



ExpressCheck + Dinerware Tutorial

This guide explains how to create, assign, manage, and close ExpressCheck tickets quickly and confidently.

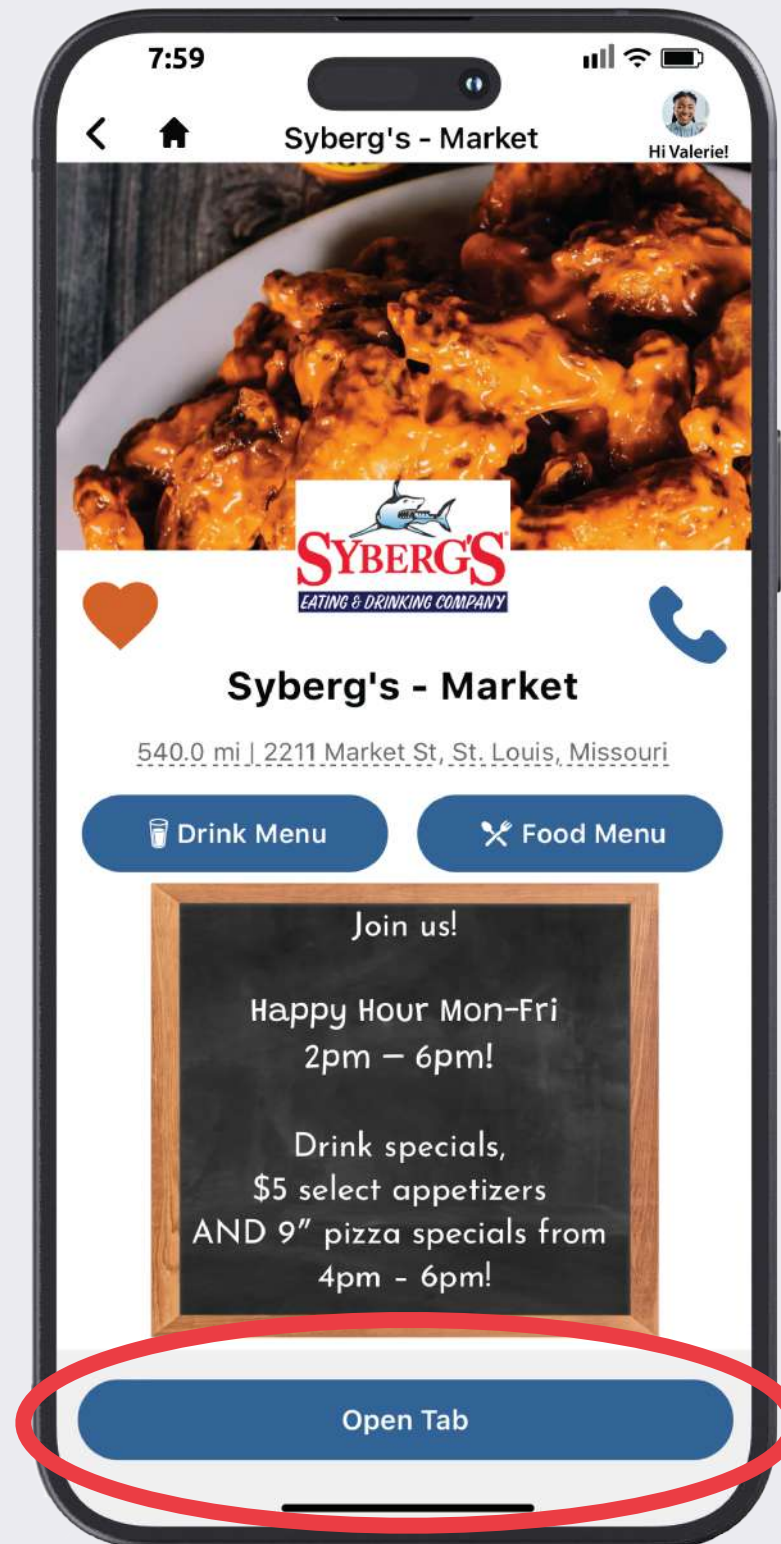
Follow these simple steps to increase tips, prevent walkouts,
and turn guests into loyal repeat customers.



