

Dinerware Overview

Dinerware represents a new way of thinking about restaurant systems. Through great design, Dinerware delivers an ergonomic, efficient and productive user experience. Our streamlined user interface effectively lowers your total cost of ownership by making so many tasks easy and fast.

Unlike our competitors, Dinerware was designed to run with Microsoft SQL Server. This results in unparalleled reliability, performance, and live access to valuable data for import or export or for using off-the-shelf software tools such as Microsoft Excel and Word.



Here is what sets us apart from some other folks:

- Dynamically configure menus – enter menu items quickly, and be ready to sell in a matter of minutes.
- Implement Happy Hours and other promotions in one easy step, in 1 minute or less.
- Transfer tickets in one-step and never worry about bar customers moving to the dining room.
- Change the price of dozens, hundreds, or thousands of similar menu items in one easy step.
- Experience “friction free” technology. Modify your menu and set policies quickly and easily. Implement new ideas as soon as you think of them.
- Perform all management tasks from any terminal at any time. Dinerware keeps managers and staff on the floor with the customer.
- Quickly and easily customize behavior and menus for specific jobs such as bartender.
- Share an item up to 8 ways in any proportion – easily and quickly.
- Split and print guest checks in one easy step.
- Accept any number of payments, in any combination of type.

Dinerware Features and Functions

Order Entry and Ticket Handling

- Transfer Tickets.
- Change Tables.
- Custom ticket names.
- Split checks easily.
- Share items.
- Perform “favors” for co-workers, or cashier others’ tickets.
- Convenient “Repeat” function to repeat items previously ordered.
- Manual Hold and Release.
- Free-text Special Requests.
- Easily change price, quantity, or extended price of any item.
- Interactive ticket is very easy to use. Simply touch the item you want to work with.
- Ticket Status display allows you to see important ticket details at a glance.
- Tickets can live infinitely. Great for running tabs or catering.



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Menu Setup

- Unlimited Menu Items.
- Unlimited Screen Categories.
- Unlimited Choices (modifiers).
- Place Items into multiple Screen Categories.
- Create custom menus for certain Jobs.
- Required and Optional Choices.
- Multiple Choices or Single.
- Re-Use a Choice in as many sets as you like.
- Choices can affect item price by percentage or fixed amount.
- Print Choices in Red – option by Choice or by Set.
- Choices can generate additional remote prints.

Payment Processing

- Flexible options for guest check formatting and contents.
- Optional Receipt printing (great for counter service).
- Unlimited split payments on any ticket.
- Fast Pay function for rapid bar transactions.
- Multiple cash drawers, with balance-by-drawer.
- Process credit cards.
- Easily re-open tickets to adjust payments, tips, etc.
- Record Checks and Gift Certificates with tips.

Kitchen Printing

- Print Choices in Red.
- Group 'like' items on kitchen prints.
- Dynamically route prints based on the Job of the person placing the order.
- Sort by Seat Position for expeditors, or Item Group for cooks.
- Any printer can take on multiple roles.

Pricing

- Dynamic Price & Quantity on Order Entry screens.
- Hidden Taxes.
- Sophisticated taxation rules for surcharges, thresholds, and GST taxes.
- No confusing, error prone "price levels."
- Inherited pricing allows thousands of similarly-priced items to be changed in one step.
- Rules-based Discounts allow implementation of happy hours and other policies in seconds – complete with reporting. You no longer have to create a separate item to track happy hour discounting levels.
- Restrict Discounts by Job. Great for manager discounts, or happy hour in the bar only.
- Hidden Discounts are suppressed on customer prints.
- Restrict manual Discount availability by item. For example, Employee Discount does not apply for Alcohol.
- Create Discounts to apply to tickets, items, or both.
- Easily create new 100% Discounts to track specific issues.



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Reporting

- Instant Daily reports print on receipt printers, and preview on screen.
- “Infinite” database stores all information permanently.
- Complete audit trail of items sold.
- Report on all data going with unlimited history.
- Many built in reports.
- View reports on screen.
- Drill down to the underlying data.
- Easily access live data with Excel, Access, and other tools.

Delivery/Customer Database

- Tight integration with the Order Entry screens for seamless, easy use in the Dining Room, Bar, Delivery, and Carry Out.
- Instantly switch between customer lookup and order entry, at any time!
- Associate a Customer with a Guest Check at any time – before, during, or after the meal.
- Smart Search™ allows you instantly search on any part of the customer name, address, email, or telephone number. The search is refined as you type!
- Smart Favorites™ instantly compiles favorite items for each Customer in any categories you choose. Convenient re-order buttons allow instant re-order of any item. The Customer’s entire order history is used to determine favorite items.
- Smart Address™ allows you to record multiple addresses and phone numbers for each customer. Even create a separate note for each address!

List View

- The new List View features allow bulk operations on your tickets.
- Pay any number of tickets to Cash in one step.
- Enter all of your credit card tips on one convenient screen.
- Print delivery information or Guest Checks for many tickets in one step.
- Quickly sort your tickets according to Customer, Time Ordered, User, Time Left, or Amount Due.
- Combine any number of tickets into one.
- Transfer tickets to yourself or others.

Revenue Centers

- Revenue Centers allow you to subtotal your sales for different parts of your business such as Bar/Dining Room or Dine In / Delivery
- Define an unlimited number of Revenue Centers
- Revenue Centers can receive sales according to the user’s Job, or the Section to which the Guest Check was assigned.
- Sales Break Down is available on the financial reports.



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Delivery Functionality

- In addition to the Customer Identity and List View features, these features are intended to smooth the operation of delivery and carry-out operations.
- Print a barcode on remote prints. A barcode may be printed at a remote printer along with the order. When the barcode is scanned, the ticket is automatically transferred to the user operating the scanner, and delivery information is printed.
- Require a customer to be selected for certain Sections.
- Print customer information on remote prints – the customer information may be included along with the order on a remote printer.

Labor

- Unlimited Void reasons for detailed, customized tracking.
- Unlimited Jobs.
- Overtime pay calculation.
- Edit time sheets easily from any screen, at any time.
- At-risk for overtime employees show red.
- Complete employee database is always available.
- Review dates, health and liquor card expiration, emergency contact info

Communication

- Fresh Sheet counts down items for all to see.
- Manual override allows items to be ordered if necessary.
- Internal email system with person Inbox.
- Message of the Day on login screen.

