

“POS UX” Key changes

Business Processes – Operations
June 2025

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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 **performance** & **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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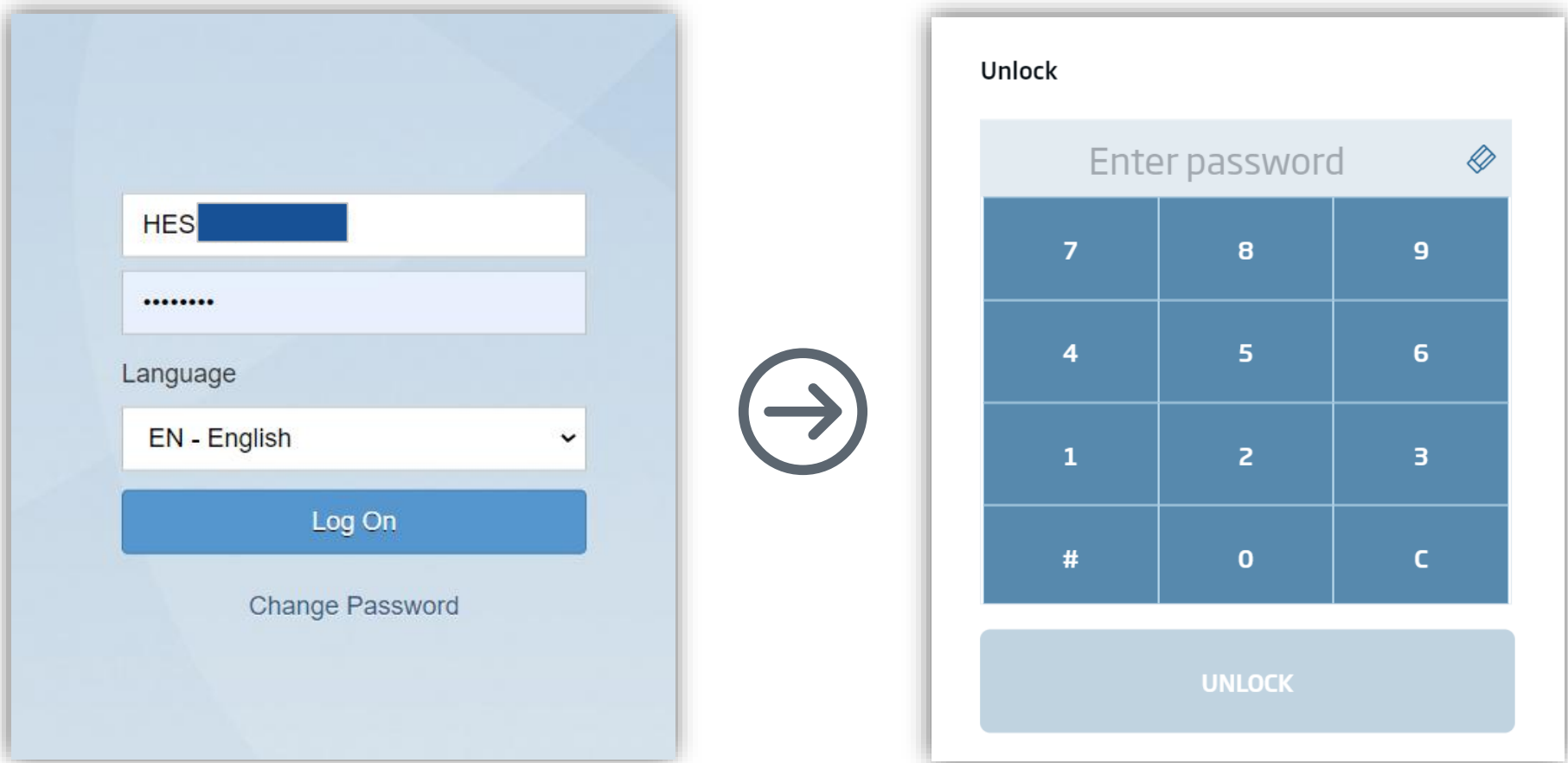

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Accessing POS UX

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.

EDDY'S BAR

BAR 1

ALLDAY

Key-user Key-user

EXIT

Fast Ticket

Tables

Accept

Change Room

Shift change

Shift change employee

Breakfast control

Day Closure

Pending tables

Room rack

Tickets

CATALOGUE

PAYMENT

1

2

3

4

5

6

7

8

9

⋮

Fast Bucket

Breakfast

Food

Soft Drinks

Hot Drinks

Beer

Wines

Spirits

Others

To change POS Employee

Please, select a table or create a new ticket

ABOUT US ⓘ

Logout

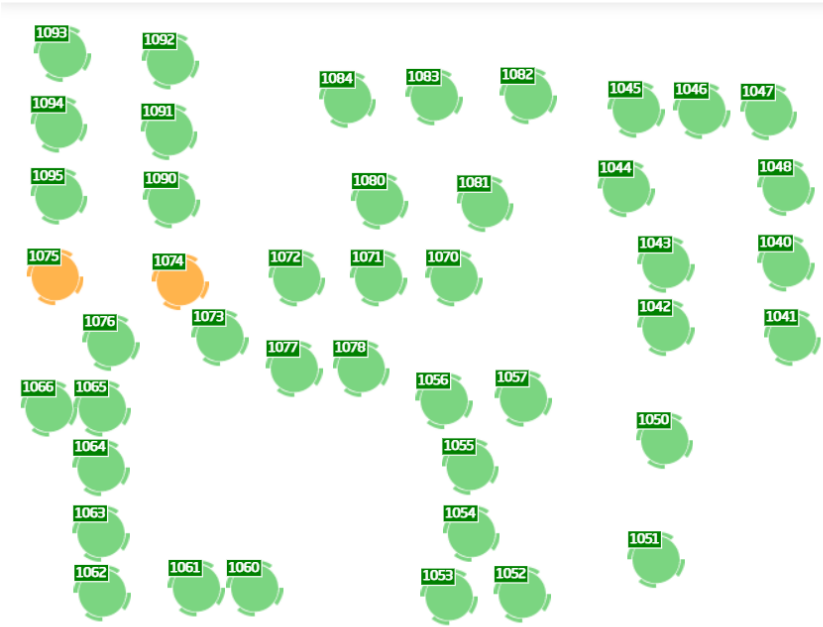
Calculator

Main screen-Tables



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

Tables EDDY'S BAR BAR 1

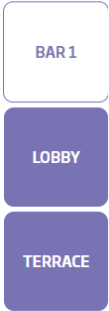


To view only the tables managed with your code.

Refresh status of the tables

Zoom in

Zoom out



Logout

Areas

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

Enter a value

ROOM	RESERVATION #	CHECK-IN DATE	COMMERCIAL CUSTOMER	PAX #	STATUS...	
101	0124660987	10/11/2023	KNOBEL, MICHAELBERTRAM		<input type="checkbox"/> Check-in <input type="checkbox"/> Check-out	
102	0124660989	10/11/2023	NEYRA PEREYRA, MARIA AL...		Confirm Reset	
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

1

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):

Room Rack List

Showing 19 results

Enter a value **Reservations** ▼

ROOM	RESERVATION #	CHECK-IN DATE	MAIN GUEST	PAX #	STAT...	NO CREDIT
13	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
138	0137436539	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 #

N° Ticket:

9810429477

Table:

R002

Status:

Finished

Amount:

31,50 EUR

Order Amount:

31,50

Payment method

VISA

Order Tips:

1,50

N° Original Ticket:

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


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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.

Board control Breakfast (ESBA.CALDE) BAR 1 ALLDAY

Refresh status

Enter room...

1010 2 (0)	1017 2 (2)	1021 2 (0)	1023 1 (0)	1038 2 (2)	123 2 (0)	127 1 (1)	131 1 (1)	136 2 (1)	137 1 (0)
143 2 (2)	202 3 (3)	214 2 (0)	216 2 (0)	235 3 (0)	307 2 (2)	327 2 (2)	331 2 (2)	333 3 (0)	335 3 (3)
402 2 (2)	403 2 (2)	407 2 (2)	5 2 (2)	502 2 (1)	504 2 (0)	505 2 (2)	512 2 (2)	533 2 (2)	604 2 (0)
605 2 (2)	623 2 (2)	633 2 (0)	634 1 (1)	635 2 (2)	636 2 (2)	637 2 (2)	640 1 (1)	707 2 (2)	717 2 (2)
719 2 (2)	803 2 (0)	821 2 (2)	827 2 (2)	829 2 (2)	838 1 (1)	910 2 (1)	927 2 (0)	929 2 (2)	

FAST TICKET
OPEN TABLES
ROOM RACK

Summary (Rooms/Pax)

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

BACK

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

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

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.

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). These ones will appear in gray color.

Board control Breakfast (ESBA.CALDE) BAR 1 ALLDAY EXIT

10 2	1001 2	1003 2	1008 3	1010 2 (0)	1017 2 (2)	1019 2	102 3	1021 2 (0)	1023 1 (0)	103 2
1034 2	1036 2	1037 2	1038 2 (2)	1039 2	104 2	107 2	110 2	112 2	114 2	116 2
12 2	121 1	123 2 (0)	127 1 (1)	129 2	13 2	131 1 (1)	133 3	134 1	135 2	136 2 (1)
137 1 (0)	138 2	140 1	141 2	142 2	143 2 (2)	15 2	16 2	17 2	18 2	19 2
2 2	202 3 (3)	203 2	204 1	205 2	207 2	208 1	210 2	212 2	214 2 (0)	216 2 (0)
217 2	219 1	221 2	223 2	227 2	229 2	231 1	233 2	234 2	235 3 (0)	236 3
237 2	238 1	240 1	241 2	242 1	243 2	302 2	304 2	305 2	307 2 (2)	308 2

Enter room...

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

Summary (Rooms/Pax)

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

FAST TICKET
OPEN TABLES
ROOM RACK
BACK

→ Show All rooms filter.

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**”.

