



CityCheers Super App Tutorial

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



Meet CityCheers Super App

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

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.

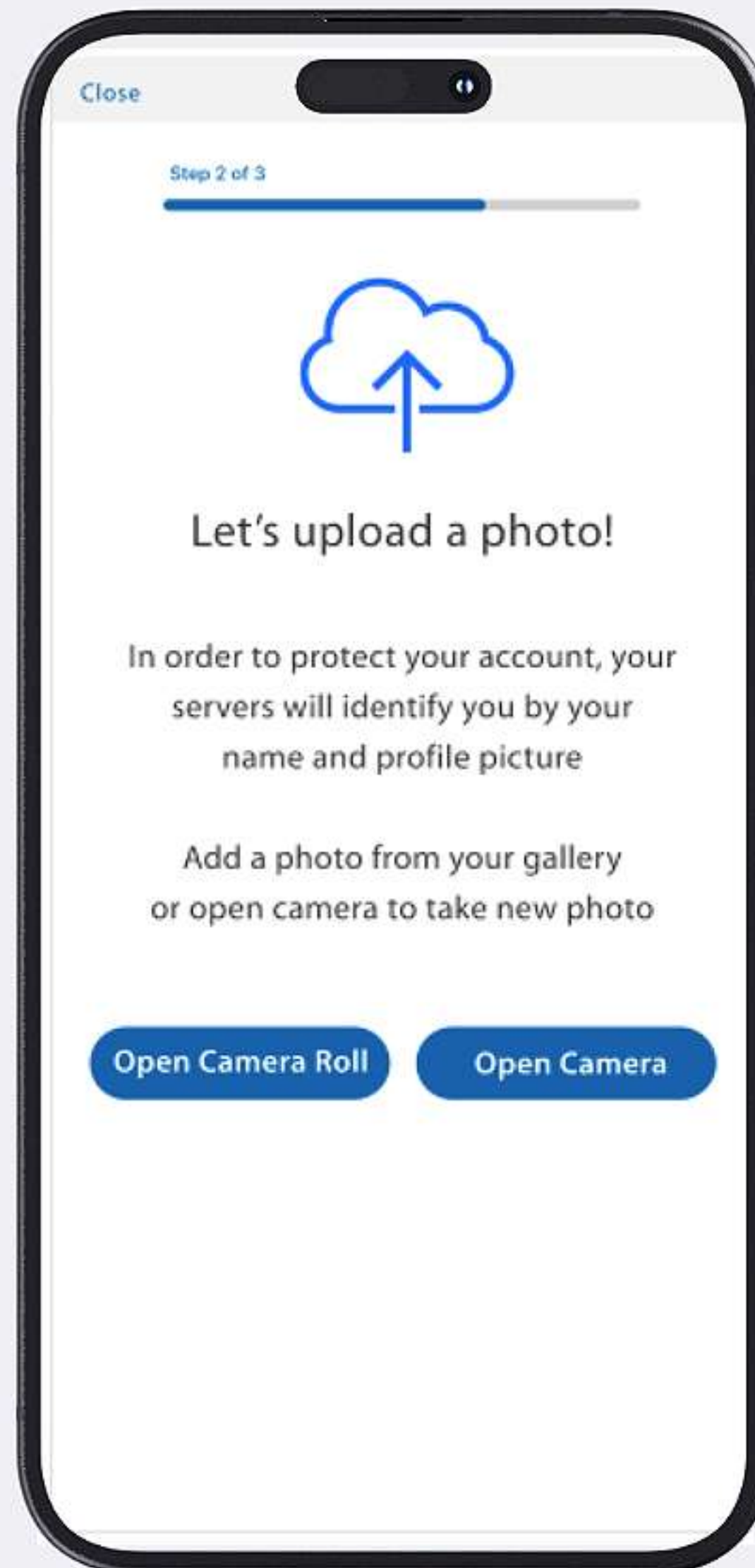
These individual apps are seamlessly integrated into the CityCheers Super App, consolidating the multitude of offerings into one centralized hub. CityCheers gives restaurants the ability to connect with their customers and drive repeat business - while also solving the incredible inefficiencies of the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

We are hosting every restaurant and bar in America on this FREE iOS and Android App.

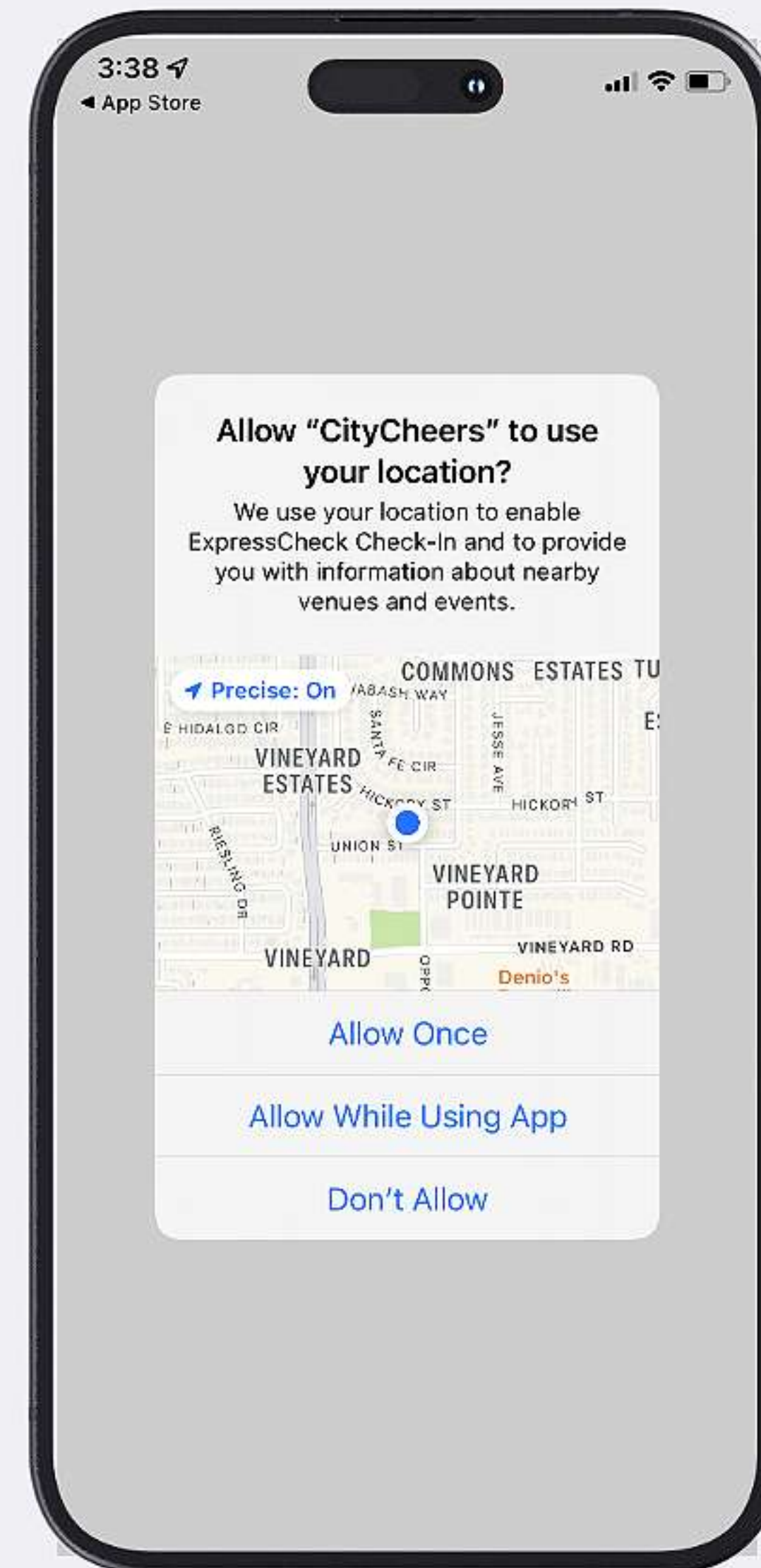
Download the CityCheers Super App



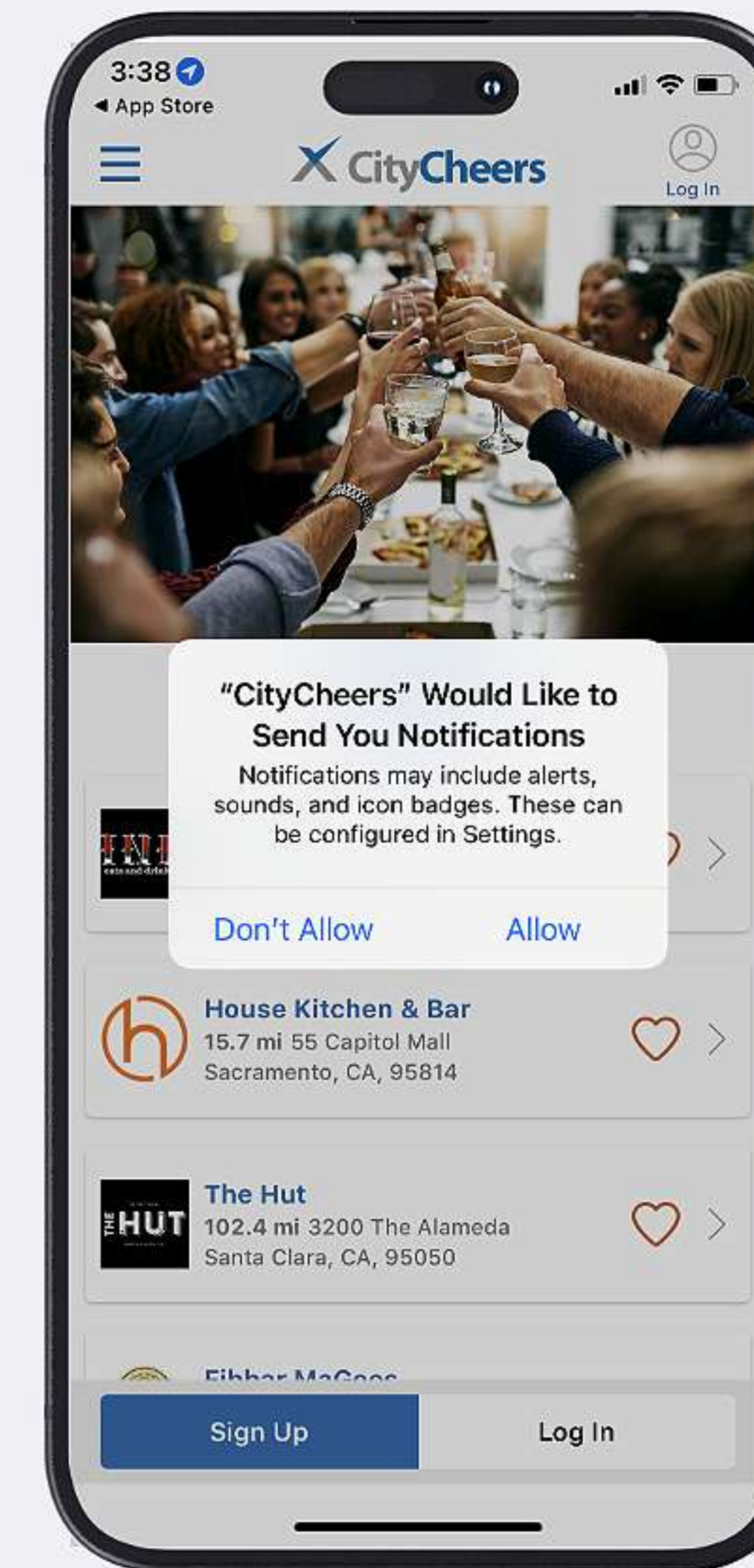
Sign Up Process



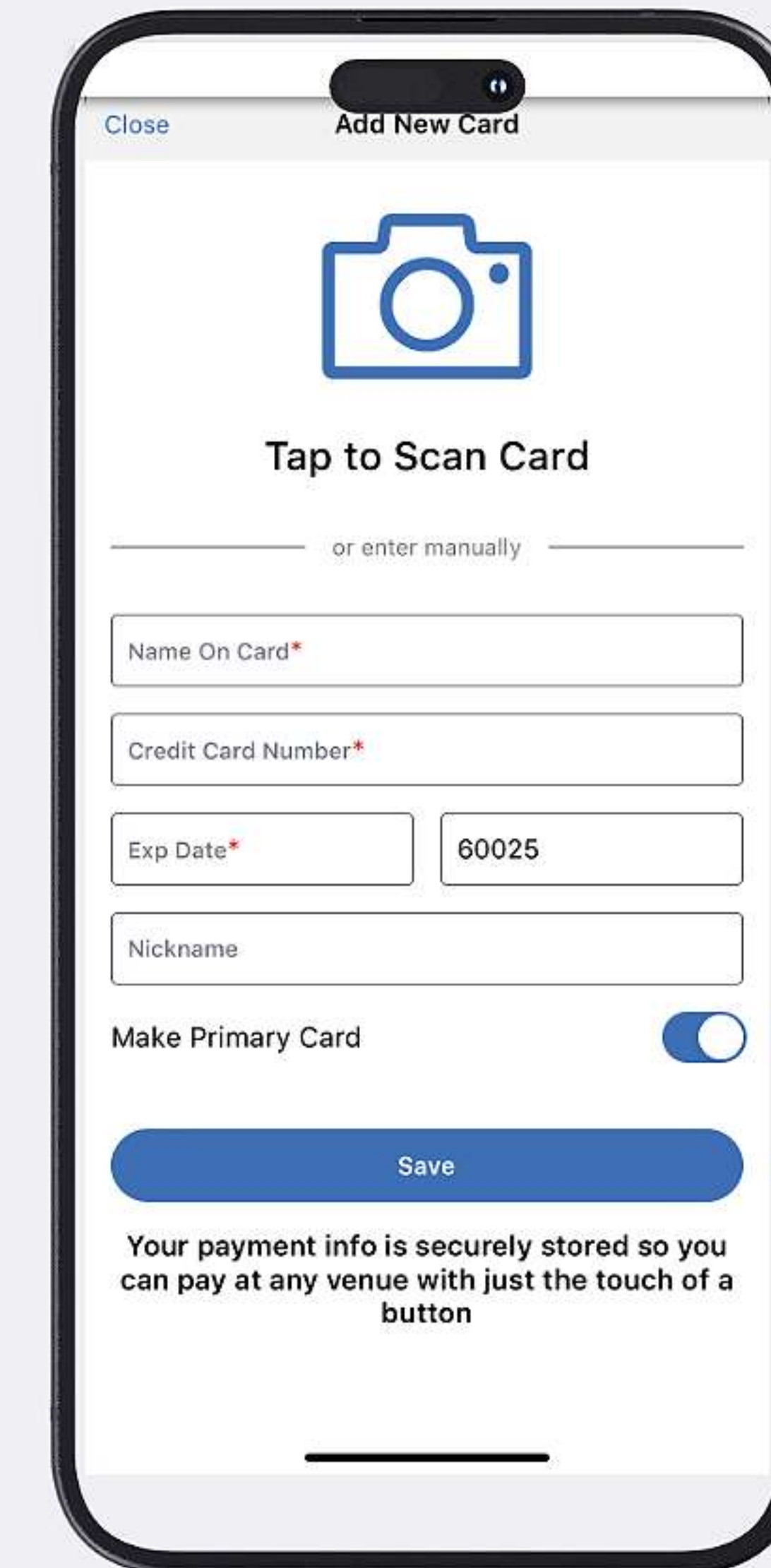
Add a photo.
This is a security feature and allows you to easily identify the guests.



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



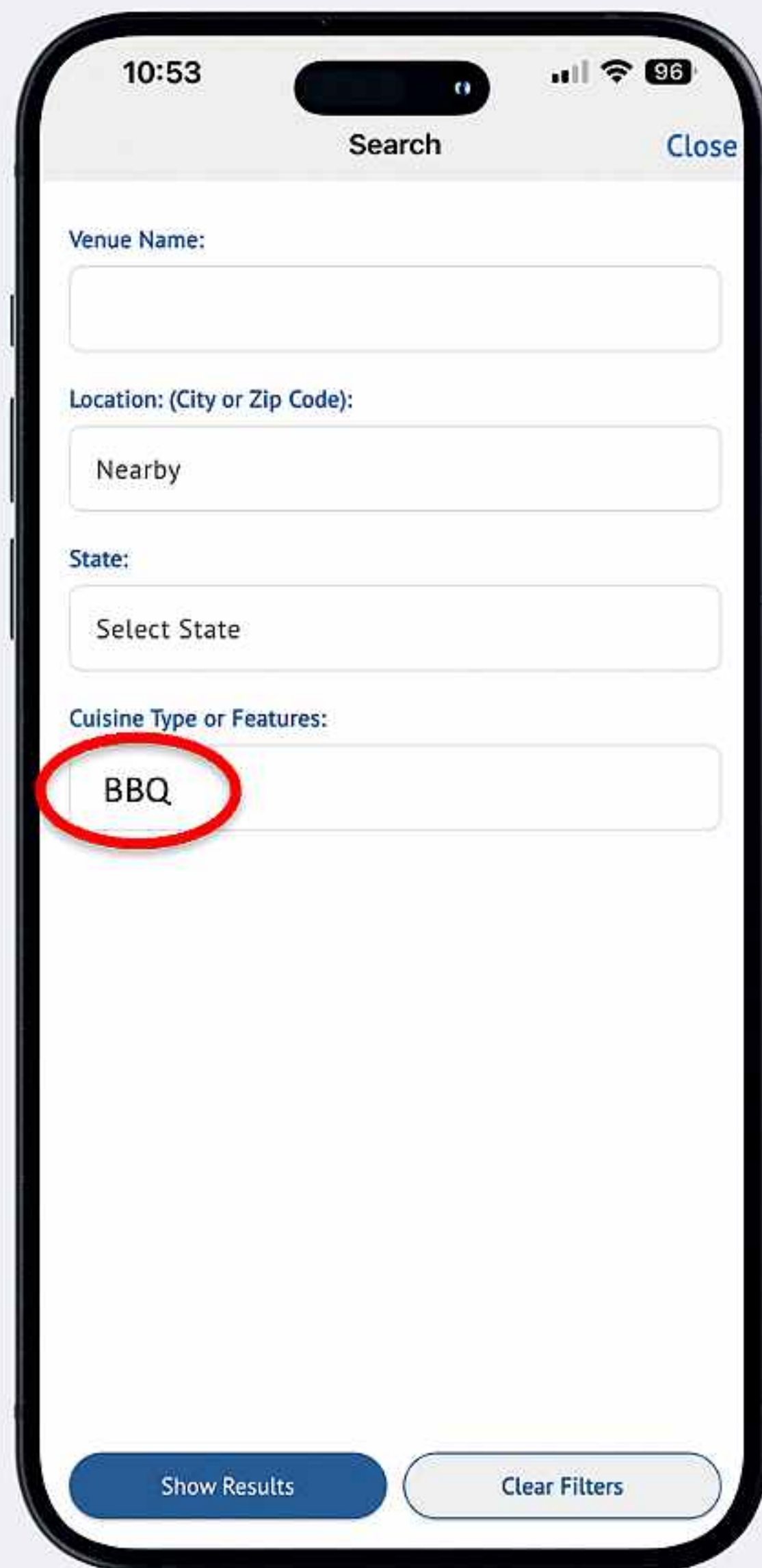
Allowing notifications enables you to directly message your patrons.



