



ExpressCheck + Quantic POS 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.

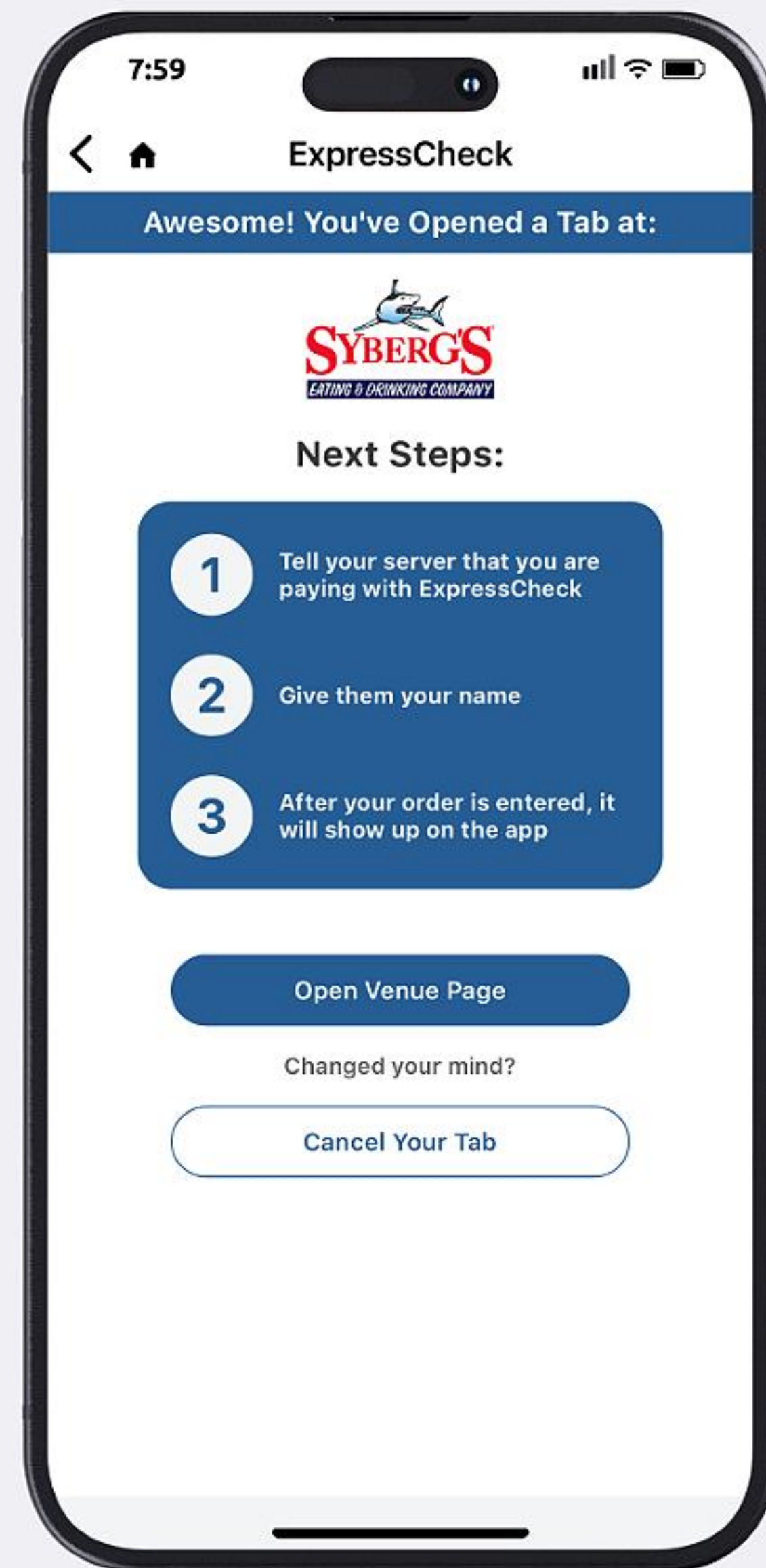
ExpressCheck Transaction

Ticket can be assigned at any time during the meal

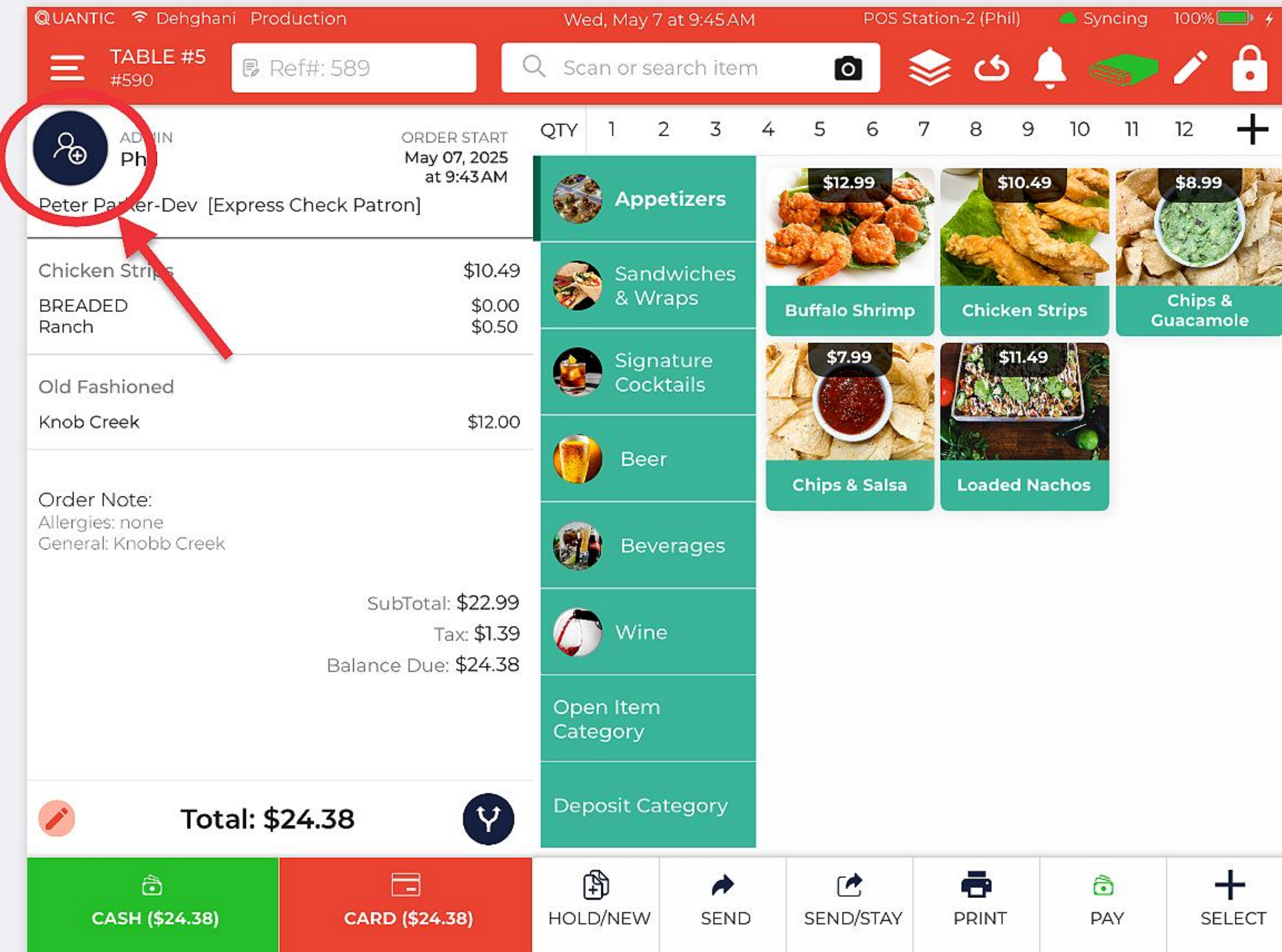
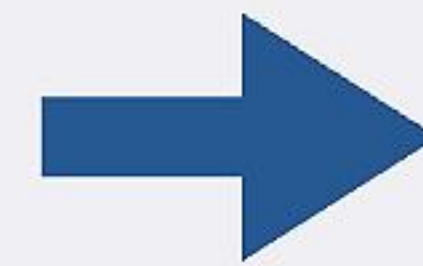
Create the Ticket



Guest taps
Open Tab.



They are informed to
give the server their
name.

