



Aloha® by NCR Hospitality

ExpressCheck + Aloha Tutorial

This guide explains how to create, assign, manage, and close ExpressCheck tickets quickly and confidently.

CityCheers Super App

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

CityCheers Super App

So... what's **ExpressCheck?**

- Guests open a tab in the CityCheers app.
- You take orders and enter them in Aloha as usual.
- Guests can view their check, tip, and Pay when they're ready.
- Less POS time. More time with your tables.

They handle the bill. You handle the good stuff

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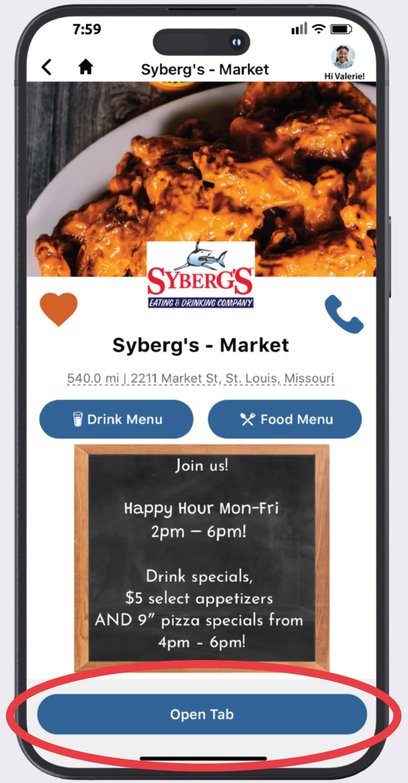
They open a tab first

- Guests open a tab in the CityCheers app.
- In Aloha, create the ticket and tap the ExpressCheck icon.
- Find the ticket under the guest’s name.
- Assign the ticket to yourself and the right table or seat.
- Add items and send orders as usual.

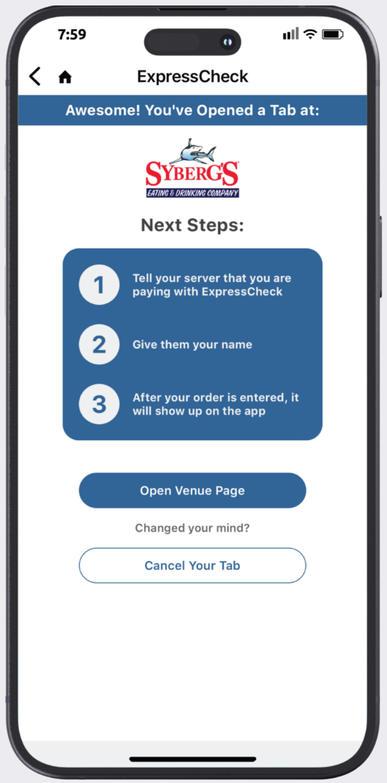
Easy mode: their ticket is already waiting

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Create the Ticket



Guest taps Open Tab.



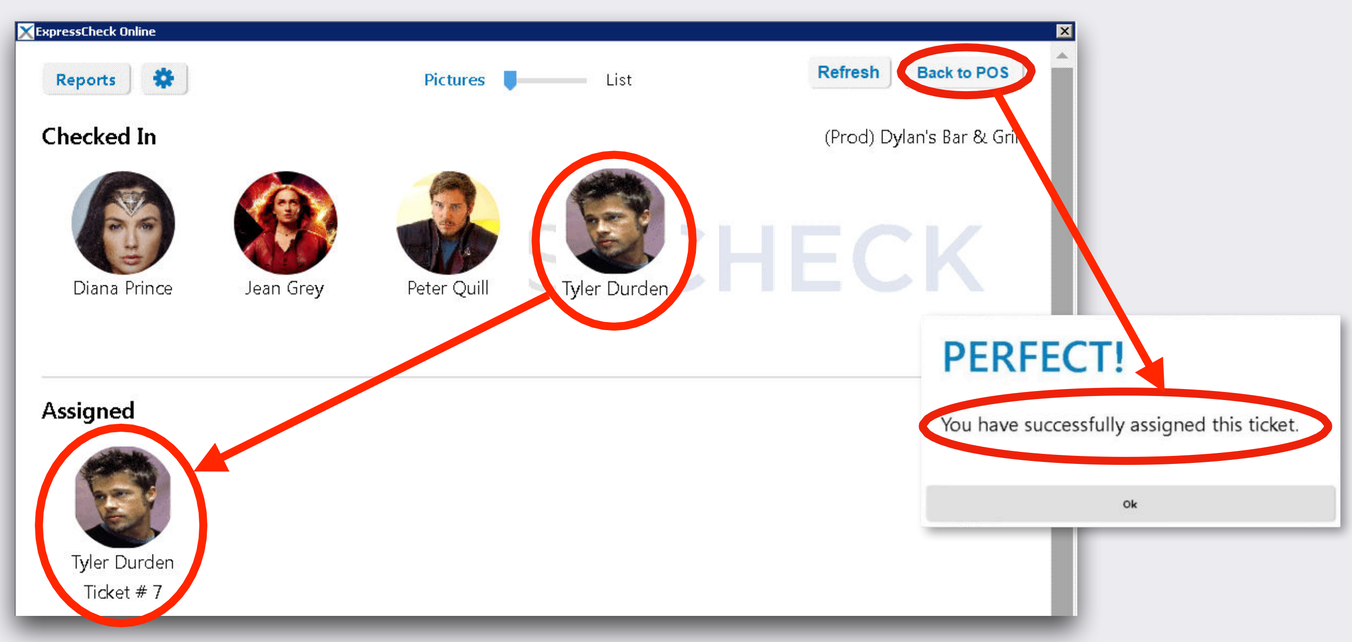
They are informed to give the server their name.

