

# “POS UX” Key changes

Business Processes – Operations  
February 2026

**MINOR**  
HOTELS

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HOTELS • RESORTS • SPAS

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# Overview



## 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).





# Accessing POS UX



# 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.



HES [REDACTED]

.....

Language

EN - English

Log On

Change Password

Unlock

Enter password

7	8	9
4	5	6
1	2	3
#	0	C

UNLOCK

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Main screen



# Main screen

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

The screenshot shows the main interface of a POS system. At the top, there is a navigation bar with icons for EDDY'S BAR, BAR 1, ALLDAY, Key-user, and a user profile. On the right side of the top bar are buttons for EXIT and Logout, with a red arrow pointing to the Logout button and a red exclamation mark icon.

Below the top bar, there are several blue buttons arranged in a grid:

- Fast Ticket
- Tables
- Accept** (highlighted with a red box and an arrow pointing to it from the text "To change POS Employee")
- Change Room
- Shift change
- Shift change employee
- Breakfast control
- Day Closure
- Pending tables
- Room rack
- Tickets

A red box highlights the "Shift change", "Shift change employee", "Breakfast control", "Day Closure", "Pending tables", "Room rack", and "Tickets" buttons.

Below these buttons is a section titled "CATALOGUE" and "PAYMENT". The "CATALOGUE" tab is active. This section contains a table of numbers 1 through 9 and a list of categories: Fast Bucket, Breakfast, Food, Soft Drinks, Hot Drinks, Beer, Wines, Spirits, and Others. A red box highlights the "CATALOGUE" and "PAYMENT" tabs, and a red arrow points to the "Calculator" label below the table.

Text on the screen includes:

- To change POS Employee (with an arrow pointing to the Accept button)
- Please, select a table or create a new ticket
- ABOUT US (with a help icon)

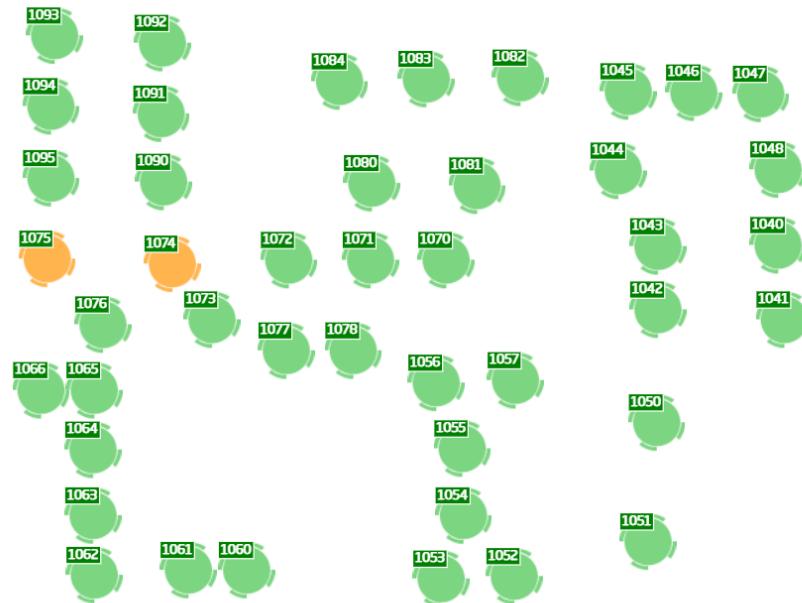
# Main screen-Tables



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



Tables EDDY'S BAR BAR 1



To view only the tables managed with your code.

Refresh status of the tables

EXIT

MY TABLES

↔

BAR 1

LOBBY

TERRACE

Logout

Areas

Zoom in

Q +

Zoom out

Q -

EXIT

Back to main screen.

# Main screen- 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				
ROOM	RESERVATION #	CHECK-IN DATE	COMMERCIAL CUSTOMER	
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

EXIT

You can search by name or numbers.

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)

Room details

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

**Room Rack List**

Showing 19 results

Enter a value  Reservations 

ROOM	RESERVATION #	CHECK-IN DATE	MAIN GUEST	PAX #	STAT...	NO CREDIT
130	0137436535	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO	1		 
131	0137436536	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO	1		
134	0137436537	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO	1		
136	0137436538	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO	1		
138	0137436539	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO	1		
14	0137436540	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO	1		
143	0137436541	19/03/2025	Oco. Test	1		
15	0137436542	19/03/2025	TEST OCO	1		
16	0137436543	19/03/2025	TEST OCO	1		
17	0137436544	19/03/2025	TEST OCO	1		
18	0137432600	27/03/2025	BookerLastMarTest, BookerMarTest	2		
204	0137432610	27/03/2025	BookerLastMarTest, BookerMarTest	2		
208	0137432679	27/03/2025	BookerLastMarTest, BookerMarTest	2		

EXIT

**Room Rack List**

Showing 19 results

Enter a value  Guests 

ROOM	RESERVATION #	CHECK-IN DATE	GUEST	STAT...	NO CREDIT
130	0137436535	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO		 
14	0137436540	19/03/2025	GRAGERO MORIANO, JOSE ANTONIO		
143	0137436541	19/03/2025	Oco. Test		
15	0137436542	19/03/2025	TEST OCO		
16	0137436543	19/03/2025	TEST OCO		
17	0137436544	19/03/2025	TEST OCO		
18	0137432600	27/03/2025	BookerLastMarTest, BookerMarTest		
			GuestTwoMarTest GuestTwoLastMarTest		
204	0137432610	27/03/2025	BookerLastMarTest, BookerMarTest		
			GuestTwoMarTest GuestTwoLastMarTest		
208	0137432679	27/03/2025	BookerLastMarTest, BookerMarTest		
			GuestTwoMarTest GuestTwoLastMarTest		

EXIT

# 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...).

Tickets list

Showing ... Enter a value  Date  18/11/2023

TABLE	TICKET #	EMPLOYEE	AMOUNT	CURRENCY	STATUS	⋮
R204	9810429483	ANDREA	62,00	EUR	Finished	
R001	9810429467	ANDREA	47,00	EUR	Finished	
R002	9810429477	ANDREA	33,00	EUR	Finished	
R105	9810429470	ANDREA	15,00	EUR	Finished	
R203		ANDREA	16,00	EUR	In progress	
R202	9810429473	ANDREA	24,00	EUR	Finished	
R102		ANDREA	26,00	EUR	In progress	
R001	9810429482	ANDREA	51,00	EUR	Finished	
R201	9810429481	ANDREA	63,50	EUR	Finished	

EXIT



To view all the ticket information.

Ticket #

Nº Ticket:	9810429477
Table:	R002
Status:	Finished
Amount:	31,50 EUR
Order Amount:	31,50
Payment method	VISA
Order Tips:	1,50
No Original Tickets	
BACK	...



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



Select option

REPRINT

CANCEL

RECOVER

EXIT



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

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# Breakfast Control



# 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.

The screenshot shows the Breakfast control interface with the following components:

- Room Status Grid:** A 5x10 grid of room status cards. Each card displays a room number, the number of guests, and the number of consumed guests. Some cards are green (e.g., 1010, 1021, 1023, 1038, 123, 127, 131, 136, 137), some are red (e.g., 1017, 143, 202, 214, 216, 235, 307, 327, 331, 333, 335, 402, 403, 407, 5, 502, 504, 505, 512, 533, 604, 605, 623, 633, 634, 635, 636, 637, 640, 707, 717, 719, 803, 821, 827, 829, 838, 910, 927, 929), and some are yellow (e.g., 1023, 123, 136).
- Search Bar:** A search bar labeled "Enter room..." with a magnifying glass icon. A red arrow points to it with the text "You can type & search directly the room number."
- Refresh Status:** A blue button with a circular arrow icon labeled "Refresh status". A red arrow points to it.
- Summary (Rooms/Pax):** A table showing room counts for different categories:
 

Category	Count
SHOW ALL	0 / 0
CURRENT	0 / 0
PENDING	17 / 31
DONE	32 / 61
TOTAL	49 / 95
- Navigation Buttons:**
  - FAST TICKET
  - OPEN TABLES
  - ROOM RACK
  - BACK
- Room Detail:** A callout box for room 233, which has 1 guest (0 consumed). It shows a red house icon and a "L106" tag. A red arrow points to it with the text "Rooms that have checked out will appear with a red house symbol."
- Summary & Filters:** A bracket on the right side groups the summary table and the navigation buttons, with the text "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."
- Annotations:**
  - 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.

The screenshot shows a room status grid and a summary panel. The grid contains room numbers and their current status (e.g., 1001, 1003, 1008, 1010, 1017, 1019, 102, 1021, 1023, 103). The summary panel includes a 'Show All' button, which is highlighted with a red box and an arrow pointing to it from the text 'Show All rooms filter.'

**Summary (Rooms/Pax)**

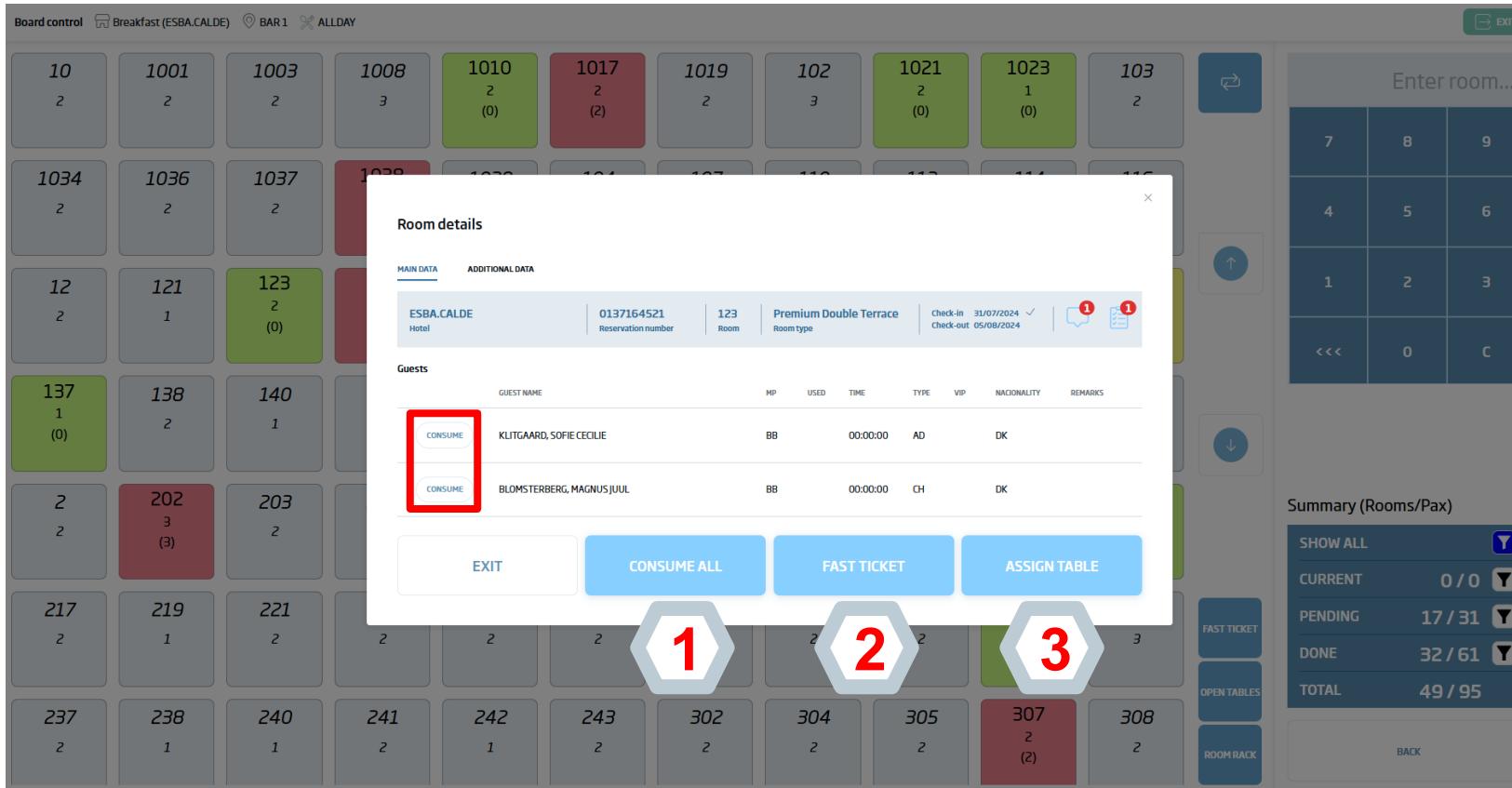
- SHOW ALL
- CURRENT 0 / 0
- PENDING 17 / 31
- DONE 32 / 61
- TOTAL 49 / 95

**BACK**

# Breakfast control

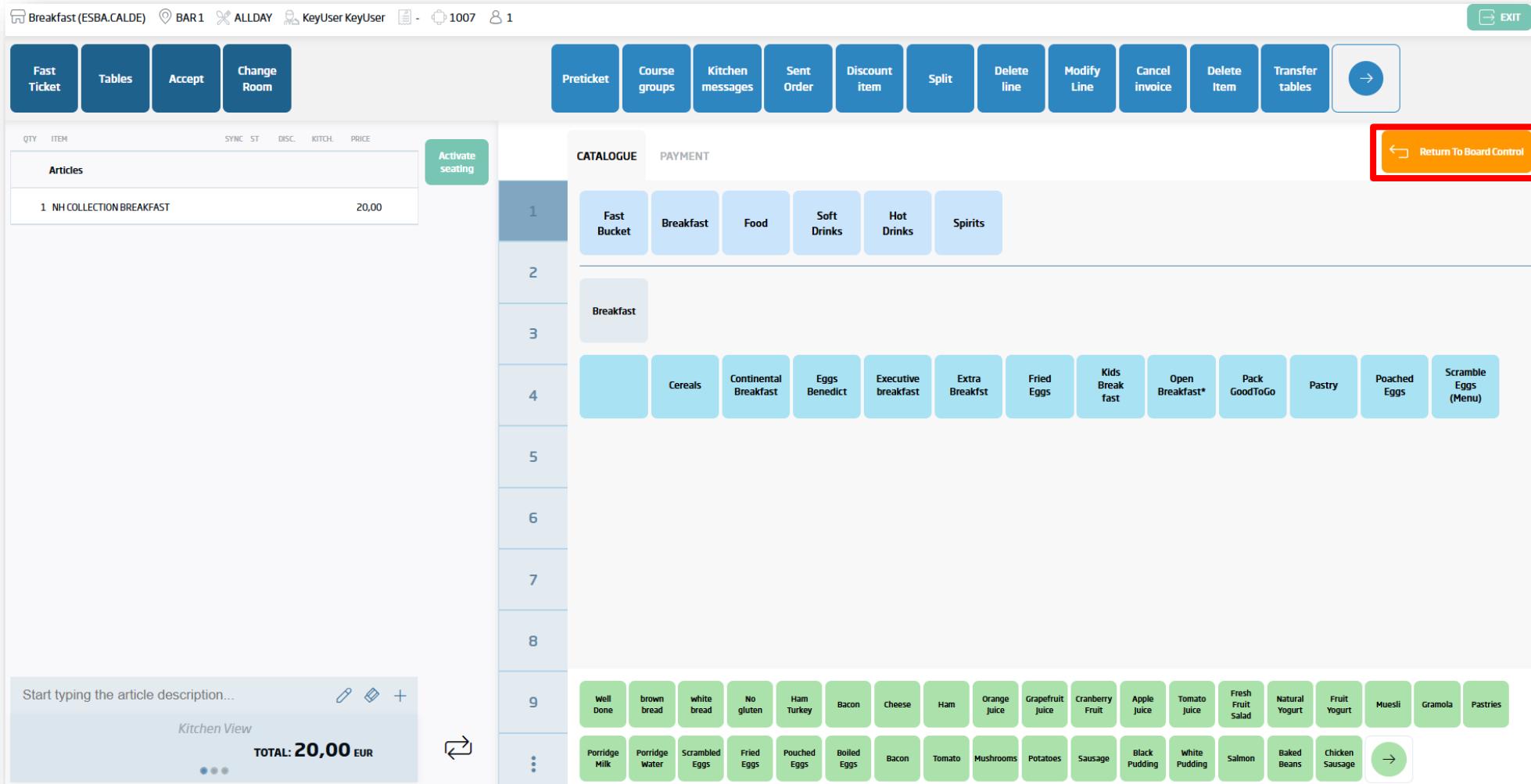
When you select a room, a pop-up window will open in which you can view the booking information and different actions using the buttons:

- 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

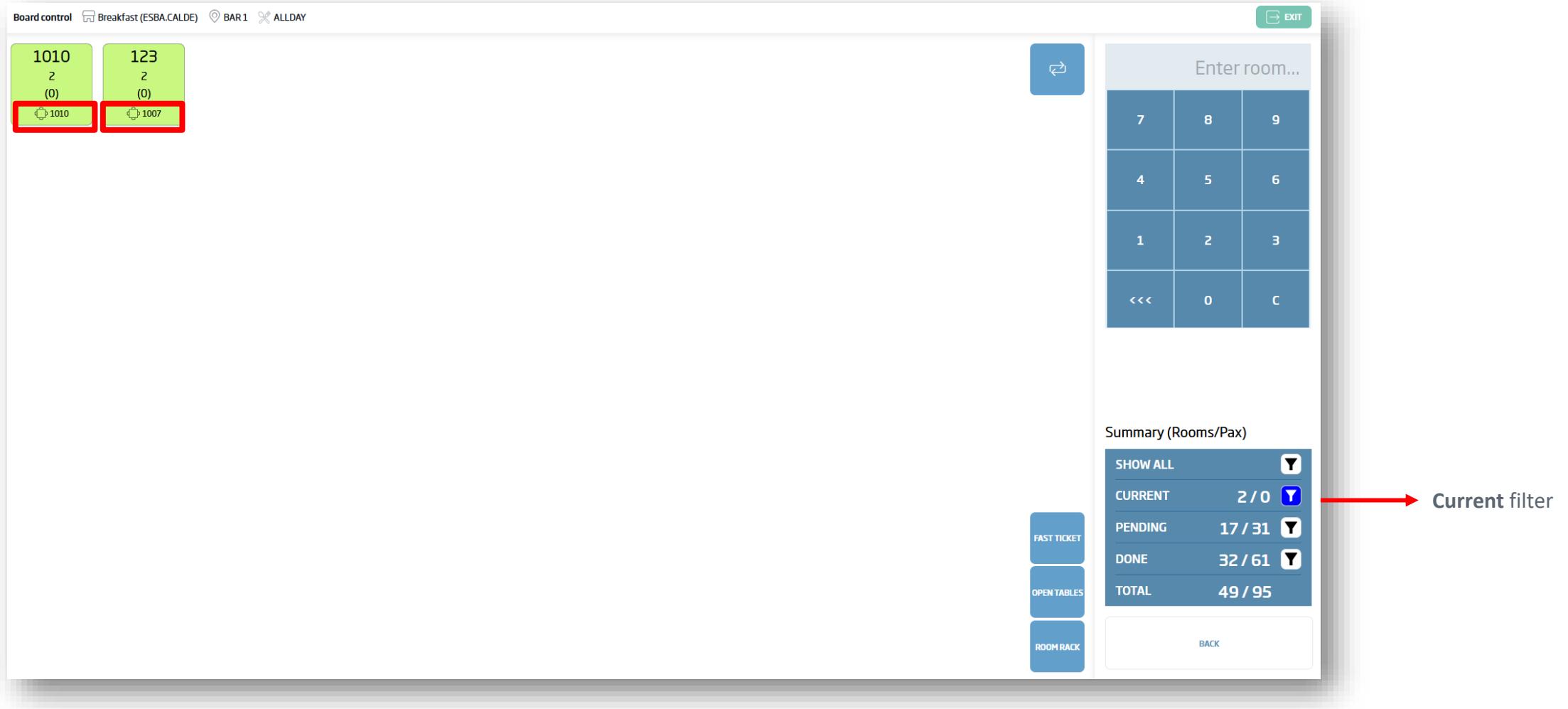
If you have directly used the **Fast ticket** or **Open table** button, you can go back to the Breakfast Control screen using “Return to Board Control”. Remember to bill afterwards the ticket.



The screenshot shows the Breakfast Control interface. At the top, there are several buttons: Fast Ticket, Tables, Accept, and Change Room. Below these are more buttons: Preticket, Course groups, Kitchen messages, Sent Order, Discount item, Split, Delete line, Modify Line, Cancel invoice, Delete item, Transfer tables, and a right-pointing arrow. The top right corner features an 'EXIT' button. The main area is divided into two sections: CATALOGUE and PAYMENT. The CATALOGUE section is currently active, showing a grid of breakfast items. The PAYMENT section is visible on the right. A red box highlights the 'Return To Board Control' button in the top right corner of the CATALOGUE area. In the bottom left, there's a search bar with placeholder text 'Start typing the article description...', a 'Kitchen View' button, and a 'TOTAL: 20,00 EUR' summary. The bottom right corner has a right-pointing arrow.

