



Five Guys Par/Brink User Manual

V16.08.12

Contents

Five Guys Par/Brink User Manual	1
Getting Started	4
Steps to get started for new and conversion stores:.....	4
Brink Portal Overview.....	6
Home.....	6
Dashboard	6
Devices	7
Reports.....	7
Configurations	7
Settings Editor	8
Scheduled Reports.....	11
Orders	11
Search Orders.....	11
Accounting	12
Deposits.....	12
Exports	12
Sales	12
Basic Functions on the POS	13
Clocking In and Out, Breaks.....	13
Steps to Clock In	13
Steps to Go On Break	14
Steps to Return from Break.....	14
Steps to Clock Out	15
Signing into the Order Screen	15
Taking orders.....	16
Split orders	16
Call In Orders.....	18
Online Orders	19
Gift Cards.....	20
Manager/Advanced Functions on the POS.....	21
Important Processes.....	21
Daily Tasks for a Manager on the POS.....	21
View Closed Orders	22
Delete All	22

Refund	22
Manual Credit Card	22
Set Tax Exempt	22
Open Top Cash Drawer.....	22
Open Bottom Cash Drawer.....	22
Manage Drawers	23
Assign a drawer	23
Public Drawer	23
Checkout a Drawer	23
Reprint Checkout.....	23
Declare Cash.....	24
Return Till	24
Edit Shifts.....	24
Enroll Fingerprint.....	25
Set PIN Number.....	25
Reports on the POS	26

Getting Started

If you have any technical issues, be sure to contact Par/Brink Support

Support Line: 1-800-458-6894

Support@brinksoftware.com

To get started using Brink, you will want to get things going ahead of the actual installation of your POS; we recommend 1 week ahead of the actual installation.

Par/Brink is the hardware and cloud POS provider. Par will provide the hardware and actually complete the installation of your system. Brink is the software that runs on the hardware. The Brink portal is used for managers to have quick access to sales reports, enter deposits, plus do basic POS configurations, such as: update tax rates, update menu pricing, edit store address and contact information, set break rules, and set scheduling enforcement rules. The Brink portal is a great resource for cash management. All other major back of house functions, like labor, purchasing, and inventory management, will take place in Crunchtime Net Chef.

Steps to get started for new and conversion stores:

1. Once your location has been signed up with Par/Brink for installation, you will receive your smartsheet. The smartsheet is specific to your location and it is very important that you follow and complete the steps so that you have a successful installation. The steps listed here are a few key things to do, all of which are also on your smartsheet.
2. Request access to Crunchtime and Brink using the form on <https://BOHSupport.FiveGuys.com>. This should be done in the week before your install, the location will not be set up before that, so please wait until one week before the install.
3. Complete the POS and Crunchtime training courses.
4. Review this manual completely.
5. Once you get your log in information, log into Brink.fiveguys.com.
6. Go to settings editor.
7. Set the store's tax rate.
8. Set the menu pricing.
9. Check the available configurations in the options menu.
10. Publish to make the changes effective.
11. Explore the Brink portal to gain comfort.
12. Get employees into the system:
 - a. New stores – enter your employees into Crunchtime employee maintenance.
 - b. Conversion stores – your employees will be added based on the employee data that is in FGU. This is to ensure that duplicate employees are not created in FGU. You will get an email notification from support 4-7 days ahead of the scheduled install date, notifying you that this has been completed and giving further instructions. Ping BOHSupport@fiveguys.com if this has not happened 4 days ahead of your scheduled installation.
 - c. FGO locations – your employees will be synchronized with the HRIS system.
13. Once the connection between Crunchtime and Brink is enabled for the location, employee data will sync with Brink every 2 hours.

14. Send a request to BOHSupport@fiveguys.com to have a pin number assigned to one of your managers. This will allow that account access to the POS so that pin number or fingerprints for all other employees can be enrolled directly on the POS. This should be done about 4 days before that install.
15. Once installation is complete and as far ahead of your go-live as possible:
 - a. Create a few test transactions.
 - b. Check that pricing and tax rates are set properly.
 - c. Check that the layout and proper configurations are in place.
 - d. Test Credit.
 - e. Ensure all printers function correctly.
 - i. Shake printer.
 - ii. Kitchen printer.
 - iii. Receipt printers.
 - f. Get to know the system.
 - g. Let employees practice by using training mode (pin: 5555).

For any problems with the POS (especially urgent issues), please contact Par/Brink Support: 1-800-458-6894 or email Support@BrinkSoftware.com.

For help with configurations or questions, please email BOHSupport@fiveguys.com.

Brink Portal Overview

The Brink POS portal is used for configuration of registers and detailed point of sale reporting. Unlike Net Chef which refreshes its data every 15 minutes, the Brink POS portal displays live reporting data from the POS.

Home

This area contains the dashboard and devices functions.

Dashboard

Similar to CrunchTime, the dashboard has customizable widgets which display sales information about your location. You can filter based on location, date, and customize the dashboard by clicking the settings wheel on the top right.



Devices

Clicking **Devices** on the left will show you the status of each register and drawer.

The screenshot shows the Brink POS interface. The left sidebar has a green arrow pointing to the 'Devices' menu item. The main content area is titled 'Home / Devices' and contains two tables:

Register	Status	Logged In
Register 1	Online	
Register 2	Online	
Tablet	Offline	

Drawer	Assigned	Cash
Register 1 - Bottom		\$0.00
Register 1 - Top		\$0.00
Register 2 - Bottom		\$0.00
Register 2 - Top		\$0.00

Reports

The reports section contains over a hundred reports which allow you to take a detailed look at your location’s data. These are all organized into categories such as Accounting, Sales Details, and Product Mix. Many accounting and cash management reports can be found here.

