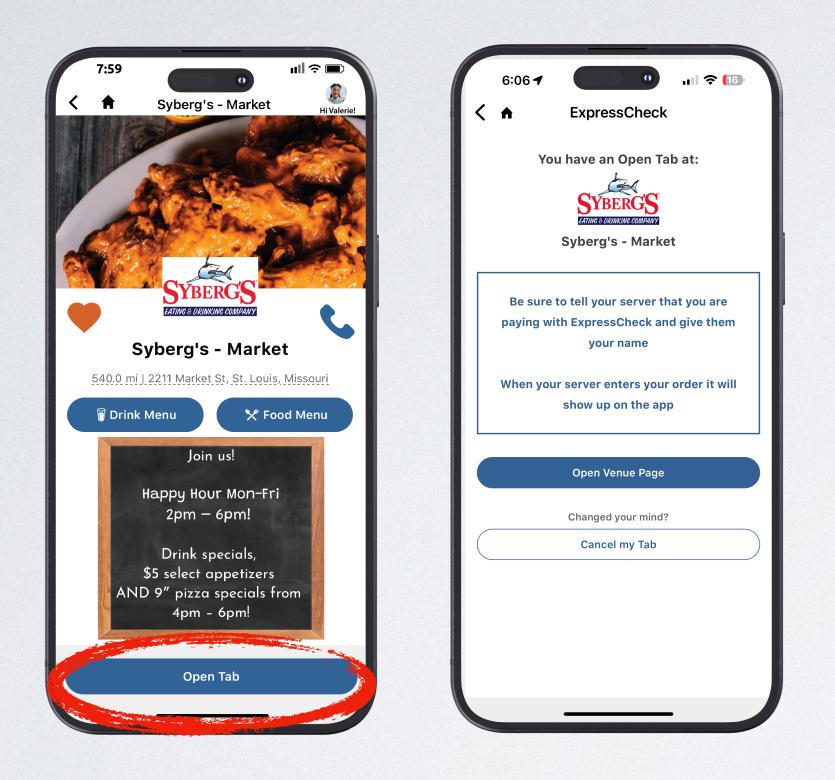
# **CityCheers** America's Hospitality SuperApp



# Create the ticket - Fire the ticket



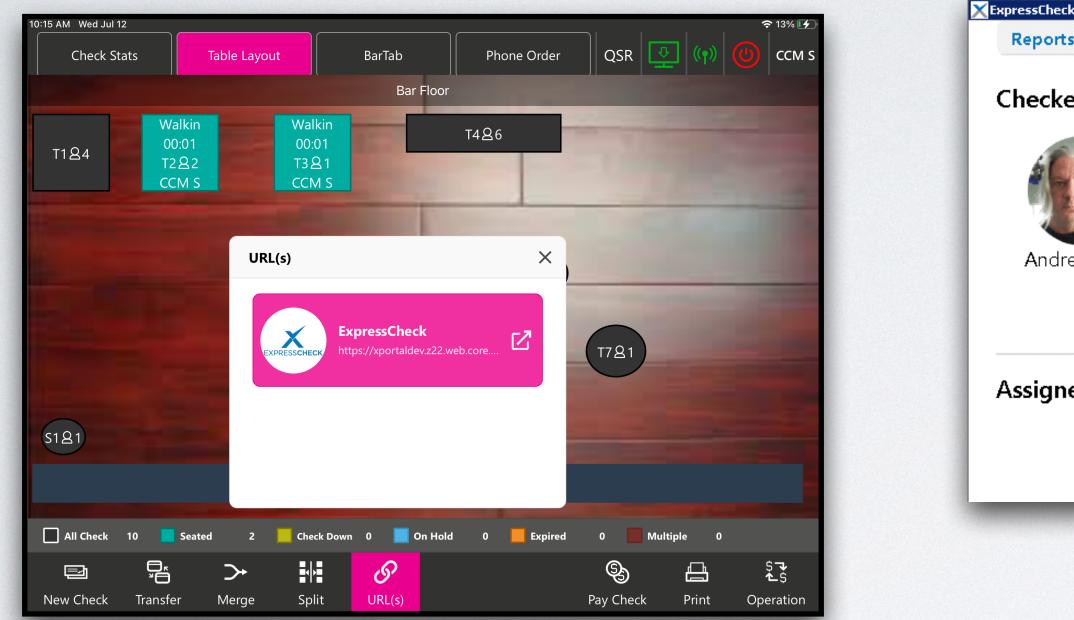
- Guest taps "Open Tab" The app lets them know to give their name to the server.
- Take the order in as usual and note the guests name, table number and/or ticket number.

