



User Guide



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Welcome to Paradise POS

Introduction to Paradise POS

Congratulations on your new Paradise POS system! We're dedicated to providing the best database infrastructure without the need for a server by utilizing the cloud. Our POS system includes a full range of online reporting and menu customization features, and is supported by a world class, 24/7 support team you can rely on and reach at any time.

Introduction to this Manual

We've created this User Manual for you to have a comprehensive guide to the features built into the Paradise POS system, as well as the basic knowledge you'll need to get started with your POS equipment. The following manual will include information regarding equipment you may not have received, we have provided indexes in each section to assist in getting you to the right instructions for your equipment. The manual also provides a reporting section, along with a troubleshooting guide to solve your issues prior to reaching out to tech support. We are pleased to present you with a POS you can count on to deliver your business' needs, any further assistance or questions should be directed to the Paradise POS tech team.

If you're setting up your equipment for the first time, you will need to schedule your installation and training with our training team to ensure we have plenty of time set apart to get you set up. Keep in mind that the tech support team is not meant to accommodate unscheduled installation and training sessions, so scheduling with the training team is vital for new merchants!

Please find the training and install schedule at the following link:

<https://calendly.com/paradise-pos-installation-and-training>



Contact Us for Assistance

Business Hours Phone: 877-777-5530

After Hours and Weekend Support: 877-777-5530, Ext. 1

Tech Support Email: support@paradisepos.com

1 Installation Guide

This chapter provides step-by-step instructions for installing the equipment included with your Paradise POS order. If you're using equipment not supplied by Paradise POS, it may require a different setup process. Once your equipment arrives, we recommend scheduling a session with our installation team to ensure proper setup.

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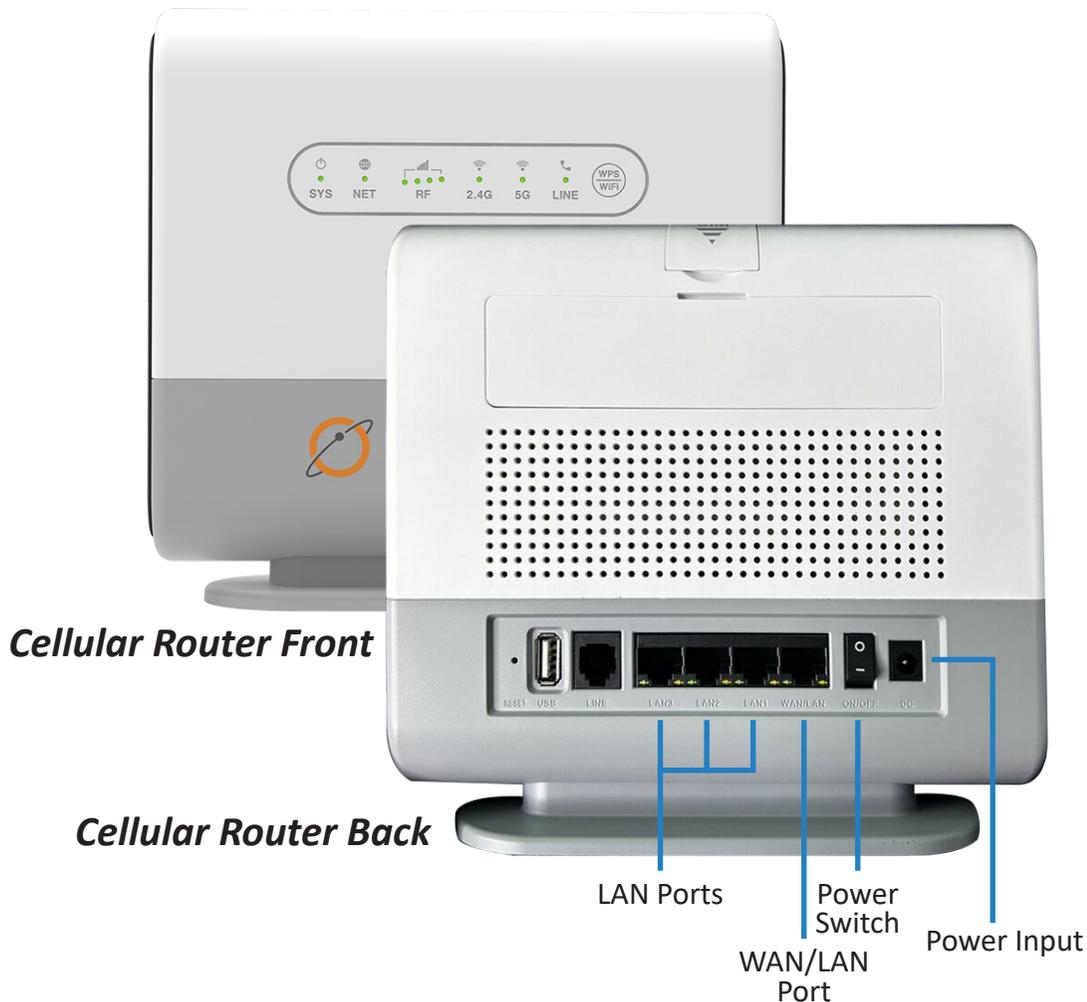


1.1 Networking

Paradise POS is designed to work seamlessly with your existing network for a simple plug-and-play experience. In certain cases, you may have purchased additional networking devices, which are discussed in the sections below.

Titan 3000 Cellular Router

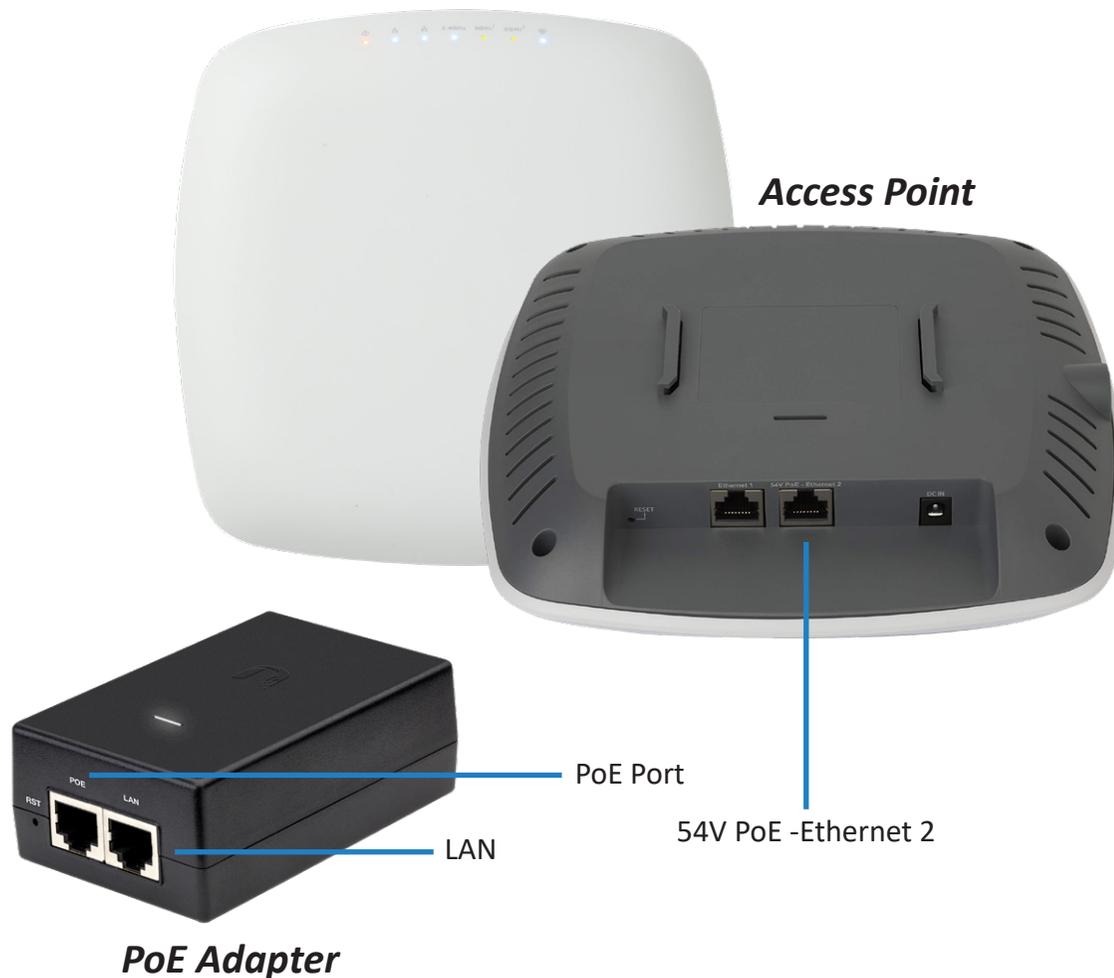
1. Connect an ethernet cord from your modem to the WAN port of the cellular router. Connect the device to an available AC power outlet using the included power adapter. Use the Power Switch to turn on the device. The device's SYS LED indicator will change from orange to green to indicate the device has completed the startup procedure.



2. Once powered on, the device will automatically connect to the strongest available signal.
3. To connect other devices to the cellular router, the remaining LAN ports on the device can be connected to switches, to run the network to your stations.

Plasma Cloud PA2200 Access Point

1. Locate the PoE injector. This is a small rectangular device with a power port and two ethernet ports.
2. Connect an ethernet cord from your router/modem to the PoE injector, to the LAN port.

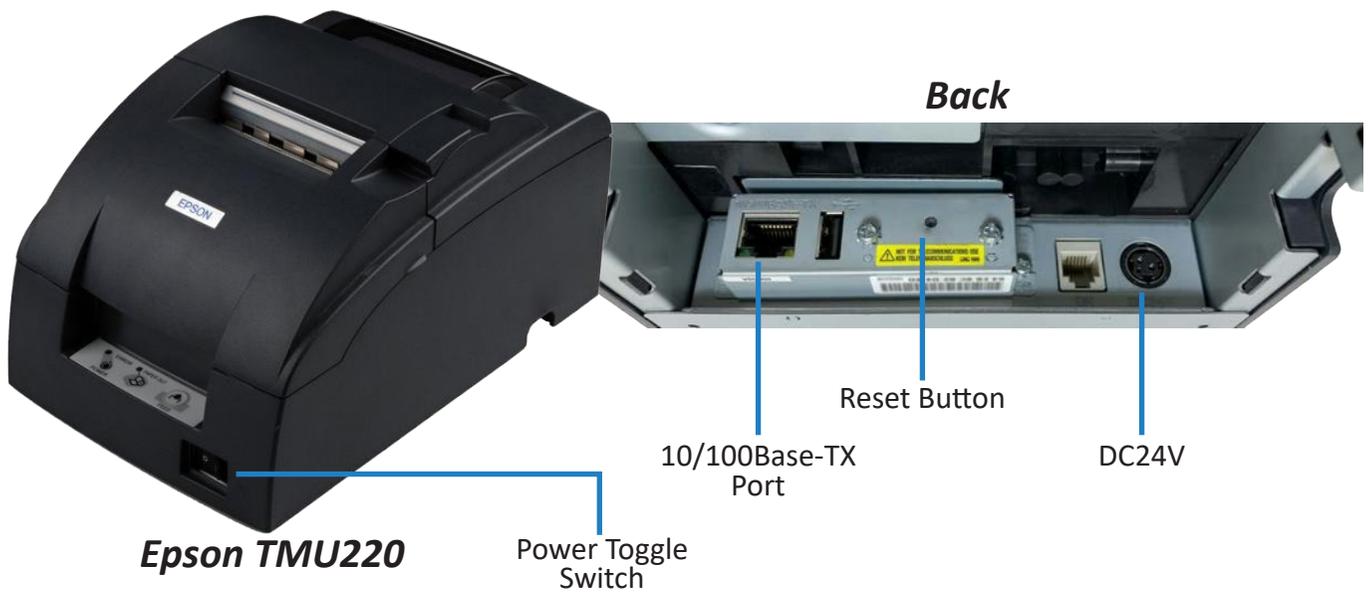


3. Next, connect another ethernet cord from the PoE port on the injector to the 54V PoE – Ethernet 2 port on the access point.
4. Connect the power cord to the PoE injector, which will supply power to the access point.

1.2 Printers

Epson TMU220 — Kitchen Printer

1. Connect an ethernet cord to the 10/100Base-TX port on the printer. Connect the power cord. Open the paper tray and insert printer kitchen printer paper if not already added, according to the instructions inside the tray.
2. Turn the printer on with the power toggle switch. Once the light on the printer is green, you're ready to proceed to the next step.



3. Next, we'll need to get the IP address from the printer. Within a minute of turning on, the device should print a short settings page and look like the below:

```
*****  
IP Address      :172.17.17.161  
SubnetMask     :255.255.255.0  
Gateway        :172.17.17.1  
DHCP           :Enable  
*****
```

- If this sheet doesn't print, we'll need to print the Dynamic Status Sheet. To do so, use a pen or paper clip to press and hold the reset button on the back of the printer for 5 seconds. It will print a sheet listing the printer details. Find the MAC address and IP address on this paper.
- Now that the printer is powered on, open the Paradise app. Log in and go to Admin > Printer Maintenance. On the printer list on the left, there should be a named printer that corresponds to the kitchen printer. If not, create a new one.

Printer Maintenance

Printer Name: Kitchen Printer

Address: TCP:172.16.1.34

Printer Model: Epson Thermal

Printer Owner: Clear

Printer MAC: 38:1A:52:A1:A3:99 Scan

Scanner Owner: Clear

Is Active Is Open Item

Is Bluetooth Is Print Seat

Is Cash Drawer Is Receipt Printer

Is KDS

Dynamic Status Sheet

```
*** Dynamic Status Sheet ***
UB-E04
Hard Version :04.00
Soft Version :01.08_r09-mPOS

Ethernet Status
MAC Address :F8-25-51-7C-B2-DC
Physical Layer :Auto-negotiation
Link Status :Connect

Wi-Fi Status
MAC Address :Unknown
SSID :EPSON_Printer
Network Mode :Infrastructure
Comm Standard :802.11b/g/n
Encryption Type :WPA2-PSK
Link Status :Unknown
Channel :Unknown
Transmission :Unknown
Access Point :Unknown
Signal Level :Unknown

TCP/IP Status
Acquiring :Auto
IP Address :172.17.17.161
Subnet Mask :255.255.255.0
Default Gateway :172.17.17.1

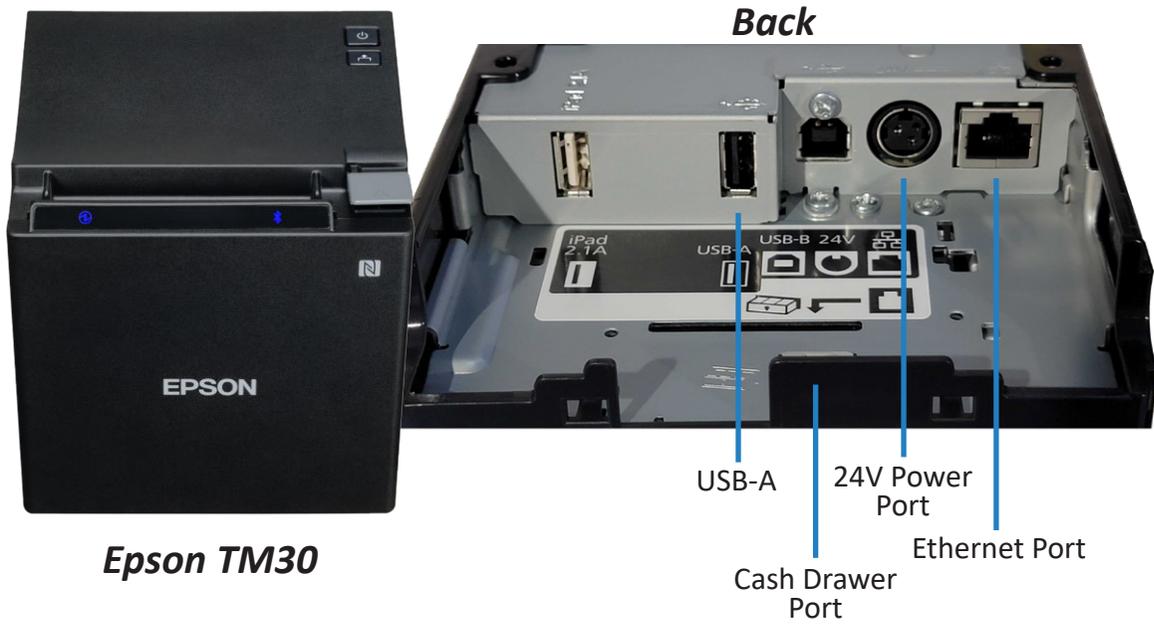
Other Status
TimeServer :Invalid
Stored Date/Time:2014/01/01 00:00:00
Wi-Fi Device ID :Unknown
```

- The settings should be set up similar to this example. Make sure the printer is named and select Printer Model. Choose Epson Thermal. To add the Address and Printer MAC, select the scan button. If you have multiple printers on the network, multiple MAC addresses should appear. Select the one that matches the one on the slip you printed earlier. You can also manually enter the IP address instead.

- Once finished, make sure to select Save. To test that the printer is working, select Test Print while this printer is selected. A test slip should print.

Epson TM30 Ethernet — Receipt Printer

1. The Epson TM30 has a modular casing that can switch from a top load to front load configuration based on where you place the interchangeable plates. Take off both plates to connect the cords.
2. Connect an ethernet cord to the Ethernet Port on the printer. If using a drawer, connect the drawer cord to the printer's Cash Drawer Port. The cord is labeled on both sides, make sure to connect the end labeled Printer to this port.
3. If a USB scanner will be utilized at the station, connect the scanner to the USB-A port.
4. Connect the power cord to the 24V Power Port and situate the printer based on if you want the paper top loading or front loading. Place the plates back on the printer, making sure to attach the one with rubber bumpers on the base.

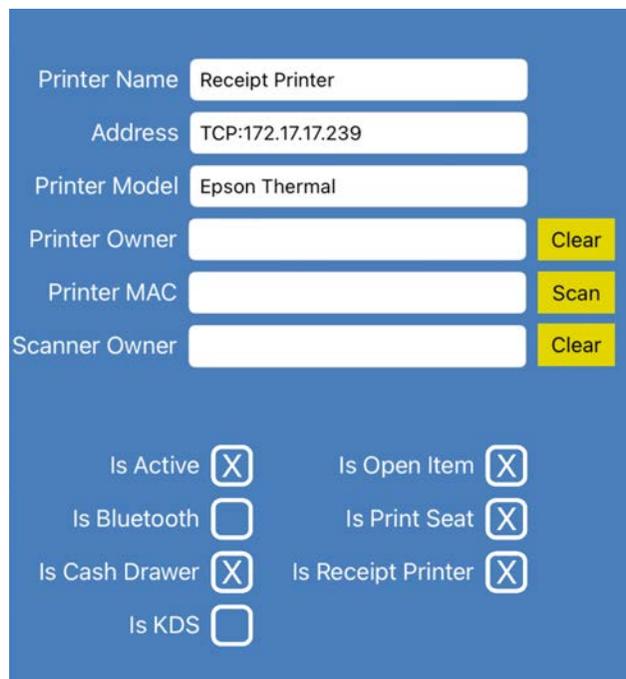


5. Open the paper tray and insert thermal paper if not already added, according to the instructions inside the tray. Turn on the printer.
6. Once the printer is ready, the printer will print a short configuration slip. Keep this paper for the next steps.

```
*****  
IP Address       : 172.17.17.181  
SubnetMask      : 255.255.255.0  
Gateway         : 172.17.17.1  
DHCP            : Enable  
*****
```

1 Installation Guide

- Now that the printer is powered on, open the Paradise app. Log in and go to Admin > Printer Maintenance. On the printer list on the left, there should be a named printer that corresponds to the receipt printer. If not, create a new one.
- For a typical ethernet receipt printer, settings should be set up like the below. Select Printer Model and select Epson Thermal. Then fill in the Address with the IP Address that printed on the paper from earlier. Ensure the checkboxes selected below are selected on your setup.



Printer Name

Address

Printer Model

Printer Owner

Printer MAC

Scanner Owner

Is Active Is Open Item

Is Bluetooth Is Print Seat

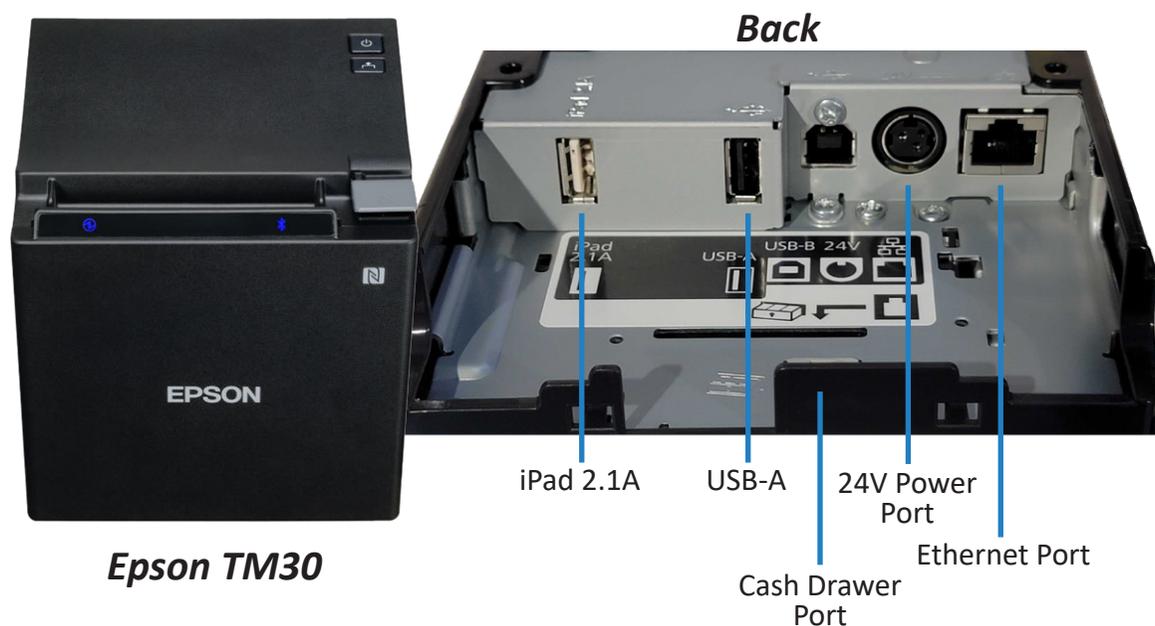
Is Cash Drawer Is Receipt Printer

Is KDS

- Once finished, select Save. To test that the printer is working, select Test Print while this printer is selected. A test slip should print.

Epson TM30 USB — Receipt Printer

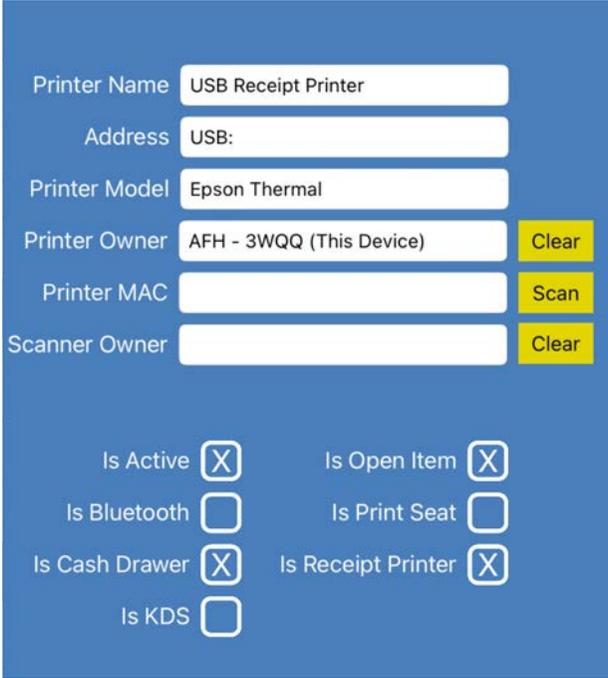
1. The Epson TM30 has a modular casing that can switch from a top load to front load configuration based on where you place the interchangeable plates. Take off both plates to connect the cords.
2. Connect the USB cord from the Paradise device to the USB port labeled iPad 2.1A on the back of the printer. If using a drawer, connect the drawer cord to the printer's Cash Drawer Port. The cord is labeled on both sides, make sure to connect the end labeled Printer to this port.
3. If a USB scanner will be utilized at the station, connect the scanner to the USB-A port.



4. Connect the power cord to the 24V Power Port and situate the printer based on if you want the paper top loading or front loading. Place the plates back on the printer, making sure to attach the one with rubber bumpers on the base.
5. Open the paper tray and insert thermal paper if not already added, according to the instructions inside the tray. Turn on the printer.
6. Now that the printer is powered on, open the Paradise app. Log in and go to Admin > Printer Maintenance. On the printer list on the left, there should be a named printer that corresponds to the receipt printer. If not, create a new one.

1 Installation Guide

7. For a typical USB printer, settings should be set up like the below. Make sure that if not already select the device labeled (This Device) from the Printer Owner list to assign it to the device you're using.



The image shows a configuration interface for a printer. It features several input fields and checkboxes. The fields are: Printer Name (USB Receipt Printer), Address (USB:), Printer Model (Epson Thermal), Printer Owner (AFH - 3WQQ (This Device)), Printer MAC, and Scanner Owner. Each field has a corresponding 'Clear' button. Below the fields are several checkboxes: Is Active (checked), Is Bluetooth (unchecked), Is Cash Drawer (checked), Is KDS (unchecked), Is Open Item (checked), Is Print Seat (unchecked), and Is Receipt Printer (checked).

Printer Name	USB Receipt Printer	
Address	USB:	
Printer Model	Epson Thermal	
Printer Owner	AFH - 3WQQ (This Device)	Clear
Printer MAC		Scan
Scanner Owner		Clear

Is Active	<input checked="" type="checkbox"/>	Is Open Item	<input checked="" type="checkbox"/>
Is Bluetooth	<input type="checkbox"/>	Is Print Seat	<input type="checkbox"/>
Is Cash Drawer	<input checked="" type="checkbox"/>	Is Receipt Printer	<input checked="" type="checkbox"/>
Is KDS	<input type="checkbox"/>		

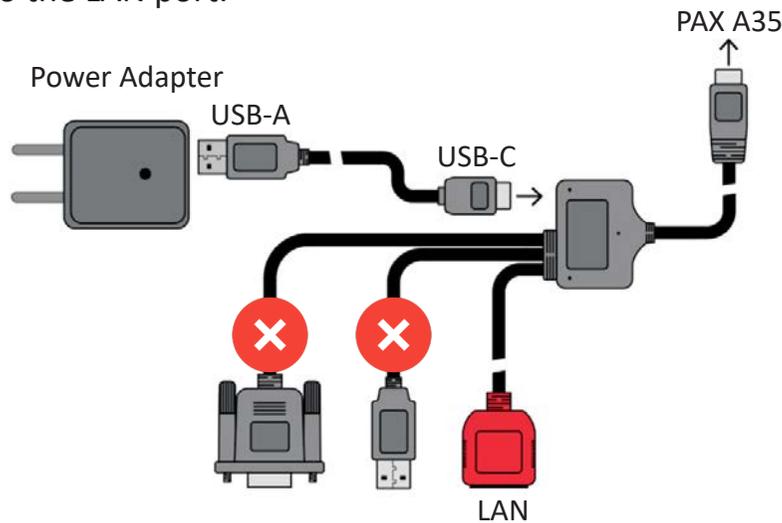
8. Once finished, make sure to select Save. To test that the printer is working, select Test Print while this printer is selected. A test slip should print.

1.3 Card Terminals

All card terminals can be physically installed but will not work with the Paradise application until the Paradise support team has assisted the user with installation. Below are instructions for setting up each card terminal in preparation for installation. Be sure to schedule your installation here: <https://calendly.com/paradise-pos-installation-and-training>

PAX A35

1. The PAX A35 comes with a communication cable, which will supply power and internet to the device. On this connection cable, connect power and run an ethernet cord from your modem/router to the LAN port.

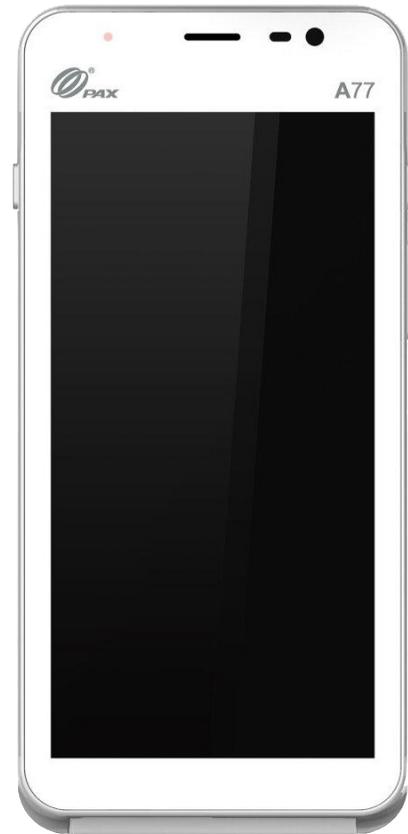


2. Remove the back cover of the terminal to access the Power Port. Connect the communication cable into the Type-C interface on the A35.
3. The device should automatically power on. Our support team will assist in connecting the terminal to the Paradise station.



PAX A77

1. The PAX A77 is a wireless device that will need to be charged to use. Begin by connecting the power adapter to the device and the cable to a power source. Hold down the power button on the device until the screen lights up.
2. Once the device is charged and turned on, it will need to be connected to Wi-Fi. This will need to be the same network the Paradise station is connected to. Select the Settings icon.
3. Select Device Settings and enter the password (9876 or pax9876@@). Select Configuration Wi-Fi.
4. Select your network, enter the password, and confirm.
5. Once connected to the network, our support team will assist in connecting the terminal to the Paradise station.



PAX A77

PAX A920, A920 Pro, A920 Max



PAX A920 PRO

1. These devices are wireless devices that will need to be charged to use. Begin by connecting the power adaptor to the device and the cable to a power source. Hold down the power button on the device until the screen lights up.
2. Once the device is charged and turned on, it will need to be connected to Wi-Fi. This will need to be the same network the Paradise station is connected to. Select the Settings icon.
3. Select Device Settings and enter the password (9876 or pax9876@@). Select WiFi.
4. Select your network, enter the password, and confirm.
5. Once connected to the network, our support team will assist in connecting the terminal to the Paradise station.

Castles V3000

1. Flip the Castles V3000 device with the screen facing down. The back of the device has an ethernet port and a power port. Above these is a cord management latch. Unhook this latch to make room for your cords.
2. Run an ethernet cord from your router to the ethernet port on the device. Plug the supplied power cable into a wall outlet and then to the back of the device. Relatch the cord management latch over the cords to keep cords organized.
3. Once the power adapter is plugged into a power outlet, it will power on. Next, open the Paradise application and login.



Castle V3000

1.4 Scanners

POS X EVO 2D USB Scanner

1. This scanner will connect to the USB port on the back of your receipt printer. Connect the USB cord to the port labeled USB on the back of your receipt printer.
2. Connect your printer following the instructions for the appropriate printer. Once everything is connected, open the Paradise app and log in.
3. To check that the scanner is working, scan a barcode, which should prompt your app to either ring up the item (if your inventory has been pre-loaded) or prompt you to create a new item. If successful, your device is now connected to the Paradise system.



POS X EVO 2D USB Scanner

POS X Bluetooth Scanner



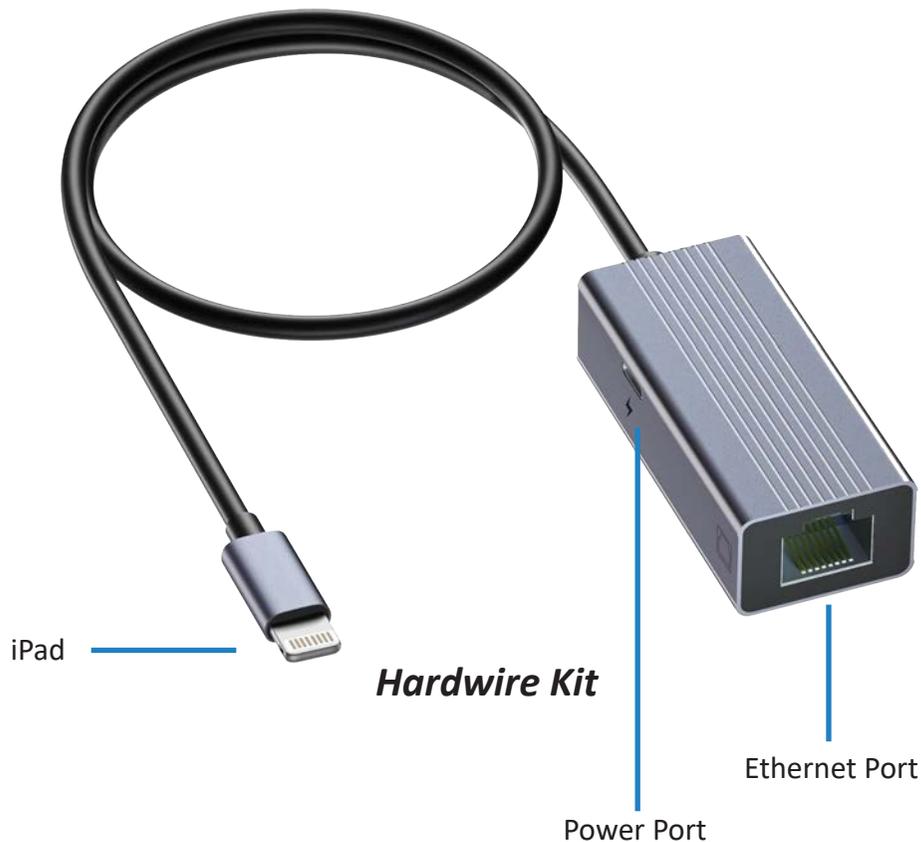
POS X Bluetooth Scanner

1. This scanner should already be paired to your Paradise device when you receive it. To check this, make sure the scanner is turned on, in range, and fully charged.
2. Next, on the Paradise device, open the settings application and open your Bluetooth settings. Make sure Bluetooth is turned on and connected to the scanner. If it isn't connected, selecting the device from the list should connect it.
3. To check that the scanner is working, open the Paradise app and log in. Scan a barcode, which should prompt your app to either ring up the item (if your inventory has been pre-loaded) or prompt you to create a new item. If successful, your device is now connected to the Paradise system.

1.5 Hardwire Setup

Hardwire Kit

1. Connecting a hardwire kit to your device will connect the device directly to the network without having to rely on Wi-Fi. Connect the USB power cord to the USB port on the hardwire kit.
2. Connect an ethernet cord from your modem/router to the ethernet port on the hardwire kit. Then connect the power cord on the hardwire kit to the Paradise device.
3. To check that the hardwire kit is working, open the Settings application on the Paradise device. Make sure Wi-Fi is turned off. Your device should have a separate Ethernet section. If so, the hardwire kit is connected properly.



1.6 KDS — Kitchen Display System

KDS Screen



Bump Bar KB9000



KDS Android Tablet Ethernet

1. Connect an ethernet cord from your modem/router to the ethernet port on the tablet. Connect to power.
2. Turn on the device. Open the Google browser. The device should already be on the correct page, if not, navigate to paradiseposkds.com.
3. The device should automatically connect to your database. If you see the screen below, please reach out to our support team to schedule your installation.

KDS Android Tablet Wi-Fi

1. Connect the Wi-Fi antenna to the tablet if not already connected. Connect to power.
2. Turn on the device. Open the Google browser. The device should already be on the correct page, if not, navigate to paradiseposkds.com.
3. The device should automatically connect to your database. If you see the screen below, please reach out to our support team to schedule your installation.

Bump Bar KB9000

1. The bump bar connects to the tablet via USB. There are two USB ports on the tablet available and either will work for the device.
2. Test that the bump bar is connected. While on the KDS, use the arrows to change the highlighted ticket, or use the bump bar buttons to bump a test ticket.

1.7 Scale and Label Printer

Star MG-T60 Scale

1. Plug the scale into power and turn on the device.
2. The device should already be connected to the Paradise device. To test, find an item that has been set up to require the use of a scale. Refer to [page 155](#) to learn how to set up an item for use with a scale.



Star MG-T60 Scale

Zebra ZD411 Label Printer

1. Connect an ethernet cord from your modem/router to the ethernet port on the back of the label printer. Connect to power with the supplied power cord.
2. If labels are not already loaded, slide the release latches to the front to unlock the cover. Spread the roll holders open and place the roll into the printer. Verify the roll turns freely. The roll must not sit in the bottom of the media compartment. Pull the end of the roll past the front edge of the printer



Zebra ZD411

1.8 Pay at the Table

Pay at the Table

1. The Pay at the Table device and the Paradise station must be on the same network to connect. Begin by turning on the PAX device and connecting it to the Wi-Fi network by opening Settings.
2. Enter the password (9876 or pax9876@@), then select OK. Select Wi-Fi.
3. Select the same network the Paradise station is connected to, enter the password, and select Connect.
4. Once connected, leave the Settings page and find the Pay at the Table app on the Home screen. Once the app is open, select the Settings (⚙️) icon.
5. To find the database's IP address, next open the Paradise app on the Paradise station. Log in and go to Admin > Company Settings > Diagnostics. Find API IP in the diagnostics section.
6. Enter this IP address into the space available (make sure not to enter the :8123 on the end of the address) on the Pay at the Table app, then select OK.



Pay at the Table on PAX A920

2 Button Descriptions

This chapter provides a brief overview of the various buttons within the Paradise POS system. Each button's function will be introduced here, with more detailed explanations provided in later chapters.

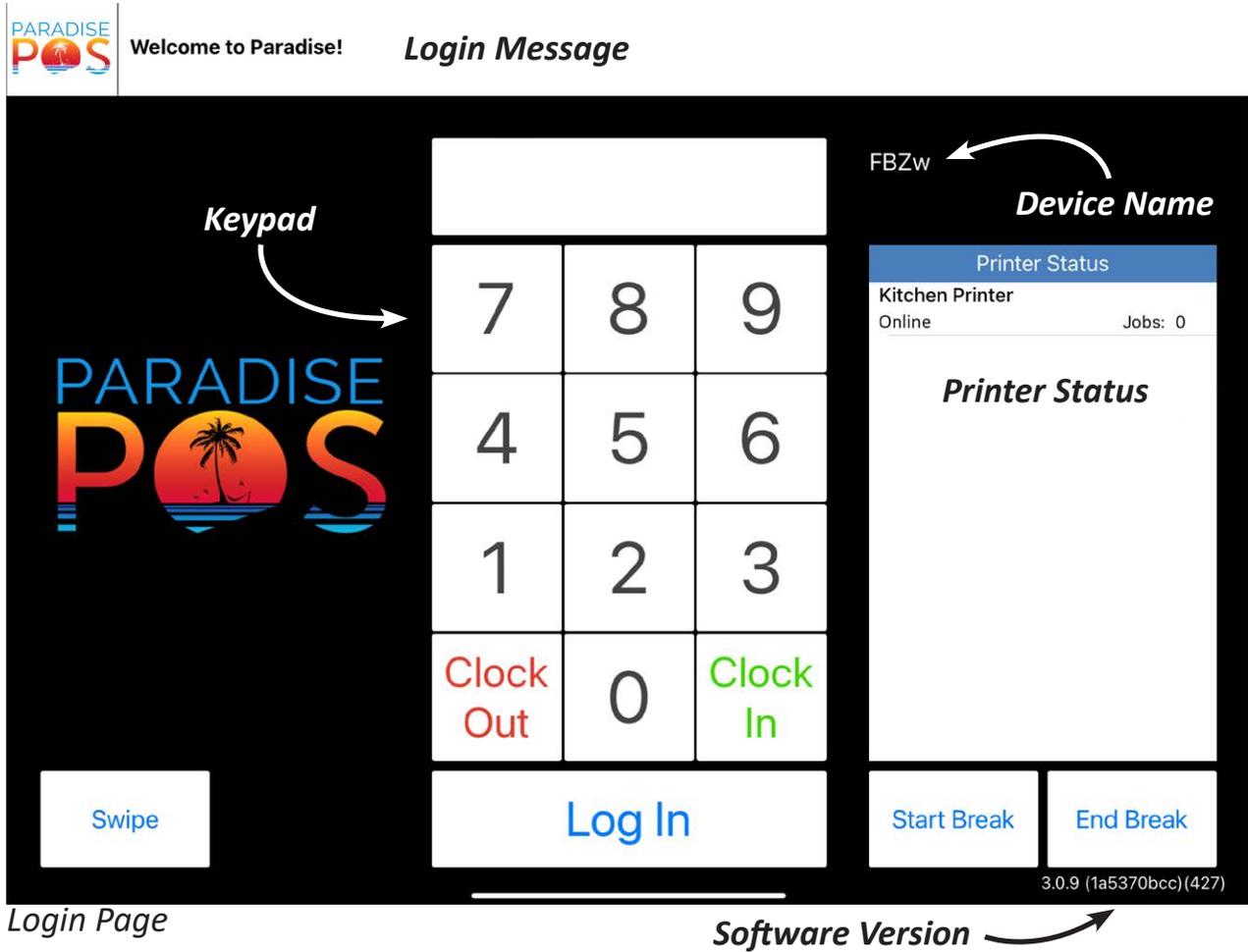
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2.1 Login Page

When you open the Paradise POS application, the first screen you'll see is the login screen. This page allows users to clock in, log in to their account, and manage breaks.



2 Button Descriptions

- **Login Message:** A message that appears at the top of the login page that you can customize by logging in and going to Admin > Company Settings > General.
- **Keypad:** This keypad allows users to use their personal employee number to clock in/out and log in/out of the system.
- **Swipe:** If any employees use swipe cards instead of employee numbers to access the system, selecting Swipe will activate the card terminal connected to the station and will allow users to swipe their card on the card terminal to clock in/out and log in/out.
- **Start & End Break:** These buttons allow users to take unpaid breaks during their shifts (these hours will not be tracked on the payroll report). This allows the users to keep open tickets under their employee number while taking an unpaid break. To use this function, the user must type in their employee number first, then select Start/End Break.
- **Software Version:** This displays the device's software version. All stations should be on the same version. Different versions of the software on devices that are on the same database can cause operating issues.

2.2 Home Page

The Home page displays your menu or inventory and serves as the central navigation hub within the Paradise POS system. From here, users can switch between the Home, Employee, Manager, and Admin pages, or log out to return to the Login screen.

Paradise POS offers four distinct operating modes: Restaurant, Retail, Register, and Hotel—which alter the layout and functionality of the Home page. These modes are outlined in the sections below and can be changed by going to Admin > Company Settings > General and setting the Software Mode.

Restaurant Mode

Restaurant Mode is primarily designed for locations that need to send orders to a kitchen printer. This mode allows users to modify food orders and send order tickets directly to the kitchen. It's commonly used in restaurants, bars, and quick-service establishments where efficient order routing is essential.

The screenshot shows the Paradise POS Home Page in Restaurant Mode. The interface is divided into several sections:

- Top Navigation:** Includes a **Search Bar**, **Tables** button, and a row of buttons for **Home**, **Employee**, **Manager**, **Admin**, and **Log Out**.
- Header Information:** Displays **QTY**, **Item**, and **Price** columns, along with a barcode (060325AAA0001-00) and **Employee: Admin S**.
- Items Grid:** A grid of menu items categorized by **Items** and **Categories**. Categories include **Breakfast**, **Lunch**, **Dinner**, **Cocktails**, **Desserts**, **Merch**, **Appetizers**, **Beverages**, **Soups & Salads**, and **Dinner Specials**. Specific items include **Breakfast Sampler**, **Pancake Sampler**, **French Toast Breakfast**, **Old Timer Breakfast**, **Biscuits & Gravy**, **Omelet**, **Waffle Plate**, **Chicken & Waffles**, **Country Breakfast**, **Eggs Benedict**, **Eggs In A Basket**, and **Breakfast Sandwich**.
- Modifier Groups:** A section for **Modifier Groups** is visible, with a **Modifier Groups** label overlaid on the grid.
- Ticket Field:** A large empty area on the left for entering ticket details.
- Ticket Options:** A panel at the bottom left with buttons for **Add Seat**, **Quantity**, **Print Ticket**, **Repeat Item**, **Discount**, **Pay**, **Open Drawer**, and **Void Ticket**.
- Sending Options:** A panel at the bottom right with buttons for **Double**, **Online Orders**, **Quick Pay**, **Commands**, **Fast Send**, **Print & Send**, and **Send**.
- Summary:** A blue box at the bottom left shows **Tax: \$0.00**, **Sub Total: \$0.00**, and **Total: \$0.00**.

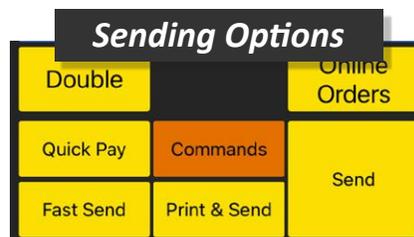
Home Page - Restaurant Mode

2 Button Descriptions

- **Ticket Field:** When items are selected and added to an order, they appear in the ticket field. This field displays each item along with any modifiers applied. Once items are listed here, they can be modified, deleted, transferred, or placed on hold. The ticket field also shows any discounts applied, seat assignments, the employee handling the order, and the automatically assigned ticket number.
- **Search Bar:** This search bar can be used to locate and ring up items without having to find the actual item's button. The name or SKU of the item can be used to search for the item.
- **Items:** Items are organized into categories when initially added to the system, making it easy to navigate through your menu or inventory. When an item is selected from its category, it is automatically rung up and displayed in the ticket field.
- **Tables:** Allows the user to switch to the table layout view, where they can select a specific table to assign a ticket to.
- **Categories:** Categories help organize items within the system, making it easier to find and select them. Each category contains specific items, and keeping these categories well-organized is important, as many reports can be filtered by category.
- **Modifier Groups:** When an item with attached modifier groups is added to the ticket, the modifier options will appear in this section once the item is selected on the ticket. This allows users to go back and modify the item if needed, as long as the item hasn't already been sent to the kitchen.



- **Ticket Options:** This section contains a variety of options that users may utilize to modify or close tickets. These options may be unavailable to some users based on their employee permissions.
 - **Add Seat:** When added to the ticket, seats allow the user to easily separate orders by customer on the same ticket/table. This can be helpful when delivering orders to the table as well as assisting in easily splitting the ticket later.
 - **Repeat Item:** By selecting an item on the ticket, then Repeat Item, the user can easily add a copy of the selected item to the ticket without having to find it again.
 - **Open Drawer:** Opens the drawer if there is one on that station without requiring a sale.
 - **Quantity:** By selecting an item on the ticket, then Quantity, the user can specify how many of that item they want to have on the ticket altogether.
 - **Void Ticket:** Allows the user to fully void the current ticket.
 - **Print Ticket:** Allows the user to print a copy of the ticket if it has already been sent to the kitchen.
 - **Pay:** Allows the user to access the payment screen to process payment for the current ticket.



- **Sending Options:** This section contains multiple options for sending a ticket, as well as other settings.
 - **Double:** By selecting this button, then ringing in an item, the user will ring in a doubled item. This is most often used by locations with bar service. The amount this button charges is by default set to a multiplier of 2.00 but can be changed by going to Admin > Company Settings > Bar.
 - **Quick Pay:** This will bypass any prompted options and take the user to the payment screen.
 - **Fast Send:** Sends unsent items on the ticket field to the kitchen without clearing the ticket from the ticket field.
 - **Commands:** Adds commands to the current ticket that print on the kitchen ticket, such as TOGO, DO NOT MAKE, or DELIVERY.
 - **Print & Send:** Sends any unsent items to the kitchen printer and prints a receipt.
 - **Send:** Sends unsent items to the kitchen printer and clears the ticket from the ticket field.

Retail Mode

Retail Mode is designed for stores that do not need to send orders to a kitchen printer and typically focus on tracking inventory. This mode is commonly used in retail environments such as convenience stores, grocery stores, and liquor stores, where managing stock and sales is a priority.

Search Bar

QTY Item Price

060325AAA0002-00

Employee: Admin S

1 Bracelet 11.00

Spinach Dip Calamari Queso Blooming Onion Loaded Fries

Mozzarella Sticks Boneless Wings Bone In Wings Appetizer Sampler

Categories

Appetizers Breakfast Beverages

Lunch Lunch Specials Soups & Salads

Sides Dinner Dinner Specials

Cocktails Desserts Merch

Inventory Options

Bracelet Quantity 1

On Hand: -6 Mark For Reorder

Par: 0

Location:

Discount Item

By % By \$

Set Price Preset

Comp Item

Ticket Options

New Ticket Quantity Print Ticket

Repeat Item Redemption Pay

Open Drawer Void Ticket

Tax: \$0.96

Sub Total: \$11.00

Total: 11.96

Home Page - Retail Mode

2 Button Descriptions

- **Ticket Field:** When items are selected and added to an order, they appear in the ticket field. This field displays each item along with any modifiers applied. Once items are listed here, they can be modified, deleted, transferred, or placed on hold. The ticket field also shows any discounts applied, seat assignments, the employee handling the order, and the automatically assigned ticket number.
- **Search Bar:** This search bar can be used to locate and ring up items without having to find the actual item's button. The name or SKU of the item can be used to search for the item.
- **Items:** Items are organized into categories when initially added to the system, making it easy to navigate through your menu or inventory. When an item is selected from its category, it is automatically rung up and displayed in the ticket field.
- **Categories:** Categories help organize items within the system, making it easier to find and select them. Each category contains specific items, and keeping these categories well-organized is important, as many reports can be filtered by category.
- **Inventory Items:** The inventory options allow the user to see the current count of an item selected on the ticket field. This will allow the user to mark the item for reorder and gives the options for discounts on the currently selected item, as well as the ability to comp the item.



- **Ticket Options:** This section contains a variety of options that users may utilize to modify or close tickets. These options may be unavailable to some users based on their employee permissions.
 - **New Ticket:** Creates a blank ticket on the ticket field; if a ticket is already on the ticket field, the user will be prompted to either delete or save the current ticket. If saved, it will be accessible by going to the Employee page, under Open Tickets.
 - **Repeat Item:** By selecting an item on the ticket, then Repeat Item, the user can easily add a copy of the selected item to the ticket without having to find it again.
 - **Open Drawer:** Opens the drawer if there is one on that station without requiring a sale.
 - **Quantity:** By selecting an item on the ticket, then Quantity, the user can specify how many of that item they want to have on the ticket altogether.
 - **Void Ticket:** Allows the user to fully void the current ticket.
 - **Print Ticket:** Allows the user to print a copy of the ticket if it has already been sent to the kitchen.
 - **Pay:** Allows the user to access the payment screen to process payment for the current ticket.

Register Mode

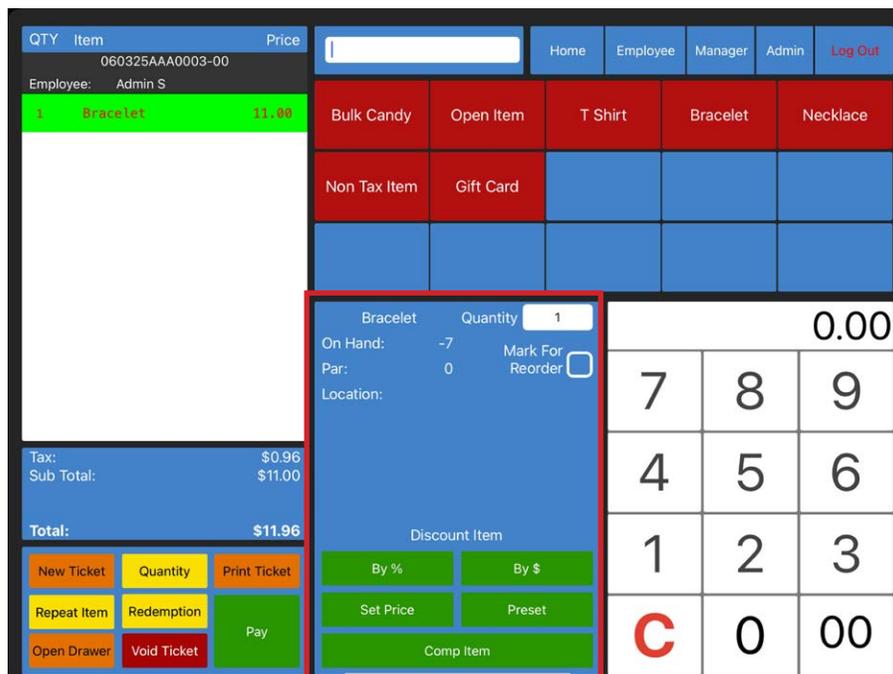
Register Mode is designed for locations that don't need to send orders to a kitchen printer and prefer a simpler setup, similar to a standard cash register. In this mode, users can manually enter an item's cost instead of selecting it from a pre-set list. Register Mode can be customized to display either Discounts or Categories in Admin > Company Settings > General and selecting the option in Default Helper View. Choose the one that best suits your business.



Categories Helper View

Loads the categories in the center panel. Most useful for registers still utilizing items separated into categories.

Home Page - Register Mode - Categories Helper View



Discounts Helper View

Loads the discount view in the center panel. Most useful for registers that have a single category of items.

Home Page - Register Mode - Discounts Helper View

Note: Easily switch to the other helper view by swiping up over the center panel and switch back by swiping down.

2 Button Descriptions

The screenshot displays the Home Page in Register Mode, specifically the Discounts Helper View. The interface is divided into several sections:

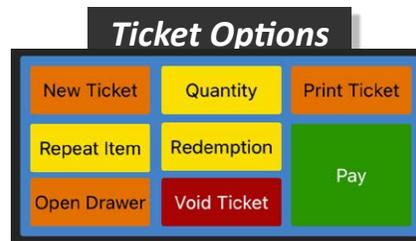
- Search Bar:** Located at the top, it contains a search input field and navigation buttons for Home, Employee, Manager, Admin, and Log Out.
- Items:** A grid of item categories including Bulk Candy, Open Item, T Shirt, Bracelet, Necklace, Non Tax Item, and Gift Card.
- Ticket Field:** A large white area on the left side where selected items are displayed.
- Helper View:** A detailed view for the selected item, 'Bracelet', showing its quantity (1), on-hand status (-7), par value (0), location, and a 'Mark For Reorder' checkbox.
- Keypad:** A numeric keypad with buttons for digits 0-9, a 'C' (clear) button, and '00'.
- Ticket Options:** A set of buttons for managing the ticket, including New Ticket, Quantity, Print Ticket, Repeat Item, Redemption, Pay, Open Drawer, and Void Ticket.
- Discounts:** A section for applying discounts, with buttons for 'By %', 'By \$', 'Set Price', 'Preset', and 'Comp Item'.
- Summary:** A box at the bottom left showing Tax (\$0.96), Sub Total (\$11.00), and Total (\$11.96).

Home Page - Register Mode - Discounts Helper View

- **Ticket Field:** When items are selected and added to an order, they appear in the ticket field. This field displays each item along with any modifiers applied. Once items are listed here, they can be modified, deleted, transferred, or placed on hold. The ticket field also shows any discounts applied, seat assignments, the employee handling the order, and the automatically assigned ticket number.
- **Search Bar:** This search bar can be used to locate and ring up items without having to find the actual item's button. The name or SKU of the item can be used to search for the item.
- **Items:** Items are organized into categories when initially added to the system, making it easy to navigate through your menu or inventory. When an item is selected from its category, it is automatically rung up and displayed in the ticket field.
- **Categories:** Categories help organize items within the system, making it easier to find and select them. Each category contains specific items, and keeping these categories well-organized is important, as many reports can be filtered by category.

2 Button Descriptions

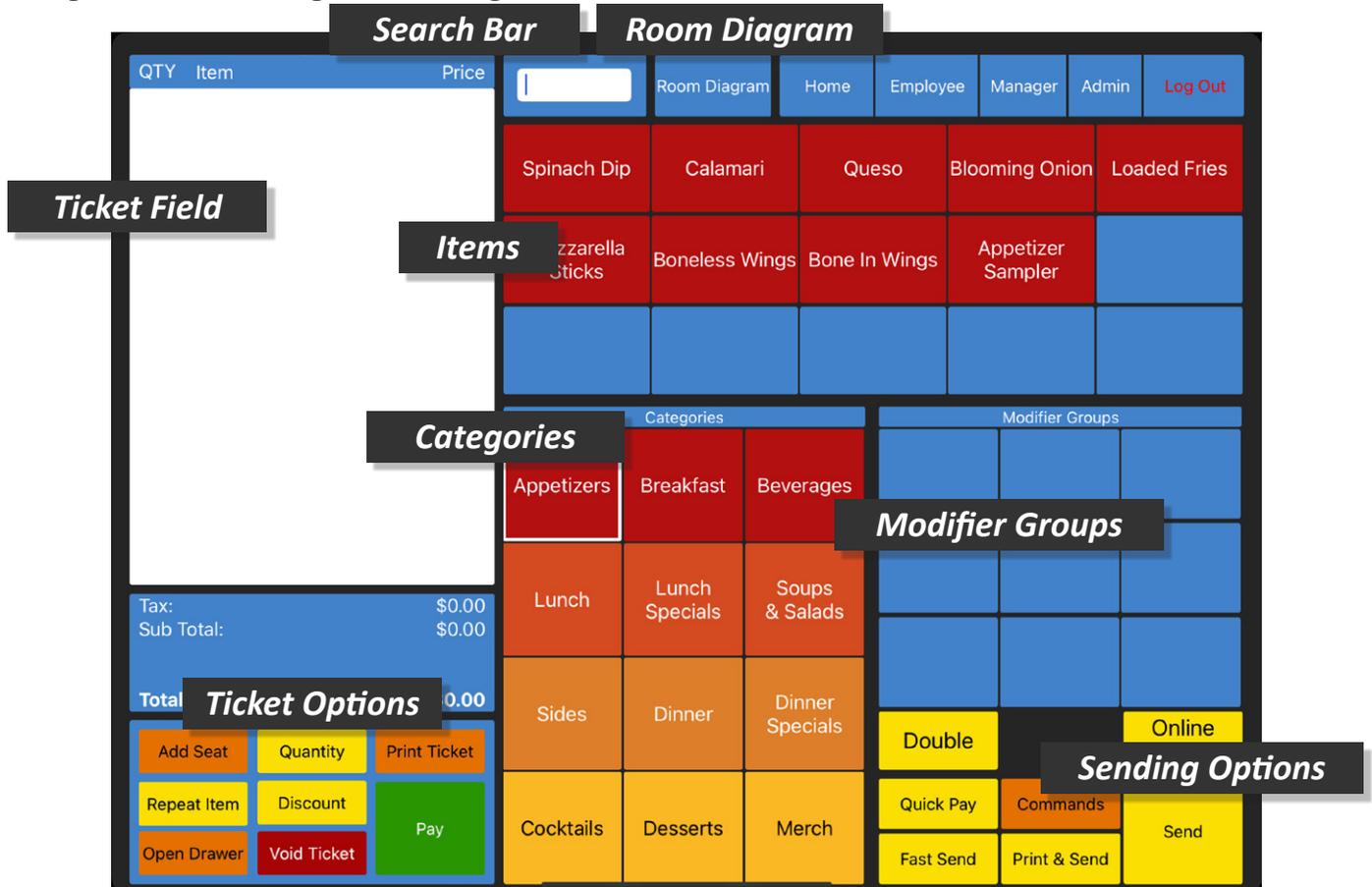
- **Inventory Items:** The inventory options allow the user to see the current count of an item selected on the ticket field. This will allow the user to mark the item for reorder and gives the options for discounts on the currently selected item, as well as the ability to comp the item.



- **Ticket Options:** This section contains a variety of options that users may utilize to modify or close tickets. These options may be unavailable to some users based on their employee permissions.
 - **New Ticket:** Creates a blank ticket on the ticket field; if a ticket is already on the ticket field, the user will be prompted to either delete or save the current ticket. If saved, it will be accessible by going to the Employee page, under Open Tickets.
 - **Repeat Item:** By selecting an item on the ticket, then Repeat Item, the user can easily add a copy of the selected item to the ticket without having to find it again.
 - **Open Drawer:** Opens the drawer if there is one on that station without requiring a sale.
 - **Quantity:** By selecting an item on the ticket, then Quantity, the user can specify how many of that item they want to have on the ticket altogether.
 - **Void Ticket:** Allows the user to fully void the current ticket.
 - **Print Ticket:** Allows the user to print a copy of the ticket if it has already been sent to the kitchen.
 - **Pay:** Allows the user to access the payment screen to process payment for the current ticket.
- **Keypad:** Allows the user to type in the cost of an item. By typing in a price, then selecting an item, that price is assigned to the item on the ticket field.

Hotel Mode

Hotel Mode is designed for locations that utilize the hotel features offered by Paradise POS. It functions similarly to Restaurant Mode, with the key difference being that it allows users to assign tickets to rooms instead of tables. This is ideal for managing orders and services in hotel settings where tracking room charges is essential.



Home Page - Hotel Mode

- **Ticket Field:** When items are selected and added to an order, they appear in the ticket field. This field displays each item along with any modifiers applied. Once items are listed here, they can be modified, deleted, transferred, or placed on hold. The ticket field also shows any discounts applied, seat assignments, the employee handling the order, and the automatically assigned ticket number.
- **Search Bar:** This search bar can be used to locate and ring up items without having to find the actual item's button. The name or SKU of the item can be used to search for the item.
- **Items:** Items are organized into categories when initially added to the system, making it easy to navigate through your menu or inventory. When an item is selected from its category, it is automatically rung up and displayed in the ticket field.
- **Room Diagram:** Allows the user to switch to the rooms layout in order to select a room to assign a ticket to.

2 Button Descriptions

- **Categories:** Categories help organize items within the system, making it easier to find and select them. Each category contains specific items, and keeping these categories well-organized is important, as many reports can be filtered by category.
- **Modifier Groups:** When an item is added to the ticket that has modifier groups attached, they will appear here when the item is selected on the ticket. This allows users to go back and modify items they've already added to the ticket, so long as they haven't already been sent to the kitchen.
- **Ticket Options:** This section contains a variety of options that users may utilize to modify or close tickets. These options may be unavailable to some users based on their employee permissions.
 - **New Ticket:** Creates a blank ticket on the ticket field; if a ticket is already on the ticket field, the user will be prompted to either delete or save the current ticket. If saved, it will be accessible by going to the Employee page, under Open Tickets.
 - **Repeat Item:** By selecting an item on the ticket, then Repeat Item, the user can easily add a copy of the selected item to the ticket without having to find it again.
 - **Open Drawer:** Opens the drawer if there is one on that station without requiring a sale.
 - **Quantity:** By selecting an item on the ticket, then Quantity, the user can specify how many of that item they want to have on the ticket altogether.
 - **Void Ticket:** Allows the user to fully void the current ticket.
 - **Print Ticket:** Allows the user to print a copy of the ticket if it has already been sent to the kitchen.
 - **Pay:** Allows the user to access the payment screen to process payment for the current ticket.
- **Sending Options:** This section contains multiple options for sending a ticket, as well as other settings.
 - **Double:** By selecting this button, then ringing in an item, the user will ring in a doubled item. This is most often used by locations with bar service. The amount this button charges is by default set to a multiplier of 2.00 but can be changed by going to Admin > Company Settings > Bar.
 - **Quick Pay:** This will bypass any prompted options and take the user to the payment screen.
 - **Fast Send:** Sends unsent items on the ticket field to the kitchen without clearing the ticket from the ticket field.
 - **Commands:** Adds commands to the current ticket that print on the kitchen ticket, such as TOGO, DO NOT MAKE, or DELIVERY.
 - **Print & Send:** Sends any unsent items to the kitchen printer and prints a receipt.
 - **Send:** Sends unsent items to the kitchen printer and clears the ticket from the ticket field.

