

# eZee POS BurrP! Manual



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eZee BurrP! point-of-sale is suitable to work in restaurants, bars, night clubs, quick service restaurant, delivery and other operations. It's simple approach, ease of use and rock-solid reliability makes eZee BurrP! a great system for your POS needs. Whether your restaurant is a single store or a part of nationwide chain, we will help you achieve simplicity in restaurant management.


eZee BurrP! works on touch screen as well as on desktops. The main modules include table reservation, material management; web based reporting, kitchen display system, loyalty programs, promotions and gift vouchers, payroll, definition of standard recipe and lot more. Restaurant or Bar managers can easily manage menu items, inventory, indent, new orders, delivery and also reservation with eZee BurrP! Point of sale software.

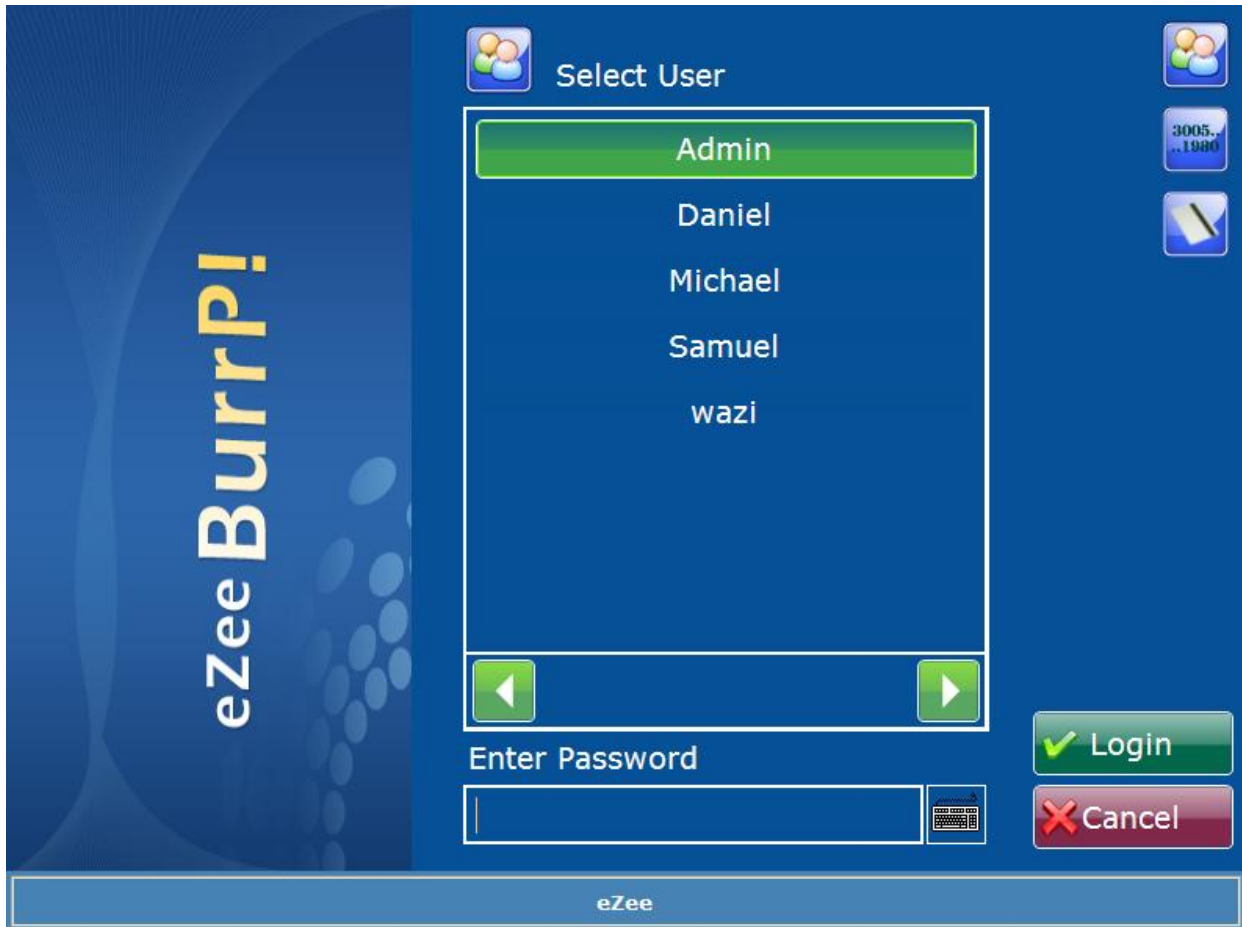
## Getting started with eZee BurrP!

eZee BurrP! is the main program which allows you to handle all sales operation in your POS outlet. But to work with eZee BurrP, you have to perform related configuration in eZee POS BackOffice. You can refer to our eZee POS Back Office manual for detailed instructions.

User can have different ways to handle the task of selling items in pos. System has classified them into a few main categories like: Dine In, Take Away, Delivery and Room Service. Descriptions for all these categories are mentioned below.

eZee BurrP comes with the regular interface operated by keyboard and mouse as well as all Touch Screen POS devices. Touch screen monitors allows the user to perform the task faster rather than handling mouse.

To launch eZee BurrP! click on the icon  either in the Start Menu or on your Desktop. When user clicks on eZee BurrP icon user get a login screen similar to the one shown below:



Describing the fields given in the screen above:



Icon is to login by 'Username and Password' mode.



Icon is to login by entering 'User Code' mode.



Icon is to login by 'Swipe Card' mode.

When user logs in successfully by any of the above mentioned modes, user will get a screen similar to the screen shown below. This screen will have the shift details and user can also enter the amount of money that the user has on hand while starting the shift (commonly known as opening balance).

**Shift information**

Current Date And Time  
3/26/2010 9:56:53 AM

Start Date And Time  
3/26/2010 9:56:53 AM

Balance  
0.00

Ok Cancel

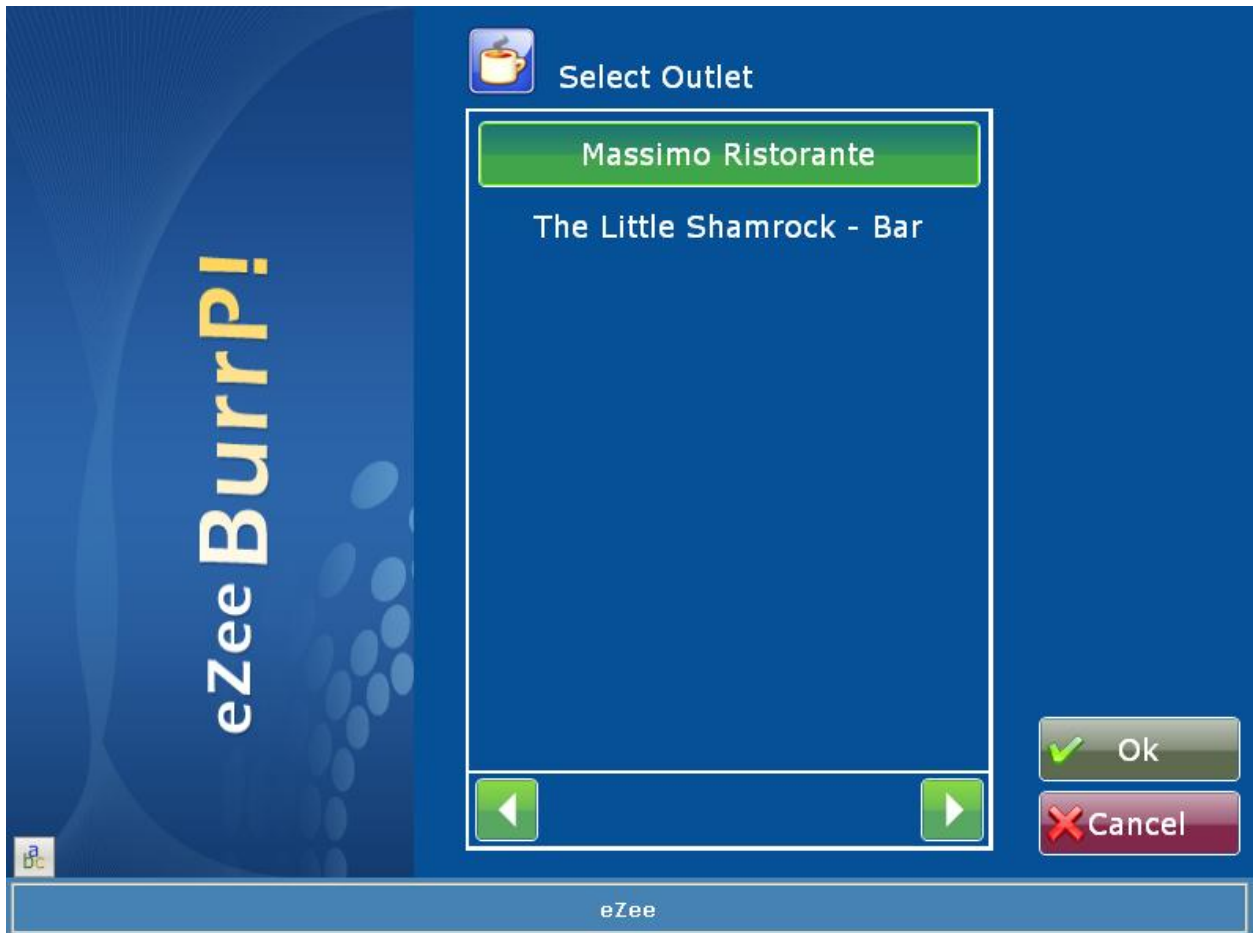
eZee

When user clicks on 'Ok' on shift information page user get below screen which shows the details about the outlet and offers you selection of outlet that user wants to work on. Many properties may have multiple outlets where the user can login to the desired outlet and click on 'Ok' button to proceed.

