




S K Y T A B

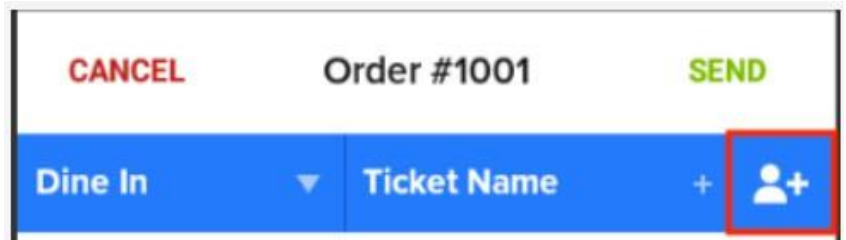
BY SHIFT®

Frequently Asked Questions

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How do I change the mySmileage number if the wrong one was input?

1. On the top right corner of your ticket, press the  button
2. Press Remove Customer
3. Press Done Searching
4. Have a guest re-enter their phone number



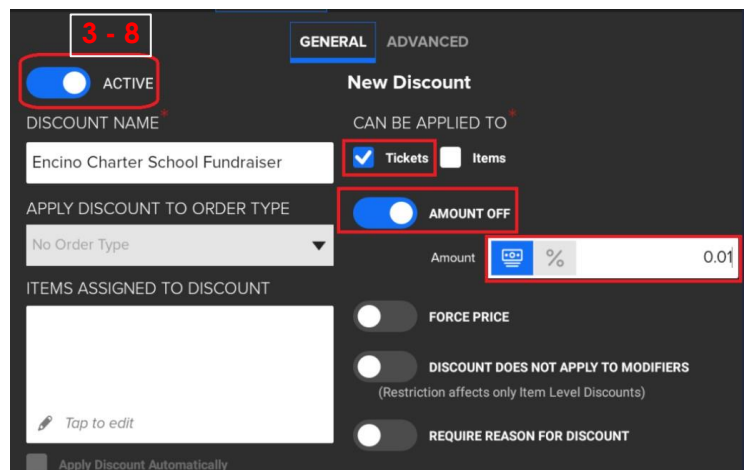
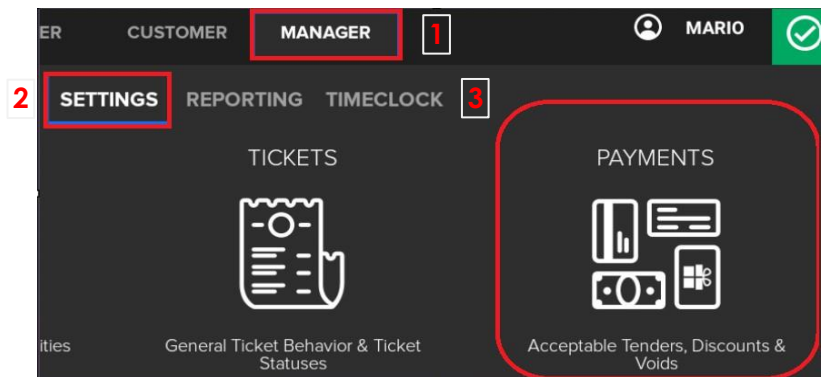
Why is the Menchie's Money is not showing up on the Customer Facing Display (CFD) for guests?

This item is under development, in the meantime the TM can see the amount on their screen and can inform the guest.

I can't set up a 0 discount for a fundraiser. How do I set up a fundraiser?

Sky tab doesn't allow zero amount discounts.