12:54 PM Wed Jul 12		-										奈94%□
ТЗ	Walkin	20	All	Ê	Ŋ	*			Ope	en Items		<ul> <li>Y</li> </ul>
Seats 1			+ •	FOOD	DRI	NKS	RETAIL	PIZZA				
Check 1-001		D	ine In				MENU I	TEMS OF "	FOOD" _			
Seat 1					-							
ENTREE				SANDWICH								
SANDWICHES	1	~	10.00	SANDWICI								
BEVERAGE												
СОКЕ	1		3.00	-								
SPRITE	1		3.00									
Subtotal			\$ 16.00									
Tax			\$ 0.96									
Total		9	\$ 16.96									
Paid Amount	t		\$ 0,00			<u> </u>	$\bigcirc$	<i>(</i> <b>)</b>	$\rightarrow$	57	(A)	
((ๅ)) Welcome, CCM S	2	2	1.2	URL(s)	Voj	Option	Discount	Modify	Order	\$ <b>↓</b> \$ Payment	<b>Ç</b> Modify	Finish

- Create the ticket
- Fire the ticket to the kitchen or bar.
- Tap the URL button







- Tap the ExpressCheck Icon
- A list of guest will show up. Tap the guests face
- A list of open tickets will appear, tap on the correct ticket to Assign.

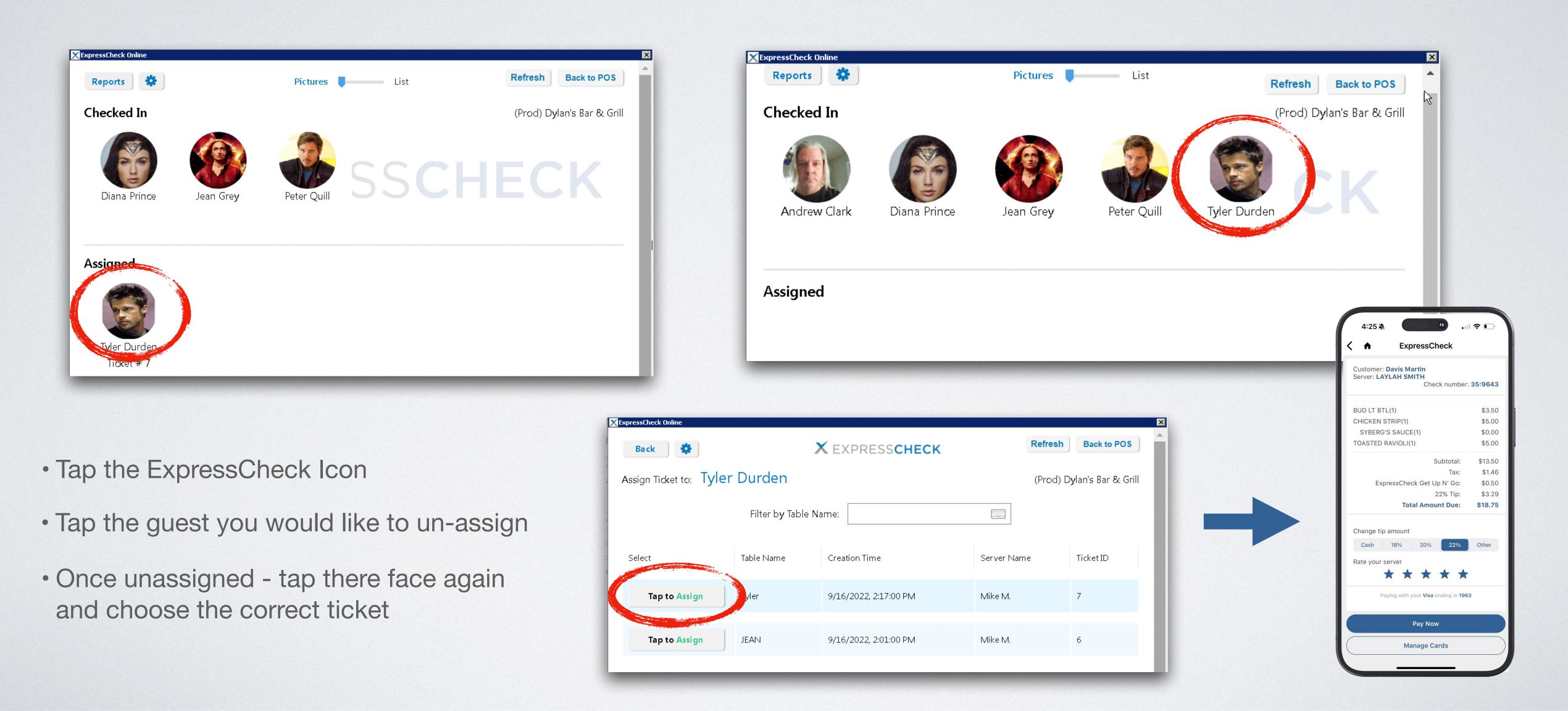
### Any additional items added to the ord

