

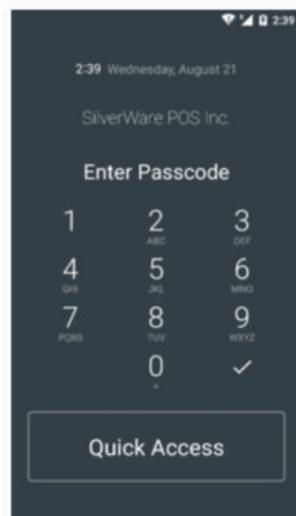


SILVERWARE
Advanced Hospitality Technology

GETTING STARTED CLOVER USER GUIDE

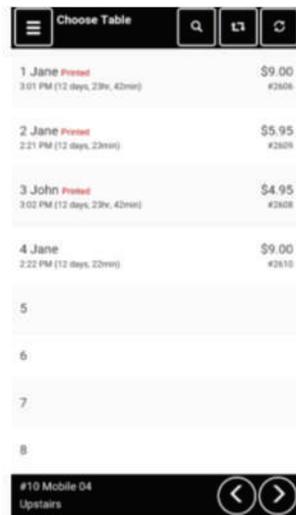
+1 888-510-5102 | info@silverwarepos.com | silverwarepos.com

LAUNCH AVRIO MOBILE



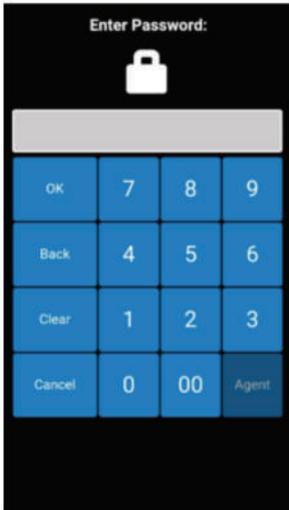
Use your access code or the quick access button to unlock the device, then proceed to launch the Silverware app.

VIEW CHECKS



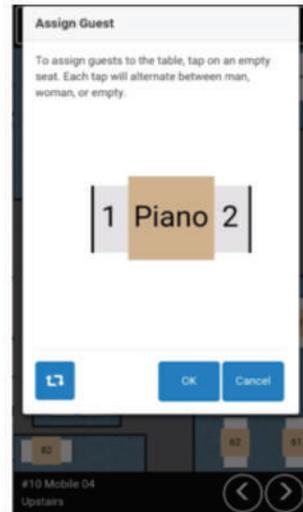
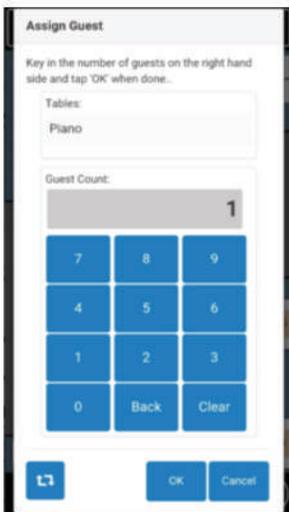
The app will show the default floorplan or lists of tables. To toggle between floorplans, use the bottom right corner arrows or swipe horizontally on the screen. To toggle between graphical or list mode use the square arrow button. To look up an order use the magnifying glass. To access more options,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

LOG IN



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



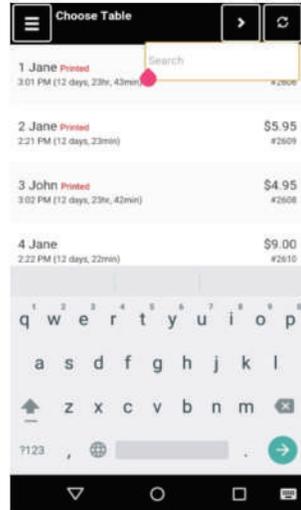
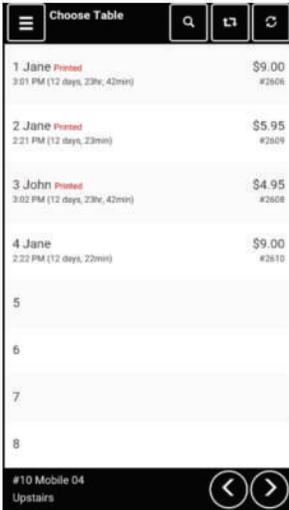
If you select a table you have permission to view, the Order Panel will come up. If the table is not occupied, the system will prompt you with a screen to assign the guest count. You may use either numeric or graphical mode by toggling using the square arrows at the bottom left corner.

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



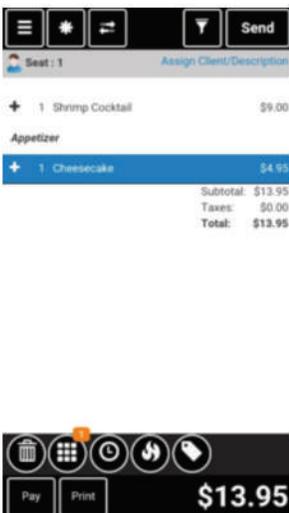
Select the Table or Bar Tab. The order will open if you have adequate permissions and is not being locked by another user.

