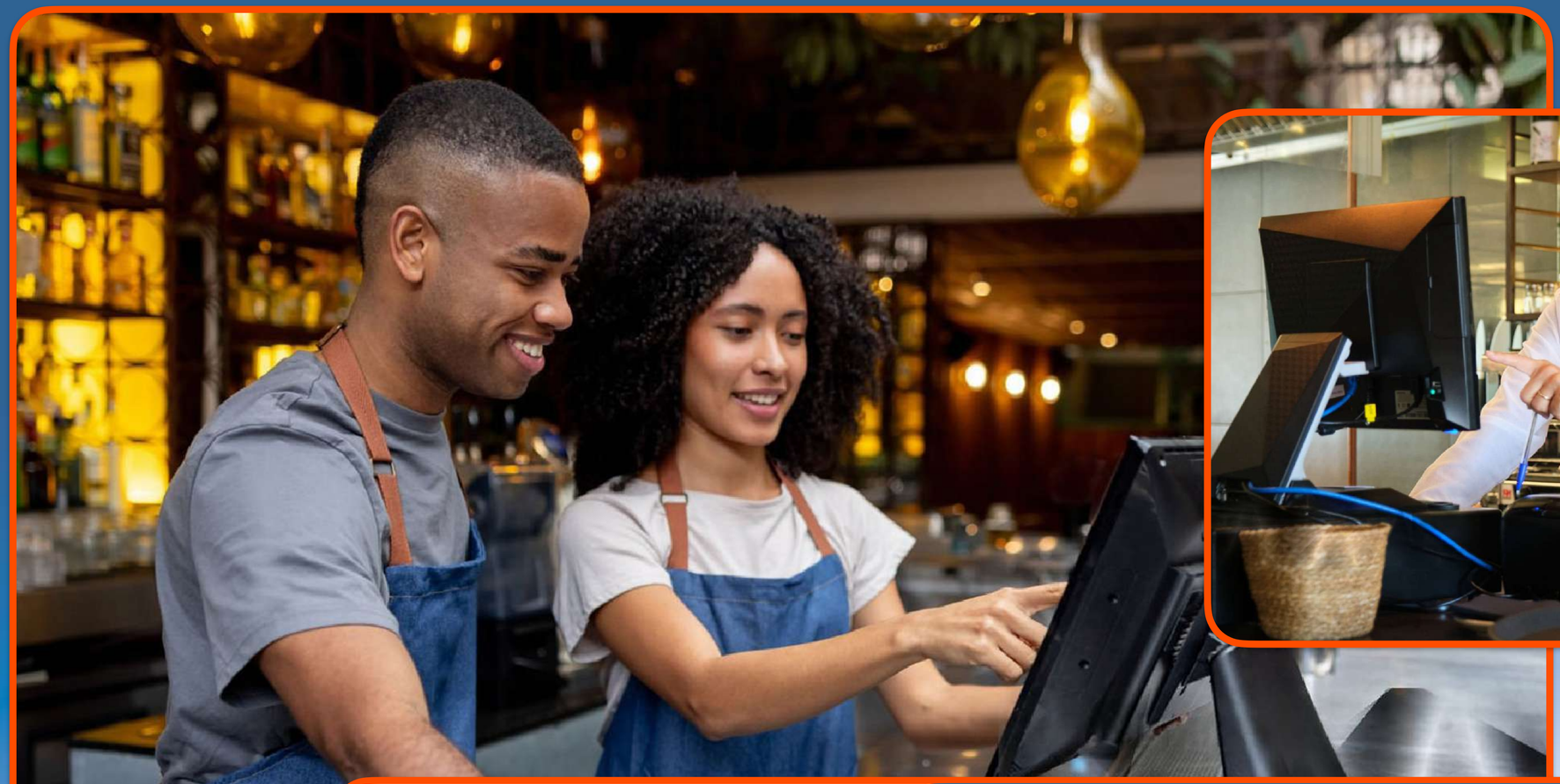




toast

ExpressCheck + Toast No Stress Guide

Less time running cards. More time making tips.

CityCheers Super App



So what is ExpressCheck?

CityCheers Super App

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

- Guests open a tab in the CityCheers app.
- You take orders and enter them in Toast 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

CityCheers Super App

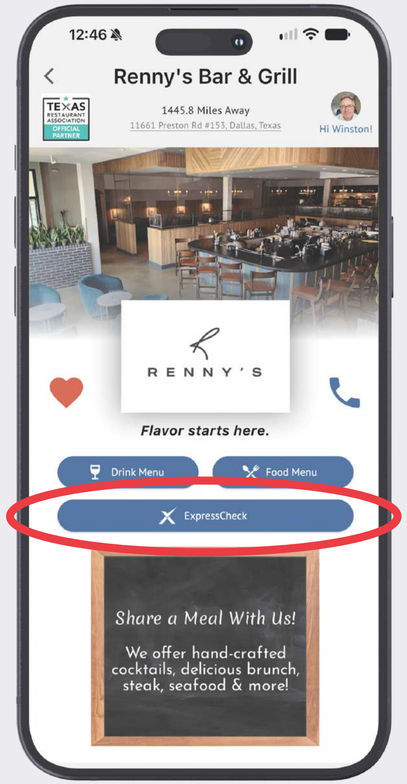
They open a tab first

- Guests open a tab in the CityCheers app.
- In Toast, go to Online Orders & Open Checks.
- 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.

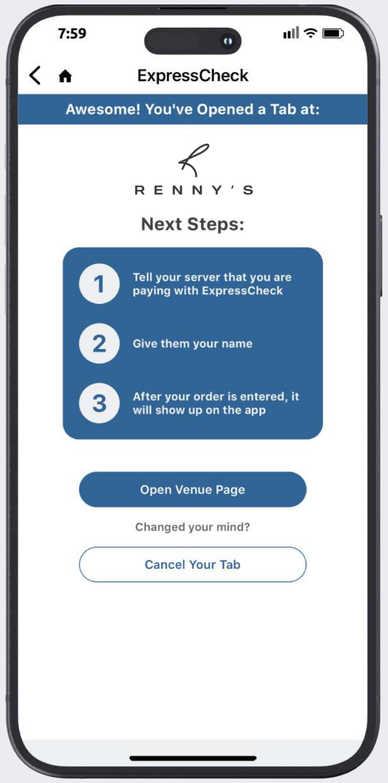
Easy mode: their ticket is already waiting

