



ExpressCheck One Touch

Positouch

Tutorial



ExpressCheck Transaction

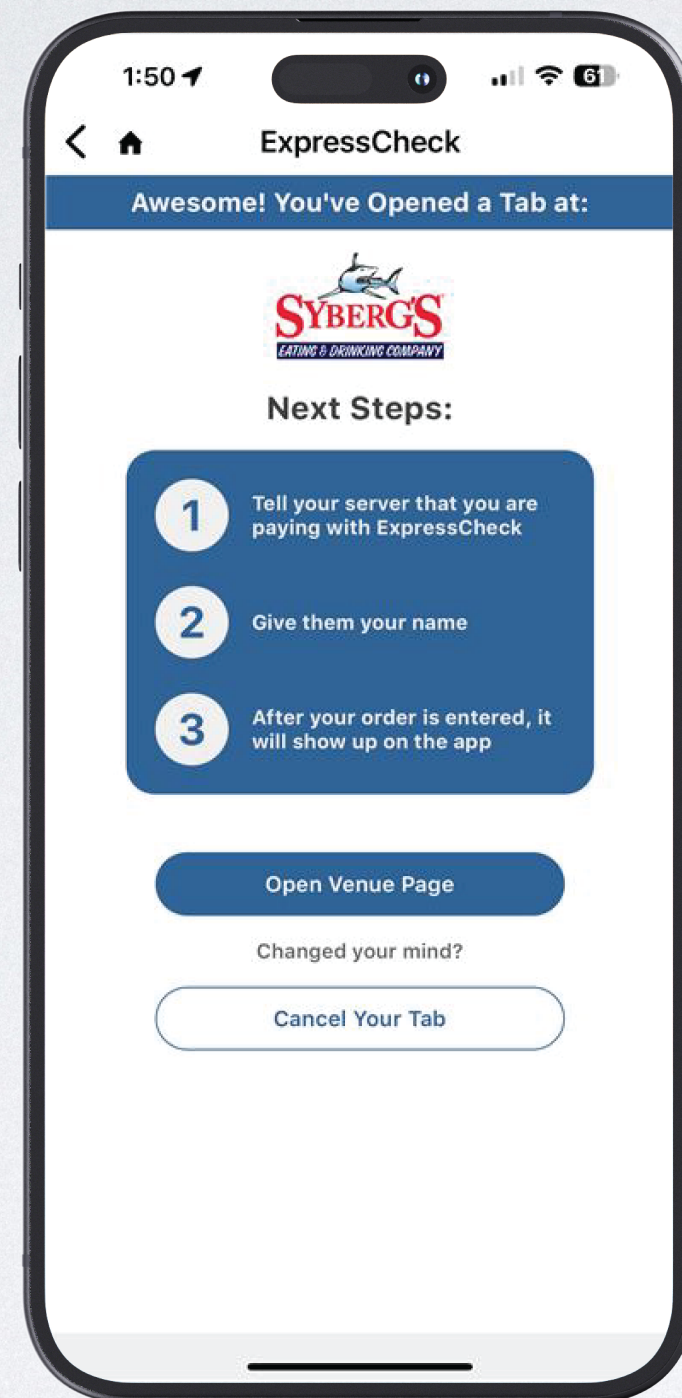
Ticket can be assigned at any point in the meal

Create the ticket - Fire the ticket

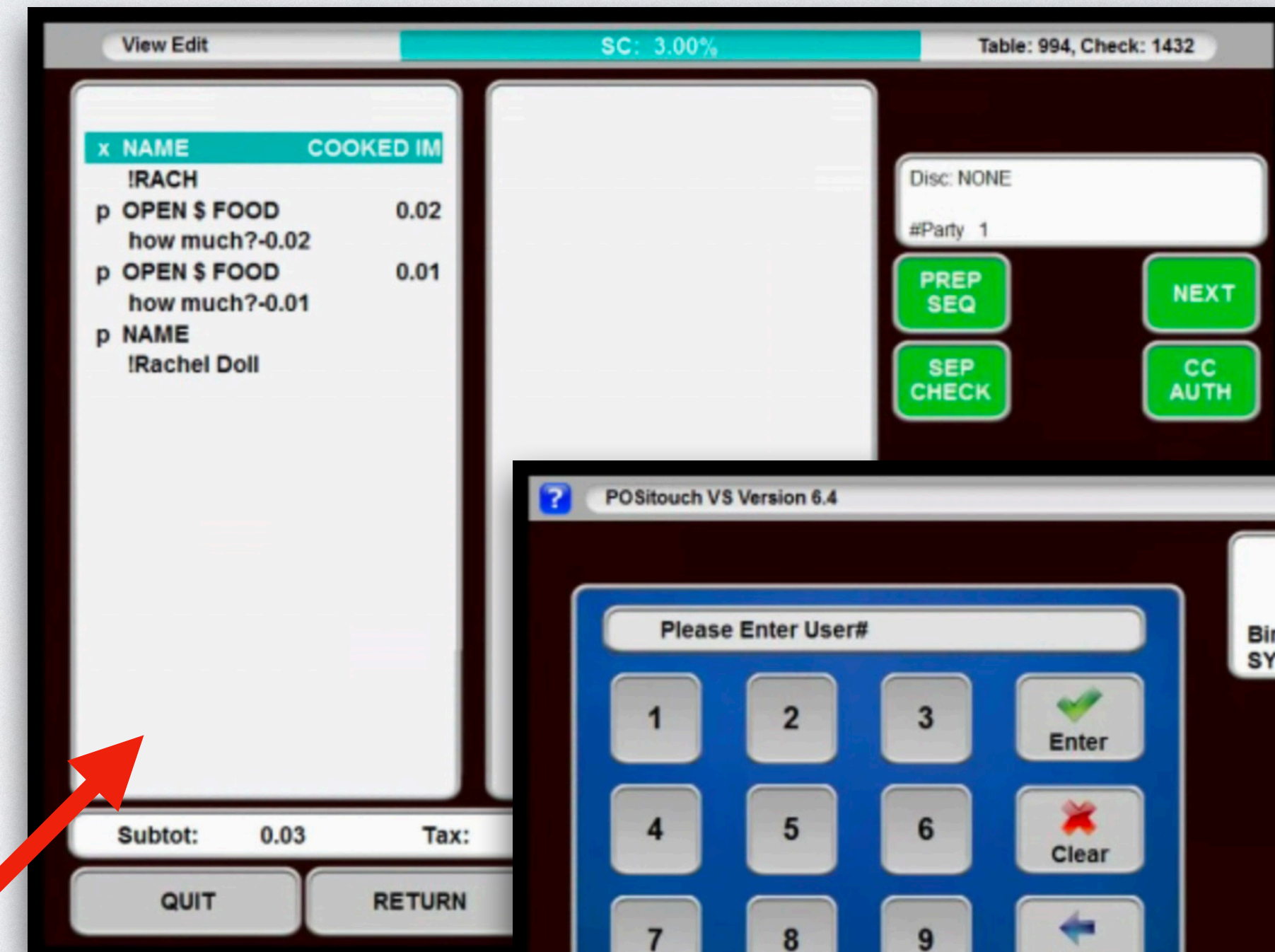


Guest taps Open Tab - The app lets them know to give their name to the server

Take the order as usual and note the guest's name, table number and/or ticket number