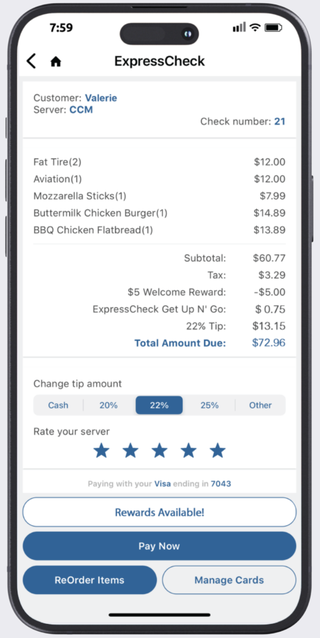


1. Take the order & write down guest's name.
2. Create the ticket and Tap the ExpressCheck icon.

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Assigning the ExpressCheck Ticket





1. A list of patrons will show up. Tap on your guest to assign.

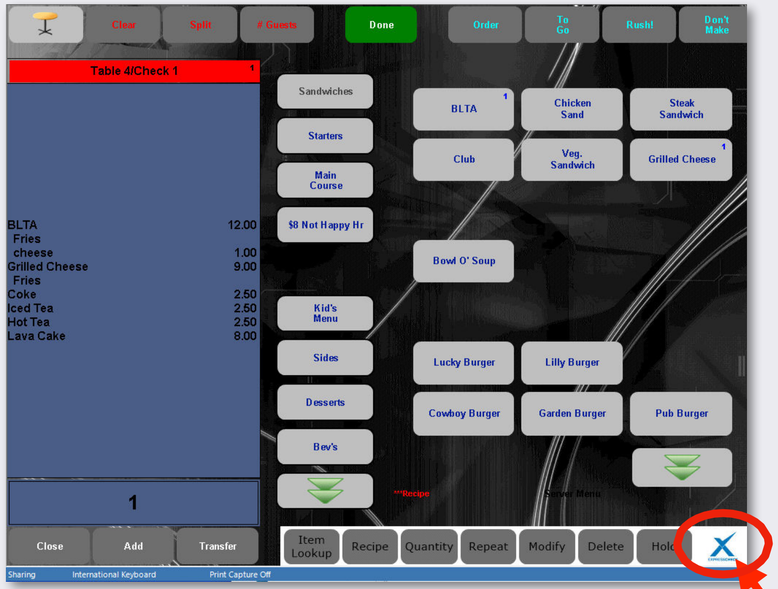
2. Select Back to POS. All new items will automatically appear in the guest's app.

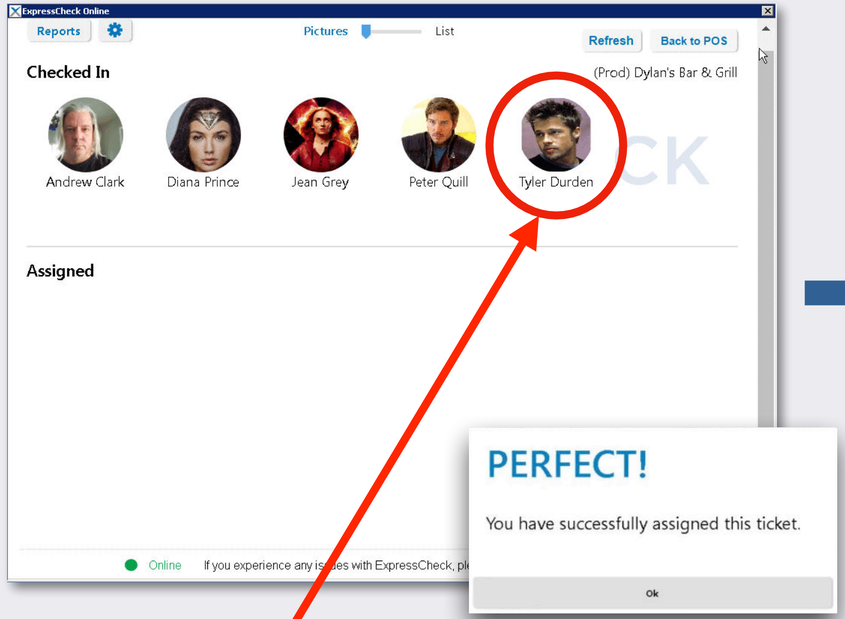
3. Order will appear on the guests phone.

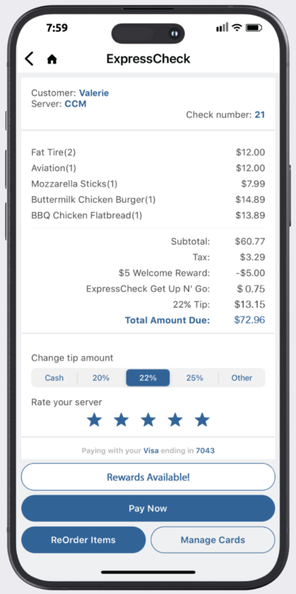
Any additional items added to the order will automatically update on the app.

