



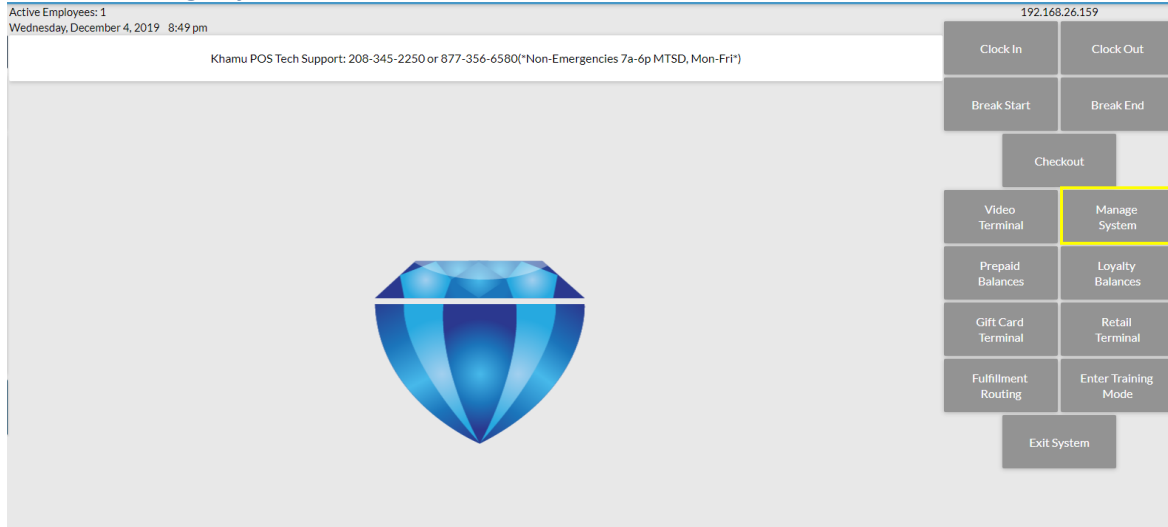
Table of Contents

Accessing Manage System	2
Accessing the Orders Terminal	2
Daily Processes	3
Server Checkouts	3
Batching Credit Cards	5
Day End Close	6
POS Module	7
Daily Sales Report	7
GL Report	8
Dashboard Report	9
Real-Time X Report	10
Menu and Price Changes	12
Employee Module	13
Adding an Employee	13
Adjusting Employee Time	16
Advanced Payroll Report	17

Accessing Manage System - the “Back” of Sapphire

Access to this part of the system is restricted to managers, shift leaders, owners and payroll administrators. Here you will be able to access your reports, employee details, payroll information, and customize Sapphire to fit your needs.

1. Select **Manage System**



2. Select your name from the list and enter your **Manage System** password. If this is your first time signing in, type in any letter/number and select **Done**. You will be prompted to enter a password. -If you a Shift Supervisor, your name will be greyed out unless you are clocked in

***Note:** For security reasons you will be required to change your password every 90 days.

Accessing the Orders Terminal – Taking care of your customers

This can be found on the main screen of Sapphire. If there is not a keypad, employee names will display. Employees will enter their PIN in the keypad, or after selecting their name.



- Terminal Sign In will keep the user signed in indefinitely on the terminal until they sign out.
- Quick Sign In will automatically log the user out after the user is inactive for some time

Daily Processes

Server Checkouts


At the end of their shift cashiers, servers or bartenders will need to checkout and print their server report.

1. Close or transfer your tickets
2. Adjust your tips

a. **Server Manage** → **Tip Adjust** → “Batch” checkbox → **Move to Batch**

2:37 PM Terminal: T1 Menu View:

Server Manage	Cash Service	Sign Off
	Receipt	Approx. Total


Tip Adjust Credit Cards

Authorized (Not In Batch)							
Txn Id	Txn Date	Order	Card	Amount	Tip	Batch	Zero Okay
2	08/02/19	0001	3211	16.02	2.22	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Move to Batch

