



ExpressCheck + Toast 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.

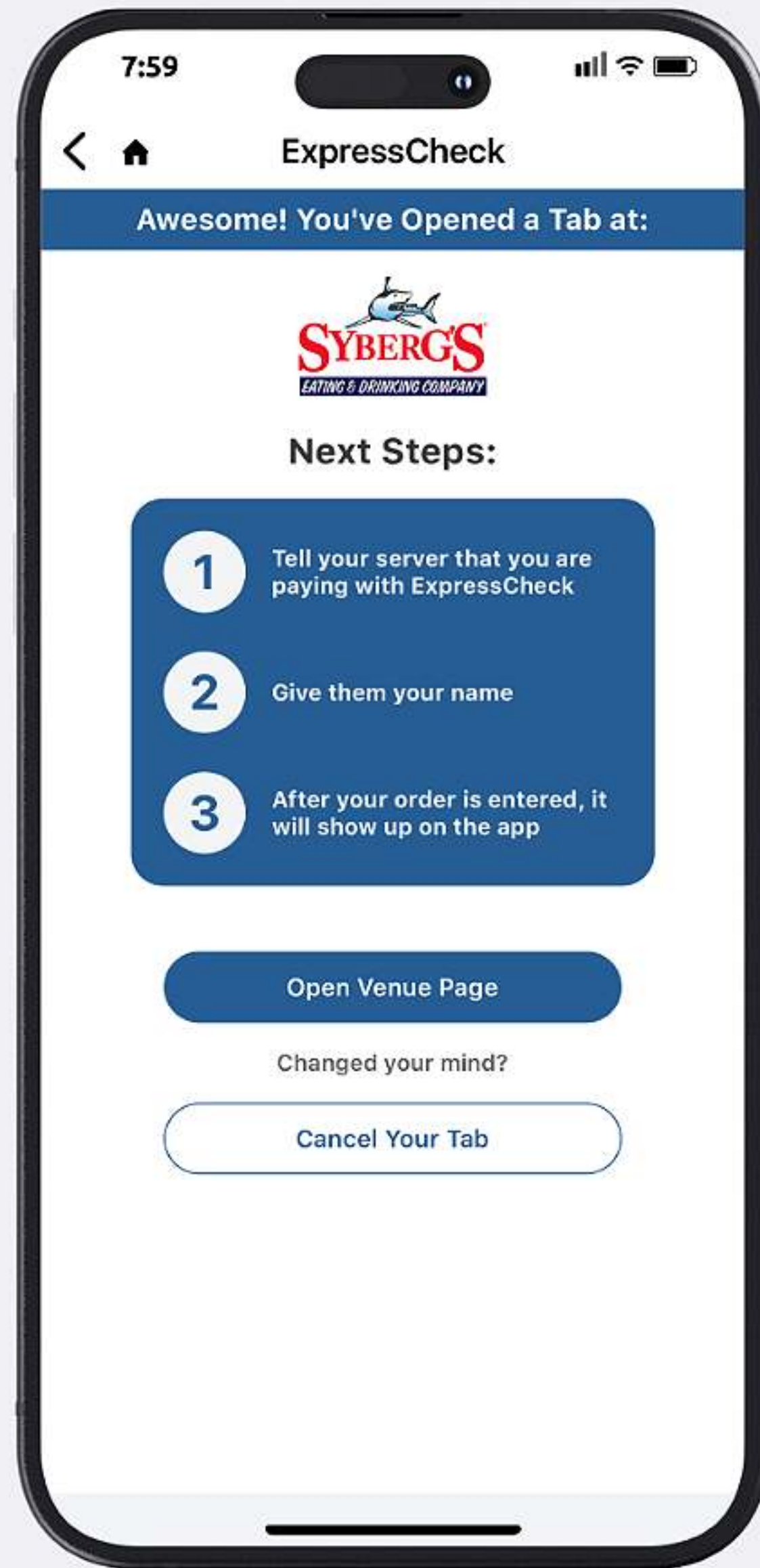
ExpressCheck Transaction

Ticket can be assigned at any time during the meal

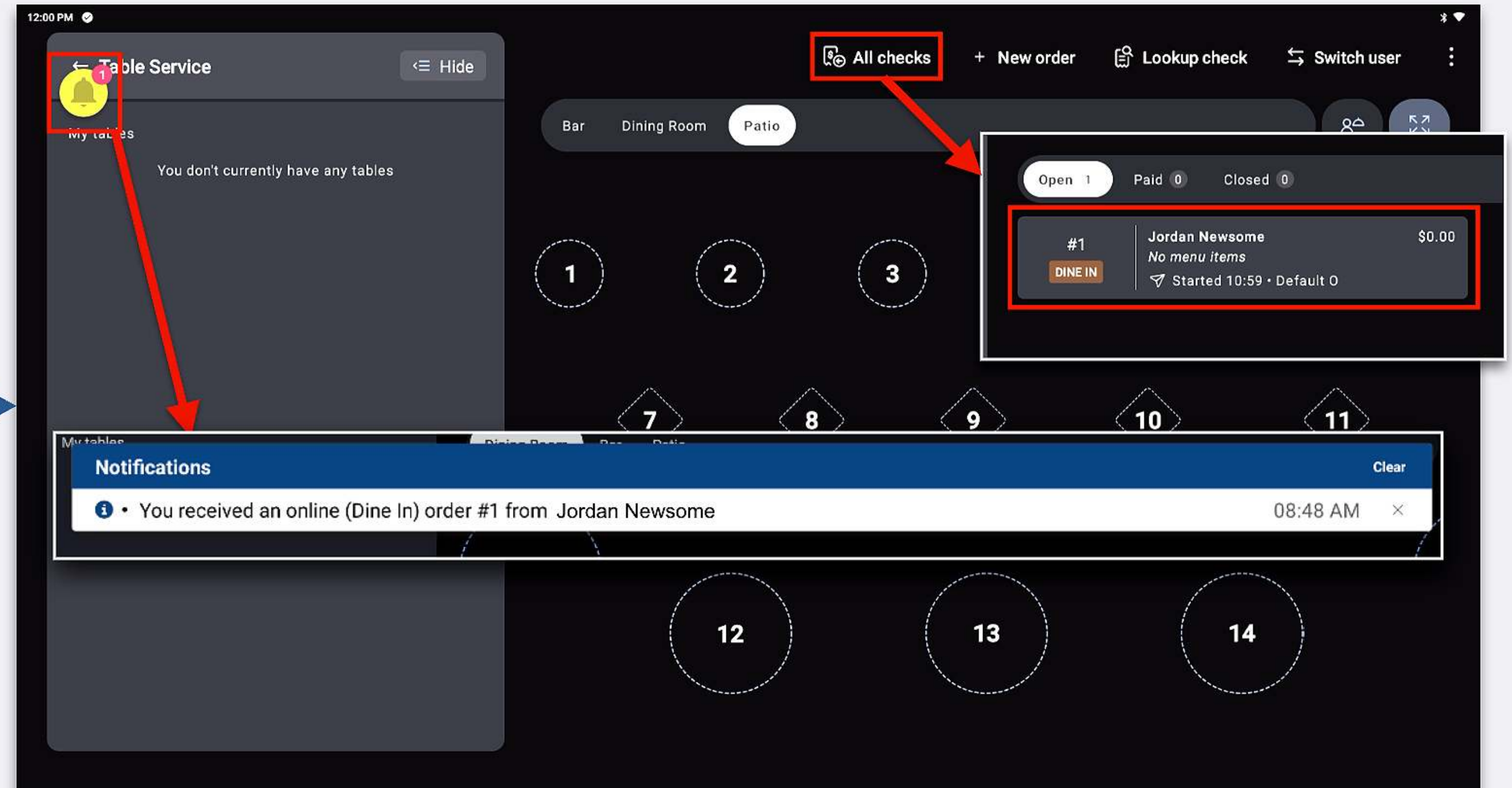
Create the Ticket



Guest taps
Open Tab.



They are informed to
give the server their
name.

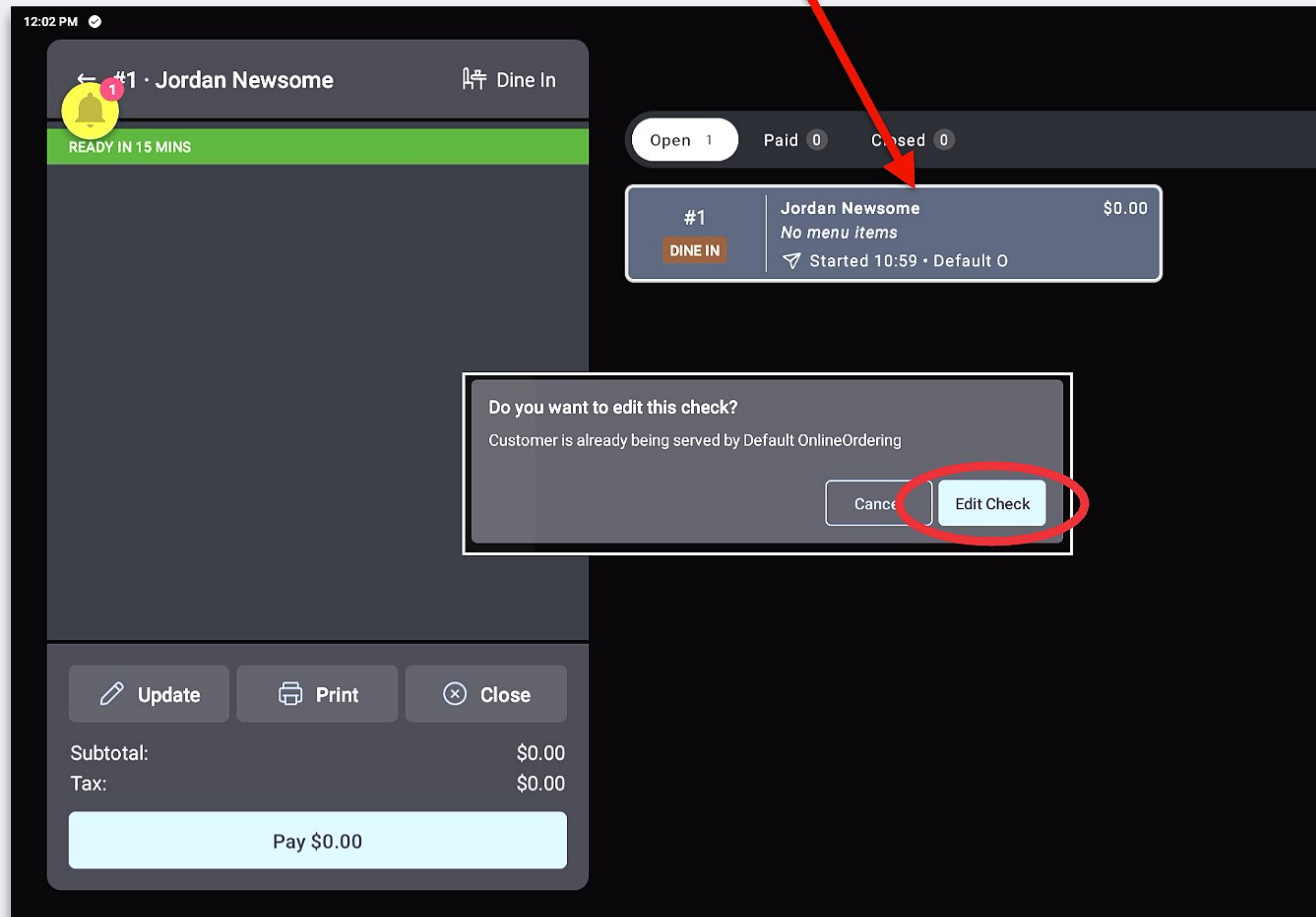


- 1 Ticket will appear under online orders & open checks.
- 2 All guests will be labeled with their name.