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

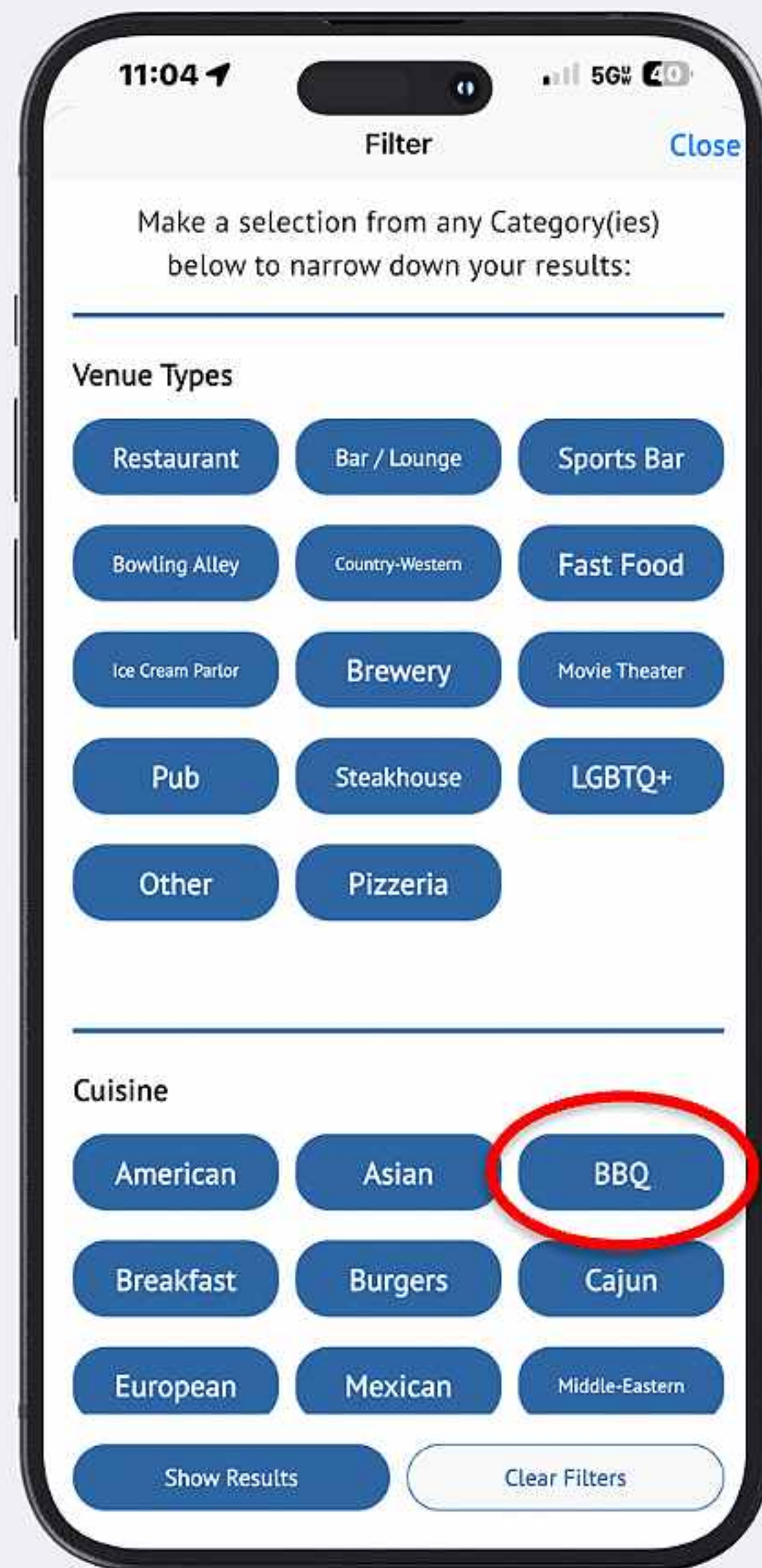
How to Find a Venue

Multiple Search & Discovery Features

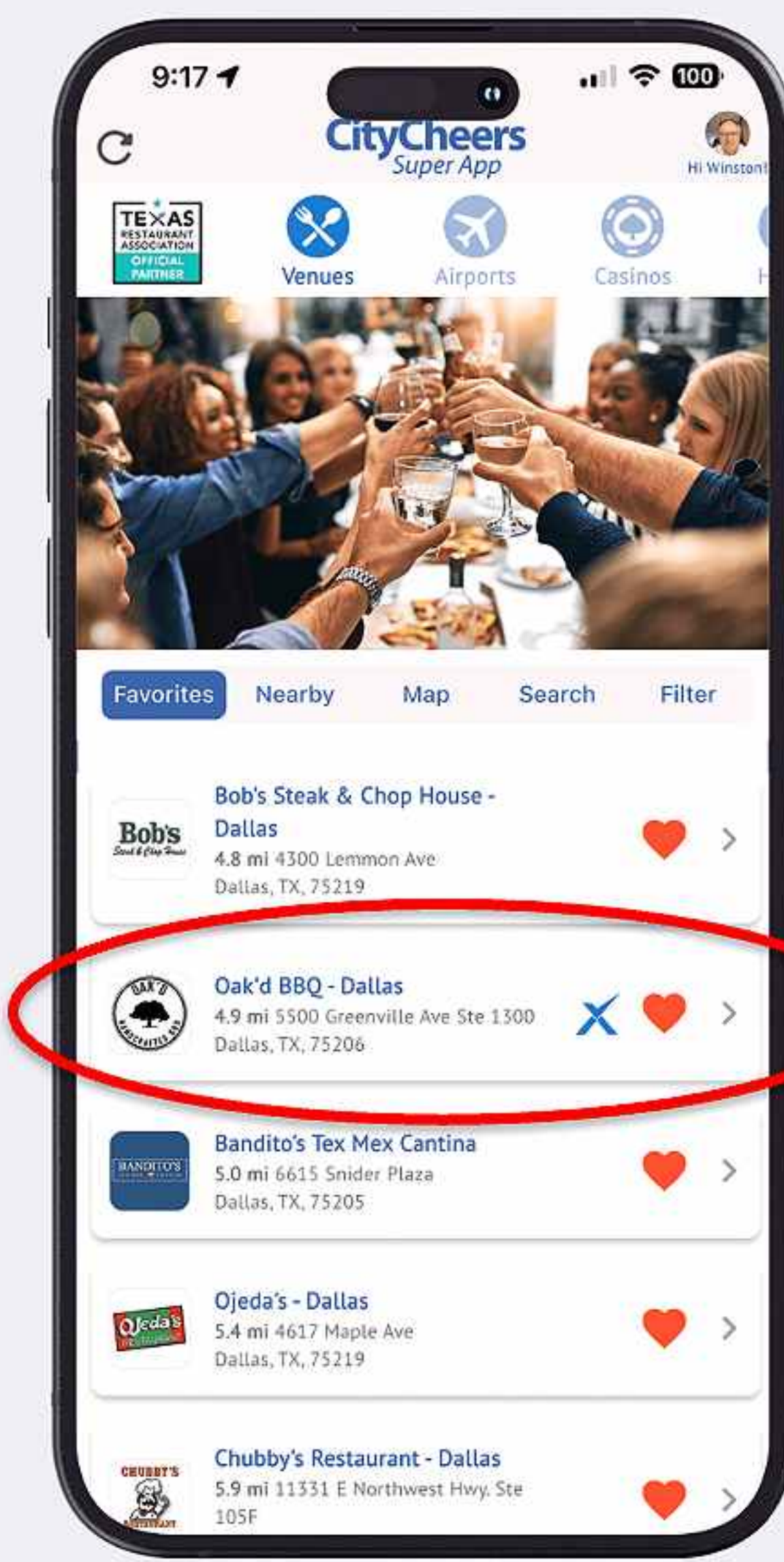


Enter Search terms

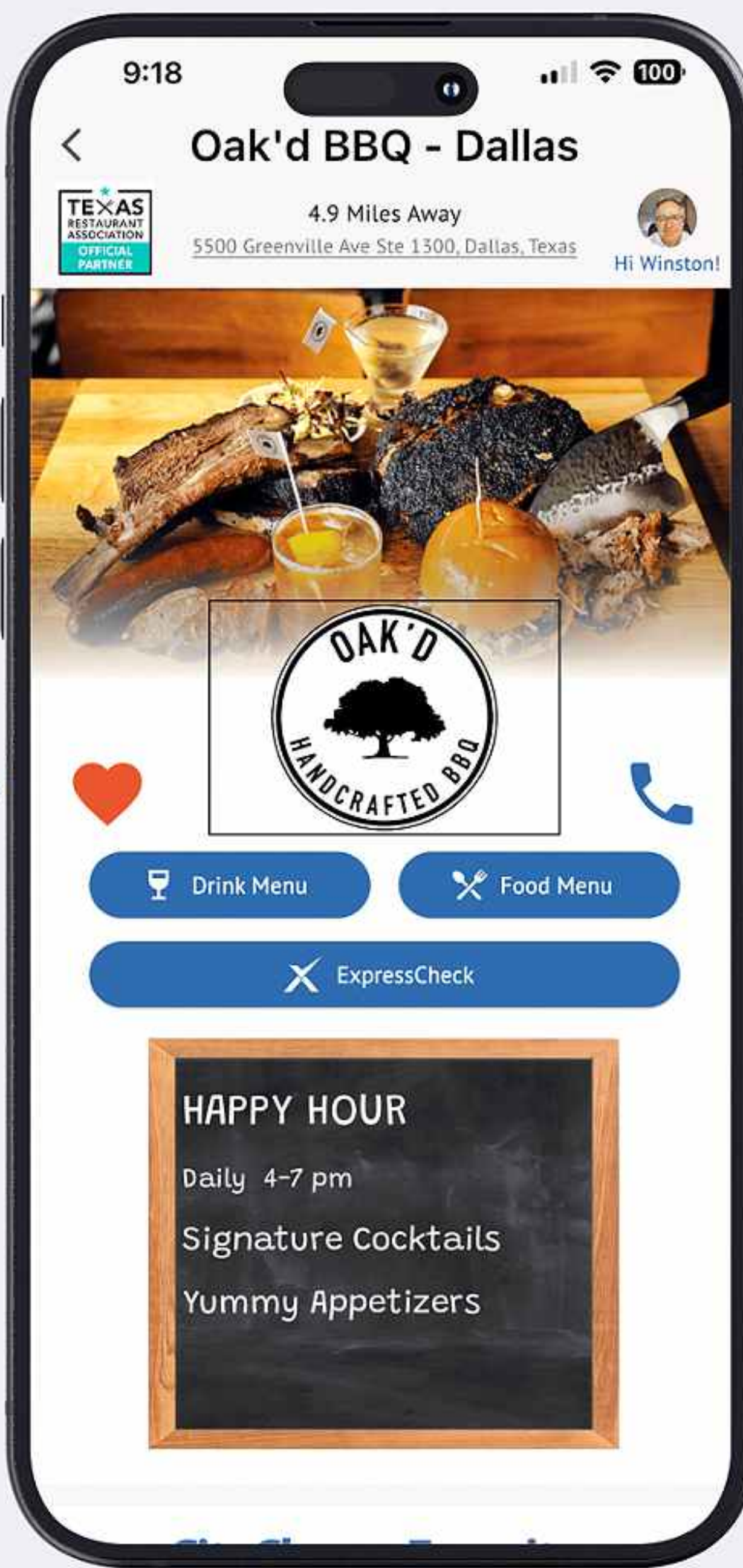
or



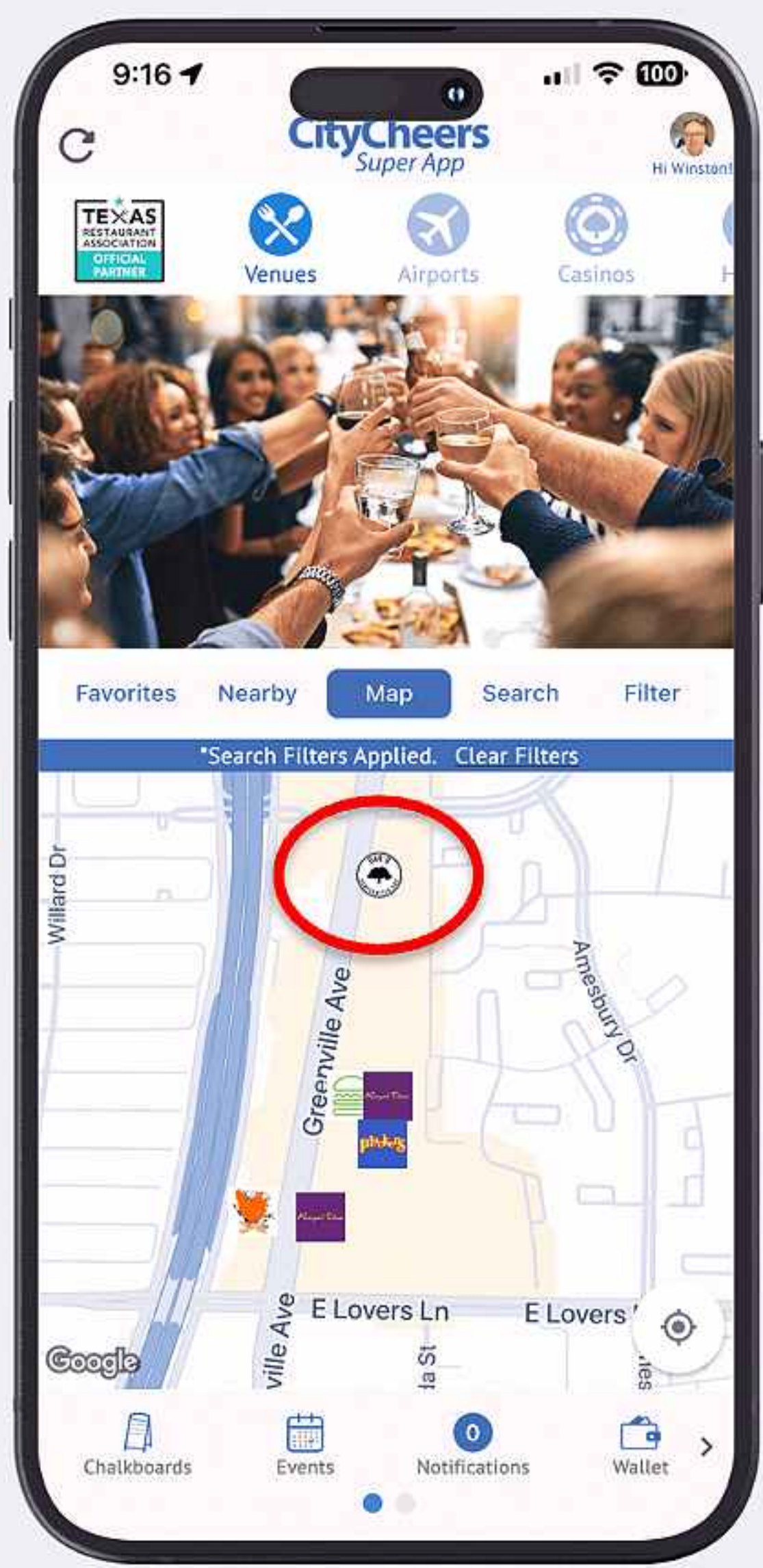
Use Filters to narrow Search



List of Results



Selected Venue



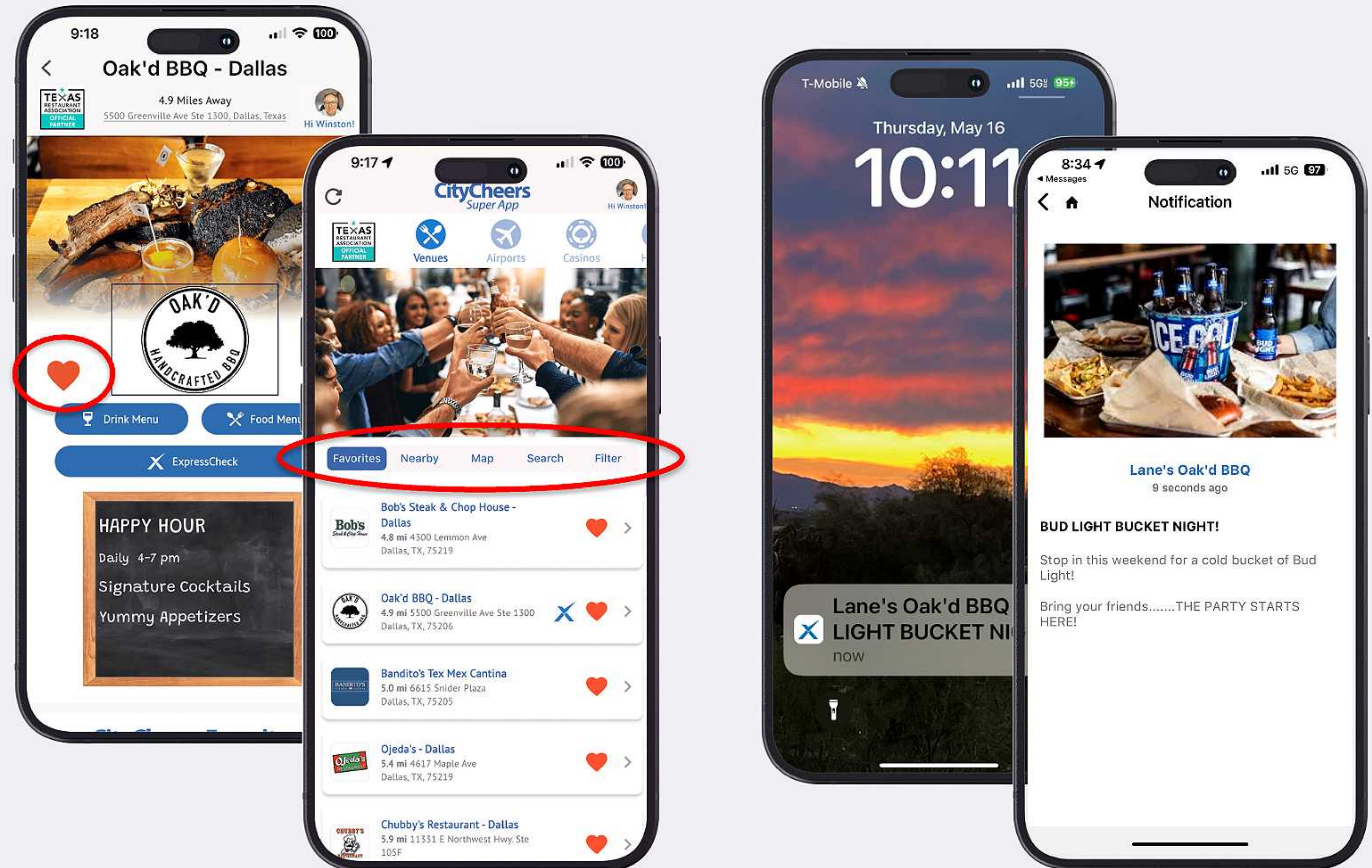
Use Map to find a location near you

Favorite Your Restaurant & Bar

Guests select to ❤️ **FAVORITE** their restaurant and bars

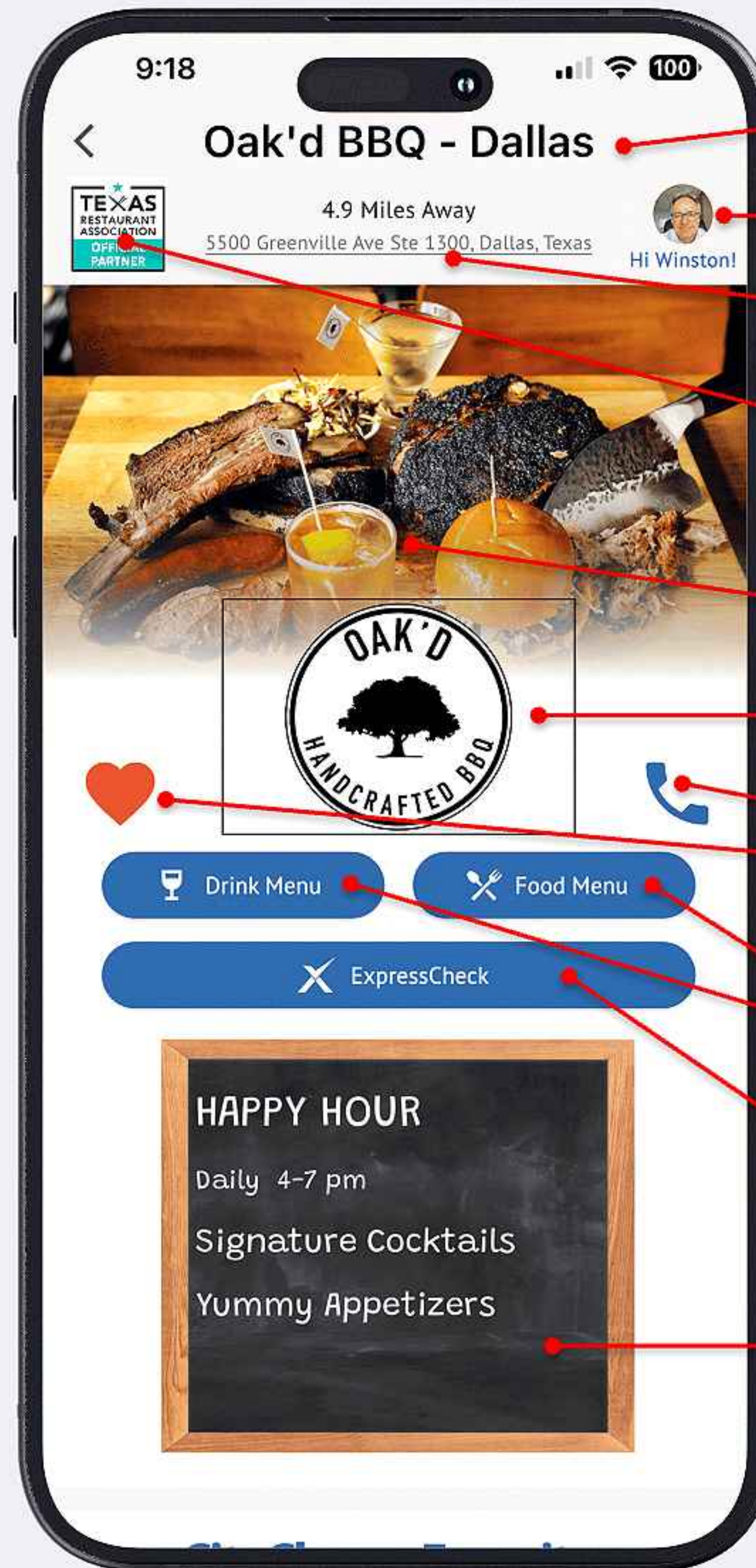
When a guest Favorites a venue...

1. Venue is added to the guest Favorites List on the app.
2. Guest can receive venue Dining & Entertainment Alerts.



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

Anatomy of a Venue App



Venue Name

User Avatar

Address

State Association
or Distributor

Hero Image

Venue Logo

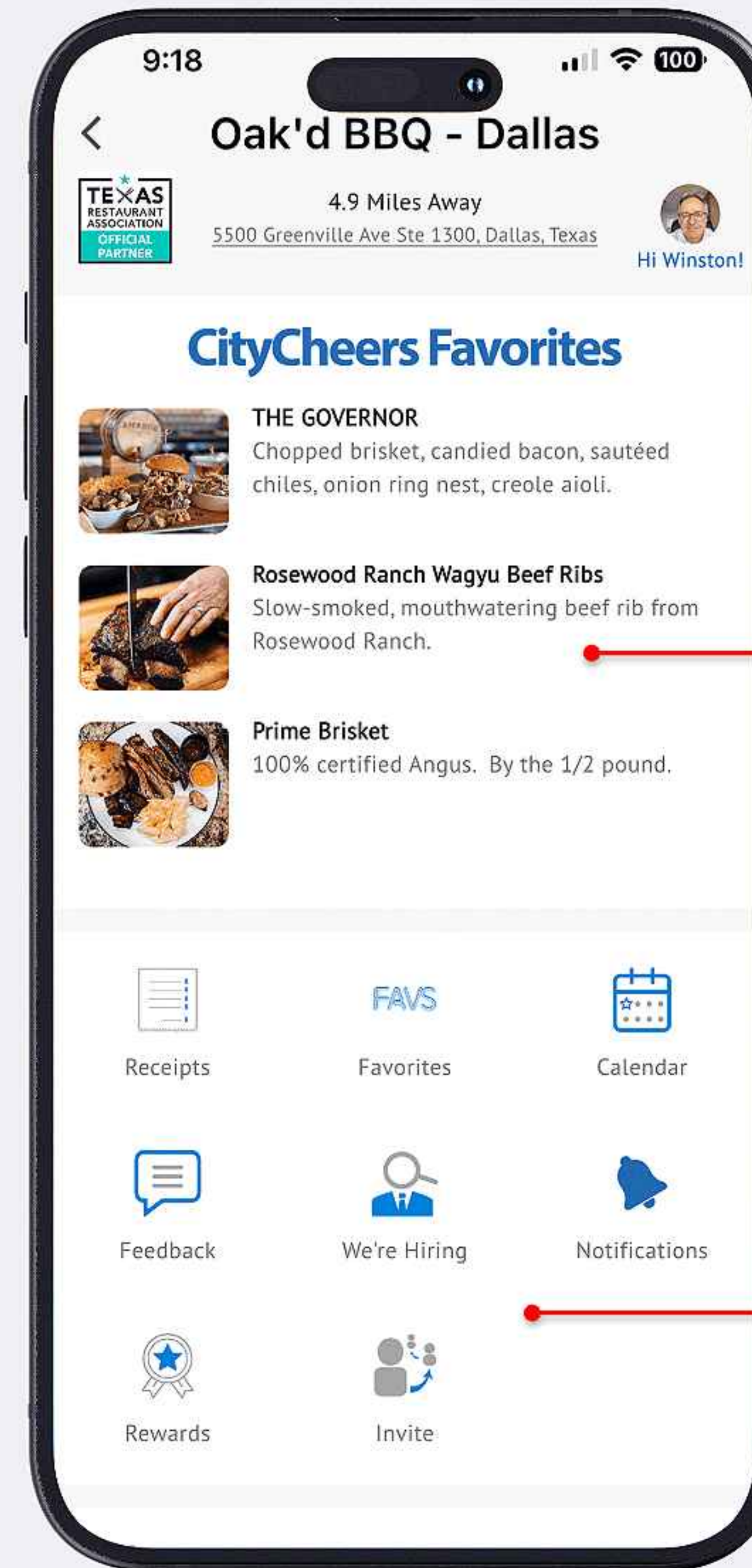
Call Venue

Favorite Venue

Menu links

ExpressCheck link
(Opens tab)