# 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.

**Room details**

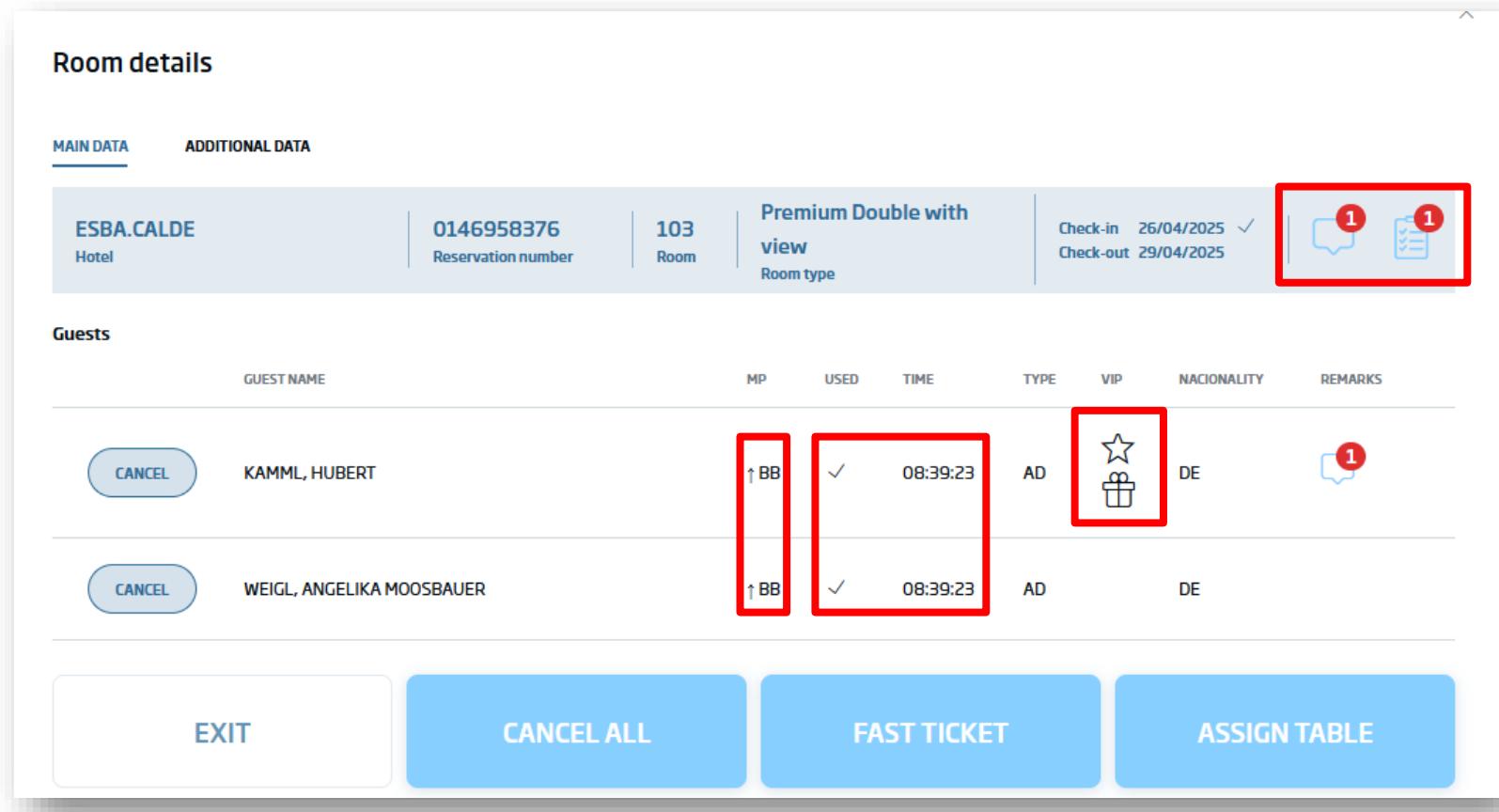
**MAIN DATA** **ADDITIONAL DATA**

ESBA.CALDE Hotel	0146958376 Reservation number	103 Room	Premium Double with view Room type	Check-in 26/04/2025 ✓ Check-out 29/04/2025	 1  1
---------------------	----------------------------------	-------------	--	---	---

**Guests**

GUEST NAME	MP	USED	TIME	TYPE	VIP	NACIONALITY	REMARKS
KAMML, HUBERT	↑ BB	✓	08:39:23	AD	 	DE	 1
WEIGL, ANGELIKA MOOSBAUER	↑ BB	✓	08:39:23	AD		DE	

**EXIT** **CANCEL ALL** **FAST TICKET** **ASSIGN TABLE**



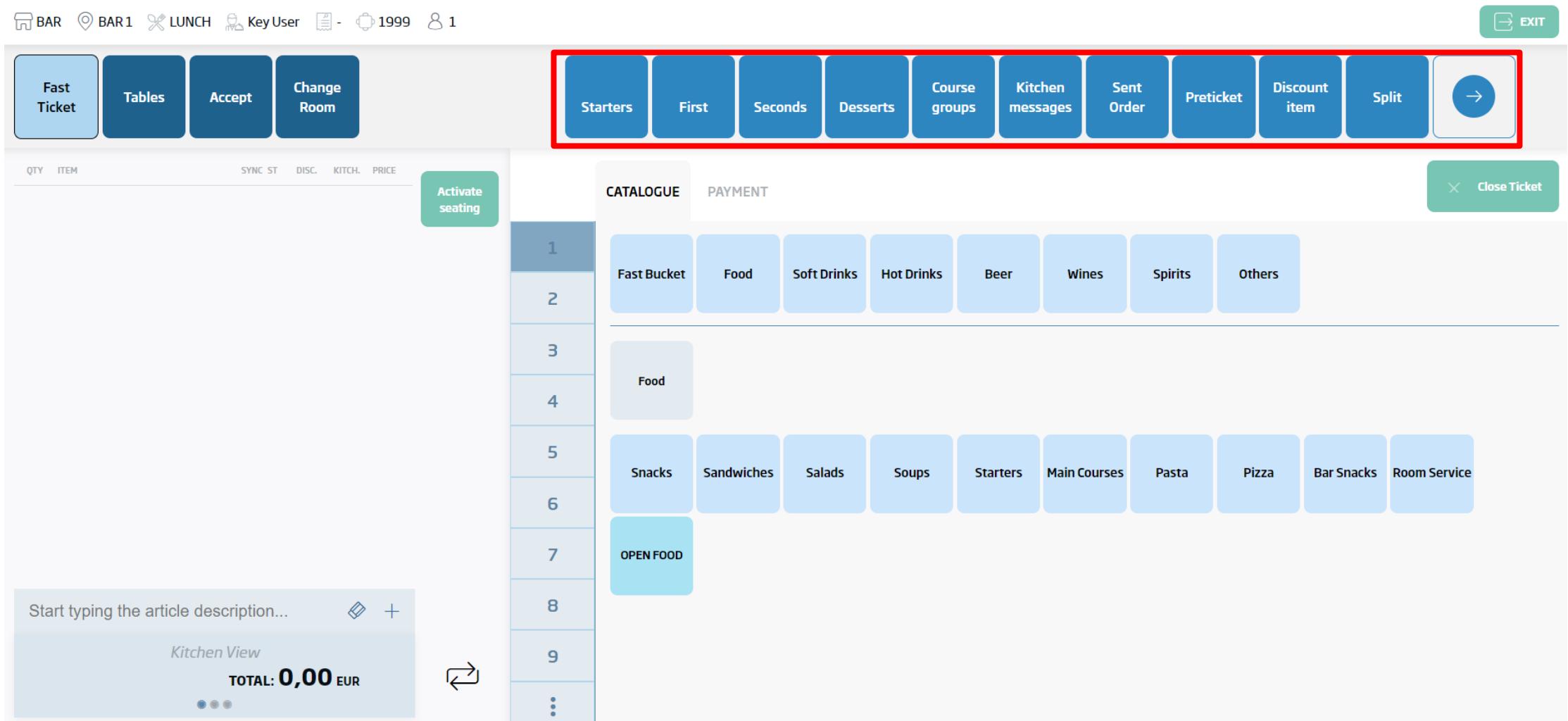
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Ticket management



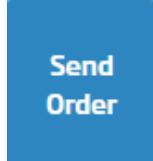
# Ticket management- Main screen

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



The screenshot shows the main interface of a ticket management system. At the top, there is a navigation bar with various icons and labels: BAR, BAR1, LUNCH, Key User, 1999, 1. On the far right of the top bar is an 'EXIT' button. Below the top bar, there is a row of four blue buttons: Fast Ticket, Tables, Accept, and Change Room. To the right of these buttons is a large red rectangular box containing ten blue buttons labeled: Starters, First, Seconds, Desserts, Course groups, Kitchen messages, Sent Order, Preticket, Discount item, and Split. Below this row is a horizontal menu bar with buttons for QTY, ITEM, SYNC ST, DISC., KITCH., and PRICE. To the right of this menu is a green button labeled 'Activate seating'. The main workspace is divided into several sections: a seating chart on the left with numbered seats (1-9, plus a 'More' option), a 'CATALOGUE' section with sub-sections for Food, Snacks, Salads, Soups, Starters, Main Courses, Pasta, Pizza, Bar Snacks, and Room Service, and a 'PAYMENT' section. At the bottom left, there is a search bar with the placeholder 'Start typing the article description...', a 'Kitchen View' section showing a total of '0,00 EUR', and a 'TOTAL: 0,00 EUR' label. On the far right, there is a 'Close Ticket' button.

# Ticket management- 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.

The screenshot shows the software interface for managing a ticket. At the top, there are several buttons: Fast Ticket, Tables, Accept, Change Room, Discount INVITATION, Starters, First, Second, Desserts, Course groups, Kitchen messages, Send Order, Preticket, Discount Invitation, Split, and an EXIT button. The 'Send Order' button is highlighted with a red box. Below the buttons is a table showing the order details:

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
1	PEPITO GRILLED CHICKEN				→	18,90
1	VEAL BURGER				→	22,90
1	COCA COLA ZERO (0.25)				→	5,00
1	COLD CREAM				→	10,00
1	PEPITO GRILLED CHICKEN				→	18,90

On the right side, there is a 'CATALOGUE' section with a list of items: Fast Bucket, Breakfast, Food, Soft Drinks, Hot Drinks, Beer, Wines, and Spirits. Below the catalogue is a list of numbers from 1 to 10. At the bottom left, there is a search bar with the placeholder 'Start typing the article description...' and a 'Ticket View' button. The total amount is displayed as 'TOTAL: 75,70 EUR'.

# Ticket management- Kitchen Messages



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

Restaurant (ESBA.CALDE) MAIN RESTAURANT 1 ALLDAY KeyUser KeyUser

Fast Ticket Tables Accept Change Room

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE	
	Starters				→	(3m)	Activate seating
1	BABY LETTUCE				→	17,60	
1	GRILLED SHRIMP				→	24,90	
	First				→	(1m)	
1	STEAK TARTARE				→	24,90	
	Desserts				→	(36s)	
1	CHOCOLATE MILLEFEUILLE				→	6,40	

## Timings & Colours



0-10min.



10-15min.



15min.

## Icons meaning



Starter



First

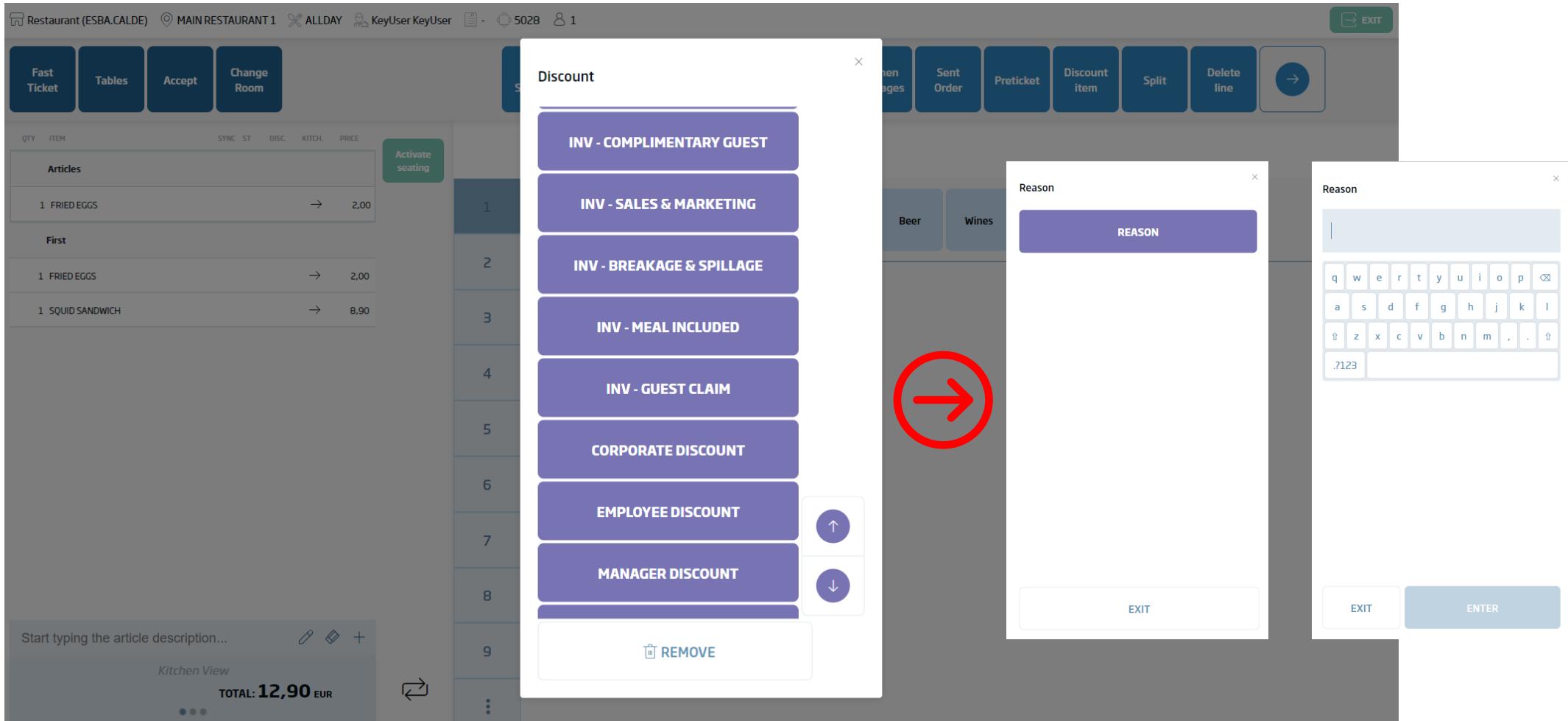


Dessert

# 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.

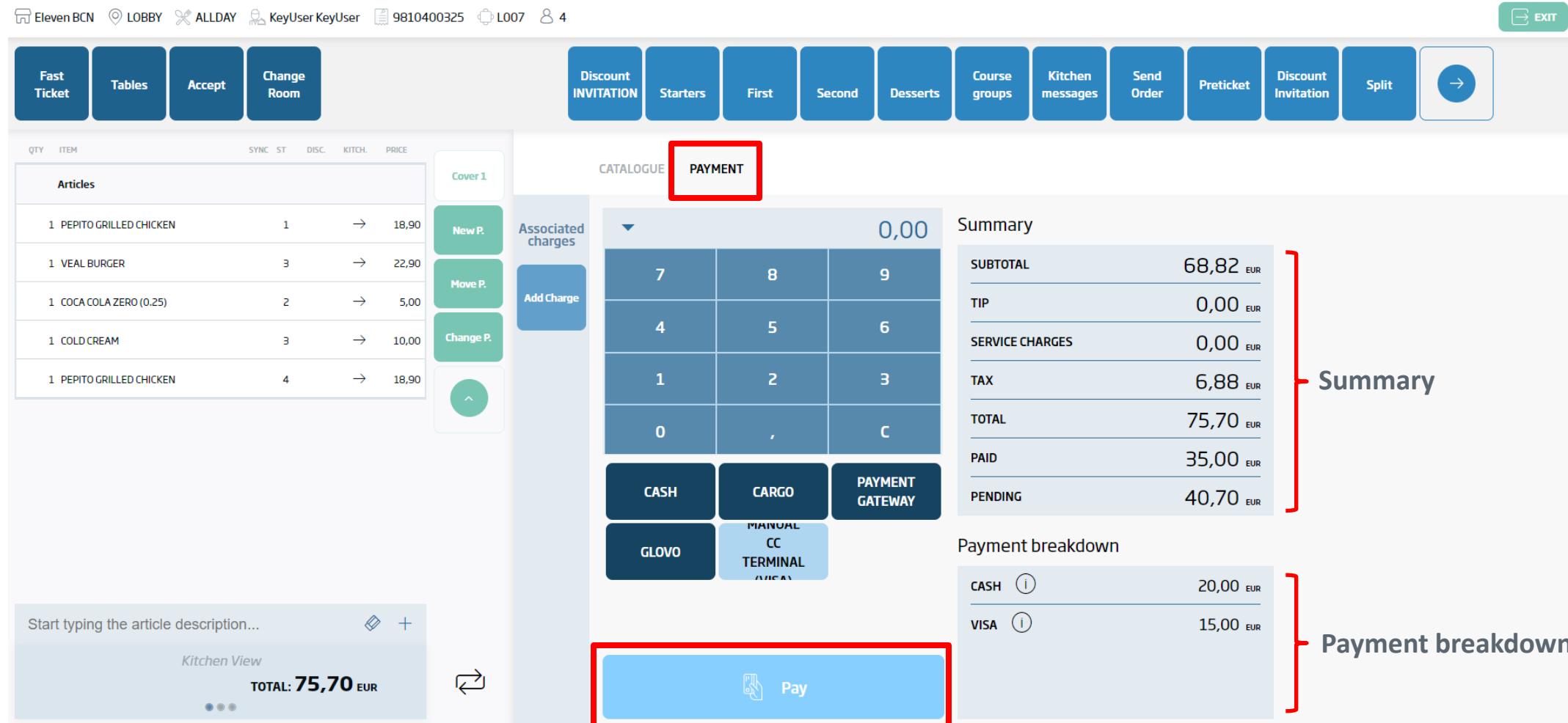
The screenshot shows a hotel POS system interface with the following components:

- Top Bar:** EDDY'S BAR, BAR 1, ALLDAY, Key-user, Key-user, 1051, 1.
- Header Buttons:** Fast Ticket, Tables, Accept, Change Room, Back, Delete line, Modify Line, Cancel invoice, Delete Item, Transfer tables, Move room, EXIT.
- Left Panel:** A table titled "Articles" showing three items: 1 EARL GREY, 1 MANZANILLA, and 1 TE VERDE, each with a quantity of 1 and a price of 6,00. A green button "Activate seating" is visible.
- Bottom Panel:** A search bar "Start typing the article description..." and a total "TOTAL 18,00 EUR".
- Right Panel:** A "CATALOGUE" section with a vertical list of numbers 1 through 9 and an ellipsis. A "PAYMENT" section is partially visible.
- Bottom Navigation:** Fast Bucket, Breakfast, Food, Soft Drinks, Hot Drinks, Beer, Wines, Spirits, Others.

Two red arrows point from the text "Transfer table" and "Move room" in the question to the "Transfer tables" and "Move room" buttons in the header.

# Ticket management- Payment

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

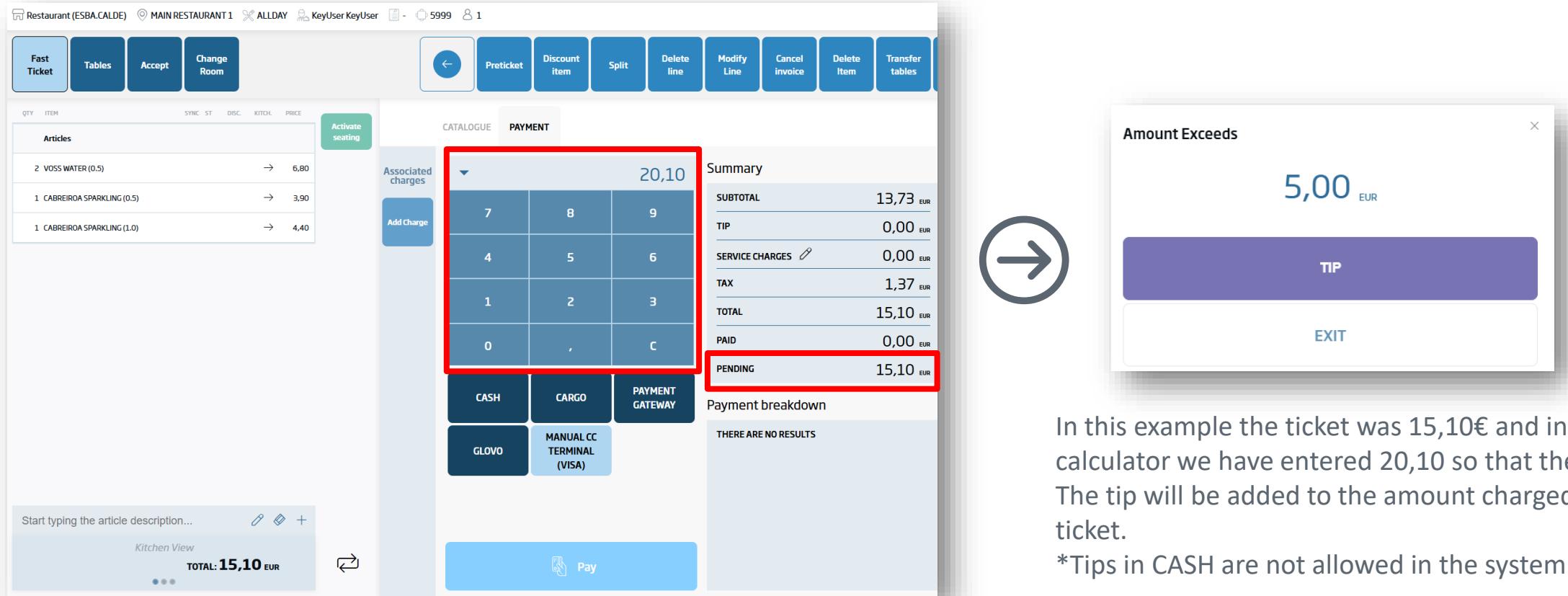


The screenshot shows a payment interface with the following components:

- Header:** Includes navigation icons for Eleven BCN, LOBBY, ALLDAY, KeyUser, 9810400325, L007, and 4 users, along with an EXIT button.
- Left Panel:** A table of articles with columns for QTY, ITEM, SYNC, ST, DISC., KITCH., and PRICE. The table includes items like PEPITO GRILLED CHICKEN, VEAL BURGER, COCA COLA ZERO, COLD CREAM, and another PEPITO GRILLED CHICKEN.
- Middle Panel:** A payment interface with a numeric keypad (0-9, ., C) and payment method selection buttons (CASH, CARGO, PAYMENT GATEWAY, GLOVO, MANUAL CC TERMINAL). A red box highlights the "PAYOUT" button.
- Right Panel:** A summary of payment details:
  - Summary:** Subtotal 68,82 EUR, Tip 0,00 EUR, Service Charges 0,00 EUR, Tax 6,88 EUR, Total 75,70 EUR, Paid 35,00 EUR, Pending 40,70 EUR.
  - Payment breakdown:** CASH 20,00 EUR, VISA 15,00 EUR.A red bracket on the right side groups the "Summary" and "Payment breakdown" sections, with the label "Summary" pointing to the former and "Payment breakdown" pointing to the latter.