Note: The labor reports are not updated with changes made in Crunchtime.

The screenshot shows the Brink POS interface. The left sidebar has a green arrow pointing to the 'Reports' menu item. The main content area is titled 'Reports /' and contains a grid of report categories:

- Accounting
- Audits
- Comparative
- Configuration
- Employees
- Future Orders
- Kitchen
- Labor
- Orders
- Product Mix
- Sales By Day Part
- Sales Details

Configurations

The screenshot shows the 'Configuration' dropdown menu with the following items:

- Settings Editor
- Scheduled Reports

Settings Editor

Menu pricing and tax rates are set under **Configuration** in the **Settings Editor**. Note that the settings editor will only work with a Microsoft Silverlight compatible browser and Microsoft Silverlight installed on your machine; Firefox works well. Always hit **publish** to push the changes to the locations. You can also use **save** to save your work and publish at a later time.

Items (Menu Pricing)

Menu pricing for each item is set under **Items** in the Settings Editor. This will display a list of all items on the POS and the corresponding price. You can sort items by price by clicking on the **Price** column.

Name	Price	Cost
Add Cheese	\$0.80	
Add Egg	\$1.00	
Add Bacon	\$1.10	
Solo Patty	\$1.90	
Solo Dog	\$1.90	
Add Extra Patty	\$1.90	
Regular Coffee	\$2.19	
Bottled Water	\$2.29	

Options

This area will allow for some basic POS configurations.

Location tab

Edit the time zone, address, and phone number for what prints on the customer receipt.

Location Labor

General

Name: FIVE GUYS

Display Name: VA-0018 Stafford

Address

Country: United States

Address 1: STORE # VA-0018

Address 2: 1515 Stafford Market Pl. #117

City: Stafford

State: VA

Zip Code: 22556

Phone: (540) 288-8266

Fax:

Map

Time Zone: Eastern Time

Labor Tab

Set overtime rules, breaks rules, and scheduling enforcement rules.

Location Labor

Overtime Breaks Scheduling

Overtime Rate Source Shift

Type	Day	Factor	Hours
Week Hours		1.5	40

Location Labor

Overtime Breaks Scheduling

Name	Paid	Enforce Minimum Minutes?
Paid	<input checked="" type="checkbox"/>	<input type="checkbox"/> 0
Unpaid	<input type="checkbox"/>	<input type="checkbox"/> 0

Location Labor

Overtime Breaks Scheduling

Use Schedule

Enforce Clock In Punctuality Enforce Clock Out Punctuality

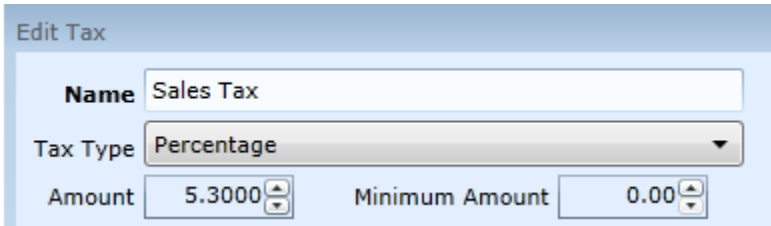
Early Clock In Minutes 5 Early Clock Out Minutes 5

Late Clock In Minutes 5 Late Clock Out Minutes 5

Taxes

Sales tax rates are configured under Taxes. By default, the sales Tax rate is set to 100% to ensure all operators update the tax rate. For this reason it is very important to update your tax information rate when your store is set up.

In the settings editor click on **Taxes** then **Sales Tab**. This will bring up the Edit Tax window. The store's tax rate can be changed next to Amount.

