

# CityCheers

America's Hospitality SuperApp



***ExpressCheck One Touch***

***Aloha***<sup>®</sup>

by  **NCR**  
Hospitality

***Tutorial***





# ExpressCheck Transaction

Ticket can be assigned at any point in the meal

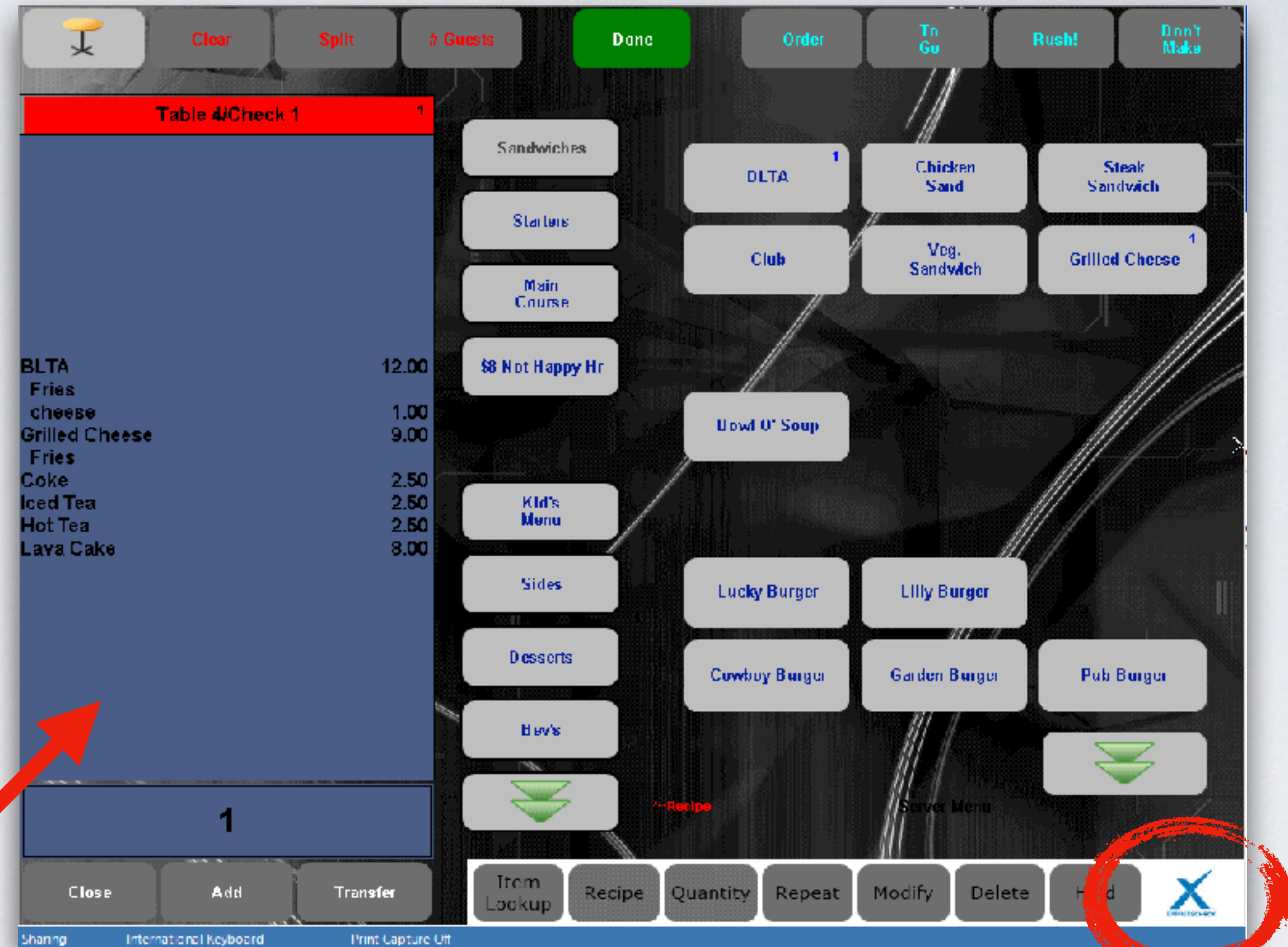
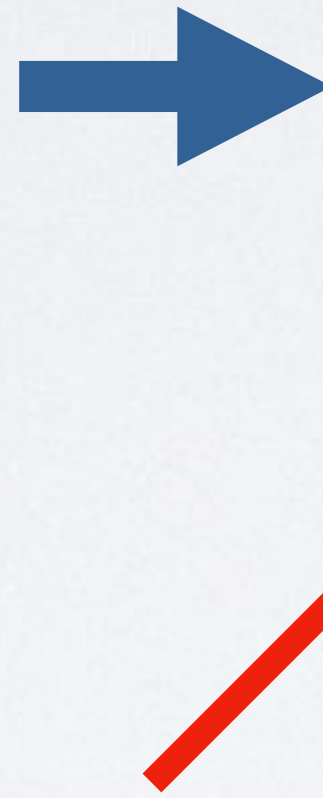


