

Module 2 – A Bird’s Eye View of Your Pilot POS System

Overview

This module is designed to give you an overview of the system and processes that typically take place in a hospitality business and therefore help you to place into context the detailed tasks and procedures that you will need to learn in order to get the most out of your system.

The communication and learning objectives for this module:

This module is made up of the following main sections:

- Terminology and Concepts of the Pilot POS System
- Reviewing Important Routines, Controls and Business Processes
- How Pilot POS Maximises “Front-of-House” Business
- “Back-Office” Features and Processes
- The Hardware Components of Your Pilot POS System
- Reviewing Roles and Responsibilities
- Navigating and Becoming Familiar with Your Pilot POS System.

Terminology and Concepts of the Pilot POS System

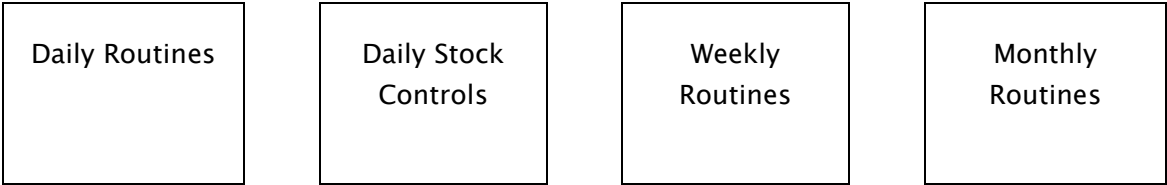
Becoming familiar with new software can sometimes be a difficult process. Not only do you need to learn interface and navigation features, but you also need to become familiar with program terminology and processing routines. However, feel confident that with the intuitive and graphical interface of your Pilot POS System and the available product documentation that this learning experience will be painless and brief. Use this list of concepts and definitions as a reminder when you may need to confirm terminology being referred to.

Concepts and Abbreviations	Definitions
Admin Cashup	This cashup is used to reconcile all transactions of a specific trading period (recommended to be done on a daily basis). Once all the individual point-of-sale terminals and waiters have been cashed off, you combine the cash and reconcile it with the Admin Cashup process. This cashup also includes a banking analysis for the purposes of tracking bank deposits.
Back Stock	Back stock can be defined as pre-portioned items that are ready to be issued to front stock and available for sale. This category can include items used to produce recipes such as groceries or items such as 340 ml cans.
Batch Purchases	Batch Purchases are similar to Daily Purchases. However, they do differ with regards to the following: <ul style="list-style-type: none"> • Batch purchases allow you to post an invoice to a period up to 60 days prior to the current date. This is handy for allocating certain expenses back to a different month for proper Income Statement reporting. • Batch purchases do NOT update your stock levels. This is due to the fact that the stock on the invoice may already be sold.
Bulk Sheet	The Bulk Sheet is used to control items that need to be portioned into items that can be sold separately. When the bulk sheet is used, portioning information is automatically transferred to the Prep sheet. The Bulk Sheet usually contains meat items and allows you to monitor various aspects of bulk stock items, such as stock levels, yield information, portion sizes and quality of product. You can also use this sheet to monitor the portioning capability of managers or whoever is portioning the bulk item.
Bulk Stock	Bulk stock can be defined as any item which is received in a bulk unit and which then needs to be portioned for use, for example heads of rump. You receive this item in kilograms, but need to portion this item into selling portions.
Bulk Variance	Bulk Variance refers to losses that may have occurred in your bulk and / or back stock items. The Pilot POS system generates a report by comparing actual stock quantities on hand to theoretical stock quantities on hand. The Bulk Variance report helps you determine whether you have a stock theft problem in these areas.
Category Setup	Category setup refers to the set up of categories used to group like or similar items in the Master File for the purposes of defining both Food Cost (Cost of Sales) groups, as well as Expense categories. These defined categories appear on the Income Statement.
Controls	The Pilot POS system uses the concept of Controls to describe and manage routines and business processes that take place on a daily, weekly and monthly basis. All control processes have a two-fold effect. The first is the actual production of useful information for management information, and the second is instilling and contributing to a disciplined environment of control.
Daily Orders	Daily Orders are used to place an order with a supplier for daily order items. Daily orders are drawn from two control sheets, the Prep Sheet and the Fruit and Veg sheet.
Daily Purchases	Daily Purchases need to be done to ensure that the system stock levels are correct and effective. When stock is purchased on a daily basis, the Pilot POS system automatically updates the relevant stock levels such as Bulk stock, Back stock and Front stock.