# Assign the ticket Assign the ticket at any point in the meal.

k Online 5 🔅		Pictures	List	(Prod) Dylan's Ba	r & Grill	
ew Clark	Diana Prince	Jean Grey	Peter Quill	Tyler Durden		
ed	ExpressCheck Online Back	<b>Tyler Durden</b> Filter b <b>y</b> Tal	X EXPRESS	CHECK	efresh Back (Prod) Dylan's Ba	to POS ar & Grill
	Select	Table Name	Creation Time	Server Name	Ticket 1	4:25 እ ✓ ♠ ExpressCh Customer: Davis Martin Server: LAYLAH SMITH Chec
	Tap to Assign Tap to Assign		9/16/2022, 2:17:0		7	BUD LT BTL(1) CHICKEN STRIP(1) SYBERG'S SAUCE(1) TOASTED RAVIOLI(1) S
						ExpressCheck Get Up 2 Total Amou
		rder will a lests phor	ppear on t ne	he		Change tip amount Cash 18% 20% Rate your server ★ ★ ★ ★ Paying with your Visa er
der w	ill automa	atically up	odate on	the app.		Pay Now Manage Ca

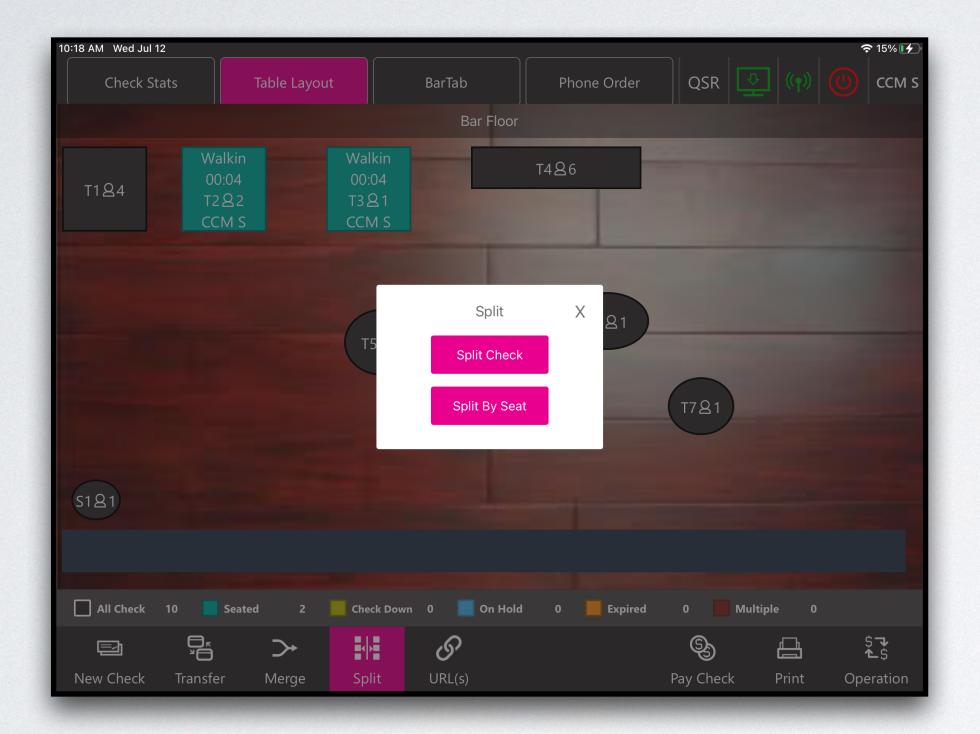
- 11	<b>? □</b> ,
ck	
number:	35:9643
	\$3.50
	\$5.00
	\$0.00
	\$5.00
ototal:	\$13.50
Tax:	\$1.46
N' Go:	\$0.50
% Tip:	\$3.29
Due:	\$18.75
22%	Other
* *	
ling in 196	3
ls	
15	

