



SILVERWARE
Advanced Hospitality Technology

Clover Flex User Guide

Table of Contents

Purpose	3
Prerequisites	3
Software Minimum Requirements.....	3
Recommended Network Configuration.....	3
Screens on the Clover Avrio Mobile Order App.....	4
A. Floorplan Screen	4
Other Options on the Clover.....	5
B. Menu Order Screen.....	6
C. Order Detail Screen.....	7
D. Payment Screen.....	8
How to Place an Order	9
How to Discount an Order	12
How to Void an Order	13
How to Transfer an Order	14
Transferring to Another Server.....	14
Transferring to Another Order.....	15
How to Hold & Fire Item(s)	16
How to Split an Order	17
Split by Guest	17
Split by Portion	18
How to Pay for an Order	19
How to Refund an Order- When A Payment Exists.....	20
How to Refund an Order- Issuing A Refund.....	21
How to Disable Quick Access	22

Purpose

The purpose of this document is to guide you through the features and procedures of daily functions on the Clover Flex.

Prerequisites

Software Minimum Requirements

Avrio Version: v3.1902.1012 refresh 6

Avrio4.0 Version: v1.10.111.1

Semi-Integrated Version: v1.4.32.0

Clover APK Version: v1.12

Recommended Network Configuration

Refer to the 'Learn best practices for network performance and reliability' article on the Clover website (<https://www.clover.com/us/en/help/set-up-my-network-to-optimize-performance-and-reliability/>).

Network Best Practices

If your device is out of 3G connectivity range, you can set up your 3G service after the install using the Wireless Manager app.

Do have a Clover dedicated router

We recommend having a router that is dedicated to hosting Clover-related needs only, such as a Belkin N150. If you offer Wi-Fi for your customers or have other devices that need connection to the internet, please provide a separate router for them.

Do NOT use your neighbor's WiFi

If you are using your neighbor's Wifi solution and there is any disconnection, you will not have the ability to directly troubleshoot the issue. Your signal may also be weaker than if you had an internet source directly in your business' vicinity.

Do keep simultaneous activities low

High-traffic activity on the same internet Connection as your devices, such as streaming music or videos, can disrupt or delay your processing. Avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.

Do NOT use WEP if connecting Clover to a wireless network

For your added security, Clover Flex devices are only compatible with WPA2 networks. They are not be compatible with WEP networks.

Screens on the Clover Avrio Mobile Order App

When completing an Order on Avrio Mobile Ordering App for Clover, you will go through 4 Different Screens:

- A. **The Floorplan Screen** (where you select a table/tab)
- B. **The Menu Order Screen** (where you order the item(s))
- C. **The Order Detail Screen** (where you view the order)
- D. **The Payment Screen** (where you pay for the order)

A. Floorplan Screen

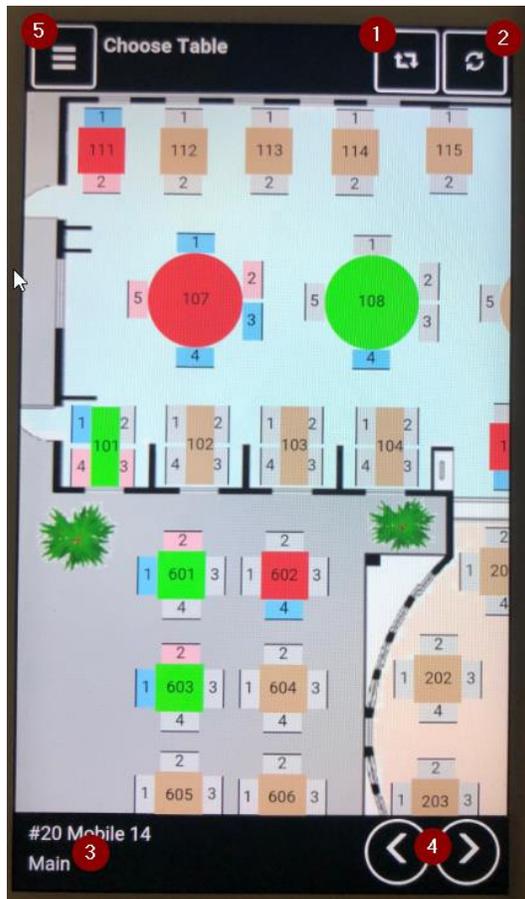


Figure 1A: Old Avrio4 Floorplan Screen



Figure 1B: New Avrio4 Floorplan Screen

- (1). View Mode: Switch between Table View and Order Tab View
- (2). Refresh Button
- (3). Floorplan: Allows to change floorplan
- (4). Floorplan: Allows to cycle through floorplans
- (5). More Options:
 - a. **Cash and Carry:** Brings up Order Window in Cash and Carry
 - b. **Cancel:** Logs out current User

Other Options on the Clover

1. On the Floorplan Screen, Choose the “Three Bars” Menu Icon on the Top Left
 - a. You can alternatively, go the Order Details Screen and choose More Options (three tabs at the top left)
2. Choose Other Options (**Figure 2A**)

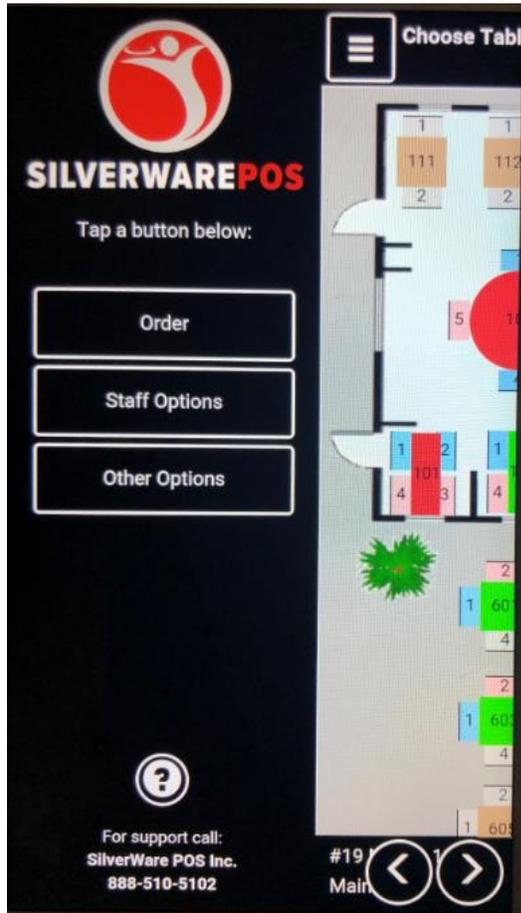


Figure 2A: More Options

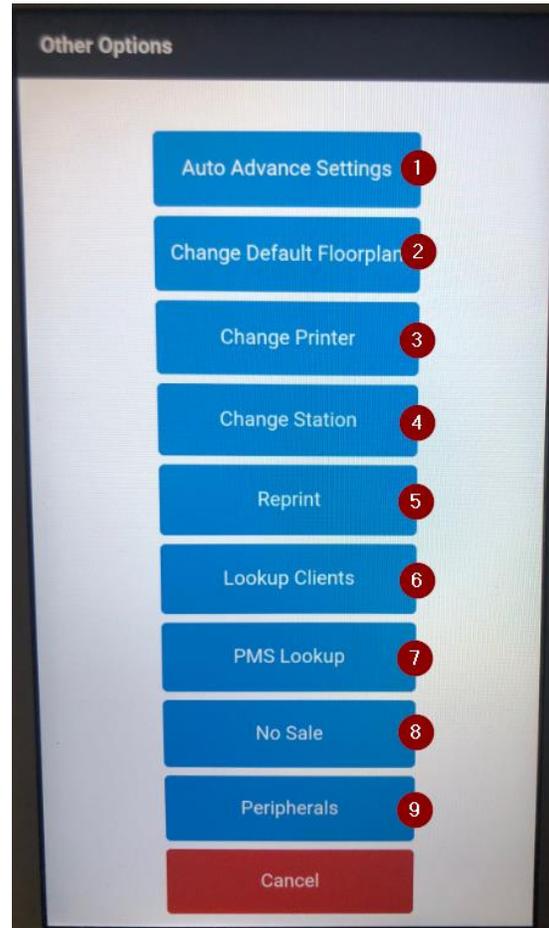


Figure 2B: Other Options

- Figure2B- (1).** Auto Advance priorities (i.e. Advance by Guest, then Course)
- Figure2B- (2).** Set the Default Floorplan
- Figure2B- (3).** Change the Receipt Printer for the Device
- Figure2B- (4).** Change the Station Number for the Device
- Figure2B- (5).** Reprint checks from Current Shift
- Figure2B- (6).** Look up On-Account Client
- Figure2B- (7).** Look up PMS
- Figure2B- (8).** Open Cash Drawer
- Figure2B- (9).** List Peripherals attached to the device

