

**CityCheers**  
America's Hospitality SuperApp



*ExpressCheck One Touch*

**FOCUS**

**POS SYSTEMS**

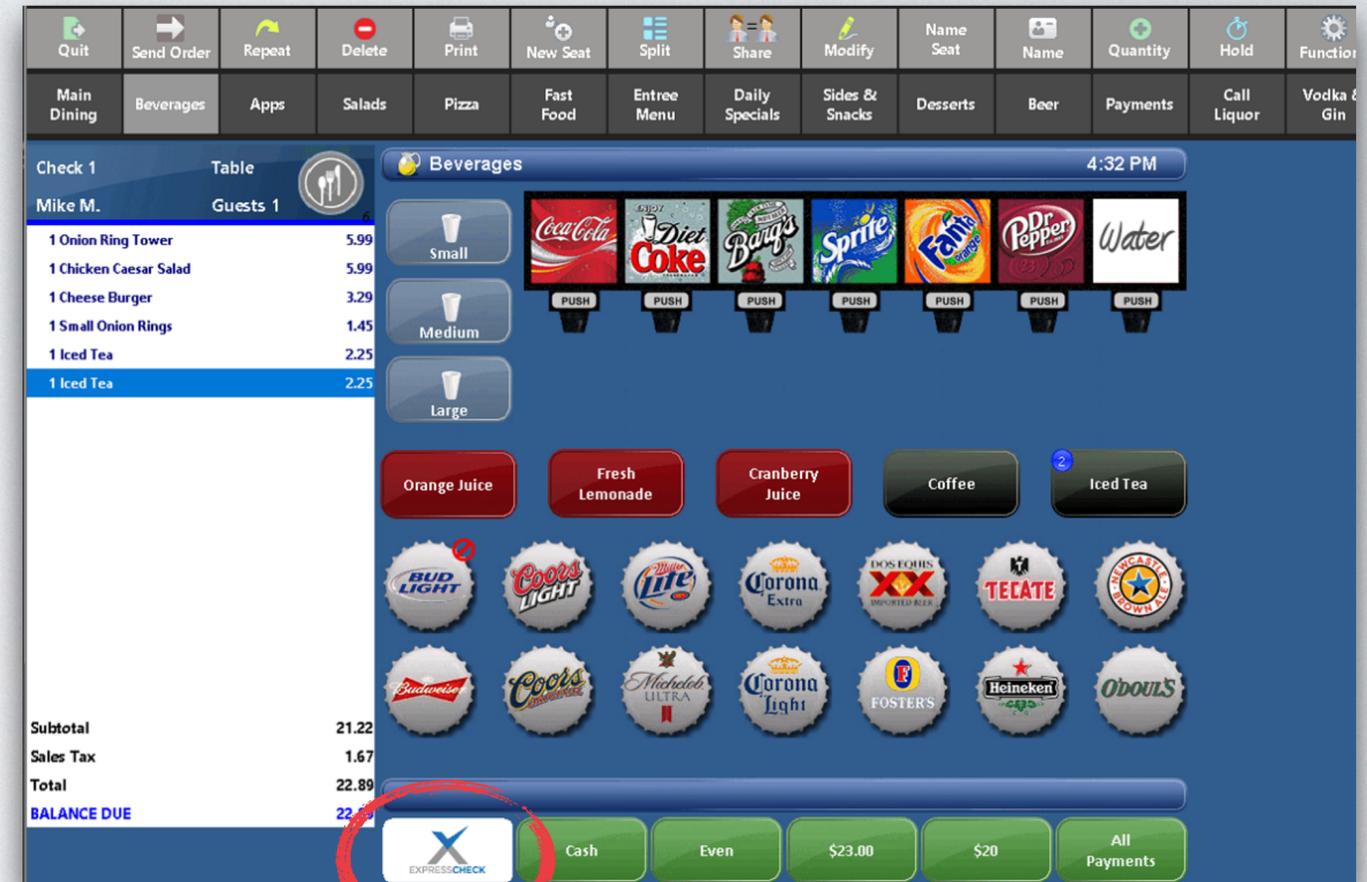
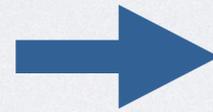
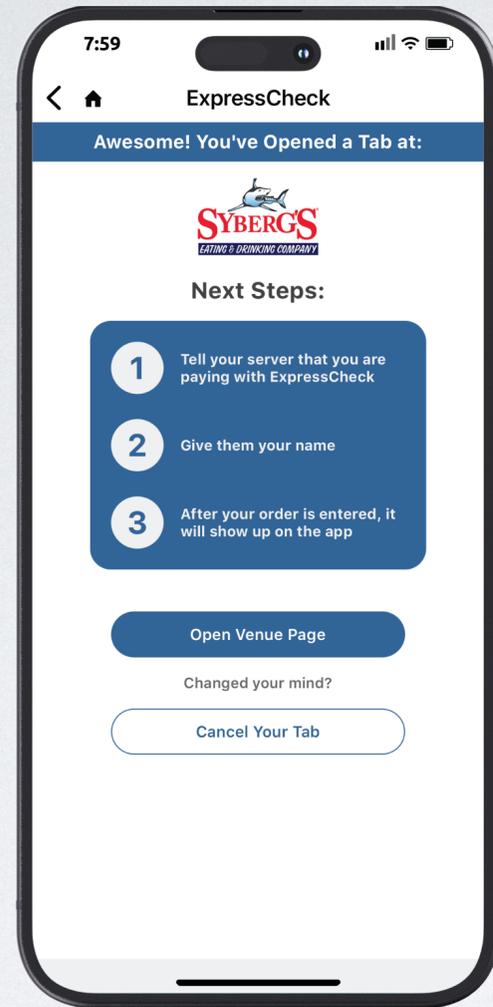
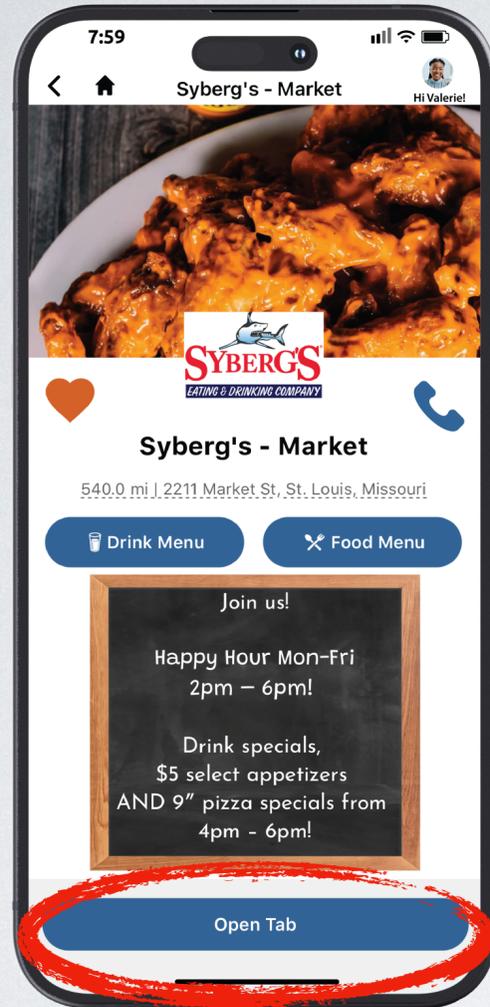
**Tutorial**



