

CityCheers

America's Hospitality SuperApp

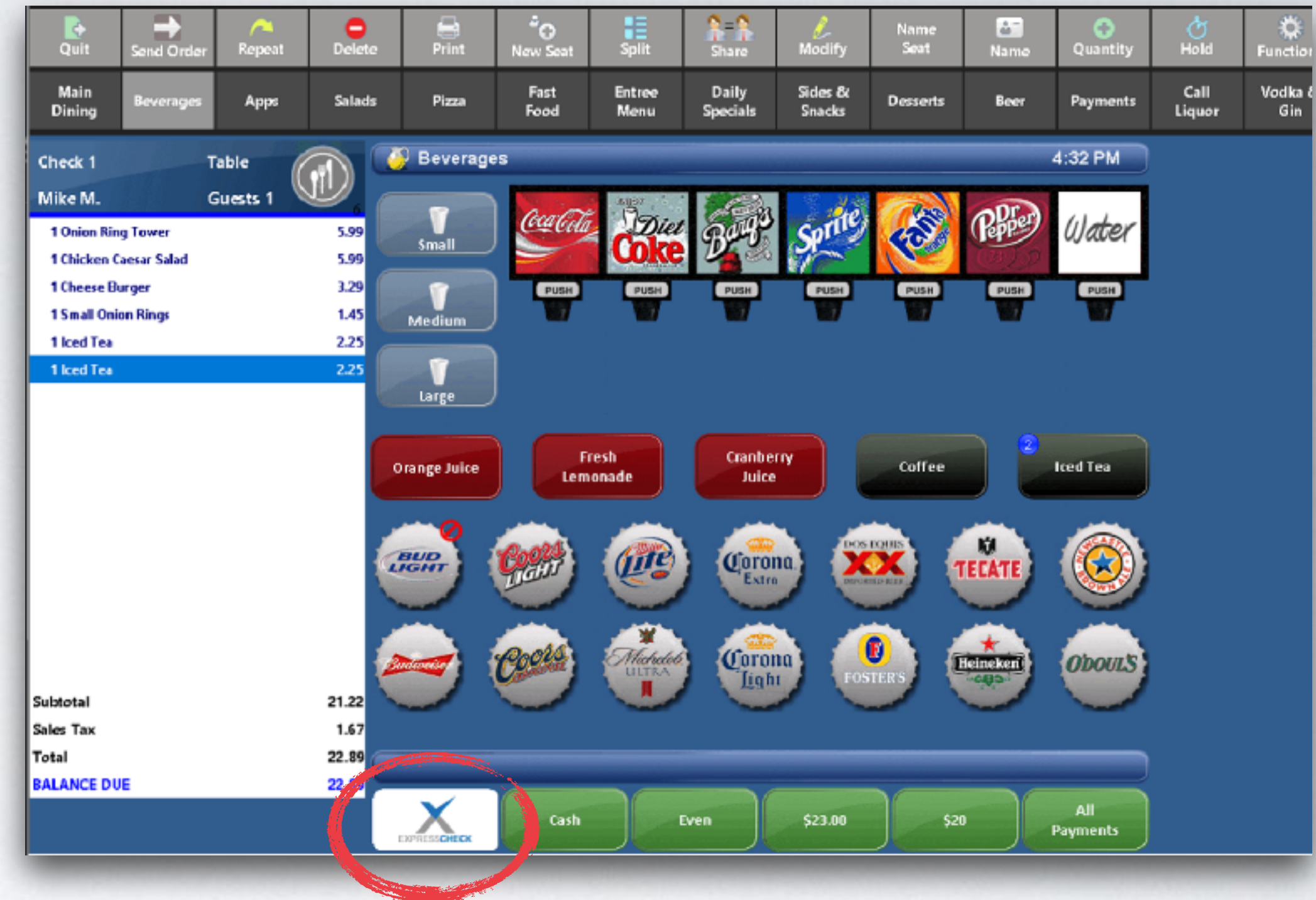
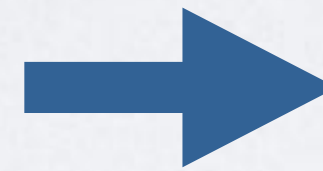
ExpressCheck Focus POS - Tutorial



ExpressCheck Transaction

Ticket can be assigned at any point in the meal

Create the ticket



Guest taps Open Tab

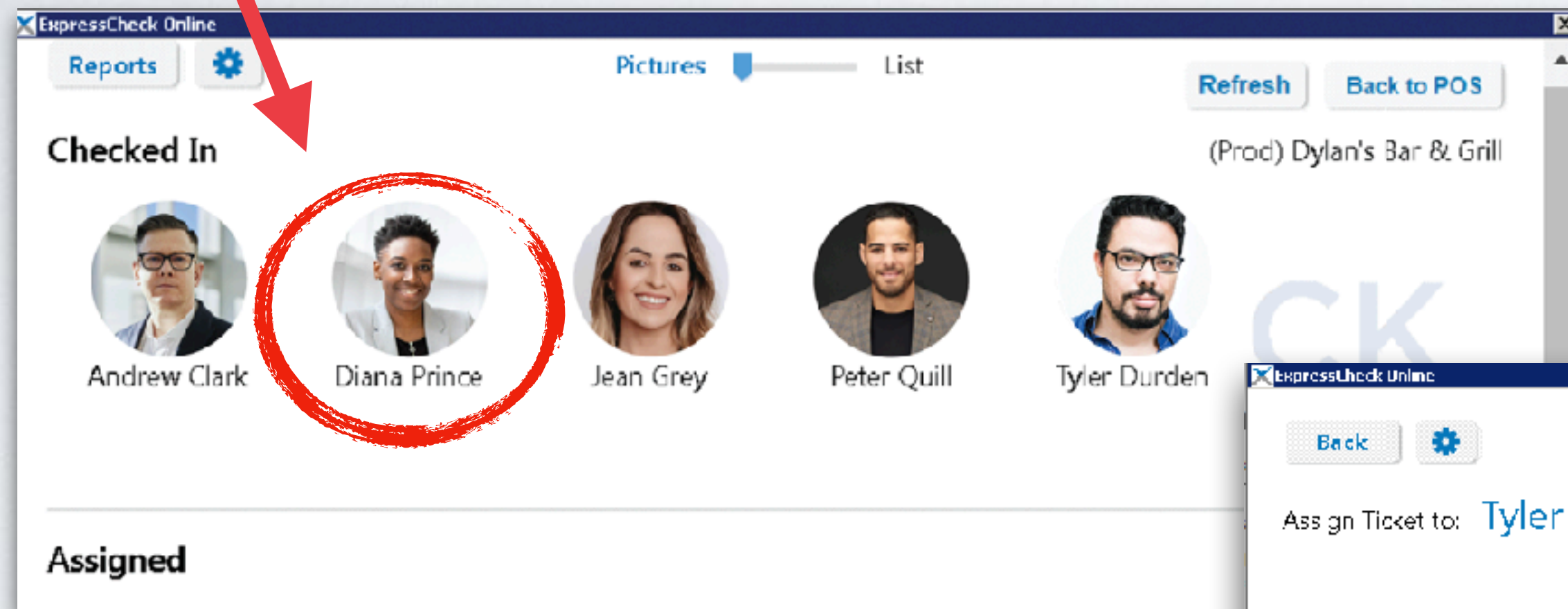
They are informed to give the server their name

