



CityCheers App Tutorial

This guide is an overview of the CityCheers SuperApp, ExpressCheck, and Connect Portal.

Meet CityCheers

CityCheers is making waves in the hospitality industry with an unprecedented move that is set to redefine the landscape.

We are giving every bar and restaurant in America a FREE iOS and Android app..... and we are hosting all of them on the CityCheers Super App.

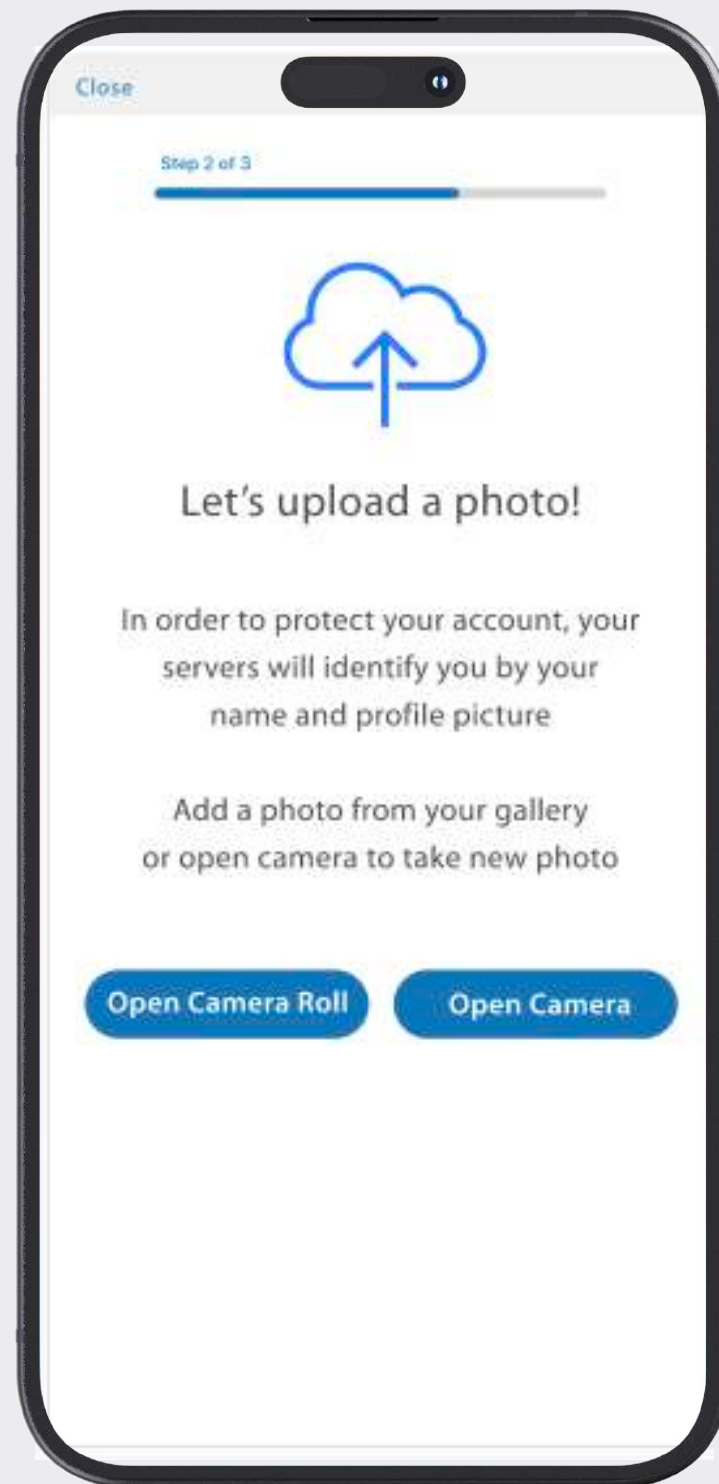
These individual apps are seamlessly integrated into the CityCheers Super App, consolidating the multitude of offerings into one centralized hub. CityCheers gives restaurants the ability to connect with their customers and drive repeat business - while also solving the incredible inefficiencies of the customer payment process.

By combining communication, the check-out process, and access to third-party services all within a single user-friendly platform, CityCheers is setting a new standard for efficiency, convenience, and innovation in the digital age.

