



# MANUAL

## TMS FOR POS

### *SERVICE STAFF*

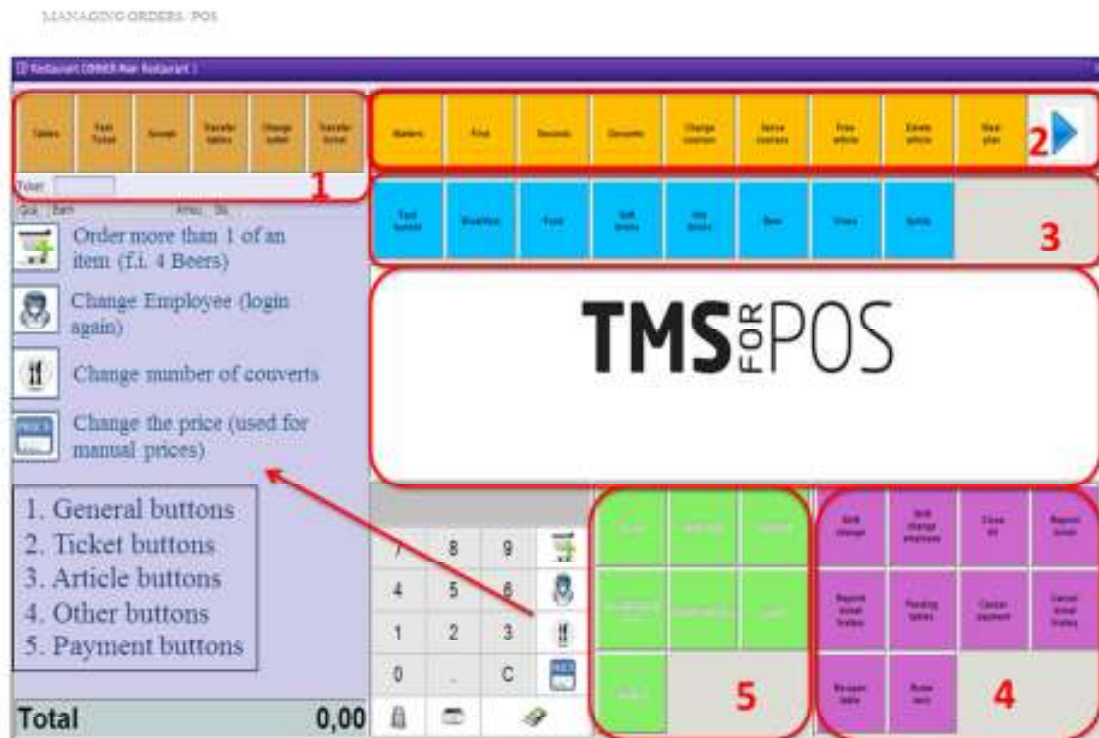


NH-HOTEL GROUP

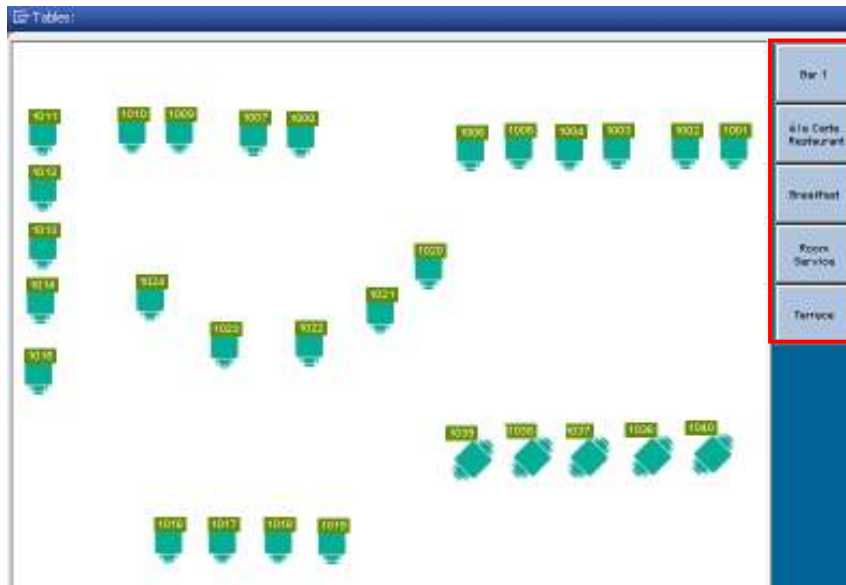
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## 1. Explanation of symbols

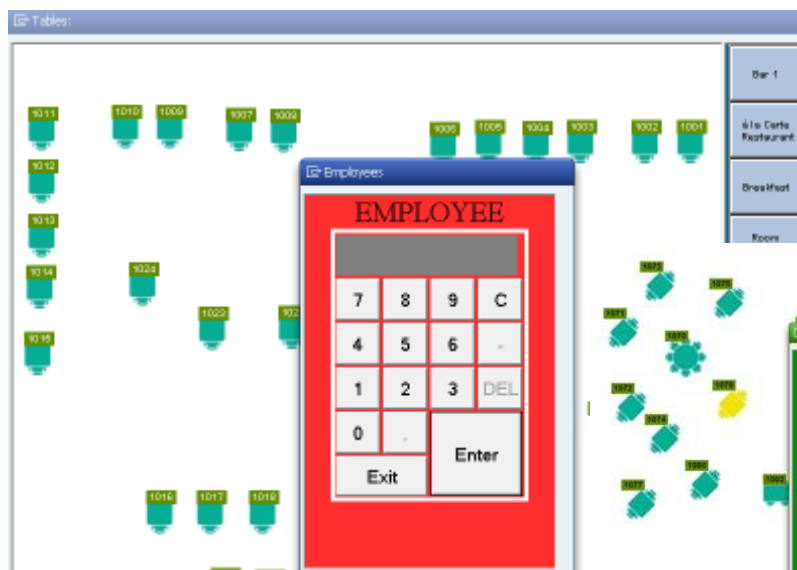






Areas in the room

-  Table is unoccupied
-  Table is occupied (items have been ordered)
-  A part of the ticket has been paid, but there is still an amount left
-  Table has been split in 2 or more sub-tickets



Fill in your Employee password (provided by the F&B manager) & press enter

Fill in number of guests & press enter

Overview of:

Room – Period of the day – Name employee – Table number – Number of couverts

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

Tables	Fast Ticket	Accept	Transfer tables	Change outlet	Transfer ticket	Starters	First	Seconds	Desserts	Change courses	Serve courses	Free article	Delete article	▶
Ticket						Fast bucket	Breakfas	Food	Soft drinks	Hot drinks	Beer	Wines	Spirits	Others
Qua... Item Amou... Dis...						Main courses	Meat	Chicken breast	Corn Chicken Supreme	Grilled entrecot	House Steak	Lamb	MainMea	Steak

Fast bucket	Breakfas	Food	Soft drinks	Hot drinks	Beer	Wines	Spirits	Others
-------------	----------	------	-------------	------------	------	-------	---------	--------

Select the 1<sup>st</sup> product hierarchy

Salads	Soups	Starters	Tapas	Main courses	Pasta	Pizza	Dessert	Menu
--------	-------	----------	-------	--------------	-------	-------	---------	------

Select the 2<sup>nd</sup> product hierarchy

Main courses	Meat	Chicken breast	Corn Chicken Supreme	Grilled entrecot	House Steak	Lamb	MainMea	Steak
--------------	------	----------------	----------------------	------------------	-------------	------	---------	-------

Choose a article

Starters	First	Seconds	Desserts
----------	-------	---------	----------

If you want to order a Starter / First / Second / Dessert, you first need to select the right course  
Then select the item.

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

Tables	Fast Ticket	Accept	Transfer tables	Change outlet	Transfer ticket	Starters	First	Seconds	Desserts	Change courses	Serve courses	Free article	Delete article	▶
Ticket						Fast bucket	Breakfas	Food	Soft drinks	Hot drinks	Beer	Wines	Spirits	Others
Qua... Item Amou... Dis...						Dessert	Beverals	Caramel Focaccia	Cheese Board	Cheese Cake	Chocolat pie	Daily dessert	Plan	Icecream 1 Scoop
1,00 First						Icecream 3 Scoops	Parfait	Sliced fresh fruit	Tarte Tatin Pear	Tiramisu	Veal Carpaccio Parmesan			
1,00 Caesar Salad 13,00														
Seconds														
1,00 Lamb 24,70														
Desserts														
1,00 Daily dessert 8,90														

## Change courses

If you selected the wrong course, you can always change the course of an article.  
With the button "Change Courses"

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

Tables Fast Ticket Accept Transfer tables Change outlet Transfer ticket Starters First Seconds Des

Ticket

Qua...	Item	Amou...	Dis
	First		
1,00	Caesar Salad	13,00	
	Seconds		
1,00	Lamb	24,70	
	Desserts		
1,00	Daily de		

Courses grouping

Starters

First

Seconds

Desserts

Qua... Item Amou...