2.3 Employee Page

The Employee Page provides access to various functions based on the employee's role in the business. Servers and cashiers, for example, can use this page to close open tickets or open and close cash drawers. Additionally, tasks like accessing the customer database can be performed here.

On the left side of the page, the ticket field remains visible, allowing users to keep tickets open or access existing tickets to edit or settle them. This setup ensures that employees can efficiently manage tickets while performing other necessary tasks.

The screenshot displays the Employee Page interface. On the left, a large white area is labeled **Ticket Field**. Below it, a blue box shows a total of \$0.00, with a callout **Ticket Options** pointing to a grid of buttons: Add Seat, Quantity, Print Ticket, Repeat Item, Discount, Pay, Open Drawer, and Void Ticket. The top navigation bar includes buttons for Tables, Home, Employee, Manager, Admin, and Log Out. A central grid of blue buttons is labeled **Employee Options** and includes: Open Cash Drawer, Join Drawer, Pay In/Out, Gift Card Balance, Shift Report, Tip Adjustment, Employee Tip Out, Customer Database, Price Check, Rental Tickets, Print Labels, Deposit Tickets, Split/Combine Ticket, Resend Ticket, Redemption, Scheduled Tickets, Delivery, and To Go. Below this is a section for **Open & Closed Tickets** with a search bar and a list of tickets, including one with ID 060325AAA0003-00 and a price of \$11.96. On the right, a **Weekly Hours** table shows a schedule for 2025 with callout **Employee Hours** pointing to the 05/06/2025 entry. The table ends with a total of 40:00 hours and 1042:22 OT.

Open Tickets	Closed Tickets	Weekly Hours	
<input type="text"/>		01/30/2025	
060325AAA0003-00		12:21 PM - 3:30 PM	123:08
\$11.96	2:19	02/14/2025	
		9:41 AM - 2:08 PM	100:27
		02/27/2025	
		9:05 AM - 10:58 AM	121:53
		03/20/2025	
		9:00 AM - 8:38 AM	263:38
		04/03/2025	
		10:29 AM - 10:29 AM	0:00
		04/15/2025	
		3:30 PM - 9:05 AM	11:01
		05/06/2025	
		11:52 AM - 10:31 AM	166:38
		05/13/2025	
		2:21 PM - 9:48 AM	19:27
		Total Hours:	40:00, OT: 1042:22

2 Button Descriptions

- **Ticket Field:** While on the employee page, this field will display any tickets that are reopened from the Open/Close Tickets section.
- **Employee Options:** This section contains a variety of options that employees may use such as opening a cash drawer, splitting their tickets, or adjusting tips.
- **Open/Closed Tickets:** The Open Tickets section allows the user to view all tickets that are currently created under the logged-in employee. By selecting Closed Tickets, the user can view all tickets that have been closed out under the logged-in employee. Selecting a ticket in either of these places will open the ticket on the ticket field, allowing for further edits, or closing the ticket.
- **Ticket Options:** This section contains a variety of options that users may utilize to modify or close tickets. These options may be unavailable to some users based on their employee permissions.
- **Employee Hours:** This section details the currently logged-in employee's weekly hours. However, this section can be turned off by going to Admin > Company Settings > Employee and checking the Hide Weekly Hours checkbox. This section will then display the Paradise POS logo instead.

2.4 Manager Page

The Manager Page is designed for users with manager-level permissions and provides access to critical functions needed to maintain smooth operations. This includes options for reporting, ticket recall, and shift management. Given the ability to make significant changes, it's recommended to limit access to this page to those with appropriate authority.

Similar to the Employee Page, the left side of the Manager Page keeps the ticket field visible, allowing users to keep tickets open or retrieve existing ones to edit or settle payments directly from this page.

The screenshot shows the Manager Page interface. At the top, there is a navigation bar with the user name 'Admin S' and a 'Log Out' button. Below this is a grid of menu items including 'Tables', 'Home', 'Employee', 'Manager', 'Admin', 'Ticket Recall', 'Drawer Recall', 'Inventory', 'Safe Disabled', 'Reports', 'Batch Adjustment', 'Shift Maintenance', 'Add Gratuity', 'Hourly Overview', 'Reset Gift Card', 'Open Refund', 'Employee Accounts', 'Tip Share', 'Pending Transfers', and 'Combo Group Maintenance'. The main area is divided into 'Open Tickets' and 'Closed Tickets' sections. The 'Open Tickets' section shows a search bar and a list of tickets, including one with ID '060325AAA0003-00' and a price of '\$11.96'. The 'Closed Tickets' section shows a list of employees and their clocked in/out times, such as 'Luellen, Krystal - Manager' with a 9:26 AM - 5:00 shift. At the bottom left, there is a 'Ticket Options' section with buttons for 'Add Seat', 'Quantity', 'Print Ticket', 'Repeat Item', 'Discount', 'Pay', 'Open Drawer', and 'Void Ticket'. A 'Ticket Field' is visible on the left side of the screen.

Ticket Field

Manager Options

Open & Closed Tickets

Ticket Options

Clocked In/Out Employees

2 Button Descriptions

- **Ticket Field:** While on the employee page, this field will display any tickets that are reopened from the Open/Close Tickets section.
- **Manager Options:** This section contains a variety of options that management may use such as recalling tickets, recalling drawers, or adjusting inventory.
- **Open/Closed Tickets:** The Open Tickets section allows the user to view all tickets that are currently created under the logged-in employee. By selecting Closed Tickets, the user can view all tickets that have been closed out under the logged-in employee. Selecting a ticket in either of these places will open the ticket on the ticket field, allowing for further edits, or closing the ticket.
- **Ticket Options:** This section contains a variety of options that users may utilize to modify or close tickets. These options may be unavailable to some users based on their employee permissions.
- **Clocked In/Out Employees:** The Clocked In tab shows all employees that are currently clocked in. If the employee doesn't have any adjusted tips or owe the restaurant money, their name will be listed normally. If the employee is highlighted with red, the employee has a shift report available, meaning they have received a credit card tip that they have adjusted or they have taken a cash sale while not using a cash drawer (usually in the instance that the employee is using a server bank to take payments). If the employee is highlighted in green, it means the employee has run their shift report and should be ready to tip in/out and clock out.

2.5 Admin Page

The Admin Page grants users the ability to modify a wide range of core system settings, allowing the system to be tailored to the specific needs of the business. Due to the high-level changes that can be made here, it's recommended to restrict access to this page to only those with administrative privileges.

Just like the other pages, the left side of the Admin Page retains the ticket field, so users can keep tickets open or access existing tickets to edit or settle them while managing system settings.

The screenshot displays the Admin Page interface with several callout boxes highlighting key sections:

- Ticket Field:** Points to the top-left area containing a table with columns for QTY, Item, and Price, and a search input field.
- Admin Options:** Points to a grid of administrative buttons including Employee Maintenance, Item Maintenance, Edit Departments, Edit Table Diagram, Printer Maintenance, Company Settings, Edit Roles, Modifier Maintenance, Ticket Commands, Color Scheme Maintenance, Printer Routing, Edit Templates, Rental Maintenance, Discount Maintenance, Edit Vendors, and Device Maintenance.
- Open & Closed Tickets:** Points to the section with 'Open Print Jobs' and 'Closed Print Jobs' tabs.
- Ticket Options:** Points to the bottom-left area showing tax and sub-total information, and a grid of buttons: Add Seat, Quantity, Print Ticket, Repeat Item, Discount, Pay, Open Drawer, and Void Ticket.
- Terminal Status:** Points to the right-hand section showing 'Status: Unavailable', 'IP: Unavailable', 'Name: Unavailable', and a 'Check Connection' button.
- Printer Status:** Points to the bottom-right section showing 'Printer Status' for 'Kitchen Printer (TCP:172.17.17.111)', which is 'Online' with 'Jobs: 0'.

2 Button Descriptions

- **Ticket Field:** While on the employee page, this field will display any tickets that are reopened from the Open/Close Tickets section.
- **Admin Options:** This section contains a variety of options that a manager or administrator will use to edit the way the system functions. There are a lot of menu editing options here as well as the ability to change tax rates and the look of the system.
- **Open/Closed Tickets:** The Open Print Jobs section shows any print jobs that haven't yet made it to their printer yet. Sometimes, a printer may be turned off or without paper. The job will go through after the printer is operational again so be sure to clear this out if a printer has been offline for a while. Closed Print Jobs keeps track of older print jobs.
- **Ticket Options:** This section contains a variety of options that users may utilize to modify or close tickets. These options may be unavailable to some users based on their employee permissions.
- **Terminal Status:** This section displays the status of the station's credit card terminal. It will appear different depending on the type of card terminal assigned to the station. If the terminal has a hardwired internet connection, an IP address will be displayed under the device. Checking the connections will often reconnect a terminal that may have been turned off and back on or gone offline at some point.
- **Printer Status:** This section lists any ethernet printers on the network that have been created through Admin > Printer Maintenance. It will list whether they are online or not as well as their IP address. If a printer isn't printing, this can be a useful place to check first as it may display that the printer has an error, such as out of paper, or that the tray is open.

2.5 Payment Screen

The Payment Screen allows users to access various ticket functions in addition to paying out a ticket. This includes options for ticket level discounts, comps, or voids. This page can be reached by selecting the Pay or Quick Pay functions.

The screenshot shows the Payment Screen interface. At the top, there is a header with the following information:

060425AAA0006-00	Customer	Total	Cash Total	Employee
Employee: Manager M	N/A	\$9.20	\$8.86	N/A

Below the header, there is a list of items:

1	Boneless Wings	8.50
---	----------------	------

On the left side, there is a **Ticket Field** callout pointing to the item list. In the center, there is a **Payment Options** callout pointing to a vertical list of payment methods: Credit, Cash, Giftcard, Check, Layaway, Comp Ticket, House Account, Discount, Loyalty, Commission, Debit, EBT Cash Benefit - \$0.00, EBT Food Stamps - \$0.00, Room, and Add Loyalty Discount. On the right side, there is a **Keypad** callout pointing to a numeric keypad with buttons for 0-9, a 'C' button, and buttons for \$5, \$10, \$20, and \$50. Below the keypad are buttons for 'Print Ticket', 'Print Ticket', and 'Cash Drawer'. At the bottom left, there is a summary section:

Sub Total:	\$8.50
Tax:	\$0.70
Rebate:	\$0.00
Total:	\$9.20

Below the summary section is an **Add Grat** button. A white arrow points downwards from the 'House Account' option to the 'Room' option, with the text 'Scroll for more payment options' next to it.

- **Total/Cash Total:** Displays the current ticket total, which includes all discounts and tax applied. If utilizing cash discount/dual pricing, two values will display here. The Total is the full ticket price and the Cash Total is the price if paid in cash.
- **Customer:** If a customer is assigned to the ticket, they will be displayed here. Selecting the field will also allow the user to assign a customer to the ticket.

2 Button Descriptions

- **Employee:** If the ticket should be assigned to an employee for commission or tip purposes, this field can be selected and they can be assigned here.
- **Ticket Field:** Displays the current ticket.
- **Payment Options:** Lists all payment options. This list is scrollable and with specific permissions, the user can press and hold options to rearrange them. These are covered more in depth in the Home Page chapter on [page 58](#).
 - **Credit:** Processes the transaction as a credit payment.
 - **Cash:** Processes the transaction as a cash payment.
 - **Giftcard:** Processes the transaction as a gift card payment. This option only applies to businesses that have previously sold gift cards in the Paradise system.
 - **Check:** Processes the transaction as a check payment. This option will prompt the check number.
 - **Layaway:** Closes the transaction to a layaway customer.
 - **Comp Ticket:** Comps the entire ticket.
 - **House Account:** Closes the transaction to a house account customer.
 - **Discount:** Applies a discount to the entire ticket.
 - **Loyalty:** Applies the ticket to a loyalty customer so they can receive points for the transaction.
 - **Commission:** Assigns any eligible commission made on the ticket to an employee.
 - **Debit:** Processes the transaction as a debit payment.
 - **EBT Cash Benefit:** Processes eligible EBT items on the ticket to an EBT payment.
 - **EBT Food Stamps:** Processes eligible EBT items on the ticket to an EBT payment.
 - **Room:** Closes the ticket to a room, used by merchants utilizing rooms with the Hotel module.
 - **Add Loyalty Discount:** Adds a loyalty discount to the ticket, which simply negates any cash discount/dual pricing on the ticket.
- **Keypad:** Allows the user to type a payment amount in, used for cash payments. This will allow the system to calculate any change amount.
- **Add Grat:** Applies gratuity to the ticket.
- **Void Ticket:** Voids the entire ticket.
- **Close Ticket:** Closes the ticket, this is only used on tickets that have already been paid and reopened to view.
- **Print Ticket:** Prints a ticket to the receipt printer.
- **Cash Drawer:** Opens the cash drawer at the station.

3 Home Page

This chapter explores the features available on the Home Page of the Paradise POS application. It is the first screen you'll see after logging in and can also be accessed at any time by selecting the Home tab.

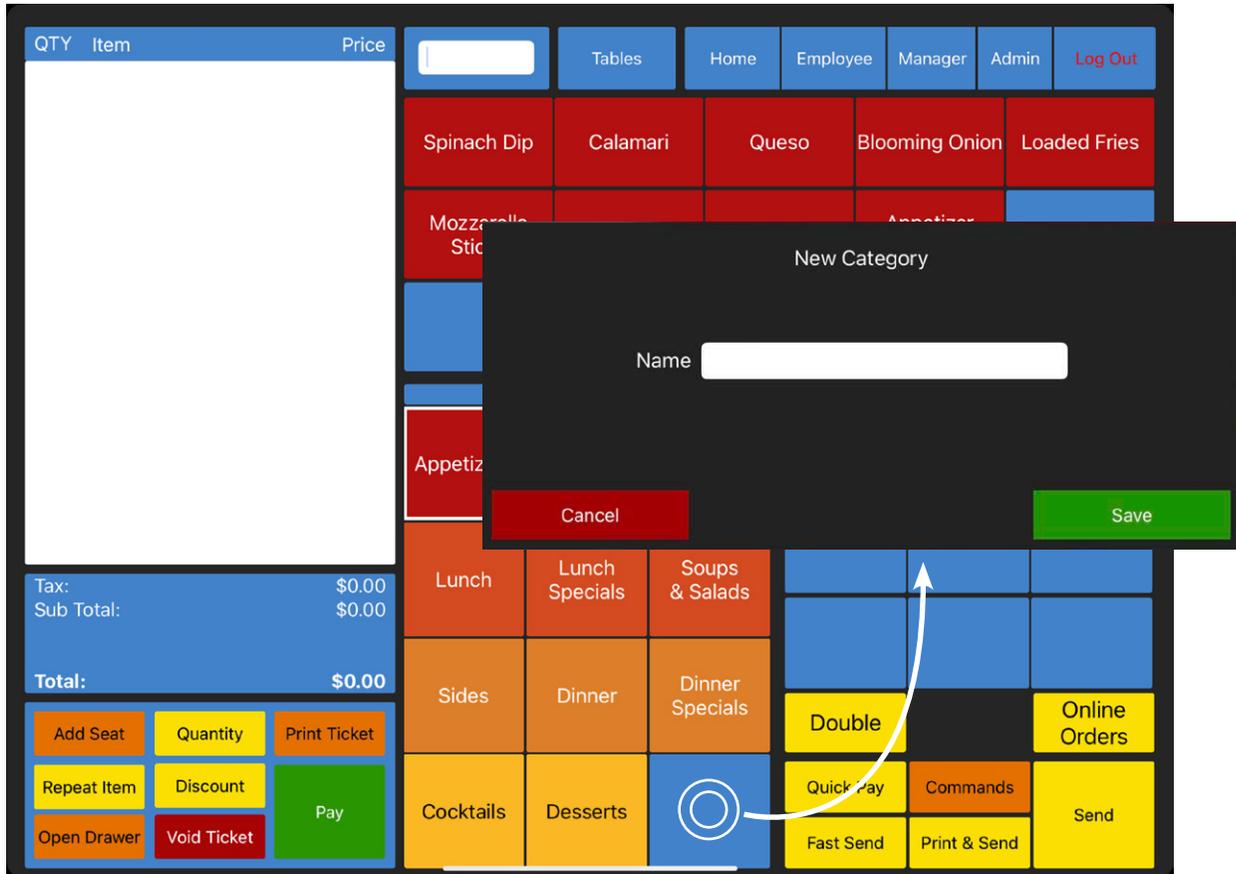
In this chapter...

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3.1 Creating Categories

To create a new category, locate an empty space among the categories on the Home Page. Press and hold your finger on the empty space until the New Category prompt appears. From here, you can enter a name for the new category.



Press & Hold

By default, the new category will be assigned the first color in the selected color scheme (if one is applied). To change the name or color, press and hold your finger on the new category. An Edit Category prompt will appear on the left side of the screen, allowing you to modify the category name and button color.

Note: Categories can also be deleted from this page. However, a category must be empty before it can be deleted. Make sure to move or remove all items from the category before attempting to delete it.

3.2 Creating Items

There are multiple ways to create a new item in Paradise POS. This section focuses on creating items directly from the Home Page.

Create a New Item

1. Select the category where the item will be placed.
2. With the category selected, press and hold on an empty item space.
3. A prompt will appear with two options. Tap New Item.



3 Home Page

This opens the Item Maintenance page. While many settings on this page may not apply to all merchants, the following fields are required to create a new item:

The screenshot shows the Item Maintenance page with several fields highlighted in red. The highlighted fields are: Name, Department, Unit Cost, and the Categories dropdown menu (which is currently set to 'Appetizers'). Other fields include Kitchen Name, Price (0.00), Weight (0.00), Online Price (0.00), Last Cost (\$0.00), Average Cost (\$0.00), On Hand (0), Par (0), Item/Mfg ID, Qty Decimals (2), Location, and Was Sold. There are also various checkboxes for options like Rental, Discountable, Taxable, Returnable, Measurable Qty, Use Decimal Qty, Prompt Name, Low Count Alert, Mark For Reorder, Track Item, Out of Stock, Prompt Qty, Prompt Price, and Use Scale. The page is divided into four tabs: Page 1, Page 2, Page 3, and Page 4. At the bottom, there are 'Cancel' and 'Save' buttons.

- Name
- Department
- Category (auto-filled based on your selection)
- Price

Additional options on the Item Maintenance page are explained in detail in the Admin chapter.

Add an Existing Item

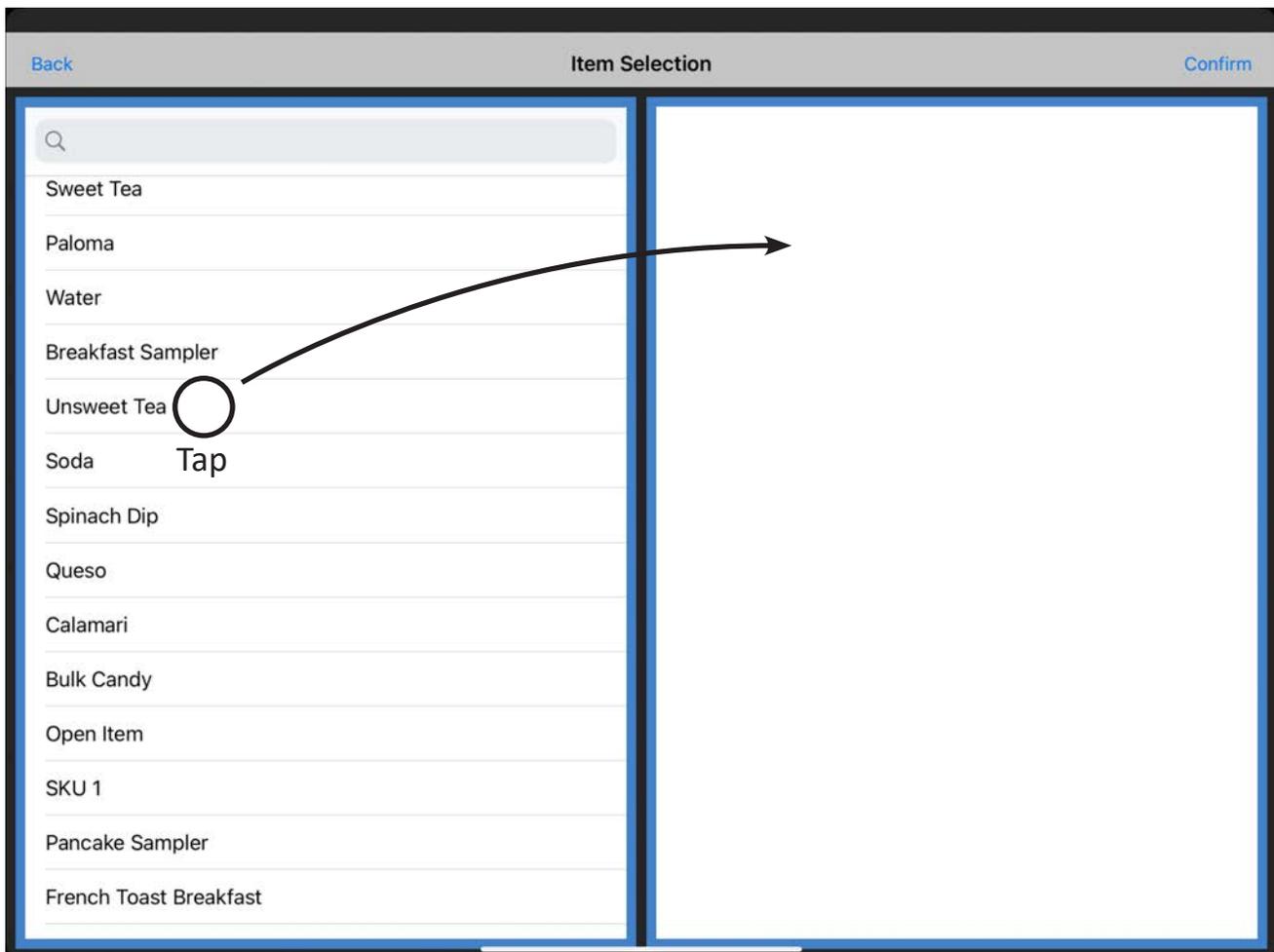
1. Select the desired category.
2. Press and hold on an empty item space within that category.
3. From the prompt that appears, select Existing Item.



3 Home Page

This opens the Item Selection page. On the left side, you'll see a list of all items in the database. To assign an item to the selected category:

- Tap the item on the left; it will move to the right, indicating selection.
- If you added an item by mistake, swipe left on it and tap Delete to remove it from the selection. (This does not delete the item from the database.)

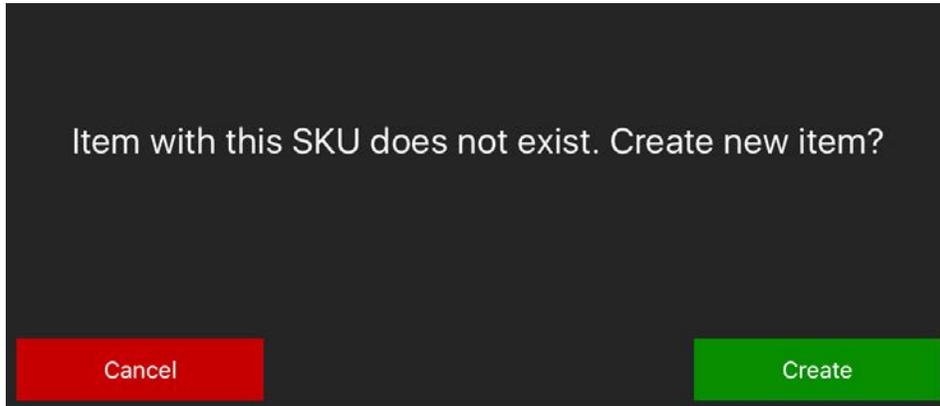


When finished, tap Confirm in the top-right corner. All selected items will now appear in the chosen category.

3.3 Creating Inventory with a Scanner

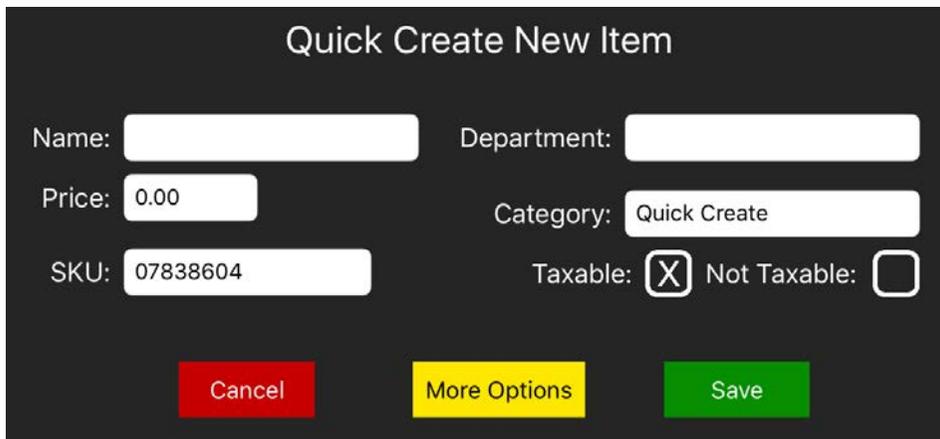
To quickly create an item using a scanner from the Home Page:

1. Scan the item's barcode.
2. This will prompt the user to create a new item if the SKU does not yet exist in the database.
3. Select Create.



The Quick Create prompt displays only the required fields for item creation, making the process fast and efficient. By default, a new category named Quick Create will be automatically assigned to the item. You can change the category by selecting the field and choosing a different one.

If you need to access additional item settings, tap the More Options button to open the full Item Maintenance page and view all available fields.



3.4 Adding Items to a Ticket

When items are added to a ticket, they appear in the ticket field on the Home Page. If an item has not yet been sent to the kitchen (if applicable), its text will appear in red.

QTY	Item	Price
060425AAA0002-00		
Employee: Manager M		
1	Bacon Burger	7.00
1	Cup Soup	3.50

Once the first item is selected, a new ticket is automatically created and assigned a ticket number. There are several ways to add items to this ticket:

Adding Items

- **From the Category View:** Navigate to the appropriate category, locate the item, and tap its button.
- **Using the Search Bar:** Type the item name into the search bar and select the correct item from the dropdown list.
- **By Scanning:** If the item has an assigned SKU and the system includes a scanner, simply scan the item to add it to the ticket.

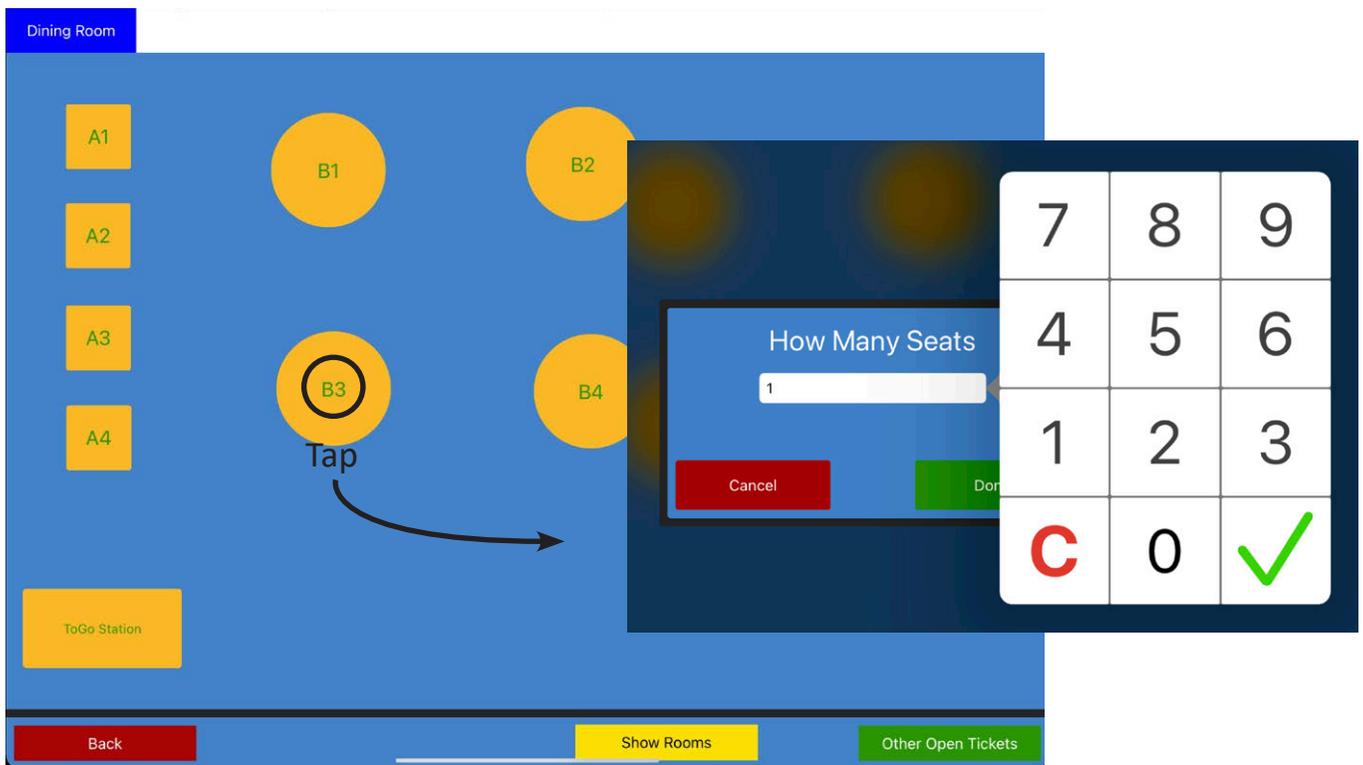
Starting with a Table (Restaurant Mode)

If you're using Restaurant Mode and managing tables:

1. Tap the Tables tab.



2. On the table diagram, select the table to assign the ticket to. (For help setting up tables, refer to the tutorial on [page 173](#).)
3. Enter the number of seats (guests) at the table when prompted.



3 Home Page

- The Home Page will reload, showing the ticket field assigned to the selected table, ticket number, and seat count.

QTY	Item	Price
060425AAA0004-00 (B3)		
Employee: Manager M		
Seat: B3-01		
Seat: B3-02		
Seat: B3-03		

- Tap a seat to highlight it in green—any item added will now be assigned to that seat.

QTY	Item	Price
060425AAA0004-00 (B3)		
Employee: Manager M		
Seat: B3-01		
1	Mozzarella Sticks	7.50
Seat: B3-02		
1	Boneless Wings	8.50
Seat: B3-03		
1	Soda	2.99

Deleting vs. Voiding Items

QTY	Item	Price
060425AAA0003-00		
Employee: Manager M		
1	Boneless Wings	8.50
← Swipe Left		

QTY	Item	Price		
060425AAA0003-00				
Employee: Manager M				
Wings	8.50	Comp	Delete	

- **Deleting Items:** If the item has not been sent (still appears in red), swipe right to left on the item and tap Delete to remove it from the ticket.

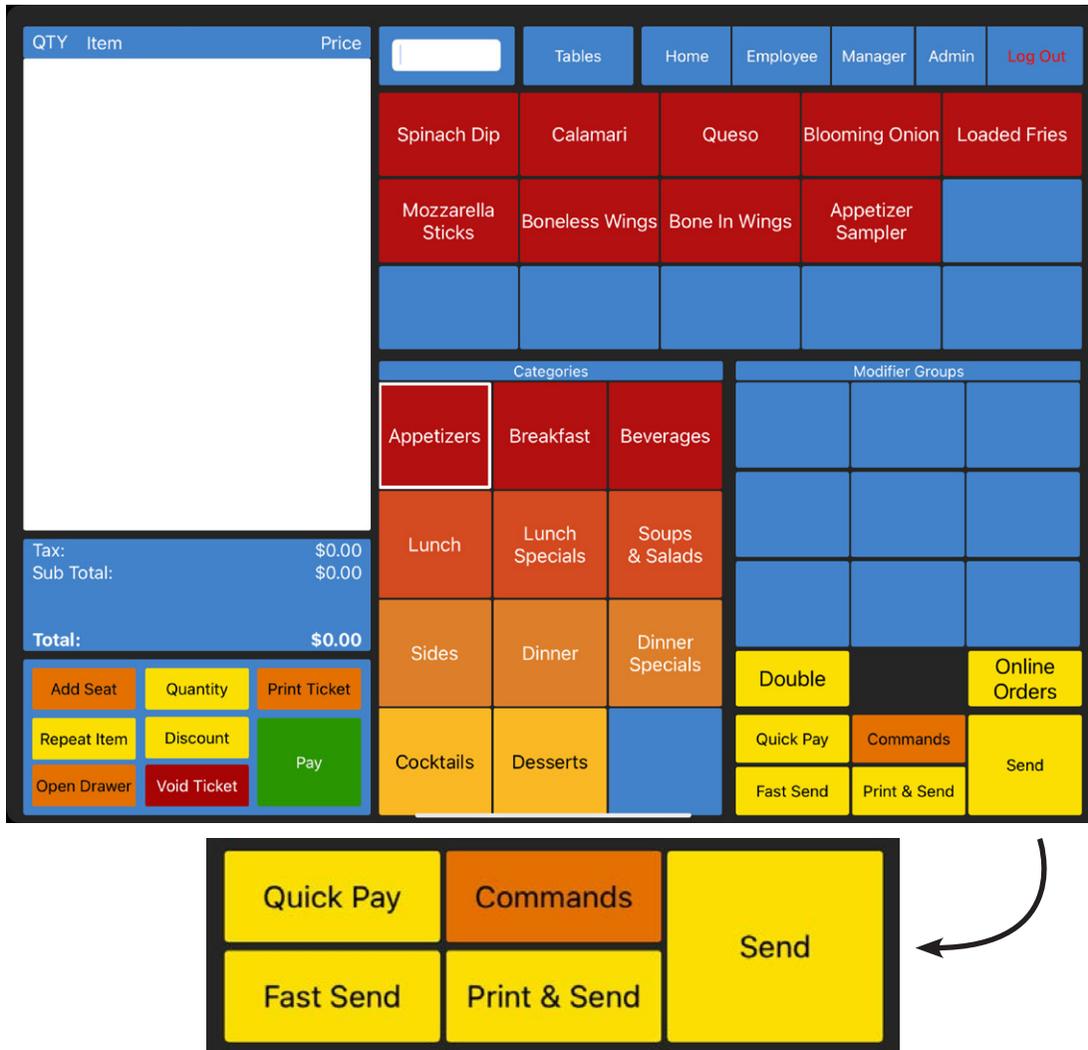
QTY	Item	Price
060425AAA0002-00		
Employee: Manager M		
1	Bacon Burger	7.00
1	Cup Soup	3.50
← Swipe Left		

QTY	Item	Price		
060425AAA0002-00				
Employee: Manager M				
Burger	7.00	Comp	Void	
1	Cup Soup	3.50		

- **Voiding Items:** If the item has already been sent (text no longer red), it cannot be deleted and must be voided instead. (Voiding items is explained in more detail on [page 61](#)).

3.5 Sending Tickets

There are multiple ways to send a ticket, most of which are particularly useful in restaurant environments. When a ticket is sent, the order is transmitted to the kitchen. Once sent, items can no longer be deleted and must be voided if changes are needed.

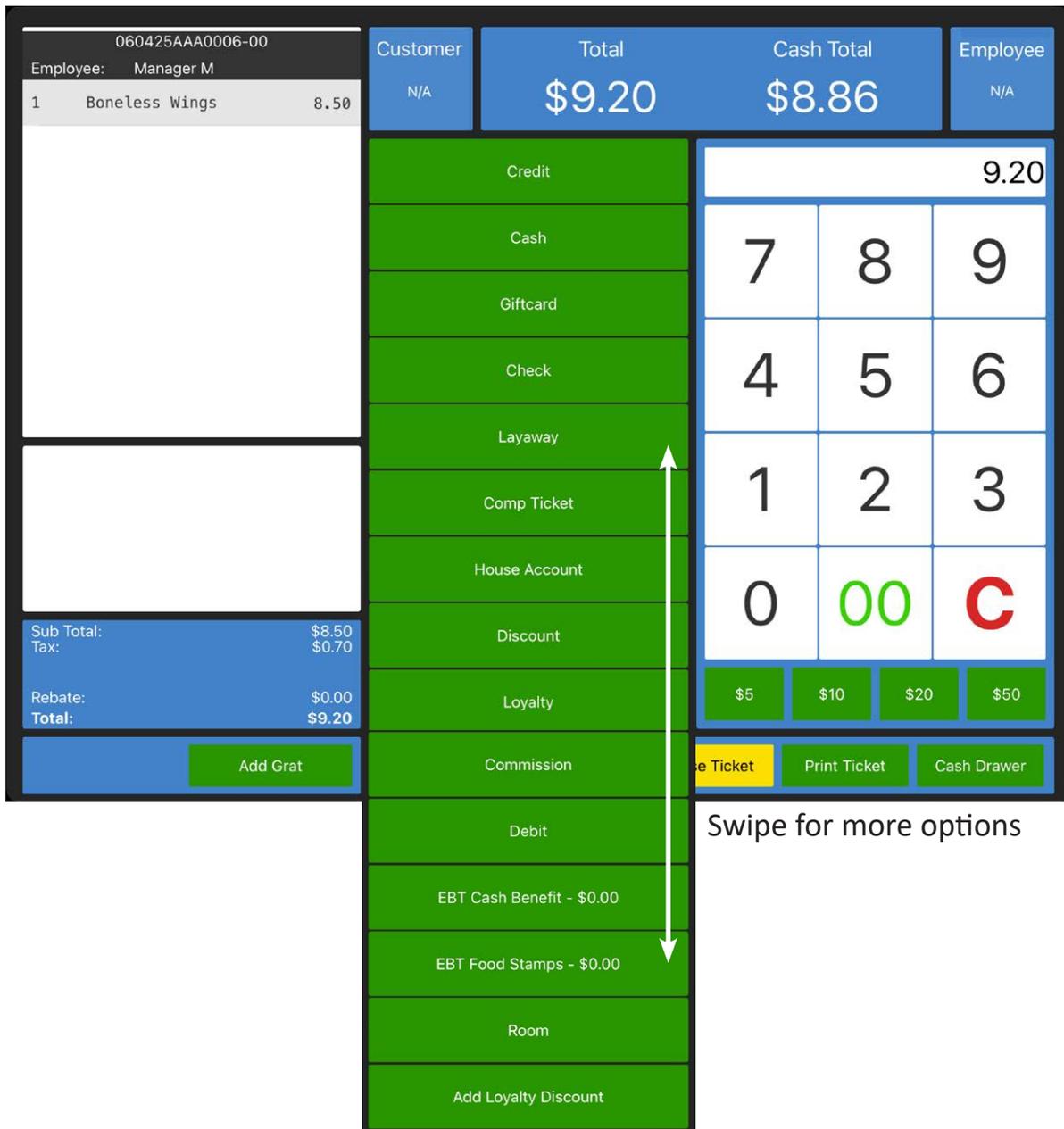


- **Send:** Sends any unsent items on the ticket to the kitchen and clears the ticket from the current ticket view.
- **Quick Pay:** Skips any prompts that would typically follow sending a ticket—such as assigning a table number, name, or bar tab—depending on the user’s settings. It immediately proceeds to the payment screen.
- **Fast Send:** Sends unsent items to the kitchen without clearing the ticket, allowing continued item entry. This is ideal for environments using table service devices, enabling staff to quickly send appetizers or drinks while continuing to ring in the rest of the order.
- **Print & Send:** Simultaneously prints a receipt to the assigned receipt printer and sends any unsent items to the kitchen.

3.6 Paying Out a Ticket

When a ticket is open in the ticket field, tap the Pay button located at the bottom-left corner of the screen to proceed to the Payment Screen. This screen offers multiple payment methods and additional transaction tools.

Note: Tapping the payment amount at the top of the screen will automatically fill that amount into the keypad on the right. This is the default amount registered for payment unless manually adjusted using the keypad.



Payment Options

- **Credit:** Prompts the customer to pay via the connected credit card terminal. After the transaction is completed, the system prints the credit card receipts automatically. The amount and number of receipts printed can be customized in Company Settings (covered in the Admin chapter on [page 136](#)).
- **Cash:** Enter the amount received using the keypad or tap one of the preset bill denominations for quick entry. Then, tap Cash. The cash drawer will open, and the screen will display the correct change and receipt printing options.
- **Gift Card:** Available if your business uses gift cards through Paradise POS. After selecting this option, the terminal will prompt the customer to use their gift card. If the balance doesn't cover the full amount, the system will display the remaining balance so another payment method can be selected.
- **Check:** Prompts for a check number. Once entered, tap Confirm to proceed to receipt printing.
- **Layaway:** Adds the ticket to a customer's layaway account. This opens the Customer Database, where you must select a customer with layaway enabled in their settings. Layaway payments can be made later from the Customer Database. (More details are in the Employee Features chapter on [page 81](#)).
- **Comp Ticket:** Comps the entire ticket and prompts the user to select a reason. These preset reasons can be edited in Company Settings under the Admin chapter.
- **House Account:** Similar to Layaway, this option adds the ticket to a customer's House Account. The customer must have both the House Account checkbox enabled and a credit limit assigned. Charges can be paid off at a later date.
- **Discount:** Apply a discount to the entire ticket. Options include:
 - **Discount by Percentage**
 - **Discount by Amount**
 - **Select a Default Discount** (from [Discount Maintenance](#))
 - **Remove Tax** (All discount options are detailed in the [Admin chapter](#)).
- **Loyalty:** Tied to Paradise's integrated loyalty program. The system will prompt you to either:
 - **Scan ID** – Requires a compatible ID scanner to match or create a customer profile.
 - **Look Up** – Opens the Customer Database to select or create a customer. (Loyalty setup instructions are found in [Company Settings](#) section).

- **Commission:** Reassigns the sale to another employee for commission purposes. Employees must have commission settings enabled, explained on [page 146](#).
- **EBT Cash Benefit/EBT Food Stamps:** Allows customers to pay with EBT for eligible items. Only items flagged for EBT will be applicable.
- **Enterprise Gift:** Allows a gift card issued at one business location to be redeemed at any location within the same enterprise network. Requires enterprise integration.
- **Room:** Available with the Hotel version of Paradise POS. This option closes the ticket to a room account, to be paid upon checkout.
- **Add Loyalty Discount:** For businesses using cash discounting/dual pricing, this option removes the pricing differential and charges the standard price across the board.

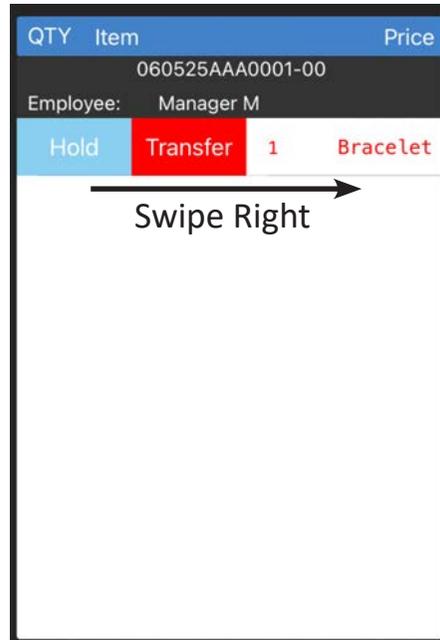
After Payment

After payment is complete, the system will prompt the user to select a receipt option: No Print, Email, or Print.

- **No Print:** Closes the ticket and doesn't print a copy of the receipt. It's still possible however to find the ticket in Ticket Recall and print or reprint it from there.
- **Email:** Prompts the user to input an email address to send the receipt to.
- **Print:** Prints the receipt to the printer assigned to the device. If no printer is assigned, it will prompt the user to select a printer in the database to print to.

3.7 Holding and Transferring Items

Items on a ticket can be managed directly from the ticket field using swipe gestures. Swiping left to right on an item reveals two key options: Hold and Transfer.



- **Hold:** The Hold function allows users to keep an item on a ticket without sending it to the kitchen. This is useful for staging items—for example, sending appetizers immediately while holding entrées for later.
 - **To hold an item:** Swipe left to right on the item and select Hold. The item will remain on the ticket but will not be sent to the kitchen.
 - **To remove a hold:** Reopen the ticket, swipe on the item again, and select Remove Hold. Once the hold is removed, sending the ticket will also send the previously held item.
- **Transfer:** The Transfer option allows items or tickets to be reassigned. This feature is permission-based—employees must have the proper transfer permissions enabled in their profile. Upon selecting Transfer, the user will be presented with three options:
 - **To Employee:** Transfers the entire ticket to another employee. A list of currently clocked-in employees will appear. Selecting a name reassigns the ticket to that employee.
 - **To Ticket:** Transfers the entire ticket to another existing ticket. The original ticket must already be sent before it can be merged or transferred.
 - **Item:** Transfers a single item to another ticket. Like full-ticket transfers, the item must already be sent before it can be moved.

3.8 Void and Comp

Void and Comp actions serve different purposes and are tracked separately in reporting.

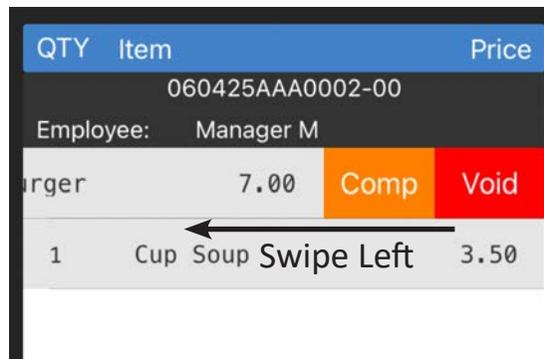
- **VOIDs** are used when an item or ticket was entered by mistake—typically before the customer has received the product.
- **COMPs** are used for items or tickets that have already been delivered to the customer but are being covered due to issues such as food quality or service concerns.

Note: Preset reasons for voids and comps can be customized in Company Settings under the Admin section.

Voiding or Comping an Item

To void or comp an individual item:

1. Open the relevant ticket in the ticket field.
2. The item must be sent—unsent items can only be deleted.
3. Swipe the item from right to left.
4. You will see two options: Comp and Void (instead of Delete).



5. Tap the appropriate option.
6. A prompt will appear to select a reason:
 - Choose from the preset list, or
 - Select Other to type a custom reason.

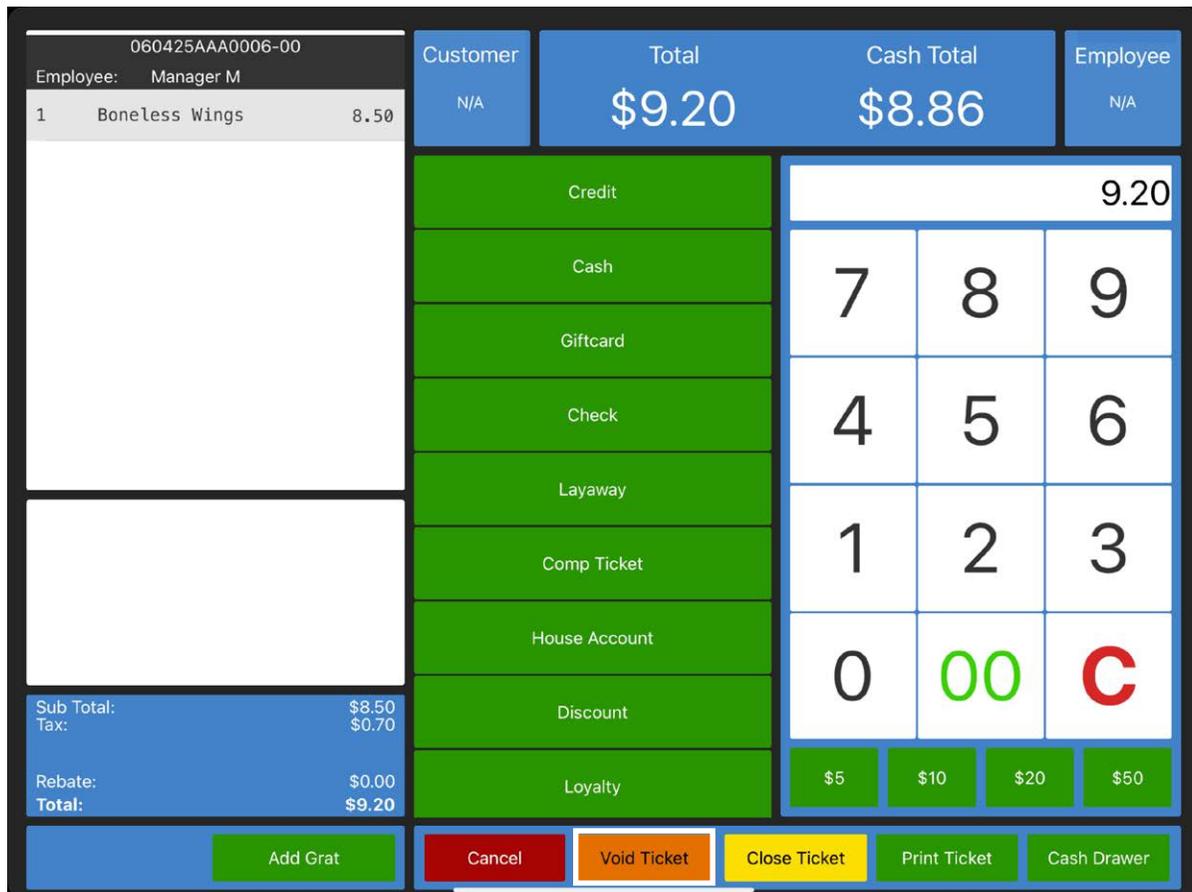
Voiding a Ticket

There are two ways to void a ticket:



From the Ticket Field:

1. Open the ticket.
2. Tap Void Ticket in the bottom-left corner.
3. Follow the on-screen prompts and select a void reason.



From the Payment Screen

1. Navigate to the Payment Screen.
2. Tap Void Ticket at the bottom.
3. Follow the prompts and choose a reason.

Comping a Ticket

1. Open the ticket in the ticket field.
2. Navigate to the Payment Screen.
3. Select Comp Ticket from the payment options.
4. Follow the on-screen prompts and select a comp reason.

060425AAA0006-00		Customer	Total	Cash Total	Employee	
Employee: Manager M		N/A	\$9.20	\$8.86	N/A	
1	Boneless Wings 8.50	Credit	9.20			
		Cash	7 8 9			
		Giftcard	4 5 6			
		Check	1 2 3			
		Layaway	0 00 C			
		Comp Ticket	\$5 \$10 \$20 \$50			
		House Account				
Sub Total: \$8.50		Discount				
Tax: \$0.70		Loyalty				
Rebate: \$0.00						
Total: \$9.20						
Add Grat		Cancel	Void Ticket	Close Ticket	Print Ticket	Cash Drawer

3.9 Seats, Repeat Item, and Quantity

Paradise POS offers several features designed to enhance efficiency and speed when processing orders. These features include adding seats to tickets, repeating items, and adjusting item quantities. Each option is explained in more detail below.

Adding Seats

Adding seats to a ticket allows you to track customer counts and organize individual guest orders within a single ticket. This can make splitting the bill later easier.

There are two ways to add seats to a ticket:

- **Select a Table:** Start by selecting a table from the table layout. This will prompt you to enter the seat count for that table. Once the ticket opens in the ticket field, selecting a specific seat on the ticket will ensure that any items added will be assigned to that seat.
- **Add More Seats:** To add additional seats to the ticket, select the Add Seat button located at the bottom left of the screen.



QTY	Item	Price
060425AAA0004-00 (B3)		
Employee: Manager M		
Seat: B3-01		
Seat: B3-02		
Seat: B3-03		

QTY	Item	Price
060425AAA0004-00 (B3)		
Employee: Manager M		
Seat: B3-01		
1	Mozzarella Sticks	7.50
Seat: B3-02		
1	Boneless Wings	8.50
Seat: B3-03		
1	Soda	2.99

Repeat Item

1. Select the item you wish to repeat.
2. Tap the Repeat Item button at the bottom left of the screen. This will add the same item (along with any modifications attached) to the ticket again.



Quantity

The Quantity feature allows you to add multiple units of the same item to a ticket quickly and efficiently—ideal for handling bulk orders.

To adjust the quantity of an item:

1. Select the item you want to multiply.
2. Tap the Quantity button at the bottom left of the screen.
3. Enter the desired quantity. The system will then update the ticket accordingly.



Note: By default, each item appears as a separate line on the ticket field—even if it's the same item. This setting can be modified to consolidate duplicate items. To change this behavior, refer to the Company Settings section in the Admin chapter on [page 132](#).

3.10 Double and Commands

In Restaurant Mode, the Double and Commands buttons are located at the bottom right of the Home Page, just above the ticket send options. These features are designed to improve efficiency and communication in fast-paced restaurant and bar environments.

Double

The Double button is primarily used in bar settings to quickly double the price of a menu item—for example, ordering a double shot.

How to use:



1. Tap the Double button.
2. Then tap the item on the menu you'd like to double.
3. The item will appear in the ticket field with "DOUBLE" next to its name and at twice its normal price.

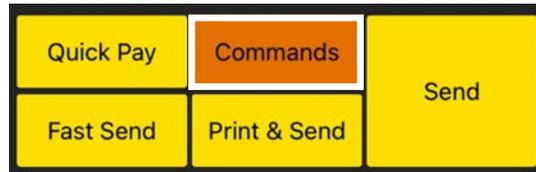
QTY	Item	Price
060525AAA0002-00		
Employee: Manager M		
1	DOUBLE Mojito	11.25

Note: To adjust the multiplier (e.g., change from 2x to another value), go to: Admin > Company Settings > Bar. The default value is 2.00, which doubles the item's price.

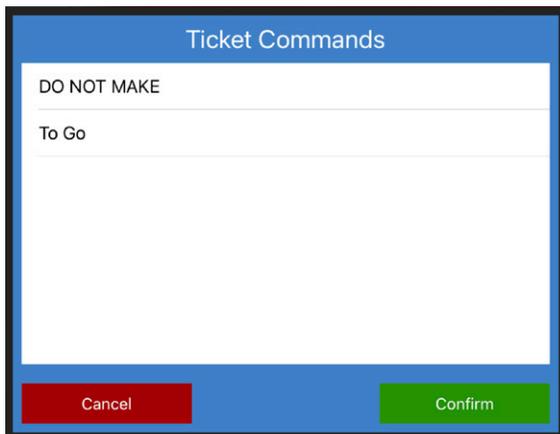
Commands

The Commands feature allows servers to add notes or instructions to a ticket that will print on the kitchen ticket, helping staff communicate special requests or needs.

To add a command to a ticket:



1. While the ticket is open, tap the Commands button.
2. Select the desired command.
3. When the ticket is sent, the selected command will appear at the bottom of the kitchen ticket and at the top of the ticket field.



Pre-loaded commands include:

- DO NOT MAKE
- TOGO

To add or manage commands:

- Navigate to Admin > Ticket Commands.
- Tap New Command, type in the command name, then tap Save.
- To delete a command, swipe left on it and tap Delete.

4 Employee Page

This chapter explores the features available on the Employee Page of the Paradise POS application. This page can be accessed after logging in and selecting the Employee tab at the top of the page.

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4.1 Cash Drawer and Join Drawer

The Cash Drawer button toggles between Open Cash Drawer and Close Cash Drawer based on the current status of the drawer. This button allows users to perform key cash drawer functions, including opening the drawer, swapping to a different drawer, and closing it at the end of a shift or transaction period.

Open Cash Drawer

When the button displays Open Cash Drawer, selecting it will prompt the user to enter the starting cash amount for the drawer. Cash should be counted and entered by denomination. For example, if there is \$100 in twenty-dollar bills, click the zero below the \$20 denomination and enter 5, indicating five \$20 bills. The system will automatically calculate and display the total at the top of the screen. Once all amounts are entered, select Confirm to finalize the starting drawer total.

The screenshot shows a blue interface for entering cash. At the top, it displays "Total" and "\$0.00". Below this, it says "Please enter total cash by denomination". There is a grid of 10 columns representing denominations: \$100, \$50, \$20, \$10, \$5, \$1, 25¢, 10¢, 5¢, and 1¢. Each column has a white input field containing the number "0". At the bottom, there are three buttons: "Cancel" (red), "Open Drawer" (orange), and "Confirm" (green).

\$100	\$50	\$20	\$10	\$5	\$1	25¢	10¢	5¢	1¢
0	0	0	0	0	0	0	0	0	0

If the physical drawer closes during this process and needs to be reopened, you can select the Open Drawer button at the bottom of the prompt to open it manually.

When the button instead reads Close Cash Drawer, it indicates that a drawer is currently active and open on the station.

Close Cash Drawer

To close the last cash drawer at the end of a shift or day, all open tickets must be closed, shift reports completed, and tips properly tipped out.

Once these requirements are met, selecting Close Cash Drawer will prompt the user to count the drawer's cash—entered by denomination, just as when opening the drawer. This is a blind count, so be sure to count all cash in the drawer, including the original starting cash. When finished, select Confirm.

The system will then compare the entered total to the expected amount:

Cash Drawer Closed

Tip Out Total:	\$0.00	Paid In:	\$0.00
Tip In Total:	\$0.00	Paid Out:	\$0.00
Starting Cash:	\$100.00	Payments:	\$20.33
	Short		\$0.00
	Cash Drop		\$20.33
	Total In Drawer:		\$120.33

Confirm

- If the count is correct or over, the drawer will close automatically, a drawer report will print, and a quick summary will appear on the screen.
- If the drawer is short, the system will prompt the user to provide a reason and will display the shortage amount. The count can be confirmed, or a manager can intervene to perform a recount if needed.

Swapping Drawer

Swapping a cash drawer is helpful for scenarios like performing a midday cash drop or transitioning from a morning to an evening shift without closing tickets, running shift reports, or completing tip outs. For additional help swapping drawers, refer to Open and Closing Procedures in the Tutorials chapter.

To perform a drawer swap:

1. Select Close Cash Drawer, but instead of selecting Close, choose Swap on the prompt.
2. On the next screen, count the entire drawer, just as you would during a standard drawer close.
3. After selecting Confirm, a drawer report will print summarizing the outgoing drawer.
4. On the following prompt, select Confirm again to proceed to the next drawer.
5. You'll then be prompted to count the starting cash for the new drawer. Enter the totals by denomination.
6. After selecting Confirm a final time, the new drawer will open and be ready to accept sales.

Important: Any employees who will use the new drawer must select Join Drawer to assign themselves to it. If they don't, their sales will not be recorded under the new drawer.

Join/Leave Drawer

The Join/Leave Drawer button allows an employee to either join an active cash drawer or leave one. When an employee is joined to a drawer, their sales are tracked as part of that drawer's totals. If an employee is not joined to a drawer, their sales are recorded under their individual employee number instead of being included in the drawer count.

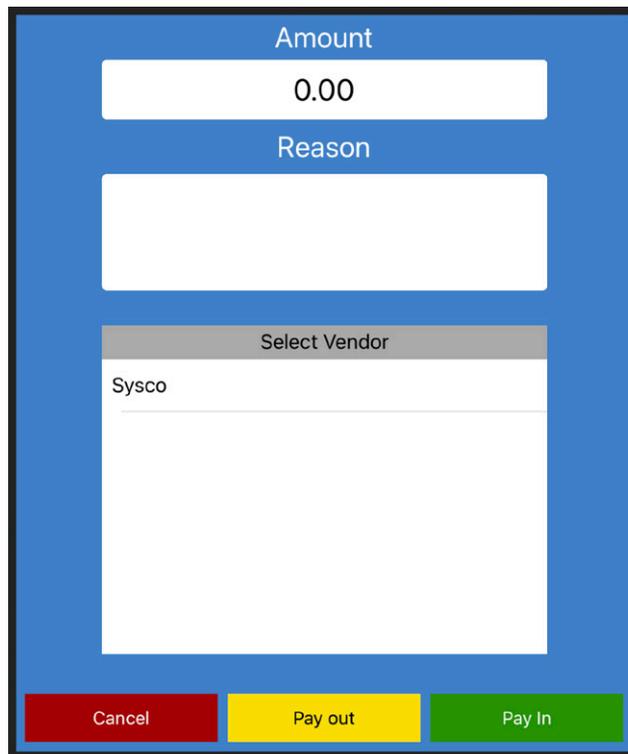
This function is essential for accurate sales tracking and end-of-shift reporting, especially when multiple employees are sharing a register.

4.2 Pay In/Out

A Pay In or Pay Out is used to document any cash added to or removed from the drawer during a shift that is not tied to a sale, such as petty cash adjustments or vendor payments. To perform a pay in or pay out, an active cash drawer must be open on the station.

Here's how to complete the process:

1. Select the Pay In/Pay Out button.
2. On the prompt that appears, enter the amount being added or removed.
3. In the field below, type a reason for the transaction. If your system uses vendors, you can also assign a vendor to the transaction for recordkeeping.
4. Finally, select either Pay In or Pay Out at the bottom of the prompt.



The screenshot shows a blue-bordered prompt window. At the top, the label "Amount" is centered above a white input field containing "0.00". Below this, the label "Reason" is centered above a larger white text area. Underneath the text area is a "Select Vendor" section with a grey header and a white list area containing the name "Sysco". At the bottom of the prompt, there are three buttons: a red "Cancel" button on the left, a yellow "Pay out" button in the center, and a green "Pay In" button on the right.

The drawer will automatically open, allowing the user to deposit or withdraw the specified cash amount.

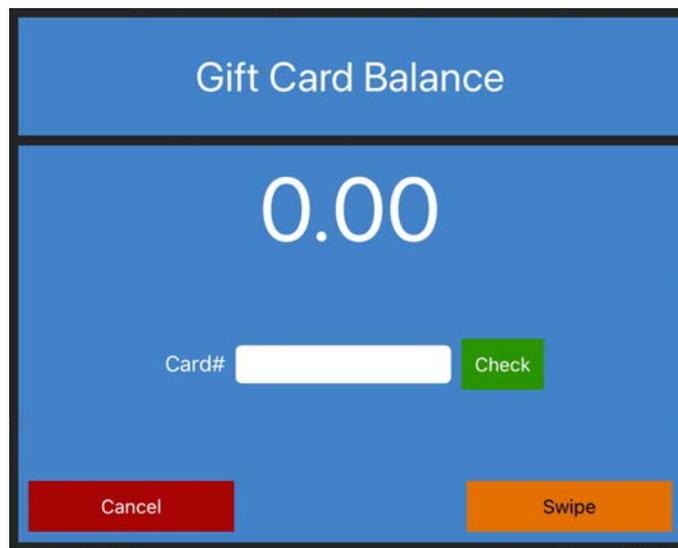
4.3 Gift Card Balance and Price Check

Gift Card Balance

The Gift Card Balance button is used to check the remaining balance on a gift card that has already been sold and loaded with value in the Paradise POS system. When this button is selected, the user will be prompted to either:

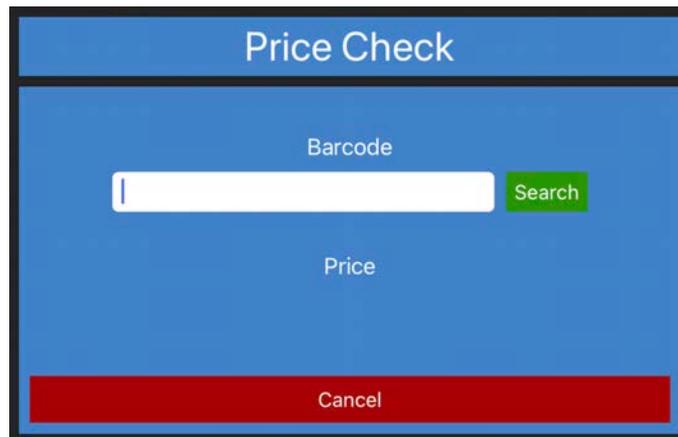
- Manually enter the gift card number into the text field, or
- Swipe the gift card using the connected credit card terminal.

