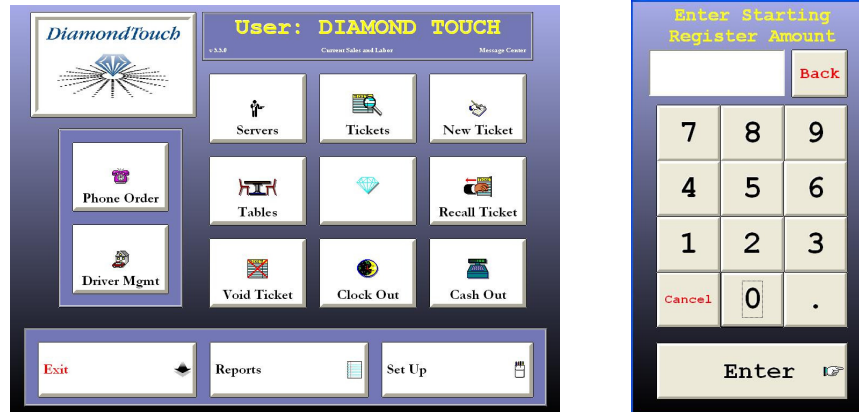


DiamondTouch Procedures Open & Close of Day

Open Day Procedures

A) Open All Cash Drawers

- 1) Touch the **Cash Out** button from Main Screen.



Sample view of the Main Menu screen.

- 2) You will get a message that says “ Would you like to use register 1” Touch **YES**. Lower security users may need Manager approval.
- 3) Then a message will come up that says: “Register is Closed. Would you like to open this drawer...” Touch **YES**, and then enter the **Starting Register Amount**.
- 4) Touch the Finished button at the bottom to return to the main screen. Repeat this procedure at all cash drawer stations.

Note to users with integrated credit card processing (PC Charge):

You may like to open stations that have a “No-Port” drawer with a Zero starting register amount.

B) Add Drivers – *This procedure has been automated in recent versions.*

- 1) Have the driver log in to the system with their employee code or swipe card.
- 2) Touch the **Driver Management** button from the main screen
- 3) Touch the **Add Driver** button at the bottom left side of the screen.
- 4) If security is enabled, the manager may be required to enter their employee code or use the manager’s swipe code to authorize.

Add a Bank to the driver’s name.

- 1) Highlight the driver’s name on the driver management screen.
- 2) Touch the **Driver Info** button at the bottom of the screen
- 3) Select the **Add to Bank** button.
- 4) Enter the amount of money you will loan to the driver as change.

End of Day Procedures

A) Close Out the Delivery Drivers.

Note to users with integrated credit card processing (PC Charge):

You will need to update the tip information the drivers have collected for each ticket they delivered first. This will need to be done at a 'real' cash drawer, not a station set up with a "no-port" drawer.

- 1) Go to the **Tickets** Screen from the main menu.
- 2) Hint: Filter the tickets to the driver's name using the **Setup Display**.
- 3) Select any blue status ticket marked "**CC-Sale**" for the driver.
- 4) Select the "**Add Tip**" to enter a dollar amount or a zero.
- 5) Any tips processed will be paid to the driver at this time.

The ticket will then turn orange as a "CC-Tip" status.

Repeat this procedure for each delivery taken by this driver.

Tkt	Time	Order By	Status	Type	Total	Location	Elapsed	Driver	Out	In
8	11:43	DIAMOND TOUCH	CC-Sale	PHONE DELIVERY	12.89	1012 Lombard St / #R	:01	Dispatch Late		
7	11:52	DIAMOND TOUCH	CC-Tip	TO-GO	9.19	No Info	11:52			
6	11:52	DIAMOND TOUCH	Open	DINE IN	15.41	No Info	11:52			
5	01:44	DIAMOND TOUCH	Open	TO-GO	15.62	No Info	22:00			
4	01:43	DIAMOND TOUCH	Open	TO-GO	10.60	No Info	22:01			
3	11:09	DIAMOND TOUCH	Open	PHONE DELIVERY	11.65	13 Jeff Dr / *R	:35	Dispatch Late		
2	02:59	DIAMOND TOUCH	Closed	PHONE DELIVERY	7.43	Muscatine Mall, --	20:45	DIAMOND TOUCH	2:59	2:59
1	02:56	DIAMOND TOUCH	CC-Tip	PHONE DELIVERY	10.70	Muscatine Mall, --	20:48	DIAMOND TOUCH	2:57	2:57

Sample view of the tickets screen.

Cash Out All drivers in the Driver Management screen.