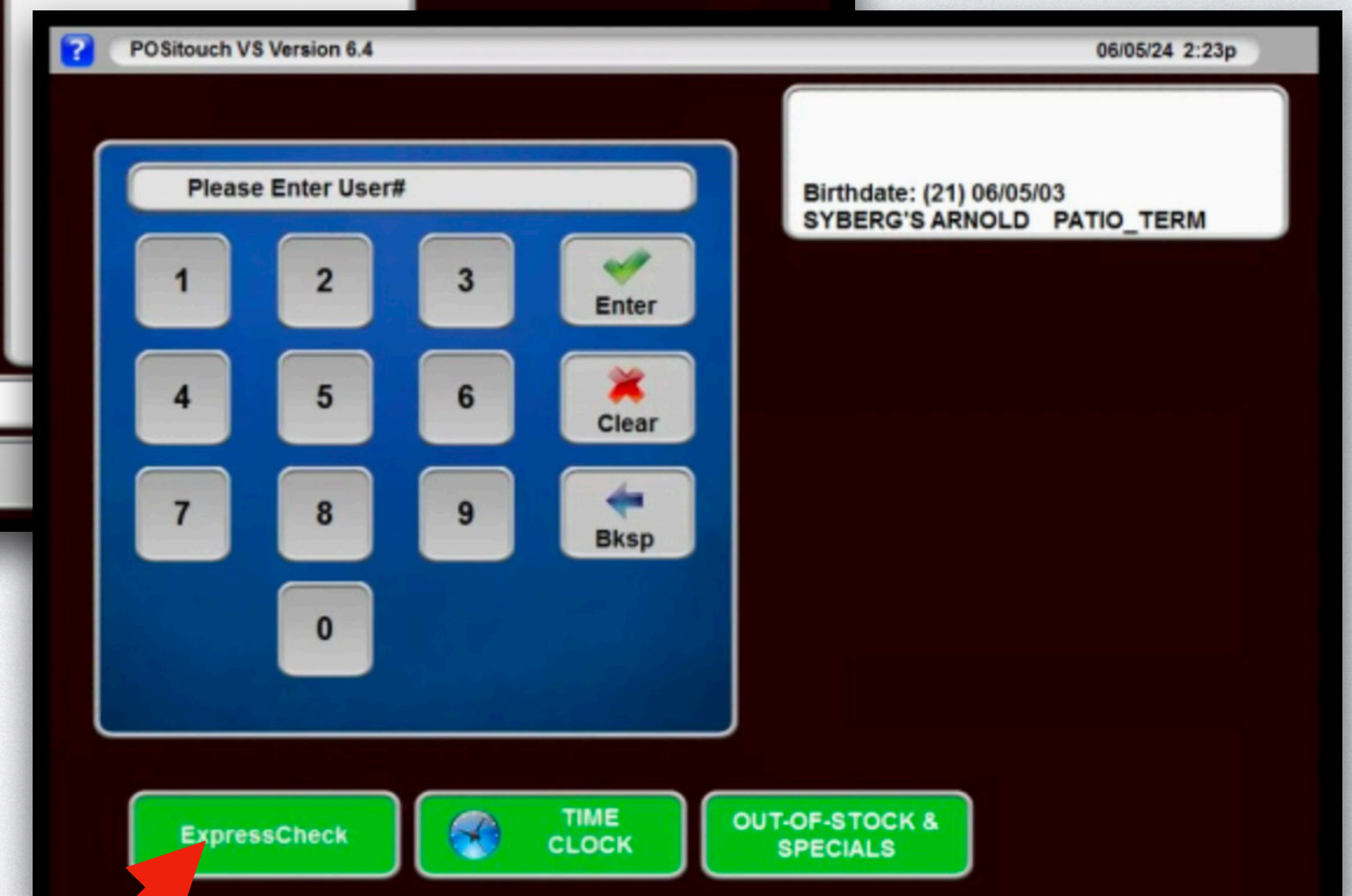
1



Create the ticket

Fire the ticket to the kitchen or bar

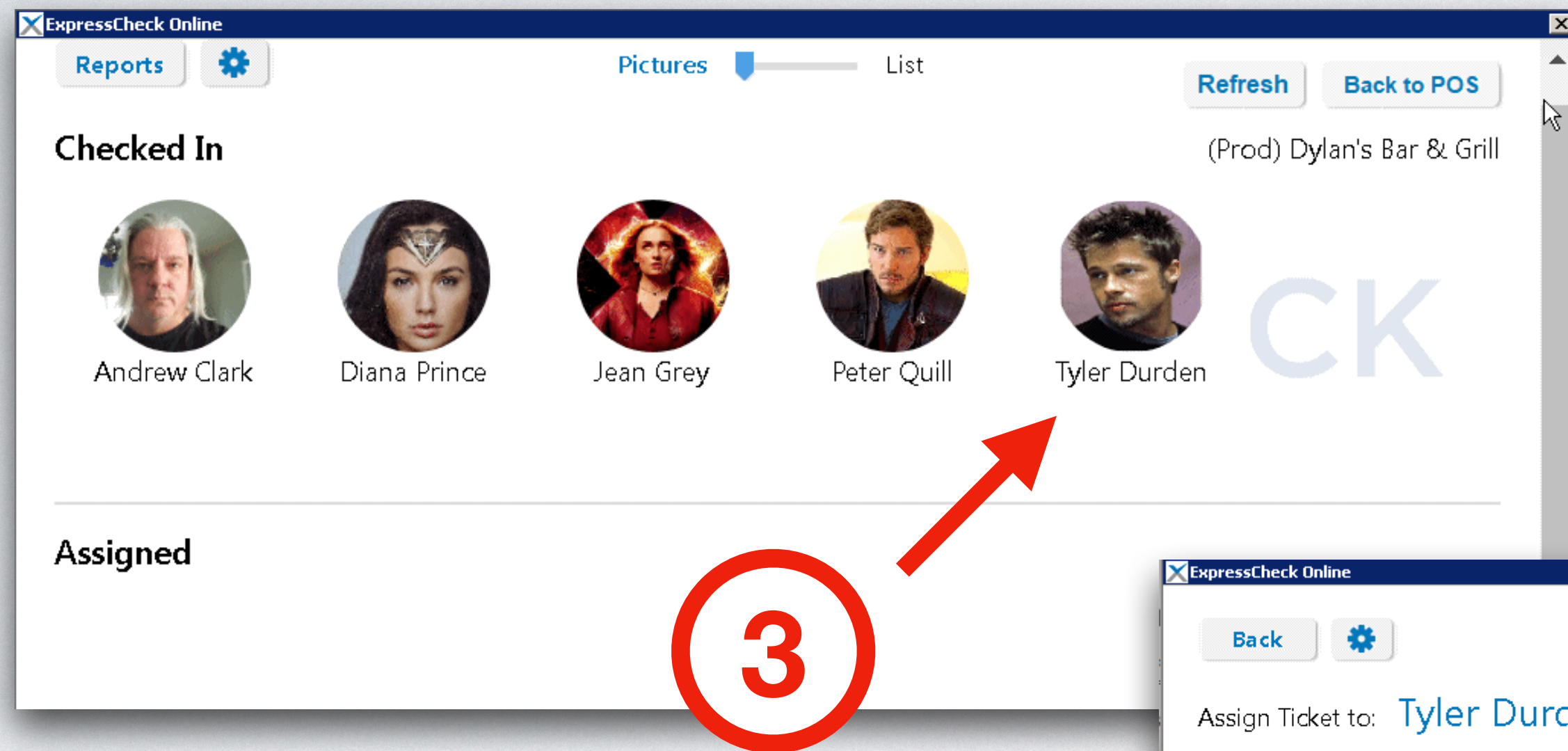
2



Tap the ExpressCheck button The location of this button can vary so ask your manager.

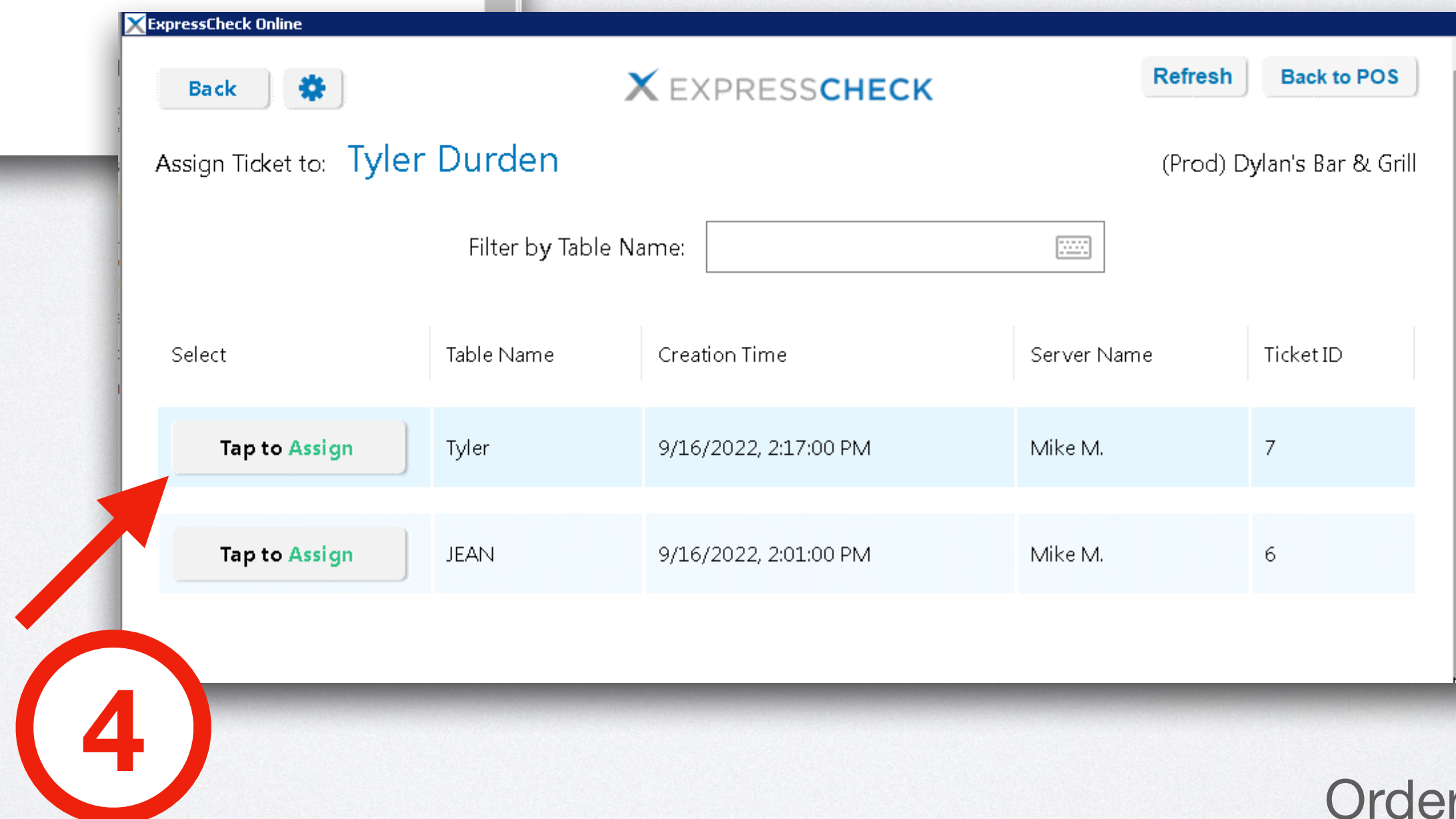
Assign the ticket

Assign the ticket at any point in the meal.

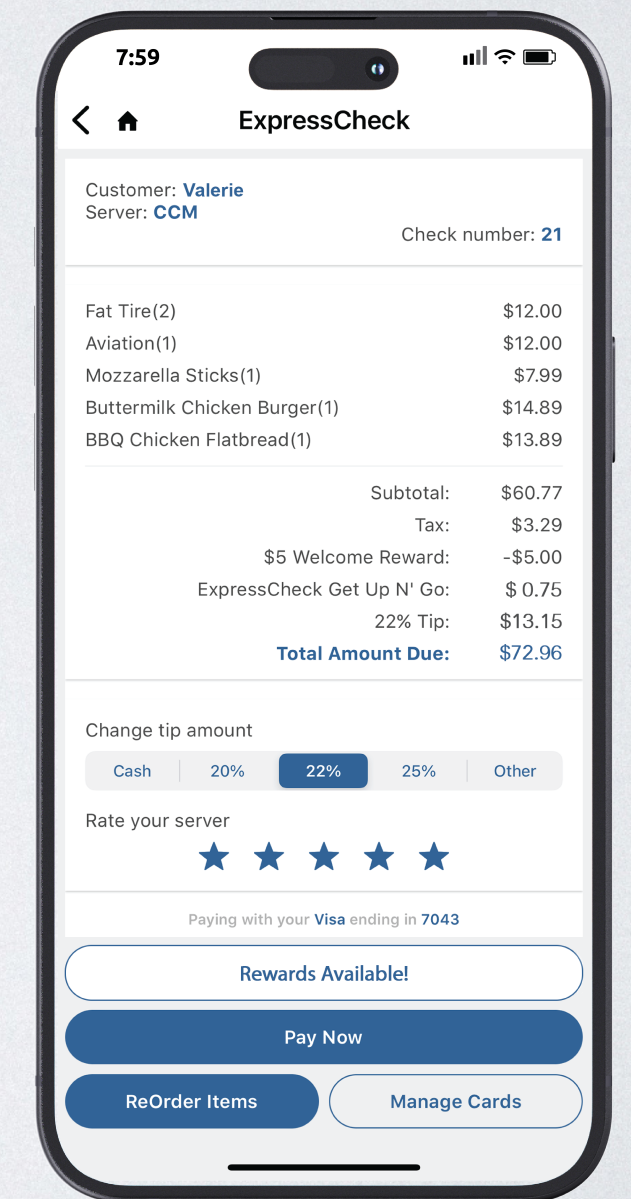


A list of patrons will show up.
Tap on your guest.