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Ticket already created? Open it on the POS



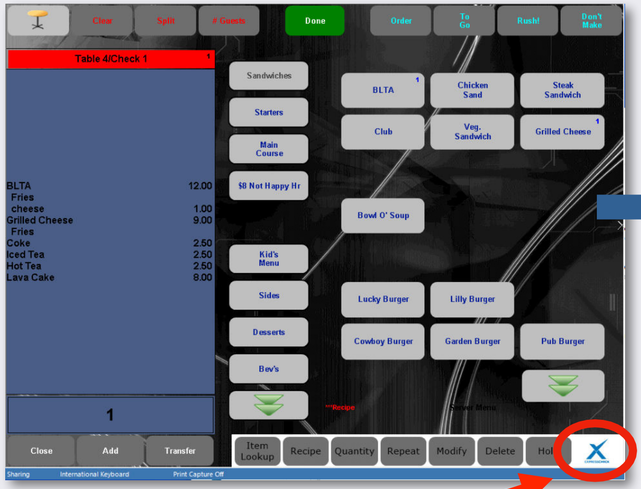


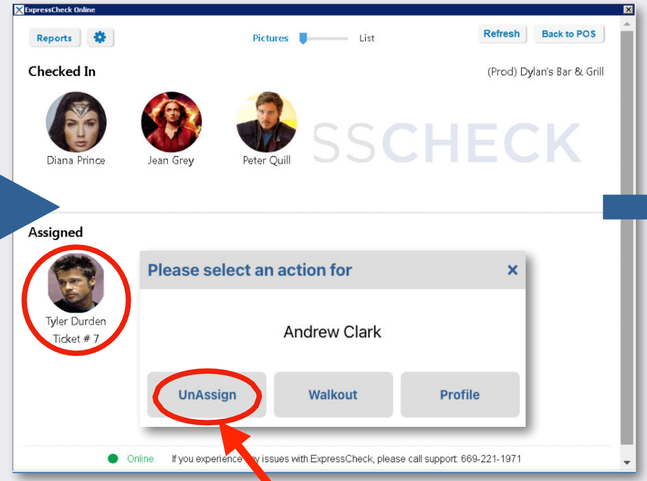


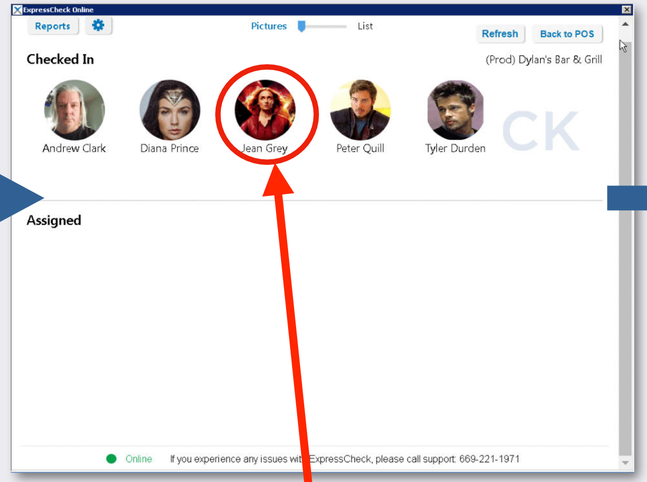
1. Open the check and tap the ExpressCheck icon.
2. Tap the guest you want to assign, Tap OK, Back to POS.

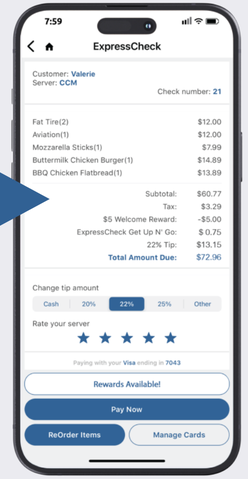
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Wrong Check Assigned?









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.

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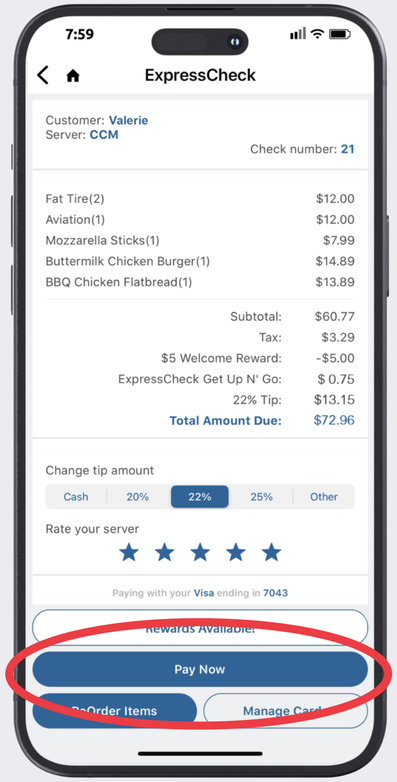