The screenshot shows a 'Board control' interface for 'Breakfast (ESBA.CALDE)' at 'BAR 1' on 'ALLDAY'. A grid of room cards is visible, with room 1010 highlighted in green. A 'Room details' pop-up window is open, showing the following information:

- MAIN DATA:** ESBA.CALDE Hotel, 0137164521 Reservation number, 123 Room, Premium Double Terrace Room type, Check-in 31/07/2024, Check-out 05/08/2024.
- Guests:**

	GUEST NAME	MP	USED	TIME	TYPE	VIP	NACIONALITY	REMARKS
CONSUME	KLITGAARD, SOFIE CECILIE	BB		00:00:00	AD		DK	
CONSUME	BLOMSTERBERG, MAGNUS JUUL	BB		00:00:00	CH		DK	

At the bottom of the pop-up window, there are four buttons: 'EXIT', 'CONSUME ALL', 'FAST TICKET', and 'ASSIGN TABLE'. Three red hexagonal callouts with numbers 1, 2, and 3 point to the 'CONSUME' button, the 'CONSUME ALL' button, and the 'ASSIGN TABLE' button respectively.

On the right side of the interface, there is a 'Summary (Rooms/Pax)' section with the following data:

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

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 displays the 'Breakfast (ESBA.CALDE)' interface. At the top, a status bar shows 'BAR 1', 'ALLDAY', 'KeyUser KeyUser', and '1007'. Below this is a toolbar with buttons: 'Fast Ticket', 'Tables', 'Accept', 'Change Room', 'Preticket', 'Course groups', 'Kitchen messages', 'Sent Order', 'Discount item', 'Split', 'Delete line', 'Modify Line', 'Cancel invoice', 'Delete item', 'Transfer tables', and a right arrow button. A red box highlights the 'Return to Board Control' button in the top right corner.

The main area is divided into two sections: 'CATALOGUE' and 'PAYMENT'. The 'CATALOGUE' section shows a grid of breakfast items. The first row includes 'Fast Bucket', 'Breakfast', 'Food', 'Soft Drinks', 'Hot Drinks', and 'Spirits'. The second row includes 'Breakfast'. The third row includes 'Cereals', 'Continental Breakfast', 'Eggs Benedict', 'Executive breakfast', 'Extra Breakfast', 'Fried Eggs', 'Kids Breakfast', 'Open Breakfast*', 'Pack GoodToGo', 'Pastry', 'Poached Eggs', and 'Scramble Eggs (Menu)'. The fourth row includes 'Well Done', 'brown bread', 'white bread', 'No gluten', 'Ham Turkey', 'Bacon', 'Cheese', 'Ham', 'Orange Juice', 'Grapefruit Juice', 'Cranberry Fruit', 'Apple Juice', 'Tomato Juice', 'Fresh Fruit Salad', 'Natural Yogurt', 'Fruit Yogurt', 'Muesli', 'Granola', and 'Pastries'. The fifth row includes 'Porridge Milk', 'Porridge Water', 'Scrambled Eggs', 'Fried Eggs', 'Poached Eggs', 'Boiled Eggs', 'Bacon', 'Tomato', 'Mushrooms', 'Potatoes', 'Sausage', 'Black Pudding', 'White Pudding', 'Salmon', 'Baked Beans', 'Chicken Sausage', and a right arrow button.

The 'PAYMENT' section is currently empty. On the left side, there is a table with columns 'QTY', 'ITEM', 'SYNC', 'ST', 'DISC', 'KITCH', and 'PRICE'. It contains one row: '1 NH COLLECTION BREAKFAST' with a price of '20,00'. Below the table, there is a text input field 'Start typing the article description...' and a 'Kitchen View' button. At the bottom left, the total is displayed as 'TOTAL: 20,00 EUR'.

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.

Board control Breakfast (ESBA.CALDE) BAR 1 ALLDAY

1010
2
(0)
1010

123
2
(0)
1007

FAST TICKET

OPEN TABLES

ROOM RACK

Enter room...

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





Summary (Rooms/Pax)

SHOW ALL	2 / 0	Y
CURRENT	17 / 31	Y
PENDING	32 / 61	Y
TOTAL	49 / 95	

BACK

Current filter

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





Guests

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

EXIT

CANCEL ALL

FAST TICKET

ASSIGN TABLE

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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.

BAR

BAR 1

LUNCH

Key User

-

1999

1

EXIT

Fast Ticket

Tables

Accept

Change Room

Starters

First

Seconds

Desserts

Course groups

Kitchen messages

Sent Order

Preticket

Discount item

Split

→

QTY

ITEM

SYNC

ST

DISC.

KITCH.

PRICE

Activate seating

CATALOGUE

PAYMENT

Close Ticket

1

2

3

4

5

6

7

8

9

⋮

Fast Bucket

Food

Soft Drinks

Hot Drinks

Beer

Wines

Spirits

Others

Food

Snacks

Sandwiches

Salads

Soups

Starters

Main Courses

Pasta

Pizza

Bar Snacks

Room Service

OPEN FOOD

Start typing the article description...

+

Kitchen View

TOTAL: 0,00 EUR

↩

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.

Eleven BCN

LOBBY

ALLDAY

KeyUser KeyUser

-

L007

4

EXIT

Fast Ticket

Tables

Accept

Change Room

Discount INVITATION

Starters

First

Second

Desserts

Course groups

Kitchen messages

Send Order

Preticket

Discount Invitation

Split

→

QTY

ITEM

SYNC

ST

DISC.

KITCH.

PRICE

NO GROUP

1

PEPITO GRILLED CHICKEN

1

→

18,90

1

VEAL BURGER

3

→

22,90

1

COCA COLA ZERO (0,25)

2

→

5,00

1

COLD CREAM

3

→

10,00

1

PEPITO GRILLED CHICKEN

4

→

18,90

Cover 1

New P.

Move P.

Change P.

^

CATALOGUE

PAYMENT

Fast Bucket

Breakfast

Food

Soft Drinks

Hot Drinks

Beer

Wines

Spirits

1

2

3

4

5

6

7

8

9

⋮

Start typing the article description...

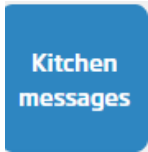
+

Ticket View

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 KeyUse									
Fast Ticket Tables Accept Change Room									
QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE	Activate seating		
Starters					→ (3m)				
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.

The screenshot displays a restaurant POS system interface. At the top, a navigation bar includes 'Restaurant (ESBA.CALDE)', 'MAIN RESTAURANT 1', 'ALLDAY', 'KeyUser KeyUser', and a user icon. Below this, a toolbar contains buttons for 'Fast Ticket', 'Tables', 'Accept', 'Change Room', 'Discount item', 'Split', and 'Delete line'. A red arrow points from the 'Discount item' button to the 'Discount' modal.

The 'Discount' modal is a central white box with a list of discount types: INV - COMPLIMENTARY GUEST, INV - SALES & MARKETING, INV - BREAKAGE & SPILLAGE, INV - MEAL INCLUDED, INV - GUEST CLAIM, CORPORATE DISCOUNT, EMPLOYEE DISCOUNT, and MANAGER DISCOUNT. A 'REMOVE' button is at the bottom. To the right of the list are up and down arrow buttons.

Two 'Reason' modals are shown to the right of the 'Discount' modal. The first 'Reason' modal has a 'REASON' button and an 'EXIT' button. The second 'Reason' modal has a text input field, a keyboard, and 'EXIT' and 'ENTER' buttons. A red circle with a right-pointing arrow is positioned between the two 'Reason' modals.

The background interface shows a table with columns: QTY, ITEM, SYNC, ST, DISC, KITCH, PRICE. It lists items like '1 FRIED EGGS' and '1 SQUID SANDWICH' with their prices. At the bottom, it shows 'TOTAL: 12,90 EUR'.

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.

EDDY'S BAR

BAR 1

ALLDAY

Key-user Key-user

-

1051

1

EXIT

Fast Ticket

Tables

Accept

Change Room

←

Delete line

Modify Line

Cancel invoice

Delete Item

Transfer tables

Move room

QTY

ITEM

SYNC

ST

DISC.

KITCH.

PRICE

Articles

1

EARL GREY

→

6,00

1

MANZANILLA

→

6,00

1

TE VERDE

→

6,00

Activate seating

CATALOGUE

PAYMENT

1

2

3

4

5

6

7

8

9

⋮

Fast Bucket

Breakfast

Food

Soft Drinks

Hot Drinks

Beer

Wines

Spirits

Others

Start typing the article description...

+

TOTAL

18,00 EUR

Ticket management- Payment

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

Eleven BCN

LOBBY

ALLDAY

KeyUser KeyUser

9810400325

L007

4

EXIT

Fast Ticket

Tables

Accept

Change Room

Discount INVITATION

Starters

First

Second

Desserts

Course groups

Kitchen messages

Send Order

Preticket

Discount Invitation

Split

→

QTY

ITEM

SYNC

ST

DISC.

KITCH.

PRICE

Articles

1

PEPITO GRILLED CHICKEN

1

→

18,90

1

VEAL BURGER

3

→

22,90

1

COCA COLA ZERO (0.25)

2

→

5,00

1

COLD CREAM

3

→

10,00

1

PEPITO GRILLED CHICKEN

4

→

18,90

Cover 1

New P.

Move P.

Change P.

↑

Start typing the article description...

Kitchen View

TOTAL: 75,70 EUR

CATALOGUE

PAYMENT

Associated charges

Add Charge

0,00

7

8

9

4

5

6

1

2

3

0

,

C

CASH

CARGO

PAYMENT GATEWAY

GLOVO

MANUAL CC TERMINAL (VISA)

Pay

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

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 the restaurant POS system interface. At the top, there's a header with restaurant information: "Restaurant (ESBA,CALDE)", "MAIN RESTAURANT 1", "ALLDAY", "KeyUser KeyUser", "5999", and "1". Below this is a navigation bar with buttons: "Fast Ticket", "Tables", "Accept", "Change Room", and a set of action buttons: "←", "Preticket", "Discount item", "Split", "Delete line", "Modify Line", "Cancel invoice", "Delete Item", and "Transfer tables".

The main area is divided into sections. On the left, there's a table of "Articles" with columns "QTY", "ITEM", "SYNC", "ST", "DISC", "KITCH", and "PRICE". It lists items like "2 VOSS WATER (0.5)" for 6,80 and "1 CABREIROA SPARKLING (0.5)" for 3,90. Below this is a "Kitchen View" section showing "TOTAL: 15,10 EUR".

