

Manager Functions – Aloha Quick Service

Start of Day Procedures

Check the FOH System

- Touch the **Floating Logo** screen on each terminal to display the Login screen.
- Fix any errors indicated in the message box.
- Verify the system date and the DOB match and are correct.

Clocking In

- Touch the **Floating Logo** screen
- Scan fingerprint on biometric reader. For sites not using a biometric reader, enter your POS Employee number.
- Touch your appropriate **job code**.
- Touch **Clock In**.
- Touch **Functions**.
- Touch **Exit**.

Assign a Cash Drawer

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Manage Drawers**.
- Touch the **box** representing the drawer.
- Touch **Assign**.
- Select the **Employee**.
- Touch **OK**.
- Enter the starting bank.
- Touch **OK**.
- Touch **Done**.

Shift Maintenance Procedures

Cashier Checkout

- Touch **Functions**.
- Touch **Employee Functions**.
- Touch **Check Out**.
- Manager approval is required.
- Touch **OK** (report prints).
- Touch **Exit**.

Shift Maintenance Procedures (Continued)

Reprint a Checkout

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Print Checkout**.
- Select the **employee**.
- Touch **OK**.

Paid In and Paid Out

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Manage Drawers**.
- Select the **box** representing the drawer for the terminal.
- Touch **Cash In** or **Cash Out**.
- Select **Petty Cash Account**.
- Enter the **amount of cash** received or taken.
- Touch **OK**.
- Touch **Done**.
- Paid In/Paid Out must be signed by employee and manager.

Edit Clock In/Out Time

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Edit Time**.
- Select the **employee**.
- Touch **OK**.
- Touch the **UP** and **DOWN** arrows to adjust the hours and minutes.
- Touch **OK**.
- Select **reason** for edit.
- Touch **OK**.

Edit a Break

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Edit Break**.
- Select the **employee**.
- Touch **OK**.
- Touch the **UP** and **DOWN** arrows to adjust the hours and minutes.
- Touch **OK**.

Shift Maintenance Procedures (Continued)

Delete a Clock Out

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Delete Clock Out**.
- Select the **employee**.
- Touch **OK**.

Delete a Checkout

- Employee must be clocked in to delete a checkout. (Delete clockout if employee has already clocked out)
- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Delete Checkout**.
- Select the **employee**.
- Touch **OK**.

View / Print a Report

- Touch **Functions**.
- Touch **Mgr: Checks Reports**.
- Select a report.
- Touch the **UP** and **DOWN** arrows to scroll through report.
- Touch **Print** to print the report.
- Touch **Done** to exit report.

Manage Guest Checks

Delete Items

Delete items on guest check **before** touching **Total**.

- Select the item(s) to be deleted in the guest check area and touch **Delete**.

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Manage Guest Checks (Continued)

Void Items

Void items on guest check **after** touching **Total**, before check is closed.

- Touch the item to be deleted in the guest check area and touch **Delete**.
- Manager approval is required.
- Select **Reason** and touch **OK**.
- If all items on guest check are voided and guest check has a zero-balance, touch **Close Check**.

Note: If partial payment has been applied to the guest check, and then an item needs to be voided, you will need to void the payment and all items on the guest check and touch **Close Check**. A new guest check will need to be rung up with the correct items. Total the check and apply payment(s).

Issue a Cash Refund

- Touch **Functions**.
- Touch **Mgr: Checks Reports**.
- Touch **Refund**.
- Select **refund reason**.
- Guest check is in refund mode.
- Enter items to be refunded (amount is displayed as a negative).
- Touch **Total**.
- Touch **Exact**.

End of Day Procedures

Verify Drawer Checkouts

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Manage Drawers**.
- Verify that each cash drawer is de-assigned and displays **Available**.

End of Day Procedures (Continued)

Edit Employee Time

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Edit Time**.
- Verify each employee time punch is correct. Make any corrections as needed.
- To edit time, select **employee** name and click **OK** to edit.
- Touch **UP** and **DOWN** arrows to edit hours and minutes.
- Touch **OK**.

Edit Employee Breaks

- Touch **Edit Break**.
- Verify each employee break time is correct. Make any corrections as needed.
- To edit break of employee, select **employee** and touch **OK**.
- Touch **UP** and **DOWN** arrows to edit hours and minutes.
- Touch **OK**.

Manage Passwords

Clear Others Password

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Clear Others Password**.
- Select the employee.
- Touch **OK**.

Enroll Fingerprints

Before using the Enroll Fingerprint, clear the employee's password using 'Clear Other Password' function.

- Touch **Functions**.
- Touch **Mgr: Employee Cash**.
- Touch **Enroll Fingerprint**.
- Select the employee.
- Touch **OK**.

Troubleshooting

No Power on a Terminal or Printer

- Verify the power is off by checking for illumination of any lights, and listening for any humming, or vibration.
- Verify the power switch is in the ON position.
- Verify the power cord is snug in the rear of the terminal, both sides of the terminal's power supply, and in the wall outlet.
- Check for kinks, breakage, or scarring on all power cabling.

Printers Are Not Printing

- Verify the printer is receiving power
- Ensure receipt paper is in the printer.
- If the printer has an On-Line light, ensure it is on. If not, press the On-Line button.
- Check for a paper jam by pressing the Feed button.
- Check the data cables for connectivity. Make sure they have snug connections into the back of the printer, wall plug, and com port.
- Check for kinks, breakage, or scarring on all power cabling.