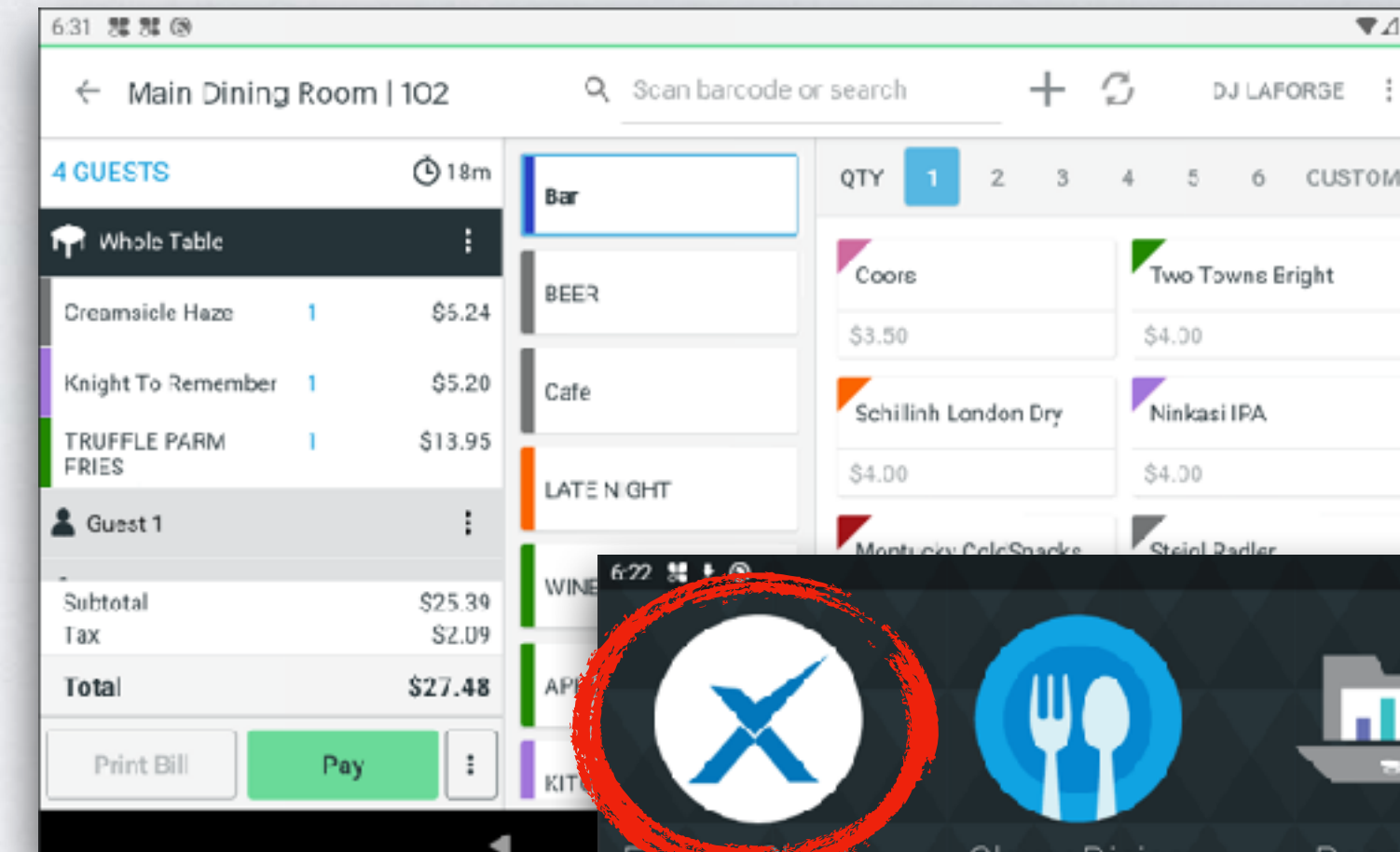
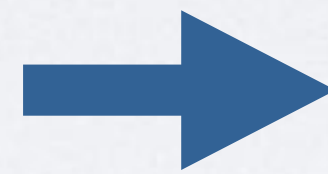
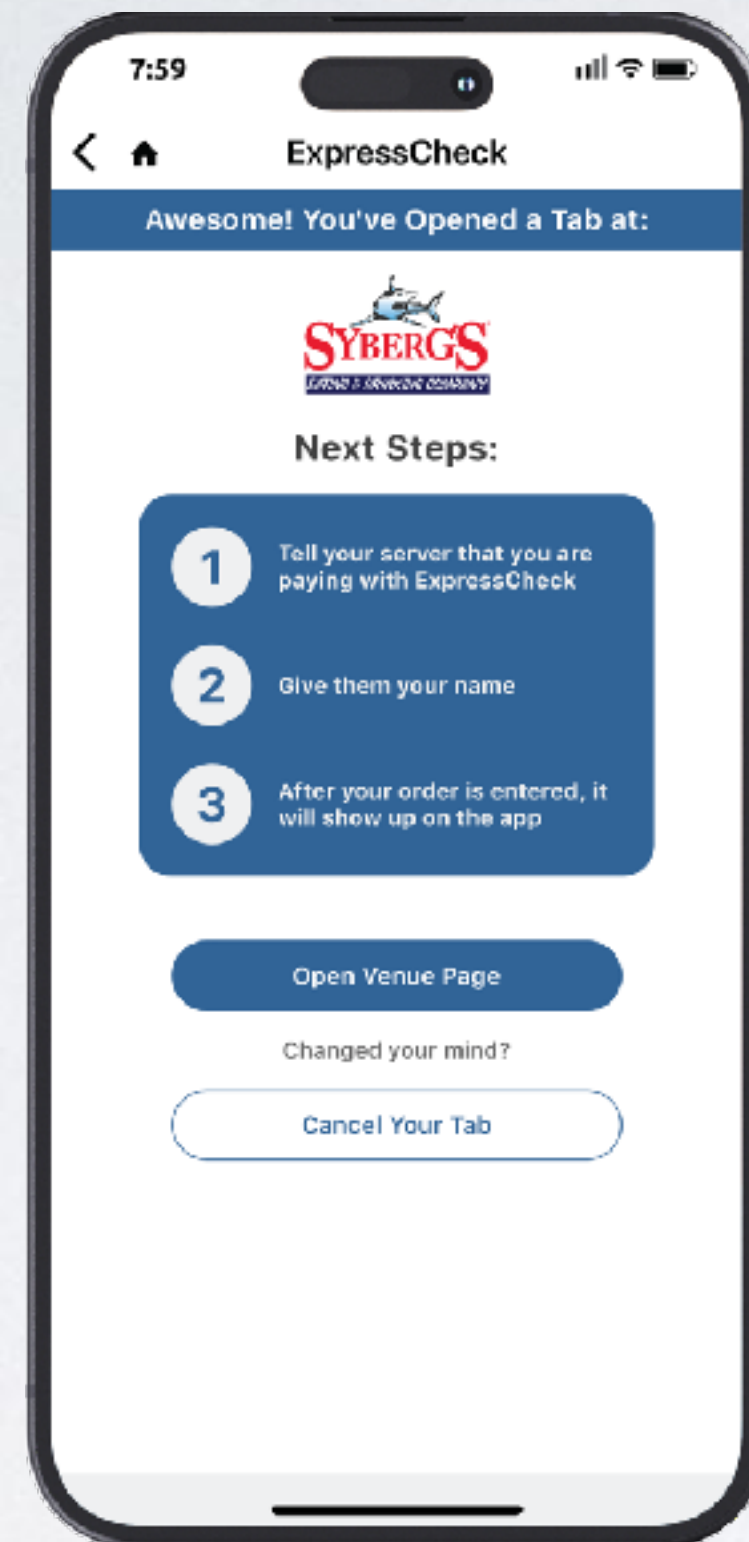


