

# CityCheers

**America's Hospitality SuperApp**

*ExpressCheck Positouch POS - Tutorial*



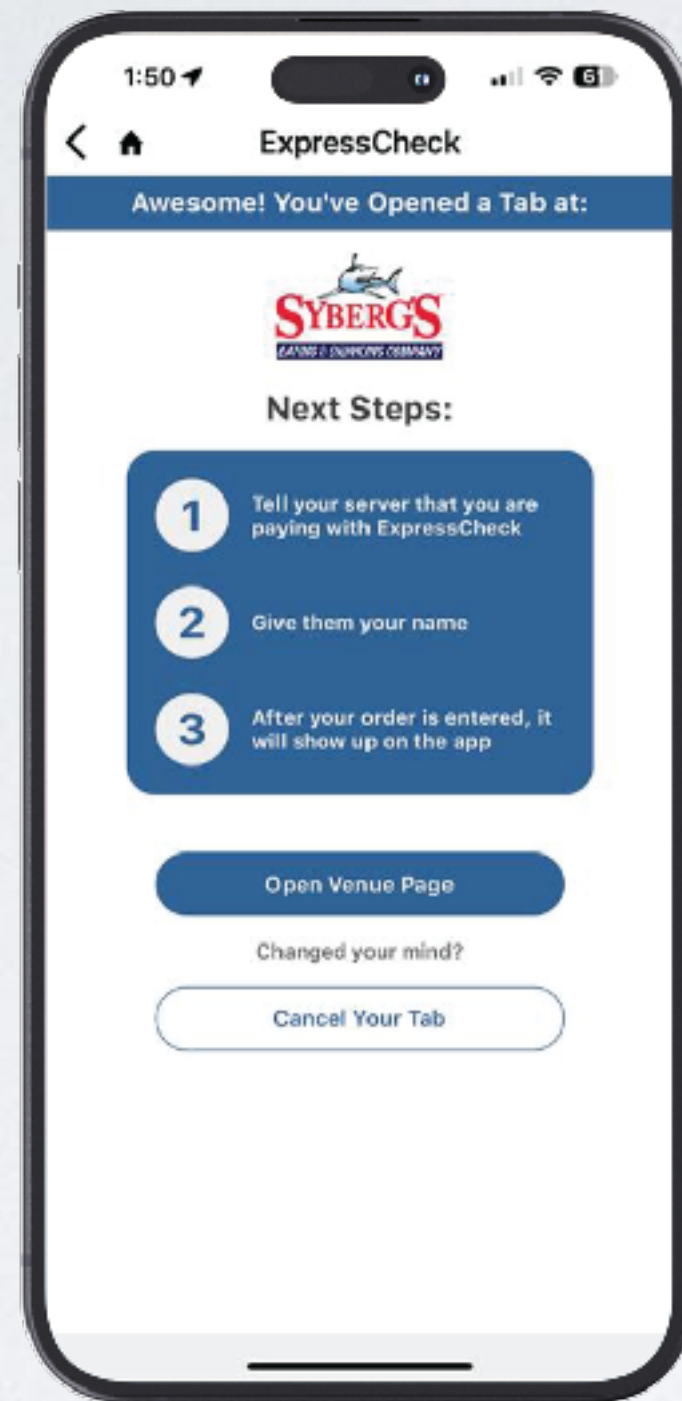


# ExpressCheck Transaction

Ticket can be assigned at any point in the meal



# 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

1

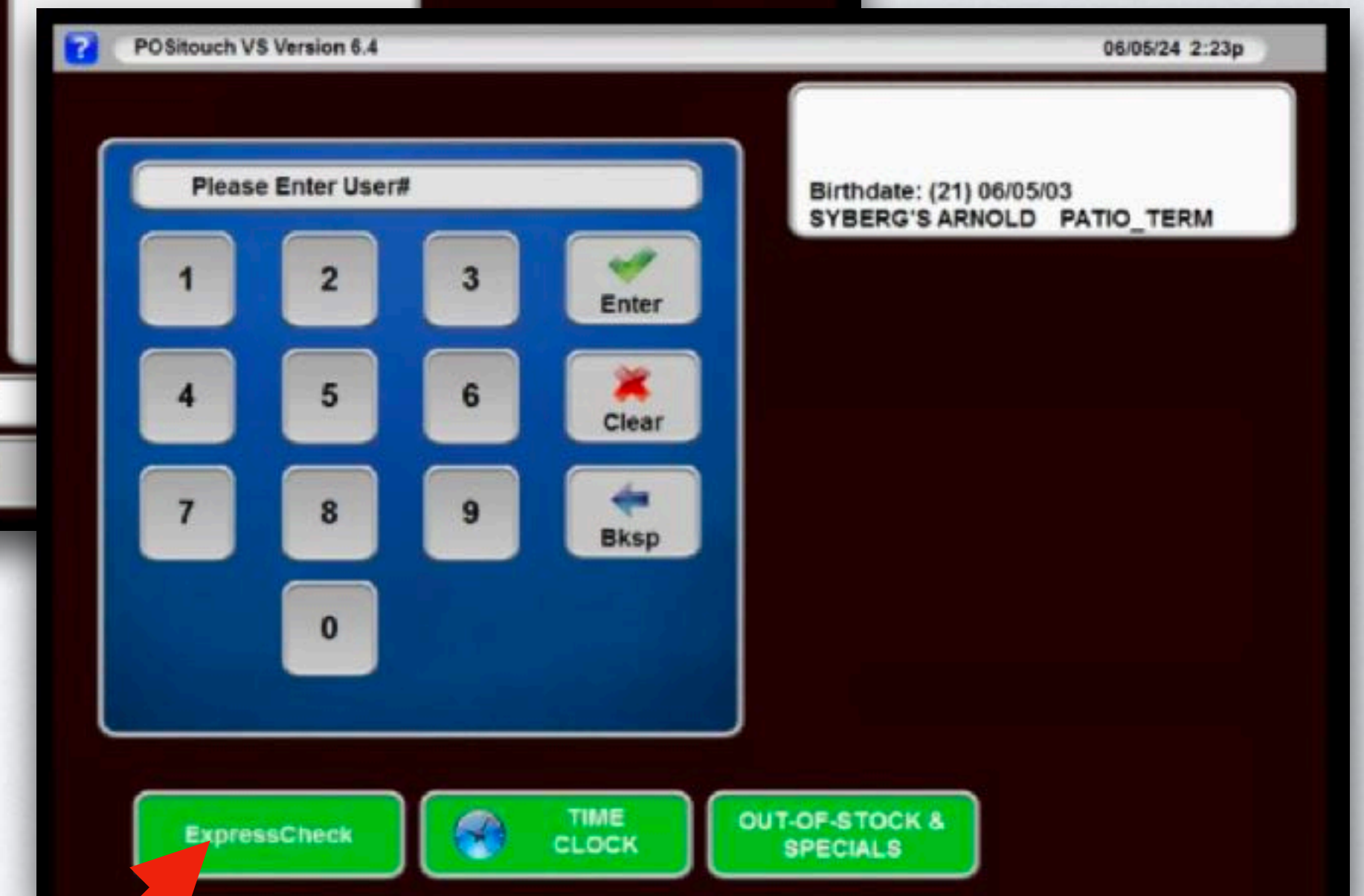
Create the ticket

Fire the ticket to the kitchen or bar



2