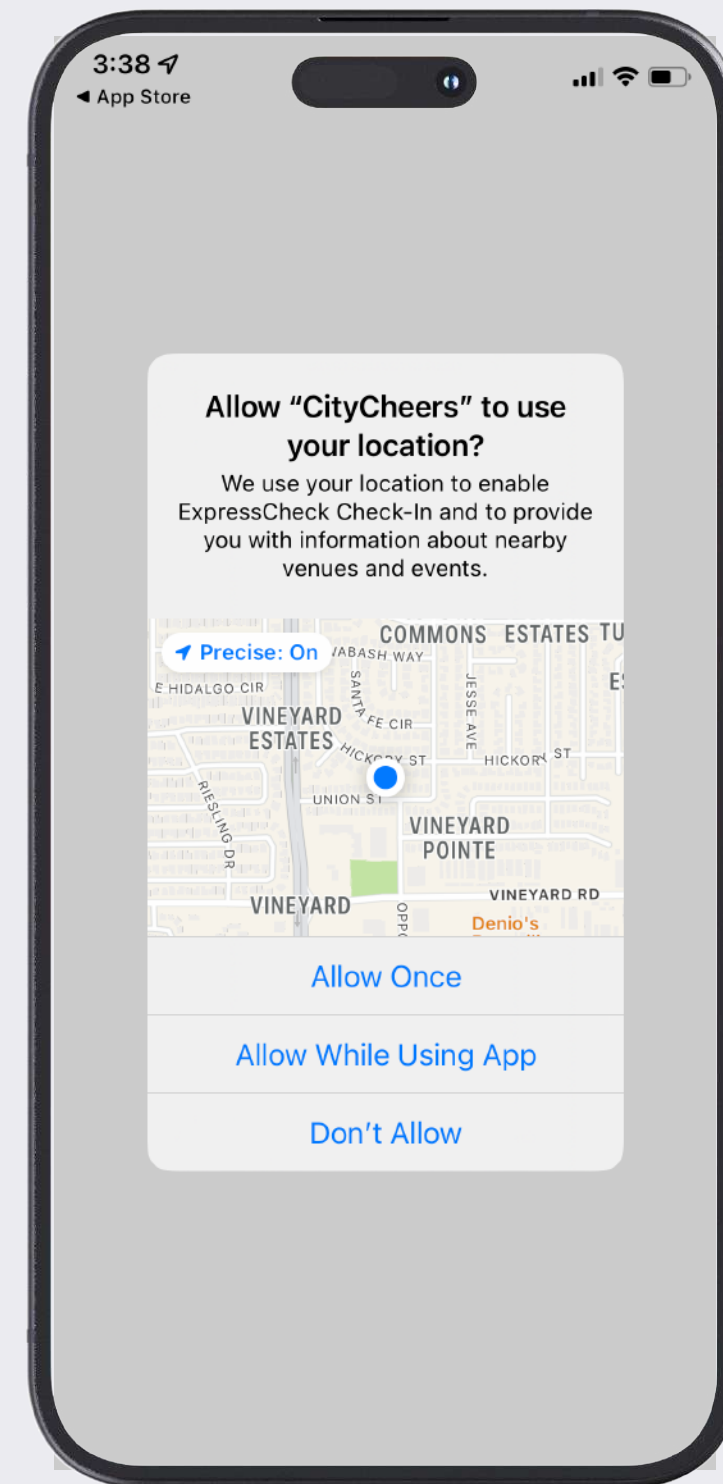
Download the CityCheers Super App



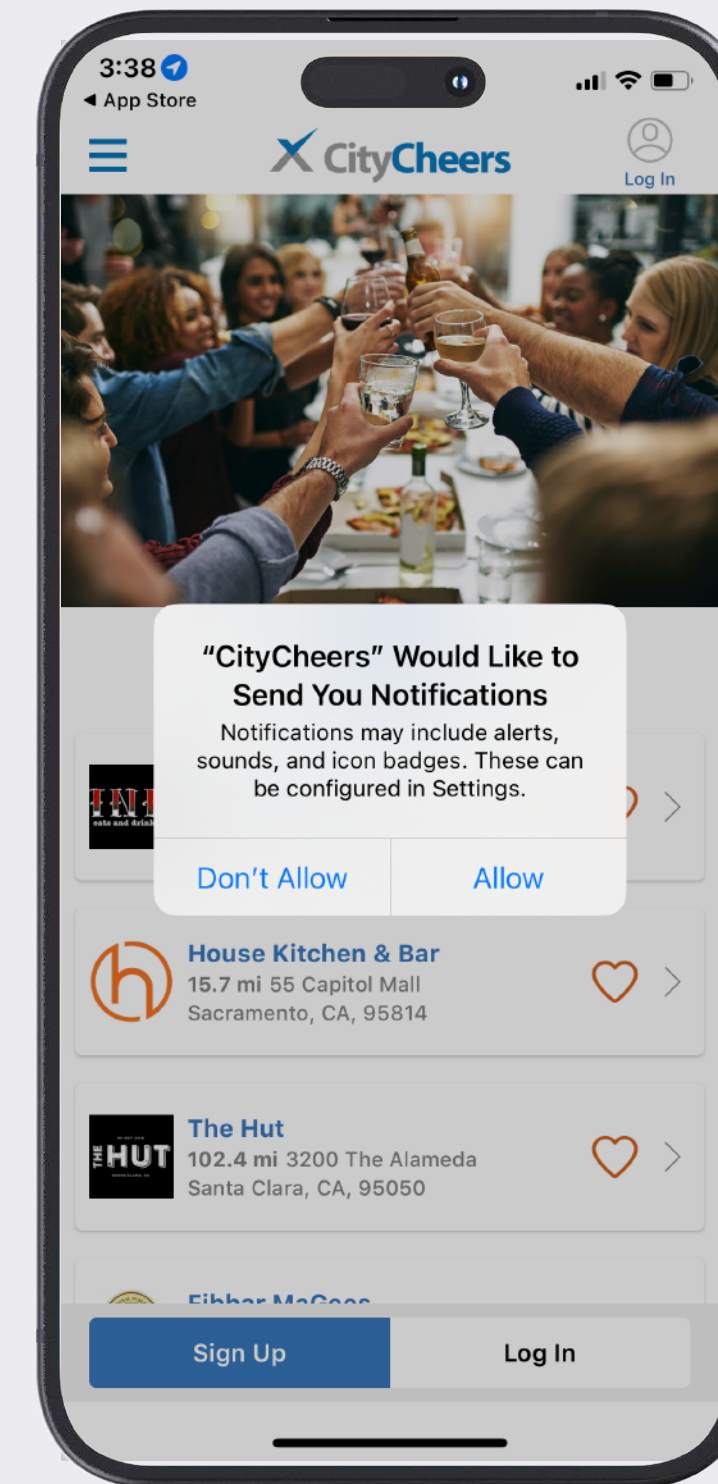
Sign Up Process



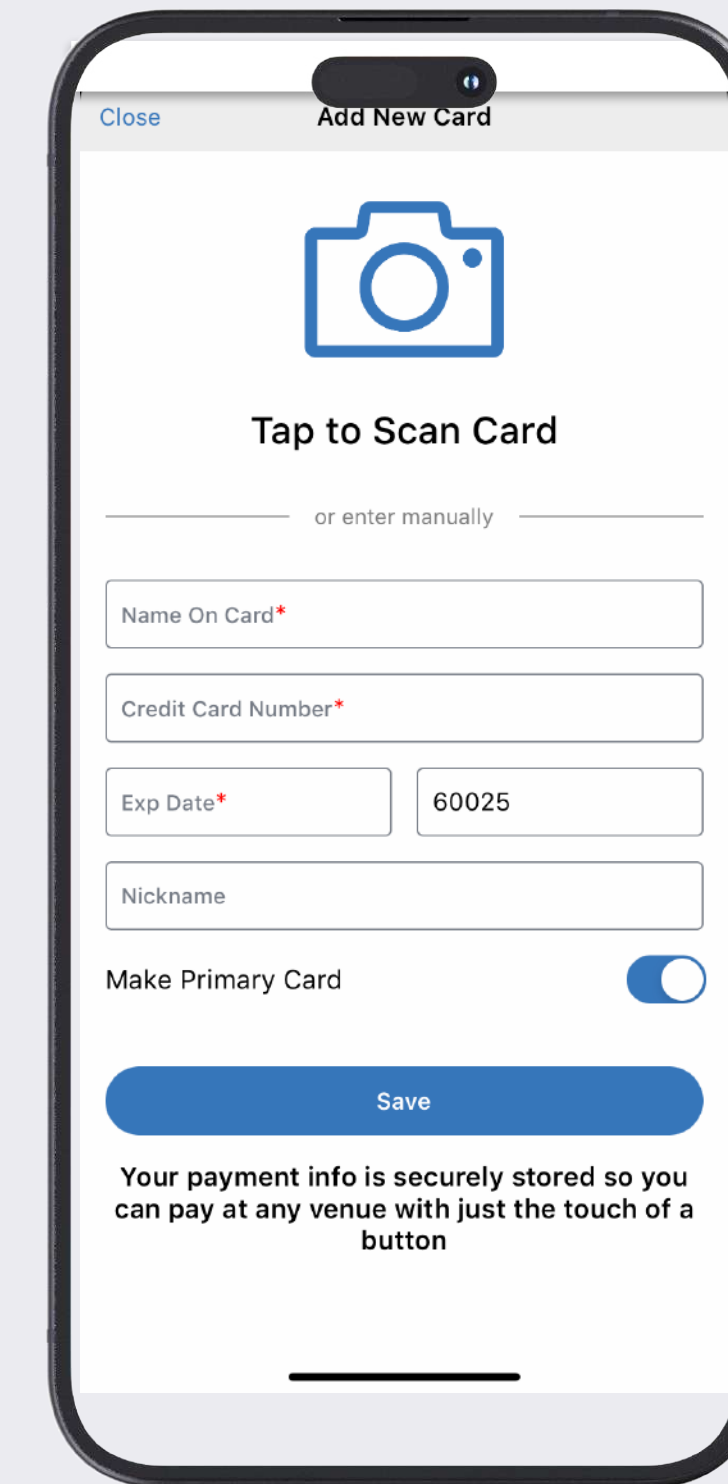
Add a photo.
This is a security feature and allows you to easily identify the guests.