# Wrong Check Assigned? Un-assign & Re-assign



# **Split Tickets**

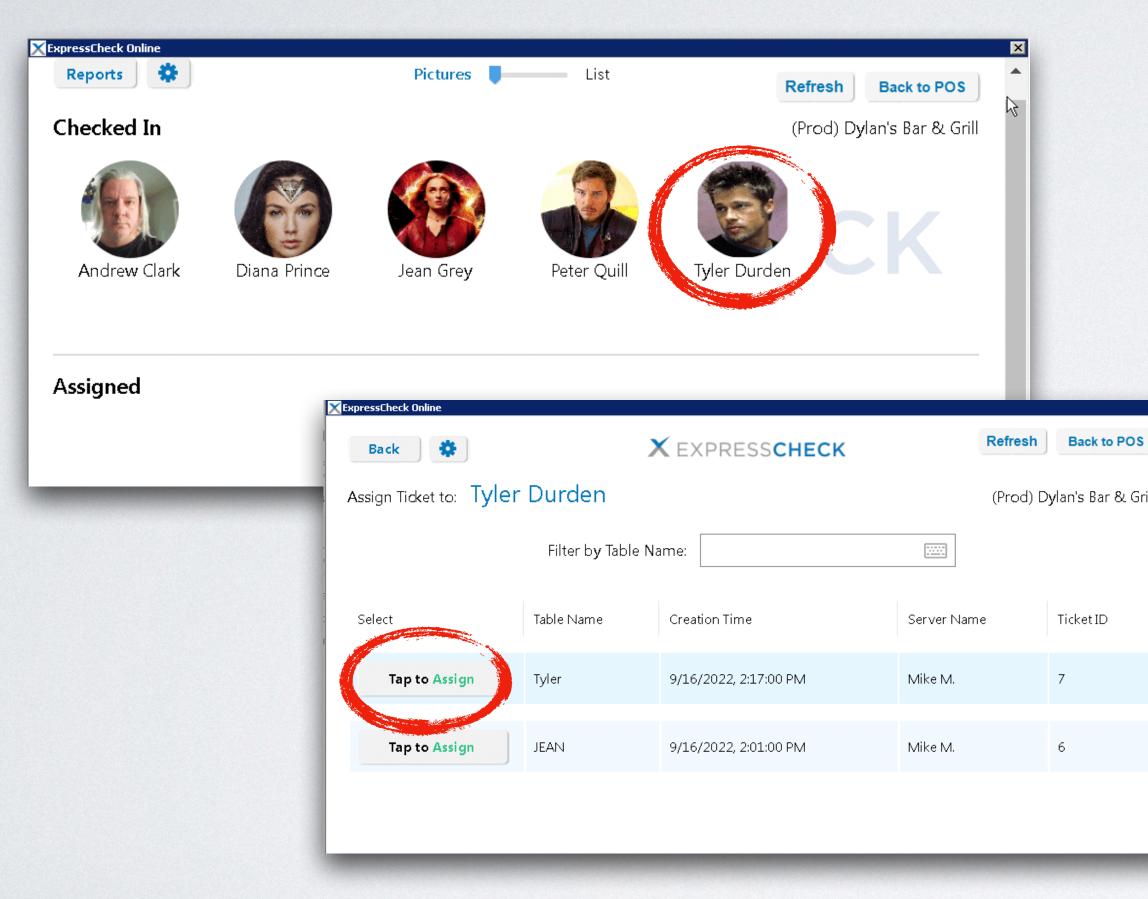
### Create the ticket - Fire the ticket - Split the ticket- Assign each guest their ticket



