

User Manual (Standard Version)

EzOrderTM POS Software
for Restaurant Business

The solution for the Restaurant POS.

User Manual (Standard Version) EzOrder POS Software for Restaurant Business

2015-FEB, REV D

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Printed in the United States of America.

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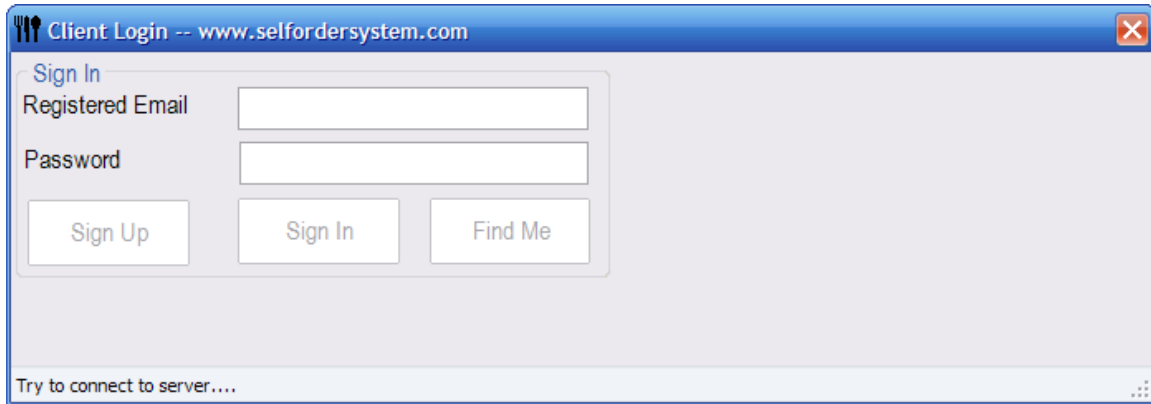
1

DESKTOP SYSTEM

CHAPTER

1

Client Login



Client Login -- www.selfordersystem.com

Sign In

Registered Email

Password

Sign Up Sign In Find Me

Try to connect to server....

Client need to register with cloud server to be able to send order to the desktop system. Un-licensed use of EzOrderApp will be asked to sign in when application started. A licensed client can skip the login and goes to the Application's main page. First time user will be asked to do the registration. It is important to fill out the correct information when do the registration. The information filled in will be used to print out on your receipt, Be aware that any abuse of software will result in termination of license and end of service.

Client Login -- www.selfordersystem.com

Sign In

Registered Email:

Password:

Important! The information filled below will be displayed in your receipt printout.

Sign Up Info

Business Name:

Address:

City:

State:

Postal Code:

Phone #: (country-area-phone-number)

Tax Rate: %

Country:

Business Category:

Find Us By: Contact Name:

connect to server...

CHAPTER

2

User Login

By default, no login is required; use the [Enter] button to login into the system as shown below.

The screenshot shows the EzOrder System login screen. At the top, there is a navigation bar with tabs: Login, Customer, Order Touch, Order Manager, Split Order, Caller ID, and Online Order. The main heading reads "Welcome to EzOrder System!". On the left, there is a photograph of a wine glass being filled with red wine. On the right, there is a login keypad with buttons for digits 1-9, 0, a "Reset" button, and an "Enter" button. Below the keypad, there is a "Language" section with radio buttons for "English", "Foreign" (which is selected), and "Both". At the bottom of the screen, there are five buttons: "Online Order" (with a red stop icon), "Credit Card" (with a credit card icon), "Viewer" (with a laptop icon), "Set Up" (with a green checkmark icon), and "Shut Down" (with a red power icon).

2.1 User Login

If login is needed, the user name and password can be set up from customer database.

2.2 Other Operations

- Language option is used to display the user's preferred language in the screen.
- [Online Order] is used to turn on/off online order if customer has subscribed the service.
- [Credit Card] is used to process the credit card if customer has subscribed the service.
- [Viewer] is used to invoke local viewer in order to connect to EzOrder's remote viewer.
- [Set Up] is used for system configuration.
- [Shut Down] will close EzOrder application and turn off the computer.

