



Employee & Manager Handbook

**(949) 336-7500 X 1
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Front Of House

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Front Of House Servers

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Creating a new check.

1. Login.
2. Select by table number or floor plan.
3. Enter number of guests.
4. Select desired menu items.

Viewing all of your open checks.

1. Login.
2. Select "Check" from the open check on the left hand side.
3. Open by check number or table number.

*Note: You can also view all of your open or closed checks by pressing the "?".



Deleting an item that has not been sent to the kitchen/printer.

1. Make sure the desired item is highlighted in blue.
2. Select “Delete” from the command ribbon.
3. Press “Yes” to confirm, or press “No” if it was selected by mistake.

You can also delete all items on a check that have not been sent to the kitchen/printer.

1. Press in the “balance due” section of the check.
 - a. You can also touch multiple items to highlight them.
2. All items should now be highlighted in blue.
3. Press “Delete”.
4. Press “Yes” to confirm, or press “No” if it was selected by mistake.

***Note:** You can simply select or de-select items by touching them once.

***Note:** You can tell if an item has been sent to the kitchen by seeing if there is a small printer icon to the left of the item name.



Modifying menu items.

1. Select the menu item from your check screen.
2. Touch it so it is highlighted.
3. Touch “Modify” or “Modify Item”.
4. Select appropriate modifier.
 - a. Some modifiers may provide you with options such as “Light” or “On Side” to inform the kitchen on what action to take. Or you can press the buttons on the right hand side of the window.
5. Press “Done”.



Removing a discount.

1. Select the check.
2. Select and highlight the discount that was applied. The discount is located in the footer of the check screen.
3. Press the “Delete” button.
4. Focus will automatically recalculate the total amount due when the discount is removed.

*Note: Adding or removing a discount of any type might request manager approval. Please, follow your restaurants rules and regulations for discount procedures.



Voiding an item that has already been sent to the kitchen.

1. Open the check that contains the item you would like to void.
2. Select the “Payments” page from the command ribbon
3. Select the item you would like to void.
4. Locate and press the “Void” button.
5. Select a reason for the void.
6. The check will zero out the amount of the item and a “V” will appear next to it.



Voiding a payment.

1. Verify the correct closed check is displayed on the screen and open it.
2. Select the payment type that needs to be voided.
 - a. If there are multiple payments to be voided they must be done individually.
3. Once the payment is highlighted blue select the “Void” from the command ribbon.
 - a. You may also select the “Functions” button from the command ribbon then press the “Void” button
4. Select a void reason.
5. A “V” will now appear next to the voided payment type and the check will be reopened.

*Note: A void of any type might request manager approval. Please follow your restaurants rules and regulations for void procedures.



Closing a check with cash.

1. Select check to be closed.
2. Select the “Payments” button from the command ribbon.
3. Most common denominations of cash are located on the “Payments” screen. You can also select “Exact Cash” or “Cash”.
4. If “Cash” is selected enter the denomination of cash given to you by the customer.
5. Press “OK”.



Closing a check with a Credit Card.

1. Select the check to be closed.
2. Now you can simply swipe the credit card to pay out the guests entire check.
 - a. If a credit card cannot be read, press “Payments” and select the credit card logo that appears on the front of the card. If you do not see the logo, your restaurant most likely does not accept that type of card.
 - b. On the same screen as above you can also manually enter the credit card information.
3. Press “OK”.



Closing a check using a Gift Card.

1. Select the check to be closed.
2. Simply swipe the Gift Card to pay out the guest check. If the Gift Card amount is less than the check total you will be prompted to continue using another form of payment.
 - a. If a Gift Card cannot be read, press “Payments” and select the Gift Card.
 - b. On the same screen as above you can also manually enter the Gift Card information.
3. Press “OK”.



Closing a check using a House Account and other restaurant specific payments.

1. Your restaurant may accept other payments such as; house account, checks, trade coupons, etc. to learn how to properly accept these payments please refer to your in store policies or speak to your manager.



Printing a check at any time

1. Select the check/table that you would like to print.
2. Locate and press the “Print” button in the command ribbon.
3. Your desired receipt will be printed.



Splitting a check between credit cards.

1. Select the check you want to split.
2. Locate the “Payments” button on the command ribbon.
3. Select the credit card type that is to be used first by pressing on the card logo.
4. In the “Amount” field, enter the amount to be used on the first credit card and press “Next”.
 - a. If the credit cards are being split evenly you can use the “Quick Amount” feature on the left hand side of the credit card payment screen.
5. Swipe the first credit card.
6. Repeat steps 1-5 for the subsequent cards.
7. Continue to close the check as per usual.



Splitting a check between cash and a credit card.

1. Select the check you want to split.
2. Locate the “Payments” button on the command ribbon.
3. Press the “Cash” button to enter the amount to be paid in cash and press “OK”.
4. Now run the credit card as you normally would to close out the remaining balance.

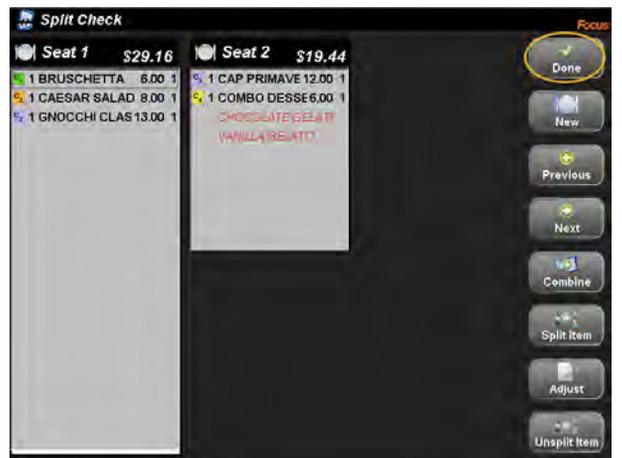
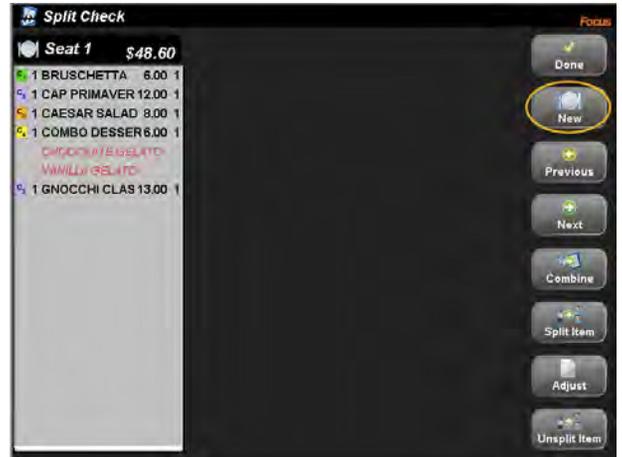
In some scenarios the guest may ask for “X amount on the card and the rest in cash”. This process is very similar to the above, follow steps 1 and 2.

3. Select the credit card logo to be used.
4. In the “Amount” field enter the amount desired by the guest and press “Next”.
5. Swipe the credit card.
6. The balance will now reflect the amount to be paid in cash.



Splitting a check based on items ordered.

1. Select the check you would like to split.
2. Locate the “Split” button from the command ribbon.
3. Press “New”, a new seat number will appear.
4. Highlight the items from “Seat 1” that you want to split.
5. Tap the empty area in the new seat.
6. Repeat steps 3-5 to move items to multiple seats.
7. Press “Done”.
8. Each sub-check will be indicated on the bottom of the screen below the check by the seat number and a picture of utensils.
9. Continue to close the check as per usual.



Splitting a single item amongst guests.

1. Select the check you would like to split.
2. Locate the “Split” button from the command ribbon.
3. Highlight the item from “Seat 1” that you want to split.
4. Select the “Split Item” button.
5. You can now either leave the split item on a single check or press “New” and create a new seat for the item.
6. Press “Done”.
7. Each sub-check will be indicated on the bottom of the screen below the check listed by the seat number and a picture of utensils.
8. Continue to close the check as per usual.



*Note: On the split screen you can also “Combine” and “Un-split” items as needed.



Printing a split check receipt.

4. Select the check/table that you would like to print.
5. Locate and press the “Print” button in the command ribbon.
6. A new window will appear, select a button from the right hand side of the window.
7. One or all of your desired receipts will be printed.



When adding money to a gift card follow steps 1-3 as stated above.

4. Select the “Gift Card Increment” button, which will open a new window.
5. Enter the amount being added and select “Next”.
6. When the cursor is in the “Account” field, swipe the gift card or manually enter the number and press “OK”.
7. The Gift Card will appear, in green, in the footer of the check screen.
8. Continue to close the check as per usual.



You can also check the balance of a Gift Card, follow steps 1-3 as stated above.

4. Select the “Gift Card Balance” button, which will open a new window.
5. Swipe the card or enter the account number and select “OK”.
6. The balance will appear and Focus will print out a receipt with the balance statement.



Editing your credit card tips.

1. Login.
2. Locate the “Edit Tips” from the command ribbon, or the “Payments” screen.
3. A list will appear for all unedited credit card transactions.
4. Locate the transaction that needs to be adjusted.
5. Press the “Edit Tips” button on the bottom of the window.
6. A new window will appear, enter the tip or change the total as provided by the guest. Press “OK”.
 - a. If you enter a tip incorrectly, you can press “All” at the bottom of the Edit Tips window to recall all of your credit card transactions.
7. Press “Close” when all tips are edited.

*Note: You can easily reprint a credit card receipt by selection the “Voucher” button on the bottom of the Edit Tips window.



Performing a cash drop.

1. Login.
2. Select the “Payments” button from the command ribbon
3. Select the “Drop” button.
4. Press “New”.
5. Type in the cash amount and select the employee or manager to drop the cash to.
6. Press “OK” and the dollar amount will be dropped to the selected employee or manager.

*Note: While performing a drop you will be asked to provide Manager approval.





Front Of House Special Functions

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*Note: Not all of these functions may be used at your location.

Delivery.

Cashier/Driver.

1. Login.
2. In the “Order Type” select “Delivery”.
3. A window will appear allowing you to select search options.
 - a. Most commonly used is “Phone Number”, and “Begins With”.
 - b. You can pre-populate the list on the left hand side to bring up your most common area codes.
 - c. If you use a caller ID system, the customers phone number will automatically list on the left hand side of the window.
4. Confirm the phone number and press “New Order”.
 - a. In the customer window you can also view the customers order history if they would like to repeat one of their previous orders.
 - b. If it is a new customer you will be prompted with a confirmation window to create a new customer. Make sure to fill out all of the customer information applicable for your store (There is a keyboard icon on the bottom right of the window if no keyboard is connected to your computer).
 - c. You can also add “Delivery Instructions” which will appear



- on the check and “Comments” to be seen in the customer file.
- d. Once you finish adding your new customer press “Start Order” or “New Order”.
5. Once all of the customer data has been added, or the customer was selected continue as you would for a regular sale.
 6. On the “Payments” screen you have the option to close out the check using a credit card or to leave the check open for cash. Select an option.
 7. Now, select the “Dispatch” button from the command ribbon.
 8. In the “Dispatch” window all the open checks will be displayed.
 9. Highlight the check you wish to dispatch.
 10. On the right of the window there will be a list of all drivers who are clocked in. Highlight the driver, press “Assign”.
 11. The selected driver will now appear highlighted, in red, and a timer will begin to show the time he has been out on delivery.
 12. Press “Close” and either log out, or, continue with you orders.



Driver- After delivery.

1. Login.
2. A confirmation window will appear with a list of checks asking if they have been successfully delivered press “Yes” if they have.
3. If they were cash transaction another window will appear asking you to close out the amounts for the checks. Press “Yes”.
4. Press “OK” in the information window.
5. You can now dispatch yourself more deliveries.



Future orders.

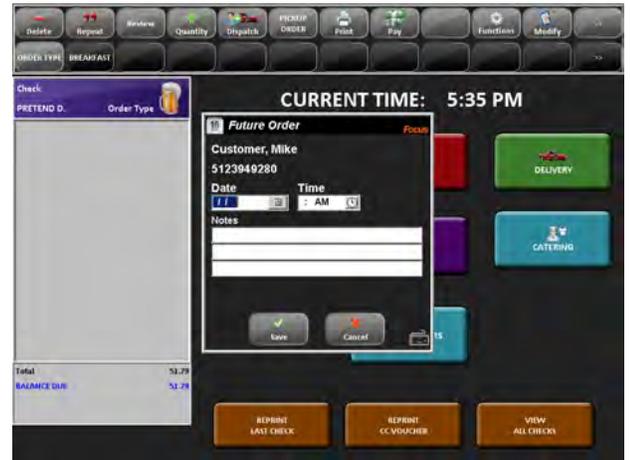
Creating a Future Order.

1. Login.
2. In the “Order Type” select “Future Orders”.
 - a. You can also access the Future Orders from an existing customer window by pressing the check mark next to the “Future Order” box.
3. A window will appear showing a list of the “Future Orders”, press “New”.
 - a. Most commonly used in the search window is “Phone Number”, and “Begins With”.
 - b. If you use a caller ID system the customers phone number and name will automatically list on the left hand side of the window.
 - c. Confirm the phone number, and either continue to the order screen or add as a new customer.
 - d. In the customer window you can also view the customers order history.
 - e. If it is a new customer make sure to fill out all of the customer information applicable for your store (There is a keyboard icon on the bottom right of the



window if no keyboard is connected to your computer).

4. Once all of the customer data has been added, or the customer was selected press “New Order”.
5. A “Future Order” window will appear, enter the time and day in which the order will be picked up, enter any notes.
6. Press “Save”.
7. Enter the order as per usual.
8. On the “Payments” screen select “Leave Open”.
 - a. You can only take payment at time of pickup, if you try to enter a credit card you will receive an error screen.



Future Order: Day of Pickup.

1. Login.
2. Locate the “Order Type” screen.
3. Press “Future Order”.
 - a. You will NOT be prompted when you log in that there is a Future Order due on this day, you must manually search it and send it to the kitchen.
4. A list of all Future Orders will be listed.
5. Select the order.
6. Press “Send”.
7. Close the check as per usual.

***Note:** In newer versions of Focus, Future Orders can be set to automatically send to the kitchen for the day of pickup.



Delay Printing.

1. Login.
2. Ring in the sale as per usual.
3. Locate the “Functions” button in the Command Ribbon.
4. In the “Misc” section press the “Delay Print” button.
5. Enter in a time to print and press “OK”.
6. Enter your access code.
 - a. You may need manager approval.
7. Your check will now print at the desired time.