The system will then display the current balance available on the card.



Price Check

Selecting Price Check allows the user to quickly look up the price of an item. The item's SKU can be manually entered, or if a barcode scanner is connected, the item can be scanned to retrieve its price.



4.4 Tip Adjustment, Shift Report, and Employee Tip Out

The following options will mostly be used in places that employ any tipped workers. For a more in-depth overview and tutorial, refer to the Open and Closing Procedures section of the Tutorials chapter.

Tip Adjustment

Tip Adjustment allows employees to modify the tip amounts on credit card transactions that were closed under their name. To adjust a tip:

1. Locate the transaction and click on the blank field (0.00) under the Tip column.
2. Enter the tip amount for that transaction.
3. After all tips have been entered, select Save All Tips on the left side of the screen.

The screenshot displays the 'Batch Adjustments' interface. On the left, a blue summary panel shows: Subtotal \$11.96, Tips \$0.00, Gratuity \$0.00, and Total \$11.96. A green 'Save All Tips' button is at the bottom of this panel. The main area features a table with the following columns: Ticket#, Table, Employee, Card#, PNRref, Gratuity, Amount, and Tip. A search bar is positioned above the table. The table contains one row with the following data: Ticket# 060525AAA0001-00, Employee Manager M, Card# 9B040B9B..., Gratuity \$0.00, Amount \$11.96, and Tip 0.00.

Ticket#	Table	Employee	Card#	PNRref	Gratuity	Amount	Tip
060525AAA0001-00		Manager M	9B040B9B...		\$0.00	\$11.96	0.00

The system will then communicate with the credit card terminal to apply the updated tip amounts to each transaction.

Shift Report

When an employee has accepted cash sales under their employee number (such as when using a server bank) or has credit card tips assigned, they will have a shift report available. Only one shift report can be run per shift per employee, and it should only be done after all tickets are closed and all tips have been adjusted.

1. When running the shift report, the system will prompt the employee to enter their declared tips.
2. At the top of the prompt, Captured Tips will display the total credit card tips assigned to the employee.
3. Below, there's a blank field where the employee can enter any additional declared tips, such as cash tips not recorded in the system.
4. After entering the amounts, select Confirm.

Enter Declared Tips

Captured Tips:
\$5.00

Enter Additional Tips Below:
\$

Cancel Confirm

Once confirmed, the system will print a shift report summarizing the employee's sales and tips, and a brief overview will also display on the screen.

Shift Report
Manager Manager

Sales Received: \$0.00
Tips: \$5.00

Cancel Confirm

Employee Tip Out

To complete a tip in/out of the drawer, the employee facilitating the transaction (either the employee themselves or a manager) must first be assigned to the drawer at the station.

1. Select the Employee Tip Out button.
2. The left side of the screen will display clocked-in employees and show whether they have a shift report available. Select the employee who has a report and is ready to be tipped in/out.
3. The right side of the screen will show if the employee owes the restaurant (e.g., they did not attach to the drawer and their cash sales total is higher than their credit card tips) or if the restaurant owes the employee (e.g., they took more credit card tips than cash sales, or only had credit card tips).
4. In the empty field below, enter the amount given to the restaurant or the employee, which should match the amount shown above. If tip shares have been set up, the recommended tip share amount will also appear on the screen.

Employees	
SPS, Admin	No Report
Manager, Manager	Has Report

Restaurant owes employee:
\$5.00

Amount given to the employee
0.00

Total Tips:
\$5.00

Recommended Tip Share:

Done Tip Out Employee

5. Once everything looks correct, select Tip Out Employee at the bottom right.

After selecting Tip Out Employee, the system will prompt for one final confirmation of the amount. Then, it will ask if you'd like to clock the employee out.

- If you're tipping yourself out, be sure to select No when asked to clock out, as this will prevent further access to the system without clocking back in.
- If you're tipping out an employee ready to leave, you can select Yes, and the system will clock them out automatically.

4.5 Customer Database

Paradise POS includes an integrated customer database that allows you to track customer information and offers several features like a points-based loyalty system, house accounts, and layaway functionality. Customers are listed on the left side of the screen and when one is selected, their details appear on the right. This list includes a search bar to easily locate customers. If a customer's ID has been scanned into the system when creating them, they can also be found using the Scan ID button at the top right of the screen, then scanning the ID.

The screenshot shows the 'Customer Data' screen in the Paradise POS system. On the left, there is a list of customer names: Adkins, Reina; Baldwin, Westin; Burton, Arthur; Carson, Jonas; Dejesus, Raul; Doe, Jane (highlighted); McIntyre, Haley; and Smith, John. A search bar is at the top left of this list. A 'Swipe' button is located between the search bar and the list. The main area on the right is a form for editing customer data. It includes fields for First Name (Jane), Last Name (Doe), Born date, Cell, Home, and Other phone numbers, Email, Email 2, Anniv. date, Address 1 and 2, City, State, and Zip. There are also fields for Loyalty ID, Discount, and Credit (0.00). Below these are checkboxes for Tax Exempt, Active, Loyalty, House Account, and Layaway, along with a Tax Exemption # field and an Auto Email Receipts checkbox. At the bottom right of the form are three large buttons: Loyalty (red), House Account (yellow), and Layaway (green). At the bottom left are buttons for Undo Changes and Save.

Create Customer

The New Customer button at the top right of the screen allows you to create a new customer profile in the Paradise POS system.

Creating a new customer:

1. Select the New Customer button.
2. You will be prompted to fill in the required fields for the new customer:
 - First and Last Name (both are required).
 - At least one additional field highlighted in pink (such as phone number, email address, or any other key identifier).
3. After filling in the necessary details, select Save to create the new customer profile.

Loyalty

The Paradise POS loyalty program is a points-based system that rewards customers for their purchases, allowing them to accumulate points which can be redeemed for discounts or applied to future payments. Creating the value of these points is covered in this chapter. For a customer to be eligible for the loyalty program, the following steps must be completed:

1. **Enable Loyalty:** The Loyalty checkbox must be selected in the customer's profile. This marks the customer as eligible for the loyalty program.
2. **Assign a Loyalty ID:** A unique loyalty ID must be assigned to the customer. This ID can either be:
 - Manually entered as a unique number, or
 - Swiped if the customer is using a loyalty card purchased through your Paradise POS sales representative.

To check a customer's loyalty points:

1. **Open the Customer Database:** Navigate to the customer database and select the customer whose loyalty points you want to check.
2. **Click the Loyalty Button:** After selecting the customer, click the Loyalty button to open the loyalty details.
3. **View Loyalty Information:**
 - The loyalty pop-up will show the customer's dollar balance (if applicable) and their point balance.
 - If the customer has any available rewards, the system will prompt you to convert their point balance into a dollar amount.
4. **Edit the Loyalty Balance (if needed):**
 - Both the point balance and the dollar balance can be manually edited from this page.
 - Once you have made any necessary adjustments, be sure to click the Save button next to the fields to save the new totals.

Loyalty Overview

Balance

\$ 0.00 Save

Points

0 Save

Close

At the payment screen in Paradise POS, you can apply a customer's loyalty rewards in the following ways:

- **Applying Dollar Balance:** If the customer has a dollar balance from the loyalty program, this amount can be applied to their current purchase as a discount or payment toward their order.
- **Converting Points to Dollar Amount:** If the customer has accumulated enough loyalty points, these can be converted into a dollar amount at the payment screen and used to pay for part or all of their purchase.
- **Converting Loyalty Balance to a Gift Card:** Both loyalty dollar balances and points can also be converted into a gift card from the payment screen. This allows the customer to use their rewards for future purchases.

House Account

The Paradise POS house account program allows customers to have a line of credit with the business, which they can then pay off later.

Enabling a House Account for a Customer:

1. **Select or Create the Customer:** Either select an existing customer from the customer database or create a new customer.
2. **Enable the House Account:** Make sure to select the House Account checkbox in the customer's profile.
3. **Set Credit Limit:** Set a credit amount in the supplied field. This amount is the maximum credit the customer can have before they need to pay off their balance.

Assigning Tickets to a Customer's House Account:

1. **Assign Tickets:** From the payment screen, you can assign tickets to the customer's house account. The ticket will automatically be closed and applied to the customer's account balance.

The screenshot displays the 'House Account' interface. On the left, a blue sidebar contains the following information: 'Account For B, B', 'Total Due: \$32.92', 'Credit Limit \$100.00', and 'Remaining Credit \$67.08'. At the bottom of the sidebar are two green buttons: 'View History' and 'View Invoice'. The main content area shows a table of tickets:

ID	Outstanding Balance	Ticket Total
022725AAA0006-00	\$10.40	\$10.40
031925AAA0007-00	\$22.52	\$22.52

At the bottom of the interface, there are four buttons: 'Make Payment' (red), 'Pay Ticket' (yellow), 'PDF' (green), and 'Print' (green).

Paying Off the Balance:

1. **Select the Customer:** In the customer database, select the customer who is ready to pay their balance.
2. **Click the House Account Button:** This will open a screen listing all the customer's open tickets and their current balances.
3. **Paying a Specific Ticket:** To pay off a single ticket, select the ticket and then choose the Pay Ticket button at the bottom of the page.
4. **Making a Payment Against the Total Balance:** To make a payment toward the total balance on the house account, select Make Payment.

Additional Options:

- **Reprint Ticket:** To reprint a ticket, select the ticket from the list and click the Print button.
- **View as PDF:** To view the ticket as a PDF, select the ticket and then click the PDF button.
- **View History:** This displays the customer's transaction history.
- **View Invoice:** This shows the current balance the customer owes on their account.

Layaway

The Paradise POS layaway program allows customers to make payments toward their tickets, but unlike a house account, they do not receive the item until it is fully paid off.

Enabling Layaway for a Customer:

1. **Select or Create the Customer:** Choose an existing customer from the customer database or create a new one.
2. **Enable the Layaway Option:** Ensure the Layaway checkbox is selected in the customer's profile.

Assigning Layaway Tickets to a Customer:

1. **Assign Tickets:** From the payment screen, assign tickets to the customer's layaway account. The ticket will automatically be closed and added to the customer's layaway balance.

The screenshot shows a software interface for managing layaway accounts. At the top left is a 'Back' button. The main title is 'Layaway'. On the left side, there is a blue panel with the text 'Account For Doe, Jane' and 'Total Due: \$32.92'. Below this panel are two green buttons: 'View History' and 'View Invoice'. The right side of the interface displays a table of tickets:

ID	Outstanding Balance	Ticket Total
022725AAA0006-00	\$10.40	\$10.40
031925AAA0007-00	\$22.52	\$22.52

At the bottom of the interface, there are four buttons: 'Make Payment' (red), 'Pay Ticket' (yellow), 'PDF' (green), and 'Print' (green).

Paying Off the Layaway Balance:

1. **Select the Customer:** Go to the customer database and select the customer ready to make a payment.
2. **Click the Layaway Button:** This will open a screen displaying the customer's layaway tickets and their current balances.
3. **Paying a Specific Ticket:** To make a payment for a single ticket, select the ticket and click the Pay Ticket button at the bottom of the screen.
4. **Making a Payment Against the Total Balance:** To make a payment toward the total layaway balance, select Make Payment.

Additional Options:

- **Reprint Ticket:** To reprint a ticket, select the ticket from the list and click the Print button.
- **View as PDF:** To view the ticket as a PDF, select the ticket and then click the PDF button.
- **View History:** This displays the customer's transaction history.
- **View Invoice:** This shows the current balance the customer owes on their layaway account.

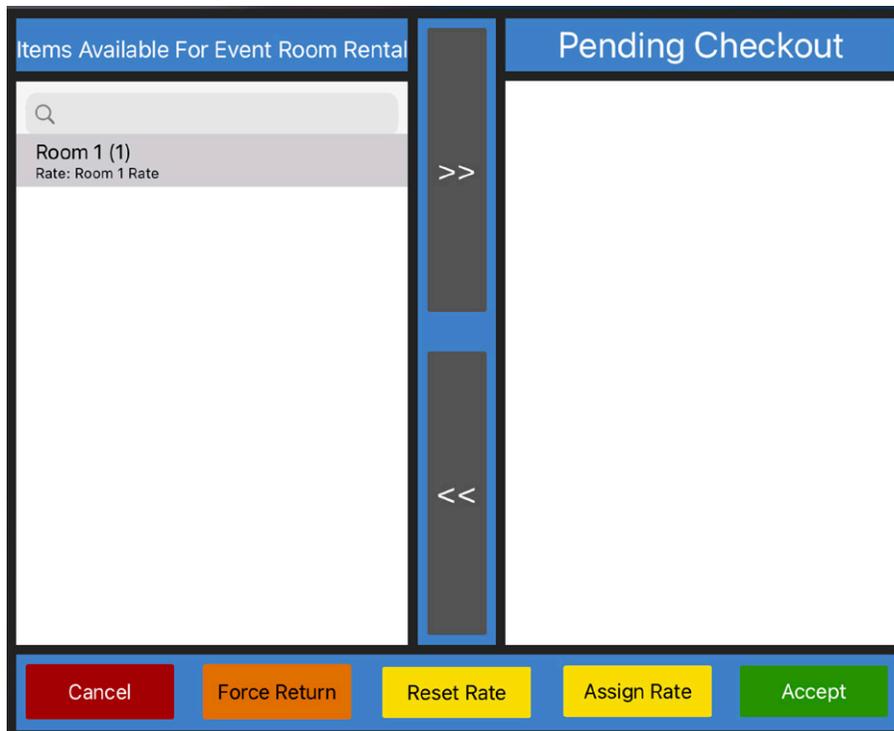
4.6 Rental Tickets

The Rental Tickets button allows the user to return and pay for rental items/tickets. To set items up to be used as rental items, refer to the Rental Maintenance section of the Admin chapter.

When a customer returns a rental item in Paradise POS, any remaining balance on the ticket—calculated based on the item’s rental settings—must be paid at that time.

Creating a Rental Ticket

1. **Create a Ticket:** Select the rental item. The next prompt lists the rental items attached. Select the rental item(s) the customer is renting, then select the arrows (>>) to move the rental item to the ticket. Select Accept.



2. **Begin the Rental:** Select Pay. If the rental item requires a deposit, pay that total now. The ticket will close and will begin tracking the rental in Employee > Rental Tickets. If there isn't a deposit, select Close Ticket on the Pay screen instead.

Paying a Rental Ticket

1. **Go to Rental Tickets:** Navigate to Employee > Rental Tickets.
2. **Select the Rental Ticket:** Choose the ticket that includes the item(s) being returned.

The screenshot displays the 'Rental Tickets' interface. At the top, there is a 'Back' button and the title 'Rental Tickets'. Below this, a blue header bar shows the ticket ID '062325AAA0005-00' and a search bar with a '<<' button. The main area is divided into two columns. The left column shows the ticket details: '062325AAA0005-00', 'Employee: Manager M', and a list of items. The right column shows the ticket details: 'Name:', 'ID: 062325AAA0005-00', and 'Time (HH:MM) 0:00'. At the bottom, there is a summary table and four action buttons: 'Return Items', 'Add Item', 'Resume Ticket', and 'Pay Ticket'.

Item	Description	Amount
1	Event Room Rental (1) Rate: Room 1 Rate	156.00

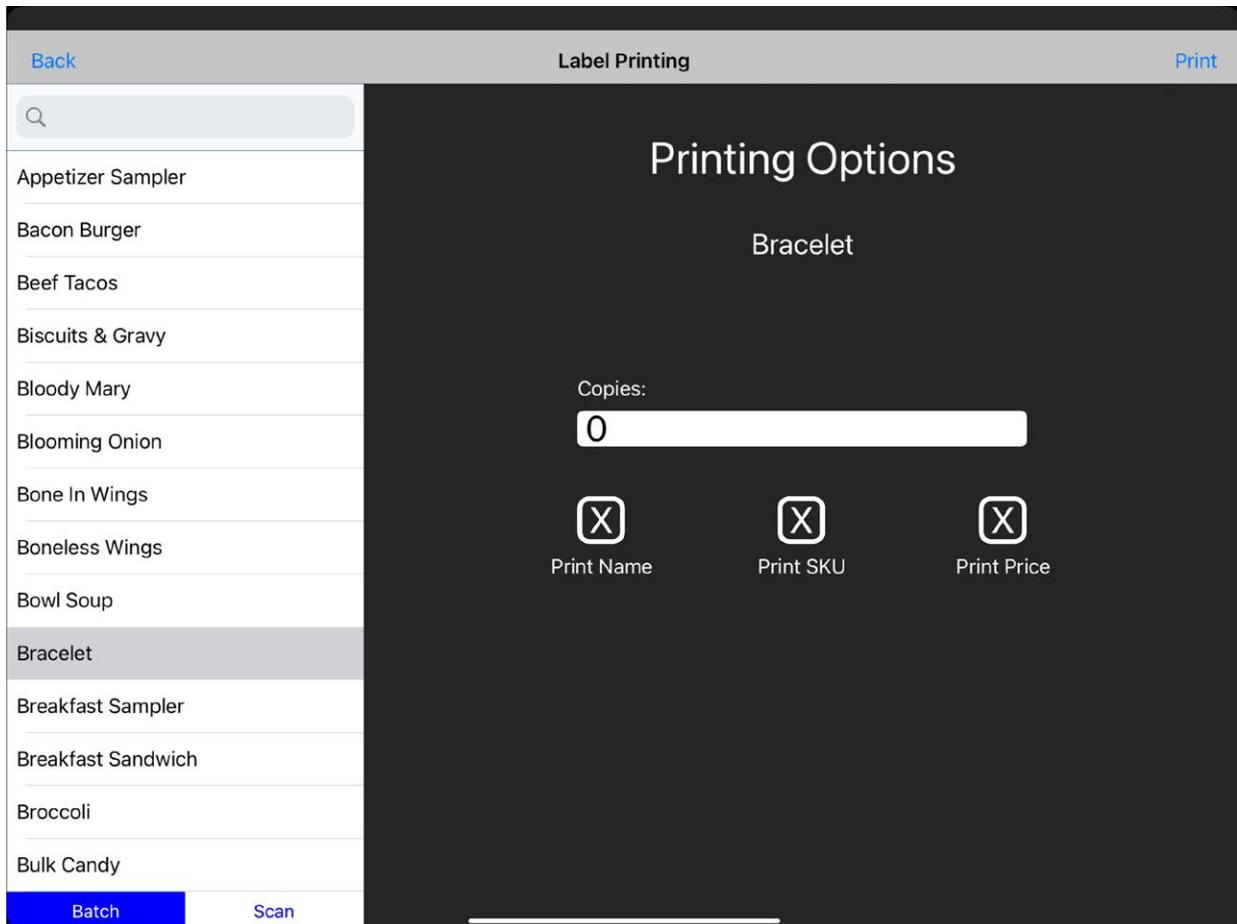
Est. Rental:	\$250.00
Subtotal:	\$150.00
Tax:	\$13.13
Total:	\$163.13

3. **Return the Item(s):** Tap Return Items at the bottom of the screen. This will return the item(s) to inventory and automatically add any remaining charges to the ticket field, based on the rental rules configured for that item.
4. **Complete the Payment:** The ticket will open on the ticket field. Select Pay and complete payment.

4.7 Print Labels

The Print Labels option in Paradise POS is designed for retail locations that manage their inventory within the system and need to generate physical labels for products. These can be shelf tags or product labels. Printing labels are compatible with our Label Printer detailed in the Installation chapter.

Printing Labels:



1. **Select the item:** Find the item in the list on the left or use the search bar.
2. **Add Copies:** Type the amount label copies to print for the selected item.
3. **Select Options:** Select or deselect the checkboxes for the label as needed.
 - Print Name: Prints the item name on the label.
 - Print SKU: Prints the item SKU on the label.
 - Print Price: Prints the item price on the label.
4. **Select Additional Item:** Continue selecting items and adding label counts.
5. **Print the Labels:** Select Print at the top right of the screen when finished. All labels will print from the label printer.

4.8 Deposit Tickets

The Deposit Tickets option allows users to open tickets that have been closed with a deposit applied, to be paid at a later time.

Creating a Deposit Item

1. **Find Deposit Item:** Go to Admin > Item Maintenance and find the item that will have a deposit. Open Page 3.
2. **Set Deposit:** Determine if the item will have a Fixed Deposit or Prompt Deposit. When Fixed Deposit is selected, set the amount that is required for the deposit. If it changes, select Prompt Deposit so the user can set the deposit amount when the item is added to the ticket.

Paying a Deposit Ticket

1. **Add Item with Deposit to Ticket:** Select the item that will require a deposit. If it's set to Prompt Deposit, type in the deposit amount. Select Pay. The system will automatically prompt the attached card terminal. A card is required for a deposit.
2. **Open Deposit Ticket:** When ready to complete the ticket payment, navigate to Employee > Deposit Tickets and find the appropriate ticket. After selecting it, it will open on the ticket field. Select Pay.

Ticket#	Customer Name	Date	Deposit
062325AAA0006-00		6/23/25, 2:54 PM	\$10.00

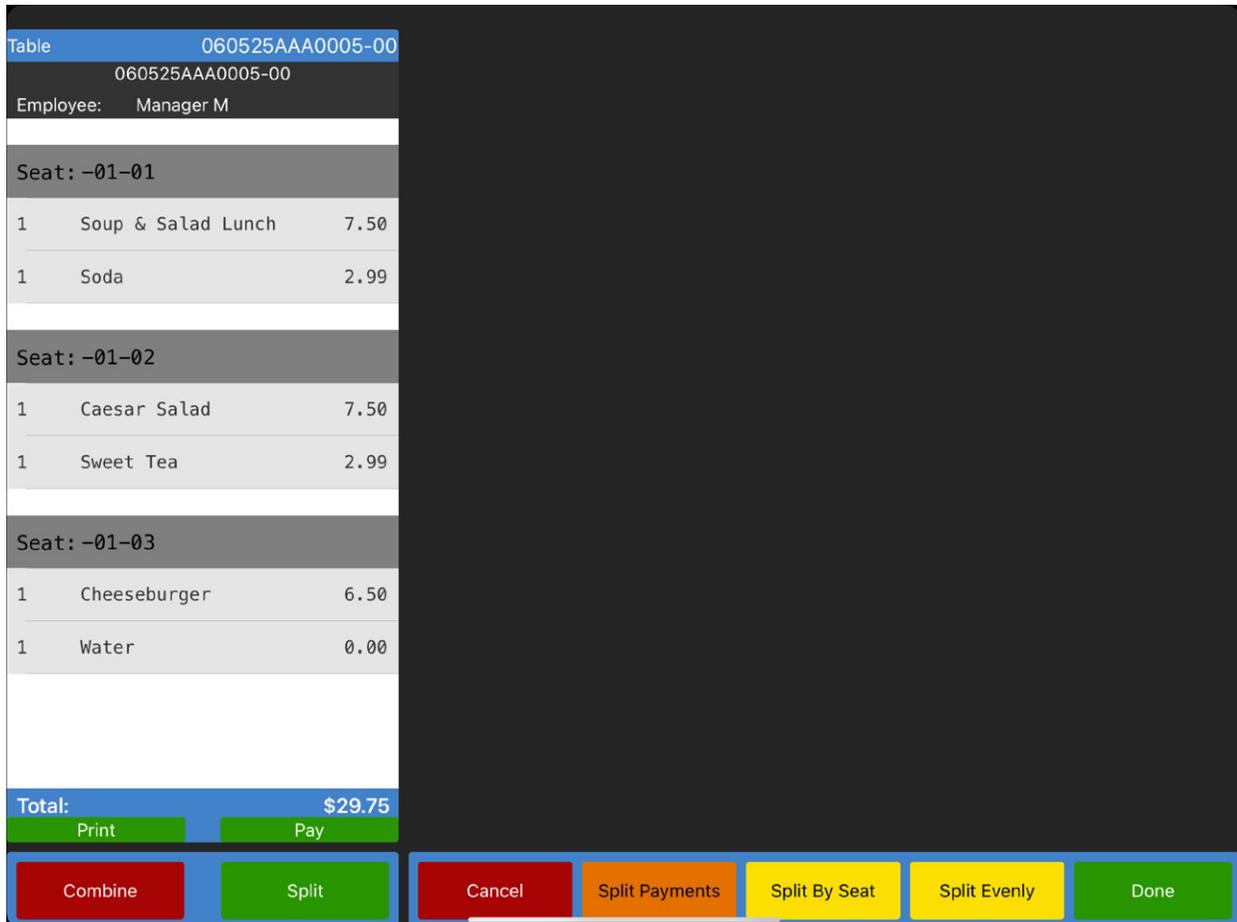
3. **Pay Deposit Ticket:** Complete payment for the ticket as normal. If the user would like to use the same card they made the deposit with, select Credit. The system will ask the user if they would like to pay with a different card. Select No to pay with the card that made the deposit, or Yes to pay with a different card.

4.9 Split/Combine Tickets

The Split/Combine Tickets button is most often used in a restaurant setting, and allows users to split a ticket by item, by seat, split it evenly, or combine tickets together.

Splitting Tickets

To split a ticket, begin by selecting the ticket so that it appears in the ticket field, then select Employee > Split/Combine Tickets.



Split Payments

Use this option to split the total amount into multiple payment portions:

1. Click Split Payments.
2. Enter the number of payments the ticket will be divided into.
3. The system will guide you through processing each payment.

Split by Seat

Best used when items are already assigned to specific seats:

1. Select Split by Seat.
2. The system will automatically divide the ticket into new tickets by seat.
3. Click Done to finish.

Table	060525AAA0005-00	060525AAA0005-01
	060525AAA0005-00	060525AAA0005-01
Employee:	Manager M	Manager M
1	Soup & Salad Lunch 7.50	1 Caesar Salad 7.50
1	Soda 2.99	1 Sweet Tea 2.99
Total: \$11.36		Total: \$11.36
Print Pay		Print Pay
Table	060525AAA0005-02	
	060525AAA0005-02	
Employee:	Manager M	
1	Cheeseburger 6.50	
1	Water 0.00	
Total: \$7.04		
Print Pay		

Combine Split Cancel Split Payments Split By Seat Split Evenly Done

In the above example, selecting Split by Seat automatically separated the three seats from the previous example into three tickets.

Split Evenly

For splitting the total evenly among customers:

1. With the ticket open, select Split Evenly.
2. Enter the number of splits.



Number of splits

0

Cancel Confirm

3. The screen will divide the ticket into equal parts.

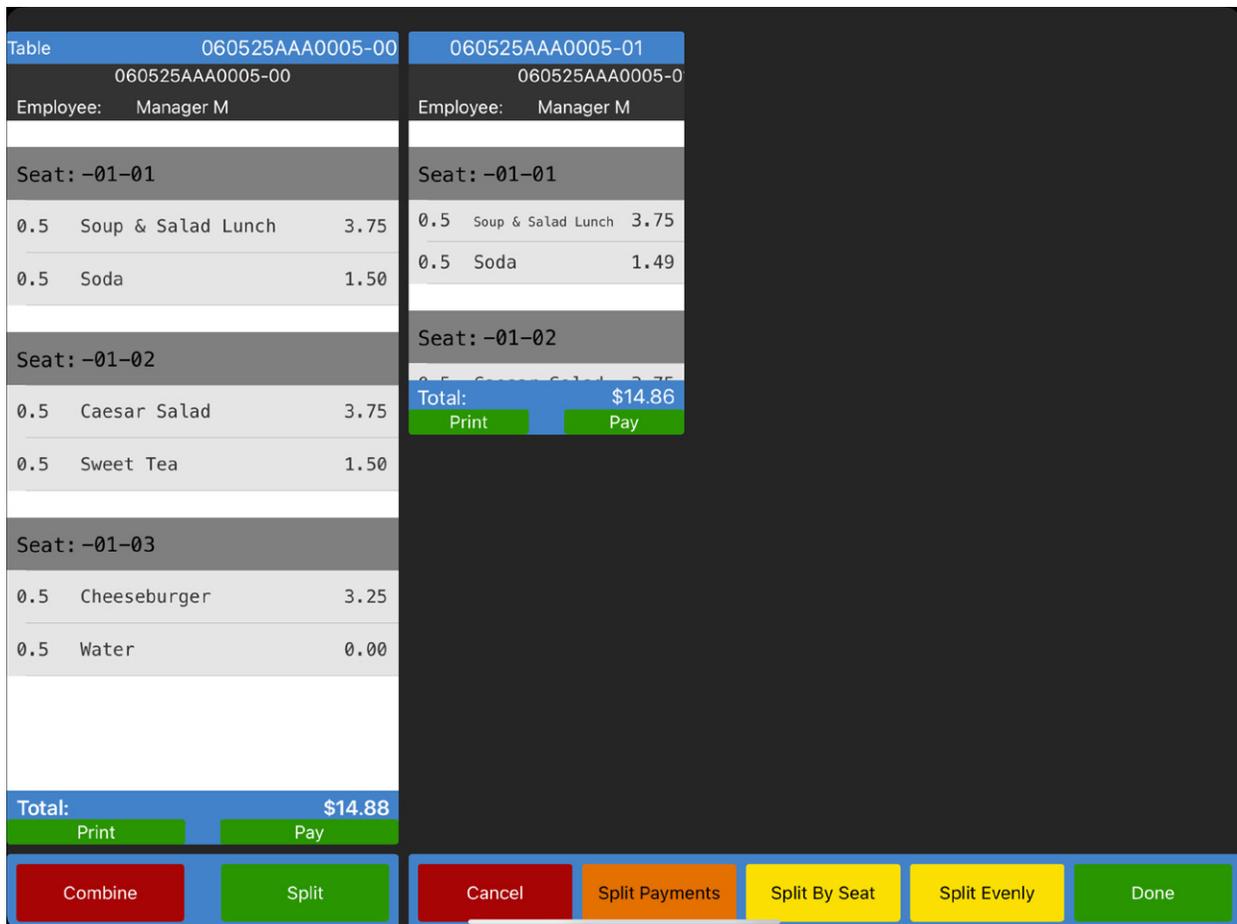


Table	060525AAA0005-00	060525AAA0005-01
Employee:	Manager M	Manager M
Seat:	-01-01	-01-01
0.5	Soup & Salad Lunch 3.75	Soup & Salad Lunch 3.75
0.5	Soda 1.50	Soda 1.49
Seat:	-01-02	-01-02
0.5	Caesar Salad 3.75	Total: \$14.86
0.5	Sweet Tea 1.50	Print Pay
Seat:	-01-03	
0.5	Cheeseburger 3.25	
0.5	Water 0.00	
Total:	\$14.88	
Print	Pay	
Combine	Split	Cancel Split Payments Split By Seat Split Evenly Done

4. Select Done to finalize. The above example has been split evenly into two splits.

Manual Split

Used to manually move items to new tickets:

1. Click the Split button to create a new blank ticket. Repeat to create more as needed.
2. To move items:
 - Tap an item on the original ticket (it will highlight green).
 - Tap the destination ticket to move the item.
 - You can highlight and move multiple items at once.

Table	060525AAA0005-00	060525AAA0005-01
060525AAA0005-00	060525AAA0005-00	060525AAA0005-01
Employee: Manager M	Employee: Manager M	
Seat: -01-01		
1 Soup & Salad Lunch 7.50		
1 Soda 2.99		
Seat: -01-02		
1 Caesar Salad 7.50		
1 Sweet Tea 2.99		
Seat: -01-03		
1 Cheeseburger 6.50		
1 Water 0.00		
Total: \$29.75	Total: \$0.00	
Print Pay	Print Pay	

Combine Split Cancel Split Payments Split By Seat Split Evenly Done

Split Item

To divide a single item into parts:

1. Swipe left on the item.
2. Tap Split.
3. Enter how many parts it should be split into.
4. The item will be divided into multiple entries, which can be moved between ticket.

Table		060625AAA0001-00	
		060625AAA0001-00	
Employee:		Manager M	
Seat: -01-01			
Soup & Salad Lunch		7.50	Split
← Swipe Left			
1	Soda		2.99



Number of splits

Cancel Confirm

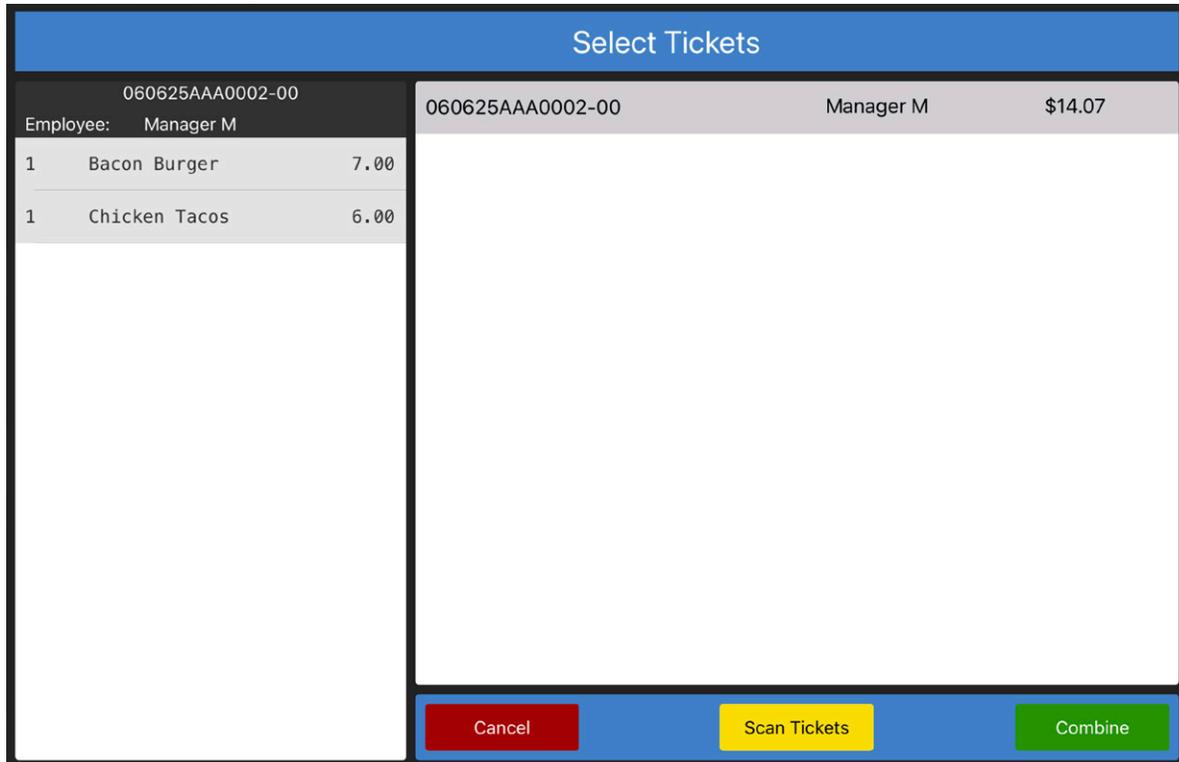
Table		060625AAA0001-00				
		060625AAA0001-00				
Employee:		Manager M				
Seat: -01-01						
0.5	Soup & Salad Lunch		3.75			
0.5	Soup & Salad Lunch		3.75			
1	Soda		2.99			
Seat: -01-02						
1	Caesar Salad		7.50			
1	Sweet Tea		2.99			
Seat: -01-03						
1	Cheeseburger		6.50			
1	Water		0.00			
Total:		\$29.75				
Print		Pay				
Combine	Split	Cancel	Split Payments	Split By Seat	Split Evenly	Done

In the above example, the item has been separated into two splits. Now the split item can be manually moved to a different ticket.

Combining Tickets

To combine multiple tickets:

1. Open one of the tickets you want to combine.
2. Navigate to Employee > Split/Combine Tickets.
3. At the bottom right, select Combine.
4. A new screen will display a list of open tickets assigned to the same employee.
5. Select the ticket(s) you want to merge into the currently open ticket.



Tip: If your tickets are printed with barcodes and a scanner is connected, you can select Scan Tickets at the bottom of the screen to scan the ticket instead of selecting it manually.

6. Once the desired tickets are selected, tap Combine.
7. The newly combined ticket will now be visible on the Split/Combine Tickets screen.
8. When finished, click Done to complete the process.

4.10 Resend Ticket

The Resend Ticket option allows users to reprint a ticket to the kitchen printer after it has already been sent. This function is commonly used in restaurant environments, particularly when a ticket needs to be reprinted due to a printer error.

To Resend a Ticket:

1. Ensure the ticket is selected and appears in the ticket field.
2. Go to Employee > Resend Ticket.

The screenshot displays a POS system interface. On the left, a ticket is shown with the following items:

QTY	Item	Price
1	Bottle Coke	2.50
1	Bottle Return	(0.10)

Below the items, the total is calculated as \$2.61. The interface also features a navigation menu with the 'Resend Ticket' option highlighted. At the bottom right, a 'Weekly Hours' summary is visible:

Date	Start Time	End Time	Hours
03/19/2025	9:34 AM	9:34 AM	0:00
04/09/2025	8:28 AM	9:15 AM	0:46
05/07/2025	9:57 AM	10:31 AM	144:33
05/14/2025	9:48 AM	10:53 AM	217:05
05/20/2025	8:50 AM	9:50 AM	1:00
06/02/2025	9:28 AM	9:25 AM	23:57
06/03/2025	2:26 PM	9:21 AM	18:54
06/04/2025	9:21 AM	4:50 PM	7:28
Total Hours:			40:00, OT: 398:10

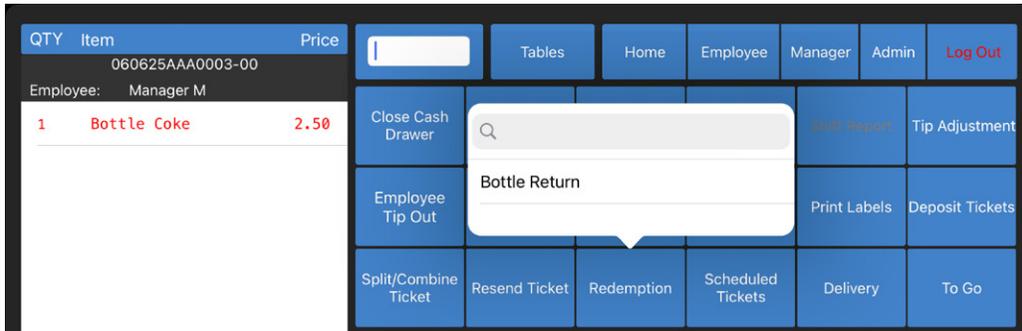
3. The system will reprint the ticket to the assigned kitchen printer.

4.11 Redemption

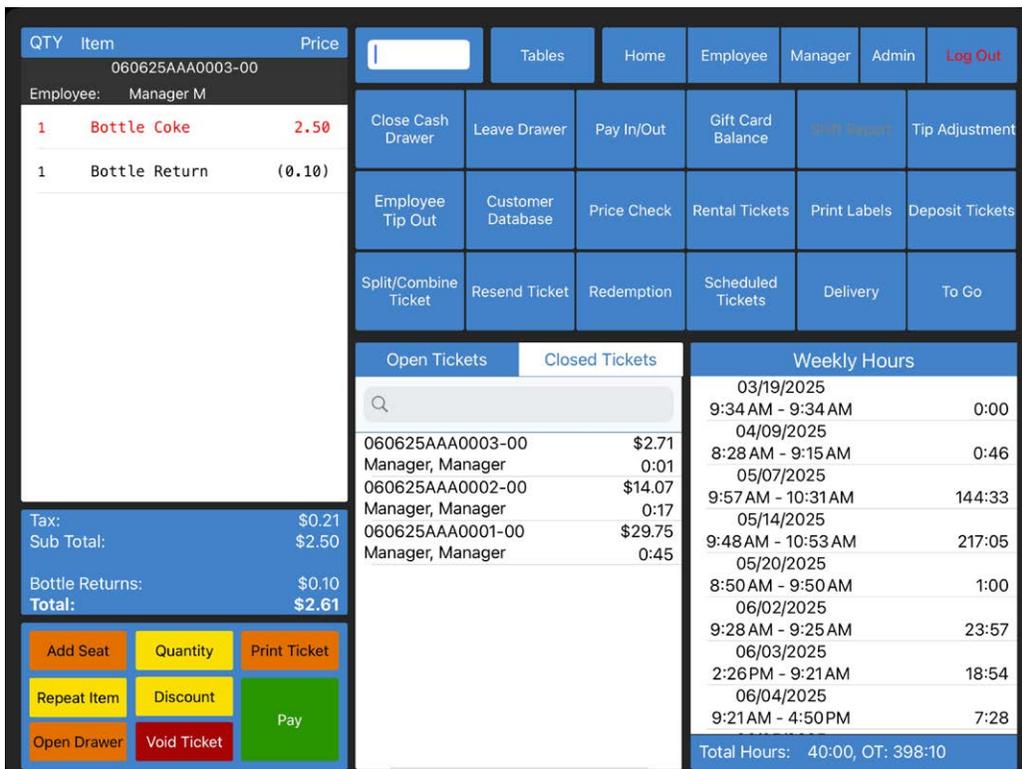
The Redemption button is used to apply redemptions—such as bottle returns, lottery payouts, or other credit-based returns—to a ticket. Refer to [page 140](#) to set up these redemptions.

How to Apply a Redemption:

1. On the open ticket, select the Redemption button.
2. From the dropdown, choose the appropriate redemption type.



3. If the selected redemption has Prompt Price enabled the system will prompt you to enter the redemption amount manually.
4. If Prompt Price is not enabled the redemption will be automatically applied to the ticket at its preset value.



4.12 Scheduled Tickets

The Scheduled Tickets feature in Paradise POS allows users to create and manage tickets for future dates, commonly used in restaurants for pre-orders or catering.

Create a Scheduled Ticket

1. Go to Employee > Scheduled Tickets, then select Make Scheduled Ticket.
2. Choose the date, time, and, if needed, the customer the ticket is for.

When should the ticket be scheduled for?

Date

Time

Customer

Cancel Confirm

3. Tap Confirm. A new ticket will open, marked as Scheduled.

QTY Item Price

060625AAA0003-00

Employee: Manager M
Customer: Jane Doe

Scheduled: 11:00 AM

Tax: \$0.00
Sub Total: \$0.00
Total: \$0.00

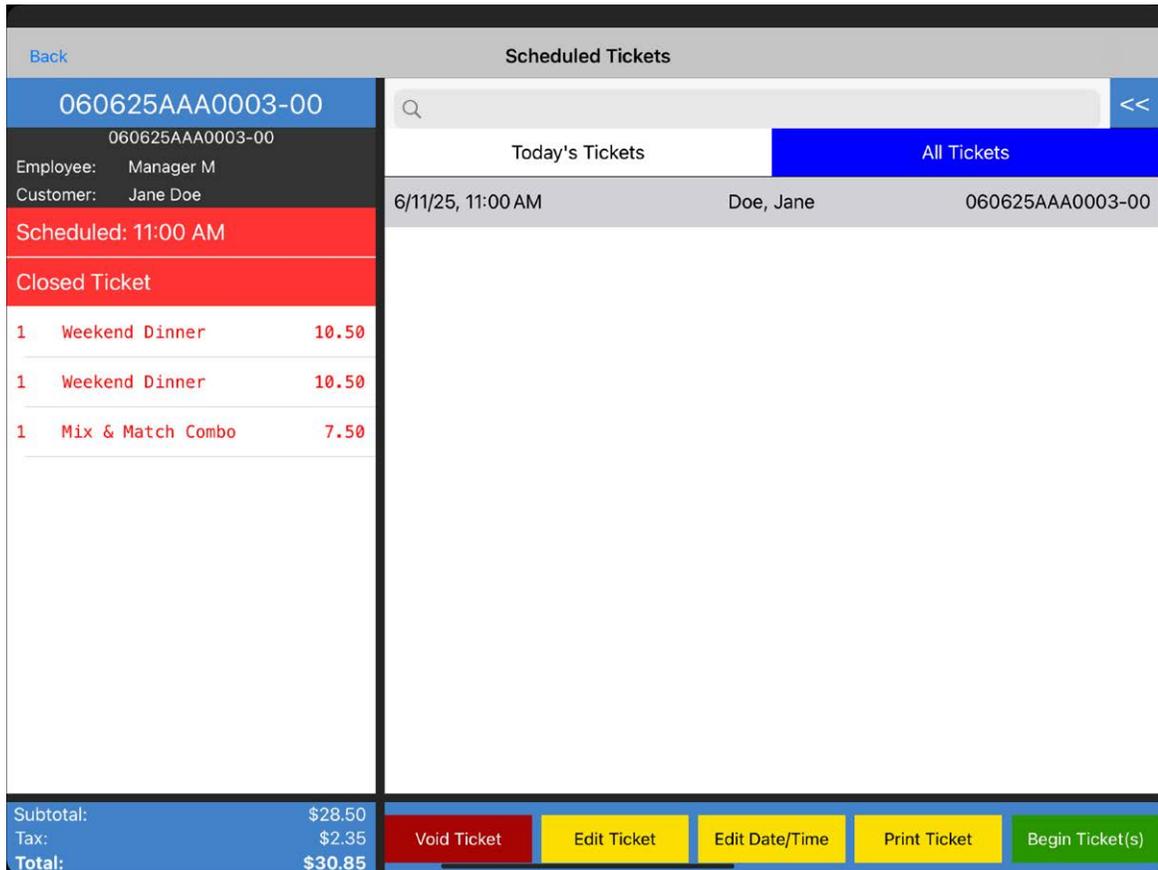
Buttons: Add Seat, Quantity, Print Ticket, Repeat Item, Discount, Pay, Open Drawer, Void Ticket

Open Tickets	Closed Tickets	Weekly Hours	
<input type="text"/>		03/19/2025	
060625AAA0002-00 \$14.07		9:34 AM - 9:34 AM	0:00
Manager, Manager 1:20		04/09/2025	
060625AAA0001-00 \$29.75		8:28 AM - 9:15 AM	0:46
Manager, Manager 1:47		05/07/2025	
		9:57 AM - 10:31 AM	144:33
		05/14/2025	
		9:48 AM - 10:53 AM	217:05
		05/20/2025	
		8:50 AM - 9:50 AM	1:00
		06/02/2025	
		9:28 AM - 9:25 AM	23:57
		06/03/2025	
		2:26 PM - 9:21 AM	18:54
		06/04/2025	
		9:21 AM - 4:50 PM	7:28
		Total Hours: 40:00, OT: 399:19	

4. Add items to the ticket as normal.
5. Select Pay, then tap Close Ticket at the bottom of the pay screen. This stores the ticket in the Scheduled Ticket list, ready to be reopened later.

Send a Scheduled Ticket

1. Navigate to Employee > Scheduled Tickets > Scheduled Ticket List.
2. Find the ticket under Today's Tickets or All Tickets.
3. Select the ticket and tap Begin Ticket(s). The system will send the ticket to the kitchen at that time.



060625AAA0003-00		Scheduled Tickets	
060625AAA0003-00		Today's Tickets	
Employee: Manager M		All Tickets	
Customer: Jane Doe		6/11/25, 11:00 AM	Doe, Jane
Scheduled: 11:00 AM		060625AAA0003-00	
Closed Ticket			
1 Weekend Dinner	10.50		
1 Weekend Dinner	10.50		
1 Mix & Match Combo	7.50		
Subtotal:	\$28.50	Void Ticket	Edit Ticket
Tax:	\$2.35	Edit Date/Time	Print Ticket
Total:	\$30.85	Begin Ticket(s)	

Important: Scheduled tickets do not auto-fire to the kitchen. You must manually begin them using the steps above.

Edit a Scheduled a Ticket

1. Go to Employee > Scheduled Tickets > Scheduled Ticket List.
2. Select the ticket you want to edit.
3. Choose from the following options:
 - **Edit Ticket** – Make changes to the items on the ticket.
 - **Edit Date/Time** – Change the scheduled date or time.
 - **Void Ticket** – Cancel the scheduled ticket.
 - **Print Ticket** – Print a copy of the scheduled receipt.

4.13 Delivery and To Go

Delivery

The Delivery feature in Paradise POS is used to label a ticket as a delivery order and link it to a customer profile, allowing for detailed delivery receipts and streamlined driver coordination. The customer’s name, address, and phone number will be printed on both the kitchen ticket and the customer receipt. A Google Maps QR code is also printed on the receipt, which delivery drivers can scan to load the customer’s address in Google Maps.

How to Create a Delivery Ticket:

1. Navigate to Employee > Delivery.
2. You’ll be prompted to select or create a customer for the delivery.
 - The customer must have an address listed in their profile for delivery-specific features to function.
3. After selecting the customer:
 - You’ll see their contact information and ticket history.
 - To repeat a past order, choose a previous ticket and tap Copy Ticket.
 - To create a new order, select Back to return to the ticket field.

The screenshot displays the 'Delivery' screen in the Paradise POS system. It is divided into three main sections: Ticket History, Customer Information, and a summary table at the bottom.

Ticket History: Shows a list of tickets. The selected ticket is 060625AAA0004-00, dated 6/6/25.

Customer Information: Displays the following details for Jane Doe:

- First: Jane
- Last: Doe
- Cell: ()-()-()-()
- Home: ()-()-()-()
- Email: ()-()-()-()
- Address 1: 1234 Paradise Lane
- Address 2: ()-()-()-()
- City: Tyler
- State: TX
- Zip: 75703
- Notes: ()-()-()-()

Summary Table:

Subtotal:	\$10.50
Tax:	\$0.87
Total:	\$11.37

At the bottom of the screen, there are three buttons: 'Cancel' (red), 'Copy Ticket' (green), and 'Edit Customer' (yellow).

Once set, the ticket will be marked as Delivery and show the customer’s name at the top of the screen.

To Go

The To Go button in Paradise POS is used to designate a ticket as a to-go order and apply an upcharge for the convenience of takeout. The upcharge can either be a flat rate or a percentage of the ticket total.

How to Set Up the To Go Upcharge:

1. **Navigate to Settings:** Go to Admin > Company Settings > Ticket in the Paradise POS system.
2. **Set Up the To Go Fee:** In the To Go Fee section, choose whether the upcharge will be a flat rate or percentage. Enter the amount of the fee in the field next to the dropdown.

Options	Ticket
General >	Print Tip Line <input checked="" type="checkbox"/> Calculate Tips Before Discount <input type="checkbox"/> Do Not Require Comp Reason <input type="checkbox"/>
Email & Network >	Enable Split Ticket Pay Prompt <input type="checkbox"/> Print Barcode on Receipt <input type="checkbox"/> Do Not Require Void Reason <input type="checkbox"/>
Checks >	Enable Threshold For Signature <input type="checkbox"/> Send Price To Kitchen <input checked="" type="checkbox"/> Disable Warnings On Transfer <input type="checkbox"/>
Employee >	Customer Name on Receipt <input checked="" type="checkbox"/> Sign Receipt on iPad <input checked="" type="checkbox"/> Rollup Items on Display <input type="checkbox"/>
Inventory >	Pop Drawer on Credit <input type="checkbox"/> Force Tip Selection (on iPad) <input type="checkbox"/> Disable Modifier Toggling <input type="checkbox"/>
Ticket >	ID Verification Mode <input type="text" value="Date Approval"/> Print Items With Cash Price <input type="checkbox"/>
Display >	Scan ID if customer appears under age <input type="text" value="27"/> Apply Default Gratuity <input type="checkbox"/>
Bar >	First Tip % <input type="text" value="15"/> Default Gratuity % <input type="text" value="0.00"/>
Printing >	Second Tip % <input type="text" value="20"/> To-Go Fee <input type="text" value="Flat Rate"/> <input type="text" value="3.00"/>
Discounts >	Third Tip % <input type="text" value="25"/> Signature Line Threshold \$ <input type="text" value="0.00"/>
Customer >	Receipt Footer 1 <input type="text"/>
Redemptions >	Receipt Footer 2 <input type="text"/>
Reasons >	Print Logo <input type="checkbox"/>
Reports >	Dither Logo <input type="checkbox"/>
Diagnostics >	
Online Ordering >	<input type="button" value="Select Logo"/> <input type="button" value="Reset Logo"/>
	<input type="button" value="Undo Changes"/> <input type="button" value="Save"/>

How to Use the To Go Button:

1. **Add the To Go Upcharge:** On the ticket screen, select the To Go button. This will apply the upcharge to the ticket.
2. **Marking the Ticket as To Go:** The system will add the upcharge to the ticket, and the kitchen ticket will be marked with the to-go label, indicating that the order is for takeout. The upcharge will appear on the printed receipt and on the payment screen for transparency.

To make a ticket To Go without a fee, add To Go to the ticket as a **Command** instead.

5 Manager Page

This chapter explores the features available on the Manager Page of the Paradise POS application. This page can be accessed after logging in and selecting the Manager tab at the top of the page.

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5.1 Ticket Recall

The Ticket Recall feature allows users to access and manage tickets from the past month. It's used to view closed or open tickets, reprint receipts, issue refunds, or void transactions.

Accessing Ticket Recall

When you select Ticket Recall, a filter panel will appear on the left side of the screen to help locate specific tickets. You can search using various criteria, including:

- Customer/Tab Name
- Ticket ID
- Employee Name
- Date Range (start and end dates)
- Price Range
- SKU or Item Name

Ticket Recall					
<p>Back</p> <p>Search Ticket</p> <p>Customer/Tab Name</p> <input type="text"/>					

Ticket List Overview

Tickets matching the selected filters will appear on the right side of the screen in a list view. Each entry displays key information:

- Ticket Status (Open or Closed)
- Closure Method (e.g., cash, card)
- Open Time
- Ticket Amount
- Tip Applied (if any)
- Ticket Number Format:
 - First 6 digits: Date of ticket creation (YYMMDD)
 - Next 3 letters: Device ID (unique to each register/device)
 - Next 4 digits: Ticket number
 - Last 2 digits: Split ticket identifier (if applicable)

Back
Ticket Admin

<p>060625AAA0004-00 060625AAA0004-00</p> <p>Employee: Manager M Customer: Jane Doe</p> <p style="background-color: red; color: white; padding: 2px;">Closed Ticket</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">1</td> <td style="width: 80%;">Weekend Dinner</td> <td style="width: 15%; text-align: right;">10.50</td> </tr> </table>	1	Weekend Dinner	10.50	<p style="text-align: center; background-color: #007bff; color: white; padding: 2px;">Discounts</p>	<p style="text-align: center; background-color: #007bff; color: white; padding: 2px;">Payments</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Cash</td> <td style="width: 20%; text-align: right;">10.95</td> </tr> </table>	Cash	10.95																	
1	Weekend Dinner	10.50																						
Cash	10.95																							
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Sub Total:</td> <td style="text-align: right;">\$10.50</td> </tr> <tr> <td>Tax:</td> <td style="text-align: right;">\$0.87</td> </tr> <tr> <td>Total:</td> <td style="text-align: right;">\$10.95</td> </tr> </table>	Sub Total:	\$10.50	Tax:	\$0.87	Total:	\$10.95	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Item Discounts:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Ticket Discounts:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Discount Total</td> <td style="text-align: right;">\$0.00</td> </tr> </table>	Item Discounts:	\$0.00	Ticket Discounts:	\$0.00	Discount Total	\$0.00	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Payments:</td> <td style="text-align: right;">\$10.95</td> </tr> <tr> <td>Change:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Tips:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Gratuity:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Payment Total</td> <td style="text-align: right;">\$10.95</td> </tr> </table>	Payments:	\$10.95	Change:	\$0.00	Tips:	\$0.00	Gratuity:	\$0.00	Payment Total	\$10.95
Sub Total:	\$10.50																							
Tax:	\$0.87																							
Total:	\$10.95																							
Item Discounts:	\$0.00																							
Ticket Discounts:	\$0.00																							
Discount Total	\$0.00																							
Payments:	\$10.95																							
Change:	\$0.00																							
Tips:	\$0.00																							
Gratuity:	\$0.00																							
Payment Total	\$10.95																							
<p>Ticket is: Paid</p>		<p>Total: \$10.95</p>																						

Refund Ticket
Force Close
Email Ticket
Reopen Ticket
Print Ticket

Ticket Admin Screen

Selecting a ticket opens the Ticket Admin screen, which is divided into three sections:

- **Left:** Ticket details (items sold, status, total)
- **Center:** Discounts applied to the ticket
- **Right:** Payments made

Available actions:



- **Refund Ticket:** Opens the refund screen. You can refund the entire ticket or select specific items.
 - **Refund Ticket:** Choose to either:
 - Give Gift Card – Swipe a gift card to apply the refund amount.
 - Refund All Payments – Refunds original payment(s); card refunds require swiping the same card.
 - **Refund Items:** Select individual items to refund, then follow the same prompts above.
- **Force Close:** Closes a ticket without processing payment—used as a last resort, often with tech support guidance. Improper use may cause reporting discrepancies.
- **Reopen Ticket:** Reopens a closed ticket. Useful for adjusting items or completing actions like voids. Use caution—reopening tickets can affect reports if misused.
- **Print Ticket:** Prints another copy of the receipt.

5.2 Drawer Recall

The Drawer Recall feature provides access to both current and historical drawers, helping users monitor and track cash activity throughout the day. This functionality supports accurate cash drawer reconciliation and improves accountability.

Accessing Drawer Recall

When Drawer Recall is selected, a filter panel appears on the left side of the screen to help locate specific drawers by date.

Be sure the “To” date is later than the “From” date. If not, no results will appear.

On the right side, matching drawers will be displayed, showing:

The screenshot shows a mobile application interface for 'Drawer Recall'. On the left is a blue sidebar with a 'Search' section containing 'Date' filters for 'From' and 'To' (both empty input fields) and a 'Safes' section with a square icon. The main area is titled 'Drawer Recall' and displays a list of five drawers. Each entry includes the drawer type, a unique ID with date and time, the opening and closing times, and the ending total.

Drawer ID	Opened	Closed	Total
CASH DRAWER: 661Q 2025-06-06 14:52:23 +0000	6/6/25, 9:52 AM		\$110.95
CASH DRAWER: qpN9 2025-06-05 16:33:11 +0000	6/5/25, 11:33 AM	6/6/25, 8:20 AM	\$100.00
CASH DRAWER: qpN9 2025-06-05 16:28:36 +0000	6/5/25, 11:28 AM	6/5/25, 11:29 AM	\$120.33
CASH DRAWER: JNto 2025-06-04 19:59:11 +0000	6/4/25, 2:59 PM	6/4/25, 2:59 PM	\$0.00
CASH DRAWER: ykeb 2025-05-06 16:39:51 +0000	5/6/25, 11:39 AM	5/6/25, 11:42 AM	\$0.00

- Date Opened/Closed
- Register/Station Used
- Ending Total (for closed drawers) or Current Total (for open drawers)

Center Column: Change, Pay Ins/Outs, and Reporting Options

- **Change Given:** Shows the total amount of change given to customers.
- **Pay Ins / Pay Outs:** Lists all cash added to or removed from the drawer outside of standard transactions.
 - Totals are displayed at the bottom of this section.
- **Print:** Use this button to reprint the Drawer Report.
- **Save:** Click Save after making any changes to ensure they are recorded in the system.
- **Force Close Drawer:** Used only when the drawer cannot be closed through standard means.
 - Use caution—this can disrupt reporting and should be performed only with management or with assistance from tech support.

Right Side: Drawer Totals and Tip Tracking

- **Drawer Total:**
 - If the drawer is open, this reflects the current cash total.
 - If the drawer is closed, this shows the final amount at closure.
 - Any overages or shortages are listed below this total.
- **Recount Option:** A recount icon is available to recount the drawer if discrepancies are found.

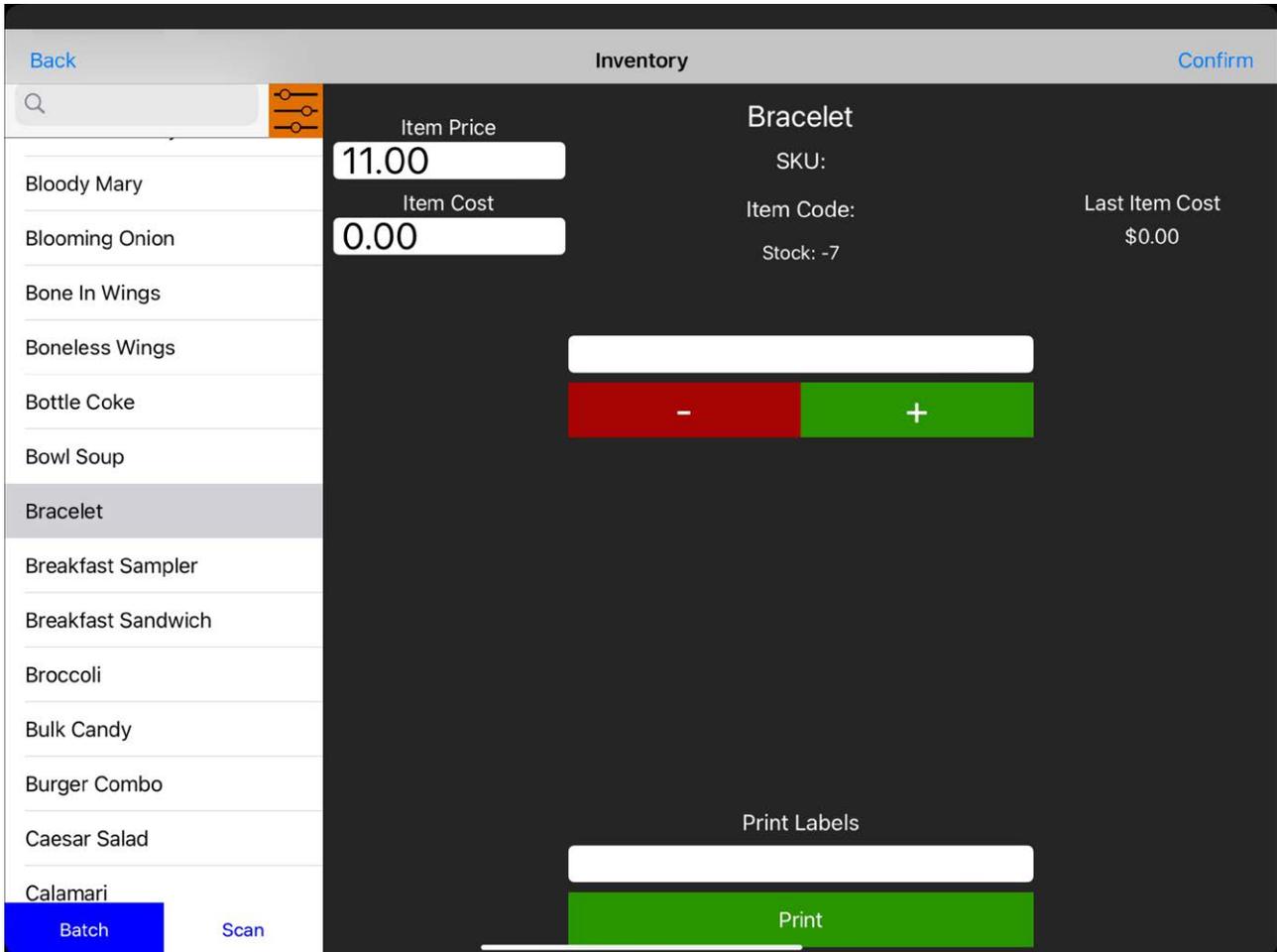
Editing the drawer count only adjusts the ending total, not the individual bill counts. This preserves reporting integrity and allows management to audit discrepancies.

- **Tip Ins / Tip Outs:** Any tip activity related to the drawer is listed here, with totals displayed below.

5.3 Inventory

The Inventory feature is primarily used in retail settings to manage individual item stock levels, update quantities, and print labels. It provides a streamlined interface for receiving, adjusting, and labeling products.

