

R.E.A.C.H. Table Service



User Guide

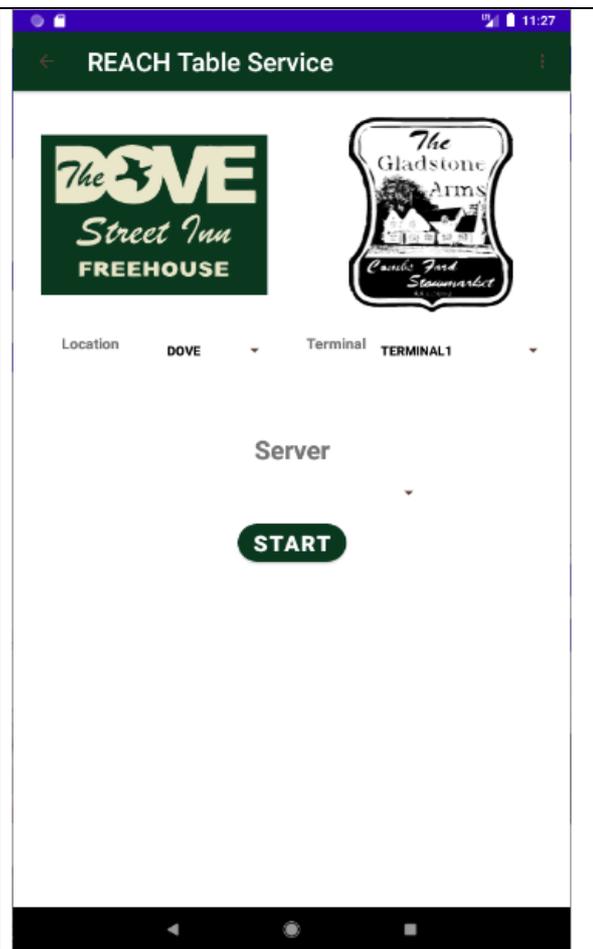
Sign on Screen

The first screen you will see when you start the app is the sign on screen.

Location: this is the pub you are in. The first time the app is used this will default to DOVE but after you have signed in once it will default to the to whatever you had set it to.

Terminal: this is the terminal you are on you can find this out on the back of the tablet. Once you have signed on once it will default to what you selected

Server: The dropdown list will show the servers at the location you selected. Select your own name. You will have to select this every time you start the app but not again whilst you are still in the app



Credit Card Sign on

This screen should not be seen after the first time the app is started but is shown here in case it appears, so you know what to do

Email address: this is specific to the terminal you are on so if you are on G3 the email address would be

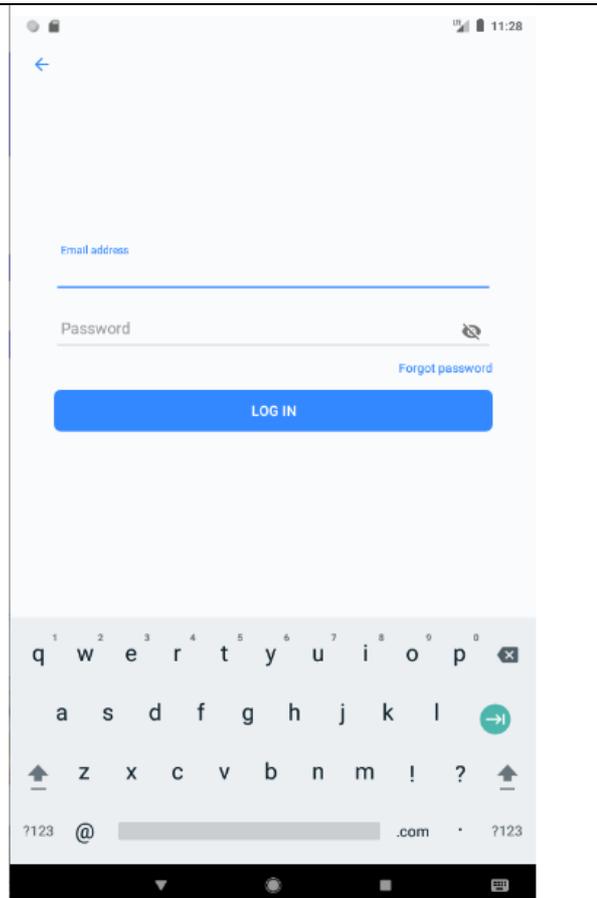
terminal3@gladstonearms.co.uk and if you are on D2 it would be

terminal2@dovestreetinn.co.uk

Password: this depends on the terminal you are on (please see manager)

If you click on the eye shape with a line through it, you can see what you have typed in for the password

Once you have input the details click the Log In button.