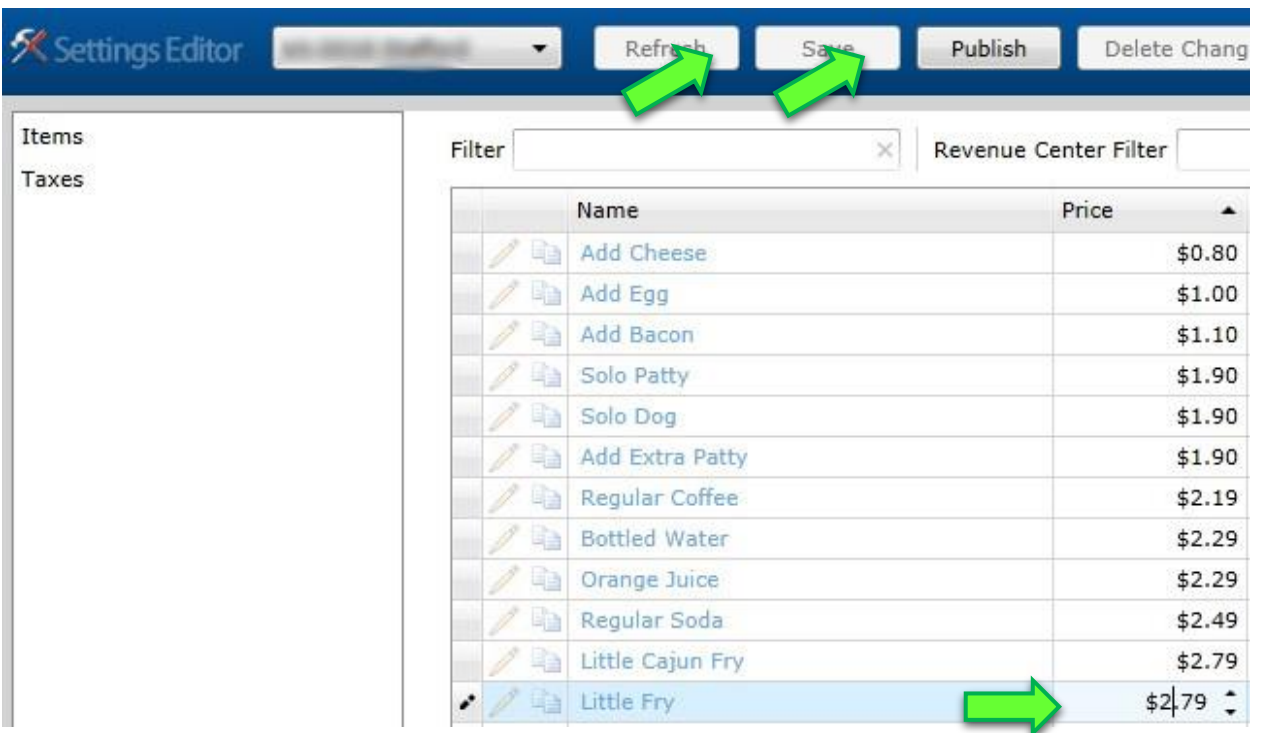


Edit Tax
 Name: Sales Tax
 Tax Type: Percentage
 Amount: 5.3000
 Minimum Amount: 0.00

Once you have made your selection click **OK** then **Publish**.

Saving and Publishing

To change the price of an item click the corresponding price, make the change, click **Save** to save your changes, **Publish** to push the changes to the POS. Note that clicking Publish will force a reboot of the terminals so do not change prices while the store is currently open.



Settings Editor

Refresh Save Publish Delete Change

Items Taxes

Filter Revenue Center Filter

Name	Price
Add Cheese	\$0.80
Add Egg	\$1.00
Add Bacon	\$1.10
Solo Patty	\$1.90
Solo Dog	\$1.90
Add Extra Patty	\$1.90
Regular Coffee	\$2.19
Bottled Water	\$2.29
Orange Juice	\$2.29
Regular Soda	\$2.49
Little Cajun Fry	\$2.79
Little Fry	\$2.79

Scheduled Reports

The scheduled reports area has basic reports which you can schedule to be emailed to you.

Orders

Search Orders

The search orders function allows you to search through the history of transactions at the location should you ever need to find more details on an order.

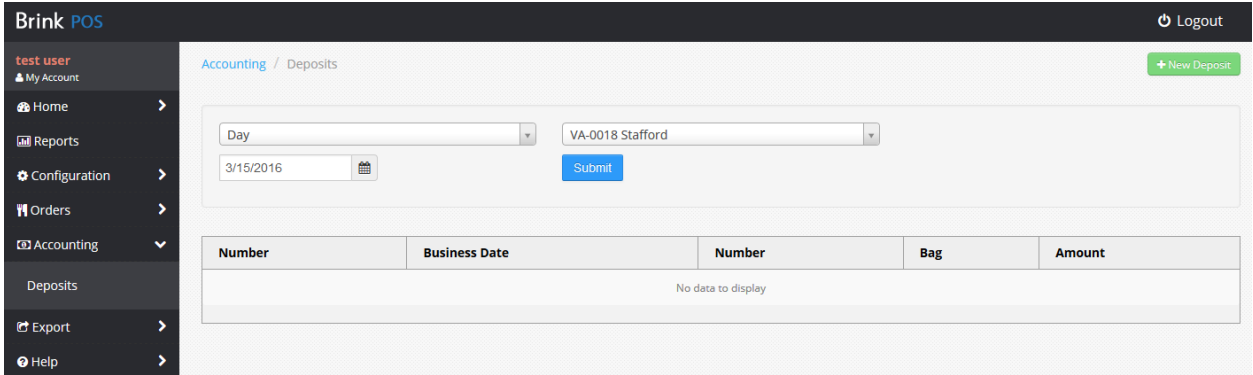
Order Id	Date/Time	Status	Name	Terminal	Employee	Destination	Loyalty	Items	Total

No data to display

Accounting

Deposits

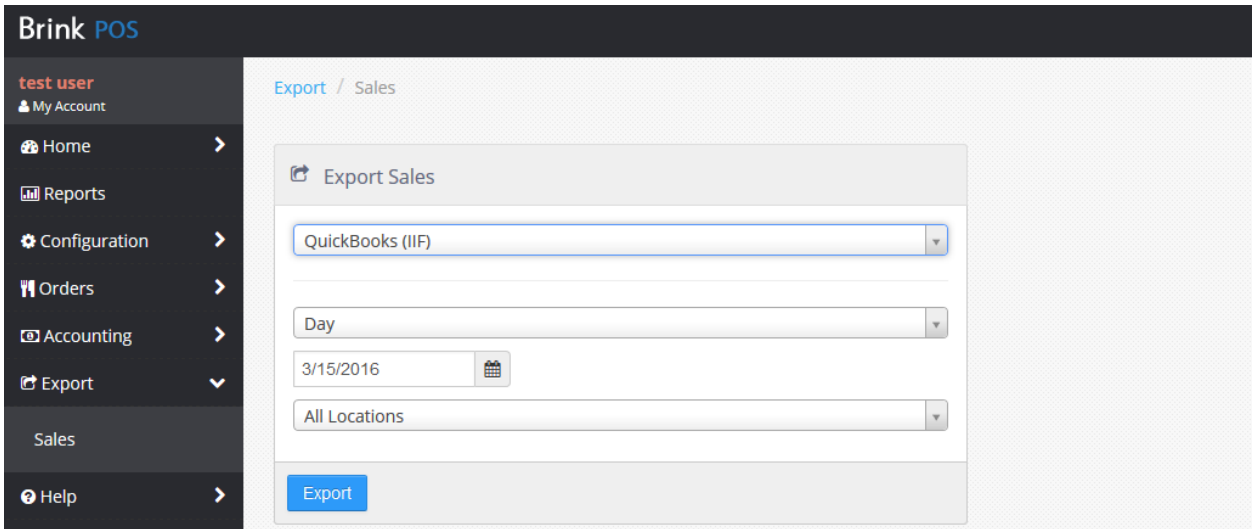
The deposits area allows you to enter deposit information into the system. Eventually, this function will transition to the POS. Note that this data is not passed into Crunvertime, so if you would like that information in Crunvertime, you will need to enter it there also. The cash management reporting is Brink is much more useful than what you will find in Crunvertime.



