



Customer Installation and Training Guide

v4 WL-090618

White Label Partners

From Signed Partnership

To

Completed Customer Installation

www.benseron.com



The Guide Covers

STEP 1: Kick off and Certification 3

STEP 2: Pre-Installation/Site Survey 4

STEP 3: MENU PROGRAMMING AND SIGN-OFF: 5

STEP 4: HARDWARE INSTALLATION 6

STEP 5: CLOUD POS BACKOFFICE SETUP 10

STEP 6: Checklists, Tools, and Training 14

APPENDICES 15

Included are the minimum requirements for successful deployment of Cloud POS, as well as:

- Checklists and worksheets for onboarding a customer
- Best practices and tips
- Links to online videos and tutorials

Process Summary

Before a merchant can go live, the following must to be completed:

- Network and hardware needs assessment
- Menu programming and sign-off
- Hardware receipt install, and testing
- POS Back Office Setup, settings, and sync
- Manager/staff training and signoff

For implementation questions, contact:

[**Partnersupport@benseon.com**](mailto:Partnersupport@benseon.com)

Please do not email tech/support staff directly,
[**Partnersupport@benseon.com**](mailto:Partnersupport@benseon.com) is received by everyone on the
tech team to ensure your issue is addressed quickly

STEP 1: Kick off and Certification

A project manager from the implementation department will contact you within 24 hours after signing the agreement to schedule a Kick Off meeting. During this meeting you will learn the following:

1. Introduction to **Benseron University**, Training and Certification Process
2. How to use your partner **subscription and add on modules**
3. **EMV/MSR/eDynamo** requirements
4. **How To Schedule your Certification**- This should be done within 7 days from signing the partnership agreement (White labels and resellers only) Certification takes approximately 3 hours and can be broken up to 2-1.5 hour sessions
5. After your certification is completed, you will receive your **coupons codes** and you can **place hardware order for your customers**. If you have any questions how to place an online order, please contact your sales agent.

IMPORTANT: Requirements and parameters regarding customer implementation:

- If you are a white label or reseller partner, Benseron support will not assist your end user or customer without one of **your technicians/ reps available on the site** or if you **purchased additional service**:
 - <https://shop.lingapos.com/collections/support-services-linga-pos> If a service is not available online, please contact your sales agent for pricing.
- **Only certified agents** will be supported by our implementation/support team. If you add a new agent to your team, make sure that he is certified at Benseron product, before sending him onsite.
- Unless you purchased End User Support service, you are not going to be able to implement Benseron software to your customers **WITHOUT completed certification for BOH and FOH**.
- Partners are not allowed to use the partner's enterprise license for use as an end user customer. **The subscription is for a demo purpose only.**

STEP 2: Pre-Installation/Site Survey

Planning is the key to a successful deployment of Cloud POS. The following are tools to assist you with that plan.

1. A thorough site survey needs to be completed and documented. Determine:
 - What is the network infrastructure required? (see network diagram below)
 - Is the network sufficient to supply a strong signal at all Cloud POS locations?
 - Are all necessary CAT5 cables installed?
 - Does the router support wireless?
 - Is the Cloud POS wireless separated from other wireless devices/networks?

***Tool: Leverage the “Customer Pre-Install Info Form”, attached as Appendix A.

Recommended hardware: <https://shop.lingapos.com/collections/networking>

***Tool: Leverage the “Network Setup Guide”, attached as Appendix B.

Local Cloud Server Option (per site)

Ethernet Hardwired Adapter (per iPad)

Ethernet Cat5 Patch Cable 10'

Indoor Wireless Ubiquiti Access Point (~2,000sq ft)

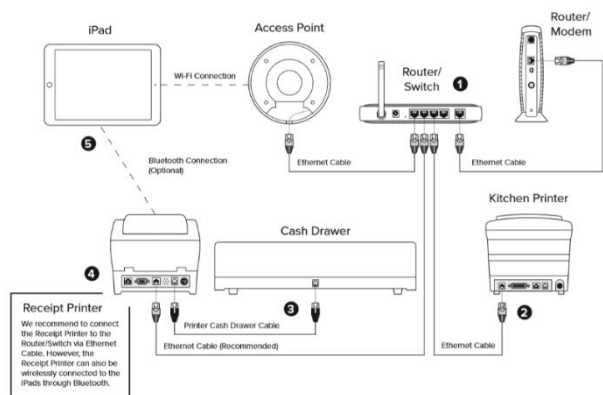
Outdoor Wireless Ubiquiti Access Point (~2,000sq ft)