CHAPTER

3

Customer Management

The screenshot displays the EzOrder system's Customer Management interface. At the top, a navigation menu includes: Login, Customer, Order Touch, Order Manager, Split Order, Caller ID, Setting, and Online Order. The main interface is divided into three primary sections:

- Search:** Features a search bar with a phone number (2145070076) and a "Search" button. Below it, a "Search Result" table is visible with columns for ID, Phone #, and Address.
- Customer Information:** Contains various input fields and buttons:
 - ID: []
 - Phone Number: []
 - Name: []
 - Address: Address 1 [], Address 2 []
 - City: [] Zip Code [] ZipCode []
 - Email: []
 - Credit Card: []
 - Comment: []
 - Buttons: Add, Update, Delete, Google Map, Reset, Card Reader, Microsoft Map.
 - Checkbox: Add Info To The Order
- History Order:** Displays order history and management options:
 - Last Order #: [] Last Order ID []
 - Last Time Order []
 - Cycle Order: 0.00
 - History Total: 0.00
 - Buttons: Make New Order, Print Coupon, Update Point, Pay Now.

As shown above, EzOrder system provides rich functions for the customer management such as store/retrieve customer address, show all addresses within the specified zip code, load customer last time order, use internet to display the Google map, etc. Those information is very important for the delivery order.

Also, caller ID integration with EzOrder system makes it easy to load existing customer information.

Other Operations

- [Address]:

As shown below, all address within specific zip code is loaded when [Address] button clicked.

The screenshot shows a software window titled "Address Search". At the top, there are input fields for "Number", "Street", "Apt #", "City", and "ZipCode". Below these fields is a "Search Result" table with two columns: "Address" and "Zip Code". The table contains the following entries:

Address	Zip Code
Admirals Cove	75093
Aimpoint	75023
Airpark	75093
Aladdin	75093
Alamo	75023
Alamosa	75023

To the right of the search results is a grid of buttons for cities and zip codes:

Allen	Dallas
Plano	75002
75013	75023
75024	75025
75075	75093
75252	

At the bottom of the window is a numeric keypad and a set of function buttons. The numeric keypad includes digits 1-9, 0, and a "<=" button. The function buttons include "Reset", "Space", two arrow buttons, a "-" button, and a "Close" button.

- [Make New Order]: For delivery order, it is suggested to always load customer information first, and then, click this button to make the order.
- [Pay Now] will load Cashier screen as described in Chapter 4 when customer is ready to pay.
- [Microsoft Map] is used to load Microsoft Street and Map if Microsoft Street and Map software has purchased and installed per customer requested.
- [Print Coupon], [Update Point] is used in customer promotion program and may be not available in the EzOrder's desktop standard version.

CHAPTER

4

Place Order

Login	Customer	Order Touch	Order Manager	Split Order	Caller ID	Setting	Online Order
Lunch	Noodle	Crispy Spicy Ck	Ck Garlic	Jala Baby Ck			
Appetizer	Rice	C. Q. Dry Ck	Mong Ck				
Soup	Egg Foo Yang	Savory Spicy Ck	Sesame Ck				
Seafood		K P Ck	M S Ck				
Fish		Cash CK	S S CK				
Chicken		Cury Ck	Mand S Ck				
Beef		Ck Veg	Orange Ck				
Pork		Ht Ck-Sichu	Boiled Ck				
Vegetable		Ck Blk Bn	Smok Duck				
Others		Broc Ck	Fam Ck				