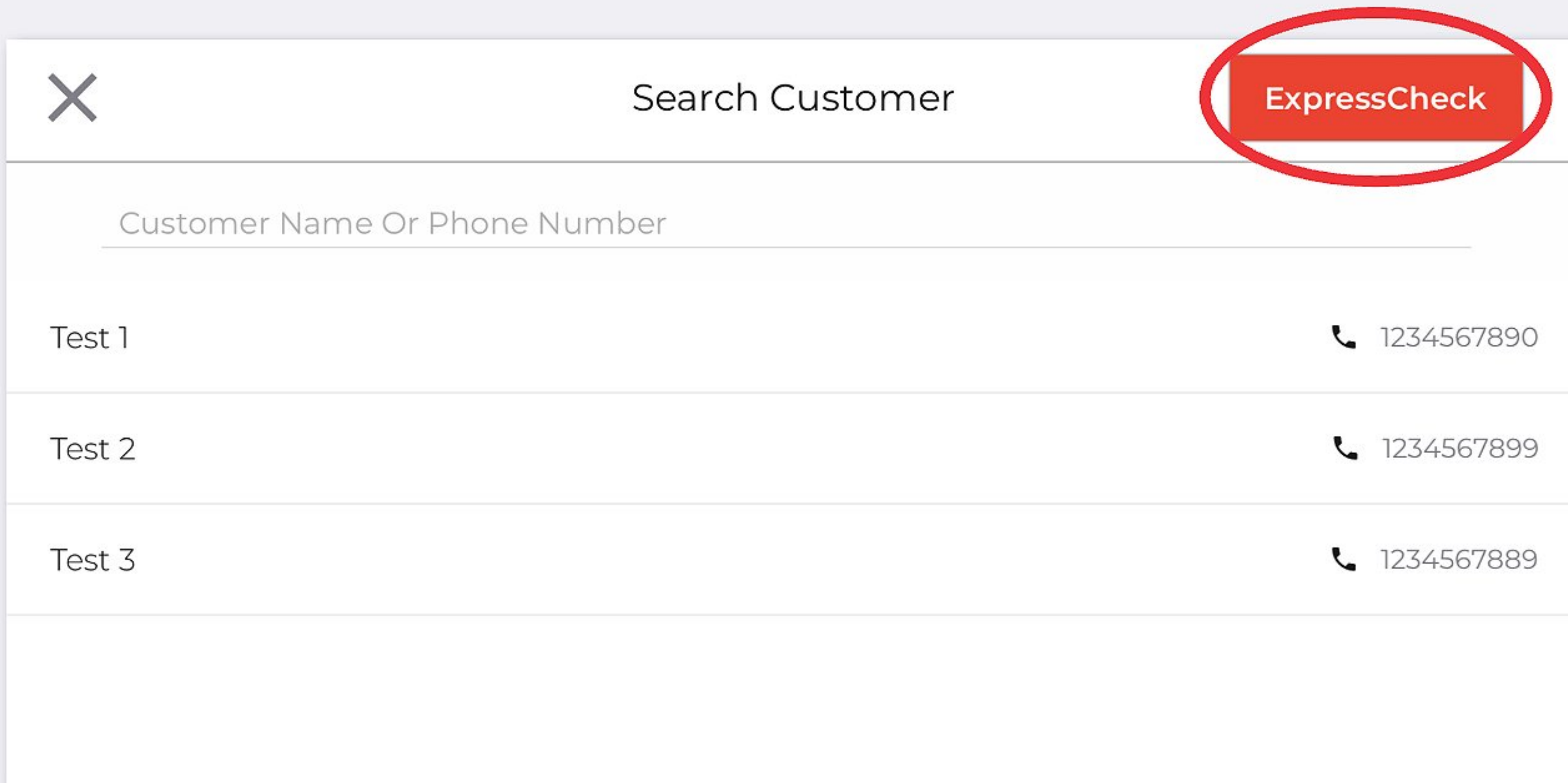


- 1 Take the order & write down guest's name.
- 2 Create the ticket and Tap the "add customer" icon.

Assign the ticket - Send the ticket

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

1 Tap the ExpressCheck button to open the Portal.

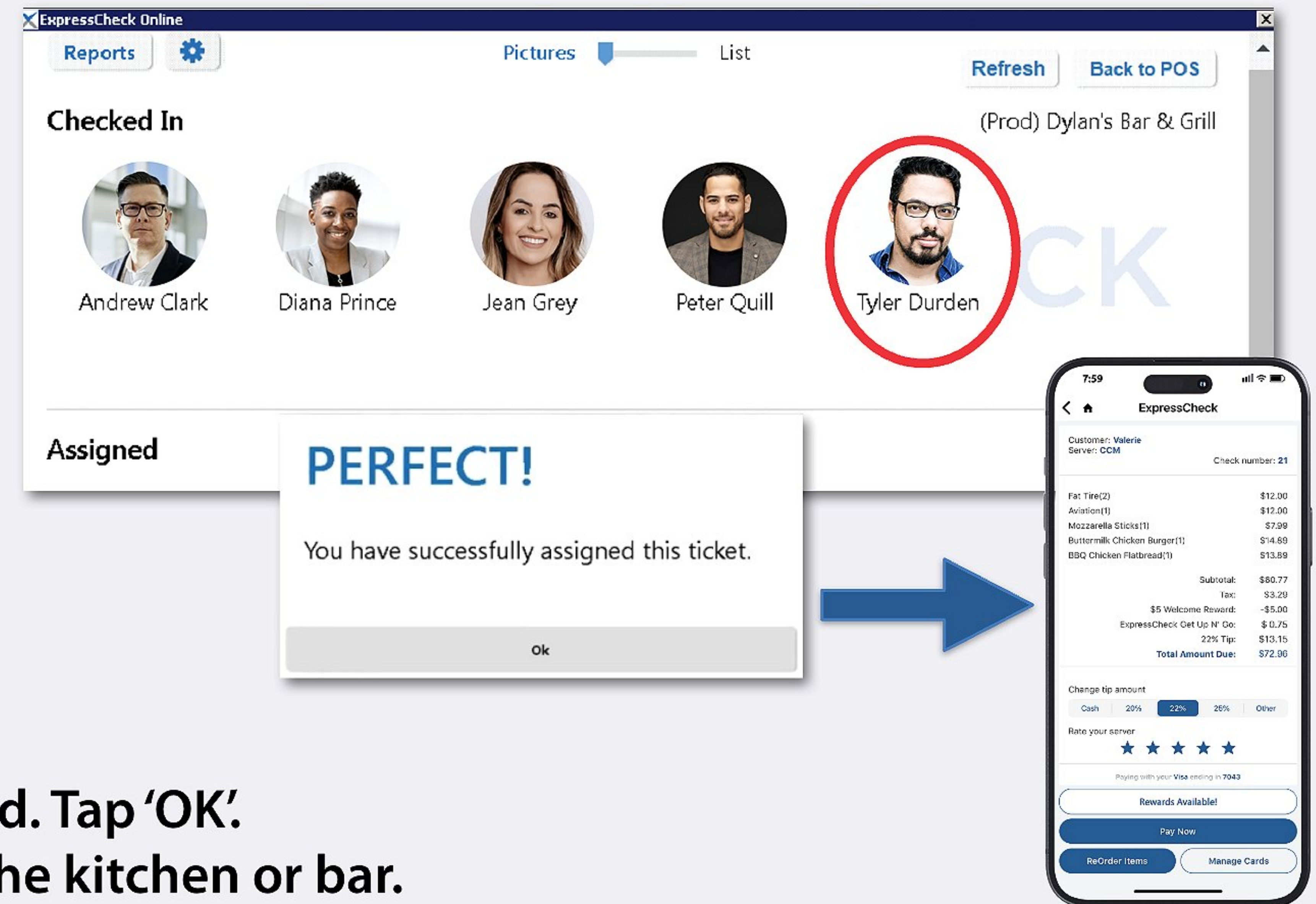


Search Customer

Customer Name Or Phone Number

Test 1	1234567890
Test 2	1234567899
Test 3	1234567889

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



ExpressCheck Online

Reports Pictures List Refresh Back to POS

Checked In (Prod) Dylan's Bar & Grill

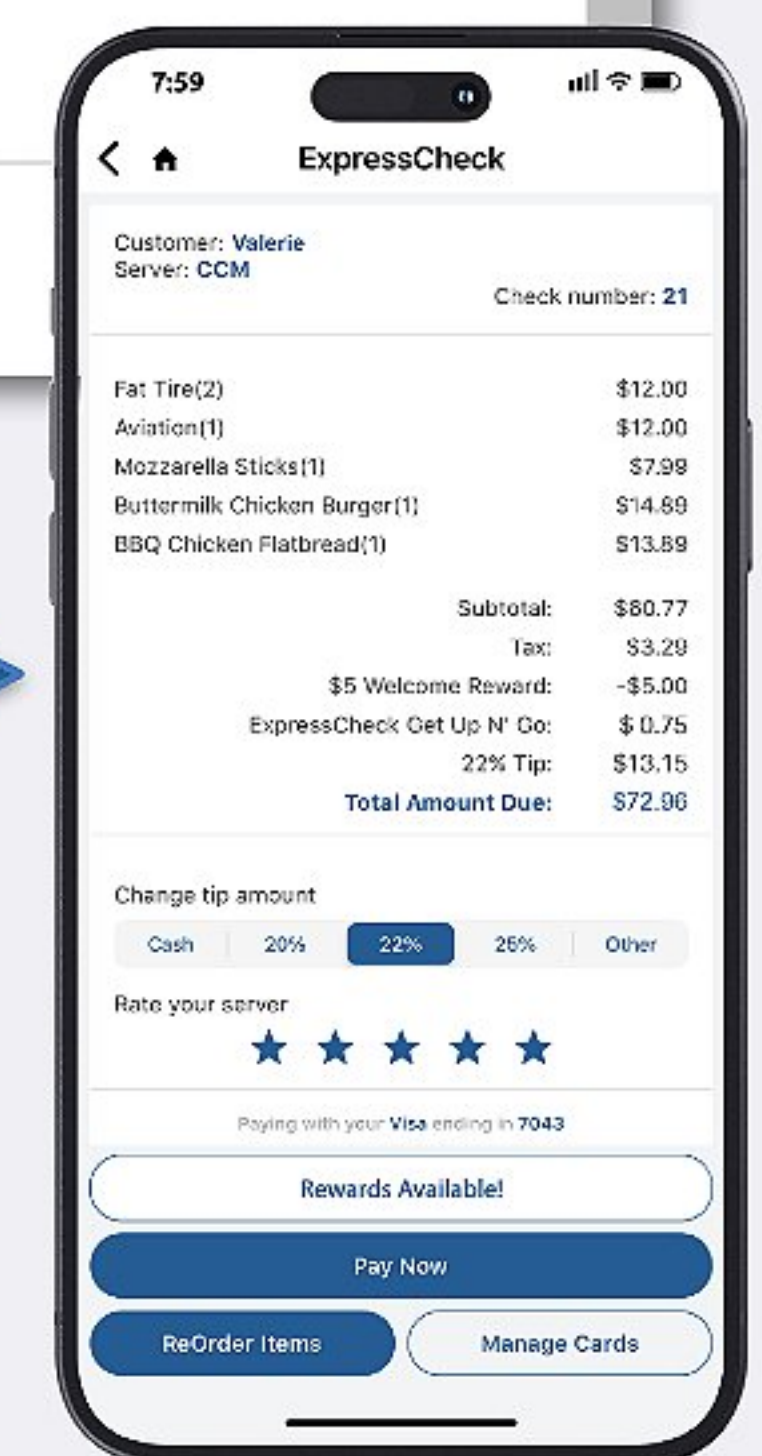
Andrew Clark Diana Prince Jean Grey Peter Quill Tyler Durden

Assigned

PERFECT!

You have successfully assigned this ticket.