Ethernet 8-port Ubiquiti POE Switch

Ubiquiti Single Cable External Power Injector

Serial Adapter for iPad

Onsite Network Assessment iPad (by 3rd party)



STEP 3: MENU PROGRAMMING AND SIGN-OFF:

- Menu programming can be purchased as a service. Current pricing is available at shop.lingapos.com.
- There are two paths to get started, submitting data via our **Excel template**, or via **paper/pdf document**. Using the Excel template results in quicker turn-around and a lower programming price.
 - The template can be downloaded from the back office>
 - Products/Items>Import/Export> Download Template
 - Completed Excel or pdf menu should be emailed to menu@benseron.com, or by visiting <http://www.benseron.com/menu>.
- The initial menu programming is typically complete within 3 day (Excel template) or 6 days if submitted via other methods.
- Once the menu is programmed the customer will receive a notification to review on their iPad and send in any adjustments needed. We expect to have a few adjustments and are happy to complete them.
- After the adjustments are completed, the merchant should complete the Menu Sign-off Form

IMPORTANT:

An example of the menu sign-off form is attached as **Appendix C, Menu Sign-Off**

Menu sign-off must be completed before menu training can begin.

Menu programming is a process and it will not be perfect right after initial download. It will require more adjustments. Make sure that a customer is aware of the process.

STEP 4: HARDWARE INSTALLATION

IMPORTANT:

Before a merchant can go live, all hardware and the POS Back Office should be tested and verified in working order by the customer. A template for completing those tests and setup is included as **Appendix D, Hardware Testing**.

Communicate expectations. A successful installation requires attention to detail and setting the proper expectation with your customer.

PRE-INSTALL BEST PRACTICES

- Ship address - It is recommended that the equipment be shipped to the Partner, so that it can be staged prior to going on site.
 - If this is a new site that is undergoing construction, do not deliver equipment and risk hardware being lost or damaged
- Confirm shipment status - All equipment should be opened and inspected verifying there is no shipping damage, and everything ordered was received.
 - Watch video of **Unboxing and Initial Hardware Setup**, as well as specific hardware tutorial videos at <https://support.lingapos.com/portal/home>
 - You may want to record the serial numbers for your records at this point.
- Confirm electrical and network - Prior to delivering the equipment, verify with the customer that all networking and all necessary electrical work is completed .
- Communicate the installation date with partnersupport@benseron.com so that we can plan to be available to assist, if necessary.
- IP Addresses - While staging is suggested prior to delivery remember that IP addresses will change once connected to the business network.
- Remote printer configuration - You will need a Windows device (laptop) to configure IP remote printers
- Check network consistency - Once complete, make sure that all devices are on the same wireless network

CLOUD POS IPAD SETUP

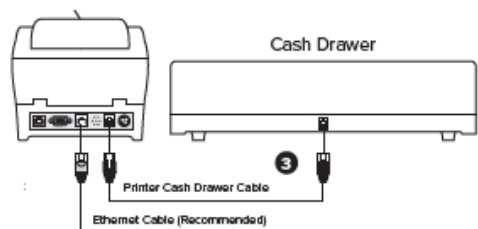
1. Verify that Cloud POS app is downloaded
2. Set IPAD name> Settings> General>About>Name
3. Connect to preferred WIFI network
4. Once connected select the network name
5. Note the all network info> Select Static box
6. Enter network info- this will keep the IP on the iPad the same all the time
7. Turn on Bluetooth if required for any devices
8. Under General select Auto-Lock> set to never
9. It is necessary to open ports 80 and 443 on the router
10. Verify time zone is correct

IMPORTANT:

- **Ip addresses must be unique to each device.** For example, if in the network setup on the iPad the address was 192.168.1.10, then each device in your network needs to be in the same range.
- Your receipt printer will obtain an address as described in the printer setup section. That address will be 192.168.1.X.
- **Make a list** of these addresses so that when you are setting up your other devices such as your remote printers that you do NOT assign the same address.
- **Make sure the LAST number (octet) is DIFFERENT on each device.**

CASHDRAWER SETUP

1. Connect Cashdrawer cable- depending on model the cable may be labeled indicating which end goes in the cashdrawer and which end goes in the back of the receipt printer.