B. Menu Order Screen



Figure 3A: Old Avrio4 Menu Order Screen

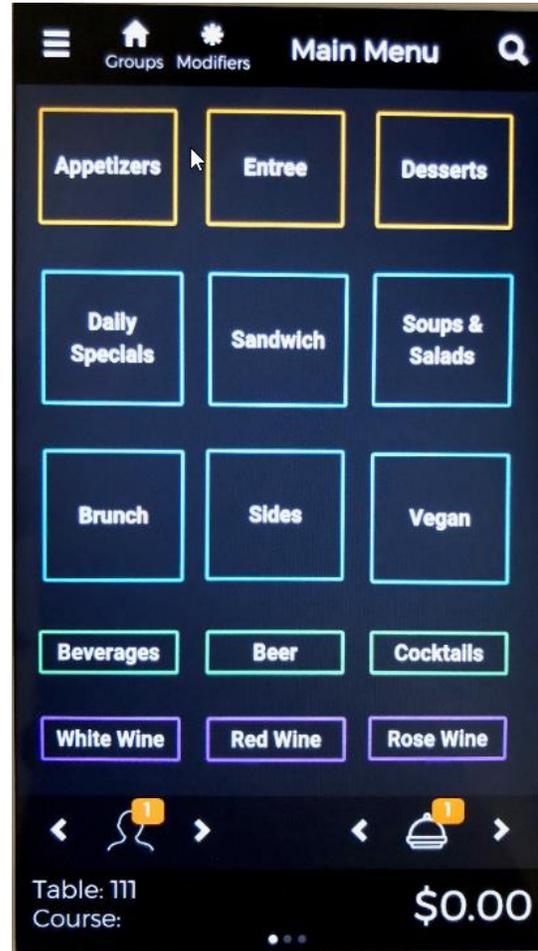


Figure 3B: New Avrio4 Menu Order Screen

- (1). Home Button: Return to Default Menu Group
- (2). Mods: Brings up Modifiers
- (3). Search: Lookup menu items
- (4). Guests: Toggle through each guest
- (5). Course: Toggle through each course
- (6). Amount: Total amount of check. Clicking this will take you to the Payment Screen

C. Order Detail Screen

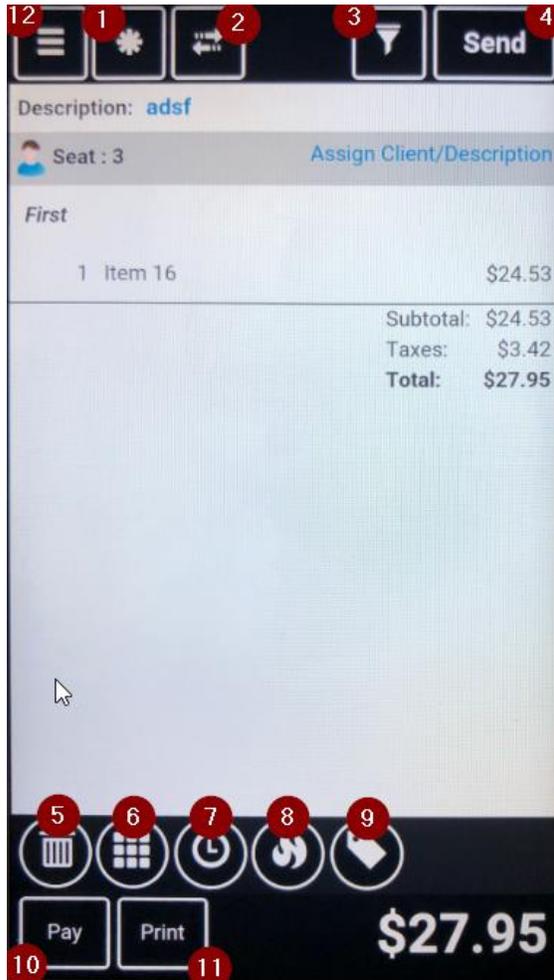


Figure 4A: Old Avrio4 Order Detail Screen

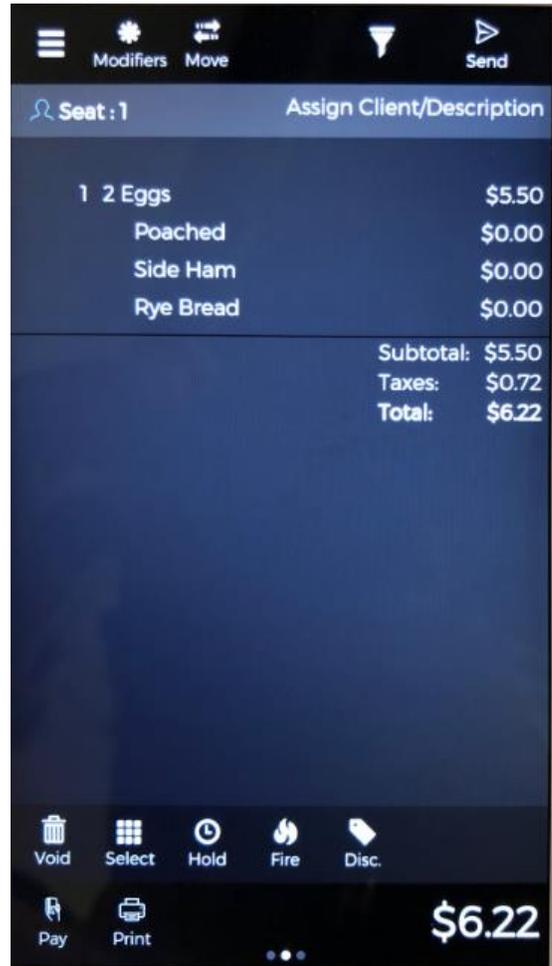


Figure 4B: New Avrio4 Order Detail Screen

- (1). Modifiers: Modify selected item
- (2). Move, Transfer, Split Payment
- (3). Filter: Filter by Held items or Pending Items
- (4). Send: Send order to Kitchen
- (5). Void: Cancel or Void Item
- (6). Select all items/ Un-select all items
- (7). Hold selected Item
- (8). Fire selected Item
- (9). Discount: Apply discount to selected item(s)
- (10). Pay: Opens Payment Window
- (11). Prints check

D. Payment Screen

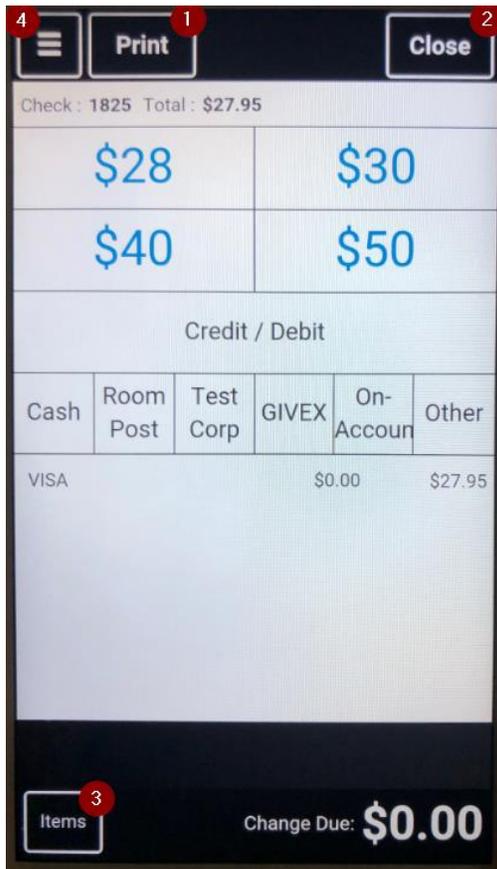


Figure 5A: Old Avrio4 Payment Screen

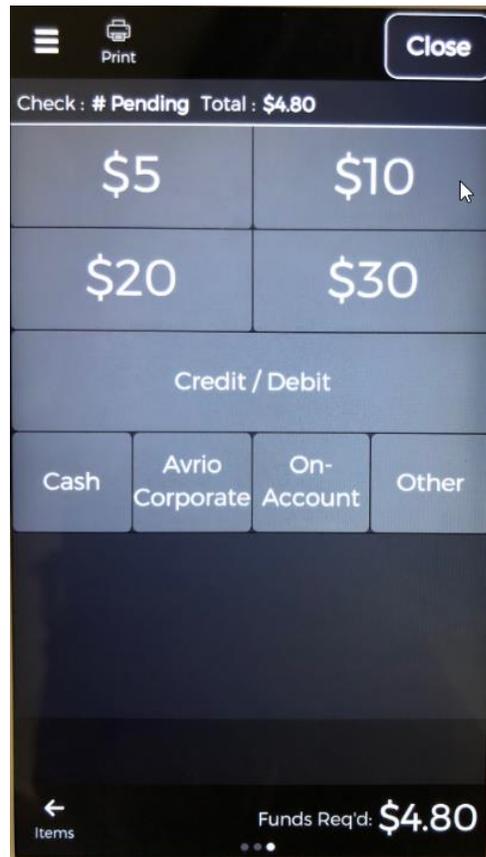


Figure 5B: New Avrio4 Payment Screen

- (1). Print: Prints Guest Check
- (2). Close: Close the Check/Order
- (3). Items: Opens Order View
- (4). More options:
 - a. **Cancel:** Cancels out of the order
 - b. **Print Order:** Prints Guest Check

