triniteq

POWEREPOS GUIDE

Setting up Service Modes

Service Modes offer customisation to suit your business requirements, and provide reporting on revenue centres. Service Modes offer flexibility by using advanced settings to design your specific service style and production needs. They are usually based on locations such as table, bar, takeaway or even drive-through.
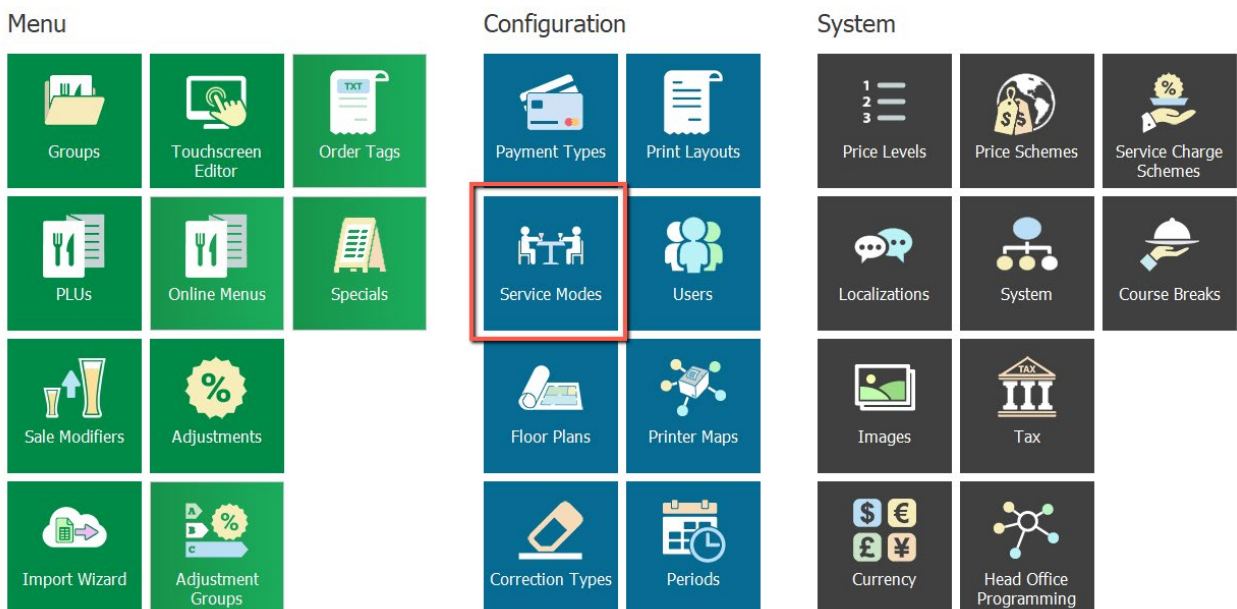
Learning areas:
- Set up a service mode
- Add table ranges (table service)
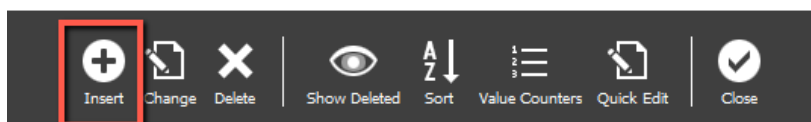- Publish settings

Before you begin:
Ensure you have access to the PowerEPOS back office, and you have the necessary permissions to make changes to **Service Modes**.

1. Set up a Service Mode

1. From the **POS Management** screen, select **Service Modes**.

2. Select **Insert** from the toolbar.

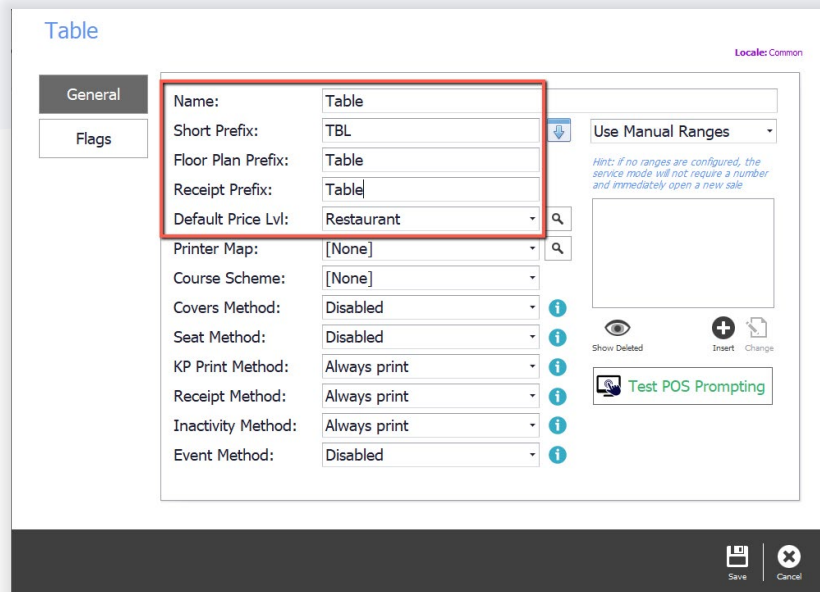3. Add the name, prefix, then the Price level, which for our purposes is our Restaurant pricing.