Sharing location allows you to see all the restaurants that are nearby.



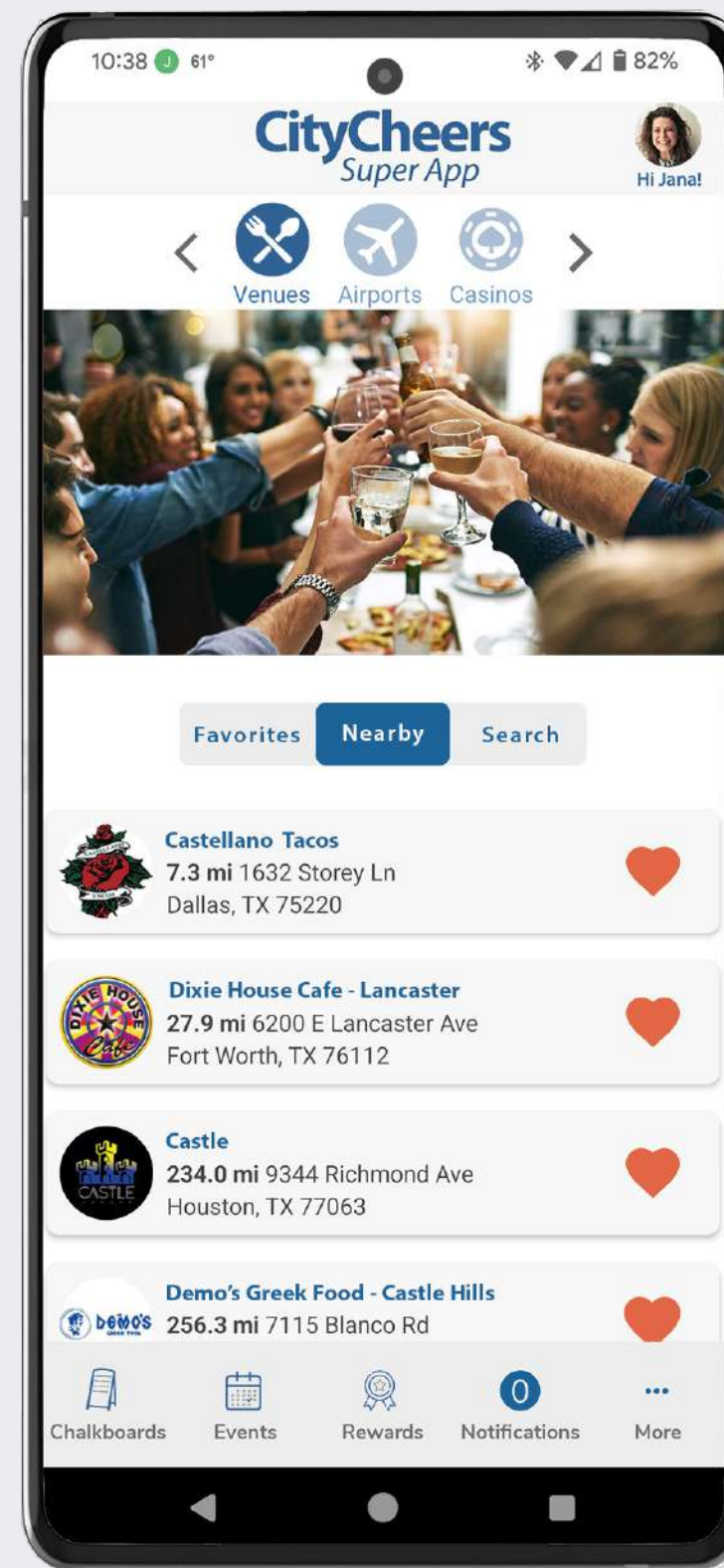
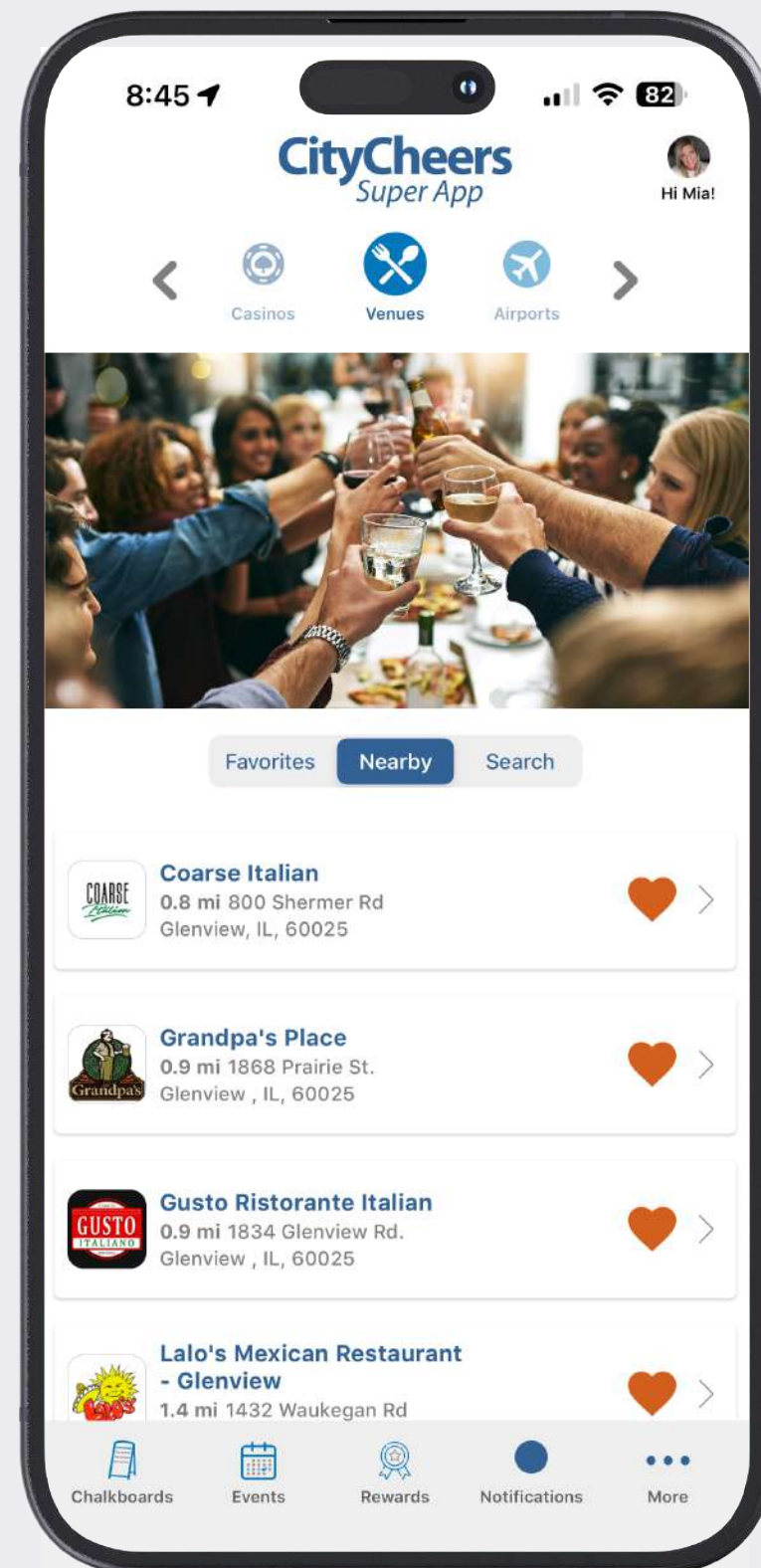
Allowing notifications enables you to directly message your patrons.