Note: All these configurations are done in POS BackOffice. For more details on configuration refer to eZee POS BackOffice manual.

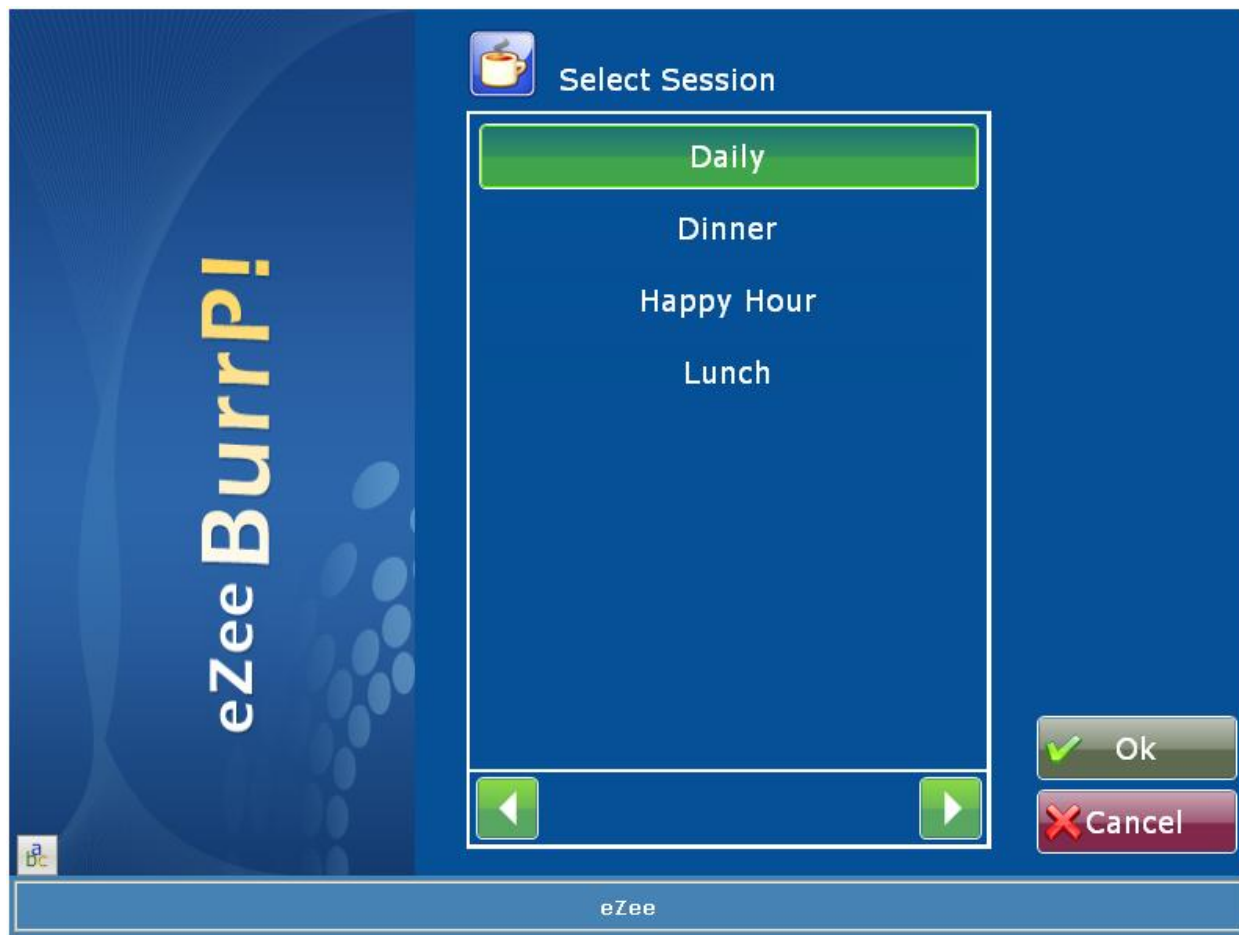


Outlet Selection screen:



After selecting outlet - user will get below screen where the user have to select the session.

Note: Session is basically to divide the sales which can be seen on sales reports and is not compulsory to login through session – this is based on configuration of session. For more details refer to eZee BackOffice manual.





After selecting session, below screen will be displayed. This is the main screen of eZee BurrP!



Below is the description of the fields given in the main screen (refer to screenshot above):

eZee BurrP allows you to make different types of receipts viz. through Dine In, Take Away, Delivery and Room Service.

## Receipt Type

### Dine In Process

'Dine In' orders consider orders that are associated with a table. When your customer walks in and sits at a table for ordering their food items.

The process flows for 'Dine In' Process is as below:

- Create an order (Generate KOT)
- Modify the KOT if necessary.
- Generate Receipt
- Receipt Payment (Settlement)

## Take Away Process

'Take away' option is for those who don't want to eat food at the outlet and want to take it home with them. Generally, 'Take Away' is used more in the areas where home delivery service is not provided. If take away option is selected a final receipt is made for the guest from whom user can collect payment. All the options are same as making receipt which is explained below in Dine-In mode.

The process flows for 'Take Away' Process is as below:

- Generate Receipt
- Receipt Payment (Settlement)
- Delivery Process

## Delivery Process

When user clicks on 'Delivery', it asks user to key in the phone number of the person whose order is being taken. The second screen 'Guest Information' is about additional information about the guest's name, phone number, address information and more. When user clicks on continue after entering all the data, a screen displays with a final receipt for the guest from whom user can collect payment. All the options are same for receipt as it's explained below in Dine-In mode explanation.

The process flows for 'Delivery' Process is as below:

- Food order is taken on phone along with guest personal details.
- Generate Receipt
- Driver routing is done
- After delivery driver comes back
- Receipt Payment (Settlement)

## Room Service Process

When user clicks on 'Room Service', user can process orders for the in house guest who wants food to be served in their rooms.

The process flows for 'Room Service' Process is as below:

- In house guest room folio is selected.
- Generate Receipt
- Receipt is posted on room folio.

All the above four modes are basically operated by performing two functions:

1. Taking order/Making KOT.
2. Settling Receipt.

These two functions are explained below for each receipt type:

## Dine-In Mode Operations

If user clicks on the button 'Dine In', user will see the table layout that has been configured for this outlet. It will be somewhat similar to the one shown in screen below:



Describing the fields given in the screen above:

**Floor:**



On the top left area the user can find the option like Main Dine In, Pool Side and Verandah, these are the floors/rooms that are available at your outlet, user can click on the floor and user will be able to see the table layout for that specific floor. Restaurants can also use this to segregate their 'AC' or 'Non AC' rooms, where you can charge different preset rates for the same menu item.

## Basic Operations

### Creating KOT

When you double click on a vacant table, a screen similar to the one given below will be displayed:

Table No	B9	▼
Waiter Name		▼ 0
First Name		
Last Name		
#Adult	4	#Child 0
Date	7/3/2013	▼
Remark		
Citizen Id#		

Finish Cancel

Describing the fields given in the abovescreen:

**Table:** This field will be the table name/number. The field will be pre-filled, as it will take the table number which was clicked.

**Waiter Name:** Waiter name will be the name of the waiter or server who will be handling the order. User can select waiter from the list of waiters.

**First Name:** User can enter the first name of the guest who is occupying the table.

**Last Name:** User can enter the last name of the guest who is occupying the table.

**# Adult:** User can enter the count of adults occupying the table.

**# Child:** User can enter the count of children occupying the table.

**Date:** This field will show the software date, the same can be found on the status bar.

**Remark:** If user wishes to add some special remark about the guest, it can be done in this field.

**Citizen Id# :** If user wants to add any Identity card proof Number, they can mention it here.

User can click on button 'Finish' where the system will allow the user to enter on the second screen which will be similar to the one given below:

Order for KOT #:	<b>Dine In</b> <b>New KOT</b>	Date Time: 7/3/2013 12:26:31 PM Server: Guest:	Table: B9 Adult: 4 Child: 0	Order Info.
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<div> <div>◀</div> <div>Beverages</div> <div>Extras</div> <div>Tobacco</div> <div>▶</div> </div>																																								
<div> <div>▲</div> <div>Beer</div> <div>Beer-Non Al</div> <div>Energy Drinks</div> <div>Juice</div> <div>Liquor</div> <div>▼</div> </div>	<table border="1"> <tr><td>116</td><td>Bavaria</td><td>180.00</td></tr> <tr><td>117</td><td>Summit</td><td>150.00</td></tr> <tr><td>118</td><td>Carlsberg</td><td>150.00</td></tr> <tr><td>119</td><td>Sierra Porter</td><td>180.00</td></tr> <tr><td>120</td><td>Sierra Amber</td><td>180.00</td></tr> <tr><td>121</td><td>Sierra Blonde</td><td>180.00</td></tr> <tr><td>122</td><td>Bavaria Special</td><td>180.00</td></tr> <tr><td>123</td><td>Savanna Light</td><td>180.00</td></tr> <tr><td>124</td><td>Savanna Dry</td><td>180.00</td></tr> <tr><td>125</td><td>Hunters Extra Dry</td><td>180.00</td></tr> <tr><td>126</td><td>Hunters Gold</td><td>180.00</td></tr> <tr><td>101</td><td>Tusker Cans</td><td>100.00</td></tr> </table>	116	Bavaria	180.00	117	Summit	150.00	118	Carlsberg	150.00	119	Sierra Porter	180.00	120	Sierra Amber	180.00	121	Sierra Blonde	180.00	122	Bavaria Special	180.00	123	Savanna Light	180.00	124	Savanna Dry	180.00	125	Hunters Extra Dry	180.00	126	Hunters Gold	180.00	101	Tusker Cans	100.00			
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Description of the fields given in the above screen:

User can click on the 'Main Menu Group' on top scroll list and Sub Menus on the vertical list to find the related items and then select the items that guest have ordered. The selected item will come on left hand side in KOT field.