4. The rest of the fields are used to configure the service mode. Where available, we can use the blue 'i' on the right to view the options available for each setting.

- **Printer Map**: Select the printer map for the service mode.
- **Course Scheme**: If course breaks are required, select the course scheme.
- **Covers Method**: Select the method of recording covers.
- **Seat Method**: Select the process for recording seat numbers.
- **KP Print Method**: Select the method for generating Kitchen Printer dockets.
- **Receipt Method**: Select the method for printing receipts.
- **Inactivity Method**: Select what happens when an order is inactive for a period of time.
- **Event Method**: Select the process for allocating an event where necessary.

For table service we have chosen to make entering covers and seat numbers compulsory, for dockets to print when we exit the order or when the order is inactive, and we will be prompted to print a reciept.
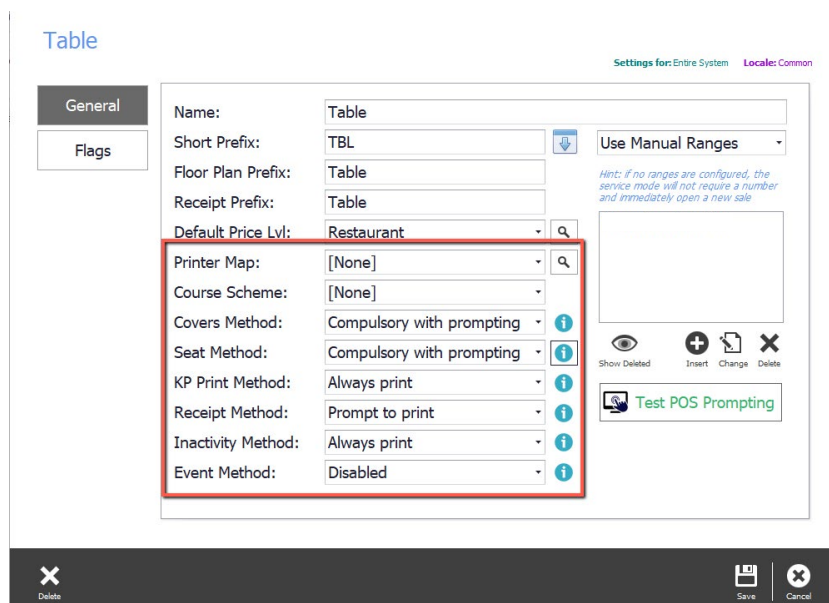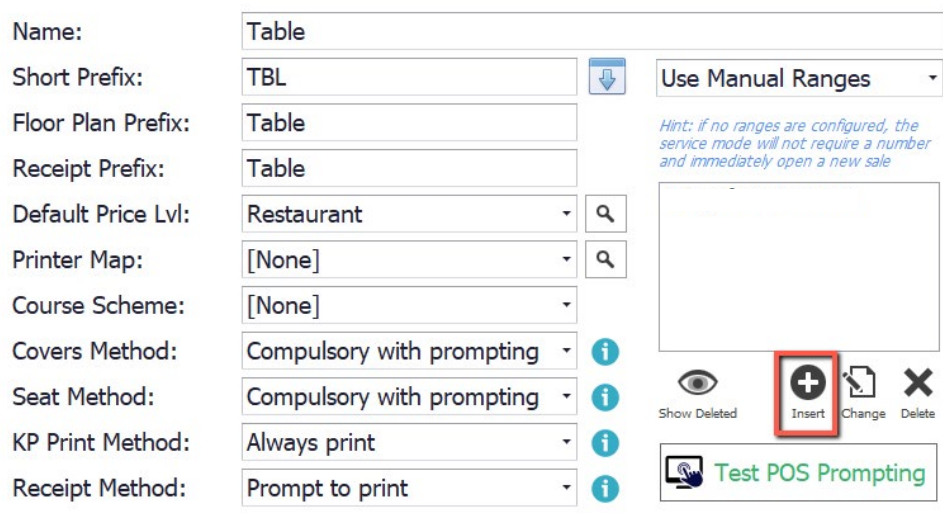
2. Add a Table Range for table service

Tables ranges are where we set up our table numbers. We then use these table ranges to add tables to our floor plans. If Ranges are not set up, the service mode will simply open a new sale without allocating a table number.