# ExpressCheck Transaction

Ticket can be assigned at any point in the meal

# Create the ticket



Guest taps Open Tab

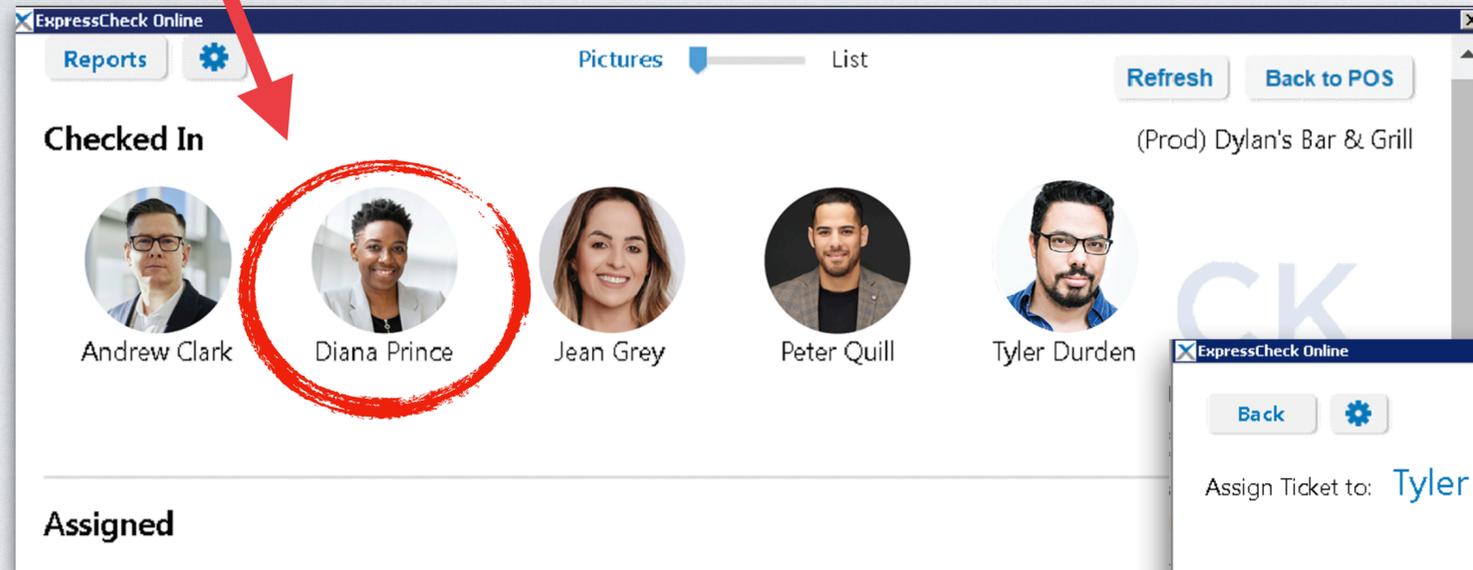
They are informed to give the server their name

- 1 Take the order & write down guest's name
- 2 Create the ticket
- 3 Tap the ExpressCheck icon

# Assign the ticket

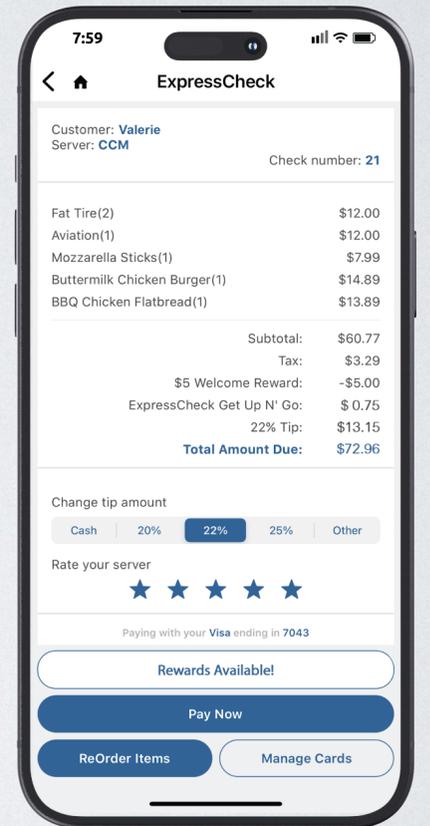
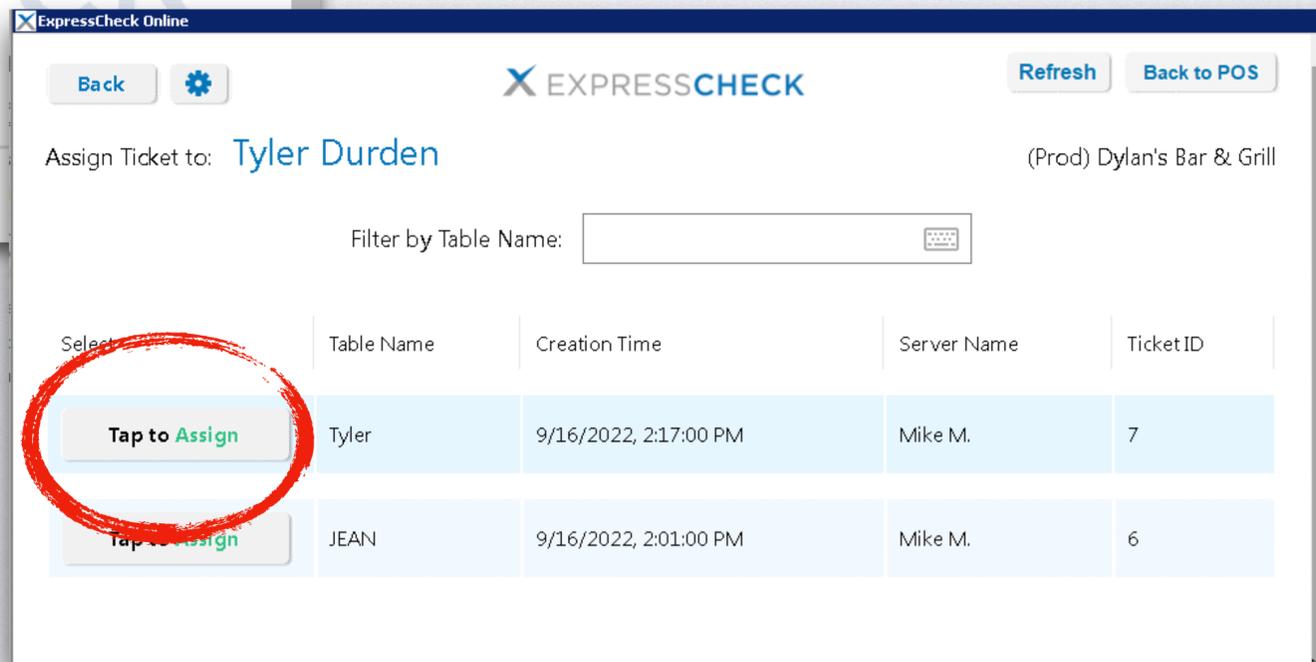
The ticket can be assigned at any point in the meal.