How to Place an Order

1. To begin Placing an order, choose a Table and press OK

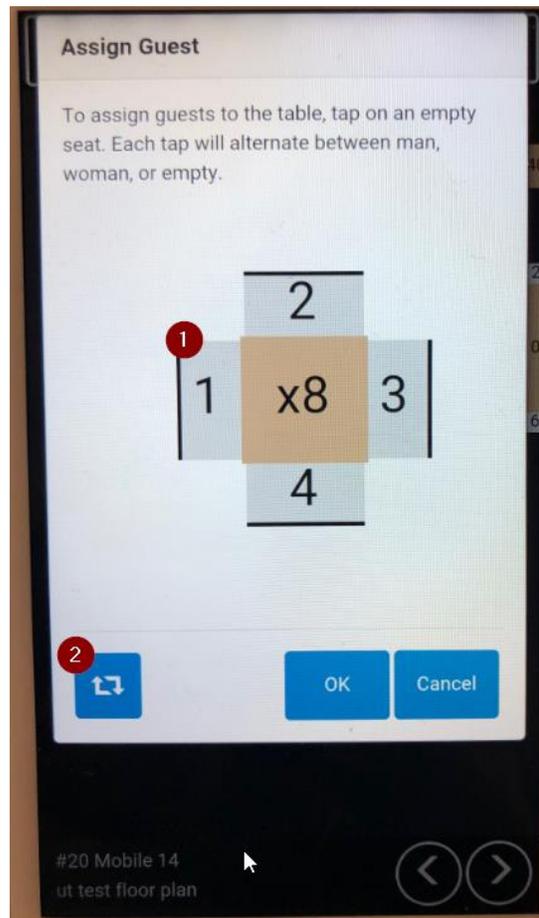


Figure 6: Graphical Mode

Figure6- (1) Enter number of Guests Choose number of Guests are where to Seat them

Figure6- (2) View Mode: Switch from Graphical Mode and Numerical Mode for guest count

2. Select the Menu item(s) you want order (**Figure7-1**)
3. After you place the order, Swipe the screen from **Right to Left**. This will bring up the *Order Detail Screen*.
 - a. You can also press the Dollar Amount to bring you to this screen (**Figure7-2**)
 - b. If you want to return to the Menu Order Screen, swipe from **Left to Right**.



Figure 7: Menu Order Screen

- 4. Once at the Order Detail Screen, Press Send to send the order to the Kitchen/Bar (Figure8-3)

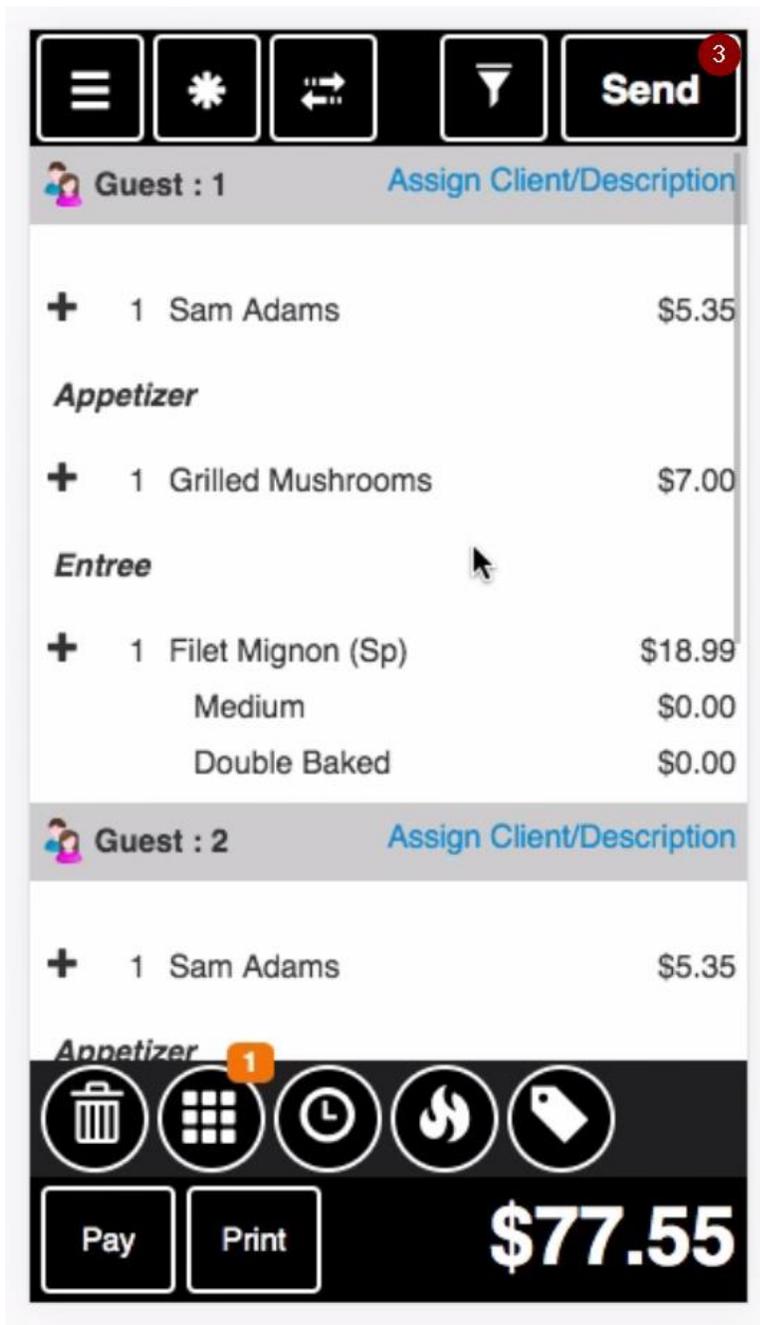


Figure 8: Order Detail Screen

How to Discount an Order

1. Select the item(s) you want to discount from the Order Detail Screen (**Figure9-1**)
2. Choose the Price Tag Icon (**Figure9-2**)
3. Choose Discount reason (**Figure10-3**)

