MODERN MAC & CHEESE

GRATE MODERN MAC & CHEESE

TECHNOLOGY GUIDE

This guide will walk you through the operations of the various technologies and software used by the restaurant. Each section will cover general use, hourly staff training (if applicable), shift manager training, and general manager training for the section topic(s). Supplemental addendums will be added to this guide as needed.

MANUALS

TROUBLESHOOTING

SUPPORT

REPORTS

BACK OF HOUSE

PROCEDURES

Corporate headquarters
241 N Broadway
Suite 501
Milwaukee, WI 53202

(414) 962-4200

Gratemac.com

grate
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TECHNOLOGY MANUAL

GENERAL INFORMATION

SYSTEM ACCESS

Only authorized personnel and vendors are allowed access to the computer and security systems in the restaurant. Corporate staff should identify themselves with a company issued ID badge. All vendors must check in with the IT department prior to accessing our systems physically or remotely. Vendor will identify themselves with photo identification and business credentials (i.e. business card).

EMERGENCY 24/7 SUPPORT PROCEDURE

You can enter a support ticket 24/7 at help.rfork.com, call 1 (833) 567-3675 from any phone, or dial 131 from your store phones.

AFTERHOURS SUPPORT AFTER 5PM WEEKDAYS, AND ON WEEKENDS

Emergency calls are limited to situations where orders cannot be processed due to technology problems. Messages will be responded to within 30 minutes from submission of a qualified emergency. Afterhours calls must be placed by the manager on duty, and they must leave a call back number and answer when called back.

EMPLOYEE CELLPHONE AND DATA USAGE

Cellphone, smartphone, tablet, and or computer use is strictly prohibited while punched in. Please let emergency contacts know your work phone number in the event of an emergency. Employees caught violating this policy are subject to disciplinary action leading up to termination.

PHOTOGRAPHY POLICY

Only authorized personnel can take photos or videos in employee only areas of the restaurant. Employees caught violating this policy are subject to disciplinary action leading up to termination.

*Please note, these procedures and policies are subject to change and discretion of Grate Concepts LLC.

POS & VIDEO SYSTEM DOWN

In the event of total POS failure, set up the following items at Register 2 & 3

- Backup EMV reader
- Order Forms
- Cash Drawer Key
- Table Tents or Pager transmitter (if equipped)

Set the backup EMV reader in between the registers. Get order forms, table card numbers, menus, and calculators out and ready for each open register station.

Take the guest's order on the order from (use one form for the guest's entire order). Write in the table tent number in the appropriate box. Take payment by cash or card and mark the appropriate box and info on the order form (including change due if paying cash. Cash must be secured in the cash drawer always, if the cash drawer must go unattended, make sure the key is removed prior to walking away. The backup EMV reader will accept chip cards, non-chip cards, Apple Pay, Android Pay, and you can also sell and redeem gift cards. Follow on screen instructions to complete the transaction. All sales done on this device must be signed and stapled to the store copy of the order form. Ask guest if they would like their copy of the credit card slip. Please note this reader will be shared between the two cash register stations. Pass order to the Pasta/Béchamel station, and hand guest their table tent and copy of the order.

Pass the order from down the preparation line. At time of expo, run food or manually key pager number from transmitter (should be under register 1 if equipped). Save copies of the manual order forms and submit to corporate at end of the day via scanning them to POS@gratemac.com

For loyalty customers write card number, phone or email in the loyalty area of the form and check the loyalty box to flag the order for manual point entry from corporate (please allow 2-3 business days for the points to show in the guest accounts).

Depending on the severity of the POS outage, online order can be turned on and the store will receive emailed and auto print to the office printer. Please contact corporate IT for more details if this situation happens.

Always Notify Corporate IT in the event of a POS outage.

FRONT OF HOUSE TECHNOLOGY

TOUCHSCREEN

MANAGER CARD READER

POWER BUTTON

FINGER PRINT READER

RECEIPT PRINTER

CASH DRAWER

EMV READER

QR SCANNER

KITCHEN PREP MONITOR

TO GO PRINTER

PHONE

PAGERS

BUMP BAR

Boston Burgers

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POINT OF SALE

HARDWARE

Each Grate Modern Mac & Cheese is equipped with 3 point of sale terminals, each terminal includes; a touchscreen terminal with customer display and integrated card and finger print readers, cash drawer, thermal receipt printer, EMV, chip & card reader, and barcode scanner. Each store is also equipped with a to go/online order label printer, and a catering re-stick printer. All hardware is covered under a warranty for the first year following the store opening, then has a service contract to cover repairs and replacements (online order label printer excluded).

SOFTWARE

Grate Modern Mac & Cheese operates on latest version PAR's Brink POS cloud software. Brink POS controls the online ordering and loyalty programs as well.

SUPPORT

All support issues involving any part of the point of sale hardware or software should be reported through the Roaring Fork Help Desk on help.rfork.com. You will receive emailed instructions on how to proceed based on your help desk ticket entry.

HELP DESK

CLOCKING IN

Go to a register and touch screen, enter your employee number, swipe your manager card*, or use the fingerprint reader at the lower right corner of the POS base. Select the job position you are scheduled to work and touch "Clock In" at the bottom.

Depending on POS access level you may need to press "Logout" in top right corner of the screen after clocking in.

CLOCKING OUT

Go to a register and touch screen, enter your employee number. Touch "Employee Functions" at the top of the screen. Touch "Clock Out" at the bottom of the screen.

PRINTING OR VIEWING YOUR TIME SHEET

Go to a register and touch screen, enter your employee number. Touch "Employee Functions" at the top of the screen. Touch "Time Sheet" at the bottom of the screen. Either view it then close out, press the print button, to print your time sheet. Please note it will only show the shifts you clocked in for during the current pay period.

SCREEN LAYOUT
INTERACTIVE GUEST CHECK

The interactive guest check is located on the left side of the screen. This where the guest order will populate as you enter their order and their information. You will find loyalty info and order "Name" near the top of the interactive guest check. At the bottom, you will find navigation arrows to scroll through larger orders, or highly customized orders. You can touch the items in the guest check area to select or highlight the item for modification.

LANE

The Lane is above the interactive guest check and shows all open orders in the restaurant. This includes catering, online, mobile, togo, and dine in orders. Each destination will have a different symbol above the order "Name". Touch the order to see, use, or close the order. All open but "empty" orders should be closed regularly.

MENU(S)

The Menu is the bulk of the screen taking up the middle to right portion of the screen. Menu Items will be labeled and may prompt for follow up questions or modifications. The menu navigation buttons are located on the right side of the screen in between the "Logout" at the top, and the "Size Buttons"

FUNCTIONS

You will find the various function buttons in blue at the top and bottom of the screen.

SIZE BUTTONS

The size buttons are the two yellow circle buttons located on the right side of the screen. These buttons will change the size of the highlighted or selected item in the guest check (applicable items only).

TOTAL DUE

In the lower left corner, you will find the "Balance Due" area. This will tell you what the guest owes. Upon payment, it will show change due if applicable.

CUSTOMER DISPLAY

Each register has a customer facing display and a customer display on the EMV reader. Depending on the payment device use, the order information will appear on either display while the order is being placed.

PLACING AN ORDER

Go to a register and touch screen, enter your employee number, swipe your manager card*, or use the fingerprint reader at the lower right corner of the POS base. Using the brown menu buttons in the right side of the screen, navigate to the appropriate menu to select items from. For Mac & Cheeses, select the dish, then the size when prompted. Items in the guest reach in can be scanned directly by the guest on the barcode scanners. Alternatively, you can find those items in the Packaged Items menu to add to the order without scanning the barcode.

