



User manual

2.4.6

Index

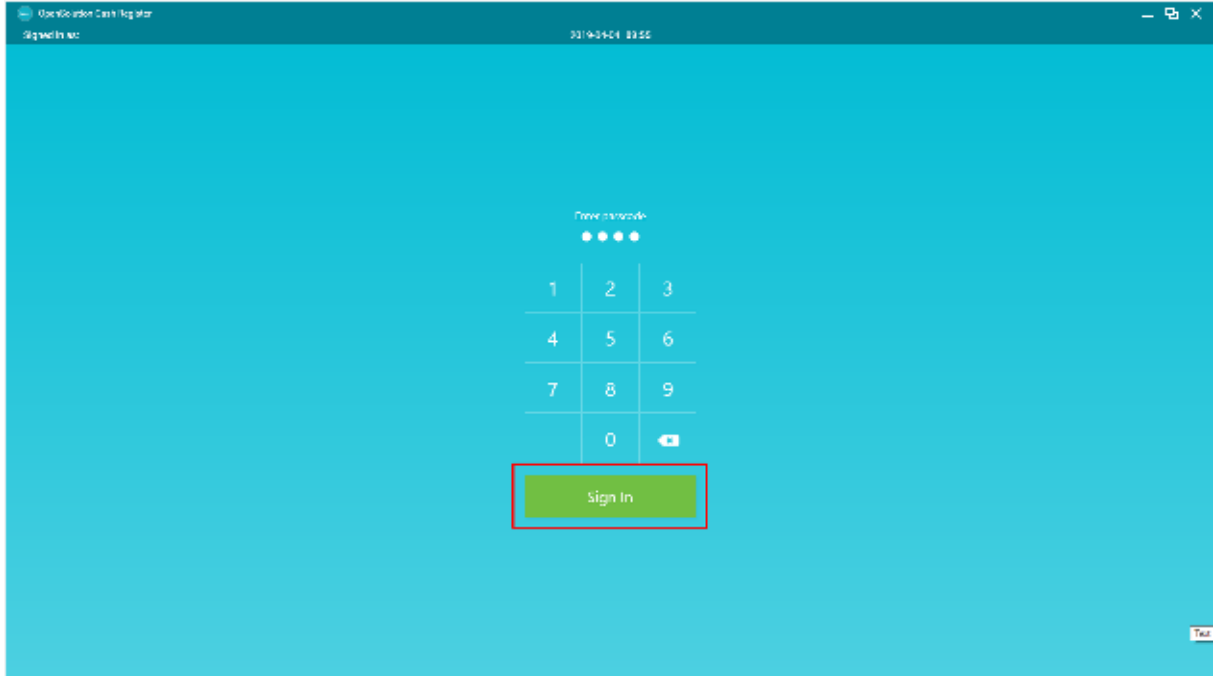
Sign in	4
Sign out	4
Direct sale	5
Select Articles	5
Search for an Article	5
Message on Article in Cart	6
Change serving on Article in Cart	6
Remove Articles from Cart	7
Combinations	7
Discounts	8
Park bill	9
Finalizing Finalising a purchase	10
Payment methods	10
Cash payment	10
Card payment	10
Payment waiting on for card terminal	11
Gift card payment	12
Invoice payment	13
Other payment methods	13
Table management	13
Managing servings on table	14
Forward next serving on table	15
Add Articles and forward serving	16
Move all Articles on table to another table	17
Move specific Articles on table to another table	17
Remove Articles on a table	18
Name a table	18

<u>Table payments</u>	<u>19</u>
<u>Print a guest bill</u>	<u>19</u>
<u>Split bill</u>	<u>20</u>
<u>Split the payment of a bill with a specific sum</u>	<u>20</u>
<u>Split a specific Article</u>	<u>21</u>
<u>Table pay with an integrated card terminal</u>	<u>22</u>
<u>Customers</u>	<u>22</u>
<u>Add customer to bill</u>	<u>22</u>
<u>Add new customer to customer data base</u>	<u>22</u>
<u>Orders</u>	<u>24</u>
<u>Search for an order</u>	<u>24</u>
<u>Credit a payment</u>	<u>25</u>
<u>Print a receipt copy</u>	<u>26</u>
<u>Switch payment on order</u>	<u>26</u>
<u>Functions</u>	<u>27</u>
<u>Save a new setting or function on your layout when using the cogwheel feature</u>	<u>27</u>
<u>Discarding changes when using the cogwheel feature</u>	<u>28</u>
<u>Going back one step in the interface of the cash register</u>	<u>28</u>
<u>Edit what functions should be visible in the Hamburger and “Dot” menu</u>	<u>28</u>
<u>Add an Article Category start page or a timed set Article Category page</u>	<u>29</u>
<u>Remove Article in a Category or Subcategory</u>	<u>30</u>
<u>Move Articles in the interface</u>	<u>30</u>
<u>Move Categories in the interface</u>	<u>31</u>
<u>Edit a Category or Subcategory</u>	<u>31</u>
<u>Remove Categories and Subcategories</u>	<u>31</u>
<u>Add an Article</u>	<u>32</u>
<u>Edit an Article</u>	<u>33</u>
<u>Create a log in for an Employee</u>	<u>33</u>
<u>Edit the information of an employee</u>	<u>34</u>
<u>Register float (change)</u>	<u>34</u>

<u>Currency exchange</u>	<u>35</u>
<u>Blind report</u>	<u>35</u>
<u>Load an integrated gift card</u>	<u>36</u>
<u>Check gift card balance</u>	<u>37</u>
<u>Article information</u>	<u>37</u>
<u>Open table by table number</u>	<u>37</u>
<u>Add simple employee discount</u>	<u>37</u>
<u>Crush cart</u>	<u>38</u>
<u>Add article barcode</u>	<u>38</u>
<u>Turn on or off Discount triggers</u>	<u>39</u>
<u>Release a locked table</u>	<u>39</u>
<u>Cost center change</u>	<u>39</u>
<u>Create Z-report</u>	<u>40</u>
<u>Create X-report</u>	<u>41</u>
<u>Connect a customer display</u>	<u>41</u>
<u>Open the till</u>	<u>42</u>
<u>Kitchen ticket number</u>	<u>42</u>
<u>Add employee by ID</u>	<u>43</u>
<u>Tax journal export</u>	<u>43</u>

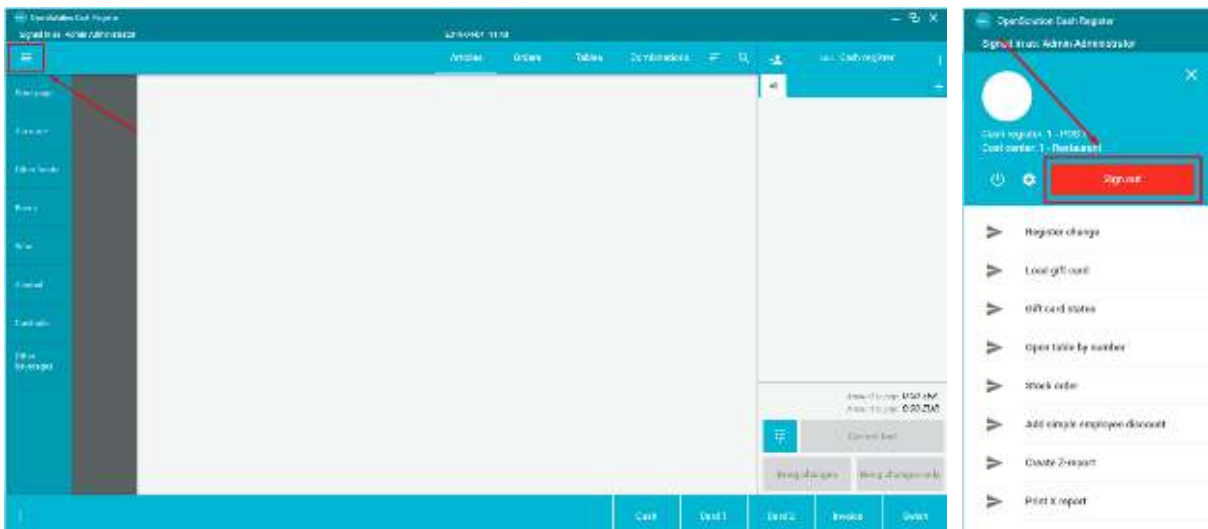
Sign in

- Start the “[OPEN Oneopen Venue](#)” program from your desktop
- Input the passcode received from your supplier
- Press “Sign In”



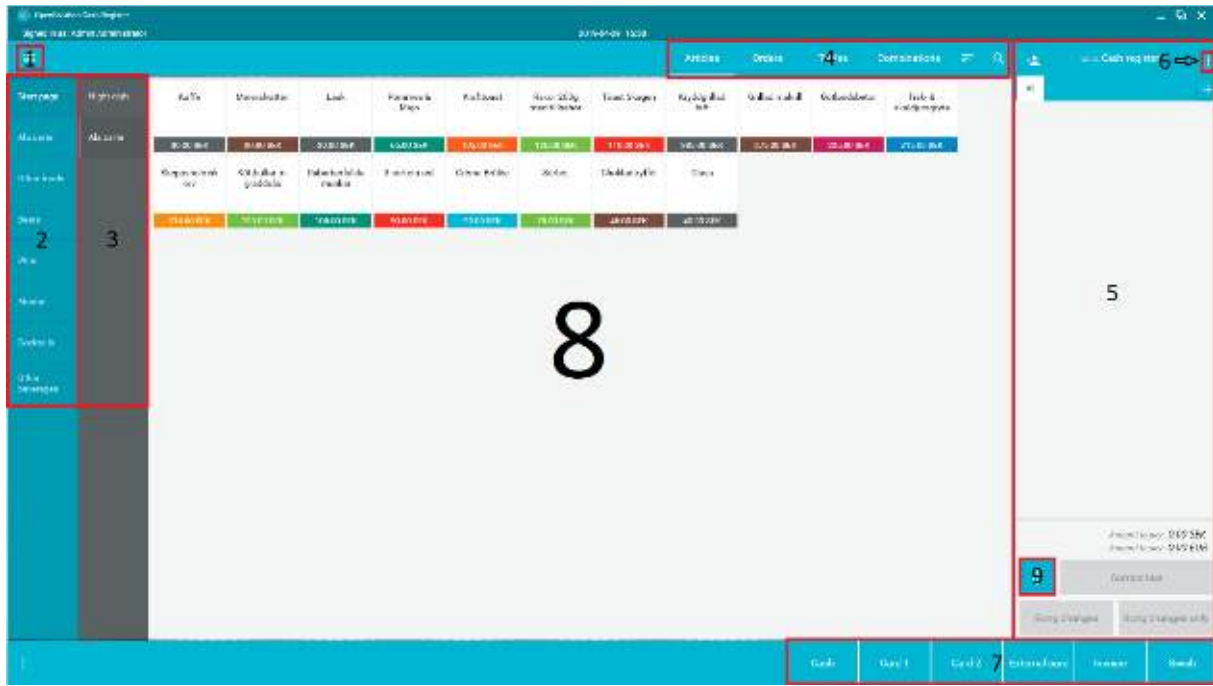
Sign out

- Open the Hamburger menu on the top left corner of your Cash register program
- Press “Sign out”



Direct sale

A direct sale is an over the counter sale when the purchase is completed with the customer in front of you.



- | | | |
|------------------------|-----------------|--------------------|
| 1. Hamburger menu | 4. Top menu | 7. Payment methods |
| 2. Article category | 5. Article cart | 8. Article window |
| 3. Article subcategory | 6. "Dot" menu | 9. Numpad |

Select Articles

Select one or several Articles from the Article Category (2) to the left of you screen by pressing it/them. You can choose multiple Articles of the same kind at once you can use the numpad (9) bottom right corner of you screen. First press the desired number you want and after that the Article.

The articles chosen will appear in your Cart to the right of you screen.

Search for an Article

The Articles are divided into main groups to the far left on the screen. Select an Article category (2) and Article subcategory (3) will appear. All the Articles in an Article category will appear in in the Article window when you choose it, but you can sort them further by selecting an Article subcategory.

You can also search for a specific Article by using the Magnifying glass in the top menu (4). Select the Magnifying glass and a keyboard will appear in the bottom of your screen. Type in the name of the Article and the system show all the Articles matching your keyword.

You can sort the Articles in the Article window by selecting sorting tool next to the Magnifying glass. You can sort the Articles by name and price.



Message on Article in Cart

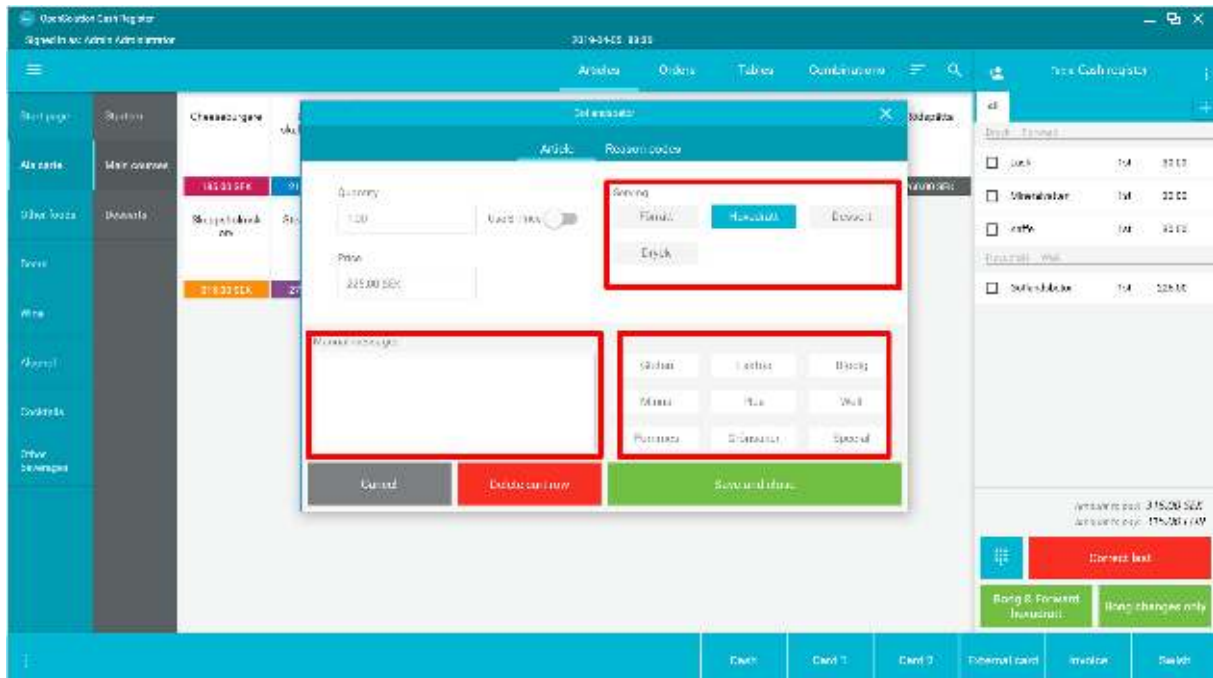
You can leave a message on the Article. The message will appear on the Article in your cart and on the bong if your Article is connected to a printer but will NOT appear on the receipt that you give to the customer when the purchase is finalized.