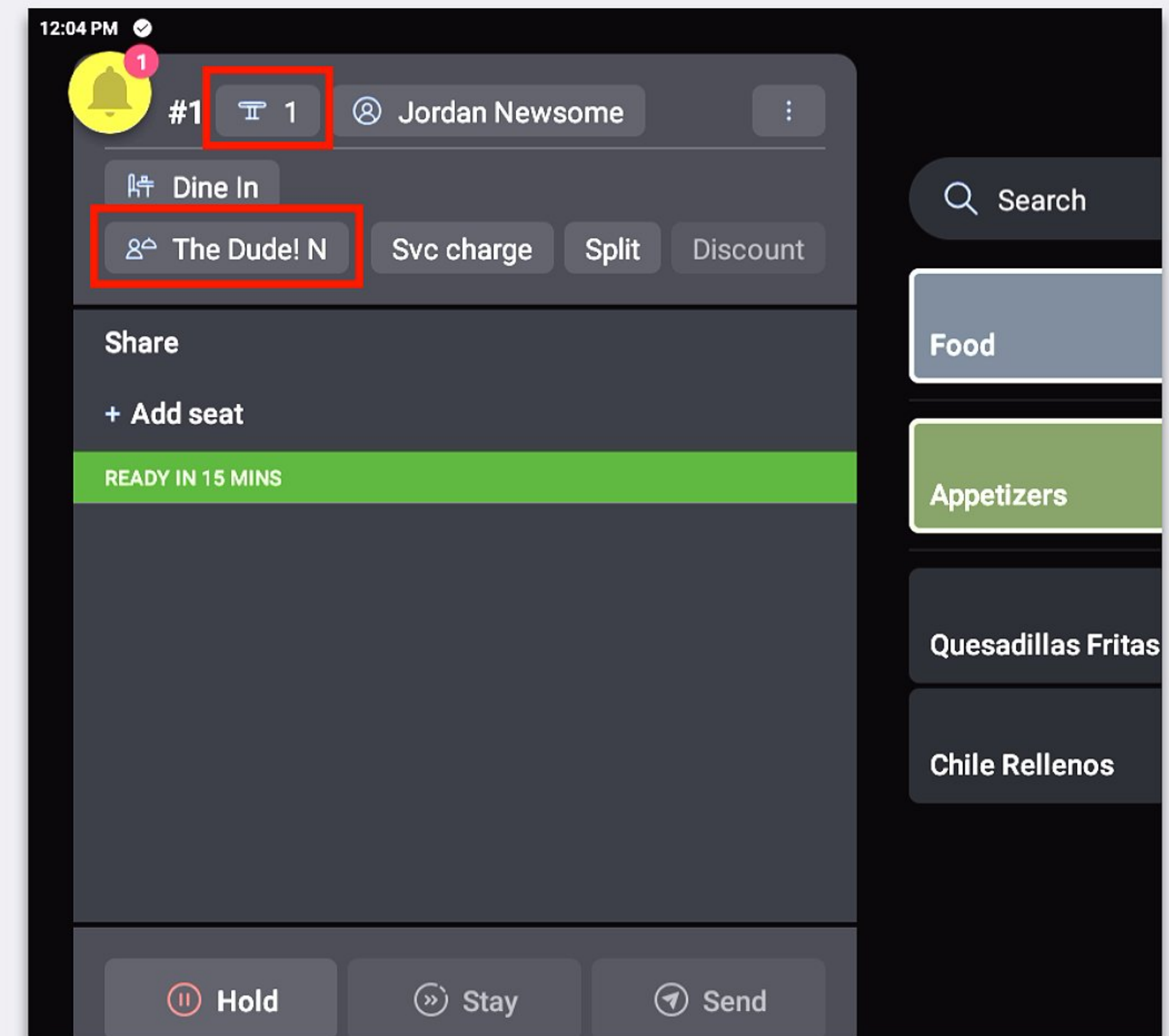
Assign the ticket

ExpressCheck ticket is opened **BEFORE** the order is placed with the server

1 Tap the ticket to edit check.

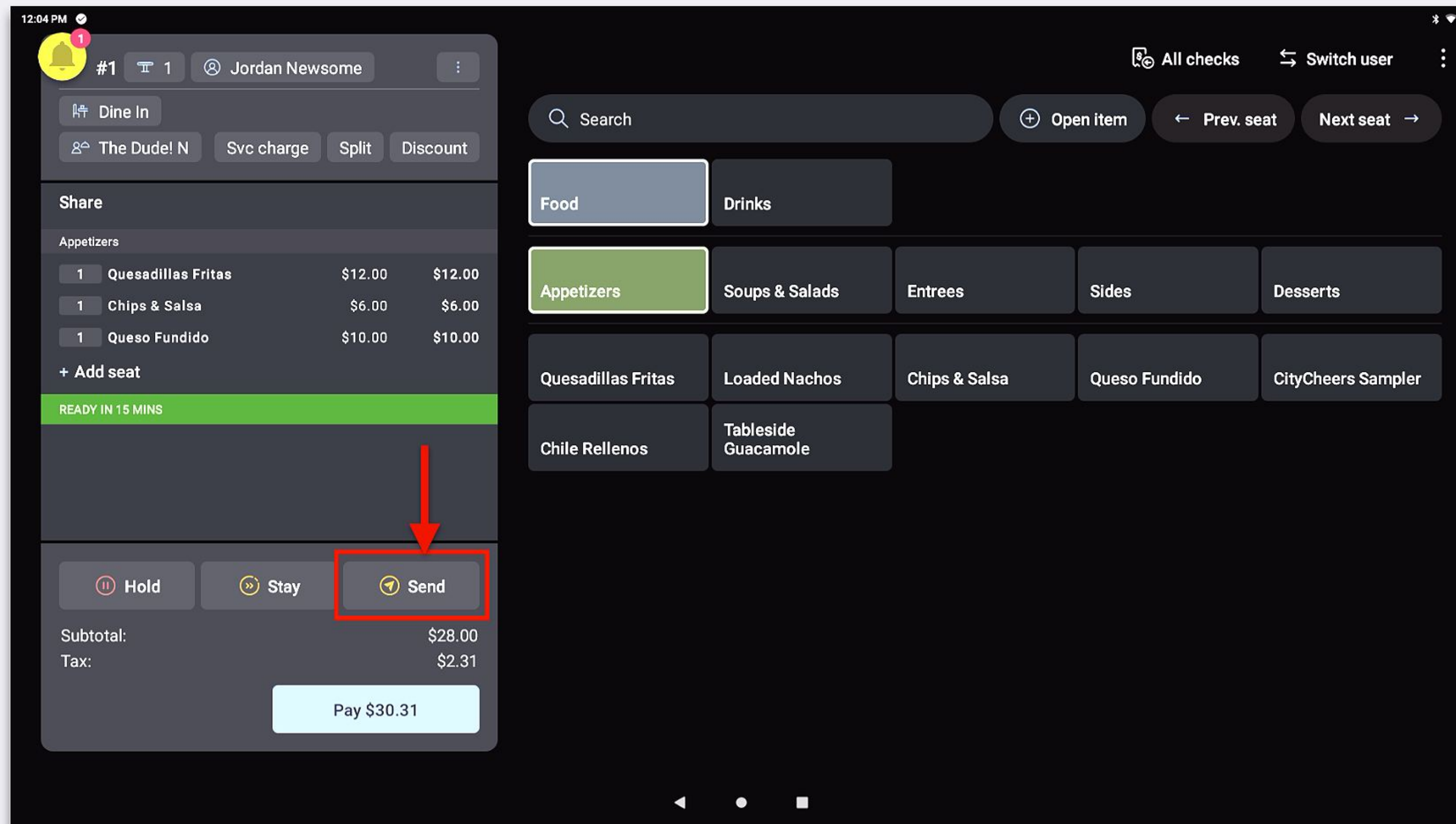


2 Assign it to yourself and to a table or seat - *if applicable.*

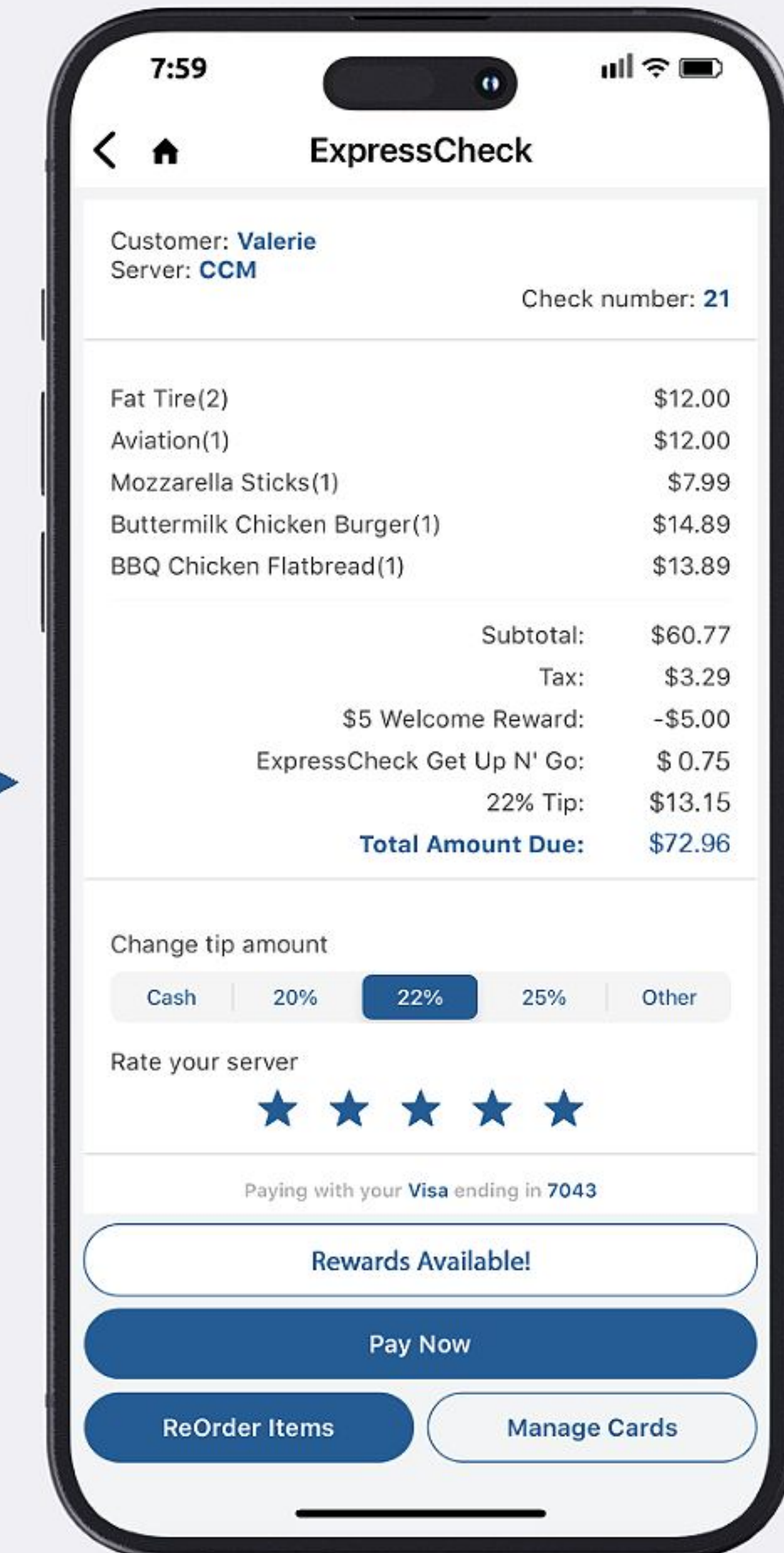


Send the ticket

1 Add items to check and send to the kitchen or bar.



2 Check will be pushed to the guests phone.



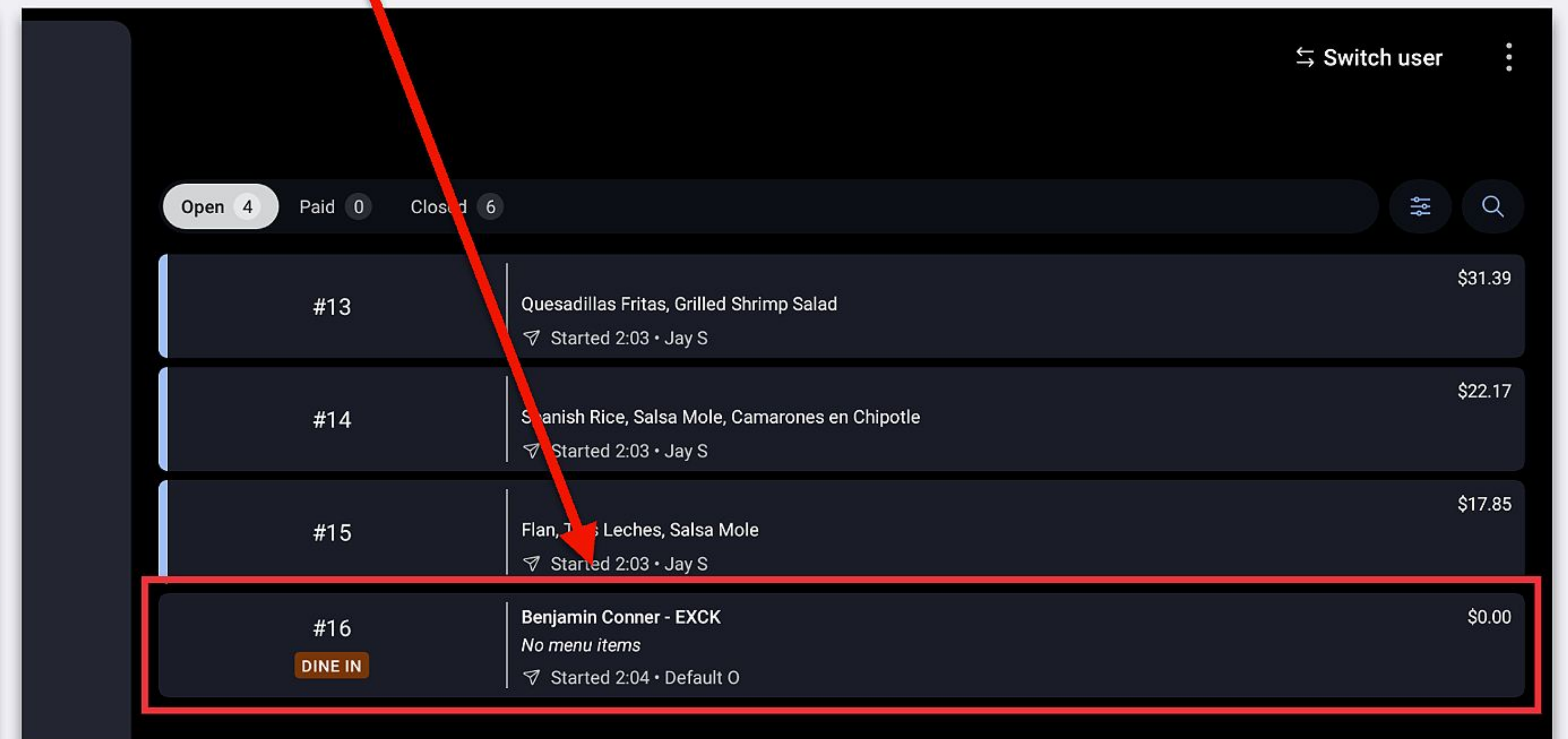
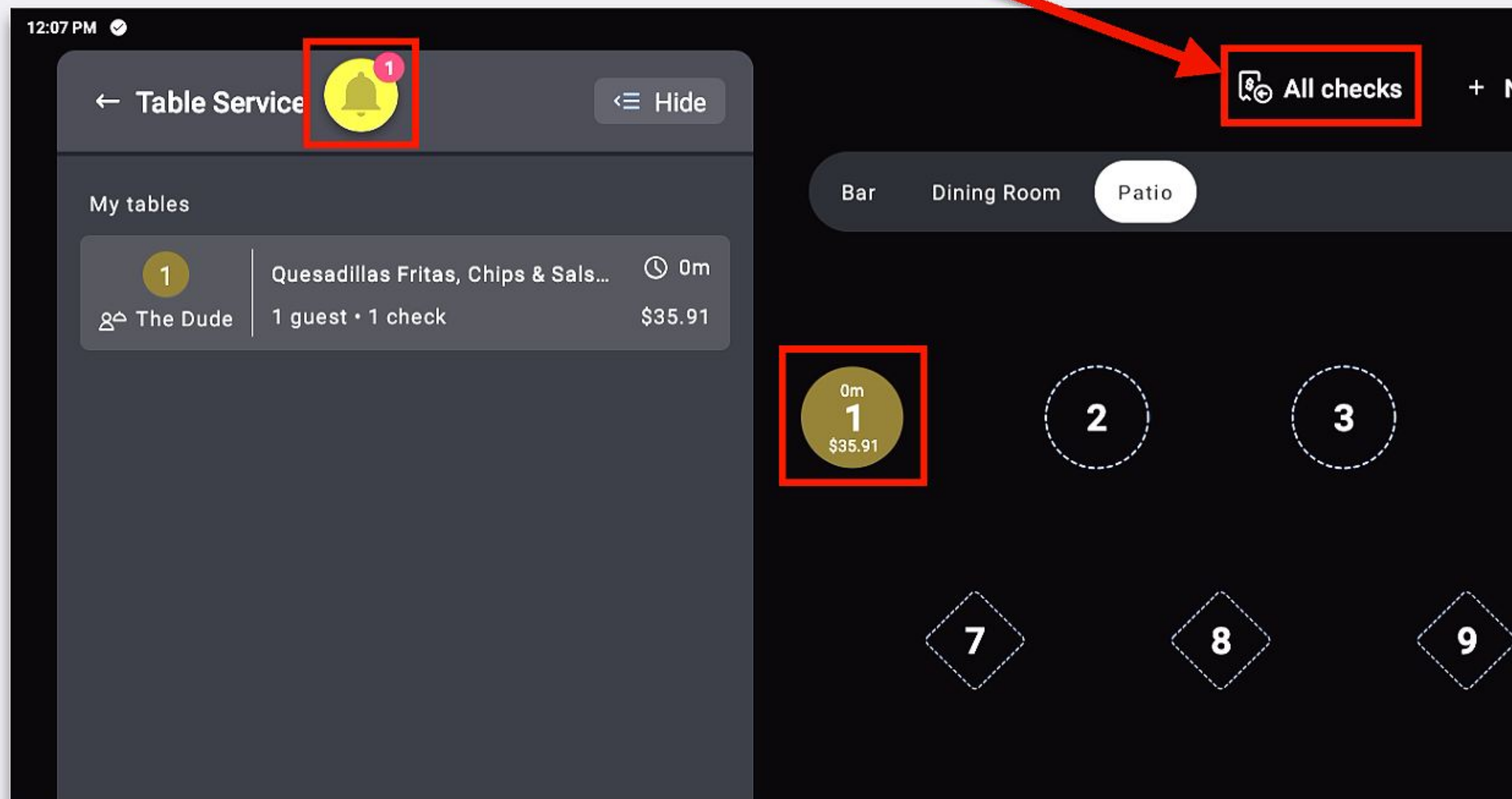
3 Any additional items added to the check will appear right in the app.

