Novtel®
Hospitality Management
Restaurant POS
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Novtel®

Hospitality Management - Restaurant POS

The Basics of the Restaurant POS System

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INDEX

Click on a chapter to skip to the required page

1. Introduction

2. Company and Restaurant POS Setup

3. Setting up Restaurant Departments

4. Creating Menu Categories

5. Creating Charges and Linking it to the Applicable Menu Categories

6. Creating User Master Files

7. User Shifts

8. Opening a Table and Adding Items to the Transaction

9. Printing the Bill and Closing a Table

    9.1 Cash Sales

    9.2 On Account Postings

    9.3 In-House Postings

    9.4 In-House Group Postings

10. The Retail POS System Accessed from the Restaurant's POS System

11. The Shift Cashup Procedure

1

Introduction

Introduction

Novtel Hospitality is a comprehensive system by which the entire facility can be managed.

From the Restaurant POS System, the following actions can be taken:

- ✓ Selling from the Table Sitting; Takeaways; Deliveries and Bar tabs
- ✓ Processing Account Payments
- ✓ Selling Event Tickets
- ✓ Converting Event Reservations into Tickets
- ✓ Selling items from the Retail POS system accessed from the Restaurant to produce a single invoice

Novtel integrates with Sage Pastel and Sage Evolution, and detailed financial reporting is obtained from the financial system when transactions are performed from Novtel.

In this document, we will focus on key features associated with the Restaurant POS system as part of the Novtel Hospitality software package.

Introduction

The following posting methods are available with Novtel's Restaurant POS System:

- **Cash Sales**

  These sales require immediate payment.

- **'On Account' Sales**

  The Customer can either:

  - ✓ Pay immediately
  - ✓ Settle the account on the agreed date – such as on the last day of the month
  - ✓ Or make a payment when the Credit Limit set on their account, has been reached

- **In-House sales**

  When a guest is checked in for accommodation, items purchased from the Restaurant or Bar can be billed to the reservation for payment upon departure.

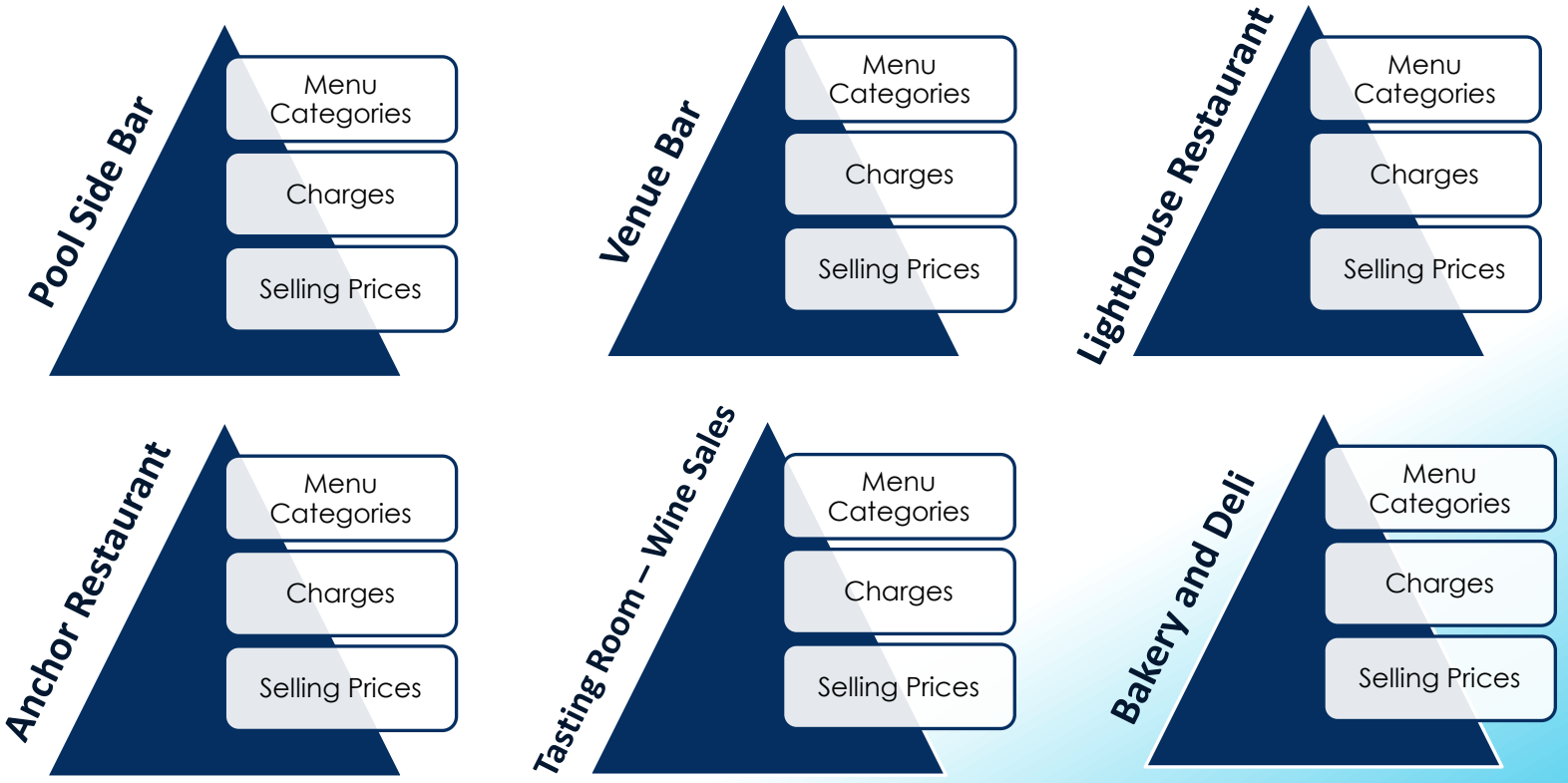
- **In-House Group sales**

  This posting method is used when a person or company is liable for the payment of all Guests linked to the Group and checked into the facility.

Introduction

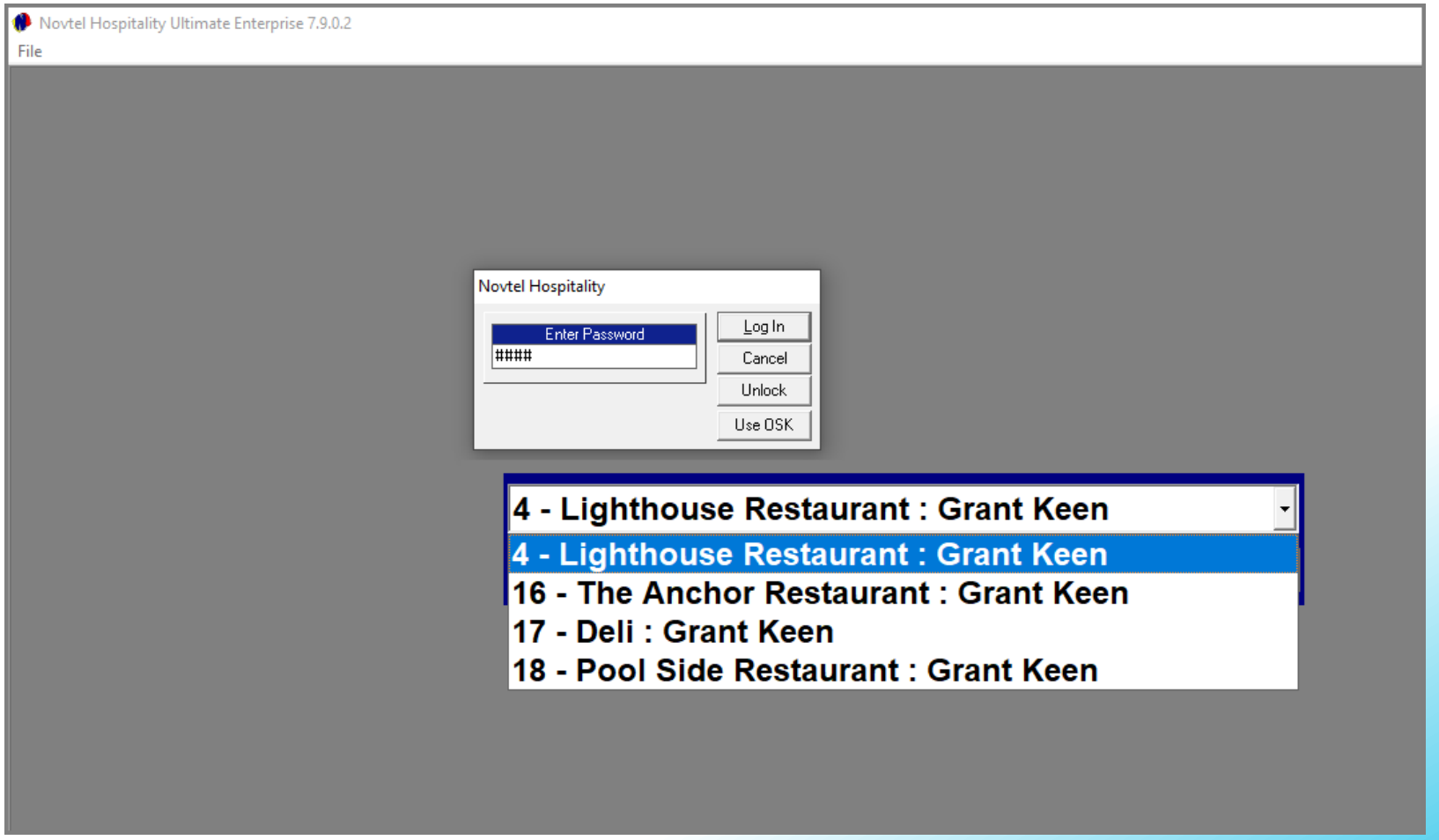
Multiple Restaurants can be managed with this one system, by setting up:

- ✓ Individual departments
- ✓ Creating dedicated menu categories per Department
- ✓ Linking charges and selling prices to each menu category and department



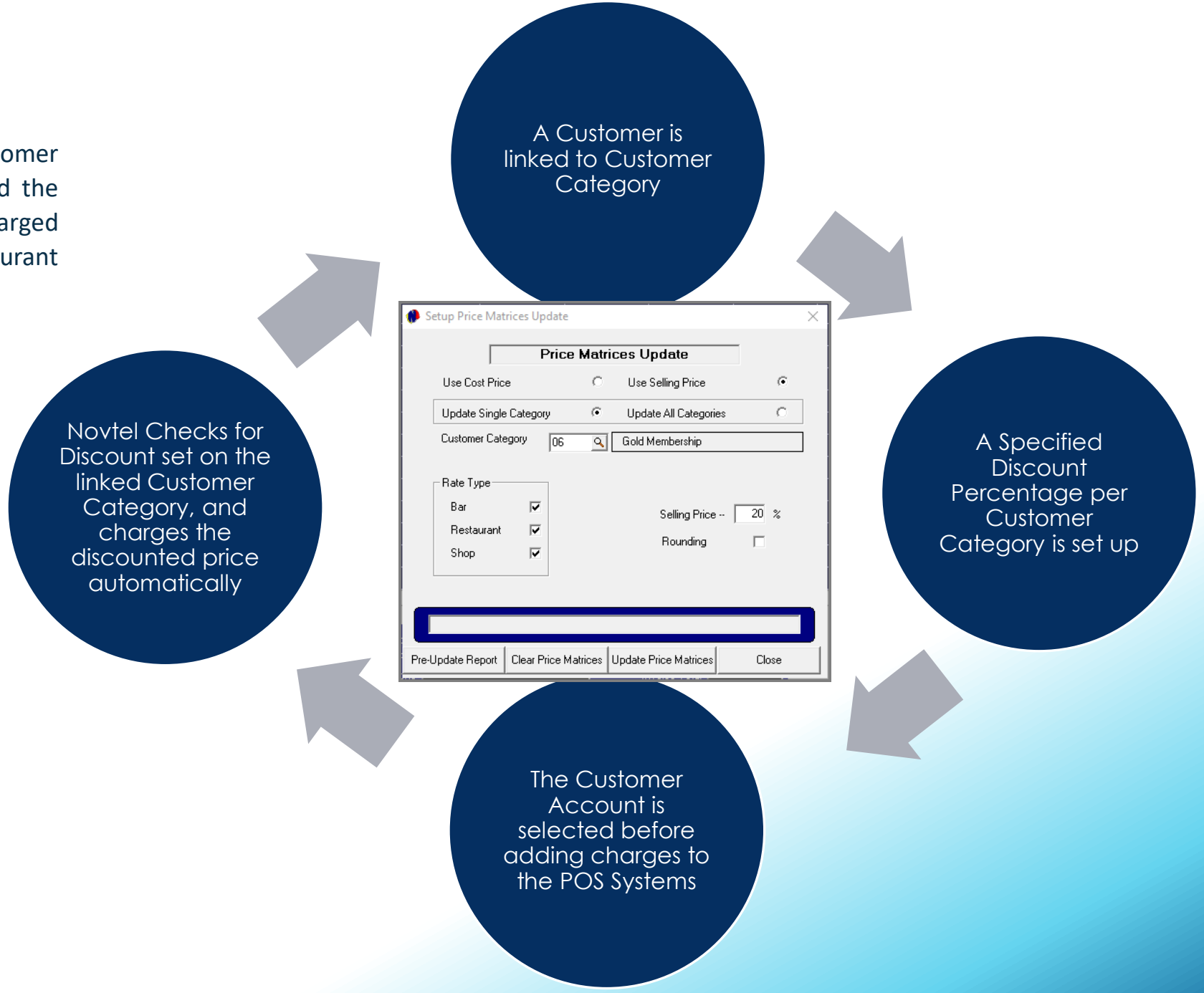
Introduction

Multiple User profiles can be created per person, and access granted to the required Department by means of a Master Password or Fingerprint.



Introduction

Set up Discount Structures per Customer Category – where applicable – and the discounted price will be charged automatically from the Bar, Restaurant and / or Shop's POS System.

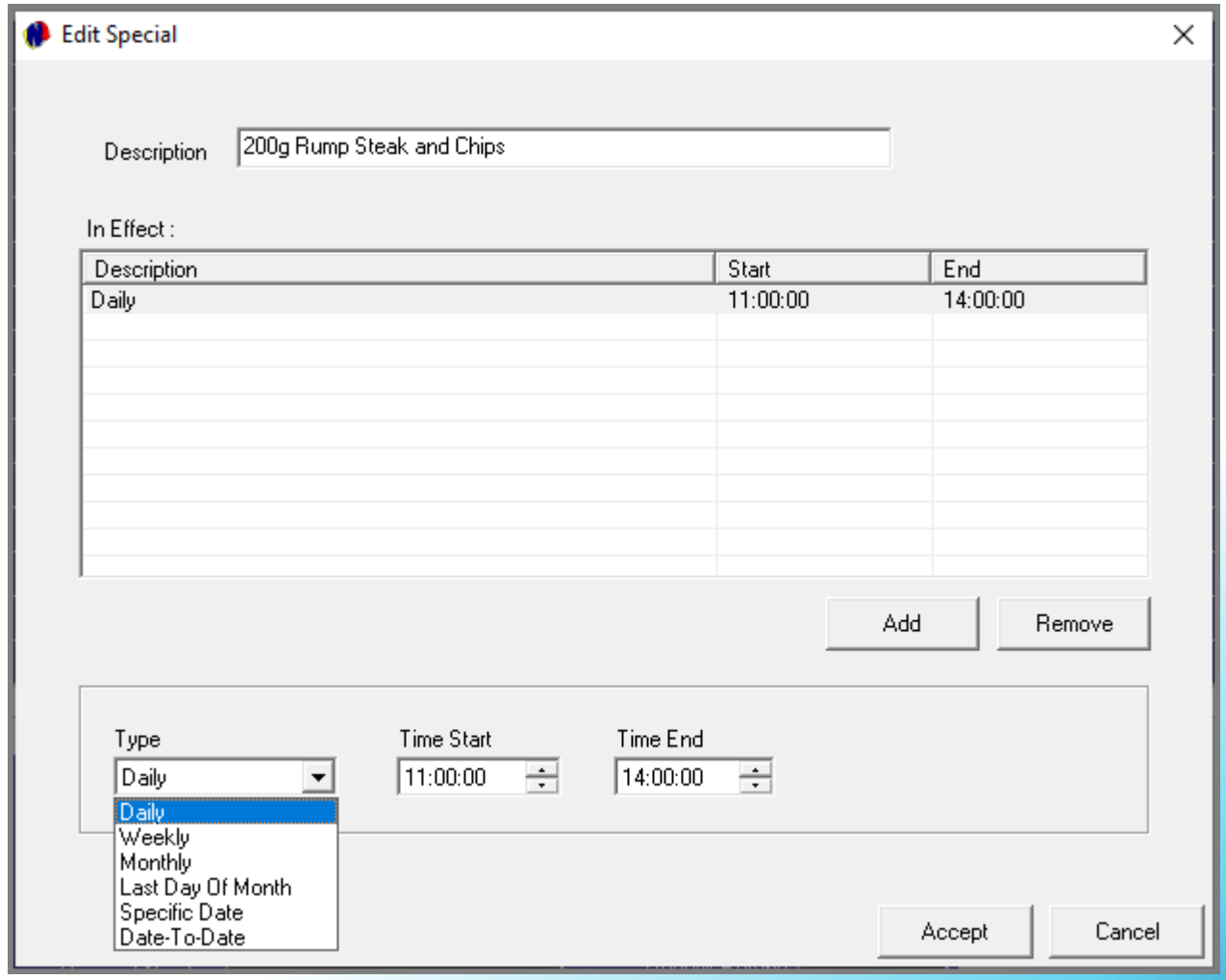


Introduction

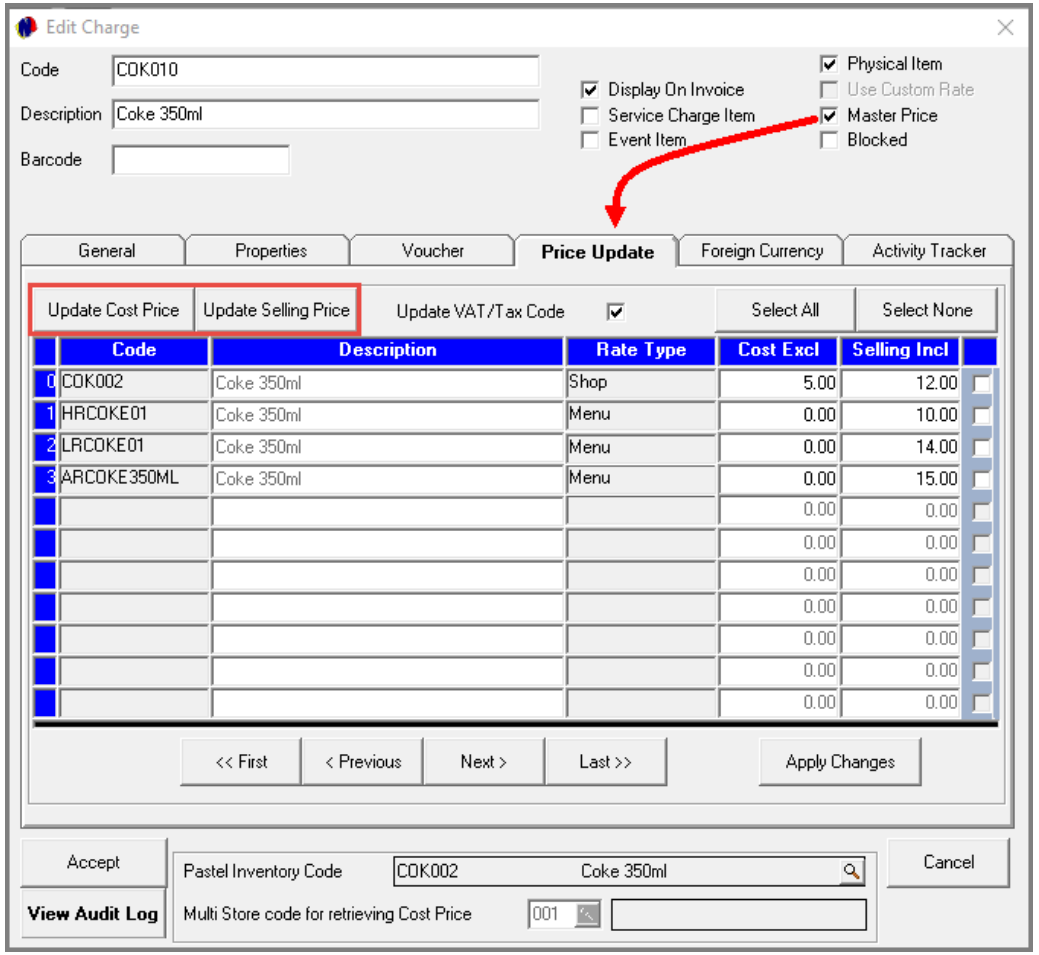
Create Restaurant POS Specials to be charged automatically at the set days / dates / times.

200g Rump Steak and Chips
Normal Price = R150.00

Special Price Every
Monday
from 11am to 2pm
= R125.00



Introduction



As only 1 Menu Category can be linked per charge, and different multi-stores may apply, a charge must be created multiple times with unique codes for each to be linked to the applicable Restaurant and or Bar Department to make it available for selection.

Selling prices may differ per Department.

Novtel incorporates the functionality to create a ‘Master Price’ charge, and link all of the same items to this charge code – provided that the Pastel Inventory Code is the same for all.

From the Master Price Charge, the cost and selling prices can be updated simultaneously when changes occur.

Introduction

If set up, a Restaurant or Bar User can only perform certain actions if a Supervisor gives consent by either entering their password or scanning their fingerprint.

The following are examples for which supervisor permission may be necessary:

- ✓ Printing or reprinting the bill
- ✓ Removing Items from the bill
- ✓ Transferring a Table from one User to another
- ✓ Reprinting the Preparation note
- ✓ On Account Postings
- ✓ In-House Postings
- ✓ In-House Group Postings
- ✓ Closing a table and cashing up a sale
- ✓ Cashing up a User's Shift

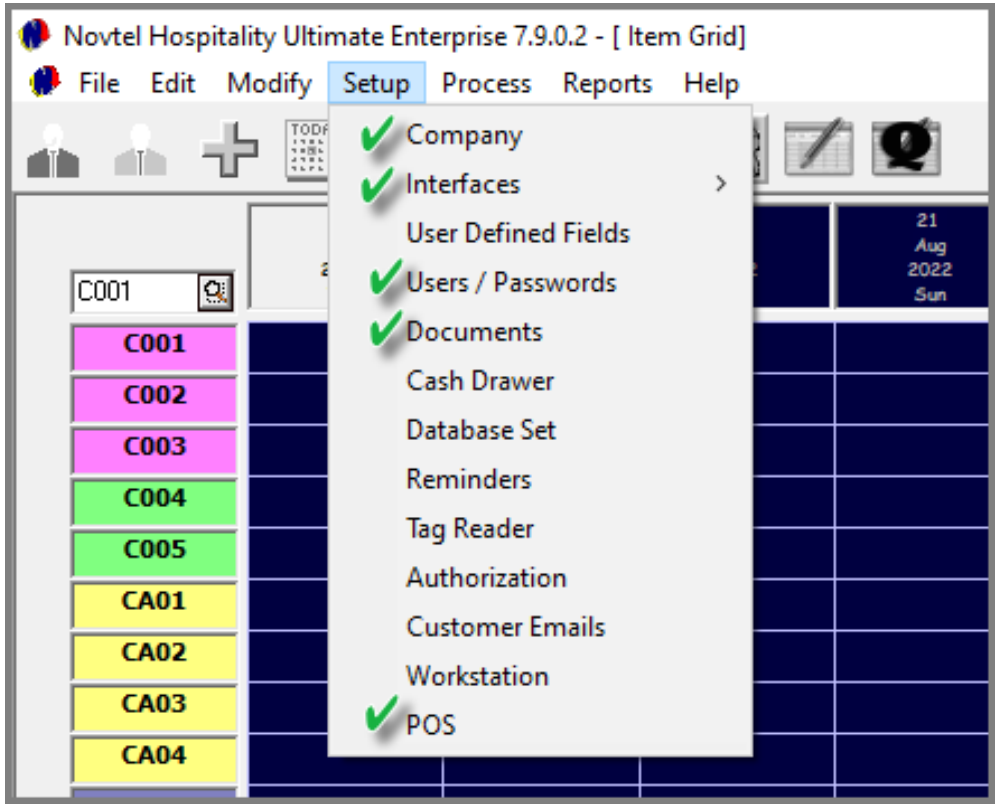
On a Global level, the following can be allowed or denied for all Departments using the Restaurant POS System:

- ✓ Closing a Table without Transactions
- ✓ No Charge Transactions
- ✓ Using the Bulk Quantity option
- ✓ Setting up and Forcing the Use of Agent Codes
- ✓ Setting up and Forcing the Use of Cost Codes for specific Agents
- ✓ Set up and allow a maximum discount percentage
- ✓ Setting up a Fixed Gratuity Percentage to be added to all Restaurant and Bar Transactions
- ✓ Allow Multiple Shifts per POS User
- ✓ Customer Note Editing or Deleting when a Customer Master File is selected on the 'In-House'; 'In-House Group; and 'On Account' tender methods
- ✓ Activate the use of the Special Preparation Note
- ✓ Activating the use of a Dedicated Cashier
- ✓ Notify the Kitchen or Bar of Cancelled Order Items
- ✓ Enabling the Selling Price on Buttons

2

Company and Restaurant POS Setup

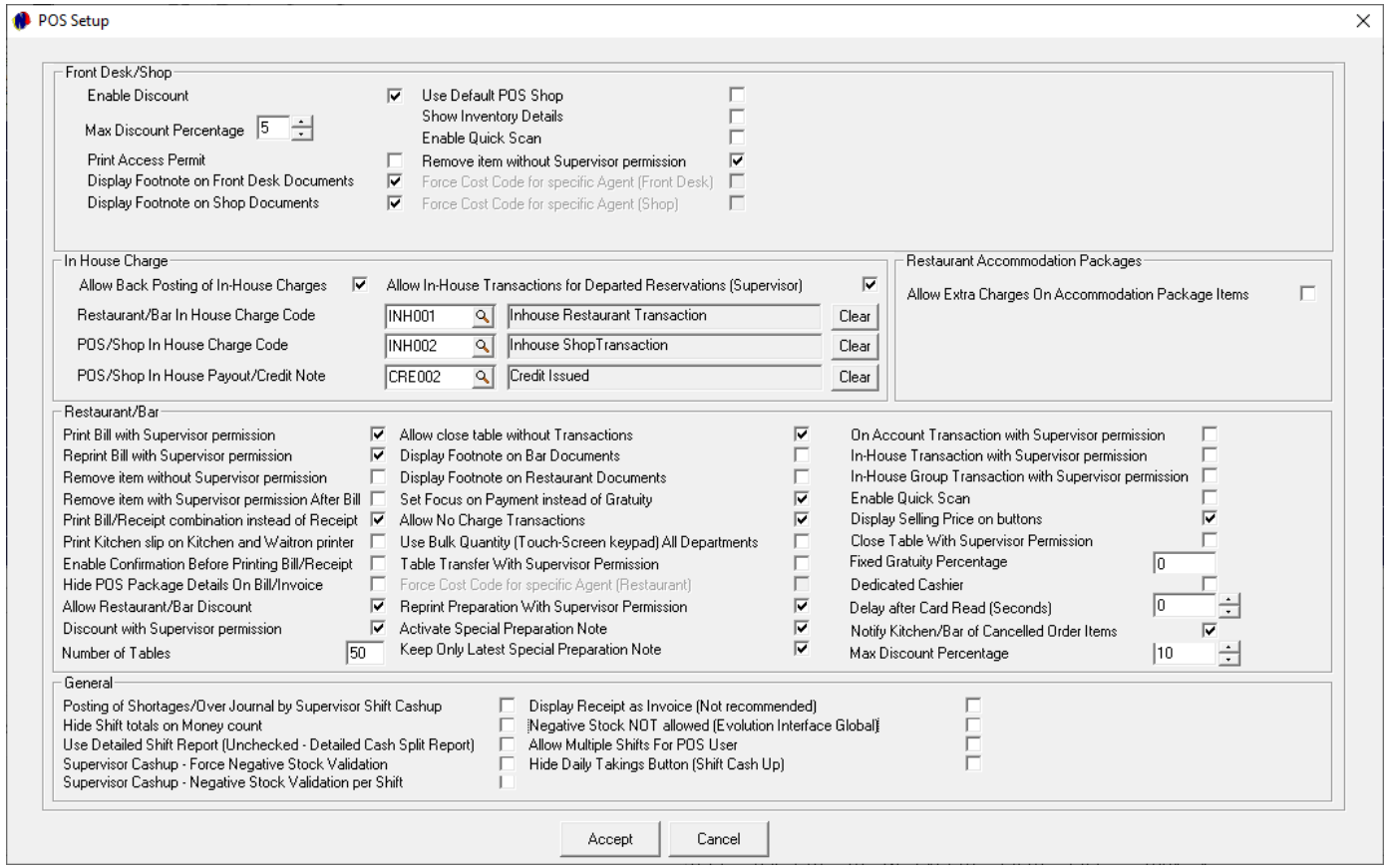
Company and Restaurant POS Setup



From the Setup Menu option, the following setup procedures must be performed:

- **Company:**
  - The company details and financial tabs are especially important.
- **Interfaces:**
  - Here, the Company's Accountant MUST be involved, since the settings determine which accounts in the financial system will be affected.
- **Users and Passwords:**
  - System Users are to be set up. Administrators; Supervisors and Restaurant Users must be created. For Restaurant Users, the specific Department (Restaurant) where they are employed, must be selected.
  - Pre-created 'Gratuity' Charges (No Tax) must exist to be selected on a Restaurant or Bar User's Master File.
- **Documents:**
  - The required POS Invoice Slip Layout must be selected, and document notes captured to be displayed on the documents.

Company and Restaurant POS Setup



- **POS Setup:**
  - The number of tables are to be set up in the restaurant, as transactions are performed per table.
  - All other settings must be considered carefully; implemented and saved.

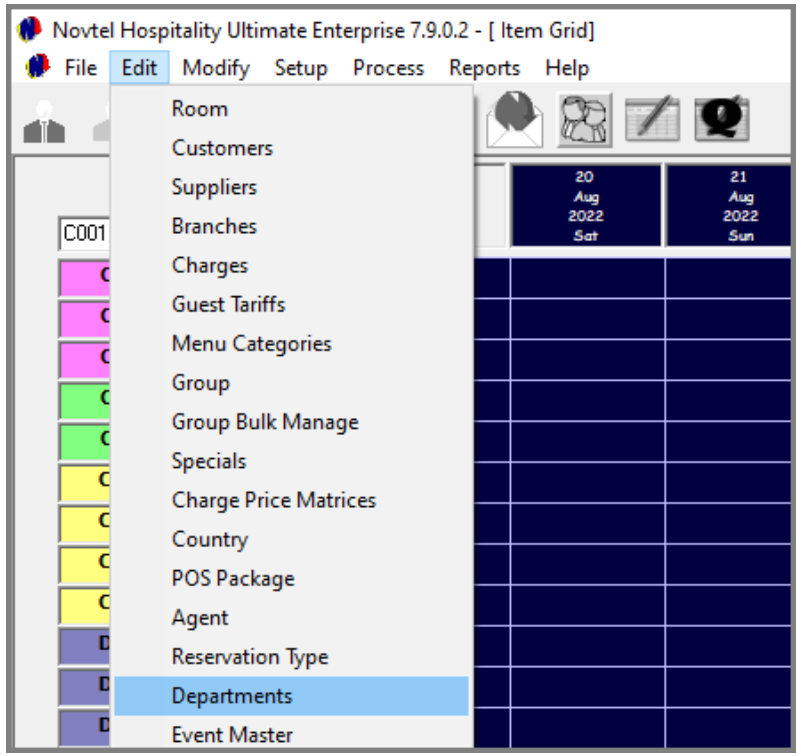
3

Setting up Restaurant Departments

Setting Up Restaurant Departments

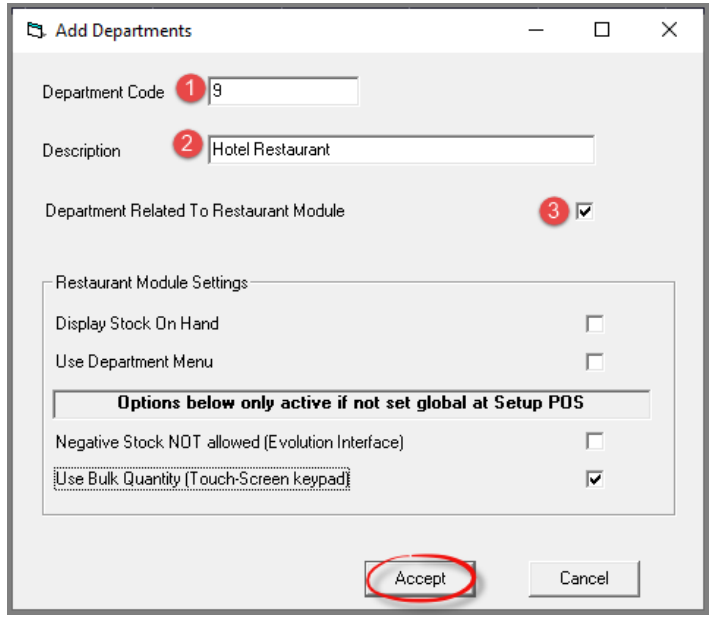
Multiple Departments can be created – each linked to a specific Multi-Store or Warehouse in the Financial System - if required.

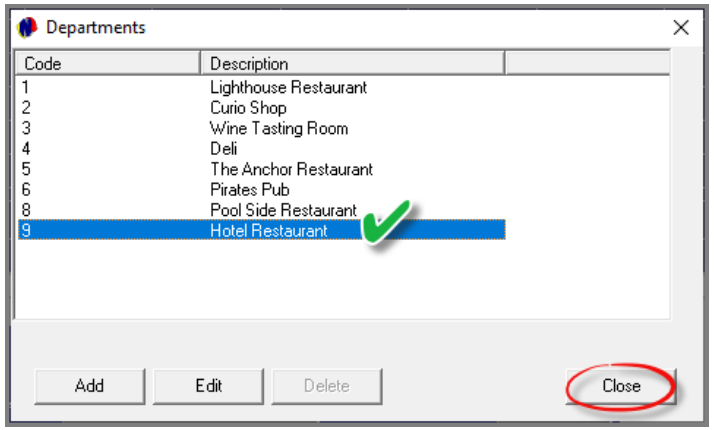
By creating each restaurant as a Department, a unique set of menu categories and charges can be created for each Department and accessed by the applicable Users employed at the various Departments.



To create a new 'Department', click 'Add'.

Setting Up Restaurant Departments





1. A Unique Department Code is to be entered in the first field.
2. Next, the department's description is required. We recommend that the description is entered as the restaurant or bar's name.

   The following will be linked to Departments:

   - ✓ Menu Categories and Charges.
   - ✓ Users to access the Department's unique set of buttons to perform transactions.
3. Since the department is related to the Restaurant module, this checkbox is to be selected – which will activate the 'Restaurant Module Settings' below it.

   Per Department, the following options can be activated if required, by ticking the relevant option(s):

   - ➢ Display Stock On Hand
   - ➢ Use Department Menu (For an extra level of buttons on the Restaurant or Bar menu)

Please note that the 'Negative Stock NOT allowed (Evolution Interface)', and 'Use Bulk Quantity (Touch Screen Keypad)' options can only be activated per selective Department if not globally activated in the 'Setup – POS' screen.

Clicking 'Accept', the Department has been created successfully.

4

Creating Menu Categories

Creating Menu Categories

The Restaurant POS System can be set up to either contain 2 or 3 levels.

To activate an extra level of buttons to be created, the 'Use Department Menu' option must be selected on the Department Master File:

- ✓ **Level 1: Department Level Menu Category**
- ✓ **Level 2: Category Level Menu Categories**
- ✓ **Level 3: Charges**

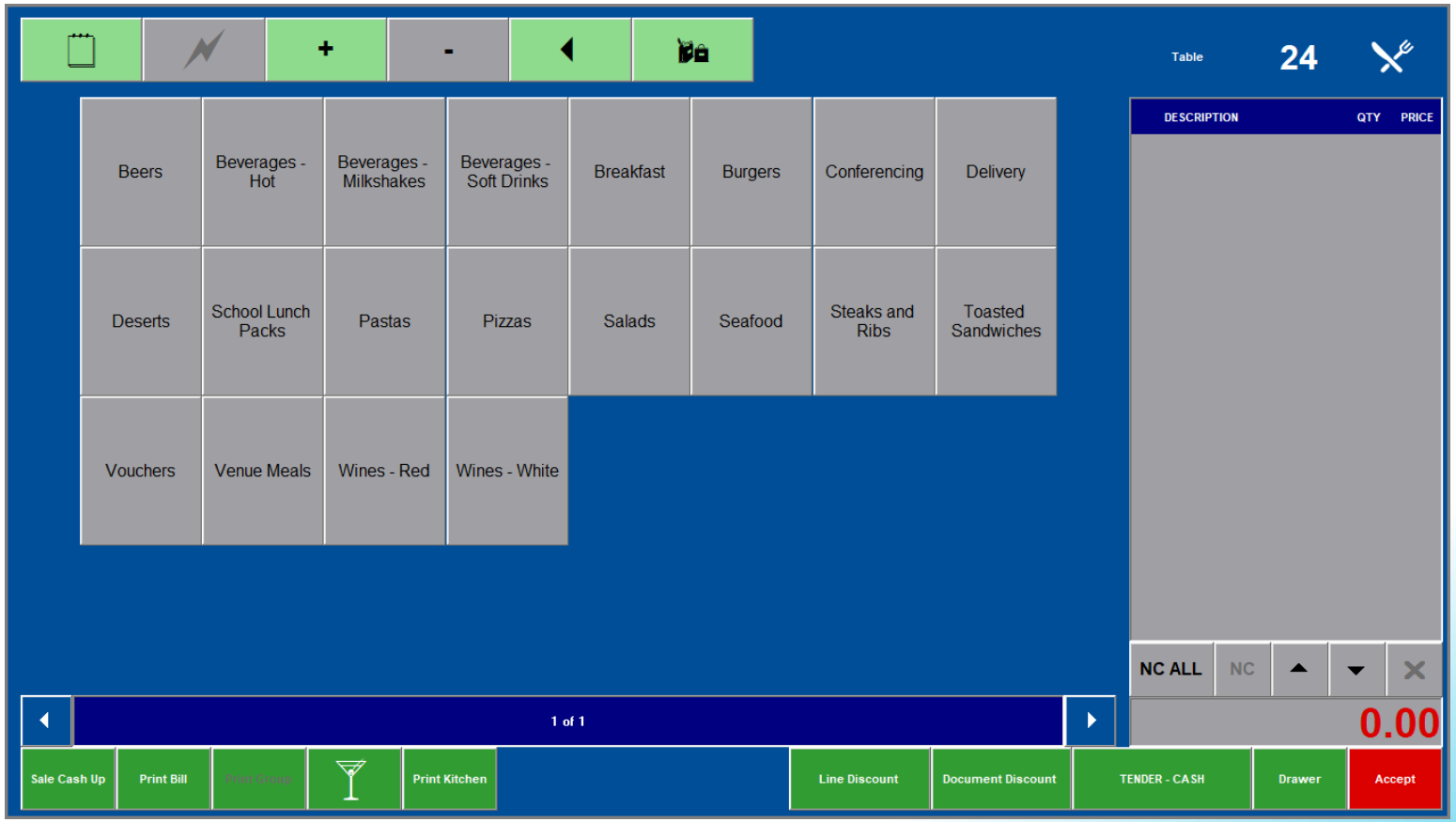
Level 1 Categories may include grouping options such as:

- ❑ Main Meals
- ❑ Deserts
- ❑ Kiddies Meals
- ❑ Kiddies Drinks
- ❑ Alcoholic Drinks
- ❑ Hot Drinks
- ❑ Cold Drinks and Juices

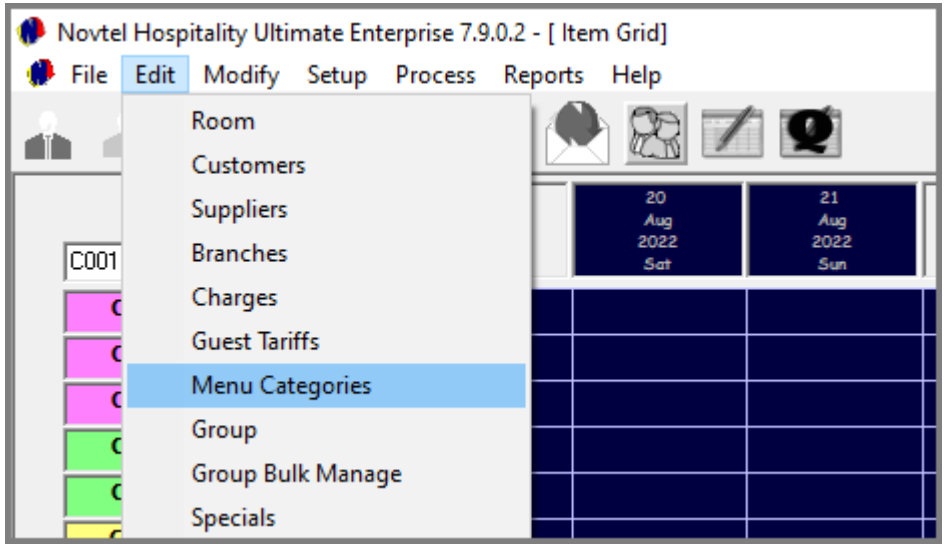
Creating Menu Categories

As we have not activated the ‘Department Menu’ option on the Department, there will only be 1 Level of Menu Categories, and charges linked to each respectively.

