



# **Volanté V7**

# **Manager POS Training:**

## *Onsite Checklist*

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## Introductions & Attendance (at the start of each session)

I have confirmed that the following has been performed at the start of the **Manager POS Training**:

- I have formally introduced myself as a representative of Volanté.
- Provided a basic intro on what will be covered in the session (**POS Manager Training for Managers**)
- Provided details on how to contact their Implementation team during post go-live support.
- Confirmed with the manager that all attendees are present (POSAdminCashier level job types or higher)
- Confirmed that the attendees have previously attended the **Cashier POS Training Session**
- Perform & explain the steps and allow the user(s) to practice and become comfortable.

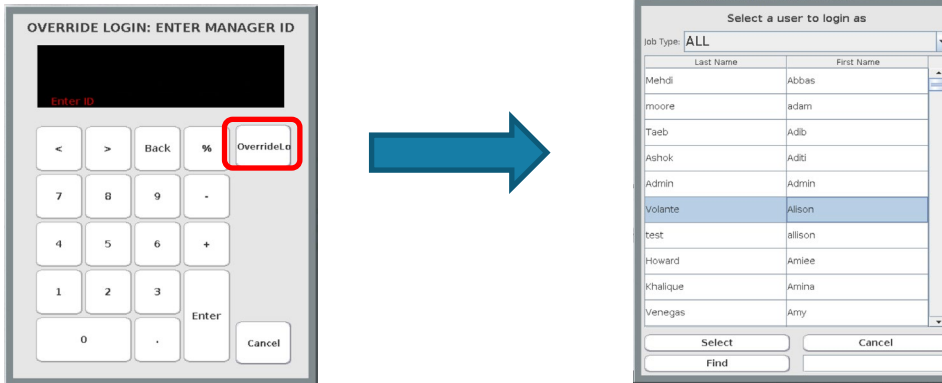
## System Access: Signing into the Terminal & Software

I have confirmed that the **Manager** team (POSADMINCASHIER or higher) can perform the following:

- Have been issued a card to log into the POS terminal from the **Sign In** screen.
- Can understand the information on the **Enter Server ID** (popup) and use their swipe card to log into the system.
- Morrison**: Cashier and Manager level users are not provided with a keypad entry number and must use their **assigned swipe card**.



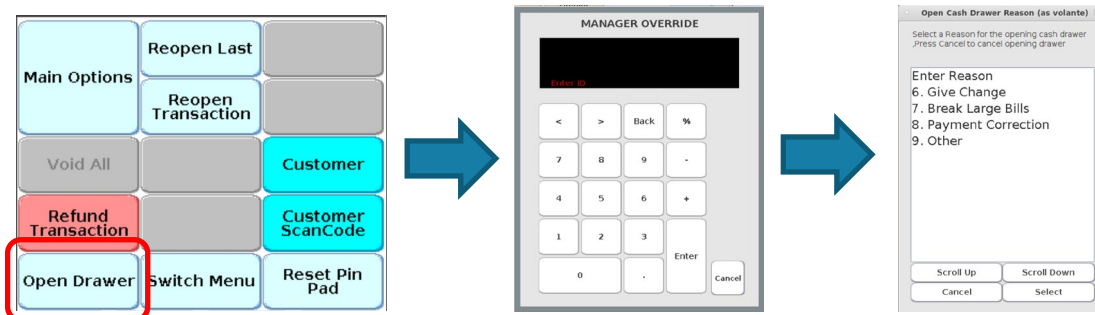
- ❑ Can perform a **Manager Login Override** (from the **Enter Server ID** window) and use their swipe card to log into the system:
  - ❑ Press the **Override Login** button.
  - ❑ Swipe Manager Card
  - ❑ Select employee from list and choose **Select**.



## Cashier Mode: Overrides

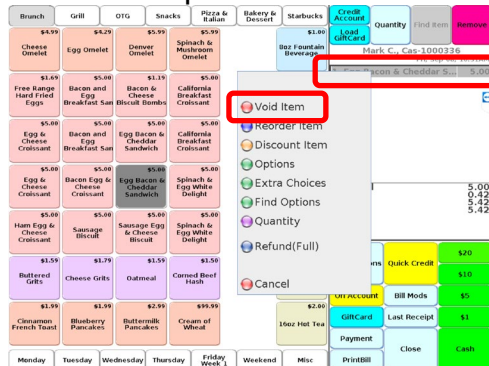
**Manager level users** (POSADMINCASHIER or higher) can perform the following overrides for Cashier level users when prompted:

- ❑ **Open Cash Drawer:** Can override a **Cashier** when attempting to open the **Cash Drawer**:
  - ❑ Press the **Main Options** button from the Cashier Action Keys. Select **Open Drawer**
  - ❑ Override with the **Manager Card**
  - ❑ Select an **Open Drawer Reason Code**

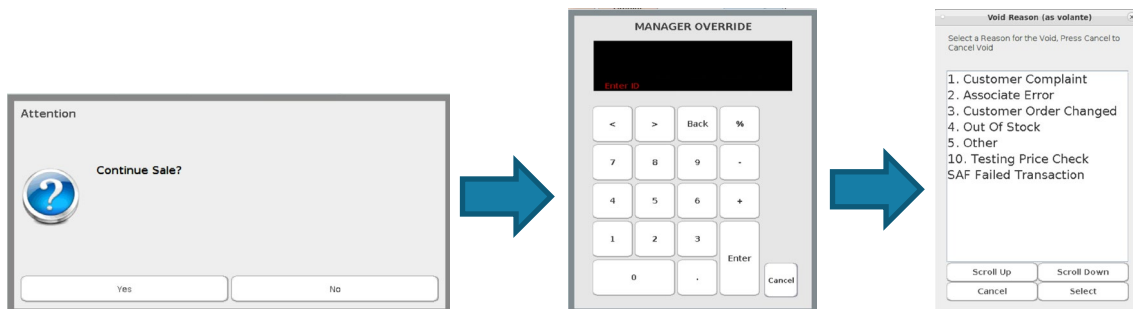


- ❑ **Void Item:** Can remove an item from an active transaction after the **Total Key** has been pressed.

- ❑ **Note:** Morrison process has the Cashiers complete the order as **Cash** and hold the receipts for later **Void by the Manager**.
  - ❑ **As a manager** you can override a Cashier and Void an item at the time from within a transaction by touching the item and selecting **Void Item** from the dropdown list

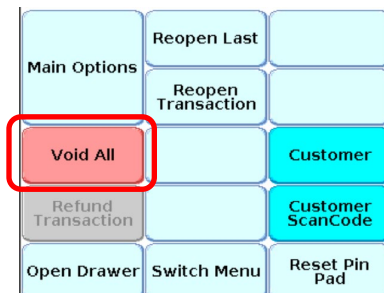


- ❑ Choose **Yes** from the **Continue Sale** window.
  - ❑ Override with the **Manager Card**.
  - ❑ Select a **Void Reason Code**.

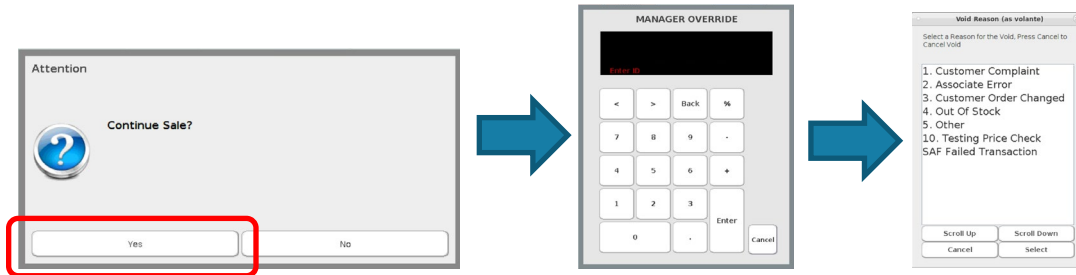


- ❑ **Void All:** Can remove all items from an active transaction after the **Total Key** has been pressed.

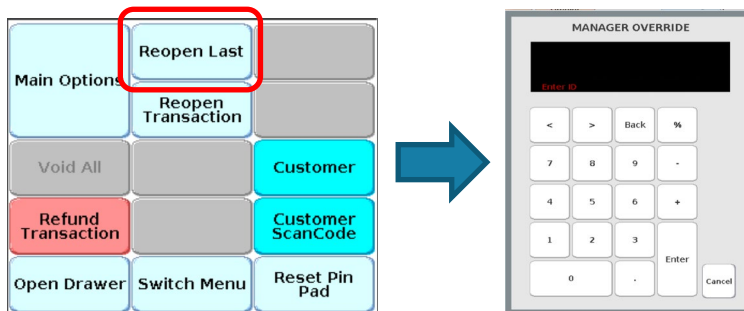
- ❑ **Note:** Morrison process has the Cashiers complete the order as **Cash** and hold the receipts for later **Void by the Manager**.
  - ❑ **As a manager** you can override a Cashier and Void all item at the time from within a transaction by touching the **More Options** button, then the **Void All** button from the Cashier Action Keys



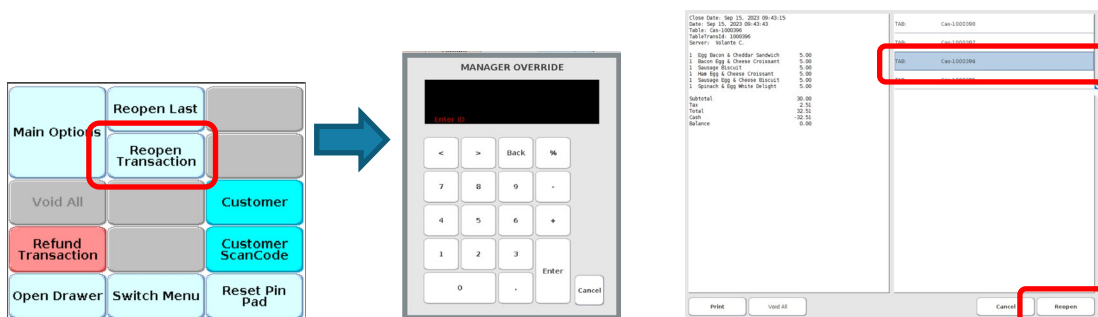
- ❑ Choose **Yes** from the **Continue Sale** window.
- ❑ Override with the **Manager Card**.
- ❑ Select a **Void Reason Code**.



- ❑ **Reopen Last Transaction:** Used to reopen the most recent transaction to make corrections or reprint.
  - ❑ Press the **Main Options** button from the Cashier Action Keys. Select **Reopen Last**.
  - ❑ Override with the **Manager Card**.



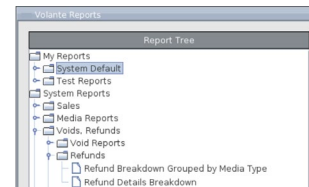
- ❑ **Reopen Transaction Transaction:** Used to select and open any transaction run by the logged-in cashier only (i.e., the cashier who is currently using **Cashier Mode**). You cannot see transactions run by other cashiers in this mode.
  - ❑ Press the **Main Options** button from the Cashier Action Keys. Select **Reopen Transactions**.
  - ❑ Override with the **Manager Card**.
  - ❑ Select a transaction from the list and press the **Reopen** button.