# 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).



The screenshot shows a restaurant POS system interface. On the left, there's a list of items on a ticket. In the center, there's a payment screen with a calculator. The calculator shows a subtotal of 13,73 EUR, a tip of 0,00 EUR, service charges of 0,00 EUR, tax of 1,37 EUR, and a total of 15,10 EUR. The payment method is listed as 'PENDING' with a value of 15,10 EUR. A large red box highlights the calculator and the 'PENDING' row. A large grey arrow points to the right, leading to a 'Tip' confirmation pop-up. The pop-up has a title 'Amount Exceeds', a value '5,00 EUR', a purple button labeled 'TIP', and a white button labeled 'EXIT'.

Restaurant (ESBA.CALDE) MAIN RESTAURANT 1 ALLDAY KeyUser KeyUser 5999 1

Fast Ticket Tables Accept Change Room

← Preticket Discount item Split Delete line Modify Line Cancel invoice Delete Item Transfer tables

Articles

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
2	VOSS WATER (0,5)					→ 6,80
1	CABREIROA SPARKLING (0,5)					→ 3,90
1	CABREIROA SPARKLING (1,0)					→ 4,40

Activate seating

CATALOGUE PAYMENT

Associated charges Add Charge

20,10

7	8	9
4	5	6
1	2	3
0	,	C

Summary

SUBTOTAL	13,73 EUR
TIP	0,00 EUR
SERVICE CHARGES	0,00 EUR
TAX	1,37 EUR
TOTAL	15,10 EUR
PAID	0,00 EUR
PENDING	15,10 EUR

CASH CARGO PAYMENT GATEWAY

GLOVO MANUAL CC TERMINAL (VISA)

Start typing the article description... Kitchen View TOTAL: 15,10 EUR

Pay

Amount Exceeds

5,00 EUR

TIP

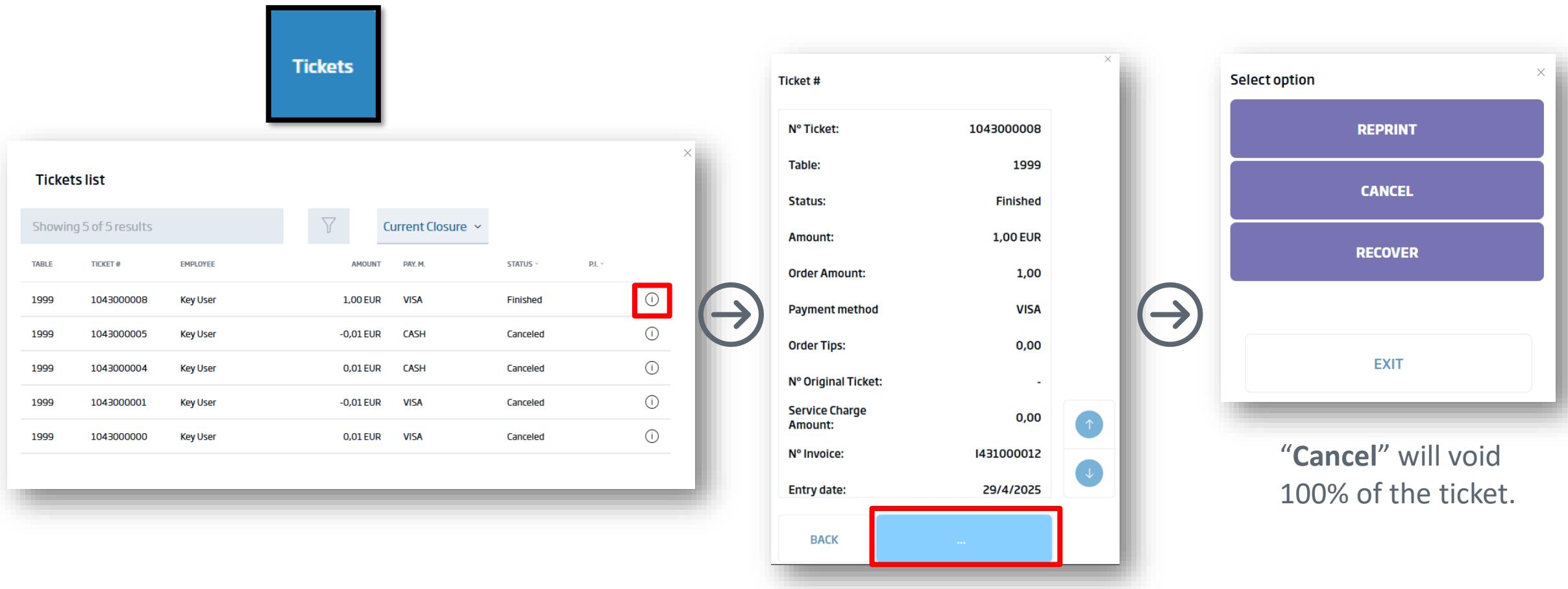
EXIT

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.

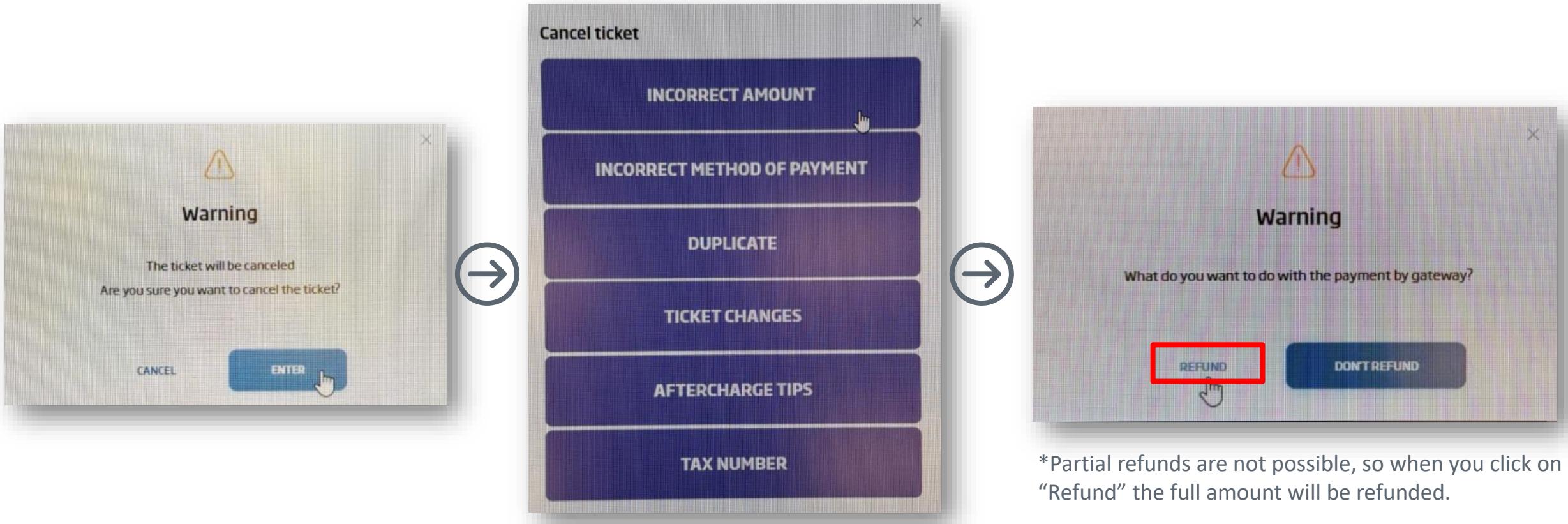
# Ticket management- Payment Gateway (Part I)

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.



## 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”.



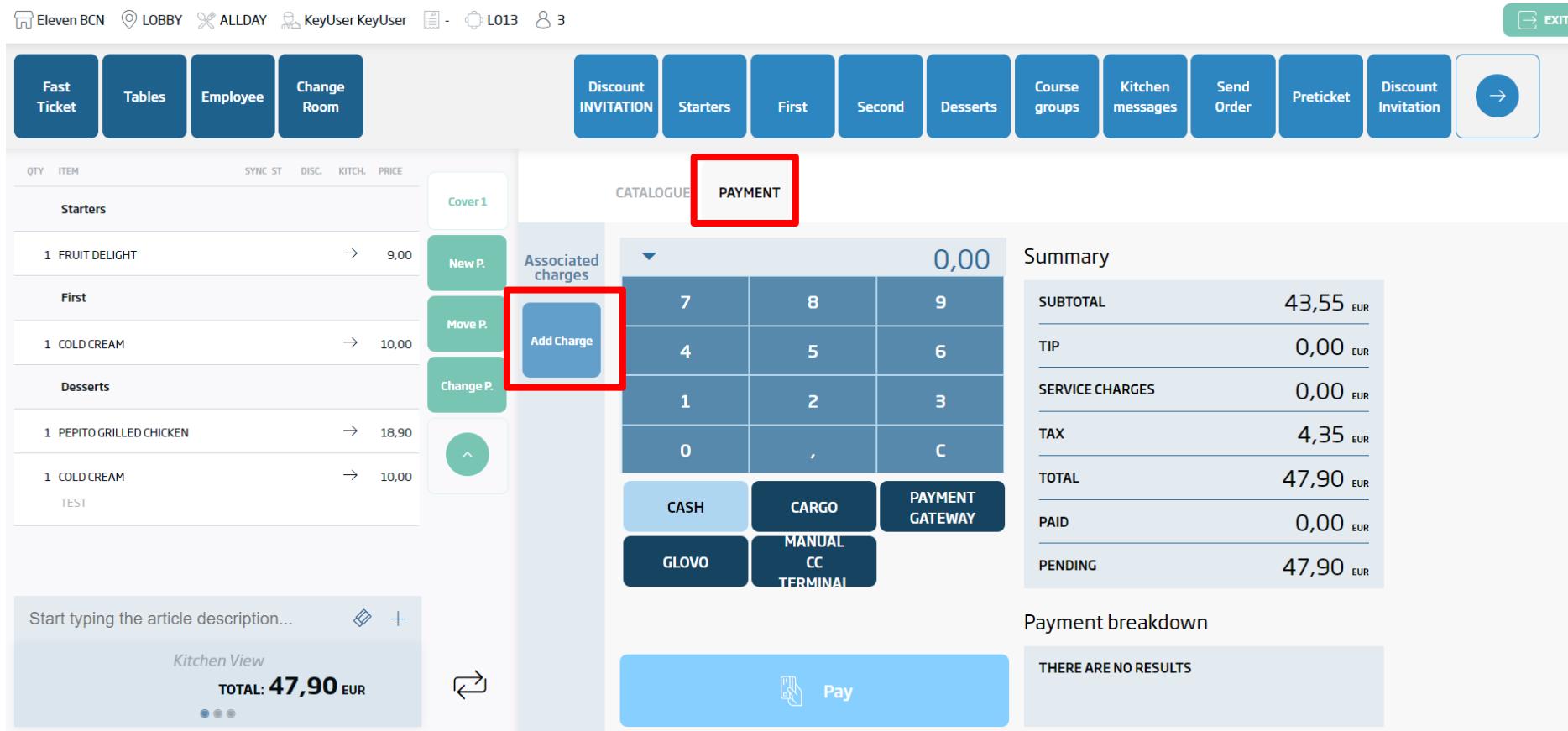
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Pre-assign



# 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.



The screenshot shows a restaurant POS system interface. At the top, there are several buttons: Fast Ticket, Tables, Employee, Change Room, Discount INVITATION, Starters, First, Second, Desserts, Course groups, Kitchen messages, Send Order, Preticket, and Discount Invitation. The 'Tables' button is highlighted. On the left, there's a list of items with their descriptions, quantities, and prices. A 'Cover 1' button is visible. In the center, there's a 'CATALOGUE' section with a 'PAYMENT' button highlighted by a red box. Below it is a numeric keypad. To the right is a 'Summary' section showing the subtotal, tip, service charges, tax, total, paid, and pending amounts. At the bottom, there's a 'Payment breakdown' section stating 'THERE ARE NO RESULTS'.

Eleven BCN LOBBY ALLDAY KeyUser KeyUser L013 3 EXIT

Fast Ticket Tables Employee Change Room

Discount INVITATION Starters First Second Desserts Course groups Kitchen messages Send Order Preticket Discount Invitation

Starters

1 FRUIT DELIGHT → 9,00

First

1 COLD CREAM → 10,00

Desserts

1 PEPITO GRILLED CHICKEN → 18,90

1 COLD CREAM → 10,00

TEST

Cover 1

New P. Move P. Change P.

Associated charges Add Charge

7 8 9  
4 5 6  
1 2 3  
0 , C

CASH CARGO PAYMENT GATEWAY  
GLOVO MANUAL CC TERMINAL

Start typing the article description... +

Kitchen View TOTAL: 47,90 EUR

Pay

PAYMENT

Summary

Subtotal	43,55	EUR
TIP	0,00	EUR
SERVICE CHARGES	0,00	EUR
TAX	4,35	EUR
<b>TOTAL</b>	<b>47,90</b>	EUR
PAID	0,00	EUR
PENDING	47,90	EUR

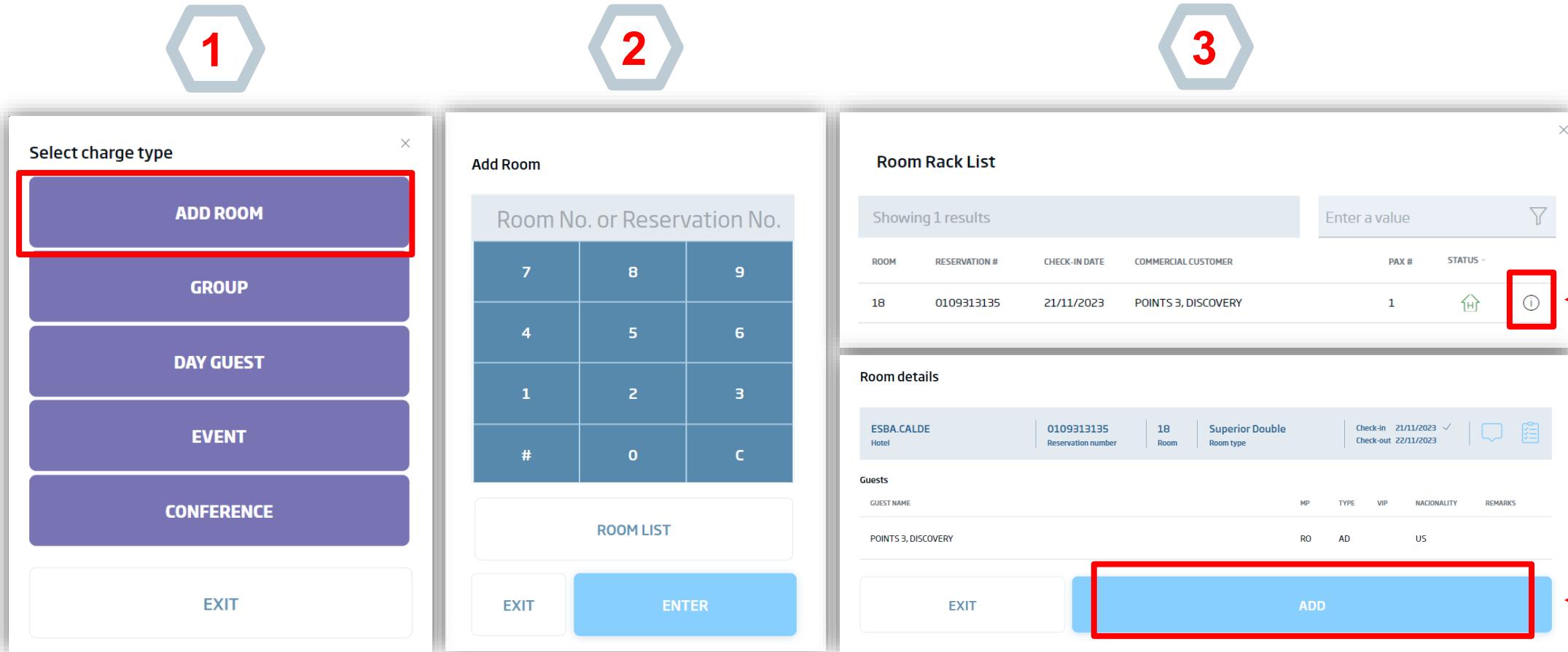
Payment breakdown

THERE ARE NO RESULTS

# 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 tipping it or using the room list (2) and confirm to add (3).



1

2

3

Confirm the room

Add it

Select charge type

ADD ROOM

GROUP

DAY GUEST

EVENT

CONFERENCE

EXIT

Add Room

Room No. or Reservation No.

7	8	9
4	5	6
1	2	3
#	0	C

ROOM LIST

EXIT

ENTER

Room Rack List

Showing 1 results

ROOM	RESERVATION #	CHECK-IN DATE	COMMERCIAL CUSTOMER	PAX #	STATUS
18	0109313135	21/11/2023	POINTS 3, DISCOVERY	1	

Enter a value

Room details

ESBA CALDE Hotel

0109313135 Reservation number

18 Room

Superior Double Room type

Check-in 21/11/2023 ✓ Check-out 22/11/2023

Guests

GUEST NAME

POINTS 3, DISCOVERY

RO AD US

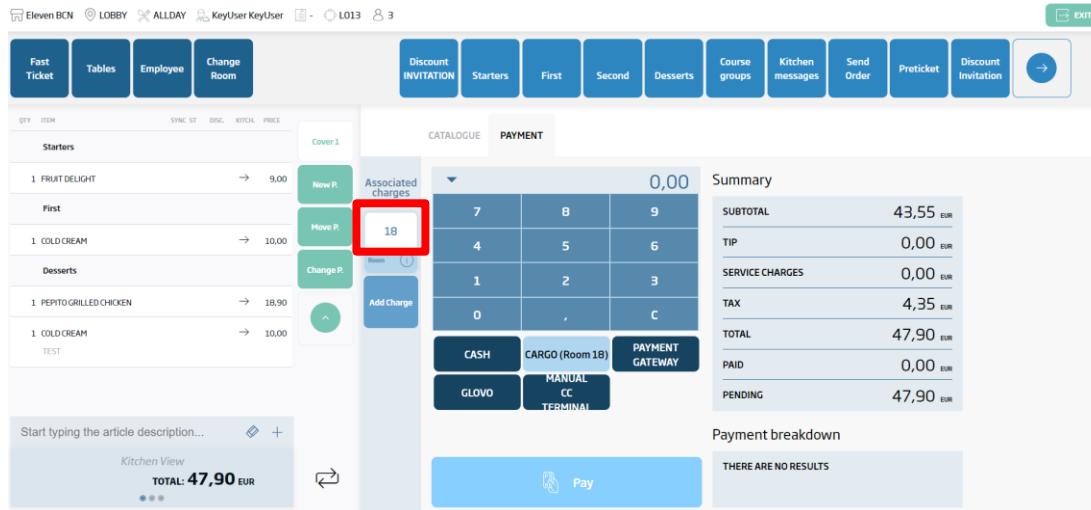
MP TYPE VIP NACIONALITY REMARKS

EXIT

ADD

# Pre-assign

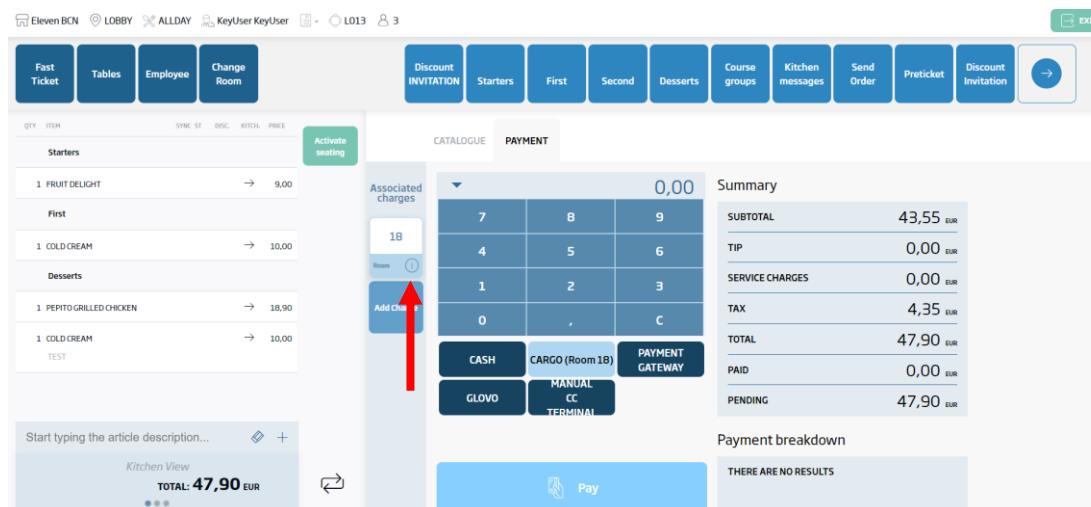
After all the above steps, even leaving the table will save & associate the room number, Event, DGB or Group.



