



BENSERON TRAINING PROCEDURE:

1.0 HARDWARE	Yes	No	N/A
1.1 POS UNIT BASIC KNOWLEDGE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 PRINTERS SET UP AND INTEGRATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 CASH DRAWER SET UP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 MSR TESTING AND CONFIGURATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 OTHER DEVICE SET UP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.0 NETWORKING	Yes	No	N/A
2.1 WINDOWS PASSWORDS/USERS Never change Windows users and passwords without calling our supports!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.0 BASIC SET UP	Yes	No	N/A
3.1 EMPLOYEE MAINTENANCE Adding a new user Default security levels Users customization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 CREATING TABLE STATIONS Adding backgrounds Creating tables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



BENSERON TRAINING PROCEDURE:

3.3 TIME CLOCK FUNCTION 3.3.1 Punch in/Punch out employees 3.3.2 Adjusting time 3.3.3 Adjusting tips in time clock function	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 CLOSING EMPLOYEE'S RECORD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 SETTING UP FIRST DAY OF THE WEEK AND NO. OF DAYS IN WEEK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6 AUDITS 3.6.1. Opening audits 3.6.2. Closing audits 3.6.3. Customized audits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7 NET CASH DUE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8 ASSIGNING DRAWER/CASH BANK 3.8.1. Assigning Cash Drawer 3.8.2. Cash Bank (Staff Bank)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.9 TAXES 3.9.1. Set up tax tables for menu items 3.9.2. How to use tax exempt feature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



BENSERON TRAINING PROCEDURE:

3.10 MENU MAINTENANCE			
3.10.1 Creating Menu Categories/Sub			
3.10.2 Creating Menu Items			
3.10.3 Menu Item Button Layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.10.4 Creating Menu Modifiers			
3.10.4.1 Mandatory Modifiers			
3.10.4.2 Optional modifiers			
3.11 MESSAGES			
Daily Specials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receipt/Credit Card Message			
3.12 DISCOUNTS/GRATUITY/CHARGES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.13 CREATING TENDERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.14 SETTING UP CREDIT CARD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.15 SETTING UP GIFT CARDS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.16 SETTING UP HOUSE ACCOUNTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.17 SETTING UP LOYAL CUSTOMERS			
Creating Customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating Plans			
3.18 SETTING UP EMAIL ACCOUNTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. OPERATIONS	Yes	No	N/A
4.1 Opening Table/Check/Tab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Using Seats, Add Joiners, Print by Seats, Close by Seats.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Quantity, Attach Request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



BENSERON TRAINING PROCEDURE:

4.4 Voiding before and after sending a tickets and	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Applying Discount, Gratuity, Charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Differences between “Done”, “Send Ticket” and “Close Ticket”	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7 Split Check, Merge Table, Transfer Table, Change Table #	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8 Paid Outs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9 Reopen Table (deleting! Attached payment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10 Applying Tips to Credit Cards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11 Selling, redeeming, reloading Gift Card. How to check remaining balance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.12 How to use Frequent Customer feature from ordering screen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.13 Phone Orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.14 Delivery Option How to create a delivery order How to assign a driver How to close a delivery tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.0 MANAGER OPERATION	Yes	No	N/A



BENSERON TRAINING PROCEDURE:

5.1 Voiding Check (CC number will be lost!)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Transaction Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Credit Card Menu Sending off line transaction Impossibility of adding tip to off line transaction Sending emergency batch Mercury support 800-846-4472	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.4 Refunds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.5 Assigning Drawer from Manager Menu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.6 Gift Card and House Account Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.7 Reports Current Reports Historical Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.8 Daily Close	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.9 Weekly Close Out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.10 Resetting Time Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



BENSERON TRAINING PROCEDURE:

5.11 Touch Screen Calibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Project Manager :

I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED THE ABOVE TRAINING AND FULLY UNDERSTAND THE CONCEPTS AND PROCEDURES ABOUT THE POS SYSTEM

Location

Date.....

Print Name

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Signature

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Our office hours are 9 am. – 6 pm. Eastern Time Monday through Friday.
After business hours only emergency calls will be answered.