

Setting up service modes

Service modes in PowerEPOS

ESTIMATED TIME 20 minutes

A service mode is how a particular style of service behaves on the POS: what it is called on each screen, which price level it uses, whether covers and seat numbers are compulsory, and what happens to dockets, receipts and orders left sitting. This guide builds a table service mode from scratch.

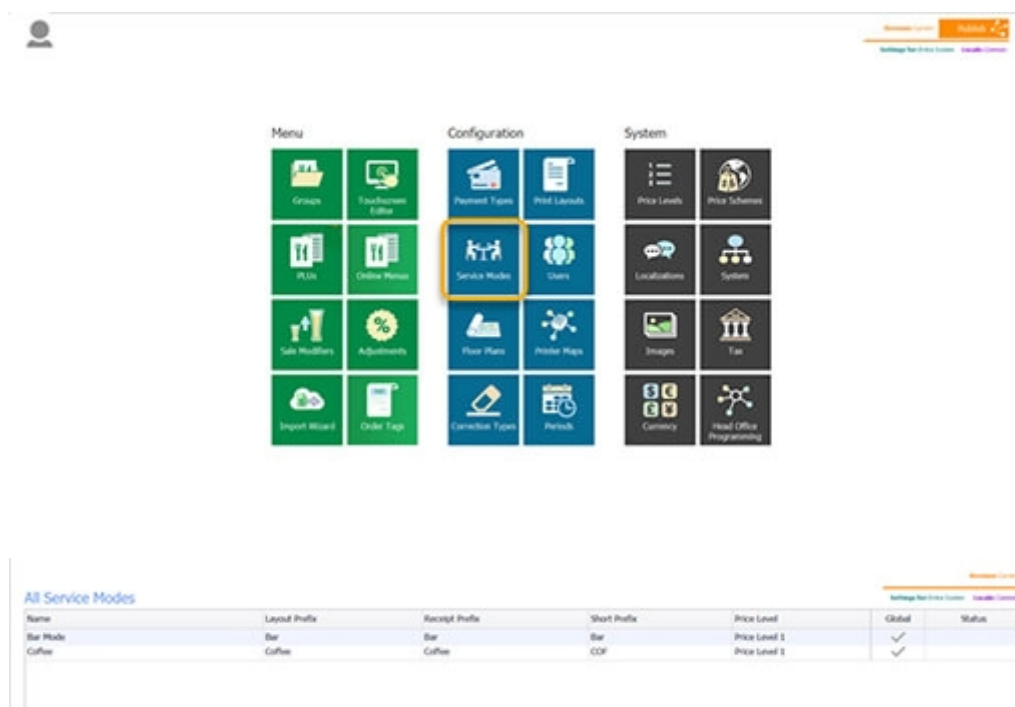
Before you start

- Access to the PowerEPOS Management Console.
- Your price levels already set up.
- The table numbers you use, if this is a table service mode.

Creating the service mode

1 Open the Service Mode module

From the PowerEPOS Management Console, select **Service Modes**.



2

Start a new one and name it

Select **New** at the bottom right of the control panel, then enter the name — *Table*, short for table service, in this example.



Table

General

Flags

Name: Table

Short Prefix: eg. TBL / BAR

Floor Plan Prefix: eg. Table / Bar

Receipt Prefix: eg. Table / Bar

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Always print

Ranges:

Hint: If no ranges are configured, the service mode will not require a number and immediately open a new sale

Test POS Prompting

Save Cancel

The prefixes

The service mode appears in three places, each with its own prefix.

- **Short prefix** — shown on the right of the ordering screen.
- **Floor plan prefix** — shown on the floor plan screen.
- **Receipt prefix** — printed on the receipt or docket.