A credit card is added one time and is held in a secure gateway.

CityCheers Super App

Providing every restaurant & bar in America their very own app



The CityCheers Connect portal interface, titled 'CityCheers Connect', features a grid of management tools. Each tool is represented by a dark blue rounded rectangle with a white border and an 'Open' button. The tools include:

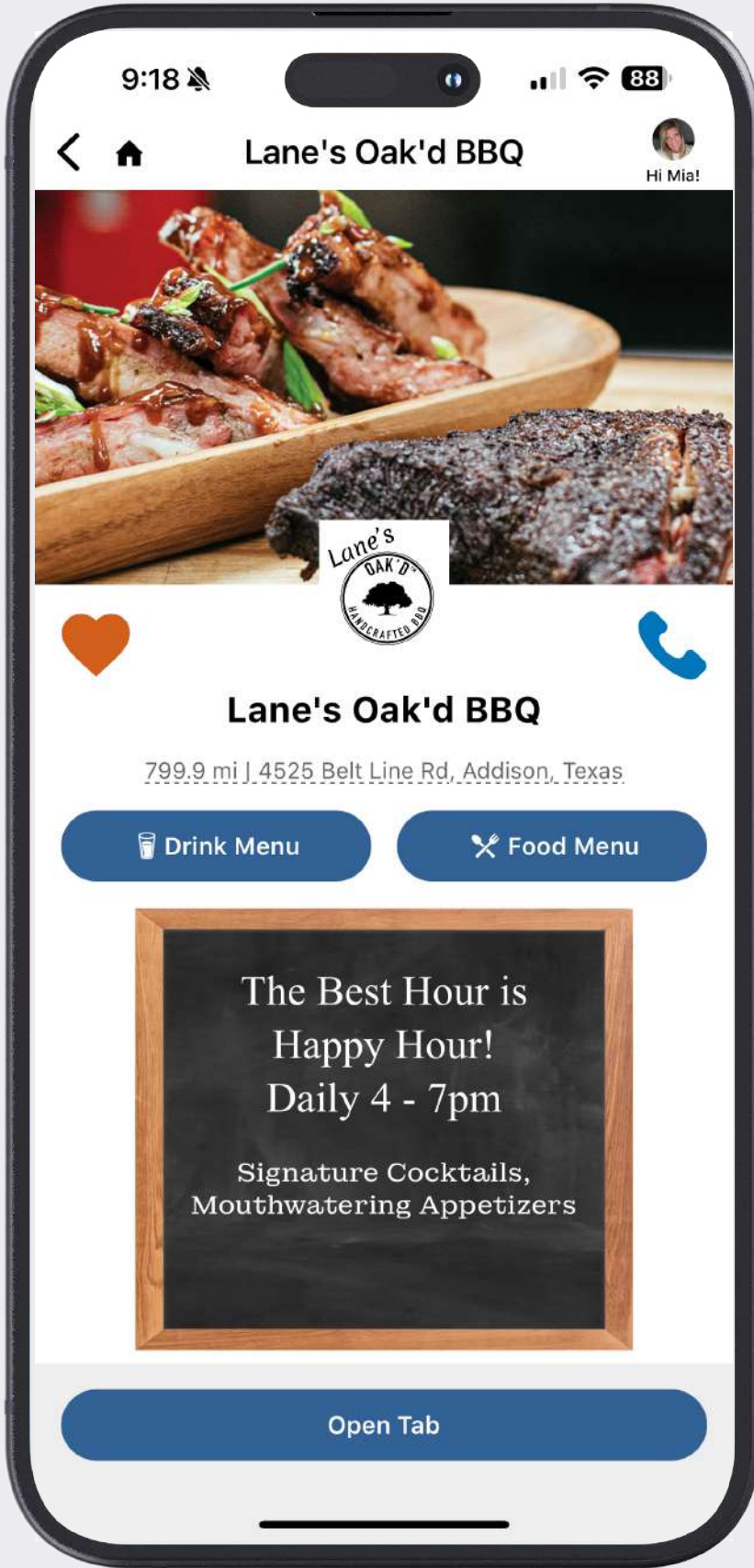
- Patrons**: View data about your patrons.
- Broadcast**: Send push notifications directly to your patrons as often as you want.
- Chalkboard**: Provide real-time updates on your Specials, Happy Hours, Gametimes & Events.
- Favorites**: Manage your signature food and drink items.
- Waitlist**: Adjust wait items and manage patron waitlist.
- JobLine**: Post job openings and review applicant profiles.
- Orders**: Process mobile orders.
- Server Ratings**: Review and manage server productivity and customer service.
- Hours**: Manage your hours of operations.
- Calendar**: Update your calendar of events.
- ExpressCheck**: Manage ExpressCheck interface.
- Dispute Resolution**: Access to all ExpressCheck transaction data.

The portal also features the 'Dylan's BAR AND GRILL' logo in the top right corner and a bottom navigation bar with 'Chalkboards', 'Events', 'Rewards', 'Notifications', and 'More'.

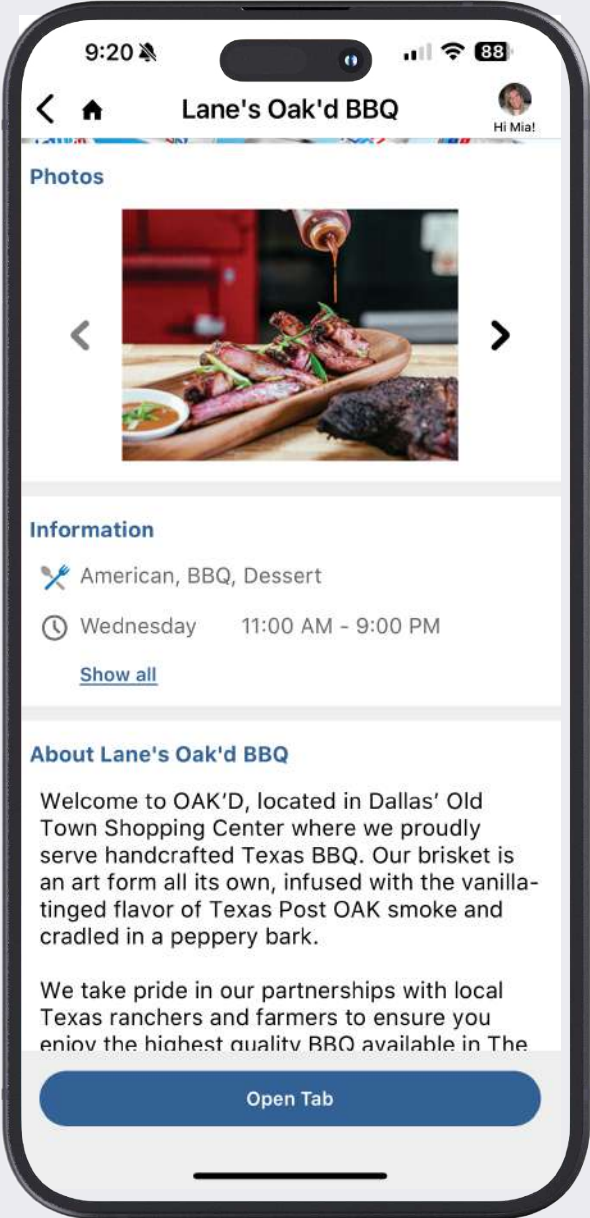
AND - We provide you credentials to the CityCheers Connect Portal which gives you the ability to control the features and content on your app as well as communicate directly with all of your guests through broadcasts and push notifications.

