

GETTING STARTED CLOVER USER GUIDE

+1 888-510-5102 | info@silverwarepos.com | silverwarepos.com



LAUNCH AVRIO MOBILE

V 4 8 23

6

~

2

Use your access code or the quick access button to unlock the device, then proceed to launch the Silverware app.



E Choose Table	<u>م</u> ۲. ۵
1 Jane Presed 301 PM (12 days, 23tr, 42min)	\$9.00 #2505
2 Jane Preset 221 PM (12 days, 22min)	\$5.95 #2609
3 John Print 3 02 PM (12 days, 29v, 42mm)	\$4.95 #2808
4 Jane 2:22 PM (12 days, 22mm)	\$9.00 #2610
5	
6	
7	
8	
#10 Mobile 04 Upstairs	\Diamond

VIEW CHECKS

The app will show the default floorplan or lists of tables. To toggle between floorplans, use the bottom right corner arrows or swipe horizontally on the screen. To toggle between graphical or list mode use the square arrow button. To look up an order use the magnifying glass. To access more options, use the menu button on the top left corner.

LOG IN

E	nter Pas	sword:	
ОК	7	8	9
Back	4	5	6
Clear	1	2	3
Cancel	0	00	Agent

In order to access or place an order, you will need to log in. Use the keypad to gain access by typing your code (it will be the same you use on the POS). You will first need to be signed in on a terminal.

OPEN A TABLE



If you select a table you have permission to view, the Order Panel will come up. If the table is not occupied, the system will prompt you with a screen to assign the guest count. You may use either numeric or graphical mode by toggling using the square arrows at the bottom left corner.

OPEN A BAR TAB



While in the Bar Tab floorplan you may select the plus sign at the bottom of the screen to create a new bar tab.

OPEN A ORDER

E Choose Table	٩	t7	c
Jane Printed 51 PM (12 days, 23%, 42min)			\$9.00 #2606
2 Jahe Ponted 221 PM (12 days, 23min)			\$5.95 #2809
3 John Printed 3:02 PM (12 days, 23hr, 42min)			\$4.95 #2608
4 Jane 2.22 PM (12 days, 22min)			\$9.00 #2610
5			
5			
7			
8			
#10 Mobile 04 Upstairs		\langle	\bigcirc

≡	Choo	se Ta	ble				>	C
1 Jane 201 PM	Printe (12 dey	d 1, 2317,	43min	Sear	ch i			* 2008
2 Jane 221 PM	Printe (12 day	d 5, 23mi	4)					\$5.95 #2509
3 Johr	Printe	d n, 23hr,	42min)					\$4.95 #2508
4 Jane	12 day	s, 22mi	n)					\$9.00 #2610
q'v	v	e" 1	1	t a	y*	u'	i'	o" p
а	s	d	f	g	h	j	k	L
±	z	x	с	v	b	n	m	C3
7123		۲					1	Θ
	57			\sim			-	

Select the Table or Bar Tab. The order will open if you have adequate permissions and is not being locked by another user.

ORDER

	* Main Menu	٩
Appetizers	Vodka	Red Wine
Soups & Salads	Tequila	White Wine
Sandwich	Gin	Beer
Entree	Rum	Cocktails
Sides	Whisky / Scotch	Beverages
Desserts	Ginger Ale	RESTAURANT - RoF
Daily Specials		BAR - RoF
Brunch		CAFE - RoF
*()		♦♦>
Table: 54 &	1	\$25.93

To order items, press the desired item from the menu. As you progress, the amount of the order (bottom right) will increase accordingly. You may use the arrows in the bottom to cycle through guest/seat and courses. Once you are done you can swipe horizontally from right to left to get to the order detail window. You may also achieve this by pressing the total amount at the bottom right corner.

VIEW ORDER DETAILS



The Order Details window displays current and new items added to the order. This screen can be accesed by swiping right to left from the order screen. It is also possible to swipe horizontally to navigate the different screens (menu/ordering, order details, payment).



ADD MODIFIER

≡ (* [=	▼ Send
Seat: 1	Assign Client/Description
1 Shrimp Cocktail	\$9.00
Appetizer	
1 Cheesecake	\$4.95
Entree	
F 1 Hamburger	\$5.75
Medium	
	Subtotal: \$19.70
	Taxes: \$0.00
	Total: \$19,70

≡	A	•	Optional Modifiers	٩
Do N Mak	ot ie S	ee Serr	Hold for Prep	Split
- 18	din .		**ADD+*	···suo···
(K	eyboard	

Select the item to modify. Tap the 'Modify' button and the list of modifiers will display. Select all that apply and hit 'Done'. You will then see the item with the selected modifiers on the order detail window







TRANSFER

From within an order, go to the Menu at the top left corner and select transfer. The 'Move To' to window will appear with the options to transfer to another server, another order, or both. Select the action you wish to perform.