ORDER



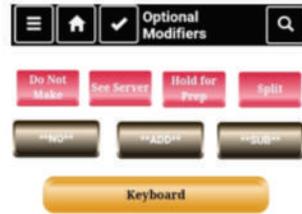
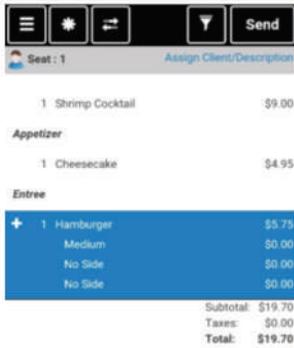
To order items, press the desired item from the menu. As you progress, the amount of the order (bottom right) will increase accordingly. You may use the arrows in the bottom to cycle through guest/seat and courses. Once you are done you can swipe horizontally from right to left to get to the order detail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

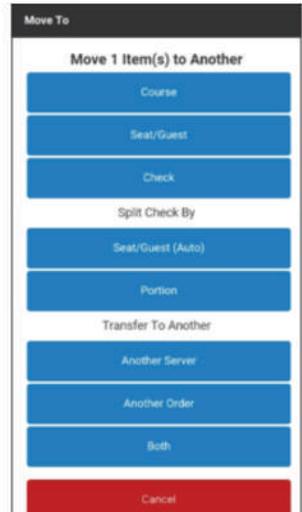
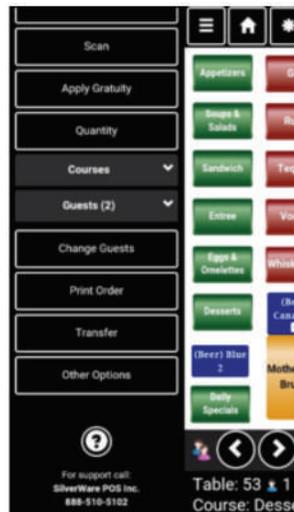
ADD MODIFIER



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



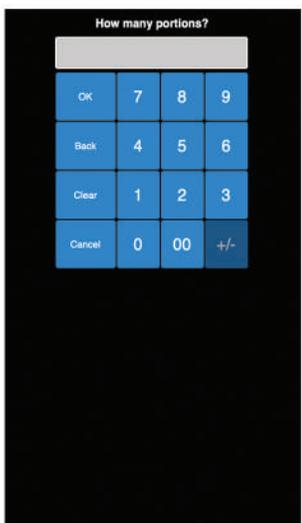
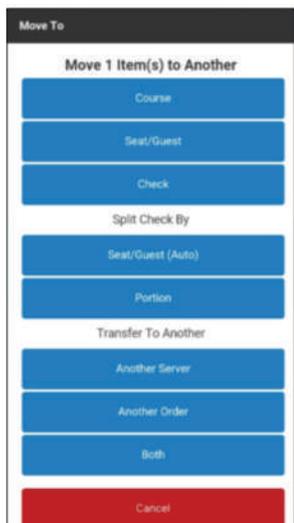
TRANSFER



From within an order, go to the Menu at the top left corner and select transfer. The 'Move To' 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 <↔>" at the top of the screen. You then select the action you wish to perform.

SPLIT BY PORTION



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

Move 1 Item(s) to Another

Course

Seat/Guest

Check

Split Check By

Seat/Guest (Auto)

Portion

Transfer To Another

Another Server

Another Order

Both

Cancel

Send

1 2 3

Check : MSG_NUMBER_PENDING Total : \$23.10

Guest 1

1 Greek Salad	\$6.00
1 House Salad	\$4.50
Italian Dressing	\$0.45
Appetizer	
1 Caesar Salad SM	\$4.00
Entrée	
1 French Onion Soup	\$5.49
Subtotal	\$20.44
Tax	\$2.66
Total	\$23.10

Pay Print \$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 1 Item(s) to Another

Course

Seat/Guest

Check

Split Check By

Seat/Guest (Auto)

Portion

Transfer To Another

Another Server

Another Order

Both

Cancel

Move to Guest

Select the guest to which to move 2 item(s).

Guest 0

Guest 1

Guest 2

Cancel

Appetizer	
1 Bottle Chardonnay	\$22.95
Entrée	
1 Bottle Chardonnay	\$22.95
Dessert	
1 Bottle Chardonnay	\$22.95
1 Guinness	\$5.35
1 MGO	\$4.65
1 Corona	\$5.35
1 Ginger Ale	\$3.25
1 PurpleCorn Ban, Chips	\$0.00

Pay Print \$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 course or seat. Select the destination seat or course.

