



ExpressCheck + Aloha 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.

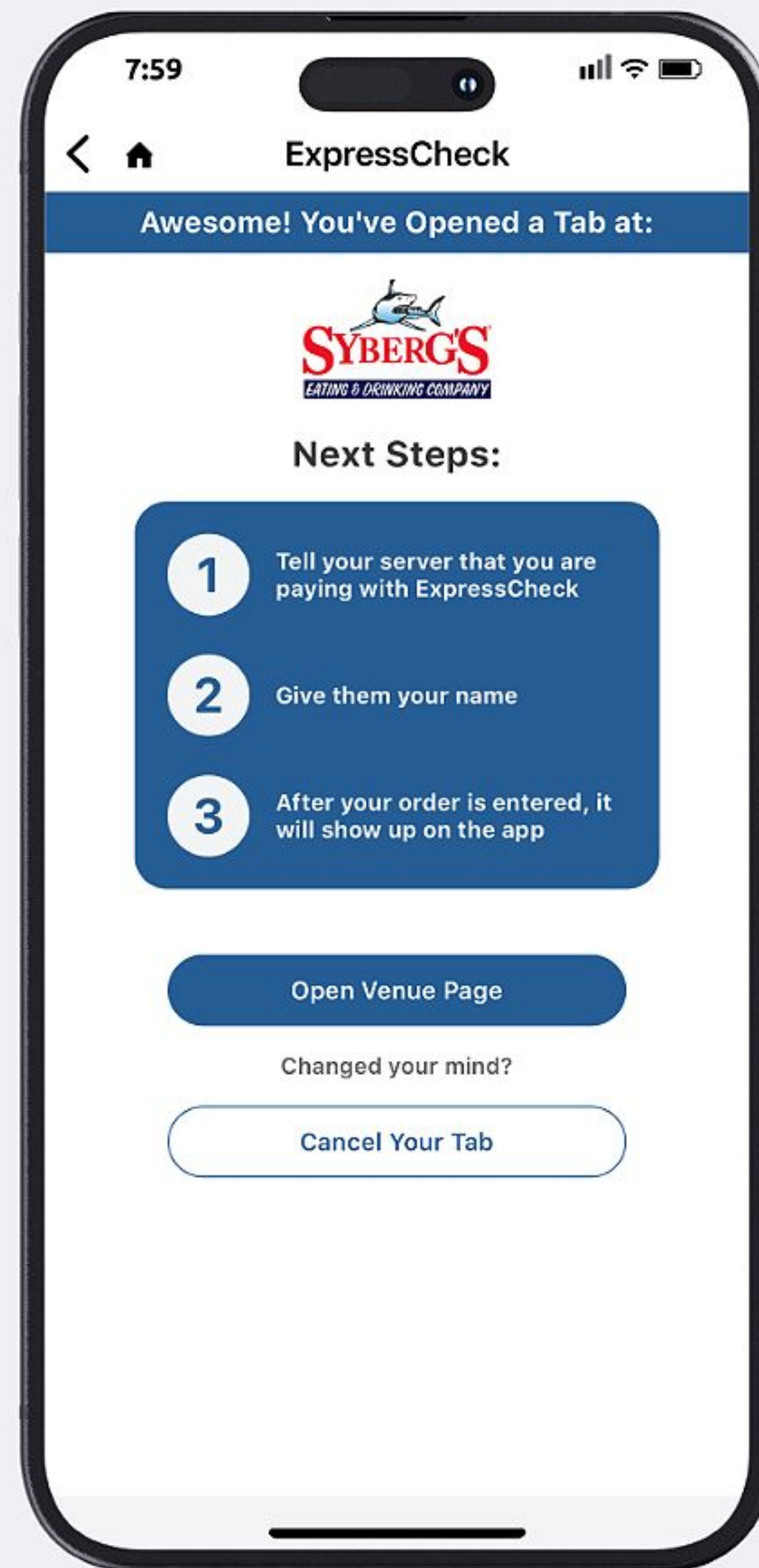
ExpressCheck Transaction

Ticket can be assigned at any time during the meal

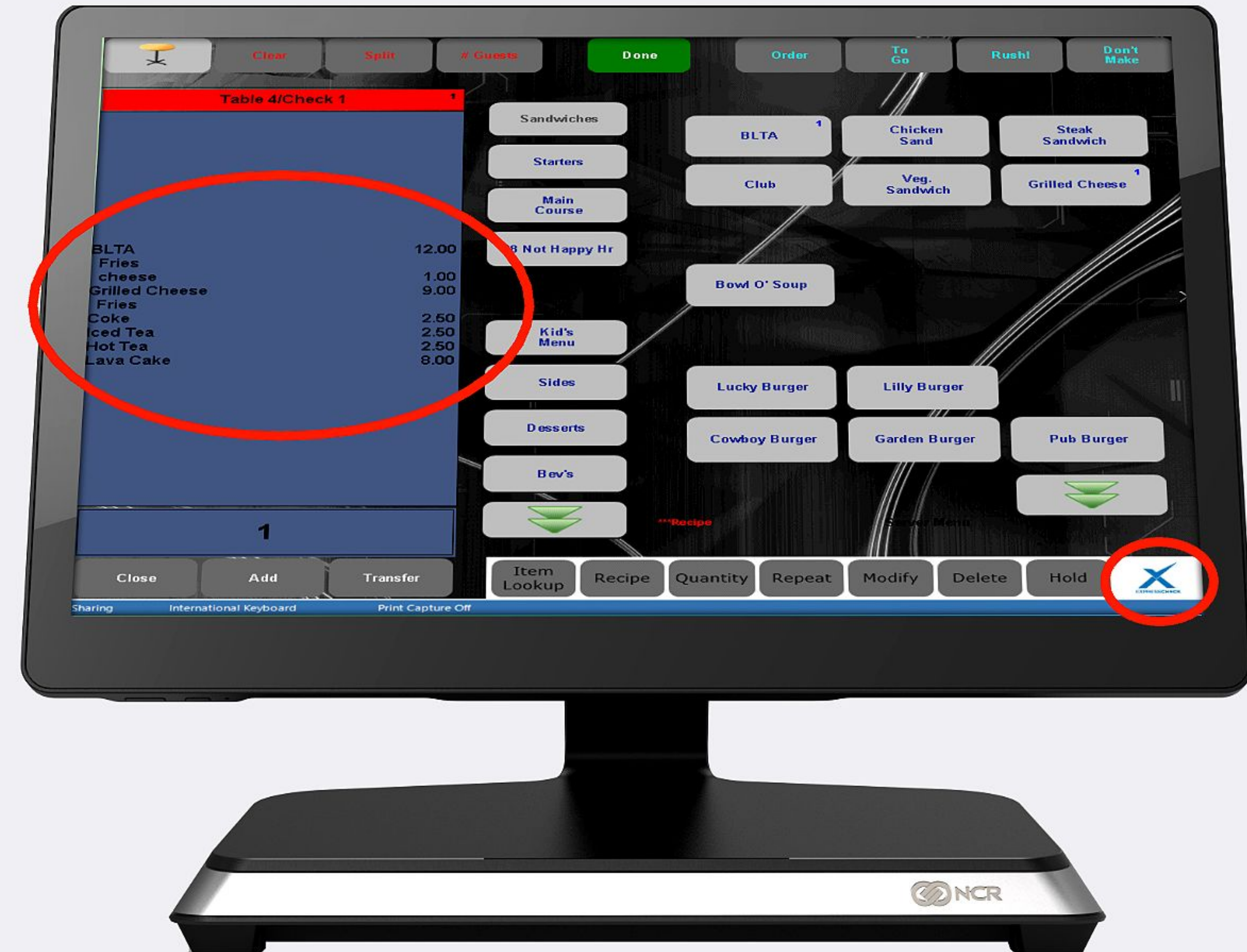
Create the Ticket



Guest taps
Open Tab.

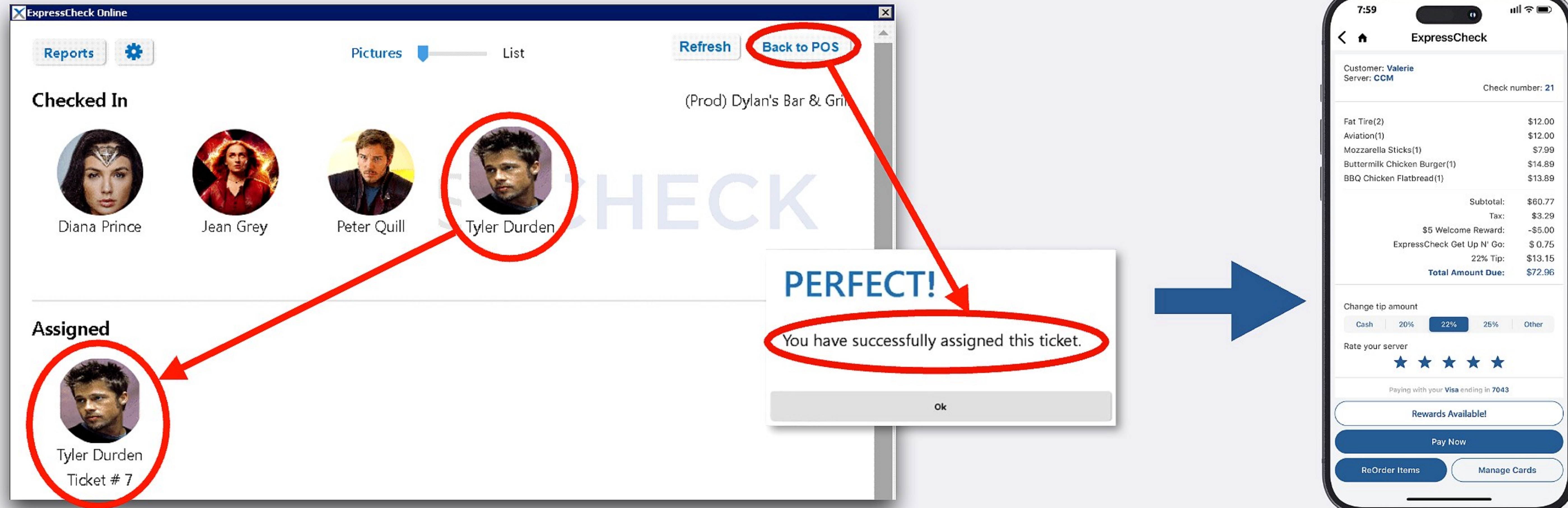


They are informed to
give the server their
name.