Table

General

Flags

Name: Table

Short Prefix: eg. TBL / BAR

Floor Plan Prefix: eg. Table / Bar

Receipt Prefix: eg. Table / Bar

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Always print

Ranges:

Test POS Prompting

Save Cancel

Table

General

Flags

Name: Table

Short Prefix: eg. TBL / BAR

Floor Plan Prefix: eg. Table / Bar

Receipt Prefix: eg. Table / Bar

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Always print

Ranges:

Test POS Prompting

Save Cancel

Table

General

Flags

Name: Table

Short Prefix: eg. TBL / BAR

Floor Plan Prefix: eg. Table / Bar

Receipt Prefix: eg. Table / Bar

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Always print

Ranges:

Test POS Prompting

Save Cancel

Where the same name works for all three, type the short prefix and select the down arrow on the right to copy it into the rest.

Table

General

Flags

Name: Table

Short Prefix: TBL

Floor Plan Prefix: eg. Table / Bar

Receipt Prefix: eg. Table / Bar

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Always print

Ranges:

Test POS Prompting

Save Cancel

Table

General

Flags

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Always print

Ranges:

Test POS Prompting

Save Cancel

Price level and methods

3 Choose the price level

Use the drop-down on the right to pick the price level this service mode charges at. Price level 1 is the default here, which is dine-in prices.

Table Locale: Common

General **Flags**

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: Price Level 1

Covers Method: Price Level 3

Seat Method: Price Level 5

KP Print Method: Price Level 6

Receipt Method: Price Level 7

Inactivity Method: Price Level 8

Ranges:

Hint: If no ranges are configured, the service mode will not require a number and immediately open a new sale.

Show Deleted New Change Delete

Test POS Prompting

Save Cancel

4 Set the cover method

Compulsory with prompting means staff cannot start ordering until they have entered the covers. Select the **i** icon on the right to read what each of the other methods does.

Table Locale: Common

General **Flags**

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Optional covers with prompting

Receipt Method: Optional (defaulting to 0)

Inactivity Method: Optional (defaulting to 1)

Ranges:

Hint: If no ranges are configured, the service mode will not require a number and immediately open a new sale.

Show Deleted New Change Delete

Test POS Prompting

Save Cancel

Table

Locale: Common

General
Flags

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Disabled

Seat Method: Disabled

KP Print Method: Optional covers with prompting

Receipt Method: Optional (defaulting to 0)

Inactivity Method: Compulsory with prompting

Ranges:

Hint: If no ranges are configured, the service mode will not require a number and immediately open a new sale.

Show Deleted New Change Delete

Test POS Prompting

Save Cancel

Select a method:

Disabled
Covers are NOT recorded or displayed while in this service mode

Optional covers with prompting
Covers are optional in this service mode, but the user will be automatically prompted when entering the order if they have not already been set

Optional (defaulting to 0)
Covers are optional in this service mode and POS will set the covers value to 0 by default

Optional (defaulting to 1)
Covers are optional in this service mode and POS will set the covers value to 1 by default

Compulsory with prompting
The user will be automatically prompted when entering the order if they have not already been set, and ultimately POS will enforce that the user has specified covers for the order prior to letting it be finalised.

Enter text to search...

Cancel

5 Set the seat method

The seat method decides whether a seat number is needed on an order. **Compulsory with prompting** means the seat numbers go in before the order can be placed.

Table Locale: Common

General **Flags**

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Compulsory with prompting

Seat Method: **Compulsory with prompting**

KP Print Method: Disabled

Receipt Method: Optional with prompting

Inactivity Method: Compulsory with prompting

Ranges:

Hint: If no ranges are configured, the service mode will not require a number and immediately open a new sale.

Show Deleted New Change Delete

Test POS Prompting

Save Cancel

6 Set the kitchen printer method

The **KP Print Method** tells the kitchen printer what to do. **Always print** sends every order docket to the kitchen as it is completed.

Table Locale: Common

General **Flags**

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Compulsory with prompting

Seat Method: Compulsory with prompting

KP Print Method: **Always print**

Receipt Method: Always print

Inactivity Method: Prompt to print

Ranges:

Hint: If no ranges are configured, the service mode will not require a number and immediately open a new sale.

Show Deleted New Change Delete

Test POS Prompting

Save Cancel

7

Set the receipt method

The **Receipt Method** decides whether a receipt prints when an order is finished. For table service, **always print** suits a venue that presents the bill to the table in a folder.

