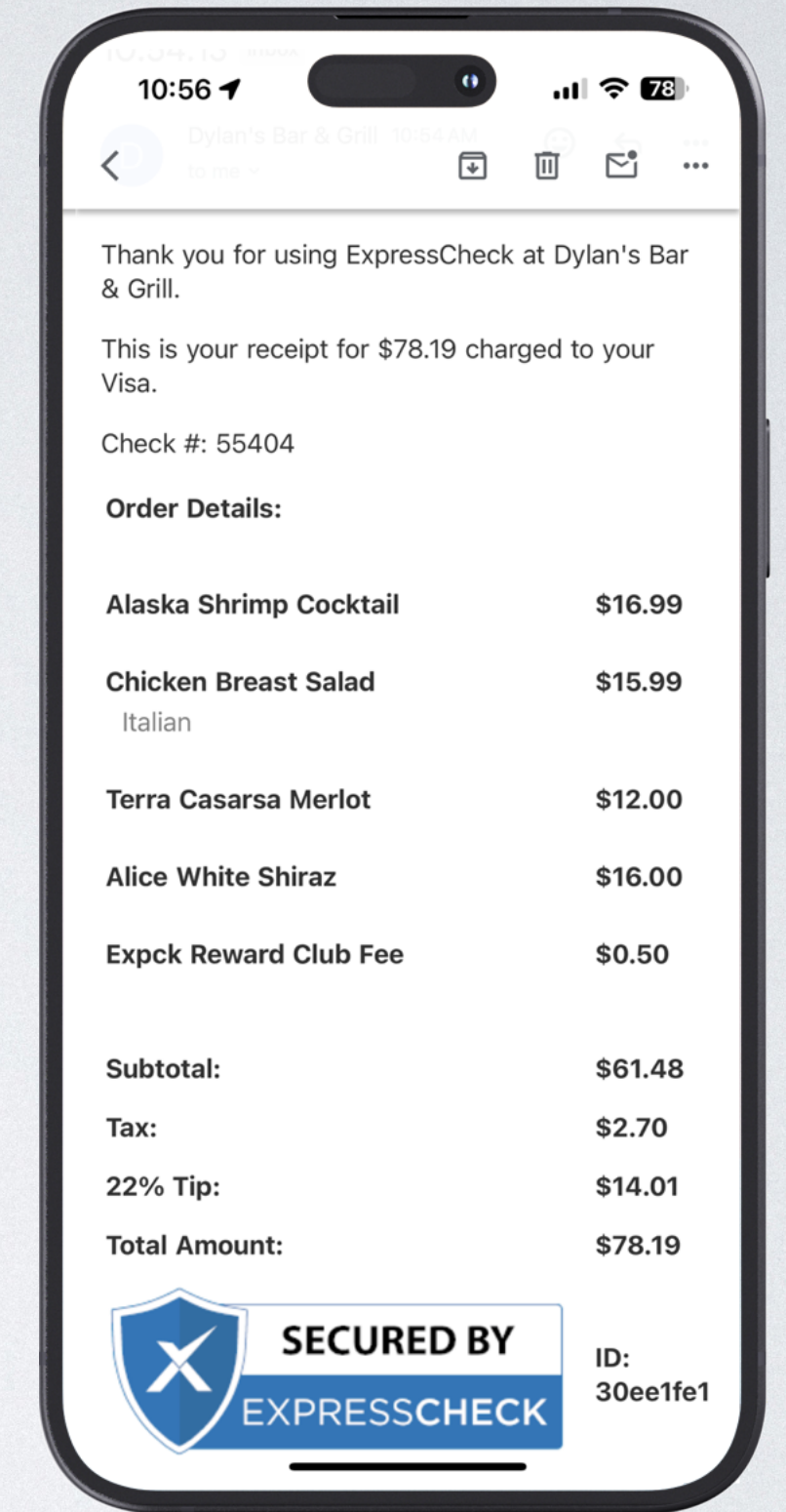
Walkouts

ExpressCheck tabs are safe from walkouts
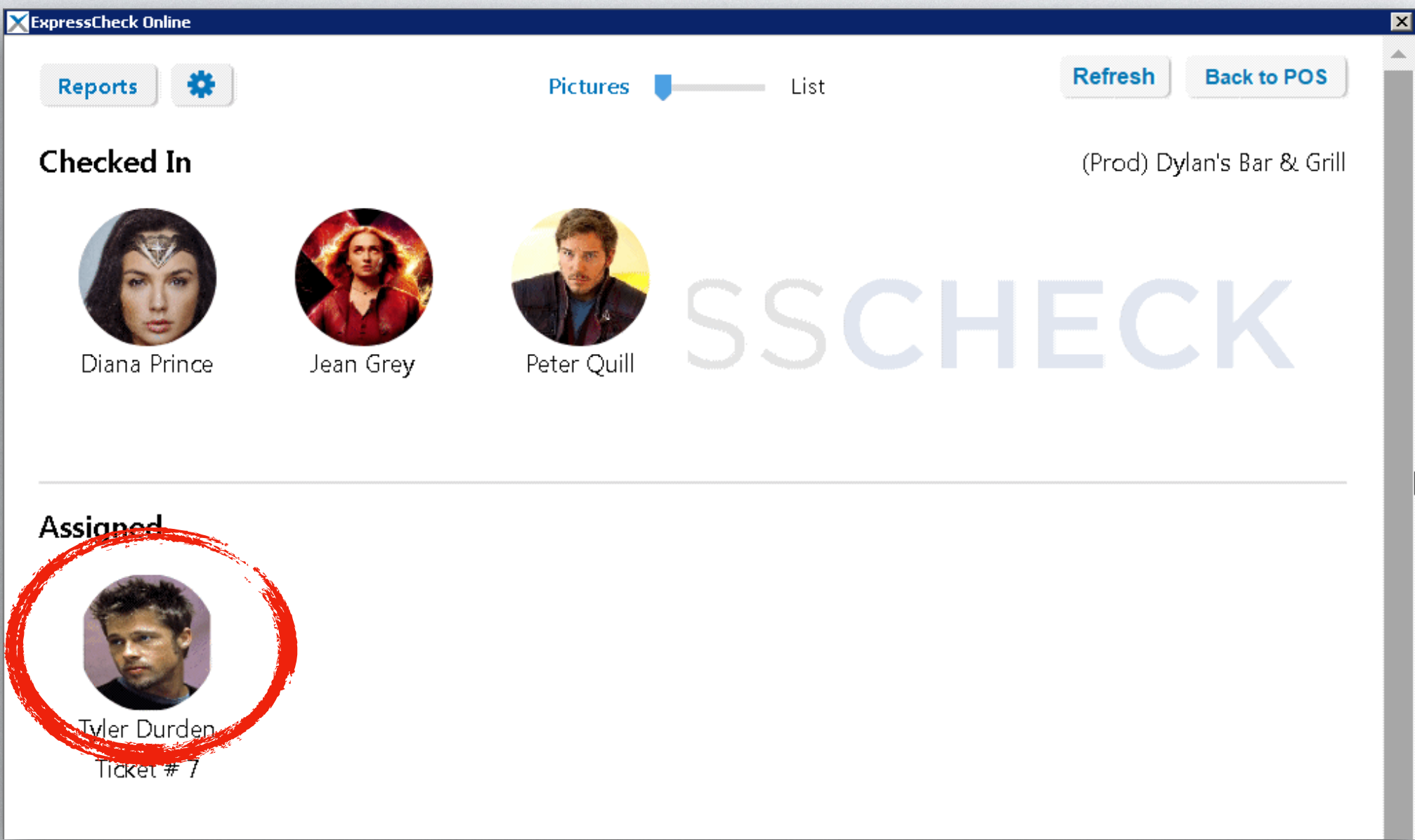
STEP 1 - From the ExpressCheck portal, choose the patron who has walked out and tap View Profile.

