

PARADISE

POS



QUICKSTART GUIDE

Regular Business Hours: 877-777-5530

After Hours & Weekend Support: 877-777-5530, ext.1

Tech Support Email: support@paradisepos.com



PARADISE POS

Welcome to Paradise POS

Congratulations on your new Paradise POS system, the best iOS based mobile point-of-sale on the market, for restaurant and retail alike. We're dedicated to providing the best database infrastructure without the need for a server by utilizing a revolutionary Peer-to-Peer mesh network while backing up all your data on the iCloud. Our POS system includes a full range of online reporting and menu customization features, and is supported by a world class, 24/7 tech team you can rely on and reach at any time.

In this guide are some of the terms and functions you will go over during training and have been provided for you as reference as you learn how to use your new point of sale.

If you're setting up your equipment for the first time, you will need to schedule your install 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 install and training sessions, so scheduling with the training team is vital for new merchants!

Please find the training and install schedule by accessing the following:


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





Front of House Operations

- **Employee Clock In** – enter passcode and press “clock in”.
- **Open Cash Drawer** – prompted when they clock in if their role has cash drawer access, or go to the employee tab and press “open cash drawer”. Count the amount of money in the drawer by denomination and then press confirm; there is now an open drawer on that station and you can verify by making sure that the “open cash drawer” button in the employee tab has now changed to display “close cash drawer”.
- **Join Drawer** – prompted when an employee clocks in if setup that way in the company settings, or by going to the employee tab and pressing the “join drawer” button.
- **Home button** – will always populate the menu the “home” tab shows the menu items, category section, and mod group section.
- **Categories** – displays groups of menu items.
- **Menu Items** – displayed above the category section.
- **Modifiers** – displayed to the right of the category section, specific groups will populate based on the menu item selected on the ticket.
- **Swipe left to Comp/Delete** – swiping on a menu item on the ticket interface.
- **Swipe right to Hold/ Transfer** – swiping on a menu item on the ticket interface. “Hold” function will not send items to the kitchen until the hold is removed. “Transfer” function will allow you to transfer an individual item, the whole ticket, or transfer the current ticket to another employee.
- **Add Seat** – button adds a seat to the current open ticket, swiping to the left on a seat allows you to delete that seat.
- **Commands** – allows you to choose a preset command that will be displayed at the bottom of a receipt or kitchen ticket. (i.e. – “To Go”, “Don’t Make”)
- **Send** – sends unsent items to the kitchen and clears the ticket from the current ticket view.

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- **Print & Send** – prints a receipt and sends unsent items to the kitchen simultaneously.
 - **Pay** – displays the pay screen. The ticket being paid is displayed on the left, total of sale is displayed on the top-right, tender different or split payment amounts using the number pad on the right.
 - **Split & Combine** – this function is found in the employee tab and will affect the current ticket that is selected and displayed on the left side. Splitting will allow you to split individual items, split a ticket evenly by any number of splits, combine previously split tickets or combine completely different tickets into one. Swiping left on an item in the split/combine interface will allow you to quickly split an item in half.
 - **Employee Tab/Open Tickets** – the employee tab will display a white box in the bottom center which displays open tickets for the employee who is currently logged in. This screen will also display important employee functions: Tip Adjustment, Shift Report, Employee Tip Out, drawer options, Customer Database, Split/Combine Ticket, Pay In/Out.
 - **Adjusting Tips** – found in the employee tab. Select a ticket from the list by tapping on the row to set a tip amount, press “save all tips” when finished adjusting.
 - **Employee Shift Report** – found in the employee tab. This should be done after an employee has adjusted all their credit tips, and will display their sales and tips for their shift, as well as if the restaurant owes the employee a tip out or if the employee owes the restaurant a tip in. This can only be done once per employee, per shift. Employees attached to a drawer will not see their sales since the sales are on the drawer, however their tips will be displayed and whether they should tip in or be tipped out.
 - **Quick Pay** – bypasses the naming of a ticket and goes straight to the pay screen, note that if you then cancel out of the pay screen you will not have the option to name again and must find it in the open ticket window.
 - **Fast Send** – sends unsent items to the kitchen without clearing the ticket from the current ticket view, allowing you to continue to ring in items on the ticket.