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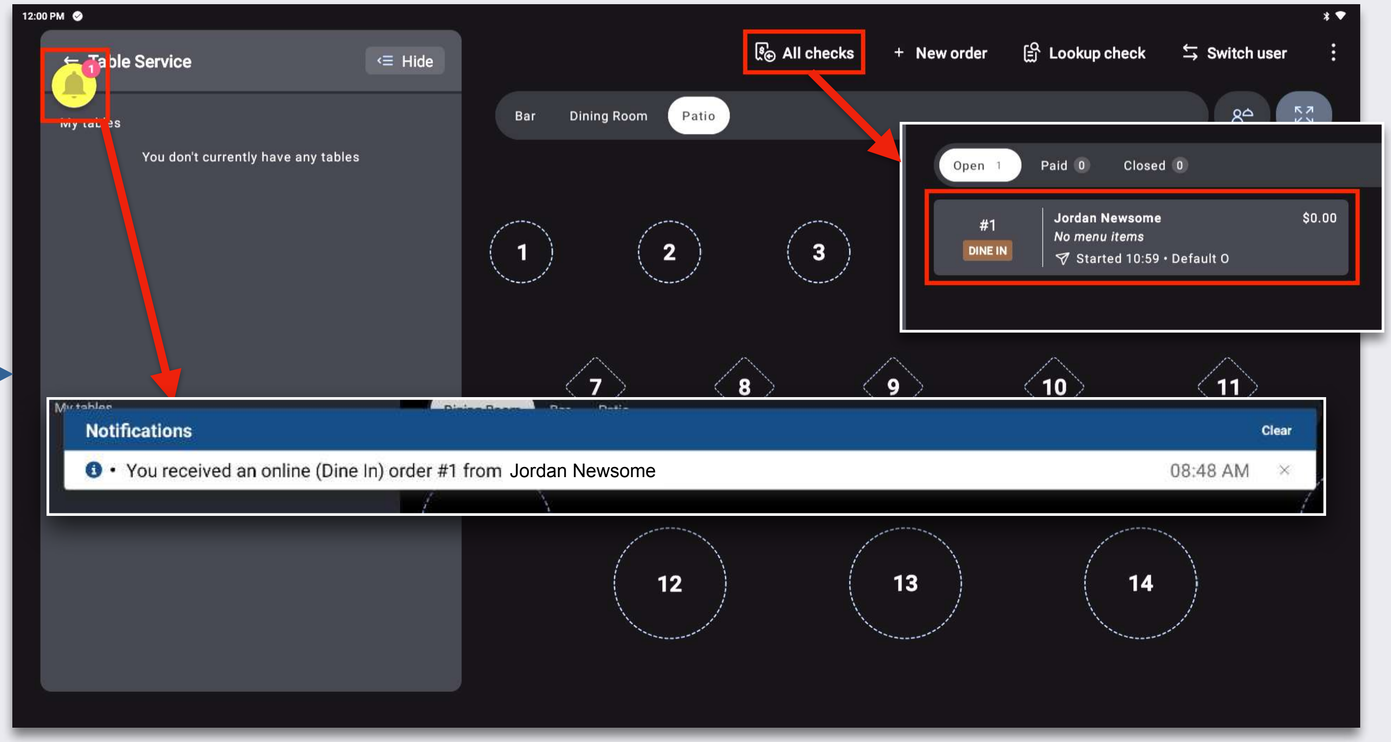
Create the Ticket



Guest taps ExpressCheck.



They are informed to give the server their name.



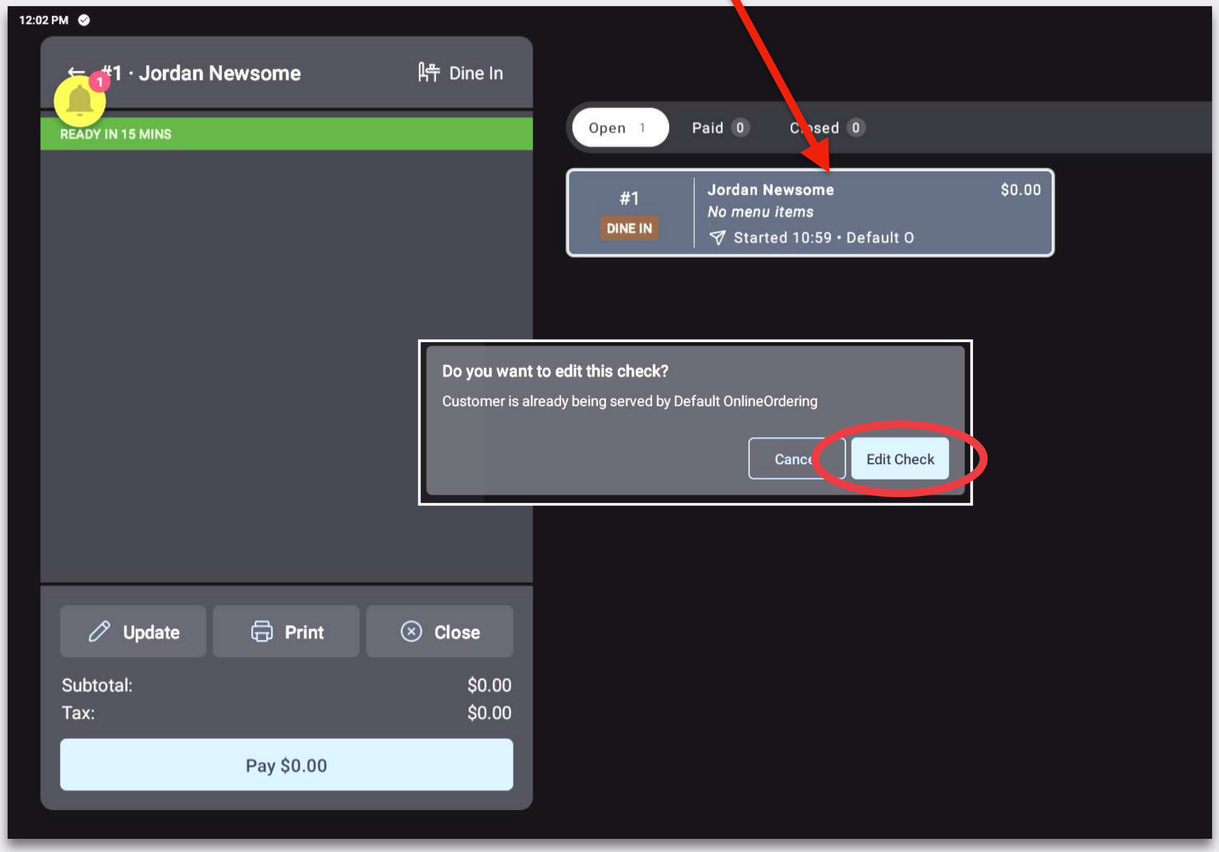
1. Ticket will appear under online orders & open checks.
2. All guests will be labeled with their name.

