

A PROJECT GUIDE TO REZKU

POS

TICKETS

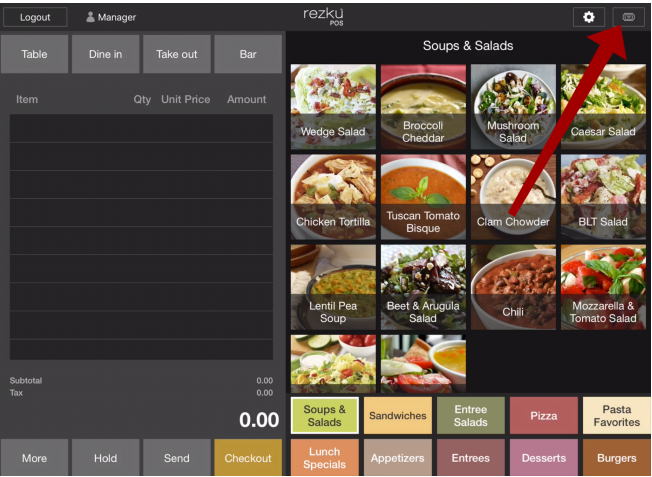
- Ticket List
- List View
- Tile View
- Order Statuses
- Opening Tickets
- Refunds
- Change Date
- Exit

Tickets

The Tickets screen is where you view and manage all your orders for the day.

Common tasks performed from the Tickets screen are resuming held orders, providing refunds and reprinting receipts.

To access tickets, tap the small icon in the top right corner that looks like a ticket.



Ticket List

ID	Names	Type/Status	Total	Date & Time
69-0000F	45	Cash	\$16.50	5/12/17 - 02:58PM
67-00004	45	Cash	\$4.50	5/12/17 - 02:54PM
67-00003	1 x Chili, 1 x Mug Root Beer, 1 x...	Cash	\$23.90	5/12/17 - 02:52PM
67-00002	Card 02 Test	Multiple	\$7.49	5/12/17 - 02:48PM
69-0000E	Tom	Cash	\$22.20	5/12/17 - 02:46PM
68-00004	M40	Cash	\$18.70	5/12/17 - 02:40PM
68-00003	1 x Mojito	Cash	\$10.50	5/12/17 - 02:38PM
68-00002	Ted	Cash	\$18.74	5/12/17 - 01:38PM
69-0000D	1 x Mediterranean, 2 x Bud Light...	Cash	\$28.75	5/12/17 - 01:36PM
69-0000C	1 x Grilled Chicken Alfredo, 1 x Le...	Cash	\$18.70	5/12/17 - 01:32PM
69-0000B	1 x Caesar Salad, 1 x 7up, 1 x Fre...	Cash	\$25.90	5/12/17 - 01:31PM
69-0000A	Card 01 Test	Card	\$52.25	5/12/17 - 01:29PM

The default view in Tickets is List View. Here you can see all of the day's cheques in order. The most recent at the top.

List View (Columns)

ID - Each transaction in Rezku POS is given a unique transaction ID.

Names - Depending on your Restaurant Settings, a numerical or text name may be required for orders. If none is provided, Names will show the items the guest ordered.

Type/Status - Shows order status. (See Below for a description of each status).

Total - Total for the order, in dollars.

Date and Time - When and order took place.

List View (Columns)

Logout

Manager

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POS

⚙

🔍 Search

Friday May 12, 2017

Orders

Tables

Change Date

New Order

List

Tiles

All Orders

My Orders

45

Cash

\$16.50

45

Cash

\$4.50

1 x Chili, 1 x Mug
Root Beer, ...

Cash

\$23.90

Card 02 Test

Cash+

\$7.49

Tom

Cash

\$22.20

M40

Cash

\$18.70

1 x Mojito

Cash

\$10.50

Ted

Cash

\$18.74

1 x
Mediterranean...

Cash

\$28.75

1 x Grilled
Chicken Alfre...