You are only safe from walkouts when the patron is assigned to an ExpressCheck ticket
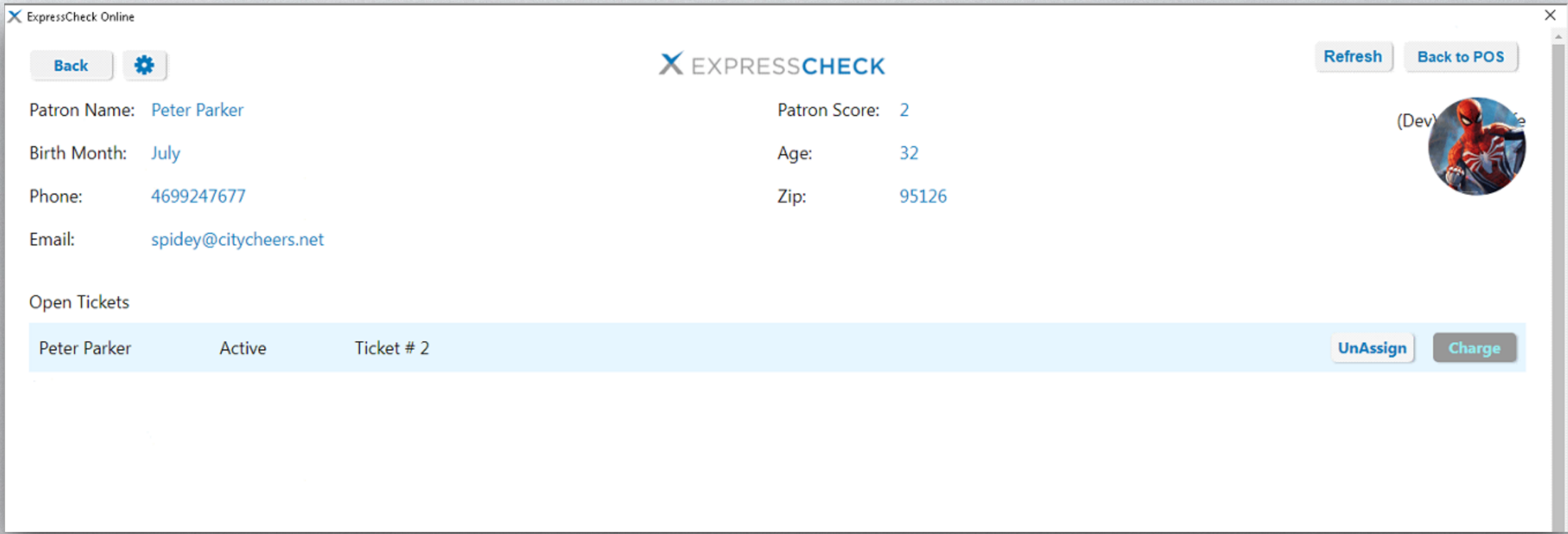
STEP 2 - You will be prompted to enter a manager code. Then tap Charge
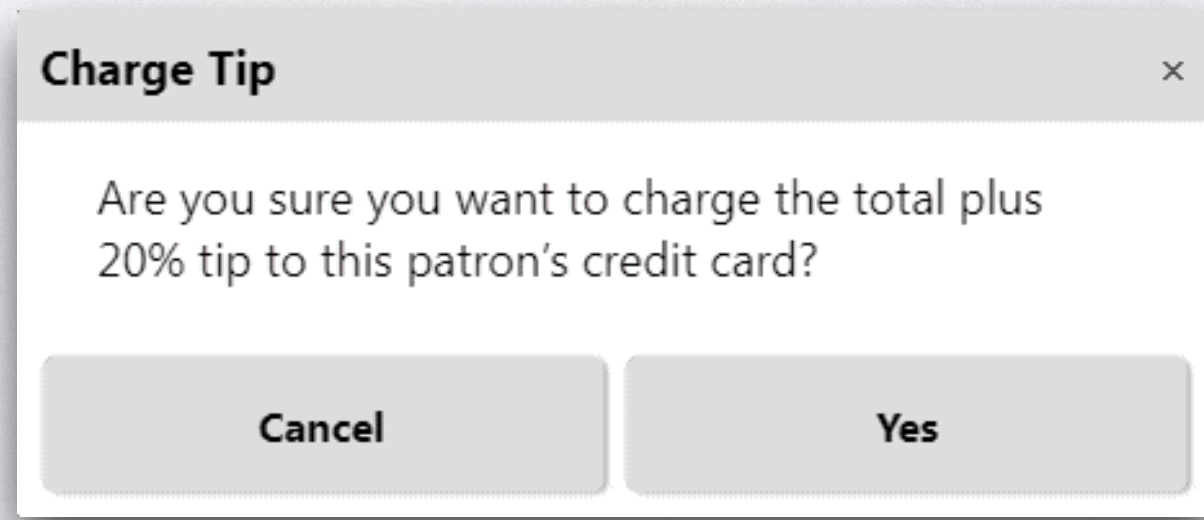
STEP 3 - You will be asked for confirmation to add a 20% tip. The ticket will be closed on the POS, tip adjusted, and the receipt will be emailed to the patron.