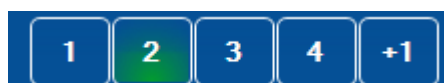


**Change Unit:** This option allows user to change the unit of the item ordered.

For example: You have configured Coke to sell in 1 liter jug or 300 ml glass, this option will allow you to select unit to be sold in.



**Change Quantity:** This option allows user to change the quantity of the item ordered. There is a small line below this option which also allows user to select quantity quickly. User just needs to click on the number user want and that quantity gets assigned to the item.



**Add Modifier:** This option allows user to add modifiers for the item that has been selected.



**Preparation Remark:** This option allows user to add notes like the item should be baked less or baked more or any other remark which should be done when preparing the item. User can select the remark from the list, or even click the keyboard button given at the right side to enter details manually. (Details entered manually will not get saved in the database. User will have to enter it every time. So it is recommended that the most common preparation remarks should be entered using POS Back Office.)



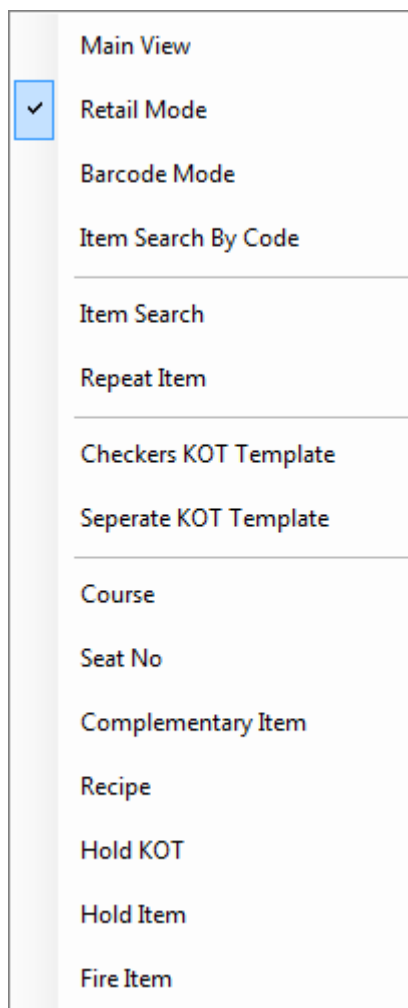
**Void/Remove Item:** This option allows user to void/remove the selected item, if an item or the quantity is added by mistake user can use this option.



**Navigation:** This option allows user to navigate the items up or down in the list.

### Option/Various Views of Dine In:

If user clicks on the option user will find the following options:



**Main View:** This option allows user to see the items as small grid with the image assigned for the item.

**Retail Mode:** This option allows user to see the items in a list view, with a search option below it with a keyboard given at the far right side. User can either use a physical keyboard to enter the item or use the onscreen keyboard by clicking on the keyboard image if they are using a Touch Screen interface in their Restaurant.

**Barcode Mode:** This option allows user to accept items by entering barcode manually or by the barcode reader.

**Item Search by Code:** This option allows user to search the items by the code assigned for that item. This can also be termed as fast search.

**Item Search:** This option is a complete search with the selecting items option based on menu group. Users can even freeze/un-freeze items as per the requirements.

**Repeat Item:** This option adds one more item of the last ordered item. It just increases the item count by one.

**Checkers KOT Template:** This option allows user to select which checkers KOT format you want to use to print the KOT from the one that are already designed in POS Back Office.

**Separate KOT Template:** This option allows user to select which separate KOT format you want to use to print the KOT from the one

that are already designed in POS Back Office.



**Course:** click on this to select the course before entering the menu items as per request of the guests.

**Seat No:** Click this option to enter the seat number to be printed on the KOT for the menu item ordered by that particular seat number.

**Complimentary Item:** Click on this option and then select the mention the menu item to make is complimentary for the guest.

**Recipe:** Click this option and then select the menu item to know the recipe of that particular item. You will be able to see the recipe as entered by you in POS BO. This can be very helpful in case, if the customer wants to know the recipe before ordering the food.

**Hold KOT:** Use this option to hold the procedure of taking the order from the customer. You can continue with other work and return back from where you stopped to take the order again. When you click on this option you will see a symbol as show below.



**Hold Item:** Use this option, to keep an item on hold. Suppose a guest orders an menu item, and asks it to be served later, so User can use this option, so that it is printed in the KOT accordingly, and the ZChef can make a note of it.

**Fire Item:**

**Partial Print:**

This option is useful when the order is big and user have got an order of five items and guest are selecting other items, user can send the print for the current order of five items so kitchen staff can start preparing the items.

**Print & Finish:**

This is the final step of the KOT process and prints the list in kitchen and close the operation of the current KOT.

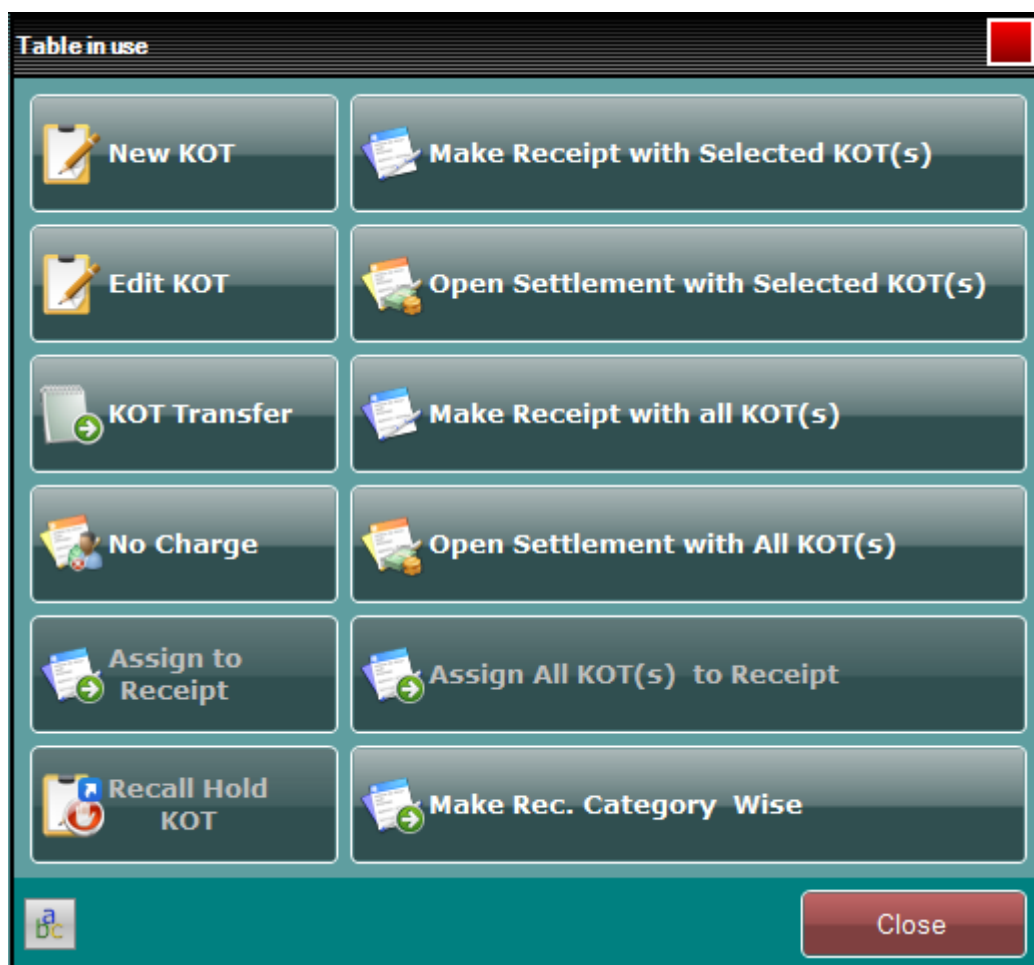
**Finish:**

This is the final step of the KOT process. If user doesn't want to print the KOT, then click on 'Finish' button.

**Note:** After user has made a KOT, the table will display an icon of two people in the top left corner which means that the table is occupied.



If user opens an occupied table, user will get 'Table in use' screen with a few set of options which can be found in the image given below:



Describing the fields given in the above screen:

**New KOT:** This option allows user to make a new KOT. If the guest wants to order something again then user can open a new KOT for them and again take the order.

**Edit KOT:** This option allows user to make changes in a previously created KOT. It opens up previously created KOT to make the desired changes.

**KOT Transfer:** This option allows user to change a KOT or an item from one table to another. This can be helpful when the item or the KOT is entered on a wrong table number.