Virtual Chalkboard



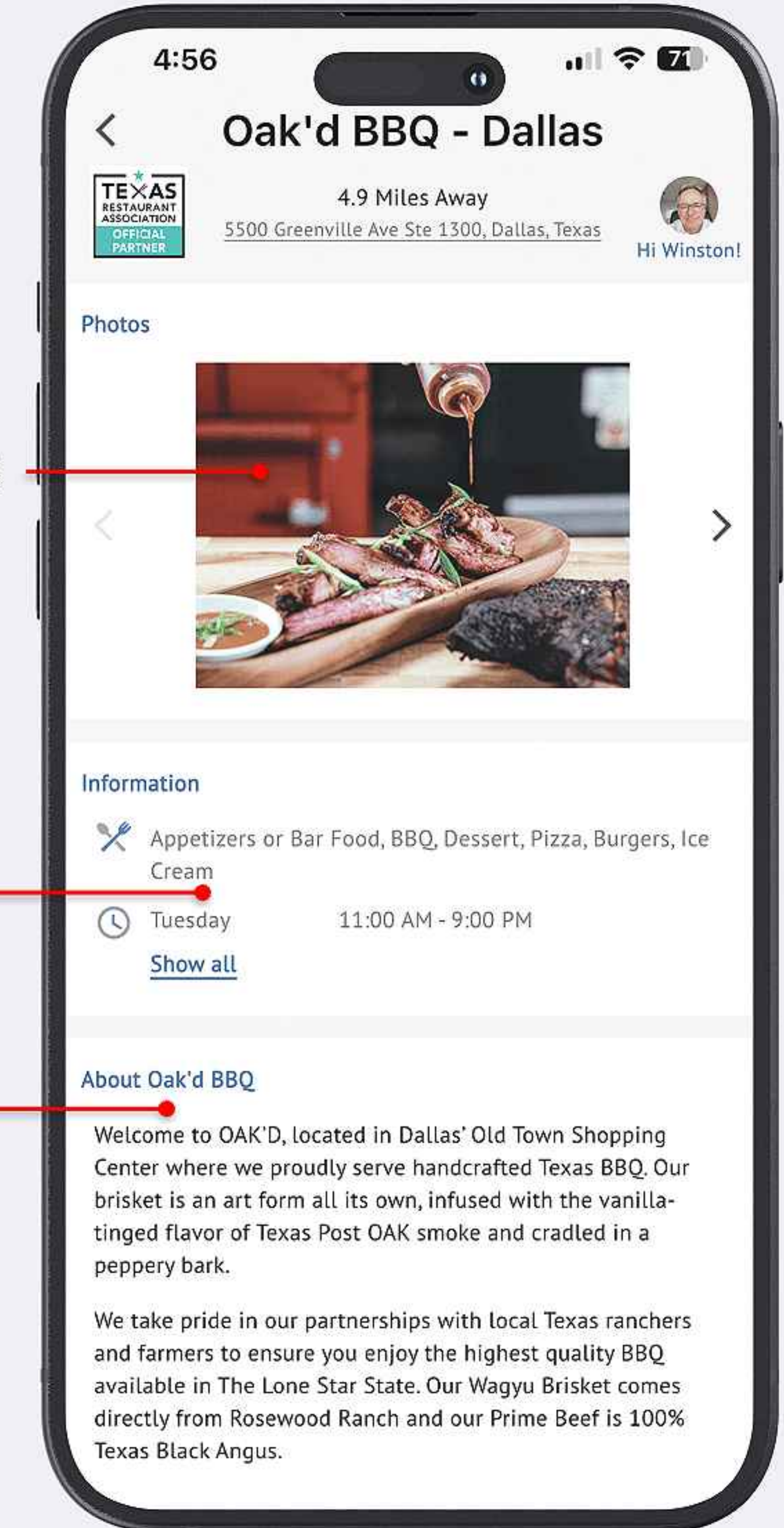
Venue & Food Photos

Signature Food
& Drink

Hours

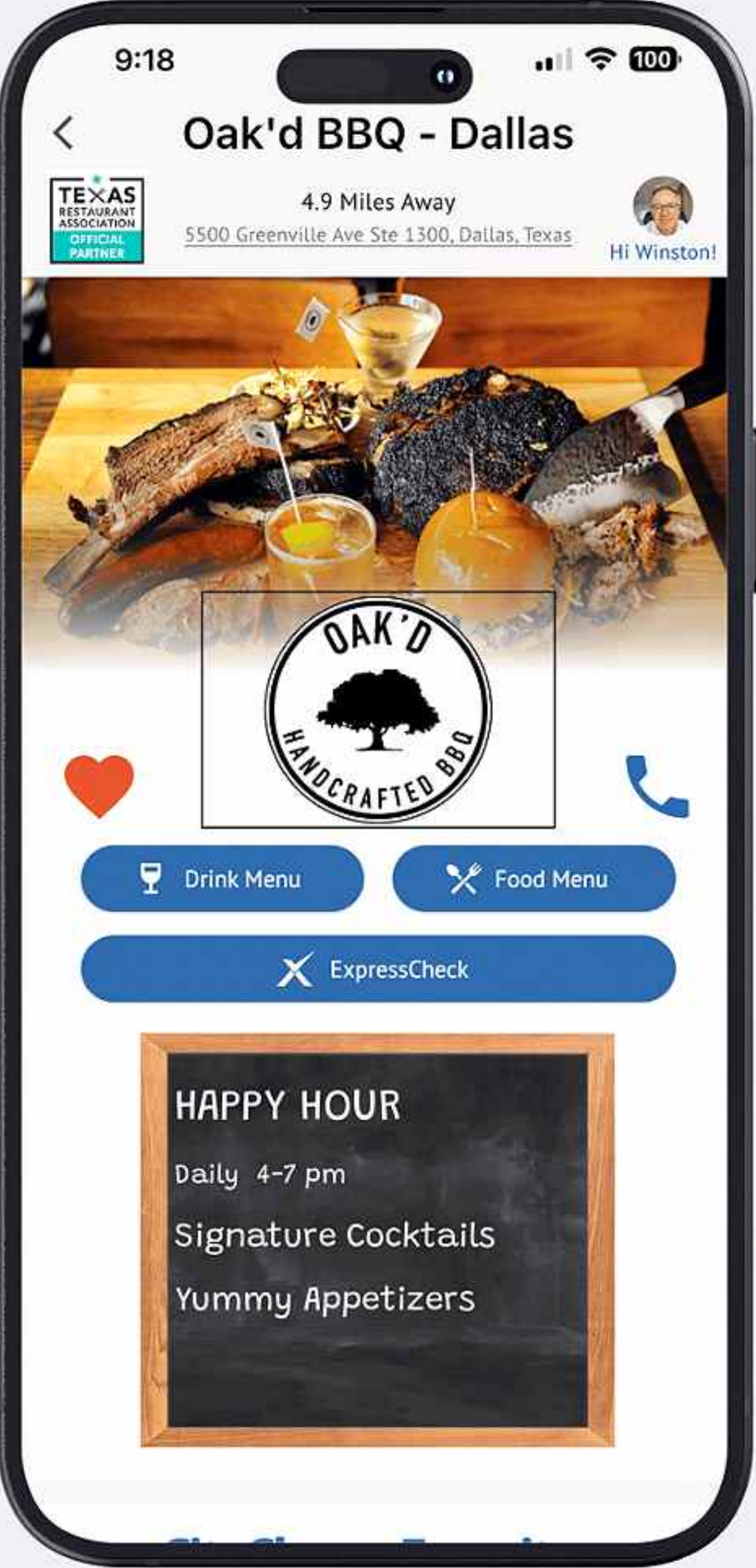
About Venue

Widget Grid

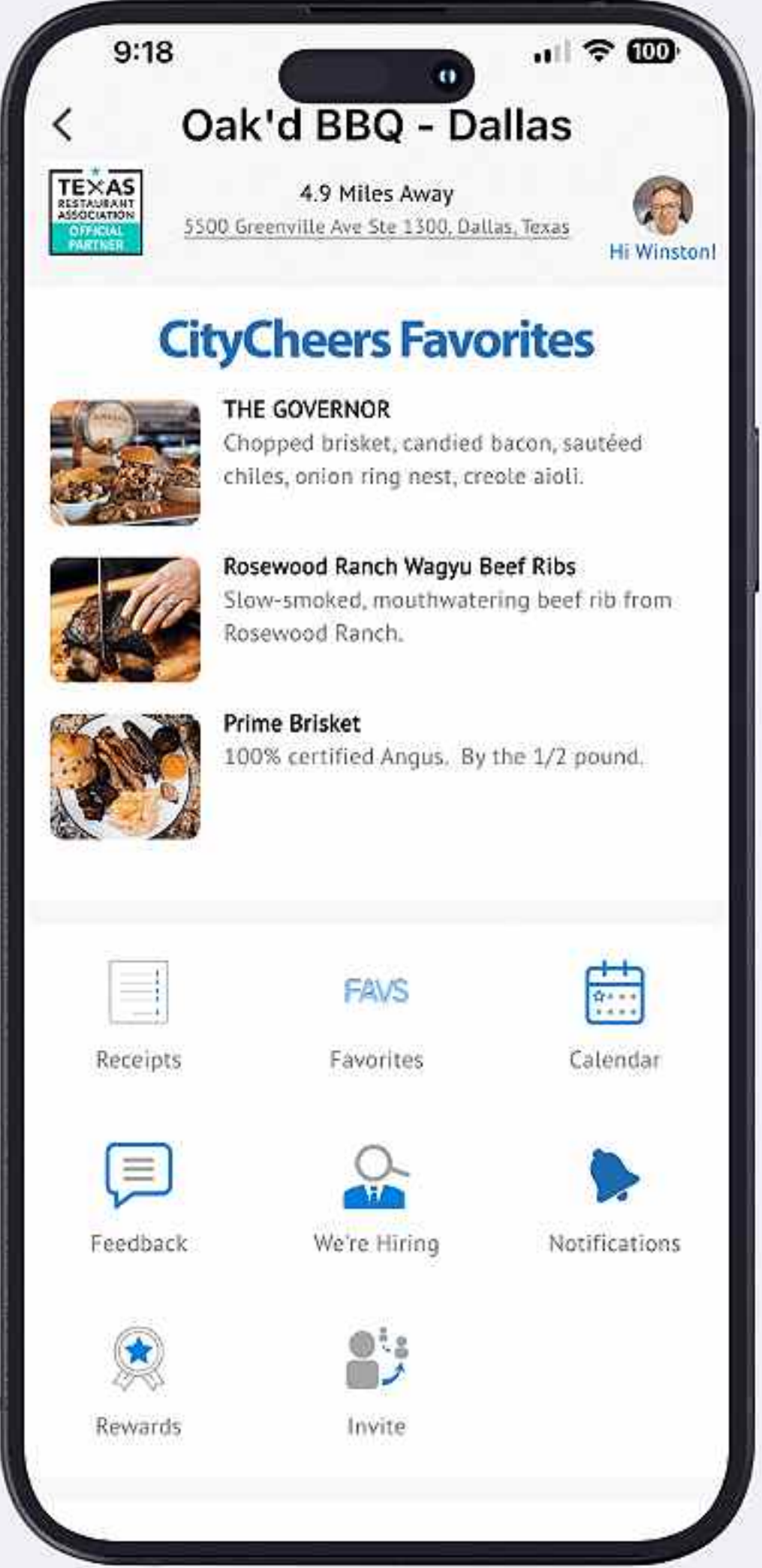


All the Features of a private label app

Housed within the CityCheers Super App



