WELCOME TO THE LATEST VERSION OF DIGITAL DINING!

This manual contains instructions and helpful hints to get you through the early days of your Digital Dining experience. Most of the documents enclosed are duplicates of the detailed instructions you will find in the Manager's Guide (which is also enclosed). We strongly suggest that you file the Manager's Guide & make copies of the other documents to be posted at the different terminals where appropriate; this way you will always have a copy of these instructions ready at your finger tips. These are by no means a complete guide to everything you need to know about Digital Dining. For further information and assistance, refer to your Digital Dining Manual supplied by Menusoft, or call us at (603)431-3227 between the hours of 9am and 5pm.

We hope these instructions will help to make your Digital Dining experience an enjoyable one.

HDS New England
HOW TO REACH US

Our mailing & shipping address is:

HDS - New England
235 West Road, Suite 10
Portsmouth, NH 03801

Our phone numbers are:

NH: (603)431-3227              Fax: (603)431-3262
E-Mail: HDSNE@HDSNE.COM

Voice Mail Options

❖ ALL Emergencies - ext. 3  
(Mon - Sun, 24 Hours)
❖ Software Support   - ext. 5  
(Mon - Fri, 9am - 5pm)
❖ Hardware Support  - ext. 4  
(Mon - Fri, 9am - 5pm)
❖ Sales - ext. 1  
(Mon - Fri, 9am - 5pm)
❖ Accounting  - ext. 6  
(Mon - Fri, 9am - 5pm)
❖ For Paper & Ribbon Supply Information - ext. 8  
(Mon - Sun, 24 Hours)

Our voice mail extensions are:

110 - Mike Wolf        111 - Sue Tremblay
116 - Paul Hefron      122 - Audra Lurvey
125 - Michelle Jordan  112 - Seth Moore
114 - Mike Jordan      117 - Sean Felder
119 - Matt Smith       118 - Dave Dickinson
120 - Rob Miller       123 - Denys Arsenault
121 - Ron Freedman     124 - Ed Quinn
END OF DAY PROCEDURE
For Windows

IN DIGITAL DINING BACK OFFICE:

Step 1. Check for any open tables/tabs
Log On
Click on Utilities
Highlight Process Utilities, then click on it
Enter the date you are checking, click on Okay, then confirm
If there are any open checks, they will be displayed on the right half of the screen.
If there are open tables, pay out the checks accordingly
When there are no checks open, Exit POS

Step 2. *If you do not use credit card authorization through Digital Dining, skip to step 4.*
If you do use credit card authorization, you MUST do this step before you go any further. *This step should be done either during a slow period or when the restaurant is closed, since this will tie up the modem for a few minutes.
No new charges can be authorized while the old charges are being posted!

Click on Register Reports
Choose Receipt Reports
Choose Credit Card Report
Print the credit card report, then confirm all credit card transactions

Click on Utilities
Choose Process Credit Cards
Enter the date you are batching out, then click on Okay
Click on Yes to really batch out this day
On your screen, you will see the credit card transactions process on your screen.
When the cards have batched out, you will see the Credit Card Batch Summary report on the screen; *You want to print this!*

Step 3. Print your End Of Day Reports
Go back into Utilities
Choose Process & Report
Confirm the date, then say Yes to continue

Step 4. Edit your Time & Attendance
Click on Staff
Highlight Time & Attendance
Choose Time & Attendance Transactions
Enter in the correct date
From the Time & Attendance Report that printed with your End of Day reports, go through the report & pick out any transactions that need to be corrected
Scroll through the list of employees clocked in for that day and change the necessary information. Type in a reason in the bottom box, then click on Save. Repeat for all others who need corrections.
END OF PAY PERIOD PROCEDURES
For Windows

IN DIGITAL DINING BACK OFFICE:

Staff Reporting & Resets

Click on Staff
Highlight Staff Reports
Highlight Staff Tips & click on it
Sort by Last Name (the box on the upper left)
Group by Department (the box to the right)

Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit

Click on Staff
Highlight Time & Attendance
Highlight T & A Reports & click on it
Select the Weekly Time Cards Report
Select the date range (the beginning date of the pay period to the ending date of the pay period)
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit

Select the Consolidated T & A Report
Select the date range (the beginning date of the pay period to the ending date of the pay period)
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit

Click on Staff
Highlight Staff Utilities
Highlight Staff PTD Reset & click on it
Click on OK 2 times to reset the PTD receipts & sales figures
END OF MONTH PROCEDURES
For Windows

IN DIGITAL DINING BACK OFFICE:

**Step 1. Print Receipts & Sales Reports**

Log On
Click on Register Reports
Highlight Receipts Reports & click on it
Click on the ? to get your list of reports & choose Profit Center Report
Enter in the date range for the month
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit

Click on Register Reports
Highlight Sales Reports & click on it
Click on the ? to get your list of reports & choose Sales By Type
Enter in the date range for the month
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit

Click on Register Reports
Highlight Discount Reports & click on it
Click on the ? to get your list of reports & choose Discount Summary
Enter in the date range for the month
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit

**Step 2. Print Staff Sales & Tip Information**

Click on Staff
Highlight Staff Reports Highlight Staff Tips & click on it
Sort by Last Name (the box on the upper left)
Group by Department (the box to the right)
Turn off Primary Dept Only (just under the sorting options – click on the little box with the “x” to make the x go away)

Choose Period To Date for the range
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit
END OF MONTH PROCEDURES cont.

**Step 3. Print Accounts Receivable Statements**

Click on A/R
Highlight A/R Account Transactions
Highlight Post Batch & click on it
Choose Single Use, then Post to confirm
*(this ensures that any back office entries made to the accounts will show up on the statements)*

Click on A/R
Highlight A/R Account Reports
Highlight A/R Detailed Transaction Report & click on it
Click on the tabs across the top & make sure to include everything
Back on the Sort Order tab, choose Sort by Name ***
Choose Group by: None
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit

*** Please note that when you choose to sort by account number, you must enter the account range (1 to 99999), otherwise the report is blank.

Click on A/R
Highlight A/R Account Statements
Click on the tabs across the top & make sure to include everything
Back on the Sort Order tab, choose Sort by Name
Choose Group by: None
Choose Print (If you just want to Preview, you must enter the account number)
Click on Print (the button on the bottom)
Click on the Printer icon (7) at the top of the screen
Click on the “X” in the upper right corner to exit
Click on Exit

Click on A/R
Highlight A/R Account Utilities
Highlight A/R Aging & click on it
Click on Yes to confirm that you really want to age the accounts
*(this takes all A/R detail & lumps it into your beginning balance for next month)*
ADDING MENU ITEMS
For Windows

IN DIGITAL DINING BACK OFFICE:

Click on Menu
Highlight Menu Items and click on it

On the Main tab:

Click on Add
(Digital Dining will automatically go to the next available menu item code, placing the cursor in the check description field)

Type in the check description, then hit the TAB key twice
(This is how the item will appear on the ordering screen & on the guest check)

Type in the prep description if you would like it to be different than the check description, then hit TAB
(This is how the item will appear in the kitchen or bar)

Enter the prices for the item (You MUST enter ALL 5 prices, even if they are all the same)

Select the Sales Type by clicking on the ↓ to the right of the rectangle & then scanning the list by clicking on the ↓ & ↑ to the right

Select the Prep Type by clicking on the ↓ to the right of the rectangle & then scanning the list by clicking on the ↓ & ↑ to the right

(Menu items comes up by default in view mode. To make things a little easier: Before adding a new item, stay in view mode and click on find and select an item that is similar to the item you want to add. Now many fields are already set the way they need to be.)
ADDING MENU ITEMS cont.