10:18 AM Wed Jul 12 T2 1-002	Split Check	Back Add	☆ 16% [] Save & Close Start Over	
Seat 1	10:18 AM Wed Jul 12			<b>奈</b> 16% 🕑
SANDWICHES 1 10.00	T2	Split	Check	Back Save & Close
SANDWICHES 1 10.00				
Seat 2				Add Start Over
	1-002	Check		
	Seat 1	Seat 1		
	SANDWICHES 1 10.00	SANDWICHES 1 10.00		
Subtotal\$ 20.00Tax\$ 1.20Paid Amount\$ 0.00Total\$ 21.20	Seat 2			
← → ■ ■				
Separate Item Split by seat		Subtotal         \$ 10.00           Tax         \$ 0.60           Paid Amount         \$ 0.00           Total         \$ 10.60		
	← <b> →</b> ■ <b> </b> ■ Separate Item Split by seat			Print Print All

- 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

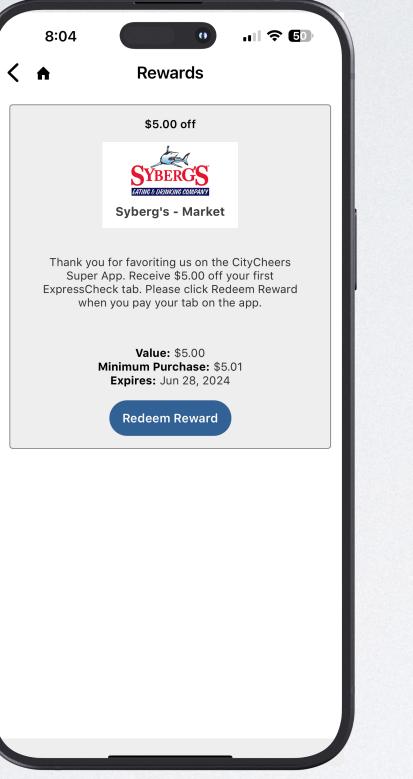
ssign Ticket to: Tyle	er Durden		(Proc	d) Dylan's Bar 8
	Filter b <b>y</b> Tabl	e Name:		
Select	Table Name	Creation Time	Server Name	Ticket ID
Tap to Assign	Tyler:1	9/16/2022, 2:17:29 PM	Mike M.	7:1
Tap to Assign	Tyler:2	9/16/2022, 2:17:29 PM	Mike M.	7:2

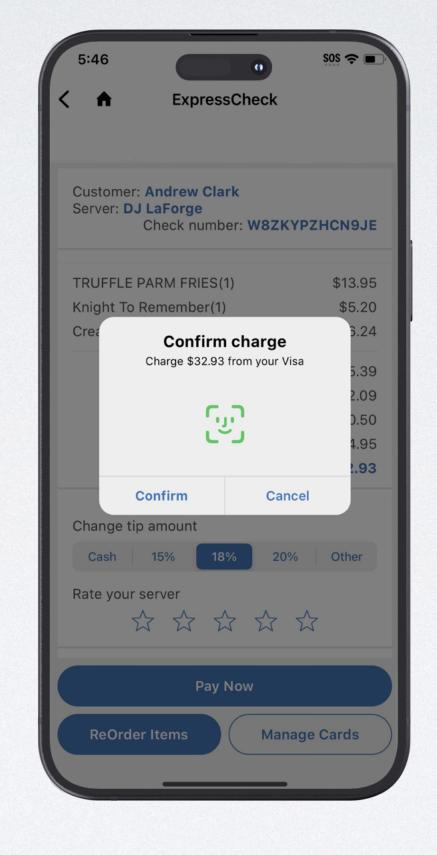
STEP 3 - Choose the correct seat and assign it. Continue assigning the remaining seats.