- **Use Manual Ranges** - Use this to set up a range of table numbers.
- **Use Automatic Numbering** - When this is selected, every order will have a new number. This is useful where numbers are needed to identify orders such as in a takeaway outlet.
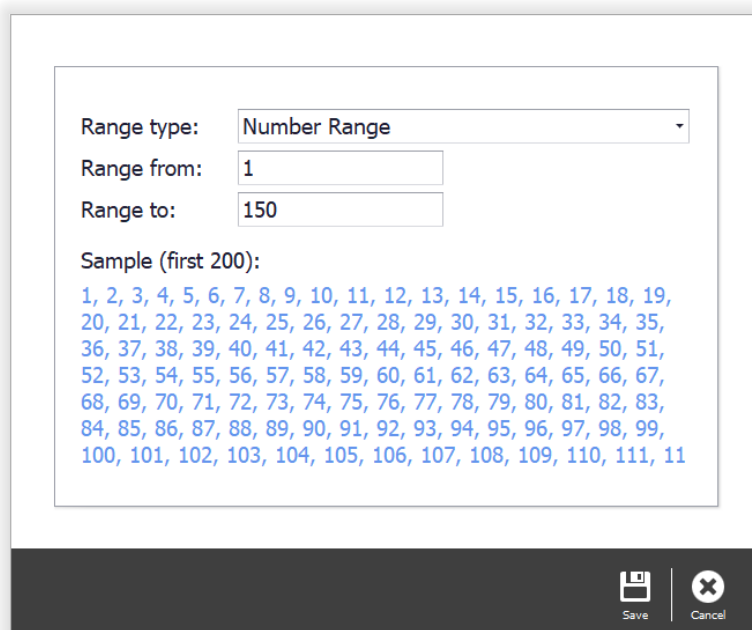
1. On the right hand side under **Ranges**, we select **Insert**.

2. Add the number range. We add tables from 1 - 150, then hit **Save**

Range Types to choose from:

- **Single Value** - Add one table number.
- **Number Range** - Add a number range.
- **Complex Range** - Use formulas, letters and numbers to identify tables such as B1, B2, etc. Use the 'i' for information on how to set up a complex range.