Exports

Sales

The Brink portal has a range of pre-formatted sales exports available. You simply select the export format, the time frame, and select export.



Basic Functions on the POS

This section covers the basic functions on the POS that all employees should know and understand.

Clocking In and Out, Breaks

You have two options to clock in on the POS. You have to be clocked in to access the POS functions.

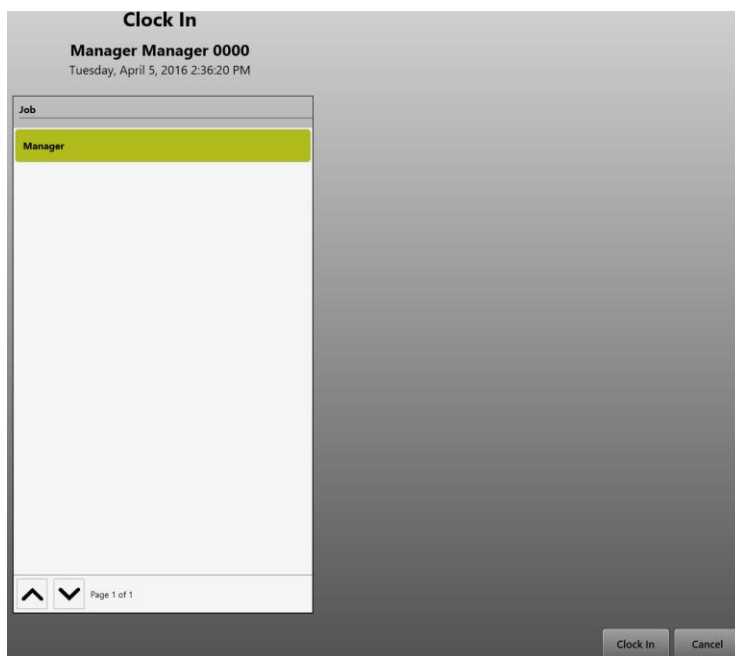
1. Use your pin number.
2. Use your fingerprint on the integrated scanner.

You can clock-in when the POS is on the lock screen. If someone is already signed into the POS, they will need to select exit in the top right to allow the person to use the time clock functions.

Both the pin number and fingerprint enrollment are managed directly on the POS in the manager functions area. The steps for setting these up are detailed in the Management Functions area of this manual.

Steps to Clock In

1. Make sure the POS is on the locked screen.
2. Enter your pin number or use the fingerprint scanner.
3. Select the proper job if more than one is available.
4. Select Clock In.

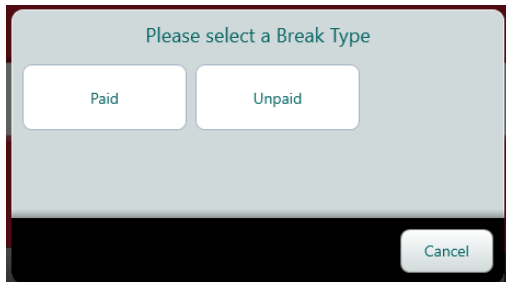


Steps to Go On Break

1. Make sure the POS is on the locked screen.
2. Enter your pin number or use the fingerprint scanner.
3. Select Start Break.

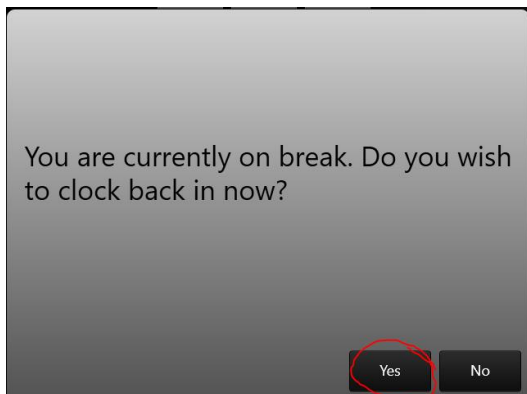


4. Select Paid or Unpaid Break depending on the type of break you are taking.



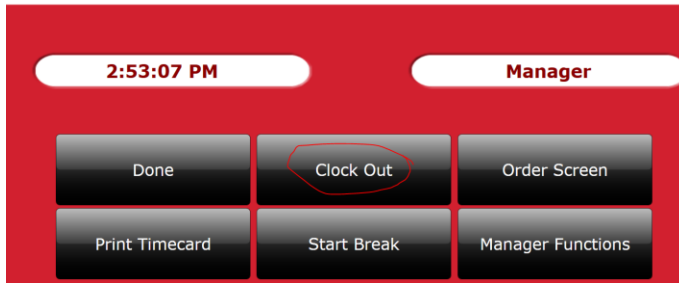
Steps to Return from Break

1. Make sure the POS is on the locked screen.
2. Enter your pin number or use the fingerprint scanner.
3. Select yes on the prompt.

