



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.

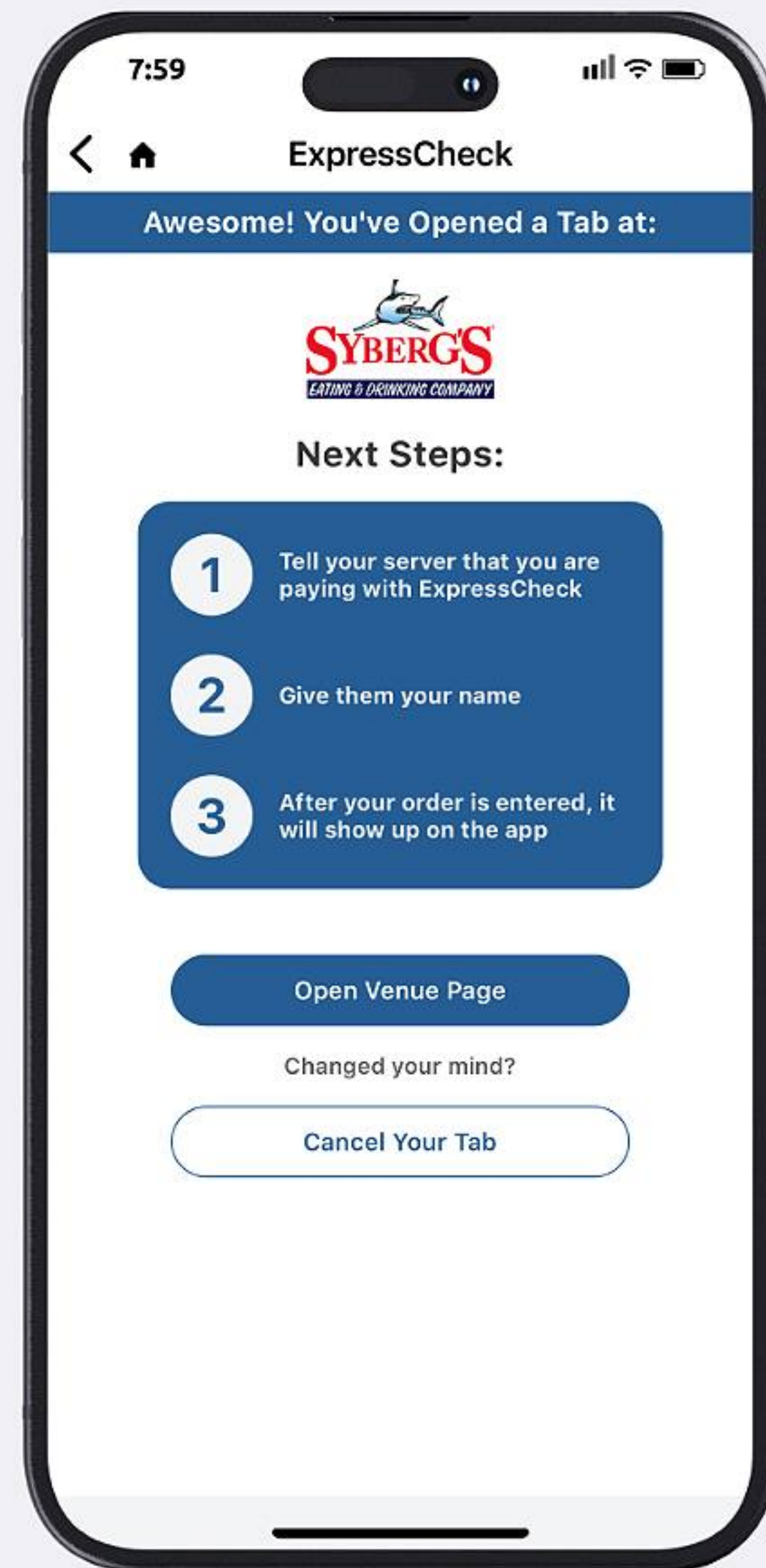
ExpressCheck Transaction

Ticket can be assigned at any time during the meal

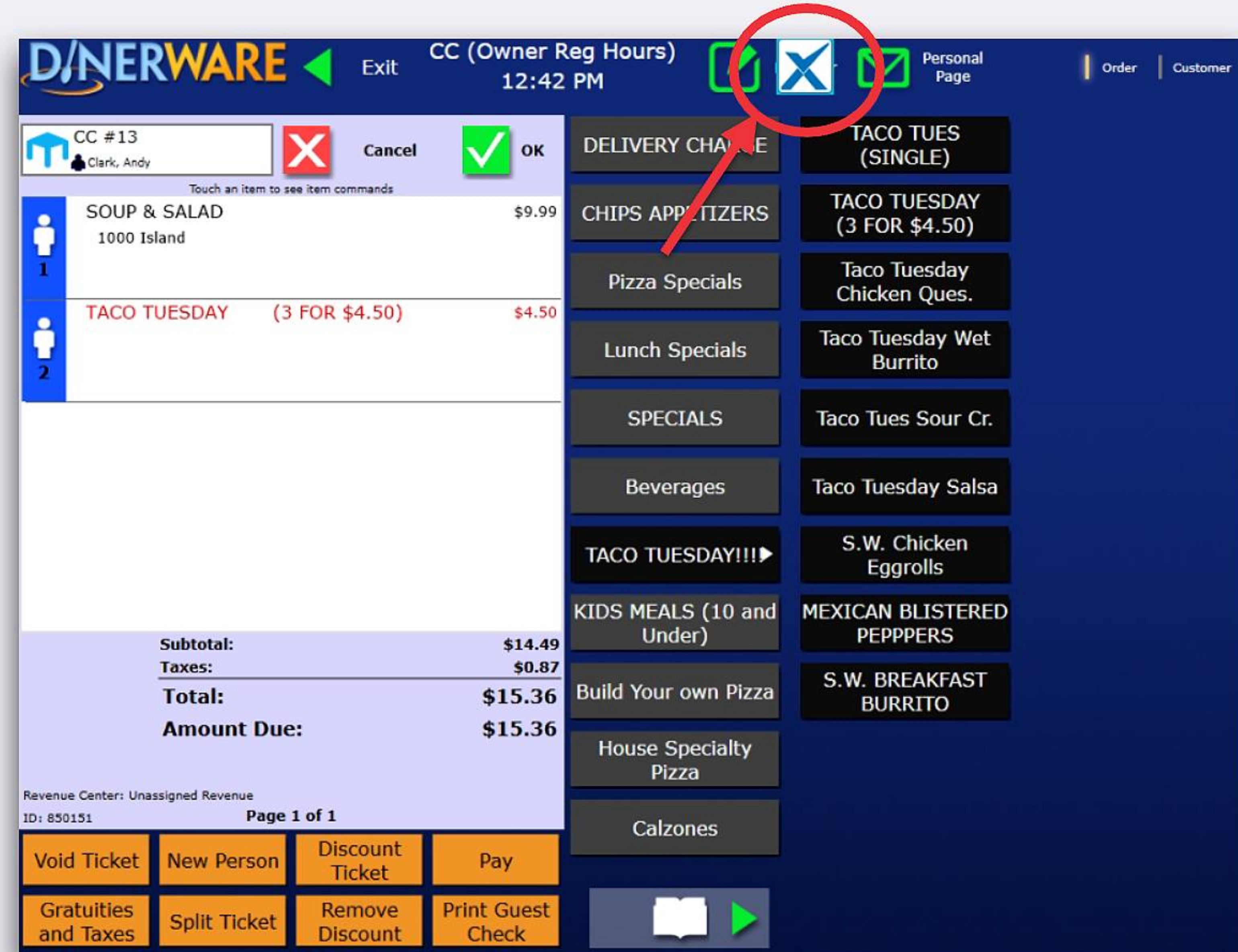
Create the Ticket



Guest taps
Open Tab.



They are informed to
give the server their
name.

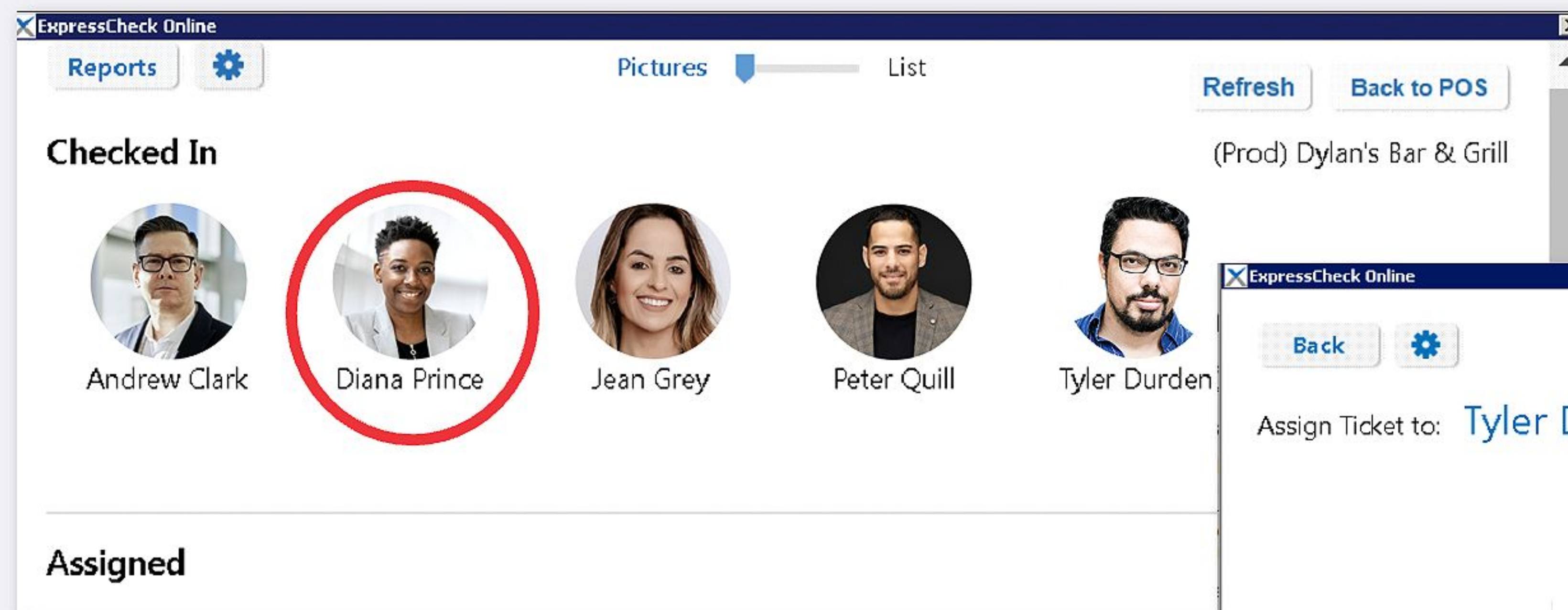


- 1 Take the order & write down guest's name.
- 2 Create the ticket and Tap the ExpressCheck icon.