All the Features of a private label app

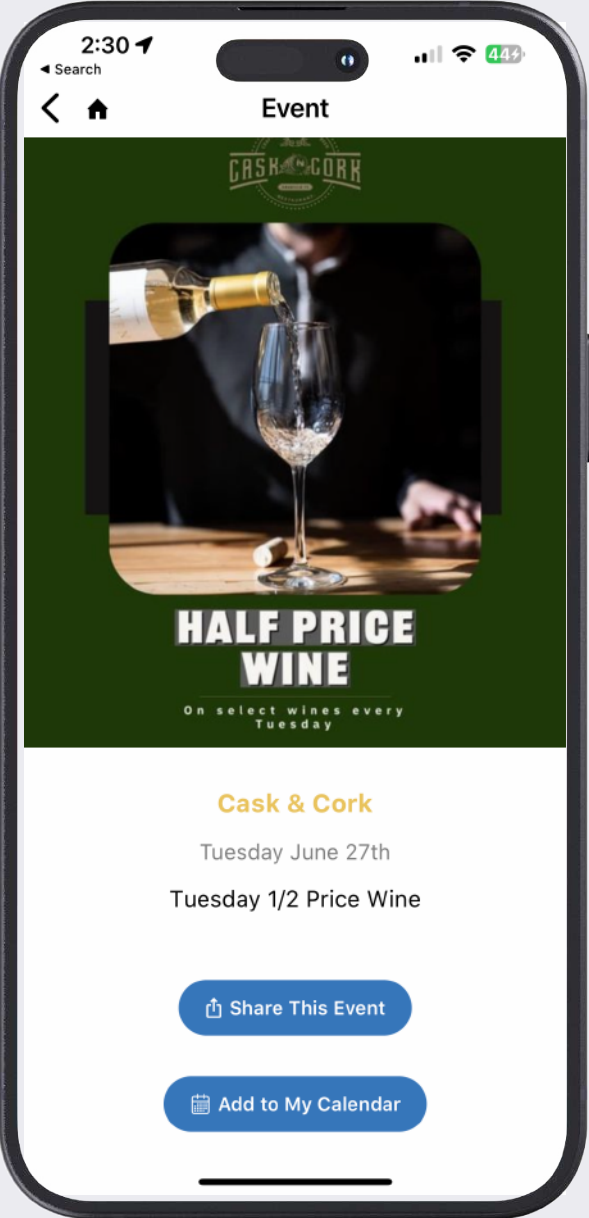
Housed within the CityCheers Super App



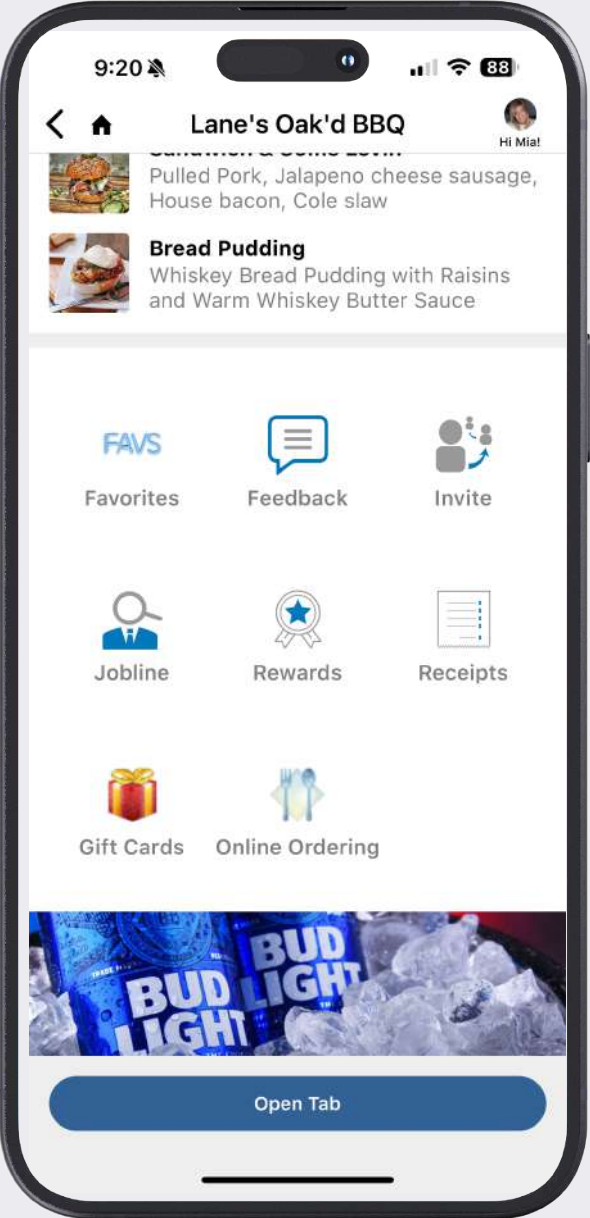
Menus



Photos & About



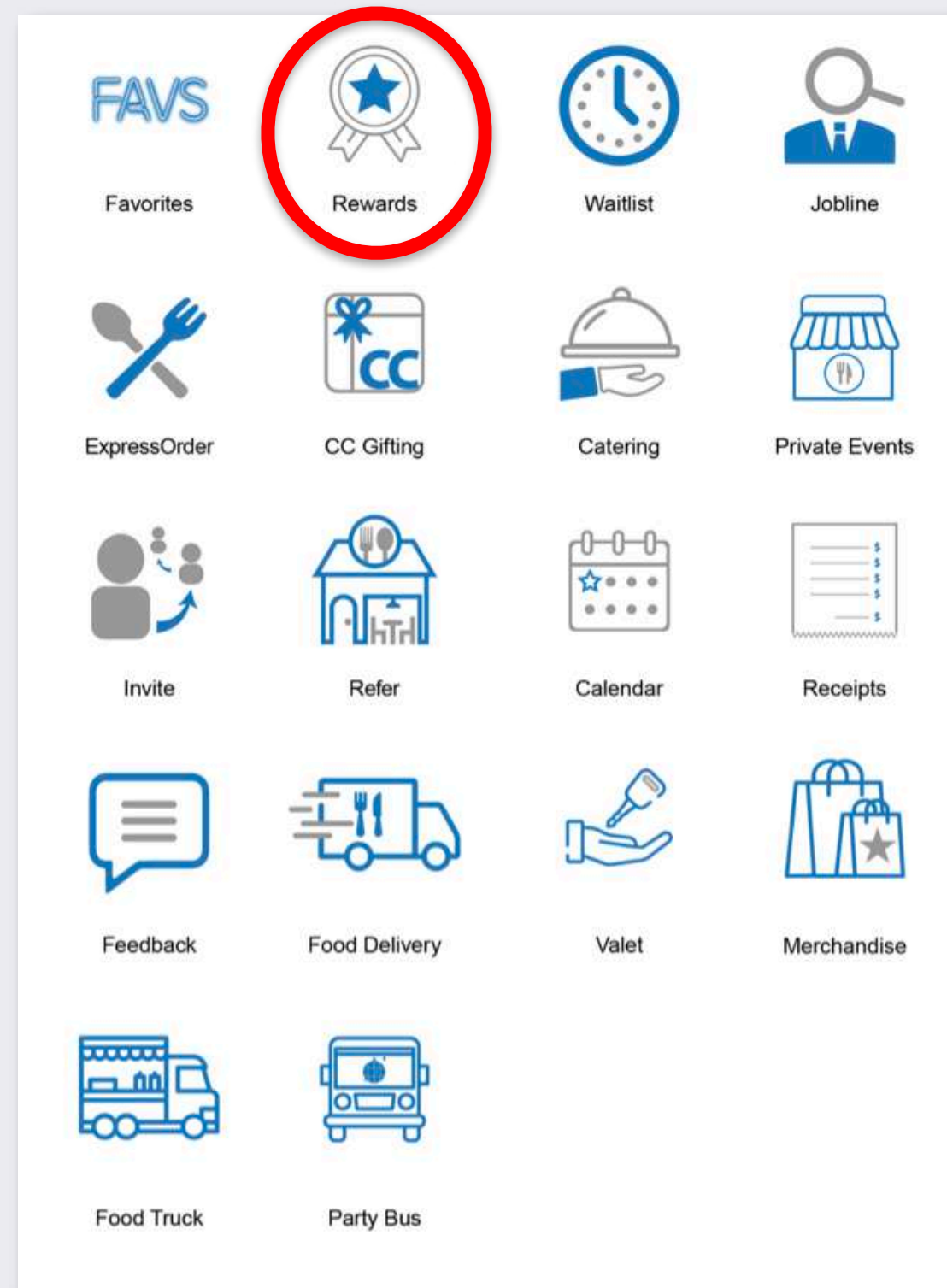
Calendar of Events



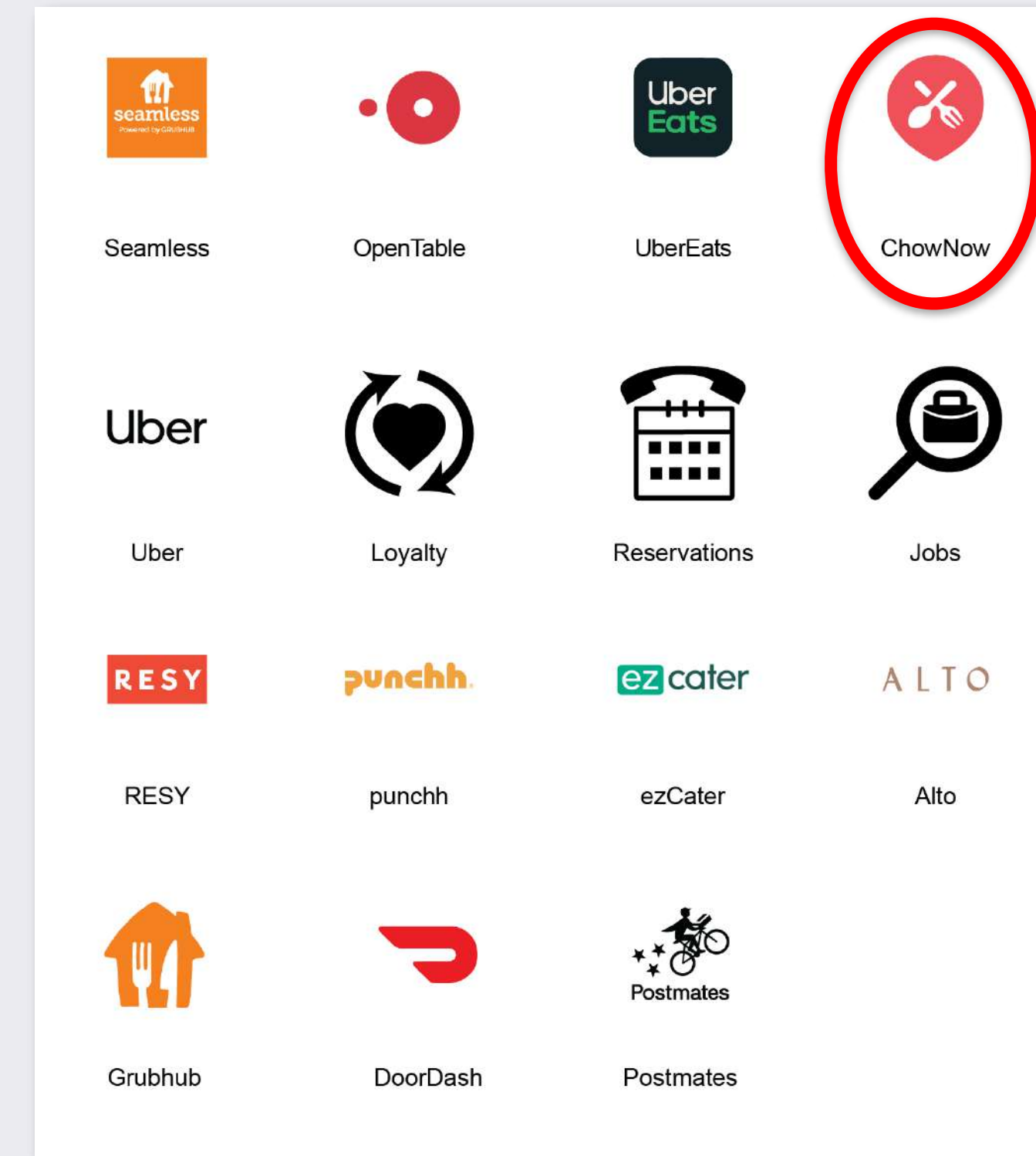
Widgets

Widgets - Customize Your App's Offering

Widgets redirect your Guests to your custom features



Streamline user experience, allowing guests to access additional services and utilities without ever leaving the CityCheers Super App interface.



Widgets provide users with seamless access to third-party applications all within the CityCheers ecosystem.

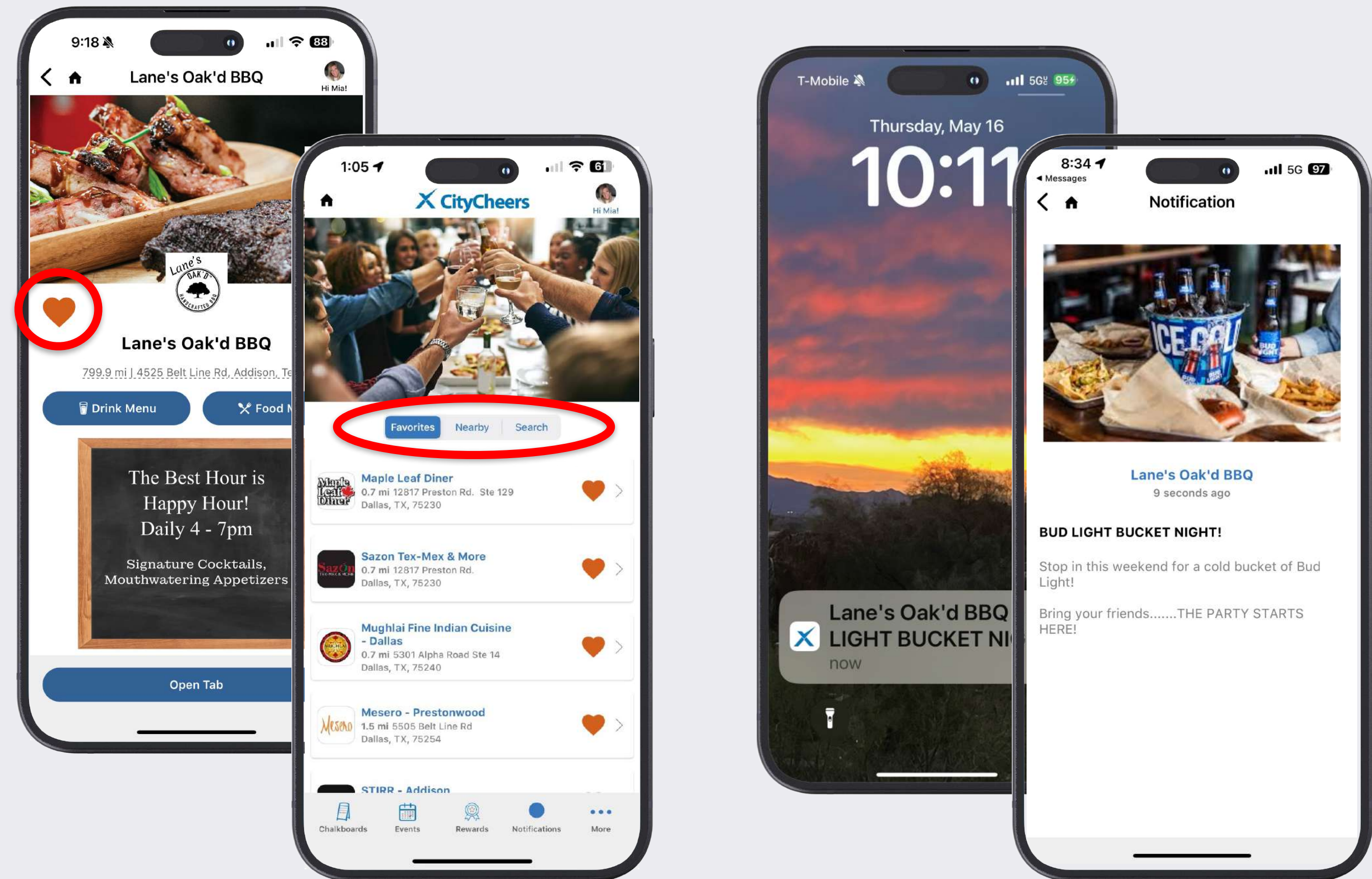
Purpose & Function

Every restaurant gets their regulars to **FAVORITE** ❤️ their venue

When a guest Favorites a venue...