To finish the order, press the "PAY/CLOSE ORDER" button. Select the destination type; Here or To Go. Then enter the table card number or the guest name (for TO GO orders ONLY).

MODIFY AN ITEM

To modify the item, touch "Modify" at the bottom left side of the screen. Touch the appropriate modifier code (i.e. No, Easy, Add, Sub) in the middle of the screen, then touch the ingredient to modify. Press "Done" when finished with modifications. To modify a previously entered menu item, touch the item, then touch "modify".

To add a note to an item, touch or highlight the item to note in the interactive guest check area. "Note" at the bottom of the screen. Then type the note. Remember to keep it short, the kitchen monitors can only show about 10 characters.

You can change the size of an already entered Mac &Cheese by touching the item

To delete or remove an item from an order touch the item you would like to remove in the interactive guest check area. Then touch delete at the bottom of the screen

QUANTITY/REPEAT

The "Quantity" button at the bottom of the screen allows you to set the number of the same item to be ordered. Then select the item. All items will be the same, modifications included.

The "Repeat" button at the bottom of the screen allows you to repeat whatever item you have already entered by selecting/highlighting the item in the interactive guest check and pressing "Repeat". The item will be the same, modifications included.

NAME

The "Name" button at the bottom of the screen allows you to enter the Table Card Number or Guest Name. You can enter or change this "Name" at any point prior to taking payment (even if you are in the payment screen, you can change the "Name").

PRINT

The "Print" button, will print the current transaction's receipt. If items are entered on the order, it will ask if you would like to send "unordered items". Yes, will send the order to the Kitchen Video System (The order will be in purple to signify not to make until payment is taken. Once payment is received the order will turn white with a $ on the video system). No, will print the receipt saying money is due and nothing will show on the monitors. Once payment is received the order will be sent to the monitors like usual.

When not in an order or an order with nothing entered, you can press "Print" and get the last order's receipt.

NEW ORDER

The new order button at the top of the screen allows you to start a new order. This will not send or delete the order you had open. That order will still be waiting in the "Lane" to be completed.

DISCOUNTS

The discount button at the top of the screen will take you to the discount menu. Some discounts and promotions are available to redeemed by cashiers, while other will require manager approval. All coupons and vouchers must be put into the drawer along with a copy of the order receipt

PROMO CODES

You will be prompted to enter the code with an on-screen keypad. The order must meet the promo requirements and may require manager approval.

EMPLOYEE FUNCTIONS

The Employee Functions menu gives you access various cashiering and employee tasks. Here you will be able to reprint previous receipts, check a gift card balance, cash out, or clear a note from an item. You can also set your finger print, check your time card and clock out from this screen.

PENDING ORDERS

The "Pending Order" screen shows you all upcoming orders that have not been posted to the Kitchen Video System. This screen has two tabs, Today, and Future. It will list the orders based on pick up times, with current pick up times at the top.

You can touch the orders, to view them, edit them, and or send the orders early to the Kitchen Video System, print the receipts, or cancel the order.

LOYALTY MEMBERS & CARDS

The "Loyalty Member" menu button is located at the top of the screen, and offers several options to find, add, edit or view loyalty members. Most of the loyalty member maintenance will be done by the guest through the customer web/mobile portal. In this menu, you will also be able to print a Grate Rewards summary for the Guest.

Grate Rewards members earn rewards based on their purchases in store. They also receive perks for their birthdays, and just for joining. Membership is free and can be done completely online (cards are in store but must be activated online). Guest that create their account online, then come into the store, can add a card at any time. Cashiers can look up the guest and edit their account to add a card or replace an old one. Or a guest can take the card home and add it themselves in the online customer portal. An email address is required to create an account.

Guest will scan their card on the barcode reader at any time while placing their order. You can also search for guests by using the "Lookup Customer" option in the "Loyalty Members" menu by

using a name, phone number, or email address. Guests can also add their points manually by entering their transaction id into the customer portal from a computer or mobile device.

Please note, Grate Rewards is subject to change. To view program terms and conditions please go to rewards.gratemac.com

PAYMENT SCREEN

Once you get to the payment screen you have several options to take payments

APPLE PAY AND ANDROID PAY

Guest may pay with Apple Pay or Android pay any register when on the payment screen by holding their device near the point of contact. Each register has a point of contact for Apple Pay and Android Pay at the EMV payment reader. The guest can hold their device anywhere over the device.

*The backup EMV reader also supports Apple Pay and Android Pay. Please see offline procedures for details.

CASH

There are several ways to take cash on the payment screen. Preset denomination buttons allow you to quickly tell the system what bill(s) the customer is giving you. You can press any combination of the preset dollar amount buttons you like until the transaction amount is reached, and a change box will appear to tell if any change is due, and if so, how much.

There is also a next dollar option. This assumes you were given enough cash to cover the bill, up to the next whole dollar. For example; the bill is $11.62, the next dollar option would assume you were given $12 and tell you the "change due is $0.38".

The best option and safest way to prevent miscounting, is by using the "Cash" button. This will bring up a keypad to key in exactly what the guest gives you. This will help protect you in the event of fraudulent or criminal activity.

CREDIT CARDS

When a guest wants to pay with a credit/debit card press the "Insert Card Now" button from the payment screen and have the guest follow the instructions the EMV reader.

Cards can be swiped at the register at any time while on the payment screen (no need to press the credit button if the card is present.

Cards can also be manually keyed into the system by pressing the "Credit" button and entering the card info into the system. This should only be used to take payment over the phone or for damaged/unreadable cards.

GIFT CARDS

When a guest wants to pay with a gift card press the "Insert Card Now" button from the payment screen and have the guest follow the instructions the EMV reader.

You can also press the "Gift Card" button and manually key the card number into the system. This should only be used to take payment over the phone or for damaged/unreadable cards.

HOUSE ACCOUNTS

House accounts are set up by corporate to allow regular catering clients a way to receive an invoice for their order(s). Managers are required to enter house account numbers. A number will be attached to catering orders sent over from the corporate call center.

You can take as many partial payments as you would like buy using the payment type button and manually entering the dollar amount and taking the payment. You may also use the divide by option to separate the bill equally then take equal payments in any form.

CATERING PAYMENTS

Catering payments allow the guest to leave a tip. Select the card type, then swipe or key card number. Orders over $25 will print signature slips a tip line. This is a manager required screen.

RECEIPT OPTIONS

Upon payment, you will be prompted if you'd like a receipt, and if so, how. You will have 4 options;

PRINT – prints a receipt on the receipt printer

EMAIL – Sends an email to the guest – if loyalty member is already added to the order, their email will auto fill. Otherwise, you will be prompted to enter their email address

BOTH – Prints and Emails the receipt

NO RECEIPT – No receipt is printed or emailed

Upon completion of the transaction please "Logout" before walking away from the register.

PAGER NUMBER

Allows you to assign a pager to an order. Press the "Pager Number" button and enter pager number. Once bumped from Expo video screen, the guest pager will go off. Note place pager on charging stack to stop page transmission.

PLACING AN ORDER ON HOLD & RETRIEVING AN ORDER

If a guest needs to place their order on hold for a few minutes you can simply press new order and take care of the next guest. The order that is holding will on the order que at the top left of the screen. To retrieve the order and take payment, touch the order, then take payment like normal.

TAKING A CALL-IN OR CATERING ORDER

To take a future order, touch "Take Call in &Catering Orders" at the bottom of the screen. Enter the guest info or lookup guest, select date at time for pick up or delivery. Press edit order and enter the items for the order go to "PAY/CLOSE ORDER" and go to "Catering Payments" for catering orders or take payment by credit card or gift card over the phone. Always select email or both for the receipt option.