CityCheers

America's Hospitality SuperApp

ExpressCheck Clover POS - Tutorial

Create the ticket - Fire the ticket



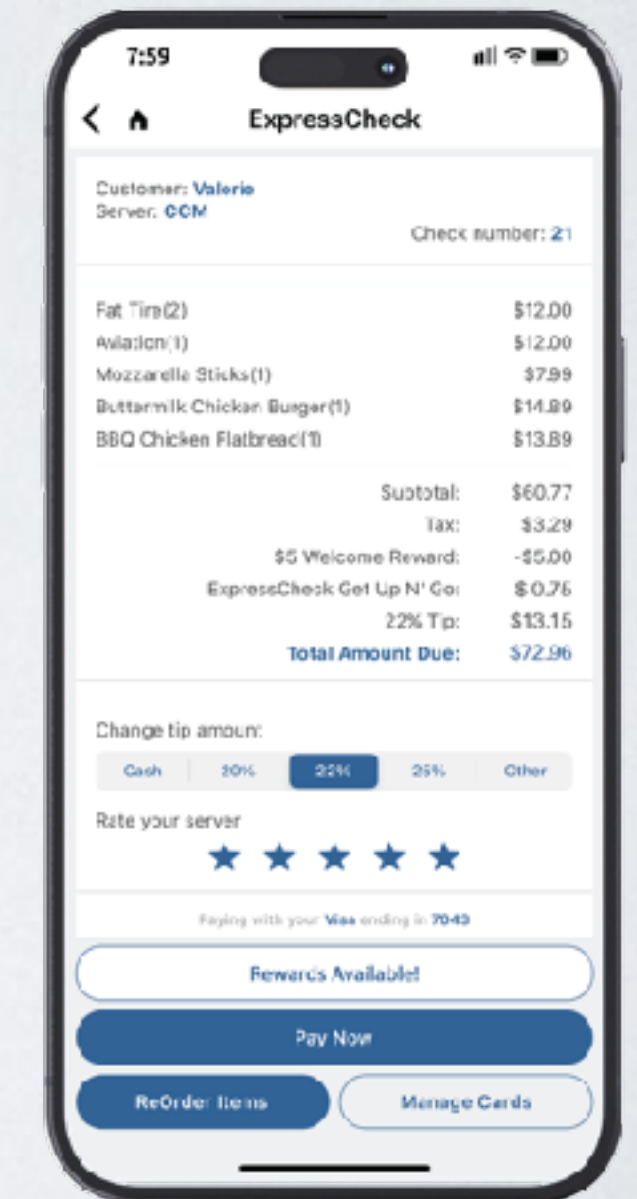
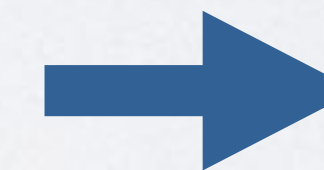
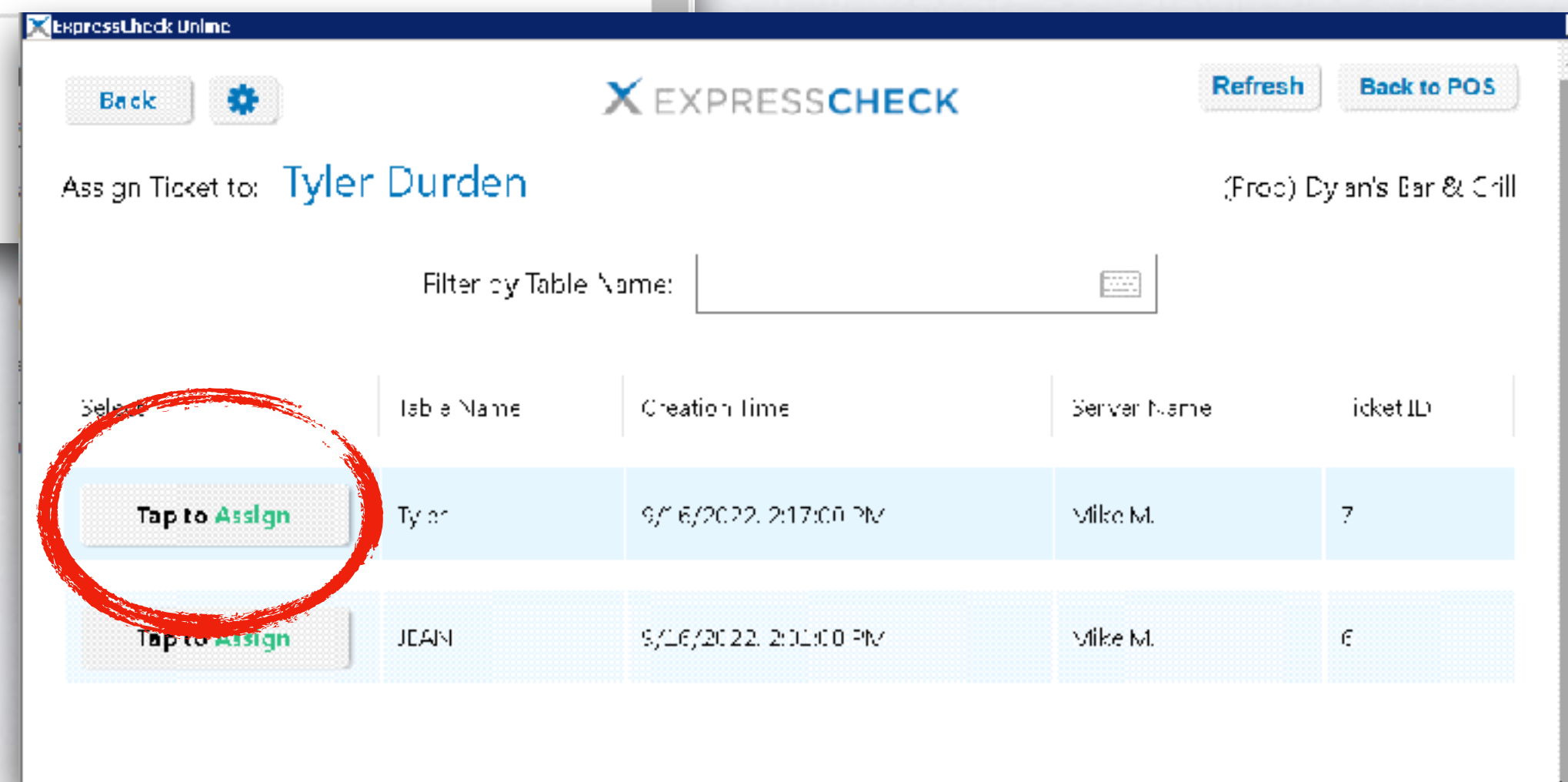
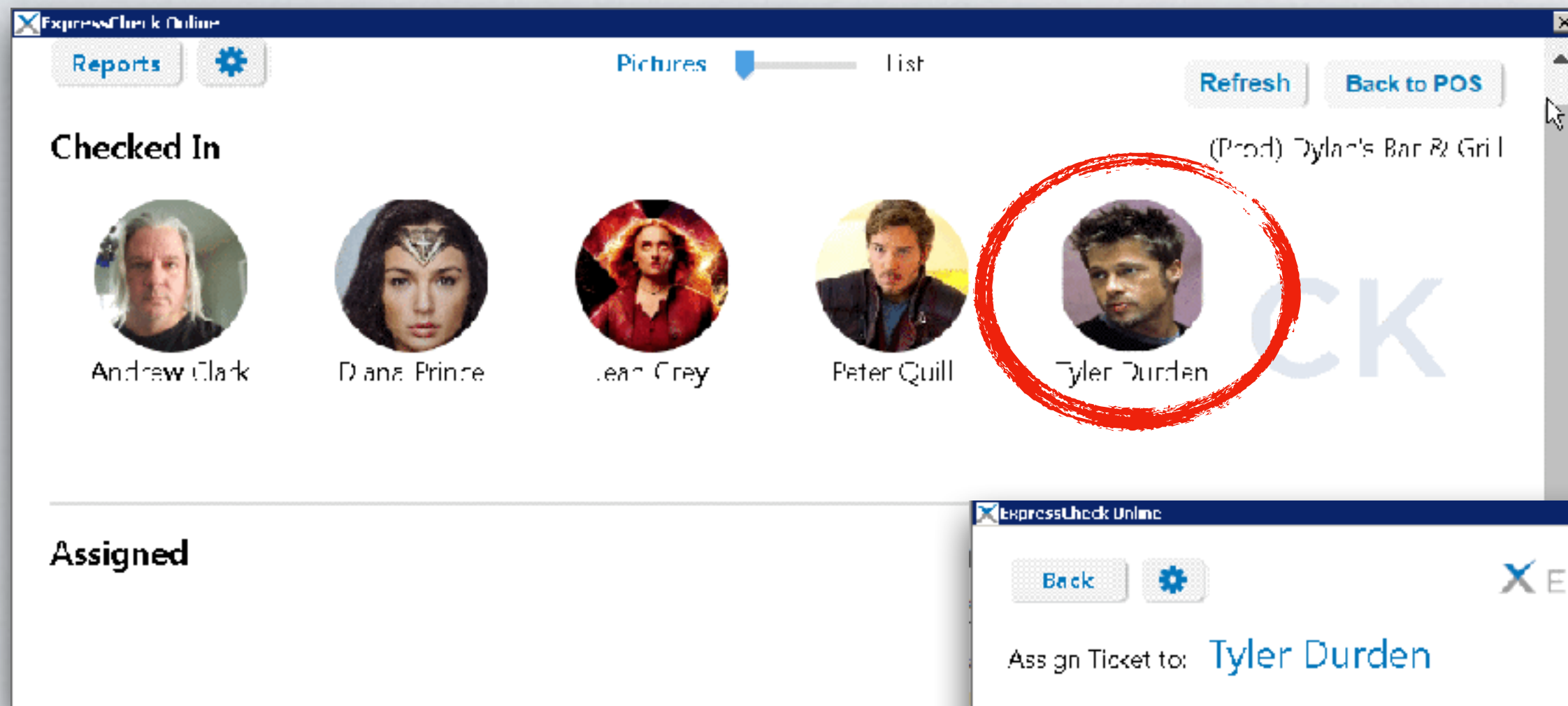
- Guest taps Open Tab - The app lets them know to give their name to the server.
- Take the order as usual and note the guest's name, table number and/or ticket number.