Select the **Price Mode** by clicking on the ? to the right of the rectangle & then scanning the list by clicking on the ? & ~ to the right

- **Fixed** = Whatever price you enter in Prices 1 – 5 is the price charged for the item
- **Open** = The POS will stop & ask for the price on this item (the price can be positive or negative)
- **Open Positive** = The POS will stop & ask for the price on this item (the price will prompt as $0.00 & can be positive only)
- **Open Negative** = The POS will stop & ask for the price on this item (the price will prompt as $0.00 & can be negative only)
- **Open 999.99** = The POS will stop & ask for the price on this item (the price will prompt as $999.99 & can be positive or negative)

Select the **Sales Mode** by clicking on the ? to the right of the rectangle to get your options

- **Normal** = A regular menu item
- **Modifier** = A modifier
- **No Sale** = An on screen description (it can not be ordered)
- **Link Only** = An item that only serves as a link to another window

Select **Modifier Mode** by clicking on the ? to the right of the rectangle to get your options

- **Inherit Prep Type** = For modifiers that are following the menu item to the prep printer
- **Use Own Prep Type** = For menu items or for modifiers that are not following the menu item, but are going to their own prep printer (for example, if you have a Fried prep station & a Broiled prep station, you would want the Baked Haddock to go to the Broiled station and the Fries to go to the Fried station)

Select **Quantity Mode** by clicking on the ? to the right of the rectangle to get your options

- **Normal** = The item will not prompt for a quantity
- **Always** = The item will always prompt for a quantity (useful for items like Oysters On The Half Shell where you order by the piece)
- **Decimal** = The item will allow for a quantity with a decimal (for items purchased by the pound)
- **Scale** = For scale interfaces

Click on the appropriate **tax rate**, making sure that only 1 rate is checked

1 = Meals Tax
2 = Beverage Tax
3 = Retail Tax
On the **Windows** tab:

Select the POS Window by clicking on the Insert button on the left & then typing in the first few letters of the POS Window, highlighting it & clicking on **OK**. (If you are not sure of the name of the window, you can scan the list by clicking on the ‼ & ‿ to the right). Repeat for all of the POS windows you would like this item to appear in.

If this item needs to loop to a modifier or a series of modifiers, click on the Insert button on the right (under the Modifier column) & then type in the first few letters of the Modifier Window, highlight it & click on **OK**. (If you are not sure of the name of the window, you can scan the list by clicking on the ‼ & ‿ to the right) If this item does not need any modifiers, make sure the Modifier Windows box is empty. Repeat for all necessary modifier options.

**Example:** The Sirloin Steak needs a temp, a starch, then a dressing choice:

- **Meat Temps**
- **Starches**
- **Dressing**

When a menu item needs more than one modifier option, you can add the modifier windows in any order, then sort them by clicking on the modifier window with the left mouse button & dragging and dropping the modifier windows in the order you want them to print on the prep slip.
ADDING MENU ITEMS cont.

On the **Prep Instruction** tab (This is optional):

Click on the white text block to get the cursor there, then type in how to prepare the item (*like drinks at the bar*) or just a general list of ingredients (*for food items so that the server can see if there is an ingredient that a customer is allergic to*)

Click back on the **Main** tab, then on **Save**
Repeat for any other items to be added or **Exit** to get out

** Once all new items have been added, you must do the following:

Click on **Menu**
Highlight **Menu Utilities**
Highlight **Build POS Windows** & click on it
ADDING MENU ITEMS cont.

Now we want to arrange how the items in that category appear in the point of sale.