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

Assigning the ExpressCheck Ticket

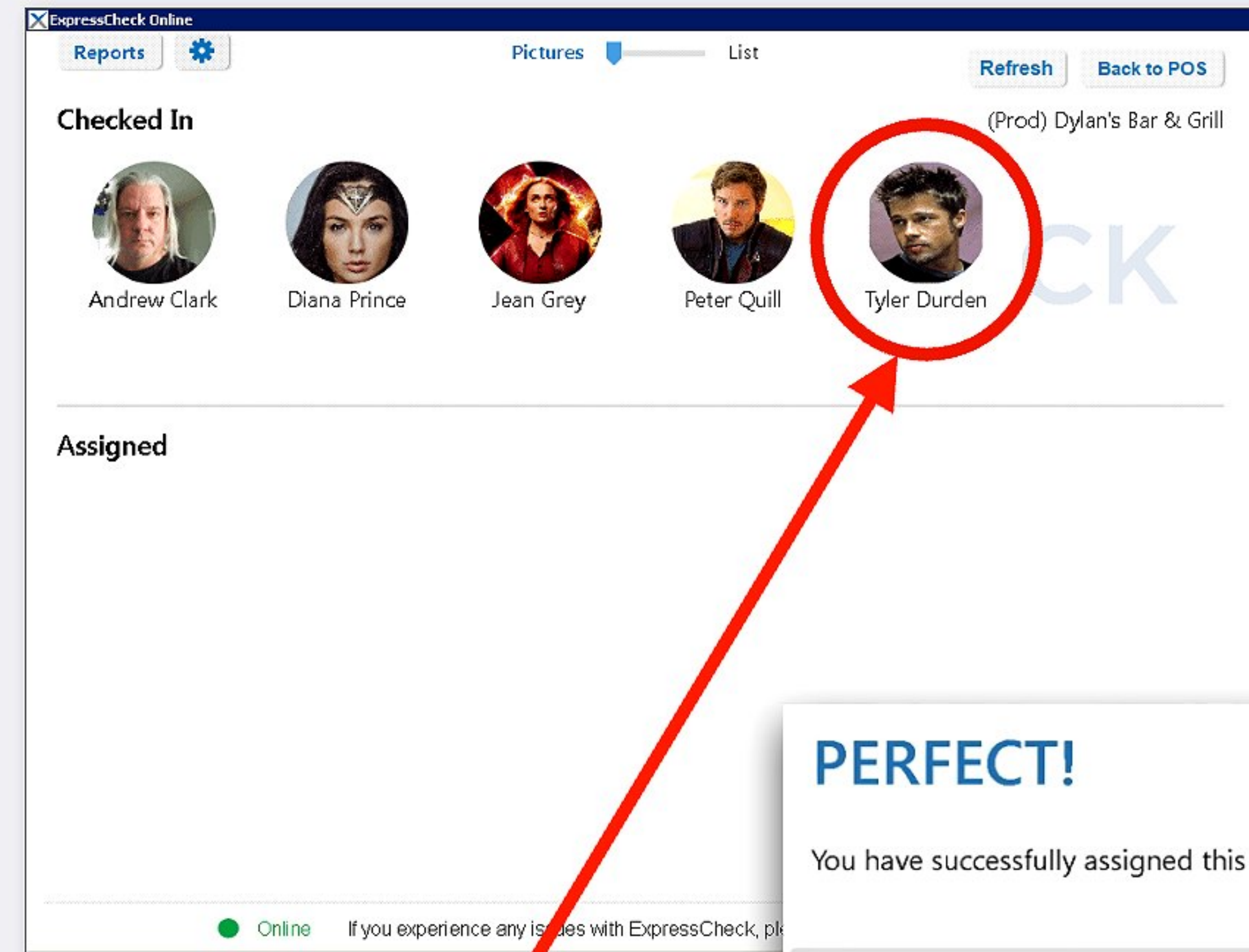
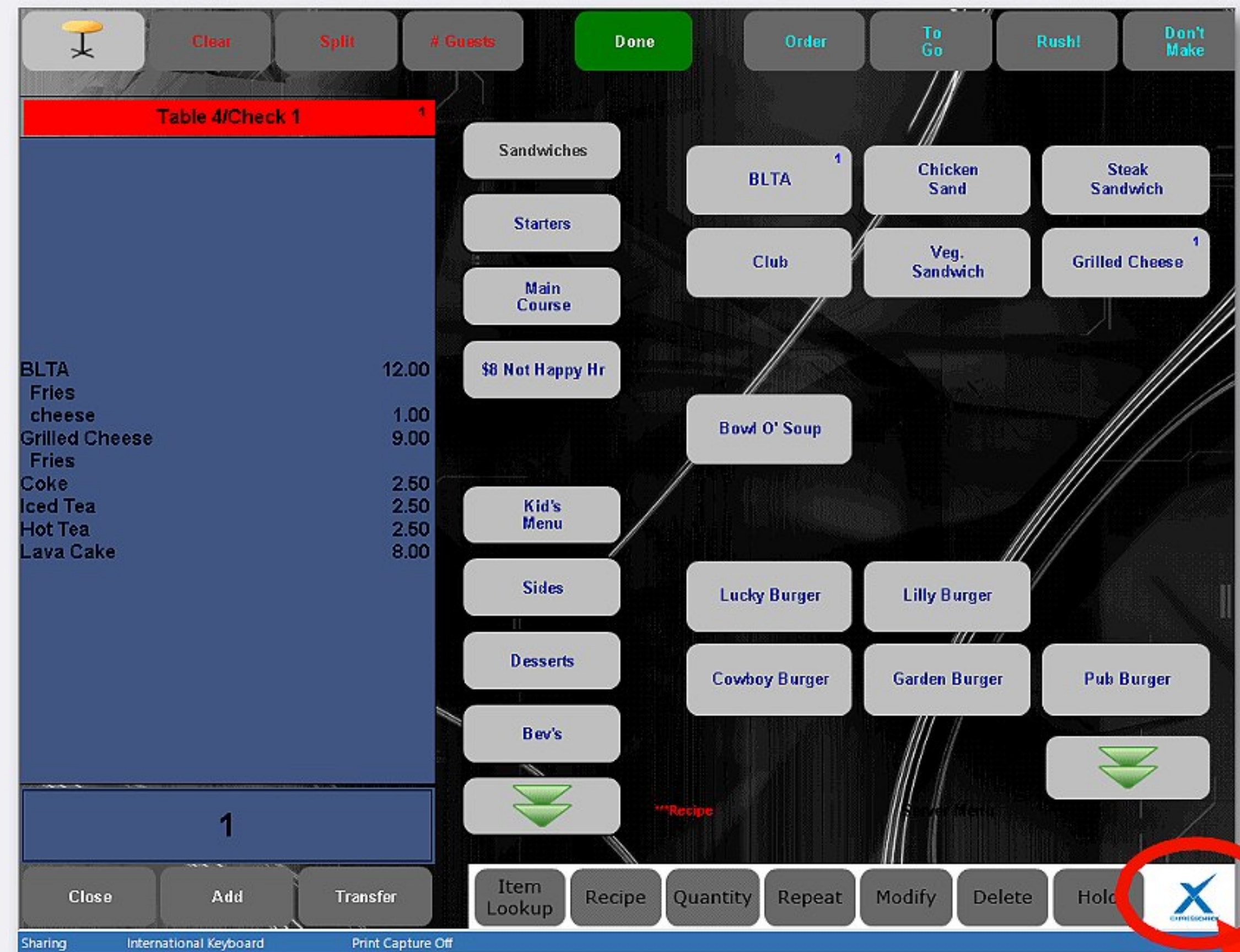


- 1 A list of patrons will show up. Tap on your guest to assign.
- 2 Select Back to POS. All new items will automatically appear in the guest's app.

- 3 Order will appear on the guests phone.

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

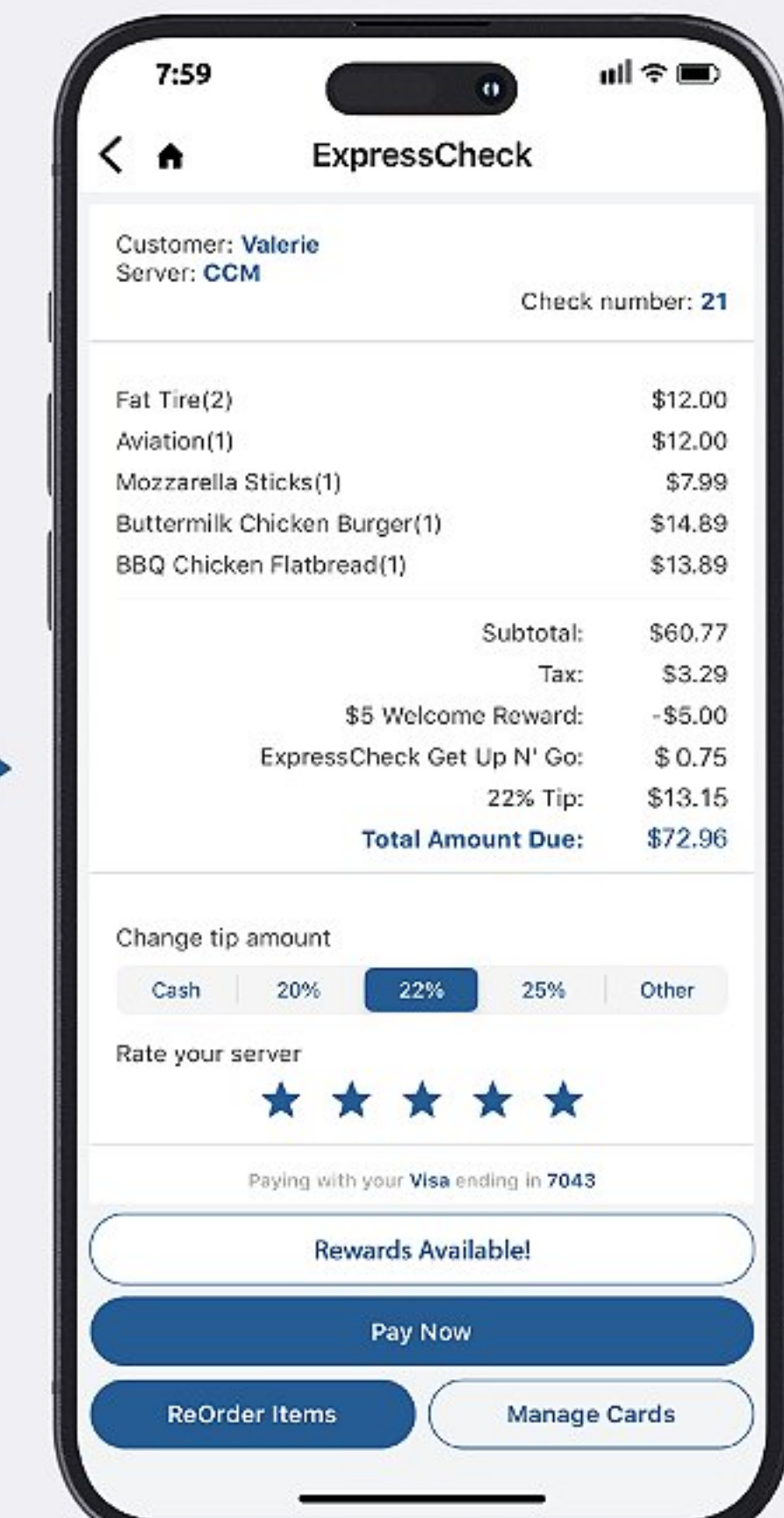
Ticket already created? Open it on the POS



PERFECT!

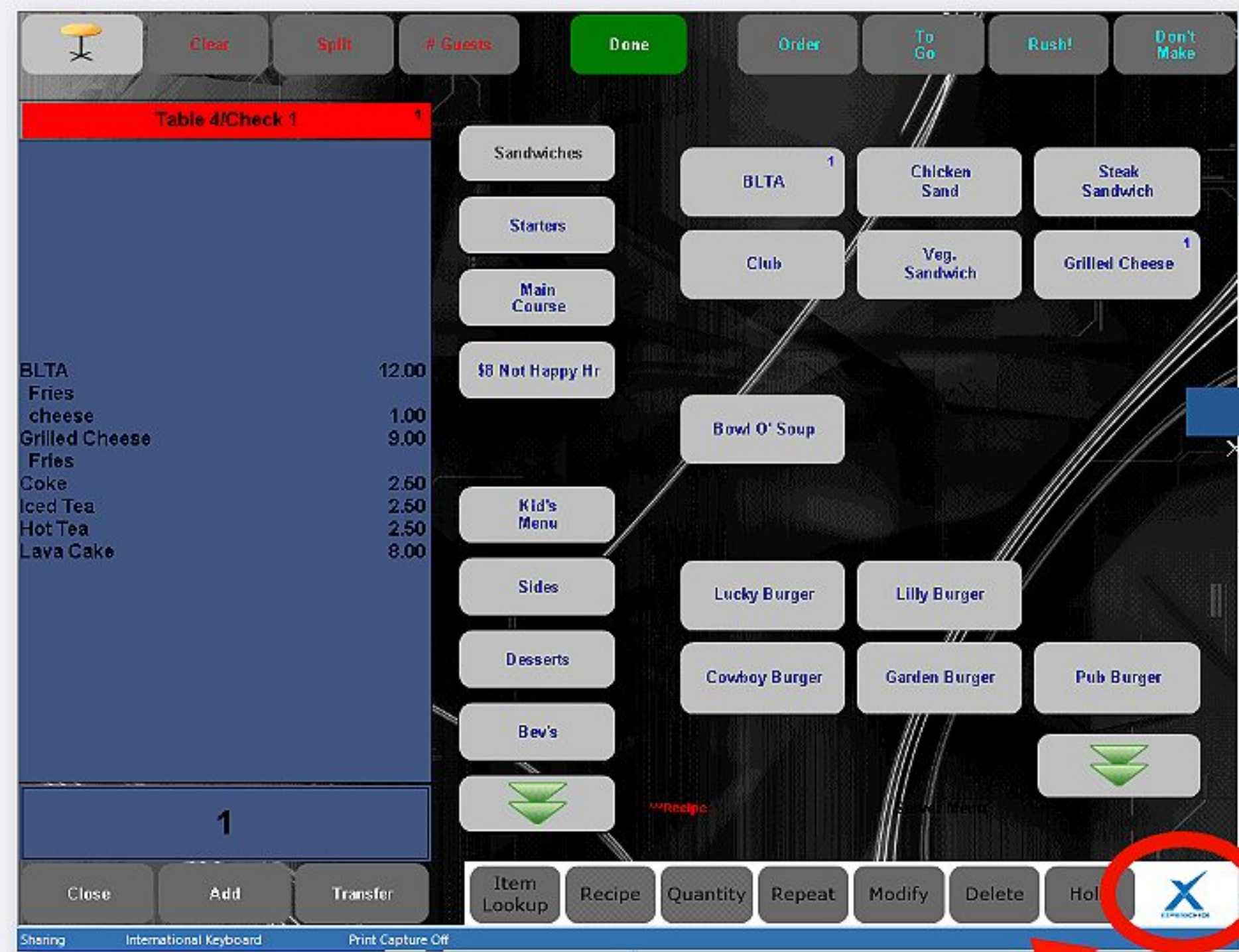
You have successfully assigned this ticket.