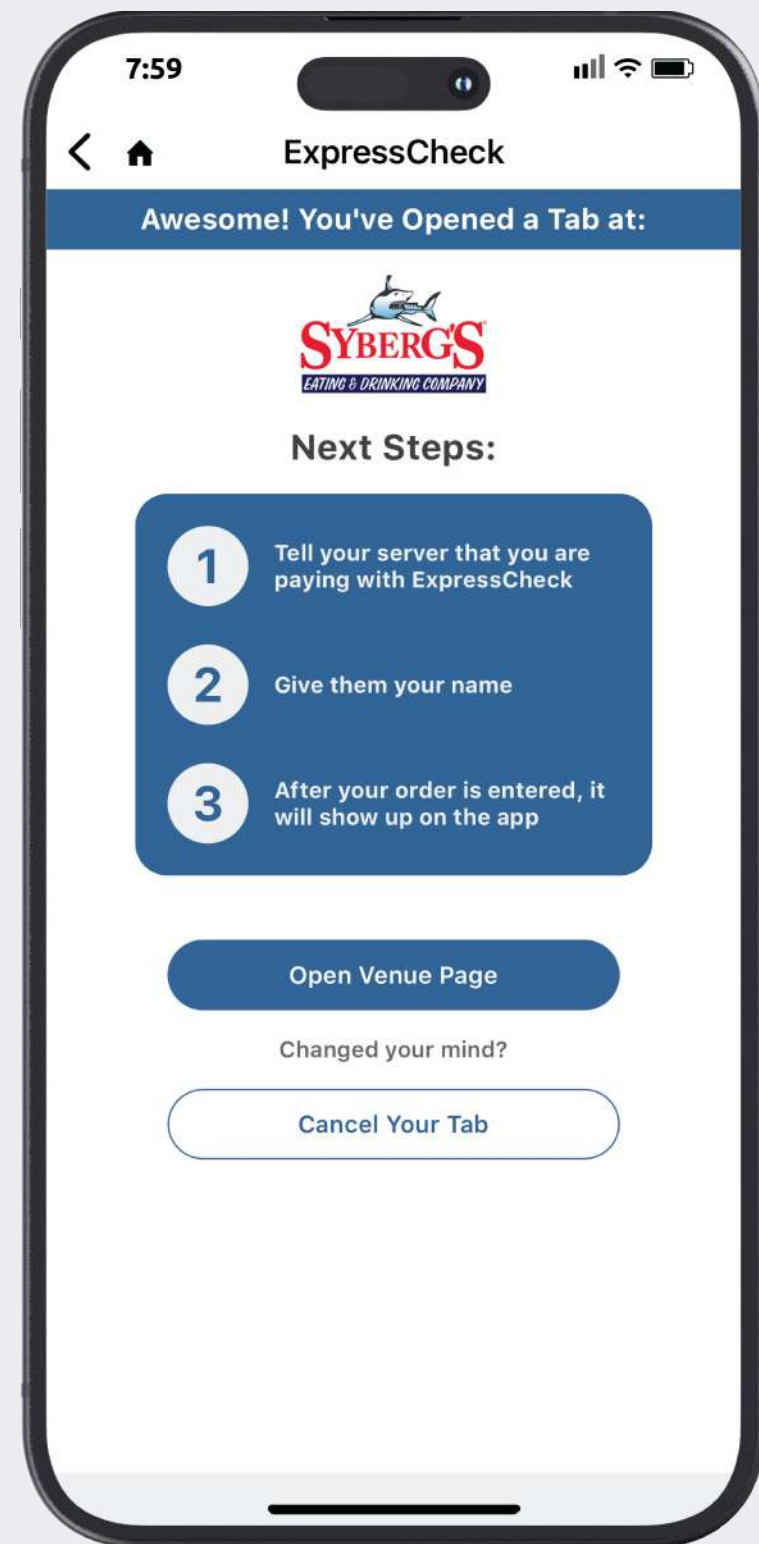
ExpressCheck Transaction

Ticket can be assigned at any time during the meal

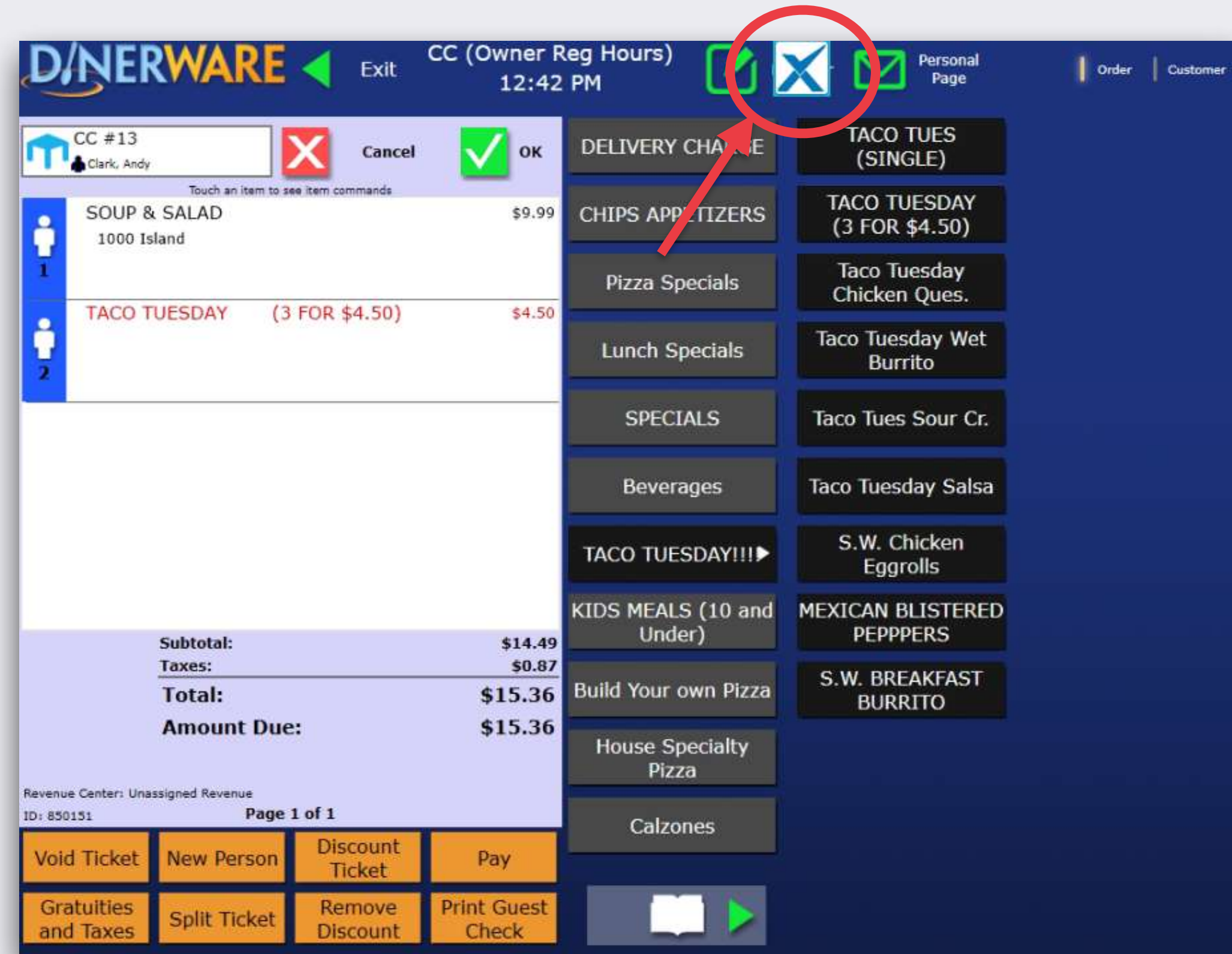
Create the Ticket



Guest taps
Open Tab.



They are informed to
give the server their
name.

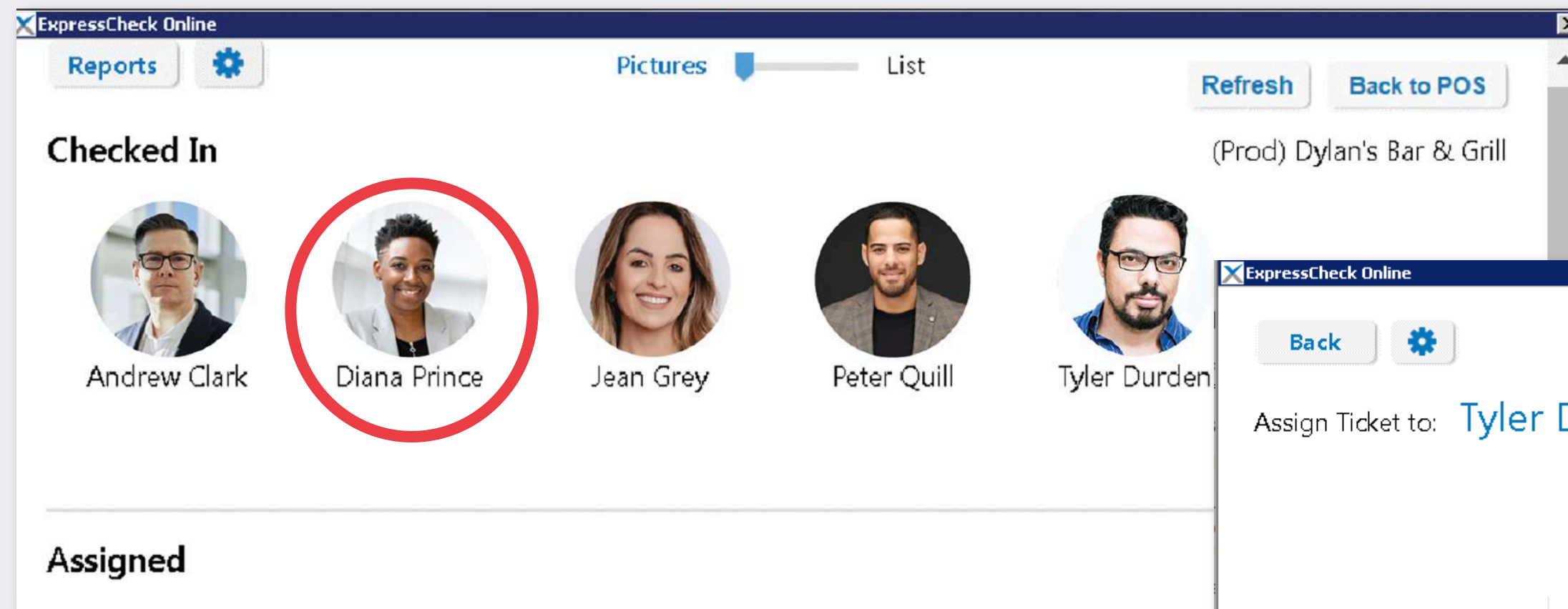


- 1 Take the order & write down guest's name.
- 2 Create the ticket and Tap the ExpressCheck icon.

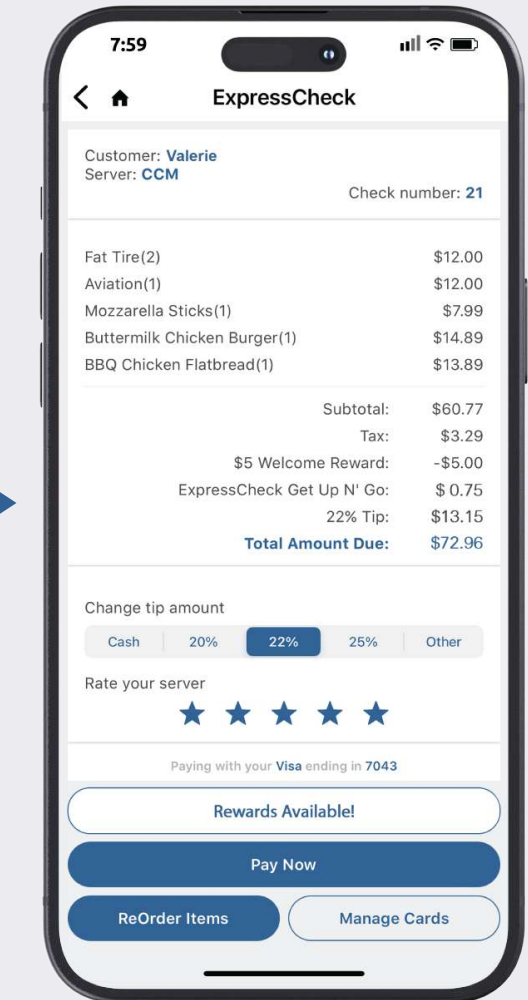
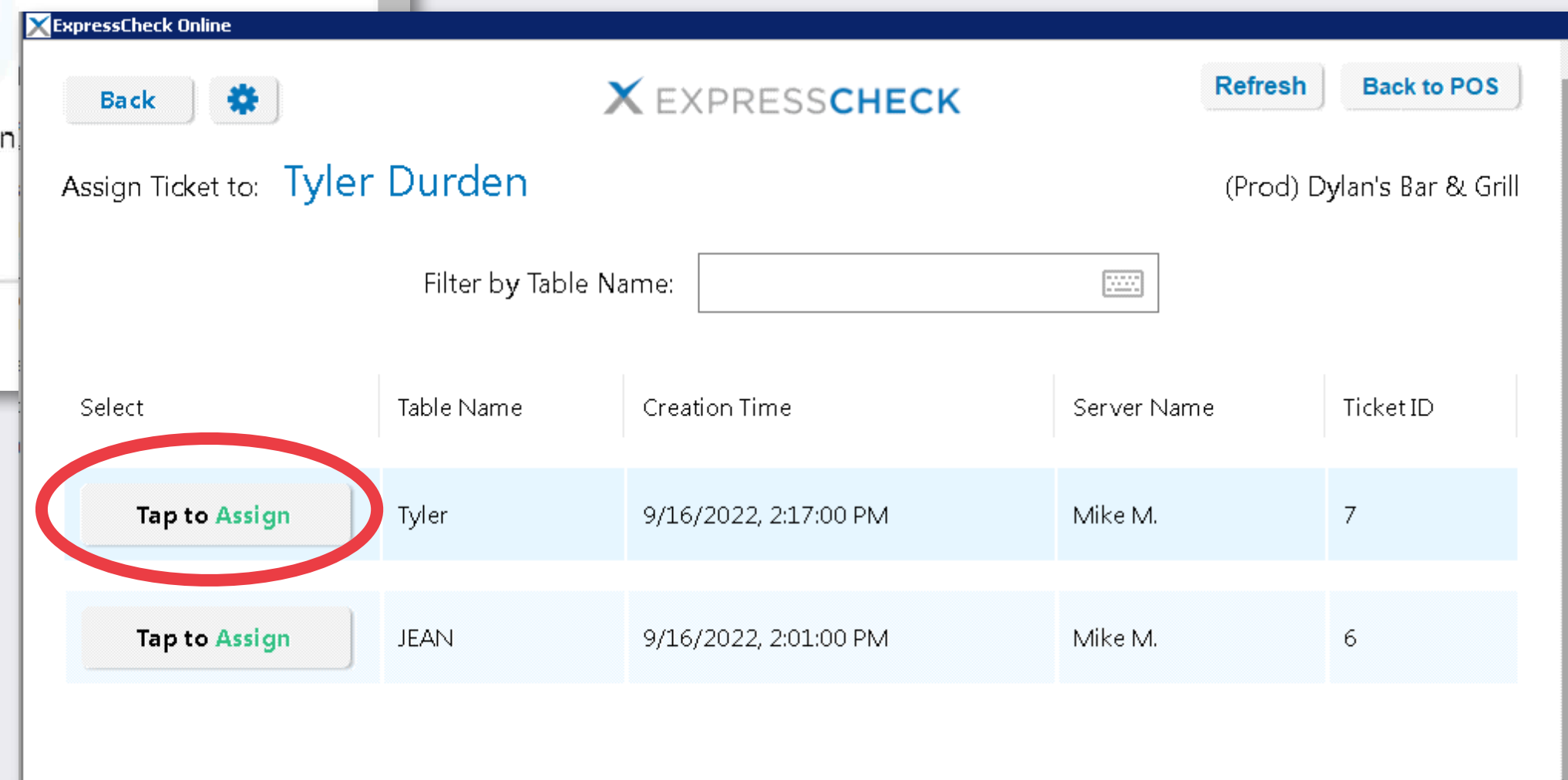
Assign the ticket - Send the ticket

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

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



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



3

Order will appear on the guests phone.