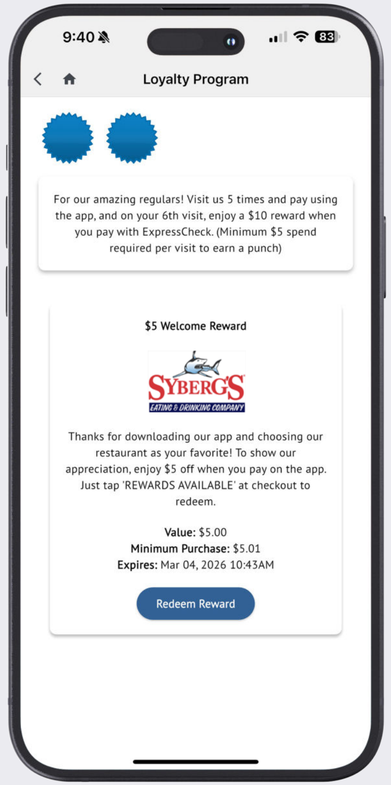
ExpressCheck

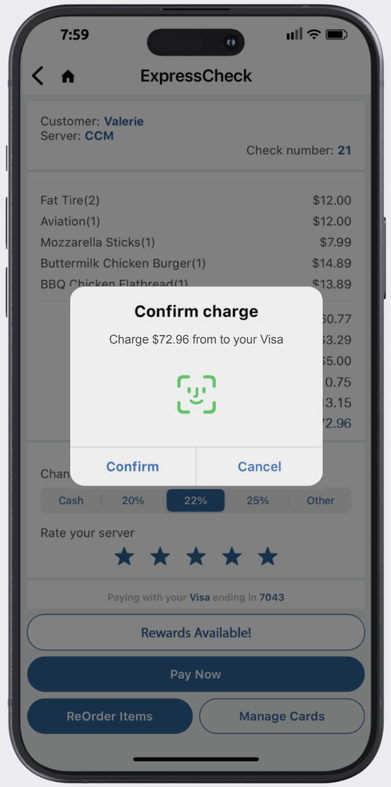
Guest experience

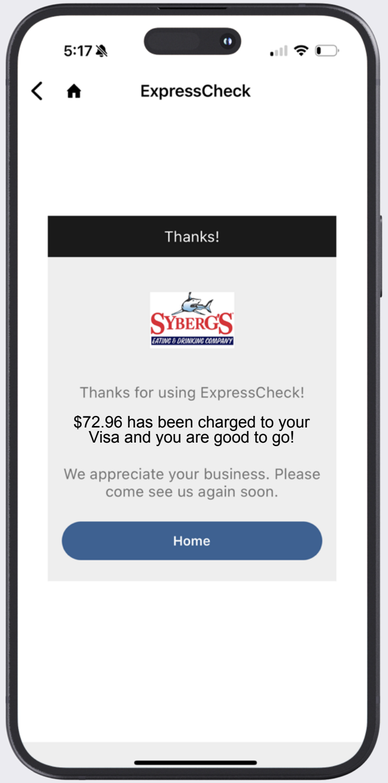
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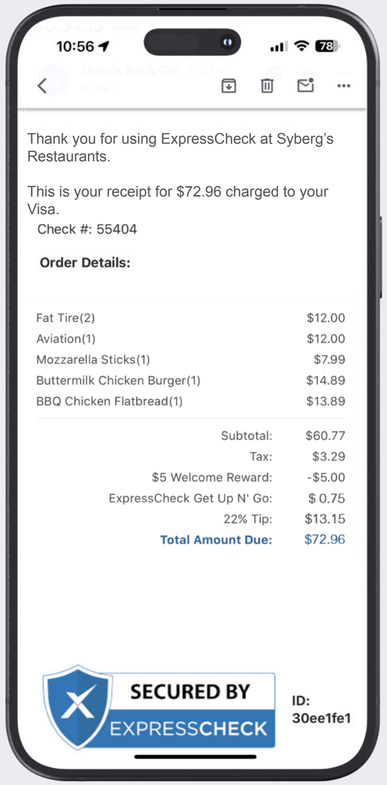
What the Guest Sees











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.

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Splitting the Check

Each guest gets their own check

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Splitting the bill? You got this.

- Enter and send the order together, like normal.
- Split the checks in Aloha.
- Open All Checks and combine each guest's ExpressCheck ticket with their individual check.
- Always select the ExpressCheck ticket first.
- Guests without CityCheers can pay the usual way.