CATERING HOUSE ACCOUNTS

Guests with house accounts can charge their orders to their house account with manager approval. Ring order and choose the "Catering House Account" payment type and press print. Keep the transaction open, until transaction is finalized, and the tip can be added (if applicable). To add the tip, find the open transaction from the lane, Pay/Close the check, choose the "Catering Payments", then enter the tip, press house account, enter the account number, and print a copy of the final receipt. Send corporate accounting both copies of the receipts at the end of the day.

REPRINTING RECEIPTS AND CREDIT CARD SLIPS

To reprint the last receipt or last charge slip, touch "Employee Functions" at the top of the screen. Then touch either "Reprint Last Receipt" to reprint the last receipt, or touch "Reprint Last Credit Card Slip". Ask a manager for help retrieving older receipts and slips.

PROMO CODES & DISCOUNTS

To add a promo code or discount to an order, touch "Discounts" at the top of the screen. Then select the appropriate discount or select "Promo Code" and enter the promo code. Promo codes in the form of QR codes can be scanned. Please note some discounts and promotions require manager approval. All paper coupons and cards must be submitted along with a copy of the receipt stapled to it, with the daily paperwork/cash out.

SELLING A GIFT CARD

To sell a gift card, press the "Gift Card" button at the bottom of the screen. Have guest swipe the gist card on the EMV reader, enter amount you wish to add to card, and press done. The guest can have food on the same order as a gift card, so enter their entire order. Press "PAY/CLOSE ORDER" at the bottom of the screen and complete the order. If the guest is only buying gift card(s) you can select To Go and press x in the name/table card number question, then take payment.

Gift cards cannot be purchased with gift cards as a payment type.

EMPLOYEE FUNCTIONS

PRINTING FUNCTIONS

PRINT LAST RECEIPT

This will print the last closed transaction you rang

PRINT LAST CREDIT

This will print the last credit card slips from the last closed transaction paid by credit card

PRINT SELECTED CREDIT

This will open a screen with all credit card transactions, you can select a transaction then press print, to print the credit card slips. Manager access required.

PRINT ORDER

This will open a screen with all transactions, you can select a transaction then press print. Manager access required.

ADJUST CREDIT CARD TIPS

This open a screen with all catering credit card transactions, select the transaction you would like to add a tip to, and enter tip amount. When complete, press done.

CHECK GIFT CARD BALANCE

This will allow you check the balance of a gift card by pressing the button and swiping the card. You will also have an option to print a balance slip as well.

SET FINGERPRINT

This will allow you to set your finger print. Follow the on-screen instructions and use the finger reader to complete the set up.

ASSIGN CASH DRAWER

This will assign the drawer on the station you are working on, to you. It will prompt you verify how much cash is in your drawer. Please note – in most cases, cash drawers are set to public not assigned to individuals.

CHECKOUT

This will assign the drawer on the station you are working on, to you. It will prompt you verify how much cash is in your drawer. Please note – in most cases, cash drawers are set to public not assigned to individuals.

CLEAR NOTE

This will assign the drawer on the station you are working on, to you. It will prompt you verify how much cash is in your drawer. Please note – in most cases, cash drawers are set to public not assigned to individuals.

EMAIL RECEIPT

This will assign the drawer on the station you are working on, to you. It will prompt you verify how much cash is in your drawer. Please note – in most cases, cash drawers are set to public not assigned to individuals.

CLOCK OUT

This will assign the drawer on the station you are working on, to you. It will prompt you verify how much cash is in your drawer. Please note – in most cases, cash drawers are set to public not assigned to individuals.

TIME CLOCK

This will assign the drawer on the station you are working on, to you. It will prompt you verify how much cash is in your drawer. Please note – in most cases, cash drawers are set to public not assigned to individuals.

SURCHARGE

This will assign the drawer on the station you are working on, to you. It will prompt you verify how much cash is in your drawer. Please note – in most cases, cash drawers are set to public not assigned to individuals.

KITCHEN VIDEO SYSTEM

Grate Modern Mac & Cheese is equipped with a kitchen video system to track orders down the service line.

There are 3 video screens each with 8 on screen boxes and bump bars, one on either end of the line, and the other at the Expo station.

Orders will display the Table Card Number/Guest Name at the top of the order window. The order will start with the destination, so you know if it should be made for here or TO GO (to go order, online, p and phone in orders all need to be made in to go containers). Larger orders may take multiple boxes but will only have one number. Orders populate the screens based on time of order for in store orders, and time of pickup for online, and catering orders.

The order boxes will change color as the time progresses at each station, tickets start with a green background, that progresses to yellow then red as time progresses.

Paid orders have a green $ next to the ticket time and the items are in white font. Unpaid orders will be in purple. Make sure payment is received prior to starting the order. Once paid, the item font should turn white and the $ should appear.

All orders should be "bumped" as soon as they leave the station. The orders should be processed and bumped in order if possible.

BUMP BARS

The Bump Bars are mounted on the stainless-steel counter fronts. Press the number button that corresponds to the order box on the screen. Understand that as soon as you bump the order the orders the follow that order will now move up a box number. To recall a bumped order, press recall, scroll to the order (using the arrow buttons) that needs to be reviewed or unbumped, and press recall. The order will appear back into the que where it would still be had it not been bumped (it may not be box 1).

PASTA & SAUCE VIDEO

This is the first station where the order starts. This screen receives the order as soon as payment is taken for in store orders, or an online/catering order prep time has been reached. Orders should be bumped as soon as the last item on the order enters the oven.

This screen's tickets start with a green background, that progresses to yellow then red. The ideal ticket color should be green at this station.

FINISH VIDEO

This is the second station where the order goes after it gets out of the oven. This screen receives the order as soon as the order is bumped from "Pasta & Sauce Video". Orders should be bumped as soon as the last item on the order is handed to the expo window.

This screen's tickets start with a green background, that progresses to yellow then red. The ideal ticket color should be green at this station.

EXPO VIDEO

This is the last station where the end starts. This screen receives the order as soon as payment is taken for in store orders, or an online/catering order prep time has been reached. Same as the "Pasta & Sauce Video", but the order stays on the screen the entire time it takes to make down the line. Once the order is bumped on "Pasta & Sauce Video" the items on the order get a green check mark next to them to signify the item is in the oven.

This screen's tickets start with a blue-green background, that progresses to yellow then red. After 15 minutes the ticket turns dark red. The ideal ticket color should be yellow-green at this station.

Online Orders will follow the same pattern but will also print item and summary labels from the online order printer under register 3. Orders will show on screens 15 minutes before pickup (this time can be adjusted by managers on the registers, to accommodate order flow).

PREP PRINTERS

EXPO

The expo station has a printer that prints order summaries for TO GO and Online Orders. This ticket should be adhered to the to go bag. Online Orders that require multiple bags should be marked with a marker and initialed on the checked by line on the chit.

CATERING

The Catering area also has prep printer. This printer will print the orders four hours prior to the prep time. This ticket should be adhered to the catering bag or pan. Larger orders should be marked with a marker.

FRONT OF HOUSE MANAGER

The manager menu is only accessible by staff members clocked in with the appropriate security access and job position. Managers and Shift Supervisors can approve manager tasks by using their cards, or finger prints to override the login for staff that does not have access. Managers and Shift Supervisors that are logged in, do not need to override to access these functions. If you are prompted for a login to access something, your job code or position does not give you access to it.