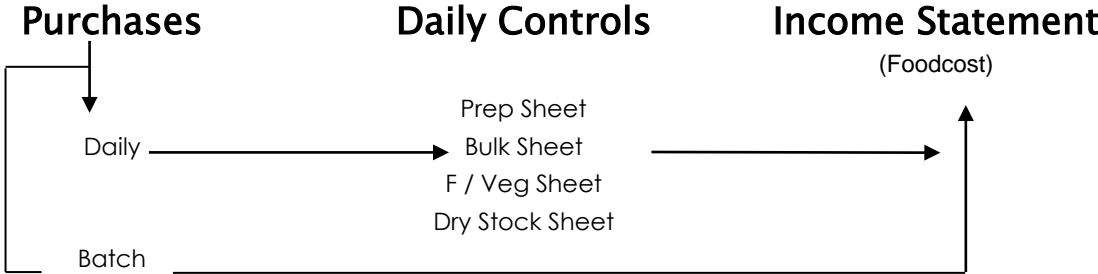
Day End Routine	The Day End routine closes off the system for the day, storing all the information captured for that day and gets the system ready for the next day. This routine must be carried out every day, and no information must be captured for the next day before this is done. You should also ensure that all the daily routines that need to be completed are finished before continuing.
Drystocks Sheet	The Drystocks sheet is used to control food-cost problem items that are not currently on any of your other daily control sheets. The purpose of the Drystocks sheet is simply to keep track of issues for these items.
Fills	When using the Prep Sheet, actual stock that has been issued and prepped for the day needs to be entered in the Fill column.
Front Stock	Front stock can be defined as items that are available for immediate use in the kitchen or bar. These items are generally controlled on your Prep sheet, or Dry Stock sheet or Fruit & Veg sheet located in the top toolbar of the Pilot Admin system.
Fruit and Veg Sheet	This sheet is mainly used to monitor the usage of the fruit and veg. It can also be used to place your daily orders.
Future Purchases	Future purchases are the same as daily purchases. However, you are only able to capture "Expense Items" and not Food Cost Items. In other words, Rent, Salaries and so on.
Income Statement	The Income Statement is possibly the most important report that you can draw from the system. It contains, at a summary level, information on all aspects of your business. These features include: nett sales, cost of sales, gross profits, total expenses and nett profits. It is vital to ensure that all information and business process that contribute to this report are captured correctly.
Master File Processes	The Master File contains all your stock items and expense items. The information of any item that you purchase needs to reside in this file, as well as any item that you prepare or manufacture on-site. You will also need to add raw material items that you want to cost into this file. The Pilot POS system treats this file as the central starting point of the system and any file maintenance needs to start here.
Order Status	The Order Status report is used to check up on what stock has been received from your suppliers. You can use this report to ensure that suppliers are not short delivering or delivering erratically.
PLU	Price of Listed Unit The PLU Items file contains all the information about items that you sell to your customers. Information from this file is reflected in sales reports as well as on customer bills so it is recommended that a specific standard of data entry is kept throughout the file.
PLU Costings	PLU Costing handles the costing of PLU items. These costings includes all the stock items (raw material items) used in producing the PLU item, and is essentially the list of ingredients or recipe for this item. This allows for cost price fluctuations of the PLU item when the prices of the raw material items fluctuate.
Prep Sheet	The Prep Sheet forms the basis of your daily stock control and contains information on all the stock movements of stock items allocated to this sheet. It provides you with valuable information such as back stock levels, opening front stock levels, issues / portioning, closing front stock levels, stock usage and stock reconciliation.
Prep Variance	The Prep Variance report accumulates daily variance information from your prep sheet and will report on these variances for a selected period. This report is useful for identifying and tracking daily losses.
Purchase Reports	Purchase Reporting is an important part of any week and month-end routine. The system allows for various reports to be extracted using a number of selection criteria, like suppliers name, invoice number, payment methods and so on.
Raw Material Costings	Raw Material costings is the actual recipe of an item on the Master file. This is used in conjunction with PLU Costings.

Reviewing Important Routines, Controls and Business Processes

Information and best-practice business process flows related to your Pilot POS System are relatively uncomplicated and can be categorised into the following four “processes”.



Admin System

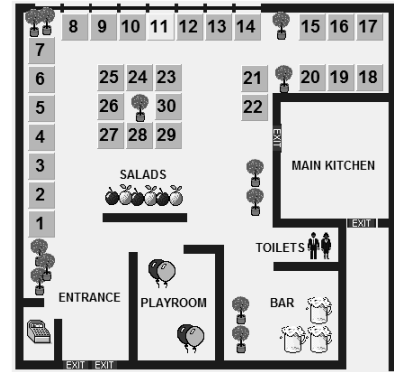


Think and Do!

How Pilot POS Maximises “Front-of-House” Business

The Pilot POS System is ideal for both franchise and independent operations and provides a management system that allows you to concentrate on providing great service to your customers. Become familiar with the following features and “processes” that your Pilot POS System can offer you so that you can maximise the functionality of the system and enable your staff and management to focus on your customers:

- Pilot POS has a customisable and intuitive screen flow.
- The touch-screen layout prompts staff through the entire ordering process – there is therefore no need for high level computer literacy.



- Information prompts per item are available to staff to ensure that appropriate menu items are ordered.
- The Pilot Table Management or Host system provides an electronic floor plan of your establishment. At a glance you can see the status of your tables, alert waiters if a customer needs attention, assign groups to tables and do table bookings.
- Tables can be found quickly through either a colour-coded layout or table numbering system
- Graphical interfaces make table management quick and easy. Transferring tables or items between waiters is uncomplicated.
- Fast Tender buttons are available to speed up transactions in a Bar / Take Away environment.
- Fast and secure voiding functionality.
- Full ingredient control matrix for Pizza outlets, and completely integrated delivery module.

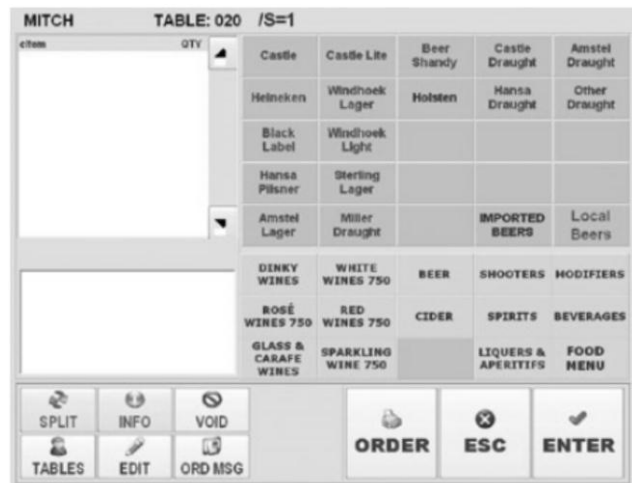
How Pilot POS Helps to Manage “Front-of-House” Business

Note how many features and processes are available to your business to help you enhance the experience of your customers:

- Reserve tables electronically – no more reservation books.
- Waiters and managers log on with a fingerprint reader or a magnetic card, giving you flexibility and unparalleled security.