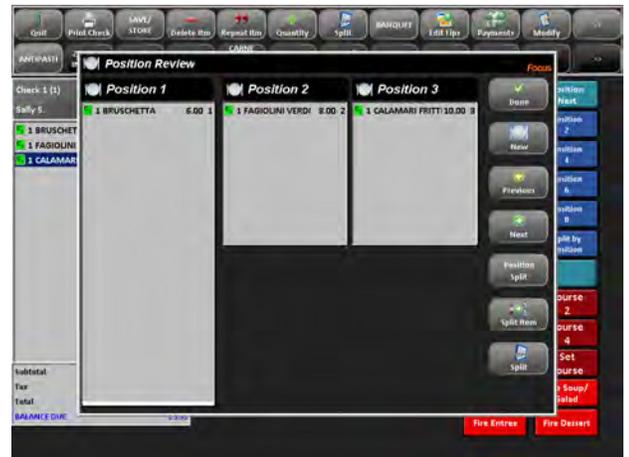
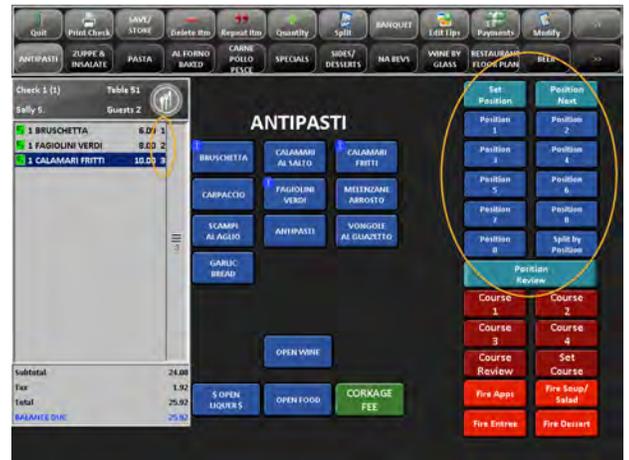


Positions.

1. When using Positions each item selected on the check will display a “Position” to the right of the item name.
2. There are a few different ways you can change this:

- a. “Position Review”.
 - i. Press the “Position Review” button.
 - ii. Highlight the item that needs to be moved, press “New” and enter a number for the new position.
 - iii. Then click in the box for the position you would like to move it to.
 - iv. Press “Done” when each item is in the correct “Position”.

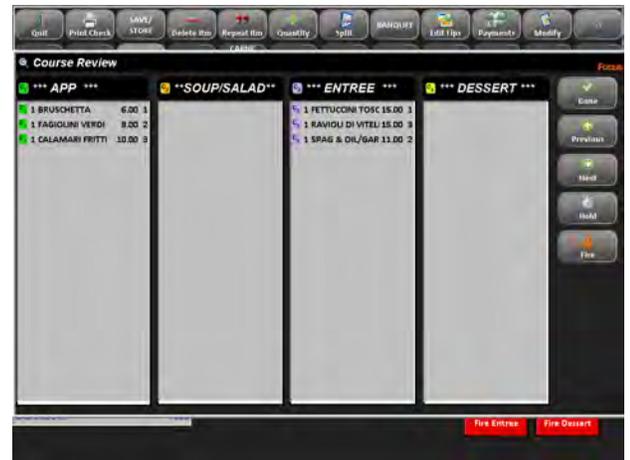
- b. Shortcut Buttons.
 - i. Highlight the item on the check.
 - ii. Press on of the “Position” shortcut buttons to change the Position of the item.
- c. “Set Position”.
 - i. Highlight the item on the check.
 - ii. Press the “Set Position” button.



- iii. Enter the number of the new Positions or select a number from the left.
- iv. Press “OK”
- d. “Split By Position”.
 - i. You must have more than one position set.
 - ii. Highlight the item.
 - iii. Press “Split by Position”.
 - iv. Select the Position to split the item, or select “Split All” to split it to each Position.

Coursing.

3. When using Courses each item selected on the check will display a “Course” to the left of the item name.
4. There are a few different ways you can change this:
 - a. “Course Review”.
 - i. Press the “Course Review” button.
 - ii. Highlight the item that needs to be moved, then click in the box for the course you would like to move it to.
 - iii. Press “Done” when each item is in the correct “Course”.
 - b. Shortcut Buttons.
 - i. Highlight the item on the check.
 - ii. Press on of the “Course” shortcut buttons to change the Course of the item.
 - c. “Open Course”.
 - i. Highlight the item on the check.
 - ii. Press “Open Course”.
 - iii. A window will appear with a list of courses, select one.
 - iv. Press “Close”.



Loyalty

*Note: Adding a customer for loyalty will not be the same as adding for delivery, take out, etc.

Local Loyalty.

1. Login and ring in your order as per usual.
2. Locate the “Loyalty” screen or button.
3. Enter your search criteria.
4. A Loyalty window will appear with the customer info and Loyalty info.
 - a. New customer data must be added by a Manager.
 - b. If the Loyalty card number has been pre-programmed into the database the new customer can use the card ASAP. The Manager will then associate the account number and customer info later.
5. If there are any discounts available they will be flashing for the type of Loyalty earned.
6. Press “Apply”.
7. You will see the discount applied on the left.
8. Payout as per usual.

MyFocus

1. Login and ring in your order as per usual.
2. Locate the “Loyalty” screen or “Add Points” button.
3. Swipe the Loyalty card or enter the account number; if you need to press the “...” to enter search criteria.
 - a. Cards are pre-programmed with an account number.
 - b. New Customer data is added by the customer when they register their card online at My.FocusPOS.com.
4. A screen will appear to verify that the points are posting.
 - a. You must have internet connection to use MyFocus points.
5. With the customer account open in the window you can see if their points make them eligible for any discounts. If so, apply them here or before checkout.
6. Check out the customer as per usual.

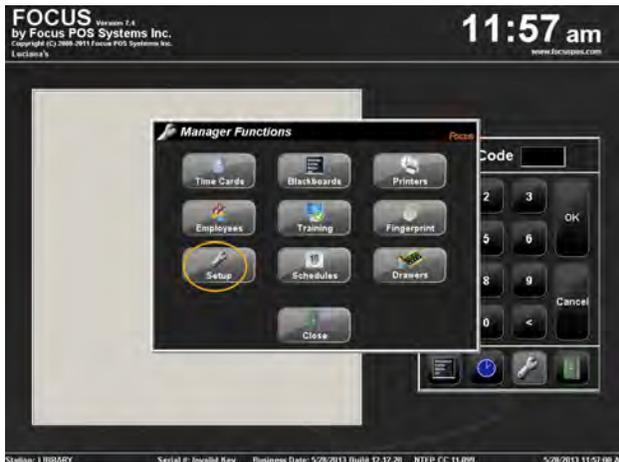
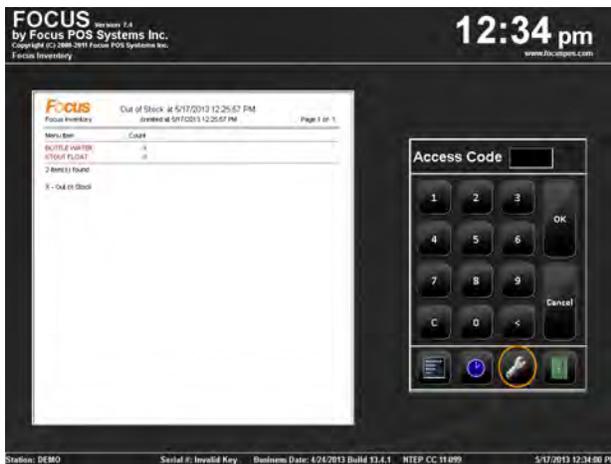


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Accessing the Setup Page.

1. On the main screen locate and press the “Wrench” button on the bottom of the access code login screen.
2. The “Manager Functions” screen will appear.
3. Select the “Wrench/Setup” button.
4. Enter your Access code.
5. You will now have access to all the Manager Functions and Setup pages.



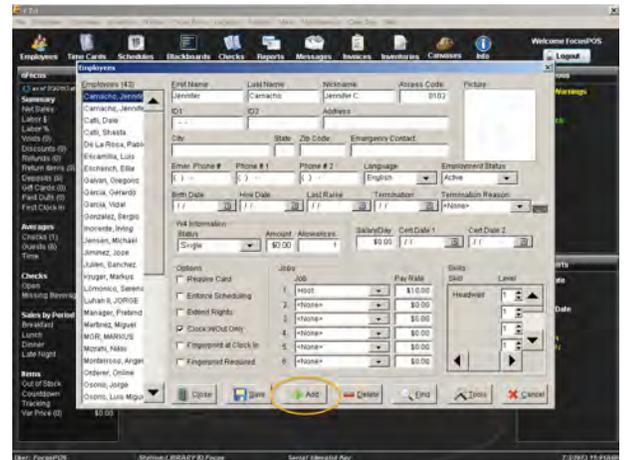


Employee Maintenance

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Adding a New Employee.

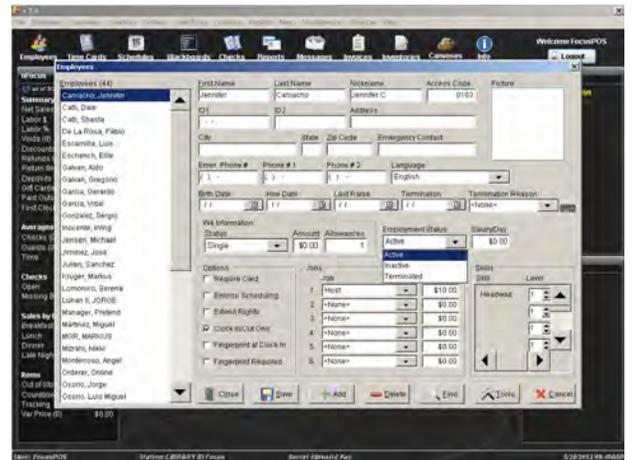
1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Employees”. Or, press the “Employee” shortcut button.
2. Once the employee window is up, select “Add” from the bottom of the screen.
3. Fill out the applicable information for the new employee.
 - a. When specifying an access code either type in the desired code or, tap on the words “Access Code” and the next available code will automatically be put into the box.
 - b. If using a Mag Swipe card you will need to specify a temporary access code until you can go to a station with a Mag Strip reader.
 - c. Once you are at a station with a reader press the “Wrench” button.
 - d. Select “Employees” and enter YOUR access code.



- e. Select the employee from the left hand side of the screen.
 - f. Double tap in the “Access Code” field so it is highlighted.
 - g. Swipe the Mag Swipe card and press “Save”.
4. Press “Save”.
 5. The employee will now be listed on the left side of the employee window and is now able to login at your Focus POS stations.
 6. When finished adding or editing Employees press “Close”.

Terminating an employee.

1. Make sure the employee is clocked out of Focus.
 - a. You cannot terminate an employee that is clocked in. See **Time Clock Maintenance** for information on clocking out an employee.
2. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Employees”. Or, press the “Employee” shortcut button.
3. Select the desired employee from the left hand side of the screen.
4. Under the “Employment Status” tab select “Terminated”.
5. Select the “Termination Reason” tab and select a reason.
6. Press “Save”.
7. The employees name will no longer be visible on the left hand side of the screen.
 - a. If you need to retrieve any information on the terminated employee, you can select “Find” on the bottom of the screen.
 - b. Select the appropriate options from the menu and press “OK”.
8. Press “Save” and “Close”.



Deleting an employee.

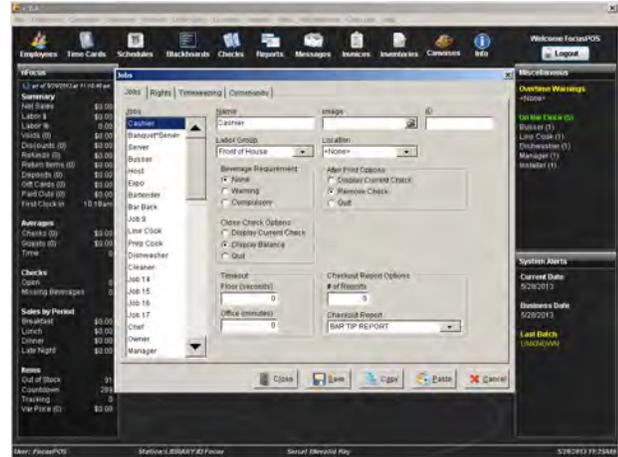
1. Make sure the employee is clocked out of Focus.
 - a. You cannot terminate/delete an employee that is clocked in. See **Time Clock Maintenance** for information on clocking out an employee.
2. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Employees”. Or, press the “Employee” shortcut button.
3. Select the desired employee from the left hand side of the screen.
4. Press the “Delete” button.
5. Press “Yes”.
 - a. If a mistake has been made select “No”.
 - b. Deleting an employee cannot be undone. All of their historical data will remain in the system, however, if you re-add the employee back into the Focus system previous sales information will NOT be associated with the “New Employee”.
6. Press “Save” and “Close”.

*Note: The Focus POS Hospitality Database (HBD) is engineered to allow you to maintain a large employee, menu and sales database. Deleting an employee is not required.



Adding Job Types.

1. Select the “Employee” tab from the top of your screen, then from the drop down menu select “Jobs”.
2. Select a job from the list to the left similar to the one you want to create and press the “Copy” button.
 - a. You can also select a blank job (these are usually named “Job #” or it is just a blank space on the list).
3. Fill out the applicable information for the new job.
4. Press “Save” and “Close”.



Changing/Adding Job Rights.

1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Jobs”.
2. Select the “Rights” tab.
3. From the left hand side of the screen select the job you would like to change the rights of.
4. You can now select whether each right is on or off by placing a green “check” or red “X” next to the right.
5. Press “Save” and “Close”.



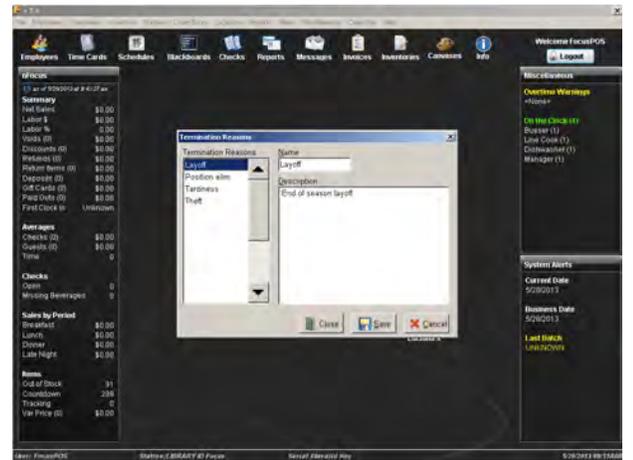
Creating a Message to the employees.

1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Messages”. Or, press the “Messages” shortcut button.
2. Press “Write”.
3. In the field for “To” either write an employee name, or select the “...” button for a list of options on who can see your message. Press “OK”.
4. Once the message has been written press “Send”.
5. The message will appear to the selected employees upon log in.



Termination Reasons.

1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Termination Reasons”.
2. A window will appear with a list of Termination Reasons on the left hand side followed by numbers.
 - a. You can select a reason from the list and when it is highlighted blue you can edit it as needed in the fields on the right hand side of the window.
 - b. **To enter a new termination reason**
 - i. Select one of the empty spaces from under the list on the left hand side of the window.
 - ii. Once it is highlighted blue you can change the name and description in the field on the right hand side of the window.
 - iii. Press “Save” and “Close” once you are finished adding the termination reasons.
3. Press “Save” once editing is complete.