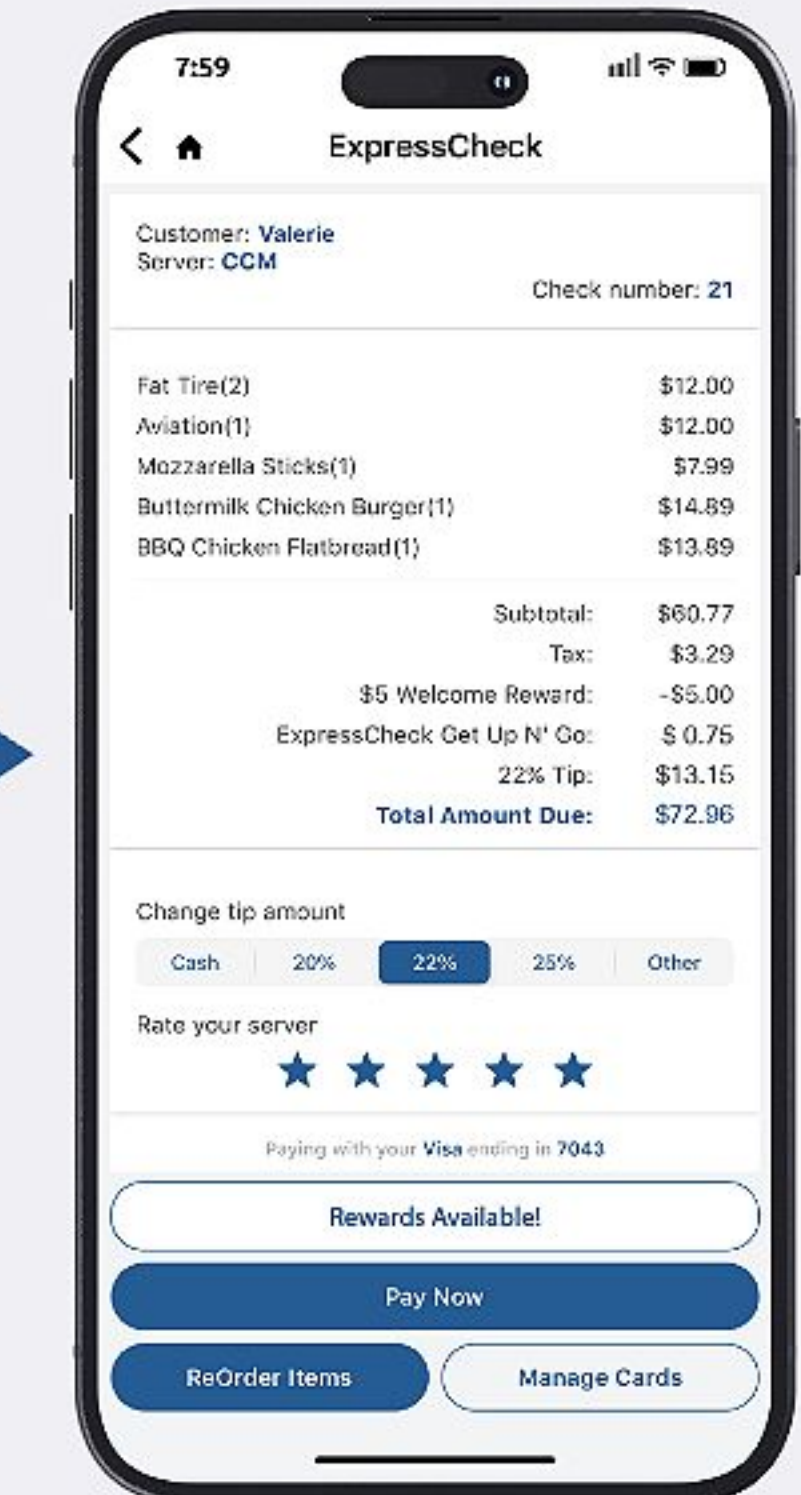
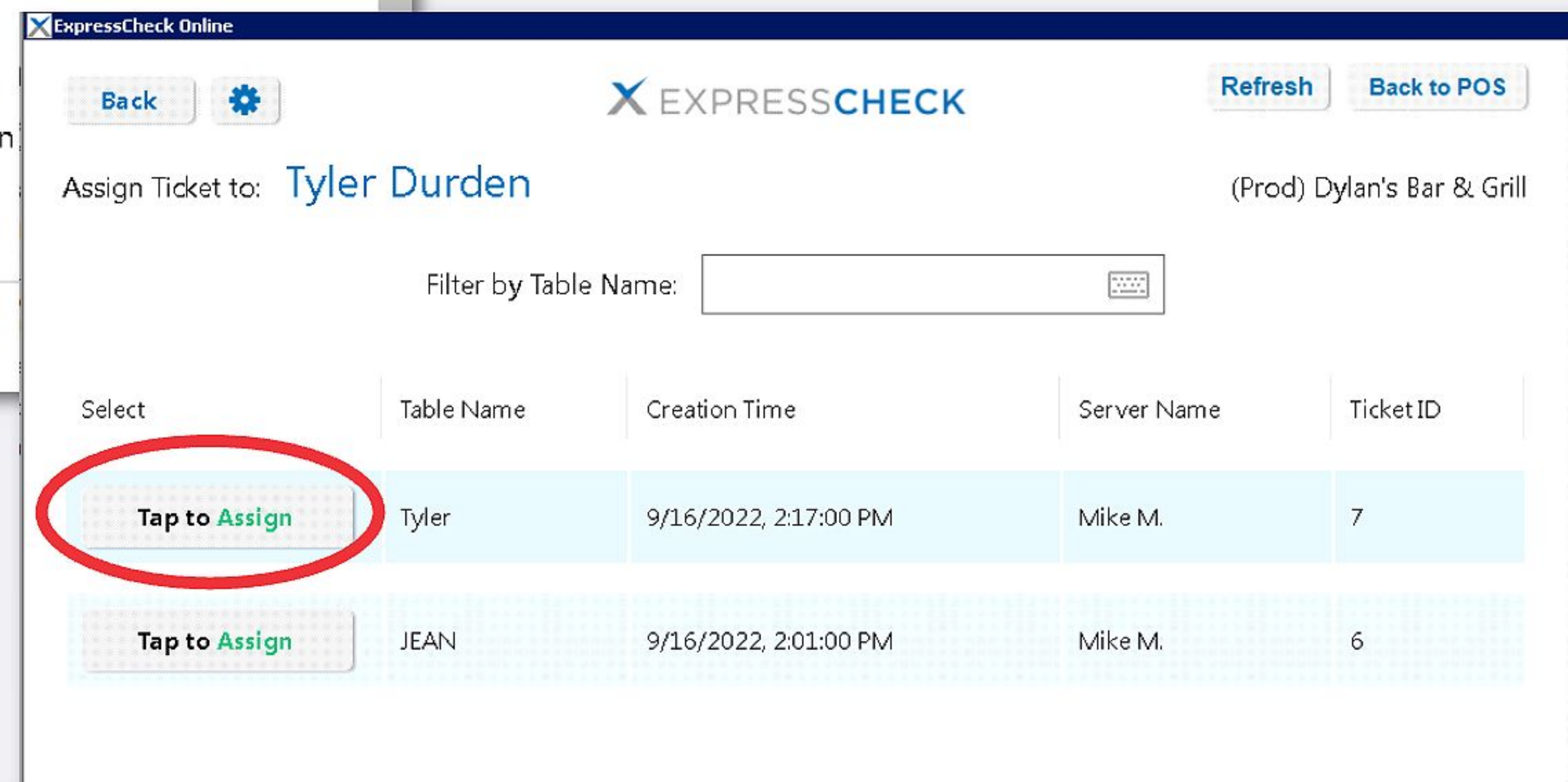
Assign the ticket - Send the ticket

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.

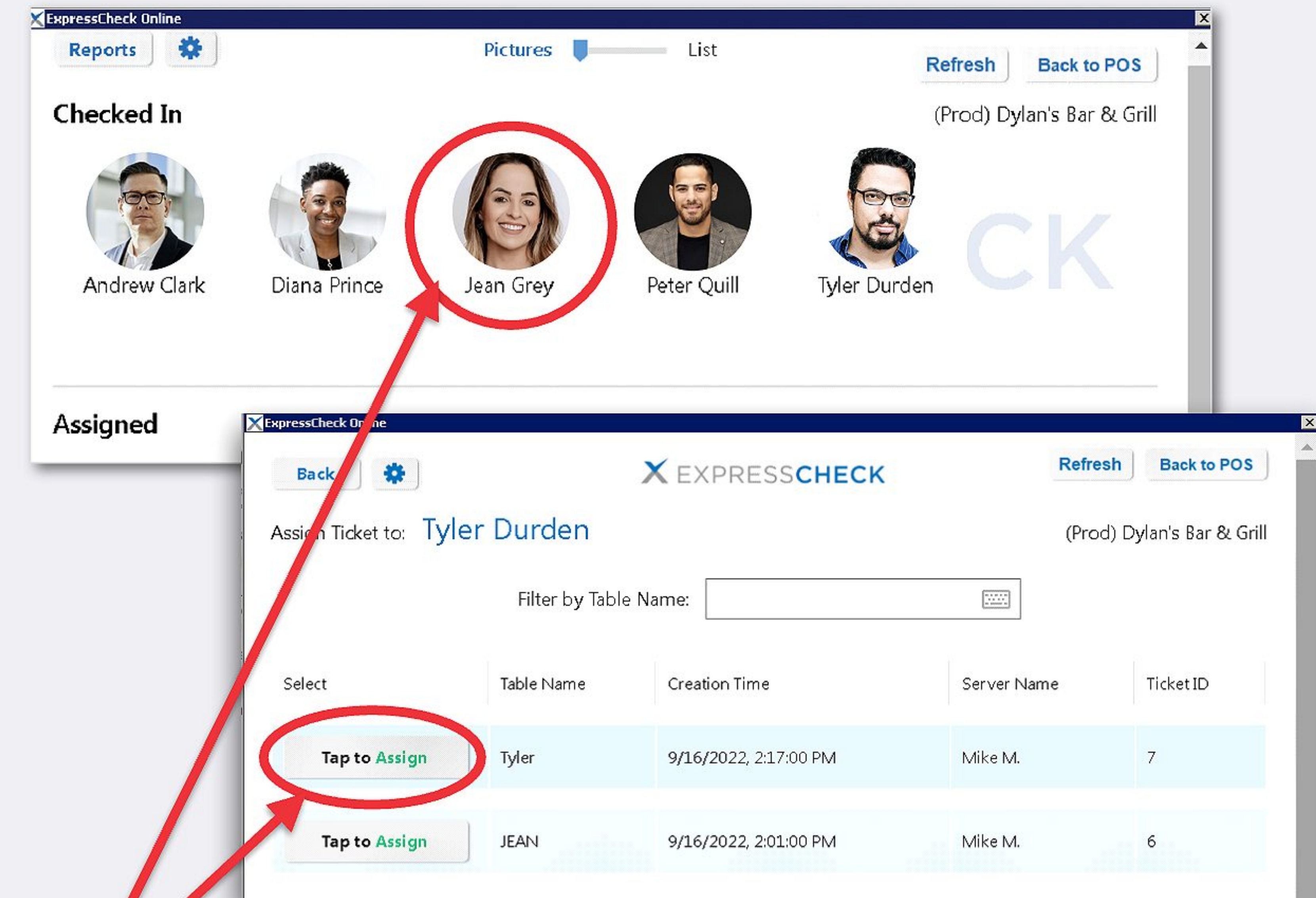
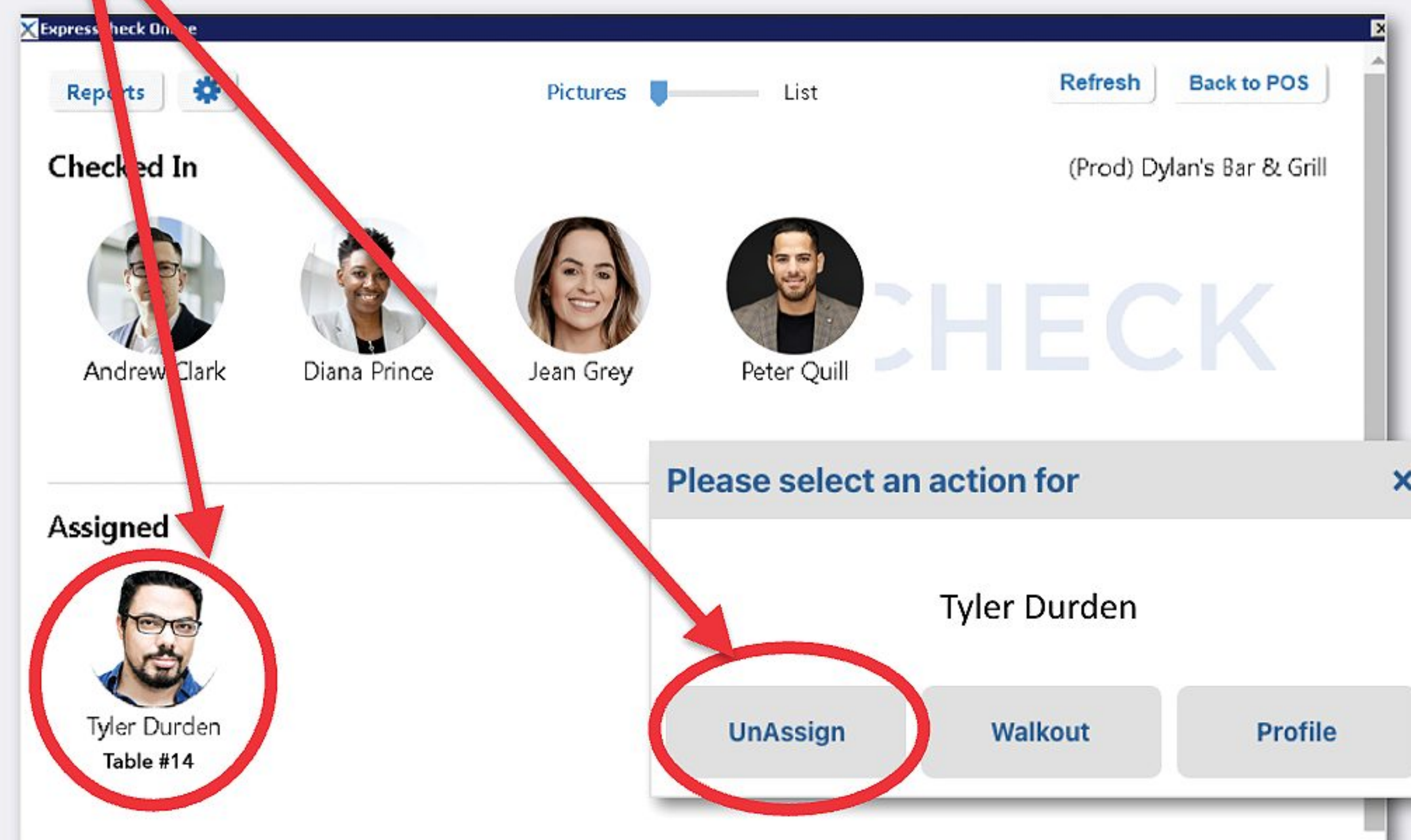
Wrong Check Assigned