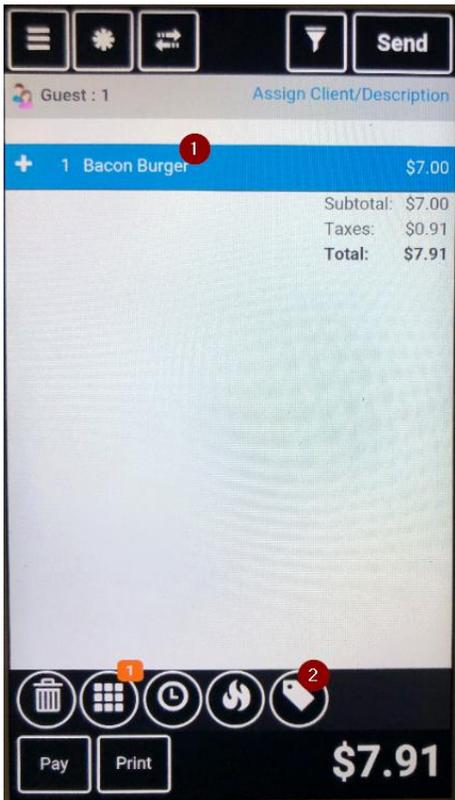


Figure 9

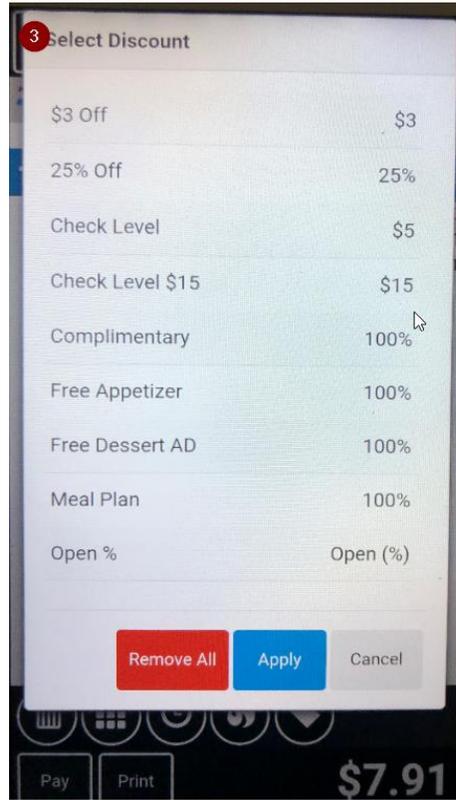


Figure 10

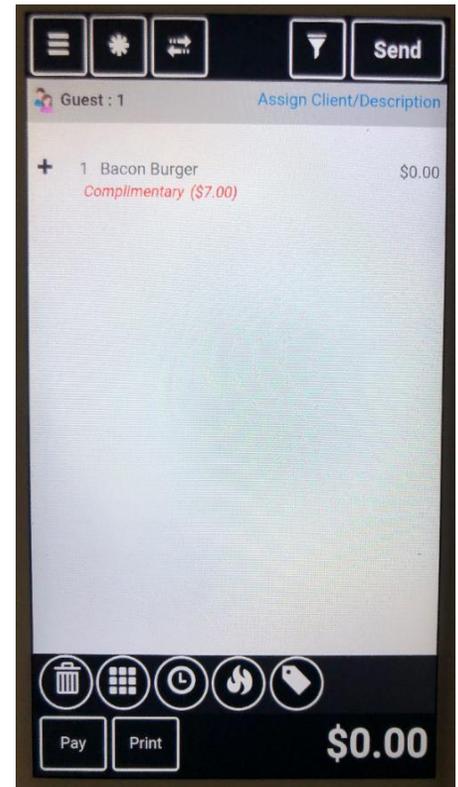


Figure 11

How to Void an Order

1. Select the item(s) you want to void from the Order Detail Screen (**Figure12-1**)
2. Choose trash can (**Figure12-2**)
3. Choose Void reason (**Figure13-3**)
4. Press Send (**Figure14-4**)

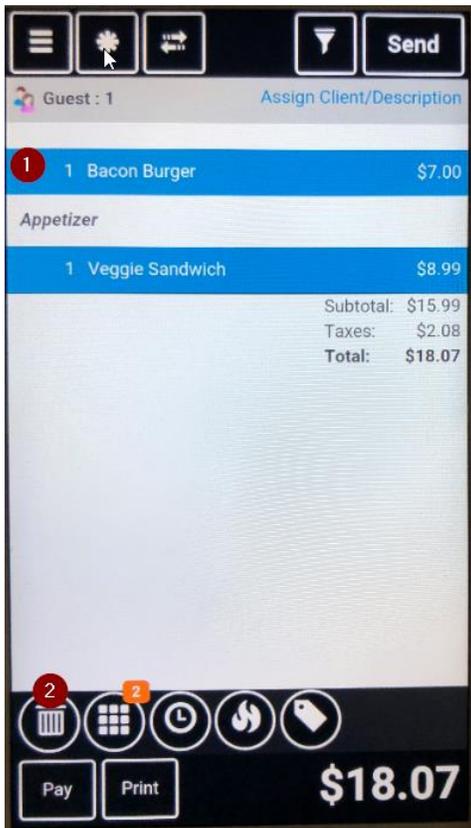


Figure 12

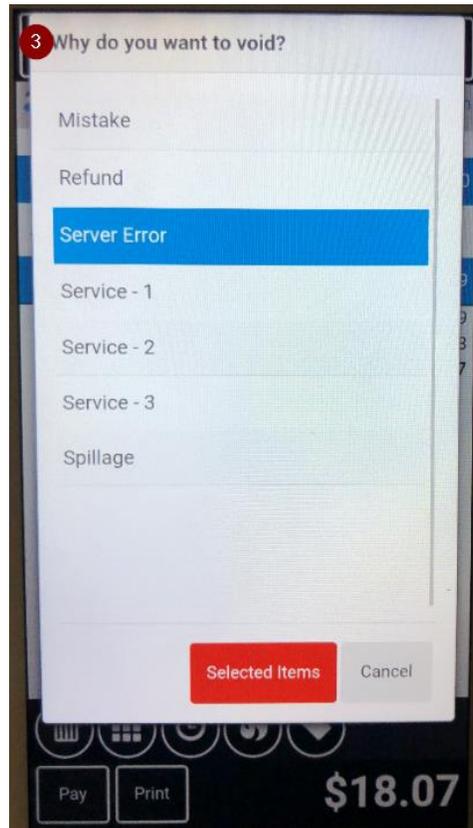


Figure 13

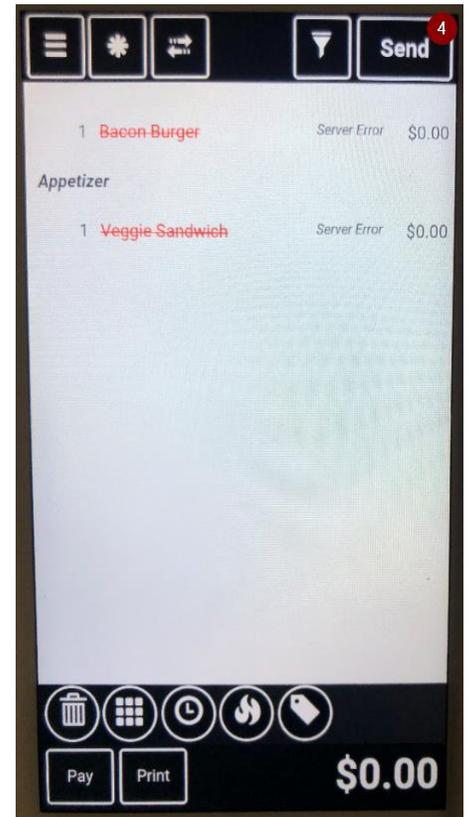


Figure 14

How to Transfer an Order

1. At the top of the screen, Press the Transfer/Move/Split Icon (**Figure15-1**)



Figure 15

Transferring to Another Server

1. Choose "Another Server" (**Figure16-1**)
2. Choose Either:
 - a. **Signed in User:** Enter Server number of the Employee you are transferring the order to (**Figure17-2**)
 - b. **Another User:** Find the user in the list (**Figure18-3**)

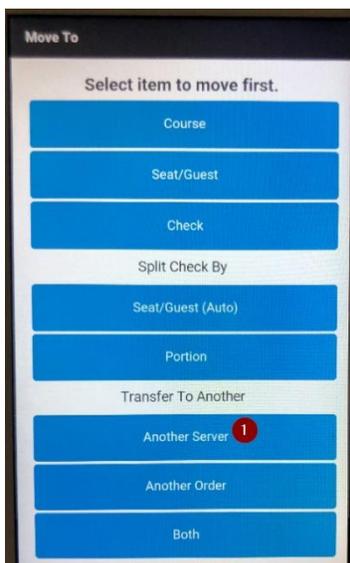


Figure 16



Figure 17

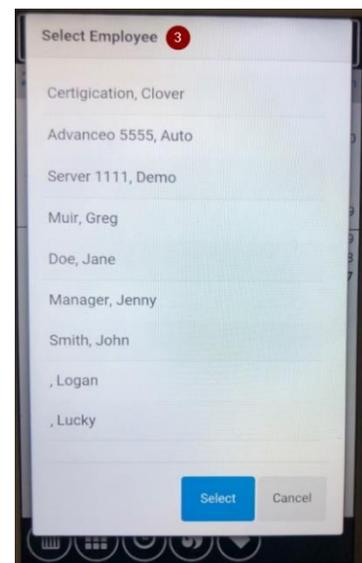


Figure 18

Transferring to Another Order

1. Choose "Another Order" (**Figure19-1**)
2. Choose Either"
 - a. Entire Order: Transfer all items to a new Table/Tab (**Figure20-2**)
 - b. Selected Items: Transfer selected item(s) to a new Table/Tab (**Figure20-3**)
3. Select the Table or Tab you want to transfer the order to (**Figure21-4**)