### Patrons simply Tip, Pay and Go No more printing checks or processing credit cards

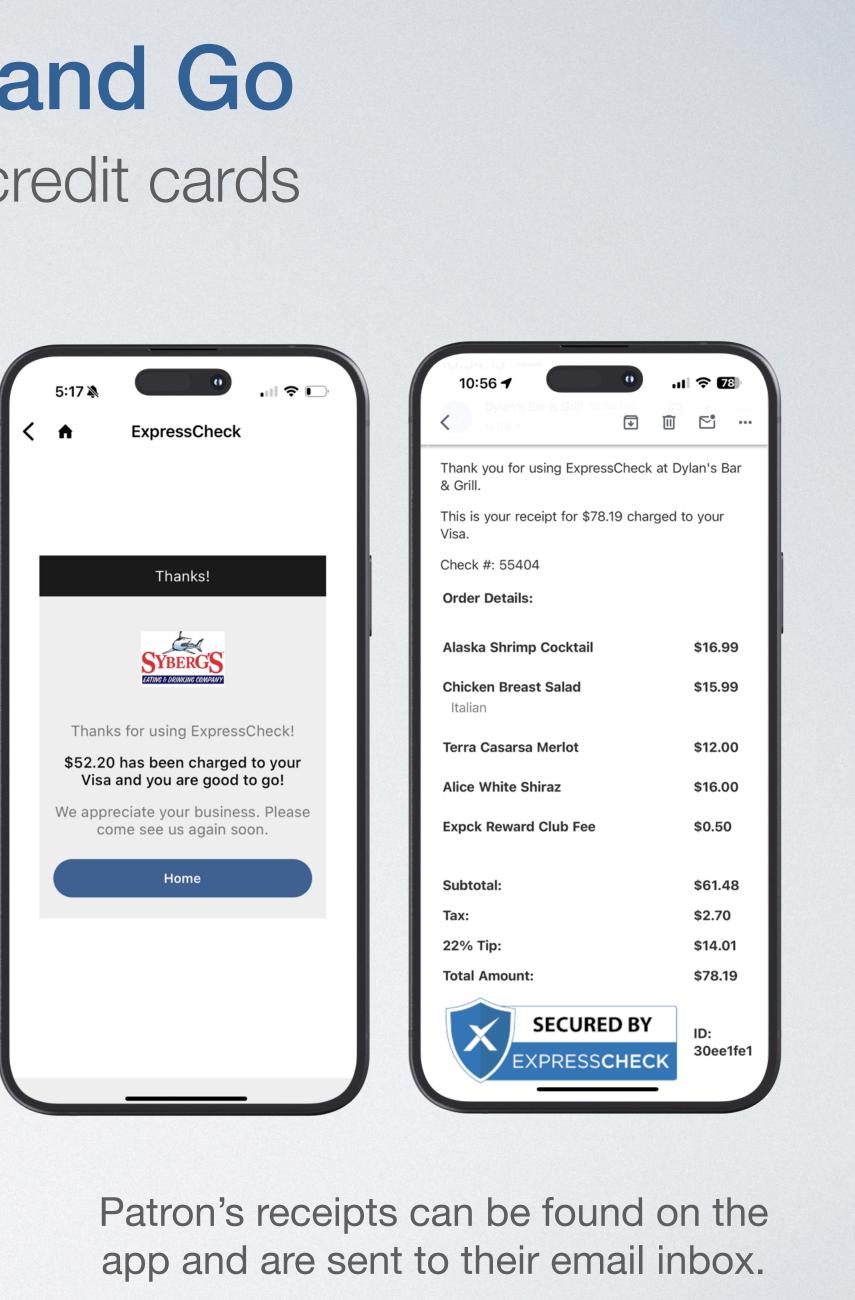
ExpressCheck	
Customer: <b>Davis Martin</b> Server: <b>LAYLAH SMITH</b> Check number	: 35:9643
BUD LT BTL(5)	\$17.50
CHICKEN STRIP(1)	\$5.00
SYBERG'S SAUCE(1)	\$0.00
	\$5.00
MICH ULTRA-DFT(2)	\$11.00
Subtotal:	\$38.50
Tax:	\$3.88
ExpressCheck Get Up N' Go:	\$0.50
22% Tip: Total Amount Due:	\$9.32 <b>\$52.20</b>
Change tip amount	
Cash 18% 20% 22%	Other
Rate your server $\bigstar \bigstar \bigstar \bigstar \bigstar$	.
apaying with your <b>Visa</b> ending in 196	53
Pay Now	
Manage Cards	