You can also transfer items from within the order. To do so, go to the 'Order Details' window, select the items to transfer and hit "Move < 2 >" at the top of the screen. You then select the action you wish to perform.



SPLIT BY PORTION

How many portions?OK789Back456Clear123Carcel000+/-

Within the 'Order Details' screen, tap the 'Move' button (arrows at the top of the screen). After tapping the total, hit the "Move" button. Select 'Split by Portions'. Enter the amount of checks you wish to divide the items by. A new check will be created for each portion.

SPLIT BY SEAT

Move To	= * =	Y Send
Move 1 Item(s) to Another	1 2 3	
Course	Chock: NSG_NUMBER_PENDING Tota	ul : 823.10
Seat/Guest	Guesst : 1 Grack Salud	Assign Clent/Description \$6.00
Check	+ 1 House Salad Ration Dressing	\$4.50 \$0.45
Split Check By	Appetizer	
Seat/Guest (Auto)	+ 1 Gaesar Salad SM	\$4.00
Portion	+ 1 French Orion Soup	\$5.49
Transfer To Another		Taxes: \$2.66 Totat: \$23.10
Ariother Server		
Another Order		
Both		<i>x</i>
Cancel		\$44.56

Hit the "Move" button and select 'Split by Seat/Guests'. Enter the amount of checks you wish to divide the items by and a new check will be created for each portion.

MOVE ITEMS TO DIFFERENT COURSE/SEAT

Move To	Move to Guest
Move 1 Item(s) to Another	Select the guest to which to move 2 item(s).
Course	Guest 1
Seat/Guest	Guess 2
Check	Carcol
Split Check By	Appelizer
Seat/Guest (Auto)	1 Sotte Chardonney
Portion	Entree
Transfer To Another	Dessert 1 Bottle Chardonnay
Another Server	1 Guness
Another Order	t MOD t Cerona
Both	1. PurpleCom Ban. Chips
Cancel	Image: Constraint of the second secon

Select the items from the 'Order Details' window you would like to move and then hit the "Move" button. Choose move the items by course or seat. Select the destination seat or course.

Move 1 Item(s) to Another Split Check By Transfer To Another

hich to move 2 itemist ۵)(۱۱)(۱۱)(۱۱) \$258.37

SPLIT BY CHECK

\$258.37

Select the items from the 'Order Details' window you would like to move and then hit the "Move" button. Choose move the items by check. Select the destination check. You may also create a new check with the selected items.

PAYMENT

Ξ	Print	Close	
Check	MSG_NUMB	R.PENDING Total: \$13.95	R PENDING Total

Credit / Debit



To get to the payment screen tap the "Pay" button from the order detail. You may also swipe horizontally to navigate the different screens (menu/ordering, order details, payment).



Enter amount: Cash (CAD)			
	\$	6	
\$19.70			
ОК:	7	8	9
Back	4	5	6
Clear	1	2	3
Cancel	0	00	+/-
	OK Back Clear Cancel	ок 7 Back 4 Clear 1 Cancel 0	S Ок 7 8 Васк 4 5 Сіеаг 1 2 Cancel 0 00

CREDIT/DEBIT TRANSACTION

Tap the Credit/Debit button. Select 'Pass' to Customer or Change the Amount to pay. Once you pass to the customer, they will have to confirm the amount to pay and include tip. The app will now give control of the transaction to the clover app which will request the card to be processed. Upon confirmation, the merchant slip will print, and the screen will show if the customer wants the receipt of the transaction.

OTHER PAYMENT OPTIONS

Pick Payme	nt Metho	bd	
BCLC			
Cash (GBP)		
Cash (USD)		
ETS GIR Ca	and		
Gift Certific	ate		
Givex			
PAYPAL			
Rounding A	djustme	nt	
Shift4 Gift	Card		
	1	1 and 1	Grand
		- Seriest	Cancel

You will also be able to process payment through different payment methods such as Room Post, On Account, or even Offline Payments such as Cash.

CLOSE

Ξ	Print	Close
Check	MSG_NUMB	R. PENDING Total: \$13.95

Credit / Debit



When you have collected the payment, hit the 'Close' button on the top right corner of the payment screen.



LOG OUT



To log out from a Clover, while in the floorplan view, hit the menu button on the top left corner. It should show your name. tap the cancel button to log out. If your name is not showing, you are not logged into the device.

Note: You will have to sign out from the POS at the end of the shift. Logging out from the clover does not log you out of the system.





+1 888-510-5102 | info@silverwarepos.com | silverwarepos.com