

HOW TO APPLY SPECIAL PRICINGS

For the whole order [Order level]

- Create an order in your POS
- Press **± Pricing** at the bottom left
- Choose a pricing from the list or add a custom pricing by pressing the '+' sign at the bottom of the list of PRICINGS
- hit DONE

For an individual item [Item Level]

- The same as above, but choose the **Item Level** at the top after hitting **± Pricing**, or
- Press the item you want to add the pricing to to open the item detail
- Scroll down in the item detail and choose a pricing from the list or add a custom pricing by pressing the '+' sign at the bottom of the list of PRICINGS
- hit DONE

HOW TO MANAGE THE MENU

- To display items in your POS, Make It Butter or Kiosk, you have to firstly add these items to the system. Then, you can define where they will be displayed - POS, Make It Butter, Kiosk. See below how to do that.

ADD/ REMOVE/ EDIT ITEMS

There are 2 ways of how to manage your item database:

A) In POS

- Go to **POS > Menu** (top left) > **Configuration**.
- There, you can add or remove items, change prices or mark an item as inactive. This will not affect your Schematized View - items displayed on POS.

B) In Figure Manage [app.figurepos.com]

- Go to **Figure Manage > Management > Items & Categories**.
- There, you can add or remove items, change prices, mark items as inactive, edit options and modifiers, etc.

DISPLAY ITEMS IN POS /KIOSK/ ONLINE ORDERING

To adjust your schematized view on your POS or items displayed on your Make It Butter or Kiosk, follow these steps:

- go to **Figure Manage** [app.figurepos.com] > **Management > Sales Input**.
- There, you can configure which items will be visible at each service.

Learn more about the menu management in our Knowledge Base.

HOW TO CHECK REPORTS

A) In POS

Go to **POS > Menu** (top left) > **Reports**.

In Summary, you can also print out the daily summary report on your receipt printer by hitting the PRINT button at the top. Figure POS provides selected types of reports. You can see all types of reports in Figure Manage.

B) In Figure Manage

Go to **Figure Manage** [app.figurepos.com] > **Reports**. You can export all reports in a CSV form.

C) In Figure Mobile

You can download our Mobile App from App Store or Google Play. Figure POS provides selected types of reports. You can see all types of reports in Figure Manage.



Check our Knowledge Base for even more information!



Customer Support
800.944.1399

Hours: Monday - Friday 8:00AM - 6:00PM CST



Retail

Restaurant

FIGURE POS
Quick Reference Guide

Figure

Quick Reference Guide for: Figure POS

HOW TO LOG IN TO POS

- Open the Figure POS app. Use your **email address** and **password** to log in.
- To sign in and clock in/ clock out, use your **PIN / passcode**. The PIN/ passcode can be changed anytime by a manager.

HOW TO PROCESS A REFUND

- When an order is closed, double tap it in the **Orders List** and hit the **REFUND** button at the bottom right corner.
- If the order is not finalized yet, tap the **FINALIZE** button at the bottom right corner. Then you will be allowed to process the refund.

HOW TO VOID THE ITEM IN AN ORDER

- To remove an item from an order or reduce the quantity, you can swipe left above the item and hit **DELETE**, or tap on the item and use the trash icon (🗑️) in the popover that will appear.

HOW TO CLOSE OUT THE DAY

Recommened steps to take to close out the day:

FINALIZE/ CLOSE PAID ORDERS

- Go to the Orders list, and look for open orders. You can either filter out all open orders by tapping on **STATUS** at the top and choosing **OPEN**, or scroll through orders and look for the open ones:
○= open, ✓= closed / finalized
- double tap on the open order and hit **FINALIZE**

PRINT OUTTHE DAILY SUMMARY REPORT

- Go to **POS > Menu > Reports > Summary** and hit **PRINT** at the top. Then, you can choose what kind of reports will be printed.

HOW TO SEND ITEMS TO THE KITCHEN

- Add the items to the order and hit the **ORDER** button at the bottom. Make sure, all items that are supposed to be printed in the kitchen, are set for **ORDER/KITCHEN** printing settings. Find these in **POS > Menu > Settings > Printers**.