Back to Checkout

3. Declare your tips in Sapphire **If applicable*

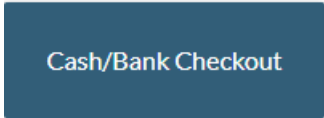
a. **Server Manage** → **Checkout** → **Declare Tips** → Enter declared tips

Declare Tips

Record	Print Recent
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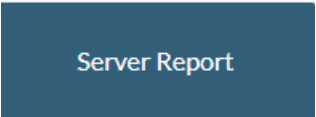
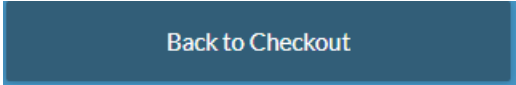
Back to Checkout

6. Finish the **Cash Drawer Checkout** **If applicable*
 - a. Remove your Credit Card Tips from the cash drawer **If applicable*
 - b. **Server Manage** → **Checkout** → **Cash Drawer Checkout**



- c. Confirm the correct Till is selected at top drop down box
- d. Confirm your Till Start is entered
- e. Add in your cash drawer amounts
- f. **Recalculate** → **Record** → **Print Receipt**

7. Print your **Server Report**
 - a. Click **Back** → **Server Report** → **Print**



Note: Once a Server Report has been printed, the employee can no longer access the Orders Terminal. They will need to clock out and back in to create a new table.

8. **Clock Out** once all your off-work is complete
 - a. From the main screen of Sapphire select **Clock Out**



- b. Select your name, and enter your PIN

Batching Credit Cards

1. Sign in to **Manage System**
2. Select the **Credit Card** module

Modules					
POS Module	Retail Module	Employee Module	Customer Module	Gift Cards	Credit Cards
Inventory Module	Tax Module	Ticket Audit	Messaging Module	Activity Logging	Setup
Business Reports	Online Ordering Module	Historical Archive	E-Mail Reports	Training Mode	Docs
Business Performance Report	Kiosk Module	K2			

4. Click **Settle and Close Batch** This button will be yellow if there are credit card transactions in the batch that need to be settled and closed. We are assuming that all tips have been entered in at this point.

Reports			
Credit Report	Daily Activity	Mini Reports	Untipped Transaction Report
View Batch History			
Heartland (Internet) Reports			
Activity	Batch History	Open Authorizations	
Management			
Adjust Payments	Apply Credit Refund	Offline Sale	Voice Authorize
Settle And Close Batch	Void Credit Txn	Test Communication	Reset Encryption Password

5. Select **Fast Settle**. This will move through the transactions more quickly if you choose single settle it will move one transaction at a time

Processing Credit Card Batch

Cancel

1 transaction(s) left to process.
Are you sure you want to process the batch?

Continue
(Single Settle)

Continue
(Fast Settle)

Single settle: Process one card at a time.
Fast Settle: Process for 30 seconds at a time.

6. Click on **Close Batch**. Wait for the **Batch Closed Successfully** message to appear at the top of the screen.

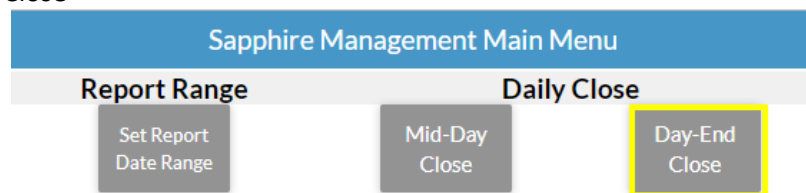
Manually Close Current Batch	
<div style="border: 2px solid yellow; padding: 5px; display: inline-block;">Close Batch</div>	
Last Batch Summary	
Batch Number	533486
Batch Count	5
Batch Total	\$48.32
Current Batch Summary (Sapphire Info)	
Batch Items	1
Net Batch Total	\$15.22
Credit Count	1
Credit Total	\$15.22

***Note:** If you process credit cards on an external credit card reader machine like the PAX S300 or a Bolt device you will need to click close external batch on this screen. If you are using both the card swiper on the terminal and also a side terminal for credit cards then it is always best practice to click **Close Both Batches**.

Day End Close

A Day End Close Needs to be run at the end of each day, this confirms the proper steps were taken to ensure a proper close.