When the Inventory button is selected, a list of all items in the system appears on the left side of the screen. A search bar is provided at the top to quickly locate specific items by name or SKU.



Updating Inventory

1. **Select an Item:** Tap an item from the list to view its details, including the SKU and current stock count.
2. **Add to Inventory:** Enter the number of units received or currently on hand, then tap the plus (+) icon to increase the stock count.
3. **Subtract from Inventory:** To reduce the count (e.g., for damaged or missing stock), enter the amount and tap the minus (-) icon.
4. **Scan Items:** Tap Scan (bottom left) to use a connected scanner. Each scan represents one unit added to stock.
 - Example: To add 3 units, either scan the item three times or scan once and manually set the quantity to 3.

No need to save after each individual adjustment. You can continue updating multiple items, and changes will be saved after the final confirmation.

Updating Inventory

Once all inventory updates are complete:

- Tap Confirm (top right) to view a summary of all adjusted items.
- If a label printer is connected, you will be prompted to print labels for the updated items.
- Tap Save to finalize all stock adjustments.

Printing Labels

To print labels for a specific item:

1. Select the item from the inventory list. This can be done while adjusting inventory counts.
2. Enter the number of labels needed in the Print Labels field.
3. Tap Print to send the label request to the connected label printer.

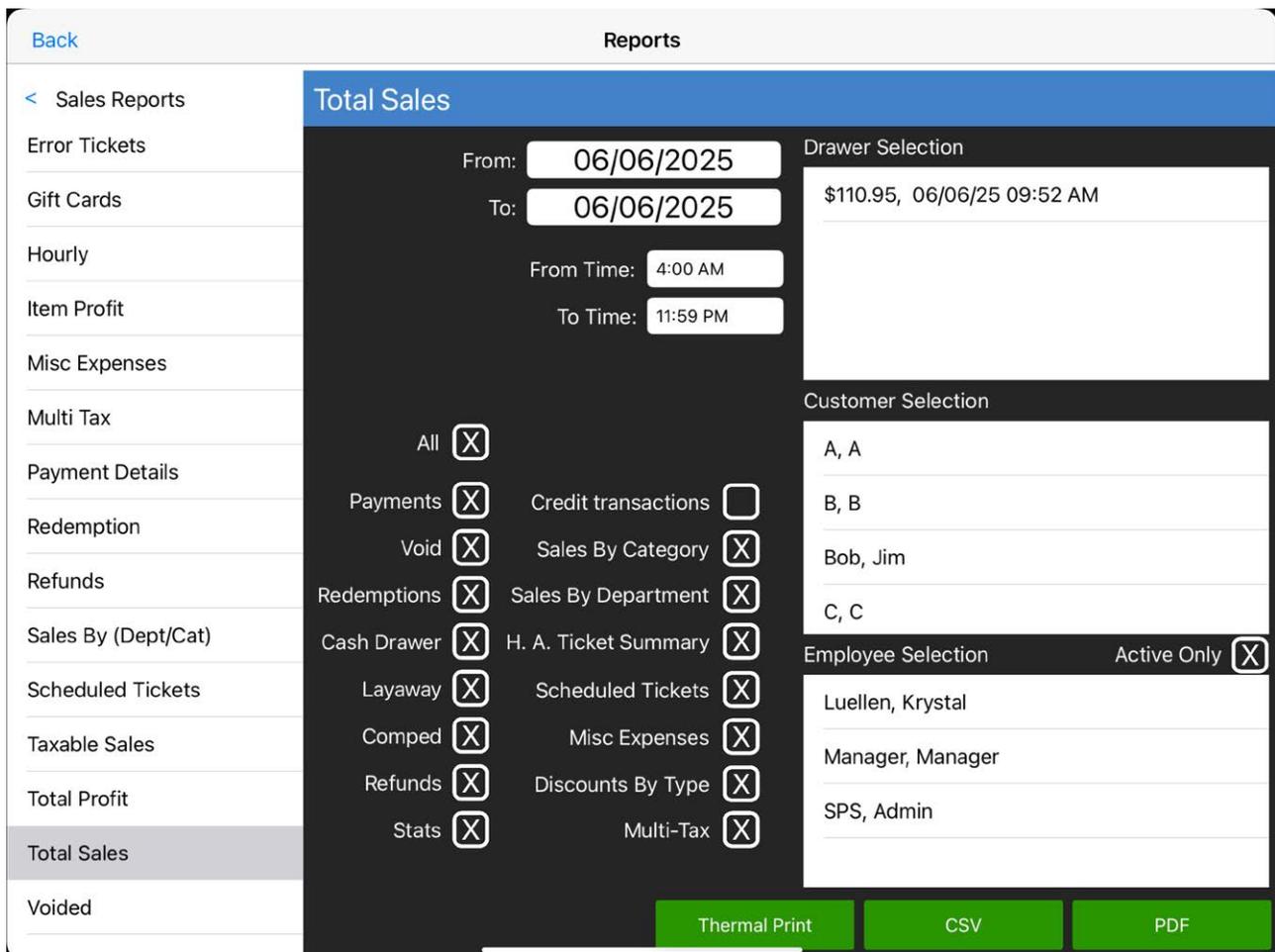
5.4 Reports and Hourly Overview

Reports

The Reports feature provides access to sales and operational data from the past 30 days. For reporting data beyond this range, the online dashboard must be used. To request access to the dashboard, please contact Paradise POS Tech Support.

Accessing Reports

When the Reports screen is opened, a list of report categories is displayed. Selecting a category reveals the individual reports available within that group. More detailed descriptions of each report type are provided in the [Reporting chapter](#) of this guide.



Hourly Overview

One of the most frequently used and insightful reports—Hourly Overview—is available directly from the Manager tab for quick access. This report provides a breakdown of sales by hour and includes key performance metrics such as:

- Seat averages
- Labor cost
- Ticket averages
- Hourly revenue

Hourly Sales

Paradise Cafe

Reported Fri, Jun 6, 2025 12:46 PM
 Fri, Jun 6, 2025 4:00 AM - Fri, Jun 6, 2025 11:59 PM

Hour	Sales	Tip	Total
12:00 AM	\$0.00	\$0.00	\$0.00
1:00 AM	\$0.00	\$0.00	\$0.00
2:00 AM	\$0.00	\$0.00	\$0.00
3:00 AM	\$0.00	\$0.00	\$0.00
4:00 AM	\$0.00	\$0.00	\$0.00
5:00 AM	\$0.00	\$0.00	\$0.00
6:00 AM	\$0.00	\$0.00	\$0.00
7:00 AM	\$0.00	\$0.00	\$0.00
8:00 AM	\$0.00	\$0.00	\$0.00
9:00 AM	\$0.00	\$0.00	\$0.00
10:00 AM	\$0.00	\$0.00	\$0.00
11:00 AM	\$10.95	\$0.00	\$10.95
12:00 PM	\$0.00	\$0.00	\$0.00
1:00 PM	\$0.00	\$0.00	\$0.00
2:00 PM	\$0.00	\$0.00	\$0.00
3:00 PM	\$0.00	\$0.00	\$0.00
4:00 PM	\$0.00	\$0.00	\$0.00
5:00 PM	\$0.00	\$0.00	\$0.00
6:00 PM	\$0.00	\$0.00	\$0.00
7:00 PM	\$0.00	\$0.00	\$0.00
8:00 PM	\$0.00	\$0.00	\$0.00
9:00 PM	\$0.00	\$0.00	\$0.00
10:00 PM	\$0.00	\$0.00	\$0.00
11:00 PM	\$0.00	\$0.00	\$0.00
Total	\$10.95	\$0.00	\$10.95

Disclaimer:

Any information reported in this portal should be verified by you on your local systems and reports. This portal is for managerial convenience only. Please make us aware of any discrepancies immediately.

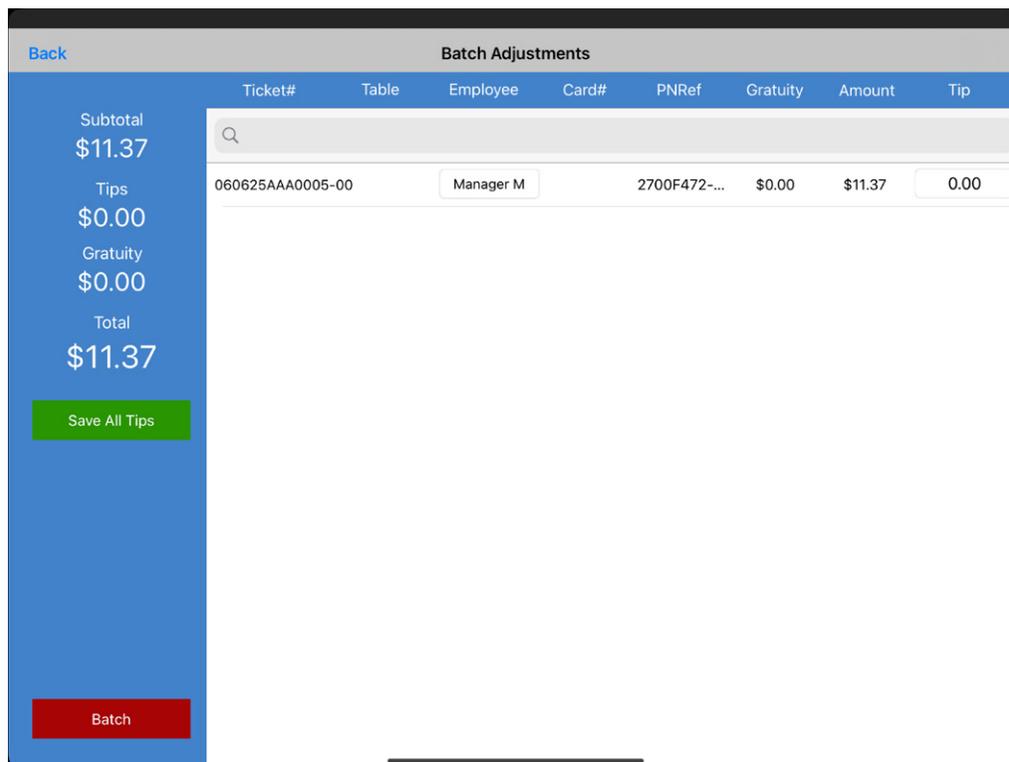
5.5 Batch Adjustment

The Batch Adjustment screen is designed for management and is similar in layout to the Tip Adjustment screen, with several key administrative functions. This screen displays a list of all processed credit card transactions that have not yet been batched out. From here, you can:

- Adjust tips (just like in the Tip Adjustment screen)
- Reassign tips to the correct employee if an error occurred
- Manually batch out credit card transactions

Tip Adjustments and Employee Corrections

Each transaction listed allows for tip entry or adjustment. Additionally, unlike the Tip Adjustment screen, you have the option to select and change the employee assigned to the tip (Useful if tips were accidentally assigned to the wrong staff member).



Batching Credit Transactions

The primary action on this screen is the Batch button, located at the bottom left. Selecting this will manually batch out all listed credit transactions, finalizing them for deposit.

Important: Before batching, ensure all tips have been entered and are accurate. Once batched, tips cannot be adjusted through the POS system. If tips are missing or incorrect and the batch has already been processed, contact your credit card processor directly. You will need to provide each signed credit slip to claim or correct the associated tips.

5.6 Shift Maintenance

The Shift Maintenance screen is used to view, edit, and manage employee time records. This is particularly helpful for correcting missed clock-ins or clock-outs, reviewing shift history, and ensuring accurate payroll and labor tracking.

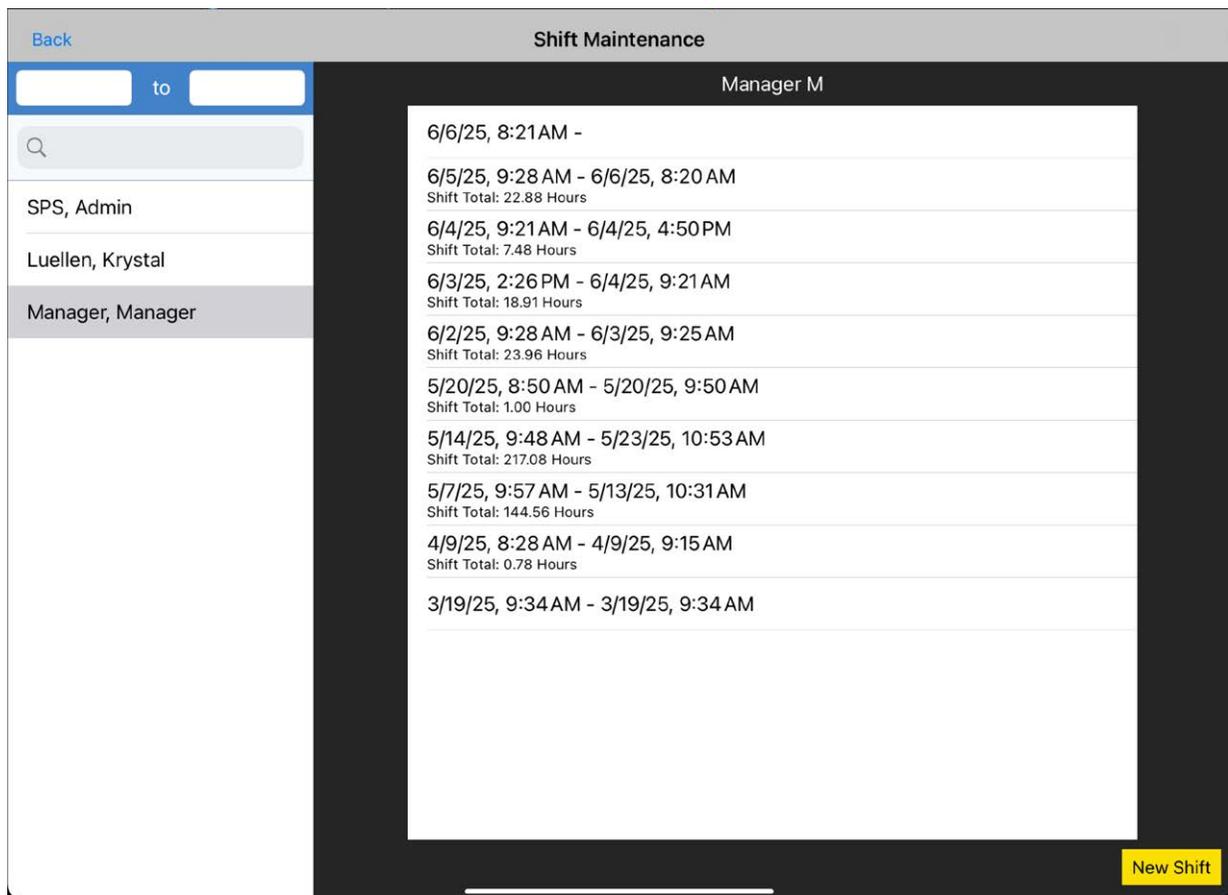
Accessing Shifts

To begin, select Shift Maintenance. Three options are available:

- **By Employee:** View shifts for a specific employee.
- **Two-Week View:** Review shifts over a two-week period.
- **By Date:** View shifts for all employees within a custom date range.

By Employee

1. On the left side of the screen, a list of employees will be displayed.
2. Select an employee to view their individual shifts.
3. Use the date filters at the top to narrow the search by Clock In and Clock Out times.



By Employee

5 Manager Page

If an employee forgot to clock in, a new shift can be manually created by selecting the New Shift button.

To edit a shift:

1. Select a closed shift from the list.
2. The shift editor will appear, allowing you to adjust clock-in or clock-out times.
3. If the shift is still open (e.g., due to a missed clock-out), selecting it will prompt you to close the shift first before editing.
4. To reprint a shift report, select the employee's shift and tap Print Report .

Two-Week View

This view is ideal for monitoring hours and tracking overtime:

- Employees are listed on the left.
- Selecting an employee displays two weeks of shift data on the right.
- Shifts are grouped by week.
- Totals for regular hours, overtime, and breaks are calculated at the bottom of each week.

The screenshot displays the 'Shift Maintenance' interface. At the top, there are 'Back' and 'New Shift' buttons. Below the title bar, a 'Week Start' field is visible. A search bar with a magnifying glass icon is present. A list of employees is shown on the left, with 'Manager, Manager' selected and highlighted. The main area displays shift data for 'Manager M' over two weeks. The shifts are listed with their start and end times and the total hours for each shift. At the bottom, there are summary statistics for hours, overtime (OT), and breaks.

Shift Date	Shift Start	Shift End	Shift Total
6/2/25	9:28 AM	6/3/25, 9:25 AM	23.96 Hours
6/3/25	2:26 PM	6/4/25, 9:21 AM	18.91 Hours
6/4/25	9:21 AM	6/4/25, 4:50 PM	7.48 Hours
6/5/25	9:28 AM	6/6/25, 8:20 AM	22.88 Hours
6/6/25	8:21 AM	-	-

Summary Statistics:

Category	Value
Hours	0.00
OT	0.00
Break	0.00
Hours	40.00
OT	33.24
Break	0.00

Two-Week View

By Date

Use this view to audit shift activity across all employees for a specific time period:

- Enter the start and end dates in the filters.
- All shifts within that range will appear on the right.
- Total hours worked across all employees are shown at the bottom of the screen.

The screenshot displays the 'Shift Maintenance' interface. At the top left, there is a 'Back' button. Below it, a date range filter is set to '06/01/2025 to 06/06/2025'. The main content area is a list of shifts, each with a search icon and a list of shift details. The shifts listed are:

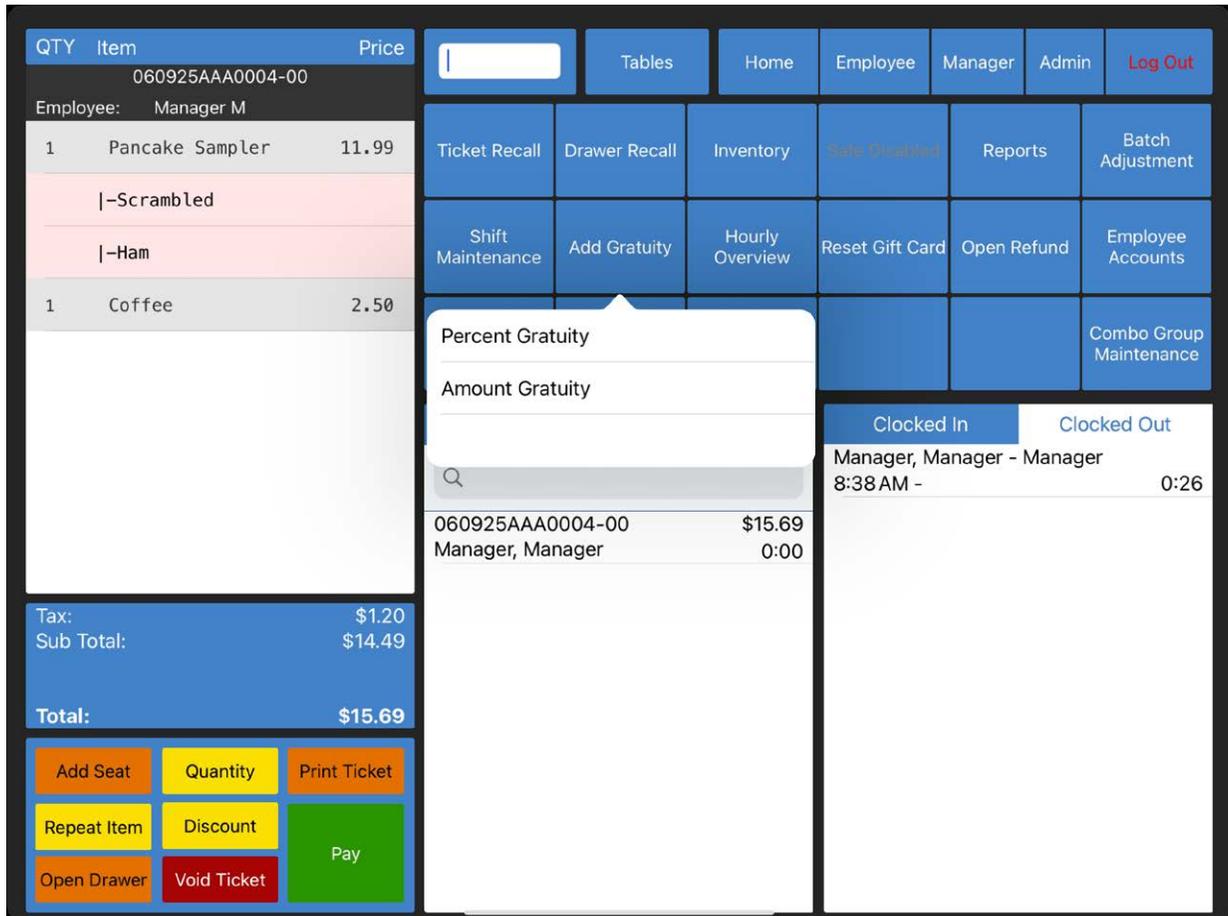
- Manager M: 6/6/25, 8:21 AM -
- Manager M: 6/5/25, 9:28 AM - 6/6/25, 8:20 AM
Shift Total: 22.88 Hours
- Manager M: 6/4/25, 9:21 AM - 6/4/25, 4:50 PM
Shift Total: 7.48 Hours
- Manager M: 6/3/25, 2:26 PM - 6/4/25, 9:21 AM
Shift Total: 18.91 Hours
- Admin S: 6/3/25, 9:27 AM -
- Krystal L: 6/3/25, 9:26 AM -
- Manager M: 6/2/25, 9:28 AM - 6/3/25, 9:25 AM
Shift Total: 23.96 Hours

At the bottom of the screen, there is a summary bar showing: Hours: 73.24, OT: 33.24, Break: 0.00, and a 'New Shift' button.

By Date

5.7 Add Gratuity

The Gratuity button allows a manager or employee with the correct permissions to apply a gratuity to a ticket, either as a percentage or a fixed dollar amount. This option can be accessed from either the Manager Screen or the Payment Screen.



Differences Between Gratuity and Tip

- Gratuity is typically manually applied by the establishment, often used for large parties or special events.
- Tips are optional and customer-determined, typically entered manually during the payment process (e.g., signing a credit slip or entering a tip on a card terminal).

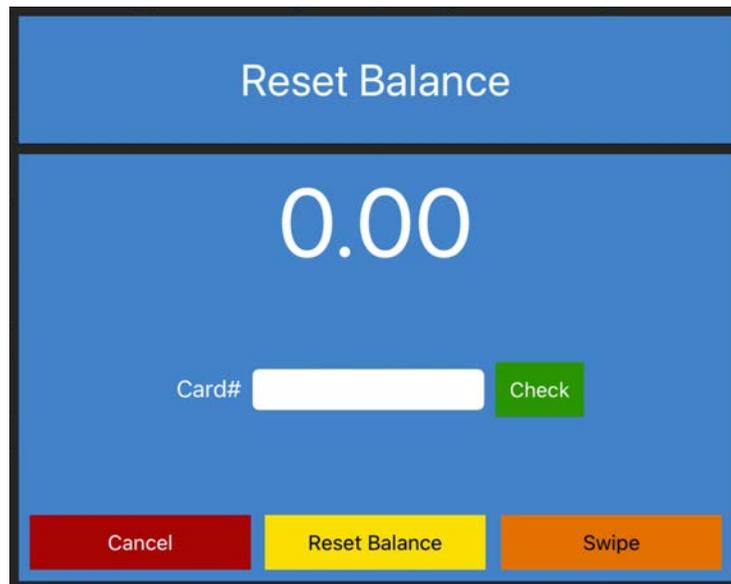
Once applied, the gratuity will display above the total on the ticket within the POS, be printed clearly on the customer receipt, and be tracked separately from tips in reporting and payroll.

5.8 Reset Gift Card

This feature allows users to reset the balance of an existing gift card to zero, making the card available for reuse. This action is often used when recycling cards for future transactions but does not reverse or refund any prior payments made with the gift card.

How to Reset a Gift Card Balance

1. Select Manager > Reset Balance.
2. The system will prompt for the gift card to be swiped at the terminal. If the terminal prompt is canceled, the card number can be entered manually.
3. After the card is recognized, a checkbox will appear next to the card number. Selecting it will display the current balance. The Swipe button may be used again to re-swipe the card if needed.
4. Once the correct card is confirmed, click Reset Balance.
5. The system will issue a final warning before resetting, as this action is permanent and cannot be undone.



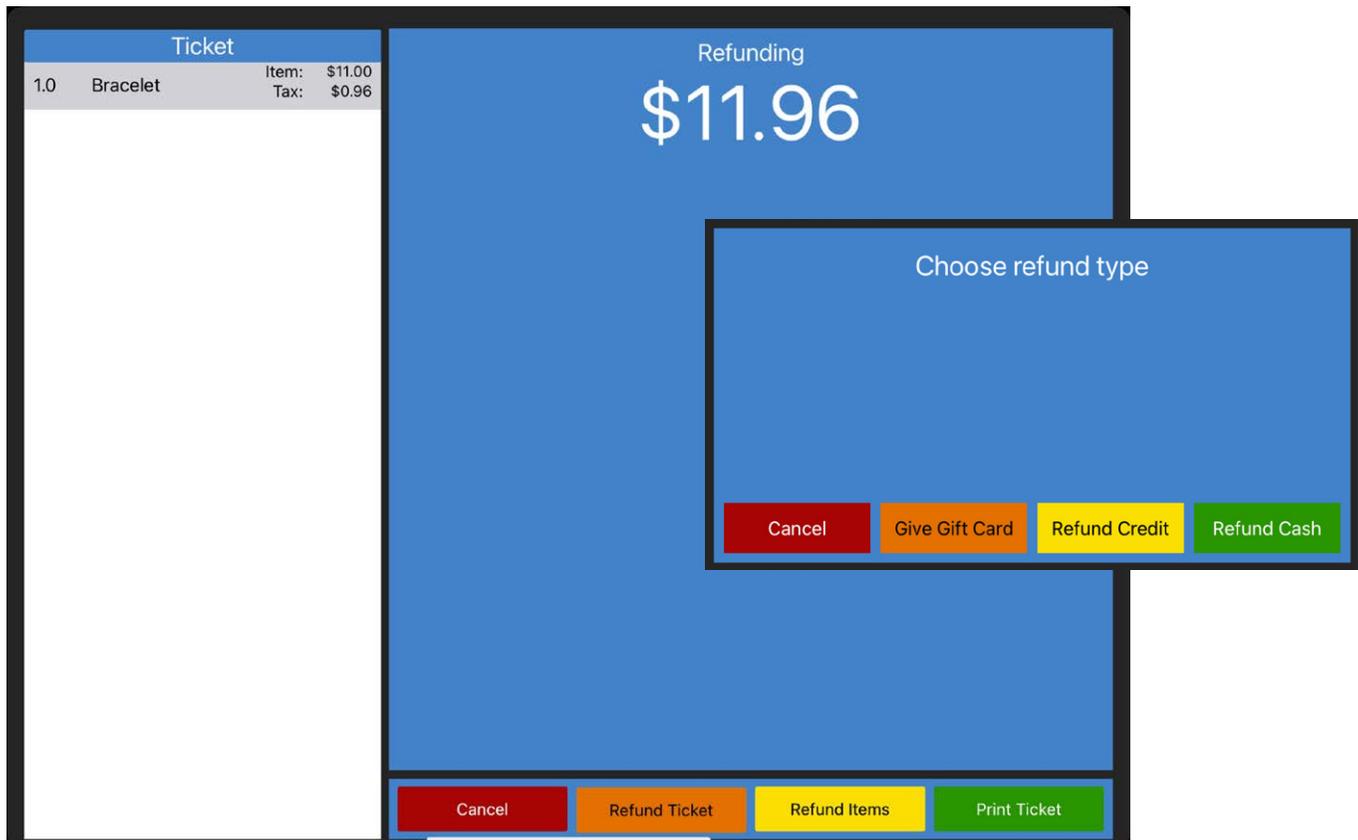
Note: Resetting a gift card balance is irreversible and should only be done when the card is no longer needed with its current balance.

5.9 Open Refund

An Open Refund allows a user to issue a refund without requiring the original receipt. This feature is particularly useful for processing returns for items sold before the POS system was installed, or issuing refunds for lost receipts or special circumstances.

How to Process an Open Refund

1. Create a new ticket representing the return. This ticket should include the items being refunded or items matching the refund value. Consider using a generic “Open Item”, which must have “Prompt for Price” enabled in its item settings, if the original item is not in the system.
2. Confirm the return total on the ticket.
3. Select the Open Refund button.
4. At the bottom of the ticket screen, choose Refund Ticket to refund everything on the ticket, or select items on the left and then Refund Items to refund just specific items. Then select the desired refund method. For card refunds, the customer must have their card available to swipe or insert into the terminal.



Tip: Use employee permissions to control who can authorize Open Refunds to prevent misuse.

5.10 Employee Accounts

Employee accounts allow staff members to maintain a running tab at the establishment. This feature is useful for tracking internal purchases and deductions made by employees during their shifts.

Setting Up an Employee Account

Before tickets can be charged to an employee account, a credit limit must be assigned:

1. Navigate to Admin > Employee Maintenance.
2. Locate the Credit Limit field above the employee's password section.
3. Enter the maximum amount of credit the employee is allowed to use.

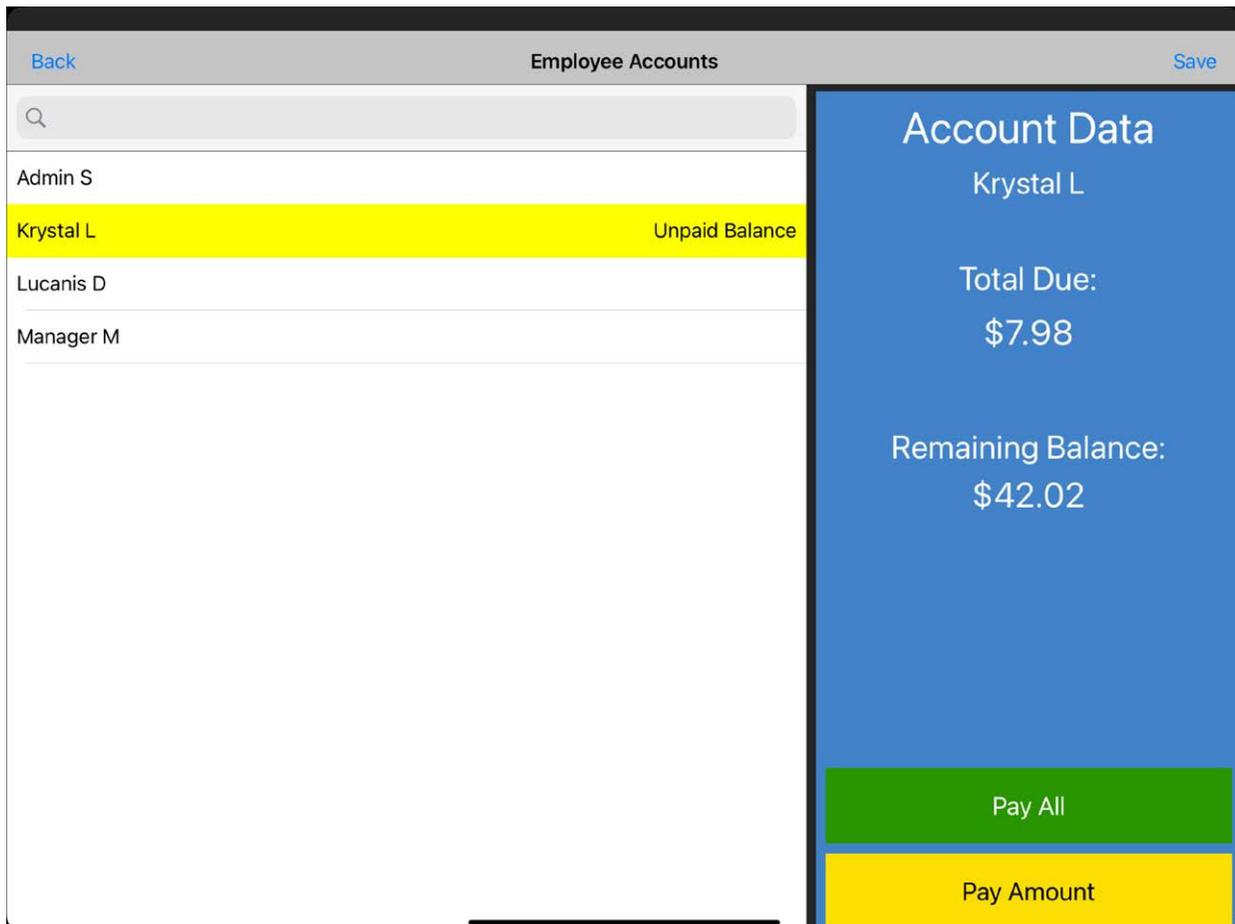
Charging a Ticket to an Employee Account

1. Process the ticket as normal until reaching the Payment Screen.
2. Select House Account.
3. In the bottom-left corner, choose Employee to switch from customer to employee accounts.
4. Select the employee whose account will be charged.
5. The ticket will close, and the balance will be added to the employee's tab.

Customer Name	Points	HA Balance	Join Date
A, A	0	\$0.00	2/14/25, 9:56 AM
B, B	0	\$32.92	2/14/25, 10:37 AM
Bob, Jim	0	\$0.00	1/30/25, 12:24 PM
C, C	0	\$0.00	2/14/25, 10:16 AM
D, Austin	0	\$0.00	2/27/25, 2:21 PM
Doe, Jane	0	\$0.00	4/3/25, 3:06 PM
Habsburg, Charles V	1	\$0.00	3/20/25, 9:06 AM
T, T	0	\$46.39	10/15/24, 10:55 AM

Making a Payment Toward an Employee Account

1. Go to Manager > Employee Accounts.
2. Select the employee with an outstanding balance.
3. Choose Pay All to clear the balance or Pay Amount to apply a partial payment.
4. After entering the payment, click Save in the top-right corner.



Viewing Employee Tabs

To review open or recent tickets charged to an employee, navigate to Manager > Reports > Employee, then select Employee Tabs.

Note: Payments to employee accounts do not interact with the cash drawer or card terminal. However, all charges and payments are tracked in the Employee Tabs report for accurate recordkeeping.

5.11 Tip Share

Tip Share enables businesses to set up suggested tip-outs for employees. These suggestions are reflected on the employee’s shift report, making it easier to calculate and track fair tip distribution across roles (e.g., servers tipping out bartenders).

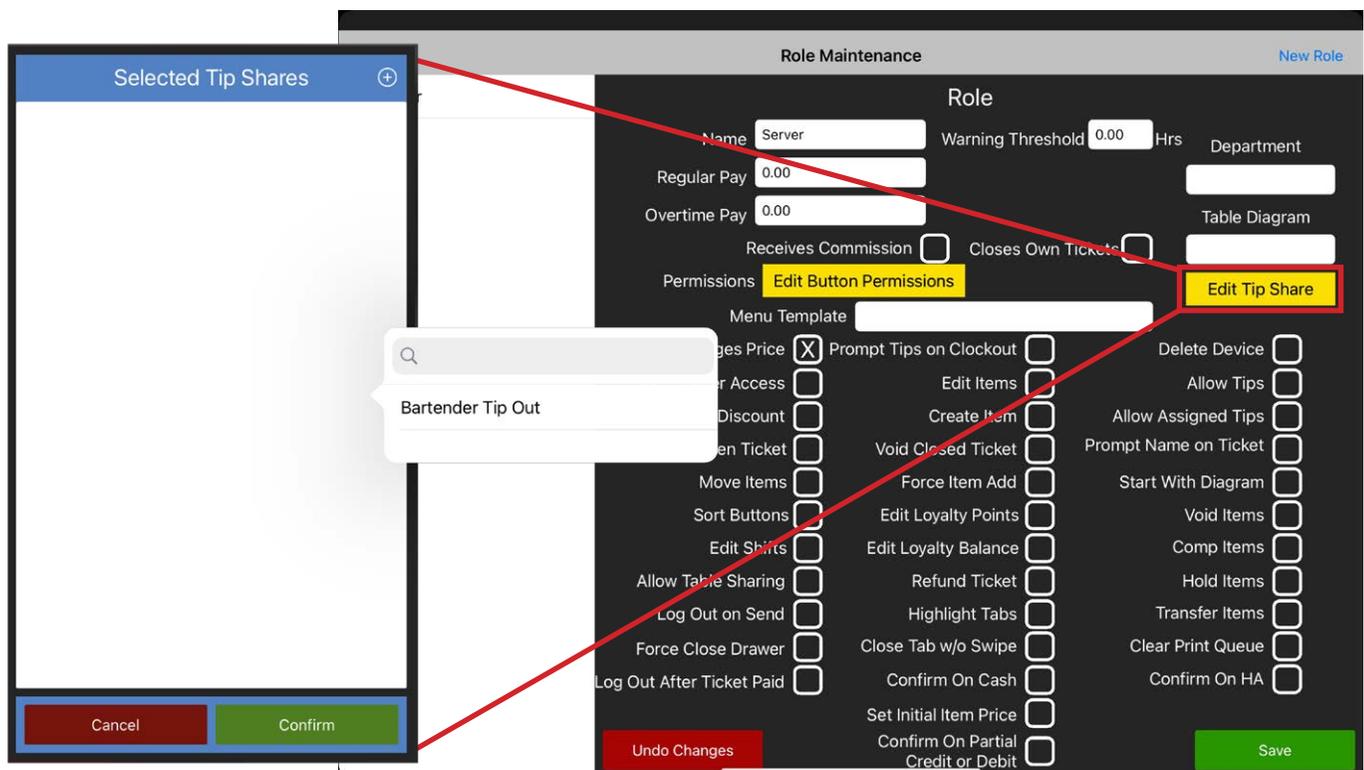
Create Tip Share Departments

1. Navigate to Manager > Tip Share.
2. Select New in the top right.
3. In the Name field, enter a descriptive name—typically the role or employee receiving the tip (e.g., “Bartender Tip-Out”).
4. Below the name, select the Departments and/or Categories where the tip share should apply. For example, select Liquor and Beer departments if only alcohol sales should be included in the tip-out. To apply to all sales, select All Departments.
5. Select Save.

The screenshot shows a mobile application interface for creating a Tip Share Department. At the top, there is a navigation bar with a 'Back' button on the left, the title 'Tip Share Departments' in the center, and a 'New' button on the right. Below the navigation bar is a search bar with a magnifying glass icon. The main content area is divided into two columns. The left column has a header 'Bartender Tip Out' and a list area below it. The right column has a header 'Name' with a text input field containing 'Bartender Tip Out'. Below the name field are two selection areas: 'Departments' and 'Categories'. The 'Categories' area has a plus sign icon and a list item 'Cocktails'. At the bottom of the screen, there is a red 'Undo' button and a green 'Save' button.

Assign Tip Share to Employee Roles

1. Go to Admin > Edit Roles.
2. Choose the employee role that will be tipping out (e.g., Server).
3. Click Edit Tip Share on the right-hand side.
4. In the pop-up window, click the plus (+) icon in the top right. Select the desired Tip Share Department from the list.
5. Enter the tip percentage by tapping the blank field next to the department name and using the on-screen keypad.
6. Confirm by selecting the green check mark.
7. Repeat for any additional tip shares needed.
8. Click Confirm and Save changes to the role.



What Employees See

Once a Tip Share Department is assigned to an employee role:

- Suggested tip-outs will be displayed on the employee's shift report.
- Each suggestion will list:
 - The amount to tip out
 - The department name (e.g., "Bartender Tip-Out")
 - The intended recipient of the tip

Note: These are suggested tip-outs only—they do not automatically deduct amounts or transfer payments. Tip shares are for informational and reporting purposes.

5.12 Pending Transfers

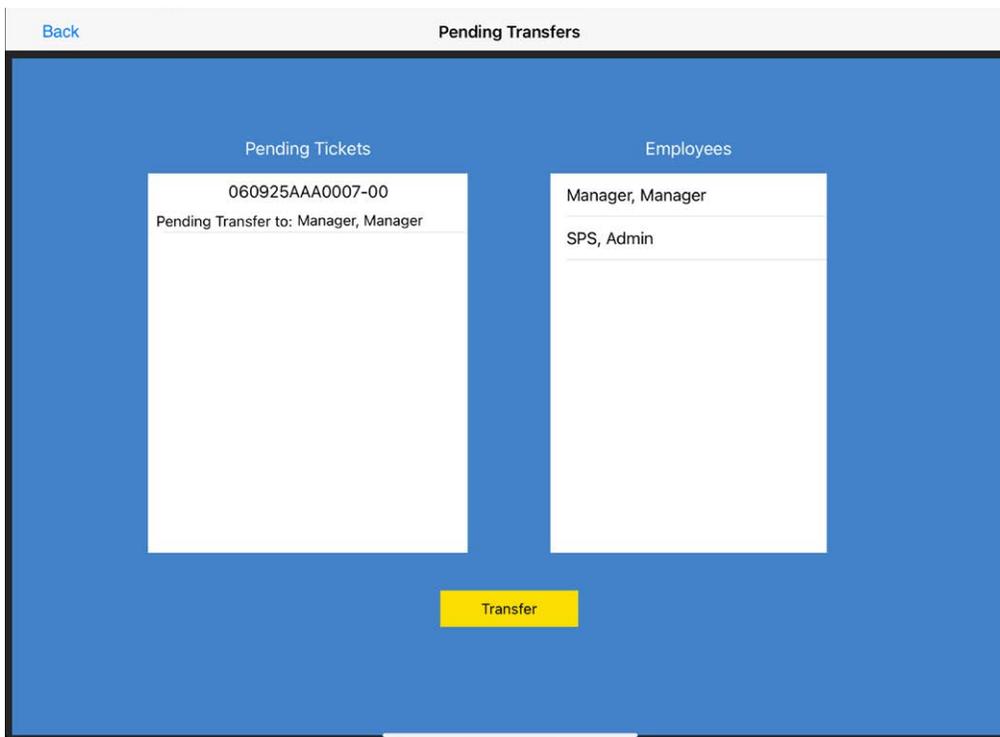
The Pending Transfers feature is used when ticket transfers between employees require approval, helping to prevent unauthorized or accidental ticket handoffs.

Enabling Ticket Transfer Approval

To require approval for all ticket transfers:

1. Navigate to Admin > Company Settings > Employee.
2. Check the box labeled “Ticket Transfer Needs Approval”.

Once enabled, all ticket transfers must be approved by the receiving employee. Transfers will remain in a pending state until accepted.



Using the Pending Transfers Screen

Managers and authorized users can monitor all pending ticket transfers by selecting Pending Transfers and manually reassign or cancel pending transfers if needed.

Incoming Ticket Transfer

Please select an action:

Employee:	Ticket#:	Table:
Admin S	060925AAA0007-00	

Decline TicketsAccept Tickets

Receiving a Pending Transfer

When a transfer is initiated, the receiving employee will see a pop-up prompt after logging into the system. The pop-up displays the ticket(s) pending transfer. The employee can choose to Accept or Decline the transfer. This feature ensures no tickets are transferred without the recipient's permission.

5.13 Combo Group Maintenance

Combo Groups streamline order entry and improve inventory tracking by allowing multiple individual items to be grouped under a single combo button. This is ideal for meal deals (e.g., entree + side + drink) sold at a fixed price, or for routing items to different kitchen printers while maintaining proper inventory logs.

Prerequisites

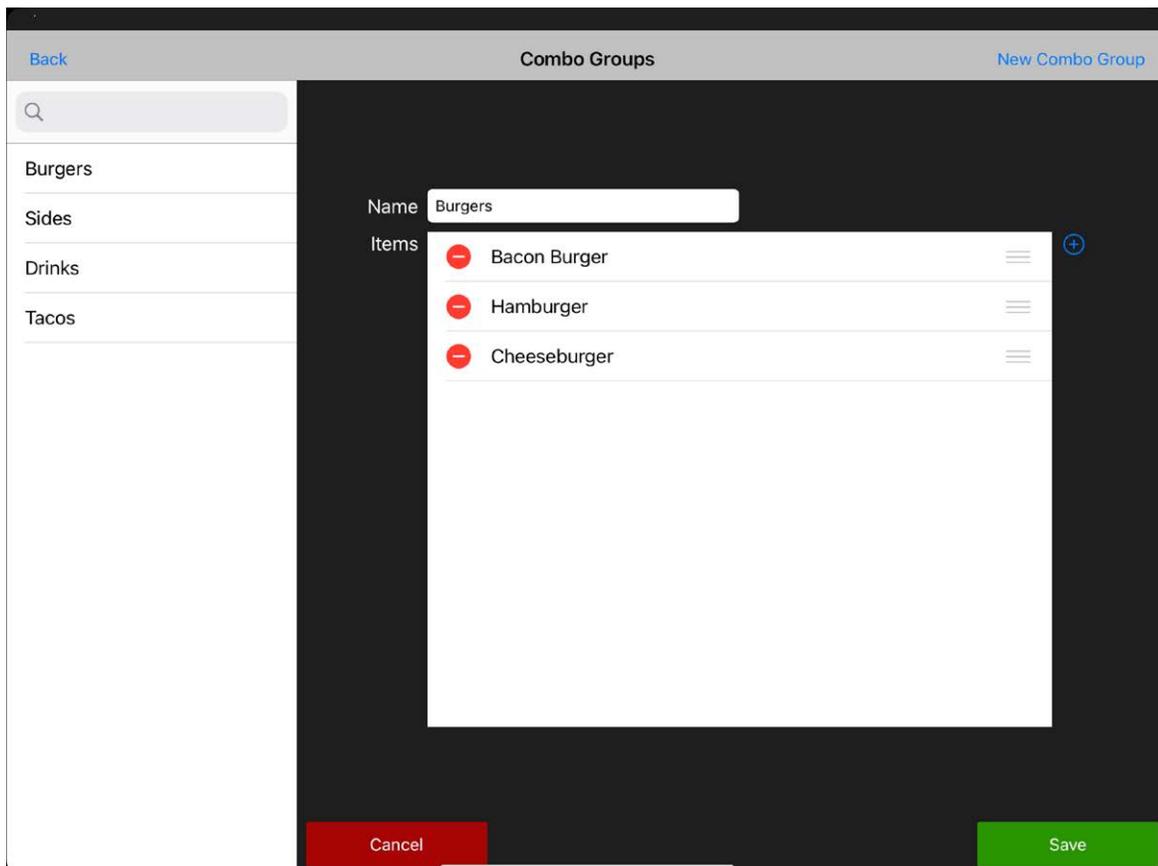
Before creating a combo group:

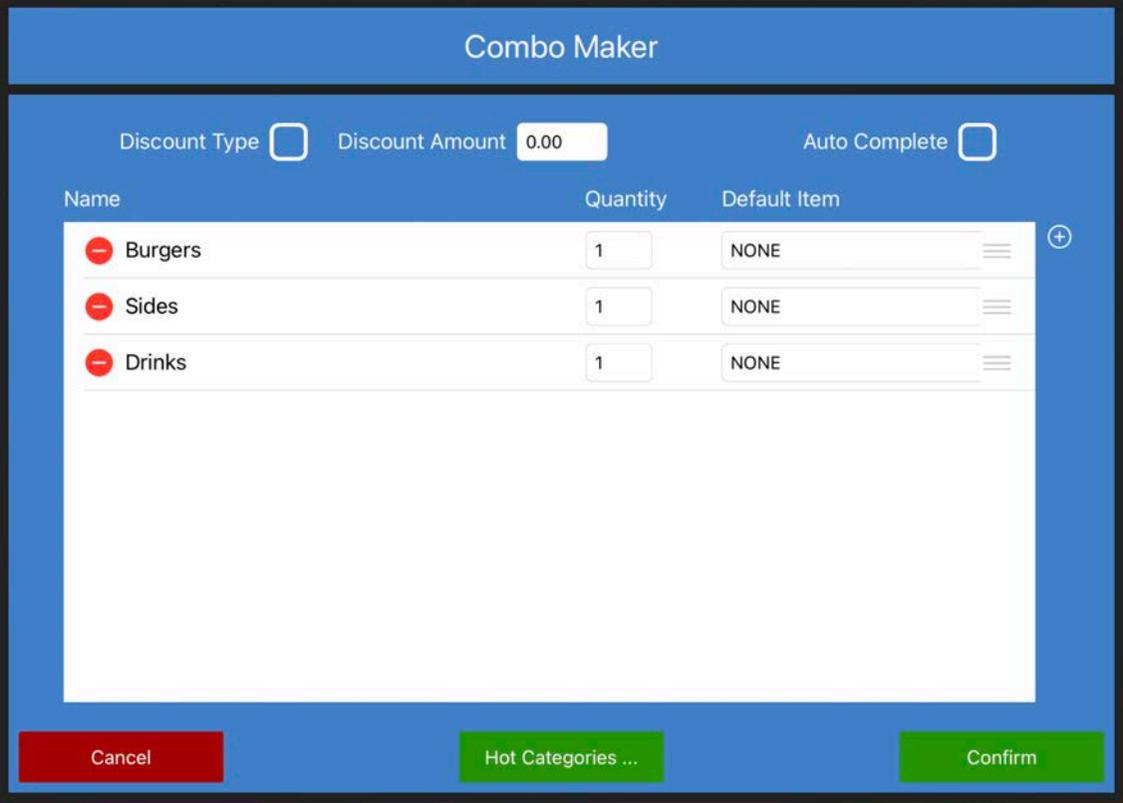
- Ensure all individual items (e.g., entrees, sides, drinks) already exist in the system.
- Items must be standalone entries, not modifiers, to be accurately tracked in inventory.

Creating a Combo Group

1. Navigate to Combo Group Maintenance.
2. Select New Combo Group (top right).
3. Name the group (e.g., Entrees, Sides, Drinks).
4. Use the plus sign (+) next to the items field to search and add the appropriate items.
5. Click Save.

Repeat this process to create additional combo groups as needed.





Name	Quantity	Default Item
- Burgers	1	NONE +
- Sides	1	NONE +
- Drinks	1	NONE +

Assigning Combo Groups to an Item

1. Go to the Home page.
2. Press and hold the item to edit (e.g., a combo meal), then select Edit Item.
3. Navigate to Page 2 (bottom left) and tap Combo to open the Combo Maker.
4. Use the blue plus sign to select combo groups to associate with this item.
5. Adjust the order using the parallel lines and remove groups using the red minus sign.
6. Set the quantity allowed from each group (e.g., 1 entree, 1 side, 1 drink).
7. Click Confirm, then Save the edited item.
8. Be sure to test the combo on the POS to ensure it works properly.

Optional Settings

- Default Items: Preselect specific items from each group. Useful for quick entry and consistent inventory.
- Auto Complete: Automatically adds default items to the ticket when the combo is selected.
- Flat Rate Discount (Optional):
 - Enable Discount Type.
 - Enter a Discount Amount (e.g., \$5).
 - The system will calculate the total of selected items and subtract the discount from the final price.

Example: If a customer selects items totaling \$19.40 and a \$5 discount is applied, the final combo price becomes \$14.40.

6 Admin Page

This chapter explores the features available on the Admin Page of the Paradise POS application. This page can be accessed after logging in and selecting the Admin tab at the top of the page.

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6.1 Company Settings

Company Settings offers various options that allow customization of the Paradise POS system to fit the specific needs of the business. Upon selecting this option in the Admin tab, a list of features will appear on the left side of the page. This section will provide a breakdown of each feature, helping to clarify their functions and how they may impact operations.

Company Settings – General

Within the General tab of Company Settings, several options allow for customization of business details and system behavior.

- **Business Name, Address, and Phone Number:** These fields will display at the top of ticket receipts.
- **Login Message:** This message appears at the top of the login screen when employees clock in or log in.
- **Week Start:** By default, this is set to Monday. This setting affects the system’s definition of the beginning and end of the week, primarily used for payroll reporting.
- **Start Time:** This setting determines when the system “rolls over” to the new day. It clears the previous day’s tickets, resets ticket numbers, and marks open shifts as old. The default is set to 4am. This time should only be adjusted if necessary for non-24-hour businesses still conducting operations at that time. For businesses operating 24 hours, open shifts will not be marked as old, and employees can remain clocked in indefinitely.
- **Software Mode:** The system is preset to the mode that best suits the business.
- **Print Queue Status:** Displays printer status on the login screen.

Company Settings – Email & Network

Most of the settings in this section are pre-configured. The emailing information at the top has been set up to allow receipts to be emailed to customers. To ensure emails are sent to customers, please do not edit these settings.

If a SendInBlue account is available, integration is possible with the API Key from SendInBlue. Please reach out to our training or tech support team for further instructions.

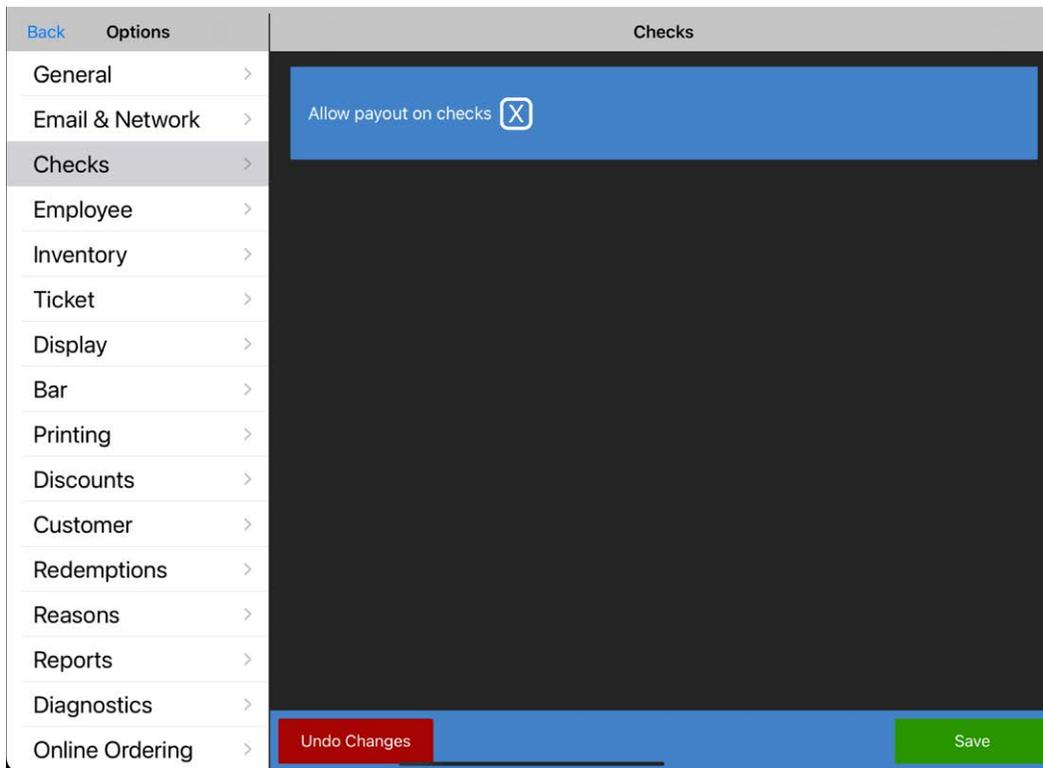
Back	Options	Email & Network	
General	>	SMTP Server	smtp.paradisepos.net
Email & Network	>	Username	receipt@paradisepos.net
Checks	>	Password	
Employee	>	Use SendInBlue Email Intergration	<input type="checkbox"/>
Inventory	>	API Key	
Ticket	>	Use WiFi Warnings	<input type="checkbox"/>
Display	>	WiFi Poll Interval (secs)	10
Bar	>	Wifi SSID (optional)	
Printing	>	Show Cloud Warnings	<input type="checkbox"/>
Discounts	>	Cloud Poll Interval (secs)	30
Customer	>	Enable Always Online Mode	<input type="checkbox"/>
Redemptions	>	Per Device Setting	<input type="checkbox"/>
Reasons	>		
Reports	>		
Diagnostics	>		
Online Ordering	>		

- **Use WiFi Warnings:** When checked, this will trigger a warning message if the system is not connected to the specified WiFi (WiFi SSID). This feature ensures that the system remains connected to the correct WiFi network, which is critical for communication between equipment. The WiFi Poll Interval defines how often the warning will appear, set by default to 15 seconds.

Company Settings – Checks

This section controls whether the business allows customers to write checks for an amount higher than the ticket total. To enable this option, select the checkbox.

To use this feature, process the payment as usual. On the payment screen, enter the amount the customer wishes to write the check for. Then, select “Check” as the payment method. The system will prompt to remove the excess amount from the drawer to be returned as change to the customer.



Company Settings – Employee

This section provides several options to adjust how the system functions for employees:

Back	Options	Employee
General	>	<div style="background-color: #333; color: white; padding: 10px;"> <p>Ticket Transfer Needs Approval <input checked="" type="checkbox"/> Require PIN <input type="checkbox"/></p> <p>Overtime Threshold <input type="text" value="40.00"/></p> <p style="text-align: center;">Clock-Out/In</p> <div style="background-color: #007bff; color: white; padding: 5px; display: flex; justify-content: space-between;"> Auto Join Drawer <input type="checkbox"/> Prompt Close Drawer <input checked="" type="checkbox"/> </div> <div style="background-color: #007bff; color: white; padding: 5px; display: flex; justify-content: space-between;"> Print Clock-Out Report <input checked="" type="checkbox"/> All Company Devices Pop Drawer when not Attached <input type="checkbox"/> </div> <div style="background-color: #007bff; color: white; padding: 5px; display: flex; justify-content: space-between;"> Must Run Shift Report <input type="checkbox"/> Include Cash Grat in Tip Out <input type="checkbox"/> </div> <div style="background-color: #007bff; color: white; padding: 5px; display: flex; justify-content: space-between;"> Allow Multiple Shift Reports <input type="checkbox"/> Hide Weekly Hours <input type="checkbox"/> </div> <div style="background-color: #007bff; color: white; padding: 5px; display: flex; justify-content: space-between;"> Require Drawer For Payments <input type="checkbox"/> Print Hours on Shift Report <input checked="" type="checkbox"/> </div> <div style="background-color: #007bff; color: white; padding: 5px; display: flex; justify-content: space-between;"> Shift Report Print Count <input type="text" value="1"/> Show ID on Payroll <input checked="" type="checkbox"/> </div> <div style="background-color: #007bff; color: white; padding: 5px; display: flex; justify-content: space-between;"> Allow Closing Drawer With Open Tickets <input type="checkbox"/> Use Tip Percentage <input type="text" value="0"/> % </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> Undo Changes Save </div> </div>
Email & Network	>	
Checks	>	
Employee	>	
Inventory	>	
Ticket	>	
Display	>	
Bar	>	
Printing	>	
Discounts	>	
Customer	>	
Redemptions	>	
Reasons	>	
Reports	>	
Diagnostics	>	
Online Ordering	>	

- **Ticket Transfer Needs Approval:** Requires approval from the employee receiving a transferred ticket.
- **Require PIN:** Mandates that employees use a PIN, even if they have a swipe card.
- **Overtime Threshold:** Sets the system's overtime threshold for payroll and overtime warnings; default is 40 hours.
- **Auto Join Drawer:** Automatically assigns an employee to a drawer if they have cash drawer access. Useful if all employees place cash payments in the drawer and don't carry a server bank.
- **Prompt Close Drawer:** Prompts the last employee to clock out to close the drawer.
- **Print Clock-Out Report:** Configures whether a clock-out report is printed when the employee clocks out. This is automatic if a printer is set up with the device.
- **Pop Drawer When Not Attached:** Enables the drawer to open when a cash payment is taken, even if the employee isn't assigned to a drawer. Note that this doesn't track those sales in the drawer.
- **Must Run Shift Report:** Requires all employees to run a shift report, regardless of whether they receive tips.
- **Require Drawer For Payments:** Ensures that a drawer must be opened before accepting payments, helping to avoid forgotten drawers.
- **Shift Report Print Count:** Specifies the number of copies to print when an employee runs a shift report.

- **Include Cash Grat in Tip Out:** Includes any cash gratuity (above signed tips) in the employee's tip-out amount at the end of their shift.
- **Hide Weekly Hours:** Hides the weekly hours from the employee tab.
- **Print Hours on Shift Report:** Adds weekly hours to the shift report when it's run by employees.
- **Show ID on Payroll:** Displays the employee's ID on payroll reports when generated.
- **Allow Closing Drawer With Open Tickets:** Permits closing a drawer while there are open tickets. This option is not recommended, switching drawers is preferred.
- **Use Tip Percentage:** Sets aside a percentage of credit card tips for an employee's shift report to be paid out like a tip share.

Company Settings – Inventory

These options are designed for users who want to better manage and track items in the system. It's important to note that inventory in Paradise is linked to individual items created in the system, not to combinations of items like dinner entrees or cocktails. This inventory system is especially useful for tracking retail inventory or monitoring the availability of specific items such as dinner entrees or desserts.

Back	Options	Inventory
	General >	Show Inventory Countdown <input checked="" type="checkbox"/>
	Email & Network >	Refunds return inventory <input checked="" type="checkbox"/>
	Checks >	Prompt for refunds return inventory <input type="checkbox"/>
	Employee >	Default item Department for Quick Create <input type="text"/>
	Inventory >	Enable Low Count Alerts <input type="checkbox"/>
	Ticket >	Allow Auto86 of Items <input type="checkbox"/>
	Display >	Use Coconut <input type="checkbox"/>
	Bar >	Auto Adjust Pricing List <input type="checkbox"/>
	Printing >	Preserve Pricing List Margins <input type="checkbox"/>
	Discounts >	Use Purchase Order System <input checked="" type="checkbox"/>
	Customer >	Use Price instead of Margin on Auto-Adjust <input type="checkbox"/>
	Redemptions >	<input type="button" value="Reset Item Counts to Zero"/>
	Reasons >	
	Reports >	
	Diagnostics >	
	Online Ordering >	
		<input type="button" value="Undo Changes"/> <input type="button" value="Save"/>

- **Refunds Return Inventory:** Ensures that refunded items are returned to inventory. Counts do not apply to open refund tickets.
- **Prompt for Refunds Return Inventory:** Prompts whether the items from a refunded ticket should be returned to inventory.

- **Default Item Department for Quick Create:** When items are created via scanner, they are defaulted to a new category called “Quick Create.” This can be changed to a different category already in the system by selecting it in the blank field.
- **Enable Low Count Alerts:** Alerts employees when they attempt to order an item that is below the set par value. For this to work, the item must have a Low Count Alert enabled and a par value greater than 0.
- **Allow Auto86 of Items:** Allows an item with an On Hand count of 0 to be greyed out in the menu or inventory screen. This prevents employees from ordering the item without manager permission.
- **Use Purchase Order System:** Enables the additional settings that items need to be compatible with the Purchase Order system on the dashboard. Enables Page 4 in Item Maintenance.
- **Use Price Instead of Margin on Auto-Adjust:** When enabled, changing an item’s Unit Cost auto-adjusts the Price based on the current Unit Cost and Margin. When not enabled, changing an item’s Unit Cost auto-adjusts the Margin based on the current Unit Cost and Price.
- **Reset Item Counts to Zero:** This resets all inventory item counts. This is not reversible.

Company Settings – Ticket

This section provides several options to customize how the system functions for employees, affecting ticket processing, payments, and more.