Open the ticket - 2 Ways

*The two tickets will need to be combined by either of the following steps

1 Go to 'All Checks'.

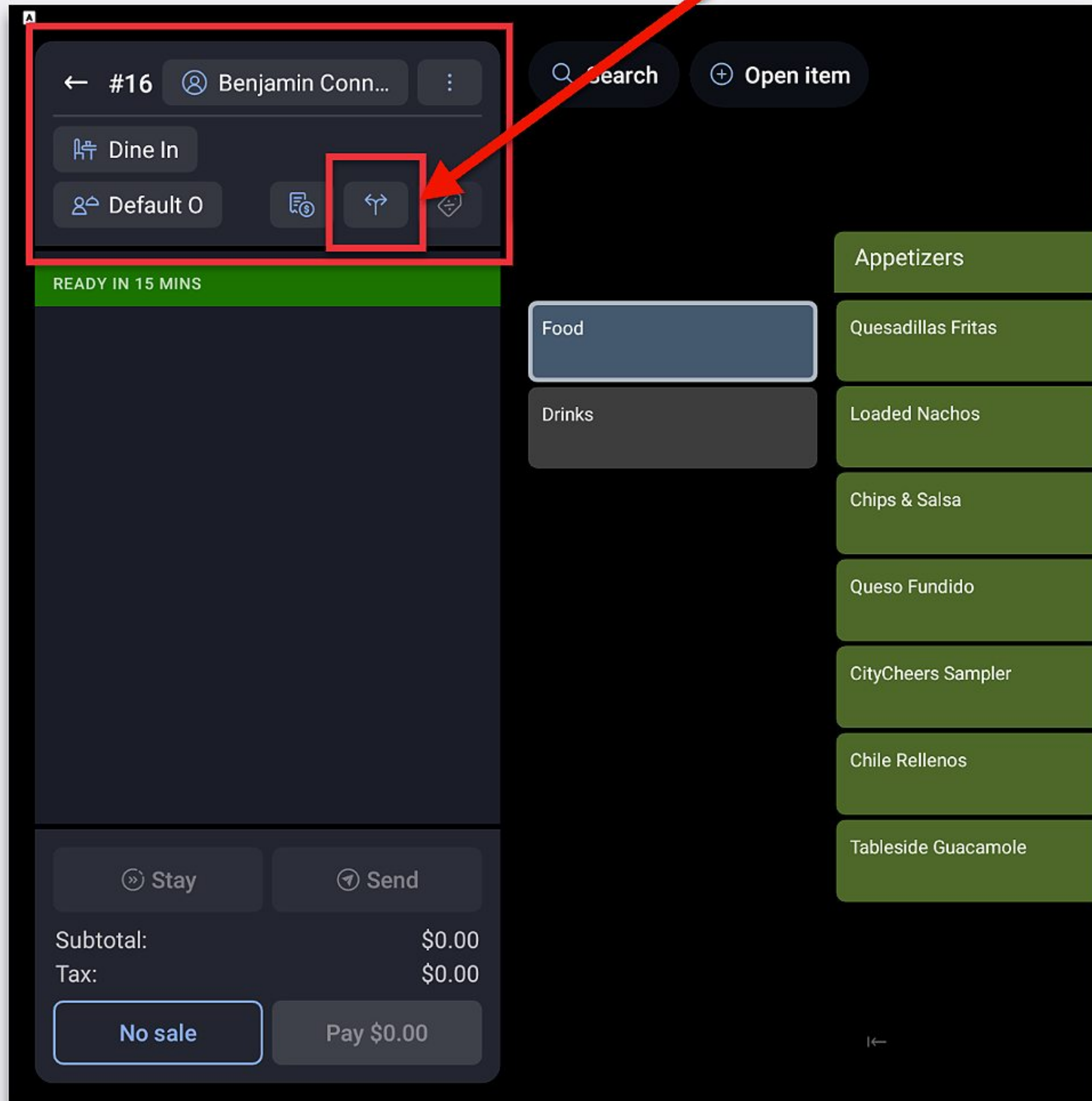
2 Choose the ExpressCheck ticket & tap update
- Note the original check number.



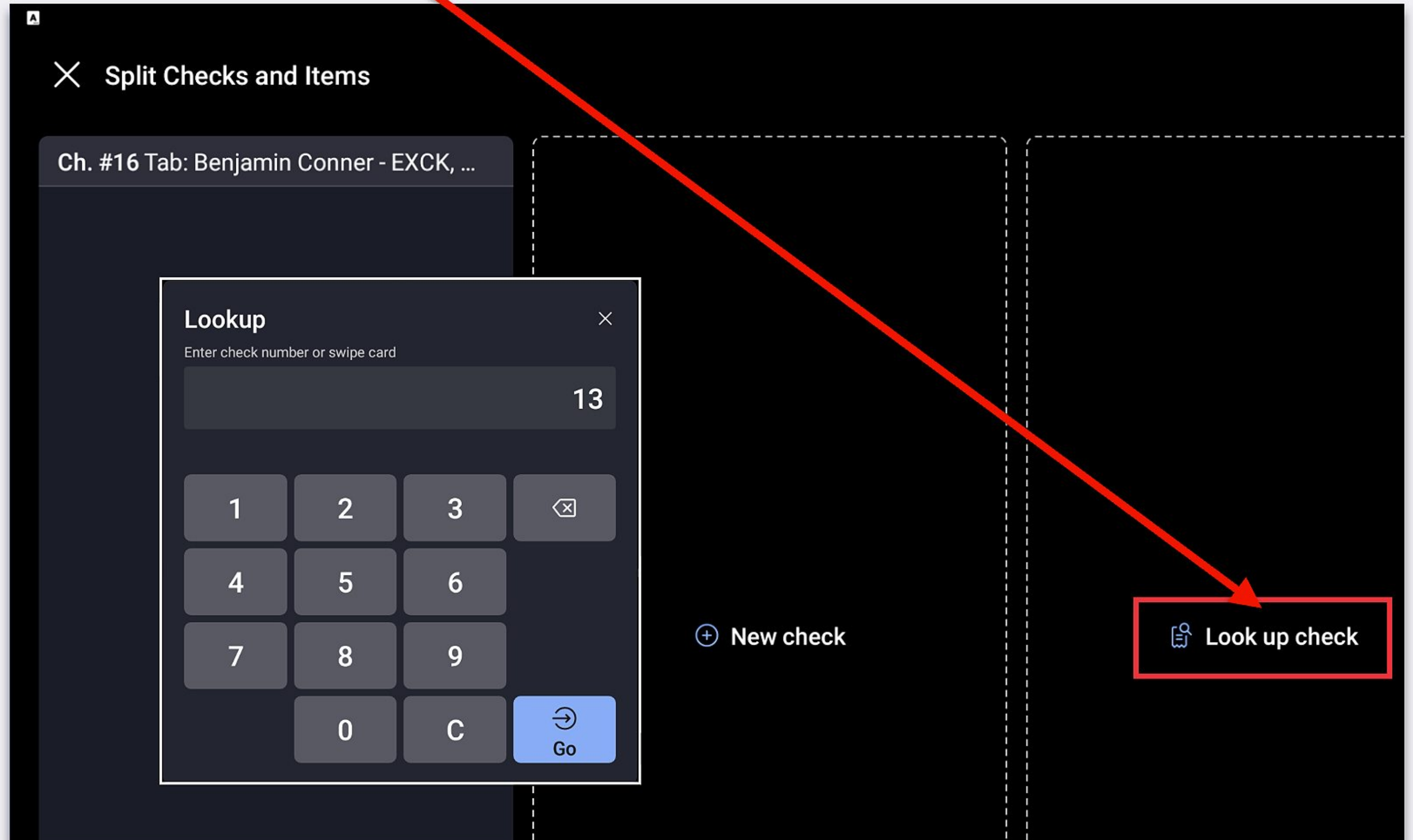
ExpressCheck ticket opened **AFTER** the ticket has been created by the server.

