

Version Release: v 0.19.0

Updates and New Features

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1. Digital Tips on GFD

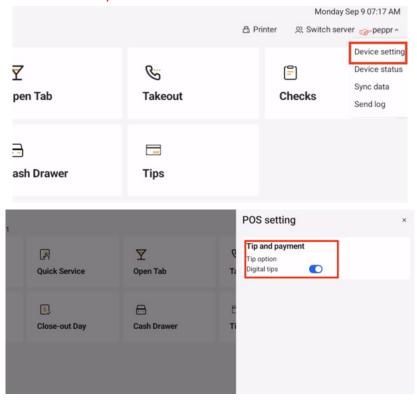
Update Area: POS/GFD/Tips

For POS systems with an attached Guest Facing Display (GFD), businesses can now collect tips and customer signatures either on paper or digitally via the GFD, depending on their preference and system configuration.

How to Set Up:

Go to POS \rightarrow Device Setup \rightarrow Digital Tips \rightarrow On/Off.

Note: This a device-level setting, which applies only to the POS terminal where the configuration has been completed.

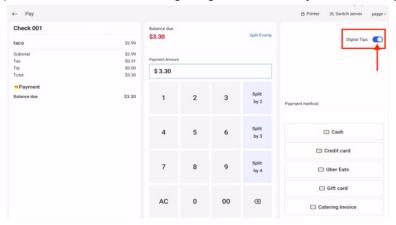


- **If ON:** During payment, digital tip options will be displayed on the Guest Facing Display (GFD) screen for customers to select across all dining options.
 - The merchant copy receipt still follows the backend configuration for whether to print or not.
 - The customer copy receipt has the option to print or not on the secondary screen, chosen by the customer (Tip selection is skipped for cash payments).
- If OFF: Tip options will be printed on the receipt for manual input across all dining options.
 - Sign the tip on paper

 Both the merchant copy and customer copy follow the backend configuration.

Override Tip Collection Method:

• On the **Payment** page, there is an option to override the default tip collection method for a specific transaction, allowing for greater flexibility on a case-by-case basis.



Things to Know:

- The default setting is currently **ON** for POS with a Guest Facing Display;
- The default setting is **OFF** for single-screen POS.
- This setting applies only at the device level.
- Tablets only support printed/manual tip input temporarily.

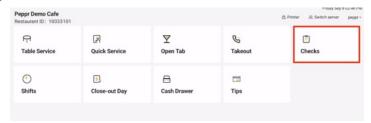
2. Reopen Checks

Update Area: POS/Checks

In the previous update, Peppr allowed servers to reopen a check by voiding payments, which changed a "closed" check to "open." With the new feature, servers can now reopen a check directly without voiding payments, streamlining the process. This enables easier edits, such as removing items or adjusting the service charge, before proceeding with payment.

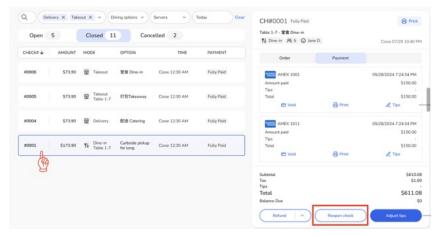
Instructions:

POS → Check



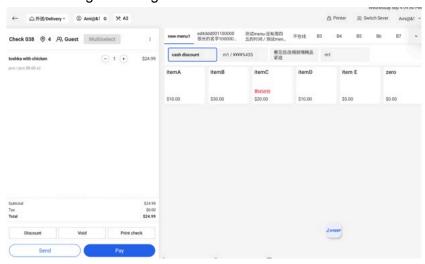
1. Find the Check & Click "Reopen Check":

Go to the Closed tab and locate the check you want to reopen. Click Reopen Check to change the check to "open" status. For partially paid checks, the button is labeled **Update Check** but functions the same.



2. Make Edits:

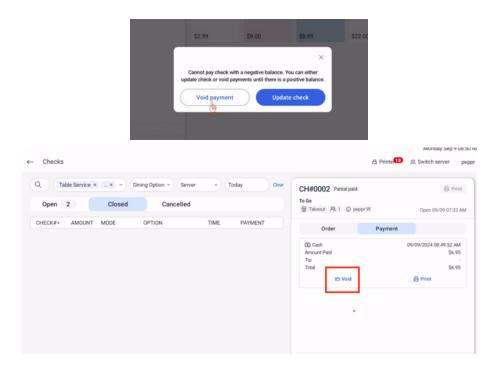
You'll be redirected to the order screen. Here, you can make necessary adjustments, such as removing or adding items.