3. Test table numbers are allocated correctly. Select **Test POS Prompting** then add a table number and hit the green tick. When the result is the same number, the table is identified correctly.
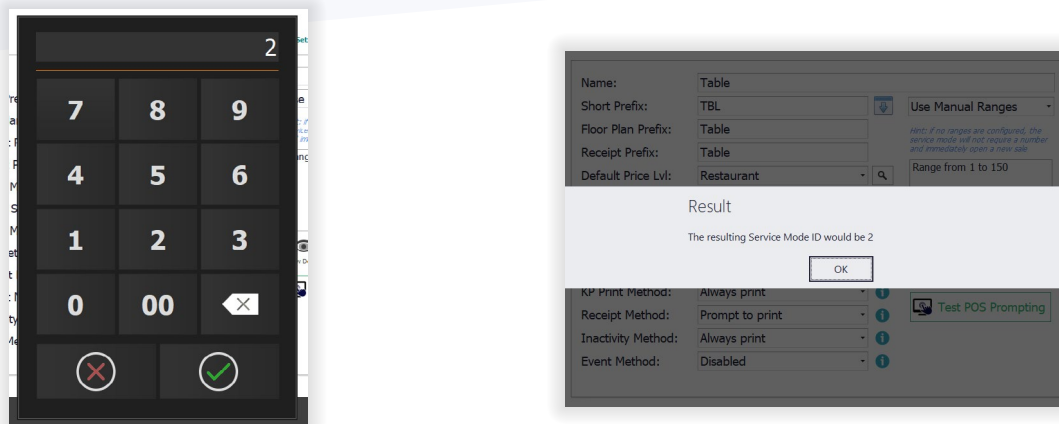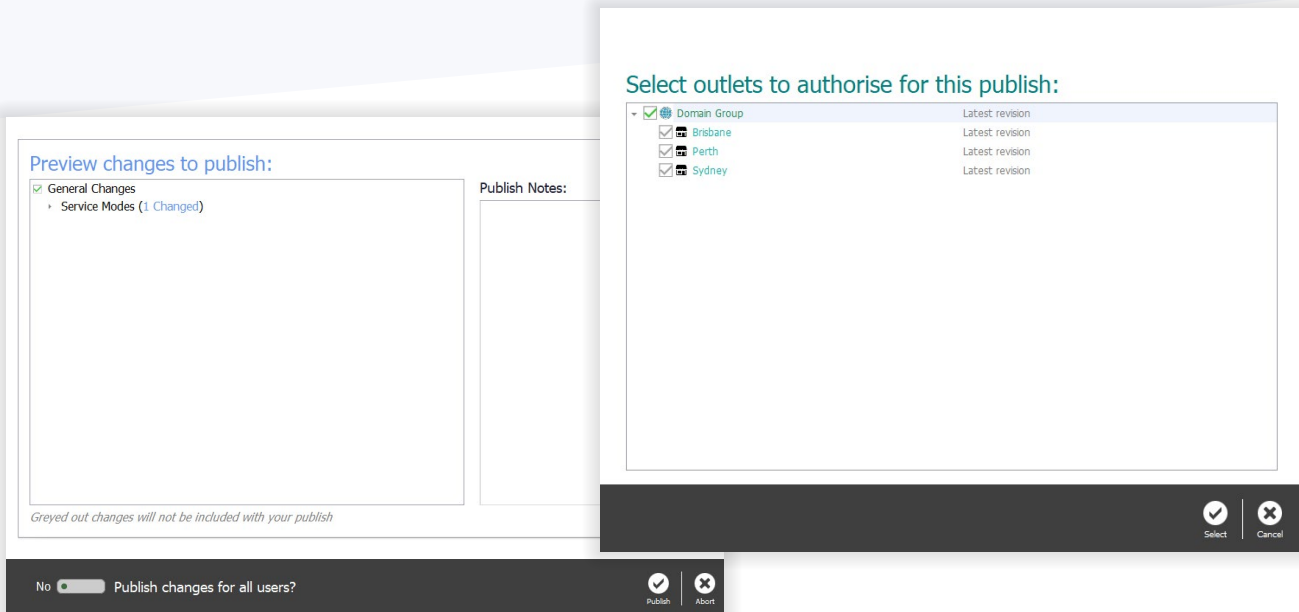
4. Next we configure our **Flags** to manage how the service mode will behave, and then hit **Save**.
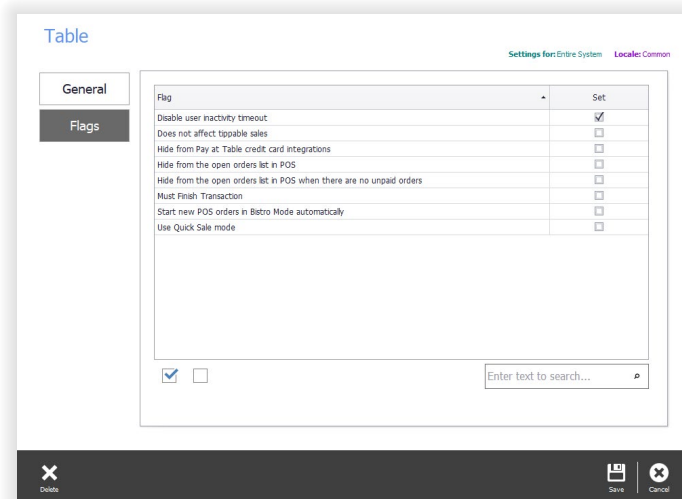
5. Lastly we publish our new settings to make them available for our POS terminals. Back on our POS Management screen we hit **Publish**, top right.
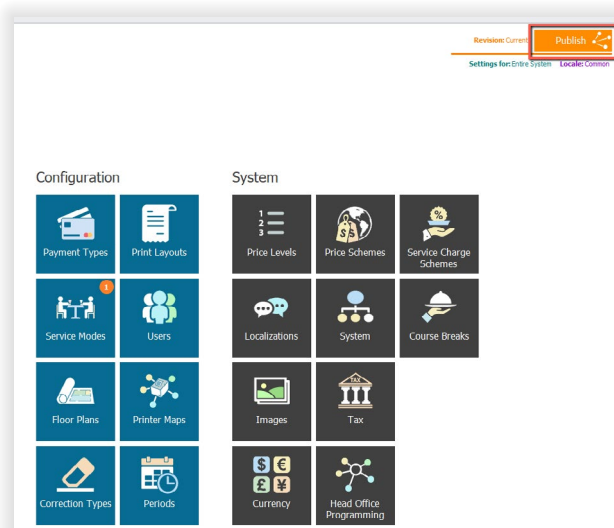
6. Select the changes and locations to publish to.

7. Now the service mode is set up and available on our POS terminal.

Need more info?

If you still have questions or need further help, just contact us.

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