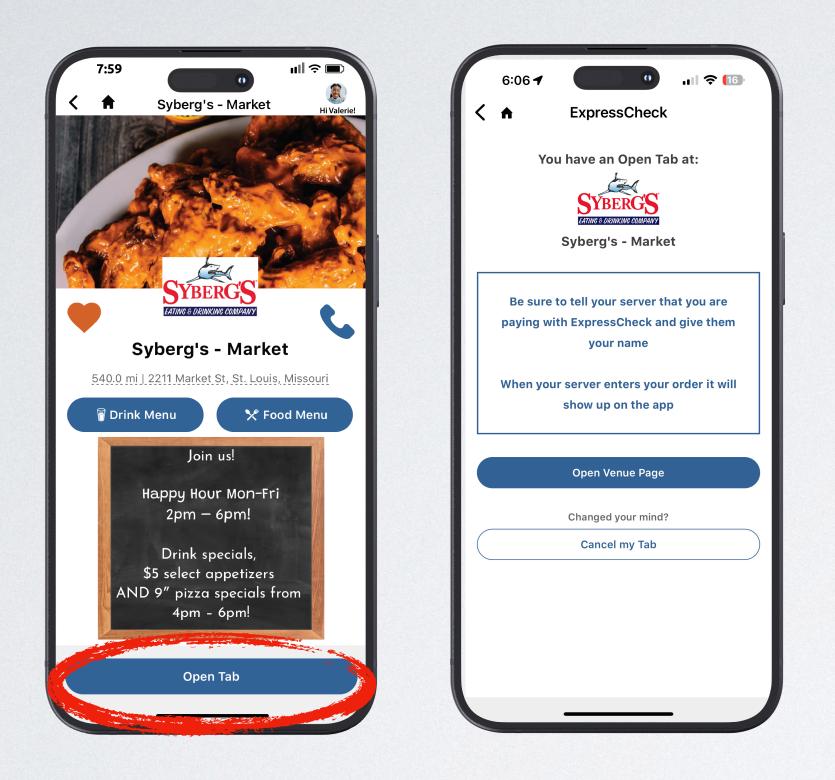
# **CityCheers** America's Hospitality SuperApp



# Create the ticket - Fire the ticket



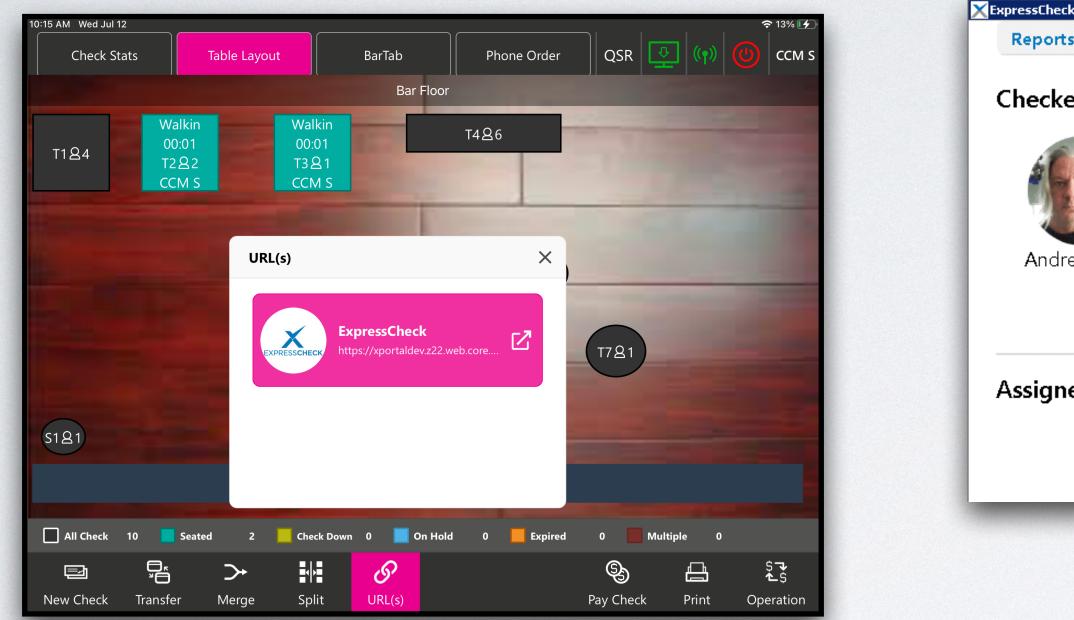
- Guest taps "Open Tab" The app lets them know to give their name to the server.
- Take the order in as usual and note the guests name, table number and/or ticket number.

| 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><br>\$<br>Payment | <b>Ç</b><br>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.