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

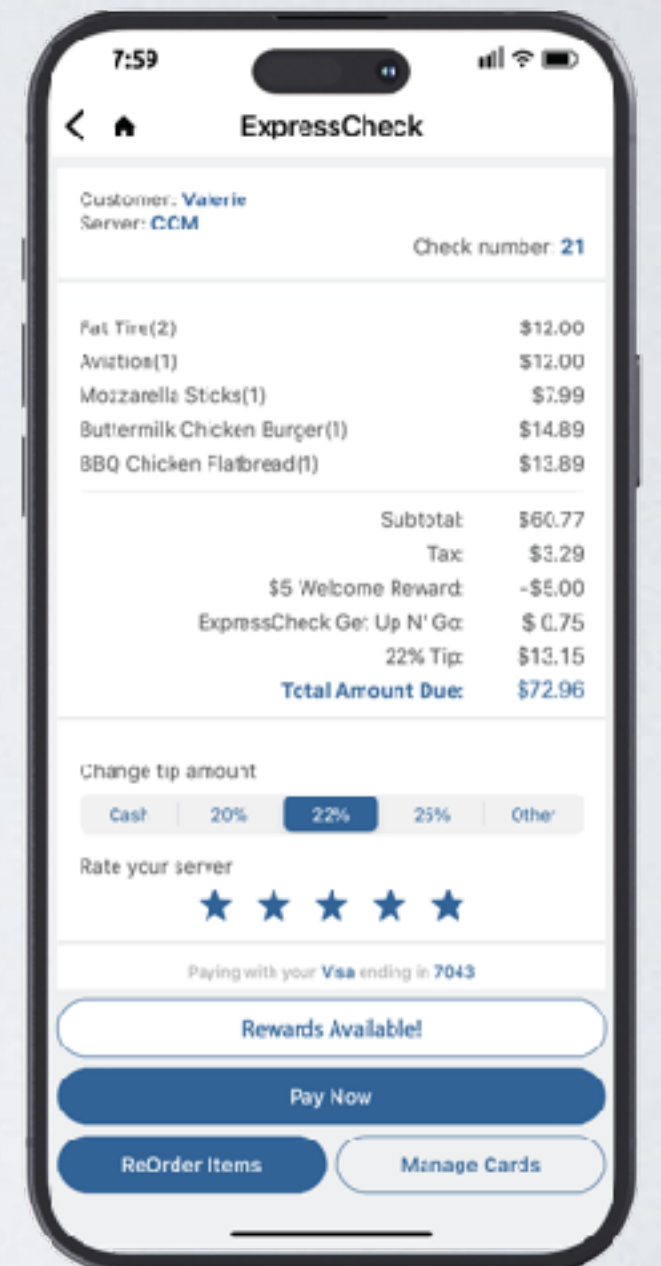
Assign the ticket

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

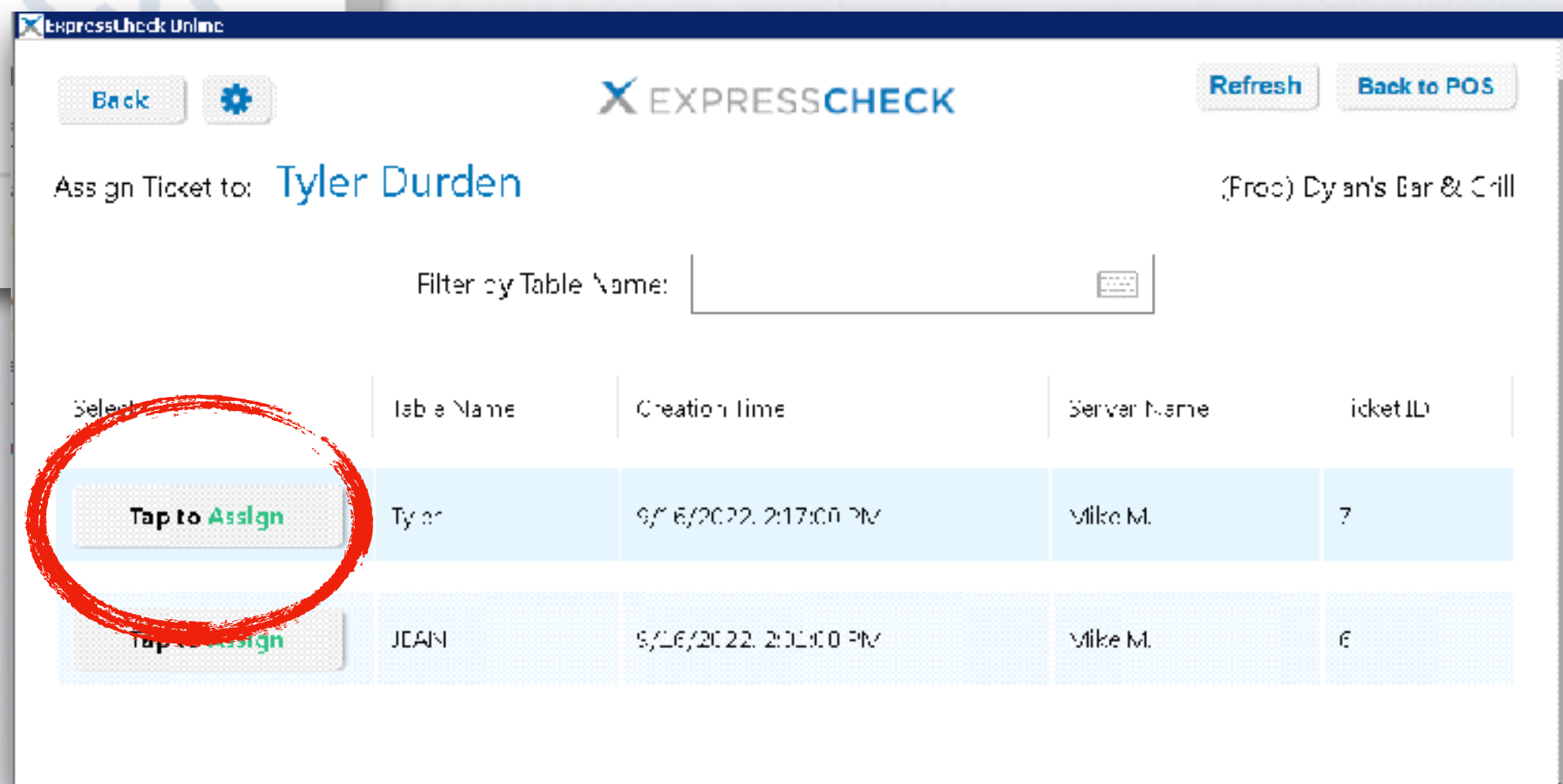
- 1 A list of patrons will show up.
Tap on your guest



- 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.

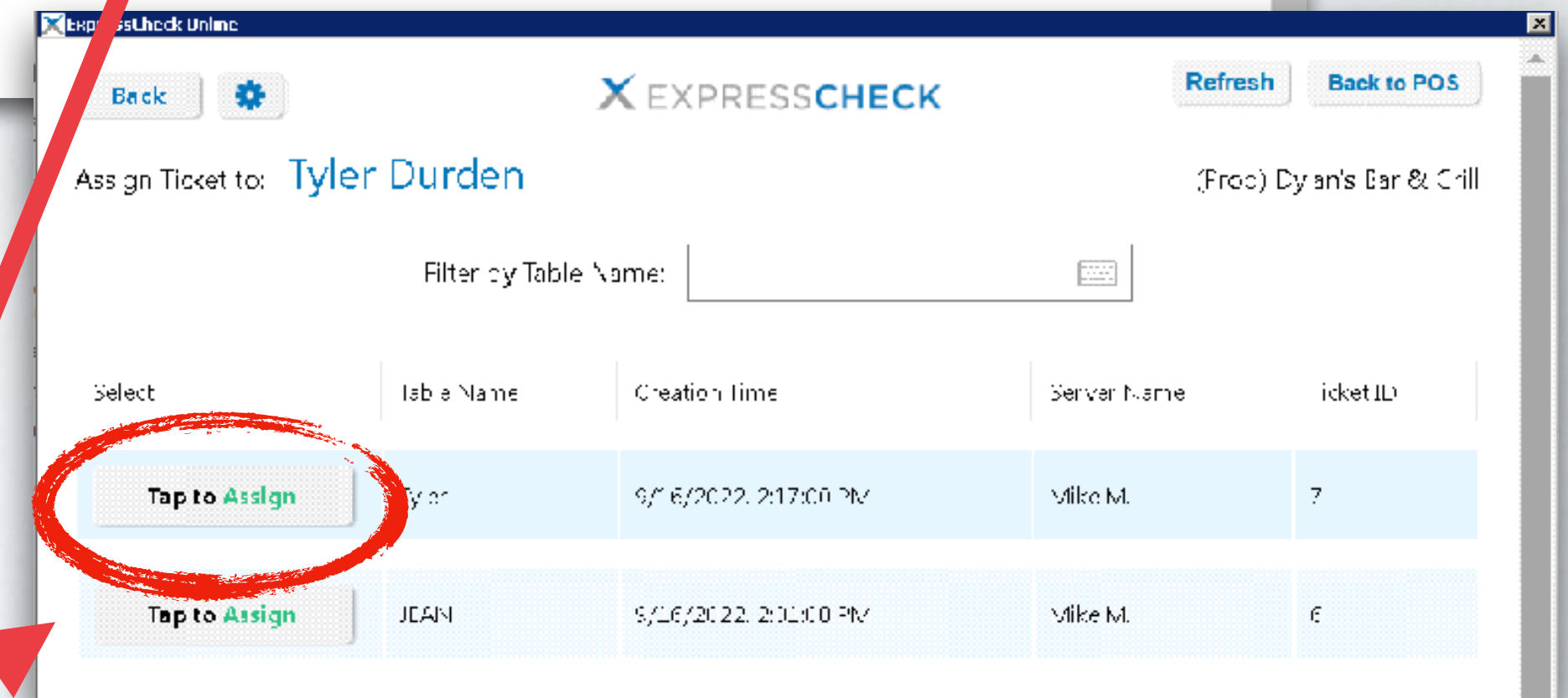
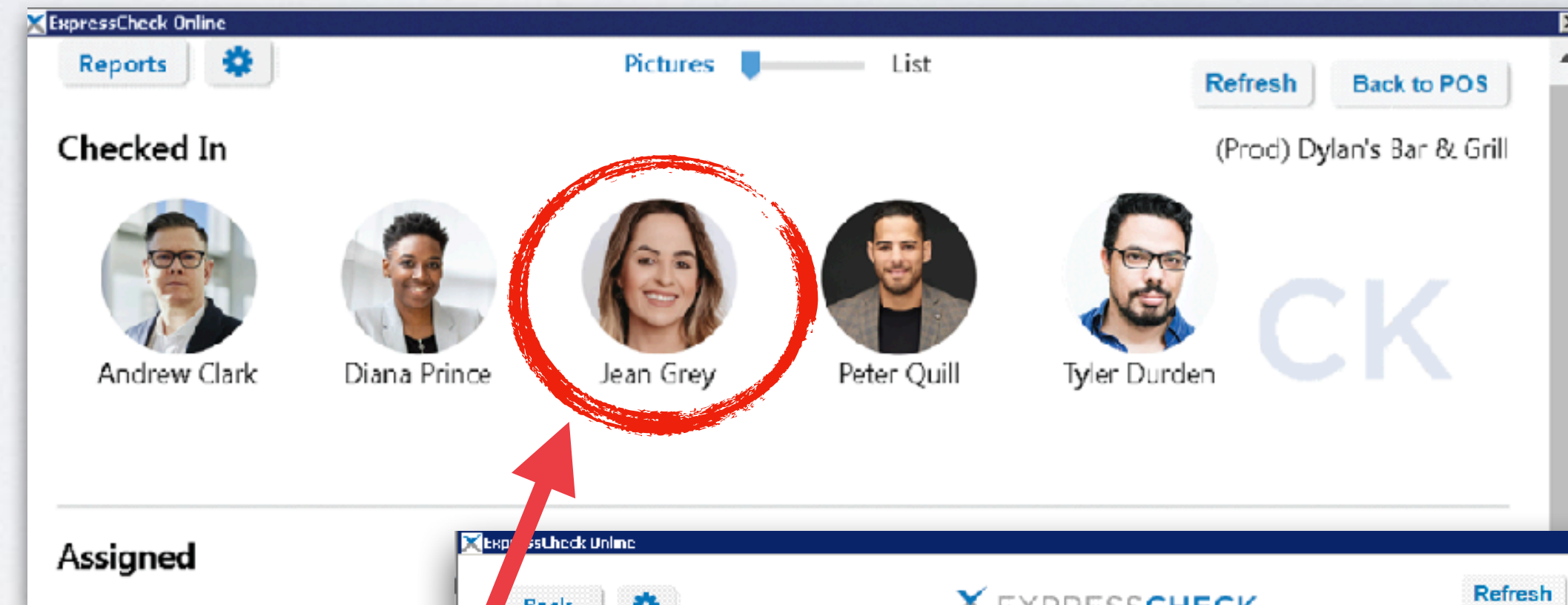
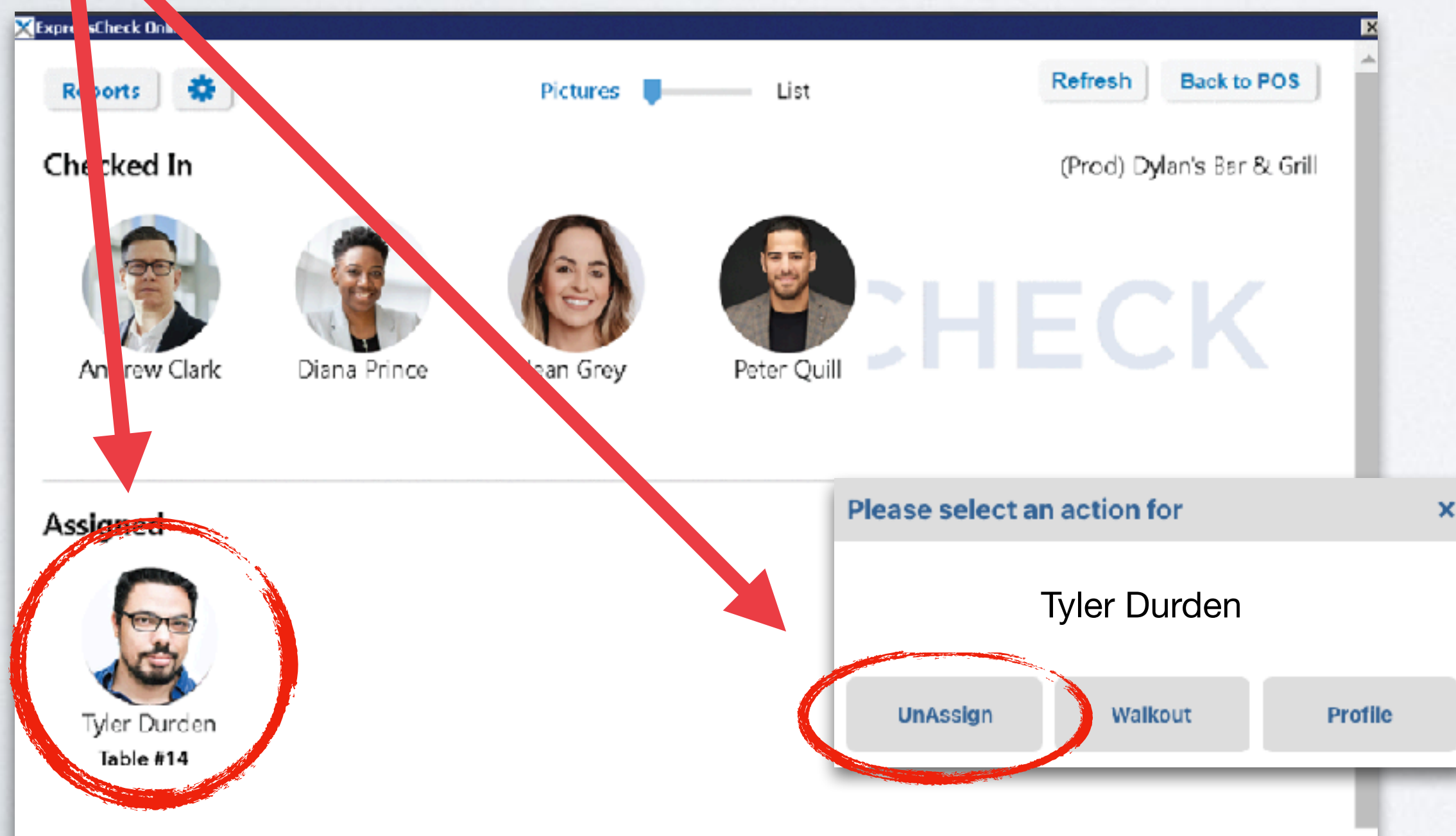
Wrong Check Assigned?

