“POS UX” Key changes

Business Processes – Operations
February 2026

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Overview

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OVERVIEW

What is POS UX?

Is the new version of POS, which includes:

- A **new**, modern system **interface**.
- **User friendly**, very intuitive & easy to use.
- Great system **perfomance** & **faster**.
- **Actions** & **buttons** that improve the end-user experience.
- **POSMOB** fully integrated (*Hotels using “POS Mobility” devices).

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Accessing POS UX

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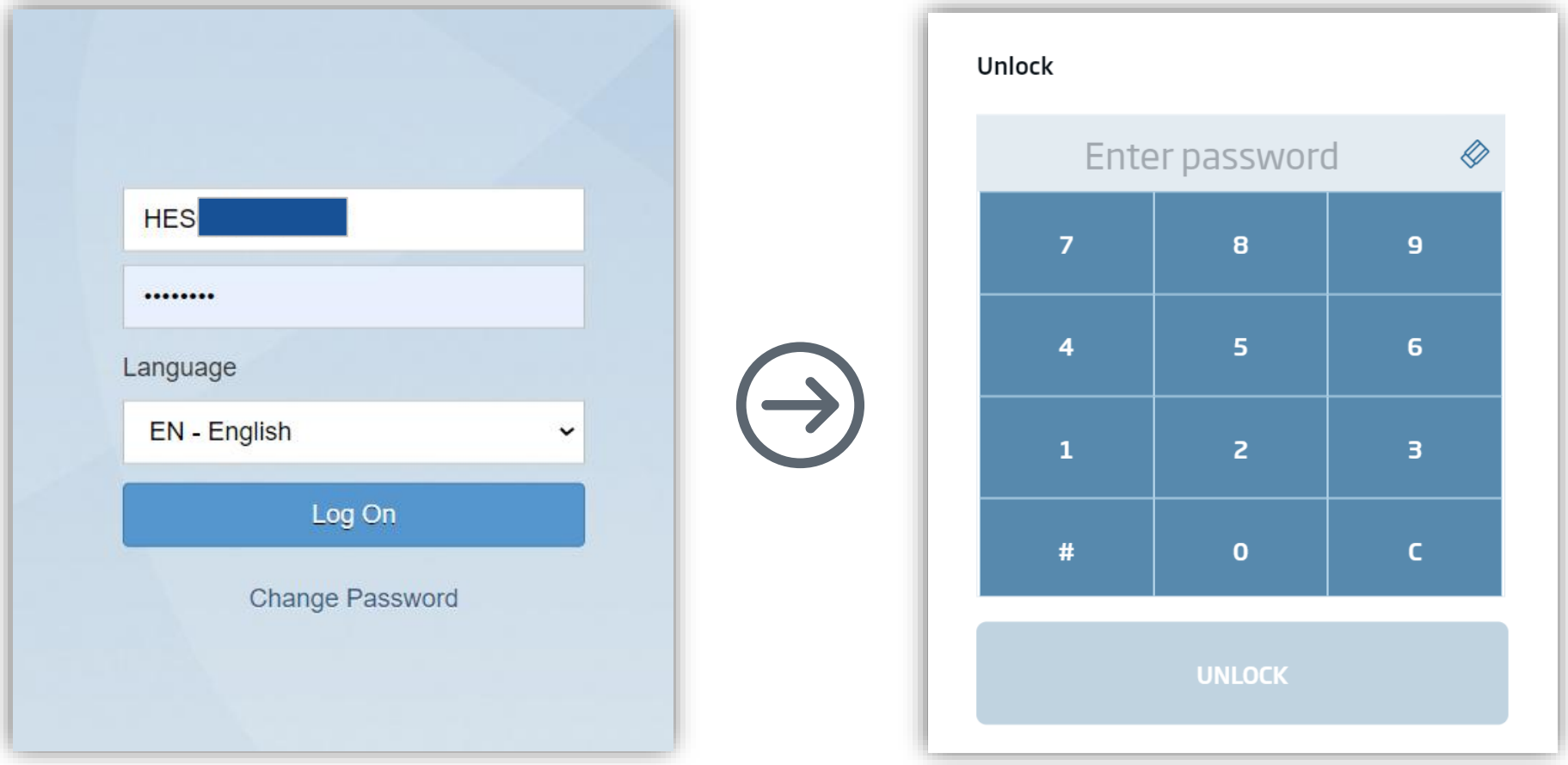
Accessing POS UX

Everytime you enter in POS, firstly you will need to type the **SAP Generic User** + password and your **POS employee code** to identify yourself.



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Main screen

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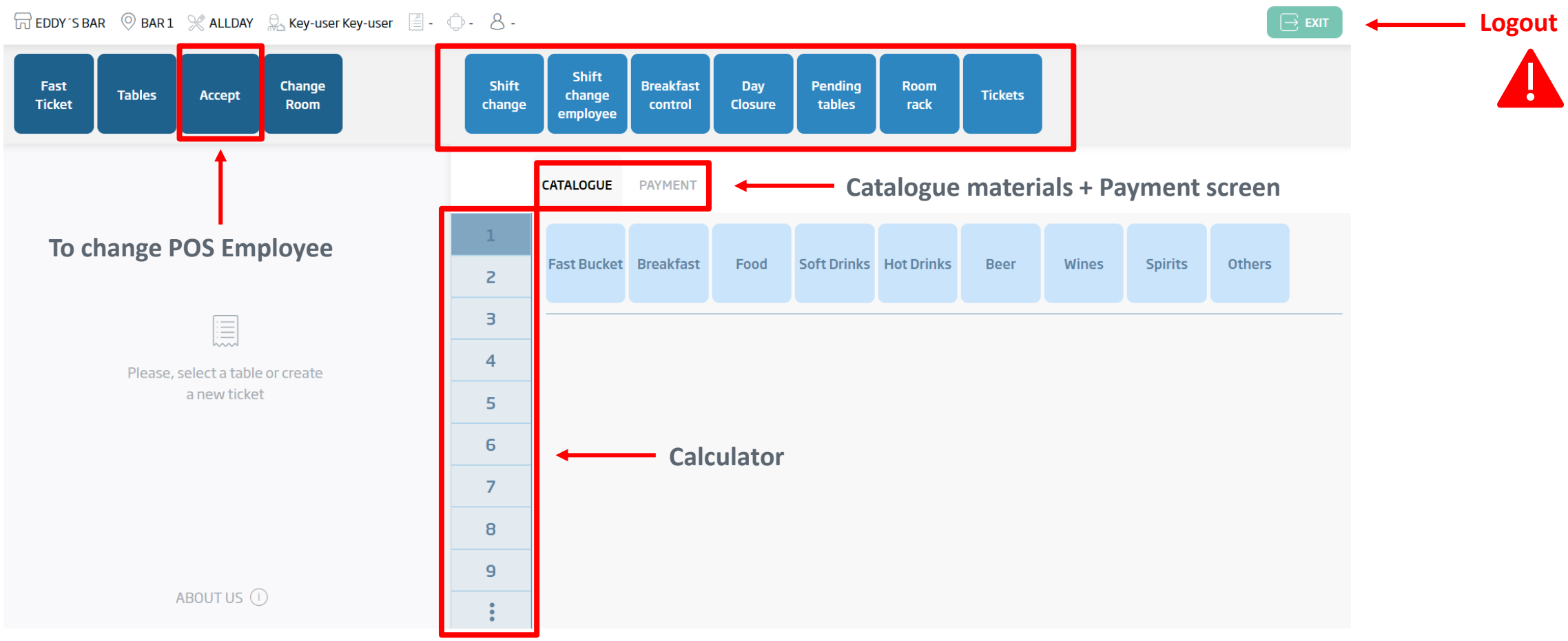
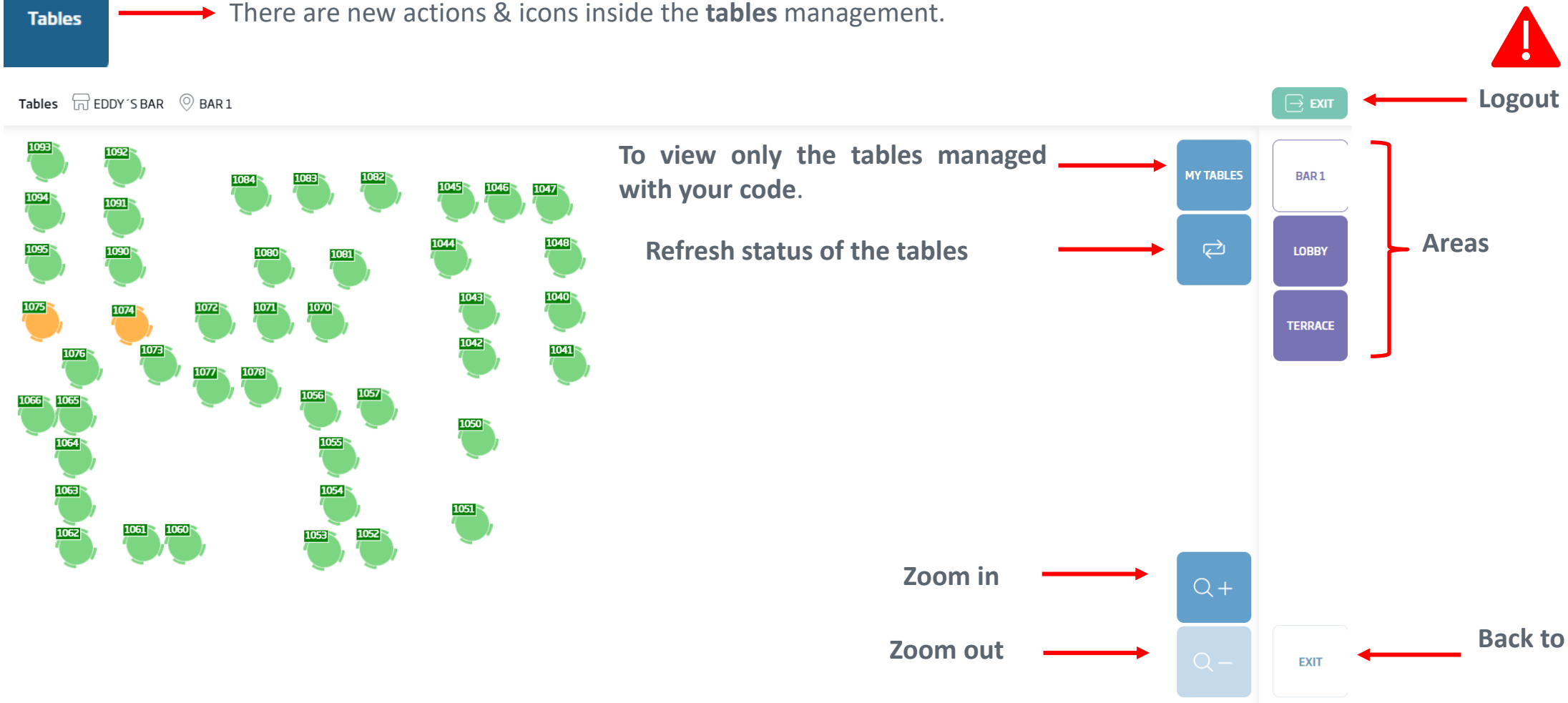
Main screen

New position of the buttons, now at the top: Shift, Breakfast control, Day closing, Pending tables, Room rack and Tickets.



Main screen-Tables

Tables → There are new actions & icons inside the **tables** management.



Main screen- Room Rack

Room rack

To check the status of the in house guests, you have to use the "**Room Rack**" button. You have also some filters to check more details about the room & reservation.

Room Rack List

Showing 147 results

Enter a value

You can **search** by name or numbers.

ROOM	RESERVATION #	CHECK-IN DATE	COMMERCIAL CUSTOMER	PAX #	STATU...
101	0124660987	10/11/2023	KNOBEL, MICHAELBERTRAM		
102	0124660989	10/11/2023	NEYRA PEREYRA, MARIA AL...		
103	0124936242	12/11/2023	JUNGEN, MARTIN WOLFGANG	2	
103	0124855104	18/11/2023	JORDAN, NICOLAS	1	
104	0114379327	15/11/2023	NUGO, LUCA	1	
107	0115275596	16/11/2023	HOLLWEG,, THOMAS	1	
108	0119633770	10/11/2023	DIERBACH, JOHAN PETER	2	
109	0124661008	11/11/2023	NOSWORTHY, JOHN RICHARD	1	

Check-in
Check-out
Confirm Reset

Status filter (Check-in Check-out)

In house guest.

Guest who checked out today.

Reservation details (VIP, TMS remarks & actions, type of room, dates etc)

EXIT

Room details

Hotel	Reservation number	Room	Room type	Check-in / Check-out
ESMA.VILPA	0124855104	103	Junior Suite Room	18/11/2023 / 25/11/2023

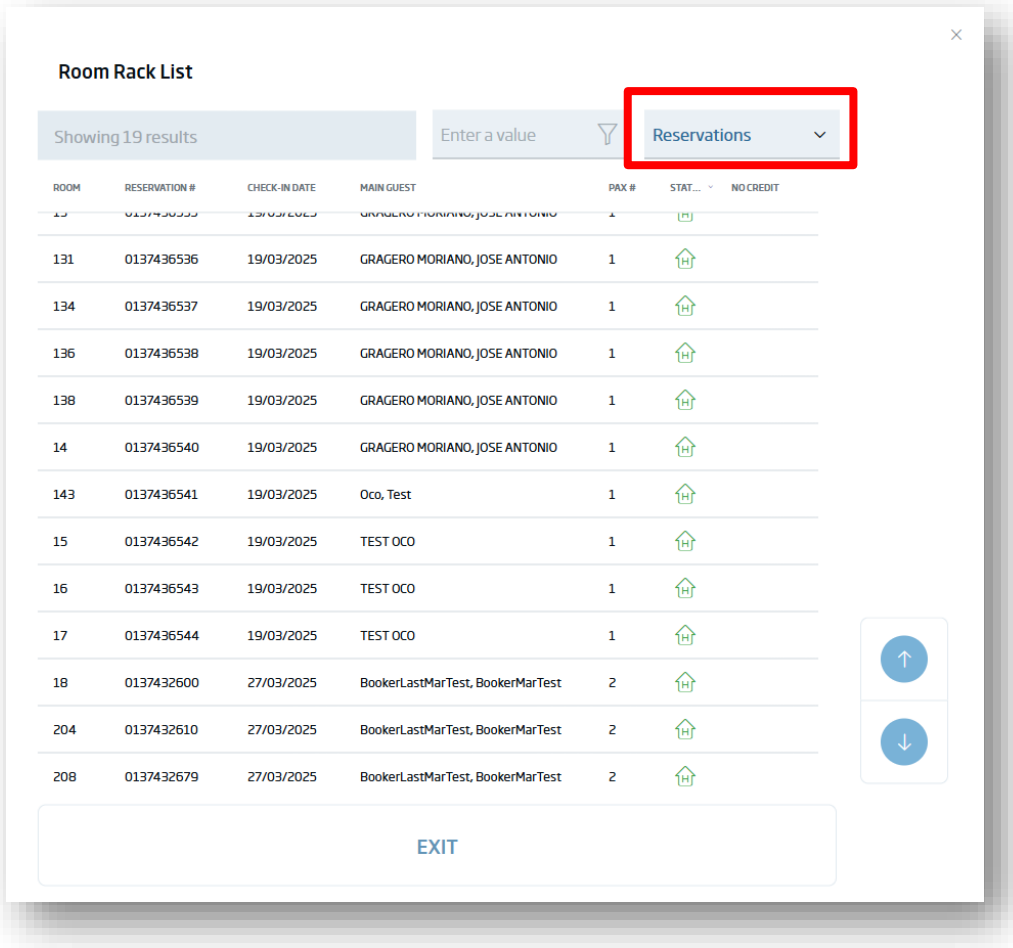
Guests

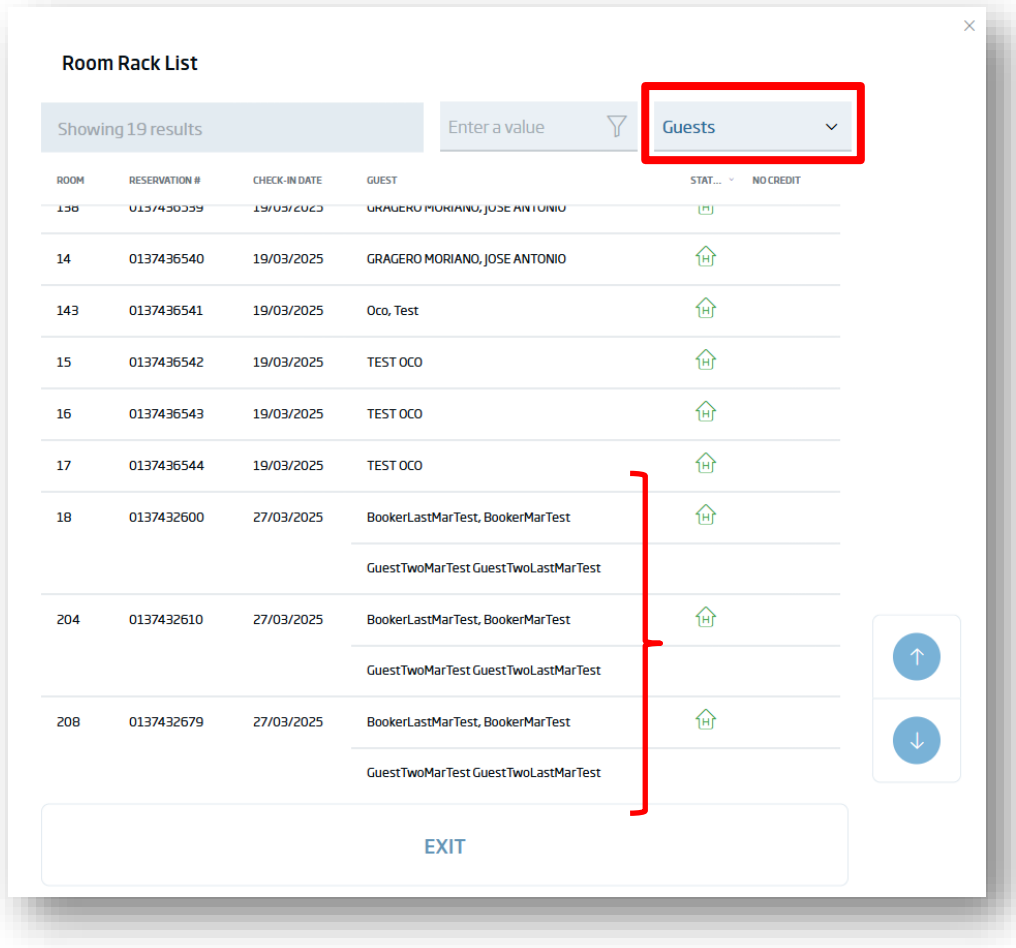
GUEST NAME	MP	TYPE	VIP	NACIONALITY	REMARKS
JORDAN, NICOLAS	BB	AD	☆	CH	

EXIT

Main screen- Room Rack

In the "**Room Rack List**", you can now filter by **Reservations** (main guest) or by **Guests** (you will be able to see all guests staying in that room):

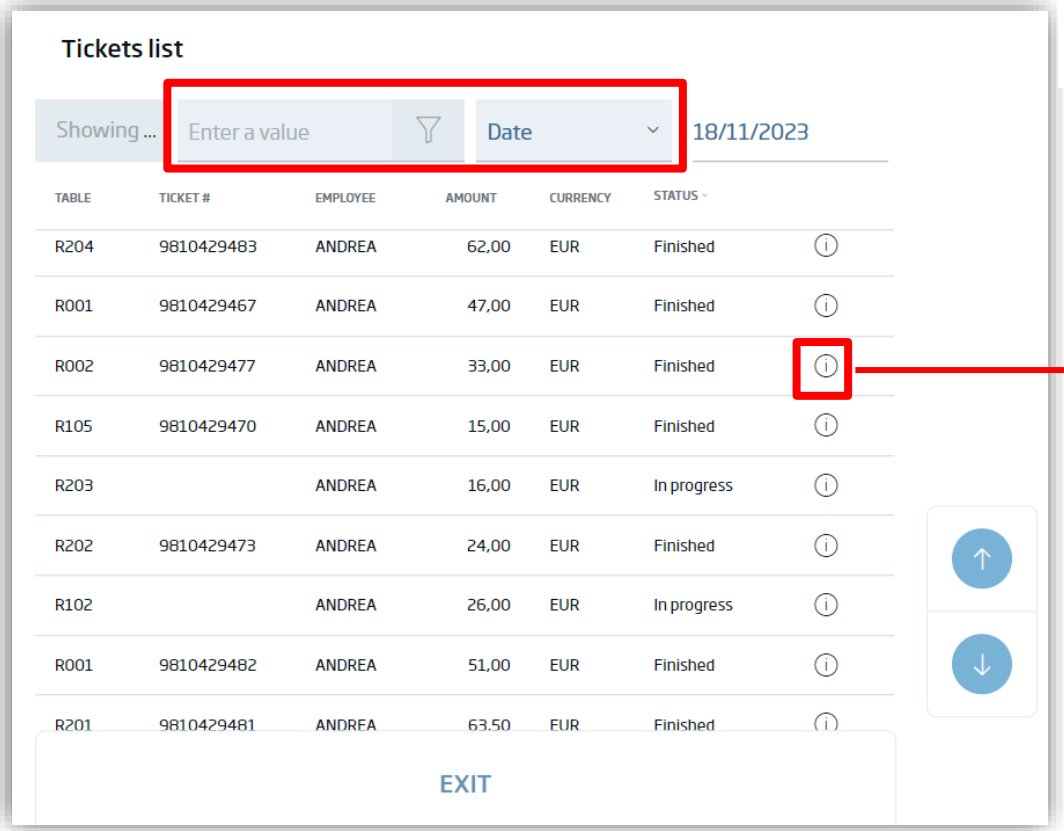




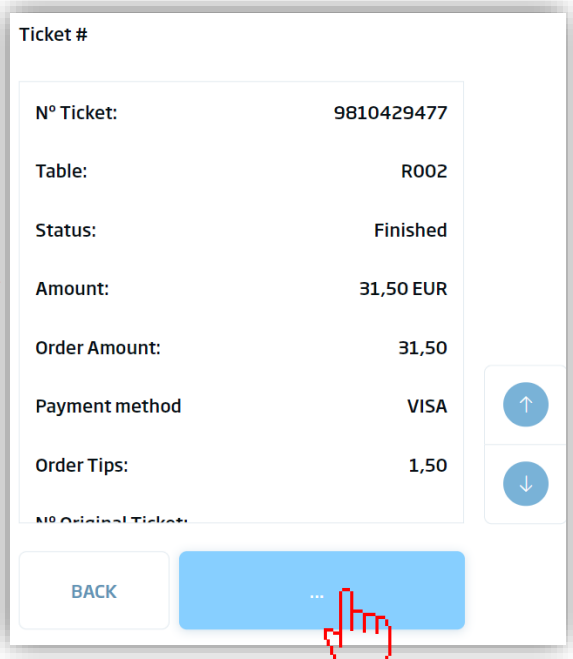
Main screen- Tickets

Tickets

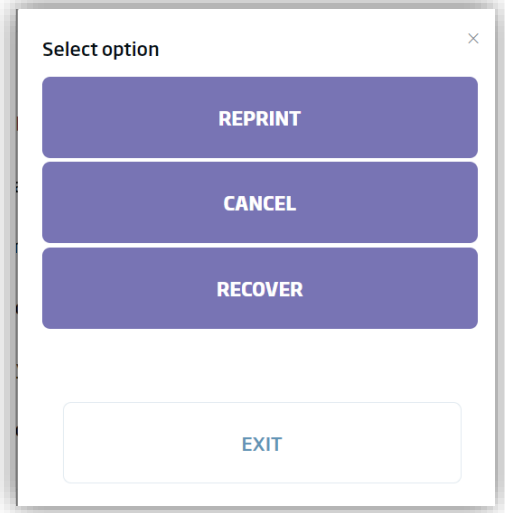
Now all the tickets are managed only through 1 button called "**Tickets**". You can use the filter to search for a value (ticket number, dates, amounts, table, current closure…).



To view all the ticket information.



Clicking on the ellipsis button will give you the option to **Reprint**, **Cancel** or **Recover** ticket.



Only F&B managers/level 6 can cancel a ticket for a past date.

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Breakfast Control

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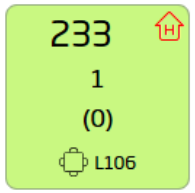
Breakfast control

Breakfast control

Using the "**Breakfast control**" button you will be able to manage every morning breakfast service with ease and with important information that will help you.

Refresh status

You can **type & search** directly the room number.



Rooms that have **checked out** will appear with a red house symbol.

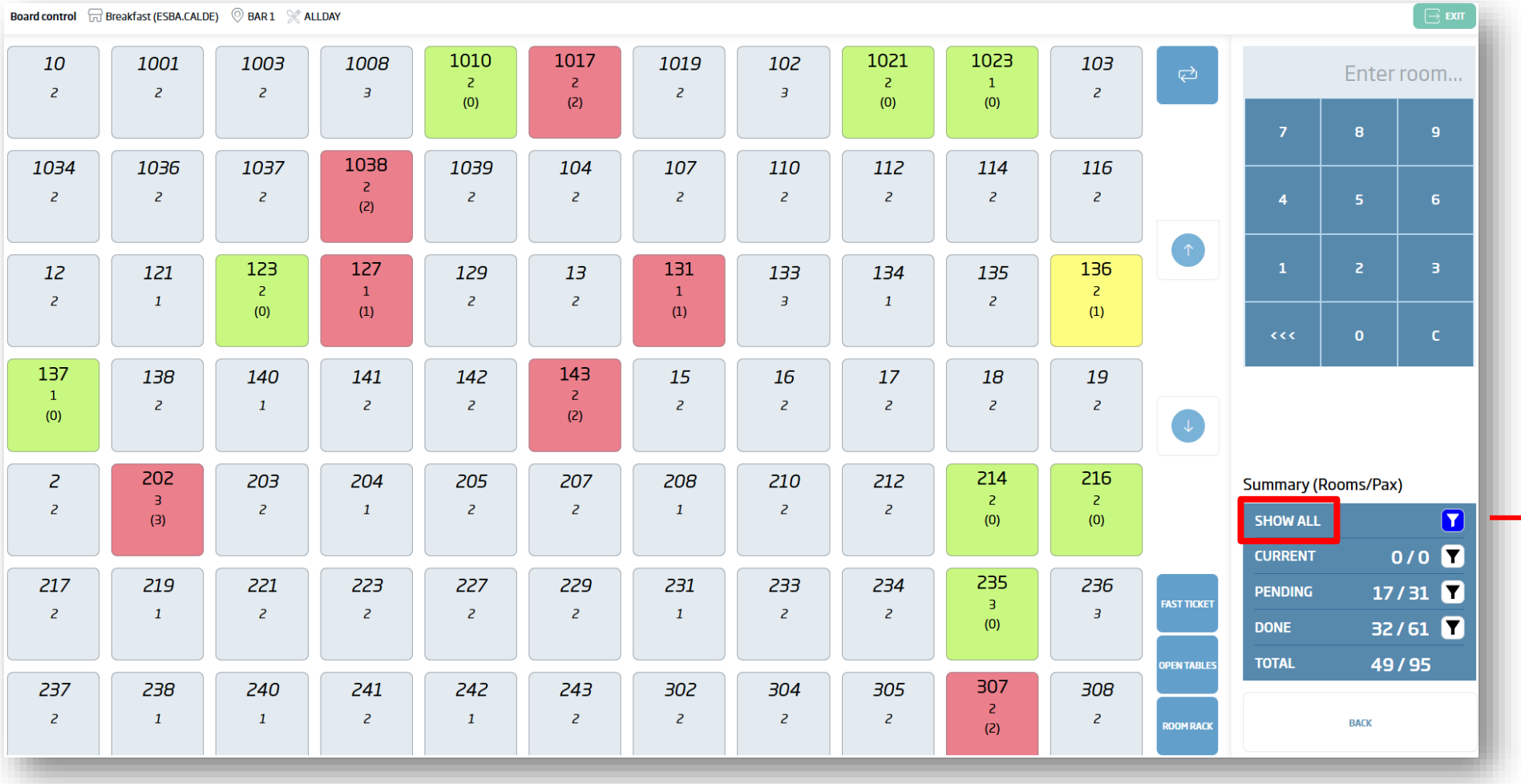
Summary & filters to view all the rooms (also the ones in RO), current ones (rooms with table assigned), the pending Rooms/Pax (green or yellow color), consumed ones (red color) and Total.

Fast ticket: directly opens one, no need to go back to the main menu.
Open tables: navigates directly to table's layout to manage it.