Starters

1,00 Lamb 24,70

First

1,00 Caesar Salad 13,00

Desserts

1,00 Daily dessert 8,90

1. Select the right article
  2. Select the right course.
- The course has been changed.

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

Tables Fast Ticket Accept Transfer tables Change outlet Transfer ticket Starters First Seconds Desserts Change courses Serve courses Free article Delete article

Ticket

Qua...	Item	Amou...	Dis
	First		
1,00	Caesar Salad	13,00	
	Seconds		
1,00	Lamb	24,70	
	Desserts		
1,00	Daily dessert	8,90	

Fast bucket Breakfast Food Soft drinks Hot drinks Beer Wine Spirits Others

Main courses Meat Chicken breast Corn Chicken Supreme Grilled antrecot House Steak Lamb Main fish Steak

Free text

Insert TEXT here

1 2 3 4 5 6 7 8 9 0 - =

Q W E R T Y U I O P [ ]

A S D F G H J K L ; ' May

\ Z X C V B N M , . / < -

@ ! \$ % & \* + - < > \_ " ' . ,

Space Send

Total 46,60

0 C

MAESTRI

COMPLU

CARDO

COOK

RARE

MEDIUM

WELL DONE

Secure separat

Allergy

Do not prepare

Free text

DINERS

When you order a food item, you can select a kitchen remark by clicking on a yellow button on the right. You can use 'open text' to write down a remark yourself. The remark will appear on the ticket from the kitchen printer.

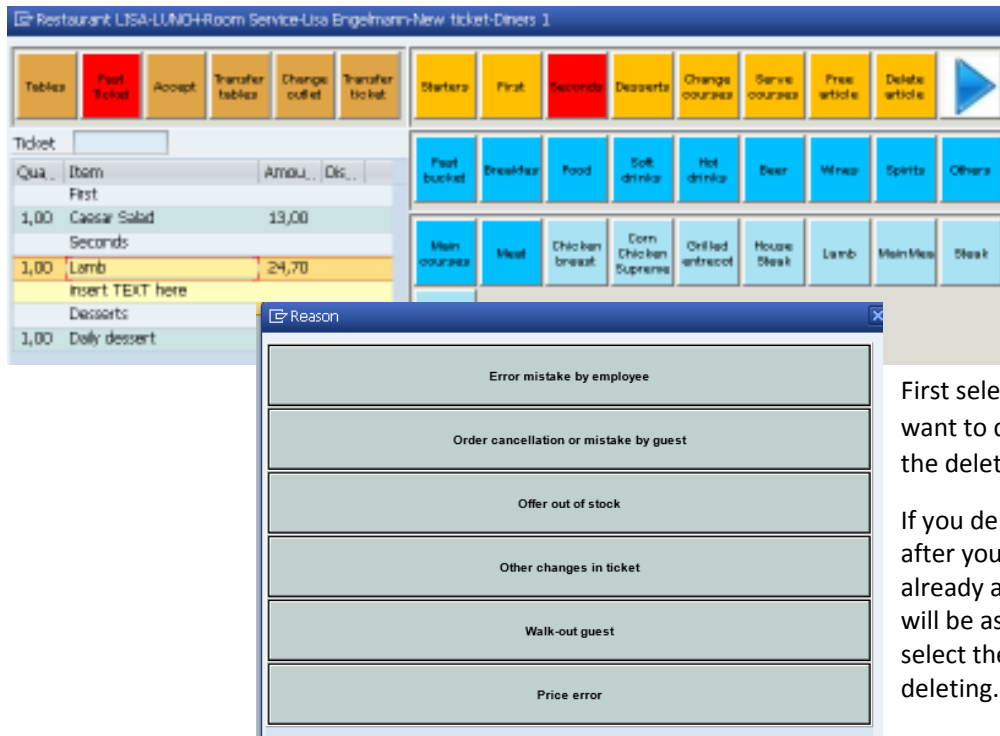
### 3. Delete an article in POS

**Delete article**

To delete 1 article (i.e. delete 1 beer when you ordered already 10).

**Delete line**

To delete the entire line (delete all 10 beers at once).



Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

Tabler	First Ticket	Accept	Transfer tables	Change outlet	Transfer ticket	Starters	First	Second	Desserts	Change courses	Service courses	Free article	Delete article	

Ticket	Item	Amou.	Dis.
1,00	First		
1,00	Caesar Salad	13,00	
	Seconds		
1,00	Lamb	24,70	
	Insert TEXT here		
	Desserts		
1,00	Daily dessert		

First bucket	Breakfast	Food	Soft drinks	Hot drinks	Beer	Wine	Spirits	Others

Main courses	Meat	Chicken breast	Corn Chicken Supreme	Grilled entrecot	House Steak	Lamb	Main Menu	Steak

Reason

Error mistake by employee

Order cancellation or mistake by guest

Offer out of stock

Other changes in ticket

Walk-out guest

Price error

First select the item you want to delete, then select the delete button.

If you delete an article after you have already accepted it, you will be asked to select the reason for deleting.



#### 4. Ask the kitchen to serve courses

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

Tables	<b>Fast Ticket</b>	Accept	Transfer tables	Change outlet	Transfer ticket	Starters	First	Seconds	Desserts	Change courses	<b>Serve courses</b>	Free article	Delete article
--------	--------------------	--------	-----------------	---------------	-----------------	----------	-------	---------	----------	----------------	----------------------	--------------	----------------

Ticket:

Qua...	Item	Amou...	Dis
	First		
1,00	Caesar Salad	13,00	
	Seconds		
1,00	Lamb	24,70	
	insert TEXT here		
	Desserts		
1,00	Daily dessert	8,90	

Shipping kitchen

Serve Starters
Serve First
<b>Serve Seconds</b>
Serve Desserts
Free text

24.10.2014 - 12:05:15  
 ROOM Restaurant  
 AREA Main Restaurant  
 MEUENWERNER JORDY  
 TAFEL 5010  
 COUVERTS 001

Serve Seconds

AANT.	ITEM
1,00	GEBAKKEN DUIF
1,00	GEBAKKEN EENDENBORST
1,00	GEBAKKEN HERTENBIEFSTUK

A ticket will be printed by the kitchen printer with an overview of all dishes that need to be prepared.

## 5. Transfer a table/ticket

You can either transfer the ticket to another table within the room or to a different room.

### 5.1 Transfer ticket to another table within the same room

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

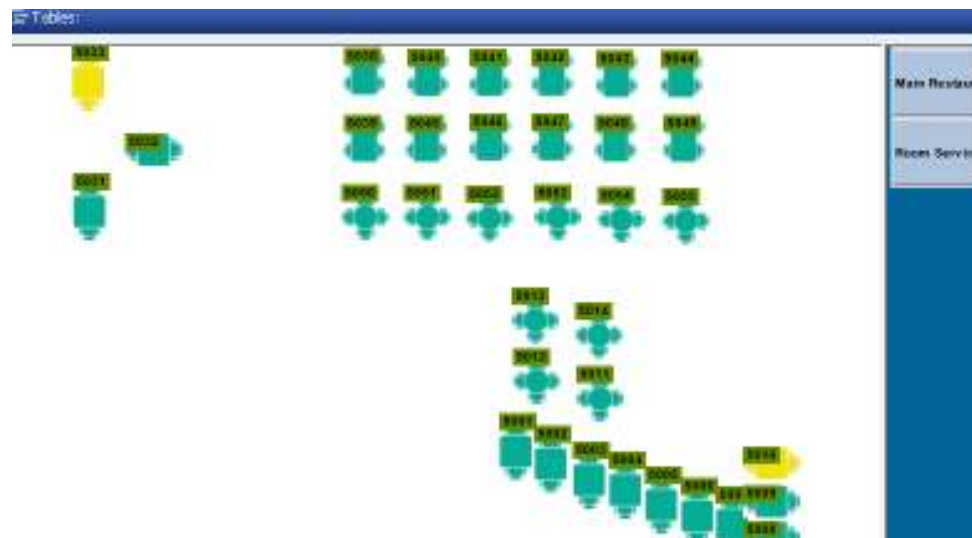
Tables	Fast Ticket	Accept	Transfer tables	Change outlet	Transfer ticket	Starters	First	Seconds	Desserts	Change courses	Serve courses	Free article	Delete article	▶
--------	-------------	--------	-----------------	---------------	-----------------	----------	-------	---------	----------	----------------	---------------	--------------	----------------	---

Fast bucket	Breakfast	Food	Soft drinks	Hot drinks	Beer	Wines	Spirits	Others
-------------	-----------	------	-------------	------------	------	-------	---------	--------

Qua...	Item	Amou...	Dis...
1,00	Caesar Salad	13,00	→

Ticket:

Room:



Select the new table and all items will be transferred to that table.

Transfer of tables

Table 5010/000	-	001	+
Diners			
Move all >>			

Table 5009/000	-	001	+
Diners			
<< Move all			

Item	N°
Heineken (Tap 0.25l)	1,00
Coca Cola (0.2l)	1,00

Item	N°
------	----

You can select one item to transfer to the new table or all items.

## 5.2 Transfer ticket to another room

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-New ticket-Diners 1

Tables	<b>Fast Ticket</b>	Accept	Transfer tables	Change outlet	<b>Transfer ticket</b>	Starters	First	Seconds	Desserts	Change courses	Serve courses	Free article	Delete article	▶
--------	--------------------	--------	-----------------	---------------	------------------------	----------	-------	---------	----------	----------------	---------------	--------------	----------------	---

Ticket:

Qua...	Item	Amou...	Dis...
1,00	Caesar Salad	13,00	➡

Fast bucket	Breakfast	Food	Soft drinks	Hot drinks	Beer	Wines	Spirits	Others
-------------	-----------	------	-------------	------------	------	-------	---------	--------

Room:

Choice room

Bar
BQT
Exit

Overview of all available rooms.