The screenshot shows the 'Table' configuration screen with the 'General' tab selected. The 'Receipt Method' dropdown menu is open, showing options: 'Always print', 'Always print', 'Don't print', and 'Prompt to print'. The 'Always print' option is highlighted. The 'Inactivity Method' dropdown menu is also open, showing options: 'Always print', 'Always print', 'Don't print', and 'Prompt to print'. The 'Always print' option is highlighted. The 'Receipt Method' dropdown menu is highlighted with a yellow box.

8

Set the inactivity method

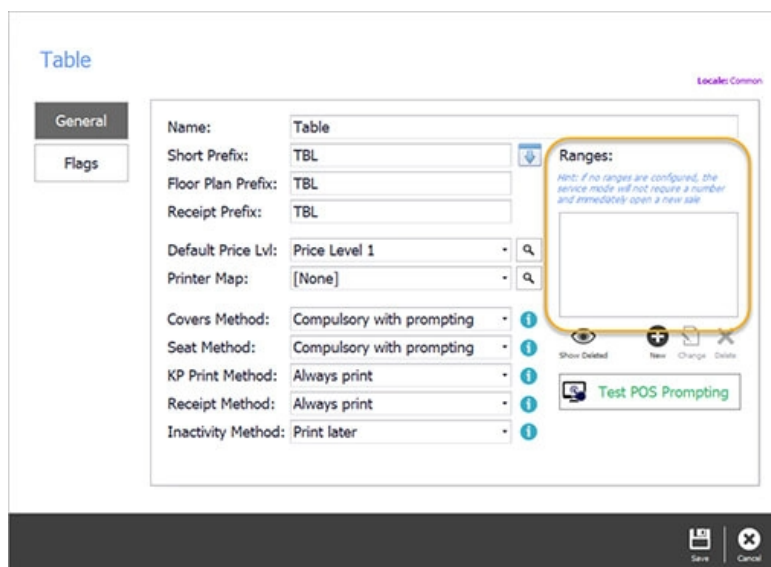
The **Inactivity Method** decides what happens to an order left sitting. **Print later** holds it so the whole order goes to the kitchen together.

The screenshot shows the 'Table' configuration screen with the 'General' tab selected. The 'Inactivity Method' dropdown menu is open, showing options: 'Always print', 'Always print', 'Print later', and 'Print later'. The 'Print later' option is highlighted. The 'Receipt Method' dropdown menu is also open, showing options: 'Always print', 'Always print', 'Don't print', and 'Prompt to print'. The 'Always print' option is highlighted. The 'Inactivity Method' dropdown menu is highlighted with a yellow box.

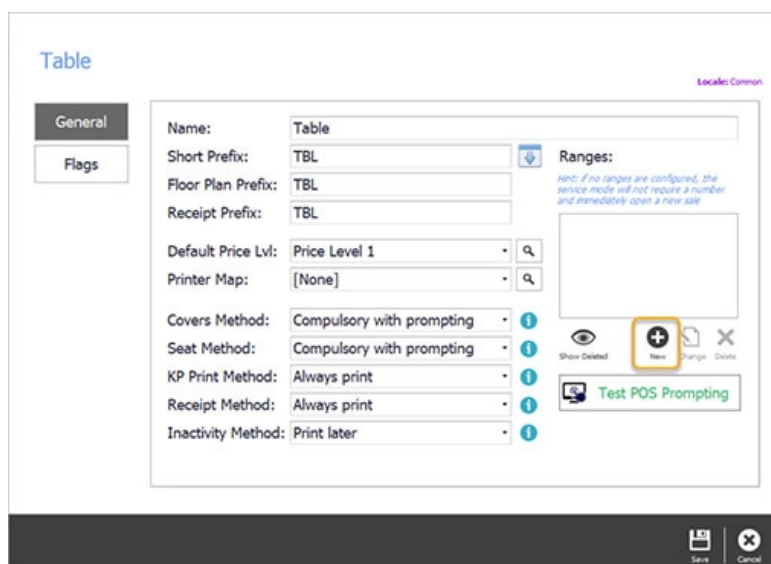
Table ranges

9 Open Ranges

Ranges, on the right, is where the table numbers go. Select **New** below the Ranges field.