Un-assign & Re-assign

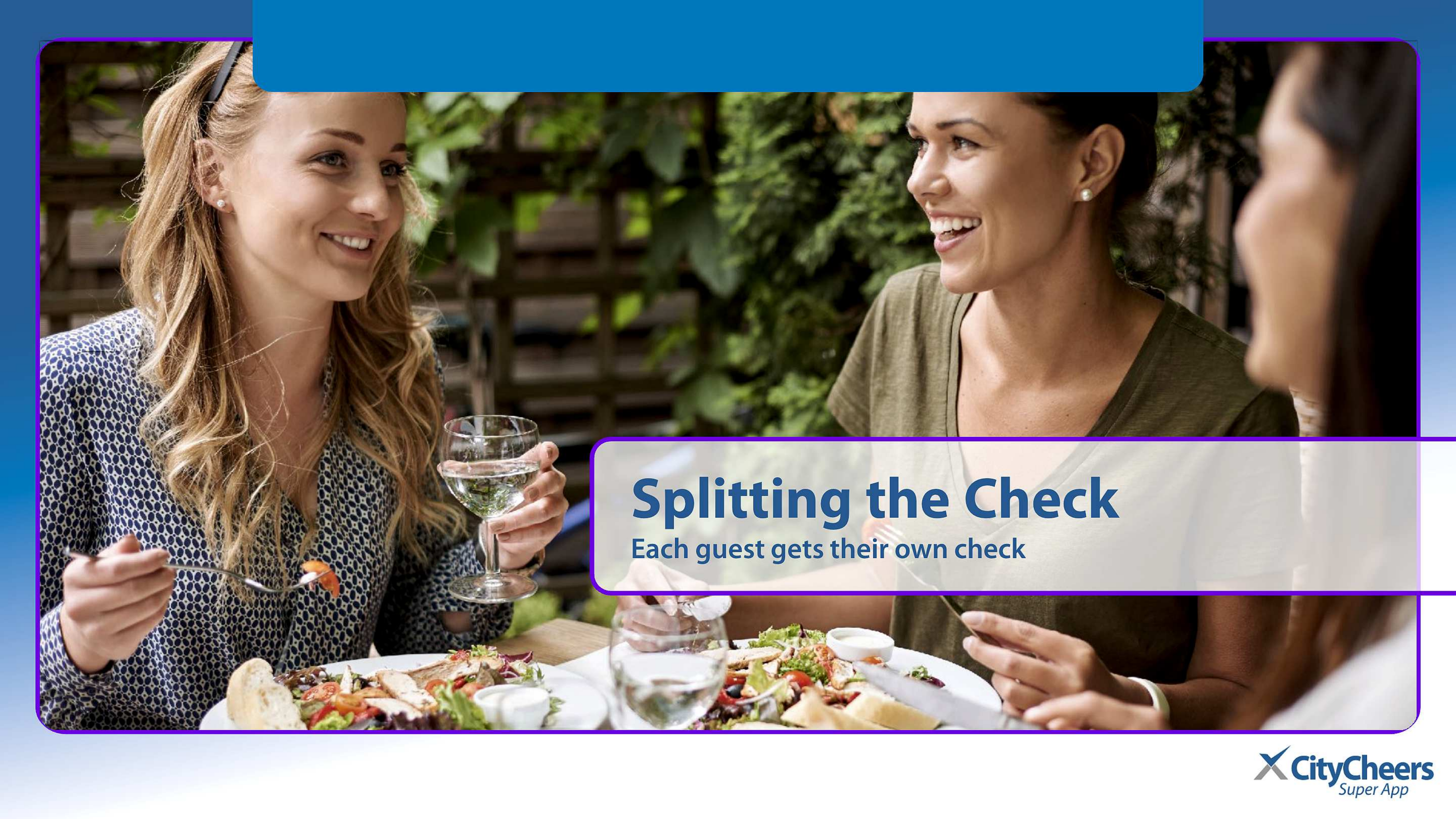
1 Tap the ExpressCheck Icon



2 Tap the Guest to Un-assign.



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



Splitting the Check

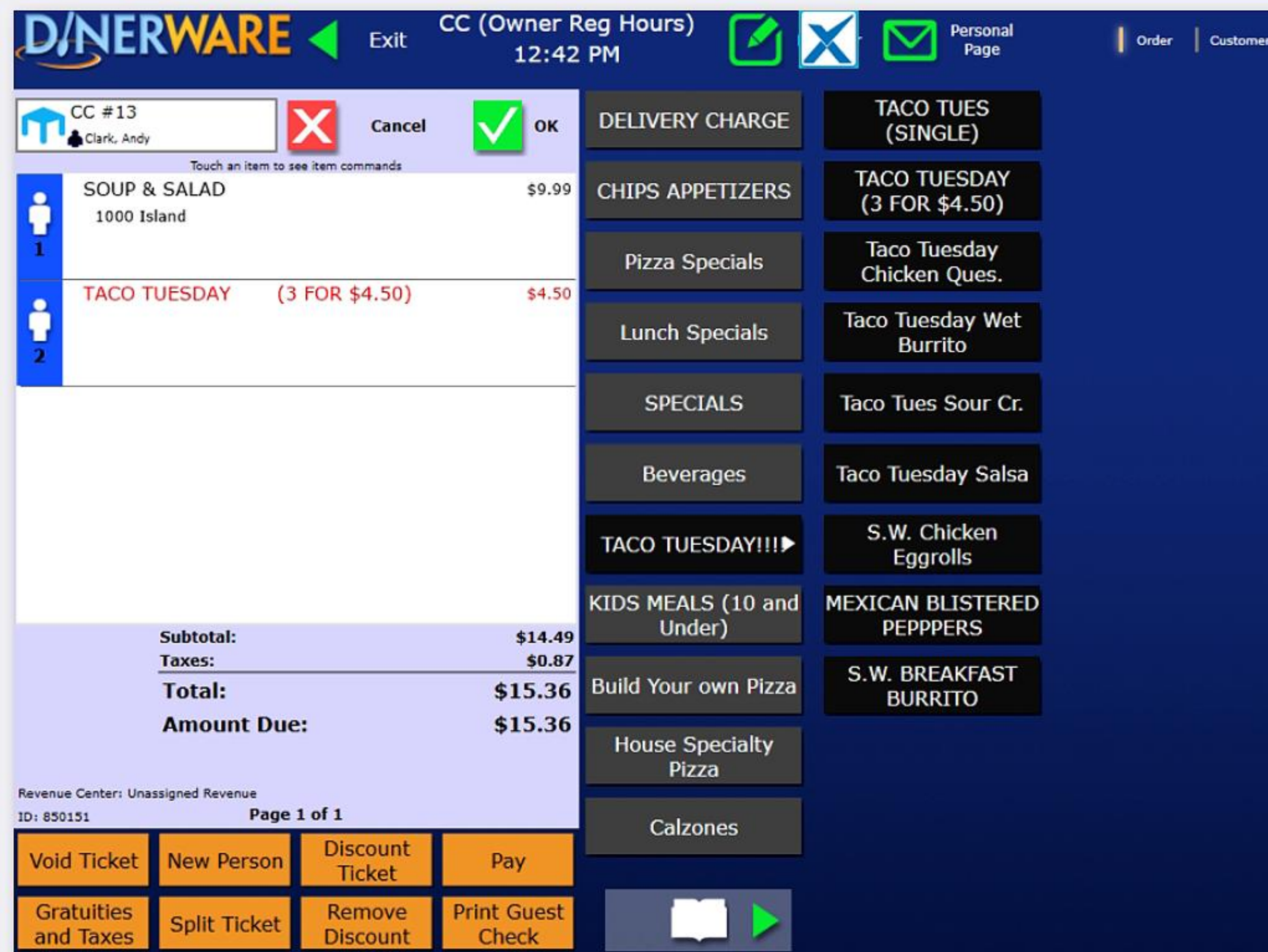
Each guest gets their own check

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.



