



Novtel<sup>®</sup>

Hospitality Management

Restaurant POS





**Novtel**<sup>®</sup>

Hospitality Management - Restaurant POS

# The Basics of the Restaurant POS System

# 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**



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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**

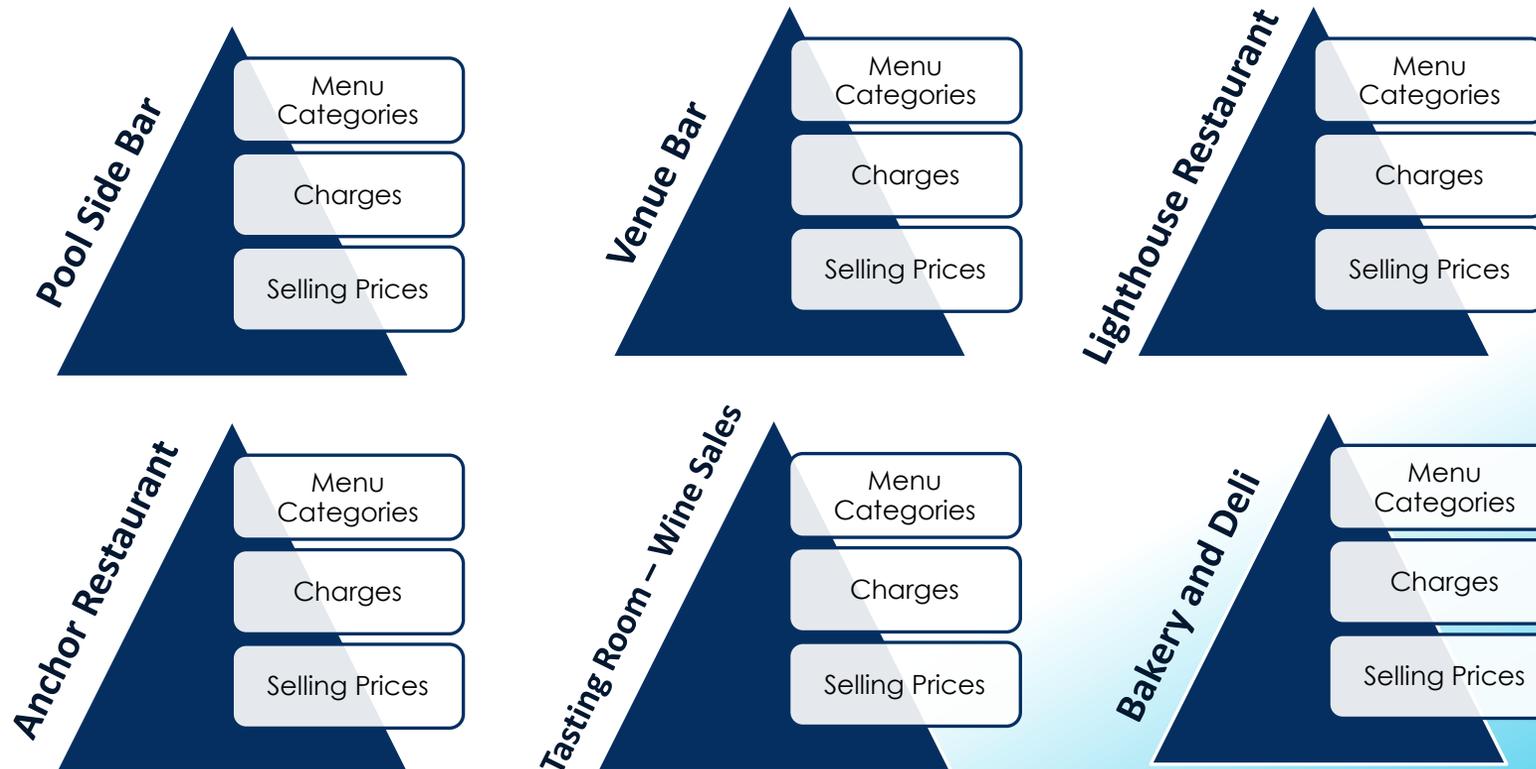
This posting method is used when a person or company is liable for the payment of all Guests linked to the Group and checked into the facility.



# 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.

Novtel Hospitality Ultimate Enterprise 7.9.0.2  
File

Novtel Hospitality

Enter Password  
####

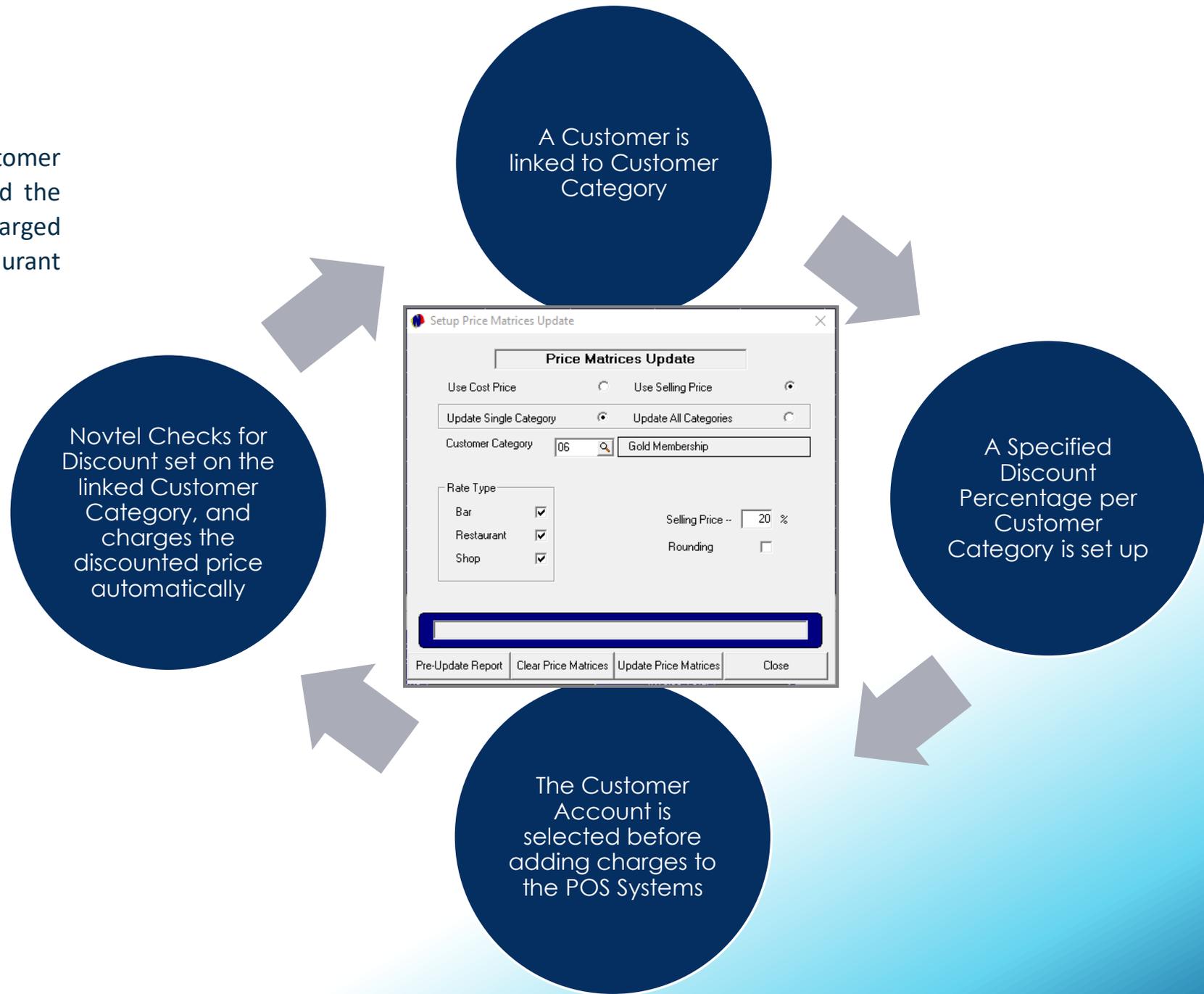
Log In  
Cancel  
Unlock  
Use OSK

4 - Lighthouse Restaurant : Grant Keen  
4 - Lighthouse Restaurant : Grant Keen  
16 - The Anchor Restaurant : Grant Keen  
17 - Deli : Grant Keen  
18 - Pool Side Restaurant : Grant Keen



# 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.



Setup Price Matrices Update

**Price Matrices Update**

Use Cost Price  Use Selling Price

Update Single Category  Update All Categories

Customer Category: 06 Gold Membership

Rate Type:

- Bar
- Restaurant
- Shop

Selling Price -- 20 %

Rounding

Pre-Update Report Clear Price Matrices Update Price Matrices Close



# 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

**Edit Special**

Description: 200g Rump Steak and Chips

In Effect:

Description	Start	End
Daily	11:00:00	14:00:00

Add Remove

Type: Daily (dropdown menu)  
Time Start: 11:00:00  
Time End: 14:00:00

Accept Cancel



# Introduction

**Edit Charge**

Code: COK010  
Description: Coke 350ml  
Barcode:

Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

General | Properties | Voucher | **Price Update** | Foreign Currency | Activity Tracker

Update Cost Price | Update Selling Price | Update VAT/Tax Code  | Select All | Select None

	Code	Description	Rate Type	Cost Excl	Selling Incl	
0	COK002	Coke 350ml	Shop	5.00	12.00	
1	HRCOKE01	Coke 350ml	Menu	0.00	10.00	
2	LRCOKE01	Coke 350ml	Menu	0.00	14.00	
3	ARCOKE350ML	Coke 350ml	Menu	0.00	15.00	
				0.00	0.00	
				0.00	0.00	
				0.00	0.00	
				0.00	0.00	
				0.00	0.00	
				0.00	0.00	
				0.00	0.00	
				0.00	0.00	

<< First | < Previous | Next > | Last >> | Apply Changes

Accept | Pastel Inventory Code: COK002 | Coke 350ml | Cancel

View Audit Log | Multi Store code for retrieving Cost Price: 001 |

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



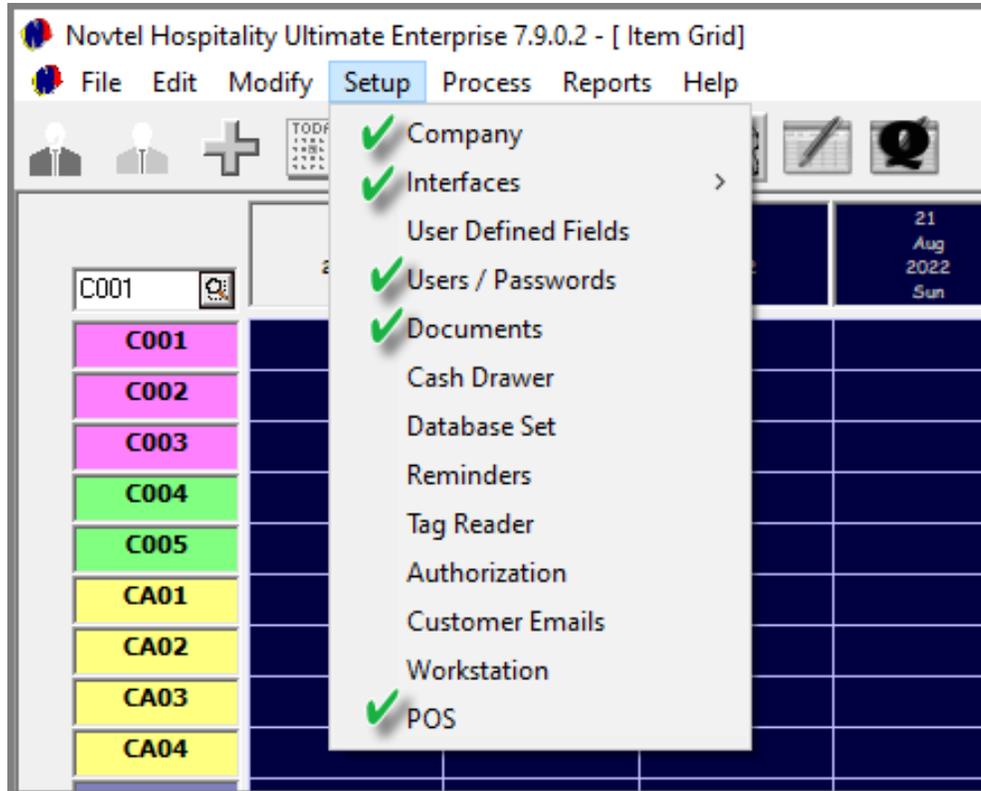
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2

## 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

**Front Desk/Shop**

Enable Discount  Use Default POS Shop   
Max Discount Percentage 5 Show Inventory Details   
Print Access Permit  Enable Quick Scan   
Display Footnote on Front Desk Documents  Remove item without Supervisor permission   
Display Footnote on Shop Documents  Force Cost Code for specific Agent (Front Desk)   
Force Cost Code for specific Agent (Shop)

**In House Charge**

Allow Back Posting of In-House Charges  Allow In-House Transactions for Departed Reservations (Supervisor)   
Restaurant/Bar In House Charge Code INH001 Inhouse Restaurant Transaction Clear  
POS/Shop In House Charge Code INH002 Inhouse Shop Transaction Clear  
POS/Shop In House Payout/Credit Note CRE002 Credit Issued Clear

**Restaurant Accommodation Packages**

Allow Extra Charges On Accommodation Package Items

**Restaurant/Bar**

Print Bill with Supervisor permission  Allow close table without Transactions  On Account Transaction with Supervisor permission   
Reprint Bill with Supervisor permission  Display Footnote on Bar Documents  In-House Transaction with Supervisor permission   
Remove item without Supervisor permission  Display Footnote on Restaurant Documents  In-House Group Transaction with Supervisor permission   
Remove item with Supervisor permission After Bill  Set Focus on Payment instead of Gratuity  Enable Quick Scan   
Print Bill/Receipt combination instead of Receipt  Allow No Charge Transactions  Display Selling Price on buttons   
Print Kitchen slip on Kitchen and Waitron printer  Use Bulk Quantity (Touch-Screen keypad) All Departments  Close Table With Supervisor Permission   
Enable Confirmation Before Printing Bill/Receipt  Table Transfer With Supervisor Permission  Fixed Gratuity Percentage 0  
Hide POS Package Details On Bill/Invoice  Force Cost Code for specific Agent (Restaurant)  Dedicated Cashier   
Allow Restaurant/Bar Discount  Reprint Preparation With Supervisor Permission  Delay after Card Read (Seconds) 0  
Discount with Supervisor permission  Activate Special Preparation Note  Notify Kitchen/Bar of Cancelled Order Items   
Number of Tables 50 Keep Only Latest Special Preparation Note  Max Discount Percentage 10

**General**

Posting of Shortages/Over Journal by Supervisor Shift Cashup  Display Receipt as Invoice (Not recommended)   
Hide Shift totals on Money count  Negative Stock NOT allowed (Evolution Interface Global)   
Use Detailed Shift Report (Unchecked - Detailed Cash Split Report)  Allow Multiple Shifts For POS User   
Supervisor Cashup - Force Negative Stock Validation  Hide Daily Takings Button (Shift Cash Up)   
Supervisor Cashup - Negative Stock Validation per Shift

Accept Cancel

## ➤ 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.



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3

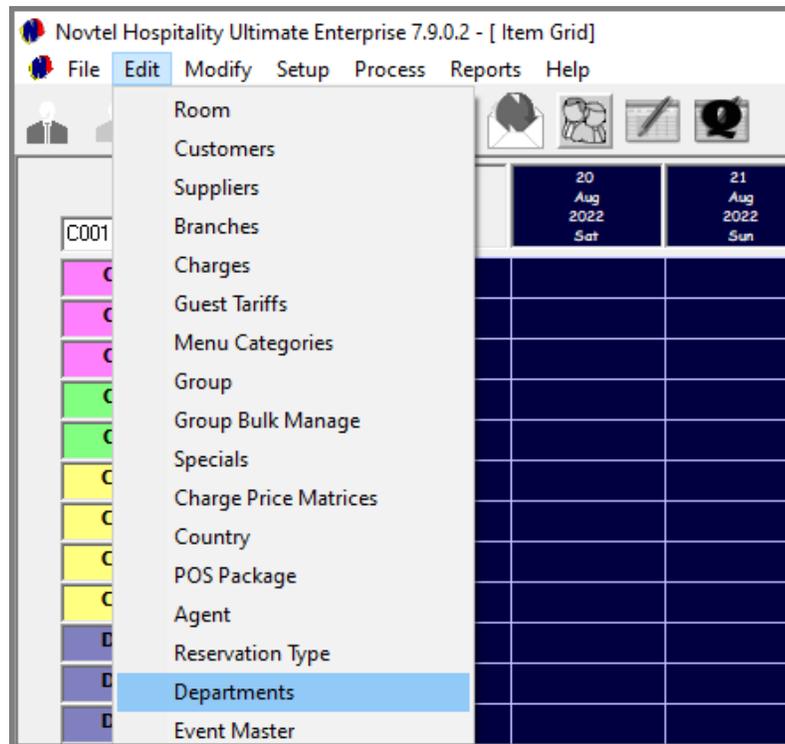
## Setting up Restaurant Departments



# 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

**Add Departments**

Department Code **1** 9

Description **2** Hotel Restaurant

Department Related To Restaurant Module **3**

Restaurant Module Settings

Display Stock On Hand

Use Department Menu

**Options below only active if not set global at Setup POS**

Negative Stock NOT allowed (Evolution Interface)

Use Bulk Quantity (Touch-Screen keypad)

Accept Cancel

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.

