SILVERWARE POS INC.

SilverWare POS

Moneris Pay@Table User Guide

Contents

WHAT TO DO WHEN ENCOUNTERING ERRORS

If you receive a "Rest. Connection Failed" error, switch the unit to standalone mode by pressing F2. If you can process a transaction while in standalone mode, contact SilverWare for trouble-shooting. If you cannot process a transaction in standalone, please contact Moneris and inform them you could not process a transaction in standalone mode.

Important

Before you can accept payments for a check, it MUST BE PRINTED FIRST. Otherwise, you will not see the check listed on the pay@table device.

The pay@table device will close a table in SilverWare if it detects that enough currency has been received to cover the balance due for a check.

Accepting one payment for a check

Follow these instructions to accept a single payment that will close a check. All instructions refer to the pay@table device. Once you've printed the check, you shouldn't have to go back to a SilverWare station unless you have to add a cash payment.

1. The screen on the pay@table device should read "Employee Login Swipe/Enter ID"

2. Enter your SilverWare password (the one you use to start tables, sign-in/out, etc) on the pay@table device and press OK.

3. You'll be prompted to "Get Tables." At this point you can enter a specific table number, or just press OK to view checks printed at all tables. If you choose to view all checks, use the F1 and F3 buttons on the device to scroll up and down the list, then press OK to choose that check. If you've only got one check printed, its properties will automatically be displayed.

4. The pay@table device will display information about the check, including the table #, check # and amount due.

5. You will also have three options on the screen: "SPLT" (split payment), PARTL (partial payment) and TOTL (total payment). Press F3 to select TOTL.

6. Choose the payment method you'll be accepting. "CR/DB Payment" should be highlighted. Press OK.

7. You'll be prompted to swipe or insert the customer's card. Do so and pass the card and device to the customer so they can follow the instructions.

8. The customer will be prompted to enter a tip. They can choose a default percentage, or they can press other, choose percentage or dollar amount, then enter the amount

9. The transaction will be processed. Make sure to obtain any necessary signatures from the customer.

10. You'll see "Table Closed" on the device when it has sent the payment (assuming the payment covered the balance due) to SilverWare

Accepting Multiple Payments for a Check

Split Payments

Follow these instructions to accept multiple payments for a single check. A split payment lets you choose how many people will be splitting the bill and have the device calculate even payments for each customer.

1. The screen on the pay@table device should read "Employee Login Swipe/Enter ID"

2. Enter your SilverWare password (the one you use to start tables, sign-in/out, etc) on the pay@table device and press OK.

3. You'll be prompted to "Get Tables." At this point you can enter a specific table number, or just press OK to view checks printed at all tables. If you choose to view all checks, use the F1 and F3 buttons on the device to scroll up and down the list, then press OK to choose that check.

4. The pay@table device will display information about the check, including the table #, check # and amount due.

5. You will also have three options on the screen: "SPLT" (split payment), PARTL (partial payment) and TOTL (total payment). Press F1 to select SPLT.

6. Enter the number of people that will be splitting the bill and press OK.

7. On the next screen, you'll be shown the total amount due and the amount that the first payment will be. Press F1 to accept or F3 to start over.

8. Choose the payment method you'll be accepting. "CR/DB Payment" should be highlighted. Press OK.

9. You'll be prompted to swipe or insert the customer's card. Do so and pass the card and device to the customer so they can follow the instructions.

10. The customer will be prompted to enter a tip. They can choose a default percentage, or they can press other, choose percentage or dollar amount, then enter the amount

11. The transaction will be processed. Make sure to obtain any necessary signatures from the customer.

12. On the next screen, you'll be shown the remaining amount due and the amount that the second (or third, fourth, etc) payment will be. Press F1 to accept or F3 to start over.

13. Choose the payment method you'll be accepting. "CR/DB Payment" should be highlighted. Press OK.

14. You'll be prompted to swipe or insert the customer's card. Do so and pass the card and device to the customer so they can follow the instructions.

15. The customer will be prompted to enter a tip. They can choose a default percentage, or they can press other, choose percentage or dollar amount, then enter the amount

16. The transaction will be processed. Make sure to obtain any necessary signatures from the customer.

17. Once you have completed all payments, you'll see "Table Closed" on the device when it has sent the payments (assuming the payment covered the balance due) to SilverWare

Partial Payments

Follow these instructions to accept multiple payments for a single check. A split payment lets you choose how many people will be splitting the bill and have the device calculate even payments for each customer.

1. The screen on the pay@table device should read "Employee Login Swipe/Enter ID"

2. Enter your SilverWare password (the one you use to start tables, sign-in/out, etc) on the pay@table device and press OK.

