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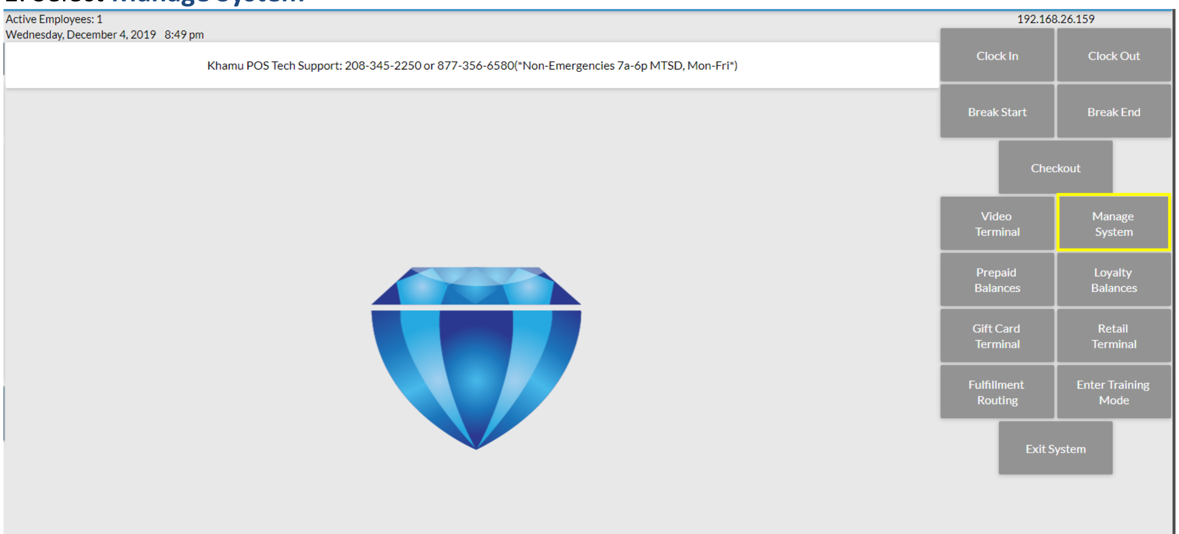
## Accessing Manage System - the “Back” of Sapphire

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**

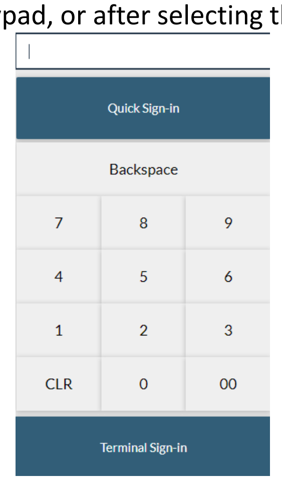



2. Select your name from the list and enter your **Manage System** password. If this is your first time signing in, type in any letter/number and select **Done**. You will be prompted to enter a password.
-If you a Shift Supervisor, your name will be greyed out unless you are clocked in

***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.



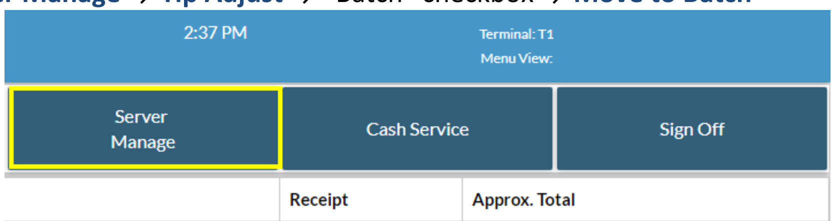

a. Terminal Sign In will keep the user signed in indefinitely on the terminal until they sign out.
b. Quick Sign In will automatically log the user out after the user is inactive for some time

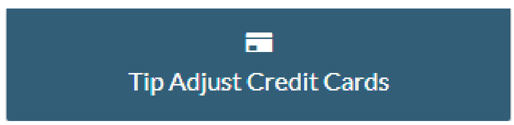
# Daily Processes

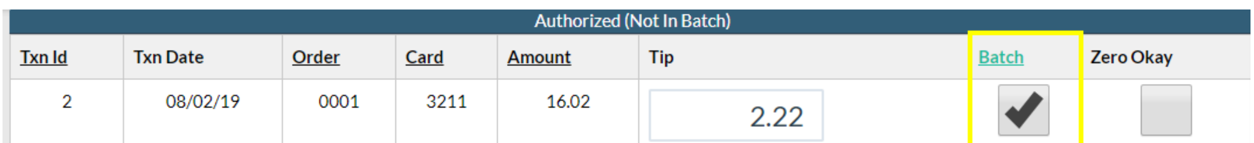
## Server Checkouts

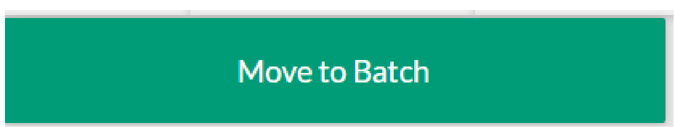
At the end of their shift cashiers, servers or bartenders will need to checkout and print their server report.