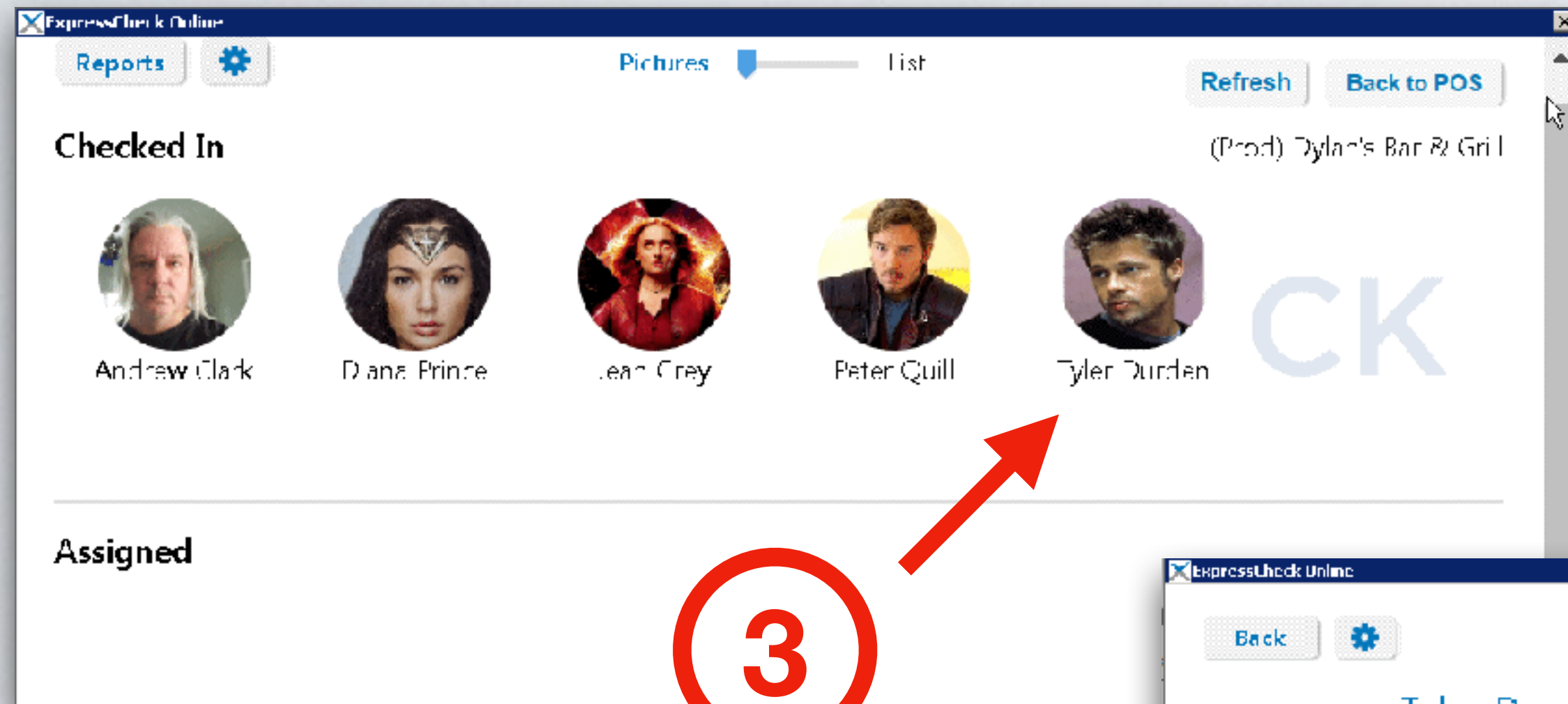
Tap the ExpressCheck button The location of this button can vary so ask your manager.





# Assign the ticket

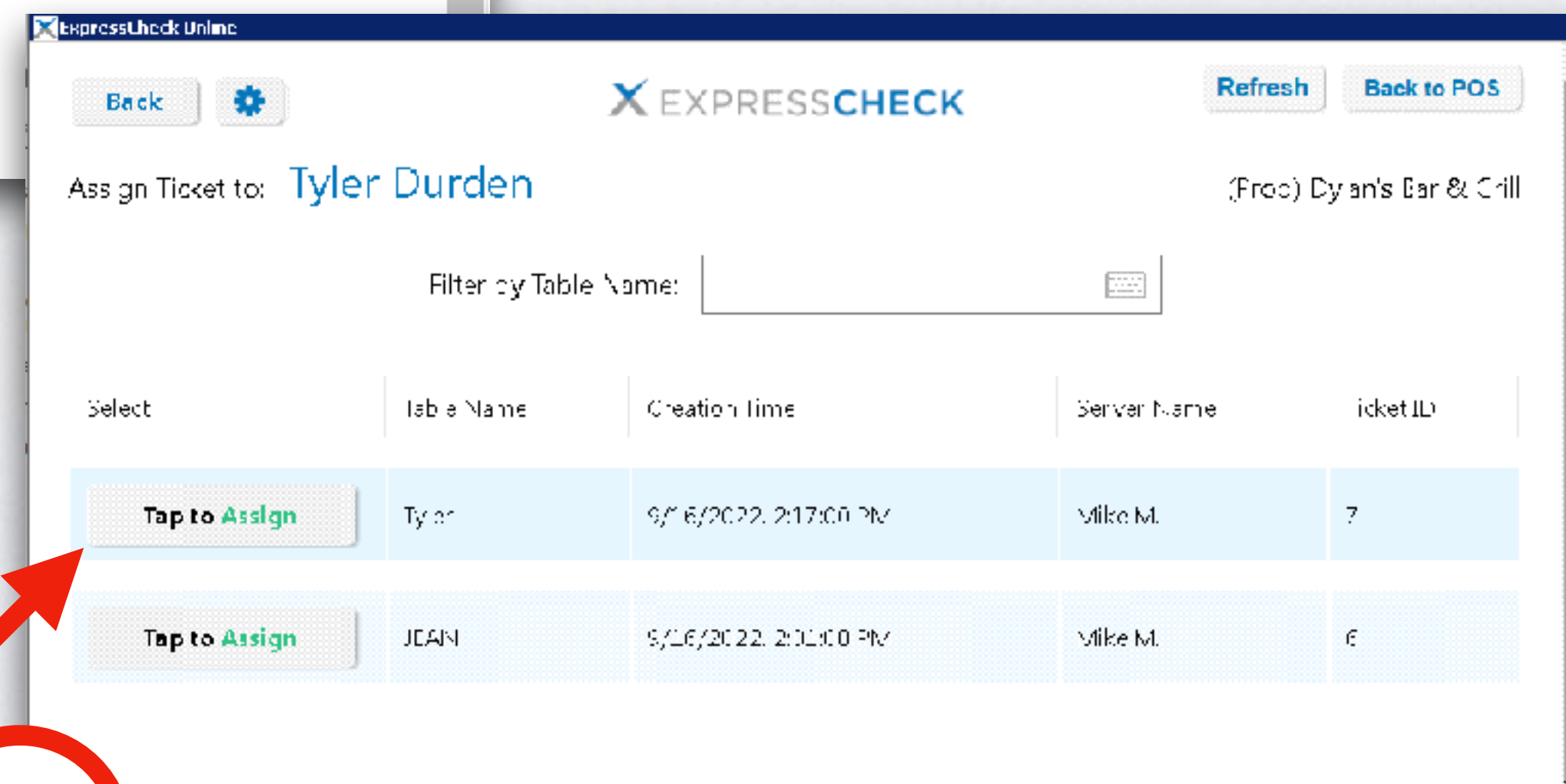
Assign the ticket at any point in the meal.



3

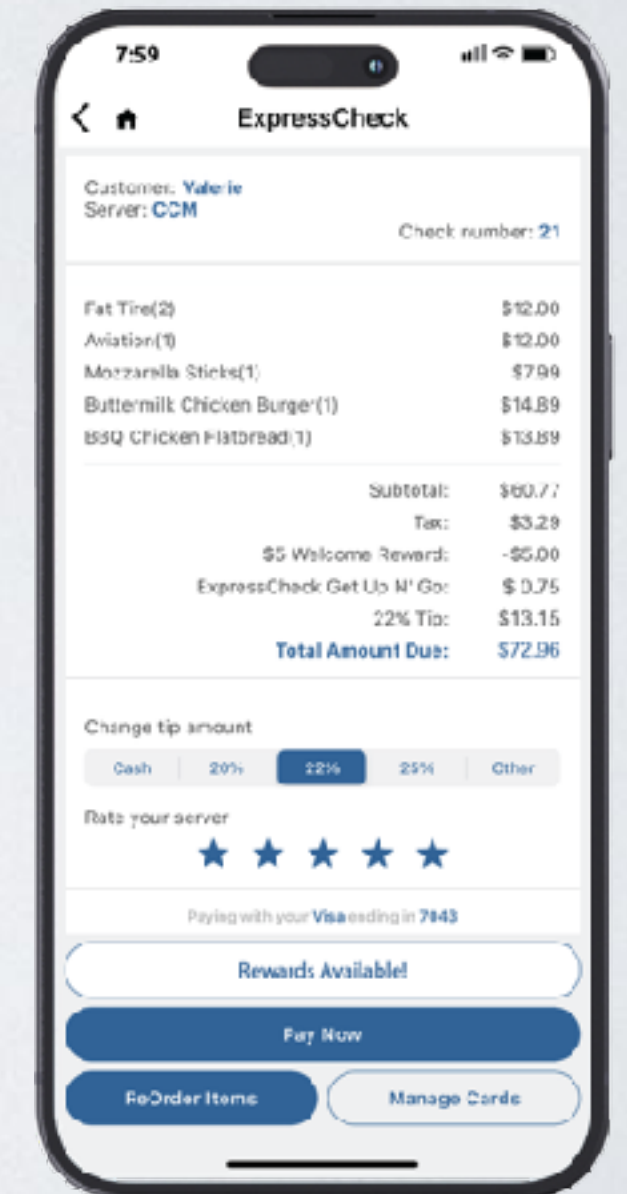
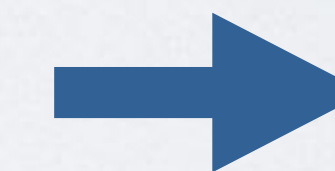
A list of patrons will show up.  
Tap on your guest.