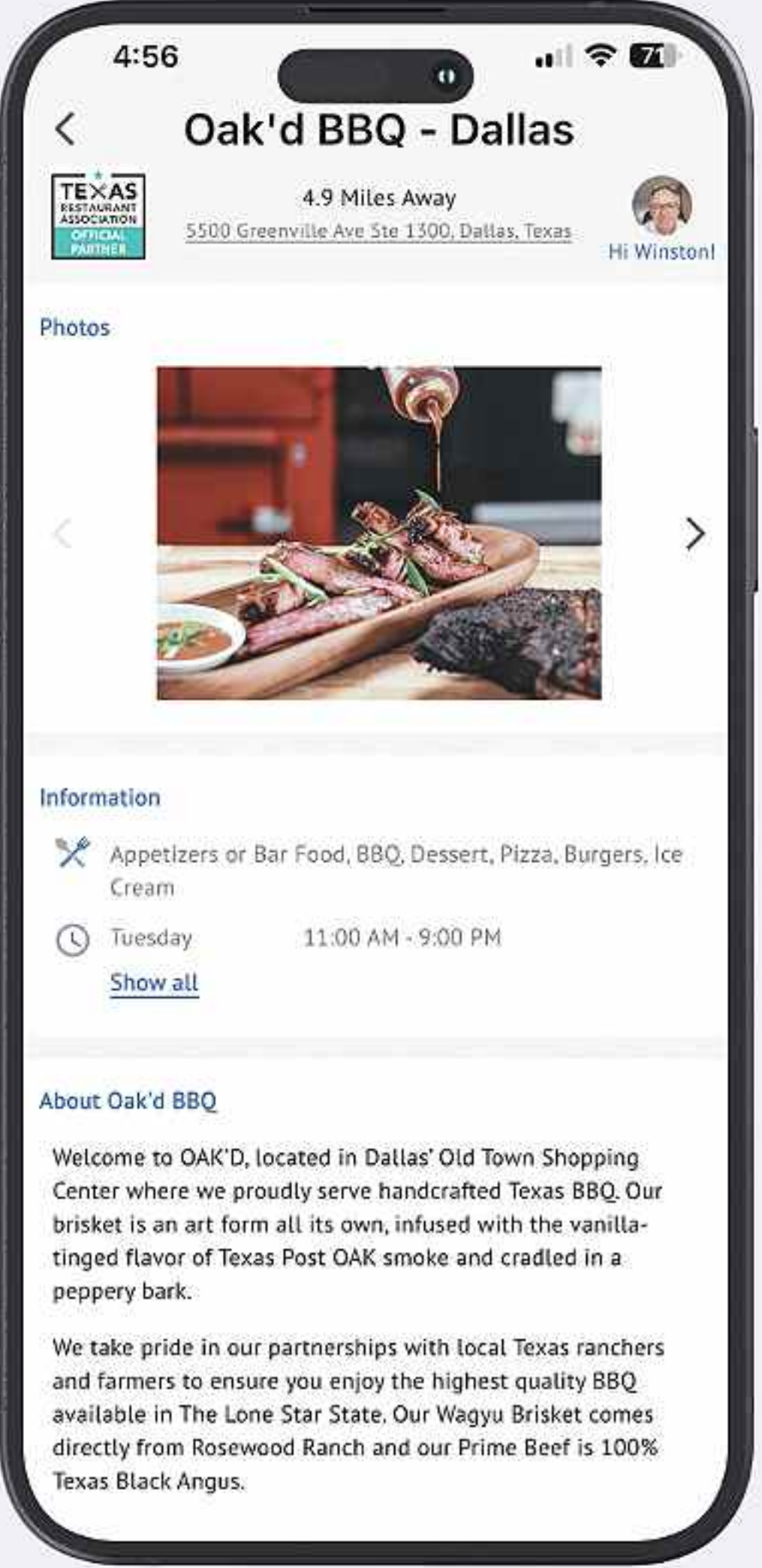
Venue Profile



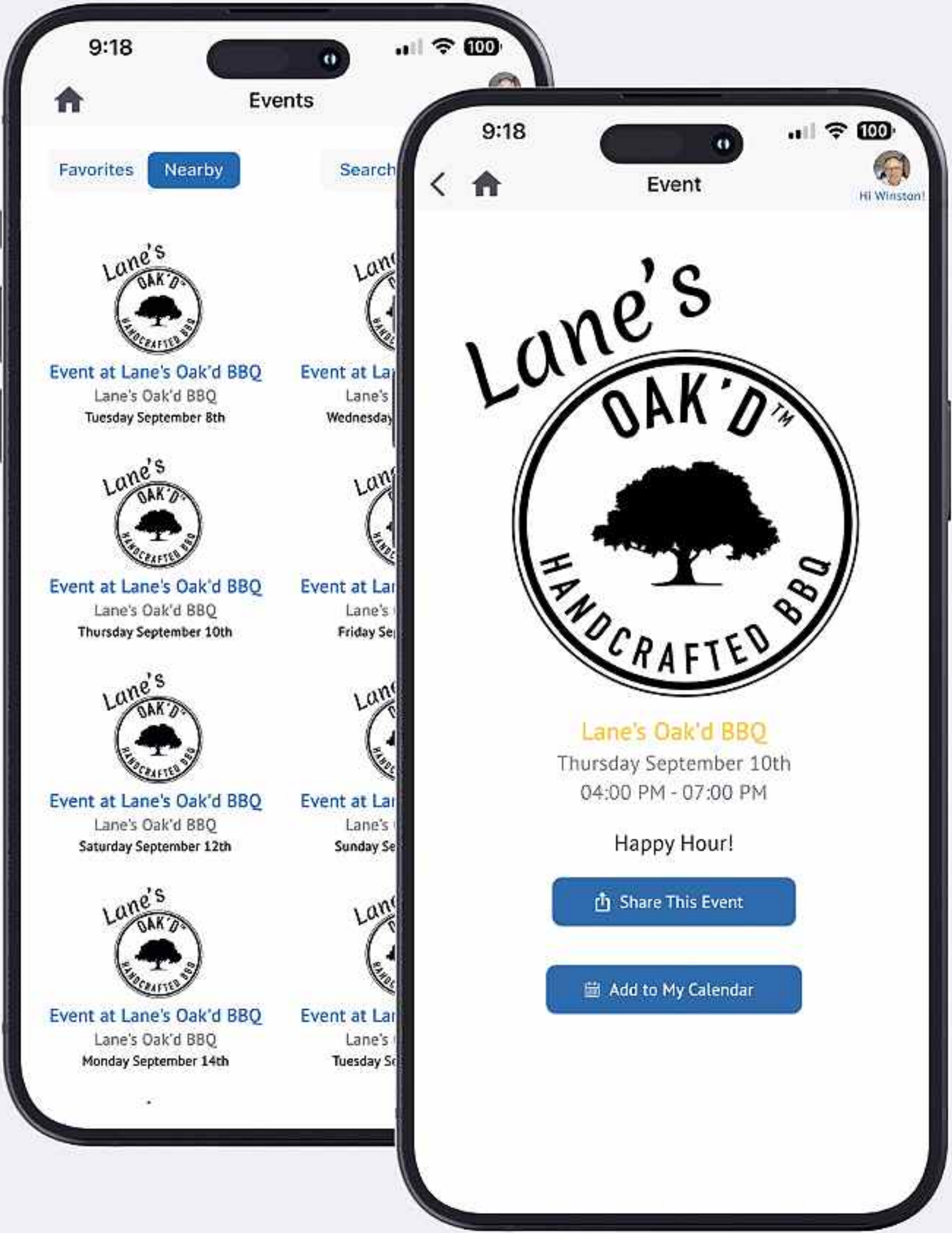
Signature Food & Drink and Widgets



Menus



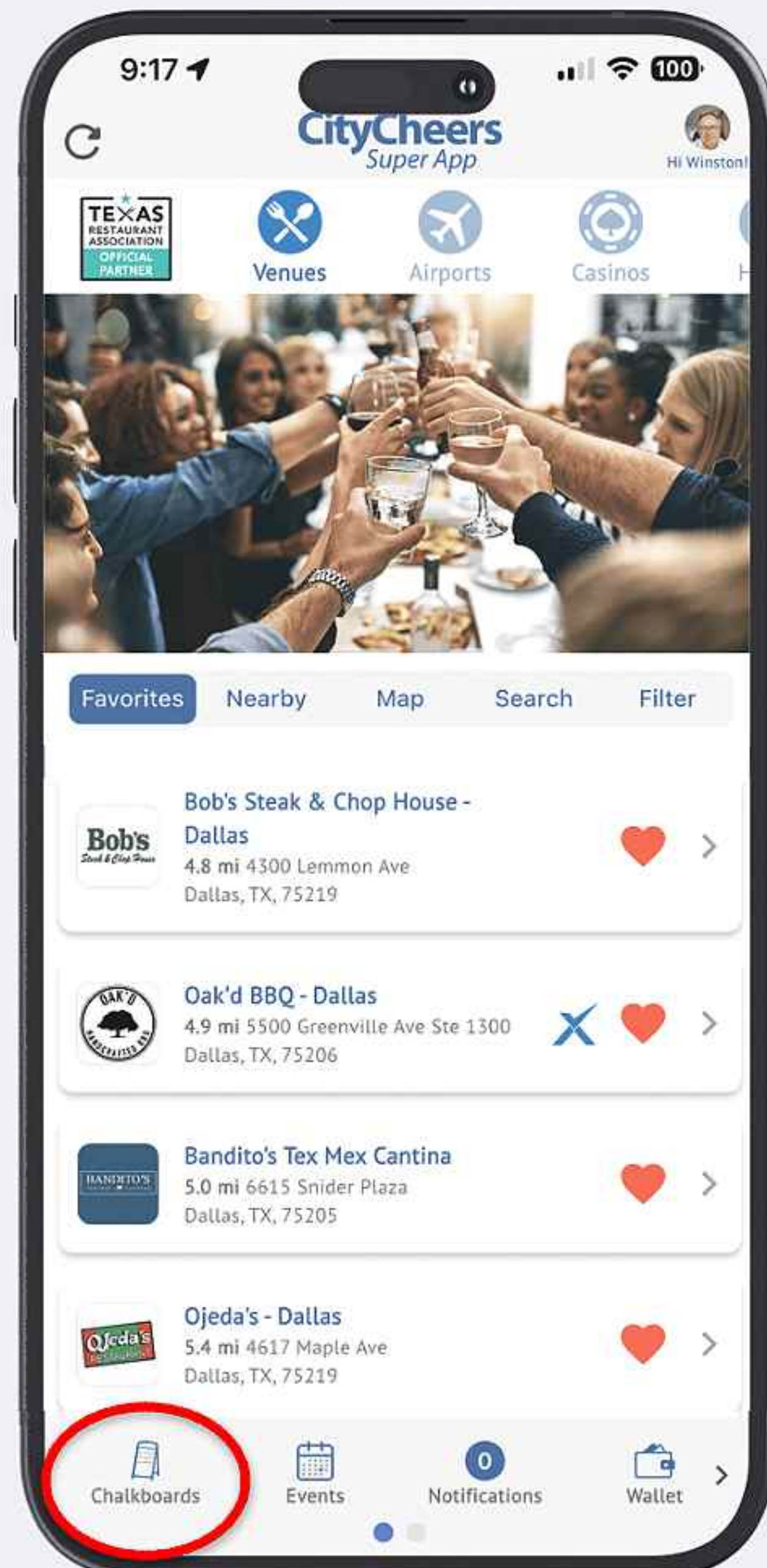
Photos & About



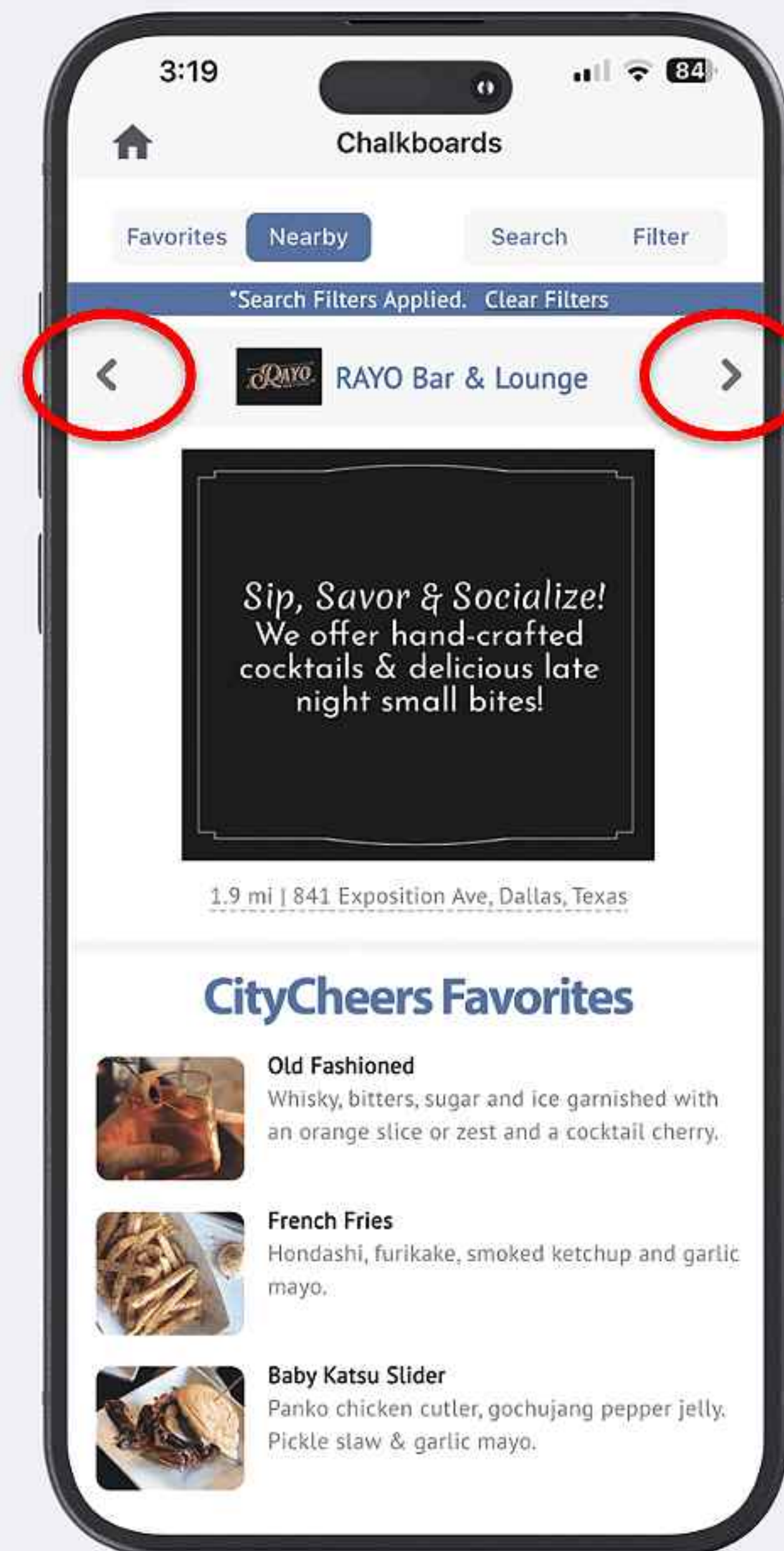
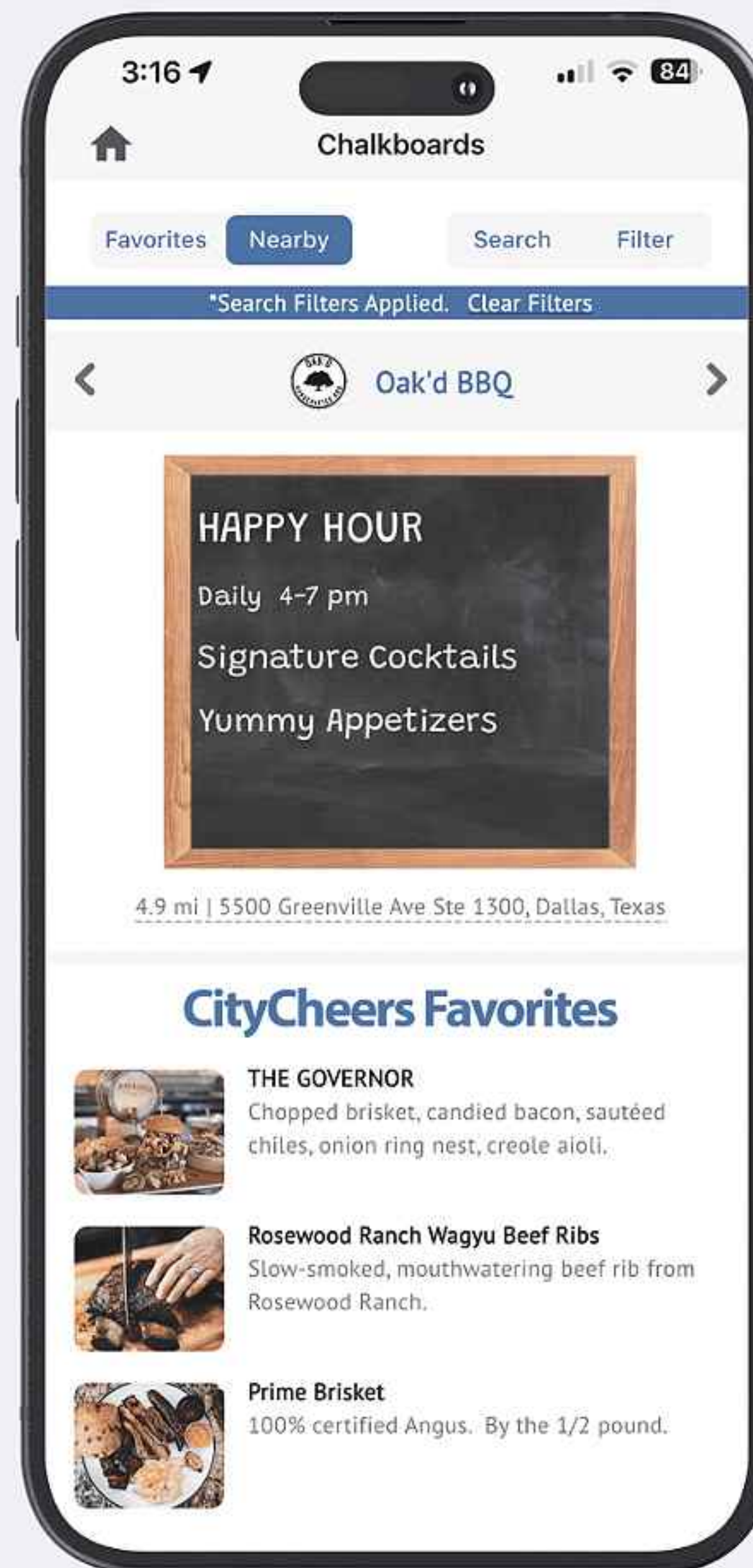
Calendar of Events