# Create the Ticket



Guest taps Open Tab

They are informed to give the server their name



1 Take the order & write down guest's name  
Create the ticket

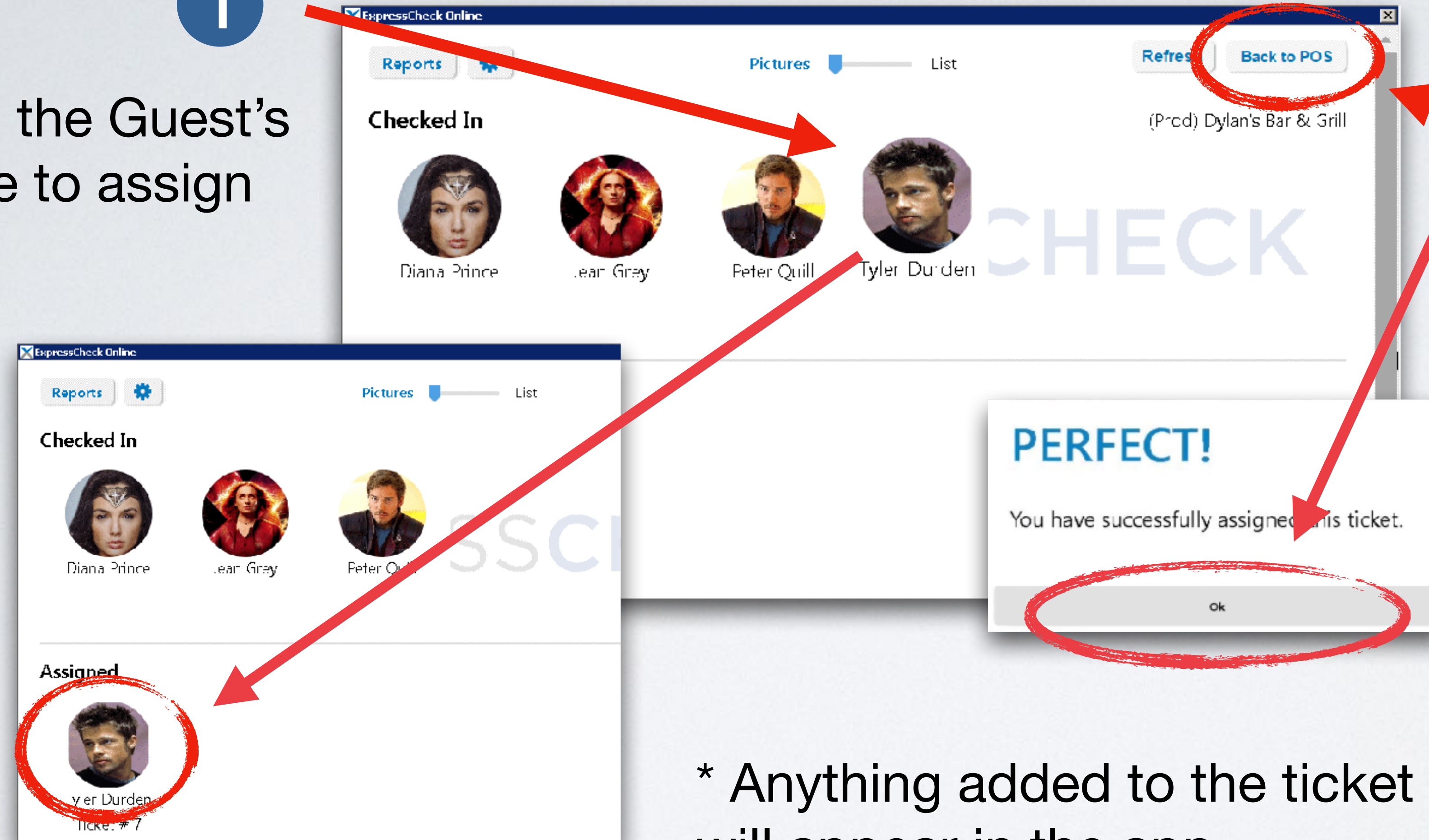
2 Tap the ExpressCheck icon



# Assign the Ticket

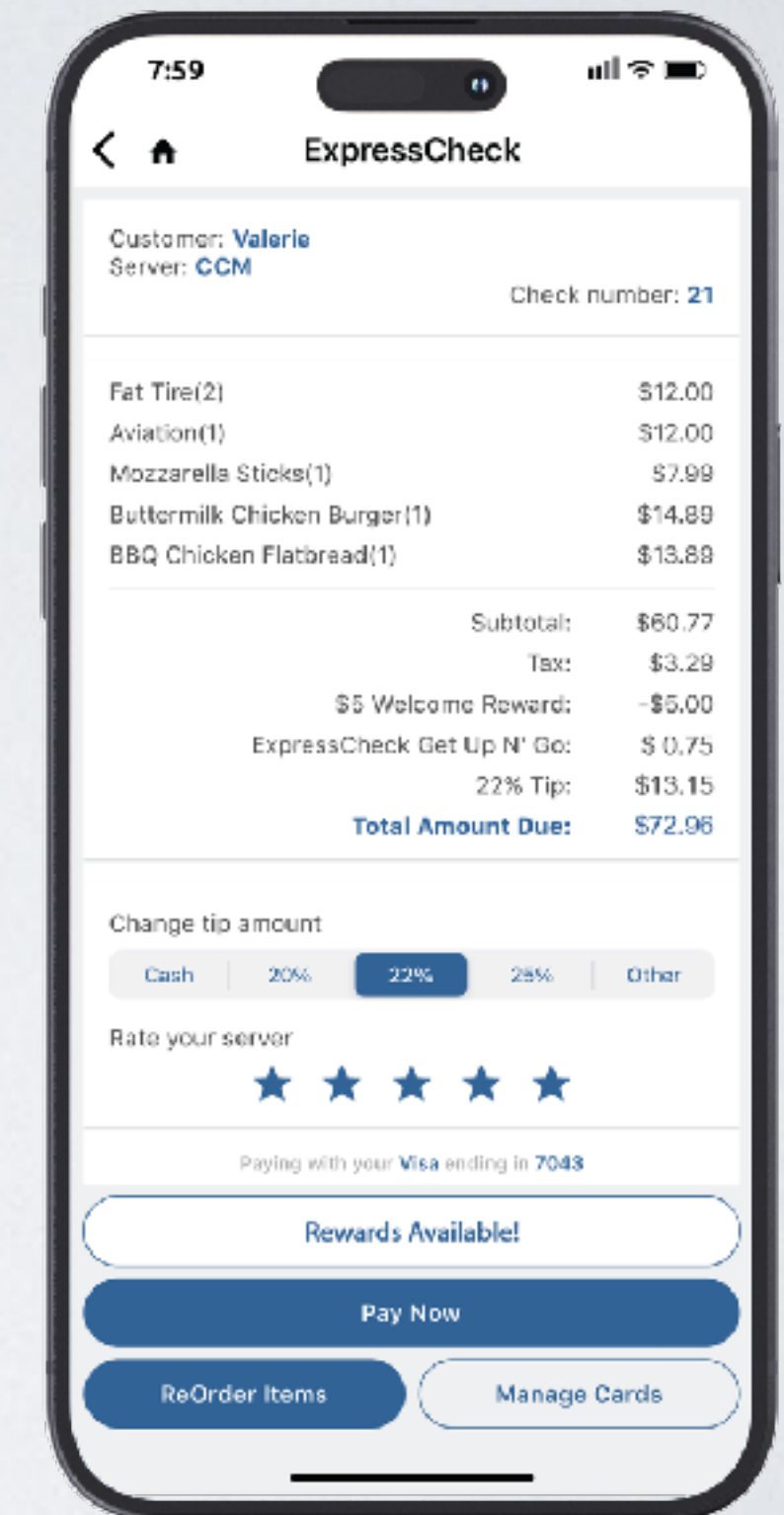
1

Tap the Guest's face to assign



2

Tap OK - then Back to POS

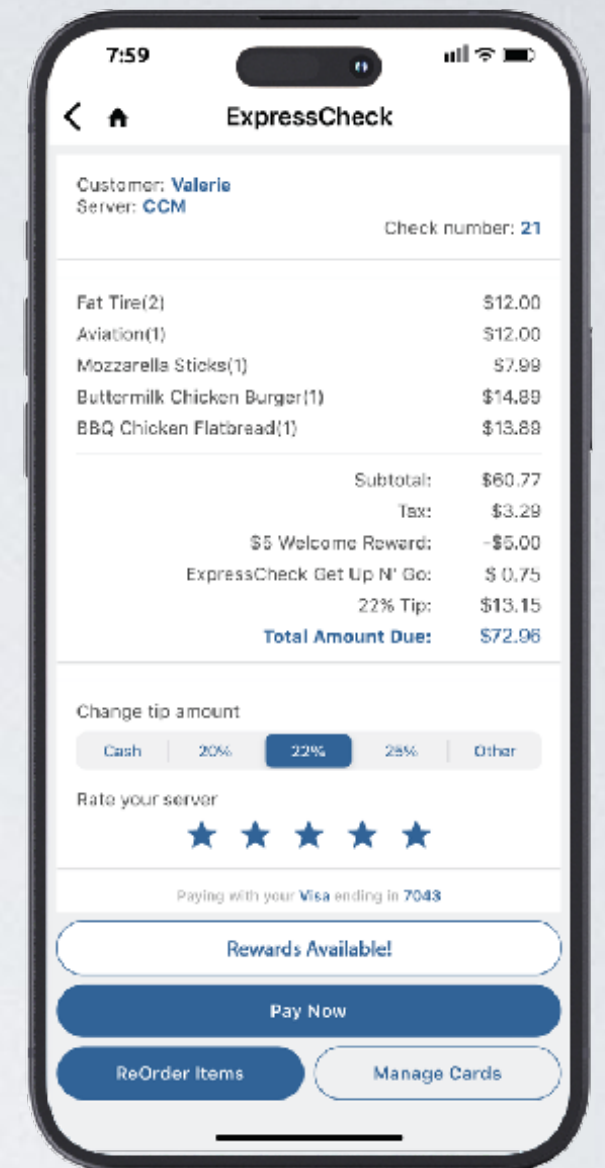
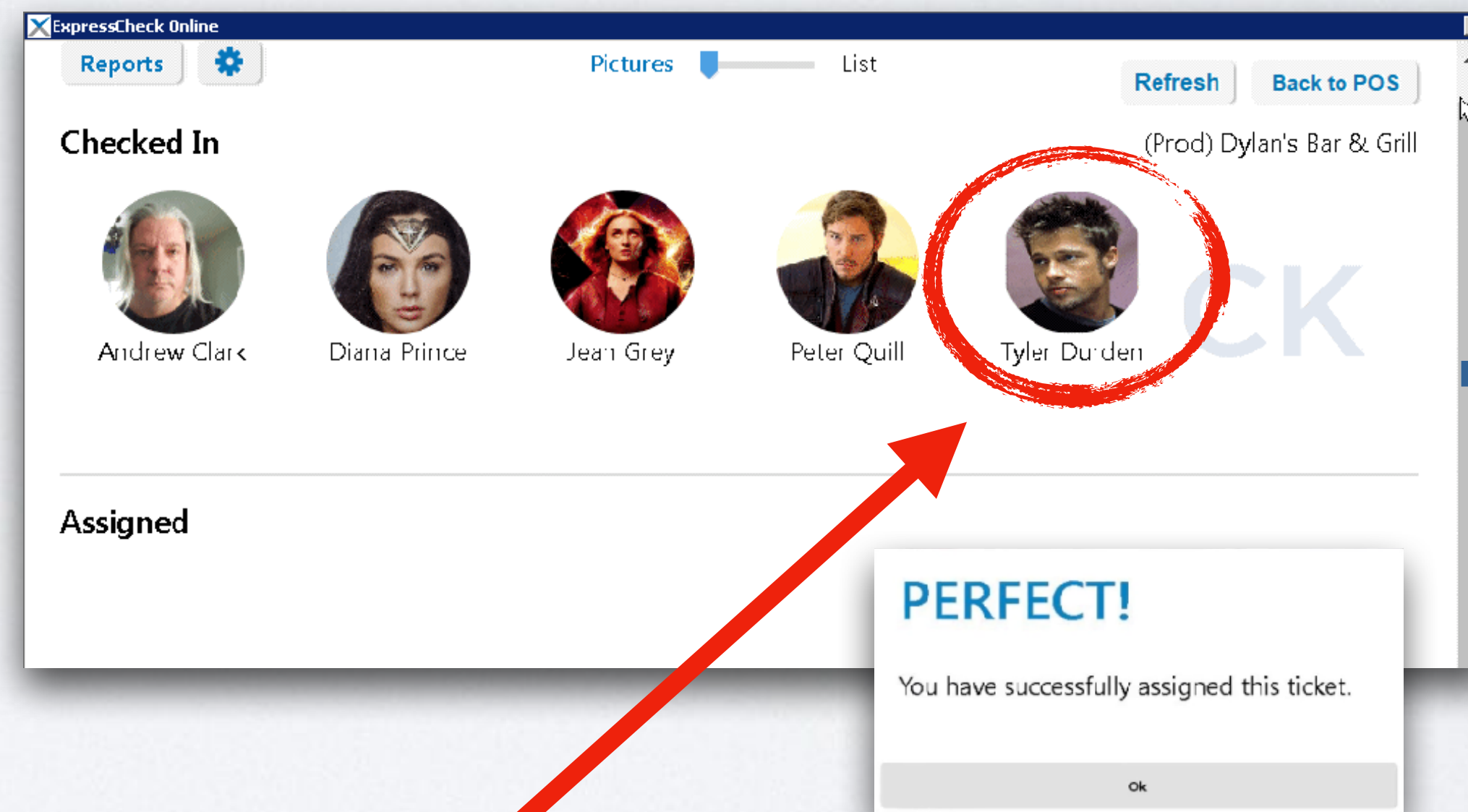
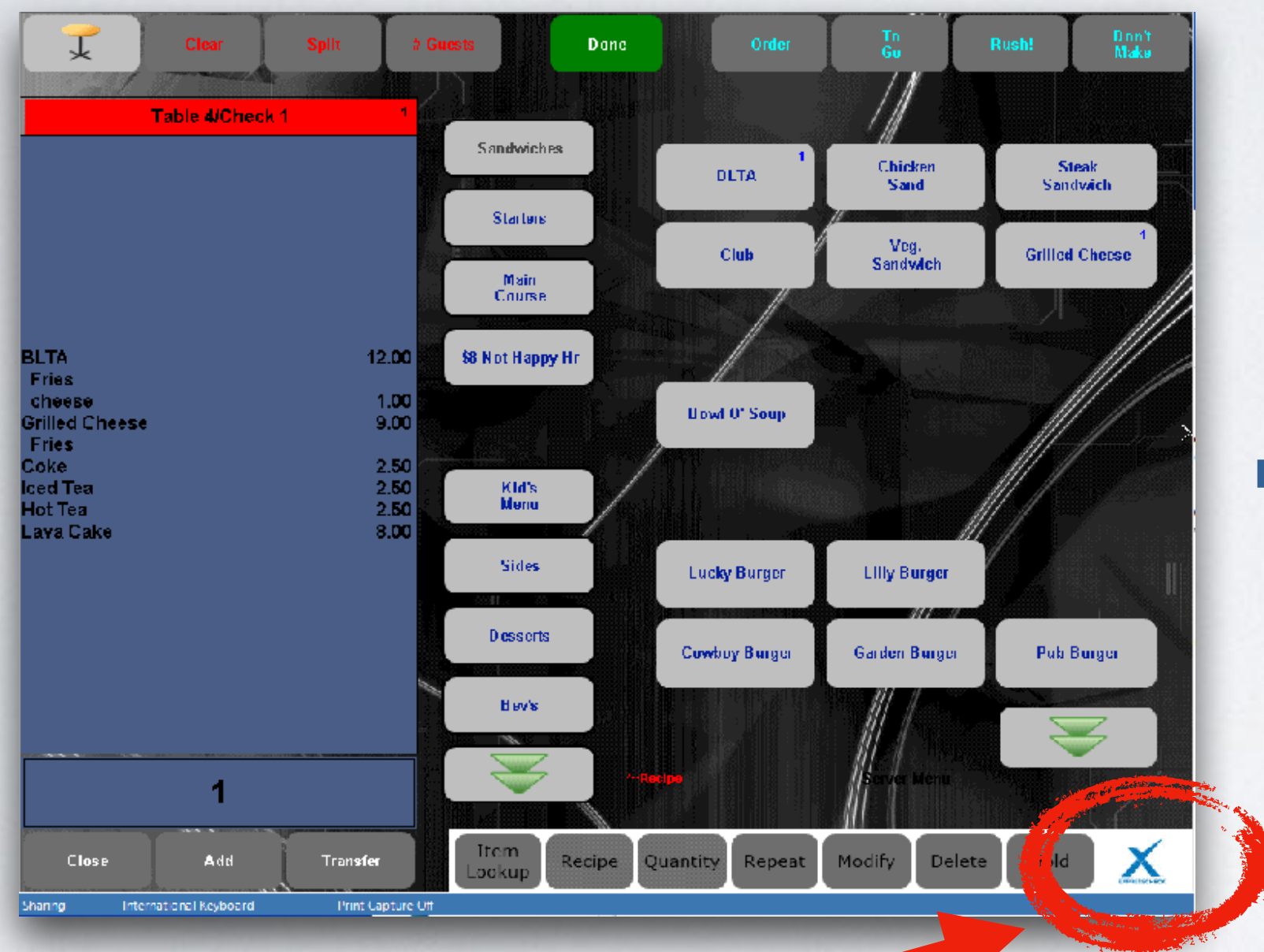