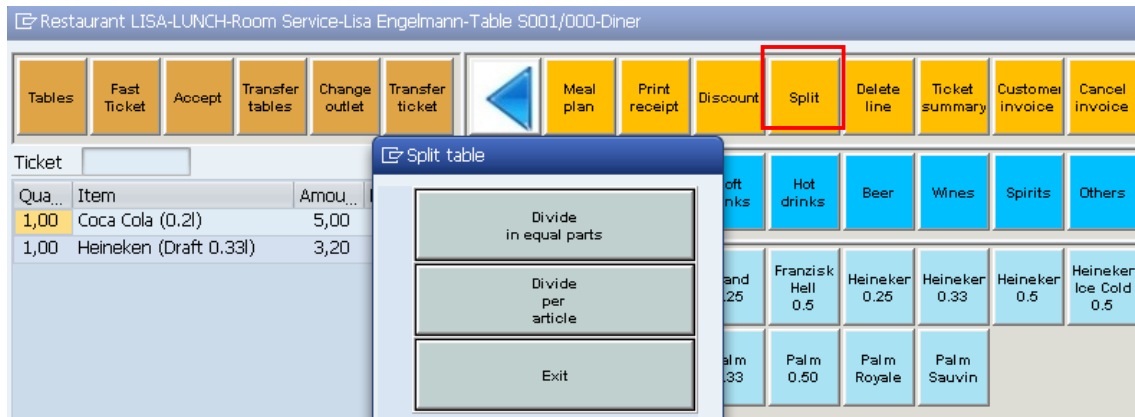
Select the right room and you will go to that room plan where you can select the new table.

Tables:

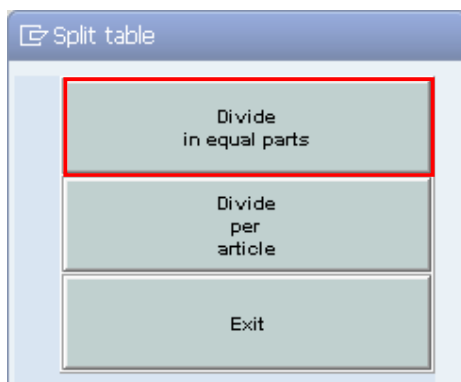
G001	G002	G003	G004	G005	G011
G006	G007	G008	G009	G010	

MICE

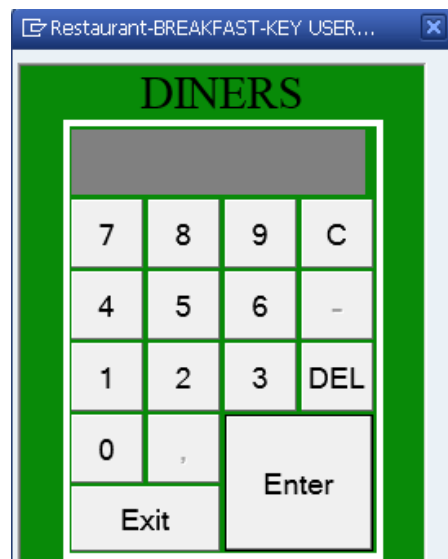
## 6. Split a ticket



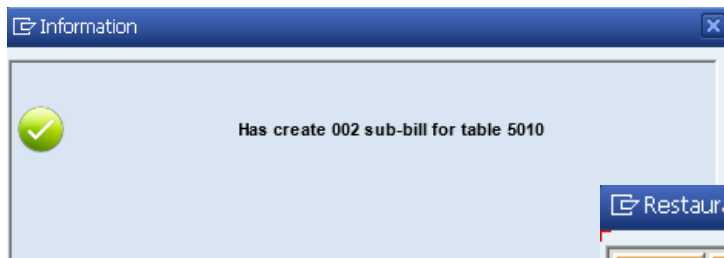
### 6.1 Split a ticket in equal parts



Select the button 'split in equal parts'

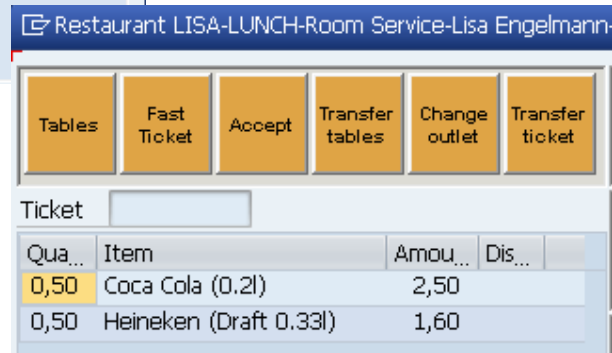


Enter the number of persons

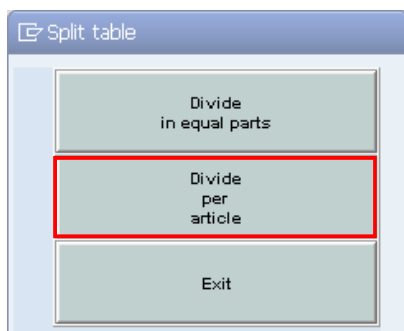


The system has created sub-tickets

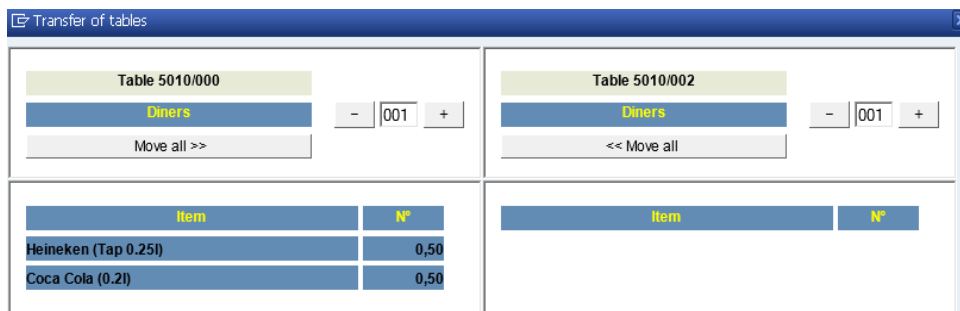
You can see that the ticket has been split when you look at the quantity and amount



## 6.2 Split a ticket per article



Select the button 'split per article'



Select the items you want to transfer to another bill



Once the ticket has been split, the table will be dark blue.  
If you select the table, the system will show the sub-accounts

## 7. Discount

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-Table S001/000-Diner

Select button Discount

Select the right discount

Qua...	Item	Amou...	Dis...
0,50	Coca Cola (0.2l)	2,50	
0,50	Heineken (Draft 0.33l)	1,60	

Apply discount

- Corporate Discount 10%
- Employee Discount 30%
- Invitation Commercial 100%
- Staff Consumption 100%
- Manual discount Enter it manually
- Delete discount Delete a previous added discount
- Exit

**Total 4,10**

The discount will be applied to all articles.

Qua...	Item	Amou...	Dis...
1,00	Heineken (Tap 0.25l)	2,00	30,...
1,00	Coca Cola (0.2l)	1,93	30,...

If you want to apply discount to one article, first select the line and then add the discount

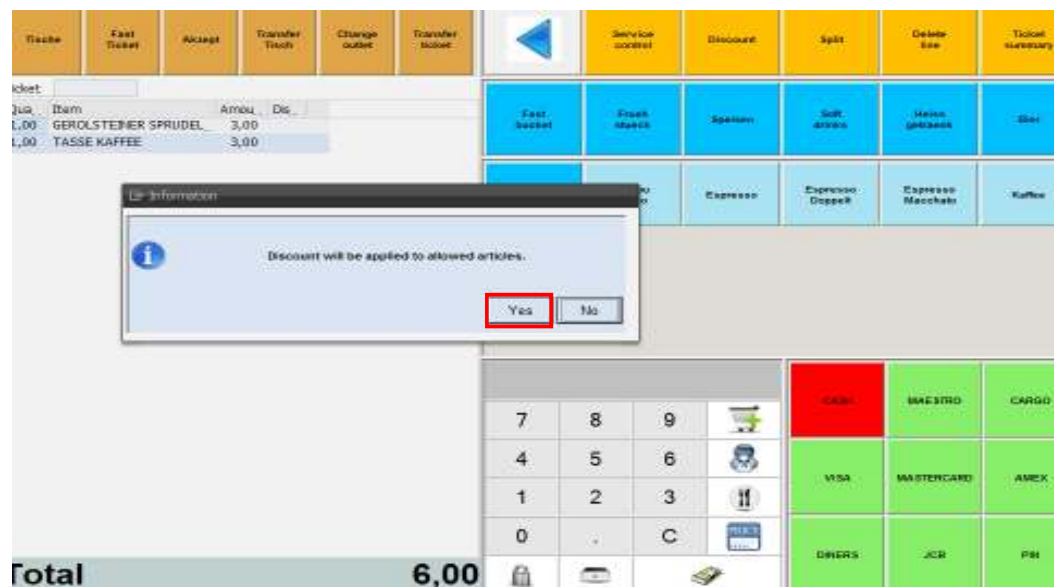
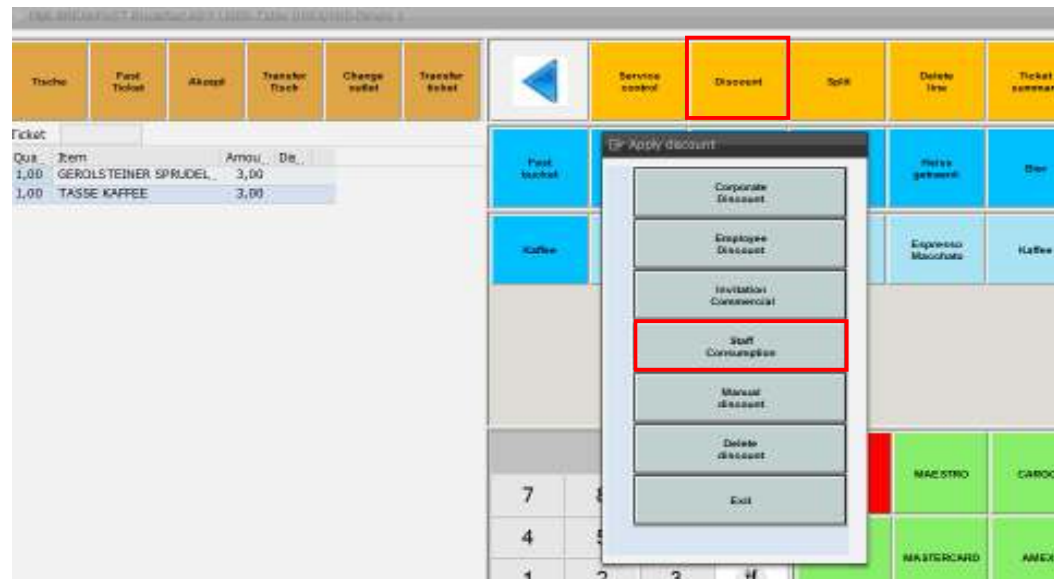
Qua...	Item	Amou...	Dis...
1,00	Heineken (Tap 0.25l)	2,85	
1,00	Coca Cola (0.2l)	2,75	