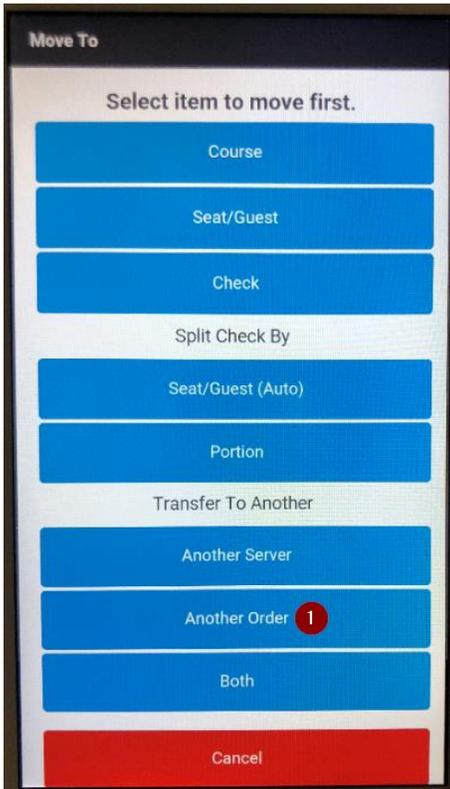


Figure 19

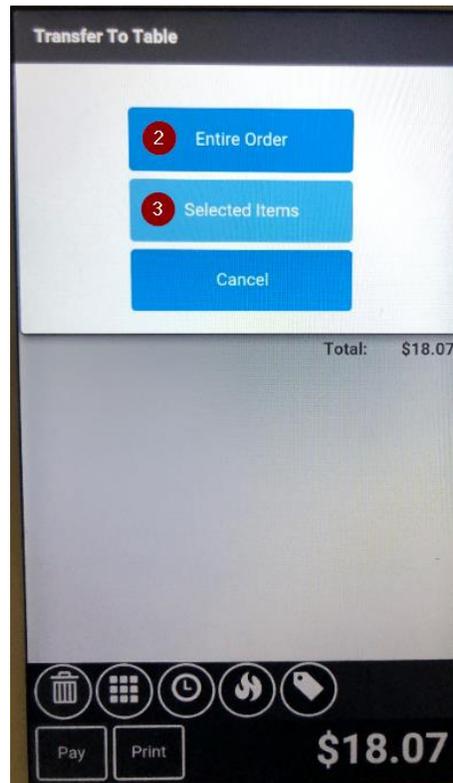


Figure 20



Figure 21

How to Hold & Fire Item(s)

1. Select the item(s) you want to hold from the Order Detail Screen (**Figure22-1**)
2. Press the “Hold Icon” (**Figure22-2**)
3. Press Send (**Figure22-3**)
4. When you are ready to Fire the items, open the table and select the held items (**Figure23-4**)
5. Press the “Fire Icon” (**Figure23-5**)
6. Press Send (**Figure23-6**)

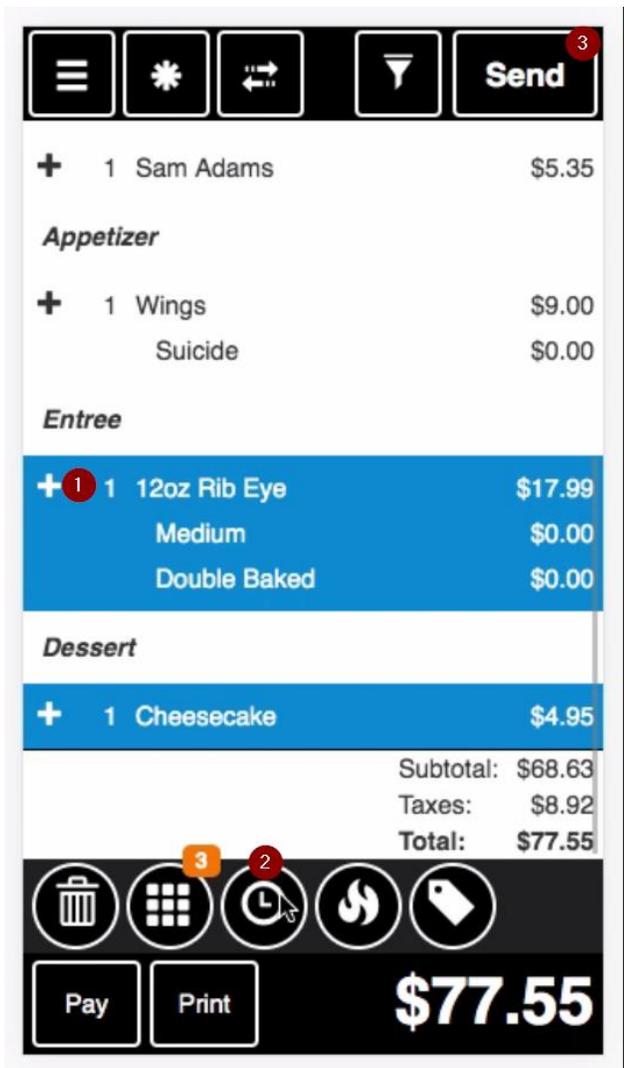


Figure 22

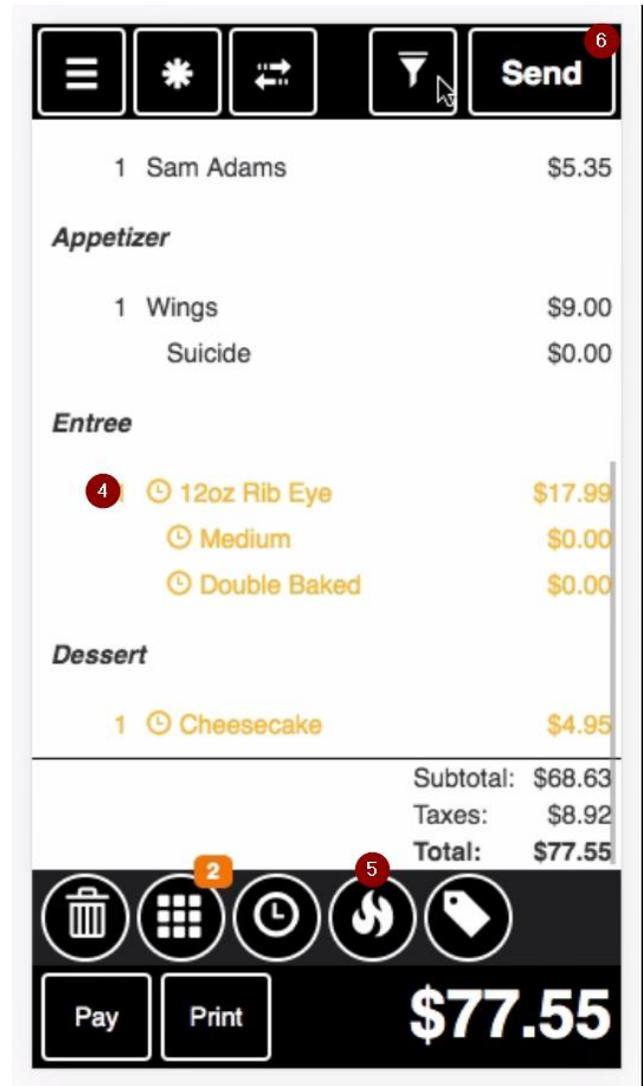


Figure 23

How to Split an Order

Split by Guest

1. Create an order under each Guest (**Figure24-1**)
2. Choose the Transfer/Move/Split Icon (**Figure25-2**)
3. Select “Seat/Guest (Avrio)” under “Split Check By” (**Figure26-3**)
4. Now, there are two Checks- one for each Guest. All orders have been split based upon which Guest the order was placed under. Check1 is for Guest1 (**Figure27-4**). Check 2 is for Guest2 (**Figure28-5**).