The screenshot shows a mobile application interface for logging in. At the top left is a blue back arrow. At the top right is a status bar showing the time 11:28 and signal strength. Below the status bar is a blue back arrow. The main content area has two input fields: 'Email address' and 'Password'. The 'Password' field has an eye icon with a slash through it. To the right of the 'Password' field is a blue link that says 'Forgot password'. Below the input fields is a blue button that says 'LOG IN'. At the bottom of the screen is a keyboard with a green arrow key on the right. The keyboard shows the letters 'q w e r t y u i o p' on the first row, 'a s d f g h j k l' on the second row, and 'z x c v b n m ! ?' on the third row. The keyboard also shows a spacebar with '@' and '.com' on either side, and a backspace key on the right.

Table Selection

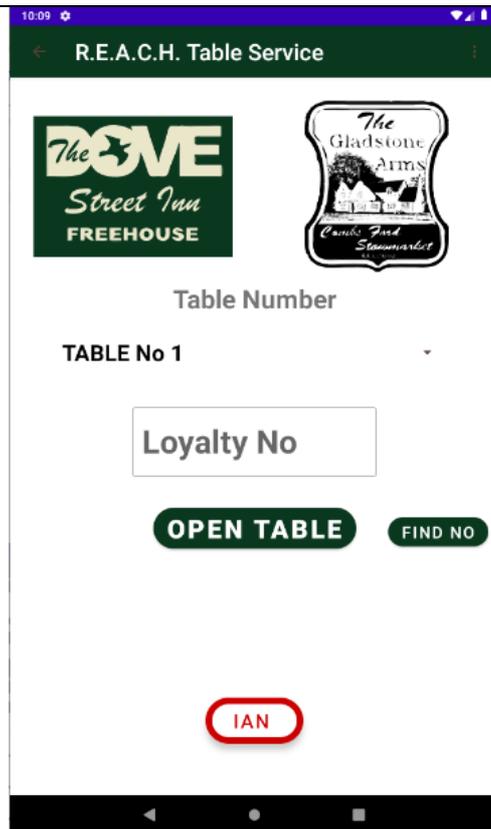
Table Number: This dropdown list allows you to select the table you are using.

Loyalty No: this box lets you input the customers Loyalty number. Once you have done this click on the open table button to start serving this table. If they do not have a loyalty number, please enter 4 for the charity.

Find No: click this button to search through a list of people who have a loyalty card. When you return to this screen the button will show the card number instead of Find No. You will need to set the table number again if you go and search for the person

At the bottom of the screen is a Red and White button hopefully with your name on it. If it is not your name, click it and it will take you back to the Sign on Screen to allow you to pick your name again.

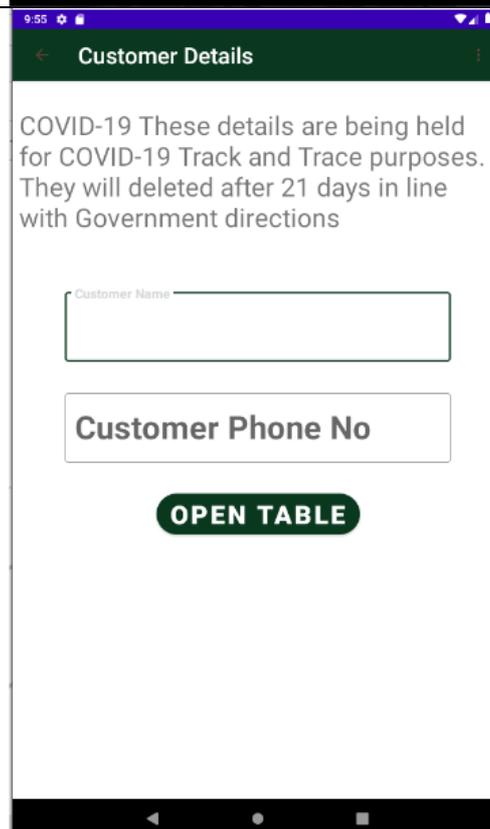
If you have already served a customer and selected either save or print when you come back to the Table Selection screen you will find the customer loyalty number still against that table. Click on that table and then the open table button.