Adding Labor Groups.

1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Labor Groups”.
2. To enter a new labor group; select one of the empty spaces from under the list on the left hand side of the window.
3. Enter a name for the new group in the field on the right side of the window.
4. Press “Save” and “Close” when you are finished.





Time Card Maintenance

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*Note: All time entries in Focus are in 24-hour or Military Time. To properly calculate 24-hour time add 12 hours to all time after 1pm (i.e. 3:00pm+12=15:00).

Creating a Time Card Entry.

1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Time Cards”. Or, press the “Time Cards” shortcut button.
2. Select the employee who needs to have their time card added from the employee list on the left.
3. Press “Add”.
4. Fill out all applicable information on the right hand side of the window.
5. Press “Save” and if you are finished creating Time Card entries press “Close”.



Editing a Time Card entry.

1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Time Cards”. Or, press the “Time Cards” shortcut button.
2. Select the employee who needs to have their time card edited from the employee list on the left.
3. Select the appropriate time card from the “Time Cards” section in the middle of the window.
4. Edit any times, dates, and/or jobs as needed.
5. Press “Save” and if you are finished editing Time Card entries press “Close”.



Deleting a Time Card entry.

1. Select the “Employee” tab from the top of your screen, then from the drop down menu select “Time Cards”. Or, press the “Time Cards” shortcut button.
2. Select the employee who needs to have their time card deleted from the employee list on the left.
3. Select the appropriate time card from the “Time Cards” section in the middle of the window.
4. Press the “Delete” button.
5. In the “Confirm Window” press “Yes”, or if a mistake has been made press “No”.
6. Press “Save” and if you are finished editing Time Card entries press “Close”.

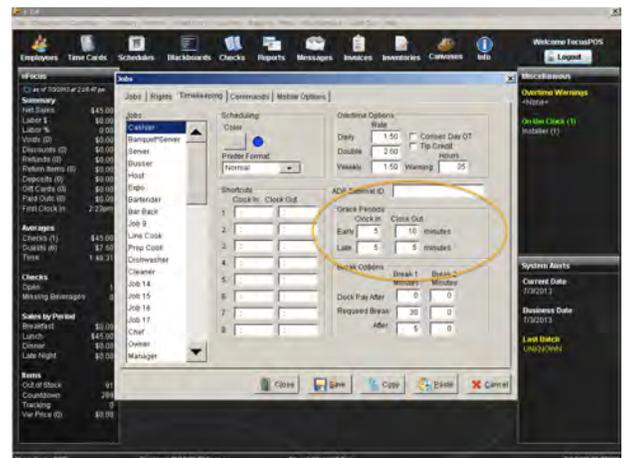
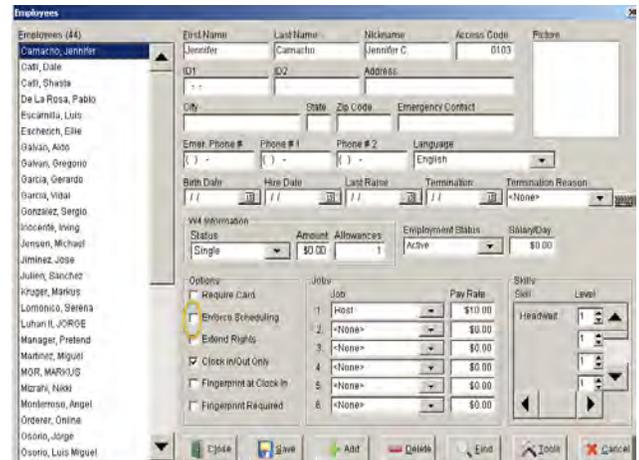


*Note: In the top of the “Time Cards” window you can filter time cards by using a date range, job, or status.

Enforcing a Grace Period.

*Note: You must use Scheduling within Focus for this to be applicable! To use Scheduling see **Creating Schedules**.

1. Before you can enforce this you need to edit your Employee. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Employee”. Or, press the “Employee” shortcut button.
2. Under the “Options” section check the box next to “Enforce Scheduling”.
3. Press “Save” and if you are finished editing press “Close”.
4. Now, select the “Employee” tab from the top of your screen, then from the drop down menu select “Jobs”.
5. Select the “Timekeeping” tab.
6. Select a job from the list on the left to enforce the Grace Period for.
7. In the Grace Period section, enter (by number of minutes), how early or late the employee can clock in or out.
 - a. A value of zero (0) will mean that the applicable grace period is not enforced





Menu
Maintenance

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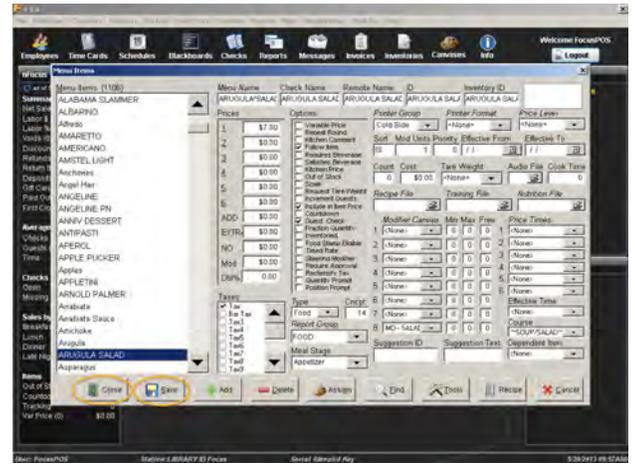
Adding a Menu Item.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. The “Menu Item Maintenance” screen will appear, showing you a complete list of all Menu Items and their properties.
 - a. These Menu Items have been added by Focus.
3. Select a similar Menu Item from the list on the left side of the window. (i.e. if you are adding a new burger, select an existing burger to copy)
4. Press the “Add” button, from the bottom of the window.
5. Enter the name of the new item.
 - a. Use the ^ symbol (shift + 6 on your keyboard) to insert a line break. This will allow the name of the menu item to be displayed on two lines.
6. Press the ‘Tab’ key on your keyboard to automatically propagate the “Check Name”, “Remote Name”, “ID” and “Inventory ID” fields.
 - a. Menu Name – The name that is displayed on the Focus menu screen.
 - b. Check Name – The name that is printed on the guest receipt.



- c. Remote Name – The name that is printed in the kitchen/bar.
- d. ID – The Focus unique item ID. This name must be unique for each menu item.
- e. Inventory ID – The inventory name of an item.

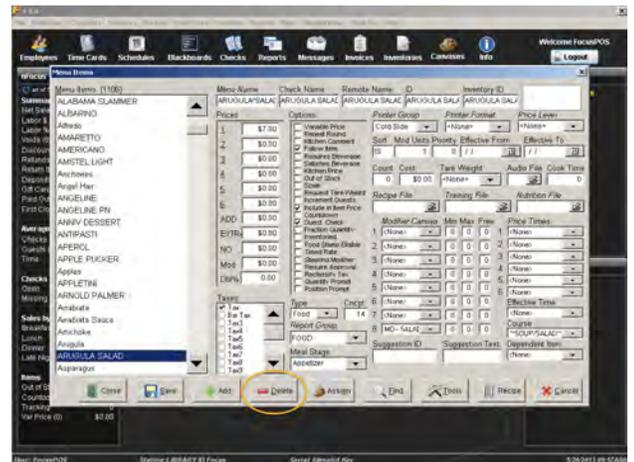
- 7. Adjust prices as necessary.
- 8. Adjust any applicable fields & options as necessary.
- 9. Press “Save” and if you are finished adding or editing menu items press “Close”.



Deleting a Menu item.

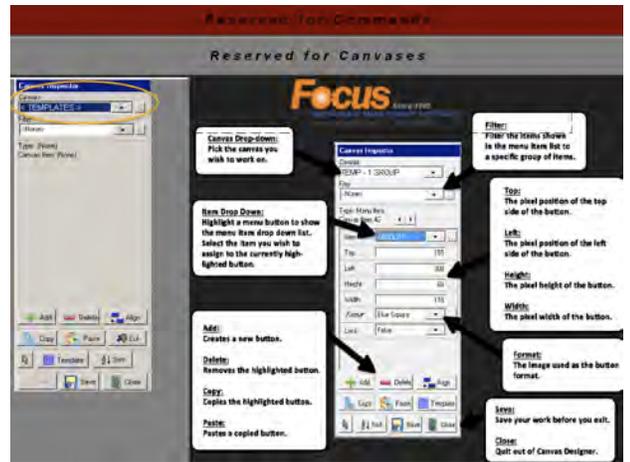
1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. The “Menu Item Maintenance” screen will appear, showing you a complete list of all menu items and their properties.
3. Select the menu item that you need to delete from the “Menu Item Maintenance” screen.
4. Press the “Delete” button.
5. The menu item has now been deleted from the system. All historical sales data for the deleted item will remain in the Focus system for reporting purposes.

***Note:** The Focus POS Hospitality Database (HBD) is engineered to allow you to maintain a large employee, menu and sales database. Deleting a menu item is not required.



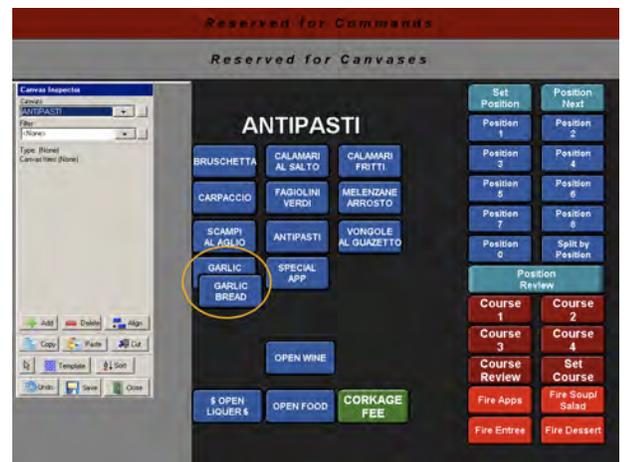
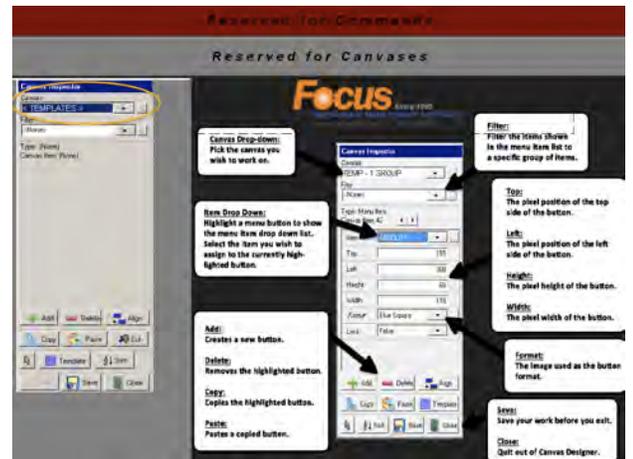
Adding a new Menu Item to an existing Canvas.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Canvas Designer”. Or press the “Canvases” shortcut button.
2. From the drop down menu on the left in the “Canvas Inspector” window select the canvas you would like to add the new item to.
3. Select an open button.
 - a. An open button is one which does not already have a menu item residing on it.
4. From the “Canvas Inspector” select the Item drop down menu select the menu item that you created.
5. When you are finished adding the menu items to your canvas. Press “Save” and then “Close”.



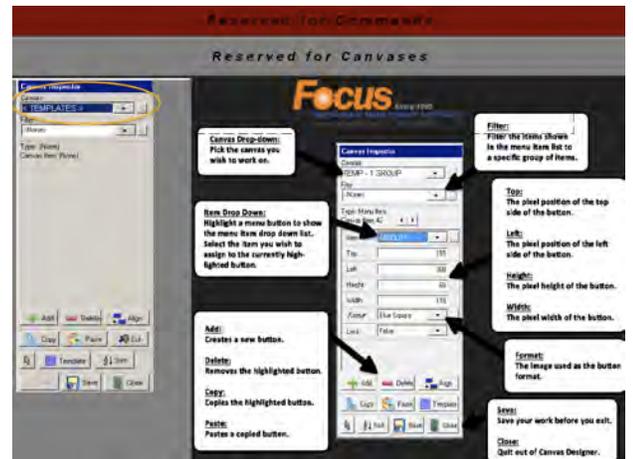
Adding a new button to an existing Canvas.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Canvas Designer”. Or press the “Canvases” shortcut button.
2. From the drop down menu on the left in the “Canvas Inspector” window select the canvas you would like to add the new button to.
3. Select a button similar to the one you would like to create by clicking on it.
4. From the “Canvas Inspector” press the Copy button.
5. From the “Canvas Inspector” press the Paste button.
6. A duplicate of the button will now be created next to the original button.
 - a. You can also add a new button by pressing the “Add” button or right clicking anywhere on your canvas. Select “Add”, then choose the type of button from the list.
7. Click on the newly created button and move it to your preferred destination.
8. When you are finished adding the buttons to your canvas. Press “Save” and then “Close”.



Deleting a button from an existing Canvas.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Canvas Designer”. Or press the “Canvases” shortcut button.
2. From the drop down menu on the left in the “Canvas Inspector” window select the canvas you would like to delete the button from.
3. Select a button by clicking on it.
4. Press “Delete”.
5. In the confirmation window press “Yes”, or if a mistake has been made press “No”.



Adding a Modifier Item.

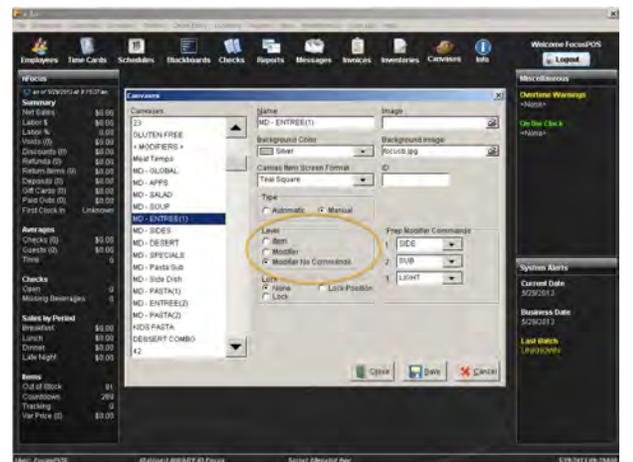
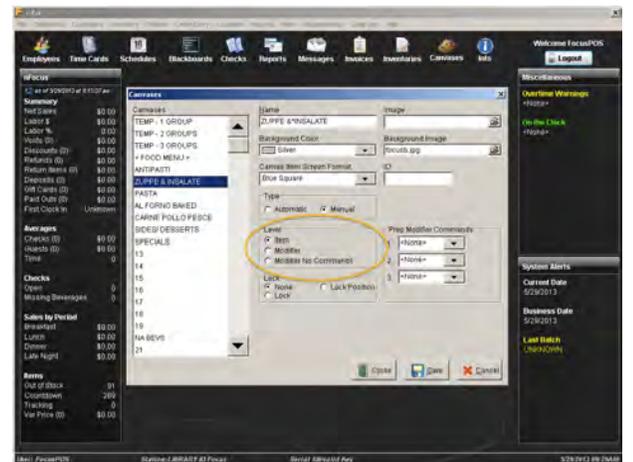
1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. The “Menu Item Maintenance” screen will appear, showing you a complete list of all menu items and their properties.
3. Select a similar Modifier Item from the list on the left side of the window.
4. Press the “Add” button, from the bottom of the window.
5. Enter the name of the new modifier item.
6. Use the ^ symbol (shift + 6 on your keyboard) to insert a line break. This will allow the name of the menu item to be displayed on two lines.
7. Press the ‘Tab’ key on your keyboard to automatically propagate the “Check Name”, “Remote Name”, “ID” and “Inventory ID” fields.
 - a. Menu Name – The name that is displayed on the Focus menu screen.
 - b. Check Name – The name that is printed on the guest receipt.
 - c. Remote Name – The name that is printed in the kitchen/bar.