RECEIPT PRINTER SETUP

Important:

- Make sure that all your devices are tested with cloud POS software.
- Linga supports only **TCP/IP and Bluetooth**. None of Serial or parallel printers are supported. You can find our supported devices on:
<https://shop.lingapos.com/collections/printers>
 1. Connect power cord and turn on power switch
 2. Lift the lid by the lever and insert paper roll> no threading necessary simply drop in with the paper feeding from the bottom with enough free to close the lid> push paper feed button to test
 3. Plug in cable from cashdrawer in the back (smaller port)
 4. It is recommended that the receipt printer be connected with an Ethernet cable directly to the router but depending on your receipt printer Bluetooth is an option
 5. Do a self-test on the printer. Turn the printer off> hold down the feed button while turning the printer on> after about 3 seconds let go of the feed button and a printer info sheet will print out. This will have the IP address of the receipt printer on it. Make note of the address so that you do not assign that same address to any other devices in your network
 6. Configure customer's receipt and kitchen printer receipt based on your customer's preferences. Insert Logo if requested.

<https://support.lingapos.com/portal/kb/articles/printer-settings-and-configuration>

Reminder: **We only guarantee compatibility with printer models listed in our [shopping site](#).**

REMOTE PRINTER SETUP

1. Connect the power cord to the back of the printer
2. Connect the Ethernet cord to the back of the printer
3. Open the lid by pulling up on the release> the front portion of the lid opens in the opposite direction
4. Insert the paper in the printer> no threading necessary> directions are inside the lid
5. Insert the ribbon in the front section. You should hear a CLICK when it is in completely. Advance the ribbon so that it is straight
6. Close both sides of cover
7. Power on the printer and push the feed button to ensure that the paper advances correctly



IMPORTANT:

You must make sure that the Ip of the printer is within a range of your wireless network.

On a windows device/laptop download the Epson configuration utility and set the IP address to STATIC.

There might be different printer brands and models that may work with the POS however we do NOT guarantee that they work until tested. (only TCP/IP models).

To change an Ip on a Bixolon printer you need to have a **Windows device available**. On the windows device please unzip and run the utility and then you can change the IP address.




<https://support.lingapos.com/portal/kb/articles/download-ethernet-configure-setup>

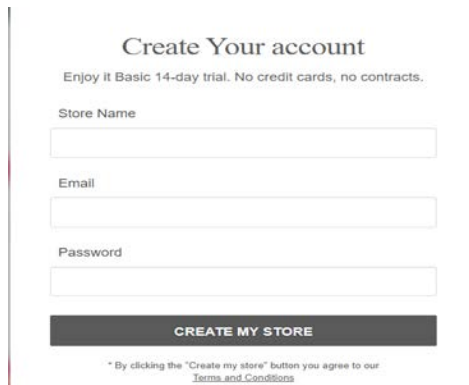
**For more information there are videos and pdfs available at

<https://support.lingapos.com/portal/home>

STEP 5: CLOUD POS BACKOFFICE SETUP

How to Sign up

1. Open your internet web browser (i.e. Google Chrome, Fire Fox, Internet Explorer, ETC...)
2. In the URL section of your web browser type: <https://www.lingapos.com/> for Linga resellers or <https://yourpos.upos.io/#/login> and click the enter key on your keyboard.
3. Click on  
4. Complete all the required information and the click on the button. 



5. You will be automatically logged into the Back Office

How to Sign into the Back Office

1. Open your internet web browser (i.e. Google Chrome, Fire Fox, Internet Explorer, ETC...)
2. In the URL section of your web browser type: mystore.lingapos.com and click the enter key on your keyboard.
3. At the Sign In screen, enter your email address and password, then click on the button

Configure Settings

1. After configuring a selection for each Settings tab, click the Update button to save and work on the next settings tab.
2. Click on the **Settings** tab on the left Navigation Panel. Adjust settings. Click Update when done
3. Video: <https://support.lingapos.com/portal/kb/articles/store-settings>

Click on the **Store Information** tab and fill out all relevant information. Click Update