Ok



ExpressCheck

Customer: Valerie Server: CCM Check number: 21

Fat Tire(2)	\$12.00
Aviation(1)	\$12.00
Mozzarella Sticks(1)	\$7.99
Buttermilk Chicken Burger(1)	\$14.89
BBQ Chicken Flatbread(1)	\$13.89
Subtotal:	\$80.77
Tax:	\$3.29
\$5 Welcome Reward:	-\$5.00
ExpressCheck Get Up N' Go:	\$0.75
22% Tip:	\$13.15
Total Amount Due:	\$72.96

Change tip amount

Cash 20% 22% 25% Other

Rate your server

★★★★★

Paying with your Visa ending in 7043

Rewards Available!

Pay Now

ReOrder Items Manage Cards

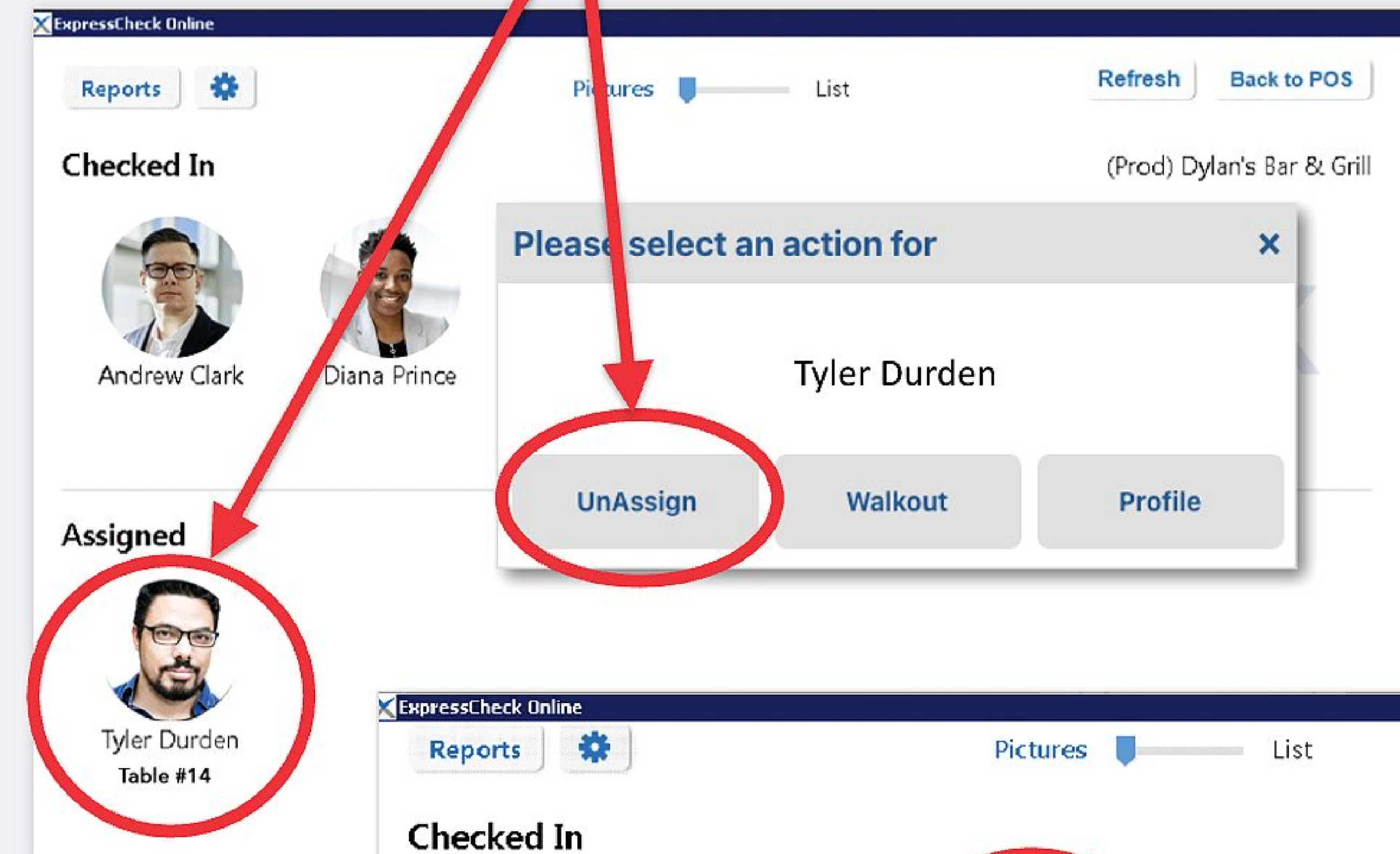
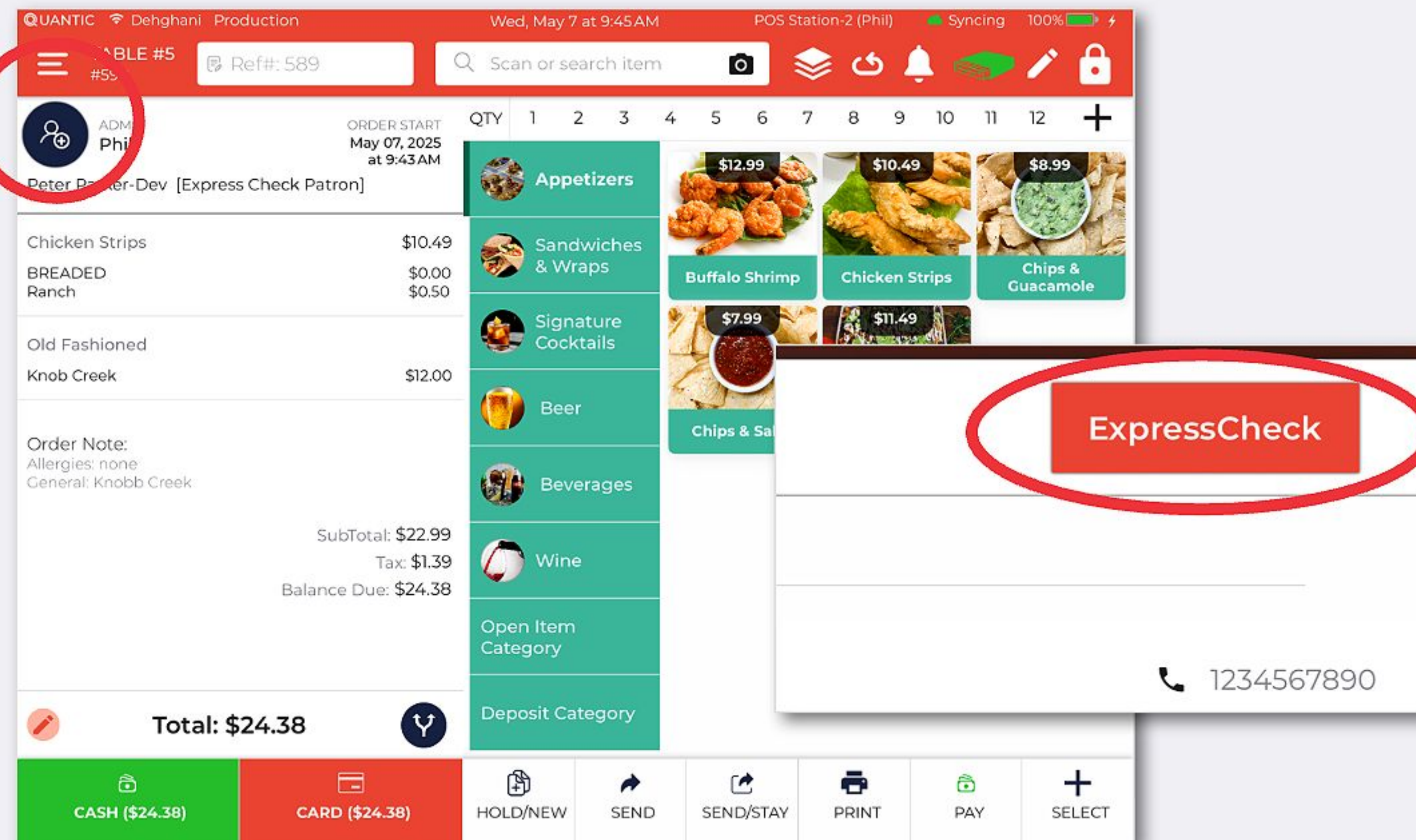
3 A window will let you know the ticket was assigned. Tap 'OK'. You will be directed back to the check. Send it to the kitchen or bar.