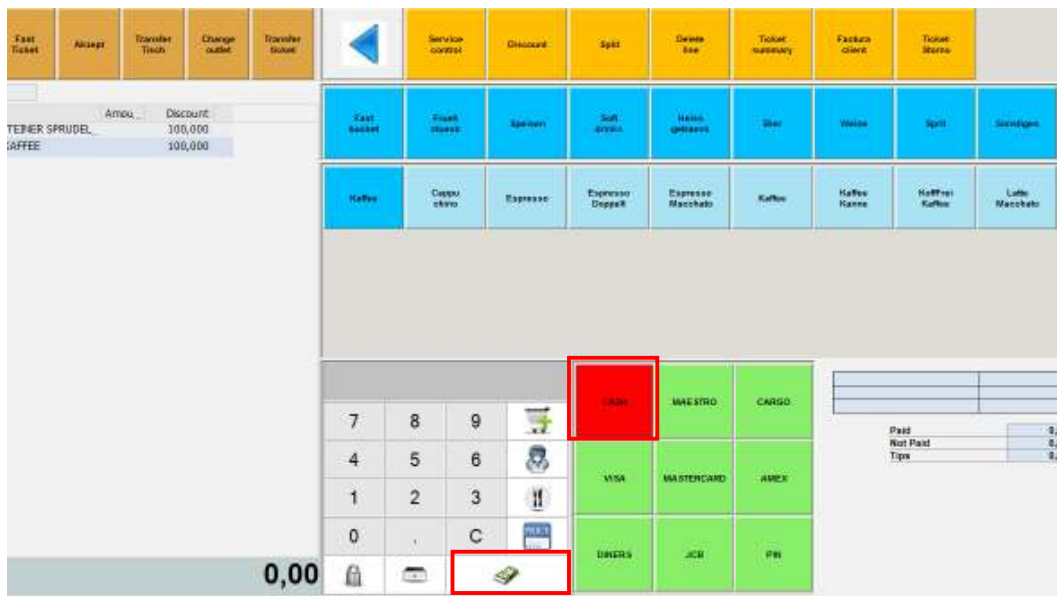
  

Qua...	Item	Amou...	Dis...
1,00	Heineken (Tap 0.25l)	2,57	10,...
1,00	Coca Cola (0.2l)	2,75	