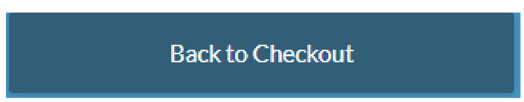
1. Close or transfer your tickets
2. Adjust your tips
    a. **Server Manage** → **Tip Adjust** → "Batch" checkbox → **Move to Batch**



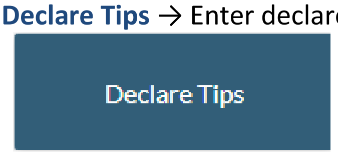



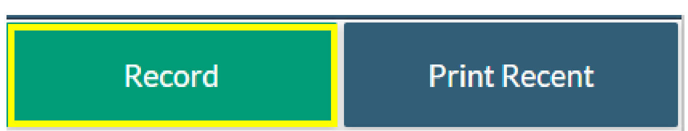



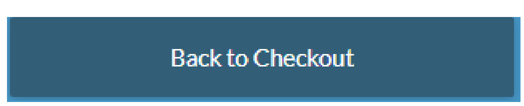




3. Declare your tips in Sapphire **If applicable*
    a. **Server Manage** → **Checkout** → **Declare Tips** → Enter declared tips



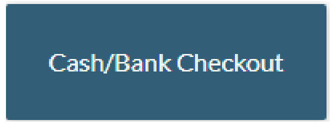



6. Finish the **Cash Drawer Checkout** **If applicable*

a. Remove your Credit Card Tips from the cash drawer **If applicable*

b. **Server Manage** → **Checkout** → **Cash Drawer Checkout**

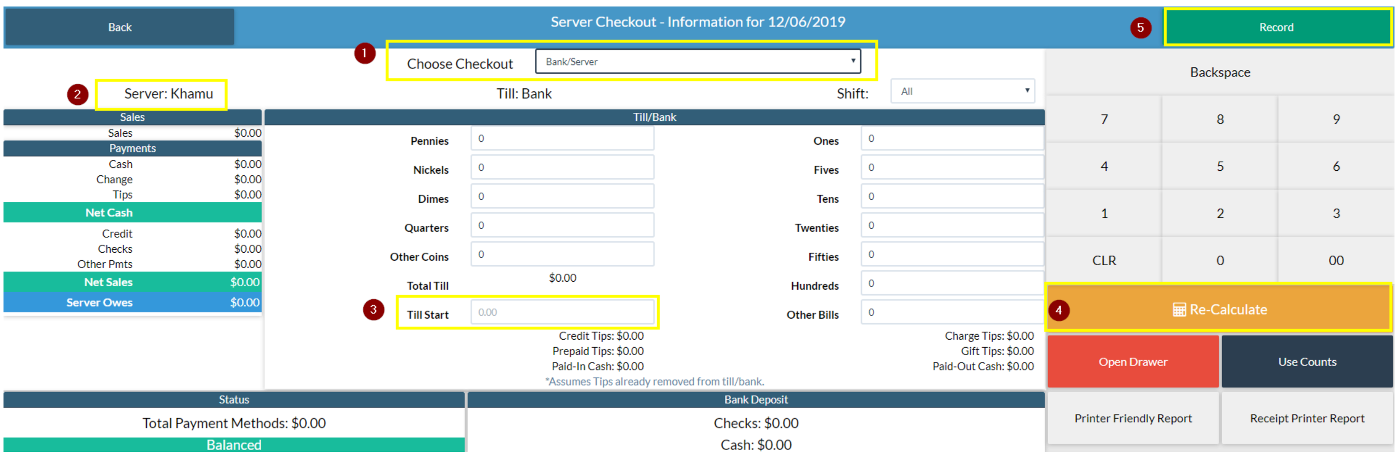



c. Confirm the correct Till is selected at top drop down box

d. Confirm your Till Start is entered

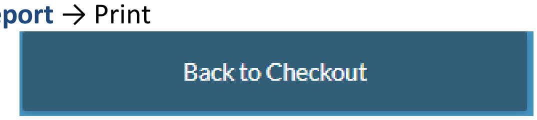
e. Add in your cash drawer amounts

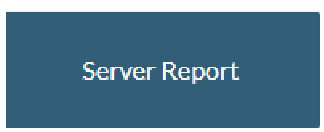
f. **Recalculate** → **Record** → **Print Receipt**




7. Print your **Server Report**

a. Click Back → **Server Report** → Print

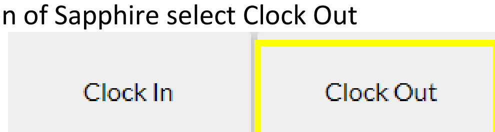



**Note:** Once a Server Report has been printed, the employee can no longer access the Orders Terminal. They will need to clock out and back in to create a new table.

8. **Clock Out** once all your off-work is complete

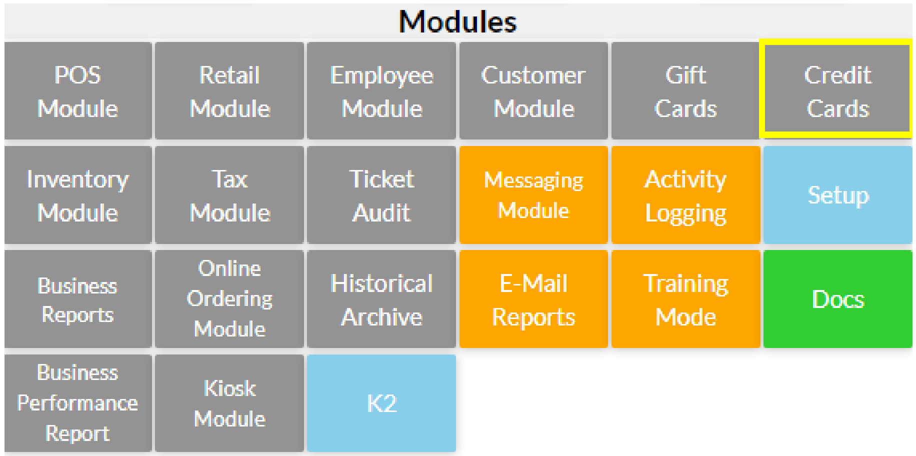
a. From the main screen of Sapphire select Clock Out