**Departments**

Code	Description
1	Lighthouse Restaurant
2	Curio Shop
3	Wine Tasting Room
4	Deli
5	The Anchor Restaurant
6	Pirates Pub
8	Pool Side Restaurant
9	Hotel Restaurant

Add Edit Delete Close

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



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





# 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:

The screenshot displays a restaurant POS interface. At the top, there is a navigation bar with icons for a calendar, a lightning bolt, a plus sign, a minus sign, a left arrow, and a house icon. The main area is a grid of menu categories. To the right, there is a table view for 'Table 24' with columns for 'DESCRIPTION', 'QTY', and 'PRICE'. The table is currently empty. At the bottom, there is a status bar with '1 of 1' and a bottom navigation bar with buttons for 'Sale Cash Up', 'Print Bill', 'Print Order', 'Print Kitchen', 'Line Discount', 'Document Discount', 'TENDER - CASH', 'Drawer', and 'Accept'. The total amount shown is 0.00.

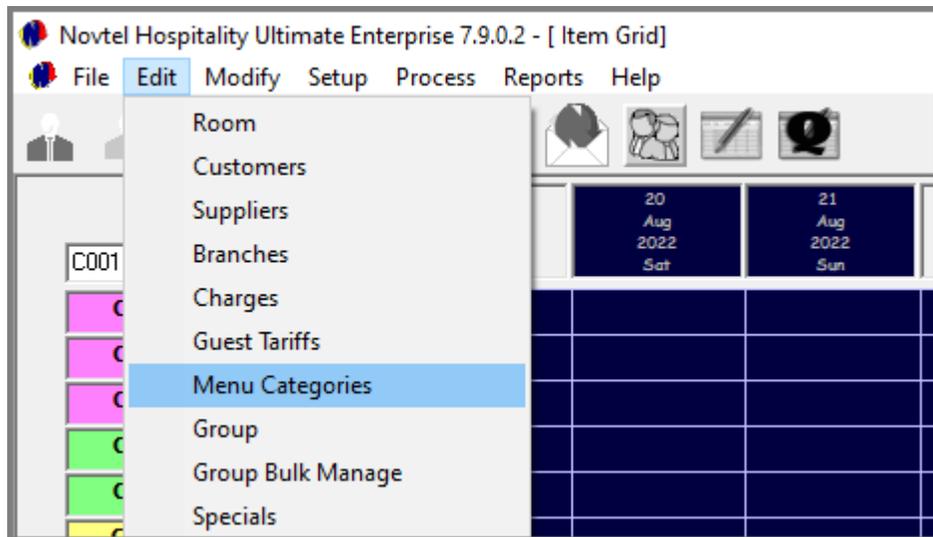
DESCRIPTION	QTY	PRICE
-------------	-----	-------

1 of 1

0.00



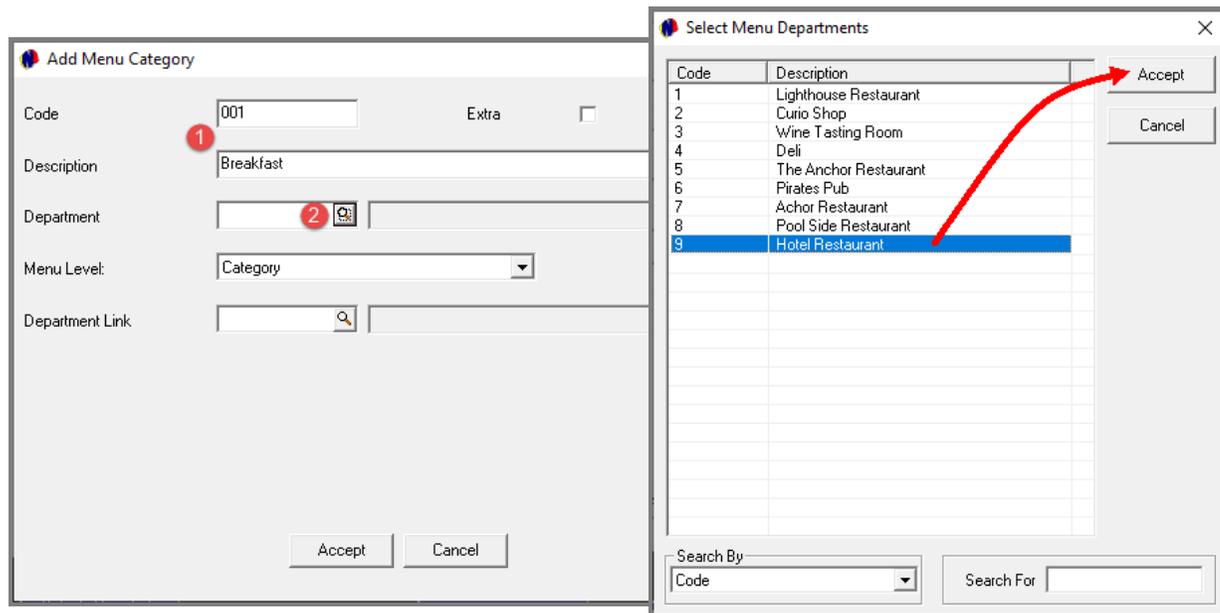
# Creating Menu Categories



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

Add Menu Category

Code: 001    Extra:

Description: Breakfast

Department: 9 Hotel Restaurant

Menu Level: Category

Department Link:

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.

Menu Category Setup

Code	Description	Department	Menu Level	Link Code	Extra
WIN2	Wines - White	1	Category		
100	Clothing	2	Category		
ADR555	Alcoholic Drinks	5	Department		
BRE555	Breakfast	5	Department		
CDR555	Cold Drinks	5	Department		
DIN555	Dinner Menu	5	Department		
LUN555	Lunch Menu	5	Department		
WDR555	Warm Drinks	5	Department		
BHT555	Breakfast Hot	5	Category	BRE555	
BRC555	Breakfast - Cold	5	Category	BRE555	
COF555	Coffee	5	Category	WDR555	
TEA555	Tea	5	Category	WDR555	
001	Breakfast	9	Category		



# Creating Menu Categories

Code	Description	Department	Menu Level	Link Code	Extra
TEA555	Tea	5	Category	WDR555	
001	Breakfast	9	Category		
002	Beverages - Beer	9	Category		
003	Beverages - Hot	9	Category		
004	Beverages Cold	9	Category		
005	Pizzas	9	Category		
006	Burgers	9	Category		
007	Ribs and Steaks	9	Category		
008	Pastas	9	Category		
009	Salads	9	Category		
010	Deserts	9	Category		
011	Wines - Red	9	Category		
012	Wines - White	9	Category		

Buttons: Add, Edit, Delete, Close

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.

The POS interface shows a table screen for 'Table 24'. The menu categories are displayed as buttons in a grid:

- Breakfast
- Beverages - Beer
- Beverages - Hot
- Beverages Cold
- Pizzas
- Burgers
- Ribs and Steaks
- Pastas
- Salads
- Deserts
- Wines - Red
- Wines - White

At the bottom right, the total amount is 0.00. The bottom navigation bar includes: Sale Cash Up, Print Bill, Print Group, Print Kitchen, Line Discount, Document Discount, TENDER - CASH, Drawer, and Accept.



# Creating Menu Categories - EXTRAS

**Add Menu Category**

Code: 050  Extra

Description: Preparation - Meat

Department: 9 Hotel Restaurant

Menu Level: Category

Department Link:  Clear

Accept Cancel

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.

**Menu Category Setup**

Code	Description	Department	Menu Level	Link Code	Extra
005	Pizzas	9	Category		
006	Burgers	9	Category		
007	Ribs and Steaks	9	Category		
008	Pastas	9	Category		
009	Salads	9	Category		
010	Deserts	9	Category		
011	Wines - Red	9	Category		
012	Wines - White	9	Category		
050	Preparation - Meat	9	Category		<input checked="" type="checkbox"/>
051	Preparation - Eggs	9	Category		<input checked="" type="checkbox"/>
052	Preparation - Fish	9	Category		<input checked="" type="checkbox"/>
053	Food Allergies	9	Category		<input checked="" type="checkbox"/>
054	Add	9	Category		<input checked="" type="checkbox"/>

Add Edit Delete Close



# Creating Menu Categories - EXTRAS

The screenshot displays a POS system interface. At the top left, there is a navigation bar with icons for a notepad, a lightning bolt (highlighted in red), a plus sign, a minus sign, a left arrow, and a lock. Below this, a grid of menu categories is shown: 'Preparation - Meat', 'Preparation - Eggs', 'Preparation - Fish', 'Food Allergies', and 'Add'. A green arrow points from the lightning bolt icon to the 'Preparation - Meat' category. On the right side, a table entry is visible: 'Hotel Buffet Breakfast - Adults' with a price of 180.00. Below the table, there are navigation buttons for '1 of 1', 'NC ALL', 'NC', and a close button. At the bottom, a summary bar shows '1 of 1' and a total of '180.00'. The bottom-most bar contains various action buttons: 'Sale Cash Up', 'Print Bill', 'Print Group', 'Print Kitchen', 'Line Discount', 'Document Discount', 'TENDER - CASH', 'Drawer', and 'Accept'.

'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.



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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.

The screenshot shows the main application window with the 'Edit' menu open. The 'Charges' option is highlighted. Below the menu, a list of existing charges is visible, including items like 'Buffet Breakfast', 'Bad Debt Write-Off', and 'Windhoek Light 375ml'. At the bottom of the list, there are buttons for 'Add New', 'Edit', and 'Delete'. The 'Add New' button is circled in red.

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

The screenshot shows two overlapping windows. The 'Charge Setup' window is in the background, displaying a list of charges. The 'Add New Charge' window is in the foreground, showing the 'General' tab. The 'Code' field is set to 'HRBUR001' and the 'Description' is 'Hamburger and Chips'. The 'Allow Tax' checkbox is checked, and the tax rate is set to '15 - Vat - Standard rated (15%)'. The 'Cost Price Excl' is 0.00, and the 'Charge Incl' is 85.00. The 'Markup %' is 0.00, and the 'Charge Excl' is 73.91. There are five 'User Defined Field' boxes. The 'Customer Category' is set to '0 - No category'. A yellow warning box at the bottom of the 'Add New Charge' window reads: 'Customer Category - Implemented at Reservation and Group Additional Cost when selecting Charges. The Customer Category as setup for the Customer/Guest will be used to only display Charges with the same Customer Category selected here. Default is No Category for Charge. (Activated per Customer)'. At the bottom of the 'Add New Charge' window, there are 'Accept' and 'Cancel' buttons, and a 'View Audit Log' button.

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

**Add New Charge**

Code: HRBUR001  
Description: Hamburger and Chips  
Barcode: [ ]

Create Item In Pastel  
 Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

General | **Properties** | Voucher | Price Update | Foreign Currency

POS Item  
 Bar Item  
 Shop Item  
 **Menu Item**  
 Component Item  
 Payout Item  
 Scale Item  
 Refundable Charge Item  
 Recipe Item

POS Category: [ ]

Breakfast  Other   
Lunch  Not Meal   
Dinner

Department: [ ]

Accept | Pastel Inventory Code: [ ] | View Audit Log | Multi Store code for retrieving Cost Price: [ ]

Code	Description	Dept
100	Clothing	2
ADR555	Alcoholic Drinks	5
BHT555	Breakfast Hot	5
BRC555	Breakfast - Cold	5
BRE555	Breakfast	5
CDR555	Cold Drinks	5
COF555	Coffee	5
DIN555	Dinner Menu	5
LUN555	Lunch Menu	5
TEA555	Tea	5
WDR555	Warm Drinks	5
001	Breakfast	9
002	Beverages - Beer	9
003	Beverages - Hot	9
004	Beverages Cold	9
005	Pizzas	9
006	Burgers	9
007	Ribs and Steaks	9
008	Pastas	9
009	Salads	9
010	Deserts	9
011	Wines - Red	9
012	Wines - White	9

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.

**Add New Charge**

Code: HRBUR001  
Description: Hamburger and Chips  
Barcode: [ ]

Create Item In Pastel  
 Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

General | **Properties** | Voucher | Price Update | Foreign Currency | Activity Tracker

POS Item  
 Bar Item  
 Shop Item  
 **Menu Item**  
 Component Item  
 Payout Item  
 Scale Item  
 Refundable Charge Item  
 Recipe Item

POS Category: 006  
Burgers  
Split Bulk QTY Items For Preparation:

Breakfast  Other   
Lunch  Not Meal Type   
Dinner

Department: 9 | Hotel Restaurant

Accept | Pastel Inventory Code: [ ] | View Audit Log | Multi Store code for retrieving Cost Price: [ ]



# 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

**Add New Charge**

Code: HRPREP001  
Description: Eggs Sunny-Side Up  
Barcode: [ ]

Create Item In Pastel  
 Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

Menu Item | **Properties** | Voucher | Price Update | Foreign Currency | Activity Tracker

POS Item  
 Bar Item  
 Shop Item  
 Menu Item  
 **Component Item**  
 Payout Item  
 Scale Item  
 Refundable Charge Item  
 Recipe Item

POS Category: [ ]

Breakfast  Other   
Lunch  Not Mea   
Dinner

Department: [ ]

Accept | Pastel Inventory Code: [ ]  
View Audit Log | Multi Store code for retrieving Cost Price: [ ]

**POS Extra / Component Categories**

Code	Description	Dept
EXT	Add Extras	1
FAL001	Food Allergies	1
PRE	Meat Preparation	1
PRE002	Eggs Preparation	1
PRE003	Fish Preparation	1
REX01	Remove Item	1
050	Preparation - Meat	9
<b>051</b>	<b>Preparation - Eggs</b>	<b>9</b>
052	Preparation - Fish	9
053	Food Allergies	9
054	Add	9

Search By: Code | Search For: [ ]

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.