This means that all Menu Categories will be listed as follow in the Restaurant Module:



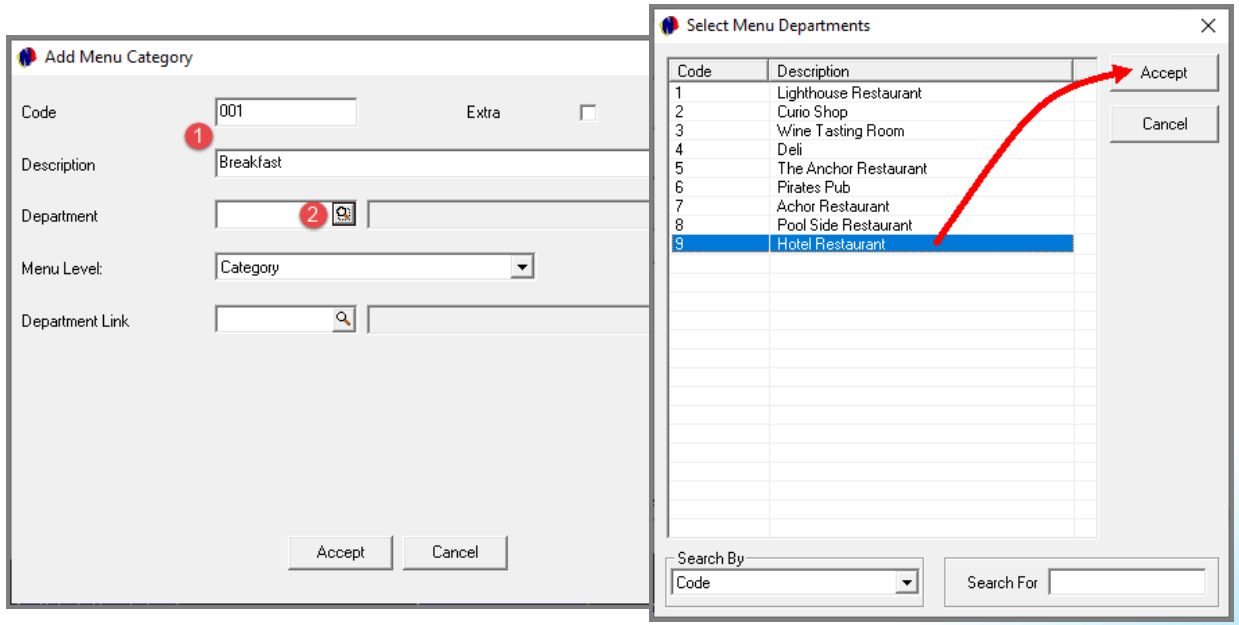
Creating Menu Categories



Menu Categories for a specific Department are created to group certain items together.

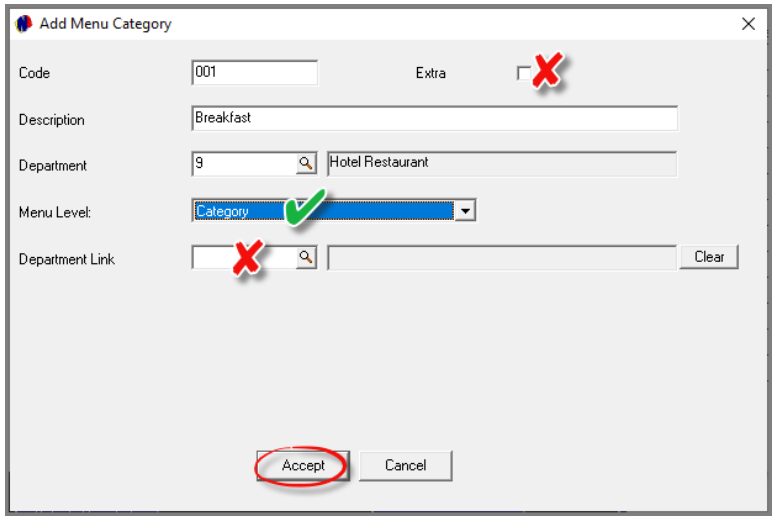
This means that a button can be created as 'Breakfast', and all breakfast Charges can be linked to the same button.

From the 'Edit' menu, select 'Menu Categories', and click 'Add' in the 'Menu Categories Setup' screen.



1. A Unique Code and Description is to be created first.
2. The specific Department where this button is to be added, must now be selected. In this case, Department 9 - the Hotel Restaurant'.

Creating Menu Categories

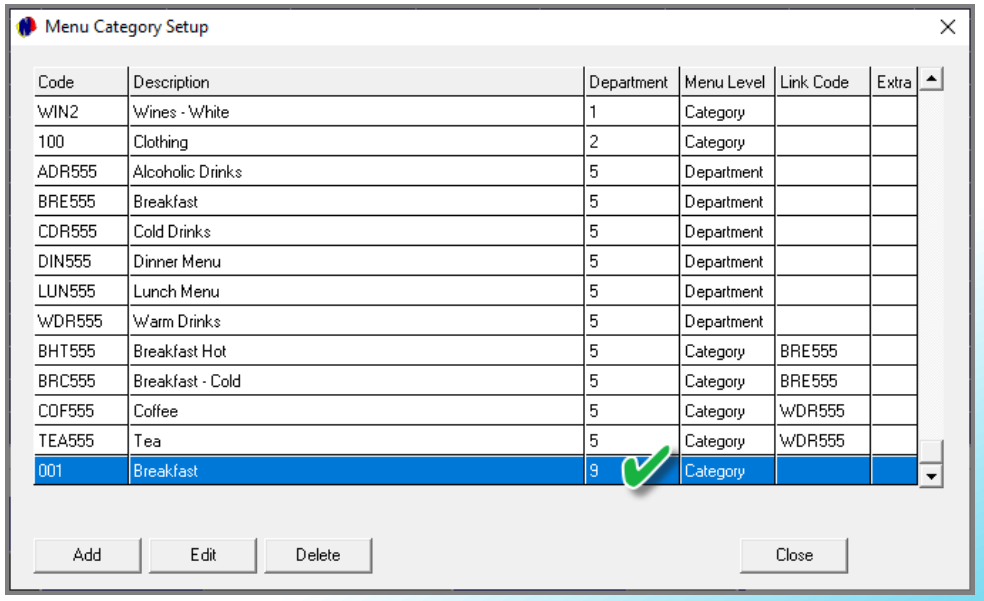


The ‘Menu Level’ is selected as ‘Category’ since we have not opted for an extra level of buttons in this Department, and therefore, the ‘Department Link’ is not applicable.

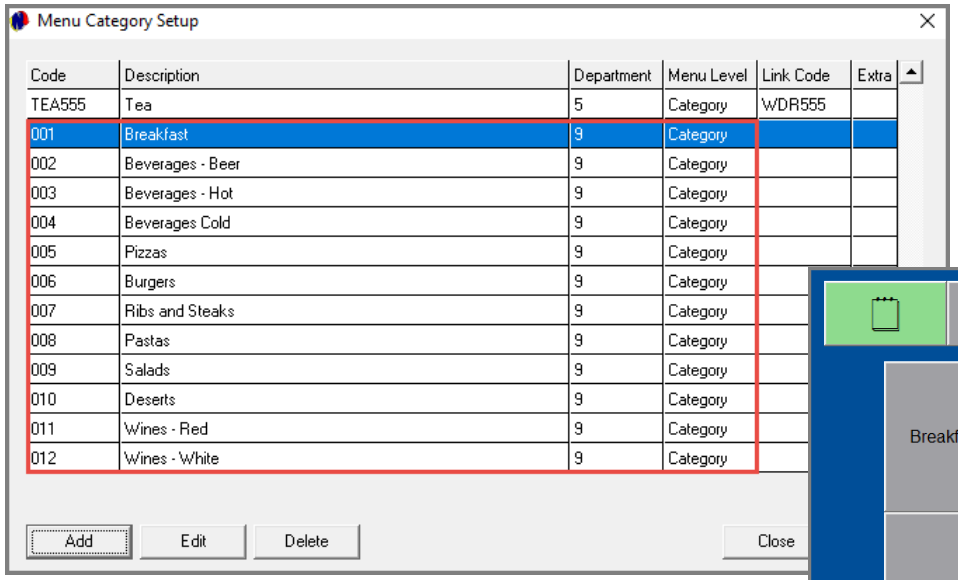
The ‘Extras’ option is not selected, since it is not applicable to this menu category.

Clicking ‘Accept’, the Menu Category is created and linked to Department 9.

To create all other Menu Categories for this Department, simply repeat the process.

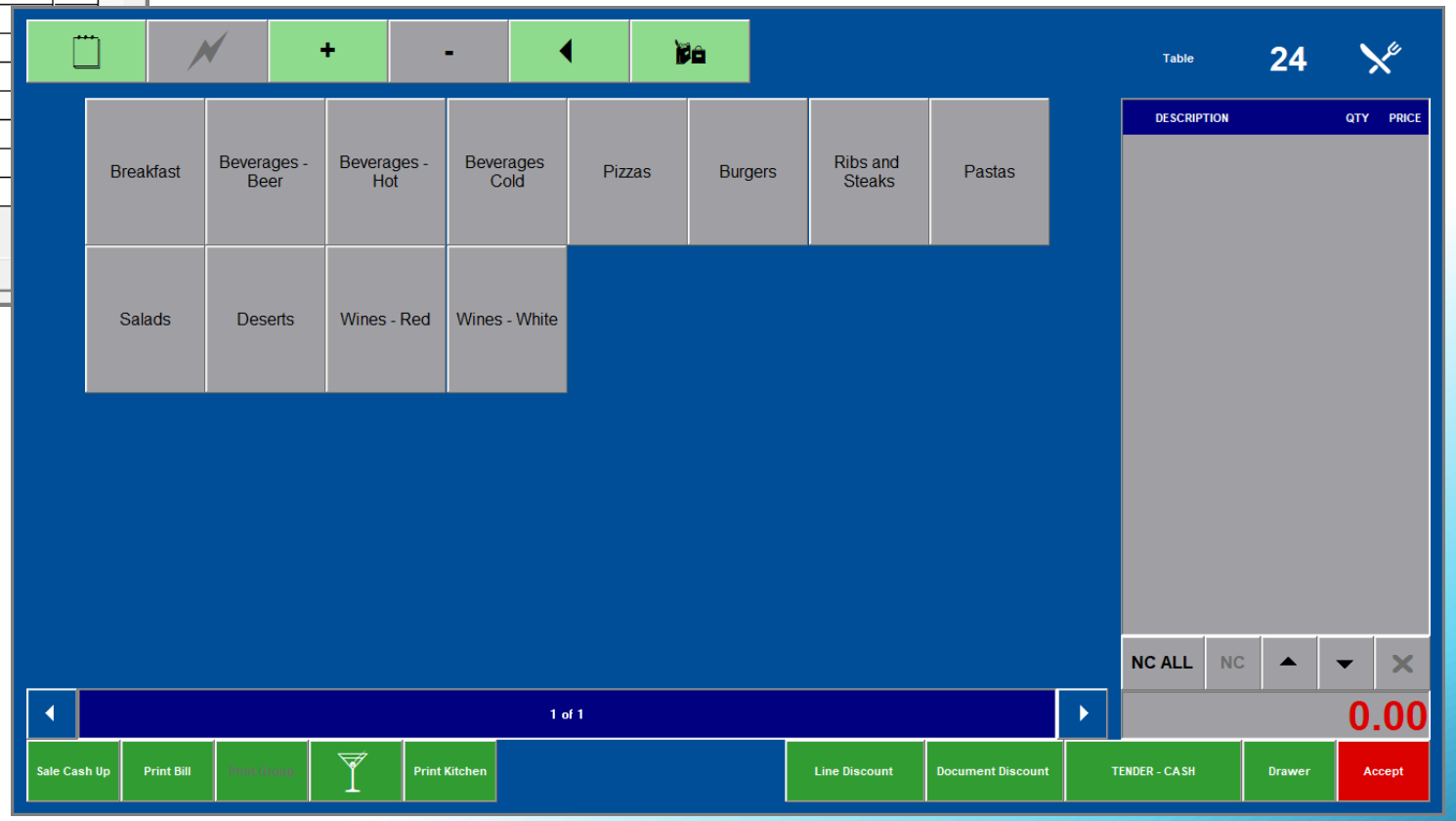


Creating Menu Categories

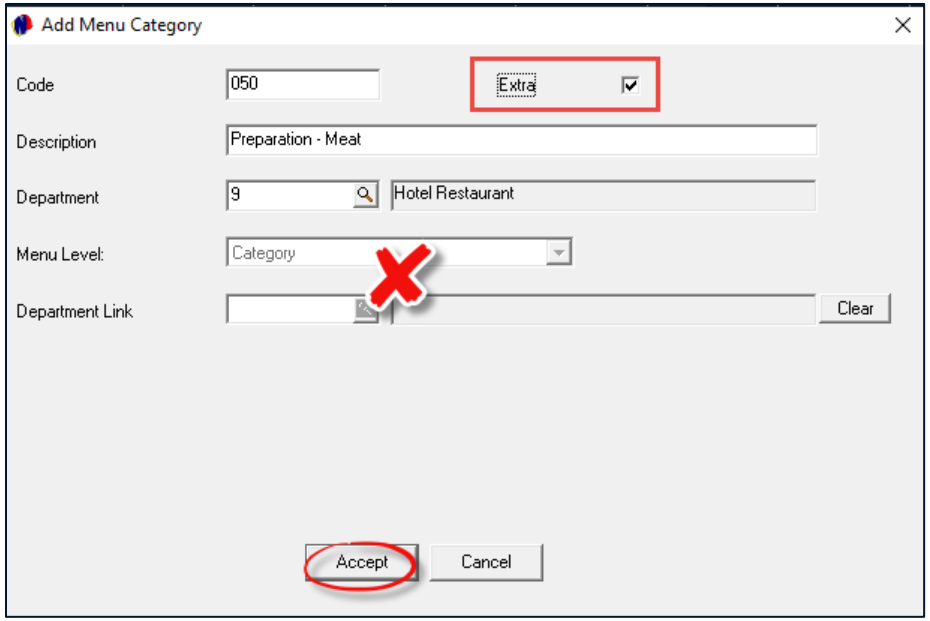


We have created 12 Menu Categories (Buttons) under the 'Hotel Restaurant's' POS system.

Logging into this POS System, and opening a table sitting, the Menu Categories are displayed as set up.



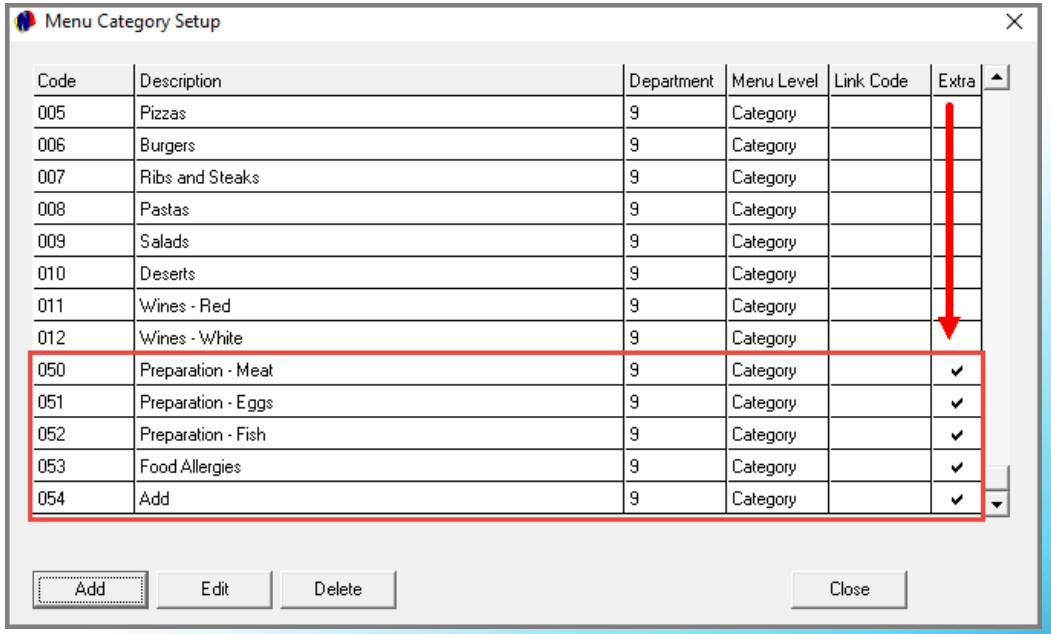
Creating Menu Categories - EXTRAS



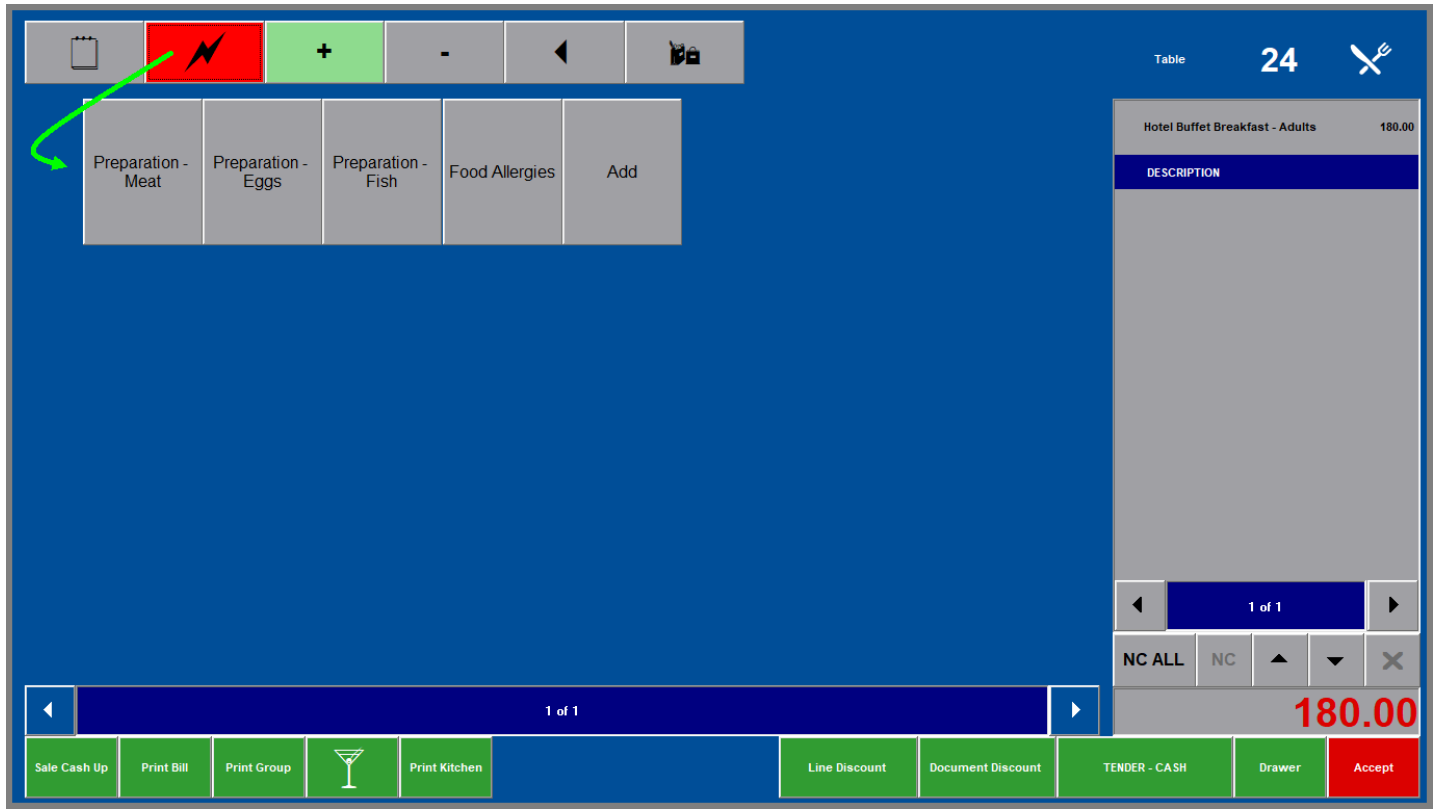
In Novtel, specific preparation methods; extra items to be added to a meal, and even food allergies can be linked per plate for the attention of the chef.

To achieve this, Menu Categories – classified as 'Extra' – must have been pre-created.

If the 'Extra' checkbox is selected on a Menu Category, the 'Menu Level' and 'Department Link' options are deactivated.



Creating Menu Categories - EXTRAS



'Extra' Menu Categories will not appear with the 'Non-Extra' categories.

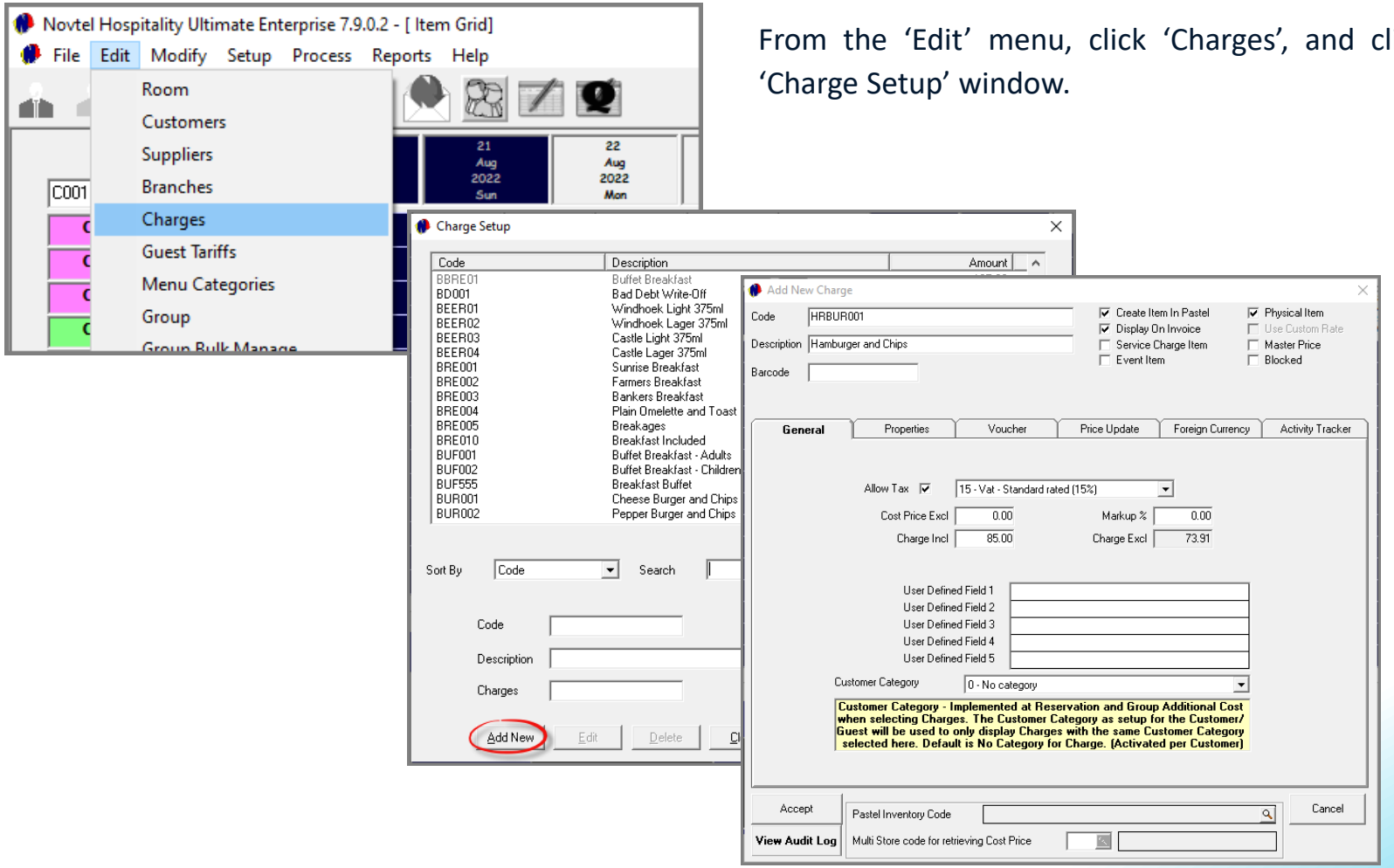
These are only accessible from the activated 'Lightning Bolt' button – as we will explain in another chapter.

5

Creating Charges and Linking it to the Applicable Menu Categories

Creating Charges

Different types of charges to be used in the Restaurant POS system can be created in Novtel.

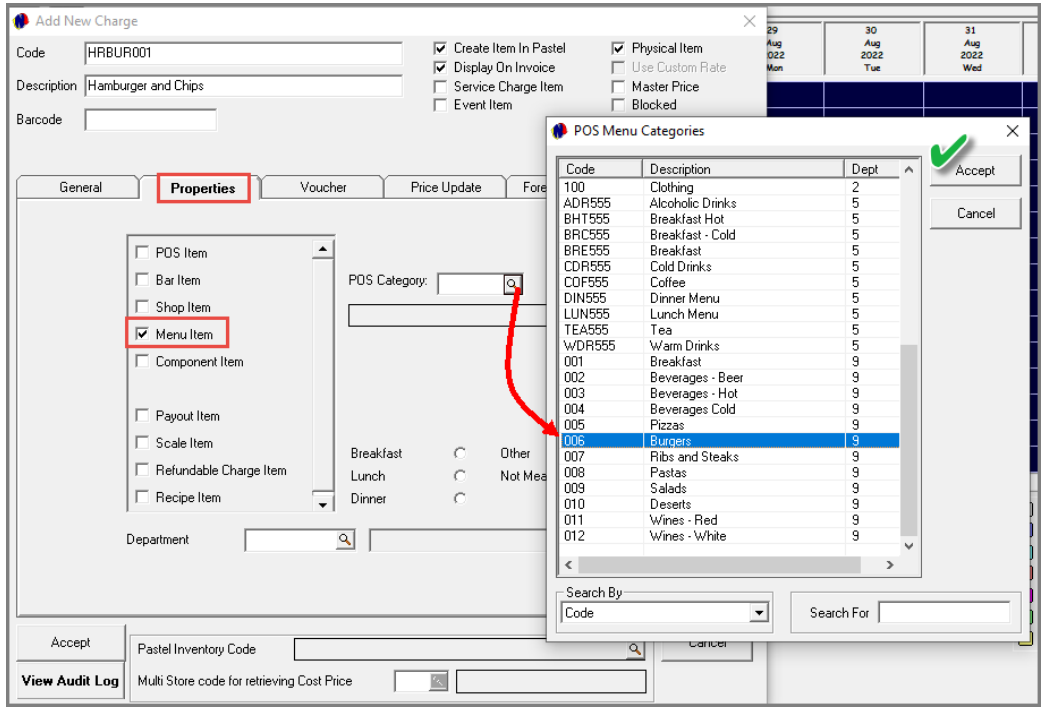


From the 'Edit' menu, click 'Charges', and click 'Add New' in the 'Charge Setup' window.

The Charge code must always be unique, but if allowed, the description does not have to be – meaning that the same description can be allocated to a charge to be linked to another Restaurant too.

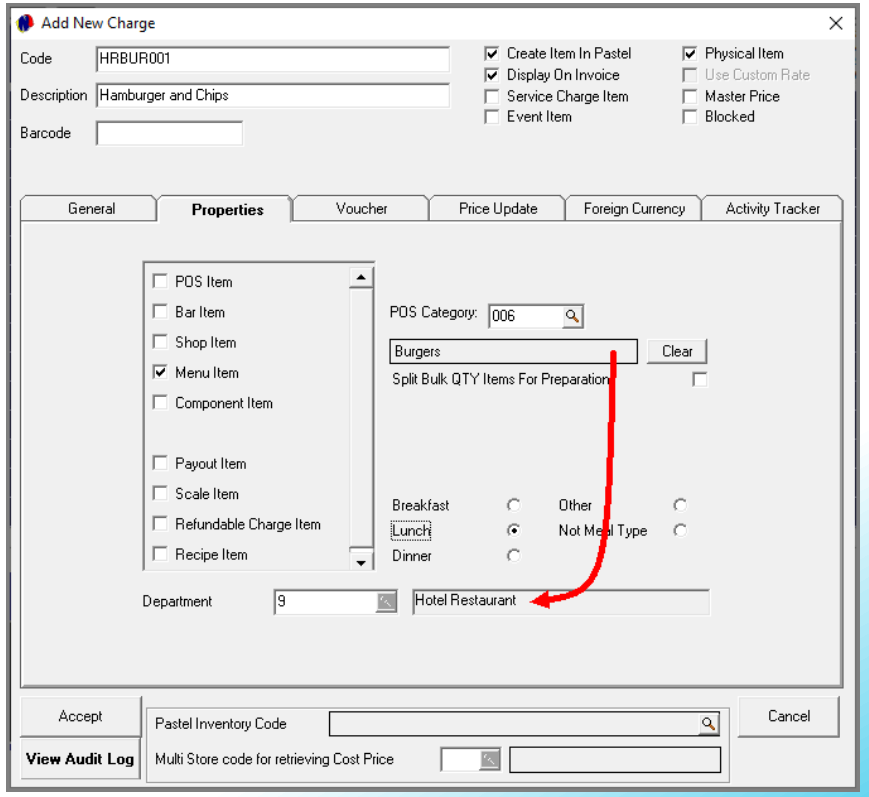
The selling price is entered in the 'Charge Including' field.

Creating Charges – Menu Items



A charge classified as a Menu Item, is linked to the applicable pre-created menu category – which in turn, is linked to a specific Department.

The charge will then be available for selection in the specified Department, and under the selected Menu Category.

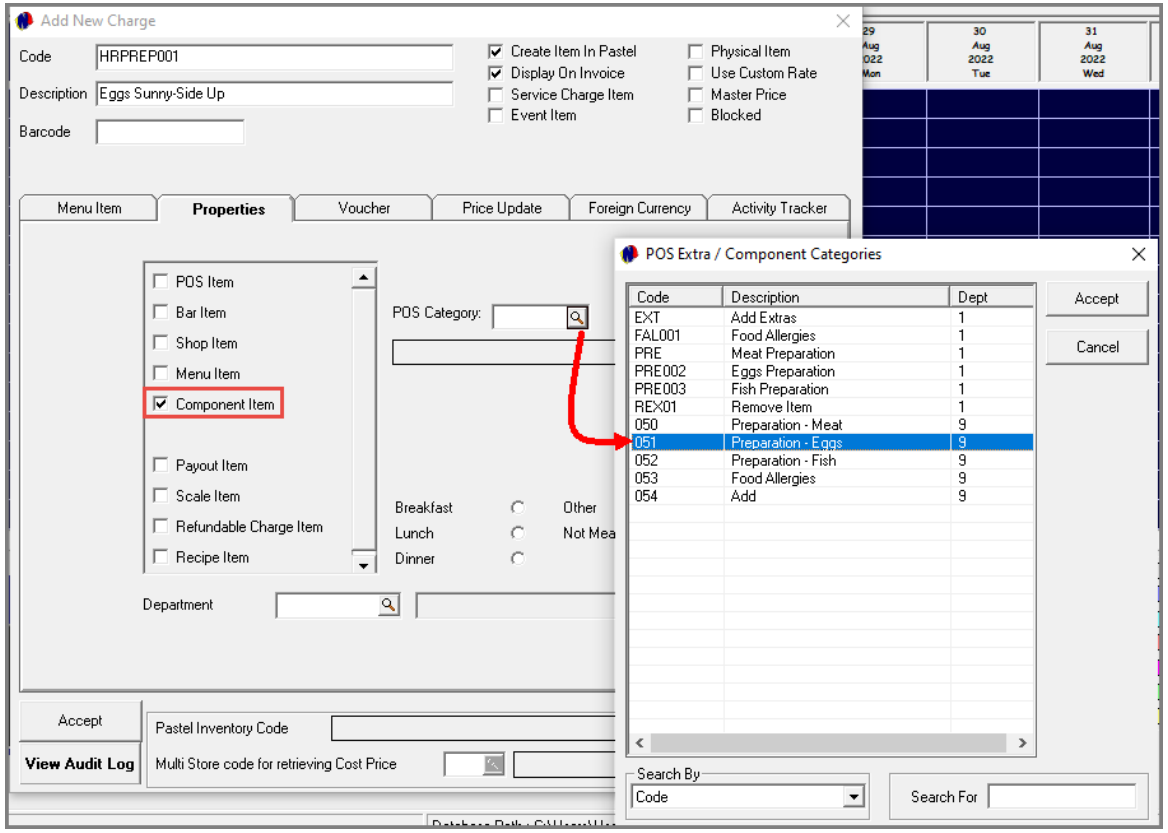


Creating Charges – Component Items

Component Items are created in order to link the following to a specific plate as instruction to the chef when the order is printed in the kitchen:

- ✓ A specific meat / fish / eggs preparation method (Non-Chargeable).
- ✓ To add an extra item such as fries; toast; sausage, etc. which is chargeable and is linked to a Menu Item.
- ✓ To remove an item as requested by the Guest.
- ✓ To inform of a specific food allergy.

Creating Charges – Component Items – NON-Chargeable



When classifying a charge as a 'Component Item', only Menu Categories for which the 'Extra' checkbox was ticked, will be available for selection.

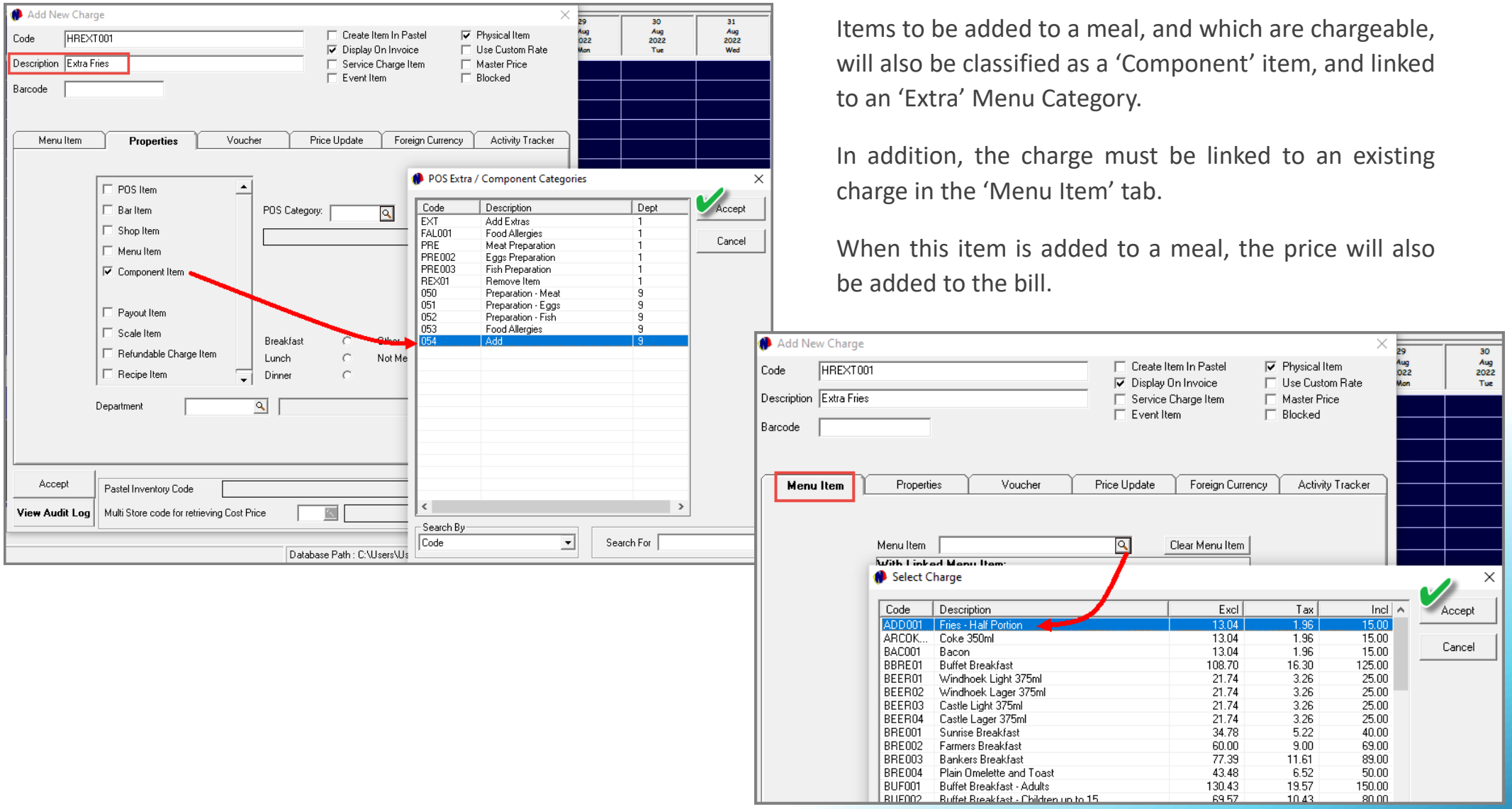
Ensure the correct menu category – as linked to the relevant Department – is selected here.

In this case, it is the Egg Preparation Extra Category.

Please note that no price is applicable to these items, and even though it is not an actual charge in the true sense of the word, it must be linked to an Inventory Category in the financial system to prevent the Cashup process from failing.

We recommend that a single 'Preparation' inventory item be set up for ALL Novtel preparation and food allergy charges to be linked to it.

Creating Charges – Component Items – Chargeable

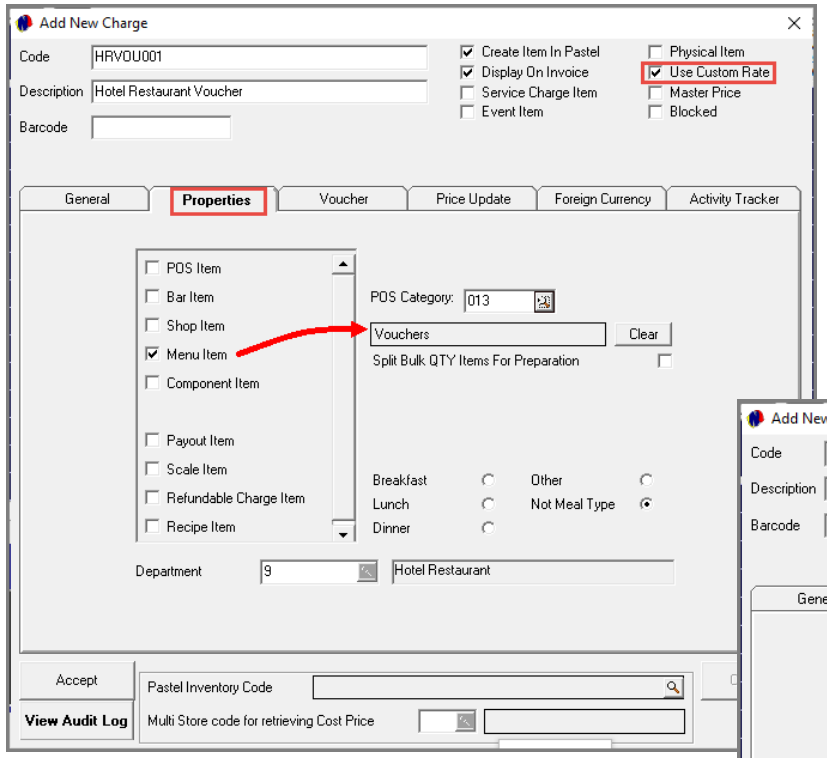


Items to be added to a meal, and which are chargeable, will also be classified as a 'Component' item, and linked to an 'Extra' Menu Category.

In addition, the charge must be linked to an existing charge in the 'Menu Item' tab.

When this item is added to a meal, the price will also be added to the bill.

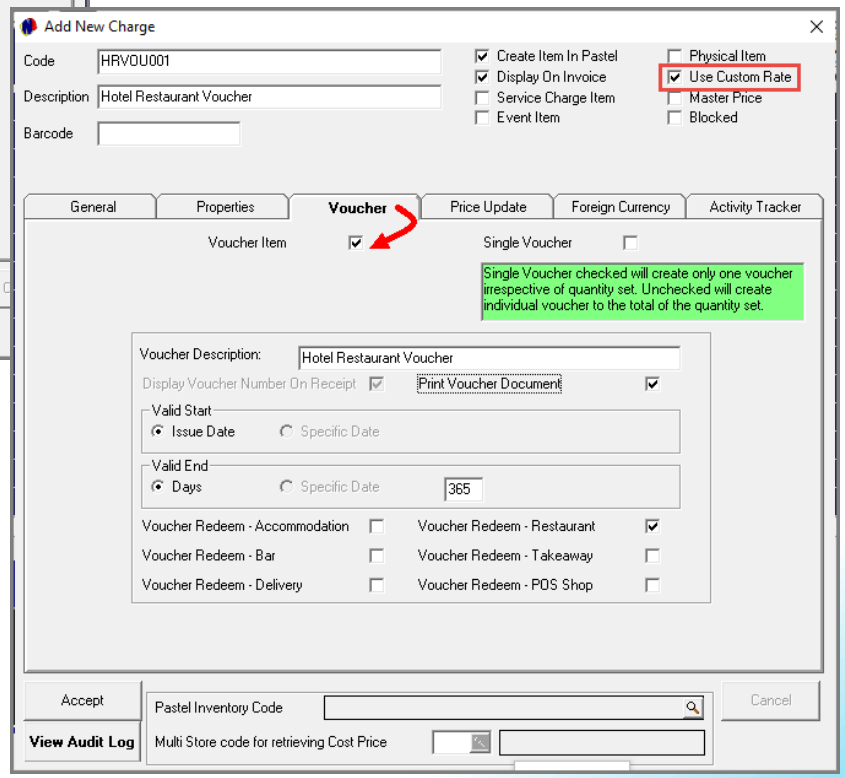
Creating Charges - Vouchers



A single Voucher charge can be created, and the 'Custom Rate' option selected in order to sell it at a specific amount – as requested by the Guest.