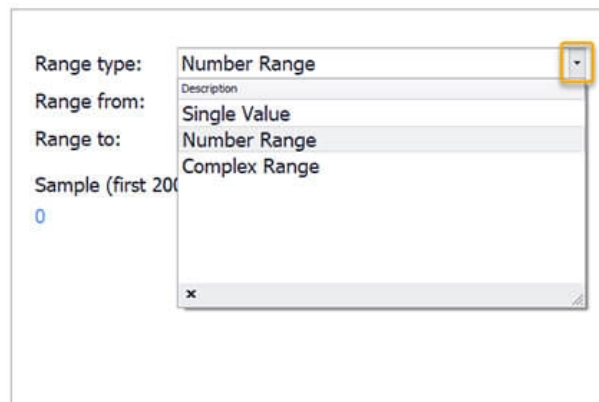
The screenshot shows the 'Table' configuration window with the 'General' tab selected. On the right side, there is a 'Ranges' section with a hint: 'Hint: If no ranges are configured, the service mode will not require a number and immediately open a new sale.' Below the hint is a large empty box for ranges. At the bottom of this section are icons for 'Show Deleted', 'New', 'Change', and 'Delete'. The 'New' button is highlighted with a yellow box. Below the 'Ranges' section is a 'Test POS Prompting' button. At the bottom of the window are 'Save' and 'Cancel' buttons.



This screenshot is identical to the one above, but the 'New' button in the 'Ranges' section is highlighted with a yellow box, indicating the next step in the process.

10 Enter the range

In the Ranges window, set the range type with the drop-down on the right — **Number Range**, for table numbers — then enter the range itself. Twenty tables means 1 to 20.



Range type: Number Range

Range from:

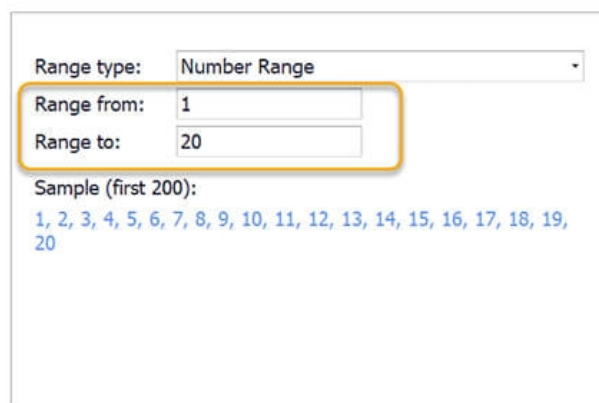
Range to:

Sample (first 200):
0

Single Value
Number Range
Complex Range



Save Cancel



Range type: Number Range

Range from: 1

Range to: 20

Sample (first 200):
1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20



Save Cancel

11

Save and test it

Select **Save** at the bottom right. You come back to the service mode window with the range listed. Select **Test POS Prompting** at the bottom to see how the ranges will look on the POS screen.

Range type: Number Range

Range from: 1

Range to: 20

Sample (first 200):
1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20



Table

Locales: Common

General

Flags

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Compulsory with prompting

Seat Method: Compulsory with prompting

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Print later

Ranges:

Note: If no ranges are configured, the service mode will not require a number and immediately open a new sale.