Features: Virtual Chalkboards

Showcase your Daily Specials, Happy Hours, Game Nights, and other Events



Navigate to Chalkboards

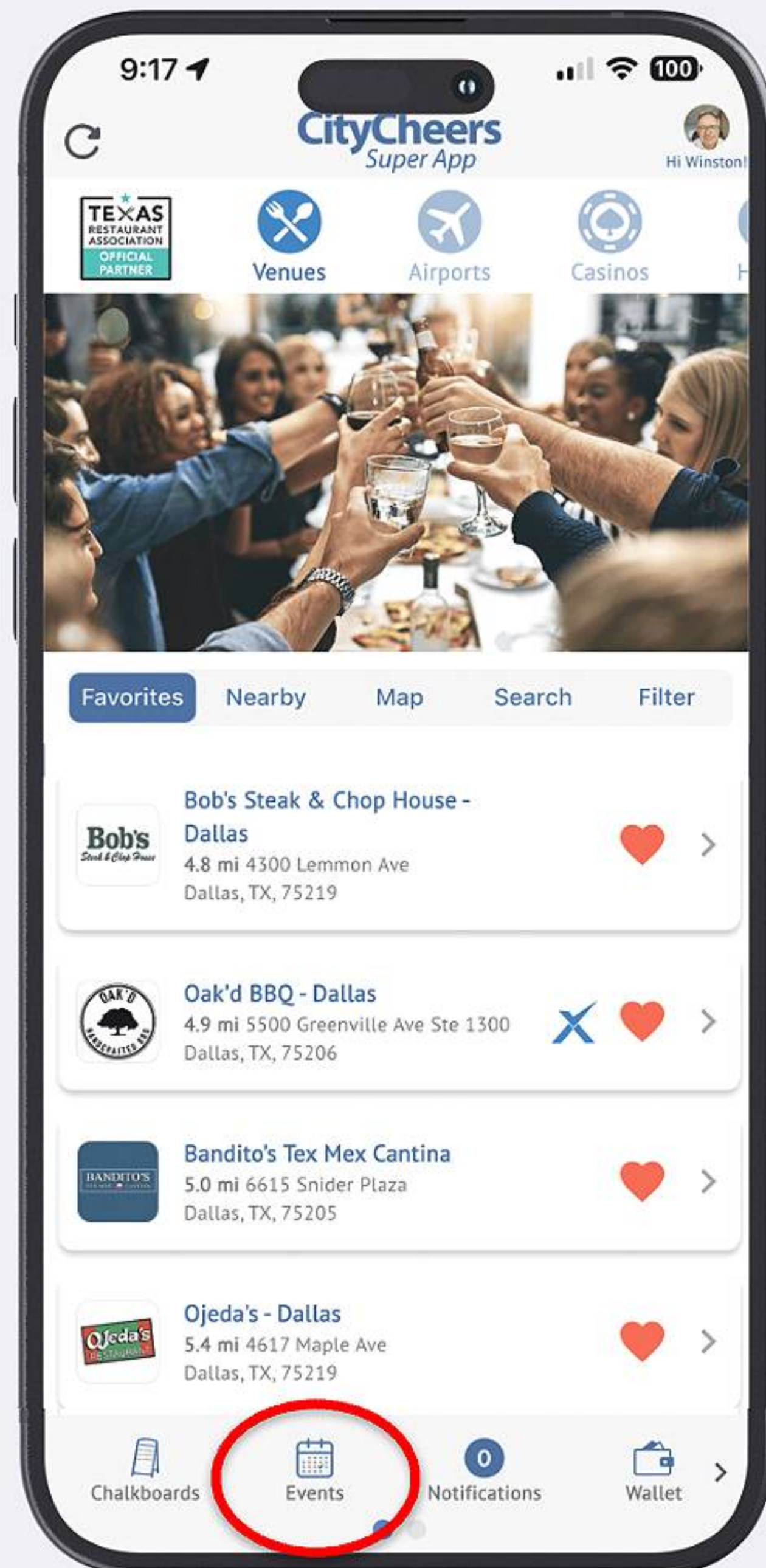


Carousel through Virtual Chalkboards from your favorite venues



Features: Event Calendar

Full list of Events for the week, month, or year



Navigate to Events

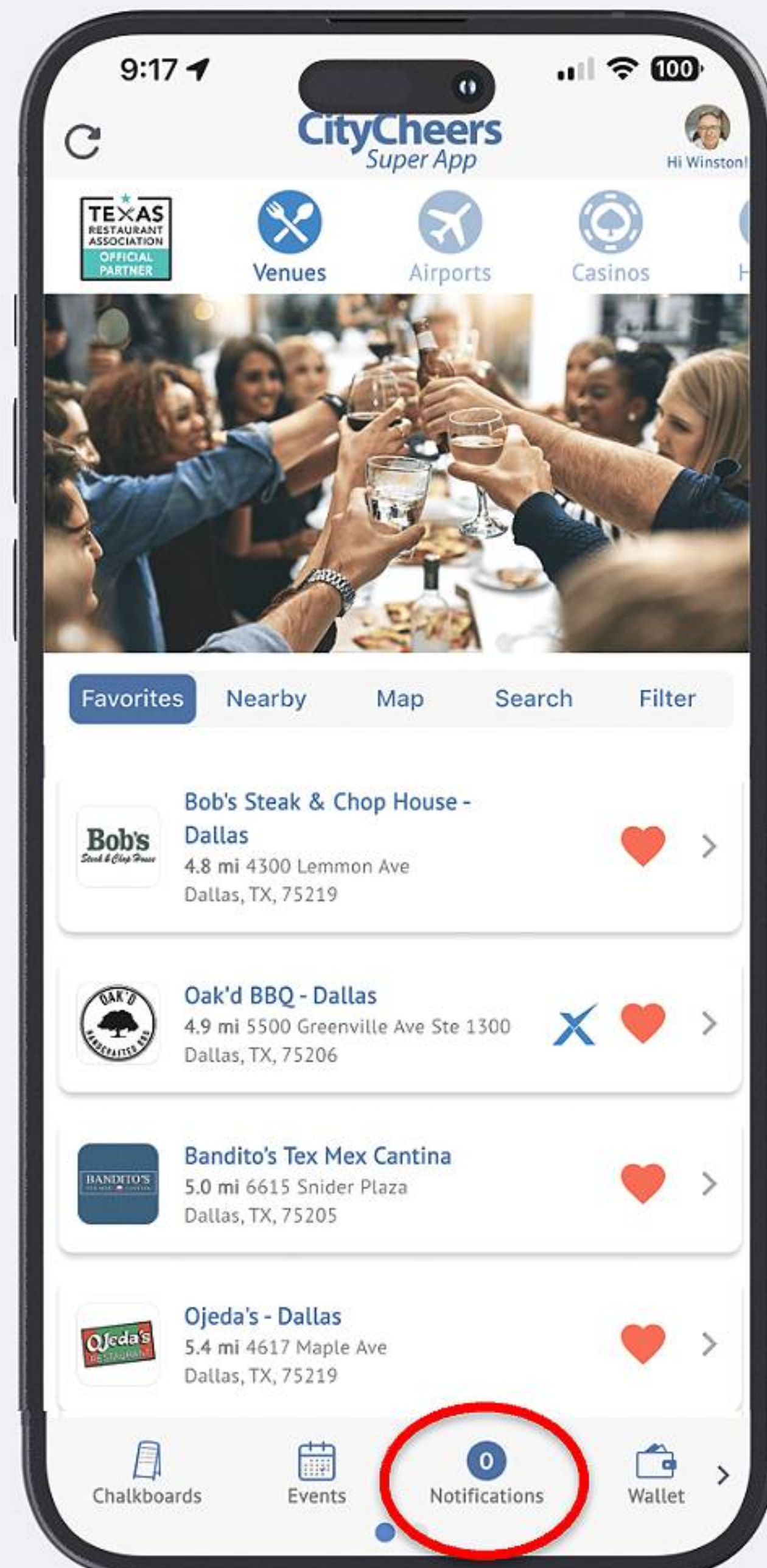


Navigate through Event Calendar and share events with friends and family

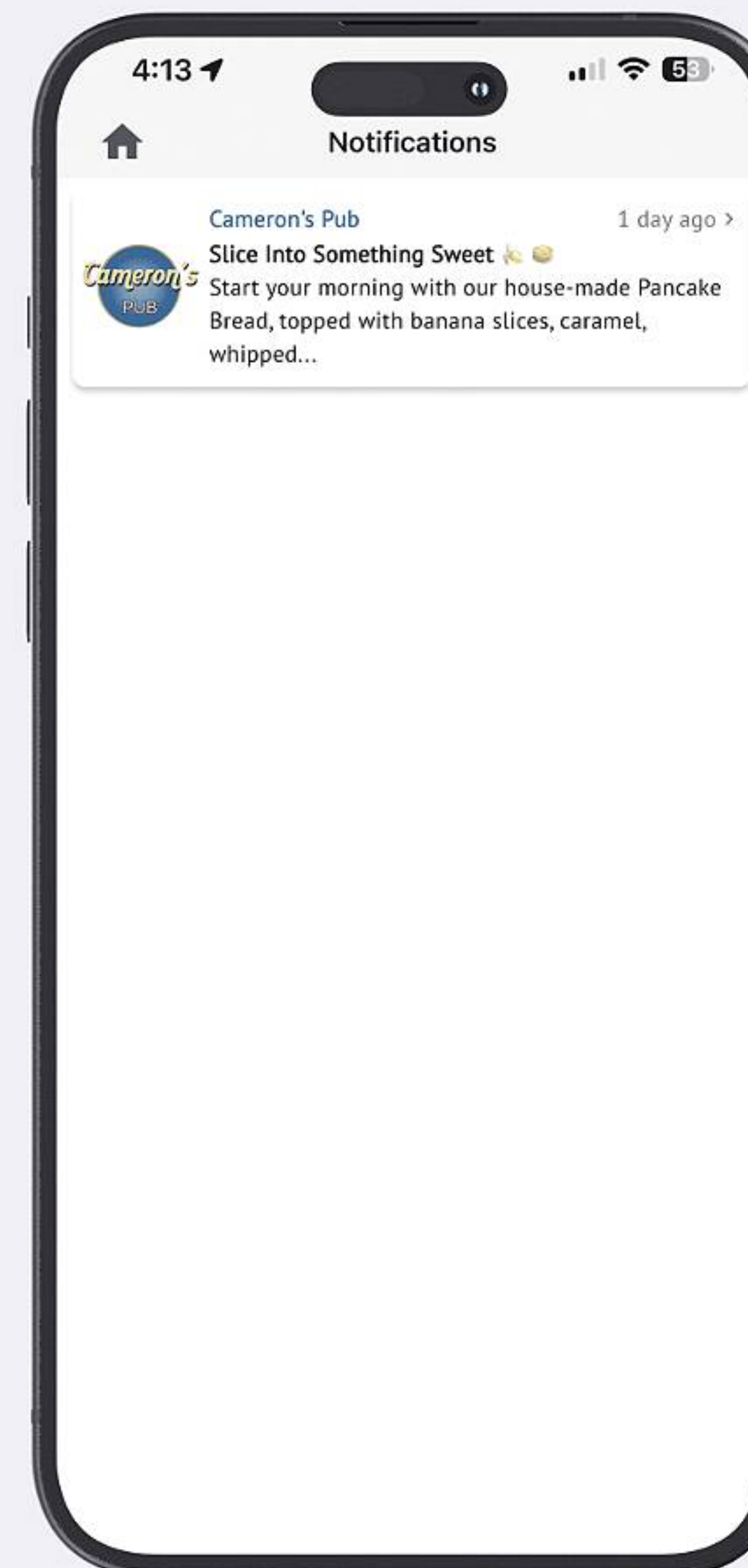


Features: Dining & Entertainment Alerts

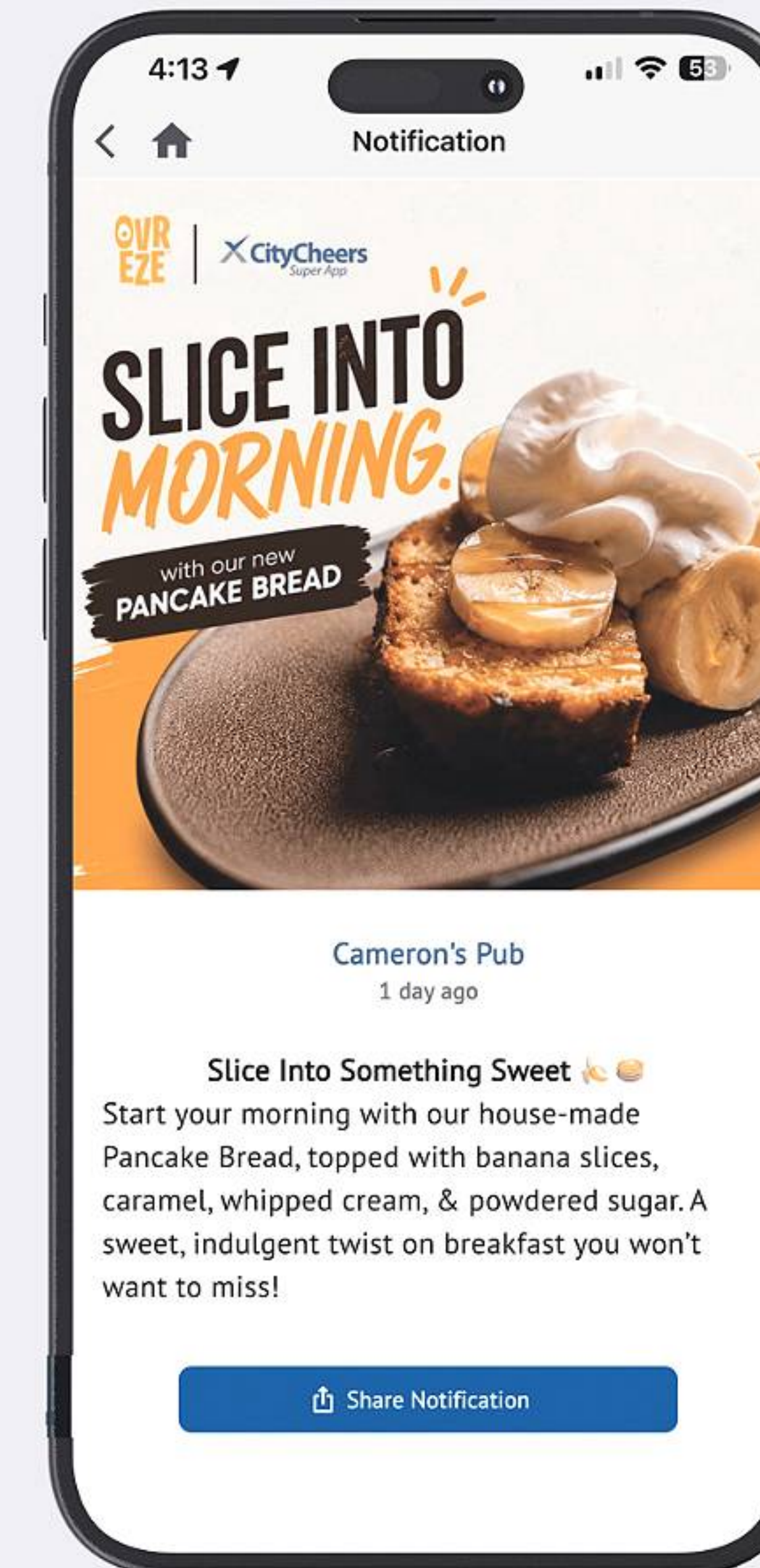
Broadcast important notifications directly to your guest