- Press the Article in your Cart.
- An Article edit window will appear in the middle of your screen.
- You can type a message in the “Manual message” box.
- There are a few pre-programmed messages that will appear in the in the “Manual message” box if you press it.
- When you are satisfied with you message press the “Save and close” button. The message will appear under your Article in the Cart.

Change serving on Article in Cart

You can change serving on an Article that is connected to bong printer e.g. starter, main course, dessert.

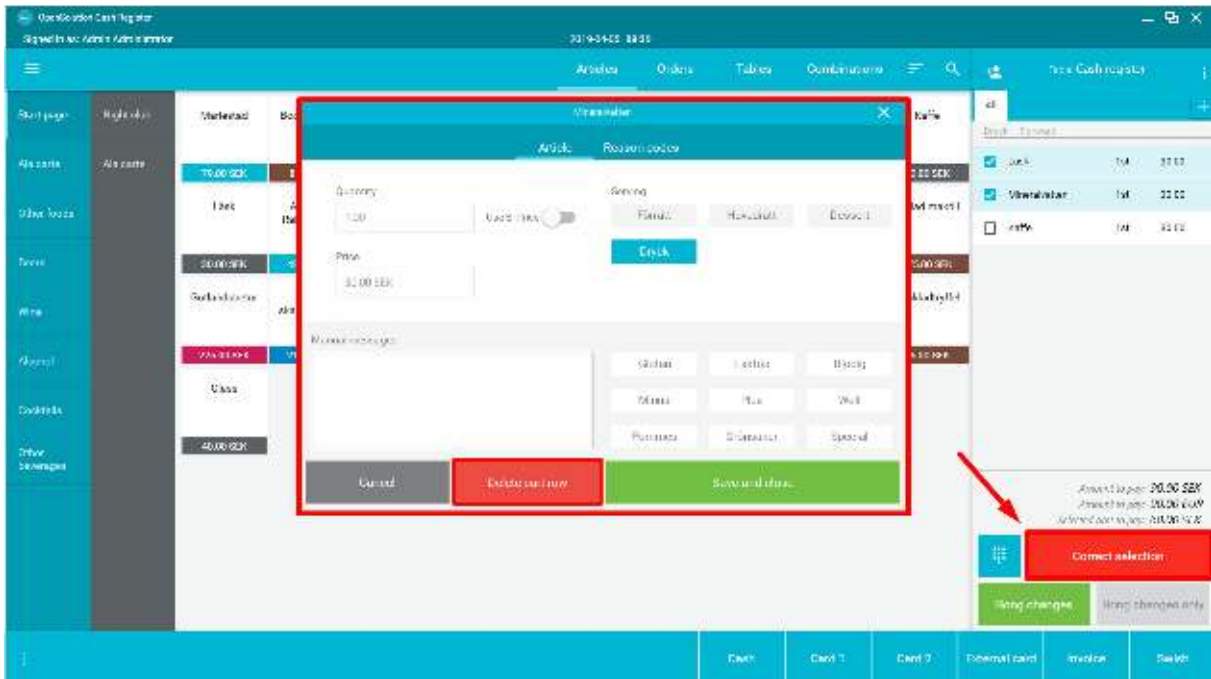
- Press the Article in your Cart that you want to change the serving on.
- An Article edit window will appear in the middle of your screen.
- The different of serving are pre-programmed for your business.
- Select the desired serving
- Press “Save and close” button.



Remove Articles from Cart

You have 3 ways to remove an Article from your Cart

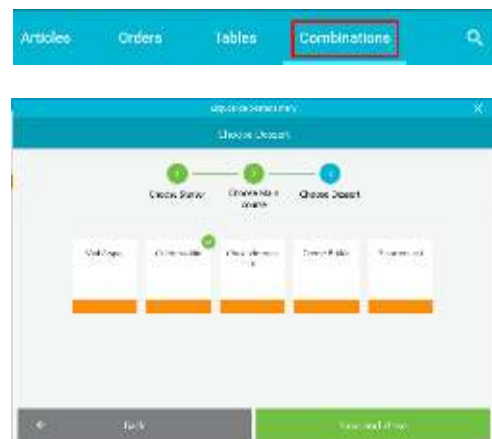
1. You can remove the last entry in your Cart by pressing the “Correct last” button in the bottom of the cart.
2. Tick in the box next to the Article. Note that the “Correct last” button will change to “Correct selection”. Press “Correct selection” button to remove the selected Articles.
3. Press the Article itself in the Cart. An Article edit window will appear. In the bottom row of the window you find a “Delete cart row” button. Press it to remove the selected Article.



Combinations

A combination is used when you want to sell a combination of set products for a discounted price (e.g. a 3-course menu or 2 products that should be discounted if sold together). Not all cash registers have Combinations set up and then it will not be visible. Combinations are set up in Back Office.

- Press “Combinations” in the top menu.
- Select which combination you want to sell.
- In some combinations there are choices of which products should be included in the combination. Select the products by pressing them and to move forward. When it is your last choice press “Save and close”. The combination will be placed in your Cart.
- If you want to place multiple combinations in your cart of the same kind you can use the numpad in the bottom of you Cart. Select the number that you want to place in your Cart before pressing the Combination.



Discounts

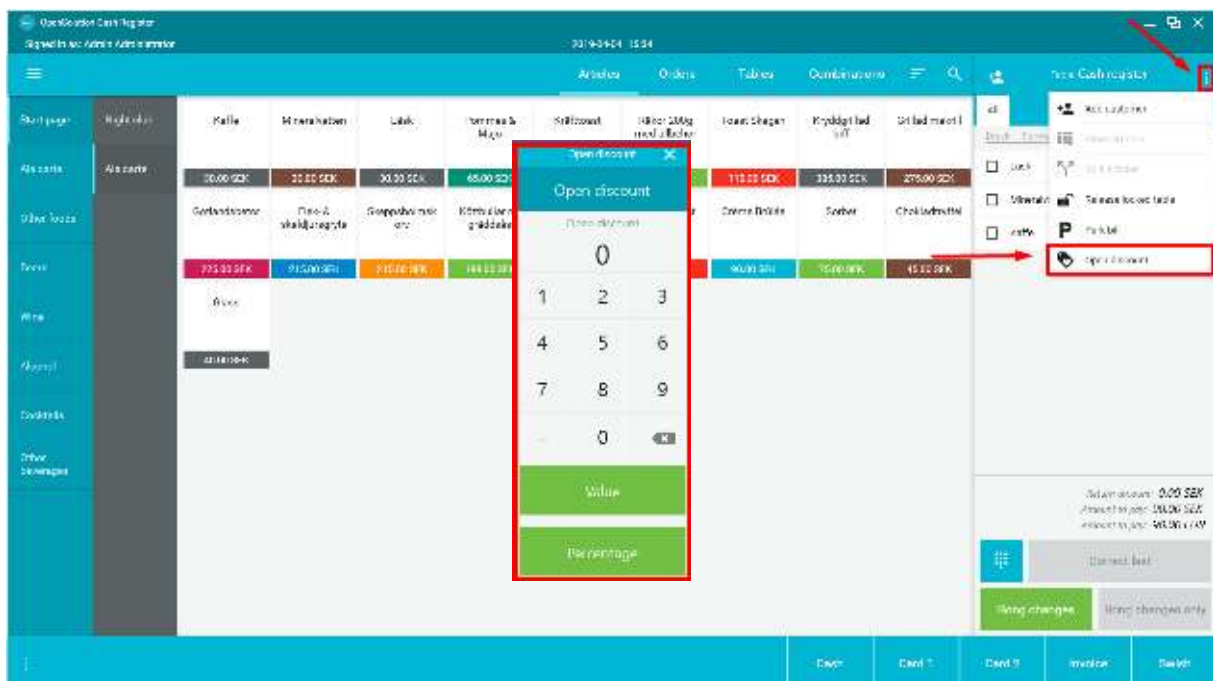
You can discount the whole bill or specific Articles on the bill

To discount the whole bill

- Press the “Dot menu” in the top right corner of the Cart.
- Select “Open discount”.
- A pop-up window will appear in the middle of the screen with a numpad. You can either discount a specific sum or a percentage of the bill.
 - If you select a sum the discount will be deducted equally spread on the Articles with the total adding up to the selected sum.
 - If you select a percentage an amount equal to the percentage chosen will be deducted from each Article.

To discount a specific article

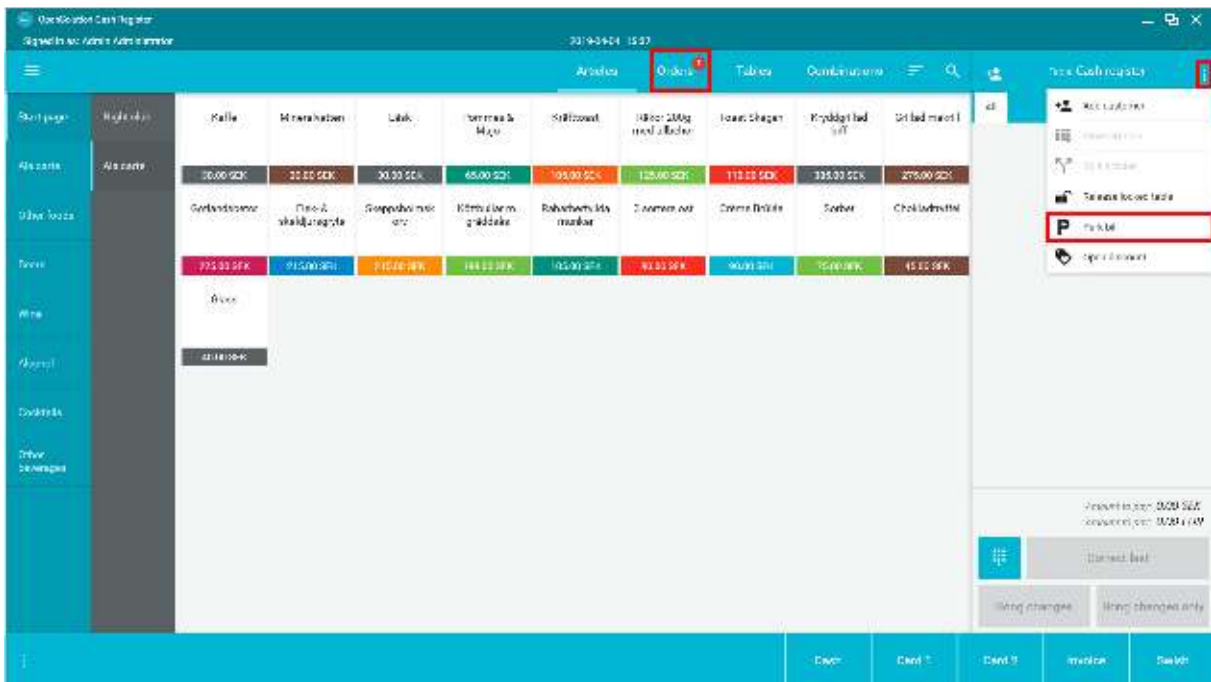
- Tick in the box next to the Article you want to discount.
- Press the “Dot menu” in the top right corner of the Cart.
- Select “Open discount” in the menu.
- A pop-up window will appear in the middle of the screen with a numpad. You can either discount a specific sum or a percentage of the Article.



Park bill

You can Park a bill if you want to serve another customer in between finalizing an ongoing purchase.

- Open the “Dot menu” in the top right corner of the Cart.
- Select “Park bill”.
- A pop-up window will appear in the middle of the screen where you will have to choose a name for the bill. Type in a name and press “Save and close”. A number will appear over the “Orders” menu on the top menu that indicates that it contains Parked bills.

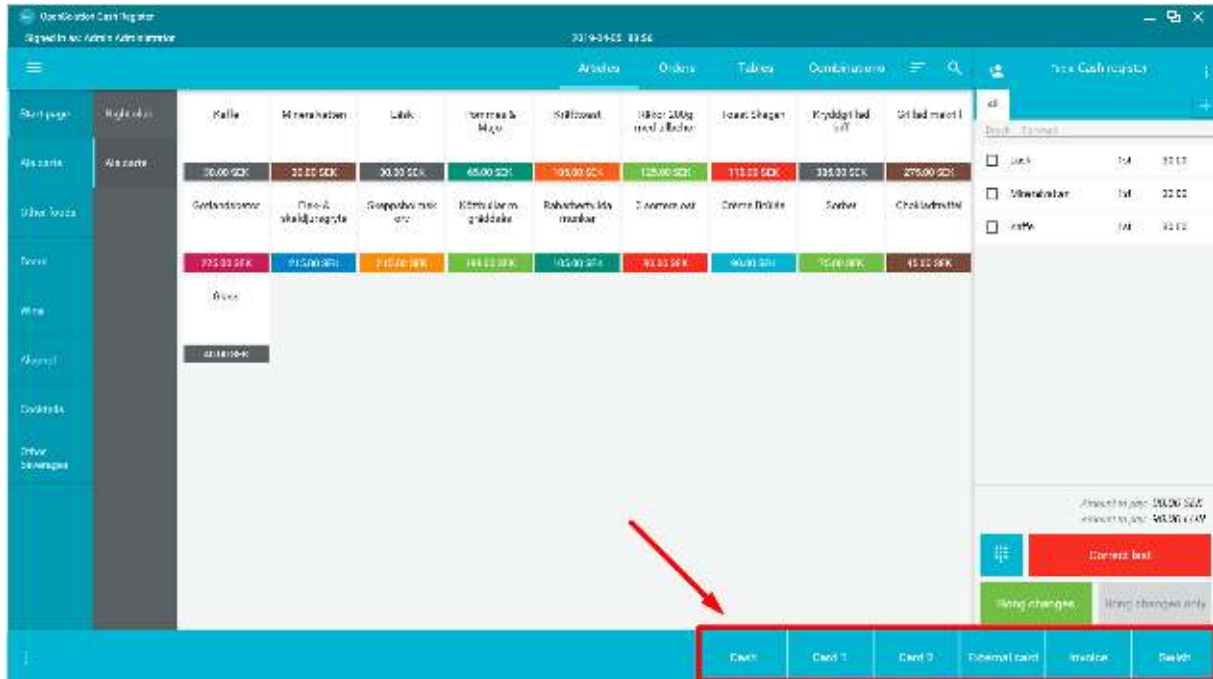


The “Parked bill” will be found under “Orders” in the top menu. To pick up the Parked bill

- Press the “Orders” menu on the top bar
- Tick the box next to the bill you want to pick up, the bill will be highlighted in red and the chosen name will visible under “Details”.
- Select “Retrieve selected bill”.
- Your bill will be picked up to your Cart where you can complete the purchase or add more Articles before completing the purchase.