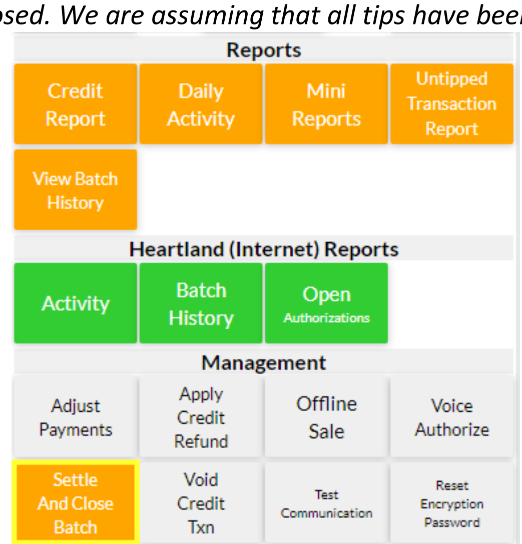

b. Select your name, and enter your PIN

## Batching Credit Cards

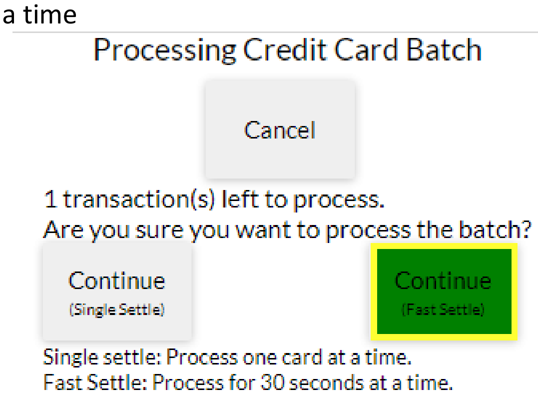
1. Sign in to **Manage System**
2. Select the **Credit Card** module




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.*




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



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

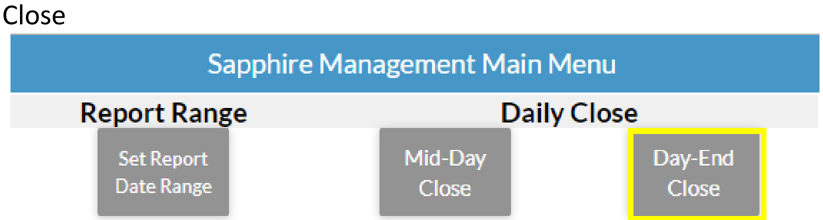
| Manually Close Current Batch | |
|---|---|
| Close Batch | |
| **Last Batch Summary** | |
| Batch Number | 533486 |
| Batch Count | 5 |
| Batch Total | $48.32 |
| | |
| **Current Batch Summary (Sapphire Info)** | |
| Batch Items | 1 |
| Net Batch Total | $15.22 |
| Credit Count | 1 |
| Credit Total | $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

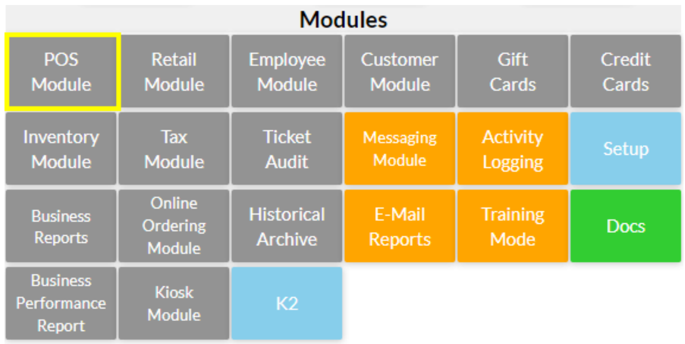
If Sapphire finds any of these issues they will need to be resolved before the system will let you move forward with the Day End Close Process. Other prompts it may require would be for you to download a backup, or activity log. Follow the steps Sapphire displays on the screen to complete the Day End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

# POS Module

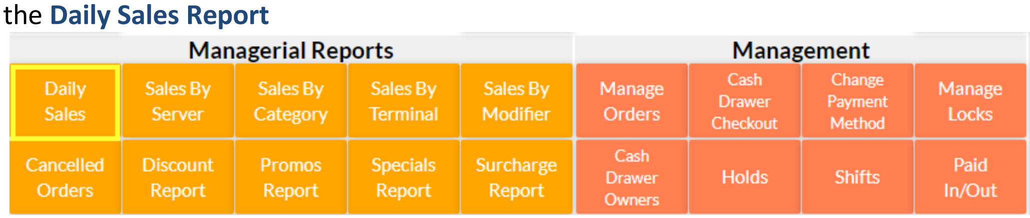
## Daily Sales Report

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.

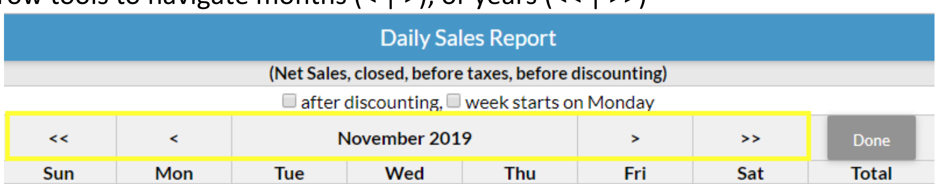
1. Sign into **Manage System**
2. Select the **POS Module**



