



S K Y T A B

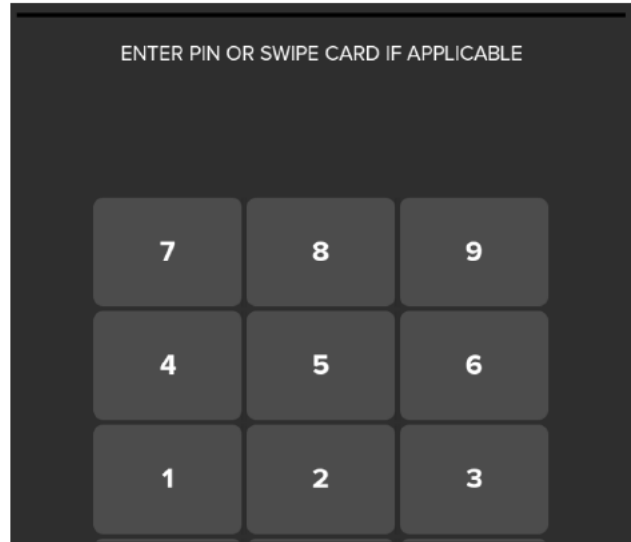
BY SHIFT®

Menchie's Essential Function Guide for Team Members

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How to Clock-In

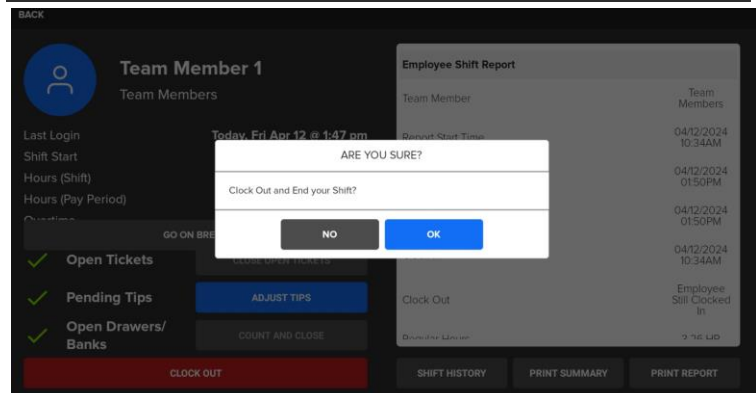
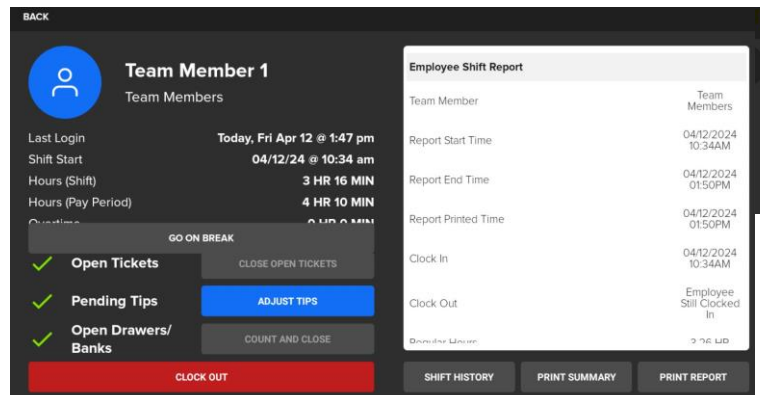
Enter your 4-digit PIN code on the sign on page.



How to Clock-Out

1. Enter your pin code
2. Open the dashboard by tapping on your name in the upper right-hand corner of the screen
3. Press the red **Clock Out** button at the bottom of the page
4. A pop-up message appears asking if you are sure you want to Clock Out and End your Shift. Select **OK** to clock out. You will be clocked out of the system and your shift has ended

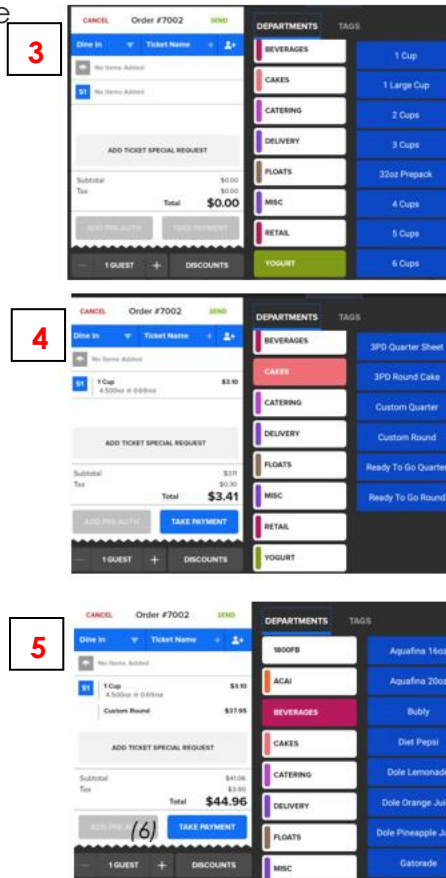
You can also use this page to clock out for breaks.