Finalizing a purchase

When you are ready to finalize your purchase there are several different payment methods to create a receipt for your customer. The payment methods are pre-programmed for your business and are in the bottom row of your screen.



Cash payment

If your customer wants to pay by cash press the “Cash” button.

Card payment

There are several different ways a card purchase may be completed depending how your cash register is set up.

Payment with an Integrated card terminal

When the purchase is ready to be payed press the “Card” button that is linked to the card terminal you want to use. Follow the instructions in the card terminal.

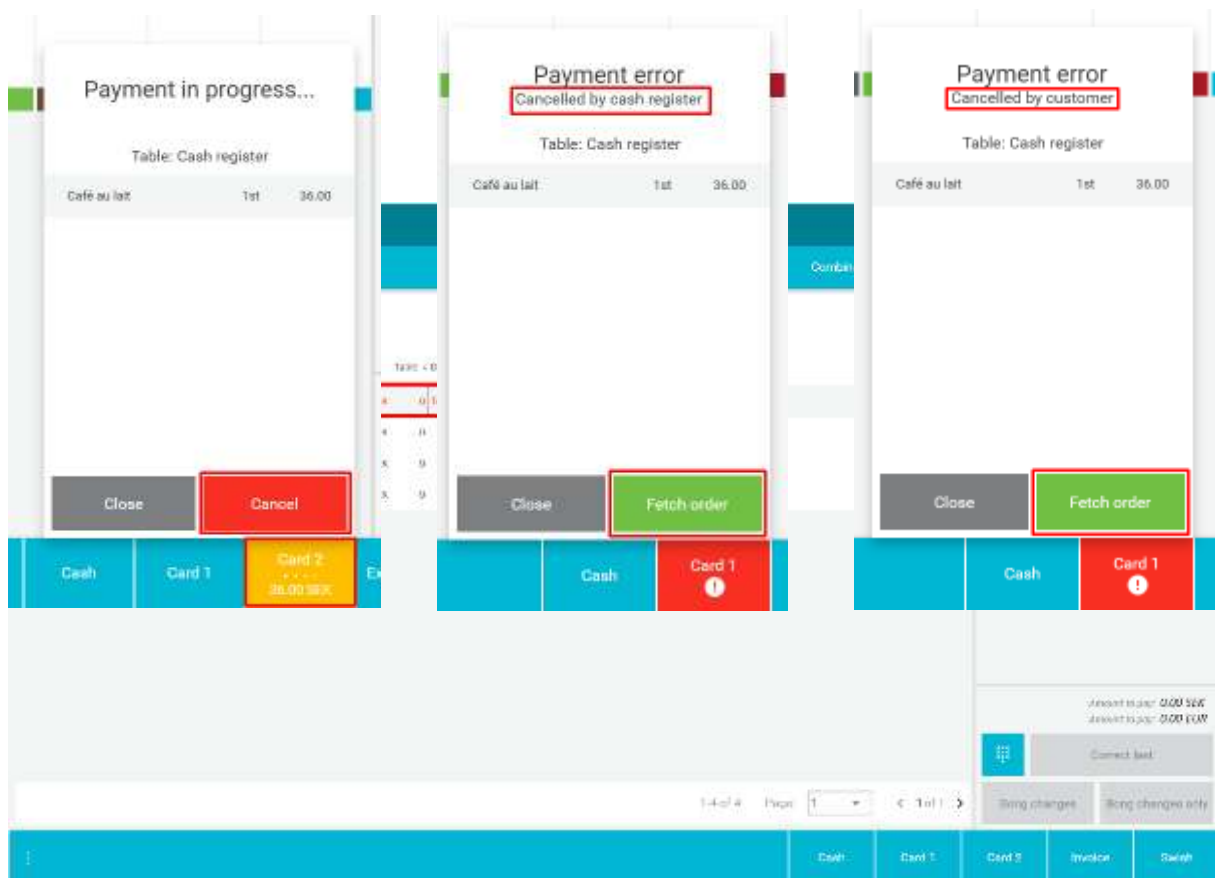
Payment with an External card terminal

When the purchase is ready to be payed press the “External card” button. Note that the button may be named to something else specific to your business. Input the amount of the purchase in your external card terminal and follow the steps in the terminal to complete the payment.

Payment waiting on card terminal and cancelled card terminal payment

When you send a payment to a card terminal the payment method button will turn yellow. You can click the button to cancel the payment from the cash register.

If the payment is cancelled either in the cash register or in the card terminal the payment button will turn red. Press the button and you will be given information who cancelled the payment and here, you can also fetch the order. When you fetch the order, the articles will be moved back to your cart and you can choose the same or a new payment method and complete the purchase.



Gift card payment

The definition of a gift card is a valuable document which is pre-loaded with funds.

Payment with an integrated gift card

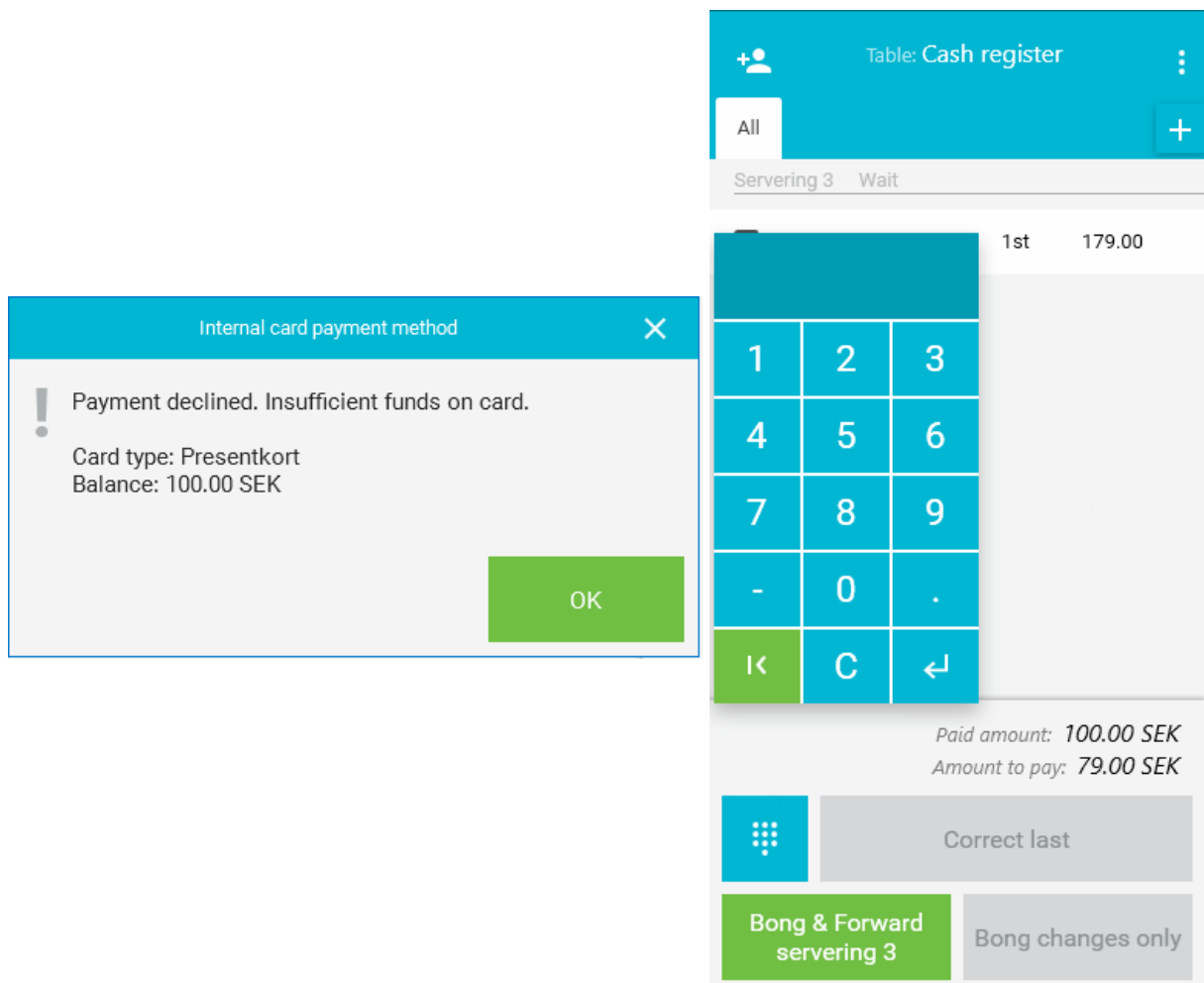
When the purchase is ready to be payed simply swipe the magnet strip card in the card swiper on the right edge of your cash register. The amount on the bill will be deducted off the gift card.

If the amount on the bill exceeds the amount pre-loaded on the gift card the system will show a warning pop-up window that shows the amount left on the card. To deduct the funds left on the card

- Use the numpad in the bottom left corner on your cart.
- Input the existing amount on the gift card.
- Swipe the gift card in the card reader

The amount will be deducted from the bill and you can select a different payment method for the remaining amount.

In the same way you can deduct a specific amount off the gift card if you do not want to use the whole amount on the card.



Payment with an external gift card

Your business can have one or several different external gift card payment methods e.g. a paper gift card printed in house. The name on the payment button may differ depending on how your system is set up. Note that there are no built-in logs for external gift cards. It will only register the payment in the account set up by your administrator.

Invoice payment

If you customer wants to pay the bill by an invoice use the invoice button.

Note that there is no built-in invoice handling. The system will only produce a pro-forma invoice. The payment will be registered under the account set up by your administrator and the actual invoice will have to be created in an external program.

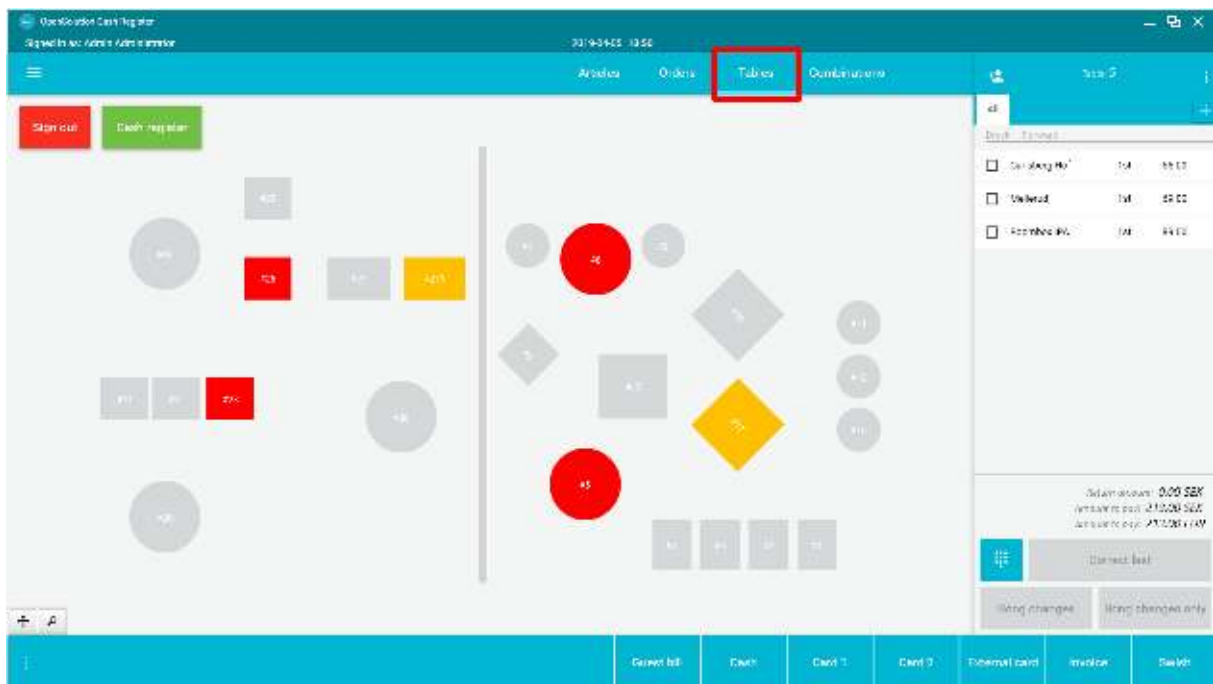
Integrations with external billing programs will arrive shortly.

Other payment methods

[OPEN OneOpen Venue](#) have the possibility to have personalized payment methods and functions. These payment methods may be linked to external accounting programs. Settings for these payment methods are made in Back Office. Contact your retailer configure other payment methods.