## Cashier Mode: Refunds

**Refunds** are a **manager function**, used to return money to a customer by creating a new transaction. It is best practice to have an original transaction receipt to confirm what and when the customer has purchased the items. This is different than **voiding a transaction** which is covered later in this workbook.

Refund reporting can be accessed from the **Backoffice / Reporting** under the **System Reports / Void-Refund Reports** folder.





Learn more about using **Refunds** on our YouTube channel at:  
<https://youtu.be/WcXE2aj5GbY>  
 ← (Or scan the code to load the video on your mobile device!)

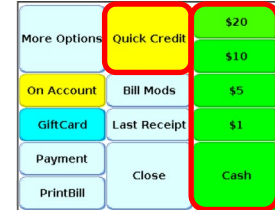
### Refunding individual items:

- ❑ **Creating a Refund Transaction:** Access the Cashier Screen to start the Refund transaction.
  - ❑ Add items into the transaction that you wish to refund.
  - ❑ Touch each item and select **Refund (Full)** from the dropdown menu.
  - ❑ Choose a **Refund Reason for the Item (name)**.



- ❑ The item will appear as a **negative amount**.
- ❑ Repeat for all item(s) that will be refunded.

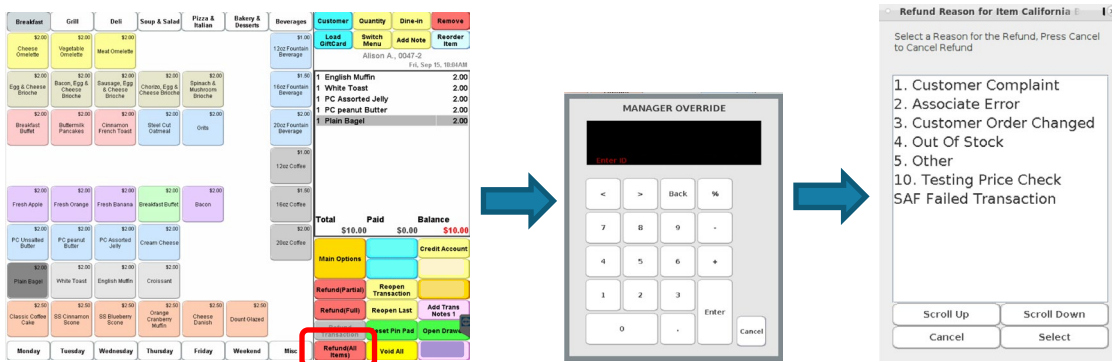
- ❑ Press the **Total** button and choose a refund tender that matches the original purchase media type.
- ❑ **Refunding to Cash** (can be selected from the **Cashier Action Keys**).
- ❑ **Refunding to Quick Credit** (can be selected from the **Cashier Action Keys**). The customer will be directed to the pin pad.



### Refunding All Items (software version 1784 and higher)

In later software versions, a refund mode has been added to allow the refunding of multiple items at once.

- ❑ **Creating a Refund Transaction with multiple items:** Access the Cashier Screen to start the Refund transaction.
  - ❑ Add items into the transaction that you wish to refund.
  - ❑ Touch the **More Options** button and select **Refund (All Items)** from the dropdown menu (note the button may appear in a different location on your **More Options** screen).
  - ❑ Swipe the **Manager Card**.
  - ❑ Choose a **Refund Reason for the Item (name)**.



- ❑ The items will appear as a **negative amount**.
- ❑ Return funds as **cash or credit card**.



## User Screen: Voiding Transactions in View Shift Transactions

**Voids** are a **manager function**, used to return money to a customer by **altering** an existing transaction. Voids should only be done on the day a transaction occurs, as altering past days will potentially change previous day reports. Voids can also not be performed if the **close day** has already been completed. This is different than **refunding a transaction** as covered previously in this workbook.

Void reporting can be accessed from the **My Reports / System Defaults / Close Day Report** folder.



Learn more about using **Voids** on our YouTube channel at:

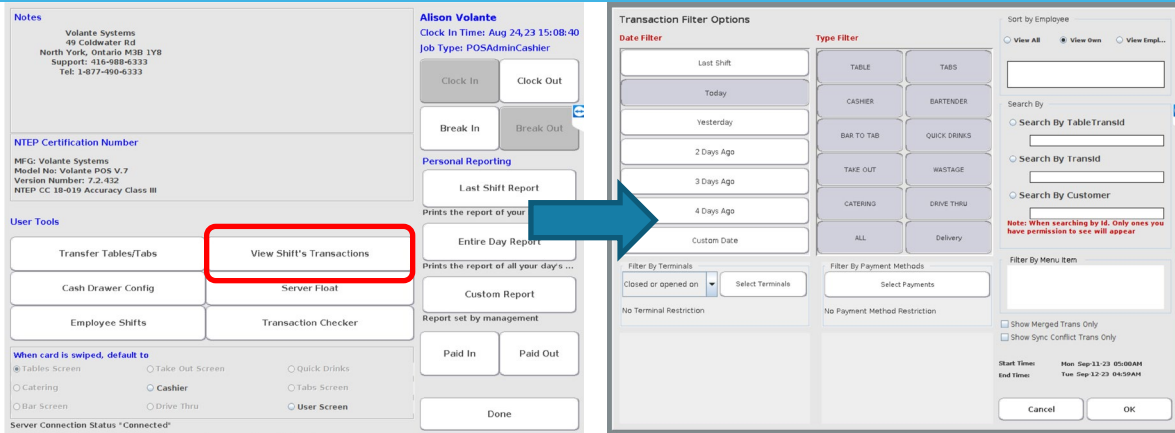
<https://youtu.be/WcXE2aj5GbY>

← (Or scan the code to load the video on your mobile device!)

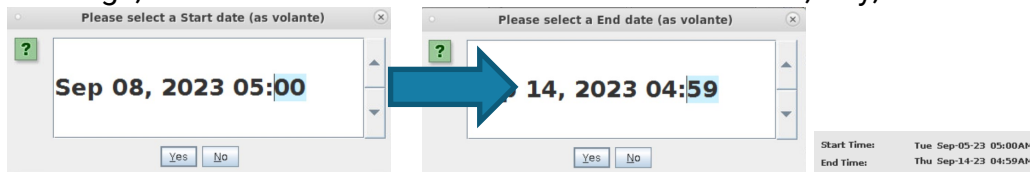
### VIEW SHIFT'S TRANSACTIONS OVERVIEW

**Manager level users** (POSADMINCASHIER or higher) can perform the following **transaction changes / voids** for transactions run **within the same business day**. The information below will help you to understand the search features available:

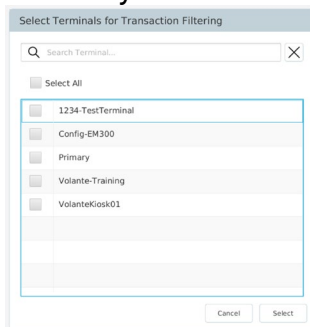
- Press the **User Screen** button.
- Enter or swipe the **POSAdminCashier** card.
- Select the **View Shift's Transactions** button.



- ❑ Set the filters appropriately as needed to search for the transaction(s):
  - ❑ **Date Filter:** Can set the filter to the last shift, today, yesterday, and up to 4 days ago with quick buttons. If you are searching for a transaction in a range, use the **Custom Date** button instead for Month, Day, Year and Time:

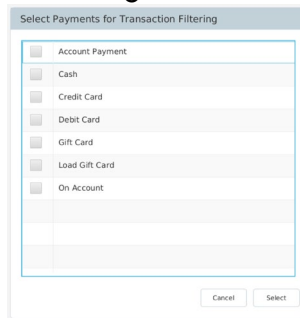


- ❑ **Filter By Terminals:** Can choose settings for the below options (*Generally leaving this filter as-is is fine, as all settings are selected by default*):
  - Closed or Opened On
  - Closed On
  - Opened On
  - Select Terminals: Allows you to choose specific terminals to filter by. Select with the checkboxes, and press **Select**.



- ❑ **Type Filter:** Choose the **transactional mode** that the sale was completed in. (*Generally leaving this filter as-is is fine, as all modes are selected by default*).

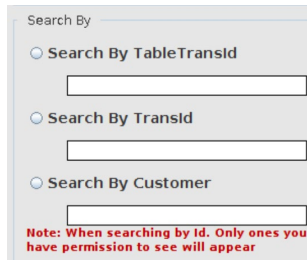
- ❑ **Filter by Payment Methods:** Allows you to pick from specific payment methods to filter transactions. *(Generally leaving this filter as-is is fine, as all settings are selected by default).*



- ❑ **Sort by Employee:** Allows you to view transactions by specific cashiers:
  - **View All:** View every transaction from every cashier on all terminals.
  - **View Own:** Only view the transactions that you have run (the person who accessed the **User Screen**)
  - **View Employee:** Select a specific cashier using your **manager override card** and selecting from a list.



- ❑ **Search By:** Allows you to enter information found on the receipt header or related to specific users in the customer database:
  - **Search by TableTransID:** For transactions in **Tabs** or **Tables** Mode
  - **Search by TransID:** For transactions in **Cashier Mode**
  - **Search by Customer:** Tap/Swipe the customer card, or search in the Customer Database for a particular user.



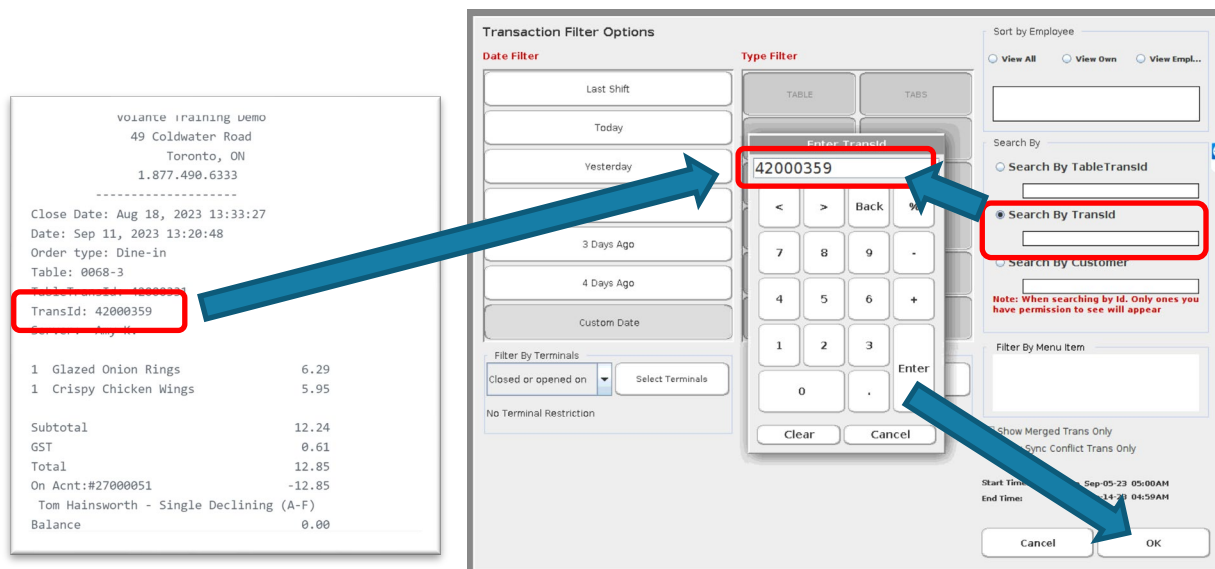
- ❑ **Filter by Menu Item:** Search for sale transaction by specific menu items. Brings up the virtual keypad on screen for text entries. *(Generally leaving this filter as-is is fine, as all settings are selected by default).*
- ❑ **Show Merged Trans Only & Show Synch Conflict Trans Only:** Do not use these settings.