- Create the ticket
- Fire the ticket to the kitchen or bar.
- Tap the ExpressCheck icon. The location of this button can vary so ask your manager.

Assign the ticket

Assign the ticket at any point in the meal.

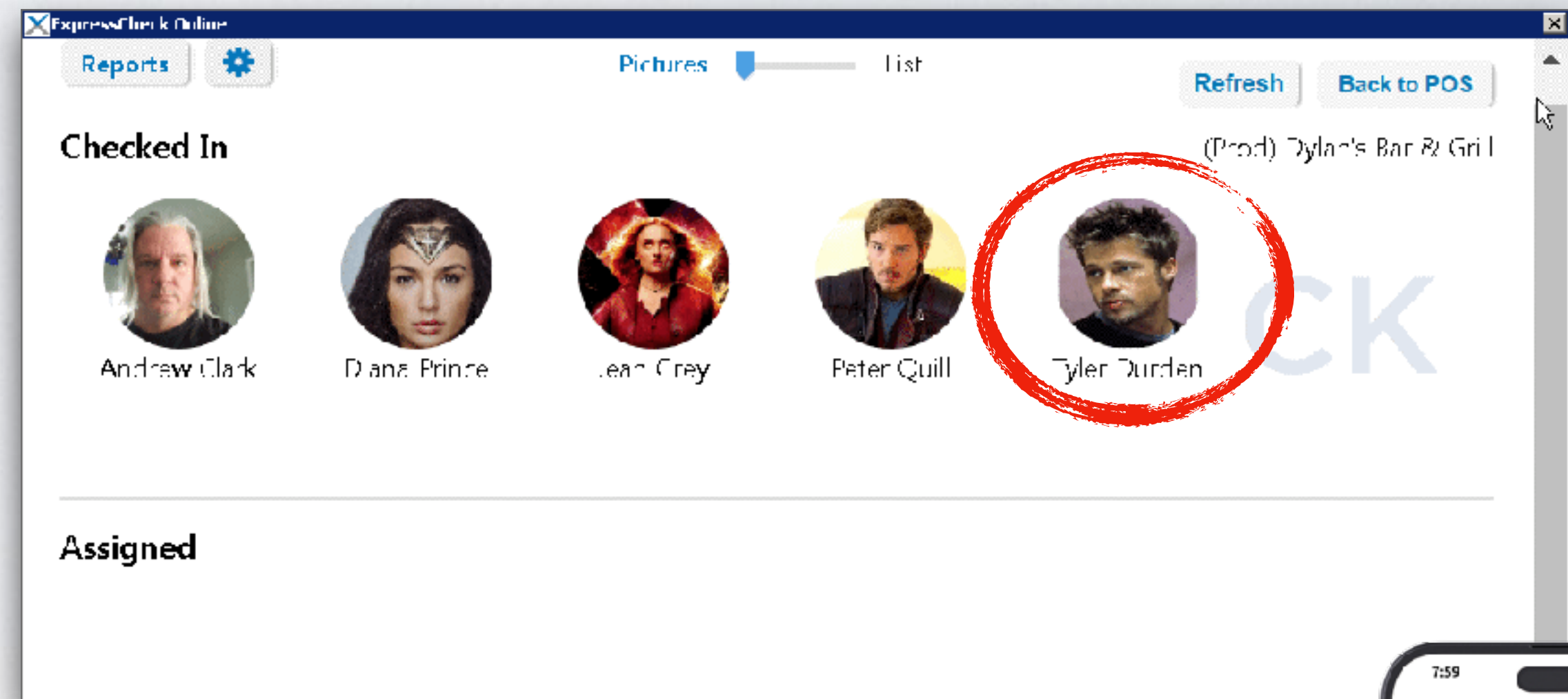
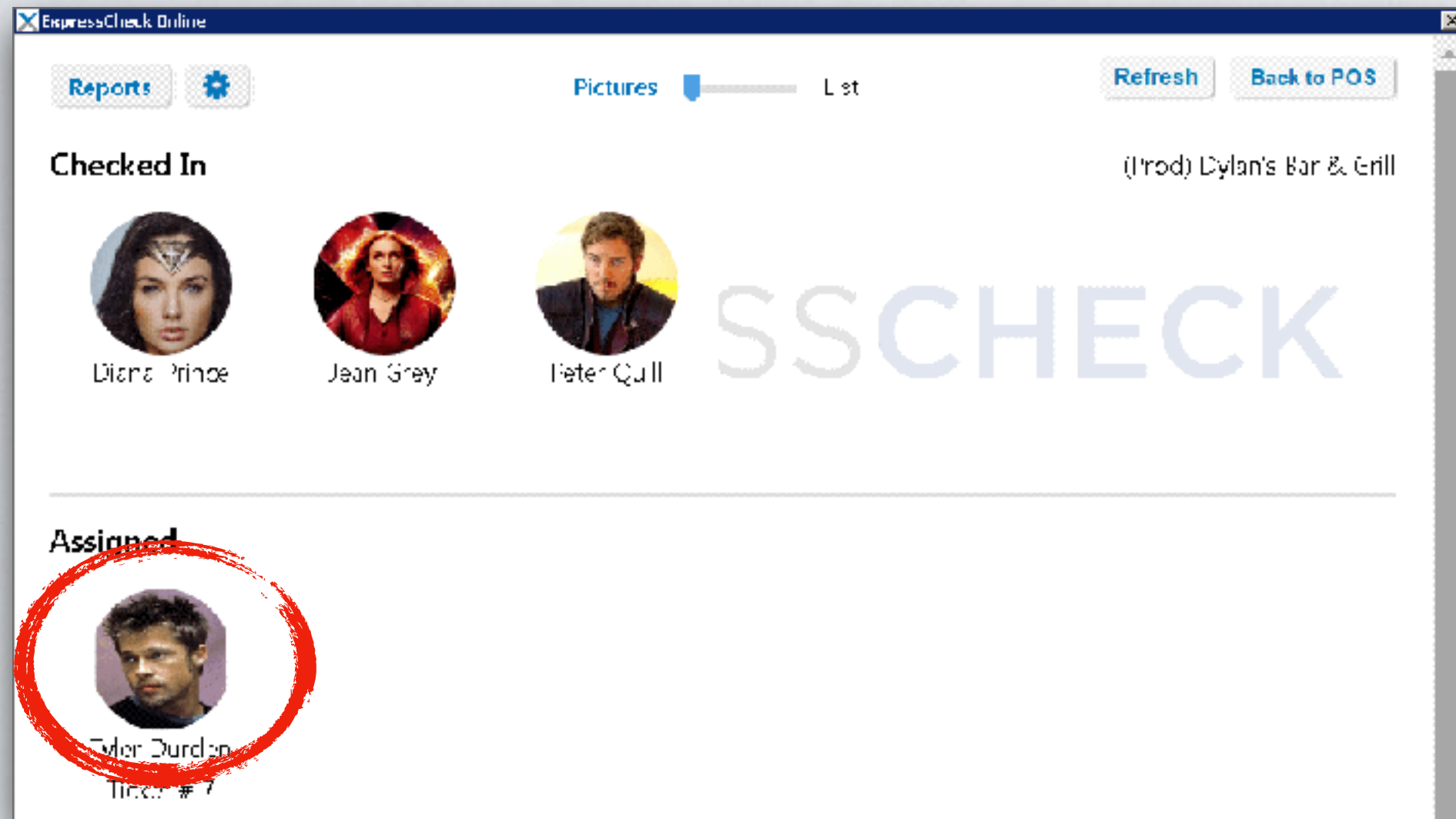
- A list of patrons will show up. Tap on your guest.
- A list of open tickets will appear. Tap on the correct ticket to **Assign**.
- Order will appear on the guests phone