Table management

You will find the table map under “Tables” in the top menu



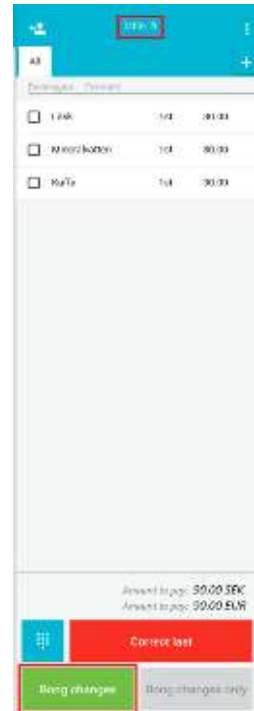
The colour of the table indicates witch status it is in.

Grey = Free Red = Occupied Yellow = Guest bill printed

To open and close a table

- Press the table.
- You will be moved to the Article interface.
- Note that the table number open will be visible over your Cart.
- Input the desired articles in your cart. Note that the buttons in the bottom of your Cart will change in colour.
- Close the table by pressing “Bong changes”.

The selected articles will be saved on the table



Managing servings on table

Servings are available in the system to give information to the kitchen what food to prepare in which order. A food Article usually has a pre-set serving which is chosen when the Article is created. The serving has a pre-set action when the table is closed (forward or wait).

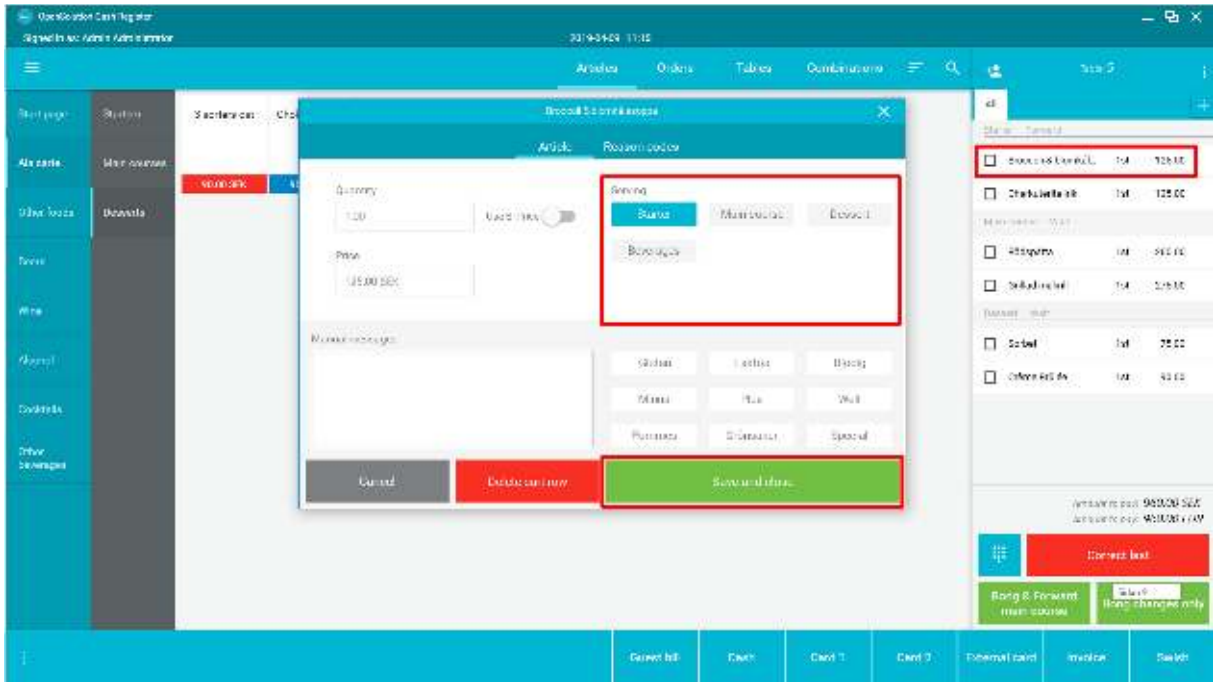
- Open the table.
- Input desired articles in Cart.
- The articles will sort themselves in servings in the Cart (the serving may vary due to how your system is set up)
- Note the pre-set action on the serving above the Article (forward or wait).
- Press “Bong changes only” to close and save the table and send bong tickets to the kitchen.

In the example shown to the right the “Starters” would be forwarded.



If you want to change serving on an Article

- Press the Article in your cart.
- Select a different serving in the Article edit window pop-up (The servings may vary due to how your system is set up).
- If the serving is changed on an Article it will move to the new serving in the Cart.
- Press “Save and close”.



Forward next serving on table

- Open the table.
- Press the button “Forward serving” (the underlined word will change due to which course is next to be forwarded).
- The table will close, and a forward bong will be sent to the kitchen printer. Note that the value next to the serving will change from “wait” to “forward”.



Add Articles and forward serving at the same time

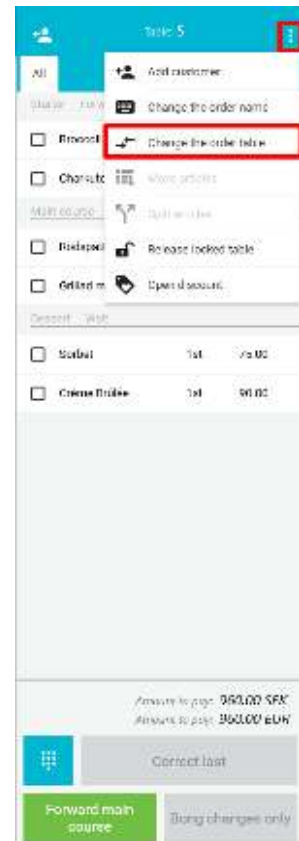
When you open a table with existing Articles with servings on them and add more Articles to your cart you will be given to options how to send the bong.

- Either “Bong changes only” to close table and save your Articles on the table
- Or “Bong and Forward servicing” (the underlined word will change due to which serving is next) to close the table, save your articles on the table and send a forward bong for the next serving to the kitchen.



Move all Articles on table to another table

- Open the table you want to move.
- Open the “Dot menu” in the top right corner of your cart.
- Select “Change the order table” in the menu.
- Input the new table number and press “Choose” in the pop-up window.
- All the Articles will be moved to the new table.

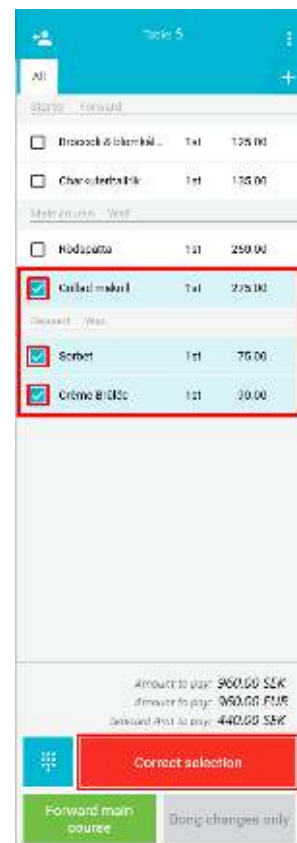
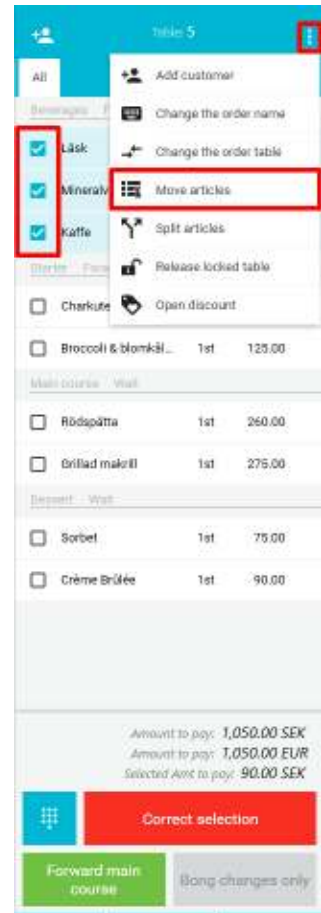


Move specific Articles on table to another table

- Open the table.
- Tick the box to the left of the articles you want to move in your Cart.
- Open the “Dot menu” in the top left corner of your Cart and select “Move articles”.
- Input the table number you want move the Articles to in the pop-up window.
- Press “Choose” to finish the move.

Remove Articles on a table

- Open the table.
- Tick the box on the articles you want to remove in your cart.
- Press “Correct selection” button in the bottom of your cart.
- Close the table by pressing “Bong changes”.



Name a table

If you want to give a table a specific name in addition to the table number

- Open the table.
- Open the “Dot menu”.
- Select “Change the order name” in the menu.
- Type desired name in the pop-up window that shows.
- Press “Save and close” to finish.

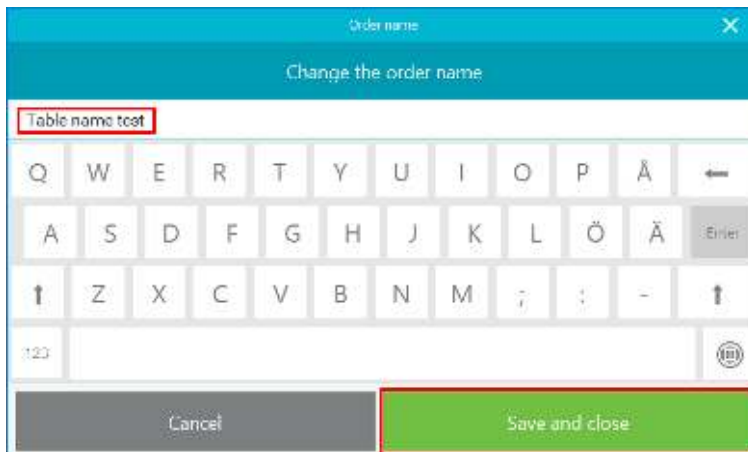
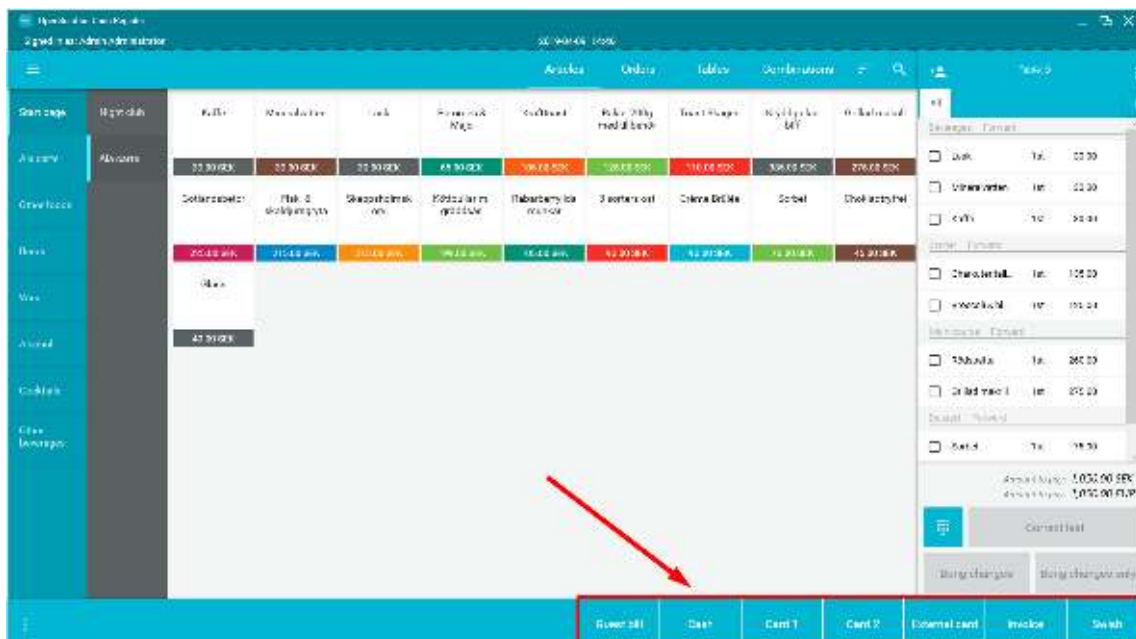


Table payments

If your customer wants to pay the whole bill

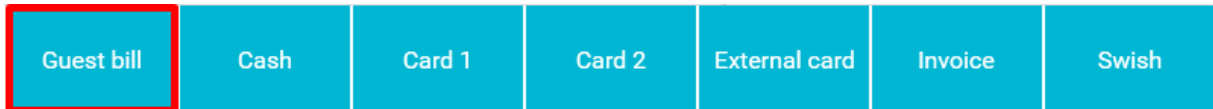
- Open the table.
- Select a payment method in the row on the bottom of the screen.
- Follow the steps in the payment method section above.



Print a guest bill

If you want to print a guest bill to show the customer before payment

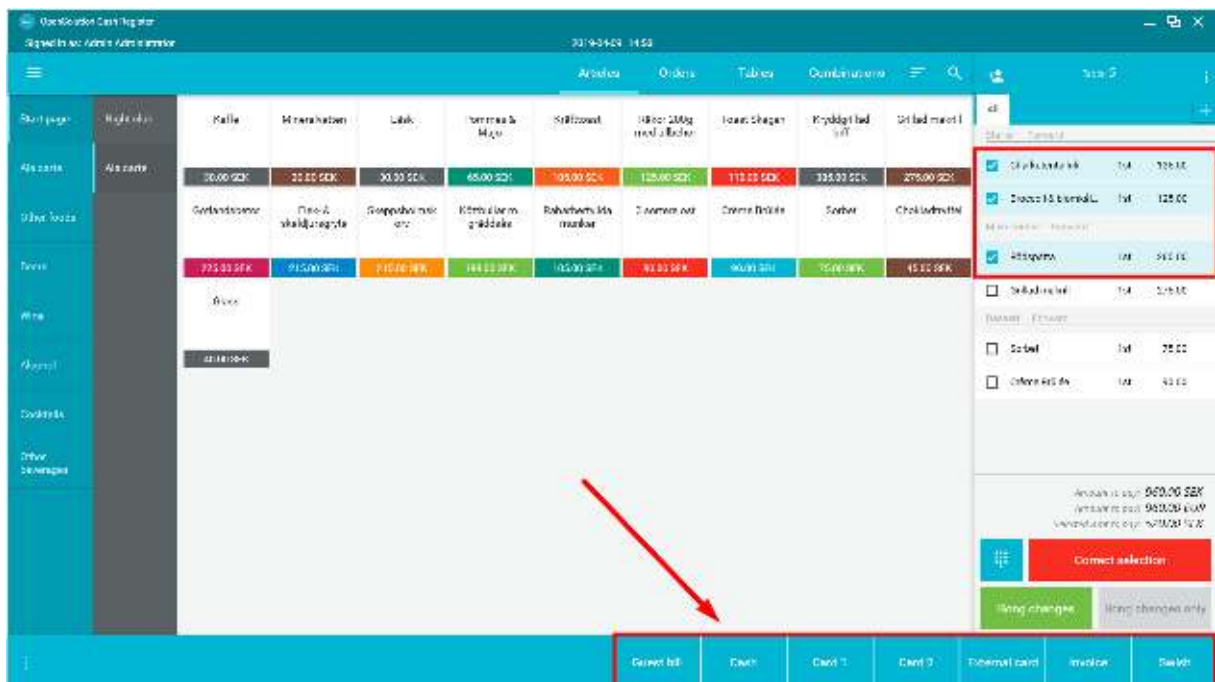
- Open the table.
- A new button on the payment row in the bottom called “Guest bill” will be visible if there are Articles on the table.
- Press “Guest bill”.
- A bill will be printed with all the Articles on the table. Note that this is NOT a receipt.