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



- 3 Order will appear on the guests phone

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



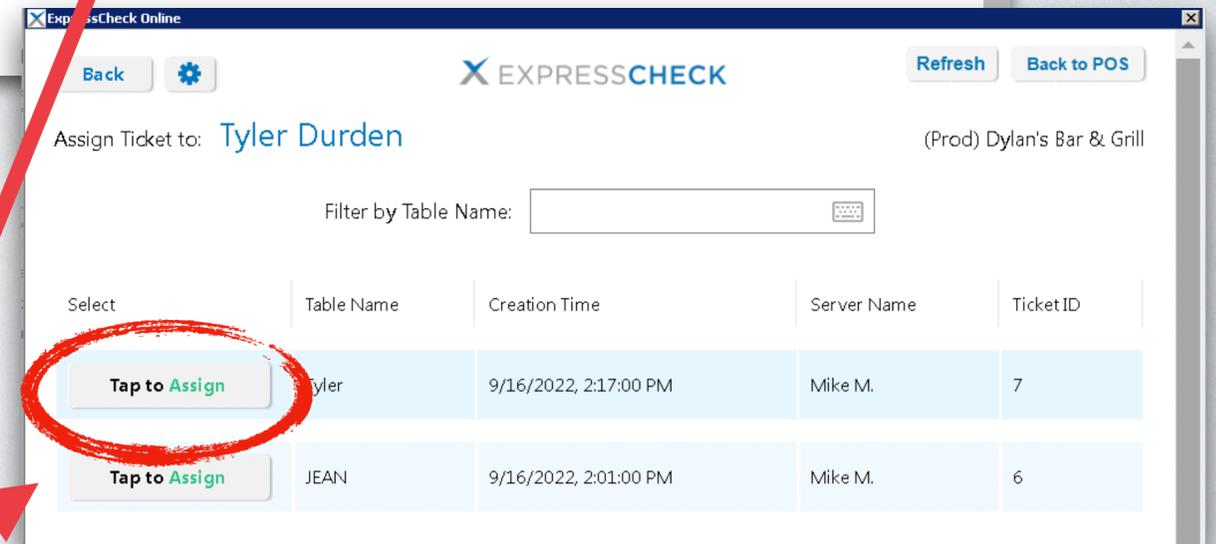
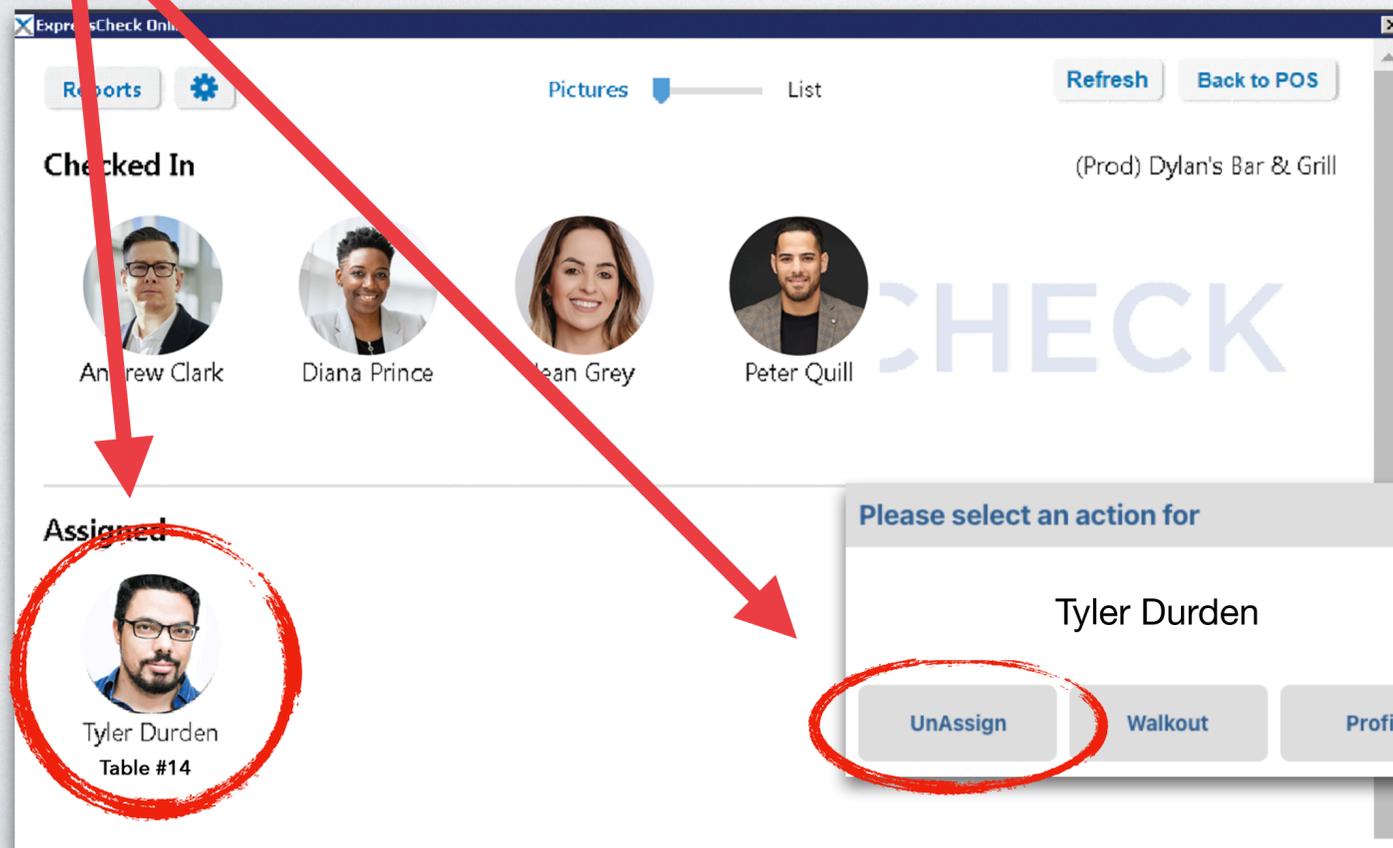
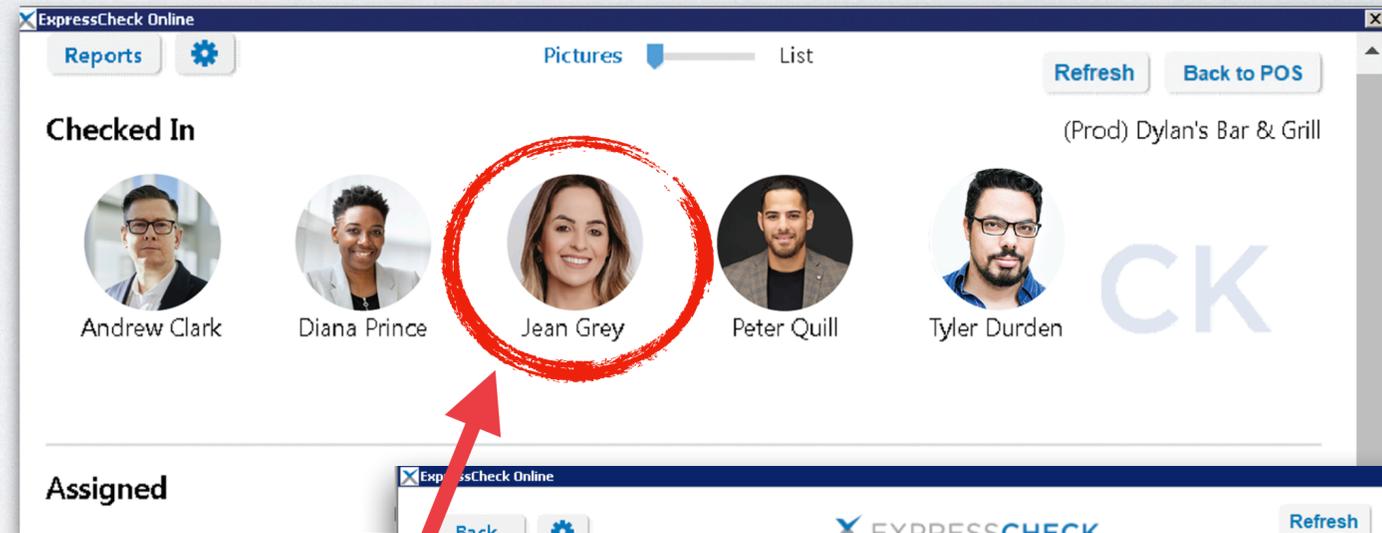
Any additional items added to the order will automatically update on the app.