The screenshot shows a POS system interface. On the right, a table plan displays a table labeled '18'. A red box highlights the table number '18' on the plan. The table plan also shows a green icon with '1010' and a small 'i' icon. The main screen shows a summary of the order: Subtotal 43,55 EUR, Tip 0,00 EUR, Service charges 0,00 EUR, Tax 4,35 EUR, Total 47,90 EUR, Paid 0,00 EUR, and Pending 47,90 EUR. Payment methods listed include CASH, CARGO (Room 18), PAYMENT GATEWAY, GLOVO, and MANUAL CC TERMINAL. A 'Pay' button is visible at the bottom.



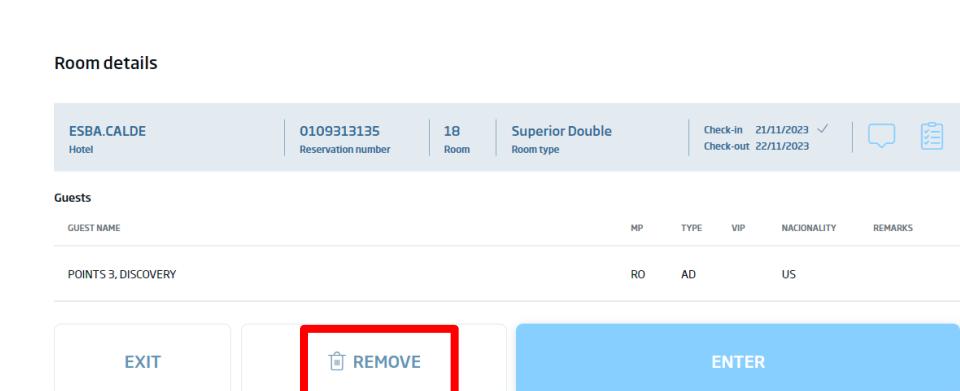
On the table plan, the table will be visually displayed with a label icon + Room Number.



The screenshot shows a POS system interface, similar to the one above. On the right, a table plan displays a table labeled '18'. A red arrow points to the 'i' icon next to the table number '18' on the plan. The table plan also shows a green icon with '1010'. The main screen shows a summary of the order: Subtotal 43,55 EUR, Tip 0,00 EUR, Service charges 0,00 EUR, Tax 4,35 EUR, Total 47,90 EUR, Paid 0,00 EUR, and Pending 47,90 EUR. Payment methods listed include CASH, CARGO (Room 18), PAYMENT GATEWAY, GLOVO, and MANUAL CC TERMINAL. A 'Pay' button is visible at the bottom.



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



The screenshot shows a 'Room details' screen. It displays information for a room: Hotel 'ESBA CALDE', Reservation number '0109313135', Room type 'Superior Double', Check-in '21/11/2023', and Check-out '22/11/2023'. Below this, a 'Guests' section shows 'GUEST NAME' 'POINTS 3, DISCOVERY', 'MP' 'RO', 'TYPE' 'AD', 'VIP' 'US', and 'NACIONALITY' 'US'. At the bottom, there are 'EXIT', 'REMOVE' (highlighted with a red box), and 'ENTER' buttons.

MINOR  
HOTELS

Split management



# Split management

Split Eleven BCN LOBBY ALLDAY KeyUser KeyUser - L016 2

EXIT

Table L016/000				
QTY	ITEM	ST	DISC.	KITCH.
<b>ARTICLES</b>				
1.00	PEPITO GRILLED CHICKEN			18,90
1.00	COCA COLA LIGHT (0.25)			5,00
1.00	VEAL BURGER			22,90
1.00	COLD CREAM			10,00
<b>TOTAL</b>			56,80	EUR

Main ticket

Split into equals, Split by seating or Split by amount.

Split by ...

To arrange the articles in the ticket or to undo the Split you have made.

Merge tickets

To open a new ticket/s and start making a Split by articles/s.

Add ticket

To delete an empty ticket you have opened.

Delete ticket

Save changes

SAVE

Back to ticket

BACK

# 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.
<b>ARTICLES</b>				
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	
<b>TOTAL</b>				
56,80 EUR				



Ticket 1

Table L016/000				
QTY	ITEM	ST	DISC.	KITCH.
<b>ARTICLES</b>				
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	
<b>TOTAL</b>				
28,40 EUR				

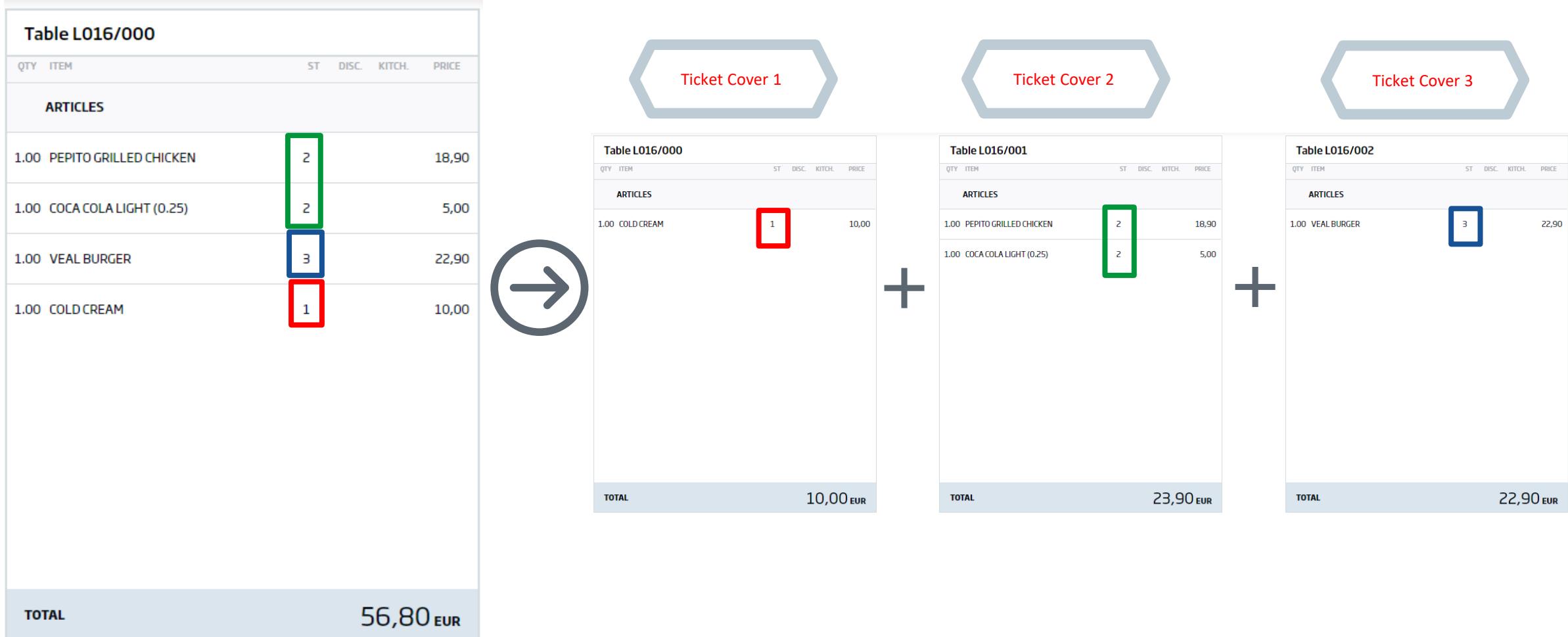


Ticket 2

Table L016/006				
QTY	ITEM	ST	DISC.	KITCH.
<b>ARTICLES</b>				
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	
<b>TOTAL</b>				
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.
<b>ARTICLES</b>				
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
<b>TOTAL</b>				
56,80 EUR				



Ticket 1

Table L016/000				
QTY	ITEM	ST	DISC.	KITCH.
<b>ARTICLES</b>				
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
<b>TOTAL</b>				
36,80 EUR				



Ticket 2

Table L016/007				
QTY	ITEM	ST	DISC.	KITCH.
<b>ARTICLES</b>				
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
<b>TOTAL</b>				
20,00 EUR				

# Split management (Add ticket)

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

Split Eleven BCN LOBBY ALLDAY KeyUser KeyUser L016 2

EXIT

Table L016/000					
QTY	ITEM	ST	DISC.	KITCH.	PRICE
<b>ARTICLES</b>					
1.00	VEAL BURGER				22,90
1.00	COLD CREAM				10,00
1.00	COCA COLA LIGHT (0.25)				5,00
1.00	PEPITO GRILLED CHICKEN				18,90
<b>TOTAL</b>		<b>56,80 EUR</b>			

Table L016/#003					
QTY	ITEM	ST	DISC.	KITCH.	PRICE
<b>TOTAL</b>		<b>0,00 EUR</b>			



Table L016/#004					
QTY	ITEM	ST	DISC.	KITCH.	PRICE
<b>TOTAL</b>		<b>0,00 EUR</b>			



- Split by seating
- Merge tickets
- Add ticket
- Delete ticket

SAVE

BACK

# 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 Eleven BCN LOBBY ALLDAY KeyUser KeyUser L016 2 EXIT

**Table L016/000**

QTY	ITEM	ST	DISC.	KITCH.	PRICE
<b>ARTICLES</b>					
1,00	PEPITO GRILLED CHICKEN				18,90
1,00	VEAL BURGER				22,90
1,00	COCA COLA LIGHT (0,25)				5,00

**Table L016/#001**

QTY	ITEM	ST	DISC.	KITCH.	PRICE

**Table L016/#002**

QTY	ITEM	ST	DISC.	KITCH.	PRICE
1,00	COLD CREAM				10,00

**Split by seating**

**Merge tickets**

**Add ticket**

**Delete ticket**

# 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.

The screenshot shows the Split management interface with three tables displayed side-by-side:

- Table L016/000:** Contains items: COLD CREAM (1.00), COCA COLA LIGHT (0.25) (1.00), and PEPITO GRILLED CHICKEN (1.00). Total: 33,90 EUR.
- Table L016/#003:** Contains item: VEAL BURGER (1.00). Total: 22,90 EUR.
- Table L016/#004:** Contains no items. Total: 0,00 EUR. A red hand cursor icon is positioned over this table.

On the right side, a sidebar contains the following buttons:

- Split by seating
- Merge tickets
- Add ticket
- Delete ticket** (highlighted with a red box and a red arrow pointing to it from the bottom right)

A large red 'X' is overlaid on the center of the screen.

# Split management (Merge tickets)

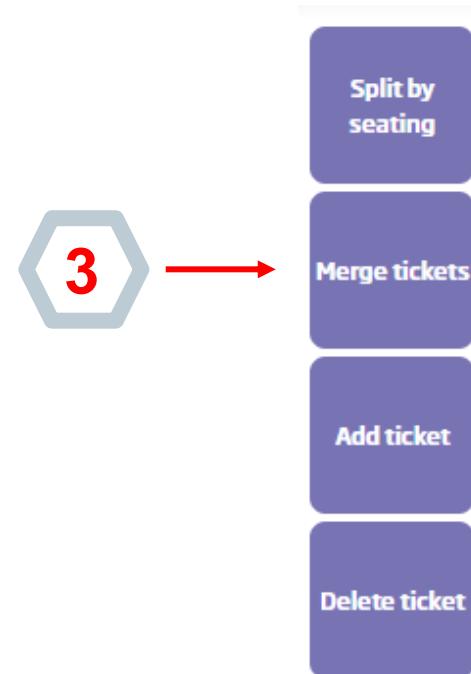
Choose the ticket that you want to arrange (1) and mark to which table you want to merge the ticket (2) and click on the “Merge ticket” button (3). Or directly click the Merge button to unify again all the tickets to the main one.



Table L016/000				
QTY	ITEM	ST	DISC.	KITCH.
<b>ARTICLES</b>				
1.00	VEAL BURGER			22,90
1.00	COLD CREAM			10,00
1.00	COCA COLA LIGHT (0.25)			5,00
<b>TOTAL</b>				<b>37,90 EUR</b>

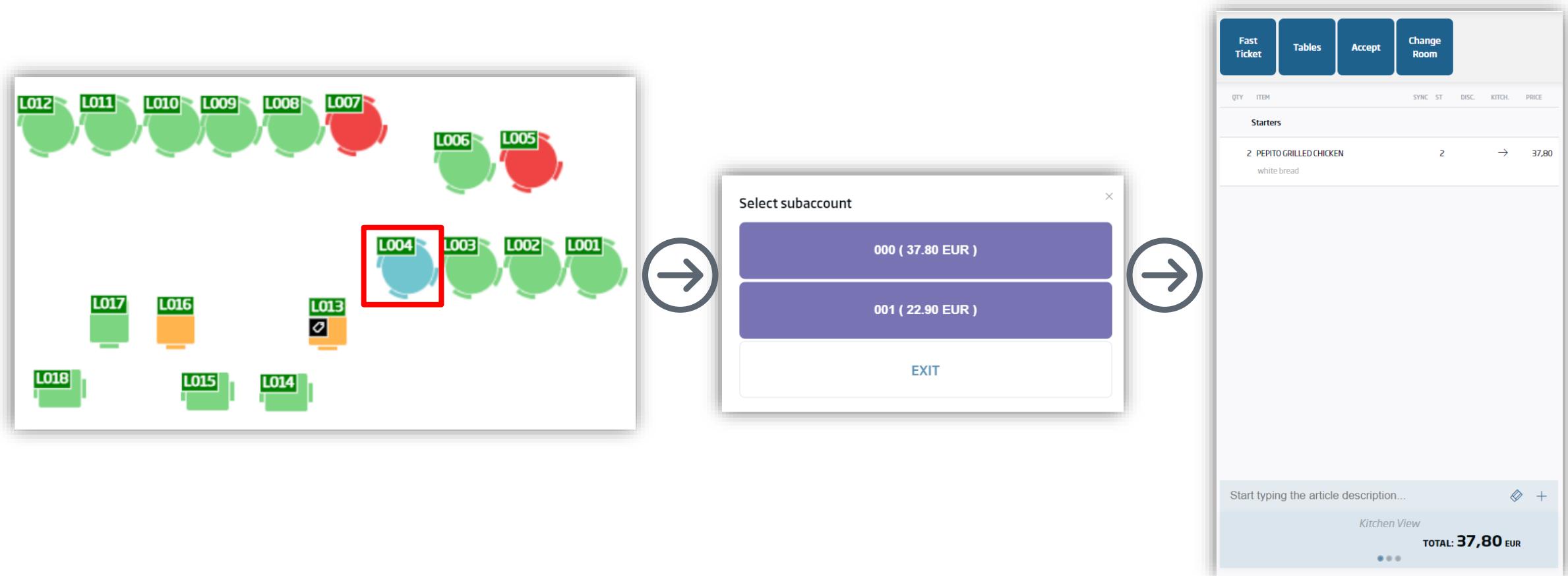


Table L016/#002				
QTY	ITEM	ST	DISC.	KITCH.
<b>ARTICLES</b>				
1.00	PEPITO GRILLED CHICKEN			18,90
<b>TOTAL</b>				<b>18,90 EUR</b>



# 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.



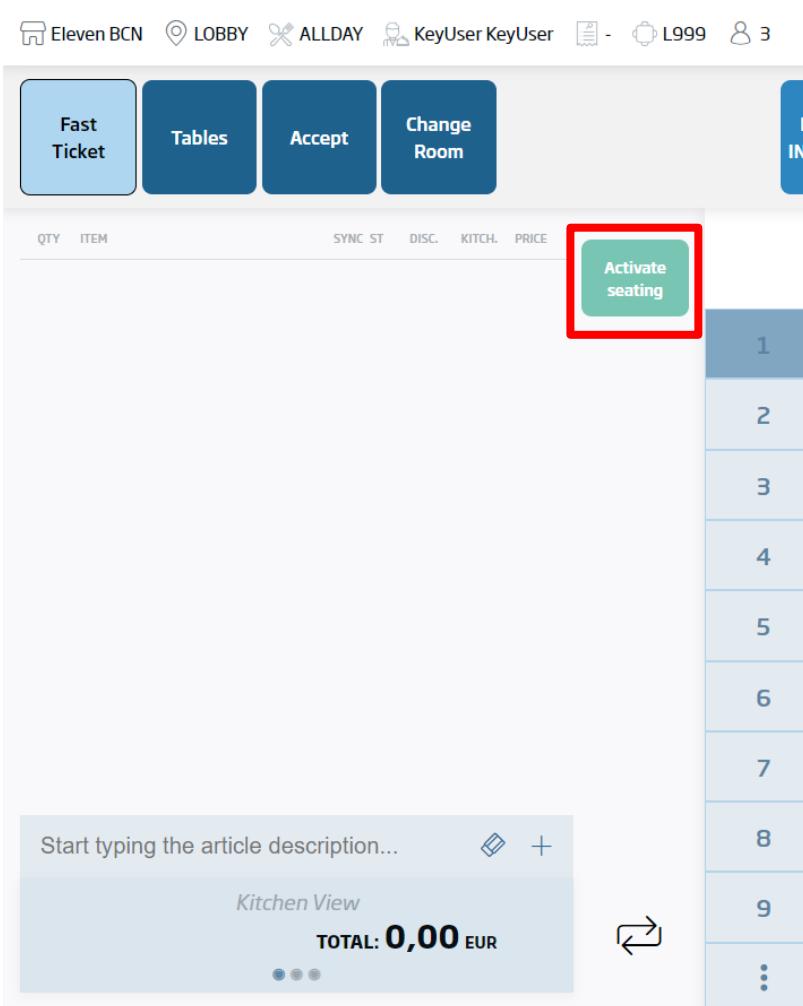
MINOR  
HOTELS

Seating

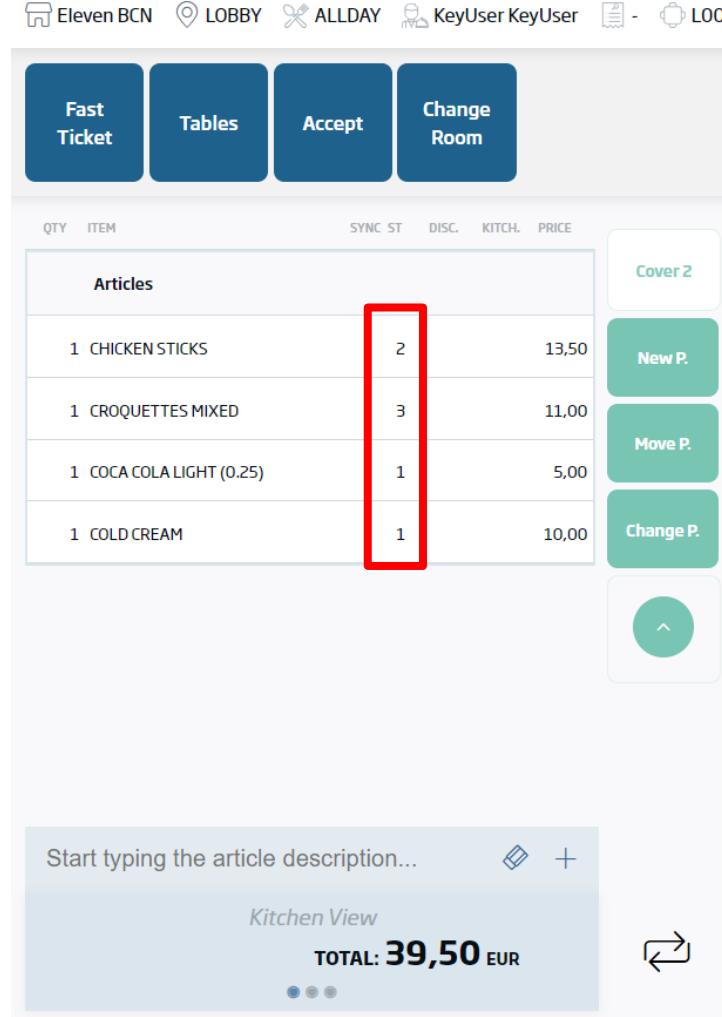


# Seating

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



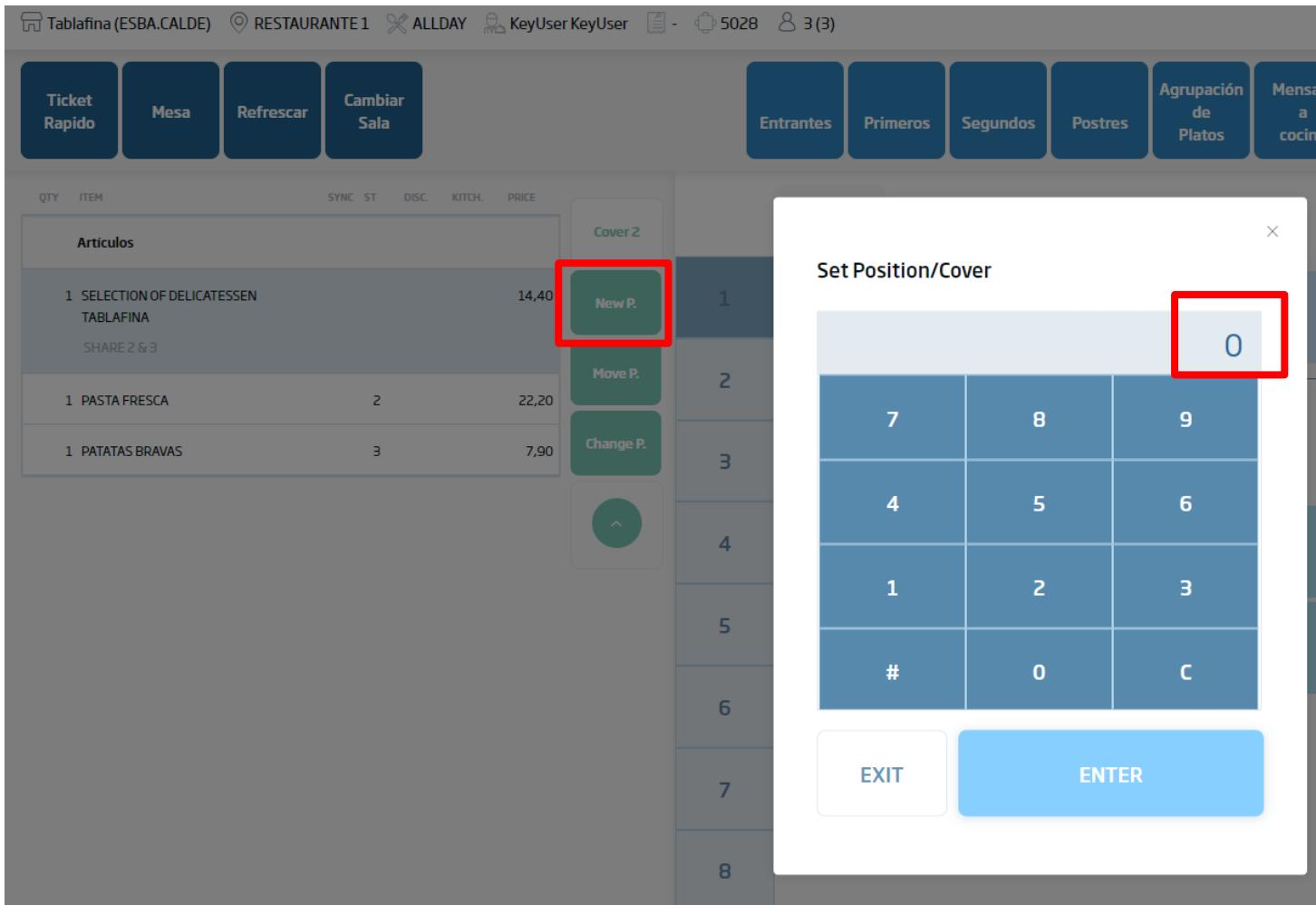
The screenshot shows a seating mode interface. At the top, there are buttons for "Fast Ticket", "Tables", "Accept", and "Change Room". Below this is a table header with columns for "QTY", "ITEM", "SYNC ST", "DISC.", "KITCH.", and "PRICE". A large table below shows rows numbered 1 to 10. In the top right corner of the table area, there is a green button labeled "Activate seating" with a red box around it. At the bottom, there is a search bar with placeholder text "Start typing the article description...", a "Kitchen View" button, and a "TOTAL: 0,00 EUR" display.