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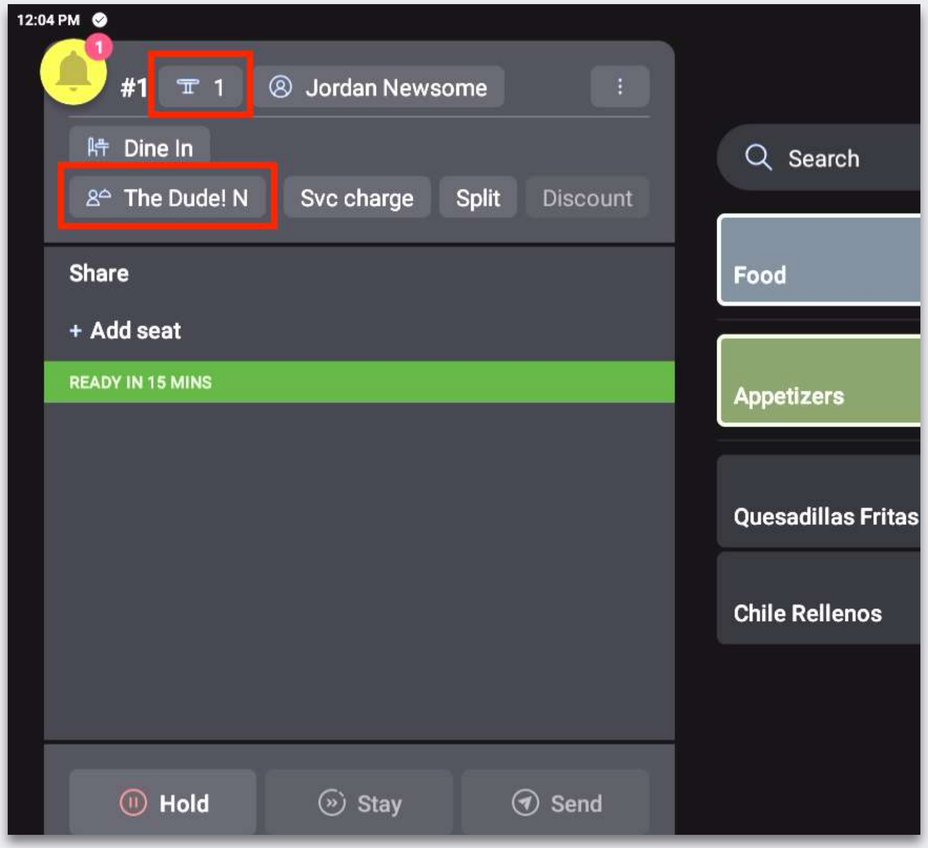
Assign the ticket

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

1 Tap the ticket to edit check.



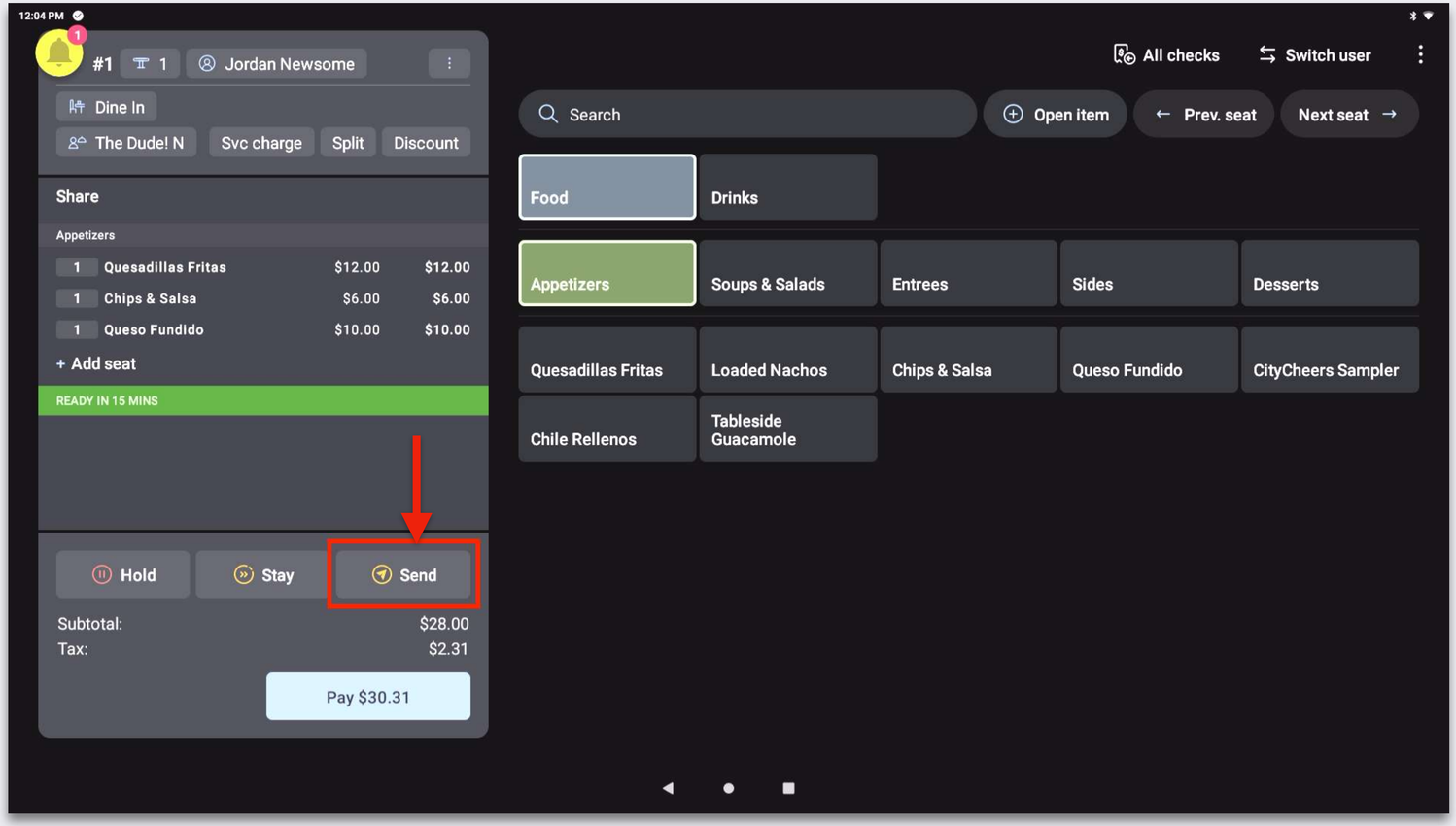
2 Assign it to yourself and to a table or seat - *if applicable.*



