

Front End VPOS System

Front End VPOS System is specially designed for fine dining restaurants; the system streamlines operations in a seamless way, allowing staff to spend more time with customers and less time at the point of sale terminal. Rich images and high resolutions graphics create a custom floor plan for efficient and simplified table/bar/arcade management. The color coded indicators give a detailed facility status updates at a glance. Orders are clearly tracked by table or seat location. Beyond the table layouts, powerful functions provide quick order entry and modification.



Figure 1 → Front End VPOS System Log In Screen

Log In Front End VPOS System

Step 1 → Double click the icon or shortcut which as shown in **Figure 2** in your

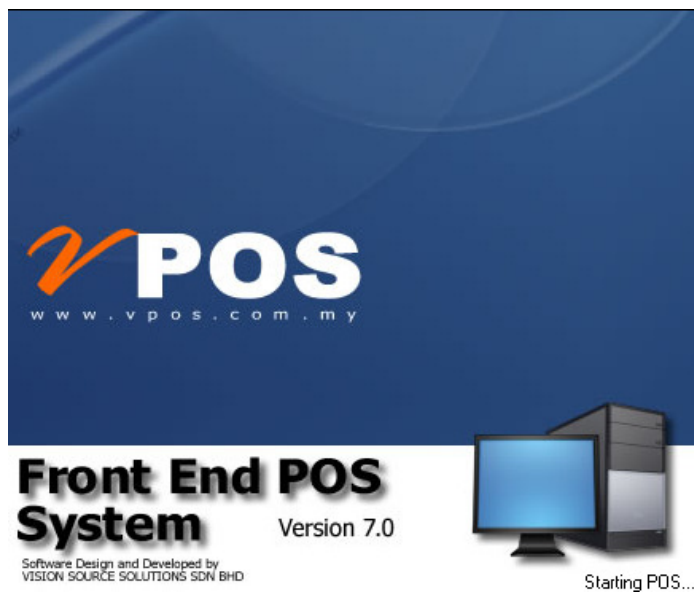


VPOSTERM



Shortcut of Front End VPOS System

Step 2 → Then will prompt out a processing screen as shown in **Figure 3**.



Step 3 → The Front End VPOS System Log In Screen will display as shown in **Figure**

Step 4 → Able to log in the system, the user have to key in their particular **Staff ID** and **Password**.

Dine In Order Screen



Figure 4 Dine In Order Screen

- | | | | | | |
|---|-----------|---|---------------------|---|-------------------|
| 1 | Exit | 2 | Table Status | 3 | Main Menu |
| 4 | Zone Area | 5 | Change Table / Room | 5 | Join Table / Room |

Make Dine In Order

- Step 1** → Choose the **Zone Area**.
- Step 2** → Click the Table No.
- Step 3** → Then will prompt out the screen to key in no of pax as shown in **Figure 5**.



Figure 5 → Key in the no of pax

- Step 4** → Then click the **Confirm** button as shown in **Figure 5**.
- Step 5** → Then will prompt out the screen as shown in **Figure 6**.

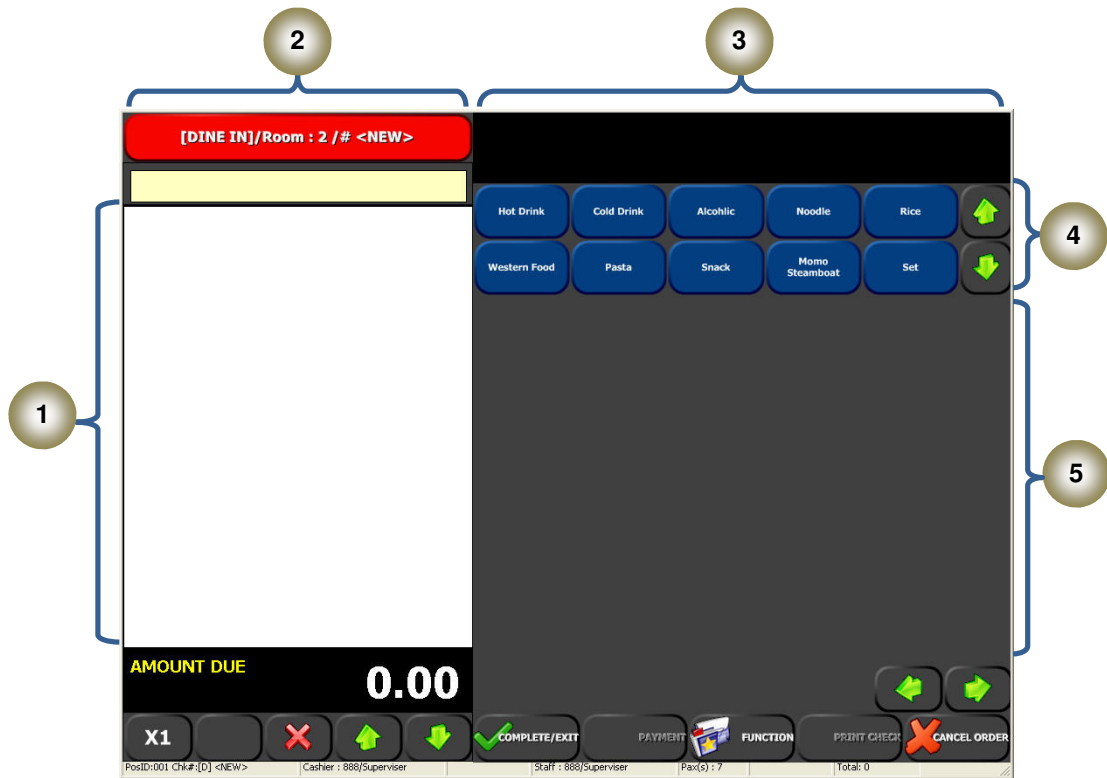


Figure 6 Item Order Screen

- 1 Item Order list
- 2 Exchange Dine in or Take away
- 3 Display Screen
- 4 Item Group
- 5 Item Categories

Step 6 You can click on the **Item Group** button then **Item Categories** will prompt out at the bottom.

Step 7 Click the item which you like then that particular item will display at the **Item Order list** as shown in **Figure 7**.

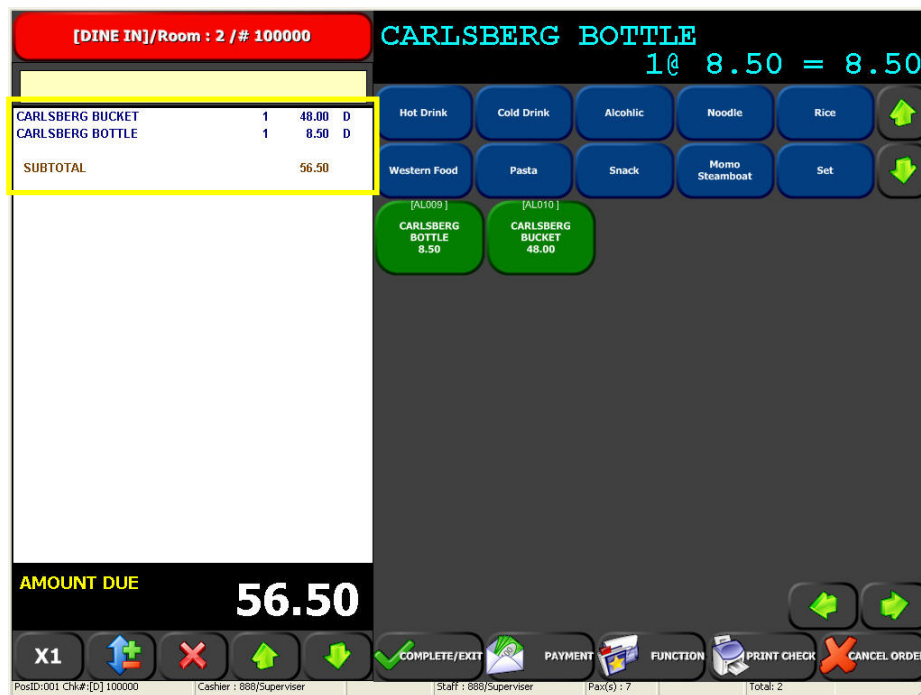


Figure 7 Item Order Screen

- Step 8** After make the order then press the **Complete/Exit** button to confirm the order and exit the **Item Order Screen**.
- Step 9** Then the **Item Order Screen** will exit and back to the **Dine In Screen**. Then the table which you clicked will change to **RED** colour.
- Step 10** Finally, Dine In order is completed and will send the item list to kitchen for preparation.