\* Anything added to the ticket will appear in the app

\* The ticket can be assigned at any point in the meal



# If the ticket is already created - open it on the POS

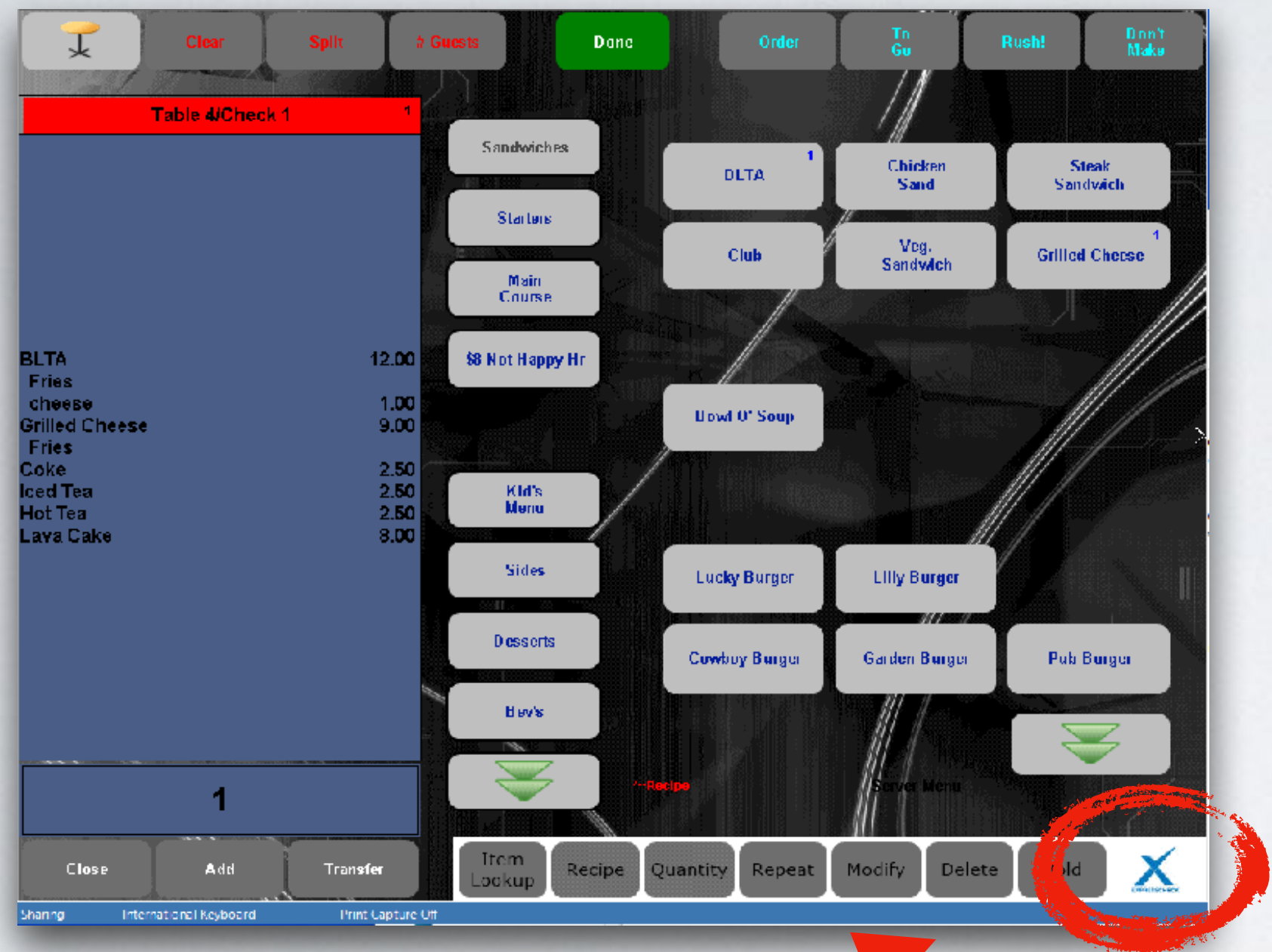


**1** Open the check & tap the ExpressCheck icon

**2** Tap the guest you want to assign - Tap ok - Back to POS

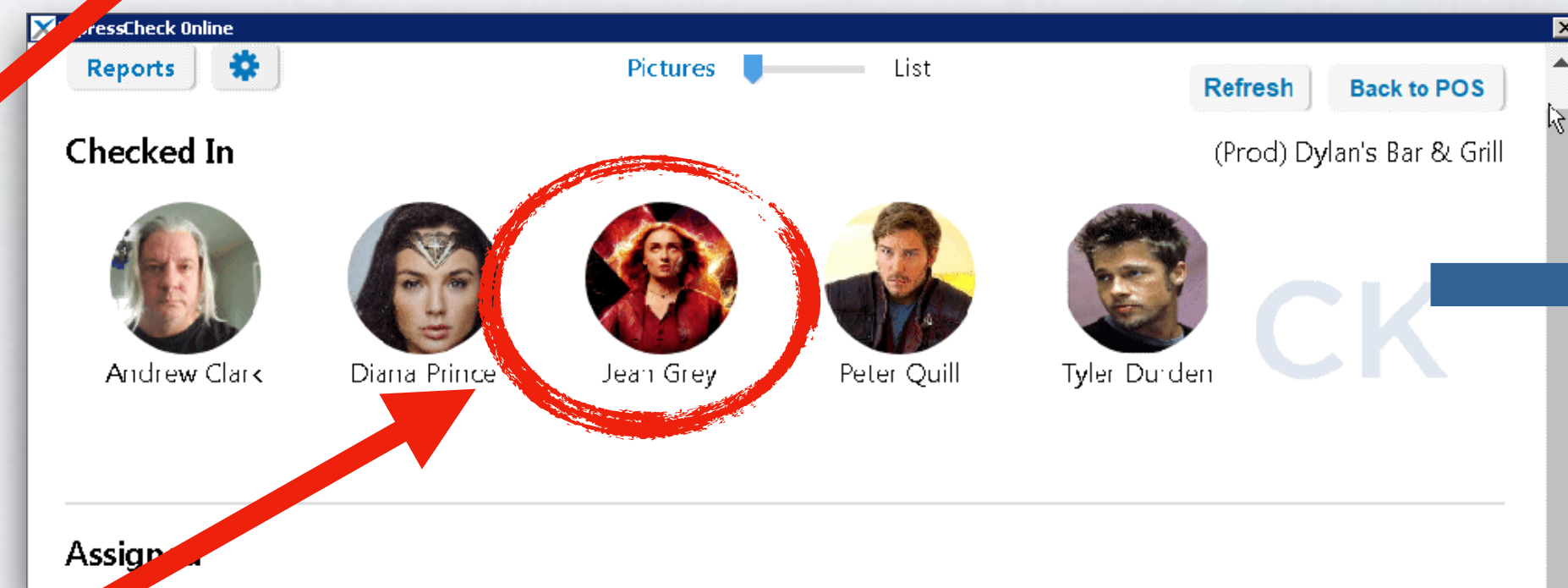
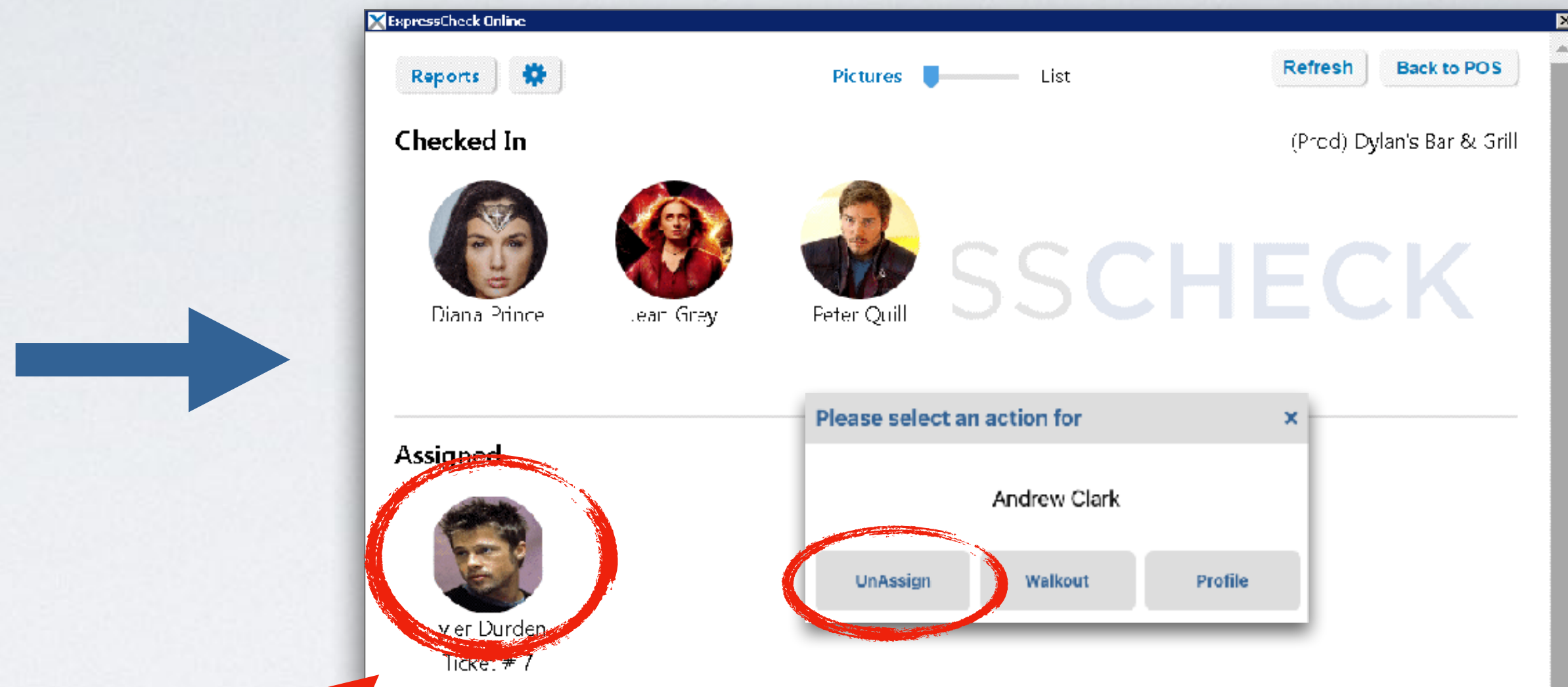