The screenshot shows the seating mode interface after activating seating. The table layout remains the same, but the "Activate seating" button is now inactive. A red box highlights the article list in the center of the screen. To the right, there is a sidebar with a header "Cover 2" and four buttons: "New P.", "Move P.", "Change P.", and a circular arrow icon. Red arrows on the right side of the sidebar point to these buttons with the following labels: "Cover info (1,2,3 etc)", "Choose which cover", "Change cover position", and "Add/update covers". At the bottom, there is a search bar with placeholder text "Start typing the article description...", a "Kitchen View" button, and a "TOTAL: 39,50 EUR" display.

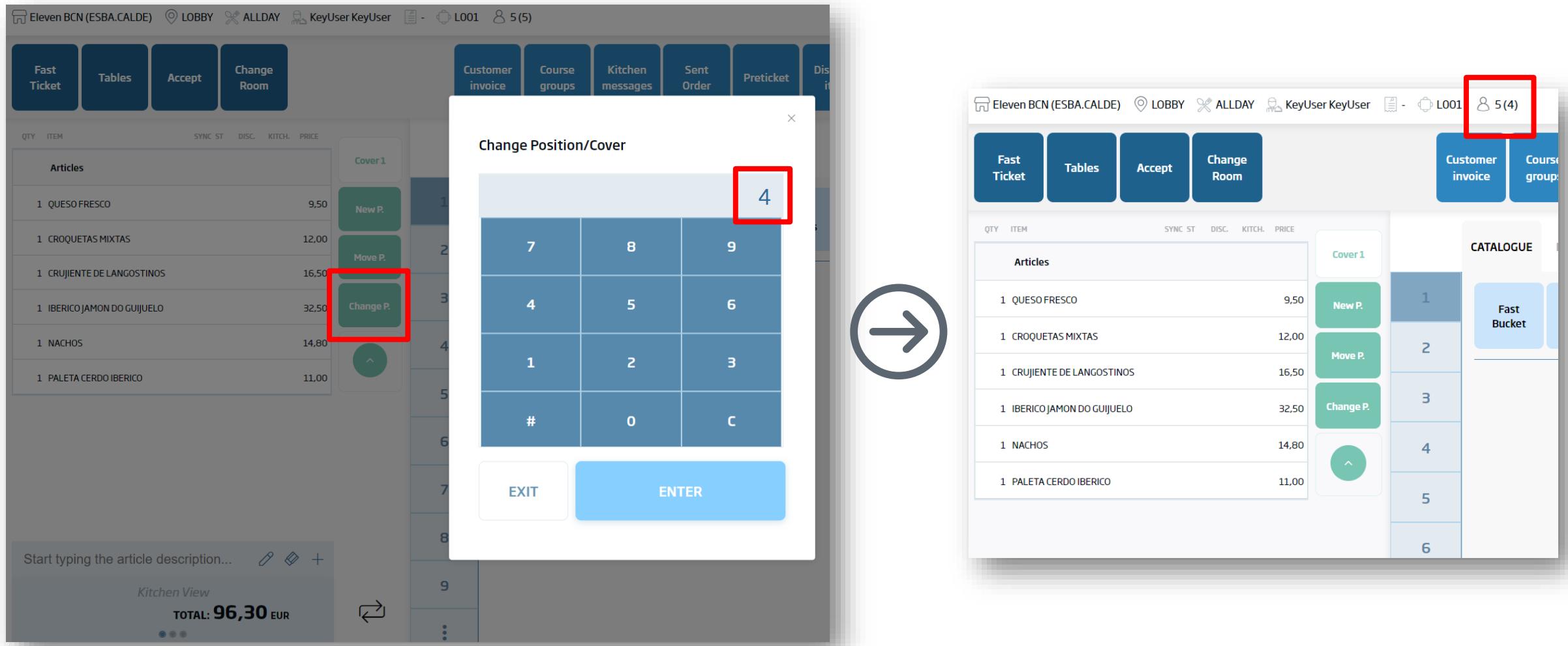
# Seating

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



AVANI  
Hotels & Resorts

*elewana*  
COLLECTION

OAKS  
HOTELS • RESORTS • SUITES

nh  
HOTELS

nh COLLECTION  
HOTELS

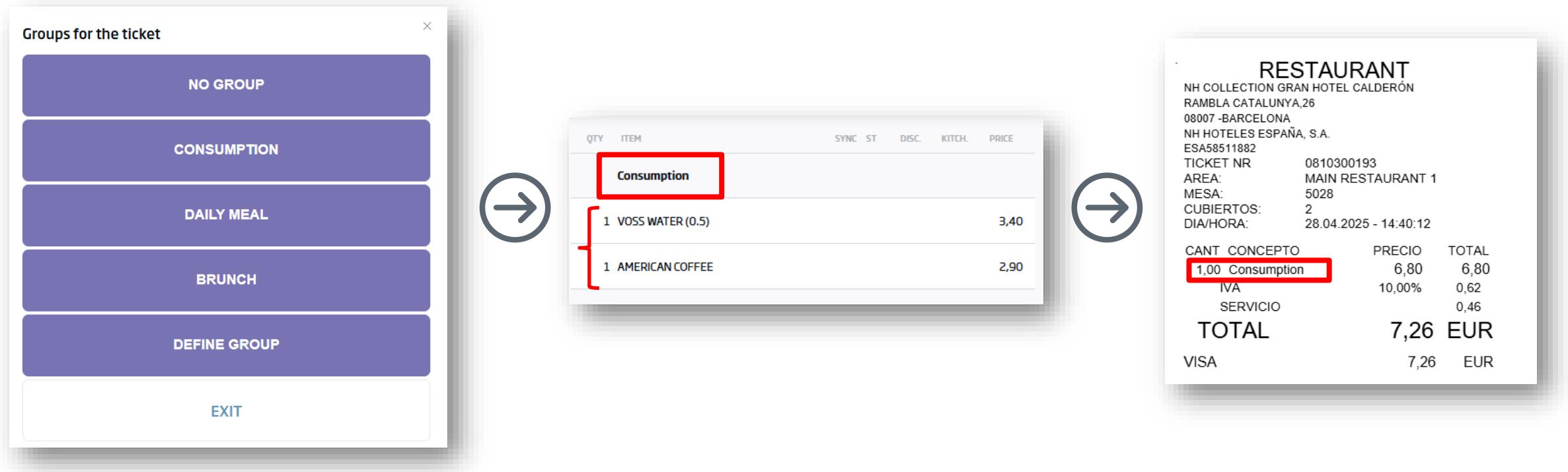
nhow  
HOTELS

TIVOLI  
HOTELS & RESORTS

# Group ticket

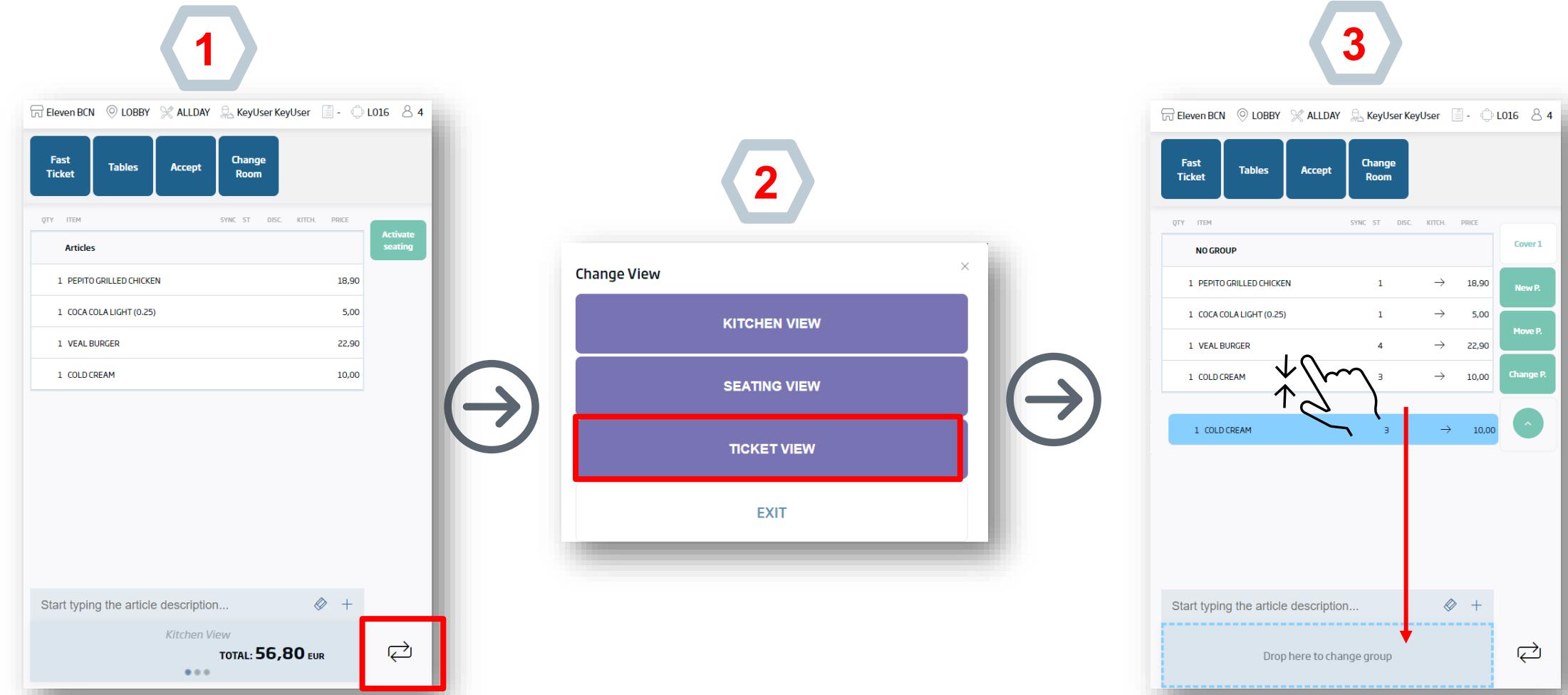
## Ticket Summary

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).



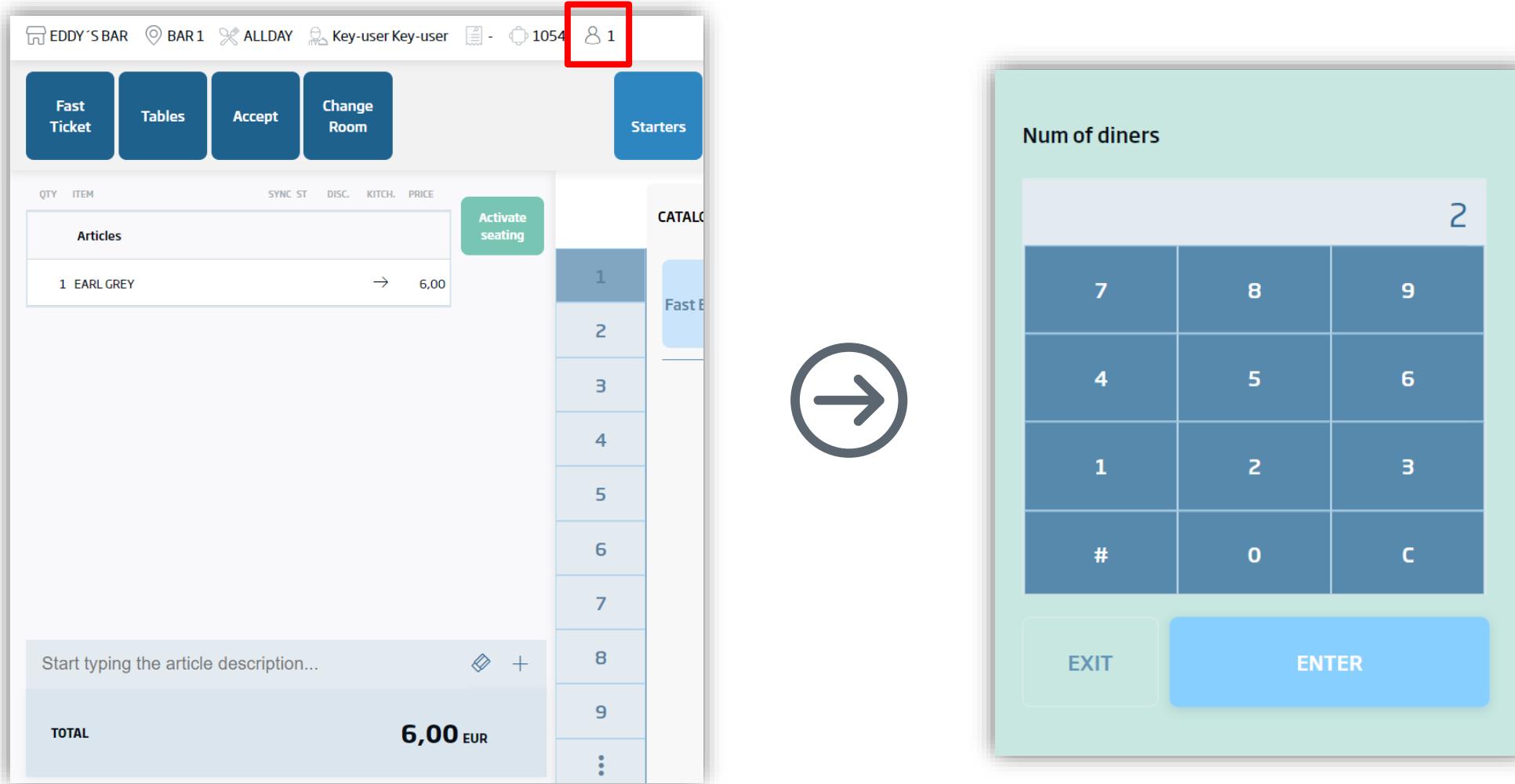
MINOR  
HOTELS

New actions & buttons



# 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.

The screenshot shows a restaurant management system interface. At the top, there are various status indicators and a header bar. Below the header is a row of buttons: 'Fast Ticket', 'Tables', 'Accept', 'Change Room', 'Starters', 'First', 'Seconds', 'Desserts', 'Course groups', 'Kitchen messages', 'Kitchen', 'Preticket', 'Discount item', 'Split', and a large blue button with a right-pointing arrow. The main area is divided into sections: 'CATALOGUE' and 'PAYMENT'. The 'CATALOGUE' section contains a grid of items categorized into 'Food', 'Soft Drinks', 'Hot Drinks', 'Beer', 'Wines', 'Spirits', and 'Others'. The 'PAYMENT' section shows a table of items with descriptions and prices. A search bar at the bottom left is highlighted with a red box and contains the text 'coca c'. A list of materials is shown on the left, and a grid of items is shown on the right.

MATERIAL	DESCRIPTION
99009825	COCA COLA (0.25)
99009799	COCA COLA LIGHT (0.25)
99009829	COCA COLA ZERO (0.25)
99000504	AMERICANO COCKTAIL
99003302	ANDREA COCKTAIL
99027172	COCKTAIL CHAMPAGNE

**CATALOGUE**

1	2	3	4	5	6	7	8	9	...
Fast Bucket	Breakfast	Food	Soft Drinks	Hot Drinks	Beer	Wines	Spirits	Others	
1724 TONIC WATER 8,00	AQUARIUS LEMON 6,00	AQUARIUS ORANGE 6,00	COCA COLA (0.25) 6,00	COCA COLA LIGHT (0.25) 6,00	COCA COLA ZERO (0.25) 6,00	FANTA LEMON (0.2) 6,00	FANTA ORANGE (0.25) 6,00	FEVER TREE GINGER BEER (0.2) 9,00	FEVER TREE INDIAN TONIC (0.2) 9,00
ICE CREAM SHAKE 15,00	MARE ROSSO 6,00	NESTEA LEMON 6,00	SCHWEPPES PIMIENTA ROSA (0.2) 8,00	RED BULL 8,00	SCHWEPPES FLOR DE HIBISCO (0.33)	SCHWEPPES SODA 6,00	SCHWEPPES TONIC (0.25) 6,00	Sprite (0.25) 6,00	

**PAYMENT**

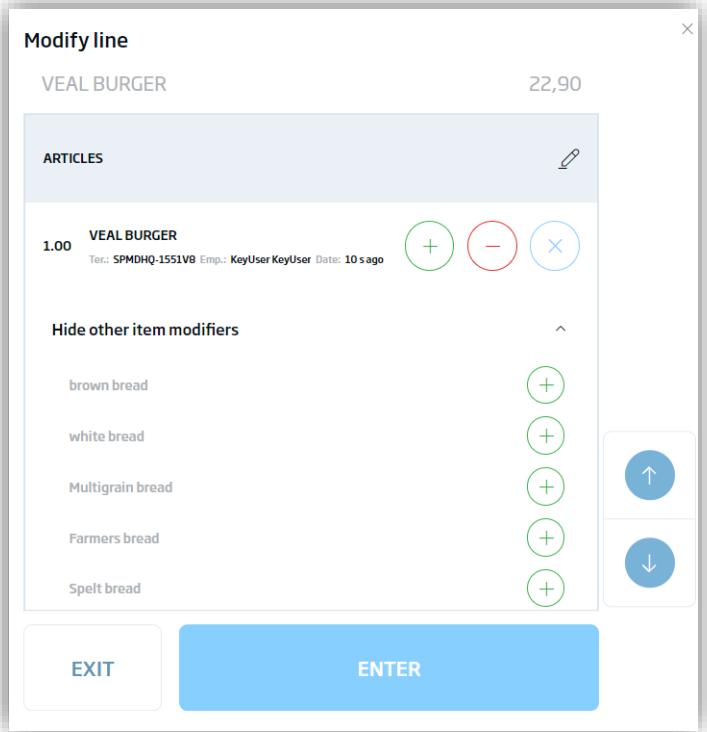
TOTAL	
0,00 EUR	

# New actions & buttons

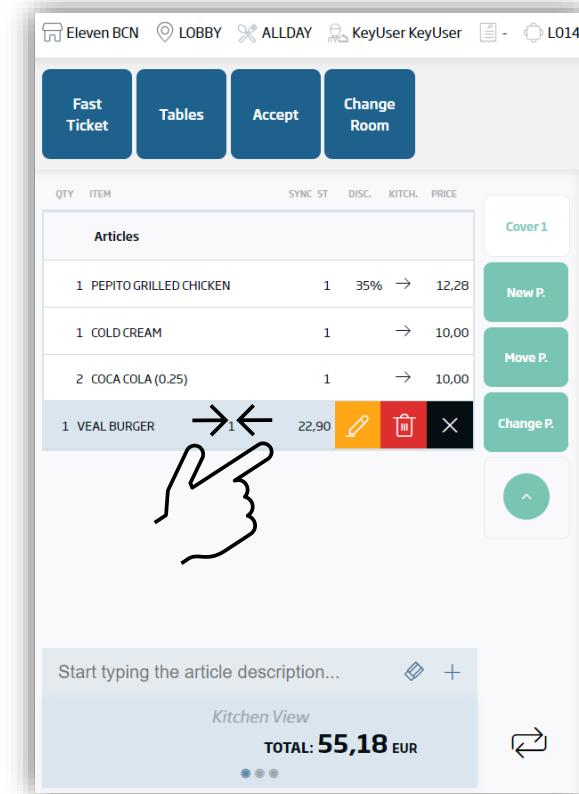
Modify Line

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:



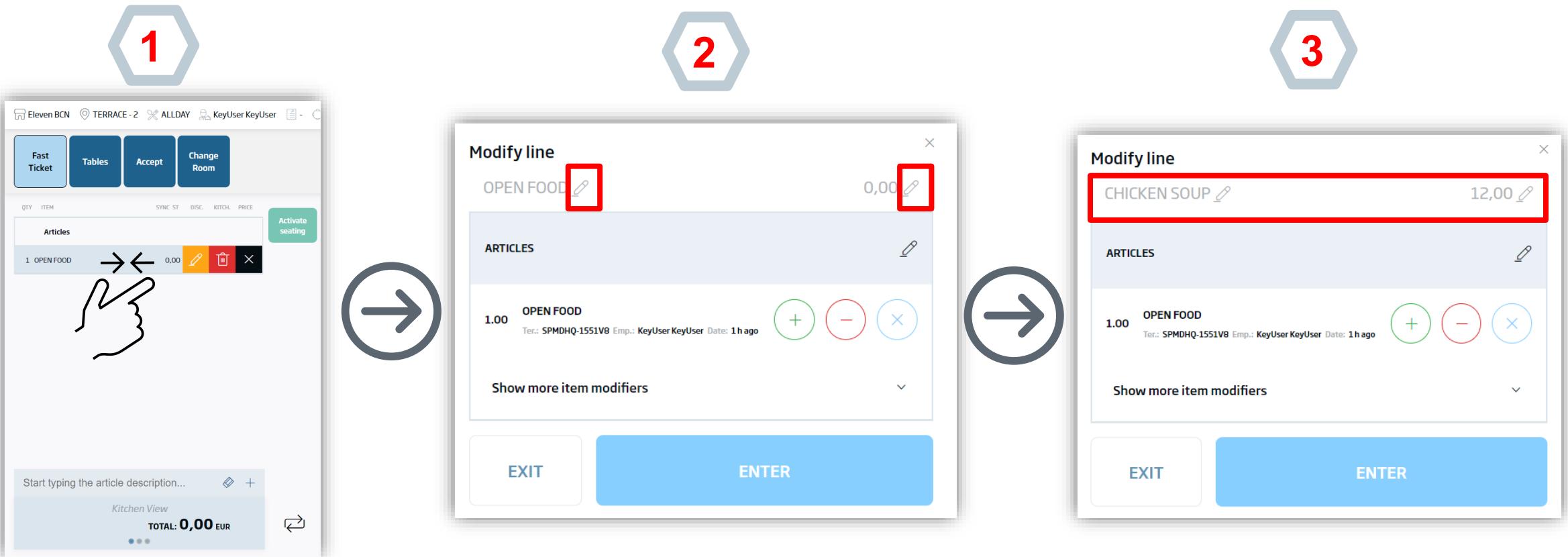
2. Choosing the article and drag to the right to display the edit, cancel or exit icon.