How to make payment?

- Step 1** → Click on the **Table No** which wants to make payment. Then the Item Order Screen will display as shown in **Figure 7**.
- Step 2** → Then click on the **Payment** button at the bottom.
- Step 3** → The **Payment Screen** will display as shown in **Figure 8**.

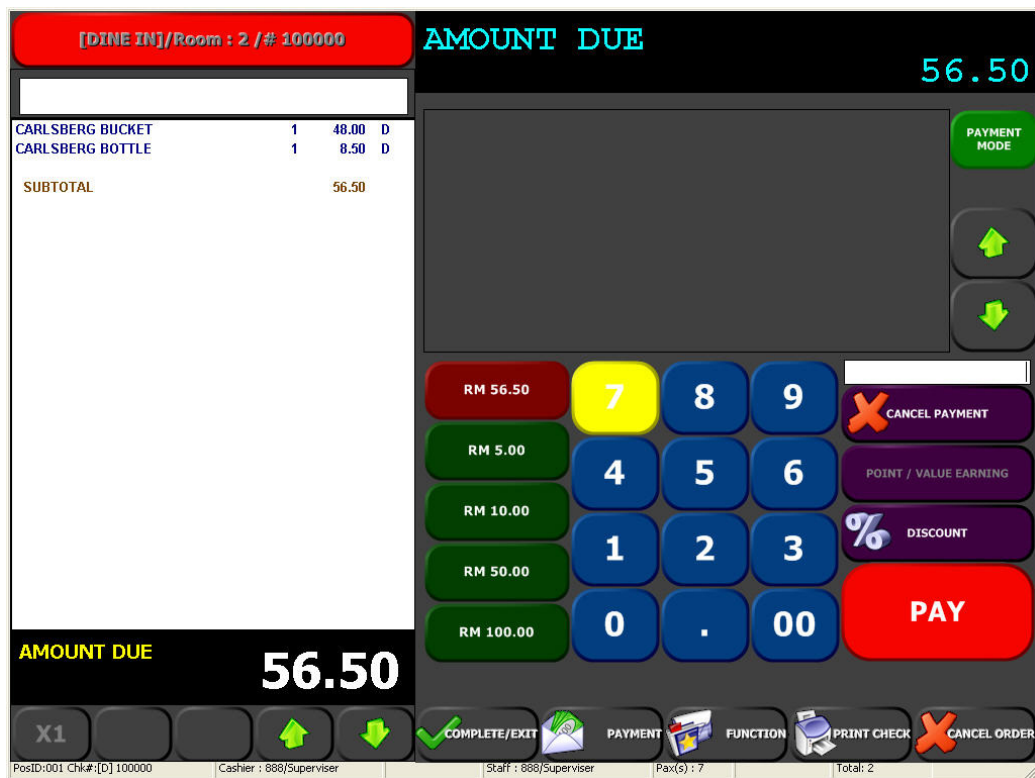


Figure 8 → Payment Screen

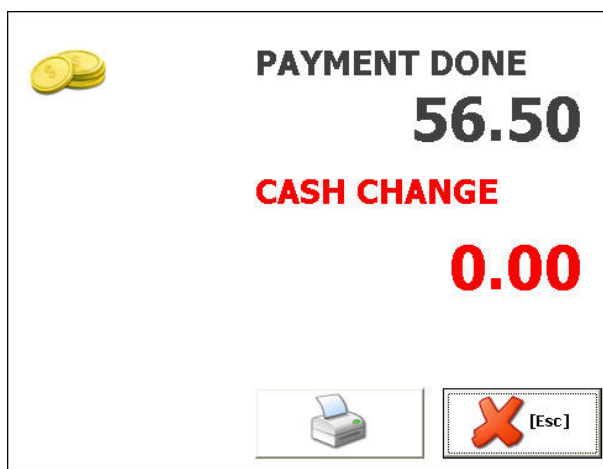
- Step 4** → Then key in the amount that customer pay by using the button on screen or keyboard.
- Step 5** → Just click the **Exact Amount** button as shown in **Figure 9** when the customer pay the exact amount.



Figure 9 Exact Amount button

Step 6

After click the **Exact Amount** button or **Pay** button then will prompt out the screen as shown in **Figure 10**.



Step 7

Once you see the **Payment Done** screen prompt out means the payment is done and the particular table no will return back to grey colour means Free.

Make Take Away Order

Step 1

Click the **Main Menu** button which as shown in **Figure 4** then will prompt out VPOS Main Menu screen which as shown in **Figure 11**.

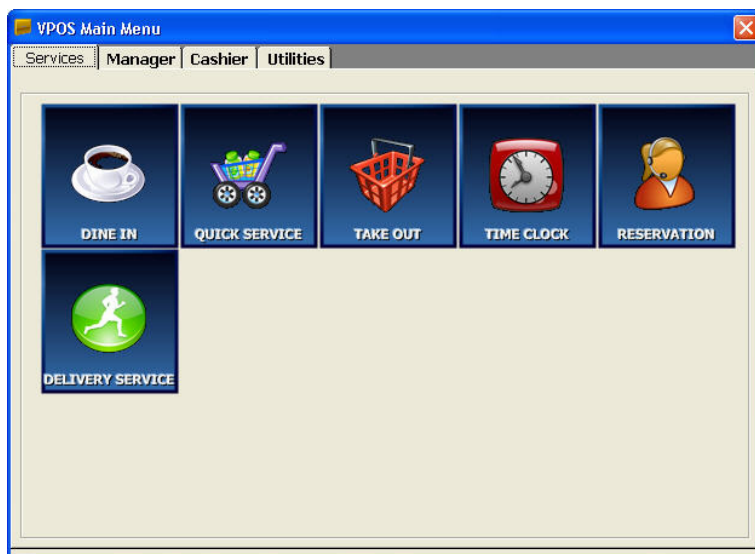


Figure 11

Main Menu

Step 2

Then click on **Services** Tab and click the **Take Out** button which as shown in **Figure 11**.

Step 3

The Item Order Screen prompts out. This time the title will change to **Take Out** and no need go to select table no.

Step 4

Then follow the same steps in Dine In Order.

Remove Wrong Item

Step 1 → Select which item that wishes to remove from the Item Order List then click the **Red Cross** button at the bottom or press delete key from keyboard.

Step 2 → The confirm message box will prompt out as shown in **Figure 12**.

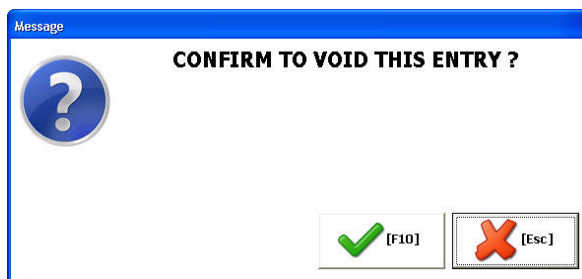


Figure 12 → Confirm Message Box

Step 3 → Click the 'Tick' button to confirm void the entry or click the 'Red Cross' button to cancel.

Exchange Table

Step 1 → Click on the **Change Table/Room** button then **Change Table/Room** button will change to **pink** colour as shown in **Figure 13**.

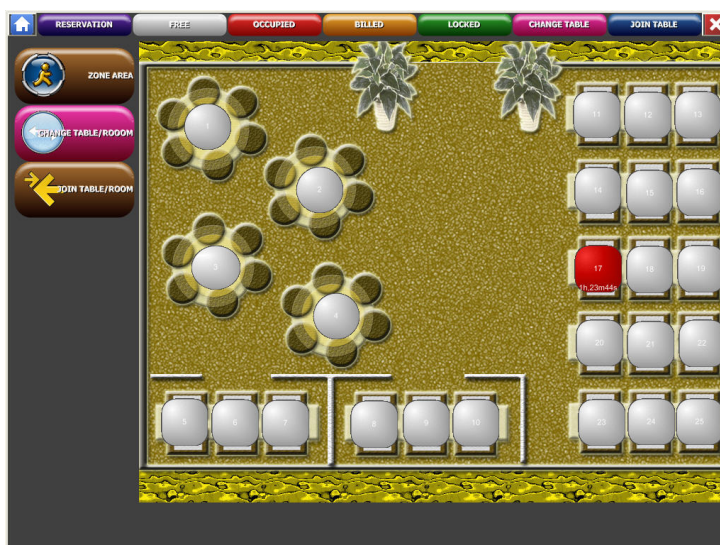


Figure 13 → Change Table 1

- Step 2** → Then click on which table that you wish to change table. The table also will change to pink colour as shown in **Figure 14**.