1. Sign into Manage System
2. Select Day End Close



In order to run the day end close, the following need to be completed:

- Hourly employees have clocked out
- Tickets are closed
- Credit Cards have been batched

If Sapphire finds any of these issues they will need to be resolved before the system will let you move forward with the Day End Close Process. Other prompts it may require would be for you to download a backup, or activity log. Follow the steps Sapphire displays on the screen to complete the Day End Close.

POS Module

Daily Sales Report

This is a great report to reference because it displays as calendar view. This makes it simple to track trends across days, weeks, months, or years! You are also able to create log entries to reference in the future.

1. Sign into **Manage System**
2. Select the **POS Module**

Modules					
POS Module	Retail Module	Employee Module	Customer Module	Gift Cards	Credit Cards
Inventory Module	Tax Module	Ticket Audit	Messaging Module	Activity Logging	Setup
Business Reports	Online Ordering Module	Historical Archive	E-Mail Reports	Training Mode	Docs
Business Performance Report	Kiosk Module	K2			

3. Select the **Daily Sales Report**

Managerial Reports					Management				
Daily Sales	Sales By Server	Sales By Category	Sales By Terminal	Sales By Modifier	Manage Orders	Cash Drawer Checkout	Change Payment Method	Manage Locks	
Cancelled Orders	Discount Report	Promos Report	Specials Report	Surcharge Report	Cash Drawer Owners	Hold	Shifts	Paid In/Out	

4. Use the arrow tools to navigate months (< | >), or years (<< | >>)

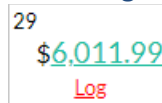
Daily Sales Report								
(Net Sales, closed, before taxes, before discounting)								
<input type="checkbox"/> after discounting, <input type="checkbox"/> week starts on Monday								
<<	<	November 2019				>	>>	Done
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total	

5. To view the sales data, select the amount of sales on that day and view details on the right

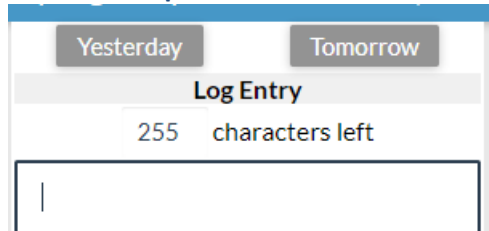
Daily Sales Detail			
(Closed Sales)			
For 11/29/2019			
	Total	Dine-In	To Go
Cancelled Items	\$22.23	\$22.23	\$0.00
Cancelled Orders	\$49.45	\$49.45	\$0.00
Closed-PM Sales	\$6,113.43	\$5,683.02	\$430.41
Gross Sales	\$6,646.38	\$6,174.99	\$471.39
Sales Tax	\$634.39	\$591.67	\$42.72
Net Sales	\$6,011.99	\$5,583.32	\$428.67
Specials	\$4.00	\$4.00	\$0.00
Discounts	\$88.43	\$88.43	\$0.00
Promos	\$0.00	\$0.00	\$0.00
Total, Net Discounts	\$5,919.56	\$5,490.89	\$428.67
Detail Links			
Sales By Server	Sales By Category		
Cancelled Orders	Discount Report		
Hourly Sales	Specials Report		
Surcharge Report	Sales Tax By Month		

Note: You are able to select the quick links to view the specific reports for that day.

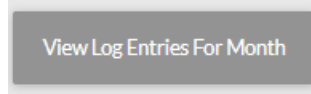
6. To create a log entry on a specific date selects the **Log** text



7. Add your log text on the right and select **Update** to save



8. View / print all the log entries by selecting **View Log Entries** at the bottom of the screen



GL Report

This report is ideal for tracking a date range of sales, payment methods, or deposits. Here you will find your sales grouped in **GL Accounts** (*General Ledger Accounts*) so that you can find a total sales number for a group of categories.

For example: a Liquor GL account would include your Vodka, Gin and Rum categories.