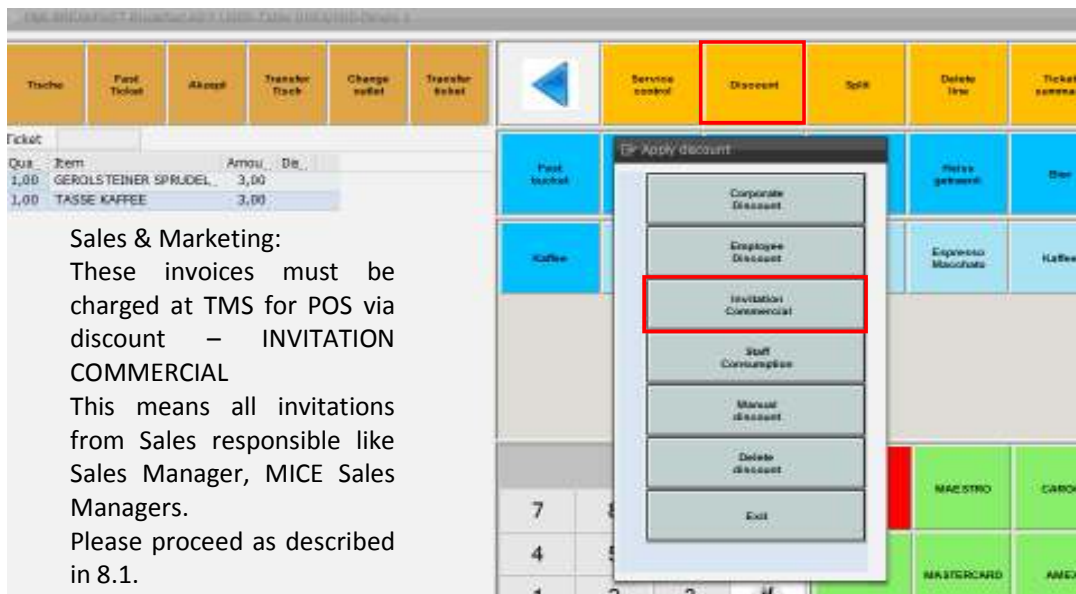
## 8. Complimentary Charges

### 8.1. Management Team Invitation



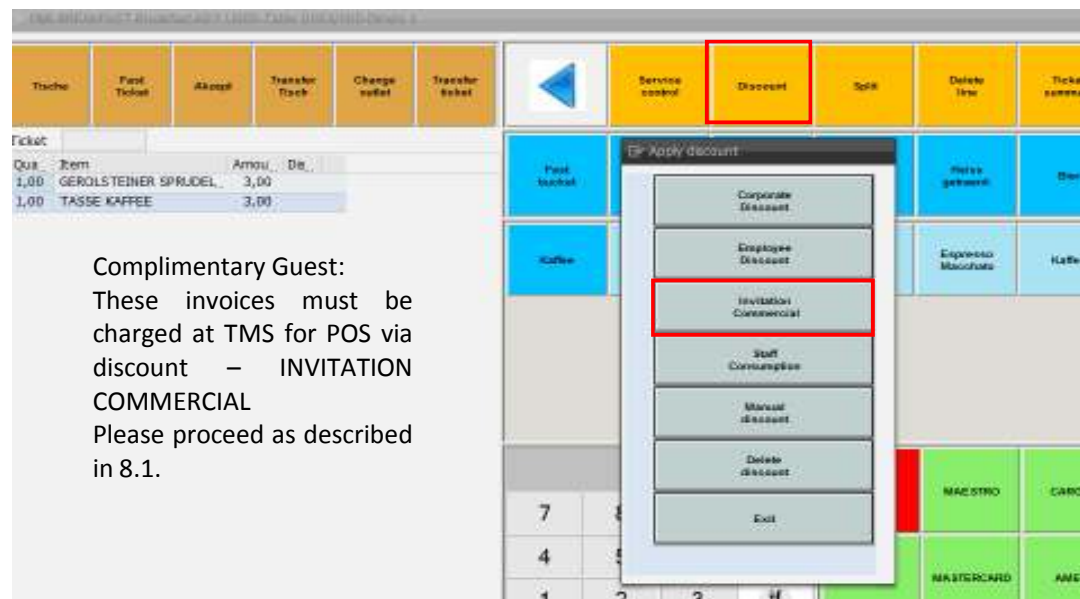


## 8.2. Sales & Marketing





### 8.3. Complimentary Guest



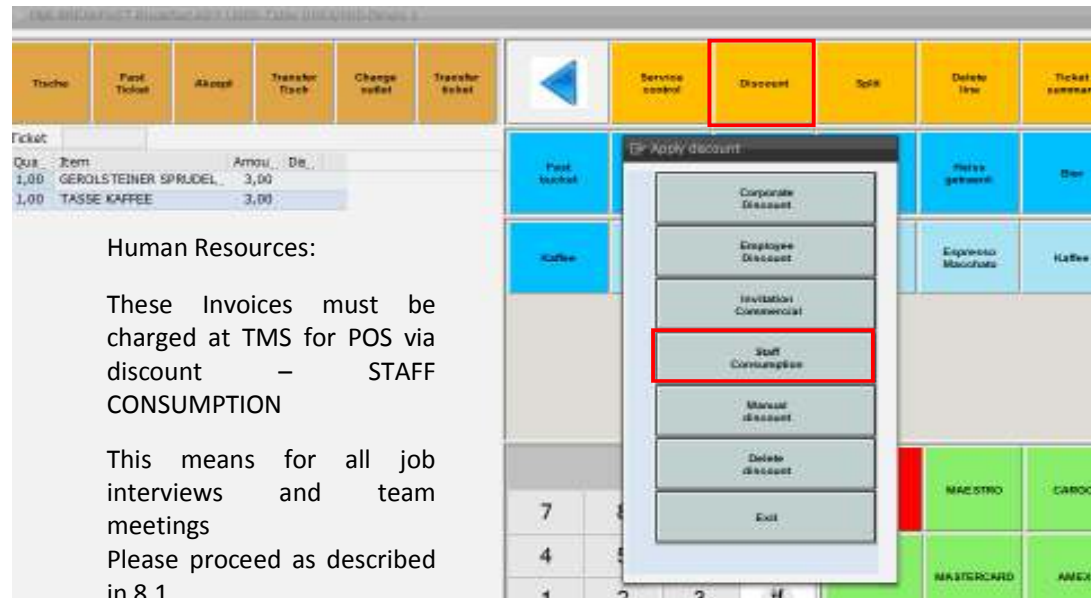
The screenshot shows the SAP POS interface. At the top, there is a menu bar with buttons: 'Tache', 'Print Ticket', 'Accept', 'Transfer Stock', 'Change split', 'Transfer Split', 'Service control', 'Discount' (highlighted with a red box), 'Split', 'Delete line', and 'Ticket summary'. Below the menu bar, there is a 'Ticket' section with a table showing items and amounts:

Qty	Item	Amount	Debit
1,00	GEROLSTEINER SPRUDEL	3,00	
1,00	TASSE KAFFEE	3,00	

On the right side, there is a 'GR Apply discount' dialog box with the following options: 'Corporate Discount', 'Employee Discount', 'Invitation Commercial' (highlighted with a red box), 'Staff Consumption', 'Manual discount', 'Delete discount', and 'Exit'. Below the dialog box, there is a numeric keypad with buttons for digits 7, 4, 1, 2, 3, and function keys 'h' and 'f'.

Complimentary Guest:  
These invoices must be charged at TMS for POS via discount – INVITATION COMMERCIAL  
Please proceed as described in 8.1.

### 8.4. Human Resources



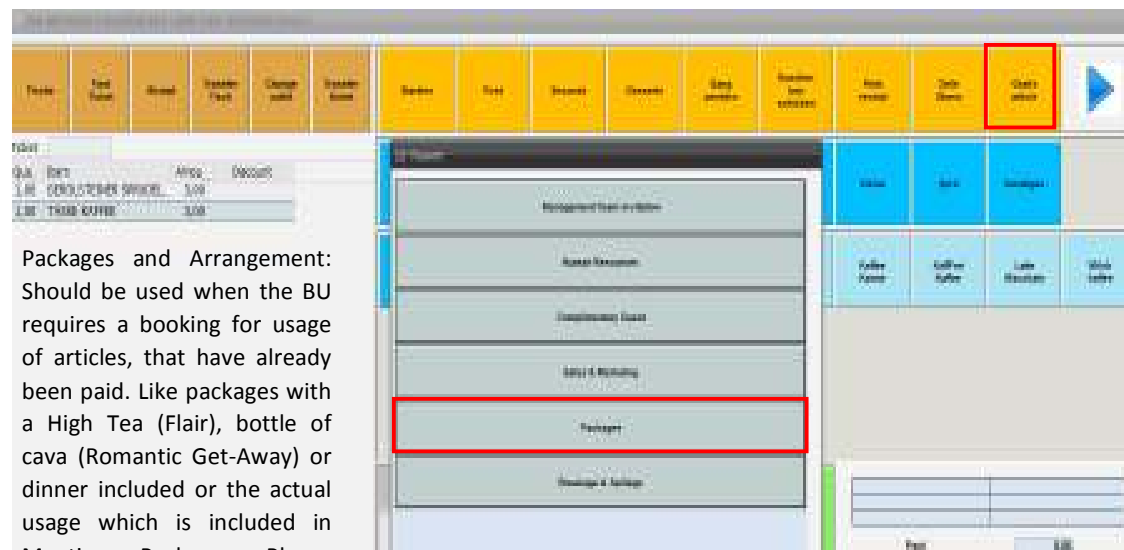
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1,00	GEROLSTEINER SPRUDEL	3,00	
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On the right side, there is a 'GR Apply discount' dialog box with the following options: 'Corporate Discount', 'Employee Discount', 'Invitation Commercial', 'Staff Consumption' (highlighted with a red box), 'Manual discount', 'Delete discount', and 'Exit'. Below the dialog box, there is a numeric keypad with buttons for digits 7, 4, 1, 2, 3, and function keys 'h' and 'f'.

Human Resources:  
These Invoices must be charged at TMS for POS via discount – STAFF CONSUMPTION  
This means for all job interviews and team meetings  
Please proceed as described in 8.1.

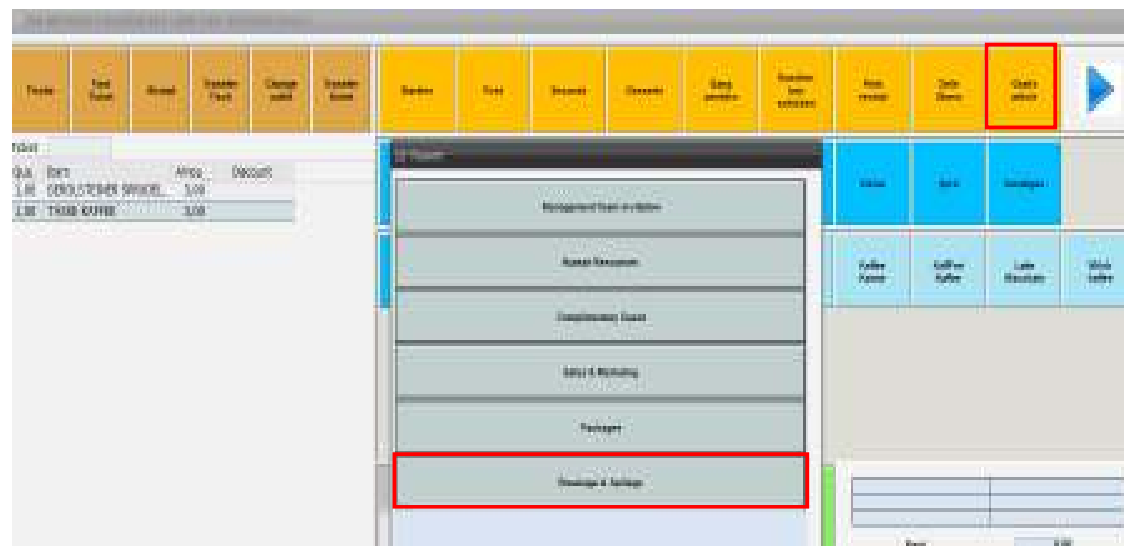
## 8.5. Packages & Arrangements



The screenshot shows the SAP HMS interface. The top navigation bar includes various menu items like 'Travel', 'Hotel', 'Guest', 'Room', 'Reservation', 'Billing', 'Reporting', 'System', 'Tools', and 'Help'. The 'Packages' menu item is highlighted with a red box. Below the navigation bar, the main content area displays a list of packages, including 'Management Room in Hotel', 'Business Reception', 'Complimentary Suite', 'Single & Double', 'Packages', and 'Residence & Suite'. The 'Packages' item is also highlighted with a red box. On the right side, there are additional buttons for 'View', 'Edit', 'New', 'Print', 'Export', and 'Import'.

Packages and Arrangement: Should be used when the BU requires a booking for usage of articles, that have already been paid. Like packages with a High Tea (Flair), bottle of cava (Romantic Get-Away) or dinner included or the actual usage which is included in Meeting Packages Please proceed as described in 8.1.

## 8.6. Walk Out Guest



The screenshot shows the SAP HMS interface. The top navigation bar includes various menu items like 'Travel', 'Hotel', 'Guest', 'Room', 'Reservation', 'Billing', 'Reporting', 'System', 'Tools', and 'Help'. The 'Walk Out Guest' menu item is highlighted with a red box. Below the navigation bar, the main content area displays a list of packages, including 'Management Room in Hotel', 'Business Reception', 'Complimentary Suite', 'Single & Double', 'Packages', and 'Residence & Suite'. The 'Residence & Suite' item is highlighted with a red box. On the right side, there are additional buttons for 'View', 'Edit', 'New', 'Print', 'Export', and 'Import'.

## 9. Print a ticket

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-Table 5001/000-Diner

Table	Print Ticket	Accept	Transfer table	Change outlet	Transfer ticket	Meal plan	<b>Print receipt</b>	Discount	Split	Delete line	Ticket summary	Customer invoice	Cancel invoice
-------	--------------	--------	----------------	---------------	-----------------	-----------	----------------------	----------	-------	-------------	----------------	------------------	----------------

Ticket	
Qua.	Item
0,50	Coca Cola (0,2l)
0,50	Heineken (Draft 0,33l)
Total 4,10	

Food bucket	Breakfast	Food	Soft drink	Hot drink	Beer	Wine	Spirits	Others
Draft	Amerl 0,25	Anker Boot	Brand 0,25	Freudsch 0,5	Heineken 0,25	Heineken 0,33	Heineken 0,5	Heineken Ice Cold 0,5
Henninger Kaiser 0,5	Holsten 0,5	Hoerig 0,3	Palm 0,33	Palm 0,50	Palm Royale	Palm Sauvign		

7	8	9	+/-	CASH	MAESTRI
4	5	6	ENTER	MAESTRI VISA	COMPLI
1	2	3	ENTER	AMEX	CARD
0	.	C	ENTER	DINERS	

Paid	6,00
Not Paid	4,10
Tips	0,00

Use this button to print the ticket without knowing the payment method. You can still order items after you printed the ticket.