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

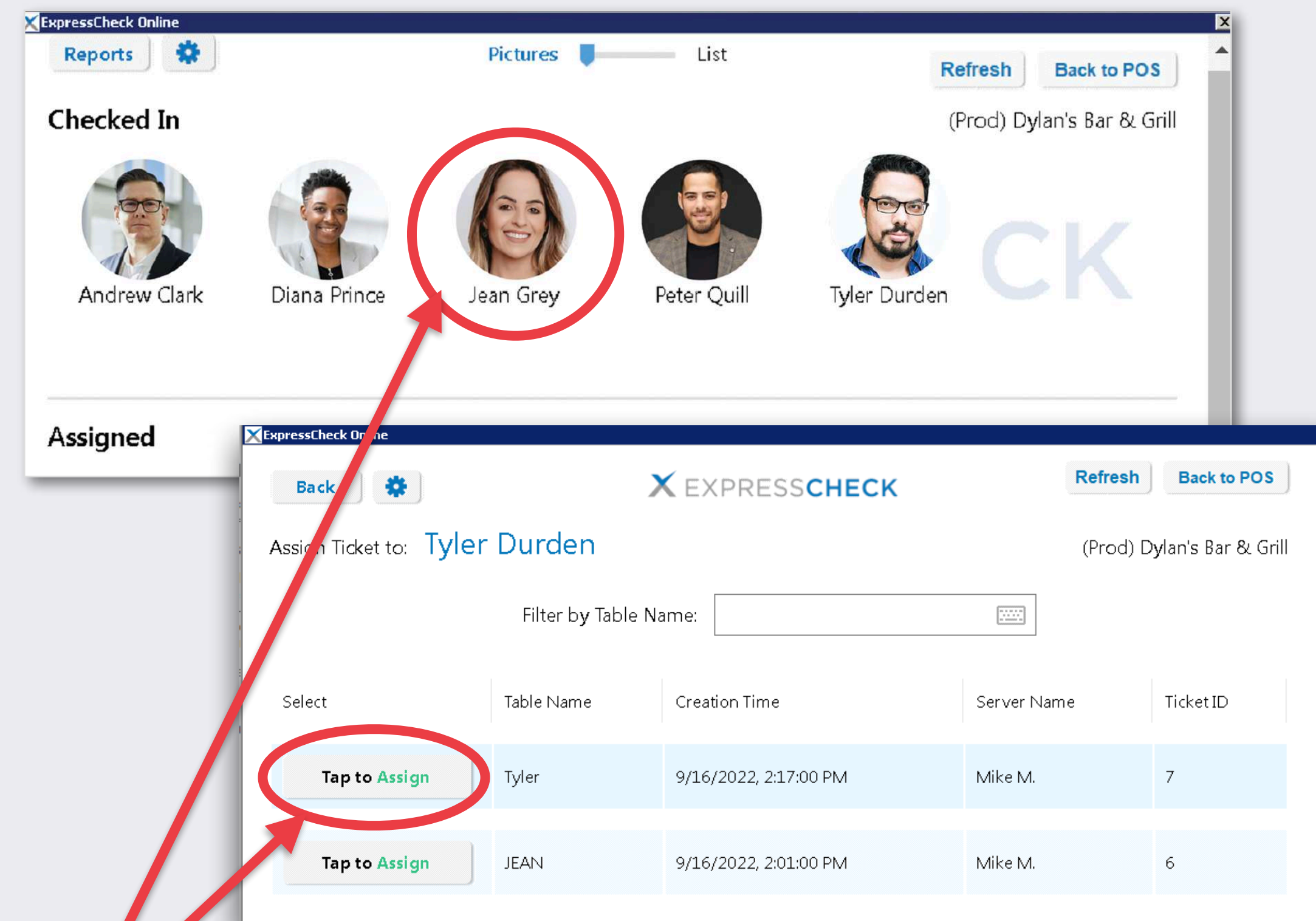
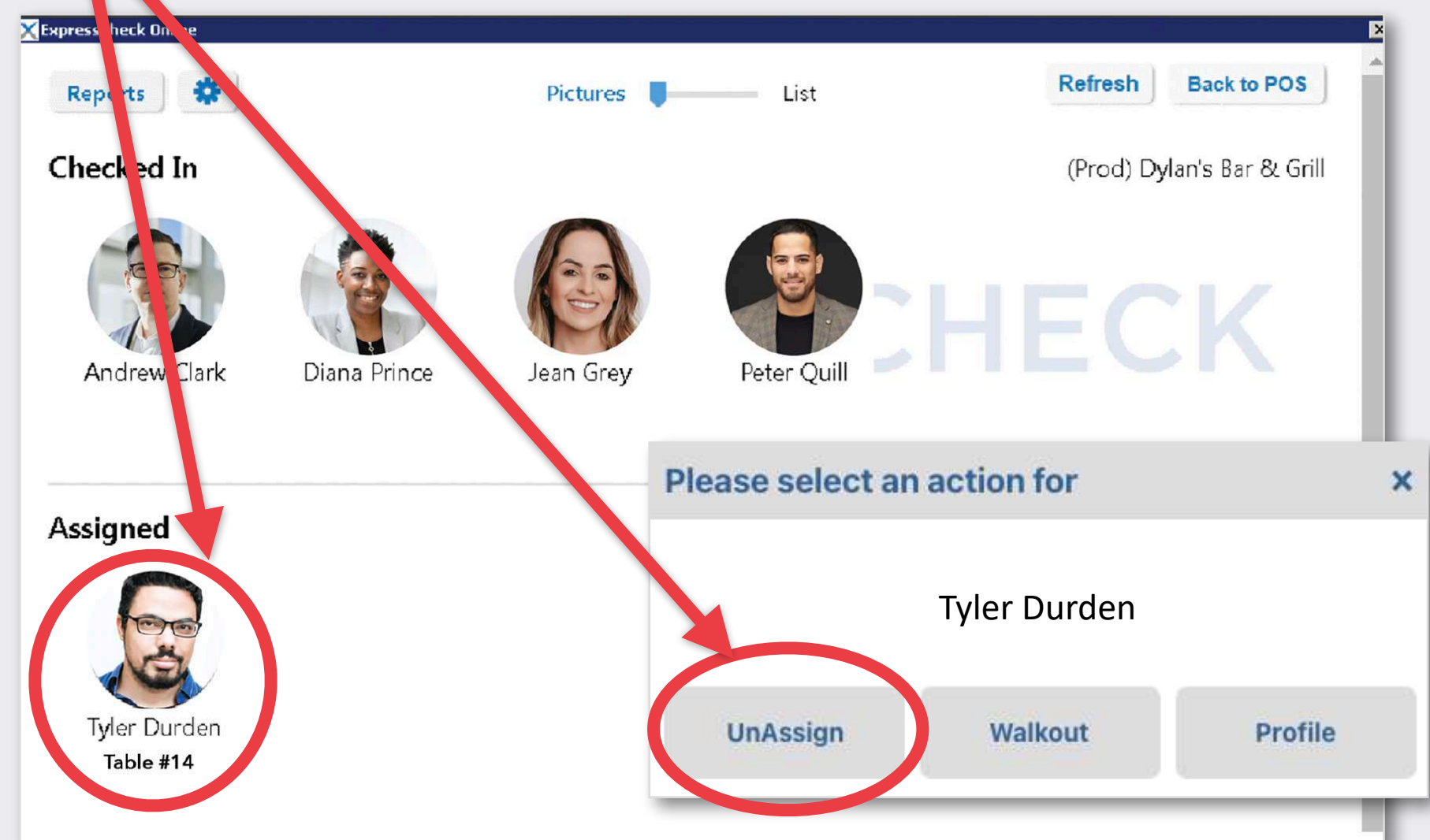
Wrong Check Assigned