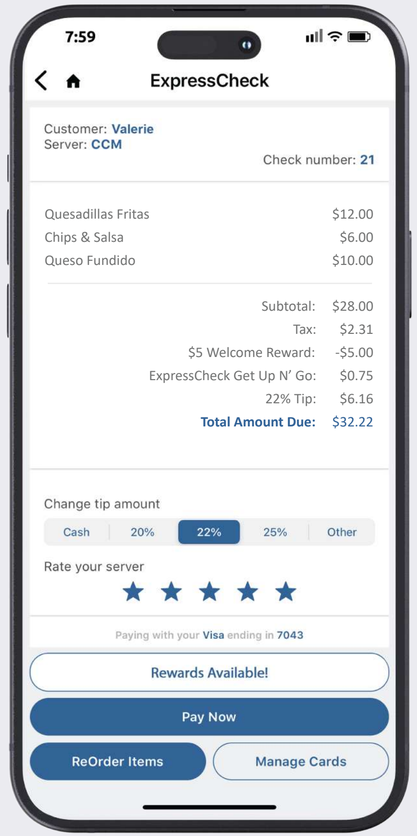
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Send the ticket

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



2 Check will be pushed to the guests phone.



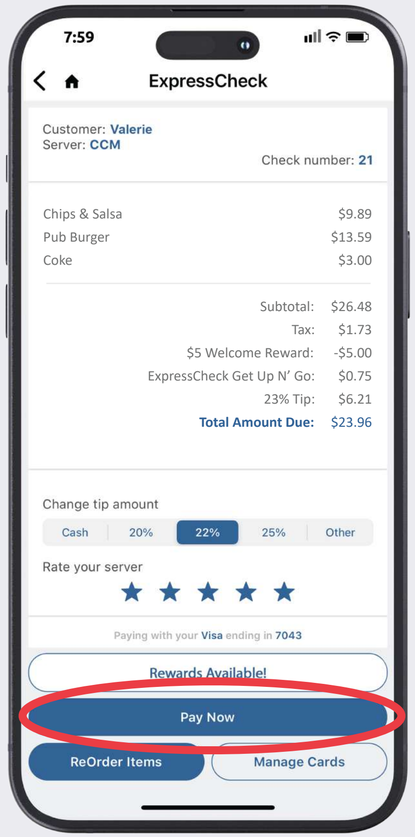
3 Any additional items added to the check will appear right in the app.