All managers and shift supervisors should have manager cards, pin numbers, and finger prints on file to access the POS system. When overriding or working on the POS always use your manager card or finger print. Pin numbers are for emergencies only. If you think your pin has been compromised, please change it ASAP.

When working on the POS, make sure to log off when you step away from the POS station. Your manager access creates a security risk when left logged in and unattended. Anyone with manager access is strictly prohibited from sharing their access to the system with others.

VIEW CLOSED ORDERS

To view closed orders, press "View Closed Orders". You will see a list of all closed orders for the current business day, as well as a search area where you can type in searchable criteria like transactions numbers, employee names, table card number. You can also scan the barcode if you have the paper receipt and you are looking to reopen the check. You can press the "Reopen Check" Button to reopen the check to alter or change it.

ADJUST PAYMENT

The "Adjust Payment" button allows you to change the payment on a closed transaction. This will allow you to change a transaction from cash to credit or vice versa. Please note – DELETING A CREDIT CARD PAYMENT WILL REMOVE IT ENTIRLY. THE CARD WILL NEED TO BE RESWIPED/INSERTED/ENTERED AGAIN FOR CORRECTIONS.

DELETE ALL

The "Delete All" function allows you to delete everything on the check at once. This is great when voiding an entire closed transaction, quickly.

ITEM AVAILABILITY

The "Item Availability" button allows you to set a limit on how many of an item we have in stock, Once the last one is ordered or "sold out", the item cannot be order in store or online. This feature also allows you "sell in" items when they are back in stock.

SET TAX EXEMPT STATUS

The "Tax Exempt" function removes the tax charges from the check. You will be required to enter their tax-exempt ID.

DISABLE ONLINE ORDERING

This feature will disable Online Ordering immediately. Guests will be prompted to call the store when they try to order.

ENABLE ONLINE ORDERING

The "Enable Online Ordering" button will turn the online ordering back on, to the default wait time setting.

CHANGE ONLINE ORDER WAIT TIME

Allows you to change the wait time for the available online orders

OPEN DRAWER

Opens the cash drawer on the station you are logged into.

MANAGE DRAWERS

The "Manage Drawers" function shows you the status of each cash drawer. From here you can assign a drawer, make it public, cash it out, or see how much money and who is assigned to each drawer.

REPRINT CHECKOUT

Allows you to reprint a cash out drawer report for the current business day.

UNDO CHECKOUT

Undo a prior cash out for the current business day.

REFUND

The "Refund" function allows you to refund any item(s) and give cash or credit back to the guest. After pressing "Refund" every item ordered will be refunded. Follow normal check closing procedures to issues cash or credit refund (credit refund requires card or card number and CVV)

EDIT SHIFTS

The "Edit Shifts" screen allows managers to edit the clock in and out times for employees. Search and select the employee you would to edit a shift for. Then select the available shift to edit. Touch the time and our date you would like to edit and use the toggle/button menu(s) to change the date or time. Touch done when complete.

SET LOGIN

The "Set Login" button will allow you to set login info like PIN, Card Number, or Finger Print for any active employee. Select the employee, then the login you would like to set and follow the instructions.

PIN

Any number combination not already in use

MANGER CARDS

Cards are available from Roaring Fork IT

FINGER PRINTS

The readers have a blue light when functional. When setting your finger prints, it will take several scans. Press down and lift off several times, the screen should tell you how many times you need until its complete. You can only use one finger to identify yourself with.

EXIT POS SOFTWARE

The "Exit POS Software" will close the Brink POS software. This should only be done under the direction of IT or Brink support.

REPORTS

All the dark blue buttons on the right of the Manager menu are report buttons. Each button will show the corresponding report.

HELP

The "Help" menu offers options to reroute the Kitchen Video System and or Prep Printers. Please See the Trouble Shooting Guide for details.

BRINK BACK OF HOUSE

To access the Brink back of house system you will need to go to https://admin3.brinkpos.net

Enter your company issued email address for your username and enter the password you set.

DASHBOARD

Upon successful logon, you will see the current business statistics of the store or stores you have access to. This information is customizable by pressing the gear icon. You can also view dashboard statistics based on past dates as well.

REPORTS

Various reports that allow for some customization. Please See Reports Guide for report details.

DEPOSITS

The deposits feature allows you to record bank deposit information and change orders. Go to Accounting, then Deposits. Press the "+New Deposit" (green button in the upper right corner) and enter the required information.

ORDER LOOKUP

The order lookup function allows you to search for past transactions. Go to "Orders" then "Search Orders". Searchable criteria; order id, date/time, status, name, terminal, employee, destination, loyalty, items, total, or location. Depending on manager access you may be able to find transactions from other locations.

FUTURE ORDER/CATERING

To find future orders or open orders, use the "Pending Orders" or "Open Orders" to search and view current and future orders. The order detail can be downloaded and emailed from here.

GUEST LOOKUP

Press "Guests" Then "Customers". You will be able to search for rewards members. With appropriate access you may be able adjust points and rewards for the loyalty program.

EMPLOYEE SETUP
[MUST BE DONE FROM INTENET EXPLORER]

All employees must be set up in the Brink back of house. Go to "Configuration", then "Settings Editor". Click "Employees", then the "Add" button. Enter the appropriate employee information. Required information; name, address, cell phone, email, social security, DL number, Alien ID, job codes, payrates, pin

You can edit an existing employee by clicking on their name.

You can terminate an employee by checking the terminated box on their line.

PHONES

Grate uses a VOIP phone system that is controlled from the corporate office in Milwaukee, WI. This system requires working internet at the store and corporate office to function properly.

Please note: All phones can make outside calls. For outgoing calls to outside numbers dial 8 for an outside line or use the "Call Key" buttons on the phone before dialing the number. For internal/companywide calls, just dial the extension.

911 CALLS MAY ROUTE TO MILWAUKEE DISPATCH. ALWAYS VERIFY THE ADDRESS WITH 911 PRIOR TO DISPACTHING ATHOURITIES, OR USE YOUR CELL PHONE TO DIAL 911

FRONT OF HOUSE PHONES

There are two phones on the front of house located near the POS areas. The front phones are Mitel 5302 IP Phones. These are smaller with a 2-line display.

The front POS (2&3) phone will not ring when an outside caller is calling, but only when someone within the or company is calling (intercom).

The TO GO POS phone will ring when outside callers are calling in addition to internal calls.

OFFICE PHONE

The back-office phone is located on the managers desk. This phone is a Mitel 5330 with are larger display.

PHONE FUNCTIONS

TRANSFERRING CALLS

To transfer a call, press the transfer button, dial the extension you are transferring to, then hang up the phone.

PLACING CALLS ON HOLD

To place a call on hold, press the hold button. To retrieve the call on hold, press the flashing "Call Key" button.

CALL LOGS

To view the call logs, press the "call logs" button on the office phone, then follow the on-screen instructions for which log you want to view.

INTERCOM

This phone system allows you to intercom any phone in any Roaring Fork restaurant or office. Simply dial the 3 or 4-digit extension to call the phone. Please note intercom calls ring closer together so you can tell if the call in internal or external before looking at the screen.

grate
MODERN MAC & CHEESE

WI-FI

Grate utilizes the latest WIFI technology for our stores, employees, and guests. Each store is equipped with 2 high power access points. Both are ceiling mounted, one in the front of house and one in back.

GUEST

The Guest network is accessible between 7am and 10pm daily. This network does require consent through our landing page (which also directs them to our social media pages). Users will need to authenticate every time they re-join the network. There is no password required.

STAFF

The Staff network is for store or company owned technology that requires WIFI. Please see Roaring Fork IT for password information.