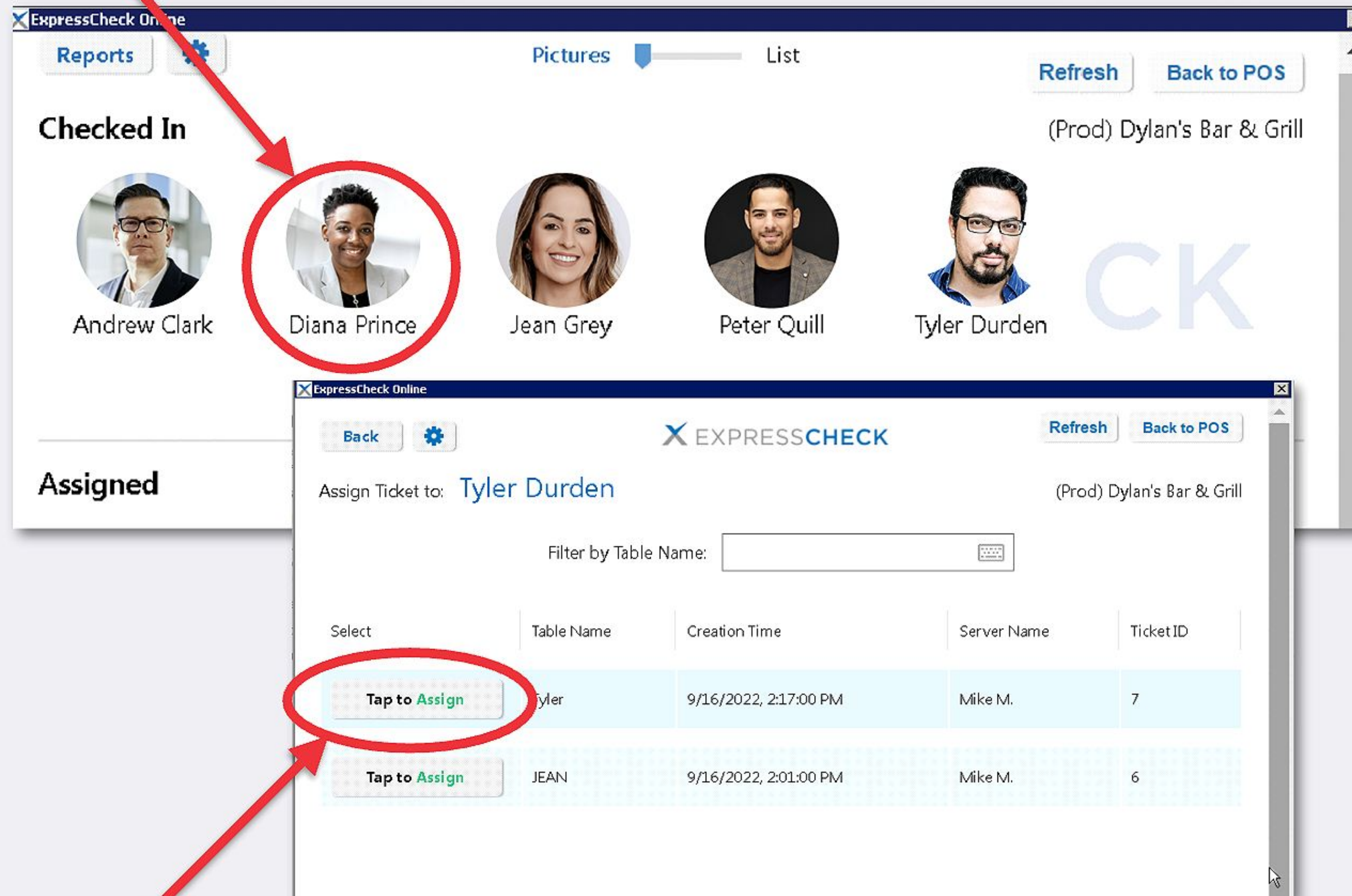
3 Split the ticket & tap on the ExpressCheck icon.



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.