1. Sign into **Manage System**
2. Select the **POS Module**

Modules					
POS Module	Retail Module	Employee Module	Customer Module	Gift Cards	Credit Cards
Inventory Module	Tax Module	Ticket Audit	Messaging Module	Activity Logging	Setup
Business Reports	Online Ordering Module	Historical Archive	E-Mail Reports	Training Mode	Docs
Business Performance Report	Kiosk Module	K2			

3. Select the **GL Report**

Accounting Reports					Actions	Pizzas	Views	Specials
Server Report	Payment Methods	Server Deposits	G/L Report	Dashboard Report	Define Discounts	Define Promos	Define Specials	Define Surcharges
Cash Drawer Report	Paid In/Out Report	Server Tips Paid	Sales Tax By Month	Real-Time X Report	GL Accounts	Choose Payment Methods	Edit Tipout Rates	Age Checking
Declared Tips	Order Payments	Usage Report	Deposits By Terminal	Export Data	Menu Images			

4. You can view one day at a time, or view a date range by selecting the **Advanced View** button

This will allow you to use the calendar tool, or manually adjust your date in the fields below. Once your range is set, select **Refresh**

5. Your report should be displaying now. What populates in the report can be adjusted using the checkboxes listed here. Select **Update** to change your selection.

Configure	
Include Item Discounting w/GL Acct	<input type="checkbox"/> Include
Show Credit Cards	<input checked="" type="checkbox"/> Show
Show Payment Methods	<input checked="" type="checkbox"/> Show
Show Prepaid Summary	<input checked="" type="checkbox"/> Show
Show Customer Charge Summary	<input checked="" type="checkbox"/> Show
Show Included Taxes with Item	<input checked="" type="checkbox"/> Show
Show Terminal Group GL Sales	<input type="checkbox"/> Show
Update	

Dashboard Report

This report allows us to view an in-depth snapshot of several reports for one day at a time. Similar to the **GL Report**, except here we can see a breakdown of Promos, Specials, and much more.

1. Sign into **Manage System**
2. Select the **POS Module**

Modules					
POS Module	Retail Module	Employee Module	Customer Module	Gift Cards	Credit Cards
Inventory Module	Tax Module	Ticket Audit	Messaging Module	Activity Logging	Setup
Business Reports	Online Ordering Module	Historical Archive	E-Mail Reports	Training Mode	Docs
Business Performance Report	Kiosk Module	K2			

3. Select the **Dashboard Report**

Accounting Reports					Actions	Pizzas	Views	Specials
Server Report	Payment Methods	Server Deposits	G/L Report	Dashboard Report	Define Discounts	Define Promos	Define Specials	Define Surcharges
Cash Drawer Report	Paid In/Out Report	Server Tips Paid	Sales Tax By Month	Real-Time X Report	GL Accounts	Choose Payment Methods	Edit Tipout Rates	Age Checking
Declared Tips	Order Payments	Usage Report	Deposits By Terminal	Export Data	Menu Images			

4. Select what you do not want to see, **Update** to save

Select Report Categories To Exclude							
<input checked="" type="checkbox"/> Category Sales	<input type="checkbox"/> G/L Report	<input checked="" type="checkbox"/> Prepaid Accts	<input type="checkbox"/> Gift Cards	<input checked="" type="checkbox"/> Cust. Charge	<input type="checkbox"/> Credit Cards	<input type="checkbox"/> Labor	<input type="checkbox"/> Discounts
<input checked="" type="checkbox"/> Promos	<input type="checkbox"/> Specials	<input type="checkbox"/> Cancelled	<input checked="" type="checkbox"/> Surcharges	<input checked="" type="checkbox"/> Paid In/Out	<input type="checkbox"/> Payments	<input type="checkbox"/> Deposits	
<input type="checkbox"/> All							
<input type="button" value="Update"/>							

Real-Time X Report

This report prints out very nicely on receipt printer and includes the need to know details for the day; including the **Net Cash** amount. *Net Cash is the total cash that you would take to the bank.*

Note: it is possible for Net Cash to be negative. In that case your employee's tips would have exceeded the cash taken for the day *assuming you are giving tips away each day.