Open the Ticket - 1st Way

1 Assign the check to yourself and a table if applicable - Tap Split Check.

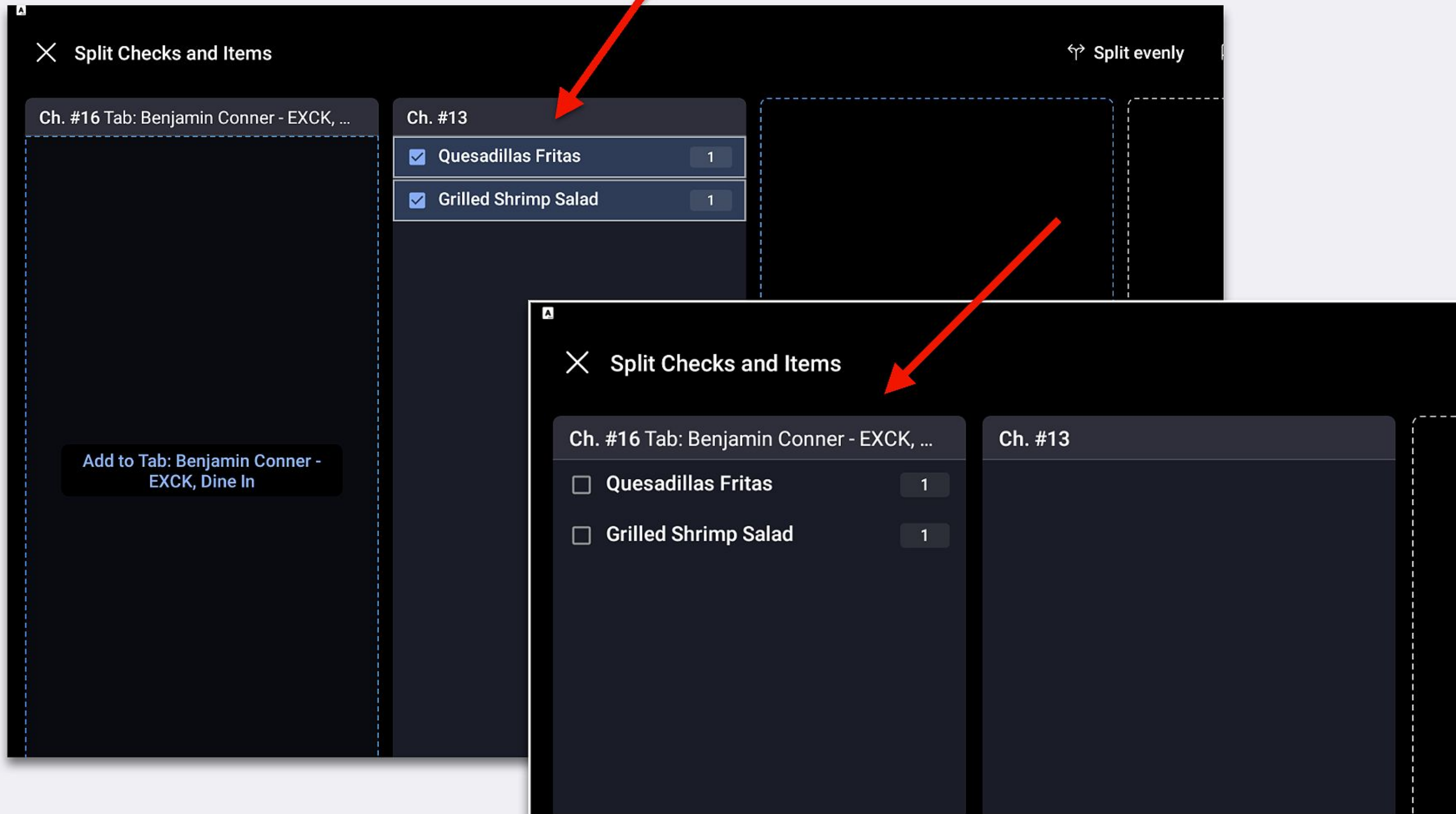


2 Tap "Look up check" to locate the original check to combine.

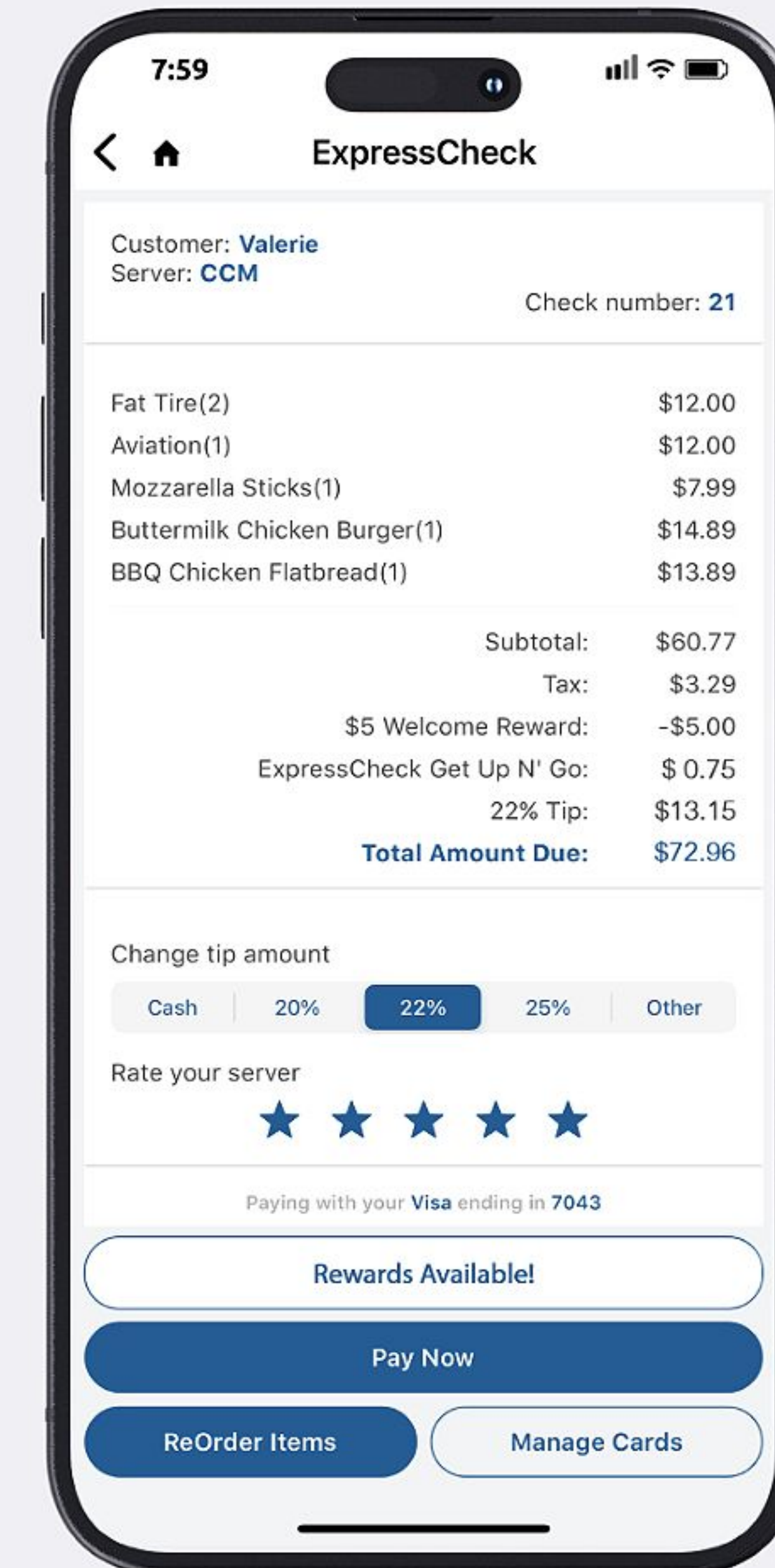


Open the Ticket - 1st Way

1 Move items from the original check to the ExpressCheck tab.

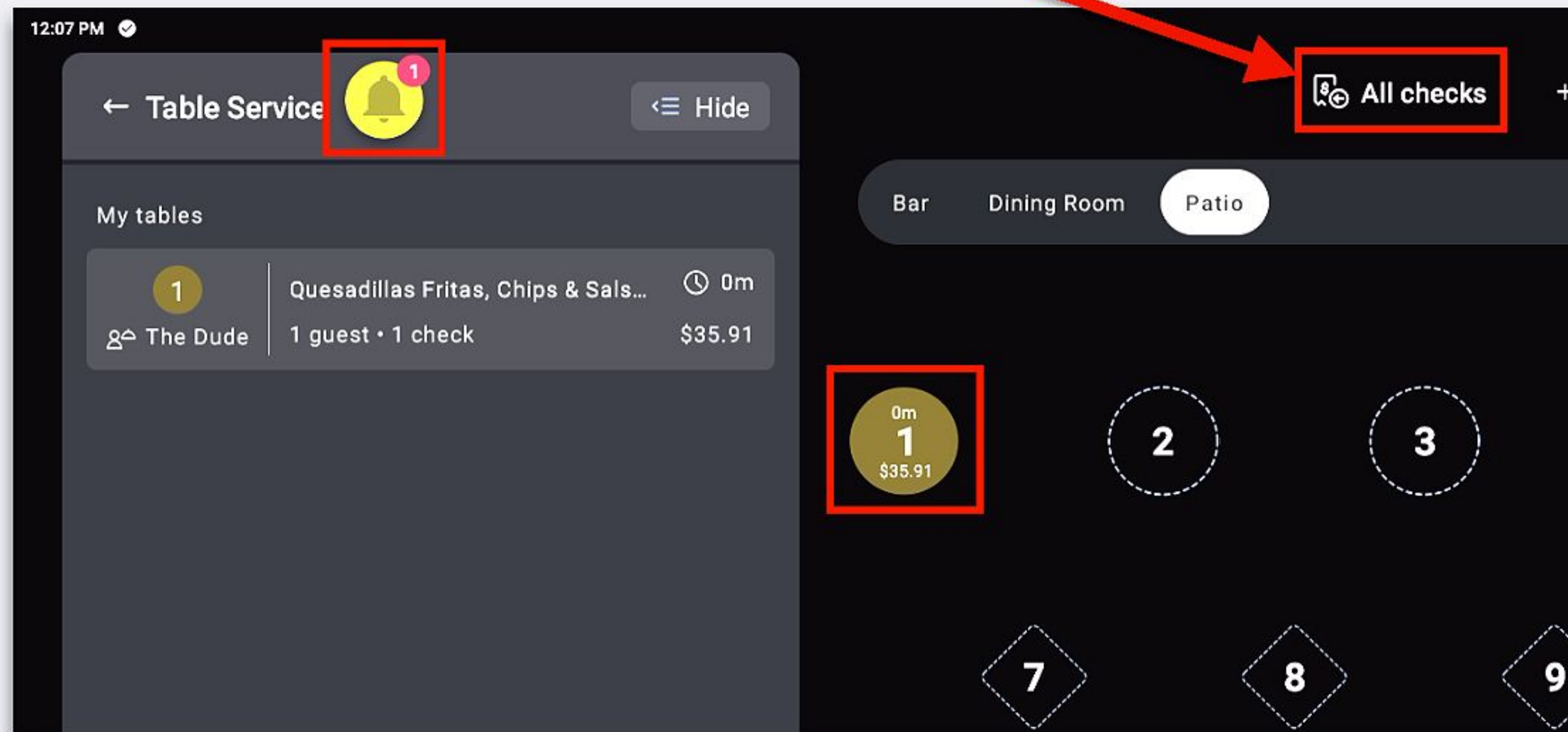


2 Check will appear on the guest's phone. Any items added to the order will automatically update.

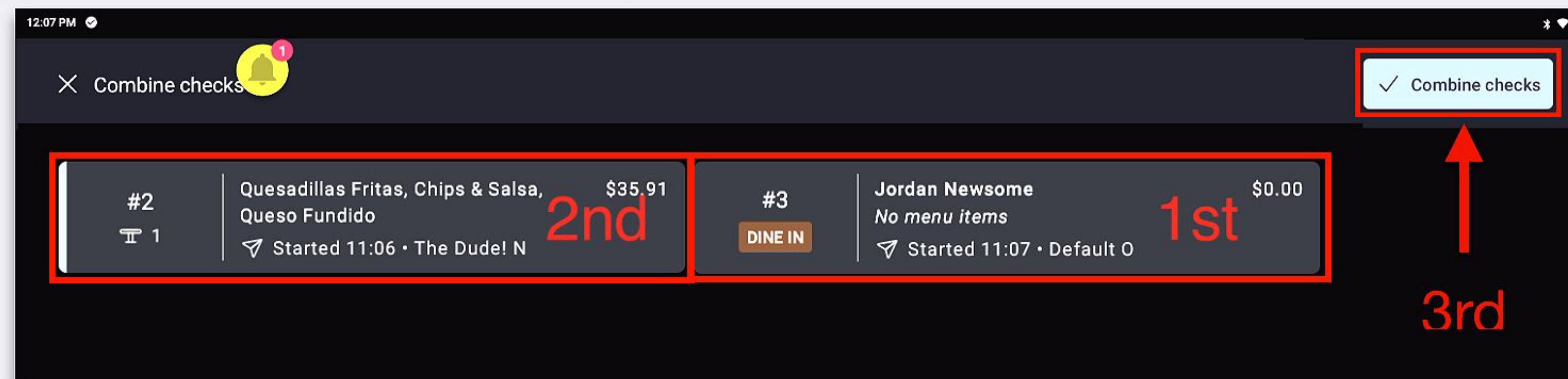
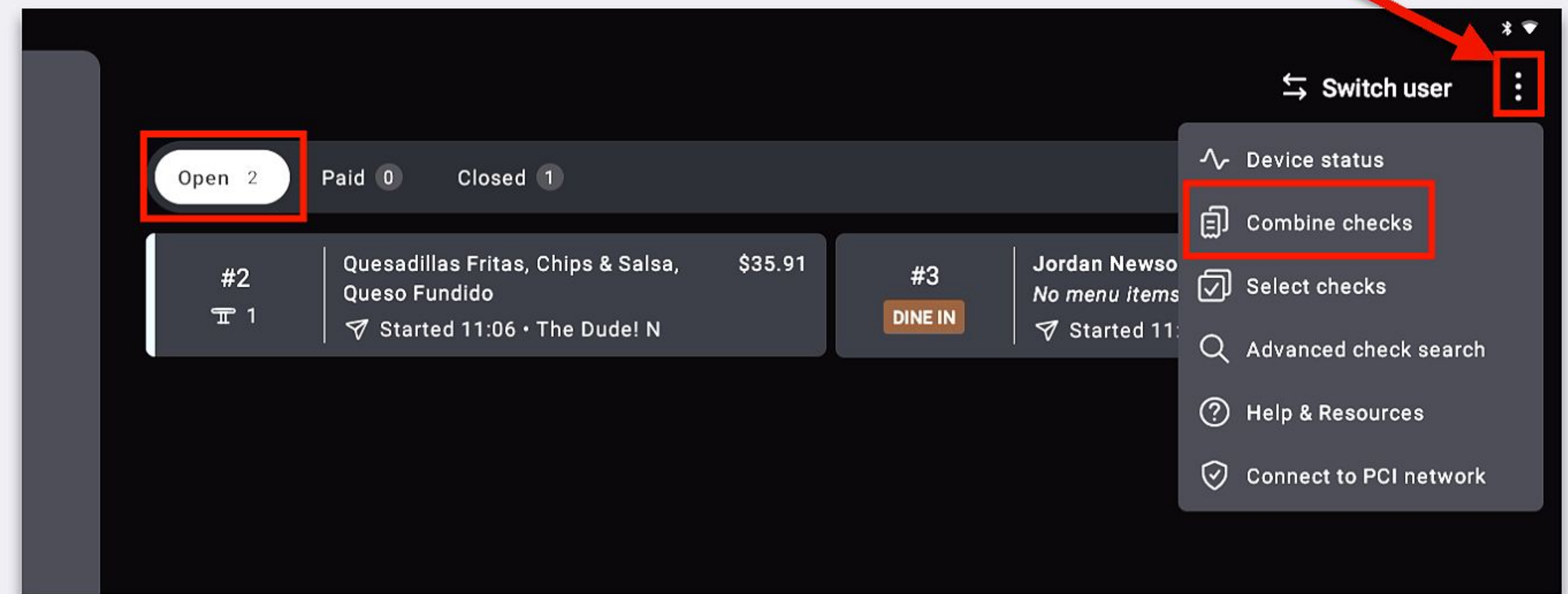


Open the Ticket - 2nd Way

1 Go to all checks.



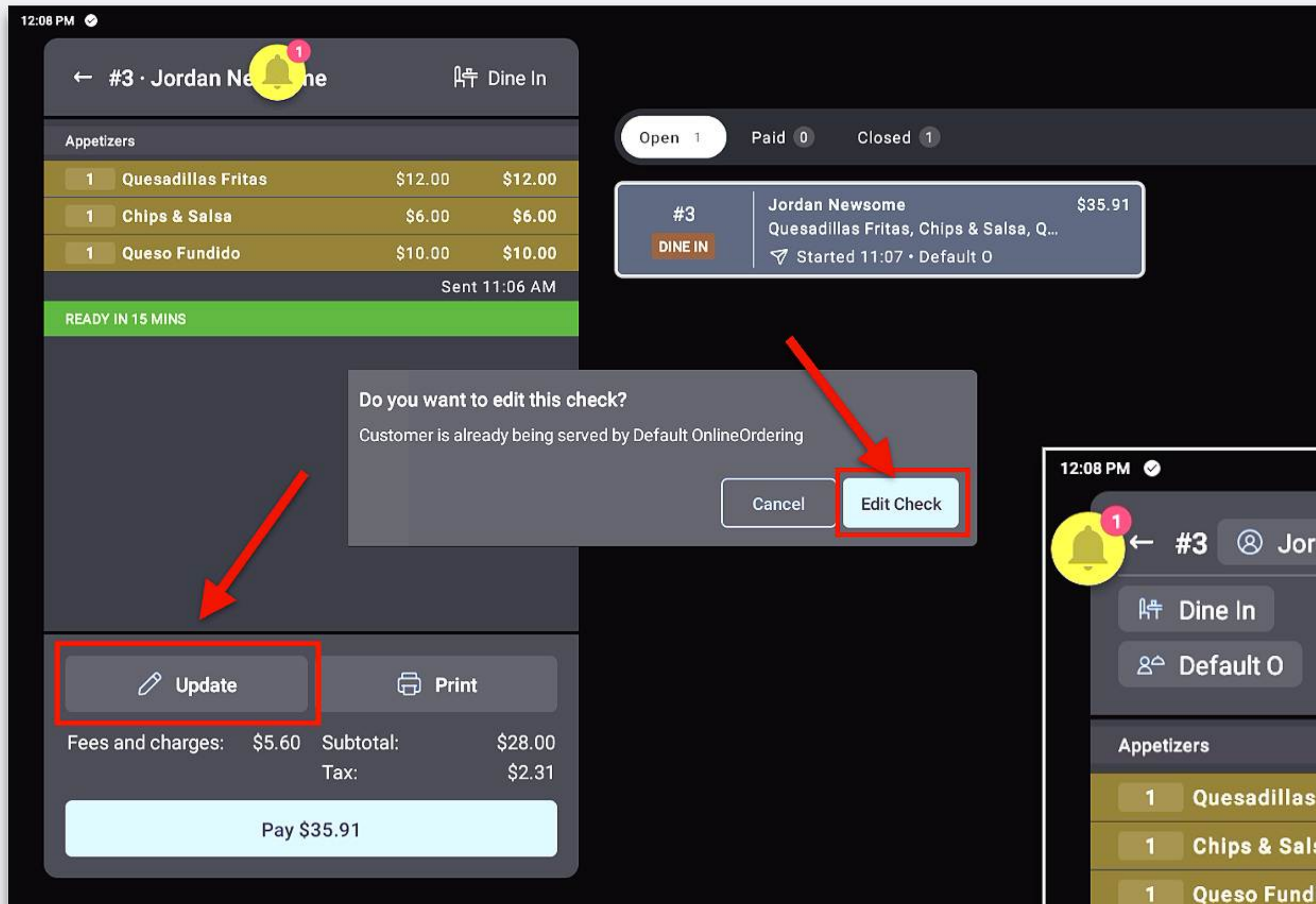
2 Tap the 3 dots and hit combine checks.