Split bill

If you customer wants to split the bill

- Open the table.
- Tick the box of the Articles in your Cart that the customer wants to pay.
- Select the payment method in the row on the bottom of your screen.
- Follow the steps in the payment method section above.



Split the payment of a bill with a specific sum

If the customer wants to pay a specific sum of the bill

- Open the table.
- Use the numpad in the bottom left corner of your cart.
- Input the amount the customer wants to pay in the numpad.
- Select payment method and finalize the partial payment.
- The amount payed will be deducted off the total bill.



Split a specific Article

You can split a specific Article in how many equal parts as you want (e.g. a company of 4 wants to split a bottle of wine in 4 equal parts)

- Open the table with the Article you want to split.
- Tick the box next to the Article.
- Open the “Dot menu” in the top right corner of your Cart.
- Select “Split Articles”.
- Select in how many parts you want to split the Article in on the pop-up window.
- Press the “Split” button.



The Article will split into fractions that can accessed by expanding the Article by clicking it. Each fraction has its own box that can be ticked and be split out of the bill.

You can split more than one Article at the same time.

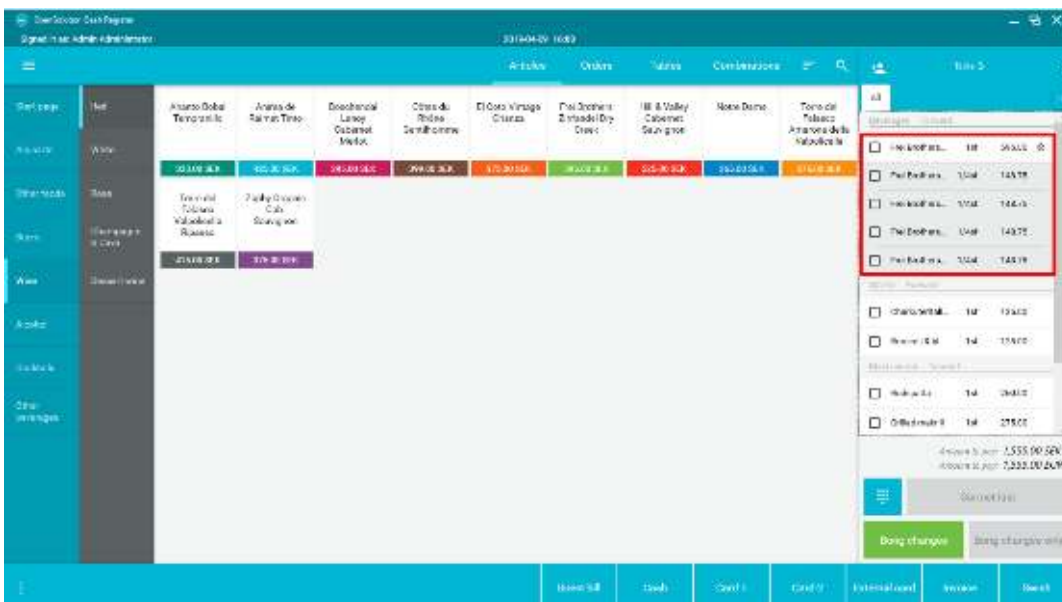


Table pay with an integrated card terminal

If you have a card terminal with table pay the payment can be done directly in the terminal.

- Press the green button on your terminal.
- Select the table in the terminal by inputting the table number and after that the green button.
- In this view you can choose to pay the whole amount or a partial amount of the bill
 - Press green button for the whole amount.
 - Change the value under “To pay” to the desired amount. After that press the green button. Note that the remaining amount on the bill are visible under “Remaining” in you next payment.
- Select payment method in the terminal (usually cash or card)
 - If the payment is by cash the purchase will be finalized and a receipt will be printed.
 - If the payment is by card, follow the steps in the terminal to complete the purchase.

Add customer to bill

Add customer is used to connect a purchase to a customer company. When you export the invoice to an external billing program the customer will be connected to the invoice. The customer can be added at any point before the payment is finalized. To connect a customer to the purchase

- Have the Articles that you want to connect the customer in your Cart
- Press the Dot menu
- Select “Add customer”
- Select the customer you want to connect and tick the box next to it.
- Select “Add customer”

The customer will be added to the bill and will be visible in the top of your Cart.


Add new customer to customer data base

If the customer needs to be added in the customer data base

- Open the Dot menu.
- Select “Add customer”.
- Press “Add new customer” in the top right corner. You will be moved to the Add customer page.

Fill the fields with necessary information. All red fields are mandatory.

1. Id – will be designated by the system.
2. Name – the name of the company (mandatory).
3. Auto Id – is used to connect a magnetic card to activate the customer.
4. Customer category – connects the company to a category. The category needs to be added in Back Office (mandatory).
5. Invoice customer – connects the new customer to an existing customer (e.g. you want a mother company to receive all the invoices).
6. Can be invoiced – tick the box for the customer to be able to be invoiced.
7. Summary invoice – tick the box for the customer to be able to receive summery invoices.
8. Invoice days – defines the number of days the summary invoice should be collected over (mandatory if summary invoice is ticked).
9. Invoice fee – if the customer should be charged an invoice fee.
10. Due days – the number of days the customer must pay the invoice. If left zero general settings is applied.
11. Password – obsolete, not in use.
12. Invoice media – the media the customer wants their invoice on (paper or e-mail).
13. Receipt media – the media the customer wants their receipt on (paper or e-mail).
14. External code – is used for integrations and exports for external systems.
15. Global location number – An international positioning code ministered by GS1 for the customer.
16. Counterpart account – used for internal invoicing
17. Credit account – if you want the customer to be credited to a specific account.
18. Information – general information on the customer
19. Language – the language you want on the receipts and invoices.
20. Exported – indicates if the company is exported to an external program.
21. Created – the date the customer is created (automatic).
22. Contacts – contact person at the company
23. Addresses – address to customer
24. Customer references – if a customer wants to leave a reference on the invoice.
25. Discount campaign – if you want the customer connected to a discount campaign.
26. Active – untick to deactivate customer. If deactivated it must be reactivated in Back Office.
27. Updated – last time the customer information was updated (automatic).
28. Print signature receipt – if the customer wants to sign receipts.



1.	Id	0
2.	Name	
3.	Auto id	
4.	Customer category	
5.	Invoice customer	(none)
6.	Can be invoiced	<input type="checkbox"/>
7.	Summary invoiced	<input type="checkbox"/>
8.	Invoice days	
9.	Invoice fee	0
10.	Due days	0
11.	Password	
12.	Invoice Media	Paper
13.	Receipt media	Paper
14.	External code	
15.	Global location number	
16.	Counterpart account	(none)
17.	Credit account	(none)
18.	Information	
19.	Language	(none)
20.	Exported	<input type="checkbox"/>
21.	Created	1/1/0001 12:00 AM
22.	Contacts	
23.	Addresses	
24.	Customer references	
25.	Discount campaign	(none)
26.	Active	<input checked="" type="checkbox"/>
27.	Updated	1/1/0001 12:00 AM
28.	Print signature receipt	<input type="checkbox"/>

Press "Save" when finished. The customer will be added.

Orders

Under “Orders” in the top menu you will find all the orders that have finished payments. Here you can

- Credit a payment.
- Print a receipt copy of an order.
- Switch payment of an order.

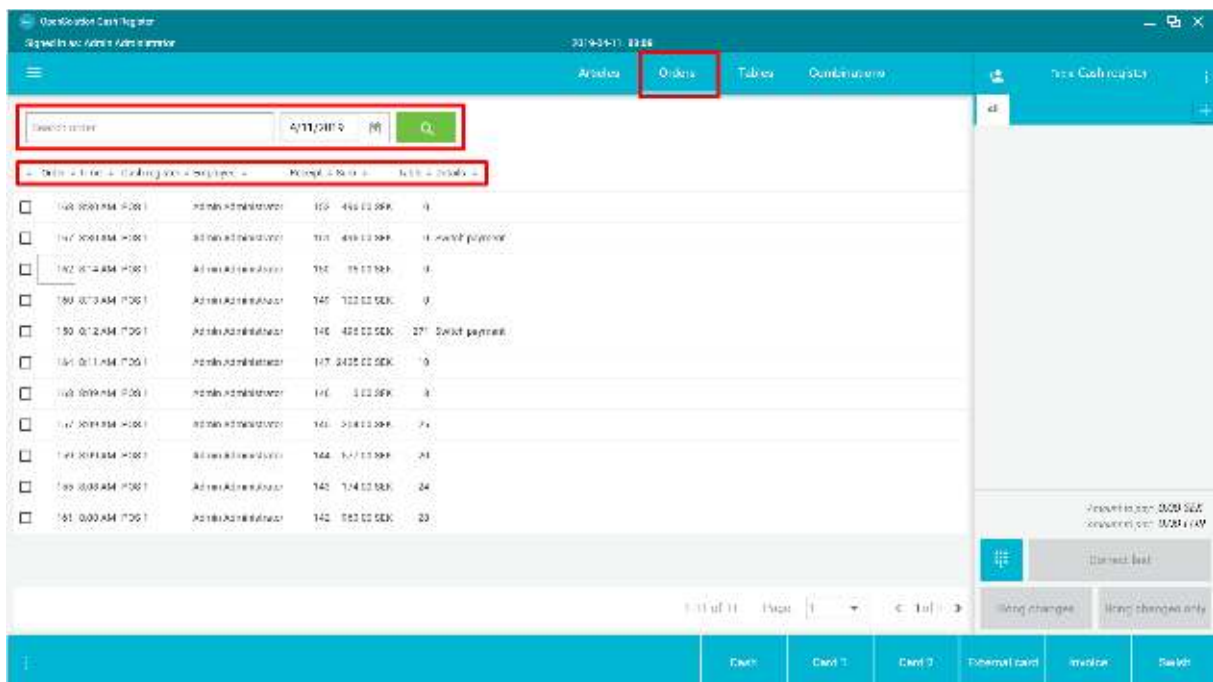
Under “Orders” you will also find any parked bills.

Search for an order

You can sort all the orders by clicking the category over all the orders. Click it once to have the lowest value on top and again to have the highest value on top.

You can also search for a specific order with a keyword in the search box above all the orders. Make sure that the correct date is set.

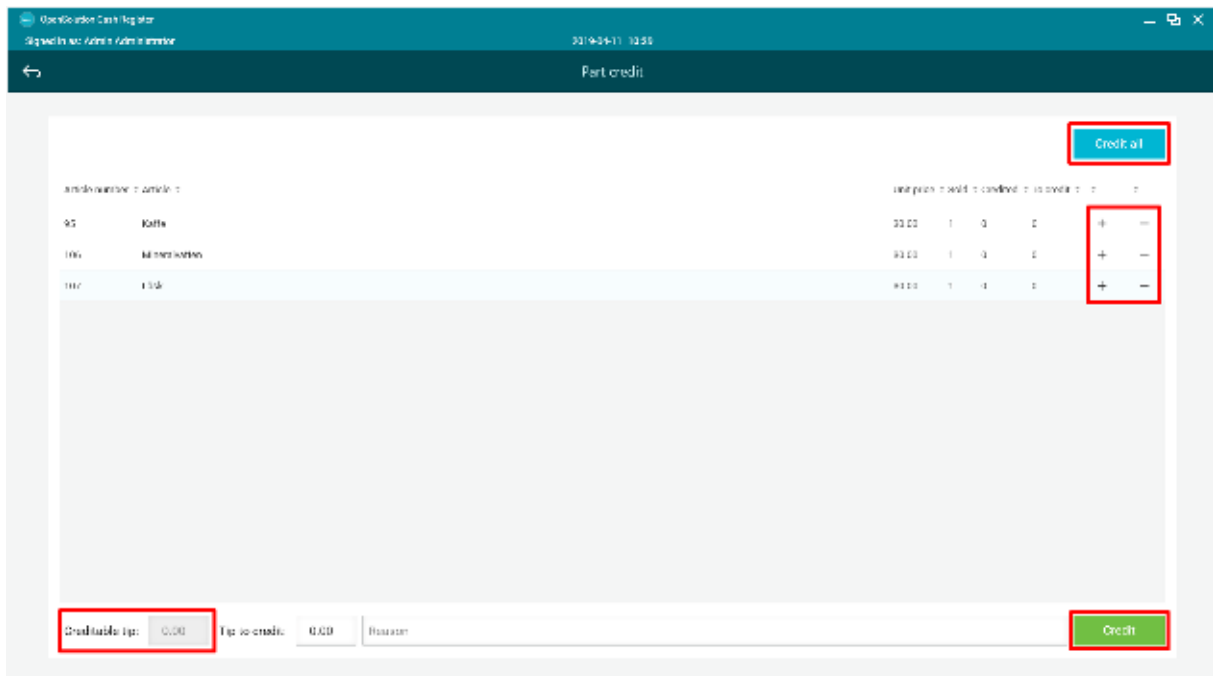
You can also search for older orders by selecting a different date in the date box above the orders.



Credit a payment

You can credit a part of a payment or the whole payment.