CORPORATE/STORE

The Rfork Corp network is for company owned technology used by above store management to roam companywide without jumping. Please see Roaring Fork IT for password information.

SECURITY SYSTEM

Grate uses a web-based security system called Virtual Keypad. This system has components hidden throughout the restaurant, that work on its own 4G cellular internet. The user interface keypad is located near the managers desk.

ARMING & DISARMING

Managers are required to arm and secure the store at the end of the day. To arm the system, Press the "Arm" button on the keypad, then exit and lock the restaurant. To disarm, enter your unique code. For code set up, please see your store GM or regional manager.

ALARM.COM APP

General Managers can have remote access the system through an app. This app will allow you to enter new managers, change codes, as well as arm and disarm the alarm from the app. Please see Roaring Fork IT for more details.

CAMERA SYSTEM

Grate utilizes advanced high definition audio and video surveillance from Envysion. Each store is equipped with 14 to 16 high definition cameras and several microphones. The POS also integrates into the surveillance system to allow for quick cross referencing. The cameras and microphones are recording 24/7 even when the internet goes down.

REMOTE VIEWING

Managers can view live feeds and past video through a web portal or mobile app. Please note POS data is only available through the web portal. For access info or to give local law enforcement temporary access, please contact Roaring Fork IT.

MOBILE APP

Managers can view live feeds and past video through the Envysion mobile app. Please note POS data is only available through the web portal. For access info please contact Roaring Fork IT.

MANAGERS COMPUTER

EMAIL

Each store is assigned a unique store email with several aliases. Email is currently hosted through Google Business and can be accessed from any device.

Email addresses:

[Store City Name]@gratemac.com

[Store Number]@gratemac.com

Grate#[Store Number]@roaring-fork.com

OFFICE 365

Each store manager's computer has Microsoft Office 365 for business installed. This includes Word, Excel, Outlook, and Power Point.

PRINTING

The manager computer is set to print to the desk printer in the back of house.

RFORK FILE SHARE

Rfork File Share is installed on the manager computer and each store has their own unique login. Rfork File Share is how the corporate office will share sensitive information with and from your store. This software also acts as a backup service for the manager computer and allows files saved on the manager computer to be accessed from the web or mobile devices. Please See Roaring Fork IT for more information.

MY.RFORK.COM

Mt.rfork.com is the one stop web portal for all Roaring Fork Restaurant Group employees and stores. Click the appropriate page for support (Grate Restaurant Support). This web portal can be accessed from any device.

THERMOSTATS

Each Store is equipped with IP thermostats from Proliphix. These are used in all Roaring Fork Restaurant Group stores and controlled by the corporate office.

FUNCTIONALITY

The thermostats are generally located near the managers desk in the BOH. Each thermostat has a hardwired remote temperature sensor in the area the unit covers. For example, the dining room thermostat will have a sensor in the dining room. Some thermostats will be locked depending on location.

SCHEDULE SETTINGS

The thermostats are programmed to run based on time of day and season. There are 5 schedules used throughout the year.

TEMPORARY HOLDS

You can temporarily change the settings by either selecting the cool or heat number and using the up or down arrows to change the temp. Changes are good for 3 hours. The OBO hold option will set the thermostat to heat to 68 or cool to 74.

ONLINE ORDERS

Guests can place orders online for pickup and catering at order.gratemac.com. Orders require prepayment and appear in the order que when it's the order's release time. Guest will pick up their order at register 1. Please note every online ordered Mac& Cheese should have a printed item label on it and the bag should have an order summary label in or on it. All orders require a phone number as well. Please call guest if more than 30 minutes have passed since their order promise time.

CLOSING AN ONLINE ORDER

Log into the POS and select the open order from the "lane" section at the top left of the screen (you may need to scroll to the right by using the right arrow). Press Finish/Close Order button in bottom right corner.

CANCEL AN ONLINE ORDER

Log into the POS and select the open order from the "lane" section at the top left of the screen (you may need to scroll to the right by using the right arrow). Go to manager functions → Delete All (manager access required), select reason why. Then Delete the payment by selecting the payment and pressing delete at the bottom. Press Finish/Close Order button in bottom right corner.

FULL REFUND AN ONLINE ORDER (SAME DAY)

Log into the POS and select the open order from the "lane" section at the top left of the screen (you may need to scroll to the right by using the right arrow). Go to manager functions → Delete All (manager access required), select reason why. Then Delete the payment by selecting the payment and pressing delete at the bottom. Press Finish/Close Order button in bottom right corner.

PARTIAL REFUND AN ONLINE ORDER (SAME DAY)

Log into POS and go to Manager Functions → Refund. Ring in all items to be refunded. Press Finish/Close Order. Refund to cash or card (Manager Access Required).

FULL OR PARTIAL REFUND AN ONLINE ORDER (DIFFERENT DAY)

Log into POS and go to Manager Functions → Refund. Ring in all items to be refunded. Press Finish/Close Order. Refund to cash or card (Manager Access Required).

DISABLE ONLINE ORDERING

This feature will disable Online Ordering immediately. Guests will be prompted to call the store when they try to order.

ENABLE ONLINE ORDERING

The "Enable Online Ordering" button will turn the online ordering back on, to the default wait time setting.

CHANGE ONLINE ORDER WAIT TIME

Allows you to change the wait time for the available online orders. The time delay is set in minutes.

PAGERS

Each Grate Modern Mac & Cheese is equipped with a guest paging system from Long Range Systems. This allows guests to know when their order is ready without having to run the food or call a number/name.

OVERVIEW

The pagers follow the order as is processed through the kitchen video screens. Once the order is complete and the expo bumps the order, the pager will go off that is assigned to the order.

HOW TO USE

When guests place their order, the cashier will enter the pager number prior to taking payment on the payment screen by pressing the "Pager Number" button at the top and entering the pager number (please note numbers 1 through 9 should be entered as a single digit only – no 0 to start).

Once the order is finished and bumped, the pager will vibrate and flash for 60 seconds. This can be stopped by putting the paged on to a charging base. Please note – DO NOT STACK PAGERS MORE THAN 15 HIGH.

TROUBLESHOOTING

POS ISSUES

BLANK SCREEN

Possible Causes/Things to check

> Power – Is the register on? There should be a green light on the front of the register if its powered on

>> If Not – Check to see if the red lights by the power button are lit.

>>> If Not – Check the battery backup/power source (outlet/breaker)

>> Try to turn on, by pressing the power button. If it doesn't turn on open a help desk ticket and call RDS Wisconsin immediately.

>> If Yes – Touch screen. If it still doesn't show an image and has the greenlight on, hold the power button down until it powers off (If this is on register 1, wait until there are no guests to serve before powering down). After the green light goes out, press the power button again to turn on.

>>> If it doesn't turn on or is still blank open a help desk ticket and call RDS Wisconsin immediately.

TOUCH SCRREN CALIBRATION IS OFF

Possible Causes/Things to check

> Calibrate the register – Login → Manager Functions → Exit POS Software →double click/tap calibration shortcut. Follow onscreen instructions (If this is on register 1, wait until there are no guests to serve before powering down). Double click/tap on Brink POS shortcut after calibrating.