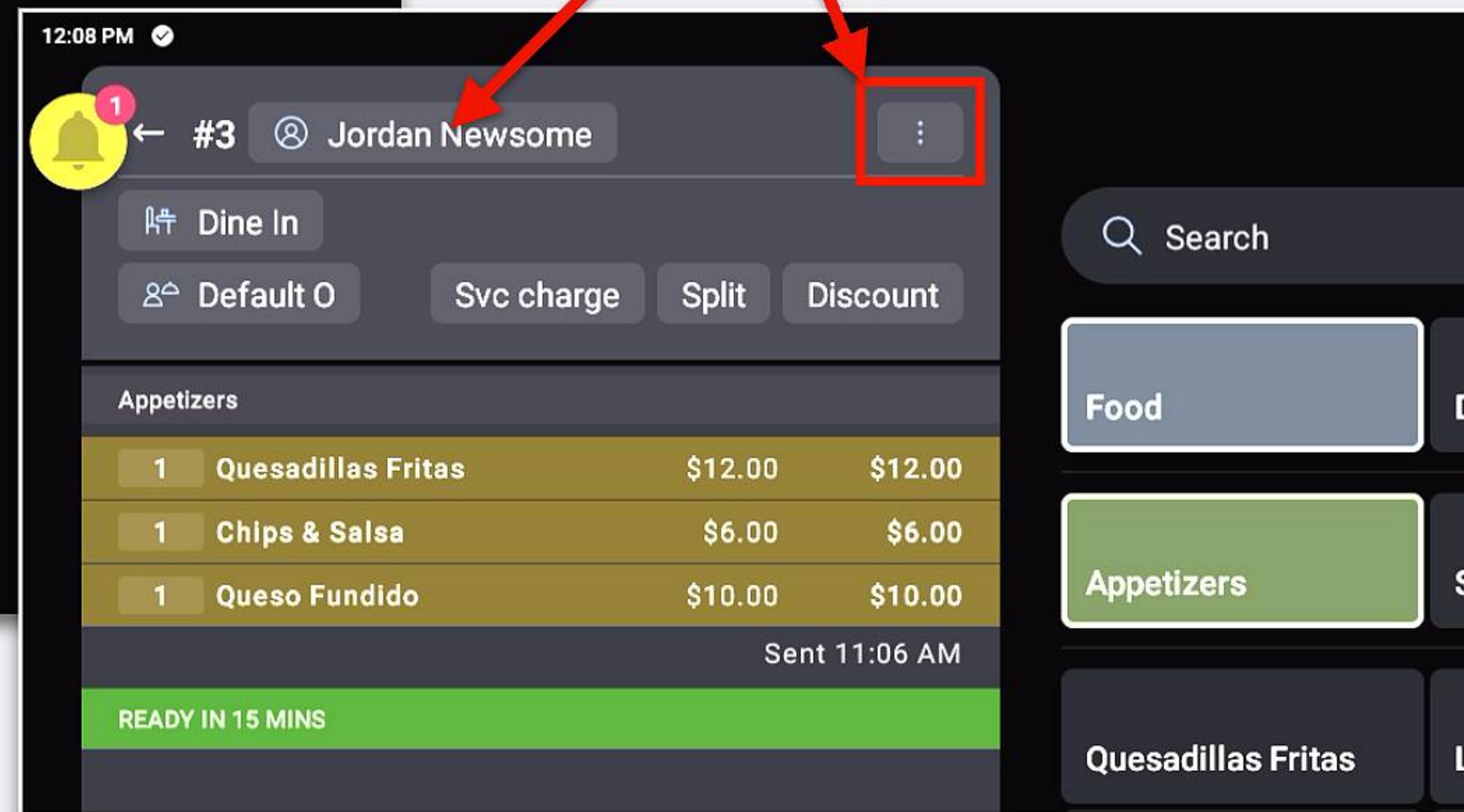
3 Tap the **ExpressCheck ticket FIRST** and then the original ticket you created - followed by "Combine Checks".

Open the Ticket - 2nd Way

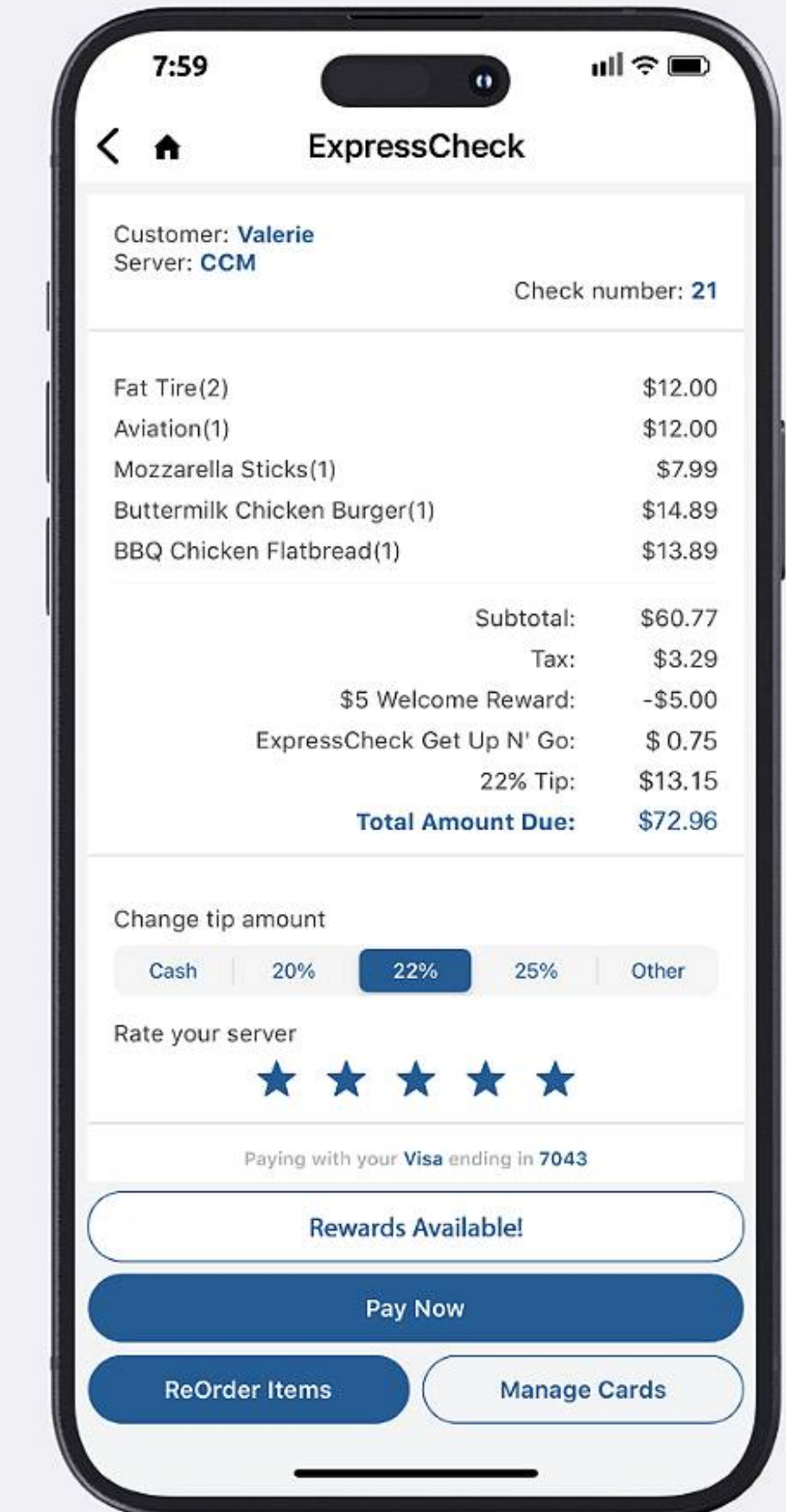
1 Tickets are now combined. Tap Update & Edit.



2 Tap the three dots. Assign the ticket to yourself and a table if applicable.



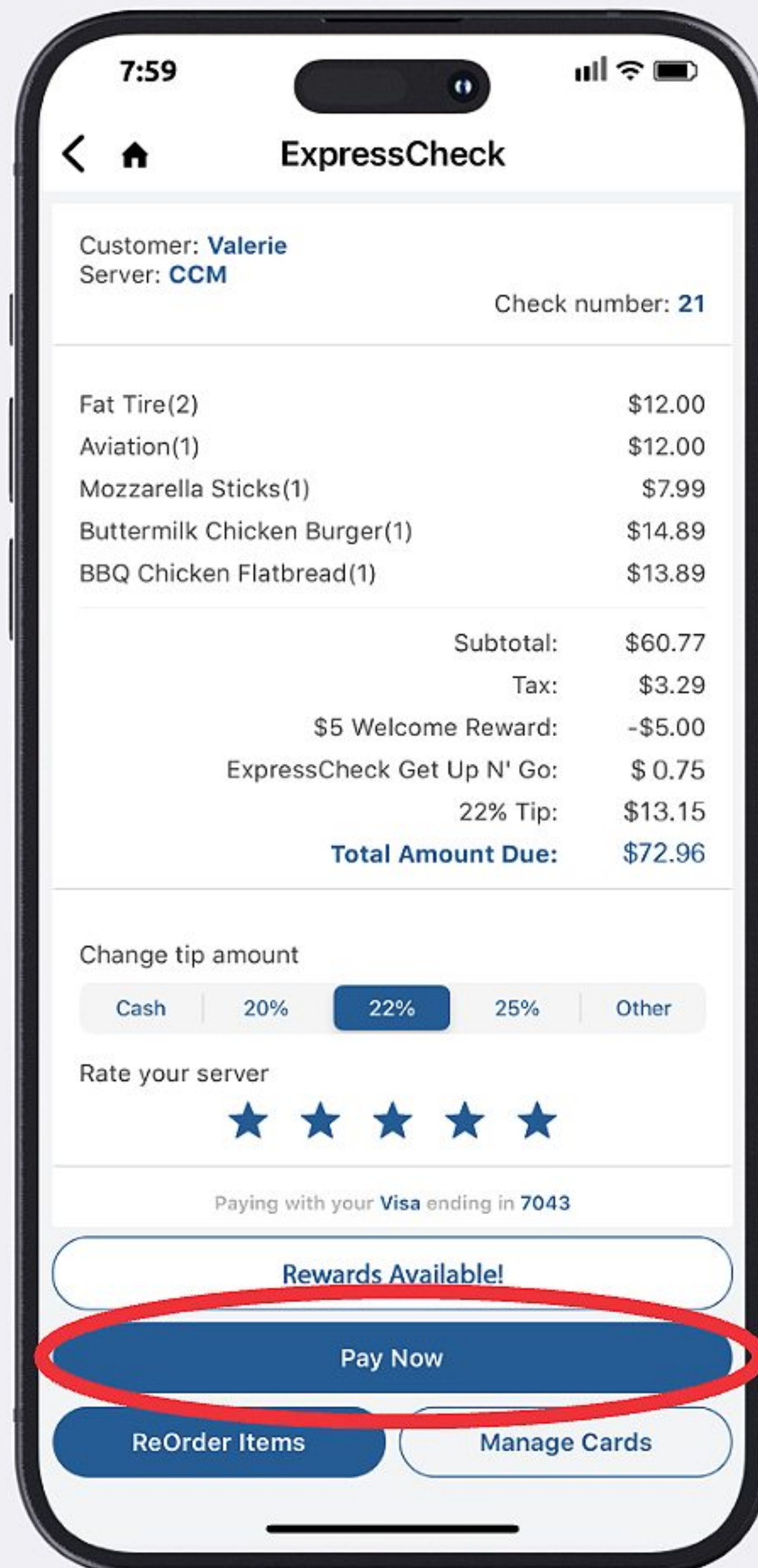
3 Ticket shows up right on the guests phone



Open the Ticket - 2nd Way

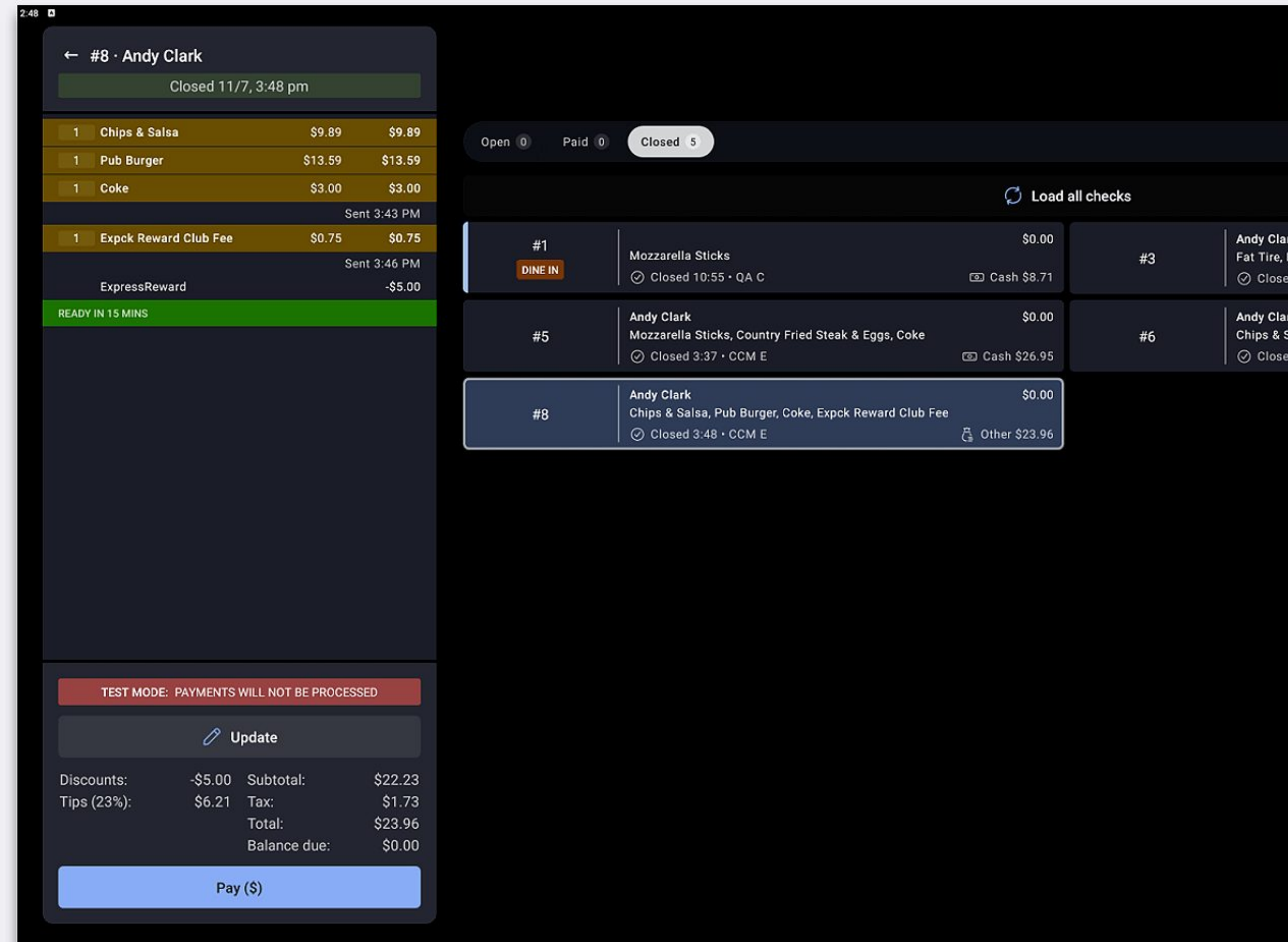
1 Guest taps "Pay Now".