4. Click on the **Store Timings** tab and set business hours for each day of the week. Click Update
 - a. Click on the **Printer Configuration** tab to configure all printers and receipts. Click Update
 - b. Front End Receipt> Toggle desired options. Click Update
 - c. Kitchen Receipt Template> Toggle desired options. Click Update
 - d. Email Receipt Template . Toggle desired options. Click Update
 - e. Kitchen Printers – Make sure you enter the correct IP. Click Update
 - f. Receipt Printers – Make sure you enter the correct IP. Click Update
5. Click on the **Overtime Settings** tab to configure Daily and/or Weekly overtime. Click Update

User Management

1. Click on the **User Management** tab on the Navigation Panel.
2. Click on the **Users** tab and then click on the edit button to complete the setup of the existing user. Click Update & Next when done.
3. Fill in all the required information including the 4-digit Pin. This number is important as it will allow you to perform all the necessary functions on the POS iPad application.
4. Click **+Users** to add any additional users. Click Update & Next when done.
5. Click on the **Roles** tab and verify the access rights for each of the roles assigned to the new users. You may have to add/remove rights as necessary.

Publish Changes to iPad

1. Click on the **My Stores** tab on the Navigation Panel.
2. Click on the Publish Your Menu Changes to iPad button to the far right.
3. You will see a “Store data published successfully” message.

Sync IPAD to Back Office

1. Enter email address and password that was used to create the POS account and click
 2. Key in your 4-digit Pin number that you created under the **User Management** section and press the clock button. If you did not change your PIN, the default is “1234”. You should receive a “**Success** You are clocked in” message.
 3. Key in your 4-digit Pin number and press the button.
-

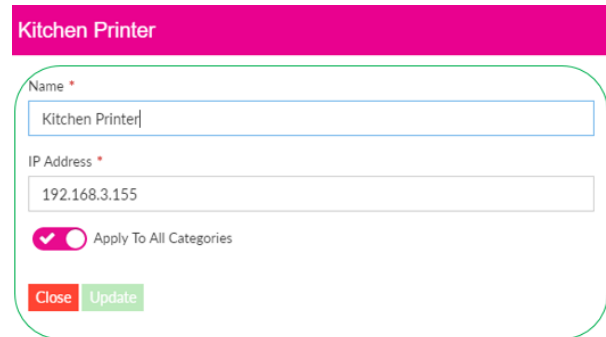
4. Click on the tab on the left side Navigation Panel.
5. You will receive a “Your back office is up to date” message.

Link your Receipt Printer

1. While still on the Operation screen, click on the Hardware Settings tab.
2. Click on Printer Settings and verify the following under the SELECT A RECEIPT PRINTER:
3. Receipt Printer should show the correct IP that you entered when setting up the printer in the back office
4. Receipt Printer should have a green Online next to it
5. Receipt Printer should have a red check mark to the far right

Link your Remote Printers

1. Sign into the Cloud POS back office online at mystore.lingapos.com
2. Click on the **Settings** tab on the left
3. Click on **Printer Configuration** tab
4. Click on **Kitchen Printers** button
5. Click on the Kitchen Printer button to new printer
6. Enter the name of the printer
7. Enter the IP address of the printer
8. Apply to all categories toggle if necessary
9. Press the update
10. Repeat until all remote printers are set up



add a

New Kitchen Printers

Type *

Select an Option

Name *

IP Address *

Enable Service Type Restriction

Apply to all categories

More information is available at:

<https://support.lingapos.com/portal/kb/articles/settings-printer-configuration-kitchen-receipt-template>

Menu Setup

The menu may have been programmed for you and already downloaded, but it is critical to train the customer on programming menu items for future needs

Creating the Menu

1. Click on the Products/Items tab on the Navigation Panel.
2. Click on the Departments tab and verify whether the existing options are sufficient. If not, you may click on the +Department button to add more. You may also edit existing options.
3. Click on the Coursing tab and verify whether the existing options are sufficient. If not, you may click on the +Coursing button to add more. You may also edit existing options.
4. Click on the Serving Size Levels tab and verify whether the existing options are sufficient. If not, you may click on the +Serving Size Level button to add more. You may also edit existing options.
5. Click on the Taxes tab and then edit the existing tax rate or click on the +Tax button to add the sales tax. You may click on the +Tax button again if you have multiple taxes.
6. Click on the Categories tab and verify whether the existing options are sufficient. If not, you may click on the +Category button to add more. You may also edit existing options.
7. Click on the Sort Category button to choose the order that the categories will appear in the LingaPOS iPad application.