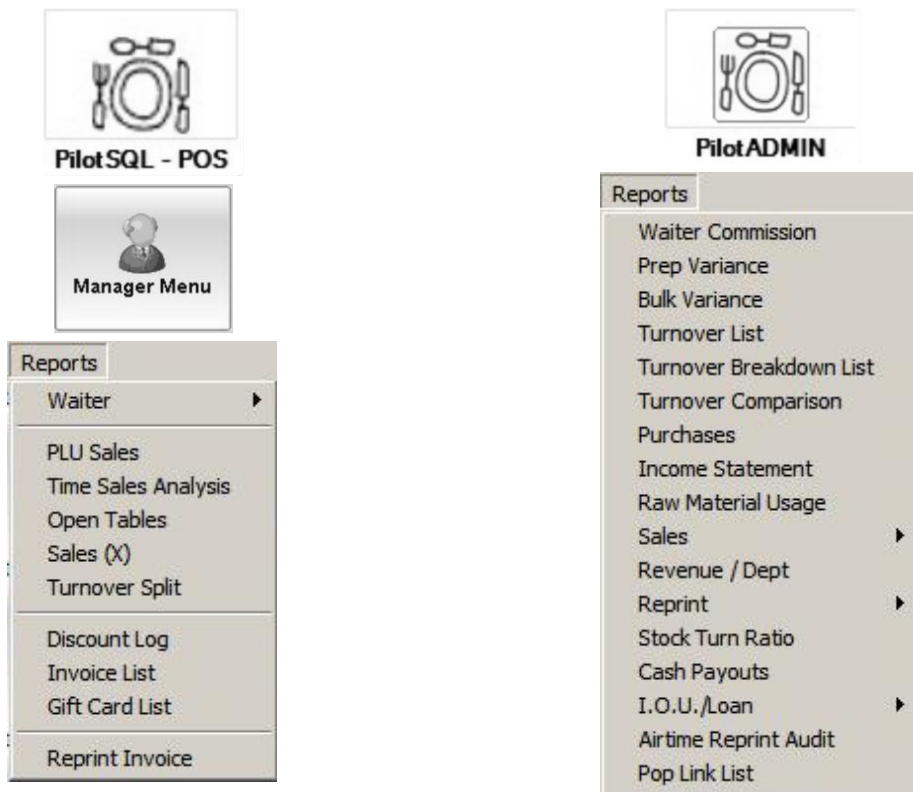


- Each station can be individually configured to optimise billing.
- Low stock and no stock warnings on menu items can save you time and prevents disappointed customers.
- User defined day and time availability for specials.
- Automated "Happy Hour" function allows for easy promotional management.
- Extensive sales performance reports are readily at hand, so you can monitor waiter performance. This allows you to manage and motivate staff to ensure sales and profitability.
- Pilot POS accommodates easy bill splitting or merging through a drag-and-drop interface. No more calculators, inaccuracies and customer embarrassment.
- Multiple destination order printing with re-routing capabilities ensures the order is received in the relevant area and never lost.
- Pilot POS allows for multiple payment types.
- Unique waiter cash-up: fast, easy and accurate.
- Decimal and p / kg quantity items handled with ease.



Reporting Functions to Maximise Business and Sales Information

- Detailed invoice history.
- Revenue report pre-lists give you a complete analysis of payment types.
- Real-time sales reports keep you up to date on the financial status of your business.



“Back-Office” Features and Processes

More than ever before, you need to keep control of profits, stock and suppliers. Take note of how additional add-on modules and the powerful back office features of Pilot POS can be an indispensable tool for keeping tight control of your resources fundamental to ensuring that you maintain healthy profit margins:

Easily Accessible Information Enhances Knowledge and Aids Decision Making

- Daily and weekly stock counts with variance reports based on actual stock usage
- Menu costing module includes gross profit reporting and targeted recommended retail pricing
- Bulk portioning with yield analysis, allowing you to accurately control portion consistency and minimise shrinkage
- Material usage reports – all recipes can be keyed in to work out material usage
- Extensive goods receivable reports
- Input and output VAT reports
- A theoretical cost of sales report facilitating planning and budgeting

CAT	NAME	COST (%)	BUDGET %	VAR.	OPEN	CLOSE	PURCHASES	CODE	C/CMT
br	Bread & Rolls	0.81	.7	694	242.84	1579.60	6231.7	D	FOOD
bc	Butter & Cheese	1.32	1	1949	2820.69	3345.49	8488.86	D	FOOD
ce	Chicken	3.47	3.6	-760	1589.78	2173.59	21477.8	D	FOOD
ch	Chips	2.14	2.2	-348	1507.61	1241.68	12618.62	D	FOOD
da	Dairy	0.76	.7	2170	136.88	240.82	4580.82	D	FOOD
ds	Desserts	0.61							
fi	Fish	0.78							
ve	Fruit & Veg	1.32							
gr	Groceries	2.54							
me	Meat	7.21							
mi	Ice Cream	0.61							
ms	Mushrooms	0.52							
oi	Oil	1.32							
pa	Packaging	1.53							
rr	Ribs	2.09							
sr	Retail Sauce & Spice	0.08							
lp	Premade Sauces	0.72							

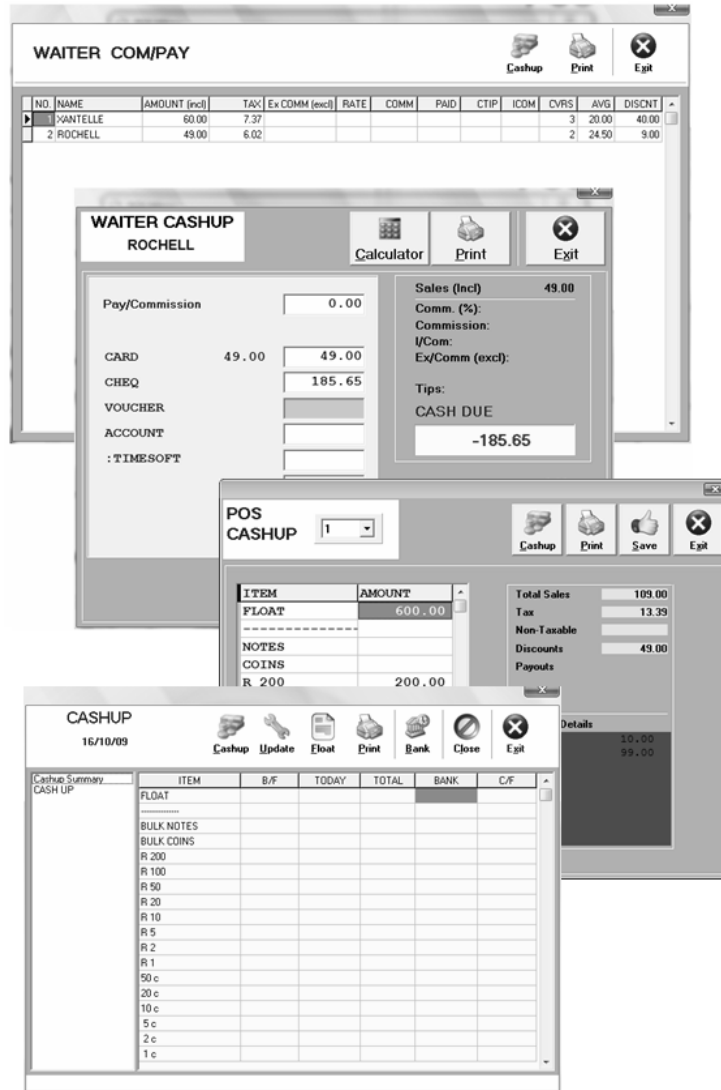
CAT	NAME	COMPUTER	ACTUAL	VARIANCE	VALUE
be	ceres sparkling apple (275ml)	24	0	-24	-81.6
be	ceres sparkling r/grape (275ml)	24	0	-24	-81.6
be	ceres sparkling w/grape (275ml)	24	0	-24	-81.6
be	coke (200ml)	24	0	-24	-79.92
be	coke (340ml)	24	0	-24	-88.56
be	coke light (340ml)	24	0	-24	-88.56
be	coke lite (200ml)	24	0	-24	-79.92