In the center, there's a "CATALOGUE" and "PAYMENT" section. A calculator overlay is visible, showing a total of "20,10". The calculator has buttons for digits 0-9, a decimal point, and a "C" button. Below the calculator are buttons for "CASH", "CARGO", "PAYMENT GATEWAY", "GLOVO", and "MANUAL CC TERMINAL (VISA)".

On the right, there's a "Summary" section with a table:

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

Below the summary is a "Payment breakdown" section with the text "THERE ARE NO RESULTS". At the bottom right, there's a large blue "Pay" button.



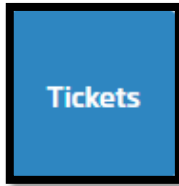
The pop-up window is titled "Amount Exceeds" and has a close button (X) in the top right corner. It displays "5,00 EUR" in large blue text. Below this is a large purple button labeled "TIP" and a smaller white button labeled "EXIT".

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.



Tickets list

Showing 5 of 5 results

Filter icon | Current Closure ▾

TABLE	TICKET #	EMPLOYEE	AMOUNT	PAY. M.	STATUS ▾	PL. ▾
1999	1043000008	Key User	1,00 EUR	VISA	Finished	①
1999	1043000005	Key User	-0,01 EUR	CASH	Canceled	①
1999	1043000004	Key User	0,01 EUR	CASH	Canceled	①
1999	1043000001	Key User	-0,01 EUR	VISA	Canceled	①
1999	1043000000	Key User	0,01 EUR	VISA	Canceled	①



Ticket #

N° Ticket: 1043000008

Table: 1999

Status: Finished

Amount: 1,00 EUR

Order Amount: 1,00

Payment method: VISA

Order Tips: 0,00

N° Original Ticket: -

Service Charge Amount: 0,00

N° Invoice: 1431000012

Entry date: 29/4/2025

BACK [Redacted button]



Select option

REPRINT

CANCEL

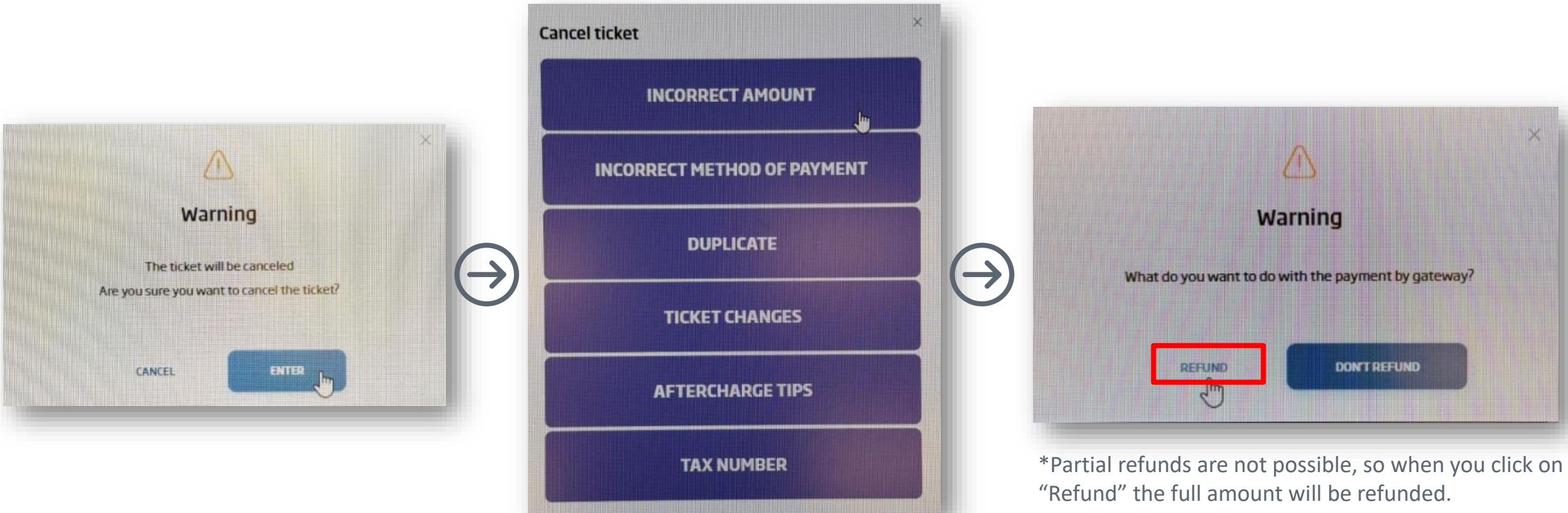
RECOVER

EXIT

“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**”.



MINOR
HOTELS

Pre-assign


ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

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.

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 →

QTY ITEM SYNC ST DISC. KITCH. PRICE

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

CATALOGUE

PAYMENT

0,00

7 8 9

4 5 6

1 2 3

0 , C

CASH CARGO PAYMENT GATEWAY

GLOVO MANUAL CC TERMINAL

Summary

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
PENDING	47,90 EUR

Payment breakdown

THERE ARE NO RESULTS

Start typing the article description...

Kitchen View

TOTAL: 47,90 EUR

Pay

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

1

2

3

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

Enter a value

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

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	MP	TYPE	VIP	NACIONALITY	REMARKS
POINTS 3, DISCOVERY	RO	AD		US	

EXIT

ADD

Confirm the room

Add it

Pre-assign

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

Eleven BCN LOBBY ALLDAY KeyUser KeyUser L013 3

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

Start typing the article description... +

Kitchen View

TOTAL: 47,90 EUR

Associated charges

18

7 8 9

4 5 6

1 2 3

0 . C

CASH CARGO (Room 18) PAYMENT GATEWAY

GLOVO MANUAL CC TERMINAL

Pay

Summary

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
PENDING	47,90 EUR

Payment breakdown

THERE ARE NO RESULTS



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

Eleven BCN LOBBY ALLDAY KeyUser KeyUser L013 3

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

Start typing the article description... +

Kitchen View

TOTAL: 47,90 EUR

Associated charges

18

7 8 9

4 5 6

1 2 3

0 . C

CASH CARGO (Room 18) PAYMENT GATEWAY

GLOVO MANUAL CC TERMINAL

Pay

Summary

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
PENDING	47,90 EUR

Payment breakdown

THERE ARE NO RESULTS



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

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	MP	TYPE	VIP	NACIONALITY	REMARKS
POINTS 3, DISCOVERY	RO	AD		US	

EXIT REMOVE ENTER

MINOR
HOTELS

Split management


ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

Split management

Split Eleven BCN LOBBY ALLDAY KeyUser KeyUser - L016 2

EXIT

Table L016/000			
QTY	ITEM	ST	DISC. KITCH. PRICE
ARTICLES			
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
TOTAL			56,80 EUR

Main ticket

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

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

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

To **delete** an empty ticket you have opened.

Split by ...

Merge tickets

Add ticket

Delete ticket

Save changes

Back to ticket

SAVE

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.	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

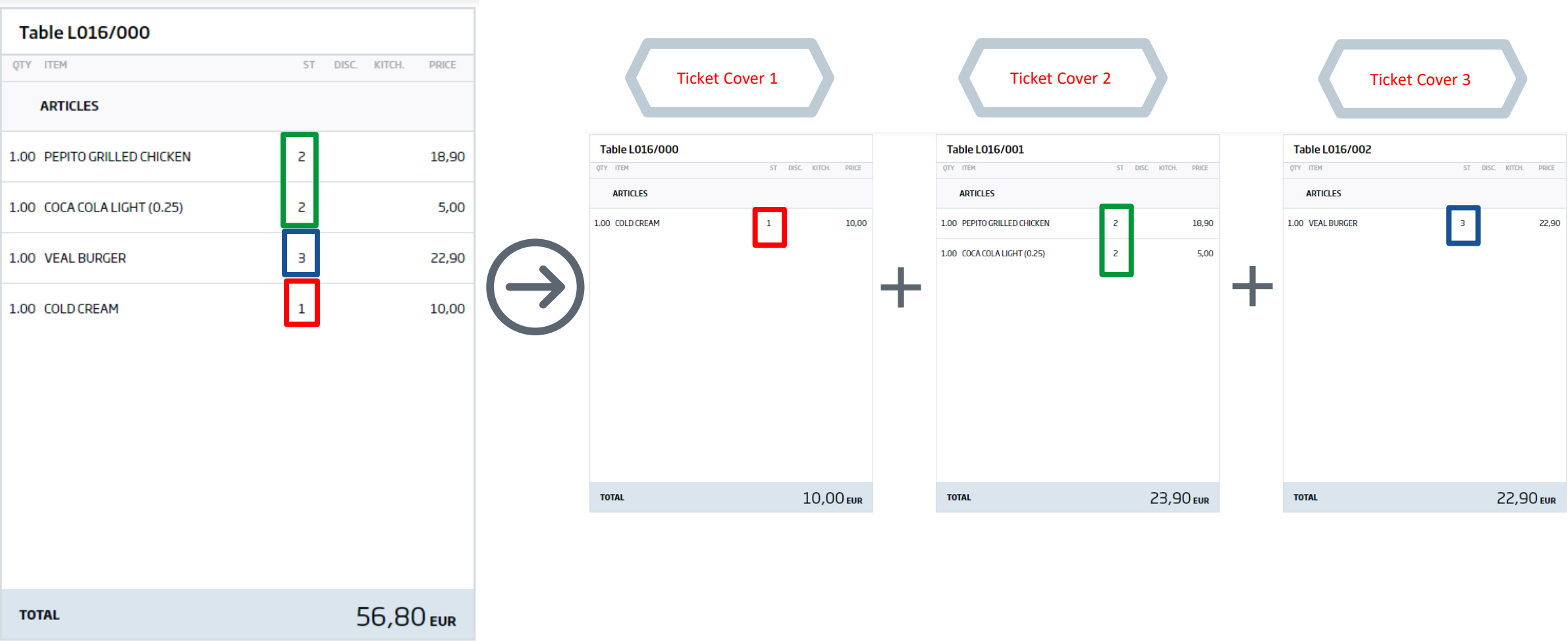


Ticket 2

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

Eleven BCN

LOBBY

ALLDAY

KeyUser KeyUser

-

L016

2

EXIT

Table L016/000					
QTY	ITEM	ST	DISC.	KITCH.	PRICE
ARTICLES					
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
TOTAL					56,80 EUR

+

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

+

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

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
ARTICLES					
1.00	PEPITO GRILLED CHICKEN				18,90
1.00	VEAL BURGER				22,90
1.00	COCA COLA LIGHT (0.25)				5,00
TOTAL					46,80 EUR

Table L016/#001

QTY	ITEM	ST	DISC.	KITCH.	PRICE
ARTICLES					
TOTAL					0,00 EUR

Table L016/#002

QTY	ITEM	ST	DISC.	KITCH.	PRICE
ARTICLES					
1.00	COLD CREAM				10,00
TOTAL					10,00 EUR

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.