#	Name	Qty	Price
1	Egg Roll(1)	1	1
2	E D Sp(L)	1	4.95
3	Cash CK	1	8.95
Subtotal			\$14.90
Tax			\$1.23
Total			\$16.13

Send Order	Modify Item
Print Receipt	Reset
Add(+)	Substract

Total=\$16.13

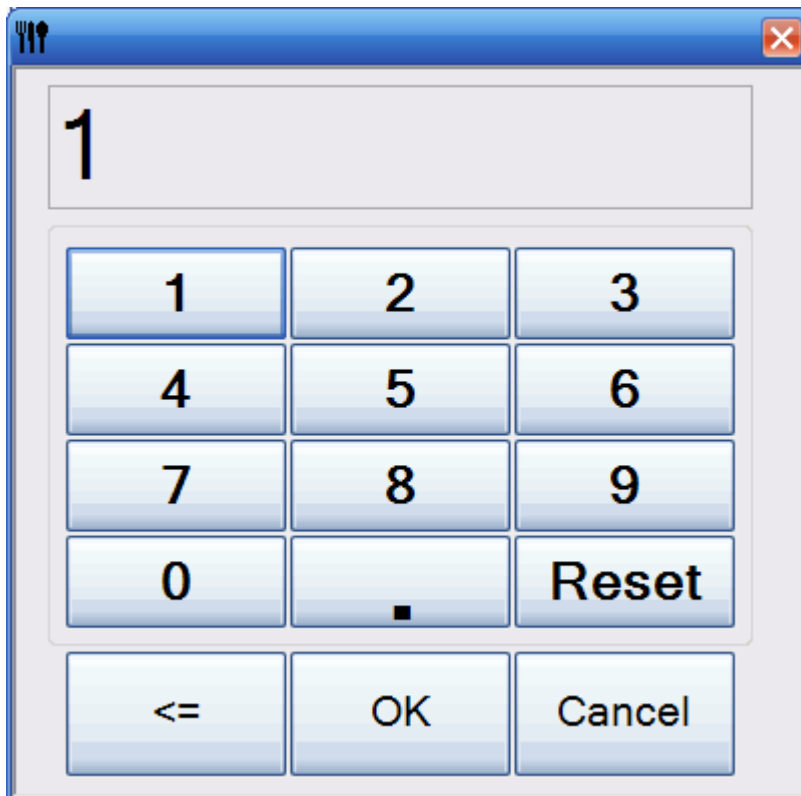
Click [Order Touch] button on the top to place order within EzOrder system. Basically, customer's menu has been classified into Category and Item two sections as shown above in the left panel and middle panel. Click the item will add the item into the order's list as shown the right panel.

Other Operations:

[Send Order] is used to send the order to the kitchen if kitchen printer has been installed and configured.

[Print Receipt] is used to print customer receipt and may include the kitchen order for one printer system.

[Add(+)]: by default, only one item is added, click this button will display following screen for user to enter the more quantity to be increased.