If you have served a customer and selected pay when you come back to the Table Selection screen the Loyalty number will no longer be there and you will have to enter it again



If you are opening a table for a customer without a loyalty number and you have entered 4 in the loyalty number, you will be sent to the COVID-19 screen to record the customer details. You will need to enter the customer name and a phone number. If you save or print the customer order next time you open the table, you will not have to input this data again. If you open more tables for a different customer without a loyalty card you will need to input this data for that customer. Remember when opening the table for this customer again make sure you get the correct table as there might be many tables with 4 as a loyalty number.



Menu Selection

Menu Selection: This screen allows you to select all the different screens that you can usually get to on the till.

Some buttons will take you to a screen that says missing this is because one pub might have that screen but another one does not.

ORDER LIST: The red and white Order List button will take you to the order list screen.



If this is the first time this customer has ordered, you will see their details that are held. You have the option to accept the current details or go to the change screen.



The update loyalty screen displays the customers current details and lets you change then to what are the current details.

10:10

Update Loyalty

Loyalty No 2810400103

Forename IAN

Surname BURNS

Address 146 CEMETERY ROAD

Address 2

Town

Post Code IP4 2HL

HomePhone 01473 250940

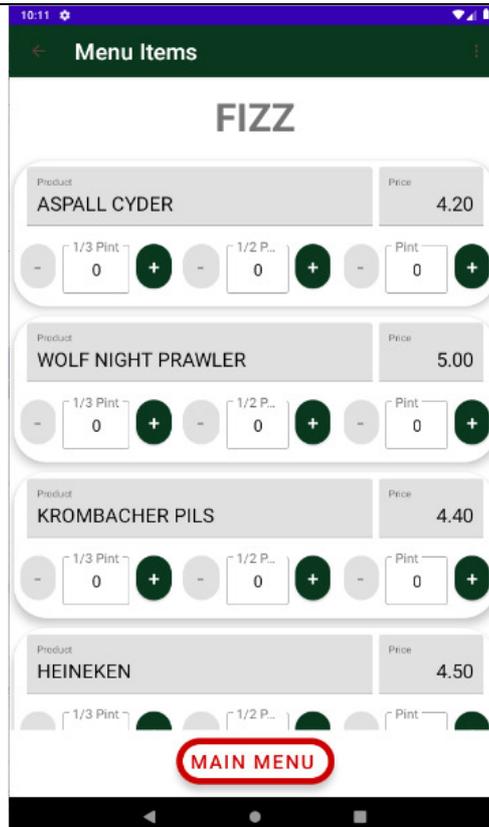
Mobile 07733937960

Email ian.m.burns@talk21.com

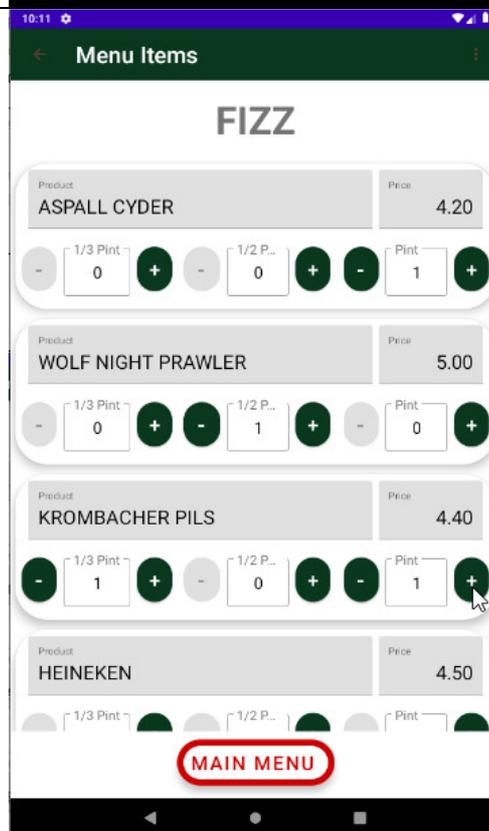
Update

Keyboard screen

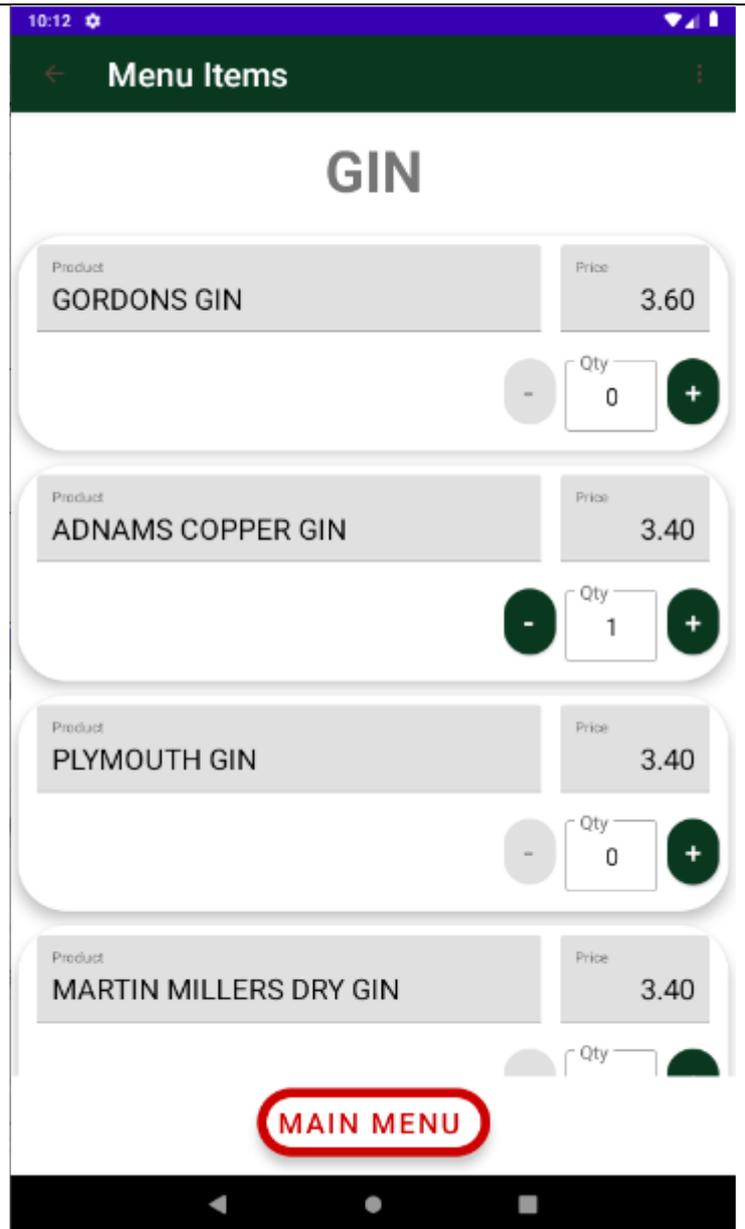
If a product is sold in pints you will get a list of everything on the till now which will give you the option of Pint, Half Pint and Third Pint for each product available



Once you have selected a product with the plus button the minus button will become available so that you can remove that product.



For products are sold by quantity like wine or spirits will only allow you to select a quantity. Like before once you have clicked the plus button the minus button will become available so you can remove the amount.



Order Summary

The order summary screen shows what you have entered for this order. This list is scrollable so you can see all products ordered.