Range from 1 to 20

Show Deleted New Change Delete

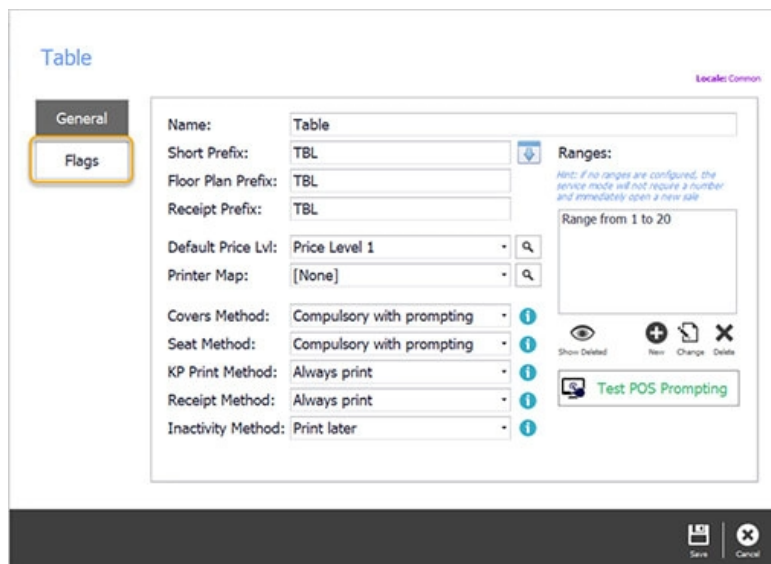
Test POS Prompting

Save Cancel

Flags

12 Set the flags and save

Select **Flags** on the left of the service mode window. For table service, tick **disable used inactivity timeout** on the right so orders are not timed out before they are finished. Then select **Save** in the control panel.



Table

Locales: Common

General

Flags

Name: Table

Short Prefix: TBL

Floor Plan Prefix: TBL

Receipt Prefix: TBL

Default Price Lvl: Price Level 1

Printer Map: [None]

Covers Method: Compulsory with prompting

Seat Method: Compulsory with prompting

KP Print Method: Always print

Receipt Method: Always print

Inactivity Method: Print later

Ranges:

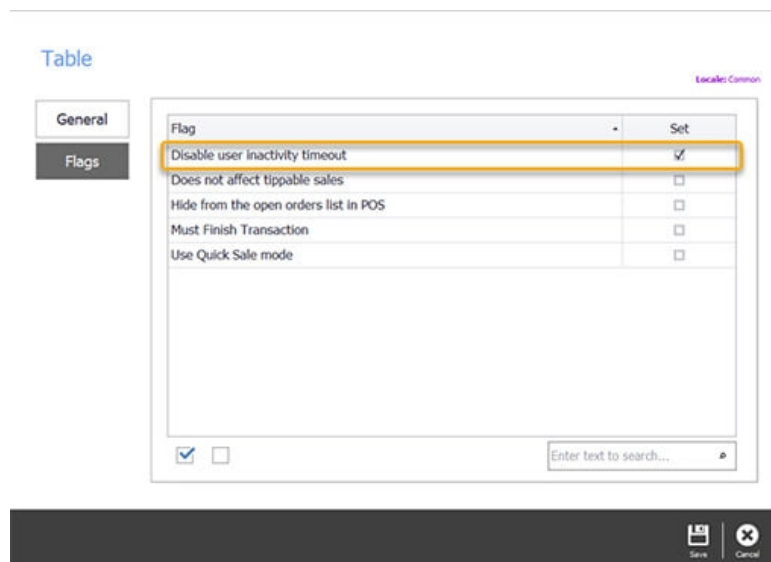
Note: If no ranges are configured, the service mode will not require a number and immediately open a new sale.

Range from 1 to 20

Show Deleted New Change Delete

Test POS Prompting

Save Cancel



Table

Locales: Common

General

Flags

Flag	Set
Disable user inactivity timeout	☒
Does not affect tippable sales	☐
Hide from the open orders list in POS	☐
Must Finish Transaction	☐
Use Quick Sale mode	☐

Enter text to search...

Save Cancel

Table

Locales: Common

General
Flags

Flag	Set
Disable user inactivity timeout	☒
Does not affect tippable sales	☐
Hide from the open orders list in POS	☐
Must Finish Transaction	☐
Use Quick Sale mode	☐