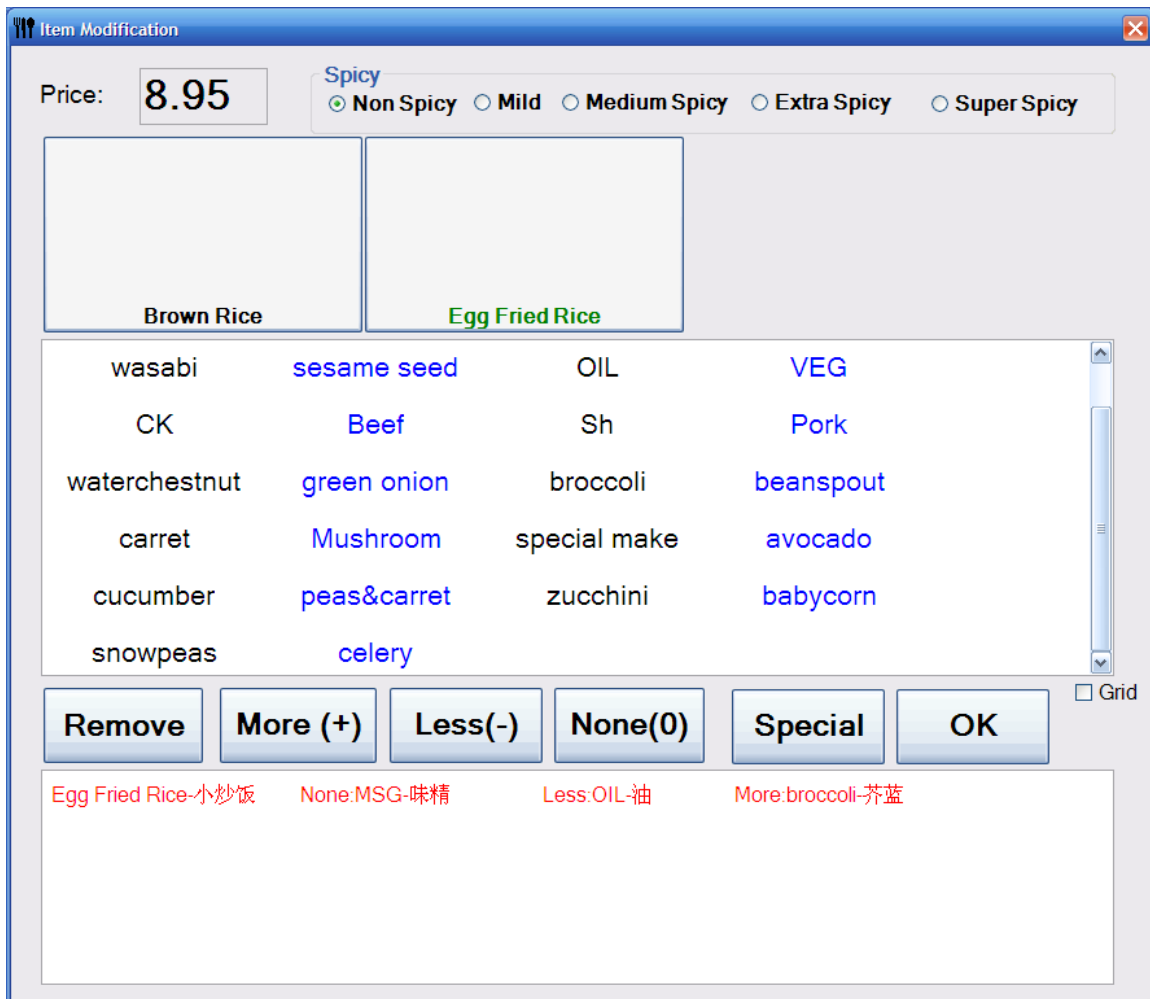
A dialog box with a blue title bar containing a fork and knife icon on the left and a close button on the right. The dialog box has a light gray background. At the top, there is a large text input field containing the number '1'. Below this is a numeric keypad with buttons for digits 1-9, 0, a decimal point, and a 'Reset' button. At the bottom, there are three buttons: '<=' (decrease), 'OK', and 'Cancel'.

1	2	3
4	5	6
7	8	9
0	.	Reset
<=	OK	Cancel

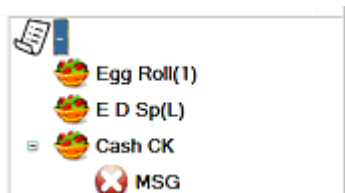
[Subtract]: To decrease the item quantity.

[Reset]: Remove all items in order's list.

[Modify Item]: allow user to modify the item's ingredients and to add side order if item has been configured to add side order.



[+]: click [+] sign on the top of order list will show all items and modification information as shown below.



Also, click the price box in the item modification screen will allow user to change item price.

NOTE: Click the item in the order list will remove the item in the current order list.


When [Send Order] or [Print Receipt] is clicked, user will be prompted to following screen for the order information.

Order For

Carry Out

Please make table selection.

Delivery Pickup Takeout

 2145070076

Dinning In

#1	#2	#3	#4	#5	#6	#7	#8	#9
#10	#11	#12	#13	#14	#15	#16	#17	#18
#19	#20	#21	#22	#23				

Discount

0 % Amount Off(\$): 0.00 Total with Discount: \$16.13

After user confirms the order information, click [OK] button to send order to kitchen or print out the receipt depends on user's previous operation. For reload order processing, use [Cashier] button for payment processing without re-sending the order.

CHAPTER

5

Order Manager

Friday , February 06, 2015

Sales: \$16.13 Tip: \$0.00

Order List

#	Paid	Pay By	Total	Order For	Order #	Server	T
1	<input type="checkbox"/>	Unknown	\$16.13	#14	38	system	0

Order Details

Void	#	Item	Qty	Price	Comment
<input type="checkbox"/>	1	春卷, Egg Roll(1)	1	1	
<input type="checkbox"/>	2	蛋花汤(大), Egg	1	4.95	
<input type="checkbox"/>	3	腰果鸡, Cashew	1	8.95	None:MSG-味精

All the order made in the current day is displayed in the screen shown above. The middle panel displays all order, click the row in the middle panel will display the order details associated with order user just selected.