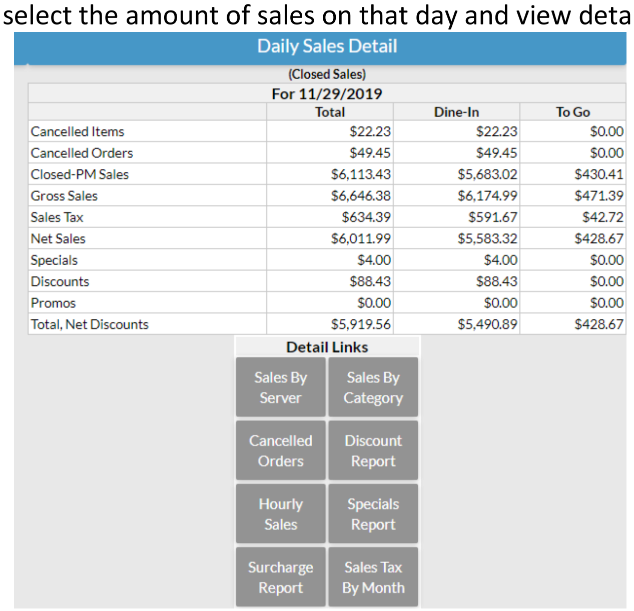

3. Select the **Daily Sales Report**




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




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

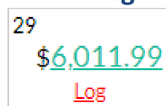
| | Total | Dine-In | To Go |
|---|---|---|---|
| Cancelled Items | $22.23 | $22.23 | $0.00 |
| Cancelled Orders | $49.45 | $49.45 | $0.00 |
| Closed-PM Sales | $6,113.43 | $5,683.02 | $430.41 |
| Gross Sales | $6,646.38 | $6,174.99 | $471.39 |
| Sales Tax | $634.39 | $591.67 | $42.72 |
| Net Sales | $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

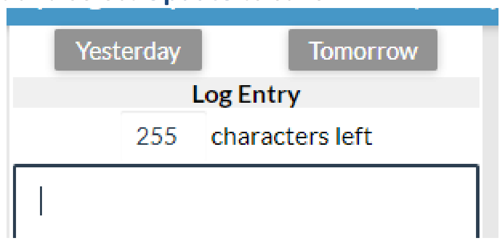
Sales By Server | Sales By Category | Cancelled Orders | Discount Report | Hourly Sales | Specials Report | Surcharge Report | Sales Tax By Month

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

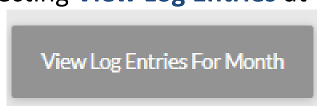
6. To create a log entry on a specific date selects the **Log** text




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

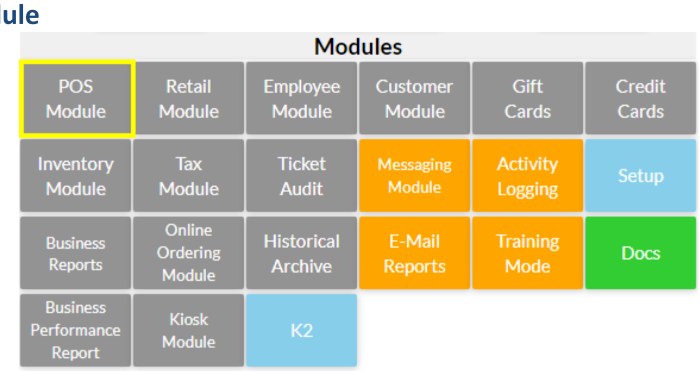



## GL Report

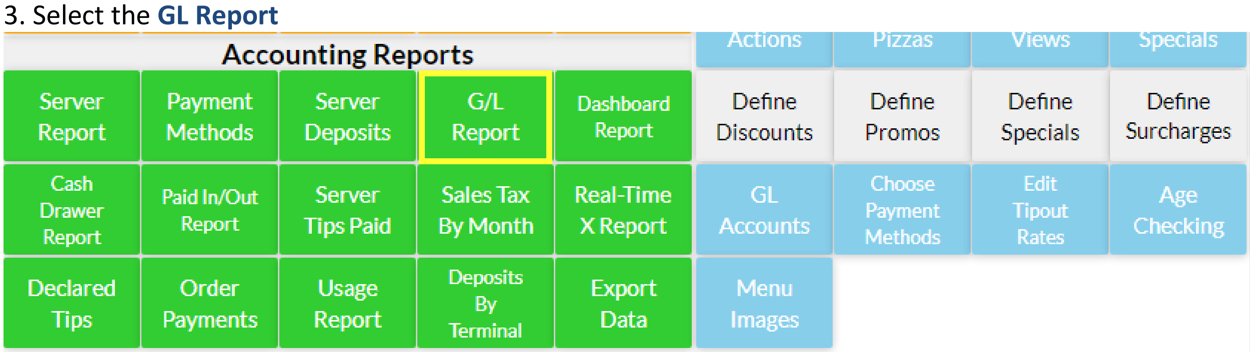
This report is ideal for tracking a date range of sales, payment methods, or deposits. Here you will find your sales grouped in **GL Accounts** *(General Ledger Accounts)* so that you can find a total sales number for a group of categories.