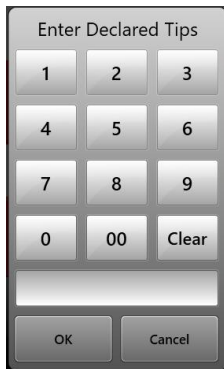


Steps to Clock Out

1. Make sure the POS is on the locked screen.
2. Enter your pin number or use the fingerprint scanner.
3. Select Clock Out.

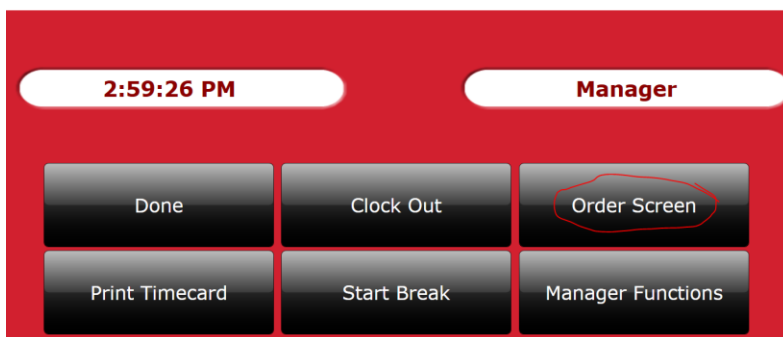


4. Enter Declared Tips if applicable.



Signing into the Order Screen

1. From the locked screen, enter your pin number or use the fingerprint scanner. Note that you will be prompted to clock in if you are not already on the clock.
2. Select Order Screen.



Taking orders

Note that you must be assigned a drawer in order to be able to complete an order. Additionally, you must be clocked-in to be able to take orders.

This system uses a conversational style ordering interface; this means that you enter items and interact with the system as you would say it. It is best to have a new employee practice using the interface in training mode. To do this, simply sign in using the code 5555.

This area is call the "line". It will show all open orders on all POS terminals.

This is your order summary area. Highlight a single item to edit any item.

This area gives you totals to price, patty count, dog count, and cup counts

Other less commonly ordered items

Orders not yet sent to the kitchen here

Set a pick up time for call-in orders

Other POS Functions

Log out of the POS

Order entry functions

Payment and tender options

New Order - open a new order.
Delete - delete the highlighted item(s).
Modify - modify a highlighted item. This allows you to do multiples of topping.
Line - send the order to the kitchen. Payment is still needed to close the order.
Quantity - use to add multiple of an item. Example: use for 10 regular fries.
Repeat - use to repeat any highlighted items.

Split orders

Should you ever need to split an order for a customer, you can easily do this with the split check function. This allows you to split an order up so you can take a separate payment for each part. Additionally, a separate chit will print in the kitchen for each part, each including the same order number.

Steps:

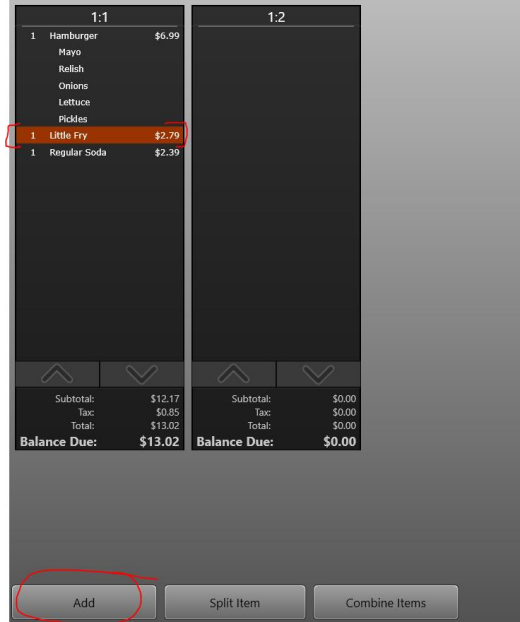
1. Select Functions.
2. Select Split Check.

a.

The screenshot shows the 'Functions' menu with the following options:

- Print Current Order
- Print Selected Credit
- View Closed Orders
- Print Last Receipt
- Print Last Credit
- Split Check** (circled in red)
- Hold & Fire
- Name Order
- Clean Screen
- Remove Hold
- Time Clock
- Manager Functions

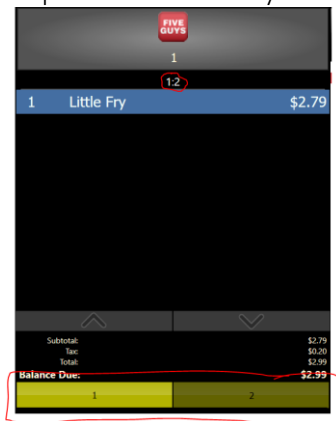
3. Select Add.
4. Highlight the item you wish to move to the additional check.



- a.
5. Tap the check that you want to move the item to.
6. Press Done.



- a.
7. Both checks will appear in the order summary area.
8. Close each part out individually with the proper tender.



a.

Call In Orders

Once you complete a call-in order, you can store it using the pickup time function.

Steps:

1. Complete the order and select Pickup Time.
2. Enter the requested pickup time or select ASAP to print in the kitchen right away.
3. Enter the customer name.
4. Select Finish Order.

- a.
5. The order will show in the “line” and can be retrieved there when the customer arrives.

Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Balance Due:	\$0.00

- a.
6. When the customer arrives, select their name from the “Line”.
7. Notice that all the items are highlighted in green. This means that they have been sent to the kitchen.