The Voucher will be classified as:

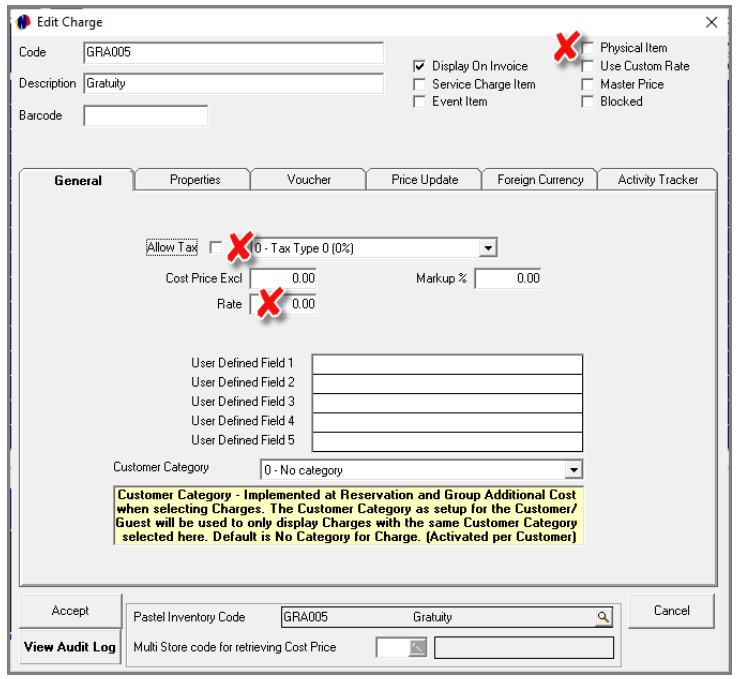
- ✓ A 'Menu Item' in the 'Properties' tab and linked to the 'Vouchers' Menu Category.
- ✓ A Voucher Item in the 'Voucher' tab, and the relevant settings entered.



A specific period can be set within which it can be redeemed at the selected departments. The date upon which it is sold, is day 1.

If the voucher is valid for 365 days, the last day it can be redeemed, is on day 365.

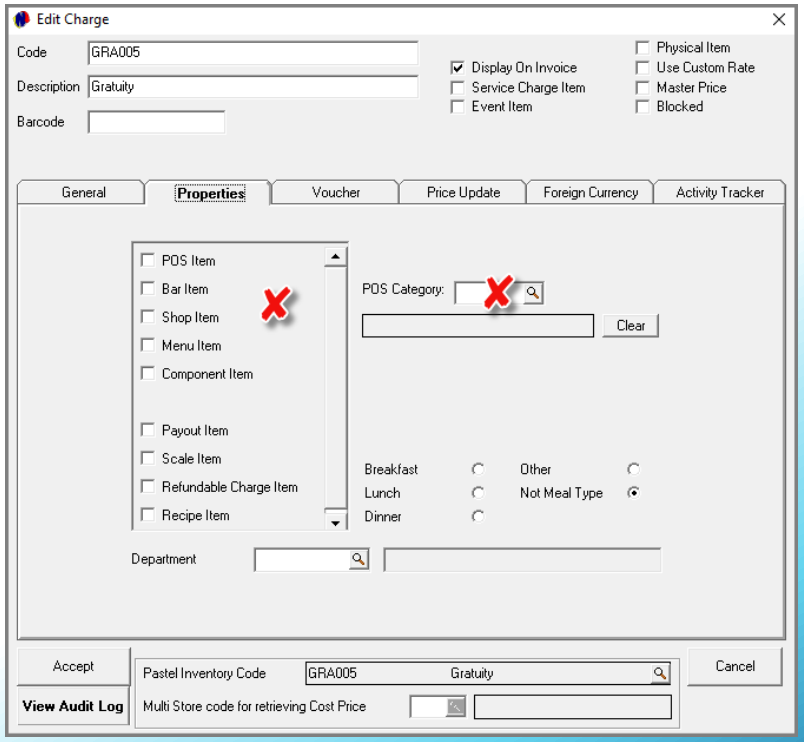
Creating Charges - Gratuity



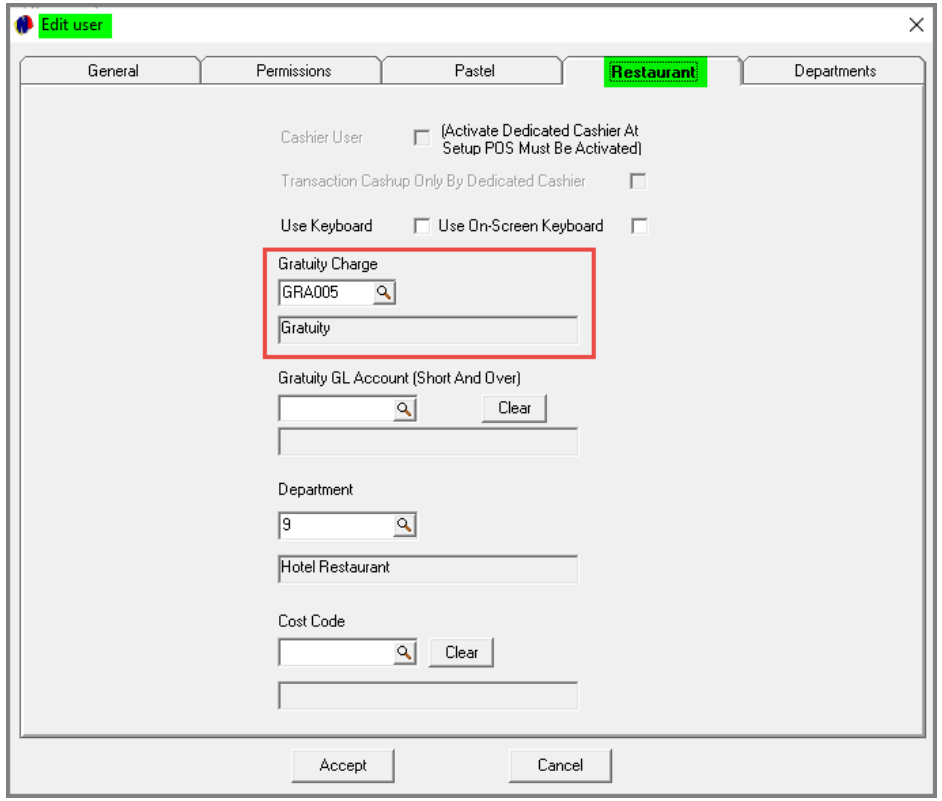
Gratuity amounts can be awarded by Guests to Restaurant and Bar Users specifically.

A Gratuity charge:

1. IS NOT a physical item
2. Is NOT taxable
3. Is NOT linked to a specific rate
4. Is NOT classified as a anything in the ‘Properties’ tab and not linked to a Menu Category.



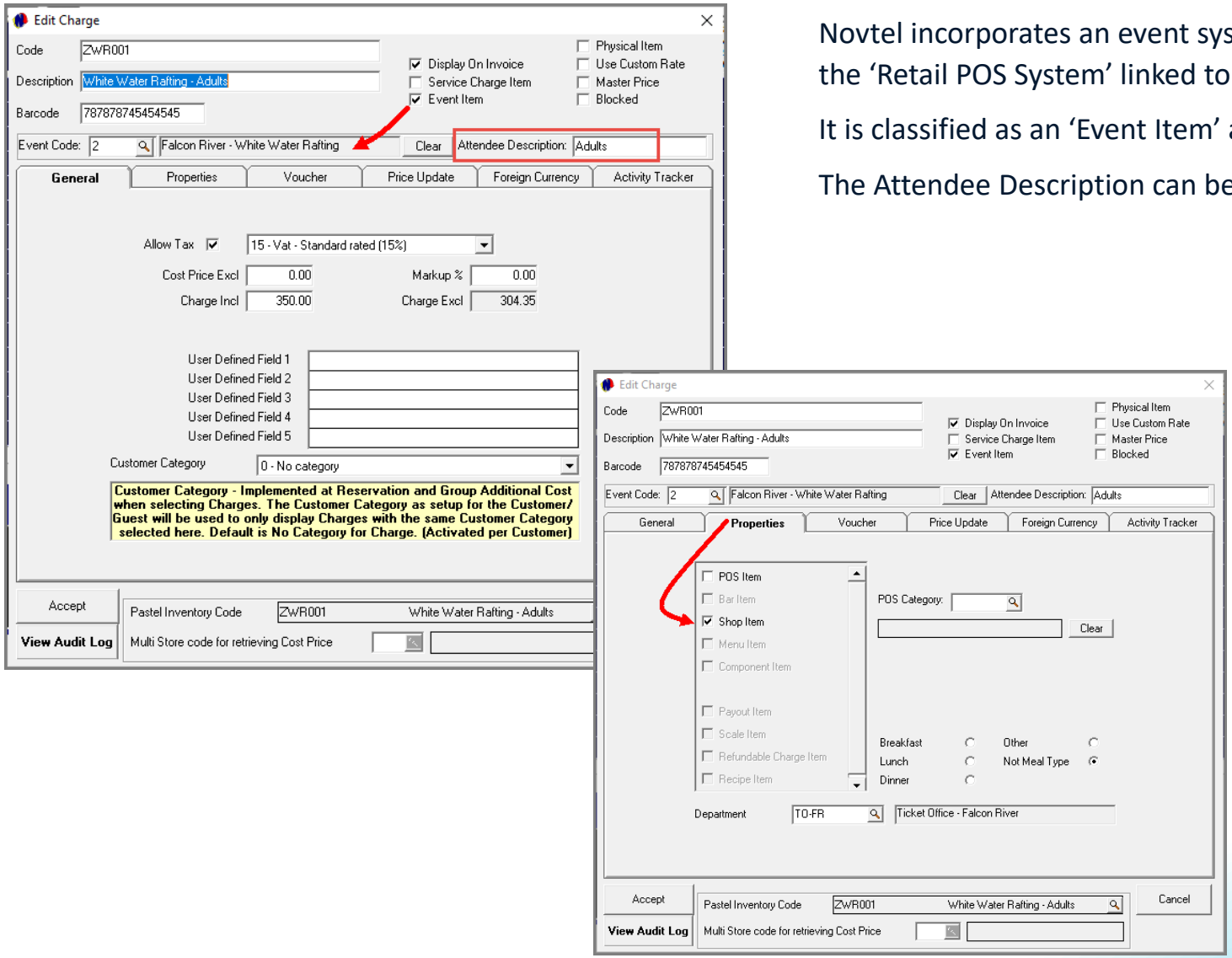
Creating Charges - Gratuity



A single Gratuity charge can be created and linked to all Restaurant / Bar Users in the 'Restaurant' tab.

OR: A gratuity charge can be created for each Restaurant / Bar User individually and linked accordingly.

Creating Charges – Event Charges



Novtel incorporates an event system where tickets to events can be sold from the 'Retail POS System' linked to the Restaurant POS System.

It is classified as an 'Event Item' and linked to a pre-created Event Code.

The Attendee Description can be entered as 'Adults'; 'Pensioners'; 'Kids', etc.

In the 'Properties' tab, the Charge is classified as a 'Shop Item', and is NOT linked to a Menu Category, since it is NOT a menu item.

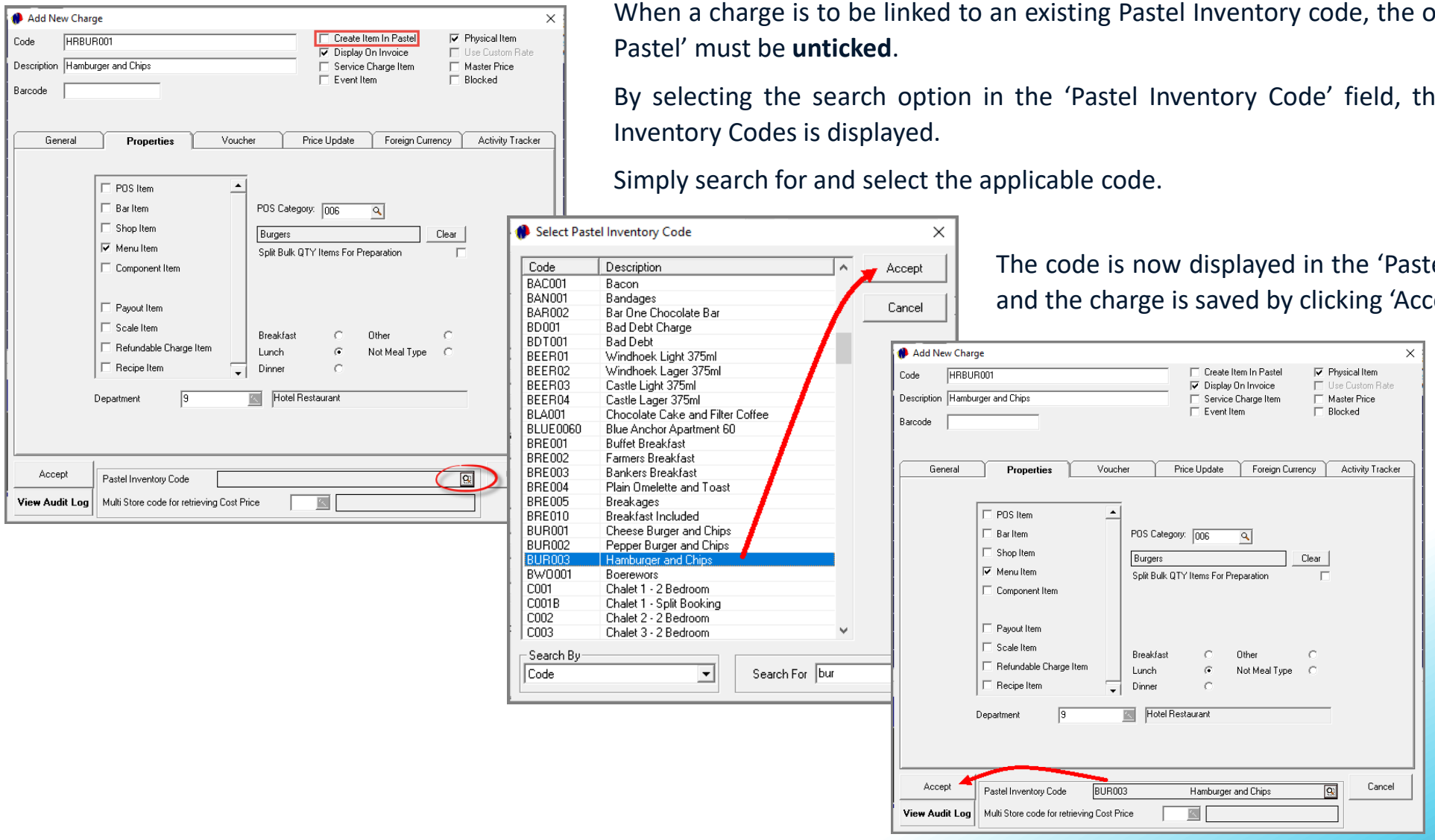
Saving Charges – Linked to Existing Inventory Code

When a charge is to be linked to an existing Pastel Inventory code, the option to 'Create Item In Pastel' must be **unticked**.

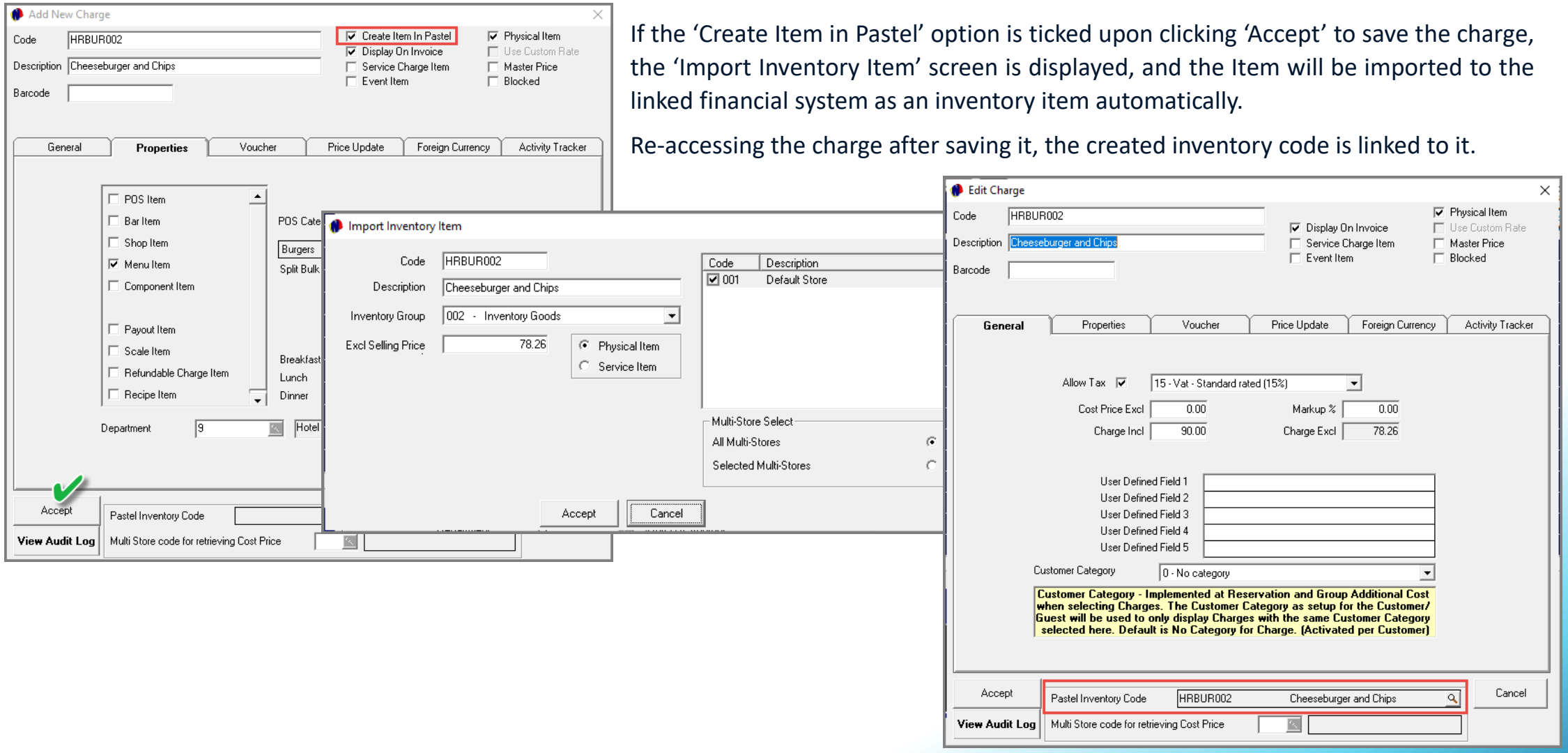
By selecting the search option in the 'Pastel Inventory Code' field, the list of existing Pastel Inventory Codes is displayed.

Simply search for and select the applicable code.

The code is now displayed in the 'Pastel Inventory Code' field, and the charge is saved by clicking 'Accept'.



Saving Charges – Create in the Financial System



If the 'Create Item in Pastel' option is ticked upon clicking 'Accept' to save the charge, the 'Import Inventory Item' screen is displayed, and the Item will be imported to the linked financial system as an inventory item automatically.

Re-accessing the charge after saving it, the created inventory code is linked to it.

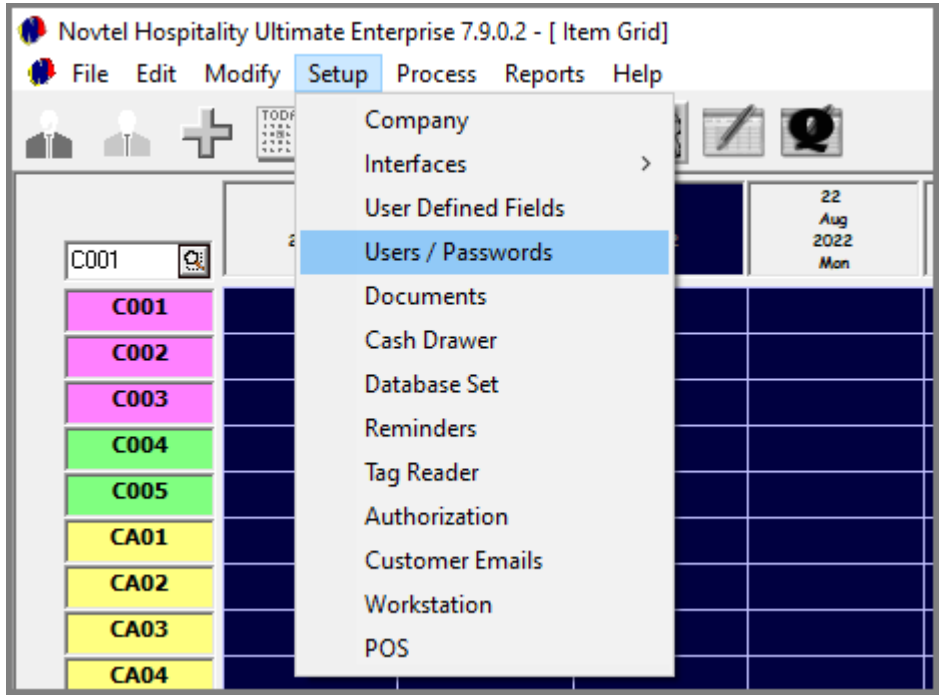
6

Creating User Master Files

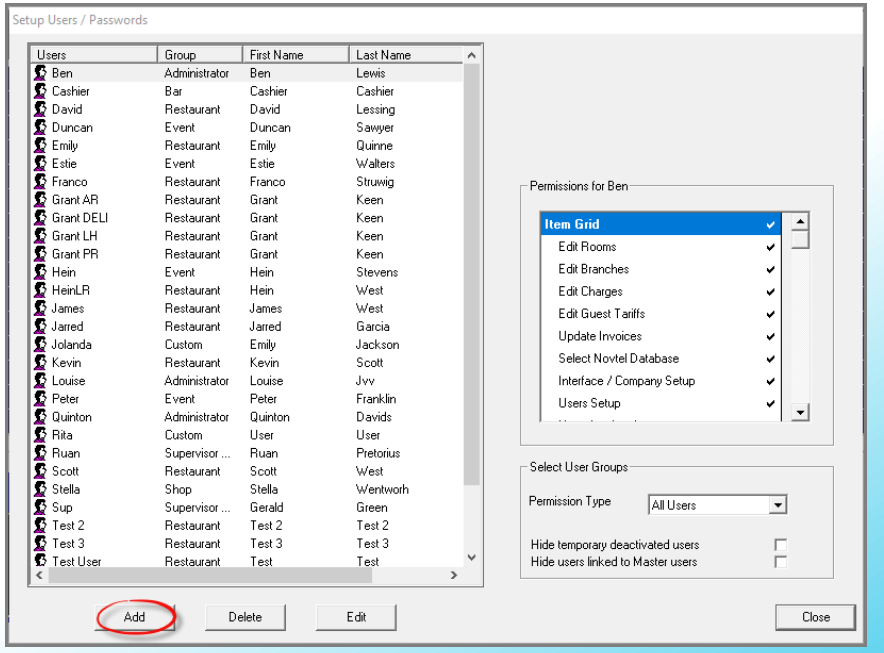
Creating User Master Files

System Users are created and linked to the specific department where they are employed. Restaurant and Bar Staff may be rotated throughout the facility – in which case a User Master File is created per User for each department to unlock the specific set of menu categories and charges associated with the different departments.

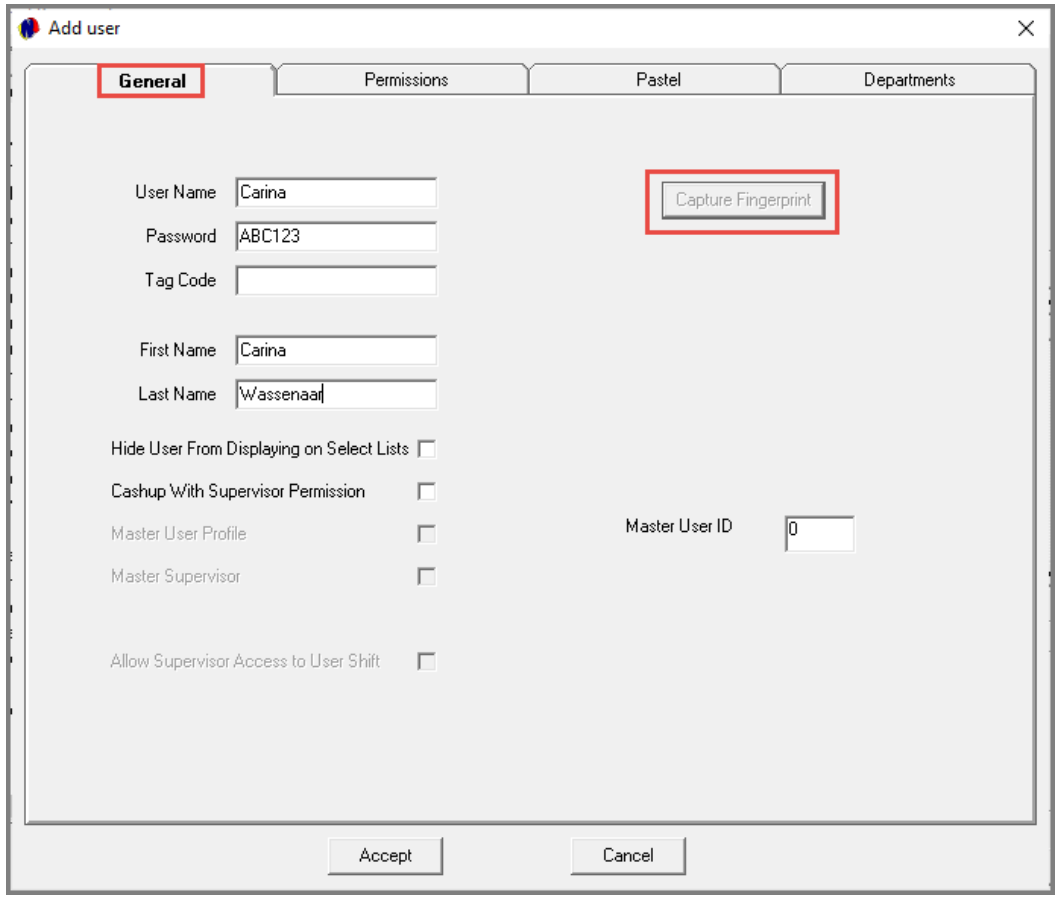
A Master Password can be created, and when logging in with this password – or by means of a fingerprint scanner, a list of the Departments they are linked to, will be displayed and the applicable department can be selected.



All Users are created from the 'Setup – Users / Passwords' menu option, and clicking 'Add'.



Creating User Master Files



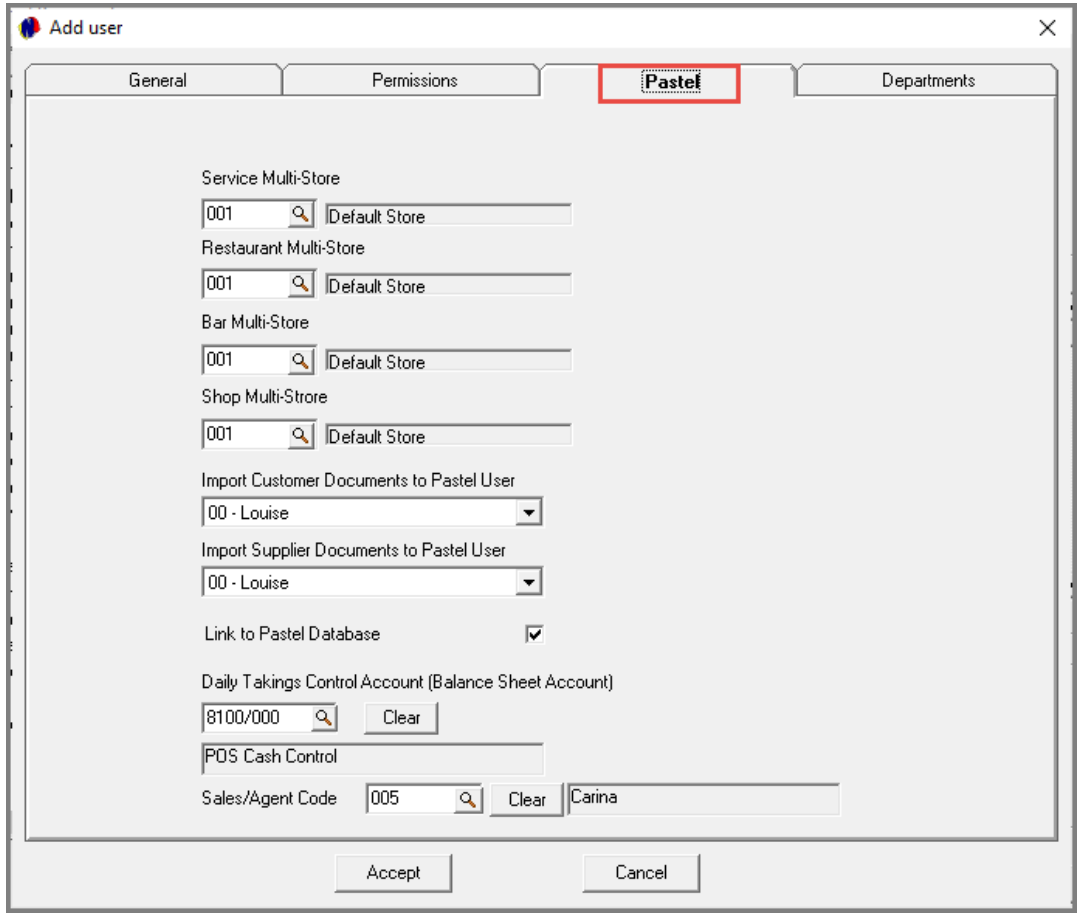
The General Tab

The Username; Password; First and Last Name is mandatory to be entered in the 'General' tab – regardless of creating an Administrator; Supervisor; Restaurant or Bar User.

Please note that fingerprints can be captured in order for Users to log into Novtel using a fingerprint scanner.

If the option is not set up, the 'Capture Fingerprint' button is deactivated on all User Master Files.

Creating User Master Files



The Pastel / Evolution Tab

Depending on Novtel being integrated with Pastel Partner or Xpress, OR Sage Evolution, the 3rd tab will be displayed as either 'Pastel' or 'Evolution'.

When your system is not activated for the use of 'Multi-Stores / Warehouses', the 'Default Store' is applicable for all Users, as the 'Service; Restaurant; Bar; and Shop Multi-Stores'.

However: If Multi Stores / Warehouses are set up in your system, the relevant Warehouse is selected for each option individually.

Select the specific User in Pastel or Evolution to whom this User's documents must be imported.

Always tick the option to 'Link to Pastel Database' for both Administrators and Supervisors.

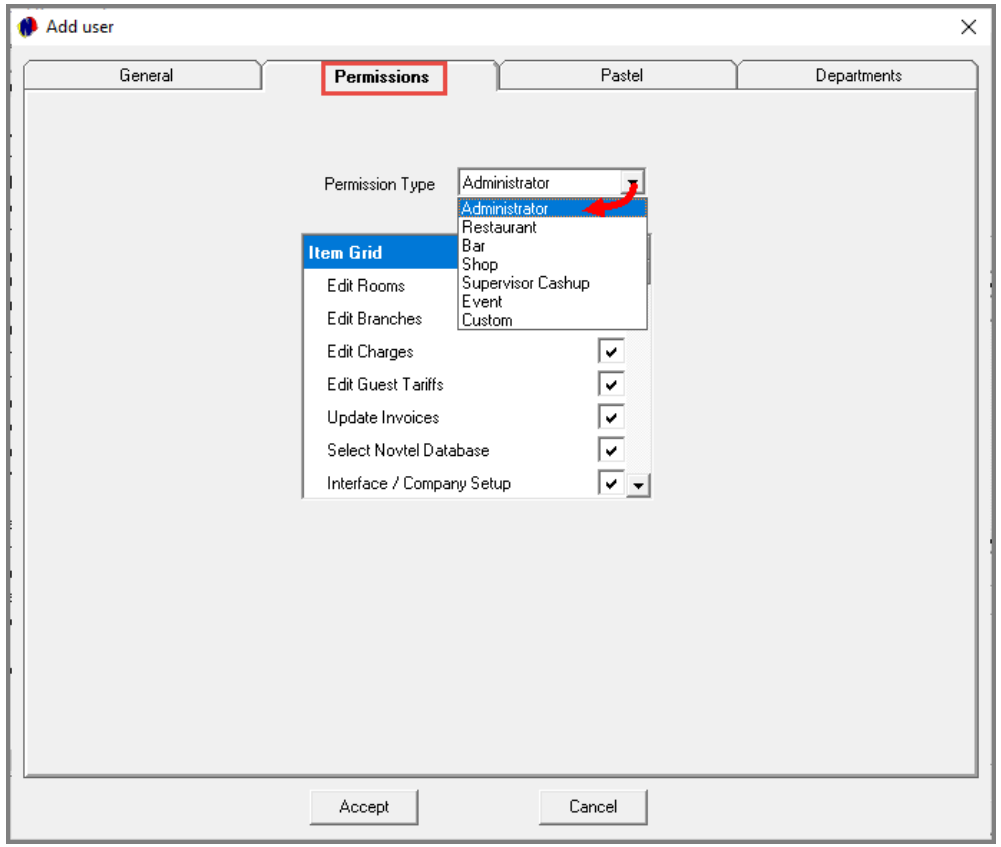
Select the 'Daily Takings Control Account' in Pastel to which this User's transactions are to be imported, if a CUSTOM account is required. This account may be:

- ✓ A global account used for all Users in the system;
- ✓ OR a separate account can be created for every User or Department in the system, and selected here.

Should the default account be applicable as setup in the 'Interfaces' screen for either Pastel of Evolution, this field can be left void.

And lastly: A dedicated Agent Code can be linked per User Master File, and when a transaction is performed by this User, the selected Agent Code will be linked to all of this User's transactions.

Creating User Master Files - Administrators



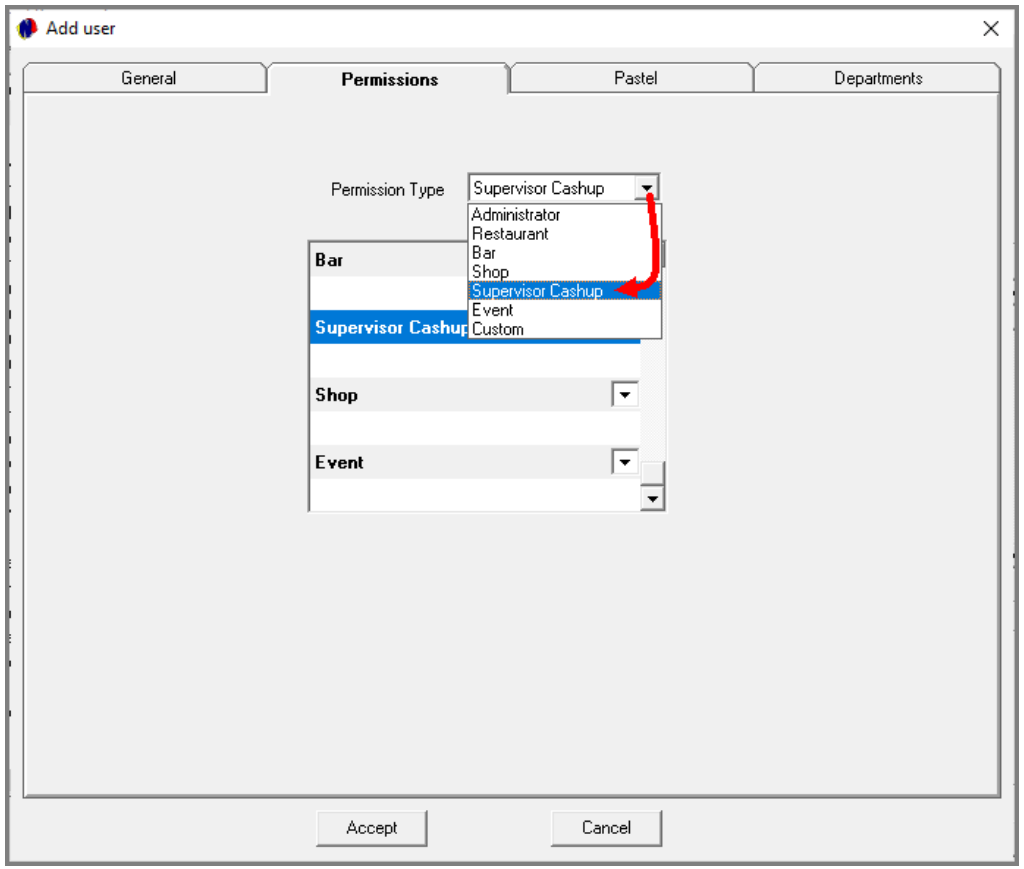
The Permissions Tab

In the 'Permissions' tab, the option selected here will determine the permissions a User will have, and they will access the relevant part of the system when entering their password.

Users classified as 'Administrators', have full rights to set up and edit everything in the system – including Users and Passwords.

Although Novtel allows for an unlimited number of Administrators to be created, we recommend that the number is limited by your Company for the simple reason of control and security.

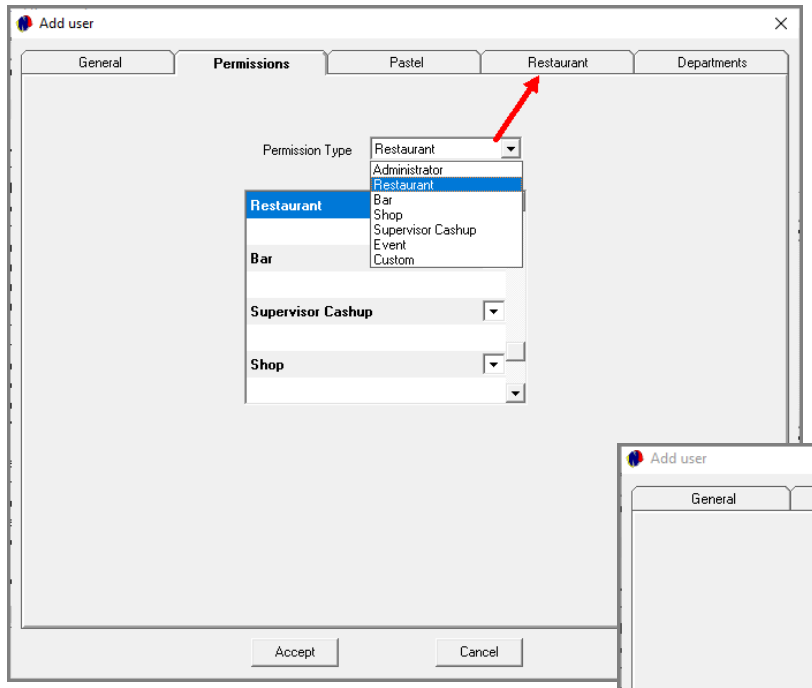
Creating User Master Files - Supervisors



A Supervisor has the ability to:

- ✓ Set up Printer settings
- ✓ Open new shifts for Users when applicable
- ✓ Perform the Supervisor cash-up process – which sends the shift's data to Pastel or Evolution
- ✓ Obtain the list of items to be manufactured when 'Recipes' are in use
- ✓ Release locked User passwords
- ✓ Issue credit notes
- ✓ Produce various reports
- ✓ Track sales as it is processed by the Restaurant or Bar User in real time
- ✓ Re-open a shift which was accidentally and prematurely closed by a User
- ✓ Approve or deny actions by the Restaurant or Bar personnel that requires a Supervisor's permission to continue

Creating User Master Files – Restaurant / Bar Users

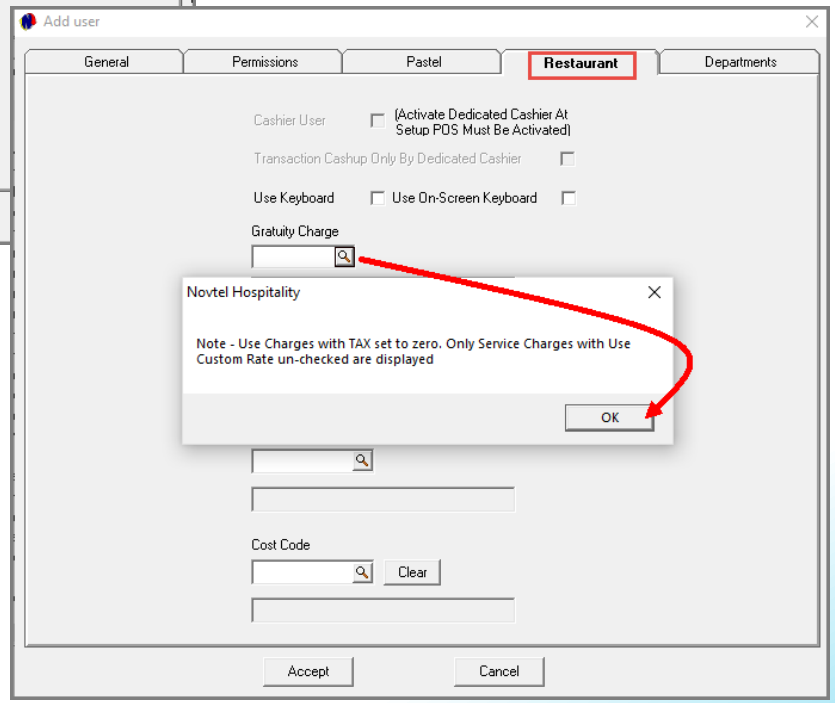


When classified as either a Restaurant or Bar User, the 'Restaurant' tab is activated on the User Master File.