- Tick the box next to the order you want to credit.
- Note that the search function will change to three buttons.
- Press “Part credit”.
- You will be moved to the “Part credit” page.
- To credit
 - the whole bill press “Credit all” in the top right corner.
 - a part of the bill select the Articles you want to credit with the plus and minus symbols on the Articles.
- If there is tip on the bill it will show in the bottom left corner. If you want to credit it input the sum of the tip in the box next to it.
- Input a reason for the credit in the reason field in the bottom. This is mandatory and the reason must be at least 5 characters long.
- Press “Credit” in the bottom right corner.
- You will be moved to a page where you select the payment method for the credit. Only the payment method/methods used to pay the original bill will be visible.
 - For all payment methods except Card payment a return receipt will be printed, and the purchase will be credited.
 - For a card payment credit the customers card must be inserted into a card terminal for the credit to be completed. Press the desired card terminal and complete the steps in terminal to complete the credit.



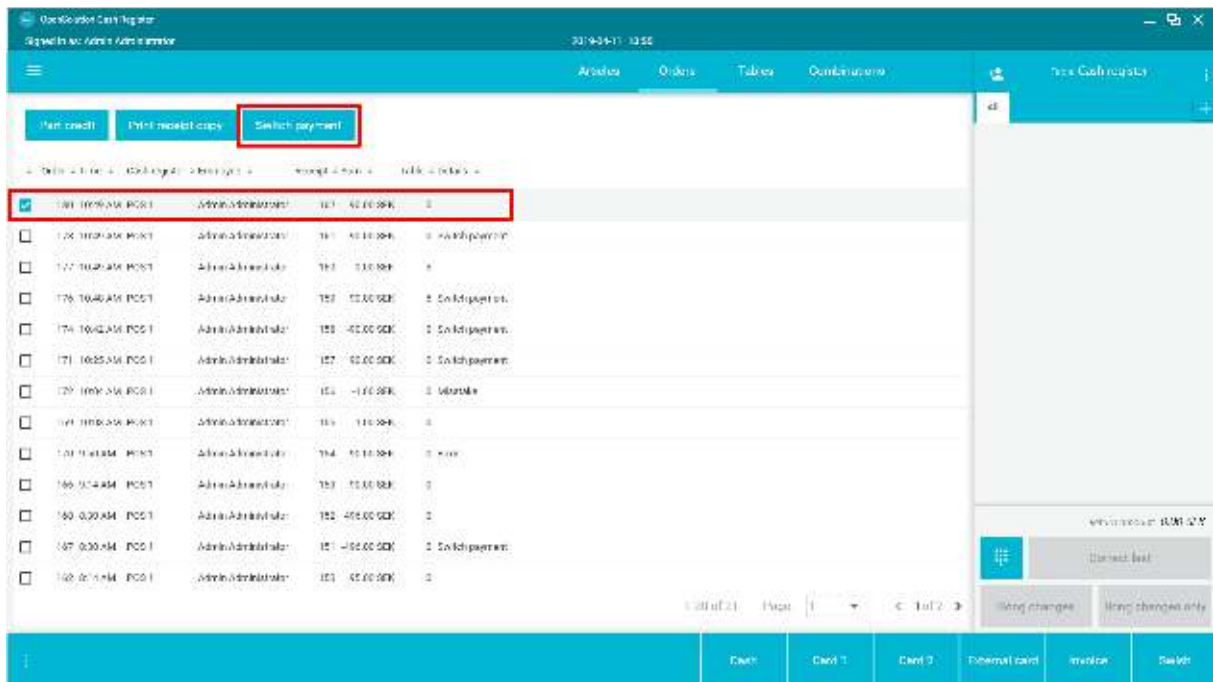
Print a receipt copy

- Open “Orders”.
- Tick the box of the order you want a receipt copy.
- Press the “Print receipt copy” button above the orders. Note that you can only print one receipt copy per order.



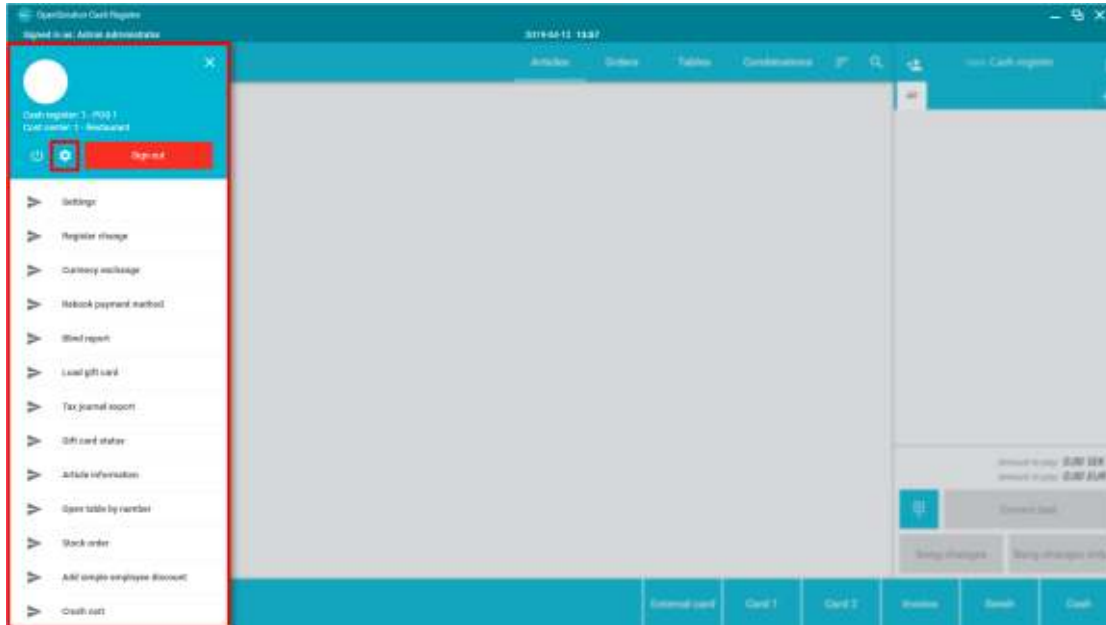
Switch payment on order

- Open “Orders”.
- Tick the box of the order you want to switch payment on.
- Press the “Switch payment” button above the orders.
- The system will cancel the existing order and put all the Articles of the order in your Cart.
- Here you can select a new payment method and complete the purchase by following the payment method steps above.



Functions

Your **Open Venue OPEN One** is equipped with multiple functions in the POS itself. Most functions will be found in the Hamburger menu or by pressing the cogwheel in the Hamburger menu.



Save a new setting or function on your layout when using the cogwheel feature

To save your changes you press the floppy symbol in the bottom of the Article window or in your Hamburger menu. Here you will get 3 options depending how you want your changes to spread to other Cash Register within the company.

1. “Save to Cash Register” – saves your changes to cash register you are working on now.
2. “Save to Cost Center” – saves your changes to all Cash Registers registered to the cost centre the Cash Register is connected to.
3. “Save to Company” – saves your changes to all cash registers registered to the company.



Discarding changes when using the cogwheel feature

If you want to discard all changes made after you pressed the cogwheel feature without saving it



- Press the “Return” button in the Article window
- Press “OK” in the pop-up window

Going back one step in the interface of the cash register

The cash register interface is shown in the following order “Save to Company” → “Save to Cost Center” → “Save to Cash Register”. The “Save to Cash Register” is always shown if there is one available after that the “Save to Cost Center” is shown if there is one available and last the “Save to Company”. Note that if you go back one step from “Save to Cash Register” all your information on that save will be discarded.

- Open the Hamburger menu.
- Press the cogwheel.
- Press the House in the bottom of the Article window.
- Press “OK” to go back one step.



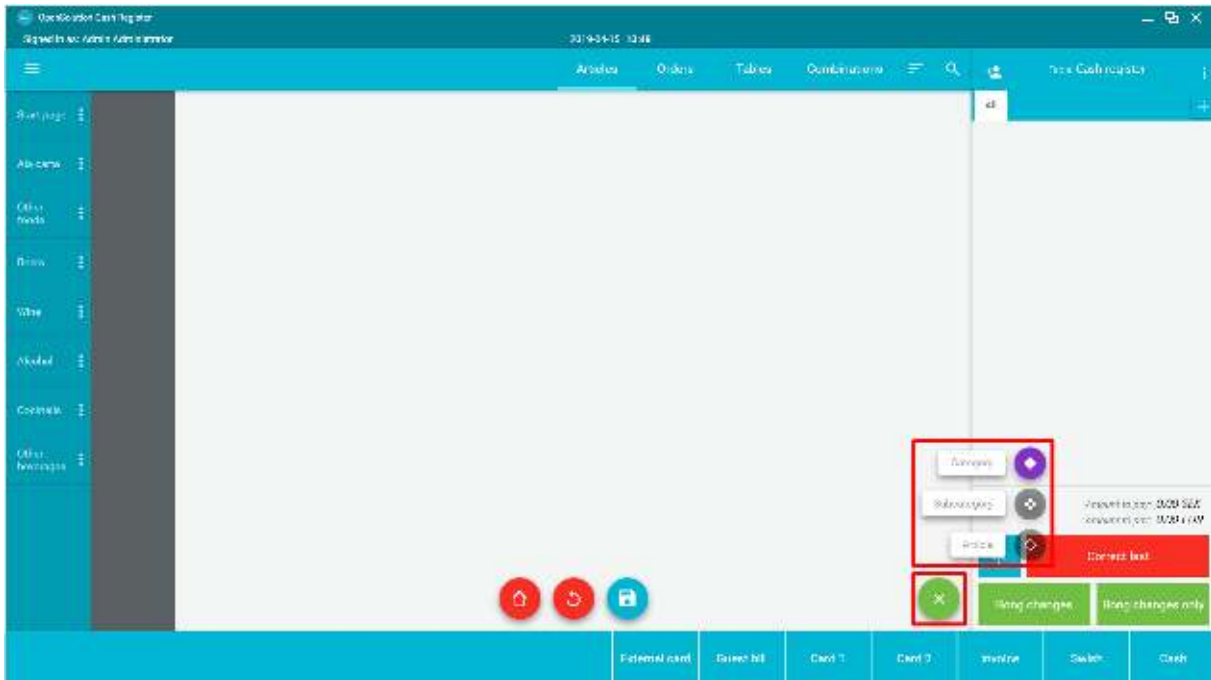
Edit what functions should be visible in the Hamburger and “Dot” menu

There are a lot of functions in OPEN VenueO.ne Some of them may be irrelevant to your business. They can be added or removed in the following way

- Open the Hamburger menu.
- Press the cogwheel.
- Note that the symbol next to the functions in the Hamburger menu will change to tick boxes.
- Tick the functions you want to show and untick the function you want to hide.
- Save your changes

In the same way you can show or hide functions in the “Dot” menu over your Cart.





Add an Article Category start page or a timed set Article Category page

You can add a personalized Article category with Articles already existing in the system for easy access to the Articles most commonly sold by your company. You can also create a Category that is visible during a specific time and day (e.g. special Article Category for Friday afterwork).

- Open the Hamburger menu.
- Press the cogwheel.
- Press the plus symbol in the bottom right corner of your Article window.
- Select “Category”, an Edit category window will pop-up.
- Input name for your new Category.
- Select size of the Articles tiles in the Category.
- If you want the new Category only to be visible in between a specific time, select a from and to time. If left blank it will be visible the whole day.
- If you want the new Category to be visible on specific day/days click the days you want it to be visible. Note that more than one day can be selected. If left blank it will be visible all days.
- When satisfied with your selections press “OK”

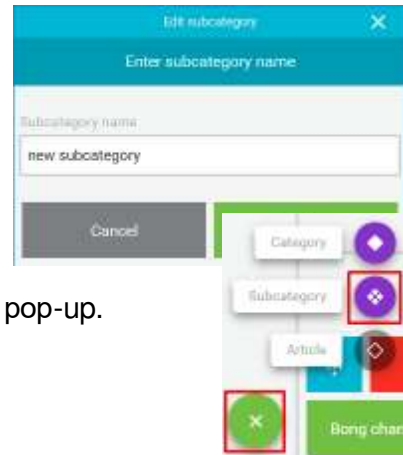


A new Article Category and Article Subcategory will be created with the name chosen.

To add a new Article Subcategory in existing Category

- Open the Hamburger menu.
- Press the cogwheel.
- Press the Article Category that you want the subcategory to be in to mark it.
- Press the plus symbol in the bottom right corner of your Article window.
- Select “Subcategory”, an Edit subcategory window will pop-up.
- Input the name you want for the new Subcategory.
- Press “OK”.

A new Subcategory will be created.



To add Articles in a Subcategory

- Open the Hamburger menu.
- Press the cogwheel.
- Press Category and Subcategory where you want the Articles to be in to mark them.
- Press the plus symbol in the bottom right corner of your Article window.
- Select “Article”, an Edit articles list will pop-up.
- Search for the desired Article in the by typing the whole or a part of the Article name.
- Press the Articles you want to be shown in your Subcategory. Note that you can choose multiple Articles at the same time.
- When you have your desired Articles selected press “OK”. Your chosen Articles will appear in your Subcategory.



Remove Article in a Category or Subcategory

- Open the Hamburger menu.
- Press the cogwheel.
- The Articles in the Article window will show a trashcan with an “X” in the top left corner of the Article. Press it to remove Article.
- Note that you can only remove Articles in the Categories you created in the Cash Register itself. To remove other Articles, use Back Office.
- Save your changes.



Move Articles in the interface

Note that you can only move and sort Articles in a Subcategory.

- Open the Hamburger menu.
- Select the cogwheel.
- Press and hold the Article you want to move.
- Drag and drop the Article where you want to place it.
- Save your changes.

Move Categories in the interface

You can switch places of Categories and Subcategories in the Category menus.

- Open the Hamburger menu.
- Select the cogwheel.
- Press and hold the Category you want to move.
- Drag and drop the Category where you want to place it.
- Save your changes.

Edit a Category or Subcategory

You can only edit a Category that you have created in the Cash Register

- Open the Hamburger menu.
- Select the cogwheel.
- Press the three dots on the Category or Subcategory you want to edit
- On a Category you will get the same window as when you create a Category. Edit selected information and press “OK”
- On a Subcategory you can only change name of the Subcategory. Input new name and press “OK”.
- Save your changes.