Room Rack button for direct navigation

Breakfast control

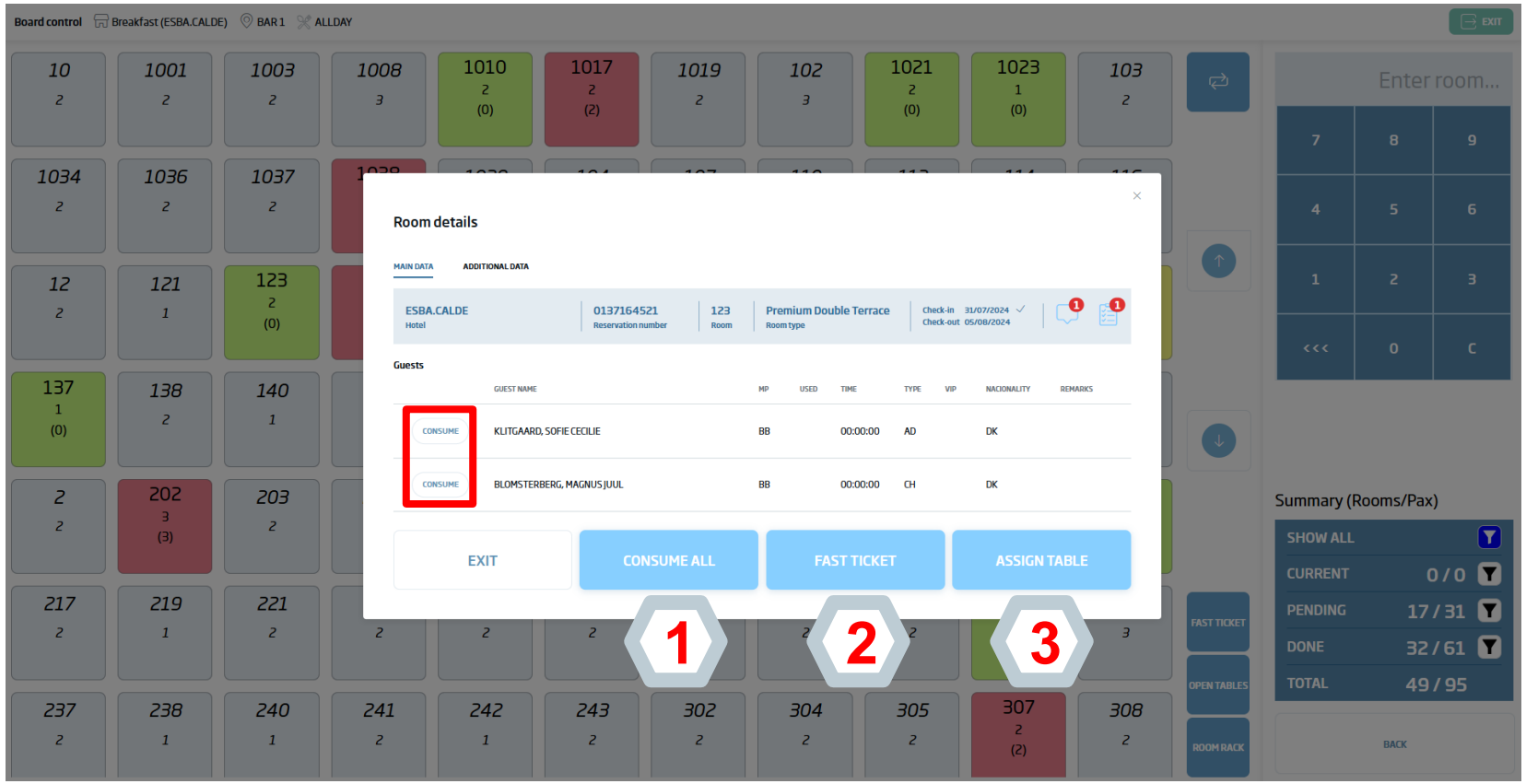
Filtering by the “**Show All**” button in the summary section, you will be able to view all the rooms. Also reservation in Room Only (RO) or rooms that have checked in that same day, both will appear in gray color.



Breakfast control

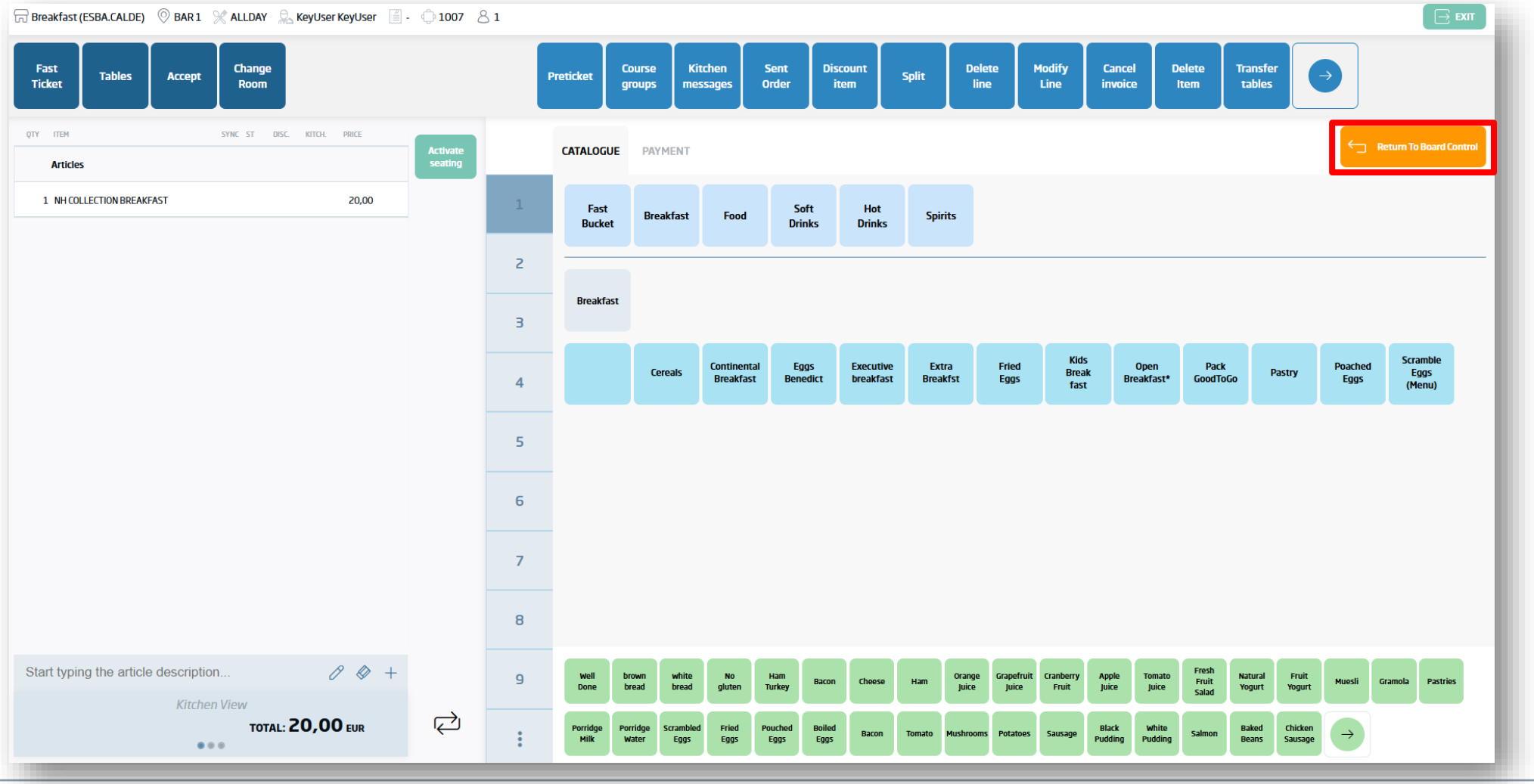
When you select a room, a pop-up window will open in which you can view the booking information and different actions using the buttons:

1) You can click that they have consumed breakfast (one by one or at the same time hitting the “**Consume All”** button).
2) Directly open a “**Fast ticket”**.
3) Navigates directly to table’s layout to manage it using “**Assign Table**”.



Breakfast control

If you have directly used the **Fast ticket** or **Open table** button, you can go back to the Breakfast Control screen using "**Return to Board Control**". Remember to bill aftwerwards the ticket.

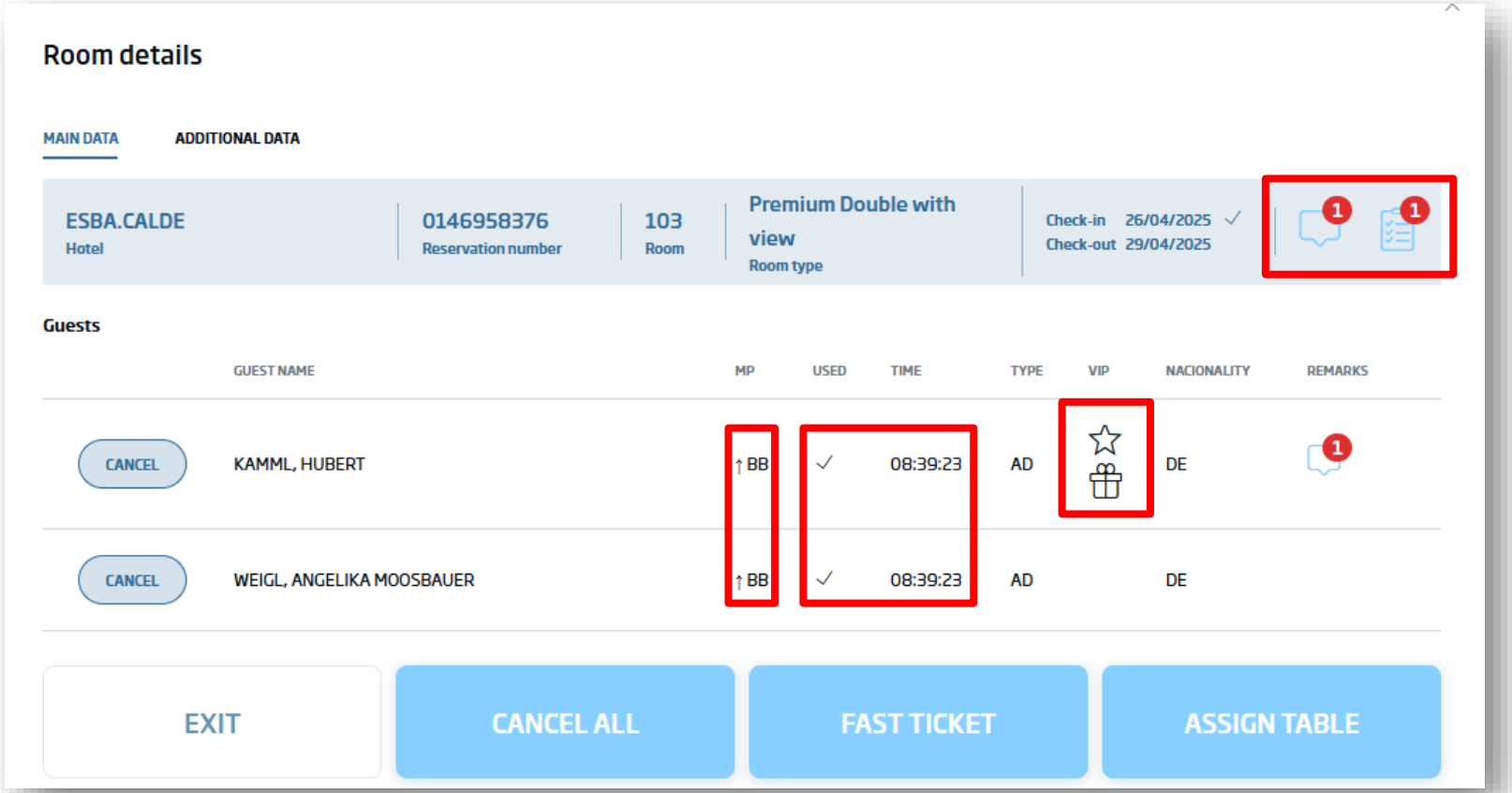


Breakfast control

If you have directly used the **Fast ticket** or **Open table** button without closing the table, the table number in the Room is displayed below.
Also if you click on the "**Current**" button filter, you will only see the rooms with assigned tables.

Breakfast control

If inside the reservation is informed that the guest is **VIP** you will see a star icon ☆ If you click on the Star you can see what type of VIP it is (1,2,3 etc). Also if there are **remarks** or **actions** from the reservation in TMS, you will see a red warning and you can read them if you click on the icons on the right. You will be able to see the **time** they have consumed breakfast. If it is the customer's **birthday**, a gift icon will appear (if you click on it, it will show you how old he/she is). If the reservation has **breakfast upselling** contracted, it will appear as mealplan in BB with an arrow pointing up.



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Ticket management

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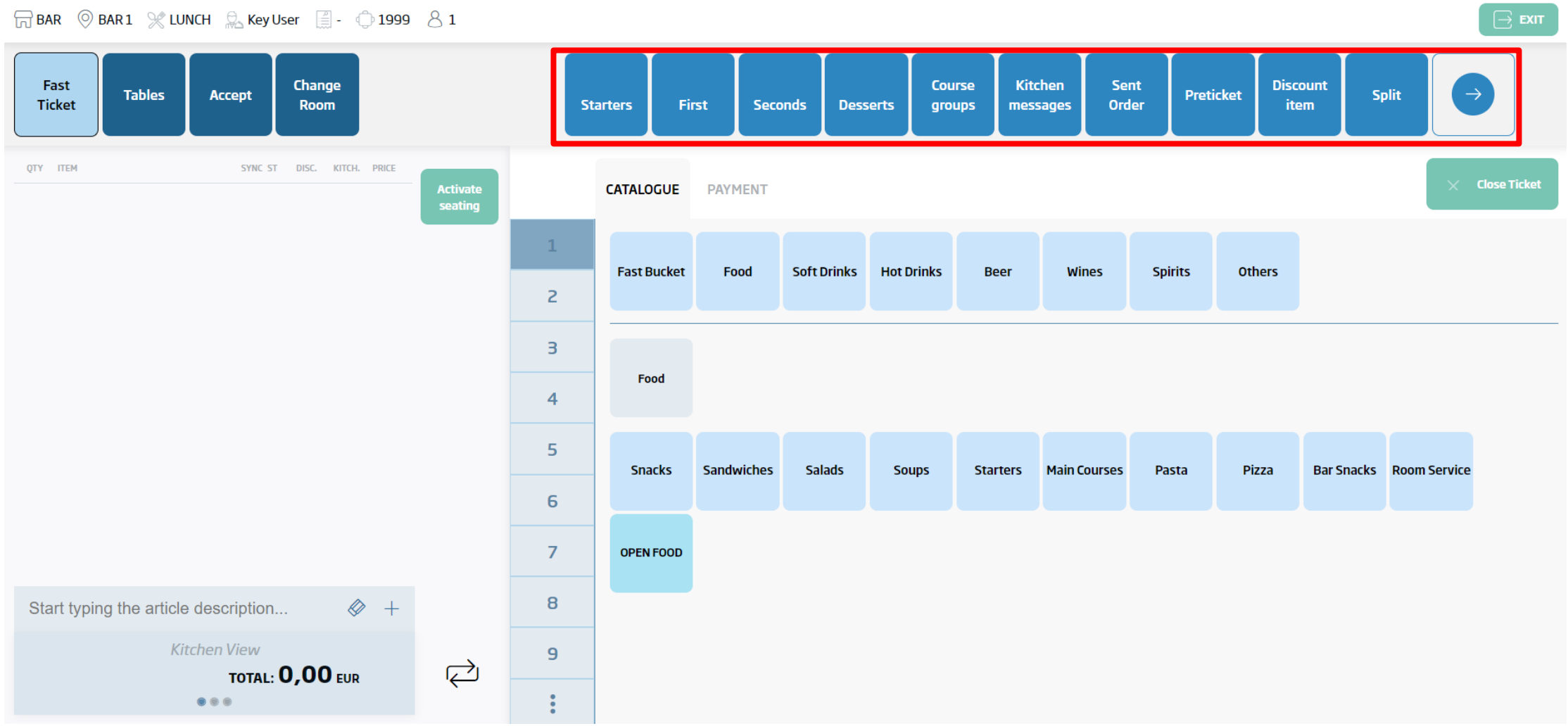
Ticket management- Main screen

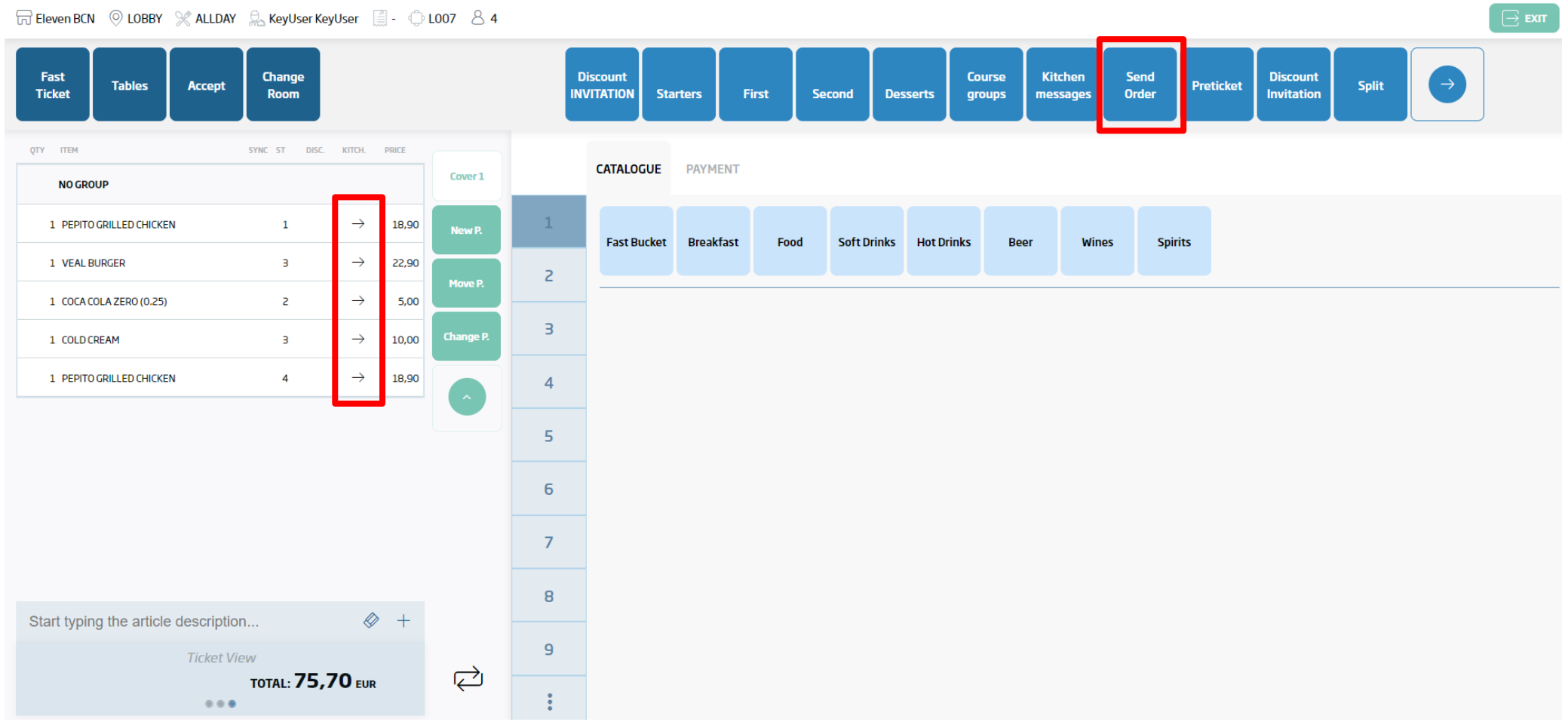
When you manage a ticket, all the activated buttons will appear on the top right to execute the different actions.



Ticket management- Send order

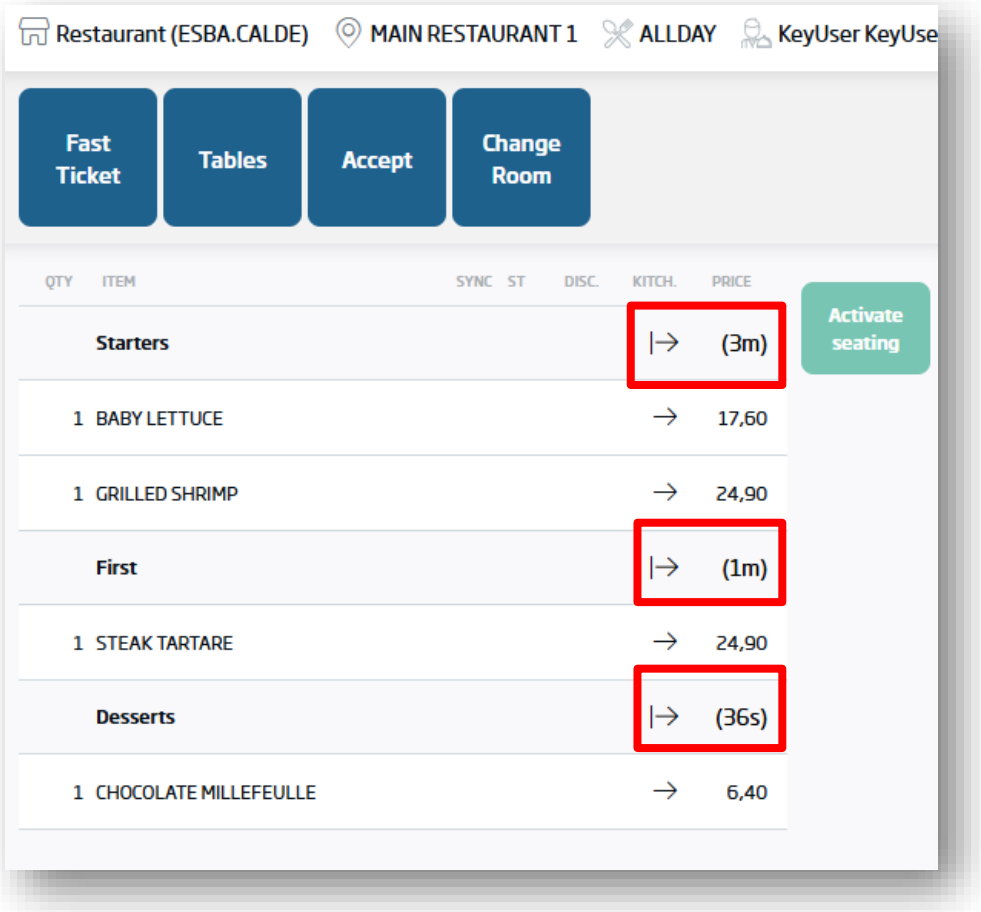
Send Order

To send the order to the bar & kitchen printers, click on the "**Send order**" button. Once the order has been sent, confirmation arrows appear in the Kitchen column of the ticket.



Ticket management- Kitchen Messages

Kitchen messages → Once you have sent the kitchen order ticket, you can **fire** the plates and control them through different icons, colours and timings.



Timings & Colours

0-10min. 10-15min. 15min.

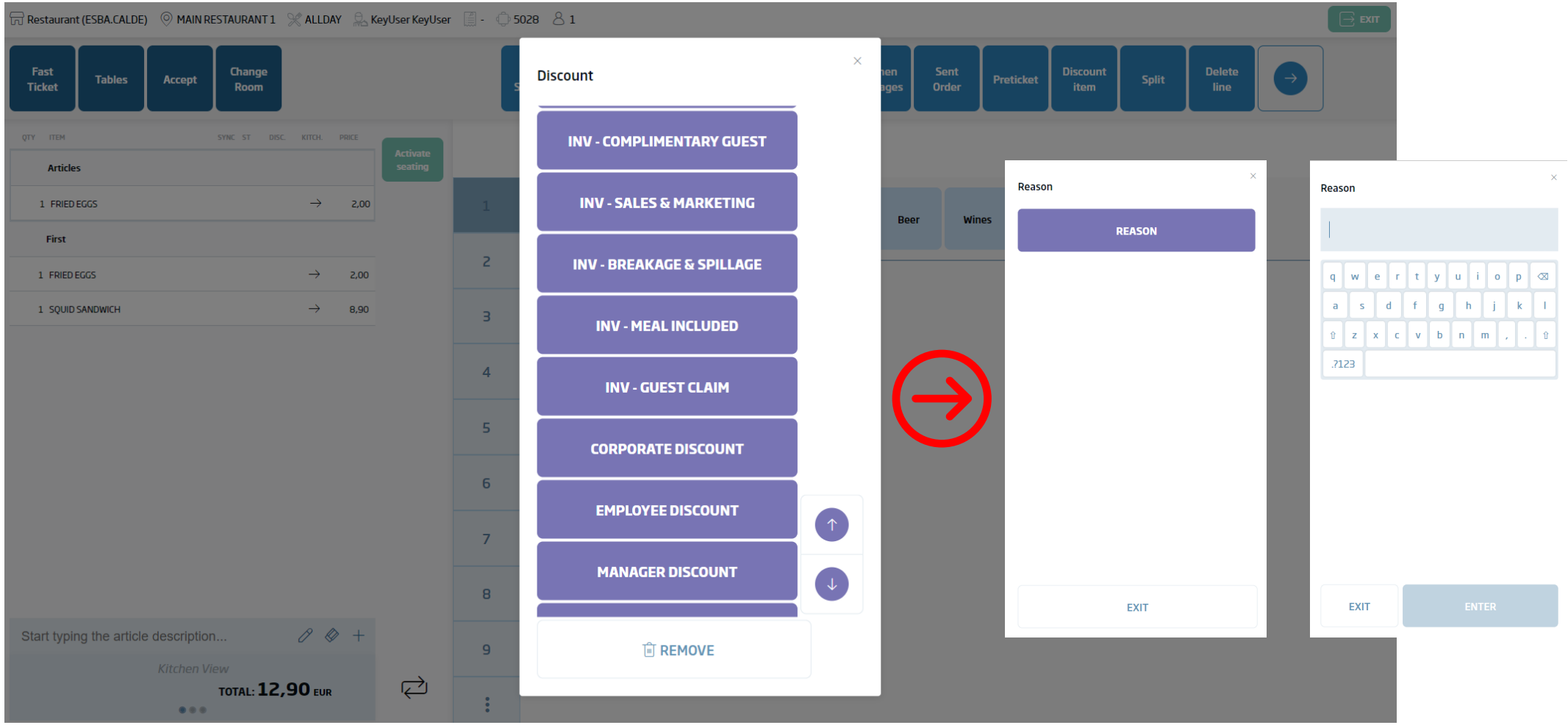
Icons meaning

Starter First Dessert

Ticket management- Discount & Free Article

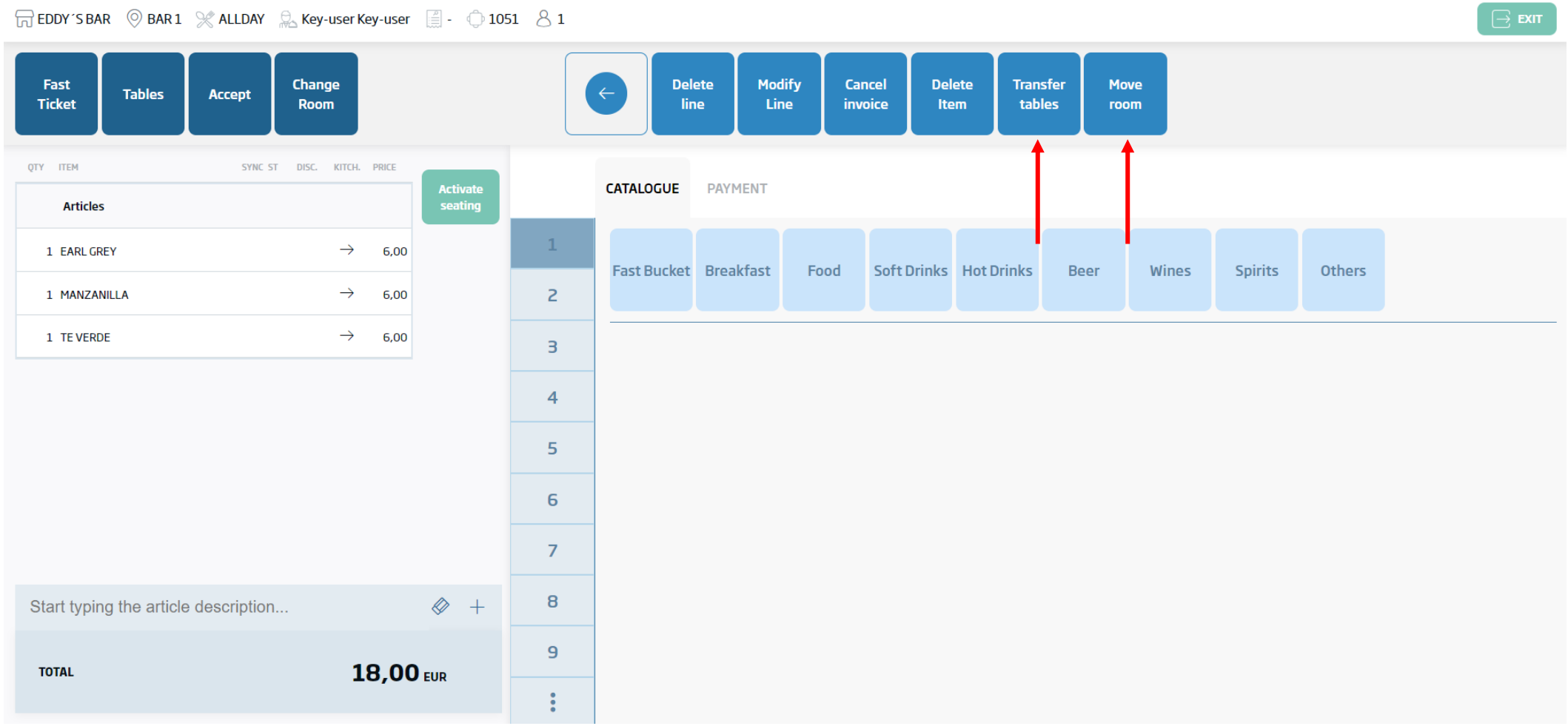
Discount item

To apply **Discounts** and **Invitations**, you have to use the "**Discount**" button. The "**Invitation/Free Article**" options are inside the button + the reason selection.