Wrong Check Assigned

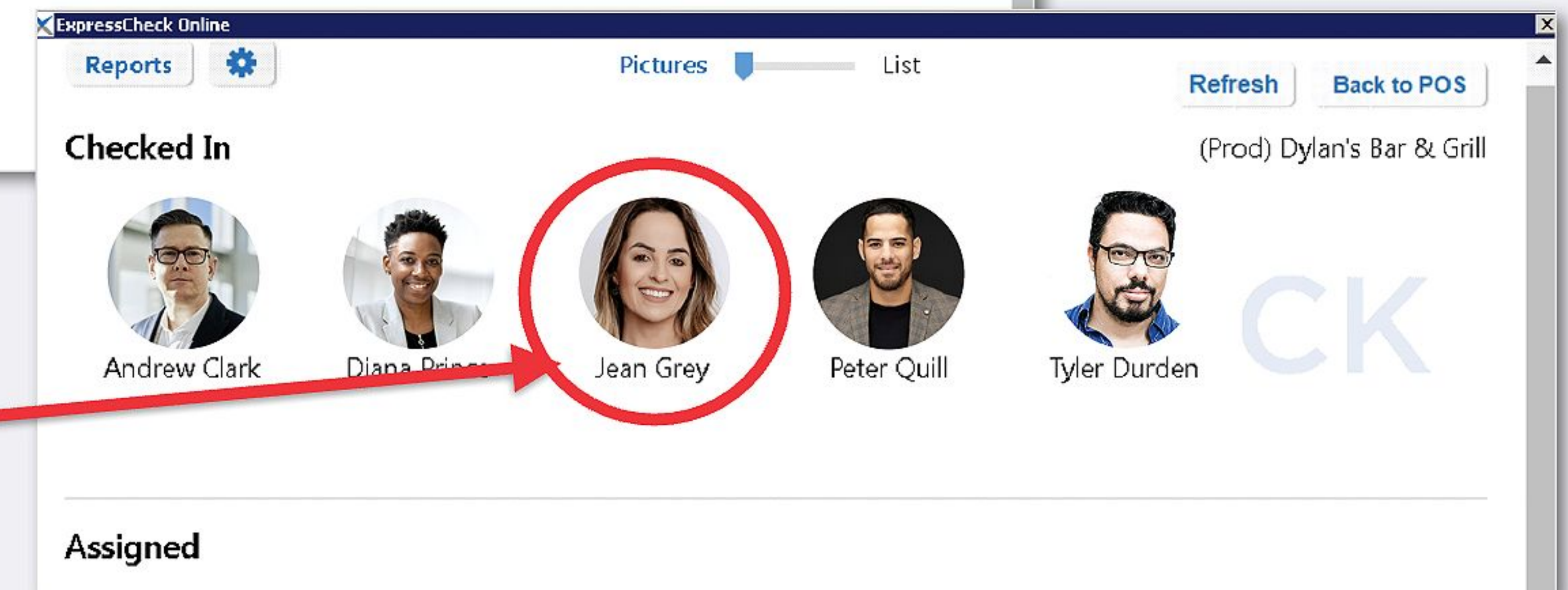
Un-assign & Re-assign

1 Go to the ticket with the incorrect guest assigned & access the ExpressCheck Portal.

2 Tap the Guest to Un-assign.



3 You will be directed back to the check. Go back to the portal and choose the correct guest.





Splitting the Check

Each guest gets their own check

Split Tickets

1 Create the ticket & Split it like you normally do.

2 Access the first seat - Follow the ExpressCheck assignment flow. Repeat with each seat.

Split

Check: 1	Check: 2
P1 Buffalo Shrimp \$12.99	P2 Loaded Nachos \$11.49
GRILLED W/ BLACKENED SEASONING \$0.00	Steak \$5.00
P1 Bloody Mary With Tequila \$11.00	P2 Snake Bite \$7.50
Total: \$25.41	Total: \$25.34

Split Evenly Split by Position Merge Print All

If someone does not want to pay on the app, they can wait for their check and pay with a card.

QUANTIC Dehghani Production Wed, May 7 at 12:51 PM POS Station-2 (Phil) Syncing 100%

TABLE #2 Ref#: 608 Scan or search item

BARTENDER Drax

ORDER START May 07, 2025 at 12:48 PM

Check 1 2

P1 Buffalo Shrimp \$12.99

GRILLED W/ BLACKENED SEASONING \$0.00

P1 Bloody Mary With Tequila \$11.00

Order Note: Allergies: none General: Knobb Creek

SubTotal: \$23.99 Tax: \$1.42 Balance Due: \$25.41

Total: \$25.41

CASH (\$25.41) CARD (\$25.41) HOLD/NEW SEND SEND/STAY PRINT PAY SELECT

ExpressCheck Online

Reports Pictures List Refresh Back to POS

Checked In (Prod) Dylan's Bar & Grill

Andrew Clark Diana Prince Jean Grey Peter Quill Tyler Durden

Assigned

QUANTIC Dehghani Production Wed, May 7 at 12:49 PM POS Station-2 (Phil) Syncing 100%

TABLE #2 Ref#: 608 Scan or search item

BARTENDER Drax

ORDER START May 07, 2025 at 12:48 PM

Check 1 2

P2 Loaded Nachos \$11.49

Steak \$5.00

P2 Snake Bite \$7.50

SubTotal: \$23.99 Tax: \$1.35 Balance Due: \$25.34

Total: \$25.34

CASH (\$25.34) CARD (\$25.34) HOLD/NEW SEND SEND/STAY PRINT PAY SELECT

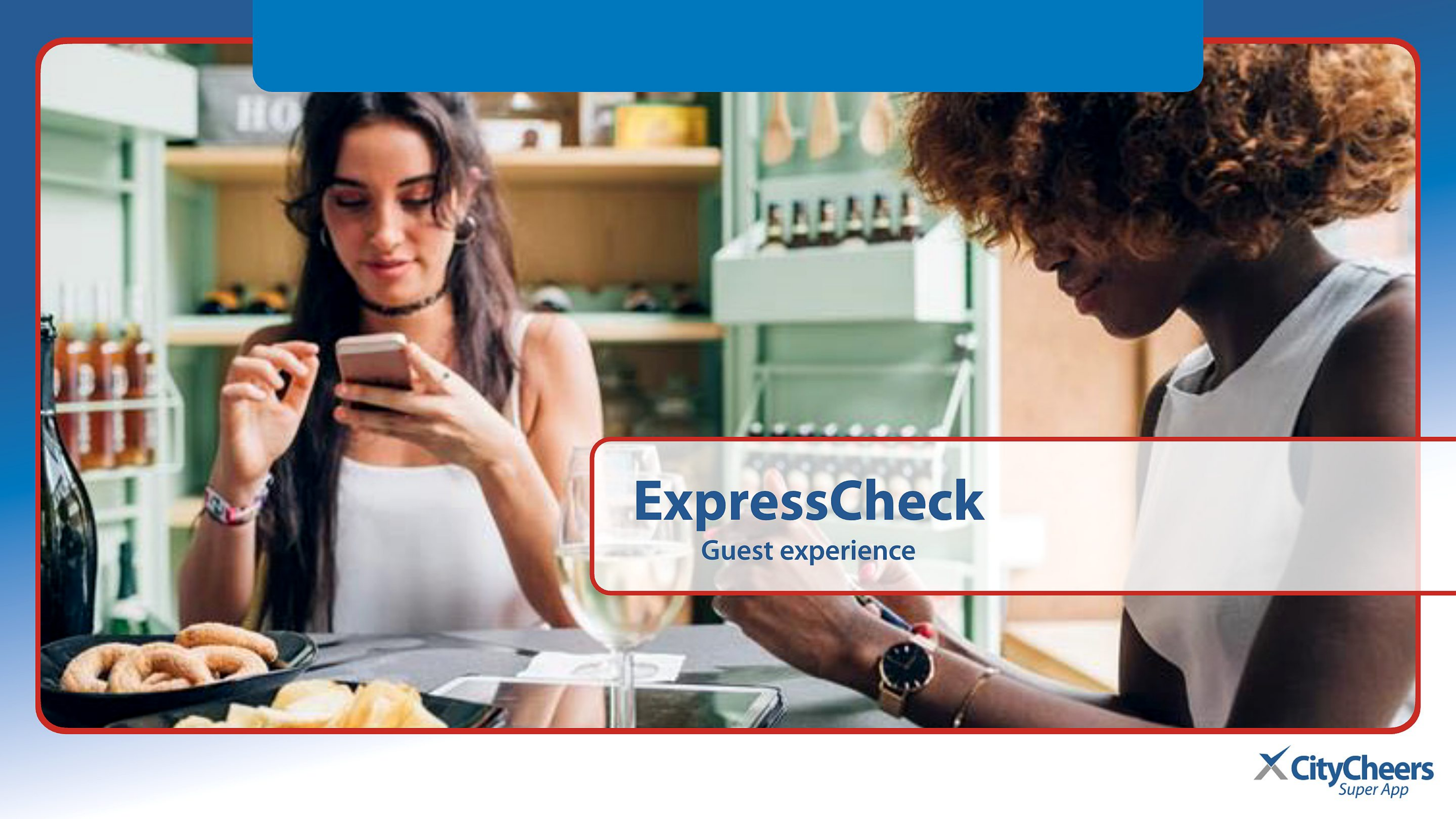
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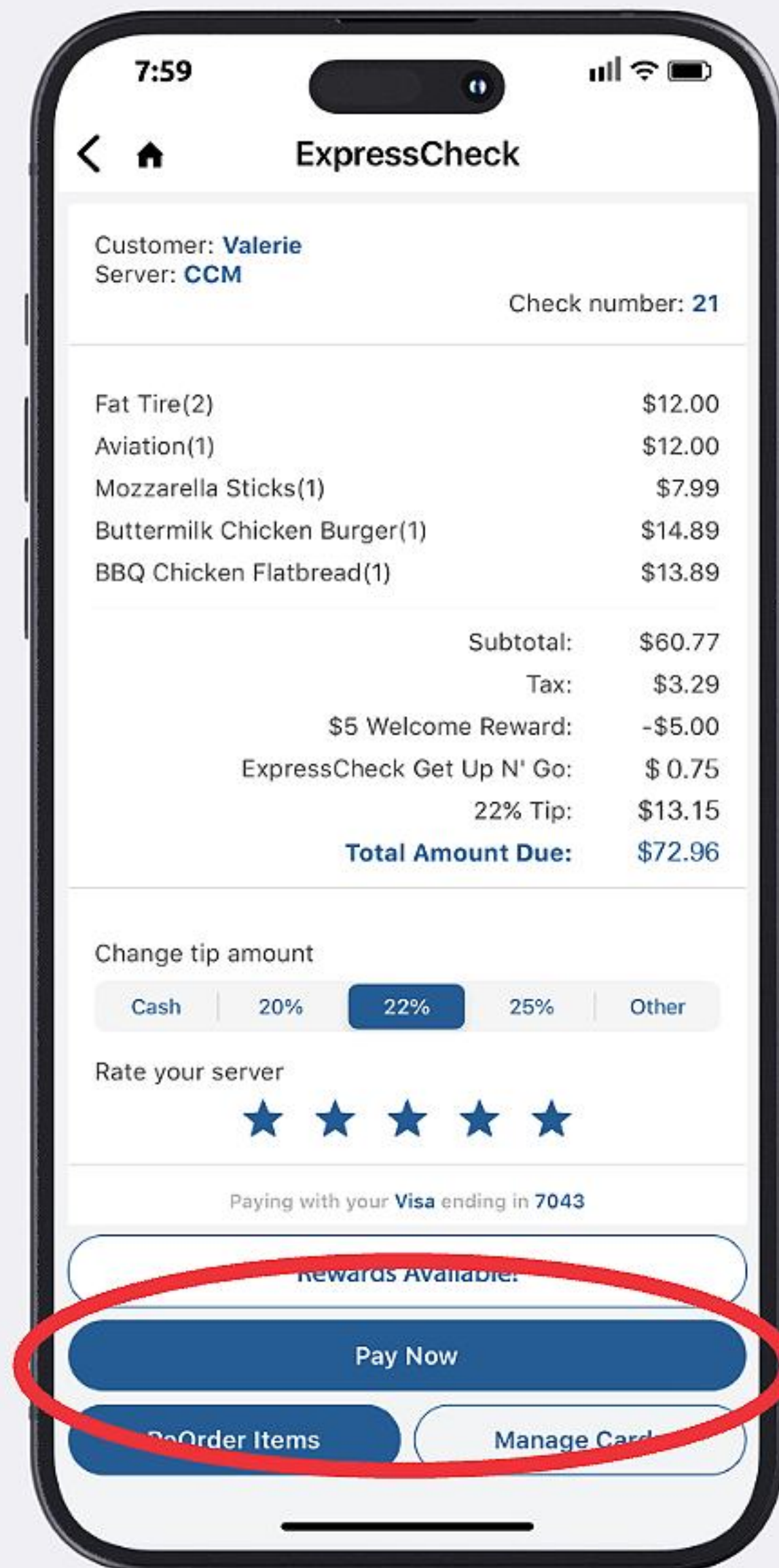
Assigned