Back	Options	Ticket		
General	>	Print Tip Line <input checked="" type="checkbox"/>	Calculate Tips Before Discount <input type="checkbox"/>	Do Not Require Comp Reason <input type="checkbox"/>
Email & Network	>	Enable Split Ticket Pay Prompt <input type="checkbox"/>	Print Barcode on Receipt <input type="checkbox"/>	Do Not Require Void Reason <input type="checkbox"/>
Checks	>	Enable Threshold For Signature <input type="checkbox"/>	Send Price To Kitchen <input checked="" type="checkbox"/>	Disable Warnings On Transfer <input type="checkbox"/>
Employee	>	Customer Name on Receipt <input checked="" type="checkbox"/>	Sign Receipt on iPad <input checked="" type="checkbox"/>	Rollup Items on Display <input type="checkbox"/>
Inventory	>	Pop Drawer on Credit <input type="checkbox"/>	Force Tip Selection (on iPad) <input type="checkbox"/>	Disable Modifier Toggling <input type="checkbox"/>
Ticket	>	ID Verification Mode <input type="text" value="Date Approval"/>	Apply Default Gratuity <input type="checkbox"/>	Print Items With Cash Price <input checked="" type="checkbox"/>
Display	>	Scan ID if customer appears under age <input type="text" value="27"/>	Default Gratuity % <input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Bar	>	First Tip % <input type="text" value="15"/>	To-Go Fee <input type="text" value="Percent"/>	
Printing	>	Second Tip % <input type="text" value="20"/>	Signature Line Threshold \$ <input type="text" value="0.00"/>	
Discounts	>	Third Tip % <input type="text" value="25"/>	Receipt Footer 1 <input type="text"/>	
Customer	>	Receipt Footer 2 <input type="text"/>	Print Logo <input type="checkbox"/>	
Redemptions	>	Dither Logo <input type="checkbox"/>	 <input type="button" value="Select Logo"/> <input type="button" value="Reset Logo"/>	
Reasons	>	<input type="button" value="Undo Changes"/> <input type="button" value="Save"/>		
Reports	>			
Diagnostics	>			
Online Ordering	>			

- **Print Tip Line:** Adds a tip line on credit card slips, enabled by default.
- **Enable Split Ticket Pay Prompt:** Prompts for payment when splitting tickets using the split/combine ticket function.
- **Enable Threshold for Signature:** Ensures the signature line only prints if the amount meets the threshold set in the Signature Line Threshold setting.
- **Customer Name on Receipt:** Prints the customer's name on the receipt if the ticket is assigned to a customer.
- **Allow Payment Offline:** Enables multiple payment methods when the system is offline, except for those requiring the credit card terminal. This is useful during internet outages when using Local Mode.
- **Calculate Tips Before Discount:** Ensures that tip percentages are calculated before any discounts are applied to the ticket total.
- **Print Barcode on Receipt:** Useful for businesses with barcode scanners, allowing tickets to be rescanned for refunds or re-opening unpaid tickets on another register.
- **Send Price to Kitchen:** Includes item prices when sending orders to the kitchen printer.
- **Allow Splits Offline:** Allows ticket splitting in Local Mode or when offline. Caution is advised, as splits performed offline will only reflect on the iPad where the split occurred. This may cause discrepancies in multi-iPad setups.
- **Sign Receipt on iPad:** Enables customers to sign receipts directly on iPads but must also be

configured in Device Maintenance for the device.

- **Force Tip Selection (on iPad):** Requires a tip selection on the iPad when the “Sign Receipt on iPad” feature is enabled.
- **Do Not Require Comp Reason:** Bypasses the need to select a reason when applying a comp (complimentary) item.
- **Do Not Require Void Reason:** Bypasses the need to select a reason when voiding an item or ticket.
- **Disable Warnings on Transfer:** Disables the warning prompts that appear when transferring tickets between employees.
- **Rollup Items on Display:** Groups multiple quantities of the same item into one expandable section on the ticket, reducing clutter and improving readability.
- **Disable Modifier Toggling:** Allows for the selection of the same modifier multiple times (e.g., adding two of the same side item to a meal).
- **Pop Drawer on Credit:** Opens the cash drawer for credit card payments, in addition to cash payments.
- **ID Verification Mode:** Configures the system to verify age for items with age restrictions (e.g., alcohol). This can be done through a manual check or using an ID scanner.
- **First, Second, Third Tip %:** Sets the suggested tip percentages that appear on the ticket.
- **Receipt Footer:** Provides the ability to enter custom text that will appear at the bottom of the receipt.
- **To Go Fee:** Automatically applies a fee to tickets marked as To Go. This fee can be set as either a percentage or a flat rate.
- **Signature Line Threshold:** Defines the minimum ticket amount required for a signature line to print on credit card receipts. This setting requires the “Enable Threshold for Signature” option to be enabled.
- **Print Logo:** Enables printing the Paradise POS logo by default. The logo can be replaced with a custom image file, if it is 512 x 288 pixels in size and accessible on the device.
- **Dither Logo:** Alters the print quality of the logo to make it compatible with certain printers, improving print output for specific models.

Company Settings – Bar

This section contains settings related to bar functions, including bar tabs, pre-authorizations, and item doubling.

Back	Options	Bar
General	>	
Email & Network	>	
Checks	>	
Employee	>	
Inventory	>	
Ticket	>	
Display	>	
Bar	>	Use Bar Tab <input checked="" type="checkbox"/> Pre Auth Bar Tab <input type="checkbox"/> Bar Pre Auth Amount <input type="text" value="0.00"/> Double Button Modifier <input type="text" value="2.00"/> Velocity Merchant Profile ID <input type="text"/>
Printing	>	
Discounts	>	
Customer	>	
Redemptions	>	
Reasons	>	
Reports	>	
Diagnostics	>	
Online Ordering	>	

- **Use Bar Tab:** Activates the bar tab feature, allowing customers to start a tab at the bar. To collect card information for the tab, the pre-auth feature must be enabled with a set amount. When a card is saved on the tab, it enables the closing of the ticket without requiring the card to be swiped again.
- **Pre-Auth Bar Tab:** Enables the pre-authorization of a card for a set amount. This feature ensures that the card has sufficient funds to cover the pre-auth amount, and it places a hold on the specified amount. The hold will eventually be cleared from the customer's bank account.
- **Bar Pre-Auth Amount:** Specifies the amount to be pre-authorized on the card for the bar tab.
- **Double Button Modifier:** Defines the amount by which the double button on the home page will increase the quantity of an item. By default, this is set to 2.00, which doubles the selected item's quantity on the ticket.

Company Settings – Printing

This section allows for customization of how print jobs are sent to printers to better suit the specific needs of your business.

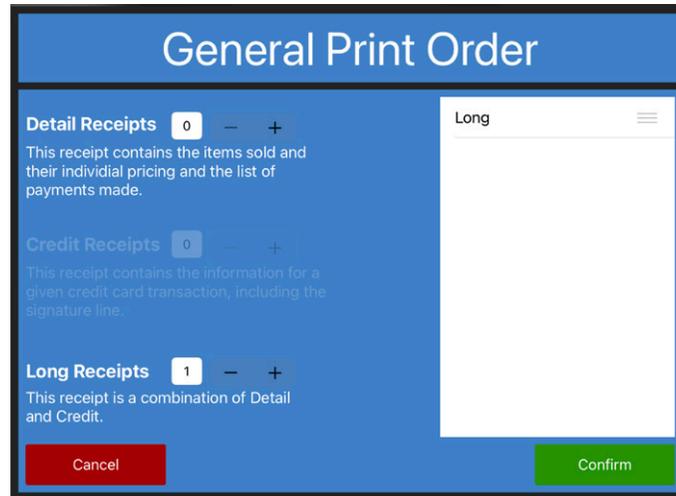
- **Send Voided Items to Kitchen:** Sends voided items to the kitchen printer, allowing kitchen staff to see which items have been voided from the ticket. This only applies to items assigned to the kitchen printer.
- **Print Receipts for Payouts:** Ensures that a receipt is printed every time a payout is made using the Pay In/Out function.
- **Account Balance on Receipts:** Allows a customer's account balance for layaways or house accounts to be printed on the receipt.
- **Print Logo on Credit Receipts:** Enables the company logo to be printed on credit receipts, provided a logo is set up under Company Settings -> Ticket.
- **Print Barcode on Credit Receipts:** Adds a barcode to credit receipts that can later be scanned to open the ticket.
- **Rollup Mods on Receipt:** Combines modifiers with items on the receipt, removing individual modifier lines and adding the price of any modifier that alters the item's price directly to the item's total.
- **Rollup Items on Kitchen:** Combines multiple instances of the same item on kitchen receipts, preventing duplicate prints for catering or bulk orders and saving paper.
- **Rollup Items on Receipt:** Like the kitchen setting, this combines multiple instances of the same item on the receipt to avoid clutter and reduce paper usage.

Company Settings – Printing Order

At the bottom of the Printing tab in Company Settings, two buttons allow customization of the print order and content for both tickets and credit receipts.

Edit General Print Order

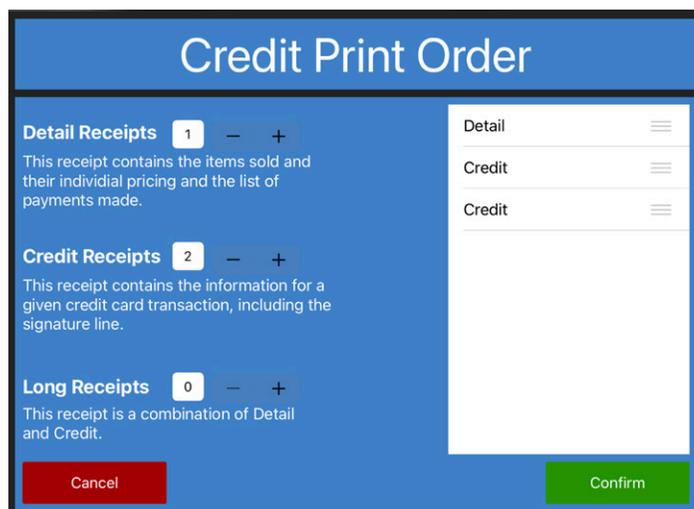
By default, this is set to print one Long receipt. Additional Detail receipts can be added, which print every time a cash receipt is issued, or a ticket is reprinted.



Edit Credit Print Order

This option offers more customization for receipts printed after a credit card payment. By default, it is set to print a Detail receipt followed by two Credit receipts. The content of these receipts is defined in their descriptions.

To modify the print order or the receipts included, use the plus and minus buttons next to the receipt types to add or remove them from the list. To adjust the order in which receipts are printed, use the three parallel lines next to each receipt type to drag and re-order them as needed.



Company Settings – Discounts

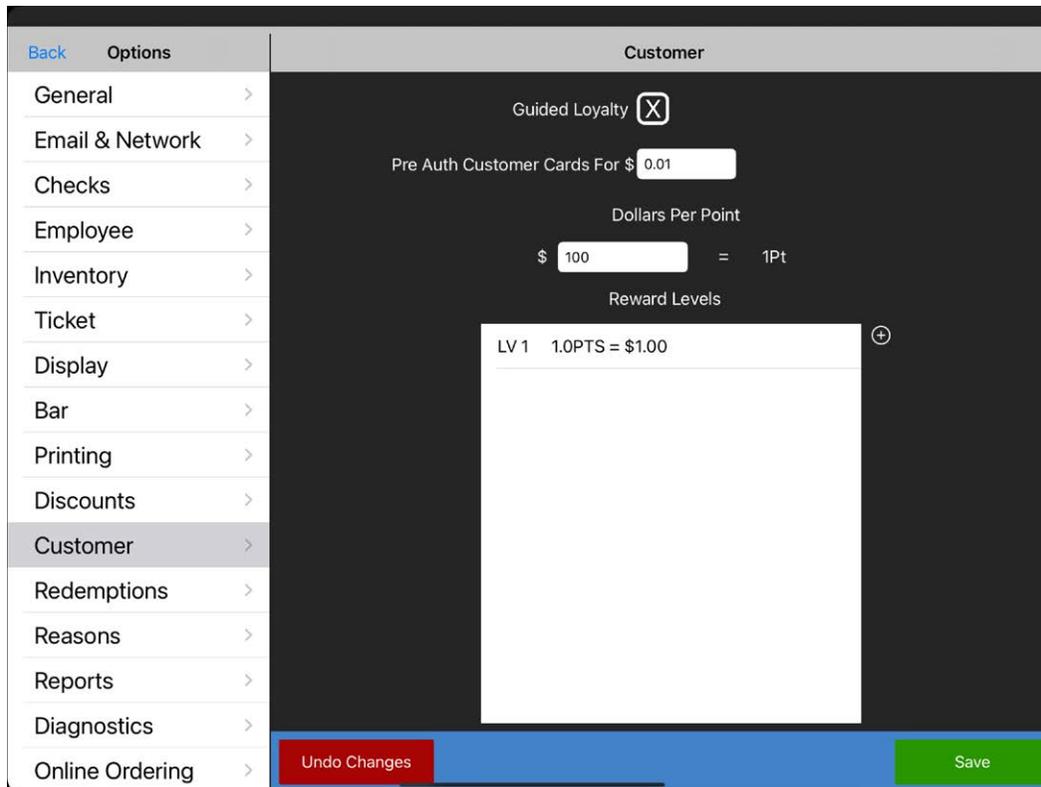
The Discounts section allows customization of how discounts are applied in the system. Two settings are available for adjustment:

The screenshot shows the 'Discounts' settings page. On the left is a navigation menu with options: Back, Options, General, Email & Network, Checks, Employee, Inventory, Ticket, Display, Bar, Printing, Discounts (highlighted), Customer, Redemptions, Reasons, Reports, Diagnostics, and Online Ordering. The main content area is titled 'Discounts' and contains two settings: 'Percent discount has decimal' with an unchecked checkbox, and 'Apply open discounts after tax' with an unchecked checkbox. At the bottom of the main area are two buttons: 'Undo Changes' (red) and 'Save' (green).

- **Percent Discount Has Decimal:** When enabled, this option allows discounts to be applied using decimal values when selecting the “Discount by Percentage” option. By default, only whole numbers are allowed.
- **Apply Open Discounts After Tax:** Enabling this setting applies any open discounts (either by percentage or amount) after the total and tax amount, affecting the overall amount due after tax has been calculated.

Company Settings – Customer

The Loyalty System in Paradise provides a way to reward repeat customers by allowing them to earn points for purchases and redeem those points for rewards. This section outlines how to configure and manage loyalty features within the POS.



Guided Loyalty

When the Guided Loyalty checkbox is enabled in settings, a prompt appears on the payment screen asking if the customer is part of the loyalty program. This feature guides the cashier through assigning the ticket to an existing customer profile, provides the option to create a new loyalty profile on the spot, and ensures customers receive points for their purchases in real time.

Card Pre-Authorization

Pre-authorizing cards is especially useful for bar tabs or repeat customers. When enabled, customers can keep a card on file for easy future transactions. This only works with supported card terminals—check device compatibility before enabling.

Setting Up Loyalty Points

To configure the Loyalty Program:

1. Dollar Per Point: Define how many dollars a customer must spend to earn one loyalty point.
 - Example: If set to \$10, the customer earns 1 point for every \$10 spent.
2. Reward Levels: Set how many points are required to unlock a reward and define the reward amount.
 - Example Setup:
 - \$10 spent = 1 point
 - 10 points = \$5 reward
 - This means the customer must spend \$100 to earn \$5 in rewards.
3. Multiple Reward Levels: You can create tiered incentives to encourage larger purchases or frequent visits.
 - Example:
 - 10 points = \$5
 - 25 points = \$15
 - 50 points = \$40

Redemption Options

Once a customer qualifies for a reward, the value can be applied as a discount to a future ticket or converted into a gift card, depending on business preference. All loyalty activity is tracked and can be reported through the Customer Reports section.

Company Settings – Redemptions

Redemptions are commonly used in retail settings and may include items permitted in certain states, such as bottle fees, bottle redemptions, and lottery tickets. The redemption feature allows the system to process the refund value for empty beverage containers in bottle redemptions or pay out winnings for lottery tickets, while also tracking this information in the reports.

This section will guide the setup process for bottle fees, bottle redemptions, and lottery ticket redemptions.

The screenshot displays the 'Redemptions' configuration screen. On the left, a sidebar menu lists various settings, with 'Redemptions' highlighted. The main content area is titled 'Redemptions' and features a 'New' button in the top right. Below the title bar, there are three input fields: 'Credit Na...' containing 'Redemption', 'Fee Na...' containing 'Bottle Fee', and 'Tax Ra...' containing '0.00'. A list titled 'Bottle Return' is visible on the left side of the main area. The primary form contains the following elements: a 'Name' input field, a 'Price' input field with the value '0.00', and five checkboxes: 'Is Redeemable', 'Prompt For Quantity', 'Prompt For Price', 'Lottery', and 'Trade In'. At the bottom of the form are 'Undo' and 'Save' buttons.

Setting up a Bottle Fee

1. Navigate to Admin > Company Settings > Redemptions. Once in the Redemptions section, click New at the top right of the list.
2. Name the redemption Bottle Fee. Next, enter the amount for the fee (e.g., ten cents as shown in the example).
3. To assign the Bottle Fee to the appropriate item, locate the item that should include the bottle fee and edit it. On the item's maintenance screen, go to Page 3 and check the box next to Redemption. Then, select Bottle Fee from the dropdown. This will ensure that the fee is automatically added as a line item to the ticket when the item is rung up.

Setting up a Bottle Redemption

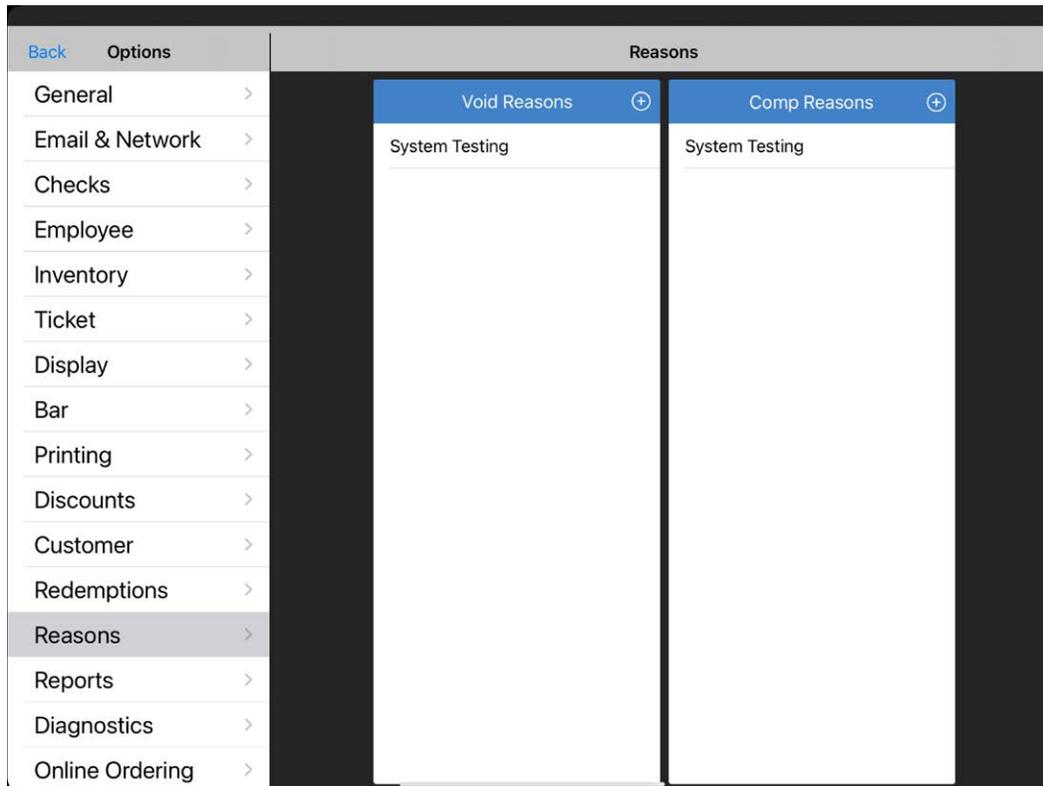
1. After setting up a bottle fee, a bottle redemption can be created to track how much has been paid out for redemptions. To create a redemption, go to Admin > Company Settings > Redemptions. Click New at the top right of the list.
2. Name the redemption (e.g., Bottle Return). Then, check the boxes for Is Redeemable and Prompt for Price. Marking it as redeemable enables the redemption to be applied to a ticket. Enabling the prompt for price will allow the user to enter the redemption amount manually. Alternatively, a set price per redemption can be configured if desired.
3. Once the redemption is created, it is ready to use. Ensure that a cash drawer is open for the day. To apply the redemption, select it from the Home Page at the bottom left of the screen, or navigate to Employee -> Redemption and choose the appropriate redemption from the list.

Setting up Lottery Tickets

1. To track lottery payouts accurately, create a redemption specifically for this purpose. Go to Admin > Company Settings > Redemptions and click New at the top right of the list.
2. Name the redemption (e.g., Lottery).
3. Set the item with Is Redeemable, which will allow the redemption to be applied to a ticket. Also, enable Prompt for Price to specify the amount being redeemed for the winning lottery ticket presented by the customer. Lastly, ensure Lottery is checked so that the system tracks it as a lottery payout in the reporting system.
4. Once the Lottery PO redemption is set up, it can be applied to a ticket. Ensure that a cash drawer is open for the day. To process the lottery payout, either select Redemption from the Home Page at the bottom left of the screen or navigate to Employee -> Redemption and choose Lottery PO.

Company Settings – Reasons

This section enables the creation of reasons for voids or comps in the system, helping to provide more accurate reporting on why these actions were performed. To create a new reason for a Void or Comp, click the small plus sign next to either Void Reasons or Comp Reasons. A prompt will appear where a new reason can be entered. Once the reason is typed in, select Confirm to save it.



Company Settings – Reports

This section allows for adjustments to reporting settings in the system. At the top of the page, the Accounting Type can be switched for reports, with two available options:

The screenshot shows the 'Reports' settings page. The sidebar on the left lists various options, with 'Reports' highlighted. The main content area is titled 'Reports' and contains the following settings:

- Accounting Type:** A blue bar at the top with two radio buttons. 'Accrual' is unchecked, and 'Cash-Basis' is checked (indicated by an 'X' in the box).
- Show Potential Error Tickets in Reports:** An unchecked checkbox.
- Use Web Reports:** An unchecked checkbox.
- Open Tickets Line on Total Sales:** An unchecked checkbox.
- Hide Unsold Items With no Price:** An unchecked checkbox.

At the bottom of the page, there are two buttons: 'Undo Changes' (red) and 'Save' (green).

- **Accrual:** Revenues and expenses are recorded when they are incurred, regardless of when cash is exchanged. This is the most commonly used setting and is typically set by default.
- **Cash-Basis:** Revenue is recorded when cash is received, and expenses are recorded when they are paid in cash.

Additional options include:

- **Show Potential Error Tickets in Reports:** Displays tickets that may contain errors, helping to monitor and identify potential issues with tickets.
- **Open Tickets Line on Total Sales:** Allows tickets that have not been paid yet to appear in the Total Sales Report, which can be helpful for midday report runs.
- **Use Web Reports:** Enables access to web-based reports, allowing viewing of Online Dashboard Reports from the Paradise application.

Company Settings – Diagnostics

This section is primarily used by Tech Support to diagnose technical issues. It displays information about the Wi-Fi network the device is connected to, as well as any Bluetooth connections and the device information for the device.

The screenshot displays the 'Diagnostics' section of the admin interface. On the left is a sidebar menu with the following items: Back, Options, General, Email & Network, Checks, Employee, Inventory, Ticket, Display, Bar, Printing, Discounts, Customer, Redemptions, Reasons, Reports, Diagnostics (highlighted), and Online Ordering. The main content area is titled 'Diagnostics' and is divided into several sections:

- Connect to API:** A button to connect to the API.
- App / Database Diagnostic Information:** A box containing:
 - Database Channel: deeznuts1052_deeznuts1052
 - App Version: 3.0.9 (1a5370bcc) 427
 - API IP: http://172.16.1.131:8123
 - Public IP: http://12.189.47.154Buttons for 'Show', 'Refresh', and 'Prune Print Jobs' are located to the right.
- Bluetooth Diagnostic Information:** A box containing:
 - NETWORK: []
- Current Print Jobs:** A box containing:
 - Current Print Jobs: 0
 - All Local Docs: 991
- My Device:** A section titled 'My Device:' containing:
 - Device Diagnostic Information:
 - Device: iPad
 - OS Version: 17.6.1
 - Name: nOsr
- P2P Devices:** A section titled 'P2P Devices:' with a dashed line indicating no devices are currently connected.

At the bottom of the main content area, there is a yellow button labeled 'Fix Tickets'.

6.2 Edit Roles

Before creating employees, it is necessary to first establish the roles within the system, as these roles will determine their permissions. It is recommended to create an initial role with the permissions suitable for an employee starting in that position, along with the regular and overtime pay rates, if the system is to track them in its reporting.

To begin, navigate to Admin > Edit Roles. By default, the manager role should already be created in the system. To create a new role, click the New Role button located at the top right of the screen.

On the new page, enter the name of the role (e.g., Server, Bartender, Cashier, etc.), and specify the Regular and Overtime Pay if that is to be tracked in the system. At the bottom of the page, checkboxes are available for selecting specific permissions for the role. Unchecked options will require manager approval or the assistance of another employee with the necessary permission. Below are brief descriptions of each checkbox to assist in determining the appropriate action permissions for the role.

The screenshot displays the 'Role Maintenance' page for the 'Manager' role. The form includes the following fields and options:

- Name:** Manager
- Warning Threshold:** 0.00 Hrs
- Regular Pay:** 25.00
- Overtime Pay:** 37.50
- Department:** (empty)
- Receives Commission:**
- Closes Own Tickets:**
- Permissions:**
 - Edit Button Permissions:** (highlighted in yellow)
 - Edit Tip Share:** (highlighted in yellow)
- Menu Template:** (empty)
- Permissions Grid:**
 - Keypad Changes Price:
 - Cash Drawer Access:
 - Override Item Discount:
 - Reopen Ticket:
 - Move Items:
 - Sort Buttons:
 - Edit Shifts:
 - Allow Table Sharing:
 - Log Out on Send:
 - Force Close Drawer:
 - Log Out After Ticket Paid:
 - Prompt Tips on Clockout:
 - Edit Items:
 - Create Item:
 - Void Closed Ticket:
 - Force Item Add:
 - Edit Loyalty Points:
 - Edit Loyalty Balance:
 - Refund Ticket:
 - Highlight Tabs:
 - Close Tab w/o Swipe:
 - Confirm On Cash:
 - Set Initial Item Price:
 - Confirm On Partial Credit or Debit:
 - Delete Device:
 - Allow Tips:
 - Allow Assigned Tips:
 - Prompt Name on Ticket:
 - Start With Diagram:
 - Void Items:
 - Comp Items:
 - Hold Items:
 - Transfer Items:
 - Clear Print Queue:
 - Confirm On HA:

At the bottom, there are two buttons: 'Undo Changes' (red) and 'Save' (green).

- **Receives Commission:** When enabled, allows the employee to receive commission on sales that include items that have been made commissionable.
- **Closes Own Tickets:** When enabled, all tickets made by the employee with this role can only be closed by that employee.
- **Keypad Changes Price:** Used in register mode, this permission allows employees to set item prices via the register mode's keyboard.
- **Cash Drawer Access:** Grants access to the cash drawer, allowing the employee to open a cash drawer with a starting amount and process sales if a cash drawer is already available at the station. This permission is required for cashiers and recommended for servers without server banks.
- **Override Item Discount:** Enables the employee to override discounts already applied to an item, typically in the case of a scheduled discount.
- **Reopen Ticket:** Allows the employee to reopen a ticket that has already been closed with a payment.
- **Move Items:** Provides the ability to move items within the system on the Home screen.
- **Sort Buttons:** Grants permission to use the Sort function on categories and items within the Home screen.
- **Edit Shifts:** Permits the employee to edit shifts on the Shift Maintenance page.
- **Allow Table Sharing:** Enables the employee to select other employees' tables or tickets to add to and share.
- **Log Out On Send:** Logs the user out automatically when a ticket is sent.
- **Force Close Drawer:** Allows the user to force close a drawer if it cannot be closed by normal means. This function is not recommended for most users, as forced drawer closures should only be used as a last resort to prevent errors or issues in reporting.
- **Log Out After Ticket Paid:** Logs the user out automatically after a ticket has been paid.
- **Prompt Tips on Clockout:** Prompts the employee to claim their cash tips at the end of their shift.
- **Edit Items:** Grants the ability to edit items on the Home screen.
- **Create Item:** Allows the user to create new items on the Home screen.
- **Void Closed Ticket:** Enables the user to void a ticket that has already been closed, including any payments attached to it. If the ticket was paid via credit card and the void is done incorrectly, the payment data cannot be recovered through the point of sale, and assistance from the payment processor may be required.
- **Force Item Add:** Permits the employee to add an item to a ticket even if its count is below zero. This option is typically used with low count alerts and the Auto86 feature.
- **Edit Loyalty Points:** Grants the ability to edit a customer's loyalty points in the customer database. This permission is helpful for correcting mistakes but should be used with caution, as adding points may allow a customer to qualify for a reward.
- **Edit Loyalty Balance:** Allows the user to edit a customer's loyalty balance in the customer database, which represents the store credit available for the customer to use.
- **Refund Ticket:** Grants the ability to refund a ticket.
- **Highlight Tabs:** When enabled, this option highlights any bar tab tickets in blue under the

Employee tab, making it easier to search for a guest's bar tab quickly.

- **Close Tabs w/o Swipe:** Permits the user to close a bar tab without having the card on hand to swipe. This requires pre-authenticated bar tabs to be set up in the system, with a pre-auth amount to hold card information.
- **Confirm on Cash:** Sets a prompt that prevents a ticket from automatically closing to cash when cash is selected on the pay screen, reducing accidental transactions.
- **Delete Device:** This function should only be enabled for Admin users as it serves as a tech support function.
- **Allow Tips:** Grants the ability to accept credit card tips.
- **Allow Assigned Tips:** Enables the user to be selected when assigning tips to different employees in the Batch Adjustment screen and the Pay Screen.
- **Prompt Name on Ticket:** Prompts the user to enter a name, table, or customer details when sending a ticket, with the available options to be set during role creation.
- **Start With Diagram:** Prompts the table layout to appear immediately upon login.
- **Void Items:** Allows the user to void items on tickets.
- **Comp Items:** Permits the user to comp (complimentary) items on tickets.
- **Hold Items:** Grants the ability to use the hold function on ticket items.
- **Transfer Items:** Enables the user to transfer items or tickets to other employees or tables within the system.
- **Clear Print Queue:** Allows the user to clear the print queue in case of congestion on the Admin page.
- **Confirm on HA:** Sets a prompt that prevents the ticket from automatically closing to House Account.

Edit Button Permissions

After selecting the action permissions for an employee, the next step is to edit their button permissions. Editing button permissions allows for the specification of which buttons employees can access without requiring manager approval.

To begin, select Edit Button Permissions. A pop-up will appear, displaying the different screens available within the system. From here, select each screen to enable the specific buttons that the employee will be allowed to use.

By default, most buttons will be red, indicating that the employee does not have access. Tapping a button once will turn it green, which means the employee can select and use that button within the system. Review all available options to determine which buttons should be accessible to the employee.

Tap to deselect and remove permission

Back	Add All	Remove All	Tables	Home	Employee	Manager	Admin	Log Out
Open Cash Drawer	Join Drawer	Pay In/Out	Gift Card Balance	Shift Report	Tip Adjustment			
Employee Tip Out	Customer Database	Price Check	Rental Tickets	Print Labels	Deposit Tickets			
Split/Combine Ticket	Resend Ticket	Redemption	Scheduled Tickets	Delivery	To Go			

Open Tickets	Closed Tickets	Weekly Hours
		03/19/2025
		9:34 AM - 9:34 AM 0:00
		04/09/2025
		8:28 AM - 9:15 AM 0:46
		05/20/2025
		8:50 AM - 9:50 AM 1:00
		06/02/2025
		9:28 AM - 2:25 PM 4:57
		06/03/2025
		2:26 PM - 9:21 PM 6:55
		06/04/2025
		9:21 AM - 4:50 PM 7:28
		06/05/2025
		9:28 AM - 8:20 PM 10:52
		06/06/2025
		8:21 AM - 4:53 PM 8:32
		Total Hours: 40:00, OT: 198:16

6.3 Employee Maintenance

Once the necessary roles for the business are created, the next step is to add employees to the system. To do so, select the Employee Maintenance button in the Admin tab. On the left side of the screen, the current employees in the system will be listed. If this is the first time accessing this section, two default employees will be displayed: Admin and Manager. The Admin employee is intended for tech support access during system issues, while the Manager employee starts with the ID number 1234 and should be the account logged in when setting up and editing the system for your business needs.

To create a new employee, select the New Employee button at the top right of the screen. Begin by entering the employee's first and last name. Optional fields such as SSN, cell phone number, and address can be filled in as needed. The only required information for creating an employee is their first and last name, a unique password, and a role. To assign a role to the employee, select the small plus sign to the right of the Roles section, which will open a drop-down list of available roles. Choose the appropriate role for the employee and save the changes once completed.

If additional modifications are needed for an employee, the following features in Employee Maintenance may be helpful:

The screenshot shows the 'Employee Maintenance' interface. At the top, there are 'Back' and 'New Employee' links. The main title is 'Employee Maintenance'. On the left, there are tabs for 'Active' and 'Inactive', a search bar, and a list of employees: 'MANAGER, MANAGER' and 'SPS, ADMIN'. The main form fields include: First Name (Manager), Middle (empty), Last Name (Manager), SSN (empty with a 'Show' button), Cell (empty), Home (empty), Email (empty), Address 1 (empty), Address 2 (empty), City (empty), State (empty), Zip (empty), Hire Date (empty), Termination Date (empty), Active status (checked with an 'X' in a box), Credit Limit (0.00), Password (empty with a 'Show' button), Card # (empty with a 'Show' button and a 'Swipe' button), and Roles (Manager - DEFAULT with a '+' icon and an 'Edit Defaults' button). At the bottom, there are 'Undo Changes' and 'Save' buttons.

- **Credit Limit:** Sets a credit limit for the employee if the Employee Accounts function is in use within the system.
- **Active:** This is selected by default. Deselecting it disables the employee, preventing them from clocking in or accessing the system until reactivated.
- **Card #:** If swipe cards are used for employee access (either instead of or in addition to passwords), the card number can be set here. To assign a card, select the Swipe button, and the card reader will prompt for a card swipe to set it to the employee.
- **Changing a Default Role to Custom:** If different employees with the same role require unique permissions (e.g., one bartender having additional permissions or a pay raise), the role can be customized for an individual employee. Select the role already assigned to the employee, and the system will prompt that it is changing the default role to custom. The system will also prompt that the employee must clock out for the changes to take effect, so ensure the employee is not clocked in if immediate changes are desired.

Note: Once a role is customized for an employee, any future changes to the default role in Edit Roles will not affect that employee.

6.4 Edit Templates

Templates allow users to limit employee roles to specific portions of the menu or inventory available on the Home screen. To create templates:

The screenshot shows a mobile application interface for creating a template. At the top, there is a blue header with a white text input field labeled "Name" containing the text "Bartender". Below the header, the interface is split into two columns: "Available Categories" on the left and "Selected Categories" on the right. The "Available Categories" column lists various menu categories: Appetizers, Beverages, Breakfast, Desserts, Dinner, Dinner Specials, Lunch, Lunch Specials, Merch, Sides, and Soups & Salads. The "Selected Categories" column shows "Cocktails" with a red minus sign and a hamburger menu icon. At the bottom of the form, there are two buttons: a red "Cancel" button on the left and a green "Save" button on the right.

1. Go to the Admin tab and select Edit Templates.
2. A pop-up will appear; click Add New Template.
3. On the next page, all available categories will be listed on the left side of the screen.
4. At the top, name the template based on the type of employee for whom it is being created.
5. Select the categories the employee should have access to. After selecting them, tap once on the right side to move the categories to the Selected Categories section.
6. Once the selections are complete, click Save to create the template.

The screenshot shows the 'Role Maintenance' interface for a 'Manager' role. The role name is 'Manager', the warning threshold is 0.00 hours, regular pay is 25.00, and overtime pay is 37.50. The role is assigned to a department. The 'Menu Template' field is highlighted with a red border. The permissions section includes a grid of checkboxes for various actions, with many checked. The 'Edit Button Permissions' and 'Edit Tip Share' buttons are highlighted in yellow. The 'Undo Changes' button is red, and the 'Save' button is green.

Next, attach the new template to the appropriate employee role:

1. Go to Edit Roles and select the role you want to link the new template to.
2. Locate the small blank field labeled Menu Template.
3. Click on it, and a list of available templates will appear. Select the correct one.
4. Save the changes when finished.
5. This process ensures that the selected employee role will only have access to the designated portions of the menu or inventory.

6.5 Item Maintenance

This section lists all items in the system, providing easy access for editing multiple items quickly. On the left-hand side of the screen, all items are displayed. At the top is a search bar for finding a specific item. To the right of the search bar is a small “i.” Selecting this will open a pop-up that allows sorting items by either category or department.

Selecting an item will open the Item Maintenance screen, where various details are available to help customize each item in the system.

The screenshot shows the 'Item Maintenance' screen for the 'Appetizer Sampler' item. The interface includes a search bar, a list of items on the left, and a detailed form for editing the selected item. The form fields are as follows:

- Name:** Appetizer Sampler
- Kitchen Name:** (empty)
- Department:** Food
- Price:** 11.00
- Unit Cost:** 0.00
- Weight:** 0.00
- Lbs:** (empty)
- API Enabled:**
- Online Price:** 11.00
- Checkmate Enabled:**
- Last Cost:** \$0.00
- Average Cost:** \$0.00
- Restricted Online Item:**
- On Hand:** 0
- Par:** 0
- Item/Mfg ID:** (empty)
- Ttl Par:** 0
- Qty Decimals:** 2
- SKU:** (empty)
- Location:** (empty)
- Was Sold:**

Additional settings and categories are shown in a blue overlay and on the right side of the screen:

- Rental:**
- Low Count Alert:**
- Discountable:**
- Mark For Reorder:**
- Taxable:**
- Track Item:**
- Returnable:**
- Out of Stock:**
- Measurable Qty:**
- Prompt Qty:**
- Use Decimal Qty:**
- Prompt Price:**
- Prompt Name:**
- Use Scale:**

Categories and Vendors are listed on the right side of the screen:

- Categories:** Appetizers
- Vendors:** (empty)
- Printers:** Kitchen Printer
- Modifier Groups:** (empty)
- Additional Fields:** (empty)

At the bottom, there are three buttons: 'Undo Changes' (red), 'Duplicate' (yellow), and 'Save' (green).

- **Name:** The name of the item as it appears on the selectable button on the Home screen.
- **Kitchen Name:** The name that will print on a kitchen ticket. If this field is not filled in, the Name value will be used for the kitchen ticket.
- **Price:** The price of the item for the customer.
- **Unit Cost:** The total cost of the item, used in various reports for profit analysis.
- **On Hand:** The current stock level of the item. This is useful for tracking limited stock or specials, particularly in a restaurant setting.
- **Par:** The minimum stock level for the item to maintain. When combined with the Low Count Alert function in Admin > Company Settings > Inventory, alerts will be triggered when stock reaches or falls below this threshold.

- **Item/Mfg ID:** The manufacturer's identification number for the item.
- **SKU:** The unique SKU for the item, which can be scanned into the system. A custom SKU can also be entered for items that don't have a barcode, such as when printing labels.
- **Department:** Defines the department for the item, which sets the applicable tax rate and allows for departmental reporting.
- **Categories:** Assigns the item to a category, determining where it will appear on the Home screen.
- **Vendors:** Allows assignment of a vendor to the item.
- **Printers:** If the item needs to print to a kitchen or bar printer when sent, a printer can be assigned here.
- **Modifier Groups:** Links modifier groups to the item. More details on modifiers can be found in the Modifier Maintenance section.
- **Additional Fields:** Primarily used by retail businesses, this allows the creation of custom fields (such as size or color) for detailed reporting. To create a new field, select the plus sign next to Additional Fields and then choose Manage Additional Fields. In the pop-up, click New to create a field (e.g., "Size"). Under Sub Fields, select the plus sign to add options (e.g., small, medium, large). Save the field when finished, then return to the main screen. Once created, select the plus sign next to Additional Fields again, choose the new field, and a blank field will appear, allowing the assignment of the new field to the item.

Item Maintenance Additional Settings

The Item Maintenance screen also features a series of checkboxes and settings organized into three - four different tabs. These checkboxes enable specialized settings for items based on how they should function. When a new item is created, some checkboxes are checked by default. Below is a brief description of the functionality of each checkbox when enabled:

Page 1 Settings

Page 1	Page 2	Page 3	Page 4
Rental <input type="checkbox"/>	Low Count Alert <input checked="" type="checkbox"/>		
Discountable <input checked="" type="checkbox"/>	Mark For Reorder <input type="checkbox"/>		
Taxable <input checked="" type="checkbox"/>	Track Item <input checked="" type="checkbox"/>		
Returnable <input checked="" type="checkbox"/>	Out of Stock <input type="checkbox"/>		
Measurable Qty <input type="checkbox"/>	Prompt Qty <input type="checkbox"/>		
Use Decimal Qty <input type="checkbox"/>	Prompt Price <input type="checkbox"/>		
Prompt Name <input type="checkbox"/>	Use Scale <input type="checkbox"/>		

- **Rental:** Designates the item as a rental. Enabling this adds two additional buttons to Page 1: Rental Info and Rates. Further details on setting up rental items are provided in the Rental Maintenance section of this chapter.
- **Discountable:** Allows the item to be discounted. Disable this setting if employees should not be able to apply discounts on the item.
- **Taxable:** Marks the item as taxable, even if the department associated with the item would not normally apply tax.
- **Returnable:** Enables customers to return the item, and the system will add it back into inventory.
- **Measurable Qty:** When enabled and the item is selected, the system will prompt the user to specify the quantity of the item. If paired with the Use Decimal Qty setting, decimal amounts can be entered, making it ideal for weighed items. Force Item Add must be enabled in the Role Maintenance for the user.
- **Use Decimal Qty:** Enables the user to input decimal quantities for an item when combined with Measurable Qty. This cannot be used with Prompt Qty.
- **Prompt Name:** Prompts the user to enter a name for the item when selected.
- **Low Count Alert:** Triggers a warning when the item's stock falls below the Par level. This requires the Enable Low Count Alerts setting to be enabled in Admin > Company Settings > Inventory.
- **Mark For Reorder:** Allows the item to be marked for reorder, which will display it on the Reorder Report, along with any other items below the Par level.
- **Track Item:** Ensures the item is included in reporting, regardless of whether this box is checked. This setting can also work with the Allow Auto86 of Items setting in Admin > Company Settings > Inventory, automatically graying out items in the system with a count of 0 or below. Employees without Force Item Add enabled will not be able to order these items.
- **Out of Stock:** Grays out the item on the home screen when checked. This setting can be toggled on or off from both the Item Maintenance screen and the Edit Button screen when editing buttons on the home screen.
- **Prompt Qty:** Prompts the user to specify the quantity of the item they want to ring up when selected.
- **Prompt Price:** Prompts the user to enter the price of the item being rung in, useful for items with market-based pricing.
- **Use Scale:** Enables the item to be used with a compatible Paradise scale for weighing.

Page 2 Settings

Page 1	Page 2	Page 3	Page 4
Set Decimals <input type="checkbox"/>		Allow EBT <input type="checkbox"/>	
Prompt for ID <input type="checkbox"/>		Combo	
Loyalty Exempt <input type="checkbox"/>		Hide Item <input type="checkbox"/>	
Smart Tax <input type="checkbox"/>		Tax Rates	
Limit SKU <input type="checkbox"/>	Limit	<input type="text" value="0"/>	
Price From SKU <input type="checkbox"/>	Last	<input type="text" value="0"/>	Digits
	Ignore Last	<input type="text" value="0"/>	Digits

- **Set Decimals:** When enabled, this allows editing the Qty Decimals field below Additional Fields.
- **Prompt for ID:** Enables a prompt for age verification on items that require a specific age. The system will request that the customer's ID meets the age requirement (either 18 or 21) for any ticket containing this item at the payment screen.
- **Loyalty Exempt:** Exempts the item from awarding loyalty points to customers when the loyalty program is in use.
- **Smart Tax:** Configures the item to avoid applying standard tax unless paired with non-smart tax items. This is typically used in restaurants where only certain items (e.g., liquor) are taxed, based on state laws.
- **Limit SKU:** Restricts the SKU to a specified number of digits. When used with Ignore Last Digits, this allows control over how many digits the scanner ignores, which is particularly useful for pricing extraction from specific SKUs.
- **Price From SKU:** Sets the price of the item based on its SKU. A field next to this option allows specifying how many of the last digits from the SKU should be used as the price.
- **Allow EBT:** Enables the item to be purchased using an EBT (Electronic Benefits Transfer) card.
- **Combo:** Used in conjunction with Combo Group Maintenance to associate the item with combo selections. Further details are provided in the Combo Group Maintenance section of the Manager Tab Features chapter.
- **Hide Item:** When enabled, the item will be hidden from the home screen but remains in the database, making it possible to re-enable it later.
- **Tax Rates:** Allows the assignment of multiple tax rates to an item.

Page 3 Settings

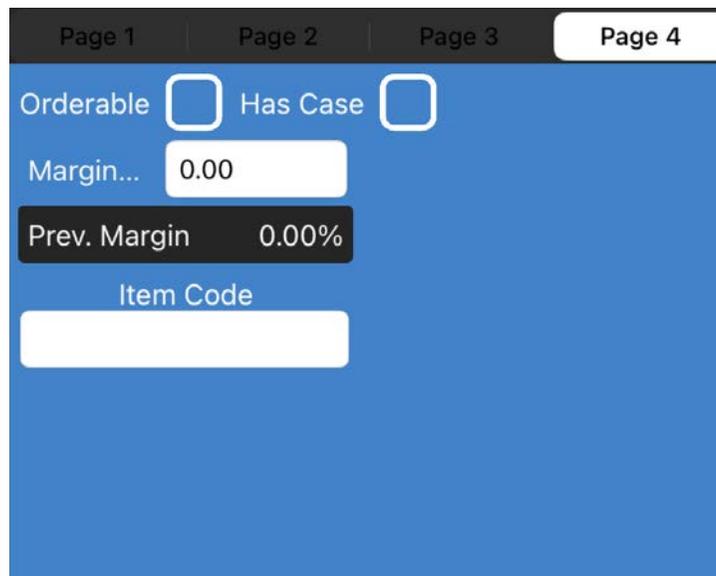
The screenshot shows the 'Page 3 Settings' form. At the top, there are four tabs: 'Page 1', 'Page 2', 'Page 3' (which is highlighted), and 'Page 4'. Below the tabs, the form contains several settings:

- Ounces:** A text input field with the value '0.00'.
- Commissionable:** A checkbox that is currently unchecked.
- Commission Rate:** A text input field with the value '0.00'.
- Unit of Measure:** An empty text input field.
- Redemption:** An empty text input field.
- Fixed Deposit:** A checkbox that is currently unchecked.
- Prompt Deposit:** A checkbox that is currently unchecked.

- **Ounces:** Used for items in departments that charge additional tax based on weight. This allows setting the weight of the item, commonly used for products in states that enforce a sugar tax.
- **Commissionable:** Marks the item as commissionable. Must be paired with Commission Rate to assign a commission to an employee, and the employee must have the Receives Commission box checked to receive the commission in their report.
- **Commission Rate:** Defines the commission rate for commissionable items. It requires the Commissionable setting to be enabled.
- **Unit of Measure:** Used in conjunction with the Measurable Qty checkbox to specify the unit of measurement for the item (e.g., pounds, liters).
- **Redemption:** Allows attaching a redemption, which is set up in the Redemptions section under Admin > Company Settings > Redemptions. This option is detailed further in that section.
- **Fixed Deposit:** Used for merchants utilizing the rental and pay function within Paradise. This sets the fixed deposit charged for an item and is explained more in the Employee Screen Features chapter.
- **Prompt Deposit:** Used with merchants who implement the rental and deposit function. It triggers a prompt to set the deposit amount when the item is selected and is further explained in the Employee Screen Features chapter.
- **Deposit Amount:** Defines the fixed deposit amount for merchants using the rental and deposit function. This is part of the functionality covered in the Employee Screen Features chapter.

Page 4 Settings

To enable the fourth tab, make sure to go to Admin > Company Settings > Inventory and enable “Use Purchase Order System”. These settings are only used for businesses that utilize the purchase order system on the dashboard.



The screenshot shows a web interface with a dark header containing four tabs: "Page 1", "Page 2", "Page 3", and "Page 4". The "Page 4" tab is selected and highlighted. Below the tabs, the form contains the following elements:

- "Orderable" checkbox (unchecked)
- "Has Case" checkbox (unchecked)
- "Margin..." input field with the value "0.00"
- "Prev. Margin" field with the value "0.00%"
- "Item Code" input field

- **Orderable:** Marks the item as an orderable item within the purchase order system.
- **Has Case:** Select if the item is sold as a Case of items.
- **Margin:** This is the margin percentage that represents the profitability of the product as a percentage of its revenue. This number only generates if the item has both a Price and a Unit Cost. This changes when an item’s Price or Unit Cost is modified.
- **Prev. Margin:** The previous margin percentage the item had before any changes to an item’s Price or Unit Cost.
- **Item Code:** A unique identifier for the item, similar to the SKU.

6.6 Modifier Maintenance

This button provides access to the various modifiers and modifier groups within the system. Modifiers are additional options that can be applied to a main item, either providing further instructions or adding extra charges. These modifiers are organized into modifier groups, which can include options such as:

- Sandwich or hamburger options (e.g., adding or removing lettuce, tomato, cheese)
- Menu add-ons (e.g., sautéed onions, extra cheese, or extra meat, which may include an additional charge)
- Salad options (e.g., different salad dressings or salad meat add-ons)

Upon selecting Modifier Maintenance, a pop-up will appear with three options: Edit Modifiers, Edit Modifier Groups, and Edit Modifier Descriptors, which are described in more detail below.

Edit Modifiers

The Edit Modifiers screen displays all modifiers listed on the left side of the screen. When selecting an existing modifier or creating a new one via the New Modifier button at the top right, the editable details of the modifier are shown on the right side of the screen.

Modifier Details

- **Name:** The name of the modifier, as it will appear in the Modifier Group.
- **Price:** The upcharge price for the modifier, if applicable.
- **Default Quantity:** The default quantity set for the modifier, typically kept at 1.
- **Measurable:** Enables the modifier's default quantity to be adjusted with decimal values.

The screenshot shows the 'Modifiers' configuration page. On the left is a search bar and a list of modifiers including Bacon, Beans, Broccoli, Carrots, Cole Slaw, Corn, Fried Okra, Fries (selected), Fruit Cup, Green Beans, Ham, Hashbrowns, Home Fries, Mac n Cheese, and Mashed Potatoes. The main area is for editing the 'Fries' modifier. Fields include Name (Fries), Price (2.00), Default Quantity (1), and Checkmate Online Price (2.00). There are checkboxes for Prompt Quantity, Track Modifier, Checkmate Online Enabled, Online Ordering Restricted, and API Enabled (checked). A color selection box is set to orange. Below are two lists: 'Modifier Groups' with 'Sides' and a plus sign, and 'Sub-Modifier Groups' with a plus sign. At the bottom are 'Undo Changes', 'Create Copy', and 'Save' buttons.

Additionally, the modifier's color can be customized for its appearance in the Modifier Group screen. However, this requires a pre-configured color scheme for additional options to be available.

Below the color selection, there are two lists:

- **Modifier Groups:** Displays which modifier groups a modifier will appear in. A modifier can be added to multiple groups. To add a group, select the small plus sign at the top right of the list to view available modifier groups. To create a new group, select Add New Modifier Group at the bottom of the list.
- **Sub-Modifier Groups:** This section allows a modifier group to be linked to the modifier. It functions similarly to item editing, enabling guided selection. For instance, a Salad Dressing modifier group can be attached to a Side Salad modifier. If the linked modifier group is guided, it will prompt the employee to select an option upon choosing the Side Salad modifier.

This setup ensures that modifiers with specific options are automatically displayed for selection when needed.

Edit Modifiers Groups

The Modifier Group screen consists of two main sections. On the left side of the screen, all of the modifier groups created in the system are listed. On the right side, the specific modifiers and group rules for the selected group are displayed.

Modifier Group Setup

- **Name:** Every modifier group must have a name. When creating a new group, choose a name that clearly identifies its purpose for easy recognition.
- **Min Modifiers:** Sets the minimum number of modifiers that must be selected when the modifier group is shown with a menu item. If the group is not a guided modifier group, this value can remain at zero.
- **Max Modifiers:** Defines the maximum number of modifiers that can be selected from this group.
- **Free Modifiers:** If certain modifiers within the group have a cost, but a specific number are free before charges apply, this field specifies that amount.
- **Modifier Group Color:** Below the rules section is the option to choose the color this modifier group will appear with on the Home Screen. This can only be set if a color scheme has been created in the system.

The screenshot shows the 'Modifier Groups' configuration interface. On the left, a sidebar lists modifier groups: Breakfast Side, Egg Style, Meat Choice, and Sides (selected). The central area is for editing the 'Sides' group, with fields for Name (Sides), Min Modifiers (1), Max Modifiers (5), Free Modifiers (2), Color (a color picker), Guided (checked), and Allow Open Modifiers (unchecked). On the right, a list of modifiers is shown with their prices: Fries (\$2.00), Green Beans (\$2.00), Mac n Cheese (\$2.00), Side Salad (\$2.00), Rice (\$2.00), Broccoli (\$2.00), Carrots (\$2.00), Cole Slaw (\$2.00), Corn (\$2.00), Fried Okra (\$2.00), Mashed Potatoes (\$2.00), and Beans (\$2.00). At the bottom, there are buttons for 'Undo Changes', 'Create Copy', and 'Save'.

Checkbox Options

- **Guided:** When enabled, this modifier group will always appear automatically when the menu item it is attached to is selected. If not enabled, employees will have to manually select the modifier group when editing a menu item. Guided modifier groups are useful for forcing a choice, such as selecting a side dish. Unguided modifier groups are typically for optional add-ons or special requests, like burger modifications.
- **Allow Open Modifiers:** This creates a button within the modifier group where staff can input a custom name and price for special instructions. This option should be used cautiously, as it allows employees to add modifiers without charging for them.

The list on the far right of the screen can be toggled between Modifiers and Items.

- **Modifiers:** The right side of the screen contains a list of modifiers currently connected to the selected modifier group. To add modifiers, select the small plus sign at the top left of the list. A new list of available modifiers will appear. If the desired modifier is already in the list, simply select it to add it to the group. Multiple modifiers can be added by highlighting them and selecting them at once. A search bar is available for quick navigation. If the modifier is not in the system yet, the Add New Modifier button at the bottom allows you to create it.
- **Items:** This list shows the items currently linked to the modifier group. To add more items, click the small plus sign next to the Items list. A screen will pop up showing all available items in the system. You can filter items by category or department using the filter icon at the top left. If you want the modifier group to appear on all items in a specific category, choose Select All to highlight all items, then click Add Selected to add them to the list.

This interface allows for flexible modifier and item management, making it easier to customize and apply modifier groups to various menu items.

Edit Modifiers Descriptors

Modifier Descriptors are additional options that can be added to every Modifier Group on the Home Page. These descriptors are used to provide further customization to modifiers by applying rules, such as NO, ADD, or EXTRA, that adjust the behavior of the modifiers. Some Modifier Descriptors may already be created in the system upon setup. However, if needed, new descriptors can be added through the New Descriptor button.

The left side will display a list of the descriptors currently in the system. When a descriptor is selected, or when a new one is created, the right side will show the rules that govern how the descriptor affects the price of a modifier.

Back New Descriptor

Modifier Descriptor

Q

ADD

DO NOT MAKE

EXTRA

NO

ON THE SIDE

SUB

Name

Add Price

Nullify Price

Subtract Price

Add value to price Value

Subtract value from price

Apply Percentage to price Percentage %

Color

Undo Changes Save

Descriptor Rules

- **Add Price:** When enabled, this rule will add the price of the modifier to the total, regardless of whether the modifier group rules set it as free. If applied to a modifier that already has a price, it will double the charge.
- **Nullify Price:** This rule will cancel out any charge for the modifier, which is useful when using descriptors like NO on modifiers that would otherwise incur a charge.
- **Subtract Price:** When selected, this will subtract the price of the modifier, effectively reducing the cost associated with the modifier.
- **Add Value to Price:** This descriptor adds a fixed value (entered in the blank field) to the price of the modifier.
- **Subtract Value From Price:** This rule subtracts a fixed value (entered in the blank field) from the price of the modifier.
- **Apply Percentage to Price:** This descriptor applies a percentage of the price to the modifier's charge, based on the percentage value entered in the corresponding blank field. It is useful for descriptors like HALF or QUARTER, where the modifier is charged at a fractional rate of its original price.

These descriptors allow for greater flexibility in adjusting modifier pricing based on specific rules, helping ensure accuracy and consistency in the system.

6.7 Edit Departments – Your Tax Rates

Departments in the system allow for the organization of items by tax rates, which is especially useful for managing different types of items that may have varying tax rates, such as Food, Beverages, Wine, Liquor, and more. Before using the system, it's essential to review the departments to ensure that the correct tax rates have been applied to each.

The left side of the screen will display the departments currently set up in the system. Upon selecting an existing department or creating a new one using the New Department button at the top right of the screen, the following options will appear:

Department Options

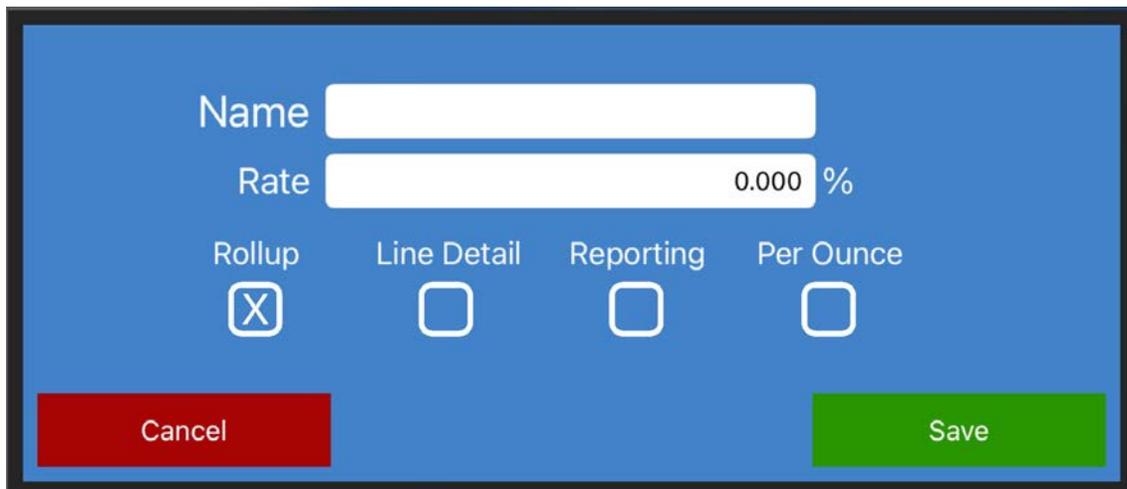
- **Taxable:** When enabled, this allows the department to apply tax based on the rate set in the Tax Rate field.
- **Track Time:** Enabling this option saves the time the item was sent to the kitchen, which can be used for future reporting purposes to track order processing times.
- **Tax Rate:** Sets the specific tax rate that will be applied to all items within this department.

The screenshot shows the 'Department Maintenance' interface. On the left is a sidebar with a list of departments: Beverages (highlighted), Food, Gift Card, Liquor, Merch, and Non Tax. The main area is titled 'Department Maintenance' and contains a form for editing the 'Beverages' department. The form fields are: Name (Beverages), Taxable (checked), Track Time (unchecked), and Tax Rate (8.250). Below the form is a large empty white box with a plus sign icon. At the bottom are two buttons: 'Undo' (red) and 'Save' (green). Navigation links 'Back' and 'New' are visible at the top of the interface.

Below the department settings, there is a blank list that allows the addition of new Tax Rates to the department. This is useful for scenarios such as separating state and county taxes, or applying state taxes based on the weight or volume of a product.

To add a new tax rate, select the small plus sign to the right of the list, and the option to Add New Tax Rate will appear. When selecting this, you will be prompted to enter a name and rate percentage for the new tax rate. Additionally, there will be checkboxes that can be enabled to further define the tax rate:

Tax Rate Options



- **Rollup:** This option combines the new tax rate with the tax rate already applied to the department, so it will not be displayed separately on the customer receipt.
- **Line Detail:** When selected, this tax rate will be displayed as a separate line item on the customer receipt.
- **Reporting:** This option is for reporting purposes only. It does not appear on the customer receipt, but it will be used for internal reporting to track the tax rate.
- **Per Ounce:** This option applies a charge based on cents per ounce. When selected, the Rate field changes from a percentage to cents per ounce. The item associated with this department must have an ounce measurement set in the Item Maintenance screen (Page 3) for this option to apply.

Creating Smart Tax

Smart Tax is commonly used when a state's tax laws require certain items, like alcohol, not to be taxed when ordered alone but to be taxed when ordered with other items, such as food. To set this up, follow these steps:

Step 1: Enable Smart Tax on Items

After the department is set up, each item within that department that needs Smart Tax must be manually configured.

1. Go to Admin > Item Maintenance and filter by department to find the appropriate items.
2. Select the item you wish to configure and go to Page 2 in the settings section.
3. Enable the Smart Tax checkbox and save the item.

Step 2: Verify Tax Rate

Ensure that the correct tax rate is applied to the department, and that the Taxable setting is enabled. The tax rate configured here will be applied when the item is ordered with another item that is taxable, charging the appropriate tax for both items.

With Smart Tax enabled, when a Smart Tax item is ordered alone, it will not have taxes applied. However, when ordered with another taxable item, both items will be taxed according to the department's tax rate.

6.8 Ticket Commands

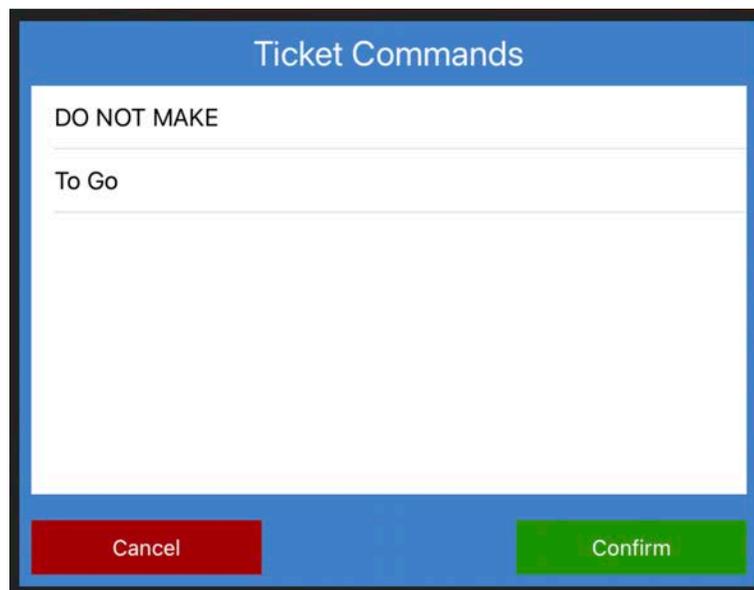
Ticket commands in the system allow for additional instructions or specifications to be included on kitchen tickets. These commands ensure that items are prepared according to customer requests, such as “TO GO” or “DO NOT MAKE,” which indicate specific preparation or handling instructions for an order.

Create a New Ticket Command

1. Navigate to Admin > Ticket Commands.
2. The Command Maintenance page will open.
3. Click New Command at the top right.
4. Enter a name for the command (e.g., “DO NOT MAKE” or “TO GO”) and click Save.

Add a Ticket Command to a Ticket

1. When a ticket is created in the ticket field on the home screen, click the Commands button at the bottom right. The system will display a list of available ticket commands.
2. Select one or more commands (multiple commands can be added if necessary). Once selected, the commands will appear at the top of the ticket field.
3. After adding the ticket command(s) to the ticket, send it to the kitchen. The selected commands will be printed at the bottom of the kitchen ticket.