Un-assign & Re-assign

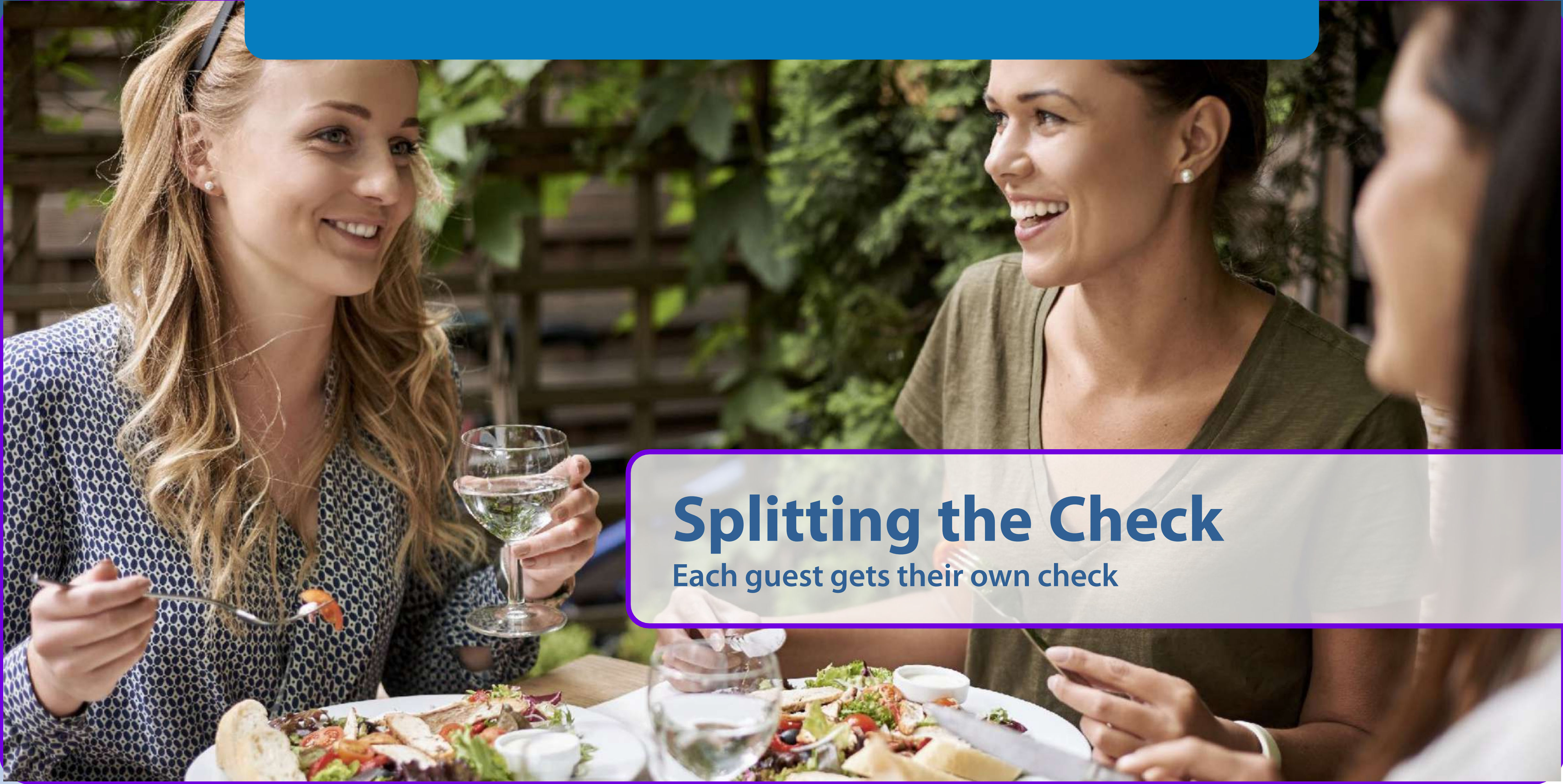
1 Tap the ExpressCheck Icon



2 Tap the Guest to Un-assign.



3 Once unassigned, tap the face again and choose the correct ticket.



Splitting the Check

Each guest gets their own check

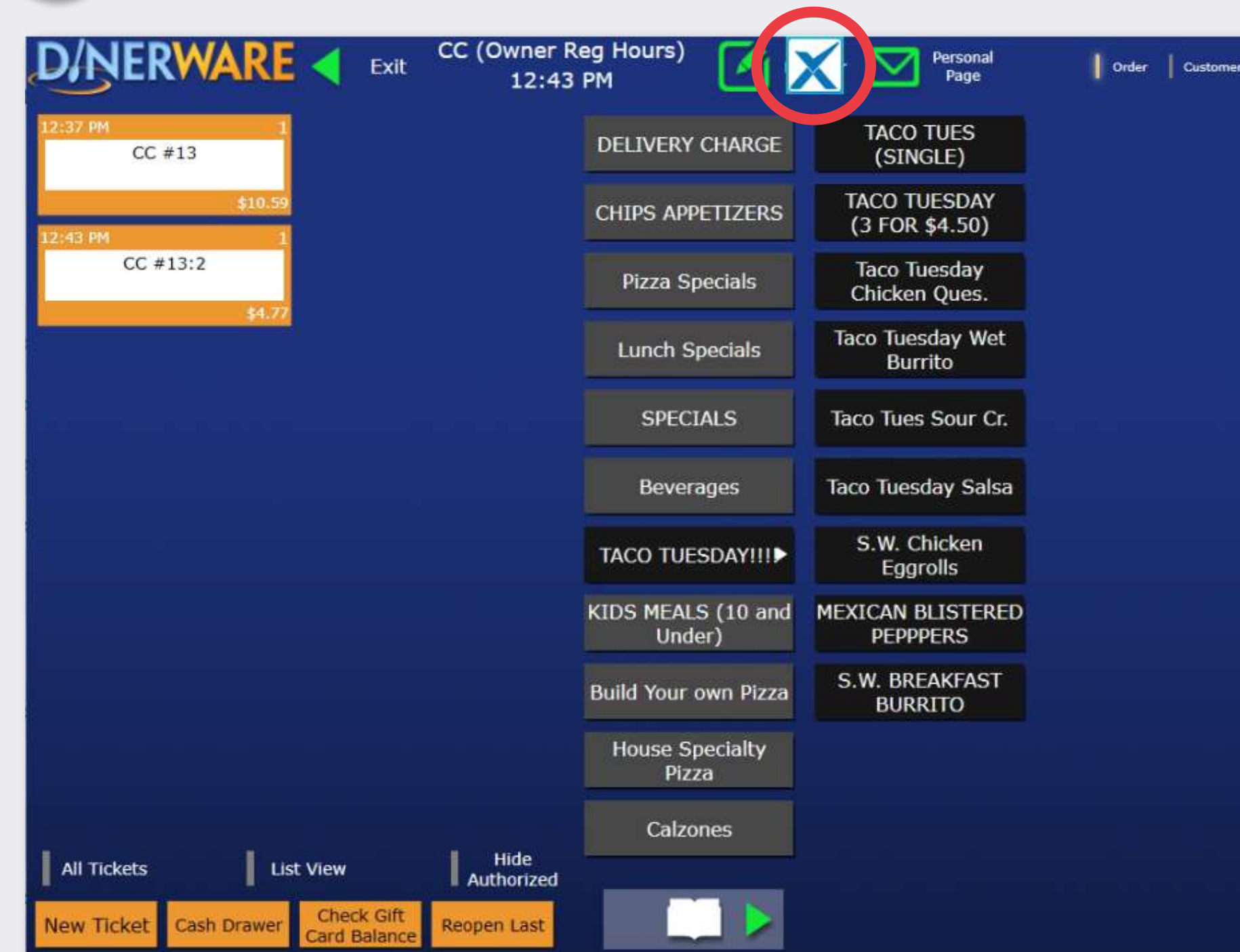
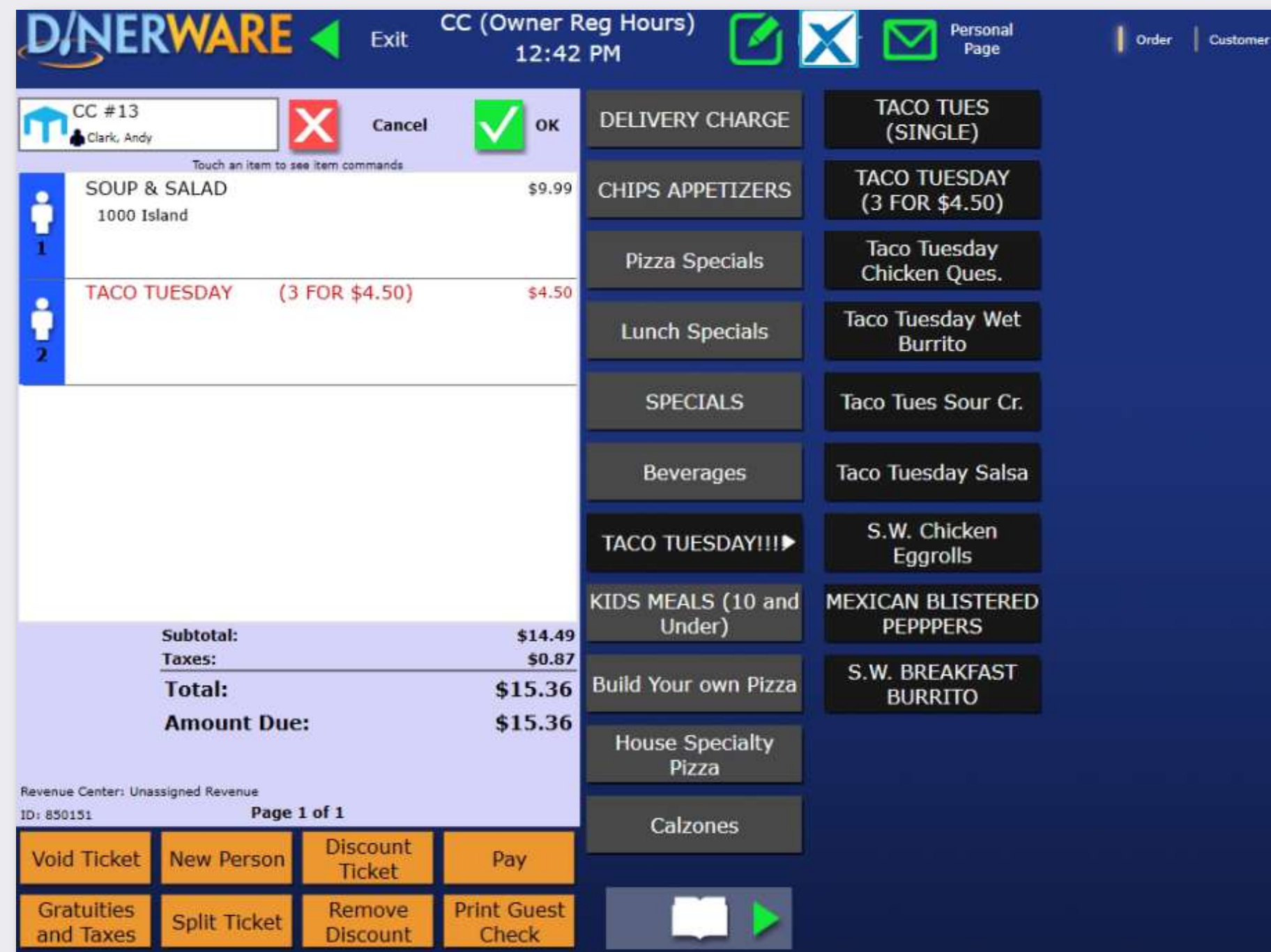
Split Tickets

Create the ticket - **Send** 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 & tap on the ExpressCheck icon.