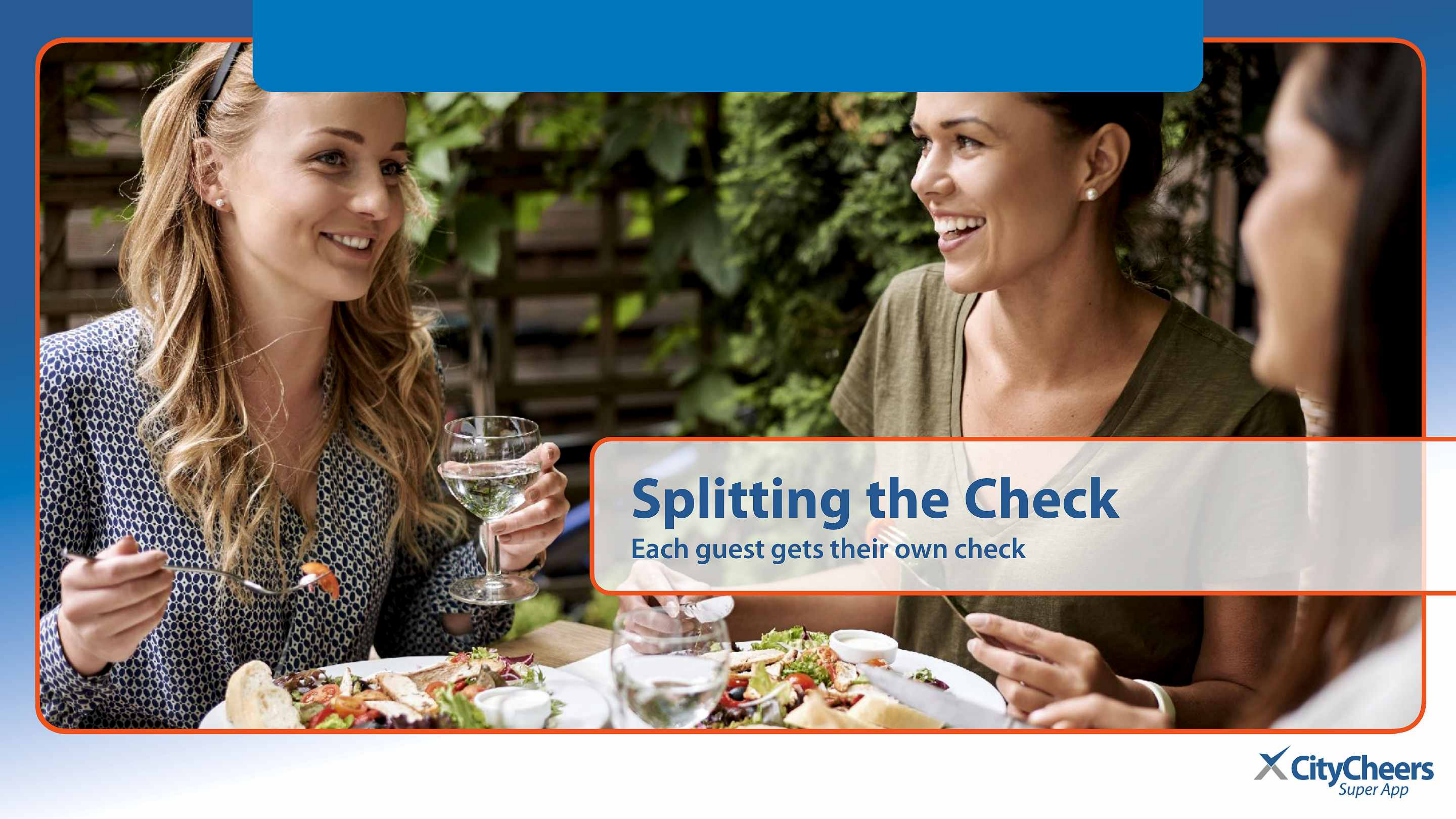
Any rewards available will show up on the app and do not affect tips.



2 Ticket is closed on the POS.

3 Tips are automatically adjusted.





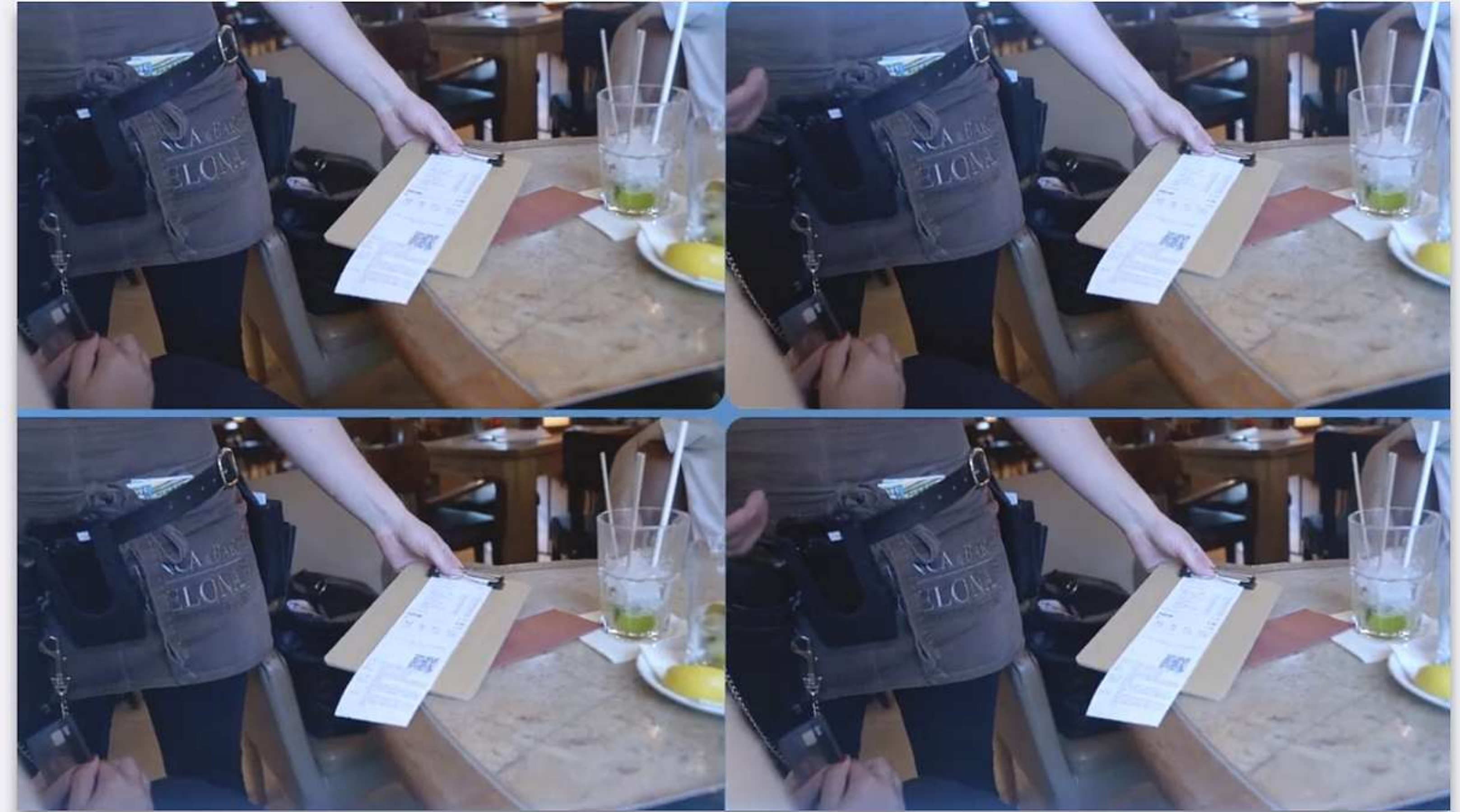
Splitting the Check

Each guest gets their own check

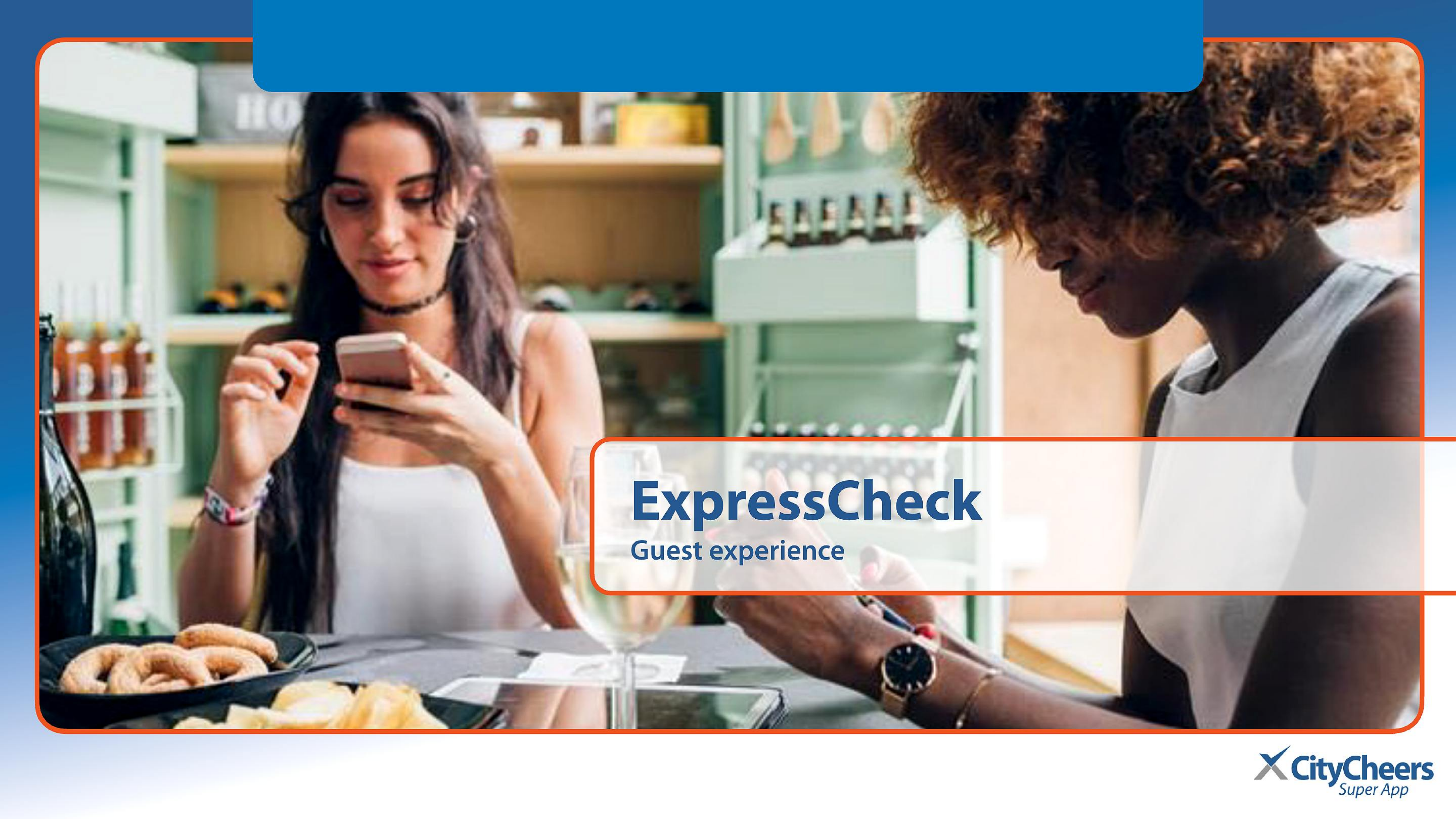
Split Tickets

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

- 1 Tap ExpressCheck and Select your first guest.
- 2 Take the order like you normally would and note the guest's names - enter it into the POS and fire. This ensures the food will come out at the same time.
- 3 Split the ticket on the POS.
- 4 Open "All Checks" - you will see the ExpressCheck tickets as well as your split ticket. Follow the "Combine Checks" process with each guest - tap ExpressCheck ticket **FIRST**.