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



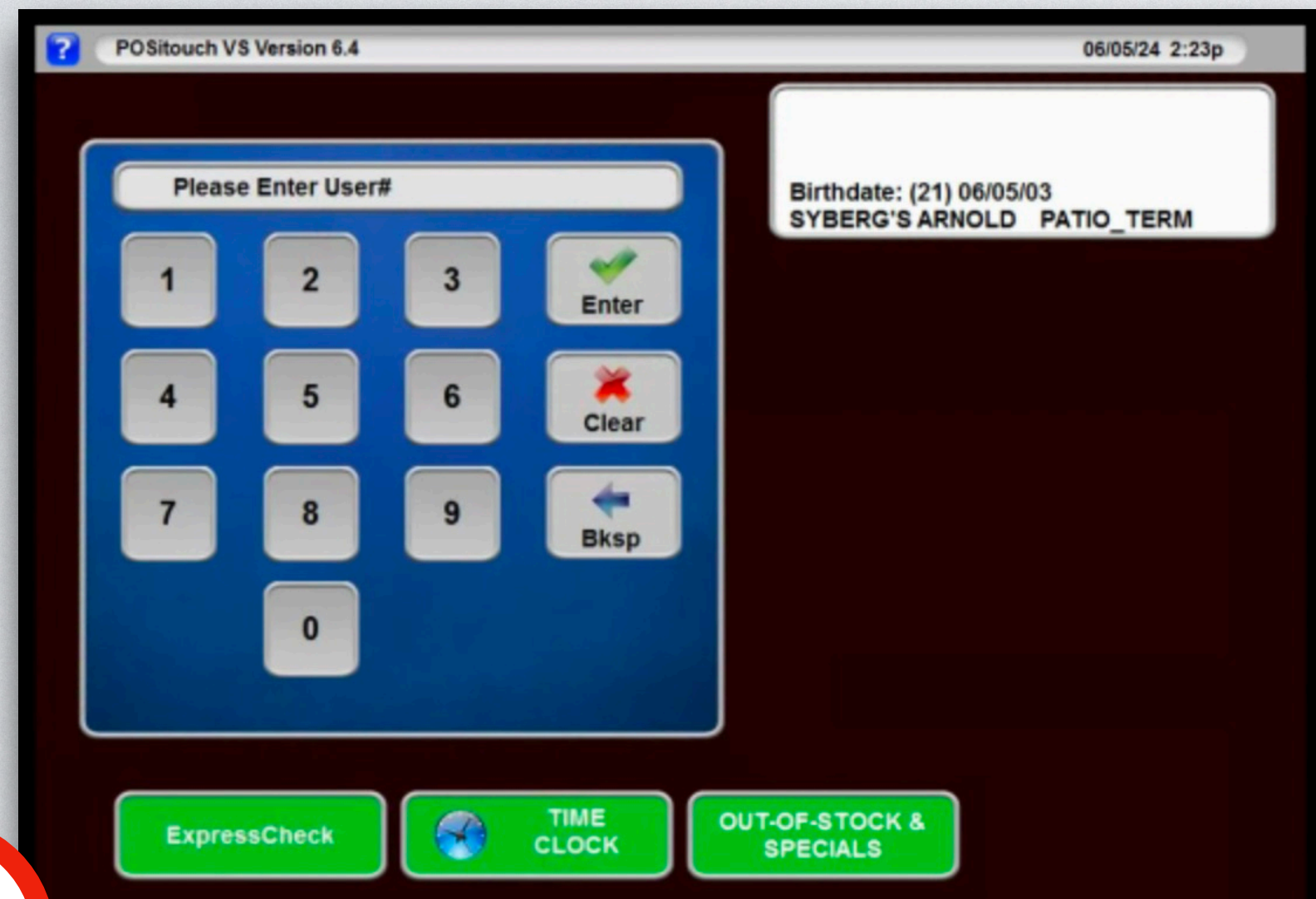
*Any additional items added to the order
will automatically update on the app.*



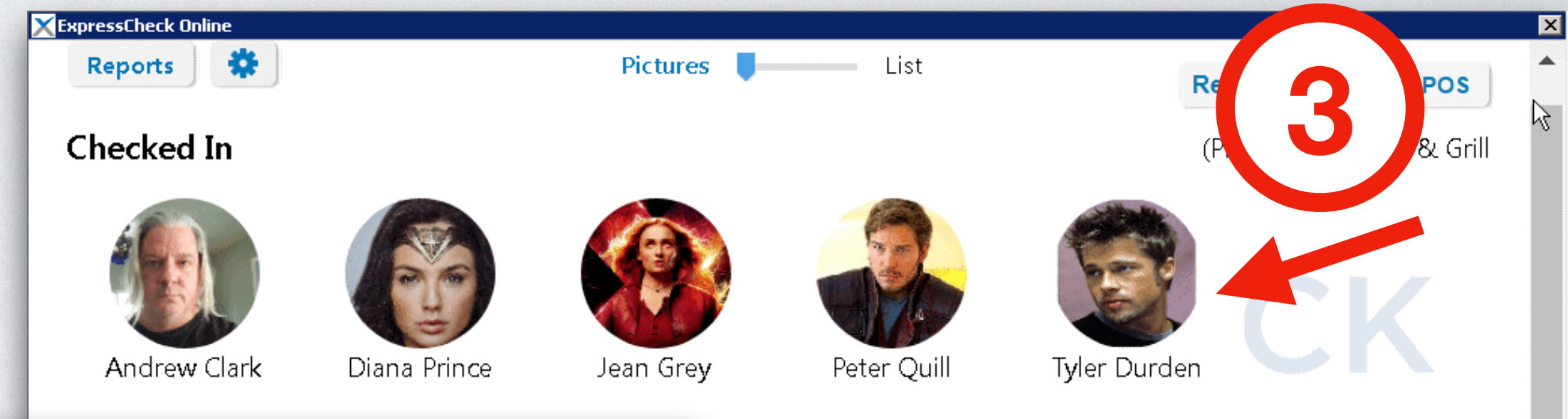
Order will appear on the guests phone

Wrong Check Assigned?