>> If Still Does Not Work – Open help desk ticket and call RDS Wisconsin

REWARDS SCANNER NOT WORKING

Possible Causes/Things to check

> Error message on screen in the morning that says it cannot open the device on a com port

>> Touch screen to clear error message

>> Log in

Go to manager functions

Press Exit POS Software

Get Scanner Help Card from pouch in Tech Guide

Scan 1

Wait for the beeps and scan side two

Wait for the beeps

Double click/tap the Brink POS icon on the screen

No lights on the device are lit up

Make sure the cable is secured in the back of the reader

Make sure the USB cable marked "Scanner" is plugged into the USB port marked "Scan"

All other issues – Open a help desk ticket and call RDS Wisconsin

EMV DEVICE NOT WORKING

Possible Causes/Things to check

Power – Is the device on? The should show an image if its powered on

If Not – Check to see if the power cable is connected to the device at the top back side of the reader.

If So – Check the battery backup/power source (outlet/breaker)

If the power source and cable are not the issue open a help desk ticket and call RDS Wisconsin

Error message while not in use

Reboot device – Unplug power cable from the back of the device and wait 10 seconds to plug it back in

If error persists, open help desk ticket and call RDS Wisconsin

Error message while in use

Cancel transaction by pressing Red X on the device, try card again.

If error happens again, run card on register. If card processes, open a help desk ticket and call RDS

[Note if other cards are processing but one card is erroring/declining, it may be the guests card]

RECEIPT PRINTER NOT WORKING

Possible Causes/Things to check

Power – Is the device on? There should be a green power light on.

If Not – Check to see if the power cable is connected to the device at the back of the printer.

If So – Check the battery backup/power source (outlet/breaker)

Still not working? Open a help desk ticket and call RDS Wisconsin

Error Light is on

Reboot – Flip power switch at front bottom right off for 10 seconds and back on

If Still On – Check paper roll position and close lid

If Still On – Reboot the register

If Still On – Open help desk ticket and call RDS Wisconsin

TO GO PREP PRINTER NOT WORKING

Possible Causes/Things to check

Power – Is the device on? There should be a green power light on.

If Not – Check to see if the power cable is connected to the device at the back of the printer.

If So – Check the battery backup/power source (outlet/breaker)

Still not working? Open a help desk ticket and call RDS Wisconsin

Error Light is on

Reboot – Flip power switch at front bottom right off for 10 seconds and back on

If Still On – Check paper roll position and close lid

If Still On – Open help desk ticket and call RDS Wisconsin

No error light, but is powered on – Verify the network cable is secure from the back of the printer to the wall port (note the number on the wall port)

If Still Nothing Prints – Check the connection in the network cage (Follow the cable from the numbered port at the top to the port its connected to on the POS switch) by verifying lights on the switch port.

CATERING PREP PRINTER NOT WORKING

Possible Causes/Things to check

Power – Is the device on? There should be a green power light on.

If Not – Check to see if the power cable is connected to the device at the back of the printer.

If So – Check the battery backup/power source (outlet/breaker)

Still not working? Open a help desk ticket and call RDS Wisconsin

Error Light is on

Reboot – Flip power switch at front bottom right off for 10 seconds and back on

If Still On – Check paper roll position and close lid

If Still On – Open help desk ticket and call RDS Wisconsin

No error light, but is powered on – Verify the network cable is secure from the back of the printer to the wall port (note the number on the wall port)

If Still Nothing Prints – Check the connection in the network cage (Follow the cable from the numbered port at the top to the port its connected to on the POS switch) by verifying lights on the switch port.

CASH DRAWER NOT WORKING

Possible Causes/Things to check

Check to make sure the receipt printer is powered on, error free and has paper

If So – Check to make sure the connection is secured between the cash drawer cable from the back of the receipt printer to the back of the cash drawer

Check to make sure the drawer is not jammed or stuck. Use the key to try and manually open the drawer.

If still will not open -Use a flat piece of metal to slide in between the drawer and housing and run the length of the top and bottom to find what the drawer is catching on.

FINGER PRINT READER NOT WORKING

Possible Causes/Things to check

Power – Is the device on? The reader should be lit up blue.

If the light is red, open a help desk ticket and call RDS Wisconsin

No Lights – Open help desk ticket and call RDS Wisconsin

MANAGER CARD SWIPE NOT WORKING

Possible Causes/Things to check

Reboot Register – Login → Manager Functions → Exit POS Software →Start Button → Restart (If this is on register 1, wait until there are no guests to serve before powering down).

If Still Does Not Work – Open help desk ticket and call RDS Wisconsin

WAITING FOR SERVER MESSAGE

Possible Causes/Things to check

Is Register 1 on?

If So – Does, the internet work? Check the phones, if they work they internet does as well

Call RDS Wisconsin Immediately and open a help desk ticket

If the internet does not work – Reboot the network (See procedures), Call Roaring Fork IT immediately.

DESKTOP SCREEN SHOWING

Possible Causes/Things to check

Double click/tap the Brink POS icon on the screen

Doesn't do anything? Reboot Register – Login → Manager Functions → Exit POS Software →Start Button → Restart (If this is on register 1, wait until there are no guests to serve before powering down).

Still having issues? Open help desk ticket and call RDS Wisconsin.

CREDIT CARDS DECLINING

Possible Causes/Things to check

Is it one card, some cards, or all cards?

One card – The card on the register swiped and or manually entered

Still Declining – You can try the backup reader under register 2 (Follow offline credit procedure)

Still Declining – It might be the guest's card, and they should verify with their bank and use a different payment method to complete their order,

Some cards – if it's a card type (Visa, Master Card, Discover, or American Express) that is not working, try it on the register and or the backup reader.

Still Declining – Call RDS Wisconsin Immediately and open a help desk ticket.

All Cards – Check internet by checking phones. If the phones work so does the internet.

If the internet works and all cards are declining - Call RDS Wisconsin immediately, open a help desk ticket, and use the backup reader

If the backup reader is also not working – Use manual capture forms to complete transactions in offline credit mode

KITCHEN VIDEO SYSTEM ISSUES

MONITOR IS BLANK

Power – Is the monitor on? There should be a green or blue power light on.

If Not – Check to see if the power cable is connected to the device at the back of the monitor.

If So – Check the battery backup/power source (outlet/breaker)

Still not working? Open a help desk ticket and call RDS Wisconsin

If So – Verify the video controller has power and is turned on. The controller has a blue light when powered on.

If not – Check the battery backup/power source (outlet/breaker).

Still Not Working - Call RDS Wisconsin and open a help desk ticket

If the monitor and controller have power and the screen is still blank – Call RDS Wisconsin and open a help desk ticket

BUMP BAR IS NOT WORKING

Possible Causes/Things to check

Make sure USB cable marked Bump Bar is plugged into a USB port on the Video Controller

If Secured and still not working - Reboot Video Controller (See Procedure)

If still not working – Open help desk ticket and call RDS Wisconsin. Use wireless keyboard (use number keys – R=Recall; B=Bump; Up and Down Arrows to page) to bump orders until resolved

ONE OR MORE BUMP BAR KEYS DO NOT WORK (BUT SOME DO)

Call RDS Wisconsin and open a help desk ticket

WAITING FOR SERVER MESSAGE

Possible Causes/Things to check

Is Register 1 on?

> If So – Does, the internet work? Check the phones, if they work they internet does as well
>
>> Call RDS Wisconsin Immediately and open a help desk ticket
>
> If the internet does not work – Reboot the network (See procedures), Call Roaring Fork IT immediately.

SCREEN IS FROZEN

Possible Causes/Things to check

> Make sure USB cable marked Bump Bar is plugged into a USB port on the Video Controller
>
> If Secured and still not working - Reboot Video Controller (See Procedure)
>
>> Still Not Working - Call RDS Wisconsin and open a help desk ticket

PAGER ISSUES

PAGERS NOT WORKING

Possible Causes/Things to check

> All Pagers
>
> Power – Is the transmitter on? There should be red lights on (the device is under register 1)
>
>> If Not – Check to see if the power cable is connected to the device.
>>
>>> If So – Check the battery backup/power source (outlet/breaker)
>>>
>>> If it still doesn't work – Reboot Register 1 when there are no guests to serve
>>>
>>>> Still doesn't work? Open a help desk ticket and use table number cars and names until resolved
>
> Some Pagers
>
> Check to make sure the cashier is entering the pager number correctly.