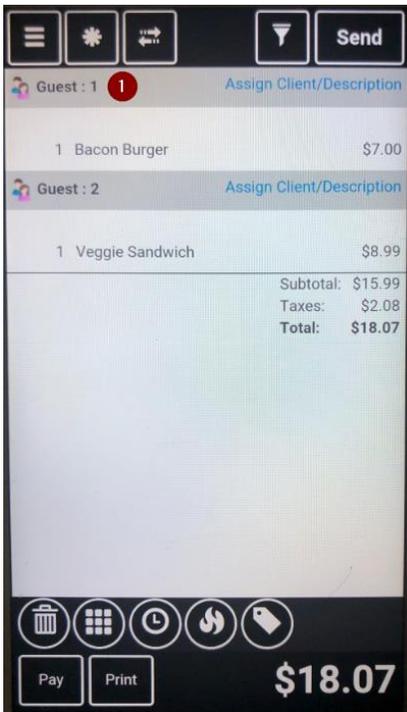


Figure 24

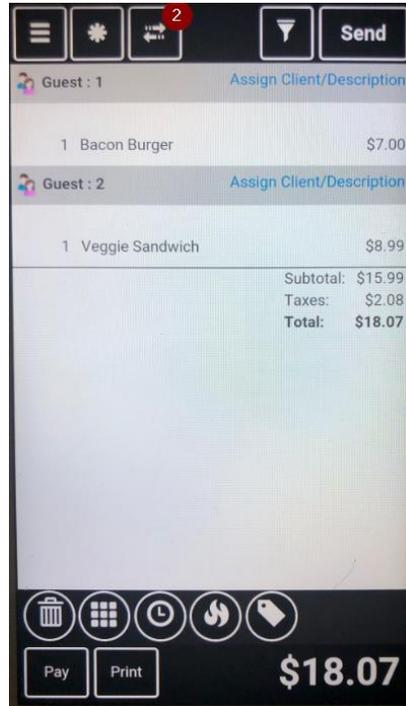


Figure 25

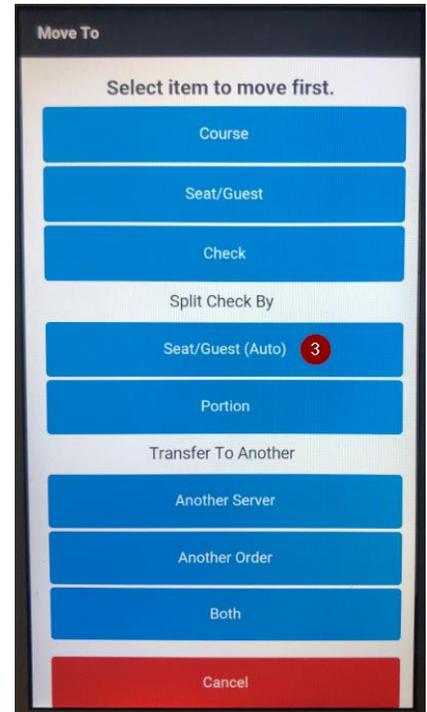


Figure 26

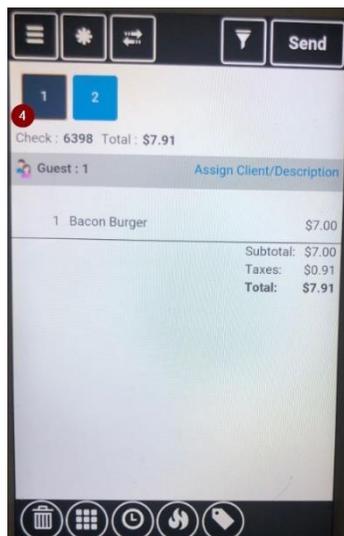


Figure 27

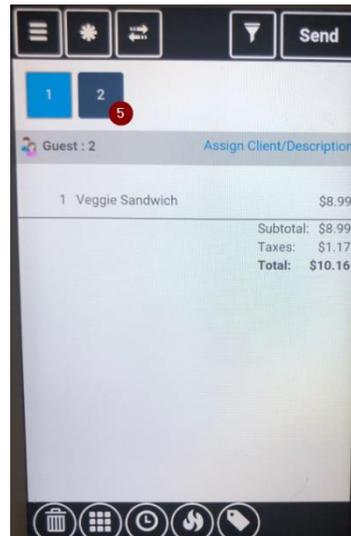


Figure 28

Split by Portion

1. If you want to share an Item among different guests, first Select the Item you want to share (**Figure29-1**)
2. Choose the Transfer/Move/Split Icon (**Figure30-2**)
3. Select "Portion" under "Split Check By" (**Figure31-3**)
4. Enter the how many Portions you want to split the item (**Figure32-4**)
5. The Item now will be split into the portions you selected under each guest (**Figure33-5**), (**Figure34-6**)

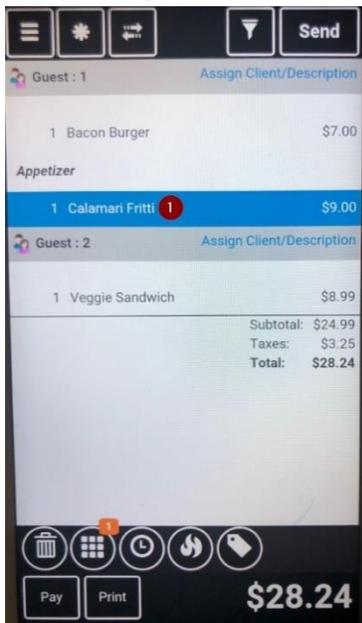


Figure 29

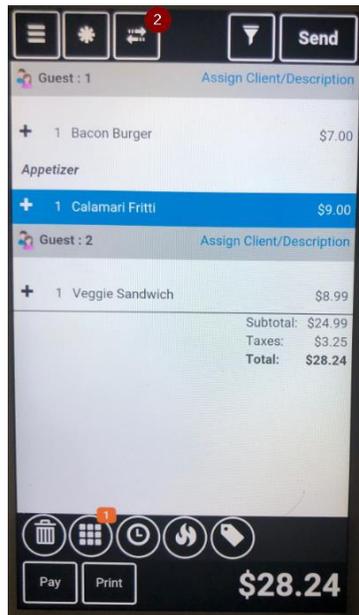


Figure 30

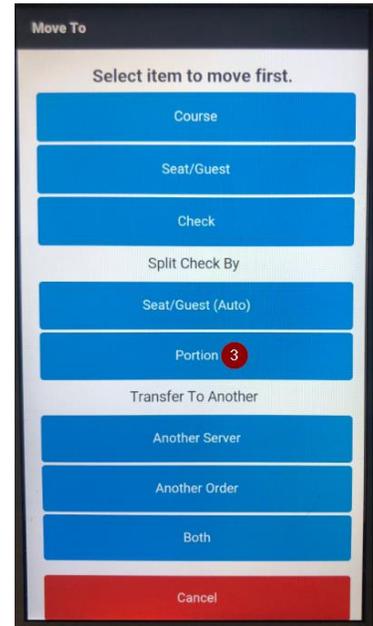


Figure 31



Figure 32

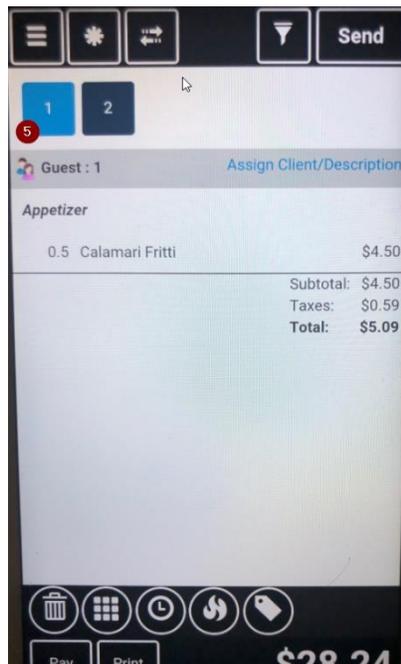


Figure 33

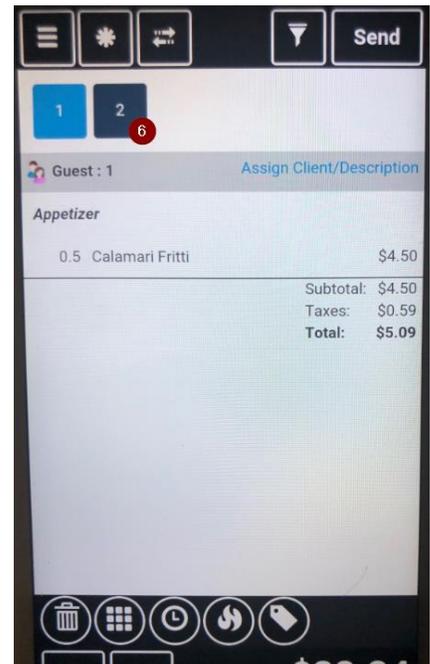


Figure 34

How to Pay for an Order

1. From the Order Detail Screen, Choose the Pay Button (**Figure35-1**)
 - a. Alternatively, Swipe the screen from **Right to Left** from the Order Detail Screen
 - b. Alternatively, Swipe the screen from **Left to Right** from the Menu Order Screen
2. Print: Print the Guest Check to provide to the client (**Figure36-2**)
3. Choose Payment Method (**Figure36-3**)
4. OPTOINAL: Remove Payment (**Figure36-4**)
5. OPTIONAL: Adjust Payment Amount (**Figure36-5**)
6. Close check (**Figure36-6**)