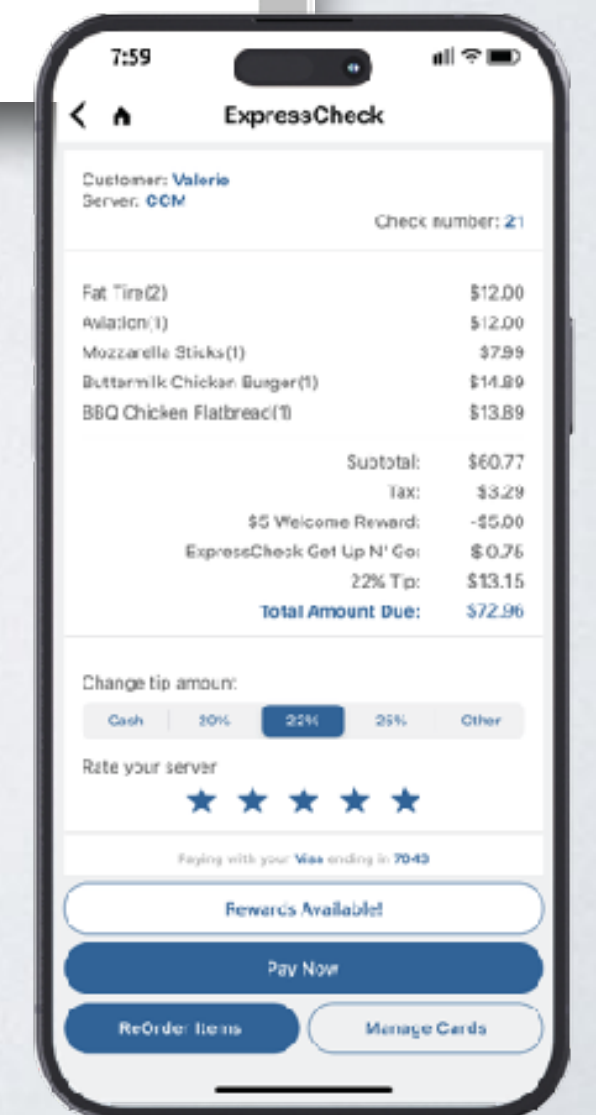
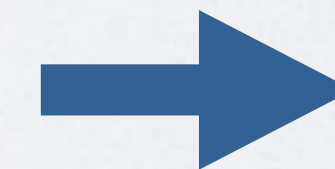
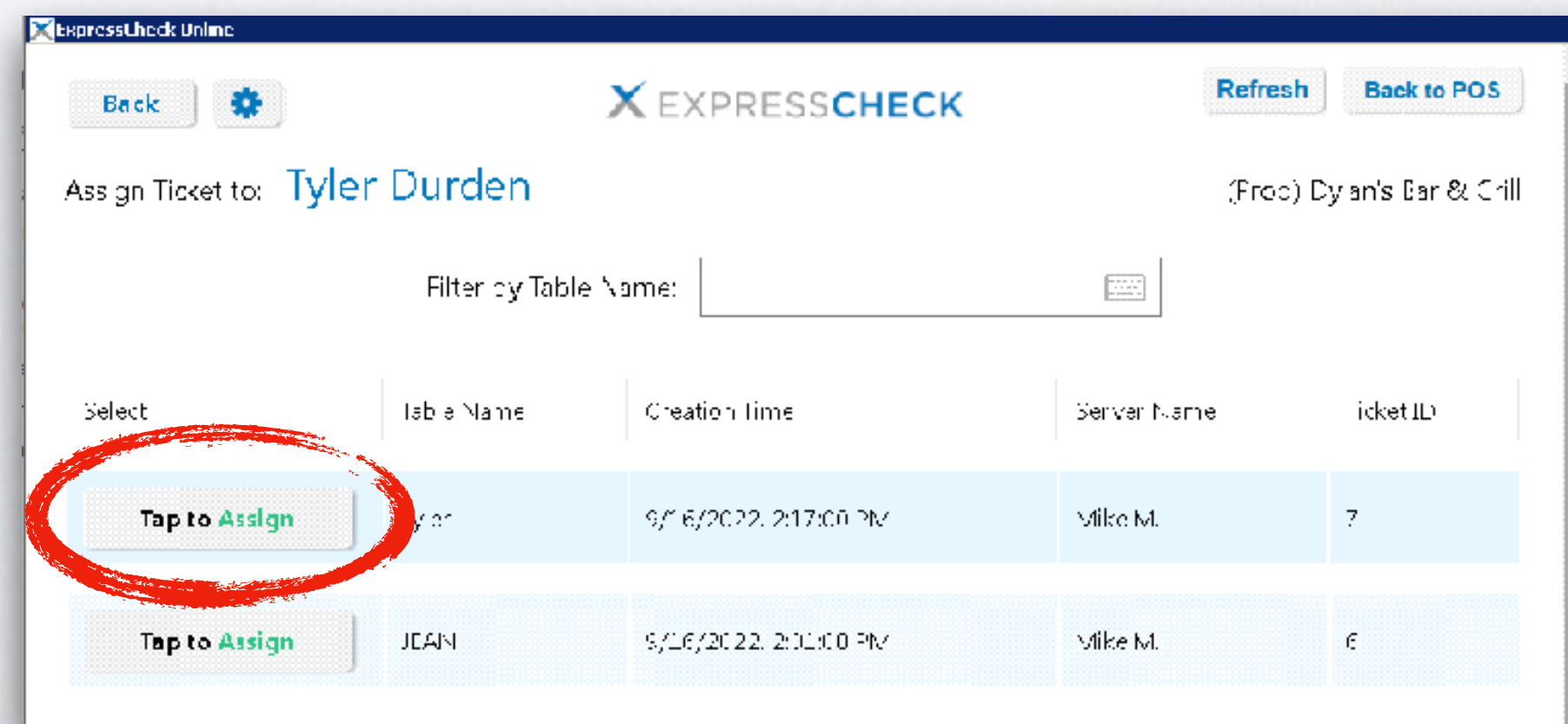
Any additional items added to the order will automatically update on the app.

Wrong Check Assigned?