3. Proceed to Payment: Once edits are complete, click Pay.

Two situations can occur:

- If the balance due ≥ 0, the guest can proceed with payment as usual, and the check will close after payment.
- o **If the balance due < 0** (e.g., the guest originally paid \$100, but the reopened check now totals \$80), the system will prompt you to void the original \$100 payment and repay the new \$80 amount to close the check.
 - Click Void Payment on the pop-up window
 - Then click **Void** to confirm voiding the payment



Things to know:

• **Time Restriction:** You can only reopen today's check before 4:00 AM, as all payments are processed after that time.

• Order Restrictions:

- Checks that have already been refunded cannot be reopened.
- For checks paid with a cash discount, you must void the original payment before reopening.
- Split item/check actions are not allowed if the check is partially or fully paid.

• Other Important Notes:

- Once you click Reopen Check, the check is automatically in "open" status, even
 if no edits are made. It must be paid again to close.
- If you void the original payment without clicking Reopen Check, the check will still revert to "open" status.
- Voiding a payment cancels the payment without charging the customer,
 whereas refunding means the customer is charged but also receives a refund.

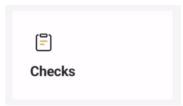
3. Adjust Tips For Quick Service Orders

Update Area: POS/Tips

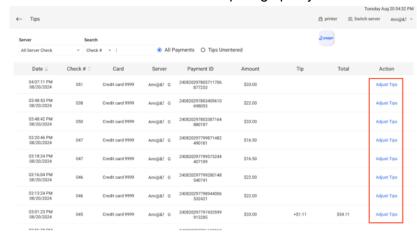
Previously, users could not adjust tips for Quick Service orders, limiting flexibility in managing gratuities. With this update, users can now modify tips for all checks, including Quick Service orders, offering greater control over transactions.

Instructions

- Adjust Tips via Checks Module:
 - 1. Navigate to Checks.



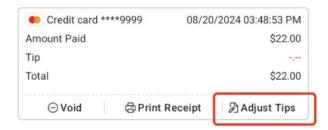
2. Locate and select the check requiring tip adjustment.



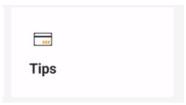
3. Go to the **Payment** tab.



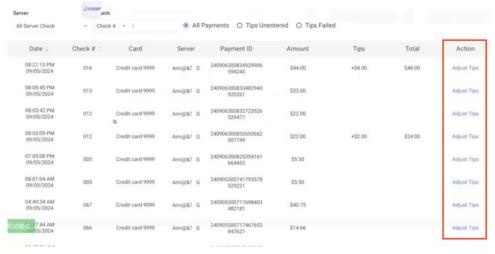
4. Click Tips.



- 5. Enter the desired tip amount.
- 6. Click **Update** to save changes.
- Adjust Tips via Tips Module:
 - 1. Navigate to Tips



- 2. Find and select the transaction requiring tip adjustment.
- 3. In the Action column, click Adjust Tips.



- 4. Enter the updated tip amount.
- 5. Click **Update** to finalize the adjustment.

4. Service Charge & Discount Updates for Split Checks

Update Area: POS/Checks

Previously, when splitting checks, discounts and service charges were automatically cleared. The new update increases server efficiency by providing quick options for handling existing service charges and discounts, streamlining the process and reducing manual effort.

New Solution:

Auto service charge: Automatically applied to newly added / split checks.



Manual service charge (%): Automatically applied to newly added / split checks.



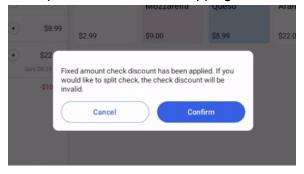
• **Manual service charge (\$)**: Remains on the current check; user will need to manually add it to each splitted check in the shopping cart.

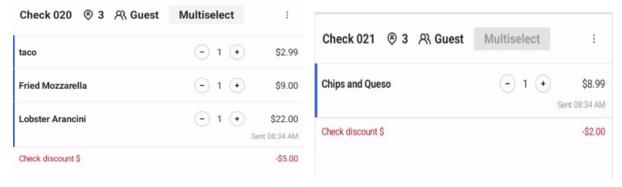


 Check discount (%): Automatically applied to newly added / split checks. (Only if the % discount was applied before splitting the check)



• Check discount (\$): Removed before entering the splitting check page; user can add \$ discount to each splitted check in the shopping cart.





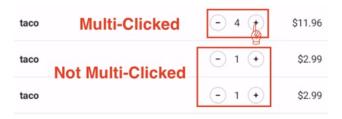
Things to Know:

- If multiple checks have different service charge percentages, they will remain on their respective checks.
- If multiple checks have different discounts (whether check or item discounts), they will also stay on their respective checks.