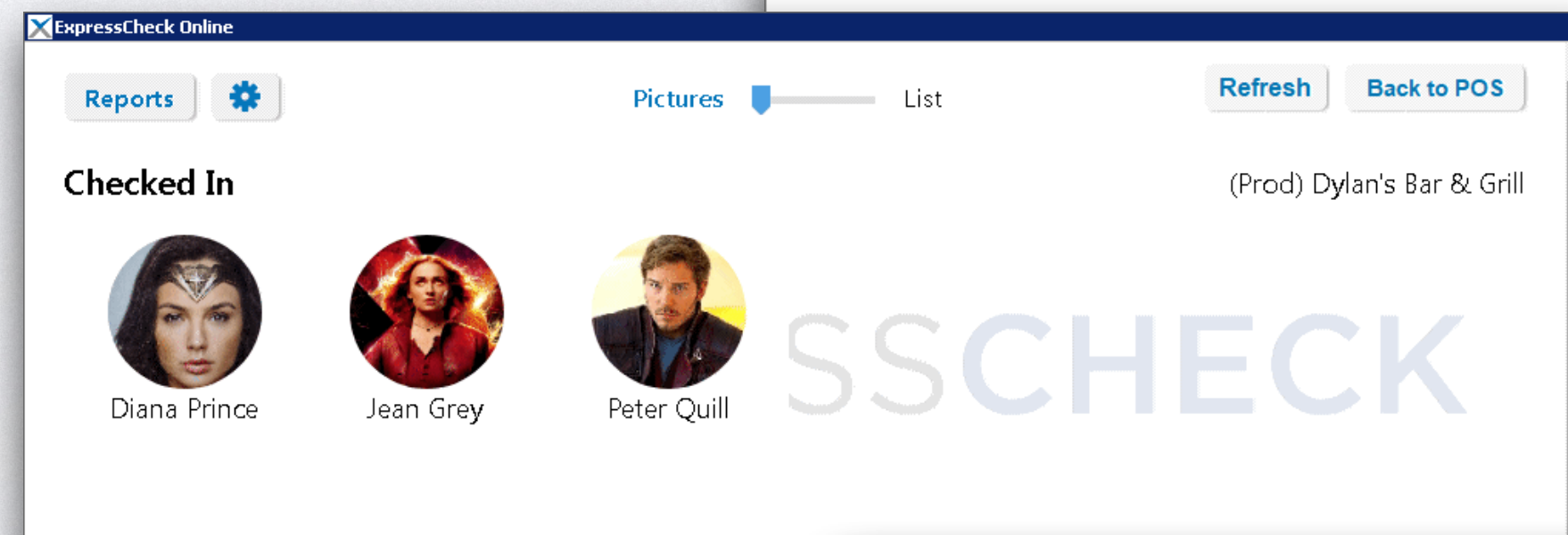
Un-assign & Re-assign



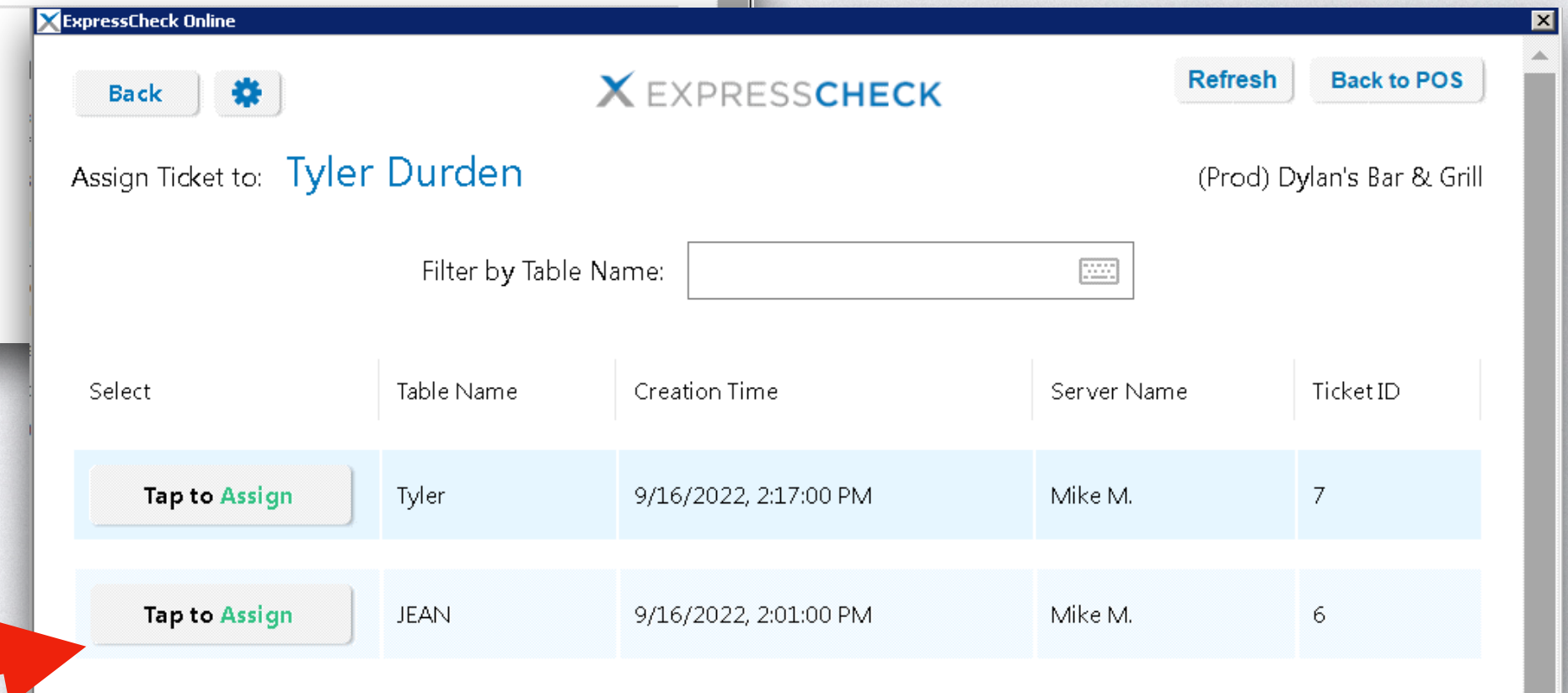
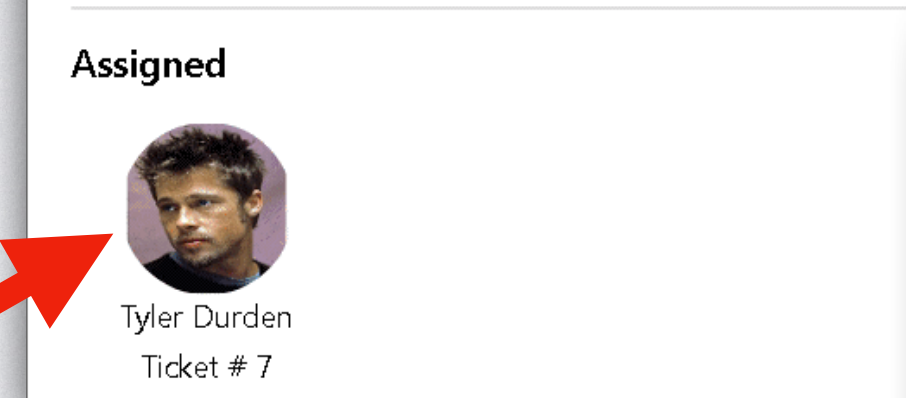
Tap the ExpressCheck Icon



Once unassigned -
tap their face again



Tap the guest you would like to un-assign



Choose the correct ticket

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 each other. In front of them are plates of food, including a salad with bread, and glasses of white wine. The background is a wooden fence with green foliage.

Splitting the check

Each guest gets their own ticket

Split Tickets

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

The 'View Edit' screen displays a ticket for 'Rachel Doll' with two food items: 'OPEN \$ FOOD' for 0.02 and 'OPEN \$ FOOD' for 0.01. The subtotal is 0.03, tax is 0.00, and the total is 0.03. The screen includes buttons for 'PREP SEQ', 'NEXT', 'SEP CHECK', 'CC AUTH', 'REPEAT', 'DELETE', 'NUMBER IN PARTY', 'REPRINT CHECK', 'QUIT', and 'RETURN'. The top bar shows 'SC: 3.00%' and 'Table: 994, Check: 1432'.

x	NAME	COOKED IM
p	OPEN \$ FOOD	0.02
	how much?-0.02	
p	OPEN \$ FOOD	0.01
	how much?-0.01	
p	NAME	
	!Rachel Doll	

Subtot: 0.03 Tax: 0.00 Total: 0.03

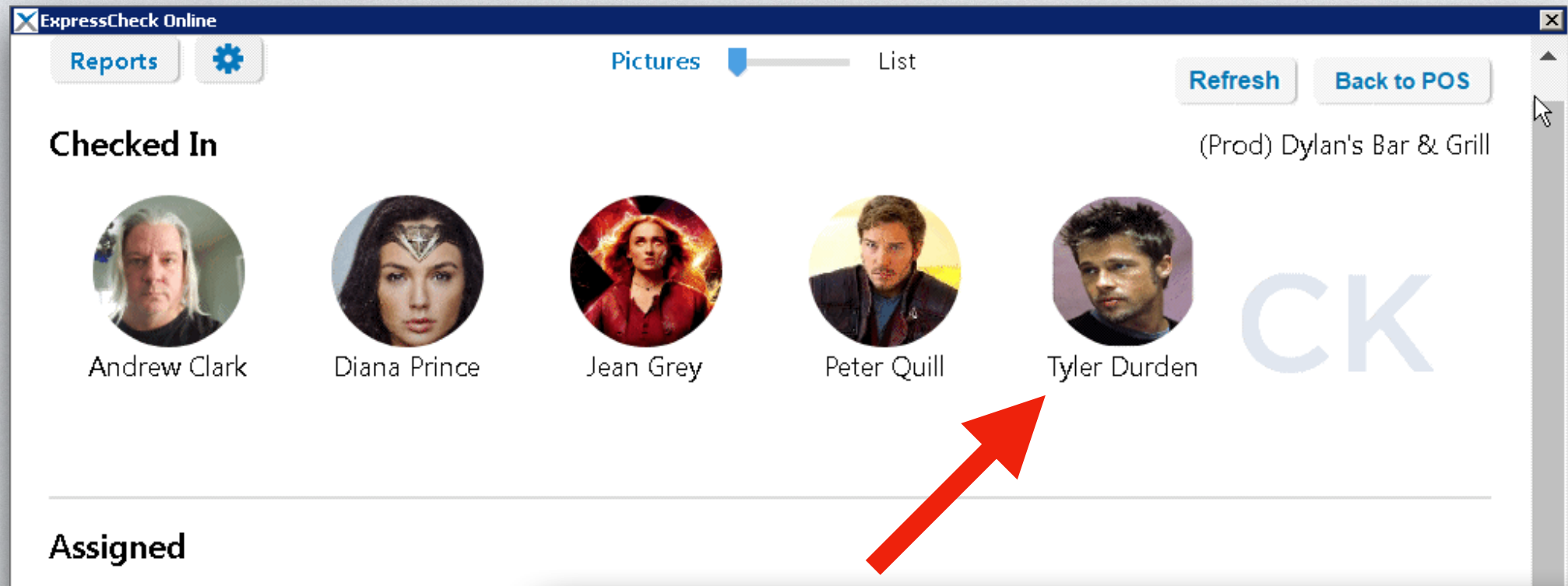
The 'Separate Checks' screen shows five guest tabs: Guest 1, Guest 2, Guest 3, Guest 4, and Guest 5. Guest 1 has a total of 0.02, and Guest 2 has a total of 0.01. Guests 3, 4, and 5 have totals of 0.00. The screen includes buttons for 'RETURN', 'SPLIT ITEM', 'SEAT->SEP CHK', and navigation arrows.