- Re-ordering to par-levels generated with price checking
- Actual cost of sales report, including budgetary control. This is expandable to a complete Profit & Loss statement
- Multi revenue centre sales reporting
- Easy to use Weekly Order generation report
- Orders can be either faxed or e-mailed to suppliers
- Stock order and delivery status reporting
- Accounts payable reporting.

B/STOCK	PURC	ITEM	F/OPEN	ESTIMATE	FILL	TOTAL
		330ml-coke	2			
		330ml-coke lite				
		330ml-coke zero				
		330ml-creme soda				
		330ml-lanta grape				
		330ml-lanta orange				
		330ml-lu				
		330ml-gra				
		330ml-le				
		330m				
		330ml-s				
		330ml				
		500cr				
		500ml+				
		500ml-c				
		500ml-fa				

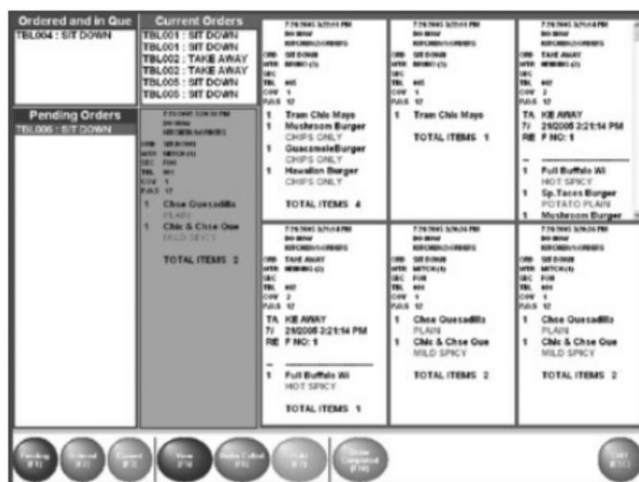
NAME	CAT	STOCK	UNIT	ORDER	SUPPLIER	PACK
I radish (bunch)	ve		BUNCH		acs catering	
naartjie (kg)	ve		KG		ahrox	
sweet potatoes (kg)	ve		KG		abi postmix orders	
brown jumbo bread	br		LOAF		acs catering	
cocktail rolls - brown	br		EACH		aylesbury	
vavater	lb				basset ice cream	
spirale (kg)	ve		KG		blue marine	
tomato sauce spur (bottle)	gr		BOTTLE		brilliant sighm	
cocktail gherkins (kg)	ve		KG			
tyers cove pin noir	lv		750ML			
ice cream - tub	mi		LT		basset ice cream	
white jumbo bread	br		LOAF			
brown sliced bread	br		LOAF		sasko bakery	
white sliced bread	br		LOAF		sasko bakery	
cocktail rolls	br		EACH		sasko bakery	
brown bread	br		LOAF		sasko bakery	
lettuce (head)	ga		HEAD		camaras	
english cucumber (each)	ve		EACH		camaras	

- Customisable cash-up with banking analysis
- Cost of sale reports per cost centre or consolidated
- Extensive product sales reporting
- Sales and turnover comparative reporting
- Extensive waitron sales and incentive reporting
- Detailed suppliers listing
- Daily cash and banking control reports.



Kitchen Display System Enhances Communication

The Kitchen Display System facilitates better communication of food orders, cutting down on paperwork or vocal communication and speeding up food delivery.



Debtors Module Helps to Limit Liabilities

The Pilot POS Debtors module provides for an unlimited number of debtors (with preset credit limits), journal entries, and statements with age analysis.

Even if accounts aren’t your strong point, Pilot POS’s user-friendly entry procedures and processes make it easier than ever before.

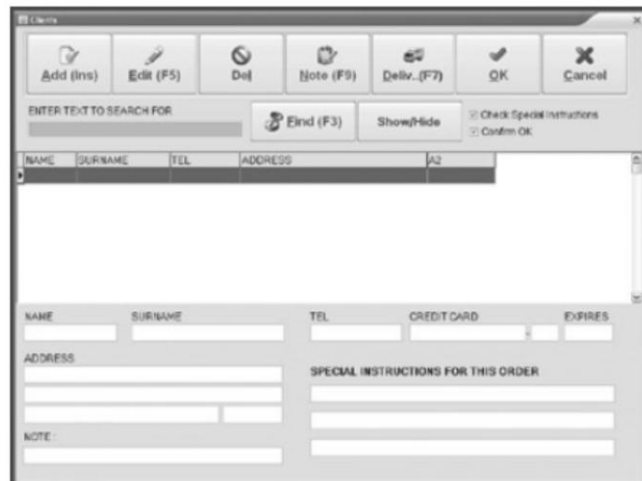
Delivery Module Facilitates “World Class Service”

Your customers know your business, but do you know your customers and what they are expecting?

Our delivery module allows for fast lookup of your client base when they place a delivery order, and can be used to track the order until it is collected or delivered.