# Wrong Check Assigned?

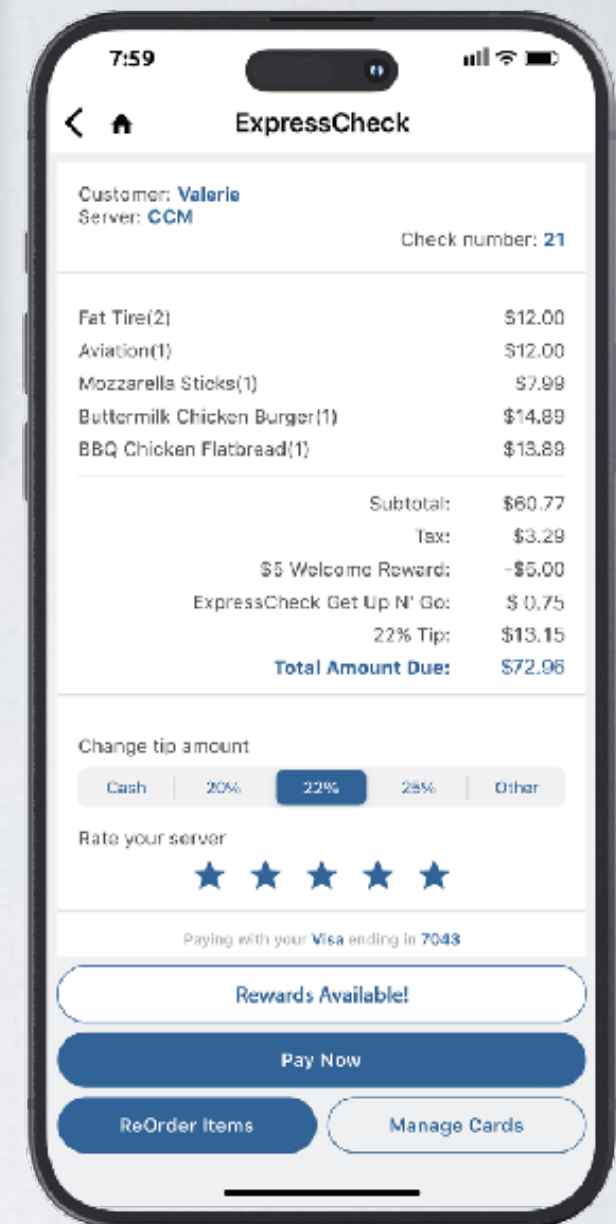


1 Tap the ExpressCheck icon

2 Tap the Guest to un-assign



3 Servers - Reassign the correct guest.  
Bartenders - Leave Portal > Open a new Hit ExpressCheck > assign correct guest



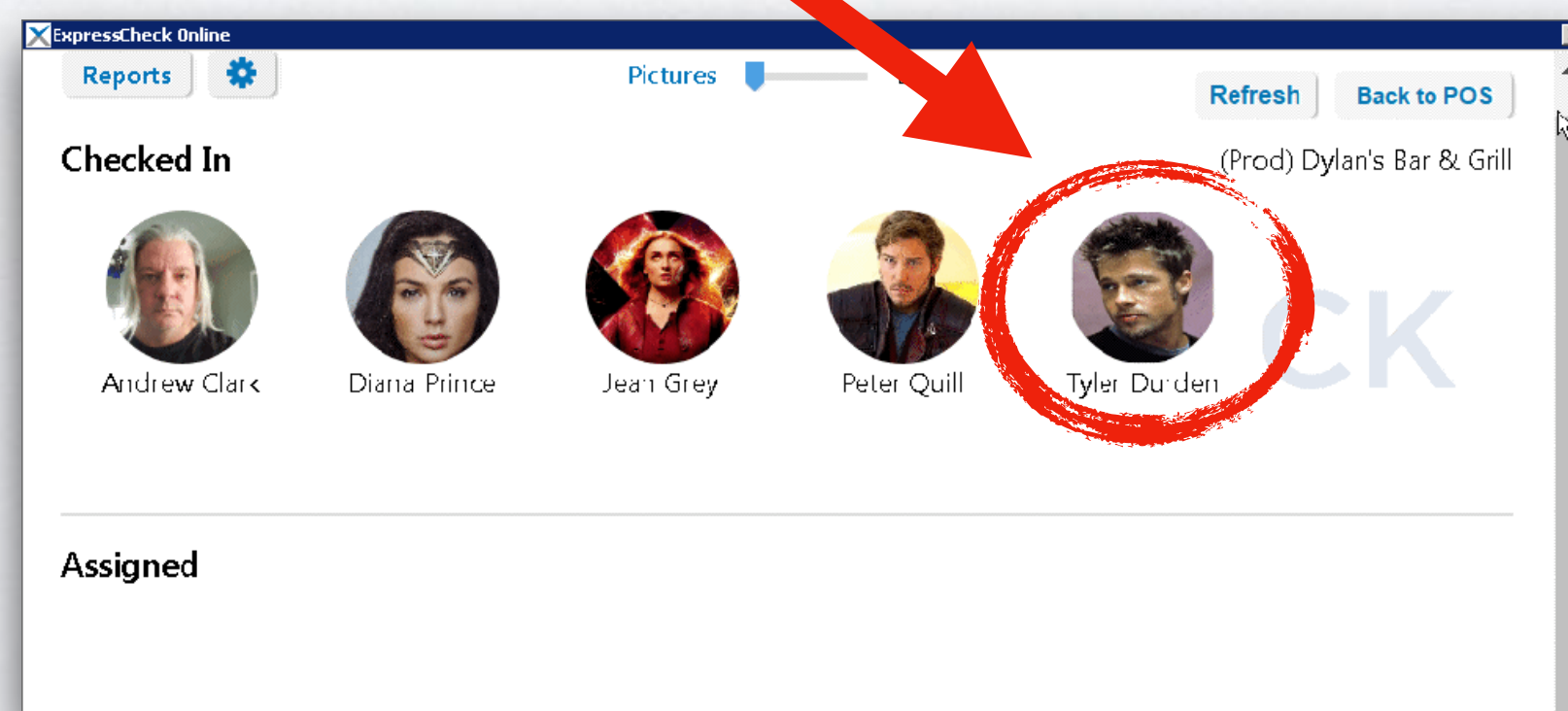
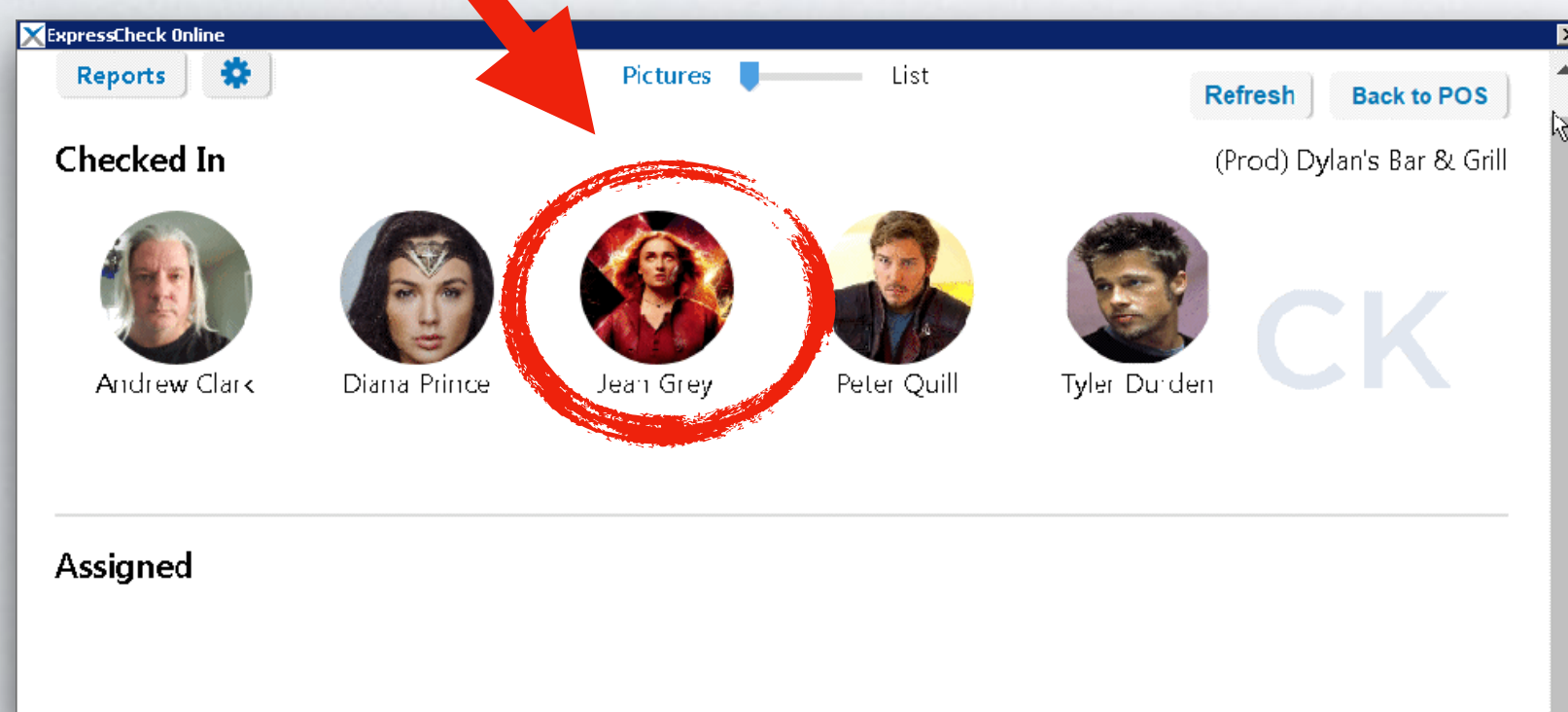
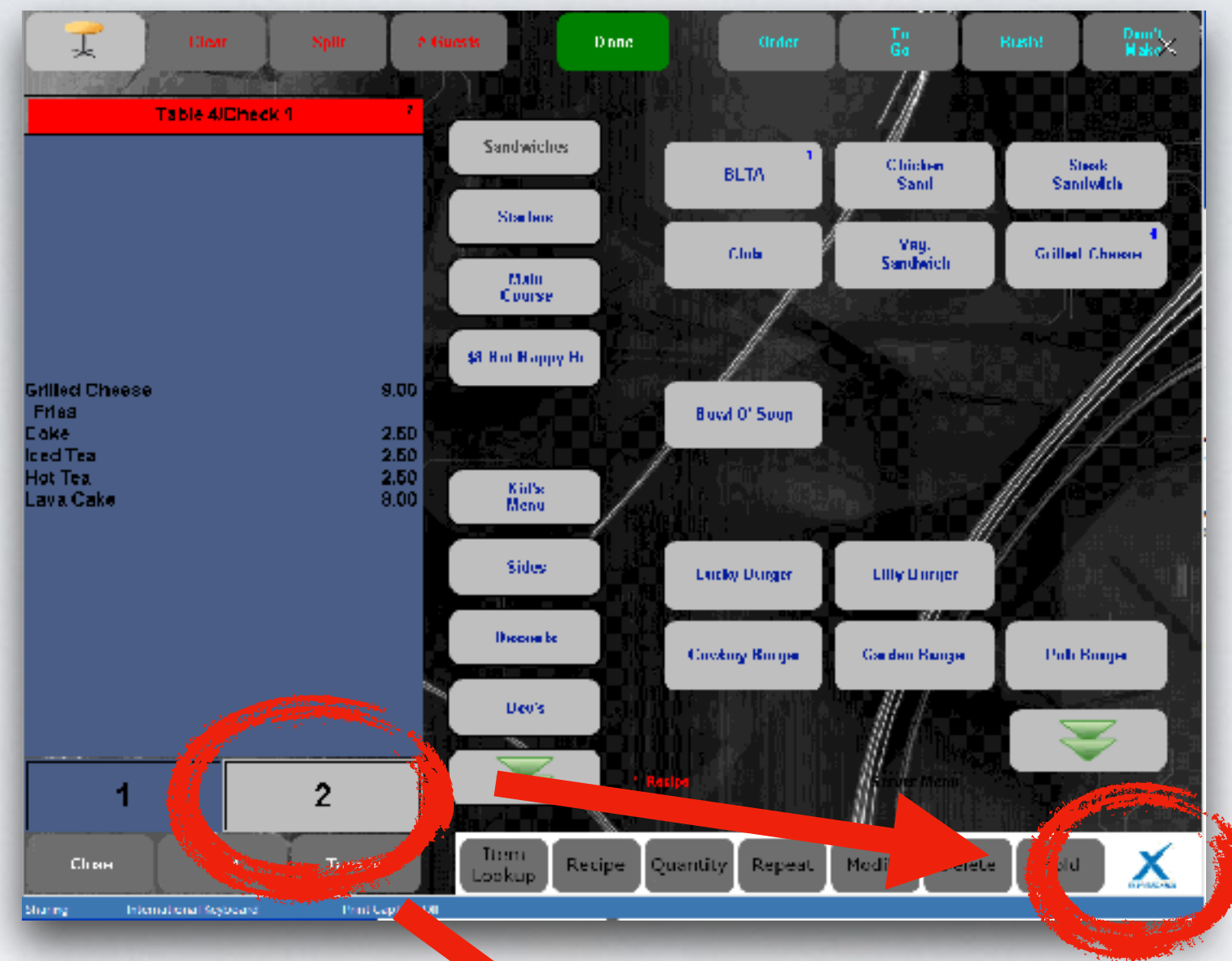
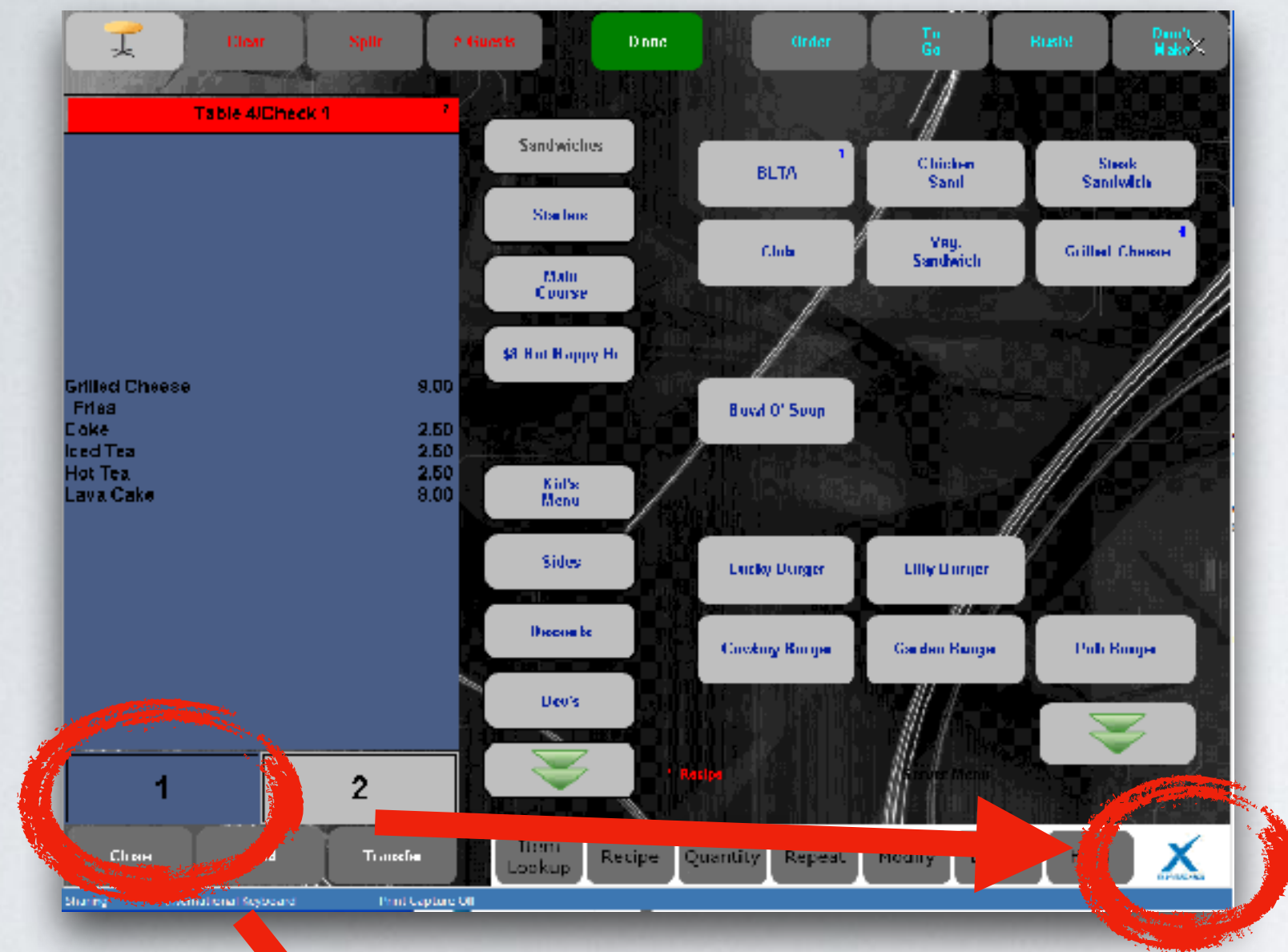