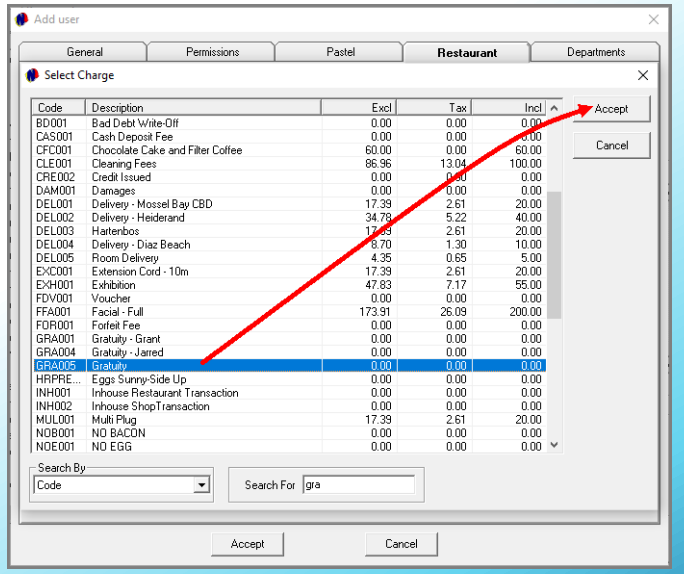
In this tab, the following must be selected:

1. The Gratuity Charge to be displayed on the Goods Issued Note and Tax Invoice when a gratuity amount is entered on the Sale Cash Up screen.

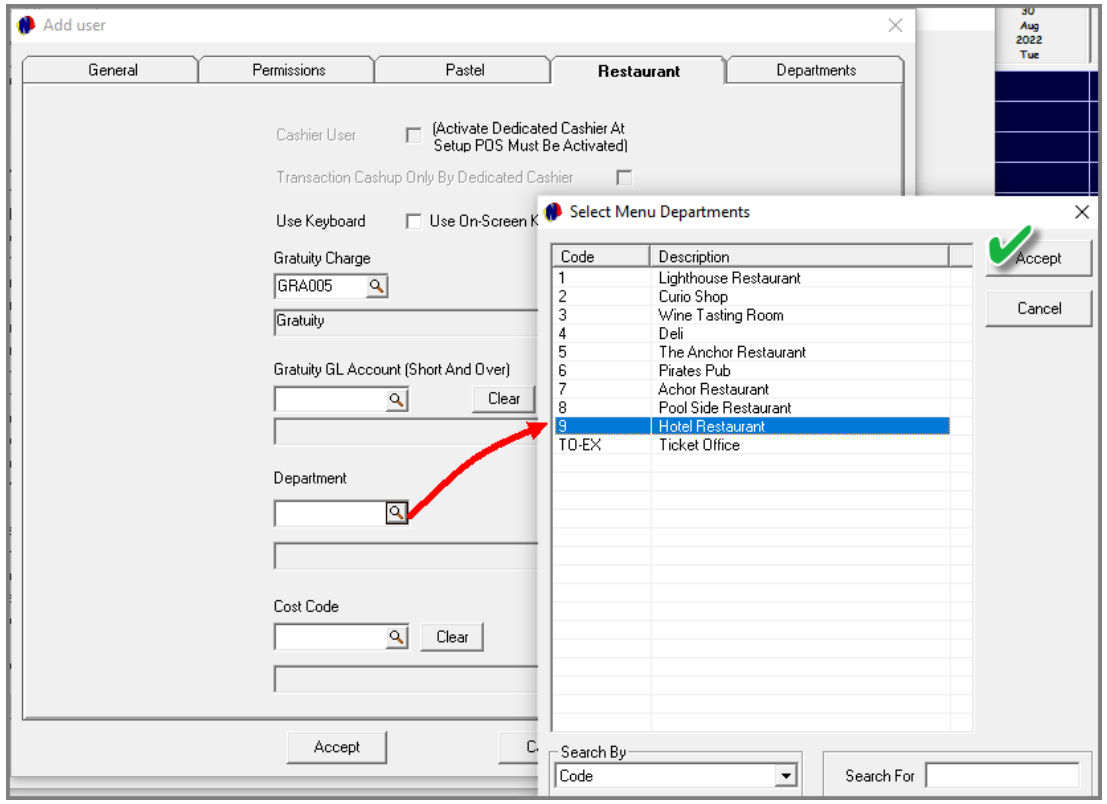
   When clicking on the 'Gratuity Charge' search option, the system will indicate that only charges for which tax are not allowed, will be displayed.



Search for and select the applicable charge.



Creating User Master Files – Restaurant / Bar Users



Select the Gratuity GL Account to which gratuity charges are to be posted in the financial system.

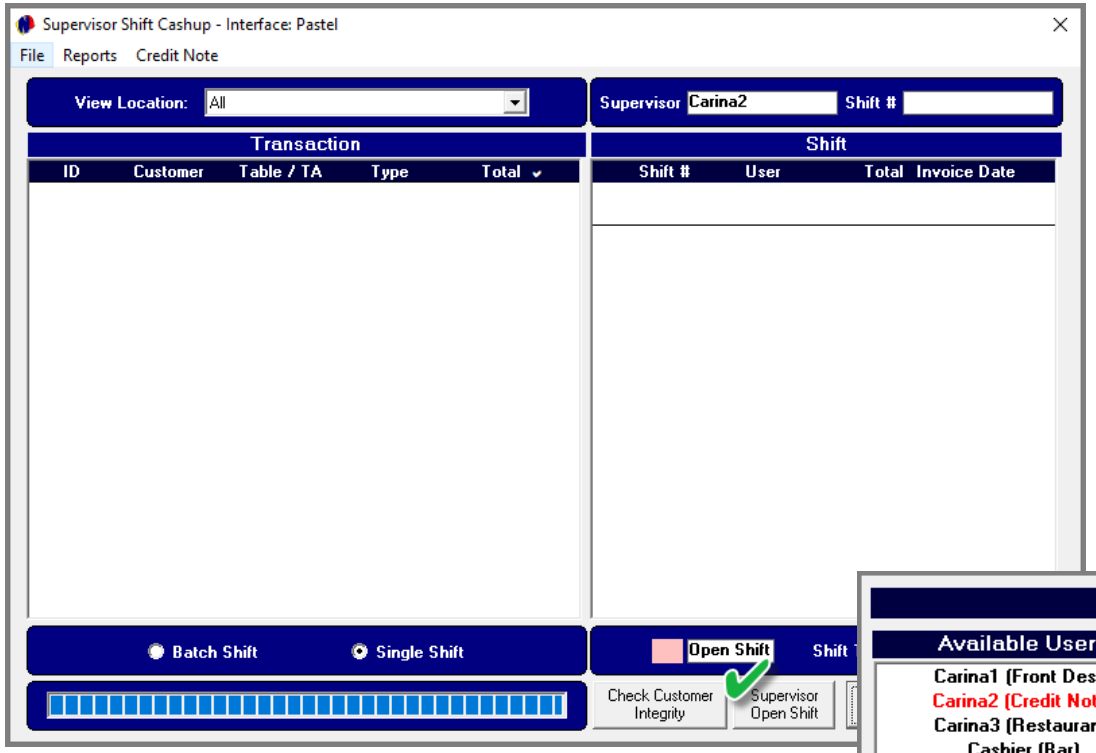
Select the specific department this User will access with the password set in the 'General' tab.

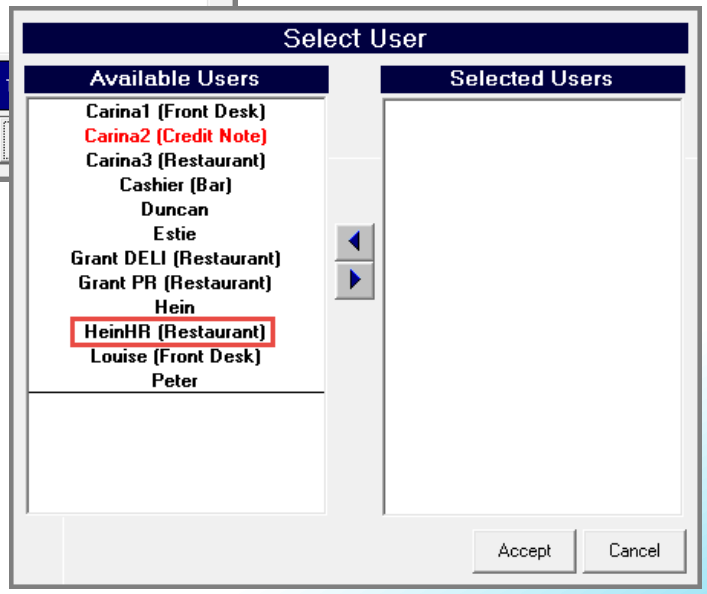
When done, click 'Accept' to save the User to the system.

7

User Shifts

Opening a New Shift





A new shift is opened by the Supervisor when a User is on duty.

A shift number is linked to the User's name which is date and time stamped.

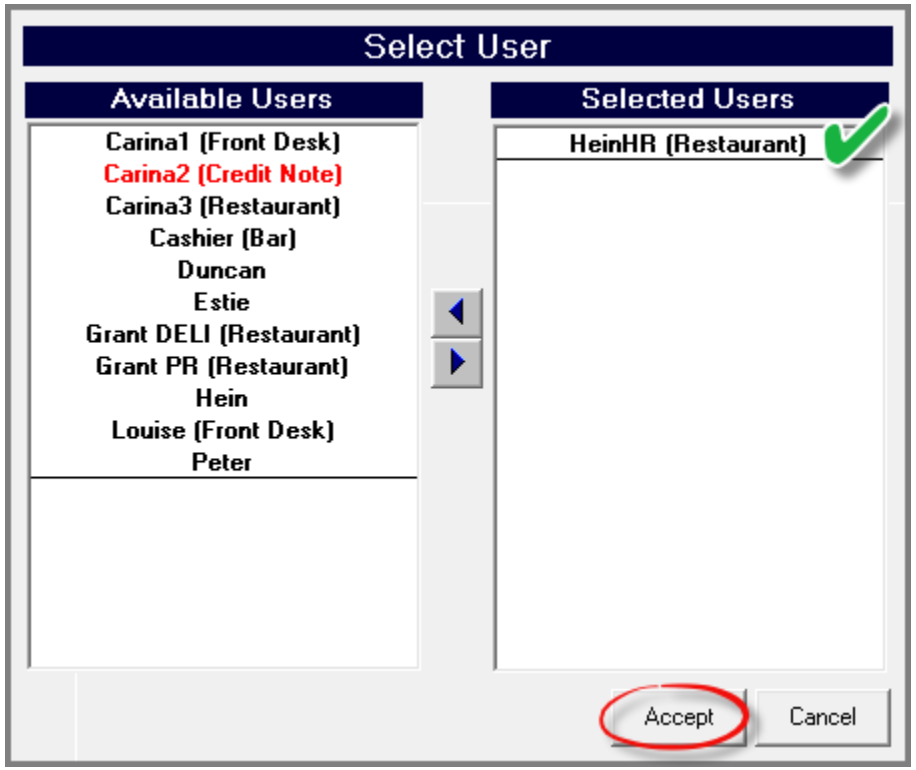
All activity by this User during their shift is recorded and various reports are available to the Administrator and Supervisor.

The Supervisor will log into the system and click on the 'Supervisor Open Shift' button.

All available Users without an open shift at present, are displayed in this screen.

To select a User, simply double click on their Username.

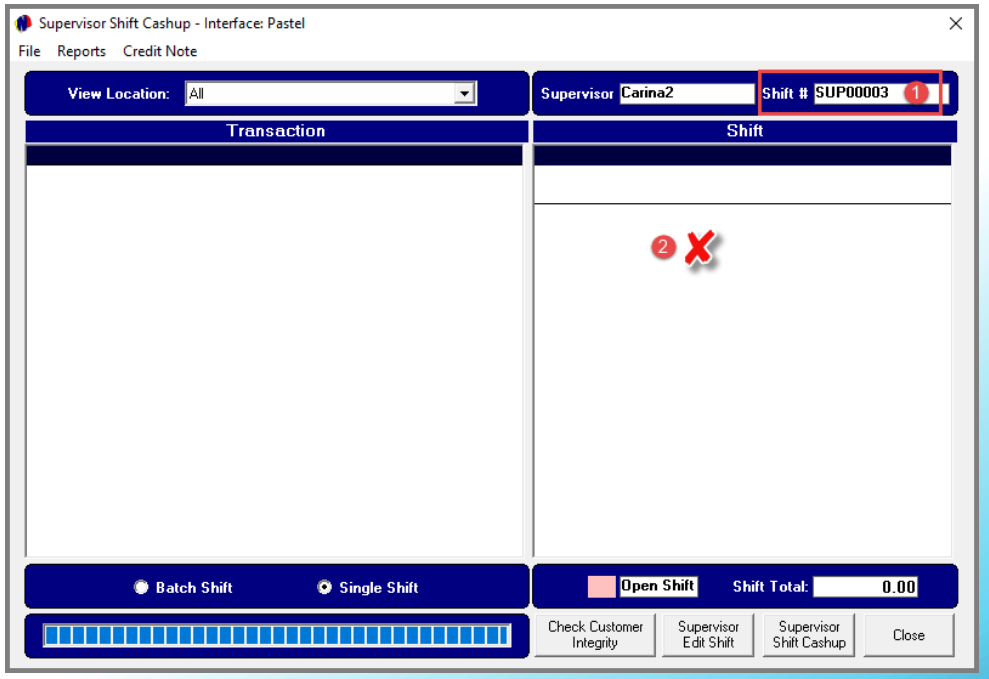
Opening a New Shift



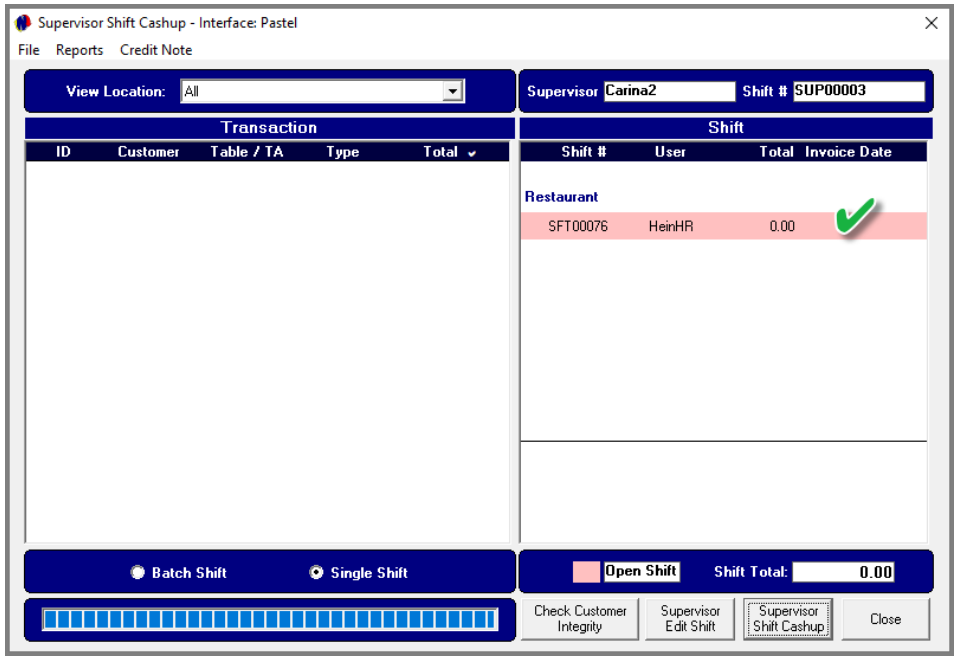
Immediately, the selected User will be displayed in the right-hand side of the window.

Repeat the process for all other relevant Users, and click 'Accept'.

1. A Shift Number has now been allocated to the Supervisor.
2. The User for whom the shift was opened, does not yet display in this window, since he has not yet logged into the system. As soon as he logs in, the shift number and date will be displayed here.

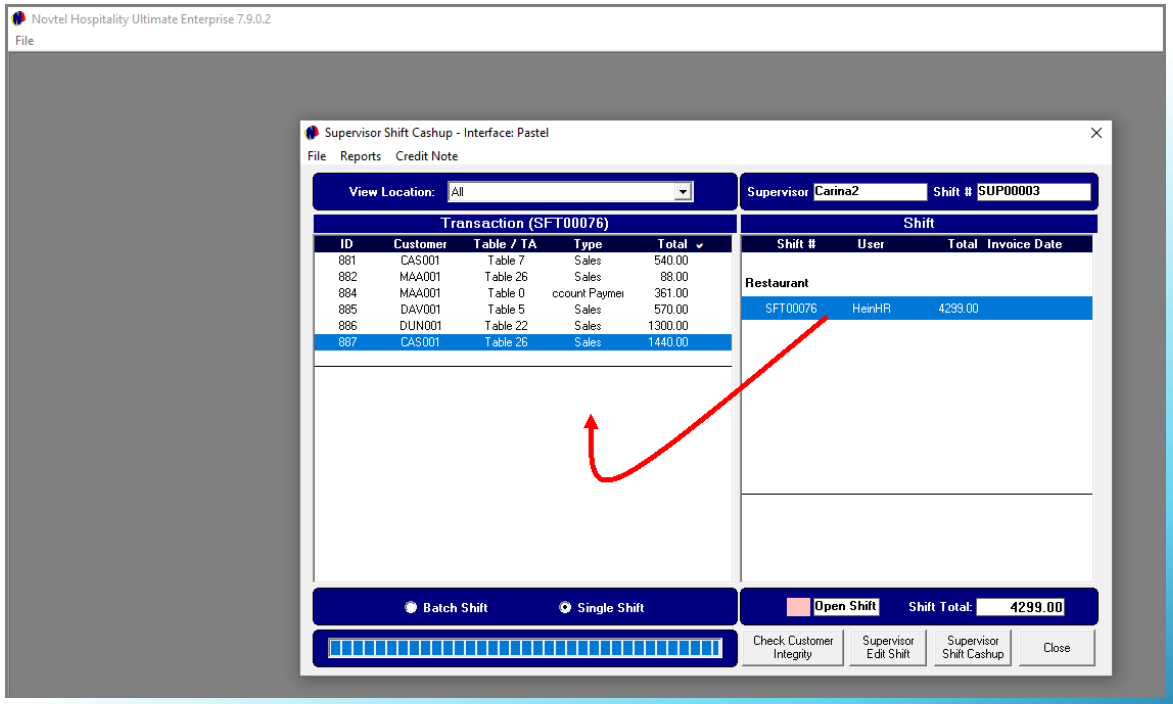


Opening a New Shift



Viewing the Supervisor screen after Hein has logged into Novtel with his dedicated password, a shift number has been linked to his name, and the shift is displayed in a pink background colour which indicates that the shift is open.

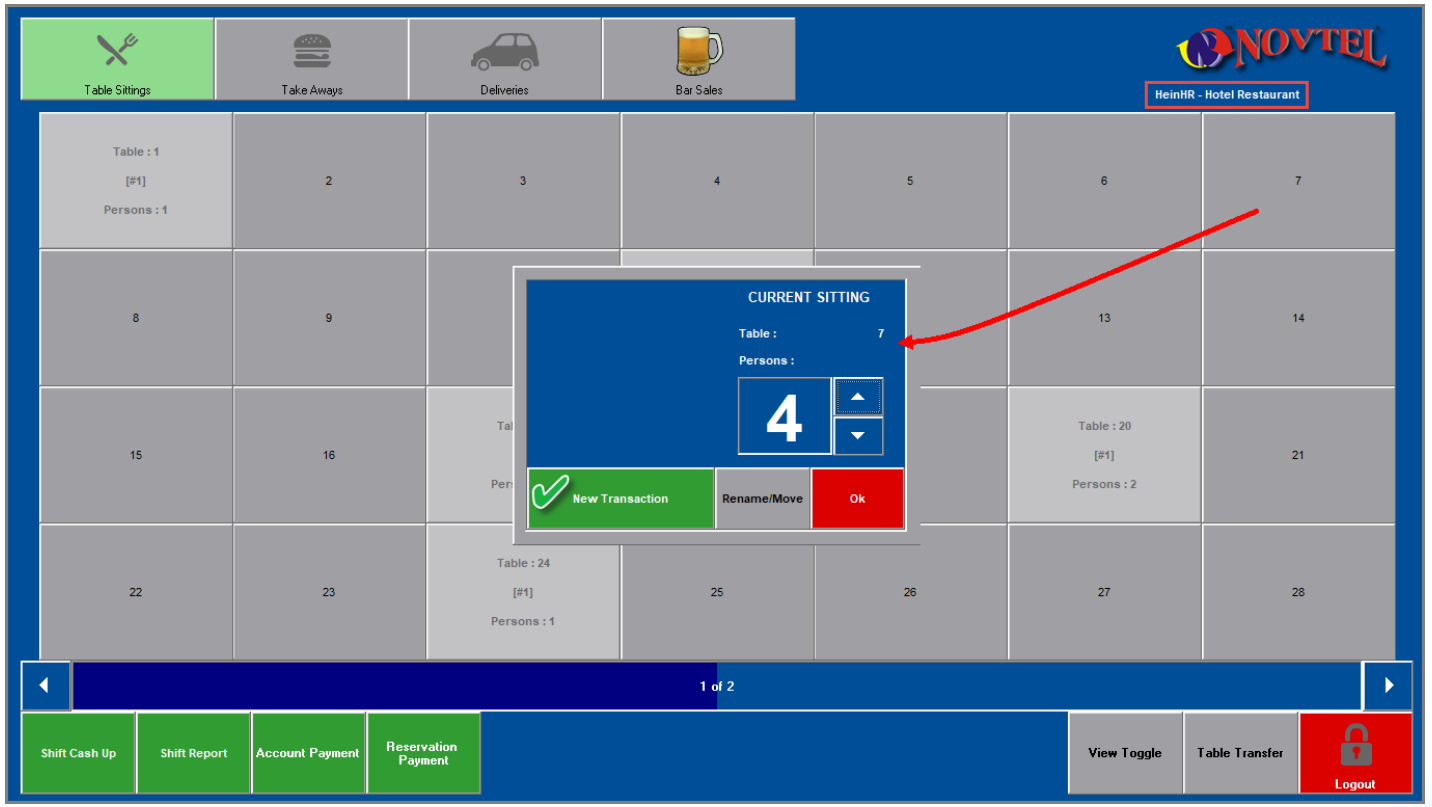
As Hein performs transactions, the Supervisor can track the sales by clicking on the open shift. All transactions are displayed here in real time.



8

Opening a Table and Adding Items to the Transaction

Opening a Table Sitting



Transactions can only be performed once a table is opened.

In this case, the Guests have been seated at table 7.

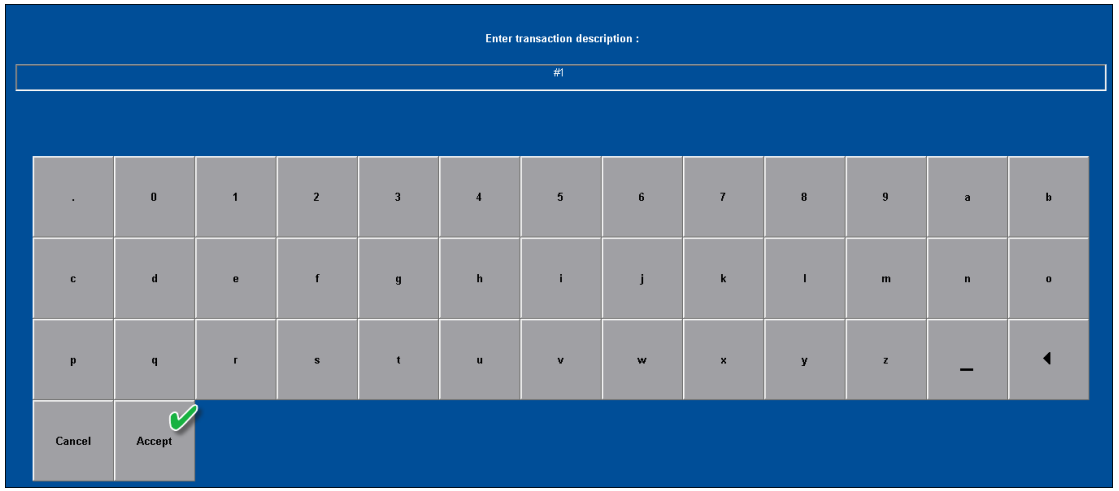
By clicking on this table number, the 'Current Sitting' window is opened, and the selected table number displayed.

By default, the number of persons are indicated as 1, and the correct number can now be selected by clicking on the 'up' arrow to increase the number to reflect the exact number of people seated.

- ✓ Please note that this number is used for statistical reporting, and is important to be selected correctly.

Now click on 'New Transaction' to continue.

Opening a Table Sitting

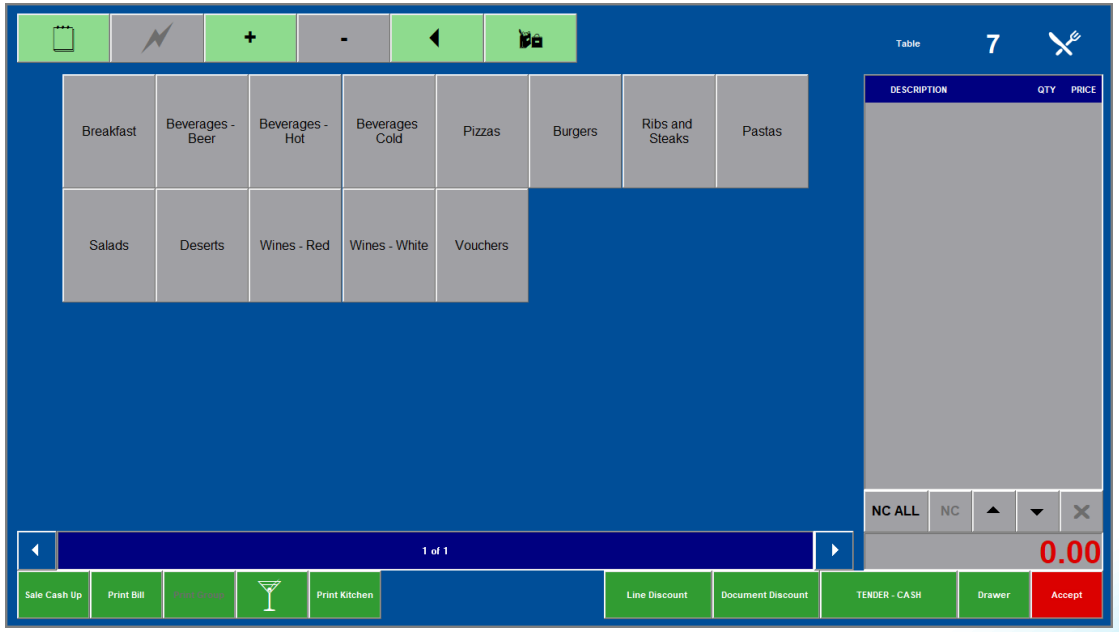


Depending on your company's settings, one of various options will be activated to enable the User to enter a custom description – if required.

In this case, the default keyboard is displayed to the screen, indicating #1 in the description field.

If this customer is a Walk-in guest who will settle the bill immediately, no description may be needed, and the 'Accept' button can be clicked immediately without entering a description.

However: Any applicable description can be entered here, such as an In-House Guest's name or room number.



Immediately, the table number will be displayed at the top right-hand corner of this window, and the menu categories – as set up by the system administrator for this department - will be displayed.

Opening a Table Sitting

Please note that it is extremely important to select the correct ‘Tender’ option in order to obtain the correct posting results.

Cash Sales

By default, the ‘Tender – Cash’ option is displayed, and is left un-altered when the Customer will settle the bill immediately.

On Account Sales

This option is mostly used when managers or authorized personnel can charge items to their account, and for payment at the end of the month.

On Account Postings has NO LINK to reservations for accommodation.

Customer and Customer Category discounts can be set up, and by selecting the ‘On Account’ tender option, Novtel will check for the best price according to the Customer, or the Category they are linked to, and automatically charge the discounted price.

‘On Account’ postings can be settled immediately too.

In-House Postings

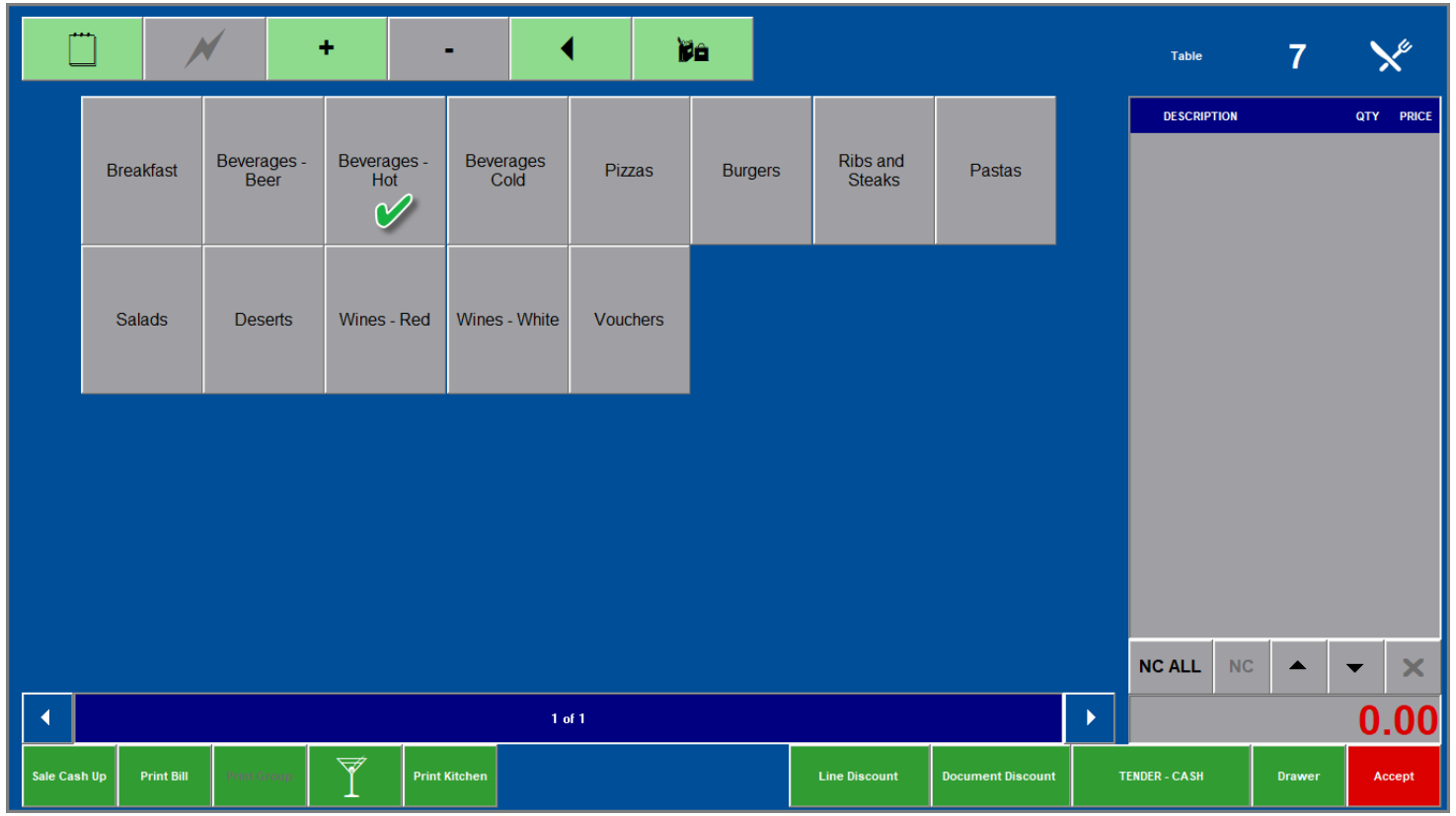
Charges can also be billed to a Guest’s In-House Reservation for Accommodation, and to be paid upon departure. In this case, the ‘In-House’ tender option will be selected; the Guest’s ‘In-House’ reservation selected, and then will the charges be added to the transaction.

This will cause the transaction to be displayed as ‘In-House Unprocessed’ on the reservation itself when the Front Desk Personnel opens the reservation.

In-House Group Postings

Charges can also be billed to an In-House Group Reservation for Accommodation, and to be paid upon departure. In this case, the ‘In-House Group’ tender option will be selected.

Adding Items to a Transaction



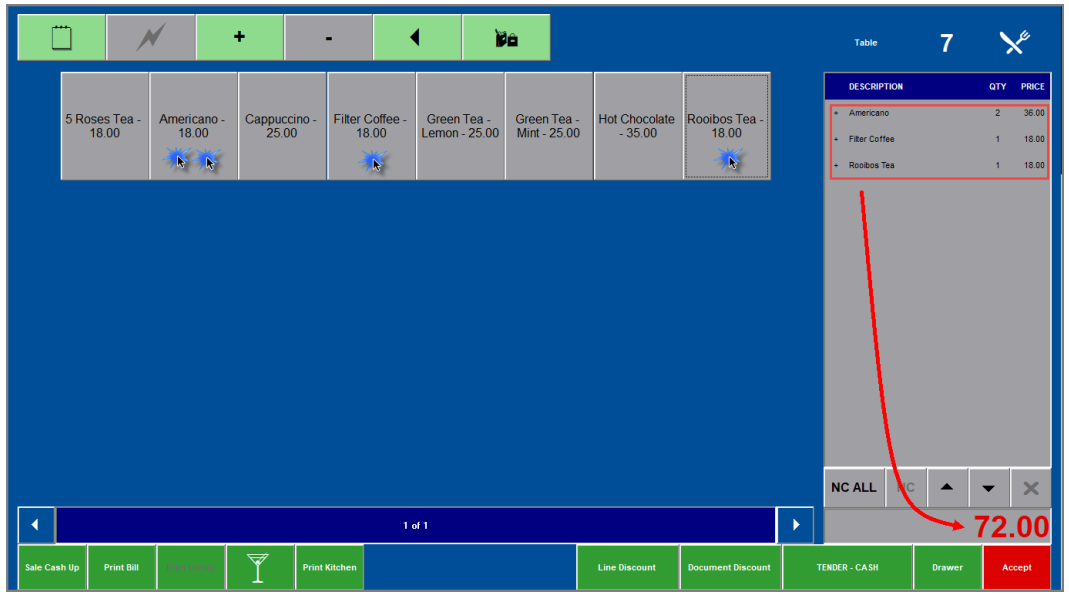
As the menu categories for each establishment can differ to display the unique setup for items to be sold, the layout of the restaurant where you work may differ, but the concept is the same.

Charges are grouped together by means of a menu category.

Should the guest order 2 Americano coffees; 1 Filter Coffee and 1 Rooibos Tea, the process of selecting these items, are as follows:

First click on the ‘Hot Beverages’ button in order to display all beverages linked to this category.

Adding Items to a Transaction



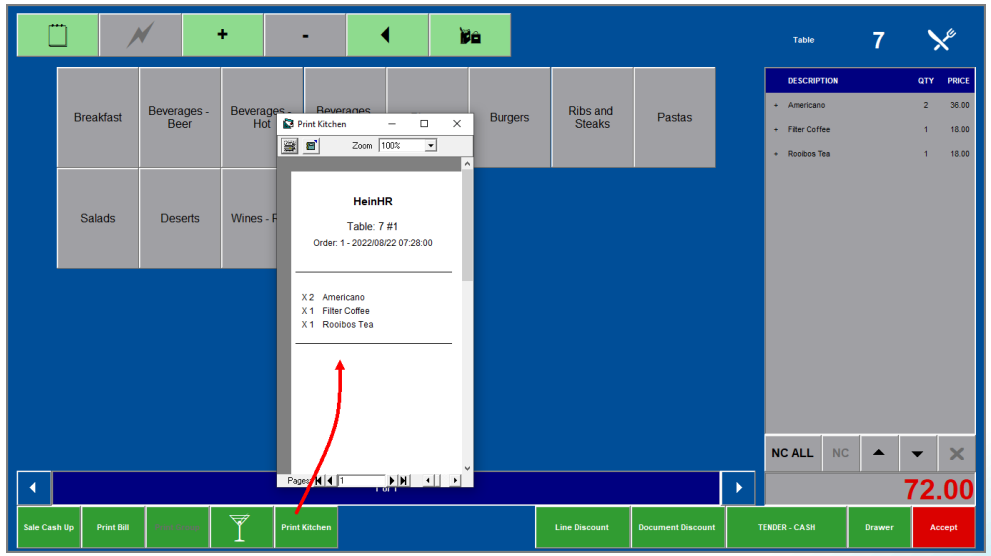
If the 'Bulk Quantity' option is not activated, click on the 'Americano' option twice to insert 2 of these charges.

However: If the 'Bulk Quantity' feature is activated, the default keyboard will be displayed after each selection, and the quantity is to be inserted by clicking on the number required, and clicking 'Accept'.

The Filter Coffee and Rooibos Tea buttons are also clicked to capture the ordered items.

As charges are added, the amount at the bottom of the screen will increase.

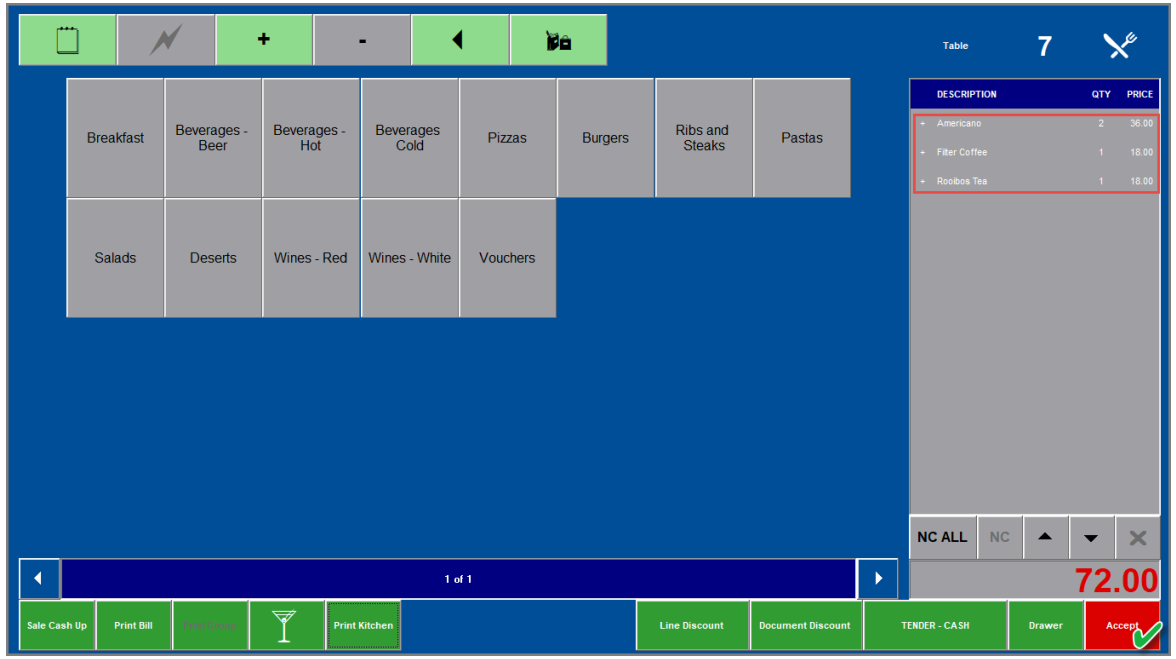
To return to the main menu, click on the 'Notepad' Icon in the top left-hand side of the screen.

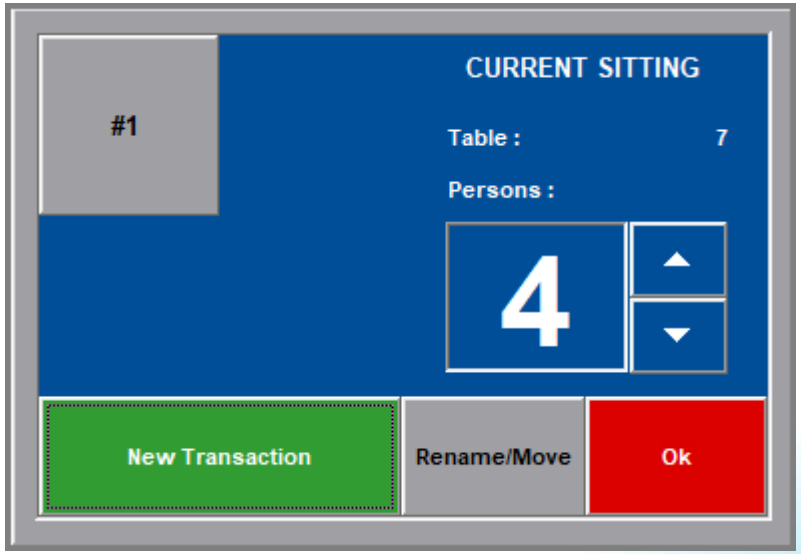


If a slip printer is installed in the Kitchen, and the items are to be prepared in the Kitchen, select the 'Print Kitchen' button. The slip will be printed in the Kitchen, indicating the following information:

- ✓ The Waitron placing the order
- ✓ The table number and description linked to the transaction for which the order is placed
- ✓ The order number linked to this document
- ✓ The exact date and time the order is placed in the Kitchen

Adding Items to a Transaction





The items sent to the kitchen for preparation turned white – indicating that the order was already sent.

Should more items be added to this table sitting, it will be displayed in black until the order is printed in the kitchen.