Un-assign & Re-assign

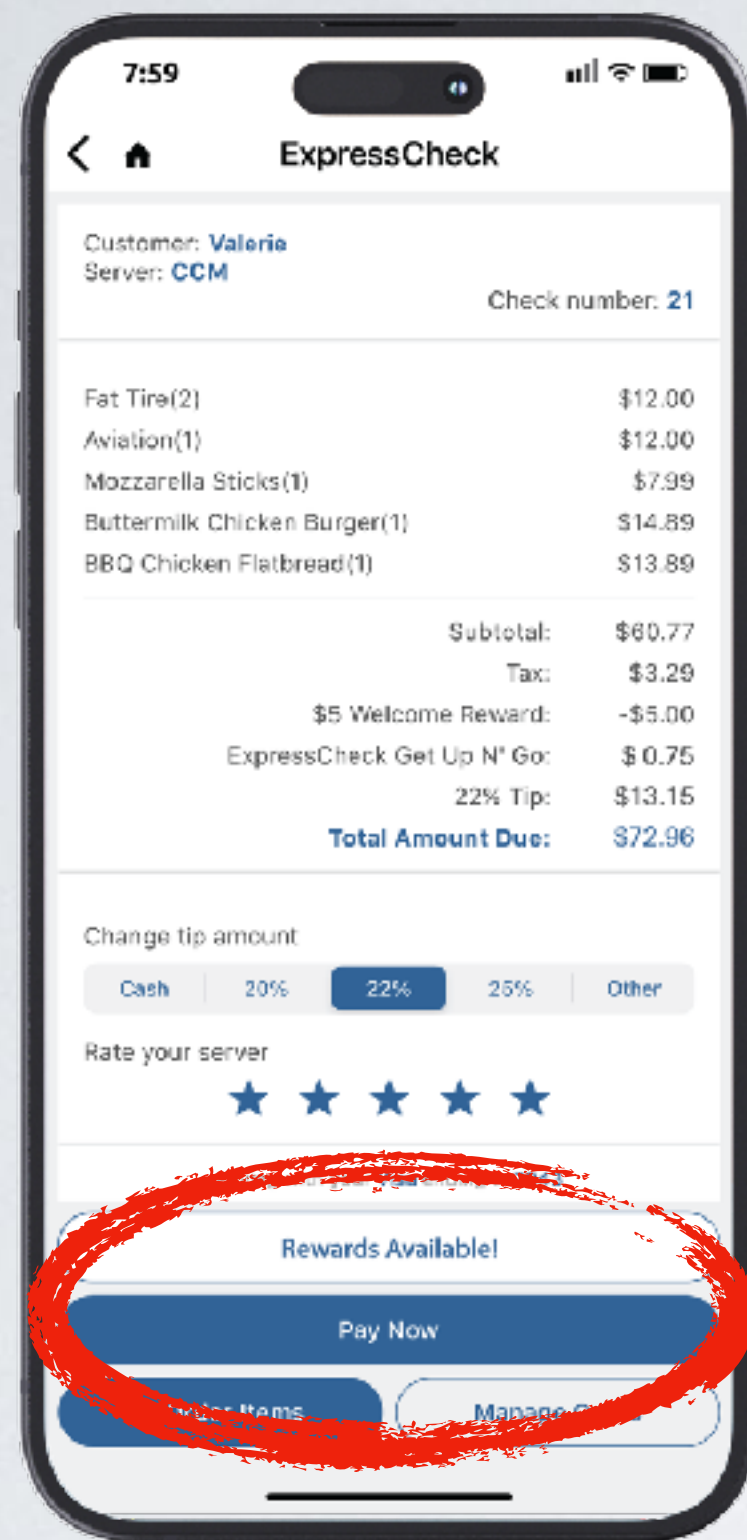


- Tap the ExpressCheck Icon
- Tap the guest you would like to un-assign
- Once unassigned - tap their face again and choose the correct ticket