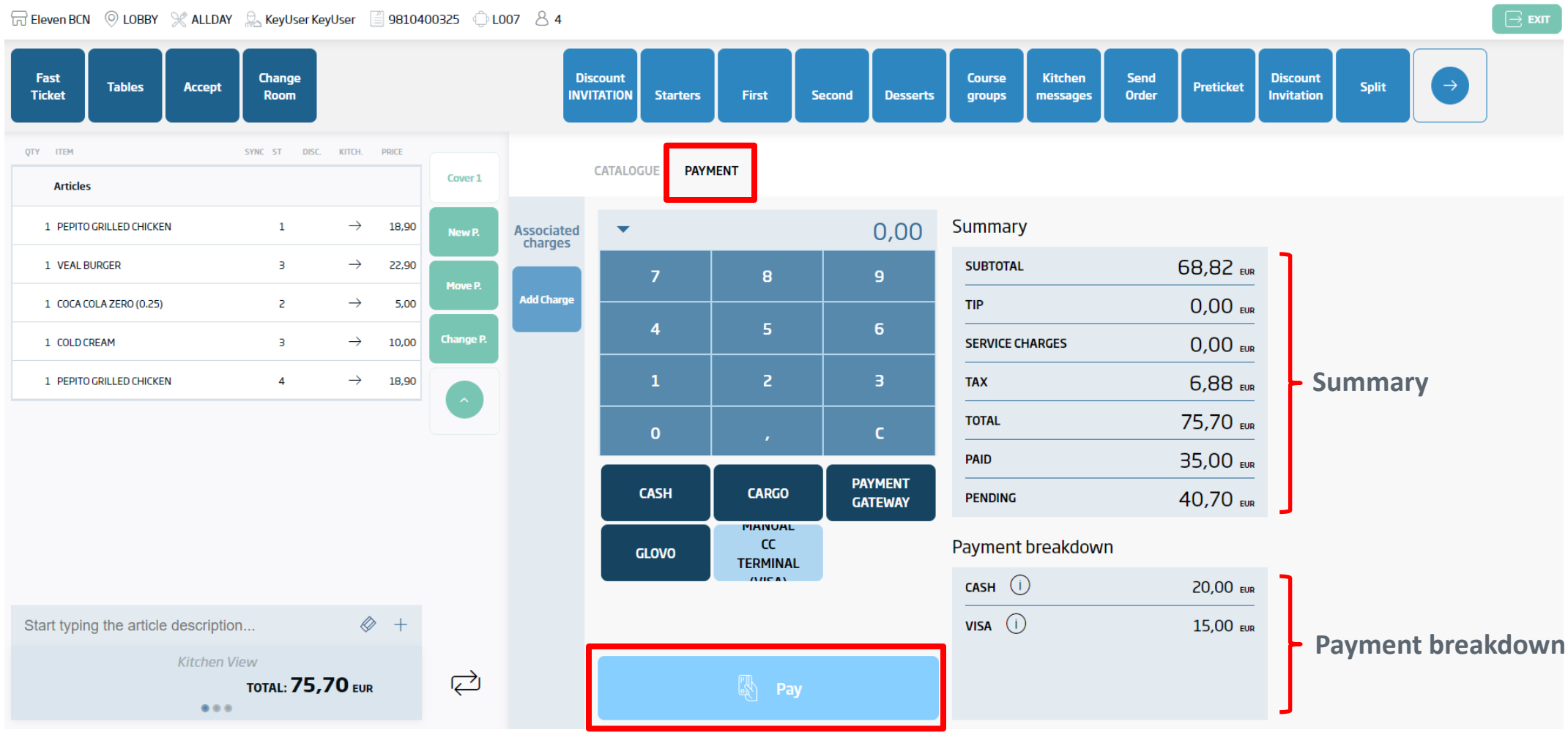
Ticket management

Now the "**Transfer table**" (to move the materials to another table) and the "**Move room**" buttons (to move the materials to another table in another outlet) are located in the upper right hand side at the end.



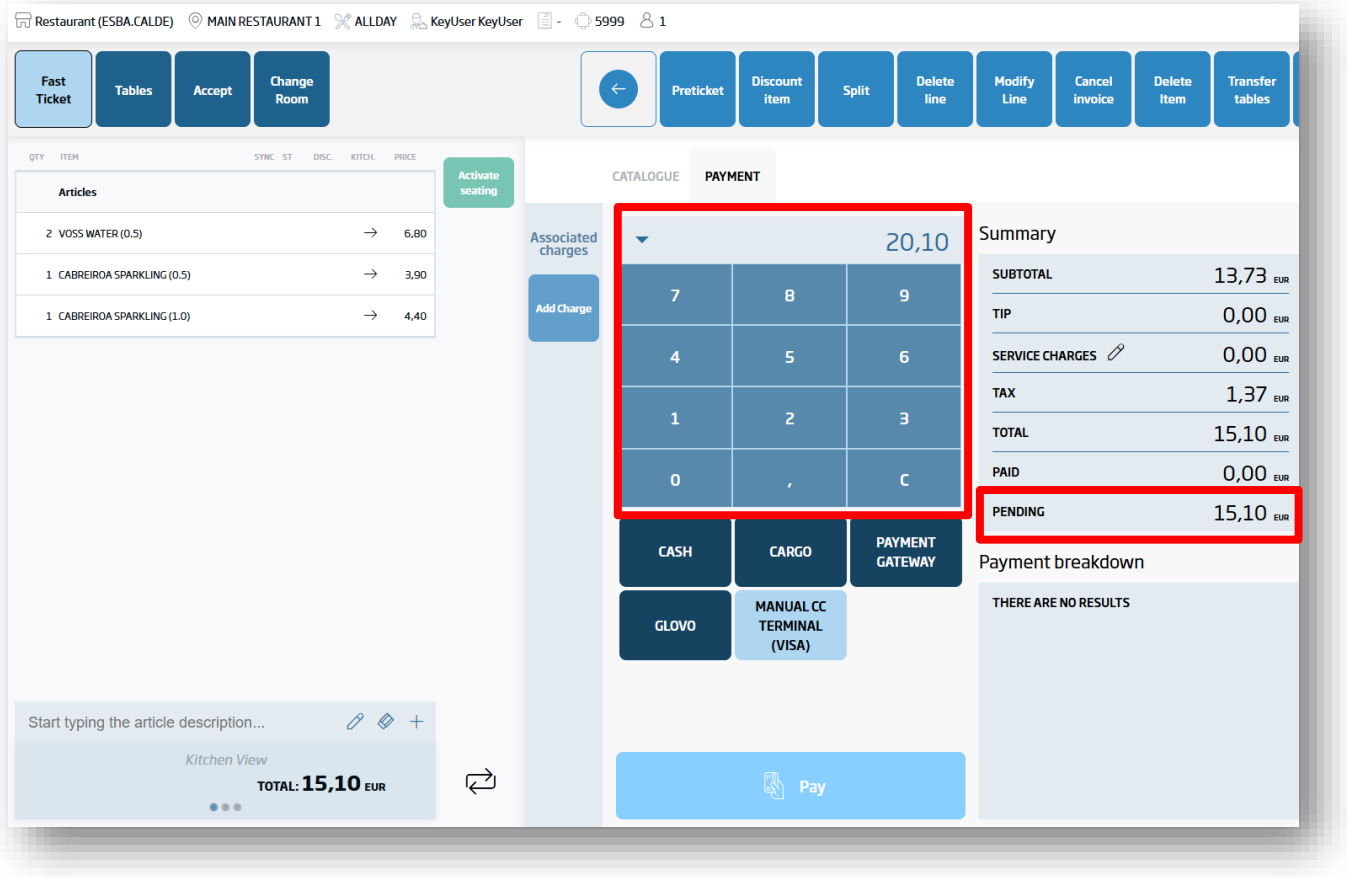
Ticket management- Payment

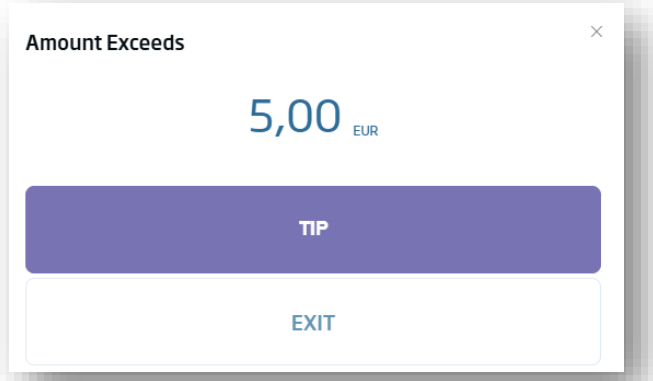
The **payment** screen is more user friendly and appears with more detailed information:



Ticket management- Tips

To manage and include a **TIP**, you will have to use the calculator in the payment screen, adding the total amount with the TIP included.
The last step is to choose the payment method + Pay button (the TIP pop-up window will appear to confirm it).

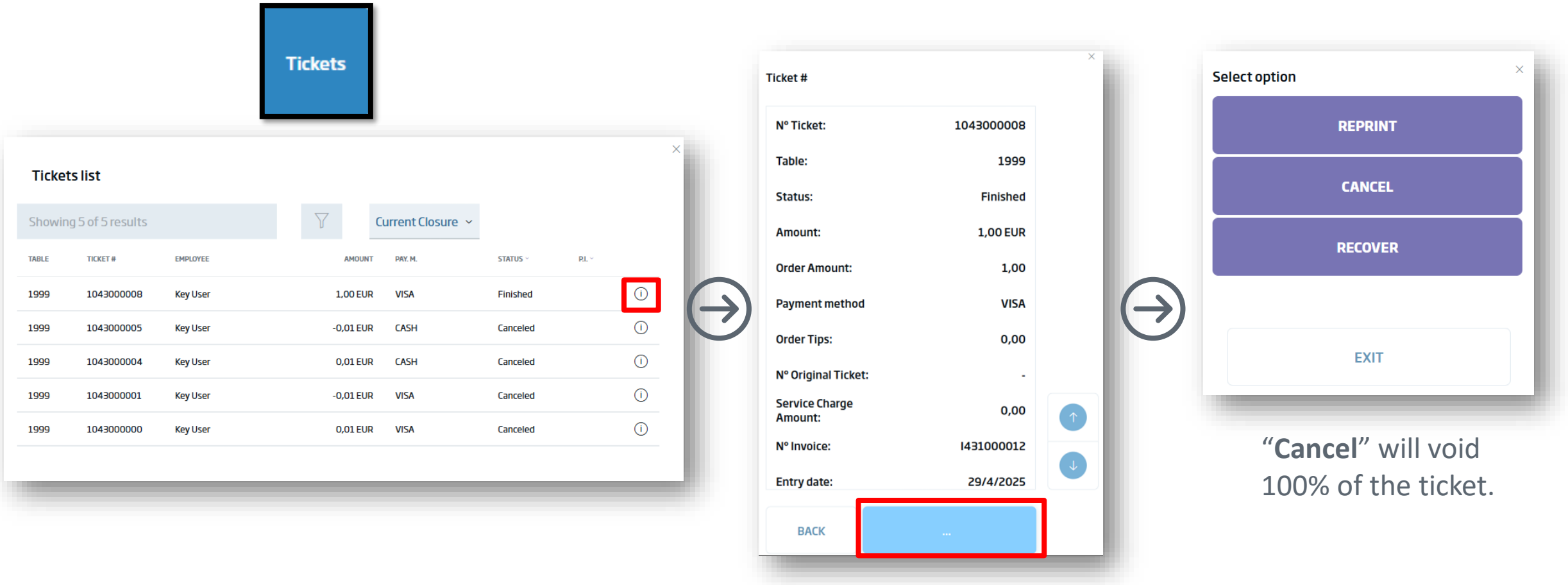




In this example the ticket was 15,10€ and in the calculator we have entered 20,10 so that the TIP is 5€. The tip will be added to the amount charged on the ticket.
*Tips in CASH are not allowed in the system.

Ticket management- Payment Gateway (Part I)

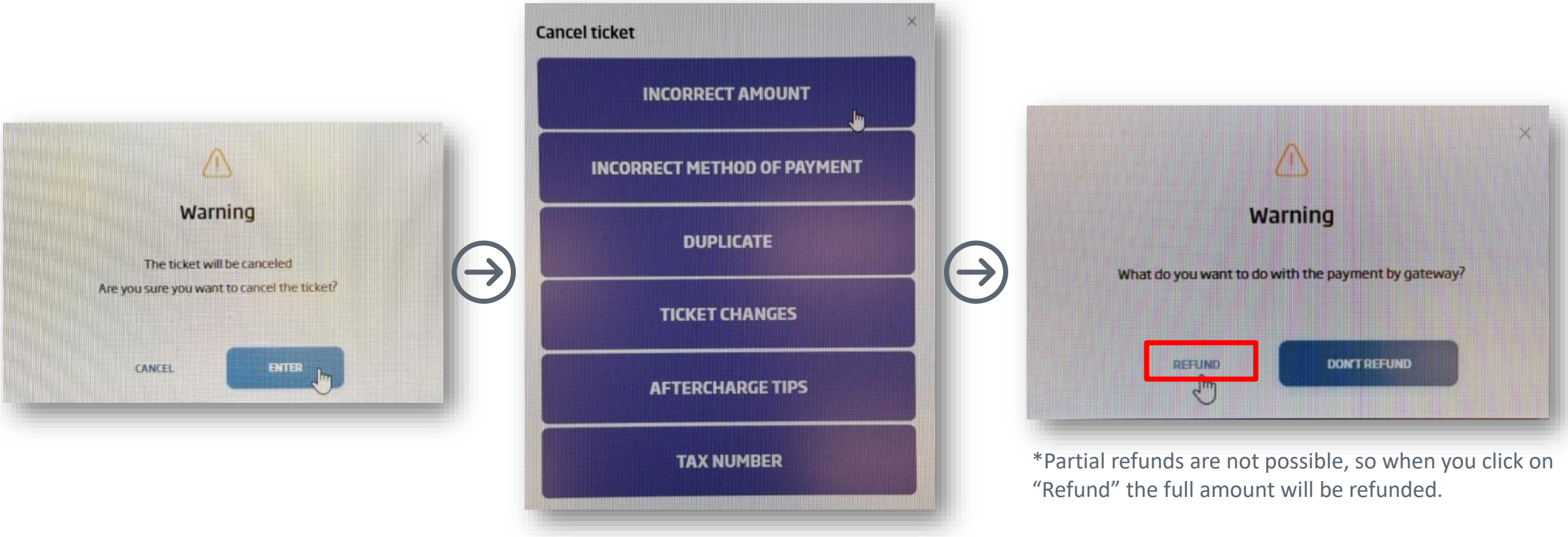
In the case of a ticket invoiced with **payment gateway**, the way to manage it in case of cancellation or recovery is to click on the “Tickets” list + information icon of the corresponding ticket + click on the lower button to choose the “Cancel” or “Recover” option.



“**Cancel**” will void 100% of the ticket.

Ticket management- Payment Gateway (Part II)

After the above steps, a pop up will appear to continue with the ticket cancellation process + the reason. Finally, you have to choose “**REFUND**” the full amount to the credit card or “**DON’T REFUND**”.



*Partial refunds are not possible, so when you click on “Refund” the full amount will be refunded.

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Pre-assign

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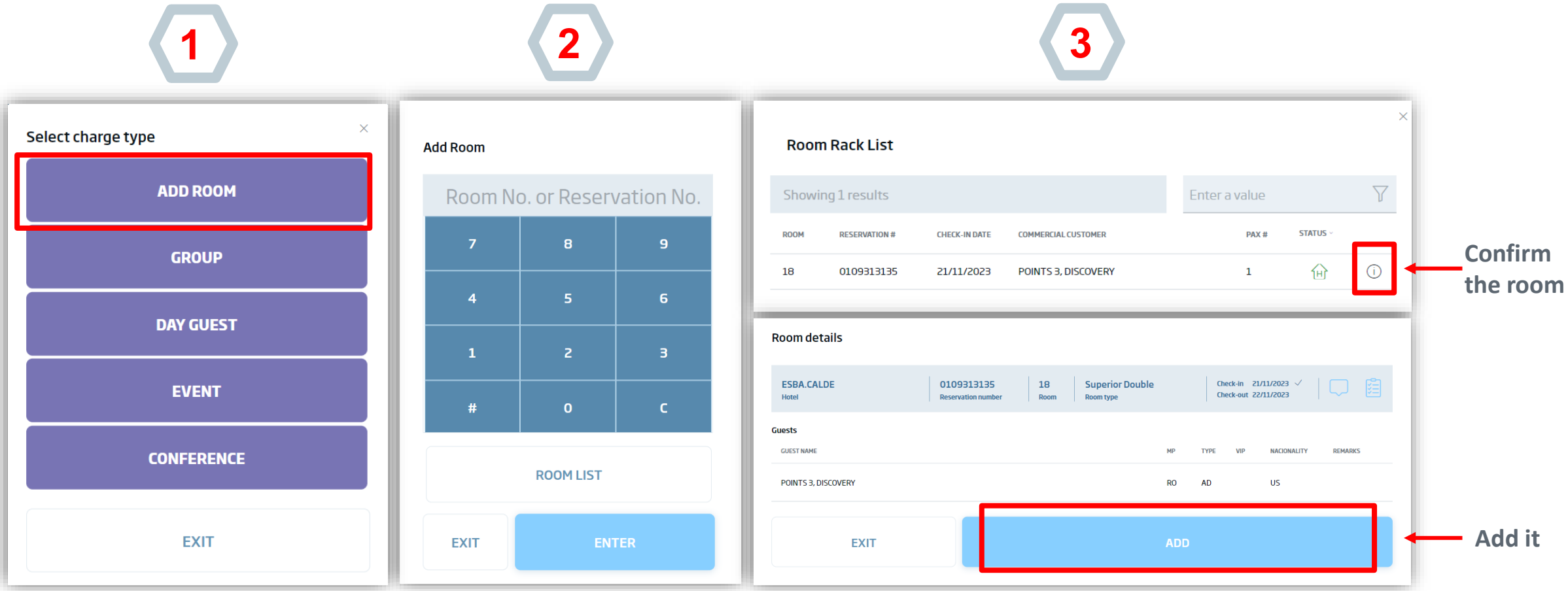
Pre-assign

You can **pre-assign** the table to a **Room**, **Event**, **DGB** or **Group**. This way it is easier to have the table identified and controlled in case of being a in-house guest. Click on “Payment” + “Add charge” button.

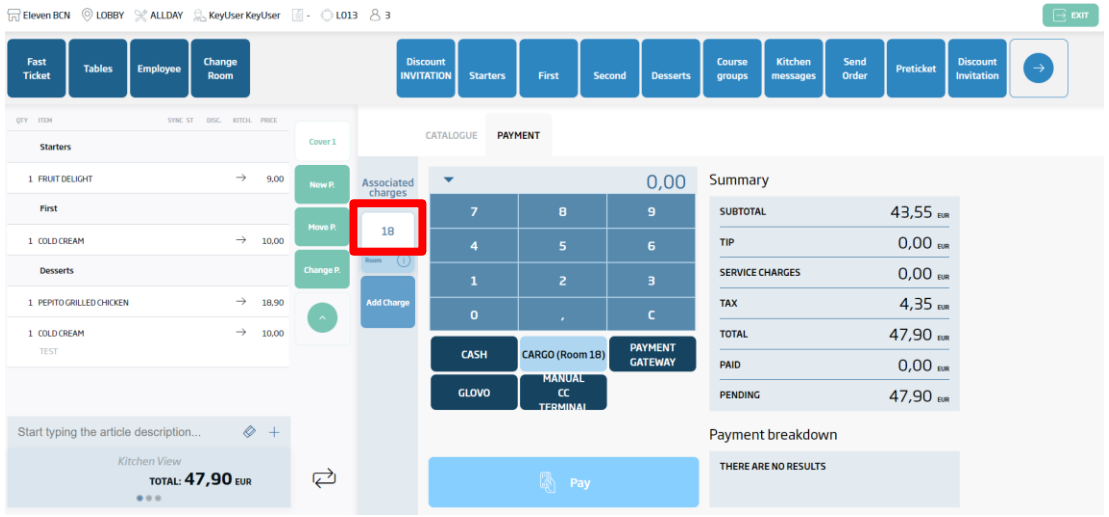
Pre-assign

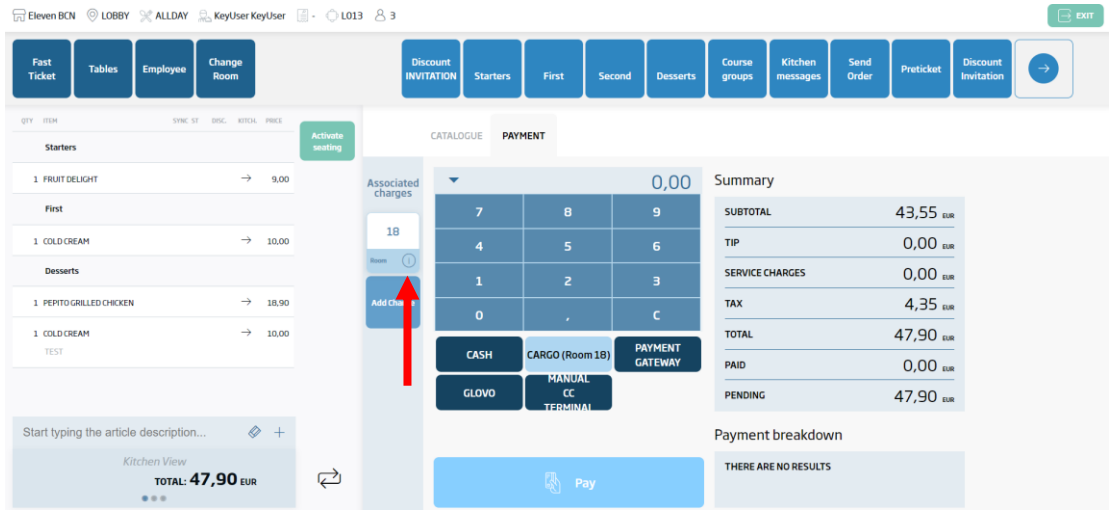
For example if you want to add a room, follow these steps to **pre-assign**:
Select charge type (**1**) + Add Room/Reservation No. by tiping it or using the room list (**2**) and confirm to add (**3**).



Pre-assign

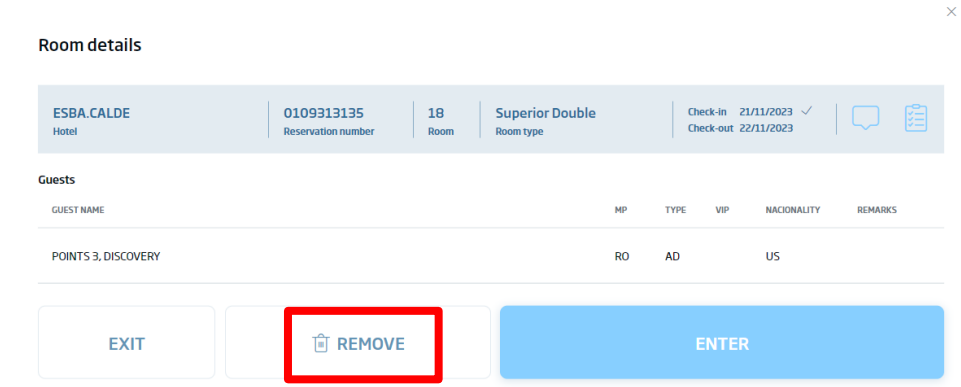
After all the above steps, even leaving the table will save & associate the room number, Event, DGB or Group.





On the table plan, the table will be visually displayed with a label icon + Room Number.

In case you want to remove the pre-assignement, click on the information icon + remove button.



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Split management

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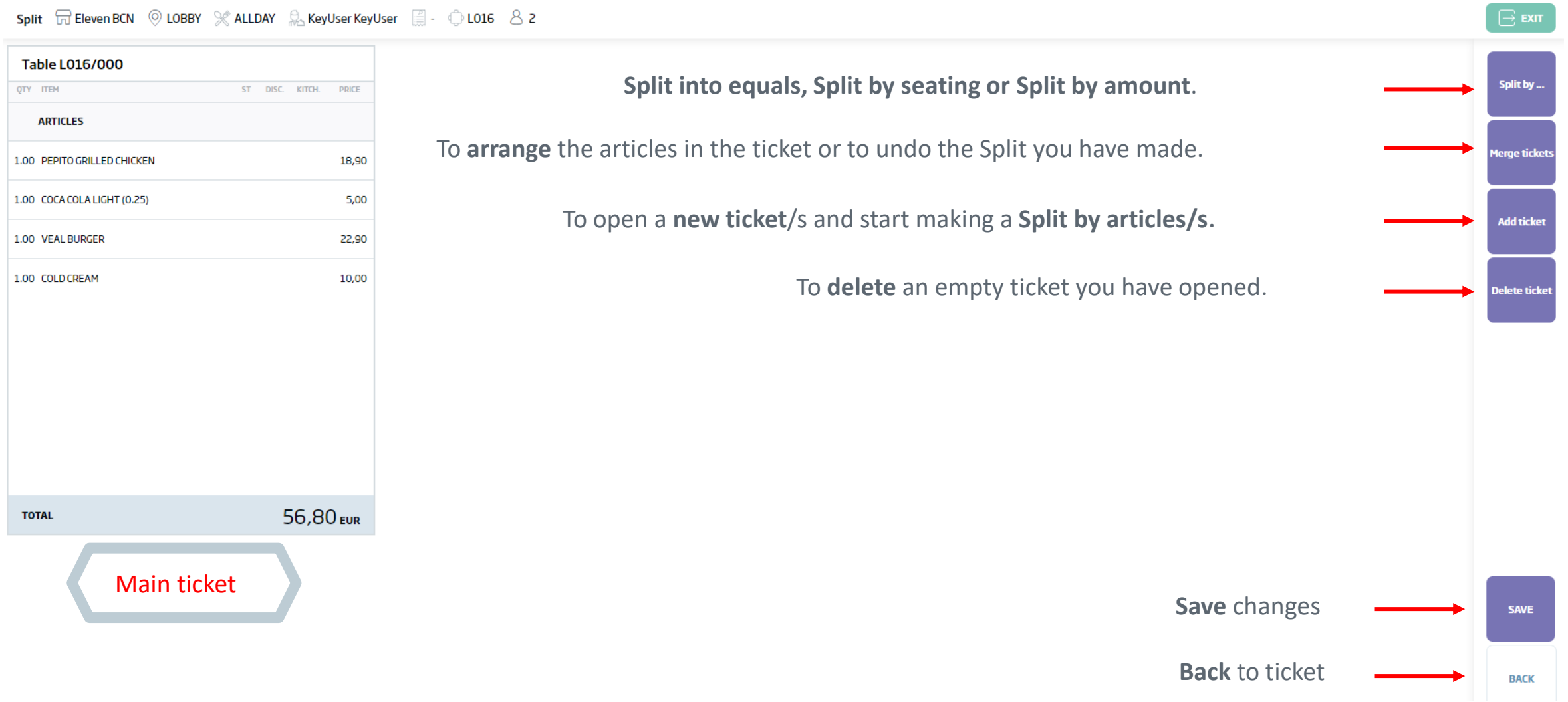
Split management



Split management (Into equals)

Split into equals will automatically split the tickets according to the number of covers/diners.