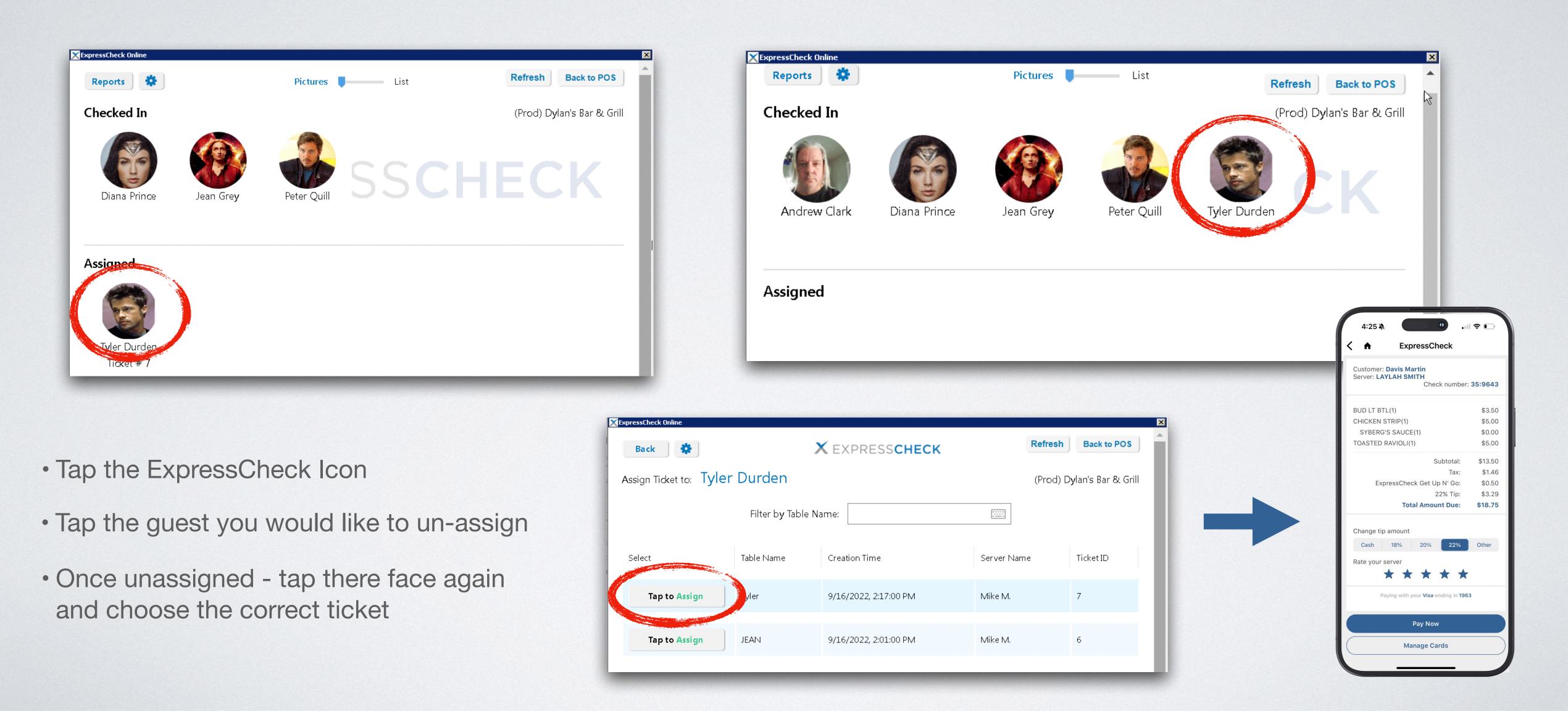
### Any additional items added to the ord