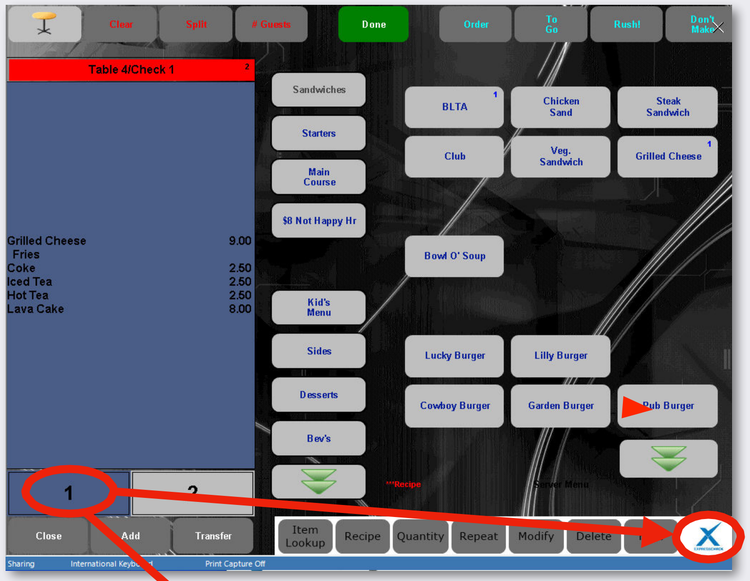
No awkward "who had the fries?" moment

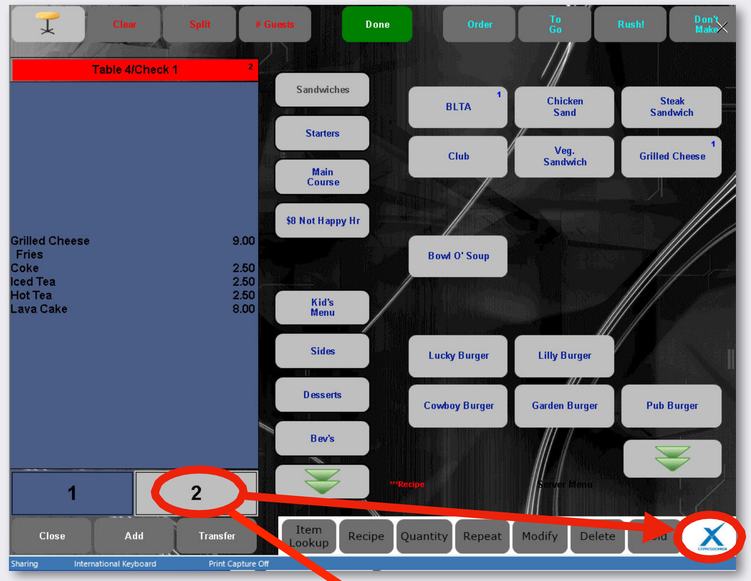
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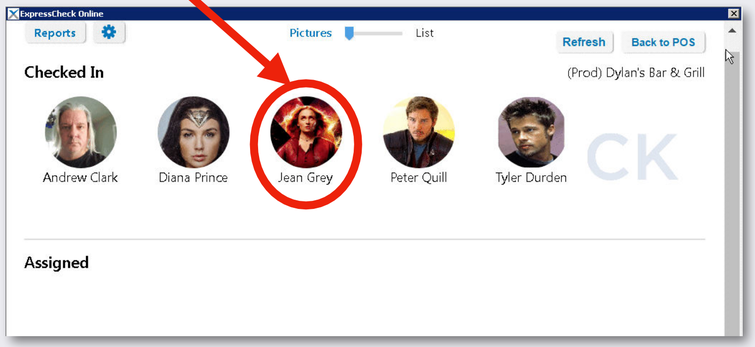
Split Tickets

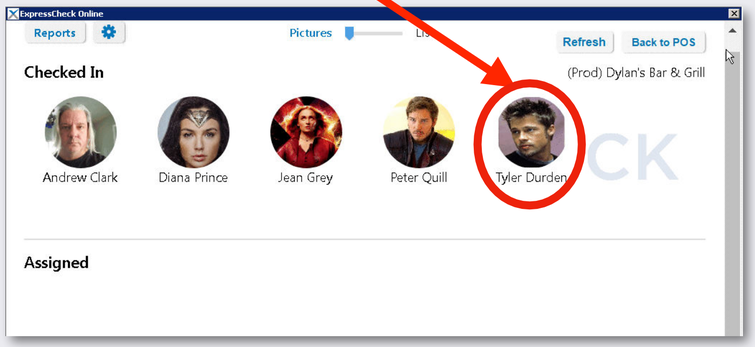
Create the ticket - **Send** the ticket - **Split** the ticket- **Assign** each guest their ticket