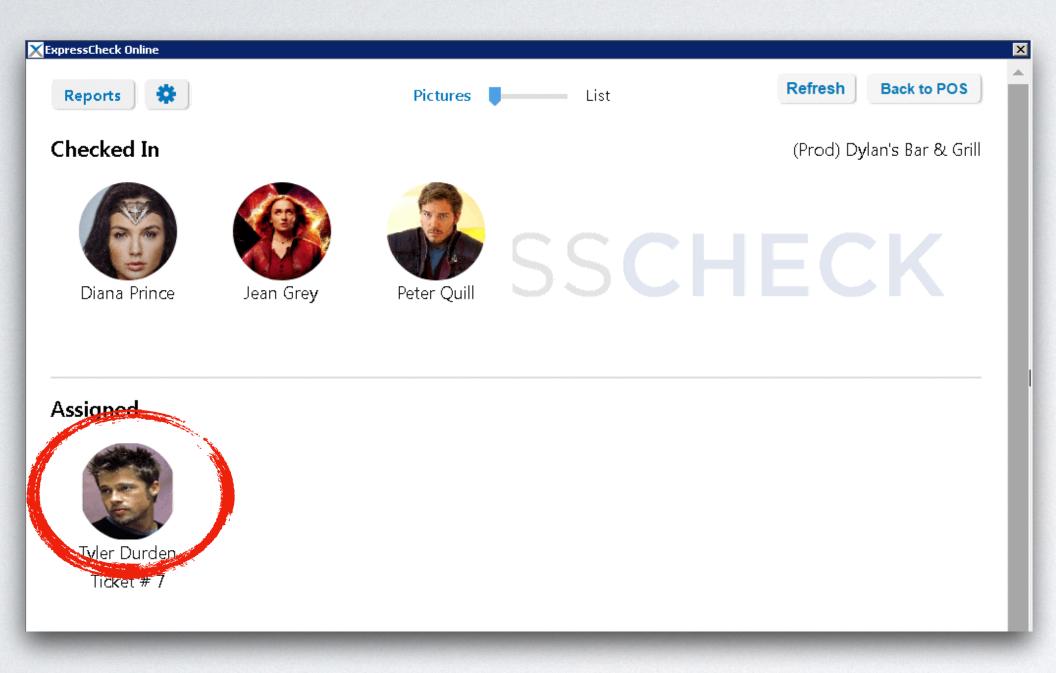


Tab is sent directly to the patron's mobile device. Patron will see any rewards that are available to them.

Double verification protects the restaurant from chargebacks



### 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

### Walkouts

X ExpressCheck Online							
Back	>		× EXPRESS	CHECK		R	efresh Back to PO
Patron Name:	Peter Parker		Pa	tron Score:	2		(Dev)
Birth Month:	July		Ag	je:	32		
Phone:	4699247677		Zij	p:	95126		
Email:	spidey@citycheers.net						
Open Tickets							
Peter Parker	Active	Ticket # 2					UnAssign Charge