- d. ID – The Focus unique item ID. This name must be unique for each menu item.
 - e. Inventory ID – The inventory name of an item.
8. Adjust prices as necessary.
 9. Adjust any applicable fields & options as necessary.
 - a. Make sure the “Follow Item” box is checked in the “Options” section.
 10. Press “Save” and if you are finished adding or editing menu items press “Close”.

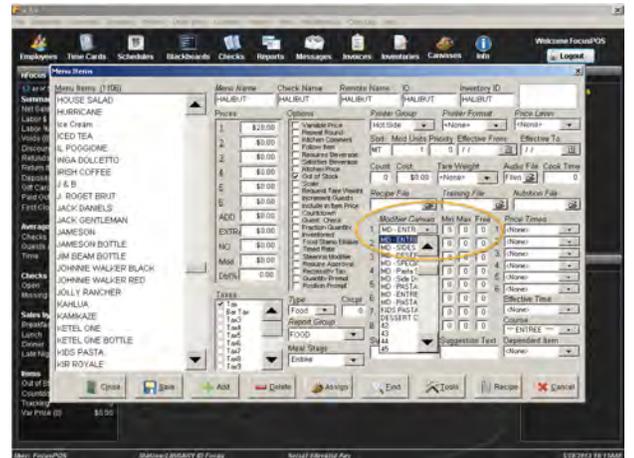
Creating a new Modifier or Item Canvas.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Canvases”.
2. The “Canvases” screen will display.
3. Highlight an open number in the “Canvases” field on the left hand side of the window.
4. Touch the “Name” field and enter in the name of the new canvas.
5. Make sure the field background image is set to “focusb.jpg”.
6. Check automatic or manual whichever you prefer.
 - a. Automatic Canvas- Focus automatically creates a button for you and chooses the size for you and places it on the canvas left aligned.
 - b. Manual Canvas- You will have to create the buttons for your Menu Item and assign it to the menu item and then place it on the canvas as you wish.
7. Under the “Level” field select an option.
 - a. This designates this canvas is either an item or modifier canvas.
8. Fill out all applicable sections.
9. Press “Save” and “Close” when finished.



Adding a Modifier Canvas to an item.

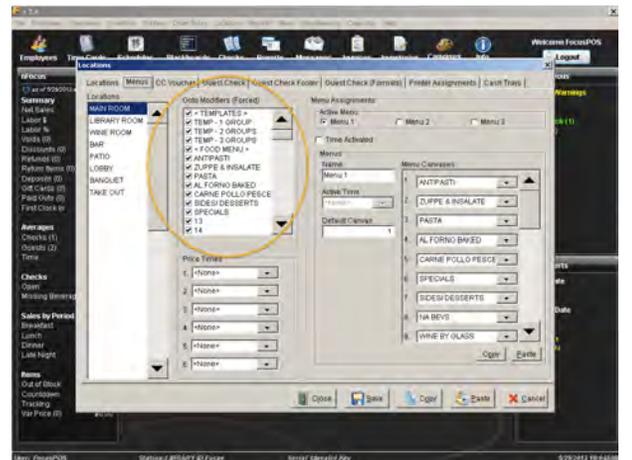
1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. The “Menu Item Maintenance” screen will appear, showing you a complete list of all menu items and their properties.
3. Select the item in the “Menu Items” that you would like to add a modifier canvas to.
4. Under the “Modifier Canvases” field you will have the option to add up to six modifier canvases to an item.
5. Use the drop down menu to choose which modifier canvas or canvases you would like to have display.
6. You now have the choice to make the modifier canvas manually or automatically display.
 - a. To make the modifier canvas automatically display, you will have to fill out the following fields:
 - i. Min- This is the minimum amount of items that must be checked to close the modifier canvas page. This must be set to at least one to make the modifier canvas open.



- ii. Max- This is the maximum amount of items that can be checked on your modifier canvas page. This can be set as high as ninety-nine (99).
 - iii. Free- This is used if you are allowing a certain amount of items for free before charging for them.
- 7. To make the modifier canvas open manually, you must place a zero in the Min field.
 - a. You can still use the “Max” field and “Free” field the same as you would in automatic.
- 8. Press “Save” and “Close” when finished.

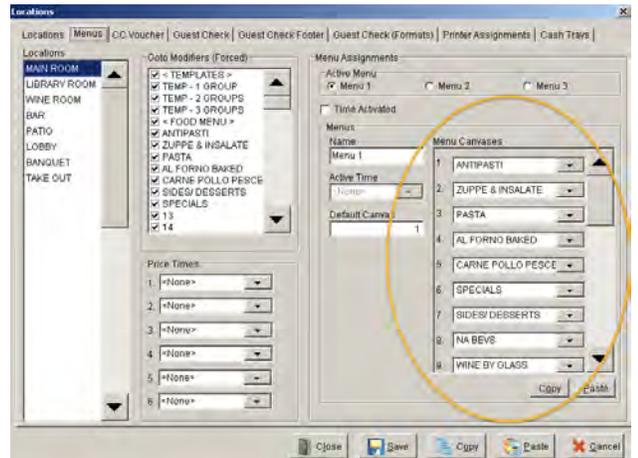
Adjusting Forced Modifiers.

1. Select the “Locations” tab from the top of your screen, and then from the drop down menu select “Locations”.
2. The “Locations” screen will appear.
3. Select the “Menu” tab.
4. In the “Goto Modifiers (Forced)” field; make sure the canvas that is attached to the item is selected. This will make the Modifier Canvas appear as soon as the Menu Item is selected.
5. The change should be repeated for all necessary locations.
6. Press “Save” and “Close” when finished.



Adding to and Changing the order of the buttons on the Canvas Ribbon.

1. Select the “Locations” tab from the top of your screen, and then from the drop down menu select “Locations”.
2. In the “Locations” window select the “Menu” tab.
3. In the “Menu Canvases” field there are 30 drop down tabs.
 - a. Each field is a button on the canvas ribbon.
 - b. The number 1 position will appear on the farthest left of the canvas ribbon.
4. Put them in the order than you would like to have them in.
5. You can decide the order of the Canvas Ribbon for each Location.
6. Press “Save” and “Close” when finished.



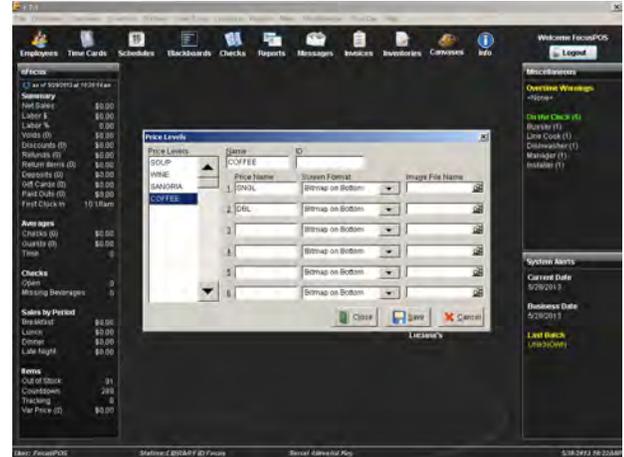
Changing the price or stock count of a Menu Item from the floor.

1. Login to a Focus POS station.
2. Locate and press the “Item Edit” button from the Command Ribbon or the “Functions” page.
3. The “Item Functions” window select from the “Canvas” field.
4. A list of items from each canvas or all of the items will be displayed.
5. You can use the letters on the left side of the window or the arrows on the right side or bottom of the window to scroll through the list.
6. Select the item you wish to edit.
7. You can now change the price of stock count of the item by navigating the buttons on the right side of the window.
8. When you are finished adjusting press “Close” and log out.



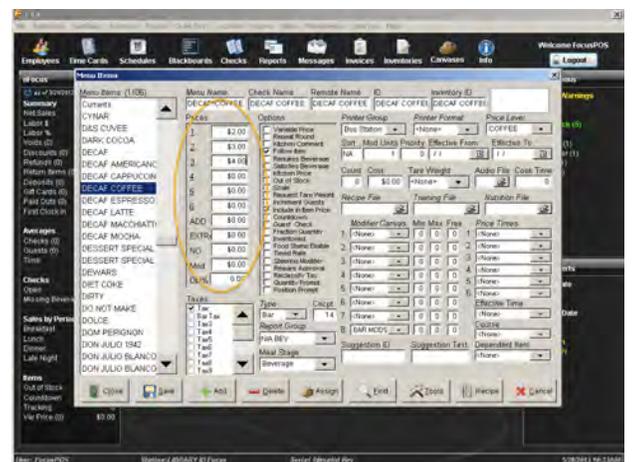
Creating Price Levels to determine size. (i.e. small, med, lrg)

1. Select the “Order Entry” tab from the top of your screen, then, from the drop down menu select “Price Levels”.
2. In the “Price Levels” window select and open space from the list on the left.
3. Name the Price Level (i.e. Soda).
4. Under the “Price Name” section enter up to six (6) sizes.
5. Press “Save” and when you are finished press “Close”.



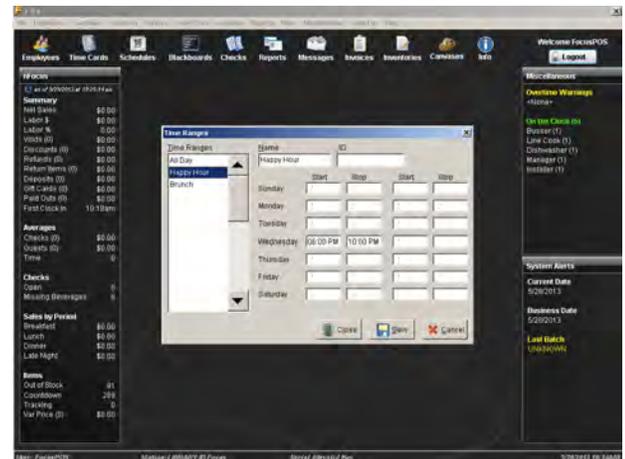
Applying a Price Level to an item.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. From the list on the left select the item you wish to add Price Levels to.
3. Find the drop down menu for “Price Levels”.
4. Select one.
5. Now, in the “Prices” section enter the prices that correspond with the appropriate sizes. (i.e. 1-small, 2-med, 3-large)
6. Press “Save” and when you are finished press “Close”.
7. When an employee logs in to ring that item a window will now appear prompting them to select a size and the price will reflect accordingly in the check.



Setting up Price Times for Happy Hour or any time sensitive specials.

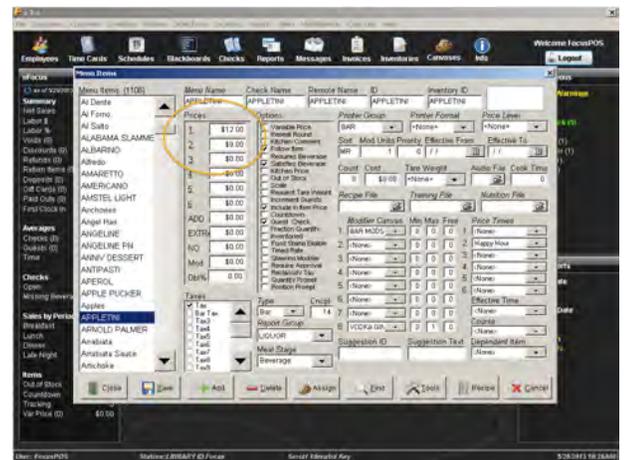
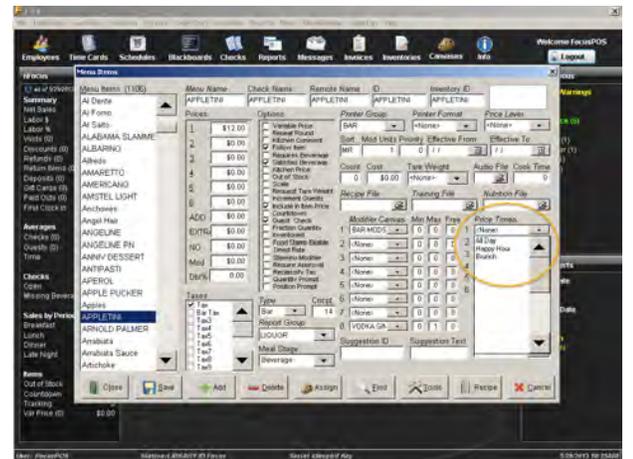
1. Select the “Miscellaneous” tab from the top of your screen, and then from the drop down menu select “Time Ranges”.
2. Select a blank space from the list on the left.
3. Enter the name.
4. Now, enter the times and days applicable to your special.
 - a. You can enter two Time Ranges per day if desired, this comes in handy if you want to carry the same specials twice a day.
5. Press “Save” and when you are finished press “Close”.



*Note: We recommend creating an “All Day” price time from 4:01 AM to 4:00am to default the price of the item until the desired time. Make sure your “All Day” price time is in the number space for one (1) and your price is in the one (1) space under the Prices section.

Applying Price Times to an item.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. Select the Menu Items.
 - a. You can also press “Find” to filter a group of items.
3. Under the “Price Times” section select the appropriate times from the drop down menu.
4. In the “Prices” section apply the special price to correlate with number you selected in the “Price Times” field. (If your Happy Hour price time is in the number space for two (2) then your price needs to be entered in the space for two (2) in the Prices section)
5. If the item is only going to be available during this time you can select the “Price Time” you created from the “Effective Time” drop down menu. This way during any other time of day the item will not be able to be added to a check.
6. Press “Save” and when you are finished press “Close”.