To exit the screen to either tend to another table or fetch this table's the drinks order, first click 'Accept'.

Now click 'OK' in this screen.

Adding Items to a Transaction

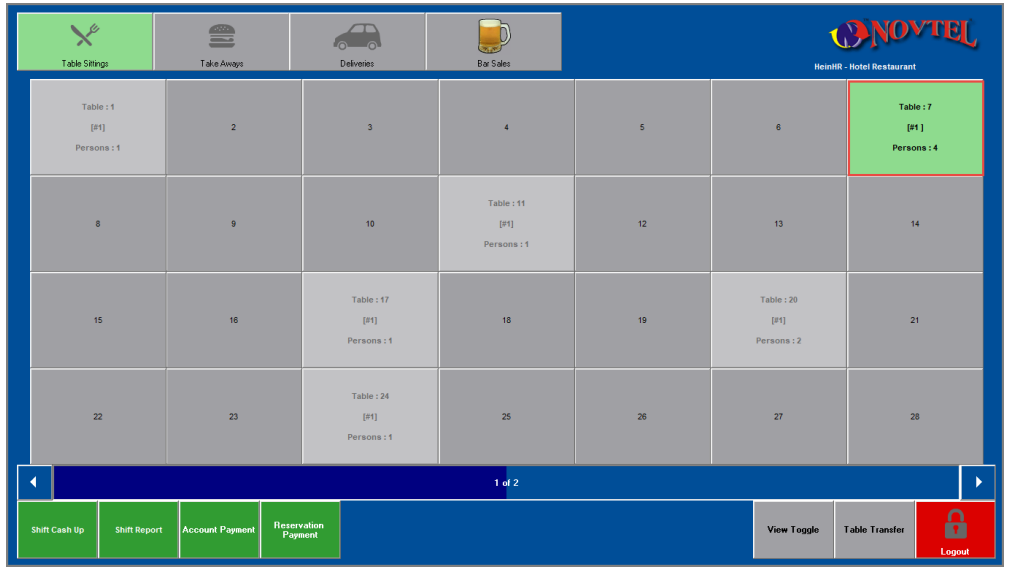
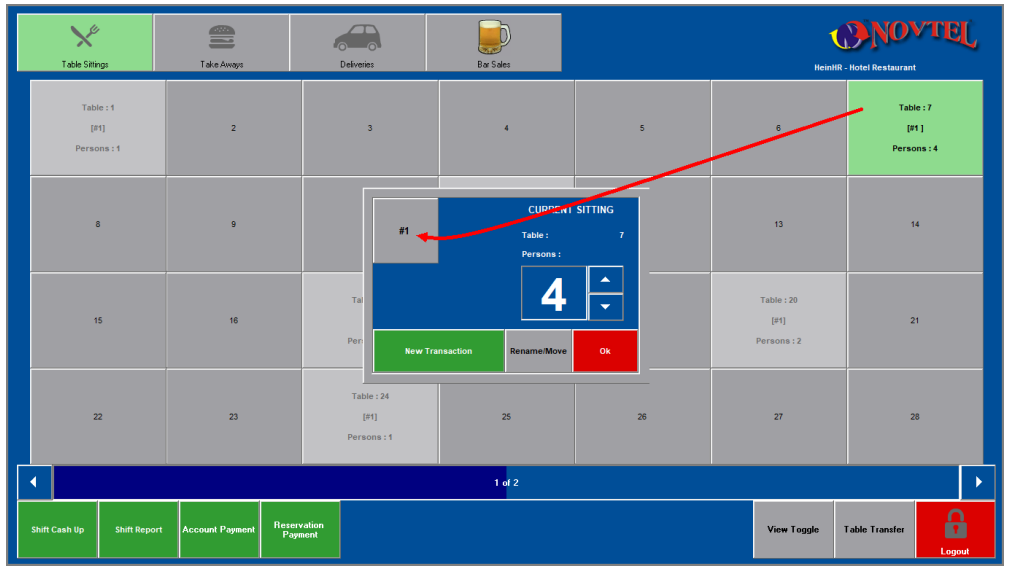


Table number 7 is now displayed in a green background colour. This means that the table is open, and the Guests seated here, are served by the current User logged into Novtel.

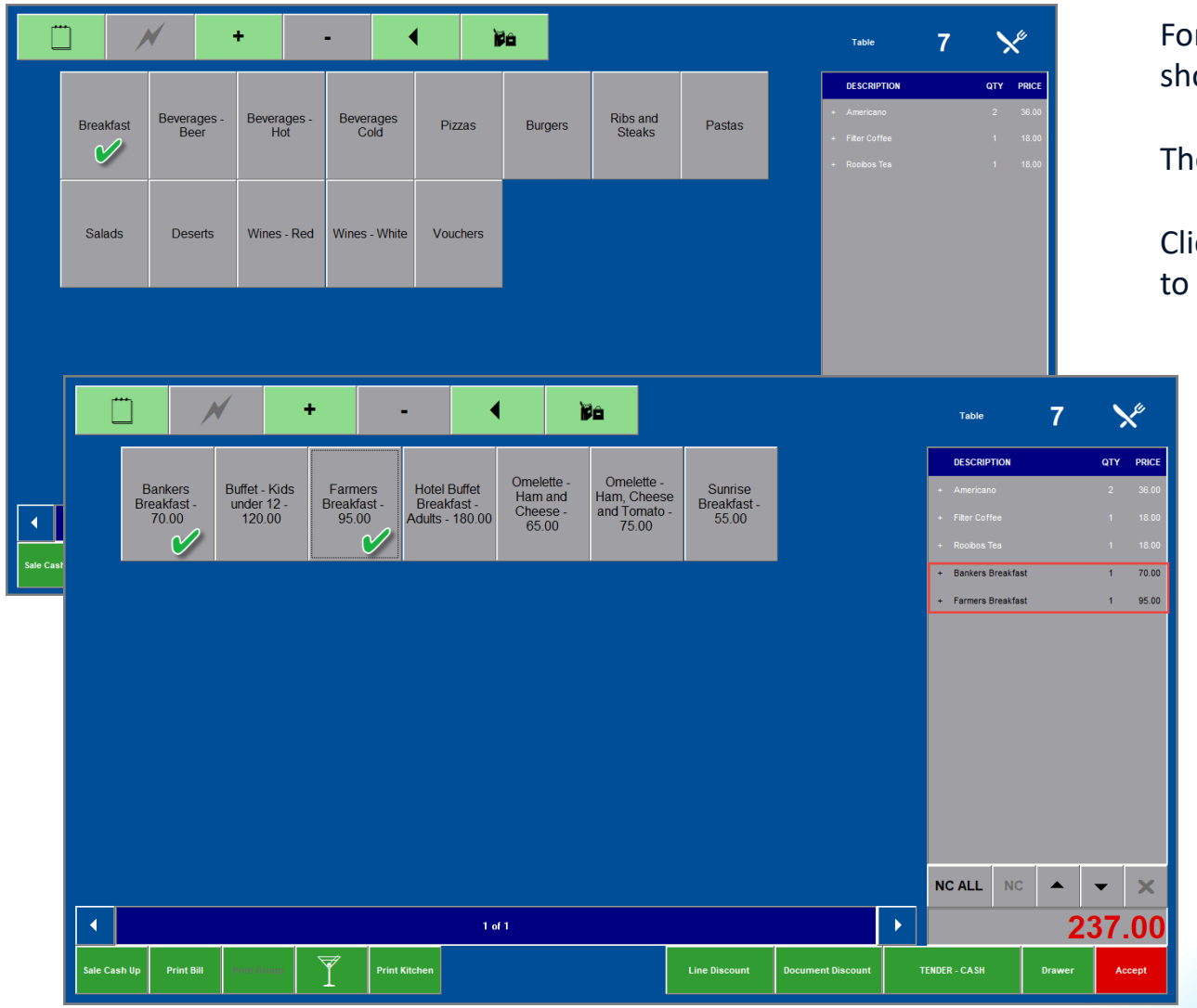
The number of people linked to this table sitting, is 4.

Should a table be displayed in a light grey colour, as in the case of tables 1, 11, 17, 20 and 24, it means that it is open under another User's name and cannot be accessed by the current User.



To access the open table again, simply click on it and select the table sitting.

Adding Items to a Transaction



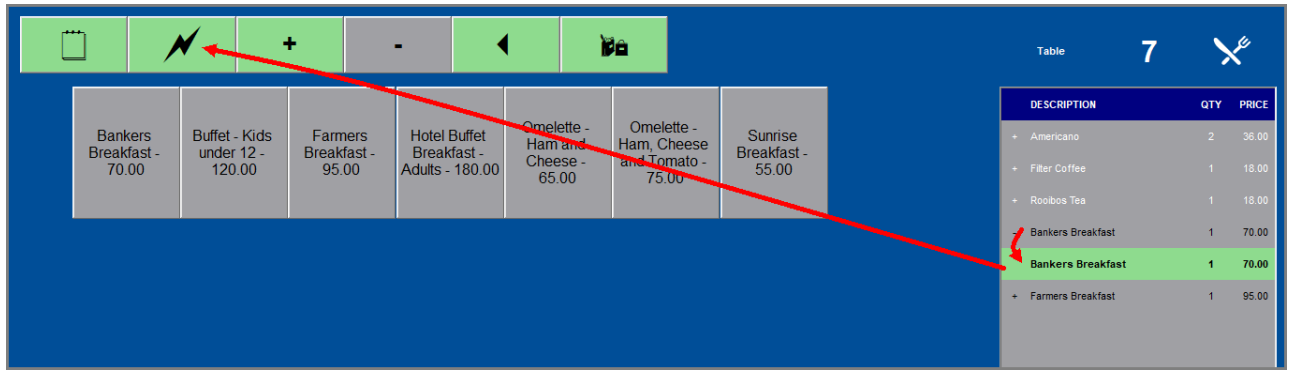
For demonstration purposes, we will select 2 breakfasts to show you how to add 'Egg Preparation' per plate.

The Guests have also ordered a Pizza and a Burger.

Clicking on the 'Breakfast' button, all Breakfast charges linked to this Men Category, are displayed.

By selecting the ordered items, it is added to the bill immediately.

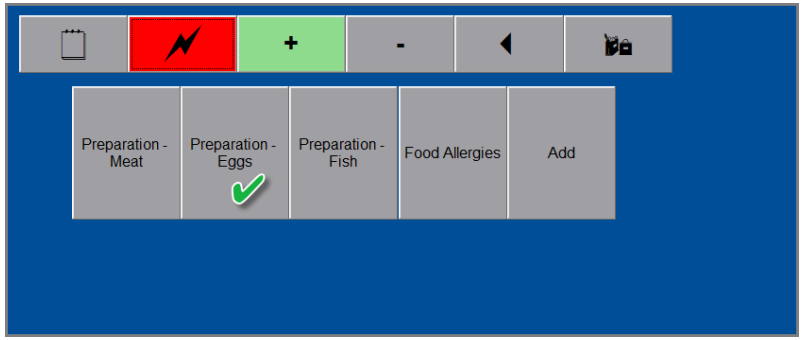
Adding Items to a Transaction



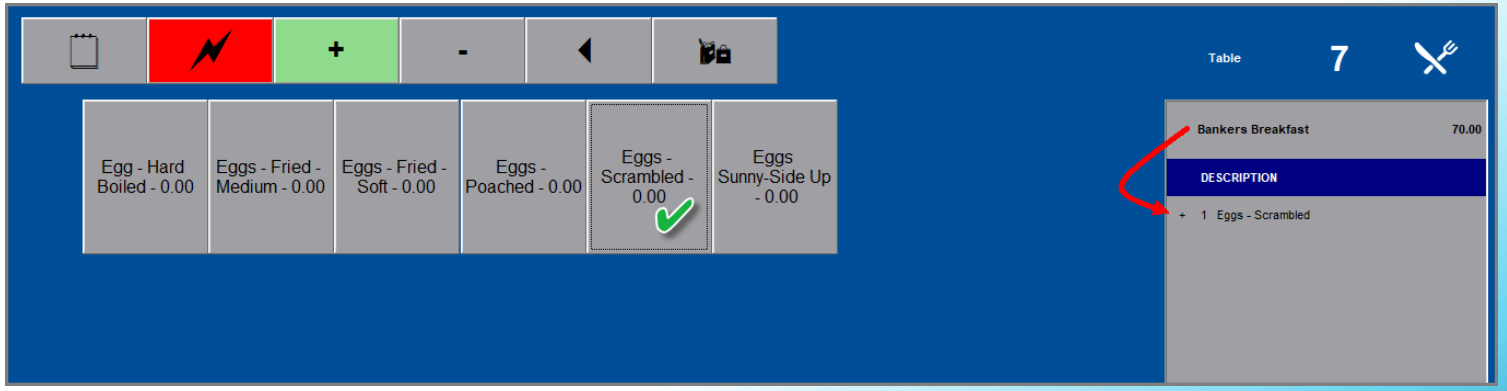
Clicking on an item, a line is duplicated beneath it.

And by clicking on the duplicated line, the 'Lightning Bolt' icon is activated.

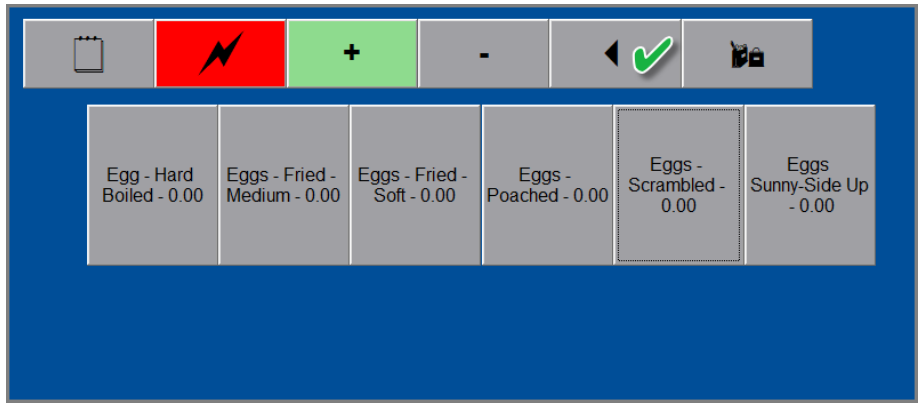
By clicking on this activated icon, it turns red, and the 'Extra' categories are displayed.



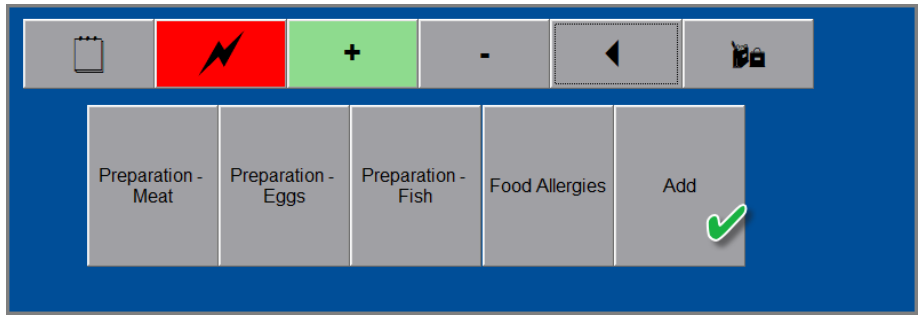
The 'Preparation – Eggs' button is now selected, and the ordered preparation method for this plate can be selected.



Adding Items to a Transaction

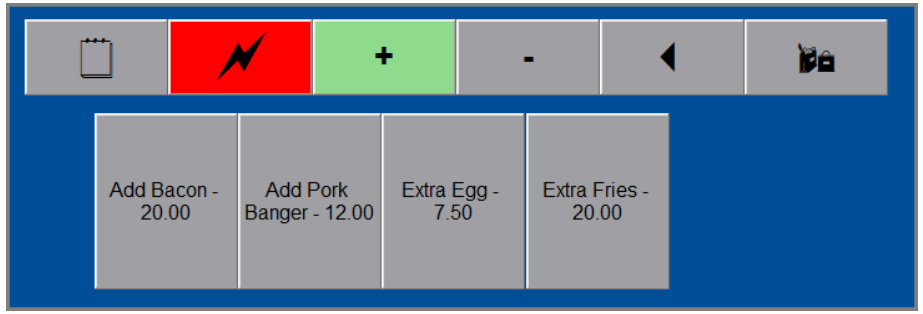


If this guest also ordered additional items to be added to the order, simply click on the arrow pointing to the left to return to the previous screen.

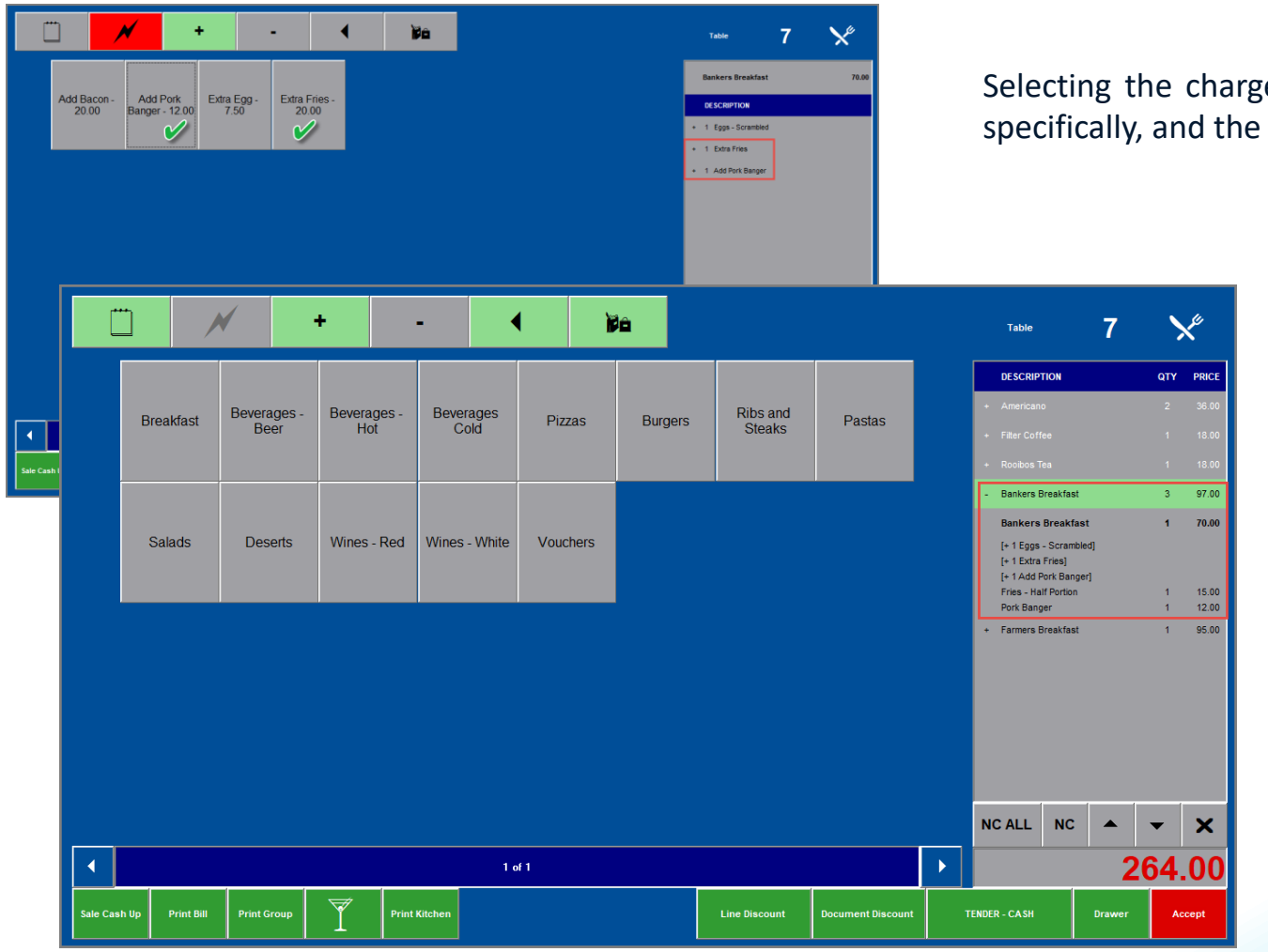


All of our additional item – which are chargeable – are linked to the 'Add' menu category.

Clicking on it, the extra charges are displayed.

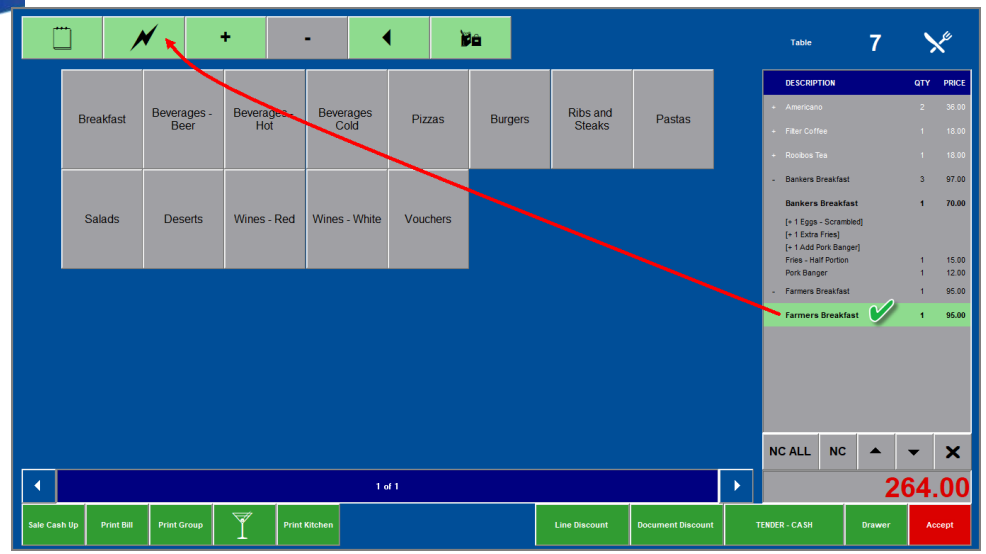


Adding Items to a Transaction

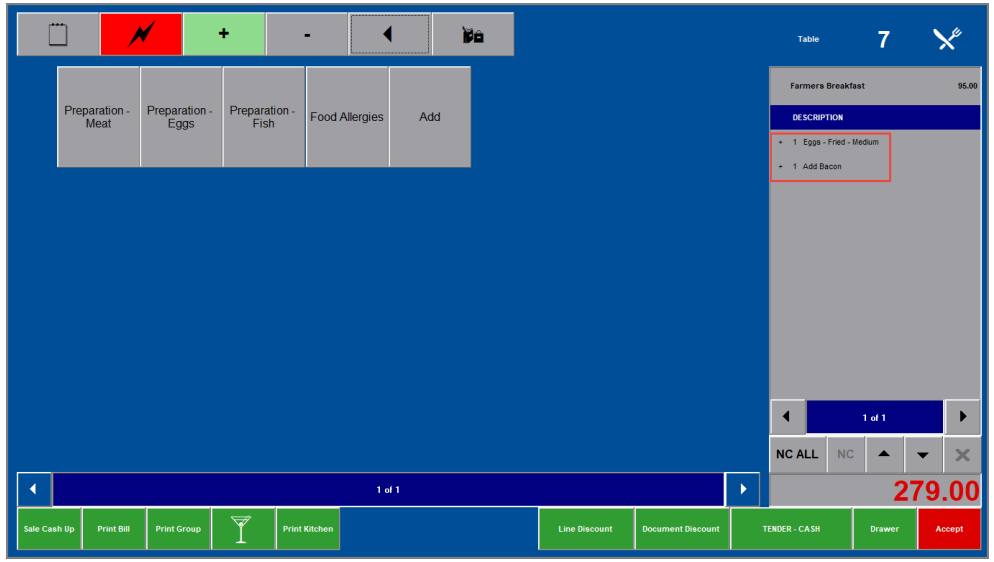


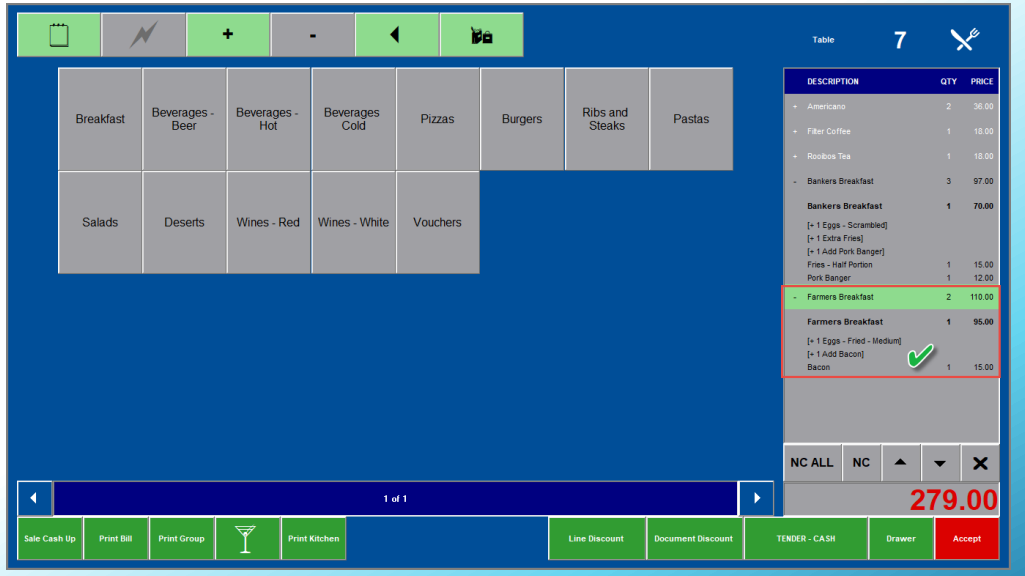
Selecting the chargeable items, it is added to the plate specifically, and the additional costs are added to the bill.

Adding Items to a Transaction

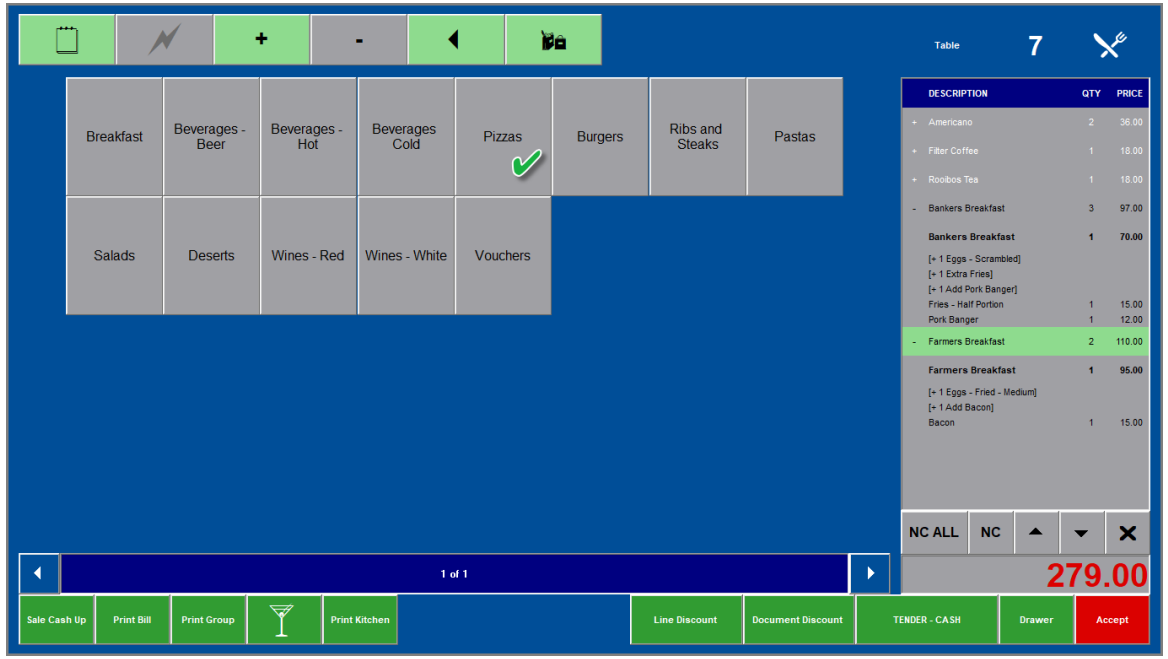


To add the 'Egg Preparation' method to the 'Farmers Breakfast, click on the charge, and click on the duplicated charge beneath it to activate the 'Lightning Bolt' icon, and select the order items.

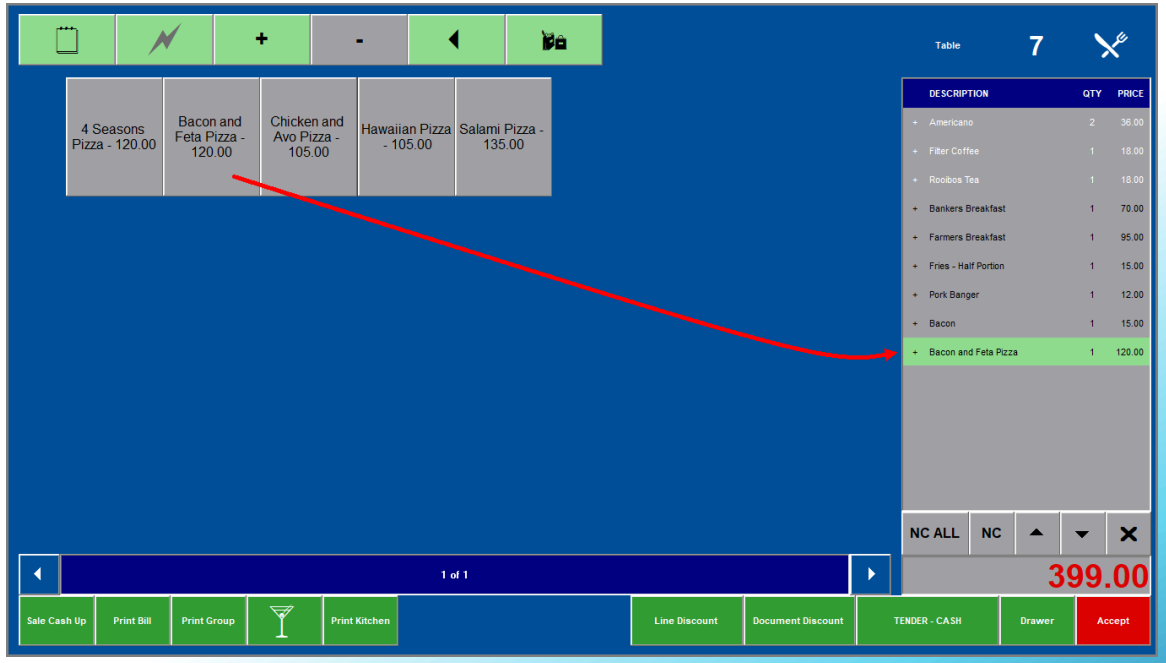




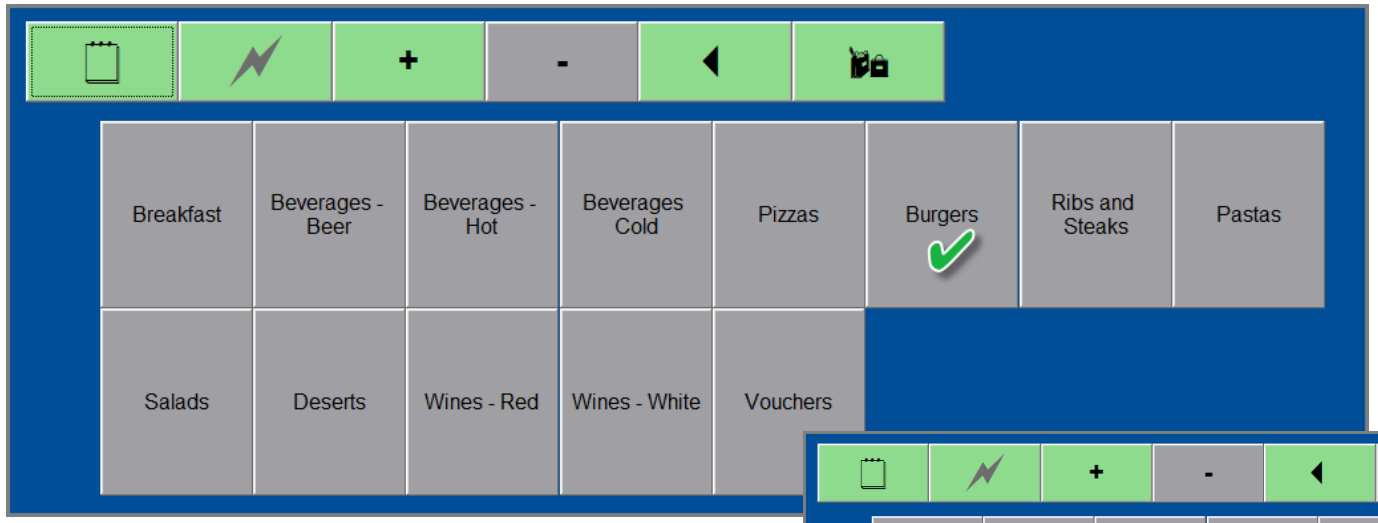
Adding Items to a Transaction



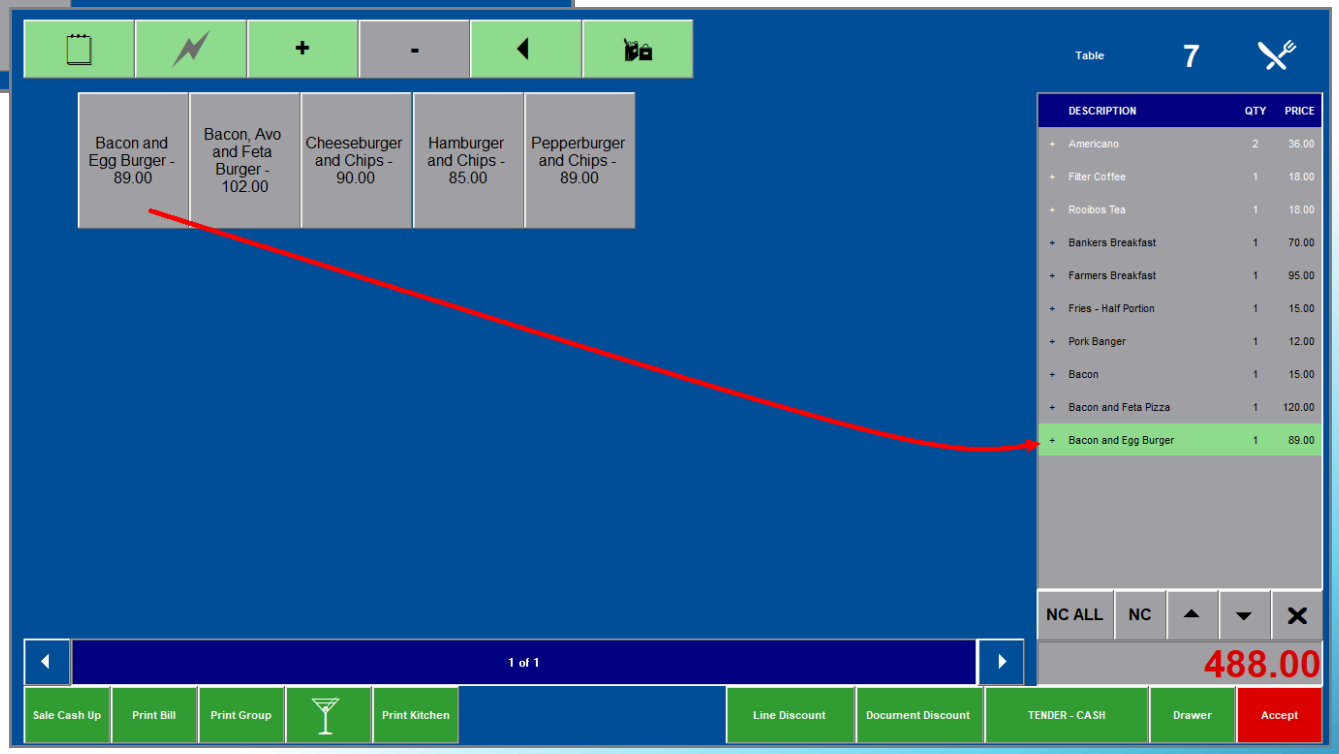
Next, the ordered Pizza is to be selected.



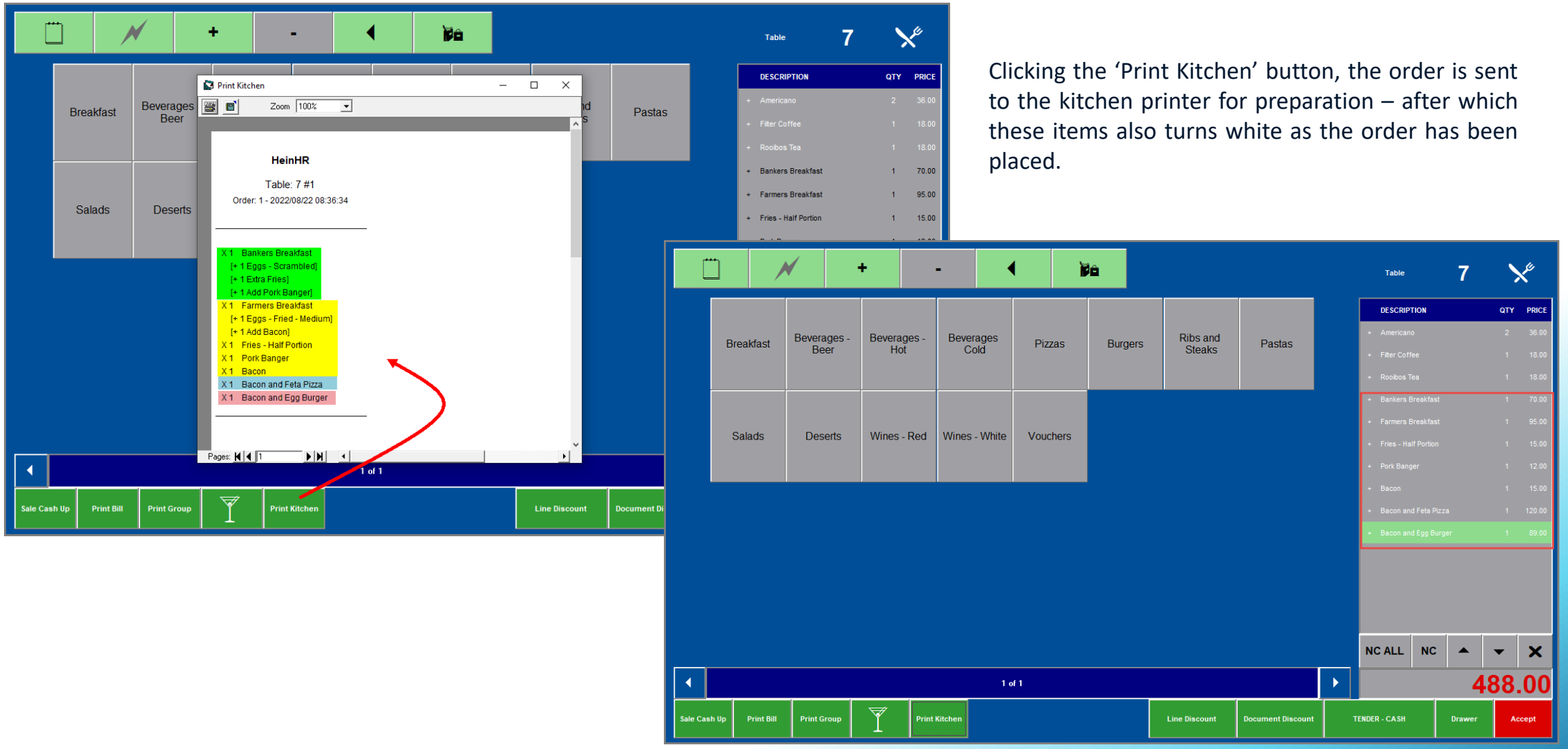
Adding Items to a Transaction



And lastly, the ordered burger is added to the table sitting.