A database with order history reporting is an extremely valuable asset that allows you to identify your customer’s needs and market your business effectively. This information can be further used to follow trends and eating habits to allow for better operational planning.

By increasing your knowledge of your customers, and maintaining contact with them, you ensure you are ahead of their needs.



Integration Options to Increase Service

- Pilot Rewards in conjunction with Maxiclub is a provider of a full-service customer loyalty programme that can be easily and efficiently implemented.



Flexible Transaction Management to Maximise Sales and Service

- Barcode reading and printing capability. Effortlessly handles a hybrid hospitality / retail operation.
- Pilot POS accommodates multiple operating modes, such as Delivery, Express Take-Out and Sit Down or Bar.

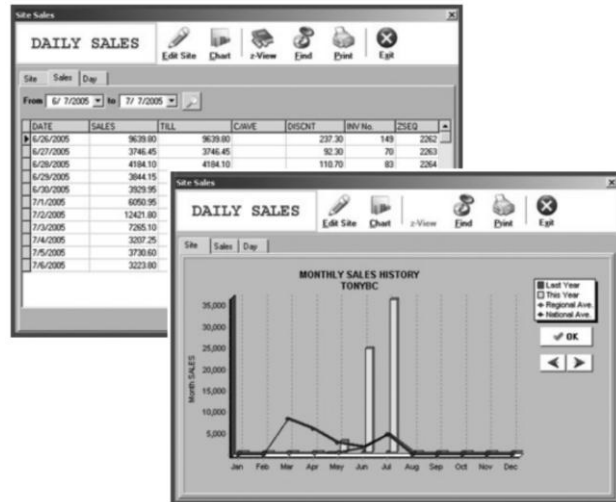
Additional Programs and Add-On Modules to Enhance Business

Pilot Software has a range of additional programs and add-on applications that can be used to enhance more complex and challenging aspects of your business.

ROSS (Remote Office Site System)

This is an ideal enterprise wide solution for multiple outlet operations, as it allows for daily uploads of selected information to a central reporting head office. No more faxing of daily or weekly reports! Head office receives extensive reporting and comparative graphics to facilitate financial control and make sales analysis quick and easy. Menu or price changes can be executed remotely at the press of a button.

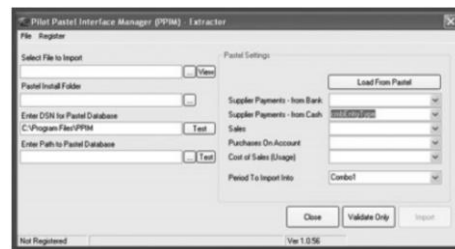
ROSS provides an extremely secure method to 'lock down' stores, ensuring all data and other intellectual property are standardised throughout regions. Flexibility is still retained to a large degree at a store level, ensuring that Pilot POS and Administration is as effective for the individual store operator.



PPIM (Pilot Pastel Interface Manager)

Pilot Pastel Interface Manager (PPIM) allows for automated transfer of financial, inventory and sales information from Pilot POS to Pastel Accounting, at either a store, head office or bookkeeper level. PPIM delivers detailed information to Pastel, per financial period, including:

- Sales - consolidated daily, with VAT split
- Purchases - split between stock and expenses, with corresponding line item, creditor control or bank control detail
- Usage (direct costs) - Split per category



By using PPIM, bookkeepers are no longer required to:

- Duplicate GRN (purchase invoice) and expense information within Pastel
- Maintain GRN line item detail
- Maintain usage detail by category and product.

Using the Pilot SMS Module to Modernise Operations

Pilot Software have developed an SMS module, which offers the following features and benefits:

- SMS Bookings
- SMS confirmation can be sent to clients with Date, Time, Name, Cell, and number of guests.
- If clients respond to your SMS, you can retrieve replies as well!
- You can automatically SMS promotions to your Bookings database, or your Delivery database.
- SMS templates can be saved and messages can be personalised with client information.

Note ADSL or another permanent internet connection is required for immediate sending.



Web Support...

Log into Pilot's systems via the internet. Open a support call, check on the status of repairs, or view your account statement.

Absolutely FREE, and only from Pilot.



The Hardware Components of Your Pilot POS System

Your Pilot POS system is made up of a number of hardware and software components. It is important to understand the elements, features and benefits that are applicable to your particular working environment so that you know who to delegate problems and escalate issues to.

Typical hardware components of a Pilot POS System

- Work Stations
- Back office PC's
- Monitors
- Swipe Card Reader
- Barcode scanner
- Barcode label printer
- Touch Screens
- Pole displays
- Bill Printer – Thermal printer
- Order Printer – Dot Matrix printer
- Modem
- Uninterrupted Power Supply
- Cash Drawer



Navigating and Becoming Familiar with Your Pilot POS System

Getting used to navigating and moving through your Pilot POS System is easy. The terminology, buttons and tabs of the program have a simple visual interface and are designed to be intuitive. Once you begin to recognise buttons, tools and terminology, you will be able to open the screens you want to work on with a couple of mouse clicks or keyboard strokes. The following sections introduce the basic elements and concepts of the Pilot POS System.

Starting Your Pilot POS System

Once your Pilot POS System has been set up and all system defaults have been put in place for your business, there are programs, functions and tools that you will need to become familiar with.

Use the following procedure to start Pilot POS and access the different modules:



Starting, logging onto and using the Pilot POS Admin Program

Use the following procedure to start Pilot POS Admin and explore and navigate the program:

1. From the Desktop, locate and click on the Pilot Admin menu option:



2. Once you have entered your allocated password, or confirmed access using a finger print, the Admin desktop will be displayed.



Important Do not switch off your machine without closing or exiting all programs correctly as this can cause document and database corruptions that are often difficult to rectify.

Program Components That Make Up the Pilot POS System

Your Pilot POS System is made up of the following elements or program components:



PilotADMIN

The Admin application, or program, is the “heart and soul” of your Pilot POS System. It is this part of the program that helps you to manage and maintain the integrity of information related to your business such as:

- Monitoring costing and control of prices of stock items listed units
- Managing master stock files which contain information about your stock and expense items
- Managing and maintaining bulk and prep sheets
- Access and implement daily controls
- Manage information relating to suppliers and purchases
- Accurate stock control functions
- Staff and waiter details and information
- Information of clients that you normally deliver to
- Accessing and sending mail via the Mail Manager
- Controlling user access
- Reports
- System setup and configuration parameters.