**Add New Charge**

Code: HREXT001  
Description: Extra Fries  
Barcode: [Empty]

Create Item In Pastel  
 Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

Menu Item | **Properties** | Voucher | Price Update | Foreign Currency | Activity Tracker

POS Item  
 Bar Item  
 Shop Item  
 Menu Item  
 Component Item  
 Payout Item  
 Scale Item  
 Refundable Charge Item  
 Recipe Item

POS Category: [Empty]

Breakfast  Lunch  Dinner

Department: [Empty]

Accept | Pastel Inventory Code: [Empty] | View Audit Log | Multi Store code for retrieving Cost Price: [Empty]

Database Path: C:\Users\U...

**POS Extra / Component Categories**

Code	Description	Dept
EXT	Add Extras	1
FAL001	Food Allergies	1
PRE	Meat Preparation	1
PRE002	Eggs Preparation	1
PRE003	Fish Preparation	1
REX01	Remove Item	1
050	Preparation - Meat	9
051	Preparation - Eggs	9
052	Preparation - Fish	9
053	Food Allergies	9
004	Add	9

Accept | Cancel

**Add New Charge**

Code: HREXT001  
Description: Extra Fries  
Barcode: [Empty]

Create Item In Pastel  
 Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

**Menu Item** | Properties | Voucher | Price Update | Foreign Currency | Activity Tracker

Menu Item: [Empty] | Clear Menu Item

**Select Charge**

Code	Description	Excl	Tax	Incl
ADD001	Fries - Half Portion	13.04	1.96	15.00
ARCOK...	Coke 350ml	13.04	1.96	15.00
BAC001	Bacon	13.04	1.96	15.00
BBRE01	Buffet Breakfast	108.70	16.30	125.00
BEER01	Windhoek Light 375ml	21.74	3.26	25.00
BEER02	Windhoek Lager 375ml	21.74	3.26	25.00
BEER03	Castle Light 375ml	21.74	3.26	25.00
BEER04	Castle Lager 375ml	21.74	3.26	25.00
BRE001	Sunrise Breakfast	34.78	5.22	40.00
BRE002	Farmers Breakfast	60.00	9.00	69.00
BRE003	Bankers Breakfast	77.39	11.61	89.00
BRE004	Plain Omelette and Toast	43.48	6.52	50.00
BUF001	Buffet Breakfast - Adults	130.43	19.57	150.00
BUF002	Buffet Breakfast - Children up to 15	69.57	10.43	80.00

Accept | Cancel



# Creating Charges - Vouchers

The 'Add New Charge' dialog box is shown with the 'Properties' tab selected. The 'Code' field contains 'HRV001' and the 'Description' is 'Hotel Restaurant Voucher'. The 'Use Custom Rate' checkbox is checked. In the 'Properties' section, the 'Menu Item' checkbox is checked, and a red arrow points to the 'Vouchers' option in the 'POS Category' dropdown menu. Other options like 'Physical Item', 'Service Charge Item', 'Master Price', and 'Blocked' are unchecked.

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.

The 'Add New Charge' dialog box is shown with the 'Voucher' tab selected. The 'Voucher Item' checkbox is checked, and a red arrow points to it. The 'Single Voucher' checkbox is unchecked. A green text box explains: 'Single Voucher checked will create only one voucher irrespective of quantity set. Unchecked will create individual voucher to the total of the quantity set.' The 'Voucher Description' is 'Hotel Restaurant Voucher'. The 'Valid Start' is set to 'Issue Date' and the 'Valid End' is set to 'Days' with a value of '365'. The 'Voucher Redeem' options are: Accommodation (unchecked), Restaurant (checked), Bar (unchecked), Takeaway (unchecked), and Delivery (unchecked), POS Shop (unchecked).

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

**Edit Charge**

Code: GRA005  
Description: Gratuity  
Barcode: [ ]

Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

**General** | Properties | Voucher | Price Update | Foreign Currency | Activity Tracker

Allow Tax:  Tax Type: 0 - Tax Type 0 (0%)

Cost Price Excl: 0.00    Markup %: 0.00  
Rate: 0.00

User Defined Field 1-5: [ ]

Customer Category: 0 - No category

**Customer Category - Implemented at Reservation and Group Additional Cost when selecting Charges. The Customer Category as setup for the Customer/Guest will be used to only display Charges with the same Customer Category selected here. Default is No Category for Charge. (Activated per Customer)**

Accept | Pastel Inventory Code: GRA005 Gratuity | Cancel  
View Audit Log | Multi Store code for retrieving Cost Price: [ ]

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 anything in the 'Properties' tab and not linked to a Menu Category.

**Edit Charge**

Code: GRA005  
Description: Gratuity  
Barcode: [ ]

Display On Invoice  
 Service Charge Item  
 Event Item

Physical Item  
 Use Custom Rate  
 Master Price  
 Blocked

General | **Properties** | Voucher | Price Update | Foreign Currency | Activity Tracker

POS Item  
 Bar Item  
 Shop Item  
 Menu Item  
 Component Item

Payout Item  
 Scale Item  
 Refundable Charge Item  
 Recipe Item

POS Category: [ ]

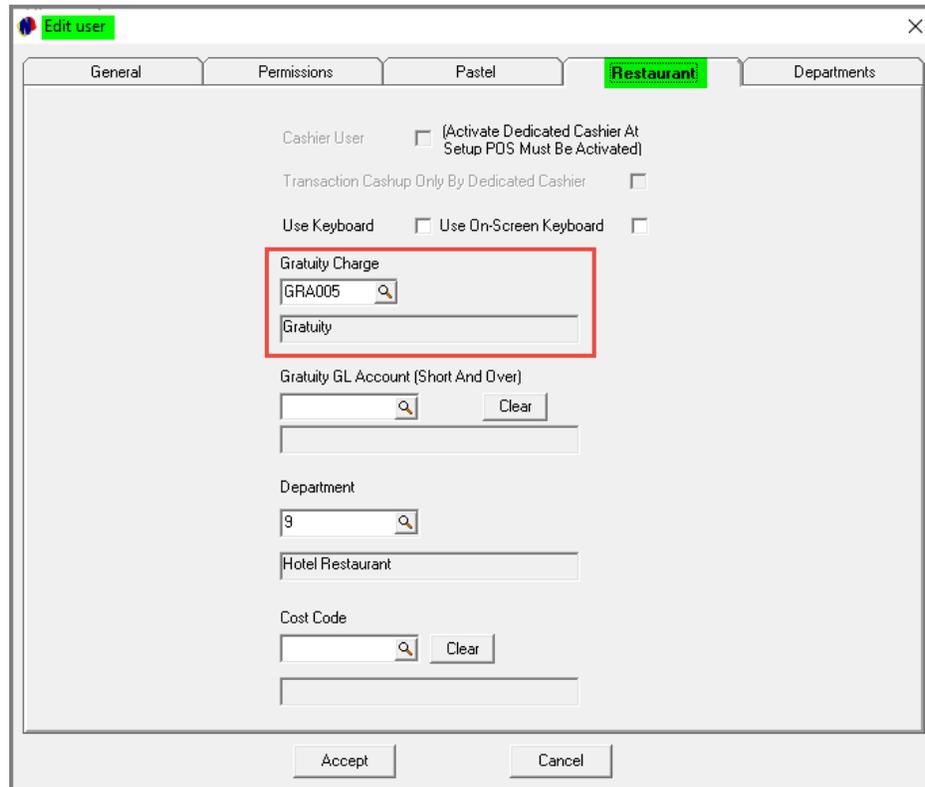
Breakfast:     Other:   
Lunch:     Not Meal Type:   
Dinner:

Department: [ ]

Accept | Pastel Inventory Code: GRA005 Gratuity | Cancel  
View Audit Log | Multi Store code for retrieving Cost Price: [ ]



# Creating Charges - Gratuity



**Edit user**

General | Permissions | Pastel | **Restaurant** | Departments

Cashier User  (Activate Dedicated Cashier At Setup POS Must Be Activated)

Transaction Cashup Only By Dedicated Cashier

Use Keyboard  Use On-Screen Keyboard

**Gratuity Charge**

GRA005

Gratuity

Gratuity GL Account (Short And Over)

Clear

Department

9

Hotel Restaurant

Cost Code

Clear

Accept Cancel

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.

The 'Edit Charge' dialog box is shown in the 'General' tab. The 'Code' field contains 'ZWR001' and the 'Description' is 'White Water Rafting - Adults'. The 'Barcode' is '787878745454545'. The 'Event Code' is '2' and the 'Attendee Description' is 'Adults'. The 'Allow Tax' checkbox is checked, and the tax rate is '15 - Vat - Standard rated (15%)'. The 'Cost Price Excl' is '0.00' and the 'Markup %' is '0.00'. The 'Charge Incl' is '350.00' and the 'Charge Excl' is '304.35'. There are five 'User Defined Field' boxes and a 'Customer Category' dropdown set to '0 - No category'. A yellow highlighted box contains the text: 'Customer Category - Implemented at Reservation and Group Additional Cost when selecting Charges. The Customer Category as setup for the Customer/Guest will be used to only display Charges with the same Customer Category selected here. Default is No Category for Charge. (Activated per Customer)'. At the bottom, there are 'Accept' and 'View Audit Log' buttons, and fields for 'Pastel Inventory Code' (ZWR001) and 'Multi Store code for retrieving Cost Price'.

The 'Edit Charge' dialog box is shown in the 'Properties' tab. The 'Code' is 'ZWR001' and the 'Description' is 'White Water Rafting - Adults'. The 'Barcode' is '787878745454545'. The 'Event Code' is '2' and the 'Attendee Description' is 'Adults'. A list of item types is shown with 'Shop Item' selected: 'POS Item', 'Bar Item', 'Shop Item', 'Menu Item', 'Component Item', 'Payout Item', 'Scale Item', 'Refundable Charge Item', and 'Recipe Item'. The 'POS Category' field is empty. There are radio buttons for 'Breakfast', 'Lunch', and 'Dinner', and another set for 'Other' and 'Not Meal Type'. The 'Department' is 'TO-FR' and the 'Ticket Office' is 'Falcon River'. At the bottom, there are 'Accept' and 'View Audit Log' buttons, and fields for 'Pastel Inventory Code' (ZWR001) and 'Multi Store code for retrieving Cost Price'.

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

**Add New Charge**

Code: HRBUR001  Create Item In Pastel  Physical Item

Description: Hamburger and Chips  Display On Invoice  Use Custom Rate

Barcode:   Service Charge Item  Master Price

Event Item  Blocked

General | **Properties** | Voucher | Price Update | Foreign Currency | Activity Tracker

POS Item  
 Bar Item  
 Shop Item  
 Menu Item  
 Component Item

POS Category: 006  
Burgers  
Split Bulk QTY Items For Preparation

Breakfast  Other   
Lunch  Not Meal Type   
Dinner

Department: 9 Hotel Restaurant

Accept | Pastel Inventory Code:

**View Audit Log** | Multi Store code for retrieving Cost Price:

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.

**Select Pastel Inventory Code**

Code	Description
BAC001	Bacon
BAN001	Bandages
BAR002	Bar One Chocolate Bar
BD001	Bad Debt Charge
BDT001	Bad Debt
BEEER01	Windhoek Light 375ml
BEEER02	Windhoek Lager 375ml
BEEER03	Castle Light 375ml
BEEER04	Castle Lager 375ml
BLA001	Chocolate Cake and Filter Coffee
BLUE0060	Blue Anchor Apartment 60
BRE001	Buffet Breakfast
BRE002	Farmers Breakfast
BRE003	Bankers Breakfast
BRE004	Plain Omelette and Toast
BRE005	Breakages
BRE010	Breakfast Included
BUR001	Cheese Burger and Chips
BUR002	Pepper Burger and Chips
<b>BUR003</b>	<b>Hamburger and Chips</b>
BW0001	Boerewors
C001	Chalet 1 - 2 Bedroom
C001B	Chalet 1 - Split Booking
C002	Chalet 2 - 2 Bedroom
C003	Chalet 3 - 2 Bedroom

Accept | Cancel

Search By: Code | Search For: bur

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

**Add New Charge**

Code: HRBUR001  Create Item In Pastel  Physical Item

Description: Hamburger and Chips  Display On Invoice  Use Custom Rate

Barcode:   Service Charge Item  Master Price

Event Item  Blocked

General | **Properties** | Voucher | Price Update | Foreign Currency | Activity Tracker

POS Item  
 Bar Item  
 Shop Item  
 Menu Item  
 Component Item

POS Category: 006  
Burgers  
Split Bulk QTY Items For Preparation

Breakfast  Other   
Lunch  Not Meal Type   
Dinner

Department: 9 Hotel Restaurant

Accept | Pastel Inventory Code: BUR003 Hamburger and Chips  | Cancel

**View Audit Log** | Multi Store code for retrieving Cost Price:



# Saving Charges – Create in the Financial System

**Add New Charge**

Code: HRBUR002  Create Item In Pastel  Physical Item  
Description: Cheeseburger and Chips  Display On Invoice  Use Custom Rate  
Barcode:   Service Charge Item  Master Price  
 Event Item  Blocked

General Properties Voucher Price Update Foreign Currency Activity Tracker

POS Item  Bar Item  Shop Item  Menu Item  Component Item  
 Payout Item  Scale Item  Refundable Charge Item  Recipe Item

POS Cate: Burgers  
Split Bulk: Dinner

Department: 9 Hotel

Accept  Pastel Inventory Code   
 Multi Store code for retrieving Cost Price

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.