ExpressCheck Reporting Screen

View tips anytime on the POS
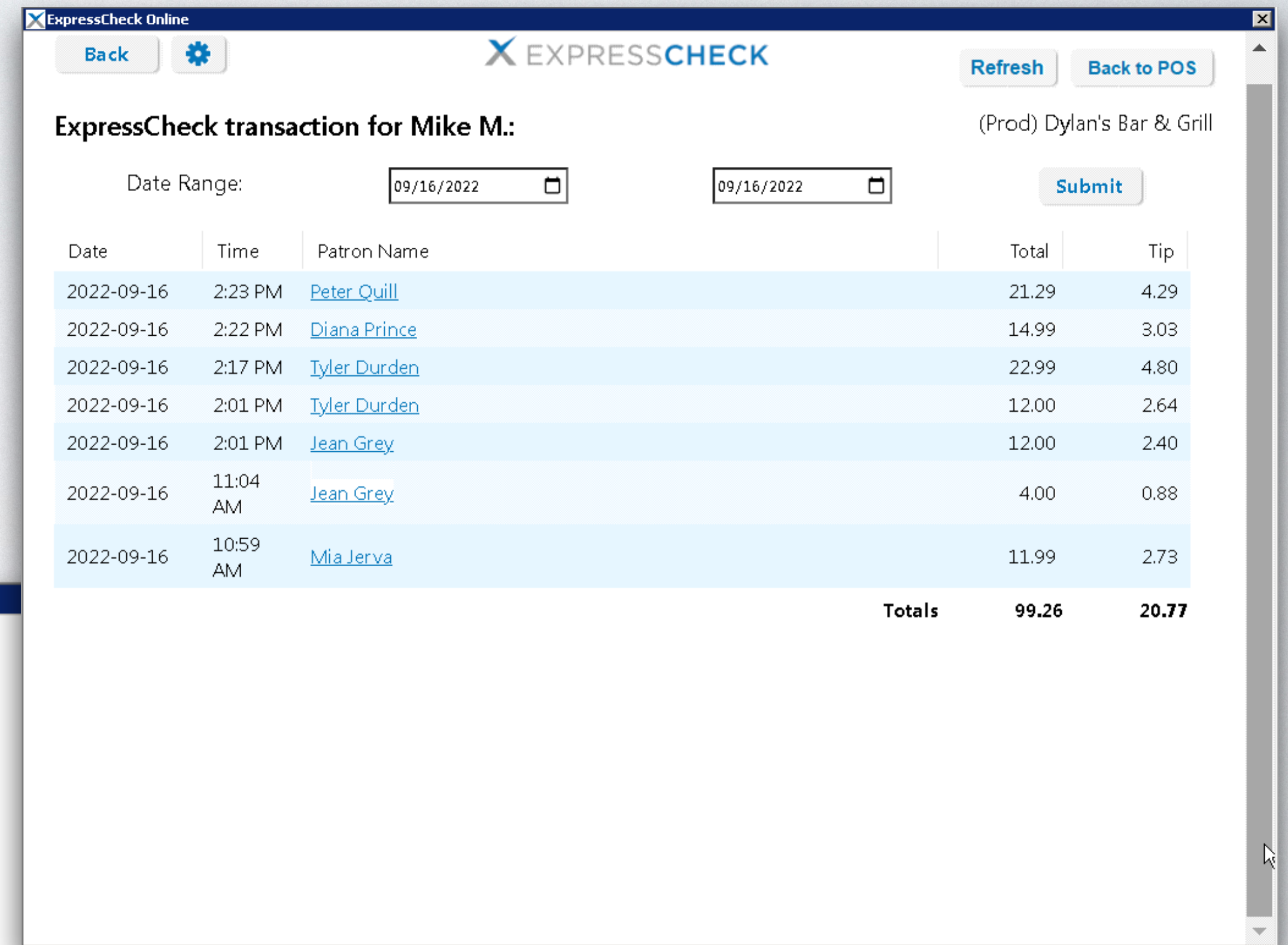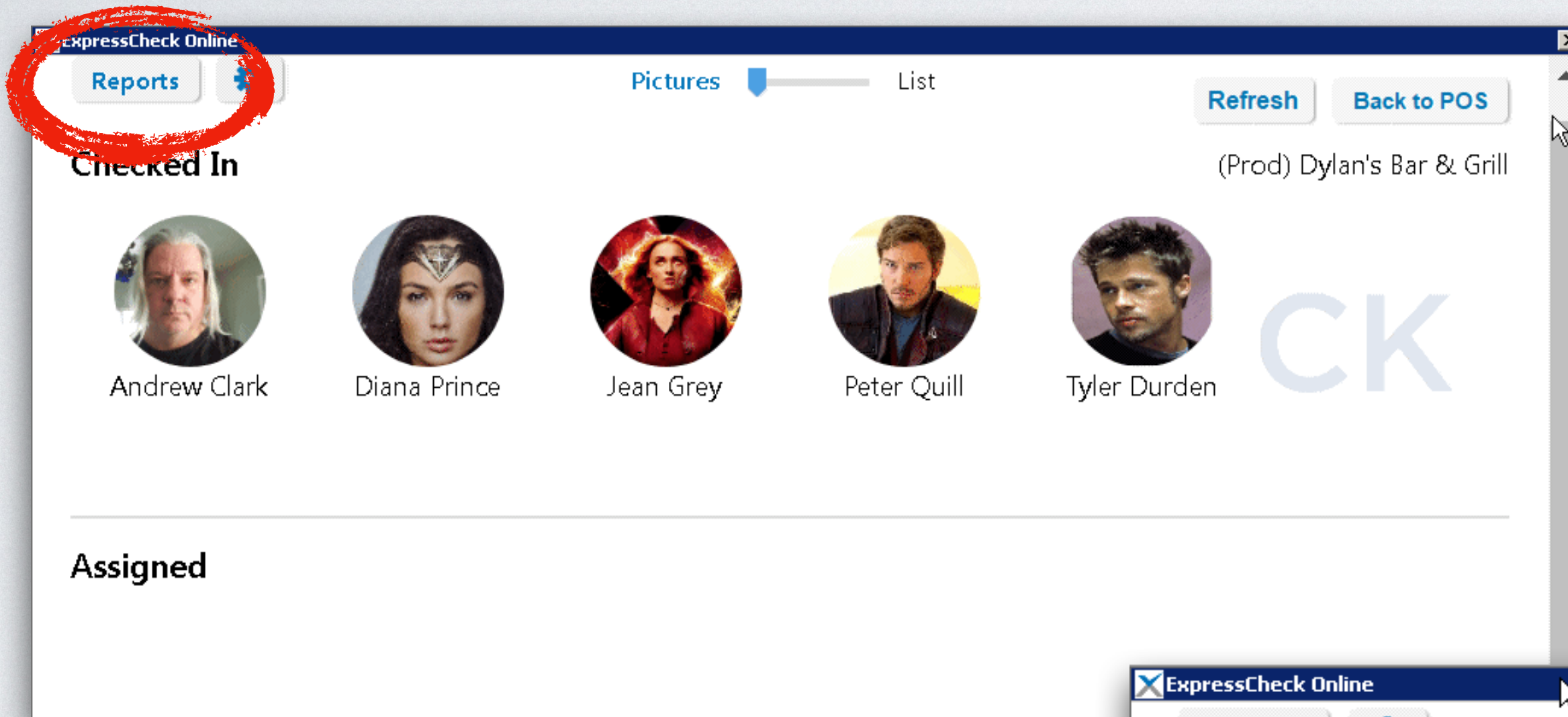
Tap the ExpressCheck icon on the POS