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Guest Pays Tab

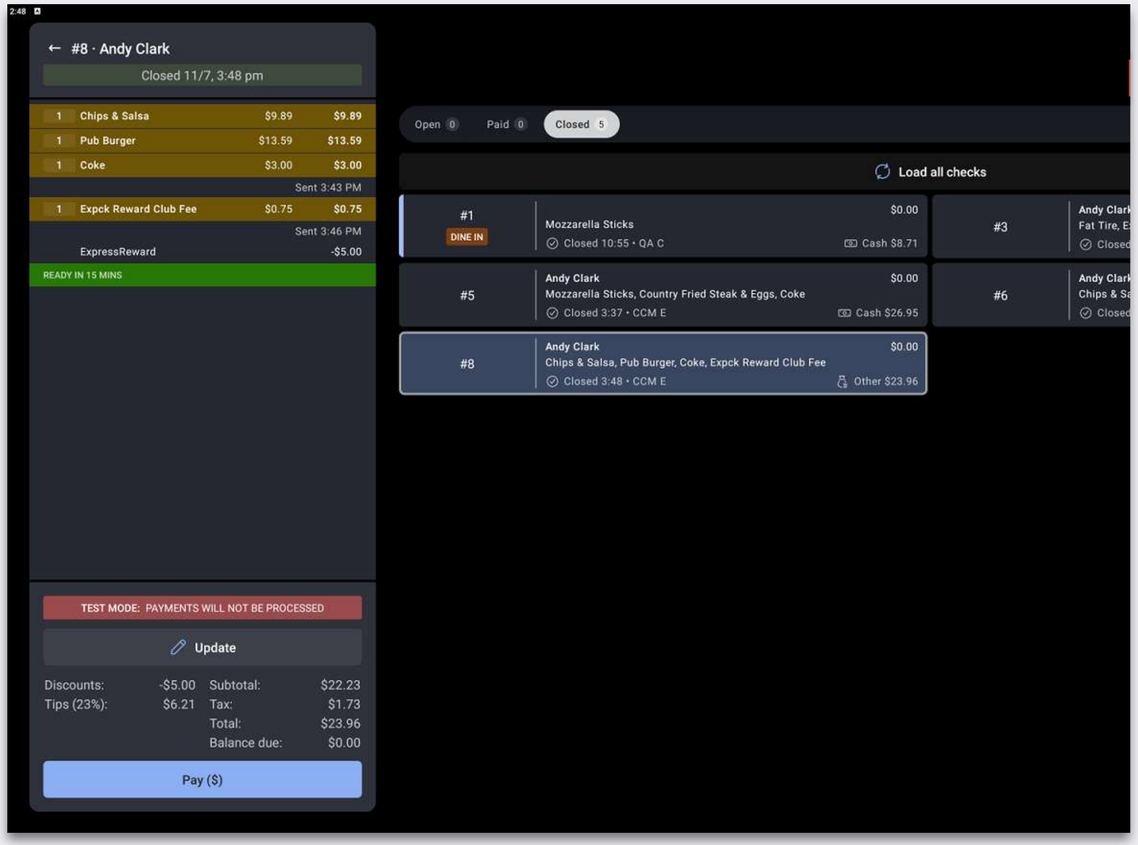
1 **Guest taps “Pay Now”.**

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.**



CityCheers Super App

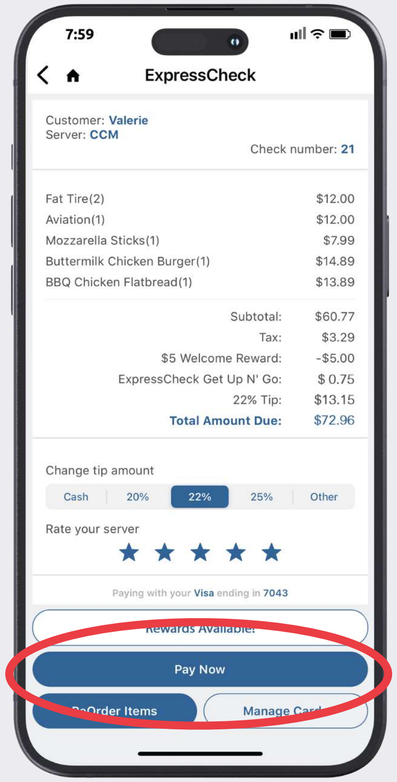


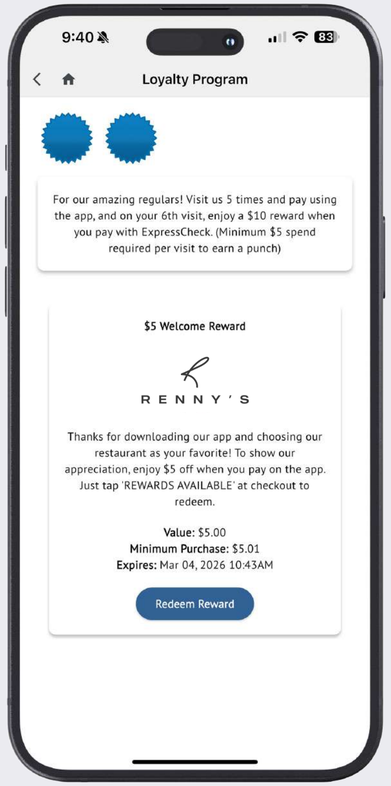
ExpressCheck

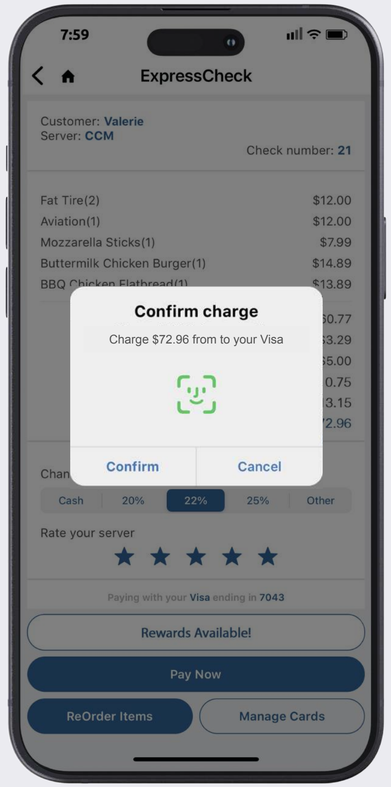
Guest experience

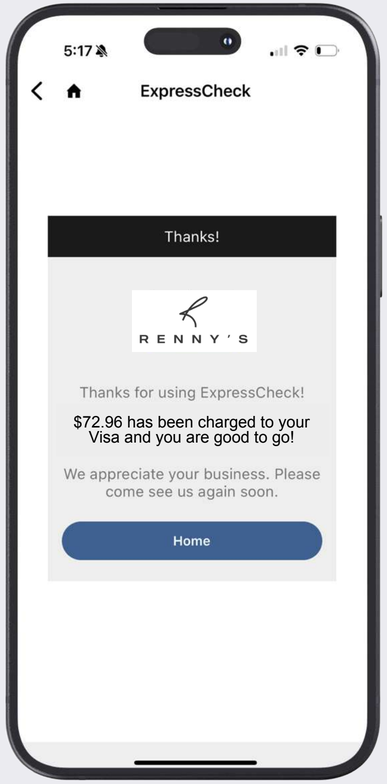
CityCheers Super App

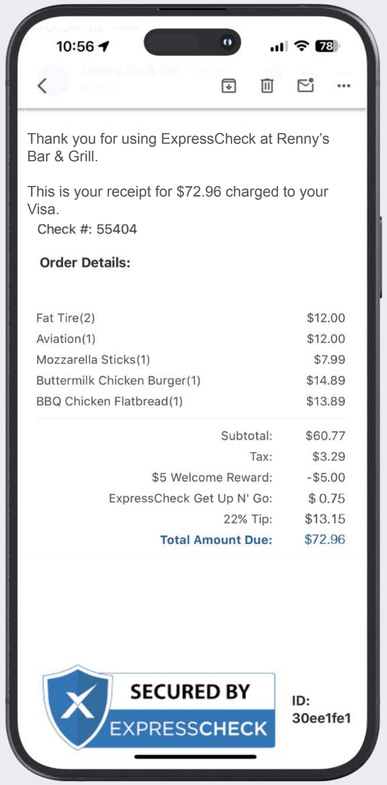
What the Guest Sees











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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Opening ExpressCheck

After Order is Put in

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They already ordered? No big deal

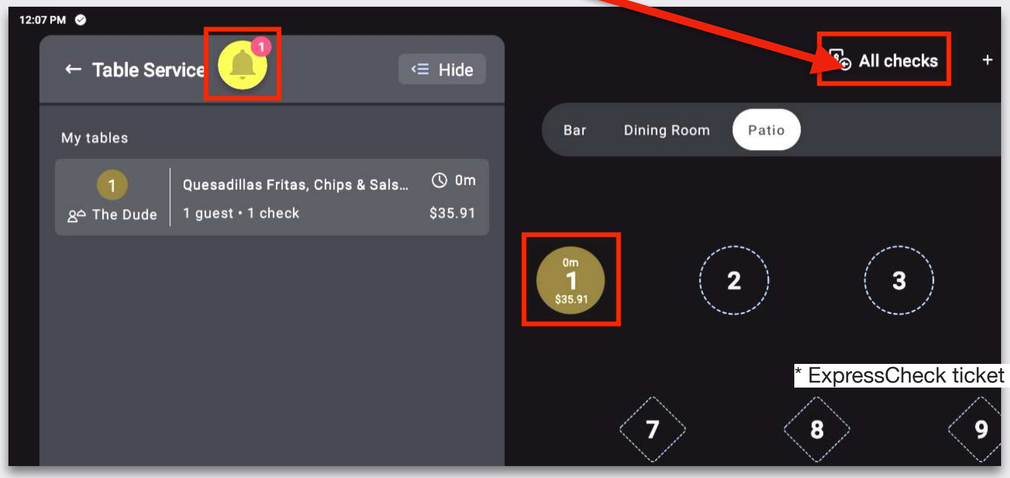
- Open All Checks in Toast.
- Tap the three dots → Combine Checks.
- Select the ExpressCheck ticket FIRST, then the existing check.
- Tap Combine Checks → Update & Edit.
- Assign the combined ticket to yourself and the right table.