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

A photograph of three women sitting at a wooden table outdoors, smiling and talking. They are eating a meal of salad and bread. The woman on the left has blonde hair and sunglasses on her head. The woman in the middle has dark hair and sunglasses on her head. The woman on the right is partially visible. The background is a lush green wall.

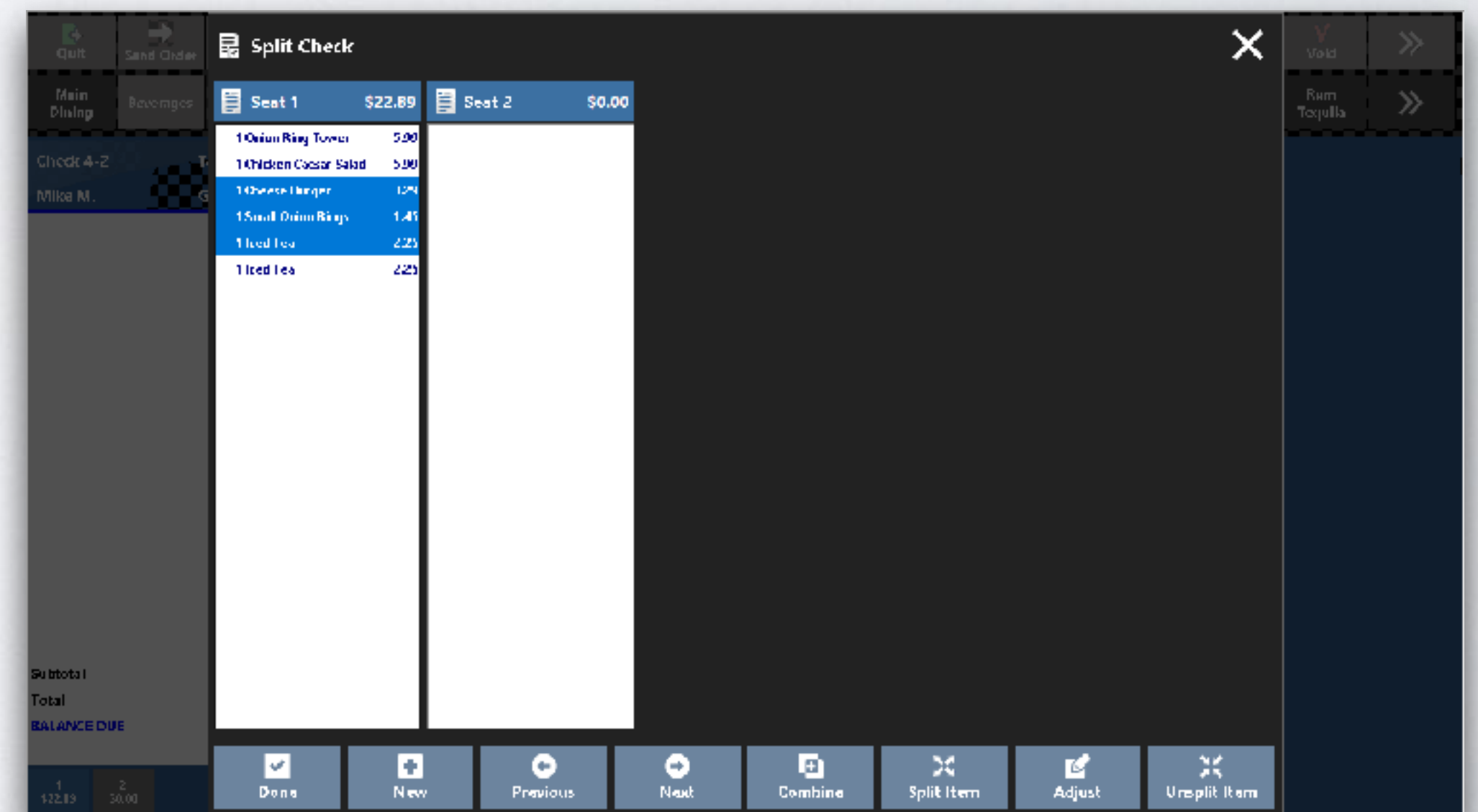
Splitting the check

Each guest gets their own ticket

Split Tickets

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

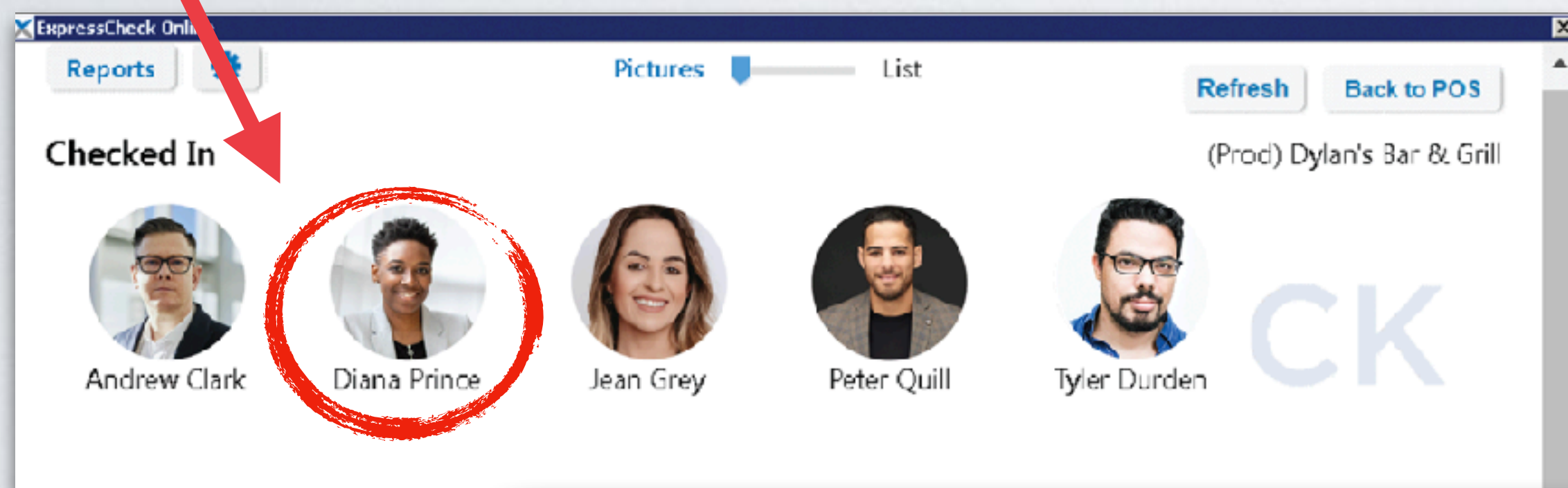
- 1 Each guest opens a tab on the app
- 2 Create the ticket & Send
- 3 Split the ticket and send it to the kitchen or bar