Main ticket

Table L016/000

QTY	ITEM	ST	DISC.	KITCH.	PRICE
	ARTICLES				
1.00	COLD CREAM				10,00
1.00	COCA COLA LIGHT (0.25)				5,00
1.00	PEPITO GRILLED CHICKEN				18,90
1.00	VEAL BURGER				22,90

TOTAL 56,80 EUR

Ticket 1

Table L016/000

QTY	ITEM	ST	DISC.	KITCH.	PRICE
	ARTICLES				
0.50	COLD CREAM				5,00
0.50	COCA COLA LIGHT (0.25)				2,50
0.50	PEPITO GRILLED CHICKEN				9,45
0.50	VEAL BURGER				11,45

TOTAL 28,40 EUR

Ticket 2

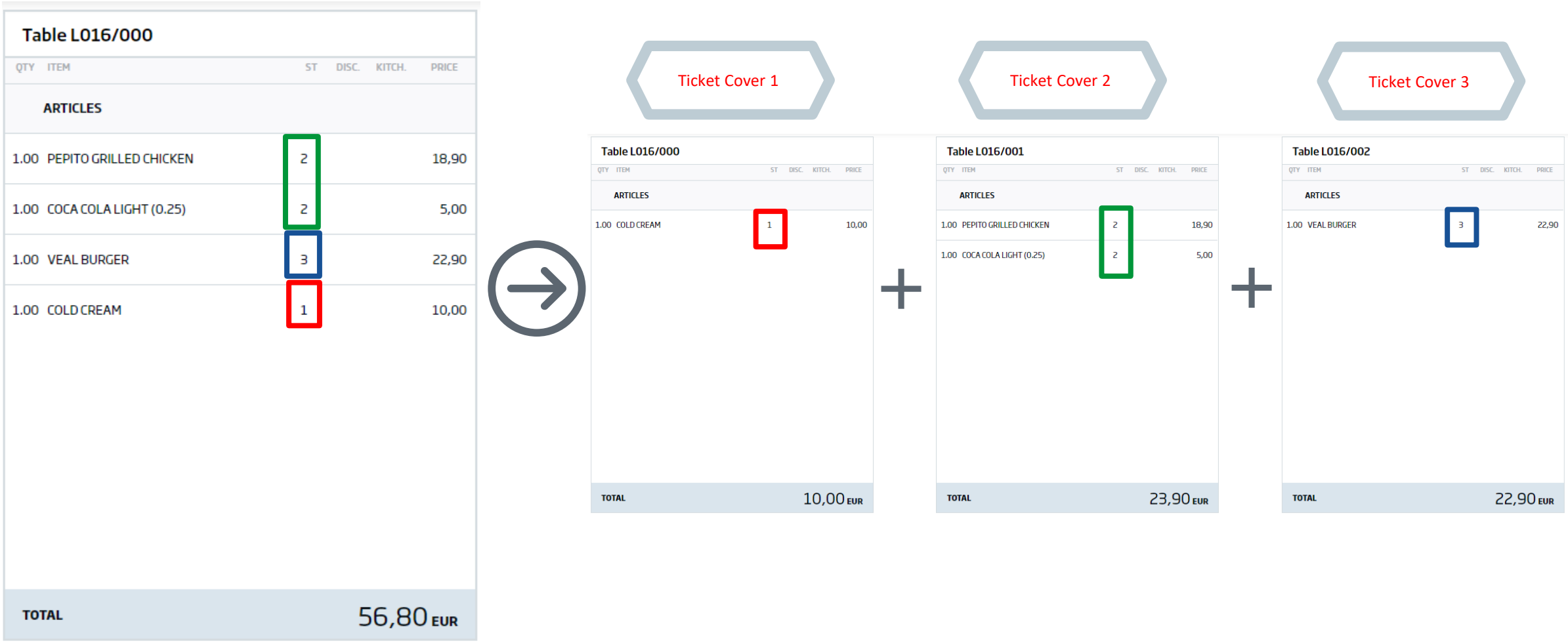
Table L016/006

QTY	ITEM	ST	DISC.	KITCH.	PRICE
	ARTICLES				
0.50	COLD CREAM				5,00
0.50	COCA COLA LIGHT (0.25)				2,50
0.50	PEPITO GRILLED CHICKEN				9,45
0.50	VEAL BURGER				11,45

TOTAL 28,40 EUR

Split management (By seating)

If previously you have activated the Seating option in the ticket, the **Split by seating** will automatically split the tickets according to the position of covers/diners.



Split management (By amount)

Split by amount will split the tickets according to the amount (€) you have informed.

Main ticket

Table L016/000

QTY	ITEM	ST	DISC.	KITCH.	PRICE
	ARTICLES				
1.00	COLD CREAM				10,00
1.00	COCA COLA LIGHT (0.25)				5,00
1.00	PEPITO GRILLED CHICKEN				18,90
1.00	VEAL BURGER				22,90

TOTAL 56,80 EUR

Ticket 1

Table L016/000

QTY	ITEM	ST	DISC.	KITCH.	PRICE
	ARTICLES				
0.65	COLD CREAM				6,48
0.65	COCA COLA LIGHT (0.25)				3,24
0.65	PEPITO GRILLED CHICKEN				12,25
0.65	VEAL BURGER				14,84

TOTAL 36,80 EUR

Ticket 2

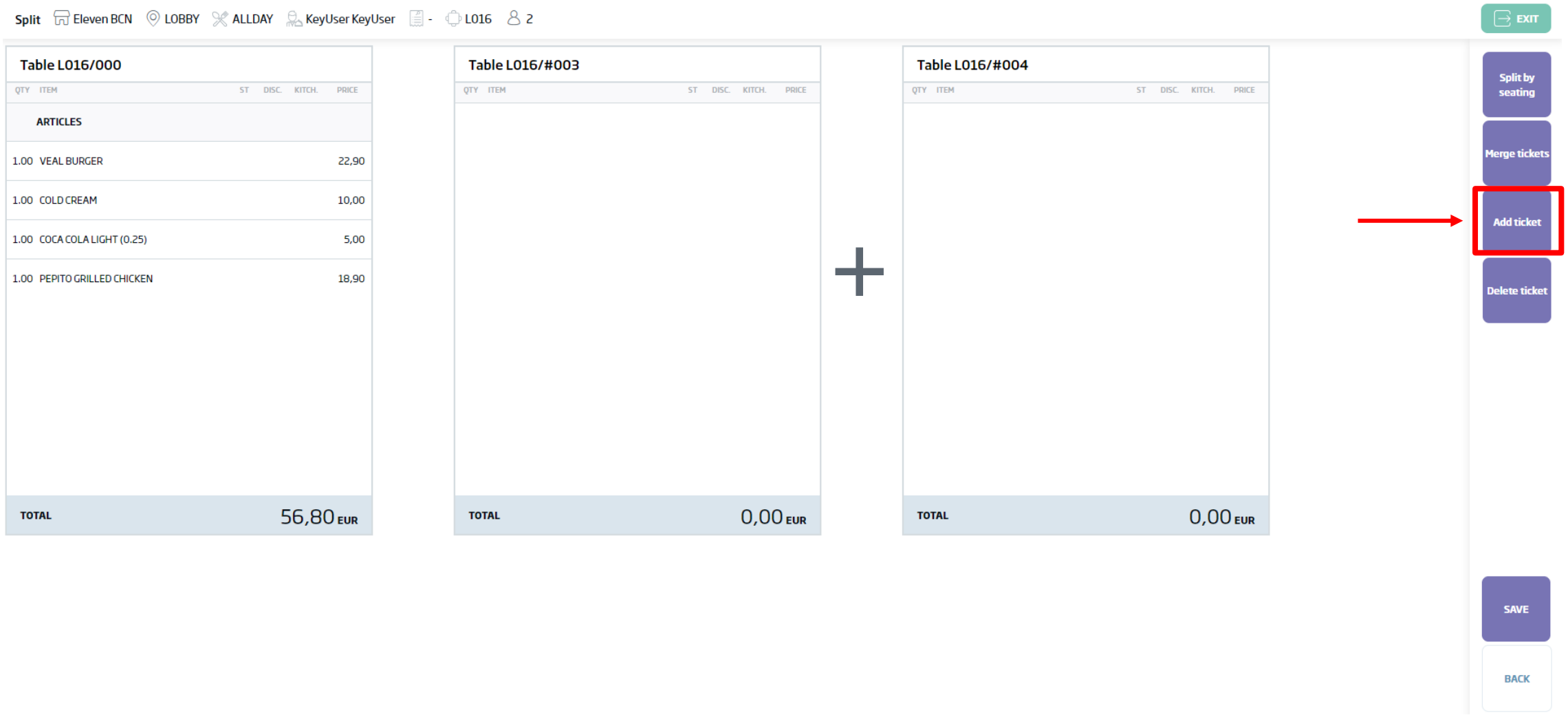
Table L016/007

QTY	ITEM	ST	DISC.	KITCH.	PRICE
	ARTICLES				
0.35	COLD CREAM				3,52
0.35	COCA COLA LIGHT (0.25)				1,76
0.35	PEPITO GRILLED CHICKEN				6,65
0.35	VEAL BURGER				8,06

TOTAL 20,00 EUR

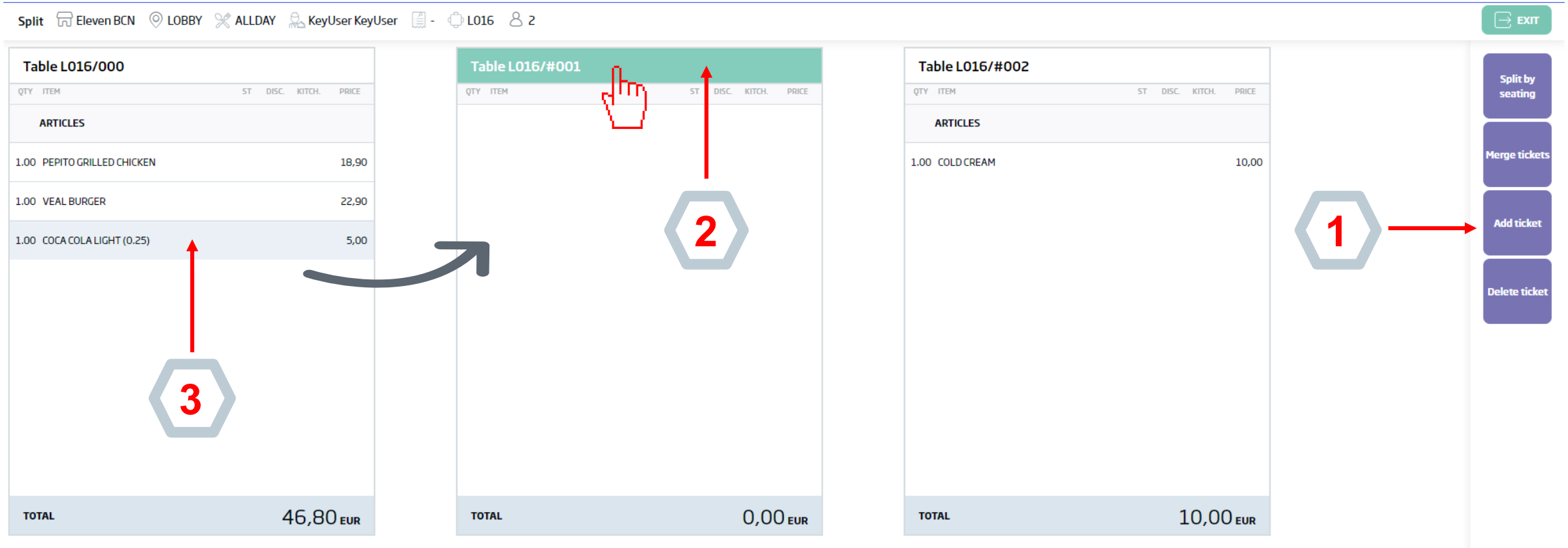
Split management (Add ticket)

Using this button, you can **add** as many new empty tickets as you want.



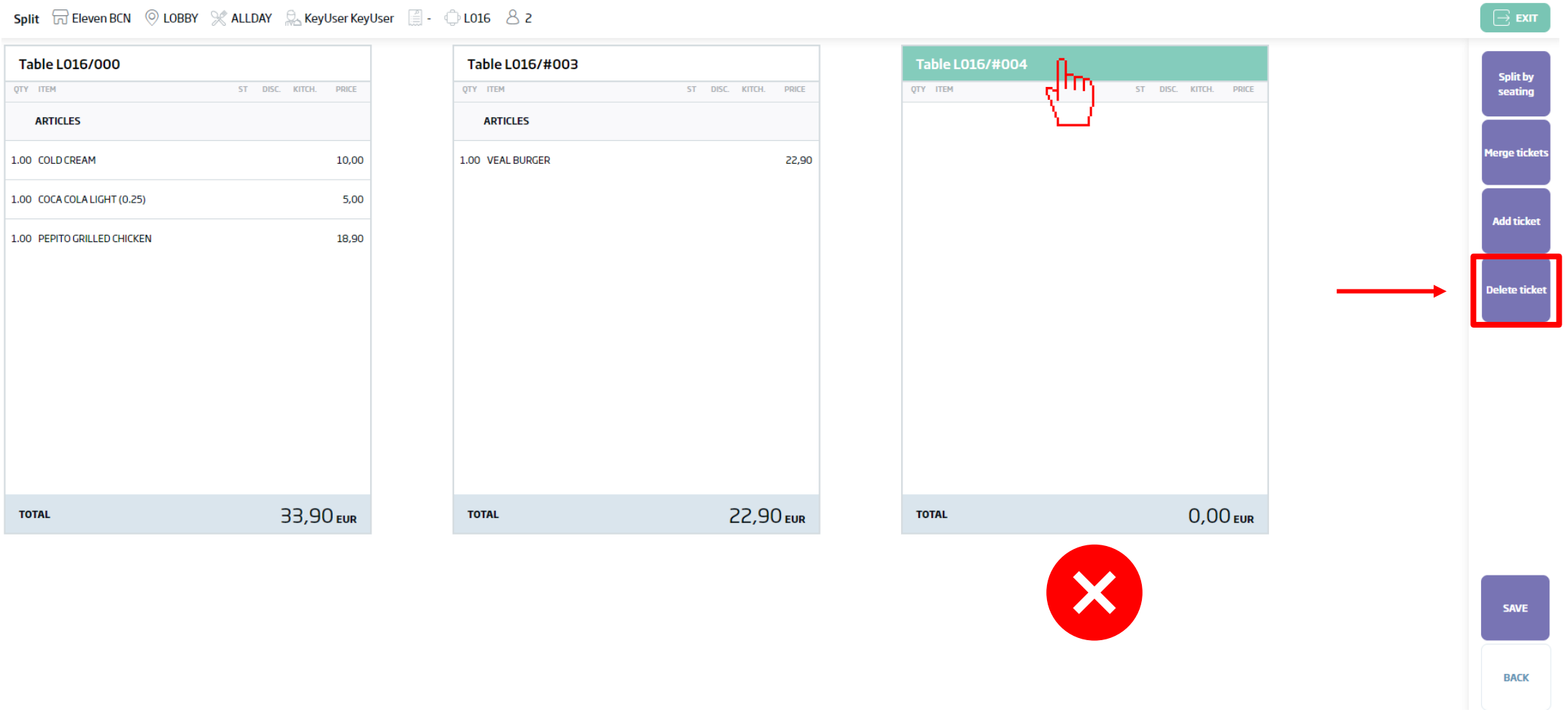
Split management (By article)

Split by article: First add the new empty tickets with which you want to make the Split **(1).** Mark the ticket **(2)** and click on the article/s you want to split there (**3**).



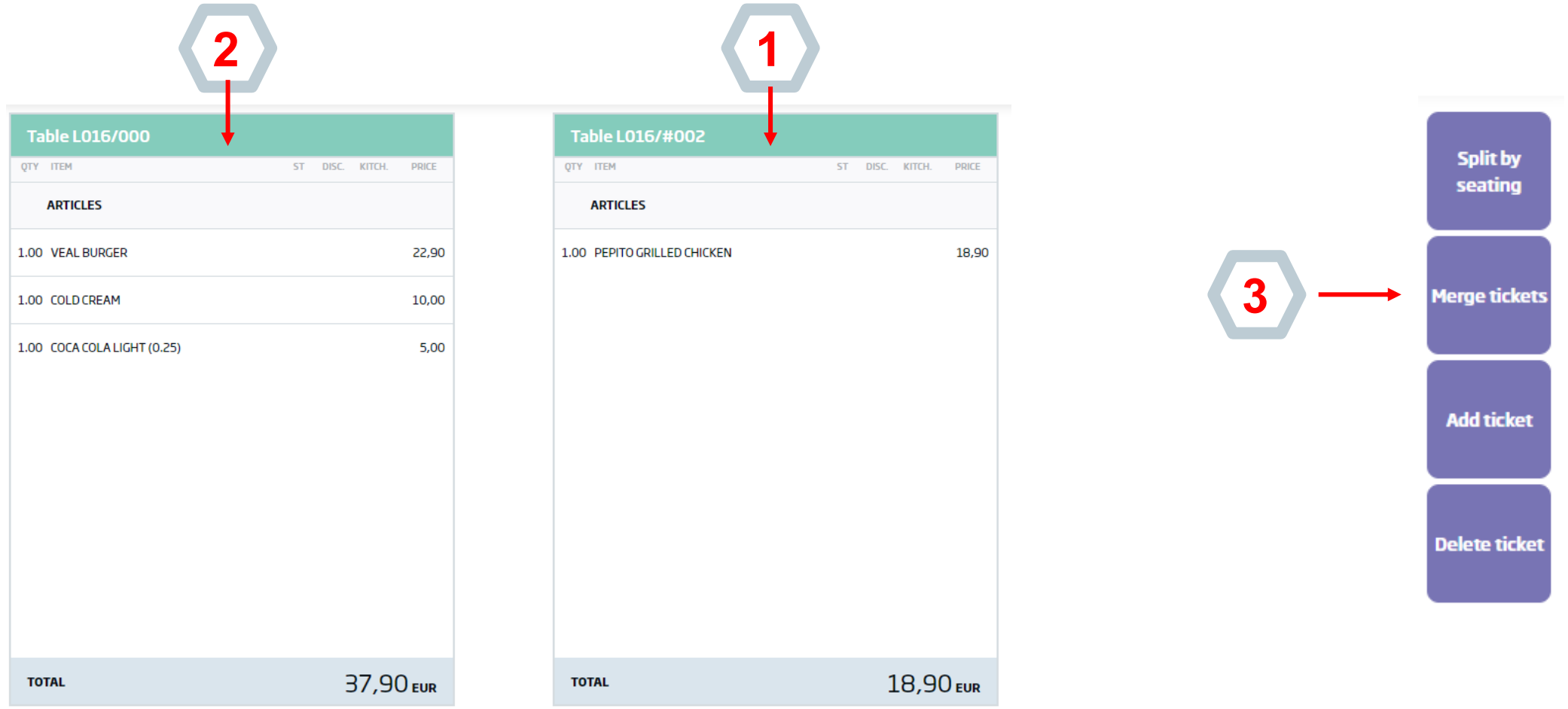
Split management (Delete ticket)

To **delete** any empty ticket click on the “Delete ticket” button. You can delete several or all the tickets at the same time by marking them.



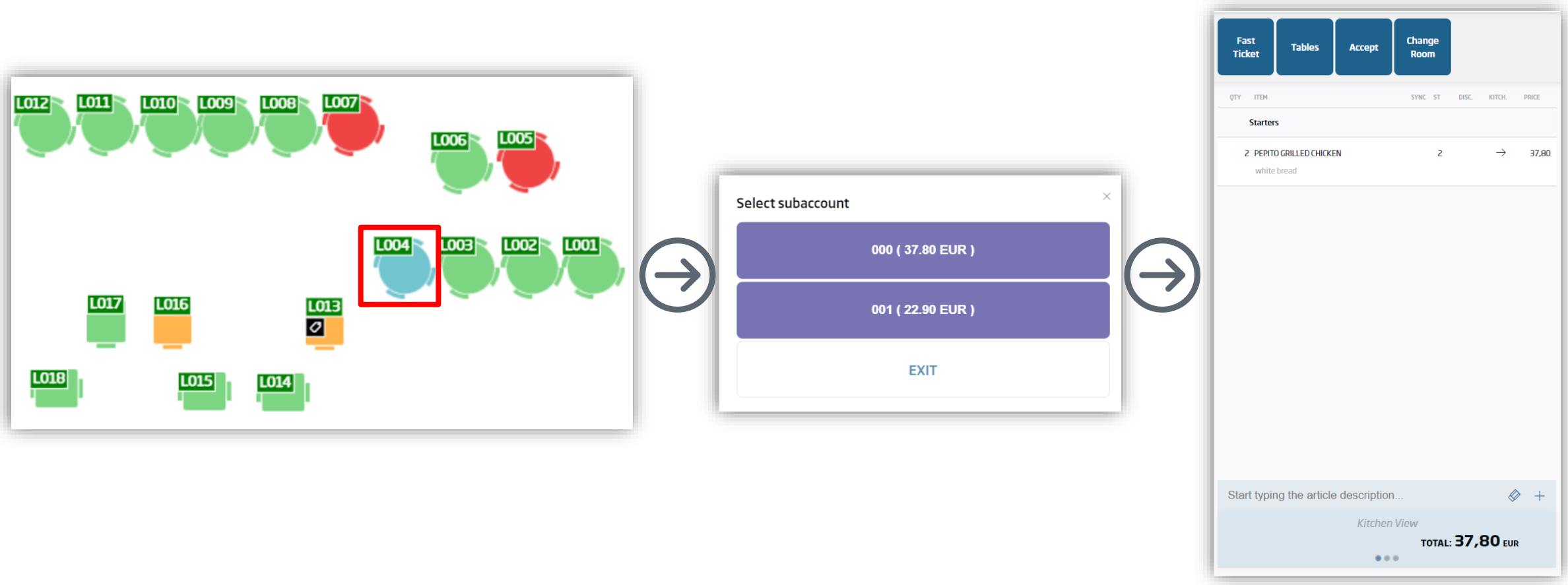
Split management (Merge tickets)

Choose the ticket that you want to arrange **(1)** and mark to which table you want to **merge** the ticket **(2)** and click on the “Merge ticket” button **(3).** Or directly click the Merge button to unify again all the tickets to the main one**.**



Split management

Regarding how do you see the table in the outlet plan once you have applied a Split, It appears with a **blue color**. Once you click on the table, you will be able to access directly to all the **sub-accounts**, so you can close each ticket.



MINOR HOTELS

Seating

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AVANI Hotels & Resorts

elewana COLLECTION

OAKS HOTELS · RESORTS · SUITES

nh HOTELS

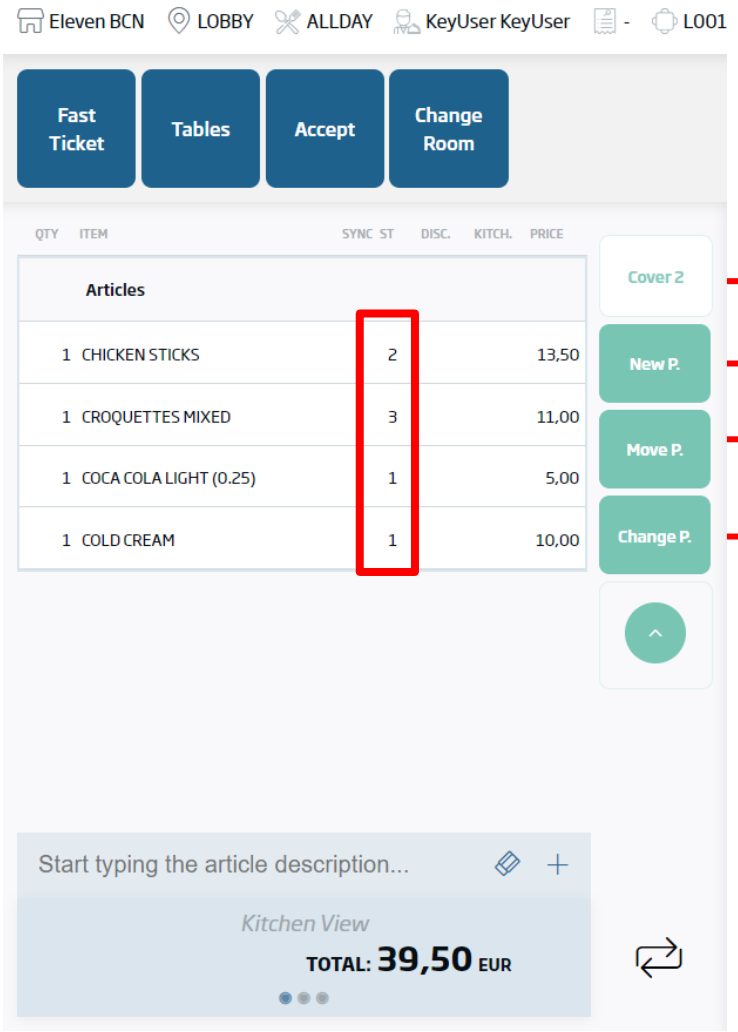
nh COLLECTION HOTELS

nhow HOTELS

TIVOLI HOTELS & RESORTS

Seating

To activate the **“Seating”/”Position”** mode, click on the button and you can start choosing the articles for the corresponding cover.