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



4

A list of open tickets will appear.  
Tap on the correct ticket to **Assign**.

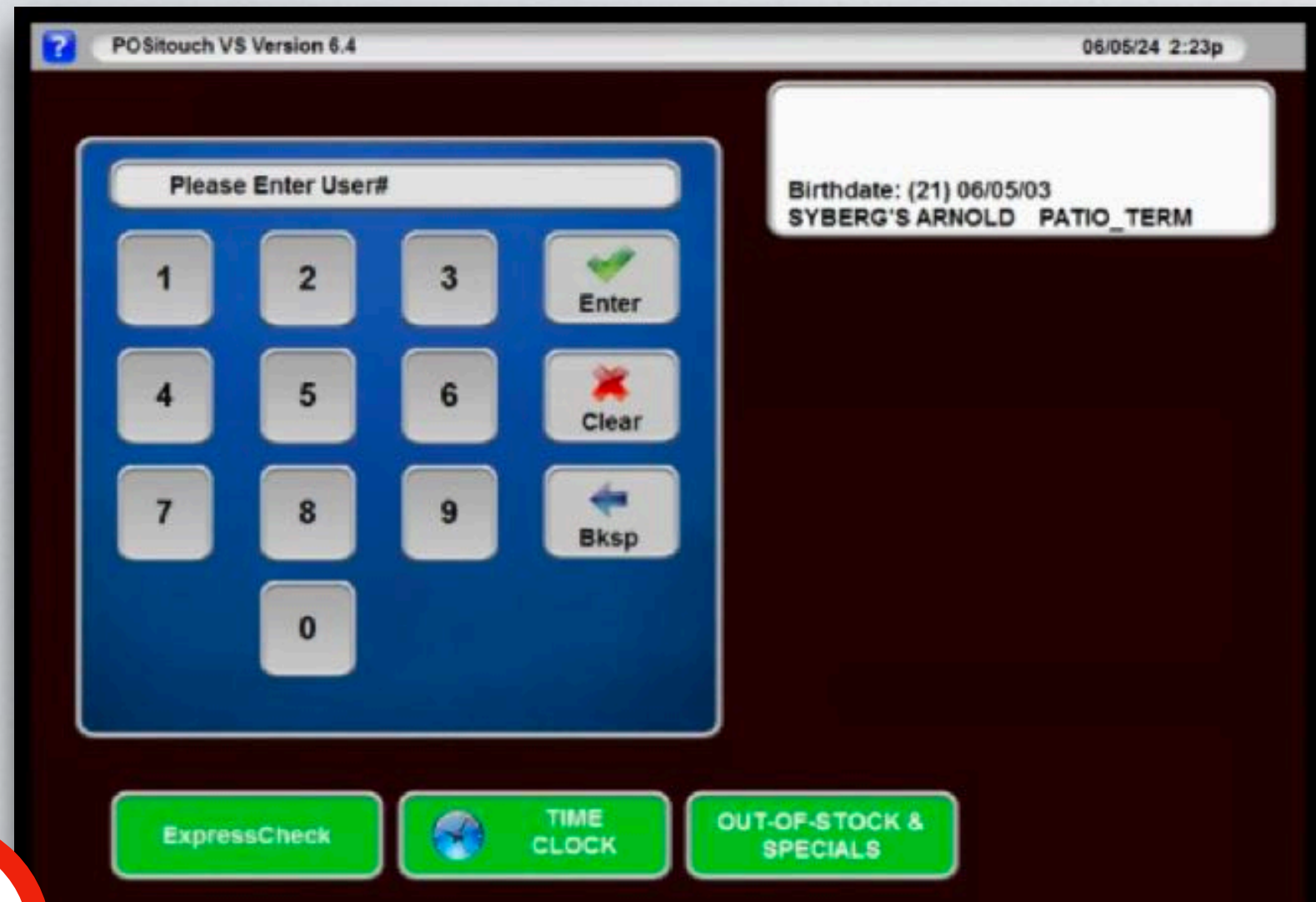


Order will appear on the guests phone

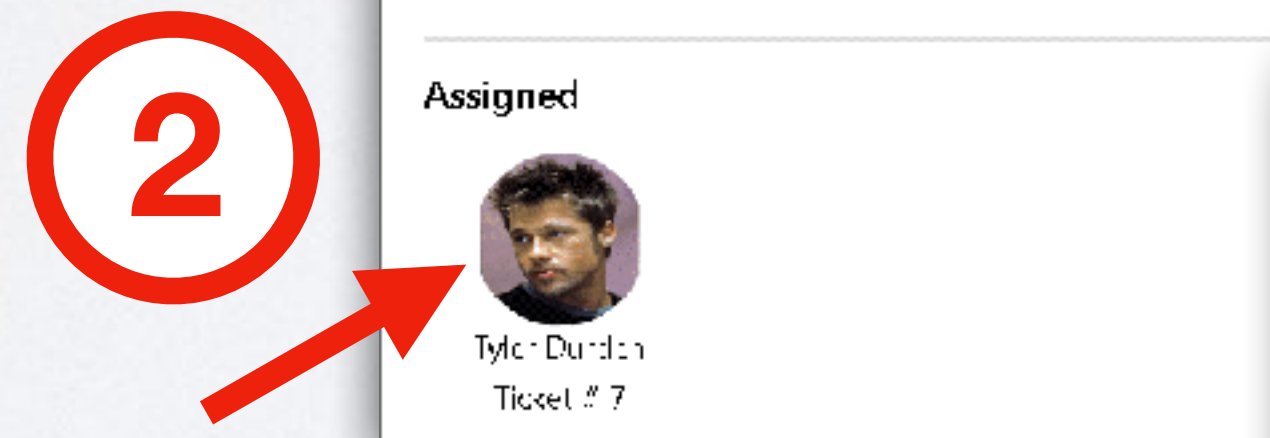


# Wrong Check Assigned?

Un-assign & Re-assign

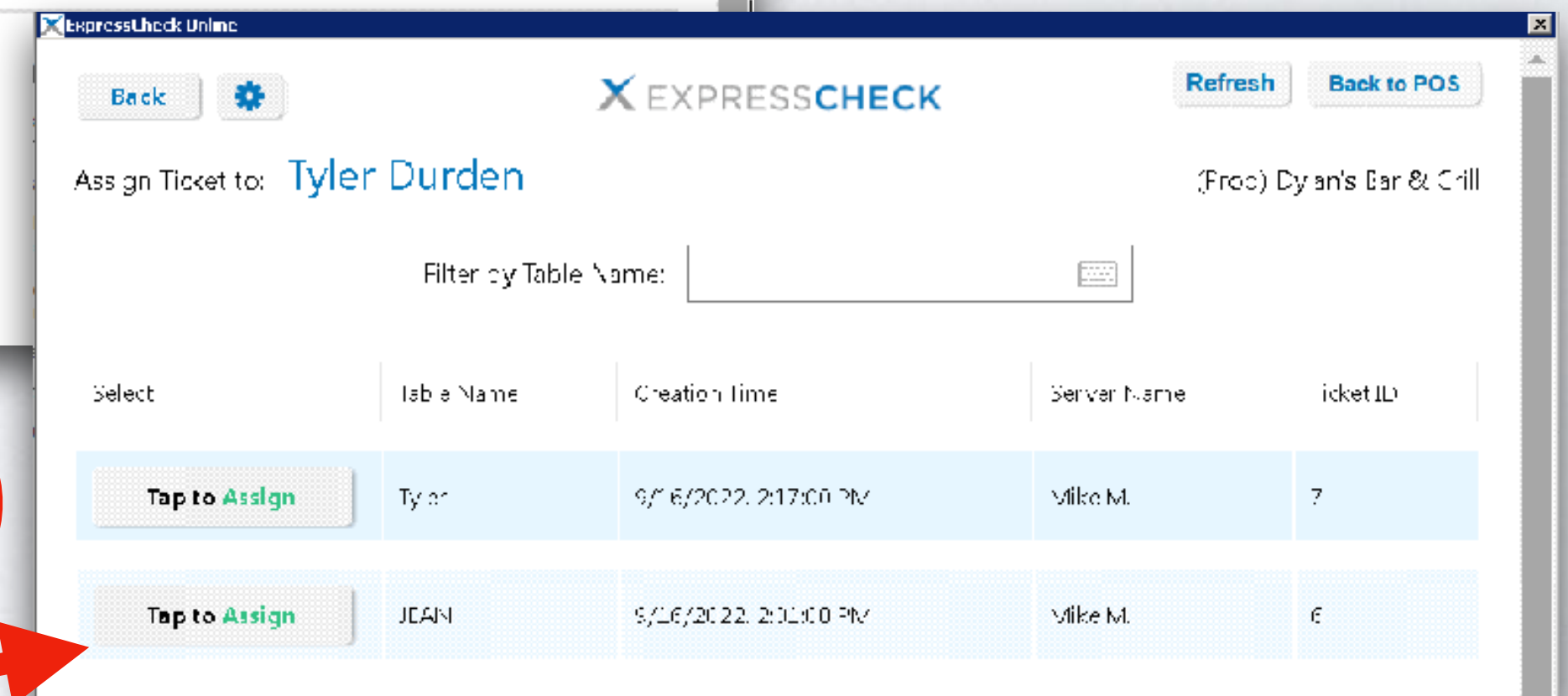