# Wrong Check Assigned?

Un-assign & Re-assign

1 Tap the ExpressCheck Icon 

2 Tap the guest you would like to un-assign



3 Once unassigned - tap the face again and choose the correct ticket



# Splitting the check

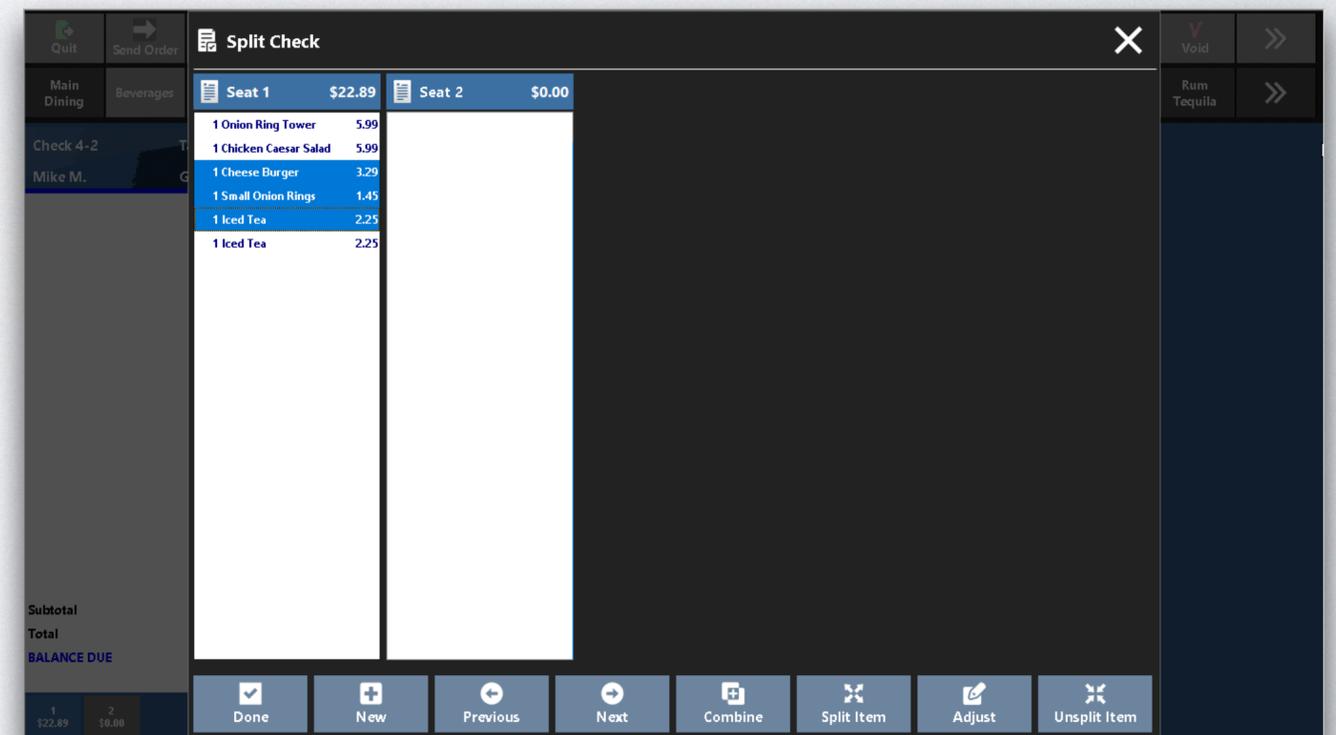
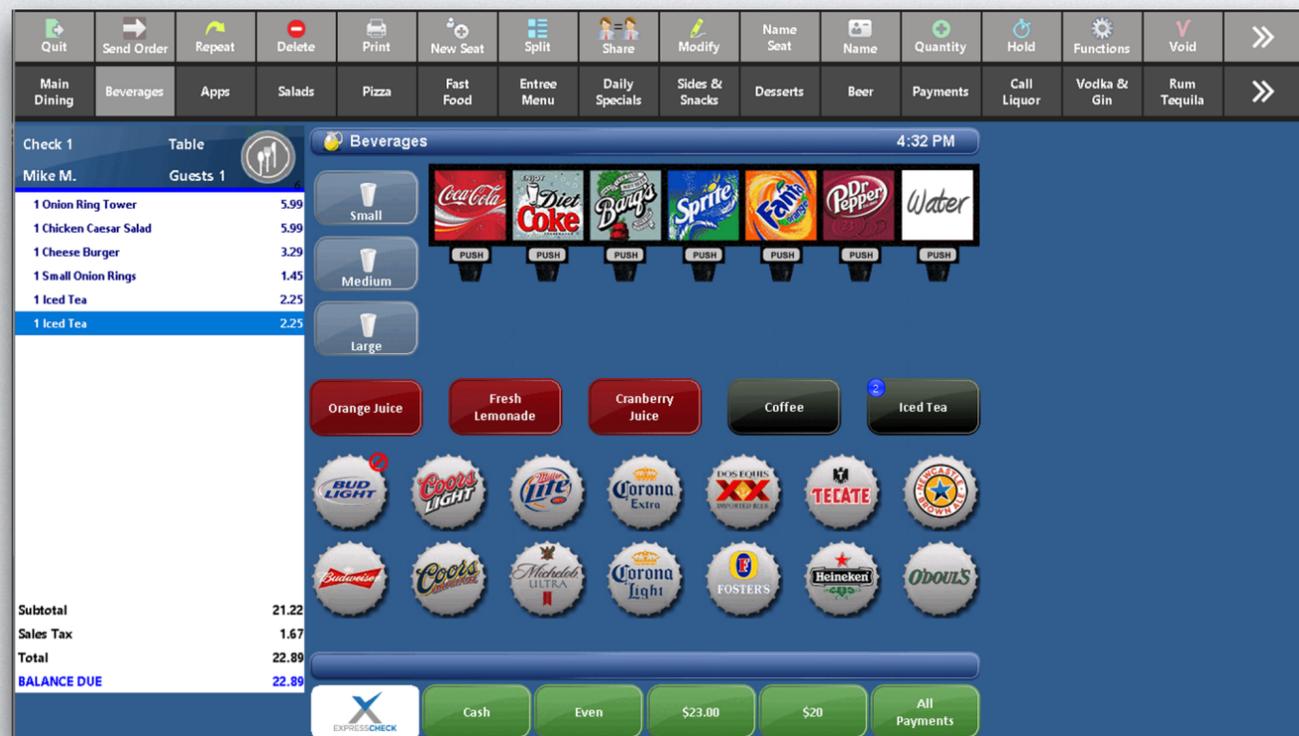
Each guest gets their own ticket

# Split Tickets

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

- 1 Each guest opens a tab on the app
- 2 Create the ticket & Send

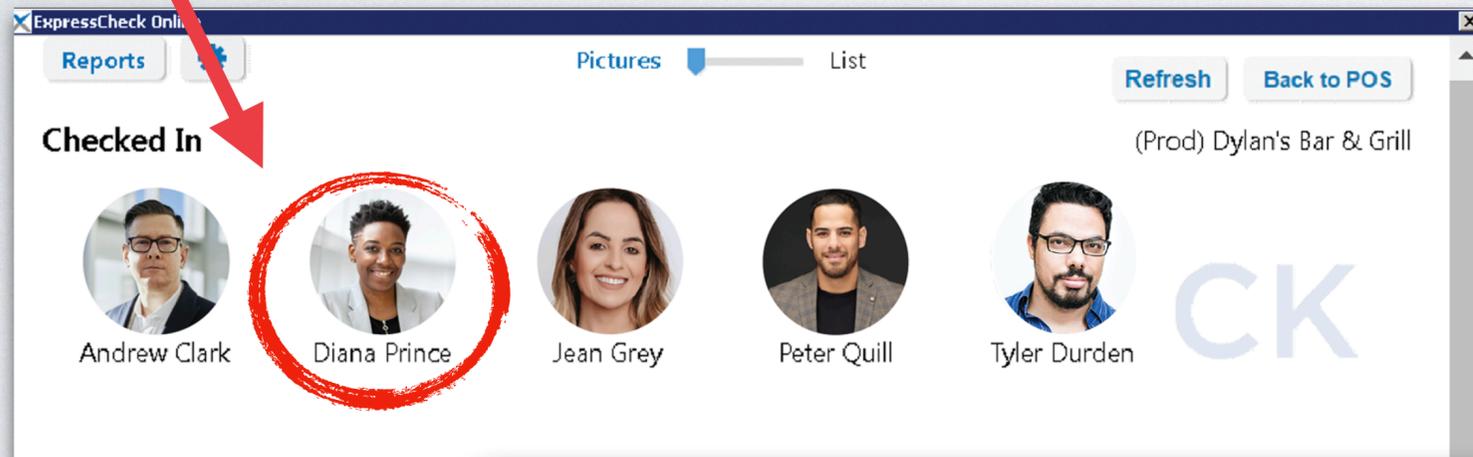
- 3 Split the ticket and send it to the kitchen or bar



