DINERWARE
Intuitive Restaurant Software

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)

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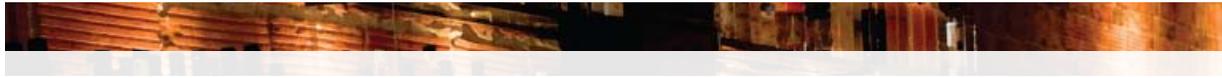
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Share Items

Dinerware enables the server or cashier to easily to share out items among guests, such as a bottle of wine or appetizers.

Shared Item Note:

This option "follows" each guest no matter if one ticket is split into many, or many tickets are split out.

How to Open Tickets, Share Items

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 needs to easily split or combine checks. There are several ways to manage tickets (sometimes called guest checks). The following is how **fine dining or casual dining restaurants** use Dinerware to open tickets, split items or share items.

Open a ticket

1. At the bottom of the Order Entry screen, touch **'New Ticket.'** Ticket appears.

2. Touch the **table icon** in the upper left of the ticket. The Table Section screen appears.

3. Touch a **section, a table, and the number of persons** on the ticket. Touch **'Ok.'**

The Order Entry screen appears, and the ticket is ready to accept the party's orders.


Share items

1. Commit the ticket, the open the committed ticket.

2. Touch a menu item. New buttons appear at the top right of the ticket.

3. Touch **'Share Item.'** If two people want to share an item, **add 1 share to person 1, and add 1 share to person 2.**

This will share out the cost of that item between two people. An item can be shared out among any number of guests at the table. This is ideal for fine dining where bottles of wine, appetizers and other items are commonly shared.

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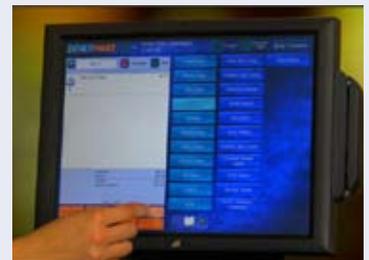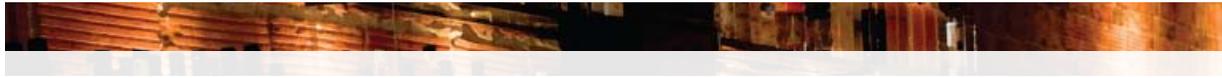
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Split Tickets

Dinerware enables the server or cashier to easily split tickets any way guests may wish in a few fast touches.

Split and Combine Ticket Note:

Servers and cashiers can split one ticked into many or combine multiple tickets into one, or select only certain guests to be combined into one ticket.

How to Split or Combine 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 is how **fine dining or casual dining restaurants** use Dinerware to split or combine tickets.

Split a single ticket into two tickets

1. At the bottom of the ticket, touch **'Split Ticket.'**

A diagram appears. There are several ways to split the ticket depending on the guest situation.

2. If guests at a table want their own bill, touch '**Split All Guests to New Tickets.'**

3. Touch **'Split.'**

Two tickets appear: **Table 1** and **Table 1:2.**

Both guests have their own ticket. If the guests shared any items, those items are now listed and divided in cost on each ticket.
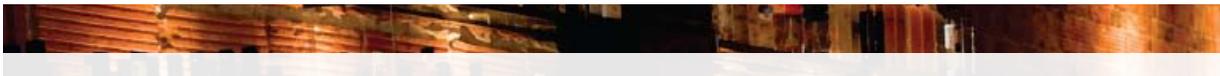
Combine tickets

List View privileges must be activated before tickets can be combined.

1. Touch **List View.**

2. Touch the desired tickets to be combined.

3. Then touch **'Combine Tickets.'**

4. Touch **'Yes'** to confirm.

Previously split tickets are combined into a single ticket.

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How to Open a Ticket by Customer

Customer Database

Dinerware offers the ability to enter then track customer details. Delight your customers by instantly recalling their favorite orders in two quick touches.

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Customer history

Custom Name Tip:

Swipe the customer credit card and a new ticket appears with the customer's name from the credit card.

This is particularly useful at bars and nightclubs if the customer wants to open a tab.

1. From the Order Entry screen, touch **'Customer.'**

A list of **customer names in the database** appears.