# 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.

The screenshot shows a POS interface with various buttons and a list of items. On the left, there's a list of items under 'Starters' and 'Desserts'. A red arrow points from the 'Desserts' section to a 'DESSERTS' group in a modal dialog on the right. Another red arrow points from a 'Drop here to change group' area to the same 'DESSERTS' group. The modal also shows other groupings: 'ARTICLES', 'STARTERS', 'FIRST', 'SECONDS', and 'Drinks', 'Beer', 'Wines', 'Spirits'.

Eleven BCN LOBBY ALDAY KeyUser KeyUser L006 3 EXIT

Fast Ticket Tables Accept Change Room

Discount INVITATION Starters First Second Desserts Course groups Kitchen messages Send Order Preticket Discount Invitation →

QTY	ITEM	SYNC ST	DISC.	KITCH.	PRICE
1	COLD CREAM				10,00
1	FRUIT DELIGHT	First			9,00
1	FRUIT DELIGHT	Desserts			9,00

Activate seating

Start typing the article description... +

Drop here to change group

CATALOGUE PAYMENT

Groupings

ARTICLES

STARTERS

FIRST

SECONDS

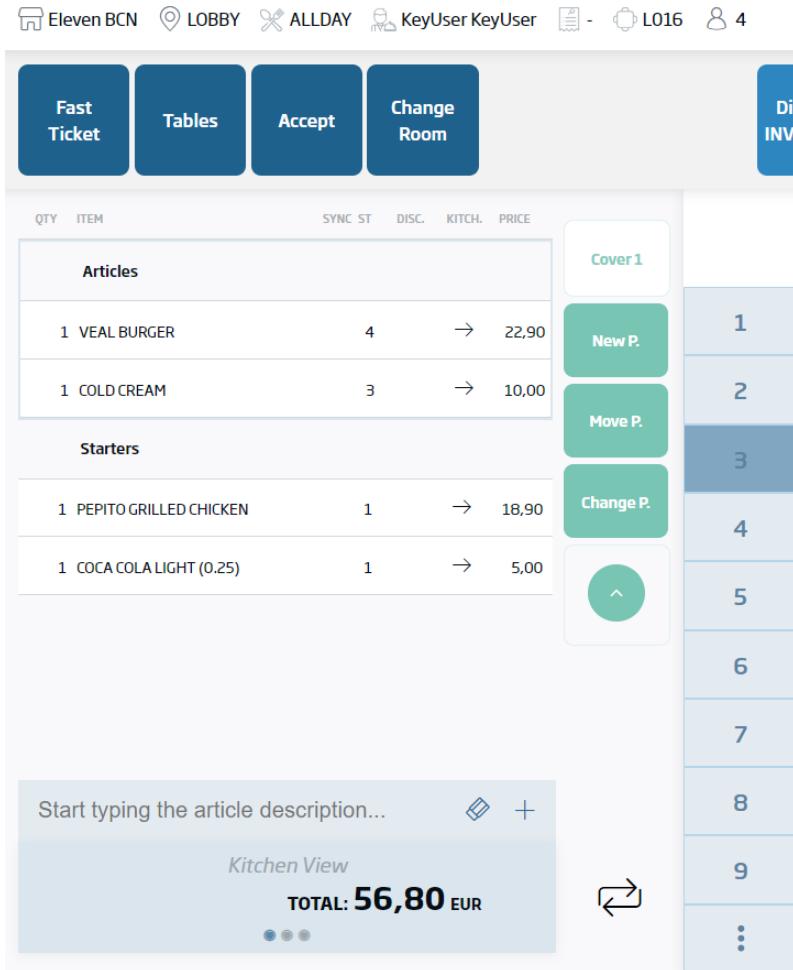
DESSERTS

Drinks Beer Wines Spirits

EXIT

# New actions & Buttons

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



Eleven BCN LOBBY ALLDAY KeyUser KeyUser L016 4

Fast Ticket Tables Accept Change Room

Articles

QTY	ITEM	SYNC ST	DISC.	KITCH.	PRICE
1	VEAL BURGER	4	→	22,90	
1	COLD CREAM	3	→	10,00	
Starters					
1	PEPITO GRILLED CHICKEN	1	→	18,90	
1	COCA COLA LIGHT (0.25)	1	→	5,00	

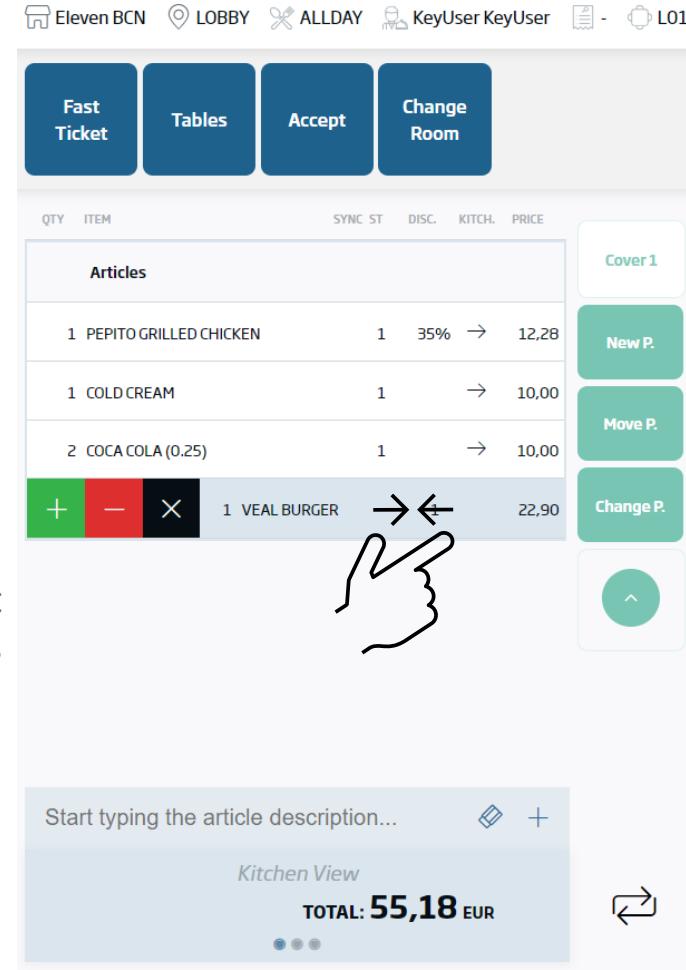
Cover1 New P. Move P. Change P. ^

Start typing the article description... + ↵

Kitchen View TOTAL: 56,80 EUR

DISP INVENTORY

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



Eleven BCN LOBBY ALLDAY KeyUser KeyUser L016

Fast Ticket Tables Accept Change Room

Articles

QTY	ITEM	SYNC ST	DISC.	KITCH.	PRICE
1	PEPITO GRILLED CHICKEN	1	35%	→	12,28
1	COLD CREAM	1	→	10,00	
2	COCA COLA (0.25)	1	→	10,00	
+ - × ↵	1 VEAL BURGER				22,90

Cover1 New P. Move P. Change P. ^

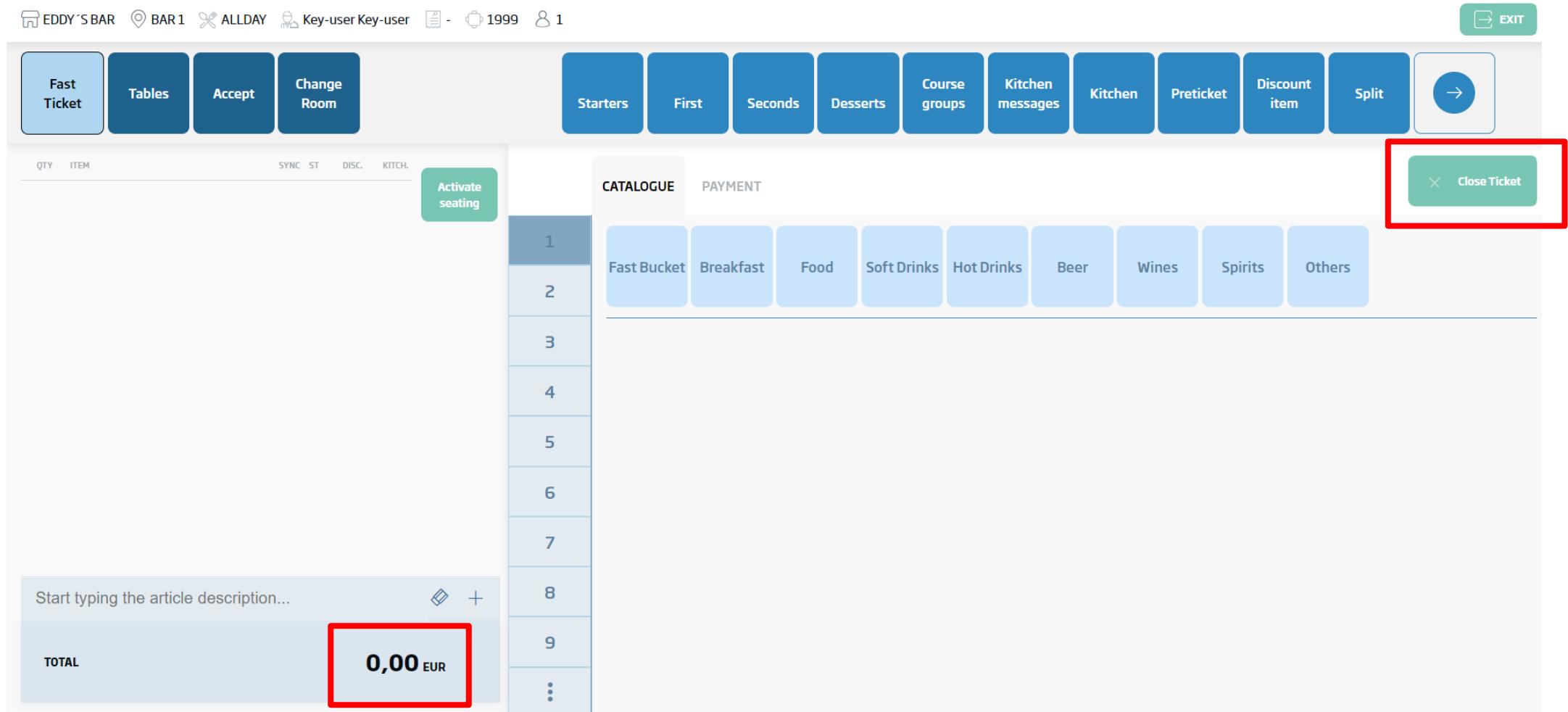
Start typing the article description... + ↵

Kitchen View TOTAL: 55,18 EUR

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

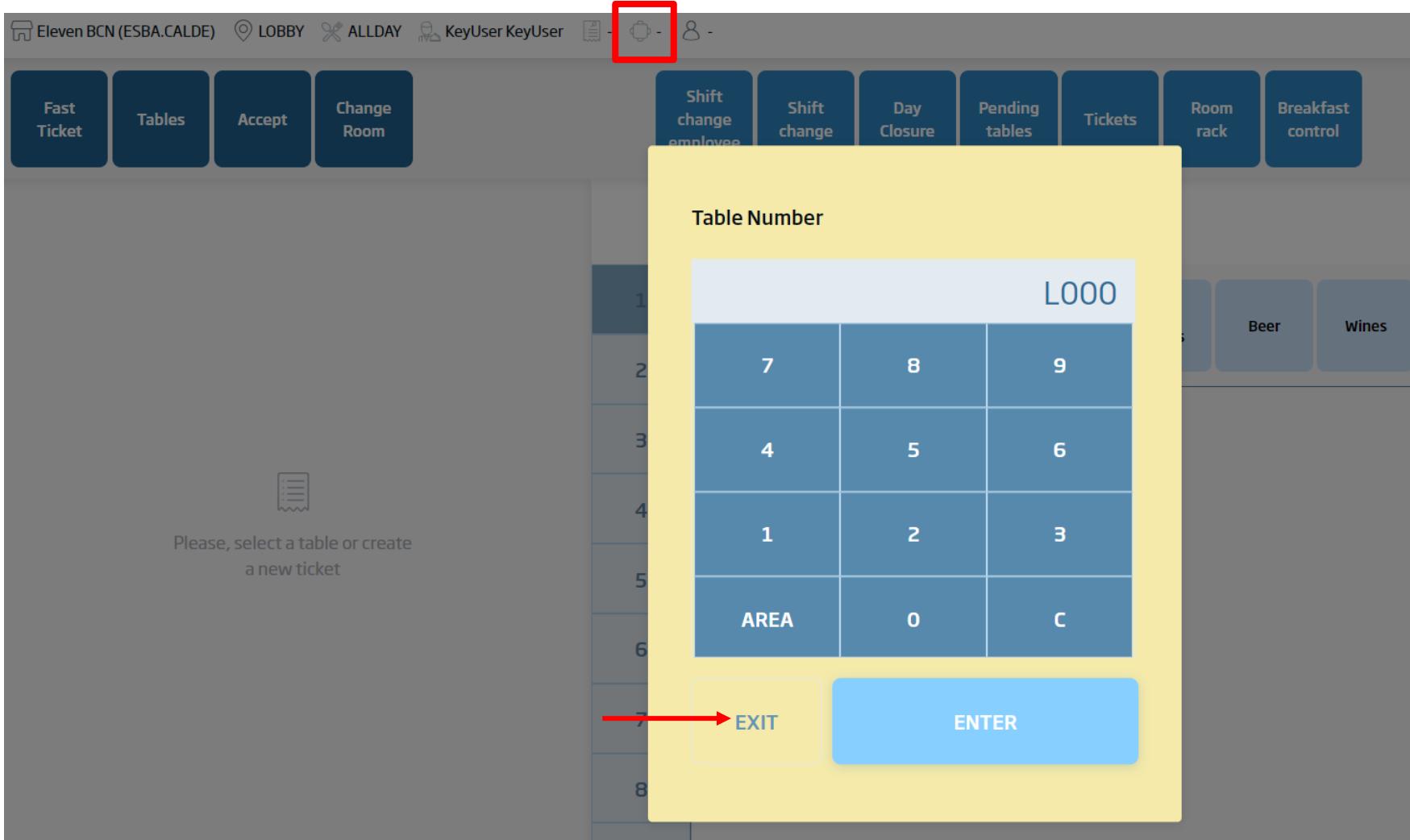
If you have any **material** that is not configured correctly, you will see a yellow warning icon in the catalogue tab. If you click on it you will see the information about the materials that need to be checked.

The screenshot shows a hotel management system interface with the following elements:

- Top Navigation:** SELVA, MAIN RESTAURANT 1, DINNER, Key User, and EXIT button.
- Left Sidebar:** Fast Ticket, Tables, Accept, Change Room buttons.
- Top Buttons:** Shift change, Shift change employee, Breakfast control, Day Closure, Pending tables, Room rack, Tickets.
- Central Area:** Catalogue tab (highlighted with a red box and a yellow warning icon) and Payment tab.
- Table:** A table with columns for ID (1-9), Fast Bucket, Breakfast, Food, and Soft Dri.
- Message:** Please, select a table or create a new ticket.
- Bottom Buttons:** ABOUT US, EXIT.
- Pop-up Window:** List of incorrect materials. It shows a warning icon and text: "The configuration of the following materials should be reviewed:". It lists one result: ID MATERIAL: 99001141, GROUP TPV: Room Service Charge, DESCRIPTION: ROOM SERVICE CHARGE. It also has a search bar: "Enter a value".

# 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.

The image shows two screenshots of a hotel management system interface. On the left, the 'Room Rack List' shows a table of room bookings. The 'No credit' column is highlighted with a red box and a red arrow points to the 'No credit' icon in the 'Room details' interface on the right. On the right, the 'Room details' window is open, showing the 'MAIN DATA' and 'ADDITIONAL DATA' tabs. The 'ADDITIONAL DATA' tab is selected, and the 'Canceled Credit' section is highlighted with a red box and a red arrow. The 'Room details' window also shows guest information and 'EXIT' and 'ADD' buttons.

**Room Rack List**

Showing 239 results

ROOM	RESERVATION #	CHECK-IN DATE	COMMERCIAL CUSTOMER	PAX #	STAT.	NO CREDIT
512	0135866766	29/07/2024	COLES, TERRY TRONE	2		
517	0132821773	02/08/2024	Silverman, Dawn	2		
519	0135850174	01/08/2024	ALENEZI, ABDULRAHMAN	2		
521	0137109427	30/07/2024	Parker Hrile, Allan	2		
523	0134015922	02/08/2024	JEON, ALBERT	2		
525	0135556853	02/08/2024	VALENTIJN ROGER, DE BOCK	2		
527	0137282176	02/08/2024	JULIA CAMPANA	2		
529	0137362336	02/08/2024	SAAD, ALMOGREN FAHD	1		
531	0133584862	02/08/2024	TURNER, LEE JAMES	2		
533	0133410491	31/07/2024	Puntos GHA, Cliente 1	2		

EXIT

**Room details**

MAIN DATA ADDITIONAL DATA

BOOKING.COM B.V.  
Commercial Customer

X Canceled Credit 300.00 Extra Credit Limit

Real arrival time 18:18:04  
Real departure time 00:00:00

Guests

GUEST NAME	MP	TYPE	VIP	NACIONALITY	REMARKS
Parker Hrile, Allan	RO	AD		CR	
RADIVUC, TEODORA	RO	AD		CR	

EXIT ADD

## 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 .

Room Rack List

Showing 239 results

Enter a value

ROOM	RESERVATION #	CHECK-IN DATE	COMMERCIAL CUSTOMER	PAX #	STAT...	NO CREDIT	+
10	0134976771	31/07/2024	PEDROSA, LUIS ANTONIO	2			
1001	0134595909	02/08/2024	LUIS ENRIQUEOBERNDORFER	2			
1003	0136050893	02/08/2024	Abbid, Ali	2			
1008	0135320864	02/08/2024	marlène franckinioulle, marl...	3			
1010	0136661935	31/07/2024	VAN STAPPEN, KURT	2			
1017	0133501868	01/08/2024	HUANG, JIAJUN	2			
1019	0136578737	02/08/2024	Francois GILLES ETIENNE, I...	2			
102	0132211282	02/08/2024	Kang, Jaehyun	3			
1021	0136661928	31/07/2024	VAN STAPPEN, KURT	2			
1023	0137295070	01/08/2024	CHAWLA, NAND LAL	1			

EXIT

## 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.

Room details

MAIN DATA **ADDITIONAL DATA**

HOTELBEDS PRODUCT SLU Commercial Customer	-- Canceled Credit	300.00 Extra Credit Limit	Real arrival time Real departure time	16:01:45 00:00:00
--	-----------------------	------------------------------	--	----------------------