## 10. Close an invoice

Restaurant LISA-LUNCH-Room Service-Use Engelmann-Table 5001/000-Diner

Table	Post Ticket	Accept	Transfer table	Change outlet	Transfer ticket												
<div> <div> Meal plan Print receipt Discount Split Delete line Ticket summary Customer invoice Cancel invoice </div> <div> Post bucket Breakfast Food Soft drink Hot drink Beer Wine Spirits Others </div> <div> Draft Anadol 0.25 Anker Book Brand 0.25 Frendak Hall 0.5 Heimaker 0.25 Heimaker 0.33 Heimaker 0.5 Heimaker Ice Cold 0.5 </div> <div> Henning Falsen 0.5 Holsten 0.5 Hornig 0.3 Palm 0.33 Palm 0.50 Palm Royale Palm Sauvign </div> </div>																	
<table border="1"> <thead> <tr> <th>Qua</th> <th>Item</th> <th>Amount</th> <th>Dis</th> </tr> </thead> <tbody> <tr> <td>0,50</td> <td>Coca Cola (0.25)</td> <td>2,50</td> <td></td> </tr> <tr> <td>0,50</td> <td>Heimaker (Draft 0.33)</td> <td>1,60</td> <td></td> </tr> </tbody> </table>						Qua	Item	Amount	Dis	0,50	Coca Cola (0.25)	2,50		0,50	Heimaker (Draft 0.33)	1,60	
Qua	Item	Amount	Dis														
0,50	Coca Cola (0.25)	2,50															
0,50	Heimaker (Draft 0.33)	1,60															
<div> <div> 7 8 9 4 5 6 1 2 3 0 . C </div> <div> CASH MAESTRO MAESTRO VISA COMPLIN AMEX CARD DINERS </div> <div> Paid 6,00 Not Paid 4,10 Tips 6,00 </div> </div>																	
<p><b>Total 4,10</b></p>																	

First select the method of payment.

CASH	Cash payment	MAESTRO	Maestro
CHARGE	Roomcharge payment	VISA	Visa payment
MAESTRO	Master	AMEX	American Express
DINERS	Diners	PIN	Pin payment

 To confirm the payment

## 10.1 Close an invoice in cash

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-Table S001/000-Diner

Tables	Fast Ticket	Accept	Transfer tables	Change outlet	Transfer ticket
<div> <div>Meal plan</div> <div>Print receipt</div> <div>Discount</div> <div>Split</div> </div>					
<div> <div>Fast bucket</div> <div>Breakfast</div> <div>Food</div> <div>Soft drinks</div> <div>Hot drinks</div> </div>					
<div> <div>Draft</div> <div>Amstel 0.25</div> <div>Anker Bock</div> <div>Brand 0.25</div> <div>Franzisk Hell 0.5</div> </div>					
<div> <div>Henningr Kaiser 0.5</div> <div>Holsten 0.5</div> <div>Koenig 0.3</div> <div>Palm 0.33</div> <div>Palm 0.50</div> </div>					
<div> <div>7</div> <div>8</div> <div>9</div> <div>+</div> </div>					
<div> <div>4</div> <div>5</div> <div>6</div> <div>+</div> </div>					
<div> <div>1</div> <div>2</div> <div>3</div> <div>+</div> </div>					
<div> <div>0</div> <div>.</div> <div>C</div> <div>PRICE</div> </div>					
<div> <div>CASH</div> <div>MAESTRO</div> <div>MASTER VISA</div> <div>COMPLIN</div> <div>AMEX</div> <div>CARGO</div> <div>DINERS</div> </div>					
<div> <div>Banknotes button</div> </div>					

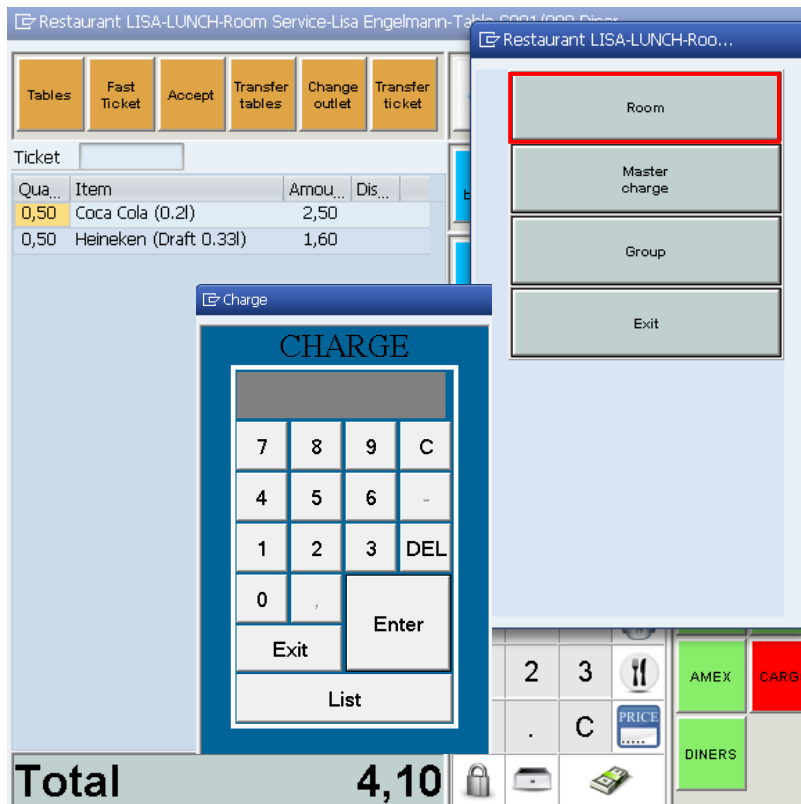
Ticket

Qua...	Item	Amou...	Dis...
0,50	Coca Cola (0.2l)	2,50	
0,50	Heineken (Draft 0.33l)	1,60	

**Total 4,10**

Press Cash and confirm by press the banknotes-button

## 10.2 Close an invoice in a room



Restaurant LISA-LUNCH-Room Service-Lisa Engelmann-Table: 0001 0000 0000

Tables Fast Ticket Accept Transfer tables Change outlet Transfer ticket

Ticket

Qua...	Item	Amou...	Dis...
0,50	Coca Cola (0.2l)	2,50	
0,50	Heineken (Draft 0.33l)	1,60	

CHARGE

7 8 9 C

4 5 6 -

1 2 3 DEL

0 . Enter

Exit List

Room Master charge Group Exit

2 3 C PRICE AMEX CARGO DINERS

Total 4,10

Click on the button  
CHARGE

Hotel room

Enter the room number  
Or  
Select List to see all  
guests in house

Reservation list

Room	Nº pax t-1	Guest Name	Gr. name	POS. cancel.	Meal plan
1001	2	SHAGHEER, ABDULAZIZ			BB
1003	1	MIIK, COHEN		X	BB
1006	2	ZIMMERMANN, MANFRED			RO
1012	2	SHAGHEER, ABDULAZIZ			BB
1106	2	TARON, GRIGORYAN			RO



7 8 9 CASH MAESTRI

4 5 6 CANCEL VISA

1 2 3 MAESTRI AMEX

0 . C PRICE DINERS PIN

Paid 6,00  
Not Paid 3,00  
Tips 6,00

Reservation 0000000000 Room 1006  
ZIMMERMANN, MANFRED  
MANFRED ZIMMERMANN

Once you selected the  
room, details will appear  
(room number & name  
guest)

### 10.3 Close an invoice with different kinds of payment



- Enter the amount
- Choose the method of payment
- Confirm by clicking on the banknotes-button
- Repeat step 1 to 3 for all methods of payment until the full amount has been paid
- 5. If everything is paid, the ticket will be closed

### 10.4. Charge tips

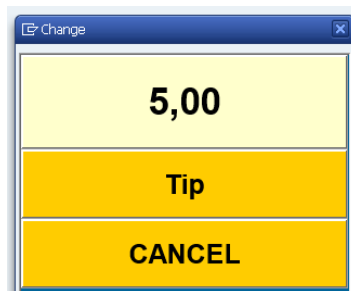


Enter the full amount  
the guest wants to pay  
(including the tip)

Select the method of  
payment

Confirm by pressing  
the Banknotes-button

The system will ask you if it is correct that the amount is different than the total ticket amount



You'll need to choose:

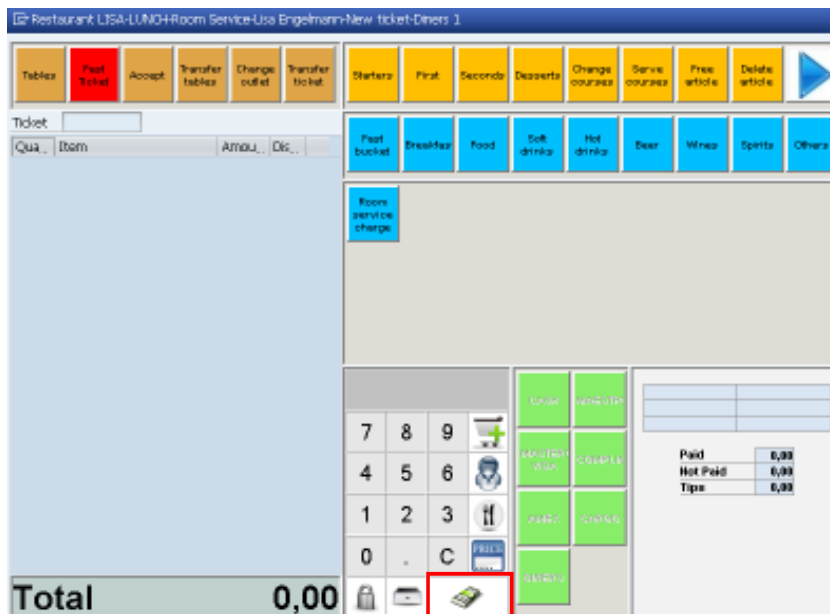
**TIP** → to charge the extra amount as Tip

**CANCEL** → To go back and change the payment

WE ONLY USE THIS WHEN TIP IS PAID BY CARD OR CHARGED TO THE ROOM. (Tip by cash will not be registered by the POS system).