**Import Inventory Item**

Code: HRBUR002  
Description: Cheeseburger and Chips  
Inventory Group: 002 - Inventory Goods  
Excl Selling Price: 78.26  Physical Item  Service Item

Code	Description
<input checked="" type="checkbox"/> 001	Default Store

Multi-Store Select  
All Multi-Stores:   
Selected Multi-Stores:

**Edit Charge**

Code: HRBUR002  Display On Invoice  Physical Item  
Description: Cheeseburger and Chips  Service Charge Item  Master Price  
Barcode:   Event Item  Blocked

General Properties Voucher Price Update Foreign Currency Activity Tracker

Allow Tax:  15 - Vat - Standard rated (15%)  
Cost Price Excl: 0.00 Markup %: 0.00  
Charge Incl: 90.00 Charge Excl: 78.26

User Defined Field 1:   
User Defined Field 2:   
User Defined Field 3:   
User Defined Field 4:   
User Defined Field 5:

Customer Category: 0 - No category

**Customer Category - Implemented at Reservation and Group Additional Cost when selecting Charges. The Customer Category as setup for the Customer/Guest will be used to only display Charges with the same Customer Category selected here. Default is No Category for Charge. (Activated per Customer)**

Multi Store code for retrieving Cost Price



# Novtel<sup>®</sup> Hospitality Management - Restaurant POS

6

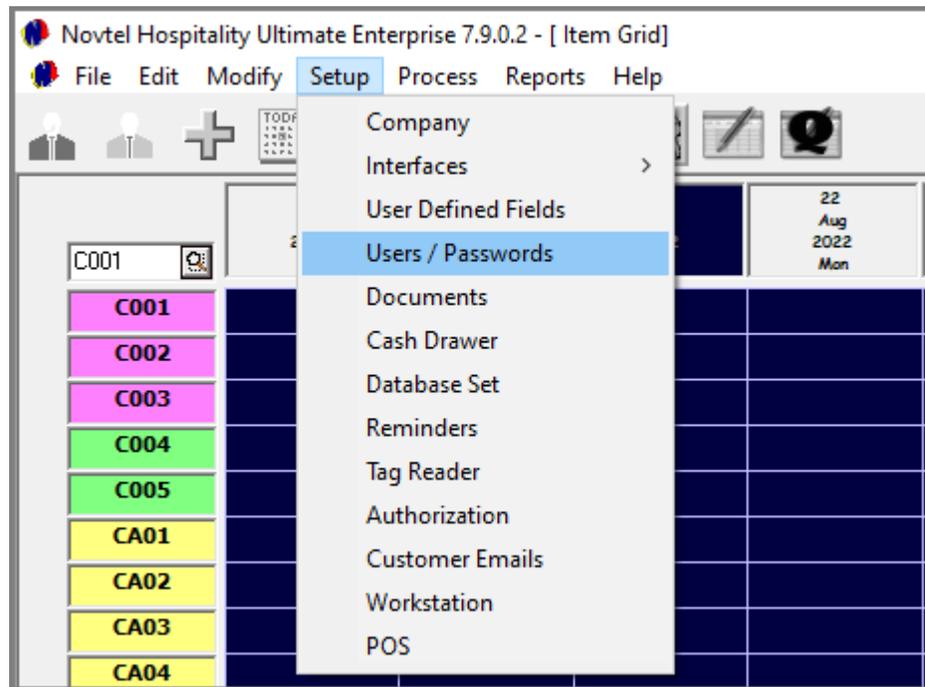
## Creating User Master Files



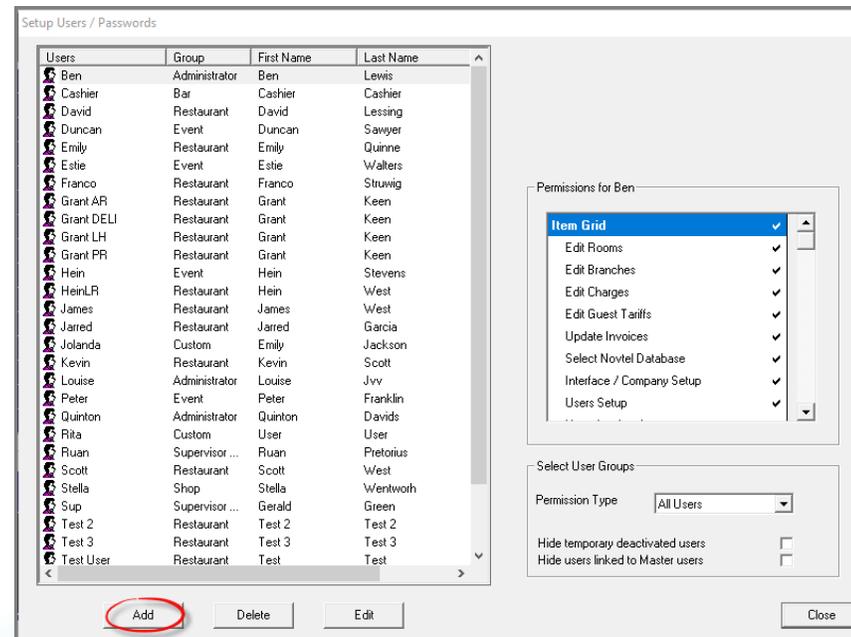
# Creating User Master Files

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 screenshot shows a software window titled "Add user" with a close button (X) in the top right corner. The window has four tabs: "General", "Permissions", "Pastel", and "Departments". The "General" tab is selected and highlighted with a red box. Inside the "General" tab, there are several input fields and checkboxes. The "User Name" field contains "Carina", the "Password" field contains "ABC123", the "Tag Code" field is empty, the "First Name" field contains "Carina", and the "Last Name" field contains "Wassenaar". There are four checkboxes: "Hide User From Displaying on Select Lists", "Cashup With Supervisor Permission", "Master User Profile", and "Master Supervisor", all of which are unchecked. A "Master User ID" field contains the number "0". A "Capture Fingerprint" button is highlighted with a red box. At the bottom of the window, there are "Accept" and "Cancel" buttons.

## 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 3<sup>rd</sup> 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 or 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.

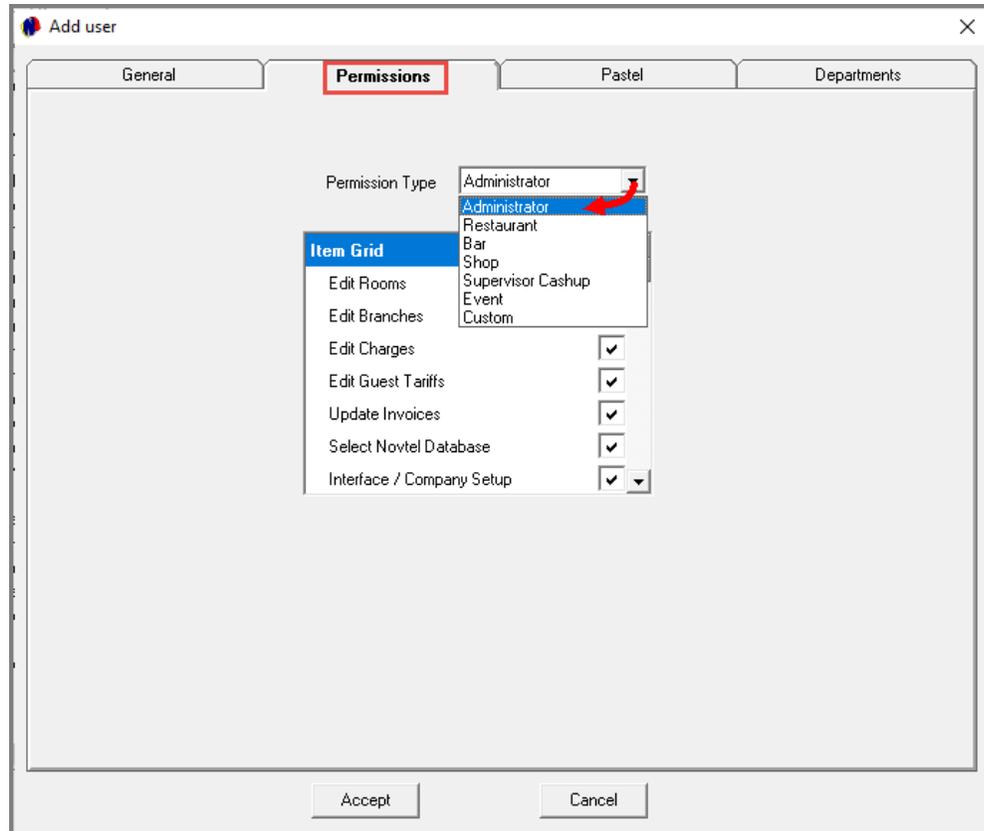
The screenshot shows the 'Add user' dialog box with the 'Pastel' tab selected. The 'Pastel' tab is highlighted with a red box. The form contains the following fields and values:

- Service Multi-Store: 001, Default Store
- Restaurant Multi-Store: 001, Default Store
- Bar Multi-Store: 001, Default Store
- Shop Multi-Store: 001, Default Store
- Import Customer Documents to Pastel User: 00 - Louise
- Import Supplier Documents to Pastel User: 00 - Louise
- Link to Pastel Database:
- Daily Takings Control Account (Balance Sheet Account): 8100/000
- POS Cash Control: (empty)
- Sales/Agent Code: 005, Carina

Buttons for 'Accept' and 'Cancel' are located at the bottom of the dialog box.



# 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

The screenshot shows the 'Add user' dialog box with the 'Permissions' tab selected. The 'Permission Type' dropdown menu is open, displaying a list of options: Administrator, Restaurant, Bar, Shop, Supervisor Cashup (highlighted with a red arrow), Event, and Custom. Below the dropdown, there are three more dropdown menus labeled 'Bar', 'Shop', and 'Event', each with a downward arrow. At the bottom of the dialog, there are 'Accept' and 'Cancel' buttons.

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

General | **Permissions** | Pastel | Restaurant | Departments

Permission Type: Restaurant  
Administrator  
Restaurant  
**Restaurant**  
Bar  
Shop  
Supervisor Cashup  
Event  
Custom

Supervisor Cashup: [Dropdown]  
Shop: [Dropdown]

Accept Cancel

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.

General | Permissions | Pastel | **Restaurant** | Departments

Cashier User  (Activate Dedicated Cashier At Setup POS Must Be Activated)  
Transaction Cashup Only By Dedicated Cashier   
Use Keyboard  Use On-Screen Keyboard   
Gratuity Charge [Search Field]

Novtel Hospitality  
Note - Use Charges with TAX set to zero. Only Service Charges with Use Custom Rate un-checked are displayed  
OK

Cost Code [Search Field] [Clear]  
[Search Field]

Accept Cancel

Search for and select the applicable charge.

General | Permissions | Pastel | **Restaurant** | Departments

Select Charge

Code	Description	Excl	Tax	Incl
BD001	Bad Debt Write-Off	0.00	0.00	0.00
CAS001	Cash Deposit Fee	0.00	0.00	0.00
CF001	Chocolate Cake and Filter Coffee	60.00	0.00	60.00
CLE001	Cleaning Fees	86.96	13.04	100.00
CRE002	Credit Issued	0.00	0.00	0.00
DAM001	Damages	0.00	0.00	0.00
DEL001	Delivery - Mossel Bay CBD	17.39	2.61	20.00
DEL002	Delivery - Heiderand	34.78	5.22	40.00
DEL003	Harerbo	17.39	2.61	20.00
DEL004	Delivery - Diaz Beach	8.70	1.30	10.00
DEL005	Room Delivery	4.35	0.65	5.00
EXC001	Extension Cord - 10m	17.39	2.61	20.00
EXH001	Exhibition	47.83	7.17	55.00
FDV001	Voucher	0.00	0.00	0.00
FFA001	Facial - Full	173.91	26.09	200.00
FOR001	Forfeited Fee	0.00	0.00	0.00
GRA001	Gratuity - Grant	0.00	0.00	0.00
GRA004	Gratuity - Jarred	0.00	0.00	0.00
<b>GRA005</b>	<b>Gratuity</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
HRPRE...	Eggs Sunny-Side Up	0.00	0.00	0.00
INH001	Inhouse Restaurant Transaction	0.00	0.00	0.00
INH002	Inhouse Shop Transaction	0.00	0.00	0.00
MUL001	Multi Plug	17.39	2.61	20.00
NOB001	NO BACON	0.00	0.00	0.00
NDE001	NO EGG	0.00	0.00	0.00

Search By: [Dropdown] Search For: gra

Accept Cancel



# Creating User Master Files – Restaurant / Bar Users

The screenshot shows the 'Add user' window with the 'Restaurant' tab selected. The 'Gratuity Charge' field contains 'GRA005'. The 'Gratuity GL Account (Short And Over)' field is empty. The 'Department' field is empty. A red arrow points from the 'Department' field to the 'Hotel Restaurant' entry in the 'Select Menu Departments' dialog box. The dialog box lists the following departments:

Code	Description
1	Lighthouse Restaurant
2	Curio Shop
3	Wine Tasting Room
4	Deli
5	The Anchor Restaurant
6	Pirates Pub
7	Achor Restaurant
8	Pool Side Restaurant
9	Hotel Restaurant
TO-EX	Ticket Office

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.



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7

## User Shifts



# Opening a New Shift

Transaction					Shift			
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date

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.

Available Users	Selected Users
Carina1 (Front Desk)	
Carina2 (Credit Note)	
Carina3 (Restaurant)	
Cashier (Bar)	
Duncan	
Estie	
Grant DELI (Restaurant)	
Grant PR (Restaurant)	
Hein	
HeinHR (Restaurant)	
Louise (Front Desk)	
Peter	

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

Available Users	Selected Users
Carina1 (Front Desk)	HeinHR (Restaurant) ✓
Carina2 (Credit Note)	
Carina3 (Restaurant)	
Cashier (Bar)	
Duncan	
Estie	
Grant DELI (Restaurant)	
Grant PR (Restaurant)	
Hein	
Louise (Front Desk)	
Peter	

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.

Transaction	Shift
	2 X



# Opening a New Shift

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All Supervisor Carina2 Shift # SUP00003

Transaction					Shift				
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date	
Restaurant					SFT00076	HeinHR	0.00	✓	

Batch Shift Single Shift

Open Shift Shift Total: 0.00

Check Customer Integrity Supervisor Edit Shift Supervisor Shift Cashup Close

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.

Novtel Hospitality Ultimate Enterprise 7.9.0.2

File

Supervisor Shift Cashup - Interface: Pastel

File Reports Credit Note

View Location: All Supervisor Carina2 Shift # SUP00003

Transaction (SFT00076)					Shift				
ID	Customer	Table / TA	Type	Total	Shift #	User	Total	Invoice Date	
Restaurant					SFT00076	HeinHR	4299.00		

Batch Shift Single Shift

Open Shift Shift Total: 4299.00

Check Customer Integrity Supervisor Edit Shift Supervisor Shift Cashup Close



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8

## Opening a Table and Adding Items to the Transaction



# Opening a Table Sitting

The screenshot displays the NOVTEL restaurant management software interface. At the top, there are navigation icons for 'Table Sitings', 'Take Aways', 'Deliveries', and 'Bar Sales'. The main area shows a grid of tables numbered 1 to 28. A 'CURRENT SITTING' dialog box is open over table 7, showing 'Table : 7' and 'Persons : 4'. The dialog has buttons for 'New Transaction', 'Rename/Move', and 'Ok'. A red arrow points from the text 'In this case, the Guests have been seated at table 7.' to the number 7 in the dialog. The bottom bar has buttons for 'Shift Cash Up', 'Shift Report', 'Account Payment', 'Reservation Payment', 'View Toggle', 'Table Transfer', and 'Logout'.

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

Enter transaction description :

#1

.	0	1	2	3	4	5	6	7	8	9	a	b
c	d	e	f	g	h	i	j	k	l	m	n	o
p	q	r	s	t	u	v	w	x	y	z	-	⬅
Cancel	Accept											

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.

Table 7

Breakfast	Beverages - Beer	Beverages - Hot	Beverages Cold	Pizzas	Burgers	Ribs and Steaks	Pastas
Salads	Deserts	Wines - Red	Wines - White	Vouchers			

DESCRIPTION QTY PRICE

NC ALL NC ▲ ▼ ✕

0.00

1 of 1

Sale Cash Up Print Bill Print Kitchen Line Discount Document Discount TENDER - CASH Drawer Accept

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

The screenshot shows a POS interface with a top navigation bar containing icons for a calendar, a lightning bolt, a plus sign, a minus sign, a left arrow, and a lock. Below this is a grid of menu categories: Breakfast, Beverages - Beer, Beverages - Hot (with a green checkmark), Beverages Cold, Pizzas, Burgers, Ribs and Steaks, Pastas, Salads, Deserts, Wines - Red, Wines - White, and Vouchers. On the right, a table with columns 'DESCRIPTION', 'QTY', and 'PRICE' is visible. At the bottom right of the table area, there are buttons for 'NC ALL', 'NC', and arrows. Below the table, the current total is displayed as '0.00'. The bottom navigation bar includes buttons for 'Sale Cash Up', 'Print Bill', 'Print Receipt', 'Print Kitchen', 'Line Discount', 'Document Discount', 'TENDER - CASH', 'Drawer', and 'Accept'. A status bar at the bottom left shows '1 of 1'.

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.