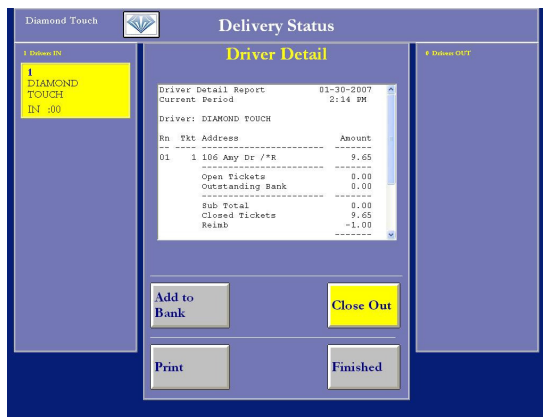
- 1) Go to the **Driver Management** screen.
- 2) Highlight the driver's name on the driver management screen.
- 3) Touch the **Driver Info** button at the bottom of the screen.
- 4) Choose the **Cash Out** button.
- 5) Choose the **Select All** button to add up all the remaining open tickets. This step will also automatically deduct the amount of the reimbursement for the selected tickets. The remaining total will be shown at the top of the screen. Enter any non-cash payments first individually like checks, gift certificates or non-integrated credit card slips including the tips. The remaining balance will be the cash portion that is due. Enter the cash amount to complete this process.
- 6) **Print** the detail of the driver's check out procedure as a reference.

Close Out All drivers in the Driver Management screen.

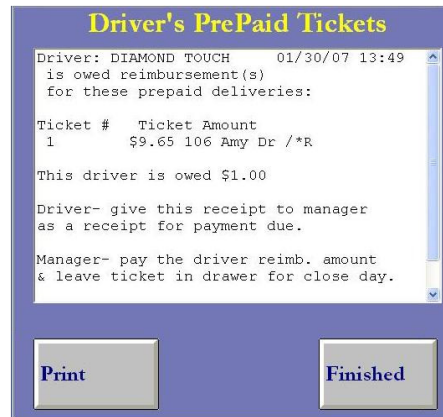
Returning the driver's bank. *When you close out the driver, you will be presented with a message if the driver was loaned a bank to make change with.*

- 1) Select the driver's name from the Driver Management and press the **Driver Info** button.
- 2) Choose the **Close Out** button from the menu and answer **YES** that you would like to close this driver.
- 3) If the driver needs to **Return a Bank**, you will be reminded of the amount to collect. You may also choose to print a voucher slip.
- 4) You will be asked "Close driver... Are you sure?" Answer **YES**.
- 5) **PC Charge Integrated Users** - Any tickets that were pre-paid by credit card will be reimbursed at this time. A voucher with the summary detail of each pre-paid transaction will print automatically.
- 6) The drivers name will now be removed from the screen.

Repeat this procedure for each driver individually as they end their shift. The driver will need to also clock-out when they are ready.



Sample View of the Driver Management screen



Sample of Pre-Paid Tickets screen

Make sure there are NO Open Orders.

Note to users with integrated credit card processing (PC Charge):
You will need to update the tip information for each ticket remaining that is still open or has a blue status for “CC-Sale” Enter either the tip amount or a Zero to finalize the ticket to the orange status as “CC-Tip” which now means they are closed.

Each register station should update their own “CC-Sale” tickets. If you select a ticket that was originally swiped at a different station, you will in effect transfer that amount to the drawer that closes the ticket. You will be warned if you would like to complete this action when this happens. It is recommended that the cashier update the tip information as the shift progresses, so you don’t have any open ticket at the end of the day.

- 6) Go to the **Tickets** Screen from the main menu.
- 7) Use your filters to show all the open tickets with **Setup Display**.
- 8) Update any remaining blue status “CC-Sale” tickets with the proper tip information.
- 9) Check for any remaining green status “Open” orders.
- 10) **Void**, Comp or **Cash Out** any remaining orders as needed to finalize each ticket to the correct final state.

Remember: Closing the day with open tickets will cause your over/shortage to be inaccurate.

Tkt	Time	Order By	Status	Type	Total	Location	Elapsed	Driver	Out	In
8	11:43	DIAMOND TOUCH	CC-Sale	PHONE DELIVERY	12.89	1012 Lombard St / *R	:01	Dispatch Late		
7	11:52	DIAMOND TOUCH	CC-Tip	TO-GO	9.19	No Info	11:52			
6	11:52	DIAMOND TOUCH	Open	DINE IN	15.41	No Info	11:52			
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4	01:43	DIAMOND TOUCH	Open	TO-GO	10.60	No Info	22:01			
3	11:09	DIAMOND TOUCH	Open	PHONE DELIVERY	11.65	13 Jeff Dr / *R	:35	Dispatch Late ?		
2	02:59	DIAMOND TOUCH	Closed	PHONE DELIVERY	7.43	Muscatine Mall, --	20:45	DIAMOND TOUCH	2:59	2:59
1	02:56	DIAMOND TOUCH	CC-Tip	PHONE DELIVERY	10.70	Muscatine Mall, --	20:48	DIAMOND TOUCH	2:57	2:57

Sample screen shot of the tickets screen.