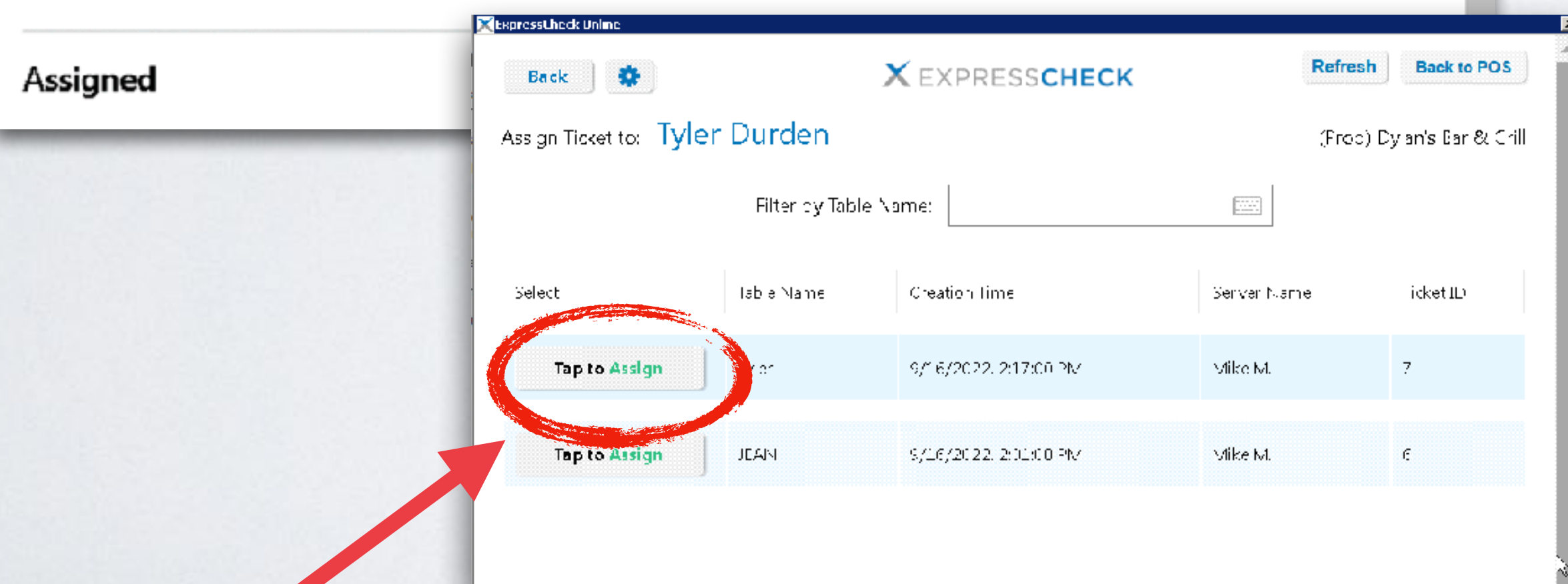
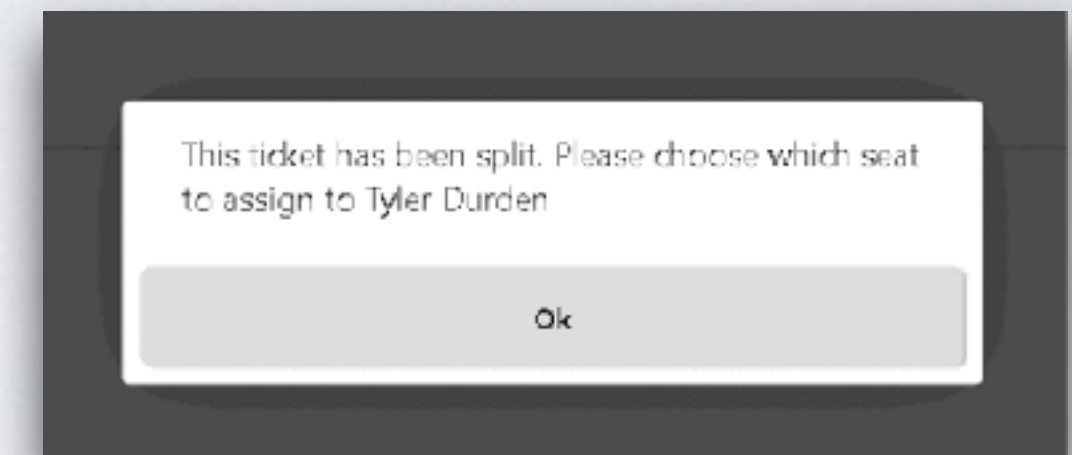
If there is a guest who is not paying with ExpressCheck they will have to wait for the bill and hand over their credit card

Each Patron Gets Their own Tab

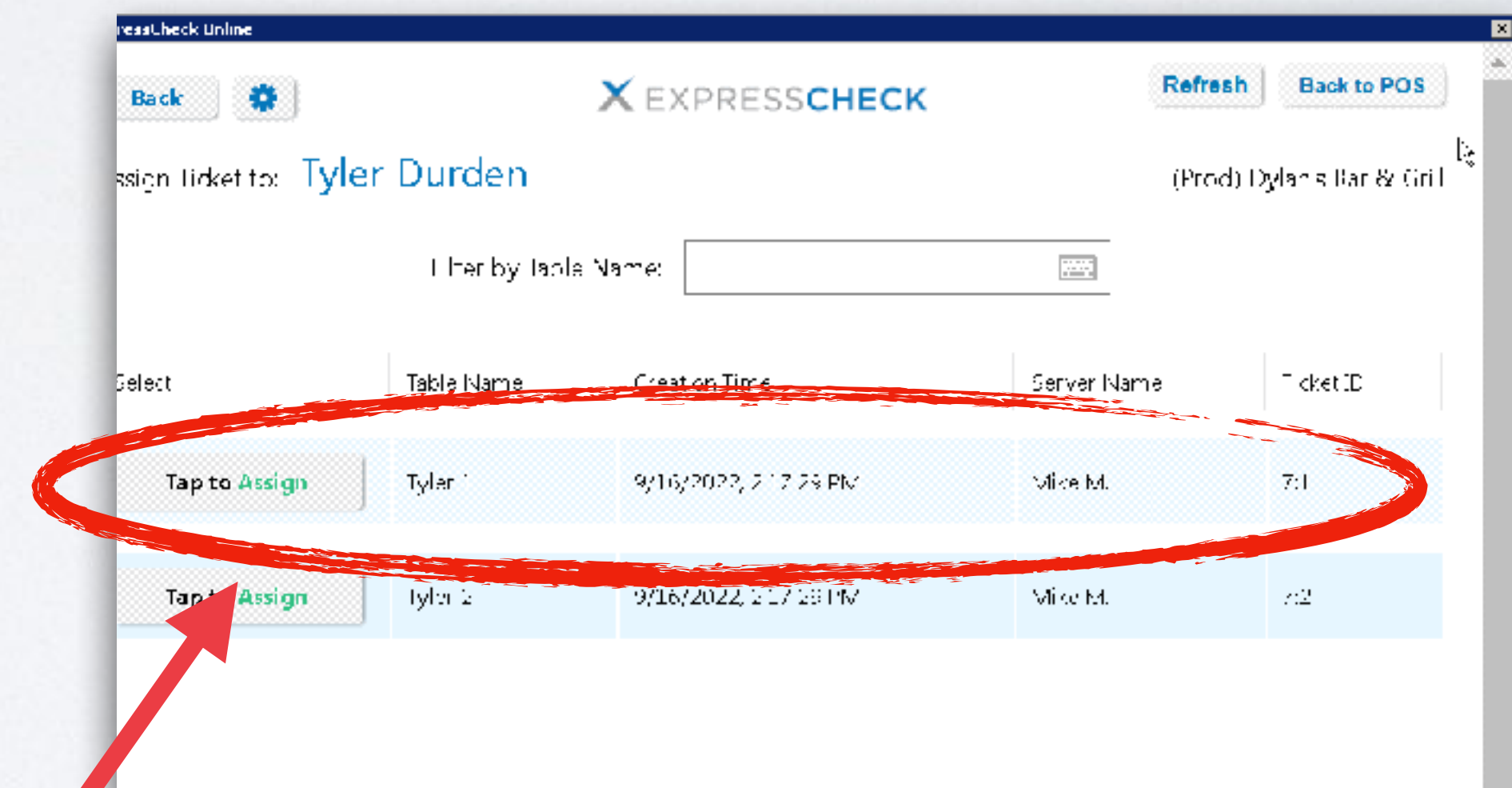
1 Tap ExpressCheck & select your first guest