Guest 1	Guest 2	Guest 3	Guest 4	Guest 5
OPEN \$ FOOD how much?-0.02	OPEN \$ FOOD how much?-0.01			
Total: 0.02	Total: 0.01	Total: 0.00	Total: 0.00	Total: 0.00

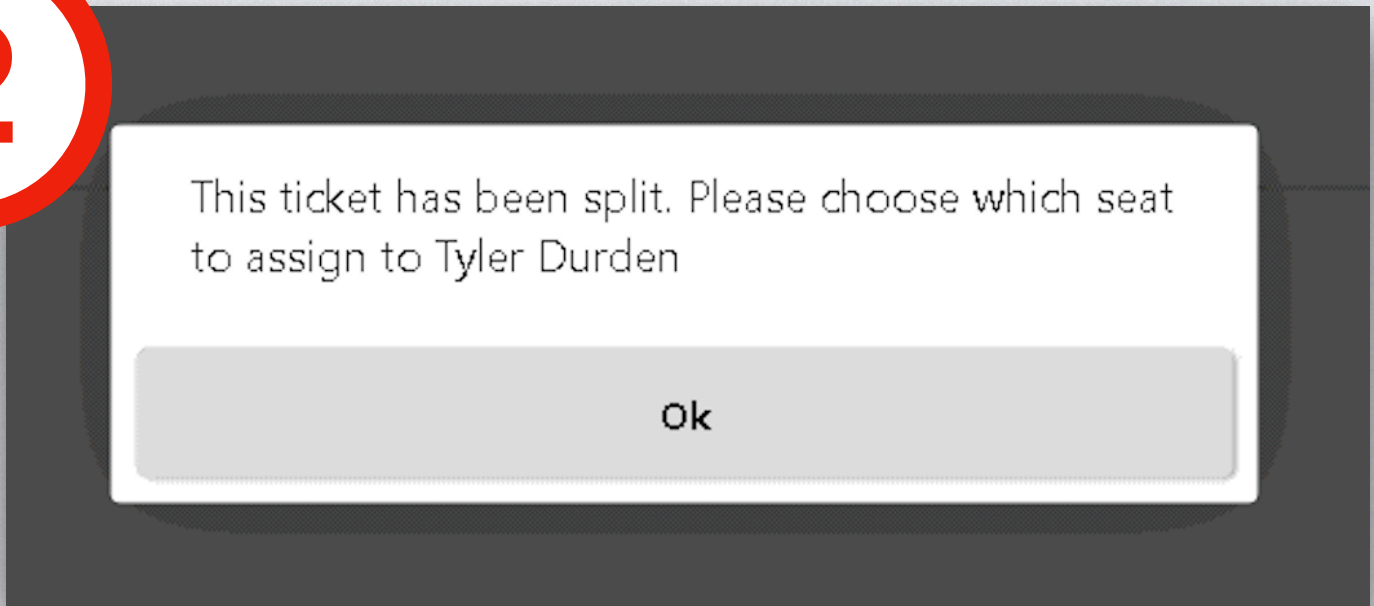
Each guest opens a tab on the app

*If there is a guest who is not paying with ExpressCheck - NO PROBLEM -
they will have to wait for the bill and hand over their credit card*