Ok



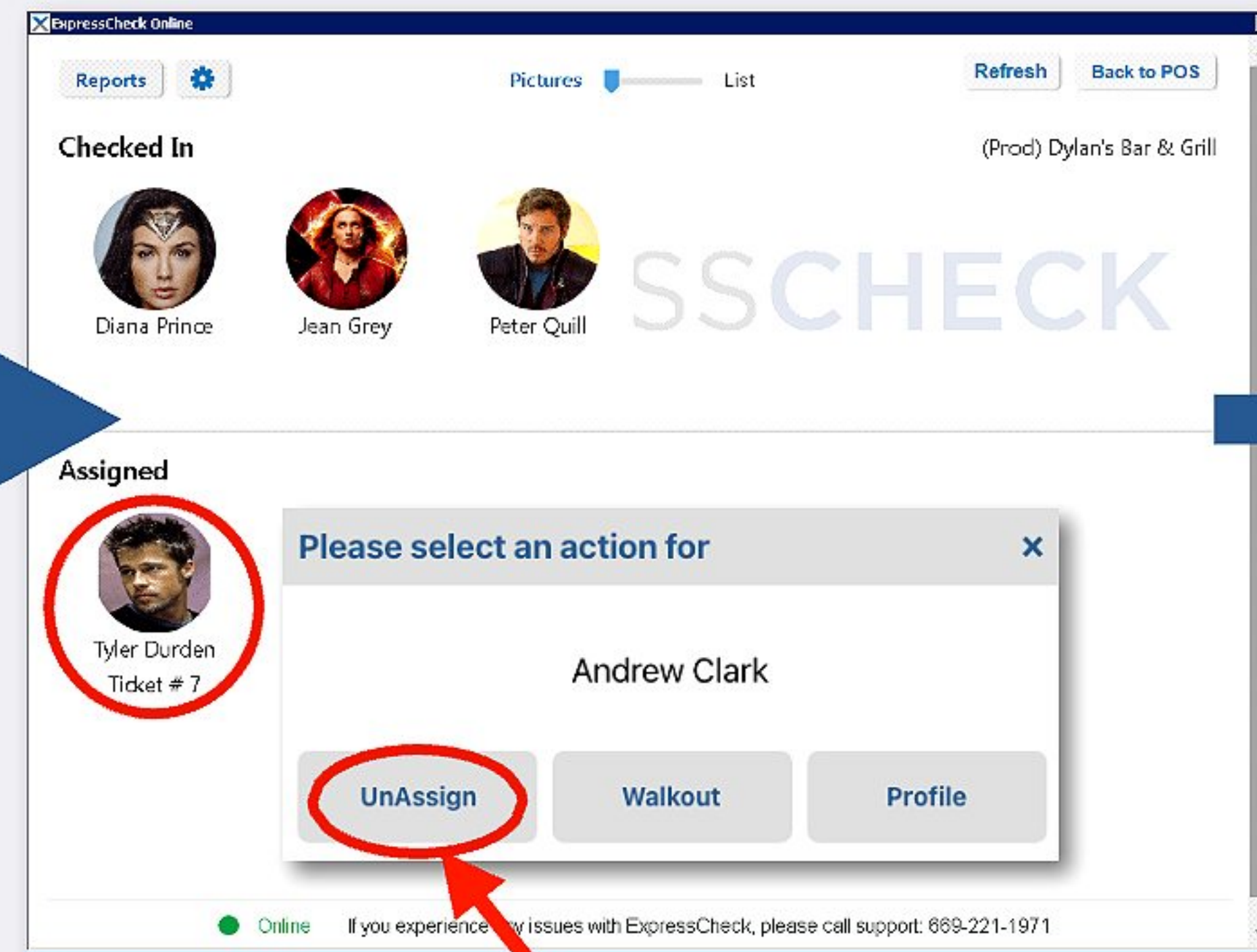
- 1 Open the check and tap the ExpressCheck icon.
- 2 Tap the guest you want to assign, Tap OK, Back to POS.

Wrong Check Assigned?



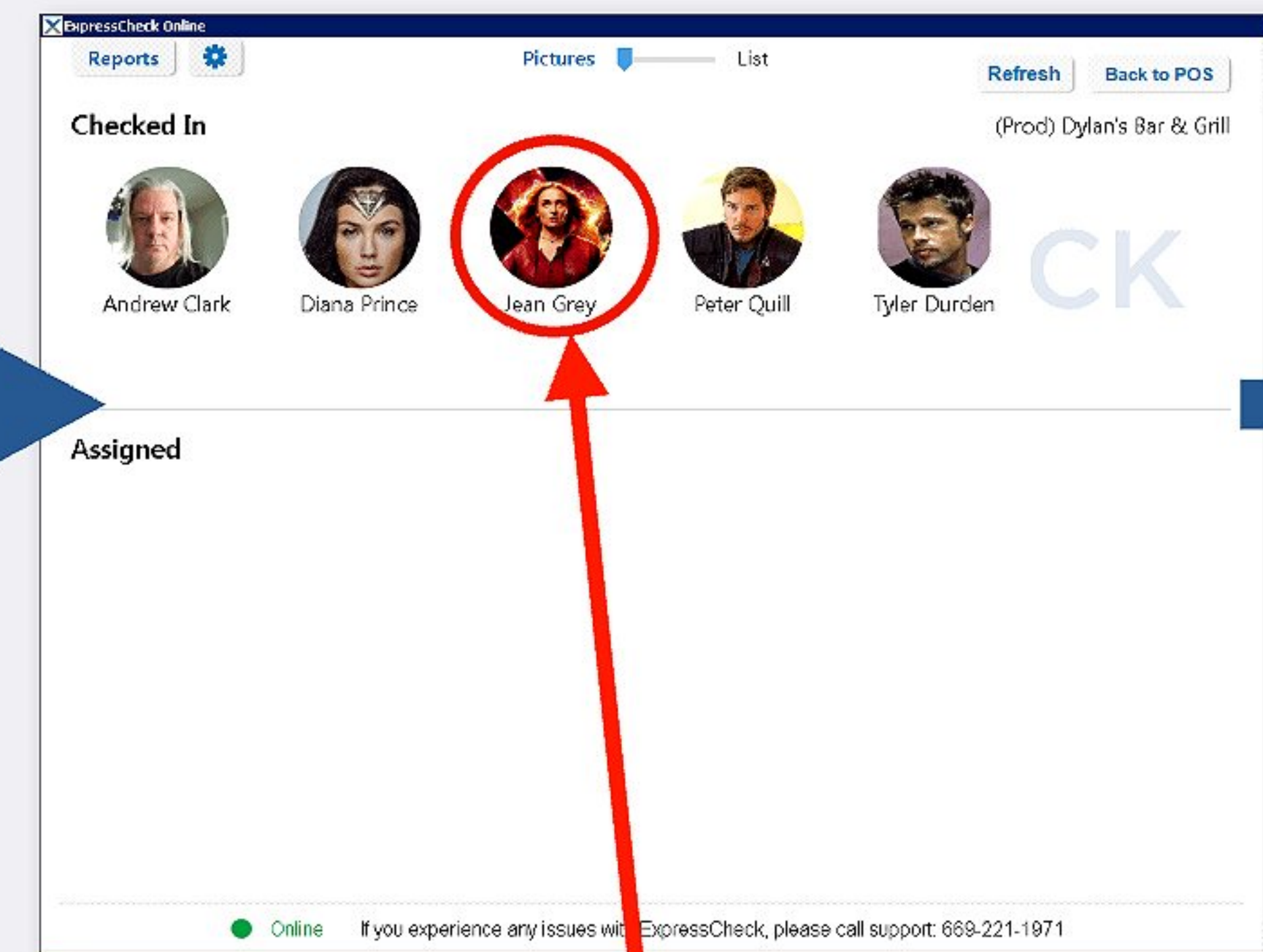
1

Tap the ExpressCheck icon.



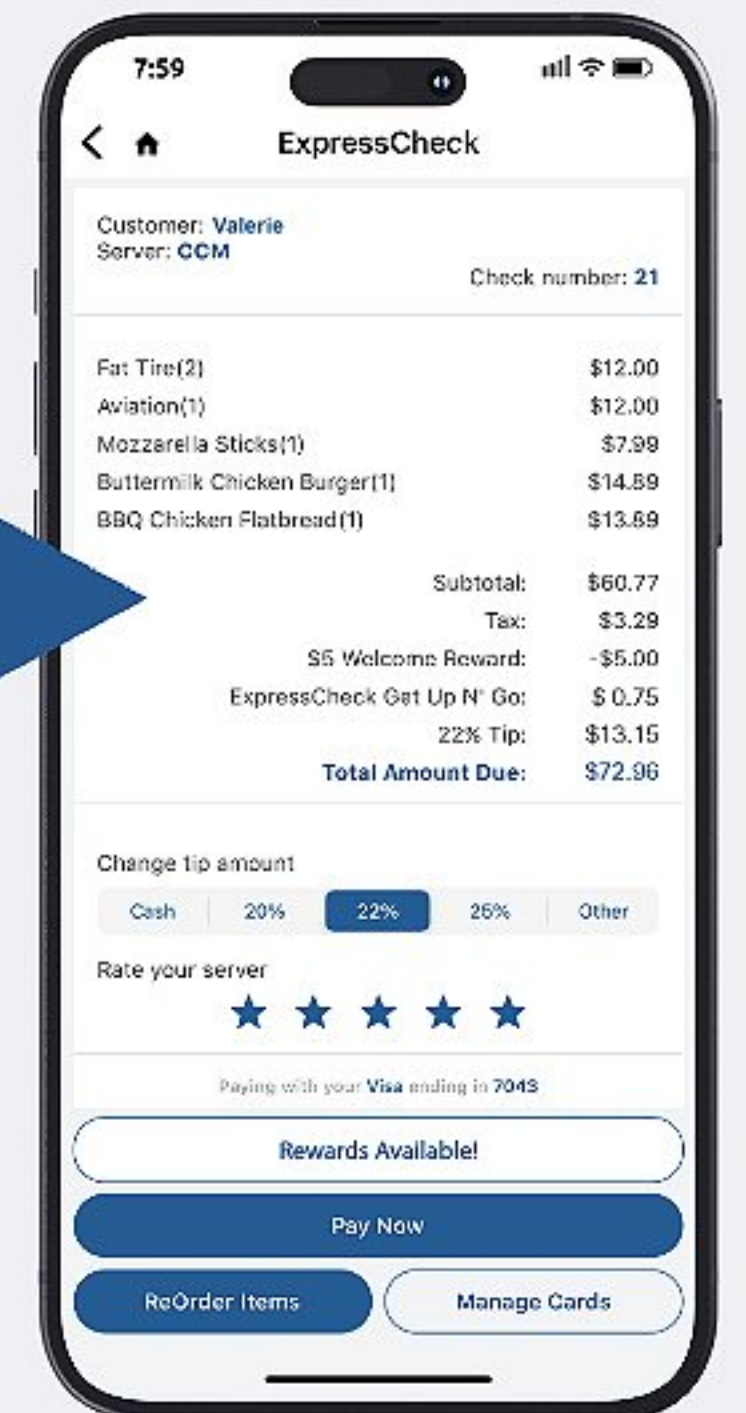
2

Select the guest to unassign.



3

Reassign the correct guest to the ticket.



Servers: Reassign the correct guest. | Bartenders: Leave the portal, open a new check, tap ExpressCheck, and assign the correct guest.

A photograph of three women sitting at an outdoor dining table. The woman on the left has long blonde hair and is wearing a blue and white patterned top, holding a glass of white wine and a fork with food. The woman in the middle has dark hair and is wearing a green top, smiling and looking towards the right. The woman on the right is partially visible, wearing a white top. The table is set with plates of food, including a large salad and bread, and glasses of water. The background shows green foliage and a wooden fence.