1 Tap the ExpressCheck Icon



2 Tap the guest you would like to un-assign

3 Choose the correct ticket



4

Once unassigned - tap their face again

3





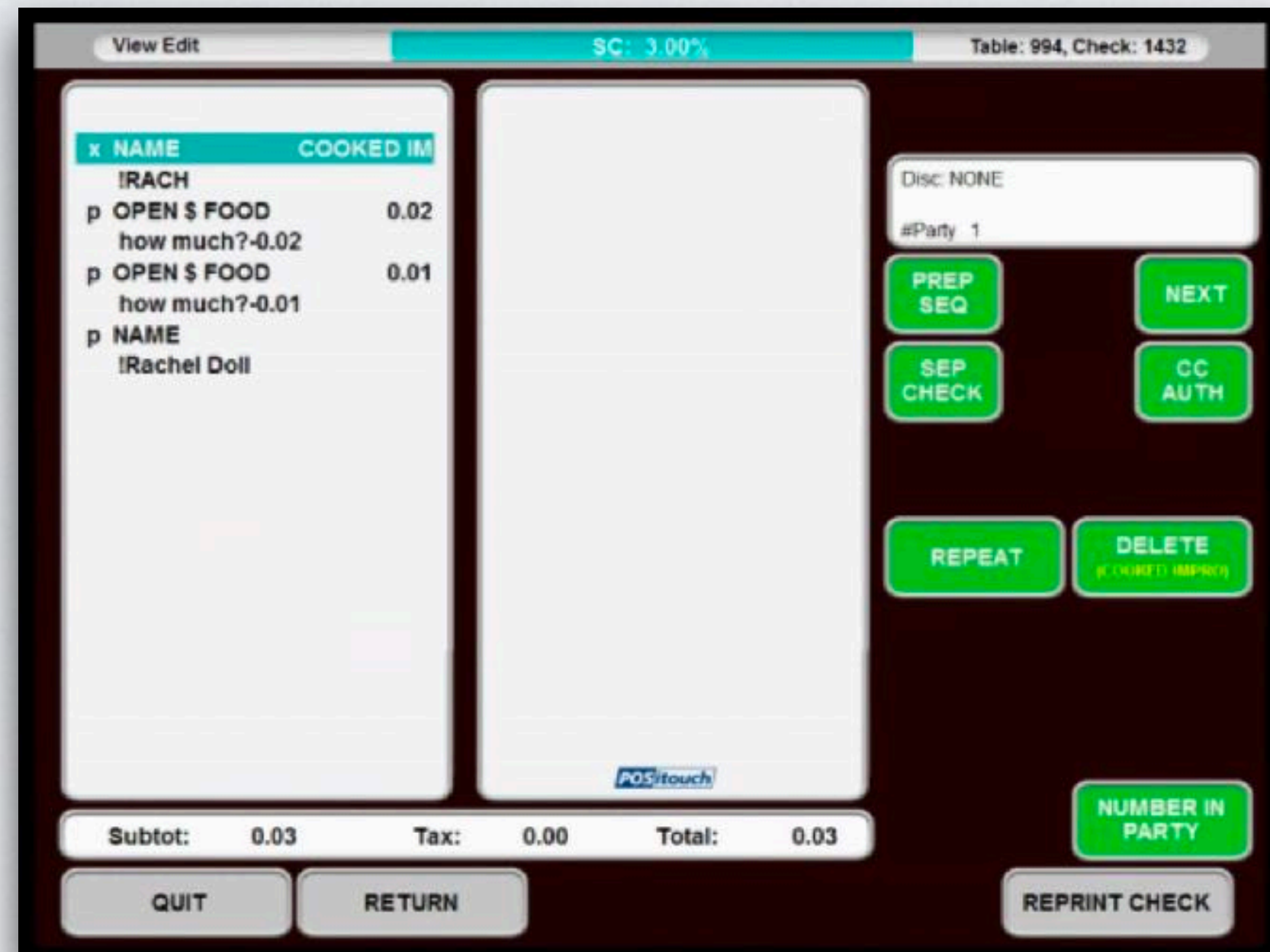
# Splitting the check

Each guest gets their own ticket



# Split Tickets

Create the ticket - Fire the ticket - Split the ticket- Reprint  
Assign each guest their ticket