**No Charge:** This option allows user to put the charges for the table to an account which is defined as 'No Charge'. This account is normally for owners, staff members and VIP guests.

**Make Receipt with selected KOT (s):** This option allows user to make a receipt. This is useful when there is more than one KOT and user wants to make a receipt of few selected KOT's. On selecting the option user will get 'Assign KOT' screen as given below. Select KOT and click on arrow and 'Finish' button to make receipt.

**Open settlement with selected KOT:** This option allows user to directly open the settlement screen to settle the receipt. Process of Settlement is explained below in 'Settlement' section of the user manual.

**Make receipt with all KOT:** This option allows user to make a receipt with all the KOT's made on a table.

**Open settlement with all KOT:** This option allows user to directly open the settlement screen for all the KOT's to settle the receipt. Process of Settlement is explained below in 'Settlement' section of the user manual.

**Assign To Receipt:** This option allows the user to assign a KOT from one particular table, to any other occupied Table.

**Recall Hold KOT:** If a KOT has been kept on Hold, User can select this option to Recall the Hold KOT.

**Assign all KOT to Receipt:** User can select this option, after creating a receipt, to assign all the KOT's on this table, to the Receipt.

**Make Rec. Category Wise:** User can select this option to make receipt of all the items in the KOT< according to the Item Category.

Receipt making procedure and screen details:

Order for <b>Dine In</b>		Date Time: 1/19/2010	Table: MD 15	Order Info.
Receipt#: <b>New Receipt</b>		Server:	Adult: 0	
		Guest:	Child: 0	

1.00 S... Fruit Salad	760.33	◀	Game Meat Feast	<b>Dinner</b>	Lunch	Drinks	Non-Vegetarian	▶
1.00 S... Ice Cream	475.20	▲	Ice Cream	Fruit Salad	<b>Cakes Of The Day</b>	Gajar Ka Halva	Ice Cream with Fresh Mango and Mint	
1.00 S... Cakes Of The Day	760.33							
		Deserts	BBQ Banana n Chocolate with Cream					
		Dips	Pineapple Pan Flashed With					
		International BBQ						
		International Kitchen						
		Sauces						
		▼						

Amount:	1,735.54	Modification Option ▾ Discount Loyalty Card
Item Dis.:	0.00	
Tax:	260.32	
Bill Dis.:	0.00	
Round Off:	0.14	
Total:	1,996.00	
Gratuity:	0.00	
Settled:	0.00	1,996.00

Outlet	Massimo Risto	Session	Daily	User	Admin	Software Date	1/19/2010
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Describing the fields given in the above screen:

**Modification:** This option allows user modifies the receipt, users can Change the Item Rate and Name, and user can also do a 'Tax Exempt' and do 'Round Off'. User can also add Receipt Remarks if user wants to. The modification screen looks as shown below.

**Receipt Modification**

Description	Rate	Discount	V.A.T	Add.V.A.T	Service Charge	Total Tax	Total
Fruit Salad	661.157	0.00	49.59	16.53	33.06	99.17	760.33
Ice Cream	413.2231	0.00	30.99	10.33	20.66	61.98	475.20
Cakes Of The Day	661.16	0.00	49.59	16.53	33.06	99.17	760.33


Change Item Rate / Name  
Tax Exemption  
Round Off  
Remark

**Exempt Tax of all item or selected item.**

V.A.T  
Add.V.A.T  
Service Charge

Apply All  
Apply Selected

Amount	1,735.54
Item Dis.:	0.00
Tax	260.32
Bill Dis.:	0.00
Round Off	0.14
Total:	1,996.00
Amount Paid:	0.00
Amount Post	0.00


Finish Cancel

Select the menu item and click on the options in the bottom left corner of the window to perform the actions like –

**Change item rate/name:** Change the rate of the menu item or its name, if you have allowed it in the POS Back Office configuration.

**Tax Exemption:** Exempt tax on the menu items, if you have allowed it in the POS Back Office configuration.

**Round off:** Change the round off amount (adjusted amount of the receipt using this option).

**Remark:** You can enter the remarks to be printed on the receipt from here.

**Option:** this option has almost same items while creating KOT; the unique items here are listed below:

Assign Kot
Main View
<input checked="" type="checkbox"/> Retail Mode
Barcode Mode
Item Search By Code
Item Search
Change Printing Template
Surcharge
Course No
Seat No
Complementary Item
Recipe
Hold Receipt
Hold Item
Fire Item

**Assign KOT:** This option allows user to add any other KOT to this receipt and can be billed together. Example: A family of eight people came to the outlet and occupied two tables. Only one bill will be generated here using this option.

**Main View:** This option allows user to see the items as small grid with the image assigned for them.

**Retail Mode:** This option allows user to see the items in a list view, with a search option below it with a keyboard given at the far right side. User can either use a physical keyboard to enter the item or use the onscreen keyboard by clicking on the keyboard image if they are using a Touch Screen interface in their Restaurant.

**Barcode Mode:** This option allows user to accept items by entering barcode manually or by the barcode reader.

**Item Search by Code:** This option allows user to search the items by the code assigned for that item. This can also be termed as fast search.

**Item Search:** This option is a complete search with the selecting items option based on menu group. Users can even freeze/un-freeze items as per the requirements.

**Change Printing Template:** This option allows user to select receipt template format you want to use to print the receipt.

**Surcharge:** Use this option to enter any surcharge if to be applied on the receipt. A window will open with the list of surcharges defined in POS Back Office. You also enter have an option to add amount/percentage of the surcharge manually.

**Course No:** Use this option to select the course before printing the receipt.

**Seat No:** Use this option to enter the seat number before printing the receipt

**Complementary Item:** Click on this and select the menu item if you want to add any complimentary item in the receipt for record purposes.

**Recipe:** Click this option and then select the menu item to know the recipe of that particular item. You will be able to see the recipe as entered by you in POS BO. This can be very helpful in case, if the customer wants to know the recipe before ordering the food.

**Hold Receipt:** User can select this option, to keep the Receipt on Hold.

**Hold Item:** User can select this option, to keep a particular menu item on Hold.

**Fire Item:**

**Discount:** This option allows user to add discounts. User can select discount from any of the discount type selected: Discount on Item, Discount on Receipt or Cash Discount.

(Configuration → eZee POS Back Office > Outlet Tab > Discount Type)

**Receipt Items**

Item Sub Group **Select** ▼

Qty	Item	Total	Discount
1 Serving	BBQ Banana n Chocola...	991.74	0.00

Amount: 862.38  
 Item Dis.: 0.00  
 Tax: 129.36  
 Bill Dis.: 0.00  
 Round Off.: 0.00  
 Total: 991.74  
 Amount Paid: 0.00

Remove Discount  
 Apply All

**Discount Types**

Discount On Item | Discount On Receipt | Cash Discount

10% Item 10.00 % | Sandwich Discount 15.00 %

Finish | Cancel

Outlet Massimo Risto | Session Daily | User Admin | Software Date 4/24/2010

**Discount on Item:** This option allows user to give discount on particular menu item. To enable this you must have enabled discount on this item's associated Menu Subgroup.

Steps for discounting → select menu item → click on discount type → hit on apply all → 'Apply on' screen will pop-up → select the option → Finish.

**Selected item:** discount will be applicable on highlighted item only.

**All Items:** discount will be applicable to all the items in the list.

**Filtered Items:** discount will be applicable for all the items in grouped submenu items.

**Discount on Receipt:** This option allows user to give discount on full receipt amount. To apply discount select the discount type → hit on apply all.

**Cash Discount:** This field allows you to enter the percentage or amount of the discount. Further you can select if entered discount is applicable on items or on receipt amount. After entering value → hit on apply all.

**Note:**

To apply discount - in configuration, item should be discountable.

In eZee POS BackOffice there is a setting to apply discount before or after tax. For further details refer to eZee POS BackOffice manual.



**Remove Discount:** This option allows user to remove discount on the items or receipt as per further selected option.

**Loyalty Card:** This option allows user to punch the details of the sale to the loyalty card so user can manage points for the guest that have loyalty cards. For more details refer to eZee Support Desk.

The screenshot shows the 'Card Processing' window. At the top, there is a 'Card No' field with a blue input box, a card icon, a wallet icon, a magnifying glass icon, and a 'Show Card Information' button. Below this is a tabbed interface with four tabs: 'Card Information' (selected), 'Card Rewards', 'Item Rewarded', and 'Discount'. The 'Card Information' tab contains several fields: 'Owner Name', 'Card Holder', 'Card Template', 'Balance', 'Point Balance', 'Discount' (with a percentage sign), and 'Status'. To the right of these fields is a 'Guest Image' placeholder box. At the bottom of the window, there are three buttons: 'No Card', 'Finish', and 'Cancel'.

**Cash Sale:** This option is used when the guest pays in cash. It will give user a money tender like the one given in image below. 1, 5, 10, 20, 50, 100 allows user to add the denomination of the currency note which the customer provides. It also gives the final figure at bottom which can be selected if the guest pays the exact amount.

The screenshot shows the 'Money Tender' window. It features a numeric keypad with buttons for denominations: 1, 5, 10, 20, 50, 100, and 838. There are also buttons for digits 1-9, 0, and a decimal point. Functional buttons include a left arrow, a 'C' (clear) button, a right arrow, and a '+/-' button. At the bottom, there are 'Finish' and 'Cancel' buttons.