3. You'll be prompted to "Get Tables." At this point you can enter a specific table number, or just press OK to view checks printed at all tables. If you choose to view all checks, use the F1 and F3 buttons on the device to scroll up and down the list, then press OK to choose that check.

4. The pay@table device will display information about the check, including the table #, check # and amount due.

5. You will also have three options on the screen: "SPLT" (split payment), PARTL (partial payment) and TOTL (total payment). Press F2 to select PARTL.

6. Choose if the payment is going to be a specific dollar amount or a percentage of check's total.

7. Enter the percentage or dollar amount the customer wishes to pay, then confirm the amount with them. Use F1 or F3 to continue or stop.

8. Choose the payment method you'll be accepting. "CR/DB Payment" should be highlighted. Press OK.

9. You'll be prompted to swipe or insert the customer's card. Do so and pass the card and device to the customer so they can follow the instructions.

10. The customer will be prompted to enter a tip. They can choose a default percentage, or they can press other, choose percentage or dollar amount, then enter the amount

11. The transaction will be processed. Make sure to obtain any necessary signatures from the customer.

12. On the next screen, you'll be shown the remaining amount due, and you can continue accepting payments for this check. Or you can press "Cancel" to go back to the "Employee Login Swipe/Enter ID" screen.

13. Once you have completed all payments, you'll see "Table Closed" on the device when it has sent the payments (assuming the payments covered the balance due) to SilverWare.

Refunds (SE and pre-R1857)

NOTE: You will need the original authorization # for the purchase. Contact Moneris if you cannot find this information.

To perform a refund while in integrated mode:

1. In SilverWare, you will need to create a check with a negative balance. To do so, perform a 200% discount on the items on a check.

2. Print the check.

3. Find the table on the pay@table device as you would normally.

4. Process the payment as you would normally, and enter the authorization # when prompted. You will be required to sign the receipt, not the customer.
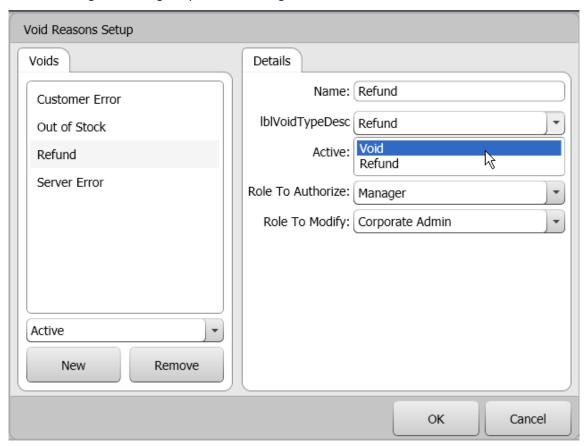
Refunds (Avrio R1857 and up)

Beginning in R1857, there is a specific method for performing a refund. It first requires a creating a void reason that is marked as a refund. When this void reason is used, it won't remove the items from an order like a void normally would. Instead, the system "sells" a negative quantity of the item at a negative price.

Void Reasons

The "Void Reasons" screen lets you create/edit/remove the reasons that staff use to void items and orders.

To access this screen, go to Manager Options → Configuration → Void Reasons.

- **Name** is where you enter the description/reason.

- **Void Type** is you choose is the void is being used simply to void items, or is being used to refund them.

- **Active** determines if the void is available/unavailable for use. Once a void reason has been used, you cannot remove it; deactivate to stop it from being used again.

- **Auth Level** determines which level an employee has to be to authorize the void.

- **Modify Level** determines which level an employee has to be to modify the reason. When used in conjunction with employee roles, you can allow an employee to modify some voids, without giving them access to all managerial options.

To Perform a Refund:

1. From the main screen, start a new order.

2. Add the items to be refunded. You may want to modify them as "do not make" so kitchen staff doesn't prepare the order. Press **Send**.

3. Recall the order.

4. Press **Void**. Choose the void that you created that is a "refund." In the example on the previous page, it was named "Refund." Select **Entire Order**.

5. Print the check to initiate manager authorization for the refund. After the refund is approved and a check is printed, leave the order screen by pressing "Cancel"

6. Find the table on the pay@table device as you would normally.

7. Process the payment as you would normally, and enter the original authorization # if prompted. You will be required to sign the receipt, not the customer.

Batch Settlement

If your pay@table units are not setup to settle their batches automatically, you will have to manually perform a batch settlement on each device. To do so:

1. Press the **Admin** button twice.

2. Enter code 99.

3. A report will print, then you will be prompted to close your batch by pressing **F1**.

NOTE: If units have been setup to batch automatically, this function will not work.