A photograph of two women sitting at an outdoor restaurant table. The woman on the left has long blonde hair and is wearing a blue patterned top. The woman on the right has dark hair tied back and is wearing a green top. They are both smiling and looking towards the right. In the foreground, there are plates of food, including a salad with bread, and glasses of white wine. A semi-transparent white banner is overlaid across the middle of the image, containing the text 'Splitting the check' and 'Each guest gets their own ticket'.

# Splitting the check

Each guest gets their own ticket





- 1 Split the ticket
- 2 Access the first seat & tap the ExpressCheck icon
- 3 Assign the first guest
- 4 Repeat the process with the remaining guests

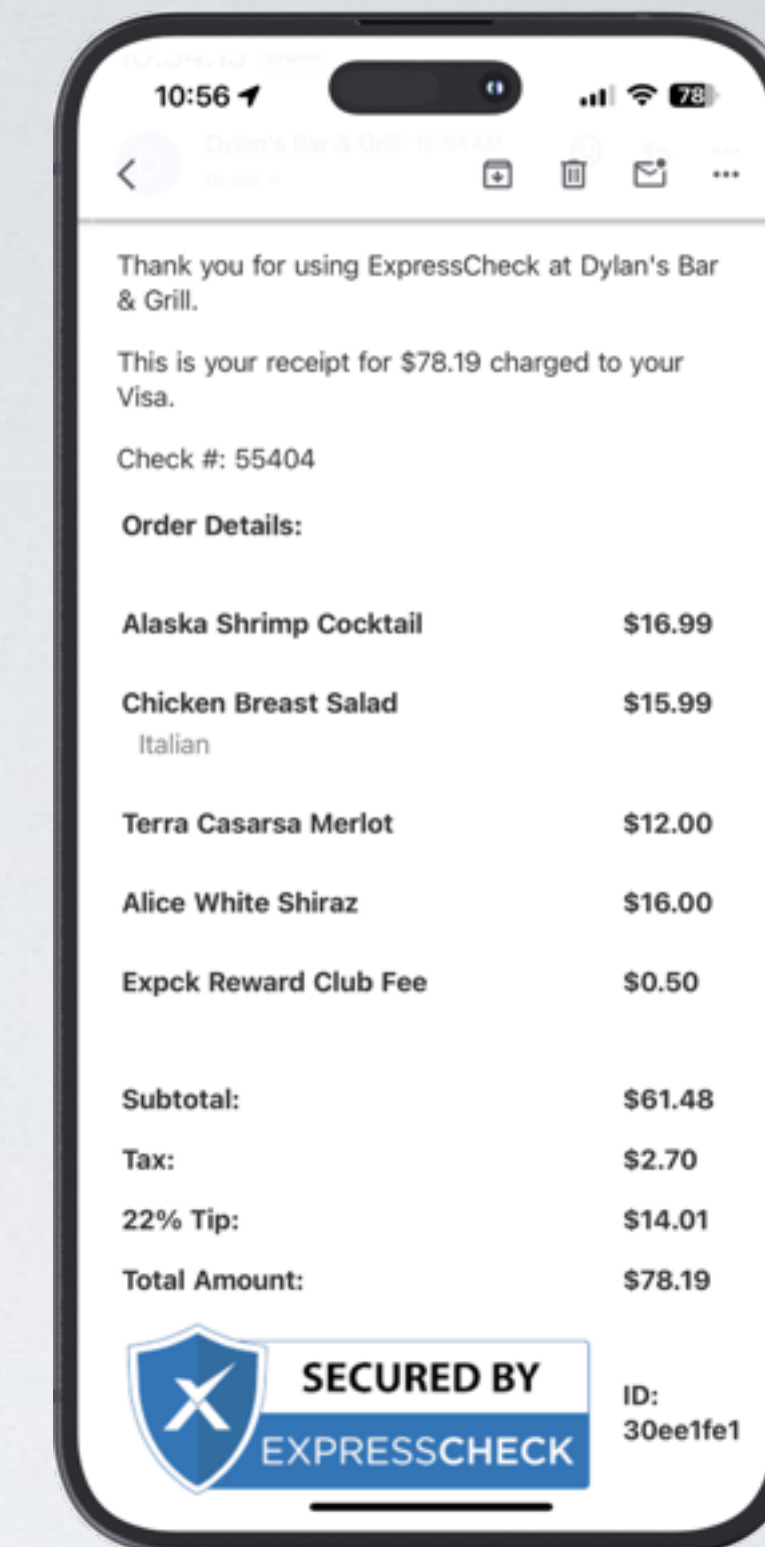
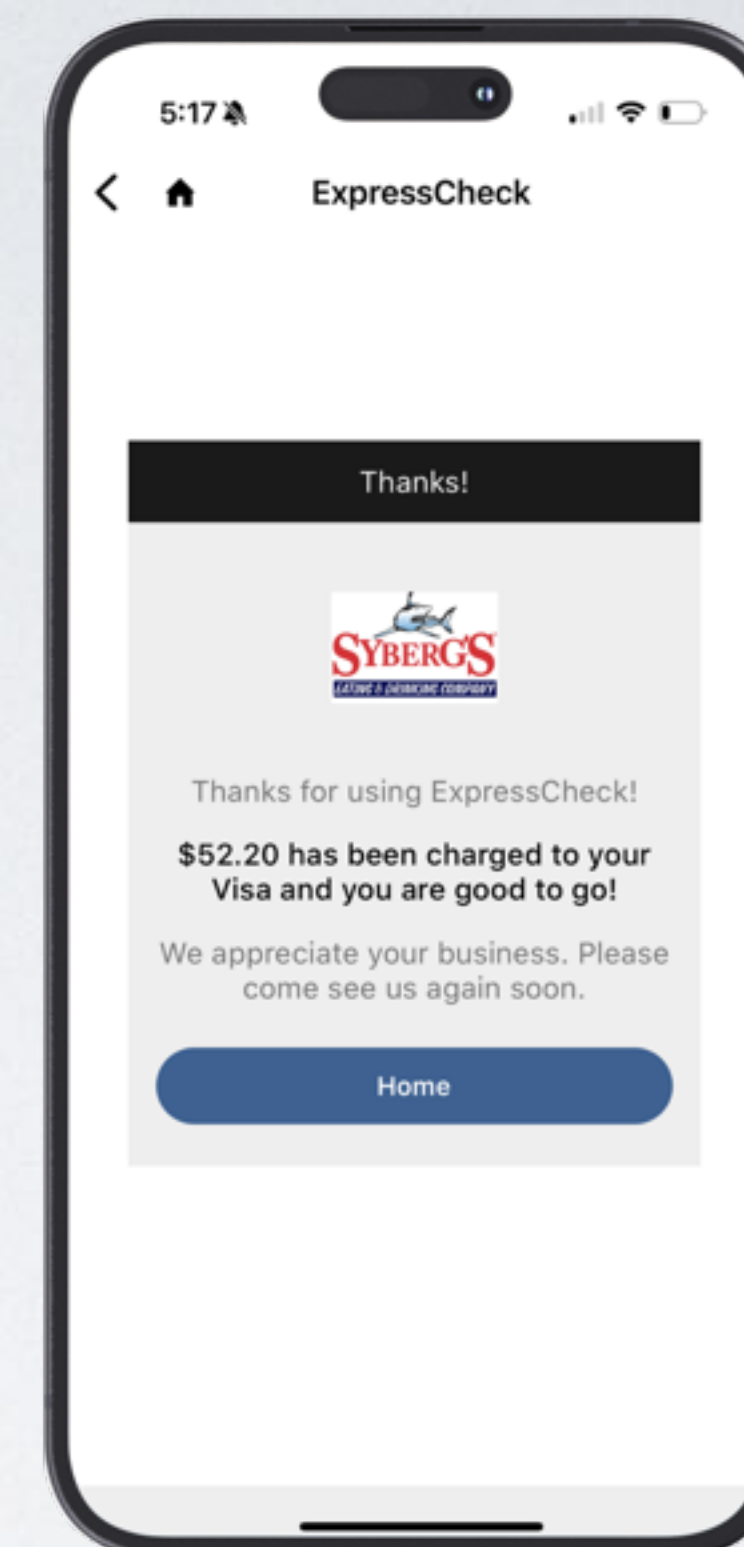
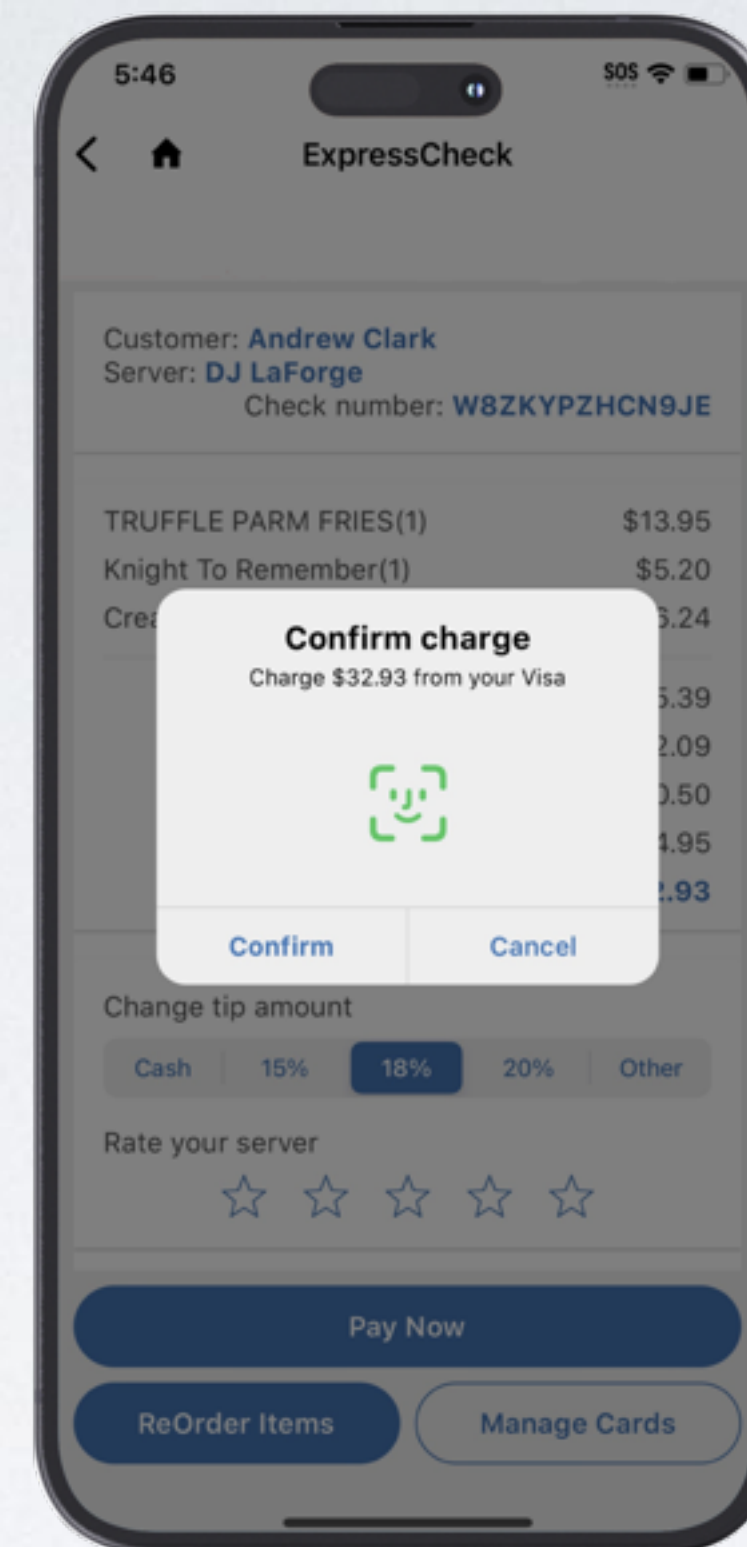
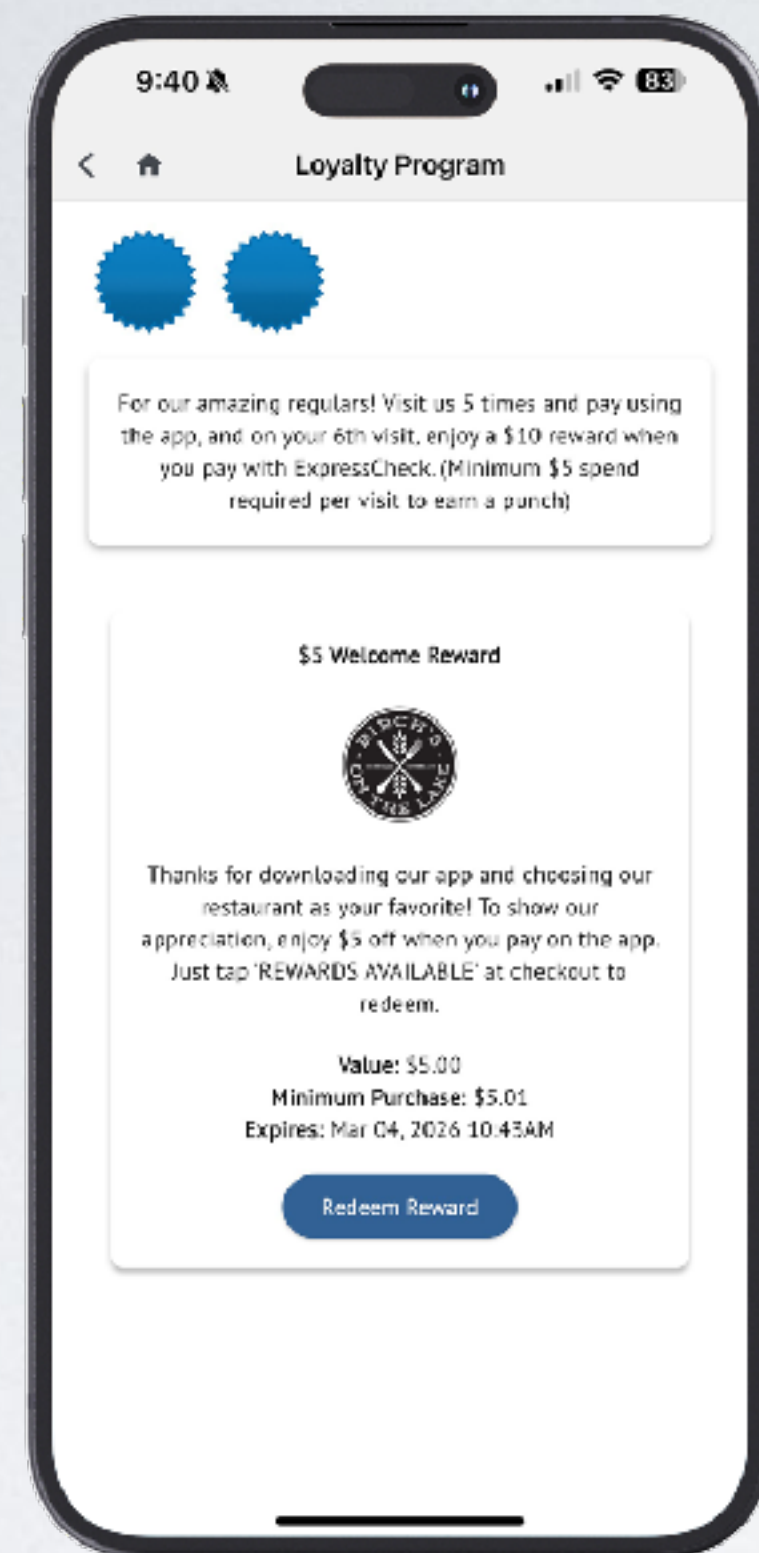
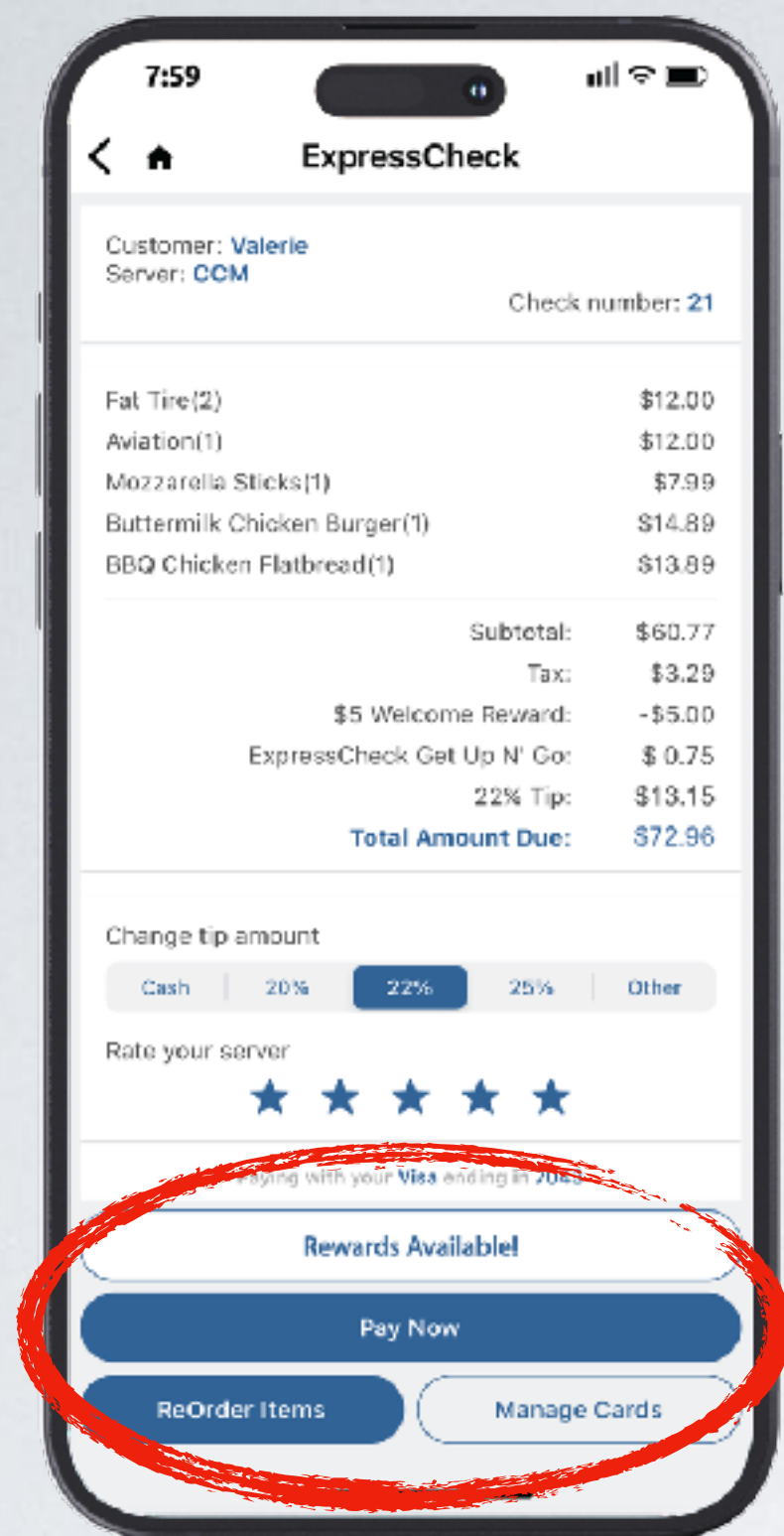