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





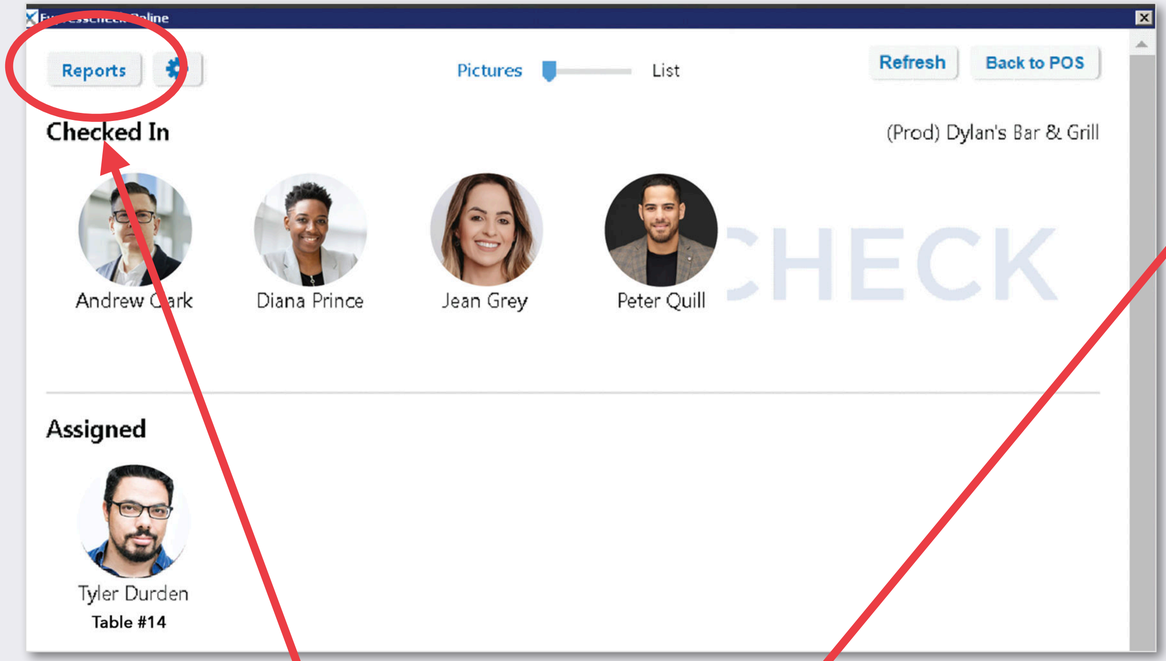




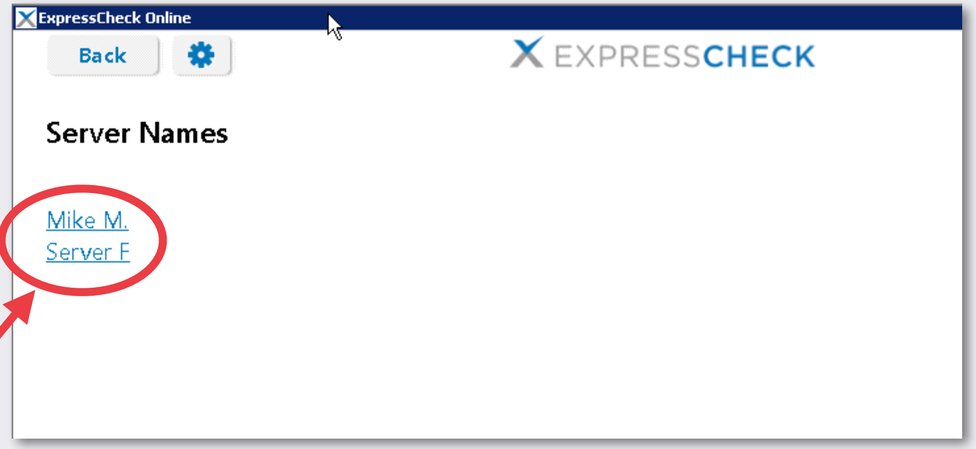
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Viewing Tips & Reports

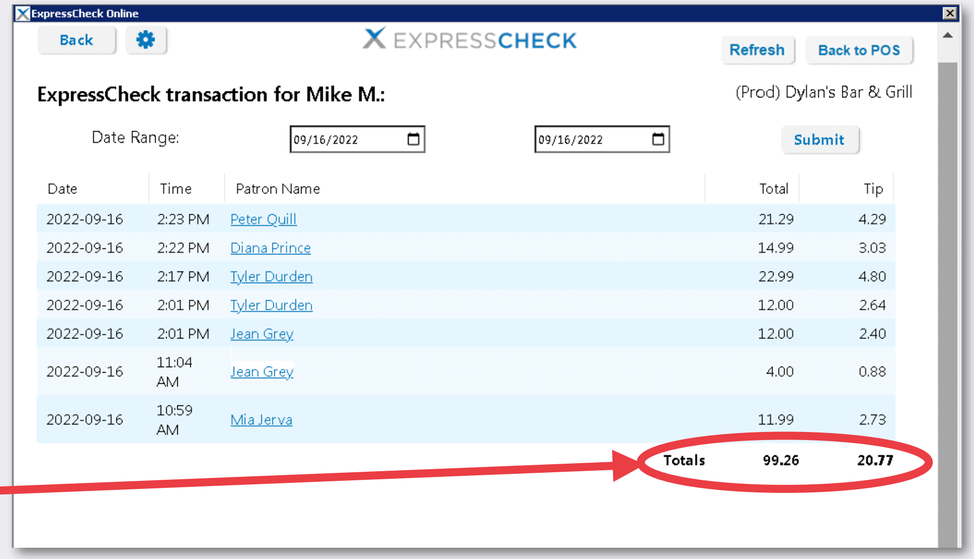
1 Tap the Icon to open the portal.