Click on MENU
Then Highlight MENU SETUP
Then Click on MENU POS WINDOWS

Find the window you just added to & make sure the item(s) are there
(Find the window by clicking on the € to the right of the rectangle & then scanning the list by clicking on the € & ~ to the right)

Sort the items in the window by dragging & dropping until the window looks the way you want
Click on Save
Repeat for all windows
Click on Build Windows & watch them build
Click on Exit
EDITING THE ITEM OUT LIST

**Adding Items to the Item Out List:**

**IN DIGITAL DINING BACK OFFICE:**

1. Click on Menu
2. Highlight Menu Utilities
3. Highlight Change Item Out List & click on it

Click on the “” next to **Item** & type in the 1st few letters of the item you are looking for
Highlight the item, click on it, then click on OK
Click in the white box next to **Count** & type in how many of this item are left
Click on **Save**
Repeat for all items to be added to the Item Out List
Click on **Exit** when you are through

**Removing Items from the Item Out List:**

Click on Menu
Highlight **Menu Utilities**
Highlight **Change Item Out List** & click on it
Highlight the item to be removed from the item out list & double click on it
(the item will disappear from the list)
Repeat for all items to be removed from the Item Out List
Click on **Exit** when you are through
ADDING SALES TYPES

IN DIGITAL DINING BACK OFFICE:

Click on Menu
Highlight Menu Setup
Highlight Menu Sales Types & click on it

Click on Add
Type in the description, then hit the Tab key
Click on the ? next to Main Group & choose the appropriate main group
Click on the ? next to Check Print Mode & choose Standard (this means that if it has a price the item will print on the guest check; if it does not have a price, the item will not print on the guest check)
Click on Save
Repeat for all new sales types
Click on Exit when finished
**Step 1. Creating the POS Window**

In Digital Dining Back Office:

Click on **Menu**
Highlight **Menu Setup**
Highlight **Menu POS Windows** & click on it

Click on **Add**
Type in the description, then hit the **Tab** key
Click on **Save**
Repeat for all new POS windows
Click on **Exit** when finished

**Step 2. Adding the POS Window to the Point of Sale Screen**

In Digital Dining Setup:

Click on **Windows**
Highlight **Windows of Windows** & click on it

Click on **Next** until you find the Window of Window you want to add this POS window to *(these Windows of Windows are the buttons across your top panel at the Point of Sale, i.e. Food, Liquor, Beer, etc.)*

Click on the ″ next to the box where you want to add your new POS Window
Type in the 1st few letters of the name of the POS Window you are adding. Highlight it & click on **OK**

Click on **Save**
Repeat for all new POS Windows
Click on **Exit** when finished
ADDING A SPEED WINDOW
(OR ADDING TO IT)

IN DIGITAL DINING BACK OFFICE:

Step 1. Choose the Menu > Menu Setup > POS Windows.

Step 2. Find the Speed Window that you want to change or left click on Add.

Step 3. Name the new window (if you are adding, then) left click on the Insert button and find your menu item. You will have to do this for each individual item you want to add.

Step 4. Left click on Save and Exit.

Step 5. If you do not currently have a Speed Window loaded on your POS, you need to do it now. In Digital Dining Setup, choose Register Definitions from the Registers drop-down menu.

Step 6. Find your POS that you want to use the Speed Window. Left click on the Defaults tab.

Step 7. Speed Window 1 will be on the right of the screen at the POS. Speed Window 2 will be on the left at the POS. Speed Window 2 is typically only used on a bar terminal. Left click on the arrow next to the window you want to assign and find the name of the window you want to use. Left click on Save and Exit.


Step 9. Choose Menu Utilities from the Menu drop-down menu and left click on Build POS Windows. Left click on the Build Windows button. When it is finished, Exit.

WINDOW OF WINDOWS DEFINITIONS

IN DIGITAL DINING SETUP:

Step 1. Choose Window of Windows from the Windows drop-down menu.

Step 2. Find the Window you want to add to or change and left click on Add.

Step 3. Name the new Window and left click on View.

Step 4. Find the original Window and make any changes you want to make by left clicking on the button with the dot in it and choosing the item you want to appear in the Window.

Step 5. Left click on Save and Exit.
SENDING DD MAIL

SENDING MAIL TO 1 PERSON:
In Digital Dining Back Office:

Click on Staff
Highlight Staff Members & click on it.