Cash

\$18.70

1 x Caesar Salad,
1 x 7up, ...

Cash

\$25.90

Card 01 Test

Card

\$52.25

1 x California
Chicken Club

Cash

\$8.75

Card 01 Test

Card

\$4.28

M37, M39,
M44

Cash

\$81.02

M37, M39,
M44, P26

Cash

\$314.00

2 x Busch, 1
x Blue Moon

Cash

\$15.00

Bob

Cash

\$8.03

In Tile View tickets are displayed as large boxes that are easy to tap. The most important information is displayed prominently.

Name, Number, Tables, or Items - Whichever is provided.

Order Status - Shows payment method or Open.

Total - Total of check in dollars.

Order Statuses

In List view and Tile view you will see various ticket statuses:

Open - Payment has not been completed. These are orders pending Checkout, such as tickets on Hold. To resume an open order, just tap on it. You can add more to the order or tap Checkout to take payment.

Canceled - Order was canceled. **Cancel** is under the **More** button, near the bottom of the order screen. Canceling an order requires manager authorization by default.

Awaiting Signature - When providing full service, this status indicates the guest's signed receipt must be accounted for. When completing these transactions, the credit tip amount needs to be entered. When completed the status changes to Card.

Card - A completed credit card transaction

Cash - A completed cash transaction

Check - Payment received as a check

Gift Card - A completed gift card transaction

Multiple - A split ticket or multiple payment methods were used

Settled - A completed transaction

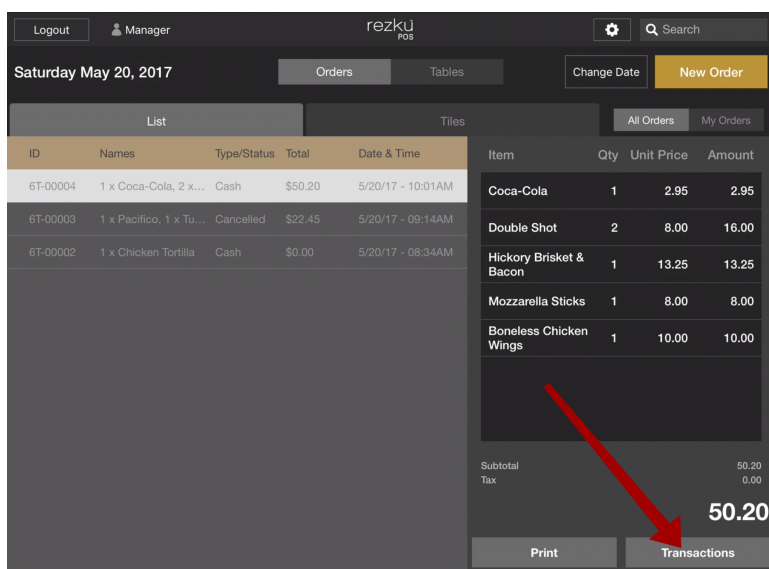
Reopening Tickets

Depending on the ticket status you have different options.

Tapping a ticket with an **Open** status reopens and takes you back to the New Order screen. From here, continue taking the order or tap **Checkout**.

Tickets with an **Awaiting** status need confirmation that the guest signed the receipt. Tap the ticket and enter the credit tip amount to complete the transaction.