Just link the existing check to CityCheers

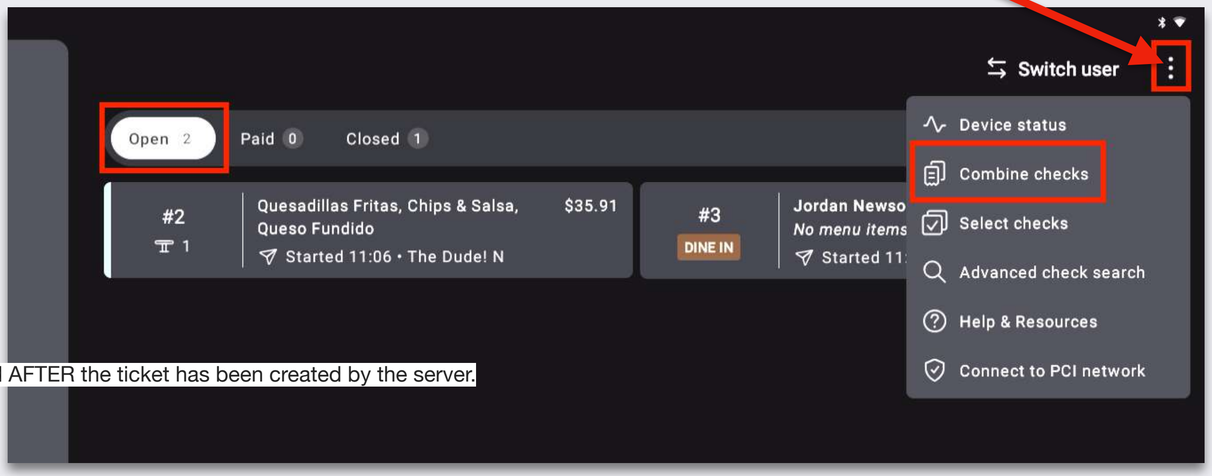
CityCheers Super App

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

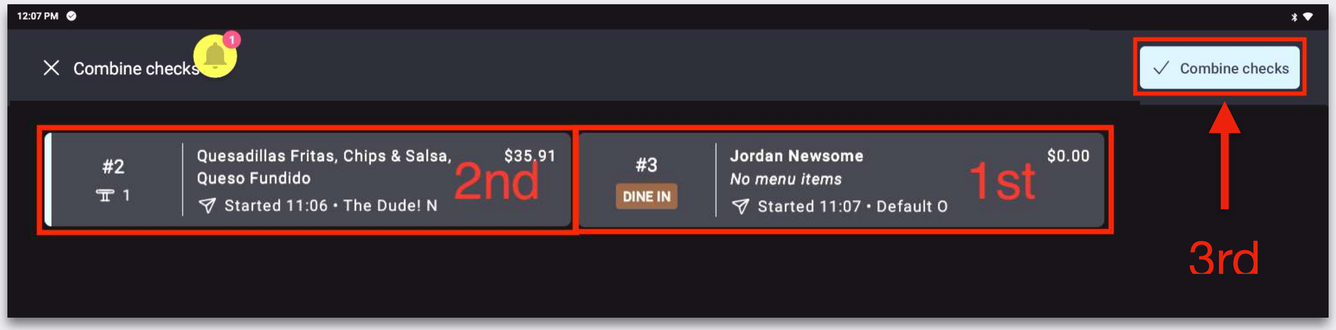
1 Go to all checks.