Ensure the command(s) are added before sending the ticket to avoid confusion. Ticket commands provide an effective way to communicate specific order instructions to the kitchen, helping handle special requests more efficiently.

6.9 Discount Maintenance

The Discount Maintenance button allows for the management and creation of various discounts within the system. Upon selecting Discount Maintenance, three options will be available:

- **Edit Discounts:** Displays the default discounts in the system, which must be manually applied to tickets or items.
- **Scheduled Discounts:** Enables the attachment of default discounts to items during specific hours and days of the week, ideal for creating promotions like happy hour discounts.
- **Mix and Match:** Offers discounts for selected items when multiple items are purchased, useful for creating bundle promotions or multi-item discounts.

Edit Discounts

This section allows for the creation and editing of standard discounts within the system. To create a new discount, select New Discount at the top right of the screen. This will prompt the option to name the discount and provide a description. Below these fields, several checkboxes are available to customize the behavior of the discount:

The screenshot shows the 'Standard Discounts' management interface. On the left, a search bar and a list of discounts are visible, with 'Half Off' selected. The main area displays the configuration for the 'Half Off' discount. It includes fields for 'Name' (Half Off) and 'Description'. Below these are checkboxes for 'Active' (checked), 'Ignores Modifiers', 'After Tax', and 'Disable Doubling'. There is also a green button for 'Online Ordering Options'. Below these are four columns for discount types: 'Percent Off' (checked, 50%), 'Amount Off' (\$0.00), 'Set Price' (\$0.00), and 'Remove Tax'. At the bottom are 'Cancel' and 'Save' buttons.

- **Active:** Enables the discount, making it available as a selectable option.
- **After Tax:** Applies the discount after tax has been added.
- **Ignores Modifiers:** Ensures the discount does not apply to modifiers that may increase the item's price.
- **Disable Doubling:** Prevents the discount from being doubled if the "double" button is used, useful for preventing double discounts on items like happy hour specials.
- **Online Ordering Options:** Only displays on accounts that have online ordering enabled; this option allows the user to set a discount with an online ordering code for use by customers utilizing online ordering.

Below the checkboxes, additional settings determine how the discount is applied. The discount can be configured to take a percentage off the item price, deduct a set amount, set a specific price for the discounted item, or remove tax from the item. When applying a percentage discount, ensure that the number is entered correctly, with the decimal point in place. For example, a 20% discount should be input as 20.00%.

Scheduled Discounts

To set up a scheduled discount, you must first create a standard discount. This standard discount defines the percentage or amount to be applied. For example, to offer 20% off draft beer during happy hour, start by creating a standard 20% discount.

Create a Scheduled Discount

1. Go to the scheduled discounts page and click New Discount in the top-right corner.
2. Enter a name for the scheduled discount and ensure the discount is marked as Active so it will be applied.
3. Select the days of the week the discount should apply. Define the start and end times. Choose the start and end dates for the discount period. To keep the discount running indefinitely, select Ignore End Date.

The screenshot shows the 'Scheduled Discounts' configuration page. The form is set up for a 'Happy Hour' discount. The 'Active' checkbox is checked. The discount is scheduled for Monday through Friday, from 4:00 PM to 8:00 PM, starting on 6/18/25 and ending on 6/25/25. The 'Ignore End Date' checkbox is also checked. The discount type is 'Half Off'. The items included in the discount are Paloma, Old Fashioned, Margarita, Negroni, and Martini. The 'Edit' button is visible next to the items list. At the bottom of the form, there are 'Undo Changes' and 'Save' buttons.

4. In the Discount field, click the plus (+) icon to select an existing standard discount. Alternatively, click Add New to create a new one directly from this page.
5. Click Edit next to the Items list. Expand a category to view its items. Tap items to highlight them in green (selected). Once all desired items are selected, click Save (top right).
6. After returning to the main Scheduled Discount screen, click Save again (bottom right) to finalize.

Your scheduled discount is now ready and will automatically apply to the selected items during the specified timeframes.

Mix and Match

A Mix and Match discount automatically applies a discount when customers purchase a specific combination of items. This type of discount is commonly used for promotions such as “Buy One, Get One Free” or “Two for \$10” specials. For example, a customer purchases one drink and receives the second at 50% off, or a deal where two items are priced at \$10.

Creating a Mix and Match Discount

1. Provide a name for the discount and ensure the Active checkbox is selected to enable the discount.
2. Mark the days of the week that the discount should apply to set active days.
3. Specify the start and end date and time for the discount. If the discount is meant to run indefinitely, select Ignore End Date to prevent the system from using the set end date.
4. Set Discount Levels. Discount levels determine how the price of the group or individual items will change after applying the discount.
5. Set Quantity for Level 1: Define how many items a customer needs to purchase to trigger the discount. For example, for a “Buy One, Get One Free” promotion, set the Quantity for Level 1 to 2.
 - Group Price: Choose this option if the entire group of items should have a set price after the discount.
 - Item Price: Choose this option if the price of each individual item should be adjusted after the discount.
6. Set Price:
 - For a Group Price, either set the total price for the group of items (e.g., for a “Two for \$10” special, set the price to \$10).
 - For Item Price, set the price for each individual item. For example, if applying a 50% discount, calculate the discounted price and set that as the price per item.

Back
New Mix and Match

Mix and Match

Name: Ignores Modifiers: Active:

Sun: Mon: Tue: Wed: Thu: Fri: Sat:

Effective from: To: Ignore End:

Start Time: End Time:

Items

Corona	Edit
Budweiser	
Bud Light	
Heineken	
Stella Artois	

Set Group Price: Set Item Price:

	Quantity	Price for all
Level 1	<input type="text" value="2"/>	<input type="text" value="3.00"/>
Level 2	<input type="text" value="0"/>	<input type="text" value="0.00"/>
Level 3	<input type="text" value="0"/>	<input type="text" value="0.00"/>
Level 4	<input type="text" value="0"/>	<input type="text" value="0.00"/>

Undo Changes
Save

7. Multiple Levels: If the discount can be used multiple times (such as “Two for \$10” for more than two items), create additional levels to account for this. For example, for four items, set Level 2 to Quantity 4 and the Group Price to \$20.
8. Save the Discount: Once the discount levels are set, review the settings and save the discount.

This system allows for dynamic pricing adjustments, making it easy to manage promotions like “Buy One, Get One Free” or bulk item deals with customized pricing.

6.10 Edit Table Diagram – Creating Table Layouts

Creating a Table Diagram allows for easy selection and management of tables for adding tickets. To start building a table diagram, access the Table Diagram: Navigate to Admin > Edit Table Diagram. This will open the table editing screen. Create a new diagram by clicking the green plus tab at the top left of the page to create a new, blank diagram. If a color scheme is desired, ensure it is applied to your devices before proceeding, as this will allow color options for the diagram.

After creating the blank diagram, press and hold on the background. Four options will appear:

- **New Table or Object:** This option adds a table, which will be selectable for tickets, or an object, which is not meant for ticket selection.
- **Change Background Color:** Choose a background color for the diagram. If a color scheme is enabled, the primary and secondary colors will be available; otherwise, the default options will be grey and dark grey.
- **Rename Section:** The section will have a default name, such as “Diagram 1”. This option allows renaming the section to something more descriptive.
- **Delete Section:** This option removes the entire section. Use caution, as this could cause open tickets to disappear.

Creating New Tables or Objects

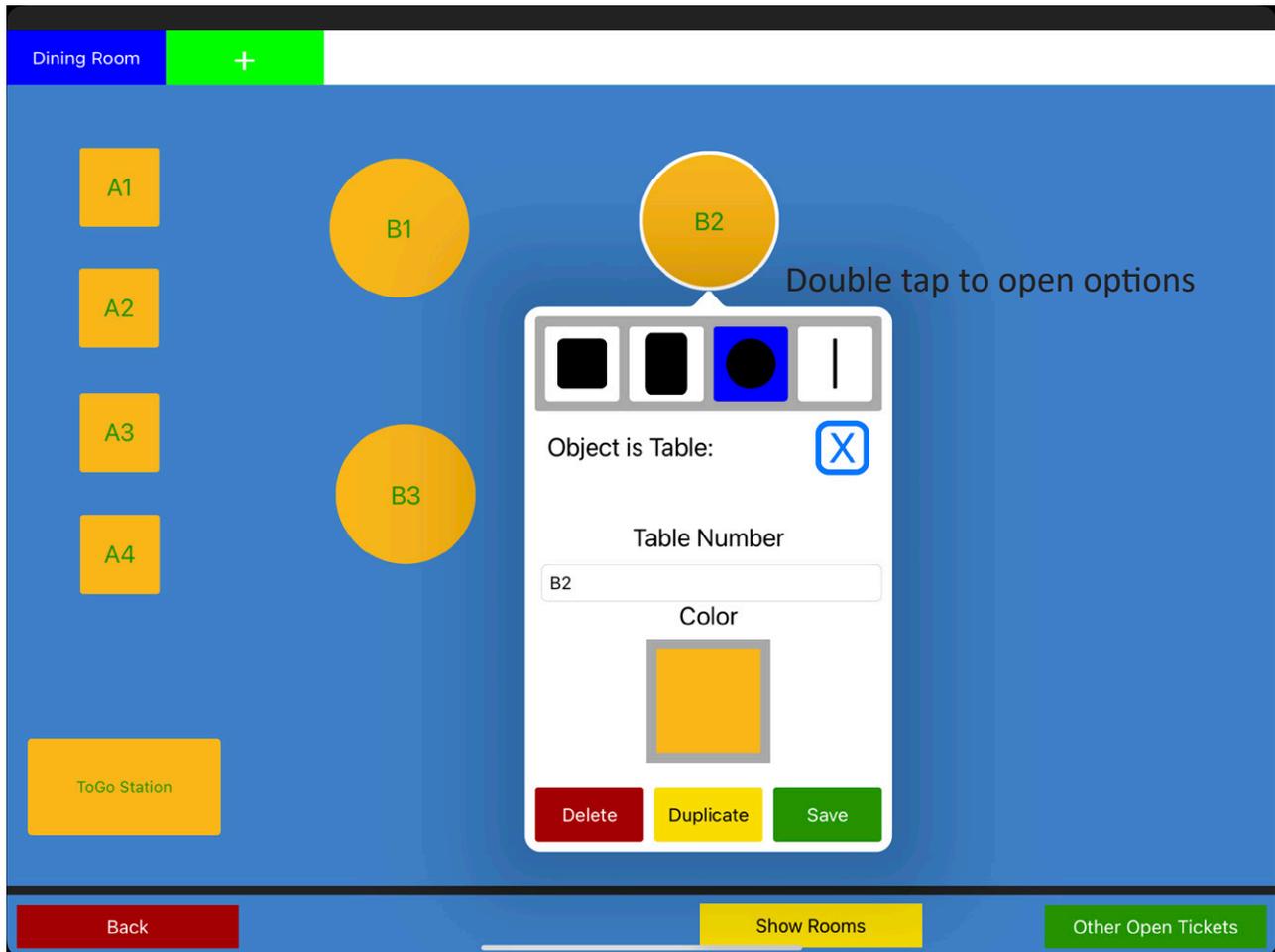
Creating and arranging tables within a table diagram involves several steps. This section will guide the user through creating tables and managing their layout between different diagrams.

Create a New Table or Object: Press and hold your finger on the screen to display the table diagram options. Select New Table or Object. A yellow square object will appear on the screen.

Select and Move the Table: Tap the object once, which will highlight it in white, indicating it is selected. The table can then be dragged to position it or use two fingers to expand or shrink the size of the table.

Edit the Table: Double tap the table to access the editing options. Here, several aspects can be modified:

- **Shape:** Adjust the shape of the table.
- **Table Checkbox:** Ensure the checkbox labeled “Object is Table” is selected if you want this object to be a selectable table for assigning tickets.
- **Name:** Provide a name for the table (e.g., Table 1, Table 2).
- **Color:** Choose a color for the table (if desired).



Save and Name the Table: After making the necessary changes, save the table. A green name will appear if the table is successfully created as a selectable table, while black names are used for objects that are not selectable as tables.

Duplicate Tables: If there are multiple tables with the same shape and size, the table can be duplicated. The system will prompt the user to select how many additional tables to create with the same specifications. The new tables will appear stacked on top of the original. Select a table and drag it away, and the additional tables will be arranged below it.

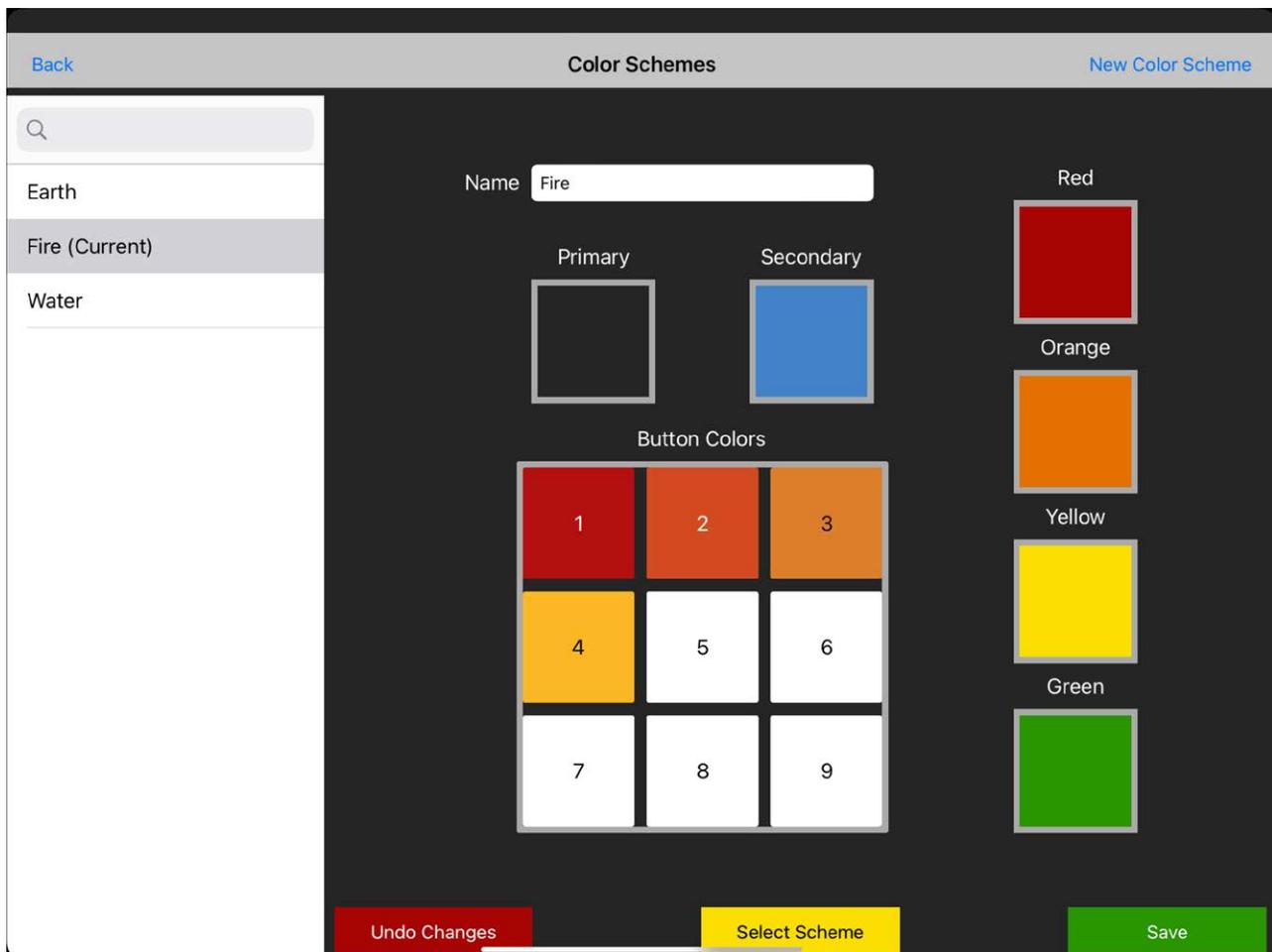
Note: Ensure that each table has a unique name to avoid confusion. If multiple tables have the same name, the system may treat them as identical when assigning tickets. Also, make sure that the checkbox for Object is Table is selected, otherwise the table will not be selectable, as it will be considered and Object.

6.11 Color Scheme Maintenance

To modify the default colors in the Paradise system, open the Color Scheme Maintenance section within the Admin tab. If a color scheme has already been created, it will be listed on the left side of the screen. To create a new color scheme, select New Color Scheme in the top-right corner.

Steps to Create and Customize a Color Scheme

1. Start by assigning a name to the color scheme.
2. Set colors for important buttons. On the far right, blank squares are listed below the color names Red, Orange, Yellow, and Green. Select these squares to open the color picker. These colors are crucial as they determine the appearance of important buttons such as Pay, Send, and Void Ticket.
3. Set primary and secondary colors. The Primary color will change the background color of the screen. The Secondary color will alter the appearance of hardcoded buttons, such as those on the Home and Employee tabs, as well as the buttons within those tabs.

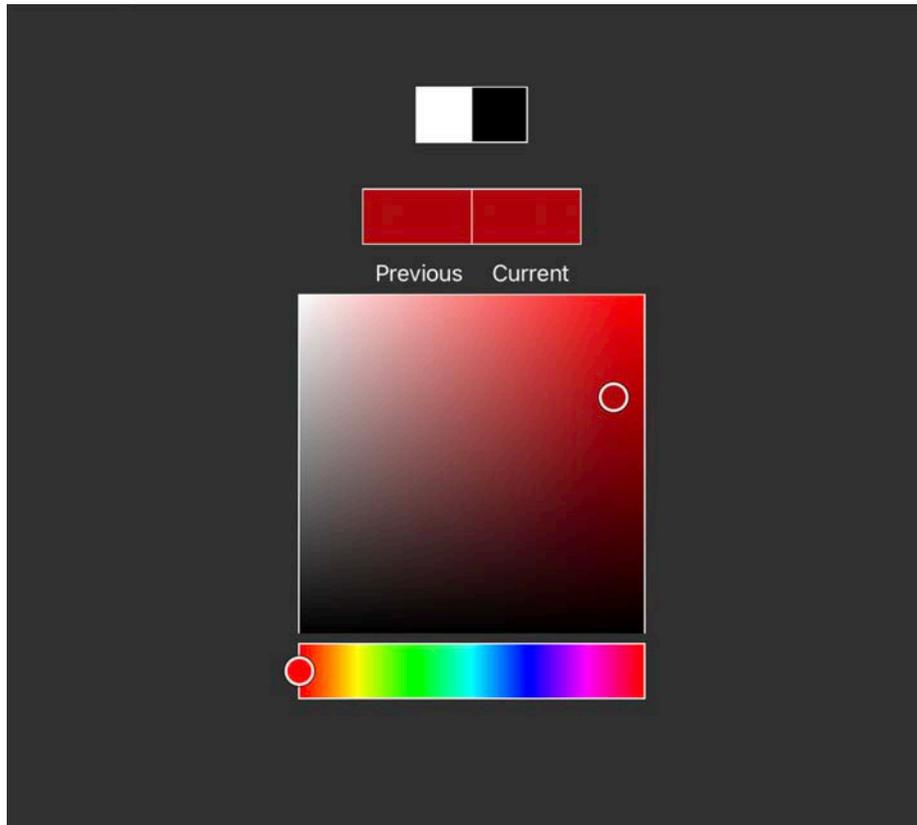


4. Set any additional colors to be used in the color scheme below. Nine additional color slots are provided below the primary and secondary colors. The color selected for Spot 1 will change the color of categories and items in the system. The remaining spots offer further customization for other elements in the system.

Using the Color Picker

On the Set Color screen, two small bubbles appear: one on a large gradient color block and the other on a small rectangular bar. Sliding the bottom bubble adjusts the color gradient on the block above.

Moving the bubble on the gradient color block changes the selected color. Experiment with the settings until the desired colors are achieved.



Multiple color schemes can be created and easily switched as needed. Additionally, different color schemes can be applied to templates for further customization.

6.12 Edit Vendors

To keep track of vendors and their associated inventory in the system, the Edit Vendors section should be used. This option is available under the Admin tab. Existing vendors will be listed on the left side of the screen. To add a new vendor, select New in the top-right corner.

Create a Vendor

Provide the vendor's name in the required field. Additional information is optional but can be added for better record-keeping.

The screenshot shows a web interface for 'Vendor Maintenance'. At the top left is a 'Back' button, and at the top right is a 'New' button. On the left side, there is a list of vendors, with 'Sysco' selected. The main area is a form with the following fields: 'Company' (containing 'Sysco'), 'Address', 'Contact', and 'Phone' (with a red border and a placeholder '()- - -'). At the bottom, there are two buttons: a red 'Undo' button and a green 'Save' button.

Attaching a Vendor to an Item

To link a vendor to an item, locate the item either in Item Maintenance or on the Home screen and open its editing page. On the far right, there will be a field to assign a vendor. Click the small plus sign to display a list of vendors in the system. Select the appropriate vendor and save the item. This allows tracking which vendor supplies specific inventory items in the system.

6.13 Printer Maintenance

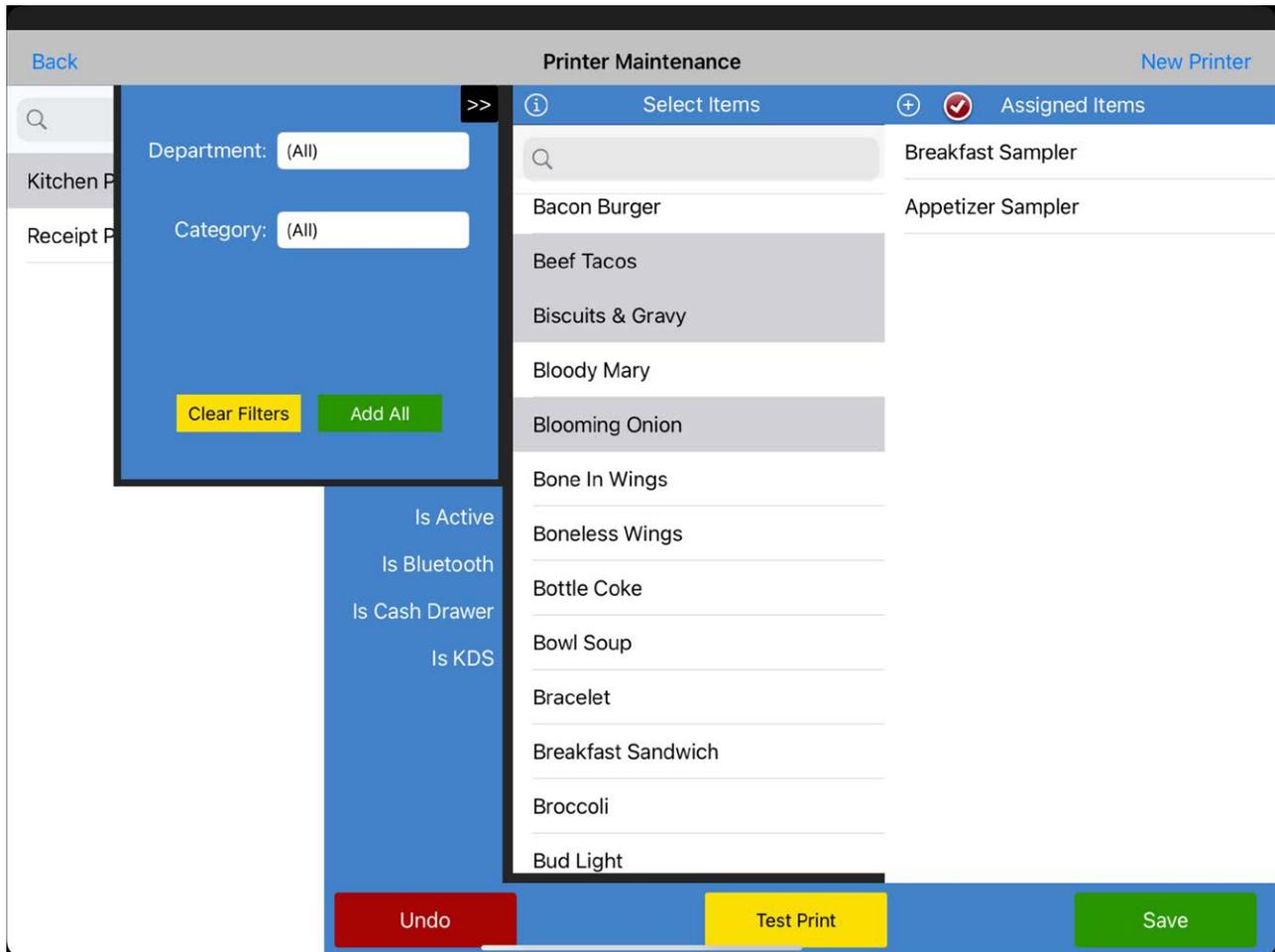
The Printer Maintenance screen is where printers are managed in the system. Most printers will have already been created, particularly if they were shipped from Paradise. On the left side of the screen, a list of your current printers will be displayed, typically labeled as Kitchen Printer or Receipt Printer, depending on their function.

The default settings for these printers should remain unchanged unless directed otherwise by tech support, as they are necessary for the printers to function correctly.

Adding Items to a Kitchen Printer

Assigning items to a kitchen printer means that those items will print on that kitchen printer any time it is ordered and “sent”.

1. Select the desired Kitchen Printer from the list.
2. In the middle section, options to configure the printer will appear.
3. On the right side, a list of items currently assigned to the printer will be displayed.
4. To assign additional items, click the small plus sign at the top left of the list. This will show a list of all items in the database.



5. To filter through the items more easily, select the small “i” at the top left of the item list. This will allow filtering by department or category.
6. If selecting all items in the filtered list, click Select All. This will highlight all items under the chosen filter.
7. Click Add Items to Selected Printer to assign the selected items to the printer.
8. To move individual items, click on them to highlight in grey, then tap on the Assigned Items list to move them.
9. Don’t forget to save once finished.

6.14 Printer Routing

Printer Routing allows devices to print to different printers based on a set schedule. This is particularly useful if a station needs to switch to a different printer for specific days without permanently altering the printer assignment.

Setting Up Printer Routing

1. Navigate to the Printer Routing page and select New Route.
2. Enter a name for the new route. Ensure the Active checkbox is selected to activate the route.
3. Choose the days when the device will route to a different printer.
4. Set date and time range and input the start and end times for when the route will be active. If the route continues indefinitely, select Ignore End Date to disregard the end date setting.
5. In the From Printer field, select the printer that the device normally uses.
6. In the To Printer field, select the printer the device will switch to during the specified time range.

The screenshot shows the 'Printer Routing' configuration interface. At the top, there are 'Back' and 'New Route' links. The main form area is dark-themed and contains the following fields and controls:

- Name:** Weekdays
- Active:**
- Days:** Sun (unchecked), Mon (checked), Tue (checked), Wed (checked), Thu (checked), Fri (checked), Sat (unchecked)
- Effective from:** 06/18/2025
- To:** 06/18/2025
- Ignore End:**
- Start Time:** 12:00 PM
- End Time:** 8:00 PM
- From Printer:** Kitchen Printer
- To Printer:** Receipt Printer
- Devices:** AAA - czMS (This Device) with an **Edit** button

At the bottom of the form, there are two buttons: **Undo Changes** (red) and **Save** (green).

7. Select affected devices by clicking Edit next to the Devices section. A list of devices (stations) in the system will appear. Select the devices that will be affected by this change.
8. After configuring the printer routing, click Save.
9. After saving, it's important to test the printer routing to ensure that it functions as expected.

6.15 Device Maintenance

The Device Maintenance screen provides detailed information and settings for each device connected to the database. On the left side, a list of all devices in the system will appear, especially if multiple devices are used. If a technician has assisted in setting up the database, their device will also appear on this page.

The device currently being used will be highlighted, with its three-letter designation displayed, followed by “(This Device)” in parentheses. The three-letter code helps distinguish devices from one another, allowing for easier identification on reports such as drawer reports or when tracking which device initiated a ticket.

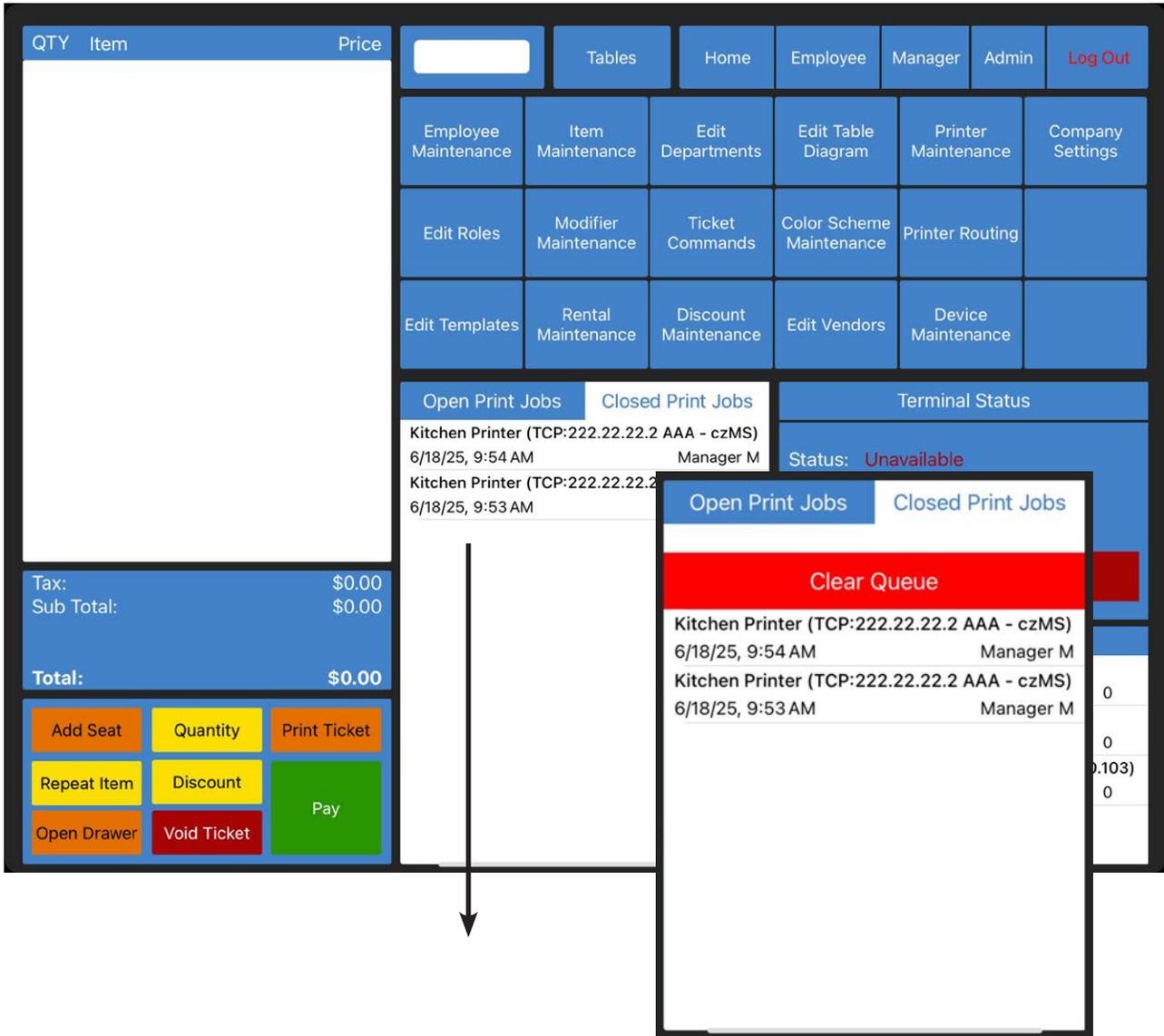
When a device is selected, its specific options will be displayed on the right side of the screen. Any settings shown in grey are locked and cannot be modified.

The screenshot shows a mobile application interface for device maintenance. On the left is a list of devices, with 'AAA (This Device)' selected and highlighted. The main area displays settings for this device. Fields for ID, Name, Type, OS, POS Version, Label Printer IP, Card Terminal, Receipt Printer, Printer Exclusions, Device Timeout (Seconds), Scale Type, Scale Address, CFD IP, Color Scheme, and Data Age Cutoff are shown. Some fields are greyed out, indicating they are locked. On the right side, there are several toggle switches for options like 'A Series Terminal', 'Sign on iPad', 'No Tip Selection on CFD', 'No CFD Receipt Selection On Cash', 'Force Tip Screen Rotation', 'Can Have Cash Drawer', 'Pop Drawer When Not Attached', and 'Prompt for Reprint'. At the bottom, there are buttons for 'Undo Changes', 'Backup' (checked), 'every 0 seconds', and 'Save'.

- **Label Printer IP:** This field is used to enter the IP address of the label printer, enabling communication between the iPad and the printer. This setting is typically preconfigured if a label printer was ordered as part of the initial Paradise setup.
- **Card Terminal:** Specifies which card terminal is associated with this device.
- **Receipt Printer:** Determines the default printer for this device, specifying which printer will handle receipt printing.
- **Printer Exclusions:** This setting applies in specific situations, such as when a station doesn't need to print items to a designated printer (e.g., on a bar station where bar tickets aren't required, but items from other stations need to be sent to printers).
- **Sign on iPad:** When paired with the "Sign Receipt on iPad" checkbox in Admin > Company Settings > Ticket, this option allows customers to sign receipts on the device rather than on physical printed tickets.
- **Device Timeout:** Specifies the number of seconds before the system automatically returns to the login screen. Setting this value to zero will disable the timeout feature.
- **Scale Type:** Defines the type of scale used (if applicable), with pre-configuration if a scale was ordered as part of the Paradise setup.
- **Scale IP:** The IP address of the scale, which is automatically set if a scale was ordered during the initial Paradise setup.
- **CFD IP:** Sets the IP address of the Customer Facing Display (CFD) iPad, enabling communication between the iPad and the CFD. Scanning the QR code on the CFD automatically inputs the IP address. Both the iPad stations and CFD must be on the same network for this feature to work.
- **Color Scheme:** Allows the color scheme for this device to be set individually, enabling different iPads to have unique color schemes.
- **Can Have Cash Drawer:** Configures whether the device is enabled to use a cash drawer.

6.16 Open/Close Print Jobs

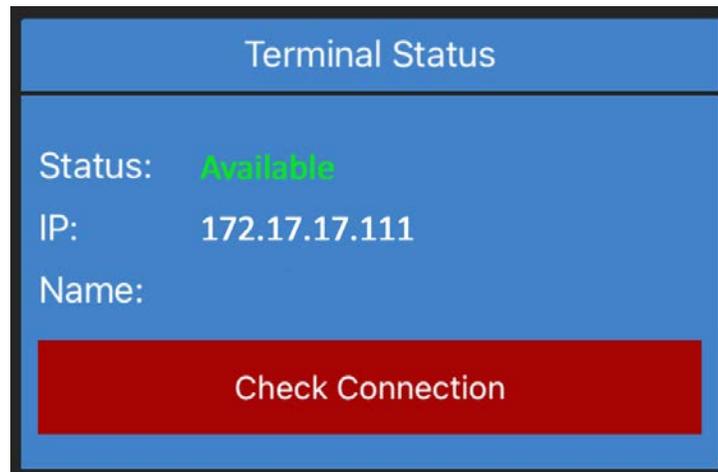
Print jobs are displayed on the Admin screen in the bottom center section. To toggle between open and closed print jobs, use the Open Print Jobs and Closed Print Jobs tabs. Under normal circumstances, if printers are functioning properly, there should be no jobs in the Open Print Jobs section, but they will remain there until a printer becomes available.



If there is a backlog of print jobs that no longer need to be reprinted, they can be cleared by pressing and holding the top print job and dragging the finger downward toward the bottom of the page. A red Clear Queue button will appear. Release the finger and select the red Clear Queue button to remove the jobs from the queue. If there are multiple jobs backed up, this may need to be done several times.

6.17 Terminal Status

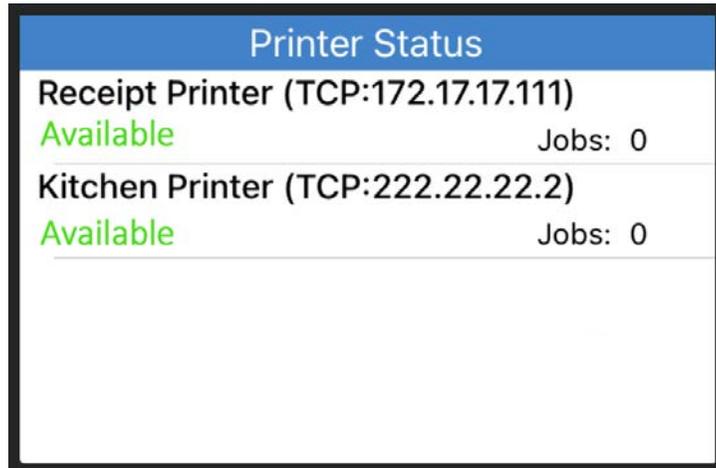
The Terminal Status screen is located to the right of the Open Print Jobs section. This area displays important details about the status, IP address, and name of the connected credit card terminal. Different types of terminals will appear differently on this screen. For example, Bluetooth terminals will not have an IP address listed, while hardwired card terminals will show an IP address.



If a hardwired terminal appears disconnected, try selecting the Check Connection button on the status screen to troubleshoot. When the terminal is properly connected, the status will show as Available. For Bluetooth card readers, the status may display as Label instead of Connected.

6.18 Printer Status

At the bottom right of the Admin screen, the Printer Status section displays the status of any ethernet printers connected to the database. This area helps diagnose potential printer issues. If the screen shows Print Queue Unavailable, it likely indicates an issue with the internet connection. Refer to the troubleshooting guide to resolve this issue.



Printer Status	
Receipt Printer (TCP:172.17.17.111)	
Available	Jobs: 0
Kitchen Printer (TCP:222.22.22.2)	
Available	Jobs: 0

When the system is connected and the printers are listed, each printer will have a status displayed. This status will indicate whether the printer is available, unavailable, if the cover is open, or other relevant information regarding the printer's condition.

6.19 Rental Maintenance

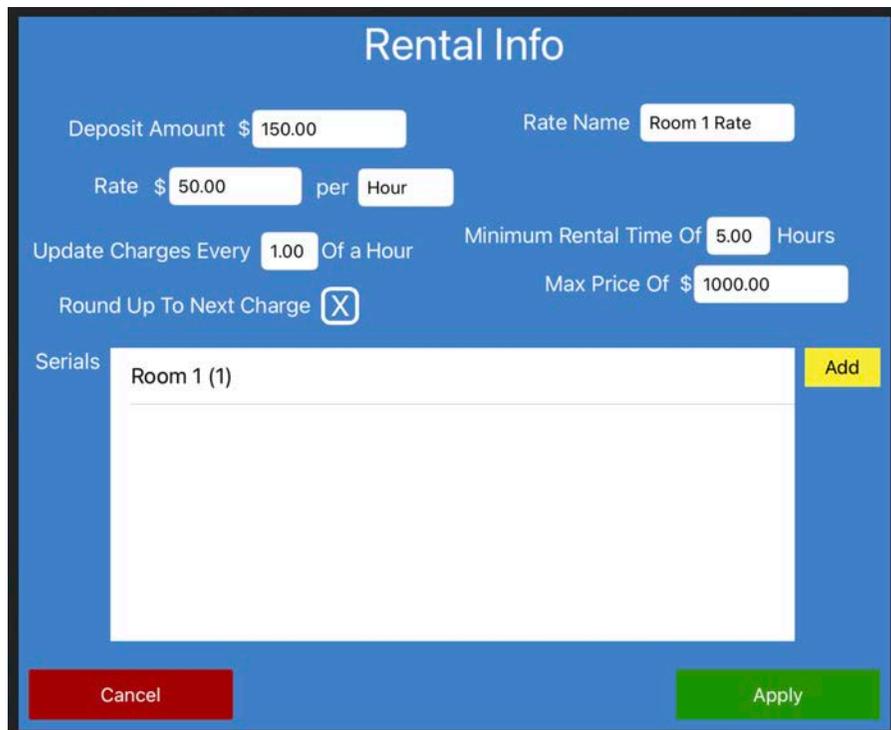
Rental Maintenance allows the addition of rental rates to items and the creation of rental items. However, before proceeding, an item button must first be created in the system, which will prompt the selection of rental items.

Creating Rental Items

1. To begin, navigate to the Home Screen and create a new category for rental items. Next, create a new item within this category. Assign a name to the item and ensure it is placed under the correct department based on its tax requirements.
2. To set the item up as a rental, check the Rental checkbox on Page 1 at the bottom left of the item's maintenance page. After selecting this option, two new sections will become available: Rental Info and Rates.

The screenshot shows a mobile application interface for item maintenance. The top section contains various input fields for item details: Name (Event Room Rental), Kitchen Name, Price (0.00), Unit Cost (0.00), Weight (0.00), Online Price (0.00), Last Cost (\$0.00), Average Cost (\$0.00), On Hand (-4), Par (0), Item/Mfg ID, Qty Decimals (2), Location, Department (Merch), Categories (Rental Items), Vendors, Printers, Modifier Groups, and Additional Fields. A navigation bar at the bottom has four tabs: Page 1, Page 2, Page 3, and Page 4. On Page 1, the 'Rental' checkbox is checked and highlighted with a red box. Below it, the 'Rental Info' and 'Rates' sections are also highlighted with a red box. The 'Rental Info' section includes checkboxes for Discountable, Taxable, Returnable, Measurable Qty, Use Decimal Qty, and Prompt Name. The 'Rates' section includes checkboxes for Mark For Reorder, Track Item, Out of Stock, Prompt Qty, Prompt Price, and Use Scale. At the bottom, there are 'Cancel' and 'Save' buttons.

- Click on Rental Info to add the rental items and their corresponding rates. A new screen will appear, allowing the setup of these rental details. This new screen provides various options to configure the rental details for the item:
 - Rate Name:** This is the name for the rate being created, which helps in identifying the specific rental rate.
 - Deposit Amount:** Defines the deposit required from the customer to receive the rental item.
 - Rate:** Specifies the charge per additional minute, hour, or day. The time increment can be selected by choosing the blank field next to “Per”.
 - Minimum Rental Time Of:** Sets the minimum rental duration, ensuring that the customer is charged for this time even if the item is returned earlier.
 - Max Price Of:** Defines the maximum amount that can be charged for the rental.
 - Update Charges Every:** Controls how often the charges are updated in the Rental Tickets screen based on the specified settings.
 - Round Up To Next Charge:** Determines whether the system charges the customer full price for a time period, even if the item was only used for a partial duration.



The screenshot shows the 'Rental Info' configuration screen. It features several input fields and buttons. At the top, the title 'Rental Info' is displayed. Below it, there are fields for 'Deposit Amount' (set to \$150.00), 'Rate Name' (set to 'Room 1 Rate'), 'Rate' (set to \$50.00), and 'per' (set to 'Hour'). There are also fields for 'Update Charges Every' (set to 1.00), 'Of a Hour', 'Minimum Rental Time Of' (set to 5.00), and 'Hours'. A 'Round Up To Next Charge' checkbox is checked. The 'Max Price Of' field is set to \$1000.00. At the bottom, there is a 'Serials' section with a text input field containing 'Room 1 (1)' and a yellow 'Add' button. At the very bottom, there are two buttons: a red 'Cancel' button and a green 'Apply' button.

- To add items that will be rented to customers select the Add button at the far right of the screen in the Serials section.
- A new page will appear where new rental items can be created. Provide a name for the item and be sure to enter a serial number for tracking purposes.

Back Rental Item Maintenance New Rental Item

Room 1 (1)

Name Room 1 Serial 1

Linked Items Add Item

Event Room Rental

Notes Add Note

Cancel Force Return Save

6. After entering the necessary information, select Save. Once the new rental item is saved, click Add again. This will add the newly created item to the rental list.
7. If needed, notes can be added to the item. To do this, simply type the note in the designated area and click Add Note.
8. Select Save when finished, then Save again in the Item Maintenance screen.

Setting Additional Rental Rates

To apply a different rental rate to an item (for purposes such as daily specials, discounts, etc.), additional rental rates can be created for rental items. These rates can be configured through the Admin > Rental Maintenance section, under Rental Rates.

To create a new rate, select New Rental Rate at the top right. This will allow the creation of new rules for rental items, which can be applied when processing rentals for customers. Below are the details of the available options:

The screenshot shows the 'Rental Rate Maintenance' interface. At the top, there are links for 'Back' and 'New Rental Rate'. The main form area is blue and contains the following fields and controls:

- Rate Name:** A text input field.
- Deposit Amount:** A text input field with a dollar sign and a value of 0.00.
- Rate:** A text input field with a dollar sign and a value of 0.00, followed by a dropdown menu set to 'Hour'.
- Minimum Rental Time Of:** A text input field with a value of 0.00 and the unit 'Hours'.
- Max Price Of:** A text input field with a dollar sign and a value of 0.00.
- Update Charges Every:** A text input field with a value of 0.00 and the unit 'Of a Hour'.
- Round Up To Next Charge:** A checkbox that is currently checked.
- Buttons:** Three buttons at the bottom: 'Undo Changes' (red), 'Duplicate' (yellow), and 'Save' (green).

Rental Rate Maintenance

- **Rate Name:** The name of the rate being created.
- **Deposit Amount:** The deposit required for the rental item.
- **Rate:** The amount charged for each additional minute, hour, or day of rental. The time increment can be set by selecting the blank next to “Per”.
- **Minimum Rental Time Of:** Defines the shortest rental period; even if the item is returned early, the customer will be charged for the minimum rental time.
- **Max Price Of:** Sets the maximum charge a customer can incur for the rental.
- **Update Charges Every:** Specifies how often the rental charges are updated on the Rental Tickets screen based on the set time.
- **Round Up To Next Charge:** Determines whether the system charges the customer full price for a time period, even if only part of that time is used.

Using a Rental Item

Once rental items have been created, they can be added to a ticket. To do this, select the desired item, and a pop-up will appear showing the available rental items. Highlight the item by selecting it, and then tap the arrows pointing to the Pending Checkout section. This action will move the item to the ticket.

If a different rate needs to be applied to the rental item other than its default, select the item in the Pending Checkout section to highlight it. Then, tap the Assign Rate button. A list of any additional rental rates will appear. Choose the desired rate to override the default rate with the new one. If an error is made, the rate can be reset by selecting the item again and tapping Reset Rate.

Once the rental item is selected and the rate is set, tap Accept. The item will now be added to the ticket, showing the deposit amount. Pay the ticket to cover the deposit. This action will close the ticket while still tracking the time the rental item is being kept.

Paying Out a Rental Ticket

When a customer returns a rental item, they will need to pay the remaining balance based on the duration they kept the item and the rental rules applied. To process the return, go to Employee > Rental Tickets, where a list of open rental tickets will appear.

Select the ticket that corresponds to the item being returned. Then, tap Return Items at the bottom of the page. This will return the items to inventory and calculate the remaining balance based on the rental duration. The updated total will be added to the ticket for the customer to pay. Once the payment is completed, the ticket can be finalized.

For additional information on paying rental tickets, please refer to [page 83](#).

7 Reporting

This chapter provides an overview of the various reporting features available with Paradise POS.

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7.1 Dashboard and Local Reports

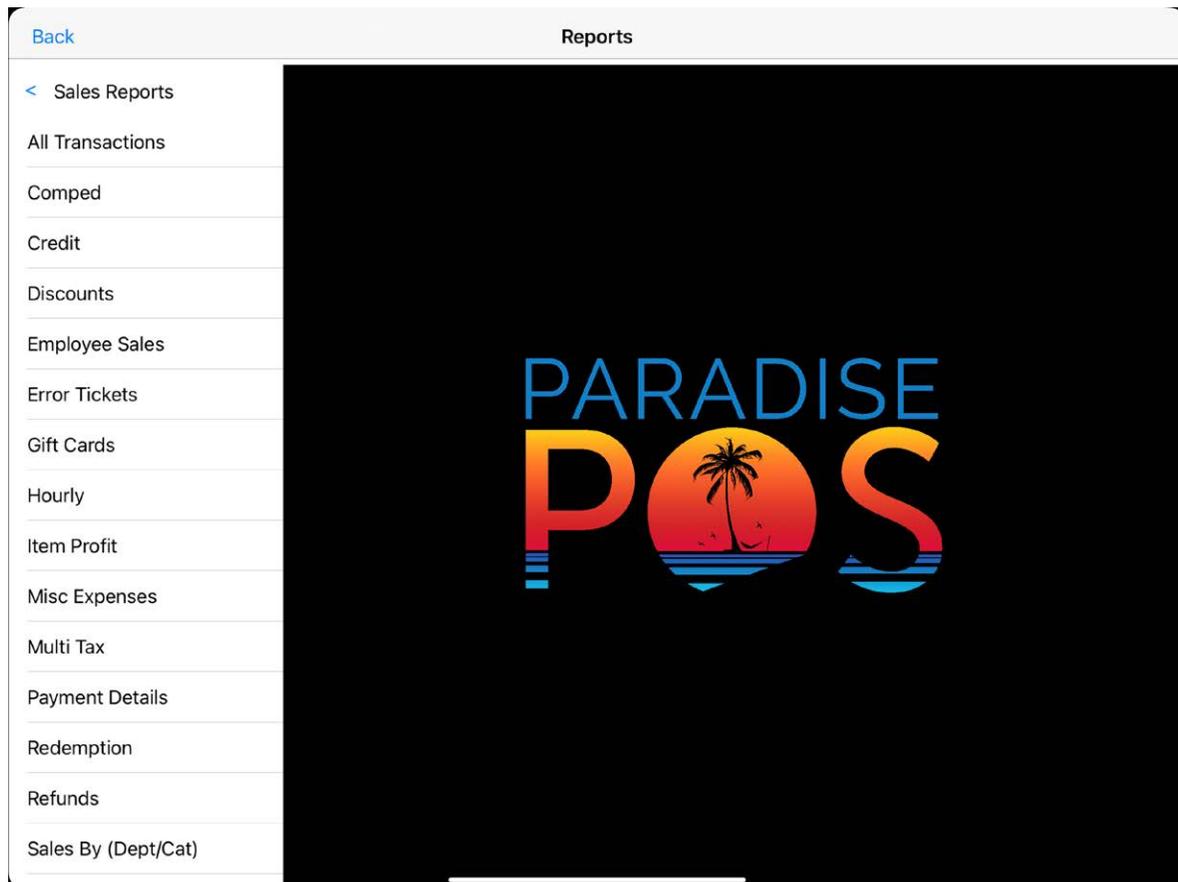
With Paradise POS, you have access to real-time reporting for your business from anywhere, all hosted on the Paradise Dashboard at www.myposdashboard.com. These reports can also be accessed through the Paradise app directly by going to Manager > Reports.

Dashboard

To access reports on the Paradise Dashboard, login to your account and select Reports using the navigation on the left side of the screen. The panel will drop down and is broken down into different reporting categories, covered in this chapter. Select a category and most will open a new pane listing the reports in that category.

Local Reports

All reports are available on the Paradise POS application while you are connected to the internet. However, when the network fails, Paradise has necessary reporting that will still be accessible locally on the device, the Drawer Report when closing a cash drawer and the Shift Report for employees.



Report Filters

Depending on the type of report you're viewing, there are different types of filters available for the report. An example of some filters on both the iPad and Dashboard are below.

Reports - Total Sales

Reporting Range

Daily Last Week Last Month Custom

Begin Report Date: 06-10-2025

Begin Report Time: 12:00 AM

End Report Date: 06-10-2025

End Report Time: 11:59 PM

Drawer Selection: Select

Customer Selection: Select

Employee Selection: Select

File Type: PDF

Download

Open in Window

Orientation: Landscape

All

Payments

Redemptions

Scheduled Tickets

Cash Drawer

Credit Transactions

Multi-Tax

Sales by Category

Sales by Department

Discounts by Type

Misc Expenses

House Account Ticket Summary

Stats

Void

Layaway

Comped

Refunds

HA Transactions

View Detailed Report OK

Online Dashboard - Total Sales Report Filters

The screenshot shows the 'Reports' section of the Paradise POS interface. The 'Total Sales' report is selected in the sidebar. The main area displays various filters:

- Reporting Range:** From: 06/10/2025, To: 06/10/2025
- Begin/End Report Time:** From Time: 4:00 AM, To Time: 11:59 PM
- Drawer Selection:** \$146.55, 06/10/25 08:53 AM
- Customer Selection:** Bob, Jim; Carter, Katie; D, Austin; Doe, Jane
- Employee Selection:** Luellen, Krystal; Manager, Manager; SPS, Admin (Active Only checkbox checked)

At the bottom, there are three green buttons: 'Thermal Print', 'CSV', and 'PDF'.

Paradise POS Device Reports - Total Sales Report Filters

- **Reporting Range:** These options allow you to select preset reporting ranges for data to quickly run reports for commonly used ranges. These include Daily, Last Week, and Last Month. Custom allows you to select the exact reporting range.
- **Begin/End Report Date:** These open a calendar selection for the beginning and end date for the reporting range.
- **Begin/End Report Time:** These allow you to change the beginning and end time for the reporting range.
- **Drawer Selection:** On applicable reports, this allows you to select a cash drawer that was open during the reporting range selected, which will be included in the report.
- **Customer Selection:** On applicable reports, this allows you to select customers to filter data by.
- **Employee Selection:** On applicable reports, this allows you to select employees to filter data by.
- **File Type:** Changes the report file type between a PDF or CSV document.
- **Orientation:** Changes the report orientation between Landscape or Portrait.
- **View Detailed Report:** Instead of opening a downloadable report document, it displays the information on the reporting page.

7.2 Customer

House Account Summary

This report displays the summary of House Accounts of customers as well as the active House Account tickets.

House Account

Paradise Cafe

Reported Mon, Jun 9, 2025 12:39 PM

House Account Summary

Customer	Limit	Balance
Katie Carter	\$100.00	\$46.39
Jane Doe	\$0.00	\$0.00
Warren Waller	\$100.00	\$32.92

House Account Tickets

Customer	Ticket Number	Amount Paid	Ticket Total
Katie Carter	021425AAA0024-00	\$10.00	\$11.31
Katie Carter	021425AAA0027-00	\$0.00	\$11.31
Katie Carter	031925AAA0008-00	\$0.00	\$33.77
Warren Waller	022725AAA0006-00	\$0.00	\$10.40
Warren Waller	031925AAA0007-00	\$0.00	\$22.52

- **House Account Summary:** Displays the customer credit limit and their current balance.
- **House Account Tickets:** Displays the house account tickets as well as the ticket totals and the amount that has been paid on the ticket.

House Account Ticket Payments

This report details the payments made on house accounts within the selected time range, separated by house account customer.

House Account Ticket Payments

Paradise Cafe

Reported Mon, Jun 9, 2025 12:43 PM

Wed, Jan 1, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Warren Waller

Ticket	Total	Paid	Balance	Type	Amount	Date Paid
021425AAA0022-00	\$11.31	\$11.31	\$0.00			
				Credit	\$5.00	02/14/2025 10:38AM
				Credit	\$6.31	02/14/2025 10:39AM
021425AAA0029-00	\$11.31	\$11.31	\$0.00			
				Credit	\$11.31	02/14/2025 11:03AM
022725AAA0002-00	\$11.11	\$11.11	\$0.00			
				Cash	\$5.00	02/27/2025 09:11AM
				Credit	\$6.11	02/27/2025 09:13AM
022725AAA0005-00	\$10.00	\$10.00	\$0.00			
				Cash	\$10.00	02/27/2025 12:50PM

Katie Carter

021425AAA0023-00	\$11.02	\$11.02	\$0.00			
				Credit	\$11.02	02/14/2025 10:52AM
021425AAA0024-00	\$11.31	\$10.00	\$1.31			
				Credit	\$10.00	03/19/2025 11:45AM

Layaway Summary

This report displays the summary of Layaway accounts of customers as well as the active Layaway tickets.

Layaway
Paradise Cafe
Reported Mon, Jun 9, 2025 12:45 PM

Layaway Summary

Customer	Number	Total
Jim Bob	2	\$104.88
Katie Carter		\$0.00
Austin D		\$0.00
Hector Gentry		\$0.00
Hayley Griffin		\$0.00
Charles Smith		\$0.00

Layaway Tickets

Jim Bob	031925AAA0003-00	\$2.30
Jim Bob	031925AAA0009-00	\$102.58

- **Layaway Summary:** Displays the amount of layaway tickets for each customer as well as their current layaway total.
- **Layaway Tickets:** Displays the current layaway tickets and their current balances.

Unpaid Layaway Tickets

Like the Layaway Tickets section of the Layaway Summary report, this report displays the current layaway tickets, their total, and the outstanding balances. In addition, this report separates these tickets by customer.

Unpaid Layaway Tickets
Paradise Cafe
Reported Mon, Jun 9, 2025 12:45 PM

Jim Bob

Ticket	Total	Outstanding
031925AAA0003-00	\$13.30	\$2.30
031925AAA0009-00	\$112.58	\$102.58
Totals	\$125.88	\$104.88

Layaway Ticket Payments

This report lists all layaway payments taken during the selected time range, regardless of if they are closed tickets or not and are separated by customer.

Layaway Ticket Payments

Paradise Cafe

Reported Mon, Jun 9, 2025 12:46 PM
Wed, Jan 1, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Katie Carter

Ticket	Paid	Total	Balance	Type	Amount	Date Paid
021425AAA0019-00	\$22.22	\$22.22	\$0.00			
				Cash	\$10.00	02/14/2025 09:45AM
				Credit	\$12.22	02/14/2025 09:49AM

Jim Bob

Ticket	Paid	Total	Balance	Type	Amount	Date Paid
013025AAA0001-00	\$13.02	\$13.02	\$0.00			
				Cash	\$5.00	01/30/2025 12:25PM
				Credit	\$5.00	03/19/2025 09:41AM
				Credit	\$2.00	03/19/2025 09:45AM
				Credit	\$1.02	03/19/2025 09:47AM
031925AAA0003-00	\$11.00	\$13.30	\$2.30			
				Credit	\$1.00	03/19/2025 10:04AM
				Credit	\$5.00	03/19/2025 12:23PM
				Cash	\$5.00	04/03/2025 02:47PM
031925AAA0009-00	\$10.00	\$112.58	\$102.58			
				Credit	\$10.00	03/19/2025 12:27PM

Hector Gentry

Ticket	Paid	Total	Balance	Type	Amount	Date Paid
021425AAA0020-00	\$22.62	\$22.62	\$0.00			
				Credit	\$10.00	02/14/2025 09:58AM
				Credit	\$12.62	02/14/2025 10:00AM
021425AAA0030-00	\$10.88	\$10.88	\$0.00			
				Cash	\$5.00	02/14/2025 11:53AM
				Cash	\$5.88	02/14/2025 11:54AM
022725AAA0001-00	\$22.22	\$22.22	\$0.00			
				Cash	\$10.00	02/27/2025 09:07AM
				Credit	\$12.22	02/27/2025 09:10AM
022725AAA0004-00	\$10.00	\$10.00	\$0.00			

Disclaimer:

Any information reported in this portal should be verified by you on your local systems and reports. This portal is for managerial convenience only. Please make us aware of any discrepancies immediately.

Customer Overview

This report displays summaries of the House Accounts and Layaway accounts of customers in the database.

Customer Overview

Paradise Cafe
Reported Mon, Jun 9, 2025 12:46 PM

House Account Summary

Customer	Limit	Balance
Katie Carter	\$100.00	\$46.39
Jane Doe	\$0.00	\$0.00
Warren Waller	\$100.00	\$32.92

Layaway Summary

Customer	Tickets	Total
Jim Bob	2	\$104.88
Katie Carter	3	\$0.00
Austin D	0	\$0.00
Hector Gentry	0	\$0.00
Hayley Griffin	0	\$0.00
Charles Smith	0	\$0.00

House Account Summary

- **Customer:** The name of the customer.
- **Limit:** The credit limit set on a customer with House Account enabled.
- **Balance:** The total the customer owes on their House Account.

Layaway Summary

- **Customer:** The name of the customer.
- **Tickets:** The amount of tickets the customer currently has applied to their layaway account.
- **Total:** The layaway total the customer currently owes.

Tax Exempt

If there are customers that have tax exemptions enabled and any have been applied to tickets within the selected time range, the tickets will be listed on this report.

Tax Exempt

Paradise Cafe
Reported Mon, Jun 9, 2025 12:47 PM
Wed, Jan 1, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Customer	Quantity	Tax Removed	Sub Total
Austin D	1.00	\$1.75	\$20.00
Jane Doe	1.00	\$1.75	\$20.00
Totals	2.00	\$3.50	\$40.00

7.3 Drawer

Drawer Summary

The Drawer Summary report is similar to the Cash Drawer Report that prints after closing the cash drawer and helps track any overages or shortages that occurred on the drawer. When running this report, be sure to select the drawer on the right of the screen that you'd like a report for.

Drawer Summary

Paradise Cafe

Reported Wed, Sep 17, 2025 11:17 AM
Wed, Sep 10, 2025 12:00 AM - Wed, Sep 10, 2025 11:59 PM

Cash Reconciliation

Received	Credit Card Tips	Credit Tip Grat	Cash Tip Grat	Paid In	Paid Out	Tip Processing Fee	Cash Drop / Total
\$1,154.99	\$1,579.66	\$41.54	\$0.00	\$0.00	\$4.00	\$55.29	\$-414.92

Cash Drawer

Drawer	Opened	Closed	Starting	Tip In	Tip Out	Pay In	Pay Out	Short	Over	Received	Total	Drop
iPad	09/10/2025 10:06	09/10/2025 17:14	\$500.00	\$0.00	\$251.00	\$0.00	\$0.00	\$0.41	\$0.00	\$192.41	\$441.00	\$-59.00
iPad	09/10/2025 17:07	09/11/2025 00:36	\$500.00	\$166.29	\$746.00	\$0.00	\$4.00	\$0.71	\$0.00	\$291.42	\$207.00	\$-293.00

Denominations

Drawer	Opened	Closed	Hundreds	Fifties	Twenties	Tens	Fives	Ones	Quarters	Dimes	Nickels	Pennies
iPad	09/10/2025 10:06	09/10/2025 17:14	0	0	3	10	32	97	16	0	0	0
iPad	09/10/2025 17:07	09/11/2025 00:36	0	1	1	6	6	22	0	0	0	0

- **Cash Reconciliation:** This section records the amount of money that the point of sale recorded for the date range selected, which will include all drawers in the time period.
 - **Credit Card Tips:** The total credit card tips reported for the time range.
 - **Credit Tip Grat:** The total credit card gratuity reported for the time range. Gratuity differs from the credit card tips section as they are applied to sales before the card is taken, while the tips are applied after the card is taken.
 - **Cash Tip Grat:** The total cash gratuity reported for the time range.
 - **Paid In:** The total cash manually paid into a drawer through a pay in.
 - **Paid Out:** The total cash manually paid out of a drawer through a pay out.
 - **Tip Processing Fee:** This total only appears to have a value if the setting "Use Tip Percentage" is turned on and given a percentage value in Admin > Company Settings > Employee. The amount here will display what should be collected from servers for processing fees on their tips.
 - **Cash Drop/Total:** The amount of cash that needs to be taken out of the drawer to set it back to the drawer's starting total.