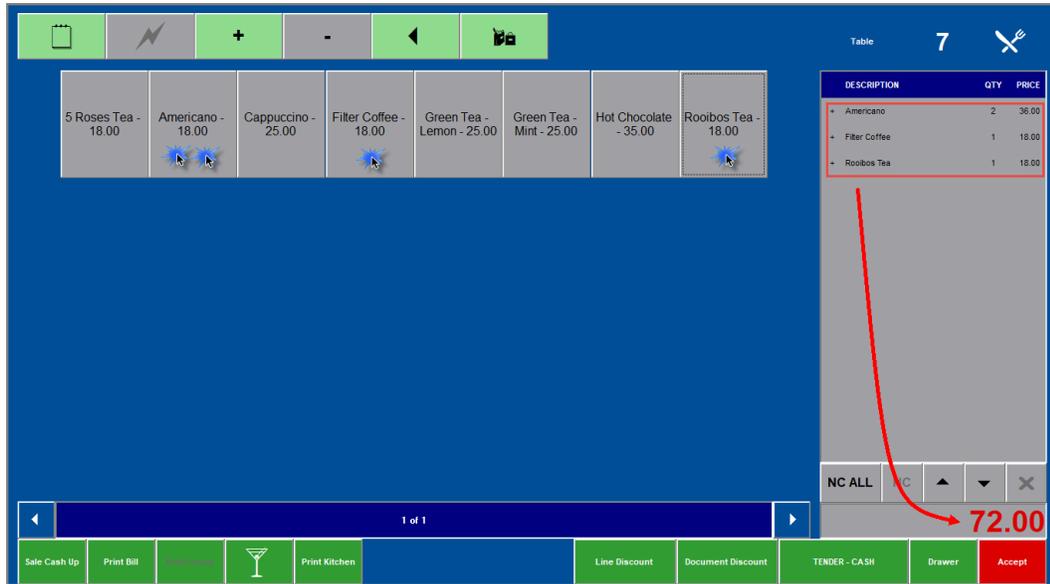
Charges are grouped together by means of a menu category.

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



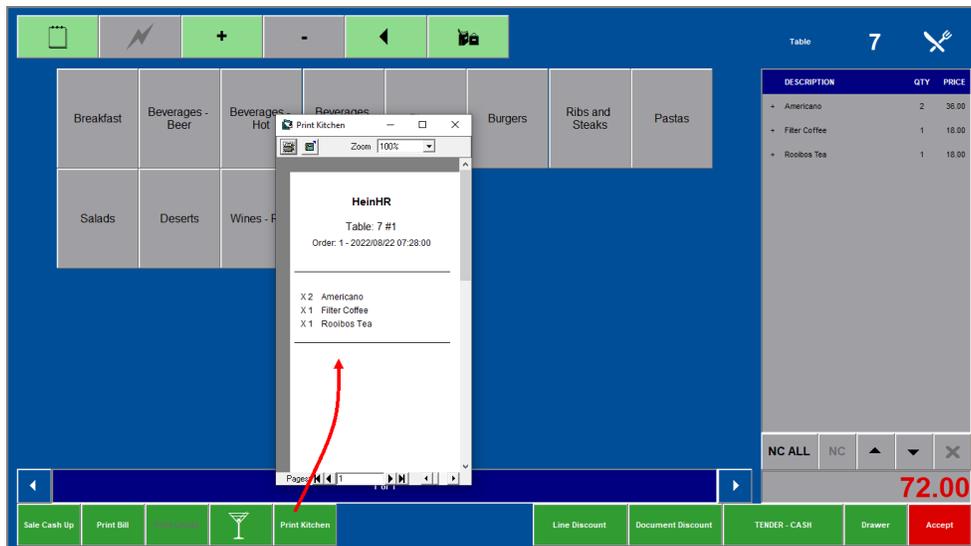
If the 'Bulk Quantity' option is not activated, click on the 'Americano' option twice to insert 2 of these charges.

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 screenshot shows a POS interface with a menu grid on the left and a transaction summary on the right. The menu grid includes categories like Breakfast, Beverages, Pizzas, Burgers, Ribs and Steaks, Pastas, Salads, Deserts, Wines, and Vouchers. The transaction summary shows a total of 72.00. The bottom bar contains buttons for 'Sale Cash Up', 'Print Bill', 'Print Kitchen', 'Line Discount', 'Document Discount', 'TENDER - CASH', 'Drawer', and 'Accept'.

DESCRIPTION	QTY	PRICE
Americano	2	36.00
Filter Coffee	1	18.00
Roobos Tea	1	18.00

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'.

The 'CURRENT SITTING' dialog box shows the current table number (#1) and the number of persons (4). It includes buttons for 'New Transaction', 'Rename/Move', and 'Ok'.

Now click 'OK' in this screen.



# Adding Items to a Transaction

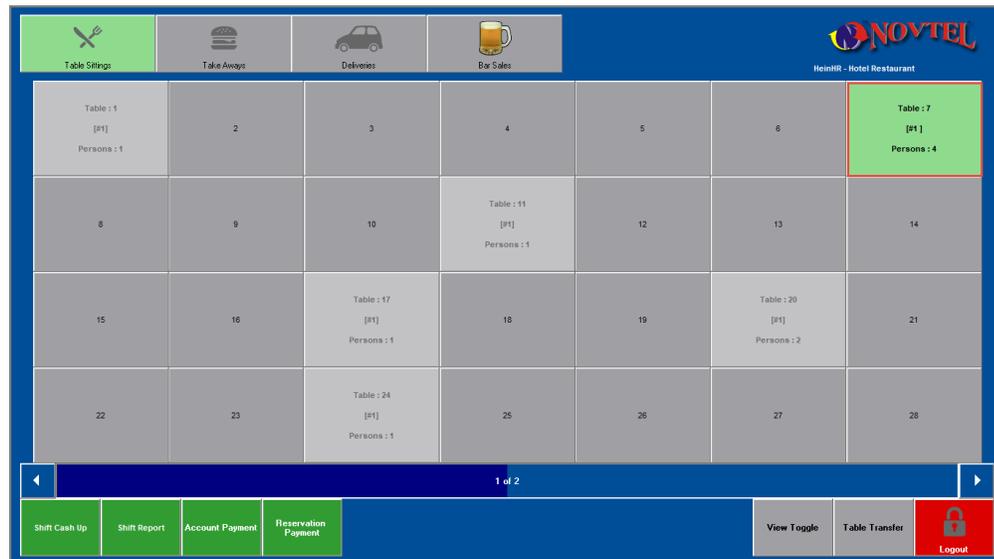
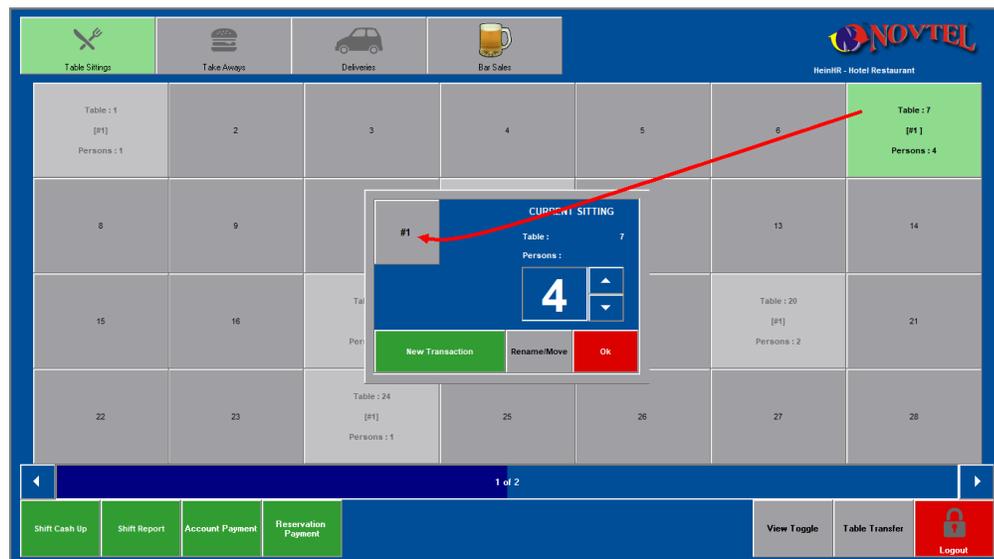


Table number 7 is now displayed in a green background colour. This means that the table is open, and the Guests seated here, are served by the current User logged into Novtel.

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

Table 7

DESCRIPTION	QTY	PRICE
+ Americano	2	36.00
+ Filter Coffee	1	18.00
+ Rooibos Tea	1	18.00

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.

Table 7

DESCRIPTION	QTY	PRICE
+ Americano	2	36.00
+ Filter Coffee	1	18.00
+ Rooibos Tea	1	18.00
+ Bankers Breakfast	1	70.00
+ Farmers Breakfast	1	95.00

237.00

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



# Adding Items to a Transaction

The screenshot shows a POS interface with a top navigation bar containing icons for a calendar, a lightning bolt, a plus sign, a minus sign, a left arrow, and a lock. Below this is a grid of breakfast items: Bankers Breakfast - 70.00, Buffet - Kids under 12 - 120.00, Farmers Breakfast - 95.00, Hotel Buffet Breakfast - Adults - 180.00, Omelette - Ham and Cheese - 65.00, Omelette - Ham, Cheese and Tomato - 75.00, and Sunrise Breakfast - 55.00. To the right, a transaction list for 'Table 7' shows items: Americano (2 @ 36.00), Filter Coffee (1 @ 18.00), Rooibos Tea (1 @ 18.00), Bankers Breakfast (1 @ 70.00), Bankers Breakfast (1 @ 70.00), and Farmers Breakfast (1 @ 95.00). A red arrow points from the lightning bolt icon to the second 'Bankers Breakfast' line in the transaction list.

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.

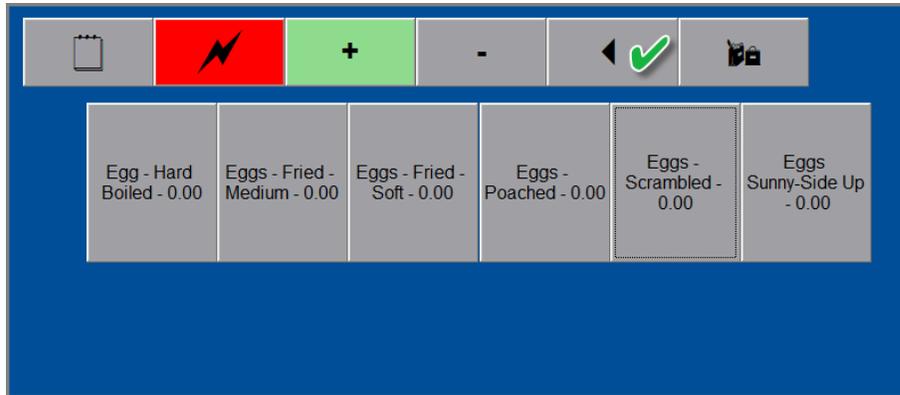
The 'Preparation - Eggs' button is now selected, and the ordered preparation method for this plate can be selected.

This screenshot shows the preparation options for the selected 'Bankers Breakfast' item. The top navigation bar is the same as in the previous screenshot, but the lightning bolt icon is now red. Below the navigation bar is a grid of preparation options: Preparation - Meat, Preparation - Eggs (with a green checkmark), Preparation - Fish, Food Allergies, and Add.

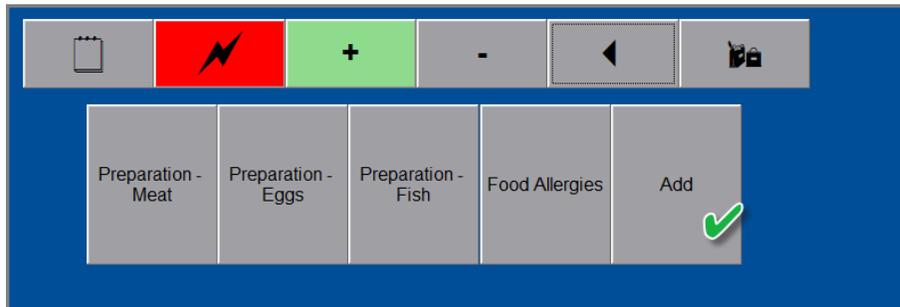
This screenshot shows the egg preparation options for the selected item. The top navigation bar is the same, with the lightning bolt icon still red. Below the navigation bar is a grid of egg preparation options: Egg - Hard Boiled - 0.00, Eggs - Fried - Medium - 0.00, Eggs - Fried - Soft - 0.00, Eggs - Poached - 0.00, Eggs - Scrambled - 0.00 (with a green checkmark), and Eggs Sunny-Side Up - 0.00. To the right, the transaction list for 'Table 7' is updated to show 'Bankers Breakfast' (70.00) and a new line: '+ 1 Eggs - Scrambled'. A red arrow points from the lightning bolt icon to the new 'Eggs - Scrambled' line.



# 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

The screenshot displays a POS system interface for adding items to a transaction. The top section shows a menu with items like 'Add Bacon - 20.00', 'Add Pork Banger - 12.00', 'Extra Egg - 7.50', and 'Extra Fries - 20.00'. The 'Add Pork Banger' and 'Extra Fries' items are marked with green checkmarks. A 'Bankers Breakfast' item is highlighted in red in the bill summary, indicating it is the selected item being added.

The bottom section shows a grid of menu categories: Breakfast, Beverages - Beer, Beverages - Hot, Beverages Cold, Pizzas, Burgers, Ribs and Steaks, Pastas, Salads, Deserts, Wines - Red, Wines - White, and Vouchers. The 'Bankers Breakfast' item is highlighted in red in the bill summary, indicating it is the selected item being added.

DESCRIPTION	QTY	PRICE
+Americano	2	36.00
+Filter Coffee	1	18.00
+Rooibos Tea	1	18.00
- Bankers Breakfast	3	97.00
Bankers Breakfast	1	70.00
[+ 1 Eggs - Scrambled]		
[+ 1 Extra Fries]		
[+ 1 Add Pork Banger]		
Fries - Half Portion	1	15.00
Pork Banger	1	12.00
+ Farmers Breakfast	1	95.00

264.00

1 of 1

Sale Cash Up, Print Bill, Print Group, Print Kitchen, Line Discount, Document Discount, TENDER - CASH, Drawer, Accept

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

Table 7

DESCRIPTION	QTY	PRICE
Americano	2	36.00
Filter Coffee	1	18.00
Roobos Tea	1	18.00
Bankers Breakfast	3	97.00
Bankers Breakfast	1	70.00
[+ 1 Eggs - Scrambled]		
[+ 1 Extra Fries]		
[+ 1 Add Pork Banger]		
Fries - Half Portion	1	15.00
Pork Banger	1	12.00
Farmers Breakfast	1	95.00
Farmers Breakfast	1	95.00

264.00

1 of 1

Accept

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.

Table 7

Farmers Breakfast 95.00

DESCRIPTION	QTY	PRICE
1 Eggs - Fried - Medium		
1 Add Bacon		

279.00

1 of 1

Accept

Table 7

DESCRIPTION	QTY	PRICE
Americano	2	36.00
Filter Coffee	1	18.00
Roobos Tea	1	18.00
Bankers Breakfast	3	97.00
Bankers Breakfast	1	70.00
[+ 1 Eggs - Scrambled]		
[+ 1 Extra Fries]		
[+ 1 Add Pork Banger]		
Fries - Half Portion	1	15.00
Pork Banger	1	12.00
Farmers Breakfast	2	110.00
Farmers Breakfast	1	95.00
[+ 1 Eggs - Fried - Medium]		
[+ 1 Add Bacon]		
Bacon	1	15.00

279.00

1 of 1

Accept



# Adding Items to a Transaction

Table 7

DESCRIPTION	QTY	PRICE
+ Americano	2	36.00
+ Filter Coffee	1	18.00
+ Rooibos Tea	1	18.00
- Bankers Breakfast	3	97.00
Bankers Breakfast	1	70.00
[+ 1 Eggs - Scrambled]		
[+ 1 Extra Fries]		
[+ 1 Add Pork Banger]		
Fries - Half Portion	1	15.00
Pork Banger	1	12.00
- Farmers Breakfast	2	110.00
Farmers Breakfast	1	95.00
[+ 1 Eggs - Fried - Medium]		
[+ 1 Add Bacon]		
Bacon	1	15.00

NC ALL NC ▲ ▼ ✕

1 of 1

279.00

Sale Cash Up Print Bill Print Group Print Kitchen Line Discount Document Discount TENDER - CASH Drawer Accept

Next, the ordered Pizza is to be selected.