Tap Reports

Tap your name

View Tips and Totals

Tips are automatically adjusted when a patron pays on the app

ExpressCheck Server Benefits

Sell more food and drink

- When you aren't printing checks and processing credit cards you have time to touch more tables and upsell food and drink

Turn Tables Faster

- When guest tip and pay on their phone, they can get up and go when they are ready
- No more waiting for a check or handing over a credit card

CityCheers brings more guests to your restaurant

- When a guest used ExpressCheck, you have the ability to message them directly thru push notification and email
- This will get them to return more often and bring their friends

Patron Onboarding
CityCheers gets the buy-in from Owners & GM's

We train the Shift Managers on how they make more money

- Turning more tables and selling more food and drink = MORE TIPS
- Getting your regulars to return more often and bring their friends = MORE TIPS

Collateral Signage

- Menu Card - Table Tent & Bathroom Sign
- Check Presenter - Community Card
- Email - Website Tab - Social Media - Newsletter

Rewards

- Welcome Reward - $5 off
- Birthday Reward
- Loyalty Reward

Please Pay with the CityCheers *Super App*

...it automates the payment process

- The app connects to our POS system - so your orders will show up on your phone

- From now on, you can tip and pay - whenever you're ready to go

- You never ask for a check or hand over your credit card again

- Your receipts are saved on the app and emailed to you

CityCheers Super App

It's the safest, fastest and most secure way to pay at bars and restaurants

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SAVE $5 WHEN YOU PAY

your first tab with the **CityCheers** *Super App*

APP STORE

When you tell your server you're paying with **CityCheers**
They assign your check at the beginning of the visit
This way, you can pay and go - whenever you're ready

One Super App that hosts all the best bar and restaurant apps - all in one place

Questions & Additional Information

Technical Questions: Call the Help Line
669-221-1971

CityCheers Customer Success
connect@citycheers.net
408-831-6448

For more tutorials and videos, visit
citycheers.com
Restaurant Resources tab