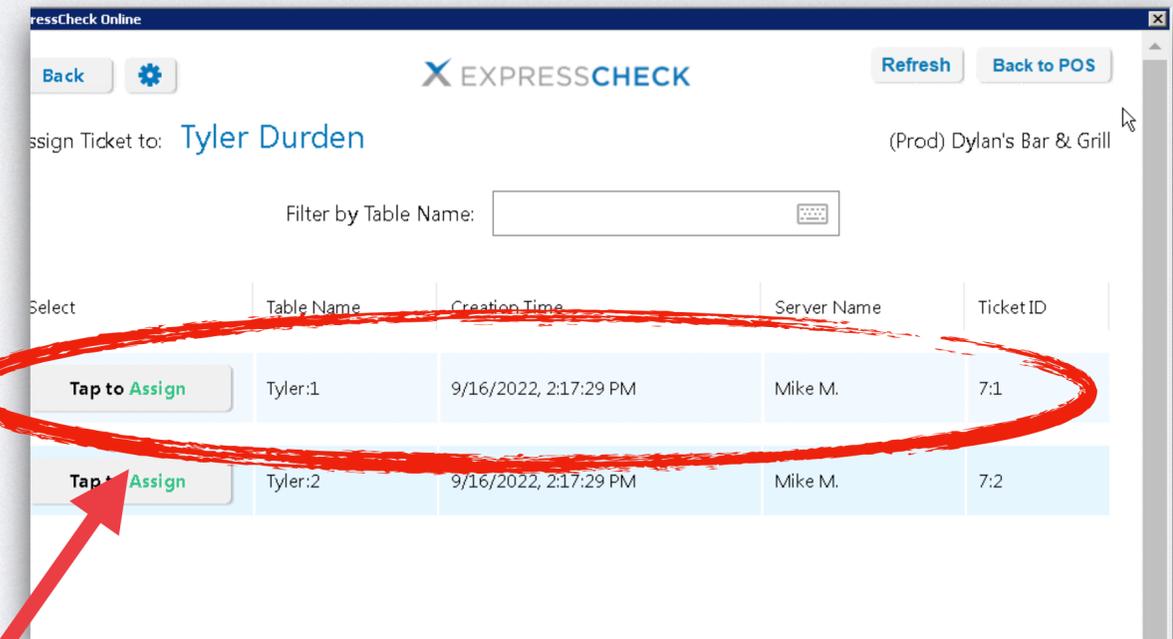
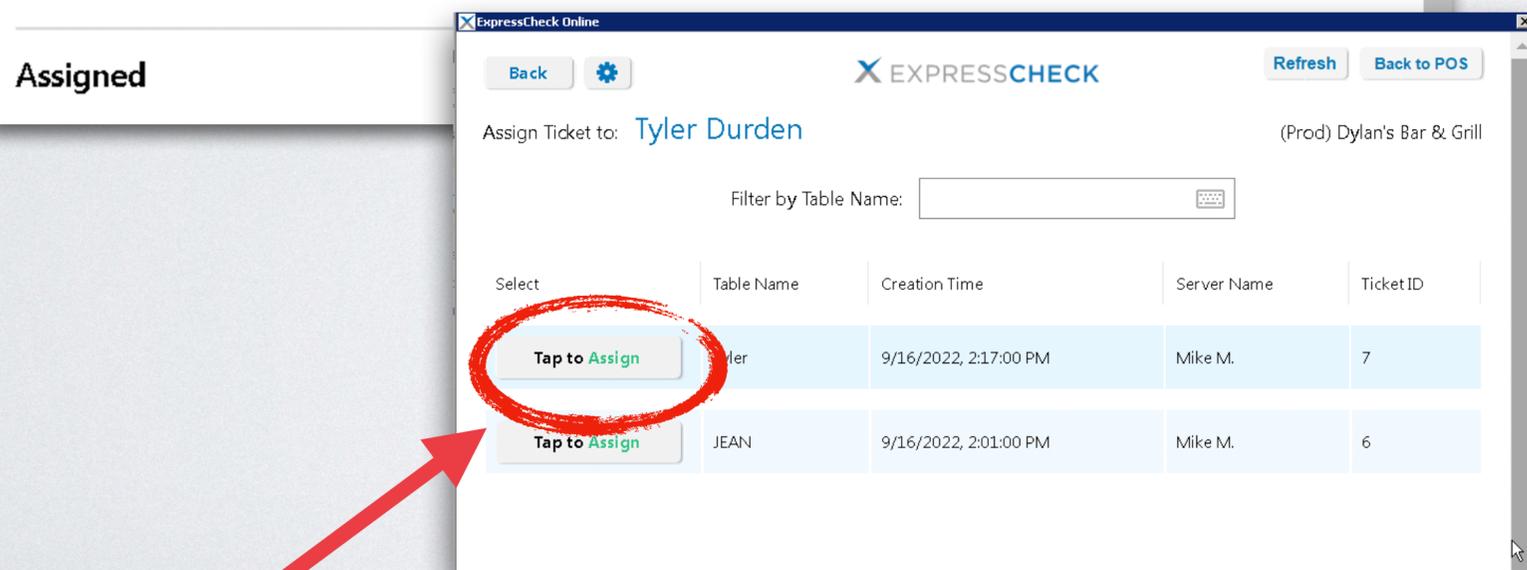
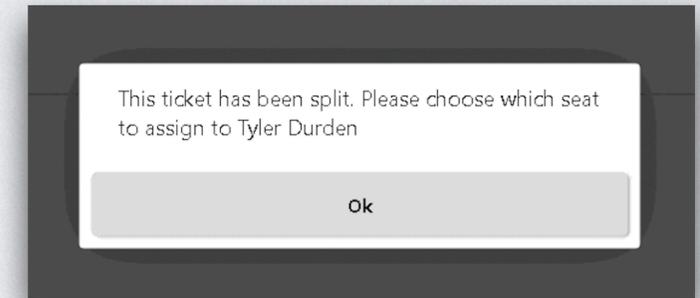
If there is a guest who is not paying with ExpressCheck they will have to wait for the bill and hand over their credit card

# Each Patron Gets Their own Tab

**1** Tap ExpressCheck & select your first guest



**3** You will be prompted that the ticket has been split



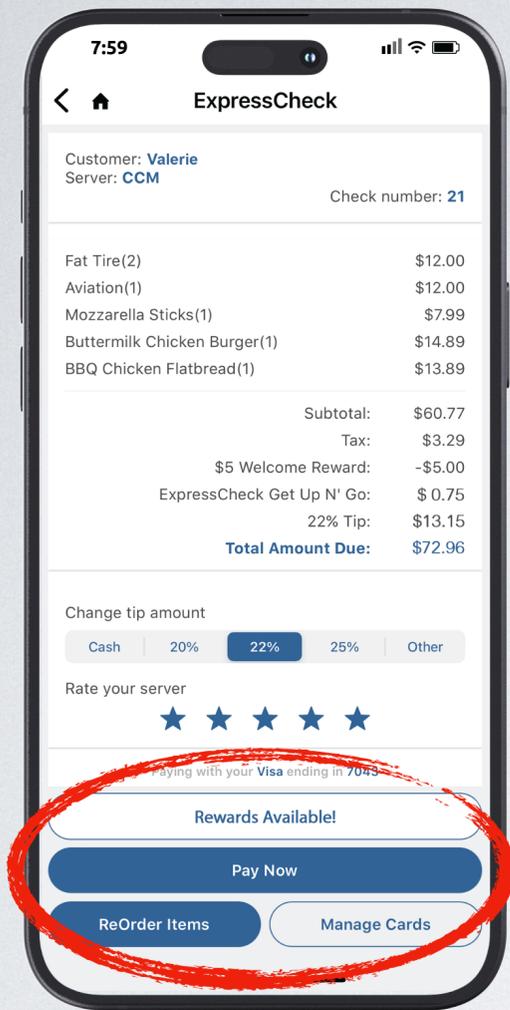
**2** Choose the ticket.