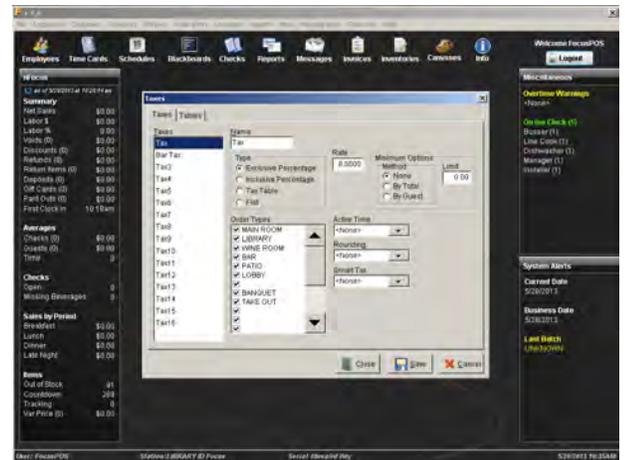


Taxes

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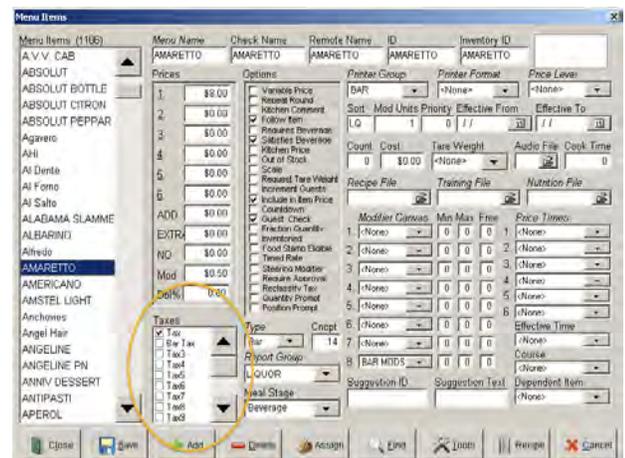
Changing the tax rate.

1. Select the “Order Entry” tab from the top of your screen, then, from the drop down menu select “Taxes”.
2. In the “Taxes” field on the left of the window, select the tax rate you would like to change.
3. Select the “Rate” field and enter the new tax amount.
4. Press “Save” and “Close” when finished.



Changing the tax of a single item.

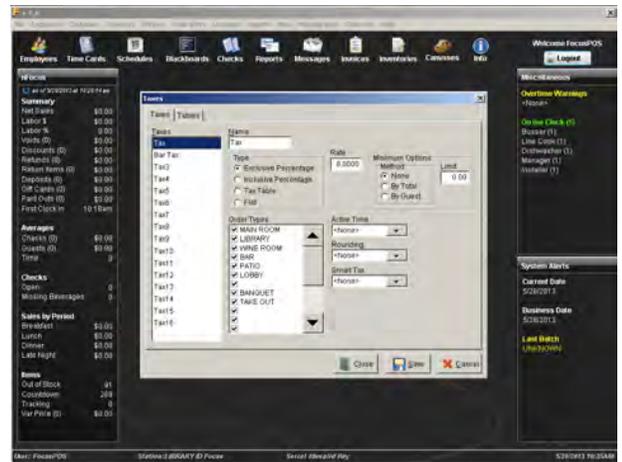
1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. The “Menu Item Maintenance” screen will appear.
3. Locate and select the item you want to change the tax of from the left hand side of the window.
4. In the “Taxes” field, select which tax you would like to set for that menu item.
5. Repeat steps 3-4 for any other menu items you would like to change the tax of.
6. Press “Save” and “Close” when finished.



Setting up Inclusive and Exclusive tax.

1. Select the “Order Entry” tab from the top of your screen, then, from the drop down menu select “Taxes”.
2. In the “Taxes” window locate the “Type” field.
3. Select “Inclusive” or “Exclusive.”
 - a. Exclusive tax will appear on top of the menu item price listed. It will be a separate line item on the check. Inclusive tax is already included in your menu item price; therefore the tax will not appear as its own line item.
4. Press “Save” and “Close” when finished.

*Note: All changes to taxes take effect immediately!



Check 5 (1) Table 49	
FocusPOS Guests 4	
1 MERLOT	7.00 1
Subtotal 7.00	
Total 7.00	
BALANCE DUE 7.00	

Check 3 (1) Table 45	
FocusPOS Guests 4	
1 CAP AL SALTO	12.00 1
Subtotal 12.00	
Tax 0.96	
Total 12.96	
BALANCE DUE 12.96	



Discounts

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Creating a Discount.

1. Select the “Order Entry” tab from the top of your screen, then, from the drop down menu select “Discounts”.
2. In the Discounts window select an open number or blank space from the list on the left.
 - a. You can also edit a discount at any time by selecting one from the list on the left hand side of the Discounts window.
 - b. Once it is highlighted you may change any options.
 - c. Press “Save” and “Close” when you are finished editing.
3. Select any applicable information for your new discount.
4. Under the “Computation field”, you will need to choose the method type and amount or rate.
 - a. Method Types:
 - i. Subtotal % - This is a percentage off of your subtotal.
 - ii. Subtotal \$ - This is a specific dollar amount off your subtotal.
 - iii. Item % - This is a percentage off of a specific item.



- iv. Item \$ - This is a dollar amount off a specific item.
 - v. Buy and Get – This is for buy an item, get an item free.
 - b. Rate or Amount:
 - i. Percentage (%) discounts will use the “Rate” field.
 - ii. Dollar (\$) discounts will use the “Amount” field.
- 5. Next under the “Item Selection” field select one option.
 - a. Selection Types:
 - i. Selected Items – Use this selection type if you want this discount only used on selected check items.
 - ii. One Item – Use this selection type if you want this discount only on one specific check item.
 - iii. All Items – Use this selection type if you want this discount used on all menu items.
- 6. Select any items in the “Application Items” field to be discounted.
- 7. Next choose your options in the “Options” field.

- a. Options:
- i. Active- The Discount is active. (Must be selected for the discount to work)
 - ii. Variable Rate- The Discount rate is variable. The operator will be prompted to enter the discount % rate or dollar amount. If appropriate, a default percentage may be entered into the rate field. No percentage or dollar limit may be set for a variable rate.
 - iii. Enter Source- The user will be prompted to enter the source of the discount. For example, a coupon may have a code that identifies its origin, such as an advertisement or magazine. The Discount Report can be sorted by source.
 - iv. Customer Pays Tax- The tax is calculated on the pre-discounted value.
 - v. Discount Order Type Charges- The Discount

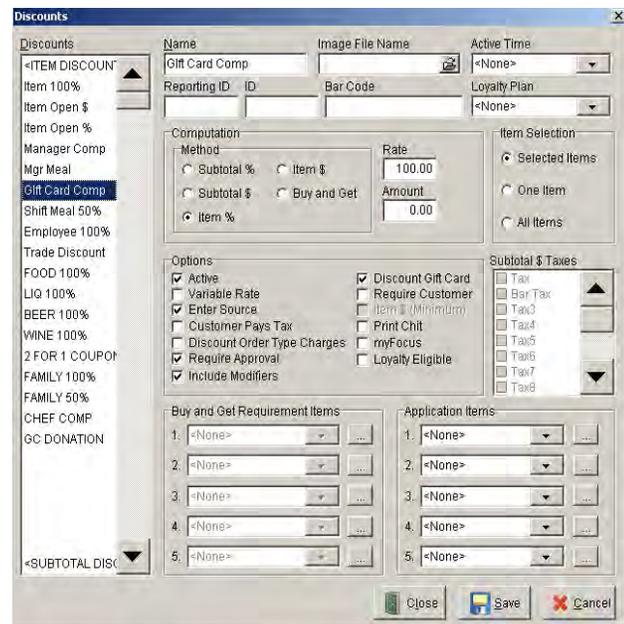
is applied to the Order Type Charge.

- vi. Require Approval- The Discount requires the 'Discounts - Approve' Job Right. (Manager Approval)
- vii. Include Modifiers- The Discount is applied to the item as well as its modifiers. (i.e. If a Cheeseburger is ordered for \$5.95 and modified with Bacon for \$0.50, the Discount is applied to the Cheeseburger and Bacon for a total of \$6.45.) The Buy and Get Discount will Discount the lowest price Application Item based on the total cost of the item including the modifiers.
- viii. Discount Gift Card- The Discount is applied to Gift Cards. (Must be checked if you are creating a Gift Card Discount)
- ix. Require Customer- The Discount requires a customer on the check.

8. Press “Save” and “Close” when finished.
 - a. You may also press “Cancel” at any time if you do not wish to save the discount.

Creating a Gift Card Discount.

1. Select the “Order Entry” tab from the top of your screen, then, from the drop down menu select “Discounts”.
2. In the Discounts window select an open number or blank space from the list on the left.
3. Select the field, Name and enter in the name of your new discount.
4. Under the “Computation field”, you will need to choose the method type and amount or rate.
 - a. For this application you must use Item% or Item\$.
 - b. Rate or Amount:
 - i. Percentage (%) discounts will use the “Rate” field.
 - ii. Dollar (\$) discounts will use the “Amount” field
5. Next under the “Item Selection” field select “Selected Items”.
6. Next choose your options in the “Options” field.
 - a. You must select “Active” and “Discount Gift Card”. Other options as explained above can be chosen according to restaurant policy.
7. Press “Save” and “Close” when finished.
 - a. You may also press “Cancel” at any time if you do not wish to save the discount.



Adding a Discount to a Canvas.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Canvas Designer”. Or press the “Canvases” shortcut button.
2. The “Canvas Designer” screen will appear.
3. From the drop down menu on the left in the “Canvas Inspector” window select “Discounts”.
4. Your “Discount Canvas” may or may not have blank buttons.
 - a. If your “Discount Canvas” does not have blank buttons:
 - i. Select a current “Discount” button already on the “Discount Canvas”.
 - ii. In the “Canvas Inspector”, press “Copy”, and then “Paste”.
 - iii. There will now be a new duplicate button on the “Discount Canvas”.
 - iv. Select your new “Discount” Button and drag it to the desired position on the canvas.
5. Select the blank button on the “Discount Canvas”.



6. While this button is still selected, go back to the “Canvas Inspector” and go to the “Item” drop down menu.
 - a. Select the new Discount you wish to put onto the new button.
7. Press “Save” and “Close” when finished.



Reports

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Types of reports.

1. Account Statement Report
 - a. The Account Statement Report displays Detail Statements that show the balance of each House Account or a Summary Statement of balances.
2. Account Transaction Report
 - a. The Account Transaction Report displays the transactions a House Account incurs.
3. Activity Report
 - a. Server Checkout Report or the Cashiers Report dependent upon the information included or excluded.
4. Attendance Report
 - a. The Attendance Report displays employee's attendance based on the Jobs configured in the setup.
5. Batch Report
 - a. The Batch Report displays the credit card transactions that have been processed and settled.
6. Collection Report
 - a. Up to 40 reports may be specified within a Collection Report.
7. Cumulative Sales Report

- a. The Cumulative Sales Report contains sales information similar to the Daily Report but is divided into sales for the Current Day, Week, Month and Year. This report provides a snapshot of the year to date sales.
- 8. Daily Report
 - a. The Daily Report displays an overview of the restaurant's performance. The sales information can be broken down into 4 different periods (i.e. Breakfast, Lunch, Dinner and Late Night).
- 9. Discounts/Voids Report
 - a. The Discounts / Voids Report displays the various Discounts, Voids, Refunds, Variable Price Items, Paid Outs, Time Card Audits and Schedule Audits in detail.
- 10. Drawer Report
 - a. The Drawer Report is similar to the Activity Report but also displays Inventory Counts and the employees assigned to the drawer.
- 11. Employee Performance Report
 - a. The Employee Performance Report is a customizable report based on employee sales data. The user may

create custom column names, fields and filters.

12. External Report
 - a. The External Report allows Focus to call another program, file or website from within the Report Window.
13. Gift Card Report
 - a. The Gift Card Report displays a list of gift cards sold.
14. Hourly Report
 - a. The Hourly Report displays sales and labor information from a pre-defined time interval.
15. Inventory Detail
 - a. The Inventory Detail Report displays inventory Unit and percent variance.
16. Inventory On Hand Report
 - a. The Inventory On Hand Report is used to show the amount of product you should have on hand.
17. Inventory Production Report
 - a. The Production Report displays the amount of an ingredient that was used on an interval basis.
18. Inventory Reorder Report
 - a. The Inventory Reorder Report is used in conjunction with the Par Levels setup in the Inventory Module. This

Report calculates the inventory on hand, what needs to be ordered and the extended price of the order.

19. Inventory Usage Analysis Report

- a. The Inventory Usage Analysis Report compares the actual inventory count compared to the projected or ideal inventory count (Variance Report).

20. Inventory Worksheet Report

- a. The Inventory Worksheet Report is used to take the actual inventory.

21. Item Count Cumulative Report

- a. The Cumulative Item Count Report displays a count of Menu Items sold by the Day, Week, Month and Year.

22. Item Count Daily Report

- a. The Daily Item Count Report displays the Menu Items sold during the specified time.

23. Item Count Weekly Report

- a. The Weekly Item Count Report displays the Menu Items sold for each day of the week.

24. Labor Percentage Report

- a. The Labor Percentage Report displays an overview of the labor costs.

25. Loyalty Report

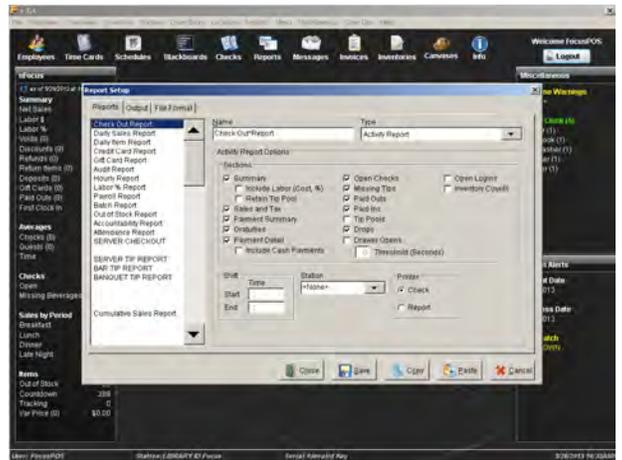
- a. The Loyalty Report displays the accounts currently in the Loyalty Program and the Points associated with each account.
26. Media Report
- a. The Media Report displays the Payments which have been specified in Report Setup.
27. Menu Item Report
- a. The Menu Item Report displays a list of Menu Items.
28. Overtime Limit Report
- a. The Overtime Limit Report is used in conjunction with the Scheduling Module to determine if an employee is going into overtime.
29. Paid In Report
- a. The Paid In Report displays the Paid Ins sorted by type.
30. Paid Out Report
- a. The Paid Out Report displays the Paid Outs for the specified date range. The Paid Out amount and reason will be displayed. No further configuration is necessary.
31. Payroll Report
- a. The Payroll Report displays employees hours and pay rates for the pay period specified. The user can

export the Payroll Report to specific file formats for use with different payroll processes.