TouchDesignSQL

This program allows you to customise and maintain the Point-of-Sale interface so that you can create the look and feel that your business requires.



PilotSQL - POS

This module of the Pilot POS System is what employees, supervisors and managers use to open, transact and conclude business.

Navigating the Pilot Admin Program

If you have worked in a business environment where you need to login to systems or a database, understanding how to login to Pilot Admin will be a natural process. If you have not experienced this type of work process before, the procedure is intuitive and quick.

The Pilot Admin menu options

You can use the Admin menu options to access the functions or processes that you need to perform. Click on each menu option and start familiarising yourself with the tasks and functions that are available:

Files Controls Purchases Stock Reports Costing Setup Help

The Files menu

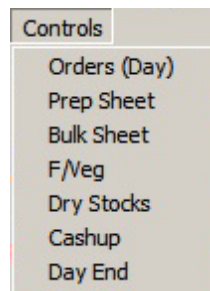


Use the File menu to maintain and manage the information on your system.

Good information is an important part of maintaining an administrative system that can offer you reporting that is accurate and does not contain obsolete or unnecessary information.

Refer to the training material developed for Site Operators (Module 5 – Using the Admin System to Manage Information) to view the specific tasks and routines that are required to add, edit and manage the files on your system.

The Controls menu



Use the Controls menu option to access functionality and routines that will be used on a day to day basis.

It is essential that these routines are completed correctly for daily reporting to be accurate. If these controls are used correctly, the system provides you with a powerful set of reports from which you can run your business.

Refer to Module 4 – The Pilot POS System for Supervisors and Managers for more detailed information about working with Controls.

The Purchases Menu

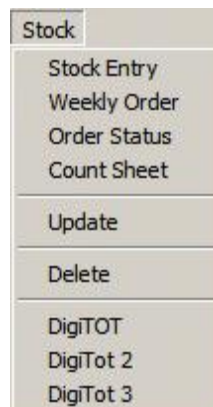


The Purchases menu option allows you to use tools and records to track all incoming stock and expenses of your business.

Any item that is purchased by your restaurant needs to be captured on a daily basis in order to ensure that the reporting information on your system is up to date and accurate.

Refer to Modules 8 and 9 for more detailed information.

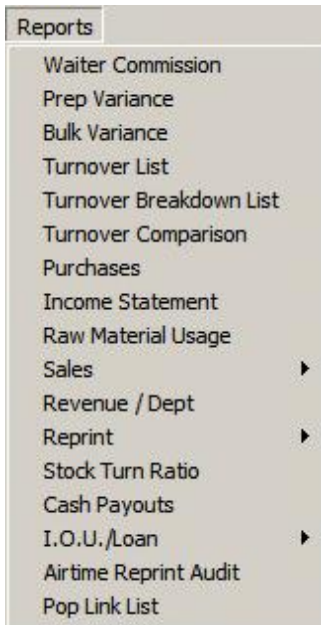
The Stock Menu



Use this menu option to manage your stock on a daily and weekly basis.

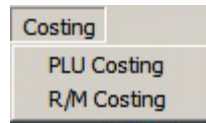
Refer to Modules 8 and 9 for more detailed information.

The Reports Menu



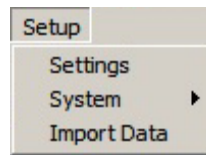
Reporting forms a vital part in the management of your restaurant. The Reports menu option offers you excellent information summaries for a wide range of aspects within your business. Refer to Module 10 – Working with Reports for more information.

The Costing Menu



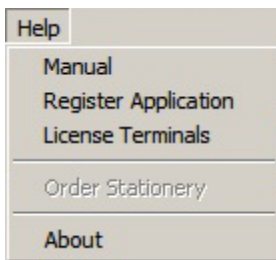
The Costing menu option provides an additional control tool for your business by allowing you to compare actual stock usage figures with theoretical stock usage figures. Refer to Modules 8 and 9 for more detailed information.

The Setup Menu



Use this menu option to manage system parameters. **Important** Do not make changes without qualified Pilot support as changes may affect the way in which the system performs.

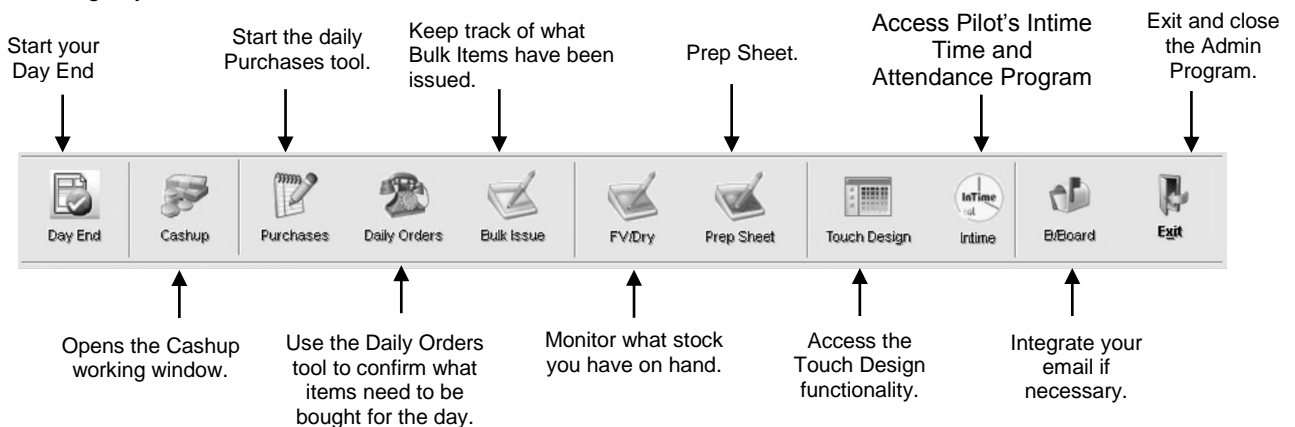
The Help Menu



Use the Help menu option for administrative and licensing processes.