**Settlement:**

This option helps user to select any payment type user wants to take payment on. User can even use more than one payment type to make payment for one receipt, like a specific amount by visa and remaining amount by cash.

**Payment Type Tab:** Select the mode of Payment from preconfigured Payment type scroll down list → user can also enter the Gratuity → select the Currency → hit on Add button to add the payment → it will give you change due to screen so that user does not have to calculate manually what amount is to be paid back to guest.

**City Ledger Tab:** This option is useful if user wants payment to be posted to any City Ledger Account. Select Account → hit on Add button to add the payment. For reference you can see the Credit Limit of this account.

**Room Post Tab:** This option is useful if user wants payment to be posted to the room folio. This gives you list of all the 'in house guests' who are living in property and does not wish to make immediate payment. You can also use search criteria to narrow down exact folio search. Select the Room → hit on Add button to post amount on room folio.

**Use Card Tab:** This option is used to manage transactions with loyalty cards. Refer eZee Support Desk for more details.

**Gratuity (Tip):** You can use this field to enter the Tip/Gratuity offered to the server/waiter by the guest.

**Add:** Use this button to add the amount and settle the receipt.

**Void:** Use this, if in case you want to void any payment previously entered.



Clicking on CLOSE, will bring you back to the make receipt screen.

**Print & Finish:** This is the final step of the receipt process and prints the final receipt to be sent to the guest to accept payments.

**Finish:** This is the final step of the receipt process which finalizes the receipt.

Below is the description of the other fields which is visible on the main 'Dine In' Screen:

B9		
Guest :		
KOT #	7	
12:3...		180.00
Seat	1	
1.00 B...	Savanna Light	180.00








Table  
Transfer

Reservation  
List

Waiting  
List

Hold Item


Refresh

Close


**KOT Info:** The top right area where there is a small diary kind of an image (MD1) is the area where user gets the details of the KOT (Kitchen Order Ticket) for the selected table. User can click on the table to see the details of the KOT made for that table.

MD 1		
Guest :		
KOT #	10	
5:06:2...		1,140.00
1.00 S...	Pineapple Pan Flashed Wit...	1,140.50
KOT #	12	
3:21:3...		2,281.00
1.00 S...	BBQ Banana n Chocolate ...	1,140.50
KOT #	13	
3:29:0...		1,140.00
1.00 S...	Pineapple Pan Flashed Wit...	1,140.50




**Table status view:** You can click on the image , to toggle between the different status of tables like; open tables, closed tables and all tables. This view helps to easily differentiate the tables which are occupied or free so that the user can quickly assign them to the guests in rush hours.





**Show Receipt:** The image  helps user to see if there are any unsettled receipts, if the symbol is like




 then system will allow user to take order of another guest without settling the receipt of last guest. It is advised to keep this always on, as the normal procedure is to make KOT first then to make a receipt, and then user sends the receipt to the guest, this shows that the payment has not been received for the guest, which means receipt is not settled, if user have the first image, and if its kept as red mark 'ON' then user will be able to again open the receipt and do the settlement, if the second image is there then it won't allow user to settle it. It will just allow user to take KOT for another guest for the table.




**User:** The image  helps user to see the details of the KOT made by current user. If machine is on a

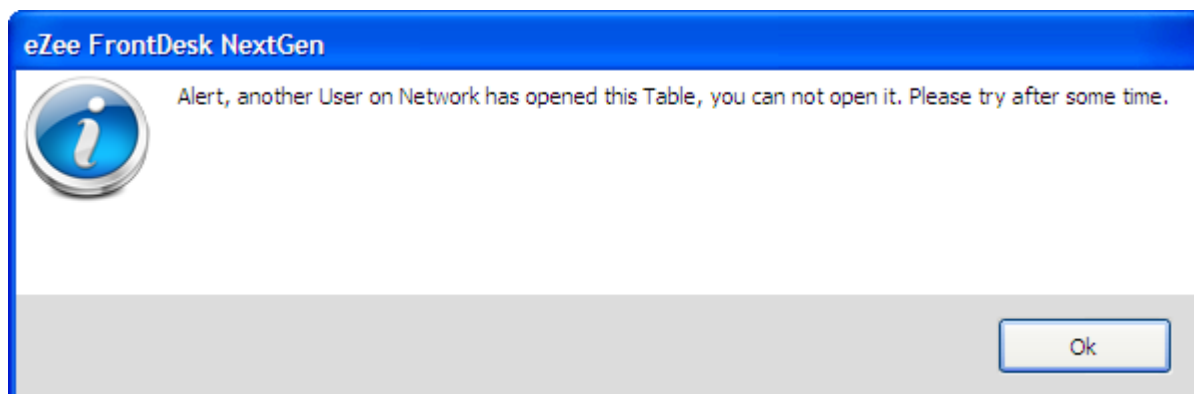
network it is advised to click the button again, so the icon changes to  and it will allow user to see KOT made by all users over the network.



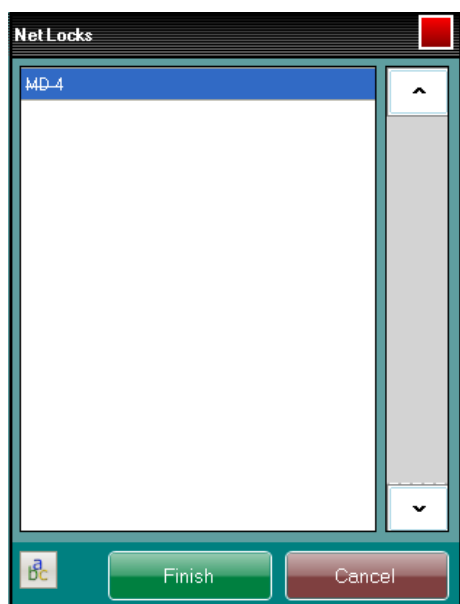
**Network Lock:** User can use the icon  to remove network lock related to tables. The image





 -with small 2 pc like icon - in the bottom right corner of the table means there is a network lock and somebody else in the network has opened the same table. If user tries to click on such table, user will get a message similar to the one given in image below:




When the user clicks on the 'Network Lock' icon, a window showing the table number appears. User needs to double click on the table in the list and the system will show the table number as crossed. (The below window appears when you double click on the table). By clicking on 'Finish' button the network lock will be removed from the table.

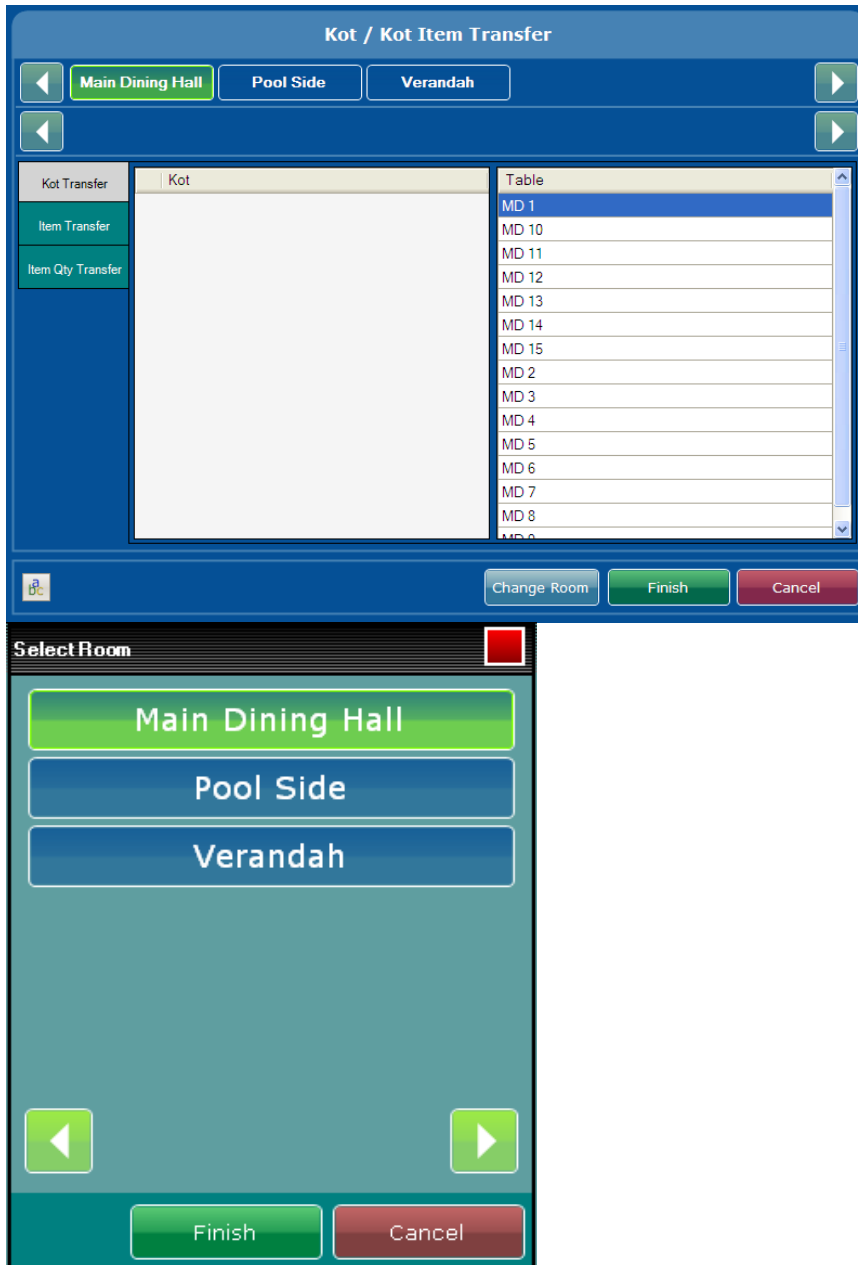


**Timer:** User can use the timer icon if user want a timer to be display on the table's bottom left corner. If

user sees an icon like  it means timer is 'OFF' and if user sees it like  it means timer is 'ON'

and it will show a timer on the table in the bottom left corner.  The time displayed is in HH:MM format.