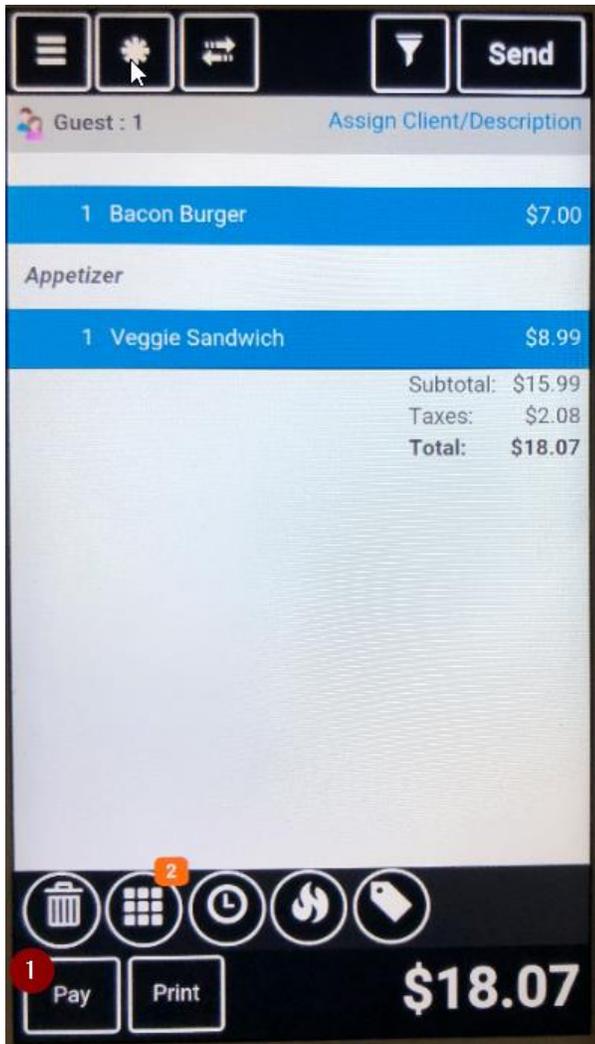


Figure 35

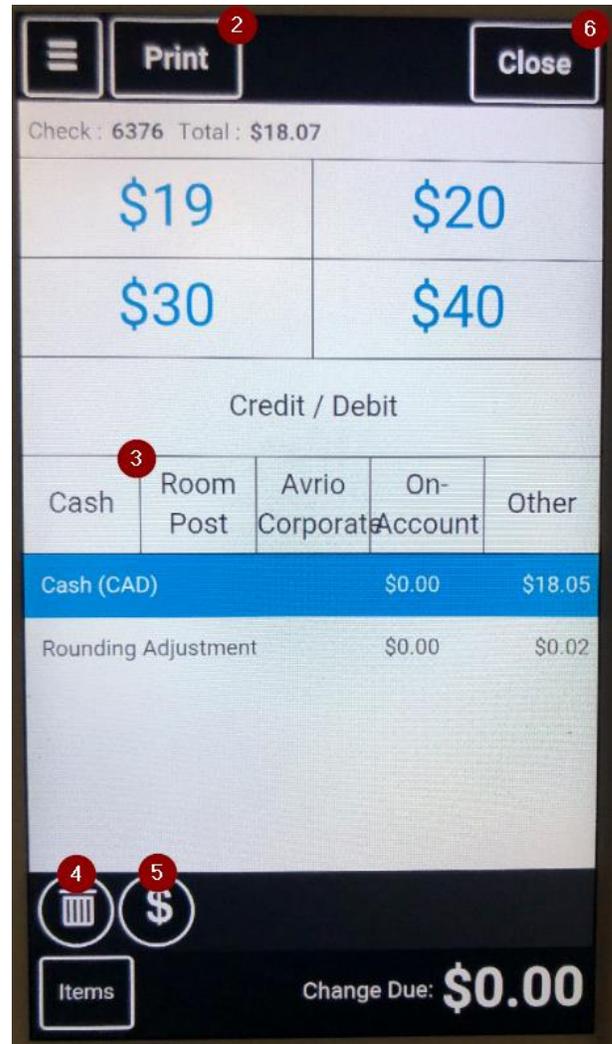


Figure 36

How to Refund an Order- When A Payment Exists

This is how to perform a Refund when there is already a payment on the check. For instance, the Customer pays with a MasterCard and they come back and say they want to pay with a VISA instead. By removing the MasterCard, it will automatically perform a Refund and add a negative payment. You can then use

1. Select the Payment (**Figure37-1**)
2. Choose the Trash Can Icon, and choose “Yes” to remove Payment (**Figure38-2,3**)
3. Choose “Yes” on the prompt to add an Equal Negative Payment (**Figure39-4**)
4. A Negative Amount will be Shown (**Figure40-5**)
 - a. This ensures the client has received the funds back on the card (**Figure40-5, Figure41-5**)
5. Apply a New payment to satisfy the Check Total

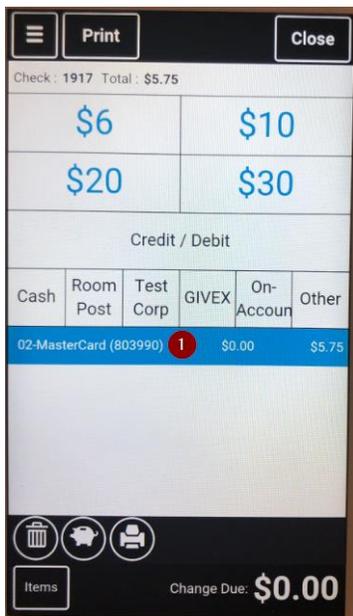


Figure 37

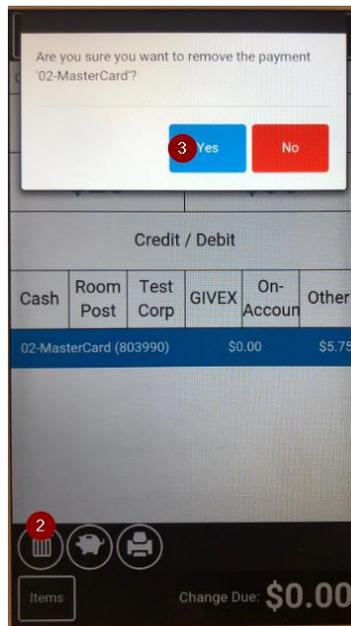


Figure 38

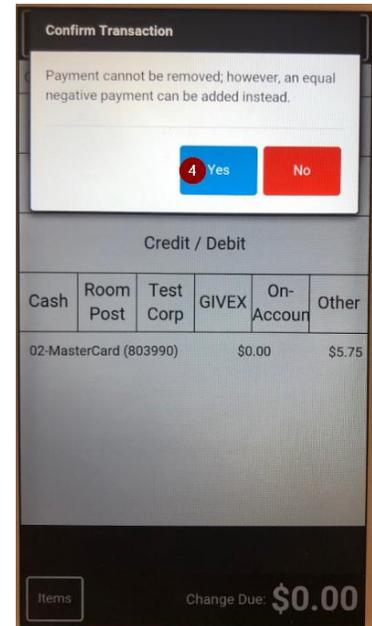


Figure 39

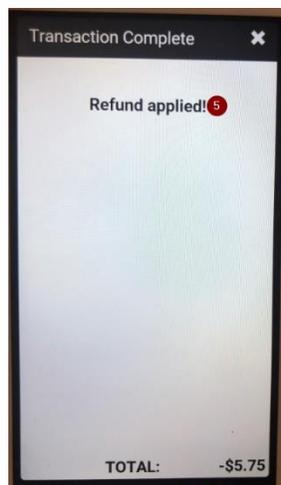


Figure 40

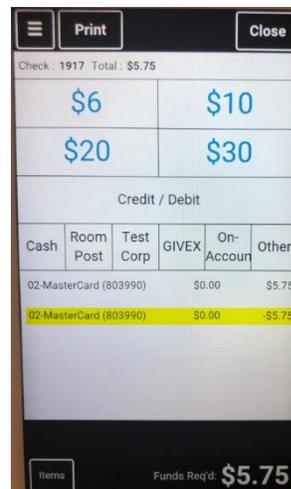


Figure 41

How to Refund an Order- Issuing A Refund

This is how to issue a refund to a customer. For instance, say if a Customer comes into the Restaurant the next day and wanted a refund.