3 You will be prompted that the ticket has been split



2 Choose the ticket.

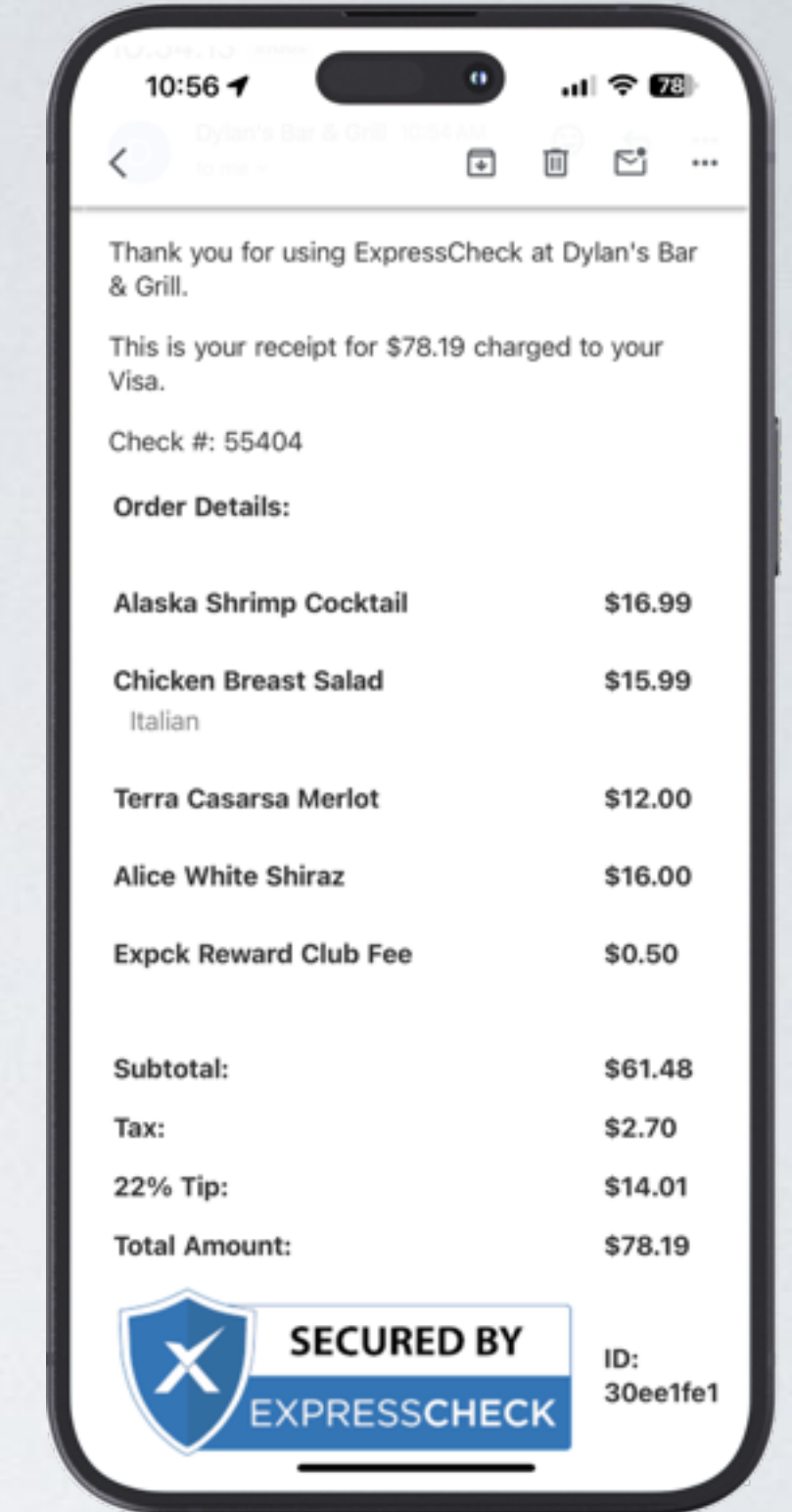
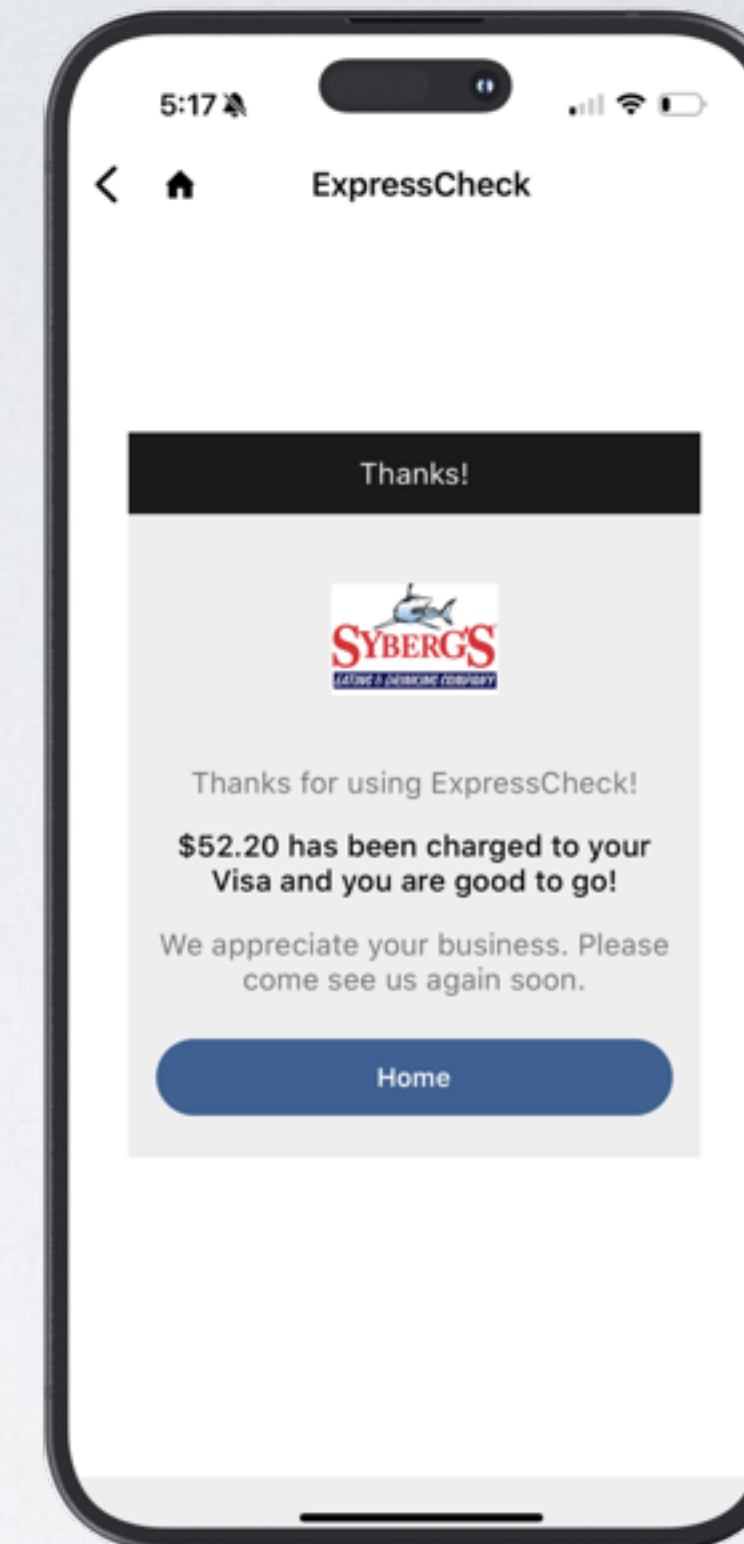