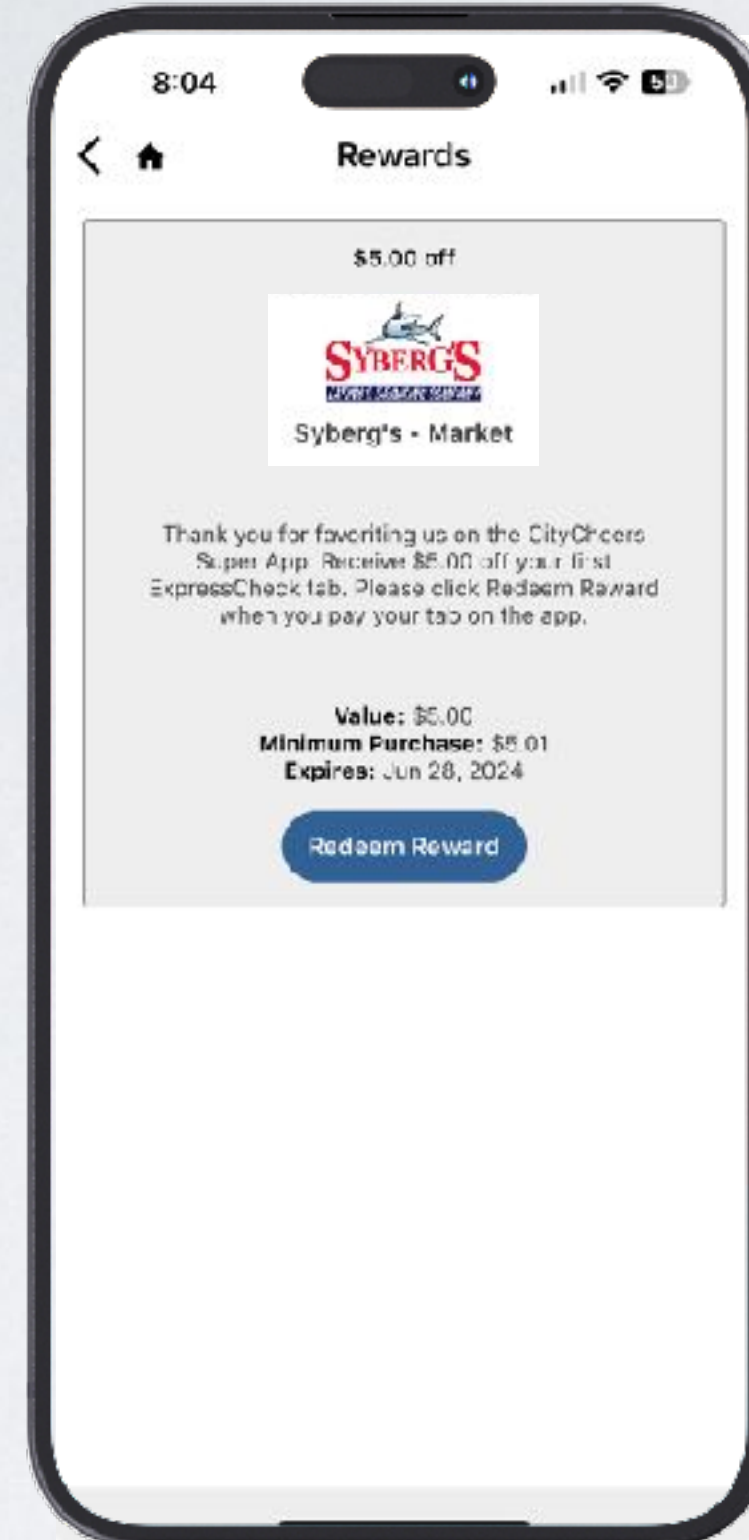


Patrons simply Tip, Pay and Go

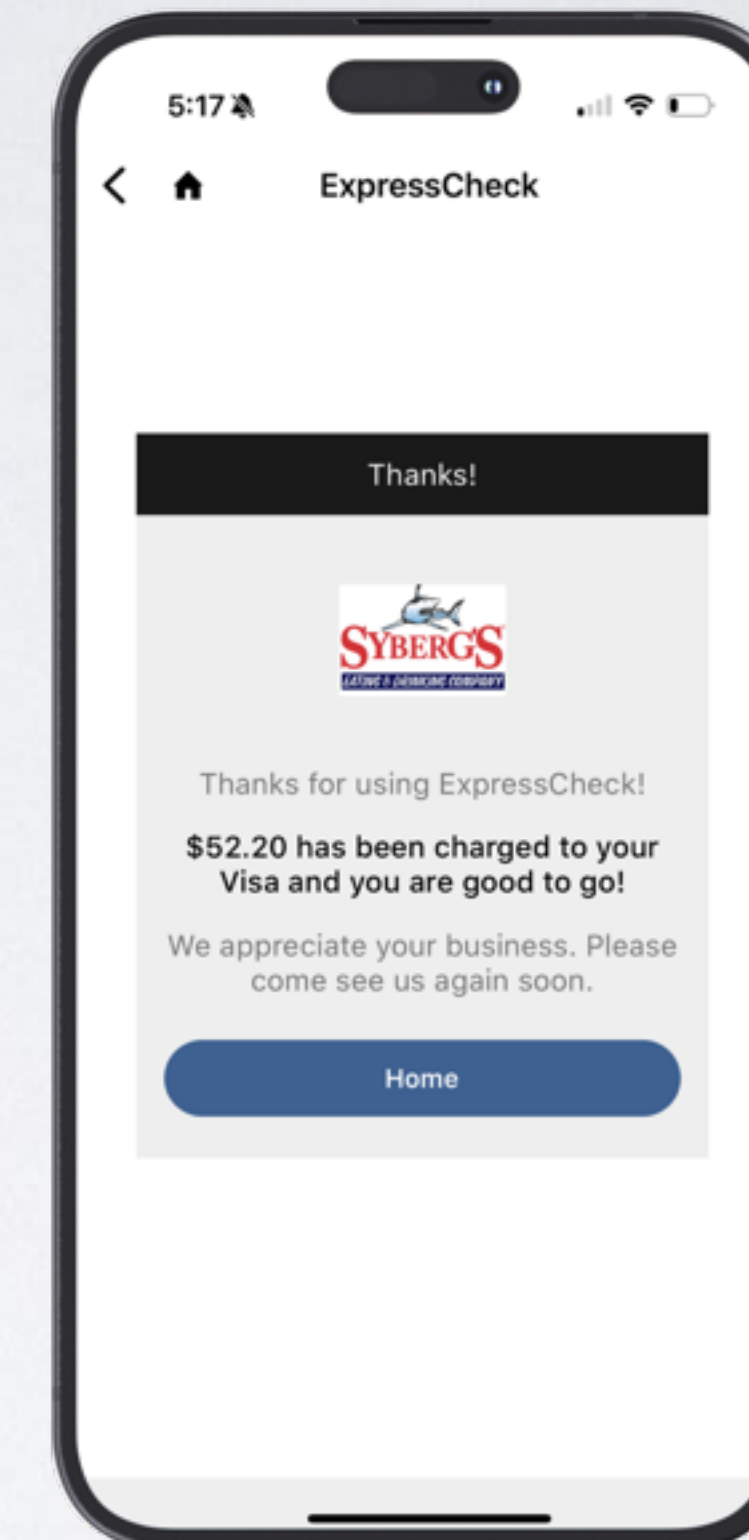
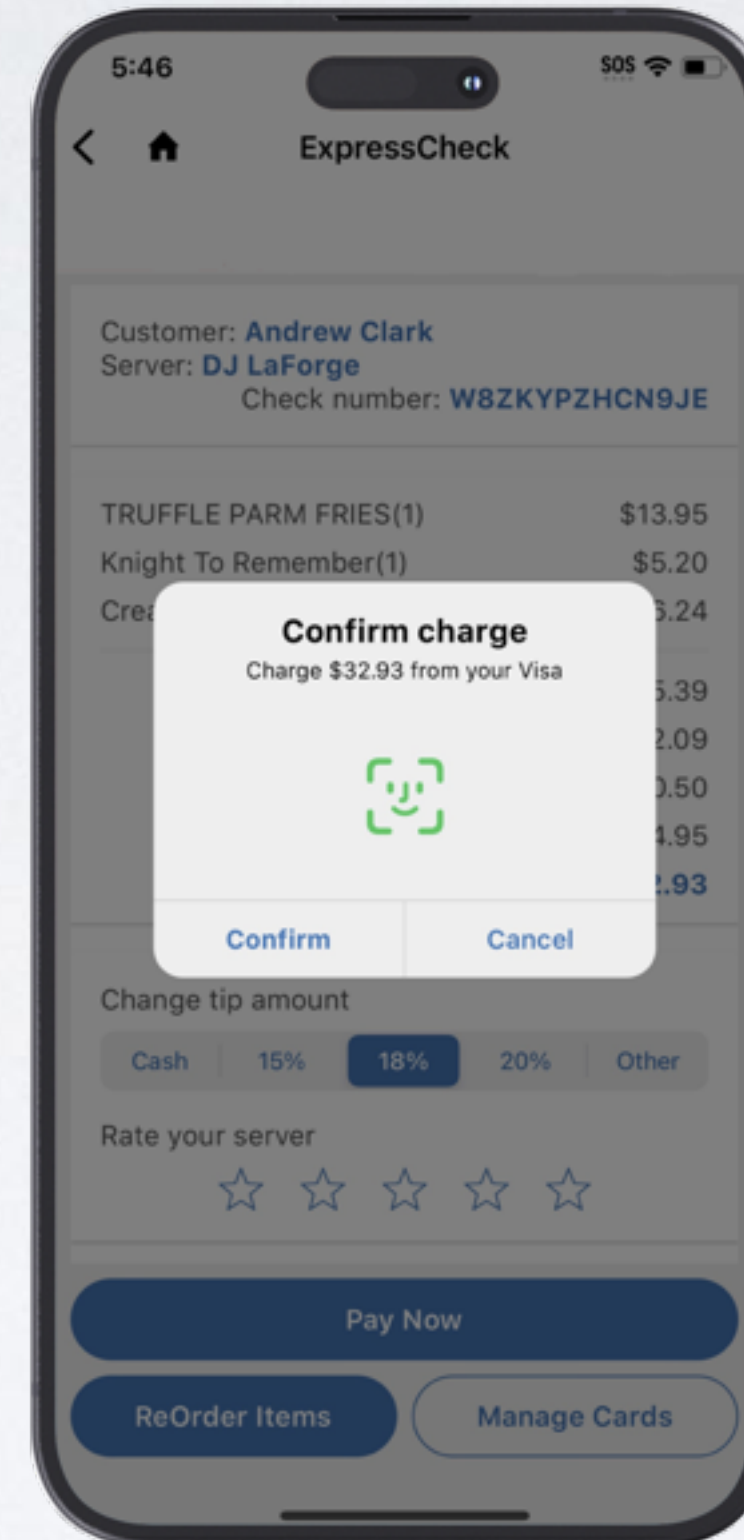
No more printing checks or processing credit cards



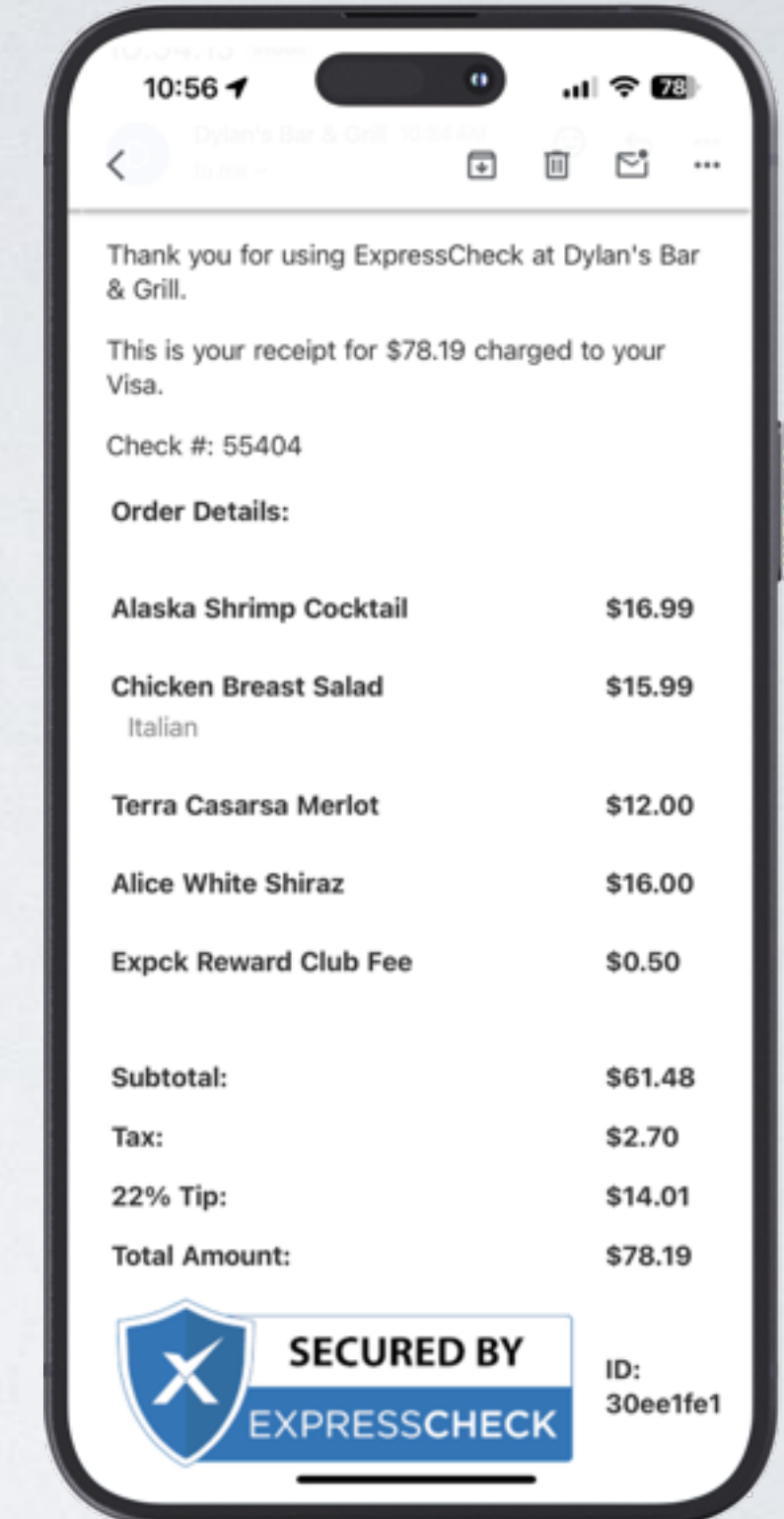
Tab is sent directly to the patron's mobile device. Patron will see any rewards that are available to them.