Table 7

DESCRIPTION	QTY	PRICE
+ Americano	2	36.00
+ Filter Coffee	1	18.00
+ Rooibos Tea	1	18.00
+ Bankers Breakfast	1	70.00
+ Farmers Breakfast	1	95.00
+ Fries - Half Portion	1	15.00
+ Pork Banger	1	12.00
+ Bacon	1	15.00
+ Bacon and Feta Pizza	1	120.00

NC ALL NC ▲ ▼ ✕

1 of 1

399.00

Sale Cash Up Print Bill Print Group Print Kitchen Line Discount Document Discount TENDER - CASH Drawer Accept



# Adding Items to a Transaction

A screenshot of a POS menu grid. At the top, there is a navigation bar with icons for a calendar, a lightning bolt, a plus sign, a minus sign, a left arrow, and a printer. Below this, the menu is organized into a grid of categories: Breakfast, Beverages - Beer, Beverages - Hot, Beverages Cold, Pizzas, Burgers (with a green checkmark), Ribs and Steaks, Pastas, Salads, Deserts, Wines - Red, Wines - White, and Vouchers.

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

A screenshot of the POS interface showing a transaction summary for Table 7. The interface includes a navigation bar at the top, a menu grid, and a transaction list on the right. A red arrow points from the 'Bacon and Egg Burger' item in the menu to its entry in the transaction list.

DESCRIPTION	QTY	PRICE
+ Americano	2	36.00
+ Filter Coffee	1	18.00
+ Rooibos Tea	1	18.00
+ Bankers Breakfast	1	70.00
+ Farmers Breakfast	1	95.00
+ Fries - Half Portion	1	15.00
+ Pork Banger	1	12.00
+ Bacon	1	15.00
+ Bacon and Feta Pizza	1	120.00
+ Bacon and Egg Burger	1	89.00

At the bottom of the screen, there is a summary bar showing '1 of 1' and a total amount of **488.00**. Below this, there are buttons for 'Sale Cash Up', 'Print Bill', 'Print Group', 'Print Kitchen', 'Line Discount', 'Document Discount', 'TENDER - CASH', 'Drawer', and 'Accept'.



# Adding Items to a Transaction

Print Kitchen

HeinHR  
Table: 7 #1  
Order: 1 - 2022/08/22 08:36:34

- X 1 Bankers Breakfast  
[+ 1 Eggs - Scrambled]  
[+ 1 Extra Fries]  
[+ 1 Add Pork Banger]
- X 1 Farmers Breakfast  
[+ 1 Eggs - Fried - Medium]  
[+ 1 Add Bacon]
- X 1 Fries - Half Portion
- X 1 Pork Banger
- X 1 Bacon
- X 1 Bacon and Feta Pizza
- X 1 Bacon and Egg Burger

Pages: 1 of 1

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.

Table 7

DESCRIPTION	QTY	PRICE
+ Americano	2	36.00
+ Filter Coffee	1	18.00
+ Rooibos Tea	1	18.00
+ Bankers Breakfast	1	70.00
+ Farmers Breakfast	1	95.00
+ Fries - Half Portion	1	15.00
+ Bacon and Egg Burger	1	89.00

NC ALL NC [Up] [Down] X

488.00

TENDER - CASH Drawer Accept



**Novtel**<sup>®</sup>

Hospitality Management - Restaurant POS

9

## Printing the Bill, and Closing a Table



# Printing the Bill and Closing a Table

**Print Bill**

Oasis Lodge  
77 Long Beach Road  
Long Beach  
044 123456789  
044 123456789

Invoice : IN00881  
VAT Number : 123456789

**Table: 7**

DESCRIPTION	QTY	PRICE
Americano	2	4.70 36.00
Filter Coffee	1	2.35 18.00
Rooibos Tea	1	2.35 18.00
Bankers Breakfast	1	9.13 70.00
Farmers Breakfast	1	12.39 95.00
Fries - Half Portion	1	1.96 15.00
Pork Banger	1	1.57 12.00
Bacon	1	1.96 15.00
Bacon and Feta Pizza	1	15.65 120.00
Bacon and Egg Burger	1	11.61 89.00
<b>Total Excl :</b>		<b>424.33</b>
<b>Tax :</b>		<b>63.67</b>
<b>Gratuity :</b>		<b>0.00</b>
<b>Total :</b>		<b>488.00</b>
<b>Discount Included :</b>		<b>0.00</b>

**Gratuity:**  
Waitron : HeinHR  
2022/08/22 09:43:10  
SFT00076

**Thank You.**

Table 7

DESCRIPTION	QTY	PRICE
+Americano	2	36.00
+Filter Coffee	1	18.00
+Rooibos Tea	1	18.00
+Bankers Breakfast	1	70.00
+Farmers Breakfast	1	95.00
+Fries - Half Portion	1	15.00
+Pork Banger	1	12.00
+Bacon	1	15.00
+Bacon and Feta Pizza	1	120.00
+Bacon and Egg Burger	1	89.00

NC ALL NC ▲ ▼ X

488.00

Line Discount Document Discount TENDER - CASH Drawer Accept

Safe Cash Up Print Bill

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

SALES CASH UP - Cash

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

TRANSACTION TOTAL: 488.00  
GRATUITY: 0.00  
SERVICE CHARGE: 0.00  
DISCOUNT: 0.00  
Included: 0.00  
PAYMENT DUE: 488.00  
PAYMENT RECEIVED: 0.00  
BALANCE DUE: 0.00  
CHANGE: 0.00

Buttons: SALE CASH UP, Print Bill, Print Receipt, Print Kitchen, Line Discount, Document Discount, TENDER - CASH

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.

SALES CASH UP - Cash

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

TRANSACTION TOTAL: 488.00  
GRATUITY: 52.00  
SERVICE CHARGE: 0.00  
DISCOUNT: 0.00  
Included: 0.00  
PAYMENT DUE: 540.00  
PAYMENT RECEIVED: 0.00  
BALANCE DUE: 540.00  
CHANGE: 0.00



# Cash Sales

SALES CASH UP - Cash

CASH	600	TRANSACTION TOTAL	7	8	9
CREDIT CARD	0.00	488.00			
		GRATUITY	4	5	6
		+ 52.00			
		SERVICE CHARGE	1	2	3
		+ 0.00			
		DISCOUNT			
ADDITIONAL PAYMENT TYPES		Included			
Cheque	0.00	PAYMENT DUE			
		540.00			
VOUCHER (External)	0.00	PAYMENT RECEIVED			
VOUCHER (Internal)	0.00	2 600.00			
		BALANCE DUE			
		3 -60.00			
		CHANGE			
		60.00			

REMOVE SERVICE CHARGE    AGENT CODE    SELECT AGENT    REDEEM VOUCHER    CUSTOMER NOTE

## 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.

SALES CASH UP - Cash

CASH	0.00	TRANSACTION TOTAL	7	8	9
CREDIT CARD	540.00	488.00			
VISA		GRATUITY	4	5	6
		+ 52.00			
		SERVICE CHARGE	1	2	3
		+ 0.00			
		DISCOUNT			
ADDITIONAL PAYMENT TYPES		Included			
Cheque	0.00	PAYMENT DUE			
		540.00			
VOUCHER (External)	0.00	PAYMENT RECEIVED			
VOUCHER (Internal)	0.00	540.00			
		BALANCE DUE			
		0.00			
		CHANGE			
		0.00			

REMOVE SERVICE CHARGE    AGENT CODE    SELECT AGENT    REDEEM VOUCHER    CUSTOMER NOTE

DRAWER    CANCEL    ACCEPT

## 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

SALES CASH UP - Cash

CASH	300	TRANSACTION TOTAL	488.00	7	8	9
CREDIT CARD	0.00	GRATUITY	52.00	4	5	6
VISA		SERVICE CHARGE	0.00	1	2	3
ADDITIONAL PAYMENT TYPES		DISCOUNT	0.00	←	.	0
Cheque		PAYMENT DUE	540.00	DRAWER	CANCEL	ACCEPT ❌
	0.00	PAYMENT RECEIVED	300.00			
VOUCHER (External)	0.00	BALANCE DUE	240.00			
VOUCHER (Internal)	0.00	CHANGE	0.00			

BEHIVE SERVICE CHARGE    AGENT CODE    SELECT AGENT    REDEEM VOUCHER    CUSTOMER NOTE

## 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.

SALES CASH UP - Cash

CASH	300.00	TRANSACTION TOTAL	488.00	7	8	9
CREDIT CARD	240	GRATUITY	52.00	4	5	6
VISA		SERVICE CHARGE	0.00	1	2	3
ADDITIONAL PAYMENT TYPES		DISCOUNT	0.00	←	.	0
Cheque		PAYMENT DUE	540.00	DRAWER	CANCEL	ACCEPT ✅
	0.00	PAYMENT RECEIVED	540.00			
VOUCHER (External)	0.00	BALANCE DUE	0.00			
VOUCHER (Internal)	0.00	CHANGE	0.00			

BEHIVE SERVICE CHARGE    AGENT CODE    SELECT AGENT    REDEEM VOUCHER    CUSTOMER NOTE

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

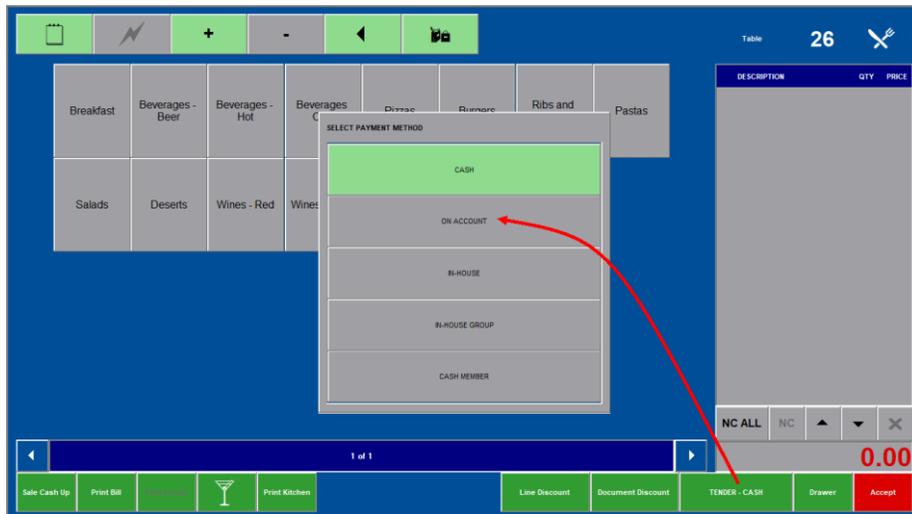
The screenshot shows the NOVTEL restaurant management interface. At the top, there are icons for 'Table Sitings', 'Take Aways', 'Deliveries', and 'Bar Sales'. The main area is a grid of tables, with Table 7 highlighted in green. A 'CURRENT SITTING' dialog box is open over Table 7, showing 'Table : 7' and 'Persons : 4'. The dialog has a large number '4' in a box and three buttons: 'New Transaction', 'Rename/Move', and 'OK' (with a green checkmark). The bottom of the screen has a navigation bar with buttons for 'Shift Cash Up', 'Shift Report', 'Account Payment', 'Reservation Payment', 'View Toggle', 'Table Transfer', and 'Logout'.

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.

This screenshot shows the same NOVTEL restaurant management interface as the previous one, but the 'CURRENT SITTING' dialog box is closed. Table 7 is now available and has a green checkmark in the top right corner. The rest of the interface, including the top navigation bar and the bottom navigation bar, remains the same.



# 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.

Number	Description	Telephone	Fax	Country
DEL001	Delpoit, Francois			South Africa
DIS001	Discover SA, and Beyond	021 333 333 333		South Africa
DUN001	Duncanville High School	011 123 456 789		South Africa
DUN002	Dunn, Frank			South Africa
GRE001	Green, Jane	011 123 456 789		South Africa
GRE002	Great High School	021 111 222 333		South Africa
JOH001	Johnson, Chris	029 558 885 558		Namibia
JOR001	Jordan, Celeste			South Africa
KEE001	Keen, Mike	077 789 789 852		United Kingdom
LEW001	Lewis, Francine	044 885 123456		South Africa
MAA001	Maartens, Danielle			South Africa
MOS001	Mossel Bay High School			South Africa
PET001	Peterson, Gail			

### ON ACCOUNT

Customer Code : MAA001  
Description : Maartens, Danielle

Address : Staff Room 2  
Oasis Lodge  
70 Long Beach Road  
Mossel Bay  
6500

Telephone :  
Cellphone : 077 147 258 369  
Email : maartens@danielle.com  
Credit Limit : 500.00  
Account Balance : -126.00

Payment Methods

Accept



# On Account Postings

The screenshot shows a POS interface with a 'Sale Cash Up' screen. A red arrow points from the 'TENDER - ON ACCOUNT' button at the bottom to the receipt window. The receipt window displays the following information:

**Receipt : NAS00051**  
Zoom: 100%

**Oasis Lodge**  
77 Long Beach Road  
Long Beach  
Mosssel Bay  
6500  
Tel : 044 123456789  
Fax : 044 123456789  
Tax : 123456789

**TAX INVOICE**

QTY	Description	Unit	Amount
1	Sunrise Breakfast	55.00	55.00
1	Cappuccino	25.00	25.00
1	Gratuity	8.00	8.00

Description : Table - 26 #1  
Customer : MAA001 - Maartens, Danielle

Payment Type : On Account

Payment Due	88.00
Tax/VAT Total	10.43
Payment Received	0.00
Change	0.00
Discount(0%)	0.00
Voucher	0.00

Staff member : HeinHR  
Payment Date : 2022/08/22  
Print Date : 2022/08/22  
Time : 10:44:21  
Shift Number : SFT00076  
Invoice Number : IN000324

**Thank You.**

Signature

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

The screenshot displays the Hospitality POS interface. A red arrow points from the 'Account Payment' button in the bottom navigation bar to the 'Account Payments' dialog box. The dialog box contains the following information:

- Customer Code: MAA001
- Customer Description: Maartens, Danielle
- Payment Type: Credit Card
- Credit Card Number: [Redacted]
- Credit Card Type: VISA
- Payment Date: 2022/08/22
- Amount Owed: 361.00
- Amount Paid: 361
- Amount Outstanding: 0.00
- User: HeinHR
- Shift #: SFT00076
- Message: Payments not linked to a Reservation

Buttons at the bottom of the dialog: <F2> - Accept, <F3> - Reset, Close.

The receipt for Oasis Lodge (77 Long Beach Road, Long Beach, Mossel Bay, 6500) shows the following details:

- Description: Account Payment
- Customer: MAA001 - Maartens, Danielle
- Payment Type: Credit Card
- Credit Card Number: [Redacted]
- Credit Card Type: VISA
- Account Balance: 361.00
- Payment Received: 361.00
- New Balance: 0.00

Additional receipt information: Staff member: HeinHR, Payment Date: 2022/08/22, Print Date: 2022/08/22, Time: 11:02:18, Shift Number: SFT00076, Receipt Number: REC00410. The receipt concludes with 'Thank You.'