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

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

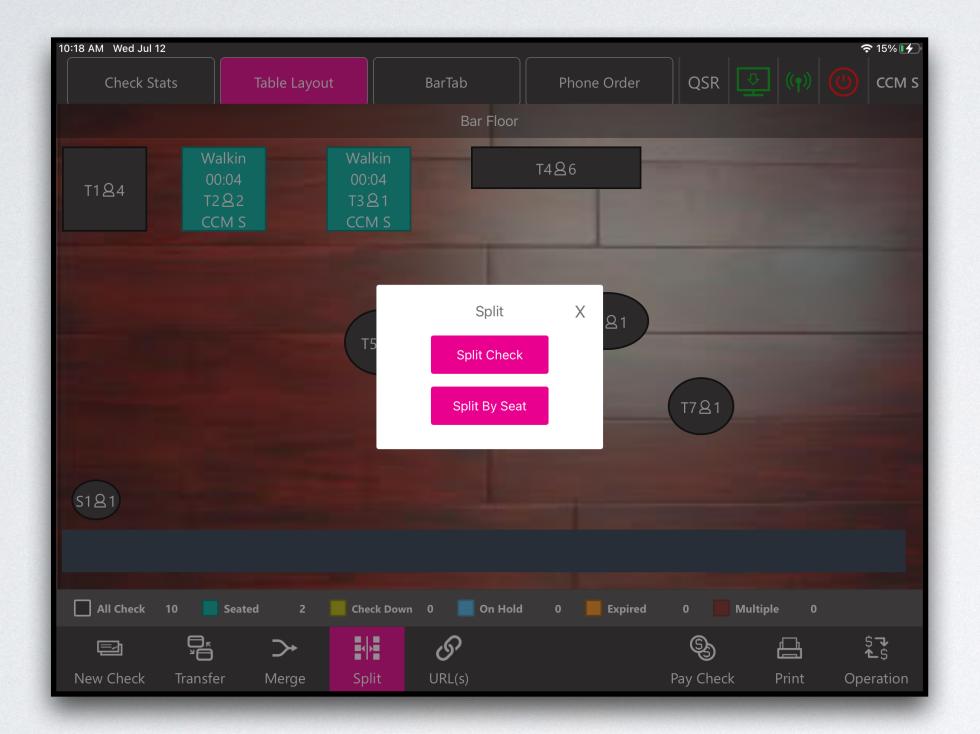
| - 11        | <b>? □</b> , |
|-------------|--------------|
| ck          |              |
|             |              |
|             |              |
| number:     | 35:9643      |
|             |              |
|             | \$3.50       |
|             | \$5.00       |
|             | \$0.00       |
|             | \$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**

