

### **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.

		Table	Name:
Use Manual Ranges	\$	TBL	Short Prefix:
Hint: if no ranges are configured, the		Table	Floor Plan Prefix:
service mode will not require a numbe and immediately open a new sale		Table	Receipt Prefix:
	- Q	Restaurant	Default Price LvI:
	- Q	[None]	Printer Map:
	*	[None]	Course Scheme:
	• 🚺	Disabled	Covers Method:
	- ()	Disabled	Seat Method:
	• 🚺	Always print	KP Print Method:
Sect POS Prompting	- ()	Always print	Receipt Method:
	- ()	Always print	Inactivity Method:
	- 0	Disabled	Event Method:

- 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.

Name:	Table		
Short Prefix:	TBL	₽	Use Manual Ranges
Floor Plan Prefix:	Table	]	Hint: if no ranges are configured, t
Receipt Prefix:	Table	]	and immediately open a new sale
Default Price LvI:	Restaurant	Q	
Printer Map:	[None]	٩	
Course Scheme:	[None]		
Covers Method:	Compulsory with prompting	0	
Seat Method:	Compulsory with prompting	1	Show Deleted
KP Print Method:	Always print	0	
Receipt Method:	Prompt to print	0	Test POS Prompti
Inactivity Method:	Always print	0	
Event Method:	Disabled .	0	



## 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.

Name:	Table	
Short Prefix:	TBL	4
Floor Plan Prefix:	Table	
Receipt Prefix:	Table	
Default Price LvI:	Restaurant	- 9
Printer Map:	[None]	- Q
Course Scheme:	[None]	•
Covers Method:	Compulsory with prompting	• ()
Seat Method:	Compulsory with prompting	• 0
KP Print Method:	Always print	• 0
Receipt Method:	Prompt to print	- ()

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.

Range type:	Number Range		•
Range from:	1		
Range to:	150		
Sample (first 2	:00):		
1, 2, 3, 4, 5, 6 20, 21, 22, 23, 36, 37, 38, 39, 52, 53, 54, 55, 68, 69, 70, 71, 84, 85, 86, 87, 100, 101, 102,	, 7, 8, 9, 10, 11, 1, 24, 25, 26, 27, 28 40, 41, 42, 43, 44 56, 57, 58, 59, 60 72, 73, 74, 75, 76 88, 89, 90, 91, 92 103, 104, 105, 106	2, 13, 14, 15, 16 , 29, 30, 31, 32 , 45, 46, 47, 48 , 61, 62, 63, 64 , 77, 78, 79, 80 , 93, 94, 95, 96 5, 107, 108, 109	5, 17, 18, 19, , 33, 34, 35, , 49, 50, 51, , 65, 66, 67, , 81, 82, 83, , 97, 98, 99, 0, 110, 111, 11



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.

2 <sup>st</sup>
Name: Table
8 9 Short Prefix: TBL Floor Plan Prefix: Table
nç Receipt Prefix: Table
5 6 Default Price Lvl: Restaurant
Result
2 3 The resulting Servic
00 × Receipt Method: Prompt to print
Inactivity Method: Always print
Event Method: Disabled

4. Next we configure our **Flags** to manage how the service mode will behave, and then hit **Save**.

eneral	Flag		Set
	Disable user inactivity timeout		×
Flags	Does not affect tippable sales		
	Hide from Pay at Table credit card integrations		
	Hide from the open orders list in POS		
	Hide from the open orders list in POS when there are no unpaid orders		
	Must Finish Transaction		
	Start new POS orders in Bistro Mode automatically		
	Use Quick Sale mode		
	Use Quick Sale mode		
	Use Quek Sale mode	Enter text to sear	ch P
	Use Quick Sale mode	Enter text to sear	ch »
	Use Quick Sale mode	Enter text to sear	۵ ه

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.

Preview changes to publish:	Publish Notes:	<ul> <li>✓ ● Domain Group</li> <li>✓ ■ Brisbane</li> <li>✓ ■ Preth</li> <li>✓ ■ Perth</li> <li>✓ ■ Sydney</li> </ul>	Latest revision Latest revision Latest revision Latest revision	
Service modes (1 Changeo)				

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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