Cover info (1,2,3 etc)

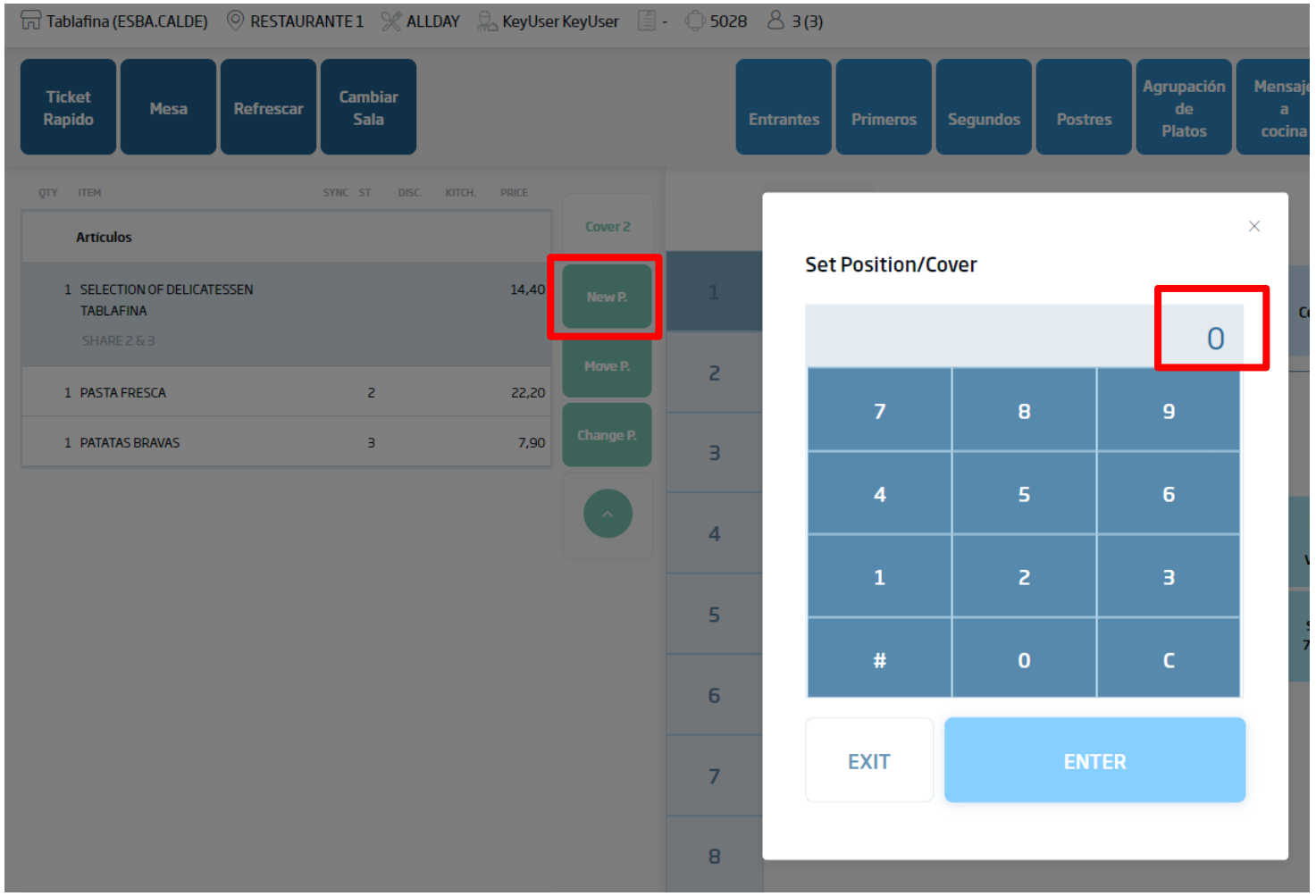
Choose which cover

Change cover position

Add/update covers

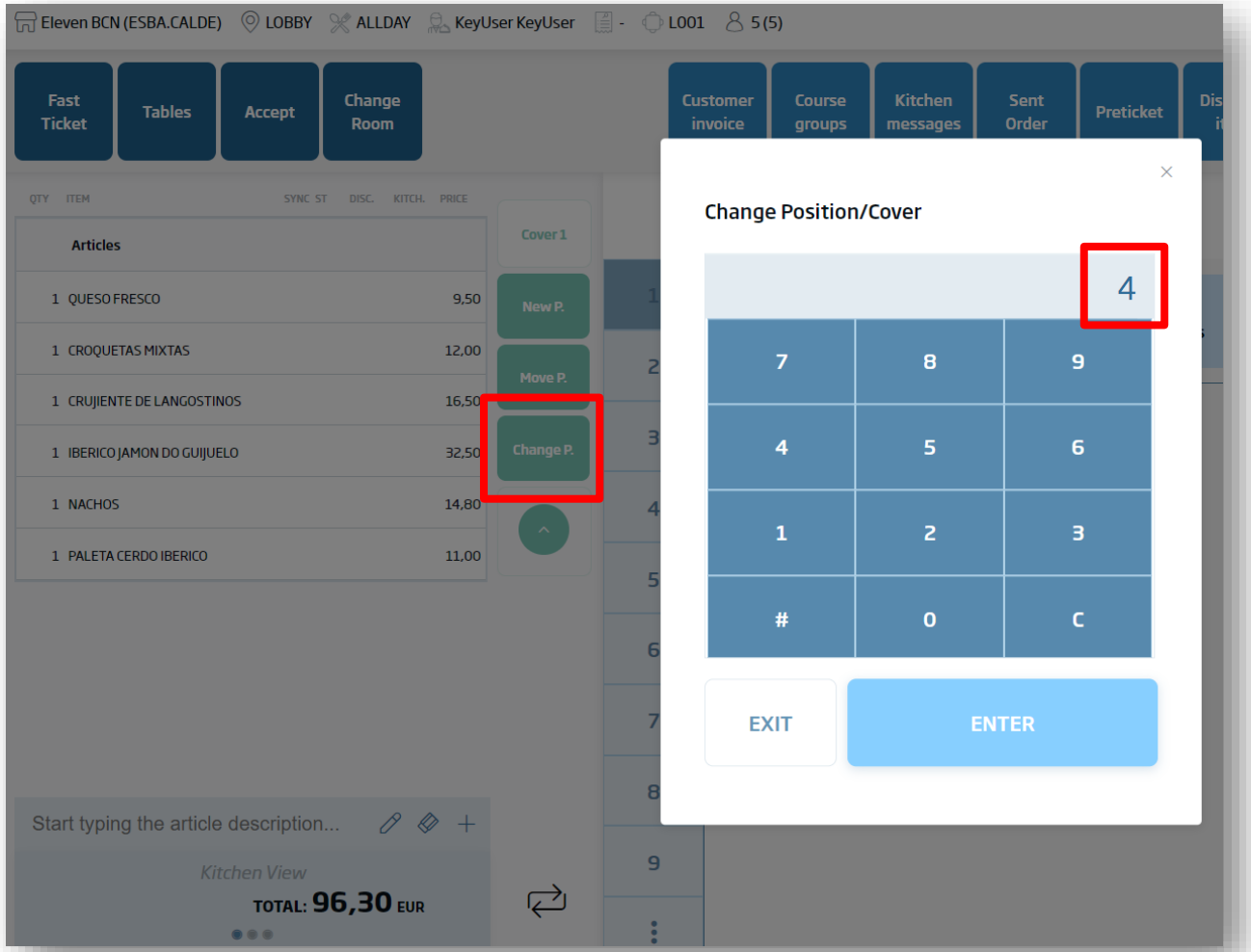
Seating

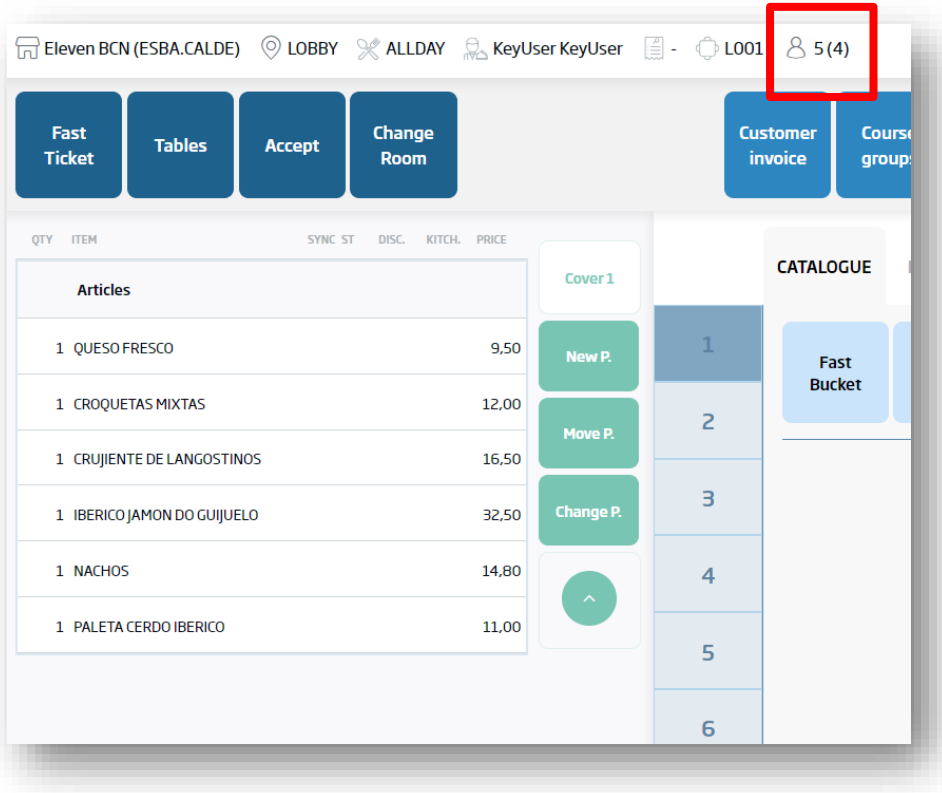
To inform a product **to share**, you can type 0 in the “New P.” button + a Free Text to know who shares the plate.



Seating

In the case of having less people consuming at the table, you can update the diners using the “Change P.” button. In this example, if you have 5 diners but only 4 are consuming, type 4 and this information will appear above: 5(4)





MINOR HOTELS

Group ticket

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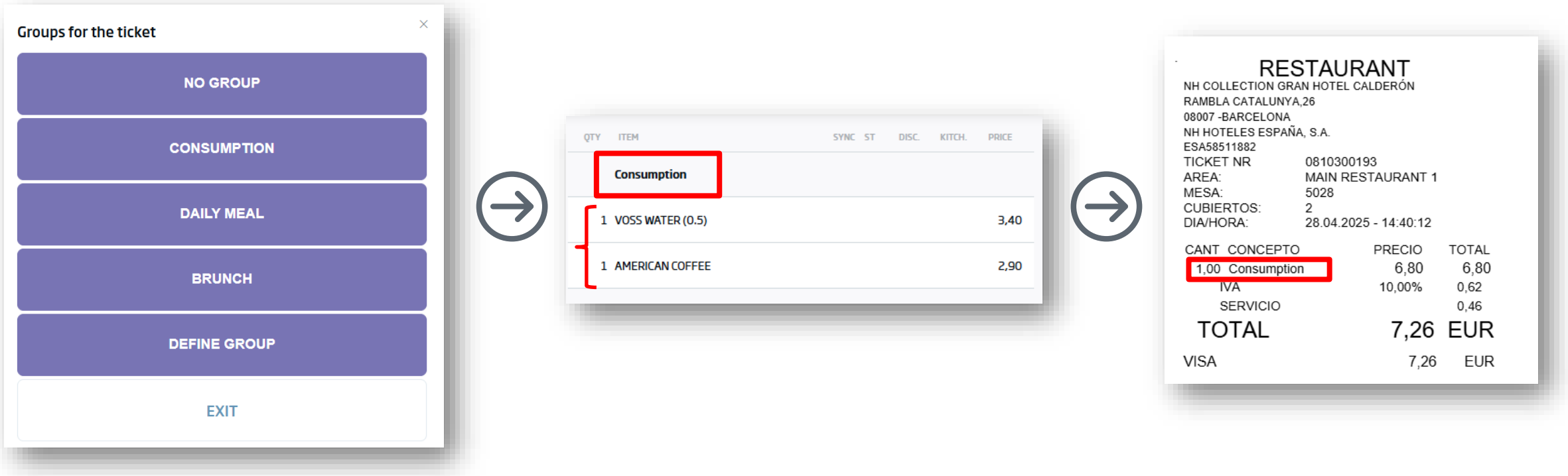
TIVOLI HOTELS & RESORTS

Group ticket

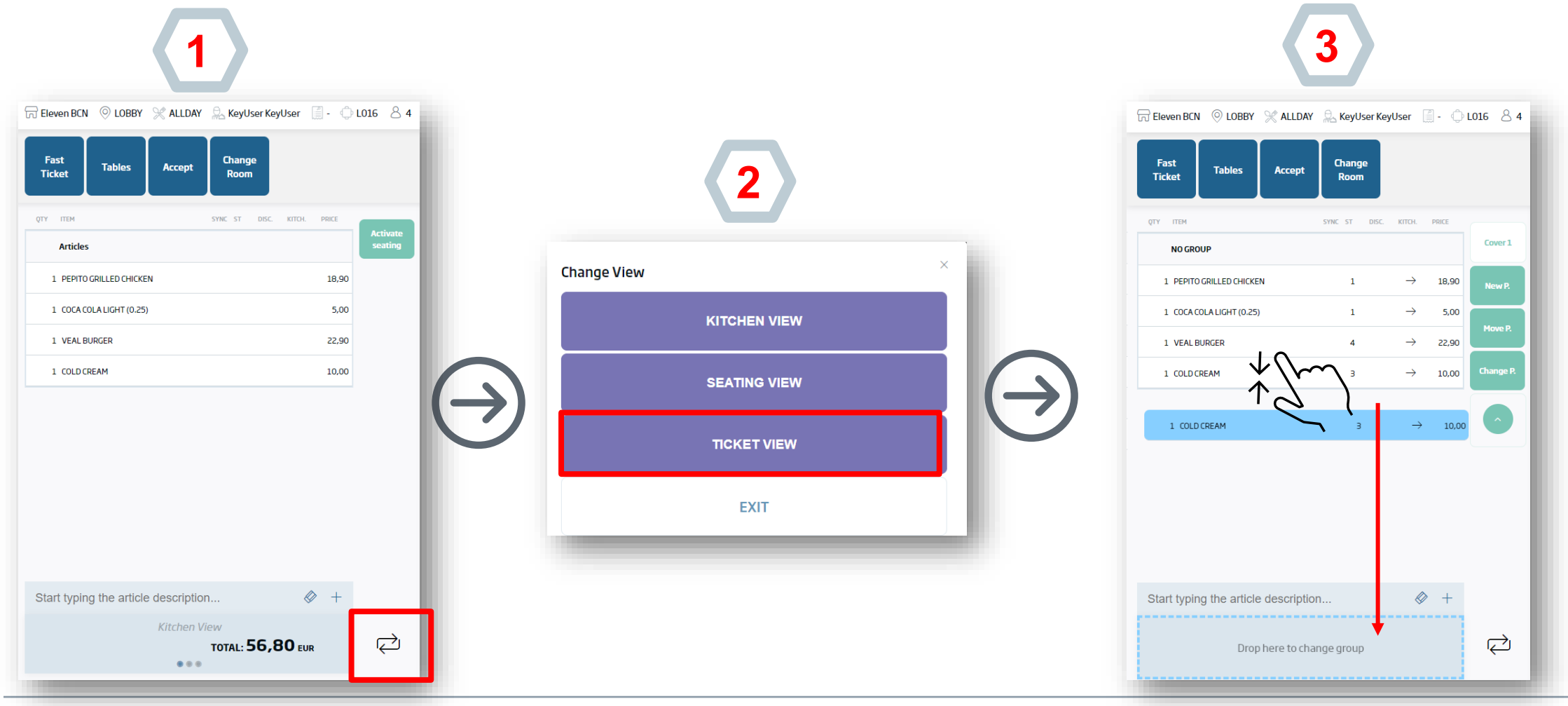
Ticket Summary

To **group** and edit a ticket to show only 1 descriptive line in the preticket/invoice and the total amount in €,) you can click on the "**Ticket summary**" menu button to group them all at once or you can choose item by item in case you want to group only some specific products. Then you can choose between "**Consumption**", "**Daily meal**", "**Brunch**" or "**Define group**" (in this case you can write any text you wish.



Group ticket

Another option to do the same action as the above steps to **group** and edit a ticket is to click first on the change view icon below (**1**), select ticket view (**2**) and then drag and drop all products at once or item by item in case you want to choose only some specific ones to change the type of group (**3**).



Group ticket

After all the above steps, click on “**Consumption**”, “**Daily Meal**”, “**Brunch**” or “**Define Group**” (in this case you can type the text you want) (**4**). After that you can also keep adding new groups/texts (**5**), so that finally the ticket appears grouped and edited when you make a pre-ticket/invoice (**6**).

MINOR HOTELS

New actions & buttons

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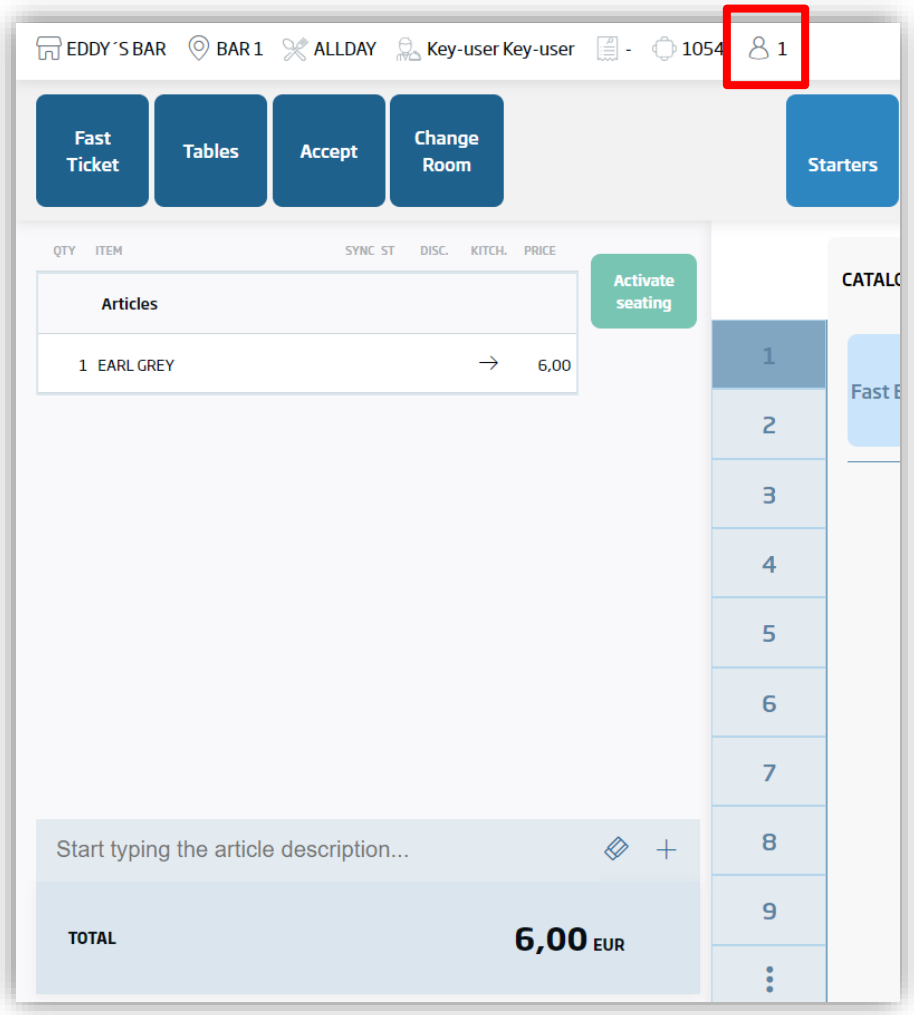
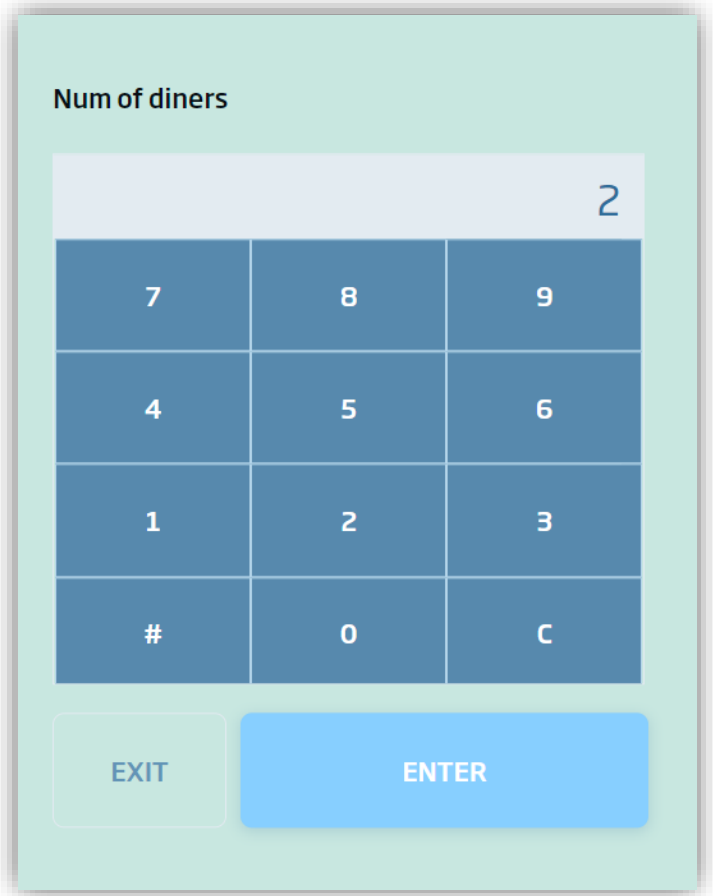
TIVOLI HOTELS & RESORTS

New actions & buttons

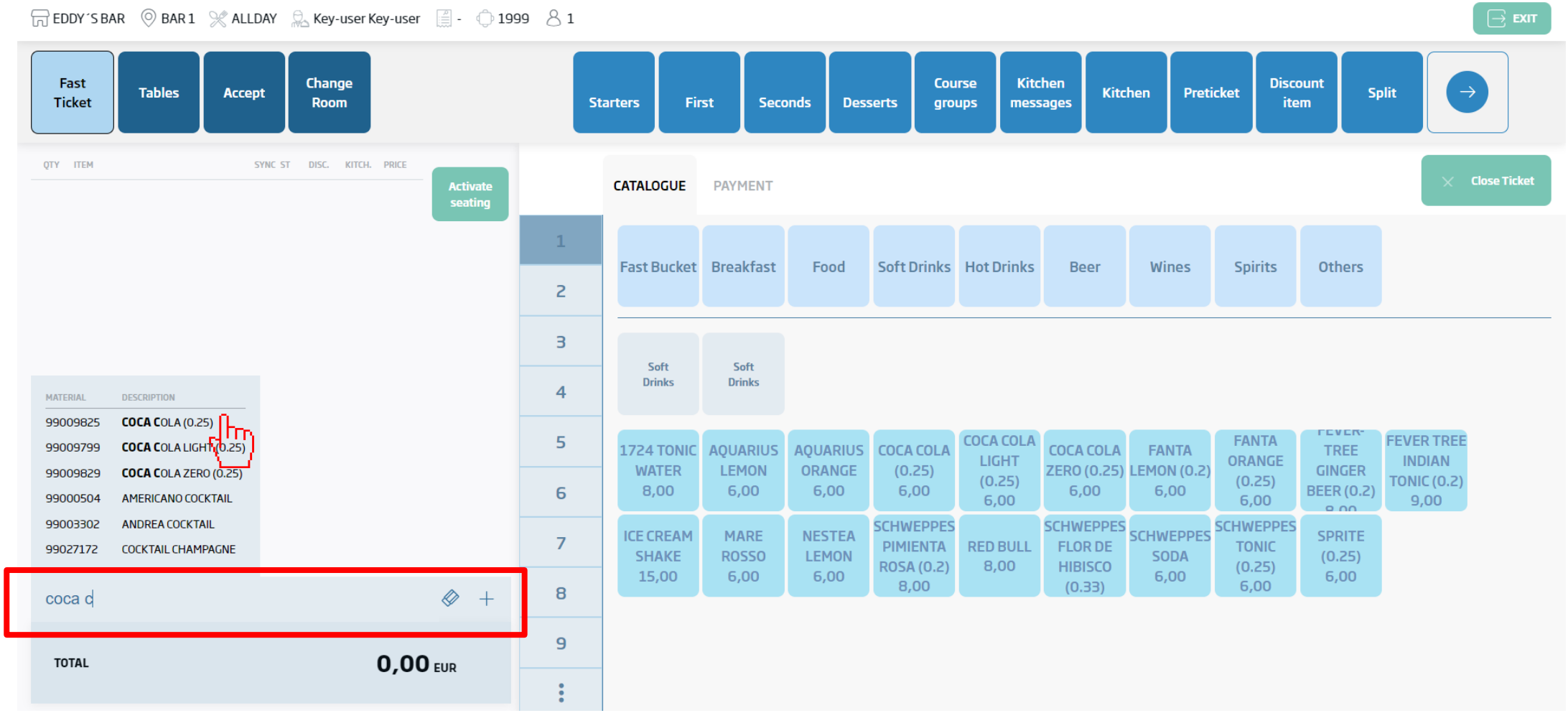
In case you want to **change** the number of **covers/diners**, you have to click on the icon of the person at the top right.





New actions & buttons

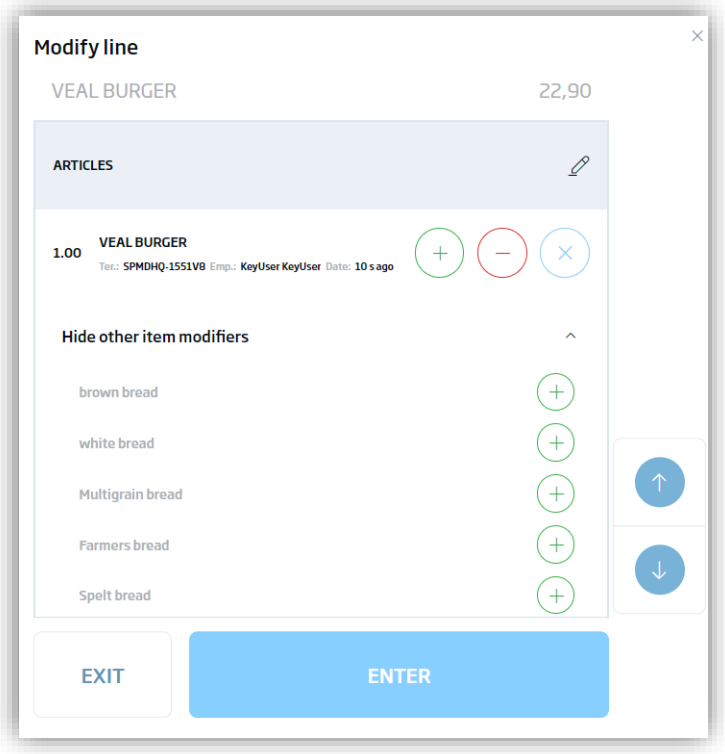
When you are managing a ticket, you can use the **Material finder** to select the material you want to charge. Start typing the article description and it will show you the concrete or those related to that word.



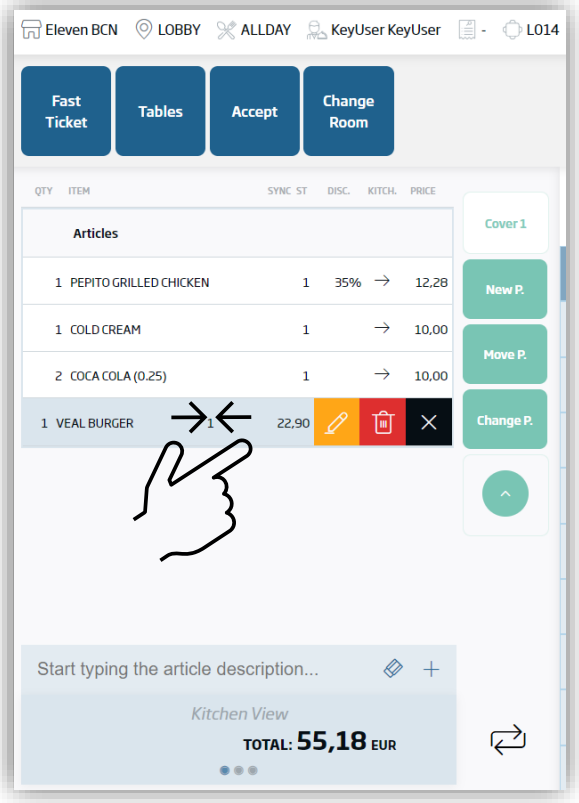
New actions & buttons

Modify Line → Is used to **edit the item**, add more or less quantity, add modifiers or in case of Open Food or Open Beverage, edit the name + price. There are 2 way to edit the article:

1. Choosing the article + use the Modify Line button at the top of the screen in POS:

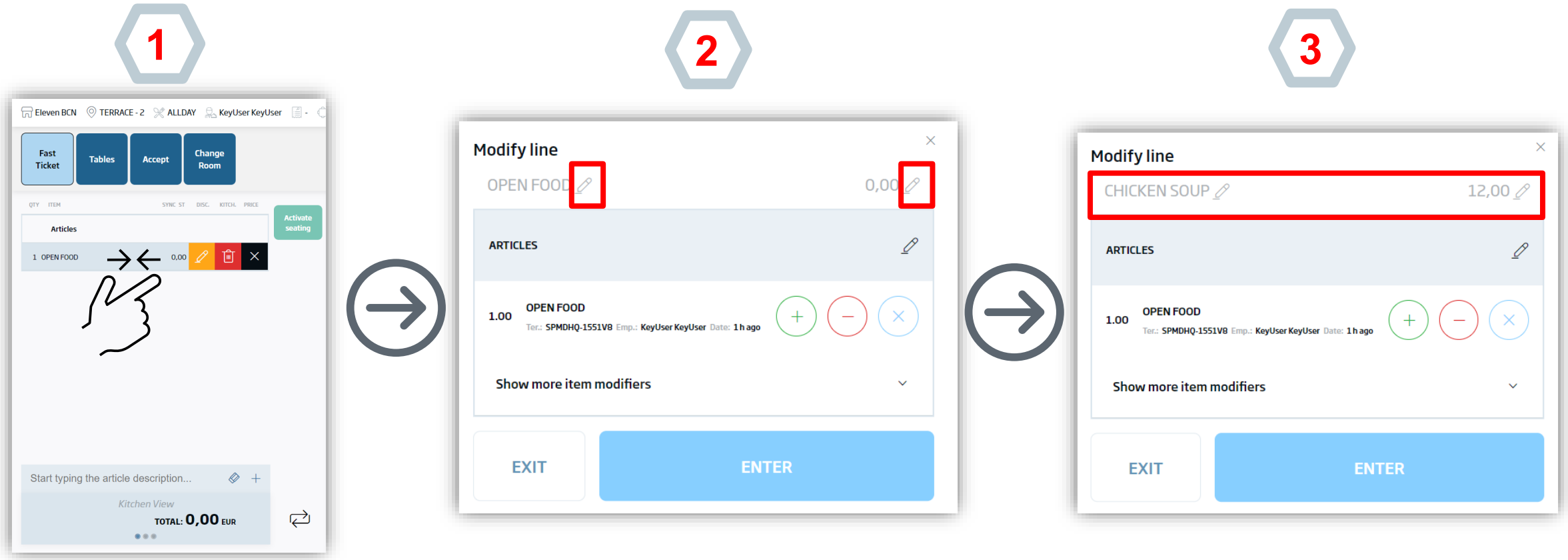


2. Choosing the article and drag to the right to display the edit, cancel or exit icon.



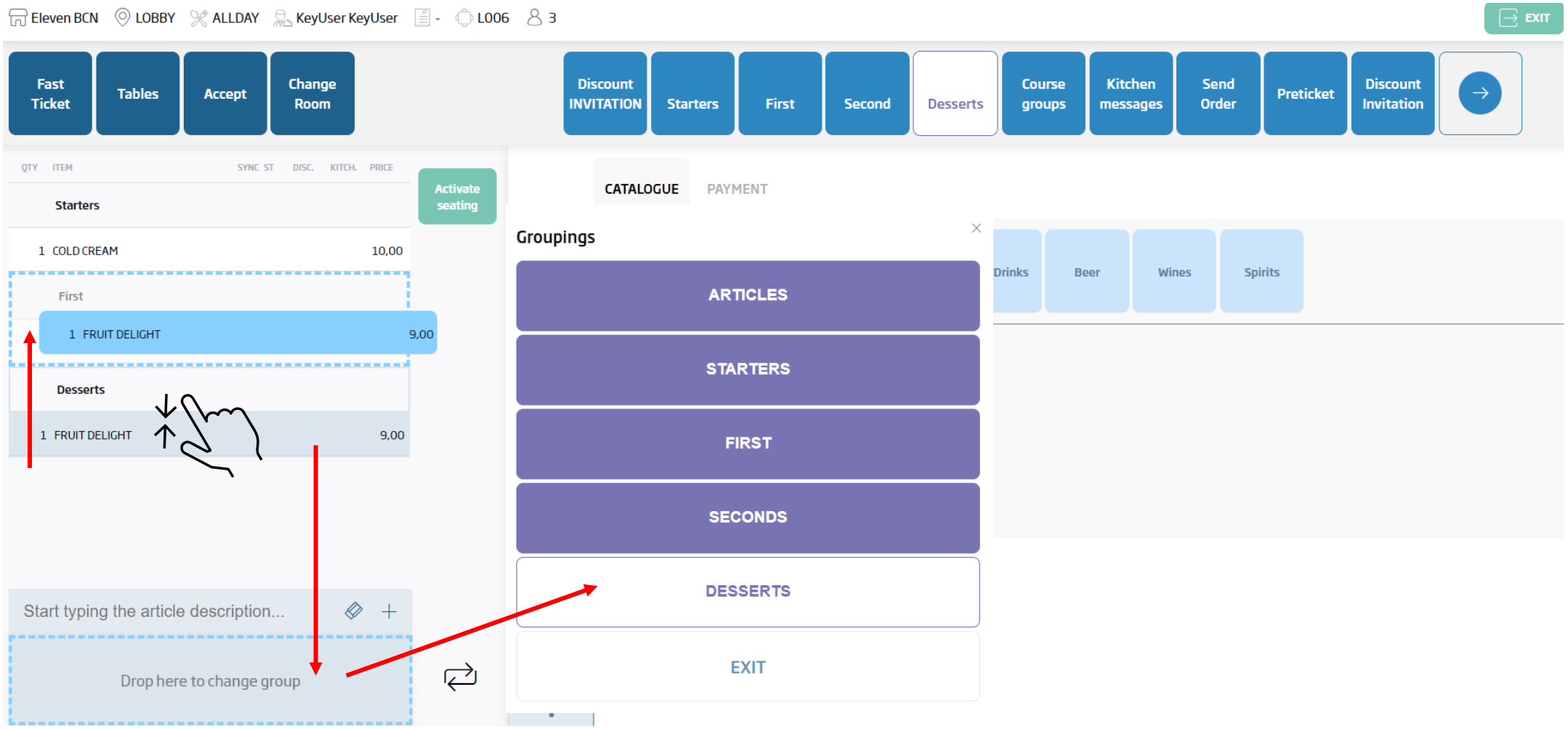
New actions & buttons

To edit **Open Food** or **Open Beverage**, edit the name + price Beverage, you need to:
Use the “Modify Line” button or swipe to the right use the the edit icon (**1**), modify the description + the Price with the edit icon (**2**) and finally it will be charged in the ticket as you have edited it (**3**).