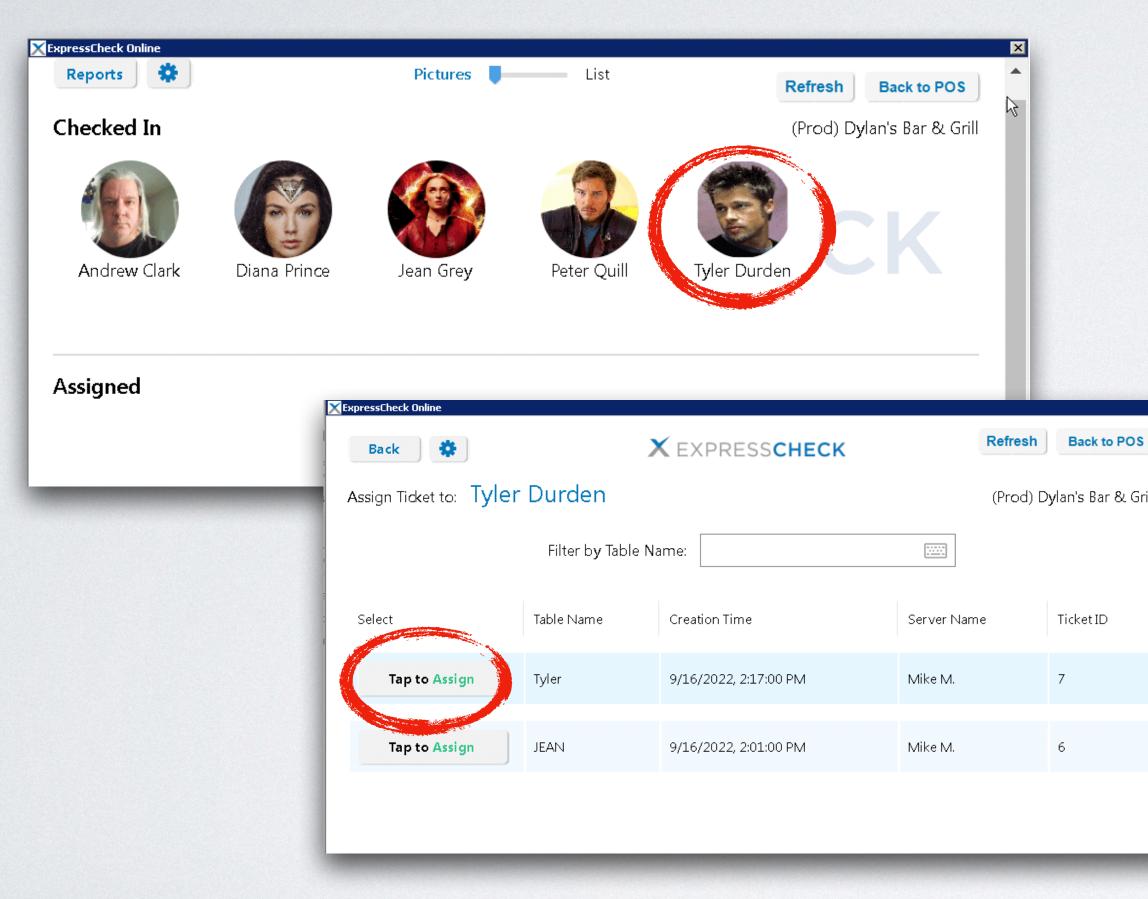
### Create the ticket - Fire the ticket - Split the ticket- Assign each guest their ticket



| 10:18 AM Wed Jul 12<br>T2<br>1-002                        | Split Check   | Back<br>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> ■<br>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

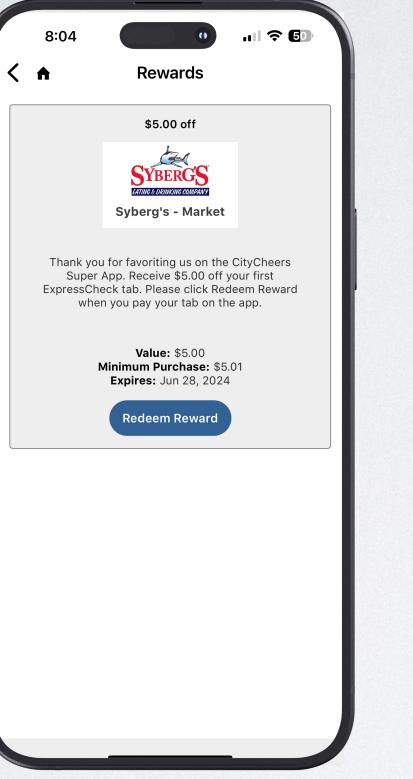
| ssign Ticket to: Tyle | er Durden              |                       | (Proc       | d) Dylan's Bar 8 |
|-----------------------|------------------------|-----------------------|-------------|------------------|
|                       | Filter b <b>y</b> Tabl | e Name:               |             |                  |
| 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              |