The Pilot POS Admin Toolbar

The toolbar gives you quick access to the main program functionality that you are most likely to use in a normal working day.



Navigating the Pilot Touch Design Program

The Pilot Touch Design program allows you to design menu options and controls how the POS screen touch buttons are linked to their relevant departments and PLU items. When you are designing and editing touch buttons you must be sure of where you want to link the button to and what stock they represent. The program also allows you to design table layouts that can represent the layout of the restaurant on the POS Touch screens.



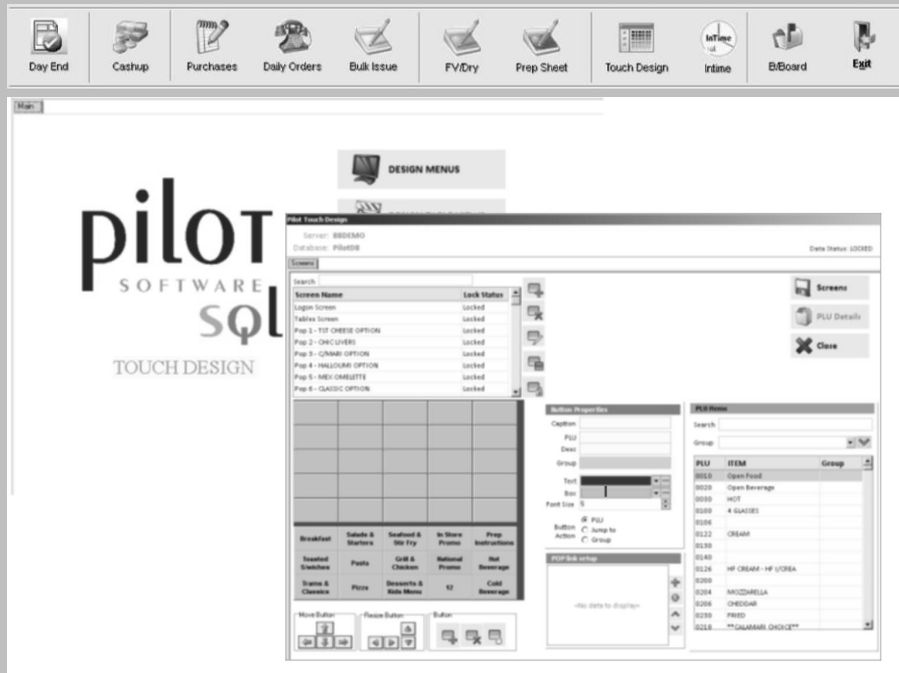
Starting, logging onto and using the Pilot Touch Design Program

Use the following procedure to start the Pilot Touch Design program:

1. From the Desktop, locate and click on the Pilot Admin menu option:
2. From the top toolbar, click on the Touch Design button.



3. Enter your management code, or confirm access using a finger print, to start the program.
The Touch Design screen will be displayed.



Note Detailed tasks and procedures for using the Touch Design program are covered in detail in Module 7 – Using Touch Design to Customise the Look and Feel of Your System.

Designing Menus



4. Click on the Design Menu button to edit and add new items to your Pilot POS System.
5. Click on the Screens button, and select the “Recreate workfiles from live screen files menu option.
6. Confirm that you want to work with the Live file. The Screen Editor and Touch Design working window will be displayed.
7. Click on Exit to navigate and explore the Design Tables option.

The Screen Editor is a tool which displays the screen that you are working on and allows you to select different screens and buttons for editing. It enables you to change labels for buttons and the links associated with the buttons.

Note Refer to Module 7 – Using Touch Design to Customise the Look and Feel of Your System for detailed tasks and procedures on how to use the Pilot POS Touch Design program.

Design Table Views

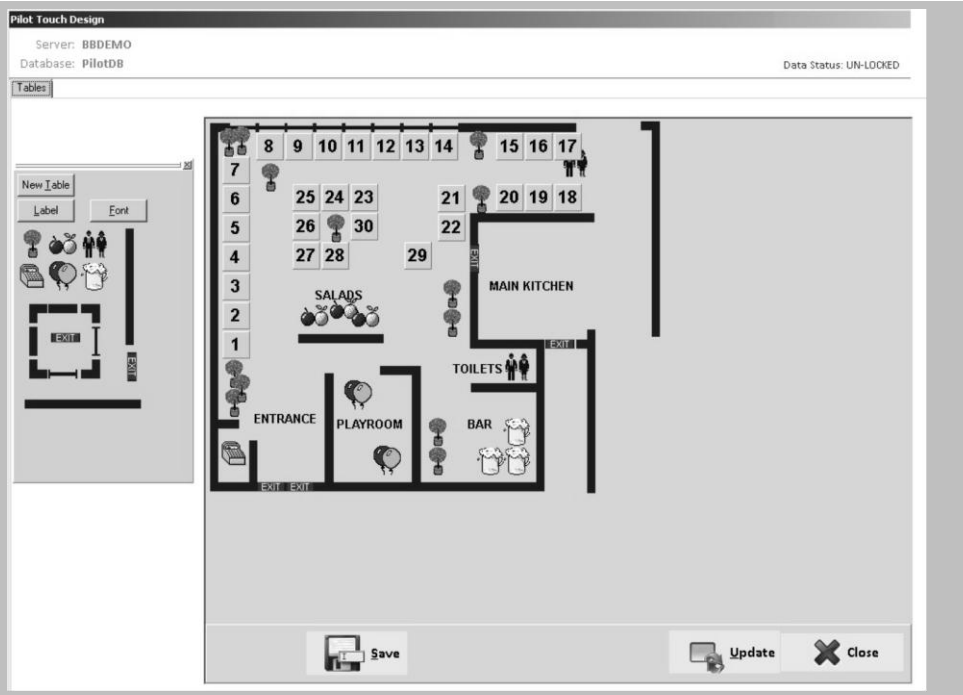


8. Click on the Design Table Views button to edit and add preferred table shapes to the Pilot POS System.
9. The Screen Editor and Touch Design working window will be displayed.

Designing the Floor Layout



10. Click on the Design Floor Layout button to edit and design the layout of your restaurant floor.
11. The Screen Editor and Touch Design working window will be displayed.