- **Employee Tip Out** – found in the employee tab and can only be accessed by an employee who is attached to a drawer currently open on a station. Employees must run a shift report prior to being tipped out. After selecting an employee that “Has Report”, take the action required by the shift report and record the tip in or tip out amount, then press confirm and make the exchange of money in or out of the drawer.
- **Swap Drawers** – this function will allow a quick mid-shift till swap without having to close all the tickets prior to the swap. After pressing “close cash drawer”, press “swap”. The current open drawer will need to be counted by denomination, then immediately after pressing confirm it will ask to count the NEW cash drawer that will be used for the later shift, press confirm once the NEW till’s amount has been counted and entered in by denomination. The employee that will be using the new drawer must now log in, go to the employee tab and press “join drawer”. The employee from the previous shift (who swapped the drawer) can now clock out. If the employee is not ready to clock out just yet, they need to leave the drawer by going to the employee tab and press “leave drawer”.
- **Close Cash Drawer** – go to the employee tab and press “close cash drawer”. You must do all employee shift reports before closing the last open drawer. Count the amount of money in the drawer by denomination and then press confirm. It will then show a window with the details of the drawer, whether it was over or under, and print a cash drawer report on the receipt printer. *Note: If the drawer is short, it may be that a tip out was not correctly done in the system, or because cash was not input into the drawer when it was supposed to. If the drawer is over, it may be that a tip in was not done correctly, or because cash was input into the drawer when it wasn’t supposed to.
- **Batch Out** – most of our terminals are set to automatically batch out early every morning, in between the hours of 3am-6am, however, batching out manually can be done by pressing the “batch out” button in the batch adjustment screen, found in the manager tab.

Back Office Operations



- **Reports** – found in the manager tab. There are many reports in the Paradise system that will allow you to more closely manage your business and keep track of excessive voids, comps, and discounts to reduce shrinkage. They are divided up into eight different sections: Sales, Item Levels, Inventory, Employee, Customer, Drawer, Daily Logs, and Modifiers. The Paradise application on your iPad only contains fifteen days of current data, excluding your Customer Database, Ticket History, and Employee Ac-counts. To see more data, you will need to create an account on the Paradise On-line Dashboard, which will give you access to your web reports. Once you have an account, a tech will need to link the database to your account.
- **Ticket/Drawer Recall** – both found in the manager tab. Ticket recall provides a list of ticket history, tickets may be reopened, reprinted, or edited. Drawer recall provides a list of drawer history; drawer reports may be reopened, reprinted, or edited.
- **Employee Maintenance** – found in the admin tab. Employee user information may be edited or created from this section, as well as selecting roles and setting passcodes.
- **Role Maintenance** – found in the admin tab. Employee roles may be edited in this section. Employee roles consist of button permissions, general capabilities and general pay rates.
- **Shift Maintenance** – found in the manager tab. Users with permission may edit employee shifts in this section.
- **Adding Items/Mod Groups/Mods** – items can be added through the Item Maintenance in the admin tab, or by press and holding on a menu item box in the home tab. Mod groups can be created in the Modifier Maintenance in the admin tab, adding mods to these groups can be done in this screen as well. Mods can be created and added to mod groups in the Modifier Maintenance in the admin tab.
- **Department/Tax Rates** – Tax rates and be seen or adjusted through the Edit Departments button in the admin tab. Department groups control how an item is taxed with a specific rate, that can be edited whenever necessary. Be sure to double check the tax rate before continuing to accept payments.



Troubleshooting

- **Wi-Fi** – can be found in the Settings App on the iPad’s Home screen. iPads should be connected to the “POS” network, otherwise they may experience replication or connectivity issues within the system.
- **Bluetooth Receipt Printer** – can be found in the Settings App on the iPad’s Home screen. If using a Bluetooth receipt printer and experiencing issues with receipt printing or the cash drawer, check that you are connected to the “STA # Rec” device in the Bluetooth settings.
- **Restart the Paradise App** – if experiencing unusual behavior in the Paradise POS, you can restart the application by quickly double-tapping the Home button on the iPad and then swiping the application screen up, it should disappear off the screen. Now press the Home button once more and then tap on Paradise to open it again. It should initialize, compact the database and then load the indexes if you restarted the application correctly.
- **Kitchen Printer not Printing** – first, restart the kitchen printer. Check if there is a green and red light on the front of the printer, or just green. If there is a red and green light, the error could be that it is either out of paper, the top is open, or it doesn’t have a valid IP connection. If the printer was restarted and there is only a green light on the printer, then restart the “Orange Pi” box that is connected to the router for the POS system. Let this start back up for a minute, then test print something to the kitchen printer.

PARADISE

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The logo for 'PARADISE POS' features the word 'PARADISE' in a blue, sans-serif font at the top. Below it, the letters 'POS' are rendered in a large, bold font with a vertical color gradient from yellow at the top to red at the bottom. The letter 'O' is replaced by a circular graphic depicting a sunset scene with a palm tree silhouette, a person on a beach, and a few birds in flight. The background of the entire graphic is a light blue gradient, with large blue silhouettes of palm trees on the left and right sides, and a dark blue silhouette of a beach with some foliage at the bottom.

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