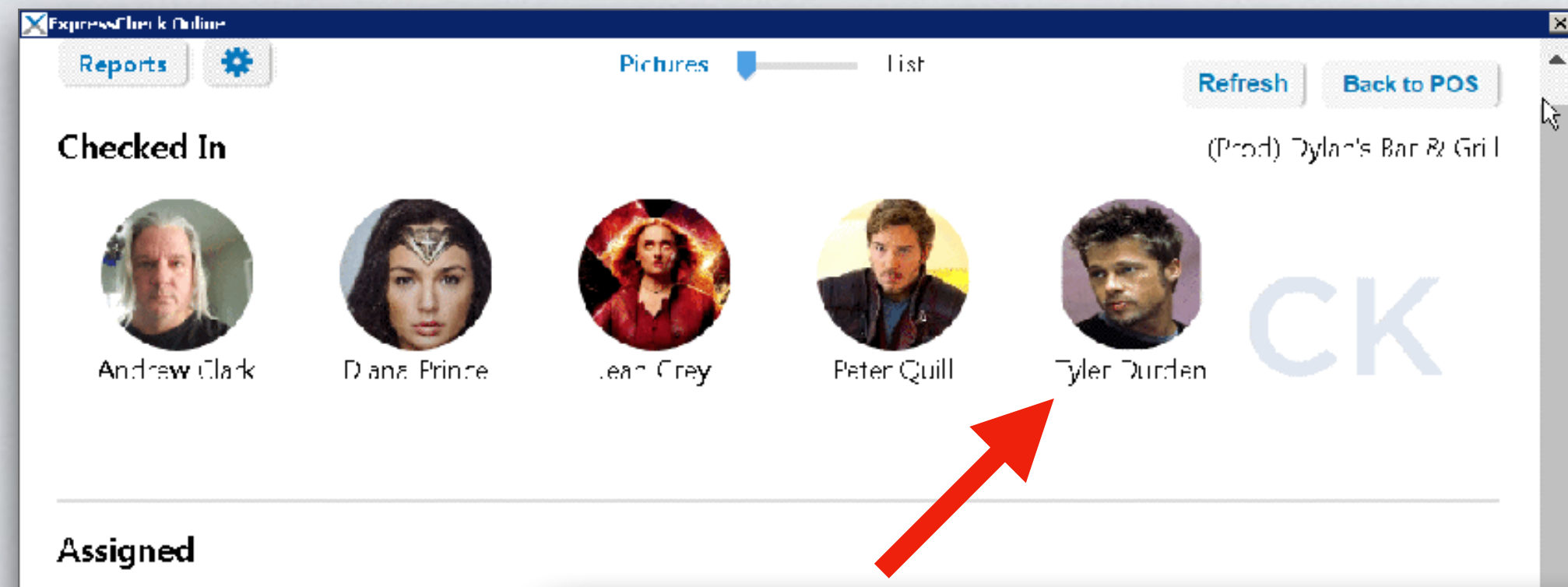


Each guest opens a tab on the app

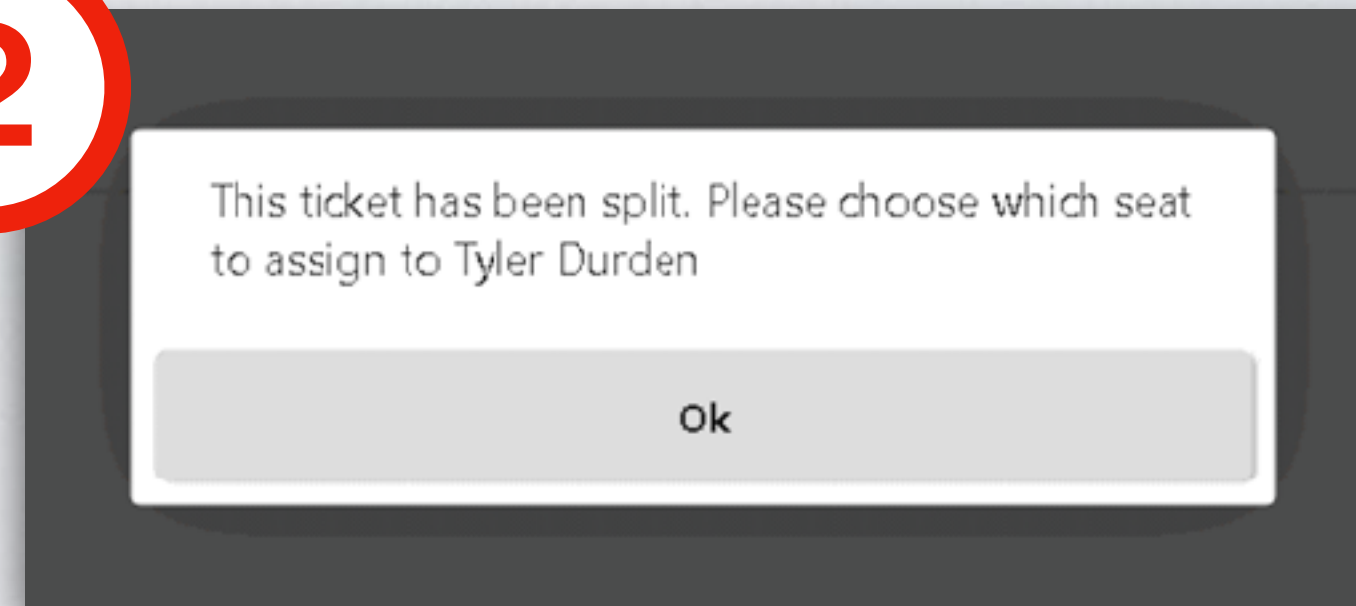
*If there is a guest who is not paying with ExpressCheck - NO PROBLEM -  
they will have to wait for the bill and hand over their credit card*



# Each Patron Gets Their own Tab



2

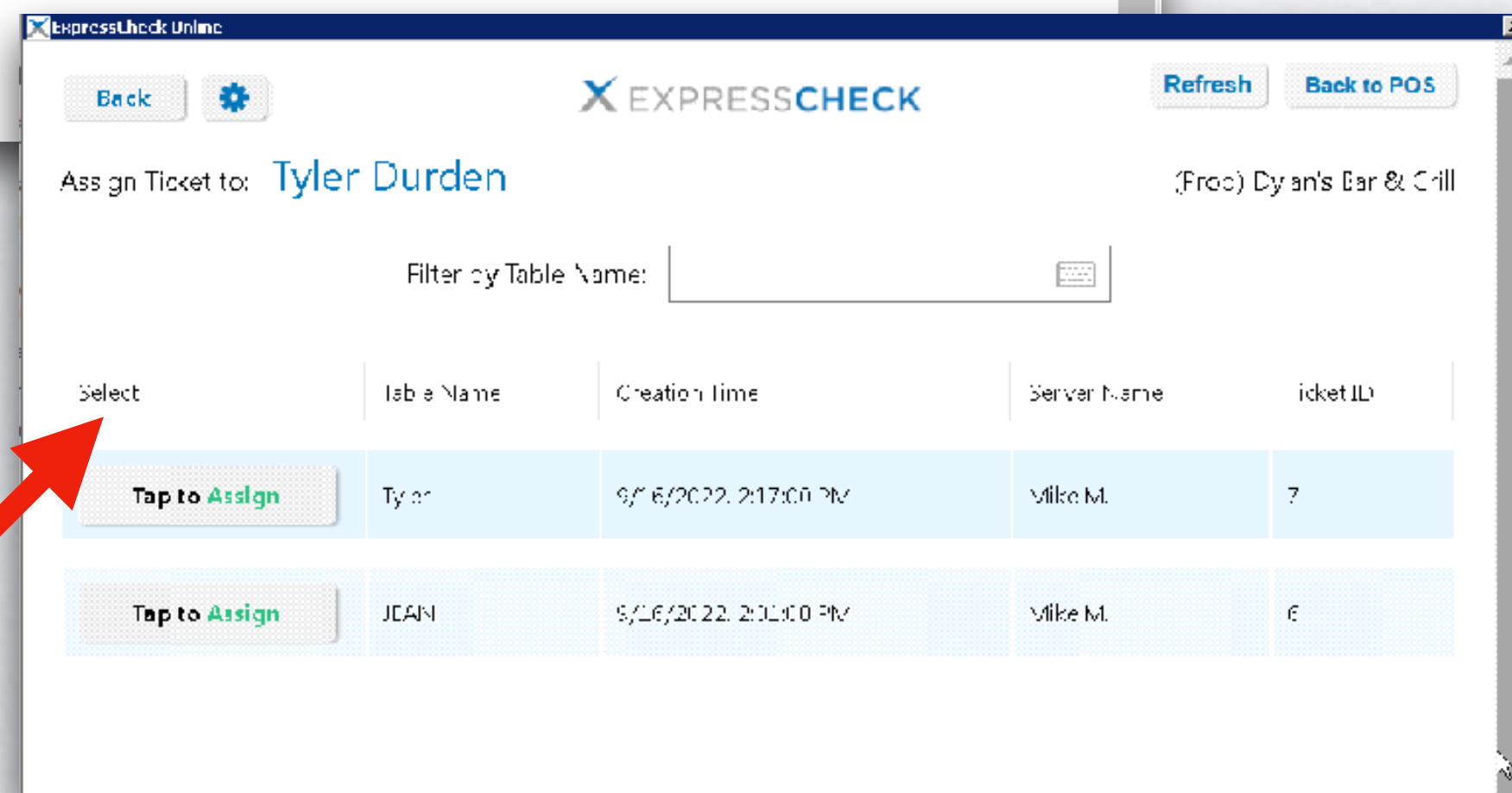


You will be prompted that the ticket has been split

1

Tap the ExpressCheck button

Select the first patron - Choose the ticket



3

Choose the correct seat and assign it  
Repeat the process. Continue assigning the remaining seats