Split

Eleven BCN

LOBBY

ALLDAY

KeyUser KeyUser

-

L016

2

EXIT

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
TOTAL					33,90 EUR

Table L016/#003

QTY	ITEM	ST	DISC.	KITCH.	PRICE
ARTICLES					
1.00	VEAL BURGER				22,90
TOTAL					22,90 EUR

Table L016/#004

QTY	ITEM	ST	DISC.	KITCH.	PRICE
TOTAL					0,00 EUR

Split by seating

Merge tickets

Add ticket

Delete ticket

SAVE

BACK

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.

2

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

1

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

3

Split by seating

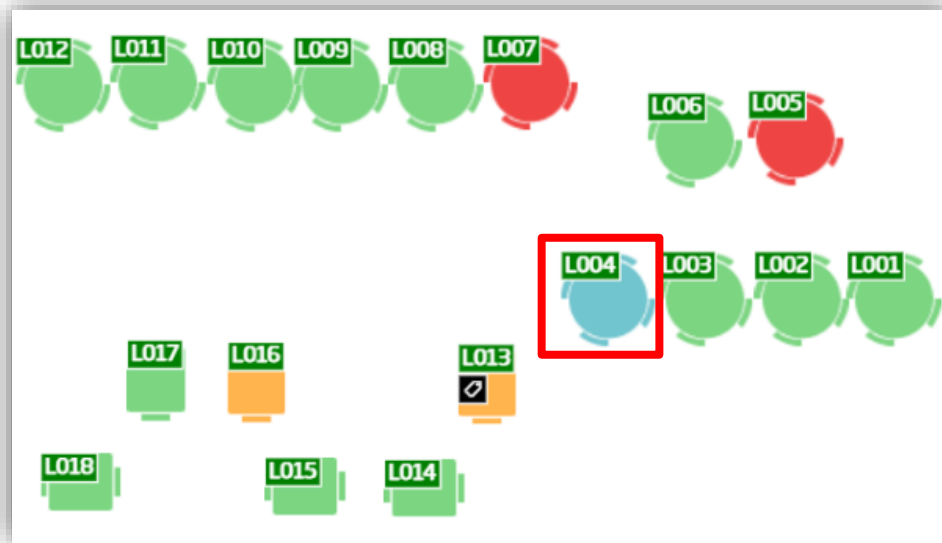
Merge tickets

Add ticket

Delete ticket

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.



×

Select subaccount

000 (37.80 EUR)

001 (22.90 EUR)

EXIT



Fast Ticket

Tables

Accept

Change Room

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
Starters						
2	PEPITO GRILLED CHICKEN		2	→		37,80
	white bread					

Start typing the article description...

Kitchen View

TOTAL: 37,80 EUR

MINOR
HOTELS

Seating


ANANTARA
HOTELS · RESORTS · SPAS

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.

Eleven BCN

LOBBY

ALLDAY

KeyUser KeyUser

-

L999

3

Fast Ticket

Tables

Accept

Change Room

Di INV

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE

Activate seating

1

2

3

4

5

6

7

8

9

⋮

Start typing the article description...

Kitchen View

TOTAL: 0,00 EUR

→

Eleven BCN

LOBBY

ALLDAY

KeyUser KeyUser

-

L001

Fast Ticket

Tables

Accept

Change Room

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
1	CHICKEN STICKS		2			13,50
1	CROQUETTES MIXED		3			11,00
1	COCA COLA LIGHT (0.25)		1			5,00
1	COLD CREAM		1			10,00

Cover 2

New P.

Move P.

Change P.

⬆

Start typing the article description...

Kitchen View

TOTAL: 39,50 EUR

Cover info (1,2,3 etc)

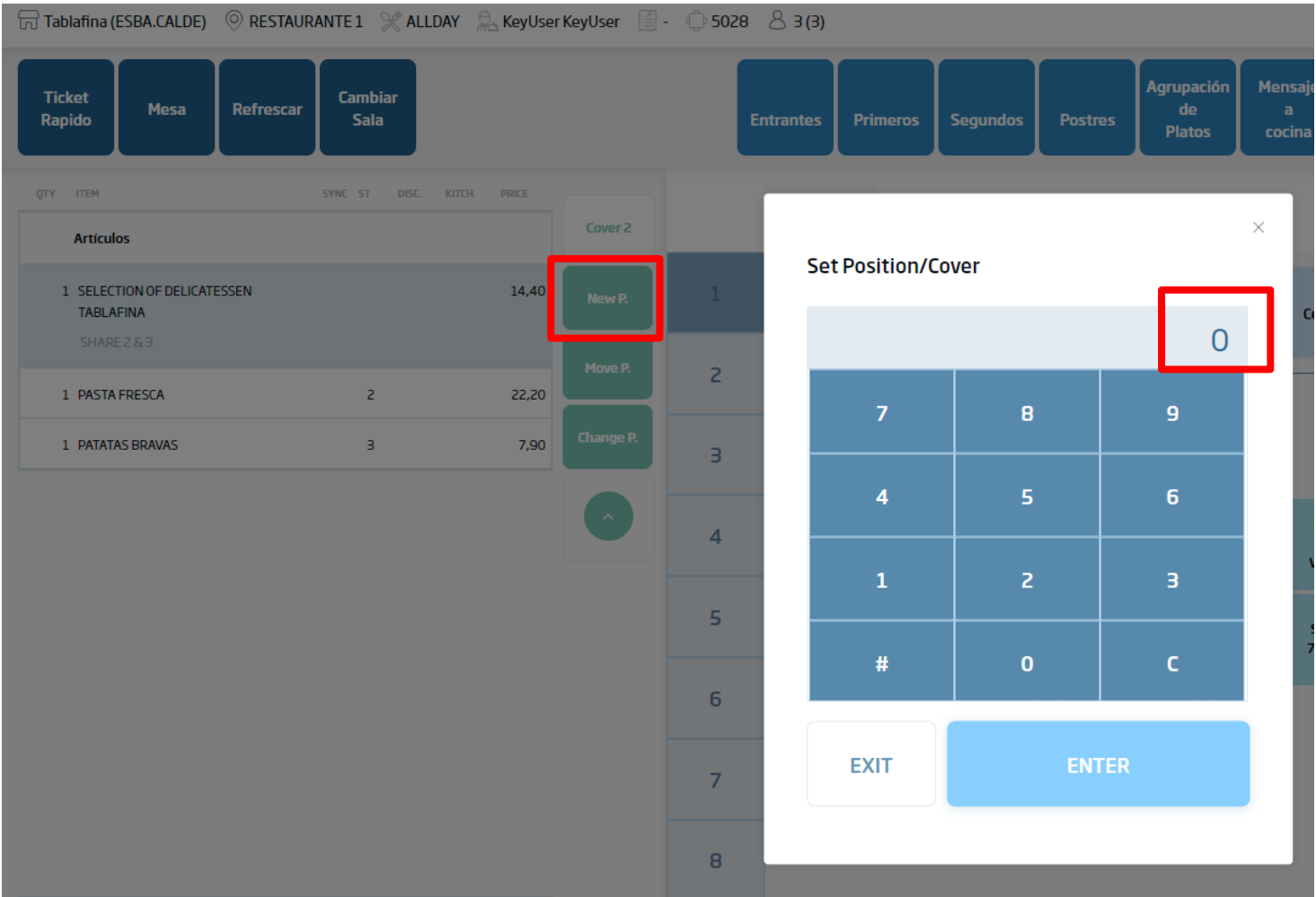
Choose which cover

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)

Eleven BCN (ESBA.CALDE)

LOBBY

ALLDAY

KeyUser KeyUser

L001

5 (5)

Fast Ticket

Tables

Accept

Change Room

Customer invoice

Course groups

Kitchen messages

Sent Order

Preticket

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
Articles						
1	QUESO FRESCO					9,50
1	CROQUETAS MIXTAS					12,00
1	CRUJIENTE DE LANGOSTINOS					16,50
1	IBERICO JAMON DO GUIJUELO					32,50
1	NACHOS					14,80
1	PALETA CERDO IBERICO					11,00

Cover 1

New P.

Move P.

Change P.

^

Change Position/Cover

4

789456123#0C

EXIT

ENTER

Start typing the article description...

Kitchen View

TOTAL: 96,30 EUR

→

Eleven BCN (ESBA.CALDE)

LOBBY

ALLDAY

KeyUser KeyUser

L001

5 (4)

Fast Ticket

Tables

Accept

Change Room

Customer invoice

Course groups

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
Articles						
1	QUESO FRESCO					9,50
1	CROQUETAS MIXTAS					12,00
1	CRUJIENTE DE LANGOSTINOS					16,50
1	IBERICO JAMON DO GUIJUELO					32,50
1	NACHOS					14,80
1	PALETA CERDO IBERICO					11,00

Cover 1

New P.

Move P.

Change P.

^

CATALOGUE

Fast Bucket

MINOR HOTELS

ANANTARA HOTELS · RESORTS · SPAS

AVANI Hotels & Resorts

elewana COLLECTION

DAKS HOTELS · RESORTS · SUITES

nh HOTELS

nh COLLECTION HOTELS

nhow HOTELS

TIVOLI HOTELS & RESORTS

MINOR
HOTELS

Group ticket


ANANTARA
HOTELS · RESORTS · SPAS

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).

