



ALL USERS

This Quick Start Guide is Intended for users with login privileges.

Open Tickets

There are several ways to open tickets - touch a screen category and menu item, or touch a customer name, or touch 'New Ticket' in the lower left of the order entry screen.

Open Ticket Note:

Dinerware has created several ways to open a ticket because an upscale restaurant or banquet hall operates very differently than a bar or cafe.

How to Open and Close Tickets

Dinerware is designed to accommodate many different environments. For example, a bartender will need the ability to open and close tickets out fast, while a fine dining restaurant will want the ability to easily split or combine checks. There are several ways to manage tickets (sometimes called guest checks). The following way is how **bars, cafes, nightclubs and quick service restaurants** use Dinerware to open and close tickets.

Open a ticket

1. From the Order Entry screen, touch a **screen category** (example: bottled beer).
2. Choose a specific item by touching a **menu item** (example: Corona).

A new ticket (guest check) automatically appears on the left of the screen and includes the order and price.

Pay the ticket with cash

1. At the bottom of the ticket, there are a few options to pay.
2. For an exact amount, touch '**Fast Pay!**' For a common dollar amount, touch the denomination the customer pays.

The Payment screen appears with the amount due.

Pay the ticket with a credit card

1. At the bottom of the ticket, touch '**Credit!**'
2. A box appears and prompts '**Swipe Credit Card!**'
(For integrated credit card systems)