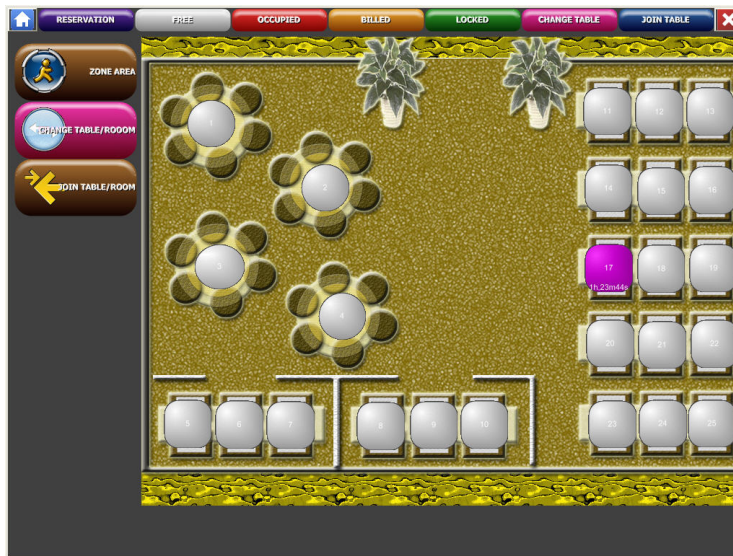


Figure 14

Change Table 2

- Step 3** → Then click on the table which you wish to move to. After than, a confirm message box will prompt out to ask for confirmation as shown in **Figure 15**.



Figure 15

Confirm Message

- Step 4** → Click 'Tick' button to confirm or click the 'Red Cross' button to cancel.

- Step 5** → Lastly, the particular table will move to new table.

Join Table/Room

Step 1

Click the **Join Table/Room** button then **Join Table/Room** button will change to **blue** colour as shown in **Figure 16**.

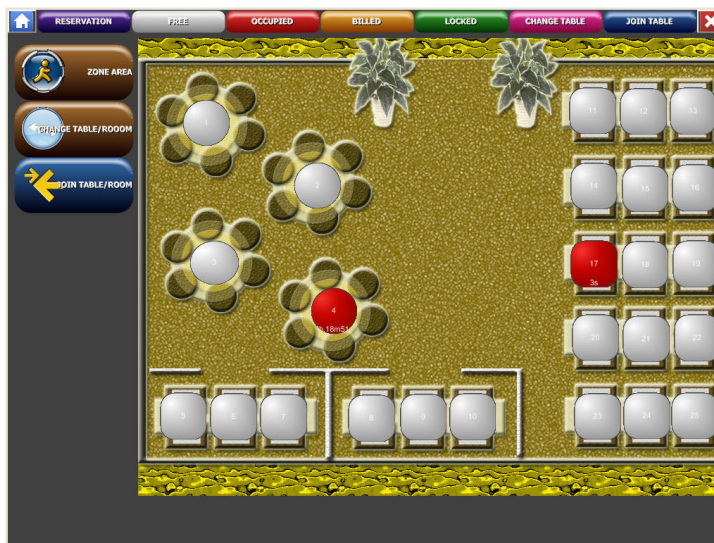


Figure 16

Join Table 1

Step 2

Click on which table that you want to join. Then a screen will prompt out as shown in **Figure 17**.

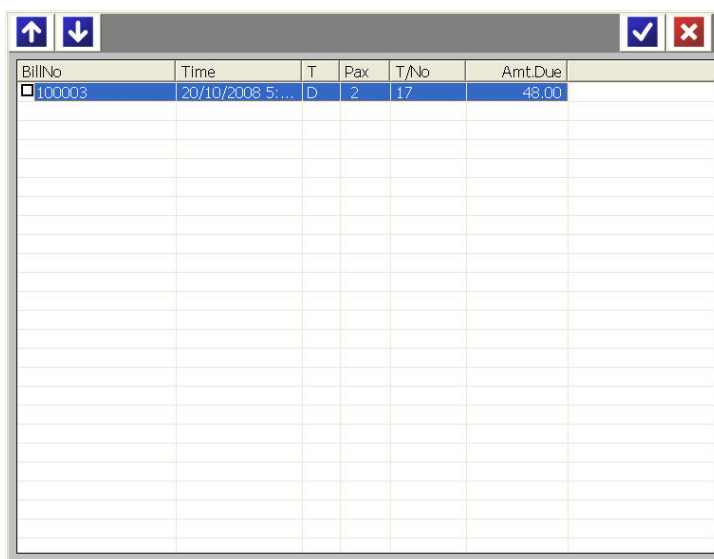


Figure 17

Join Table 2

Step 3 → You can select which table that you wish to join with the table that you click just now.

Step 4 → After selected then click the 'Tick' button at top right corner to confirm this action.

Step 5 → Then it will prompt out another message box to ask you to confirm as shown in **Figure 18**

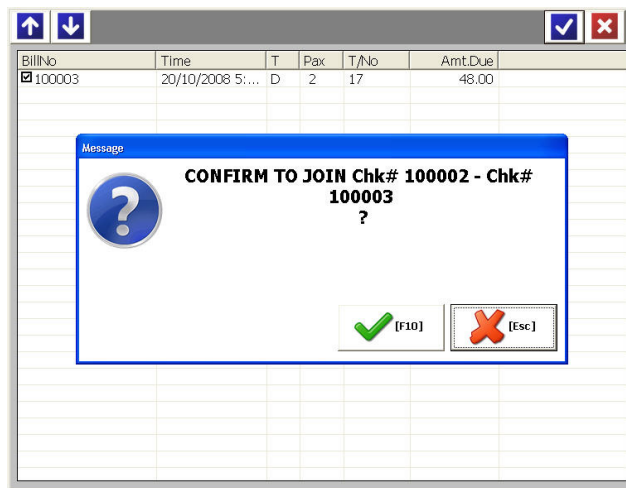


Figure 18 → Join Table 3

Step 6 → Click on 'Tick' button to confirm or click 'Red Cross' to cancel.

Step 7 → After confirm then the both table will change to **blue** colour as shown in **Figure 19**.

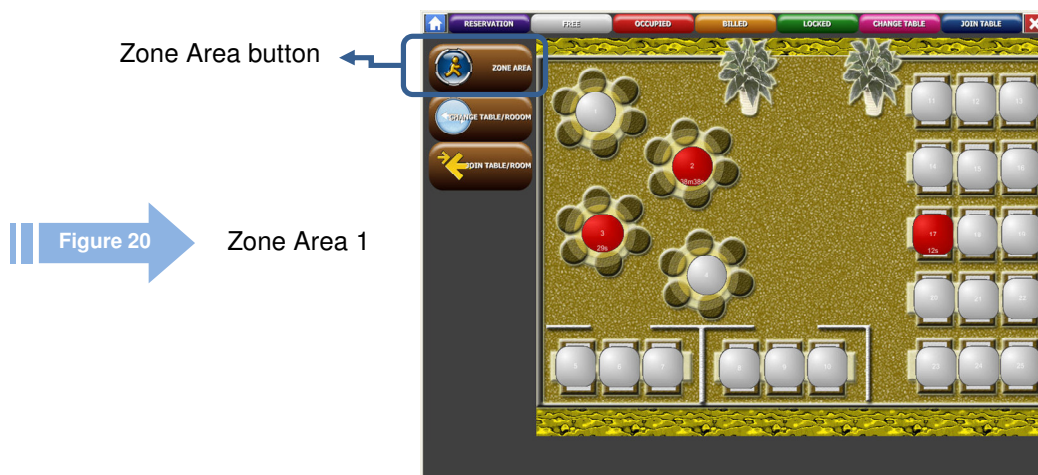


Figure 19 → Join Table 4

Zone Area

Step 1 You can select the different sitting from different area.

Step 2 Click the **Zone Area** button at the **Dine In Order Screen** as shown in **Figure 20**.



Step 3 Then will prompt out the screen as shown in **Figure 21**.