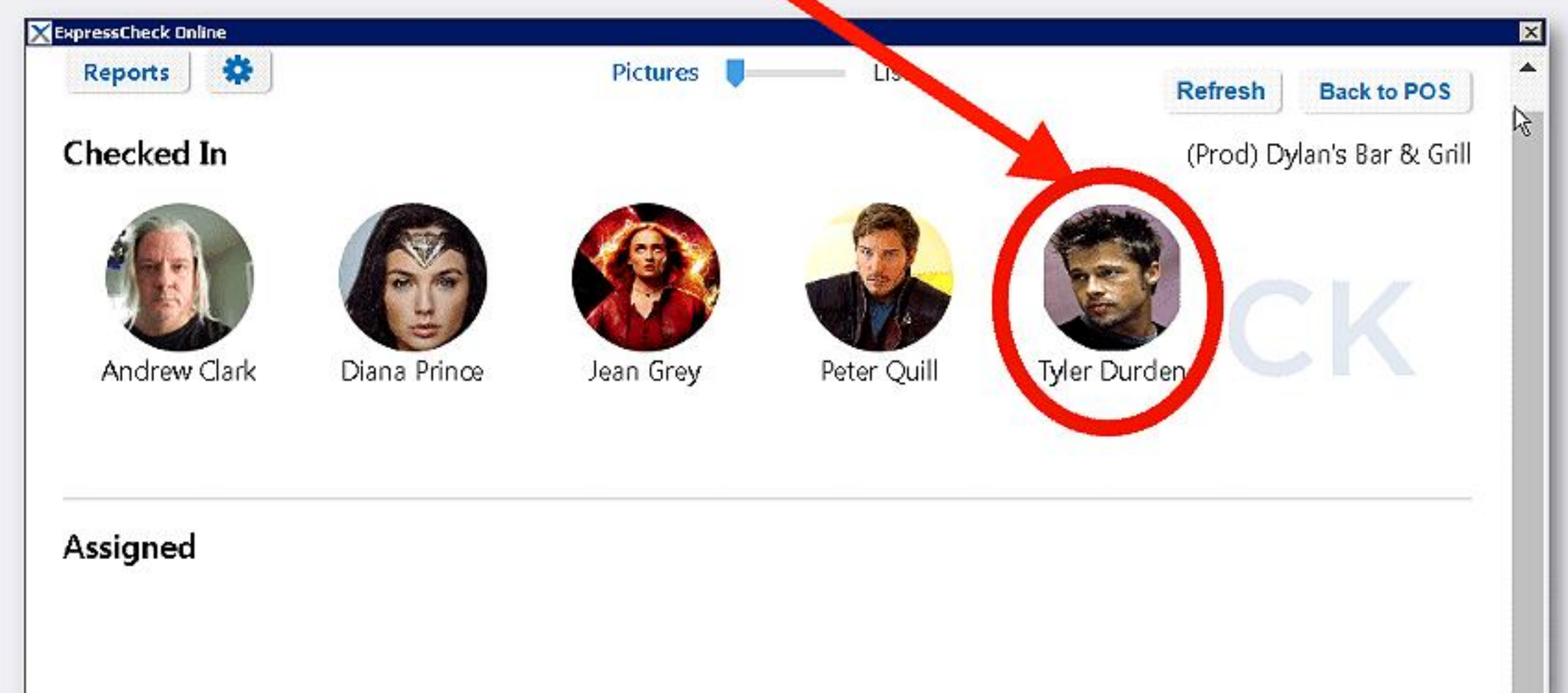
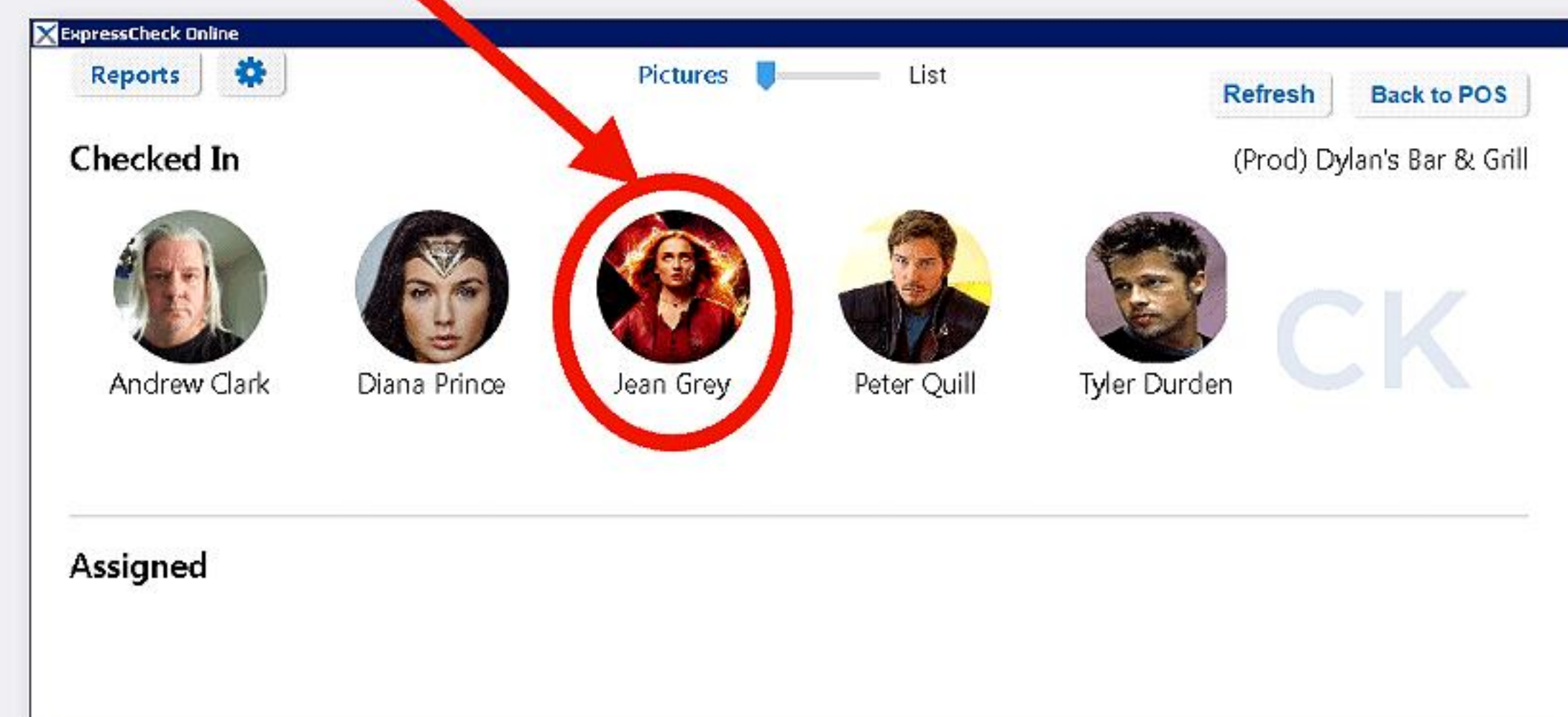
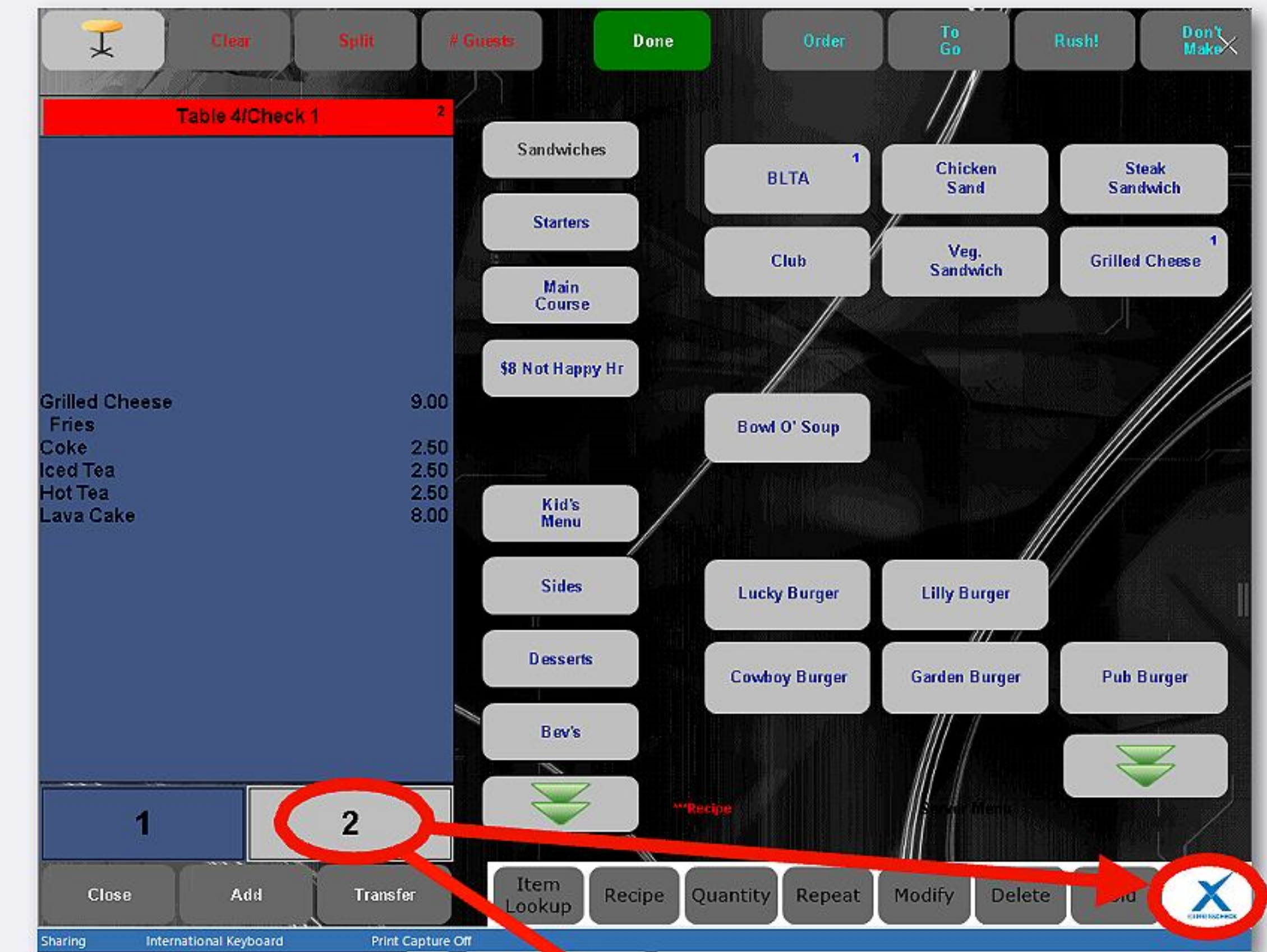
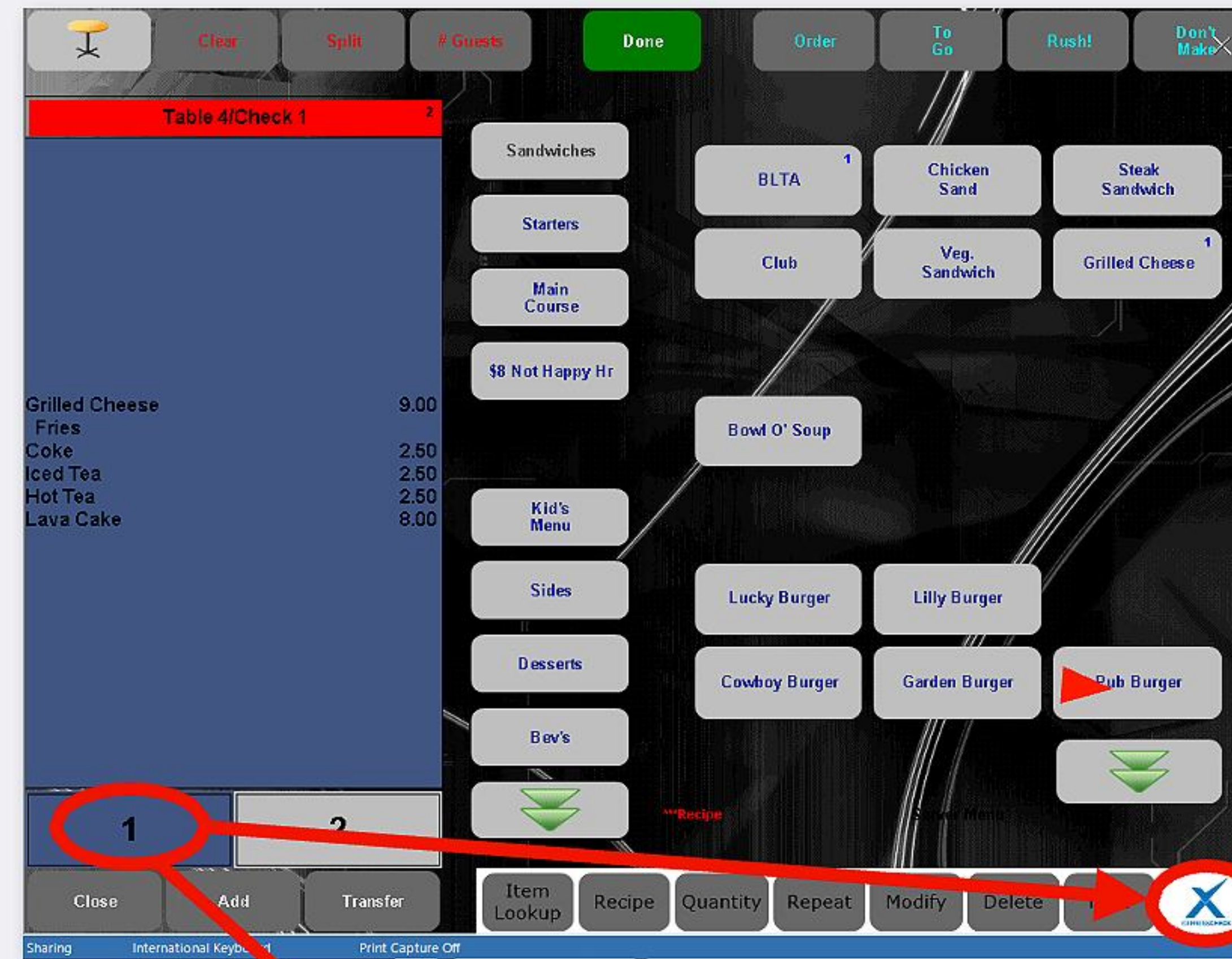
Splitting the Check