## VOIDING SAME DAY CASH TRANSACTIONS

As part of **Morrison policy**, if a cashier cannot complete a sale transaction for any reason once the **Total Key** has been pressed (customer changed mind, incorrect items entered, payment failed, etc.), they are to complete the transaction as **CASH**, and keep the receipt in the cash drawer marked as **TO VOID**. The manager will void all transactions at the end of day. The policy is to prevent line back-ups during busy times.

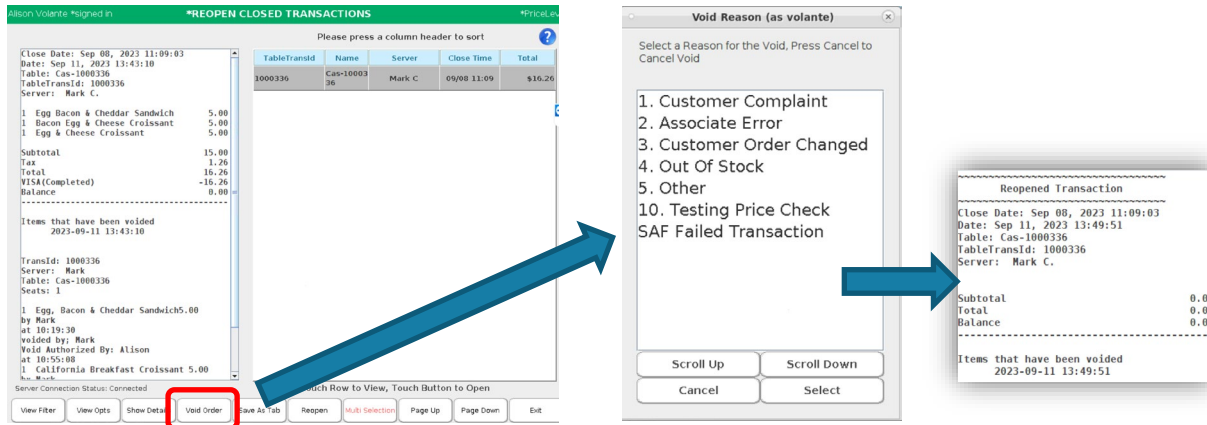
As a **manager** you will **Void select Current Day Cash Transactions**:

- Gather all held **To Void receipts** from all cashiers at the end of day.
- Navigate to **User Screen / View Shift's Transactions**.
- Leave all filters as default settings.
- Touch the dot beside **Search by TransID**.
- Enter the **Transaction ID** into the **Search by TransID** field and press **Enter**.
- Press the **OK** button to search for the transaction.



The transaction will display onscreen:

- Press the **Void Order** button located at the bottom of the screen.
- Select a **Void Reason** from the list and press **Select**.
- The transaction will be **Voided**.



When a transaction is **Voided** using this method, all items are voided from the transaction and the payment reversed. As this not an 'actual' purchase, this reversal will correct the 'cash out' that the Cashiers performed and kept in the cash drawer.

**Note:** Remember that **Voids** should be performed the same day as the transaction and cannot be performed after the **close day** has been completed.

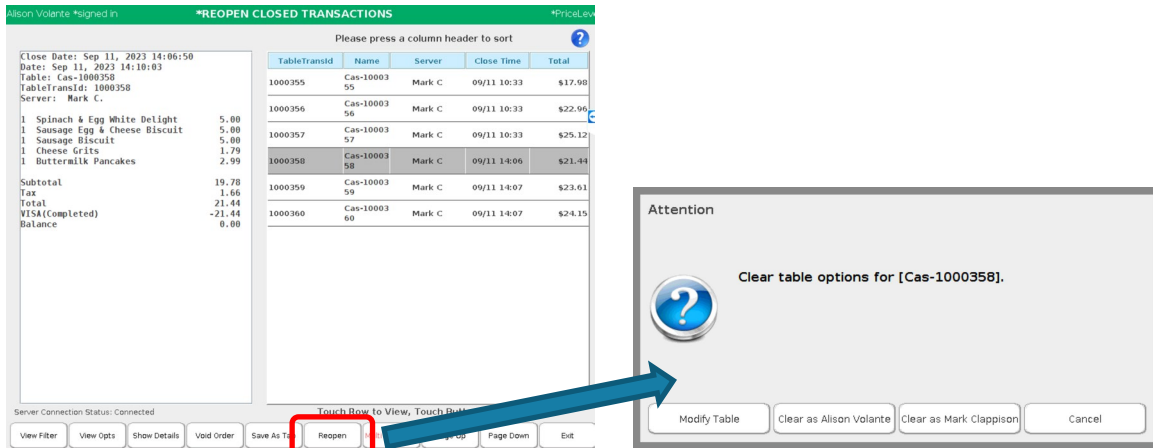
Repeat for all held-cash transactions before running end of day reports for reconciliation purposes. This will ensure the cash media is correct for balancing.

## VOIDING SAME DAY CREDIT, GIFT CARD OR ON-ACCOUNT PAYMENT TRANSACTIONS

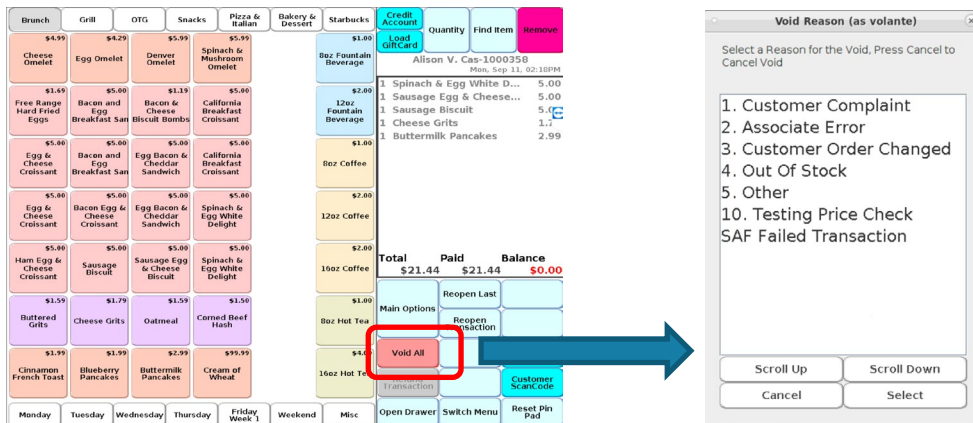
As a **manager**, you may need to void other types of transactions (i.e., Credit Card, Gift Card, or On-Account). The process is similar:

### Credit Card:

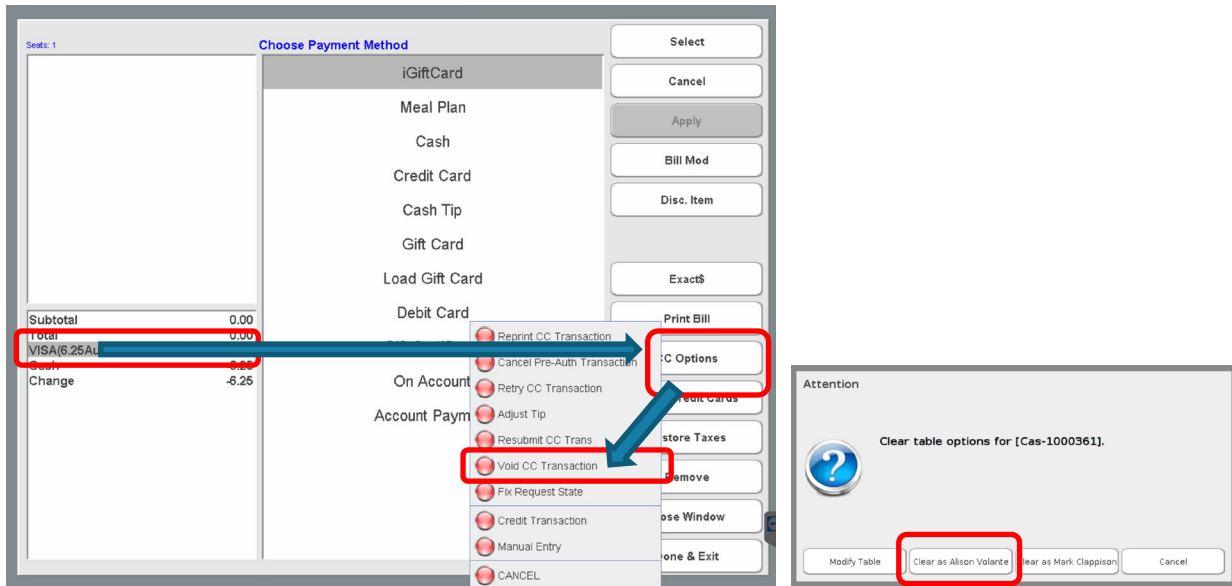
- Locate the transaction number on the receipt **to be voided**.
- Navigate to **User Screen / View Shift's Transactions**.
- Leave all filters as default settings.
- Touch the dot beside **Search by TransID**.
- Enter the **Transaction ID** into the **Search by TransID** field and press **Enter**.
- Press the **OK** button to search for the transaction.
- Select the transaction on the right panel, and press the **Reopen Button**



- ❑ Press the **Modify Table** button.
- ❑ Select each item from the transaction and select **VOID** from the drop-down menu – OR – select the **more options** button and select the **Void All** button.
- ❑ Select a **Void Reason**

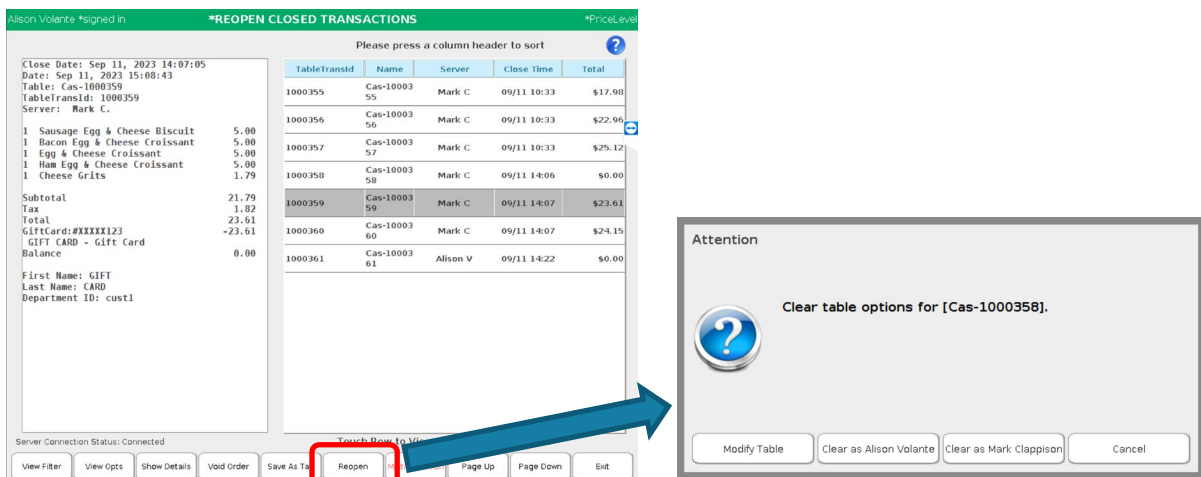


- ❑ Press the **Total** button from the **Cashier Action buttons**.
- ❑ Press the **Payment** button.
- ❑ Select the **Credit Card Payment** from the left side panel of the **Payment Screen**
- ❑ Select the **CC Options** button.
- ❑ Choose **Void CC Transaction**.
- ❑ The amount will be voided. Press the **Done & Exit** button.
- ❑ Press the **Close** button from the Cashier Action Keys (if required).
- ❑ You may be asked to **Clear Table as “\_\_\_”**. **Select yourself**.