Remove Categories and Subcategories

Note that you can only remove Categories and subcategories that is created in the Cash Register. To remove other categories, use Back Office.

- Open the Hamburger menu.
- Select the cogwheel.
- Press the three dots on the Category or Subcategory you want to remove.
- Select “Remove” in the menu.
- Save your changes.

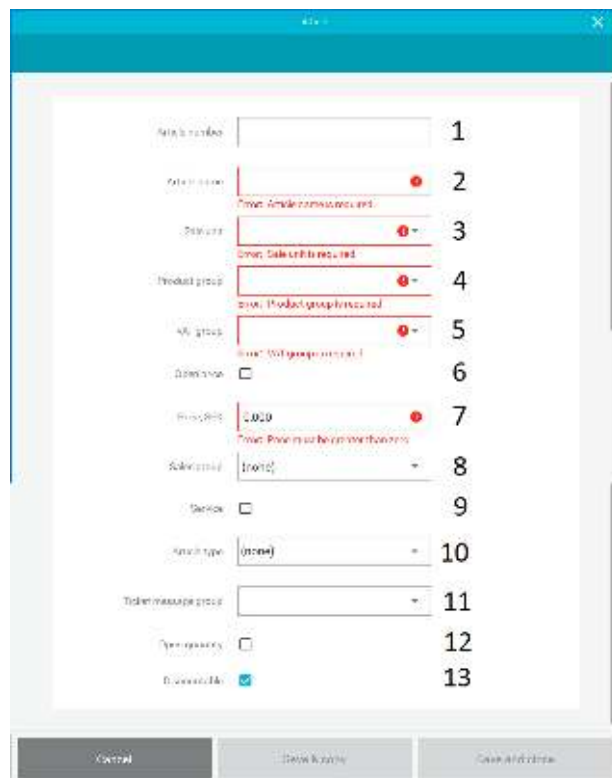


Add an Article

There are several steps of adding an Article.

- Open the “Hamburger” menu
- Select “Settings”
- Select “Articles”
- Select “Add” in the top right corner. The Create Article window will pop up.
- Fill out the information in the boxes. All the red boxes are mandatory and need to be filled out for an Article to be created. Note that it is also important to add the Article to a sales group otherwise it will only be visible to you in a Start Page.

1. Article number – if left blank an Article number will be designated.
2. Article name – the name of the Article that as a button visible in the system.
3. Sale unit – the unit the Article will be sold in (e.g. pieces, centilitres, grams).
4. Product group – what account the Article reported in.
5. VAT group – what tax group the Article will be reported in.
6. Open price – tick the box to have the user input the price when the Article is placed in the Cart.
7. Price – the price of the Article.
8. Sales group – what Article Subcategory the Article will be placed in. The subcategory is connected to a main Category.
9. Service – if the Article is a service and not a physical product.
10. Article type – if you want to connect the Article to a serving and a bong printer
11. Ticket message group – if you want the Article edit window to pop-up when the Article is placed in the Cart for information on the bong.
12. Open quantity – if you want a numpad to pop-up when you place the Article in your Cart to choose how many of the item you want to place.
13. Discountable – if you want the Article to be able to be discountable.

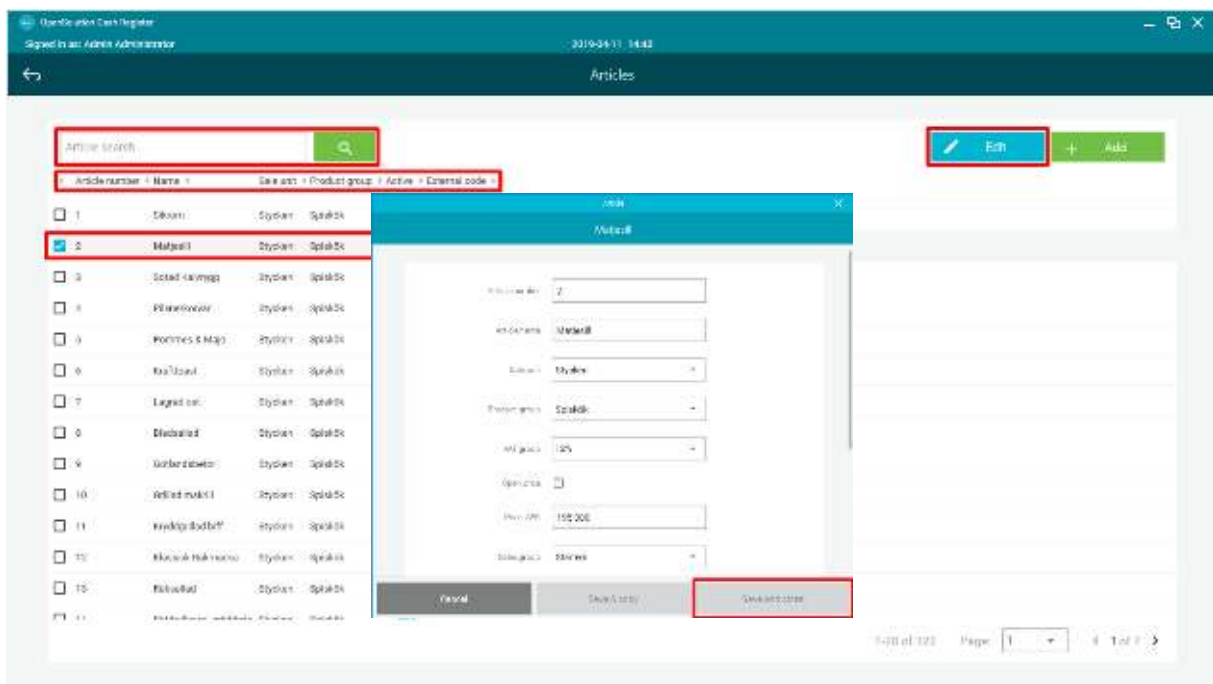


When all the desired fields are filled press “Save and close”.

If you are adding multiple Articles in the same category use “Save and copy”. Your Article will be saved and another Create Article window will pop-up with the Sale unit, Product group, Sales group, VAT group and Article type copied. All you must input are Article name and price to create a new article.

Edit an Article

- Open the “Hamburger” menu.
- Select “Settings”.
- Select “Articles”.
- Search for the Article you want to edit.
- Tick the box next to it.
- Press “Edit” in the top right corner.
- Edit the information desired.
- Press “Save and close” when finished.

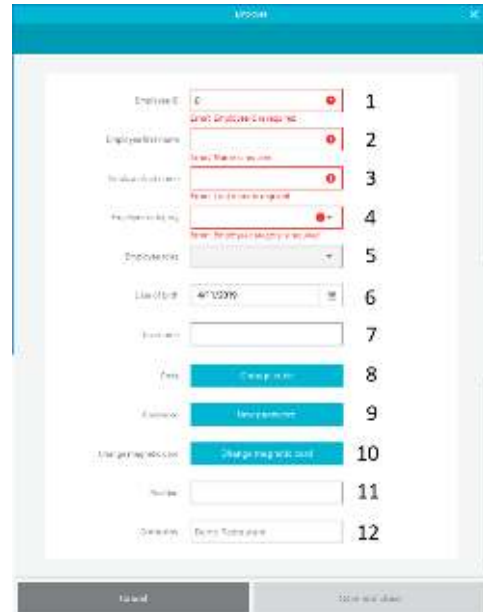


Create a log in for an Employee

- Open the “Hamburger” menu.
- Select “Settings”.
- Press the “Employees” button.
- Press “Add” in the top right corner.
- The create Employee window will be visible.
- Fill out the fields (red is mandatory).
- Press “Save and close” when finished.



1. Employee ID – must be unique.
2. Employee first name – first name of employee.
3. Employee last name – surname of the employee.
4. Employee category – which section the employee works in.
5. Employee role – sets the rights the employee has in the system. The rights for the role is set up in Back Office.
6. Date of birth – the employees birth date.
7. Username – the login username in Back Office.
8. Code – the code to login to OPEN [VenueOne](#).
9. Password – the password for Back Office.
10. Change magnetic card – if you want to use a magnetic card to login to [VenueOPEN One](#).
11. Position – information on what position the employee has in the company.
12. Company – which company the employee is linked to.



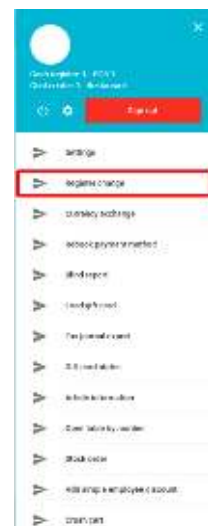
Edit the information of an employee

- Open the “Hamburger” menu.
- Select “Settings”.
- Press the “Employees” button.
- Tick the box of the employee you want to edit.
- Press the “Edit” button in the top right corner.
- Edit the fields you want and press “Save and close” when finished.

Register float (change)

To register a float

- Open the Hamburger menu.
- Select “Register change”.
- Input the amount of cash you have in float.
- Press “Add”.

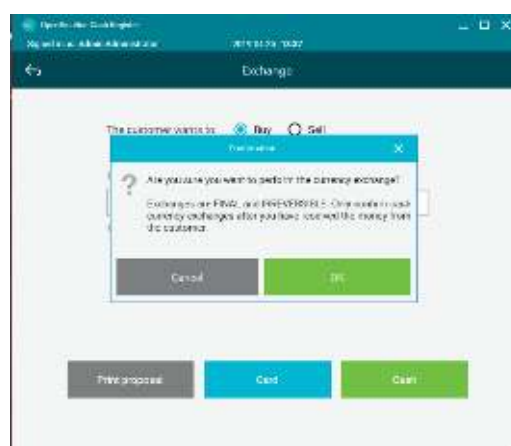
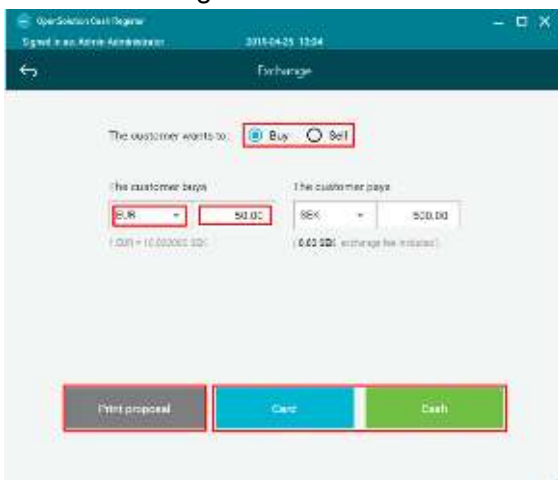


If you input the wrong amount you can add or subtract funds in the same manner. Note that the float will be cleared after a Z-report is made.

Currency exchange

Open **OPEN Venue One** is equipped with a currency exchange function. For the Currency exchange function to work it needs to have been set up in Back Office by OPEN.

- Open the Hamburger menu.
- Select “Currency exchange”. The currency exchange window will open.
- Select if the customer wants to buy or sell currency.
- Select the currency the customer wants to buy/sell.
- Input the amount the customer wants to buy/sell.
- A proposal to the customer can be printed by pressing the “Print proposal” button.
- Select the payment method the customer would like to use.
- If the payment is by cash a warning window will appear. Press “OK” to finalize the exchange.



Blind report

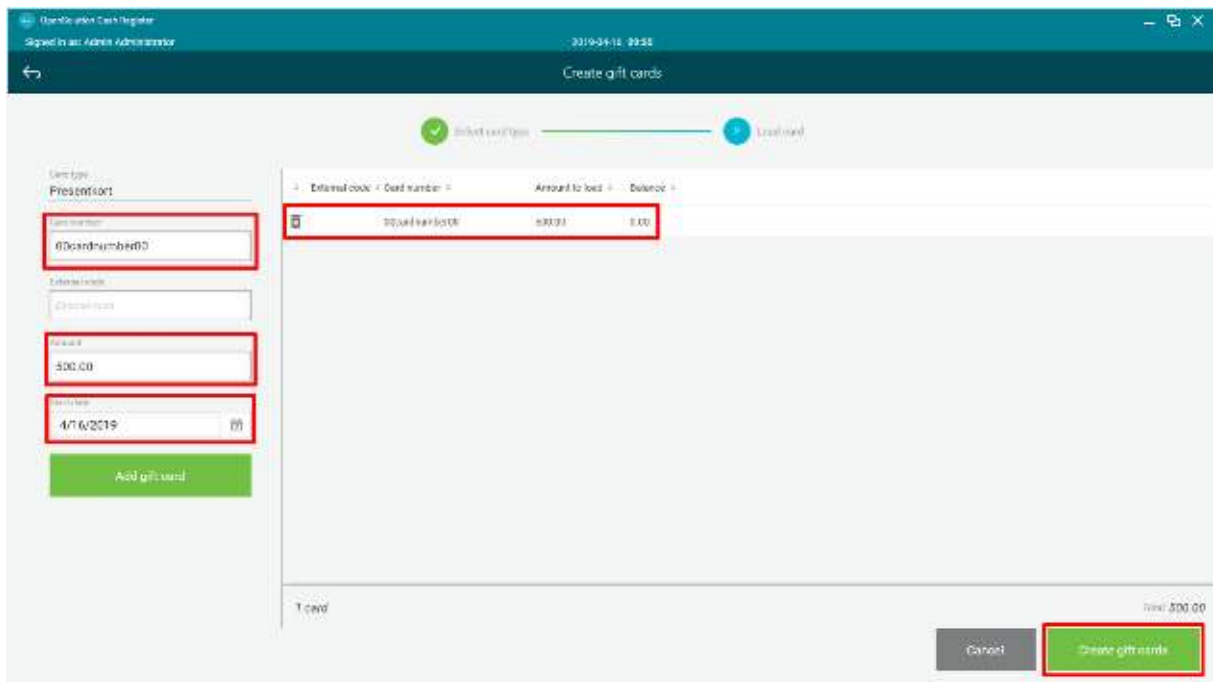
A blind report is used to make a blind reconciliation to discourage employee theft from your company. OPEN **OPEN Venue One** is equipped with a tool to help the employee with the report

- Open the Hamburger menu.
- Select “Blind report”.
- Separate the tips.
- Set aside the float (change).
- Press “Next”.
- Input the number of each denomination in the correct denomination field.
- The system will calculate the total amount of all the cash.
- Press “Save and close” when finished. 2 receipts will be printed of the reconciliation.