How to Ring up a Transaction

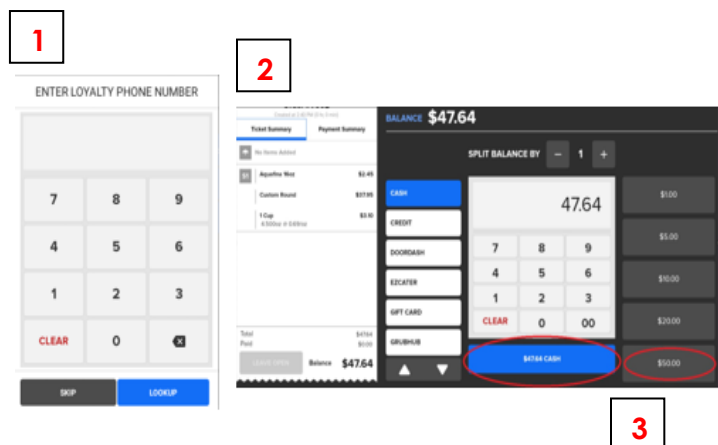
In this example we will ring up 1 cup, 1 cake and 1 water bottle

2. Sign in to the POS using your 4 digit PIN.
3. Select the order type, **Dine in or To Go**
4. Select the **Yogurt** button under departments, then select 1 cup. Proceed to confirming the weight of the cup.
5. Select the **Cakes** button under departments, select **Custom Round**
6. Select the **Beverages** button under departments, select **Aquafina 16oz**
7. Click on **Take Payment** to get to the payment screen



How to Complete a Transaction Using a Cash Tender

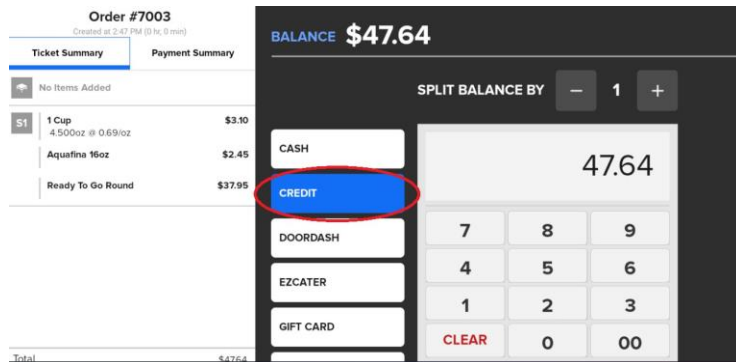
1. Enter the guests loyalty number or scan their app before moving on to the payment screen. Once on the payment screen, select one of the two options for entering cash amount
2. (1) enter the amount of cash given on the keypad then press the cash button
3. (2) select the denomination options on the right-hand side of the screen.
4. Once you've selected your cash payment, the cash drawer will pop open.



How to Complete a Transaction Using Debit and Credit Card Tender

On the pay screen, press **Credit**, and swipe on side reader or manually enter the card number in the **manual entry** option

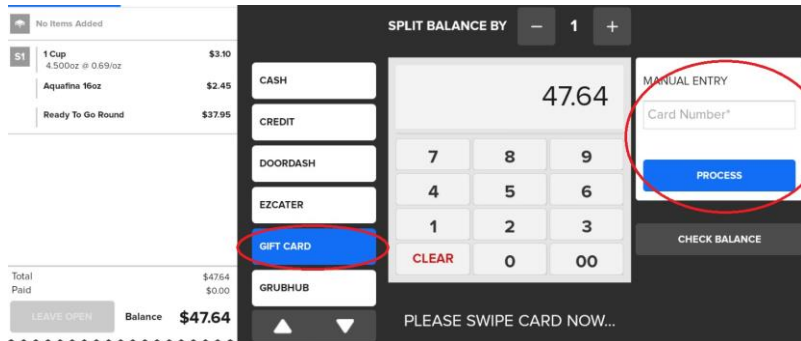
Note: Guest must accept or decline tips prompt before debit/credit payment can be completed. You can skip this step if needed on POS.



How to Complete a Transaction Using a Gift Card

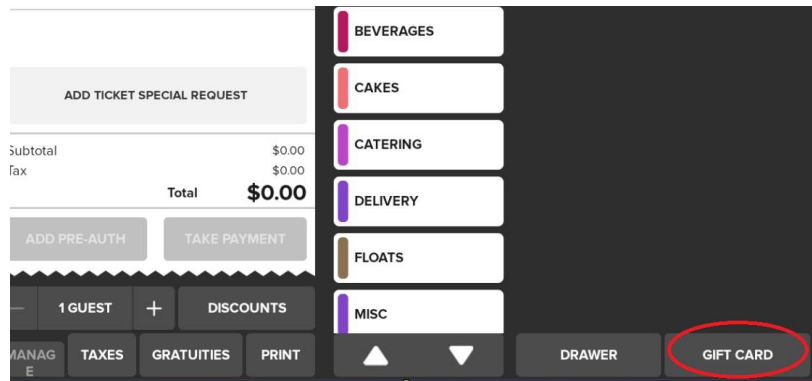
Once on the pay screen, press the **Gift Card** button and swipe the card on the reader located on the right side of the POS.