32. Sales Accountability Report
 - a. The Sales Accountability Report displays individual employee sales related items on one report.
33. Sales Contest Report
 - a. The Sales Contest Report displays user defined criteria for Menu Item sales.
34. Tip Pool Report
 - a. The Tip Pool Report displays the amounts of the Tip Pools and the Distribution List.

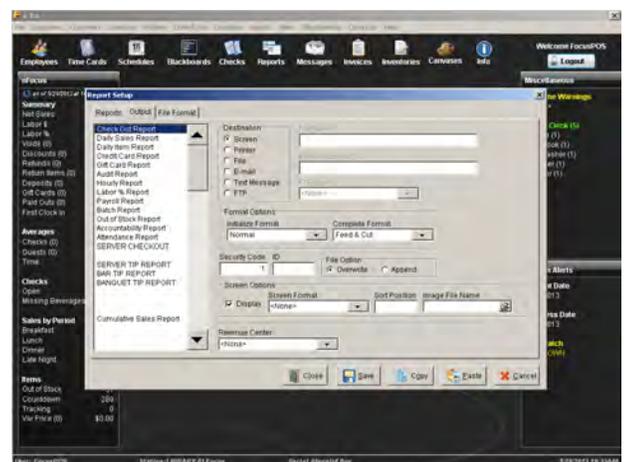
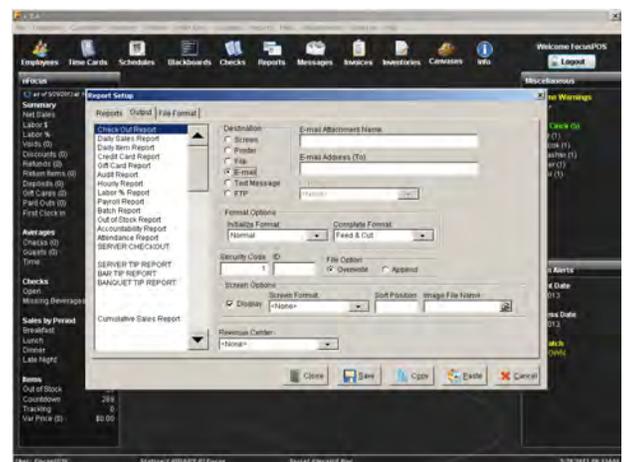
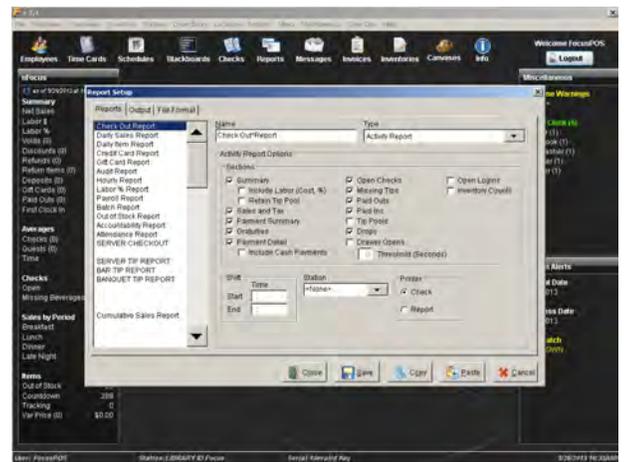
Setting up a new report using an existing format.

1. Select the “Reports” tab from the top of your screen, then, from the drop down menu select “Setup”.
2. Select the report you would like to use from the “Reports” list on the left side of the window.
3. Press “Copy”.
4. Select a blank report from the “Reports” list on the left side of the window. (A blank report will either say “Reoprt #” or be a blank space)
5. Press the “Paste” button.
6. Make any necessary changes to the name and contents of the report.
7. Press “Save” and “Close” when finished.



Building a new Report.

1. Select the “Reports” tab from the top of your screen, then, from the drop down menu select “Setup”.
2. Select a blank report from the “Reports” list on the left side of the window. (A blank report will either say “Report #” or be a blank space)
3. In the name field, enter the title of your new report.
4. Select a “Type” from the drop down menu. (See the Report Types at the beginning of this section for a detailed list of the reports)
5. Fill out all applicable fields for this report.
6. Move to the “Output” tab on the “Report Setup” screen.
7. In the “Destination” field, select one option for the report.
 - a. Screen- This option will display the report on the screen of your Focus workstation or back office computer.
 - b. Printer- This option will send the report to the printer that was established with the station configuration.
 - c. File- This option will save the report as a .pdf, .txt, or .csv. This will be dependent on the report type. The report



will be saved in the C:\Focus folder on the station the report is ran.

- i. If you choose this destination, you will be required to enter in a File Name.
- d. E-Mail- This option will send the report via E-mail to the addresses provided in the Report Setup.
 - i. If you choose this destination, you will be required to fill in the E-Mail Attachment Name and E-Mail Address.
- e. FTP- This option allows you to upload a report via FTP.
 - i. If you choose this destination, you will be required to fill in the File Name, FTP (Destination Folder) and you will need to make a selection from the FTP Site drop down menu. A FTP Site must be configured by selecting the "Miscellaneous"

tab from the top of your screen, then “General”.

8. If necessary change the “Format Options”.
9. To add your new report as a button on the “Reports” screen, the box next to “Display” must be checked.
10. Set the “Security Code” to a number 1-9.
 - a. A security code for each job type in configured under the job rights. This allows you to control who has access to each report.
11. Some reports will allow you to select a “Revenue Center”.
 - a. This provides a way to define areas of organization for detailed reporting. If a “Revenue Center” is selected as <None> the report will be consolidated from all “Revenue Centers”.
 - b. A “Revenue Center” must already be set up. You can do this by selecting the “Locations” tab from the top of your screen, then select “Revenue Center”.
12. Press “Save” and “Close” when finished.

*Note: Some reports require the use of a desktop printer to accommodate their format.



Showing a Report on My Blackboard.

1. Select the “Miscellaneous” tab from the top of your screen, then, from the drop down menu select “Events”.
2. In the “Events” window select a blank event from the list on the left side.
3. Enter the name of your new Event.
4. In the “Reports” drop down box select the report you would like to display.
5. In the “Options” field check the box for “Active”.
6. In the frequency field choose either “Once Daily” or “Interval”
 - a. Enter a time in the “Time” field or an “Active Time” from the drop down menu and an “Interval”.
7. Press “Save” and “Close” when finished.
8. Now select the “Locations” tab from the top of your screen, then, from the drop down menu select “Stations”.
 - a. If your “Stations” option is greyed out, please call the Focus Helpdesk.
9. In the “Stations” window, select the station from the list on the left side of the window that you would like the Blackboard to appear on.
10. Make sure the “Display Event Blackboards” box is checked.

11. Press "Save".
12. Repeat steps 9-11 for each additional station.
13. Press "Close".

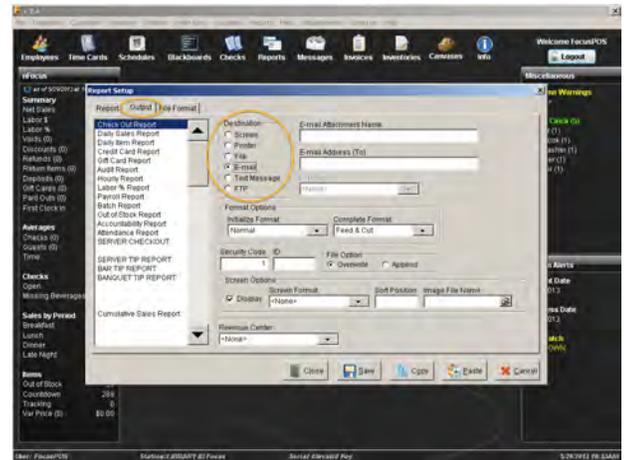
Changing the E-Mail address for Automatic Reports.

1. Select the “Reports” tab from the top of your screen, then, from the drop down menu select “Setup”.
2. Locate the report you would like to edit from the list on the left side of the “Report Setup” window.
3. Select the “Output” tab.
4. Change or edit the E-Mail address.

 - a. You can add multiple E-Mails by separating them with a semicolon (;).

5. Press “Save” and “Close” when finished.

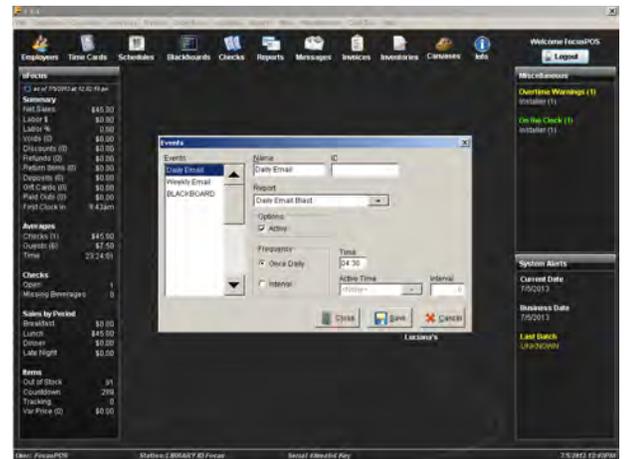
*Note: Each report has its own “E-Mail To” field; you will have to go through your reports one at a time to change multiple E-Mail addresses.



Changing the time Automatic E-Mail Reports are sent.

1. Select the “Miscellaneous” tab from the top of your screen, then, from the drop down menu select “Events”.
2. In the “Events” window select a blank event from the list on the left side.
 - a. You can enter or change the name of your event.
3. In the “Options” field check the box for “Active”.
4. In the frequency field choose “Once Daily”.
5. In the “Time” field; enter the time you would like the report sent.
6. Press “Save” and “Close” when finished.

***Note:** Set your time to well after closing, this will give your employees time to close out all of their open checks and will ensure you receive the most accurate report.





Credit Cards

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Checking to see if your Focus station has internet access.

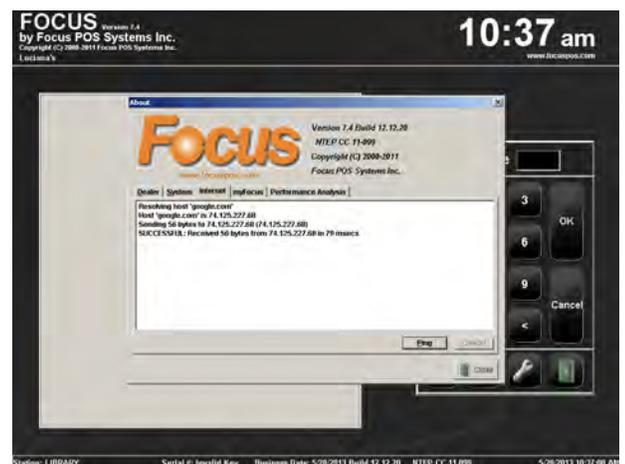
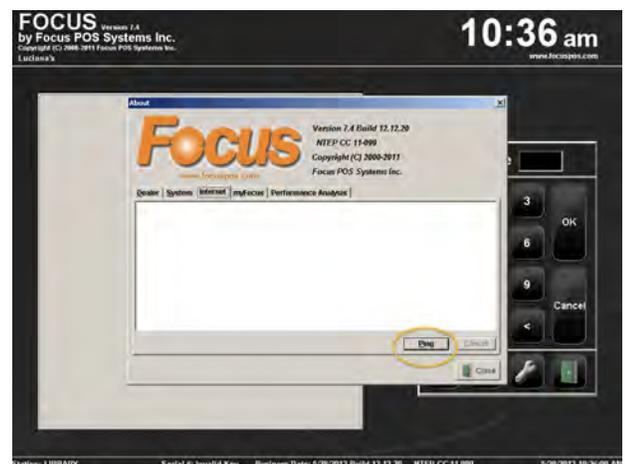
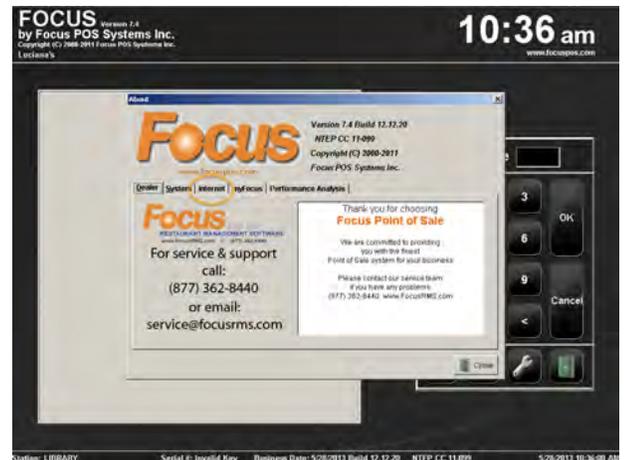
1. From the login in screen press the time in the top right corner.
2. The Focus “about” box will appear.
3. Select the “Internet” tab.
4. Press “Ping” on the bottom of the window.
5. If your internet is working properly you will see this message:

```
Resolving host 'google.com'
Host 'google.com' is
XXX.XXX.XXX.XXX
Sending 56 bytes to
XXX.XXX.XXX.XXX
(XXX.XXX.XXX.XXX)
SUCCESSFUL: Received 56
bytes from XXX.XXX.XXX.XXX
in XX seconds
```

6. If your internet is not working properly you will see this:

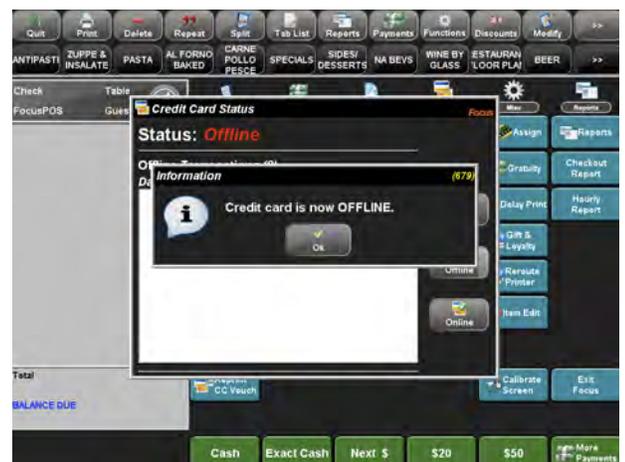

```
Resolving host 'google.com'
Unavailable 'google.com'
```

*Note: The Focus POS Helpdesk is able to see if your Focus workstations are online. If you are unsure of the results of the test above, you can call the Helpdesk for assistance (you may be charged for Helpdesk Support if you do not have a current Focus Helpdesk Service Agreement).



Putting your credit cards offline.

1. Log in to a Focus POS station.
2. Locate the “Functions” page on the command ribbon.
3. The “Offline” button will be located under the “Credit Cards” column.
4. Press the “Offline” button.
5. A “Credit Card Status” window will appear. Press “Offline”.
6. Press “Yes” in the confirm window, or if a mistake has been made press “No”.
7. In the information window press “OK”.
8. Press “Close” in the “Credit Card Status” window.



Bringing credit cards online.