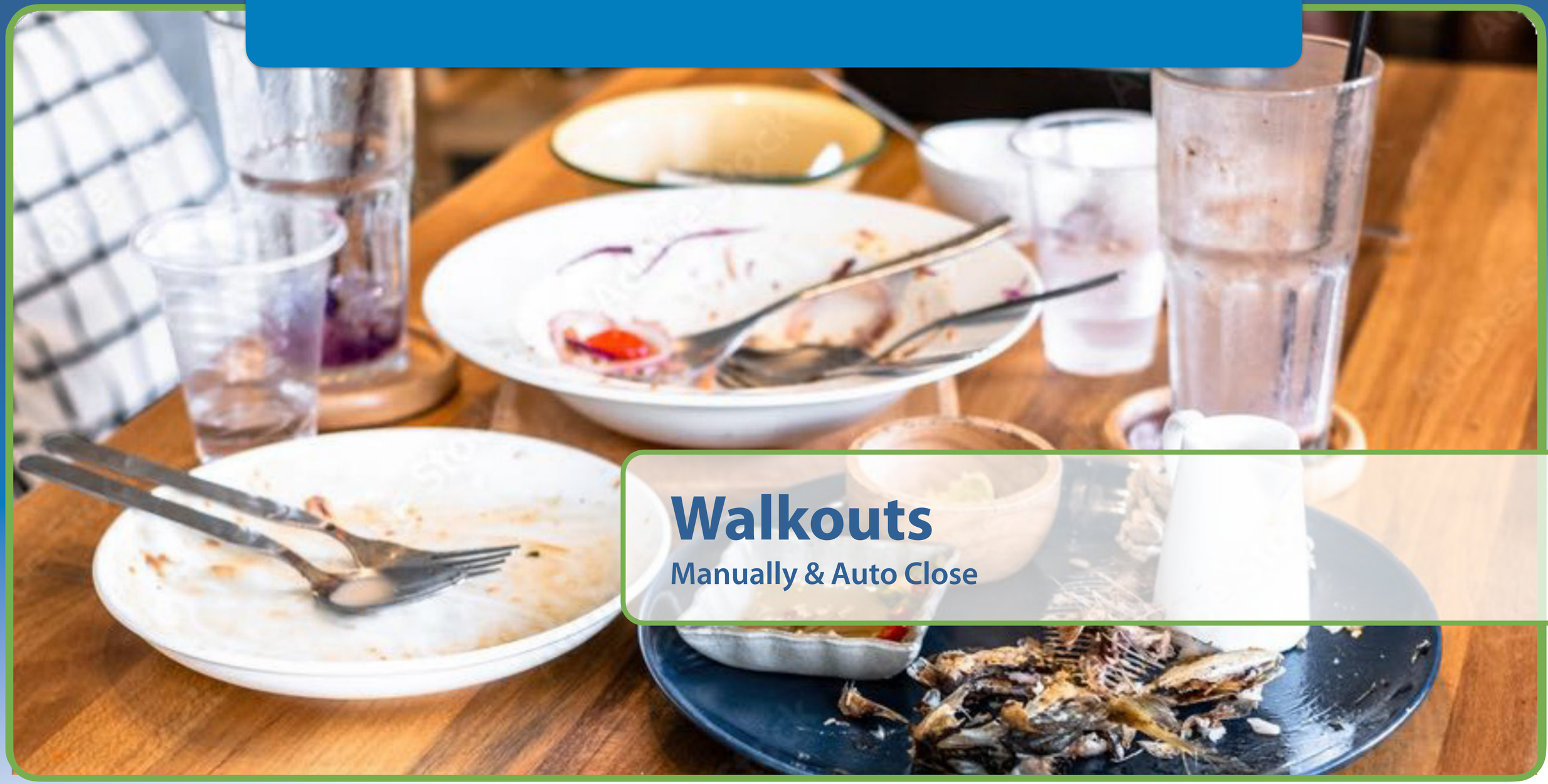
2 Tap Reports then your name.



3 View Tips & Totals.



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Walkouts

Manually & Auto Close

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Someone walked out without paying?

- For a guest assigned to ExpressCheck ticket, tap ExpressCheck in Aloha.
- Select the guest who left and tap Charge.
- If prompted, select Yes to add the 20% tip.
- Confirm with your manager when required by venue policy.
- Have servers ask if Auto Close is active, it can be added at anytime. Both inactivity and end of day.

Here’s what to do - always follow house policy

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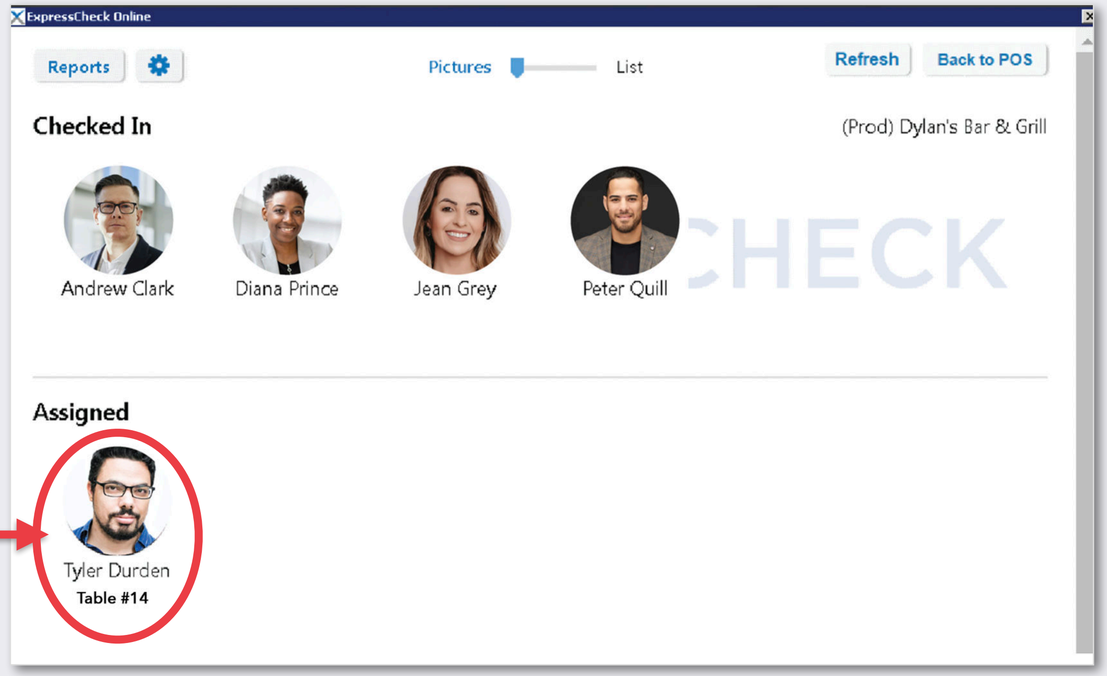
Walkout Protection