☒ ☐

Save

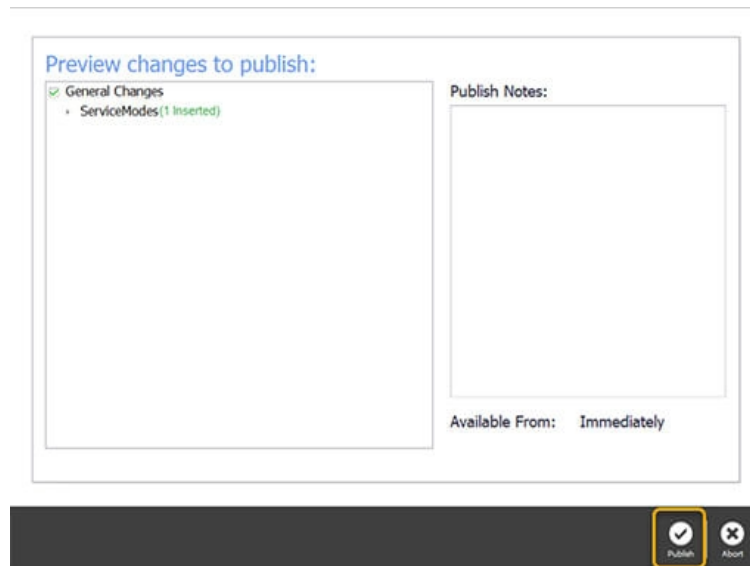
Cancel

Publishing to the POS

13 Publish

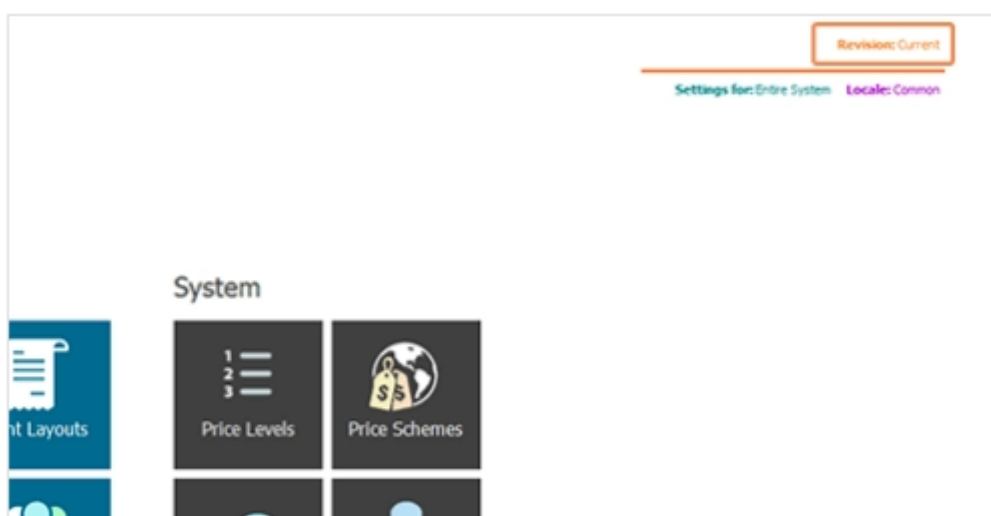
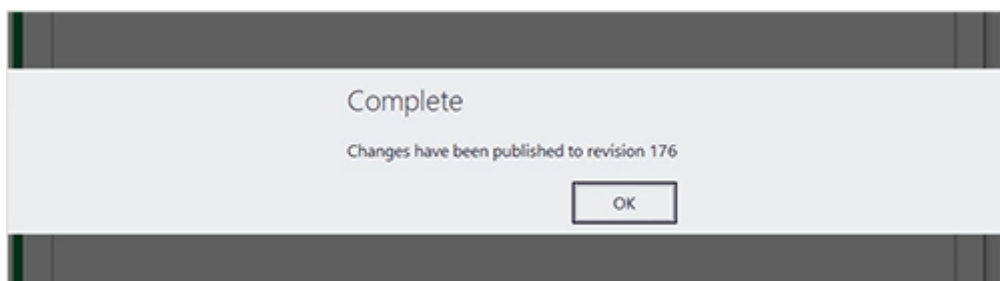
The orange marker on the **Service Modes** tile shows there are settings waiting. Select **Publish** at the top right, check the changes and the outlets, clear anything you are not ready to send, and publish.





14 Keep the revision number

The **Complete** message carries a revision number, which the Revision Management Tool works from. It takes the Publish button's place at the top right of the screen.



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Need a hand? Contact Triniteq Support

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Phone **1300 784 276**

Email **support@triniteq.com**

Our support team is here to help.