Each Patron Gets Their own Tab



2

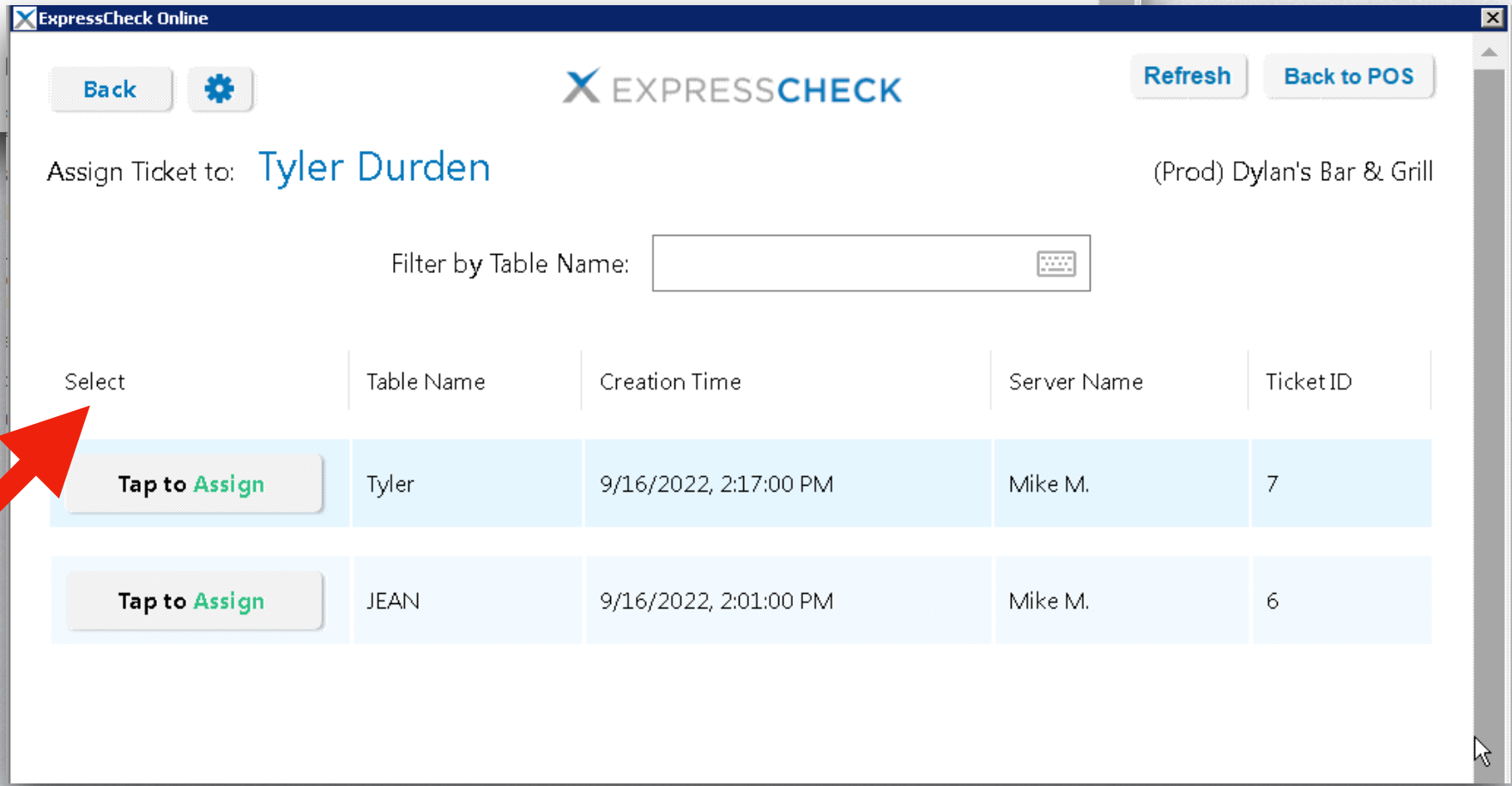


You will be prompted that the ticket has been split

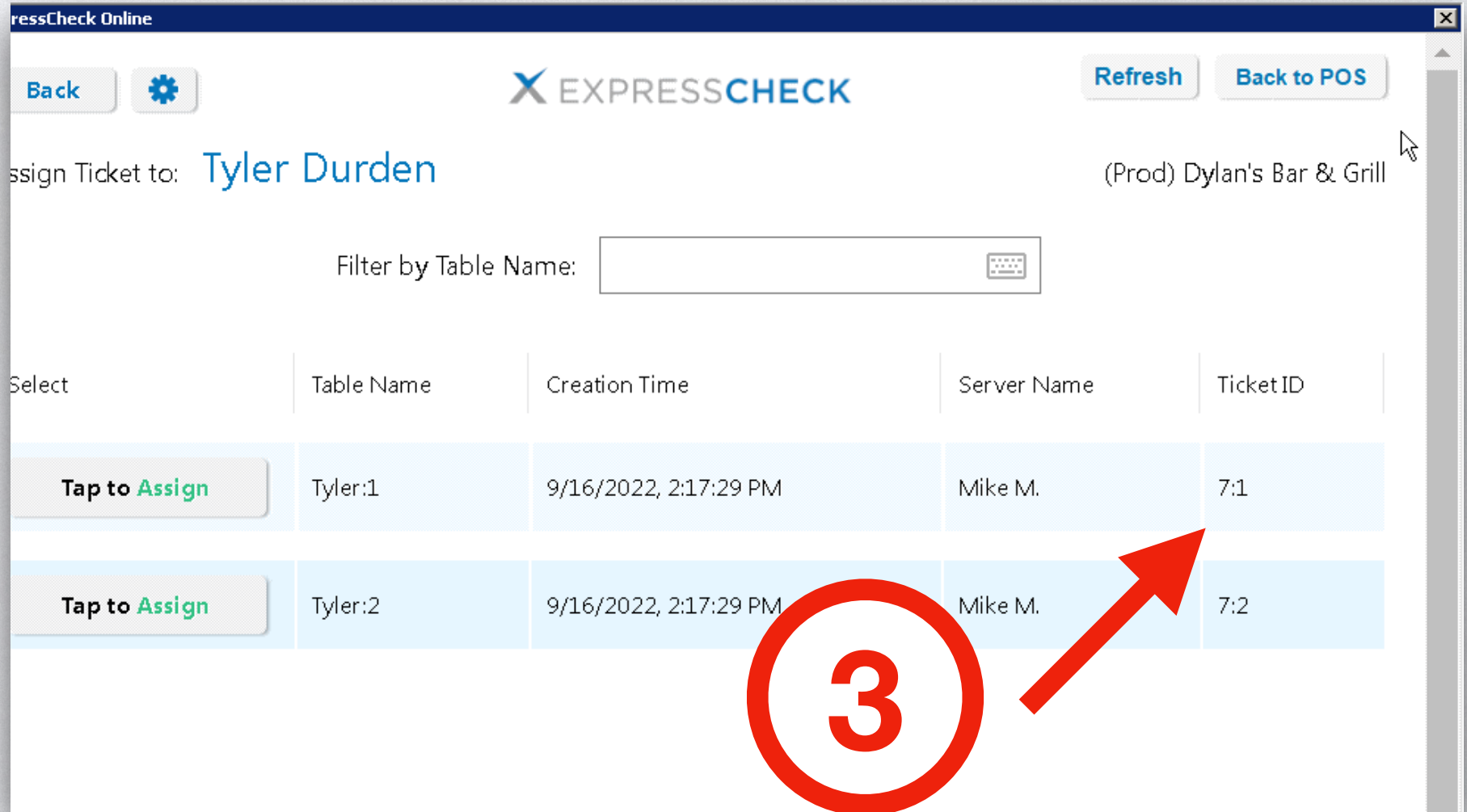
1

Tap the ExpressCheck button

Select the first patron - Choose the ticket



3



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

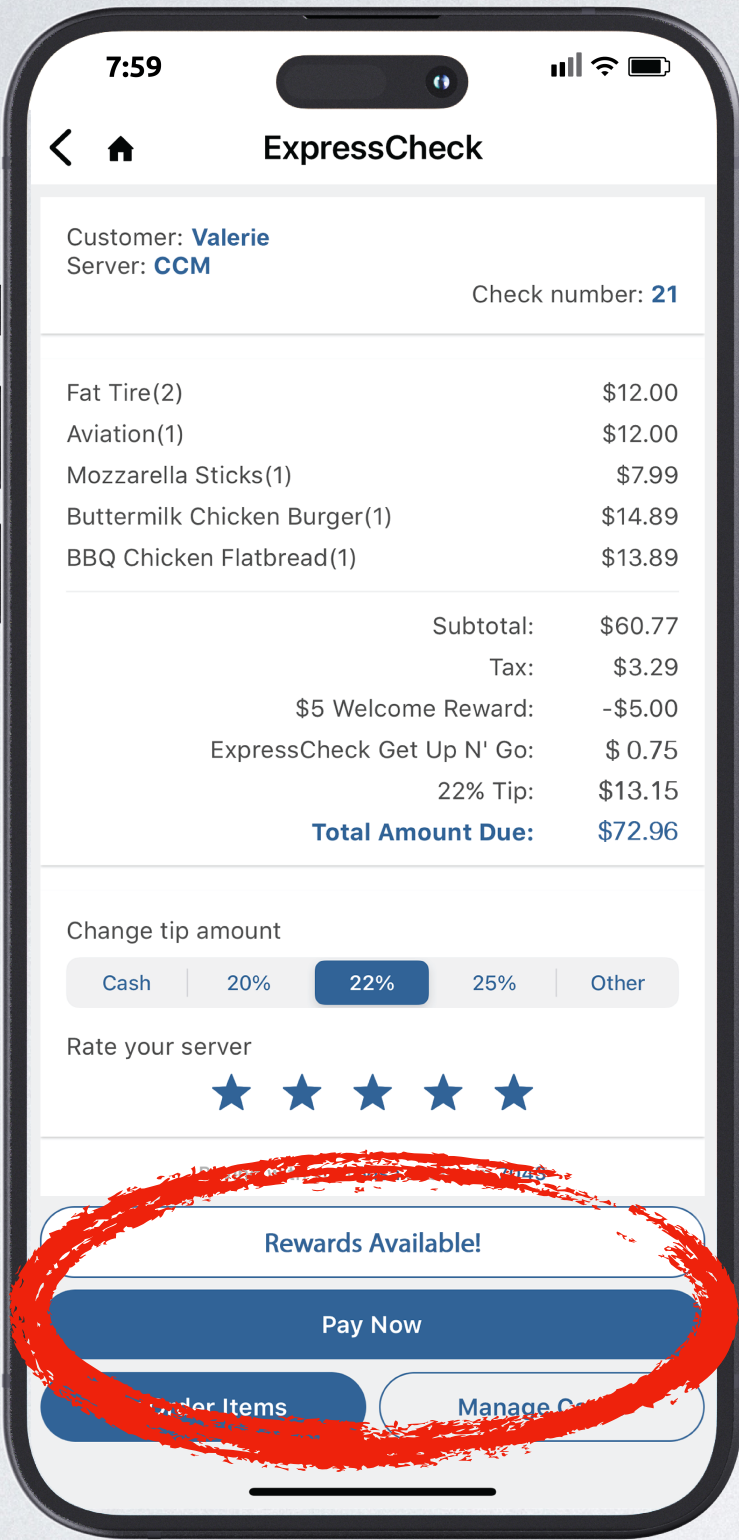


ExpressCheck

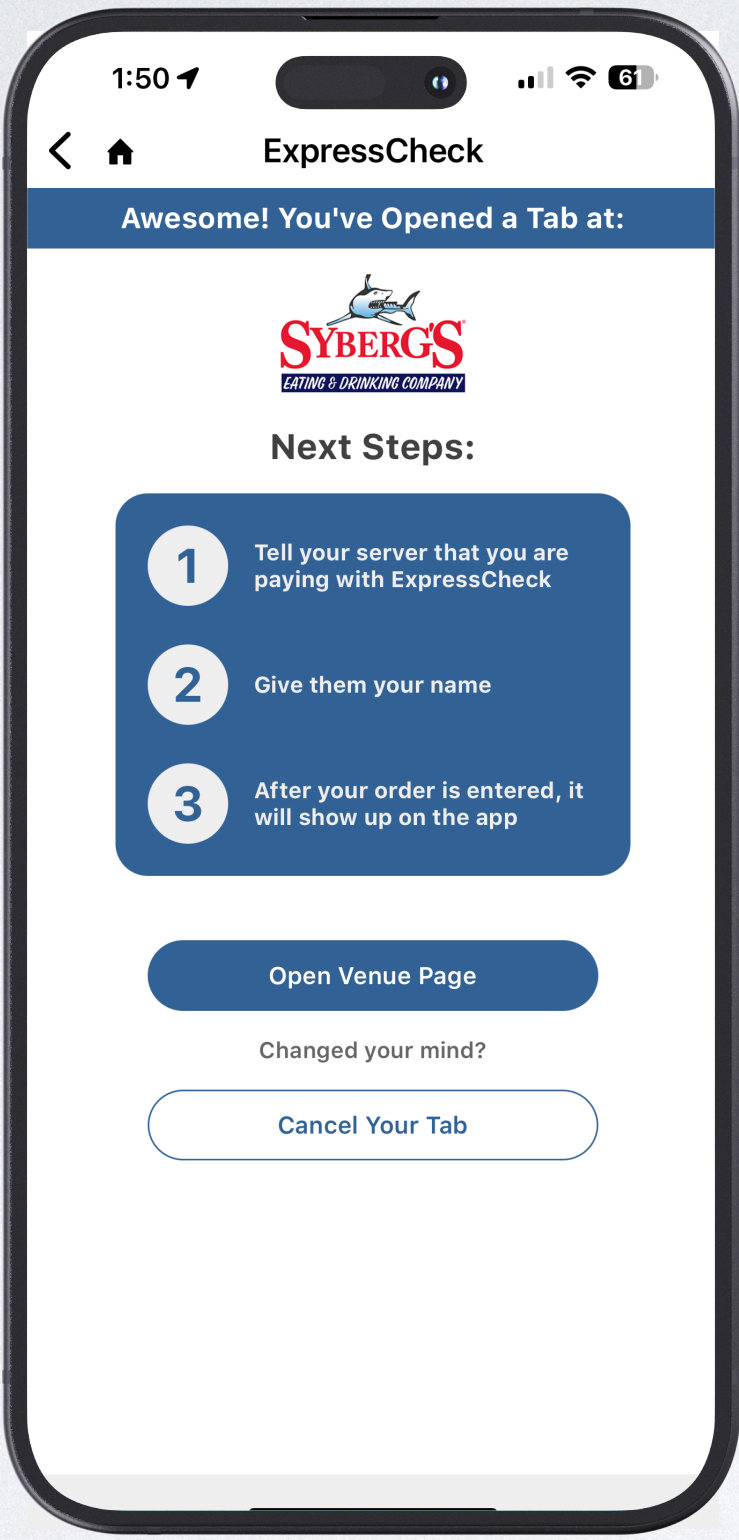
Guest experience

Customer Experience

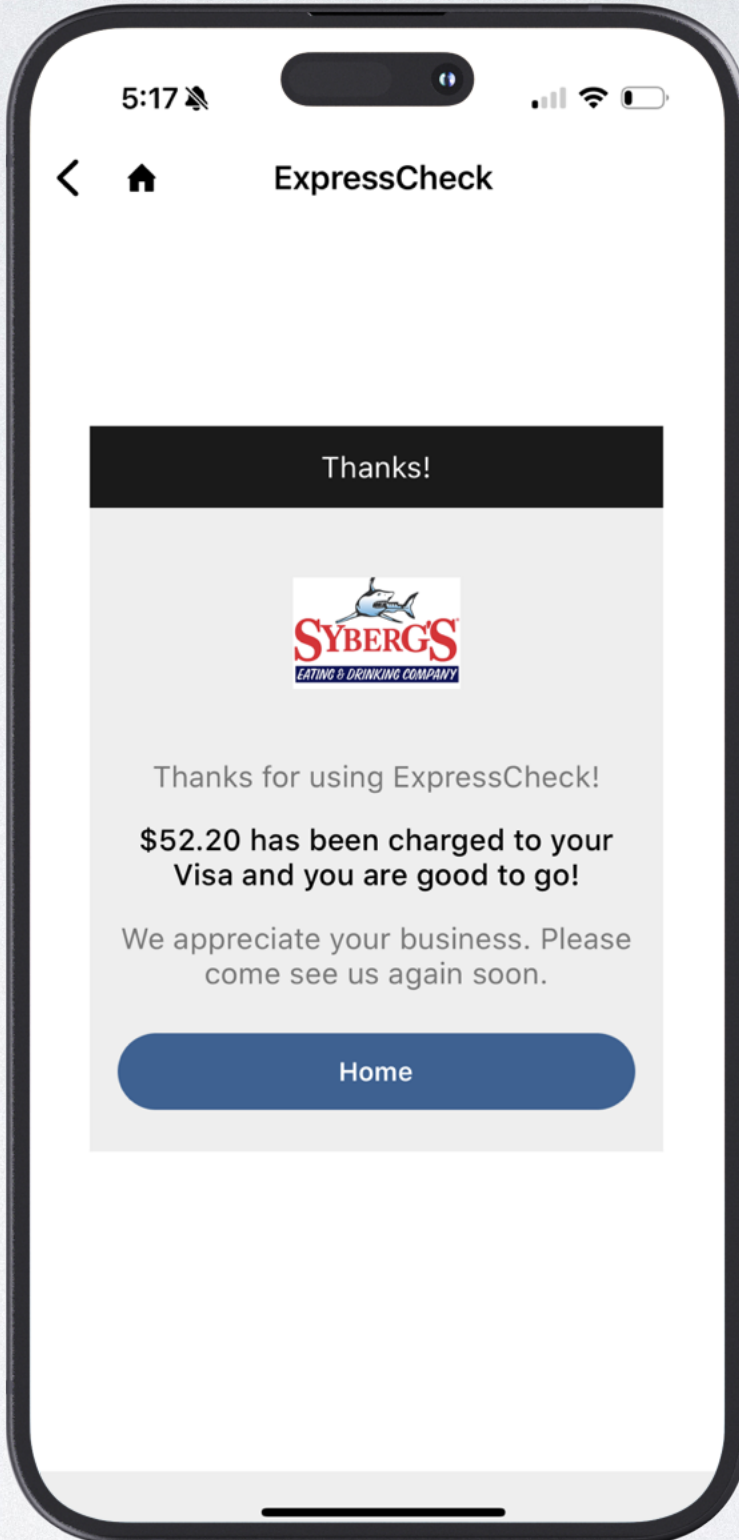
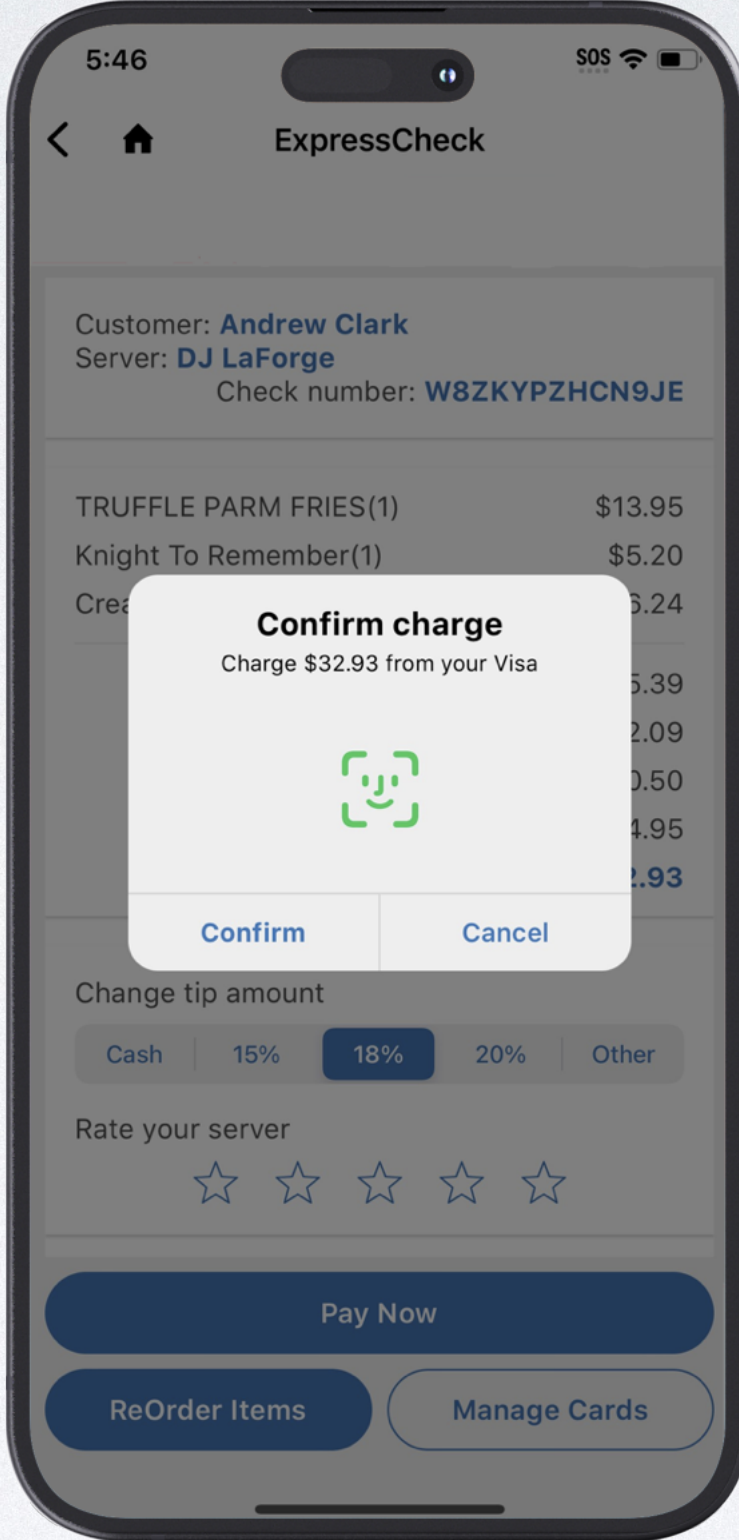
No more printing checks or processing credit cards



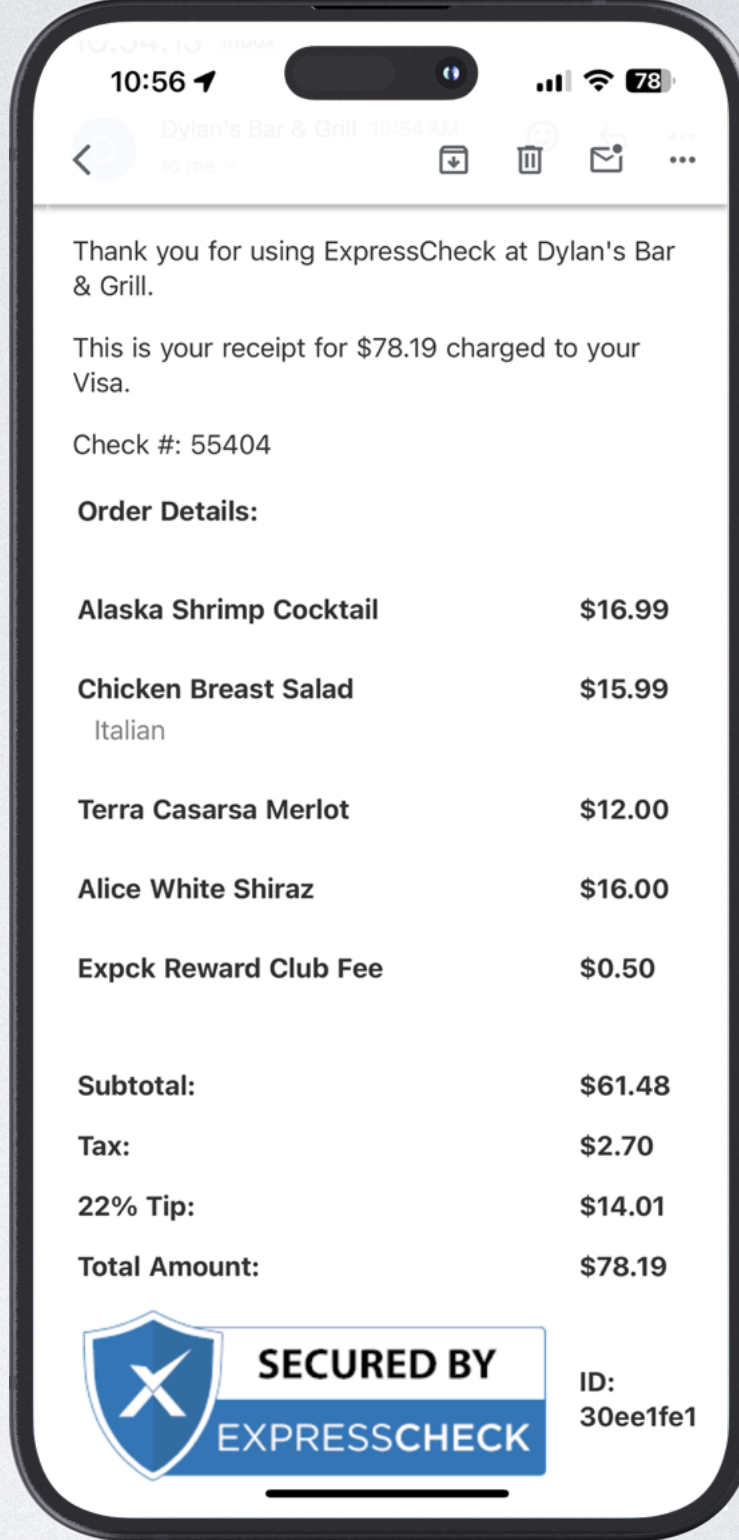