Navigate to Notifications



Receive Dining & Entertainment Alerts and share with your friends and family



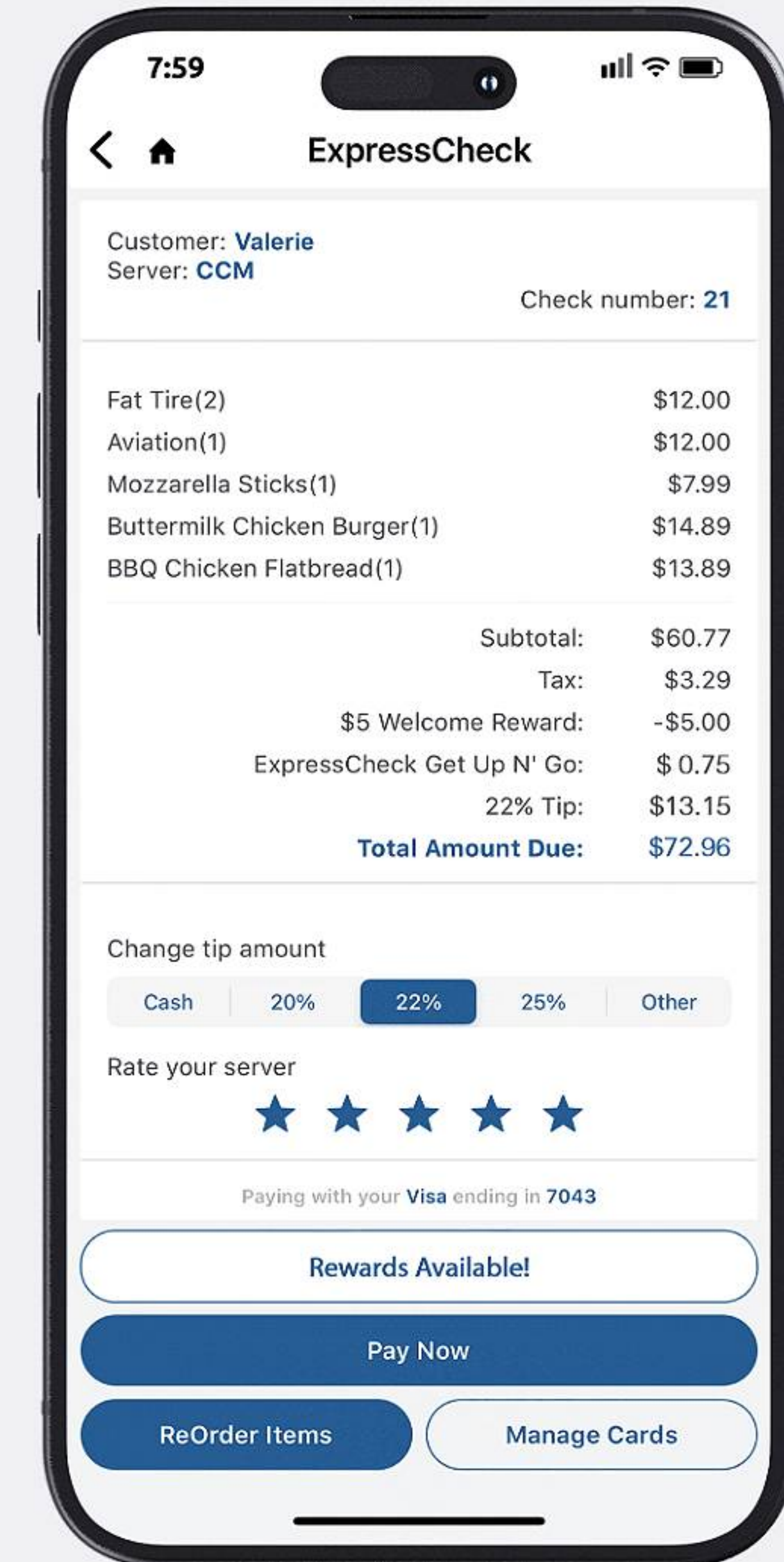
Features: X EXPRESSCHECK

One national platform for payments

The new payment standard for Post canteens

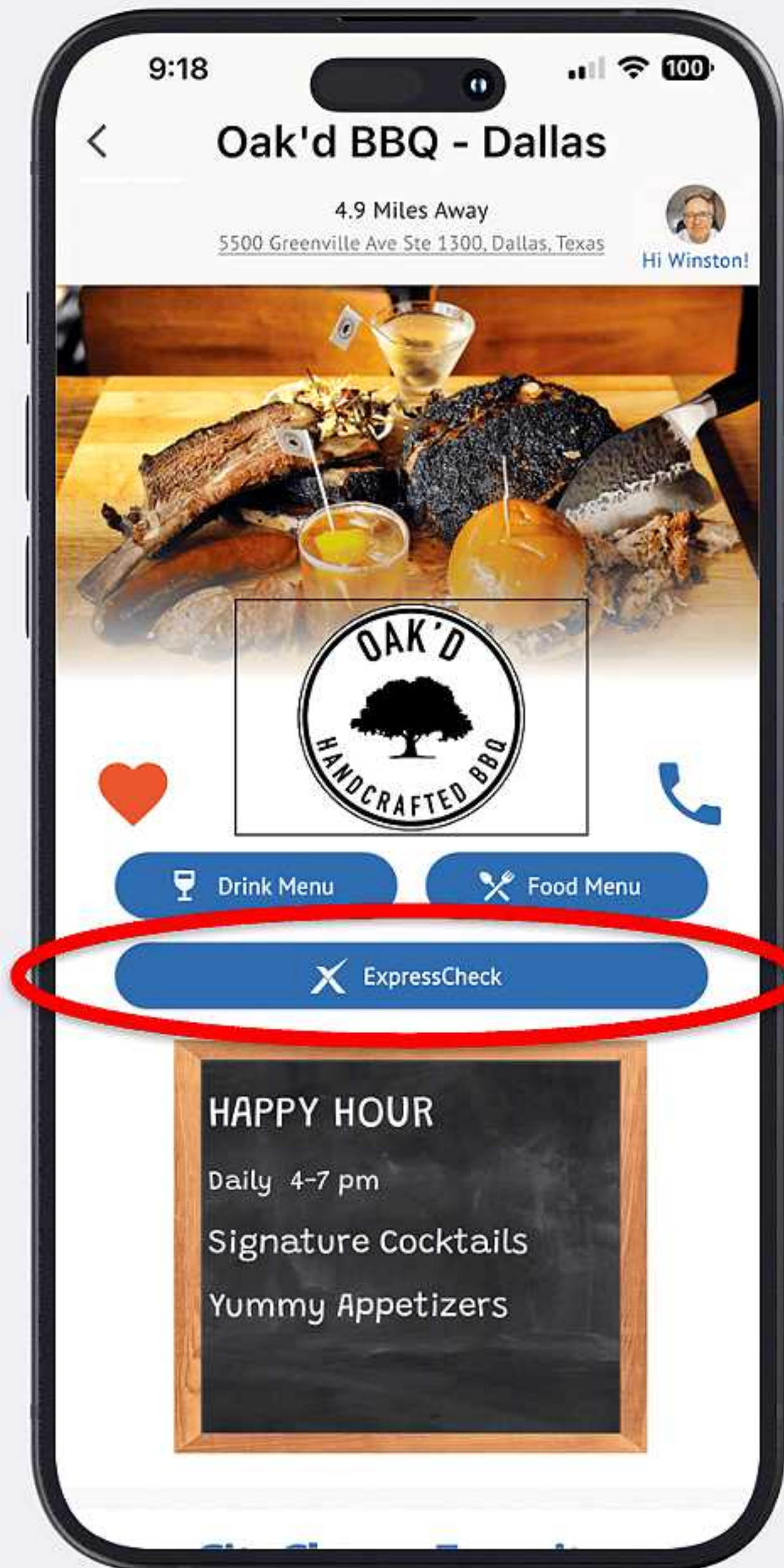
- Automates the payment process
- ExpressCheck pushes the orders on the POS to guests' mobile device
- Anything added to the order on the POS shows up in the app
- Rewards and Loyalty can be redeemed right on the app
- All payments go directly to your current processor
- Works with all the major POS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

CityCheers users can pay everywhere - just like Uber!

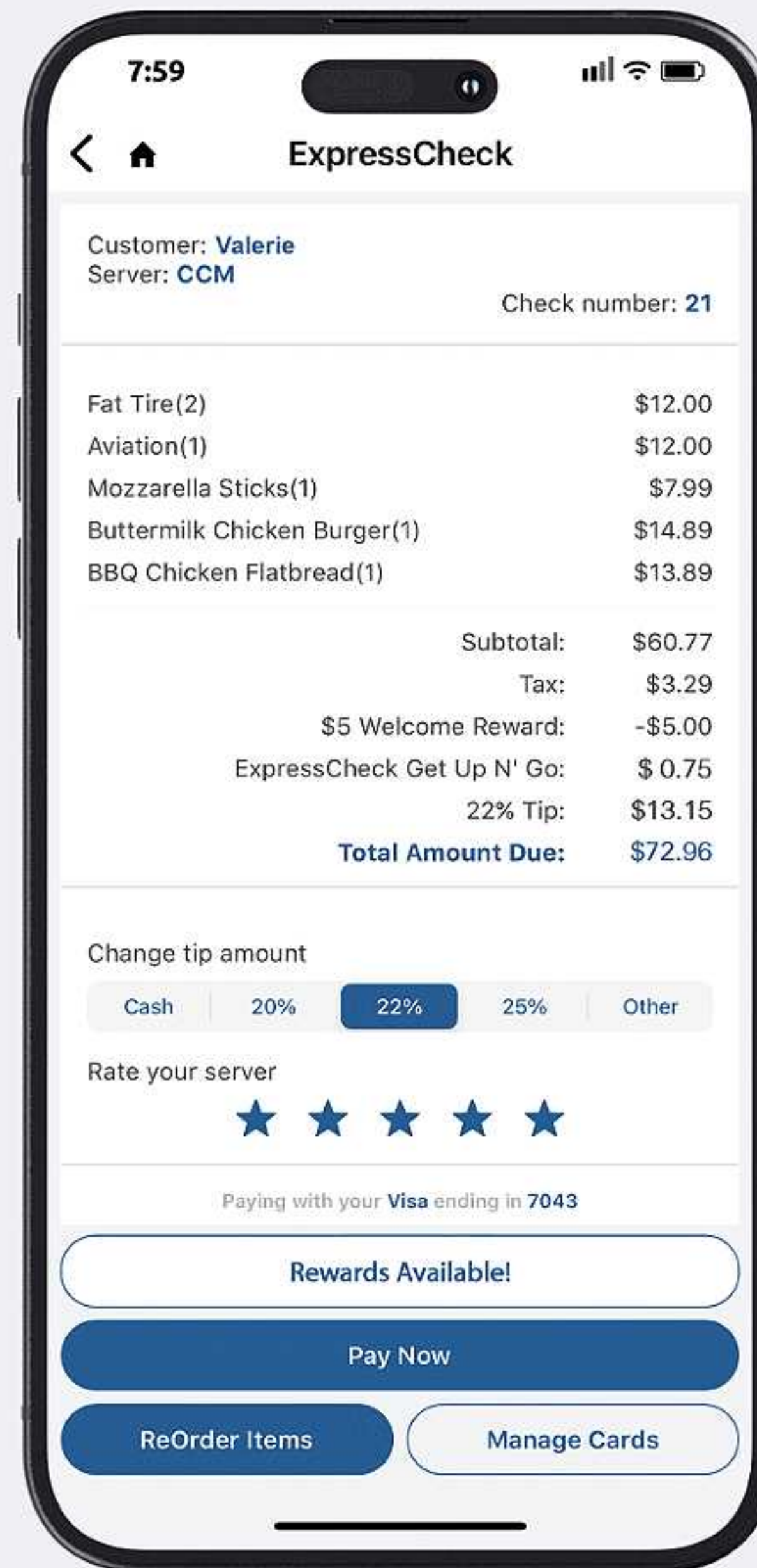


Features: X EXPRESSCHECK

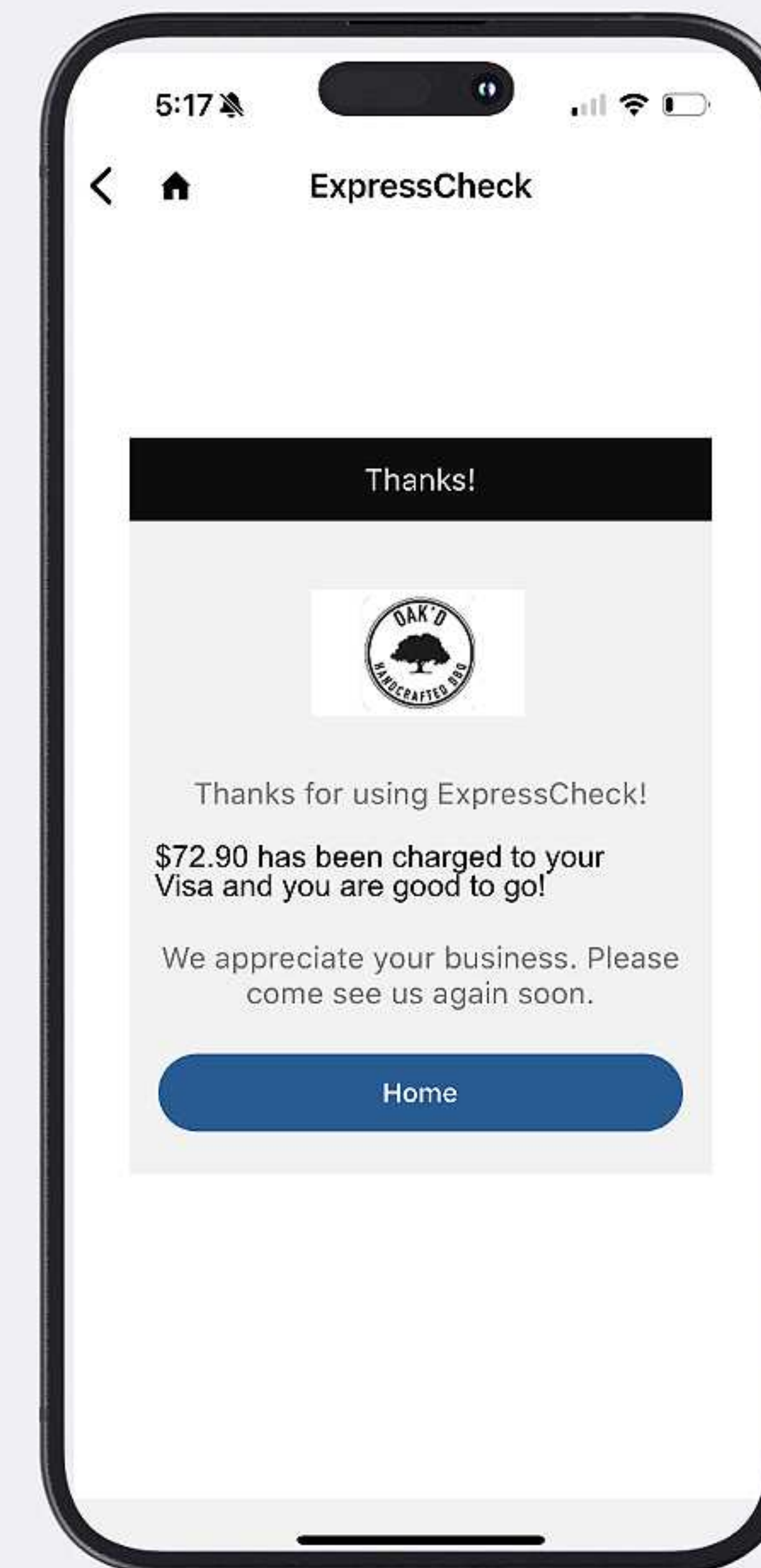
Member simply Tip, Pay and Go



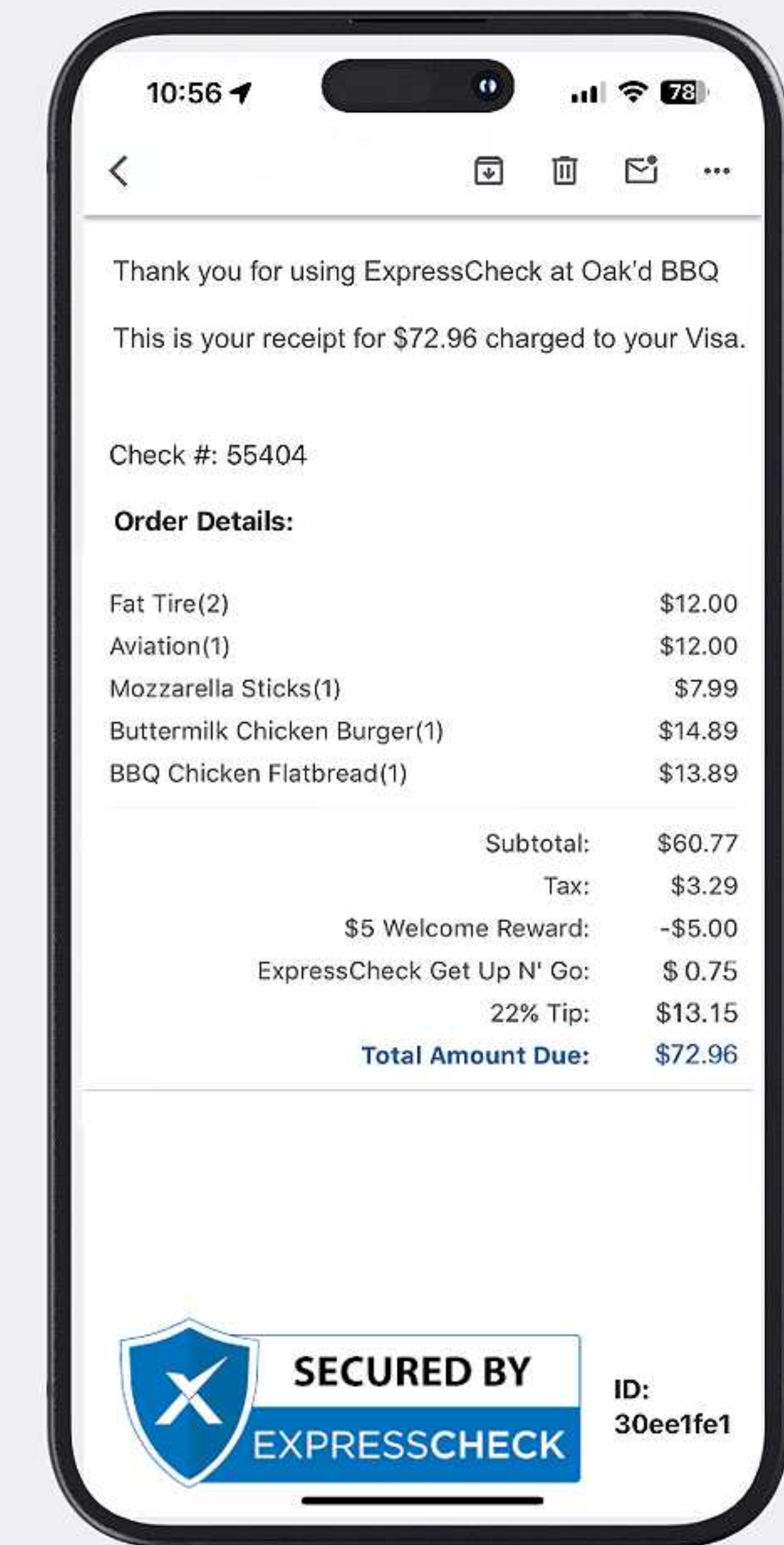
Members taps "Open Tab" and tells their server their name