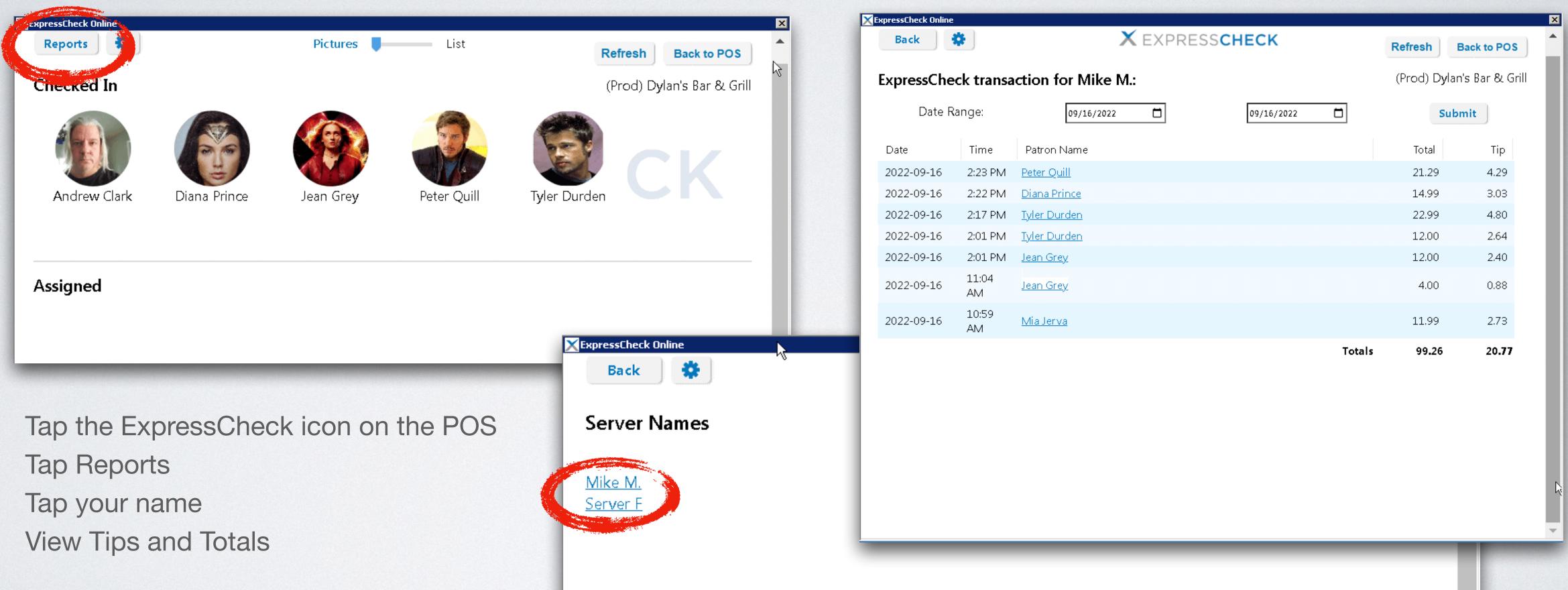
STEP 2 - You will be prompted to enter a manager code. Then tap Charge

Charge Tip ×					
Are you sure you want to charge the total plus 20% tip to this patron's credit card?					
Cancel	Yes				

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



### **ExpressCheck Reporting Screen** View tips anytime on the POS



Tips are automatically adjusted when a patron pays on the app

# **ExpressCheck Server Benefits**

### Sell more food and drink

 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**

- •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

# Patron Onboarding CityCheers gets the buy-in from Owners & GM's

### We train the Shift Managers on how they make more money

- Turning more tables and selling more food and drink = MORE TIPS
- Getting your regulars to return more often and bring their friends = MORE TIPS

### **Collateral Signage**

- Menu Card Table Tent & Bathroom Sign
- Check Presenter Community Card
- Email Website Tab Social Media -Newsletter

### Rewards

- Welcome Reward \$5 off
- Birthday Reward
- Loyalty Reward

### Please Pay with the **CityCheers** Super App

... it automates the payment process

- The app connects to our POS system - so your orders will show up on your phone
- From now on, you can tip and pay - whenever you're ready to go
- You never ask for a check or hand over your credit card again
- Your receipts are saved on the app and emailed to you



It's the safest, fastest and most secure way to pay at bars and restaurants

### **SAVE \$5 WHEN YOU PAY**

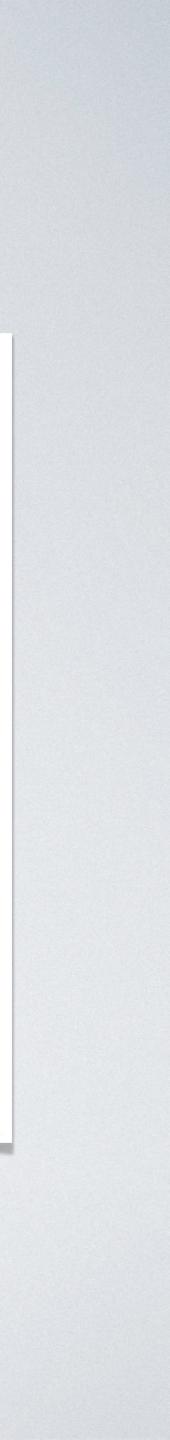
your first tab with the CityCheers Super App





When you tell your server you're paying with **CityCheers** They assign your check at the beginning of the visit This way, you can pay and go - whenever you're ready

One Super App that hosts all the best bar and restaurant apps - all in one place



# **Questions & Additional Information**

- **Technical Questions: Call the Help Line** 669-221-1971
  - **CityCheers Customer Success** connect@citycheers.net 408-831-6448
  - For more tutorials and videos, visit citycheers.com **Restaurant Resources tab**