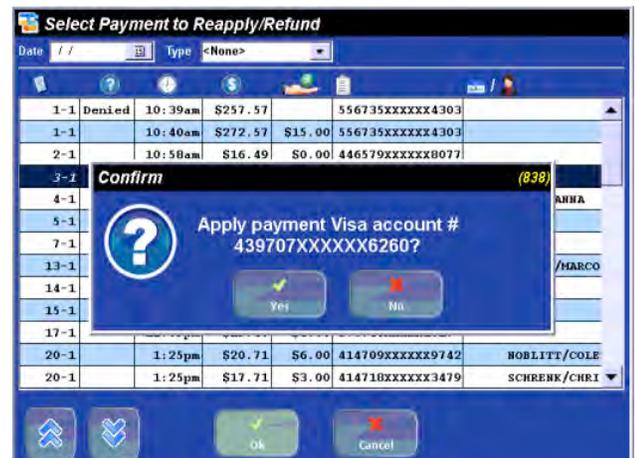
1. Confirm your internet connection using the steps from above in “Checking to see if your Focus station has internet access”.
2. Log in to a Focus POS station.
3. Locate the “Functions” page on the command ribbon.
4. The “Offline” button will be located under the “Credit Cards” column.
5. Press the “Offline” button.
6. A “Credit Card Status” window will appear. Press “Online”.
7. Press “Yes” in the confirm window, or if a mistake has been made press “No”.
9. If there were any offline transactions you will receive an information window, in the information window press “OK”.
8. Focus will go into “Offline Testing” mode, where Focus will check to make sure your internet connection is stable enough to process credit card transactions.
9. Once the offline transactions have been verified, your credit cards will be placed in “Online” mode.

***Note: Your credit cards will batch as normal once back in online mode.**



Reapplying a credit card payment.

1. Log in to a Focus POS station.
2. Locate and select the check you would like the payment reapplied to.
3. Locate the “Functions” page on the command ribbon.
4. The “Payment Reapply” button will be located under the “Check” column.
5. Select the date when the original payment occurred.
6. Select the applicable payment.
7. In the “Confirm” window press “Yes”. Or, if a mistake has been made press “No”.
8. The payment has now been applied to the selected check.



Refunding A Credit Card

1. Locate the “Functions” page.
2. Press “Refunds”.
3. Press “New”, from the bottom of the window.
4. If you have the full card number that you would like to refund:
 - a. Select the card type.
 - b. Press “Ok”
 - c. Enter the amount to refund, then the card number and other applicable information.
 - d. Press “OK”.
5. If you do not have the full card number to refund:
 - a. Press “Find”.
 - b. In the “Select Payment to Reapply/Refund” window select the date when the card was originally processed.
 - c. You will then be shown all cards from the date selected.
 - d. Select the card that you wish to refund.
 - e. Click “OK”.
 - f. In the next window enter the amount for the refund, then press “OK”.
6. Your refund will then be verified and stored in the system.
7. The refund will be processed upon settling of the batch.

Settling a credit card batch.

1. Log in to a Focus POS station.
2. Locate the “Functions” page on the command ribbon.
3. The “Batch” button will be located under the “Credit Cards” column.
4. Press the “Batch” button.
5. The “Batch” window will appear. Check the status of your batch by looking at the balance status. It should say “In Balance”.
 - a. If the status is “Not In Balance” you will need to reconcile your credit cards
 - i. Press the “Reconcile” button.
 - ii. When the “Reconcile” window appears it will show you what transactions are out of place.
 - iii. This is an informative screen. If your credit cards are out of balance you will need to check with your accountant or owner on how to proceed.
6. If your status is “In Balance”, press the “Settle” button to begin the batching process.
7. In the “Confirm” window press “Yes”. Or, if a mistake has been made press “No”.



Checking to make sure your Credit Card Batch has been settled.

1. Log in to a Focus POS station.
2. Locate the “Functions” page on the command ribbon.
3. The “Batch” button will be located under the “Credit Cards” column.
4. Press the “Batch” button.
 - a. Green text indicates the previous batch was successful.
 - b. Red text indicates the previous batch was unsuccessful.
5. If Focus indicates the batch was unsuccessful contact your credit card processor BEFORE contacting the Focus POS Helpdesk.



***Note:** Once a credit card batch has been settled it cannot be edited. This is especially important when dealing with tips. You should make sure all employees have edited all of their credit card tips before batching.



Closing

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Adding a new Paid Out.

1. Select the “Order Entry” tab from the top of your screen, and then from the drop down menu select “Paid Out”.
2. The “Paid Outs” window will appear.
3. In the “Paid Outs” field, select an available number or blank space from under the list on the left side of paid outs.
4. In the “Name” Field enter the name of your new paid out.
5. In the “# of Vouchers” field, the default is 1. This field determines how many receipts will print when you tender a paid out. You can have up to 9 Vouchers print.
6. You have 4 options to choose from for the Paid Outs.
 - a. Open Drawer – The drawer will open if the box is checked when a paid is complete.
 - b. Require Invoice- When entering a paid out an invoice number will be required to complete.
 - c. Require Vendor- When entering a paid out a Vendor name will be required to complete.
 - d. Require Comment- When entering a paid out a

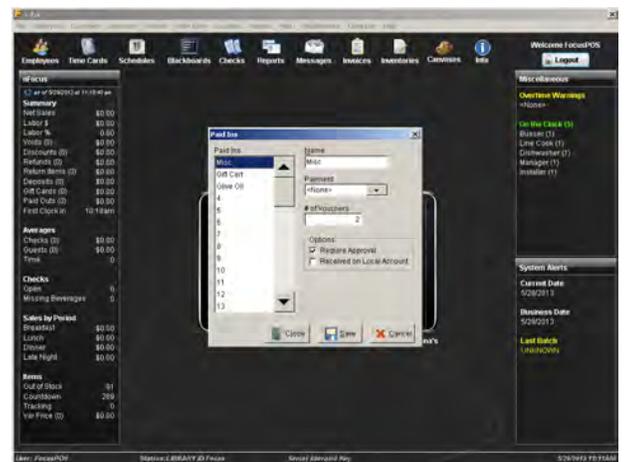


comment will be required to complete.

- e. When any of these items are checked, Focus will require an entry in those fields. If a field is left blank, Focus will show an Error screen and require you to fill in the field or fields left blank.
7. Press “Save” and “Close” when finished.

Adding a new Paid In.

1. Select the “Order Entry” tab from the top of your screen, then, from the drop down menu select “Paid In”.
2. The “Paid Outs screen” will appear.
3. In the “Paid Ins” field, select an available number or blank space from the list of paid ins on the left hand side.
4. In the “Name” field enter the name of your new paid in.
5. In the “Payment” field select a payment type or leave it blank.
 - a. If you leave the default for the payment field at <none> you will be able to accept all methods of payment for the paid in..
6. In the “# of Vouchers” field, the default is 1. This field determines how many receipts will print when you tender a paid in. You can have up to 9 Vouchers print.
7. If you would like to have a manager’s approval in order to tender a paid in, check off the box that reads “Require Approval” in the “Options” Field.
8. Press “Save” and “Close” when finished.



Checking to see if Focus closed Business Day.

1. Select the “Close Day” tab from the top of your screen, then, from the drop down menu select “Close Day”.
2. The “Close Day” window will appear.
3. Press the “Status” button.
4. In the “Close Day Status” box it will say “Successful” and in the box you will see:
 - a. The date and time your Focus station closed.
 - b. All Batch information.
5. Press “Close”.

*Note: Your “Close Day Status” box could read “Successful” but still not have actually closed the day if the process did not run. If this happened the date would not match the current date. This typically can happen when a power outage occurs.



Closing the Business Day manually.

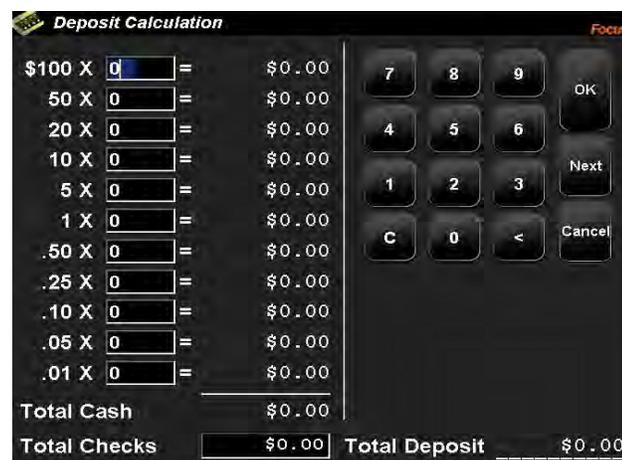
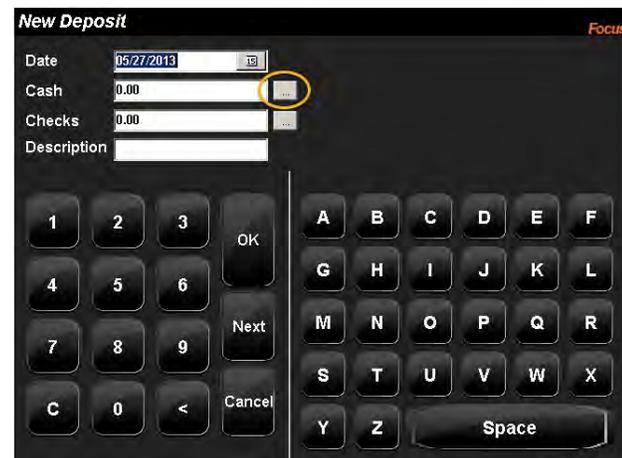
1. Select the “Close Day” tab from the top of your screen, then, from the drop down menu select “Close Day”.
2. The “Close Day” window will appear.
3. Press the “Close Day” button.
4. Another “Close Day” window will appear asking if you want to “Partial Close” your day.
 - a. You can enter a last check number for partial close.
 - b. If you want to close your entire day, you can press “Close Day” to continue.
5. A confirmation box will appear, press “Yes”.
 - a. If you have open checks it will alert you before you close day.
6. Your Focus station will close day.
7. An information screen will appear telling you if your business day successfully closed.
8. Press “OK”.

***Note:** On your nFocus Dashboard you will see on the lower right section a System Alerts box. This box will tell you your current day, business date and the date of the last batch. If the day was closed successfully, the Current Date and Business Date will match.



Entering Nightly Deposits.

1. Select the “Close Day” tab from the top of your screen, then, from the drop down menu select “Deposits”.
2. The “Deposits” screen will appear.
3. Select “New”.
4. The “New Deposit” screen will appear.
5. The default day will always appear as the day prior to the business date listed on your nFocus Dashboard.
6. Press the Calendar box in the “Date” field.
7. A Calendar will appear.
8. Press the date you would like to enter a deposit on and press “OK”.
9. In the “Cash” field enter the amount of cash counted from the drawer. Or, press the “...” button.
 - a. If this button is pressed, a “Deposit Calculation” screen will appear.
 - b. Enter in the total quantity of each denomination in a whole number. Focus will calculate the totals for you.
 - c. You can also enter in the total amount of checks in the drawer here, this will add your “Total Checks” and “Total Cash” to the “Total Deposit”.



10. If you did not enter the checks on the previous screen enter the total number in the “Check” field. Or, press the “...” button.
 - a. If this button is pressed, a “Deposit Calculation” screen will appear.
 - b. Enter in the total quantity of each denomination in a whole number. Focus will calculate the totals for you.
 - c. This will add your “Total Checks” and “Total Cash” to the “Total Deposit”.
11. A confirmation screen will display asking you to verify the amount of cash and checks entered.
12. If this information is correct, press “Yes”.
13. The “New Deposit” screen will appear again, this time the “Cash” and “Checks” fields will filled in by the information entered into the previous “Deposit Calculation” screen.
14. The Description field may be used at your discretion.
15. Press “OK” and “Close”.



Back Of House Special Functions

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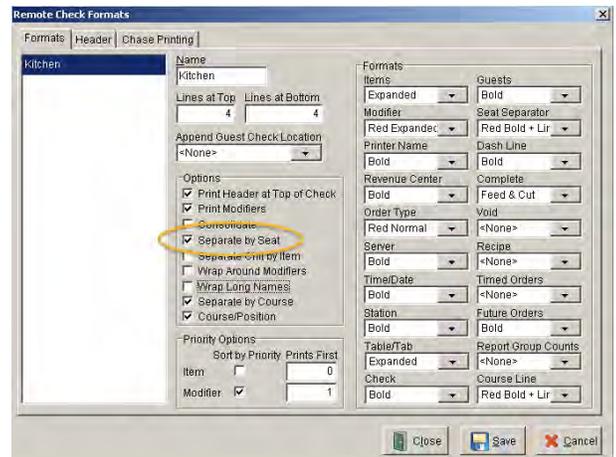
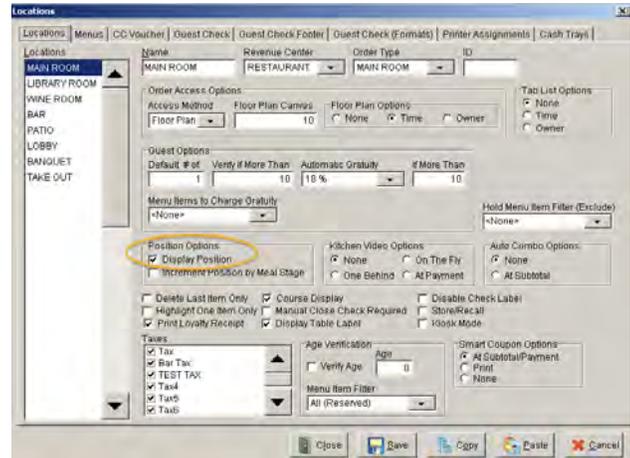
Positions to display for the Location.

1. Select the “Locations” tab from the top of your screen, and then from the drop down menu press “Locations”.
2. For each location listed on the left there will be a section “Position Options” make sure that box is checked next to “Display Position”.
3. Press “Save”.
4. After you have done each location you want the Position to display for press “Close”.



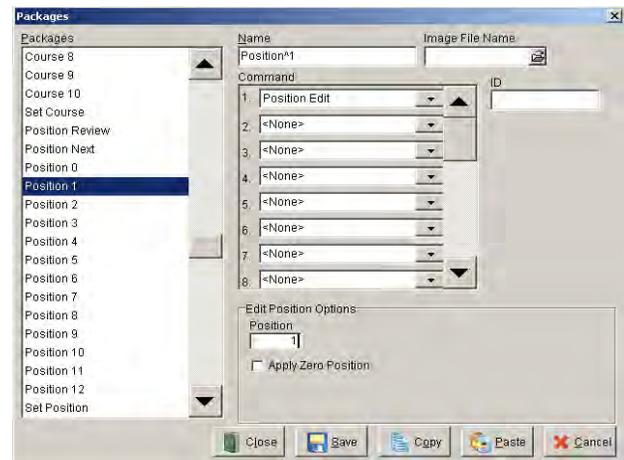
Printing by Position.