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



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



Receipt is saved in the app and emailed to the member

Features: 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

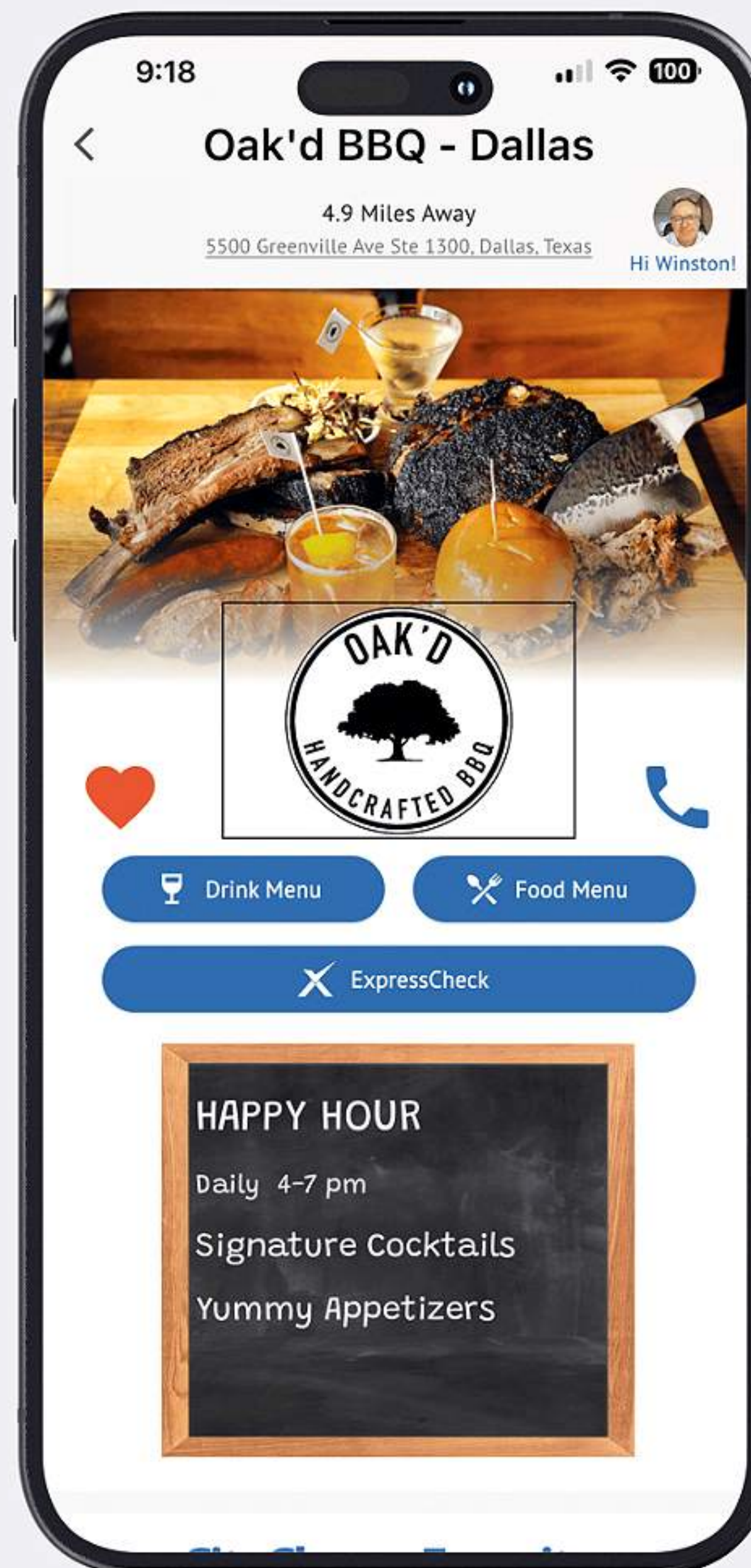


CityCheers “Alerts” message your guests, encouraging repeat visits

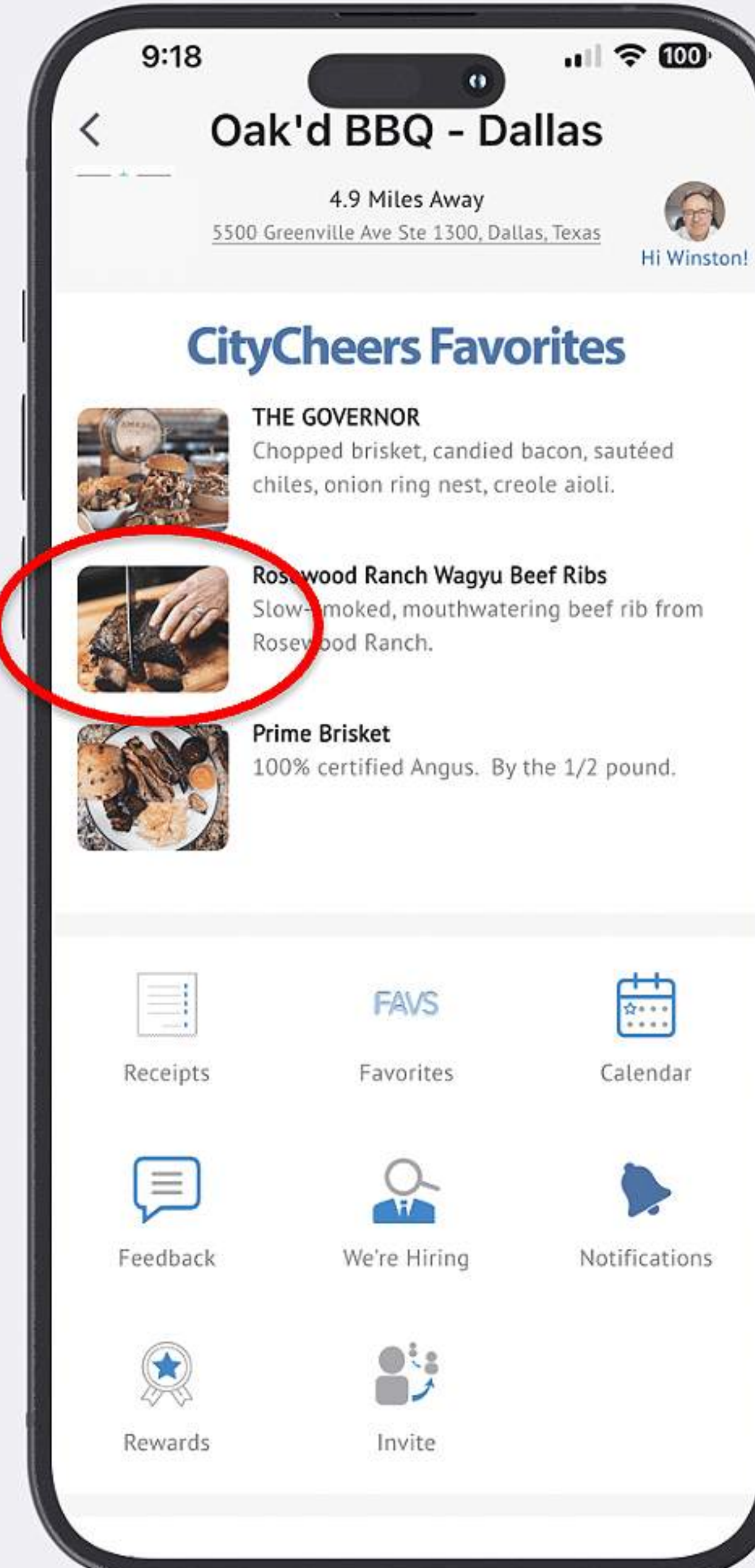
 EXPRESSCHECK

Features: Signature Food & Drink

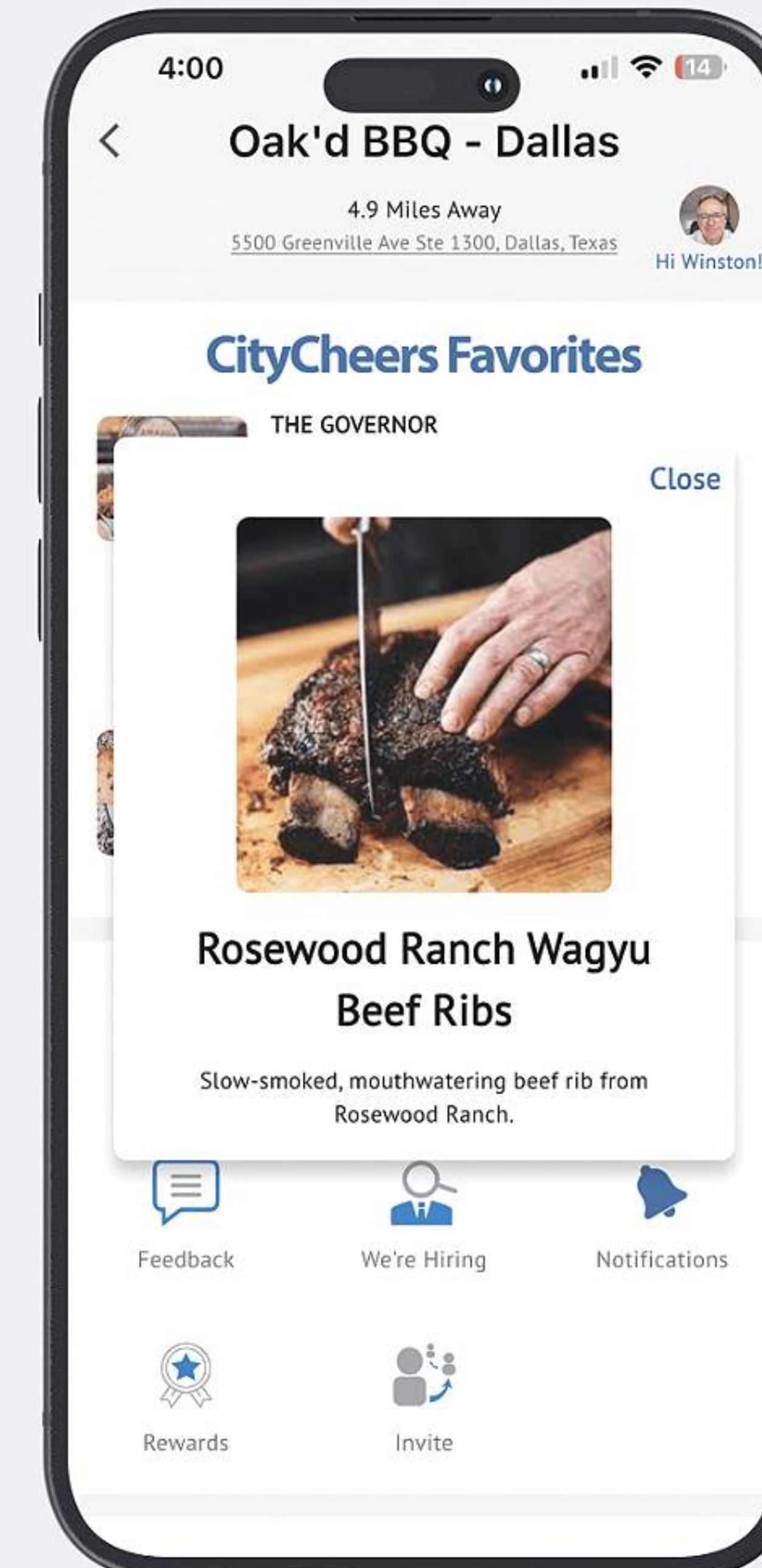
View Venue Favorites, Special Menu Selections, and Limited Items



Scroll down to reveal venue Favorites



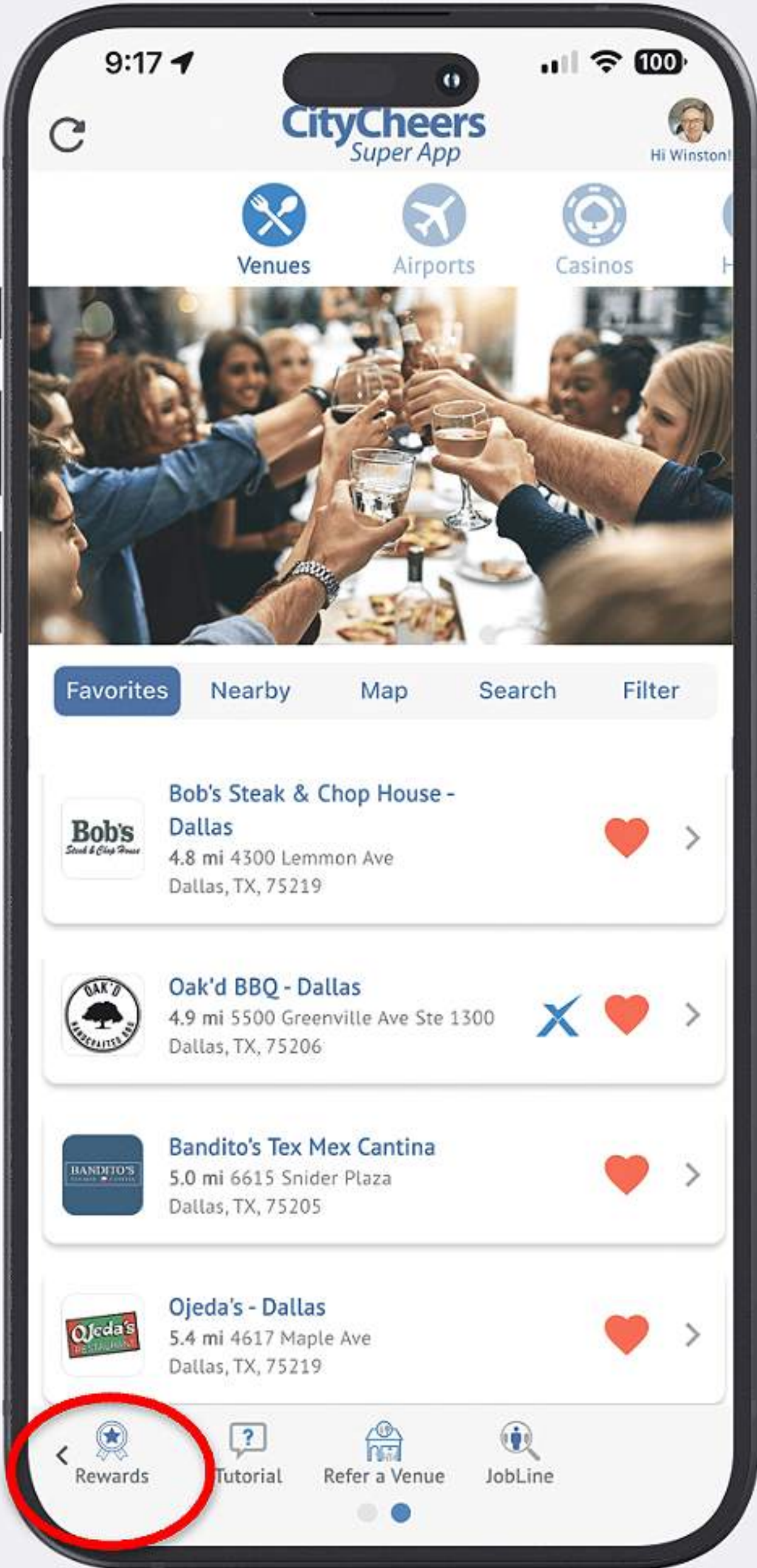
Select Favorite item



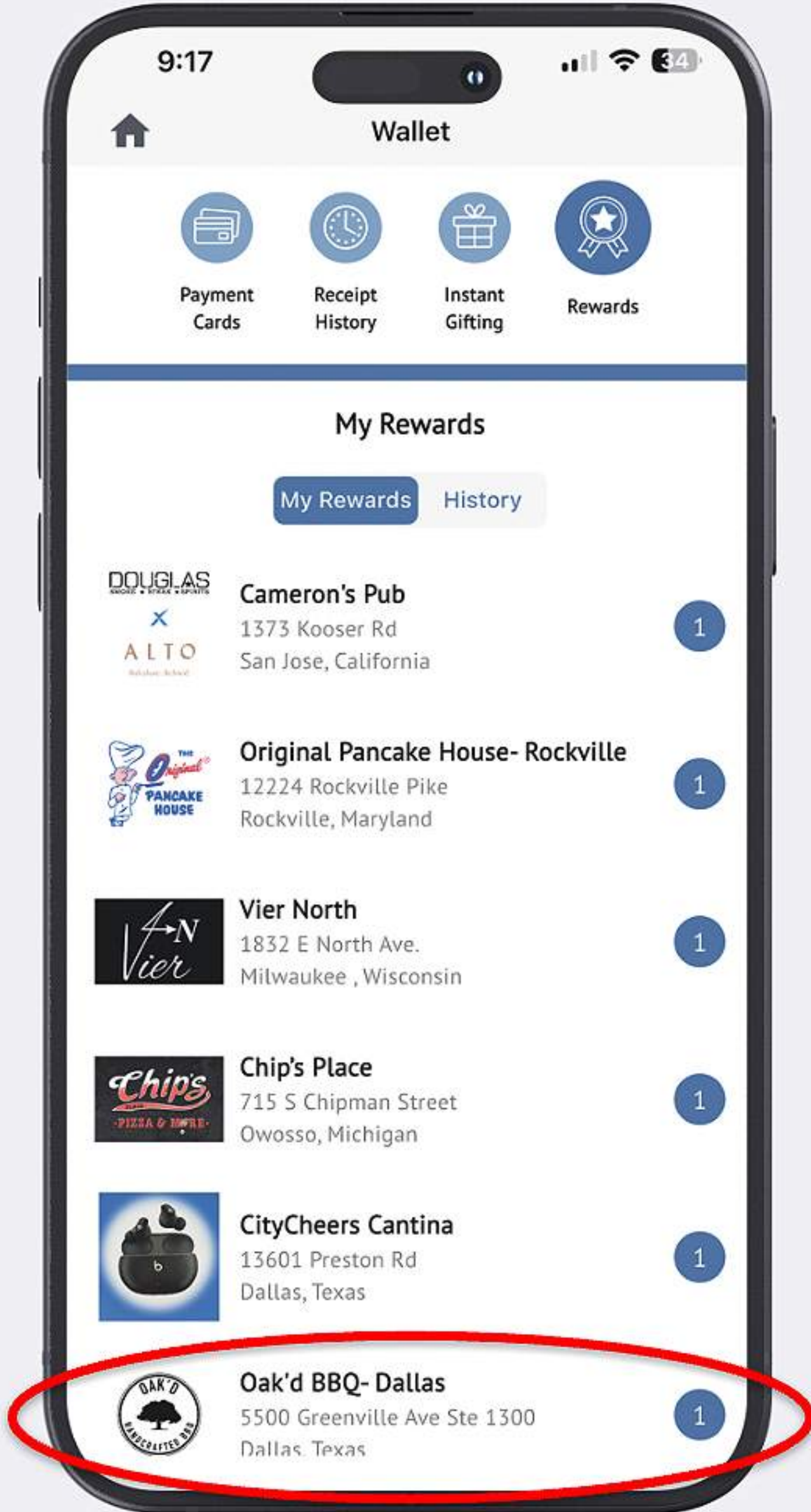
View Signature Item

Features: Rewards & Loyalty

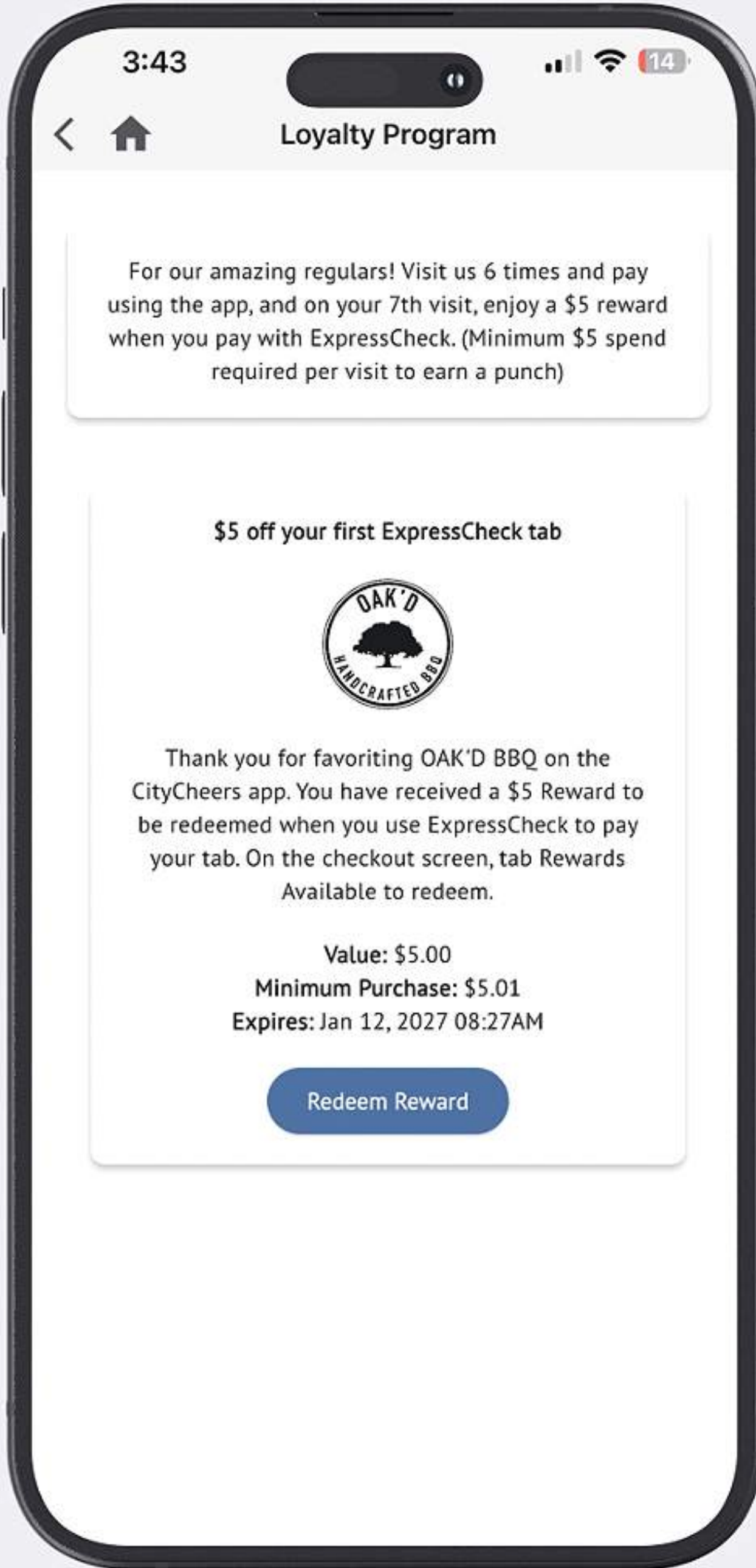
\$5 Welcome Reward and \$5 Loyalty Reward* on every 6th visit