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

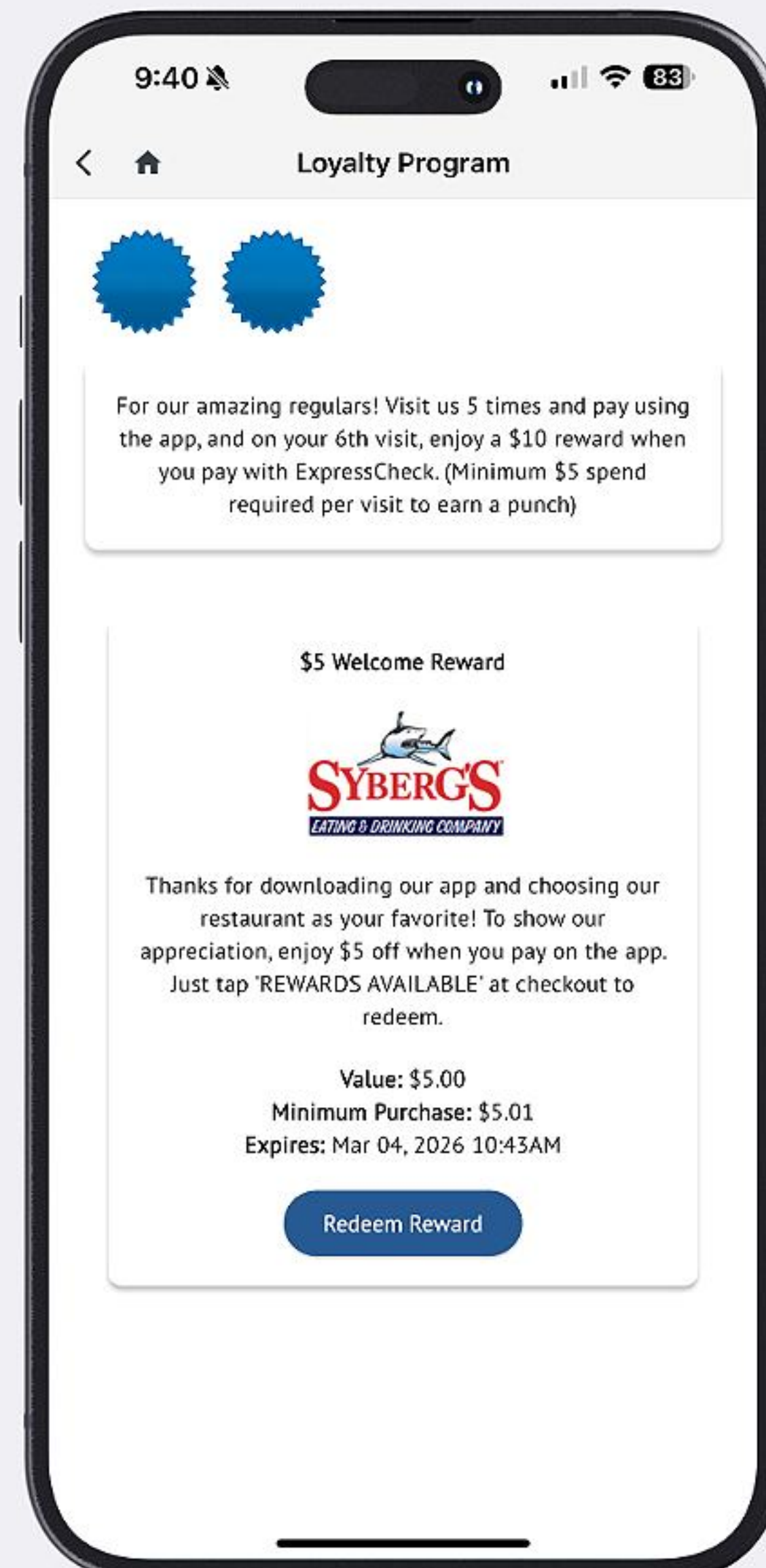
Guest experience

What the Guest Sees



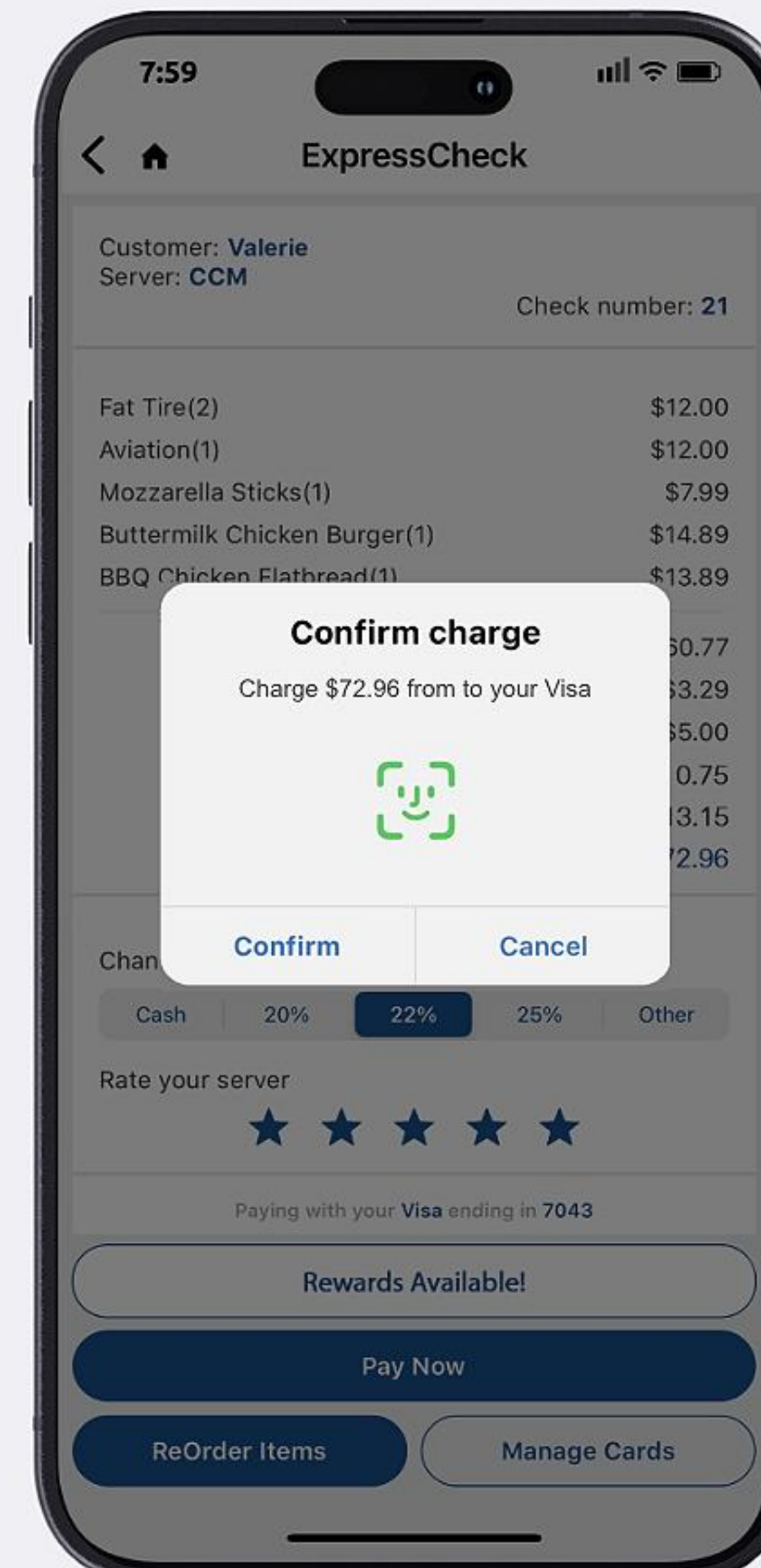
1