2 Tap the 3 dots and hit combine checks.



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

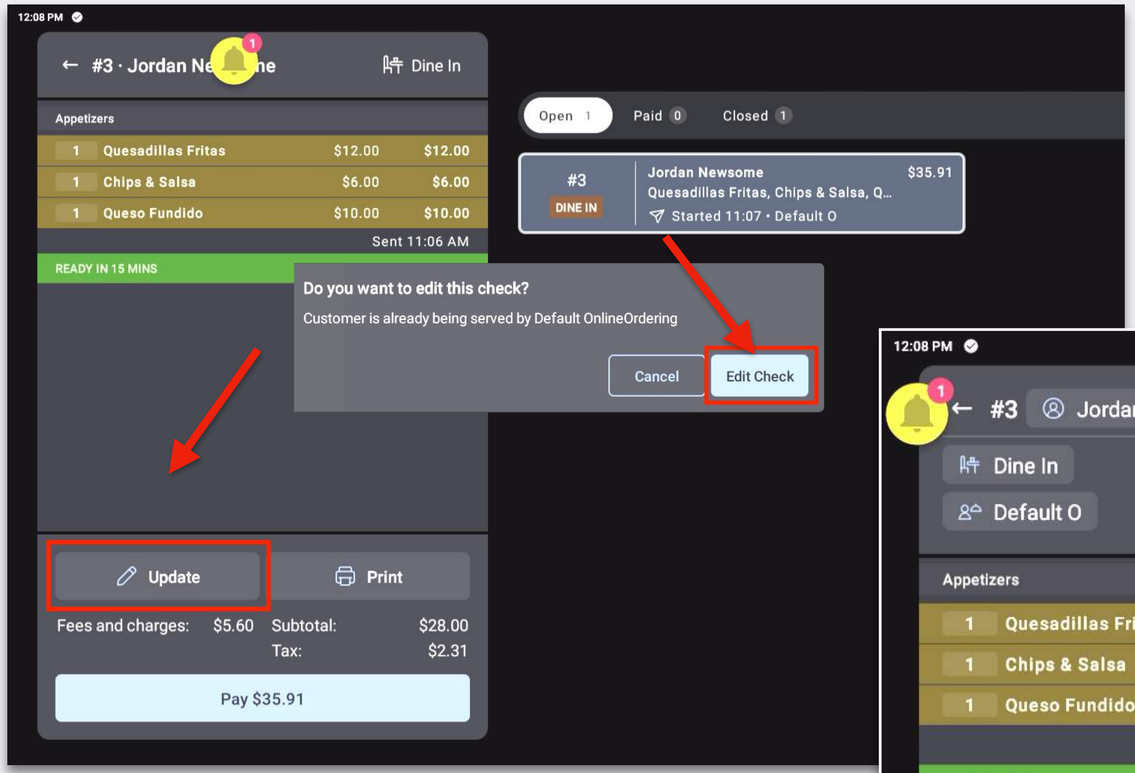


3 Tap the <u>ExpressCheck ticket FIRST</u> and then the original ticket you created - followed by "Combine Checks".

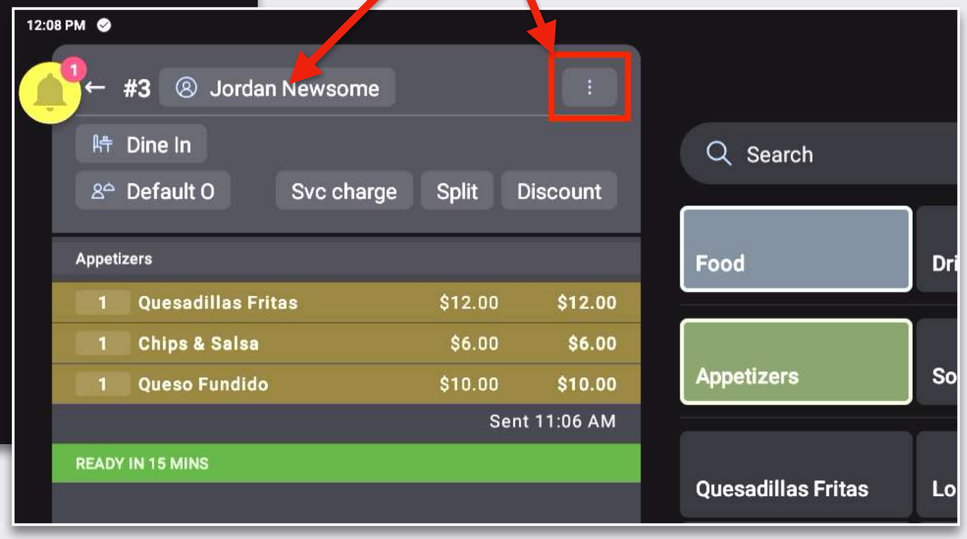
CityCheers Super App

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

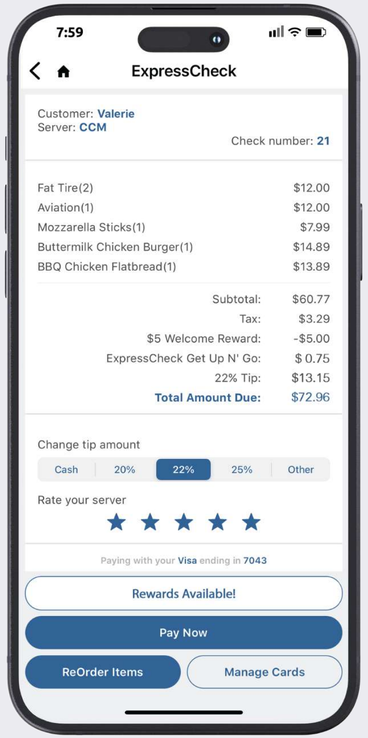
1 Tickets are now combined. Tap Update & Edit.



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



3 Ticket shows up right on the guests phone

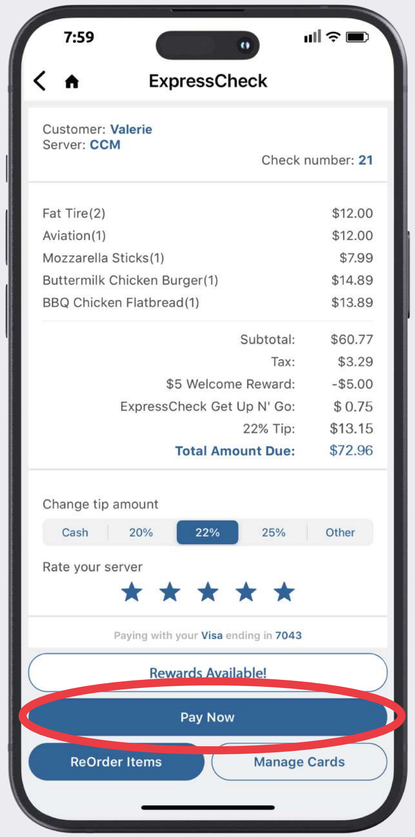


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Guest Pays Tab

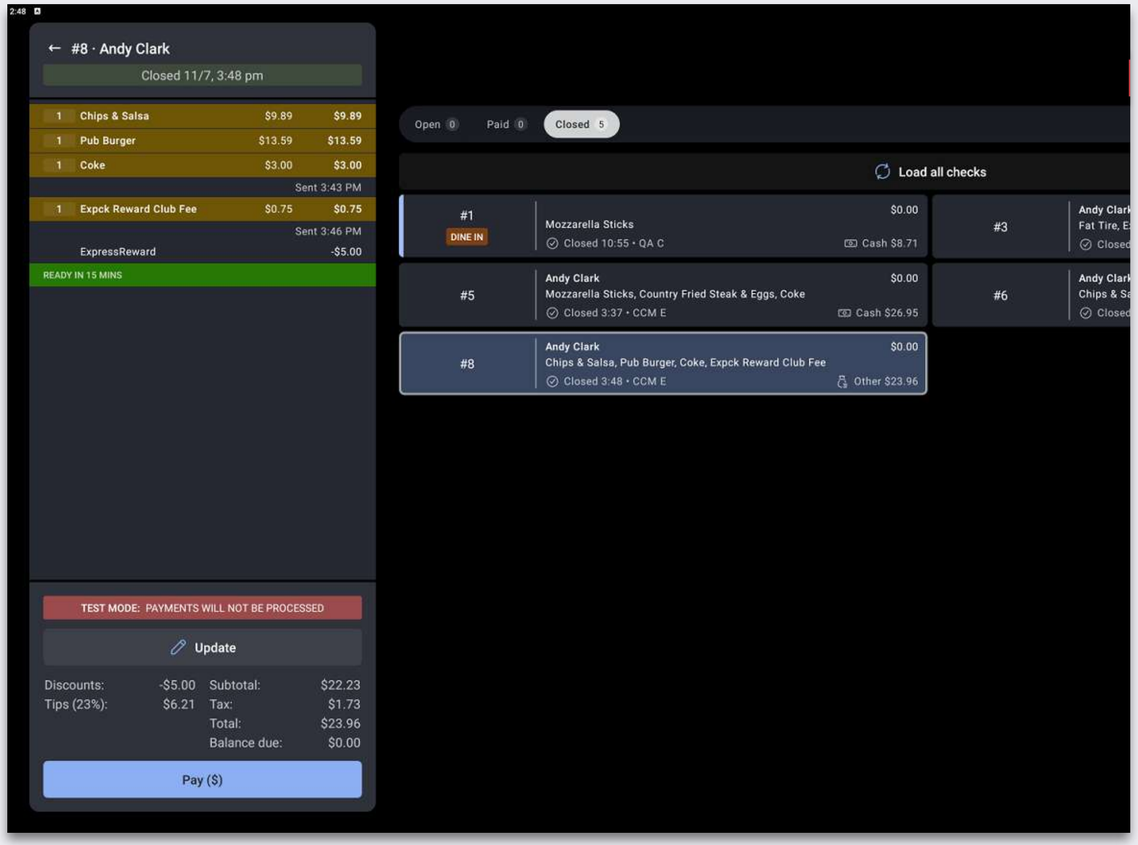
1 **Guest taps “Pay Now”.**

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.**



CityCheers Super App



Splitting the Check

Each guest gets their own check

CityCheers Super App

Splitting the bill? You got this.