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

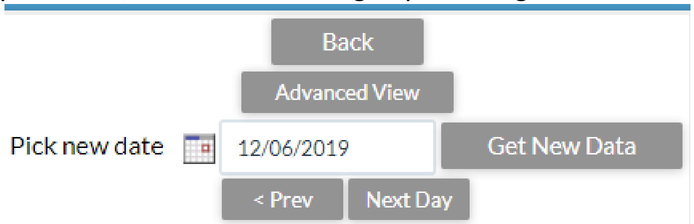
1. Sign into **Manage System**
2. Select the **POS Module**



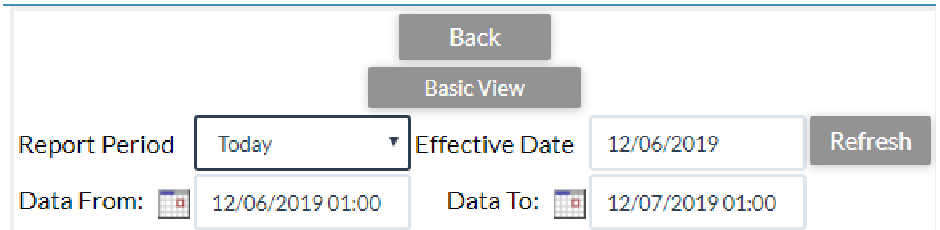

3. Select the **GL Report**



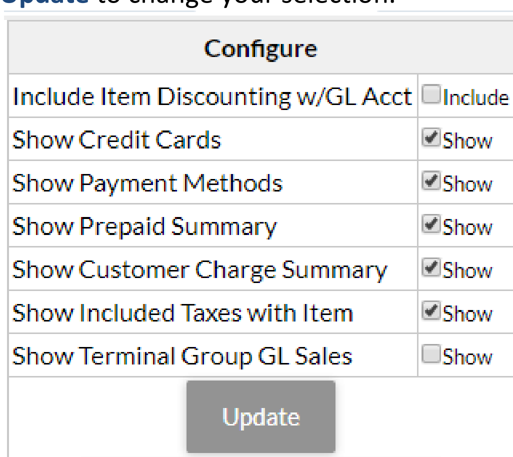
4. You can view one day at a time, or view a date range by selecting the **Advanced View** button




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**



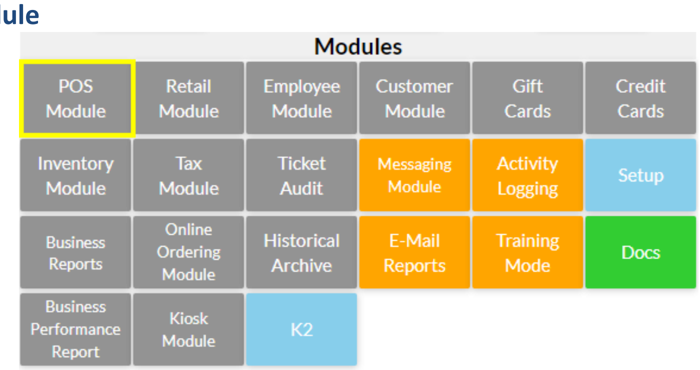

5. Your report should be displaying now. What populates in the report can be adjusted using the checkboxes listed here. Select **Update** to change your selection.



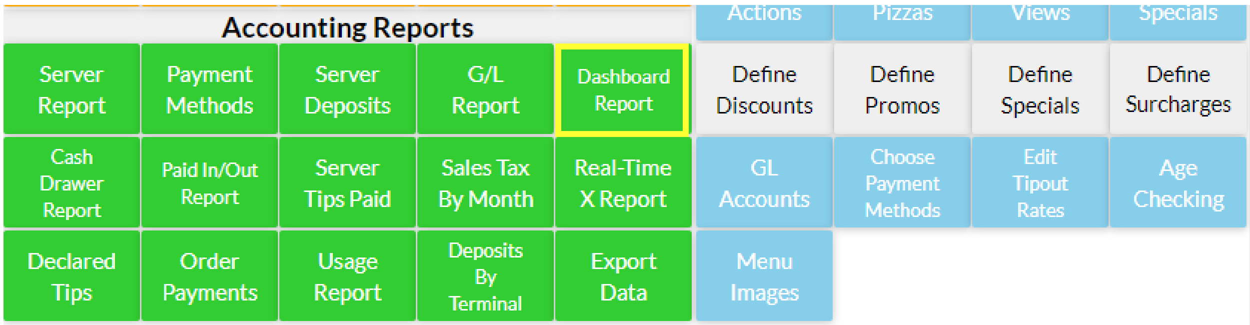

## Dashboard Report

This is 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.

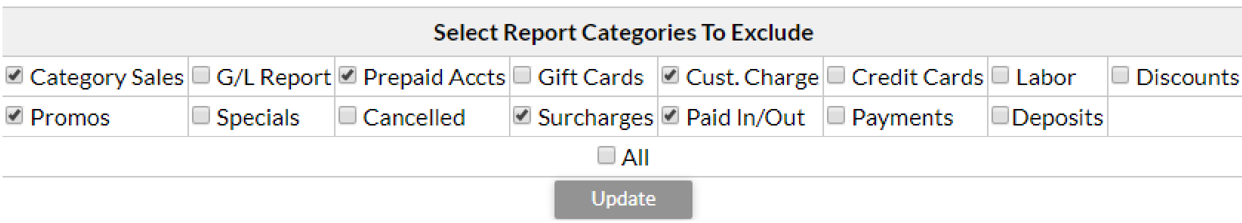
1. Sign into **Manage System**
2. Select the **POS Module**