SPLIT BY CHECK

Move To

Move 1 Item(s) to Another

Course

Seat/Guest

Check

Split Check By

Seat/Guest (Auto)

Portion

Transfer To Another

Another Server

Another Order

Both

Cancel

Move to Check

Select the check to which to move 2 item(s).

Check 2

Move to New Check

Cancel

1 Ahi Tuna	\$12.00
1 Ahi Tuna	\$12.00
Appetizer	
1 Bottle Chardonnay	\$22.95
Entrée	
1 Bottle Chardonnay	\$22.95
Dessert	
1 Bottle Chardonnay	\$22.95
1 Guinness	\$5.35
1 MGO	\$4.65
1 Corona	\$5.35
1 Ginger Ale	\$3.25
1 PurpleCorn Ban, Chips	\$0.00

Pay Print \$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



Check: MSG_NUMBER_PENDING Total: \$13.95

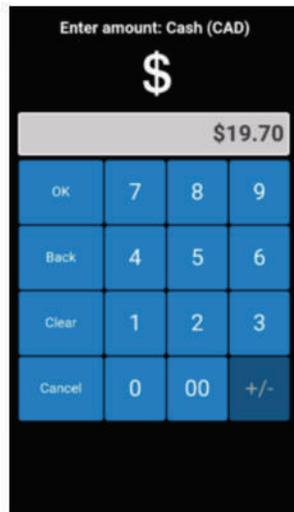
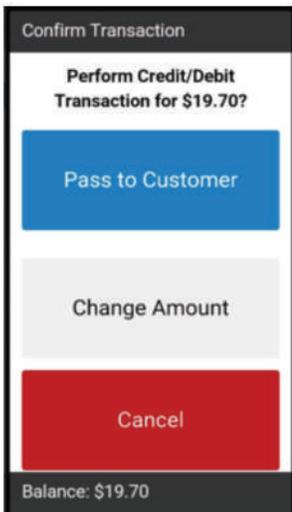
Credit / Debit



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).

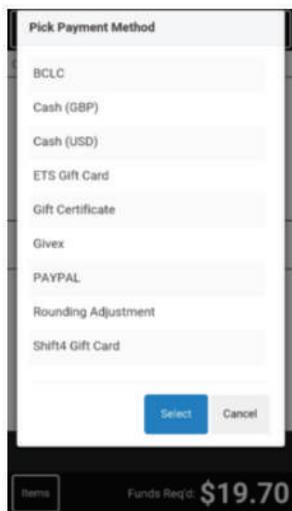


CREDIT/DEBIT TRANSACTION



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



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



Check: MSG_NUMBER_PENDING Total: \$13.95

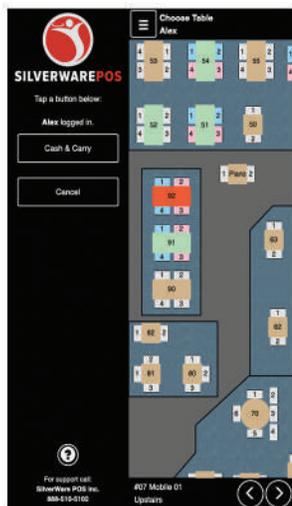
Credit / Debit



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



LOG OUT



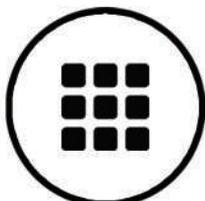
To log out from a Clover, while in the floorplan view, hit the menu button on the top left corner. It should show your name. tap the cancel button to log out. If your name is not showing, you are not logged into the device.

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.

LEGEND



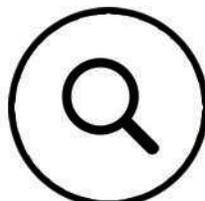
VOID



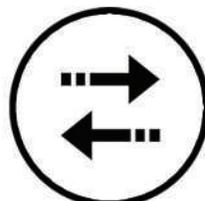
SELECT ALL



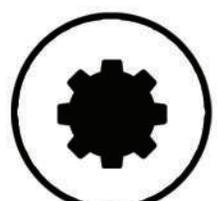
DISCOUNT



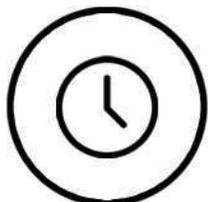
SEARCH



MOVE



MODIFY



HOLD



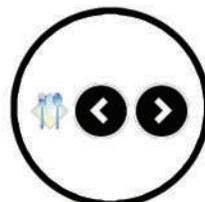
FIRE



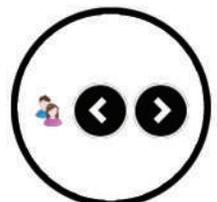
FILTER



GROUPS
(HOME)



MOVE BY
COURSE



MOVE BY
GUEST



BRING MORE
TO THE TABLE.