Double verification protects the restaurant from chargebacks

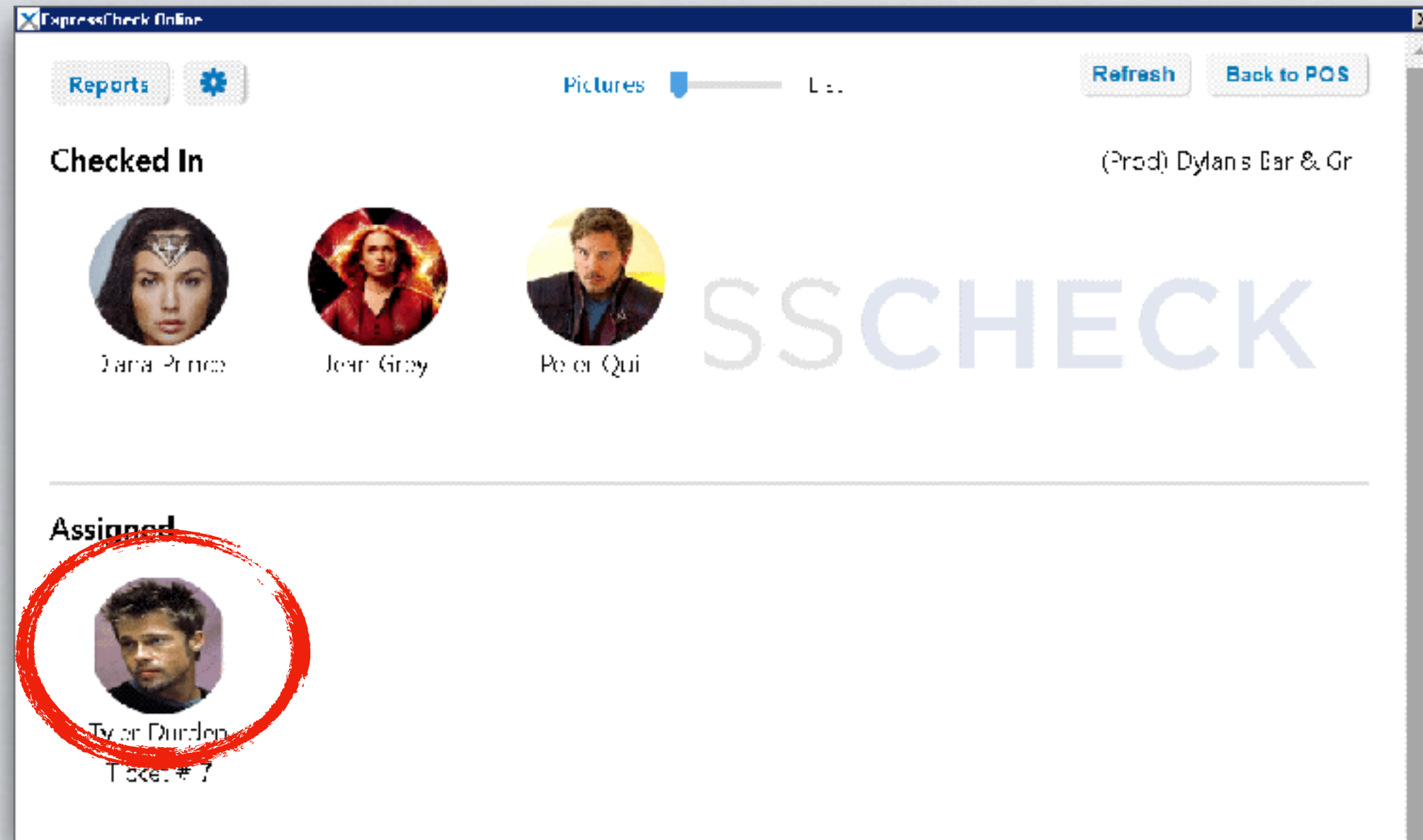


Patron's receipts can be found on the app and are sent to their email inbox.

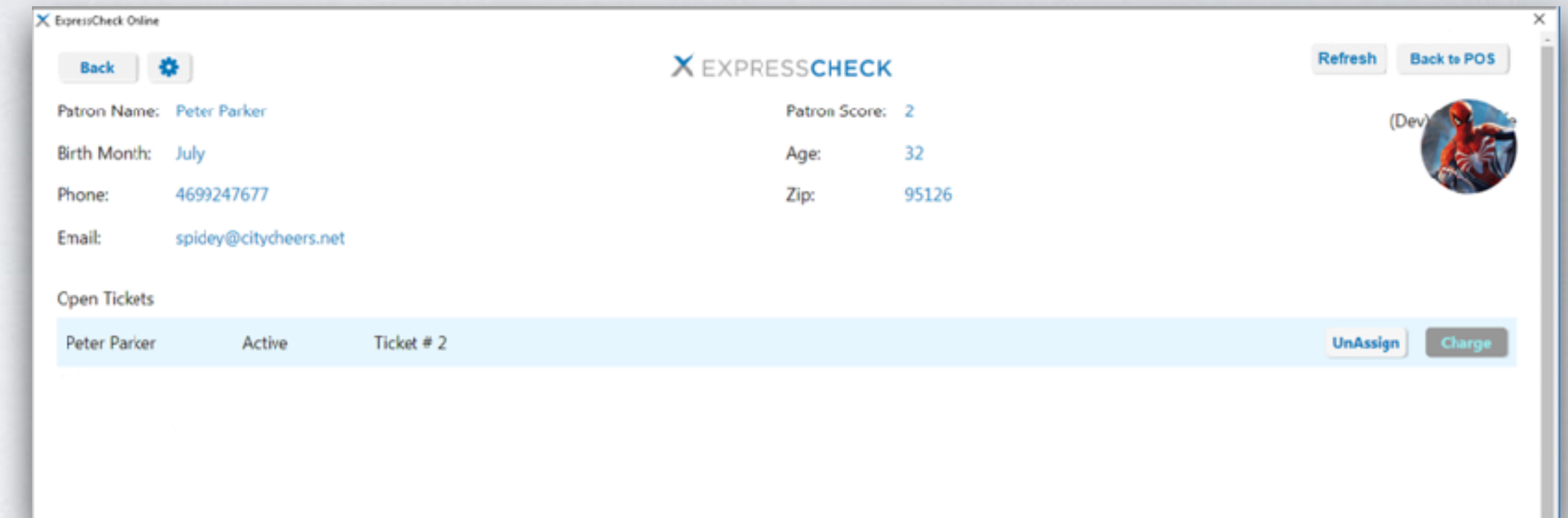


Walkouts

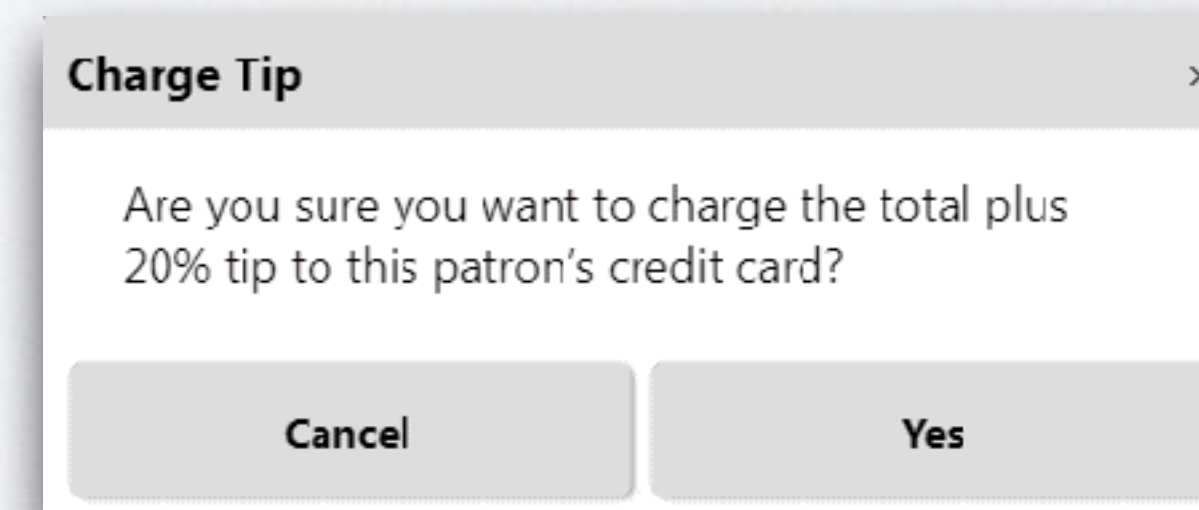
ExpressCheck tabs are safe from walkouts



STEP 1 - From the ExpressCheck portal, choose the patron who has walked out and tap View Profile.