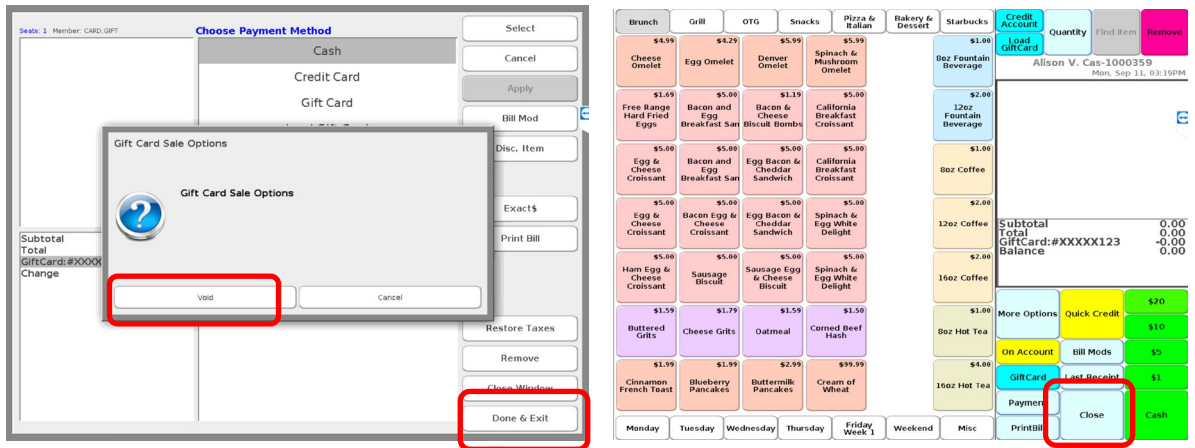
### Gift Card:

- Locate the transaction number on the receipt **to be voided**.
- Navigate to **User Screen / View Shift's Transactions**.
- Leave all filters as default settings.
- Touch the dot beside **Search by TransID**.
- Enter the **Transaction ID** into the **Search by TransID** field and press **Enter**.
- Press the **OK** button to search for the transaction.
- Select the transaction on the right panel, and press the **Reopen Button**



- Press the **Modify Table** button.

- ❑ Select each item from the transaction and select **VOID** from the drop-down menu – OR – select the **more options** button and select the **Void All** button.
- ❑ Select a **Void Reason**
- ❑ Press the **Total** button from the **Cashier Action buttons**.
- ❑ Press the **Payment** button.
- ❑ Select the **Gift Card Payment** from the left side panel of the **Payment Screen**.
- ❑ A **Void Screen** will appear. Press the **Void** button.



- ❑ Press **Done & Exit**.
- ❑ Press **Total, then Close** from the **Cashier Action buttons**.

### On-Account with Receipt:

As a **manager**, you may need to void **On-Account transaction** types of (i.e., Payroll Deduct, Account Management Decline, etc.). The process is similar:

- ❑ Locate the transaction number on the receipt **to be voided**.
- ❑ Navigate to **User Screen / View Shift's Transactions**.
- ❑ Leave all filters as default settings.
- ❑ Touch the dot beside **Search by TransID**.
- ❑ Enter the **Transaction ID** into the **Search by TransID** field and press **Enter**.
- ❑ Press the **OK** button to search for the transaction.
- ❑ Select the transaction on the right panel, and press the **Reopen Button**



Alison Volante Signed In \*REOPEN CLOSED TRANSACTIONS \*PriceLevel

Please press a column header to sort

TableTransId	Name	Server	Close Time	Total
1000355	Cas-10003 55	Mark C	09/11 10:33	\$17.90
1000356	Cas-10003 56	Mark C	09/11 10:33	\$22.96
1000357	Cas-10003 57	Mark C	09/11 10:33	\$25.12
1000358	Cas-10003 58	Mark C	09/11 14:06	\$0.00
1000359	Cas-10003 59	Mark C	09/11 14:07	\$0.00
1000360	Cas-10003 60	Mark C	09/11 14:07	\$24.15
1000361	Cas-10003 61	Alison V	09/11 14:22	\$0.00

Server Connection Status: Connected

Buttons: View Filter, View Opts, Show Details, Void Order, Save As Table, **Reopen**, Void Transaction, Page Up, Page Down, Exit

Attention

Clear table options for [Cas-1000358].

Buttons: Modify Table, Clear as Alison Volante, Clear as Mark Clappison, Cancel

- Press the **Modify Table** button.
- Select each item from the transaction and select **VOID** from the drop-down menu – OR – select the **more options** button and select the **Void All** button.
- Select a **Void Reason**
- Press the **Total** button from the **Cashier Action buttons**.
- Press the **Payment** button.
- Select the **On Acct: ##### Payment** from the left side panel of the **Payment Screen**.
- A **Void Screen** will appear. Press the **Void** button.

Choose Payment Method

Customer Sale Options

Buttons: Select, Cancel, Apply, Bill Mod, Disc. Item, Exact\$, Print Bill, Restore Taxes, Remove, Close Window, **Done & Exit**

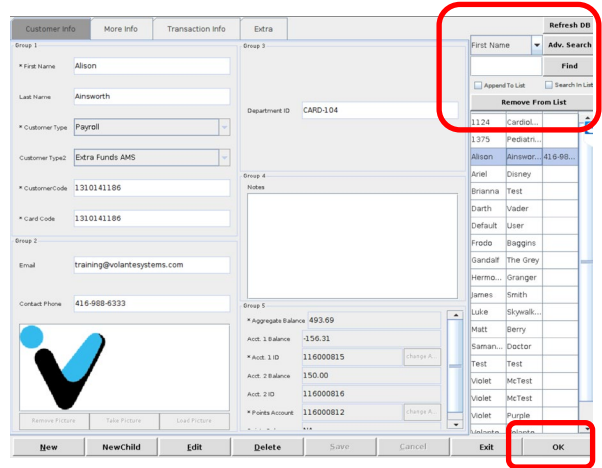
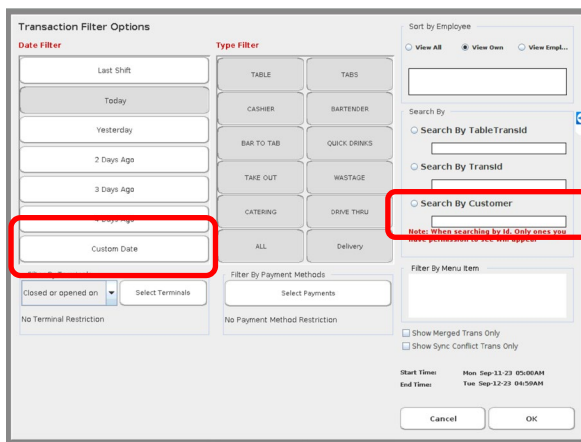
Brunch	Grill	OTG	Snacks	Pizza & Italian	Bakery & Dessert	Starbucks	Credit Account	Quantity	Find Item	Remove
\$4.99 Cheese Omelet	\$4.29 Egg Omelet	\$5.99 Denver Omelet	\$5.99 Spinach & Mushroom Omelet	\$1.00 8oz Fountain Beverage	\$1.00 12oz Fountain Beverage	\$1.00 8oz Coffee	Alison V. Cas-1000359	Mon, Sep 11, 03:19PM		
\$1.49 Free Range Hard Fried Eggs	\$5.00 Bacon and Egg Breakfast San	\$3.19 Bacon & Cheese Biscuit Bomb	\$5.00 California Breakfast Croissant	\$2.00 12oz Coffee	\$2.00 16oz Coffee	\$1.00 8oz Hot Tea	Subtotal	0.00		
\$5.00 Egg & Cheese Croissant	\$5.00 Bacon and Egg Breakfast San	\$5.00 Egg Bacon & Cheddar Sandwich	\$5.00 California Breakfast Croissant	\$2.00 12oz Coffee	\$2.00 16oz Coffee	\$4.00 16oz Hot Tea	Total	0.00		
\$5.00 Egg & Cheese Croissant	\$5.00 Bacon Egg & Cheese Croissant	\$5.00 Egg Bacon & Cheddar Sandwich	\$5.00 Spinach & Egg White Delight	\$2.00 12oz Coffee	\$2.00 16oz Coffee	\$4.00 16oz Hot Tea	GiftCard: #XXXXX123	-0.00		
\$5.00 Ham Egg & Cheese Croissant	\$5.00 Sausage Biscuit	\$5.00 Sausage Egg & Cheese Biscuit	\$5.00 Spinach & Egg White Delight	\$2.00 12oz Coffee	\$2.00 16oz Coffee	\$4.00 16oz Hot Tea	Balance	0.00		
\$1.59 Buttered Gifts	\$1.79 Cheese Gifts	\$1.59 Oatmeal	\$1.50 Corned Beef Hash	\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	More Options	\$20		
\$1.99 Cinnamon French Toast	\$1.99 Blueberry Pancakes	\$2.99 Buttermilk Pancakes	\$19.99 Cream of Wheat	\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	Quick Credit	\$10		
				\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	On Account	\$0		
				\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	Bill Mods	\$0		
				\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	Last Receipt	\$1		
				\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	Payment			
				\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	PrintBill			
				\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	Close			
				\$1.00 8oz Hot Tea	\$1.00 16oz Coffee	\$4.00 16oz Hot Tea	Cash			

- Press **Done & Exit**.
- Press **Total, then Close** from the **Cashier Action buttons**.