- **Cash Drawer:** Displays the cash drawer(s) selected and details all pay ins/outs, tip ins/out, and overages or shortages that occurred.
 - **Opened/Closed:** The date and time the drawer was opened and closed.
 - **Starting:** The cash total the drawer started with when opened.
 - **Tip In/Tip Out:** Any tips that were paid into or out of the drawer.
 - **Short/Over:** If the amount that the drawer ended with was over or short what the system calculated it should have, this amount will display in the appropriate column. This will subtract Starting, Received, Tip Outs, and Payouts from the Total, and add any Tip Ins and Pay Ins. If this amount is more than 0, it is an overage. If it is less than 0, it is a shortage.
 - **Received:** The cash amount the drawer records that it has received.
 - **Total:** The cash amount the user counted when closing the drawer.
 - **Drop:** This subtracts the Starting amount from the Total. This amount is what needs to be taken out of the drawer to bring it back to the original starting amount.
- **Denominations:** This section displays the denominations of the currency that was counted when closing the drawer. Any recounts done on this drawer will not be reflected here however, as it will keep the first count made on the drawer.

7.4 Employee

Payroll

This report is a detailed record of employee hours, overtime hours, and wages. The report is separated into individual employees and can be pulled for all employees during the selected time range or narrowed down to specific employees. For some of these fields to display data, the employee must have a role attached that has a rate listed for Regular Pay and Overtime Pay in Admin > Employee Maintenance. For overtime hours to calculate correctly, the Week Start must be set correctly in Admin > Company Settings > General. The Overtime Threshold in Admin > Company Settings > Employee is set to 40 by default but can be changed if necessary.

Payroll
Paradise Cafe
Reported Mon, Jun 9, 2025 2:45 PM
Mon, Jun 2, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Krystal Luellen
Manager

Shift	Rate	OT Rate	Hours	OT Hours	Total	Breaks	Pay	OT Pay	Total
06/03/2025 09:26 AM - 06/03/2025 04:53 PM	\$0.00	\$0.00	7.45	0.00	7.45	0.00	\$0.00	\$0.00	\$0.00

Krystal Luellen
Totals

Shift	Rate	OT Rate	Hours	OT Hours	Total	Breaks	Pay	OT Pay	Total
Manager			7.45	0.00	7.45	0.00	\$0.00	\$0.00	\$0.00
Total			7.45	0.00	7.45	0.00	\$0.00	\$0.00	\$0.00

Manager Manager
Manager

Shift	Rate	OT Rate	Hours	OT Hours	Total	Breaks	Pay	OT Pay	Total
06/02/2025 09:28 AM - 06/02/2025 02:25 PM	\$0.00	\$0.00	4.95	0.00	4.95	0.00	\$0.00	\$0.00	\$0.00
06/03/2025 02:26 PM - 06/03/2025 09:21 PM	\$0.00	\$0.00	6.92	0.00	6.92	0.00	\$0.00	\$0.00	\$0.00
06/04/2025 09:21 AM - 06/04/2025 04:50 PM	\$0.00	\$0.00	7.48	0.00	7.48	0.00	\$0.00	\$0.00	\$0.00
06/05/2025 09:28 AM - 06/05/2025 08:20 PM	\$0.00	\$0.00	10.87	0.00	10.87	0.00	\$0.00	\$0.00	\$0.00
06/06/2025 08:21 AM - 06/06/2025 04:53 PM	\$0.00	\$0.00	8.54	0.00	8.54	0.00	\$0.00	\$0.00	\$0.00
06/09/2025 08:38 AM - Clocked In	\$0.00	\$0.00	6.11	0.00	6.11	0.00	\$0.00	\$0.00	\$0.00

Manager Manager
Totals

Shift	Rate	OT Rate	Hours	OT Hours	Total	Breaks	Pay	OT Pay	Total
Manager			44.87	0.00	44.87	0.00	\$0.00	\$0.00	\$0.00
Total			44.87	0.00	44.87	0.00	\$0.00	\$0.00	\$0.00

Admin SPS
Admin

Shift	Rate	OT Rate	Hours	OT Hours	Total	Breaks	Pay	OT Pay	Total
06/03/2025 09:27 AM - 06/03/2025 04:53 PM	\$20.00	\$30.00	7.43	0.00	7.43	0.00	\$148.60	\$0.00	\$148.60
06/09/2025 12:02 PM - Clocked In	\$20.00	\$30.00	2.72	0.00	2.72	0.00	\$54.40	\$0.00	\$54.40

- **Shift:** The date and time range of the shift.
- **Rate:** The hourly rate of the employee’s shift.
- **OT Rate:** The hourly overtime rate of the employee’s shift.
- **Hours:** The hours worked during the shift.
- **OT Hours:** Any overtime hours that were worked during the shift. These begin to apply if the Overtime Threshold has been met before the Week Start day.
- **Total:** The total Hours and OT Hours worked during the shift.
- **Breaks:** Details the amount of time taken for breaks.
- **Pay:** Multiplies the Rate by Hours.

7 Reporting

- **OT Pay:** Multiplies the OT Rate by OT Hours.
- **Total:** Adds the Pay and OT Pay for the total wages.

Sales can also be included in this report, which will add additional columns to this report, covered below. To include Sales in this report, be sure to select Yes under Sales in the filters.

- **Tips:** If the employee makes tips, this displays the amount of captured tips (credit and gratuity) that they made.
- **Dec Tips:** Displays the employee's declared tips, which is the tip amount the employee declared in cash when doing their shift report.
- **Net Sales:** Total sales the employee had during their shift. Only the sales that were closed with their employee number will be considered in this total.
- **Tip Ratio:** Employee's Tips to Net Sales ratio

Payroll Totals

Like the Payroll report, the Payroll Totals report is a record of employee hours, overtime hours, and wages. However, this report does not break out each shift for each employee, totaling their shifts for the given time range instead.

Payroll

Paradise Cafe

Reported Mon, Jun 9, 2025 2:45 PM
Mon, Jun 2, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Name	Role	Hours	OT Hours	Total	Breaks	Pay	OT Pay	Total
Krystal Luellen	Manager	7.45	0.00	7.45	0.00	\$0.00	\$0.00	\$0.00
Krystal Luellen	Total	7.45	0.00	7.45	0.00	\$0.00	\$0.00	\$0.00
Manager Manager	Manager	44.88	0.00	44.88	0.00	\$0.00	\$0.00	\$0.00
Manager Manager	Total	44.88	0.00	44.88	0.00	\$0.00	\$0.00	\$0.00
Admin SPS	Admin	10.15	0.00	10.15	0.00	\$203.00	\$0.00	\$203.00
Admin SPS	Total	10.15	0.00	10.15	0.00	\$203.00	\$0.00	\$203.00
Totals		62.48	0.00	62.48	0.00	\$203.00	\$0.00	\$203.00

- **Shift:** The date and time range of the shift.
- **Rate:** The hourly rate of the employee's shift.
- **OT Rate:** The hourly overtime rate of the employee's shift.
- **Hours:** The hours worked during the shift.
- **OT Hours:** Any overtime hours that were worked during the shift. These begin to apply if the Overtime Threshold has been met before the Week Start day.
- **Total:** The total Hours and OT Hours worked during the shift.
- **Breaks:** Details the amount of time taken for breaks.
- **Pay:** Multiplies the Rate by Hours.
- **OT Pay:** Multiplies the OT Rate by OT Hours.
- **Total:** Adds the Pay and OT Pay for the total wages.

7 Reporting

Sales can also be included in this report, which will add additional columns to this report, covered below. To include Sales in this report, be sure to select Yes under Sales in the filters.

- **Tips:** If the employee makes tips, this displays the amount of captured tips (credit and gratuity) that they made.
- **Dec Tips:** Displays the employee's declared tips, which is the tip amount the employee declared in cash when doing their shift report.
- **Net Sales:** Total sales the employee had during their shift. Only the sales that were closed with their employee number will be considered in this total.
- **Tip Ratio:** Employee's Tips to Net Sales ratio.

Shifts

This report lists all shifts worked during the given time range.

Shifts

Paradise Cafe

Reported Mon, Jun 9, 2025 2:46 PM
Mon, Jun 2, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

User	Role	In	Out	Hours	Break Time	Declared Tips
Admin SPS	Admin	06/03/2025 09:27	06/03/2025 16:53	7.43	0.00	\$0.00
Admin SPS	Admin	06/09/2025 12:02	Clocked In	2.73	0.00	\$0.00
Krystal Luellen	Manager	06/03/2025 09:26	06/03/2025 16:53	7.45	0.00	\$0.00
Manager Manager	Manager	06/02/2025 09:28	06/02/2025 14:25	4.95	0.00	\$0.00
Manager Manager	Manager	06/03/2025 14:26	06/03/2025 21:21	6.92	0.00	\$0.00
Manager Manager	Manager	06/04/2025 09:21	06/04/2025 16:50	7.48	0.00	\$0.00
Manager Manager	Manager	06/05/2025 09:28	06/05/2025 20:20	10.87	0.00	\$2.00
Manager Manager	Manager	06/06/2025 08:21	06/06/2025 16:53	8.54	0.00	\$0.00
Manager Manager	Manager	06/09/2025 08:38	Clocked In	6.13	0.00	\$0.00
Totals				62.50	0.00	\$2.00

- **User:** The employee the shift belongs to.
- **Role:** The role the employee was clocked in under during the shift.
- **In:** The date and time the shift began.
- **Out:** The date and time the shift ended. If the shift is still open, it will instead say "Clocked In".
- **Hours:** The total hours worked during the shift.
- **Break Time:** The total break hours used during the shift.
- **Declared Tips:** The tip amount declared during the shift.

Labor

The Labor report details the shifts worked within the selected time range and totals their pay amounts, including overtime pay.

Labor

Paradise Cafe

Reported Mon, Jun 9, 2025 2:46 PM
Mon, Jun 2, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Employee	Role	Shift	Pay	OT Pay	Total
Krystal Luellen	Manager	06/03/2025 09:26 AM - 06/03/2025 04:53 PM	\$0.00	\$0.00	\$0.00
Manager Manager	Manager	06/02/2025 09:28 AM - 06/02/2025 02:25 PM	\$0.00	\$0.00	\$0.00
Manager Manager	Manager	06/03/2025 02:26 PM - 06/03/2025 09:21 PM	\$0.00	\$0.00	\$0.00
Manager Manager	Manager	06/04/2025 09:21 AM - 06/04/2025 04:50 PM	\$0.00	\$0.00	\$0.00
Manager Manager	Manager	06/05/2025 09:28 AM - 06/05/2025 08:20 PM	\$0.00	\$0.00	\$0.00
Manager Manager	Manager	06/06/2025 08:21 AM - 06/06/2025 04:53 PM	\$0.00	\$0.00	\$0.00
Manager Manager	Manager	06/09/2025 08:38 AM - Clocked In	\$0.00	\$0.00	\$0.00
Admin SPS	Admin	06/03/2025 09:27 AM - 06/03/2025 04:53 PM	\$148.60	\$0.00	\$148.60
Admin SPS	Admin	06/09/2025 12:02 PM - Clocked In	\$54.80	\$0.00	\$54.80
Totals			\$203.40	\$0.00	\$203.40

- **Employee:** The employee the shift belongs to.
- **Role:** The role the employee was clock in under during the shift.
- **Shift:** The start date, start time, end date, and end time of the shift.
- **Pay:** The total pay earned during the shift.
- **OT Pay:** The total overtime pay earned during the shift.
- **Total:** The total pay and overtime pay earned during the shift.

Employee Tab Outstanding Balances

This report details any outstanding balances employees have if the business allows employees to hold a running tab.

Employee Tabs Outstanding Balances

Paradise Cafe

Reported Mon, Jun 9, 2025 2:46 PM

User	Total	Unpaid	Quantity
Luellen, Krystal	\$12.98	\$7.98	1

- **User:** The employee the tab belongs to.
- **Total:** The total amount the employee charged to their tab.
- **Unpaid:** The remaining balance of the tab.
- **Quantity:** The amount of tickets applied to the employee tab.

Employee Tab Summary

Similar to the previous report, this report details employee tabs in the system if the business allows employees to hold a running tab. However, this report also displays all tabs, even if the balance is already paid.

Employee Tabs Summary

Paradise Cafe
 Reported Mon, Jun 9, 2025 2:47 PM
 Wed, Jan 1, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

User	Total	Unpaid	Quantity
Luellen, Krystal	\$12.98	\$7.98	1

- **User:** The employee the tab belongs to.
- **Total:** The total amount the employee charged to their tab.
- **Unpaid:** The remaining balance of the tab.
- **Quantity:** The amount of tickets applied to the employee tab.

Commission

When businesses offer commission to their employees, this report will detail those transactions and the commission they earned.

Employee Commission

Paradise Cafe
 Reported Wed, Jul 30, 2025 4:10 PM
 Sun, Jun 1, 2025 12:00 AM - Wed, Jul 30, 2025 11:59 PM

Manager Manager

Role	Shift	Ticket Number	Sales	Commission Sales	Commission
Manager	07/01/2025 08:59 - 07/02/2025 11:18	070125AAA0006-00	\$23.75	\$21.00	2.10
Manager	07/01/2025 08:59 - 07/02/2025 11:18	070125AAA0007-00	\$23.75	\$21.00	2.10
Manager	07/01/2025 08:59 - 07/02/2025 11:18	070125AAA0008-00	\$47.50	\$42.00	4.20
Manager	06/24/2025 08:17 - 06/25/2025 09:32	062425AAA0004-00	\$23.75	\$21.00	2.10
Totals			\$118.75	\$105.00	\$10.50

Amanda H

Role	Shift	Ticket Number	Sales	Commission Sales	Commission
Manager	06/24/2025 15:24 - 06/24/2025 15:32	062425AAA0005-00	\$23.75	\$21.00	2.10
Totals			\$23.75	\$21.00	\$2.10

- **Role:** The role the employee was clocked in with during the shift they earned the commission.
- **Shift:** The shift the employee earned the commission during.
- **Ticket Number:** The ticket number that the commission sale occurred on.
- **Sales:** The full ticket sale, including non-commission items and any taxes.
- **Commission Sales:** The sale total of the commissionable items.
- **Commission:** The amount of commission the employee earned on the sale.

7.5 Inventory

Below Par

To benefit from the Below Par report, items must have both a Par Level and an accurate On Hand count. When this is done, this report will list any item that has a negative On Hand count, or an On Hand count that is lower than what is set as its Par Level.

Below Par

Paradise Cafe

Reported Mon, Jun 9, 2025 3:14 PM

No Vendor

Name	Quantity
Appetizer Sampler	-2
Bacon Burger	-1
Bone In Wings	-1
Boneless Wings	-3
Bracelet	-7
Breakfast Sampler	-7
Bulk Candy	-5
Burger Combo	-6
Calamari	-2
Coffee	-1
Deposit Item	-2
Fries	-1
Fro Yo	-1
Gift Card	-4
Margarita	-3
Mix & Match Combo	-1
Mozzarella Sticks	-1
Necklace	-4
Non Tax Item	-7
Old Fashioned	-2
Omelet	-1
Open	-53
Open Item	-14
Paloma	-10
Pancake Sampler	-15
Prompt Qty	-191
Queso	-16
Soda	-6
Spinach Dip	-16

- **Name:** The name of the item that is below Par.
- **Quantity:** The current On Hand count of the item.

Reorder

Like the Below Par report, this report is most beneficial if both Par Level and On Hand counts are accurate. This report will list all items that are at the Par Level or under, including any negative counts. To assist with reordering these items, the report also displays the cost and price of these items.

Reorder
Paradise Cafe
 Reported Mon, Jun 9, 2025 3:15 PM

Name	SKU	Par	Quantity	Cost	Price
Appetizer Sampler		0.00	-2.00	\$0.00	\$11.00
Bacon Burger		0.00	-1.00	\$0.00	\$7.00
Beef Tacos		0.00	0.00	\$0.00	\$6.00
Biscuits & Gravy		0.00	0.00	\$0.00	\$7.50
Bloody Mary		0.00	0.00	\$0.00	\$8.50
Blooming Onion		0.00	0.00	\$0.00	\$6.50
Bone In Wings		0.00	-1.00	\$0.00	\$8.50
Boneless Wings		0.00	-3.00	\$0.00	\$8.50
Bottle Coke		0.00	0.00	\$0.00	\$2.50
Bowl Soup		0.00	0.00	\$0.00	\$6.50
Bracelet		0.00	-7.00	\$0.00	\$11.00
Breakfast Sampler		0.00	-7.00	\$0.00	\$10.99
Breakfast Sandwich		0.00	0.00	\$0.00	\$7.50
Broccoli		0.00	0.00	\$0.00	\$3.50
Bulk Candy		0.00	-5.00	\$0.00	\$13.96
Burger Combo		0.00	-6.00	\$0.00	\$10.00
Caesar Salad		0.00	0.00	\$0.00	\$7.50
Calamari		0.00	-2.00	\$0.00	\$10.99
Cheeseburger		0.00	0.00	\$0.00	\$6.50
Chef Salad		0.00	0.00	\$0.00	\$8.50
Chicken & Waffles		0.00	0.00	\$0.00	\$10.00
Chicken Tacos		0.00	0.00	\$0.00	\$6.00
Coffee		0.00	-1.00	\$0.00	\$2.50
Cosmo		0.00	0.00	\$0.00	\$6.50
Country Breakfast		0.00	0.00	\$0.00	\$12.00
Cup Soup		0.00	0.00	\$0.00	\$3.50
Daiquiri		0.00	0.00	\$0.00	\$7.50
Deposit Item		0.00	-2.00	\$0.00	\$11.00
Eggs Benedict		0.00	0.00	\$0.00	\$10.00
Eggs In A Basket		0.00	0.00	\$0.00	\$8.50
French Toast Breakfast		0.00	0.00	\$0.00	\$11.99

- **Name:** The name of the item on the reorder list.
- **SKU:** The SKU of the item on the reorder list.
- **Par:** If a Par has been set on the item, that number will be displayed here.
- **Quantity:** The current On Hand count of the item.
- **Cost:** If a Cost has been set on the item, that amount will be displayed here.
- **Price:** The price the item is being sold for.

Item Level

The report can be run by Category, Department, or Vendor, and will separate the items by the selection.

Item Level by Department

Paradise Cafe

Reported Mon, Jun 9, 2025 3:15 PM
Mon, Jun 2, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Beverages

Name	SKU	Vendor	Item Code	On Hand	Qty Sold	Tax	Cost	Price	Discount	Total Price	Profit	Markup
Soda		N/A		-6	1	\$0.25	\$0.00	\$2.99	\$0.00	\$2.99	\$2.99	100.00%
Total						\$0.25	\$0.00	\$2.99	\$0.00	\$2.99	\$2.99	

Food

Name	SKU	Vendor	Item Code	On Hand	Qty Sold	Tax	Cost	Price	Discount	Total Price	Profit	Markup
Appetizer Sampler		N/A		-2	2	\$1.73	\$0.00	\$22.00	\$-1.00	\$21.00	\$21.00	100.00%
Bone In Wings		N/A		-1	1	\$0.73	\$0.00	\$8.50	\$0.00	\$8.50	\$8.50	100.00%
Boneless Wings		N/A		-3	3	\$1.75	\$0.00	\$25.50	\$-4.25	\$21.25	\$21.25	100.00%
Mozzarella Sticks		N/A		-1	1	\$0.62	\$0.00	\$7.50	\$0.00	\$7.50	\$7.50	100.00%
Pancake Sampler		N/A		-15	1	\$1.03	\$5.00	\$11.99	\$0.00	\$11.99	\$6.99	58.30%
Spinach Dip		N/A		-16	2	\$1.34	\$0.00	\$21.14	\$-5.28	\$15.86	\$15.86	100.00%
Waffle Plate		N/A		-1	1	\$0.66	\$0.00	\$8.00	\$0.00	\$8.00	\$8.00	100.00%
Weekend Dinner		N/A		-2	2	\$1.73	\$0.00	\$21.00	\$0.00	\$21.00	\$21.00	100.00%
Total						\$9.60	\$5.00	\$125.63	\$-10.53	\$115.10	\$110.10	

Merch

Name	SKU	Vendor	Item Code	On Hand	Qty Sold	Tax	Cost	Price	Discount	Total Price	Profit	Markup
Bracelet		N/A		-7	1	\$0.96	\$0.00	\$11.00	\$0.00	\$11.00	\$11.00	100.00%
Total						\$0.96	\$0.00	\$11.00	\$0.00	\$11.00	\$11.00	

- **Name:** The name of the item.
- **SKU:** The item's SKU if applicable.
- **Vendor:** The vendor assigned to the item if applicable.
- **Item Code:** The item's Item Code if applicable.
- **On Hand:** The On Hand count at the time the report was run.
- **Qty Sold:** How much of the item was sold in the selected time range.
- **Tax:** The tax collected on the item during the selected time range.
- **Cost:** The total cost of the items sold during the selected time range.
- **Price:** The total collected for the items sold during the time range before discounts have been applied.
- **Discount:** The total of any discounts on the item sold during the time range.
- **Total Price:** The total collected for the items sold during the selected time after discounts.
- **Profit:** Subtracts the Cost from the Total Price to display Profit.
- **Markup:** Calculates the ratio of profit to cost. Markup = 100 x profit/total price.

Inventory Summary

This report lists all items in the system’s inventory, detailing their quantities as well as how much that inventory cost the business, and the total price they should receive for it.

Inventory Summary by Department

Paradise Cafe
Reported Mon, Jun 9, 2025 3:16 PM
 Mon, Jun 2, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Beverages

Name	SKU	Category	Department	Vendor	ID	Par	Qty Sold	Quantity	Cost	Price
Bottle Coke		Merch	Beverages				0.00	0.00	\$0.00	\$2.50
Coffee		Beverages	Beverages				0.00	-1.00	\$0.00	\$2.50
Hot Tea		Beverages	Beverages				0.00	0.00	\$0.00	\$2.50
Iced Latte		Beverages	Beverages				0.00	0.00	\$0.00	\$3.50
Juice		Beverages	Beverages				0.00	0.00	\$0.00	\$3.50
SKU 1	96	Appetizers	Beverages				0.00	0.00	\$0.00	\$1.00
Soda		Beverages	Beverages				1.00	-6.00	\$0.00	\$2.99
Sweet Tea		Beverages	Beverages				0.00	-3.00	\$0.00	\$2.99
Test 1		Beverages	Beverages				0.00	-7.00	\$0.00	\$10.00
Test 2		Beverages	Beverages				0.00	-1.00	\$0.00	\$70.00
Unsweet Tea		Beverages	Beverages				0.00	-2.00	\$0.00	\$2.99
Water		Beverages	Beverages				0.00	0.00	\$0.00	\$0.00
Total							1	0	\$0.00	\$0.00

- **Name:** The name of the item.
- **SKU:** The item’s SKU if applicable.
- **Category:** The category the item belongs to.
- **Department:** The department the item belongs to.
- **Vendor:** The vendor assigned to the item if applicable.
- **ID:** The Item/MFG ID of the item.
- **Par:** If a Par has been set on the item, that number will be displayed here.
- **Qty Sold:** How much of the item was sold in the selected time range.
- **Quantity:** The current on hand count of the item.
- **Cost:** If a Cost has been set on the item, that amount will be displayed here.
- **Price:** The price the item is being sold for.

TOTAL ROW

	Qty Sold	Quantity	Cost	Price
ALL DATA	15.00	0.00	\$0.00	\$0.00

Totals

- **Qty Sold:** The total amount of items sold within the section.
- **Quantity:** The total quantity of items in the section.
- **Cost:** Calculates the full cost that the items in the section cost the business. This total takes the Cost of each item and multiplies that by the item’s Quantity, then totals them here.
- **Price:** Calculates the total potential price of all items in the section. This total takes the Price of the item and multiplies it by the Quantity, then totals them here.

7.6 Logs

Logs

The Logs Report provides a detailed summary of user activity within the system, enabling you to monitor key actions such as voids, comps, and ticket transfers. This tool is designed to enhance oversight and accountability by recording when each action occurred, and which employee performed it. Additionally, the report tracks all manager overrides, allowing you to verify who authorized specific actions.

Logs

Paradise Cafe

Reported Mon, Jun 9, 2025 3:36 PM

Mon, Jun 9, 2025 12:00 AM - Mon, Jun 9, 2025 11:59 PM

Type	Created	Description
Employee Joined Cash Drawer	06/09/2025 08:39AM	Manager M joined Cash Drawer GUII 2025-06-09 13:39:27 (Opened 8:39 AM) at 8:39 AM
Item Refunded	06/09/2025 08:39AM	Manager M refunded the item Weekend Dinner on the ticket 060625AAA0004-00 at 8:39 AM
Item Discounted	06/09/2025 08:48AM	Manager M added the discount Discount to item Boneless Wings on ticket 060925AAA0001-00 at 8:48 AM
Ticket Discounted	06/09/2025 08:49AM	Manager M added the discount Discount to the ticket 060925AAA0002-00 at 8:49 AM
Item Discounted	06/09/2025 08:50AM	Manager M added the discount Half Off to item Spinach Dip on ticket 060925AAA0003-00 at 8:50 AM
Payment Voided	06/09/2025 09:31AM	Manager M voided Credit payment for amount \$15.69 on ticket 060925AAA0004-00 at 9:31 AM
Ticket Voided	06/09/2025 09:31AM	Manager M voided ticket 060925AAA0004-00 at 9:31 AM
Ticket Transferred	06/09/2025 12:03PM	Manager M sent ticket 060925AAA0007-00 to Admin S at 12:03 PM
Ticket Transferred	06/09/2025 12:03PM	Admin S sent ticket 060925AAA0007-00 to Manager M at 12:03 PM
Ticket Transferred	06/09/2025 12:05PM	Manager M accepted ticket 060925AAA0007-00 from Admin S at 12:05 PM
Ticket Transferred	06/09/2025 12:05PM	Manager M sent ticket 060925AAA0007-00 to Admin S at 12:05 PM
Ticket Transferred	06/09/2025 12:24PM	Admin S accepted ticket 060925AAA0007-00 from Manager M at 12:24 PM

Log Types

- **Cash Payment Confirmed:** This log only occurs when the setting Confirm on Cash is enabled in Admin > Edit Roles and displays when a user confirms a cash payment on the payment screen.
- **Credit Refund:** Occurs when a refund is made to a credit card.
- **Edit Loyalty Balance:** Occurs when a loyalty balance is manually edited in Employee > Customer Database, under the Loyalty tab for a specific customer.
- **Edit Loyalty Points:** Occurs when loyalty points are manually edited in Employee > Customer Database, under the Loyalty tab for a specific customer.
- **Item Comped:** This log appears when an item is comped on a ticket.
- **Item Discounted:** This log occurs when an item is discounted on a ticket.
- **Item Refunded:** Occurs when an item is refunded from a ticket, but the entire ticket is not refunded.
- **Item Transferred:** When an employee transfers an item from one of their tickets to another.
- **Item Voided:** This log occurs when an item is voided on a ticket.
- **Manager Override:** Occurs when the system prompts an employee for a manager code due to having lack of permission, and a manager code is used to give permission to the task.
- **Payment Voided:** This log appears when the payment on a ticket is voided.
- **Reset Gift Card Balance:** Appears when a gift card balance has been reset.

7 Reporting

- **Ticket Comped:** Occurs when an entire ticket has been comped.
- **Ticket Discounted:** Occurs when an entire ticket has been discounted.
- **Ticket Force Close:** Occurs when a ticket has been force closed by going to Manager > Ticket Recall, an open ticket is selected, and the Force Close button is selected. Force closing a ticket is usually done on old open tickets and can cause reporting errors.
- **Ticket Gratuity Change:** This appears when the gratuity applied to a ticket is changed.
- **Ticket Refunded:** Occurs when an entire ticket is refunded.
- **Ticket Reopened:** This appears when a previously closed ticket is reopened by going to Manager > Ticket Recall, a closed ticket is selected, and the Reopen Ticket button is selected.
- **Ticket Transferred:** This log appears when an employee transfers a ticket from themselves to another employee.
- **Ticket Voided:** This log appears when an entire ticket is voided.

7.7 Modifiers

The Modifiers report simply lists any modifiers that have been applied to tickets over the selected date range. It details the quantity each modifier was sold, as well as the price and total if applicable.

Modifiers

Paradise Cafe

Reported Tue, Jun 10, 2025 9:03 AM

Mon, Jun 2, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Name	Quantity	Price	Total
Beans	2	\$2.00	\$2.00
Carrots	1	\$0.00	\$0.00
Corn	1	\$2.00	\$2.00
Fries	3	\$0.00	\$0.00
Green Beans	1	\$0.00	\$0.00
Ham	1	\$0.00	\$0.00
Over Med	1	\$0.00	\$0.00
Rice	1	\$0.00	\$0.00
Side Salad	1	\$0.00	\$0.00
Total	12		\$4.00

- **Name:** The name of the modifier applied to a ticket.
- **Quantity:** The amount of times that modifier was used in the given time range.
- **Price:** The price of the modifier, if applicable.
- **Total:** The amount that was charged for that modifier. Please note that sometimes a modifier may be used and not charged for, depending on the rules set on a modifier group (EX: Including one free side item on an entree, but charging if additional sides are chosen). This means the total will not always equal the Quantity multiplied by the Price.

7.8 Online Orders

Online Ordering is an additional service Paradise offers at an additional cost. This report lists any transactions made through this Online Ordering service. More detailed reports for Online Ordering are available through the Online Ordering dashboard.

All Transactions (Online Orders)

Paradise Cafe

Reported Tue, Jun 10, 2025 9:10 AM
Thu, May 1, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Employee	Ticket	Date	Subtotal	Tax	Fee	Rebate	Total	Type	Paid	Tip	Change
	050125WEB0001-00	05/01/2025 07:10AM	\$16.00	\$1.04	\$0.64	\$0.00	\$17.00	Credit	\$17.68	\$1.66	\$0.00
	050125WEB0002-00	05/01/2025 08:07AM	\$3.80	\$0.25	\$0.15	\$0.00	\$4.04	Credit	\$4.20	\$0.40	\$0.00
	050125WEB0003-00	05/01/2025 08:09AM	\$11.74	\$0.76	\$0.47	\$0.00	\$12.47	Credit	\$12.98	\$2.44	\$0.00
	050125WEB0004-00	05/01/2025 08:41AM	\$18.00	\$1.17	\$0.72	\$0.00	\$19.13	Credit	\$19.89	\$0.00	\$0.00
	050125WEB0005-00	05/01/2025 09:07AM	\$13.25	\$0.86	\$0.53	\$0.00	\$14.08	Credit	\$14.65	\$1.38	\$0.00
	050125WEB0006-00	05/01/2025 10:24AM	\$12.75	\$0.80	\$0.00	\$0.00	\$13.55	Credit	\$13.26	\$0.00	\$0.00
	050125WEB0007-00	05/01/2025 11:47AM	\$17.00	\$1.10	\$0.68	\$0.03	\$18.06	Credit	\$17.95	\$0.00	\$0.00
								Cash	\$0.84	\$0.00	\$0.04
	050125WEB0008-00	05/01/2025 01:03PM	\$1.75	\$0.11	\$0.07	\$0.00	\$1.86	Credit	\$1.93	\$0.00	\$0.00
	050225WEB0001-00	05/02/2025 07:23AM	\$36.98	\$2.40	\$1.48	\$0.00	\$39.29	Credit	\$40.87	\$3.85	\$0.00
	050225WEB0002-00	05/02/2025 08:18AM	\$8.00	\$0.52	\$0.32	\$0.00	\$8.50	Credit	\$8.84	\$0.00	\$0.00
	050225WEB0003-00	05/02/2025 08:20AM	\$4.50	\$0.29	\$0.18	\$0.00	\$4.78	Credit	\$4.97	\$0.70	\$0.00
	050225WEB0004-00	05/02/2025 08:30AM	\$1.75	\$0.11	\$0.07	\$0.00	\$1.86	Credit	\$1.93	\$0.00	\$0.00
	050225WEB0005-00	05/02/2025 09:21AM	\$14.45	\$0.94	\$0.58	\$0.00	\$15.35	Credit	\$15.97	\$0.00	\$0.00
	050225WEB0006-00	05/02/2025 10:06AM	\$14.50	\$0.94	\$0.58	\$0.00	\$15.41	Credit	\$16.30	\$0.00	\$0.00
	050225WEB0007-00	05/02/2025 10:11AM	\$14.00	\$0.89	\$0.00	\$0.00	\$14.89	Credit	\$14.37	\$0.00	\$0.00
	050225WEB0008-00	05/02/2025 10:56AM	\$1.75	\$0.11	\$0.07	\$0.00	\$1.86	Credit	\$1.93	\$0.00	\$0.00
	050225WEB0009-00	05/02/2025 12:00PM	\$18.99	\$1.23	\$0.76	\$0.00	\$20.18	Credit	\$20.98	\$1.98	\$0.00
	050225WEB0010-00	05/02/2025 12:08PM	\$23.49	\$1.53	\$0.94	\$0.00	\$24.96	Credit	\$25.96	\$4.89	\$0.00
	050225WEB0011-00	05/02/2025 12:44PM	\$24.85	\$1.62	\$0.99	\$0.00	\$26.40	Credit	\$27.63	\$2.60	\$0.00
	050225WEB0012-00	05/02/2025 01:51PM	\$6.00	\$0.39	\$0.24	\$0.00	\$6.38	Credit	\$6.63	\$0.94	\$0.00
	050225WEB0013-00	05/02/2025 01:54PM	\$6.25	\$0.41	\$0.25	\$0.00	\$6.64	Credit	\$6.91	\$0.65	\$0.00
	050225WEB0014-00	05/02/2025 02:02PM	\$29.10	\$1.82	\$0.00	\$0.00	\$30.92	Credit	\$32.81	\$0.00	\$0.00
	050625WEB0001-00	05/06/2025 08:56AM	\$4.50	\$0.29	\$0.18	\$0.00	\$4.78	Credit	\$4.97	\$0.94	\$0.00
	050625WEB0002-00	05/06/2025 09:38AM	\$10.50	\$0.68	\$0.42	\$0.00	\$11.16	Credit	\$11.60	\$0.00	\$0.00
	050625WEB0003-00	05/06/2025 10:03AM	\$9.75	\$0.63	\$0.39	\$0.00	\$10.36	Credit	\$11.33	\$2.13	\$0.00
	050725WEB0001-00	05/07/2025 06:37AM	\$31.99	\$2.08	\$1.28	\$0.00	\$33.99	Credit	\$35.35	\$4.99	\$0.00
	050725WEB0002-00	05/07/2025 09:17AM	\$4.50	\$0.29	\$0.18	\$0.00	\$4.78	Credit	\$4.97	\$0.47	\$0.00
	050725WEB0003-00	05/07/2025 03:13PM	\$24.85	\$1.62	\$0.99	\$0.00	\$26.40	Credit	\$28.74	\$0.00	\$0.00
	050825WEB0001-00	05/08/2025 07:00AM	\$15.98	\$0.94	\$0.64	\$0.00	\$16.89	Credit	\$17.66	\$3.32	\$0.00
	050825WEB0002-00	05/08/2025 07:16AM	\$16.24	\$1.06	\$0.65	\$0.00	\$17.26	Credit	\$17.94	\$0.00	\$0.00

- **Ticket:** The ticket number of the order; to differentiate online order ticket numbers from tickets made in the Paradise app, instead of listing the device ID in the ticket (AAA, AAB, etc.) they have WEB instead.
- **Date:** The date and time the ticket was created.
- **Subtotal:** The ticket’s subtotal before tax and any applicable fees.
- **Tax:** The tax amount collected for the ticket.
- **Fee:** Any fees collected for the ticket.
- **Rebate:** Any rebates applied to the ticket.
- **Total:** The ticket total after any fees, rebates, and taxes have been applied.
- **Type:** The payment type used on the transaction.
- **Paid:** The full amount paid on the ticket, which includes any fees, rebates, and taxes.
- **Tip:** The tip amount added to the ticket.
- **Change:** If the ticket was paid in cash at the business and change was given, this amount will be added here.

7.9 Sales

All Transactions

When generated, this report provides a detailed breakdown of each transaction within the given time range. You can customize the report to display specific payment types. If no payment type is selected, the report will include all payment types by default.

All Transactions

Paradise Cafe

Reported Tue, Jun 10, 2025 9:23 AM

Sun, Jun 8, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Name	Time	Ticket	Type	Amount Paid	Tip	Grand Total
Manager Manager	06/09/2025 08:39	060625AAA0004-00	Cash	\$-10.95	\$0.00	\$-10.95
Manager Manager	06/09/2025 08:48	060925AAA0001-00	Cash	\$4.43	\$0.00	\$4.43
Manager Manager	06/09/2025 08:49	060925AAA0002-00	Cash	\$10.43	\$0.00	\$10.43
Manager Manager	06/09/2025 08:50	060925AAA0003-00	Cash	\$5.51	\$0.00	\$5.51
Manager Manager	06/09/2025 09:29	060925AAA0006-00	Credit	\$34.96	\$0.00	\$34.96
Manager Manager	06/10/2025 09:02	061025AAA0001-00	Cash	\$10.28	\$0.00	\$10.28
Manager Manager	06/10/2025 09:02	061025AAA0002-00	Cash	\$12.45	\$0.00	\$12.45
Manager Manager	06/10/2025 09:02	061025AAA0003-00	Cash	\$9.20	\$0.00	\$9.20
Manager Manager	06/10/2025 09:02	061025AAA0004-00	Cash	\$6.50	\$0.00	\$6.50
Total				\$82.81	\$0.00	\$82.81

- **Name:** The name of the employee that closed out the ticket.
- **Time:** The date and time the ticket was created.
- **Ticket:** The ticket number assigned to the ticket.
- **Type:** The type of payment applied to the ticket.
- **Amount Paid:** The amount that was paid on the ticket.
- **Tip:** The tip amount applied to the ticket.
- **Grand Total:** The Tip amount added to the Amount Paid.

Comped

The Comped report breaks down the different types of comps that occurred in the system in the selected time range. The report is separated by department, reason, and by comped details.

Comped
Paradise Cafe
Reported Tue, Jun 10, 2025 9:28 AM
Tue, Jun 3, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Comped By Department

Department	Item Quantity	Total
Food	1	\$11.99

Comped By Reason

Reasons	Item Quantity	Total
Dissatisfied Customer	1	\$11.99

Comped Details

Employee	Type	Ticket	Reason	Total
Manager Manager	Item	061025AAA0006-00	Dissatisfied Customer	\$11.99
Total				\$11.99

Comped by Department

- **Department:** Lists the departments of any items that were comped.
- **Item Quantity:** The quantity of items within the department that were comped.
- **Total:** The total value that was comped within the department.

Comped by Reason

- **Reasons:** When a comp occurs, by default Paradise requires that a comp reason is given. Default reasons can be created in Admin > Company Settings > Reasons. This section of the report will list these reasons if they were used in the given time range.
- **Item Quantity:** The amount of items that were comped with the reason listed.
- **Total:** The total value that was comped with the reason listed.

Comped Details

- **Employee:** The employee that the comped ticket or item belonged to.
- **Type:** Designates whether the comp was for an entire ticket or for an item.
- **Ticket:** The ticket number the comp occurred on.
- **Reason:** The reason given for the comp.
- **Total:** The total value comped.

Credit

This report lists in detail all credit transactions taken within the given time range.

Credit Transactions

Paradise Cafe

Reported Tue, Jun 10, 2025 9:30 AM
Sun, Jun 8, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Name	Time	Ticket	Card Number	PNRef	Amount Paid	Tip	Grand Total
Cashier 2 Cashier 2	06/08/2025 10:53	060825AAG0001-00	1111	802974211	\$48.06	\$5.00	\$53.06
Cashier 1 Cashier 1	06/08/2025 11:14	060825AAH0003-00	1111	802983020	\$18.57	\$0.00	\$18.57
Cashier 1 Cashier 1	06/08/2025 11:16	060825AAH0004-00	1111	802983546	\$15.29	\$3.00	\$18.29
Cashier 1 Cashier 1	06/08/2025 11:17	060825AAH0005-00	1111	802983939	\$22.94	\$2.00	\$24.94
Cashier 1 Cashier 1	06/08/2025 11:18	060825AAH0006-00	1111	802984670	\$29.49	\$0.00	\$29.49
Cashier 1 Cashier 1	06/08/2025 11:19	060825AAH0007-00	1111	802984964	\$13.65	\$2.00	\$15.65
Cashier 1 Cashier 1	06/08/2025 11:20	060825AAH0008-00	1111	802985328	\$19.12	\$2.00	\$21.12
Cashier 1 Cashier 1	06/08/2025 11:25	060825AAH0009-00	1111	802987483	\$42.05	\$0.00	\$42.05
Cashier 2 Cashier 2	06/08/2025 11:31	060825AAG0002-00	1111	802989911	\$21.30	\$2.00	\$23.30
Cashier 2 Cashier 2	06/08/2025 11:35	060825AAG0004-00	1111	802991358	\$52.98	\$8.00	\$60.98
Cashier 2 Cashier 2	06/08/2025 11:38	060825AAG0005-00	1111	802992748	\$91.21	\$0.00	\$91.21
Cashier 1 Cashier 1	06/08/2025 11:39	060825AAH0013-00	1111	802993475	\$15.29	\$0.00	\$15.29
Cashier 2 Cashier 2	06/08/2025 11:40	060825AAG0006-00	1111	802993592	\$33.86	\$0.00	\$33.86
Cashier 1 Cashier 1	06/08/2025 11:47	060825AAH0001-00	1111	802996937	\$98.31	\$0.00	\$98.31
Cashier 2 Cashier 2	06/08/2025 11:48	060825AAG0010-00	1111	802997484	\$18.57	\$0.00	\$18.57
Cashier 1 Cashier 1	06/08/2025 11:49	060825AAH0010-00	1111	802998093	\$56.80	\$0.00	\$56.80
Cashier 2 Cashier 2	06/08/2025 11:50	060825AAG0011-00	1111	802998559	\$27.85	\$0.00	\$27.85
Cashier 2 Cashier 2	06/08/2025 11:52	060825AAG0012-00	1111	802999351	\$53.52	\$0.00	\$53.52
Cashier 2 Cashier 2	06/08/2025 11:54	060825AAG0013-00	1111	803000128	\$30.04	\$3.00	\$33.04
Cashier 2 Cashier 2	06/08/2025 11:58	060825AAG0014-00	1111	803002180	\$155.11	\$0.00	\$155.11
Cashier 1 Cashier 1	06/08/2025 12:00	060825AAH0018-00	1111	803002918	\$43.69	\$8.00	\$51.69
Cashier 2 Cashier 2	06/08/2025 12:02	060825AAG0015-00	1111	803003811	\$64.99	\$10.00	\$74.99
Cashier 2 Cashier 2	06/08/2025 12:04	060825AAG0016-00	1111	803004886	\$35.50	\$7.00	\$42.50
Cashier 1 Cashier 1	06/08/2025 12:07	060825AAH0014-00	1111	803006129	\$38.23	\$5.00	\$43.23
Cashier 2 Cashier 2	06/08/2025 12:07	060825AAG0017-00	1111	803006228	\$73.73	\$10.00	\$83.73
Cashier 1 Cashier 1	06/08/2025 12:09	060825AAH0011-00	1111	803007080	\$33.32	\$6.00	\$39.32
Cashier 2 Cashier 2	06/08/2025 12:09	060825AAG0018-00	1111	803007234	\$32.77	\$0.00	\$32.77
Cashier 1 Cashier 1	06/08/2025 12:09	060825AAH0012-00	1111	803007324	\$52.43	\$10.00	\$62.43
Cashier 1 Cashier 1	06/08/2025 12:12	060825AAH0016-00	1111	803008302	\$26.22	\$4.00	\$30.22
Cashier 2 Cashier 2	06/08/2025 12:12	060825AAG0019-00	1111	803008681	\$63.29	\$8.00	\$71.29
Cashier 1 Cashier 1	06/08/2025 12:13	060825AAH0015-00	1111	803008812	\$96.12	\$0.00	\$96.12

- **Name:** The employee that closed the ticket.
- **Time:** The date and time the ticket was created.
- **Ticket:** The ticket number assigned to the ticket.
- **Card Number:** The last four digits of the credit card used on the ticket.
- **PNRef (Payment Network Reference ID):** The unique transaction ID of the credit transaction.
- **Amount Paid:** The full ticket amount paid before tip. This also includes any applied gratuity amounts.
- **Tip:** The tip amount added to the credit transaction. This does not include applied gratuity.
- **Grand Total:** The Tip amount added to the Amount Paid.

Discounts

When generated, this report provides a detailed breakdown of each discount applied to tickets and items within the given time range.

Discounts

Paradise Cafe

Reported Tue, Jun 10, 2025 9:34 AM
Sun, Jun 8, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Discounts by Type

Type	Quantity	Total
Tickets		\$0.00
Scheduled		\$0.00
Items	4	\$18.00
Total	4	\$18.00

Discounts by Type

- **Type:** Lists the different discount types available in the app. These include Tickets, Scheduled, and Items discounts.
 - **Tickets:** Discounts that have been applied to an entire ticket.
 - **Scheduled:** Discounts that were scheduled discounts on items.
 - **Items:** Discounts that were applied to individual items.
- **Quantity:** The number of discounts of the discount type that were made in the time range.
- **Total:** The value of the discounts given for each discount type.

Discounts by Name

Type	Quantity	Total
Employee	4	\$18.00
Total	4	\$18.00

Discounts by Name

- **Type:** The name of the discount used. Names for discounts can be set in Admin > Discount Maintenance > Edit Discounts.
- **Quantity:** The number of discounts of the discount type that were made in the time range.
- **Total:** The value of the discounts given for each discount type.

Discounts by Ticket/Item

Type	Discount	Ticket #	User	Total
Item - Banana Pudding	Employee	060825AAG0037-00	Cashier 2 Cashier 2	\$2.00
Item - Banana Pudding	Employee	060825AAG0037-00	Cashier 2 Cashier 2	\$2.00
Item - One Meat Platter	Employee	060825AAH0027-00	Cashier 1 Cashier 1	\$7.00
Item - One Meat Platter	Employee	060825AAH0027-00	Cashier 1 Cashier 1	\$7.00
Total				\$18.00

Discounts by Ticket/Item

- **Type:** The type of item/ticket a discount was applied to. If a discount was applied to an item, the item name will be listed. If a full ticket discount was applied, it will display 'Ticket' instead.
- **Discount:** The specific discount that was applied to the item/ticket.
- **Ticket #:** The ticket number the discount applied to.
- **User:** The employee that added the discount to the item/ticket.
- **Total:** The value of the discount given for the item/ticket.

Discounts After Tax

Type	Quantity	Total
Ticket		0.00
Item		0.00
Total		\$0.00

Discounts After Tax

- **Type:** The type of item/ticket a discount was applied to. If a discount was applied to an item, the item name will be listed. If a full ticket discount was applied, it will display 'Ticket' instead.
- **Quantity:** The specific discount that was applied to the item/ticket.
- **Total:** The value of the discount given for the item/ticket.

Remove Tax Discounts

Type	Quantity	Total
Ticket		0.00
Item		0.00
Total		\$0.00

Remove Tax Discounts

This section details any discounts that were made via the Remove Tax discount option.

- **Type:** The type of item/ticket a discount was applied to. If a discount was applied to an item, the item name will be listed. If a full ticket discount was applied, it will display 'Ticket' instead.
- **Quantity:** The specific discount that was applied to the item/ticket.
- **Total:** The value of the discount given for the item/ticket.

Employee Sales

The Employee Sales report displays the sales and tax and payment details of sales employees took in the selected time range. This report is separated by employee.

Employee Sales

Paradise Cafe

Reported Tue, Jun 10, 2025 9:35 AM
Tue, Jun 3, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Cashier 1 Cashier 1

Sales and Taxes Summary

Net Sales	\$9,206.28
Sales Tax (9.23%)	\$849.74
Total Sales	\$10,056.02

Payment Details

Type	Quantity	Amount
Cash	56.00	\$1,735.77
Credit	133.00	\$5,725.56
Gift Card	1.00	\$12.02
Total Payments	190.00	\$7,473.35

Tip Details

Credit	\$393.48
Total	\$393.48

Sales and Tax Summary

This section provides a summary of sales made by the employee.

- **Net Sales:** The total sales made before taxes and fees.
- **Fee:** When cash discount/dual pricing is enabled, this will display any additional income collected on non-cash transactions.
- **Rebate:** When cash discount/dual pricing is enabled, this will display any rebates received for cash transactions.
- **Sales Tax:** The calculated tax based on the net sales amount.
- **Total Sales:** The final total, including net sales, fees, rebates, and taxes.

Payment Details

This section provides a summary of the payments made by the employee

- **Type:** The payment type taken.
- **Quantity:** The quantity of the payment type that was taken.
- **Amount:** The dollar amount taken for that payment type.

Error Tickets

When generated, this report displays any tickets that had errors and typically displays tickets that were force closed. Tickets are usually force closed by going to Manager > Ticket Recall, selecting an open ticket, and selecting Force Close. Force closing a ticket is usually done on old open tickets and can cause reporting errors.

Error Tickets

Paradise Cafe

Reported Tue, Jun 10, 2025 9:36 AM
Wed, Jan 1, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Ticket Number	Amount Paid	Ticket Total
021525AAG0056-00	\$0.00	\$262.15
030825AAG0026-00	\$64.99	\$62.26
Total	\$64.99	\$324.41

- **Ticket Number:** The ticket number or the number of the error ticket.
- **Amount Paid:** The amount of money paid on the ticket, if any.
- **Ticket Total:** The full total of the ticket.

Gift Cards

This report will list all gift cards created in the system, detailing when they were sold, the last time they were used, and their current balance.

Gift Cards

Paradise Cafe

Reported Tue, Jun 10, 2025 9:37 AM

Card Number	Sold Date	Last Payment Date	Last Payment	Start Amount	Balance
100046040000008	05/24/2017 16:13	05/24/2017 16:19	\$272.86	\$518.00	\$245.14
100046040000011	05/25/2017 12:55	06/06/2017 12:18	\$5.00	\$5.00	\$0.00
100046040000003	05/26/2017 13:32	11/24/2020 17:56	\$5.00	\$5.00	\$0.00
100046040000004	05/26/2017 17:30	06/25/2017 15:41	\$9.47	\$10.00	\$0.53
100046040000017	05/26/2017 17:37	06/23/2017 17:30	\$5.00	\$5.00	\$0.00
100046040000021	05/27/2017 14:11	05/27/2017 14:12	\$0.00	\$5.00	\$5.00
100046040000022	05/27/2017 14:16	06/01/2017 13:45	\$5.00	\$5.00	\$0.00
100046040000019	05/28/2017 11:16	05/28/2017 11:17	\$0.00	\$5.00	\$5.00
100046040000005	05/28/2017 14:17	05/31/2017 13:29	\$5.00	\$5.00	\$0.00
100046040000007	05/31/2017 19:44	05/31/2017 19:45	\$0.00	\$10.00	\$10.00
100046040000014	06/02/2017 13:05	07/09/2017 13:00	\$5.00	\$5.00	\$0.00
100046040000016	06/02/2017 14:31	06/06/2017 17:47	\$20.00	\$20.00	\$0.00
100046040000015	06/02/2017 20:16	09/02/2017 18:32	\$20.00	\$20.00	\$0.00
100046040000026	06/03/2017 16:15	10/29/2017 11:33	\$26.83	\$30.00	\$3.17
100046040000027	06/03/2017 19:29	06/08/2017 15:28	\$5.00	\$5.00	\$0.00
100046040000039	06/08/2017 14:54	06/08/2017 14:55	\$0.00	\$5.00	\$5.00
100046040000023	06/08/2017 18:45	06/08/2017 18:46	\$0.00	\$5.00	\$5.00
100046040000040	06/09/2017 17:05	06/09/2017 15:11	\$0.00	\$30.00	\$30.00
100046040000041	06/09/2017 17:07	06/09/2017 17:09	\$29.46	\$30.00	\$0.54
100046040000042	06/09/2017 19:43	06/11/2017 12:25	\$5.00	\$5.00	\$0.00
100046040000037	06/10/2017 12:05	06/10/2017 12:05	\$0.00	\$10.00	\$10.00
100046040000043	06/10/2017 19:14	07/02/2017 12:22	\$23.15	\$25.00	\$1.85
100046040000052	06/15/2017 14:21	06/17/2017 13:37	\$5.00	\$5.00	\$0.00
100046040000045	06/16/2017 12:56	09/01/2017 15:11	\$5.00	\$5.00	\$0.00
100046040000044	06/16/2017 14:01	06/16/2017 14:02	\$0.00	\$5.00	\$5.00
100046040000032	06/16/2017 19:15	09/29/2017 17:34	\$5.00	\$5.00	\$0.00
100046040000028	06/16/2017 20:20	06/22/2017 14:59	\$10.00	\$10.00	\$0.00
100046040000034	06/16/2017 20:21	06/22/2017 14:59	\$10.00	\$10.00	\$0.00
100046040000036	06/17/2017 12:22	07/02/2017 14:31	\$25.00	\$25.00	\$0.00
100046040000024	06/17/2017 15:06	11/21/2017 17:55	\$24.72	\$25.00	\$0.28
100046040000054	06/17/2017 19:39	07/11/2017 19:39	\$13.68	\$25.00	\$11.32

- **Card Number:** The gift card number.
- **Sold Date:** The date and time the gift card was sold or created.
- **Last Payment Date:** The date and time of the last time money was added or used on the gift card.
- **Last Payment:** The last payment that was made with the gift card.
- **Start Amount:** The amount the gift card was started with.
- **Balance:** The current balance of the gift card.

Hourly

The Hourly report generates an hour-by-hour report of the selected time range. Running it during the day allows the user to get a snapshot of how the day is going. Running it for an extended time range will instead show what hours are busiest or slowest.

Hourly Sales

Paradise Cafe

Reported Tue, Jun 10, 2025 9:49 AM
Sat, Jun 7, 2025 12:00 AM - Sat, Jun 7, 2025 11:59 PM

Hour	Sales	Tip	Total
12:00 AM	\$0.00	\$0.00	\$0.00
1:00 AM	\$0.00	\$0.00	\$0.00
2:00 AM	\$0.00	\$0.00	\$0.00
3:00 AM	\$0.00	\$0.00	\$0.00
4:00 AM	\$0.00	\$0.00	\$0.00
5:00 AM	\$0.00	\$0.00	\$0.00
6:00 AM	\$0.00	\$0.00	\$0.00
7:00 AM	\$0.00	\$0.00	\$0.00
8:00 AM	\$0.00	\$0.00	\$0.00
9:00 AM	\$0.00	\$0.00	\$0.00
10:00 AM	\$0.00	\$0.00	\$0.00
11:00 AM	\$569.90	\$51.00	\$620.90
12:00 PM	\$714.91	\$28.35	\$743.26
1:00 PM	\$965.76	\$59.00	\$1,024.76
2:00 PM	\$730.75	\$66.00	\$796.75
3:00 PM	\$447.18	\$21.00	\$468.18
4:00 PM	\$1,220.57	\$80.41	\$1,300.98
5:00 PM	\$885.35	\$24.04	\$909.39
6:00 PM	\$1,629.71	\$202.78	\$1,832.49
7:00 PM	\$569.63	\$38.75	\$608.38
8:00 PM	\$6.01	\$0.00	\$6.01
9:00 PM	\$0.00	\$0.00	\$0.00
10:00 PM	\$0.00	\$0.00	\$0.00
11:00 PM	\$0.00	\$0.00	\$0.00
Total	\$7,739.76	\$571.33	\$8,311.09

- **Hour:** Lists all hours of the day.
- **Sales:** Displays the sales made during the hour.
- **Tip:** The tips collected during the hour.
- **Total:** The full total of sales made during the hour, including Sales and Tip.

Item Profit

This report provides a summary of total income and expenses for each item sold within a specified time period. It's a valuable tool for tracking profitability, as it shows how much profit each item generates—helping you identify your best-selling and most profitable products. This report is best utilized by businesses that have set cost of most of their items.

Item Profit

Paradise Cafe

Reported Tue, Jun 10, 2025 9:52 AM
Sat, Jun 7, 2025 12:00 AM - Sat, Jun 7, 2025 11:59 PM

Name	Cost	Net Sale	Commission	Profit
2 Oz Dressing	\$0.00	\$0.50	\$0.00	\$0.50
2 Oz Dressing	\$0.00	\$0.50	\$0.00	\$0.50
2 Oz Dressing	\$0.00	\$0.50	\$0.00	\$0.50
3 Blind Mice	\$0.00	\$4.00	\$0.00	\$4.00
3 Blind Mice	\$0.00	\$4.00	\$0.00	\$4.00
3 Blind Mice	\$0.00	\$4.00	\$0.00	\$4.00
3 Blind Mice	\$0.00	\$4.00	\$0.00	\$4.00
Angry Bird	\$0.00	\$13.00	\$0.00	\$13.00
Angry Bird	\$0.00	\$13.00	\$0.00	\$13.00
Aoli Sauce 2 Oz	\$0.00	\$0.50	\$0.00	\$0.50
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
Banana Pudding	\$0.00	\$4.00	\$0.00	\$4.00
BBQ Aioli Sace	\$0.00	\$14.00	\$0.00	\$14.00
BBQ Baked Beans	\$0.00	\$3.00	\$0.00	\$3.00
BBQ Baked Beans	\$0.00	\$12.50	\$0.00	\$12.50
BBQ Baked Beans	\$0.00	\$1.50	\$0.00	\$1.50
BBQ Baked Beans	\$0.00	\$3.00	\$0.00	\$3.00
BBQ Baked Beans	\$0.00	\$3.00	\$0.00	\$3.00
BBQ Baked Beans	\$0.00	\$3.00	\$0.00	\$3.00
BBQ Baked Beans	\$0.00	\$3.00	\$0.00	\$3.00

- **Name:** The name of the item sold.
- **Cost:** The cost of the item sold. This value will display \$0 if it has not been set by the user.
- **Net Sale:** The full amount collected for the item sold.
- **Commission:** If commission is enabled on the item, the commission percentage assigned to it will be displayed here.
- **Profit:** Subtracts the Cost from the Net Sale to display Profit.

Misc Expenses

This report lists any expenses made within the time range which includes things like Payouts, Refunds, and Redemptions.

Misc Expenses

Paradise Cafe

Reported Tue, Jun 10, 2025 9:53 AM

Sat, Mar 1, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Name	Total
	\$-260.38
refund	\$-35.00
refund	\$-4.32
refund	\$-10.92
refund	\$-7.65
refund	\$-43.69
Total	\$-361.96

- **Name:** The name of the expense.
- **Total:** The total of the expense.

Multi Tax

This report is designed for merchants who apply multiple tax rates within a single department—typically when certain items require an additional tax due to state regulations. It helps you track the amounts collected from these additional tax rates separately from standard sales tax, ensuring accurate reporting and compliance. This can also be used to view the taxes and sales made in different departments.

Multi Tax

Paradise Cafe

Reported Tue, Jun 10, 2025 9:54 AM
Tue, Jun 3, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Name	Rate	Subtotal	Quantity	Tax	Card Admin Fee Tax
Beer	9.230%	\$366.50	114	\$33.83	\$0.00
Beverage	9.230%	\$1,852.60	757	\$170.99	\$0.00
Beverage (Refunded)	9.230%	\$-2.50	-1	\$-0.23	\$0.00
Catering Misc.	9.230%	\$2,989.00	6	\$275.88	\$0.00
Food	9.230%	\$26,530.73	2046	\$2,448.79	\$0.00
Merchandise	9.230%	\$206.00	19	\$19.01	\$0.00

- **Name:** This displays the name of the department.
- **Rate:** The tax rate of the department.
- **Subtotal:** The amount paid in the department before taxes.
- **Quantity:** The amount of transactions made in the department.
- **Tax:** The amount of tax collected in the department.
- **Card Admin Fee Tax:** Any taxes collected on any admin fees.

Payment Details

This report separates sales within the given time period into payment types.

Payment Details

Paradise Cafe

Reported Wed, Jun 25, 2025 9:41 AM
Wed, Jun 18, 2025 12:00 AM - Wed, Jun 25, 2025 11:59 PM

Payments

Type	Quantity	Subtotal	Amount
Cash	10.00	\$1,067.52	\$1,159.23
Credit	9.00	\$363.53	\$410.73
Loyalty	1.00	\$1.00	\$1.00
Total Payments	20.00	\$1,432.06	\$1,570.96

Fee and Rebate

Fee			\$58.92
Rebate			\$42.74
Total			\$16.18

Liabilities

Type	Quantity	Subtotal	Amount
Gift Cards	1	\$20.00	\$20.00
Total Liabilities	1	\$20.00	\$20.00

Tip Details

Credit			\$9.43
Total Tips			\$9.43

Payments

- **Type:** Lists the payment types.
- **Quantity:** The amount of payments that went through for that payment type.
- **Subtotal:** The amount collected for payments before tax.
- **Amount:** The amount collected for payments after tax and any fees.

Fee and Rebate

This section only appears if the business is on our dual pricing/cash discount program.

- **Type:** Separates Fee and Rebate.
- **Fee Amount:** This total displays the amount of fees that were applied to every sale, before payment.
- **Rebate Amount:** When a payment other than credit is used, the fee is rebated on the ticket and that total amount is displayed here.
- **Total:** The rebate amount is subtracted from the fee amount and totaled here.

Liabilities

This section details any liabilities the business has, which includes gift cards and layaway.

- ***Type:*** Lists the type of liability.
- ***Quantity:*** Lists the amount of that liability created in the given time period.
- ***Subtotal:*** Displays the amount of the liability before tax.
- ***Amount:*** Displays the amount of the liability after tax (gift cards do not have tax).

Tip Details

Totals all tips taken within the given time period, which will include Credit or Applied Gratuity.

Redemption

This report is used by businesses that use lottery or bottle returns. This report will detail tickets that had redemptions, and how much was redeemed within the given time period.

Redemption

Paradise Cafe

Reported Tue, Jun 10, 2025 12:28 PM
Sun, Jun 1, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Totals

Number of Tickets	Ticket Total	Redemption
541	\$18,877.58	\$252.70

Redemption

Ticket Number	Item Name	Total	Redemption
060125AAF0002-00	Faygo Red Pop 24oz	\$5.40	\$0.10
060125AAF0002-00	Rockstar Energy Original 16oz 197779	\$5.40	\$0.10
060125AAF0003-00	Stewart's Root Beer 12oz	\$2.25	\$0.10
060125AAF0005-00	Diet Mtn Dew 5876 20oz	\$20.05	\$0.10
060125AAF0008-00	Diet Dr. Pepper 20oz btl	\$2.69	\$0.10
060125AAF0013-00	Mtn Dew Baja Blast 20oz 142909	\$2.69	\$0.10
060125AAF0014-00	Coke 2 Liter	\$6.65	\$0.10
060125AAF0014-00	Cherry Coke 20oz	\$6.65	\$0.10
060125AAF0023-00	Red Bull Coconut 12oz 12oz	\$4.09	\$0.10
060125AAF0027-00	Mtn Dew 20oz 5877	\$34.22	\$0.10
060125AAF0027-00	Pepsi Wild Cherry 20oz 31104	\$34.22	\$0.10
060125AAF0027-00	Red Bull Original 12oz	\$34.22	\$0.10
060125AAF0027-00	Red Bull Original 12oz	\$34.22	\$0.10
060125AAF0027-00	Red Bull Sea Blue 12oz	\$34.22	\$0.10
060125AAF0028-00	Budweiser 6pk 16oz can 6pk/16oz	\$15.60	\$0.60
060125AAF0030-00	Sprecher Cream Soda 16oz	\$16.88	\$0.10
060125AAF0031-00	Red Bull Sea Blue 12oz	\$14.42	\$0.10
060125AAF0031-00	Mtn Dew Baja Blast 20oz 142909	\$14.42	\$0.10
060125AAF0033-00	Bud Light Chelada Clamato 4pk	\$42.25	\$0.40
060125AAF0033-00	Bud Light Chelada Clamato 4pk	\$42.25	\$0.40
060125AAF0035-00	Red Bull Amber Sugar Free 12oz	\$4.09	\$0.10
060125AAF0038-00	Monster Green	\$8.70	\$0.10
060125AAF0038-00	Monster Juice Pacific Punch 16oz	\$8.70	\$0.10
060125AAF0042-00	Cherry Coke 20oz	\$17.99	\$0.10
060125AAF0043-00	Busch Light 18pk/12oz can	\$32.54	\$1.80
060125AAF0045-00	Monster Ultra Strawberry Dreams 16oz	\$42.58	\$0.10

Totals

- **Number of Tickets:** Lists the amount of tickets that had redemptions.
- **Ticket Total:** The total value of the tickets that had redemptions applied.
- **Redemption:** The total amount redeemed.