1. Order an Open Food/Liquor for the amount of the Refund (**Figure 42-1**)
2. Select the item and choose the Void Icon (**Figure 43-2**)
3. Select Refund (**Figure 44-3**)
4. The check will now be a Negative Value (**Figure 45-4**)
5. Choose Pay (**Figure 46-5**)
6. Choose Credit/Debit to issue the Refund (**Figure 47-6**)

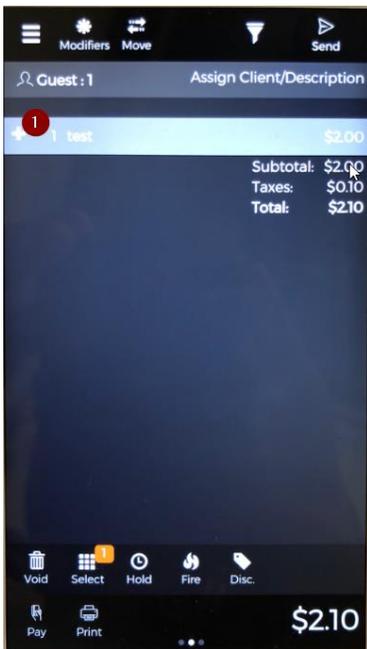


Figure 42

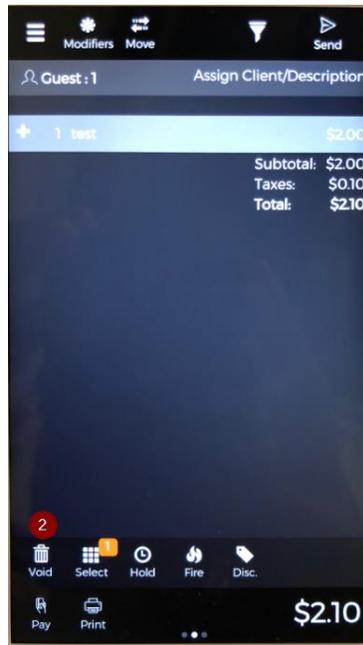


Figure 43

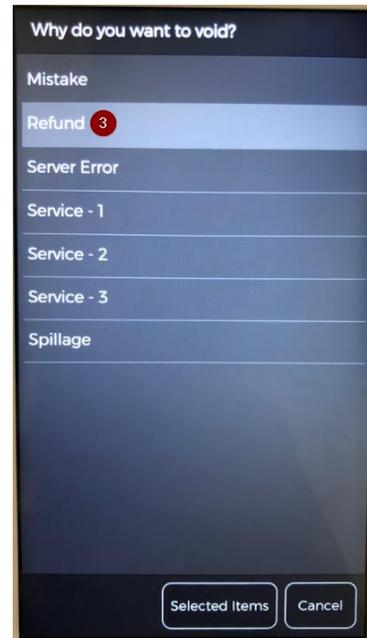


Figure 44

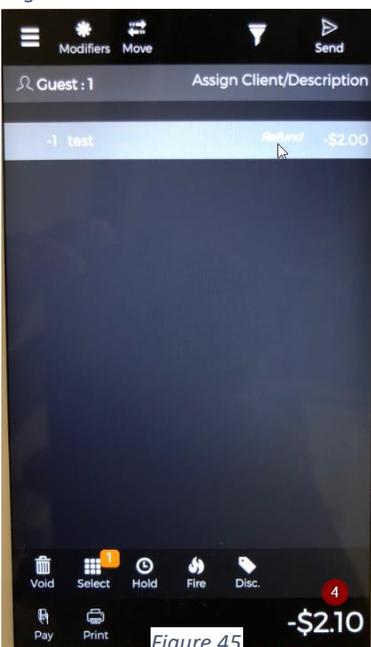


Figure 45

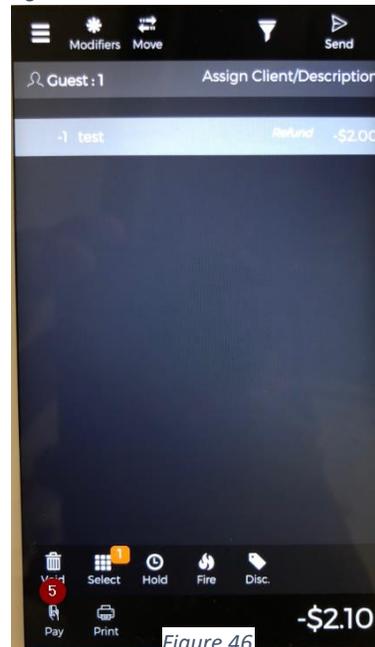


Figure 46

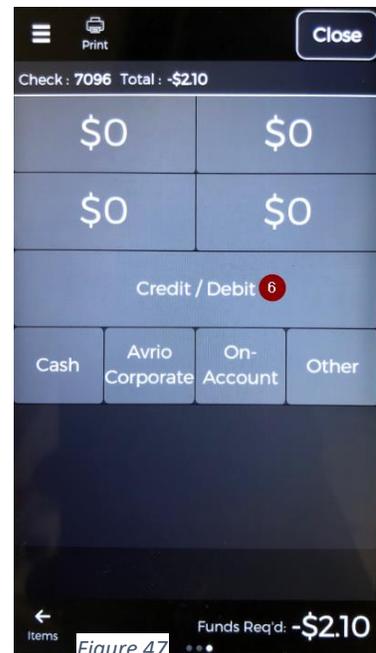


Figure 47

How to Disable Quick Access

From the initial Clover Login page, you will see the “Quick Access” Button. **(Figure 48)** This will allow access to the device under without requiring a password. You will be logged in as a Server with read only privileges.

7. Go to the Employees App on the Clover **(Figure 49-1)**
8. Choose Settings **(Figure 50-2)**
9. Disable Quick Access **(Figure 51-3)**



Figure 48

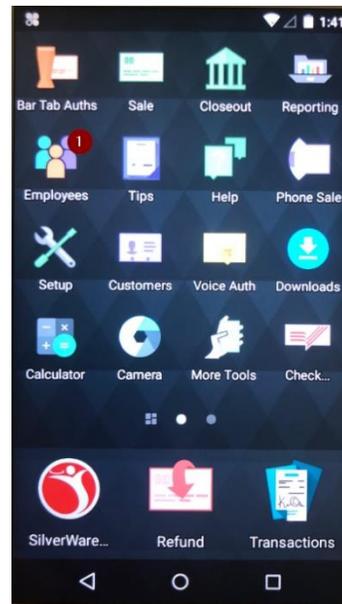


Figure 49

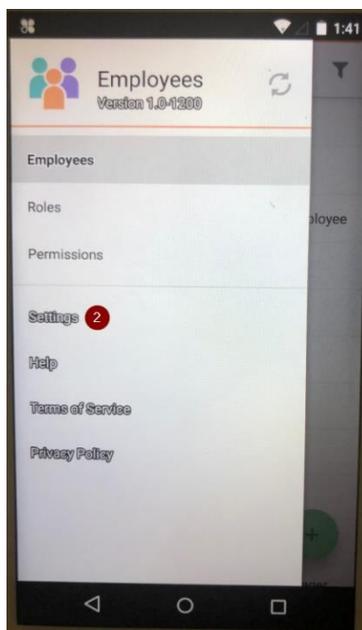


Figure 50

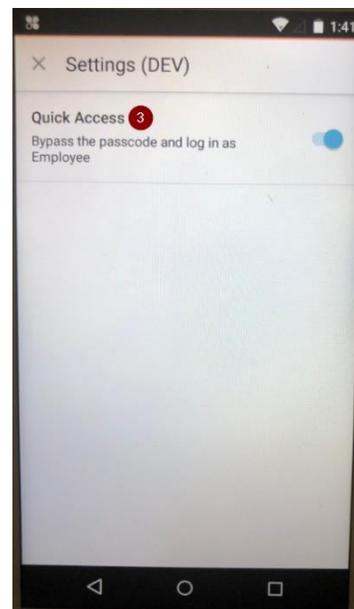


Figure 51