## On-Account Without Receipt:

As a **manager**, you may need to void **On-Account transaction** types of (i.e., Payroll Deduct, Account Management Decline, etc.). Transactions with a customer can be searched by the Customer Name / Card Code and Date Range:

- Navigate to **User Screen / View Shift's Transactions**.
- Set the date range using the **Date Filter** for which the customer purchased items.
- Leave the rest of the filters as default settings.
- Touch the dot beside **Search by Customer**. The **Customer Info** screen will appear:
  - If the customer is present, have them scan / tap / swipe their badge.
  - If the customer is not present, search by **First or Last name**.



- Select the appropriate transaction and press the **Reopen Button**.

Alison Volanté \*signed in      \*REOPEN CLOSED TRANSACTIONS      \*PriceLevel

Please press a column header to sort

TableTransId	Name	Server	Close Time	Total
1000338	Cas-1000338	Mark C	09/08 11:09	\$32.51
1000353	Cas-1000353	Alison V	09/08 14:07	\$-5.42
1000354	Cas-1000354	Alison V	09/08 14:08	\$-5.42
1000360	Cas-1000360	Mark C	09/11 14:07	\$0.00

Close Date: Sep 08, 2023 11:09:49  
 Date: Sep 11, 2023 15:55:11  
 Table: Cas-1000338  
 TableTransId: 1000338  
 Server: Mark C.

1 16oz Coffee	2.00
1 Marinated Flank Steak	8.00
1 Chicken Quesadilla	6.00
1 Chicken Piccata	7.50
1 Grilled Salmon	6.50
Subtotal	30.00
Tax	2.51
Total	32.51
On Acct:#116000815	
Alison Ainsworth - Payroll	-32.51
Balance	0.00

First Name: Alison  
 Last Name: Ainsworth  
 Extra Funds AMS (116000816): 150.00  
 Department ID: CARD-104  
 Account Charges:  
 Payroll 32.51

Server Connection Status: Connected      Touch Row to View, Touch Button to Open

View Filter   View Opt   Show Details   Void Order   Save As Tab   Reopen   Multi Selection   Page Up   Page Down   Exit

- Proceed with the same steps as **Voiding On-Account with Receipt**.

## Admin Screen

The **Manager** (POSADMINCASHIER or higher) can access the **Admin Screen**. Some functions you may commonly perform include:

- Employee Setup:** Used to add CASHIERS and floor level staff to the system (can also be done from the **Backoffice / Users & Securities Section**).
- Employee Shifts:** Manually clock in/out Cashiers.
- Configure Cash Drawers:** Manually remove Cashiers from drawer(s) on this terminal.
- Refresh / Change Menu:** Change to a new menu set.
- Manager EOD & EOD Report:** End of Day reports for reconciliation
- Exit / Restart / Minimize POS:** Used to exit and restart the software manually. Used to exit and restart as Kiosk (FLIP Terminals)

## ACCESSING THE ADMIN OPTIONS SCREEN



## EMPLOYEE SETUP

Management with POSAdminCashier or BOAdminCashier job types can add users to the system from the POS terminal.

- Press the **Employee Setup** button.
- Adding a **new** user:
  - Press the **New** button.
  - Enter information for the new Employee including:
    - First Name (with Virtual Keypad)
    - Last Name (with Virtual Keypad)

- UserID (must be **First Initial / Last Name** per Morrison Policy – i.e., TVOLANTE. Use Virtual Keypad)
- Card Swipe (swipe a new employee card)
- Select a **Job Type** (Cashier or POSAdminCashier)
- No other information required.

❑ Press **Save** to add the user.

The screenshot shows the 'Employee Setup' form. At the top, there are input fields for 'First Name', 'Last Name', 'UserID', and 'Card Swipe'. Below these is a section for 'Job Types' with a table listing various roles and their selection status. At the bottom, there are fields for 'SSN', 'Home', 'Cell', 'Fax', 'Pager', 'Email', and 'Email2'. A red box highlights the 'Save' button at the bottom center.

The screenshot shows a 'Please Enter Value' virtual keypad. A blue arrow points from the 'UserID' field in the Employee Setup form to this keypad. The keypad has a standard QWERTY layout with additional function keys like 'Tab', 'Caps Lock', 'Shift', and 'Enter'. At the bottom, there are buttons for 'Touch Here Before Swiping Credit Card', 'Member', and 'Cancel'.

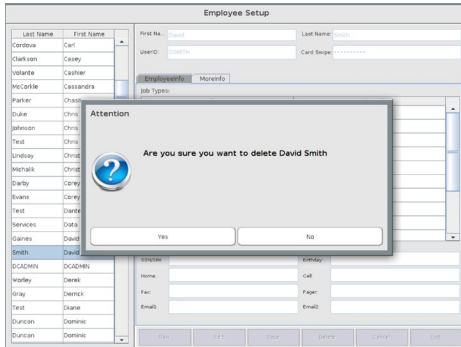
❑ Updating an **Existing** user:

- ❑ Select the user from the left side list and press the **Edit** button.
- ❑ Touch any field to update with the Virtual Keypad (First Name, Last Name, UserID)
- ❑ Assign a new card with the **Card Swipe** field. Swipe a new card when prompted.
- ❑ Check or Uncheck **Job Types (Cashier or POSAdminCashier)** to change settings.
- ❑ Press **Save** to update the user.

The screenshot shows the 'Employee Setup' form with a list of users on the left. The 'Services' user is selected and highlighted with a red box. A blue arrow points from this user to the 'Edit' button at the bottom center, which is also highlighted with a red box. The main form area shows the details for the 'Services' user, including 'First Name: Data', 'Last Name: Services', 'UserID: DSERVICES', and 'Card Swipe: \*\*\*\*\*'. The 'Job Types' section shows 'Cashier' and 'CustomerDBManager' checked.

- Deleting an **Existing** user:
  - Select the user from the left side list and press the **Delete** button.
  - Select **Yes** from the Attention Window

**\* Note:** Users can only be un-deleted from the **Backoffice Users & Securities** section.

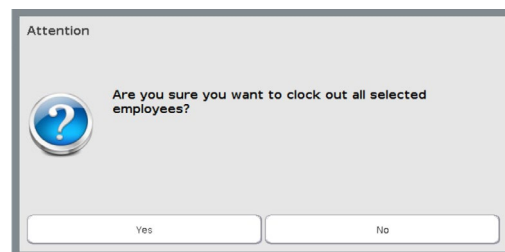
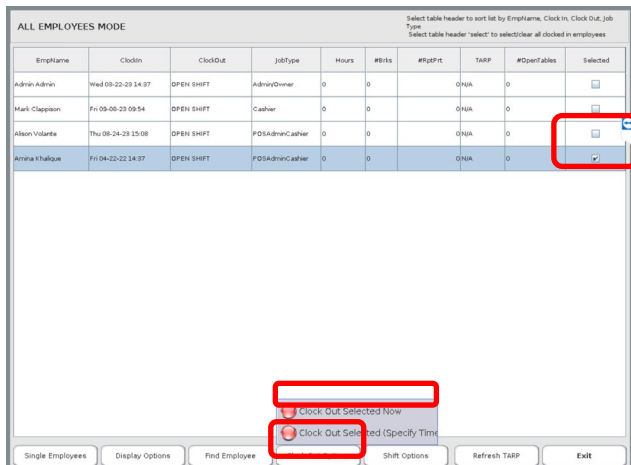


## EMPLOYEE SHIFTS

Management with POSAdminCashier or BOAdminCashier job types can manually clock out users from the system.

- Press the **Employee Shifts** button.
- Check the boxes on the right beside any user to be **Clocked Out**.
- Press the **Clock Out Options** button, then select **Clout Out Selected Now**.
- Select **Yes** from the dialog box.
- Press the **Exit** button when completed.

**\* Note:** Employees must be clocked out before they can be deleted from the **Employee Setup (POS)** – or – **Users & Securities (Backoffice)** screens.



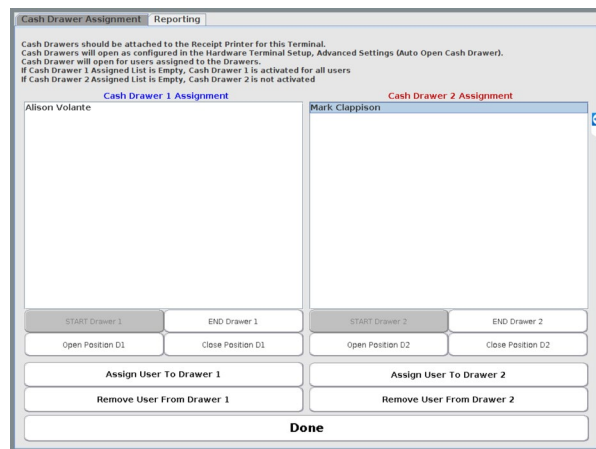
## CONFIGURE CASH DRAWERS

Management with POSAdminCashier or BOAdminCashier job types can add or remove users from the cash drawer(s), start / stop the drawers, or update the open/close float position.

- Press the **Configure Cash Drawer** button.
- To Add a user to either drawer 1 or 2:
  - Press the **Assign User to Drawer 1 / 2** button.
  - Enter the **Server ID** using the **Override Login** feature.
  - Note that Cashiers must be logged in before a drawer can be assigned.
- To remove a user from either drawer 1 or 2:
  - Press the **Remove User from Drawer 1 / 2** button on the selected drawer.
- To start the drawer, press the **Start Drawer 1 / 2** button.
- To end the drawer, press the **End Drawer 1 / 2** button.
- To update the **Starting Float** on a drawer, press the **Open Position D1 / D2** button. Enter the float per instructions on the **POS Cashier Training Guide**.
- To update the **Ending Float** on a drawer, press the **Close Position D1 / D2** button.

**\* Note:** Floats are only used to keep record of the change put into a drawer and is not used for any cash count reconciliation on monies received as payments.

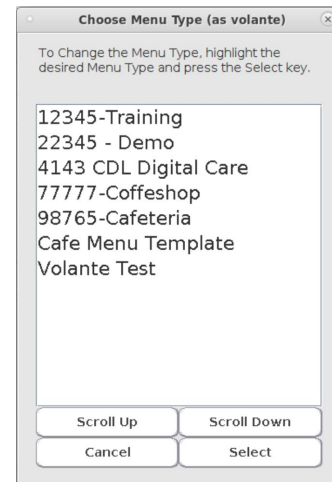
- Press the **Done** button to exit.



## REFRESH / CHANGE MENU TYPE

Allows the manager to use any other menu in the list, temporarily overriding the current default menu set shown in the transactional mode (i.e., **Cashier, Tabs, Tables, etc.**).

- Press the **Refresh / Change Menu Type** button.
- Select a menu from the list.
- Use the **Scroll Up / Down** buttons as needed.
- Press the **Select** button to choose a Menu.