Adding Items to a Transaction

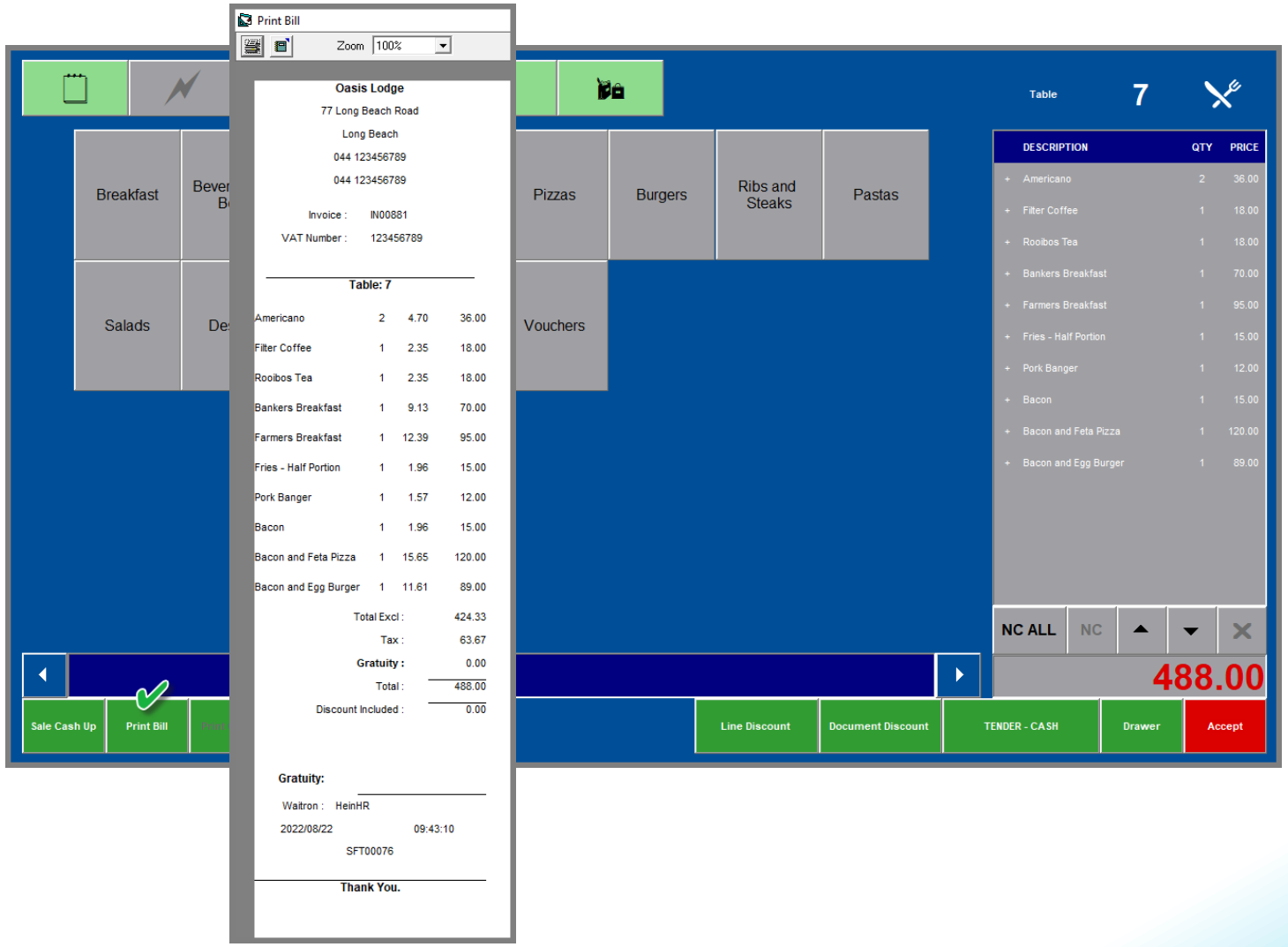


Clicking the 'Print Kitchen' button, the order is sent to the kitchen printer for preparation – after which these items also turns white as the order has been placed.

9

Printing the Bill, and Closing a Table

Printing the Bill and Closing a Table



When the Guest requests their bill, it is obtained by clicking on the 'Print Bill' button in the table sitting screen.

The bill is date and time stamped for the exact moment it was produced.

The Guest can now check the bill and award a gratuity by entering the amount in the 'Gratuity' field.

Cash Sales

If the Guest is settling the bill immediately, the 'Tender' method is selected as 'Cash'.

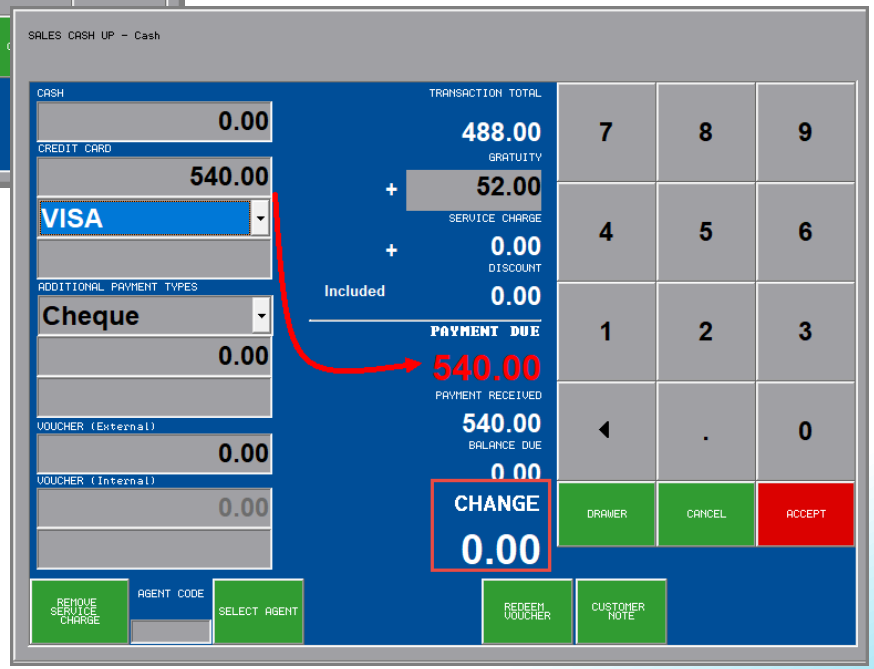
By now clicking on the 'Sale Cash Up' button, the 'Sale Cash Up' screen indicates that this is a 'Cash' transaction.

By entering the 'Gratuity' amount – as awarded by the Guest' - the 'Payment Due' amount increases accordingly.

Cash Sales

CASH PAYMENT

1. Should the Guest pay cash, the amount received will be entered in the ‘Cash’ payment field.
2. The ‘Payment Received’ amount is indicated according to the cash amount entered.
3. And Novtel will indicate the amount in change to be handed to the Guest.

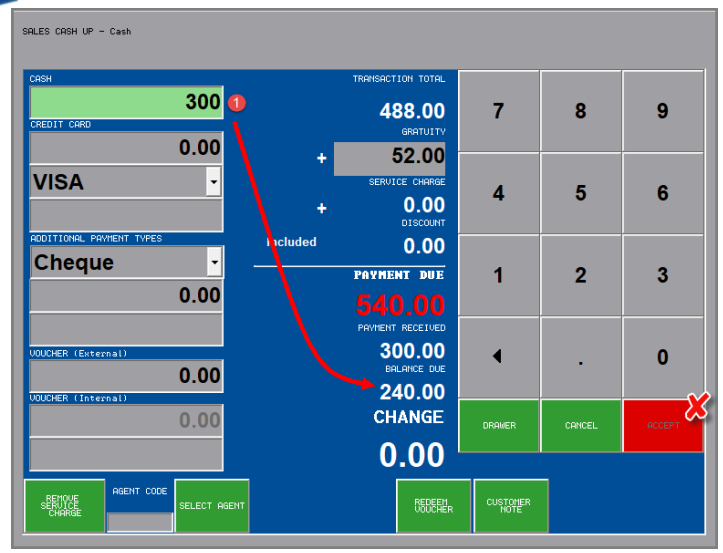


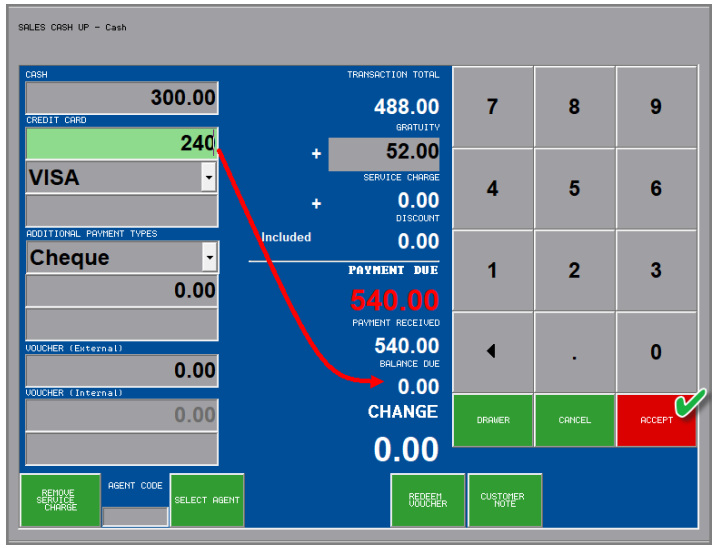
CREDIT CARD PAYMENT

Should the Guest pay by credit card, the exact outstanding amount is entered in the ‘Credit Card’ payment field.

The amount in change, is therefore zero.

Cash Sales





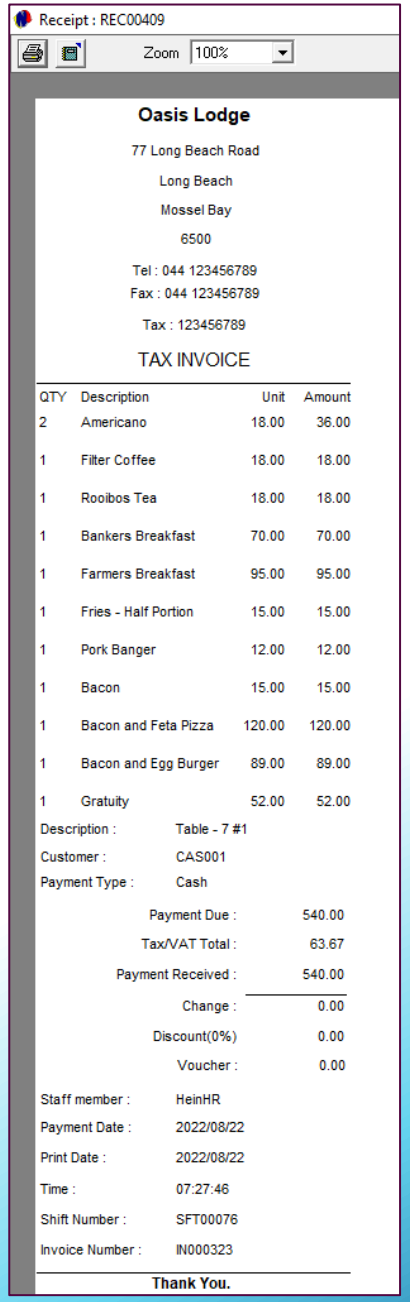
CASH AND CREDIT CARD PAYMENT

A Guest can also request to settle the bill as follows:

- ✓ Cash – R300.00
- ✓ Credit Card – R240.00

By entering the cash amount as R300.00, the 'Balance Due' amount is indicated as R240.00, and the 'Accept' button remains deactivated as the exact outstanding amount has not been covered by the cash payment alone.

By entering the balance due amount in the 'Credit Card' field, the 'Balance Due' amount is displayed as zero; the 'Accept' button activates, and can now be selected to produce the receipt.



Receipt : REC00409

Zoom 100%

Oasis Lodge

77 Long Beach Road
Long Beach
Mossel Bay
6500

Tel : 044 123456789
Fax : 044 123456789

Tax : 123456789

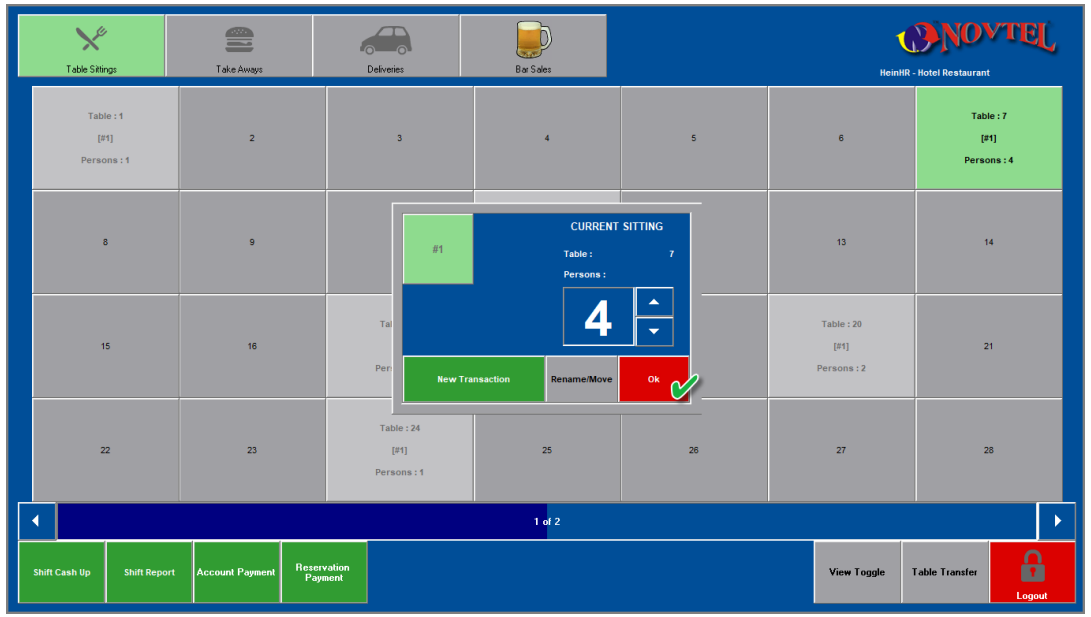
TAX INVOICE

QTY	Description	Unit	Amount
2	Americano	18.00	36.00
1	Filter Coffee	18.00	18.00
1	Rooibos Tea	18.00	18.00
1	Bankers Breakfast	70.00	70.00
1	Farmers Breakfast	95.00	95.00
1	Fries - Half Portion	15.00	15.00
1	Pork Banger	12.00	12.00
1	Bacon	15.00	15.00
1	Bacon and Feta Pizza	120.00	120.00
1	Bacon and Egg Burger	89.00	89.00
1	Gratuity	52.00	52.00

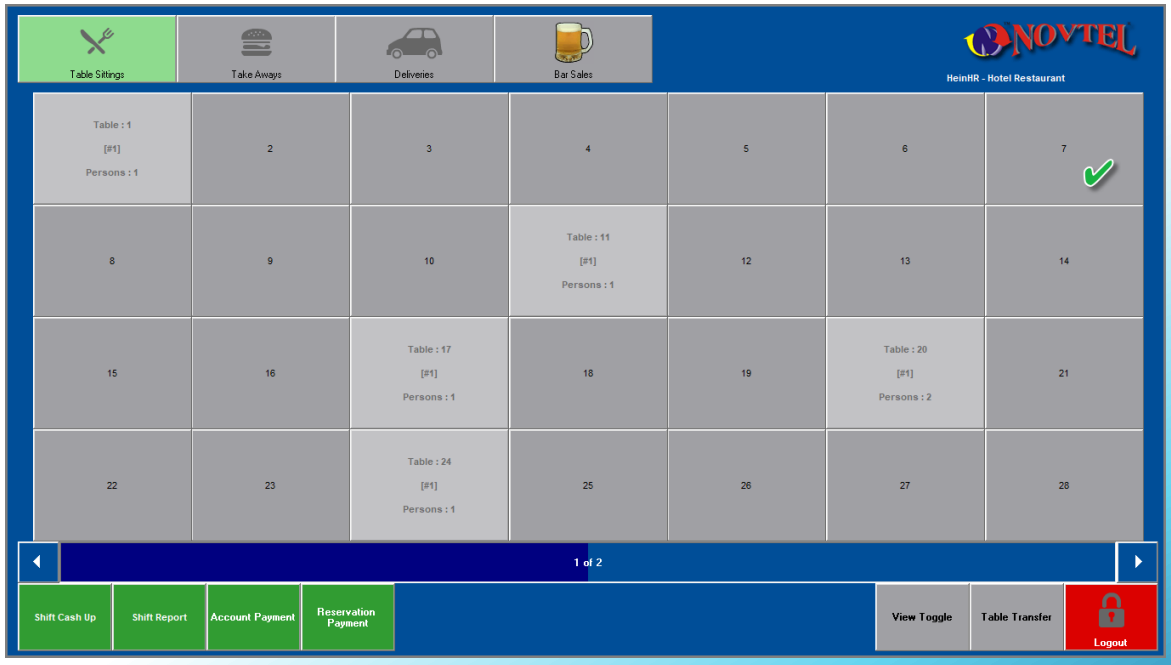
Description :	Table - 7 #1
Customer :	CAS001
Payment Type :	Cash
Payment Due :	540.00
Tax/VAT Total :	63.67
Payment Received :	540.00
Change :	0.00
Discount(0%)	0.00
Voucher :	0.00
Staff member :	HeinHR
Payment Date :	2022/08/22
Print Date :	2022/08/22
Time :	07:27:46
Shift Number :	SFT00076
Invoice Number :	IN000323

Thank You.

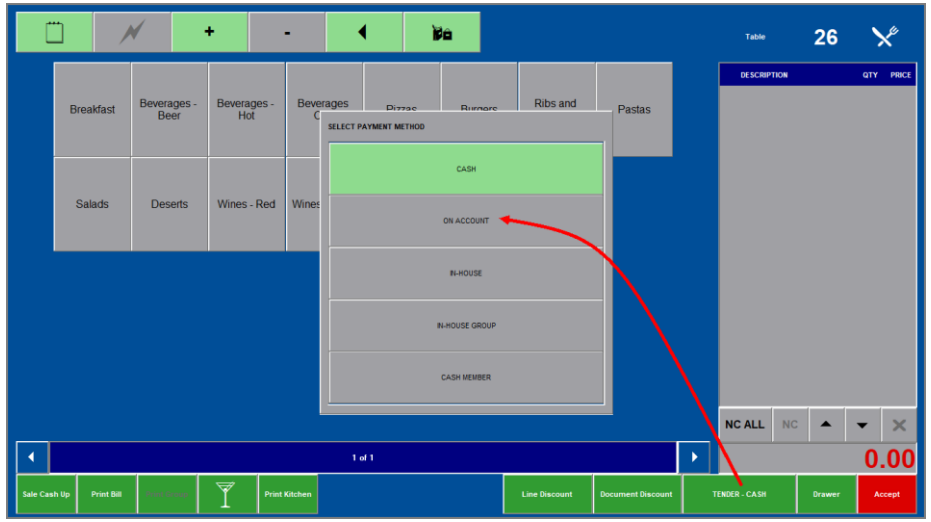
Cash Sales



Clicking ‘OK’ in the ‘Current Sitting’ screen, the table is closed, and is immediately available again for selection by either the same waitron to seat new guests, or by another waitron.



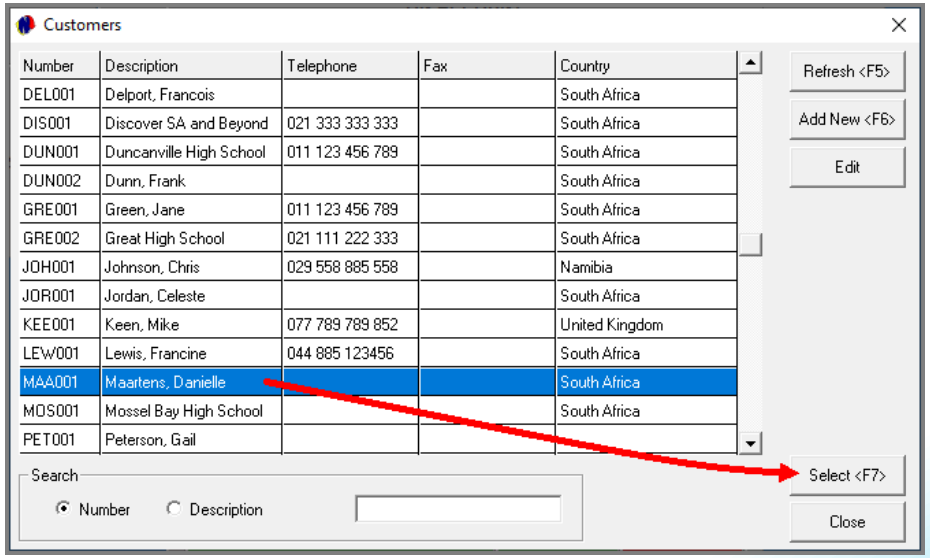
On Account Postings

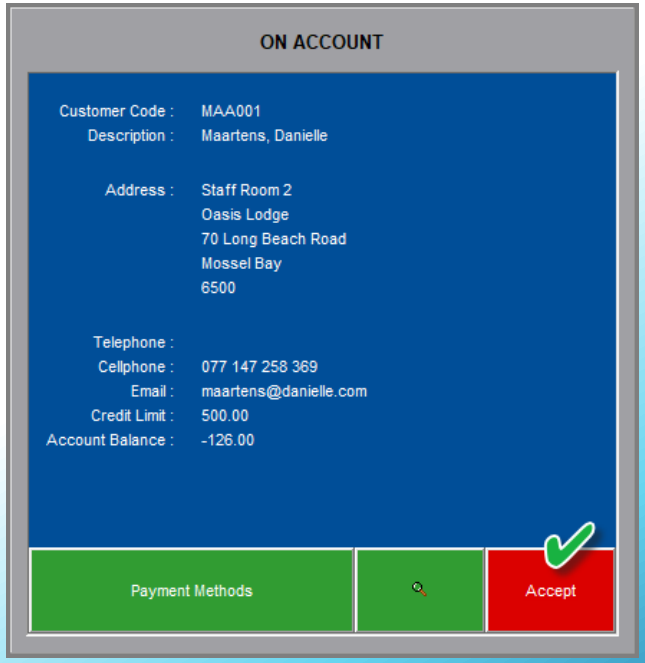


The 'On Account' tender option is mostly used when managers or authorized personnel may charge items to their account, and for payment at the end of the month.

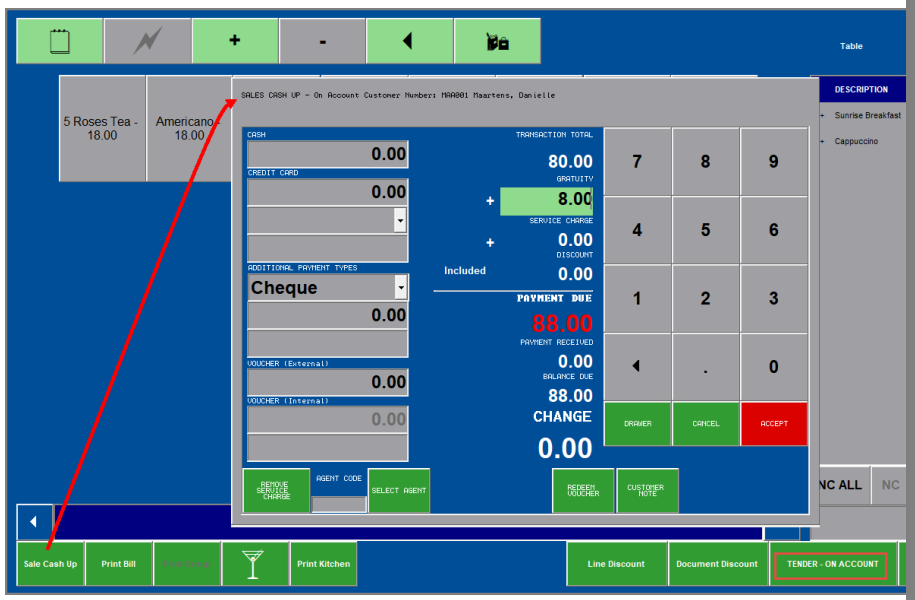
On Account Postings has NO LINK to reservations for accommodation.

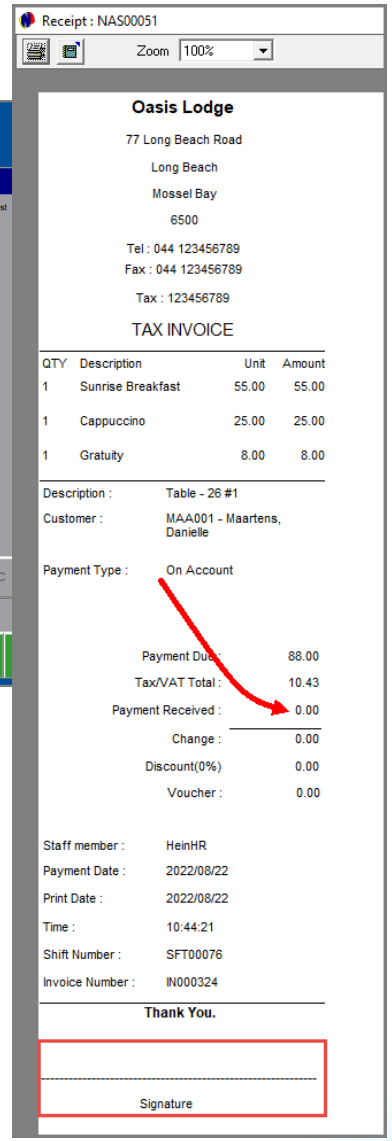
Customer and Customer Category discounts can be set up, and by selecting the 'On Account' tender option and selecting the Guest from the list BEFORE adding any items, Novtel will check for the best price according to the Customer, or the Category they are linked to, and automatically charge the discounted price.





On Account Postings





When the sale is cashed up, the 'On Account' tender method will be displayed at the top of the 'Sale Cash Up' screen.

A gratuity amount can be entered if awarded by the Guest.

Now please note that 'On Account' transaction ***can*** be settled immediately – if requested by the guest.

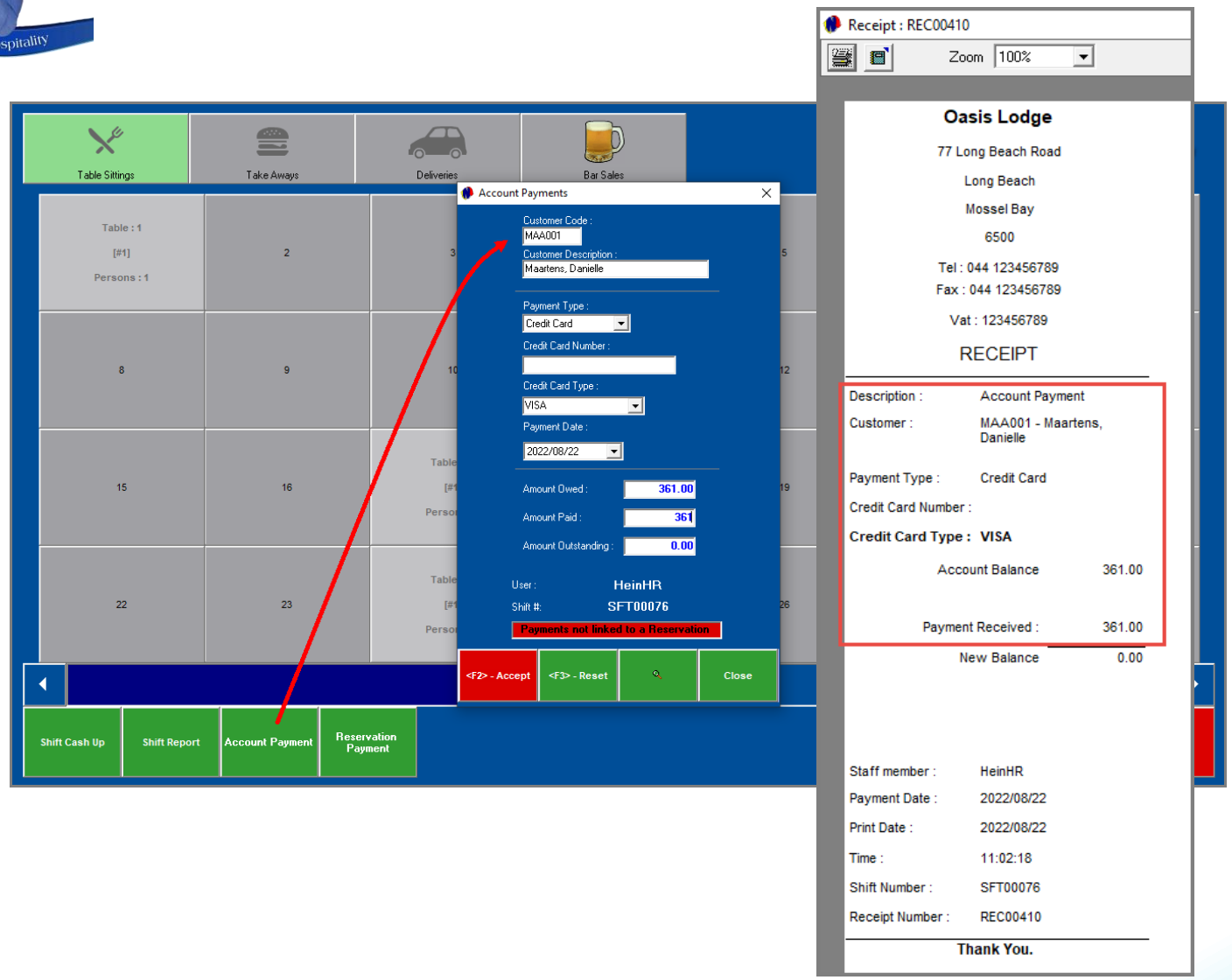
But for demonstration purposes, we will now simply click 'Accept' to post the charges to the Guest's account in Novtel.

The 'Payment Received' amount is zero, since no payment has been received for this transaction.

The Guest must also sign the slip in recognition of receiving the items, and to be posted to their account.

The Waitron will include this slip in their Cash-Up Documents at the end of their shift.

On Account Postings

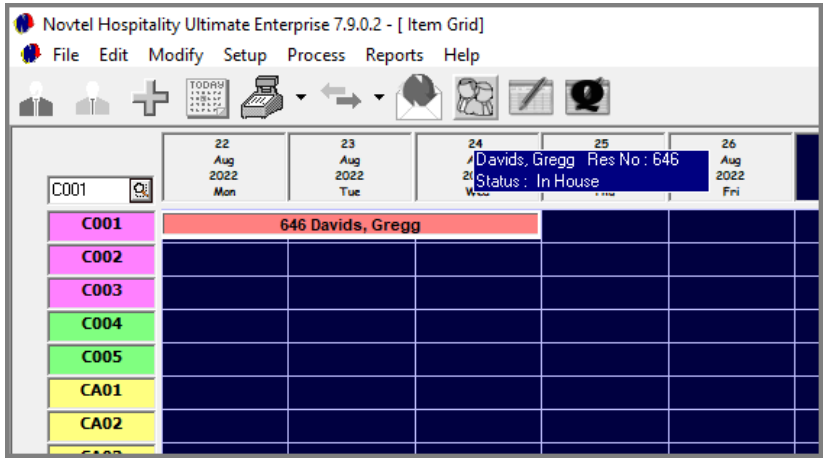


At the agreed upon time, the Guest will settle their Account, and the payment can be processed directly from the 'Restaurant POS screen, and by:

- ✓ Clicking the 'Account Payments' button;
- ✓ Selecting the applicable Guest Account;
- ✓ Selecting the method of payment used by the Guest;
- ✓ Entering the payment amount in the 'Amount Paid' field;
- ✓ And clicking Accept'.

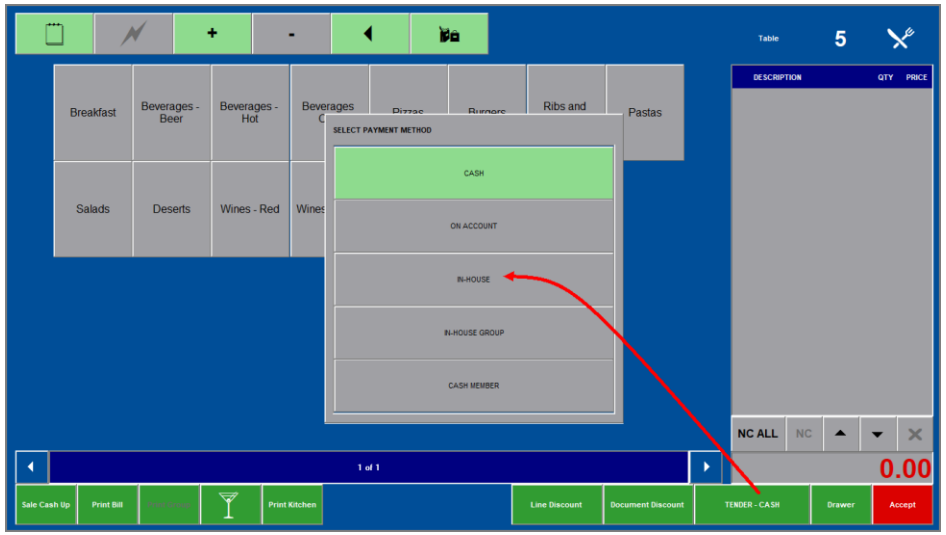
The account payment has now been processed successfully.

In-House Postings



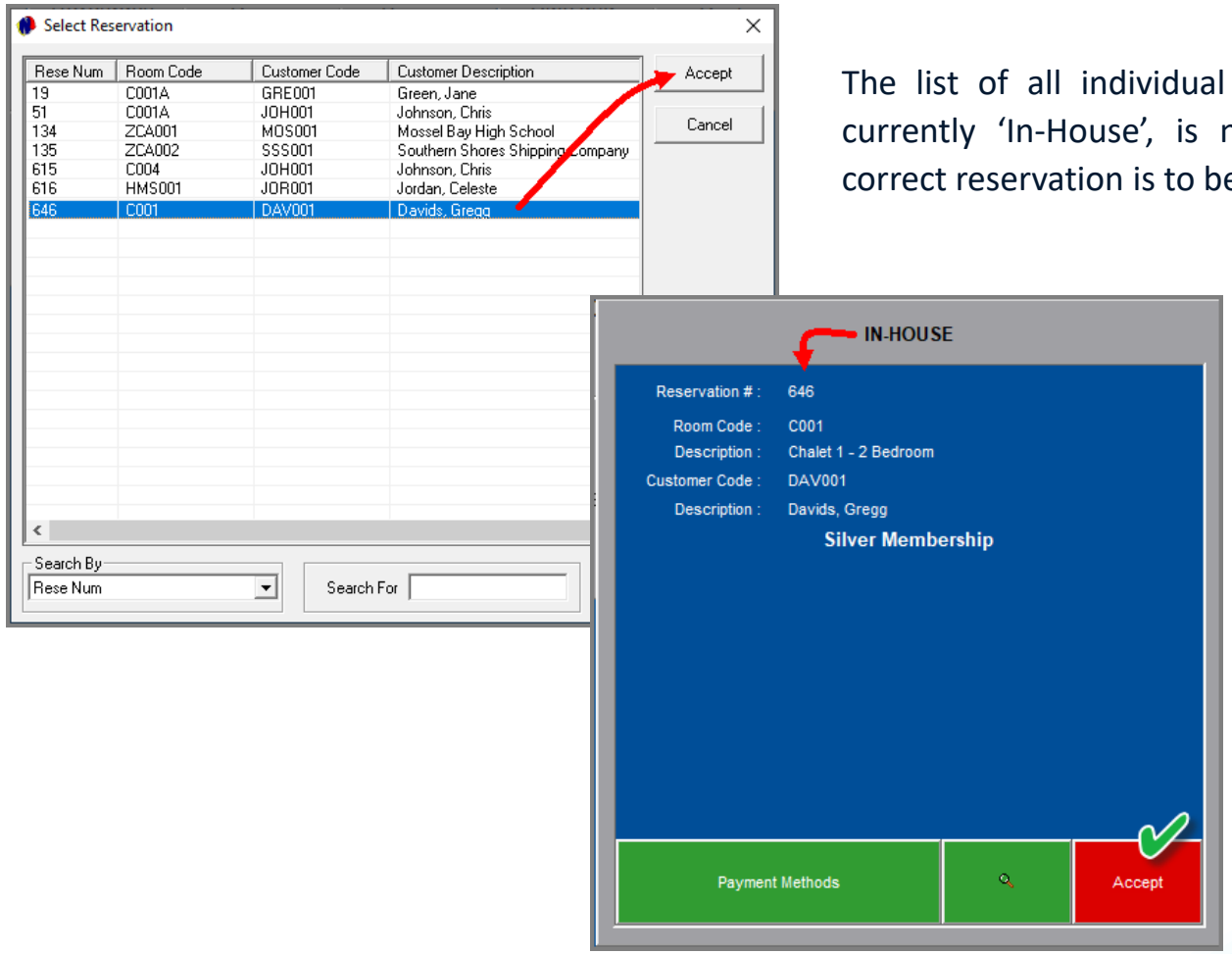
Whenever an individual guest is staying at the facility, and the reservation is linked to the 'In-House' status, 'In-House' charges can be posted from any department to the reservation, for payment upon departure.

We recommend that the Restaurant and Diet report is obtained daily, to indicate which Guests are In-House, and to enable the Waitron to post the charges to the correct reservation.



Before selecting any charges, first select the 'Tender' method as 'In-House'.

In-House Postings

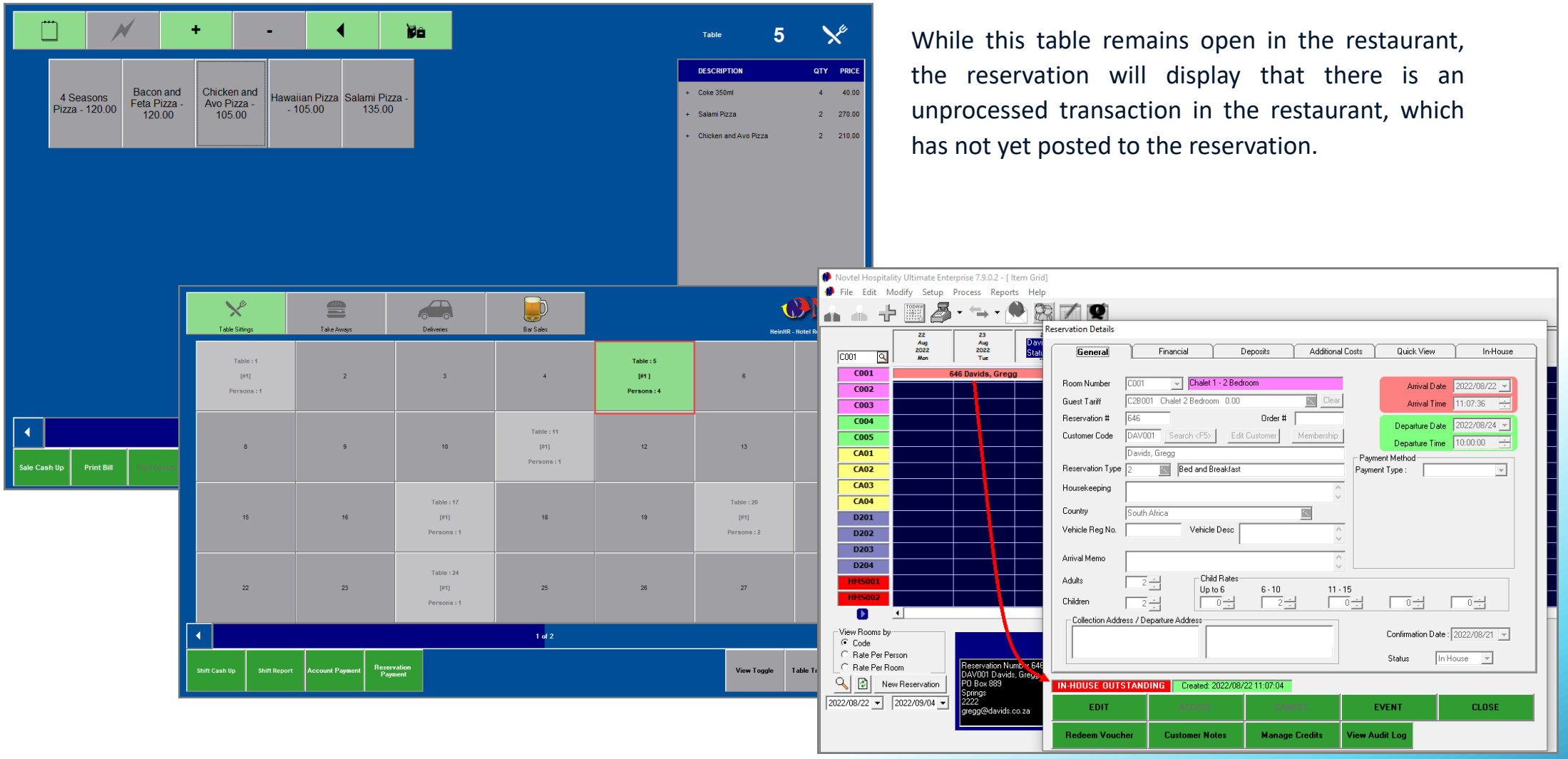


The list of all individual reservations which are currently 'In-House', is now displayed, and the correct reservation is to be selected.

The selected reservation is indicated here, and the posting method is displayed as 'In-House'.

Clicking 'Accept', the ordered items can be selected.

In-House Postings



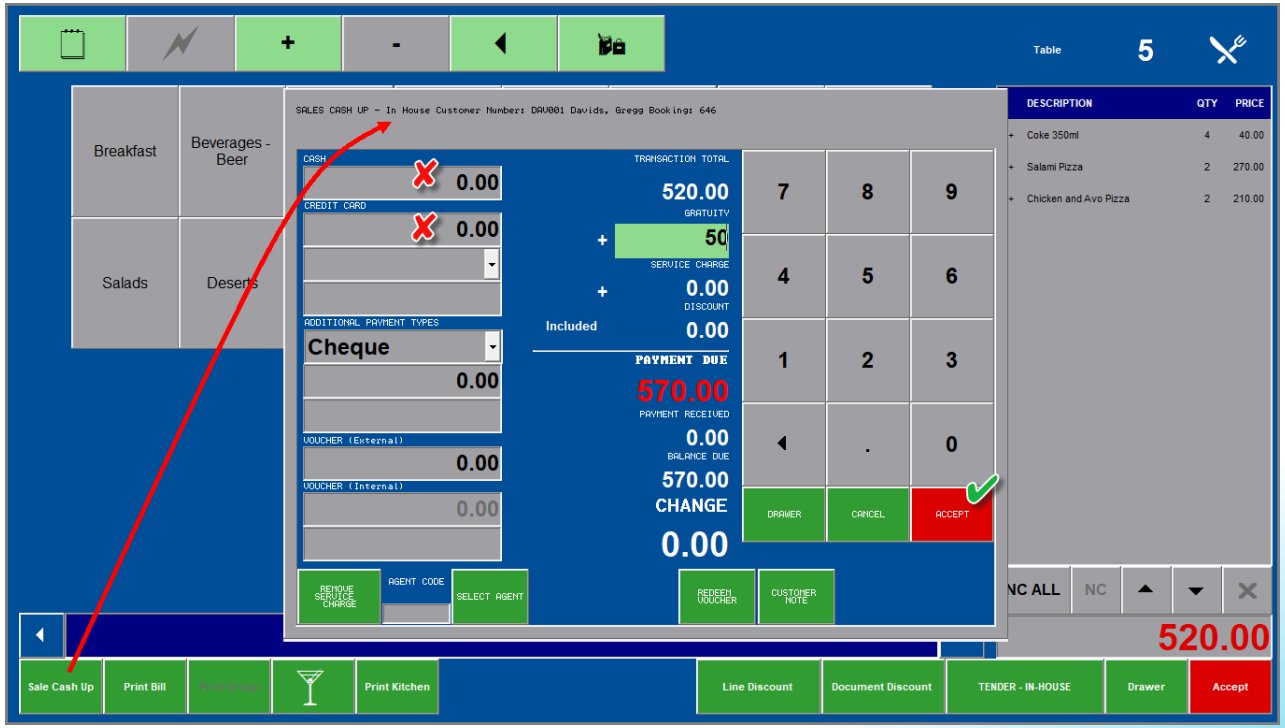
While this table remains open in the restaurant, the reservation will display that there is an unprocessed transaction in the restaurant, which has not yet posted to the reservation.