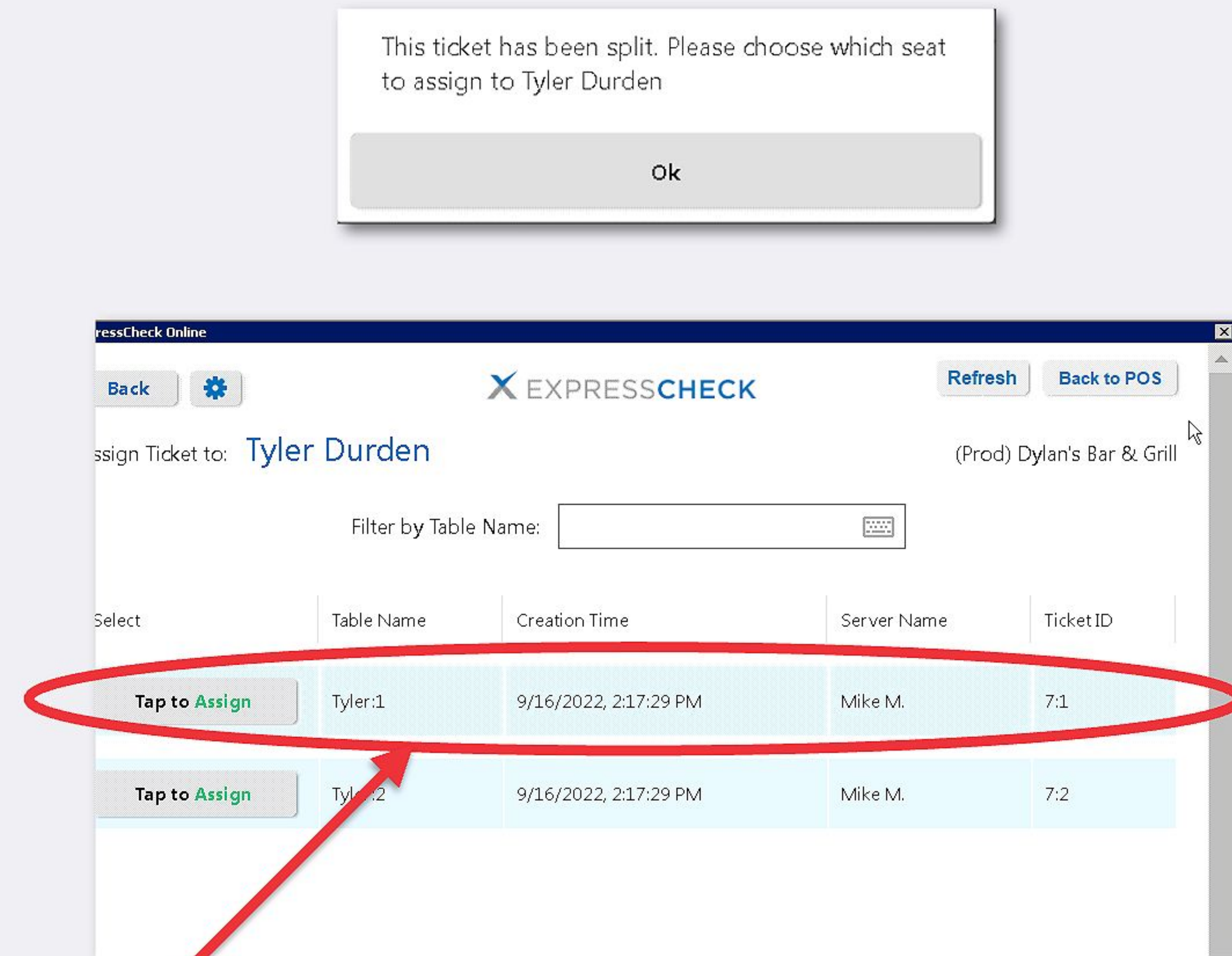
Each Patron Gets Their Own Tab

1 Select your first guest.

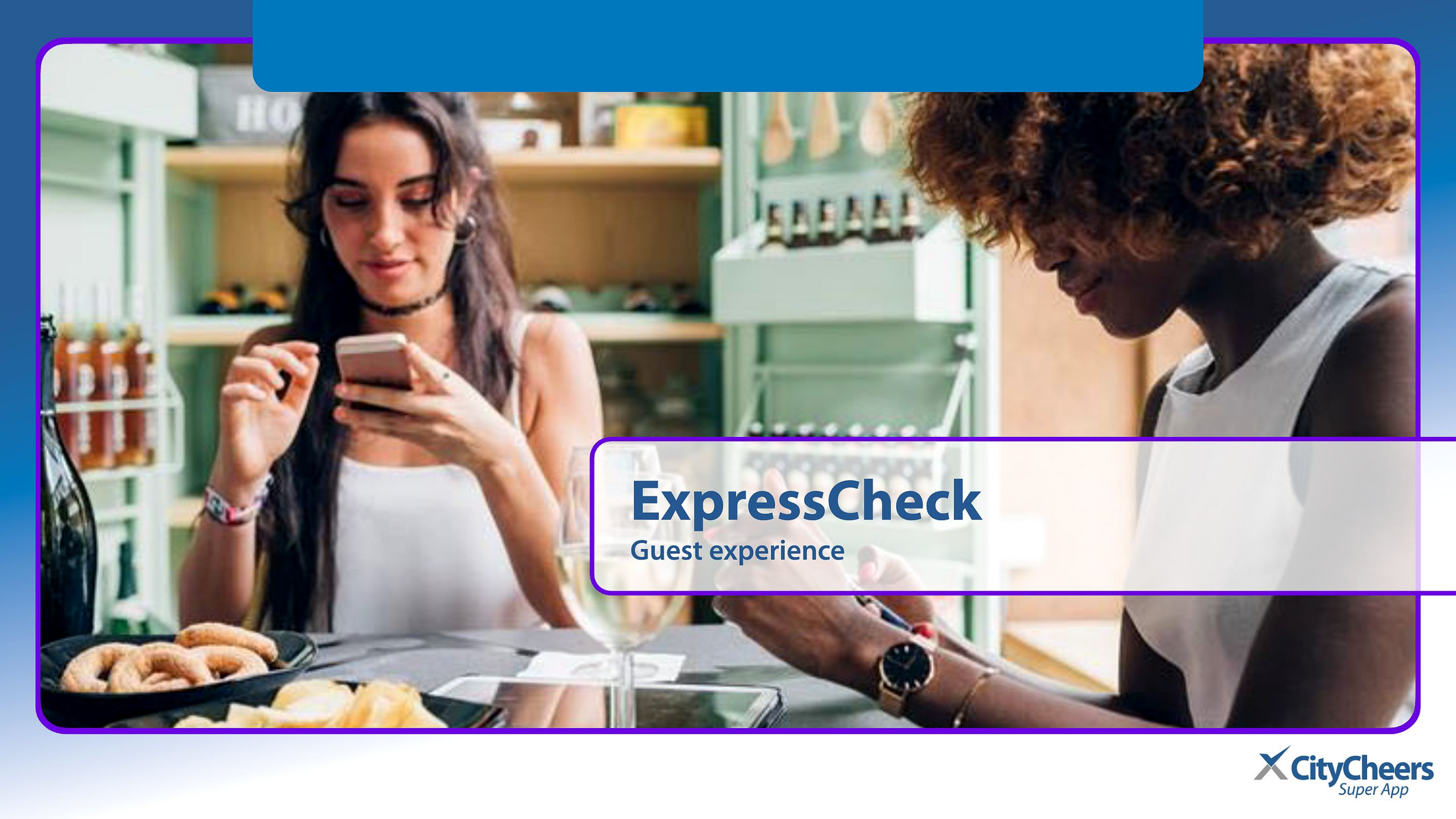


2 Choose the ticket.

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



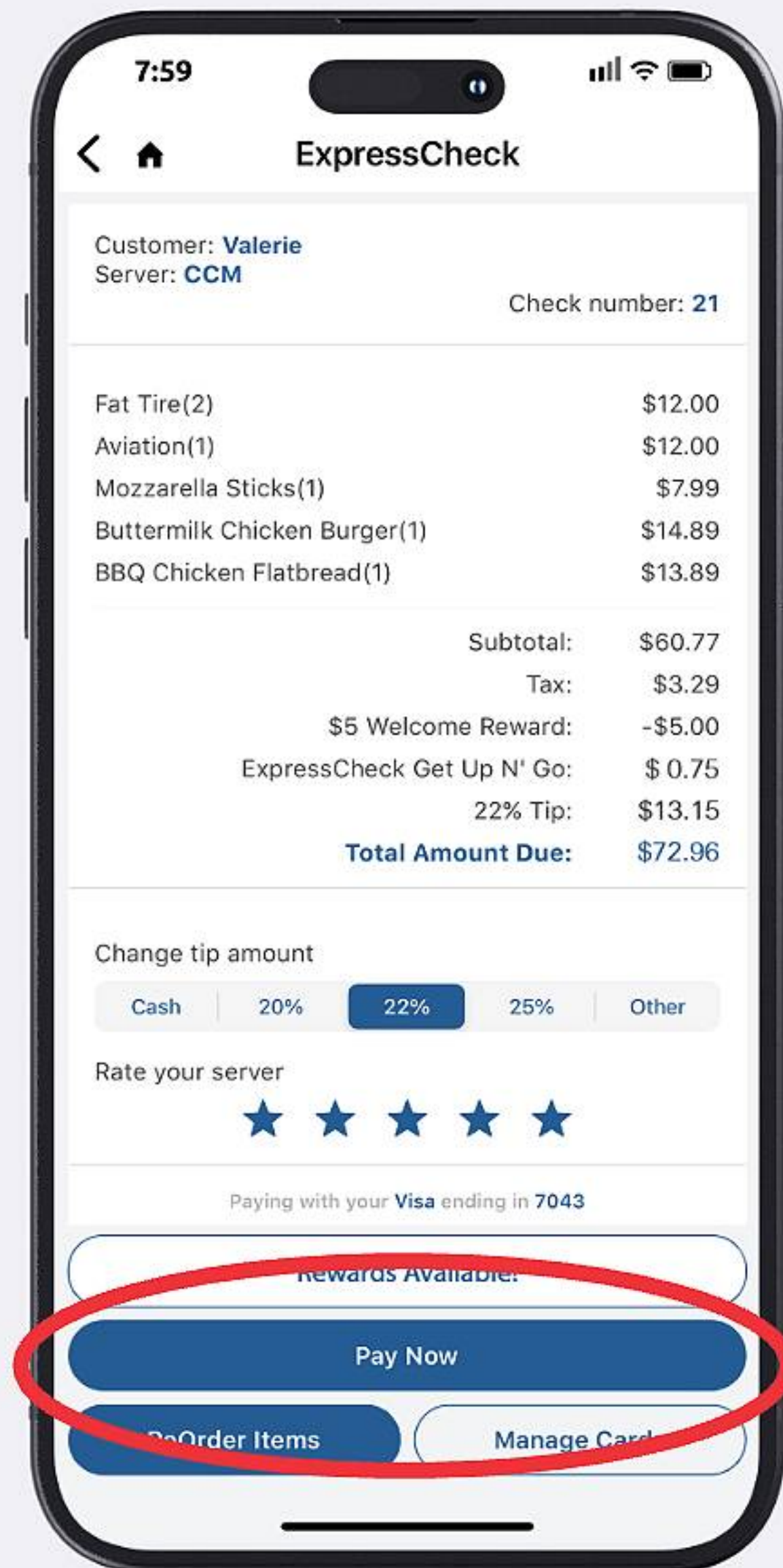
4 Choose the correct seat and assign it. Continue assigning the remaining seats.

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

ExpressCheck

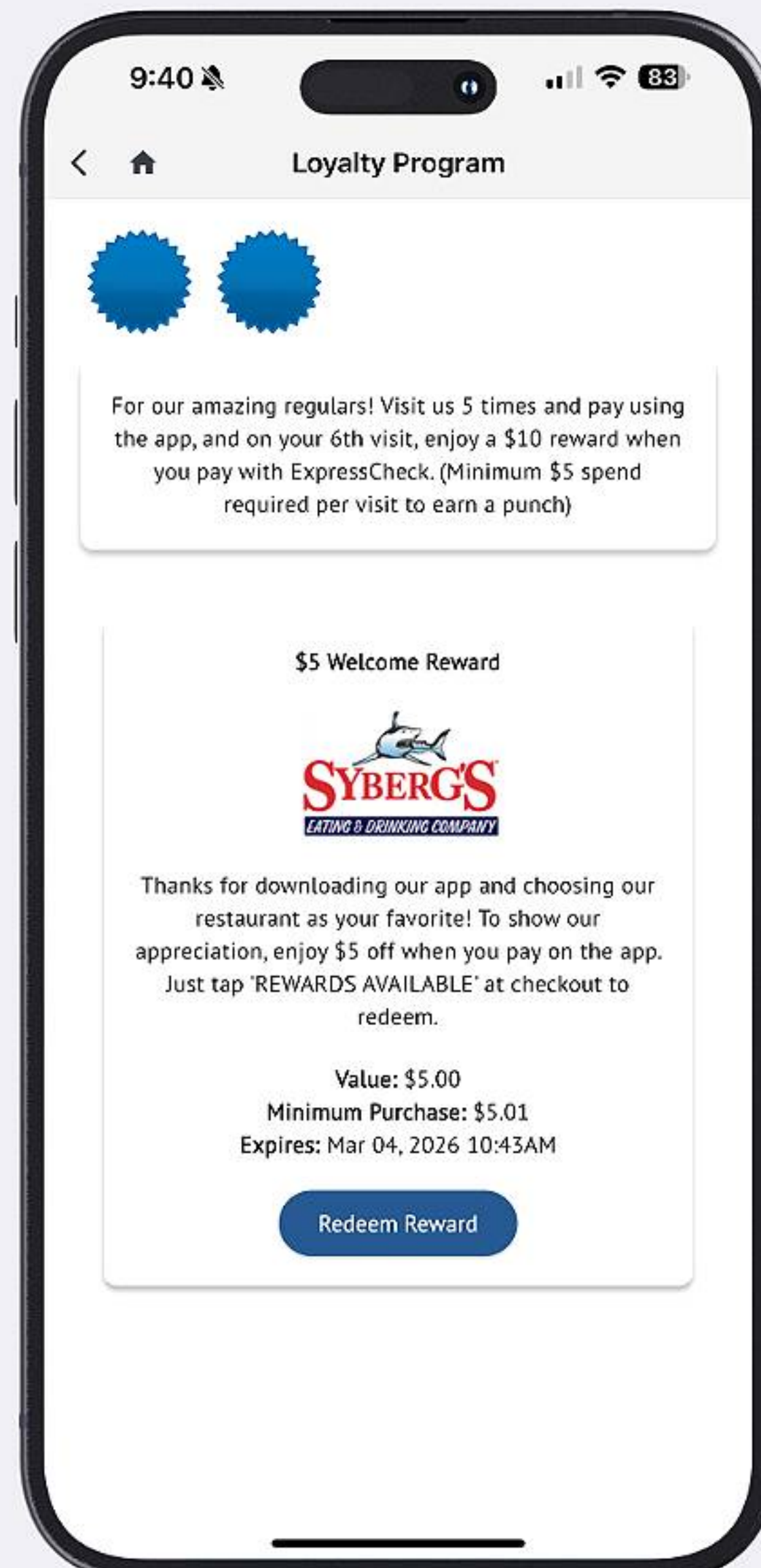
Guest experience

What the Guest Sees



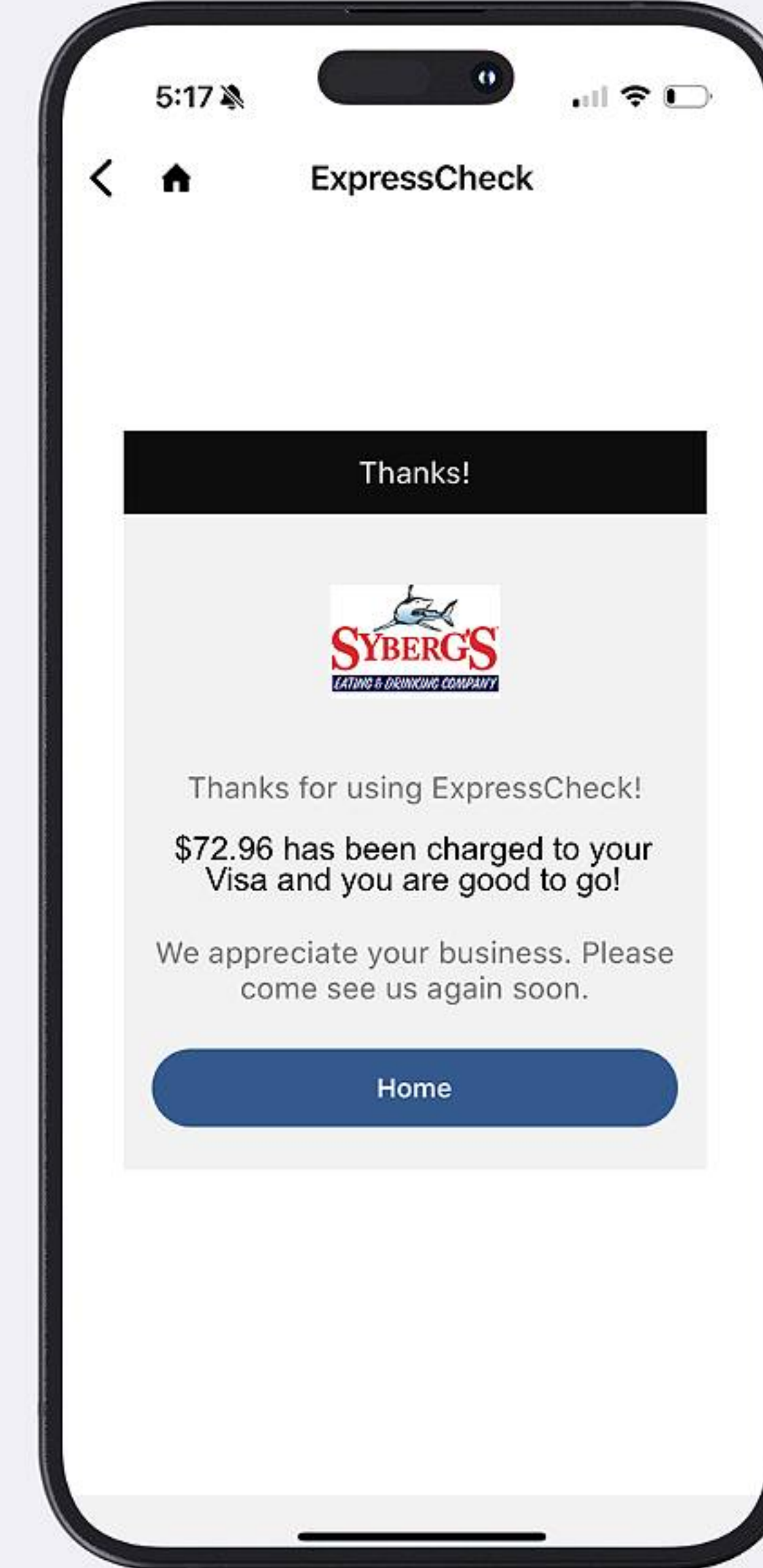
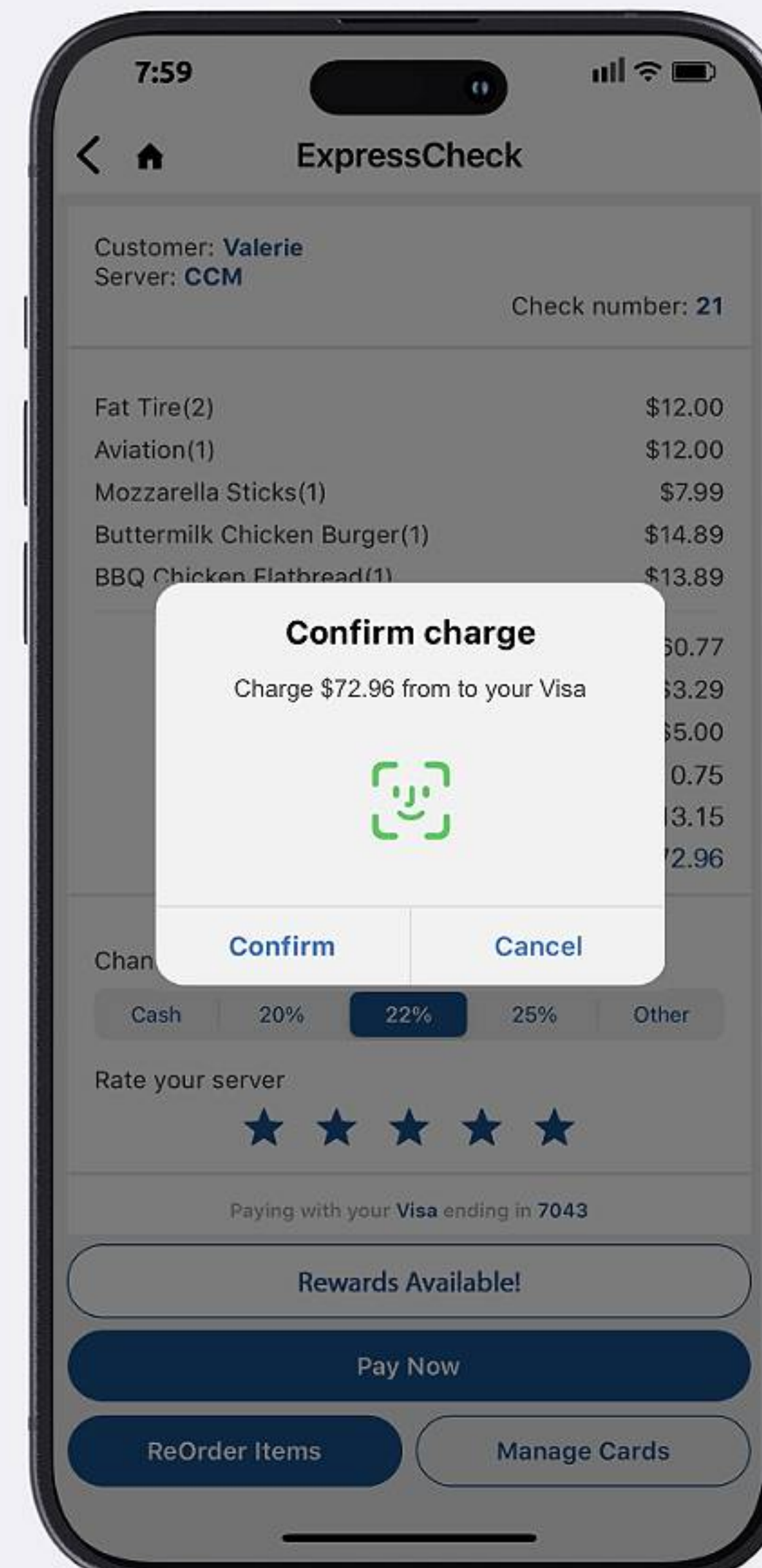
1