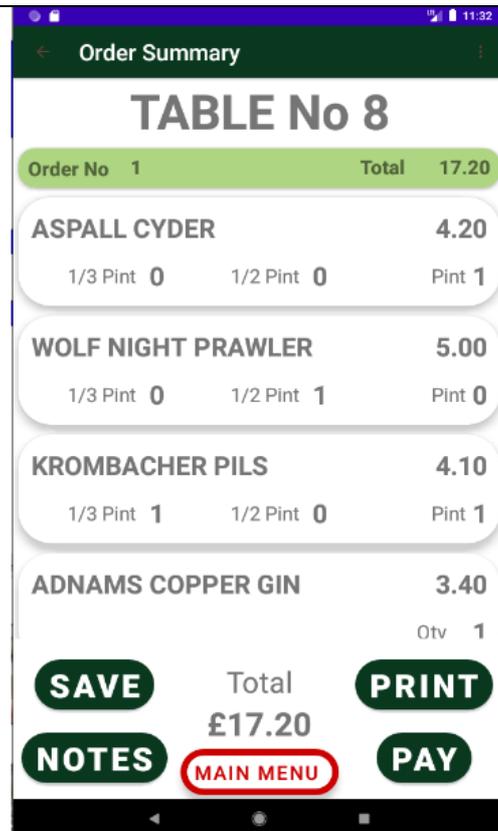
Save button: This button will save the current order and take you back to the table selection screen so that you can serve another customer and come back to this customer with their order still there.

Notes button: This button allows you to add a note onto the order like No Ice etc. You need to enter the notes before you click the Print or Pay buttons.

Print button: The print button will print the order at the bar and take you back to the table selection screen but will keep this table open.

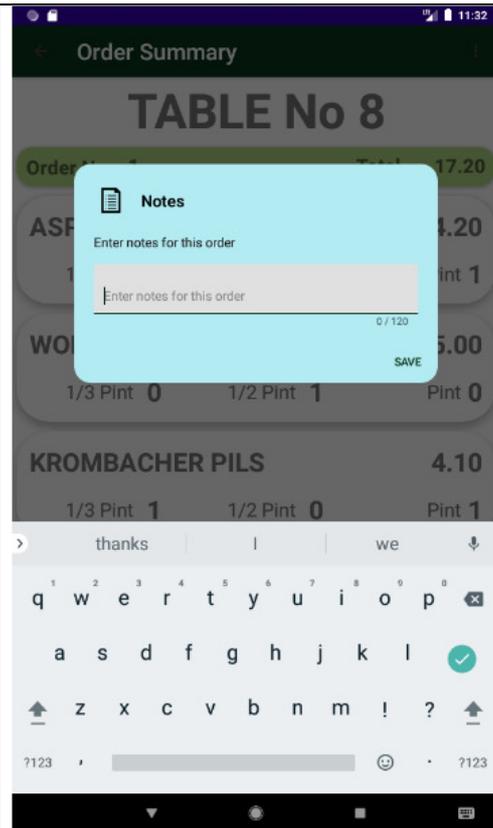
Pay button: The pay button will send the order to the bar and clear off the table so you will need to open it again.

Main Menu: The main menu will take you back to the menu selection screen so you can add or amend the current order

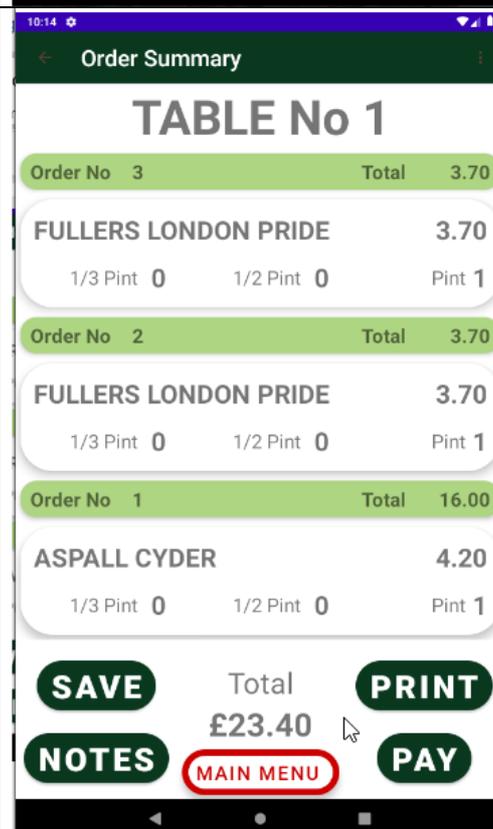


Notes Entry: If you click the notes button on the order summary screen you will be able to enter up to 120 characters as a note for this order.