1. Sign into **Manage System**
2. Select the **POS Module**

Modules					
POS Module	Retail Module	Employee Module	Customer Module	Gift Cards	Credit Cards
Inventory Module	Tax Module	Ticket Audit	Messaging Module	Activity Logging	Setup
Business Reports	Online Ordering Module	Historical Archive	E-Mail Reports	Training Mode	Docs
Business Performance Report	Kiosk Module	K2			

3. Select the **Real-Time X Report**

Accounting Reports					Actions	Pizzas	Views	Specials
Server Report	Payment Methods	Server Deposits	G/L Report	Dashboard Report	Define Discounts	Define Promos	Define Specials	Define Surcharges
Cash Drawer Report	Paid In/Out Report	Server Tips Paid	Sales Tax By Month	Real-Time X Report	GL Accounts	Choose Payment Methods	Edit Tipout Rates	Age Checking
Declared Tips	Order Payments	Usage Report	Deposits By Terminal	Export Data	Menu Images			

4. Print the report by selecting **Output to Receipt Printer**

Information for: 12/03/2019

Category	Count	Sales
Beer	1	\$3.50
Beverages	1	\$2.99
Desserts	1	\$2.99
Sandwiches	2	\$19.48
Seasonal Drinks	1	\$7.00
\$Burger/Sand Adds	10	\$28.59
\$Drink Modifiers	1	\$1.00
\$Liq Upsell	1	\$3.00
Dessert modifiers	1	\$0.70
One Side Option FCH	2	\$2.00
Sales	21	\$ 71.25
No Taxes		
Method	Totals	
Cash	\$ 71.25	
Total	\$ 71.25	
Deposits	Totals	
Net Cash	\$ 71.25	
Total	\$ 71.25	

Output To
Receipt

Menu and Price Changes

1. Sign into **Manage System**
2. Navigate to the **POS Module**

Modules					
POS Module	Retail Module	Employee Module	Customer Module	Gift Cards	Credit Cards
Inventory Module	Tax Module	Ticket Audit	Messaging Module	Activity Logging	Setup
Business Reports	Online Ordering Module	Historical Archive	E-Mail Reports	Training Mode	Docs
Business Performance Report	Kiosk Module	K2			

3. Select **Edit Menu** in the Setup area

Setup			
Edit Categories	Edit Menu	Edit Modifiers	Edit Trimmings
Custom Actions	Define Pizzas	Menu Views	On-hand Specials
Define Discounts	Define Promos	Define Specials	Define Surcharges
GL Accounts	Choose Payment Methods	Edit Tipout Rates	Age Checking
Menu Images			

6. Select the menu category you'd like to make changes in

7. To add a new menu item, notice the add new area above your existing menu items

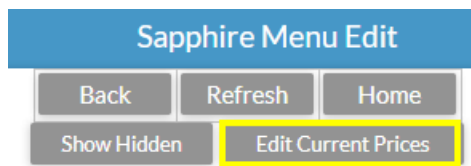
Display Name (Menu and Fulfillment)	Full Item Name (Receipt Description)	Modifier #1	Modifier #2	Modifier #3	Modifier #4	Custom Item	G/L Account	Fulfillment
<input type="text"/>	<input type="text"/>	None	None	None	None	Any	None	Any

8. Type in the Display Name for your POS button and kitchen printer, the Full Item name that will display on customer's receipts, any modifiers on the item, and the fulfillment. Fulfillment is where we want the item to print, ex. Kitchen for food or Bar for beer. Select Add New

If you are just trying to change the price of an item click on the edit pricing field shown below and make the necessary changes.

Saute ▾	Add ▾	*Sales Tax ▾	<input type="checkbox"/> No	<input type="checkbox"/> Hidden	Edit Pricing	None	Change Category
Saute ▾	Add ▾	*Sales Tax ▾	<input type="checkbox"/> No	<input type="checkbox"/> Hidden	Edit Pricing	None	Change Category

If you'd like to change all of your prices at once, select **Edit Current Prices**. Be sure to update your changes at the bottom of the Edit Pricing screen.