2. Choose a customer and **touch the name**.

The **order history for that customer** appears.

Customer Search:

From the customer screen, use the on-screen keyboard to type either the customer name or phone number.

Open a custom ticket by previous orders

In the customer sales history list, **touch an item** the customer orders frequently (ideal for regulars with favorite menu item requests).
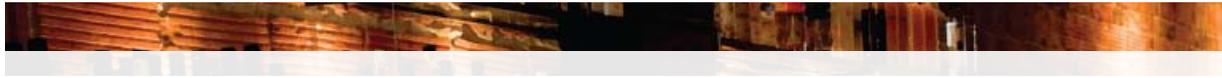

Open a custom ticket using new ticket

1. Above the customer sales history list, touch **'New Ticket.'**

2. The Table screen appears. **Choose a table,** then touch **'Ok.'**

A new ticket appears with the customer name.

Either way the customer ticket is opened, people can be added (if necessary) and the ordering process can begin.

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List View

Need glossary definition.

Common List View Tasks

List View is another way to view tickets in Dinerware. Staff with permission can access List View by using the button at the bottom of the order entry page. In List View, staff can sort tickets in a number of ways and perform other commands on multiple tickets at one time by touching and selecting the tickets.

Important: List View is a privilege assigned by job. A manager can assign a job this privilege in the Jobs screen.

Common tasks in list view

Transfer tickets

1. From the Order Entry screen, touch **'List View.'**

2. Touch ticket(s) to be transferred.

3. Touch **'Transfer to Self'** or **'Transfer to Others.'**

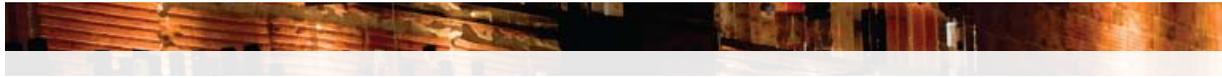**4.** Choose **'Yes'** to accept the ticket(s) transfer.

Combine tickets

1. From the Order Entry screen, touch **'List View.'**

2. Touch ticket(s) to be combined.

3. Touch **'Combine Tickets.'**

4. Choose **'Yes'** to combine the ticket(s).

Pay tickets to cash

1. From the Order Entry screen, touch **'List View.'**

2. Touch ticket(s) to be paid.

3. Touch **'Pay with Cash.'**

Assign tips to ticket

1. From the Order Entry screen, touch **'List View.'**

2. Touch ticket(s) to be transferred.

3. Touch **'Assign Tips.'**

4. Enter individually **each tip for each ticket.**

Transfer Tickets:

Guests won't have to pay at the bar, then pay again at their table.

Staff with this privilege may assign the ticket without closing it to each other.

Combine Tickets:

Perfect for individual guests in a group that later decide they prefer to pay on one check.

Combine multiple check onto a single check in a few touches.

Pay Tickets to Cash or Assign Tips to Tickets:

Close multiple tickets at once. This save staff working in server banking environments time during or at the end of their shift.

Complete these actions from one screen. It's easy to train staff and allows them to focus on guests!

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Known Tips

When servers clock out at the end of their shift, they will be prompted to enter 'Known Tips' and 'Other Tips.' Known tips are credit card tips, while other tips are cash.

How to Assign a Tip to a Credit Card

Dinerware allows for several ways to pay, however most guests pay with credit cards.

How to pay out a ticket with a credit card

Before any final payment transactions can occur, the open ticket must be closed or committed first.

1. Touch **'Ok'** on the open ticket to commit the order.

2. Re-open the committed ticket and touch **'Pay.'**

3. From the payment screen, touch **'Credit.'**

Swipe the credit card. The card processes then the order entry screen appears.

4. The ticket now appears with red 'TIP!'

This ticket has been pre-authorized.

5. To finalize with tip, the server takes two copies of the pre-authorization to the customer for their signature and tip assignment.

After the customer has written in the tip and signed the authorization, the ticket may be closed.

6. Touch the ticket (with TIP!). Touch **'Pay.'**

The credit card information appears on the left of screen.

7. Use the keypad to **enter the tip, or the total amount of the sale.**

8. Touch **'Finalize'** in lower left of screen.

9. Touch **'Close'** to complete the credit card sale.