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 Select your first guest.

The screenshot shows the ExpressCheck Online interface. At the top, there are navigation options: Reports, Pictures, and List. Below this, a 'Checked In' section displays five guest profiles: Andrew Clark, Diana Prince (circled in red), Jean Grey, Peter Quill, and Tyler Durden. Below the 'Checked In' section is an 'Assigned' section. A modal window is open, titled 'Assign Ticket to: Tyler Durden'. It features a 'Filter by Table Name' input field and a table with the following data:

Select	Table Name	Creation Time	Server Name	Ticket ID
Tap to Assign	tyler	9/16/2022, 2:17:00 PM	Mike M.	7
Tap to Assign	JEAN	9/16/2022, 2:01:00 PM	Mike M.	6

2 Choose the ticket.

3 You will be prompted that the ticket has been split.

This ticket has been split. Please choose which seat to assign to Tyler Durden

Ok

The screenshot shows the ExpressCheck Online interface with the 'Assign Ticket to: Tyler Durden' modal window. The 'Filter by Table Name' field is empty. The table below shows two rows, both with a 'Tap to Assign' button circled in red:

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

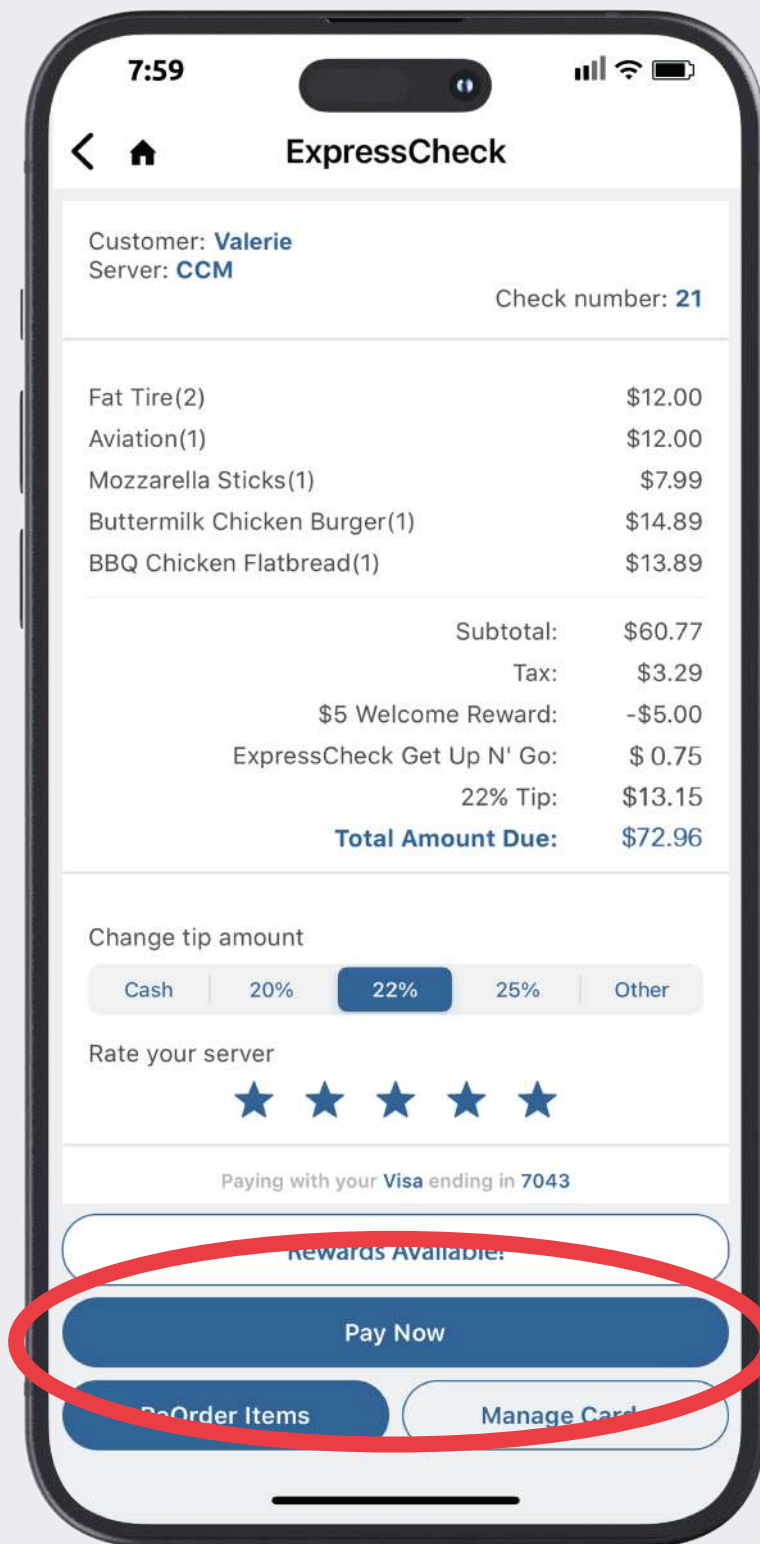
4 Choose the correct seat and assign it. Continue assigning the remaining seats.