B) Close the Registers

This must be done on all terminals with a cash drawer.

Note to users with integrated credit card processing (PC Charge):

Remember, You will also need to close each station that has a “no-port” drawer used to process credit cards.

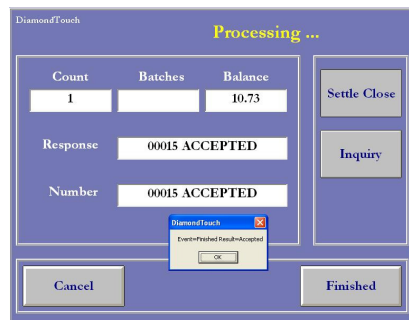
- 1) Go the Main Menu screen
- 2) Touch the **Cash Out** button
- 3) Select the **Manager** button in the top left corner.
- 4) Press the **Close** button, and select **YES** to close the drawer.
- 5) The Cash Drawer Summary report will print automatically.



Sample view of the manager cash out area.

Note to users with integrated credit card processing (PC Charge):

At the server station, you will need to submit your credit card batch to your processor at this point. Follow the instructions below before you close the drawer.



Sample view of the batch submission process.

- a) Touch the **Send Batch** button
- b) When you see the number of credit card transactions, press the **Settle Close** button. Wait for a response to know your batch was accepted.
- c) Press the **OK** button to confirm your settlement message.
- d) Continue by closing the drawer in the steps above.

C) Close the Day

- 1) Go to the **Reports** Screen from the main menu.

Note to users with integrated credit card processing (PC Charge):

- a) Touch the **Integrated CC** button
- b) Select the **Post CC Batch** button
- c) **Print** the Post Batch Settlement report.

Non-Integrated Credit Card Users:

- a) Submit your batch for the day
 - b) Save the printed summary totals for the day.
- 2) Exit back to the Manager Reports screen.
 - 3) Touch the **Close Day** button to begin.

You may receive a message if you have skipped over any previous steps like open tickets or cash drawers that are still open. You will also be notified of how many employees are still clocked in. You may proceed with these employees still clocked in, but you be aware of who those employees are in case a time clock adjustment is necessary.



- 4) You will receive the message: “Would you like to start the Auto-Close procedure? Answer **YES** to move on.
- 5) Enter your non-cash tender types
 - a) **Checks** – *This number will be prefilled as a time-saver. Add up your checks and either agree with the prefilled number or edit this section to match the actual checks that will be deposited.*
 - b) **Credit Cards** – *Again, this number will be prefilled. Use your credit card reports to verify the numbers match or edit this field to reflect the corrected total.*
 - c) Repeat the same verification for: **House Accounts, Gift Certificates** or other forms of custom made tender options.
 - d) Press the **Next** button to continue.

- 6) **Enter the real cash amounts**
 - a) You may use the calculator area at the top to enter the breakdown of currency & coin to add to totals for you.
 - b) You may also use the Misc amount of any rolled coins that will also be deposited.
- 7) You will receive a message: “If your over/shorage is acceptable...”
 - a) **YES** will progress you to the next step towards closing.
 - b) **NO** will allow the user to re-evaluate the totals you entered by starting this process over.
- 8) Are you sure you would like to close day as of Today’s Date? **YES**
- 9) Your day has been successfully closed as of Today’s Date.
- 10) Would you like to **back up** your Files ? Always say **YES**
 - a) YES will begin the process of backing up your data will make copies to other machines of important data. Be sure this setup to at least two stations.
 - b) NO will skip the process and end the closing procedure.
- 11) Would you like **repair** your database? Always say **YES**. This will run a compact and repair utility on your customer data and the smart discount data. This is important to keep your databases healthy and quickly accessible.

The Close of Day may be done at night or before opening for the next day.

DiamondTouch Quick Reference Guide

Making Time Card Adjustments

- 1) Go to the **Reports** button from the Main Menu screen.
- 2) Press the **Time Cards** button at the bottom
- 3) Highlight the **employee’s name** requiring an adjustment.
- 4) Highlight the **time** to be adjusted
- 5) Use the tools on the right to adjust the previous record
- 6) Press the **Replace** button to complete the process.

Recommended Daily Reports:

Daily Sales Report – Sales, Daily Sales, Select the date, next, and Print

Balance Cash Report – Revenue, Balance Cash, Select a date, next and Print

Payroll Report – Labor, Period Labor, Select Pay period, Print