Each guest gets their own check

Split Tickets

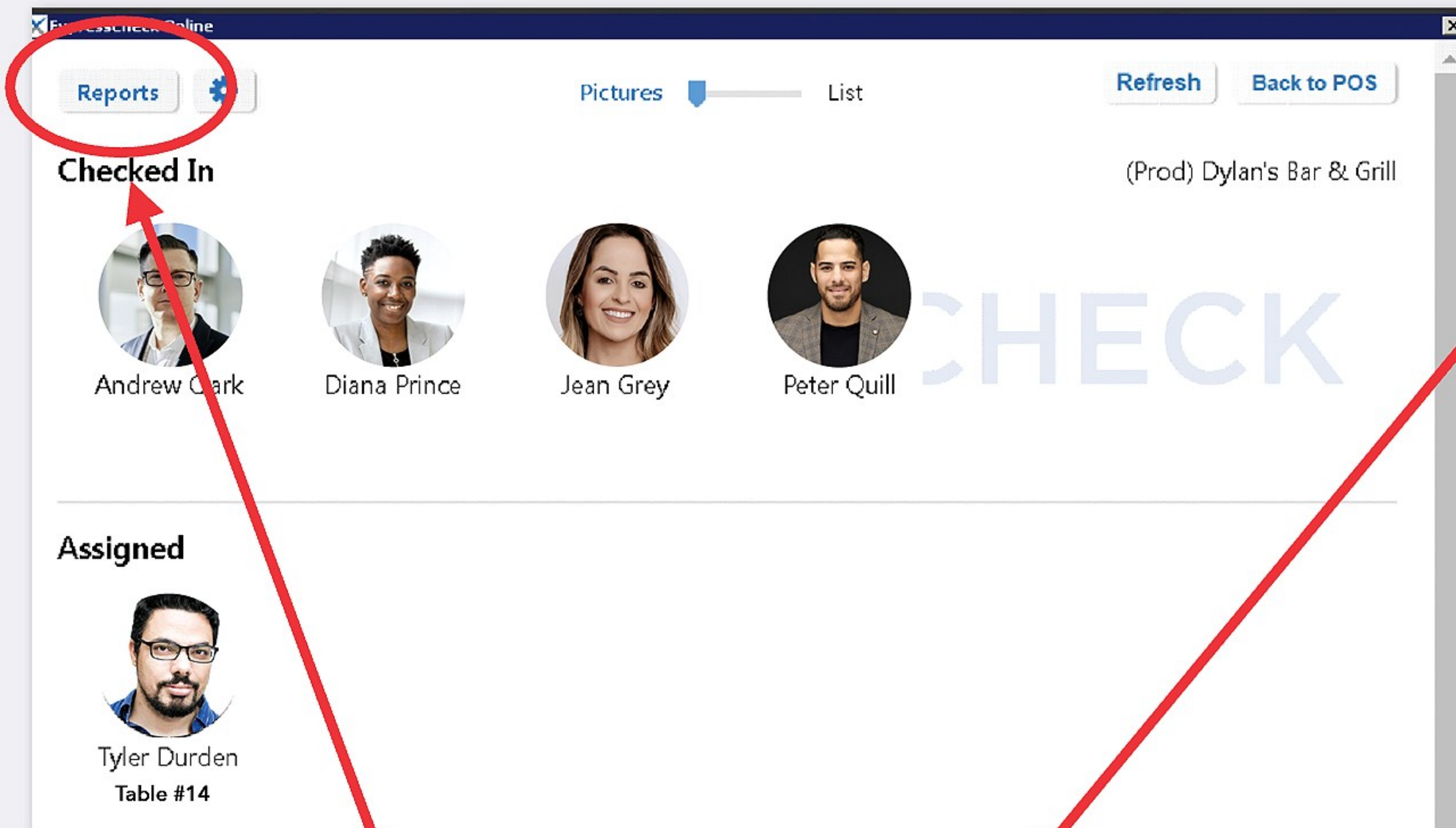
Create the ticket - **Send** the ticket - **Split** the ticket- **Assign** each guest their ticket

- 1 Split the ticket by seat in POS
- 2 Open the first seat and tap the ExpressCheck icon
- 3 Assign the first guest
- 4 Repeat for remaining guests



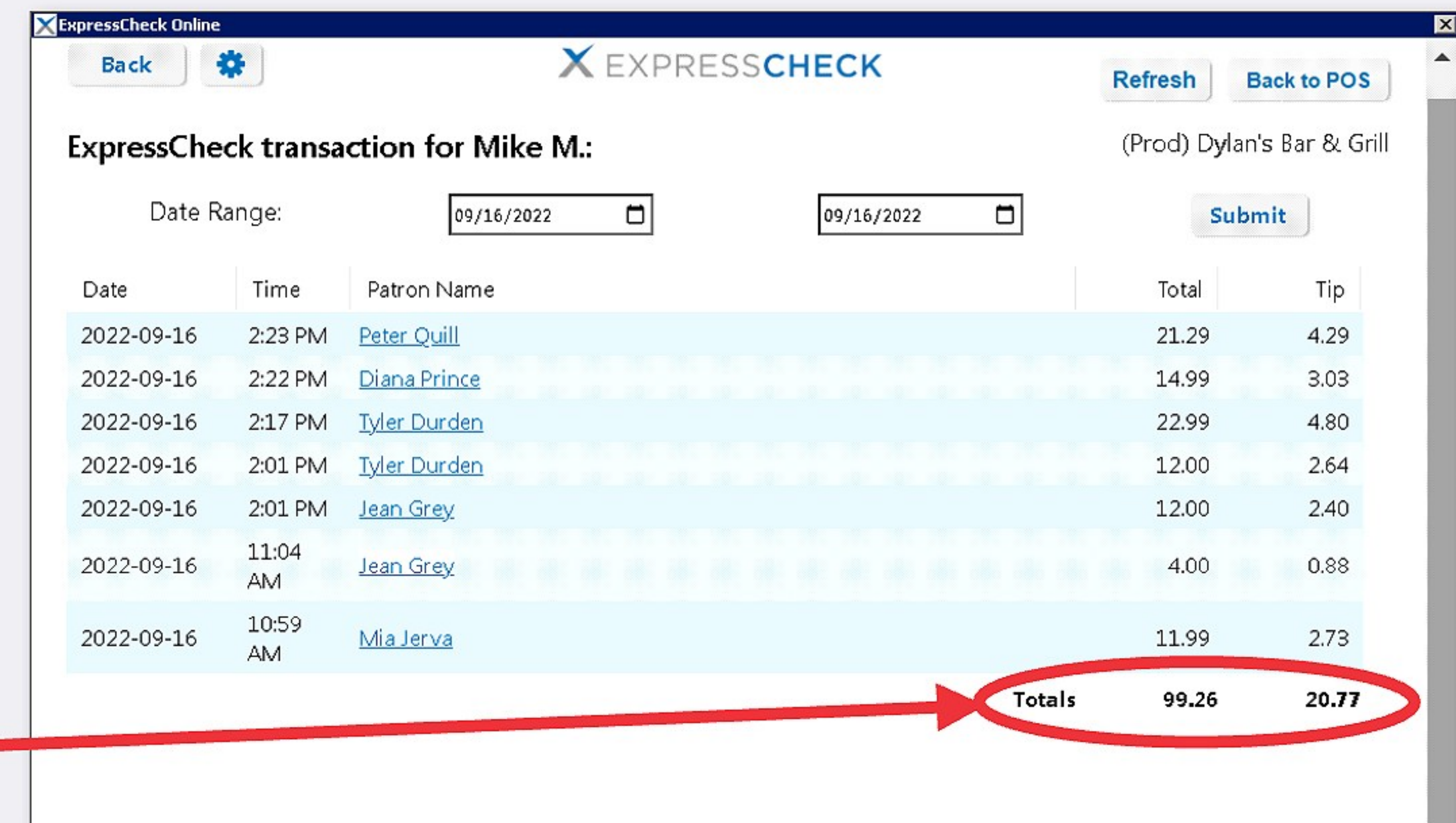
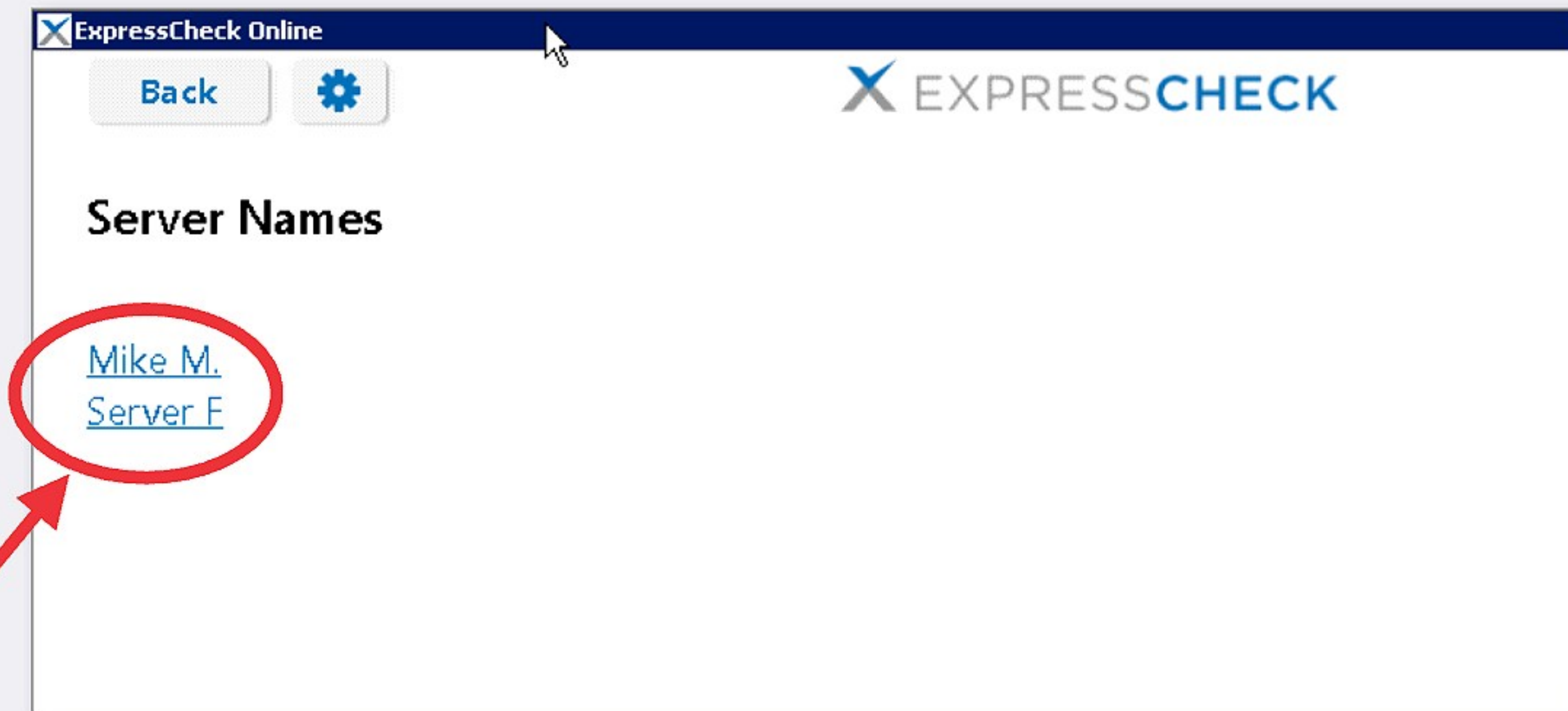
Viewing Tips & Reports