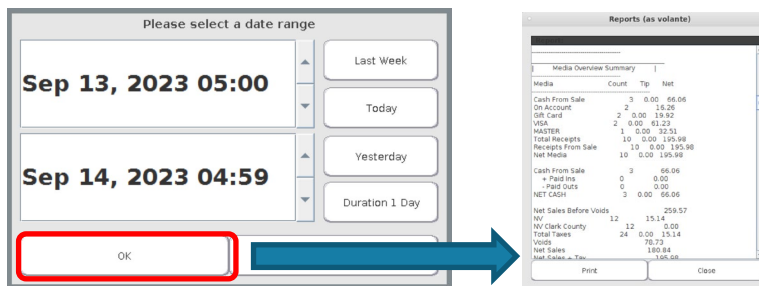
## MANAGER EOD & EOD REPORTS

The manager can choose to run reports from these sections to help with End of Day reconciliation and balancing:

**Manager EOD:** A set of reports that uses the reporting group found in the **Close Day Reports** in the Backoffice under the **Reports / My Reports** section:

- Press the **Manager EOD** button.
- Select the **Start** and **End** dates and times for the report range.
  - You can also set duration to: Last Week, Today, Yesterday or a 1 Day Duration.
- Press **Ok** once dates have been selected.

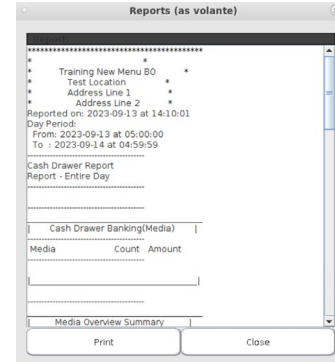
**\* Note:** Be patient, it may take a few minutes to gather data as the terminal is communicating with the **Cloud Backoffice Space** over the internet.



- You can **View Reports Onscreen** or press the **Print** button to send the report to the terminal receipt printer.
- Press **Close** when done.

**EOD Reports:** Reports on the **current day only** to help with reconciliation including Media, Discounts, and Voids:

- Press the **EOD Reports** button. The report will be displayed for the current day.
- You can **View Reports Onscreen** or press the **Print** button to send the report to the terminal receipt printer.
- Press **Close** when done.

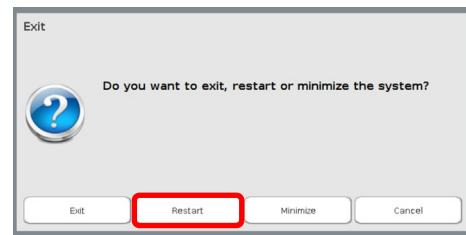


## EXIT / RESTART / MINIMIZE POS

Allows the manager to restart or exit the software to the desktop.

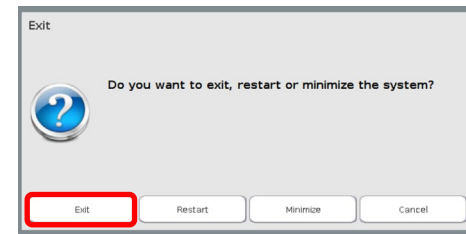
### Restart the POS Software:






- Press the **Exit / Restart / Minimize POS** button.
- Choose **Restart**. The POS will exit and relaunch.



### Exit the POS Software:

- Press the **Exit / Restart / Minimize POS** button.
- Choose **Exit**. The POS will exit to the desktop. From here you can:



 Volante	<b>Volante:</b> Launch the Volanté POS Software
 Reboot	<b>Reboot:</b> Will restart the terminal (the terminal will turn off and back on)
 Shutdown	<b>Shutdown:</b> Will turn off the terminal. You will need to press the power button to restart the machine.
 Support	<b>Support:</b> Launches the remote-control tool used by the Volanté support team. You may be asked to provide connection information.
 Config	<b>Config:</b> A support tool used by Volanté. A password is required.



## Restarting the POS as Kiosk (FLIP Units Only)

If your location has a **Volanté FLIP Unit**, your terminal may run in both Standard POS and Kiosk self-serve modes.

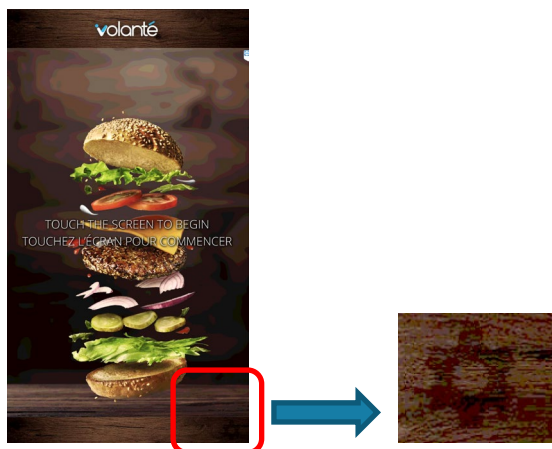
### RESTART THE POS SOFTWARE INTO KIOSK MODE

- Access the POS **Admin Screen**
- Press the **Exit / Restart / Minimize POS** button.
- Choose **Exit**. The POS will exit to the desktop.
- Launch the **Kiosk Software** from the **Volante KIOSK** desktop shortcut. The terminal will:
  - Switch the system POS from standard to Kiosk mode.
  - Change the operating system orientation from Landscape to **Portrait mode**.
  - You can now physically twist the monitor into the correct alignment for Kiosk.



### RESTART THE KIOSK SOFTWARE INTO POS MODE

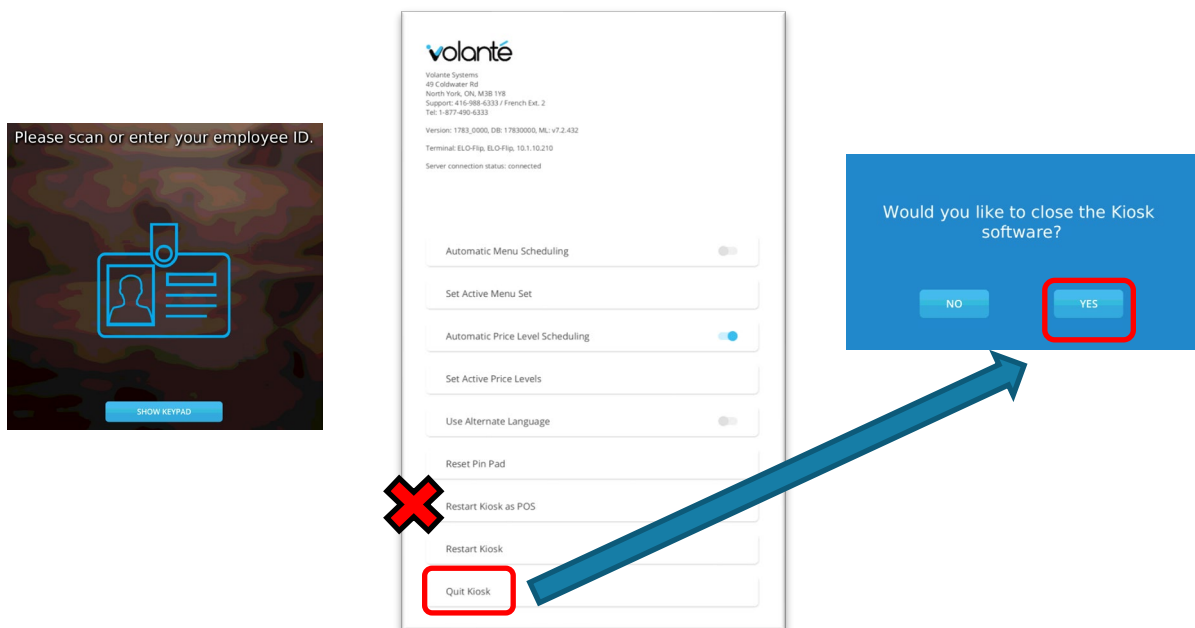
- Access the **Kiosk Admin Screen** by touching the small **Gear Icon** located in the lower right corner of the screen.



- Swipe your **POSAdminCashier (Employee) Card**.
- Choose **Quit Kiosk**.
- Press the **Yes** button on the dialog box.
- The kiosk will exit to the desktop.

**\* IMPORTANT NOTE \***

Do **NOT** click the option for **Restart Kiosk as POS**. It is necessary to use the desktop shortcut icon to properly launch the POS software, and have the system change from portrait to landscape orientation.



- Launch the **POS Software** from the **Volante POS** desktop shortcut. The terminal will:
  - Switch the system from Kiosk to Standard POS mode.
  - Change the operating system orientation from portrait to **Landscape mode**.
  - You can now physically twist the monitor into the correct alignment for POS cashier mode.



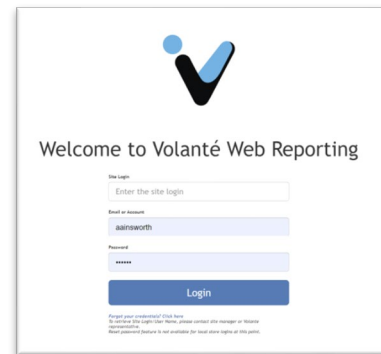
# Volanté Web Reports

The **Volanté Web Reports** website provides you an easy way to generate and print your reports. You will be provided login credentials if access is granted. If you have questions, please reach out to your **CDL** or **Volanté Support Teams** for assistance.



The site can be accessed at: <https://volantereports.com/>

- Your login credentials will be sent to you via email including:
  - Site Login
  - Email or Account (usually your email address or first initial last name i.e., TVOLANTE)
  - Password (usually a temporary password is provided)



- It is advised to change your password on the first login:
  - Use the Dropdown on the far right with your username to access the **Change User Info** section.
  - Type in a **New Password** and **Retype New Password**. Press the **Submit Change** button.

## GENERAL NAVIGATION IN THE WEB REPORTING SCREEN

The screenshot shows the Volanté web reporting interface. Callout 1 points to the date and time range selection fields (Start Time: 09/13/2023 05:00:00, End Time: 09/14/2023 04:59:59) and frequency buttons (Day, Week, Month). Callout 2 points to the location dropdown menu (Store: Training BO New Menu (116)). Callout 3 points to the filter options (List By: Employee, Customer, Terminal, Store; Filter By: Profit Centers, Menu Item Filters, Day Parts, Terminals, Employees, Customers, Stores). Callout 4 points to the 'Load My Reports' and 'Load System Reports' buttons. Callout 5 points to the 'Generate Report' button and the 'Send a copy to my email' checkbox. Callout 6 points to the report format selection (HTML, PDF, CSV, Auto, Port, Land). Callout 7 points to the list of reports under 'Custom Reports', including Cash Drawer Report, Top Sales Report, Server Shift Report, Menu Items with Cost, Standard Payroll Deduct Report, 98765-Cafeteria-Close Day Report, Customer Balance Report, Customer Transaction Report, and 12345-Training-Close Day Report.