**Important:** Every time the guest wants to pay with credit card or room charge we have to use the button "print receipt" and after the guest has signed it we can check out the table. Please not forget that you need than both bills for your close shift.

## 10.5 To close a ticket without charges



When you have no charges on a table, you can close it with using the LOCK-button.



press **Yes** to confirm.



## 11. Ordering a long drink



Ticket <input type="text"/>				
Qua...	Item	Amou...	Dis...	
1,00	Bacardi+Coca Cola (0.2l)	8,35		

The system will automatically calculate the right price.

## 12. Fast ticket

Restaurant LISA-LUNCH-Room Service-Lisa Engelmann

Tables	<b>Fast Ticket</b>	Accept	Transfer tables	Change outlet	Transfer ticket
--------	--------------------	--------	-----------------	---------------	-----------------

Ticket

Qua...	Item	Amou...	Dis...

**Total 0,00**

You can use Fast ticket when the guests orders and pays immediately.

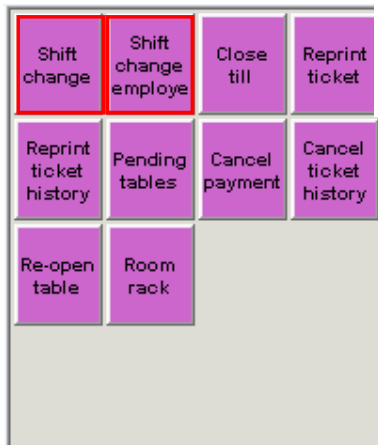
Select Fast ticket and order the items.

Then choose the method of payment and close the table.

### 13. Shift change / Shift change Employee

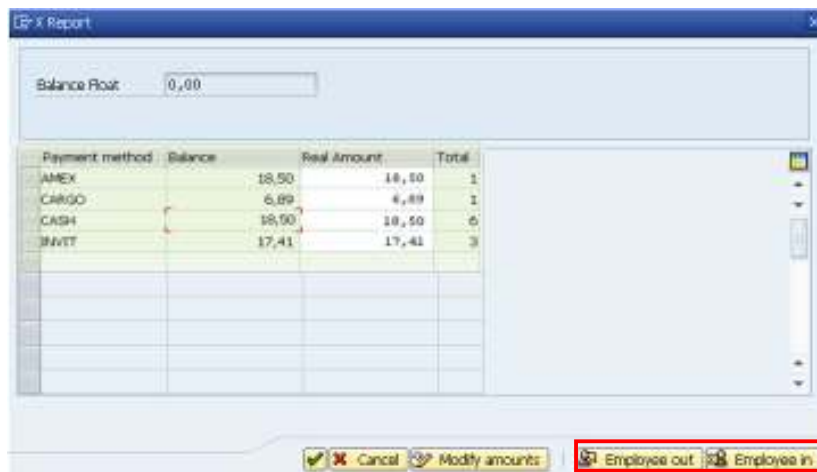
We use 'Shift change' when the shift of 1 employee has ended and he/she will be replaced by another employee.

We only use 'Shift change Employee' when the employees all work with their own wallet with money and only cash the invoices they closed themselves. Then you can print an overview per employee when he/she finished work



Select Shift change **or** Shift change Employee


This is the overview of all tickets of the Room:



Check if the sales amount of all payment methods match with your tickets and the cash in your drawer.

**Select Employee out** : the person who is going home (enter password)

**Select Employee in**: the person who starts (enter password)

Press  to accept.

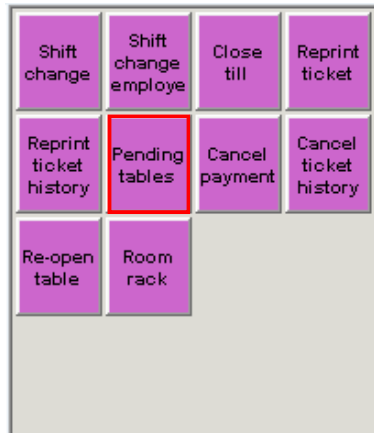
A ticket will be printed with an overview of:

- Name employee out
- Name employee in
- Overview sales amount per payment method
- Overview of all tables which are still open

Both employees need to sign the ticket for agreement.

## 14. Close till

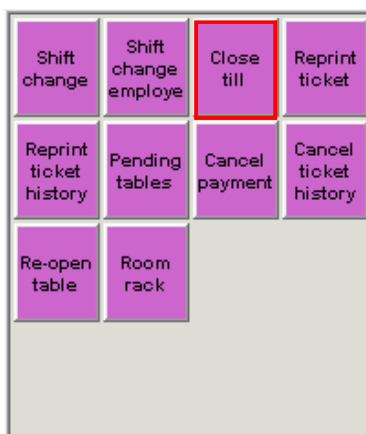
**IMPORTANT:** The 'Close till' should be done only with the generic POS login and not with a personal E-login.



Check if you still have any open tables in POS

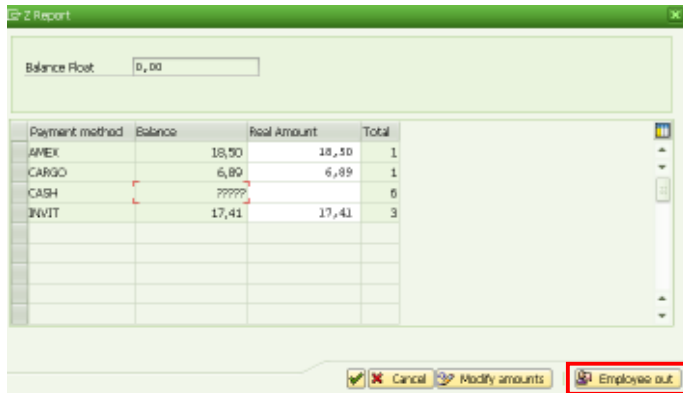
Ticket	Table ID	Pay Method	Amount	Room	Reserv.	Date in	Time in	Ticket St
1003			26,19			24.10.2014	10:06:22	In progre
1999			9,75			24.10.2014	13:03:21	In progre
1999			18,50			24.10.2014	13:34:36	In progre
T009			5,90			24.10.2014	12:54:06	In progre

From here you can immediately select the ticket and close it



Once all tickets are closed, you can start the close till.

Check if all sales amounts per payment method match with your tickets.  
If the amounts do not match, you can now still correct the tickets. Just cancel the report and correct the tickets. (Once you do the close till you cannot correct the tickets anymore. Only F&B managers can)



Payment method	Balance	Real Amount	Total
AMEX	18,50	18,50	1
CASH	6,89	6,89	1
INVIT	17,41	17,41	3

When everything is correct, select 'Employee out' and fill in your password. Your name will then appear on the report.

Confirm

Check the printed close till and sign it when everything is correct.

Sign off the Pin Terminal (see manual for pin terminals). (Depends on the hotel if the F&B signs off the terminal or the FO, stick to the procedure you are used to in your hotel).