**Table Transfer:** Table transfer option is used to transfer KOT/Item/Item quantity from one table to another. Example: If a guest comes on table number '5' and after ordering food wishes to shift to table number '2' with his other friends who came later on to the same restaurant, user just needs to open table number '5' and click on 'KOT Transfer' button. User will see a window similar to the one given below. Check on the list of KOT's present for the table and from the table list given at right side select table number '2' and click on 'Finish'.



**Change Room:** If user wants to transfer a person from one room to another room as for example from 'Dine In' to 'AC Dine In' then the user needs to select this option. User will get the list of the tables available in that room.

**Reservation List:** If user is doing operations related to reserving tables then user can use this option.



**Reservation List** [ My Reservation ]

✓ Reserved
✗ Walked Ins
✗ Walked Outs
✗ No Shows
✗ Paused
✗ Voided

Res. #	Table	Time	Guest Name	Adults	Children	Status	Remaining Time	Remarks
1	MD 8	6:30 PM	Dev John	10	0	Reserved	1 Hour 3 Minutes	

Date

Table View

Outlet Massimo Risto
Session Daily
User Admin
Software Date 4/24/2010

Describing the fields given in the above screen:

**Table View:** The table view option allows user to do a reservation of a table with the option to view all the tables. The right side shows a clock image as displayed below. After user selects the time for the reservation using this clock, user can double click on the table to make a reservation. Steps of new reservation are described below under the category 'New'.

11 12 1  
 10 00 2  
 9 45 3  
 8 30 4  
 7 6 5

AM PM  

05 : 30 PM

Date

**New:** This option allows user to create a new reservation. To reserve the Table user needs to specify the time for the reservation as explained above, then click on table which needs to be reserved. User will get a 'General Details' screen similar to the one shown below asking for basic details like first name, last name, count of adults and children, phone number etc. Hitting 'Save and New' button saves current reservation and allows adding another reservation. 'Save' button saves the reservation and closes the reservation screen.

**General Details**

No: New Reservation

First Name: John

Last Name: Dev

#Adult: 10 #Child: 5

Table Info. Table No: MD 12

Other Info. Date: 19/01/10

Flight Info. Time: 6:30 PM

Business Source

Table View

Save And New Save Cancel

**Edit:** The edit option allows user to modify details of previously entered reservations.



And is about viewing reservations made by current user or reservations made by all users. User can click on the icon to toggle. User will have to select the date for which he needs to check the reservations from the bottom left corner.

Date: 1/19/2010

Table View New Edit All Reservation Select Operation Close

**Select Operation:** The select operation option in the 'Reservation list Window' allows user to do some functions related to the reservations. User needs to select the reservation from the list and perform the desired operation.

Describing the fields shown in this screen

**Walk In:** The Walk In does a 'Walk In' for the reservation for the table assigned. When the guest comes to the outlet, user can select the guest and perform Walk In for the guest.

**Walk Out:** The Walk Out does a walk out for the reservation for the table assigned.

**No Show:** This option can be used when the guest does not show up at the time he was supposed to come. User can remove his entry from the table so it can be used for some other guest.

**Pause:** This option can be used when the guest calls and says that they want to delay the reservation for 10 minutes so instead of removing/cancelling the reservation user can pause. If user has paused a reservation user can resume that pause to remove it.

**Void:** This option allows user to void reservations that are entered by mistake. User will have to give a reason and then void the reservation.

**Table in use**

Walk In Walk Out

No Show Pause

Void

Close

**Waiting List:** If user is having all tables occupied and a guest comes then user can add them to a waiting list and ask them to wait in the waiting lounge till any table is vacant. The only difference between reservation and waiting list is that: at waiting list user doesn't assign tables as user is not sure which table will get vacant first and in reservation user needs to compulsorily assign the table.

**Refresh:** If user are on a network user can use the refresh option to refresh the list of table and get the latest update of tables, reservations and waiting list.

## Transactions:

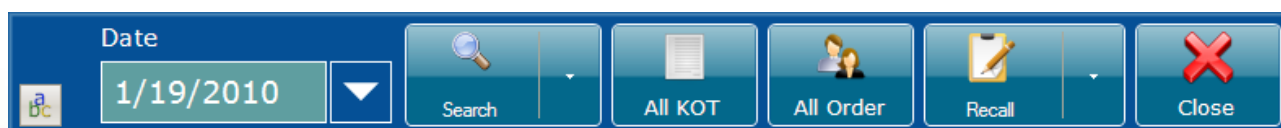
Now again we come to main screen of eZee BurrP! , below are the explanations of all the menus available on this screen



## Recall KOT



When user clicks on recall KOT, system gives a list of all the KOT's made on the software date. The main options available are like the ones given in image below.



Describing the fields given in the screen above:

**Date:** Date option allows user to see the KOT made on past date by selecting the date.

**Search:** this option helps you to search the transaction using KOT # & token #. You can use reset to clear the search criteria you have entered.

**All KOT:** This key is a toggle which allows user to select between All KOT's made by the current user or the open KOT's. User can click on the button to change the option from all to open.

**My Order:** This key is a toggle which allows user to select between orders made by all users or by current user. User can click on the button to change the option from all to open.

**Recall:** Recall option allows user to view the selected KOT and make the changes to the KOT. Recall has 3 options recall, void and make receipt.

**Void:** Void option allows user to delete the KOT for any reason. User need to select the type which can either be void or wastage and then give a reason and finalize the process by hitting 'Finish' button. If user selects the option 'void' the inventory does not get affected but wastage affects the inventory.

**Make Receipt:** Make receipt for the selected KOT using this option.

## Void KOT



All the options are same as that of recall KOT but the main focus is given to 'void' button and in recall the main focus is on recall.

## Messages

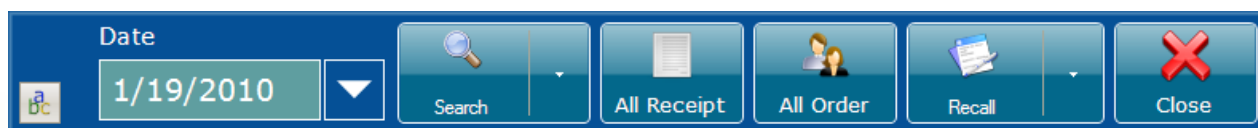


Message option can be used for internal communication between users of FD and POS or both. User can type the message and send it to the desired user and also read the messages sent by other users.

## Recall Receipt



When user clicks on recall receipt it gives user a list of all the receipt's made on the software date. The main options available are like the one given in image below.



Describing the fields given in the screen above:

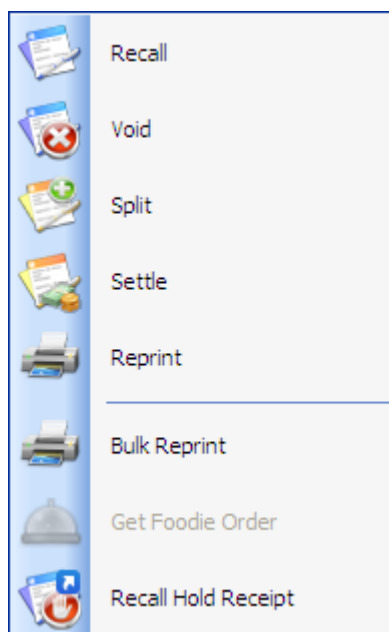
**Date:** Date option allows user to see the receipt made on past date by selecting the date.

**Search:** Search option helps user to search the receipt based on – order type and receipt number. You can reset the search criteria by selecting reset.

**All Receipt/open receipt:** This key is a toggle which allows user to select between all receipts's made by the current user or the open receipt. User can click on the button to change the option from all to open.

**My Order/All Order:** This key is a toggle which allows user to select between orders made by all users or by current user. User can click on the button to change the option from all to open.

**Recall:** On scrolling the arrow button, user will find below described options to perform on receipt as per the choice



**Recall:** Recall option allows user to view the selected receipt and make the changes to the receipt. Recall has few options other than recall are described below.

**Void:** Void option allows user to delete the receipt which was made by mistake. User need to select the type, and then select a category which can either be void or wastage. Finally, give a reason and finalize the process by hitting 'Finish' button.

**Split:** Split option allows user to view the selected receipt and divide the receipt into a specified number of slips. User can make a split based on amount or the quantity of items ordered. Example: If the guest has ordered two Pepsi, one burger and one pizza and they want 2 receipts just having half the amount of the main receipt. Or they can also say one Pepsi and Pizza on one receipt and one Pepsi and burger on other receipt.

**Settle:** Settle option allows user to make payment for the selected receipt. User can refer to settle receipt given above to get more details about settling receipt.