1. Venue is added to the guest's Favorites List on the app.
2. Guest can receive Broadcasts.

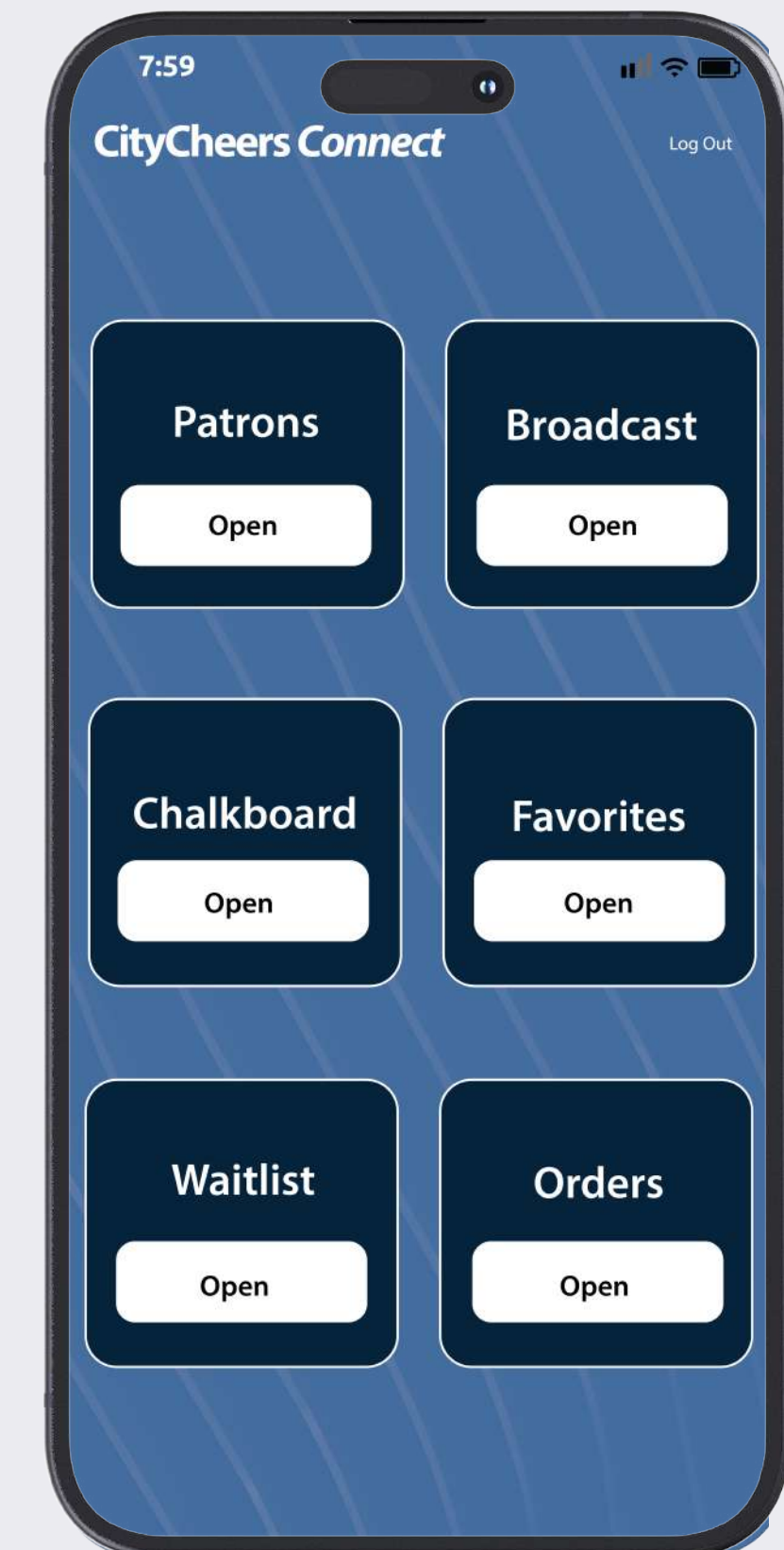
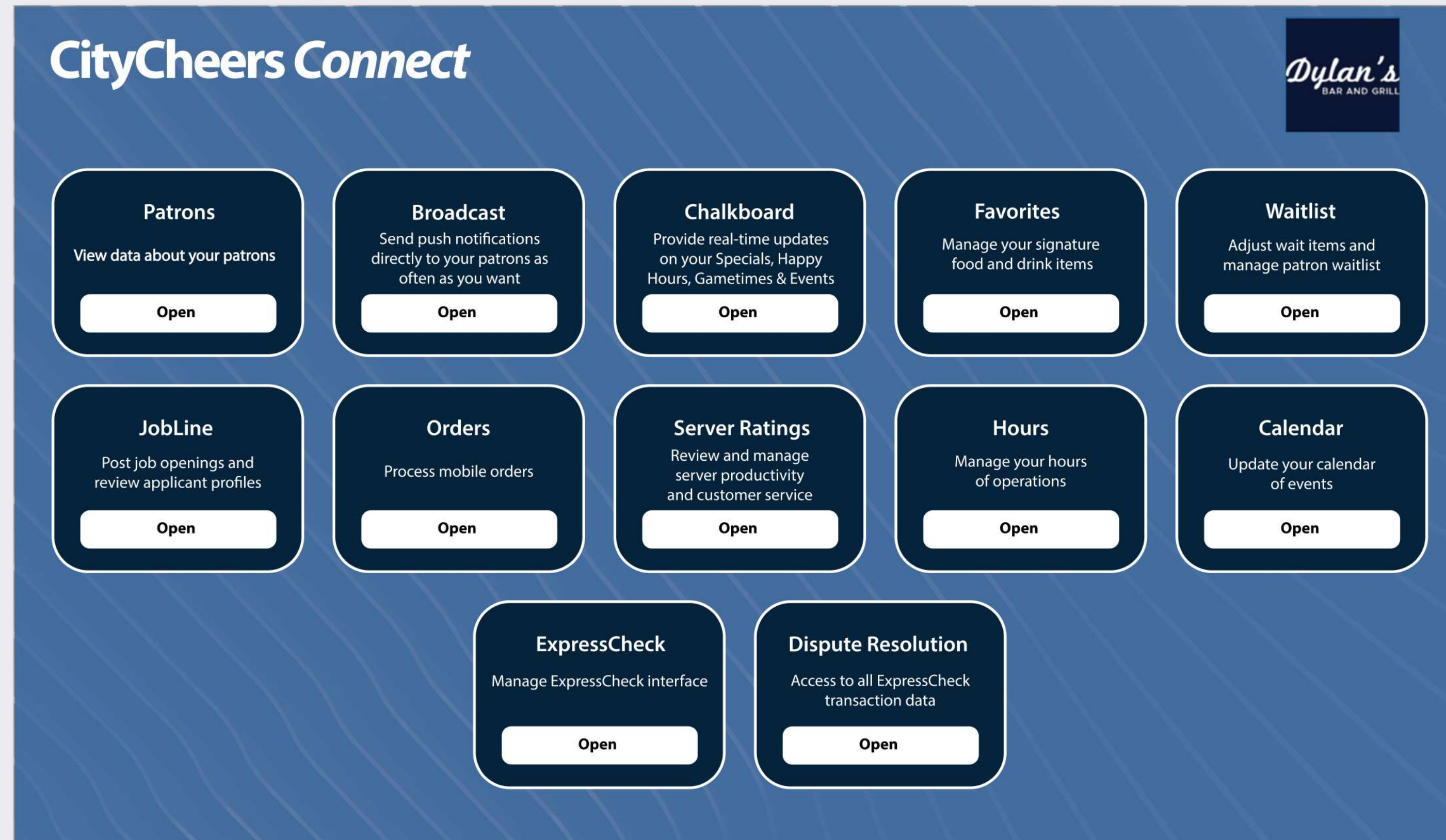
Retailer's post their Daily Specials, Game Times, Signature Items, and Events on their live streaming Virtual Chalkboards and Calendars of Events



This is how CityCheers gets guests to return more often and bring their friends

CityCheers Connect Portal

Manage all your app's content and send unlimited FREE broadcasts



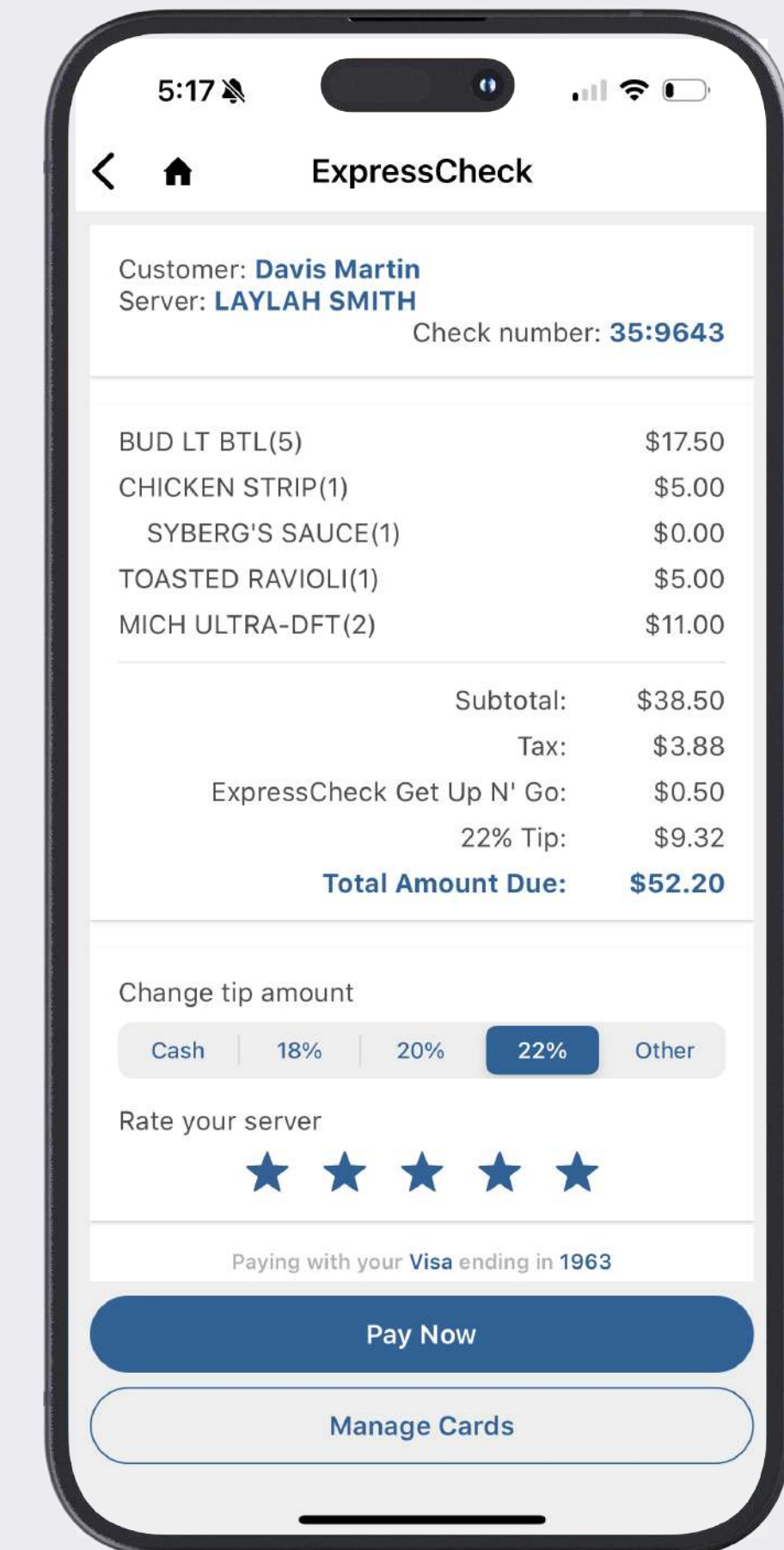
Login credentials provided by CityCheers. Access the portal at connect.citycheers.com or from our website.