Groups for the ticket

NO GROUP

CONSUMPTION

DAILY MEAL

BRUNCH

DEFINE GROUP

EXIT



QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
	Consumption					
1	VOSS WATER (0.5)					3,40
1	AMERICAN COFFEE					2,90



RESTAURANT

NH COLLECTION GRAN HOTEL CALDERÓN
RAMBLA CATALUNYA,26
08007 -BARCELONA
NH HOTELES ESPAÑA, S.A.
ESA58511882
TICKET NR 0810300193
AREA: MAIN RESTAURANT 1
MESA: 5028
CUBIERTOS: 2
DIA/HORA: 28.04.2025 - 14:40:12

CANT	CONCEPTO	PRECIO	TOTAL
1,00	Consumption	6,80	6,80
	IVA	10,00%	0,62
	SERVICIO		0,46
TOTAL		7,26	EUR
VISA		7,26	EUR

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).

Step 1: The initial interface shows the 'Kitchen View' with a list of articles. A red box highlights the 'Change View' icon (a circular arrow) at the bottom right.

Step 2: The 'Change View' modal is displayed, showing three options: 'KITCHEN VIEW', 'SEATING VIEW', and 'TICKET VIEW'. The 'TICKET VIEW' option is highlighted with a red box.

Step 3: The interface shows the 'Ticket View' with a list of articles. A red box highlights the 'Drop here to change group' area at the bottom right.

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

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

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


ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

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.

EDDY'S BAR

BAR 1

ALLDAY

Key-user Key-user

1054

1

Fast Ticket

Tables

Accept

Change Room

Starters

QTY

ITEM

SYNC

ST

DISC.

KITCH.

PRICE

Articles

1 EARL GREY → 6,00

Activate seating

CATALO

Fast B

1

2

3

4

5

6

7

8

9

⋮

Start typing the article description...

+

TOTAL

6,00 EUR

→

Num of diners

2

7

8

9

4

5

6

1

2

3

#

0

C

EXIT

ENTER

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.

EDDY'S BAR

BAR 1

ALLDAY

Key-user Key-user

-

1999

1

EXIT

Fast Ticket

Tables

Accept

Change Room

Starters

First

Seconds

Desserts

Course groups

Kitchen messages

Kitchen

Preticket

Discount item

Split

→

QTY

ITEM

SYNC

ST

DISC.

KITCH.

PRICE

Activate seating

1

2

3

4

5

6

7

8

9

⋮

CATALOGUE

PAYMENT

Fast Bucket

Breakfast

Food

Soft Drinks

Hot Drinks

Beer

Wines

Spirits

Others

Soft Drinks

Soft Drinks

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) 8,00

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

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

coca d

+

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:

The 'Modify line' dialog box shows the current item 'VEAL BURGER' with a price of 22,90. Below this, there is a section for 'ARTICLES' with a list of modifiers: 'brown bread', 'white bread', 'Multigrain bread', 'Farmers bread', and 'Spelt bread'. Each modifier has a green '+' button to its right. At the bottom of the dialog, there are two large buttons: 'EXIT' and 'ENTER'.

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

The POS screen displays a list of articles with columns for QTY, ITEM, SYNC, ST, DISC, KITCH, and PRICE. A hand is shown dragging the '1 VEAL BURGER' item to the right, which reveals a set of icons: a green arrow pointing right, a red trash can, and a black 'X'.

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

Start typing the article description...  +

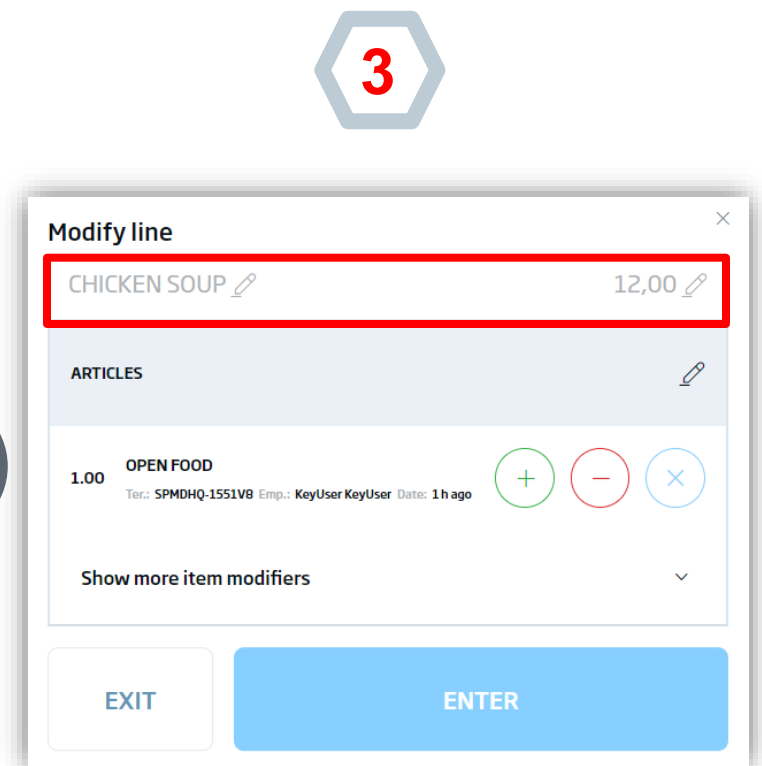
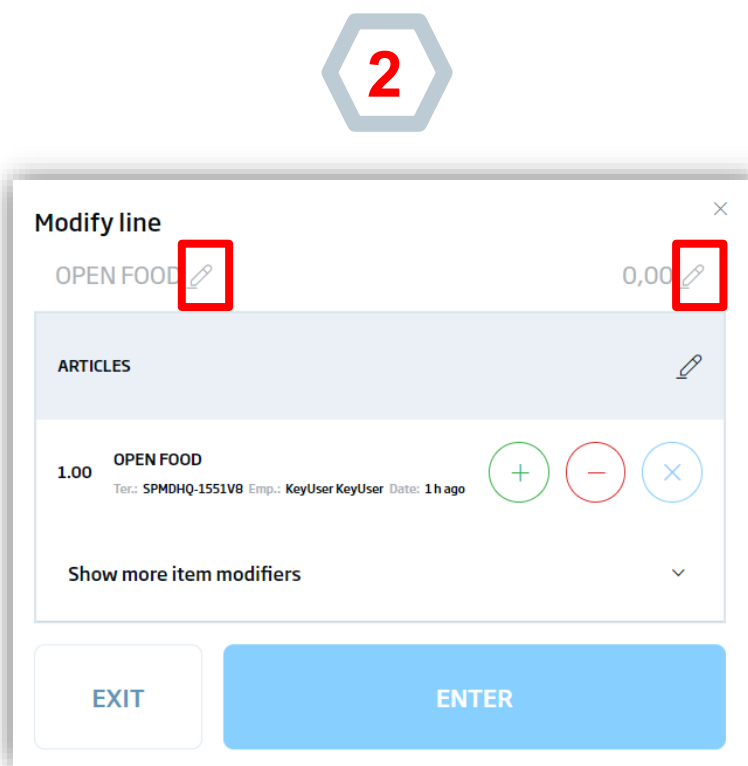
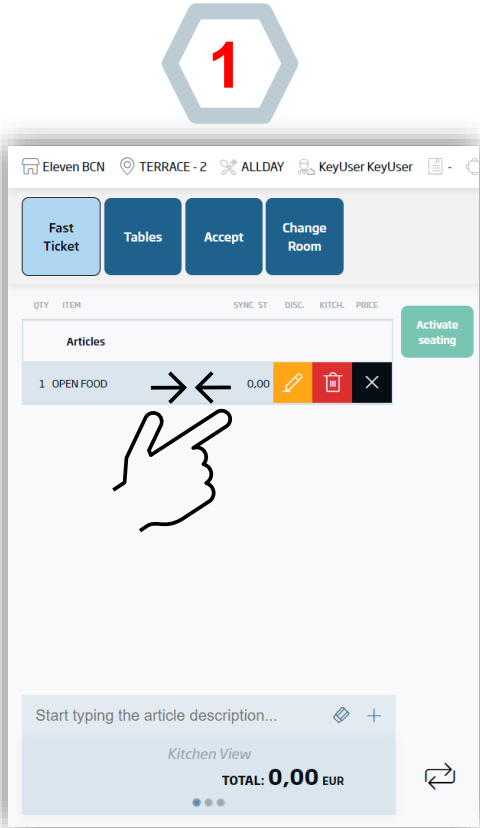
Kitchen View

TOTAL: 55,18 EUR

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.

Eleven BCN

LOBBY

ALLDAY

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

Starters

1 COLD CREAM10,00

First

1 FRUIT DELIGHT9,00

Desserts

1 FRUIT DELIGHT9,00

Start typing the article description...

Drop here to change group

Activate seating

CATALOGUE

PAYMENT

Groupings

ARTICLES

STARTERS

FIRST

SECONDS

DESSERTS

EXIT

Drinks

Beer

Wines

Spirits

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

Dis INVI

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

Cover 1

New P.

Move P.

Change P.

^

1

2

3

4

5

6

7

8

9

⋮

Start typing the article description...

Kitchen View

TOTAL: 56,80 EUR

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

4

Fast Ticket

Tables

Accept

Change Room

Dis INVI

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

Cover 1

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.

The screenshot displays the POS system interface. At the top, a status bar shows 'EDDY'S BAR', 'BAR 1', 'ALLDAY', 'Key-user Key-user', and a date of '1999'. A green 'EXIT' button is in the top right corner. Below the status bar 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 circular arrow button. The main interface is divided into two sections: 'CATALOGUE' and 'PAYMENT'. The 'CATALOGUE' section has a search bar and a list of items: 'Fast Bucket', 'Breakfast', 'Food', 'Soft Drinks', 'Hot Drinks', 'Beer', 'Wines', 'Spirits', and 'Others'. The 'PAYMENT' section shows a total of '0,00 EUR' highlighted in a red box. A green 'Close Ticket' button is also highlighted in a red box in the top right corner of the main interface.

EDDY'S BAR BAR 1 ALLDAY Key-user Key-user 1999 1 EXIT

Fast Ticket Tables Accept Change Room Starters First Seconds Desserts Course groups Kitchen messages Kitchen Preticket Discount item Split →

QTY ITEM SYNC ST DISC. KITCH. Activate seating

CATALOGUE PAYMENT

Fast Bucket Breakfast Food Soft Drinks Hot Drinks Beer Wines Spirits Others

Start typing the article description...