**4** Choose the correct seat and assign it. Continue assigning the remaining seats.

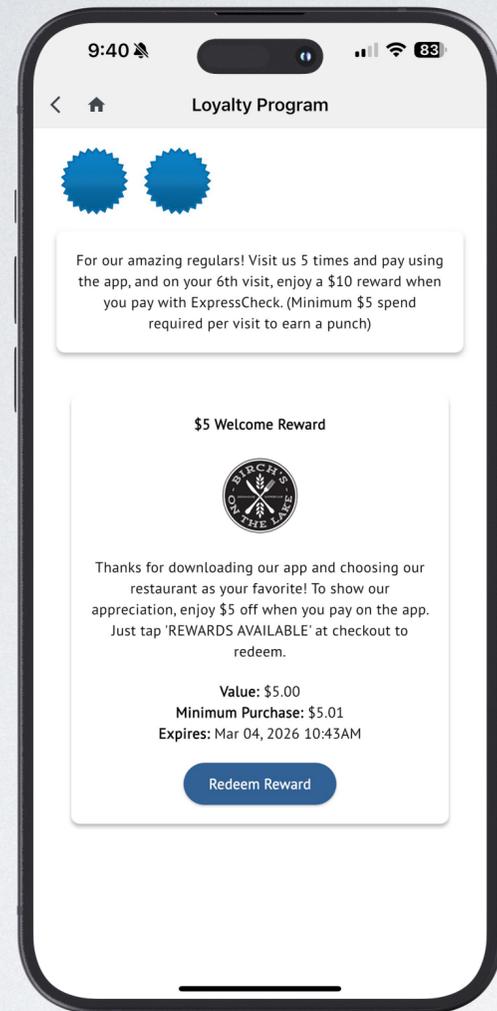


# ExpressCheck

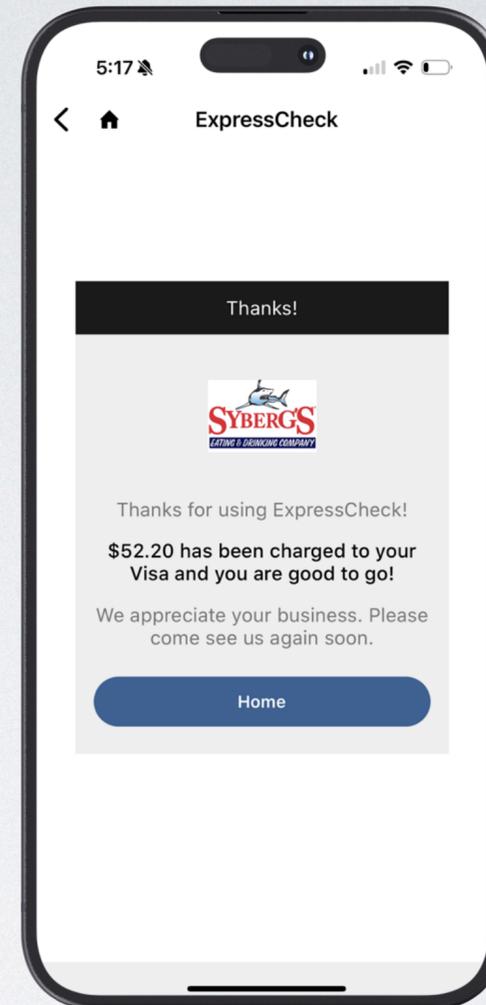
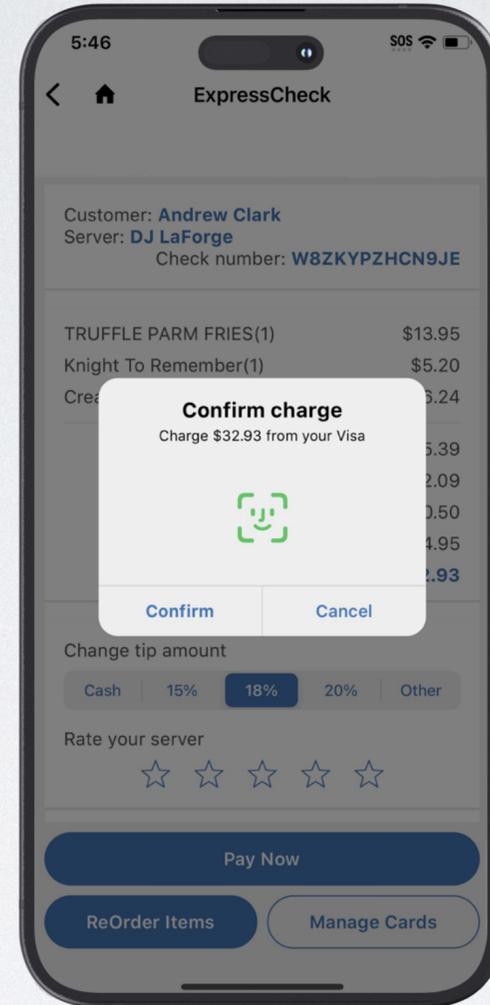
Guest experience



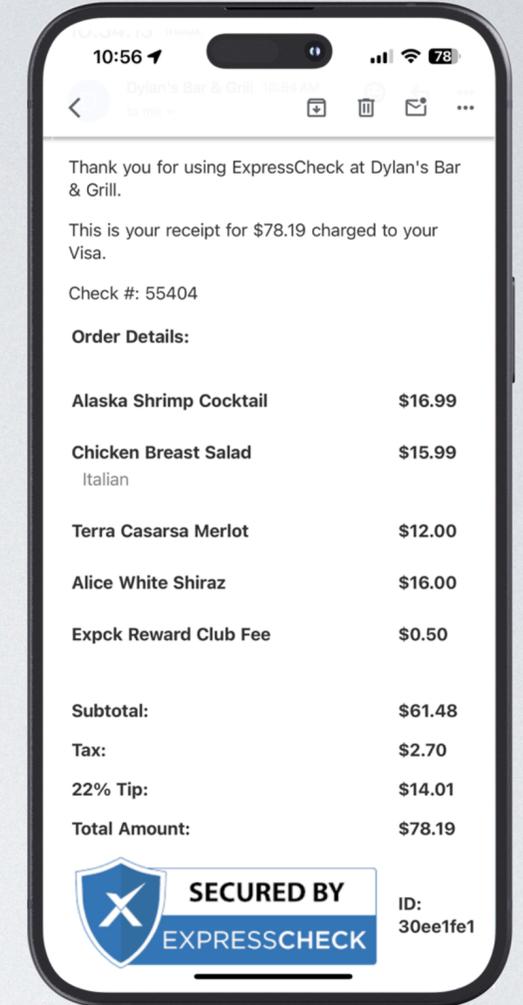
**1** Check is sent to the guests phone. Rewards are available in the app and do not effect tips.