ExpressCheck

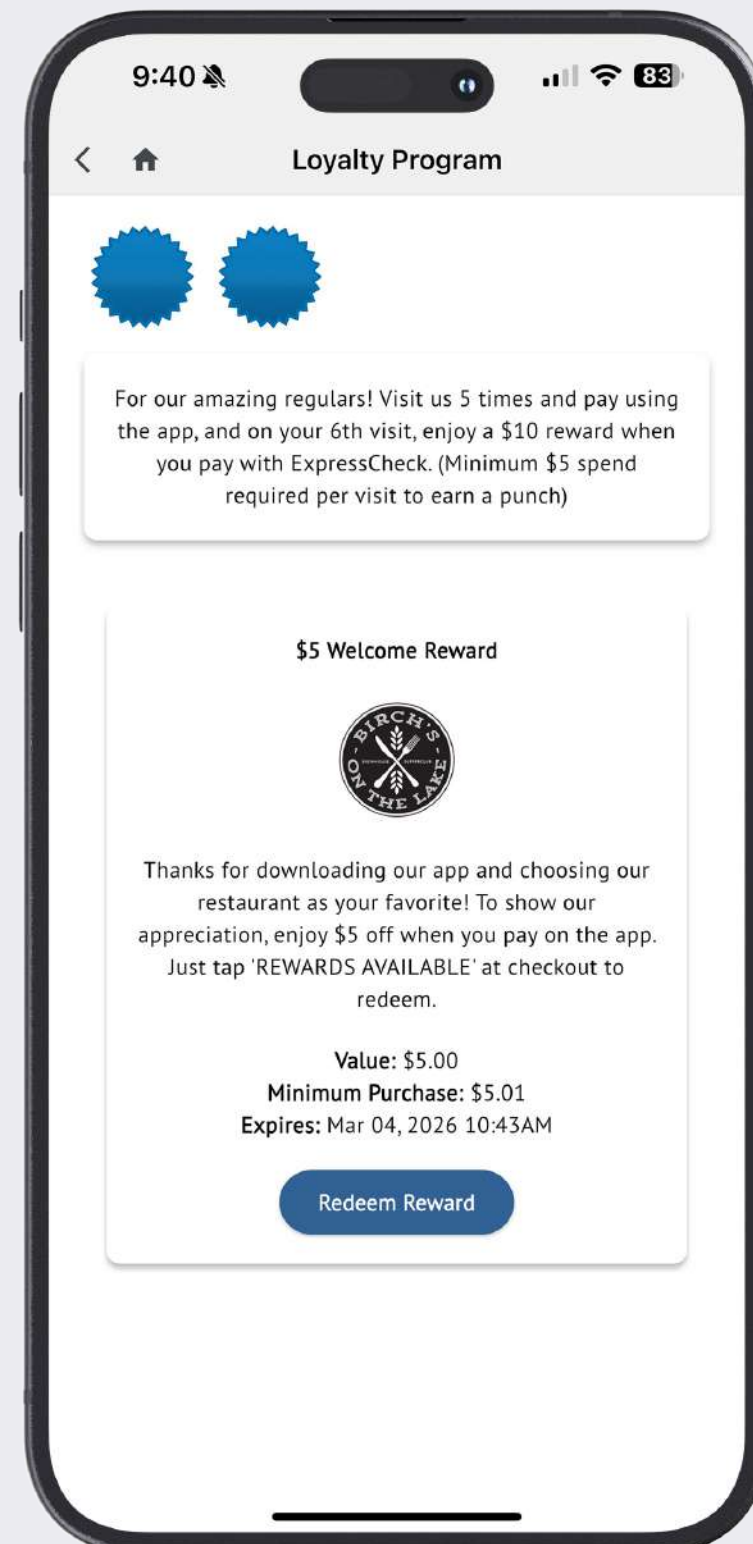
Guest experience

What the Guest Sees



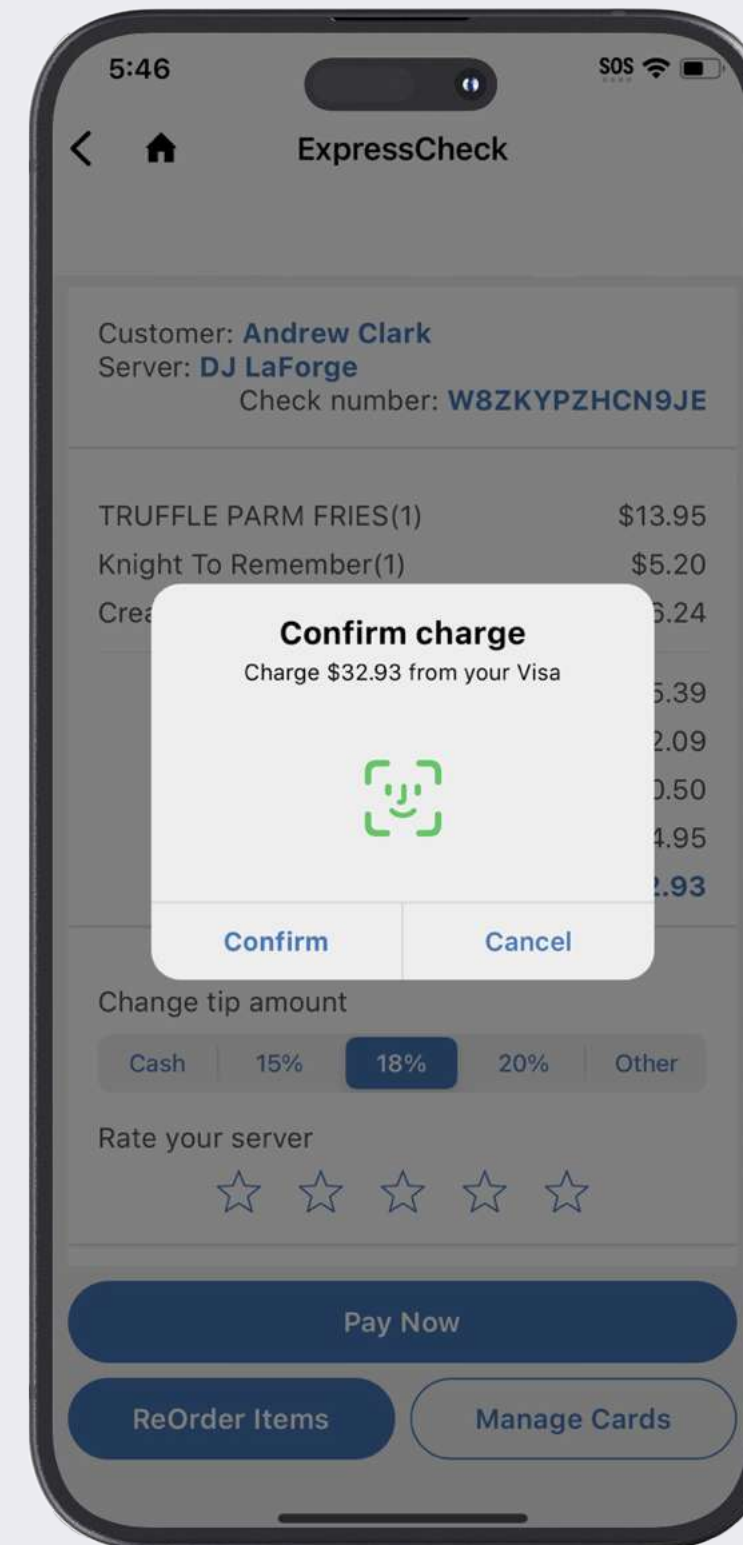
1

Check is sent to the guests phone. Rewards are available in the app and do not effect tips.



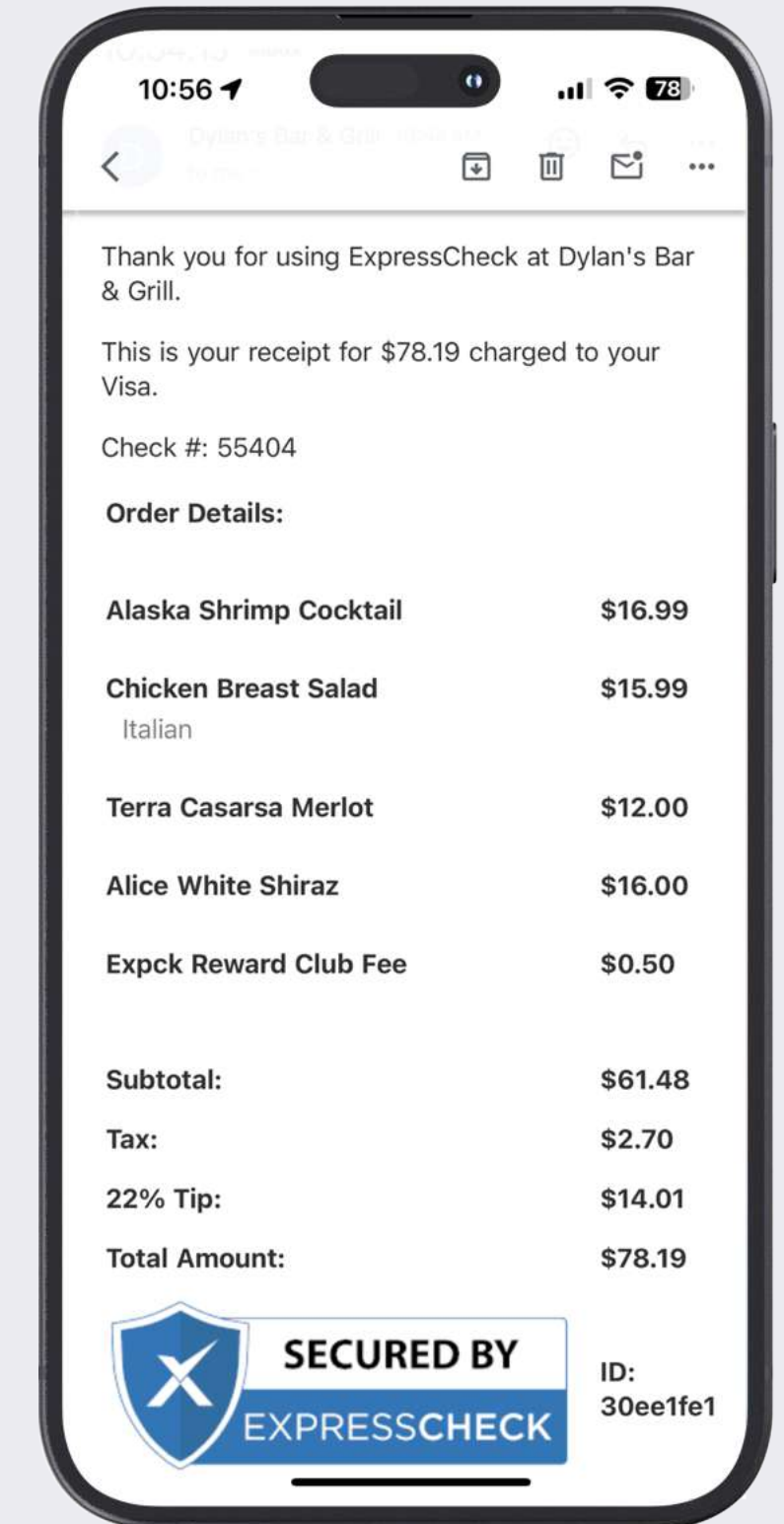
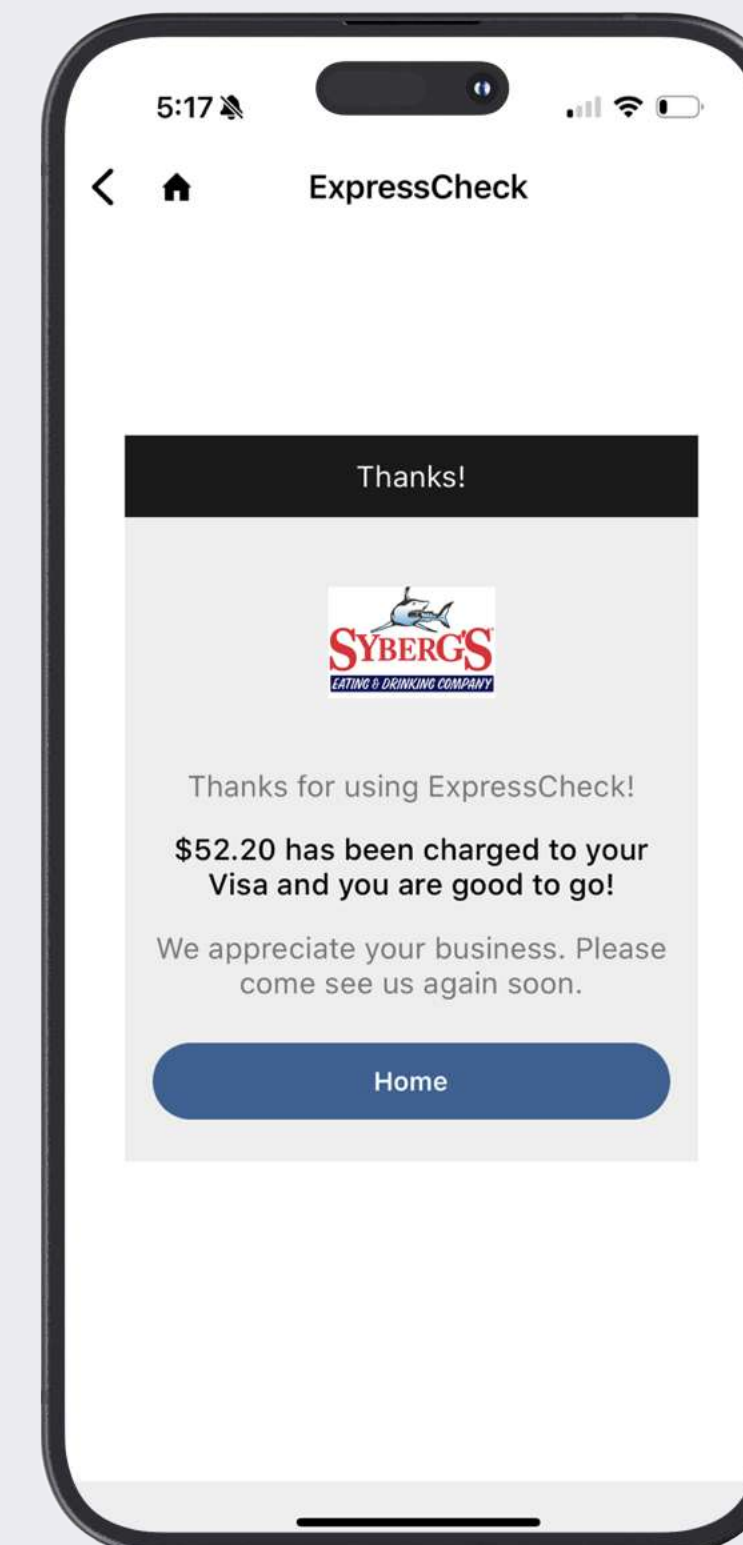
2