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

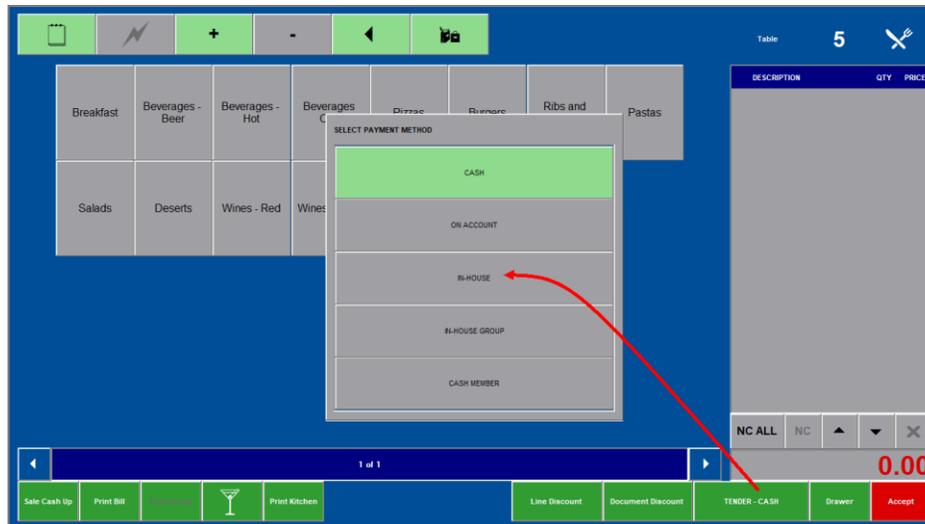
Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

	22 Aug 2022 Mon	23 Aug 2022 Tue	24 Aug 2022 Wed	25 Aug 2022 Thu	26 Aug 2022 Fri
C001			646 Davids, Gregg Status: In House		
C002					
C003					
C004					
C005					
CA01					
CA02					

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

Rese Num	Room Code	Customer Code	Customer Description
19	C001A	GRE001	Green, Jane
51	C001A	JOH001	Johnson, Chris
134	ZCA001	MOS001	Mossel Bay High School
135	ZCA002	SSS001	Southern Shores Shipping Company
615	C004	JOH001	Johnson, Chris
616	HMS001	JOR001	Jordan, Celeste
646	C001	DAV001	Davids, Gregg

Buttons: Accept, Cancel

Search By: Rese Num | Search For: [ ]

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

**IN-HOUSE**

Reservation # : 646  
Room Code : C001  
Description : Chalet 1 - 2 Bedroom  
Customer Code : DAV001  
Description : Davids, Gregg

**Silver Membership**

Buttons: Payment Methods, Search, Accept

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

The screenshot shows a restaurant POS interface. At the top, there are navigation icons for home, back, add, subtract, and a printer. Below this is a grid of menu items for Table 5, including '4 Seasons Pizza - 120.00', 'Bacon and Feta Pizza - 120.00', 'Chicken and Avo Pizza - 105.00', 'Hawaiian Pizza - 105.00', and 'Salami Pizza - 135.00'. To the right, a detailed order list for Table 5 shows:

DESCRIPTION	QTY	PRICE
+ Coke 350ml	4	40.00
+ Salami Pizza	2	270.00
+ Chicken and Avo Pizza	2	210.00

Below the menu grid is a larger table grid showing various tables (1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 15, 16, 17, 18, 19, 20, 22, 23, 24, 25, 26, 27) with their respective person counts. A red box highlights 'Table : 5 (F1) Persons : 4'. At the bottom, there are buttons for 'Sale Cash Up', 'Print Bill', 'Print Receipt', 'Shift Cash Up', 'Shift Report', 'Account Payment', 'Reservation Payment', 'View Toggle', and 'Table Tr'.

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.

The screenshot shows the 'Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]' reservation details window. The window is titled 'Reservation Details' and has tabs for 'General', 'Financial', 'Deposits', 'Additional Costs', 'Quick View', and 'In-House'. The 'General' tab is active, showing reservation information for room C001 (Chalet 1 - 2 Bedroom) for guest 646 Davids, Gregg. The reservation is for 2 adults and 2 children, with a check-in date of 2022/08/22 and a check-out date of 2022/08/24. The status is 'In House'. A red box highlights the 'IN-HOUSE OUTSTANDING' status, which was created on 2022/08/22 at 11:07:04. Below the status, there are buttons for 'EDIT', 'ACCEPT', 'CANCEL', 'EVENT', and 'CLOSE'. At the bottom, there are buttons for 'Redeem Voucher', 'Customer Notes', 'Manage Credits', and 'View Audit Log'. A red arrow points from the reservation details to the table grid in the previous screenshot.



# 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.

SALES CASH UP - In House Customer Number: DRU001 Davids, Gregg Booking: 646

DESCRIPTION	QTY	PRICE
Coke 350ml	4	40.00
Salami Pizza	2	270.00
Chicken and Avo Pizza	2	210.00

TRANSACTION TOTAL: 520.00  
GRATUITY: 50.00  
SERVICE CHARGE: 0.00  
DISCOUNT: 0.00  
Included: 0.00  
PAYMENT DUE: 570.00  
PAYMENT RECEIVED: 0.00  
BALANCE DUE: 570.00  
CHANGE: 0.00

Buttons: DRAWER, CANCEL, ACCEPT (checked)

Bottom Bar: Sale Cash Up, Print Bill, Print Kitchen, Line Discount, Document Discount, TENDER - IN-HOUSE, Drawer, Accept

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

Description	QTY	PRICE
Coke 350ml	4	40.00
Salami Pizza	2	270.00
Chicken and Avo Pizza	2	210.00
Gratuity	1	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

Novtel Hospitality Ultimate Enterprise 7.9.0.2 - [Item Grid]

File Edit Modify Setup Process Reports Help

Reservation Details

Serial Financial Deposits Additional Costs Quick View **In-House**

In-House Detail

In-House Purchases  Invoice/Credit Note History

Transaction #	Date	Document #	Invoice #	Shift #	Department	Inclusive
885	2022/08/22	GIN00114	IN000326	SFT00076	Restaurant/Bar	570.00 ✓

Display Refresh

**IN-HOUSE PROCESSED** Created: 2022/08/22 11:07:04

EDIT ACCEPT CANCEL EVENT CLOSE

Redeem Voucher Customer Notes Manage Credits View Audit Log

View Rooms by  
 Code  
 Rate Per Person  
 Rate Per Room

Reservation Number 646  
DAV001 Davids, Gregg  
PO Box 889  
Springs  
2222  
gregg@davids.co.za

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

The screenshot shows a restaurant POS interface. A 'SELECT PAYMENT METHOD' dialog box is open, with 'IN-HOUSE GROUP' selected. A red arrow points from this selection to the 'IN-HOUSE GROUP' option in the 'Select Group' dialog box. The 'Select Group' dialog box shows a table with the following data:

Number	Description	Customer Code	Customer
103	Bellville High Teambuilding	DUN001	Duncanville High School

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.

The screenshot shows a 'Select Reservation' dialog box with a table of reservations. A red arrow points from the '635 ZGROUP01' row to the 'Accept' button.

Reservation	Room Code	Customer Code	Customer Description
629	D203	DUN001	Duncanville High School
630	D204	DUN001	Duncanville High School
631	S101	DUN001	Duncanville High School
632	S102	DUN001	Duncanville High School
633	S103	DUN001	Duncanville High School
634	S104	DUN001	Duncanville High School
635	ZGROUP01	DUN001	Duncanville High School



# In-House Group Postings

**IN-HOUSE GROUP**

Group Number : 103

Group Description : Bellville High Teambuilding

Reservation # : 635

Customer Code : DUN001

Customer Description : DUN001 - Duncanville High School

**No Category**

Payment Methods

Accept

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.

Table 22

SALES CASH UP - In House Group Customer Number: DUN001 Duncanville High School Group

5 Roses Tea - 18.00

Americano - 18.00

TRANSACTION TOTAL: 1198.00

GRATUITY: 102

SERVICE CHARGE: 0.00

DISCOUNT: 0.00

PAYMENT DUE: 1300.00

PAYMENT RECEIVED: 0.00

BALANCE DUE: 1300.00

CHANGE: 0.00

ACCEPT

DESCRIPTION	QTY	PRICE
Farmers Breakfast	10	950.00
Americano	3	54.00
Hot Chocolate	4	140.00
Rooibos Tea	3	54.00

1198.00

Accept

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 : 0.00

Change : 0.00

Discount(0%) : 0.00

Voucher : 0.00

Staff member : HeinHR

Payment Date : 2022/08/22

Print Date : 2022/08/22

Time : 12:12:08

Shift Number : SFT00076

Invoice Number : IN000327

**Thank You.**

Signature



**Novtel**<sup>®</sup>

Hospitality Management - Restaurant POS

10

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



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

The screenshot displays a POS interface for a restaurant. At the top, it shows 'Table 26' and a total of '0.00'. A central window titled 'HeinHR' is open, showing a list of items with columns for Code, Description, Rate Includ., and Barcode. The list includes items like 'Full Facial', 'Bar One Chocolate Bar', 'Bad Debt Write-Off', 'Caramelized Nuts per 100g', 'Coke Zero 350ml', 'Coke 350ml', 'Credit Issued', 'Exhibition', 'Facial - Full', 'Fritos Tomato Chips', 'Grapetizer 350ml', 'Hat - Peek with Logo', 'Hat - Cap with Logo', 'Kit Kat Chocolate Bar', 'Lays Plainly Salted 30g', 'Lays BBO Chips 30g', 'Lays Salt and Vinegar 30g', 'Lays Plainly Salted 30g', and 'Mixed Nuts 100g'. A search bar at the bottom of the window is set to 'Code'. The interface also features a sidebar with 'Breakfast' and 'Salads' categories, and a bottom bar with buttons for 'Sale Cash Up', 'Print Bill', 'Print Kitchen', 'Line Discount', 'Document Discount', 'TENDER - CASH', 'Drawer', and 'Accept'.

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

Table 26

HeinHR 540.00

Code	Description	Rate Includ.	Barcode
LAY003	Lays Plainly Salted 30g	6.00	
MX001	Mixed Nuts 100g	10.00	
OLV001	Oasis Lodge Voucher - Shop	0.00	
PAR001	National Park Fees	20.00	
PEA001	Salted Peanuts 250g	6.00	
PEA002	Peanuts and Raisins 250g	6.00	
SPR001	Sprite 350ml	12.00	
SUN001	Sunscreen Cream 50ml	75.00	
SUN002	Sunscreen Spray 50ml	99.00	
SW001	Sparkling Water	15.00	
TCOM01	Ticket Combo Adults	470.00	
TCOM02	Ticket Combo Children	300.00	
TCOM03	School Group Package	245.00	
TEX001	Tex Chocolate Bar	7.00	
TSH002	T-Shirt with Logo Size Medium	130.00	
TSH003	T-Shirt with Logo Size Large	140.00	
VOU002	Voucher - All Departments	0.00	
VOU005	Voucher for Accommodation	0.00	
WTT001	Wine Tasting Tours	0.00	
ZLA001	Zio Line Adult	200.00	1234567891...

Search by: Code Search for:

Event Reservation <F2> - Accept

Sale Cash Up Print Bill Print Group Print Kitchen Line Discount Document Discount TENDER - CAS

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.

Table 26

DESCRIPTION	QTY	PRICE
+ 4 Seasons Pizza	2	240.00
+ Hawaiian Pizza	2	210.00
+ Cappuccino	4	100.00
+ T-Shirt with Logo Size Medium	2	260.00
+ T-Shirt with Logo Size Large	2	280.00

NC ALL NC

1090.00

Sale Cash Up Print Bill Print Group Print Kitchen Line Discount Document Discount TENDER - CASH Drawer Accept



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

Table 26

HeinHR 0.00

Code	Description	Rate Includ.	Barcode
BD001	Bad Debt Write-Off	0.00	
CNU001	Caramelized Nuts per 100g	40.00	1111000010...
COK001	Coke Zero 350ml	12.00	
COK002	Coke 350ml	12.00	
COK010	Coke 350ml	15.00	
CRE002	Credit Issued	0.00	
EXH001	Exhibition	55.00	
FFA001	Faciel - Full	200.00	
FRI001	Fritos Tomato Chips	6.00	
GRA002	Grapetzer 350ml	15.00	
HAT001	Hat - Peak with Logo	80.00	
HAT002	Hat - Cap with Logo	90.00	
KIT001	Kit Kat Chocolate Bar	7.00	
LAY003	Lays Plainly Salted 30g	10.00	
LAY001	Lays BBQ Chips 30g	6.00	
LAY002	Lays Salt and Vinegar 30g	6.00	
LAY003	Lays Plainly Salted 30g	6.00	
MX001	Mixed Nuts 100g	10.00	
OLV001	Oasis Lodge Voucher - Shop	0.00	
PAR001	National Park Fees	20.00	

Search by: Code Search for:

Event Reservation <F2> - Accept Cancel

Sale Cash Up Print Bill Print Group Print Kitchen Line Discount Document Discount TENDER - CASH

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.

Table 26

5 Roses Tea 18.00

Main Building Exhibition

Event Date: 2022/08/22 Capacity: 50 Not Capped at Capacity

Attendees: 0

Event Reservation Only   
Print Reservation Confirmation   
Print Ticket

Ticket  Reservation

Time Slot	Capacity	Reservations	Reservations	Reservations	Reservations
0 - 09:00:00	50	0	0	0	0
1 - 10:00:00	50	0	0	0	0
2 - 11:00:00	50	0	0	0	0
3 - 12:00:00	50	0	0	0	0
4 - 13:00:00	50	0	0	0	0
5 - 14:00:00	50	0	0	0	0
6 - 15:00:00	50	0	0	0	0
7 - 16:00:00	50	0	0	0	0

Customer Name: Contact Number: Email Address:

Country:

Event: 5

1090.00

Sale Cash Up Print Bill Print Group Print Kitchen Line Discount Document Discount TENDER - CASH Drawer Accept



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

Main Building Exhibition

Event Date: 2022/08/22 Time Slot: 15:00:00

Attendees: **4** Available: 46 Capacity: 50 Not Capped at Capacity

CAS001 Customer Name: Contact Number: Country: Email Address:

Accept ✓

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

Table 26

HeiniHR 220.00

Code	Description	Rate Incl.	Barcode	Qty	Code	Description	Price Incl	Package Code
SD001	Best Deal Wine-Off	0.00		2				
CNU001	Caramelized Nuts per 100g	40.00	1111000010	2				
COK001	Coke Zero 350ml	12.00		4				
COK002	Coke 350ml	12.00						
COK010	Coke 350ml	15.00						
CRE002	Credit Issued	0.00						
EXH001	Exhibition	55.00						
FFA001	Facet - Full	200.00						
FRH001	Fries Tomato Chips	6.00						
GRA002	Grapetizer 350ml	15.00						
HAT001	Hat - Peak with Logo	80.00						
HAT002	Hat - Cap with Logo	90.00						
KIT001	Kit Kat Chocolate Bar	7.00						
LAY0003	Lays Plainly Salted 30g	10.00						
LAY001	Lays BBQ Chips 30g	6.00						
LAY002	Lays Salt and Vinegar 30g	6.00						
LAY003	Lays Plainly Salted 30g	6.00						
ME001	Mixed Nuts 100g	10.00						
QLV001	Qeios Lodge Voucher - Shop	6.00						
PAP001	National Park Pass	20.00						