Tab is sent directly to the patron’s mobile device. Patron will see any rewards that are available to them



Double verification adds additional element of security



Patron’s receipts can be found on the app and are sent to their email inbox





Walkouts

Manually & Auto Close

Patron Walkouts

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

1 Tap the ExpressCheck portal

2 Choose the patron who has walked out and tap View Profile.

3 Tap Walkout

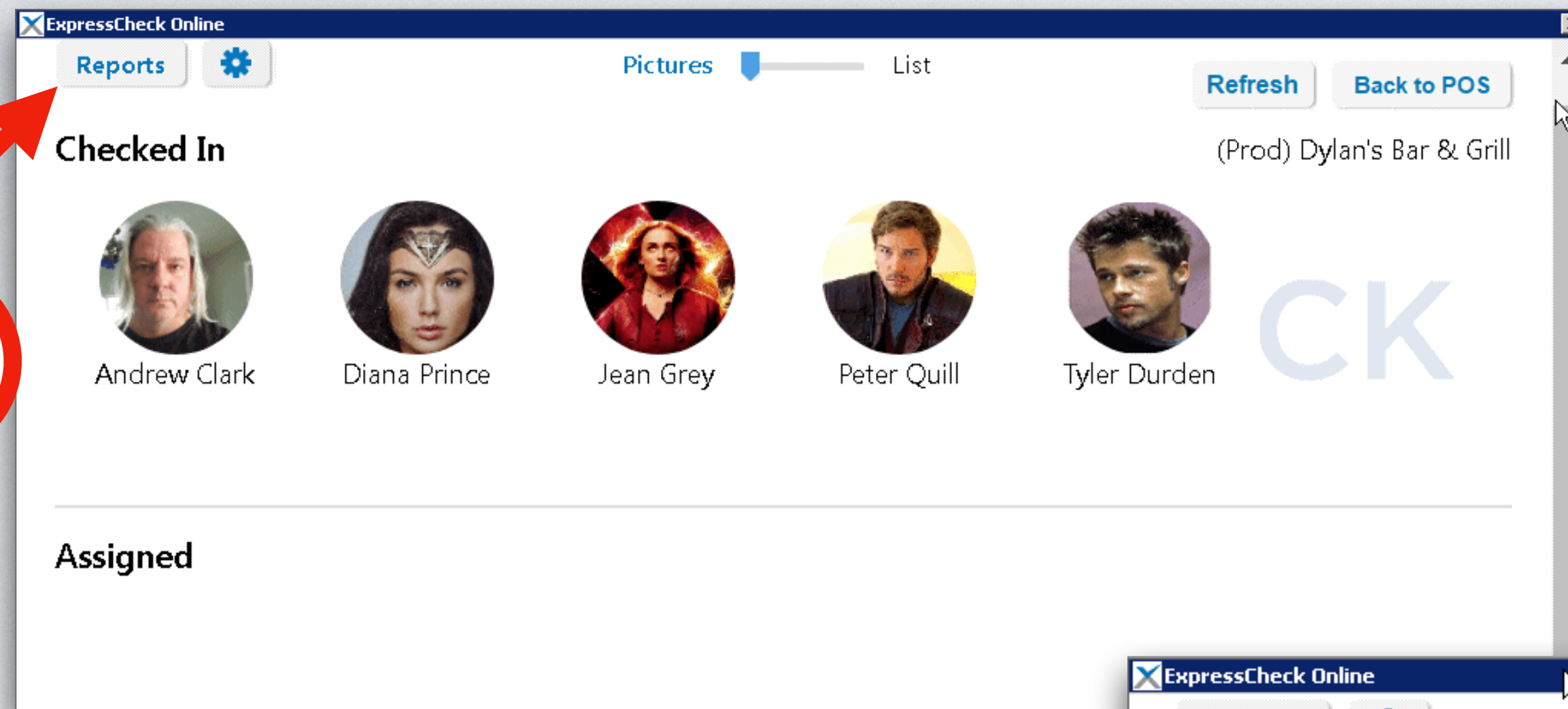
4 Add a 20% tip. The ticket will be closed on the POS, tip adjusted, and the receipt will be emailed to the patron.