If the problem is with the same pager number, remove the pager from circulation and open a help desk ticket.

ALL PAGER GO OFF AT THE SAME TIME

Possible Causes/Things to check

A cashier entered a pager number incorrectly – If you enter a 0 to start it will page all pagers.

If you catch it before the order is bumped, reopen transaction and change pager number (See procedure)

WI-FI ISSUES

GUEST NETWORK

UNAVAILABLE/NOT VISIBLE

(Between Midnight and 7am this network is disabled)

Possible Causes/Things to check

Make sure both Access Points are powered on – They should have a Blue, Purple, or White light on the front.

Verify the internet is working by checking the phones, If the phones work, so does the internet.

If so and still not working – Open a help desk ticket

NO INTERNET ACCESS

Verify the internet is working by checking the phones, If the phones work, so does the internet.

If so and still not working – Open a help desk ticket

STAFF NETWORK

UNAVAILABLE/NOT VISIBLE

Possible Causes/Things to check

Make sure both Access Points are powered on – They should have a Blue, Purple, or White light on the front.

Verify the internet is working by checking the phones, If the phones work, so does the internet.

If so and still not working – Open a help desk ticket

NO INTERNET ACCESS

Verify the internet is working by checking the phones, If the phones work, so does the internet.

If so and still not working – Open a help desk ticket

CORPORATE NETWORK

NO INTERNET ACCESS

Verify the internet is working by checking the phones, If the phones work, so does the internet.

If so and still not working – Open a help desk ticket

BACK OF HOUSE COMPUTER ISSUES

PRINTING ISSUES (NO ERRORS)

Possible Causes/Things to check

Power – Is the display lit up?

If Not – Check to see if the power cable is connected to the device.

If So – Check the battery backup/power source (outlet/breaker)

If it still doesn't work – Reboot computer

Still doesn't work? Open a help desk ticket

CAMERA SYSTEM ISSUES

Possible Causes/Things to check

Power – Is the display on? There should be messages on the green screen

If Not – Check to see if the power cable is connected to the device.

If So – Check the battery backup/power source (outlet/breaker)

If it still doesn't work – Open a help desk ticket and call Envysion Support

Individual camera(s) are down – Reboot DVR (See Procedure)

Still Down? – Check the Camera switch for ports with cables, that re not lit up. Try moving them to an open port.

If still not working – Open help desk ticket

PHONE ISSUES

Possible Causes/Things to check

Power – Is the display on? The screen should be lit with phone information displayed

If Not – Check to see if the Ethernet cable is connected to the device (the only cable).

If it still doesn't work – Check to make sure the switched have power (ports should have lights flashing

If Not – resolve power issue.

No Dial Tone/ Keeps Rebooting – Verify the internet works by googling what time it is from Wi-Fi or back office computer.

No internet – Contact Roaring Fork IT immediately.

Calls Dropping/Poor Audio Connection

Open help desk ticket

MUSIC ISSUES

Possible Causes/Things to check

Power – Is the display on? There should be messages on the green screen

If Not – Check to see if the power cable is connected to the device.

If So – Check the battery backup/power source (outlet/breaker)

Check to make sure the receiver is on

If it still doesn't work – Open a help desk ticket

SECURITY SYSTEM ISSUES

Possible Causes/Things to check

Power – Is the display on? There should be messages on the screen

If Not – Open a help desk ticket and call Best Defense Support Immediately.

EMAIL ISSUES

Open help desk ticket

SUPPORT

ROARING FORK SUPPORT

HELP DESK

Go to https://help.rfork.com from any device

One stop help desk for all IT issues. This help desk will route your ticket to the appropriate help desk team to resolve the issue. Information you provide when entering the ticket dictate how the ticket routes and the time frame for resolution. Auto generated messages and ticket communication will got to the employee's or store email. Tickets can be updated and tracked via the web portal where the ticket was created. The help desk can be accessed from any device.

Call 1 (833) 567-3675 (toll free) from any device

Follow prompts to create a ticket by phone. Auto generated messages and ticket communication will got to the employee's or store email. Tickets can be updated and tracked via the web portal where the ticket was created. The help desk can be accessed from any device.

THIRD PARTY SYSTEM SUPPORT

POS SUPPORT

Retail Data Systems of Wisconsin Provide 24/7 on site and phone support and service to our restaurants for all components of the POS excluding the pager system. Tickets can be created in the rfork Help Desk.

Contact Info: 1-800-779-7052 – Ask for Brink support

(After hours emergency support select option 8)

CAMERA SUPPORT

Envysion supports our surveillance systems in all our restaurants and offer business hours phones support for all camera system inquiries (how to use).

Tickets for camera repair and maintenance can be created through the rfork Help Desk.

Contact Info: 1 (877) 258-9441 Extension 2

ALARM SYSTEM SUPPORT

Best Defense supports and monitors the alarm systems in our restaurants. If on-site service or support is needed please create a ticket in the rfork help desk. For emergency service and support contact Best Defense directly.

Contact info: 1 (800) 237-8389

PHONE SUPPORT

Professional Communication Systems supports our phone system. They support the entirety of the system from service to devices. Create a help desk ticket to open an issue about the phones.

Contact Info: (262) 790-1800

MUSIC SUPPORT

Mood Media supports our music hardware and streaming service. To create a ticket, go to the rfork help desk.

Contact Info: 1 (800) 345-5000

REPORTS

SALES

LABOR

ITEMS/INVENTORY

TICKET TIME'S

CONTACTS

GRATE CORPORATE CONTACTS

414-962-4200 Or Dial the Extension(s) below from any store phone

General Dial 241	Marketing Dial 114	Accounting Dial 109
HR Dial 110	IT Dial 131	Operations Dial 141

GRATE STORE CONTACTS

STORE #0001 MENOMONEE FALLS, WI		(262)953-2540
Office/Store Extension Dial 2400	Front Extension Dial 2800	Pickup Extension Dial 2600

STORE #0002 GREENFIELD, WI		(414)239-6025
Office/Store Extension Dial 2452	Front Extension Dial 2852	Pickup Extension Dial 2652

GRATE TECH VENDOR CONTACTS

Retail Data Systems of Wisconsin	1-800-779-7052
Envysion	1-877-258-6441
Professional Communication Systems	262-789-1800
Best Defense	1-800-237-8389
Mood Media	1-800-345-5000

PROCEDURES

OFFLINE PROCEDURE

OFFLINE – CASHIER

TAKE YOUR GUESTS ORDER USING THE OFFLINE ORDER PAD.