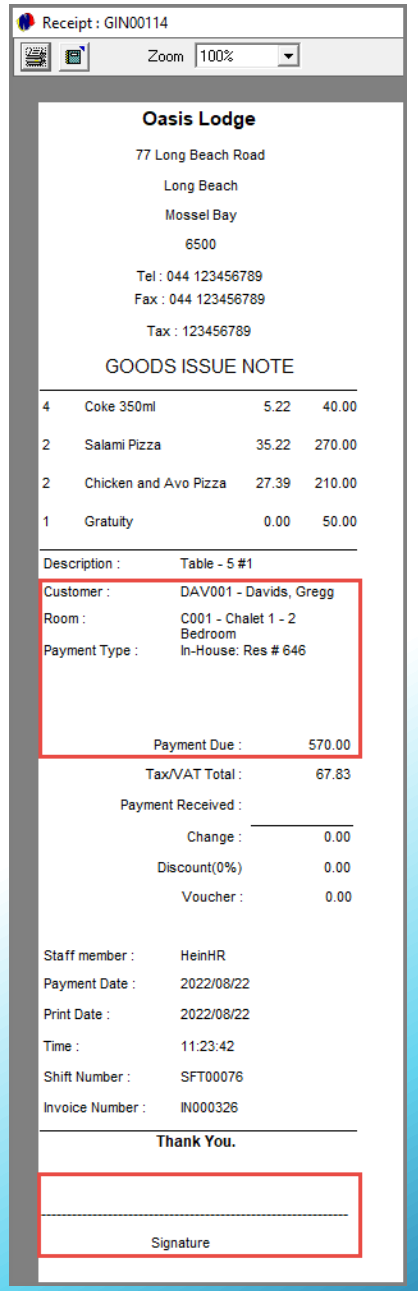
In-House Postings

Selecting the ‘Sale Cash Up’ button, the tender method is displayed as ‘In-House’ at the top of the ‘Sale Cash Up’ window. The Guest and Reservation number is also indicated.

As these charges are posted to an In-House Reservation, no immediate payment can be received, and the ‘Accept’ button is to be clicked after entering the gratuity amount awarded by the Guest.

The ‘Goods Issue Note’ is produced, and the charges are successfully posted to the reservation. The Guest must sign this document to confirm that they received the items listed, and the document must be retained to be included in the Cash Up documents at the end of the Waitron’s Shift.





Receipt : GIN00114

Zoom 100%

Oasis Lodge

77 Long Beach Road
Long Beach
Mossel Bay
6500

Tel : 044 123456789
Fax : 044 123456789

Tax : 123456789

GOODS ISSUE NOTE

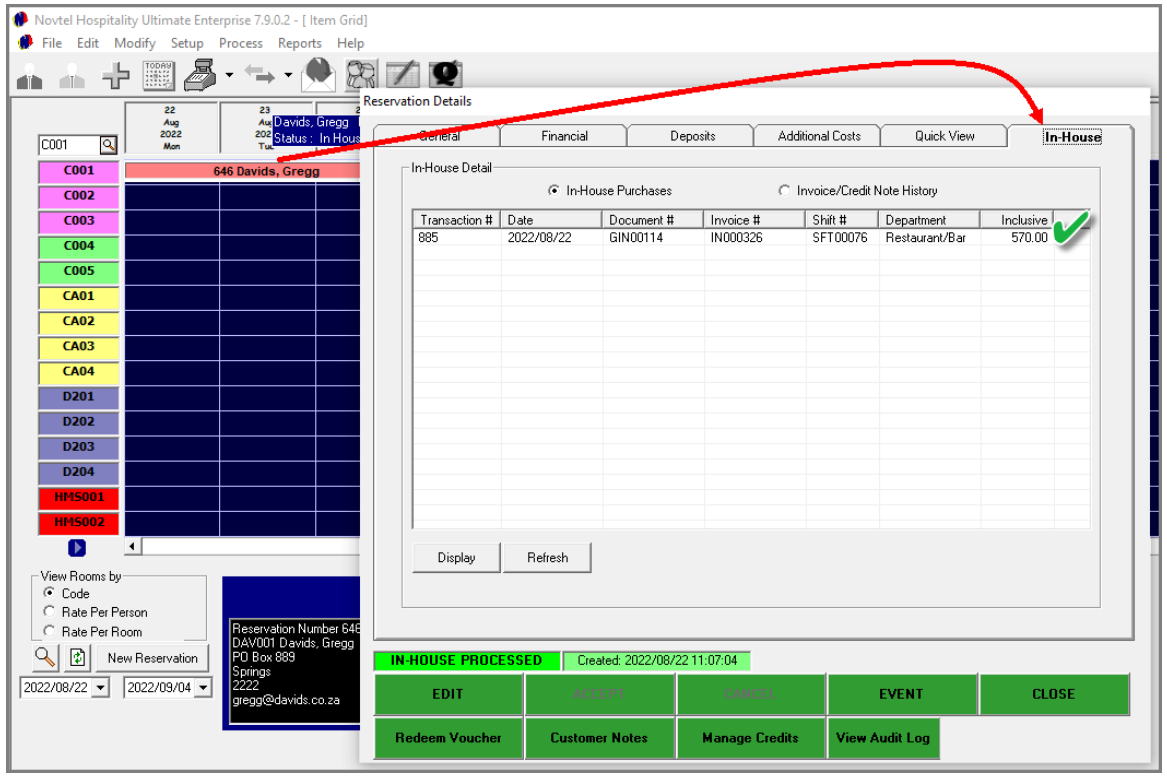
4	Coke 350ml	5.22	40.00
2	Salami Pizza	35.22	270.00
2	Chicken and Avo Pizza	27.39	210.00
1	Gratuity	0.00	50.00

Description :	Table - 5 #1
Customer :	DAV001 - Davids, Gregg
Room :	C001 - Chalet 1 - 2 Bedroom
Payment Type :	In-House: Res # 646
Payment Due :	570.00
Tax/VAT Total :	67.83
Payment Received :	
Change :	0.00
Discount(0%)	0.00
Voucher :	0.00
Staff member :	HeinHR
Payment Date :	2022/08/22
Print Date :	2022/08/22
Time :	11:23:42
Shift Number :	SFT00076
Invoice Number :	IN000326

Thank You.

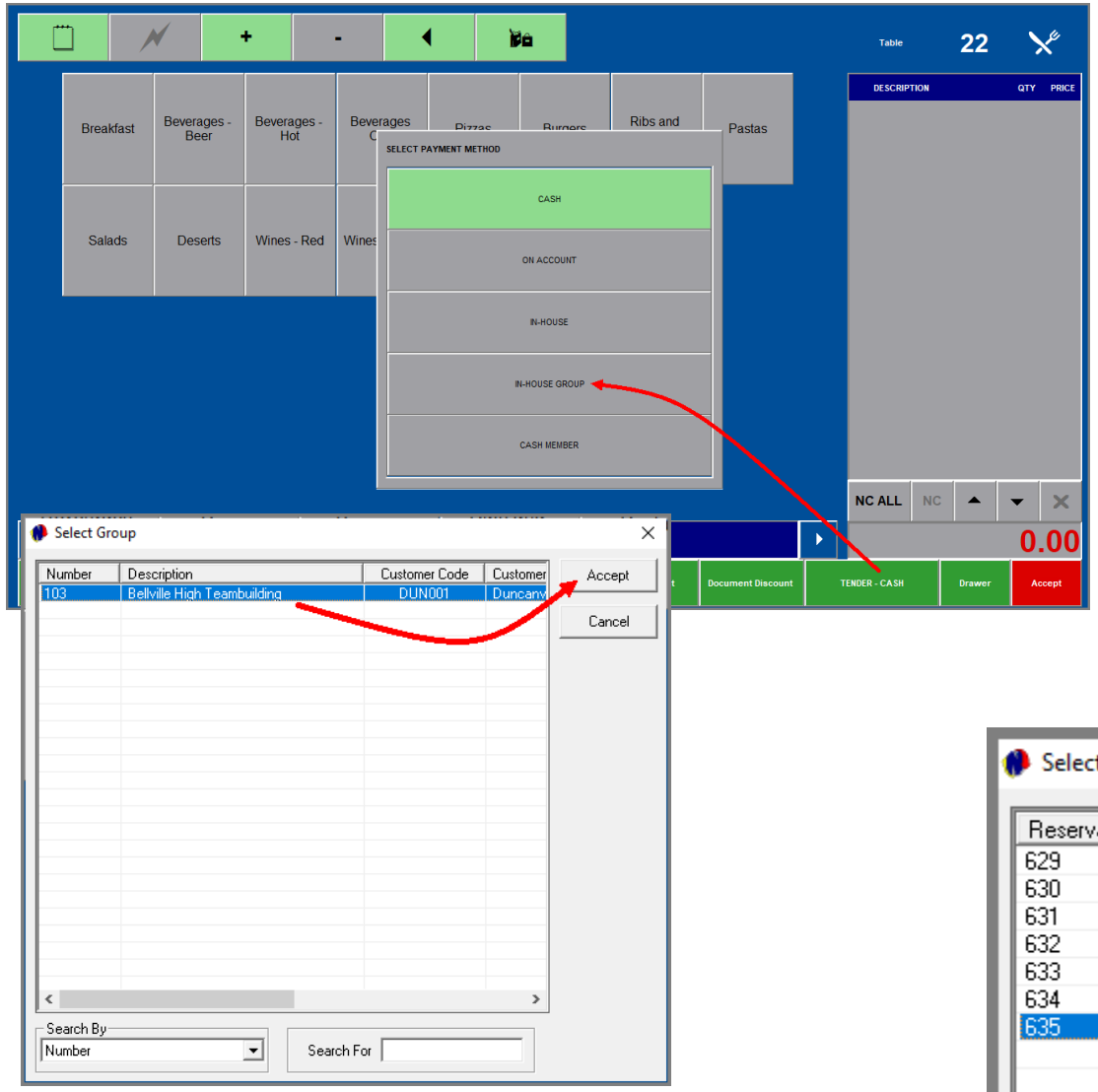
Signature

In-House Postings



Viewing the reservation's 'In-House' tab, the transaction was successfully posted, and the amount is added to the Guest's total bill for payment upon departure.

In-House Group Postings



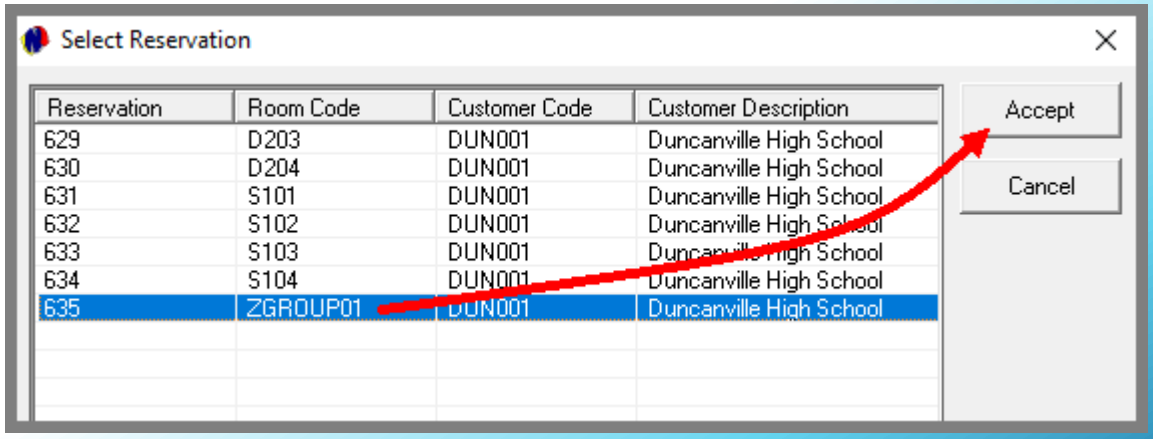
When a Group Booking for accommodation is made, and the Group is currently 'In-House', restaurant charges can be posted to the Group reservation.

Selecting the 'In-House Group' option, all Groups linked to the 'In-House' status, will be displayed. The required Group can now be selected.

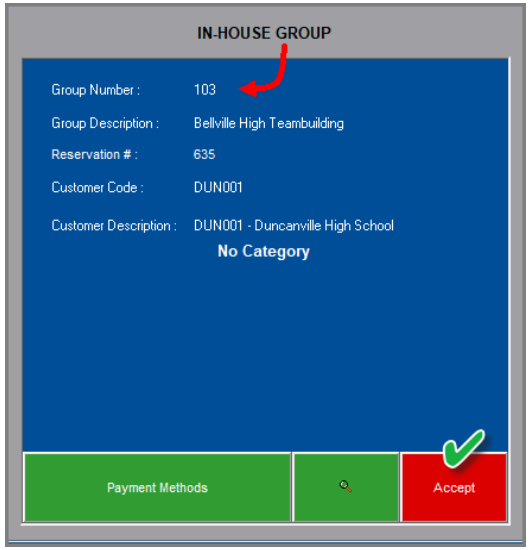
Next, the reservation linked to the Group, must be selected.

Now please note that different scenarios may apply, for which person linked to the Group Booking will be liable for the payment of the accumulated 'In-House Group' charges.

In this case, the Group Owner is liable for the charges of all reservations listed here, and any of these reservations can be selected. But we prefer to post the charges to the Group Container booking.



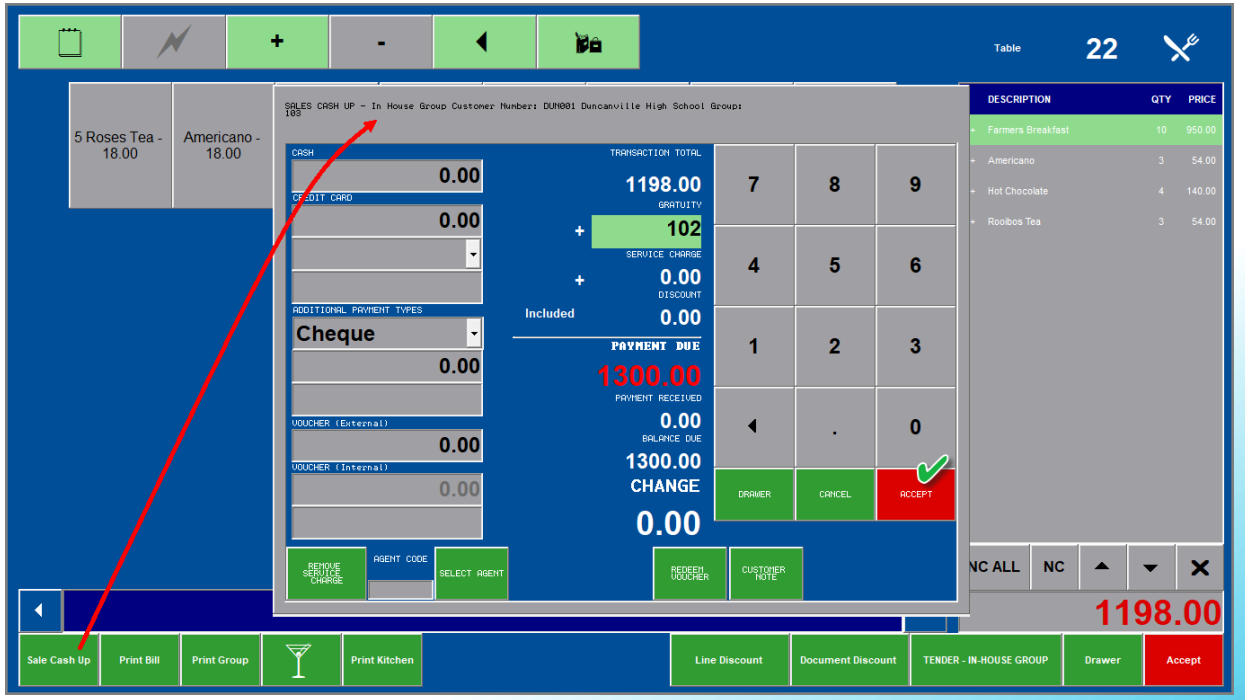
In-House Group Postings

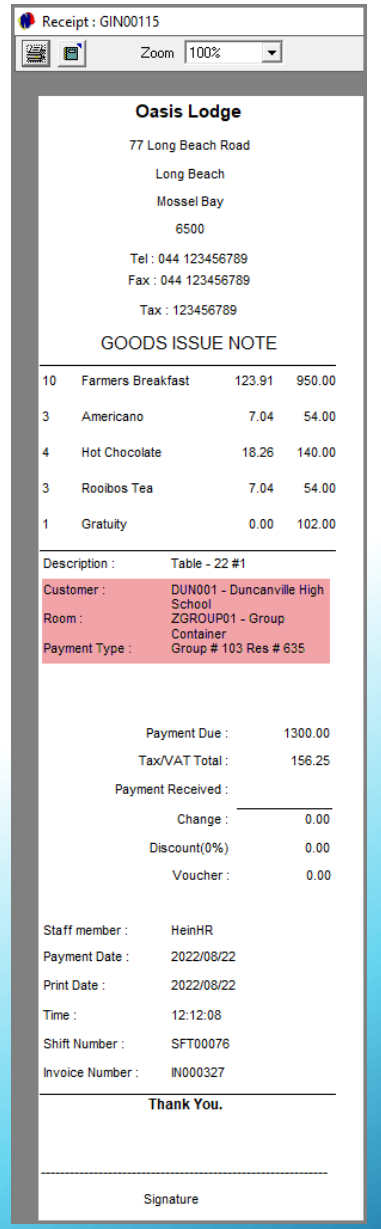


The 'In-House Group' tender method is now displayed at the top of the screen, and the selected Group number and Reservation is displayed here. To continue, click 'Accept'.

The items ordered can now be captured as received from the Guests.

The bill can be produced upon request, and when the Guest has confirmed that everything is in order, the table can be closed upon posting the charges to the Group Reservation.





Receipt : GIN00115

Zoom 100%

Oasis Lodge

77 Long Beach Road
Long Beach
Mossel Bay
6500

Tel : 044 123456789
Fax : 044 123456789

Tax : 123456789

GOODS ISSUE NOTE

10	Farmers Breakfast	123.91	950.00
3	Americano	7.04	54.00
4	Hot Chocolate	18.26	140.00
3	Rooibos Tea	7.04	54.00
1	Gratuity	0.00	102.00

Description :	Table - 22 #1
Customer :	DUN001 - Duncanville High School
Room :	ZGROUP01 - Group Container
Payment Type :	Group # 103 Res # 635

Payment Due :	1300.00
Tax/VAT Total :	156.25
Payment Received :	
Change :	0.00
Discount(0%)	0.00
Voucher :	0.00

Staff member :	HeinHR
Payment Date :	2022/08/22
Print Date :	2022/08/22
Time :	12:12:08
Shift Number :	SFT00076
Invoice Number :	IN000327

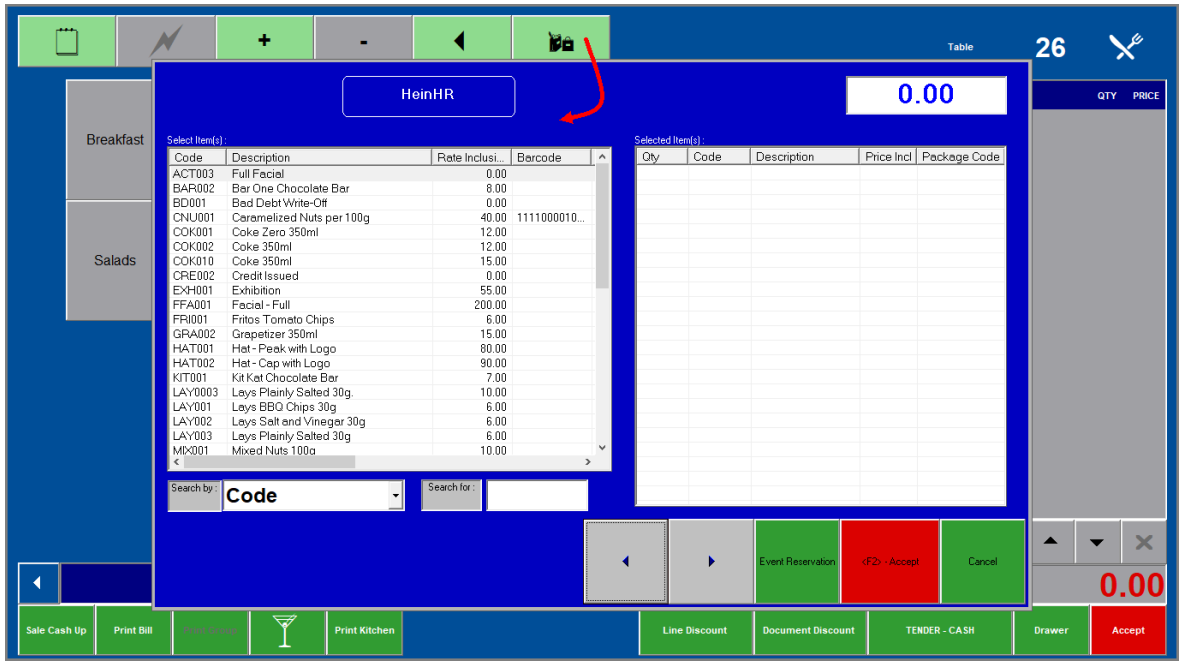
Thank You.

Signature

10

The Retail POS System Accessed from the Restaurant's POS System

The Retail POS System Accessed from the Restaurant's POS System



From the Restaurant's POS System, the Retail POS can be accessed. Examples of where these systems will be used in conjunction, are:

- **Facilities where the shop is situated within the Restaurant.**

  Items ordered in the restaurant, and items sold from the shop, will appear on the same invoice, and a single payment can be received.

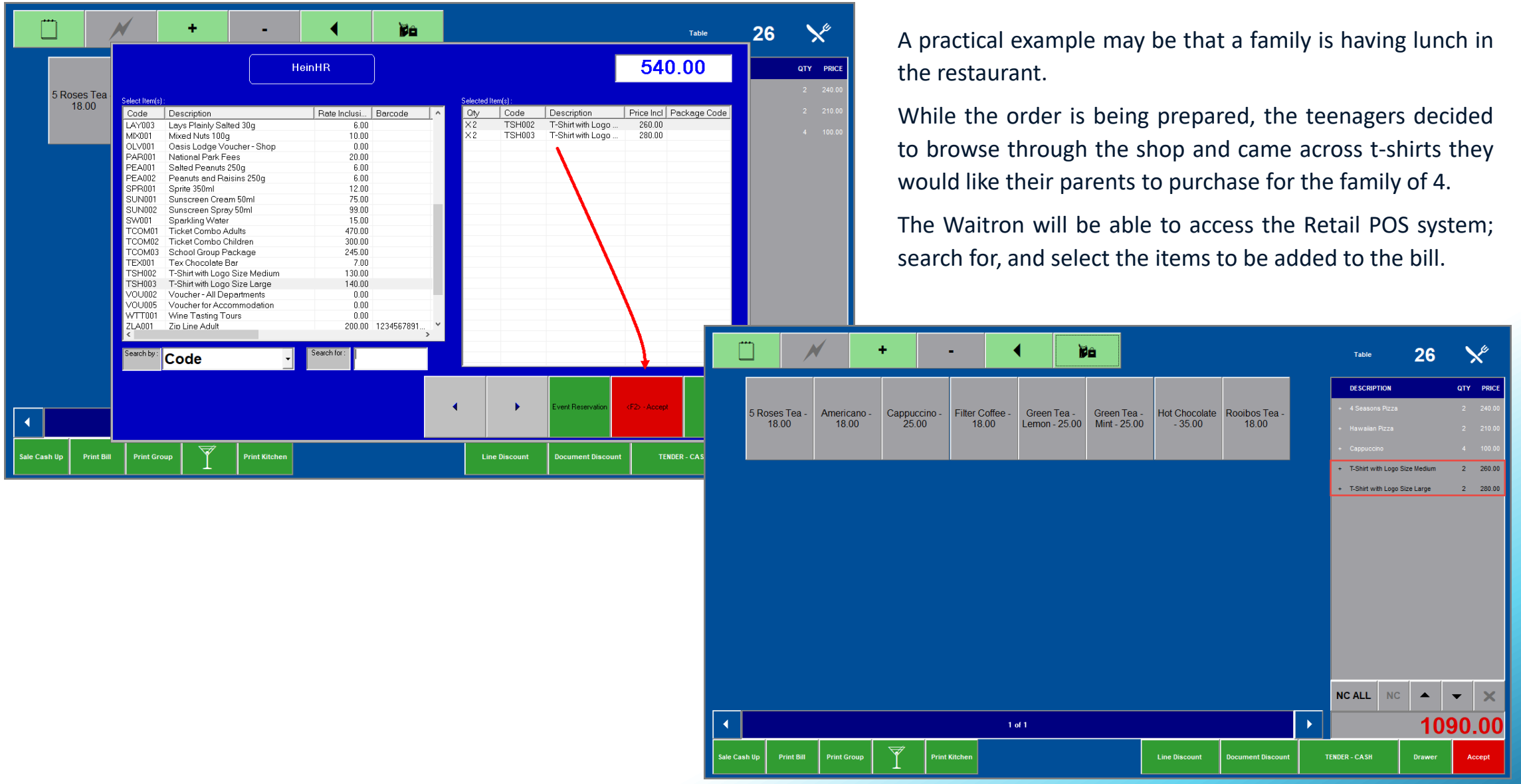
- **Novtel incorporates a complete Event system where tickets are sold from the Retail POS system accessed from the restaurant's POS system specifically.**

  The Guest can have a meal in the restaurant, and also buy tickets to events such as a Zip Line Activity; Exhibition Tour; Concert etc. – for a once off payment and a single invoice.

Please note:

- ✓ A barcode scanner can be used to scan items from the Retail POS system, provided that the barcode is set up and a scanner is in use.
- ✓ These combined transactions can be sold on all of the Tender Methods.

The Retail POS System Accessed from the Restaurant's POS System

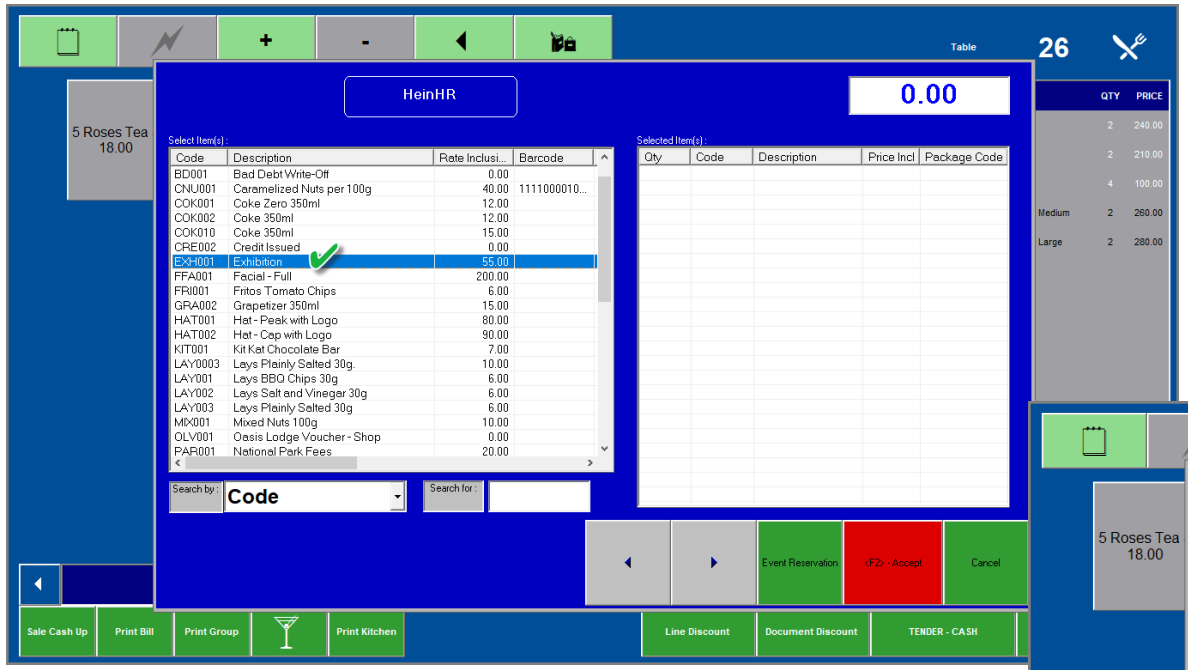


A practical example may be that a family is having lunch in the restaurant.

While the order is being prepared, the teenagers decided to browse through the shop and came across t-shirts they would like their parents to purchase for the family of 4.

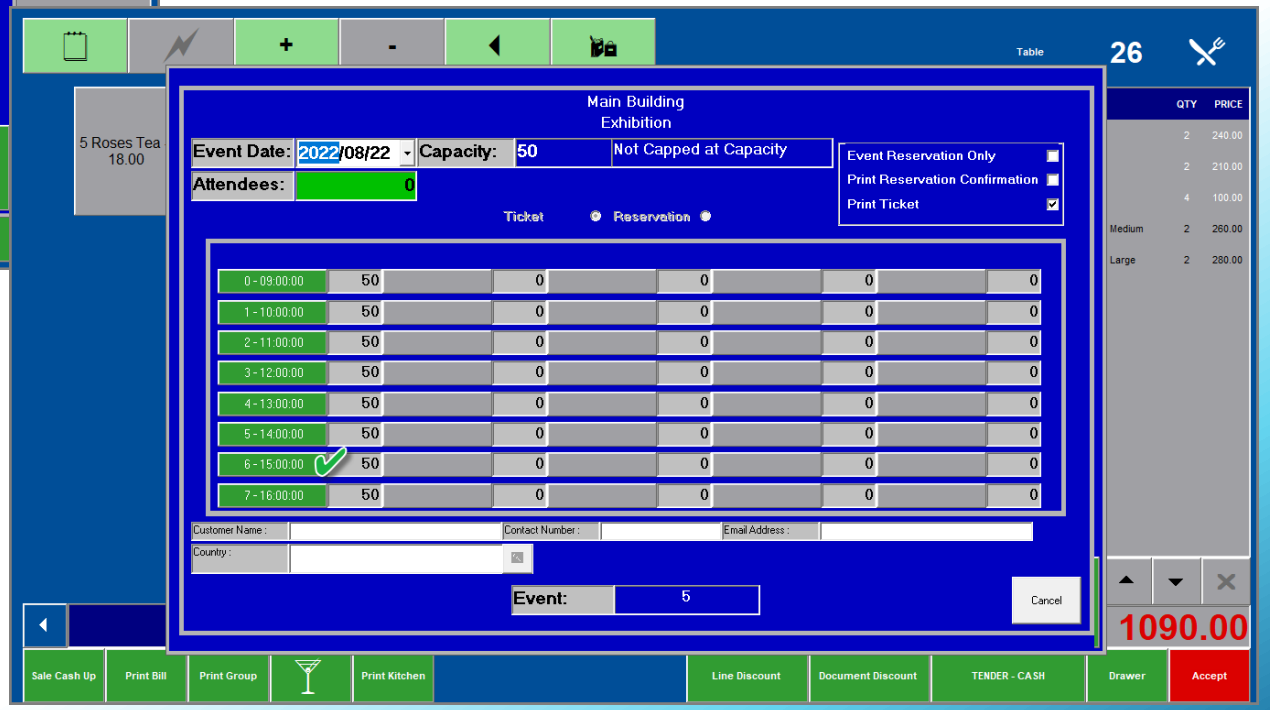
The Waitron will be able to access the Retail POS system; search for, and select the items to be added to the bill.

The Retail POS System Accessed from the Restaurant's POS System

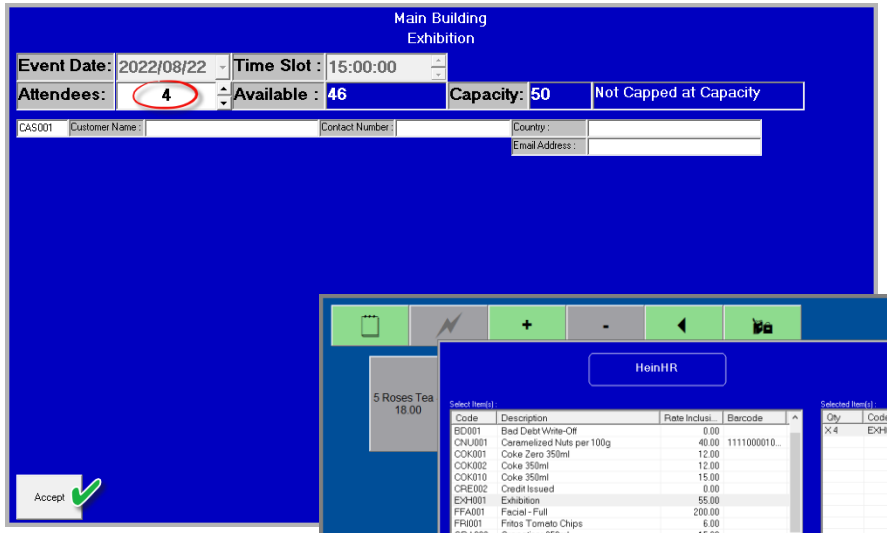


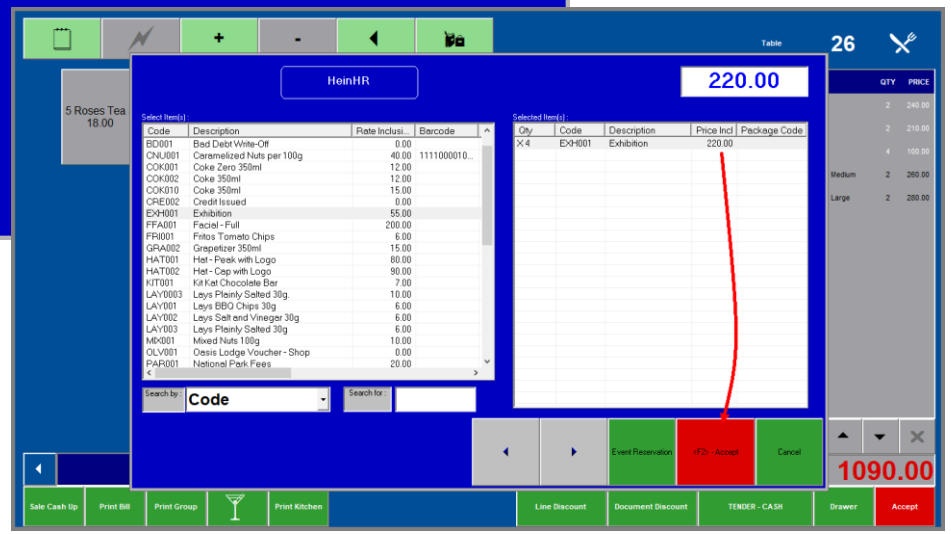
Tickets can also be purchased from the Retail POS System linked to the Restaurant POS System – if an 'Event Master File' has been set up, and Event charges are linked to the Master.

Selecting an 'Event Charge', a specific timeslot can be booked on a specified date.

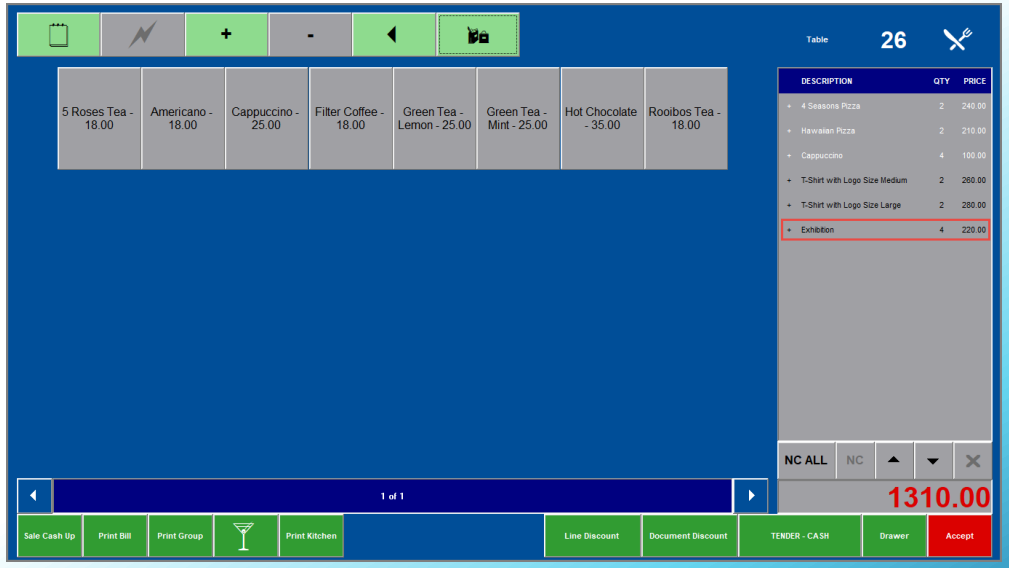


The Retail POS System Accessed from the Restaurant's POS System

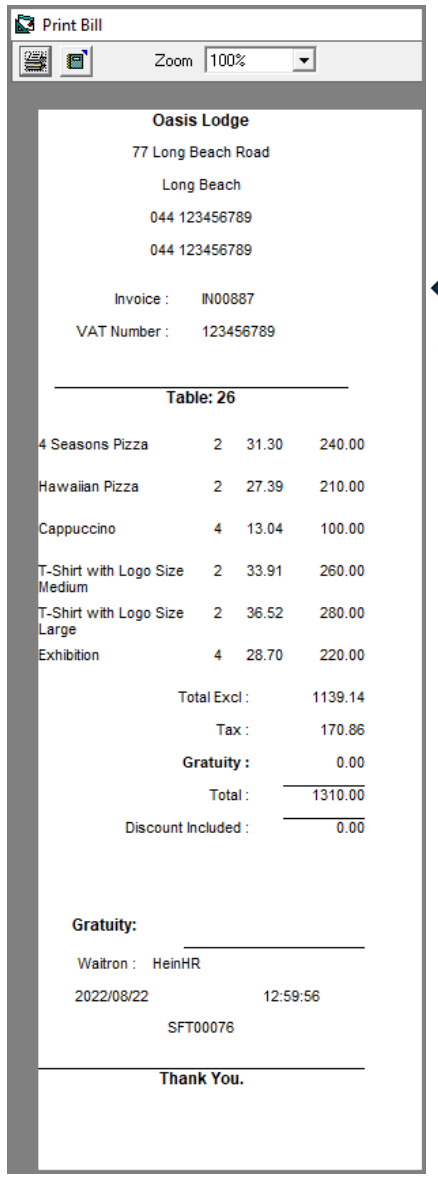




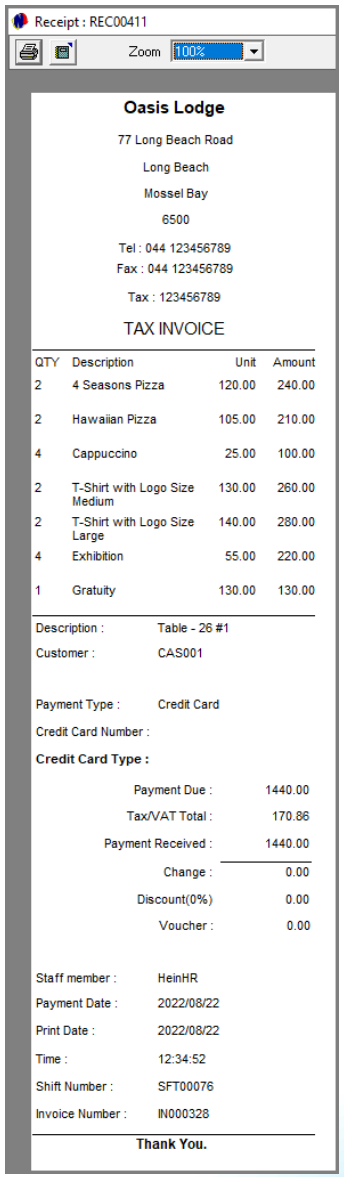
The number of Attendees are to be set, and the ticket charges are also added to the Restaurant bill.