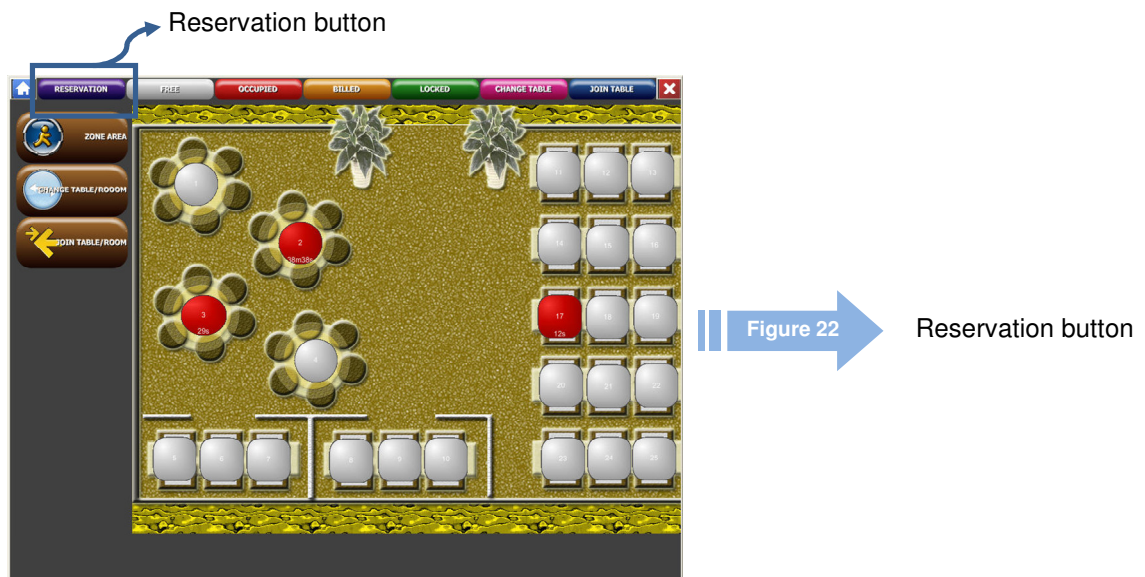
Figure 21 Zone Area 2

Step 4 Click on the Zone which you wish to go.

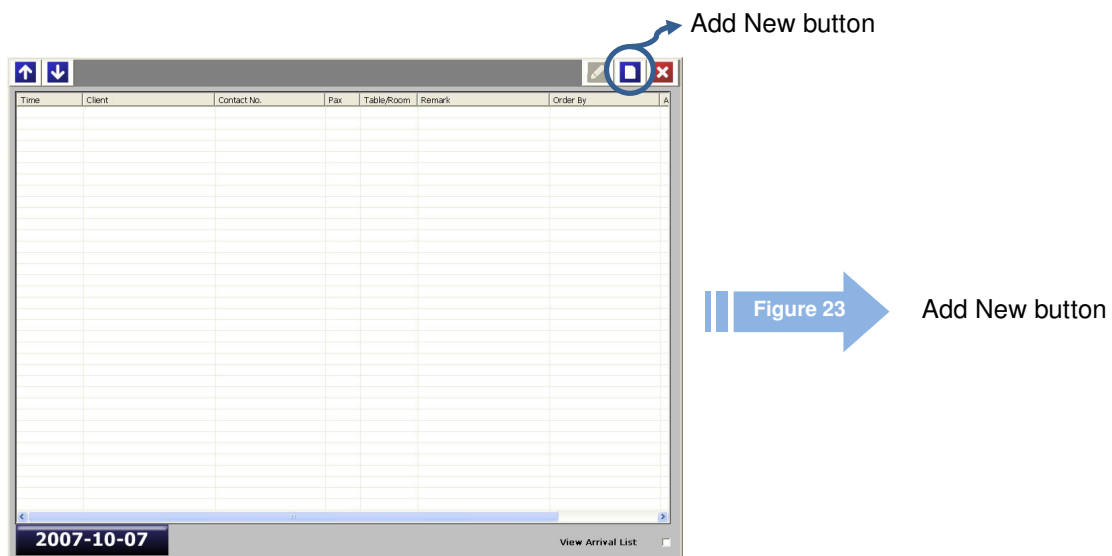
Table Reserve

Table reserve allows you to reserve a table for your customer. So just follow the steps below:-

- Step 1** Click the **Reservation** button which in **purple** colour at the left top corner of **Dine In Order Screen** as shown in **Figure 22**.



- Step 2** Then will prompt out the screen as shown in **Figure 23**.



Step 3 Then click the **Add New** button which as shown in **Figure 23**.

Step 4 The **Reservation/Booking** screen will prompt out as shown in **Figure 24**.

Figure 24

Reservation/Booking

Step 5 Just key in the customer details who want to book table in the **Reservation/Booking**.

Step 6 After you key in the **Table No** then that table will turn in to **purple** colour shown **Figure 25**.



Figure 25

Table Reserve

Table already reserved

Split the Check

There may have customers want to split their ticket into different bill. Therefore, you have to use this function to do so.

- Step 1** → Click on the table that you wish to split the ticket.
- Step 2** → Then will prompt out the **Item Order Screen**.
- Step 3** → Click the **Function** button at the bottom of **Item Order Screen** then will prompt out few function buttons for you as shown in **Figure 26**.



Figure 26 Item Order Screen

- Step 4** → You can find a button call '**Split Check**' here. Then click on the **Split Check** button.
- Step 5** → The system will prompt out a screen ask you to key in **Staff ID** and **Password** as shown in **Figure 27**.



Not everyone has the right to split the ticket.

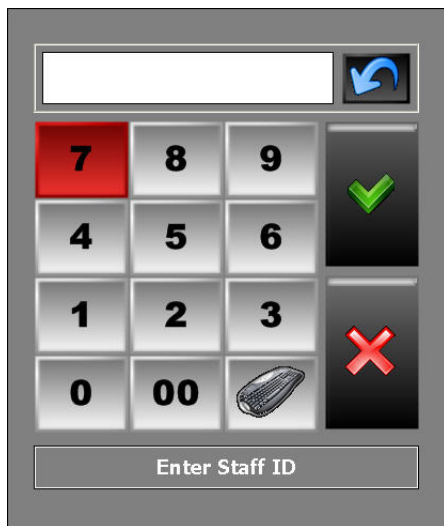


Figure 27 Staff Confirmation

Step 6 After the system confirm the staff authorization then will prompt out a screen as shown in **Figure 28**.

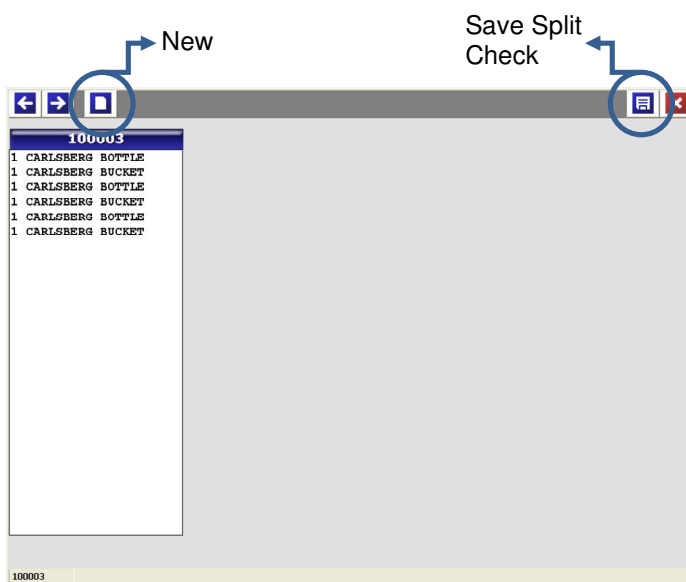
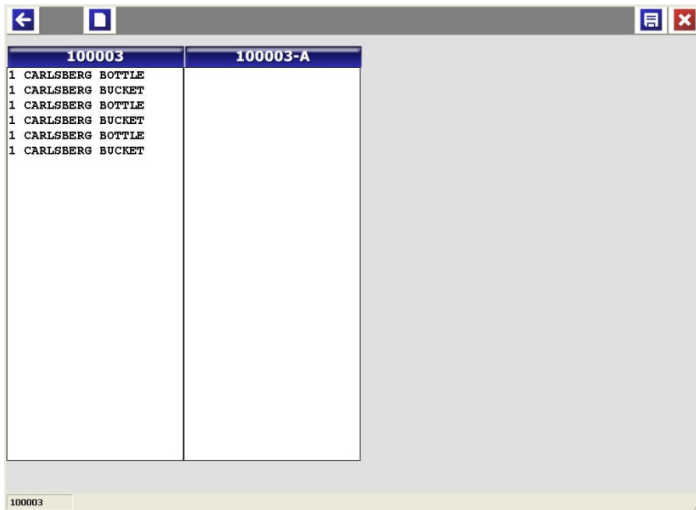


Figure 28 Split Check 1

Step 7 Click the **New** button which shown at **Figure 28**.