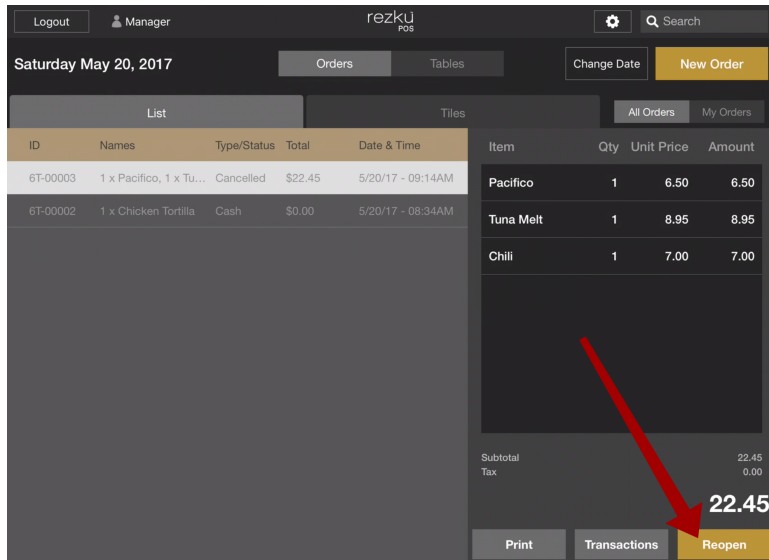
Canceled transactions can be reopened. Just tap on the ticket, then the gold Reopen button.



Continue the order just like any other. Add items or go to Checkout, it's not canceled anymore.

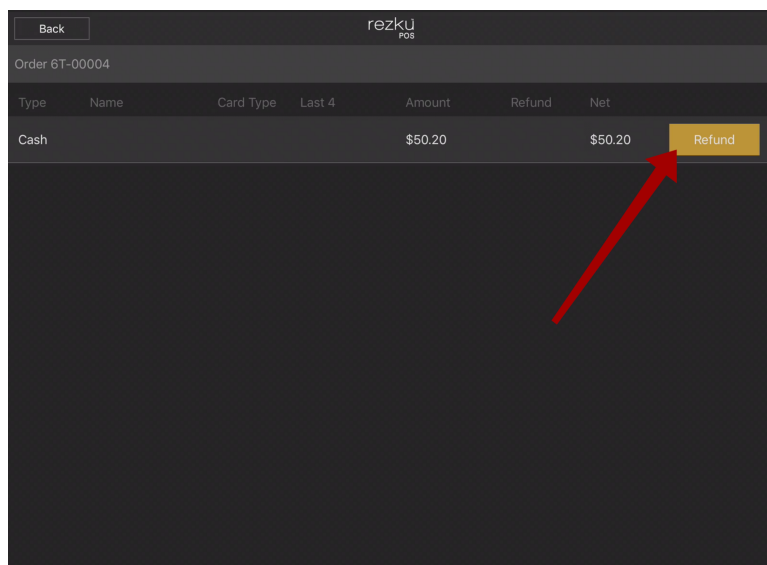
Refunds

To refund an order, tap the ticket and then tap the Transactions button.



The transaction view shows the unique order ID, payment method, and amount.

- To refund an order, **tap the gold Refund button** on the right.



After tapping the Refund button, a confirmation window appears.

Issue Refund?

Are you sure you want to refund this transaction in the amount of \$50.20?

Cancel

Refund

The transaction screen will record the negative amount, indicating a refund.

Order 6T-00004						
Type	Name	Card Type	Last 4	Amount	Refund	Net
Cash				-\$50.20		-\$50.20
Cash				\$50.20		\$50.20
						Refund

Tap the back button to return to Tickets.

Back

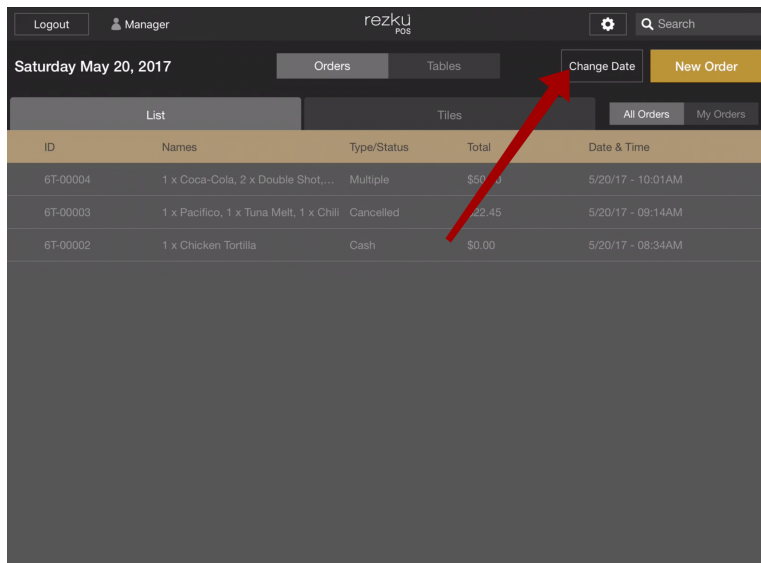
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Order 6T-00004