Click on Find in the upper left corner.
Type in the first few letters of the last name, highlight the name you are looking for (in the box to the right), then click on OK (or simply enter the staff id in)
Click on the Message tab

Click on the white box to get the cursor blinking on the message pad, then type in the message you want to send.
Click on Save
Repeat for all others that you want to send a message to, then click on Exit to get out.

SENDING E-MAIL TO AN ENTIRE DEPARTMENT OR ALL EMPLOYEES:

Click on Staff
Highlight DD Mail & click on it
Digital Dining automatically comes up to the Quick Message
Click on the white message pad & type in the message
Click on the Department tab & include or exclude the appropriate departments
Click on the Rating tab & include or exclude the appropriate rating levels
Click on the Security tab & include or exclude the appropriate security levels
Click on the Availability tab & include or exclude the appropriate availabilities
Click on Send to send the mail
Repeat or click on Exit

CLEARING DD MAIL:

Click on Staff
Highlight DD Mail & click on it
Click on the ? to the right of Quick Message & choose Clear Messages
Click on Send, then Exit
(Keep in mind that this clears ALL mail)
ADDING STAFF

In Digital Dining Back Office:
Click on Staff
Highlight Staff Members & click on it
(You will automatically come up to #1 –Digital Dining)

Click on Add on the top bar
On the Main tab:
Digital Dining will automatically go to the next available number & the cursor will be blinking on the first name
Type in the First Name, then hit the TAB key on your keyboard
Type in the Last Name, then hit TAB
Type in the Report Name or just hit TAB to accept the default from Digital Dining. (By default this is the last name)
Type in the POS Name or just hit TAB to accept the default from Digital Dining
This is the name that appears on the guest check, so if William goes by Bill, type it in here. This is also the name that appears on the POS screens. To save confusion, we suggest also using a last initial here. i.e.; Bill S)

At Security, click on the ? to the right of the rectangle & choose the appropriate level
System Administrator = Can do anything & everything
Staff = Can do nothing that is passworded
Shift Supervisor = Can only access passworded functions at the Point of Sale (can not access Back Office or Setup)
Manager = Can access passworded functions at the Point of Sale along with limited access to Back Office

Enter the Password for this person
Verify that the employee status is set to active.
Starting Date is optional.

Enter the Payroll ID for this person (optional), then hit TAB
Enter the Overtime Method for this person (Click on the ? to the right of the rectangle to get the list) , then hit TAB
Make sure the box next to the word Active is Ö’d
Enter the Address & Phone Number (optional)
On the **Personal** tab:

Here is where useful information about an employee is entered. You will quickly find out what info you need to enter. We suggest that you at least enter the phone number.

On the **Payroll** tab:

Here useful payroll information may be added. For labor accounting purposes, you must at least choose the PAY MODE. This information must be entered if you are using the Digital Dining payroll module.
ADDING STAFF cont.

On the **Availability** tab:

- Enter the Regular Rate, and the Overtime Rate if applicable. Enter the Worker Rating for this person (Click on the ? to the right of the rectangle to get the list)

- Repeat for all departments necessary (To delete a department, click on the desired department and then click delete. This will only work if the employee has never logged in hours for this department. This will zero out the rates of pay as well)

- Verify which department is set to primary as this will be the default when this person clocks in.

- Click on **Save** at the bottom

- Repeat for all staff to be added.

- When finished, click on **View** to stay in Staff or **Exit** to get out.

This window allows management to quickly and easily check the availability of an employee. This is a great resource for last minute changes to the schedule.

On the **Department** tab:

To add the first department option, click on NEW, then click on the new space that has been added below the Department heading and select the desired department. Enter the Regular Rate, and the Overtime Rate if applicable. Enter the Worker Rating for this person (Click on the ? to the right of the rectangle to get the list)

Repeat for all departments necessary (To delete a department, click on the desired department and then click delete. This will only work if the employee has never logged in hours for this department. This will zero out the rates of pay as well)
TO PURGE INACTIVE STAFF
This should only be done once a year after the year has been closed out!!