Step 8

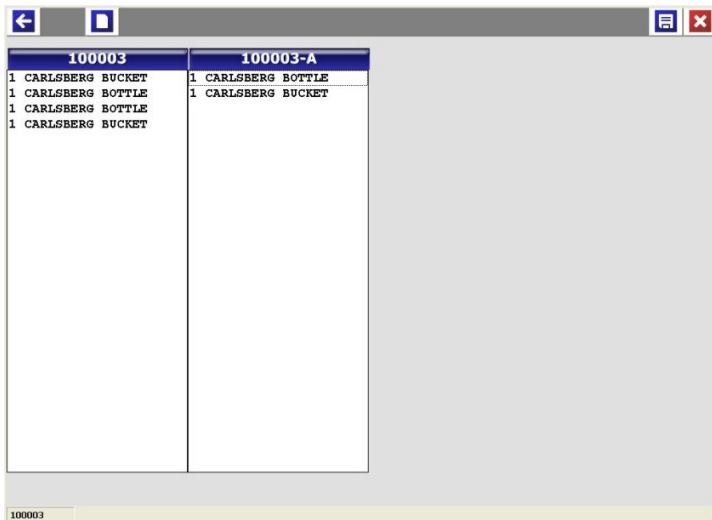
There will prompt out another empty ticket as shown in **Figure 29**.

**Figure 29**

Split Check 2

Step 9

Highlight which item that you wish to split into another bill. Click the empty ticket then that item will be transfer to the empty ticket as shown in **Figure 30**.

**Figure 30**

Split Check 3



If you transfer the wrong item then just highlight the wrong item and click on the original bill. Then that item will return to the original bill.

Step 10 → After than, click the **Save Split Check** button.

Step 11 → Then the system will prompt out message box to ask you to confirm the entry as shown in **Figure 31**.



Figure 31 → Confirm the entry

Step 12 → After than, click the **Complete/Exit** button to exit the **Item Order Screen**.

Step 13 → Then once you click again the table then it will prompt out another screen to shown you this table have few ticket as shown in **Figure 32**.



Figure 32 → Ticket separately

Step 14 → When the customer want to make payment then just click on that ticket then will go into **Item Order Screen**. Finally, you can settle the payment.

Combine the Check

There may have customers want to pay their bill attach with another table bill. Therefore, this function allows you to combine your ticket with another table bill.

Step 1

Click the table which you wish to combine ticket. Then you will go into the **Item Order Screen**.

Step 2

Then click the **Function** button at the bottom. You will get few buttons prompt out as shown in **Figure 33**.

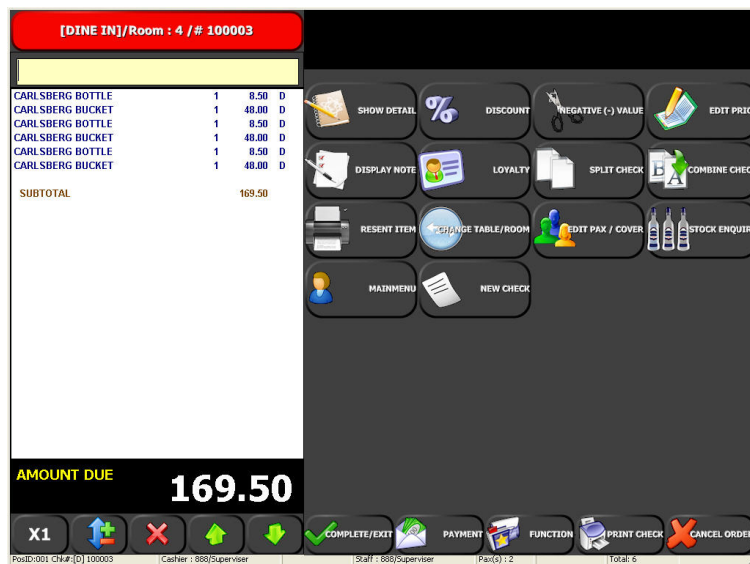


Figure 33

Item Order Screen

Step 3

You will find out that has a button call '**Combine Check**' button. Then click on that button.

Step 4

The system will prompt out a screen to let you to select table which you wish to combine with, as shown in **Figure 34**.



Step 6 It also will prompt out a confirm message box to ask you to confirm the entry as shown in **Figure 35**.

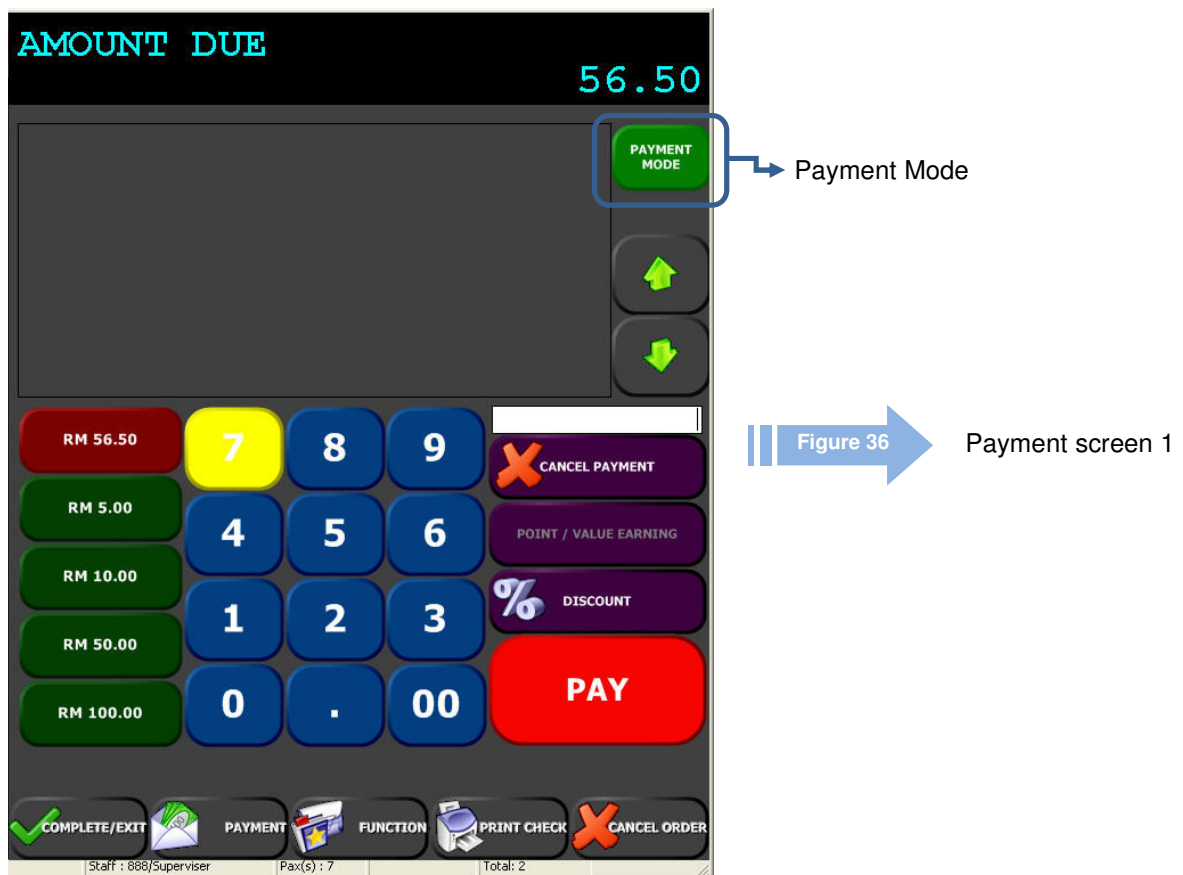


22 | Page

Payment Mode

The customer can choose different type of payment method such as credit card, voucher, staff purchase, etc. Therefore, you can go to Payment Mode to choose the payment method that list out.

- Step 1** → Go to **Item Order Screen**.
- Step 2** → Click the **Payment** button.
- Step 3** → Then **Payment** screen will prompt out as shown in **Figure 36**.



Step 4 → Click the **Payment Mode** button which shown at **Figure 36**.

Step 5 → Then the system will prompt out all the payment method which you already set as shown in **Figure 37**.