5. Item Grouping on Kitchen Tickets: Aligned with Shopping Cart

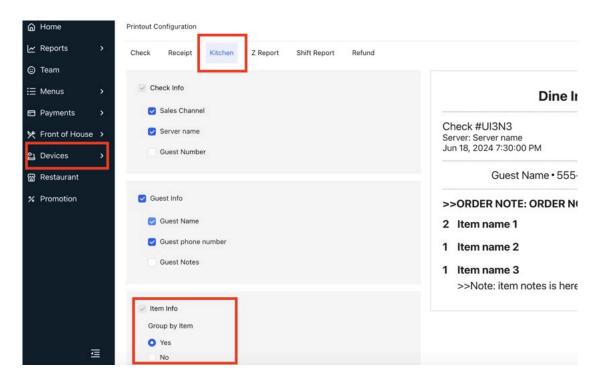
Update Area: Tickets

The number of items on the kitchen ticket now aligns with the Shopping Cart. When an item is **clicked multiple times** through the "+" **button**, it will be grouped and displayed on a single line in the kitchen ticket, reflecting the total quantity. This improves efficiency by providing a clear count of dishes for the kitchen staff to prepare.



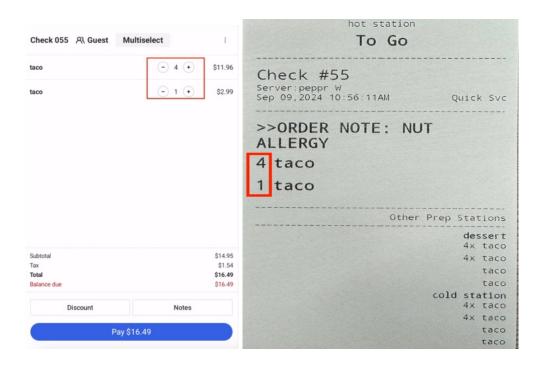
How to set up:

Peppr Web \checkmark peppr \rightarrow Devices \rightarrow Printer \rightarrow Printouts \rightarrow Kitchen \checkmark \rightarrow Settings \rightarrow Group By Item



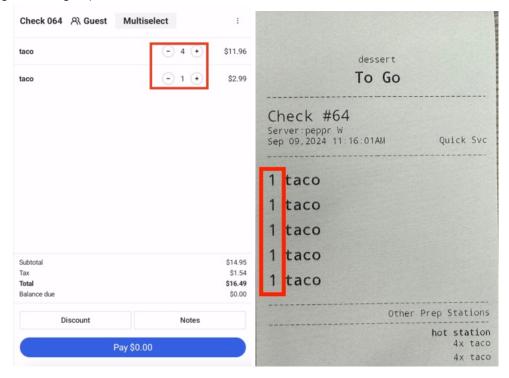
If "Yes" is selected (By Default):

Multiple-clicked items will be grouped, and the dish quantity will be printed the same as it appears in the shopping cart (e.g., "3 x Burger").



If "No" is selected:

Each identical item will be printed on a separate line, with one dish per line (e.g., "Burger," "Burger," "Burger").



Things to Know:

The default setting for 'Group by Item' is Yes.

6. Kitchen Ticket Design Updates:

Update Area: Tickets

Move 'Dining Option' Placement:

The 'Dining Option' (e.g., Dine-In, Takeout, Delivery) has been relocated to the top center of the kitchen ticket. This adjustment ensures that the dining option is prominently displayed for better visibility and clarity.



Print 'Dining Option' in Red (Impact Printers Only):

On impact printers, the 'Dining Option' will now be printed in red, making it stand out even more.

7. Labor Report Export

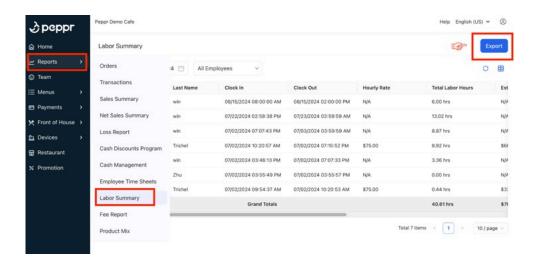
Update Area: Labor Reports

This new feature enables business owners and managers to easily export labor data for improved record-keeping, sharing, and analysis. With a few simple steps, owners can generate detailed labor reports that include employee hours, wages, and other relevant data,

Enter Labor Summary:

Peppr Web

Peppr → Reports → Labor Summary → Click Download

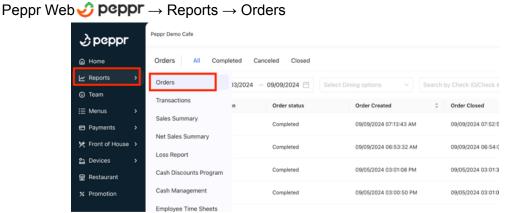


8. Order Details Reporting – Sent Time Tracking

Update Area: Order Reports

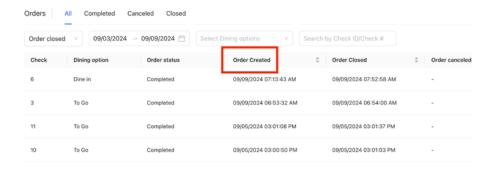
This update provides owners with better visibility into the precise timing of item deliveries and kitchen efficiency, significantly improving overall order management.