3. Select the **Dashboard Report**




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

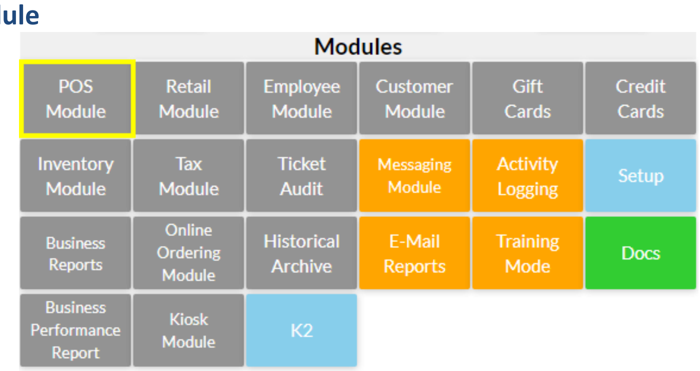



## Real-Time X Report

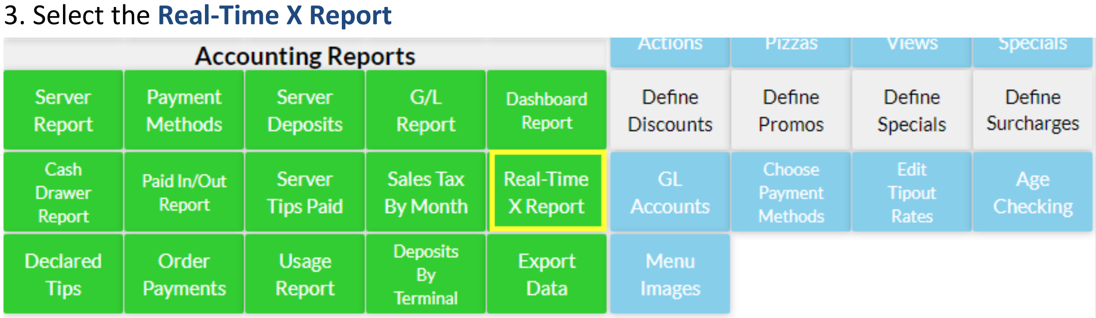
This report prints out very nicely on receipt printer and includes the need to know details for the day; including the **Net Cash** amount. *Net Cash is the total cash that you would take to the bank.*

**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**




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



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

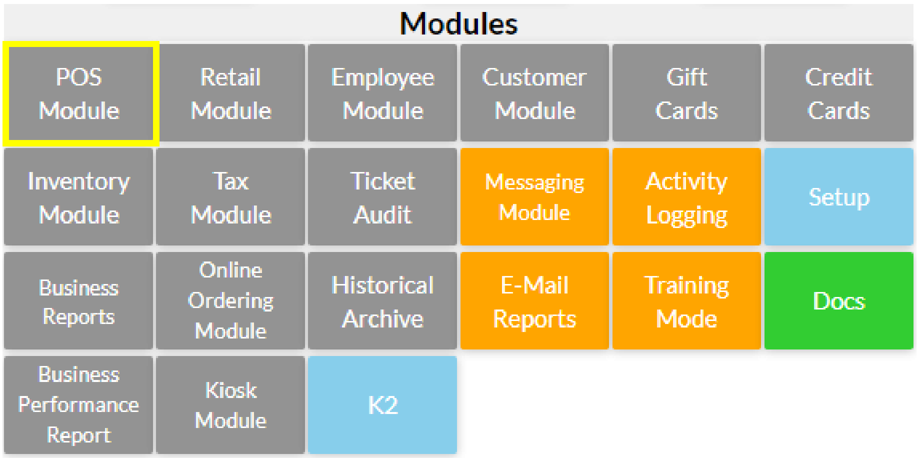
## Information for: 12/03/2019

| 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 | |

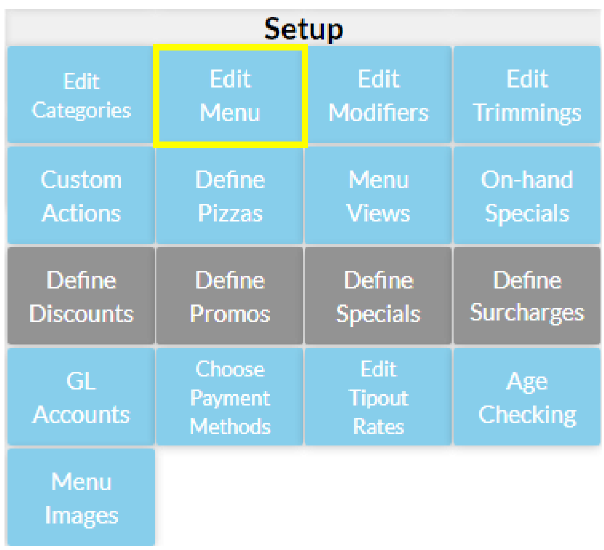
Output To Receipt

## Menu and Price Changes

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

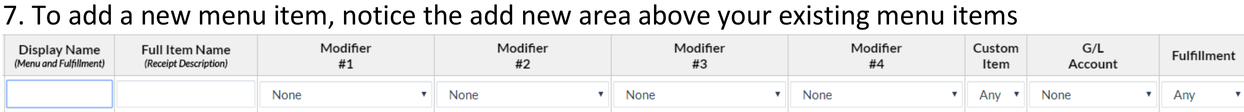



3. Select **Edit Menu** in the Setup area



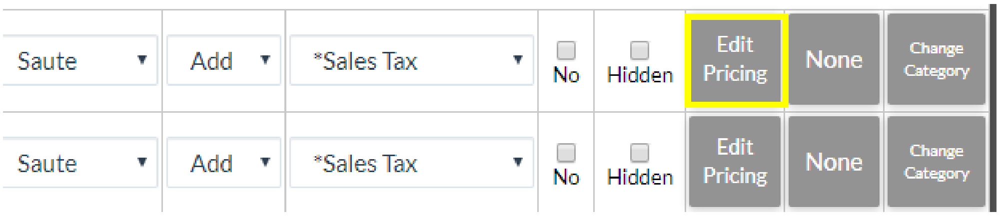

6. Select the menu category you'd like to make changes in

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

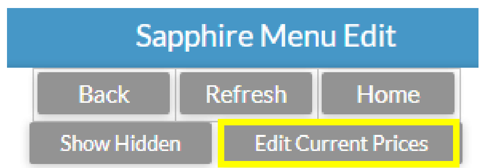



8. Type in the Display Name for your POS button and kitchen printer, the Full Item name that will display on customer's receipts, any modifiers on the item, and the fulfillment. Fulfillment is where we want the item to print, ex. Kitchen for food or Bar for beer. Select Add New

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.