1 Tap the  icon to open the portal.

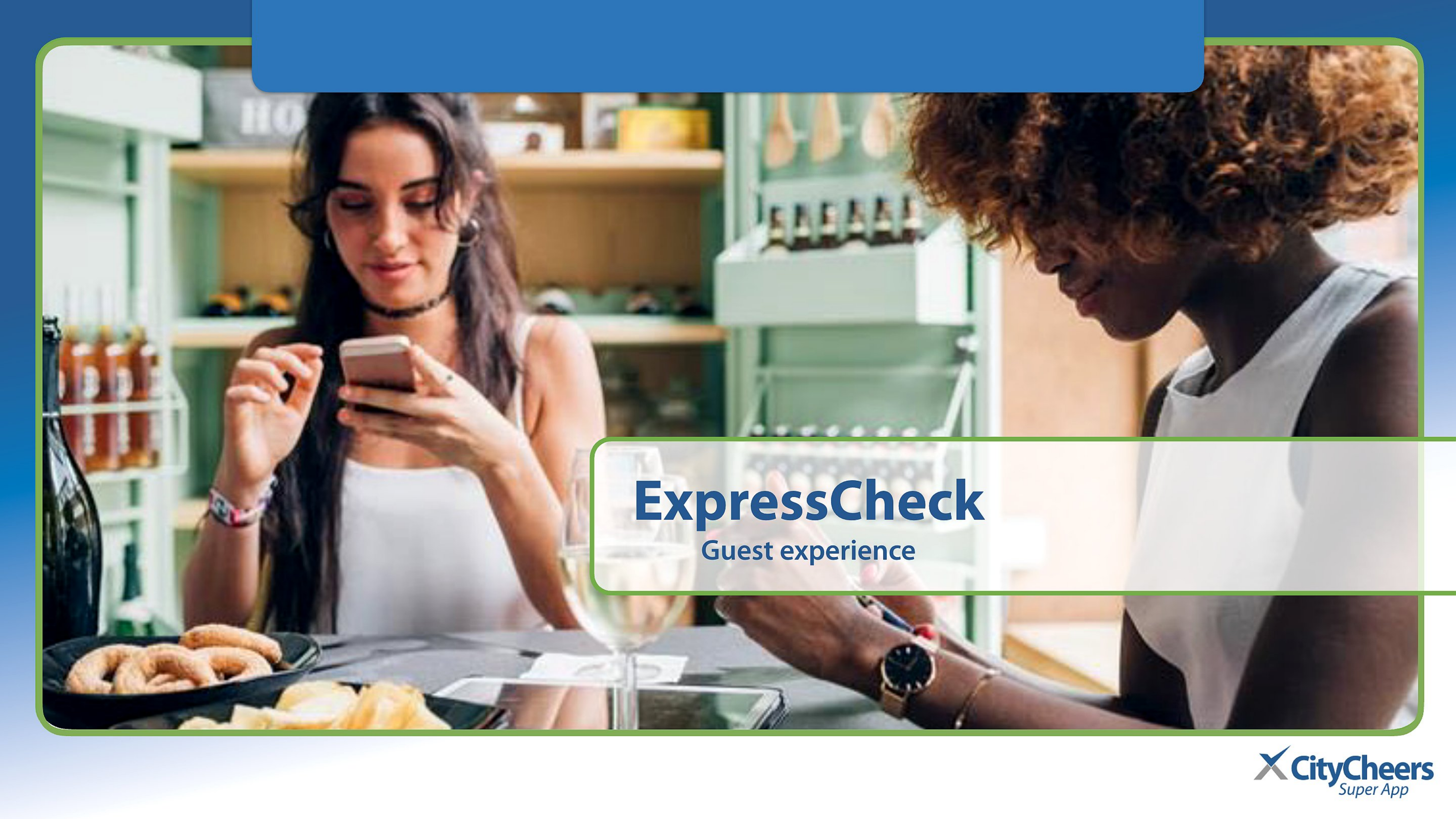


2 Tap Reports then your name.

3 View Tips & Totals.



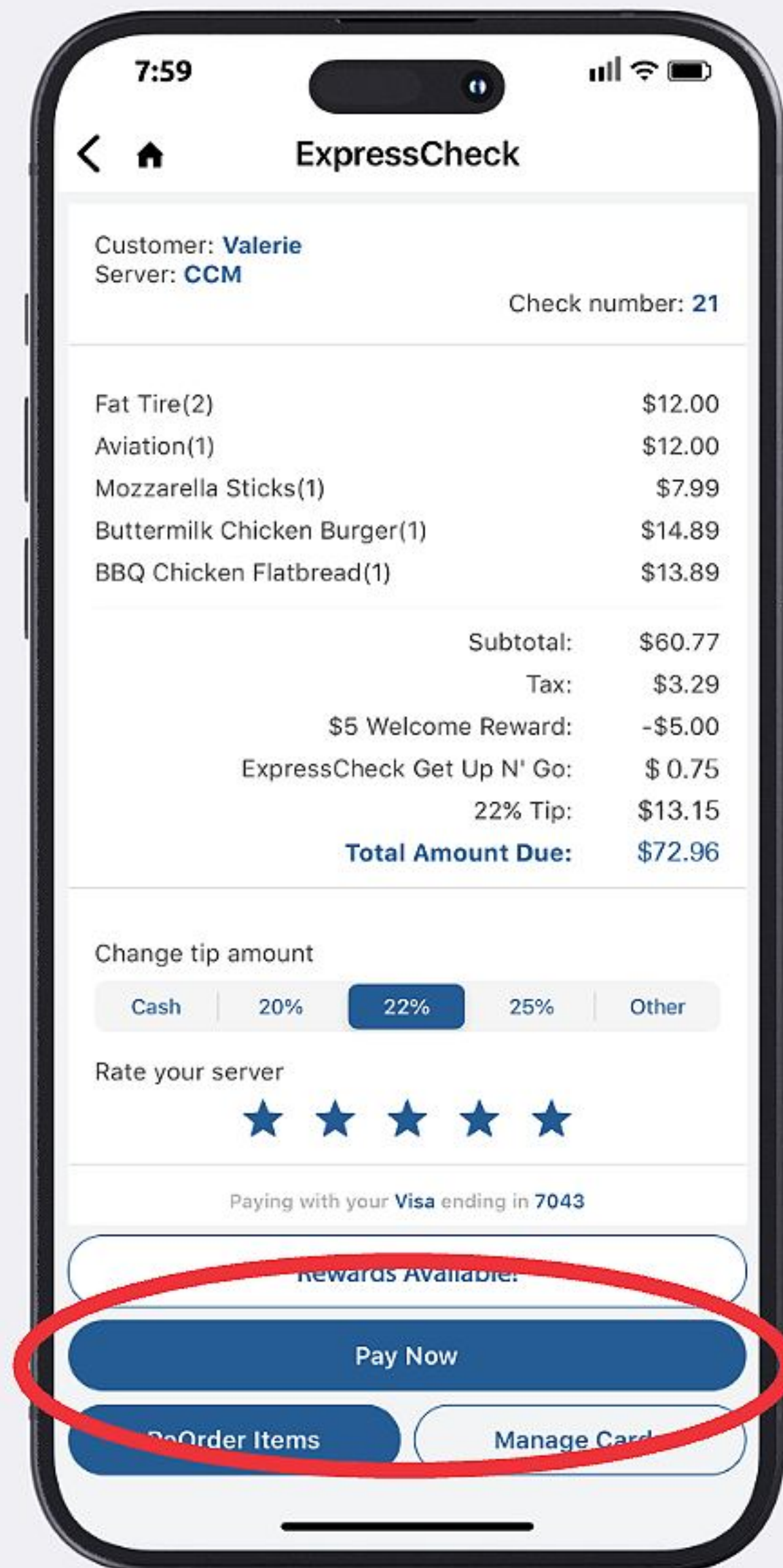
Date	Time	Patron Name	Total	Tip
2022-09-16	2:23 PM	Peter Quill	21.29	4.29
2022-09-16	2:22 PM	Diana Prince	14.99	3.03
2022-09-16	2:17 PM	Tyler Durden	22.99	4.80
2022-09-16	2:01 PM	Tyler Durden	12.00	2.64
2022-09-16	2:01 PM	Jean Grey	12.00	2.40
2022-09-16	11:04 AM	Jean Grey	4.00	0.88
2022-09-16	10:59 AM	Mia Jerva	11.99	2.73
Totals			99.26	20.77

A woman with long dark hair, wearing a white tank top and a choker, is looking down at her smartphone. She is seated at a bar counter. In the foreground, a bartender with curly hair, wearing a white apron, is partially visible, also looking down. The bar has shelves with bottles in the background. On the table, there is a glass of white wine and a plate of food.