A woman with dark curly hair, wearing glasses and large hoop earrings, is smiling while working at a cash register in a cafe. She is wearing a white polo shirt. The background shows a blurred street scene with trees and parked cars. The text "Find your tips" is overlaid in a blue serif font on a semi-transparent white banner across the middle of the image.

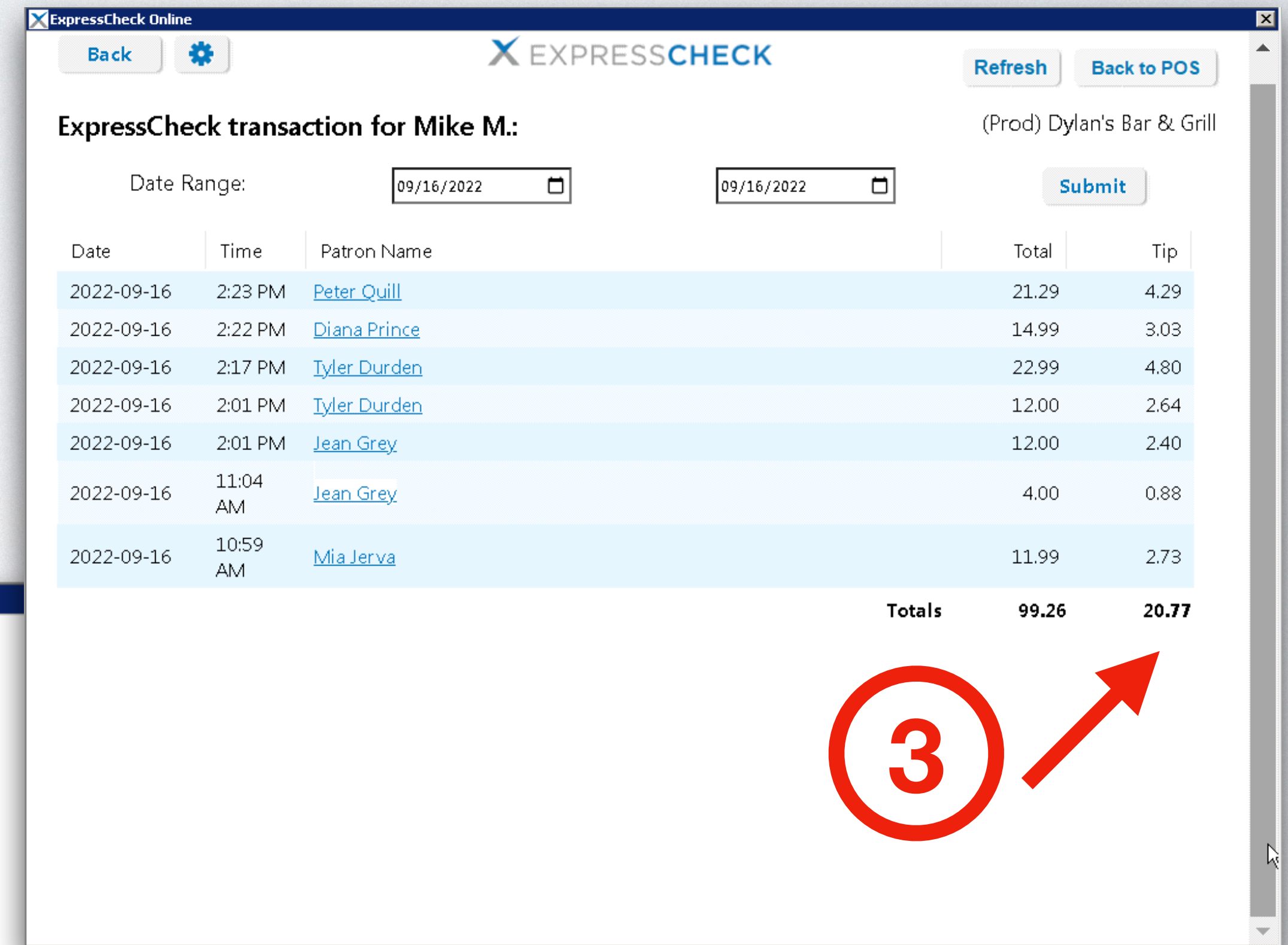
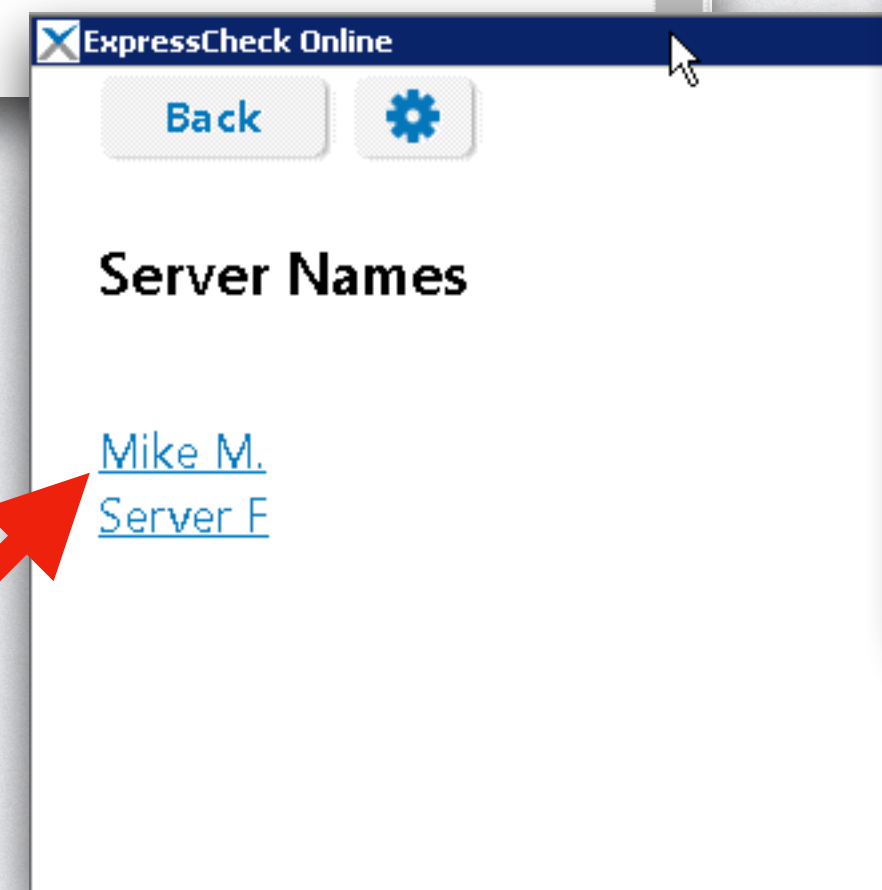
Find your tips

ExpressCheck Reporting Screen

View tips anytime on the POS



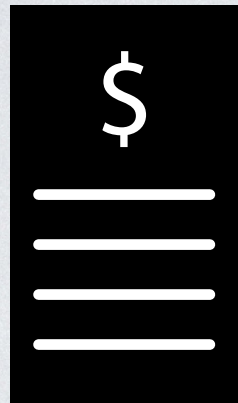
Tap the ExpressCheck button on the POS
Tap Reports
Tap your name
View Tips and Totals



Tips are automatically adjusted when a patron pays on the app

CityCheers EXPRESSCHECK

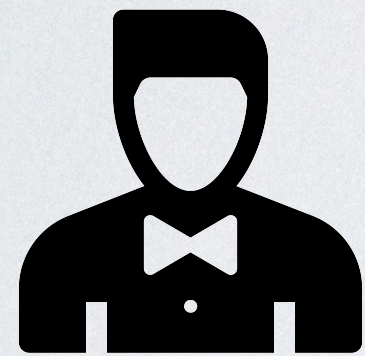
Server Benefits



**Eliminate printing checks
and processing credit cards**



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



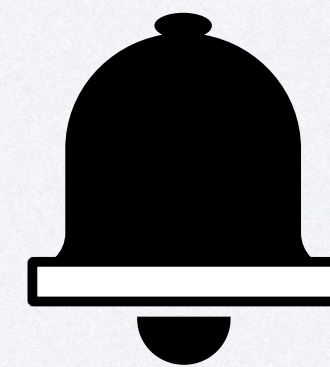
**Turn tables faster - Cover
2-3 more tables every shift**



**Tips are automatically
adjusted in the POS**



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



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

Next Steps

Training & Guest Adoption

- 1 Download the CityCheers App
- 2 Run an ExpressCheck transaction
- 3 Make sure signage is out - pass out menu cards
- 4 Inform guests they will receive a \$5 sign up reward

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