IN DIGITAL DINING BACK OFFICE:

Step 1. Choose Staff then Staff Members.

Step 2. Look at all Staff Members and uncheck the Active box for those you want to remove. When you are finished, click on Exit.

Step 3. Choose Staff Utilities from the Staff drop-down menu.

Step 4. Choose Purge Inactive Staff.
ADDING ACCOUNTS RECEIVABLES

In Digital Dining Back Office:

**Step 1.** Be sure that Account Types are setup

Click on **A/R**

Highlight **A/R Account Setup**

Highlight **A/R Account Types** & click on it

Click on **Next** to scan through the list

If you need to add an account type, click on **Add**

Enter the description for the Account Type & hit **Tab**

Click on the ? next to the receipt type & choose **All**

If this Account Type is tax exempt, click on the¨ next to **Tax Exempt** so that an x appears in it

Click on **Save**

Repeat for any other Account Type to be added

Click on **Exit** to get out

**Step 2.** Add the new account

Click on **A/R**

Highlight **A/R Accounts** & click on it

Type in the account number for this account (you must create an account number; the system will not automatically assign one)

Type in the account name (i.e. Mike Wolf)

Type in the Sort Name (Wolf if you want to look up this account by last name or Mike if you prefer to look up this account by first name)

Choose the account type (click on the ? next to Account Type to get the list)

Type in the credit limit (if there is one – this means that once the credit limit is reached, a manager’s password will be required to charge to the account)

Type in the contact information (this information is optional)

Type in the address

Type in the phone number (this information is optional)

Type in the fax number (this information is optional)

If a manager approval is required to charge to this account, click on the¨ next to **Limit Use** so that an x appears in the box

Click on **Save**

Repeat for all accounts to be added

Click on **Exit** when finished
ACCOUNTS RECEIVABLES TRANSACTIONS

Entering a Payment Against an Account
In Digital Dining Back Office:

Click on A/R
Highlight A/R Account Transactions
Highlight A/R Standard Transactions & click on it

Click on Add
Click on the description block to the right & type in “Payment”
Click on the ? next to Account Name, highlight the correct account & click on it
Click on the ? next to Transaction Type & choose Payment
Click on the ? next to Transaction Age & choose Auto Selection
Enter the transaction date (the date payment was received)
Click on the ? next to Batch Name & choose Single Use
Enter the amount received
Enter a reference number (such as the check number)
Enter the details for this payment (if there are any)
Click on Save
Repeat for all other payments to be entered
Click on Exit when finished
ACCOUNTS RECEIVABLES TRANSACTIONS cont.

Entering a Debit Against an Account
(This would be used if you needed to add to the outstanding balance, for example if for some reason a guest check in the dining room was never charged to this account)

Click on A/R
Highlight A/R Account Transactions

Highlight A/R Standard Transactions & click on it

Click on Add
Click on the description block to the right & type in "Debit"
Click on the ? next to Account Name, highlight the correct account & click on it
Click on the ? next to Transaction Type & choose Debit
Click on the ? next to Transaction Age & choose Auto Selection
Enter the transaction date (the date debit was for)
Enter the amount of the debit
Enter a reference number (if there is one)
Enter the details for this debit (the reason a debit is being applied)
Click on Save
Repeat for all other debits to be entered
Click on Exit when finished

Entering a Credit Towards an Account
(This would be used if you needed to subtract from the outstanding balance, for example if for some reason a guest check in the dining room was charged to this account by accident)
ACCOUNTS RECEIVABLES TRANSACTIONS cont.