Other Operations:

[+]: Click this button to hide the order details section and to make order list section much bigger as shown below.

Friday , February 06, 2015

Sales: \$16.13 Tip: \$0.00

Reload Order Print Order Display Order Statistics

- -> Search Modify Ticket Update Order Print Receipt Split Amount Split Order

Cashier

#	Paid	Pay By	Total	Order For	Order #	Server
1	<input type="checkbox"/>	Unknown	\$16.13	#14	38	system
*						

[->]: Click this button to show more information about this order as shown below, and also, to allow user to void item if order has not been closed yet.

[Search]: Use to search the interested order based on the customer phone #, etc.

[Modify Ticket]: Reload order and modify any items.

[Reload Order]: Cannot modify existing item, but add more items.

[Update Order]: To change pay type and update the tips.

[Print Order]: Use to print duplicated kitchen order.

[Print Receipt]: Use to print duplicated receipt.

Login	Customer	Order Touch	Order Manager	Split Order	Caller ID	Setting	Online Order
-------	----------	-------------	---------------	-------------	-----------	---------	--------------

Friday, February 06, 2015

Sales: \$16.13 Tip: \$0.00

Reload Order Print Order Display Order Statistics

+ < Search Modify Ticket Update Order Print Receipt Split Amount Split Order

Cashier

#	Paid	Pay By	Total	Order For	Order #	Server
1	<input type="checkbox"/>	Unknown	\$16.13	#14	38	system
*						

Void	#	Item	Qty	Price
<input type="checkbox"/>	1	春卷,Egg Roll(1)	1	14.90
<input type="checkbox"/>	2	蛋花汤(大),Egg	4	1.23
<input type="checkbox"/>	3	腰果鸡,Cashew	1	8.00
*				

Other Summary 2/6/2015 3:06:55 AM

38

Order For: #14 (Un)Void Item

Subtotal: \$14.90 Tax: \$1.23 Total: \$16.13

Off: 0 % \$: 0 Total with Off: \$16.13

Grand Total with Tip: \$16.13

Set As Customer Last Time Order

[Display Order]: Use to display all order information includes the delivery address, etc, as shown below.

[Split Order][Split Amount]: Click one of these buttons will take user to the [Split Order] screen as shown below.

Here are the steps to split the order:

1. Click the item at bottom panel or highlight the item in the bottom panel and add it into the top panel.
2. [Print Receipt] will print out newly split order and empty the newly split order on the top to continue further splitting operations.
3. If receipt is not needed, user can use [Cash][Check][Mixed][Credit][Other] to complete the newly split order for further operation. [Cash] button will take user to the [Cashier] screen for the payment processing.
4. [Print Remaining] will print remaining item in the original order.
5. [Split Original Amount]: Allow ticket to split out by the amount not items.

Login	Customer	Order Touch	Order Manager	Split Order	Caller ID	Setting	Online Order
-------	----------	-------------	---------------	--------------------	-----------	---------	--------------

1xE D Sp(L)

New Order Splitted From Original <input type="button" value="Cash"/> <input type="button" value="Check"/> <input type="button" value="Mixed"/>			Split By Amount Cash <input type="text" value="0"/> Check <input type="text" value="0"/>			<input type="button" value="Split Original Amount"/>
<input type="button" value="Credit"/> <input type="button" value="Other"/> <input type="button" value="Print Receipt"/>			Credit <input type="text" value="0"/> Other <input type="text" value="0"/>			
			<input type="text" value="0"/> Split By <input type="text" value="0"/> <input type="button" value="="/> <input type="text" value="0"/>			

Split Order Original Amount: \$16.13 38 \$10.77		<input type="button" value="Add ↑"/> <input type="button" value="↓ Remove"/>	<input type="button" value="Print Remaining"/>	Subtotal: \$4.95 Tax: \$0.41	Split Total: \$5.36
--	--	--	--	---------------------------------	----------------------------