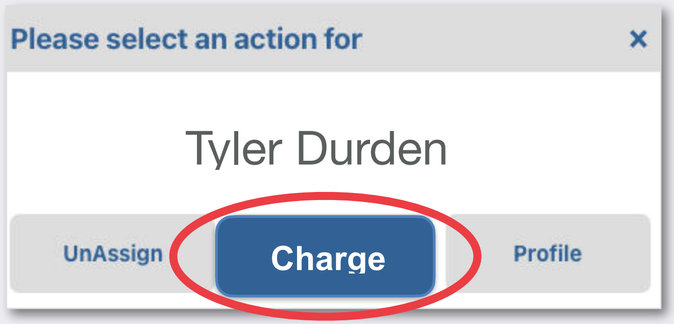
You are protected from walkouts once a guest is assigned to an ExpressCheck ticket.

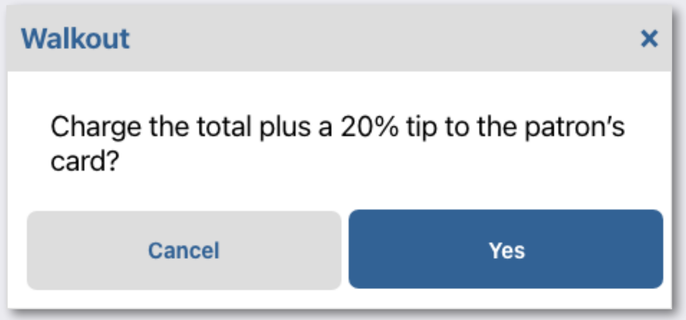
1. Tap the ExpressCheck icon on your POS.

2. Tap the Guest who left without paying.

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







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Getting Paid (the easy part)

- Guest taps Pay Now in the CityCheers app.
- Available rewards do NOT automatically apply. Guest clicks the rewards available button and chooses reward (1 per transaction).
- The check closes in Aloha and tips update in the POS.
- The guest receives a receipt in the app and by email.

They tap. They pay. You keep moving

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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

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What's in it for you?

- SAVE TIME - Fewer cards and receipts to handle.
- PROTECT TIPS - A way to handle eligible unpaid tabs.
- TURN TABLES - Guests don't have to wait for the check.
- BUILD REGULARS - Guests automatically favorite your venue when they pay.
- BRING THEM BACK - Restaurant messages can invite guests to return.

A smoother shift is a better shift

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How to bring it up (without being weird)

AT THE GREETING

“Hey, have you tried CityCheers? You can start a tab and pay from your phone. It’s super easy.”

WHEN THEY ASK FOR THE CHECK

“Want to skip waiting on the card machine? You can pay with CityCheers.”

WHEN TALKING REWARDS

“Check CityCheers for any rewards you can use here.”

You’re making a suggestion, not selling a timeshare

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It’s not just a way to pay

FIND PLACES NEARBY

“It’s actually for finding other restaurants and bars nearby, too.”

SEE LOCAL SPECIALS

“You can even see what specials local places have going on.”

THEN PAY EASILY

“Plus, you can open a tab and pay from your phone here.”

It’s for finding bars, restaurants, and specials, too.

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Get them on the app - keep it simple

START WITH THE BENEFIT

“Want an easier checkout? CityCheers lets you pay from your phone.”

HELP THEM DOWNLOAD APP

“Search CityCheers in the App Store or Google Play. I can help if you want.”

GET THEM STARTED

“Once it’s installed, find us in the app and hit Open Tab. That’s it!”

One friendly sentence beats a whole speech

CityCheers Super App

Try it once before the rush

- Download CityCheers and favorite your restaurant.
- Ask your manager for a test ExpressCheck transaction.
- Practice combining checks, splitting checks, and closing a tab.
- Include Menu Insert when giving menus to guests
- Mention ExpressCheck naturally to guests

A two-minute practice run goes a long way

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Increase Guest Adoption



1. Tell every guest about CityCheers. Promote the $5 Welcome Reward and Loyalty program.

2. When guests pay through the app, they automatically favorite your venue - helping you build repeat business and earn more.

3. Hand out menu insert and ask guests to pay through the app.



*By simply handing out menu inserts and encouraging guests to pay with the app, you'll turn regulars into loyal return customers & you will **MAKE MORE MONEY***

CityCheers Super App

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

CityCheers Super App

Stuck? We've got your back

Technical Questions: Call the Help Line
(669) 221-1971

CityCheers Customer Success
connect@citycheers.net
(408) 831-6448

Training guides and videos, visit
citycheersmedia.com/resources

Save this for the next time you need a refresher

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