Click on A/R

Highlight A/R Account Transactions

Highlight A/R Standard Transactions & click on it

Click on Add

Click on the description block to the right & type in "Credit"

Click on the ? next to Account Name, highlight the correct account & click on it

Click on the ? next to Transaction Type & choose Credit

Click on the ? next to Transaction Age & choose Auto Selection

Enter the transaction date (the date credit was for)

Enter the amount of the credit

Enter a reference number (if there is one)

Enter the details for this credit (the reason a credit is being given)

Click on Save

Repeat for all other credits to be entered

Click on Exit when finished

** Once you are finished entering all of your transactions for the day you MUST do the following for these transaction to show up on the statements:

Click on A/R

Highlight A/R Account Transactions

Highlight Post A/R Batch & click on it

Click on the ? next to Batch Method & choose Single Use

Click on Post

Click on OK

Click on Exit
ADDING VOID REASONS

In Digital Dining Setup:

Click on Windows

Highlight Void Reasons Window & click on it

Click on Add
Type in the description of the new void reason & hit the Tab key
Select the password level for this reason

0 = A password is required, but any password will work (this is for tracking purposes)
N = No password is required
X = No one can use this void reason (you want to keep the reason for reporting purposes, but it is no longer in use)

If this void reason should subtract from inventory, click on the ¨ next to Affects Ingredients
If you want the cancelled order to print in the kitchen or at the bar, click on the ¨ next to Order Sent

Click on Save
Repeat for all new void reasons
Click on Exit when finished
ADDING DISCOUNT REASONS

In Digital Dining Setup:

Click on **Windows**
Highlight **Discounts Maintenance** then **Discount Definition** click on it

Click on **Add**

On the **Main** Tab:

Type in the description of the new discount reason & hit the **Tab** key

Select the password level for this reason

- **0** = A password is required, but any password will work (this is for tracking purposes)
- **N** = No password is required
- **X** = No one can use this void reason (you want to keep the reason for reporting purposes, but it is no longer in use)
ADDING DISCOUNT REASONS cont.

Choose the **Selection** by clicking on the ? (which items are included in the discount)

- **Last Ordered** = Just the very last item ordered will be discounted
- **Whole Order** = Everything on the check that meets all of the other criteria will be discounted
- **First Entry On Check** = Just the very first item ordered on the check will be discounted
- **Marked Items: Once** = Allows you to choose which item will be discounted (one per check)
- **Marked Items: Each** = Allows you to choose which items will be discounted (unlimited per check)

If special items are included in this discount, click on the " next to **Special Items**
If the tax should be backed off (meaning the customer only pays tax on the amount actually paid for), click on the " next to the appropriate tax code.

- **Tax 1** = Food
- **Tax 2** = Beverages
- **Tax 3** = Retail Items

If the customer pays the tax on the full amount before discount, then none of the tax rates should be checked.

If this discount is a percentage, click on the drop down box next to **Type**. Select **Percent**. If this discount is a set dollar amount or is an amount to be entered at the Point of Sale, select **Flat Amount**.

Enter the amount (If **Percent** is selected, this amount will be the percentage. If **Flat Amount** is selected, this will be the set amount to be deducted. If you want to enter the amount at the Point of Sale, check off the Prompt box.)

Enter the minimum discount amount (usually 0.00)

Enter the maximum discount amount (for example, with the dine around cards, if the discount is buy 1 entrée, get a 2nd entrée free, up to $20, the maximum should be $20.00. Otherwise, set the maximum to 999.99)

*On the Sales Type Tab:*

Be sure to include all sales types that apply & exclude all sales types that do not apply (for example, employee discounts generally do not include beer, wine or liquor, so they would be excluded.)

Click back on the **Main Tab**
Click on **Save**
Repeat for all new discount reasons
Click on **Exit** when finished
ADDING PAID OUT REASONS

**IN DIGITAL DINING SETUP:**

Step 1. Left click on Misc then on Paid Outs.

Step 2. Left click Add.

Step 3. Type in the description you want to use.

Step 4. Set the password level, if desired.

Step 5. Enter a cap for the maximum allowable paid out.

Step 6. Left click on the Save button. At this point you may continue to add new paid out reasons, or exit.

DEFINING SALES REPORTS

**IN DIGITAL DINING BACK OFFICE:**

Log On

Click on Register Reports

Highlight Sales Reports, then click on it

Click on Define in lower left corner

Click on Add
DEFINING COLOR PALLETS

IN DIGITAL DINING SETUP:

Step 1. Left click on Register Pallets from the Register drop-down menu.