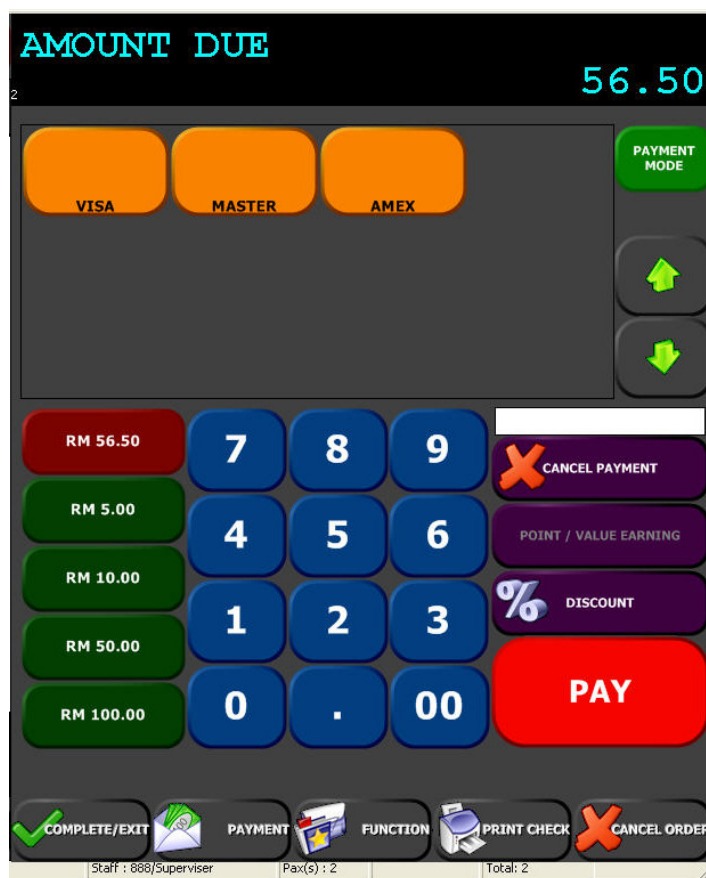
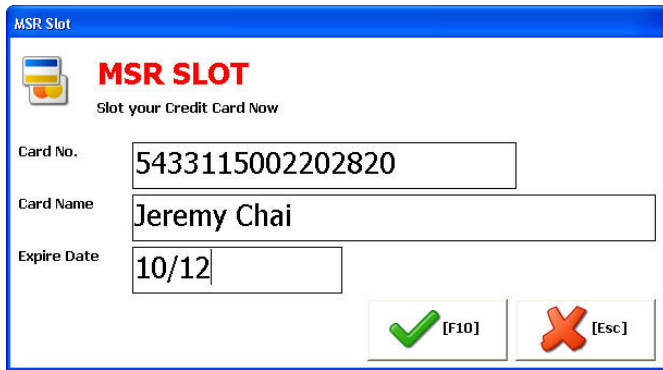


Figure 37 → Payment screen 2

Step 6 → If the customer pay the bill with VISA Credit Card then click the **VISA** button. The system will prompt out a screen to let you key in the Credit Card detail as shown in **Figure 38**.



You also can use the MSR slot machine to slot in the Customer's credit card details.



The MSR Slot screen displays the following information:

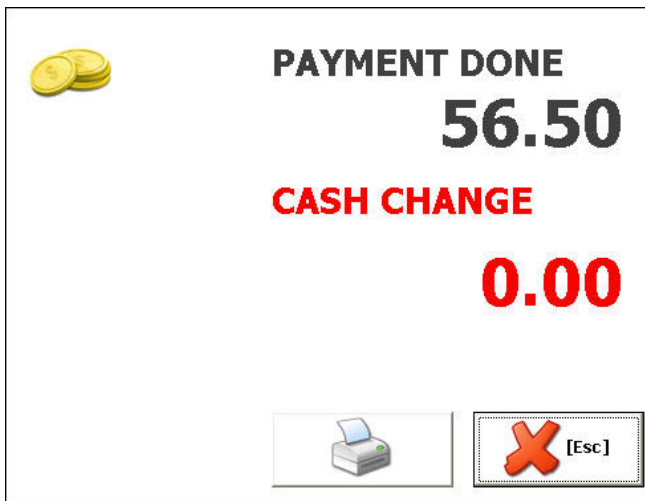
- MSR SLOT** (Title)
- Slot your Credit Card Now** (Instruction)
- Card No.**: 5433115002202820
- Card Name**: Jeremy Chai
- Expire Date**: 10/12
- Buttons**: A green checkmark button labeled [F10] and a red X button labeled [Esc].

Figure 38

MSR SLOT

Step 7 Click the **'Tick'** button to confirm the credit card payment or click **'Red Cross'** button to cancel the credit card payment.

Step 8 Then the system will prompt out a **Payment Done** screen as shown in **Figure 39**.



The Payment Done screen displays the following information:

- PAYMENT DONE** (Title)
- 56.50** (Amount)
- CASH CHANGE** (Text)
- 0.00** (Amount)
- Buttons**: A printer icon and a red X button labeled [Esc].

Figure 39

Payment Done screen



The system will print out **TWO** receipts when customer uses any credit card to make payment.

Void Item

If customer want to void certain item or you are key in wrong order then just use this function to help you to void the wrong item.

Step 1 Highlight which item that you wish to remove.

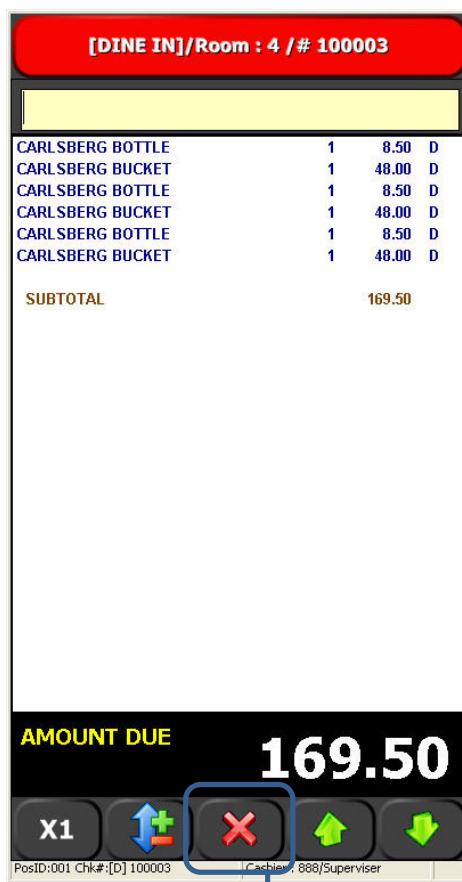


Figure 40 Void Item 1

Step 2 Click the 'Red Cross' button at the bottom of Item Order Screen as shown in Figure 40.

Step 3 Then the system will prompt out a confirm message to ask you to confirm this entry. Click 'Tick' button to confirm or click the 'Red Cross' to cancel the entry.

Cancel the Order

The customer can cancel their order after make any order. Therefore, this function can help you to cancel the check for you.

Step 1 Click the table which wishes to cancel the order.

Step 2 Then you will see a button call '**Cancel Order**' button as shown in **Figure 41**.



Figure 41 Cancel Order

Step 3 After you click the **Cancel Order** button then the system will prompt out a message box ask you to confirm the entry as shown in **Figure 42**.

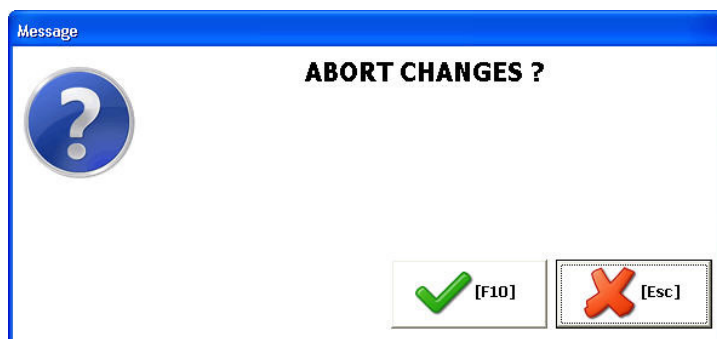


Figure 42 Message Box

Step 4 After you click the '**Tick**' button or press **F10** key on your keyboard then the whole ticket will be cancel.

Cashier Menu

The Cashier Menu is allow you to able to do open drawer, cashier close, cash management, view the cashier report and bill viewer.