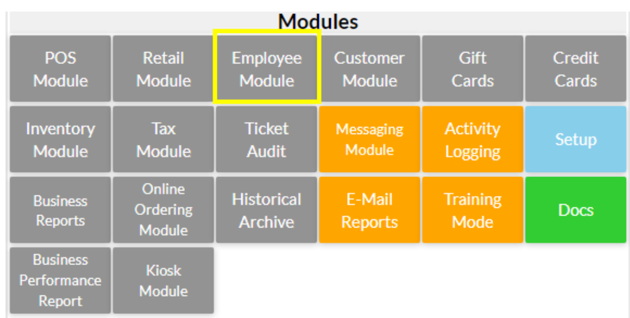

If you'd like to change all of your prices at once, select **Edit Current Prices**. Be sure to update your changes at the bottom of the Edit Pricing screen.



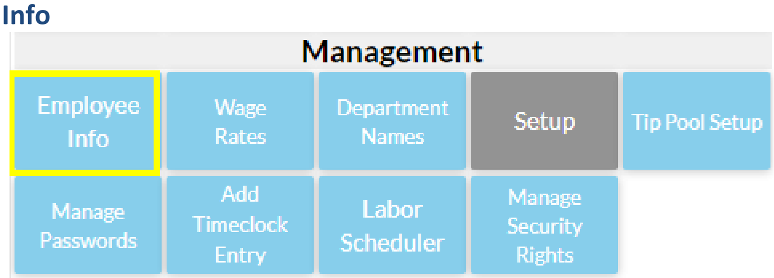

# Employee Module

## Adding an Employee

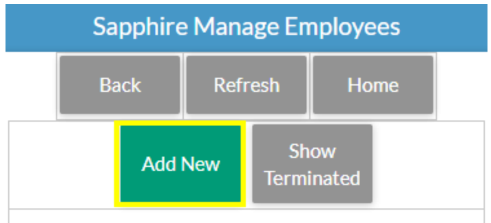
1. Sign into **Manage System**
2. Select the **Employee Module**



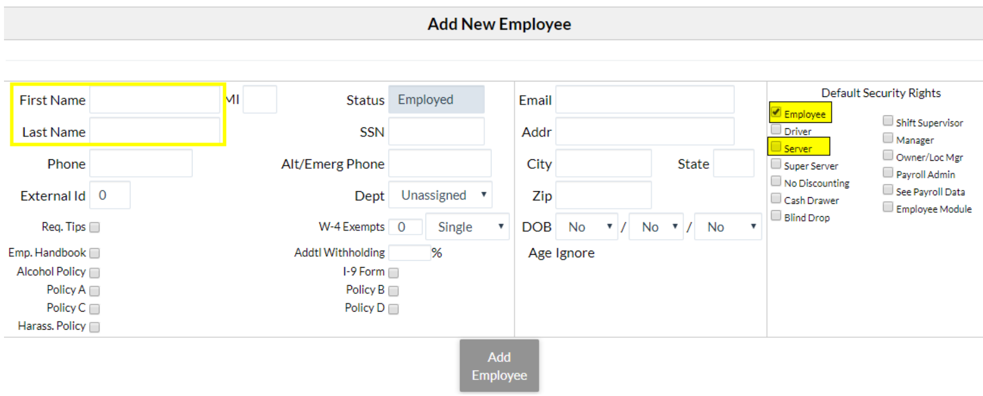

3. Select **Employee Info**




4. Select **Add New**

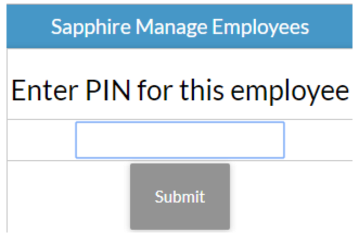



5. Add your new employee's information. Sapphire will only require that you enter in their first name and last initial. Do not forget to check the appropriate **Security Rights** for your employee. In order to access the **Orders Terminal** and take care of customers, an employee needs the "Emp" and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

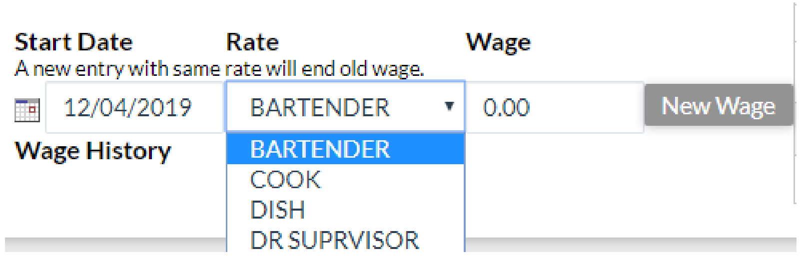



Employee - All employees should have employee rights.
Driver - Show up as a driver in the Delivery terminal.
Server - Show up on the front page and can sign in to the POS order entry area.
Super Server - Anyone with SuperServer rights sign in to any server�s order entry area and assume their information.
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).