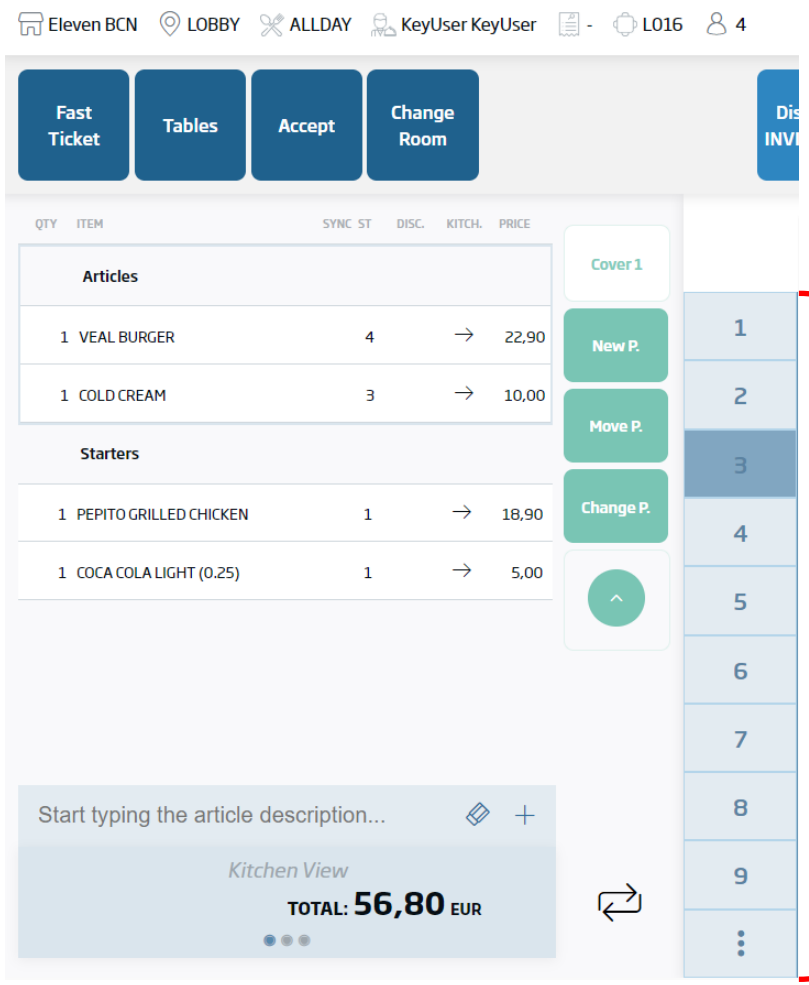
New actions & buttons

To change the **Course Group** by using the kitchen buttons, you can also choose & move from the ticket the article to the group of your choice. You can drag it directly to the group you want or drag & drop it down to select the corresponding one.

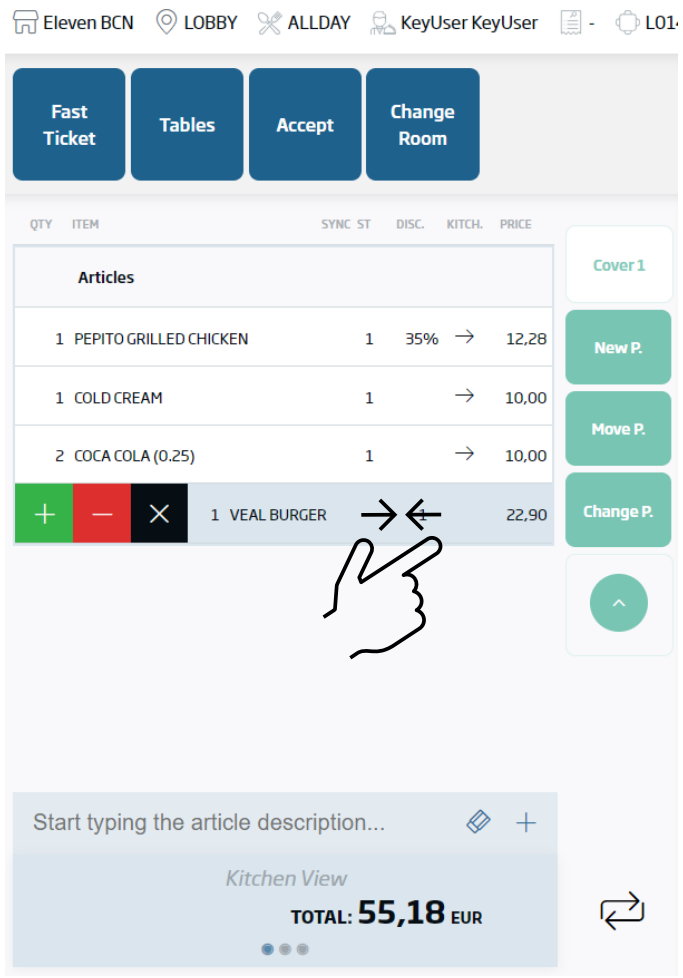


New actions & Buttons

To add or modify the **quantity** of the article,there are also 2 differentes ways to manage it:



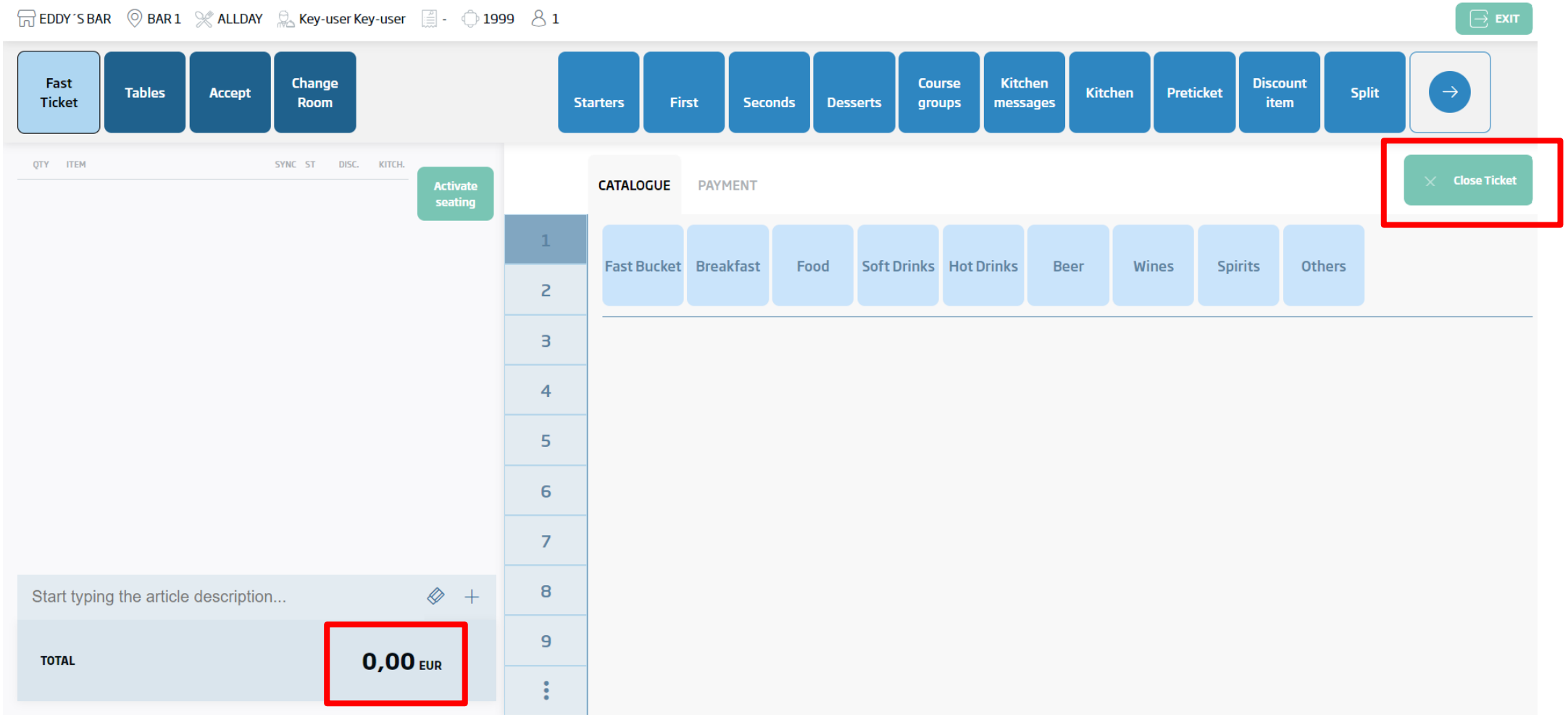
1. Using the calculator. Choose the number or edit the quantity using the ellipsis option + add the material.



2. Or choosing the article and drag to the left to display the + or – icons.

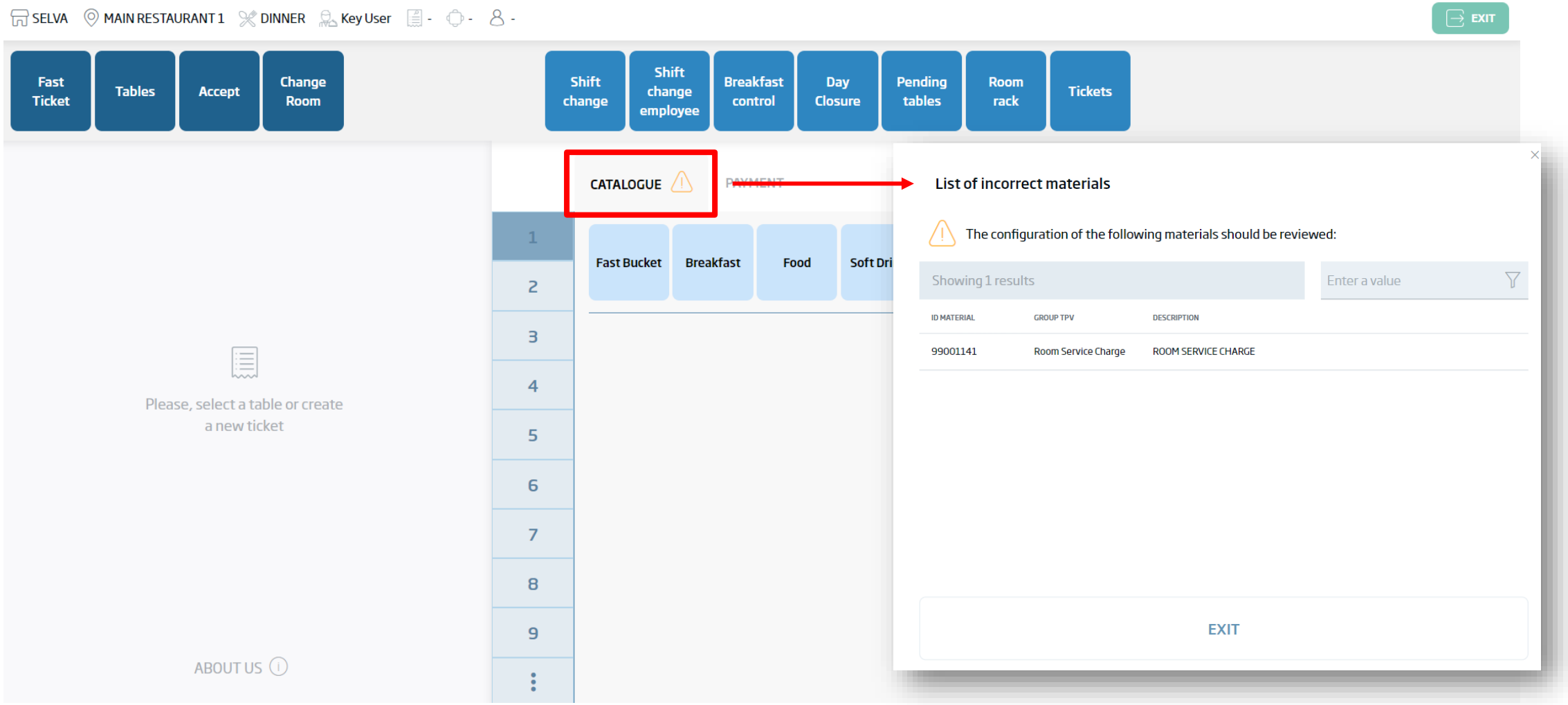
New actions & Buttons

If you have opened a table or a fast ticket where there is nothing charged and it is at 0€, remember to click on “**Close Ticket**” button on the right side so that no table is left pending for the POS day closure.



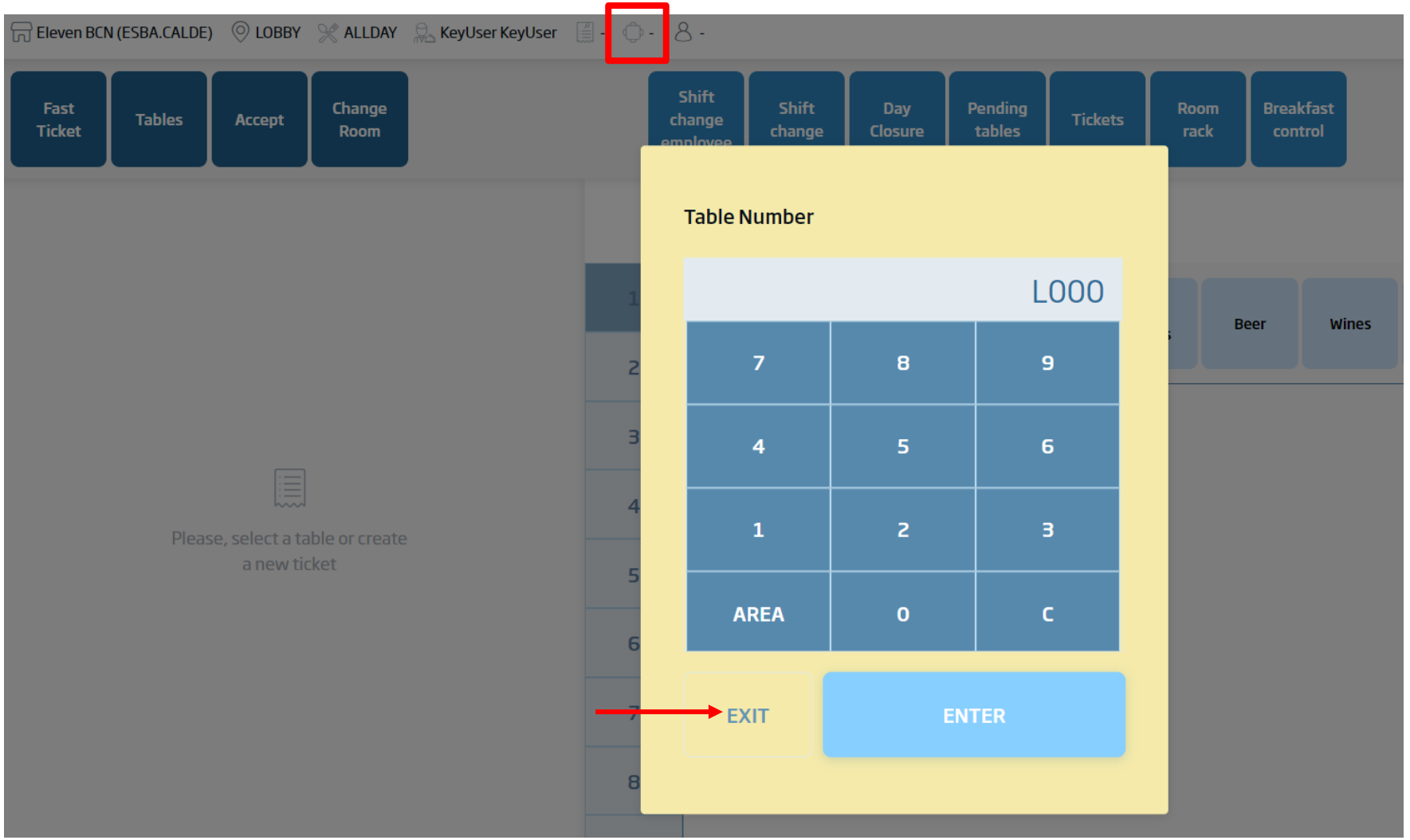
New actions & Buttons

If you have any **material** that is not configured correctly, you will see a yellow warning icon in the catalogue tab. If you click on it you will see the information about the materials that need to be checked.



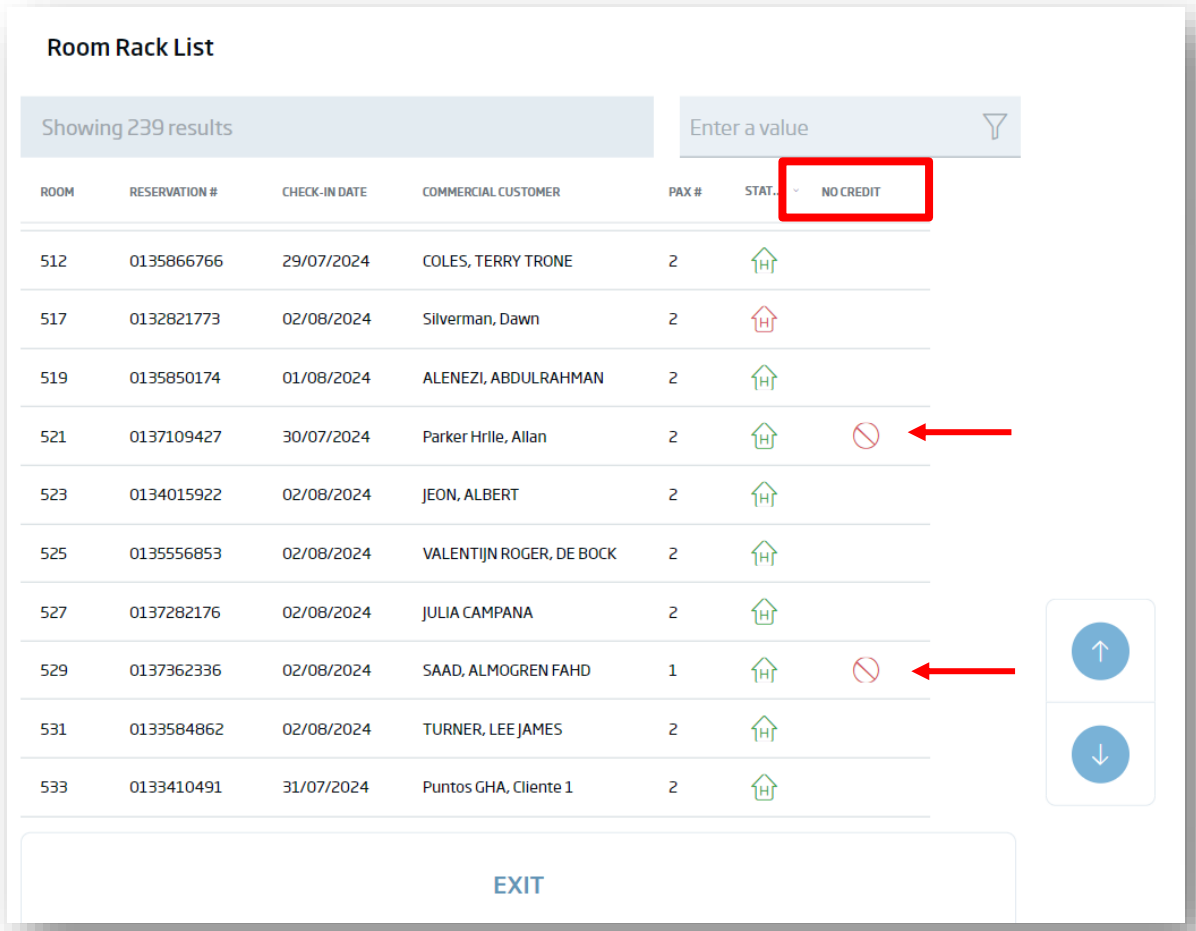
New actions & buttons

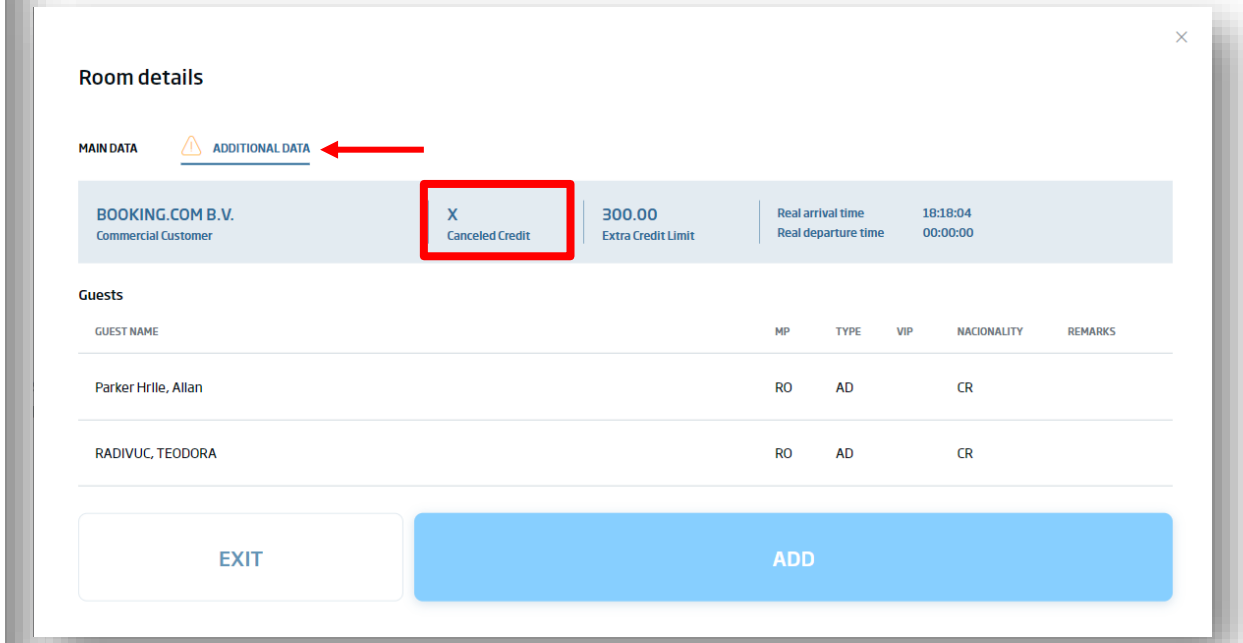
If you want to **open directly a table** or **search for it by table number,** you can use the table icon at the top of the main screen. You can also filter by Area.



New actions & buttons

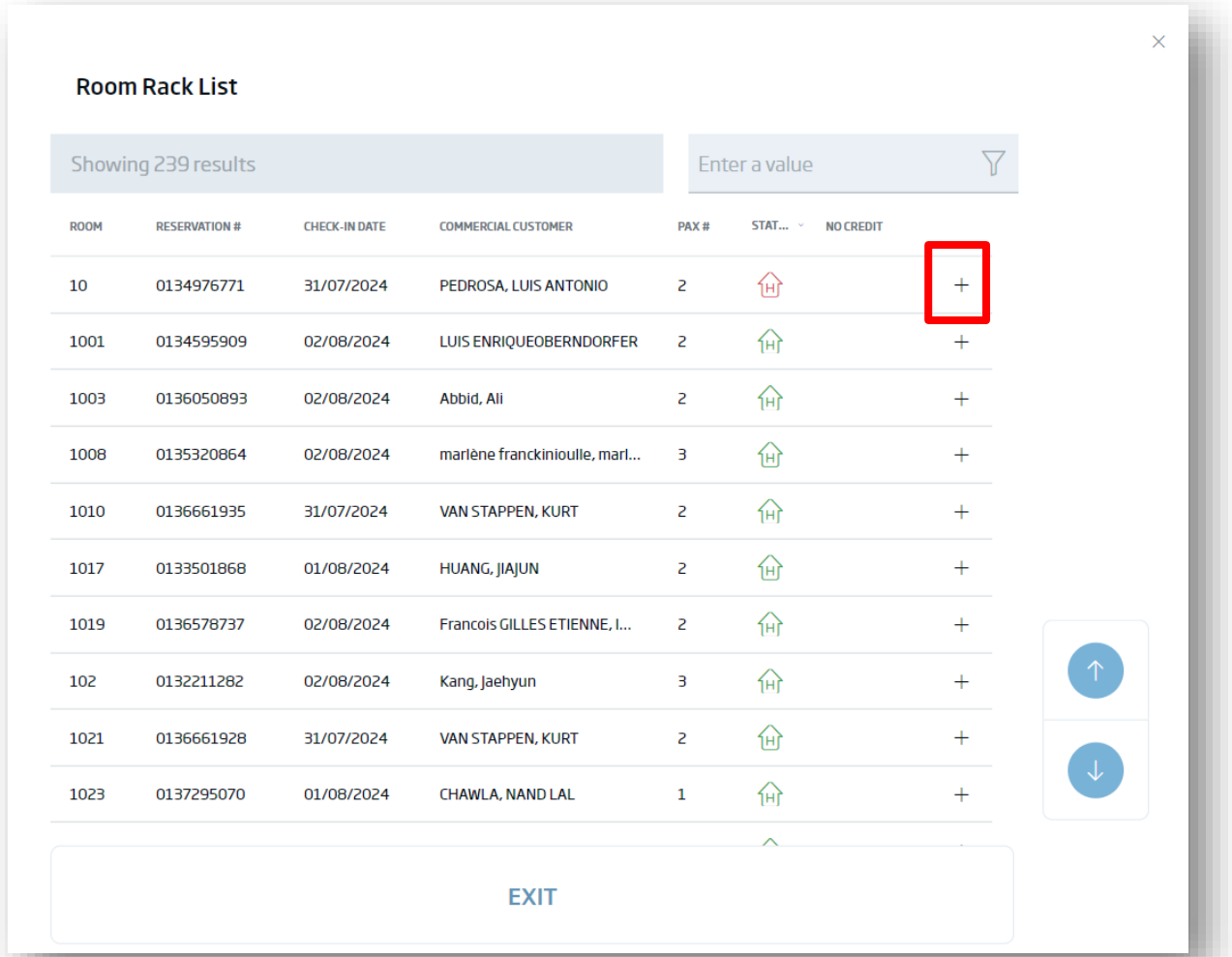
To see if the room has credit or not, the "**No credit**" column is available in the Rack and also in the Additional data tab of the Room details.