# ExpressCheck

Guest experience





**1** Check is sent to the guests phone. Rewards are available in the app and do not effect tips.

**2** Double verification protects you and the guest

**3** Receipts are saved in the app and emailed to the guest





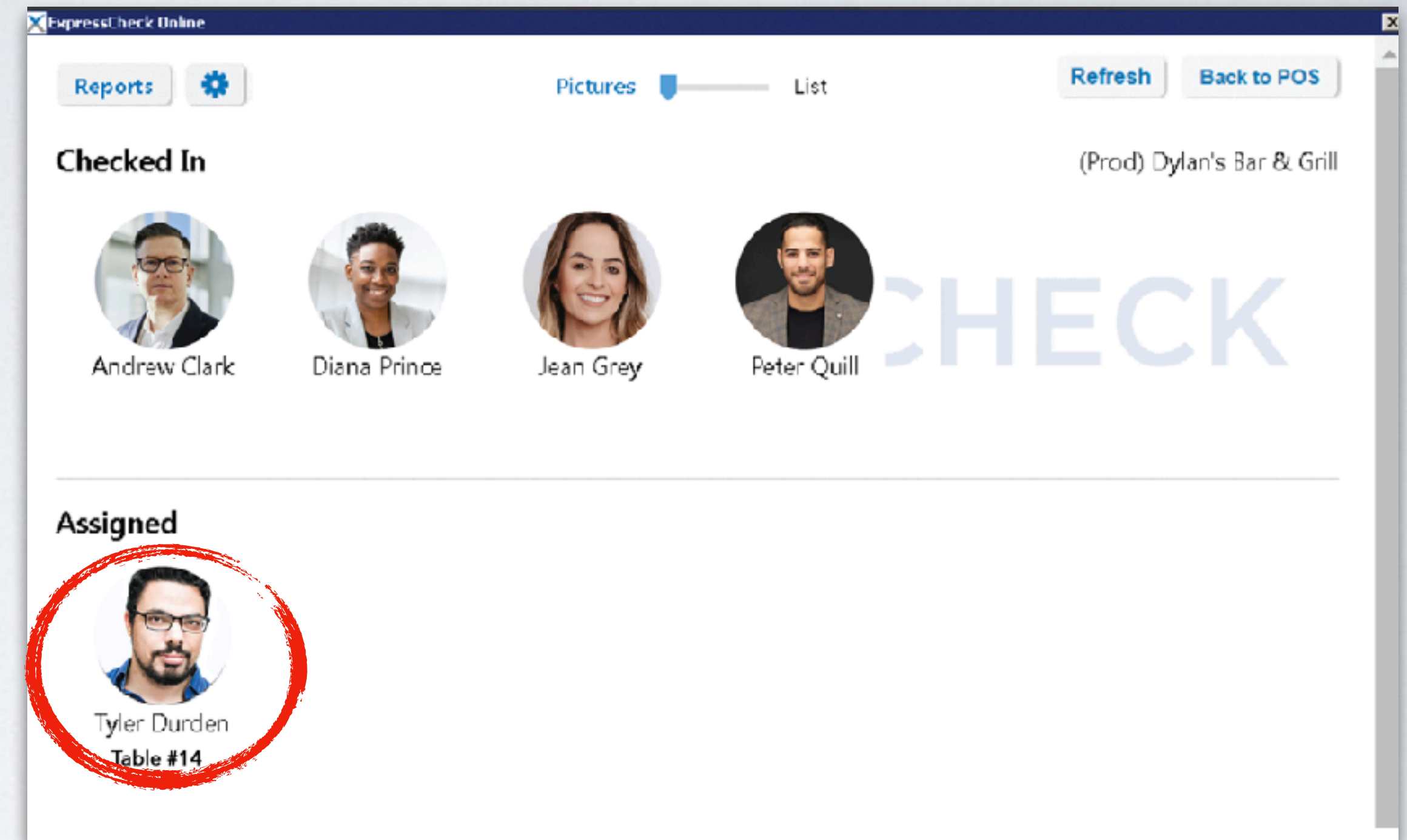
# Walkouts

Manually & Auto Close

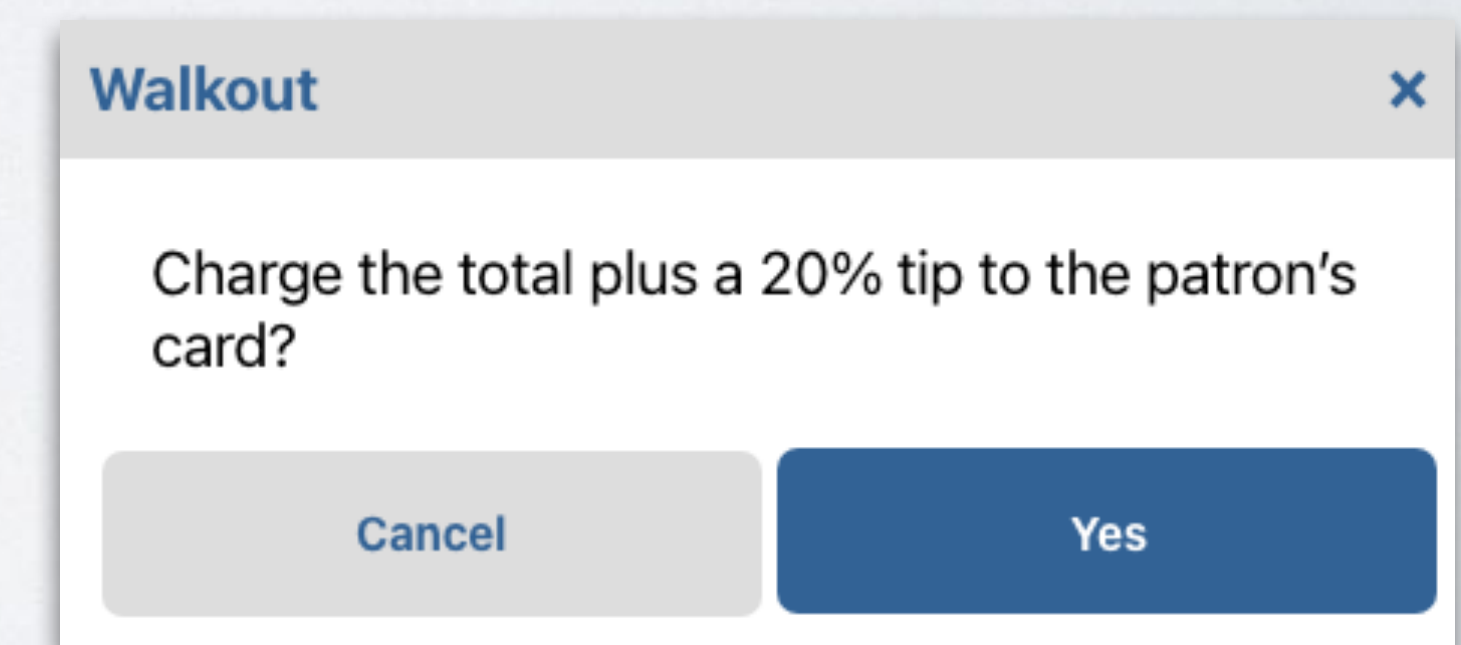
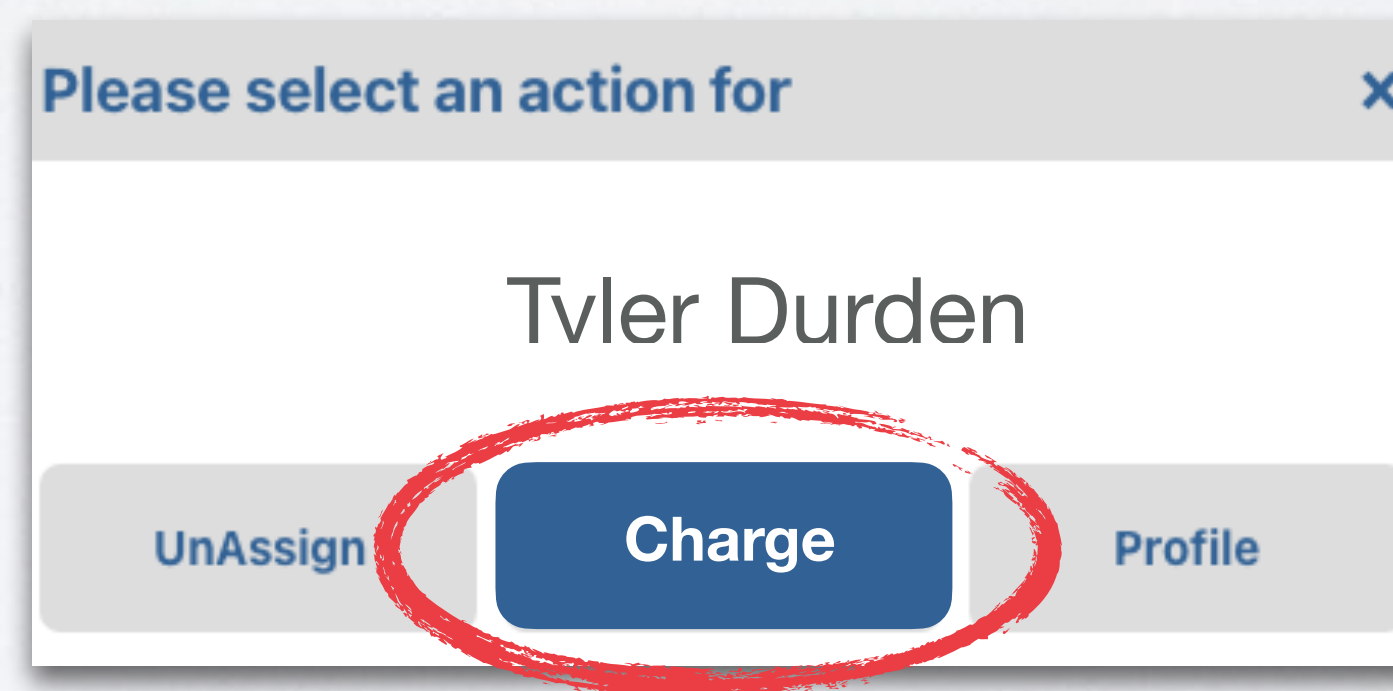