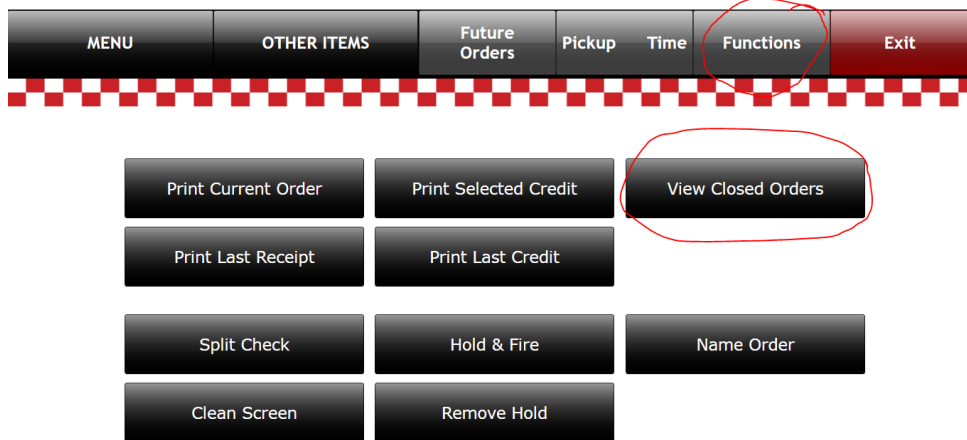


- a.
- 8. Process the appropriate tender and the order is complete and closed.

Online Orders

Online orders are paid for online, so they are automatically closed on the POS. Customers can go direct to the pickup area to get their order. If the order has not been sent to the kitchen yet, it can be pulled from the future orders area. If a customer would like a copy of their receipt, you can pull up the order following these steps:

1. Select Functions.
2. Select View Closed Orders.



- a.
- 3. Then just search for the order by the customer name printed on the kitchen chit.

Gift Cards

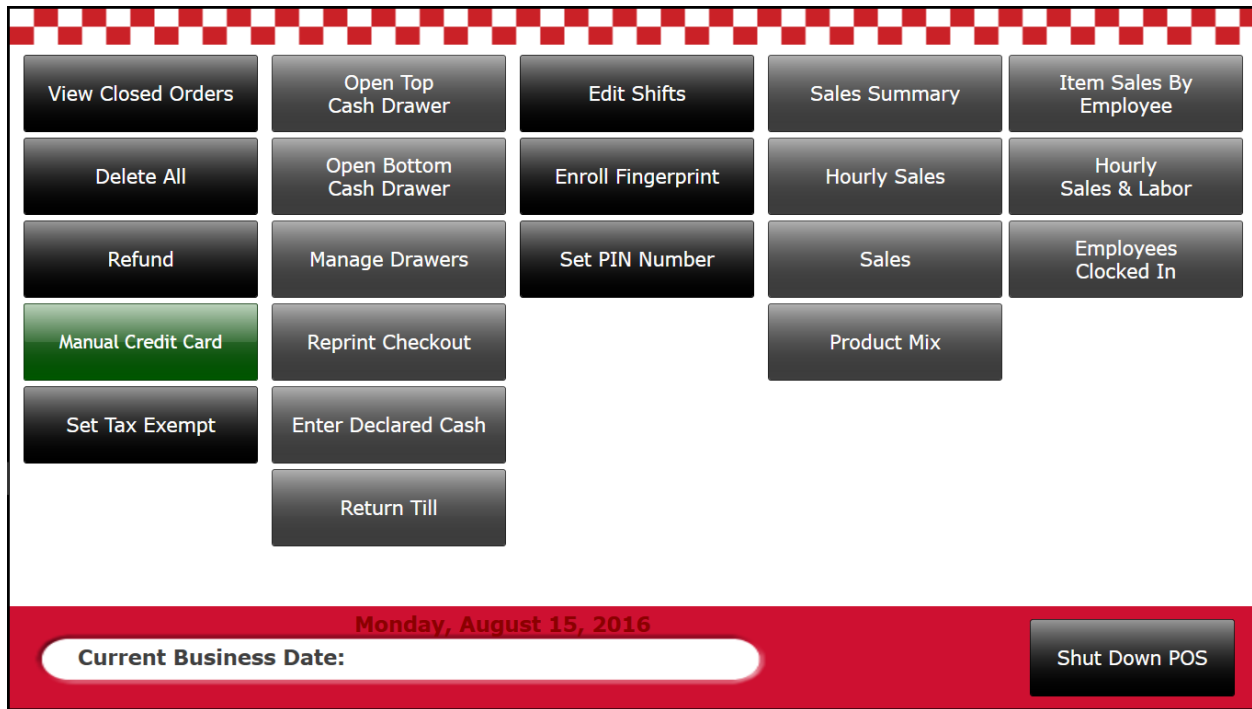
Gift card functions are located in the other tenders area under Gift Card. Here you can pay with a gift card, issue a gift card, reload a gift card, check the gift card balance, cash out a gift card, and refund a gift card.

The screenshot displays the POS interface for gift cards. At the top, there is a red and white checkered border. Below this, there are two overlapping gift cards: a red one and a tan one, both with the 'FIVE GUYS' logo. To the right of the cards is a large green button labeled 'Pay with Gift Card'. Below the cards and button are five black buttons with white text: 'Issue Gift Card', 'Reload Gift Card', 'Check Gift Card Balance', 'Cash Out Gift Card', and 'Gift Card Refund'. At the bottom of the interface is a payment grid with two rows and five columns. The first row contains 'Cash', '\$14.00', '\$13.10', 'Discounts', and 'Payment Device'. The second row contains '\$5', '\$10', '\$20', 'Other Tenders', and 'Close Order'. The 'Other Tenders' button is circled in red.

Cash	\$14.00	\$13.10	Discounts	Payment Device
\$5	\$10	\$20	Other Tenders	Close Order

Manager/Advanced Functions on the POS

This section covers some of the essential management functions on the POS. Anyone with a manager job code can access these functions.