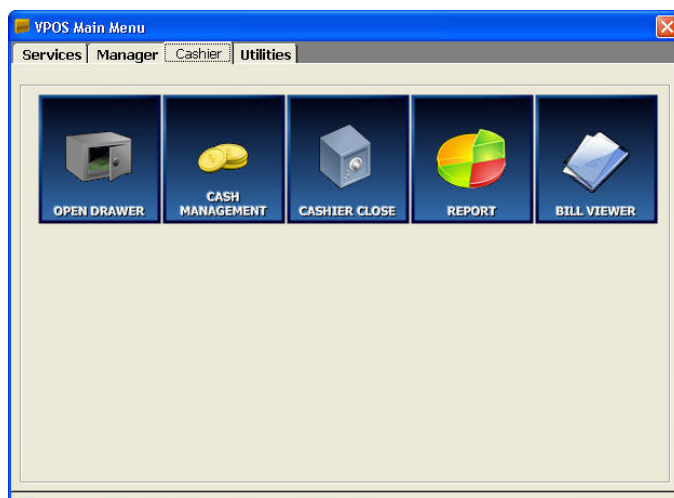


Figure 43 → Cashier Menu

Step 1 → Click the **VPOS Main Menu** button as shown in **Figure 44** to enter the **Cashier Menu**.

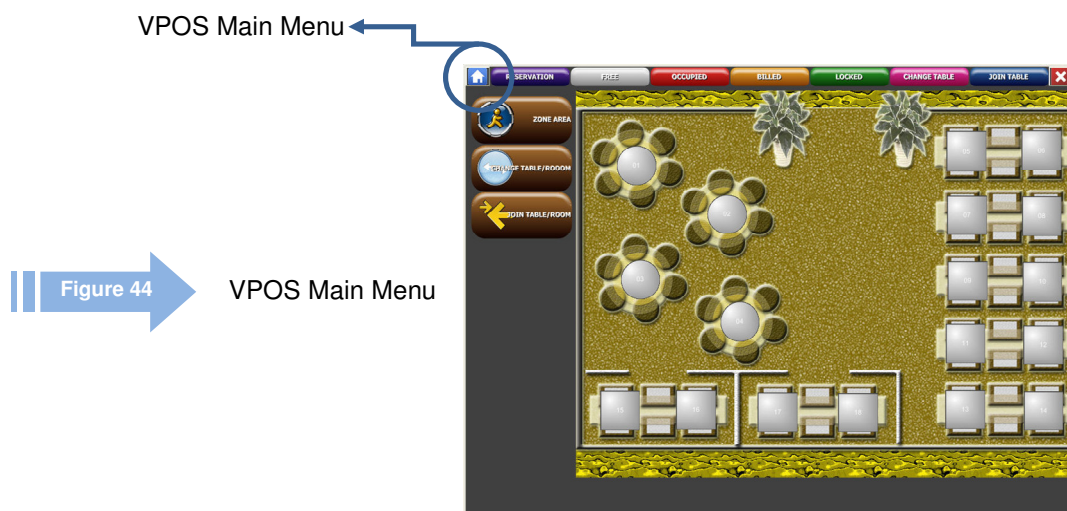


Figure 44 → VPOS Main Menu

Step 2 → Then the system will prompt out the **VPOS Main Menu** as shown in **Figure 43**.

Step 3

Click the **Cashier** tab. Then you can see the screen similar as shown in **Figure 43**.

Step 4

From here, you can allow to do open drawer, cash management, view cashier report and bill view.

Open Drawer

Cashier can open the cashier drawer to calculate the money that their collect on that day.

Step 1

When in the **Cashier Menu** then click the **Open Drawer** button.

Step 2

Then the system will make the cashier drawer open automatically.

Cash Management

Here, allow you to make Paid In and Paid Out status.

Step 1

When you click the **Cash Management** button as shown in **Figure 43** will prompt out a screen as shown in **Figure 45**.

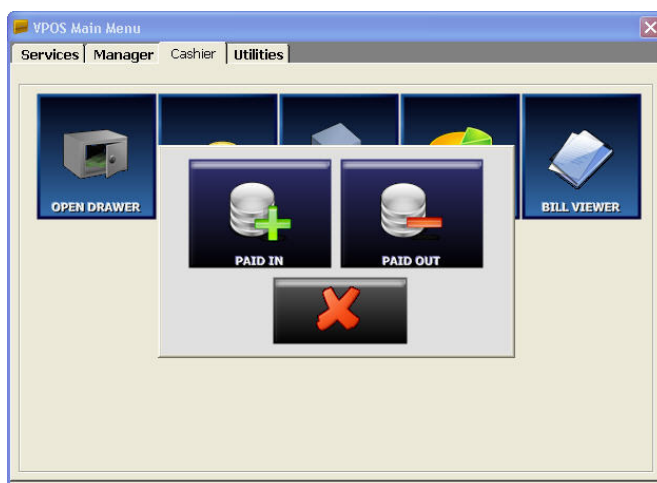


Figure 45

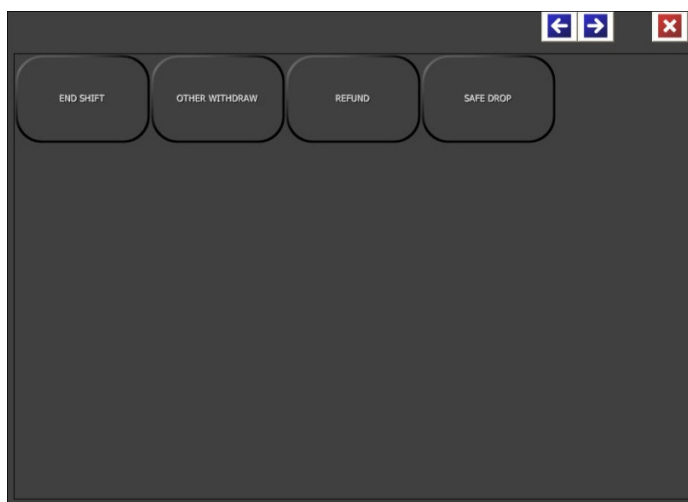
Cash Management

Step 2

When you click the **Pain In** or **Paid Out**, then the system also will ask you to key in the **Staff ID** and **Password** to record this entry.

Step 3

If you click **Paid Out** then will prompt out the screen as shown in **Figure 46**.

**Figure 46**

Paid Out

Step 4

There have four options such as 'End Shift', 'Other Withdraw', 'Refund' and 'Safe Drop'.

Step 5

You can choose which you wish to proceed. Then the system will record the entry.

Step 6

If you click **Paid In** then the system will prompt out a screen as shown in **Figure 47**.



The options in Paid In and Paid Out screen can be setting by you.