1xEgg Roll(1) 1xCash CK

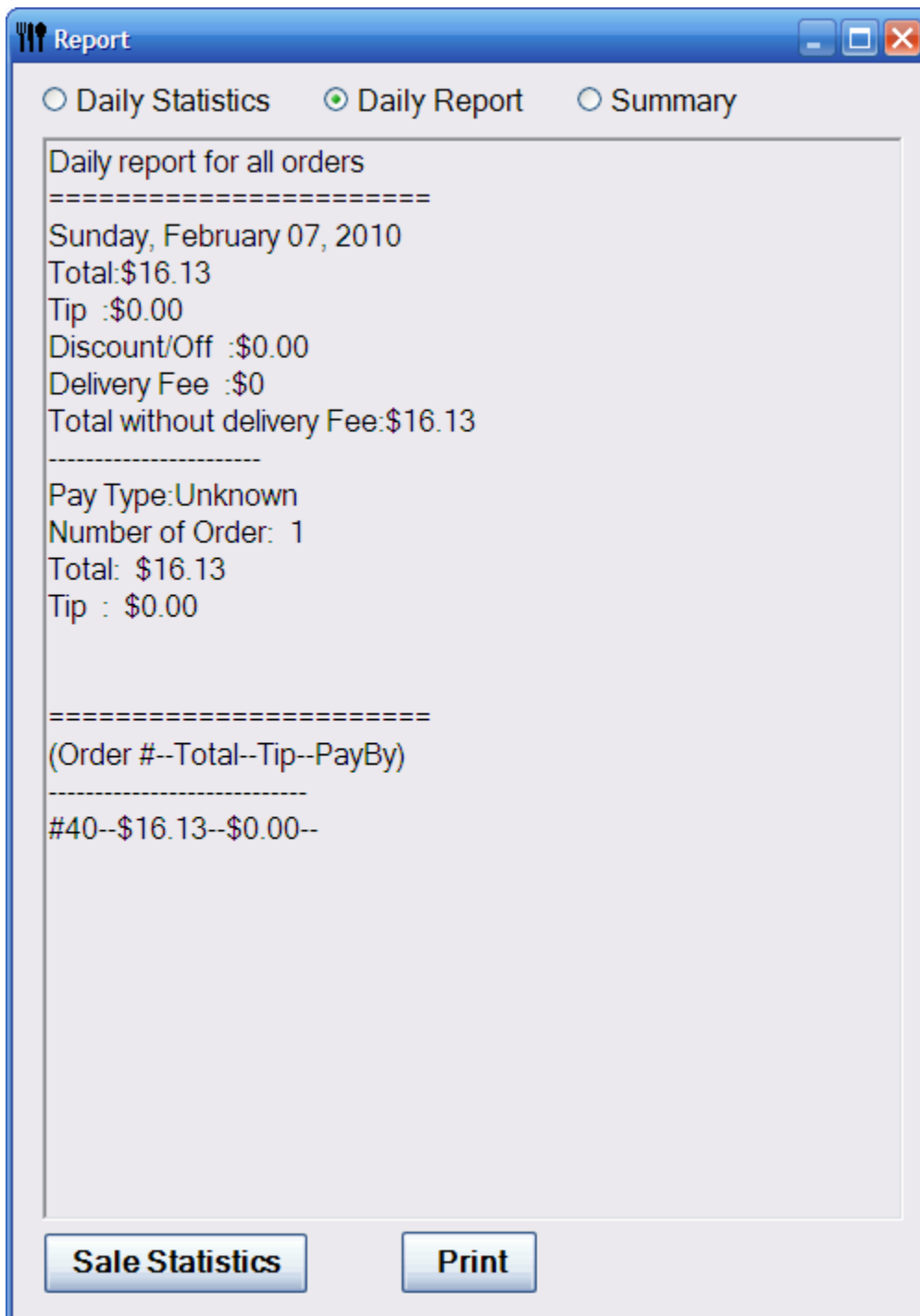
[Statistics]: Daily statistic, summary as well as sales statistics are available once this button is enabled and clicked as shown below.