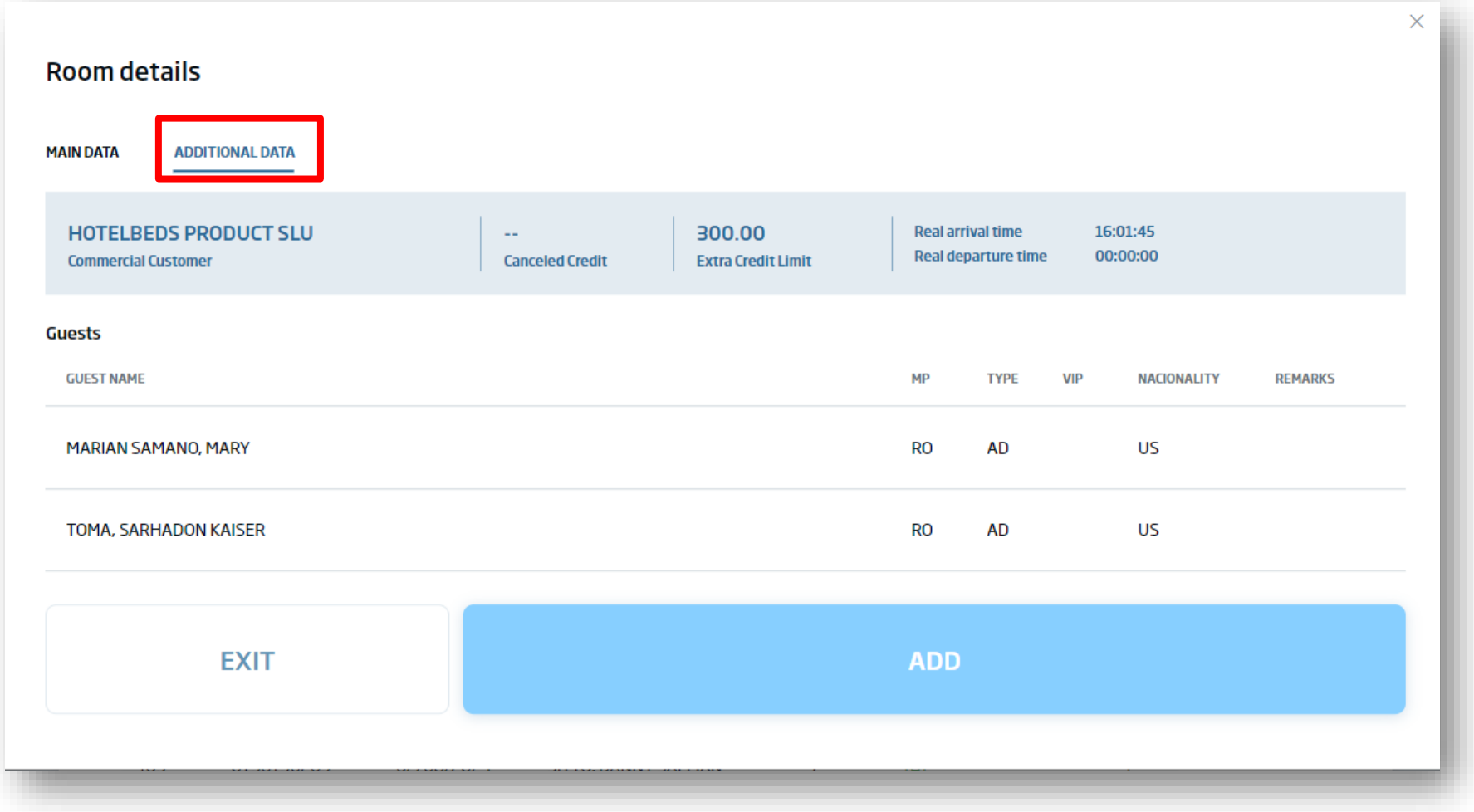
New actions & buttons

If you want to make a **direct and faster charge** to the room without having to navigate through the room details, you can click on the plus icon .



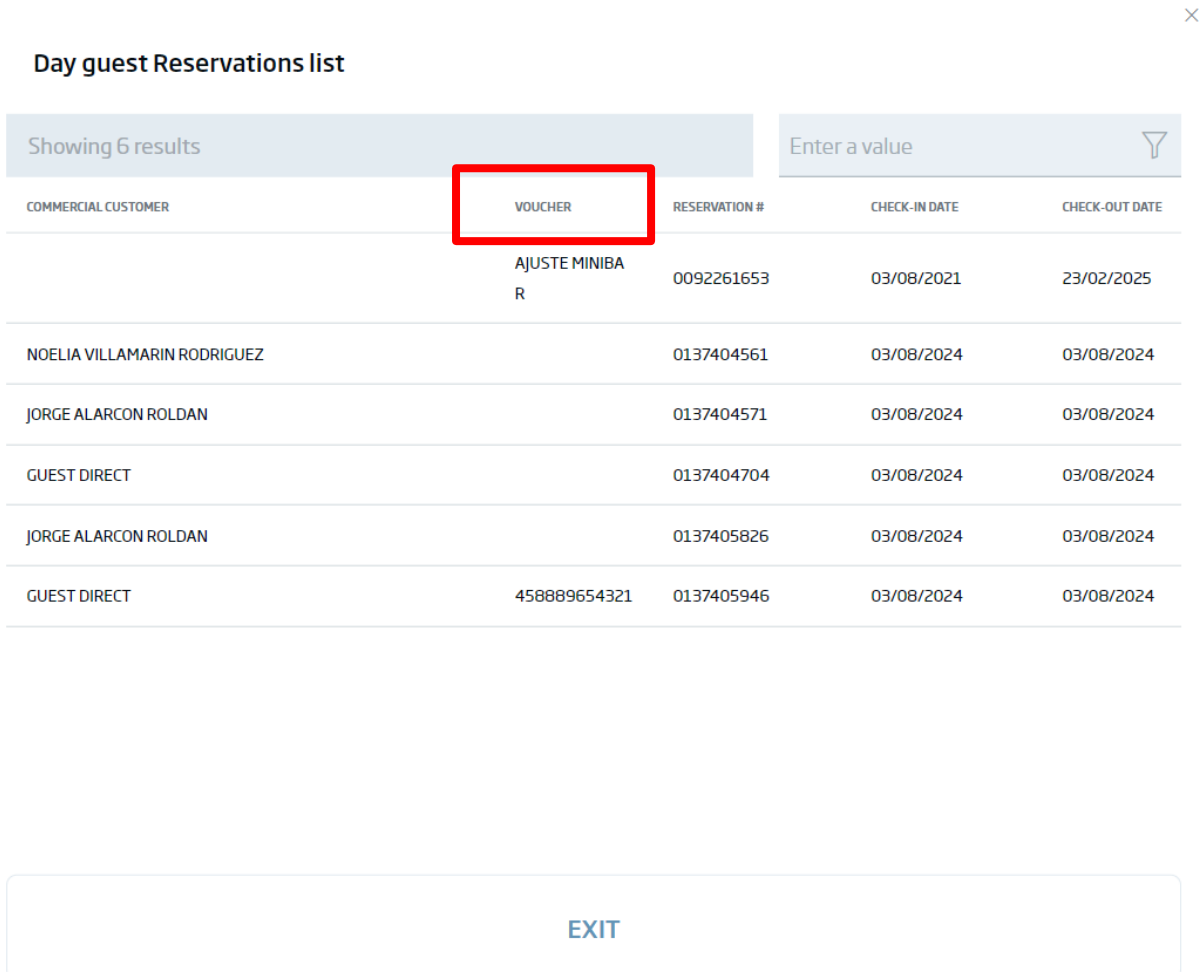
New actions & buttons

In Room details you have available the **Additional Data** tab to check the Main client of the reservation, if it has credit or not, extra credit limit amount and arrival/departure times.



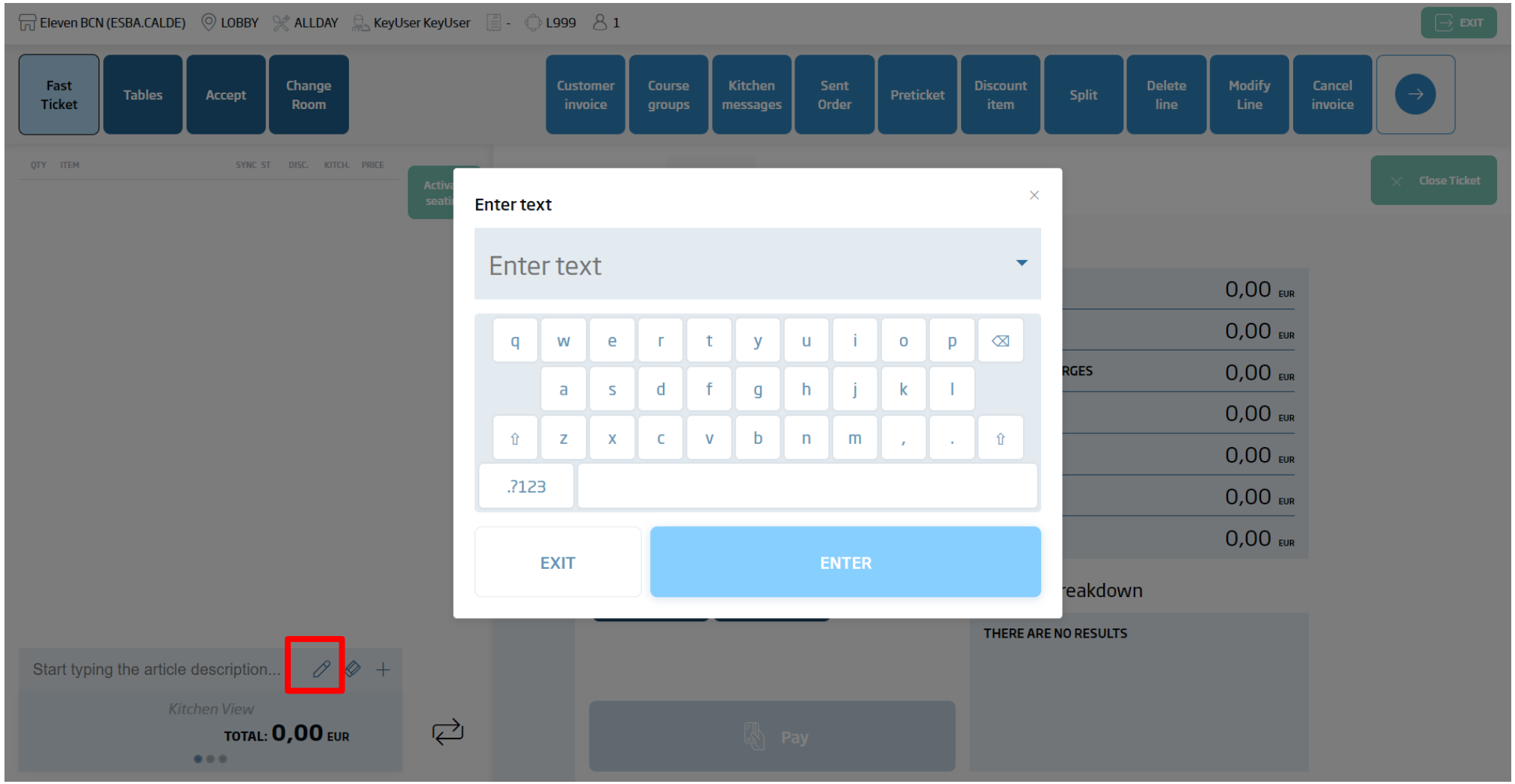
New actions & buttons

In the Day Guest Billing list, you can see the “**Voucher**” column to have this information in a visual way more accessible.



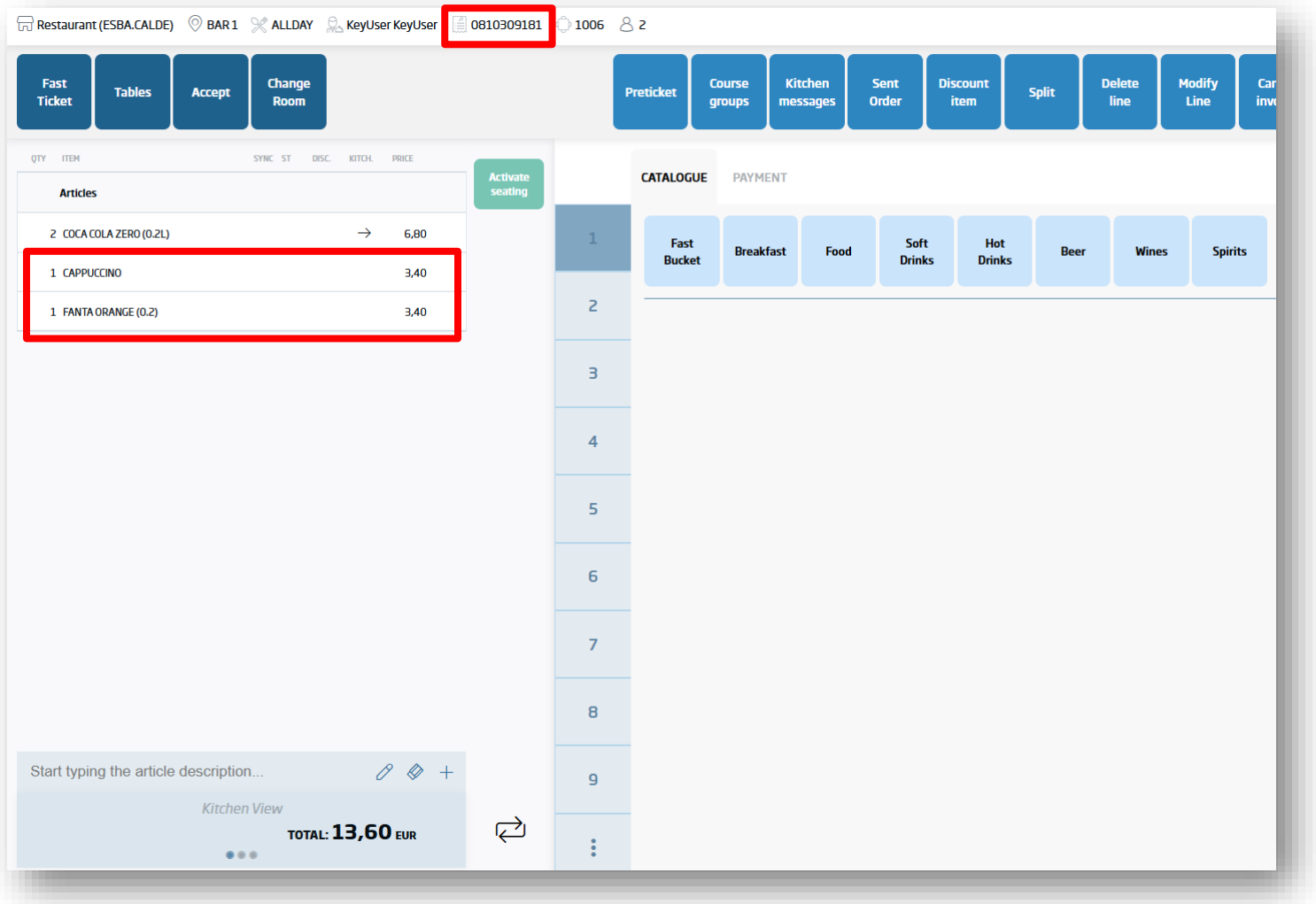
New actions & buttons

You have the possibility to open a **virtual keyboard** by clicking on the pen icon in the material finder.



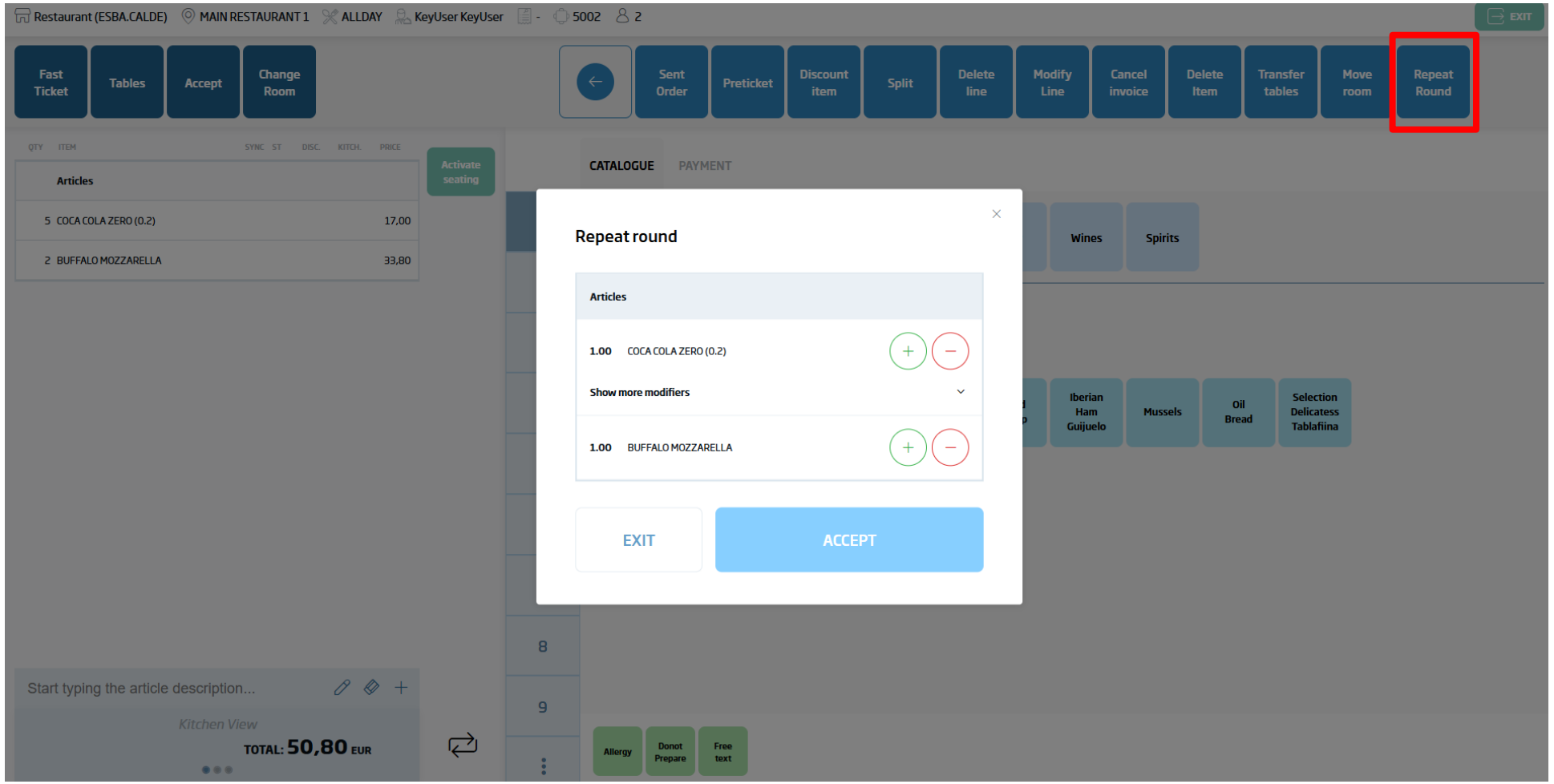
New actions & buttons

When the **table is in red color** (invoice has been generated but the payment has not been processed), in case you need to charge more articles there is no need to cancel the generated invoice. This allows you to bill again the ticket at the end to close the table.



New actions & buttons (Repeat Round, part 1)

If you hit the “**Repeat Round**” button, this function allows to manage in an easier and faster way the management of the items in case you want to add more units to the whole ticket or to specific products.

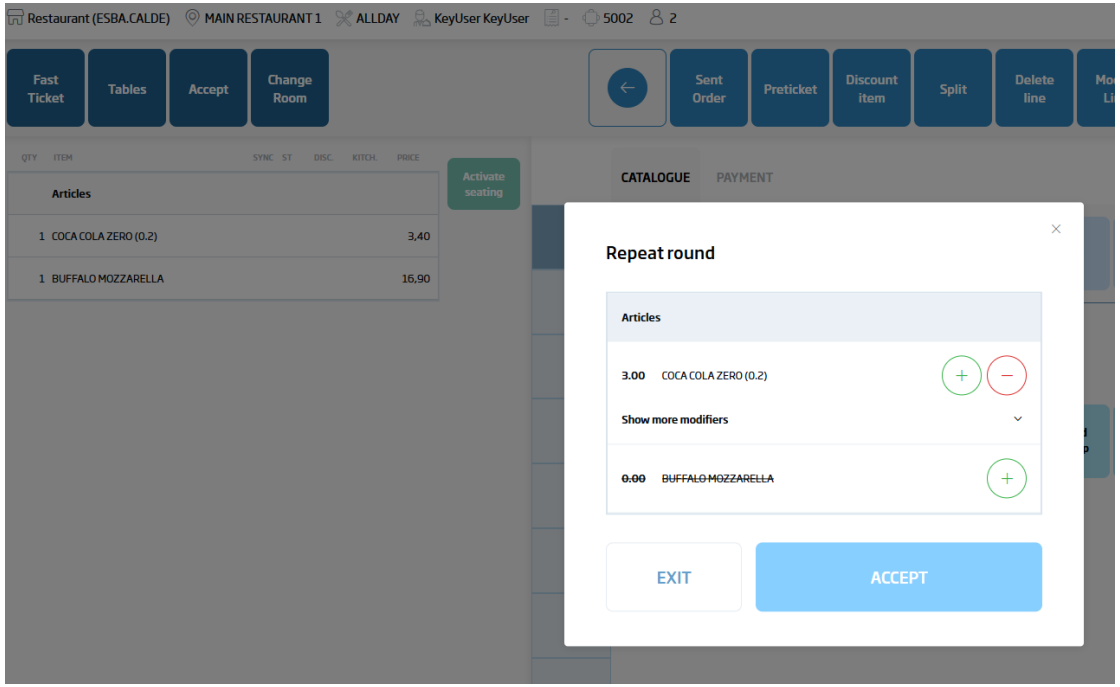


New actions & buttons (Repeat Round, part 2)

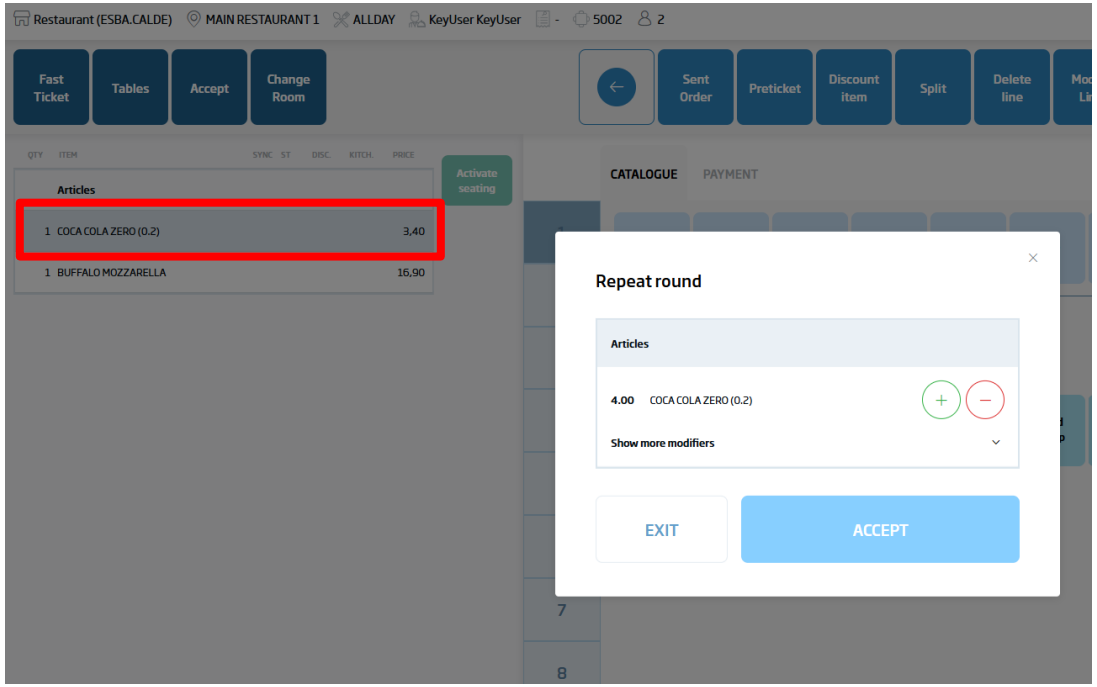
To handle the "**Repeat Round**", you can do it in 2 ways:

Do not choose any item and when the pop-up window appears, you can delete the ones you are not interested in and add more units to the others (**A**) or as a second option, select on the ticket which product you want and then inform how many more units you want to add (**B**).

A

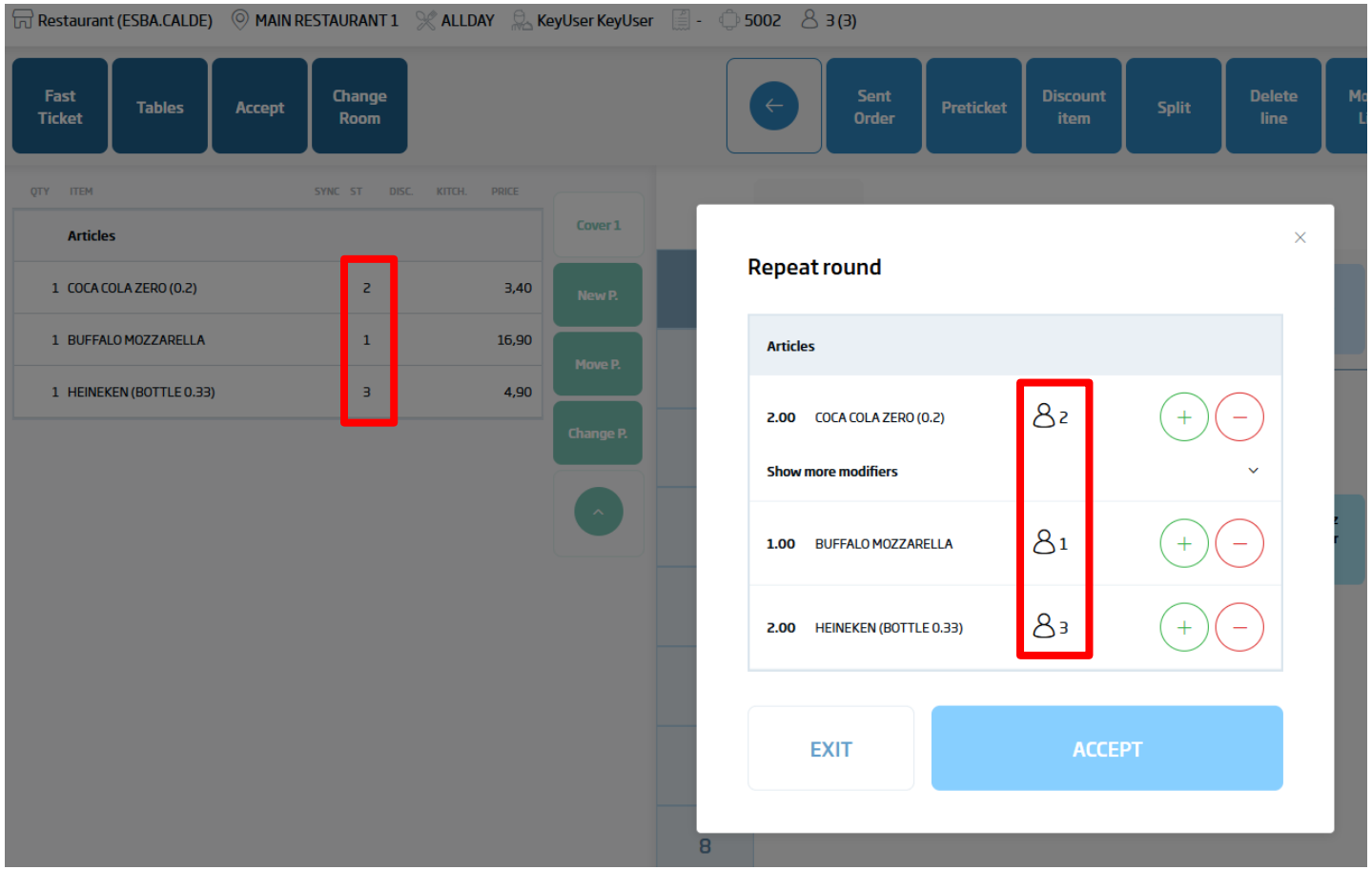


B



New actions & buttons (Repeat Round, part 3)

If you activate the “**Seating**” option in the ticket and you choose the position/covers, in the “**Repeat Round**” screen you will be able to manage it by cover and its corresponding articles.