Guests

GUEST NAME	MP	TYPE	VIP	NACIONALITY	REMARKS
MARIAN SAMANO, MARY	RO	AD		US	
TOMA, SARHADON KAISER	RO	AD		US	

**EXIT** **ADD**

# 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.

Day guest Reservations list

Showing 6 results

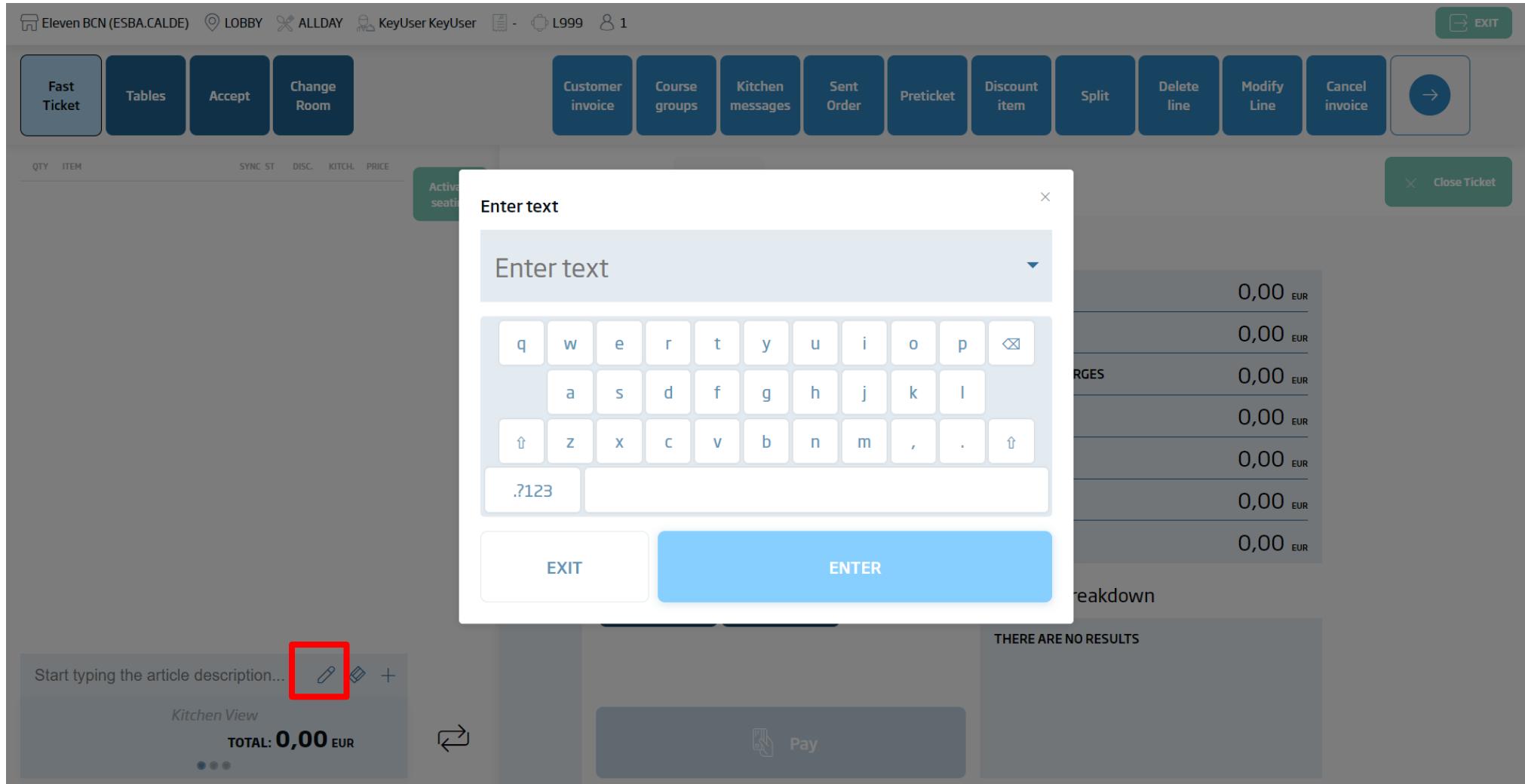
Enter a value 

COMMERCIAL CUSTOMER	VOUCHER	RESERVATION #	CHECK-IN DATE	CHECK-OUT DATE
	AJUSTE MINIBA R	0092261653	03/08/2021	23/02/2025
NOELIA VILLAMARIN RODRIGUEZ		0137404561	03/08/2024	03/08/2024
JORGE ALARCON ROLDAN		0137404571	03/08/2024	03/08/2024
GUEST DIRECT		0137404704	03/08/2024	03/08/2024
JORGE ALARCON ROLDAN		0137405826	03/08/2024	03/08/2024
GUEST DIRECT	458889654321	0137405946	03/08/2024	03/08/2024

 EXIT

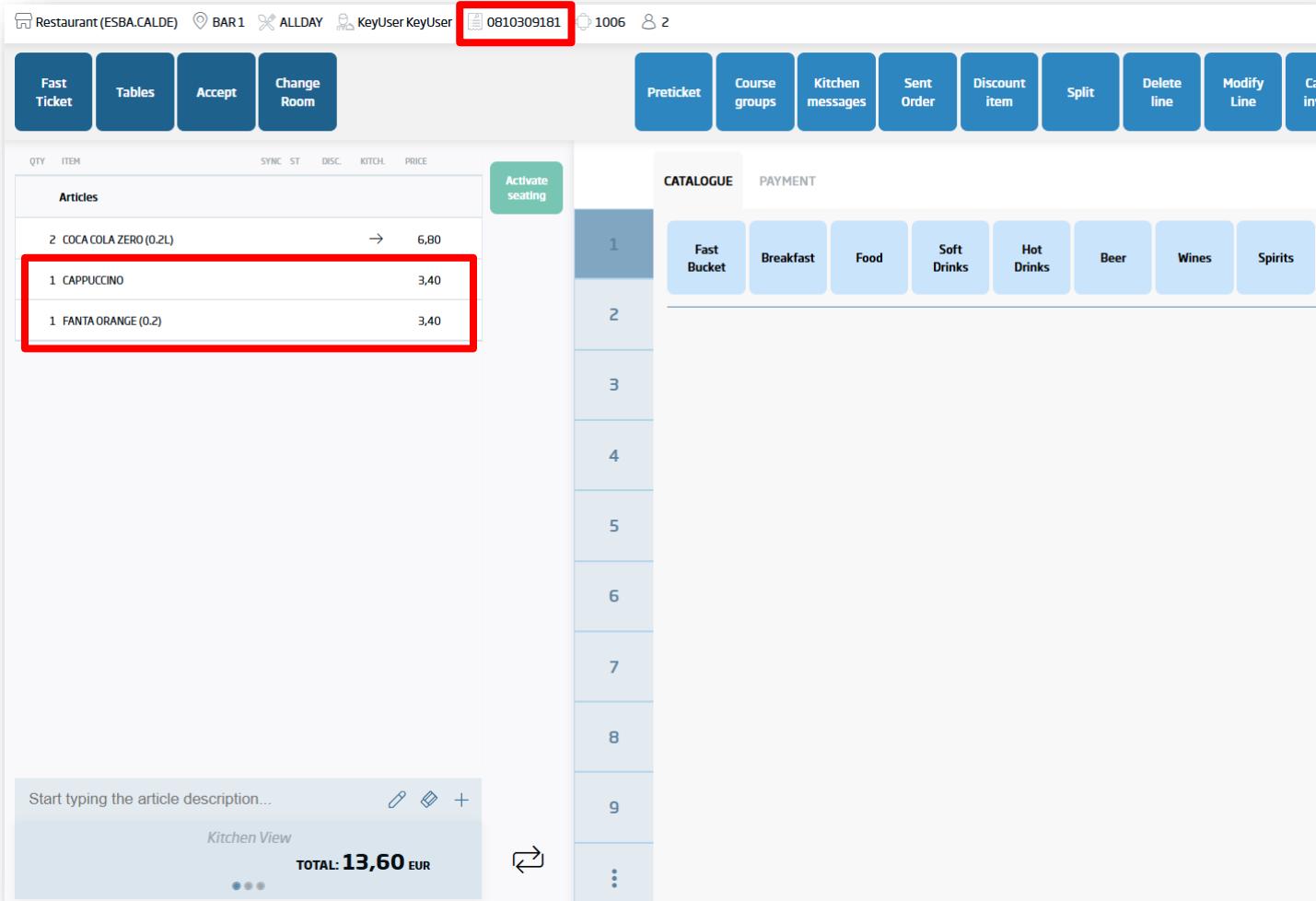
# New actions & buttons

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



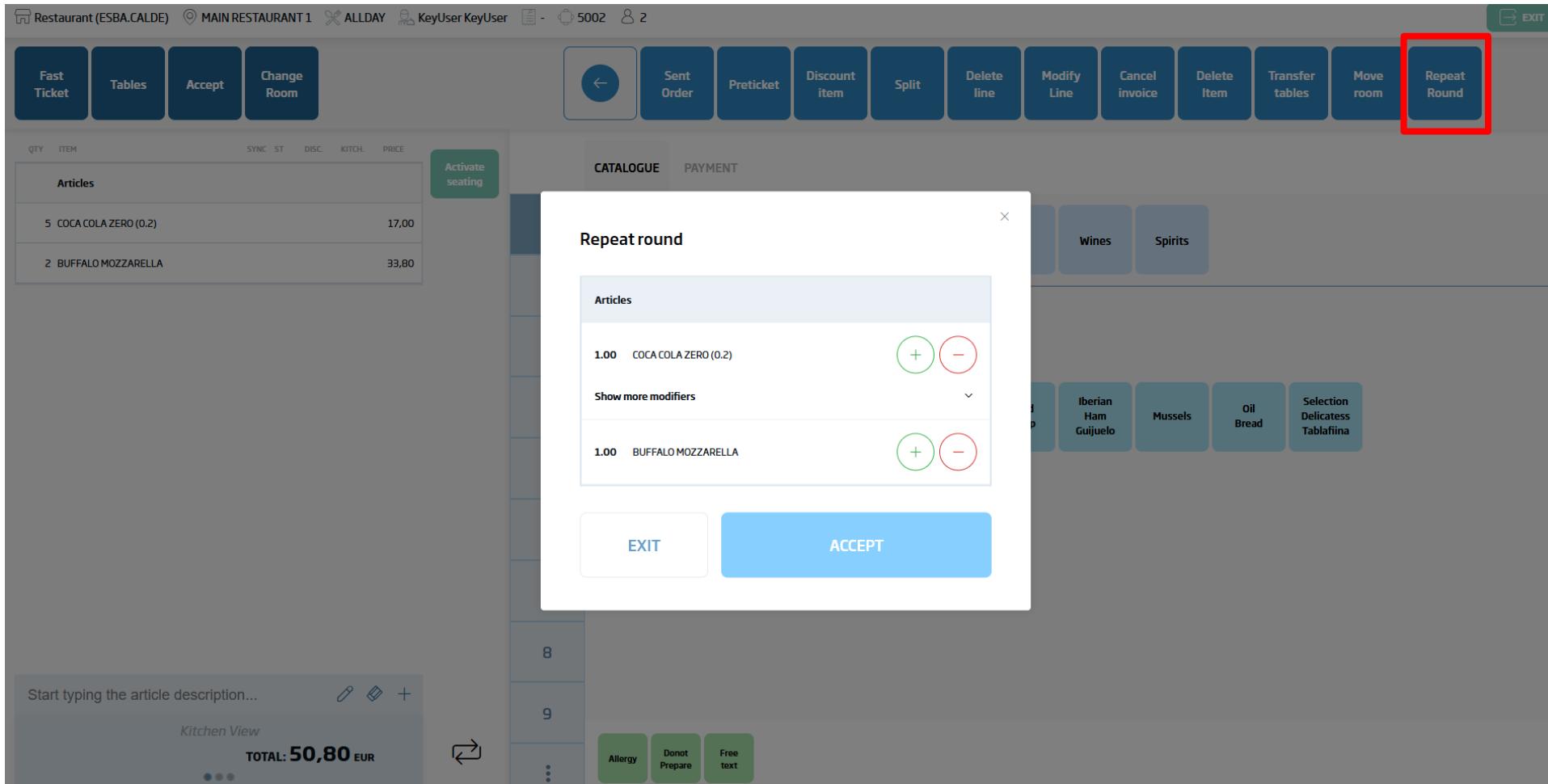
# New actions & buttons

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.

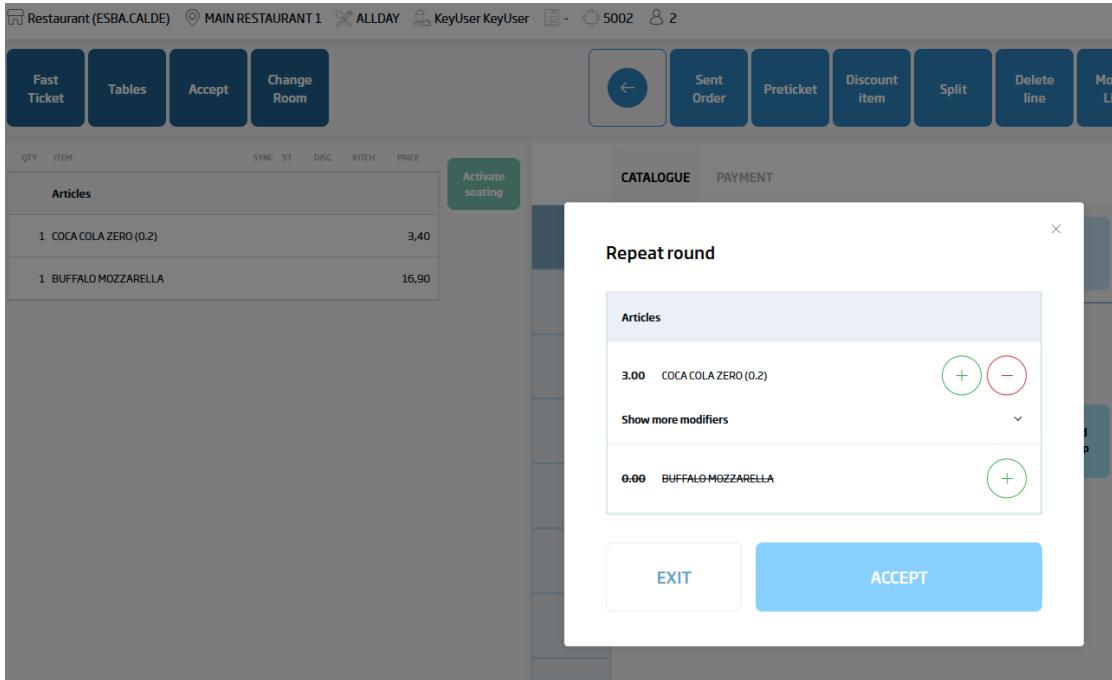


# New actions & buttons (Repeat Round, part 2)

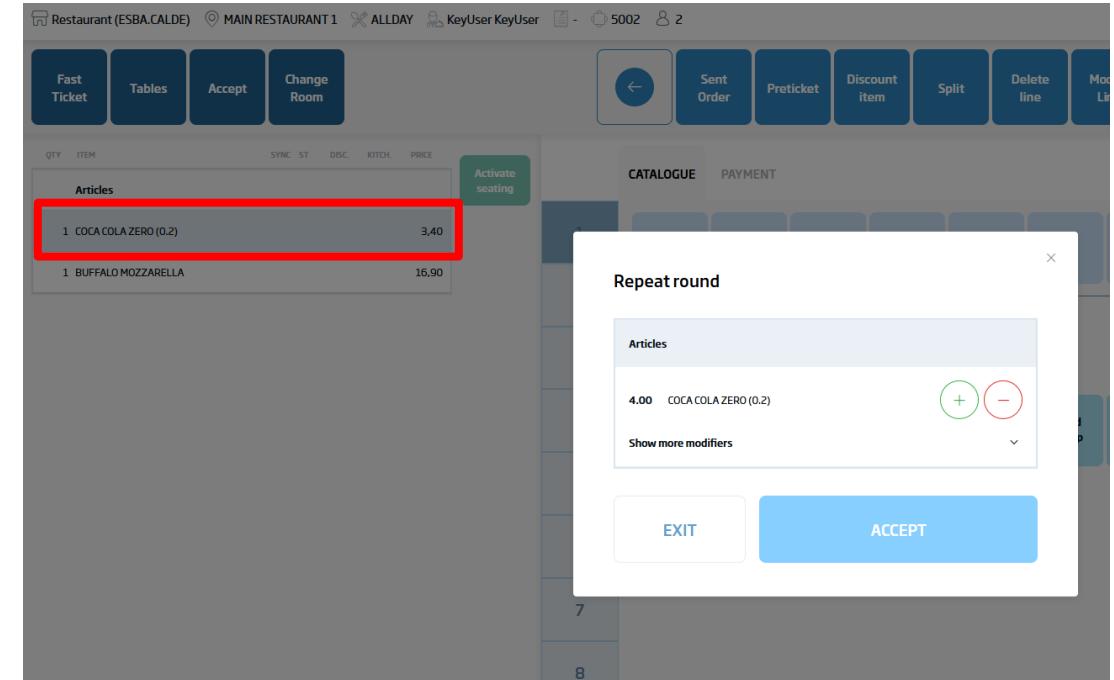
To handle the “Repeat Round”, you can do it in 2 ways:

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

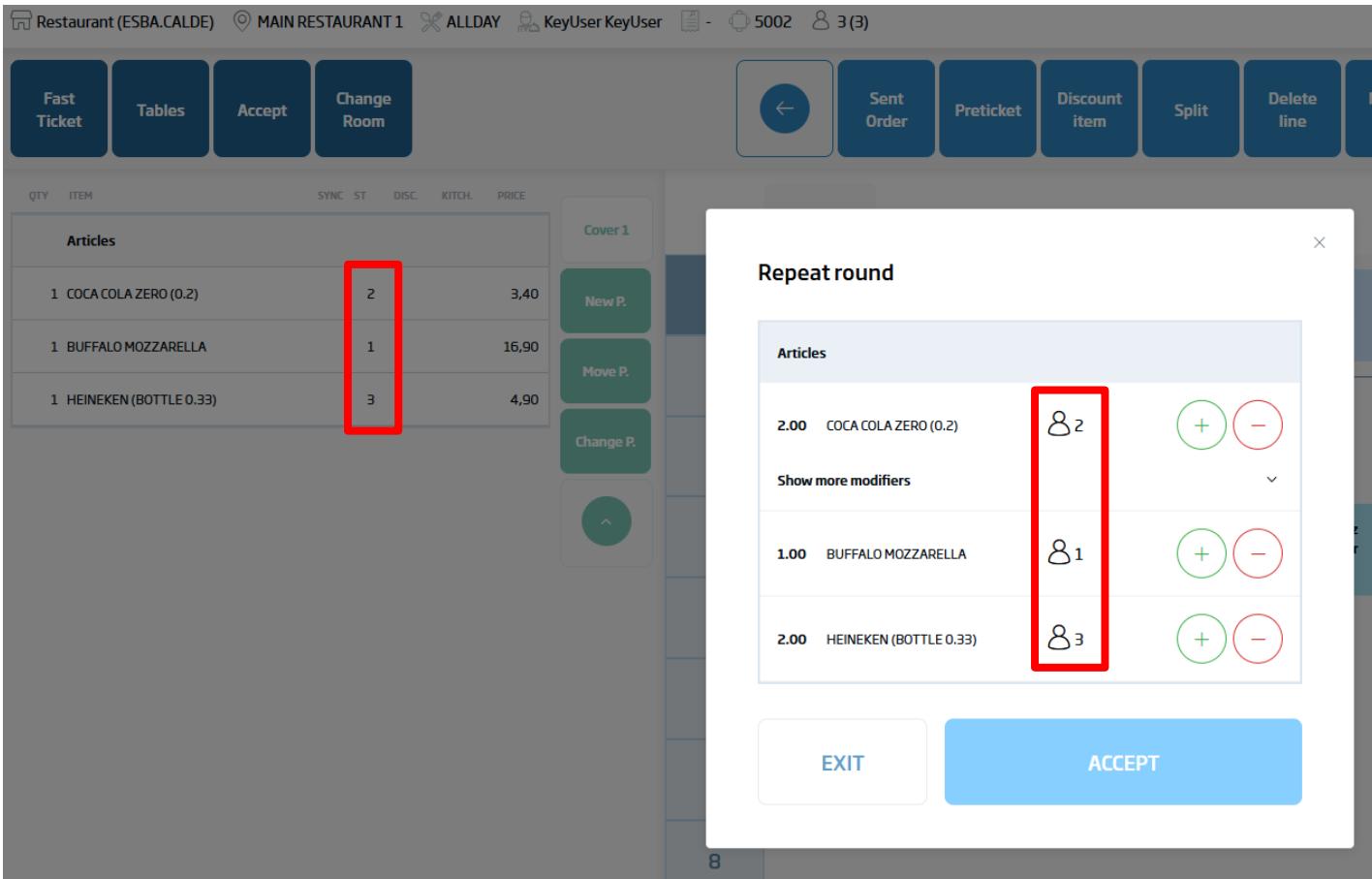


B



# 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.



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# Customer Invoice



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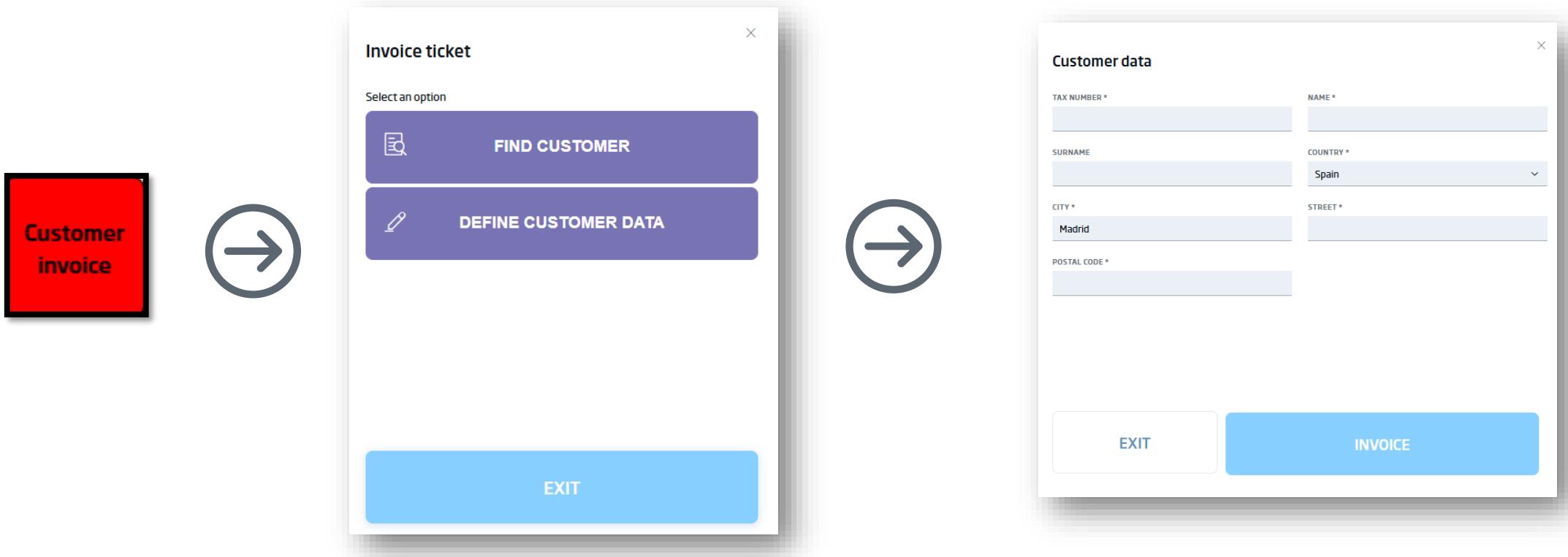
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HOTELS & RESORTS