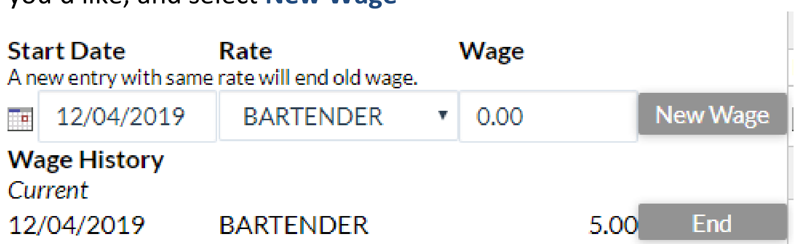
6. Enter a PIN that only the employee will know. This will be the number they use to clock in and to sign into the **Orders Terminal**




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

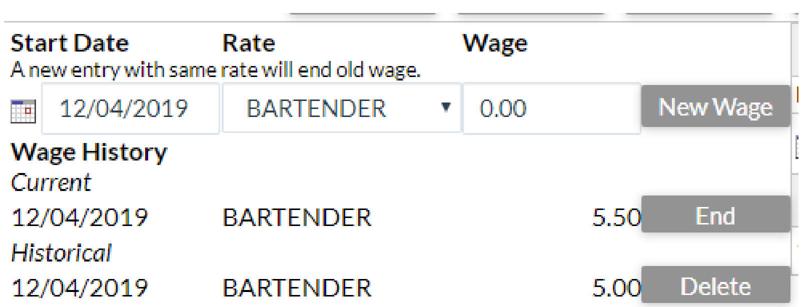



8. Enter in the wage you'd like, and select **New Wage**



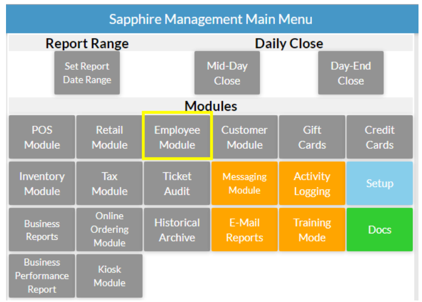

9. You can select different Rates with different Wages and the employee will choose what they are clocking in as

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

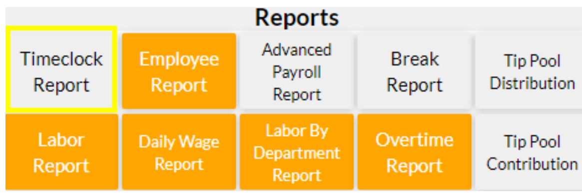


## Adjusting and Employee's Time

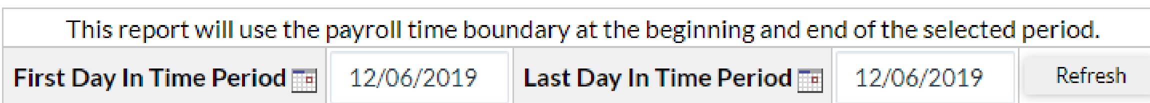
1. Sign into **Manage System**
2. Select the **Employee Module**




3. Select **Timeclock Report**




4. Navigate to the date you would like to adjust




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

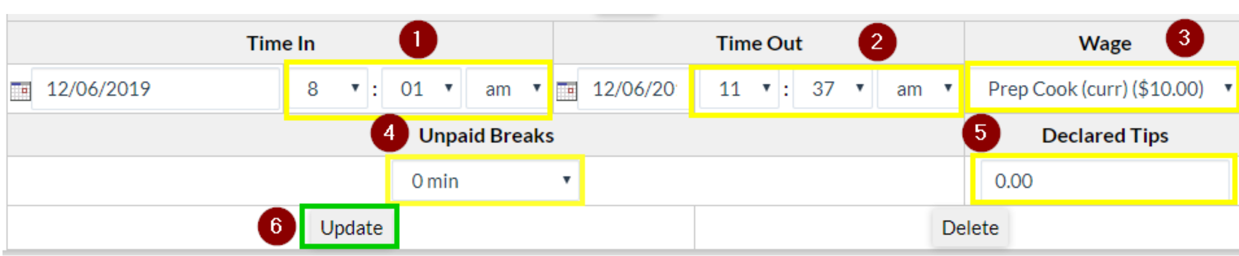
Data from 12/06/2019 04:00 to 12/07/2019 04:00

| Employee | SSN | Time Worked | Raw Hours | Wage | Tips | Rate | |
|---|---|---|---|---|---|---|---|
| Khamu | | 3 hrs, 36 min | 3.60 | $36.00 | $0.00 | Prep Cook | Details |
| *Subtotal* | | *3 hrs, 36 min* | *3.60* | *$36.00* | *$0.00* | | |

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.

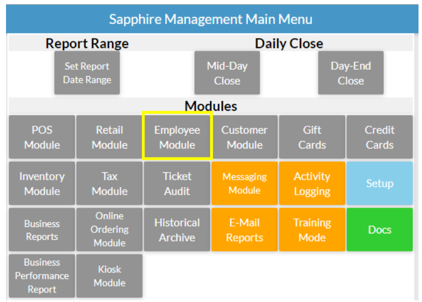



**Note:** If you are unable to adjust the Time Out, it is because the employee is still clocked in

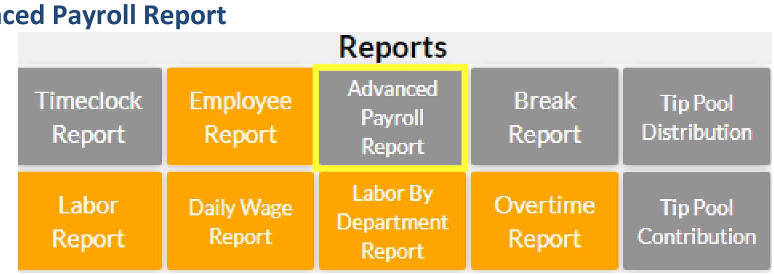
## Completing Your Payroll Using the Advanced Payroll Report

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**