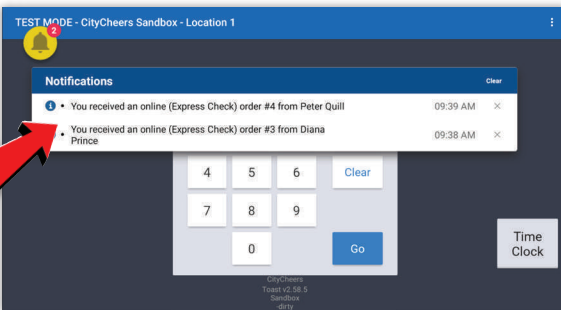


## 1 CREATE & FIRE THE TICKET



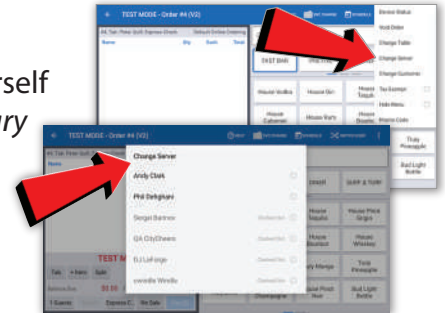
- › The guest downloads CityCheers and creates an account
- › Guest will tap **“Open Tab”**
- › Take the order as usual, get their name and table/ticket number



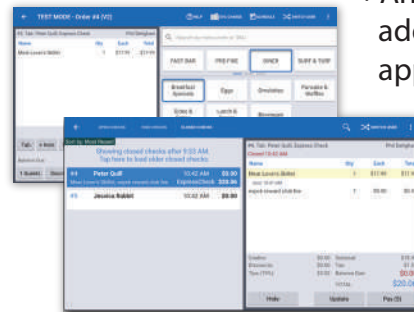
- › Ticket will appear under online order
- › All guests will be labeled with ExpressCheck and their name

## 2 ASSIGN THE TICKET

- › Tap the ticket and re-assign it to yourself - *This is not necessary if you share tips*



- › Order will appear on the guest phone
- › Any additional items added to the ticket will appear in the app



## 3 IF GUEST OPENS EXPRESSCHECK TAB AFTER ORDER HAS BEEN STARTED

- › Guest informs server/bartender they have started ExpressCheck tab after items have been fired on another
- › Go to All Checks screen
- › Tap three vertical dots in upper right corner of screen, tap on Combine Checks
- › Tap ExpressCheck **FIRST** and tap order with items **SECOND** to transfer **INTO** ExpressCheck
- › Assign ExpressCheck tab to table/bar seat



## 4 SINGLE EXPRESSCHECK TRANSACTION | MULTIPLE CHECKS

- › Guests open tabs through ExpressCheck and informs Server/Bartender
- › Make note of each Guest's name
- › Access one of the ExpressCheck tabs on the POS
- › Assign it to yourself and assign to table/bar seat
- › Ring in items on this order and fire to bar/kitchen
- › Assign each ExpressCheck order to the table/bar seat, making sure to tap **Keep As Separate Order**

### **Scenario 1** *CUSTOMER OPENS TAB FIRST*

Select the customer ExCk tab  
Assign to server and table  
Business as normal

### **Scenario 2** *TAB IS OPENED FIRST BY VENUE*

All checks  
Three dots and select combine checks  
Merge ticket **SELECTING** ExCK tab **FIRST**  
Hit combine Checks

### **Scenario 3** *TAB IS OPENED FIRST BY VENUE ALTERNATIVE*

Open the original restaurant while remembering the ticket number for new ExCk tab  
Hit split ticket  
Look up new ExCk ticket number  
Move items from original ticket to Exck ticket  
Hit Confirm and assign ExCk ticket to table and server

### **Scenario 4** *ONLY WAY TO MESS IT UP*

In Scenario 2, when combining tickets, if you select the ticket opened by venue first before selecting ExCk tab it will merge into the original ticket and close the ExCk tab.