One national platform for payments

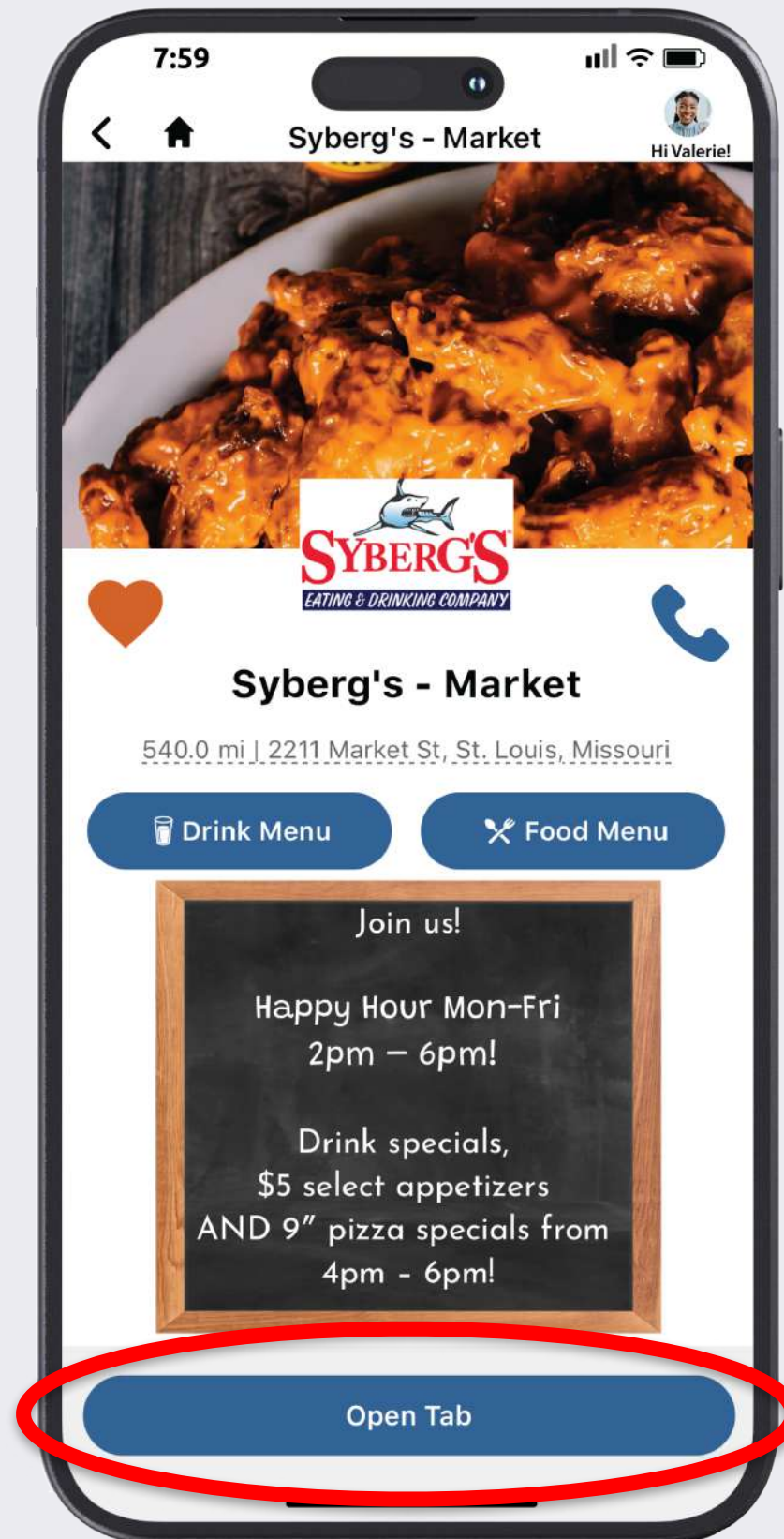
The new payment standard for bars and restaurants

- Automates the payment process
- ExpressCheck pushes the orders on the POS to guests' mobile device
- Anything added to the order on the POS shows up in the app
- Rewards and Loyalty can be redeemed right on the app
- All payments go directly to your current processor
- Works with all the major POS system networks

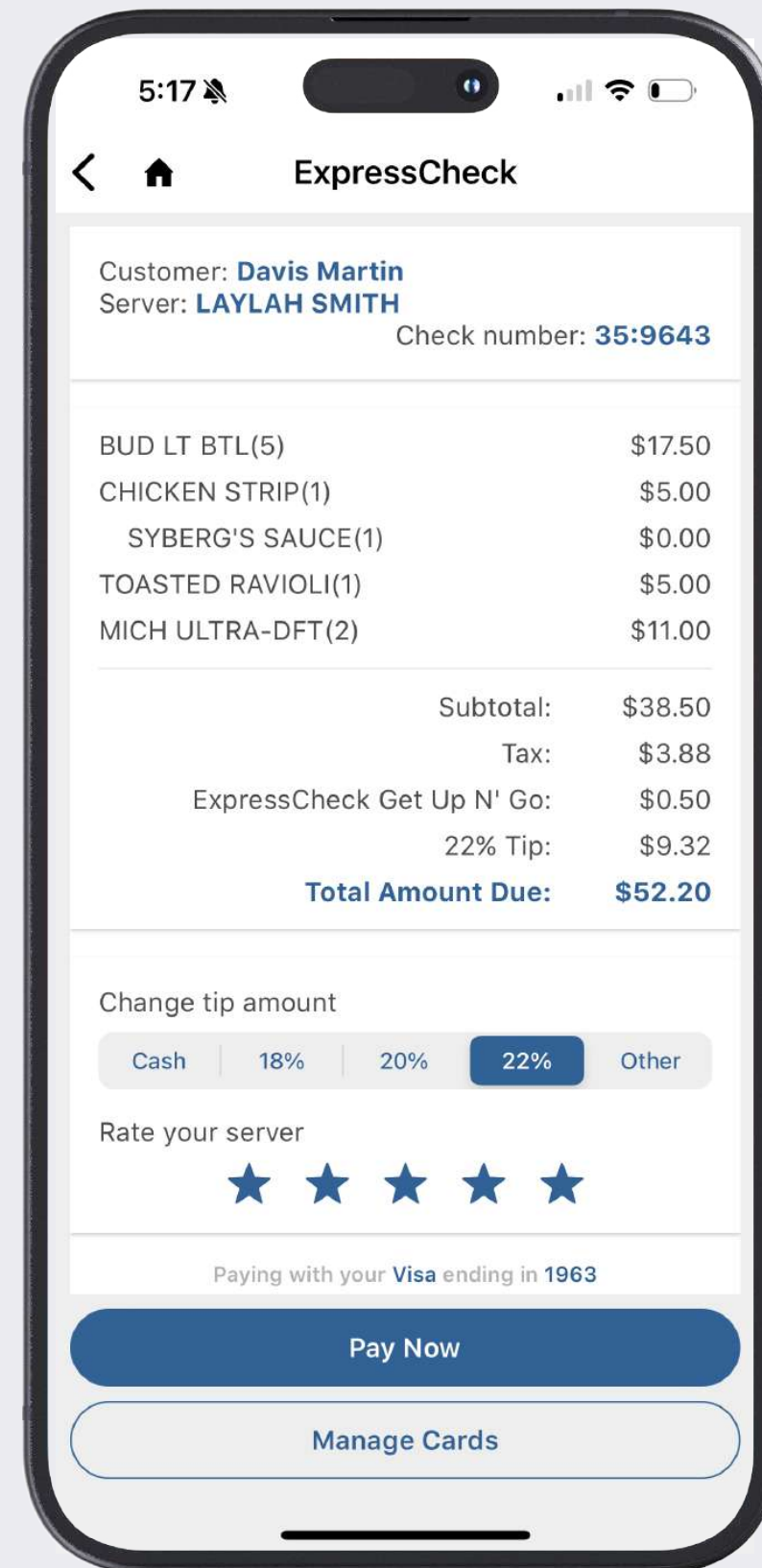
CityCheers users can pay everywhere - just like Uber!