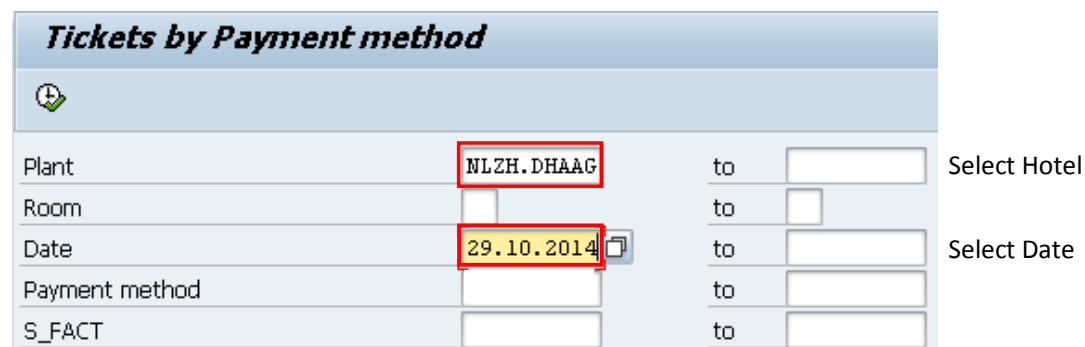
Take the close till, all tickets and the cash to the Front Office

- Front Office: check if the close till is shown correctly in TMS and print the till overview. Print this 2 times: 1 for FO manager and 1 for F&B manager. BOTH PRINT SCREENS NEED TO BE SIGNED BY THE F&B EMPLOYEE & FRONT OFFICE EMPLOYEE
- (Credit)card tickets & room charges go to the Front Office
- Cancelled tickets & Invitation tickets go to the F&B Manager

#### 14.1. Close till (temporary replacement "x" report, with full details of tickets per employee)

After the Close till was made as described in point 14. the waiter has to print following report:

Report: /CCSHT/POS PAYMENTS - Tickets by payment method



Tickets by Payment method			
Plant	NL2H.DHAAG	to	Select Hotel
Room		to	
Date	29.10.2014	to	Select Date
Payment method		to	
S_FACT		to	

**Tickets by Payment method**

Plant: AT09.DANUB  
Room: F8  
Date: 13.07.2015

Layout: Choose

Layout	Layout description
PC6_CE	Project One CENTRAL EUROPE (dont delete)

Fiscal Yr	Ticket	Emp	Time in	Pay Method	Paym.meth.	Tip	Room	Reserv.	Name	Σ	Amount	Currency	tp. reason	Reason	Close N.	Bill Id
2015	0414006422	Jennifer	13:54:03	AMEX	AMEX	X					160,20	EUR			217	4657001179
2015	0414006422	Jennifer	13:54:03	AMEX	AMEX						10,00	EUR			217	4657001179
2015	0414006422	Jennifer	13:54:03	AMEX	AMEX						170,20	EUR				
2015	0414006349		07:58:27	CARGO	CARGO		3523	5018761	AKINTUNDE KOSO THOMAS		12,45	EUR			217	4657001179
2015	0414006352		08:29:55	CARGO	CARGO		5542	4585433	BRUCEJ BREITZMAN		24,90	EUR			217	4657001179
2015	0414006353		08:30:39	CARGO	CARGO		5543	4585510	DONALDANMR JUBEL		24,90	EUR			217	4657001179
2015	0414006356		08:46:52	CARGO	CARGO		2501	5015953	SPYRIDON Katsikis		24,90	EUR			217	4657001179
2015	0414006367		10:30:59	CARGO	CARGO		5528	3948364	Arnaud HERMANT		24,90	EUR			217	4657001179
2015	0414006409		13:31:56	CARGO	CARGO		2054	4403876	Declan Boyle		23,60	EUR			217	4657001179
2015	0414006350		08:09:28	CASH	CASH						24,90	EUR			217	4657001179
2015	0414006354		08:43:24	CASH	CASH						9,00	EUR			217	4657001179
2015	0414006362		09:36:00	CASH	CASH						49,80	EUR			217	4657001179
2015	0414006358		08:52:09	MAESTRO	MAESTRO						24,90	EUR			217	4657001179
2015	0414006358		08:52:09	MAESTRO	MAESTRO	X					1,00	EUR			217	4657001179
2015	0414006366		10:22:38	MAESTRO	MAESTRO						24,90	EUR			217	4657001179
2015	0414006360		09:27:09	MC	MAESTRO						24,90	EUR			217	4657001179
2015	0414006431		14:18:39	VISA	MASTERCARD						135,40	EUR			217	4657001179
2015	0414006431		14:18:39	VISA	VISA	X					10,00	EUR			217	4657001179
2015	0414006438		15:06:33	VISA	VISA						15,50	EUR			217	4657001179
2015	0414006537	Benedicta Piranty	22:02:29	CARGO	CARGO		4507	4884900	Hermann Staudacher		14,10	EUR			218	4657001179
2015	0414006537	Christian Bankl	22:02:29	CARGO	CARGO	X	4507	4884900	Hermann Staudacher		0,90	EUR			218	4657001179

**Tickets by Payment method**

Plant: AT09.VIEAI

Room	Fiscal Yr	Ticket	Employee	Time in	Pay Method	Paym.meth.	Tip	Room	Reserv.	Name	Σ	Amount	tp. reason	Reason	Close N.
Restaurant	2015	0414006422	Benedicta Piranty	13:54:03	AMEX	AMEX	X					160,20			217
Restaurant	2015	0414006422	Benedicta Piranty	13:54:03	AMEX	AMEX						10,00			217
Restaurant	2015	0414006349	Benedicta Piranty	07:58:27	CARGO	CARGO		3523	5018761	AKINTUNDE KOSO THOMAS		12,45			217
Restaurant	2015	0414006352	Benedicta Piranty	08:29:55	CARGO	CARGO		5542	4585433	BRUCEJ BREITZMAN		24,90			217
Restaurant	2015	0414006353	Benedicta Piranty	08:30:39	CARGO	CARGO		5543	4585510	DONALDANMR JUBEL		24,90			217
Restaurant	2015	0414006356	Benedicta Piranty	08:46:52	CARGO	CARGO		2501	5015953	SPYRIDON Katsikis		24,90			217
Restaurant	2015	0414006367	Benedicta Piranty	10:30:59	CARGO	CARGO		5528	3948364	Arnaud HERMANT		24,90			217
Restaurant	2015	0414006409	Benedicta Piranty	13:31:56	CARGO	CARGO		2054	4403876	Declan Boyle		23,60			217
Restaurant	2015	0414006350	Benedicta Piranty	08:09:28	CASH	CASH						24,90			217
Restaurant	2015	0414006354	Benedicta Piranty	08:43:24	CASH	CASH						9,00			217
Restaurant	2015	0414006362	Benedicta Piranty	09:36:00	CASH	CASH						49,80			217
Restaurant	2015	0414006358	Benedicta Piranty	08:52:09	MAESTRO	MAESTRO						24,90			217
Restaurant	2015	0414006358	Benedicta Piranty	08:52:09	MAESTRO	MAESTRO	X					1,00			217
Restaurant	2015	0414006366	Benedicta Piranty	10:22:38	MAESTRO	MAESTRO						24,90			217
Restaurant	2015	0414006360	Benedicta Piranty	09:27:09	MC	MAESTRO						24,90			217
Restaurant	2015	0414006431	Benedicta Piranty	14:18:39	VISA	MASTERCARD						135,40			217
Restaurant	2015	0414006431	Benedicta Piranty	14:18:39	VISA	VISA	X					10,00			217
Restaurant	2015	0414006438	Benedicta Piranty	15:06:33	VISA	VISA						15,50			217
Bar	2015	0414006537	Benedicta Piranty	22:02:29	CARGO	CARGO		4507	4884900	Hermann Staudacher		14,10			218
Bar	2015	0414006537	Christian Bankl	22:02:29	CARGO	CARGO	X	4507	4884900	Hermann Staudacher		0,90			218

tp. reason Reason Close N.

10

Copy Text  
Details  
Optimize Width  
Find  
Set Filter...  
Spreadsheet...

Select the current Close till.  
Set Filter and accept.

Tickets by Payment method

PlantAT09.VIEAI

Room	Fiscal Yr	Ticket	Employee	Time in	Pay Meth...	Paym.meth.	Tip	Room	Reserv.	Name	Σ	Amount	tp. reason	Reason	Close...			
Restaurant	2015	0414006422	Benedicta Piranty	13:54:03	AMEX	AMEX						160,20			217			
Restaurant	2015	0414006422		13:54:03	AMEX		X					10,00			217			
											AMEX				170,20			
Restaurant	2015	0414006349		07:58:27	CARGO	CARGO			3523	5018761	AKINTUNDE KOSO THOMAS		12,45			217		
Restaurant	2015	0414006352		08:29:55	CARGO				5542	4585433	BRUCEJ BREITZMAN		24,90			217		
Restaurant	2015	0414006353		08:30:39	CARGO				5543	4585510	DONALDANMR JUBEL		24,90			217		
Restaurant	2015	0414006356		08:46:52	CARGO				2501	5015953	SPYRIDON Katsikis		24,90			217		
Restaurant	2015	0414006367		10:30:59	CARGO				5528	3948364	Arnaud HERMANT		24,90			217		
Restaurant	2015	0414006409		13:31:56	CARGO				2054	4403876	Declan Boyle		23,60			217		
											CARGO				135,65			
Restaurant	2015	0414006350		08:09:28	CASH	CASH							24,90			217		
Restaurant	2015	0414006354		08:43:24	CASH								9,00			217		
Restaurant	2015	0414006362		09:36:00	CASH								49,80			217		
											CASH				83,70			
Restaurant	2015	0414006358		08:52:09	MAESTRO	MAESTRO							24,90			217		
Restaurant	2015	0414006358		08:52:09	MAESTRO			X					1,00			217		
Restaurant	2015	0414006366		10:22:38	MAESTRO								24,90			217		
											MAESTRO				50,80			
Restaurant	2015	0414006360		09:27:09	MC	MASTERCARD							24,90			217		
											MASTERCARD				24,90			
Restaurant	2015	0414006431		14:18:39	VISA	VISA							135,40			217		
Restaurant	2015	0414006431		14:18:39	VISA			X					10,00			217		
Restaurant	2015	0414006438		15:06:33	VISA								15,50			217		
											VISA				160,90			
Benedicta Piranty															626,15			

FO and F&B have to sign the report incl. all tickets, afterwards put them together. If an employee handled more than one room, this report must be printed per room.