MINOR HOTELS

Customer Invoice

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elewana COLLECTION

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nhow HOTELS

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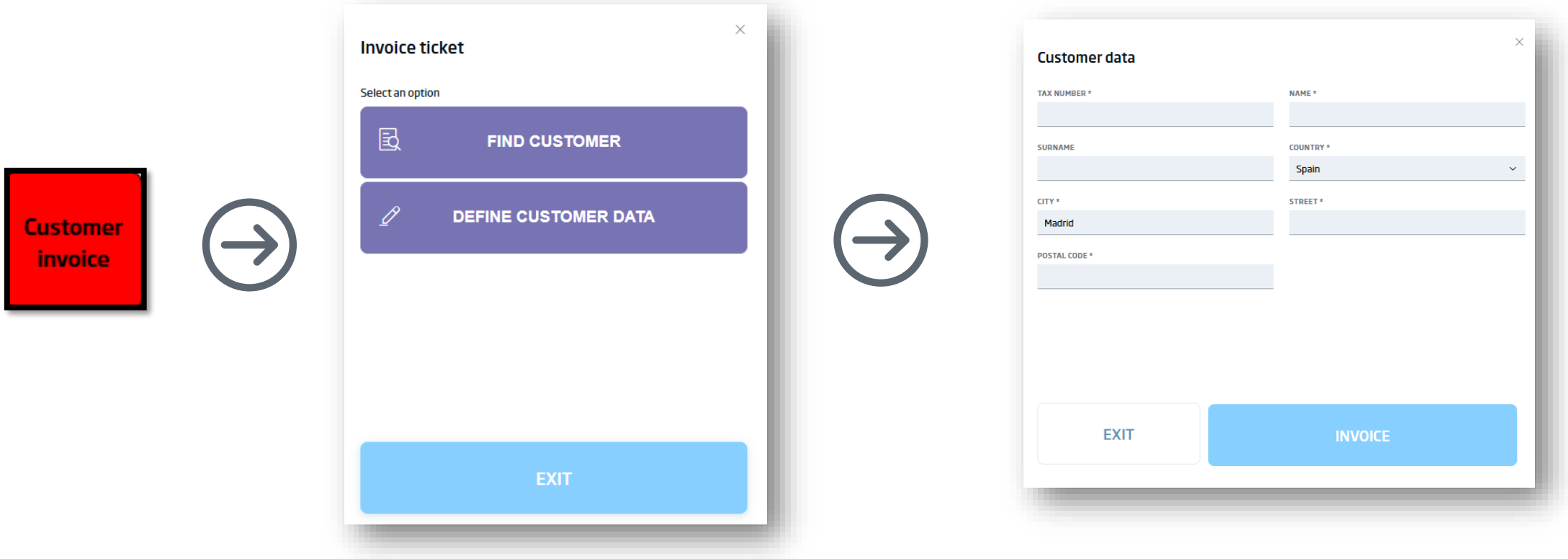
Customer invoice

If the client wants to have the invoice with their fiscal data, you will have to hit the "**Customer Invoice**" button. First you activate the button and then you manage the payment process same as usual but having 2 different options: "Find customer/company" or create a new one with "Define Customer data" by filling in all mandatory fields:

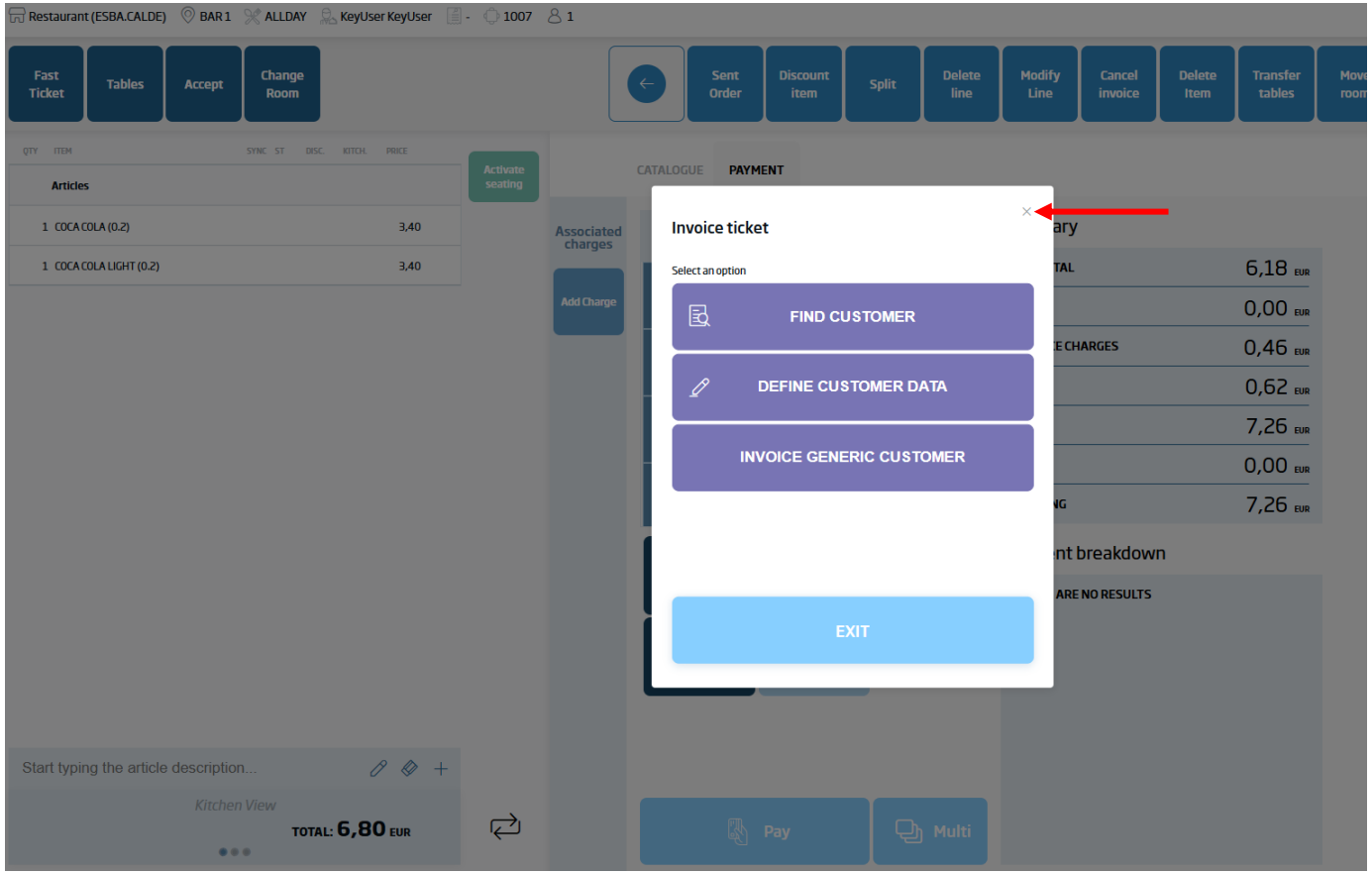


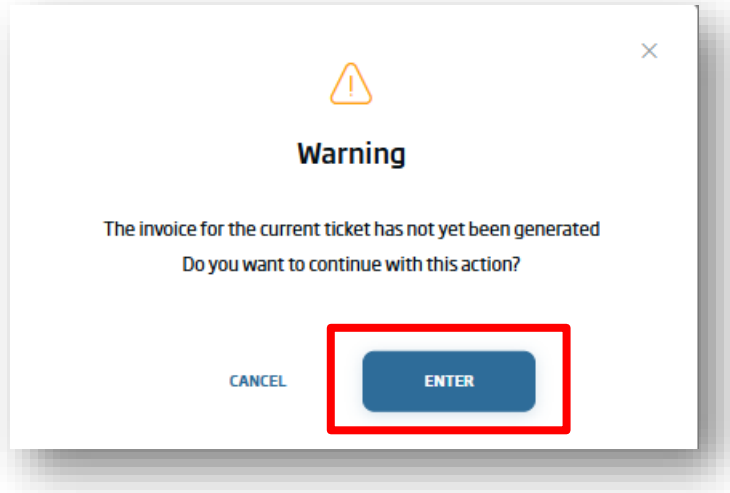
This functioning does not apply to Mexico and Ecuador.
Italy: a Ricevuta (not Fattura) is issued with the guest/company data. If you want to issue a Fattura, you have to follow the usual procedure and it is the Front Desk team who has to manage it.

Customer invoice (Ticket not generated, part I)

If you find particular cases of tickets not generated correctly when using the Customer Invoice option, it may be due to a specific reason.

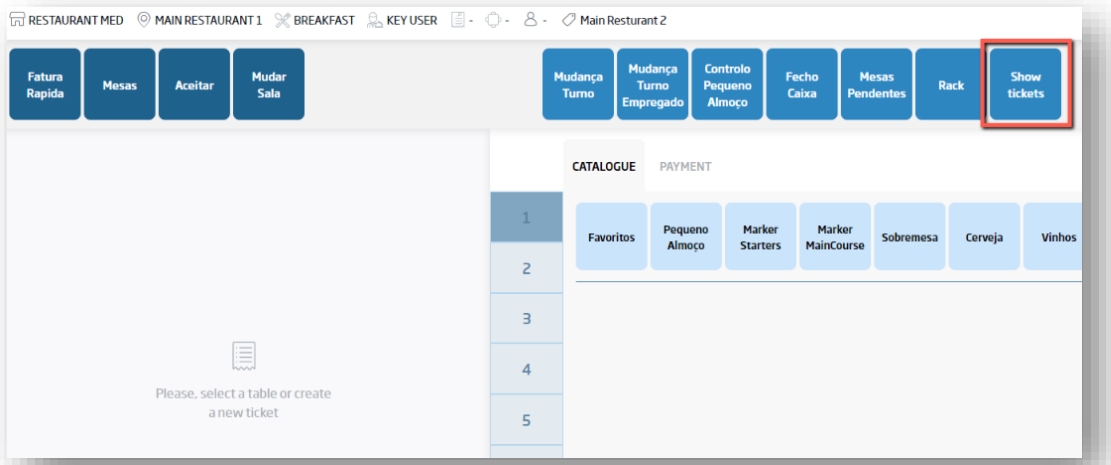
If the invoice ticket pop-up is closed without choosing any option (Define Customer Data or Invoice Generic customer etc) and in the pop-up warning you choose "Enter“, the invoice is billed but not "generated".

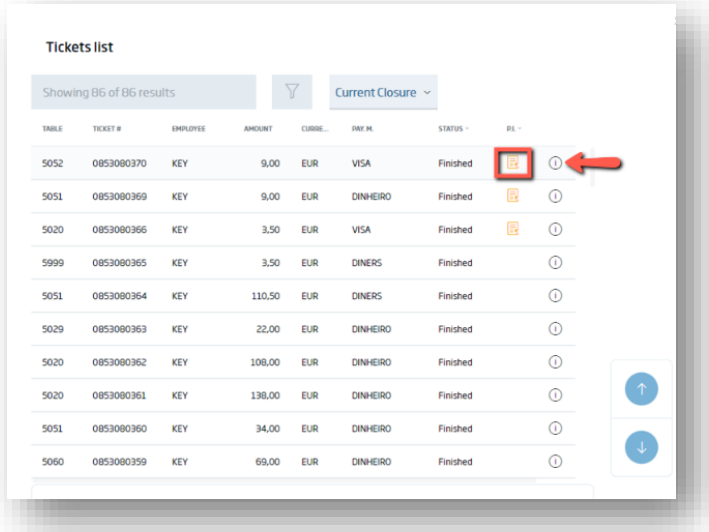




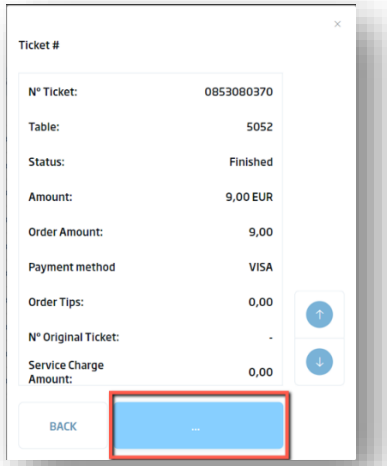
Customer invoice (Ticket not generated, part II)

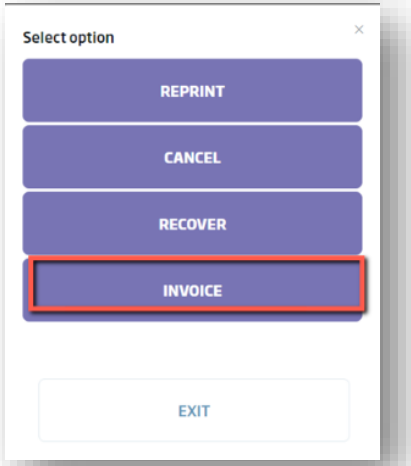
So in that case, you have to go to the “Tickets” button and look for the corresponding ticket (it will show you an orange invoice icon as well):

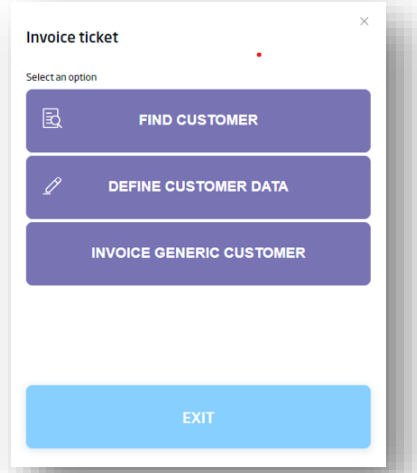




Finally choose the last option called "Invoice“ and the corresponding option to close it and bill it correctly :







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Multipayment

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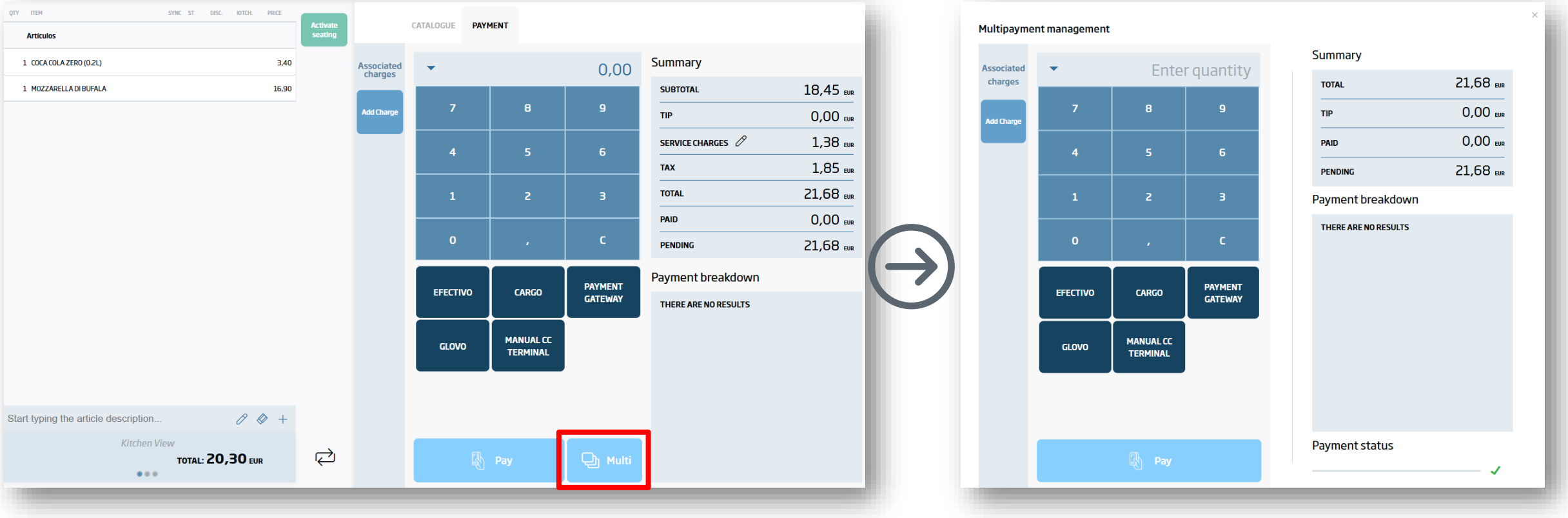
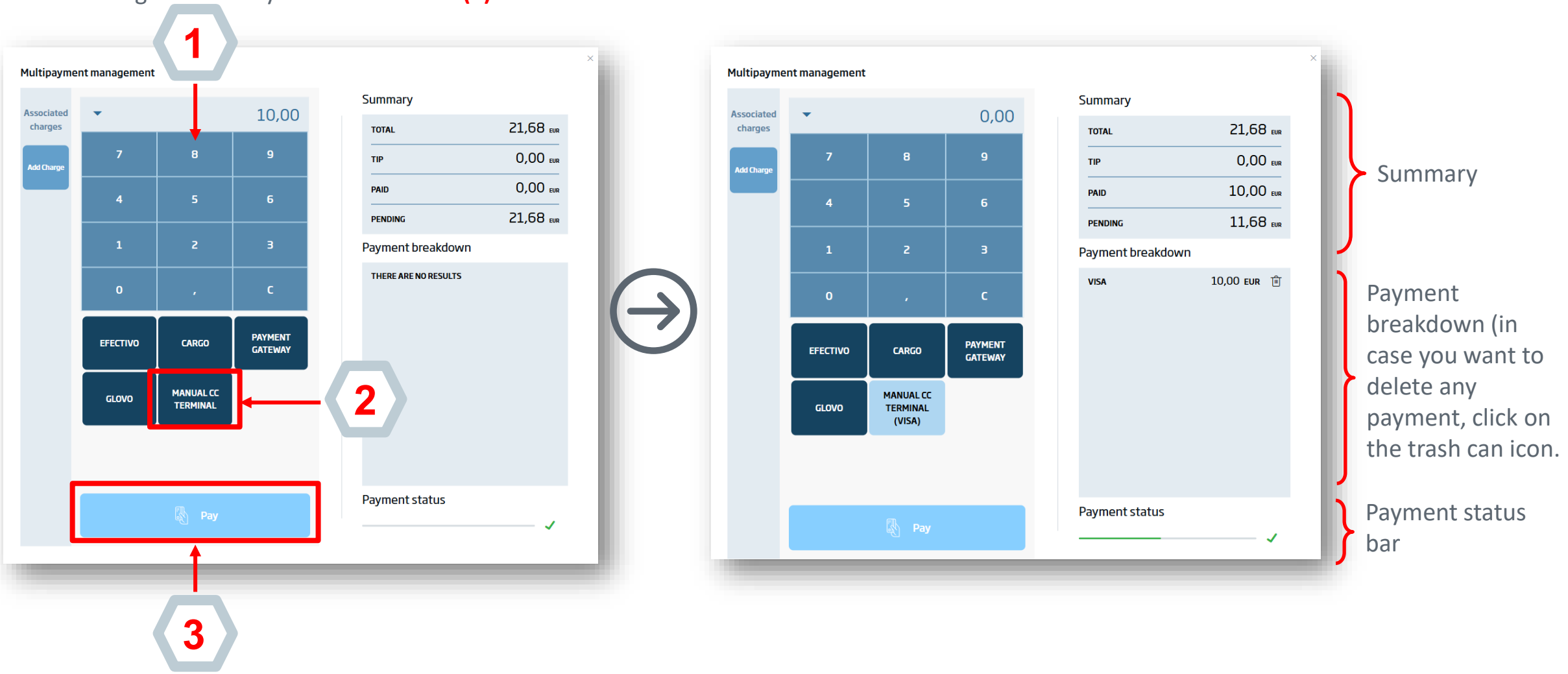
Multipayment (Step 1)

To bill with different payment methods one ticket from the payment screen you can hit the “**Multi**” button (also with option Charge Room + Credit Card or Cash). Each ticket will be invoiced with a different ticket number.



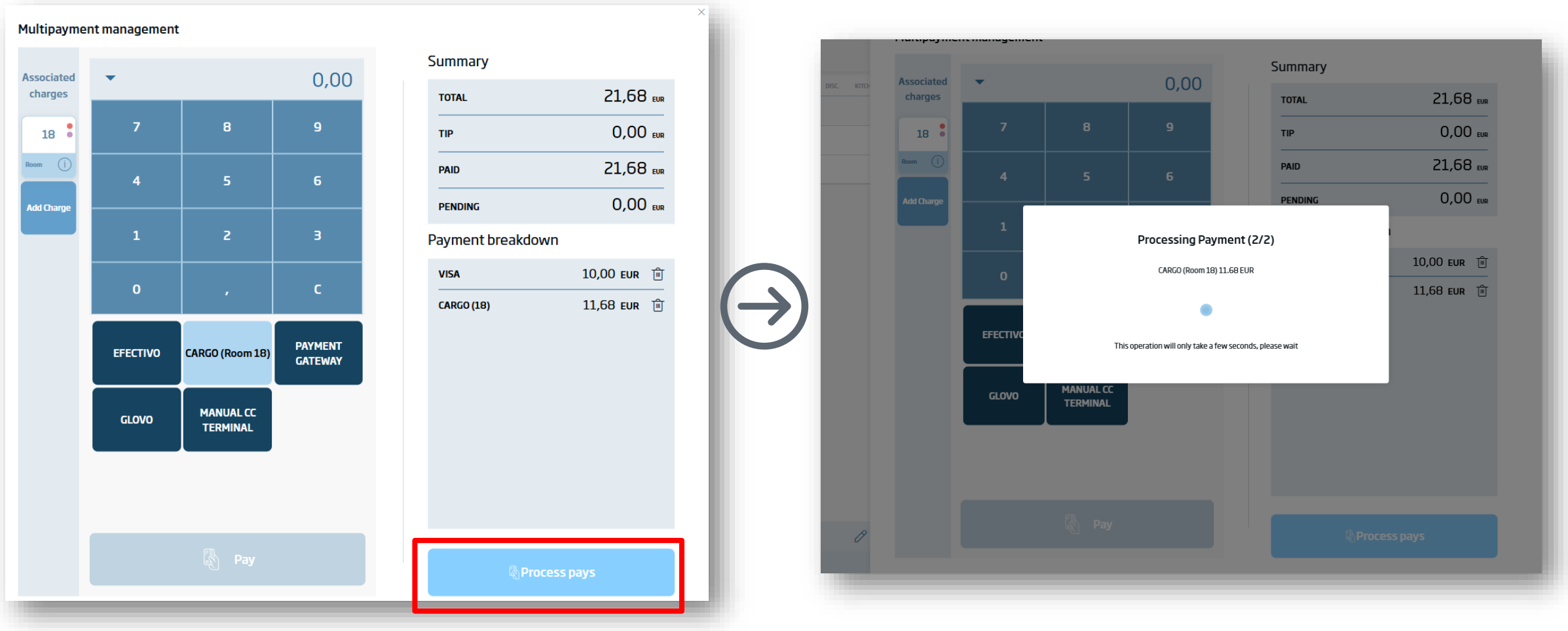
Multipayment (Step 2)

To start managing the multipayment, type in the calculator the corresponding amount **(1)** + choose the payment method **(2)** + hit the Pay button to start adding it in the Payment Breakdown **(3)**.



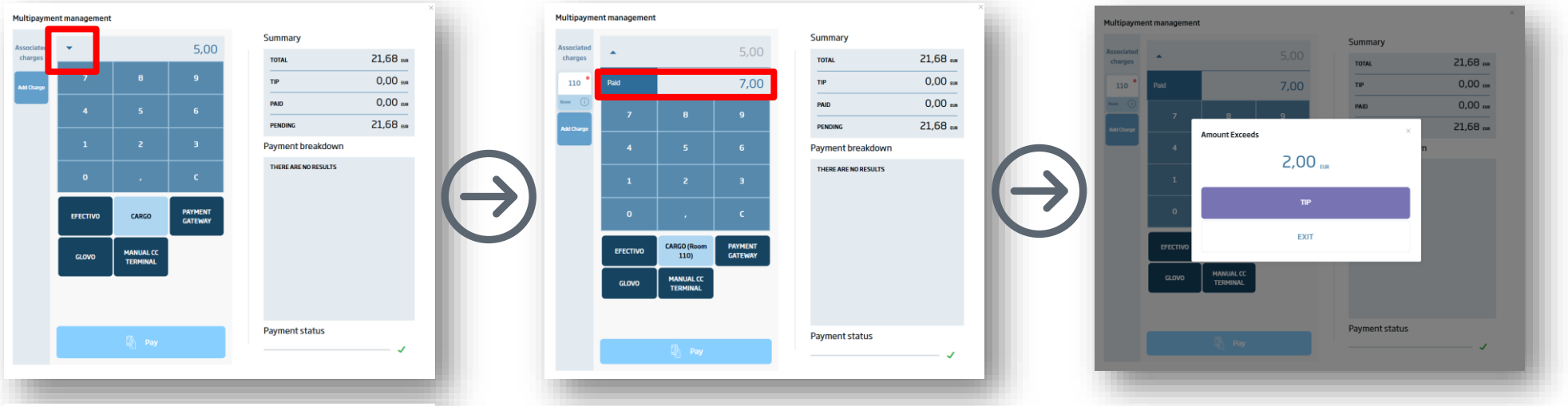
Multipayment (Step 3)

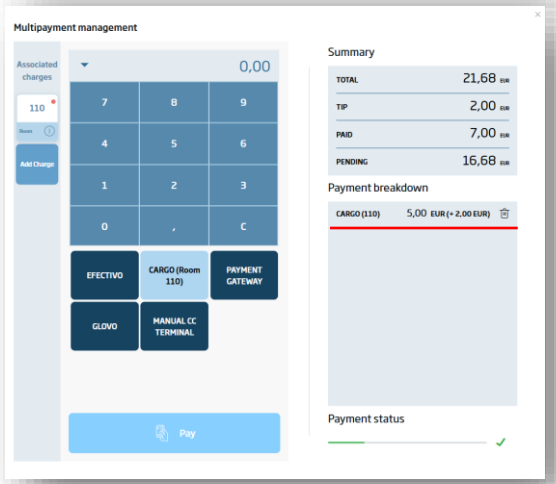
Once you have finished all payment breakdowns, the Payment status bar will be completed and you can click on the “Process Pays” button to start processing the payments.



Multipayment (Tips)

To manage and include a **TIP**, you will have to click on the dropdown icon once you have informed the amount and then add the total amount with the TIP included in the “Paid” field, you choose the payment method + Pay button (the TIP pop-up window will appear).





The tip will be added to the amount charged on the ticket.

*Tips in CASH are not allowed in the system.

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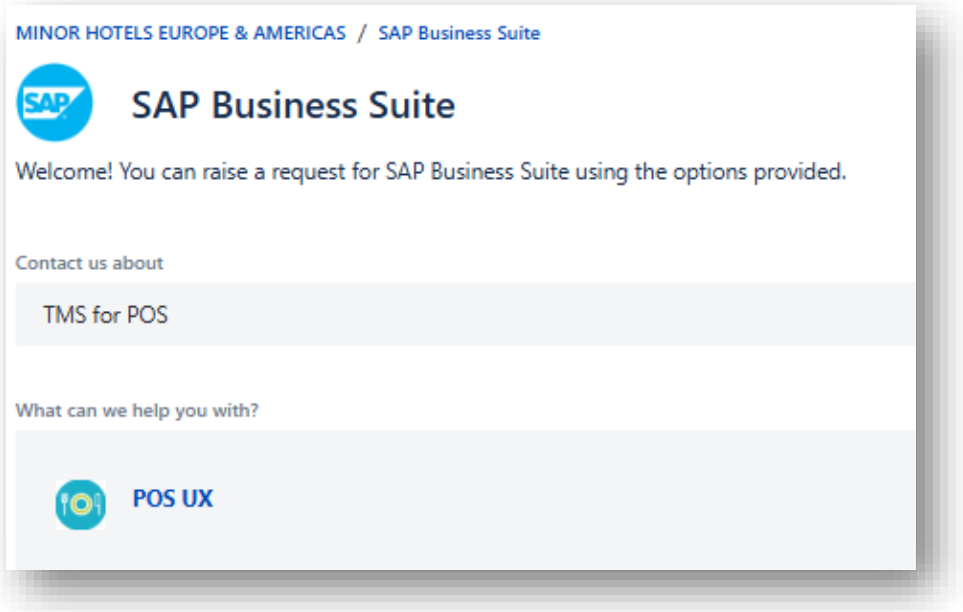
If you have any question or **issue**…



Please be so kind to open a **JIRA** with the corresponding categories depending on your needs:

SAP BUSINESS SUITE→ TMSforPOS → POS UX

THANKS!

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