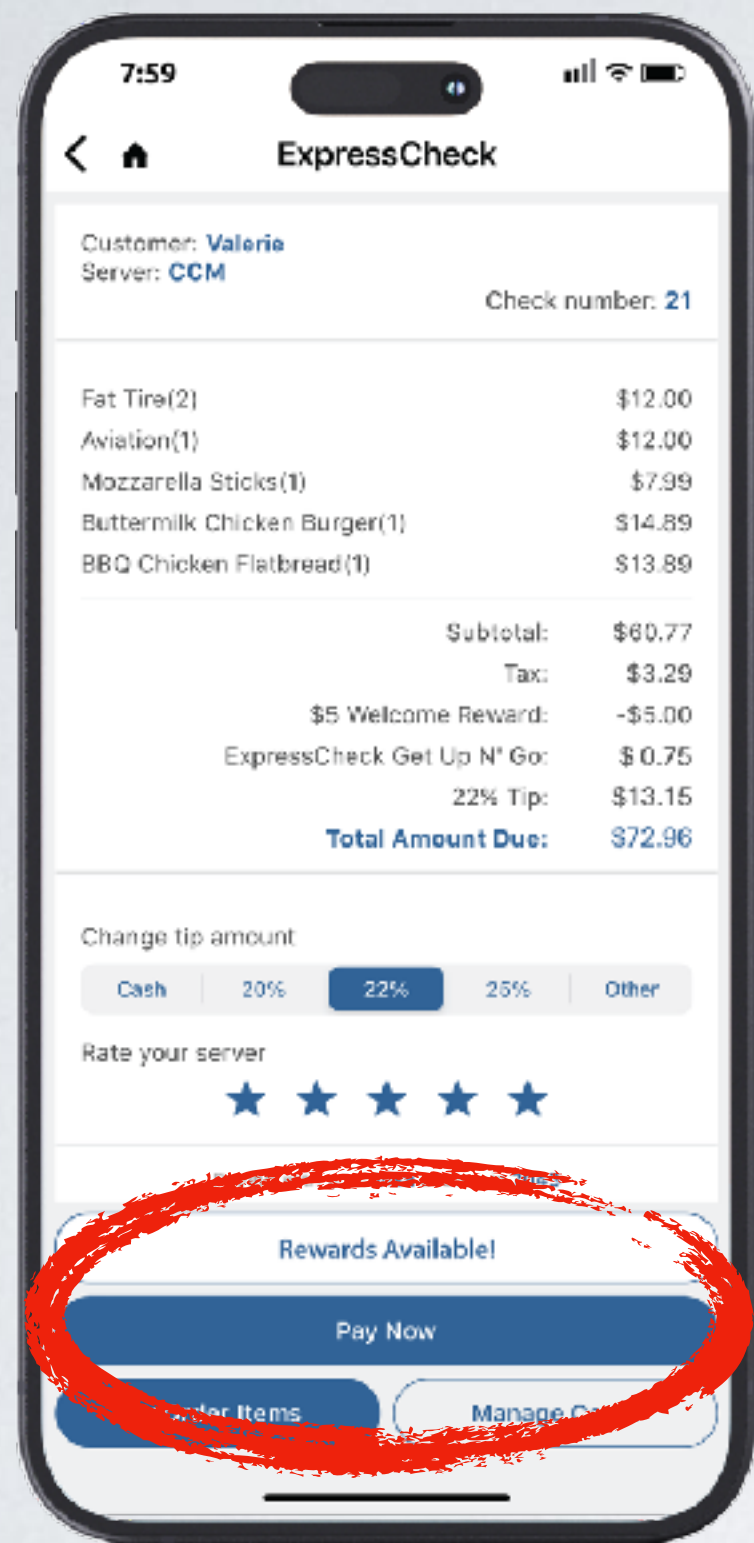
# ExpressCheck

Guest experience



# Customer Experience

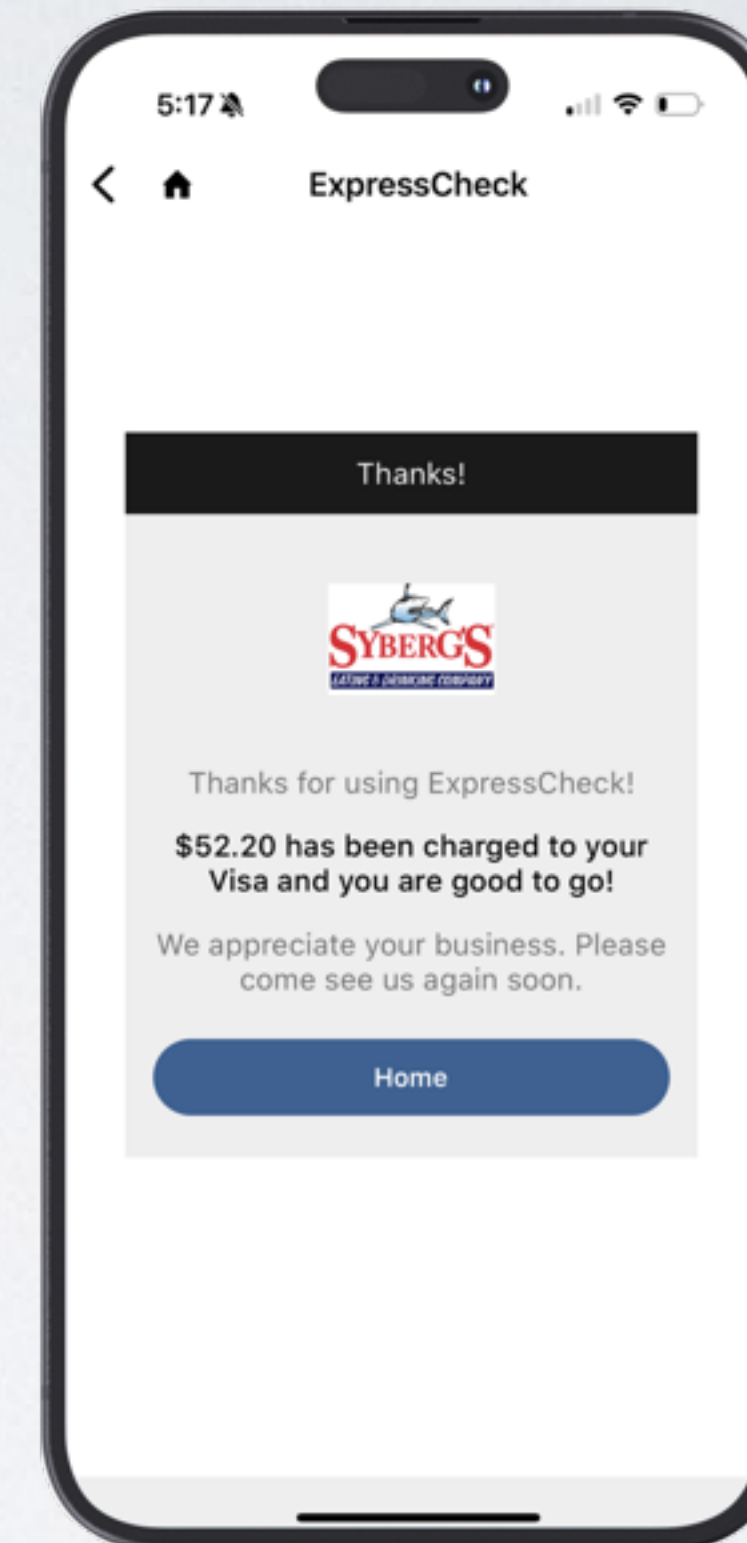
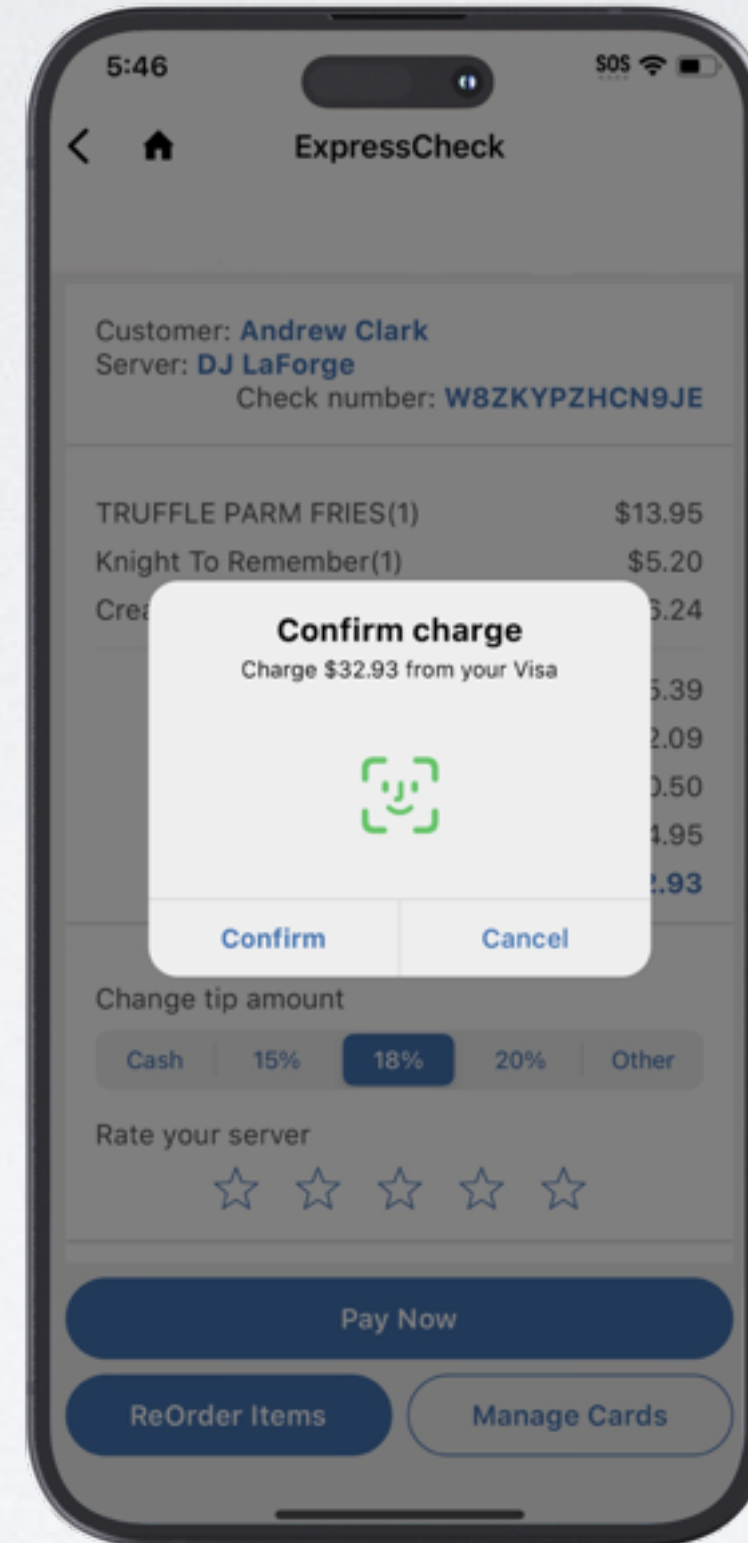
No more printing checks or processing credit cards