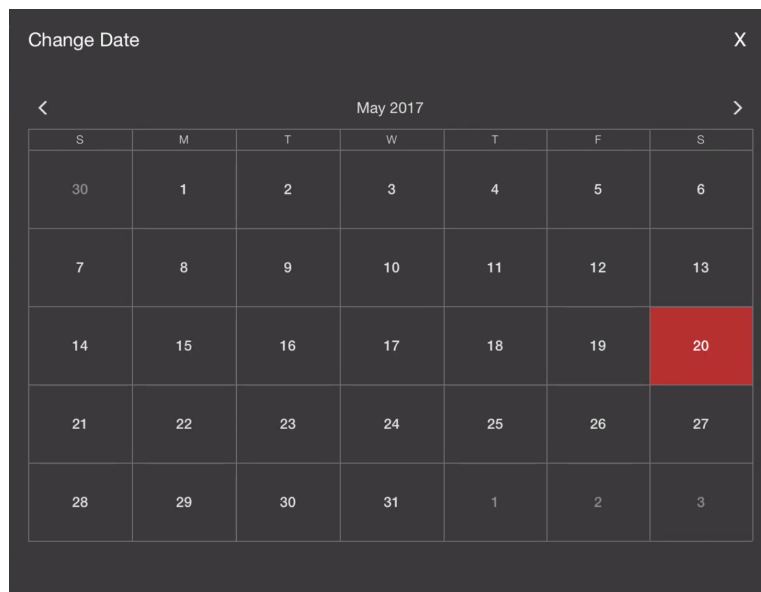
Type	Name	Card Type	Last 4	Amount	Refund	Net
Cash				-\$50.20		-\$50.20
Cash				\$50.20		\$50.20
						Refund

Change Date

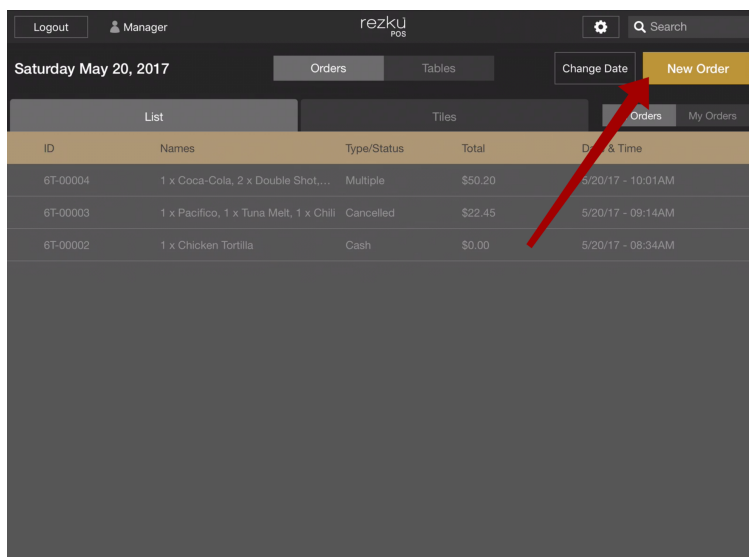
Tickets view will show you today's orders. To view the tickets from a different day, tap the Change Date button.



When the calendar opens, tap the day you'd like to view orders for.



Exit Tickets



- **Tap the New Order button** to exit Tickets and take your next order!