

Q: Has cash management for servers changed?

A: Servers will continue with server banking. There are Point-of-sale terminal restrictions however for closing a transaction to a tender of cash. This must only be done on a server station or mobile order taker. If this is done on a point-of-sale terminal with a cash drawer assigned the server must place the cash in the drawer and immediately have the manager transfer the check to the employee assigned to the till.

Q. Can a server close out another server's check?

A. Yes. The server who closes the check needs to keep the cash. If it is a credit card, the original server (owner) of the check needs to go to “orders->today-> find check-> pay screen to add tip” as it will not appear in “tips waiting to be processed”.

***This is fixed in the latest upgrade to show on both server tips waiting to be processed report but the owner of the check gets the tip regardless of who adds it to the tips waiting to be processed screen.**

Q. Has till assignments/rules change.

A. No. Only one employee should be assigned to the till at one time. Managers can use any till without being assigned. And between user's checkout should be used to reset the till.

Q. Has the day-to-day operations changed?

A. No.

Q. Has timekeeping changed?

A. Yes, it is suggested to make the edits on Revel POS (point of sale) on the same day. This allows us to make a change while the employees are still there so that they can verify their time is correct. You can still make it on Altametrics, but it is easier and safer to do it in POS (i.e. Revel). Only change time worked **DO NOT** change Job Codes. If someone is clocked in the wrong job code, please have them clock out and then clock back in as the right job code (awaiting the 60 seconds per the pos requirement).

Q. Has hiring employees changed?

A. No. You still hire in Talent-Reef, and then add the employee manually to Altametrics. From there the employee will be ported over to Revel (takes about 30 minutes).

Q. What do I do if CC machines are not working?

A. Refresh POS 1 (fountain) if they still do not come up Call the Revel Support Line.

Q. How can I look up if a server closed a cash transaction on POS 1 (le fountain).

A. Log into Revel Back Office on the computer. Go to Payment Summary. Scroll down and filter by Cash Payments. Click on “station” to organize by station. Look for any transaction made by a server. If they did close it, on the POS go to orders, enter the ticket number to find and reopen check. At the bottom, transfer ownership to who owns the drawer and make sure the money is in the drawer.

Q. Does Revel POS have a training option.

A. Yes, on the settings page you can toggle on training mode which puts that terminal into training mode until you change it.



Frequently Asked Questions



Q. How do I add a call name to a To Go or Take out order?

A. When in the order, tap the head on the left-hand side. That will pop up a window to enter a first name, last name and phone number that will then show up on the ticket/KDS. Or you can use CALL NAMES which will ask for just the first name. Additionally, if you tap on the blue order ID at the top, you can add a takeout time to the order (default is 20 minutes) to help alert the kitchen to timing.

Q. I can't see the check on the left side of the POS screen, what happened?

A. There is a double-sided arrow on the top right. If you tap that it will show the check and what you have added onto it. If you want a bigger menu/ quick access to just ring in items, you can click that double arrow to show/hide that check area.

Q. What do I do if it says Not all Orders are Synced when running a server sales report?

A. Please wait 90 seconds (about 1 and a half minutes). The system needs at least 90 seconds (about 1 and a half minutes) between closing the last check and updating to run the server sales report.

Q. What do I do if a server uses the fountain till for cash and we find out after their cash out.

A. Re-open the check by going to orders, all orders and then search for that transaction: once found open the check and go transfer ownership (under action icons) and transfer to the manager/ owner of that till and then wait 90 seconds (about 1 and a half minutes) and rerun the server check out, and if needed do a tip out for the cash we may owe them.

Q. How do I remove a discount?

A. On the 3 dots ellipsis, go to discounts. Swipe down on that screen in that bar and you will have 3 options, one of them is to remove the discount. Click remove discount to remove which discount should not be on the check.

Q. Who should I call for Support:

A. Go to postraining.com to find the support contact's page. For Revel Hardware Support we contact Revel. For Networking support, you contact Interface. For any issues pertaining to POS Menu/Configuration please use Fran Connect to open a check/ or email POS_Support@brixholdings.com.



REVEL POS Support:

(415) 744-1433 Op 2, 1913

The caller will be asked to provide **URL** and **Establishment Number** along with details of the issue - <https://postraining.info/support-news-updates/>
Support for issues pertaining to the REVEL POS System Hardware

Interface Network Operations Center (NOC):

(800) 727-1668 enter prompts accordingly

Support for issues pertaining to Network, Internet, Phones and Wi-Fi

BRIX Support:

Please submit a ticket in [FranConnect](#)

Support for issues pertaining to the POS Menu & Configuration

For Urgent POS Menu & Configuration Issues Email POS_Support@brixholdings.com

Please submit a ticket in [FranConnect](#)

Support for issues pertaining to the Laptop, Office Printer, Email



Q. Has Completing Refunds Changed?

A. Yes, if the refund is done the same day for a POS transaction, you can process the refund (cash or credit) on the same day in the system. To do this, you reopen the check, and click on the item. Then Remove Item (toggle off return to inventory) and the system will prompt you to refund the money to the guest. If it were a CC, the money would automatically go back onto the card while if it were cash, you would pull the money out of the drawer. For OLO orders or orders not on the same day you would need to go to your director or Market Manager to process refunds for those orders.