8. Click on the Sub Categories tab if you wish to add Sub Categories. Click on the +Sub Category button to create a Sub Category.
9. Click on the Modifiers tab to create modifiers for your menu items. The Modifiers MUST be created before the Modifier Groups. Click on the +Modifier button to create a Modifier.
10. Click on the Modifier Group tab to create Modifier Groups to assign the Modifiers to. Click on the +Modifier Group button to create a Modifier Group.
11. Click on the Product/Items tab to create Menu Items. Click on the +Menu Item button to create a Menu Item or on the +Retail Item to create a Retail Item. Complete each of the required fields under the Basic Details and then move across the progress bar on the top. This is where you will attach the Modifiers/Modifier Groups that you created earlier.

Publish Changes to iPad

1. Click on the **My Stores** tab on the Navigation Panel.
2. Click on the Publish Your Menu Changes to iPad button to the far right.
3. You will see a “Store data published successfully” message

**NOTE the iPad will update every 5 minute and sync any changes that you have published

If you want to test your changes immediately click the **OPERATIONS** tab on the front screen of the IPAD. Enter a manager passcode. Then select the **SYNC BACK OFFICE** button on the bottom. You will see a message “Your Back Office is up to date”

STEP 6: Checklists, Tools, and Training

Before a merchant can go live, the following needs to be completed:

- Network and hardware needs assessment
- Menu programming and sign-off
- Hardware receipt install, and testing
- POS Back Office Setup, settings, and sync
- Manager/staff training and signoff
- The following templates are provided for verifying progress and approval:
 - **Appendix A:** Network Needs and Customer Info Form
 - **Appendix B:** Network Setup Guide
 - **Appendix C:** Menu Programming Sign off
 - **Appendix D:** Hardware Testing and POS Setup Checklist
 - **Appendix E:** Merchant Training Checklist

Once the hardware is tested, training can take place.

Training Tips:

- It is recommended that management and key staff members be trained first, then THEY train the rest of the staff.
- Training classes should not last more than an hour, after that length of time attention starts to fade or information overload.
- Training should be hands on. Guide them through the functions.
- Request that they take notes.
- Distribute guides, training resources, and links to resources in advance.
- Stress the importance of PRACTICE PRACTICE PRACTICE
- When training is completed, have the merchant sign off on the training completion doc.

CLOUD POS INSTALLATION SITE SURVEY

GENERAL CUSTOMER INFO

| General Info | |
|------------------------|--|
| Site Name | |
| Site Address: | |
| Ste Shipping Address: | |
| Contact Name: | |
| Contact Phone #: | |
| Contact Email address: | |

HARDWARE CONFIGURATION NEEDED

| POS Tablet Name | Receipt Printer Yes/no | Cash Drawer Yes/No | EMV Device Yes/No | Service Type: Bar, Dine In, Delivery, Pick Up, QSR |
|-----------------|------------------------|--------------------|-------------------|----------------------------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

REMOTE PRINTERS

| Printer Name | Categories Assigned |
|--------------|---------------------|
| | |
| | |
| | |
| | |

ADDITIONAL HARDWARE/QTY:

| Hardware Name | Quantity | POS Tablet Connected to |
|--------------------------|----------|-------------------------|
| Scale 10 lb. | | |
| KDS | | |
| Handheld Scanner Wired | | |
| Wireless Barcode Scanner | | |
| Caller ID 2 or 4 line | | |

BUSINESS HOURS:

| DAY | OPEN | CLOSE | DELIVERY |
|-----------|------|-------|----------|
| Monday | | | |
| Tuesday | | | |
| Wednesday | | | |
| Thursday | | | |
| Friday | | | |
| Saturday | | | |
| Sunday | | | |

PAY PERIOD START DAY: _____

PAY PERIOD RUNS (circle one): Weekly Bi-weekly Monthly

MEAL PERIODS:

| Meal Period Name | Starts | Ends |
|------------------|--------|------|
| Breakfast | | |
| Lunch | | |
| Dinner | | |
| | | |

TAXES: <https://support.lingapos.com/portal/kb/articles/create-a-tax>

Consult state and federal regulations regarding the collecting and reporting of all taxes by your establishment.

| Tax Name | Rate | Included Y/N | Categories Tax Applies To |
|----------|------|--------------|---------------------------|
| | | | |
| | | | |

SURCHARGES

| Surcharge Name | Percent of Total | If based on Payment Method, specific (CC, cash, etc.) |
|----------------|------------------|-------------------------------------------------------|
| | | |
| | | |

ADDITIONAL ROLES?

