



Brink Manager Guide



Welcome to Brink!

Brink is the system that team members will use to take guests' orders. The Brink system allows you to perform all necessary functions for a guest's check, from initial ring-in to splitting desserts and payment. It also allows you as a Manager to complete tasks such as time adjustments and pulling sales reports.

This guide walks you step-by-step through the major functions you will be using on Brink as a TooJay's Manager, and is laid out to mirror the Manager Home screen and the Additional Functions screen you will find when performing manager functions on team members' checks. Team members will require you to swipe your Brink card or enter your PIN to perform certain functions such as comping sent items, adjusting tips, or refunding payment. This is to protect both the restaurant's and our guests' information.

Your Area Directors and Training Department are here to support you as you continue learning the Brink system, so feel free to reach out anytime with questions or concerns.

Thank you being a valued team member at TooJay's!



Opening Procedures

1. Using PIN or swipe card, clock in DBC register on Brink terminal
2. Go to *Employee Menu*
3. To assign drawer:
 - Touch selected drawer
 - Touch *Assign* to assign drawer to an employee or a terminal
 - Enter the beginning bank \$ amount. Touch *OK*
 - Select *Exit*
 - Hit *BACK* to bring you back to Home Screen

Brink AM Shift Procedures

1. Reconcile and collect all discount/comp receipts
2. Under DBC terminal screen, go to *Manager Menu*
3. Under *CASH*, select *CHECKOUT*
4. "Are You Sure You Wish to Checkout?" Select *YES*, and drawer will open
5. Count drawer as normal, and enter amount in Data Central
6. At Brink terminal, verify all time records are accurate for the day
7. Once reconciled, clock out DBC register

Brink PM Shift Procedures

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Closing Procedures

1. Using PIN or swipe card, go to *Manager Menu*
2. Under *Ordering*, select *Open Orders*. Verify there are no open orders; if so, close out appropriately. **Any transactions that are not closed out will be auto closed at 2 am, resulting in cash shortages!*
3. In back office, log in to Data Central
4. Follow closing procedures in Data Central
5. Return to terminal and ensure all time records are accurate before running *End of Day* report from Brink
6. Under *System*, select *RUN END OF DAY FOR (CURRENT DATE)* and print report from terminal

Data Central Add/Modify Employee

(for Team Members whose onboarding is the same as start date)

1. Under *Employee/Time Functions*, select *Add/Modify Employees*
2. Select *Next*
3. Highlight name of employee that is being imported from People Matters
4. Select *Modify*
5. Copy current employee ID from bottom left under *Unit Settings* and paste under *POS Payroll ID*
6. Click *OK*
7. Select *Actions*— From drop down menu, choose *Synchronize with POS (Selected Only)*
8. The following morning, there will be an auto report generated by payroll with the employee's new POS payroll ID number. Follow steps 1-4.
9. Copy the newly generated POS payroll ID number and in bottom left under *Unit Settings*, paste this new ID number under *POS Payroll ID*
10. Click *OK*
11. Select *Actions*— From drop down menu, choose *Synchronize with POS (Selected Only)*
12. Click *Close* button to finish

These are the headers each manager function button can be found under

ORDERING

These are the manager function buttons you will find under each header on Brink

<u>(To Reopen) Closed Orders</u>	<u>Open Orders</u>	<u>Item Availability</u>
<ol style="list-style-type: none"> 1. Select Closed Orders 2. Touch order to reopen. Order appears on the screen 3. Touch Reopen Order 4. Order is activated on the screen 5. Highlight payment 6. Select delete to remove payment 7. Modify order as needed 	<ol style="list-style-type: none"> 1. Select Open Orders 2. All current open orders will open to view 3. Touch order, then touch Select Order to open 	<ol style="list-style-type: none"> 1. Select Item Availability 2. Utilize the search function to find the item 3. Make sure No Limit is unchecked 4. Use the +1 and +10 until Available is set to the desired number 5. Click Save Item 6. Repeat steps 4 & 5 as needed. 7. Press Done when finished 8. For items that are unavailable, check the Not Available box

Transfer (Check)

1. Select **Transfer**
2. Touch Party to Transfer
3. Touch Destination Employee and select **OK**
4. Destination Employee will see Blue "In" Arrow appear over transferred order – touch **arrow**
5. "Do you wish to accept the transfer?" pop up will appear – select **Yes** to accept order

CASH

<u>Checkout</u>	<u>Undo Checkout</u>	<u>Reprint Checkout</u>
<ol style="list-style-type: none"> 1. Click Checkout 2. Checkout will print 	<ol style="list-style-type: none"> 1. Click Undo Checkout 2. Select the desired checkout 3. Touch Reprint Checkout to select a checkout to print 	<ol style="list-style-type: none"> 1. Click Reprint Checkout 2. Select the desired checkout 3. Checkout will print
<u>Manage Drawers</u>	<u>(Paid Out) Cash In/Cash Out</u>	<u>Open Drawer 1</u>
<ol style="list-style-type: none"> 1. Touch selected drawer 2. Touch Assign to assign drawer to an employee or a terminal 3. Enter the beginning bank \$ amount. Touch OK 4. Select Checkout to checkout drawer; drawer will open 5. Select Exit to exit 	<ol style="list-style-type: none"> 1. Select Manage Drawers, ensure correct drawer is highlighted in green 2. Touch Cash Out 3. Select Petty Account, then Supplies 4. Enter amount, and initial printed receipt 	<ol style="list-style-type: none"> 1. Select to open drawer

LABOR

Edit Shifts

1. Select *Edit Shifts*
2. *Shift Maintenance* screen appears
3. Select employee from the employee list
4. Select desired adjustment from the bottom of the screen. *End Break, Clock Out, Edit, New, Delete*
5. Make the desired changes and touch **OK**
6. Will be prompted to select a reason for the edit, then select **OK**
7. Repeat until all changes have been made
8. Touch *Done* to exit