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



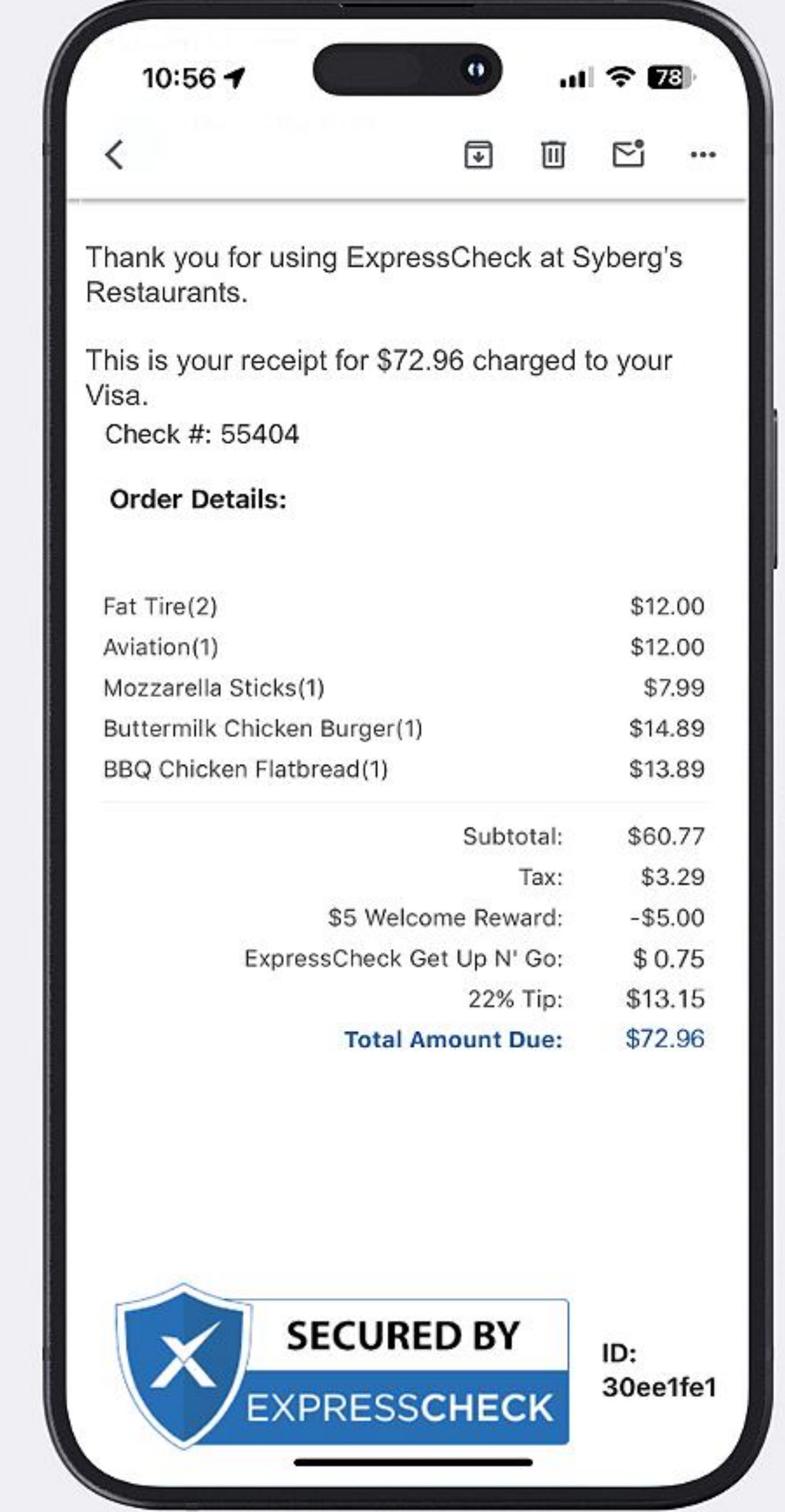
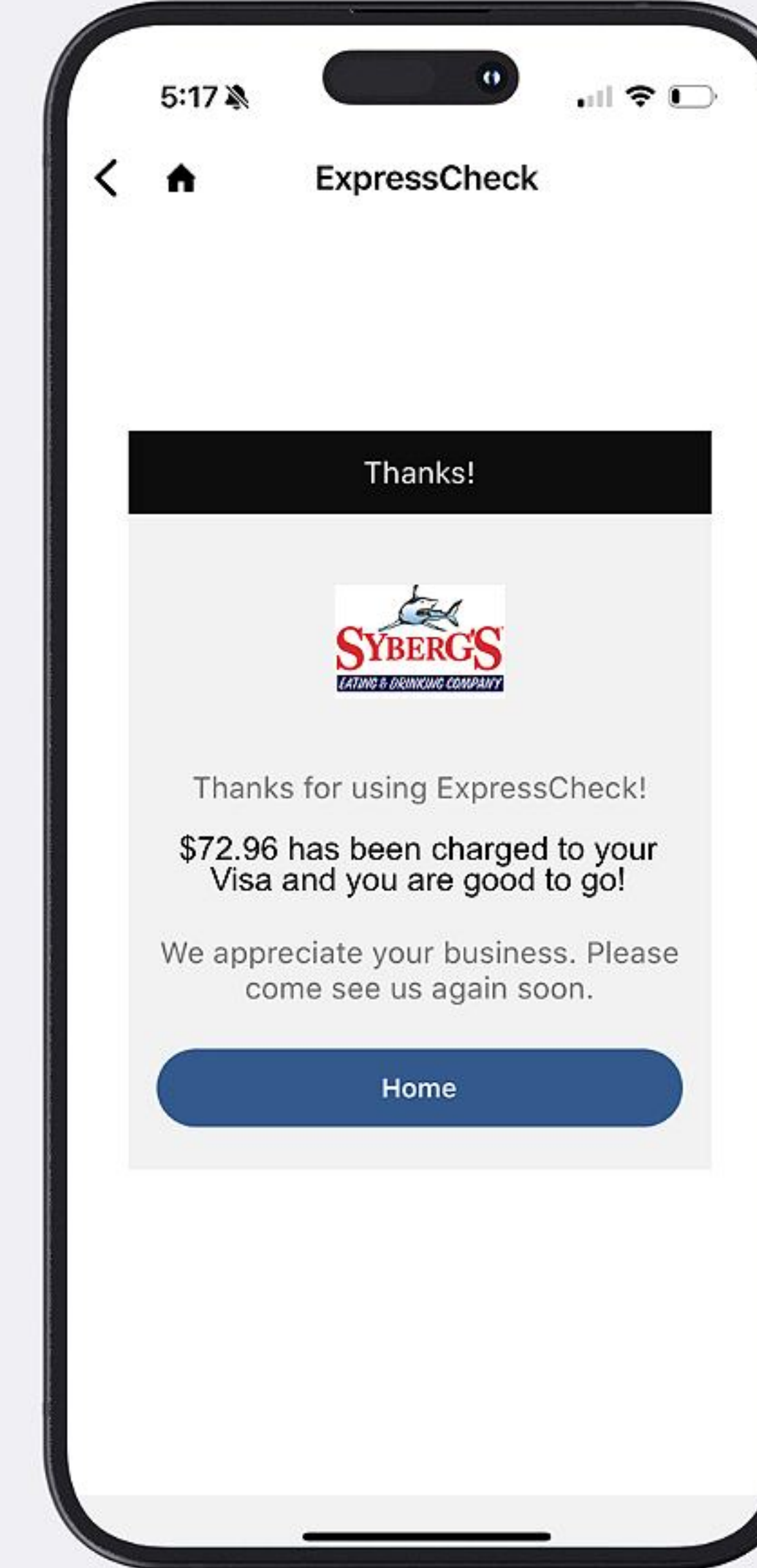
2

Double verification protects you and the guest.