### Sections:

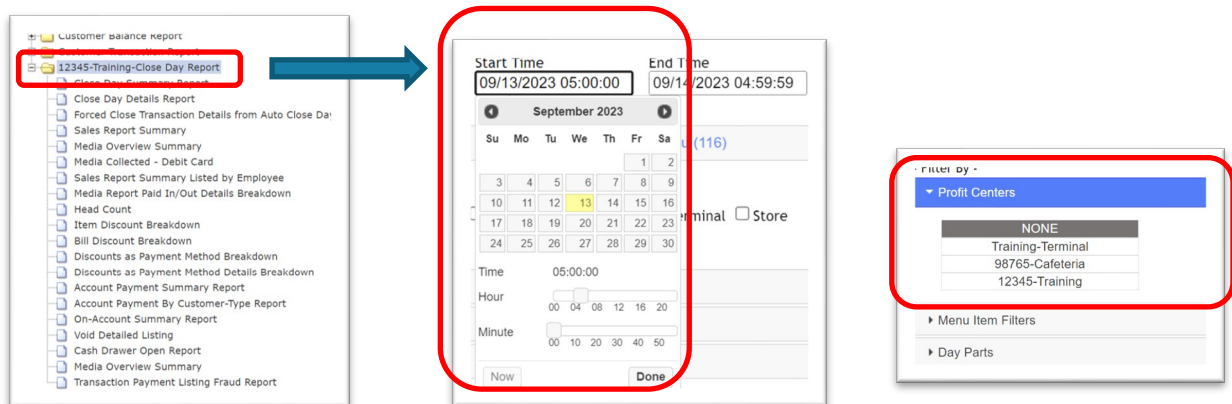
1. **Date & Time Range:** Select the start time and date, and end time and date. Alternatively, set the starting date and time and select Day (increases report range 1 day), Week (increases report range by 7 days), or Month (increases report range from 28 ~ 31 days, depending on the number of days in the month).
2. **Location:** Specifies the location / site you are currently logged into.
3. **Filters:** Used for refining your reports, useful when filtering stock **System Reports**. Filters can be applied by:
  - a. **List By:** Filter by Employee, Customer, Terminal. Store is not used.
  - b. **Profit Center:** A grouping of terminals usually defined by cost center and location (i.e., 12345-Cafeteria)
  - c. **Terminals or Employees:** Choose individual terminals or employees to filter the report by. Customers and Stores are **not used** in WebReports.
4. **Load System Reports / Load Custom Reports:** Defaults to showing the **Custom Reports** (pulled from the **Reports Section** in the Backoffice) which are pre-filtered. Pressing this button will switch to **System Reports** are unfiltered reports that you can use filters to define data. Pressing again will return to Custom Reports.
5. **Send Copy to Email:** Will send the report to your email when you press Generate Report. This is a one-time send during your session.
6. **Generate Report:** Will output the selected report to a new tab on the browser.
7. **Reports List:** Displays all saved report groups – or – all system reports.

## GENERATING A CLOSE DAY REPORT

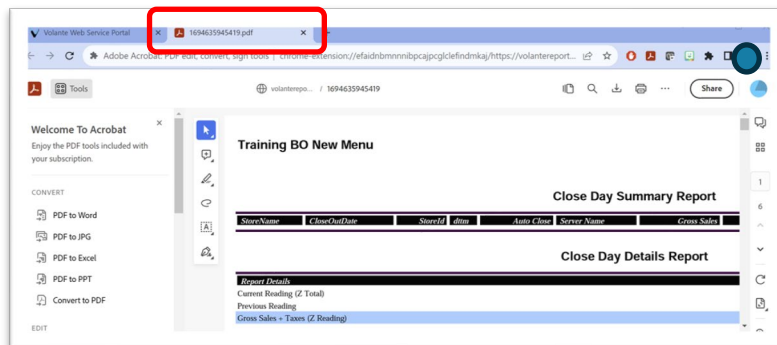
Close Day Reports have been built out and pre-filtered to assist you in reconciling your location by default, the **Custom Reports** (referred to as **My Reports** in the Volanté Backoffice / Reports area) have been pre-filtered to specific cost centers and locations.

You can locate your **Close Day Report Group** by reviewing the list for **#####-Location** (i.e., 12345-Cafeteria).

- Click on the appropriately named folder in the **Custom Reports List (7)**. The report group will open displaying a list of individual reports that will generate.
- Set the **Date & Time (1)** to the range you wish to generate the report for
- Select your specific **Profit Center (3)** from the dropdown (usually 5-digit cost center and location – i.e., 12345-Cafeteria)
- Select the output for the report as either **PDF or CSV (excel file)** types and press the **Generate Report (6)** button.
  - You can also select the **Send to Email (5)** checkbox before generating if you would like an emailed copy.
- You will be prompted to accept the report range – press the **Confirm** button.



- A **Generating Reports** pop-up will appear, then the reports will generate and appear in a new tab in your browser.



## WHAT CAN I EXPECT FROM THE CLOSE DAY REPORT

The **Close Day Report** contains several individual reports. Your report group may vary slightly from the below list; however, you should have the necessary information to help reconcile / balance numbers for end of day.

### **Close Day Reports:**

- **Close Day Summary:** Summary of Gross Totals and Z-Readings.
- **Close Day Details:** More detailed breakdown of totals by media type.
- **Forced Close Transactions:** Generally, kiosk transactions or open tabs / tables.
- **Sales Report Summary:** Quick line report on Gross, Net, Void totals.
- **Media Overview Summary:** Even more detailed breakdown of media, totals, quantities, and taxes.
- **Media Collected Debit Card:** Debit card listing, if used
- **Sales Report Summary by Employee:** Line details of sales per employee for gross, net, voids etc.
- **Media Report Paid In/Out:** Any Paid in or out done at the terminals, if used.
- **Headcount Report:** Details of total number sales run in each mode, totals, and average amounts.
- **Item Discount Breakdown:** All item level discounts (i.e., \$1 off a coffee).
- **Bill Discount Breakdown:** All bill discounts (i.e., 15% off employee discount).
- **Discounts as Payment Methods:** Any vouchers accepted (i.e., single use or PAU)
- **Discounts as Payment Method Breakdown:** Detailed usage of vouchers.
- **Account Payment Summary:** Any customer database paid-in amounts, if used
- **Account Payment by Customer Type:** Any customer database paid-in by account type.
- **On-Account Summary:** A breakdown of total transactions and amounts per customer type (i.e., Payroll Deduct, Full Time, Doctors, etc.)
- **Void Detailed Listing:** All voids performed, the cashier that started the transaction and the manager who voided.
- **Sales Report Summary Grouped by Categories and Groups:** Item level sales, totals, and net.
- **Cash Drawer Open Report:** Audit report of the use of the **open cash drawer** button at the POS

- **Media Overview Summary by Employee:** A detailed report for all media quantities and totals per employee / cashier

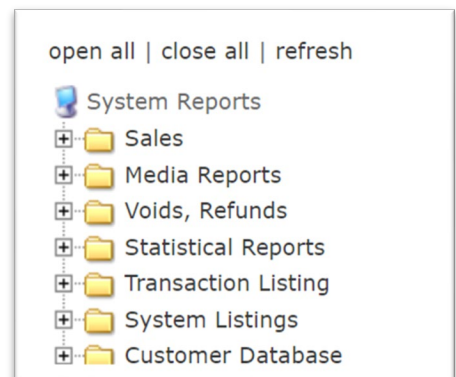
If additional reports are required, please reach out to Support or your Client Success Manager.

## OTHER AVAILABLE REPORTS (SYSTEM REPORTS)

You can locate non-filtered reports that you can customize in the **System Reports Group** by pressing the **Load System Reports (4)** button.

### **System Reports Groups include:**

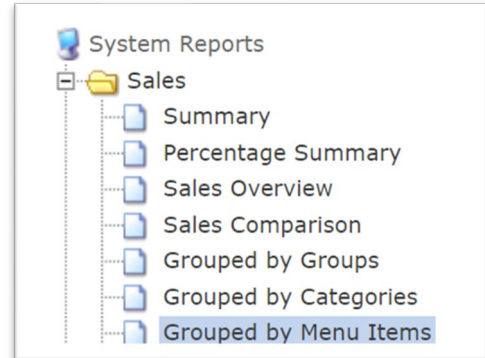
- **Sales:** Data related to **item sales**. Reports include Summaries, Item sales by Category, Group and Menu Items, Top 25 Sale Items, historical comparison data and more.
- **Media Reports:** Data related to **money taken**. Reports include media overviews, cash, credit, gift cards, discount reports and more.
- **Voids & Refunds:** Data related to **transactional voids and refunds**. Reports include void and refund details, abandoned kiosk transactions and more.
- **Statistical Reports:** Data related to **stats**. Reports include head counts, average check amounts, time interval and more.
- **Transaction Listing:** Data related to details on specific **transaction types**. Reports include payment listings, taxes, current open and close listings and more.
- **System Listing:** Data related to **system information** (snapshot style reports show current data regardless of date ranges). Reports include menu items, employees, customers and more.
- **Customer Database:** Data related to **customer database usage**. Reports include account summaries, invoices, customer transaction details and more.
- **Other Report Groups:** Most of the remaining reports do not generally pertain to standard day-to-day operations, you are welcome to explore.



## USING FILTERS ON SYSTEM REPORTS

You can locate non-filtered reports that you can customize in the **System Reports Group** by pressing the **Load System Reports (4)** button.

- Select any report from the opened folder tree. Individual reports have a **page icon (7)**.
- Set the **date and time (1)** range for the report.
- Use any of the available **filters (3)** to set:
  - List By:** Lets you add additional information into the report based on **Employees, Customers or Terminals**.



- AND -

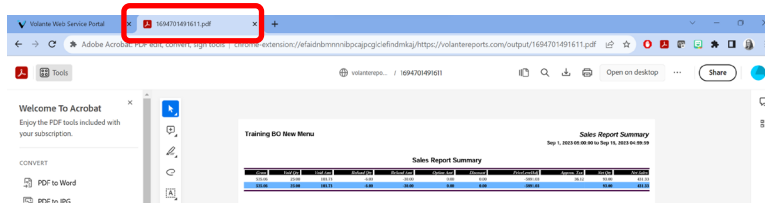
- Your Profit Center:** Most often profit centers appear as #####-Location (i.e., 12345-Cafeteria). This will have the terminals in your area pre-filtered.

- OR -

- Terminals:** Manually pick and choose one or more terminals to be part of the report. If not using a Profit Center, then by default **all terminals** are in use.
- Employees:** Select one or more employees to be part of the report. If no employees are selected, then all employees are assumed to be part of the report.

**Note:** Filters for **Menu Item Filters, Day Parts, Customers, and Stores** are not used in this instance.

- Choose your output method of **PDF** or **CSV** and press the **Generate Button (6)**.
- (Optional) You can also select **Send a copy to my email (5)**







## How does "List By" Impact the Report?

The **List By** filters will add additional detail to most **System Reports**. Using the example **Sales / Sales report summary** we can see how the output varies below, while the **Net Sales** amount remains \$1785.78.

