CityCheers **America's Hospitality SuperApp ExpressCheck Focus 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.



- Fire the order 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

			7:59 11	?∎
	Refresh	Back to POS	▲ ExpressCheck	
RESSCHECK			Customer: Valerie Server: CCM Check nur	mber:
	(Frac)	Dy an's Bar & Crill	Fat Tire(2)	\$12.0
			Mozzarella Sticks(1) Buttermilk Chicken Burger(1) BBQ Chicken Flatbread(1)	\$7.9 \$14.8 \$13.0
n lime	Server Name	icket ID	Subtotak Tax \$5 Welcome Reward: ExpressCheck Ge: Up N' Go: 22% Tip:	\$60.3 \$3.2 -\$5.0 \$ 0.2 \$13.2
22, 2:17:00 PM	Mike M.	7	Tetal Amount Due:	\$72.9
			Cast 20% 25%	Other
22, 20100 PM	Mike M.	e	Rate your server ★ ★ ★ ★	
			Paying with your Visa ending in 7043	
			Rewards Available!	
			Pay Now	
			ReOrder Items Manage Ca	ards

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



Wrong Check Assigned? Un-assign & Re-assign

		×	
Reports 🔅	Pictures Let	Refresh Back to POS	
Checked In		(Prod) Dylan's Bar & Grill	
Diana Prince Jean Grey	Feter Gull SSCI	HECK	
Assigned Weight Durden Tracer # 7			
	heck lcon	ExpressLheck Unline Back	3
ap the Expressu		Ass an Ticket to:	J Tvler
ap the guest you	would like to un-a	Ass gn Ticket to:	Tyler



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





STEP 1 - Select the first patron and choose the ticket.

Each Patron Gets Their own Tab



STEP 2 - You will be prompted that the ticket has been split

esign licket to: T yle	er Durden		(Pro	e) Dylan's Bar &
	i iter by iabl	e Name:		
Selec	labie Nam g	CAN OF THE	Server Name	ticket D
Tap to Assign	tylera	9/16/2022, 2:17 29:254	Micc M.	/1
Tap to Assign	Tyler:2	9/16/2022, 2:17 29 PM	Mike M.	7 2
Tap to Assign	Tyler:2	9/15/2022, 2:17 29 PM	Mi≺€ M.	72

STEP 3 - Choose the correct seat and assign it. Continue assigning the remaining seats.



Patron Experience



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

🗙 ExpressCheck Osline							
Back	a		× expri	ESSCHECK		Refresh	Back to POS
Patron Name:	Peter Parker			Patron Score:	2	(Dev)
Birth Month:	July			Age:	32		
Phone:	4699247677			Zip:	95126		
Email:	spidey@citycheers.net						
Open Tickets							
Peter Parker	Active	Ticket # 2				UnAssign	Charge

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

Charge Tip	x
Are you sure you want to ch 20% tip to this patron's cred	arge the total plus it card?
Cancel	Yes

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



ExpressCheck Reporting Screen View tips anytime on the POS



Express	ExpressCheck transaction for Mike M.:					
C	late Range:	00/16/2022	05/15/2022	Subr	Submit	
Date	ime	Patron Mame		otal	۱p	
2022-09	H15 2:23 FM	<u>Feter Quill</u>		21,29	4.29	
2022-09	-16 2:22 PM	<u>Diana Prince</u>		14,99	3.03	
2022-09	-16 2:17 PM	Tyler Durden		22.99	4.8C	
2022-09	16 2:01 PM	<u>Tyler Durden</u>		12.00	2.64	
2022-09	-16 201 FM	Jean Grey		12.00	2,40	
2022-09	-15 11:04 AM	Jean Grey		4.00	C.88	
2022-09	015 10:59 AM	<u>Mia Icrva</u>		11,99	2.72	
			Tot	tals 99.26	20.77	

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

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

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

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