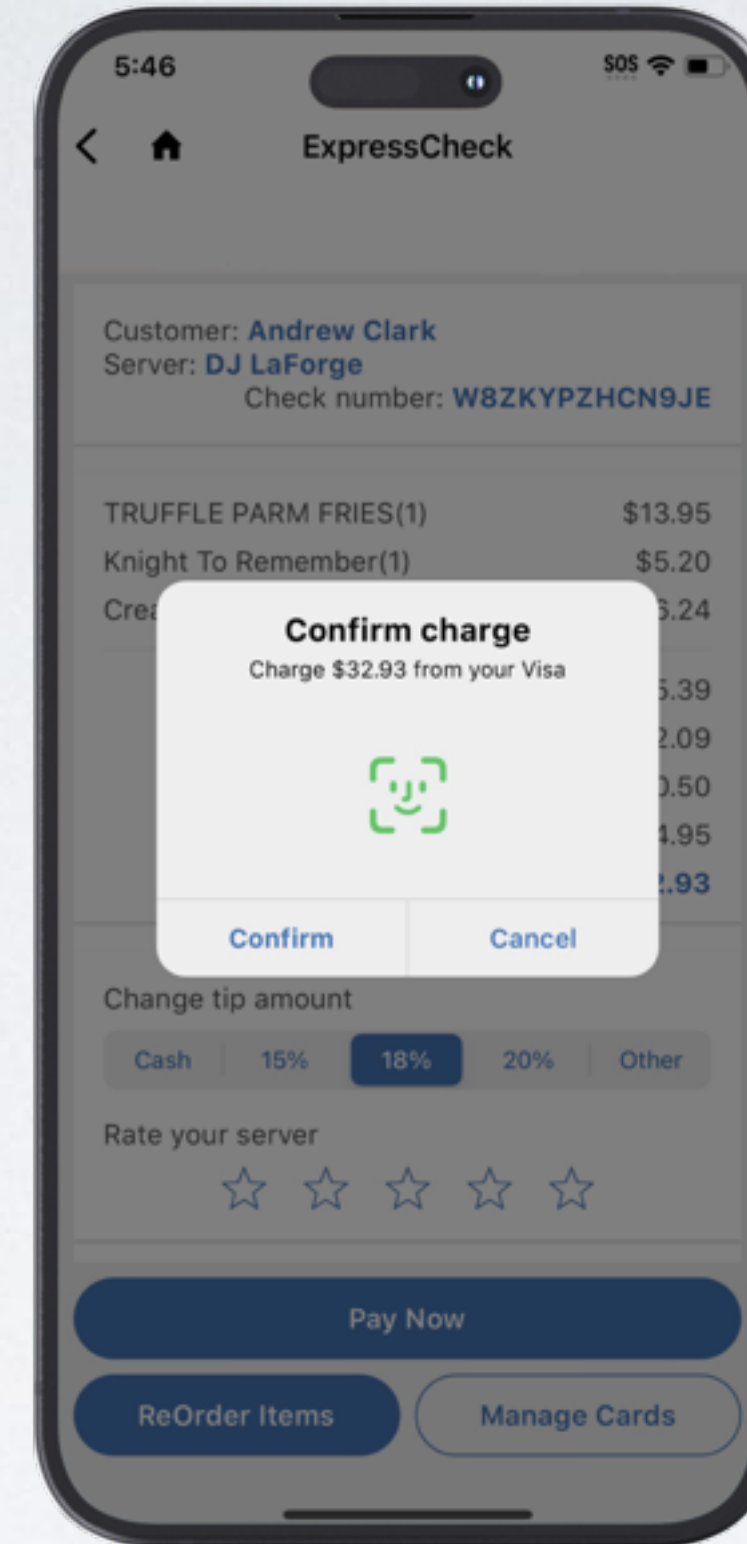
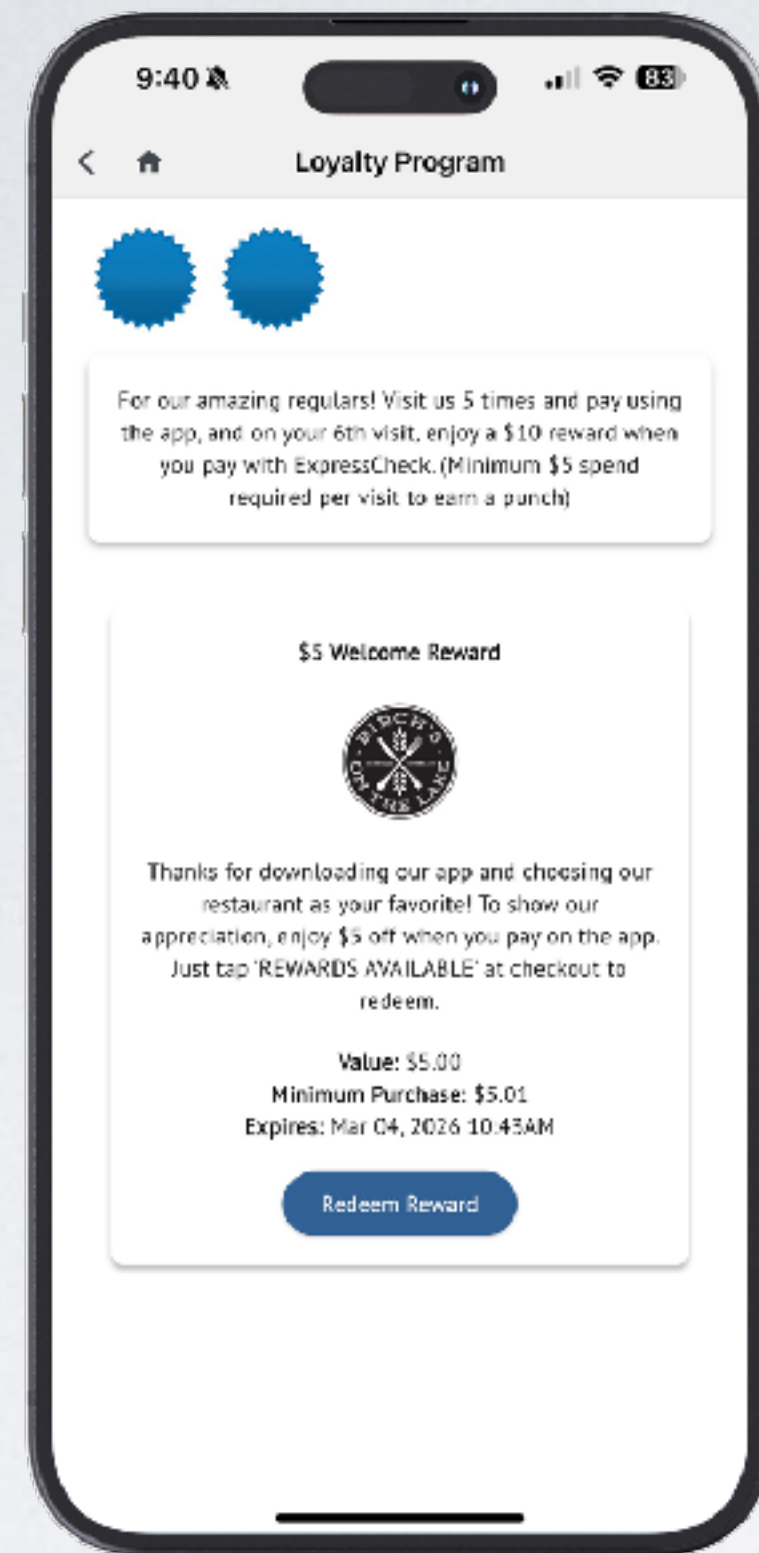
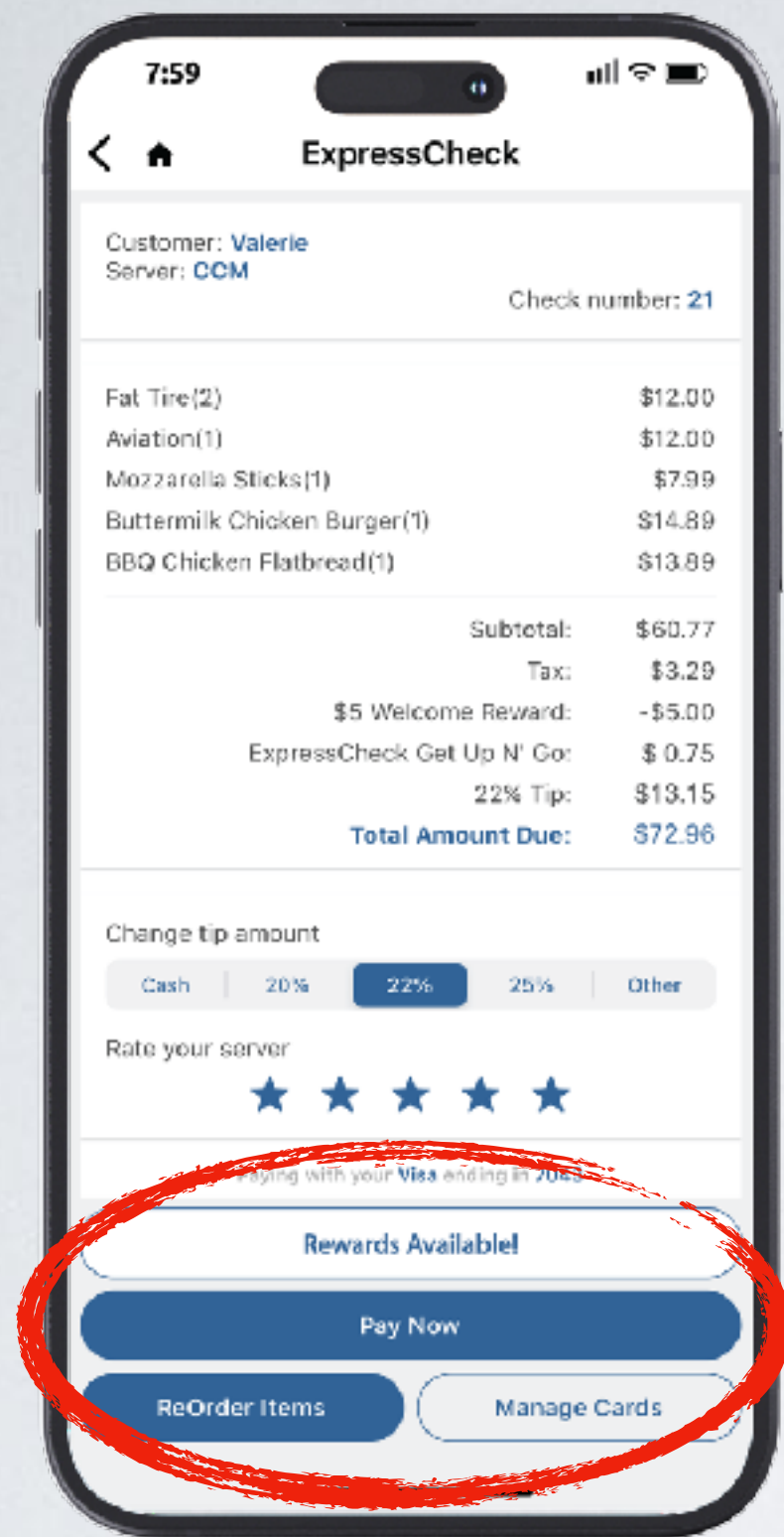