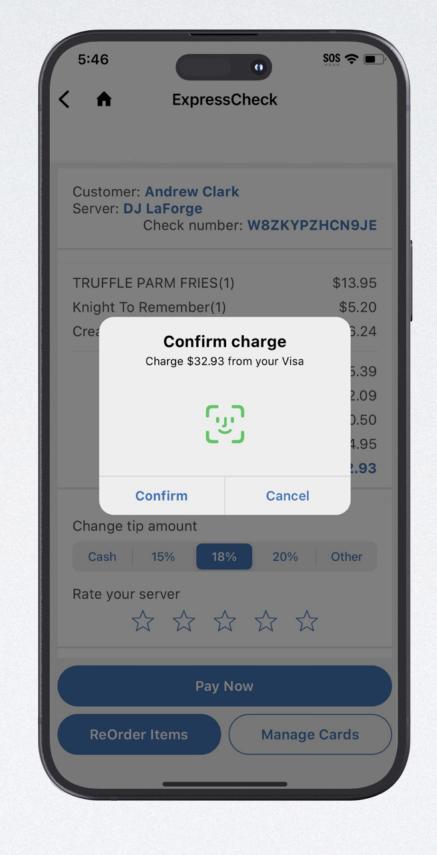
STEP 3 - Choose the correct seat and assign it. Continue assigning the remaining seats.



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

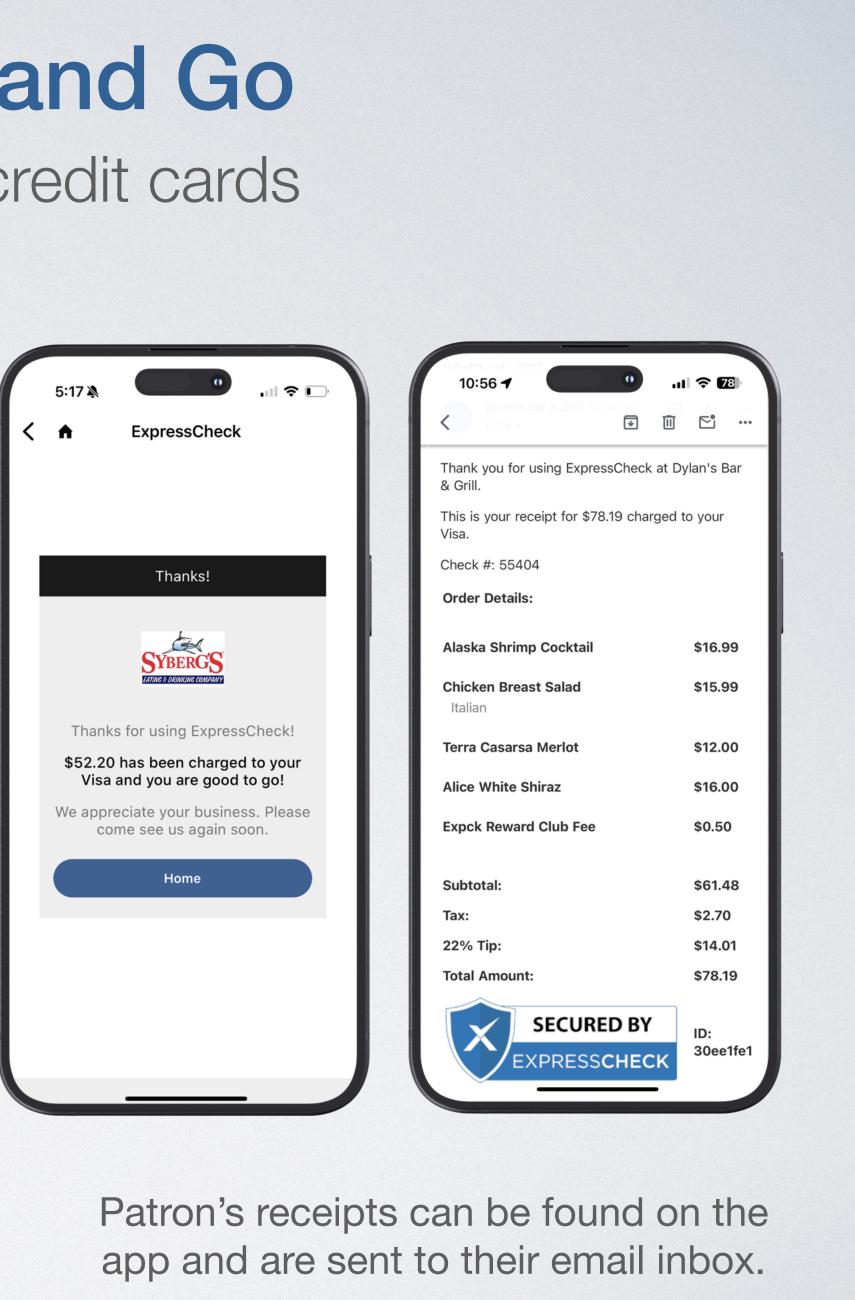
| ExpressCheck   |                          |
|--|--------------------------|
| Customer: <b>Davis Martin</b><br>Server: <b>LAYLAH SMITH</b><br>Check number | : 35:9643                |
| BUD LT BTL(5)  | \$17.50                  |
| CHICKEN STRIP(1)   | \$5.00                   |
| SYBERG'S SAUCE(1)  | \$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:<br>Total Amount Due:  | \$9.32<br><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   |                          |