Selected Item(s): X 4 EXH001 Exhibition 220.00

1090.00

Accept

Table 26

DESCRIPTION	QTY	PRICE
+ 4 Seasons Pizza	2	240.00
+ Hawaiian Pizza	2	210.00
+ Cappuccino	4	100.00
+ T-Shirt with Logo Size Medium	2	280.00
+ T-Shirt with Logo Size Large	2	280.00
+ Exhibition	4	220.00

1310.00

Accept



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

Print Bill

Zoom 100%

**Oasis Lodge**  
77 Long Beach Road  
Long Beach  
044 123456789  
044 123456789

Invoice : IN00887  
VAT Number : 123456789

---

**Table: 26**

4 Seasons Pizza	2	31.30	240.00
Hawaiian Pizza	2	27.39	210.00
Cappuccino	4	13.04	100.00
T-Shirt with Logo Size Medium	2	33.91	260.00
T-Shirt with Logo Size Large	2	36.52	280.00
Exhibition	4	28.70	220.00

Total Excl : 1139.14  
Tax : 170.86  
**Gratuity : 0.00**  
Total : 1310.00  
Discount Included : 0.00

**Gratuity:**

Waitron : HeinHR  
2022/08/22 12:59:56  
SFT00076

---

**Thank You.**

←  
The Bill

Receipt: REC00411

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	4 Seasons Pizza	120.00	240.00
2	Hawaiian Pizza	105.00	210.00
4	Cappuccino	25.00	100.00
2	T-Shirt with Logo Size Medium	130.00	260.00
2	T-Shirt with Logo Size Large	140.00	280.00
4	Exhibition	55.00	220.00
1	Gratuity	130.00	130.00

Description : Table - 26 #1  
Customer : CAS001

Payment Type : Credit Card  
Credit Card Number :

**Credit Card Type :**

Payment Due :	1440.00
Tax/VAT Total :	170.86
Payment Received :	1440.00
Change :	0.00
Discount(0%) :	0.00
Voucher :	0.00

Staff member : HeinHR  
Payment Date : 2022/08/22  
Print Date : 2022/08/22  
Time : 12:34:52  
Shift Number : SFT00076  
Invoice Number : IN000328

---

**Thank You.**

←  
The Tax Invoice

→  
The Event Ticket

Event Ticket

Zoom 100%

**Oasis Lodge**  
**EVENT TICKET**  
Tel : 044 123456789  
Fax : 044 123456789

Main Building  
Exhibition

Event Date : 2022/08/22  
Event Start Time : 15:00:00  
Valid for any Event Start Time on Date specified

Ticket Number : 2022081500133

Allow Entry : 4

---

Ticket Number : 2022081500133  
Event Ticket ID : 133  
EMID : 35862  
Reprint : 0

---

**Thank You.**



**Novtel**<sup>®</sup>

Hospitality Management - Restaurant POS

11

## The Shift Cashup Procedure



# The Shift Cashup Procedure

The screenshot displays the Novotel HeiniHR - Hotel Restaurant software interface. A 'Shift Summary' pop-up window is centered on the screen, showing a table of transactions and a summary of shift totals. A red arrow points from the 'Shift Cash Up' button in the bottom navigation bar to the 'Shift Total' field in the pop-up window.

Shift Summary	
Transactions	Items in Transaction
Table: 7	
Table: 26	
Table: 0	
Table: 5	
Table: 22	
Table: 26	

Shift Total: 4299.00  
Shift Gratuity: 342.00

Buttons: Print Summary, Detailed Report, Money Count, Cash Up, Daily Takings, Close

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

Shift Summary	
Transactions	Items in Transaction
Table: 7	
Table: 26	
Table: 0	
Table: 5	
Table: 22	
Table: 26	

Double click on line to re-print Transaction      Press <Enter> transaction on the left to view Items.

Shift Total: **4299.00**    Print    Detailed    Money  
Shift Gratuity: **342.00**    Summary    Report    Count

## Performing the Money Count Procedure

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

Money Count

1000.00	0.50	Cash :	0.00
500.00	0.25	Cheque :	0.00
200.00	0.20	Credit Card :	0.00
100.00	0.10	Bank Transfer :	0.00
50.00	0.05	Vouchers :	0.00
20.00	0.02	Other :	0.00
10.00	0.01	PayPal	0.00
5.00		BitPay	0.00
2.00		GiroPay	0.00
1.00		Total :	0.00
		- Float :	0.00
		Physical :	0.00
Comments :		<b>Shortage :</b>	<b>2341.00</b>
		Shift Total Cash :	2341.00
		Account Total :	88.00
		In House Total :	570.00
		Group Total :	1300.00
		Other Total :	0.00
		Shift Total :	4299.00

Report    Screen Capture    Report (Slip)    Accept    Cancel

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

<b>Shortage :</b>	<b>2341.00</b>
Shift Total Cash :	2341.00
Account Total :	88.00 <b>2</b>
In House Total :	570.00 <b>3</b>
Group Total :	1300.00 <b>4</b>
Other Total :	0.00 <b>5</b>
Shift Total :	4299.00 <b>6</b>

## 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

Denomination	Count
1000.00	0
500.00	0
200.00	2
100.00	6
50.00	3
20.00	4
10.00	3
5.00	5
2.00	6
1.00	4
0.50	0
0.25	0
0.20	0
0.10	0
0.05	0
0.02	0
0.01	0

Cash :	1301.00
Cheque :	0.00
Credit Card :	1440.00
Bank Transfer :	0.00
Vouchers :	0.00
Other :	0.00
PayPal :	0.00
BitPay :	0.00
GiroPay :	0.00
Total :	2741.00
- Float :	400
Physical :	2341.00
Surplus :	0.00
Shift Total Cash :	2341.00
Account Total :	88.00
In House Total :	570.00
Group Total :	1300.00
Other Total :	0.00
Shift Total :	4299.00

Comments :

Buttons: Report, Screen Capture, Report (Slip), Accept, Cancel

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

The Detailed Report is displayed as follows:

Shift Summary	
Transactions	Items in Transaction
Table: 7	
Table: 26	
Table: 0	
Table: 5	
Table: 22	
Table: 26	

Double click on line to re-print Transaction Press <Enter> or

Shift Total: **4299.00**

Shift Gratuity: **342.00**

**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
<b>881 (IN000323)</b>				
Table 47	ADD001	Fries - Half Portion	1	15.00
Table 47	BAC001	Bacon	1	15.00
Table 47	GRA005	Gratuity	1	52.00
Table 47	HRBRA002	Bankers Breakfast	1	70.00
Table 47	HRBRE003	Farmers Breakfast	1	95.00
Table 47	HRBUR004	Bacon and Egg Burger	1	89.00
Table 47	HRCOF001	Filter Coffee	1	18.00
Table 47	HRCOF003	Americano	2	36.00
Table 47	HRPIZ005	Bacon and Feta Pizza	1	120.00
Table 47	HRTEA004	Roolbos Tea	1	18.00
Table 47	PBA001	Pork Banger	1	12.00
<b>TRANSACTION TOTAL:</b>			<b>12</b>	<b>540.00</b>
<b>SHIFT TOTAL:</b>				<b>540.00</b>

**Credit Card Invoices and Credit Notes**

TRANS #	CODE	DESCRIPTION	QTY	RATE
<b>887 (IN000328)</b>				
Table 426	EXH001	Exhibition	4	220.00
Table 426	GRA005	Gratuity	1	130.00
Table 426	HRCOF002	Cappuccino	4	100.00
Table 426	HRPIZ001	Hawaiian Pizza	2	210.00
Table 426	HRPIZ003	4 Seasons Pizza	2	240.00
Table 426	TSH002	T-Shirt with Logo Size Medium	2	260.00
Table 426	TSH003	T-Shirt with Logo Size Large	2	280.00
VOID	<del>TSH002</del>	T-Shirt with Logo Size Medium		260.00
VOID	<del>TSH003</del>	T-Shirt with Logo Size Large		280.00
<b>TRANSACTION TOTAL:</b>			<b>17</b>	<b>1440.00</b>
<b>SHIFT TOTAL:</b>				<b>1440.00</b>

**Account Sales**

TRANS #	DOC NO	CUSTOMER	AMOUNT
882	IN000324	MAA001 - Maartens, Danielle	88.00
			<b>88.00</b>

**In-House Sales**

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

**In-House Sales Group**

TRANS #	DOC NO	GROUP	CUSTOMER	AMOUNT
886	IN000327	103	DUN001 - Duncansville High School	1300.00
				<b>1300.00</b>

**Account Payments**

TRANS #	DOC NO	CUSTOMER	AMOUNT
884	REC00410	MAA001 - Maartens, Danielle	361.00
			<b>361.00</b>



# The Shift Cashup Procedure

The Daily Takings – Payment Summary Report:

Shift Summary		
Transactions	Items in Transaction	
Table: 7		881
Table: 26		882
Table: 0		884
Table: 5		885
Table: 22		886
Table: 26		887

Double click on line to re-print Transaction      Press <Enter> on a transaction on the left to view Items.

Shift Total: **4299.00**    Print    Detailed    Money    Cash Up    **Daily Takings** ✓

Shift Gratuity: **342.00**    Summary    Report    Count

### 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

Transactions	Items in Transaction
Table: 7	881
Table: 26	882
Table: 0	884
Table: 5	885
Table: 22	886
Table: 26	887

Shift Total: 4299.00

Shift Gratuity: 342.00

Print Summary Detailed Report Money Count Cash Up

## 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.

**Shift Summary**  
Shift#: SFT00076  
HeinHR

Shift Start: 2022/08/19 12:24:40  
Date: 2022/08/22

Transaction#	Table# / TA ID	Table Total:
881	Table: 7	540.00
882	Table: 26	88.00
884	Table: 0	361.00
885	Table: 5	570.00
886	Table: 22	1300.00
887	Table: 26	1440.00
Table Total:		4299.00
Take Away Total:		0.00
Delivery Total:		0.00
Bar Sales Total:		0.00
Total:		4299.00

End of Shift Summary

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

**Novtel Hospitality**

Enter Password

Log In

Cancel

Unlock

Use OSK

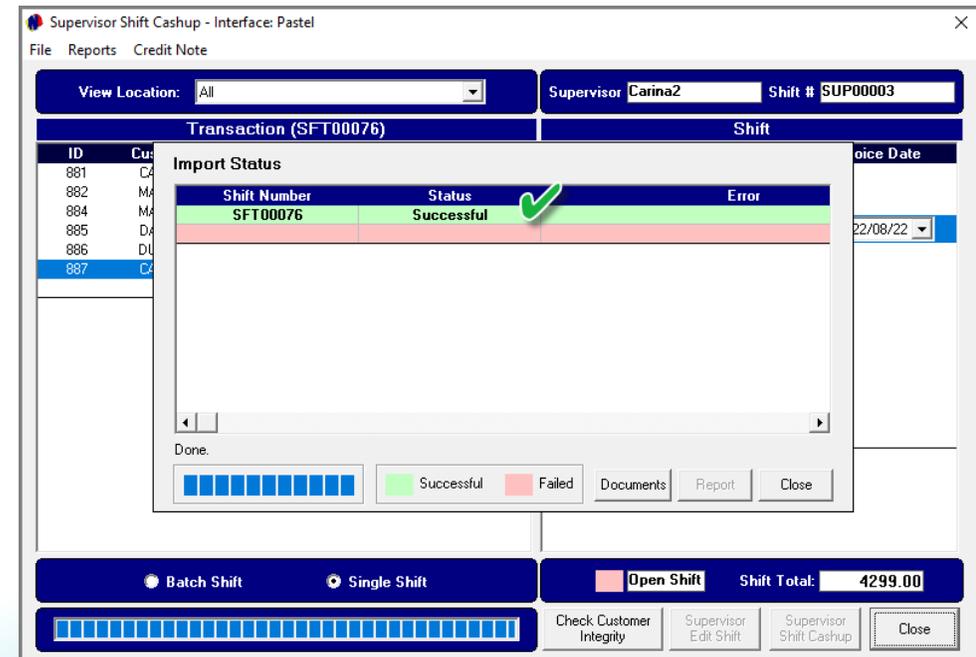
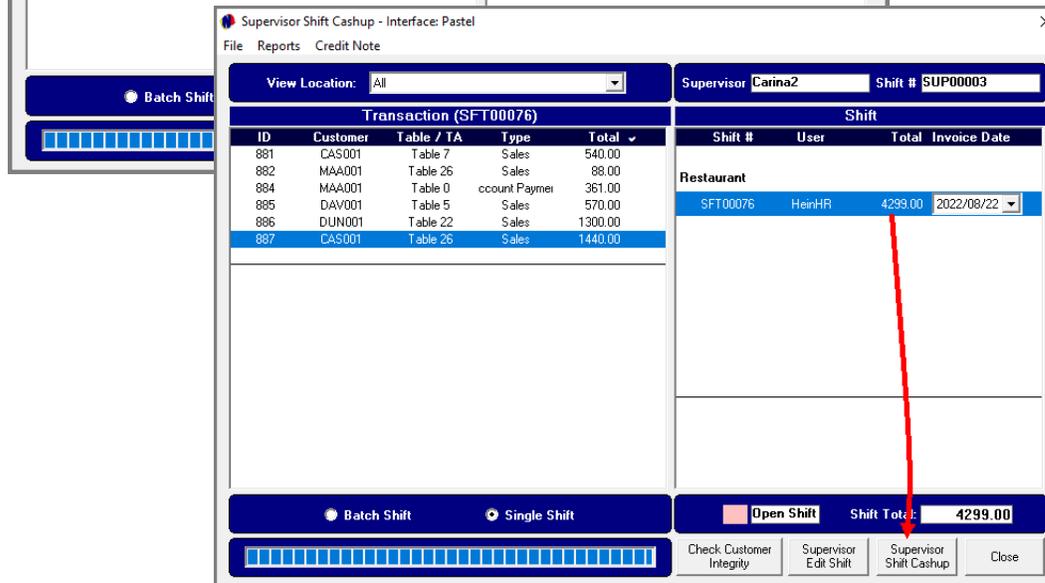
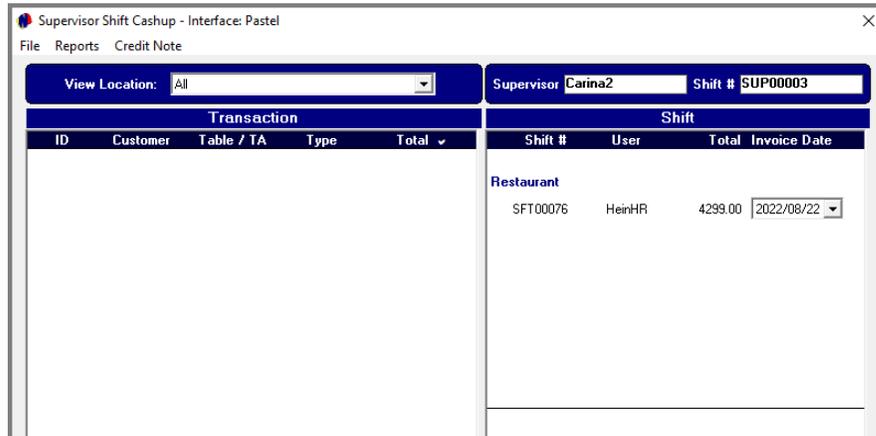


# The Shift Cashup Procedure

## 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.





# Novtel

# Hospitality Management





Property Management



Hospitality Management



Novtel Equipment Hire



Relations Management



Self-Storage



Vehicle Hire



The Invoice Module and Job Tracker Utility

(For the Glass Cutting Industry)



Contract Management



Bank Manager



Access Control



Property Management Mobile Application

For Resolving Maintenance Requests and Issues



Relations Management Mobile App



The Invoicing App



The Online Application Website



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