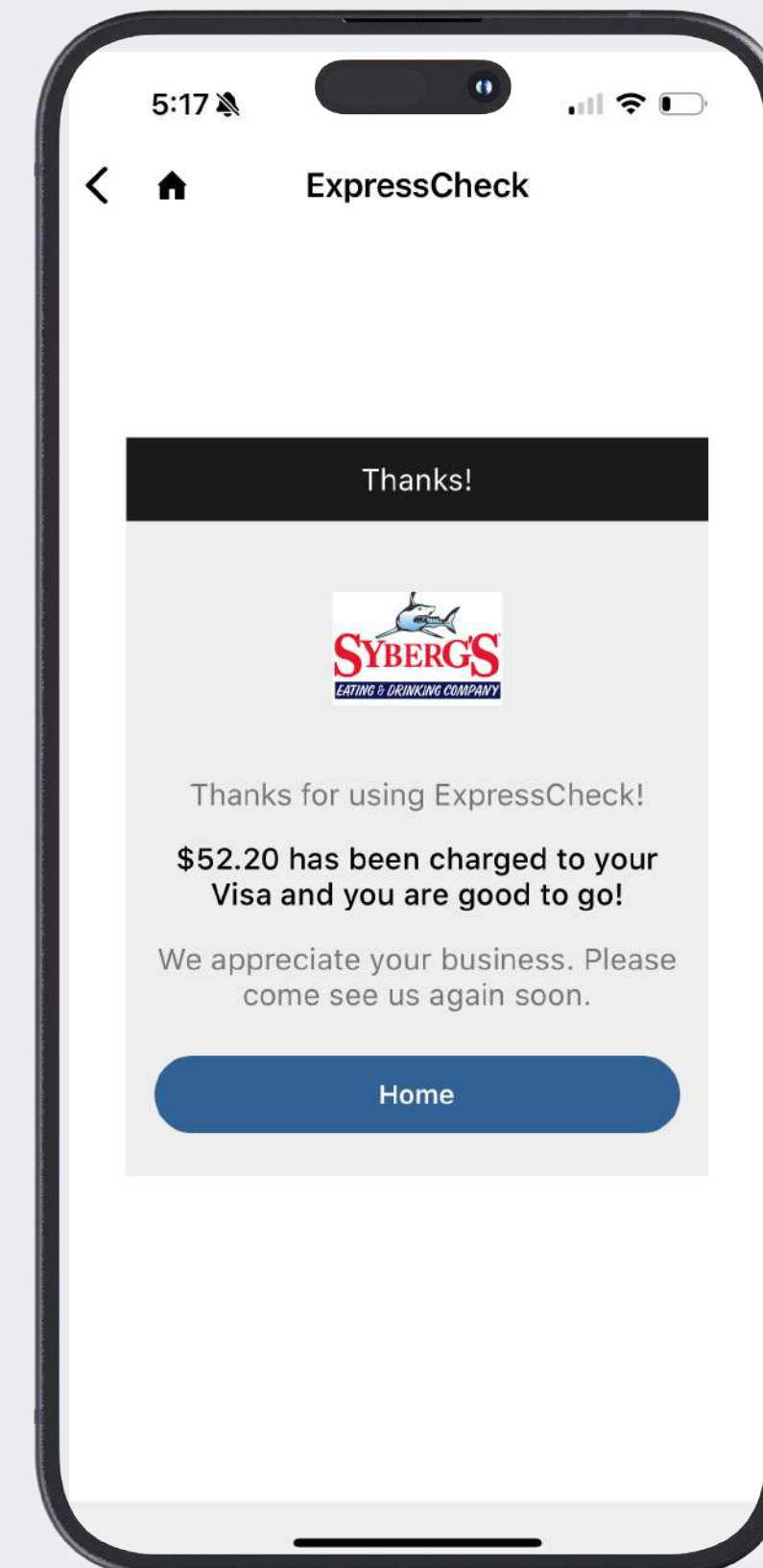
Guests simply Tip, Pay and Go



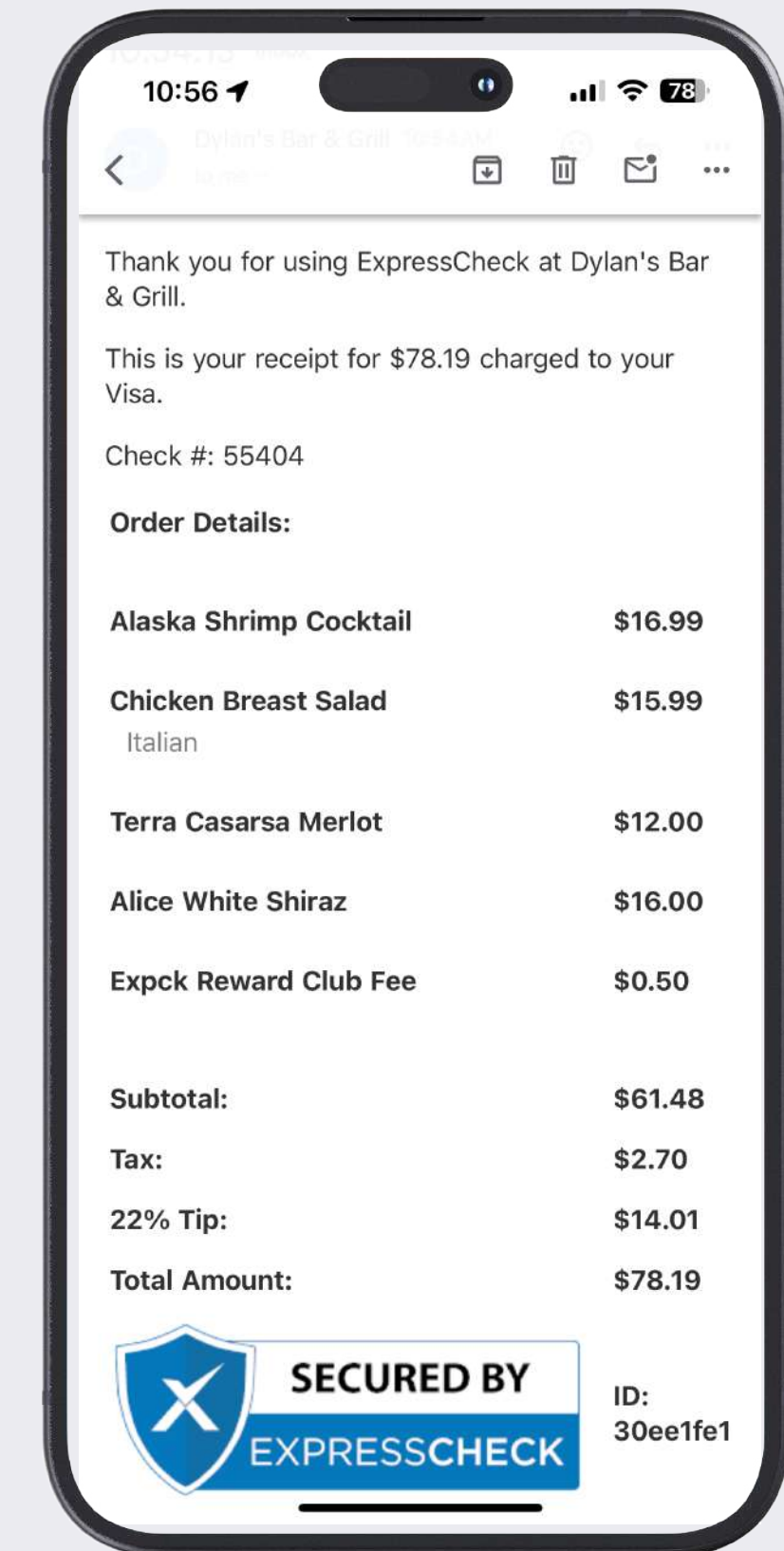
Guest taps "Open Tab" and tells their server their name



As soon as the order is placed in the POS it shows up in the app

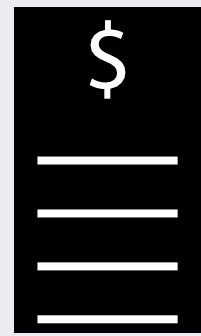


Guest taps "Pay Now" and the ticket is closed and tip adjusted



Receipt is saved in the app and emailed to the guest

ExpressCheck Server Benefits



Eliminate printing checks and processing credit cards



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



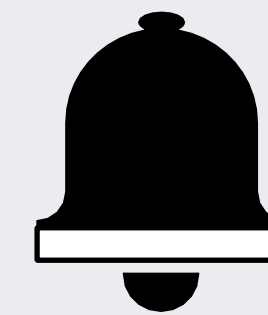
Turn tables faster, cover 2-3 more tables every shift



Tips are automatically adjusted in the POS



More time to upsell food and drinks = Larger checks



CityCheers “Alerts” message your guests, encouraging repeat visits

 **EXPRESSCHECK**

Increase Guest Adoption



- 1 Tell every guest about CityCheers & ExpressCheck. Promote the \$5 Welcome Reward and Loyalty program.
- 2 When guests pay through the app, they automatically favorite you - helping you build repeat business and earn more.
- 3 Hand out server cards and ask guests to pay through the app.

If you are paying by credit card, use this app, it's a great new way to pay at bars and restaurants.

CityCheers
America's Hospitality Super App

No check. No wait.
Pay on the app. Leave when you want.

The ExpressCheck feature automates the payment process:

- Your tab is always on the app
- Just Tip and Pay whenever you're ready to go
- Your server no longer needs to manually charge your card - it's saved on the app

Best of all - no more splitting checks - everyone gets their own tab

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

\$5 Welcome Reward
when you Pay with ExpressCheck you earn \$5 Loyalty Rewards on every 6th visit

- ExpressCheck fee: \$0.75
- Your Rewards cover the ExpressCheck fees

It feels like Dining & Dashing but you're not

Create an account and enter your credit card into the app

Tell the Server your paying on the app when you arrive - checks are split at the beginning of the visit

Your check is on your phone - just tap Pay & get up and Go

No more waiting for checks or handing over credit cards - its automated now!

CityCheers
America's Hospitality Super 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***

X EXPRESSCHECK Certified



Congratulations!

**You are on your way to
making more money**



**Make sure you have downloaded the app
and favorite  your restaurant**

See your manager to run an ExpressCheck transaction

Support & 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
<https://citycheersmedia.com/resources>