# 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:



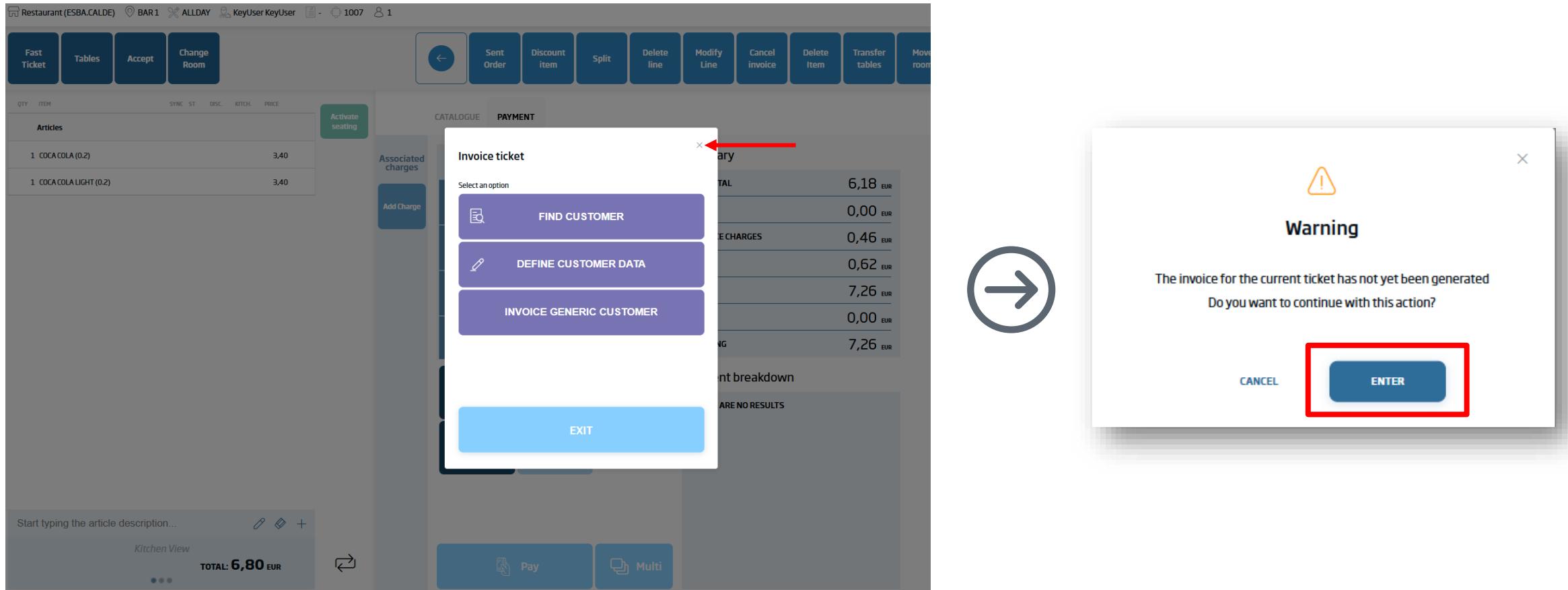
This functioning does not apply to Mexico and Ecuador.

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):

The screenshot shows the software interface for a restaurant. At the top, there are several buttons: 'Fatura Rapida', 'Mesas', 'Aceitar', 'Mudar Sala', 'Mudança Turno', 'Mudança Turno Empregado', 'Controlo Pequeno Almoço', 'Fecho Caixa', 'Mesas Pendentes', 'Rack', and 'Show tickets'. The 'Show tickets' button is highlighted with a red box. Below these buttons is a large arrow pointing to the right. The main area of the screen displays a 'CATALOGUE' and 'PAYMENT' section. A vertical list on the left shows tables 1 through 5. A message at the bottom left says 'Please, select a table or create a new ticket'. To the right, there is a 'Tickets list' table with 86 results. One specific row for ticket 5052 is highlighted with a red box around its orange invoice icon. A large arrow points from the 'Show tickets' button to this highlighted row.

TABLE	TICKET #	EMPLOYEE	AMOUNT	CURRE...	PAY M...	STATUS	PL...
5052	0853080370	KEY	9,00	EUR	VISA	Finished	
5051	0853080369	KEY	9,00	EUR	DINHEIRO	Finished	
5020	0853080366	KEY	3,50	EUR	VISA	Finished	
5999	0853080365	KEY	3,50	EUR	DINERS	Finished	
5051	0853080364	KEY	110,50	EUR	DINERS	Finished	
5029	0853080363	KEY	22,00	EUR	DINHEIRO	Finished	
5020	0853080362	KEY	108,00	EUR	DINHEIRO	Finished	
5020	0853080361	KEY	138,00	EUR	DINHEIRO	Finished	
5051	0853080360	KEY	34,00	EUR	DINHEIRO	Finished	
5060	0853080359	KEY	69,00	EUR	DINHEIRO	Finished	

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

The screenshot shows three sequential steps in the software. Step 1: A 'Ticket #' dialog box showing ticket details (Nº Ticket: 0853080370, Table: 5052, Status: Finished, Amount: 9,00 EUR, Order Amount: 9,00, Payment method: VISA). A large arrow points to the right. Step 2: A 'Select option' dialog box with buttons: REPRINT, CANCEL, RECOVER, and INVOICE. The INVOICE button is highlighted with a red box. A large arrow points to the right. Step 3: An 'Invoice ticket' dialog box with buttons: FIND CUSTOMER, DEFINE CUSTOMER DATA, and INVOICE GENERIC CUSTOMER. A large blue button labeled 'EXIT' is at the bottom.

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Multipayment



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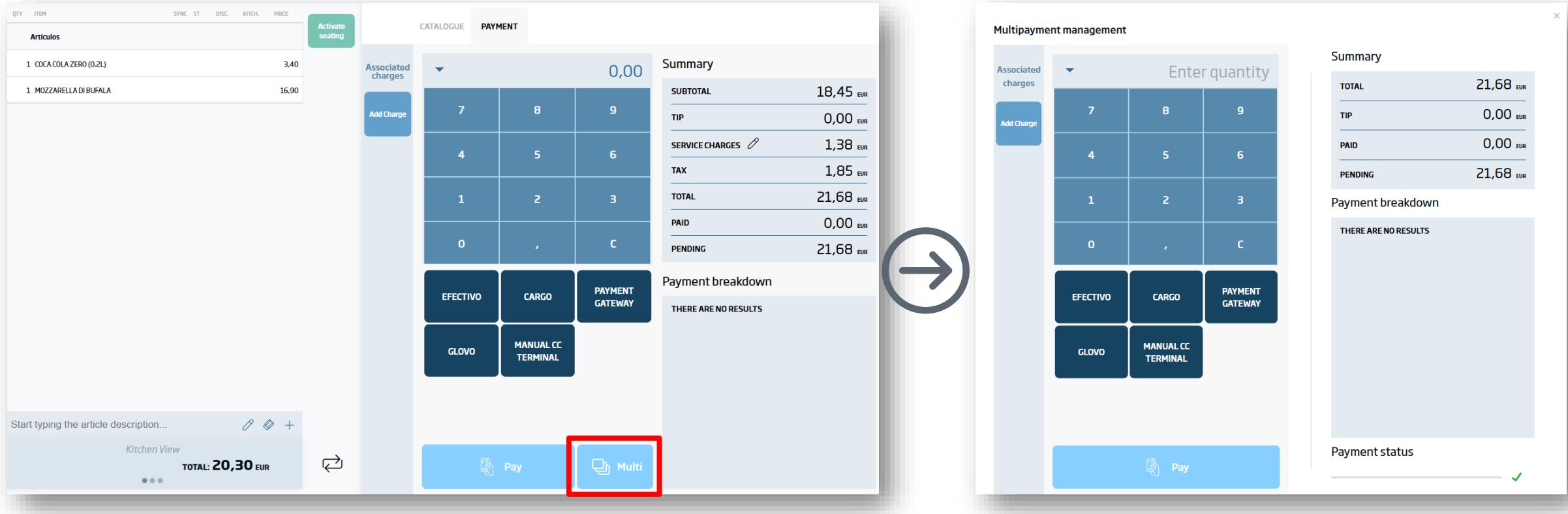
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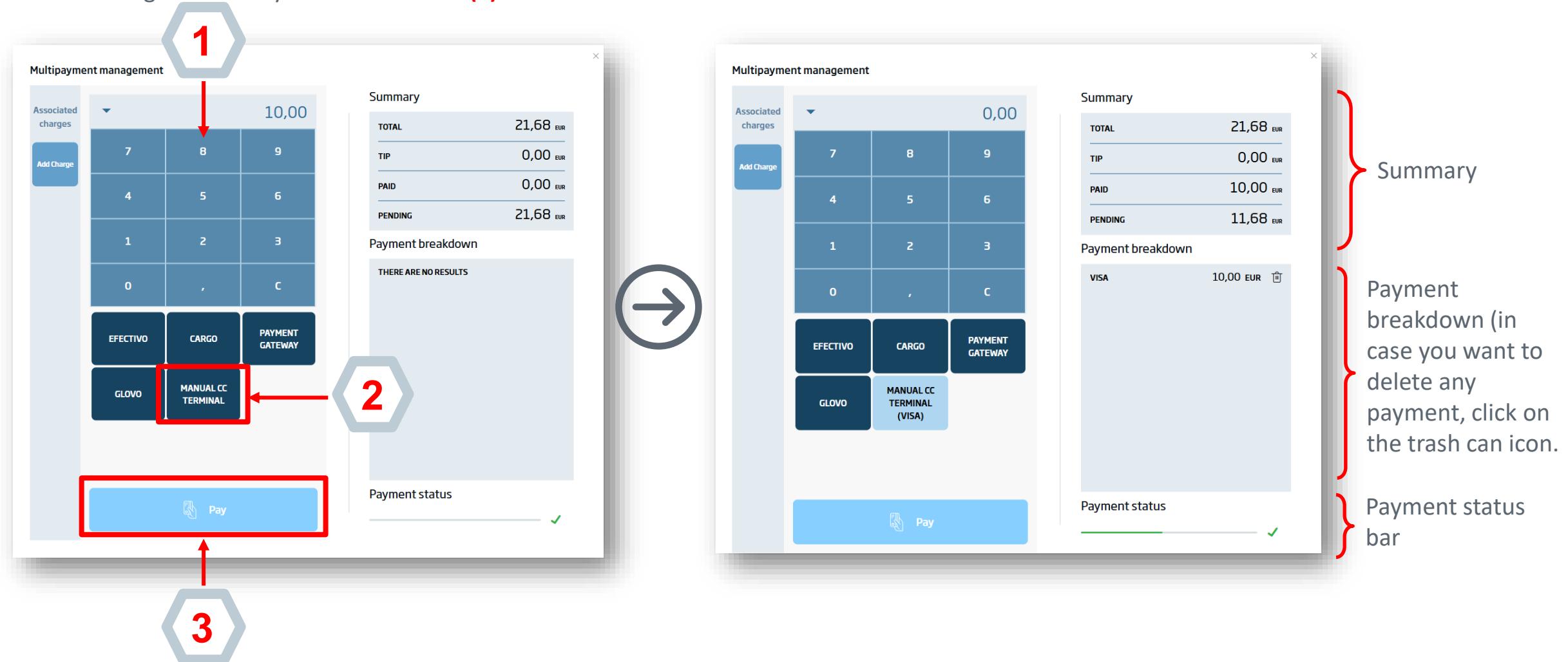
# Multipayment (Step 1)

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.



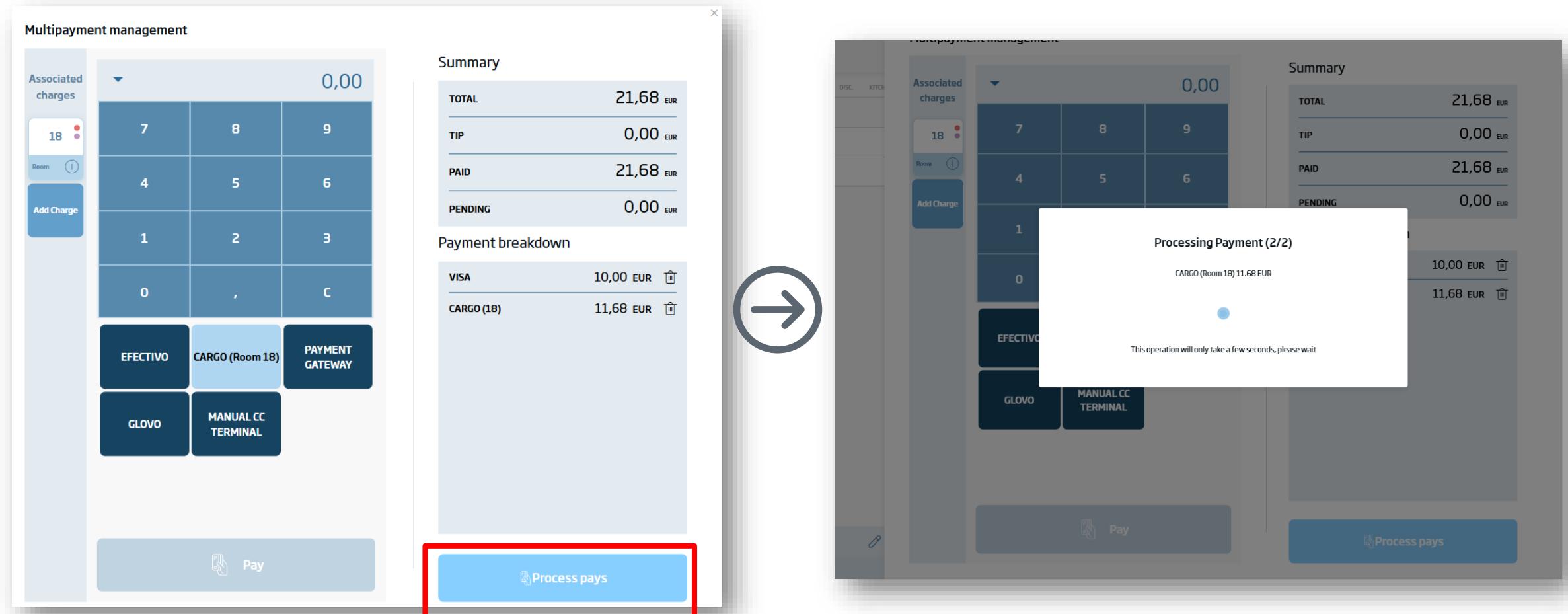
# Multipayment (Step 2)

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).



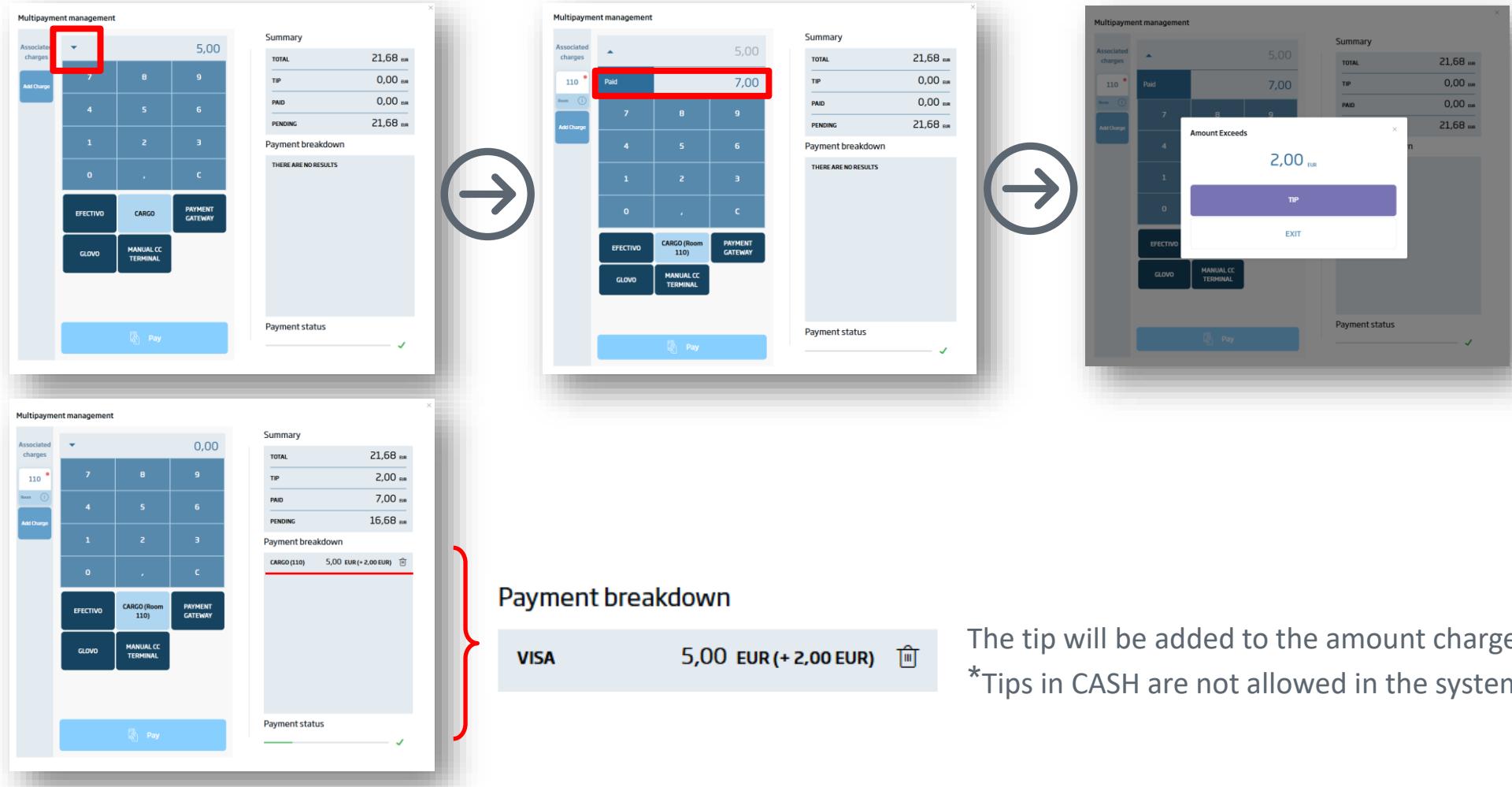
# Multipayment (Step 3)

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).



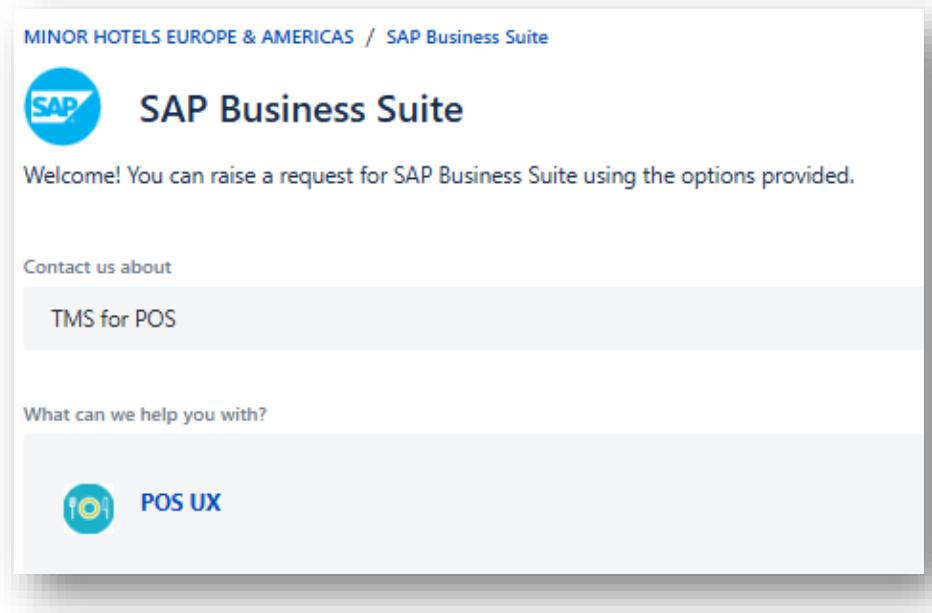
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FAQ & JIRA



# FAQ & JIRA

If you have any question or issue...



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Contact us about

TMS for POS

What can we help you with?

 **POS UX**

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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