Redemption

- **Ticket Number:** Lists the ticket number of the tickets that had a redemption applied.
- **Item Name:** Lists the item that was up for redemption on the ticket.
- **Total:** Displays the full total of the ticket that the item was on.
- **Redemption:** Displays the redemption amount applied to that item.

Refunds

This report displays any refunds made within the given time range.

Refunds

Paradise Cafe

Reported Tue, Jun 10, 2025 10:00 AM
Tue, Apr 1, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Type	Quantity	Total	Tip	Grand Total
Cash	3	\$-62.26	\$0.00	\$-62.26
Credit	5	\$-137.09	\$0.00	\$-137.09
Totals	8	\$-199.35	\$0.00	\$-199.35

- **Type:** The tender the refund was paid out in.
- **Quantity:** The amount of refunds made in the tender type.
- **Total:** The amount refunded.
- **Tip:** Any tip that was refunded in the tender type.
- **Grand Total:** The Total added to the Tip, displaying the full amount refunded.

Sales by Department/Category

When generated, this report details made in the given time range, separated by either Department or Category, which is selected in the filters.

Sales by Department

Paradise Cafe
Reported Tue, Jun 10, 2025 10:02 AM
Tue, Jun 3, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Department	Quantity	Net Sales	Discounts	Comps
Beer	114.00	\$366.50	\$0.00	\$0.00
Beverage	757.00	\$1,852.60	\$3.90	\$0.00
Beverage (Refunded)	-1.00	\$-2.50	\$0.00	\$0.00
Catering Misc.	6.00	\$2,989.00	\$0.00	\$0.00
Food	2,048.00	\$26,548.73	\$164.20	\$22.00
Merchandise	19.00	\$206.00	\$2.00	\$0.00
Totals	2,943.00	\$31,960.33	\$170.10	\$22.00

Sales by Category

Paradise Cafe
Reported Tue, Jun 10, 2025 10:02 AM
Tue, Jun 3, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Category	Quantity	Net Sales	Discounts	Comps
1/3 Pound Jumbo Sandwiches	191.00	\$2,320.06	\$10.90	\$0.00
Baskets	70.00	\$785.59	\$8.40	\$0.00
Beer	114.00	\$366.50	\$0.00	\$0.00
Bulk Orders	20.00	\$313.25	\$0.00	\$0.00
Burgers	24.00	\$327.49	\$6.50	\$0.00
Drinks	757.00	\$1,852.60	\$3.90	\$0.00
Drinks (Refunded)	-1.00	\$-2.50	\$0.00	\$0.00
Extras	94.00	\$55.30	\$0.00	\$0.00
Fresh Desserts	40.00	\$154.00	\$6.00	\$0.00
House Favorites	262.00	\$3,435.42	\$25.30	\$0.00
Kids Q	71.00	\$473.09	\$21.40	\$0.00
Meats By Pound	171.00	\$2,728.00	\$0.00	\$0.00
Merchandise	4.00	\$71.00	\$2.00	\$0.00
Open Catering	6.00	\$2,989.00	\$0.00	\$0.00
Platters	438.00	\$8,111.60	\$37.30	\$0.00
Salads	52.00	\$657.50	\$11.20	\$0.00
Sauce By Container	16.00	\$149.00	\$0.00	\$0.00
Sides	246.00	\$982.95	\$5.05	\$0.00
Specialty Sandwiches	136.00	\$1,893.85	\$8.65	\$0.00
St. Louis Spare Ribs	133.00	\$3,098.98	\$19.00	\$22.00
The Chicken Coop	31.00	\$403.00	\$0.00	\$0.00
Wings	68.00	\$794.65	\$4.50	\$0.00
Totals	2,943.00	\$31,960.33	\$170.10	\$22.00

- **Department/Category:** This lists the department or category that sales were made in. The title of this column changes based on which selection was made.
- **Quantity:** The number of sales made in the department/category.
- **Net Sales:** The total amount collected in the department/category.
- **Discounts:** The total discount amount taken in the department/category.
- **Comps:** Details the comps made in the department/category.

Scheduled Tickets

This report lists any scheduled tickets made or scheduled for the given time range.

Scheduled Tickets

Paradise Cafe

Reported Tue, Jun 10, 2025 11:43 AM
Tue, Apr 29, 2025 12:00 AM - Wed, Jun 11, 2025 11:59 PM

Ticket Number	Created At	Scheduled	Total
060625AAA0003-00	06/06/2025 11:01	06/11/2025 11:00	\$30.85
Total			\$30.85

- **Ticket Number:** The ticket number of the scheduled ticket.
- **Created At:** The date and time the scheduled ticket was created.
- **Scheduled:** The date and time the ticket was scheduled for.
- **Total:** The total for the scheduled ticket.

Taxable Sales

The Taxable Sales report separates sales into their various departments but also separates them based on whether they were taxable or not.

Taxable Sales

Paradise Cafe

Reported Tue, Jun 10, 2025 11:43 AM
Sun, Jun 1, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Taxable

Name	Quantity	Subtotal	Card Admin Fee	Tax	Card Admin Fee Tax	Total
Beverages	1	\$2.99	\$-0.12	\$0.25	\$0.00	\$3.12
Food	21	\$186.60	\$-1.70	\$15.39	\$0.10	\$200.39
Food (Refunded)	-1	\$-10.50	\$0.42	\$-0.87	\$0.00	\$-10.95
Merch	1	\$11.00	\$0.00	\$0.96	\$0.00	\$11.96
Totals	22	\$190.09	\$-1.40	\$15.73	\$0.10	\$204.52

- **Name:** The name of the department.
- **Quantity:** The quantity of sales made in the department.
- **Subtotal:** The department's subtotal before tax and any applicable fees.
- **Card Admin Fee:** Any admin fees that are were charged on the department sales, if applicable.
- **Tax:** The tax collected on the department.
- **Card Admin Fee Tax:** The tax collected on any admin fees charged, if applicable.
- **Total:** The full amount collected in the department, including the Subtotal and any fees and taxes.

Total Sales

The Total Sales report is a configurable report that lets you combine data from multiple reports within the system into a single, comprehensive view. You can apply filters to customize the output, making it the most flexible and versatile reporting tool available. For details on the individual reports that can be included, please see their respective sections.

Total Sales

Paradise Cafe

Reported Wed, Jul 30, 2025 4:36 PM
Tue, Jul 1, 2025 12:00 AM - Tue, Jul 15, 2025 11:59 PM

Payment Details

Payments

Type	Quantity	Subtotal	Amount
Cash	1.00	\$21.00	\$22.84
Credit	8.00	\$183.81	\$199.88
Credit Refund	3.00	\$-90.16	\$-90.16
Total Payments	12.00	\$114.66	\$132.56

Fee and Rebate

Fee			\$8.92
Rebate			\$0.84
Total			\$8.08

Liabilities

Type	Quantity	Subtotal	Amount
Gift Cards	1	\$20.00	\$20.00
Total Liabilities	1	\$20.00	\$20.00

Tip Details

Applied Gratuity			\$5.00
Credit			\$20.00
Total Tips			\$25.00

Voided

The Voided report breaks down the different types of voids that were made in the system in the given time range. It is separated into Void Total and Void Details.

Voided

Paradise Cafe

Reported Tue, Jun 10, 2025 11:47 AM
Sun, Jun 1, 2025 12:00 AM - Tue, Jun 10, 2025 11:59 PM

Void Total

Type	Quantity	Total
Ticket	8	\$118.53
Total	8	\$118.53

Void Details

Employee	Type	Ticket	Reason	Total
Manager Manager	Ticket	060425AAA0001-00	System Testing	\$10.57
Manager Manager	Ticket	060425AAA0002-00	System Testing	\$10.50
Manager Manager	Ticket	060425AAA0006-00	System Testing	\$8.50
Manager Manager	Ticket	060525AAA0005-00	System Testing	\$27.48
Manager Manager	Ticket	060625AAA0001-00	System Testing	\$27.48
Manager Manager	Ticket	060625AAA0002-00	System Testing	\$13.00
Manager Manager	Ticket	060925AAA0004-00	System Testing	\$0.00
Manager Manager	Ticket	061025AAA0005-00	System Testing	\$21.00

Void Total

- **Type:** The type of void that was done; the two types are Ticket and Item. A Ticket void is the entire ticket, and Item void is just the item voided.
- **Quantity:** The quantity of voids of the type.
- **Total:** The total monetary value of the void type.

Void Details

- **Employee:** The employee the voided ticket or item belonged to.
- **Type:** The type of void that was done; the two types are Ticket and Item. A Ticket void is the entire ticket, and Item void is just the item voided.
- **Ticket:** The ticket number of the voided ticket or of the ticket that had the voided item.
- **Reason:** The reason given for the void. Default reasons are set in Admin > Company Settings > Reasons.
- **Total:** The total monetary value of the void.

8 Tutorials

This chapter contains helpful tutorials for first-time Paradise POS users. For a more comprehensive training tailored to your business, please schedule your training with our training team.

In this chapter...

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8.1 Opening and Closing Procedures

There are many ways to run a business day using the Paradise POS software. This guide covers a few of the most common methods, but you may need to adjust the process to better suit your business. If you're considering a more complex setup, be sure to work with your trainer to find the solution that fits your needs best.

Restaurant Service With Server Banks

Server banks let each server manage their own cash bank without needing a traditional cash drawer, like those used by bartenders. This setup can help reduce shrinkage and loss. At the end of their shift, servers will need to either tip in or out of the drawer, based on their credit card tips and cash sales.

Example where the restaurant owes the employee tips

Captured Tips (credit card tips accrued): \$100

Cash transactions collected: \$60

Restaurant owes employee: \$40

Example where the employee owes the restaurant money

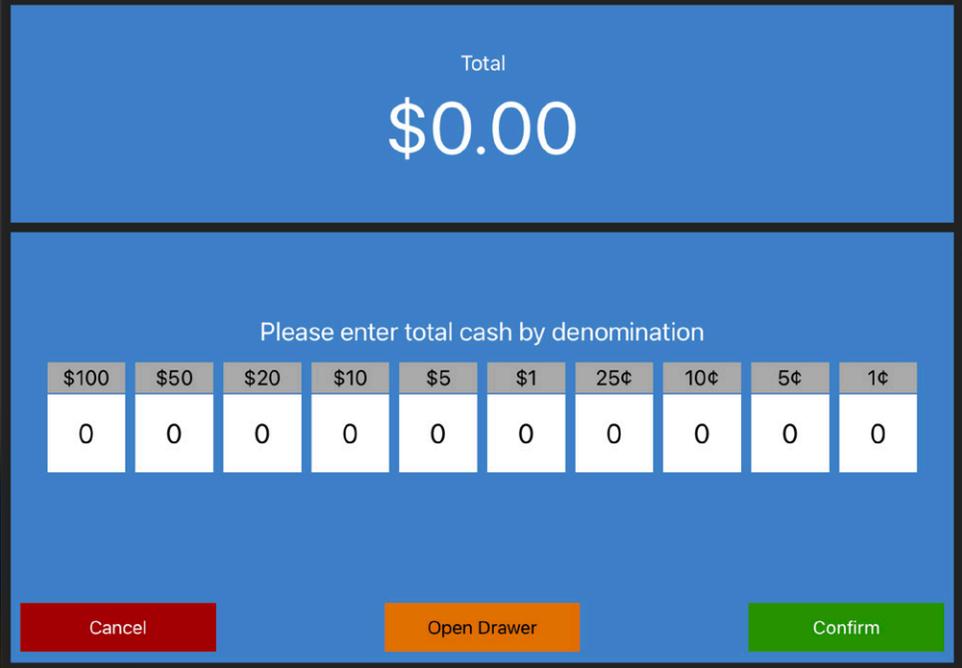
Captured Tips (credit card tips accrued): \$100

Cash transactions collected: \$150

Employee owes Restaurant: -\$50 (negative amount means they owe restaurant \$50)

Note: The system will account for the fact that the server collected cash for cash sale transactions. Since that money is already included in the server's total transaction for the shift, the difference is what is due.

1. **Opening the Cash Drawer:** The first employee to clock in with access to the cash drawer (e.g., manager or bartender) will be prompted to enter the starting cash amount. If ready, select “Yes” to open the drawer. If skipped, the drawer can be opened later via Employee > Open Cash Drawer.
2. **Counting Cash in the Drawer:** Count the cash by denomination and select Confirm to open the drawer. If another employee, like a bartender, needs to use this drawer, ensure they are prompted to join it when clocking in, or have them select Join Drawer from the Employee tab.



The screenshot shows a blue interface for opening a cash drawer. At the top, it displays "Total" followed by "\$0.00". Below this, it prompts the user to "Please enter total cash by denomination". There is a grid of 10 input fields for different denominations: \$100, \$50, \$20, \$10, \$5, \$1, 25¢, 10¢, 5¢, and 1¢. Each field currently contains the number "0". At the bottom of the screen, there are three buttons: a red "Cancel" button on the left, an orange "Open Drawer" button in the center, and a green "Confirm" button on the right.

\$100	\$50	\$20	\$10	\$5	\$1	25¢	10¢	5¢	1¢
0	0	0	0	0	0	0	0	0	0

3. **Server Bank Process:** Servers using a server bank won't have access to the main drawer and can't join it. They will handle sales and provide change from their own server bank for any cash transactions.
4. **Server Close-Out Process:** At the end of their shift, servers must ensure all tickets are either closed or transferred. If allowed, they should go to Employee > Tip Adjustment to enter their credit card tips. If not permitted, a bartender or manager must adjust the tips before they can continue.

Back
Batch Adjustments

Ticket#	Table	Employee	Card#	PNRef	Gratuity	Amount	Tip
<input style="width: 100%; border: none; border-bottom: 1px solid #ccc;" type="text"/>							
062025AAA0001-00		Admin S		BD4765E1-...	\$0.00	\$9.57	0.00
062025AAA0002-00		Admin S		A06CECC9...	\$0.00	\$11.90	0.00
062025AAA0003-00		Admin S		DOC30F07-...	\$0.00	\$38.26	0.00

Subtotal
\$59.73

Tips
\$0.00

Gratuity
\$0.00

Total
\$59.73

Save All Tips

- Running the Shift Report:** Once credit card tips are adjusted and tickets are closed, servers should run their Shift Report from the Employee tab. The system will display recorded credit card tips and prompt the server to enter any additional cash tips. This total will be used for payroll and tax reporting.

Enter Declared Tips

Captured Tips:
\$6.00

Enter Additional Tips Below:

\$

Cancel
Confirm

- 6. Printing the Shift Report:** After entering cash tips and selecting Confirm, the shift report will print. Based on the balance between cash and credit card tips, it will state either “Restaurant owes employee” or “Employee owes restaurant.”
- 7. Performing a Tip Out:** To balance the drawer, an Employee Tip Out must be completed. The server should go to an employee with drawer access (e.g., manager or bartender). Once logged in, navigate to Employee > Employee Tip Out and select the server who is ready to check out. A list of employees will appear, showing “Has Report” in green for those who have completed their shift reports.
- 8. Entering Tip In/Out Amount:** After selecting the employee, the system will display the shift report details. The person doing the tip out should enter the amount being added or taken from the drawer. For example, if the server received more in credit card tips than cash sales, the report will show “Restaurant Owes Employee.” Once the correct amount is entered, select Tip Out Employee. Confirm the amount on the next screen.

Employees	
SPS, Admin	Has Report
Manager, Manager	No Report
Luellen, Krystal	No Report

Restaurant owes employee:
\$6.00

Amount given to the employee
0.00

Total Tips:
\$6.00

Recommended Tip Share:

Done Tip Out Employee

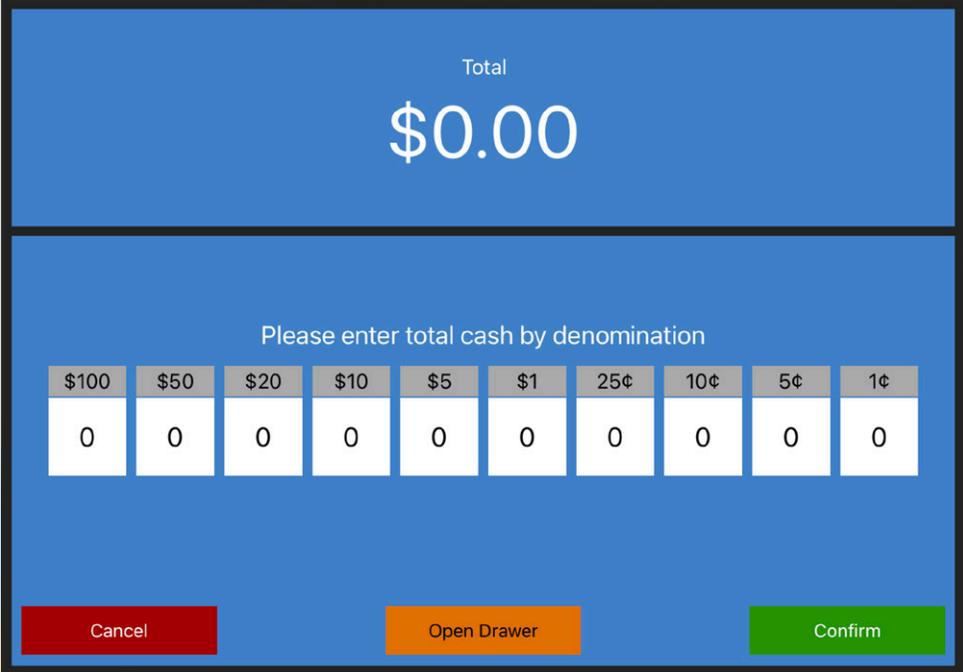
- 9. Confirming Tip Out:** Once confirmed, the drawer will open, and the tip-out amount can be added or removed. A tip in/out confirmation slip will print. After the tip-out and other closing duties are completed, the server can clock out.

10. **Swapping Drawers Mid-Shift:** Swapping a drawer will allow clocked in employees to remain clocked in without running a shift report and will allow you to keep tickets open. If you are not swapping drawers and wish to close the drawer, skip to step 13. To swap drawers (e.g., during a shift change or for a cash drop), select Employee > Close Cash Drawer. Choose Swap and make sure employees who need to tip out have done so. This will allow you to close the morning drawer and open the night drawer without disrupting operations.
11. **Closing the Morning Drawer:** After selecting Swap, count the cash in the morning drawer by denomination and select Confirm. If the total is correct, select Confirm again to finalize. A morning drawer report will print. Select Confirm one more time to continue.
12. **Opening the Night Drawer:** Next, count the cash in the new night drawer by denomination and select Confirm once finished. The employee must reassign themselves to this new drawer by selecting Employee > Join Drawer, or by logging out and logging back in. The system will prompt them to join the new drawer, and all new sales will be tracked there.
13. **Closing the Drawer at Day's End:** Once all tickets are closed, shift reports are completed, and employees are tipped out, you can close the drawer in two ways:
- Go to Employee > Close Cash Drawer and select Close.
 - Count the cash in the drawer by denomination and select Confirm.
 - The system will print the drawer report, and the employee can then clock out.
14. **Alternative Method for Closing the Drawer:** The last employee on the drawer can log out and attempt to clock out with the drawer still open. This will prompt them to close the drawer:
- Select Count Drawer.
 - Count the total cash by denomination and select Confirm.
 - The system will print the drawer report and automatically clock the employee out.

Restaurant Service Without Server Banks

A restaurant where orders are placed and paid for at the counter, or where servers use a shared cash drawer, will follow different opening and closing procedures compared to one where servers manage individual cash banks. The steps outlined here assume a system in which cashiers or servers receive credit card tips. If your staff does not earn tips via credit cards, you can disregard those specific steps.

1. **Opening the Cash Drawer:** The first employee to clock in with access to the cash drawer (e.g., manager or bartender) will be prompted to enter the starting cash amount. If ready, select “Yes” to open the drawer. If skipped, the drawer can be opened later via Employee > Open Cash Drawer.
2. **Counting Cash in the Drawer:** Count the cash by denomination and select Confirm to open the drawer. If another employee is using the same drawer while clocked in, ensure they are prompted to join it when clocking in or have it set in the system to have them automatically join the drawer (a recommended setting for this setup). This can be enabled in Admin > Company Settings > Employee with the Auto Join Drawer selection. Cashiers will now be able to make sales and when they take a cash sale, the drawer will open and the cash will be tracked on the drawer they took the payment on.



Total									
\$0.00									
Please enter total cash by denomination									
\$100	\$50	\$20	\$10	\$5	\$1	25¢	10¢	5¢	1¢
0	0	0	0	0	0	0	0	0	0
Cancel			Open Drawer				Confirm		

3. **Server Close-Out Process:** At the end of their shift, employees must ensure all tickets are either closed or transferred. If allowed, they should go to Employee > Tip Adjustment to enter their credit card tips. If not permitted, an employee with permission must adjust the tips before they can continue.

Back
Batch Adjustments

Ticket#	Table	Employee	Card#	PNRef	Gratuity	Amount	Tip
<input style="width: 100%; border: none; border-bottom: 1px solid #ccc;" type="text"/>							
062025AAA0001-00		Admin S		BD4765E1-...	\$0.00	\$9.57	0.00
062025AAA0002-00		Admin S		A06CECC9...	\$0.00	\$11.90	0.00
062025AAA0003-00		Admin S		DOC30F07-...	\$0.00	\$38.26	0.00

Subtotal
\$59.73

Tips
\$0.00

Gratuity
\$0.00

Total
\$59.73

Save All Tips

4. **Running the Shift Report:** Once credit card tips are adjusted and tickets are closed, servers should run their Shift Report from the Employee tab. The system will display recorded credit card tips and prompt the server to enter any additional cash tips. This total will be used for payroll and tax reporting.

5. **Printing the Shift Report:** After entering cash tips and selecting Confirm, the shift report will print. Because the employee was running cash sales on the drawer, the shift report should only ever have the message "Restaurant Owes Employee".

Enter Declared Tips

Captured Tips:
\$6.00

Enter Additional Tips Below:

\$

Cancel
Confirm

- Performing a Tip Out:** To balance the drawer, an Employee Tip Out must be completed. The employee or an employee with permission will navigate to Employee > Employee Tip Out and select the server who is ready to check out. A list of employees will appear, showing “Has Report” in green for those who have completed their shift reports.
- Entering Tip In/Out Amount:** After selecting the employee, the system will display the shift report details. The person doing the tip out should enter the amount that is taken from the drawer for the tip, which will match what the employee made in credit card tips. Once the correct amount is entered, select Tip Out Employee. Confirm the amount on the next screen.

Employees	
SPS, Admin	Has Report
Manager, Manager	No Report
Luellen, Krystal	No Report

Restaurant owes employee:
\$6.00

Amount given to the employee
0.00

Total Tips:
\$6.00

Recommended Tip Share:
[Empty Input Field]

Done [Red Button] Tip Out Employee [Green Button]

- Confirming Tip Out:** Once confirmed, the drawer will open, and the tip-out amount can be added or removed. A tip in/out confirmation slip will print. After the tip-out and other closing duties are completed, the server can clock out.
- Swapping Drawers Mid-Shift:** Swapping a drawer will allow clocked in employees to remain clocked in without running a shift report and will allow you to keep tickets open. If you are not swapping drawers and wish to close the drawer, skip to step 12. To swap drawers (e.g., during a shift change or for a cash drop), select Employee > Close Cash Drawer. Choose Swap and make sure employees who need to tip out have done so. This will allow you to close the morning drawer and open the night drawer without disrupting operations.

10. **Closing the Morning Drawer:** After selecting Swap, count the cash in the morning drawer by denomination and select Confirm. If the total is correct, select Confirm again to finalize. A morning drawer report will print. Select Confirm one more time to continue.
11. **Opening the Night Drawer:** Next, count the cash in the new night drawer by denomination and select Confirm once finished. The employee must reassign themselves to this new drawer by selecting Employee > Join Drawer, or by logging out and logging back in. The system will prompt them to join the new drawer, and all new sales will be tracked there.
12. **Closing the Drawer at Day's End:** Once all tickets are closed, shift reports are completed, and employees are tipped out, you can close the drawer in two ways:
- Go to Employee > Close Cash Drawer and select Close.
 - Count the cash in the drawer by denomination and select Confirm.
 - The system will print the drawer report, and the employee can then clock out.
13. **Alternative Method for Closing the Drawer:** The last employee on the drawer can log out and attempt to clock out with the drawer still open. This will prompt them to close the drawer:
- Select Count Drawer.
 - Count the total cash by denomination and select Confirm.
 - The system will print the drawer report and automatically clock the employee out.

Retail

If you operate a retail store or have a setup where employees act solely as cashiers and do not receive tips, this brief walkthrough should be the most suitable for your business.

1. **Opening the Cash Drawer:** The first employee to clock in with access to the cash drawer will be prompted to enter the starting cash amount. If ready, select “Yes” to open the drawer. If skipped, the drawer can be opened later via Employee > Open Cash Drawer.
2. **Counting Cash in the Drawer:** Count the cash by denomination and select Confirm to open the drawer. If another employee is using the same drawer while clocked in, ensure they are prompted to join it when clocking in or have it set in the system to have them automatically join the drawer (a recommended setting for retail). This can be enabled in Admin > Company Settings > Employee with the Auto Join Drawer selection. Cashiers will now be able to make sales and when they take a cash sale, the drawer will open and the cash will be tracked on the drawer they took the payment on.

The screenshot shows a software interface for a cash drawer. At the top, a blue box displays 'Total' followed by '\$0.00'. Below this, a section titled 'Please enter total cash by denomination' contains a grid of input fields for different denominations: \$100, \$50, \$20, \$10, \$5, \$1, 25¢, 10¢, 5¢, and 1¢. Each field currently contains the number '0'. At the bottom of the interface, there are three buttons: a red 'Cancel' button on the left, an orange 'Open Drawer' button in the center, and a green 'Confirm' button on the right.

\$100	\$50	\$20	\$10	\$5	\$1	25¢	10¢	5¢	1¢
0	0	0	0	0	0	0	0	0	0

3. **Swapping Drawers Mid-Shift:** Swapping a drawer will allow employees clocked in to remain clocked in and will allow you to keep tickets open. If you are not swapping drawers and wish to close the drawer, skip to step 6. To swap drawers (e.g., during a shift change or for a cash drop), select Employee > Close Cash Drawer. Choose Swap. This will allow you to close the morning drawer and open the night drawer without disrupting operations.
4. **Closing the Morning Drawer:** After selecting Swap, count the cash in the morning drawer by denomination and select Confirm. If the total is correct, select Confirm again to finalize. A morning drawer report will print. Select Confirm one more time to continue.

5. **Opening the Night Drawer:** Next, count the cash in the new night drawer by denomination and select Confirm once finished. The employee must reassign themselves to this new drawer by selecting Employee > Join Drawer, or by logging out and logging back in. The system will prompt them to join the new drawer, and all new sales will be tracked there.
6. **Closing the Drawer at Day's End:** Once all tickets are closed, shift reports are completed you can close the drawer in two ways:
 - Go to Employee > Close Cash Drawer and select Close.
 - Count the cash in the drawer by denomination and select Confirm.
 - The system will print the drawer report, and the employee can then clock out.
7. **Alternative Method for Closing the Drawer:** The last employee on the drawer can log out and attempt to clock out with the drawer still open. This will prompt them to close the drawer:
 - Select Count Drawer.
 - Count the total cash by denomination and select Confirm.
 - The system will print the drawer report and automatically clock the employee out.

8.2 Opening a Cash Drawer

Depending on your setup, there are two ways to open a cash drawer with starting cash. Follow the instructions below based on your setup.

System Prompt After Clocking In

1. **Clock In at Your Station:** If you're the first person to clock in at a station with a cash drawer, the system will prompt you to open the drawer.
2. **Select "Yes" When Prompted:** A screen will appear prompting you to count and enter your starting cash.
3. **Enter Cash by Denomination:** Input the number of bills or coins for each denomination.
 - Example: If you have five \$20 bills (\$100 total), enter 5 in the field below "\$20".

The screenshot shows a system prompt screen with a blue background. At the top, it displays 'Total \$100.00'. Below this, it says 'Please enter total cash by denomination'. There is a table with 10 columns representing different denominations: \$100, \$50, \$20, \$10, \$5, \$1, 25¢, 10¢, 5¢, and 1¢. Each column has a corresponding input field with the number '0' entered. At the bottom of the screen, there are three buttons: 'Cancel' (red), 'Open Drawer' (orange), and 'Confirm' (green).

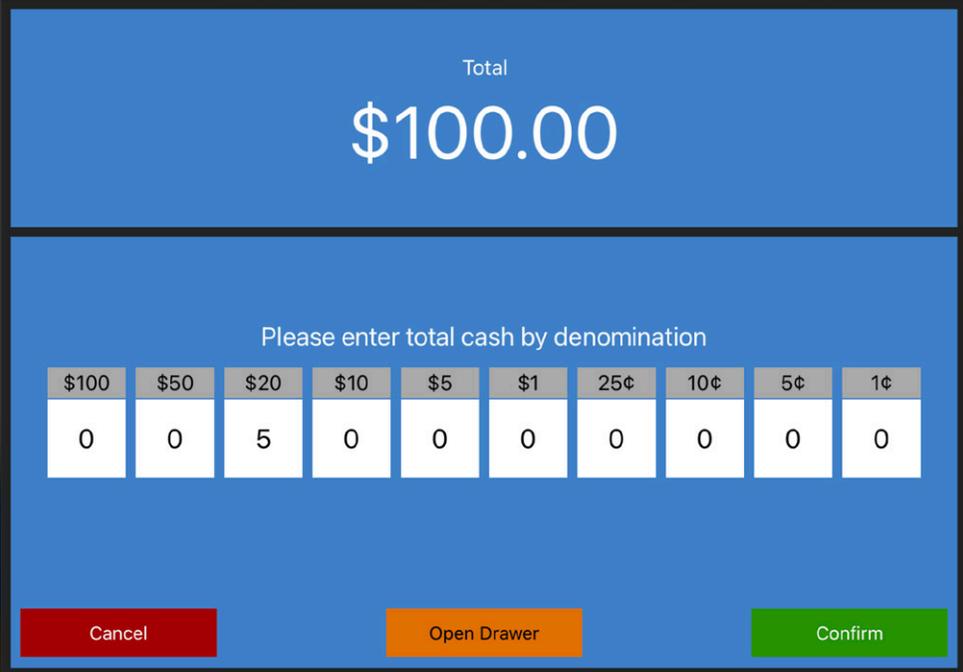
\$100	\$50	\$20	\$10	\$5	\$1	25¢	10¢	5¢	1¢
0	0	5	0	0	0	0	0	0	0

4. **Confirm Your Starting Cash:** Once you've entered all denominations, select Confirm. You are now clocked in and your cash drawer is open with starting funds.

Manually Opening the Drawer

If you selected “No” at the initial prompt or didn’t get or see the prompt:

1. **Clock In and Log In to the System:** Make sure you are logged in after clocking in.
2. **Navigate to the Employee Screen:** From the main menu, go to the Employee Screen.
3. **Select “Open Cash Drawer”:** Choose the Open Cash Drawer option.
4. **Enter Cash by Denomination:** Input the number of bills or coins for each denomination.
 - Example: If you have five \$20 bills (\$100 total), enter 5 in the field below “\$20”.



Total

\$100.00

Please enter total cash by denomination

\$100	\$50	\$20	\$10	\$5	\$1	25¢	10¢	5¢	1¢
0	0	5	0	0	0	0	0	0	0

Cancel Open Drawer Confirm

5. **Confirm Your Starting Cash:** Once you’ve entered all denominations, select Confirm. You are now clocked in and your cash drawer is open with starting funds.

8.3 Closing a Cash Drawer

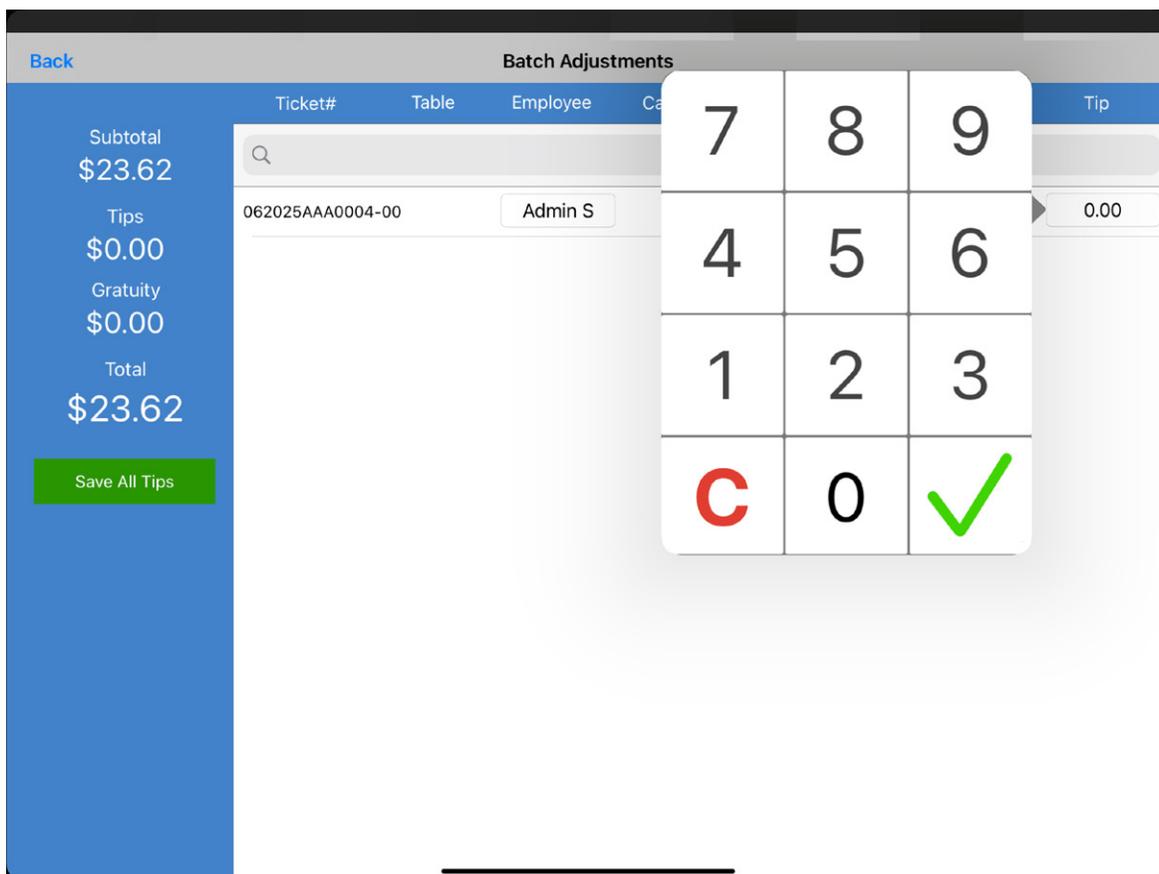
Follow these steps to fully close out a cash drawer at the end of a shift or business day.

1. **Prepare to Close:** Ensure all tickets are closed and all shift reports are completed. Navigate to: Employee > Close Cash Drawer.
2. **Choose to Close the Drawer:** The system will ask if you want to Close or Swap the drawer. For this process, select Close.
3. **Count Remaining Cash:** A prompt will appear asking you to count the total cash remaining in the drawer. Note: If any tickets remain open or shift reports are incomplete, the system will display an error.
4. **Enter Denominations:** Enter the quantity of each bill and coin by denomination. When finished, select Confirm. The system will prompt you to double-check the total. If it's correct, select Confirm again.
5. **Handle Discrepancies:** If the drawer is short or over, the system will ask for a reason. A manager can also be called to review and recount the drawer, if necessary.
6. **Review Drawer Summary:** A summary pop-up will display, showing details of the drawer's activity. A drawer report will automatically print from the receipt printer.
7. **Final Confirmation:** Select Confirm one final time to complete the drawer closing process. The cash drawer is now fully closed and ready for the next shift or business day.

8.4 Adjusting Credit Card Tips

Use this process to enter or update credit card tip amounts after transactions have been processed.

1. **Access the Tip Adjustment Screen:** Navigate to Employee > Tip Adjustment. This screen displays all credit card transactions tied to the currently logged-in employee.
2. **Select a Ticket to Adjust:** Locate the ticket for which you need to adjust the tip. Select the ticket — a number pad will appear.
3. **Enter the Tip Amount:** Use the number pad to type in the correct tip amount for the selected transaction. Repeat this process for any additional tickets that require tip adjustments.



4. **Save Your Changes:** Once all tips have been adjusted, select Save All Tips. The system will process and save your updated tip entries.

8.5 Tipping Out Employees

Follow these steps to properly tip out employees at the end of their shift.

- 1. Run a Shift Report:** Once the employee has adjusted all credit card tips, and closed or transferred all open tickets. They should log in and go to: Employee > Shift Report. A shift report will print from the station's receipt printer. For server bank users (who do not use a shared cash drawer), the report will list all sales and payments handled. For cash drawer users, this section will appear blank. At the top of the report, it will indicate either:
 - "Employee Owes Restaurant", or
 - "Restaurant Owes Employee."This amount must be tipped in or out of the drawer accordingly.
- 2. Access the Tip Out Screen:** If the employee is allowed to tip themselves in or out, go to: Employee > Employee Tip Out. If not, the employee should hand their shift report to a manager or authorized employee to complete the tip out.
- 3. Select the Employee:** On the left side of the screen, employees with a completed shift report will appear with a "Has Report" label next to their name. Select the correct employee from the list.

Employees	
SPS, Admin	Has Report
Manager, Manager	No Report
Luellen, Krystal	No Report

Restaurant owes employee:
\$6.00

Amount given to the employee
0.00

Total Tips:
\$6.00

Recommended Tip Share:

Done Tip Out Employee

4. **Confirm and Enter Tip Out Amount:** On the right side of the screen, the system will show whether the Employee Owes Restaurant or the Restaurant Owes Employee. Enter the matching amount into the blank field provided.
5. **Complete the Tip Out:** Tap “Tip Out Employee.” A confirmation prompt will appear — review the amount and select Confirm if correct. The drawer will open, and a tip-out receipt will print, including space for both employee and manager signatures if required.
6. **Clock Out:** The system will prompt you to clock the employee out. If the employee is finished with their shift, you may clock them out now. If not, select No, and the employee can clock out later when ready.

8.6 Using House Accounts

House accounts allow you to extend a line of credit to specific customers in your database. These customers can charge purchases to their account and pay at a later time.

Creating a House Account Customer

1. **Create or Locate the Customer:** Navigate to: Employee > Customer Database. If the customer does not already exist, select New Customer in the top-right corner. Fill out the required fields, including:
 - First and last name
 - At least one field marked in pink (required by the system)
2. **Enable House Account Access:** To assign a house account, check the box labeled House Account. Set a credit limit in the Credit section. Ensure the Active checkbox is selected. Click Save when finished.

The screenshot shows the 'Customer Data' form for a customer named Charles Smith. The form includes fields for First Name (Charles), Last Name (Smith), Born date, Cell phone, Home phone, Other phone, Email, Email 2, Anniv. date, Address 1, Address 2, City, State, Zip, Notes, Loyalty ID (888), Discount, and Credit (0.00). There are checkboxes for Tax Exempt, Active, Loyalty, House Account, and Layaway. The 'House Account' checkbox is highlighted with a red box. The 'Add/Edit Card Info' button is yellow. The 'Ticket History' section shows two tickets for \$100.00 each. The 'Save' button is green.

Charging to a House Account

1. **Use a House Account for Payment:** At the Pay screen of an order, select House Account as the payment method. If a customer was not already assigned to the ticket, you'll be prompted to choose one from your database. Once assigned, the system will automatically apply the charge to that customer's house account.

Back
Select Customer
New From ID
New Customer

Search Customer

Join Date

from

to

Swipe

Employee

No Customer

Customer Name	Points	HA Balance	Join Date
Bob, Jim	0	\$0.00	1/30/25, 12:24 PM
Carter, Katie	0	\$46.39	10/15/24, 10:55 AM
D, Austin	0	\$0.00	2/27/25, 2:21 PM
Doe, Jane	0	\$0.00	4/3/25, 3:06 PM
Gentry, Hector	0	\$0.00	2/14/25, 9:56 AM
Griffin, Hayley	0	\$0.00	2/14/25, 10:16 AM
Smith, Charles	1	\$0.00	3/20/25, 9:06 AM
Waller, Warren	0	\$32.92	2/14/25, 10:37 AM

Paying On a House Account

1. **Access House Account Balances:** To review or make payments on a house account, go to Employee > Customer Database. Find the customer in the list on the left and select House Account.
2. **Review Account Details:** The screen will display all open tickets charged to the house account as well as Total Due, Credit Limit, and Remaining Credit.

Back House Account

Account For Carter, Katie	ID: 021425AAA0024-00	Outstanding Balance: \$1.31	Ticket Total: \$11.31
	ID: 021425AAA0027-00	Outstanding Balance: \$11.31	Ticket Total: \$11.31
	ID: 031925AAA0008-00	Outstanding Balance: \$33.77	Ticket Total: \$33.77

Total Due:
\$46.39

Credit Limit
\$100.00

Remaining Credit
\$53.61

View History

View Invoice

Make Payment Pay Ticket PDF Print

3. **Make a Payment:** To pay a specific ticket, select the ticket, then choose Pay Ticket. You'll be taken to the standard payment screen to complete the transaction. To pay the full or partial account balance, select Make Payment. Enter the payment as you would for any regular transaction.

8.7 Creating and Using the Loyalty System

A loyalty system rewards repeat customers for their continued business. With the Paradise loyalty system, customers earn points for every dollar spent, which can later be redeemed for rewards such as gift cards or discounts.

Setting Up the Loyalty System Rules

1. **Set Up the Points System:** To create a loyalty system, begin by configuring the rules in your system. Navigate to: Admin > Company Settings > Customer. Set the Dollars Per Point amount, which defines how much customers need to spend to earn one point.
 - For example: If you set this value to \$10, the customer earns 1 point for every \$10 spent. Tailor this value according to your business needs.
2. **Configure Reward Levels:** Next, set reward levels for customers. Click the + sign next to Reward Levels to open a pop-up window. Define the number of points needed to redeem a reward, and specify the value of the reward.
 - For example: Set the reward to be available after 10 points, which can be redeemed for a \$5 gift card or \$5 towards their next purchase. With this setup, customers must spend at least \$100 to earn a \$5 reward.
3. **Enable Loyalty Prompts (Optional):** If you want a pop-up reminder to assign customers to tickets or create new customers during payment, enable Guided Loyalty in the settings. Ensure you save your changes when finished.

Setting Up a Loyalty Customer

1. **Create a Loyalty Customer:** There are several ways to set up a loyalty customer, but we'll focus on creating them from the Customer Database.
 - Go to: Employee > Customer Database.
 - Click New Customer or select an existing customer you want to convert into a loyalty member.
 - Fill in any missing required fields and ensure the Loyalty checkbox is marked.
 - Assign a Loyalty Card Number or Loyalty ID (such as a phone number or a custom number). This unique ID links the customer's loyalty points to their account. You can purchase physical loyalty cards through your agent or create a number for their Loyalty ID.

The screenshot shows the 'Customer Data' form for a customer named Charles Smith. The form is divided into several sections:

- Personal Information:** First Name (Charles), Last Name (Smith), Born date (MM/YY), Cell phone (888)-888-8888, Home phone (MM)---(MM), Other phone (MM)---(MM), Email, Email 2, Anniv. date (MM/YY).
- Address:** Address 1, Address 2, City, State, Zip.
- Notes:** Notes field.
- Loyalty Information:** Loyalty ID (888), Discount, Credit (0.00).
- Tax Information:** Tax Exempt (checkbox), Tax Exemption #, Auto Email Receipts (checkbox).
- Account Information:** Active (checkbox), Loyalty (checkbox, highlighted with a red box), House Account (checkbox), Layaway (checkbox), Add/Edit Card Info (button).
- Ticket History:**

Ticket	032025AAA0002-00	\$100.00
SPS, Admin		
Ticket	032025AAA0001-00	\$100.00
SPS, Admin		
- Buttons:** Undo Changes, Save, Loyalty (red button), House Account (yellow button), Layaway (green button).

2. **Assign a Customer to a Ticket:** There are multiple methods to assign a customer to a ticket:
 - Restaurant Mode: If Prompt Name on Ticket is enabled, you can select Customer when sending a ticket.
 - Pay Screen: At the pay screen, select Customer at the top of the screen to assign a loyalty customer.
 - Guided Loyalty: If enabled, employees will be prompted to assign a customer to the ticket at checkout.

Turning Loyalty Points Into a Reward

There are two main ways to reward customers with the points they've earned.

Option 1: Rewarding from the Customer Database

1. Go to: Employee > Customer Database and locate the customer with pending rewards.
2. Select the customer, then tap the Loyalty button to open their Loyalty Overview.
3. If they have earned enough points for a reward, a Reward Available button will appear.
 - Select this to redeem their points.

Loyalty Overview

Balance

\$ 0.00 Save

Points

1 Save

Reward Available

Close

4. A pop-up window will appear, allowing you to Redeem Points to Card.
 - Once redeemed, the reward will be added to their Loyalty Balance. The customer can then use this balance for future transactions.

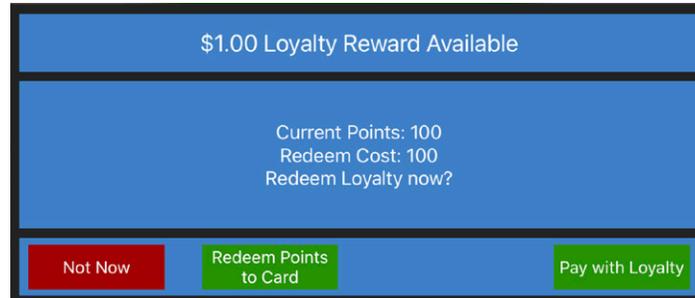
Loyalty Reward Available

\$1.00 Reward Available
Redeem Cost: 1 Points
Redeem Loyalty Points now?

Not Now. Redeem points to Card

Option 2: Rewarding at the Pay Screen

1. When a customer with available points is ready to check out, ensure they've been assigned to the ticket.
2. The pay screen will display how much reward the customer has available. You can:



- **Redeem Points to Card:** Swipe their loyalty card or enter their Loyalty ID. Alternatively, assign the reward to a gift card by swiping it.
- **Pay with Loyalty:** Use the accumulated points to pay toward their current purchase. If the loyalty balance exceeds the ticket amount, the remaining points will stay on their account.

8.8 Creating and Using Layaway

The Layaway feature in Paradise allows you to place items on hold for customers, enabling them to pay for their purchases over time.

Setting Up a Layaway Customer

1. **Create a Customer:** Navigate to: Employee > Customer Database. If the customer doesn't already exist, select New Customer in the top-right corner. Fill in the required fields, including the First Name, Last Name, and any field highlighted in pink by the system.
2. **Enable Layaway for the Customer:** To give the customer layaway capabilities, check the Layaway checkbox. Ensure the Active checkbox is selected. Click Save to complete the customer setup.

The screenshot shows the 'Customer Data' form for a customer named Charles Smith. The form includes various fields for contact information, address, and loyalty details. The 'Layaway' checkbox is checked and highlighted with a red box. The 'Active' checkbox is also checked. The 'Ticket History' section shows two tickets for \$100.00 each. The 'Save' button is visible at the bottom right.

Field	Value								
First	Charles								
Last	Smith								
Born	____/____/____								
Cell	(888)-888-8888								
Home	(____)-____-____								
Other	(____)-____-____								
Email	_____								
Email 2	_____								
Anniv.	____/____/____								
Address 1	_____								
Address 2	_____								
City	_____								
State	_____								
Zip	_____								
Notes	_____								
Loyalty ID	888								
Discount	_____								
Credit	0.00								
Tax Exempt	<input type="checkbox"/>								
Tax Exemption #	_____								
Auto Email Receipts	<input type="checkbox"/>								
Active	<input checked="" type="checkbox"/>								
Loyalty	<input checked="" type="checkbox"/>								
House Account	<input type="checkbox"/>								
Layaway	<input checked="" type="checkbox"/>								
Add/Edit Card Info	Add/Edit Card Info								
Ticket History	<table border="1"> <tbody> <tr> <td>032025AAA0002-00</td> <td>\$100.00</td> </tr> <tr> <td>SPS, Admin</td> <td></td> </tr> <tr> <td>032025AAA0001-00</td> <td>\$100.00</td> </tr> <tr> <td>SPS, Admin</td> <td></td> </tr> </tbody> </table>	032025AAA0002-00	\$100.00	SPS, Admin		032025AAA0001-00	\$100.00	SPS, Admin	
032025AAA0002-00	\$100.00								
SPS, Admin									
032025AAA0001-00	\$100.00								
SPS, Admin									

Using Layaway for Payment

1. **Assign a Customer to a Ticket:** When the customer is ready to check out, go to the Pay screen. Select Layaway as the form of payment. If you haven't already assigned a customer to the ticket, the system will prompt you to select one from your customer database. Once a customer is selected, the system will automatically assign the ticket to their layaway account.

Customer Name	Points	HA Balance	Join Date
Bob, Jim	0	\$0.00	1/30/25, 12:24 PM
Carter, Katie	0	\$46.39	10/15/24, 10:55 AM
D, Austin	0	\$0.00	2/27/25, 2:21 PM
Doe, Jane	0	\$0.00	4/3/25, 3:06 PM
Gentry, Hector	0	\$0.00	2/14/25, 9:56 AM
Griffin, Hayley	0	\$0.00	2/14/25, 10:16 AM
Smith, Charles	1	\$0.00	3/20/25, 9:06 AM
Waller, Warren	0	\$32.92	2/14/25, 10:37 AM

Managing Layaway Accounts

1. **View and Pay a Customer's Layaway Balance:** To view or make payments on a layaway account, navigate to: Employee > Customer Database. Find the customer in the list and select the Layaway button.
2. **View Layaway Details:** The system will display all tickets placed on layaway for the selected customer. You will see the Total Due and Remaining Credit for each ticket.
3. **Pay Off a Ticket:** To pay off a specific ticket, select the ticket from the list, then click Pay Ticket. This will take you to the Payment Screen, where you can complete the payment as you would for any regular transaction.
4. **Make a Payment on the Balance:** To pay down the entire balance or a portion of it, select Make Payment instead. From here, you can either pay the full balance or make a partial payment, just like you would with a regular ticket.

The screenshot shows a web interface for managing a layaway account. At the top left is a "Back" link. The main header is "Layaway". Below the header, the account details are displayed: "Layaway For Smith, Charles", "Total Due: \$23.75", "ID: 062025AAA0007-00", "Outstanding Balance: \$23.75", and "Ticket Total: \$23.75". At the bottom, there are four buttons: "View History", "View Invoice", "Make Payment", "Pay Ticket", "PDF", and "Print".

Layaway	
Back	
Layaway For Smith, Charles	ID: 062025AAA0007-00 Outstanding Balance: \$23.75 Ticket Total: \$23.75
Total Due: \$23.75	
View History	
View Invoice	
Make Payment	Pay Ticket
PDF	Print

9 Troubleshooting

This chapter guides you through a series of troubleshooting steps to try before reaching out to tech support. If you've completed all the steps and your equipment still isn't functioning properly, additional troubleshooting may be needed. For further assistance, please contact Paradise Tech Support at (877) 777-5530.

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9.1 Restarting the Paradise Application or Device

Restarting the Paradise application or the iPad itself can often resolve certain issues. If the app appears to be frozen or has encountered an error, you may choose—or be advised by technical support—to close it. Follow the steps below to properly close the application.

Restarting the Paradise Application

Restarting the Paradise application or the iPad itself can often resolve certain issues. If the app appears to be frozen or has encountered an error, you may choose—or be advised by technical support—to close it. Follow the steps below to properly close the application.

For iPads without a Home Button (Face ID models)

1. From the Home screen, swipe up from the bottom of the screen and pause in the middle to open the App Switcher.
2. Find the app you want to close by swiping left or right.
3. Swipe up on the app's preview to force close it.
4. Return to the Home screen and tap the app icon to reopen it.

For iPads with a Home Button

1. Double-press the Home button to bring up the App Switcher.
2. Swipe left or right to find the app you want to close.
3. Swipe up on the app's preview to close it.
4. Press the Home button to return to the Home screen, then tap the app icon to relaunch it.

For Androids

1. Open the Recent Apps screen; on most devices, tap the square icon or swipe up from the bottom and pause (depending on your Android version and navigation settings).
2. Find the app you want to close by swiping left or right.
3. Swipe the app off the screen (usually up or sideways) to close it.
4. Return to the Home screen or App drawer, and tap the app icon to reopen it.

If you're experiencing persistent issues with the app, you can also force stop it through settings:

1. Open the Settings app.
2. Tap Apps or Apps & notifications.
3. Select the app you want to restart.
4. Tap Force Stop, then confirm.
5. Go back to the Home screen and reopen the app.

Note: The exact steps may vary slightly depending on your tablet's brand and Android version.

Restarting an iPad

For iPads without a Home Button (Face ID models)

1. Press and hold the Top button and either Volume button until the power off slider appears.
2. Drag the slider to turn off the iPad.
3. Once the screen is completely off, press and hold the Top button again until the Apple logo appears.

For iPads with a Home Button

1. Press and hold the Top button (or Side button, depending on your model) until the power off slider appears.
2. Drag the slider to power off the device.
3. After the screen goes dark, press and hold the Top/Side button again until you see the Apple logo.

Restarting an Android Device

1. Press and hold the Power button — usually located on the side or top of the device.
2. When the power menu appears on the screen, tap Restart or Reboot. If there is no restart option, tap Power Off instead.
3. If you selected Power Off, wait until the screen turns off completely. Then, press and hold the Power button again until the device turns back on and the startup logo appears.

Note: The exact steps may vary slightly depending on your tablet's brand and Android version.

9.2 Cash Drawer Won't Open

There are several possible reasons why the cash drawer may not open:

Check the Lock

First, ensure the drawer isn't physically locked.

Clicking Sound

If you hear a clicking sound when attempting to open the drawer from the Paradise app, the drawer is likely locked or jammed.

No Clicking Sound

If there's no sound at all, check that the receipt printer is powered on and functioning. The Paradise app communicates with the cash drawer through the receipt printer—if the printer isn't working, the drawer won't open.

Check the Printer-to-Drawer Cable

If the printer works and can print receipts, but the drawer still won't open, inspect the connection cable between the printer and the drawer.

- This cable usually has two labeled ends: Cash Drawer and Printer.
- Ensure the Cash Drawer end is plugged into the bottom of the drawer and the Printer end is connected to the back of the receipt printer.

Drawer Opens in App, Not During Payment

If the drawer opens when you manually select Open Drawer in the app but not during a cash payment, it's likely that no drawer was opened when the station was first used for the day.

- Go to the Employee screen.
- If the button says Open Cash Drawer, it means no drawer is currently active. You'll need to open one.
- Note: Any cash payments taken before opening a drawer will be attributed to the employee instead, and the system will register that employee as owing the restaurant money.

9.3 Bluetooth Printer Issues

If your Bluetooth receipt printer isn't printing, start with these basic checks:

1. **Power Cycle the Printer:** Turn the printer off and back on.
2. **Check Cables and Paper:** Make sure all cables are properly connected and secure. Confirm that paper is correctly loaded in the tray. Press the Feed button on the front of the printer. If paper feeds through, the paper is installed correctly.

If the issue persists, follow these steps to resolve a Bluetooth connection issue:

Reconnecting the Printer to the iPad

1. **Power and Indicator Light:** Ensure the printer is plugged in and switched on. You should see a steady light on the front panel.
2. **Open iPad Bluetooth Settings:** From the iPad's Home screen (not within the Paradise app), tap Settings > Bluetooth.
3. **Check Bluetooth Status:** Ensure the Bluetooth toggle is turned on.
4. **Reconnect the Printer:** If the printer appears under My Devices as Not Connected, tap its name. If it changes to Connected, the connection is restored. If not, proceed to the next step.
5. **Forget and Re-pair (if needed):** If the printer is listed but won't connect, tap the "i" icon next to the device name and select Forget This Device. If the printer isn't listed at all, skip this step.
6. **Pair the Printer Again:** With the printer still powered on, press and hold the red Pair button on the back until the indicator light starts flashing, then release it.
7. **Reconnect via iPad:** Wait about 30 seconds. The printer should reappear under My Devices. Tap its name to pair.
8. **Confirm Successful Pairing:** The indicator light on the back of the printer should turn blue, indicating a successful connection.

9.4 Ethernet Printer Issues

If your Ethernet receipt printer isn't printing, try the following steps to identify and resolve the issue:

1. **Check the iPad Network Connection:** Make sure all iPads are connected to the correct Wi-Fi network—usually labeled POS - 'Your Company Name'. Open Safari and try loading a webpage to confirm internet access. If the page doesn't load, follow Section 7.9 of this chapter to restart your router and Pi.
2. **Inspect the Paper Tray:** Open the paper tray and remove any paper jams. Ensure the paper is properly loaded according to the printer's instructions. Close the tray, then hold down the Feed button to confirm the paper feeds correctly.
3. **Verify Power and Cables:** Check the back of the printer to ensure all cables are securely connected. Turn the printer off and back on. The light on the front should be steady—no flashing error lights.
4. **Check the Ethernet Connection:** If an error light is on, the printer might not be connected to the network. Trace the Ethernet cable from the printer to the router and make sure it's securely plugged in.
5. **Confirm Print Queue Status:** In the Paradise app on the iPad, look at the top of the screen for the PQ (Print Queue) indicator. If it's red, the Pi may need to be restarted—refer to Section 7.9 for instructions.
6. **Verify the Printer's IP Address:** If everything else checks out but the printer still won't print, it might have a new IP address. To find the printer's current IP:
 - Turn the printer off.
 - Hold down the Feed button and turn the printer back on while still holding the button.
 - Continue holding for about 10 seconds. The printer will print a slip with its IP address.
 - Compare this IP address with the one listed in the Paradise app under Admin > Printer Maintenance, then select the correct printer.
 - This step may not work for all printer brands. Please refer to tech support for additional assistance.

9.5 USB Printer Issues

If your USB receipt printer isn't working, follow these steps to identify and fix the issue:

1. **Check the USB Connection:** Ensure the iPad is connected to the printer using a genuine Apple charging cable. Off-brand cables may not support both charging and data transfer, which is necessary for the printer to communicate with the iPad.
2. **Power On the Printer:** Make sure the printer is turned on. A solid blue light on the front of the printer indicates it's powered.
3. **Inspect the Paper Tray:** Open the paper tray and check for any jams. Ensure the paper is loaded correctly according to the printer's instructions. Close the tray and press the Feed button to verify that the paper feeds properly.
4. **Verify Printer Settings in the Paradise App:** If the printer is connected and powered but still not working, check the settings in the Paradise application:
 - Go to Admin > Device Maintenance and select This Device (highlighted in yellow on the left). Ensure the correct printer is selected as the Receipt Printer.
 - Then, go to Admin > Printer Maintenance and select the appropriate printer from the list. Confirm that the printer settings match the expected configuration shown in the reference image below.

9.6 Credit Card Terminal Issues (Ethernet)

Most issues with Ethernet-connected credit card terminals stem from network configuration errors or disconnections. Use the following steps to diagnose and resolve the problem.

Common Error: DHCP Error

A DHCP error indicates the terminal is offline. Try the following:

1. **Check Ethernet Cable:** Make sure the Ethernet cable is securely connected to both the terminal and the TP-Link router. Try using a different port or swap cables if necessary.
2. **Power Cycle the Terminal:** Turn the device off, wait 5 seconds, and turn it back on. Check the screen to see if the DHCP error clears.
3. **Check Internet Connection:** Ensure your TP-Link router has internet access. Restart your modem and router if connectivity issues persist.

If No DHCP Error, but Terminal is “Unavailable” in Paradise App

The terminal may have the wrong IP address or may be on the wrong network.

Checking the Terminal’s IP Address

1. **Ensure iPad is on the Correct Network:** Exit the Paradise app and go to Settings > Wi-Fi on the iPad. Connect to your POS-specific network (usually labeled: POS - [Your Company Name]).
2. **Check Terminal Connection in Paradise App:** Open the Paradise app and go to: Admin > Terminal Status > Check Connection
3. **Retrieve Terminal IP Address (Steps Vary by Model):** Press the Menu or Function key on the terminal. You may be prompted for a password. Try one of the following:
 - 1234
 - Today’s date (e.g., 05012025 for May 1, 2025)
 - Tomorrow’s date (e.g., 05022025)
4. **Navigate to:** Communications > LAN Parameters > IP Address
5. **Review IP Address Format:** Compare this IP to what’s shown in the Paradise app under Admin > Terminal Status. If the numbers don’t match, update the IP address in the Paradise app.

If you’re still experiencing issues after confirming the above, contact Paradise Tech Support for guided assistance.

9.7 Networking Issues

Most issues with the Paradise POS system stem from network-related problems. This guide will help you systematically diagnose and resolve network connectivity issues affecting iPads, printers, terminals, or other POS equipment.

Step 1: Verify the iPad's Network Connection

1. **Open iPad Settings:** Go to Settings > Wi-Fi. Ensure the iPad is connected to the correct network.
2. **Test Internet Access:** Open a web browser and try to load a webpage. If the page fails to load, the device is not connected to the internet.

Step 2: Restart Networking Equipment

If the iPad cannot connect to the internet:

1. **Restart the Modem:** Unplug the modem's power for 30 seconds. Plug it back in and wait for all lights to stabilize (may take 2–3 minutes).
2. **Restart the Router (TP-Link):** Unplug the router for 30 seconds. Reconnect and wait for it to fully reboot.
3. **Restart the Pi (if applicable):** Locate the Pi (small box with a red/green light). Disconnect and reconnect the power cord. Wait for the lights to turn solid/stable.

Step 3: Check Device Network Indicators

1. **iPads and Android devices:** Confirm Wi-Fi icon is visible in the top-right corner. Reconnect to POS network if needed.
2. **Printers:** Look for a steady green light on the printer. If flashing or red, refer to section 9.6 Kitchen Printer Not Printing.
3. **Credit Card Terminals:** Should display Connected or Ready. If showing DHCP error, refer to section 9.7 Credit Card Terminal Issues.

Step 4: Check Ethernet Cables & Connections

1. **Inspect all Ethernet cables:** Ensure cables are securely plugged into the correct ports on the modem and router.
2. **Label Confusion:** Double-check devices are connected to the correct network.
3. **Try a Different Port:** Plug the Ethernet cable into another available LAN port on the router.

Step 5: Check for Network Conflicts

If a device is online but not communicating with Paradise:

1. **Check for IP Address Conflicts:** In the Paradise app, go to Admin > Terminal Status. Compare listed IP addresses with those printed or displayed by devices. Duplicate or mismatched IPs can prevent communication.
2. **Power Cycle All Devices:** Restart each station, printer, and terminal to ensure clean reconnections.

Step 6: Reset Paradise App Connections

1. Open the Paradise app.
2. Navigate to Admin > Terminal Status.
3. Tap Check Connection or Reset Connection if available.
4. Verify that all terminals show as Available and all printer statuses show as Online.



Contact Us for Assistance

Business Hours Phone: 877-777-5530

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Tech Support Email: support@paradisepos.com