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



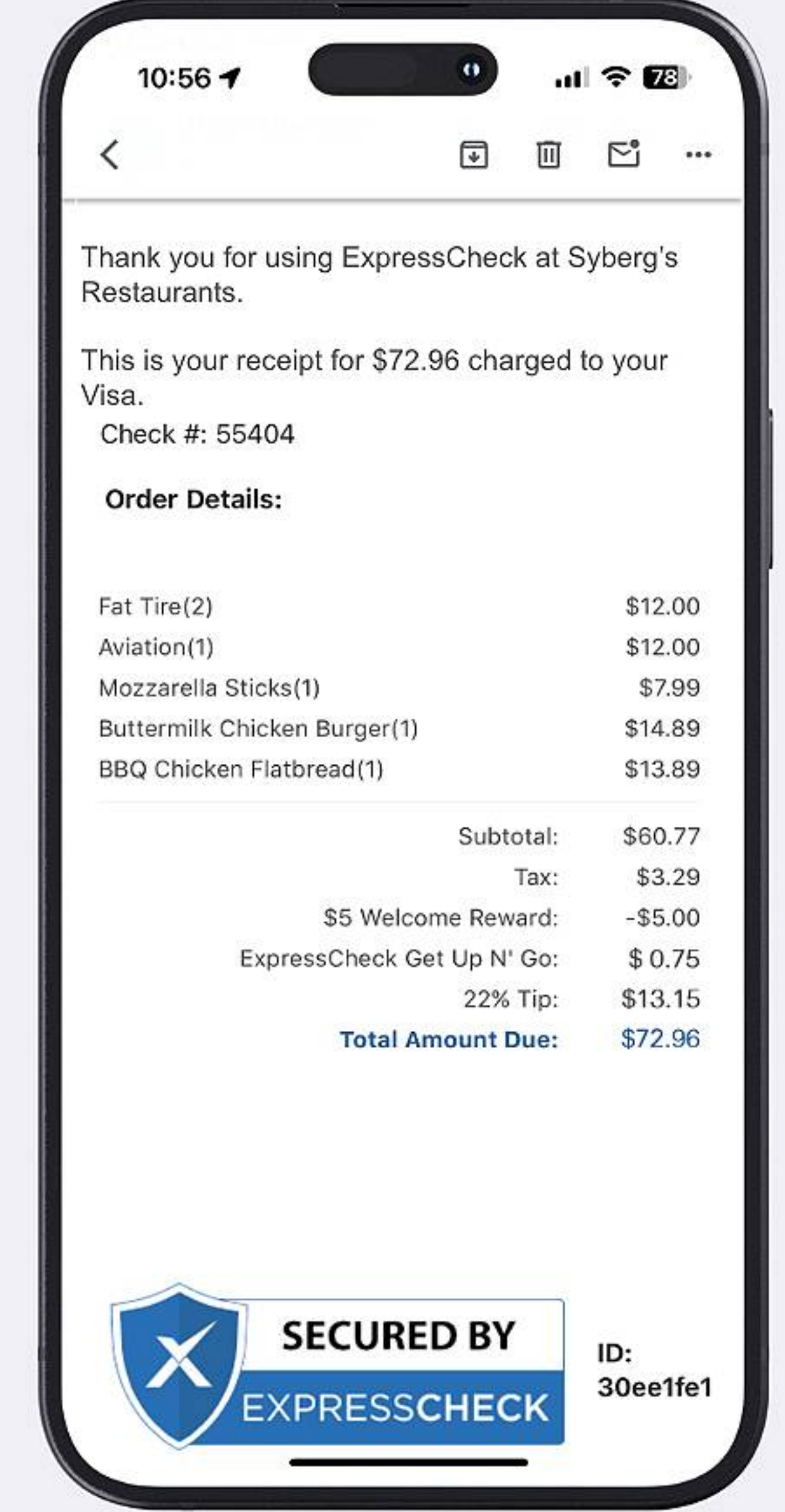
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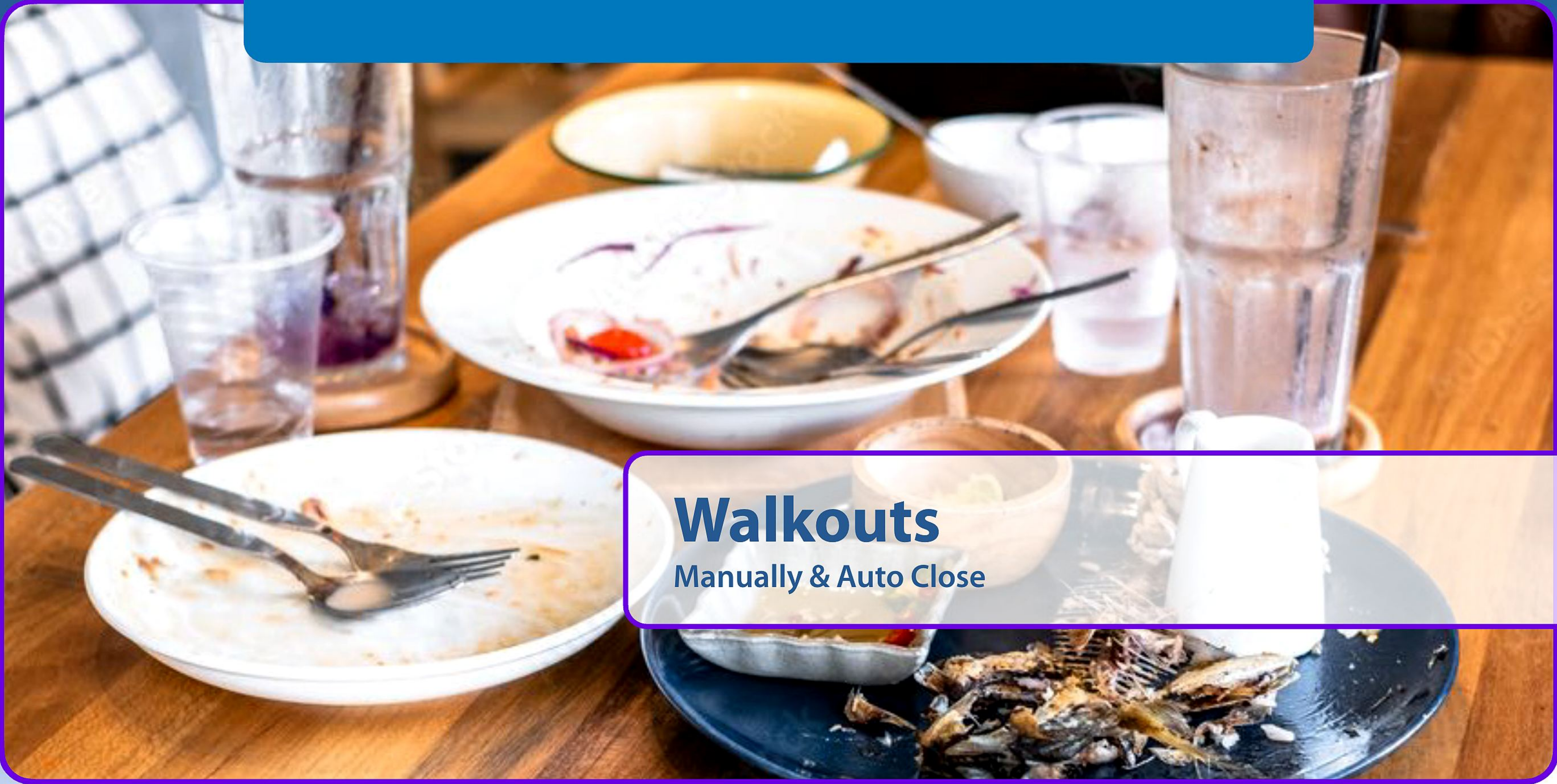
Double verification protects you and the guest.