Rename Field:

 The current field name "Ordering Time" is changed to "Order Created" to provide clearer context, accurately representing the moment the order is placed.



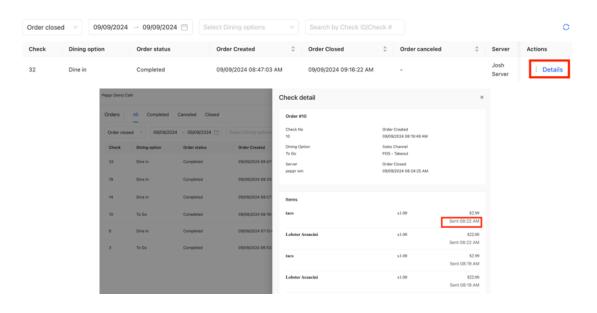
Remove Incompatible Field Tabs:

- Field tabs that are not compatible with the POS-end display have been removed.
- Now:



Enrich New Fields:

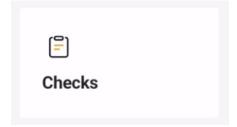
 A new field, "Sent Time," is added in Order Details to record the exact time each item is sent to the kitchen. This addition will provide more detailed tracking of kitchen operations, helping to monitor order processing times and efficiency.



9. Check Section UI/UX Updates on POS

Update Area: POS/Checks

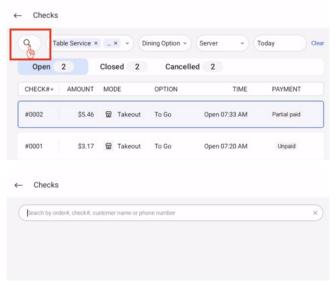
To enhance the user experience, we have introduced several updates to the UI/UX design of the "Checks" module, making it more efficient and user-friendly.



Updates:

New Search View

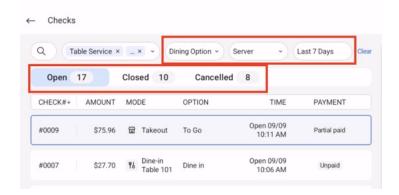
A search view has been added to allow servers to quickly find specific checks. Click the **search icon** to enter the search view, then search by **order #**, **check #**, **customer name** or **phone number**.



Note: Click "x" to exit the search view.

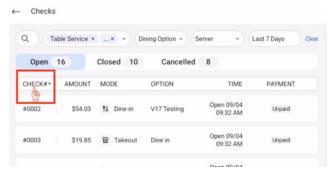
Classification and Filtering

- Checks are now clearly classified into "Open", "Closed" and "Cancelled" categories, displaying the number of checks in each category. If a category has no checks, it will be hidden from view.
- Users can also narrow down their search by applying filters such as **Dining Option**, **Server**, and **Date Range**, making it easier to locate specific checks.



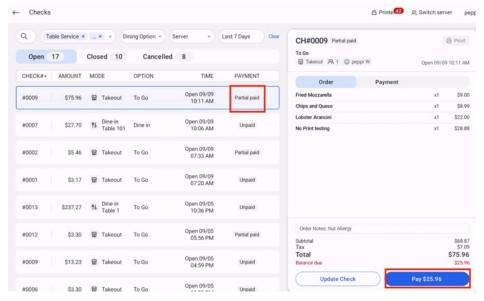
• Sort by Check Number

Servers can now click on the "Check#" column to sort the check list either from the earliest to latest or vice versa.



New "Pay" Button for Partially Paid Checks

For checks that have been partially paid, a new "Pay" button has been added. This allows servers to complete the payment directly from the check screen without needing to navigate back to the order screen.

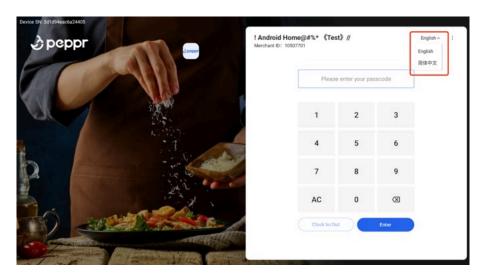


10. Hide Language Options

Update Area: POS

Previously, there was a **language switch button** on the PIN entry page, which occasionally led to user errors. We have now **hidden the language switch button** to prevent accidental changes.

In the future, this feature will be reinstated once we expand support for more languages, providing a more seamless experience for multi-language users.



11. Update: Peppr Login Email No Longer Case-Sensitive

Update Area: Peppr Web

We've updated the Peppr login process to make the email field case-insensitive. This means users can log in using their email addresses without worrying about uppercase or lowercase letters, simplifying the login experience and reducing potential errors.