Admin Bartender Busser Cashier Cook Driver Manager Server

PAYMENT TYPES

| Payment Types Accepted | Yes/No |
|-----------------------------------------------|--------|
| Cash | |
| EMV | |
| Gift Card Corporate (Givex – Cost Associated) | |
| Gift Card Local | |
| House Account | |
| User Define | |

DISCOUNTS: use additional sheet if necessary

| Discount Name | % or \$ | Menu Items/Categories | Time | Days |
|---------------|---------|-----------------------|------|------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Appendix B

Networking Guide

(This is where Appendix B will go, when Fredrik Converts the Networking Guide to fit the style of this guide. What was in the original notes was not a quality copy)

Quick Network Setup Guide

Thank you for your purchase. Use this guide to properly setup your POS Local Network.

GETTING STARTED

Make sure you have the devices listed below and use only certified devices:

- iPad
- Access Point
- Router/Switch & Modem/Switch
- Receipt Printer
- Cash Drawer
- Kitchen Printer

1 Connect Router/Modem to Access Point.

If you have a Modem: connect Modem to Router/Switch by Ethernet cable or check your Modem installation manual.

Connect the Router/Switch to Access Point by Ethernet cable.

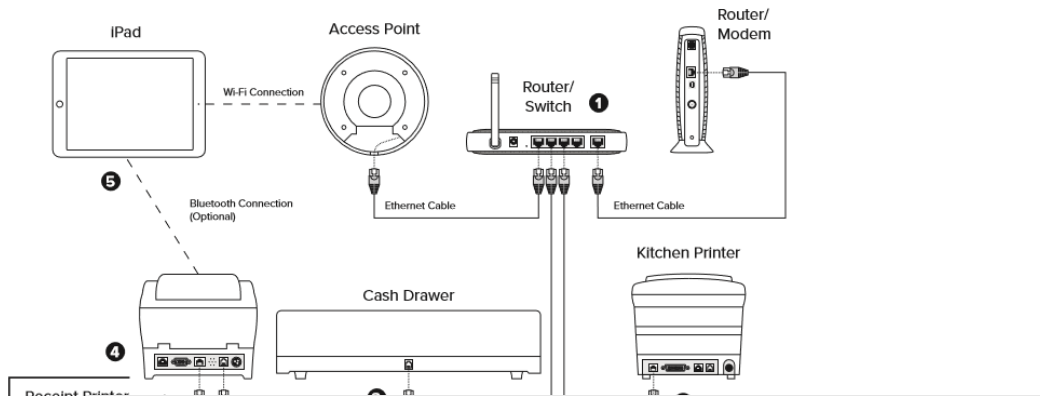
2 Connect Kitchen Printer to Router/Switch by Ethernet cable.

3 Connect Receipt Printer to Cash Drawer by Printer Cash Drawer Cable.

4 Connect Receipt Printer to Router/Switch by Ethernet Cable.

Wireless Option: The Receipt Printer can also be connected wirelessly to the iPads via Bluetooth. Check Printer Manual for more instructions.

5 Connect iPad to Access Point by Wi-Fi connection.



Receipt Printer

We recommend the Receipt Printer to be connected to the Router/Switch by Ethernet Cable. However, Receipt Printers can also be connected wirelessly to iPads through Bluetooth.

Recommended Hardware

Below is a list of recommended hardware. The devices below have been tested and proven to effectively work with our POS System.

