

Micros 3700 QUICK REFERENCE GUIDE – Server/Cashier Functions

How To Clock In:

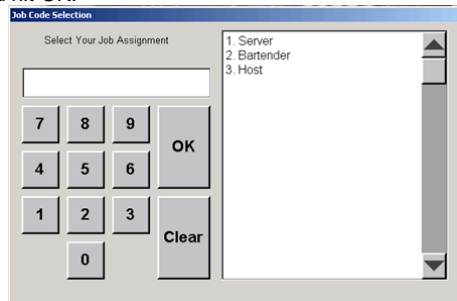
- 1) At a workstation, click the Clock In & Out Button.



- 2) Enter in your id number on the number pad and hit



- 3) If you have multiple job functions, choose one from the list and hit OK.



- 4) You are now clocked into the system.

How To Sign In:

- 1) At a workstation, enter your id number on the number pad



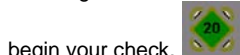
and press

- 2) Depending on your job assignment, a specific sign in screen will appear.
- 3) Begin your check from this point.

How To Begin A Check:

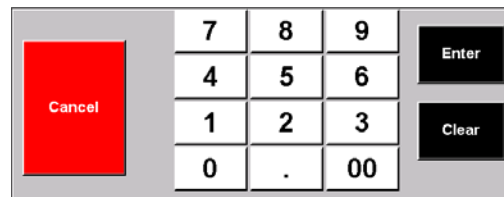
If you are a Server:

- 1) Your Sign in screen is the Floor Plan. Choose a table to

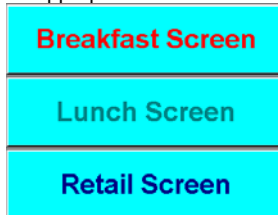


begin your check.

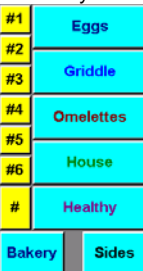
- 2) Enter in the number of guests on the number pad.



- 3) Choose the menu you would like to order from by clicking on the appropriate button.



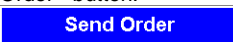
- 4) Choose your menu category; e.g. Lunch Apps.



- 5) Choose your menu item from the list that appears. All items are shown alphabetically, and can be viewed by scrolling up or down and the screen using the Page Up or Page Down



- 6) To send your Order to the Kitchen/Bar, click on the "Send Order" button.



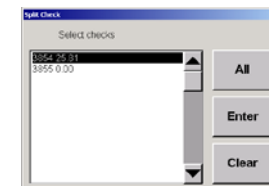
How To Pick Up an Existing Check:

By table:

- 1) Sign in to the workstation. Choose the table from the floor plan with the existing check by touching it.
- 2) Choose the menu you wish to order from or go to the pay screen.
- 3) If there are multiple checks on that table, choose the correct ticket from the list on the screen, and then choose the menu you wish to order from.

By the P/U Table screen:

- 1) Sign In.
- 2) Click on the button.
- 3) Choose the correct check from the screen.
- 4) Choose the menu you would like to go to or go directly to the pay screen.



Making Corrections:

To remove the last item ordered:

- 1) Press twice.

To remove an item by Touch Void:

- 1) Highlight the item to be voided by touching it.
- 2) Press .

To completely start over:

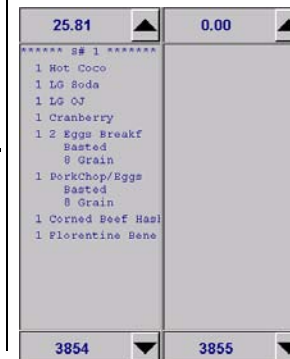
- 1) Press .

To void items already sent to remote printers (Kitchen/Bar):

- 1) Highlight the item to be voided by touching it.
- 2) Press .
- 3) Have a manager approve the item and provide a reason.