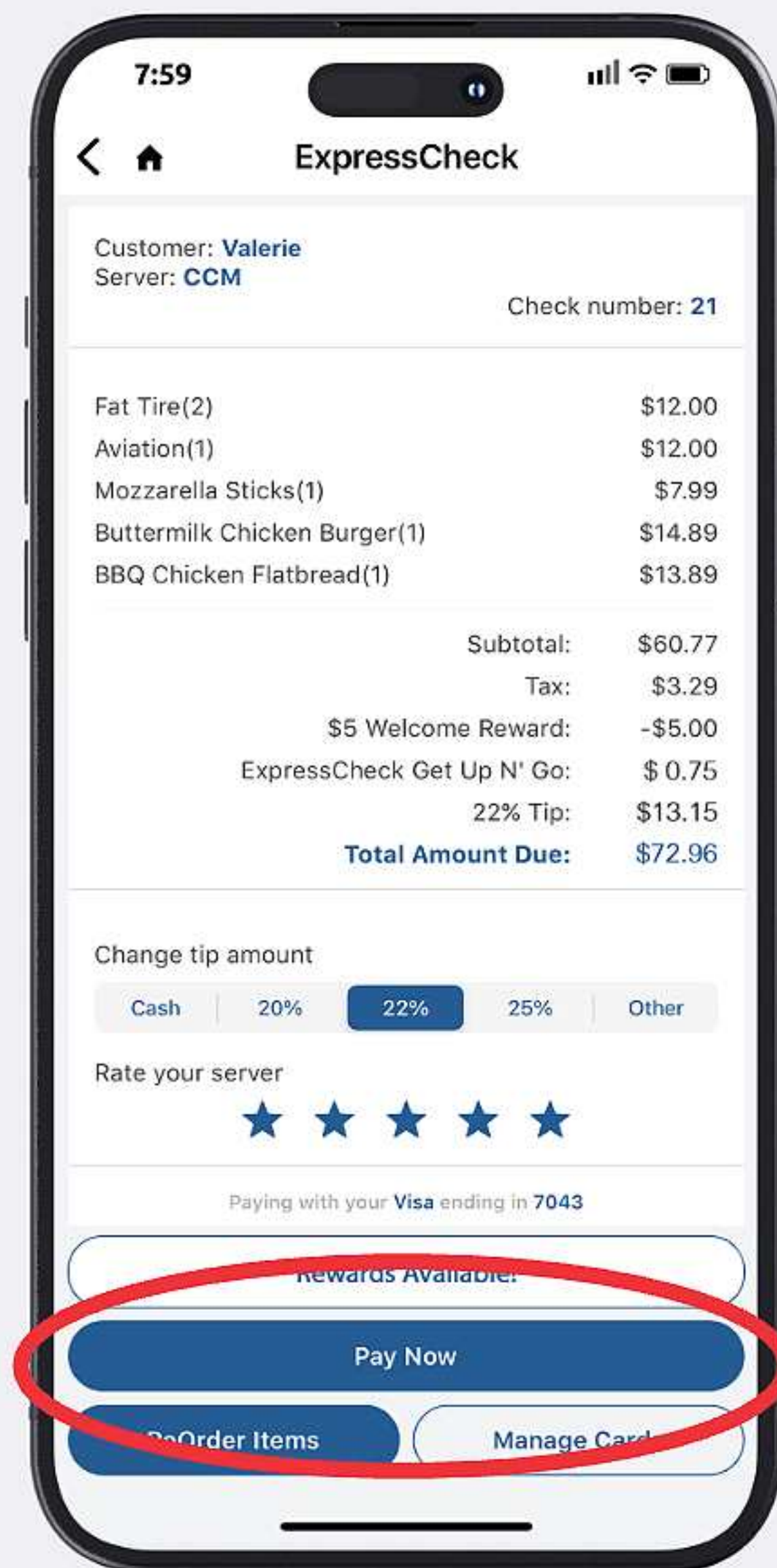
If there is a guest who is not paying with ExpressCheck they will have to wait for the bill and hand over their credit card.



ExpressCheck

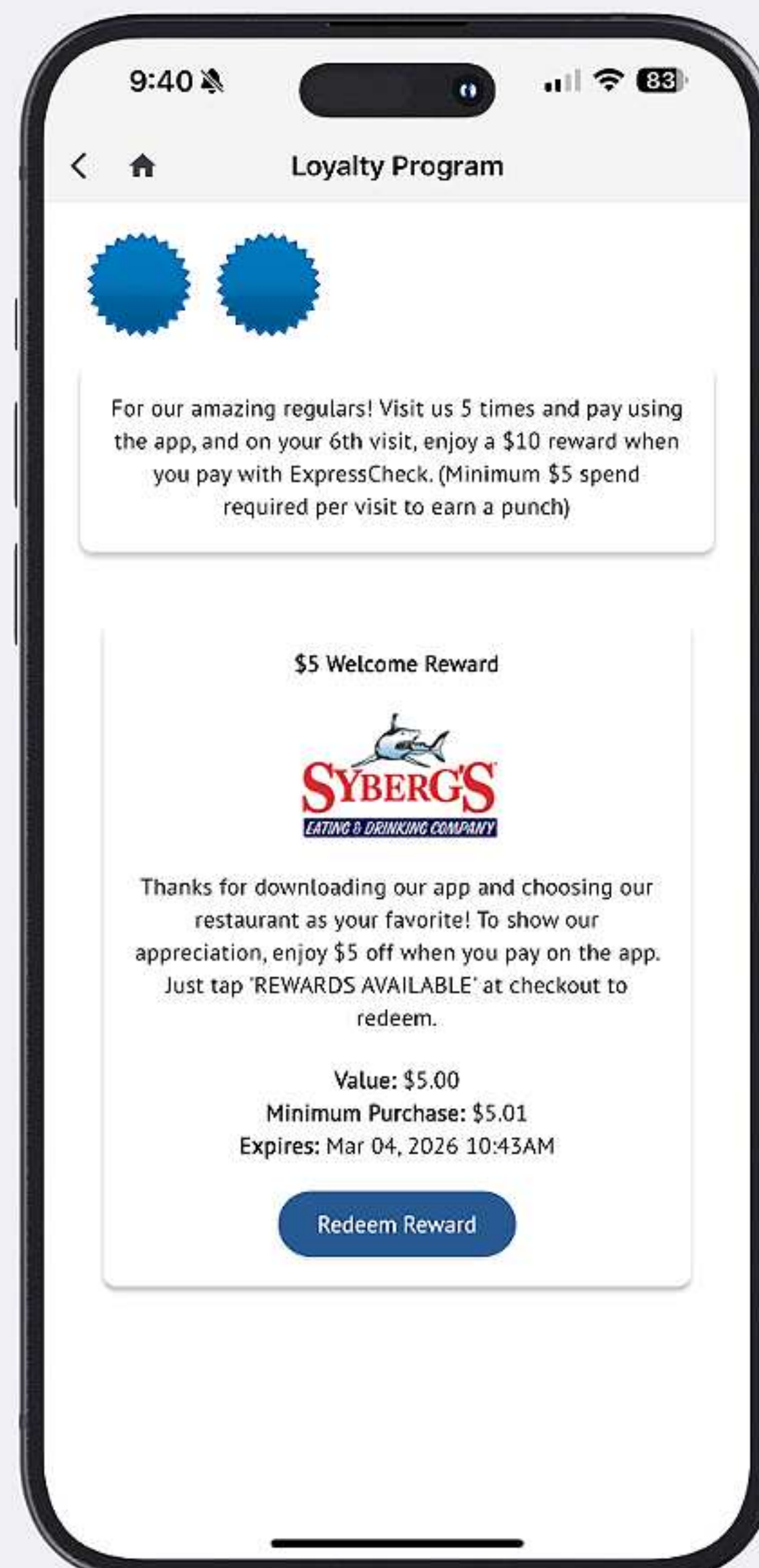
Guest experience

What the Guest Sees



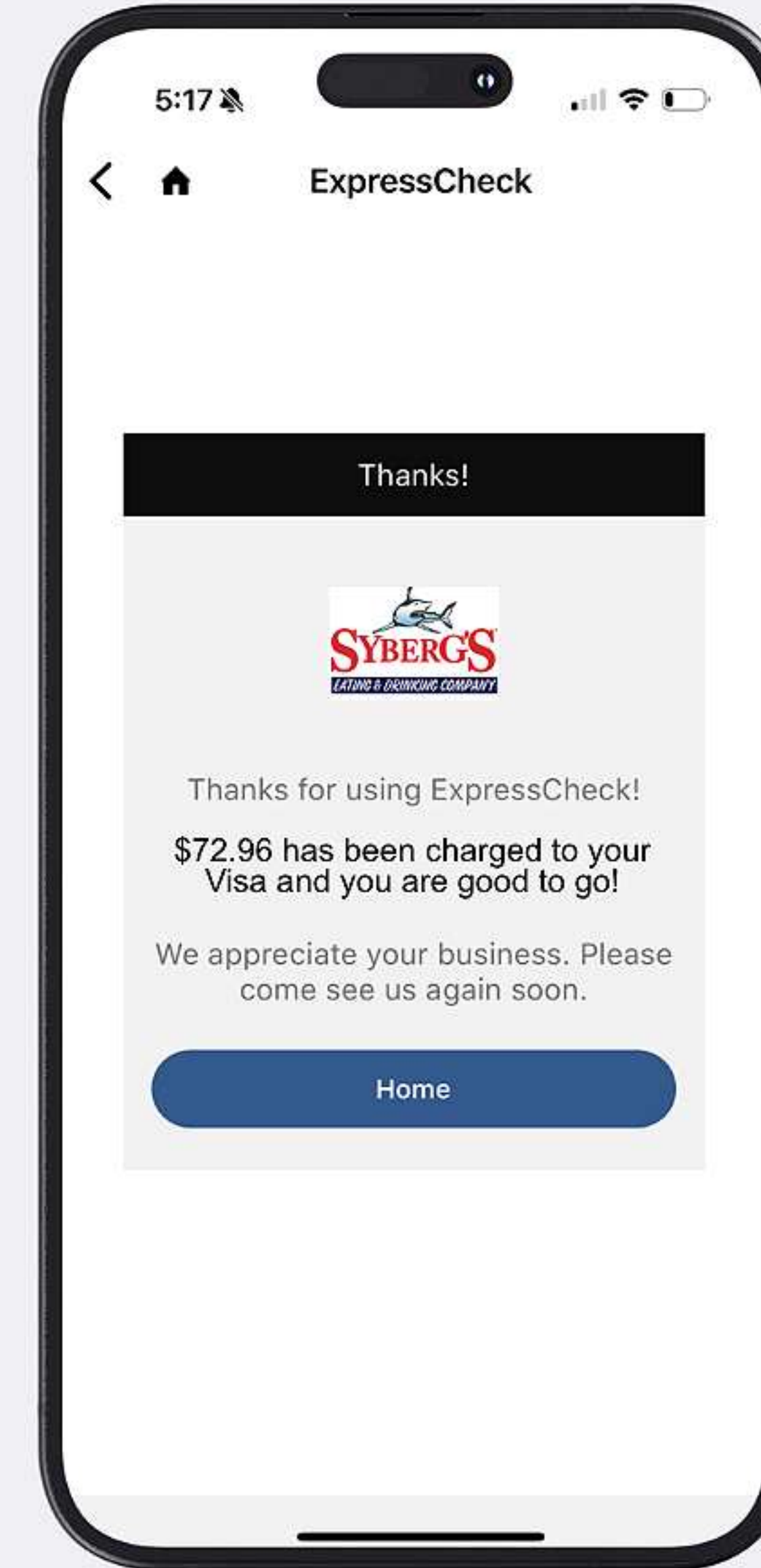
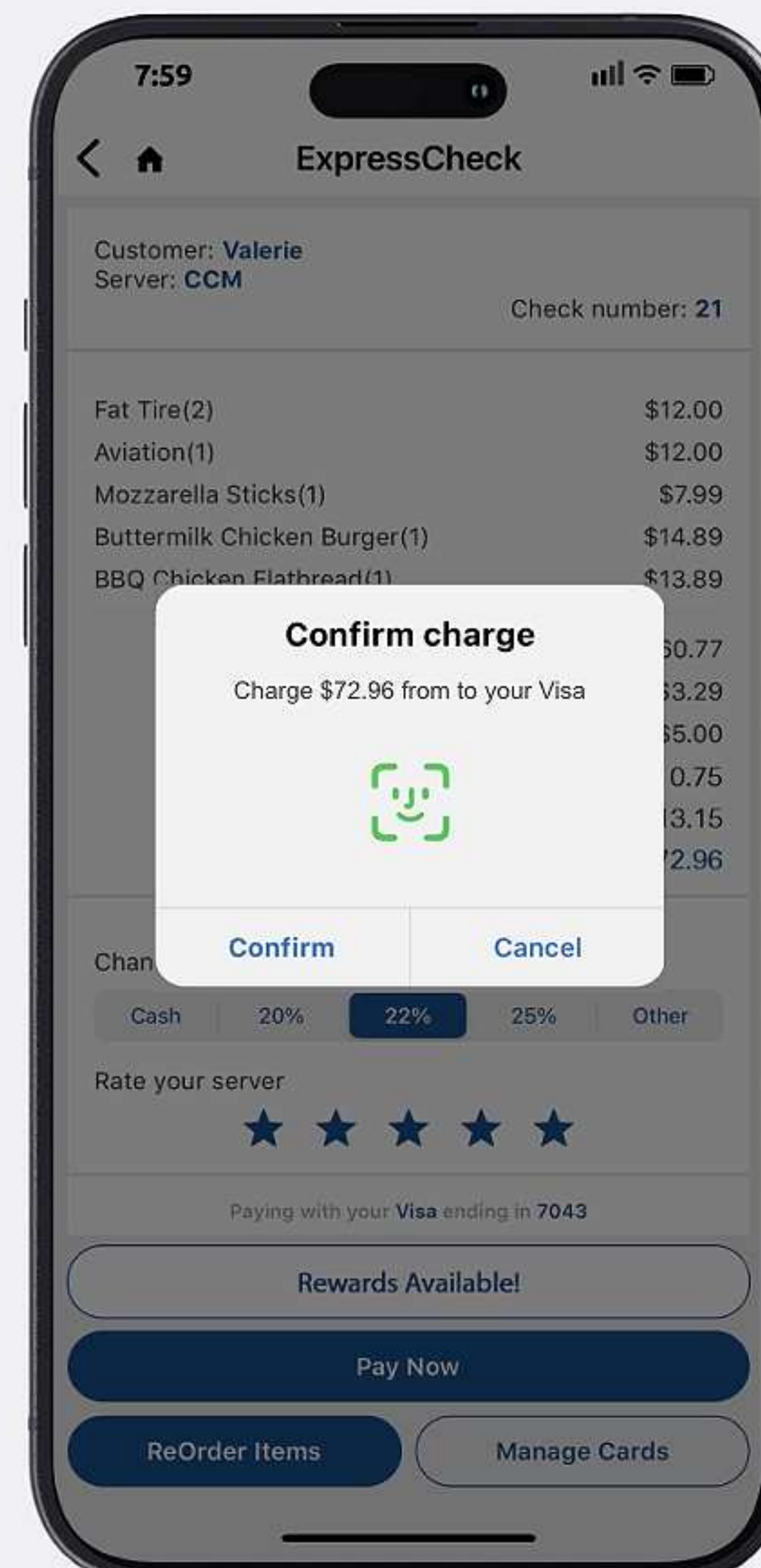
1