- Enter and send the order together, like normal.
- Split the checks in Toast.
- 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. **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.**

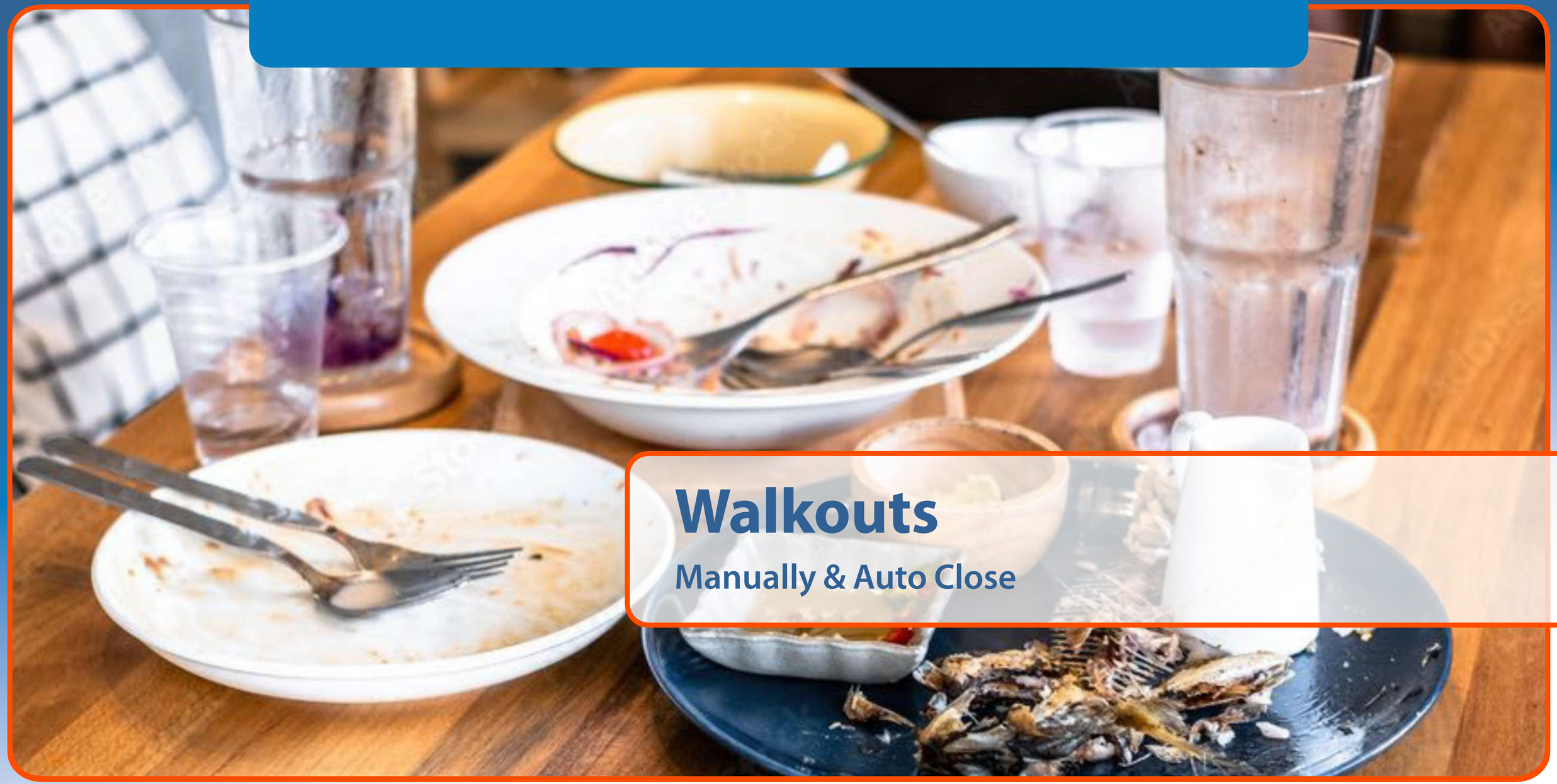
3. **Split the ticket on the POS.**



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.

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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 Toast.
- 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

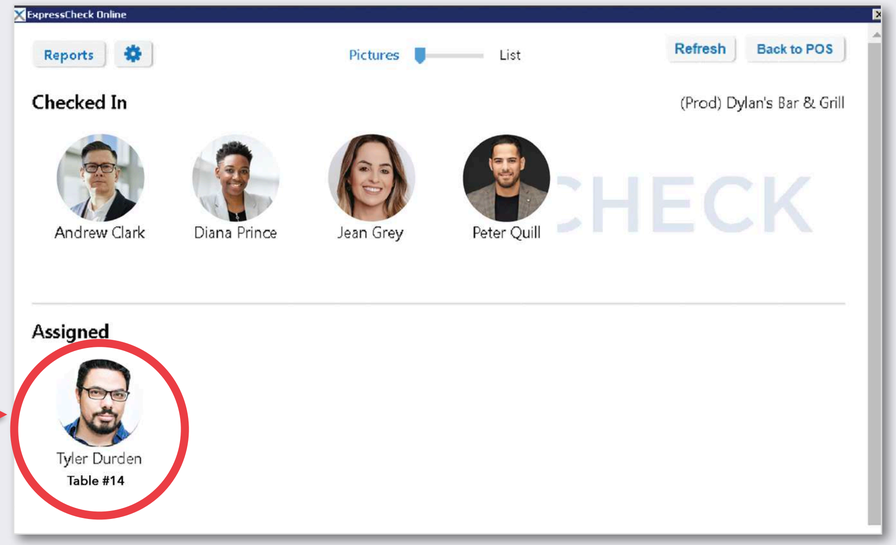
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Walkout Protection

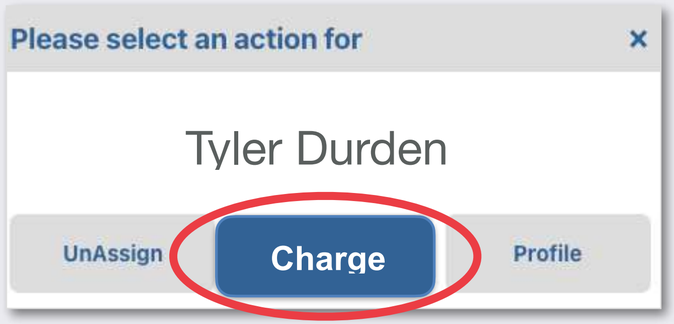
You are protected from walkouts once a guest is assigned to an ExpressCheck ticket.

1. Tap the ExpressCheck button on your POS.

2. Tap the Guest who left without paying.



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





CityCheers Super App

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 Toast and tips update in the POS.
- The guest receives a receipt in the app and by email.

They tap. They pay. You keep moving

CityCheers Super App

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

CityCheers Super App

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

CityCheers Super App

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

CityCheers Super App

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.

CityCheers Super App

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

CityCheers Super App

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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