TOTAL 0,00 EUR

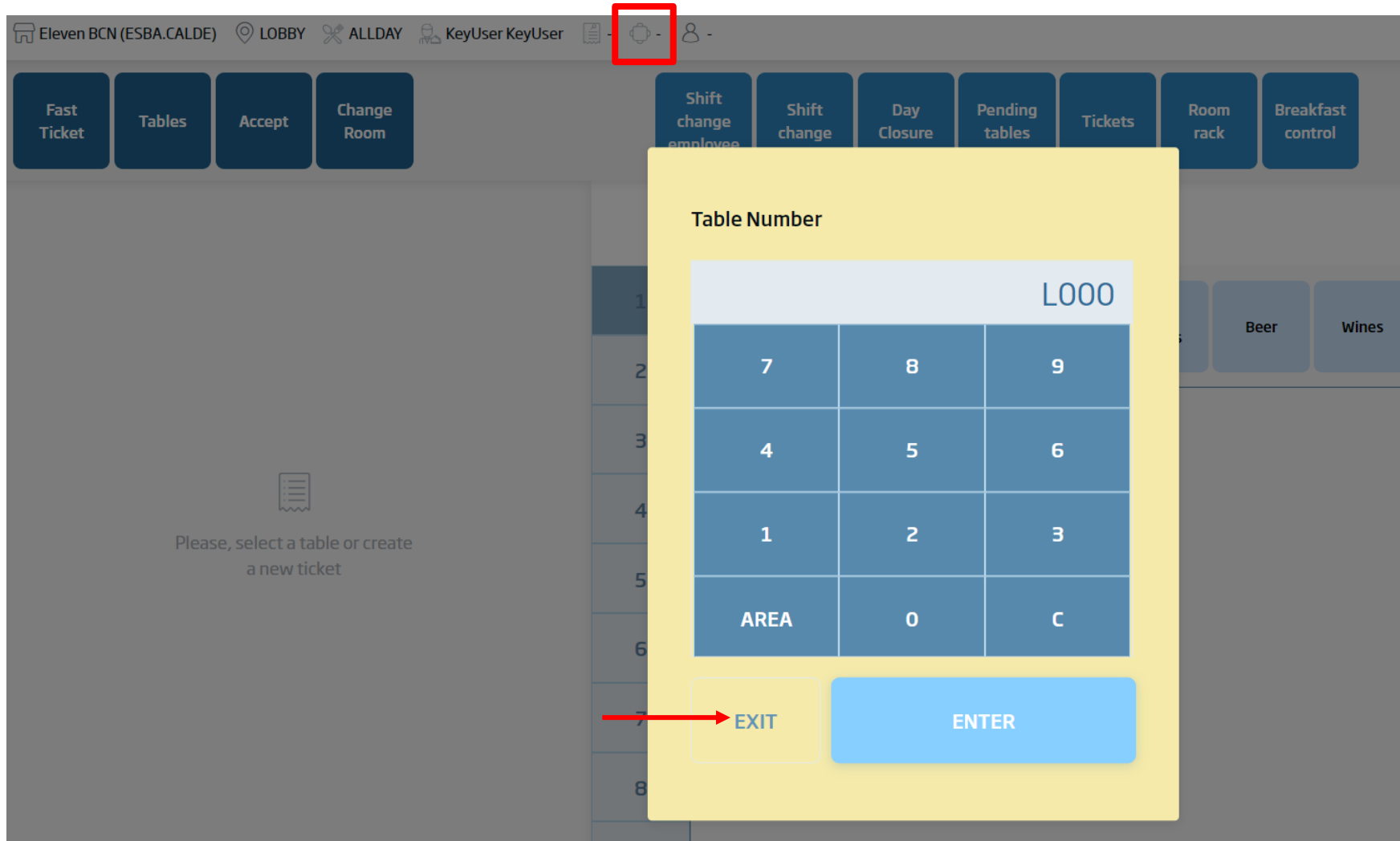
Close Ticket

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.

Room Rack List

Showing 239 results

Enter a value

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 Hrlle, 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
Real departure time

18:18:04
00:00:00

Guests

GUEST NAME	MP	TYPE	VIP	NACIONALITY	REMARKS
Parker Hrlle, 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		<div>+</div>
1001	0134595909	02/08/2024	LUIS ENRIQUEOBERNDORFER	2		+
1003	0136050893	02/08/2024	Abbid, Ali	2		+
1008	0135320864	02/08/2024	marlène franckiniouille, 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

16:01:45

Real departure time

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

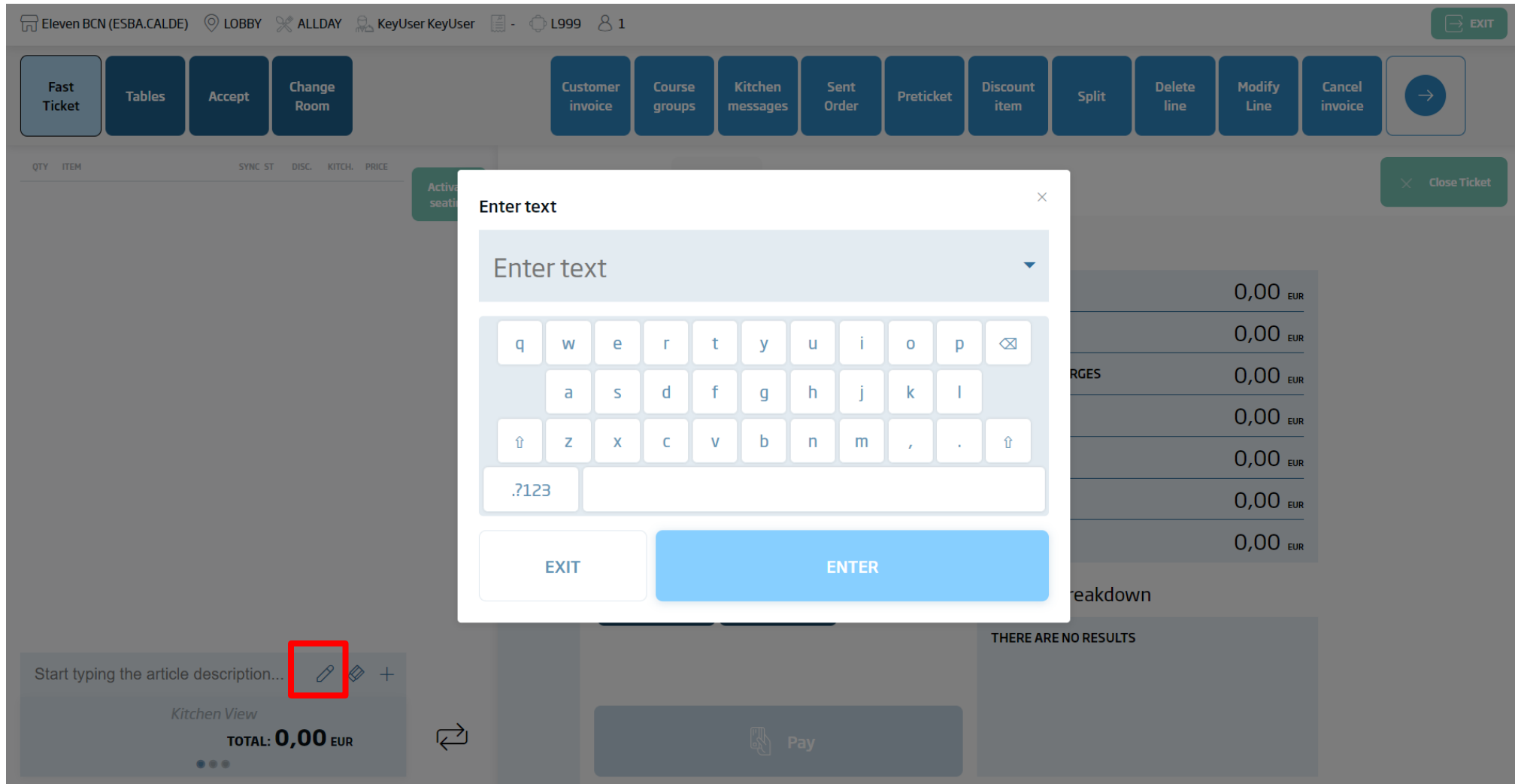
Enter a value 

COMMERCIAL CUSTOMER	VOUCHER	RESERVATION #	CHECK-IN DATE	CHECK-OUT DATE
	AJUSTE MINIBARR	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.

Restaurant (ESBA.CALDE)BAR 1ALLDAYKeyUser KeyUser081030918110062

Fast TicketTablesAcceptChange Room

PreticketCourse groupsKitchen messagesSent OrderDiscount itemSplitDelete lineModify LineCar inv

Articles

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
2	COCA COLA ZERO (0.2L)					6,80
1	CAPPUCCINO					3,40
1	FANTA ORANGE (0.2)					3,40