3

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





Walkouts

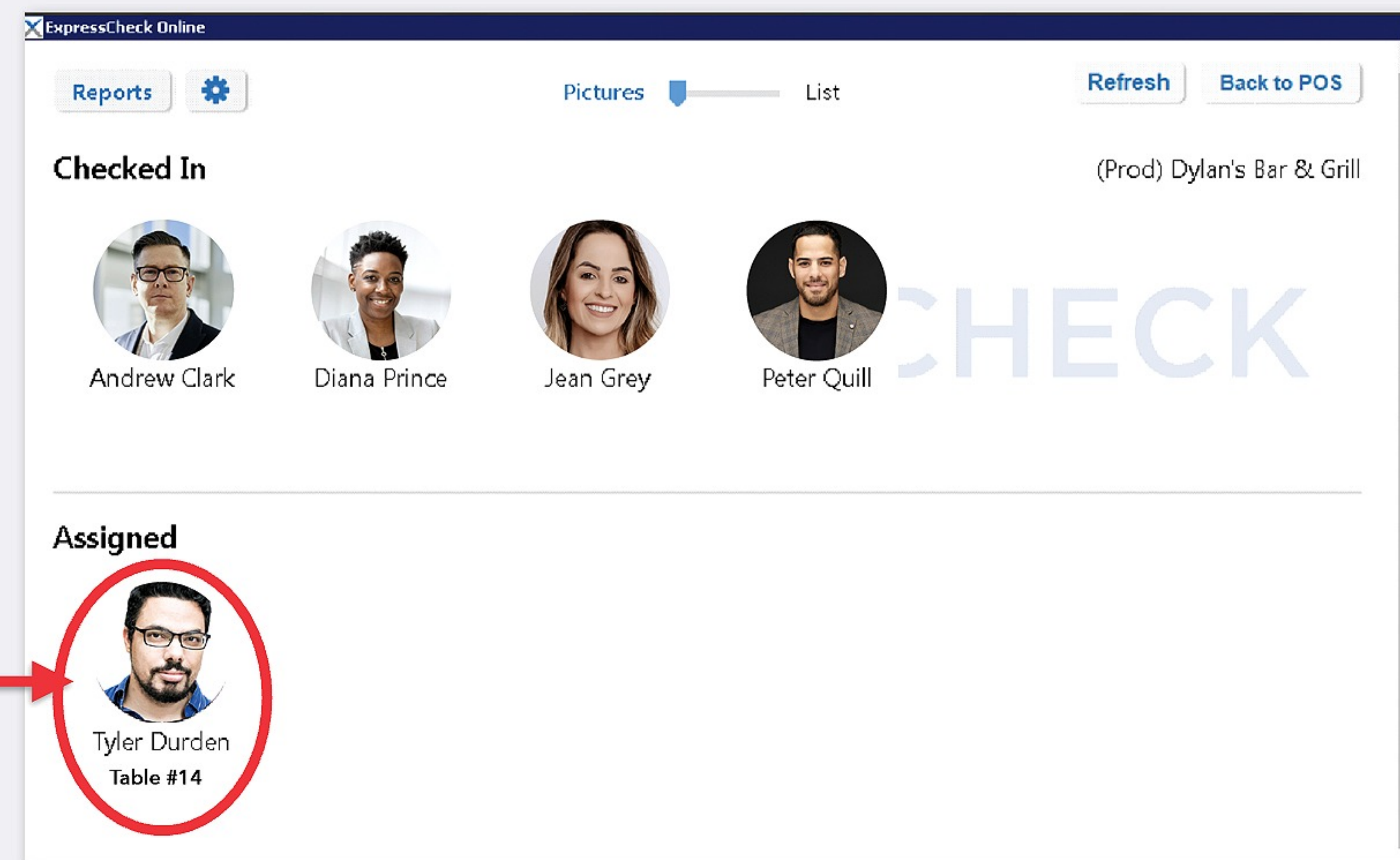
Manually & Auto Close

Walkout Protection

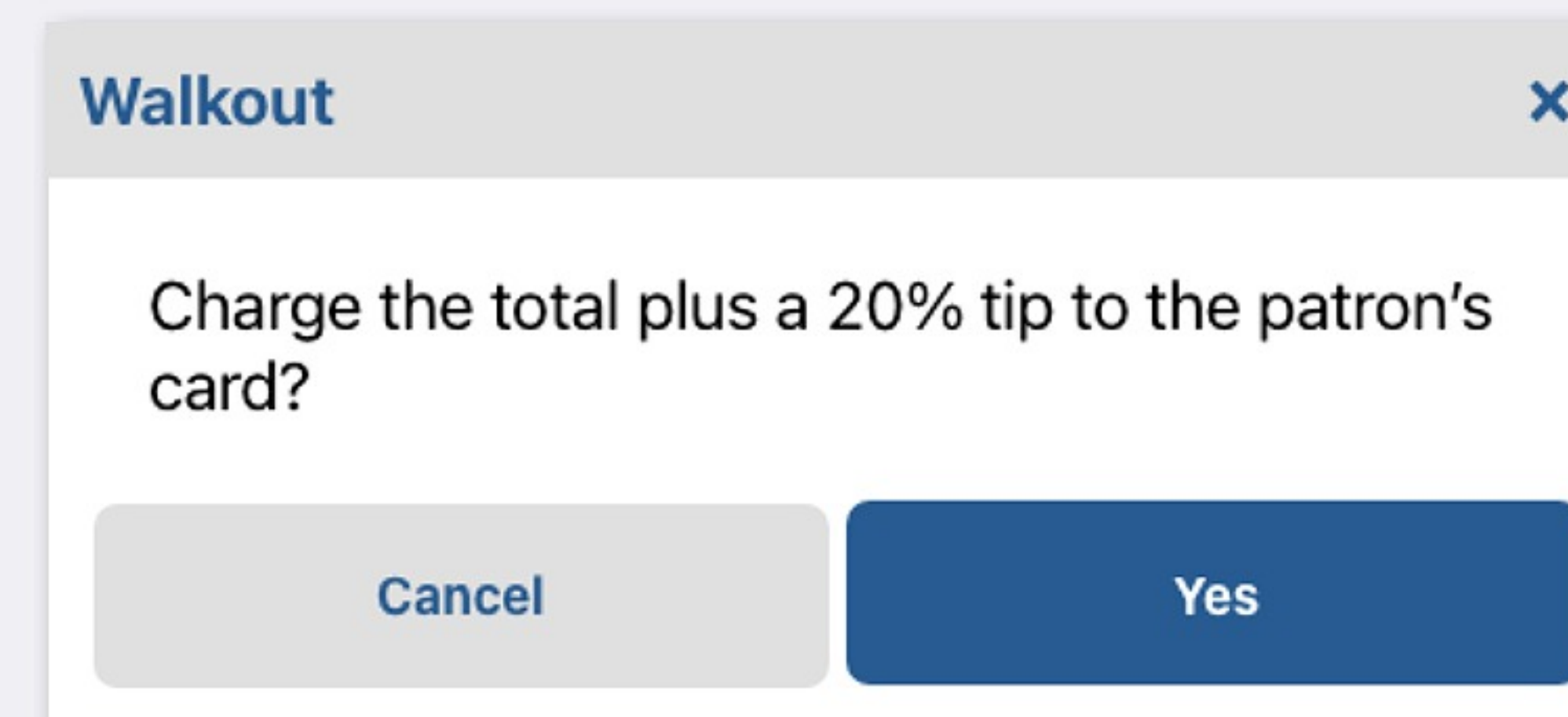
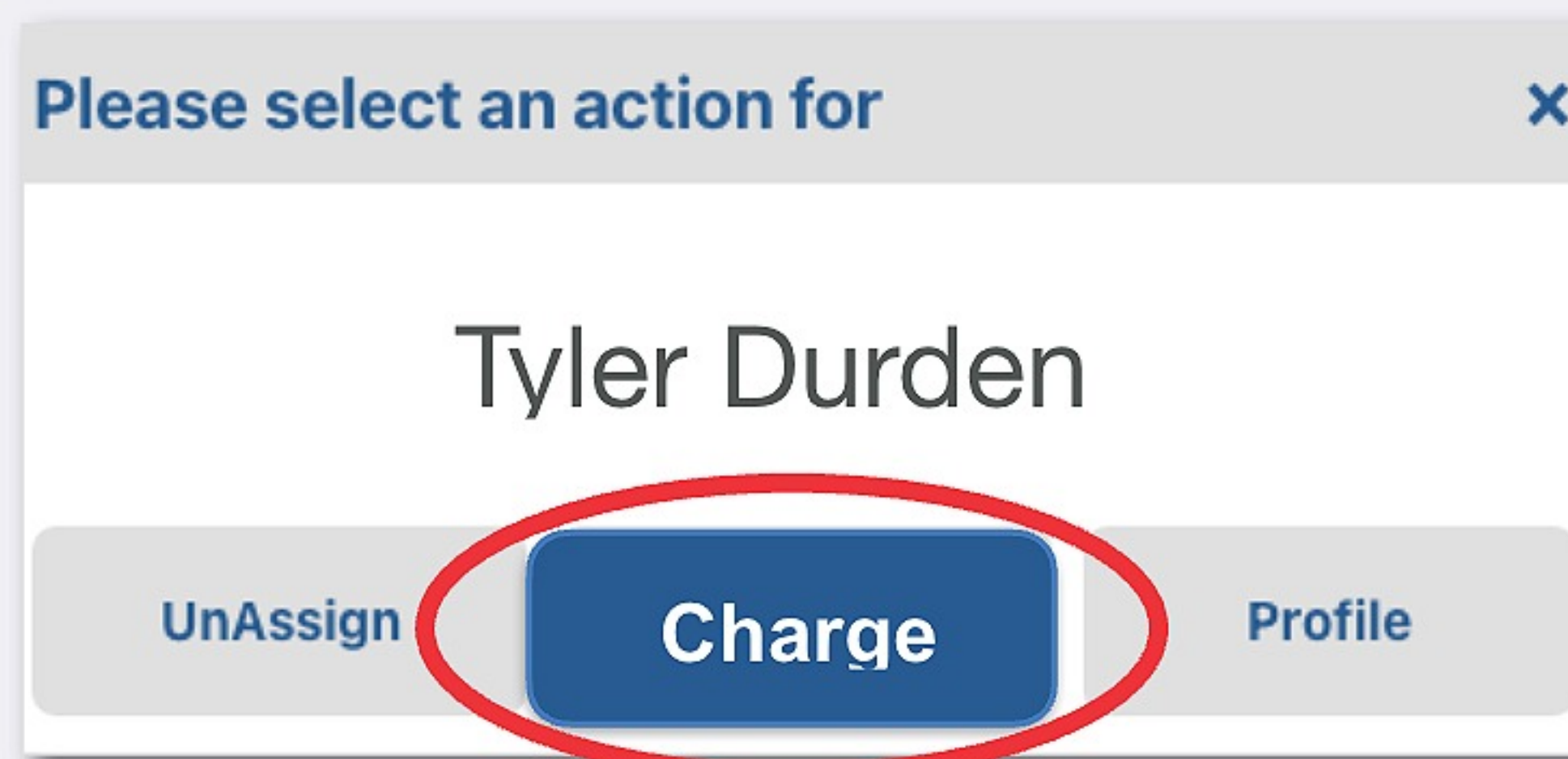
- 1 Tap the ExpressCheck icon on you POS - found under the “add customer icon”.

ExpressCheck

- 2 Tap the Guest who left without paying.