3

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





Walkouts

Manually & Auto Close

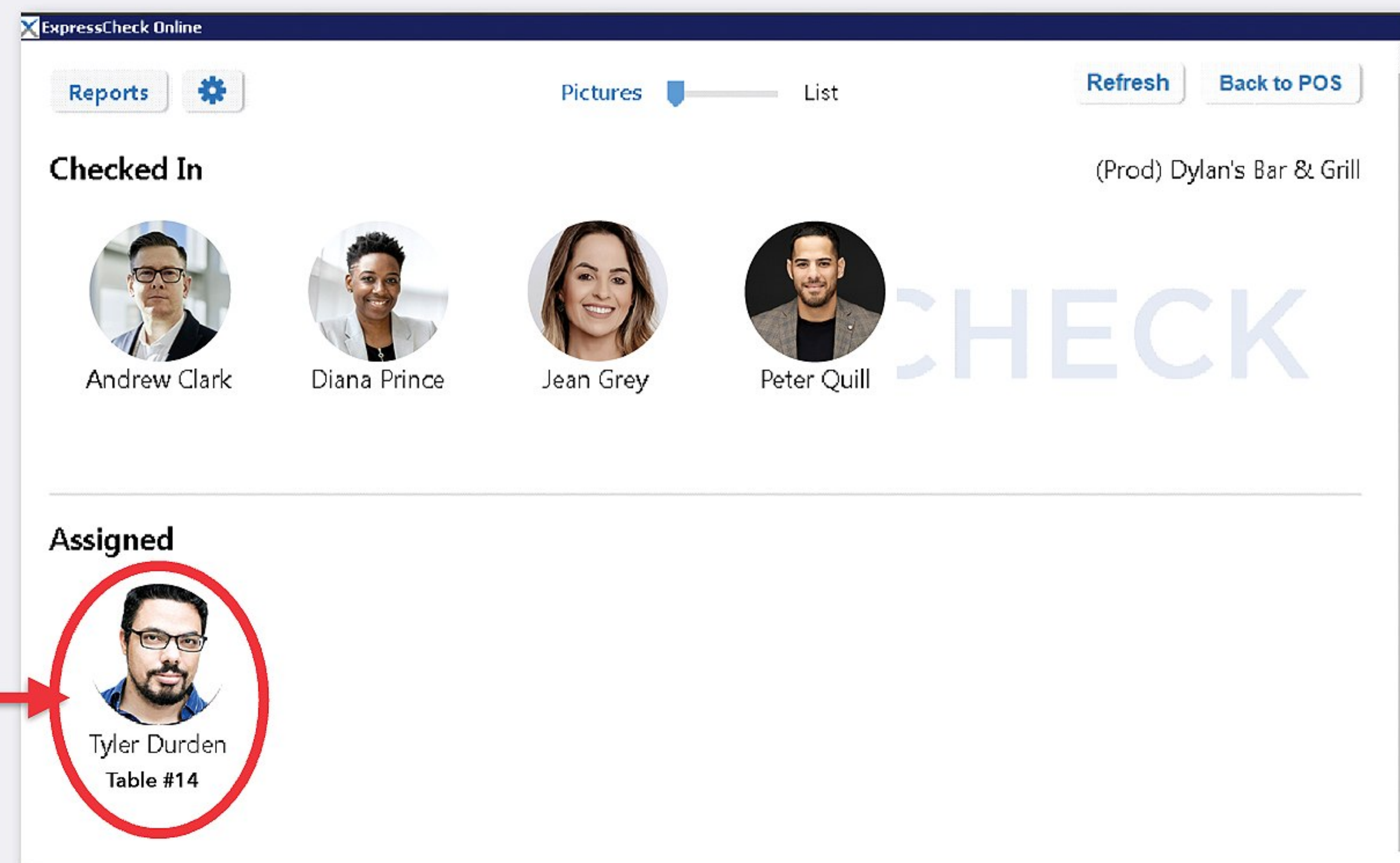
Walkout Protection

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

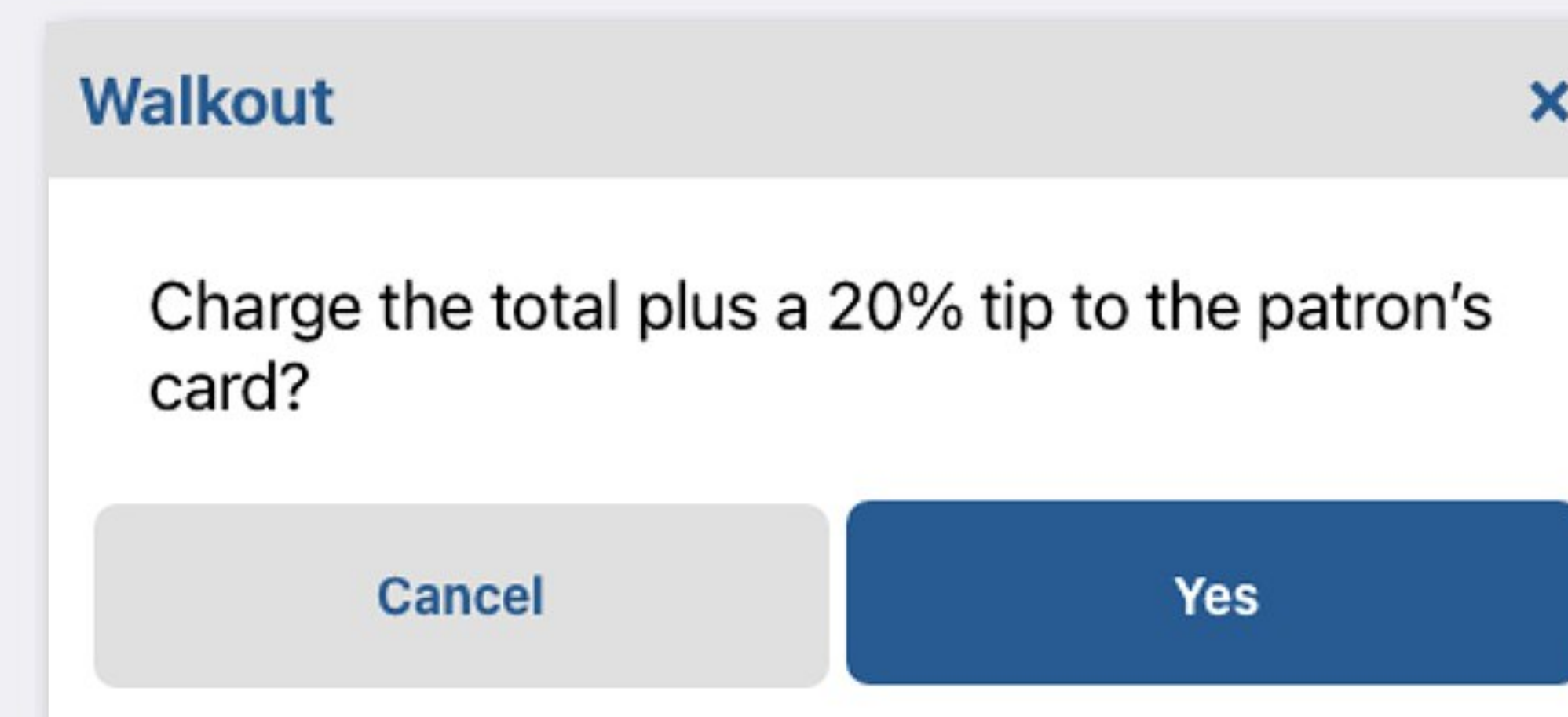
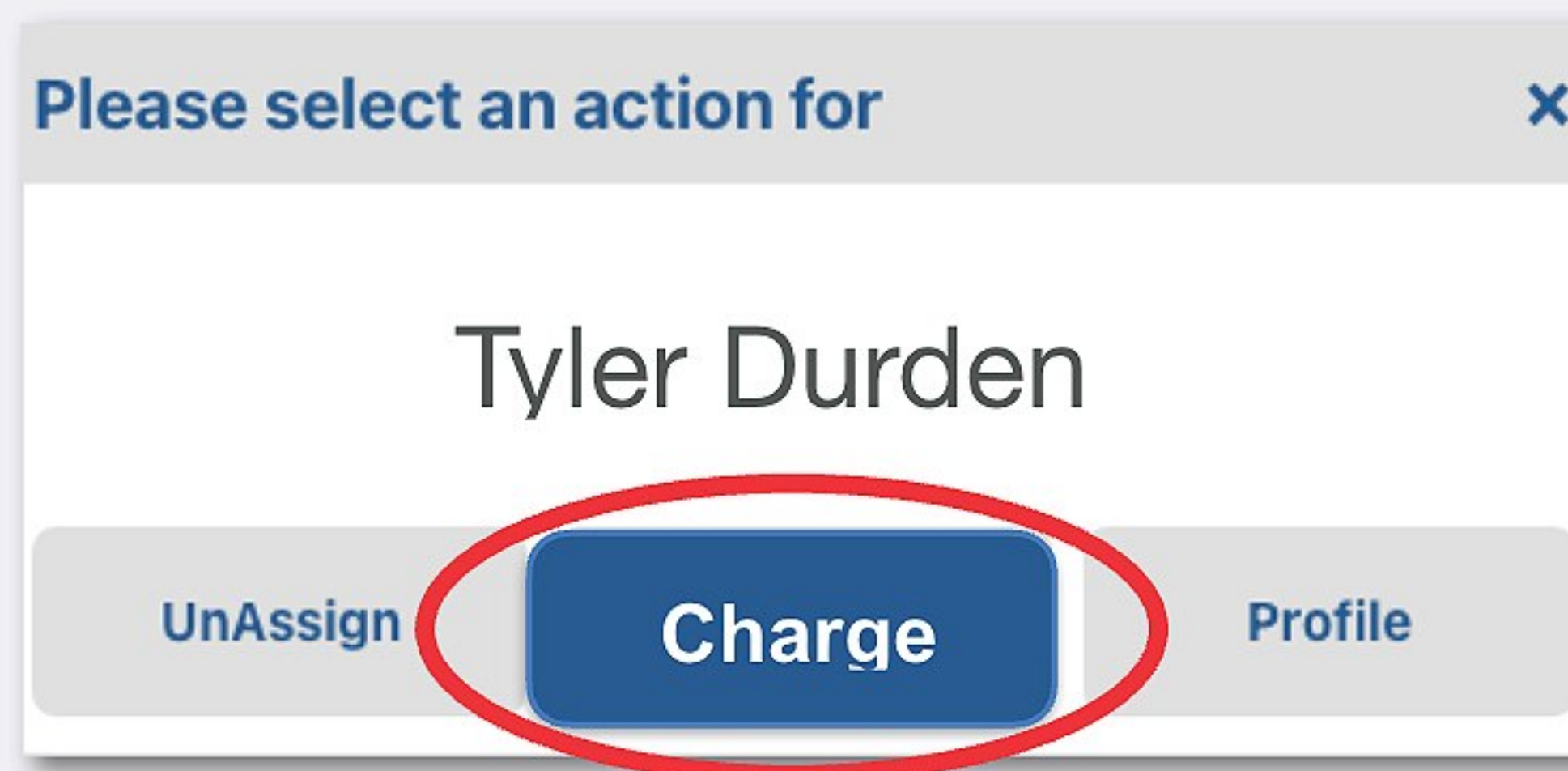
- 1 Tap the ExpressCheck icon on your POS.



- 2 Tap the Guest who left without paying.