Activate seating

CATALOGUE

PAYMENT

Fast Bucket

Breakfast

Food

Soft Drinks

Hot Drinks

Beer

Wines

Spirits

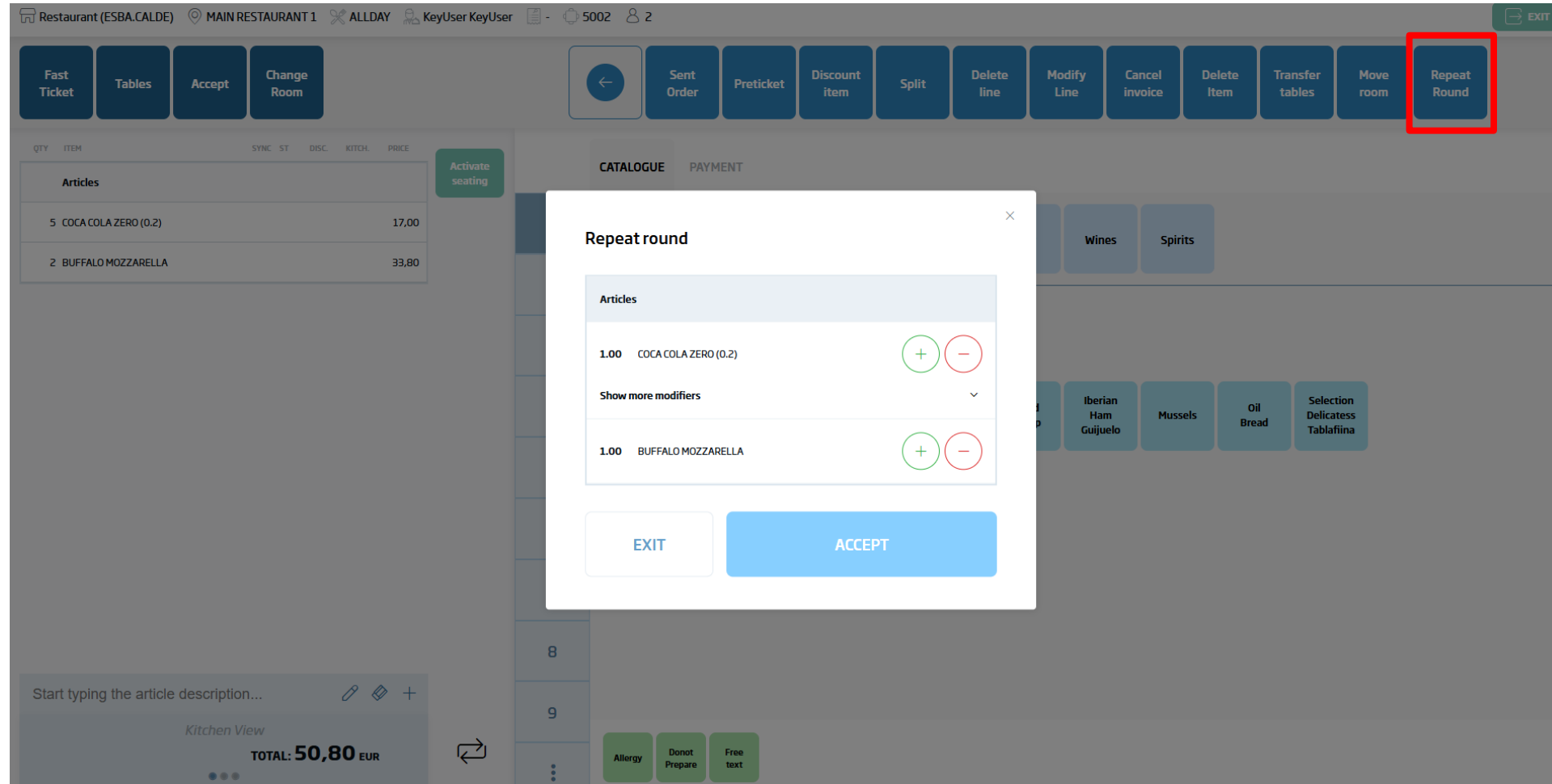
Start typing the article description...

Kitchen View

TOTAL: 13,60 EUR

New actions & buttons (Repeat Round, part 1)

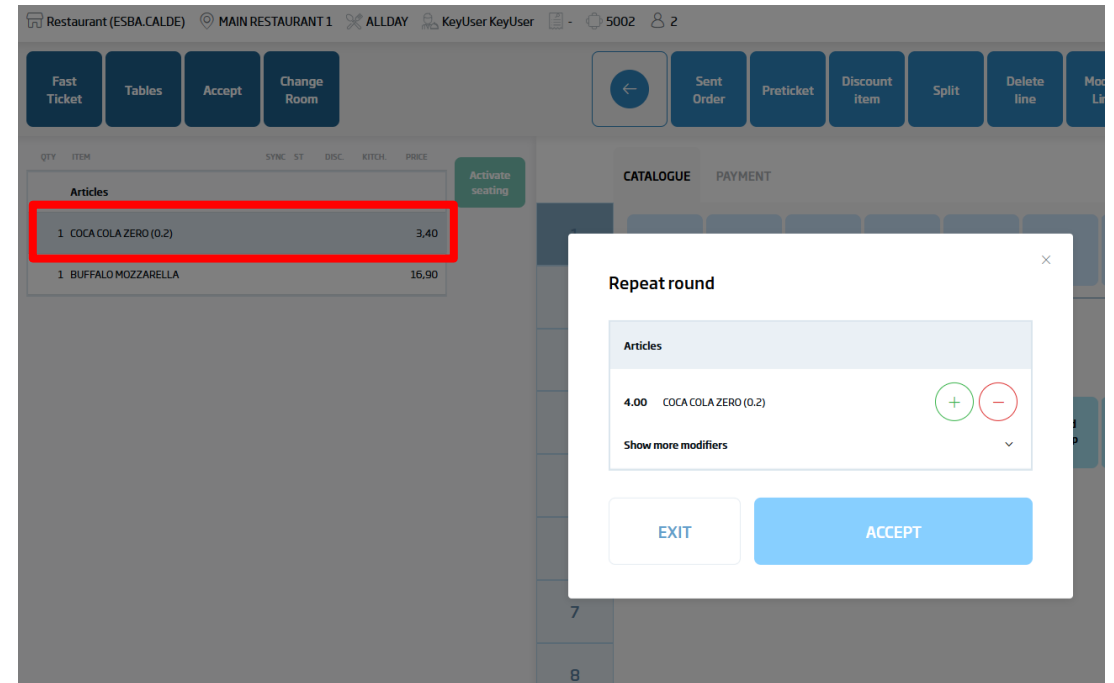
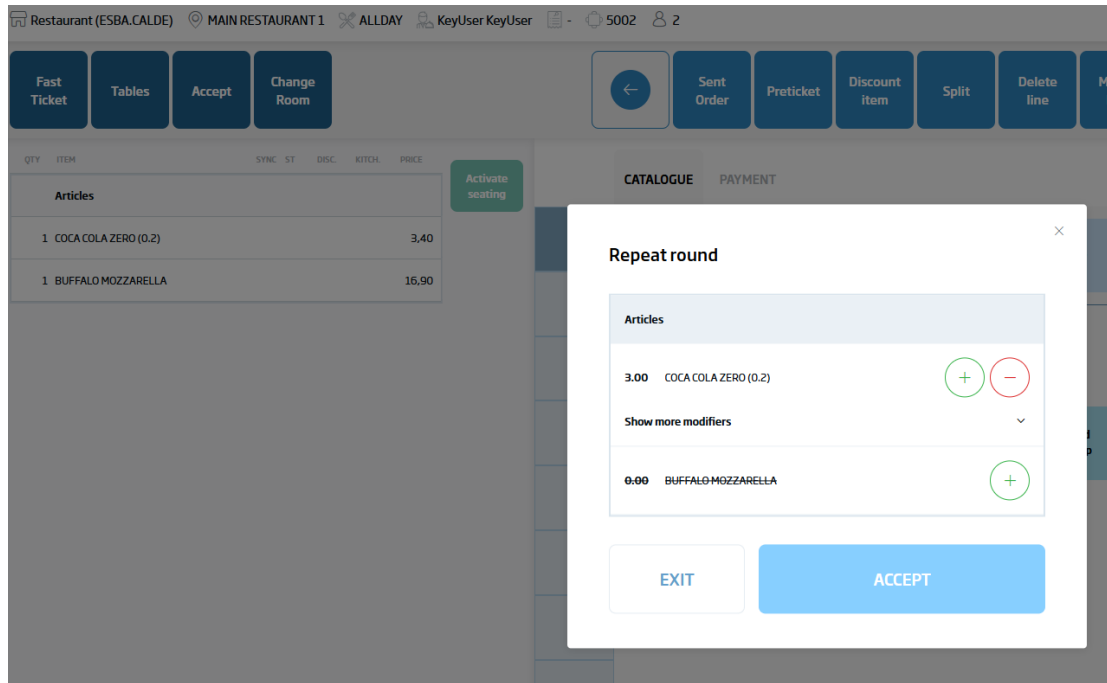
If you hit the “**Repeat Round**” button, this function allows to manage in an easier and faster way the management of the items in case you want to add more units to the whole ticket or to specific products.



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)**.



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.

Restaurant (ESBA.CALDE) MAIN RESTAURANT 1 ALLDAY KeyUser KeyUser 5002 3 (3)

Fast Ticket Tables Accept Change Room

Sent Order Preticket Discount item Split Delete line

QTY	ITEM	SYNC	ST	DISC.	KITCH.	PRICE
1	COCA COLA ZERO (0.2)		2			3,40
1	BUFFALO MOZZARELLA		1			16,90
1	HEINEKEN (BOTTLE 0.33)		3			4,90

Cover 1

New P.

Move P.

Change P.