**Reprint:** Reprint option allows user to print another copy of the same receipt again.

**Bulk Reprint:** Bulk Reprint option allows user to print another copy of the range of receipts again.

**Get Foodie Order:** use this to get all your eZee Foodie orders downloaded to your eZee Burrp.

**Note:** This depends on integration of eZee Burrp with eZee Foodie (online food ordering system developed for restaurants who wants to take online orders from the visitors of their websites). Please contact eZee Support team to get more details on eZee Foodie – The online food ordering system.

**Recall Hold Receipt:** You can recall any receipt kept on hold using this option and continue with the operation on it.

## Void Receipt



Void option allows user to delete the receipt which was made by mistake. User needs to select the type which can either be void or wastage and then give a reason and finalize the process by hitting on 'Finish' button. If user selects the option void the inventory does not get affected but wastage affects the

inventory. All the options are same as that of recall receipt but the main focus is given to the 'Void' button and in recall the main focus is on recall.

## Settle Receipt



Settle option allows user to make payment for the selected receipt. User can refer to settle receipt given above to get more details about settling receipt. All the options are same as that of recall receipt but the main focus is given to the 'Settle' button and in recall the main focus is on recall.

## Split Receipt



Split option allows user to view the selected receipt and divide the receipt into a specified number of slips. User can make a split based on Amount or the Quantity of items ordered. All the options same as that of recall receipt but the main focus is given to the 'Split' button and in recall the main focus is on recall.

## Receipt Reprint



Reprint option allows user to print another copy of the same receipt again. All the options are same as that of recall receipt but the main focus is given to the 'Re print' button and in recall the main focus is on recall.

## Driver Routing





Driver routing option allows user to keep a track of all the drivers that are 'In' and 'Out' of the outlet. This option allows user to assign a delivery to a driver. When you click on 'Driver Routing' tab 'Driver Routing screen displays'

To assign an order to a driver, follow the steps below:

There is a button on top right corner named 'In' which will mark the driver as 'In' or 'Out' status.

Select the name of the driver → highlight the order(s) this driver is going to take →

Click  button ← this will assign the order(s) to the selected driver.

Click  button ← this will check the driver back into restaurant and indicate that driver has come back and order is delivered.



To view delivery order status >> there is a button on bottom left corner of the screen named 'Driver In'.



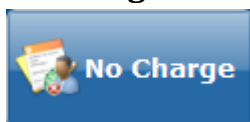
'Driver In': Displays the list of all the unassigned orders and indicate status of driver needs to be assigned. Once an order has been assigned to driver, it will move from this list to driver out list.



'Driver Out': Displays the list of Drivers who are out on Delivery and indicate status of driver as 'Departed'.

Once an order has arrived, it will be removed from this list.

## No Charge



No Charge option allows the user to 'Complement' the meal. On hitting 'No Charge' Button pre-configured list of 'No Charge' Account will appear. Select the Account.

Procedure of order taking and making receipt are explained above in 'Dine-In' mode explanation, hence refer that section of the Manual.

## Pay Outs



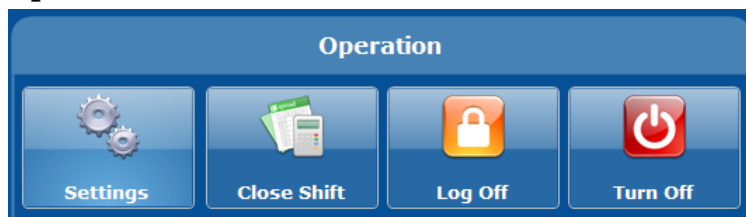
This option allows user to add all items like employee salary, plumbing charges, electric bills, etc. Basically this is to keep a record of all the payout items restaurant will pay for. For example: - Auto, employee salary, flowers, plumbing, utility expenses, etc. It has options to add new pay out voucher, Recall, Void and Print voucher.

## Misc. Sales



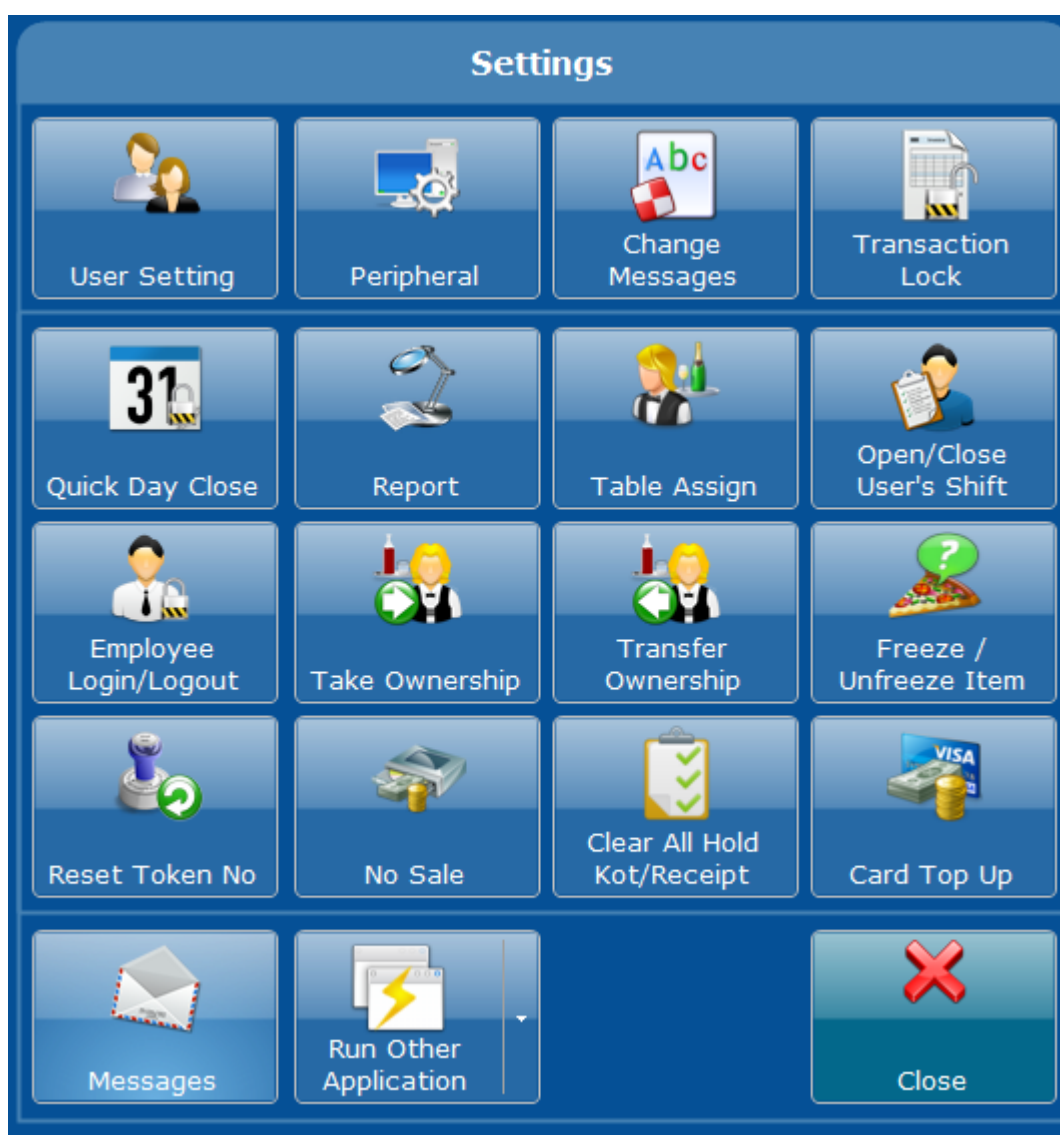
To keep a record of all the Sales from the visitor guests who wants to use some of chargeable misc. services like fax, internet, swimming pool, Xerox, gym, telephone booth, etc. It has options to 'Add' new misc. sales voucher, recall, and void and print voucher.

## Operation



## Settings

Settings option allows user to set lots of major settings. If user clicks on 'Settings' user will see an image similar to the one given below:



## User Setting

User setting option allows user to change password and also change default language, there is also an option to let the system give a confirmation pop-up when exiting eZee BurrP.

## Peripheral

Peripheral option allows user to do the settings for all the peripherals that will be used with eZee BurrP. On clicking Peripheral few menus will be displayed.

Below is the explanation of the menus:

**Client/Server Settings:** This option allows user to do the setting by which user can define the machine as server or a client. By clicking the option user will see an image similar to the one given below.

**Working Mode:** This option allows user to select what is mode in which this terminal will be used. The available options are:

**Stand Alone:** If there is just one machine at property then stand alone is the option user need to select.

**Server:** If there is network environment in your property and if user selects this option then the selected machine will act as a server machine.

**Client:** If there is network environment in your property and if user selects this option then the selected machine will act as a client machine.

**Server:** This option is used to specify the name of the server machine. If the working mode is server or stand alone then it will be (Local) when the machine is client user will need to enter the IP address of the server machine or computer name of the server machine.

**Refresh Interval:** This option is used to specify the timing in minutes in which the machine should collect data from server machine.

**Show Database Selection Dialog at Startup:** This option is used if user wants an option to be displayed about selecting which database to be used when user start the eZee BurrP application.

**Default Login:** This option is used to specify what mode for login do you want, the available options are:

1. **Password Mode:** If user wants login to be done by entering user name and password then user can select this mode. System considers this as the default mode.
2. **Finger Print Mode:** If user wants login to be done by scanning fingers, then user can use this mode.
3. **Swipe Card Mode:** If user wants login to be done by swiping cards, then user can use this mode.
4. **User Code Mode:** If user wants login to be done by entering user codes, then user can use this mode.