Save: click save to store the notes. If you do not want to enter a note after it has come up just click the save to remove the screen



If you have clicked the Print button for the previous order and have now put in another order for that customer, the order summary screen will show all orders for that customer.



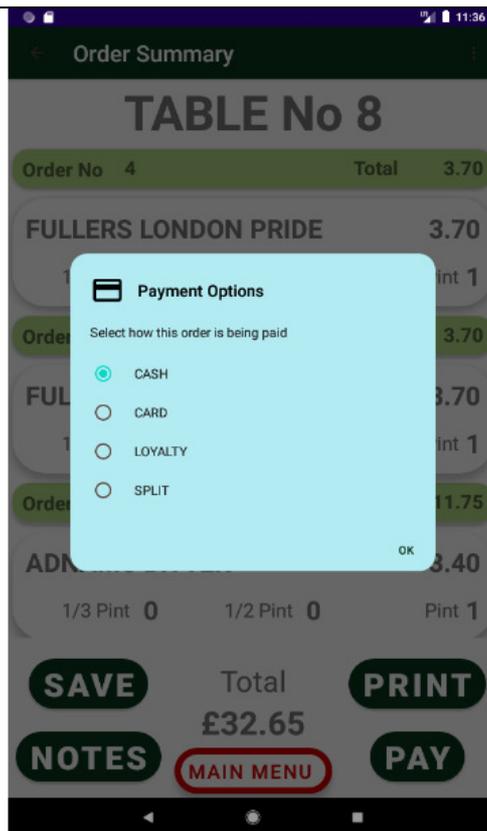
When you click the Pay button you get the option to select how the customer is going to pay.

CASH: this option is for the customer paying cash for their order. It will close off this order and take you back to the table selection screen.

CARD: this option is for the customer paying by card for their order. It should talk to the card reader and put in the amount to pay. It will close off this order and take you back to the table selection screen.

LOYALTY: this option is for a customer who wants to pay for the order with points on their Loyalty card. It will close off this order and take you back to the table selection screen.

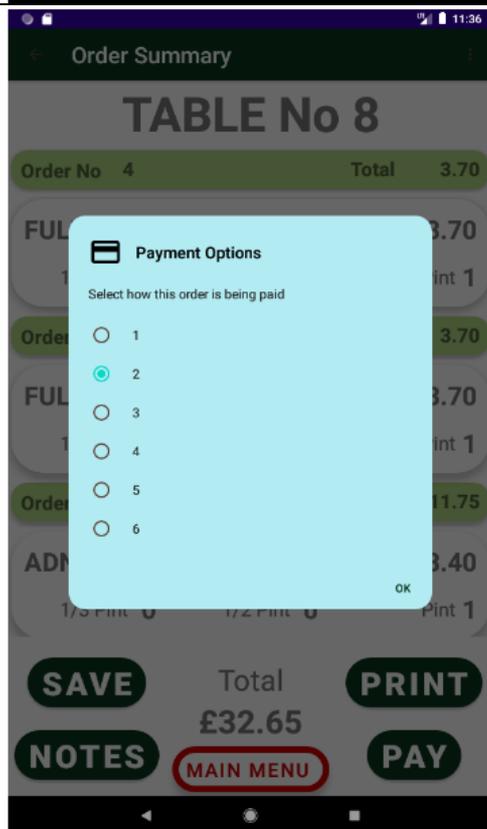
Split: this option allows you to split the cost between several customers. It will take you to the split option menu