Employee Module

Adding an Employee

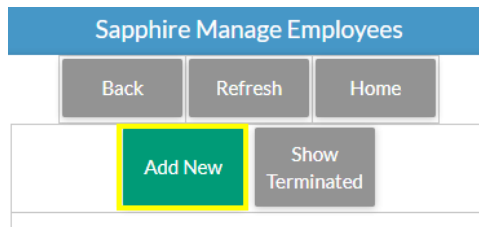
1. Sign into **Manage System**
2. Select the **Employee Module**

Modules					
POS Module	Retail Module	Employee Module	Customer Module	Gift Cards	Credit Cards
Inventory Module	Tax Module	Ticket Audit	Messaging Module	Activity Logging	Setup
Business Reports	Online Ordering Module	Historical Archive	E-Mail Reports	Training Mode	Docs
Business Performance Report	Kiosk Module				

3. Select **Employee Info**

Management				
Employee Info	Wage Rates	Department Names	Setup	Tip Pool Setup
Manage Passwords	Add Timeclock Entry	Labor Scheduler	Manage Security Rights	

4. Select **Add New**



5. Add your new employee's information. Sapphire will only require that you enter in their first name and last initial. Do not forget to check the appropriate **Security Rights** for your employee. In order to access the **Orders Terminal** and take care of customers, an employee needs the "Emp" and "Server" right

- Employee** - All employees should have employee rights.
- Driver** - Show up as a driver in the Delivery terminal.
- Server** - Show up on the front page and can sign in to the POS order entry area.
- Super Server** - Anyone with SuperServer rights sign in to any server's order entry area and assume their information.
- No Discount** - Non-manager employee cannot apply a discount.
- Cash Drawer** - Can open a cash drawer (depends on the Cash Drawer Rights configuration setting).
- Blind Drop** - The server cannot see their Server Report or Cash Drawer Checkout and certain sales totals are hidden.
- See Payroll Data** - Can see payroll data (e.g. timeclock, employee wages, labor reports).
- Payroll Admin** - Can alter timeclock entries.
- Shift Supervisor** - A manager with limited rights.
- Manager** - This is a general purpose Manager right.
- Owner/Location Manager** - This is the owner or location manager. Only this manager can give payroll rights to anyone.
- Administrator** - This is a limited right to help the Sapphire Installer initially set up Sapphire.
- Emp Mod** - This option restricts access to the Employee Module (does not affect Owners or Payroll Admins).

6. Enter a PIN that only the employee will know. This will be the number they use to clock in and to sign into the **Orders Terminal**

Sapphire Manage Employees

Enter PIN for this employee

Submit

7. Now we need to add the employee's wage. Select their wage rate from the drop down box

Start Date	Rate	Wage	
A new entry with same rate will end old wage.			
12/04/2019	BARTENDER	0.00	New Wage
Wage History			
	BARTENDER		
	COOK		
	DISH		
	DR SUPRVISOR		

8. Enter in the wage you'd like, and select **New Wage**

Start Date	Rate	Wage	
A new entry with same rate will end old wage.			
12/04/2019	BARTENDER	0.00	New Wage
Wage History			
<i>Current</i>			
12/04/2019	BARTENDER	5.00	End

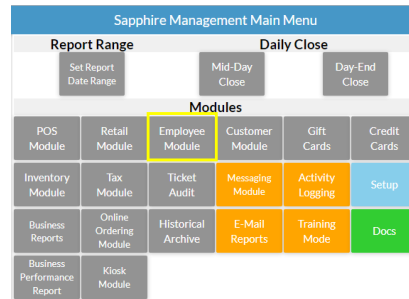
9. You can select different **Rates** with different **Wages** and the employee will choose what they are clocking in as

9. If you give your employee a raise, it will update the old rate automatically.

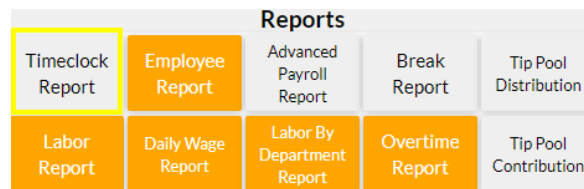
Start Date	Rate	Wage	
A new entry with same rate will end old wage.			
12/04/2019	BARTENDER	0.00	New Wage
Wage History			
<i>Current</i>			
12/04/2019	BARTENDER	5.50	End
<i>Historical</i>			
12/04/2019	BARTENDER	5.00	Delete

Adjusting and Employee's Time

1. Sign into **Manage System**
2. Select the **Employee Module**



3. Select **Timeclock Report**



4. Navigate to the date you would like to adjust

This report will use the payroll time boundary at the beginning and end of the selected period.