How to Split a Check:

- 1) Pick up the check.
- 2) Press the key.
- 3) From the Check Functions screen, press the key.



- 4) A new screen will appear, with 2 columns.
- 5) Move items to the other check by touch the item and then touching the new check.
- 6) To share an item, touch the item, and then click the



button.

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**For 24 hour 7 day a week support call: 1-866 FOR-IPOS
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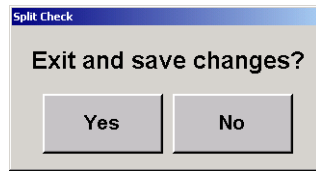
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- 7) On the Split Check Window, you can choose a certain check or click "All" to share with every check on that table.




How to Split a Check: (cont.)

- 8) To create additional checks, click the  button.
- 9) To exit the Split Check function, click the  button.
- 10) To cancel out of the window without saving the split checks, click the  button.
- 11) Click yes on the confirmation window to go back into the POS screen.




How to Close Checks - Cashiers:

To Cash:

- 1) Sign In.
- 2) Pick up the check by pressing the  button and scanning the bar code at the bottom of the check.
-  **If the scanner is not working, you can look up the check by clicking on the  button and choose the check or by typing in the barcode number.**


- 3) Enter the amount of cash that was tendered on the number pad.

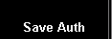



- 4) Press .
- 5) A receipt will print for the customer showing the amount of change to be received.

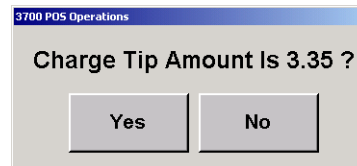
To Credit:

- 1) Sign In.
- 2) Pickup the check.

- 3) Press the  button.
- 4) Swipe the card to receive an authorization number. Two slips will print, one for the customer to sign and one for the house.


- 5) Press the  to exit out of the screen.
- 6) To enter in the final amount with tip, sign in again and pick up the authorized check.

- 7) Click on the  button.
- 8) Type in the Final Amount (the check amount plus tip) on the number pad and hit enter.
- 9) The system will confirm the amount of the tip.




- 10) Click yes to print out the final receipt.


To a Gift Certificate:

1. Sign In.
2. Pickup the check.
3. Press the  button.
4. Enter in the Gift Certificate number.
5. Enter the amount.
6. Tender any change in Cash.

Split Tenders:


To Authorize 2 Credit Cards:

- 1) Sign in
- 2) Pickup the guest check
- 3) Enter the amount that you wish to authorize **for that card** on the number pad.
- 4) Press .
- 5) Swipe Credit Card with Magnetic stripe up and to the right
- 6) The first voucher will print
- 7) Enter the amount for **the second card**


- 8) Press .
- 9) The system will ask "1 New Card" –or– "2 (the first card type)
- 10) Press [1] –or– [OK]
- 11) Swipe Credit Card with Magnetic stripe up and to the right


- 12) Voucher will print, press  to clear screen

To Close 2 Credit Cards:

- 1) Sign in
- 2) Pickup the guest check
- 3) Enter the TOTAL amount from the credit card voucher (including tip) and press .
- 4) The system will ask which card you are closing. Choose the number for the correct card
- 5) The machine will prompt for "Charge tip amount"
- 6) Enter the correct tip amount and press [ENTER]
- 7) Confirm the gratuity amount by pressing [ENTER] or press [CLEAR] to reenter

To Cash & a Credit Card:

- 1) Sign in
- 2) Pickup the guest check
- 3) Enter the cash amount first and press the  key.
- 4) Tender the remaining amount by closing to Credit by authorizing and finalizing the card.

 **Split Tender Payments: Always remember to enter the dollar amount before pressing the tendering key, when splitting the payment of a check between two tenders.**

End of Shift Procedures

To run Cashier reports at the end of your shift:

1. Sign in.
2. Press the  button on the pay screen.
3. Follow the balancing procedure.

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