Note Refer to Module 7 – Using Touch Design to Customise the Look and Feel of Your System for detailed tasks and procedures on how to use the Pilot POS Touch Design program.

Navigating the Pilot Touch POS Program



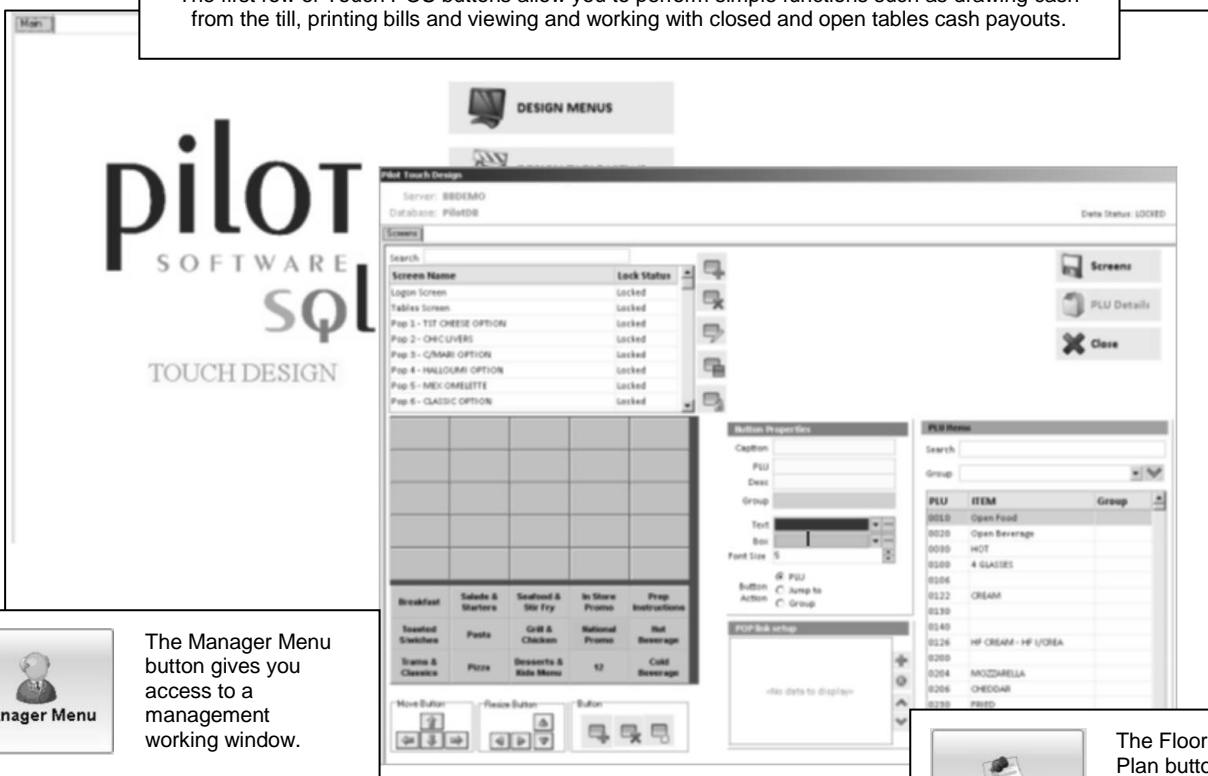
Starting, logging onto and using the Pilot Touch POS Program

When you open the Pilot Touch POS program, the worktop gives you quick and easy access to billing and program options. Use the following procedure to start the Pilot Touch POS program:

1. From the Desktop, locate and click on the Pilot SQL – POS menu option:



The first row of Touch POS buttons allow you to perform simple functions such as drawing cash from the till, printing bills and viewing and working with closed and open tables cash payouts.



The Manager Menu button gives you access to a management working window.



The Floor Plan button gives you access to the hosting function.





Understanding the Features and Functions of the Touch POS Program

The Pilot Touch POS program has a wide range of features and functions that can be accessed through the Touch program. Use the following steps to review the Touch POS functionality:

1. From the Desktop, locate and click on the Pilot Touch Design SQL menu option:



2. Click on the Manager Menu button and enter your login password.



3. The POS Menu window will be displayed.
4. Click on each button to view the functionality that Touch POS makes available.

The Waiter Cashup control allows you to run a "pouch system" for staff members. Each staff member needs to reconcile money received against their sales and commission earned for the shift.

The POS Cashup function is typically used for bar station or cash desk type situations.

Cash payouts are used to track cash payments made from a till to suppliers. A slip is printed for each cash payout and can be attached to the invoice. Cash payouts are included for reconciliation purposes.

Use the IOU / Loan function to keep track of monies loaned to staff members.



The Stock (POS) function gives a quick display of available stock for a specific POS terminal, for example a bar.

Use the Open Tables option to get a quick overview of open tables, which waiters are assigned to them and order details for

If you are running Pastel Accounting you can pay into a client's account from the POS station.

The Sales (X) function displays an "X report which will show you all Station and Bill totals.

The Pilot Touch POS menu options

You can use the Admin menu options to access the functions or processes that you need to perform. Click on each menu option and start familiarising yourself with the tasks and functions that are available:

Files **C**ontrols **R**eports **S**etup **H**elp

The File menu



Use the File menu to access and manage information related to staff, PLU items and suppliers.

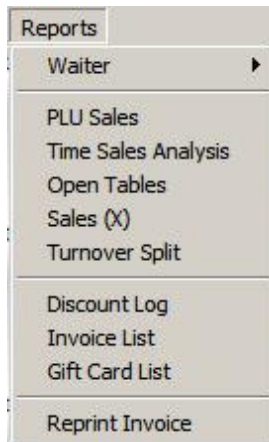
You can also access functionality that manages client delivery information for you.

The Controls menu



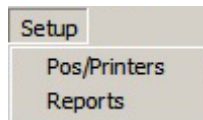
The Controls menu option allows you to access business controls and processes so that you can manage your business from any Touch POS station.

The Reports Menu



Use the Reports menu option to give you instant access to important information about the transactions that are taking place in your business.

The Setup Menu



Use the Setup menu to set up or change workstations and print destinations.