### No filters applied:

Sales Report Summary

Gross	Void Qty	Void Amt	Refund Qty	Refund Amt	Option Amt	Discount	PriceLevelAdj	Approx. Tax	Net Qty	Net Sales
2232.64	45.00	409.60	-5.00	-12.50	52.62	-37.26	-198.80	156.40	470.00	1785.78
<b>2232.64</b>	<b>45.00</b>	<b>409.60</b>	<b>-5.00</b>	<b>-12.50</b>	<b>52.62</b>	<b>-37.26</b>	<b>-198.80</b>		<b>470.00</b>	<b>1785.78</b>

### List By - Employee filter applied:

Sales Report Summary

Employee	Gross	Void Qty	Void Amt	Refund Qty	Refund Amt	Option Amt	Discount	PriceLevelAdj	Approx. Tax	Net Qty	Net Sales
Admin Admin	1090.86	13.00	317.97	0.00	0.00	17.92	-30.80	-76.30	67.23	242.00	742.09
Alison Ainsworth	119.14	1.00	3.89	0.00	0.00	13.20	0.00	1.20	11.18	19.00	115.25
KIOSK KIOSK	153.68	14.00	45.50	0.00	0.00	0.00	0.00	-16.98	16.74	36.00	108.18
Mark Clappison	868.96	17.00	42.24	-5.00	-12.50	21.50	-6.46	-106.72	61.24	173.00	820.26
OFFICE TEST	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Trainee Trainee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Grand Total</b>	<b>2232.64</b>	<b>45.00</b>	<b>409.60</b>	<b>-5.00</b>	<b>-12.50</b>	<b>52.62</b>	<b>-37.26</b>	<b>-198.80</b>	---	<b>470.00</b>	<b>1785.78</b>

### List By - Terminal filter applied:

Sales Report Summary

Terminal	Gross	Void Qty	Void Amt	Refund Qty	Refund Amt	Option Amt	Discount	PriceLevelAdj	Approx. Tax	Net Qty	Net Sales
AUDREYA4C782003V1750	14.74	0.00	0.00	0.00	0.00	1.50	0.00	0.00	0.00	2.00	14.74
DCRx86C792009V1750	1.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.49
ELO-Flip	148.68	14.00	45.50	0.00	0.00	0.00	0.00	-16.98	16.18	34.00	103.18
EM300-Alison	1284.49	28.00	359.11	0.00	0.00	28.97	-22.13	-59.24	74.53	220.00	903.25
EM300DEMOTEST	8.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.10	1.00	8.49
EM310-FreedomPay-Test	673.17	2.00	2.99	-4.00	-10.50	22.15	-15.13	-123.18	50.00	179.00	655.05
TestFlex03	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.22	1.00	2.00
TestFlexAlison	24.50	1.00	2.00	-1.00	-2.00	0.00	0.00	0.00	4.48	8.00	22.50
testflex02	75.08	0.00	0.00	0.00	0.00	0.00	0.00	0.60	9.88	24.00	75.08
<b>Grand Total</b>	<b>2232.64</b>	<b>45.00</b>	<b>409.60</b>	<b>-5.00</b>	<b>-12.50</b>	<b>52.62</b>	<b>-37.26</b>	<b>-198.80</b>	---	<b>470.00</b>	<b>1785.78</b>

### List By - Customer filter applied:

Sales Report Summary

Customer	Gross	Void Qty	Void Amt	Refund Qty	Refund Amt	Option Amt	Discount	PriceLevelAdj	Approx. Tax	Net Qty	Net Sales
Alison Ainsworth	83.57	2.00	2.99	0.00	0.00	3.25	0.00	-33.90	5.54	21.00	80.58
Default User	112.95	3.00	12.50	0.00	0.00	0.00	0.00	0.00	17.26	27.00	100.45
Gladys Ainsworth	1246.80	33.00	378.64	-2.00	-4.50	32.87	-37.26	-128.02	82.79	263.00	830.90
Joan Chen	229.33	1.00	1.50	0.00	0.00	12.05	0.00	6.95	20.53	31.00	227.83
Kelly Jones	46.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	34.00	46.41
Norman Ainsworth	8.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.54	3.00	8.00
Tom Hainsworth	27.78	0.00	0.00	0.00	0.00	1.50	0.00	0.60	0.00	4.00	27.78
Tom Hainsworth	477.80	6.00	13.97	-3.00	-8.00	2.95	0.00	-44.43	28.74	87.00	463.83
<b>Grand Total</b>	<b>2232.64</b>	<b>45.00</b>	<b>409.60</b>	<b>-5.00</b>	<b>-12.50</b>	<b>52.62</b>	<b>-37.26</b>	<b>-198.80</b>	---	<b>470.00</b>	<b>1785.78</b>



**Multiple List By – Terminal, then Employee, then Customer filters applied:**

**Sales Report Summary**

Terminal	Employee	Customer	Gross	Void Qty	Void Amt	Refund Qty	Refund Amt	Option Amt	Discount	PriceLevelAdj	Approx. Tax	Net Qty	Net Sales
AUDREYA4C782003V1750	Admin Admin	Default User	14.74	0.00	0.00	0.00	0.00	1.50	0.00	0.00	0.00	2.00	14.74
DCRx86C792009V1750	Admin Admin	Default User	1.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.49
ELO-Flip	KIOSK KIOSK	Alison Ainsworth	92.75	3.00	12.50	0.00	0.00	0.00	0.00	0.00	15.41	24.00	80.25
		Default User	33.00	11.00	33.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Tom Hainsworth	22.93	0.00	0.00	0.00	0.00	0.00	0.00	-16.98	0.77	10.00	22.93
	KIOSK KIOSK	---	148.68	14.00	45.50	0.00	0.00	0.00	0.00	-16.98	---	34.00	103.18
ELO-Flip	---	---	148.68	14.00	45.50	0.00	0.00	0.00	0.00	-16.98	---	34.00	103.18
EM300-Alison	Admin Admin	---	10.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.92	2.00	10.00
		Default User	611.26	7.00	304.00	0.00	0.00	12.97	-18.10	-60.82	31.94	106.00	289.16
		Gladys Ainsworth	6.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.15	3.00	6.00
		Joan Chen	29.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	21.00	29.12
		Tom Hainsworth	111.45	6.00	13.97	0.00	0.00	0.00	0.00	2.55	4.88	18.00	97.48
	Admin Admin	---	767.83	13.00	317.97	0.00	0.00	12.97	-18.10	-58.27	---	150.00	431.76
	Alison Ainsworth	Default User	3.89	1.00	3.89	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Mark Clappison	---	24.98	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.31	4.00	24.98
		Alison Ainsworth	20.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.85	3.00	20.20
		Default User	100.19	13.00	35.75	0.00	0.00	0.00	-4.03	4.78	0.47	10.00	60.41
		Gladys Ainsworth	202.54	1.00	1.50	0.00	0.00	12.05	0.00	6.35	19.38	25.00	201.04
		Tom Hainsworth	164.86	0.00	0.00	0.00	0.00	2.95	0.00	-12.10	12.62	28.00	164.86
	Mark Clappison	---	512.77	14.00	37.25	0.00	0.00	16.00	-4.03	-0.97	---	70.00	471.49
	Trainee Trainee	Default User	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EM300-Alison	---	---	1284.49	28.00	359.11	0.00	0.00	28.97	-22.13	-59.24	---	220.00	903.25
EM300DEMOTEST	Admin Admin	Default User	8.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.10	1.00	8.49
	Alison Ainsworth	Default User	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EM300DEMOTEST	---	---	8.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	---	1.00	8.49
EM310-FreedomPay-Test	Admin Admin	Default User	98.34	0.00	0.00	0.00	0.00	1.95	-12.70	-1.93	13.06	32.00	85.64
		Gladys Ainsworth	20.79	0.00	0.00	0.00	0.00	0.00	0.00	0.60	0.00	3.00	20.79
		Joan Chen	17.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.00	17.29
		Norman Ainsworth	27.78	0.00	0.00	0.00	0.00	1.50	0.00	0.60	0.00	4.00	27.78
		Tom Hainsworth	58.53	0.00	0.00	0.00	0.00	0.00	0.00	-17.90	2.96	12.00	58.53
	Admin Admin	---	222.73	0.00	0.00	0.00	0.00	3.45	-12.70	-18.63	---	64.00	210.03
	Alison Ainsworth	Default User	94.25	0.00	0.00	0.00	0.00	13.20	0.00	1.20	7.15	11.00	94.25
	Mark Clappison	---	48.59	2.00	2.99	0.00	0.00	2.25	0.00	-33.90	3.31	15.00	45.60
		Default User	187.57	0.00	0.00	-1.00	-2.50	3.25	-2.43	-71.85	16.01	70.00	185.14
		Tom Hainsworth	120.03	0.00	0.00	-3.00	-8.00	0.00	0.00	0.00	7.51	19.00	120.03
	Mark Clappison	---	356.19	2.00	2.99	-4.00	-10.50	5.50	-2.43	-105.75	---	104.00	350.77
EM310-FreedomPay-Test	---	---	673.17	2.00	2.99	-4.00	-10.50	22.15	-15.13	-123.18	---	179.00	655.05
TestFlex03	Admin Admin	Default User	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.22	1.00	2.00
TestFlexAlison	Admin Admin	Default User	24.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.70	9.00	24.50
	Alison Ainsworth	Default User	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Mark Clappison	Default User	0.00	1.00	2.00	-1.00	-2.00	0.00	0.00	0.00	-0.22	-1.00	-2.00
TestFlexAlison	---	---	24.50	1.00	2.00	-1.00	-2.00	0.00	0.00	0.00	---	8.00	22.50
testflex02	Admin Admin	Default User	41.08	0.00	0.00	0.00	0.00	0.00	0.00	0.60	3.76	11.00	41.08
		Kelly Jones	8.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.54	3.00	8.00
	Admin Admin	---	49.08	0.00	0.00	0.00	0.00	0.00	0.00	0.60	---	14.00	49.08
	Alison Ainsworth	Default User	21.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.03	8.00	21.00
	KIOSK KIOSK	Default User	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.56	2.00	5.00
	OFFICE TEST	Default User	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
testflex02	---	---	75.08	0.00	0.00	0.00	0.00	0.00	0.00	0.60	---	24.00	75.08
<b>Grand Total</b>	---	---	<b>2232.64</b>	<b>45.00</b>	<b>409.60</b>	<b>-5.00</b>	<b>-12.50</b>	<b>52.62</b>	<b>-37.26</b>	<b>-198.80</b>	<b>---</b>	<b>470.00</b>	<b>1785.78</b>

Applying other filter types, such as **ProfitCenters**, **Specific Terminal selections**, or **specific Employee** selections will further refine your data.

## Training Sign-off

I certify that Volanté Systems or their Representative have completed on-site training to my satisfaction.

Site Location Name:	
Site Contact Name:	
Site Contact Signature:	
Volante Trainer Name:	
Volante Trainer Signature:	
Date:	

After training has been completed, you can contact support 24/7 at:

Toll-free: 1.877.490.6333

Toronto & GTA: 416.988.6333

Please reference the blue binder for all contacts and resources that can help you with ongoing questions or configuration assistance.

***Thank you for your participation in our Volanté Training session. Please take a moment to complete our brief survey (under 2 minutes) – your feedback helps provide valuable insight to improve future sessions.***



Web Link at: <https://survey.zohopublic.com/zs/7bCsJQ>

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