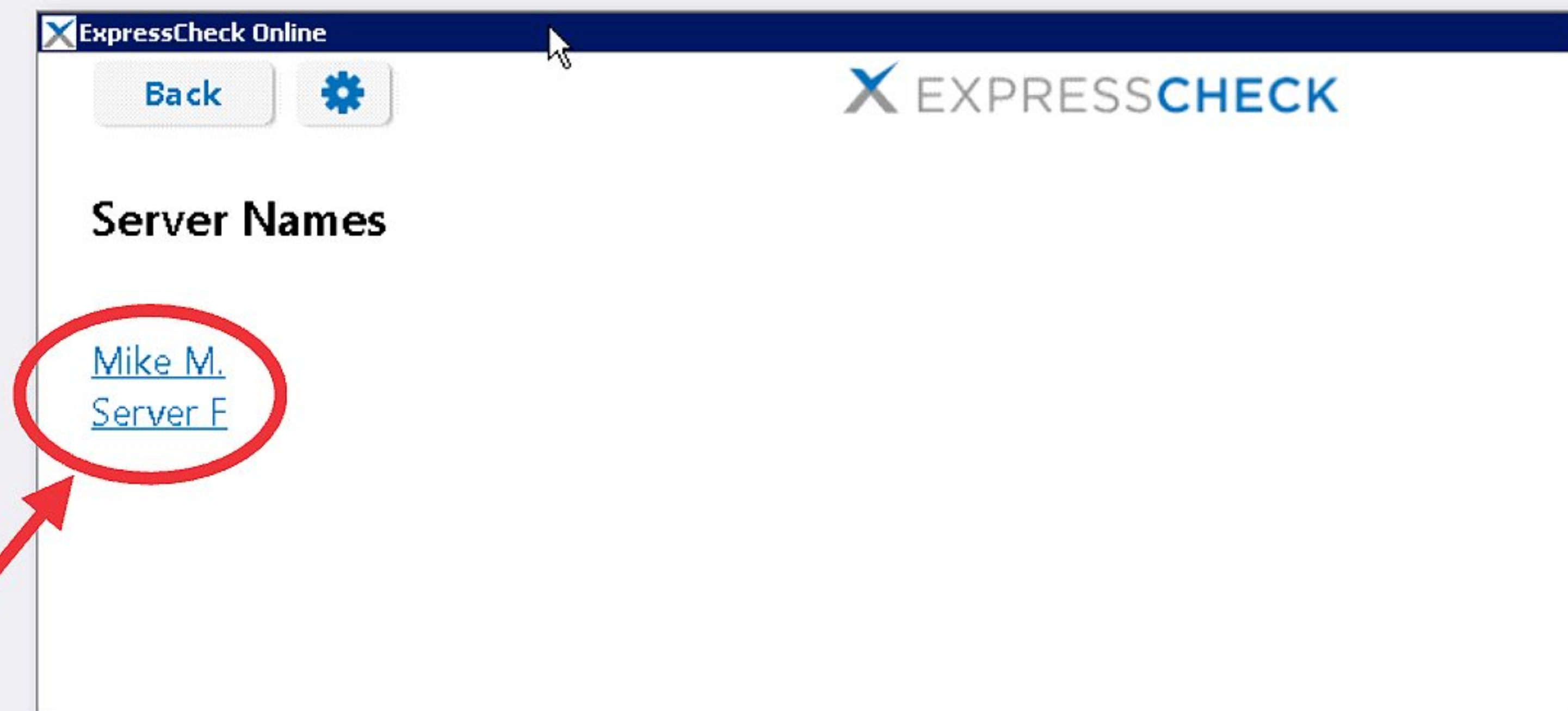
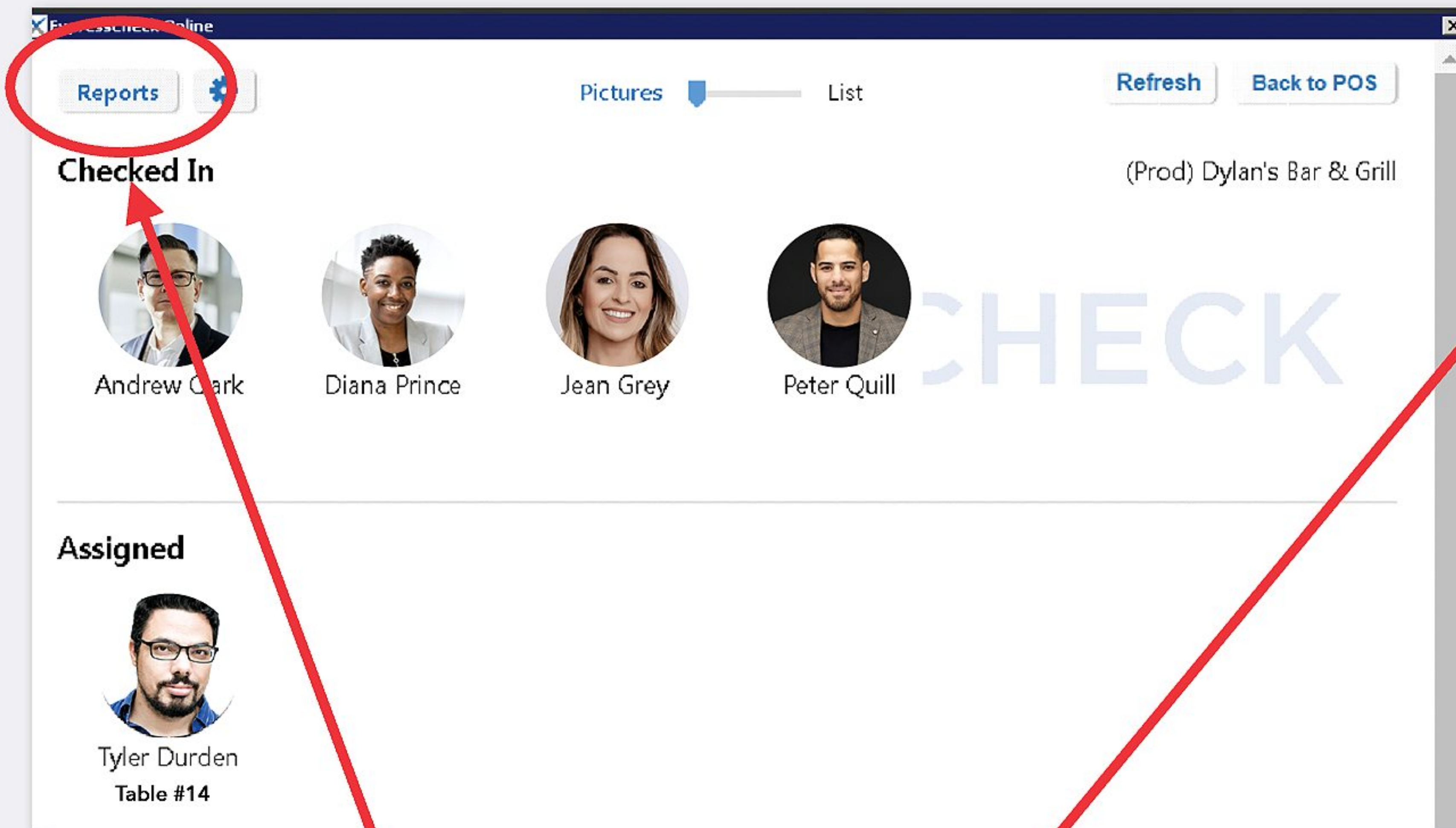


- 3 Tap Charge, then Yes to add a 20% tip.



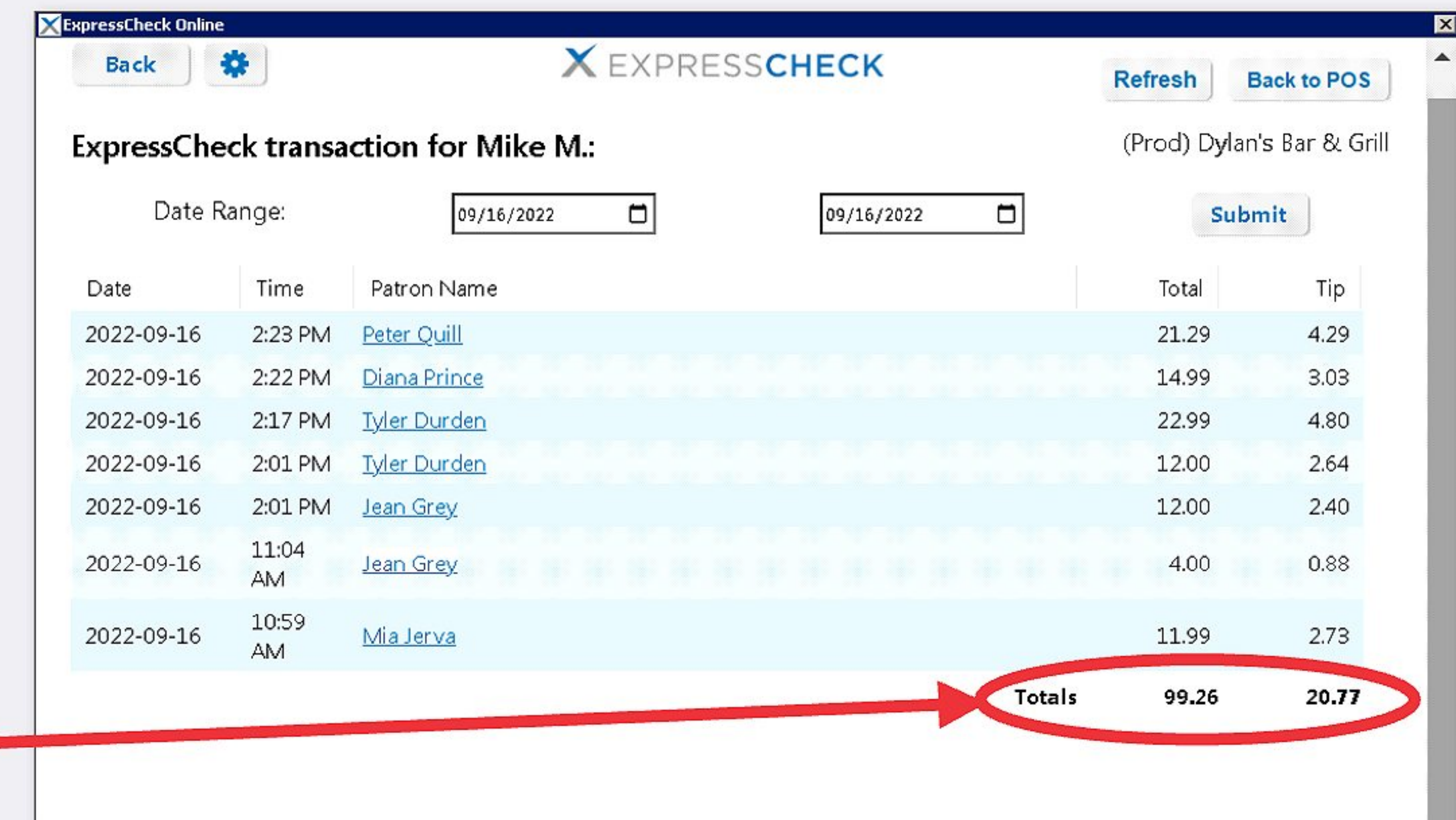
View Tips - Reporting Screen

1 Tap the  icon to open the portal.



2 Tap Reports then your name.

3 View Tips & Totals.

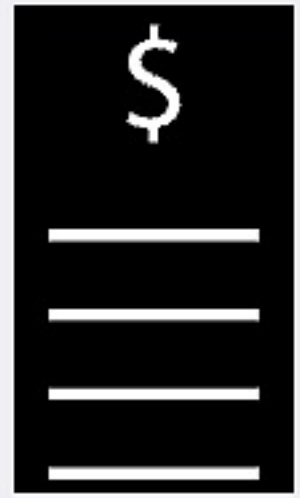


ExpressCheck transaction for Mike M. (Prod) Dylan's Bar & Grill

Date Range: 09/16/2022 to 09/16/2022

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.



*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