- o Start with store ID number, date and time, your name and which cash drawer number you are using.
- o Ask for here or to go and circle the appropriate option
- o Write down table number, pager number, or Guest Name
- o If the Guest has a rewards account write down card number or email/phone number in the Loyalty # box, and check the Loyalty Box in the top right corner

- o Write each Mac & Cheese in its own box. Starting with the size (R) or (S), then abbreviation, and any modifications the guest wants. Put the total price including addition charge modifiers
- o If the guest is ordering more than 4 Mac & Cheeses use addition forms and staple together
- o If the guest is ordering Sides, Salads, Desserts or Drinks, add those the appropriate boxes, and put the total amounts for each type of product order
- o Add all the prices for the items order and write in the subtotal box
- o If the guest is using a discount or promo code, write the amount to be discounted (this may need to be calculated with the calculator first). Write the discount or promo code in the space below the words Discount/Promo. Remember to staple and void any paper coupons surrendered.
- o Write the tax rate for the store in the Tax box, then calculate the tax ((subtotal - Discount/Promo) * Tax Rate), write the amount of tax due in the box.
- o Add the Subtotal less and discounts or promos and the tax. Write this in the total box

TAKE PAYMENT

- o Circle the type of payment the guest uses
- o For Credit: Use the backup EMV reader to complete the transaction. Follow on screen instructions for "sale" option (Note you can handle the guest card to insert chip card into the device. The device is also Apple/Android pay compatible, so the guest can hold their phone over the device to use this feature.

  - ▪ Have guest sign the credit card slip
  - ▪ Staple the signed credit card slip the Top/White/Corp copy
  - ▪ If the guest wants a copy of their credit slip press the option to print a guest copy and staple this to their copy of the order (last page/pink copy)
- o For Cash; write the amount of cash the guest gives you under the cash option, then use the calculator to calculate the change due and write this in the change due box

- For Gift Cards; Follow the same instructions for credit card transactions
- Keep the top/white/corp copy, give the second/yellow/store copy to the person on the pasta station to start the order. Then give the bottom/pink/guest copy to the guest

Pass the order down line with the order. At expo, keep the yellow copy after the order is complete on an order spindle. (keep until all orders are verified at the end of the day or outage (whichever comes first))

OFFLINE – LINE

Pasta/Béchamel – Prepare the mac & chesses listed on the order form(s) (note there may be more than 1 page per order). After the order is in the oven, pass the order form to Oven Master or Finish person (depending on line staffing)

Oven Master – Pass order forms from Pasta to Finish after verifying orders in the oven

Finish – Receive order forms from Pasta or Oven Master, place newest forms to the bottom of the pile with the oldest on top. Finish mac & cheese orders and pass order form along with mac & cheese to Expo

OFFLINE – EXPO/FOOD RUNNER

Verify order is complete and run or call out the order. Spindle the order (Spindle should be set up prior – Can be found in Offline Kit)

OFFLINE – POST SHIFT MANAGER
SYSTEM STILL OFFLINE

Verify Order – Match form copies and check math. Circle and Initial order totals if correct. If errors are found, note on form and in manager log (address cashier).

Scan and email all corporate copies of offline order forms to offline@gratemac.com

Save order forms in an envelope to be entered when the system comes back online

SYSTEM BACK ONLINE

Verify Order – Match form copies and check math. Circle and Initial order totals if correct. If errors are found, note on form and in manager log (address cashier).

Log into any register

Ring in all orders (use offline credit payment type for orders that used the backup reader)

Print receipt and staple to order form

Stamp Offline Order Form with completed stamp, and fill out information

Put order forms in an envelope to be sent to corporate

OFFLINE – CREDIT ONLY

Set up backup reader on the front counter in between the front registers.

The device can be found under register 2

The device is in the office are. Power and data cable are located under register 3 cash drawer. Plug all 3 into the bottom of the backup reader

Ring order in POS as normal.

On payment screen use offline credit option → Complete transaction on backup reader

Press Sale → Enter $ amount → Enter → Insert or swipe card (Credit or Gift Card)

Print 1 copy for the store and have guest sign.

Ask guest if they would like their copy, if so print copy

Put slip in drawer

REFUNDS

SAME DAY FULL REFUND

Log into any register

Go to Manager Functions → View Closed Orders

Search or scan the barcode on the bottom of the receipt

Press Reopen Check

Go to Manager Functions →Delete All → Select reason

Highlight/Select Payment → Delete → Pay/Close Check

SAME DAY PARTIAL ORDER REFUND

Log into any register

Go to Manager Functions →Refund

Ring in items to be refunded

Pay/Close Order → Select appropriate payment type

DIFFERENT DAY FULL OR PARTIAL ORDER REFUND

Log into any register

Go to Manager Functions →Refund

Ring in items to be refunded

Pay/Close Order → Select appropriate payment type

CATERING ORDERS

DAY OF (NON-HOUSE ACCOUNT)

Log into any register with catering number

Go to Catering Menu → Ring in items

Pay/Close Order

Name order to guest's name

Select "Catering Now" destination

Select "Catering Payments" – enter payment info

Print receipt

DAY OF (HOUSE ACCOUNT)

Log into any register with catering number

Go to Catering Menu → Ring in items

Pay/Close Order

Name order to guest's name

Select "Catering House Account" destination

Select "Catering Payments" → House Account → enter account number

Print receipt

FUTURE ORDER

Log into any register with catering number

Press "Start Catering/Call In Order" → Select Catering-Future Order destination

Enter/Lookup guest info and promise/pickup time → Edit Order

Go to Catering Menu → Ring in items

Pay/Close Order → Select "Catering Payments" – enter payment info

CATERING TIPS (NON-HOUSE ACCOUNT)

Log into any register with catering number

Employee Functions → Adjust Tips

Select the appropriate transaction and add the tip amount.

Logout

Sign in as a manager

Manager Functions → Manager Drawers → Select Drawer → Cash Out → Tips Paid Out

Enter Transaction ID

Enter Tip Amount

Done → Logout

CATERING TIPS (HOUSE ACCOUNT)

Log into any register

Manager Functions → View Closed Orders

Find Transaction → Reopen Order

Select/Highlight payment → Delete

Pay/Close Order → Catering Payments → House Account Tip

Enter tip amount → Ok

House Account → Enter account information

Print Receipt

Manager Functions → Manager Drawers → Select Drawer → Cash Out → Tips Paid Out

Enter Transaction ID

Enter Tip Amount

Done → Logout

PLACING CALL IN ORDERS

DAY OF OR FUTURE ORDER

Log into any register with catering number

Press "Start Catering/Call In Order" → Select Catering-Future Order destination

Enter/Lookup guest info and promise/pickup time → Edit Order

Go to Catering Menu → Ring in items

Pay/Close Order

Select "Catering Payments" – enter payment info

REBOOTING

POS

Log into the register you'd like to reboot

Manager Functions → Exit POS Software

Windows Start Button → Restart

KITCHEN VIDEO

Get the appropriate keyboard

Press Ctrl-Alt-Del → Red down arrow by Power button → Restart

NETWORK

Press the blue power under the plastic window on the battery back up in the network cage

Once everything is off press the button again to turn the network back on

CAMERA SYSTEM

Press the small under the power button

THERMOSTATS

Press the release button at the bottom of the faceplate and lift out and up

Remove face place from bracket

Replace face plate after 10 seconds

SURVEILLANCE VIDEO SEARCH

BY TRANSACTION/POS DATA

Log into Envysion

Select the store DVR → Select Receipt Search from drop down under Video Search

Select Date and or enter transition ID → Press Search

Select camera angle to view

BY TIME FRAME

Log into Envysion

Select the store DVR → Date Range or Specific Date from drop down under Video Search

Select Date or Date Range → Press Search

Select camera angle to view

BY MOTION SEARCH

Log into Envysion

Select the store DVR → Date Range or Specific Date from drop down under Video Search

Select Date or Date Range → Press Search

Select camera angle to view

Select Motion Search → Highlight/Select boxes which you'd like track motion in

Press Start

ORDER MORE GIFT CARDS

Contact Roaring Fork Marketing

ORDER MORE REWARDS CARDS

Contact Roaring Fork Marketing

QSR – SCHEDULING

QSR – INVENTORY