Important Processes

In order for an employee to be able to take orders, you must assign one of the drawers to them in the manage drawers area. Once an employee is done with their shift, you can check out the drawer in the manage drawers area so that you can count the money in the till. Once you have counted the money in the drawer, minus the starting change fund, you declare the amount of cash to be deposited in the enter declared cash area; this will give you the over/short amount. At the end of the day or a shift, this cash management process and ensuring that everyone clocked out is all you need to do on the POS. End of day will perform automatically overnight.

All pin numbers are managed in the manager functions area of the POS, not in Crunvertime.

Daily Tasks for a Manager on the POS

1. Ensure the POS is on the proper business date.
 - a. If end of day failed to process overnight, the business date will be the previous one and sales for the two days will merge together.
 - b. You will get a notification when you first sign in if the business date is not correct. You should call Brink Support if this happens.
2. Assign drawers to your cashiers.
3. Checkout, count, and declare cash for cashiers as they leave for the day.
4. At the end of the day:
 - a. Ensure all drawers have been checked out, counted, declared.
 - b. Ensure all employee have clocked out.

View Closed Orders

This function allows you to search for previous orders. You can reopen an order to complete a refund if needed. To do this, just reopen the order and delete the items that need to be refunded – you will be prompted to select a reason. Then select close order and the refund amount will show in the change needed prompt.

Delete All

This function will delete all items listed in the current open order.

Refund

This function will change the order type to be a refund. You will be prompted to select a reason for the refund and then you will be brought to the order screen, but the order summary will show a refund background. Add the items that need to be refunded and then select close order to refund the cash. If you need to refund to a credit card, use the credit card functions.



Manual Credit Card

This function allows you to manually enter credit card information.

Set Tax Exempt

This function allows you to set an order as tax exempt. Note that you will be prompted to enter a tax ID.

Open Top Cash Drawer

This function will open the top cash drawer for the POS that you are currently signed in to.

Open Bottom Cash Drawer

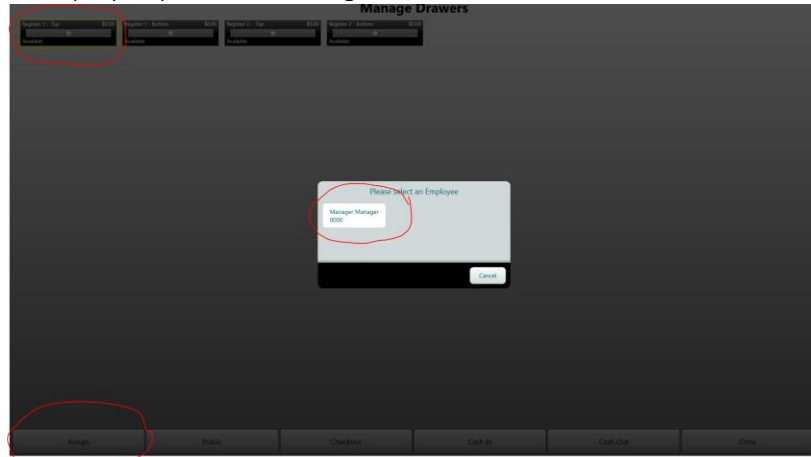
This function will open the bottom cash drawer for the POS that you are currently signed in to.

Manage Drawers

This function is used to manage the cash drawers on all POS terminals. You can quickly see total cash values of all assigned drawers.

Assign a drawer

1. Highlight the drawer.
2. Select Assign.
3. Select the employee you wish to assign the drawer to.



4. Enter the starting bank amount.

5. The assigned employee will be the only person that can take orders on that particular drawer, which is why it is recommended that each terminal have 2 drawers.

Public Drawer

Our configuration does not support a public drawer.

Checkout a Drawer

Once a cashier is done with a drawer, you can check out the drawer, allowing you to count it down and prevent additional orders from being processed on that till.

1. Select the drawer that you want to check out.
2. Select Checkout.

Reprint Checkout

This function allows you to reprint a checkout slip for any till that has been checked out.

Declare Cash

Once you have counted down a till, you can declare the total amount to be deposited using the declare cash function. This screen will also give a summary of over/short amounts for all tills.

Manager Manager 0000 8/15/2016 11:10:25 AM		Manager Manager 0000 8/15/2016 11:15:45 AM	
Calculated Cash	\$13.10	Calculated Cash	\$0.00
Declared Cash	\$13.10	Declared Cash	\$0.00
Over/Short	\$0.00	Over/Short	\$0.00

Return Till

This function allows you to return a previously checked out till. This might be used if you decide to checkout a till for a cashier that goes on break.