Sales Statistics

Category Sales Statistics
 Total Sales Statistics

Start Date:
 End Date:

Category 中餐, Lunch 头盘, Appetizer 汤, Soup 虾-海鲜, Seafood 鱼, Fish 鸡鸭, Chicken 牛羊, Beef 猪肉, Pork 素菜, Vegetable 其他, Others 面, Noodle 饭, Rice 饮料, Beverages	Result Category Sales Statistic Date: 2/7/2010---2/7/2010 ===== Total sales for [Chicken] =\$9.69 Total category sales=\$9.69
--	---



[Display Order] screen

[Cashier] button will take user for the payment processing. For quick and accurate payment processing, a high-end barcode scanner is strongly suggested to purchase and equipped with EzOrder system, otherwise, user has to manually enter order number.

Cashier

Order #: Pay By: Cash Check
 Credit Other Splitted

Total:

Tendered:

Change:

Quick Input

Manual Input

Discount %

Amount Off

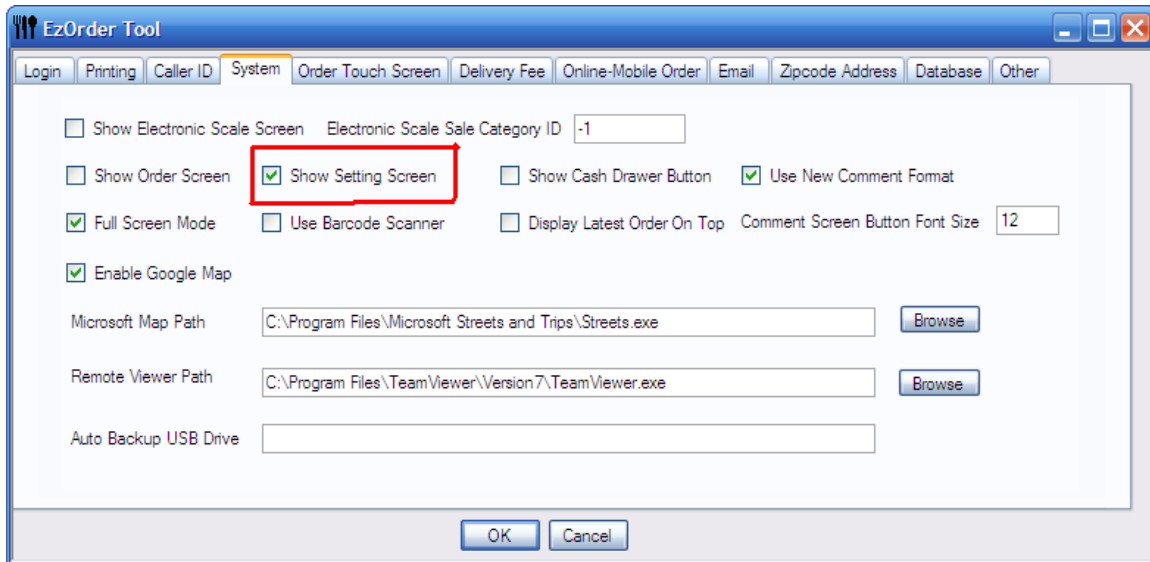
CHAPTER

6

System Configuration and Settings

Login	Customer	Order Touch	Order Manager	Split Order	Caller ID	Setting	Online Order
<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>System Setting</p> <p>Receipt Printer Type: <input type="radio"/> Regular <input checked="" type="radio"/> Receipt I <input type="radio"/> Receipt II</p> <p>Interface <input type="radio"/> Parallel <input checked="" type="radio"/> Serial <input type="radio"/> USB <input type="radio"/> Driver</p> <p>Printer Port: <input type="text" value="1"/> Font Size: <input type="text" value="12"/></p> <p>Printer Name: <input type="text" value="P-822B"/></p> <p><input checked="" type="checkbox"/> Print Order Num On Receipt Order For List: (Separated with ,) <input type="text" value="#1,#2,#3,#4,#5,#6,#7,#8,#9,#10,#11,#12,#13,#14,#1"/></p> <p><input type="text" value="C:\Program Files\HongChuan\Ez"/> <input type="button" value="Order DB"/></p> <p><input type="text" value="C:\Program Files\HongChuan\Ez"/> <input type="button" value="Customer DB"/></p> <p>Item Sorting: <input type="radio"/> Short Name <input checked="" type="radio"/> Index Number</p> <p><input type="checkbox"/> Use Marked Item Button</p> <p><input type="button" value="Backup Database"/> <input type="button" value="Reset Database"/></p> </div> <div style="width: 48%;"> <p>Company Information</p> <p>Name: <input type="text" value="ABC Chinese Restaurant"/></p> <p>Address: <input type="text" value="ABC Chinese RestaurantAddress"/></p> <p>City: <input type="text" value="Plano"/></p> <p>State: <input type="text" value="TX"/></p> <p>Zip Code: <input type="text" value="75023"/></p> <p>Phone #: <input type="text" value="8007993133"/> (xxx-yyy-zzzz)</p> <p>Web URL: <input type="text" value="http://www.thefoodtogo.com/ABC"/></p> <p>Tax Rate: <input type="text" value="8.25"/> %</p> <p>Promption: <input checked="" type="checkbox"/> On Amount: <input type="text" value="200"/></p> <p>Second Printer/kitchen Printer</p> <p><input type="text" value="P-822B"/></p> <p>Font Size: <input type="text" value="16"/> <input type="radio"/> Print Asian Language Only</p> <p><input type="radio"/> Print English Only <input checked="" type="radio"/> Print Asian and Short Name</p> <p><input type="checkbox"/> Enable Highlight Printing <input type="checkbox"/> Print Receipt and Send Order Together</p> <p>Kitchen Printer Type <input checked="" type="radio"/> Window Printer <input type="radio"/> Network Printer</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div><input checked="" type="checkbox"/> Full Screen <input type="button" value="Exit"/></div> <div><input type="button" value="Update"/></div> <div><input type="button" value="Remote Viewer"/> <input type="button" value="More Setting"/></div> </div>							