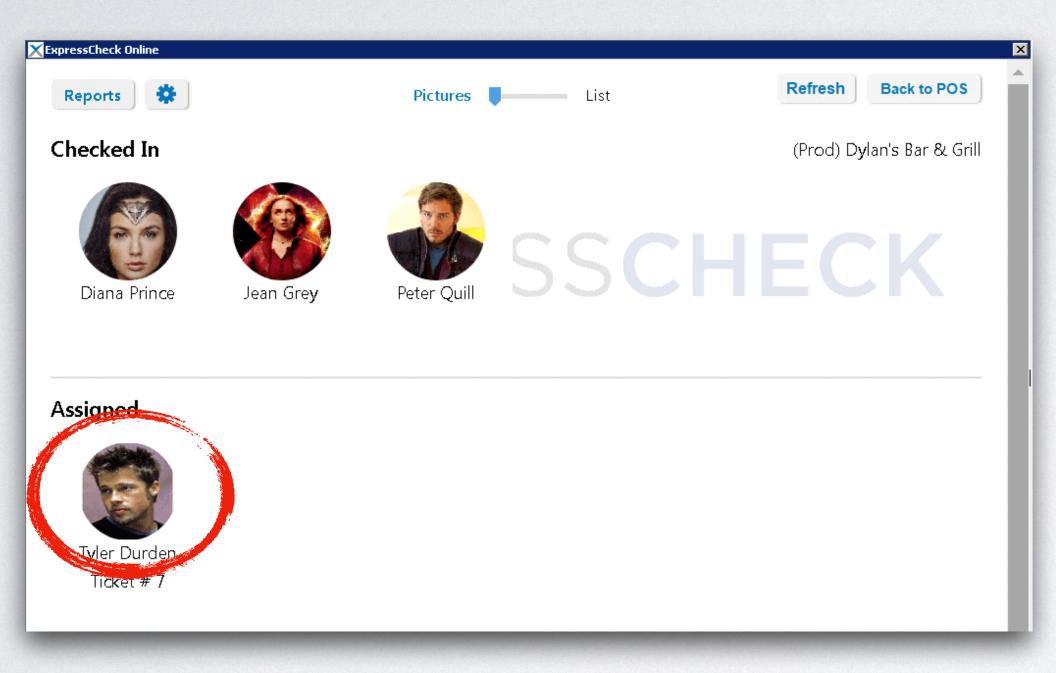


Tab is sent directly to the patron's mobile device. Patron will see any rewards that are available to them.

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   |
|                       |                       |            |           |             |       |   |                   |
|                       |                       |            |           |             |       |   |                   |
|                       |                       |            |           |             |       |   |                   |