5. Select **Details** on the employee's time that you would like to adjust

Data from 12/06/2019 04:00 to 12/07/2019 04:00

Employee	SSN	Time Worked	Raw Hours	Wage	Tips	Rate	
Khamu		3 hrs, 36 min	3.60	\$36.00	\$0.00	Prep Cook	Details
<i>Subtotal</i>		<i>3 hrs, 36 min</i>	<i>3.60</i>	<i>\$36.00</i>	<i>\$0.00</i>		

6. Select **Update**

Work Times for Khamu						
Time In	Time Out	Unpaid Breaks	Time Worked	Rate	Wages	
12/06/19 8:01 am	12/06/19 11:37 am	0 hours, 00 minutes	3 hours, 36 minutes	Prep Cook	\$36.00	Update
Total					\$36.00	

7. Here you can change their time in / out; wage rate used, breaks taken, and tips declared.

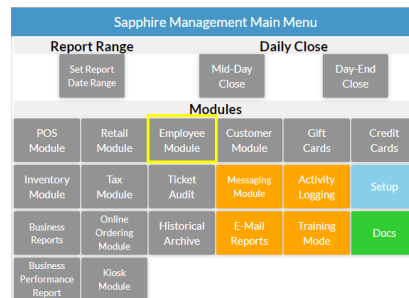
Time In	Time Out	Wage
<input type="text" value="12/06/2019"/> <input type="text" value="8"/> : <input type="text" value="01"/> am	<input type="text" value="12/06/20"/> <input type="text" value="11"/> : <input type="text" value="37"/> am	Prep Cook (curr) (\$10.00)
Unpaid Breaks <input type="text" value="0 min"/>		Declared Tips <input type="text" value="0.00"/>
<input type="button" value="Update"/>		<input type="button" value="Delete"/>

Note: If you are unable to adjust the Time Out, it is because the employee is still clocked in

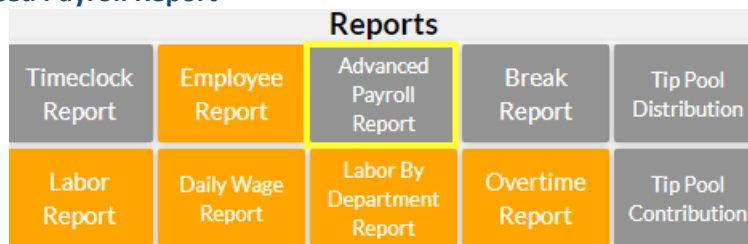
Completing Your Payroll Using the Advanced Payroll Report

Use the Advanced Payroll Report to complete your payroll.

1. Sign into **Manage System**
2. Select the **Employee Module**



3. Select the **Advanced Payroll Report**



4. Select your date range

This report will use the payroll time boundary at the beginning and end of the selected period.

First Day In Time Period	12/06/2019	Last Day In Time Period	12/06/2019	Refresh
---------------------------------	------------	--------------------------------	------------	---------

5. Here you will find a breakdown of all employees, wages, overtime, rates, and tip information

Data from Fri, 11/29/2019 4:00am to Sat, 12/07/2019 4:00am
Payroll Week starts on Sunday

Id	Employee		SSN	Rate Name	Hours		Rate		Wage		Total Wage	Tips			
	First_Last	Last_First			Regular	Overtime	Reg	OT	Reg	OT		Other	CC	Decl	Pool
33	Khamu			Prep Cook	3.60	0.00	10.00		36.00	0.00	36.00	0.00	0.00	0.00	0.00
Totals					3.60	0.00			\$ 36.00	\$ 0.00	\$ 36.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

Note: If employee overtime hours look incorrect, it is likely because your date range does not start on the first day of the Payroll period – or your Payroll start date is not configured correctly in the **Setup** portion of the **Employee Module**