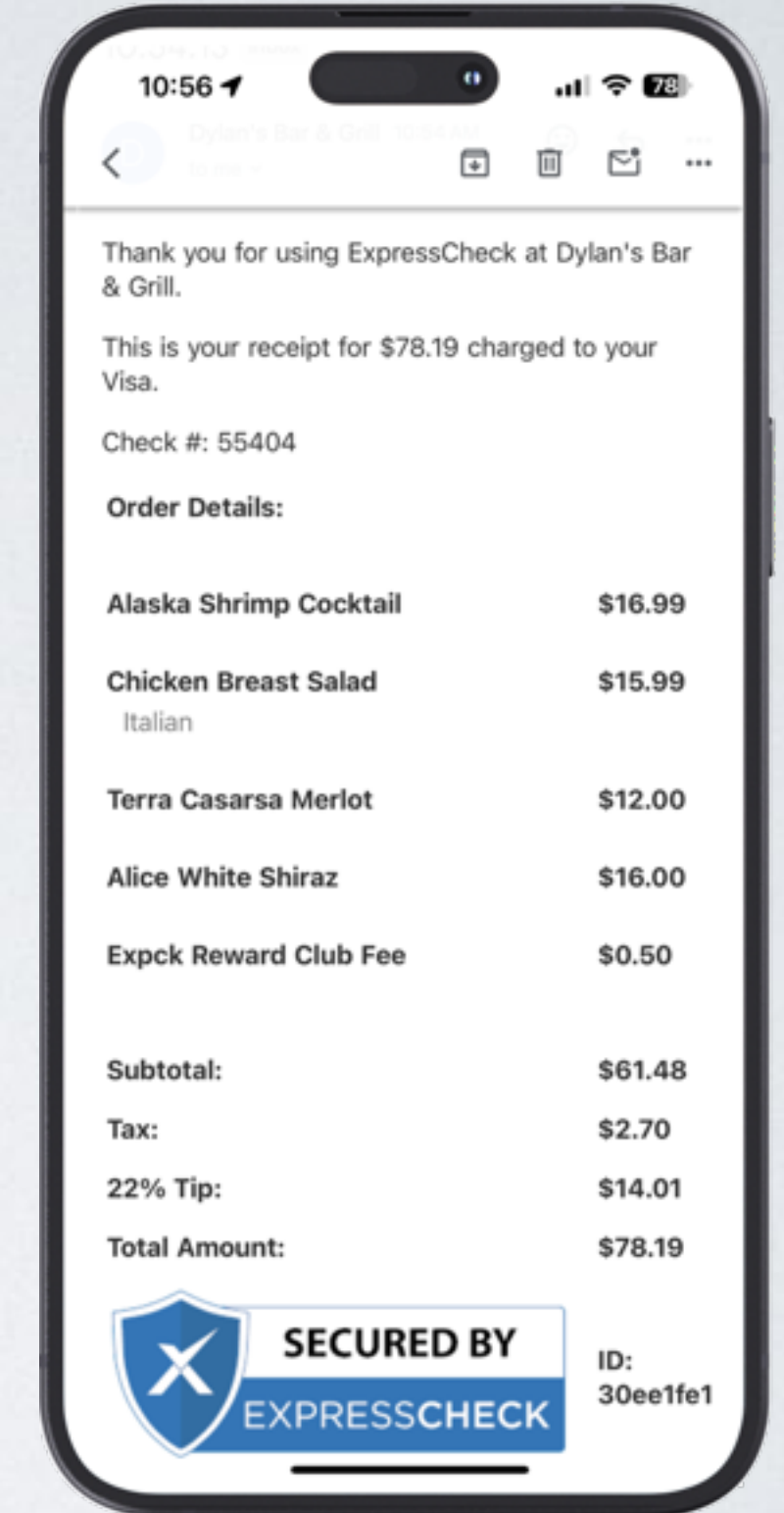
Tab is sent directly to the patron's mobile device. Patron will see any rewards that are available to them



Double verification adds additional element of security



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







# Walkouts

Manually & Auto Close



# Patron Walkouts

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

**1** Tap the ExpressCheck portal

**2** Choose the patron who has walked out and tap View Profile.

**3** Enter a manager code - Tap Charge

**4** Add a 20% tip. The ticket will be closed on the POS, tip adjusted, and the receipt will be emailed to the patron.

The screenshots show the POS interface with a numeric keypad, the ExpressCheck Online profile for Peter Parker, a list of checked-in patrons including Diana Prince, Jean Grey, Peter Quill, and Tyler Dunder, and a 'Charge Tip' dialog box asking for confirmation to charge a 20% tip.