ExpressCheck

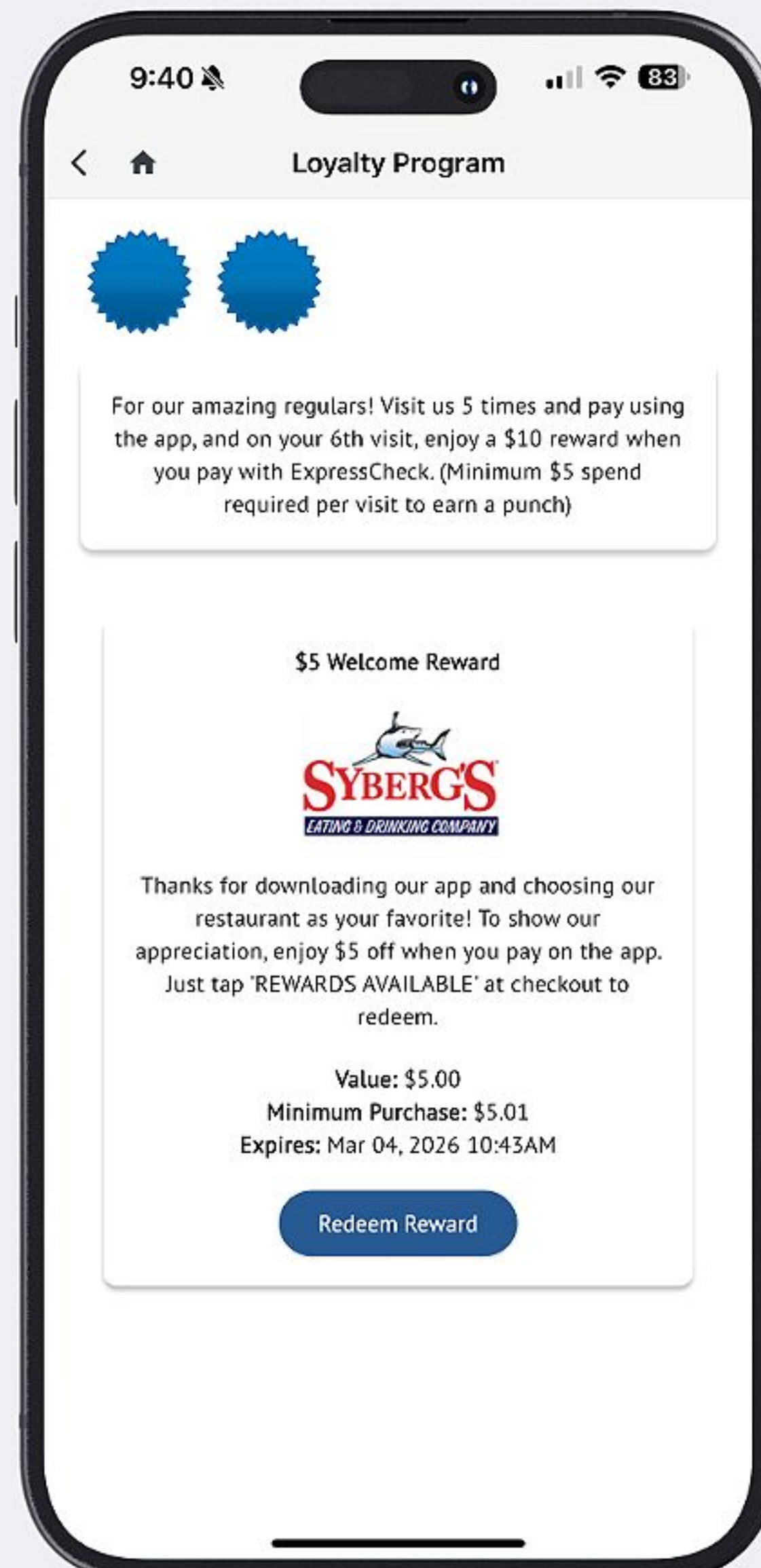
Guest experience

What the Guest Sees



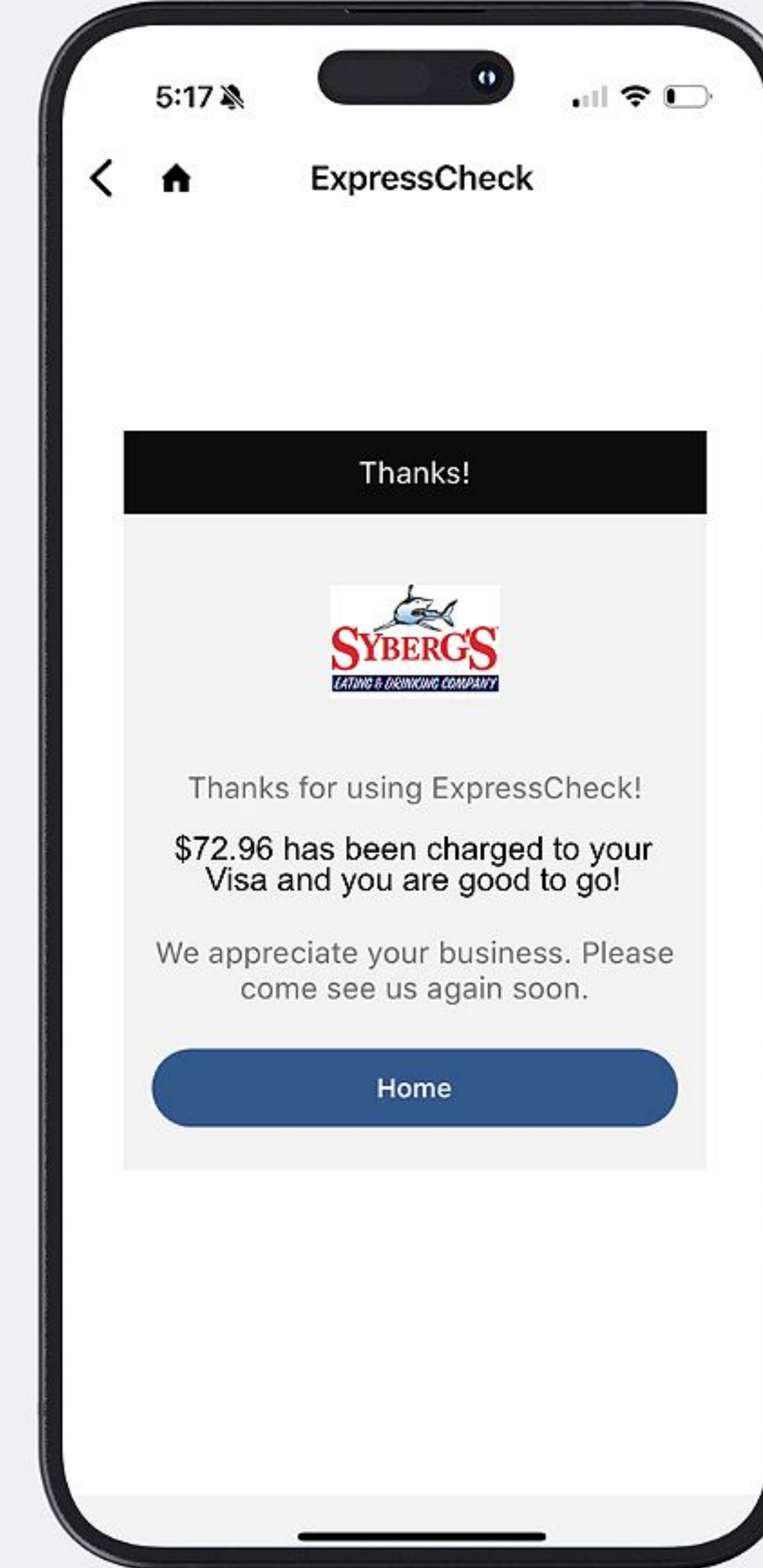
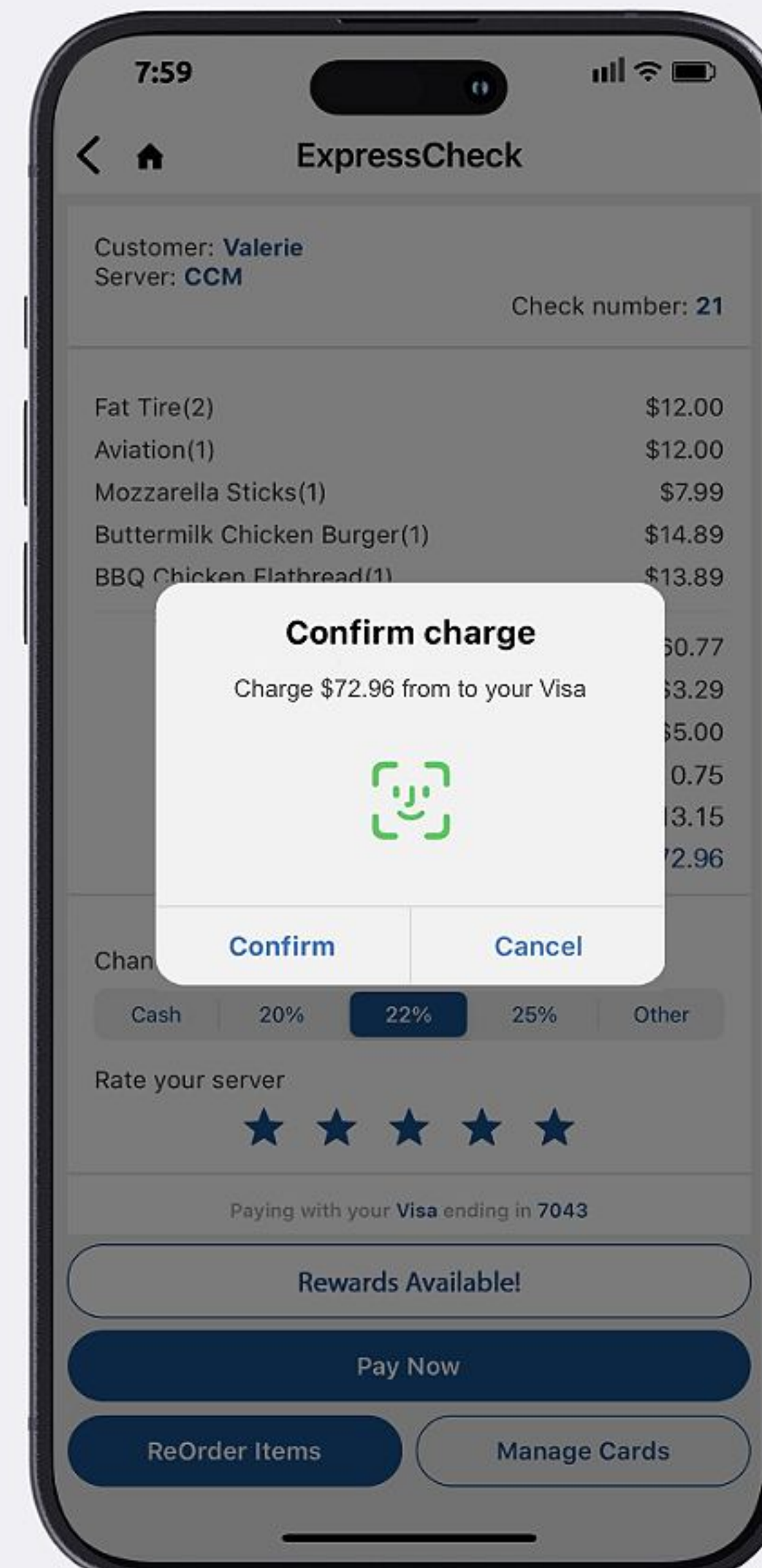
1

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



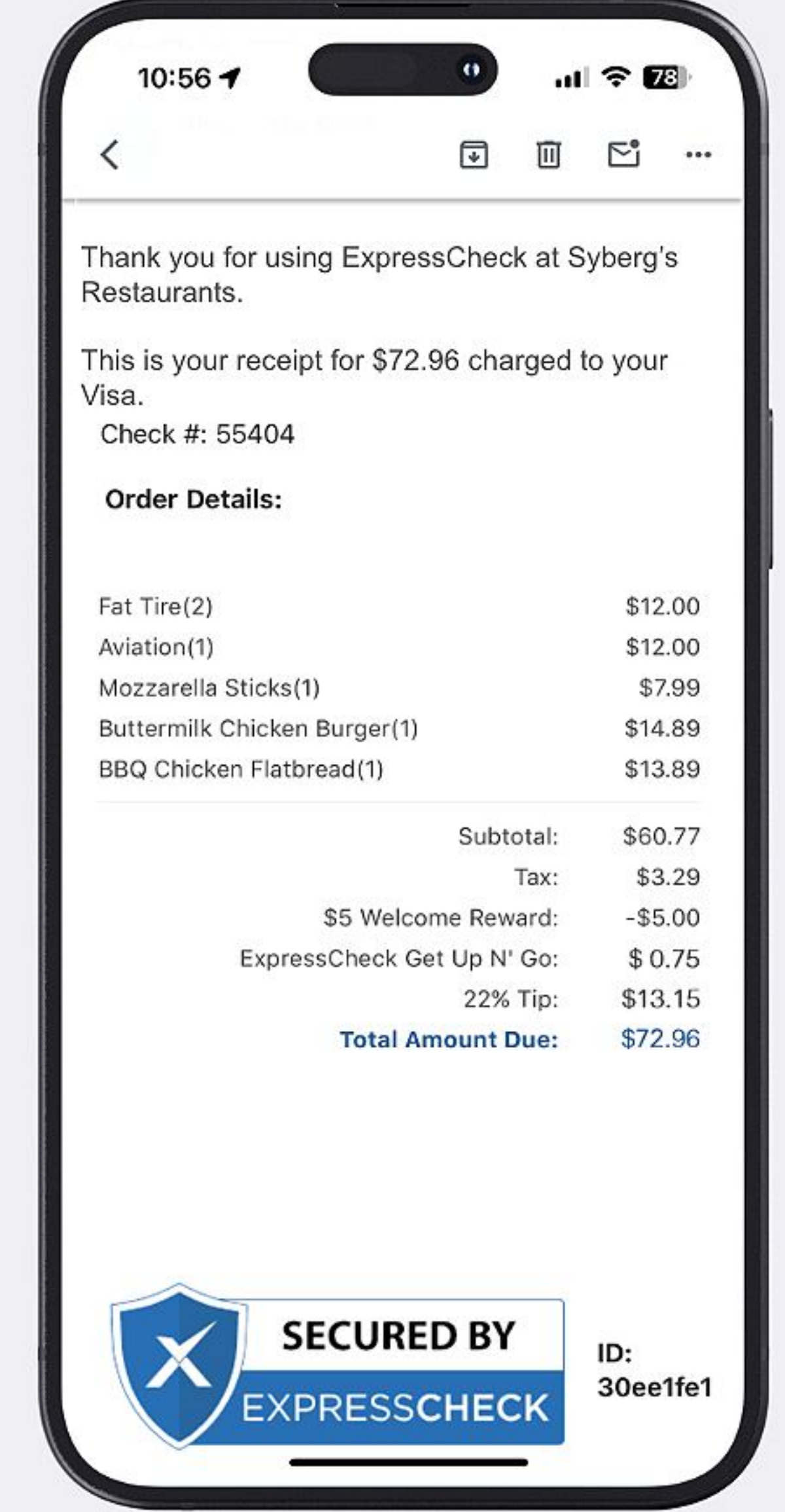
2

Double verification protects you and the guest.