Double verification protects you and the guest.



3

Receipts are saved in the app and emailed to the guest.





Walkouts

Manually & Auto Close

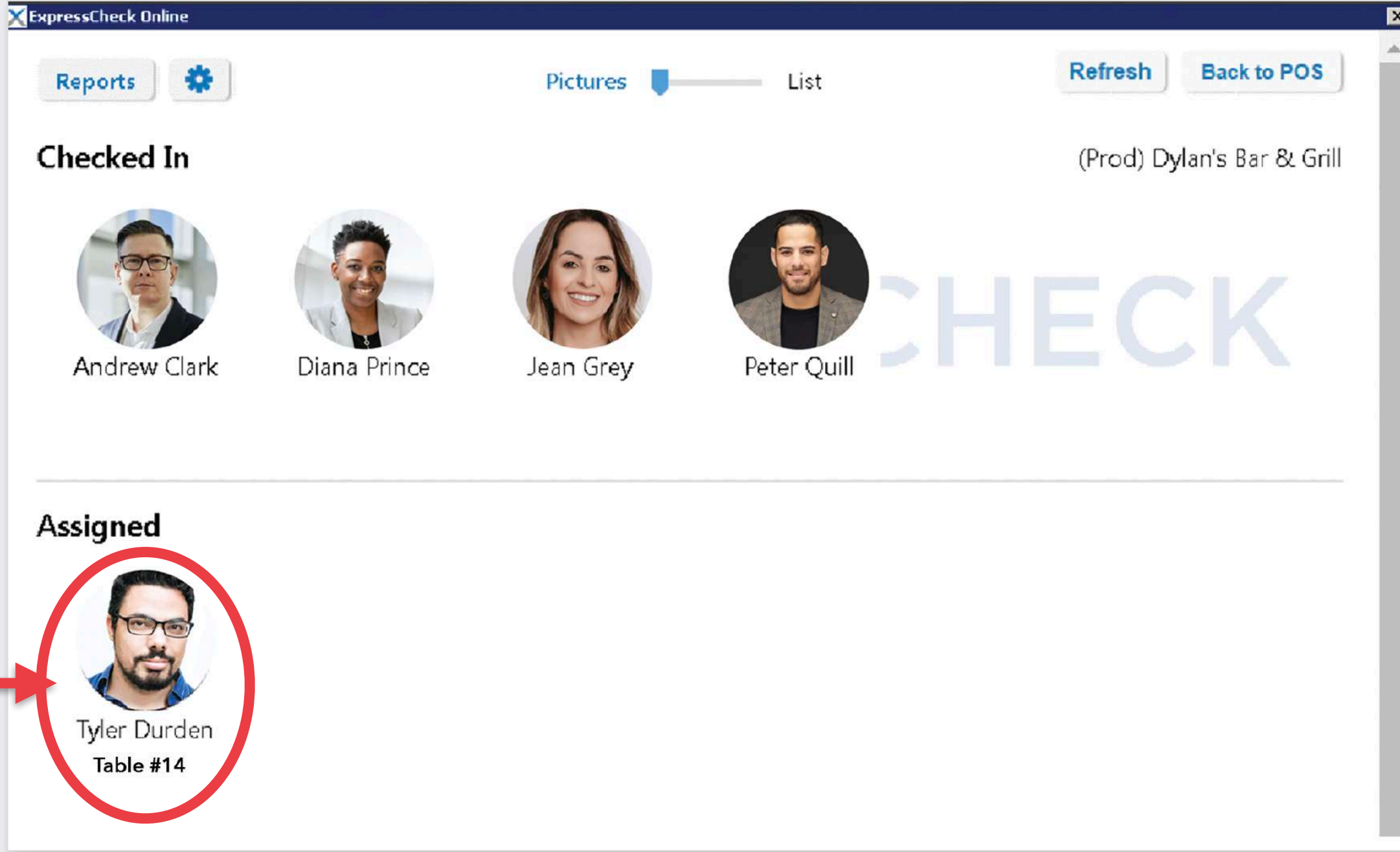
Walkout Protection

You are protected from walkouts once a guest is assigned to an ExpressCheck ticket.

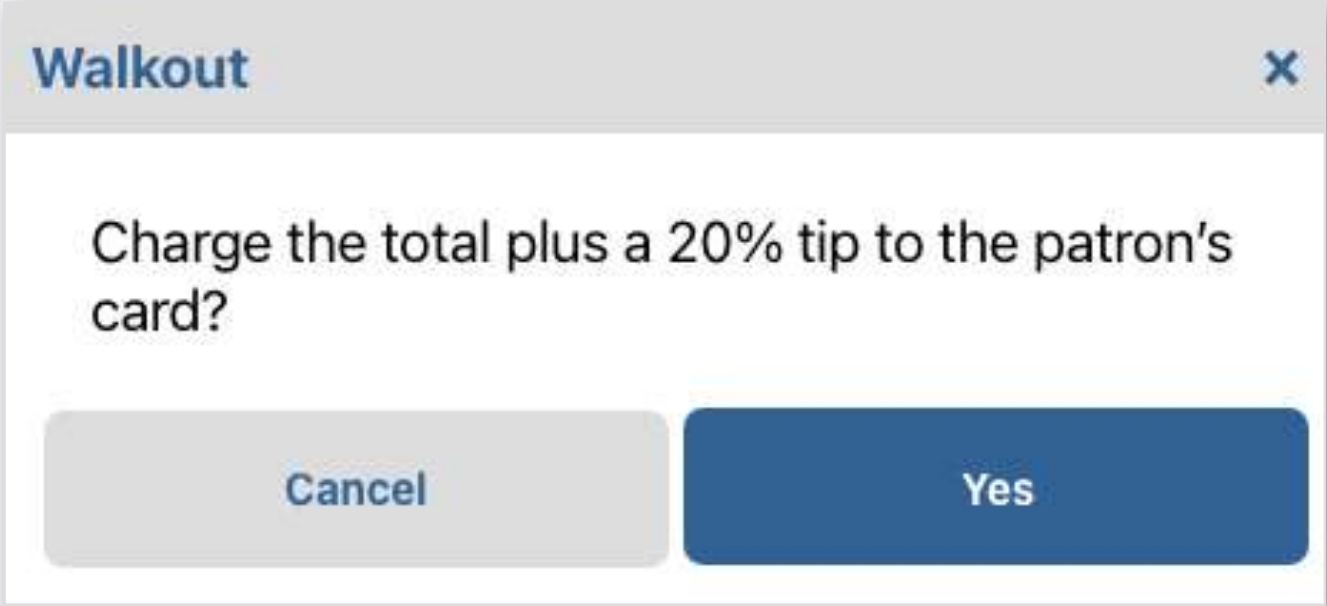
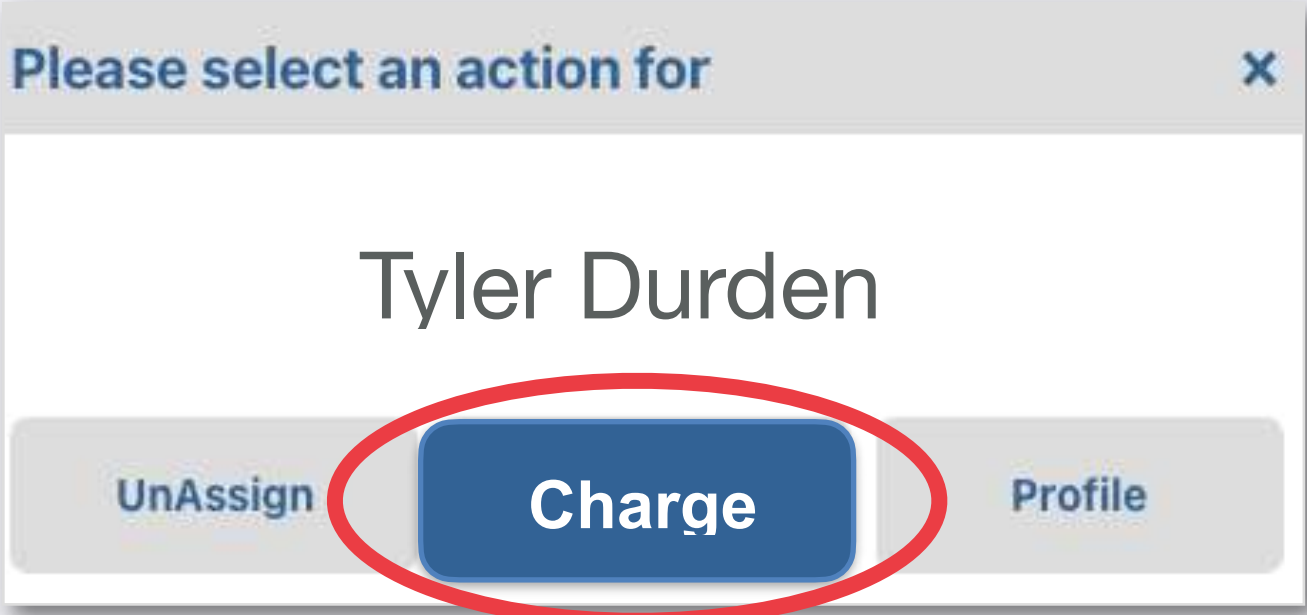
1 Tap the ExpressCheck icon on your POS.