Step 2. Find the pallet you want to change and left click on Add.

Step 3. Name the new color pallet and then left click on View.

Step 4. Go back to the original color pallet and left click on each button. This will enable you to choose custom colors for the button and the text.

Step 5. When you have chosen the colors you want left click on Save and Exit.

CHECK LAYOUT

IN DIGITAL DINING SETUP:

Step 1. Choose Layouts then Check Layouts.

Step 2. Find the Check Layout that you want to modify and click on Add.

Do not modify any Default layouts!!!

Step 3. Name the new layout “Backup” and left click on View.

Step 4. Find the original layout and make any necessary changes. For a list of tokens and what they mean, use p. 231-355 in your Digital Dining Setup Guide.

Step 5. Click on Save and Exit when you are finished.
RESTARTING THE CREDIT CARD SERVER

FROM THE DESKTOP:

Step 1. Left click on the DDCDSRV box at the bottom of the screen.

Step 2. Left click on the Command button on the right side of the box.

Step 3. Left click on the Start button on the right side of the box.

Step 4. Wait until the text box reads “Waiting for request” and left click on the minimize button (minus sign) in the top right corner of the screen.

IF THE COMMAND BUTTON IS GREY THEN YOU NEED TO:

1. HOLD DOWN THE CTRL AND THE ALT KEYS AND TAP THE DELETE KEY.
2. CLICK ON TASK MANAGER AND HIGHLIGHT THE DDCDSRV THEN CLICK END TASK.
3. UNPLUG CREDIT CARD MODEM (BLACK BOX ON THE PC WITH “DATACAP” WRITTEN ON IT).
4. PLUG IT BACK IN.
5. CLICK ON THE DDCDSRV ICON AND WAIT FOR THE TEXT BOX TO READ “Waiting for Request”.
6. LEFT CLICK ON THE MINIMIZE BUTTON (MINUS SIGN) IN THE TOP RIGHT CORNER OF THE SCREEN.
SHUTTING DOWN YOUR SYSTEM

*** WARNING: This should be done ONLY in extreme circumstances (i.e. your electrician needs to shut down the circuit or your entire system is locked up, which happens VERY RARELY.) Should you need to shut your system down, follow these directions exactly!!!

At EVERY Workstation:
Touch Exit Register (enter manager ID & Password, if necessary)
Touch Shut Down (enter manager ID & Password, if necessary)
Turn off your workstation when the screen displays the message “It is now safe to turn off your computer.”
Repeat for ALL workstations

On the Office Computer (the file server):
Click on each minimized program (the rectangles on the bottom of the screen) & close them by clicking on the X’s in the upper right corners of their boxes. (If you have Digital Dining’s credit card module, you will be unable to close this program, labeled DDCCSRV – this is the ONLY program that is okay to leave open before shutting down.)

Once ALL programs are closed, click on Start in the bottom left corner of your screen

Highlight Shut Down & click on it
Make sure that ‘Shut Down Computer?’ is checked
Click on Yes
Your Computer should now shut down all on its own.

To Restart Your Computer:
Hit the power button on your computer
The computer will automatically load all of the programs necessary to run Digital Dining.

Go To Each Workstation:
Turn the workstation back on.
The POS will restart itself, loading all of the programs necessary to run Digital Dining.
RESTARTING YOUR SYSTEM

**To Restart Your Computer:**

- Click on **Start** in the lower left corner of the screen
- Click on **Shut Down**
- Click on “**Restart the Computer?**”
- Click on **Yes**

The computer will go through the restarting process

**Go To Each POS:**

Exit the POS Register to the OS.
- Touch **Start** in the lower left corner of the screen
- Touch **Shut Down**

Touch “**Restart the Computer?**”
- Touch **Yes**

The POS will restart itself, loading all of the programs necessary to run Digital Dining