4 Choose the correct seat and assign it. Continue assigning the remaining seats.



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

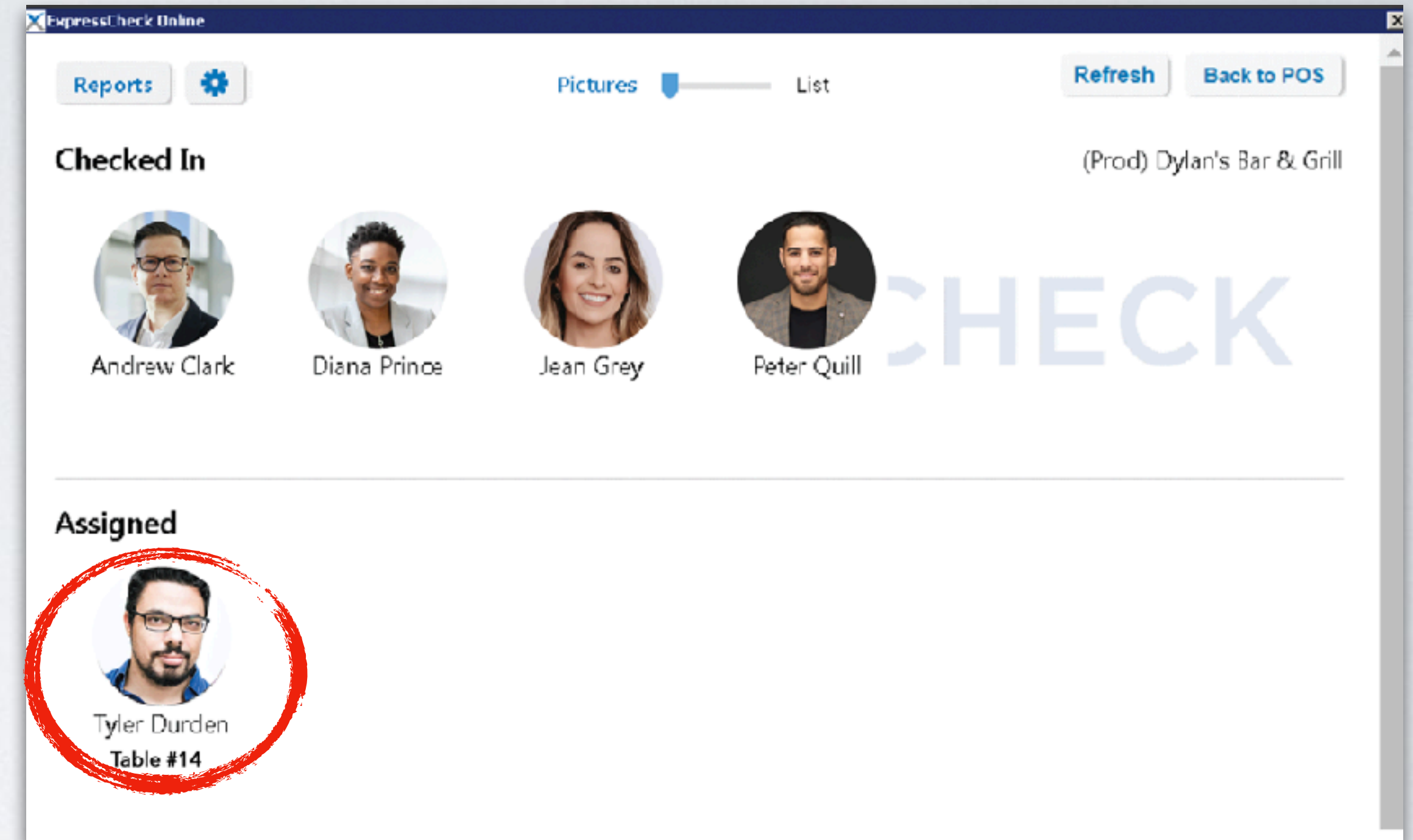


Walkouts

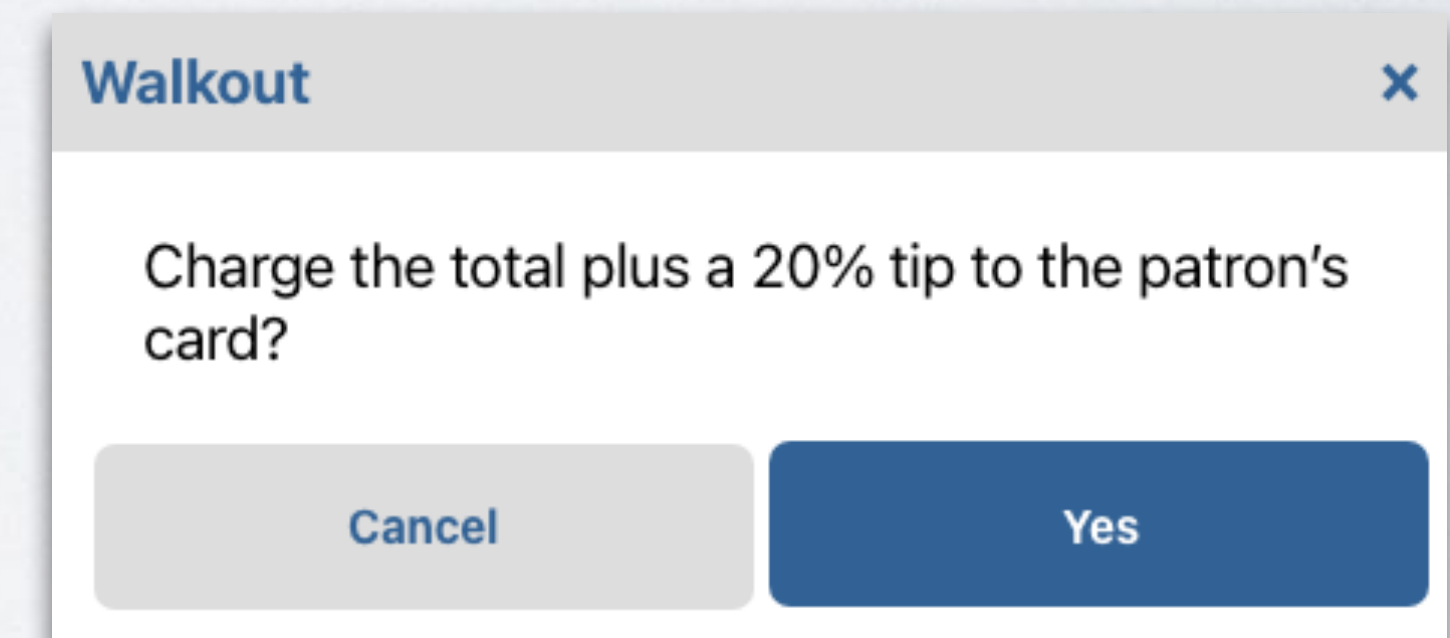
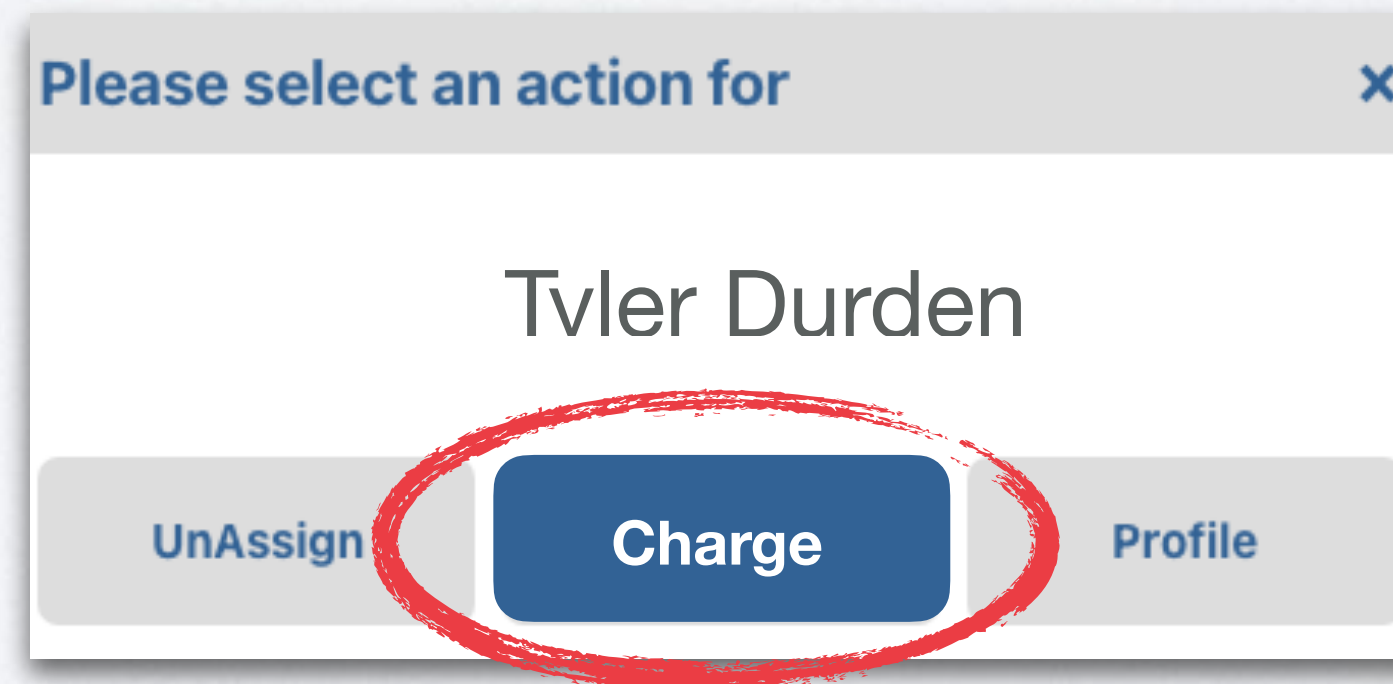
Manually & Auto Close

1 Tap the  icon to open the portal

2 Tap the Guest who left without paying 



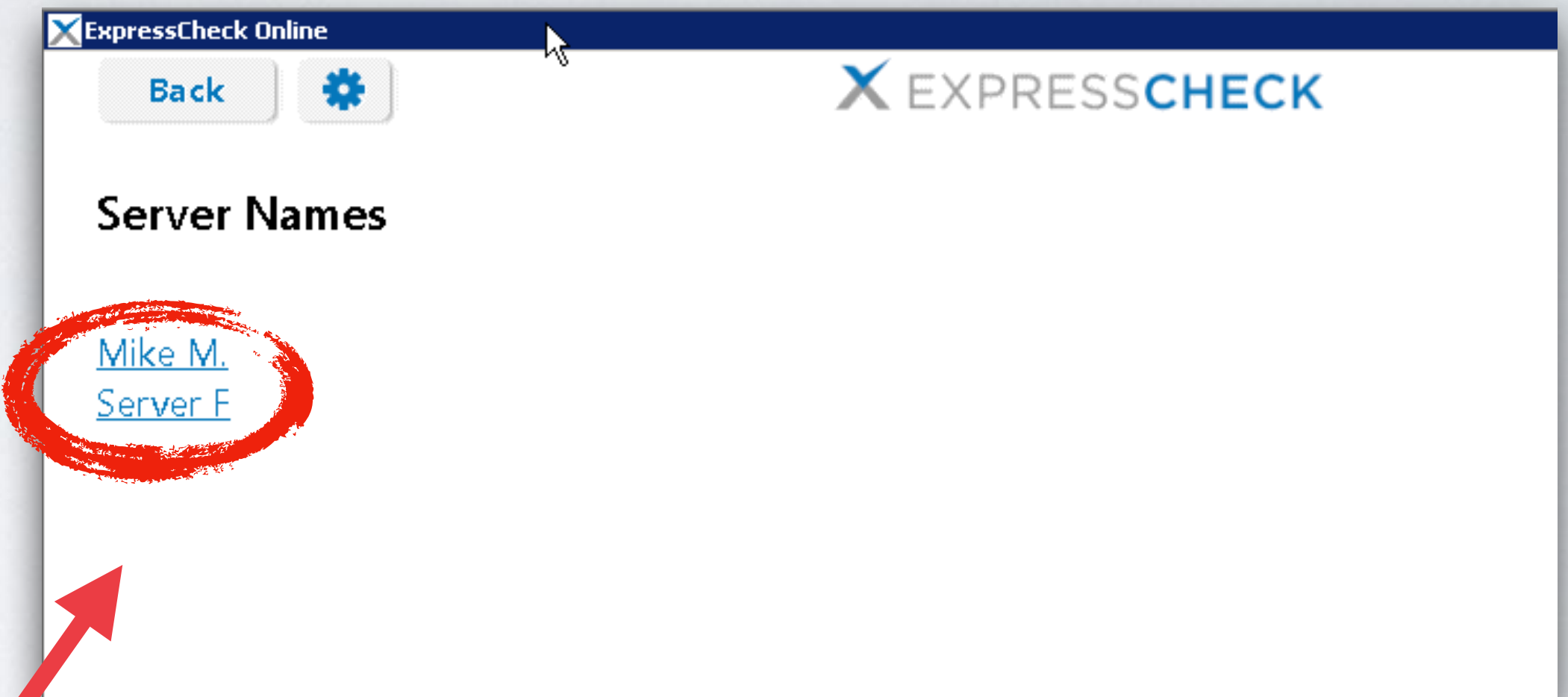
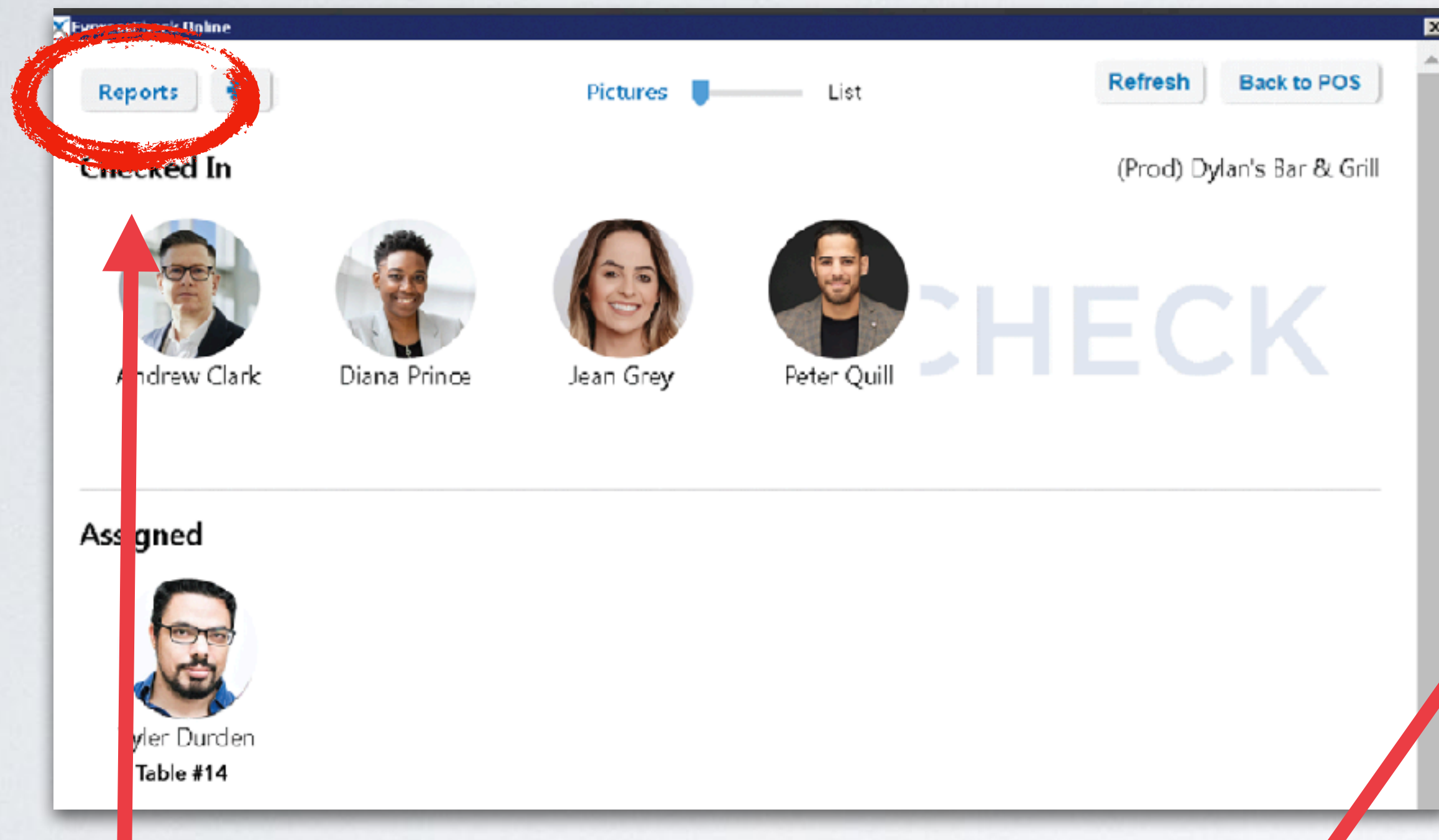
3 Tap Charge - then Yes to add a 20% tip