Set Login (for Employees/Managers)

1. Select *Set Login*
2. Select employee
3. Enter login type (Select Card for Manager, enter PIN for employee) **Employee pin will be birthdate in mm/dd/yy format (ex.—Nov. 9th, 1987 would be 110987)

Employees Clocked In

1. Select *Employees Clocked In*
2. Report shows employees clocked in for the day, clock in times, and break times
3. Click on *Page Up* or *Page Down* to scroll through report
4. Select *Print* to print the report to the receipt printer
5. Touch *Close* to exit

Hourly Labor

1. Select *Hourly Labor* report
2. Report shows net sales, labor hour \$, and labor % by the hour
3. Click on *Page Up* or *Page Down* to scroll through the report
4. Select *Print* to print the report to the receipt printer
5. Touch *Close* to exit

REPORTS

<p style="text-align: center;"><u>Hourly Sales</u></p> <ol style="list-style-type: none"> 1. Select <i>Hourly Sales</i> report 2. Report shows entire sales for day broken down by hour 3. Select <i>Summary</i> to see all hours 4. Select <i>Sales</i> to see sales up to current time 5. Click on <i>Page Up</i> or <i>Page Down</i> to scroll through report 6. Click on each column heading to sort column information 7. Touch <i>Close</i> to exit 	<p style="text-align: center;"><u>Sales</u></p> <ol style="list-style-type: none"> 1. Select <i>Sales</i> report 2. Report shows sales, including taxes, voids, refunds, discounts, credit card sales, etc. 3. Select <i>Summary</i> to see a general summary of the day's sales 4. Select <i>Sales</i> to see sales grouped by Revenue Center 5. Select <i>Employees, Payments, Discounts</i>, or <i>Taxes</i> to see sales data grouped by selection 6. Click on <i>Page Up</i> or <i>Page Down</i> to scroll through report 7. For all but <i>Summary</i>, click on each column heading to sort column information 8. Touch <i>Close</i> to exit 	<p style="text-align: center;"><u>Sales Summary</u></p> <ol style="list-style-type: none"> 1. Select <i>Sales Summary</i> report 2. Report shows sales, including taxes, voids, refunds, discounts, credit card sales, etc. 3. Click on <i>Page Up</i> or <i>Page Down</i> to scroll through the report 4. Select <i>Print</i> to print the report to the receipt printer 5. Touch <i>Close</i> to exit
<p style="text-align: center;"><u>Product Mix</u></p> <ol style="list-style-type: none"> 1. Select <i>Product Mix</i> report 2. Report shows menu items sold 3. Select <i>Items</i> to see all products 4. Select <i>Item Groups</i> to see items sold by group 5. Select <i>Revenue Centers</i> to see items broken into revenue center groups 6. Click on <i>Page Up</i> or <i>Page Down</i> to scroll through report 7. Click on each column heading to sort column information 8. Touch <i>Print</i> to print the report to the receipt printer 9. Touch <i>Close</i> to exit 		<p style="text-align: center;"><u>Items by Employee</u></p> <ol style="list-style-type: none"> 1. Select <i>Items by Employee</i> 2. Use scroll or search function to look for individual items sold by each employee

ADDITIONAL FUNCTIONS

<p style="text-align: center;"><u>Move Party</u></p> <ol style="list-style-type: none"> 1. Select Move Party 2. Enter Manager PIN 3. Select Destination Table 	<p style="text-align: center;"><u>Combine Orders</u></p> <ol style="list-style-type: none"> 1. Select Combine Orders 2. Enter Manager PIN 3. Select an Order to combine with the current order open 4. Select OK 	<p style="text-align: center;"><u>Transfer Items</u></p> <ol style="list-style-type: none"> 1. Highlight item to be transferred 2. Select Transfer Items 3. Enter Manager Pin 4. Select Destination Order 5. Select OK
<p style="text-align: center;"><u>Clear Note</u></p> <p><i>*For use before item is sent to kitchen</i></p> <ol style="list-style-type: none"> 1. Highlight note attached to item 2. Select Clear Note 	<p style="text-align: center;"><u>Delete Item/Delete Whole Check</u></p> <ol style="list-style-type: none"> 1. Touch item from menu and highlight the item needed in the order screen 2. Touch Delete to remove the needed item 3. Select Reason 4. To delete entire order, touch Delete All button and select Reason 5. Select Exit 	<p style="text-align: center;"><u>Refund Order</u></p> <ol style="list-style-type: none"> 1. Select New Order 2. Go to Additional Functions, select Refund 3. Select refund reason 4. Ring in the items that need to be refunded and touch Pay 5. Select Close Order 6. Select tender type and touch OK 7. If credit, swipe card or enter card # manually
<p style="text-align: center;"><u>Tax Exempt</u></p> <ol style="list-style-type: none"> 1. Enter order 2. Select Set Tax Exempt 3. Enter customer Tax Exempt # using on-screen keyboard 4. Select Done 5. Should see \$0.00 tax on order 	<p style="text-align: center;"><u>Adjust Payment</u></p> <ol style="list-style-type: none"> 1. Select an order that has a payment applied (May need to reopen order) 2. Select the payment in the order screen 3. Touch Adjust Payment 4. Adjust amount and/or tip and touch Done 	<p style="text-align: center;"><u>Rush Order</u></p> <ol style="list-style-type: none"> 1. Select Rush Order 2. Enter Manager PIN 3. Items will be rushed to kitchen

SYSTEM

Run End of Day

1. Touch **Run End of Day** to print report

* You **MUST ENSURE** ALL checks have been cashed out and ALL time records are satisfied before running