An integrated gift card is a plastic magnetic card obtained by OPEN. To load funds on the card

- Open the Hamburger menu.
- Select “Load gift card”.
- Select card type (usually you only have one type). You will be moved to the Create gift card page.
- Swipe the card in the card reader on the right side of you cash register. The card number will be visible under “Card number”.
- The “External code” is rarely used it is an extra ID field.
- Input the amount you want to load the gift card with.
- Enter the date you want the gift card to be valid from (todays date is chosen by default).
- Press “Add gift card”. The information will be moved to the window to the right. Now you can choose to create another gift card within the same purchase or finish the purchase. To add another gift card, mark the “Card number” field, swipe another card and follow the same steps as before.
- When you are ready to finalize the purchase press “Create gift cards” in the bottom right corner.
- Choose you payment method and complete the purchase.



Check gift card balance

To check the balance of an integrated gift card

- Open the Hamburger menu
- Select “Gift card status” you will be moved to the Gift card status page.
- Swipe the card in the card reader.
- Press “Search”
- The information of the gift card will be visible



Article information

In Article Information you can find the price of the Article, the Article number in the system and if there is a barcode connected to the article. You can also add the Article into your Cart from this view and print the information. To access the Article information

- Open the Hamburger menu.
- Select “Article information.
- Press the magnifying glass to show all the Articles or search for the Article by typing a keyword in the search field and press the magnifying glass.
- Press the Article to open the information window.



Open table by table number

You can open a table directly from the Hamburger menu.

- Open the Hamburger menu.
- Select “Open table by number”
- Input the number of the table you want to open.
- Press “Choose”, and the table will be opened.



Add simple employee discount

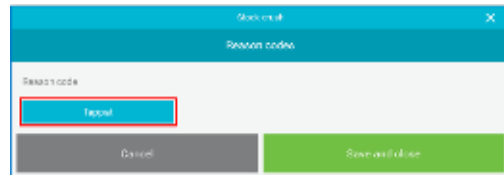
This is used to be able to give staff discount. It must be set up in Back Office before it will work in the system. To give a staff discount.

- Enter the Articles in Cart.
- Open the Hamburger menu.
- Select “Add simple employee discount”. The discount will be deducted of the total bill.
- Finalize the payment.



Crush cart

The crush cart function is used to register a loss of inventory (e.g. you break a bottle). A crush cart needs to be set up by OPEN in Back Office.

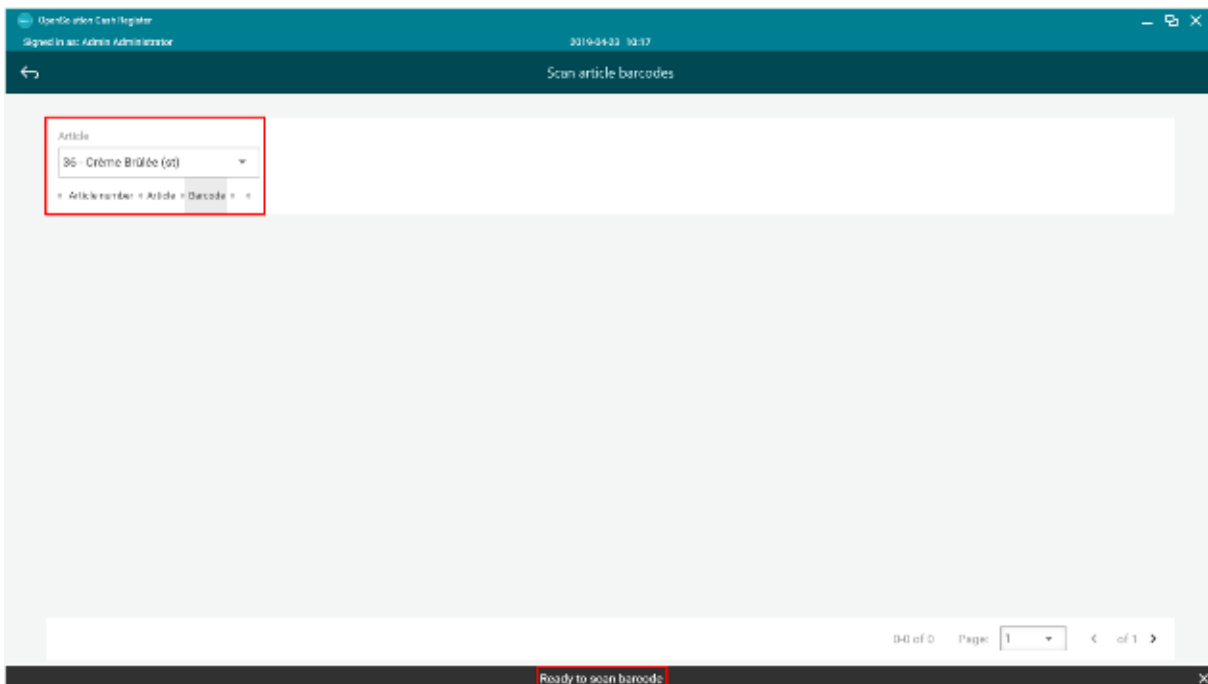


- Enter the Articles that you want to remove from inventory in the Car.
- Open the Hamburger menu.
- Select “Crush cart”.
- Select reason code. The name of the reason code differs depending on how the system is set up.
- Press “Save and close”. The article will be deducted from inventory. A receipt will be printed of the deduction.

Add article barcode

If your cash register is equipped with a bar code reader you can add a bar code connected to an Article to be able to scan the barcode of the Article to place it in your Cart.

- Open the Hamburger menu.
- Select “Add article barcode”. You will be moved to the Scan articles barcode page.

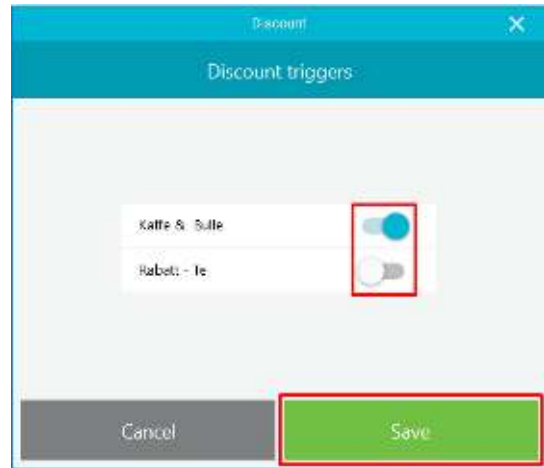


- Select the Article you want to connect to the barcode. You can search for the Article by pressing the article field and typing a keyword. Note that the article must be added in the system before (see Add Article).
- Mark the Article.
- Scan the barcode with the barcode scanner. The barcode will be connected to the Article.

Turn on or off Discount triggers

A Discount Trigger is used for a discount to trigger when you sell a set combination of products. The discount trigger when you input the Articles in your Cart. The triggers are set in Back Office. You can turn the triggers on and off by

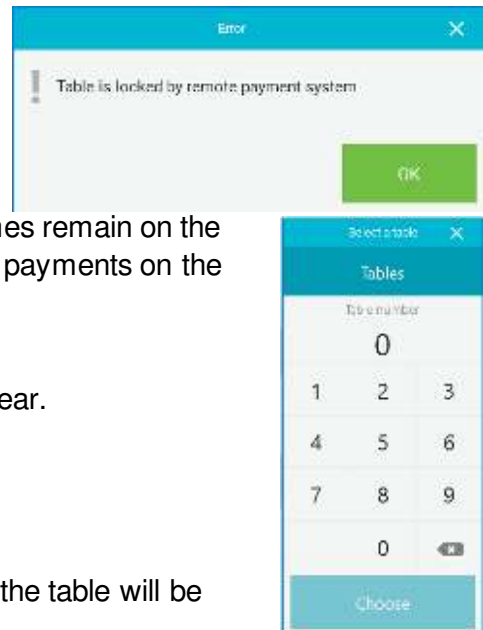
- Open the Hamburger menu.
- Select “Discount triggers”.
- A pop-up window will show which triggers are available.
- Select which triggers you want on and off. White button to the left is OFF and blue button to the right is ON.
- Press “Save” to save your changes



Release a locked table

When you send a bill for payment or open a bill by Table pay in your card terminal the system will lock the table so you cannot change anything on the table during the payment. If there is a problem with the connection with your card terminal the lock can sometimes remain on the table. Before you release the locked table make sure all payments on the card terminal is cancelled. To release the table

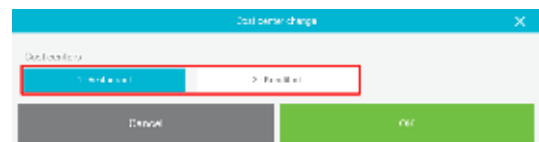
- Open the Hamburger menu.
- Select “Release locked table” a numpad will appear.
- Input the table number you want to release.
- Press “Choose”.
- A confirmation window will pop-up.
- Press “OK” to release the table.
- The Articles will be moved back to the table and the table will be opened.



Cost center change

To change cost centre if your company has multiple cost centres attached to your cash register

- Open the Hamburger menu.
- Select “Cost center change”.
- Select the new cost center you wish to activate in the pop-up window.
- Press “OK”



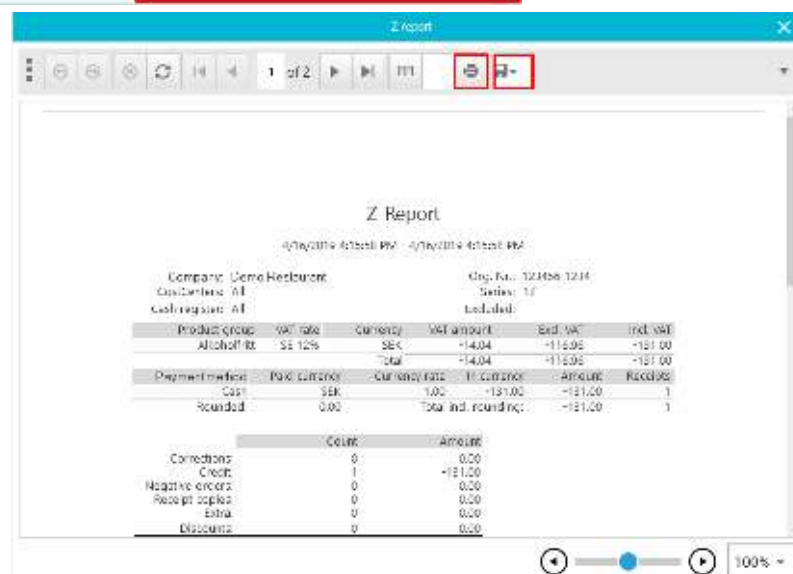
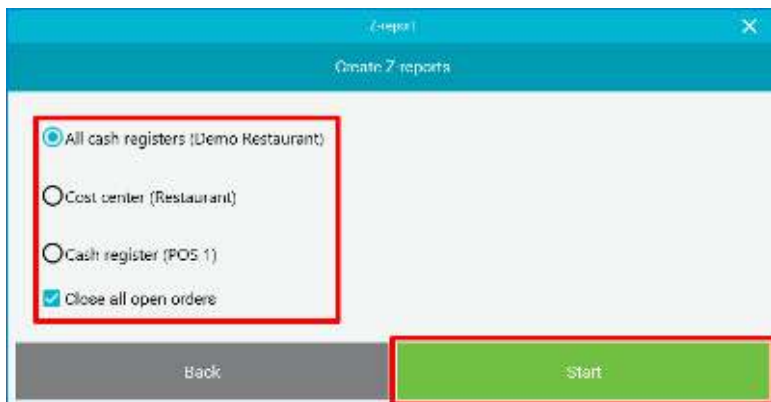
Create Z-report

When you create an End of day report also known as a Z-report you will get a report of all the sales made since the last Z-report was printed. Make sure that all of today's sales are finished before you create the Z-report.

- Open the Hamburger menu
- Select "Create Z-report". A Create Z-report window will pop-up.
- Here you can select if you want to print the Z-report for the company, the restaurant or the cash register you are on now. Mark the report you want.
- You also get the option to close all open orders. Have this box ticked if you want to close all open orders.
- Press "Start". Another pop-up window will appear. This is to make sure you have finished all the sales of the day. The pop-up window needs to be open for at least 5 seconds before you can click yourself forward.
- When 5 seconds have passed press "Start". Another pop-window will appear.
- To create the report press "OK".



The report will be printed in the receipt printer and a window will pop-up with the report. Here you can print it on a larger format if you have an A4 printer connected to your cash register. You can also save the report in a file-format chosen in the top menu of the window.



Create X-report

A X-report looks the same as a Z-report, but it is not an End of day report. It will show the sales so far since the last Z-report. To create a X-report

- Open the Hamburger menu.
- Select “Print X-report”. A print X-report window will appear.
- Here you can select if you want to print the X-report for the company, the restaurant or the cash register you are on now. Mark the report you want.
- Press “Print” to print the report in your receipt printer.
- Press “Show report” to show the report in a pop-up window. Here you can print the report in a bigger format if you have an A4 printer connected to your cash register. You can also save the report in a file-format chosen in the top menu of the window.



Connect a customer display

A customer display is a small display directed forward towards the customer that shows the last entered Article with price and the total price of all the Articles in the Cart. To connect a customer display where available

- Open the Hamburger menu.
- Select “Customer Display”. A pop-up will appear.
- Press “Continue”.

The system will find the display and connect it.

Sometimes the system connects the display to the wrong com port. Then the port must be changed in Back Office. Usually it is com port 4.

Open the till

To open the till.

- Open the Hamburger menu.
- Select “Till”.

The till will open.

Kitchen ticket number

An Article may have a forced kitchen ticket number input when the Article is placed in the Cart. The number will be linked to all Articles in the Cart for that purchase and will be visible on the kitchen bong ticket. It can be used when a restaurant does not have a table map and use a number system to know where to deliver food to the customer. The kitchen ticket number is activated and deactivated from Back Office.

If you input the wrong Kitchen ticket number, you can change it by

- Open the “Dot” menu.
- Select “Change kitchen ticket number”.
- Input the new number.
- Press “Choose”.