Navigate to Rewards



Select Venue

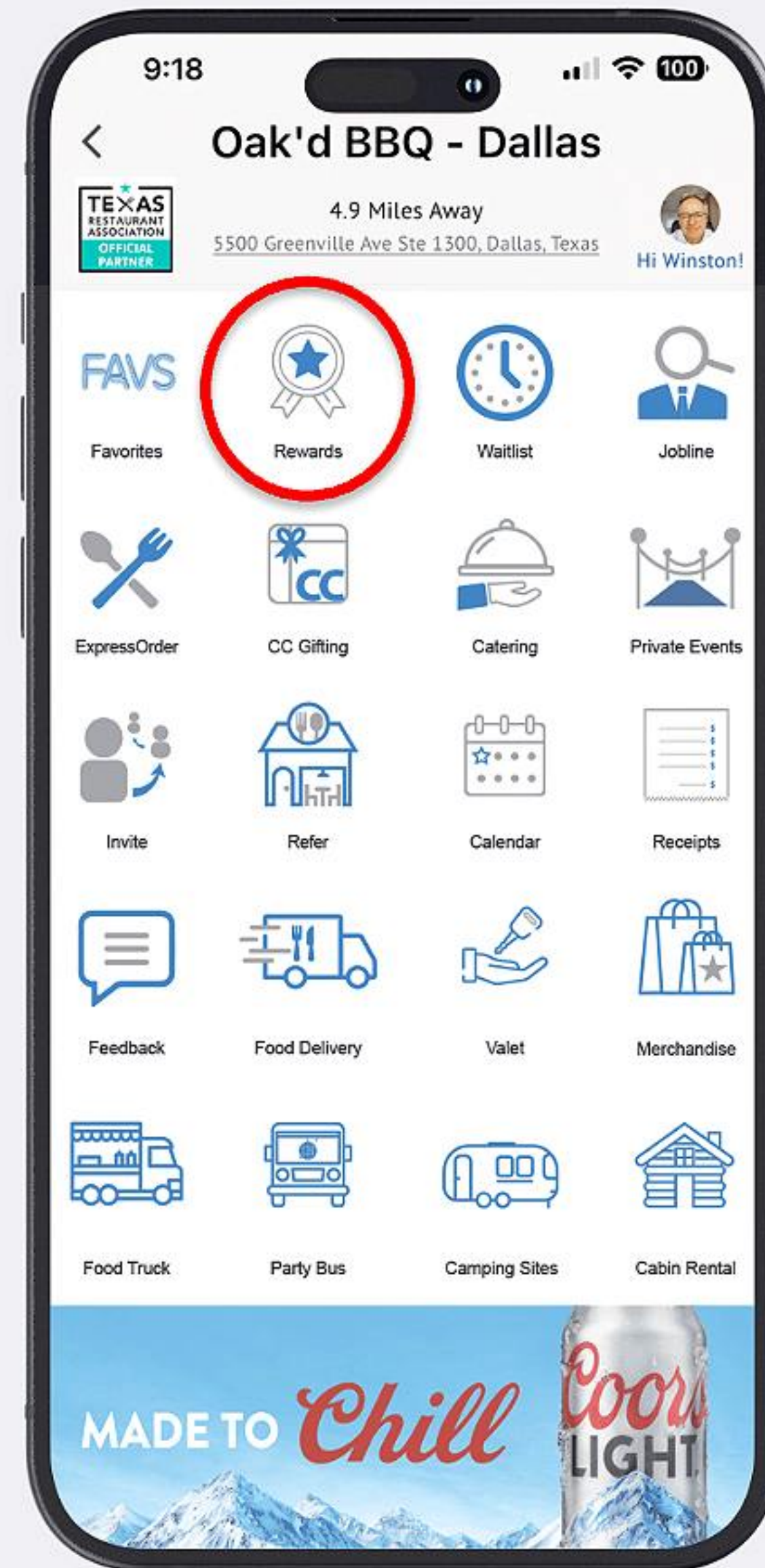


View Rewards/Loyalty Program

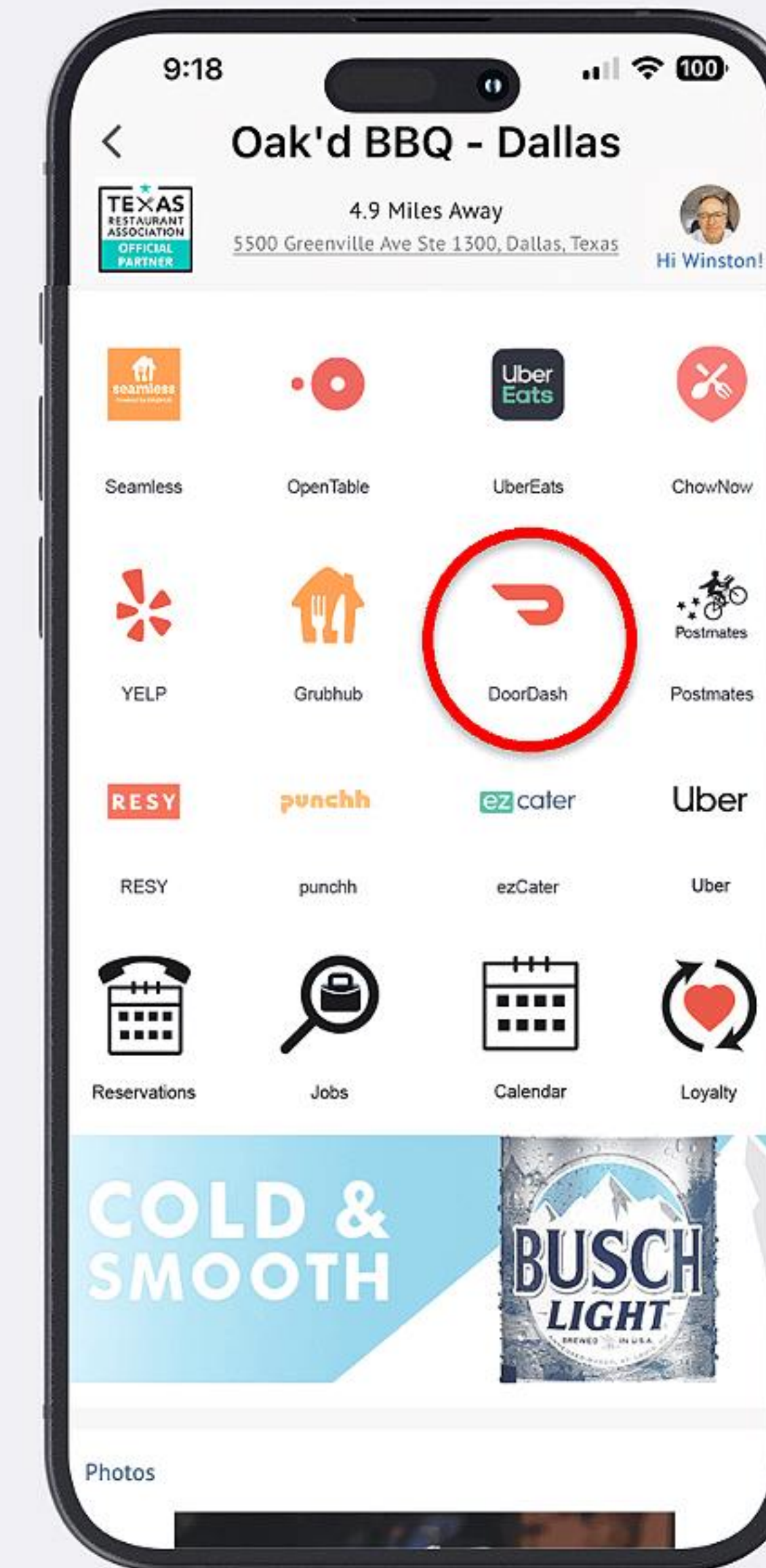
* No ExpressCheck, no Loyalty Reward only Welcome Reward.

Feature: Widgets - Customize Your App's Offering

Widgets redirect your members to your custom features



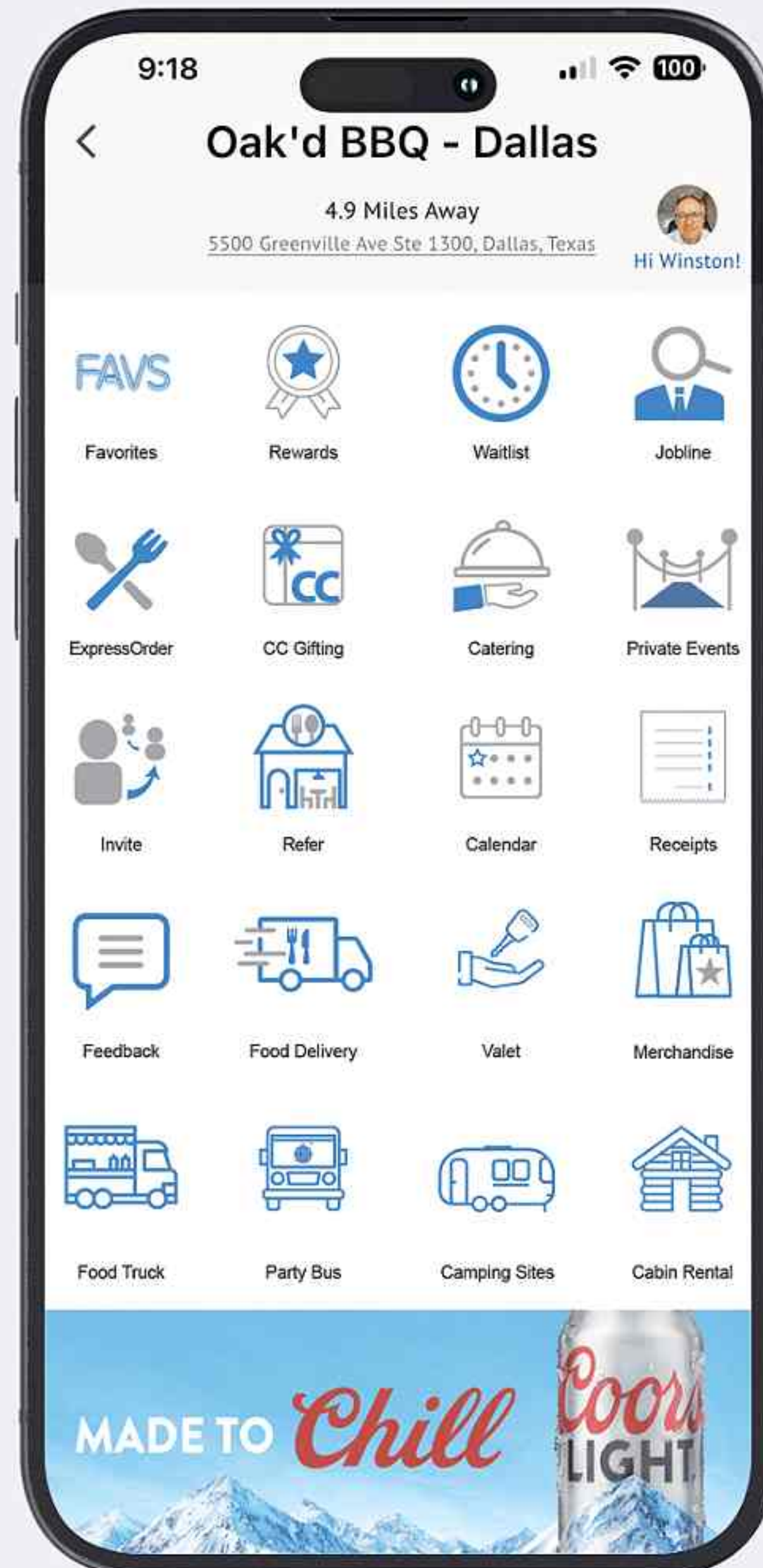
Access additional services and utilities



Seamless access to third-party applications

Organizes everything you need to discover, engage, and transact all from one easy-to-use interface instead of juggling multiple apps.

Feature: Widgets - Customize Your App's Offering



FAVORITES - Favorite the location and save your Favorite Menu items.

REWARDS - Encourage repeat business with a fully integrated digital loyalty program.

WAITLIST - Let guests join your restaurant waitlist before they arrive.

JOB LINE - Promote employment opportunities directly inside your mobile app.

EXPRESS ORDER - Speed up repeat purchases with quick ordering and saved customer preferences.

CC GIFTING - Sell digital gift cards that customers can purchase and send instantly.

CATERING - Accept catering requests and promote large event dining services.

PRIVATE EVENTS - Showcase banquet rooms and private event packages for every occasion.

INVITE FRIENDS - Encourage customers to share your app and grow your audience through referrals.

REFER & EARN - Turn loyal customers into brand ambassadors with an integrated referral program.

CALENDAR - Keep customers informed with an interactive calendar of events and promotions.

RECEIPTS - Give customers convenient access to their complete purchase history.

FEEDBACK - Allows guests to communicate with restaurants during the dining experience.

FOOD DELIVERY - Connect customers with delivery services while keeping your brand front and center.

VALET - Streamline valet parking with convenient digital requests and notifications. - COMING SOON

MERCHANDISE - Sell branded merchandise directly from your mobile app. - COMING SOON

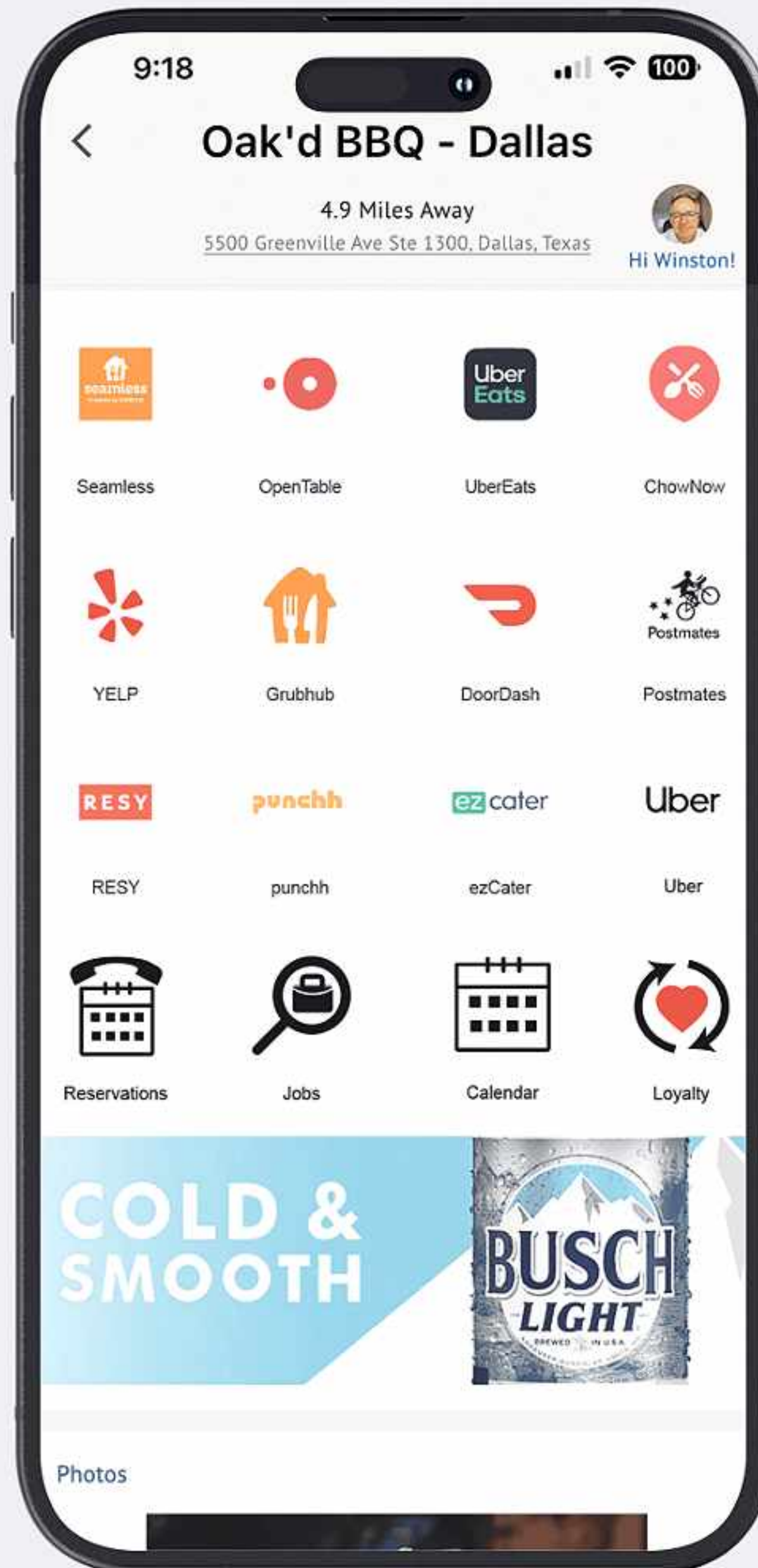
FOOD TRUCK - For locations that have food trucks at their site.

PARTY BUS - Promote transportation services that safely bring guests to and from your venue.

CAMPING SITES - Display campsite availability and reservation information for outdoor destinations.

CABIN RENTAL - Showcase available cabins and simplify the reservation process.

Feature: Widgets - Third Party Integration



SEAMLESS - Connect directly to your Seamless ordering page for a familiar online ordering experience.

OPENTABLE - Let guests reserve tables instantly through your OpenTable integration.

UBER EATS - Send customers directly to your Uber Eats storefront for fast delivery ordering.

CHOWNOW - Promote commission-friendly online ordering through your ChowNow storefront.

YELP - Provide instant access to your Yelp reviews, ratings and business information.

GRUBHUB - Connect customers directly to your Grubhub ordering experience.

DOORDASH - Allow customers to order delivery through your DoorDash storefront.

POSTMATES - Give customers another convenient delivery option through Postmates.

RESY - Connect diners directly to your Resy reservation system.

PUNCHH - Integrate Punchh to provide a modern digital loyalty program.

EZCATER - Connect businesses with your catering services through the ezCater marketplace.

UBER - Allow customers to request an Uber ride without leaving your app.

RESERVATIONS - Guests can reserve tables through your preferred reservation system.

JOBS - Recruit top talent by promoting open positions directly through your CityCheers app.

CALENDAR - Connect to your preferred Calendar and keep customers informed of events & promotions.

LOYALTY - Connect with existing loyalty platforms while keeping customers engaged.

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