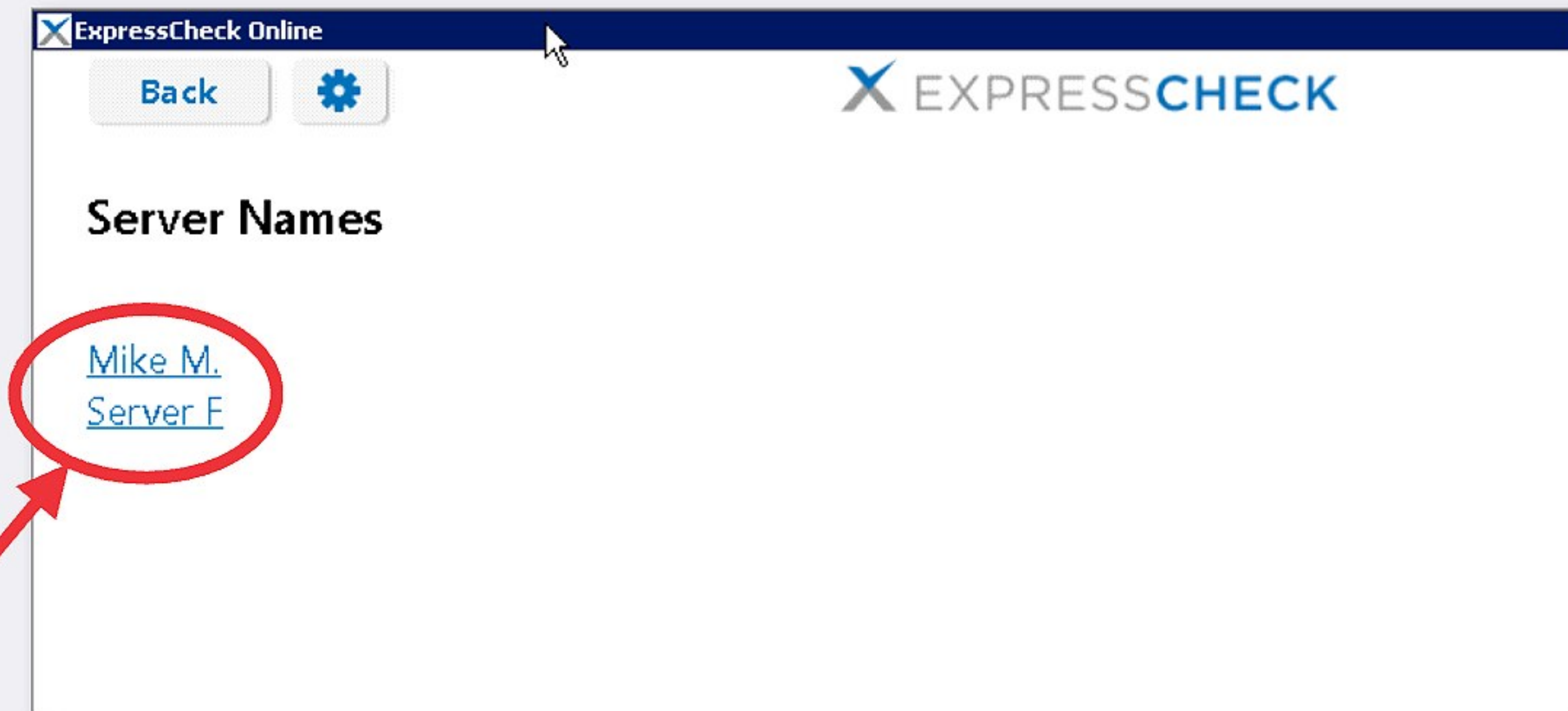
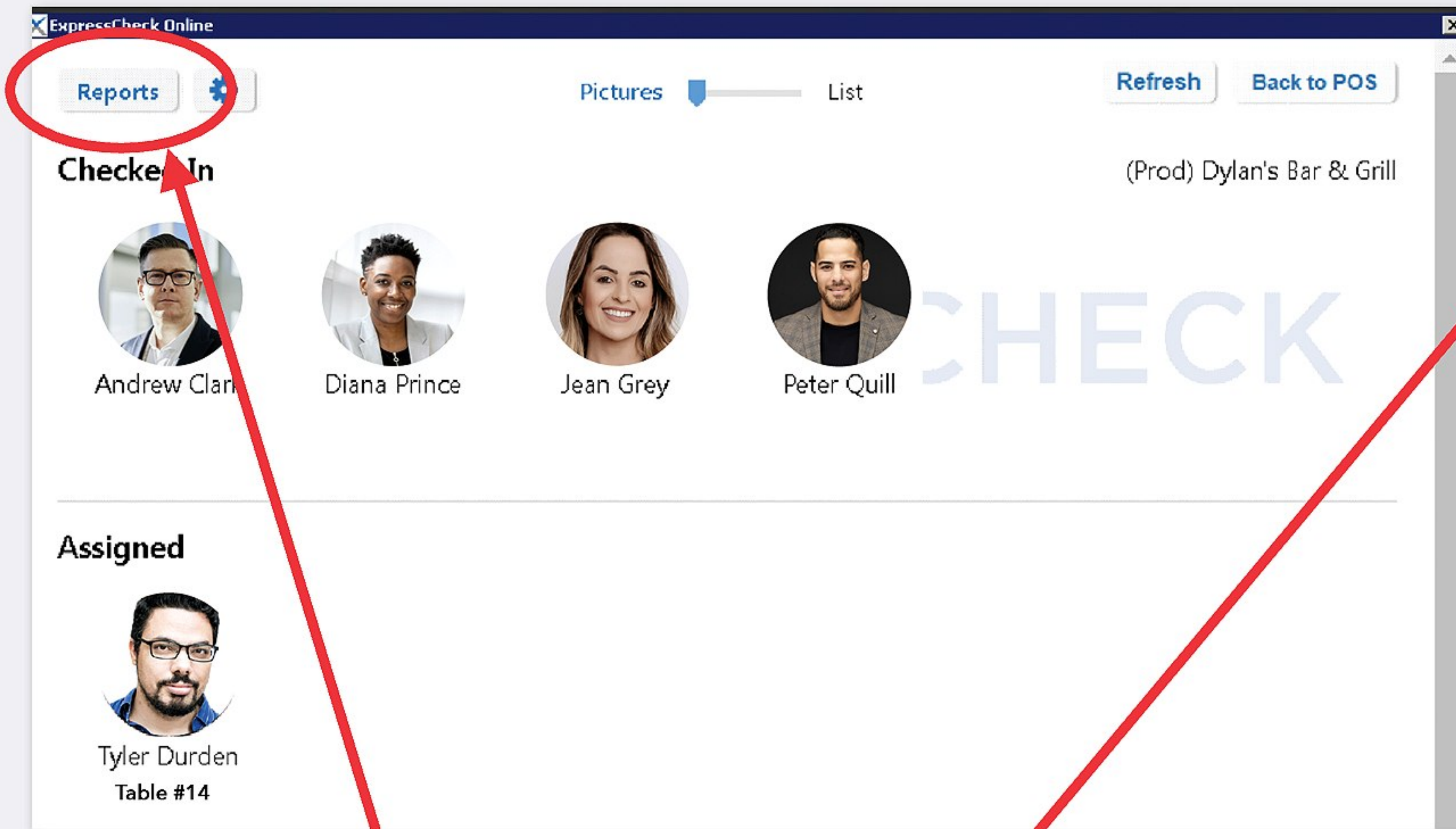


- 3 Tap Charge, then Yes to add a 20% tip.



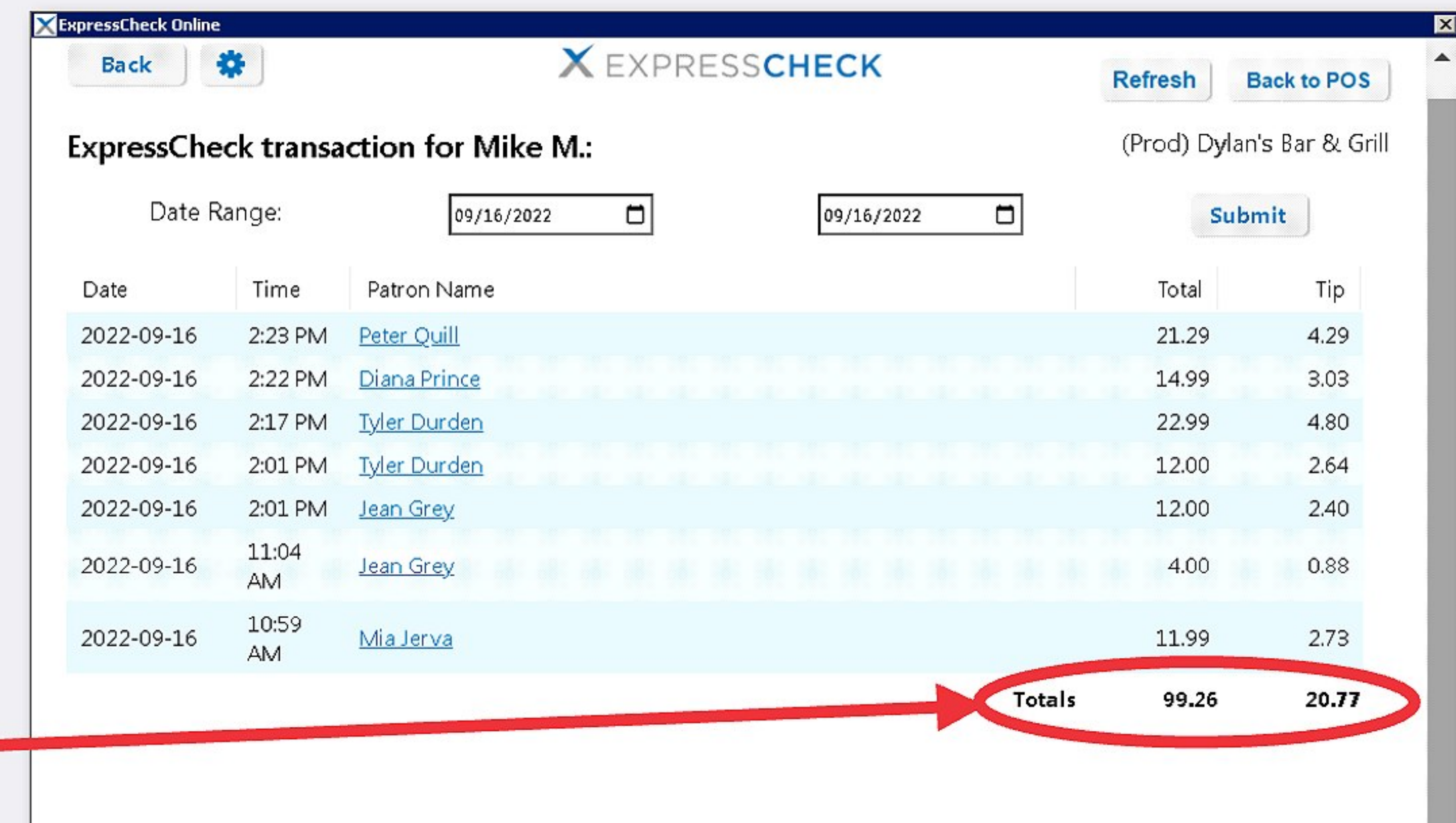
View Tips - Reporting Screen

- 1 Tap the **ExpressCheck** Icon to open the portal.

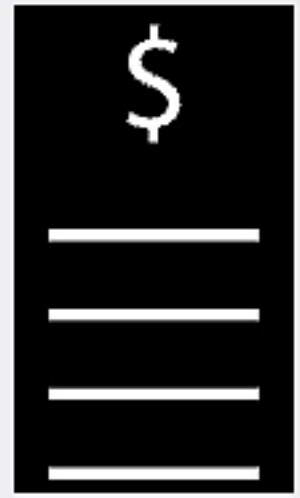


- 2 Tap Reports then your name.

- 3 View Tips & Totals.



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