Edit Shifts

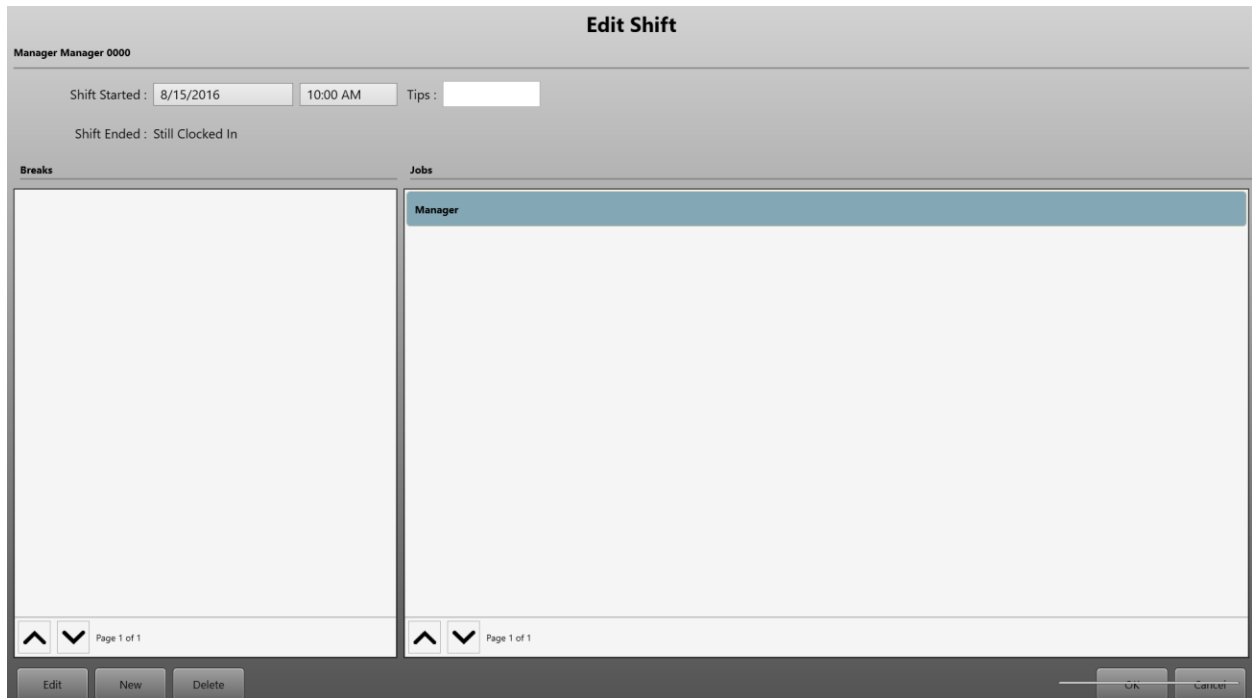
Important! Only edit shifts for the current day. Adding a shift for a previous day can cause problems in that data getting into Crunchtime.

You can use this function to add a time punch if someone forgot to clock in and out. If someone forgot to clock in, have them clock in, then edit their start time here. If someone forgot to clock out, you can use the clock out function on this page also.

Shift Maintenance

<p>Employees</p> <ul style="list-style-type: none"> *Brink Brink *FGAdmin FGAdmin *Tablet Tablet *Training Training Cashier Cashier 1111 Crew Crew 2222 <li style="background-color: #4f81bd; color: white; padding: 2px;">Manager Manager 0000 	<p style="font-size: small;">Manager Manager 0000</p> <hr/> <p style="font-size: small;">8/15/2016 Manager Manager 0000 Manager 0 breaks</p> <p style="font-size: x-small;">Started: 8/15/2016 10:00 AM Ended:</p> <p style="font-size: x-small; background-color: #4f81bd; color: white; padding: 2px; text-align: center;">Breaks:</p> <div style="height: 150px; border: 1px solid gray; margin-top: 5px;"></div>
---	--

Page 1 of 1
Page 1 of 1
Edit
New
Delete
Done

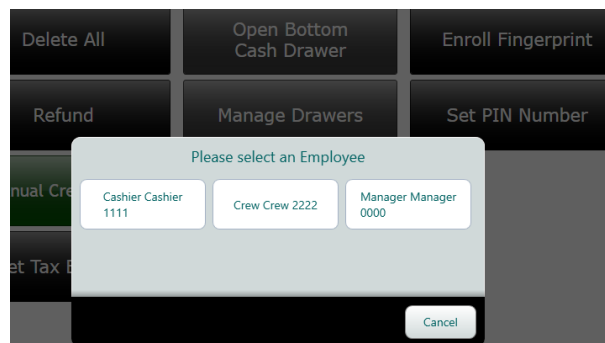


Enroll Fingerprint

Use this function to enroll an employee’s fingerprint to be used for clocking in and signing in. You can use only fingerprints, only pin numbers, or both. If someone’s fingerprint stops working on the scanner, try redoing their setup. If they continue to have a problem, try using a different finger. Be sure the scanner is kept clean and free of debris. Also be sure that employee hands have been washed prior to using the scanner.

To enroll:

1. Select enroll fingerprint.
2. Select the employee – if the employee is not listed, check to ensure they have been properly set up in Crunchtime employee maintenance. It can take up to 2 hours for employee to sync with the POS.



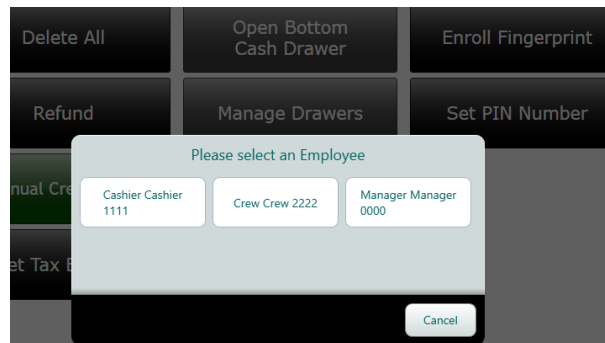
- a.
3. Follow the prompts on the screen.

Set PIN Number

Use this function to set an employee’s pin to be used for clocking in and signing in. You can use only fingerprints, only pin numbers, or both.

To enroll:

1. Select Set PIN Number.
2. Select the employee – if the employee is not listed, check to ensure they have been properly set up in Crunchtime employee maintenance. It can take up to 2 hours for employee to sync with the POS.



- a.
3. Follow the prompts on the screen.

Reports on the POS

There are 7 available reports on the POS. Note that these reports are only available to run on the current business date. The reports available include:

- Sales Summary
- Hourly Sales
- Sales
- Product Mix
- Item Sales By Employee
- Hourly Sales & Labor
- Employees Clocked In