To manually add, select **manual entry** and input gift card number.

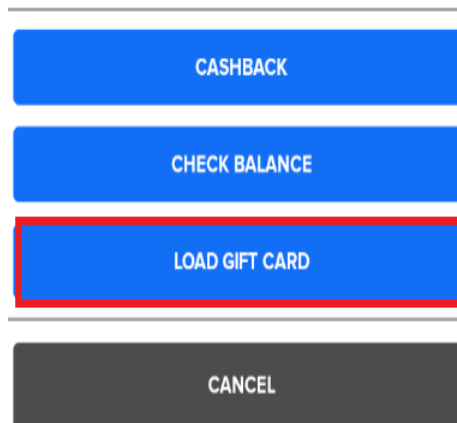


How to Load/Add Money to a Gift Card

1. Select the Gift Card tab at the bottom of the screen
2. Press the load gift card option
3. Enter the amount to be added
4. Swipe the card using the reader or manually enter the gift card number
5. Press payment and complete the payment using the correct tender

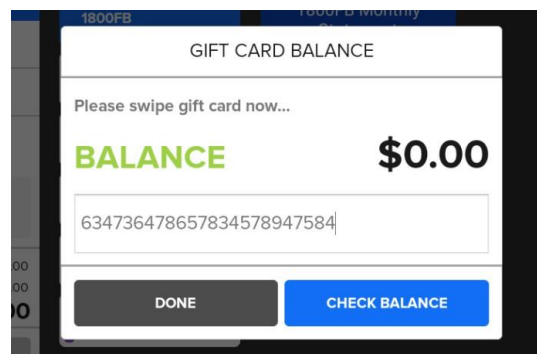


GIFT CARD



How to Check Gift Card Balance

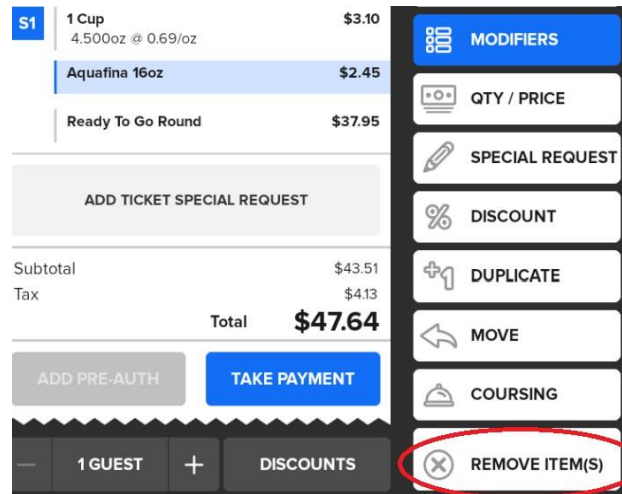
1. Select the Gift Card button at the bottom of the dashboard screen
2. Press Check Balance
3. Swipe or enter gift card manually to check balance
4. Hit Check Balance



How to Void a Transaction BEFORE Payment is Completed

These steps are for items that have already been entered on the ticket but need to be removed before payment. You must be on the order screen in order to void items

1. Select the item(s) you need to remove from the ticket
2. Press Remove Items
3. Select the reason for voiding the item(s) in the drop down menu
4. Once Selected, the item will be removed from the your ticket



VOID ITEM

What is the reason for the void?

Additional Comments...

Employee Error

86 Out of Item

Spilled Food/Drink

Customer Changed Mind

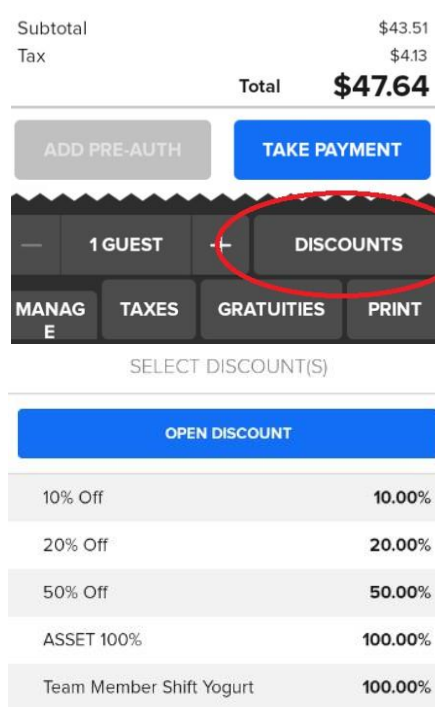
Training

Testing

CANCEL VOID

How to Apply a Discount

1. Once you're in the payment screen, select the discount button, below the take payment button
2. Select the discount you would like to apply to your ticket and proceed with payment



How to Apply mySmileage Menchie's Money

1. Before going to the payment screen, select the Loyalty button at the bottom right-hand side of the screen
2. Enter the guest number or scan the app and their information will appear with the amount of the available points and/or the Menchie's money dollar amount below. Select the reward button if they would like to use their points for their purchase