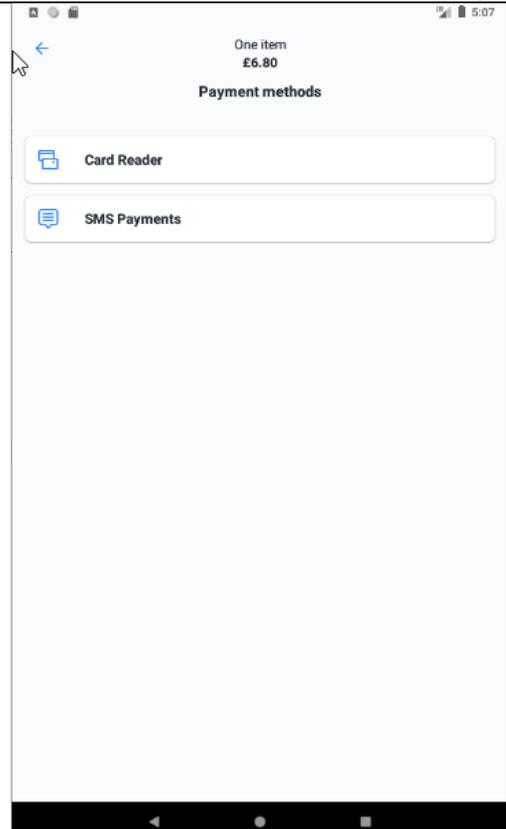
If you have chosen to split the bill you will get a list of how many you want to split the order between. Six is the maximum you can select. Splitting the bill will divide the amount equally.

After you have selected the number to split the bill between you will get the screen showing the payment options for each of the number you selected.

After you have selected each payment method. It will close off this order and take you back to the table selection screen.



If you are paying by card the screen to the right will come up, make sure that you select Card Reader the first option



Once you have clicked on the card reader, it should wait for you to tap the card or insert for the pin



Settings

This screen allows you to set global values that are used by the system.

Bar Printer: This is the id of the printer that the orders will be sent to when either the Print of Pay buttons have been pushed. This should be setup the first time the system is used and will only need changing if there is a problem.

Food Printer: This is the id of the printer that food orders will go to if it has been filled in. Food orders only have a second receipt printer if the print extra food receipt is set to you.

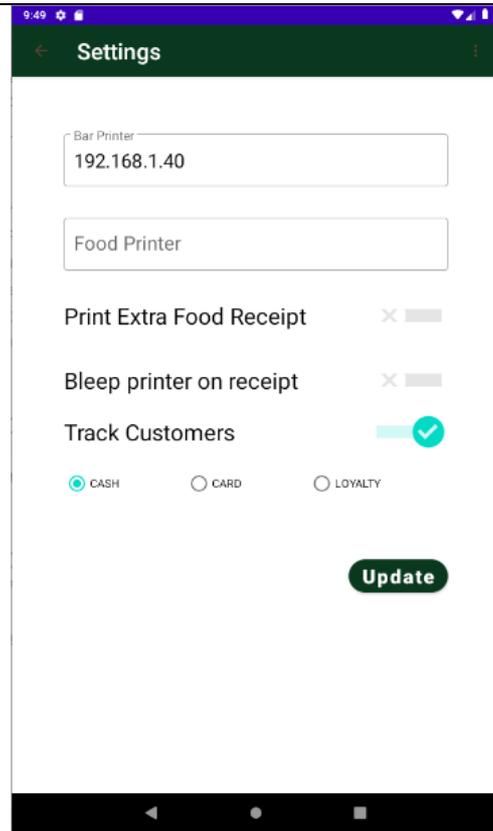
Print Extra Food Receipt: If this is set to yes; a second receipt will be printed if the order has food on it. If there is no food printer entered the second copy of the receipt will go to the bar printer.

Bleep printer on receipt: This will make the printer bleep when a receipt is printed. This depends if the printer is capable of beeping.

Track Customers: This will make the Customer Details be displayed for anyone using Loyalty No 4. Whilst it can be set on each table it can also be overridden by company policy