Repeat round

Articles

2.00	COCA COLA ZERO (0.2)	2	+	-
1.00	BUFFALO MOZZARELLA	1	+	-
2.00	HEINEKEN (BOTTLE 0.33)	3	+	-

Show more modifiers

EXIT ACCEPT

MINOR
HOTELS

Customer Invoice


ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
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:



Invoice ticket

Select an option

 FIND CUSTOMER

 DEFINE CUSTOMER DATA

EXIT



Customer data

TAX NUMBER *

NAME *

SURNAME

COUNTRY *
Spain

CITY *
Madrid

STREET *

POSTAL CODE *

EXIT

INVOICE



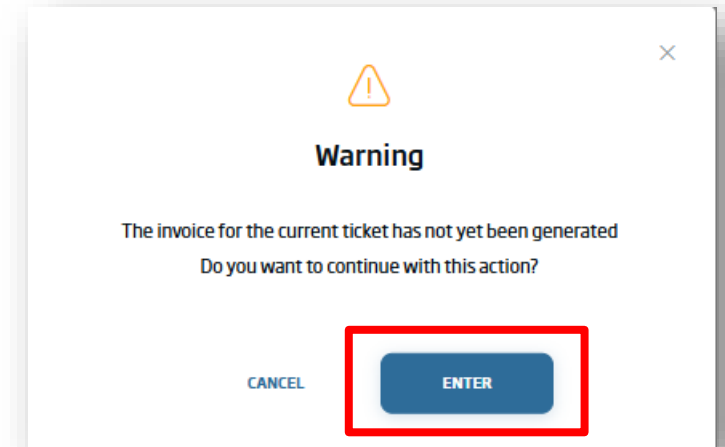
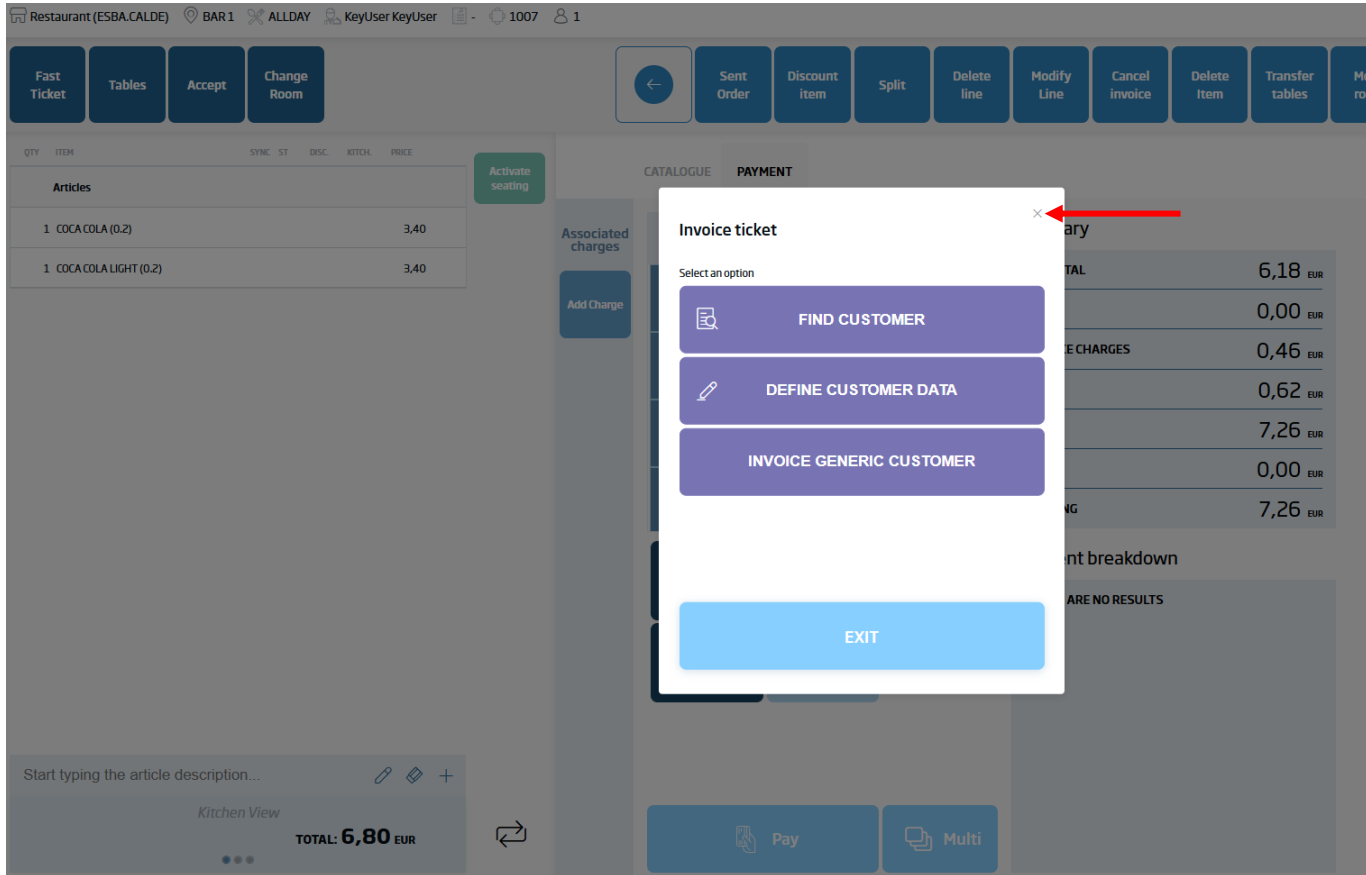
This functioning does not apply to Mexico and Ecuador.

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):

RESTAURANT MED

MAIN RESTAURANT 1

BREAKFAST

KEY USER

Main Restaurant 2

Fatura Rapida

Mesas

Aceitar

Mudar Sala

Mudança Turno

Mudança Turno Empregado

Controlo Pequeno Almoço

Fecho Caixa

Mesas Pendentes

Rack

Show tickets

CATALOGUE

PAYMENT

1

2

3

4

5

Favoritos

Pequeno Almoço

Marker Starters

Marker MainCourse

Sobremesa

Cerveja

Vinhos

Please, select a table or create a new ticket

→

Tickets list

Showing 86 of 86 results

Current Closure

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

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

Ticket #

N° Ticket:

0853080370

Table:

5052

Status:

Finished

Amount:

9,00 EUR

Order Amount:

9,00

Payment method

VISA

Order Tips:

0,00

N° Original Ticket:

-

Service Charge Amount:

0,00

BACK

→

Select option

REPRINT

CANCEL

RECOVER

INVOICE

EXIT

→

Invoice ticket

Select an option

FIND CUSTOMER

DEFINE CUSTOMER DATA

INVOICE GENERIC CUSTOMER

EXIT

MINOR
HOTELS

Multipayment


ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts


elewana
— COLLECTION —

 OAKS
HOTELS · RESORTS · SUITES

nh
HOTELS


NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

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.

QTY

ITEM

SYNC

ST

DISC.

KITCH.

PRICE

Articulos

1

COCA COLA ZERO (0.2L)

3,40

1

MOZZARELLA DI BUFALA

16,90

Activate seating

CATALOGUE

PAYMENT

Associated charges

Add Charge

0,00

7

8

9

4

5

6

1

2

3

0

,

C

EFFECTIVO

CARGO

PAYMENT GATEWAY

GLOVO

MANUAL CC TERMINAL

Summary

SUBTOTAL

18,45

EUR

TIP

0,00

EUR

SERVICE CHARGES

1,38

EUR

TAX

1,85

EUR

TOTAL

21,68

EUR

PAID

0,00

EUR

PENDING

21,68

EUR

Payment breakdown

THERE ARE NO RESULTS

Pay

Multi

Start typing the article description...

Kitchen View

TOTAL: 20,30 EUR

Multipayment management

Associated charges

Add Charge

Enter quantity

7

8

9

4

5

6

1

2

3

0

,

C

EFFECTIVO

CARGO

PAYMENT GATEWAY

GLOVO

MANUAL CC TERMINAL

Summary

TOTAL

21,68

EUR

TIP

0,00

EUR

PAID

0,00

EUR

PENDING

21,68

EUR

Payment breakdown

THERE ARE NO RESULTS

Payment status

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)**.

The image shows two screenshots of the 'Multipayment management' interface, illustrating the steps to add a payment. A large arrow points from the first screenshot to the second.

Step 1: The first screenshot shows the 'Associated charges' section with a value of 10,00. The 'Summary' section shows: TOTAL 21,68 EUR, TIP 0,00 EUR, PAID 0,00 EUR, and PENDING 21,68 EUR. The 'Payment breakdown' section shows 'THERE ARE NO RESULTS'. The 'Payment status' is 'Payment status' with a green checkmark.

Step 2: The second screenshot shows the 'Associated charges' section with a value of 0,00. The 'Summary' section shows: TOTAL 21,68 EUR, TIP 0,00 EUR, PAID 10,00 EUR, and PENDING 11,68 EUR. The 'Payment breakdown' section shows 'VISA 10,00 EUR' with a trash can icon. The 'Payment status' is 'Payment status' with a green checkmark.

Annotations:

- 1:** Points to the 'Associated charges' input field.
- 2:** Points to the 'MANUAL CC TERMINAL' payment method button.
- 3:** Points to the 'Pay' button.

Labels on the right side of the second screenshot:

- Summary
- Payment breakdown (in case you want to delete any payment, click on the trash can icon).
- Payment status bar

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 management

Associated charges

18

Room

Add Charge

0,00

7894561230.,C

EFFECTIVO CARGO (Room 18) PAYMENT GATEWAY

GLOVO MANUAL CC TERMINAL

Pay

Summary

TOTAL	21,68	EUR
TIP	0,00	EUR
PAID	21,68	EUR
PENDING	0,00	EUR

Payment breakdown

VISA	10,00	EUR	
CARGO (18)	11,68	EUR	

Process pays

➔

Multipayment management

Associated charges

18

Room

Add Charge

0,00

7894561230.,C

EFFECTIVO CARGO (Room 18) PAYMENT GATEWAY

GLOVO MANUAL CC TERMINAL

Pay

Summary

TOTAL	21,68	EUR
TIP	0,00	EUR
PAID	21,68	EUR
PENDING	0,00	EUR

Payment breakdown

VISA	10,00	EUR	
CARGO (18)	11,68	EUR	

Process pays

Processing Payment (2/2)

CARGO (Room 18) 11.68 EUR

This operation will only take a few seconds, please wait

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 sequence of screenshots illustrates the process of adding a tip to a payment:

- Step 1:** The "Associated charges" dropdown menu is selected.
- Step 2:** The "Paid" field is updated to 7.00.
- Step 3:** A pop-up window titled "Amount Exceeds" displays 2.00 EUR, with options to add a "TIP" or "EXIT".
- Step 4:** The "Payment breakdown" section shows the total amount of 5,00 EUR (+ 2.00 EUR) for the selected payment method (VISA).

Payment breakdown

VISA	5,00 EUR (+ 2.00 EUR)	
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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**...

NH SUPPORT PORTAL / NH Service Desk
SAP TMS (Tourism Management Suite)

Raise this request on behalf of
JAIME BARO OLLERO

Category
F&B

Subcategory
POS UX

- Please select
- Invio corrispettivi telematici -RF
- Master data / Setup
- Minibar
- POS
- POS - Closure
- POS Printer
- POS UX
- POS UX New User
- POS UX Reset User
- Reporting
- TMS4Mobility

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Central Service Desk

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

SAP TMS → F&B → POS UX

SAP TMS → F&B → POS UX New User

SAP TMS → F&B → POS UX Reset User

THANKS!

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