1 Tap the  icon to open the portal

2 Tap the Guest who left without paying →



3 Tap Charge - then Yes to add a 20% tip

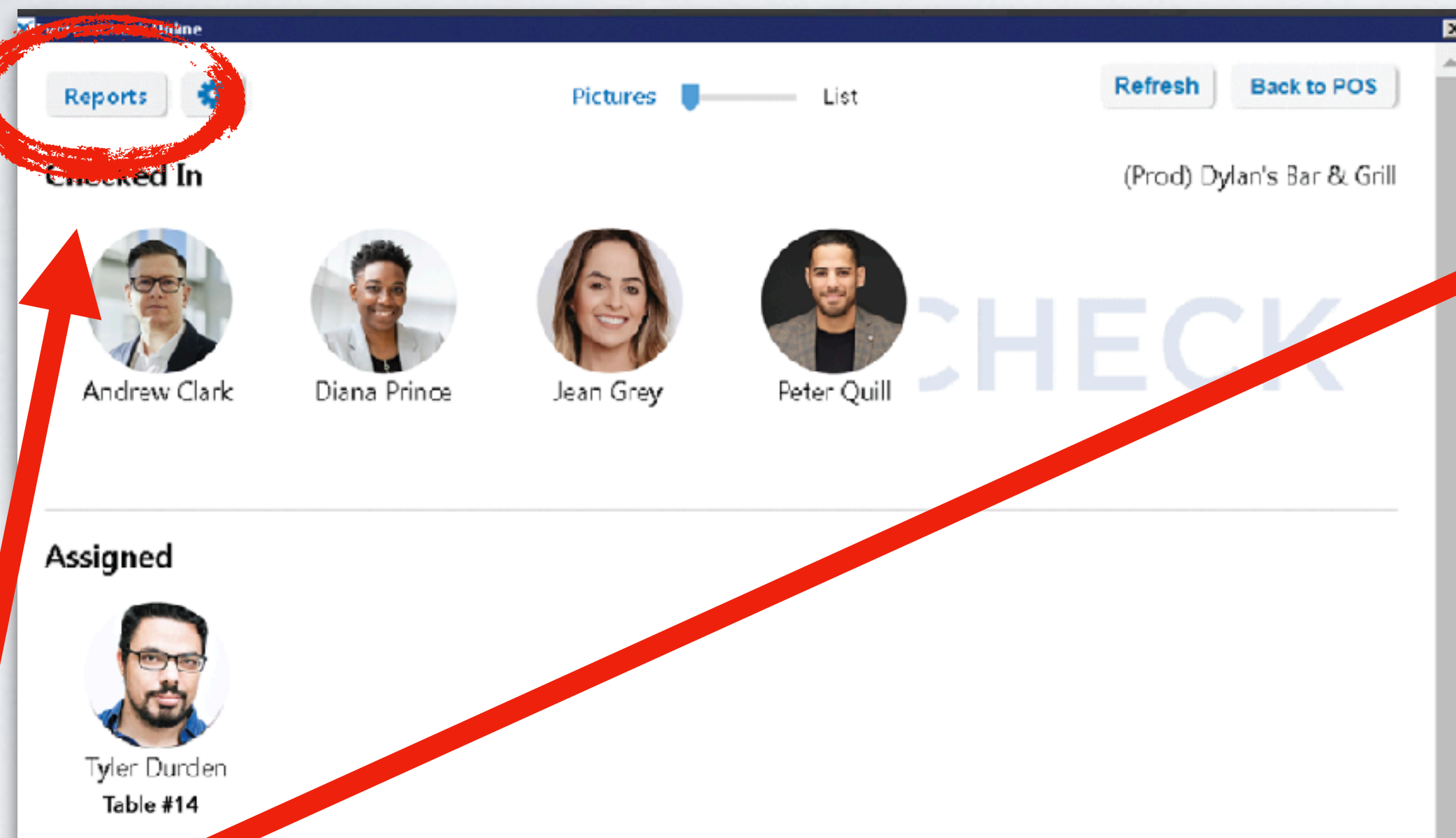
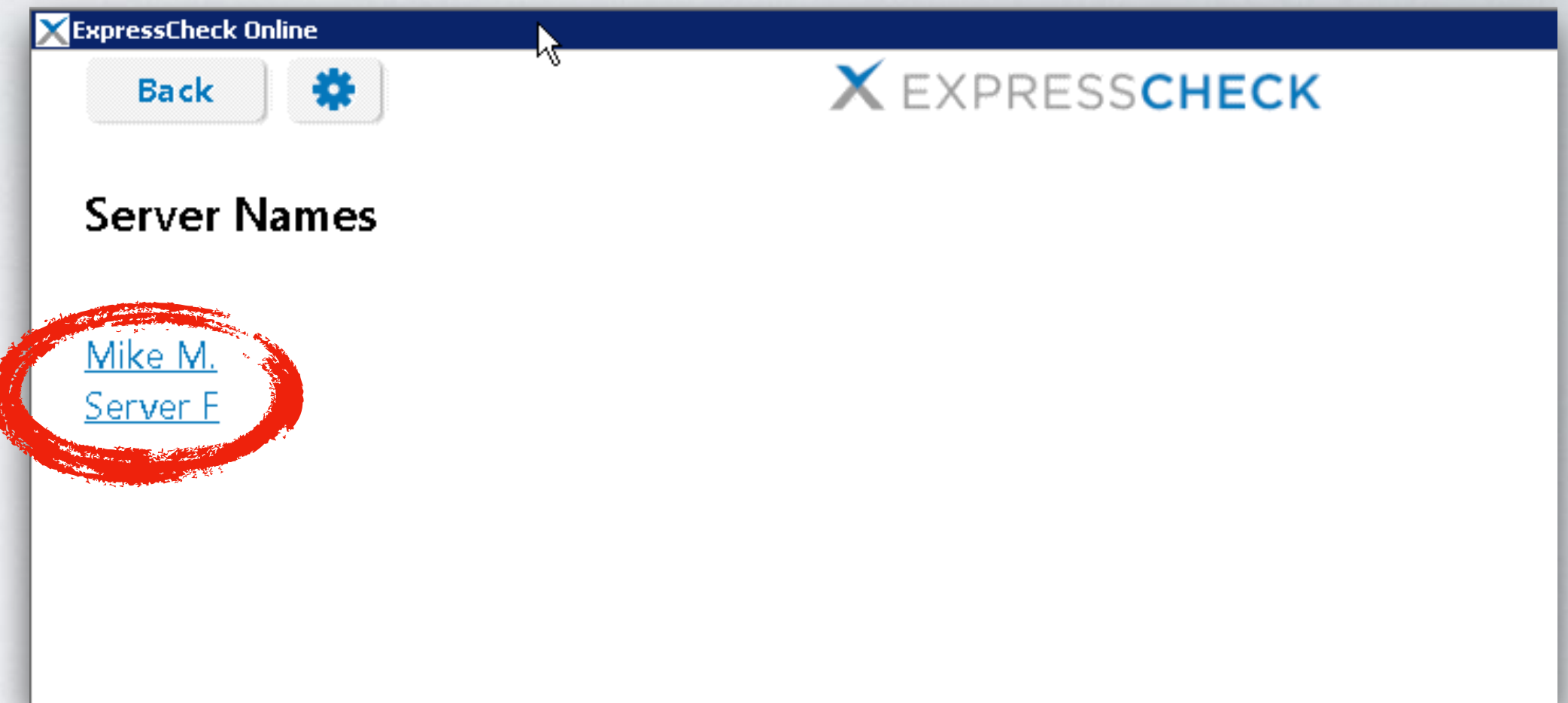


You are only safe from walkouts when the patron is assigned to an ExpressCheck ticket



# View Tips - Reporting Screen

1 Tap the ExpressCheck Icon to open the portal



2 Tap Reports then your name

ExpressCheck Online

Back [Settings Icon]

EXPRESSCHECK

Refresh Back to POS

ExpressCheck transaction for Mike M. (Prod) Dylan's Bar & Grill

Date Range: 09/16/2022 09/16/2022 Submit

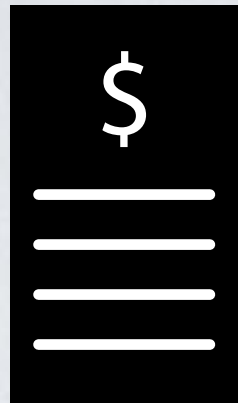
Date	Time	Patron Name	Total	Tip
2022-09-16	2:26 PM	<u>Peter Quill</u>	21.29	4.29
2022-09-16	2:22 PM	<u>Diana Prince</u>	14.99	3.09
2022-09-16	2:17 PM	<u>Tyler Durdan</u>	22.99	4.60
2022-09-16	2:01 PM	<u>Tyler Durdan</u>	12.00	2.64
2022-09-16	2:01 PM	<u>Jean Grey</u>	12.00	2.70
2022-09-16	11:04 AM	<u>Jean Grey</u>	4.00	0.88
2022-09-16	10:59 AM	<u>Mia Jorva</u>	11.99	2.73
Totals			99.26	20.77

3 View Tips & Totals



# CityCheers EXPRESSCHECK

## Server Benefits



**Eliminate printing checks  
and processing credit cards**



**No more walkouts - Guests  
can be charged plus a 20% tip**



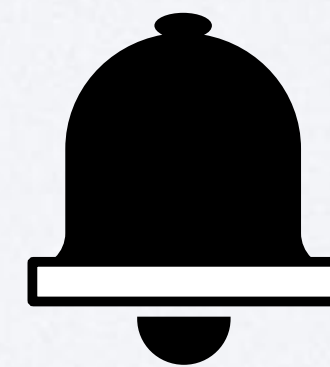
**Turn tables faster - Cover  
2-3 more tables every shift**



**Tips are automatically  
adjusted in the POS**



**More time to upsell food  
and drinks - Larger checks**



**CityCheers “Alerts” message  
your guests, encouraging  
repeat visits**

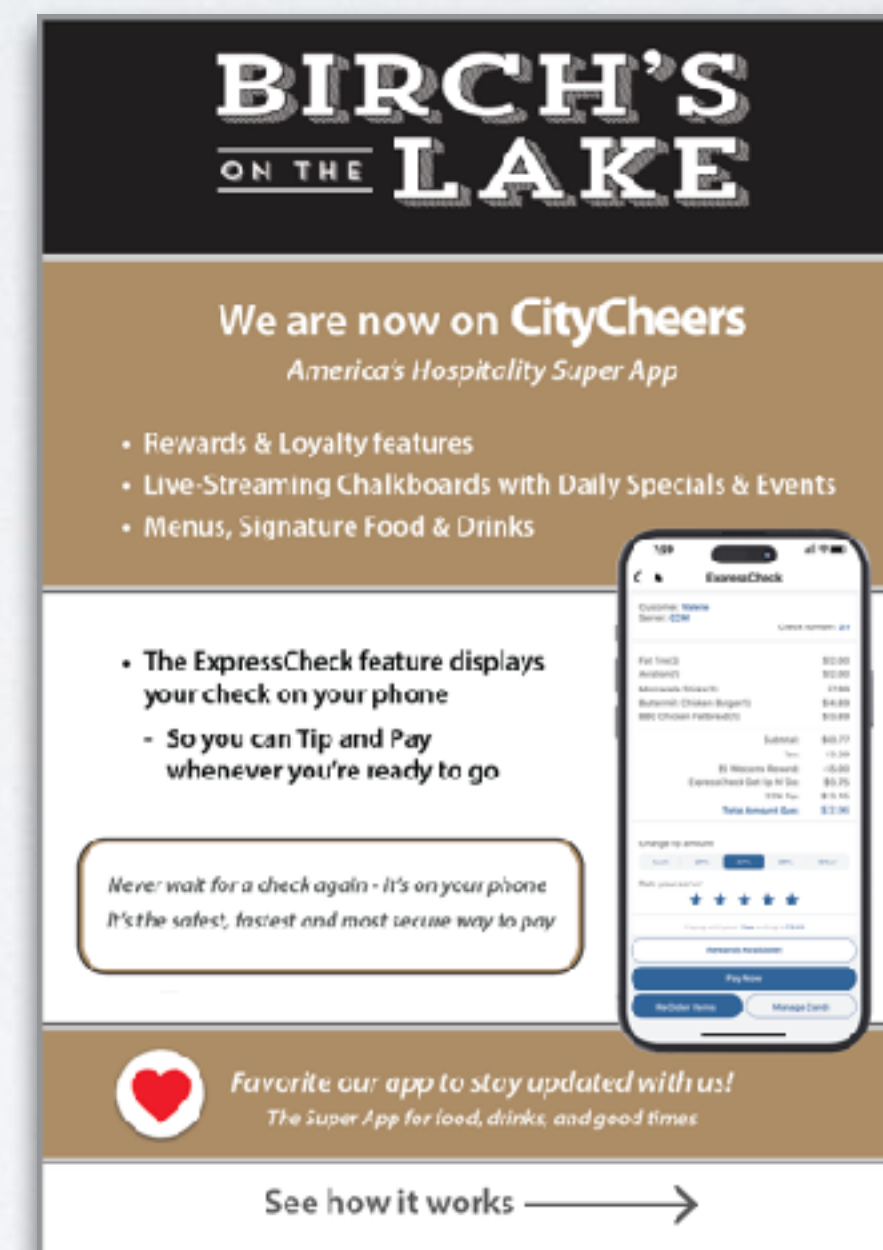


# Guest Adoption

## Remember these 3 simple things



- 1 Tell EVERY guest about CityCheers & ExpressCheck. Promote the \$5 Sign up Reward & Loyalty Program
- 2 When guests pay on the app - they automatically favorite you and can now receive your dining and entertainment alerts
- 3 Hand out the Server Cards & ask guests to pay on the app



*By simply handing out cards and encouraging guests to pay with the app, you'll turn regulars into loyal return customers & you will **MAKE MORE MONEY***





**Congratulations!**  
**You are on your way to**  
**making more money**



**Make sure you have downloaded the app and favorited**  
**your restaurant.**

**See your manager to run an ExpressCheck transaction**



# 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