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



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



# Walkouts

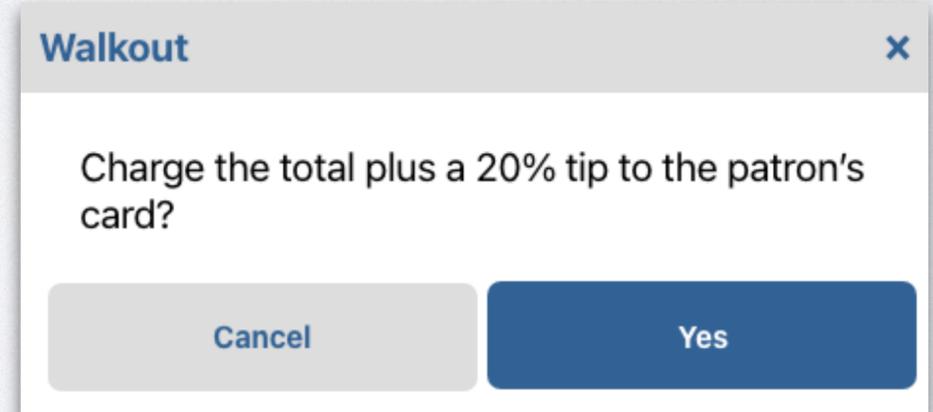
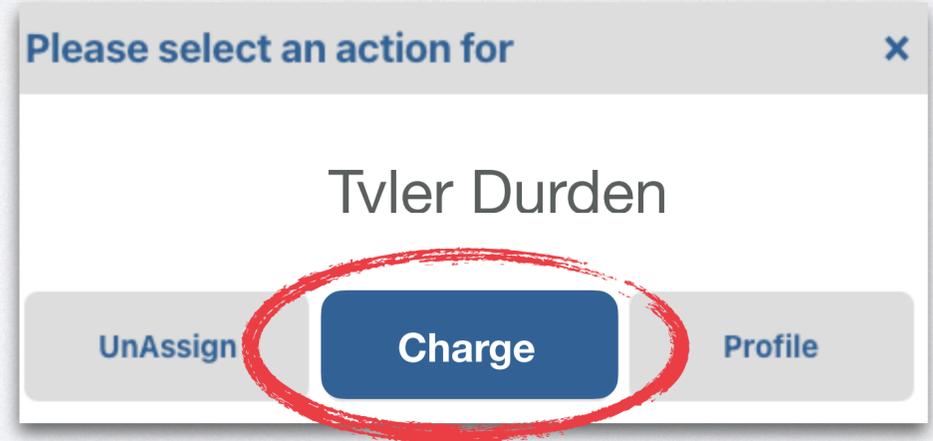
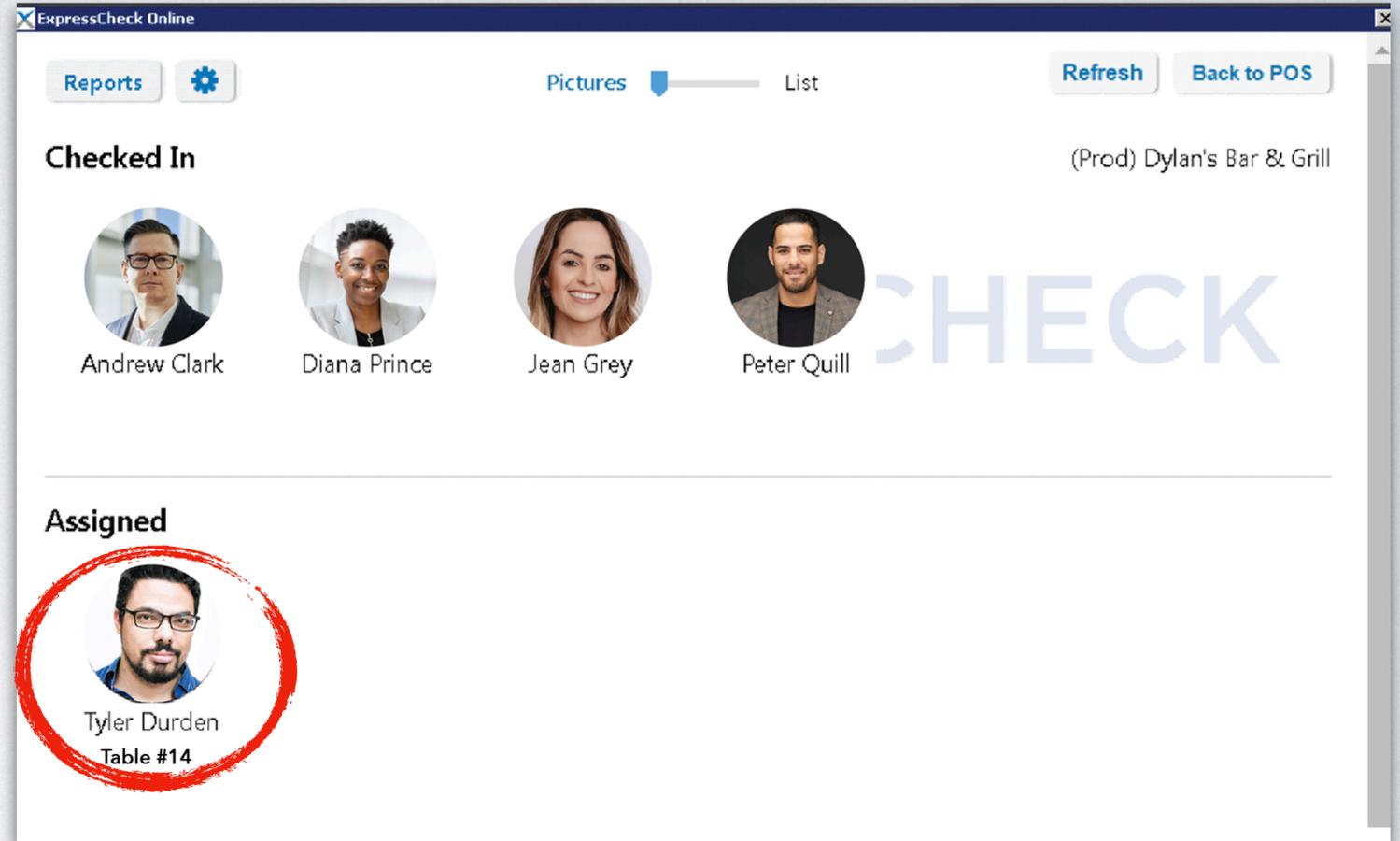
Manually & Auto Close