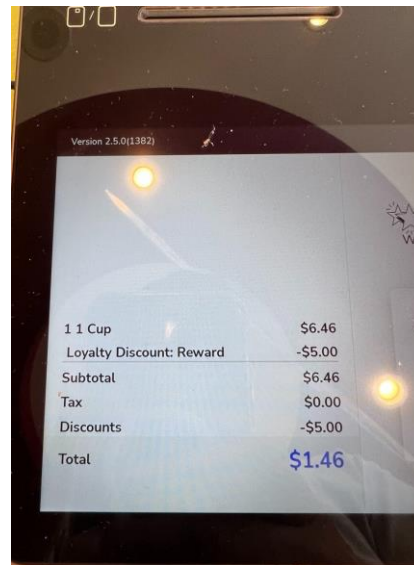
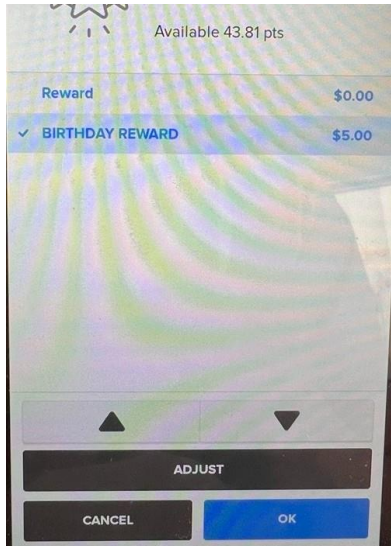
1. Select the Manager tab
2. Select Settings
3. Select Payments
4. Press Discounts and proceed to add new discount
5. Enter your fundraiser name under discount name
6. For Can be Applied To, select tickets
7. For Amount Off, enter **0.01%**
8. Hit Save



Note: You must select 0.01% as an amount or you will not be able to save your discount.

How does a birthday reward get redeemed?

Birthday rewards will be automatically applied when a guest enters their loyalty number and will show as below on the transaction.



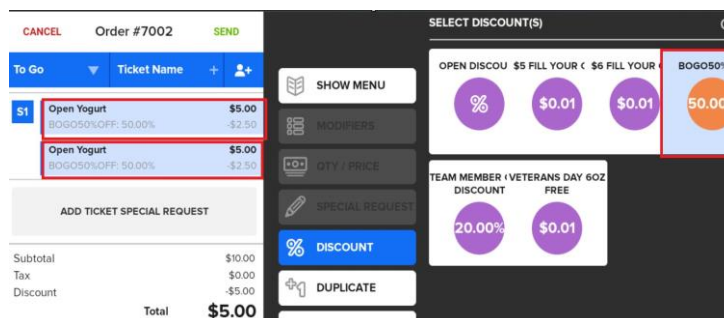
Can you take partial Menchie's Money instead of the full amount?

This item is under development, currently Menchie's Money available will be applied in full to cover the check amount.

How do I apply a discount to multiple items on a check?

When discounting more than one item with the same discount, press on and highlight the items to discount, then select discount to apply. If you are using different discounts, be aware of the highlighted items that are selected.

Currently the first item highlighted cannot be deselected, this is a bug and is being fixed.



Where does the final deposit show up when closing a register?

The Cash Summary slip printout will give you the cash expected for that drawer.

CASH SUMMARY	
Start Time:	04/29/24 4:00 AM
End Time:	04/30/24 3:59 AM
Printed:	04/29/24 9:29 PM

SELECTED DRAWERS/BANKS	
#2 / Drawer #1	
Opened At:	04/29/24 10:23 AM
Closed At:	N/A

CASH SUMMARY	
Starting Cash	\$0.00
+ Cash In	\$0.00
- Cash Out	\$0.00
+ Cash Received	\$215.70
- Non Cash Change	\$0.00
- Cash Refunded	\$0.00
- Tips Paid	\$10.12
- Safe Drops	\$0.00
Cash Expected	\$205.58
Cash Short	\$0.00
Cash Counted*	\$0.00
+ Safe Drops	\$0.00
- Starting Cash	\$0.00
Final Deposit	\$0.00

How do I know my End of Day was finalized correctly?

Select Manager then End OF Day

All items should have a green check mark next to them for EOD to finalize.

If any items do not show the green check mark, then press on the button to correct that item.

- Close Open Tickets – all tickets must be completed for EOD process to run.
- Adjust Tips – adjust any tips that were not processed properly.
- Open Draws – all draws must be counted and closed.
- Clock Out – all team members must be clocked out.