HOW TO PRINT RECEIPTS

- To print a **CHECK**, open an order and hit the **PRINT** button at the bottom.
- **SALES RECEIPTS** get printed automatically after the order is **FINALIZED**.

HOW TO SPLIT CHECKS

- Open the order you want to split the check for and hit **CHARGE**. Then, hit **SPLIT-PAY** at the top right corner. Then, you can choose a split method: **ADD CUSTOM**, **SPLIT BY ITEM** or **SPLIT EVENLY**.

HOW TO CLOSE OUT THE DAY (CONT.)

ADJUST TIPS

There are two ways how to adjust tips:

1. In an order detail: Open the paid order by a double-tap and hit the **ADJUST TIP** button at the bottom. Then, input the amount of the tip in the **TIPS+ GRAT** field and hit 'ADJUST BY the amount' button.
2. Adjusting in batch: go to **POS > Menu > Operations > Tip Adjustment**. Enter amounts in the **Tips** column and hit **ADJUST TIPS** when done.

CASH PAYOUT

- For each terminal that has a cash register assigned, you can do the cash Pay Out by going to **POS > Menu > Operations > No Sale > Pay Out**.

HOW TO ADD AN INDIVIDUAL DISCOUNT ON AN ITEM

- Add the item to the order, tap on the item so the item detail opens. There, you will see all available discounts for that item in the **PRICINGS** section.

HOW TO TRANSFER OR MERGE TABLES

- Go to the **Layout** tab. Tap on a table you want to transfer or merge, then hit the **TRANSFER** button at the bottom. After, choose the table you want to transfer it to or merge it with. Or, go to **Orders list** tap on the order, press the three dots on the left and hit **MERGE**.

HOW TO DELETE AN ORDER

- You can delete any unpaid or unordered order. Go to the order list, open the order and delete it by tapping on the **DELETE** button at the bottom left corner.

HOW TO ADD AN EMPLOYEE

- Go to **Figure Manage** [app.figurepos.com] > **Management > Employees** and hit '**New Employee**'.
- Fill out all necessary fields and hit **Save**.
- Share the passcode with the employee so they can sign in and clock in to POS.

HOW TO CHANGE YOUR HOURS OF OPERATION

- Go to **Figure Manage** [app.figurepos.com] > **Management > Locations & Services**.
- Click on the location you want to adjus the Hours of Operation [HOO] for and scroll down.
- There, you will find a **General HOO** and **Temporary**.

Temporary HOO serve for adjusting hours for specific days, such as national holidays, etc. Check our Knowledge Base to learn how to specify HOO for Pickup and Delivery.

HOW TO PAUSE ONLINE ORDERING

- In the POS, go to the **Menu - top left corner > Settings > Online Ordering**. There you can choose to pause online ordering for a desired amount of time. Note that this setting applies only for **Make It Butter** orders, not to any other platform such as **Grubhub**, etc.

HOW TO PAY WITH A GIFT CARD ON POS

- Open the order you want to get paid for. Then, scan the gift card with the iPad camera or barcode scanner. You will get to choose if you want to 'Pay with Gift Card' or 'Reload Gift Card'.

HOW TO CHECK A GIFT CARD BALANCE

- Scan the gift card with the iPad camera or barcode scanner. You'll see the balance and option to 'Pay with the Gift Card' or to **Reload Gift Card**'.

HOW TO SEARCH FOR ORDERS IN POS

- A) **Use the search bar** - In POS **Orders** list, you can find a search bar at the top. You can search for order numbers, customer names, phone numbers, totals, assignees or assignments.
- B) **Use filters** - Next to the search bar, there are several filters. You can filter our orders by :
- **ASSIGNEE**
 - **SOURCE** - POS, ONLINE, KIOSK
 - **STATUS** - OPEN, READY, CLOSED, DECLINED, PENDING
 - **DATE** - TODAY, YESTERDAY, FUTURE, or a custom date

To clear all the filters, hit the cross icon (✕) on the right, next to the filter buttons.