HyperWare® Restaurant Software
Quick Reference Card

ICE 5500*Plus* and ICE 5700*Plus* with SPOS 08A

Note: Printing a second receipt, the customer receipt, is an option for all transactions.

Credit Sale

Terminal Display	Action
SWIPE CUSTOMER CARD	Swipe credit card through card reader.
ENTER SERVER NUMBER	Enter Server number.
BASE AMOUNT $0.00	Enter amount of sale.
10% 15% 20% OTHER AMOUNT NONE	Select Tip%, or touch OTHER to enter a specific tip amount. NONE bypasses tip function.
TIP CONFIRMATION $X.XX	Touch YES or NO to confirm Tip amount.
TOTAL CONFIRMATION $X.XX	Touch YES or NO to confirm Total amount.
COMMS	Terminal dials host.
SIGN BELOW AND PRESS ENTER X_____	Sign screen for Electronic Receipt Capture. **Important:** Use only provided stylus on screen.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.

Debit Sale

Terminal Display	Action
PRESS HERE FOR MENU	Touch the Menu Bar at top of screen.
NEW TRANS	Touch NEW TRANS on the display.
SALE	Touch SALE on the display.
CREDIT CARD DEBIT CARD	Touch DEBIT CARD on the display.
SWIPE CUSTOMER CARD	Swipe card through card reader.
ENTER SERVER NUMBER	Enter Server number.
BASE AMOUNT $0.00	Enter amount of sale.
10% 15% 20% OTHER AMOUNT NONE	Select Tip%, or touch OTHER to enter a specific tip amount. NONE will bypass the tip function.
TIP CONFIRMATION $X.XX	Touch YES or NO to confirm Tip amount.
TOTAL CONFIRMATION $X.XX	Touch YES or NO to confirm Total amount.
PIN PAD Waiting for PIN	Customer enters PIN on terminal keypad.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.

Credit or Debit Refund

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
NEW TRANS	Touch NEW TRANS on display.
REFUND	Touch REFUND on display.
CREDIT CARD DEBIT CARD	Touch CREDIT or DEBIT on display.
SWIPE CUSTOMER CARD	Swipe card through card reader.
AMOUNT $0.00	Enter amount of refund (Debit customer enters PIN.)
TRANSACTION ACCEPTED	Refund is complete.

Server Sign-On

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
SERVER	Touch SERVER on display.
ADD/REMOVE	Touch ADD/REMOVE on display.
ENTER SERVER NUMBER	Enter Server ID and press ENTER.
SIGN-ON?	Touch YES to add this Server ID to terminal.
TRANSACTION ACCEPTED	Server Sign-On is complete.

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Open Tab

Terminal Display	Action
PRESS HERE FOR MENU	Touch the Menu Bar at top of screen.
TAB	Touch TAB on the display.
OPEN CLOSE PRINT	Touch OPEN on display to open a Tab.
SWIPE CUSTOMER CARD	Swipe credit card through card reader.
ENTER SERVER NUMBER	Enter Server number.
BASE AMOUNT $0.00	Enter amount of sale.
TOTAL CORRECT? $0.00	Touch YES to confirm adjusted total amount.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen, and printed on receipt.

Close Tab

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
TAB	Touch TAB on display.
OPEN CLOSE PRINT	Touch CLOSE on display to close a Tab.
ENTER PASSWORD	Enter Terminal Password.
ENTER INVOICE NUMBER	Enter invoice number of Open Tab.
CORRECT?	Touch YES if this is correct Invoice Number.
TOTAL CORRECT? $0.00	Touch YES to confirm, NO to change amount.
TRANSACTION ACCEPTED	Close Tab is complete.

Tip Adjust

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
BATCH	Touch BATCH on display.
ADJUST	Touch ADJUST on display.
ENTER INVOICE NUMBER	Enter invoice number of original sale.
BASE AMOUNT $0.00 ENTER TIP $0.00	Enter tip amount and press ENTER.
TOTAL CORRECT? $0.00	Touch YES to confirm adjusted total amount.
TRANSACTION ACCEPTED	Tip Adjust is complete.

Void

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
BATCH	Touch BATCH on display.
VOID	Touch VOID on display.
LAST BY INVOICE	Touch LAST. To Void a transaction, touch BY INVOICE.
VOID XXXXXX $0.00	Touch YES to void this transaction. Touch NO if this is not correct invoice number.
COMMS	Terminal dials host.
TRANSACTION ACCEPTED	Void is complete.

Reprint Last Receipt

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
REPORTS	Touch REPORTS on display.
REPRINT	Touch REPRINT on display.
LAST BY INVOICE	Touch LAST on display.
1-MERCHANT RECPT 2-CUSTOMER RECPT	Touch MERCHANT RECEIPT or CUSTOMER RECEIPT.
REPRINT COMPLETE	Receipt is printed.

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TIP CONFIRMATION $X.XX	Touch YES or NO to confirm Tip amount.
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SIGN BELOW AND PRESS ENTER X_____	Sign screen for Electronic Receipt Capture. **Important:** Use only provided stylus on screen.
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Debit Sale

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SALE	Touch SALE on the display.
CREDIT CARD DEBIT CARD	Touch DEBIT CARD on the display.
SWIPE CUSTOMER CARD	Swipe card through card reader.
ENTER SERVER NUMBER	Enter Server number.
BASE AMOUNT $0.00	Enter amount of sale.
10% 15% 20% OTHER AMOUNT NONE	Select Tip%, or touch OTHER to enter a specific tip amount. NONE will bypass the tip function.
TIP CONFIRMATION $X.XX	Touch YES or NO to confirm Tip amount.
TOTAL CONFIRMATION $X.XX	Touch YES or NO to confirm Total amount.
PIN PAD Waiting for PIN	Customer enters PIN on terminal keypad.
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CREDIT CARD DEBIT CARD	Touch CREDIT or DEBIT on display.
SWIPE CUSTOMER CARD	Swipe card through card reader.
AMOUNT $0.00	Enter amount of refund (Debit customer enters PIN.)
TRANSACTION ACCEPTED	Refund is complete.

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ENTER INVOICE NUMBER	Enter invoice number of Open Tab.
CORRECT?	Touch YES if this is correct Invoice Number.
TOTAL CORRECT? $0.00	Touch YES to confirm, NO to change amount.
TRANSACTION ACCEPTED	Close Tab is complete.

Tip Adjust

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
BATCH	Touch BATCH on display.
ADJUST	Touch ADJUST on display.
ENTER INVOICE NUMBER	Enter invoice number of original sale.
BASE AMOUNT $0.00 ENTER TIP $0.00	Enter tip amount and press ENTER.
TOTAL CORRECT? $0.00	Touch YES to confirm adjusted total amount.
TRANSACTION ACCEPTED	Tip Adjust is complete.

Void

Terminal Display	Action
PRESS HERE FOR MENU	Touch Menu Bar at top of screen.
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VOID	Touch VOID on display.
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TRANSACTION ACCEPTED	Void is complete.

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