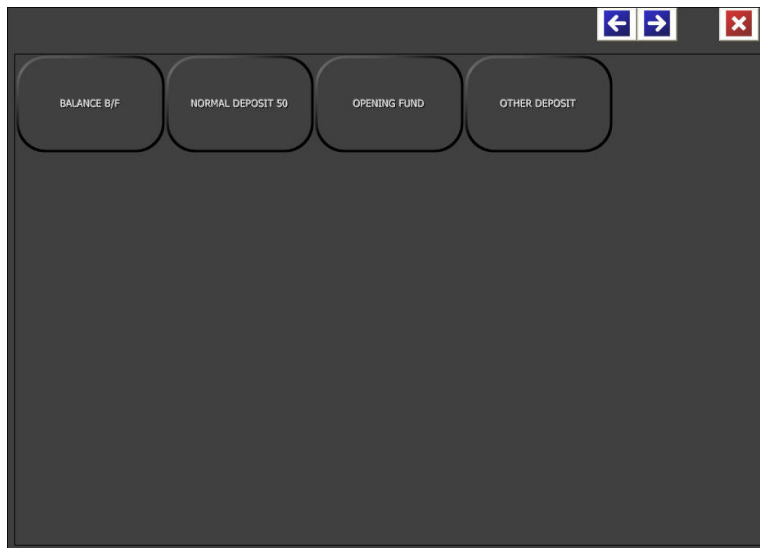


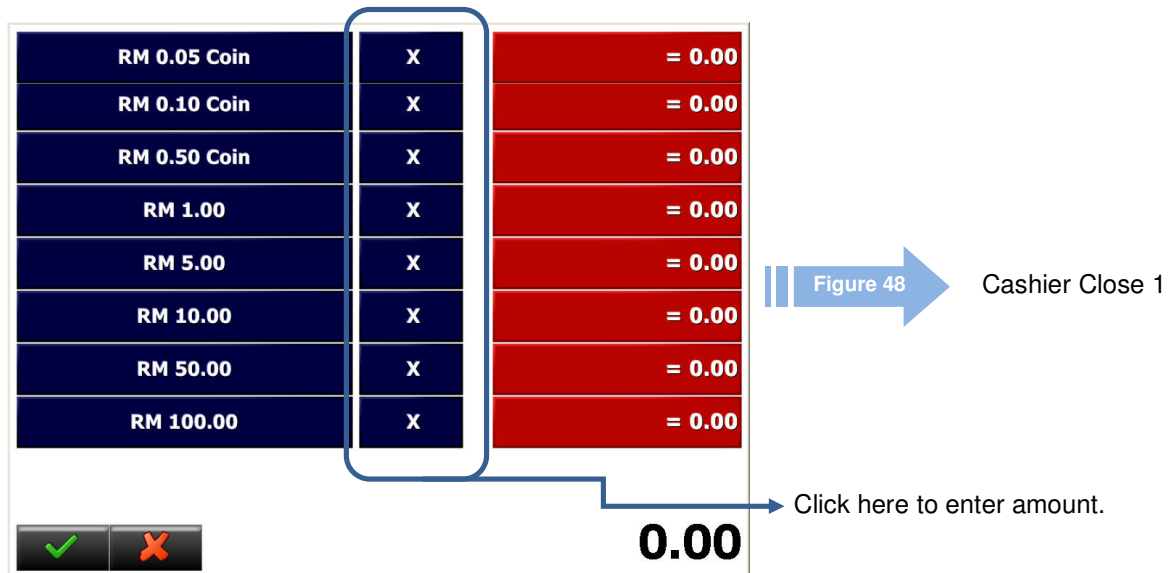
Figure 47 Paid In

- Step 7** → There are four options such as 'Balance B/F', 'Normal Deposit 50', 'Opening Fund' and 'Other Deposit'.
- Step 8** → You can choose which you wish to proceed. Then the system will record the entry.

Cashier Close

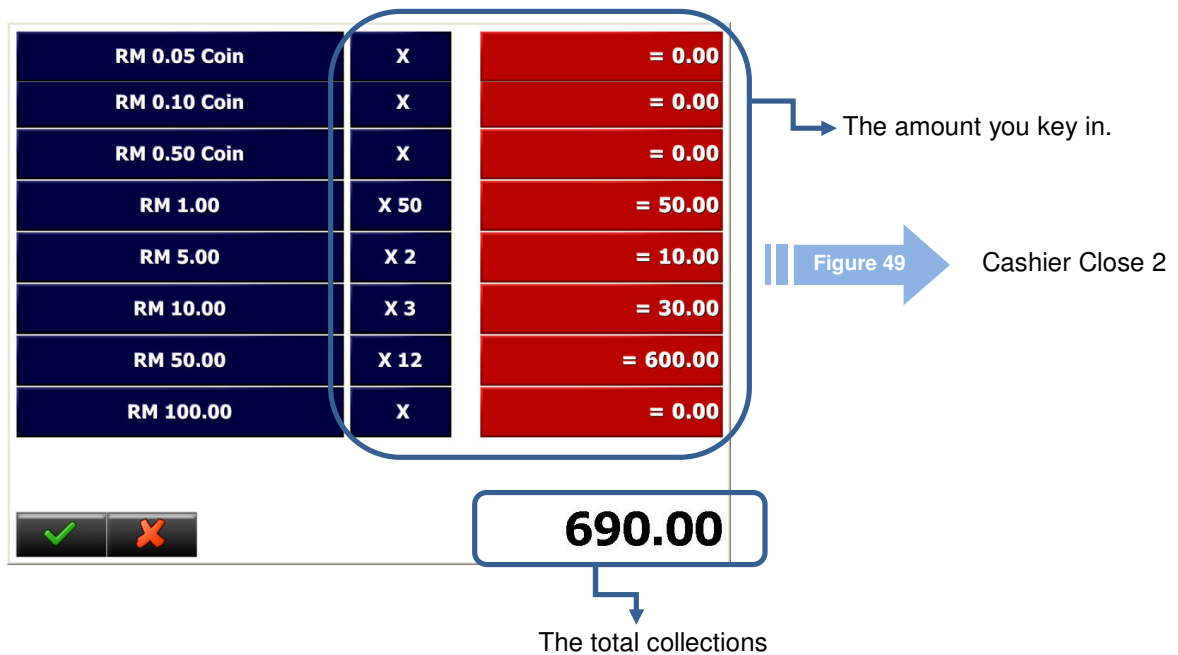
When the cashier closes the terminal or wants to change to another cashier then you can use this function in **Cashier Menu**.

- Step 1** → Go to **Cashier Menu** as shown in **Figure 43**.
- Step 2** → Then click the **Cashier Close** option. The system will ask you to key in **Staff ID** and **Password**. Then will prompt out a screen as shown in **Figure 48**.



Step 3 → After you click the 'X' button as shown in **Figure 48** then will prompt out a screen to ask you key in the total of the **cent** or **RM** which mention beside.

Step 4 → Then the system will display the amount which you key in as shown in **Figure 49**.



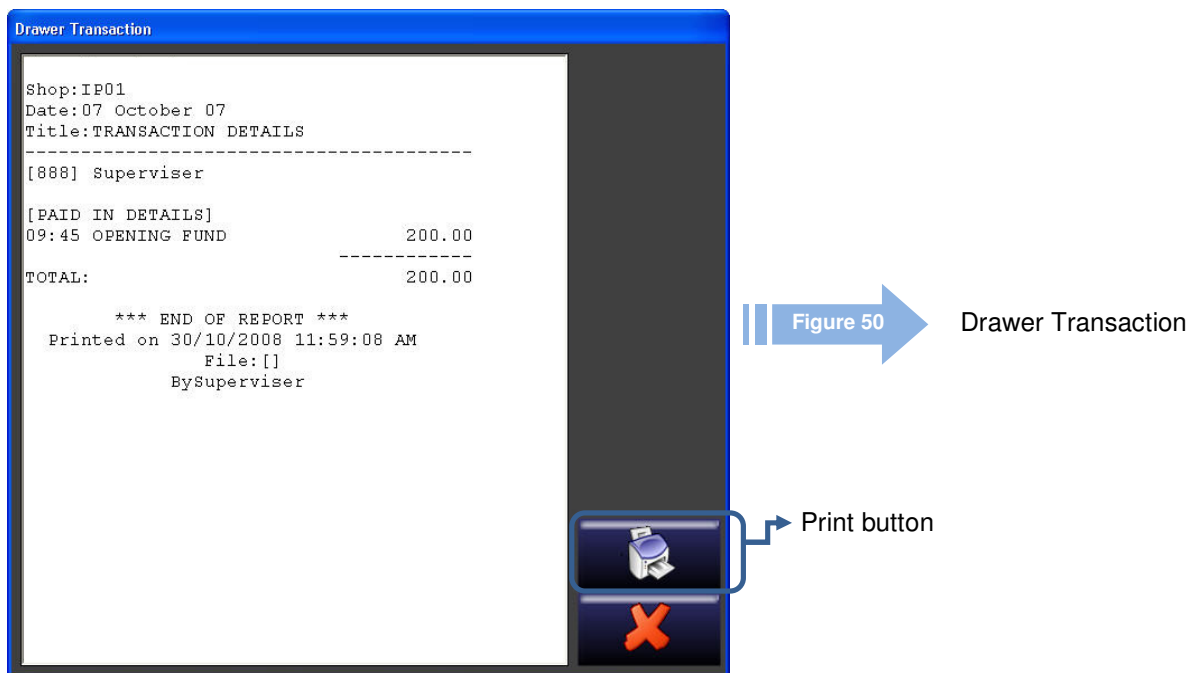
Step 5 → Finally, click the 'Tick' button to confirm.

Report

This allows you to view the cashier collection report.

Step 1 Click the **Report** option in **Cashier Menu**.

Step 2 Then the system will prompt out the **Drawer Transaction** screen as shown in **Figure 50**.



Step 3 Here, you can know your collection today. The system will show you all the transactions for you to refer such as **Opening Fund**, **Withdraw**, etc.

Step 4 You also can print out the collection slip. Just click the print button as shown in **Figure 50**.



Step 1

[illegible]

Figure 51



Step 2