PRINTERS

- Thermal Receipt Printer
- Kitchen – Remote Order Printer
- Epson Label Printer

CARD READERS

- Ethernet EMV Card Reader
- Wireless EMV Card Reader
- iPad Attached Card Reader

NETWORKING

- Linga Local Cloud Server Option (per site)
- Ethernet Hardwired Adapter (per iPad)
- Ethernet Cat5 Patch Cable 10'
- Indoor Wireless Ubiquiti Access Point (approx 2,000sq ft)
- Outdoor Wireless Ubiquiti Access Point (approx 2,000sq ft)
- Ethernet 8-port Ubiquiti POE Switch
- Ethernet 16 Gigabit 18-port Ubiquiti POE Switch with 2 SFP ports
- Ubiquiti Single Cable External Power Injector
- Serial Adapter for iPad

APPENDIX C

Menu Signoff Checklist

Company Name: _____

| Menu | Yes | No | N/A | Comments |
|--------------------|-----|----|-----|----------|
| Taxes/Tax Included | | | | |
| Departments | | | | |
| Coursings | | | | |
| Categories | | | | |
| Sub Categories | | | | |
| Serving Sizes | | | | |
| Modifiers | | | | |
| Prefixes | | | | |
| Menu Items | | | | |
| Menu Items Layout | | | | |
| Discounts | | | | |
| Web Ordering | | | | |

By signing this form, you verify, that you were provided with a menu programming by the Benseron Hospitality Menu Department. Additional menu programming can be purchased for a fee.

The signature on this page is required to deactivate demo mode and to go live on your system.

Signature

Date

APPENDIX D

| Testing and POS Setup Checklist | | |
|----------------------------------------|--------------------|-------------------|
| DEVICE TESTED | INSTALLER INITIALS | CUSTOMER INITIALS |
| Order on ipad | | |
| Receipt | | |
| Remote | | |
| Cashdrawer | | |
| EMV | | |
| Scanner | | |
| Scale | | |
| | | |
| SETUP CHECKLIST | Y/N | COMMENTS |
| Support Access | | |
| Networking | | |
| Employee setup | | |
| Taxes | | |
| Gift Cards | | |
| House Account | | |
| Loyalty | | |
| Discount/ Happy Hour | | |
| Gratuity | | |
| Surcharges | | |
| Reasons | | |
| Store Settings | | |
| Printer settings | | |
| Delivery Zones | | |
| Table Layout | | |
| Customers | | |
| Reports | | |
| Inventory | | |
| MENU | | |
| Dept/ Category/ Sub | | |
| Coursing | | |
| Items | | |
| Serving Size | | |
| Modifiers | | |
| Modifier Group | | |
| Optional Modifiers | | |
| Prefix | | |
| Upcharge | | |
| | | |
| | | |

APPENDIX E

| MERCHANT TRAINING CHECKLIST | | |
|------------------------------------|-----|---------|
| TRAINING CHECKLIST FOH | Y/N | COMMENT |
| Service Type | | |
| Hardware settings | | |
| Till manage/ Global | | |
| Batch/ Tip adjust | | |
| Process offline | | |
| Sync Back office | | |
| Offline cc trans handling | | |
| Refund w/ receipt | | |
| Refund w/out receipt | | |
| Close the day | | |
| Cash Drop | | |
| Bar tab/Quick bar | | |
| Ask Name Prompt | | |
| Color Skin | | |
| | | |
| ORDER SCREEN CHECKLIST | Y/N | COMMENT |
| Add customer check | | |
| Edit customer | | |
| Reassign customer | | |
| Go to check stats | | |
| Void a check | | |
| Void an item | | |
| Search | | |
| Print | | |
| Payment | | |
| Quick cash | | |
| Tax exempt | | |
| Discount | | |
| Apply gratuity | | |
| Open cash drawer | | |
| Resend to kitchen | | |
| Hold | | |
| Fire/ Coursing | | |
| Split per seat | | |
| Split evenly | | |
| Separate Item | | |
| Group seat | | |
| Print per seat | | |
| Pay per seat | | |

| CHECK STAT CHECKLIST | Y/N | COMMENT |
|----------------------|-----|---------|
| Active check search | | |
| Reprint check | | |
| Closed reprint check | | |
| Reopen closed check | | |
| View void check | | |
| View future checks | | |

| BAR TAB CHECKLIST | Y/N | COMMENT |
|-------------------|-----|---------|
| New tab | | |
| Transfer tab | | |
| Merge tab | | |
| Split tab | | |
| Rename tab | | |
| | | |

| PHINE ORDERS CHECKLIST | Y/N | COMMENT |
|------------------------|-----|---------|
| Create pickup order | | |
| Release pickup order | | |
| Create delivery order | | |
| Assign driver | | |
| Departure driver | | |
| Arrive driver | | |
| | | |