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



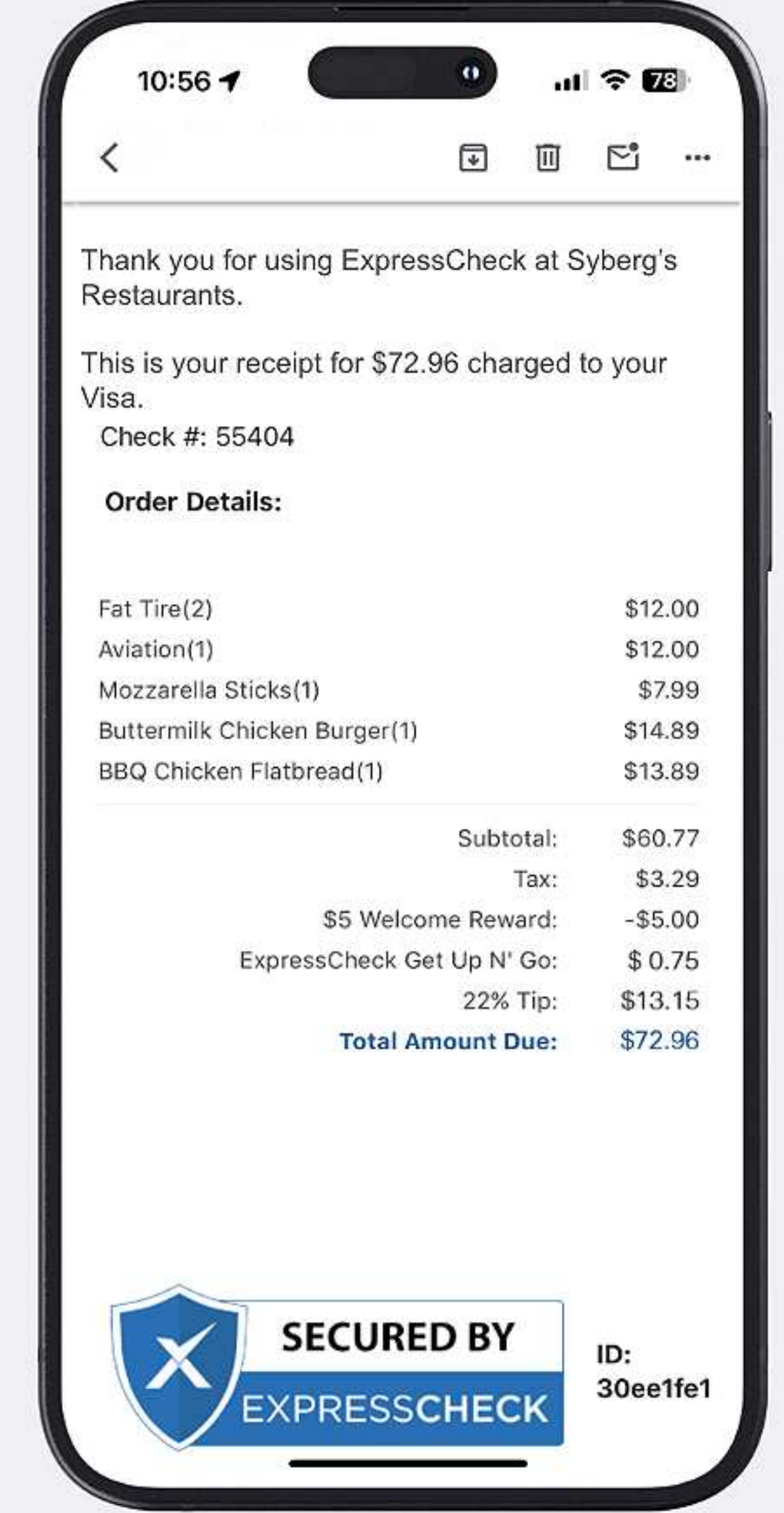
2

Double verification protects you and the guest.



3

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





Walkouts

Manually & Auto Close

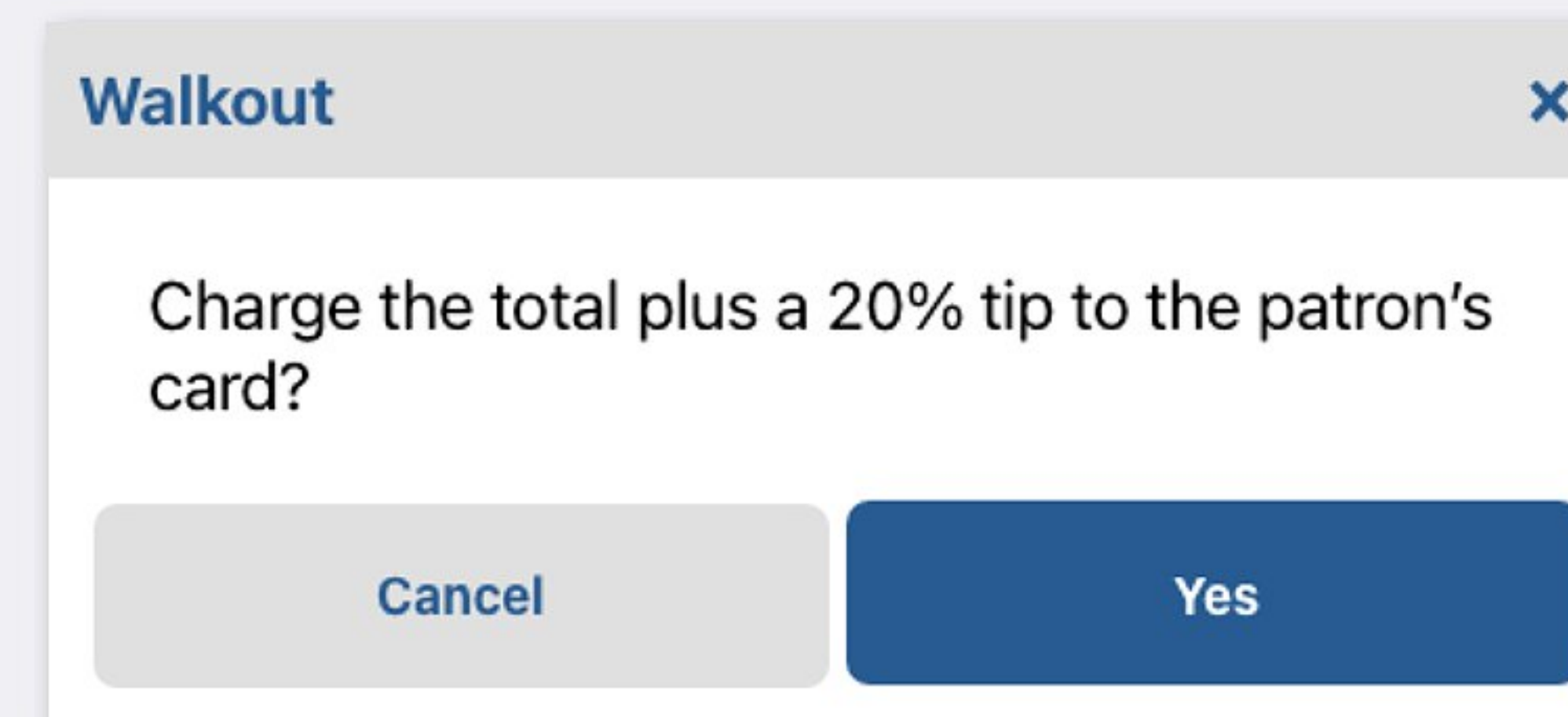
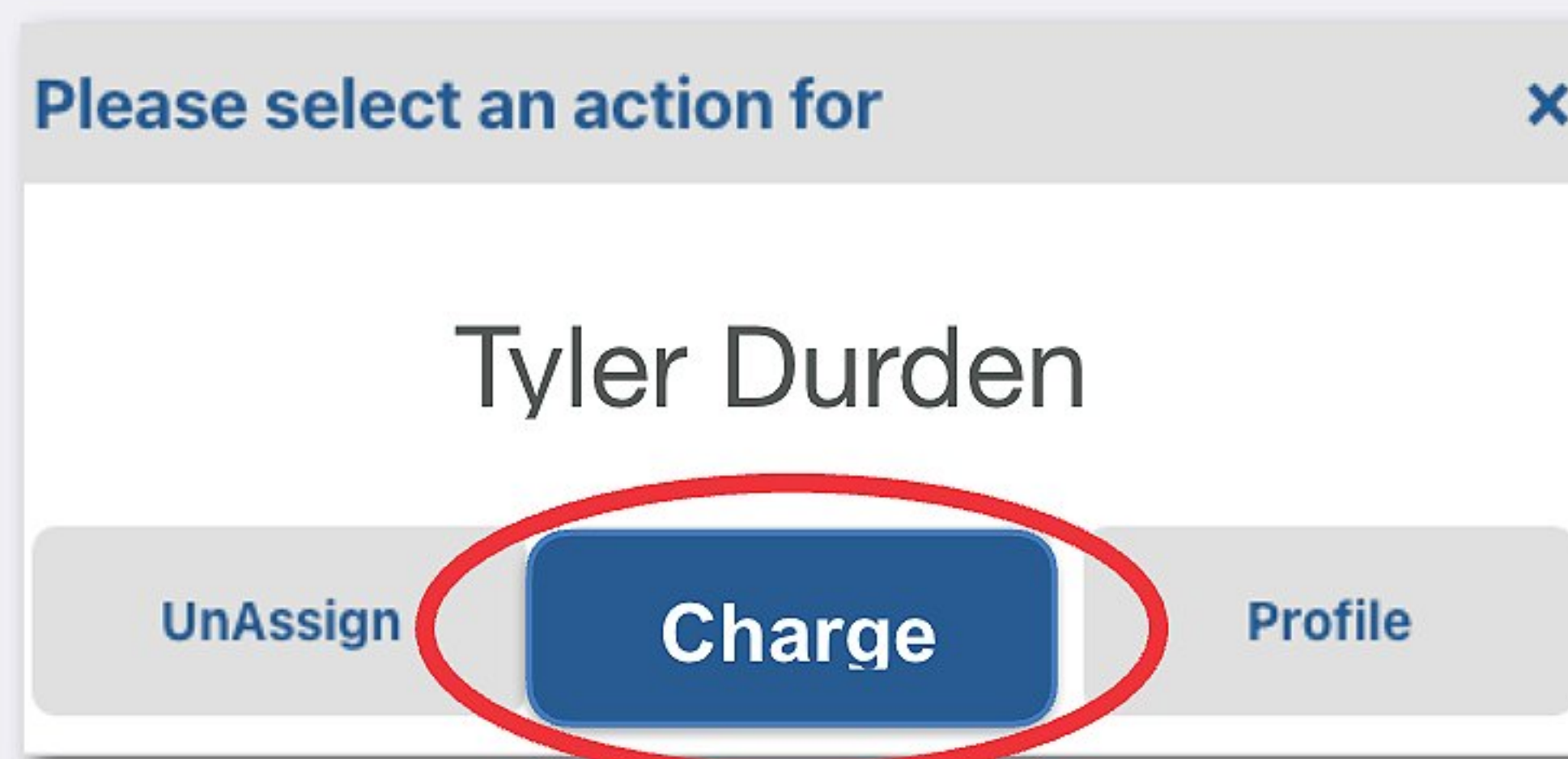
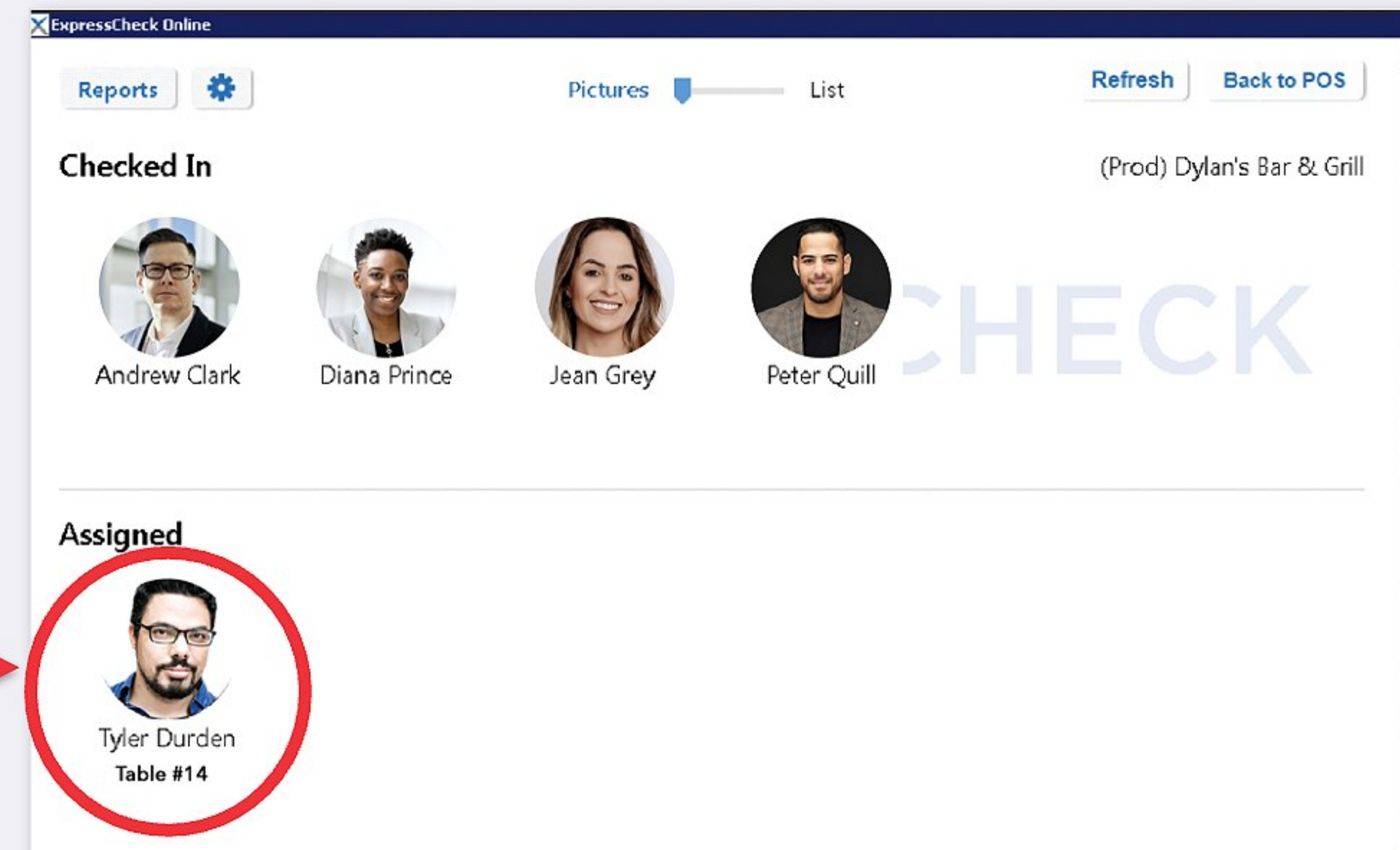
Walkout Protection

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

1 Tap the ExpressCheck button 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



Turn tables faster, cover 2-3 more tables every shift



More time to upsell food and drinks = Larger checks



No more walkouts - Guests can be charged plus a 20% tip



Tips are automatically adjusted in the POS



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