STEP 2 - You will be prompted to enter a manager code. Then tap Charge

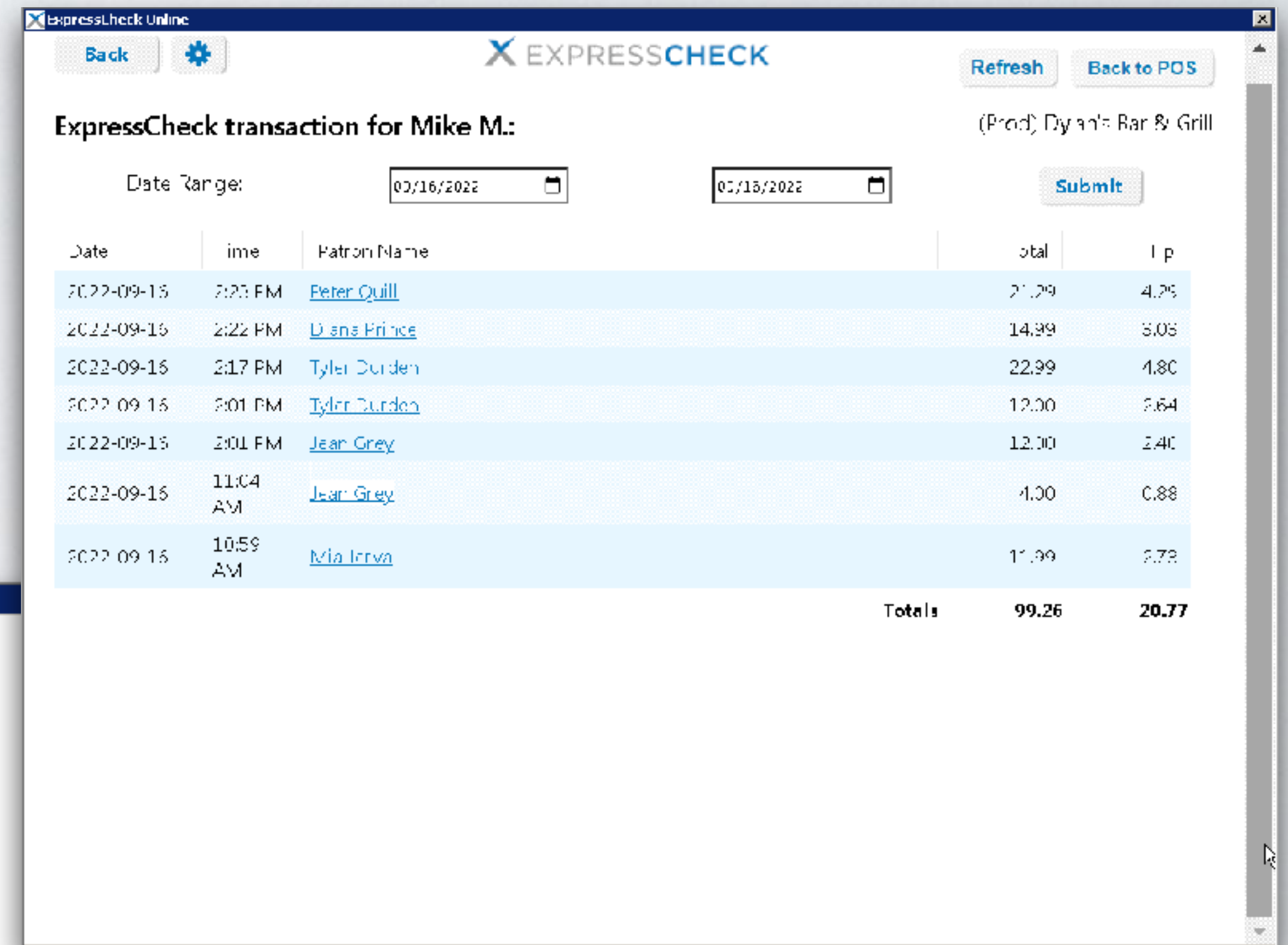
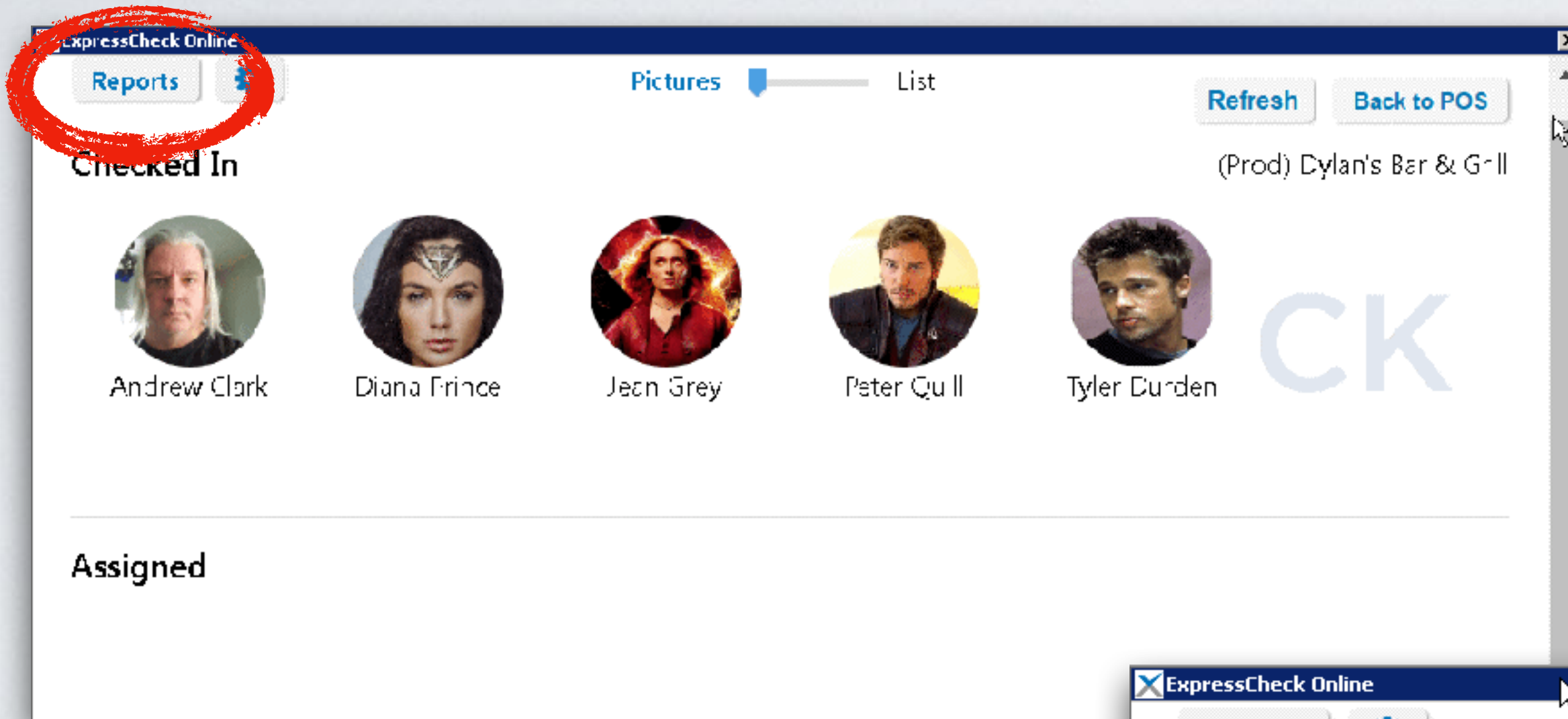


STEP 3 - You will be asked for confirmation to add a 20% tip. The ticket will be closed on the POS, tip adjusted, and the receipt will be emailed to the patron.

You are only safe from walkouts when the patron is assigned to an ExpressCheck ticket

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 = More Tips

- When you aren't printing checks and processing credit cards you have time to touch more tables and upsell food and drink
- You know your guest's name and make a connection with them

Turn Tables Faster = More Tips

- 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 uses ExpressCheck, you have the ability to message them directly thru push notifications and emails
- This will get them to return more often and bring their friends

Questions & Additional Information

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

CityCheers Customer Success
connect@citycheers.net
408-831-6500

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