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

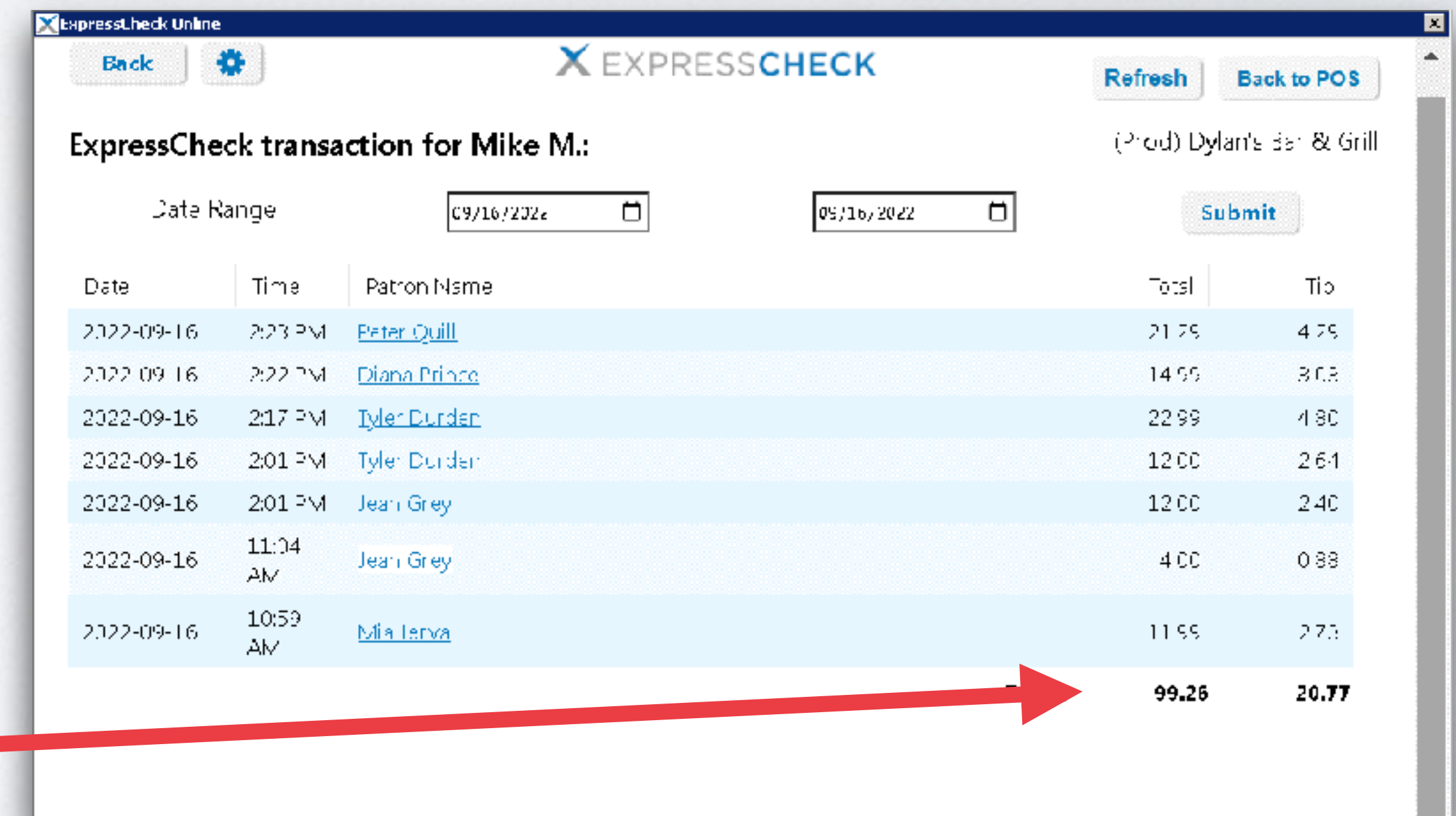
View Tips - Reporting Screen

1 Tap the  icon to open the portal



2 Tap Reports then your name

3 View Tips & Totals



ExpressCheck Online

Back Refresh Back to POS

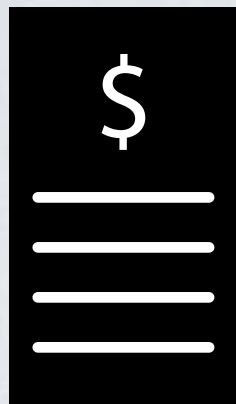
ExpressCheck transaction for Mike M.: (Prod) Dylan's Bar & Grill

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

| Date | Time | Patron Name | Total | Tips |
|------------|----------|--------------|-------|-------|
| 2022-09-16 | 2:23 PM | Peter Quill | 21.75 | 4.75 |
| 2022-09-16 | 2:22 PM | Diana Prince | 14.95 | 3.00 |
| 2022-09-16 | 2:17 PM | Tyler Durden | 22.99 | 4.80 |
| 2022-09-16 | 2:01 PM | Tyler Durden | 12.00 | 2.61 |
| 2022-09-16 | 2:01 PM | Jean Grey | 12.00 | 2.40 |
| 2022-09-16 | 11:04 AM | Jean Grey | 4.00 | 0.88 |
| 2022-09-16 | 10:59 AM | Mia Terva | 11.95 | 2.70 |
| | | | 99.26 | 20.77 |

CityCheers EXPRESSCHECK

Server Benefits



**Eliminate printing checks
and processing credit cards**



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



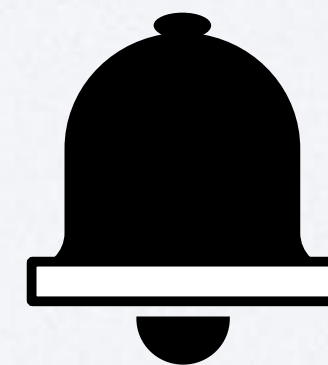
**Turn Table Faster - Get 2-3
more covers every shift**



**Tips are automatically
adjusted in the POS**



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



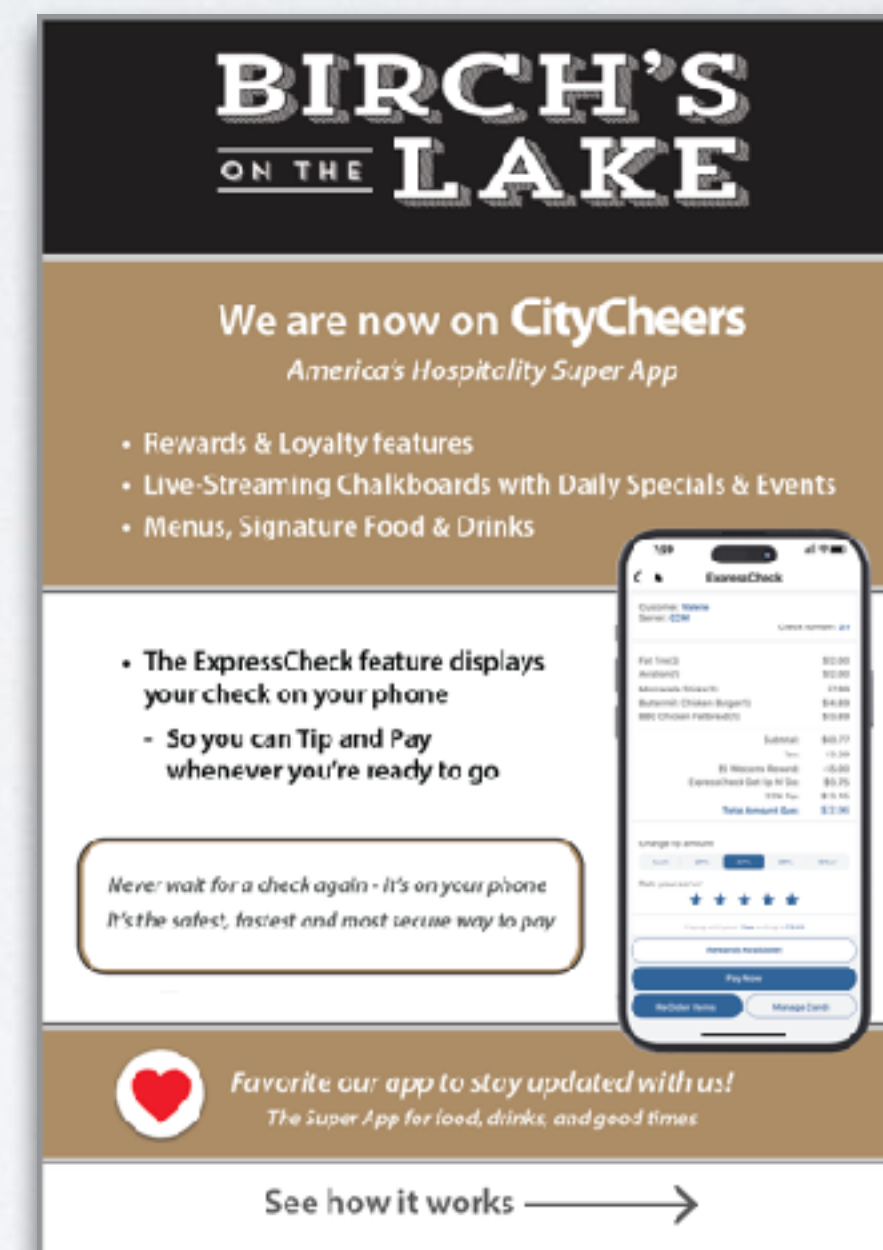
**CityCheers “Alerts” message
your guests, encouraging
repeat visits**

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



*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
408-831-6500

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