The Retail POS System Accessed from the Restaurant's POS System

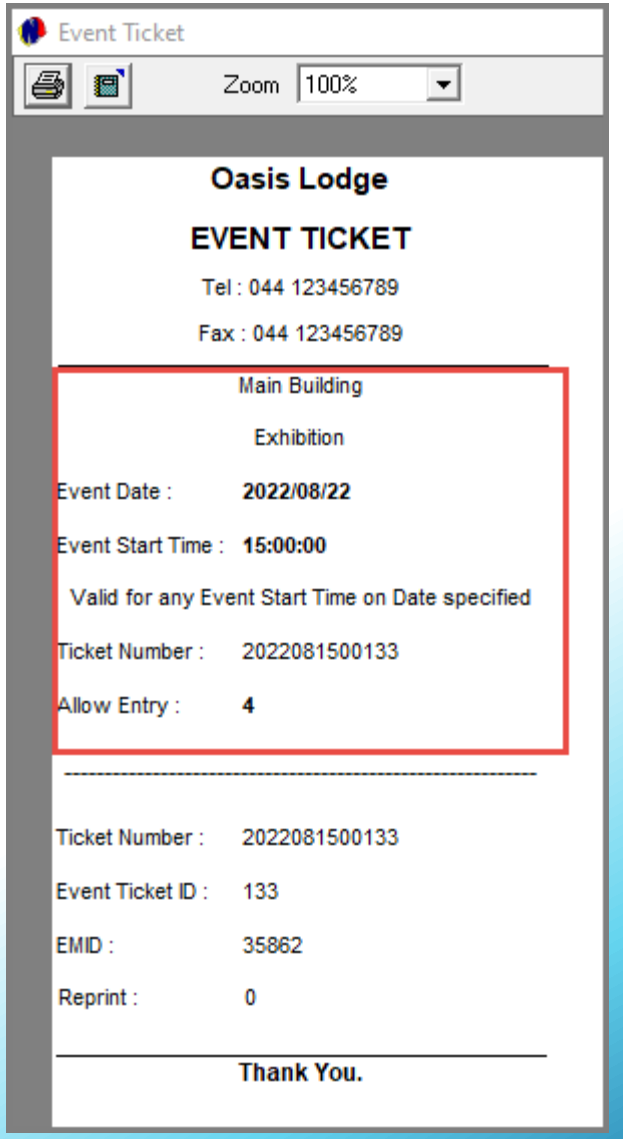


The Bill



The Tax Invoice

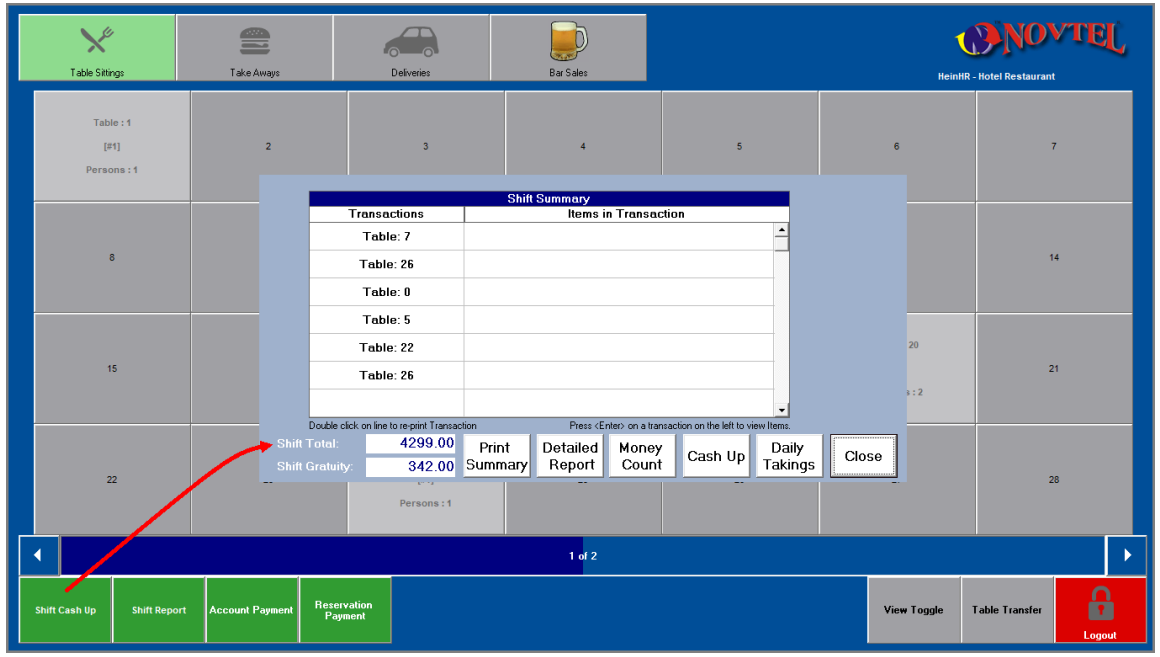
The Event Ticket



11

The Shift Cashup Procedure

The Shift Cashup Procedure



In order to cash up a shift at the end of the day, click on the 'Shift Cash Up' button.

In this case, the Shift Total is displayed as R4299.00 which includes Cash Sales; In-House and In-House Group Transactions; Account Postings and Payments; Voucher Sales, and Vouchers Redeemed.

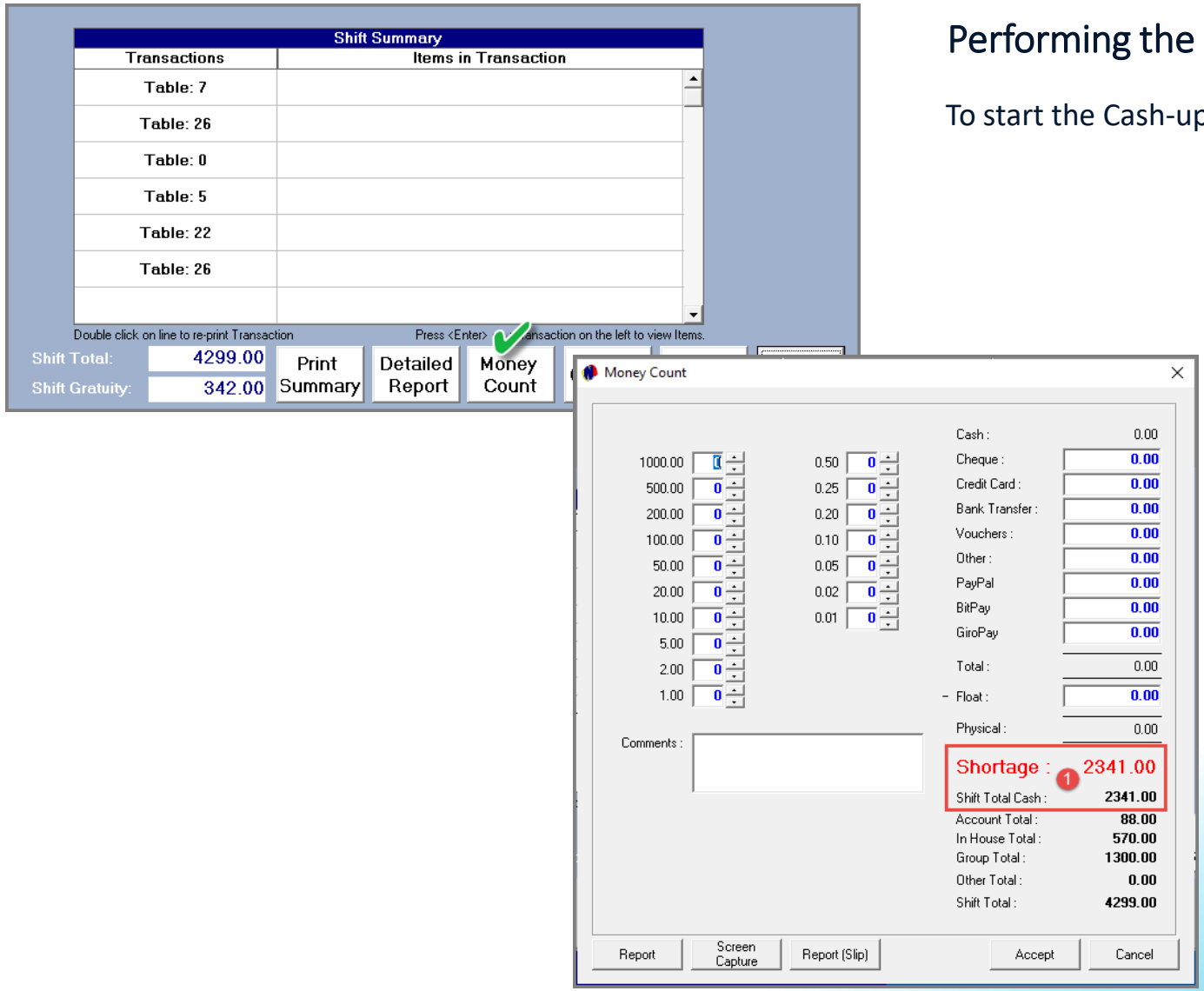
The Gratuity amount of R342.00 – which forms part of the cash-up - cannot be removed from the till. In doing so, the shift totals will not balance.

The User will count the physical amounts in the cash drawer and capture:

- ✓ The amount of cash
- ✓ The combined total for payments received by credit cards
- ✓ Cheque payments – if allowed by your company
- ✓ And the total for Vouchers redeemed during the shift.

The credit card slips; redeemed voucher documents and signed Goods Issued Notes will be included in the cash up documents.

The Shift Cashup Procedure



Performing the Money Count Procedure

To start the Cash-up process, click on the 'Money Count' button.

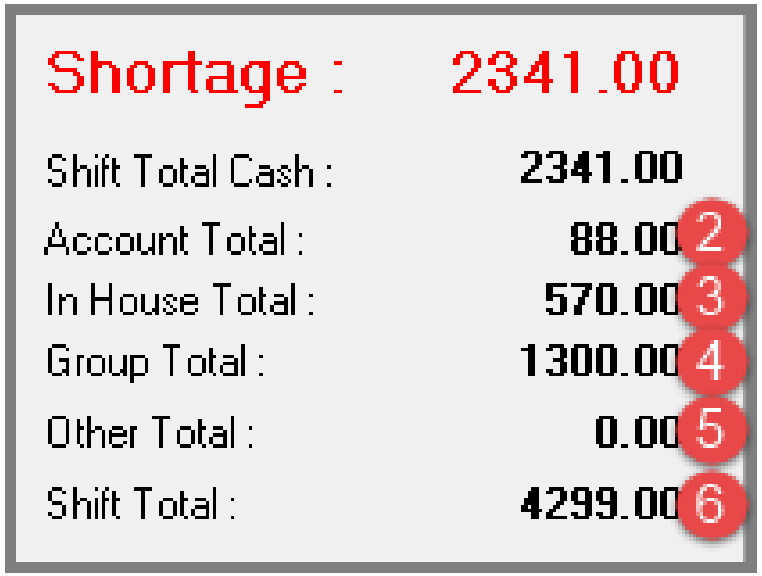
At present, the Money Count window indicates the following information:

1. **Shortage and Shift Total Cash**

   Since the money count has not yet been performed, Novtel indicates a **Shortage** amount – printed in Red.

   According to Novtel, the 'Shift Total Cash' amount is the same than the 'Shortage' amount. Only payments received in cash; by credit card; cheque and Vouchers, will be counted and entered in the relevant fields.

The Shift Cashup Procedure



2. Account Total (R88.00)

Any transactions posted, using the 'On Account' tender method and for which no immediate payment was received, will be automatically be calculated and inserted here. Although part of the Shift Total, 'On Account' postings are not 'counted' by the Waitron.

3. In-House Total (R570.00)

The combined total for transactions posted during this shift - using the 'In-House' tender method – is displayed here.

4. Group Total (R1300.00)

The combined total for transactions posted during this shift - using the 'In-House Group' tender method – is displayed in this field.

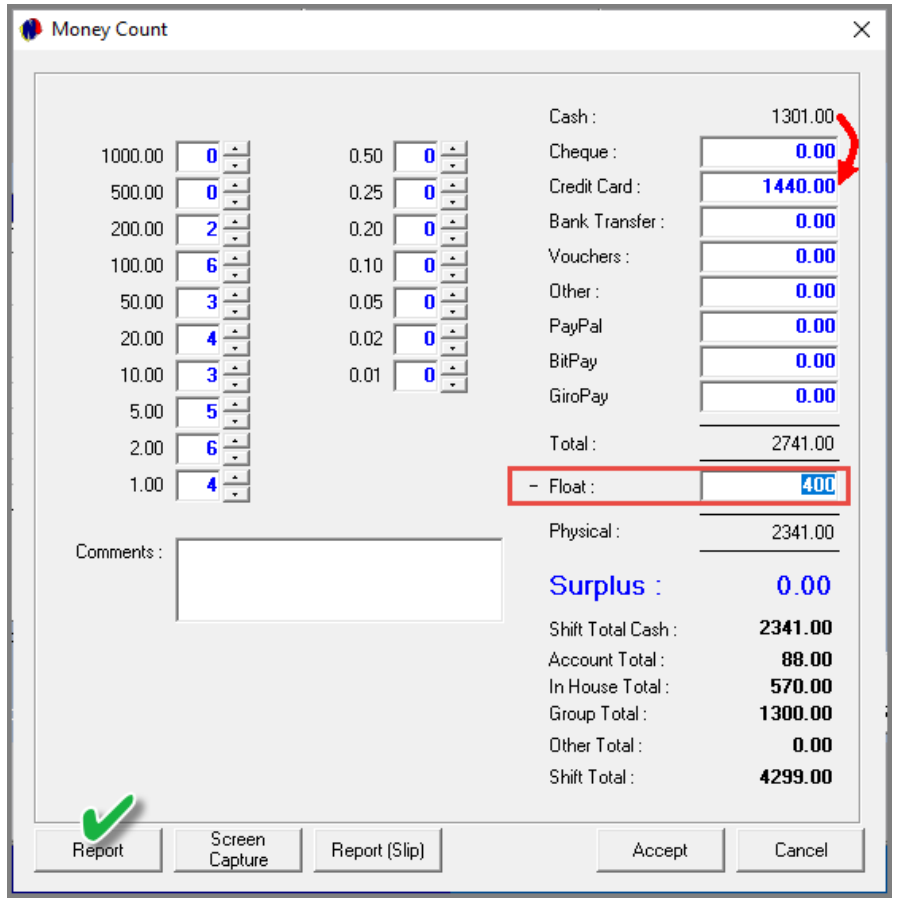
5. Other Total (R0.00)

Should payment have been received by means of an alternative posting method, the total will be reflected here.

6. Shift Total (R4299.00)

The Shift Total is the combined total of all amounts indicated – which includes the gratuities captured.

The Shift Cashup Procedure



As Hein now counts all the money in his cash register (which includes his cash float), he will be required to insert the exact **physical number** of notes or coins, in the corresponding field here (and *not* the value of the notes or coins).

In this case, the following number of notes and coins are present in the cash register, which includes a R400.00 float:

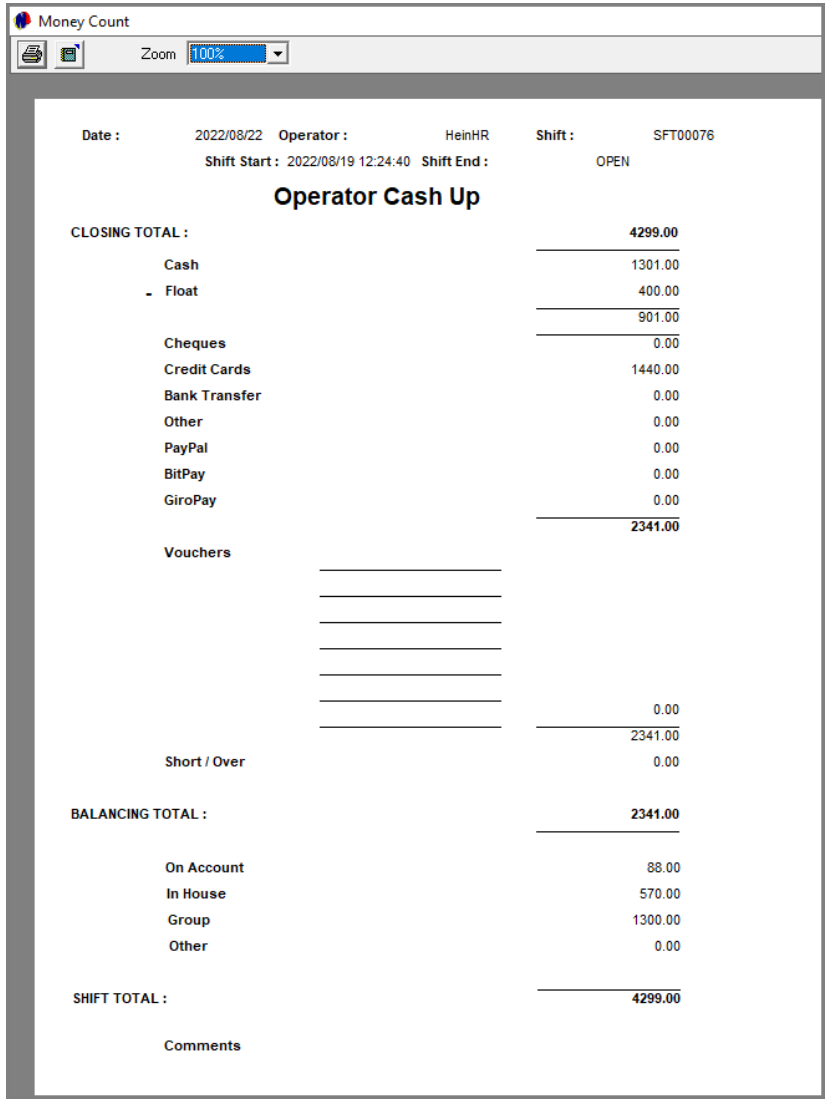
- ✓ R200.00 notes x 2
- ✓ R100.00 notes x 6
- ✓ R50.00 notes x 3
- ✓ R20.00 notes x 4
- ✓ R10.00 notes x 3
- ✓ R5.00 coins x 5
- ✓ R2.00 coins x 6
- ✓ R1.00 coins x 4

The 'Float' amount of R400.00 is entered in the 'Float' field, and is deducted from the cash sales amount.

Our company policy dictates that no cheques will be accepted, and this field is left blank as it is not applicable.

The combined total for all credit card payments – as manually calculated by adding up the credit card slip totals for this shift – is entered as R1440.00.

The Shift Cashup Procedure

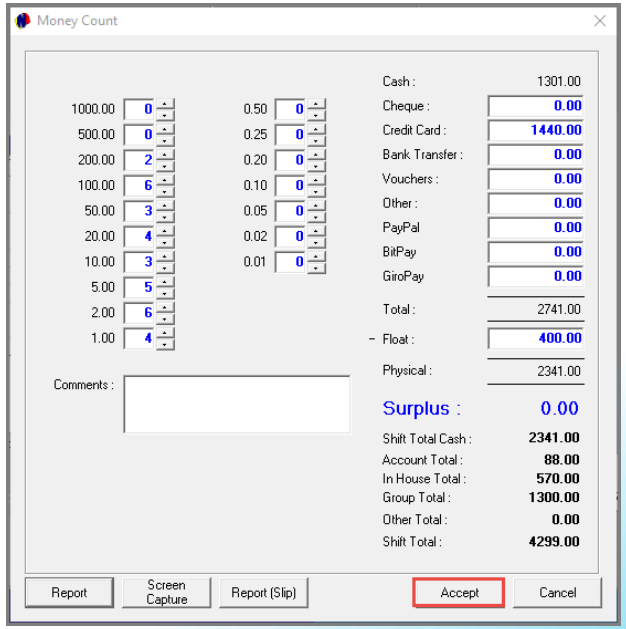


Clicking on the 'Report' button, the Operator Cash Up report is produced in A4 format.

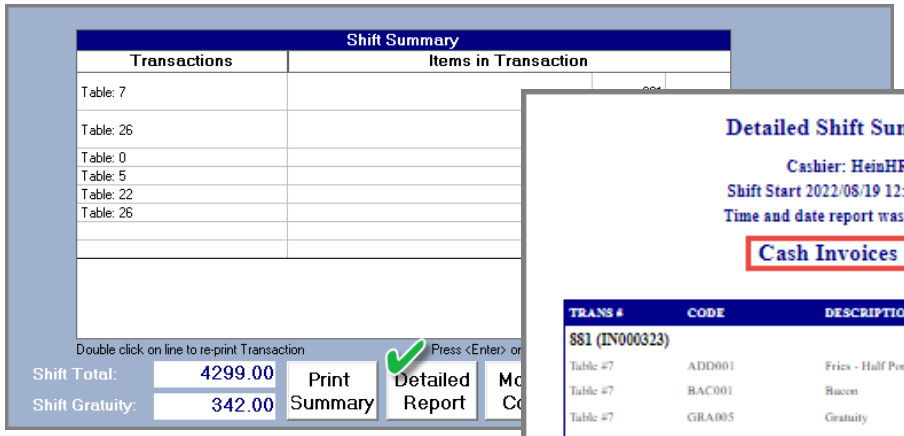
The 'Report (Slip) option will print the report to the slip printer.

Both the Waitron and the Supervisor will sign the report after checking the cash and documents. The Supervisor will now be responsible for the pre-mentioned.

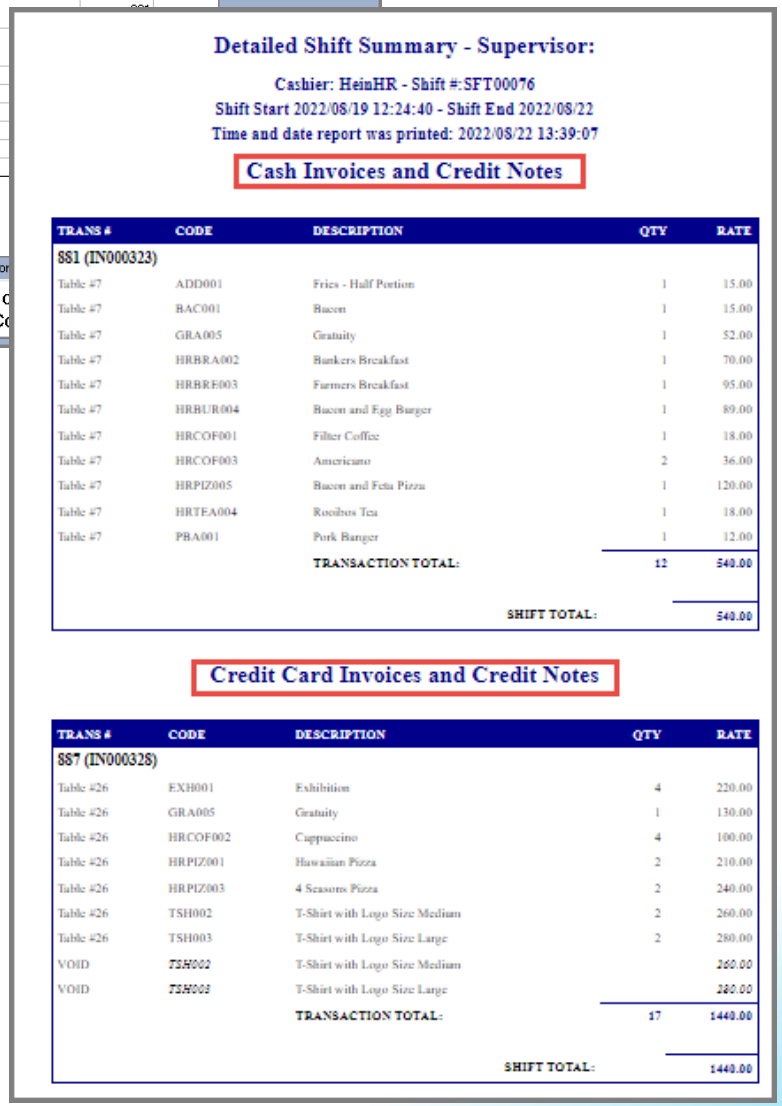
Clicking 'Accept', the 'Money Count' window is closed.



The Shift Cashup Procedure



The Detailed Report is displayed as follows:



Detailed Shift Summary - Supervisor:

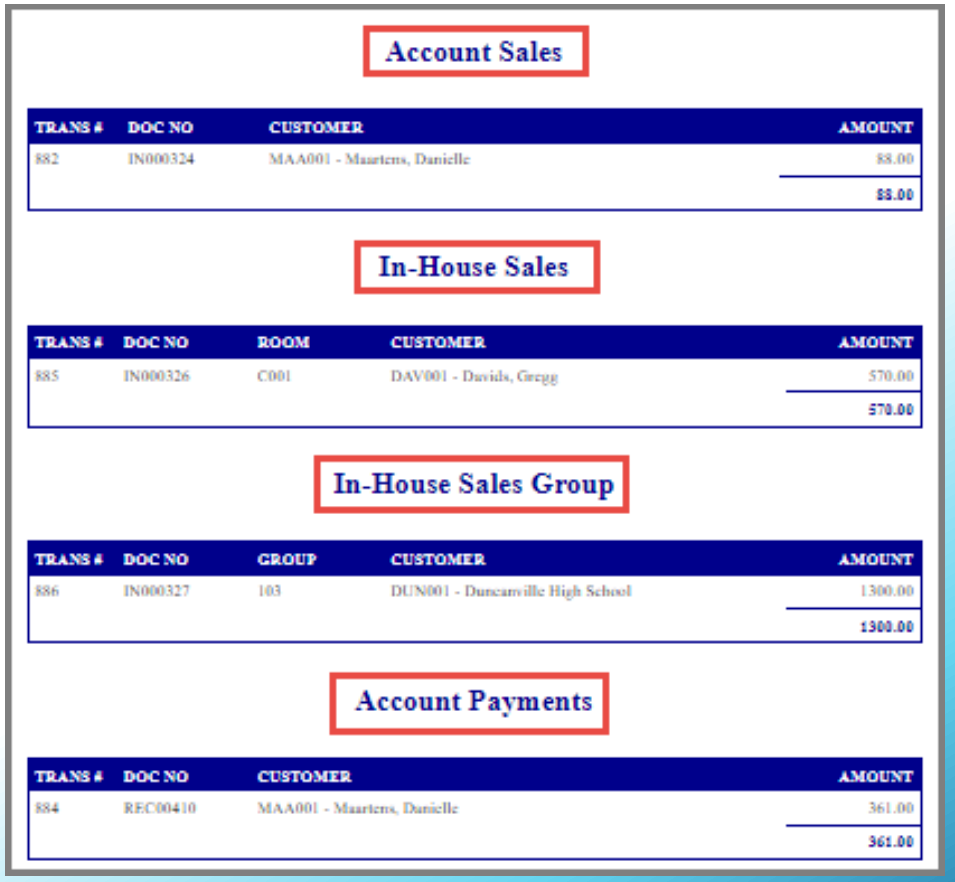
Cashier: HeinHR - Shift #:SFT00076
Shift Start 2022/08/19 12:24:40 - Shift End 2022/08/22
Time and date report was printed: 2022/08/22 13:39:07

Cash Invoices and Credit Notes

TRANS #	CODE	DESCRIPTION	QTY	RATE
881 (IN000323)				
Table #7	ADD001	Fries - Half Portion	1	15.00
Table #7	BAC001	Bacon	1	15.00
Table #7	GRA005	Gratuity	1	52.00
Table #7	HRBRA002	Bunkers Breakfast	1	70.00
Table #7	HRBRE003	Farmers Breakfast	1	95.00
Table #7	HRBUR004	Bacon and Egg Burger	1	89.00
Table #7	HRCOF001	Filter Coffee	1	18.00
Table #7	HRCOF003	Americano	2	36.00
Table #7	HRPIZ005	Bacon and Feta Pizza	1	120.00
Table #7	HRTEA004	Rooibos Tea	1	18.00
Table #7	PBA001	Pork Banger	1	12.00
		TRANSACTION TOTAL:	12	540.00
			SHIFT TOTAL:	540.00

Credit Card Invoices and Credit Notes

TRANS #	CODE	DESCRIPTION	QTY	RATE
887 (IN000328)				
Table #26	EXH001	Exhibition	4	220.00
Table #26	GRA005	Gratuity	1	130.00
Table #26	HRCOF002	Cappuccino	4	100.00
Table #26	HRPIZ001	Hawaiian Pizza	2	210.00
Table #26	HRPIZ003	4 Seasons Pizza	2	240.00
Table #26	TSH002	T-Shirt with Logo Size Medium	2	260.00
Table #26	TSH003	T-Shirt with Logo Size Large	2	280.00
VOID	*TSH002*	T-Shirt with Logo Size Medium		*260.00*
VOID	*TSH003*	T-Shirt with Logo Size Large		*280.00*
		TRANSACTION TOTAL:	17	1440.00
			SHIFT TOTAL:	1440.00



Account Sales

TRANS #	DOC NO	CUSTOMER	AMOUNT
882	IN000324	MAA001 - Maartens, Danielle	88.00
			88.00

In-House Sales

TRANS #	DOC NO	ROOM	CUSTOMER	AMOUNT
885	IN000326	C001	DAV001 - Davids, Gregg	570.00
				570.00

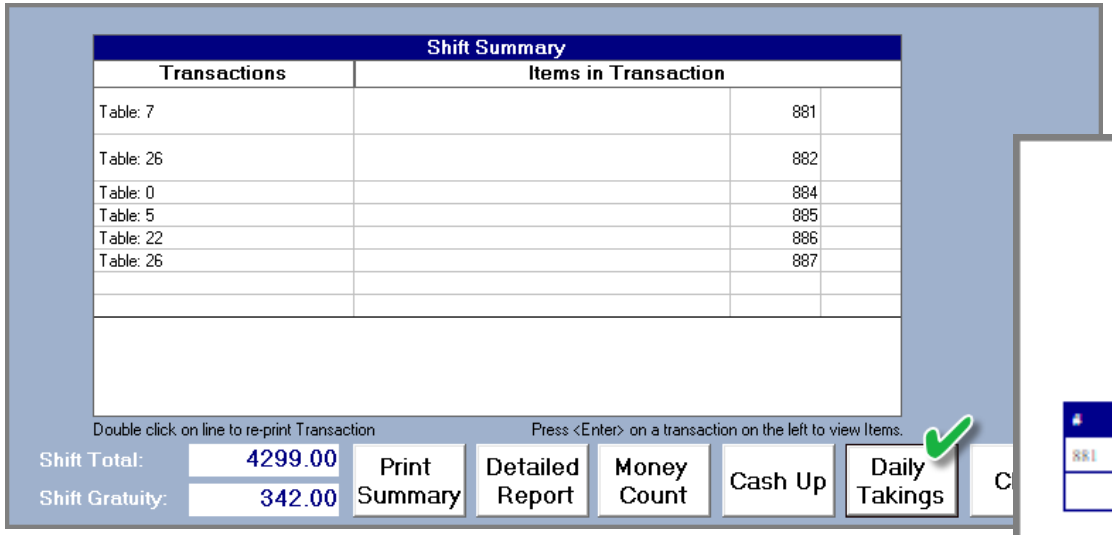
In-House Sales Group

TRANS #	DOC NO	GROUP	CUSTOMER	AMOUNT
886	IN000327	103	DUN001 - Duncanville High School	1300.00
				1300.00

Account Payments

TRANS #	DOC NO	CUSTOMER	AMOUNT
884	REC00410	MAA001 - Maartens, Danielle	361.00
			361.00

The Shift Cashup Procedure



The Daily Takings – Payment Summary Report:

Daily Takings Payment Summary

Cashier: HeinHR - Shift #:SFT00076
Shift Start 2022/08/19 12:24:40 - Shift End 2022/08/22

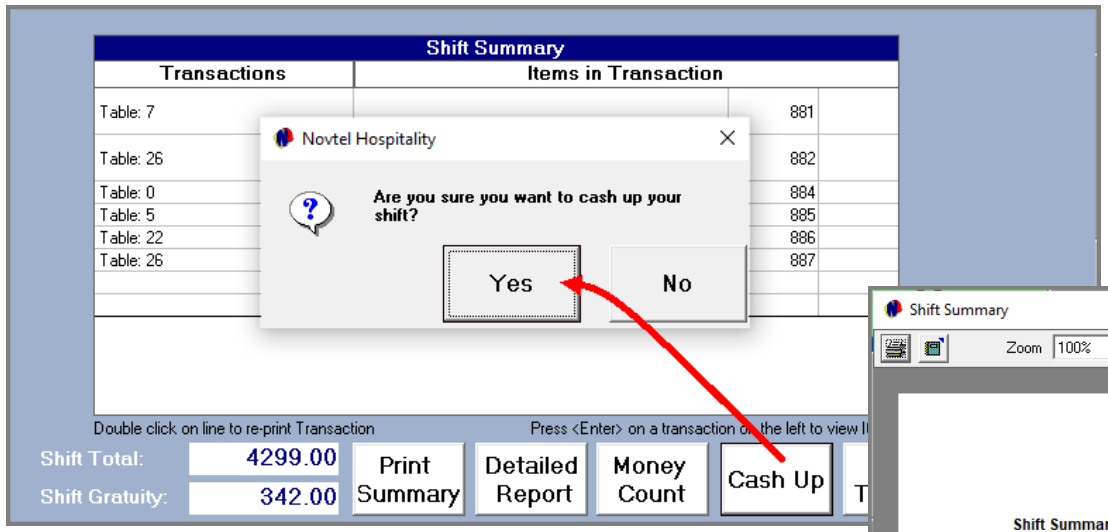
CASH

#	DOCUMENT #	TYPE	AMOUNT
881	REC00409	Sales	300.00
		Total :	300.00

CREDIT CARD

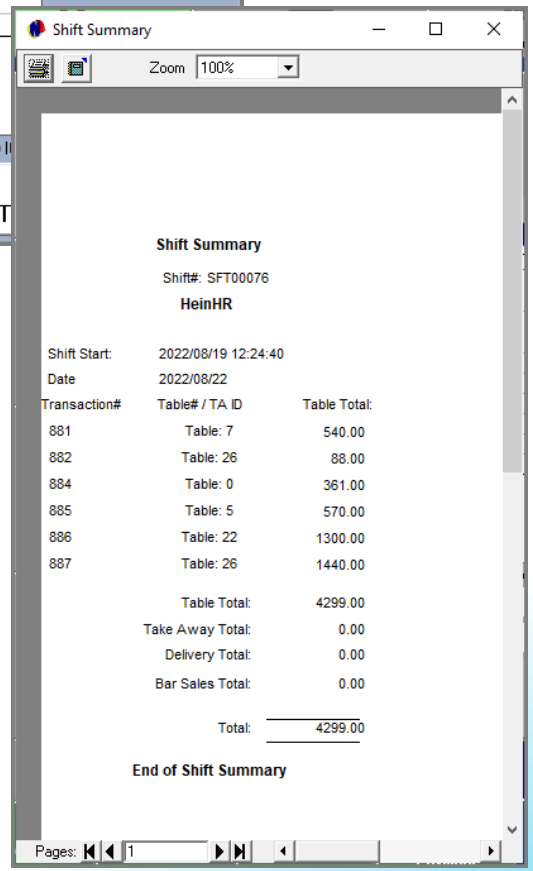
#	DOCUMENT #	TYPE	PAYMENT DETAILS	AMOUNT
887	REC00411	Sales		1440.00
881	REC00409	Sales	VISA	240.00
884	REC00410	Account Payments	VISA	361.00
		Total :		2041.00

The Shift Cashup Procedure

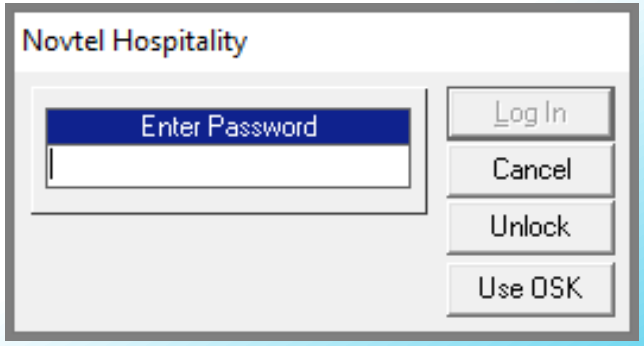


Cashing up and closing the Shift

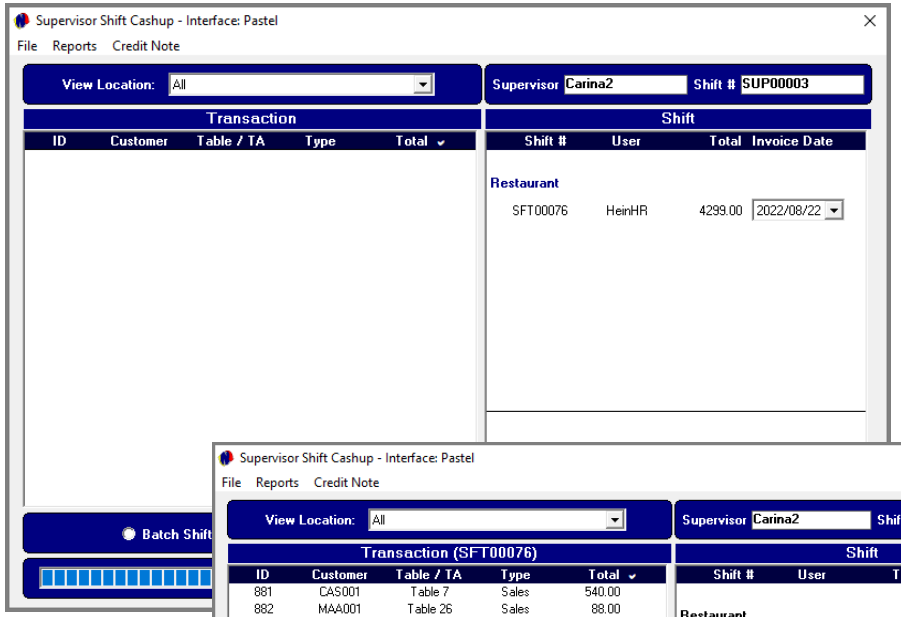
By clicking on the 'Cash-Up' button, Novtel will confirm if you wish to cash up the shift. Selecting 'Yes', the 'Shift Summary Report' will print automatically.

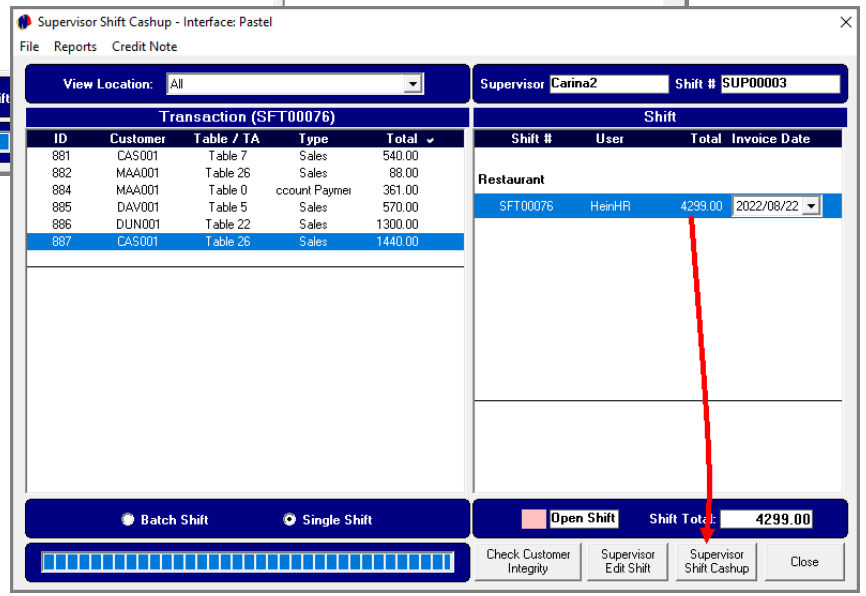


Hein's Shift is now closed, and he is logged out of Novtel.



The Shift Cashup Procedure

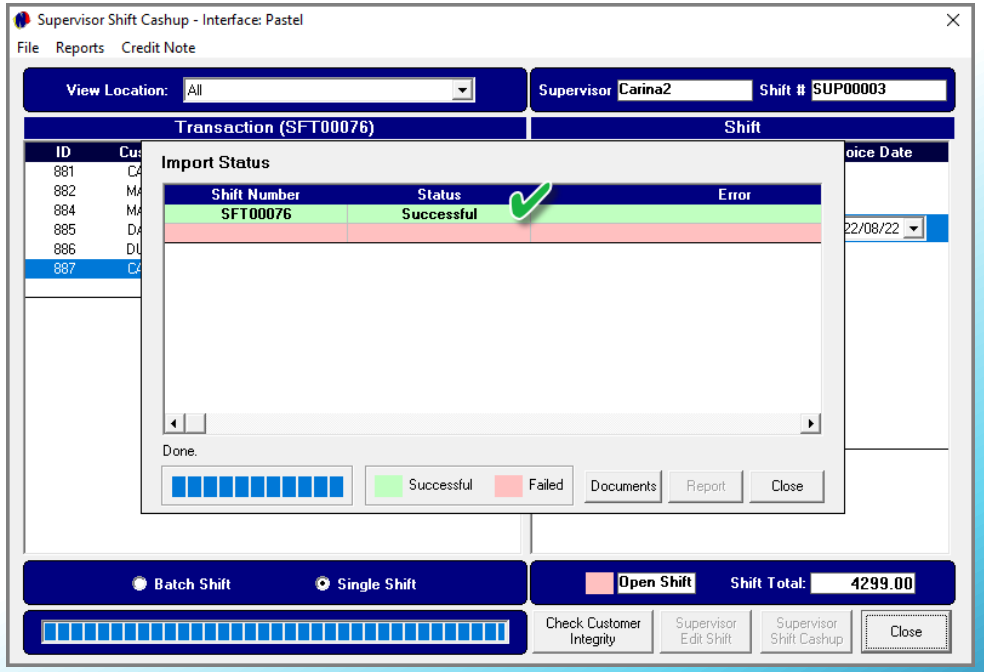




The Supervisor's Screen

Hein's Shift is no longer displayed in pink since it has been closed on the date captured next to it.

The Supervisor will now perform the 'Supervisor Shift Cash-up' procedure for Hein's shift in order to send the data to the financial system – after which the shift will be removed from the Supervisor screen.



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