This section provides basic system configuration such as printer setting, company information, database location, etc. By default, this screen is hidden for user and system security purpose. To display this screen, “Show Setting Screen” as shown below must be enabled from the EzOrder Tool. EzOrder Tool can be accessed from the dashboard by clicking the [Set Up] button and enter PIN number. Default PIN is 0000



Once system is configured and working properly, it is strongly suggested not to change the system unless instructed by the EzOrder system technician.

CHAPTER

7

Caller ID

Navigation: Login Customer Order Touch Order Manager Split Order **Caller ID** Setting Online Order

Name: Phone #:

Chronological Call Log				
	Time	Phone #	Name	Notes
*				

Caller ID screen will display caller phone number, name and time called if hardware-enabled modem is equipped within EzOrder system.

CHAPTER

8

Online Order and Tablet App

The screenshot shows a software interface with a menu bar at the top containing: Login, Customer, Order Touch, Order Manager, Split Order, Caller ID, Setting, and Online Order. Below the menu bar, there are radio buttons for 'Un-processed' (selected) and 'Processed', along with a 'Delete Processed' button. The main area is titled 'Online Order List' and contains a table with the following columns: Order File, Phone #, Date Time, Pickup Time, and Discount To. A single row with an asterisk (*) is visible in the table. At the bottom of the interface, there is a 'Status' section with a green indicator light and a 'Reset' button.

Order File	Phone #	Date Time	Pickup Time	Discount To
*				

Online order is designed for the online order processing and monitors the connection with online order server if customer has subscribed online order and mobile ordering service. Online order can be automatically print out. Order from Android tablet can also be sent to the clouding server hosted by www.thefoodtogo.com

CHAPTER

9

Electronic Scale

Login	Customer	Order Touch	Order Manager	Split Order	Caller ID	Online Order	Electronic Scale
-------	----------	-------------	---------------	-------------	-----------	--------------	------------------

Scale

Weight **0.00** lbs

scale not connected

Order

Buffet TO GO

Total **0.00**

Electronic scale screen is used to make the order for the weight item such as Buffet to go per pound or other weighting items.

CHAPTER

10

Table Layout



Table layout is used for the table management such as monitor table open and close activity. To change table status, click the table and a dialog will pop up for you to make the changes.

Appendix: Sample Receipt

4/1/2014 5:09:54 AM

Order For:>> #15

Order #: 25

Qty-- Price-- Name

1-- 9.95-- 宮保牛,K.P. BF

Total Items: 1--1

Subtotal: \$9.95

Tax: \$0.82

Grand Total **\$10.77**

Thank you!

Note



End