1 Tap the  icon to open the portal

2 Tap the Guest who left without paying 

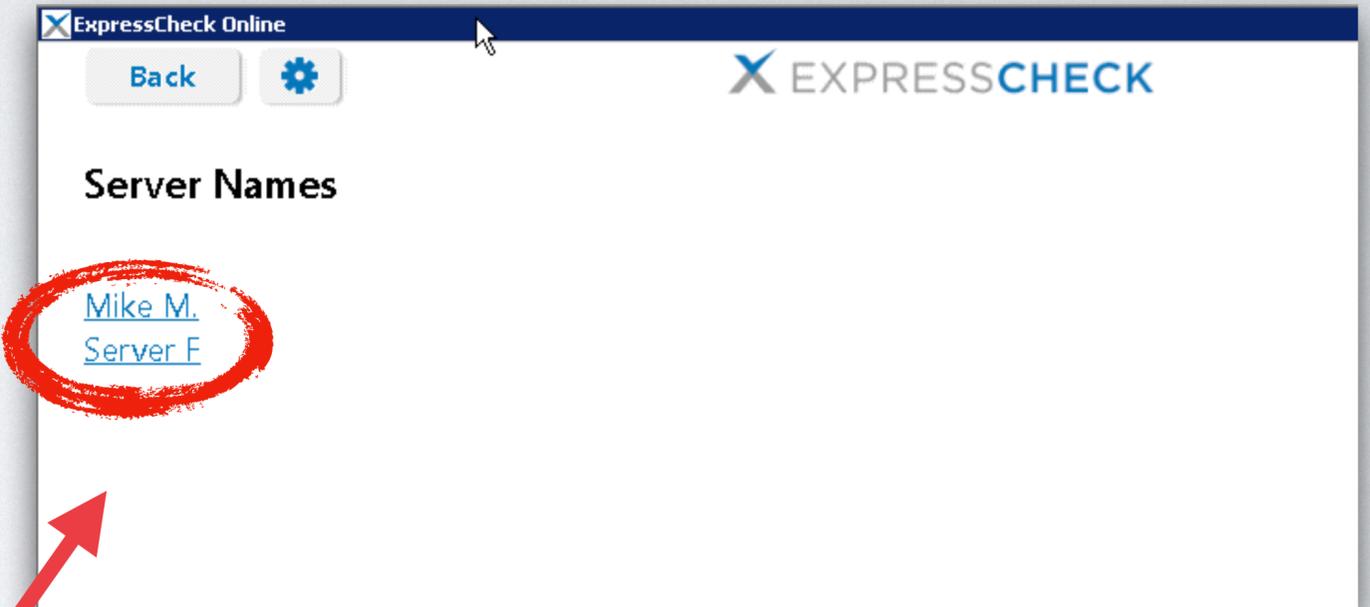
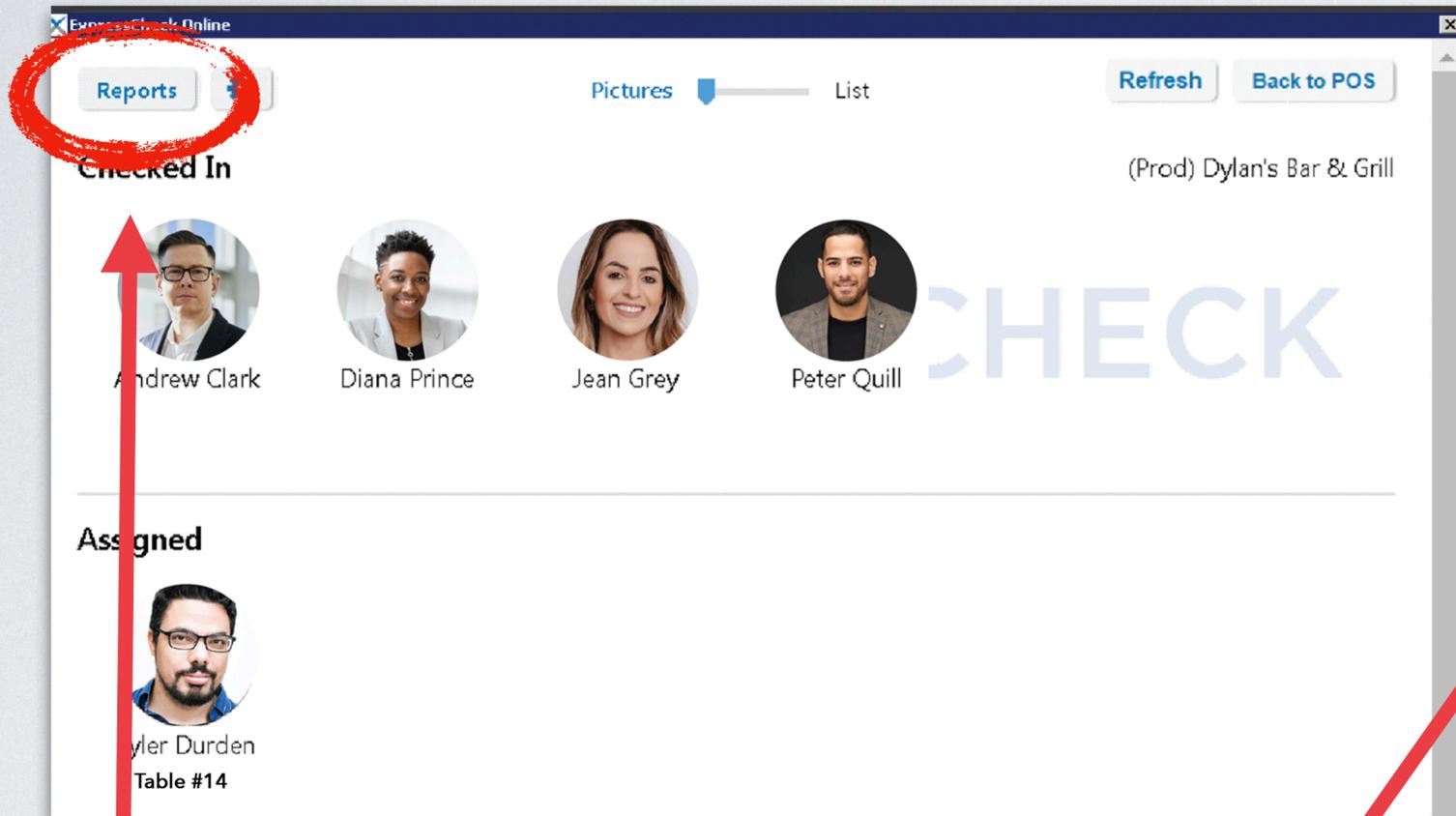
3 Tap Charge - then Yes to add a 20% tip



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

# View Tips - Reporting Screen

1 Tap the  icon to open the portal



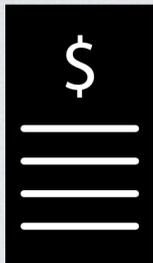
2 Tap Reports then your name

Date	Time	Patron Name	Total	Tip
2022-09-16	2:23 PM	<a href="#">Peter Quill</a>	21.29	4.29
2022-09-16	2:22 PM	<a href="#">Diana Prince</a>	14.99	3.03
2022-09-16	2:17 PM	<a href="#">Tyler Durden</a>	22.99	4.80
2022-09-16	2:01 PM	<a href="#">Tyler Durden</a>	12.00	2.64
2022-09-16	2:01 PM	<a href="#">Jean Grey</a>	12.00	2.40
2022-09-16	11:04 AM	<a href="#">Jean Grey</a>	4.00	0.88
2022-09-16	10:59 AM	<a href="#">Mia Jerva</a>	11.99	2.73
			<b>99.26</b>	<b>20.77</b>

3 View Tips & Totals

# CityCheers EXPRESSCHECK

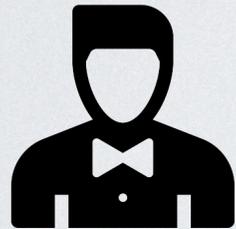
## Server Benefits



**Eliminate printing checks and processing credit cards**



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



**Turn Table Faster - Get 2-3 more covers every shift**



**Tips are automatically adjusted in the POS**



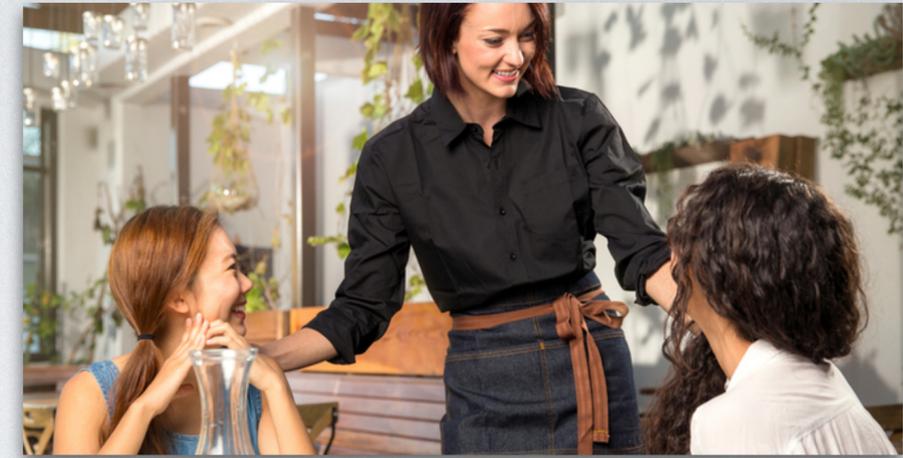
**More time to upsell food & drinks - Larger checks**



**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

## BIRCH'S ON THE LAKE

**We are now on CityCheers**  
*America's Hospitality Super App*

- Rewards & Loyalty features
- Live-Streaming Chalkboards with Daily Specials & Events
- Menus, Signature Food & Drinks

- The ExpressCheck feature displays your check on your phone
- So you can Tip and Pay whenever you're ready to go

*Never wait for a check again - it's on your phone*

*It's the safest, fastest and most secure way to pay*

**Favorite our app to stay updated with us!**  
*The Super App for food, drinks, and good times*

See how it works ➔

**We are asking you to use the CityCheers app to pay here from now on**  
- it completely automates the payment process

*Once you pay with ExpressCheck you'll never hand over your credit card again*

Register and enter your credit card - one time - to pay anywhere

*How to pay with ExpressCheck...*

- 1 **Open a Tab** at this venue  
- your order shows up on your phone
- 2 **Give your name with your order**  
- whenever you're ready to go
- 3 **Tip and Pay**  
- whenever you're ready to go

**\$5 off**

your first ExpressCheck payment - at every venue

Patrons pay \$3.75/trans - the Welcome Reward covers your first 6 visits

*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***

**X**EXPRESS**CHECK** Certified



**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