2 Tap the Guest who left without paying.

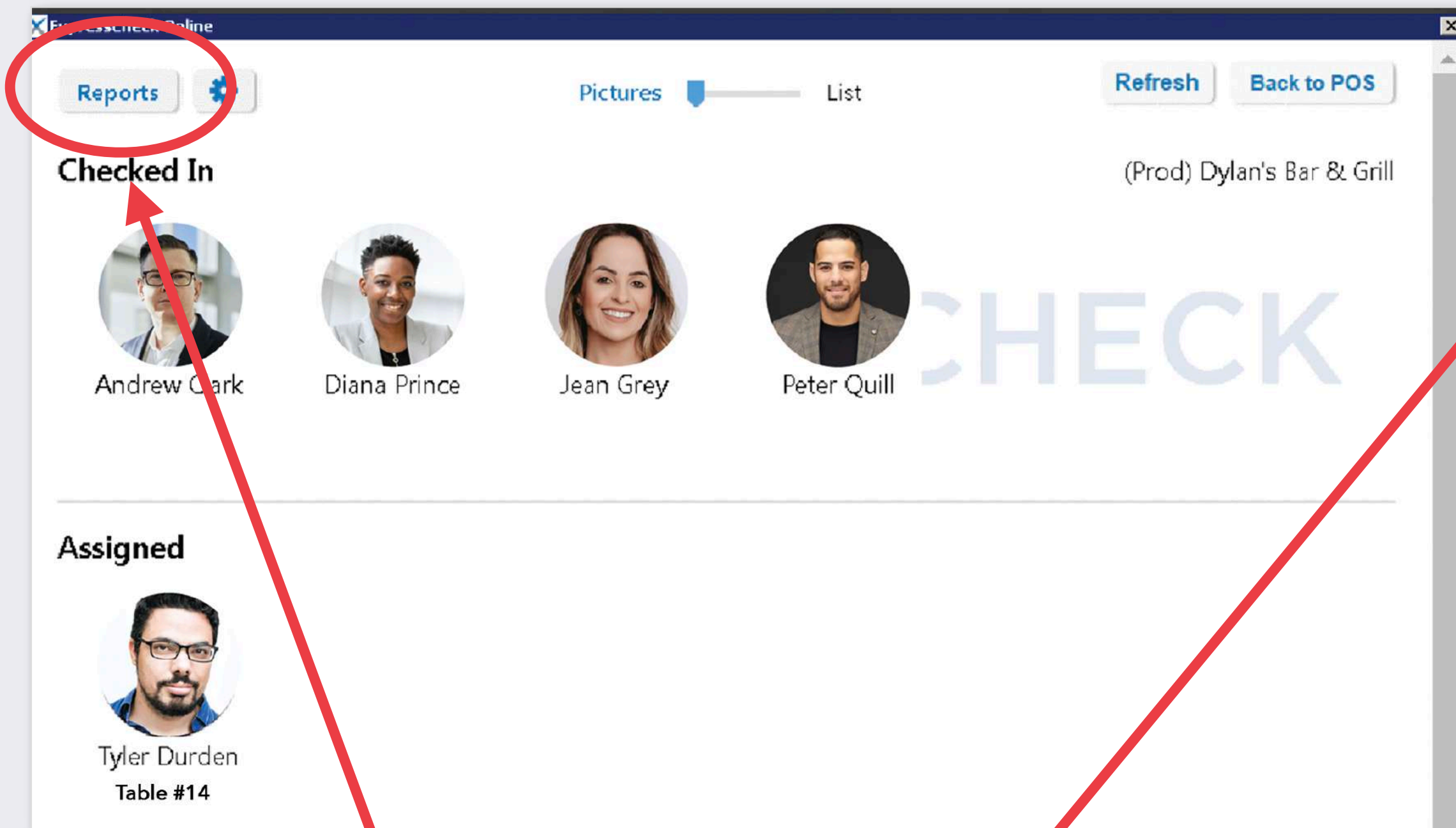


3 Tap Charge, then Yes to add a 20% tip.



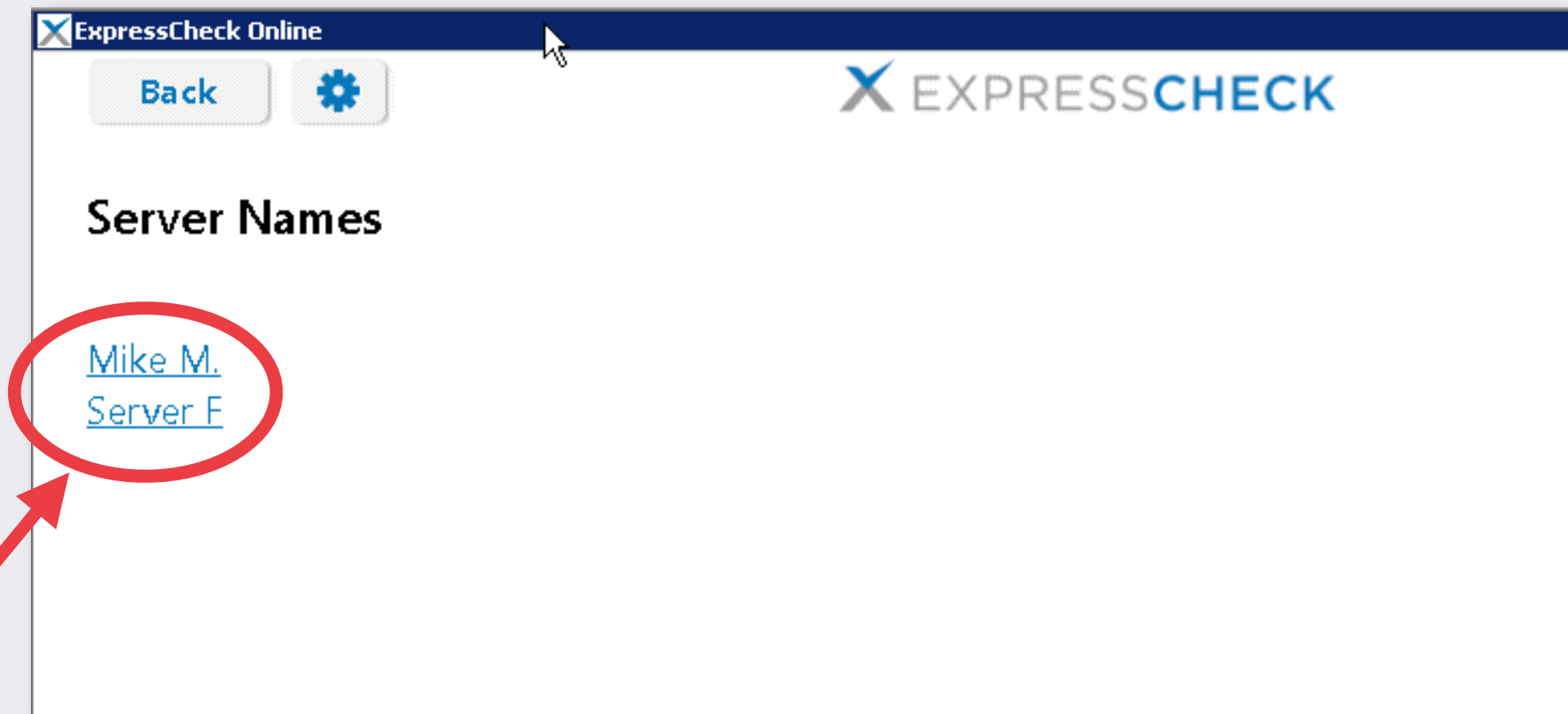
View Tips - Reporting Screen

1 Tap the  icon to open the portal.



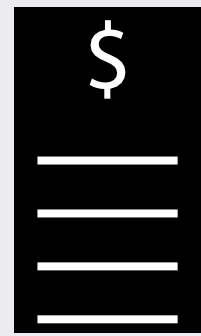
2 Tap Reports then your name.

3 View Tips & Totals.



Date	Time	Patron Name	Total	Tip
2022-09-16	2:23 PM	Peter Quill	21.29	4.29
2022-09-16	2:22 PM	Diana Prince	14.99	3.03
2022-09-16	2:17 PM	Tyler Durden	22.99	4.80
2022-09-16	2:01 PM	Tyler Durden	12.00	2.64
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 Jerva	11.99	2.73
Totals			99.26	20.77

ExpressCheck Server Benefits



Eliminate printing checks and processing credit cards



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



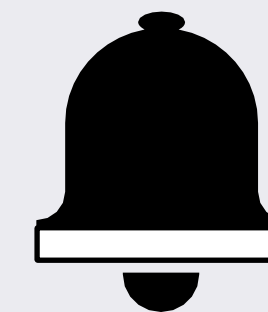
Turn tables faster, cover 2-3 more tables every shift



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>