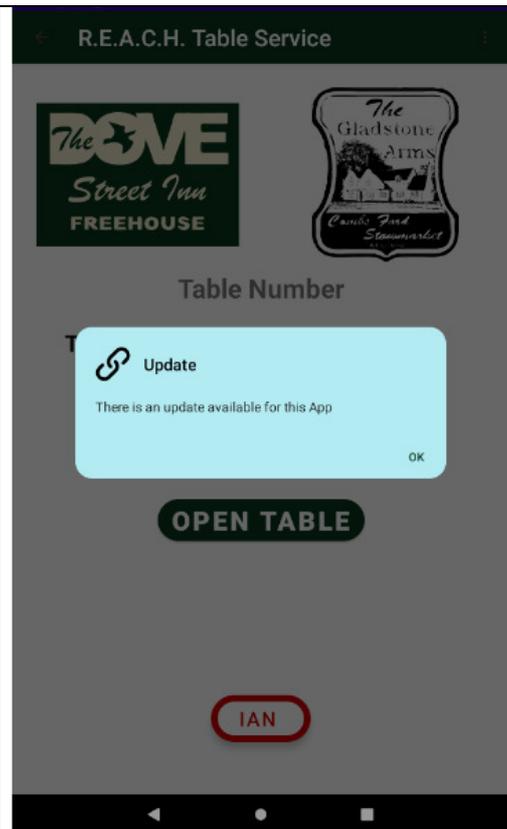
CASH, CARD, LOYALTY: these select what the default option is selected when the pay button is clicked. This will change the option as soon as you click one of three options. If it is set to cash and most of your orders are card set it here and the default will then be card from the next time you click Pay.

Update button: This will update the options on this screen except Cash, Card & loyalty which are set by clicking on them.

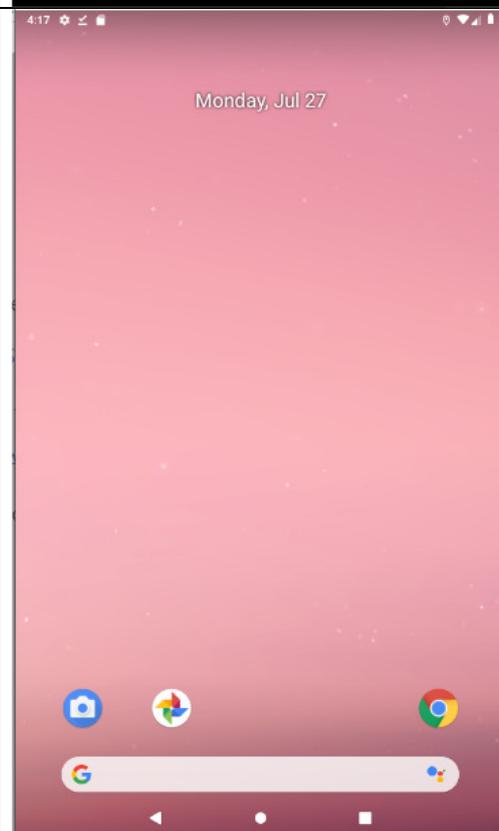


Software Update

From time to time there might be updates to the app. When there are you will get a message on the Table Selection screen as shown on the right. At a convenient time follow the instructions on the next few pages. This can be done at any time unless the update is for something stopping the app working. Then it should be done straight away.

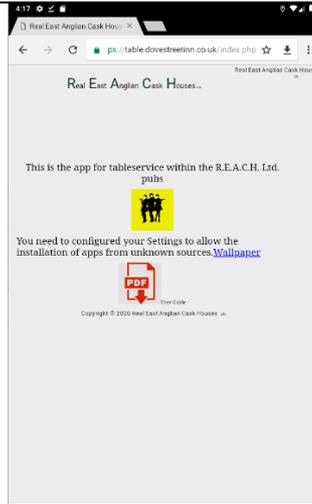


Click on the chrome icon  on the bottom right of the screen.

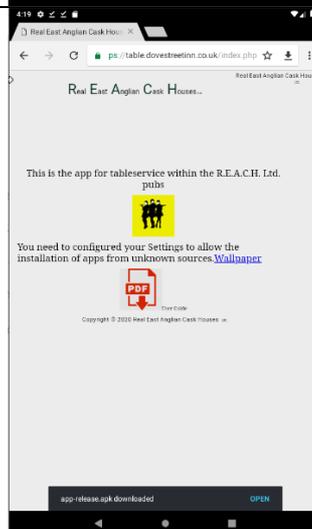


Hopefully, it should come up with the screen on the right. If it does not click on the home button and it should take you here.

Once the screen has loaded click on the REACH Table service icon and it will download onto your tablet.



When the download has completed click on the **OPEN** which will bring up the install screen



Click on **INSTALL** to put the latest version on to your table.

Once **DONE** appears the install has finished, and you can start the app again.