**Side Image:** This option is used to provide an image on the login screen and also on the main screen after user login to eZee BurrP.

**Active Multi User Mode:** On a network environment if user wants one user to login from multiple places then user can turn this option as on.

**Finger Scanner:** If you want to use a finger printer reader/scanner for login purpose, you can select the type you are using and do tests check from here.

## Miscellaneous Settings

There are many miscellaneous settings that can be configured from this option. User can also set the default payment type while accepting payments. Table status notification settings are also done from here. The others options are self explanatory and can be noticed in the below given screen shot.

Default Payment Type	Select	▼	<input type="checkbox"/> Auto close when force modifier completed
Order Screen Backcolor		▼	<input checked="" type="checkbox"/> Take Order History from open KOT
<input type="checkbox"/> Settle on Driver In		<input type="checkbox"/> Cash Sales on Finish Button	
<input type="checkbox"/> Active Barcode in All Mode		<input type="checkbox"/> Cash Sales on Print & Finish Button	
<input type="checkbox"/> Settle and Make Receipt on Driver In		<input type="checkbox"/> Hide Money Due on Full Settlement	
		<input type="checkbox"/> Ask Quantity on Retail Mode	
<b>Table Status Notification</b> First Notify after (Min.) 60  Notify Color  ▼ Second Notify after (Min.) 120  Notify Color  ▼		<b>Check Point</b> <input type="checkbox"/> POS <input type="checkbox"/> House Keeping <input type="checkbox"/> Laundry <input type="checkbox"/> Minibar	

### ***Receipt Printer***

Setting related to receipt printer are given here.

To set the receipt printer settings, you have to click 'Active Receipt Printer' button and select the printer and template for Receipt Printing by clicking on its respective icons.

You can also set other options such as directly give Print command on 'Finish' button, 'Show Print Preview' Option, etc.

You can also set options for printing guest check when the receipt is not settled for the customer to review. These will print out on the receipt printer.

**Auto Page Cutting:** This field allows you to enter your printers' code for automatically cutting off the paper when the printer is done printing.

Note: Your printer should support Auto Cutting for this to work.

Contact eZee Support Team to get more details on how to get it configured.

### ***KOT Printer***

Setting related to KOT printer is given here.

To set the printer settings, you have to click 'Active Separate KOT Print' button or 'Active Checker KOT Print' button as per your requirement and set its related values by clicking on its respective icons. You can also set 'Printing' Option by clicking on its respective buttons.

Contact eZee Support Team to get it more details on how to get it configured.

### ***Barcode***

Settings related to Barcode Scanner are given here.

To set the barcode settings, you have to click 'Active Barcode Scanning' button and select the Barcode Scanner Type from the list.

You can also set Port Settings.

Press Test Barcode button to scan your barcode. Your scanned code will be displayed in the below box.

Contact eZee Support Team to get it more assistance if needed to get this configured.

### ***Swipe Card***

Settings related to Magnetic Swipe card reader are given here.

To set the swipe card settings, you have to click 'Active Swipe Card Reader' button and Select the 'Swipe Card Reader Type' from the list.

You can also set 'Port Settings'.

Press 'Test Swipe Card' button to swipe your card. Your scanned card will be displayed in the below box.

Contact eZee Support Team to get it more assistance if needed to get this configured.

### ***Cash Drawer***

Settings related to cash drawer is given here.

To set the cash drawer settings, you have to click 'Active Cash Drawer' button and select the 'Cash Drawer Type' from the list.

You can also set 'Port Settings'.

Enter Number of distinct code to open cash drawer which is 27,112,0,50,150. If this code does not work – then contact manufacturer of the cash drawer to ask for the cash drawer open codes.

Press 'Test' to open cash drawer.

Contact eZee Support Team to get it more assistance if needed to get this configured.

### ***Pole Display***

Setting related to 'Pole Display Unit' is given here.

To set the pole display settings, you have to click 'Active Pole Display' button and select the 'Pole Display Type' from the list.

You can also set 'Port Settings'.

You can also enter relevant messages in the visible fields to show up on your 'Pole Display'.

Press 'Test Pole Display' to view the final result on pole display.

Contact eZee Support Team to get it more assistance if needed to get this configured.

### ***Meteor Plus/Caller ID***

Meteor Plus is a device for caller ID. In delivery situation, when your customer calls for placing order they are tracked by phone numbers, enabling the system to recognize a customer from caller id data.

Enter the information of guest name and address and taking the order for the first time. Next time when a call comes from same phone number the system will fill the guest name and address in the system automatically. This way desk clerk does not have to enter repetitive information every time when guest calls from same number. They will simply confirm the name and address details.

To set the 'Meteor plus Settings', you have to click 'Meteor Plus'.

You can also set Port Settings.

Contact eZee Support Team to get it more assistance if needed to get this configured.

### ***Money Tender***

When user does a cash sale user get a window in which user can enter values at the left side there is an option to enter values as currency denominations that can be set from here. Like if user see the image given below the option 1,5,10,20,50 and 100 comes because user have defined that as money tender denominations.

### ***Tax Exempt***

Set all the settings related to tax exemption for all the receipt/order types from here.

### ***Set Program***

This option is used to do the integration of the eZee Burrp software, with any other programs. Contact eZee Support Team to get it more assistance if needed to get this configured.

### ***Change Messages***

The basic purpose of this window is to change the text of the normal screen to something else. For example: - User has an option 'Amount Paid'. If user wants to change 'amount paid' to 'payment', user can keep it as custom 1 or custom 2 and change the user language to custom1 or custom2. The changed language will reflect in various screens.

### **Transaction Lock**

In eZee BurrP there are two types of locks; one is network lock which has been explained earlier. Other kind of lock is a transaction lock. When user is trying to do some transaction and the operation gets blocked in between and the transaction does not get complete in the normal way then the transaction lock gets applied to that transaction. User needs to come to this screen and select the transaction from the list, double click on the transaction to select the transaction and then delete the lock.

### **Quick Day Close**

This option is the fastest way to perform day close operation. It is not recommended as it does not let user review/select the basic options. In fact eZee always recommends for doing 'Day Close' from eZee Back office. This option should not be used regularly.

### **Report**

The report option allows user to see the most basic reports. The reports viewed are based on the user level which is logged in the eZee BurrP! You can find complete list of all reports in eZee POS Back Office

### **Table Assign**

This option allows user to assign a default waiter for a specific table. In order to do these operation users need to select the waiter from the list given above and select the table from left side and use the arrow pointing towards right and move it to the window which is given at right side. Click 'Finish' to save the settings.

### **Freeze / Unfreeze Item**

This option allows user to freeze some items for sometime because of temporary un-availability of the item.

### **Employee Login / Logout**

In order to manage payroll operation user can use this operation and can do a login and logout of the employees either through password or using employee's swipe card.

### **Take Ownership**

If user is having a change of shift and the last person is leaving user can use this option and take ownership of all the KOT's done by last user. Select the name of other user and click on 'Finish' to take over.

### **Transfer Ownership**

If the current user is leaving and want to give the ownership of all his open KOT's to some other user then the current user can use this option. Select the name of other user and click on finish to transfer.

### **Open / Close User's Shift**

User can open or close Shift of any of the eZee BurrP users by using this operation. The default listing will be of all the open shifts. User can select any user who has left for the day and close the shift for that user.

### **Reset Token Number**



Click this to reset the numbering of token if you use it in your outlet.

### **No Sale**

Click this to open the cash drawer without doing a settlement for any receipt.

### **Clear all Hold KOT/Receipt**

Click this to clear all the KOT/Receipt that are kept on hold during the day.

### **Card Top UP**

This option can be useful to recharge a Loyalty card of a guest.

### **Messages**

User can use this option to send or receive messages internally between the users in the system.

### **Run Other Application**

eZee Burrp can be integrated with any other PMS software other than eZee Frontdesk. This option allows user to do the same.

Please contact eZee Support Live Chat Desk for more information regarding the same.

### **Close Shift**

If the current user is leaving and wants to close his/ her shift they can use this option. User can see a 'Cash Drawer Count' when user selects this option. User can enter the details of the cash count that is in hand with the user and also can print the cashier report.

### **Log Off**

"Log Off" button can be used for 'Change User' function. If the current user is not leaving outlet and is having a break and someone else will be going to hand the shift for the time being then the user can log off from the program and again log back in get details of his last shift.

### **Turn Off**

You can click on this button if you want to exit eZee BurrP without closing the shift or logging off.

The tool bar seen at the bottom of the eZee Burrp main screen is used to perform many quick actions like:

Outlet	Massimo Risto	Session	Daily	User	Admin	Software Date	1/19/2010
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### **Change Outlet**

eZee BurrP allows you to switch over different outlets. Follow the below steps to switch over to another outlet

Click on Outlet button on Main Screen in the footer, 'Select Outlet' screen gets displayed.

Select the outlet and Click on 'Finish' button to change the outlets and return to Main Screen.

### **Change Session**

eZee BurrP allows you to switch over different sessions. Follow the below steps to switch over to another session

Click on Session button on Main Screen in the footer, 'Select Outlet' screen gets displayed. Select the session and Click on 'Finish' button to change the session and return to Main Screen.

Note: Selecting session is not compulsory to login.

With this, we successfully complete the overview of eZee Burrp – point-of-sale software suitable to work in restaurants, bars, night clubs, quick service restaurant, delivery and other operations.