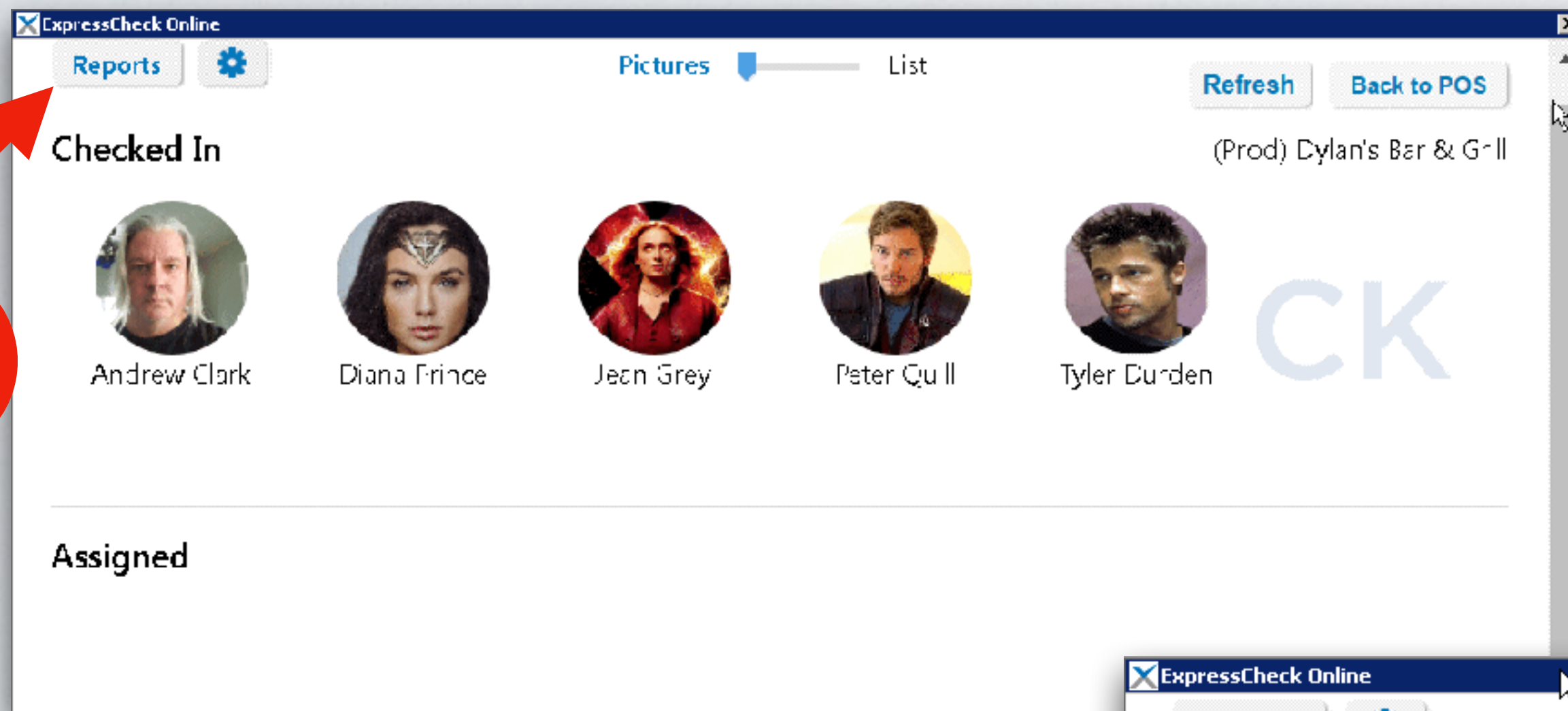


**Find your tips**

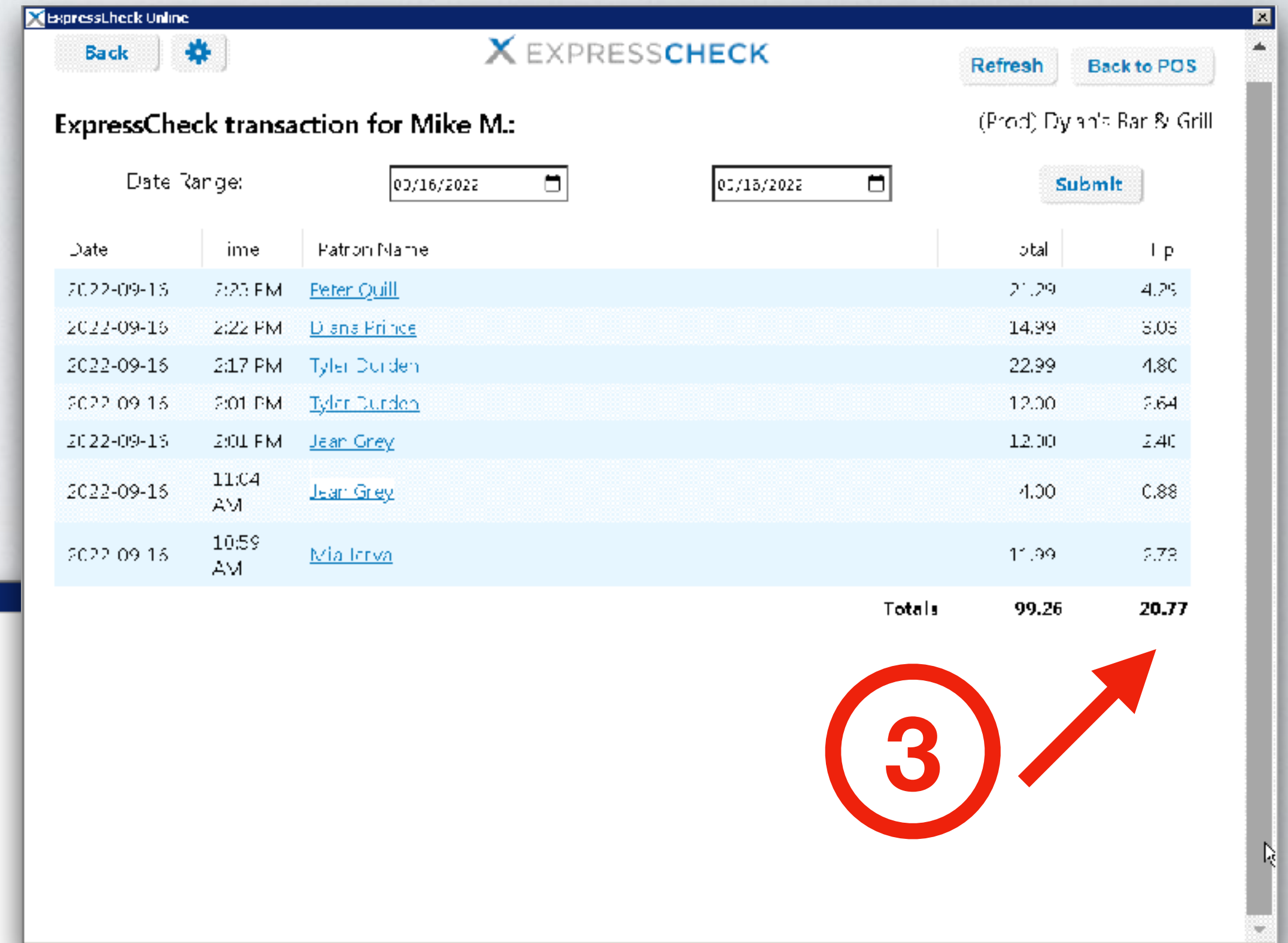
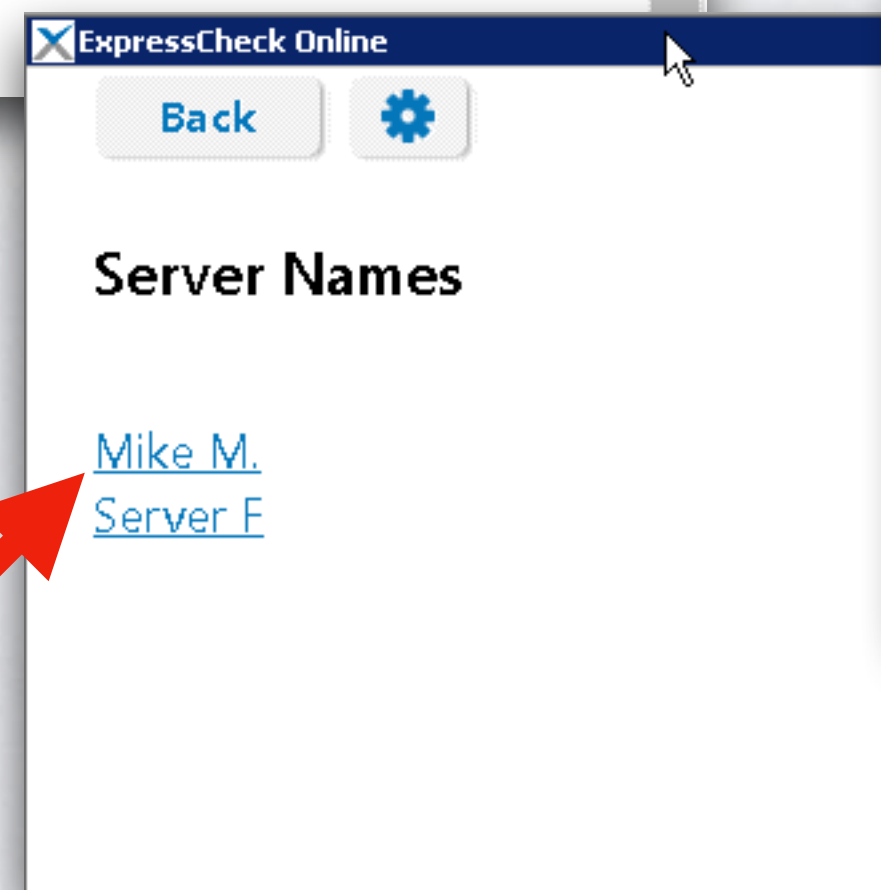


# ExpressCheck Reporting Screen

View tips anytime on the POS



Tap the ExpressCheck button on the POS  
Tap Reports  
Tap your name  
View Tips and Totals



*Tips are automatically adjusted when a patron pays on the app*



# Next Steps

## Training & Guest Adoption

- 1** Download the CityCheers App
- 2** Run an ExpressCheck transaction
- 3** Make sure signage is out - pass out menu cards
- 4** Inform guests they will receive a \$5 sign up reward



# 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

## **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 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



# Questions & Additional Information

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

CityCheers Customer Success  
[connect@citycheers.net](mailto:connect@citycheers.net)  
408-831-6500

For more tutorials and videos, visit  
[citycheers.com](http://citycheers.com)  
Restaurant Resources tab