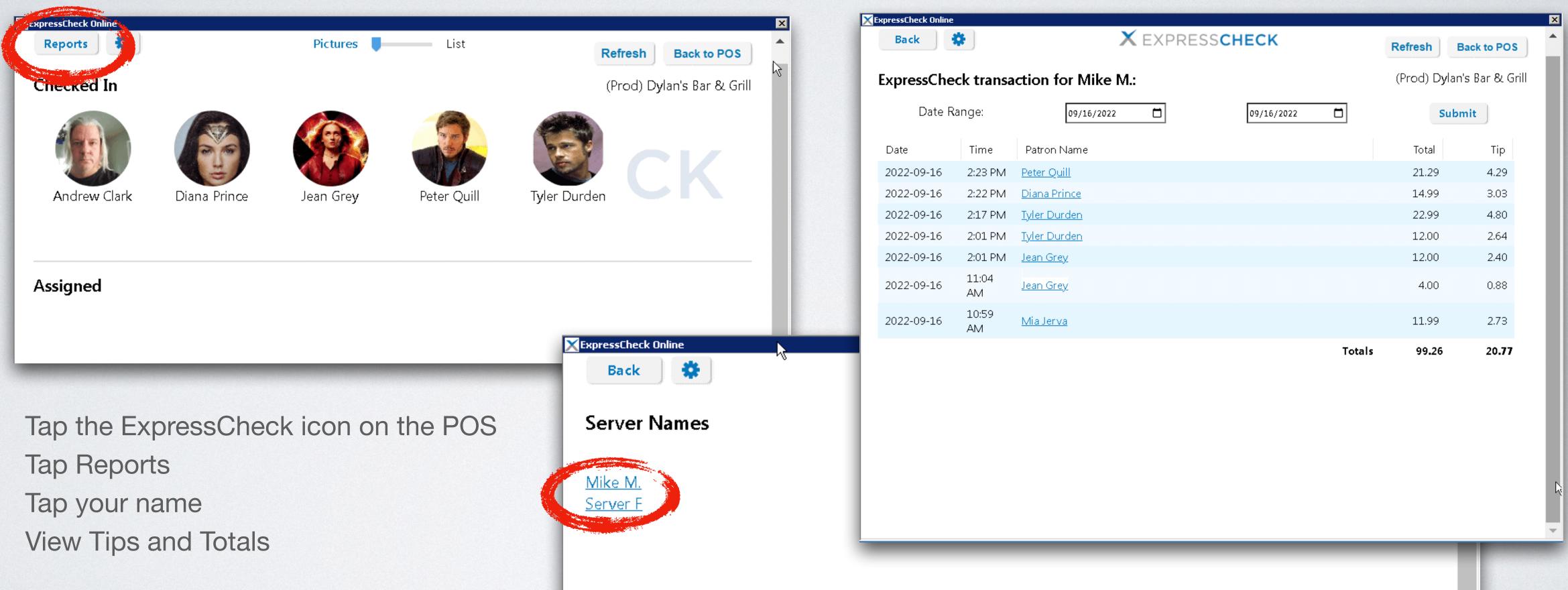
STEP 2 - You will be prompted to enter a manager code. Then tap Charge

| 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

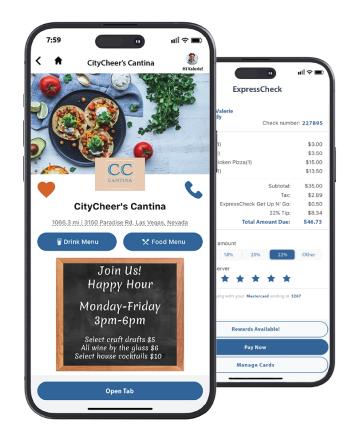
- The app connects to our POS system - so your orders will show up on your phone
- From now on, you can tip and pay - whenever you're ready to go
- You never ask for a check or hand over your credit card again
- Your receipts are saved on the app and emailed to you



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

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

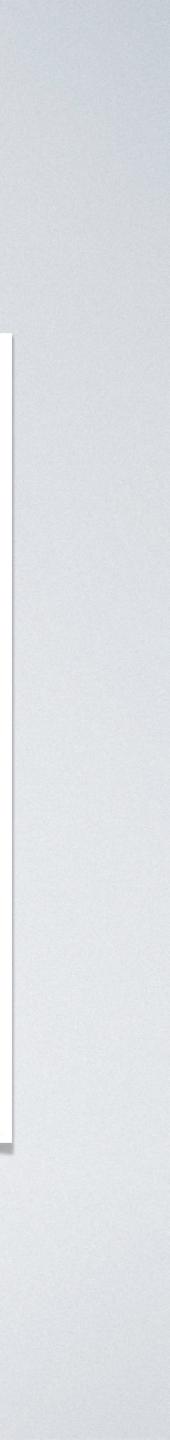
your first tab with the CityCheers Super App





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**