3

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





Walkouts

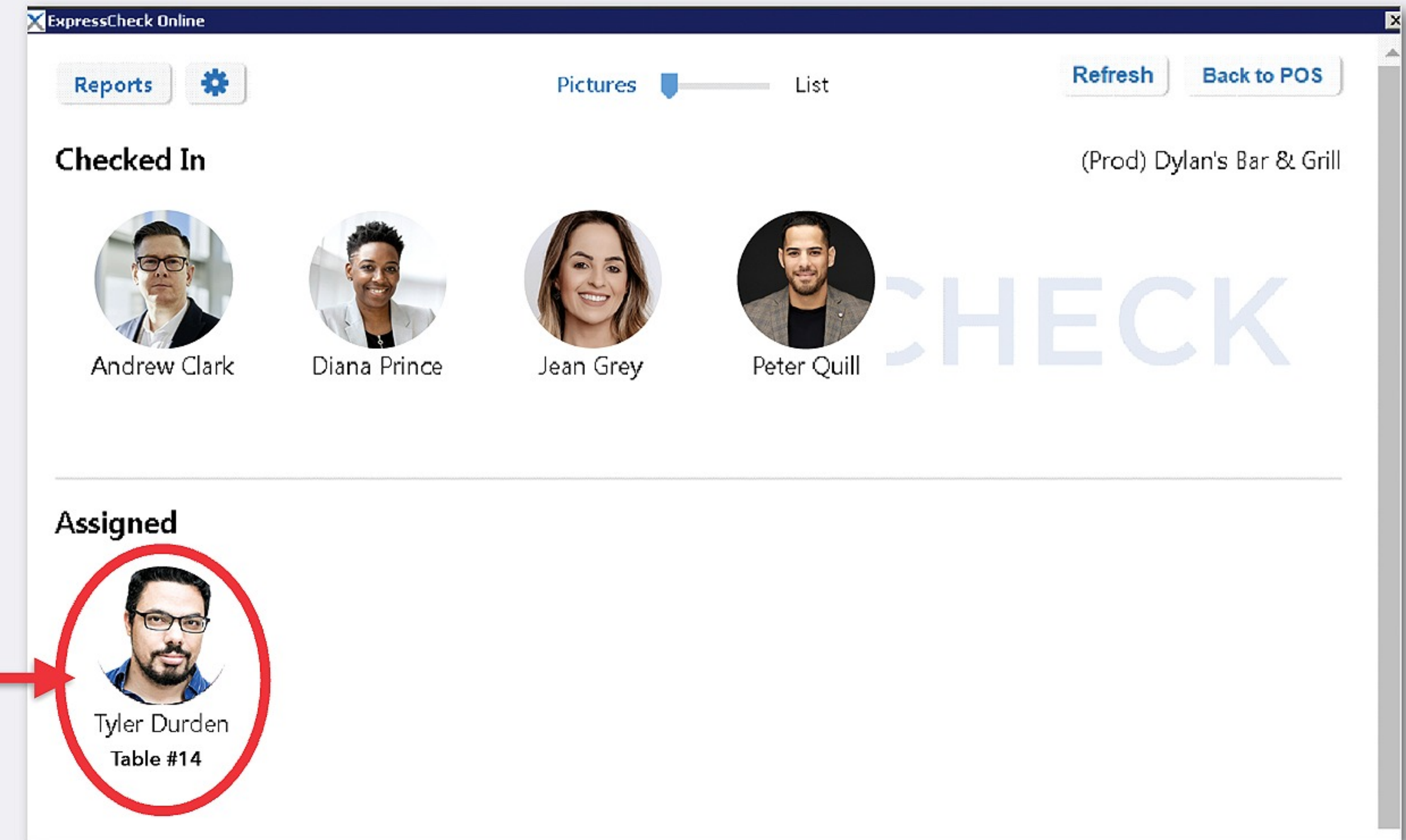
Manually & Auto Close

Walkout Protection

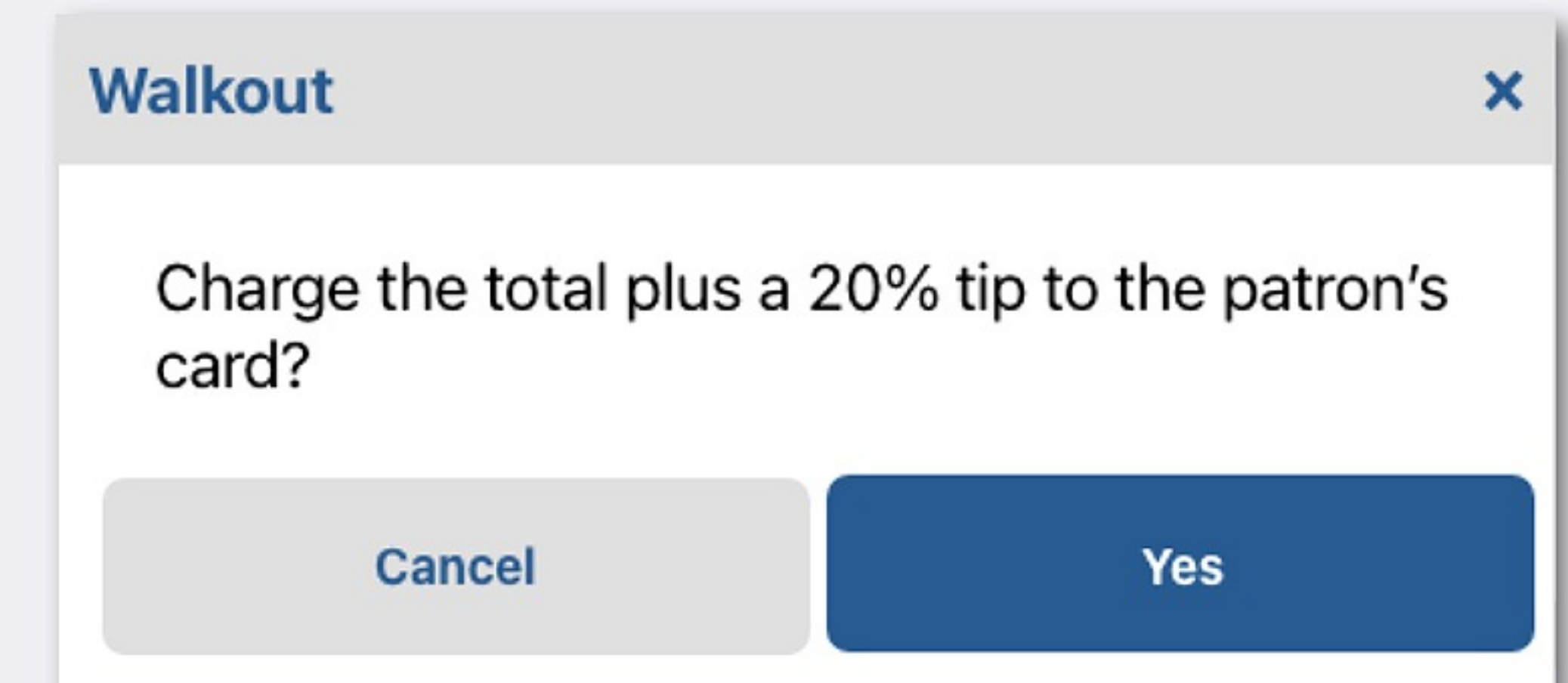
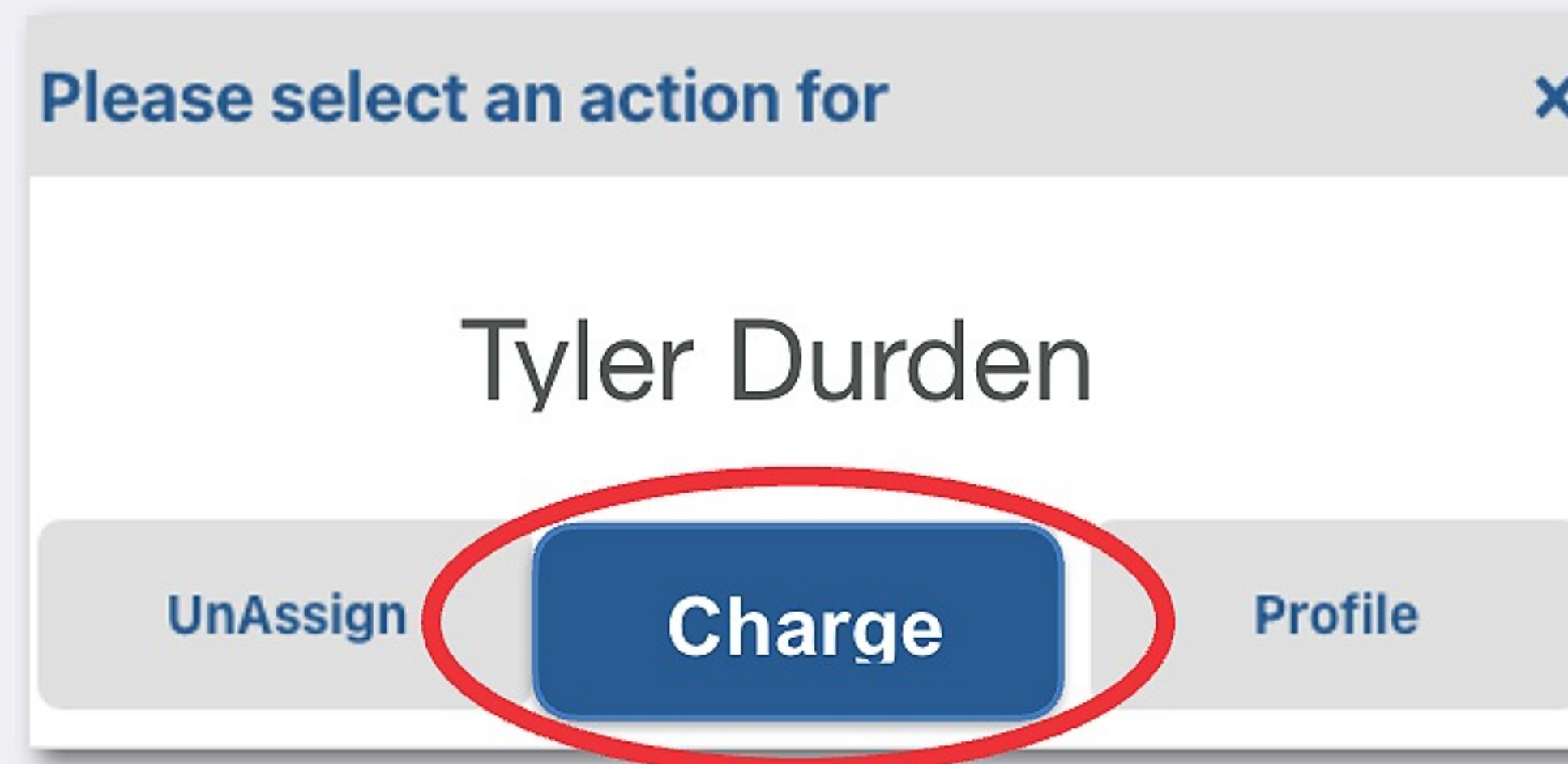
You are protected from walkouts once a guest is assigned to an ExpressCheck ticket.

1 Tap the ExpressCheck  icon on your POS.

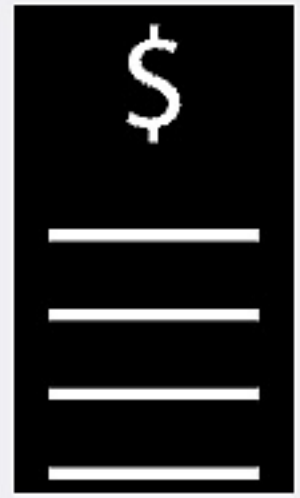
2 Tap the Guest who left without paying.



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



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.



*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***

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 • (408) 377-5100

CityCheers Customer Success
connect@citycheers.net • (408) 831-6500

For more tutorials and videos
citycheersmedia.com/resources