1. Select the “Printers” tab from the top of your screen, and then from the drop down menu press “Remote Check Formats”.
2. In the “Remote Check Formats” window, under the “Options” section make sure the box for “Separate By Seat” is checked.
3. Press “Save”.
4. Once this is done for each printer you wish to have print by Position press “Close”.



Placing Position buttons on a Canvas.

1. Select the “Order Entry” tab from the top of your screen, and then from the drop down menu press “Packages”.
2. In the window select an open number or a blank space.
3. Name your Package.
 - a. “Position Review”.
 - i. From the drop down menu under the number one (1) select “Position Review”.
 - ii. Press “Save”.
 - b. “Positions”.
 - i. From the drop down menu under the number one (1) select “Position Edit”.
 - ii. In the “Edit Positions Options” section select the Position number, if the Position is zero (0) make sure to check the “Apply Zero Position”.
 - iii. Press “Save”.
 - iv. Repeat for each additional Position.
 - c. “Set Position”.
 - i. From the drop down menu under the number one (1) select “Position Edit”.



- ii. In the “Edit Positions Options” section enter zero (0), and do not check the box “Apply Zero Position”. This will prompt the “Position” window to appear when you press this button.
 - iii. Press “Save”.
 - d. “Split by Position”.
 - i. From the drop down menu under the number one (1) select “Position Split”.
 - ii. This will prompt the “Split Positions” window to appear.
- 4. Once you have created, named and saved your Positions press “Close”.
- 5. Return to Canvas Designer and refer to the “Adding a new button to an existing Canvas” in **Menu Maintenance** to place you packages on you Canvas.

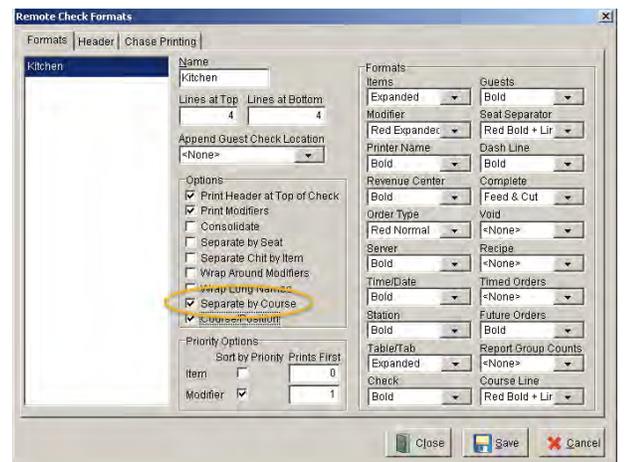
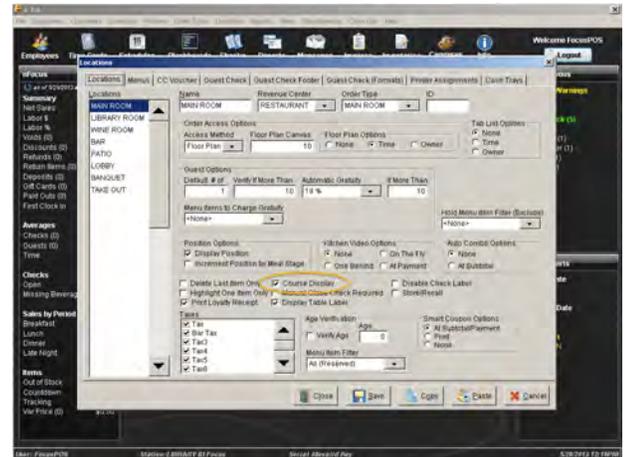
*Note: Focus pre-configures all Position and Course Packages.

Courses to display for the Location.

1. Select the “Locations” tab from the top of your screen, and then from the drop down menu press “Locations”.
2. For each location listed on the left there will be a box “Course Display”, make sure that box is checked.
3. Press “Save”.
4. After you have done each location you want the course to display for press “Close”.

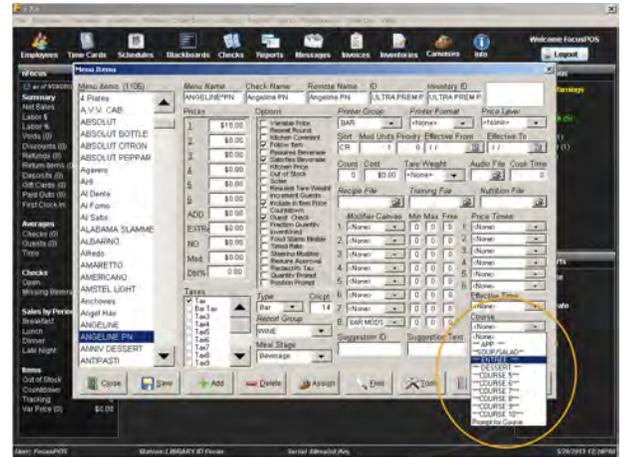
Printing by Course.

1. Select the “Printers” tab from the top of your screen, and then from the drop down menu press “Remote Check Formats”.
2. In the “Remote Check Formats” window, under the “Options” section make sure the box for “Separate By Course” is checked.
3. Press “Save”.
4. Once this is done for each printer you wish to have print by Course press “Close”.



Setting the Course on Menu Items.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu press “Menu Items”.
2. From the list on the left select the menu items you wish to set courses to.
 - a. You can also do this from your “Canvas Designer” shortcut button.
 - i. Select the Canvas with the items you would like to course.
 - ii. Press one of the item buttons.
 - iii. Select the “...” button next to the “Item” section in the “Canvas Inspector” window.
 - iv. In the “Menu Items” window find the “Course” drop down menu.
 - v. Select the course for the item.
 - vi. Press “Save”, and when you are finished editing press “Close”.
3. Find the “Course” drop down menu.
4. Select the course for the item.
5. Press “Save”, and when you are finished editing press “Close”.



the word “<None>”
appears.

iii. Press “Save”.

4. Once you have created, named and saved your Course Packages press “Close”.

Return to Canvas Designer and refer to the “Adding a new button to an existing Canvas” in **Menu Maintenance** to place your packages on your Canvas.

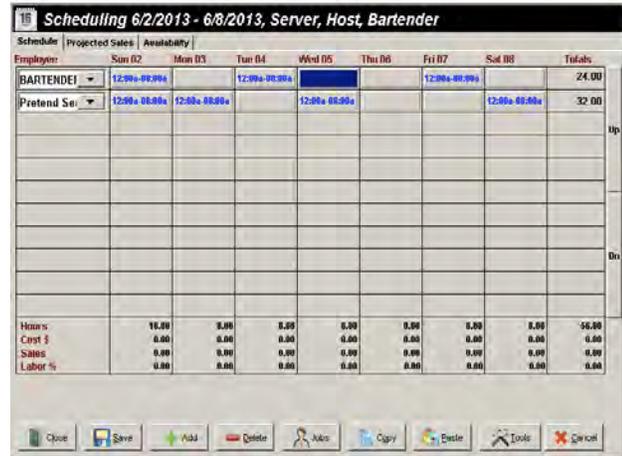
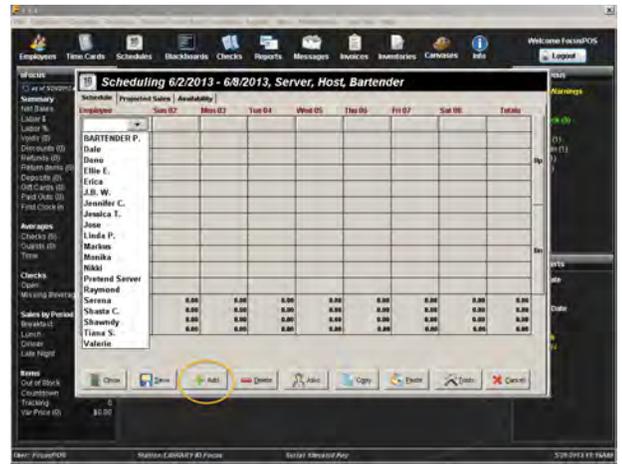
*Note: Focus pre-configures all Position and Course Packages.

Schedules

1. Select the “Employee” tab from the top of your screen, and then from the drop down menu select “Schedules”. Or, press the “Schedules” shortcut button.
2. From the window, press “New”.
3. Enter in a range of dates to create the schedule.
4. Select one or multiple jobs to be on the schedule.
5. Press “OK”.
 - a. You can also import a schedule by pressing “Tools”.
 - b. Select a file name from the drop down menu.
 - c. In the “Confirm Window” press “Yes”, or if a mistake has been made press “No”.
6. Press “Add”.
7. Select a name from the drop down Employee menu.
8. No move to the date columns, select the date the employee is to work.
 - a. You can also press the “Availability” tab to see when each employee is available to work.
9. Touch an open square under the date and employee, in the window enter the “Time In” and “Time Out” and any other applicable sections.
10. Press “Save”.



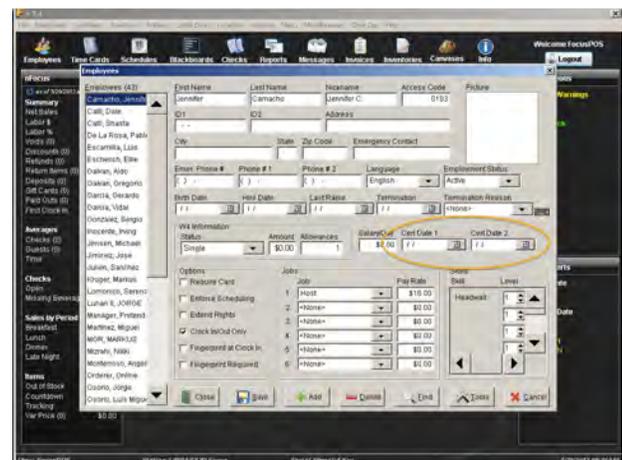
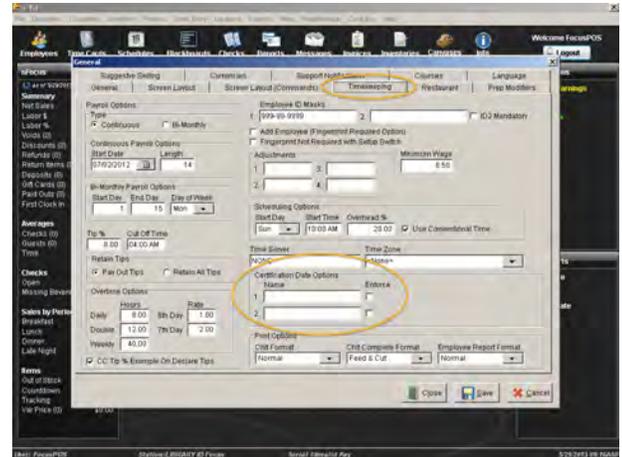
11. Follow steps 6-11 for each employee to be added.
12. Press "Save" and "Close".



*Note: Certifications are monitored by state or by restaurant choice.

Adding certifications.

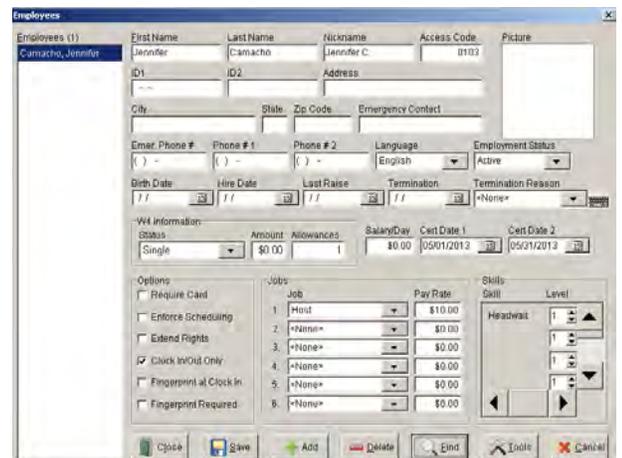
1. Select the “Miscellaneous” tab from the top of your screen, then from the drop down menu select “General” and “General”.
2. In the “General” window select the tab “Timekeeping”.
3. On the bottom right of the “Timekeeping” section find the “Certification Date Options”.
4. Enter the names of the Certificates you wish to add.
 - a. You can check the “Enforce” box to require manager approval before an employee with expired certifications can clock in.
5. Press “Save” and “Close” when you are finished.
6. Now select the “Employees” tab from the top of your screen, and then from the drop down menu select “Employees”. Or, press the “Employees” shortcut button.
7. Select the employee you would like to add the certification for.
8. Enter the dates in the “Cert Date” field.
9. Press “Save” and “Close” when you are finished.



Checking for expired Certifications.

1. Select the “Employees” tab from the top of your screen, then from the drop down menu select “Employees”. Or, press the “Employees” shortcut button.
2. Press the “Find” button.
3. Enter a date range in the appropriate certification field.
4. Press “OK”.
5. A list of employees will appear on the left with upcoming expiring certifications.

*Note: In the “Find” window only enter a date range in one field or another. If you enter dates in both fields it will only find employees with both certifications.





Inventory

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Adding Vendor information.

1. Select the “Inventory” tab from the top of your screen, then from the drop down menu select “Vendors”.
2. From the list on the left, select an open number or blank space.
3. Enter all applicable information.
 - a. Inputting your vendors into Focus will enable you to run Inventory reports against specific vendors.
 - b. This will allow you to place your orders easier and allow you to input your received product easier.
4. Press “Save” and “Close” when you are finished.

Adding Inventory Groups.

1. Select the “Inventory” tab from the top of your screen, then from the drop down menu select “Groups”.
2. From the list on the left, select an open number or blank space for the new group.
 - a. An inventory group is typically a large container of sub-groups. Typical inventory groups are the type of product sold (FOOD, BAR), some users will set it as the location of product (PANTRY, WALKIN, FREEZER).

- b. In addition to being able to run reports against these groups, defining them will allow you to organize your inventory for ease of count.
3. Enter all applicable information.
4. Press “Save” and “Close” when you are finished.

Adding Subgroups.

1. Select the “Inventory” tab from the top of your screen, then from the drop down menu select “Subgroups”.
2. From the list on the left, select an open number or blank space for the new Subgroup.
3. Enter all applicable information
4. Press “Save” and “Close” when you are finished.

Adding Units

1. Select the “Inventory” tab from the top of your screen, then from the drop down menu select “Units”.
2. Input the units of measurement that you will be using in your recipes, stock units and purchase units.
 - a. You will use these units of measurement to define how you sell product, how you stock (and count) product and how you order product.
3. Press “Save” and “Close” when you are finished.

Entering Inventoried Items

1. Select the “Inventory” tab from the top of your screen, then from the drop down menu select “Inventory Items”.

2. In the “Ingredients” window enter all applicable information for the item.
3. Press “Save” and “Close” when you are finished.

Creating Recipes.

1. Select the “Menu” tab from the top of your screen, and then from the drop down menu select “Menu Items”.
2. Press “Recipes”.
 - a. You can scroll through the list on the left of the window to find the item to add ingredients to.
 - b. You can also press the “Find” button to sort through your menu. (i.e. “All Food” or “All Bar” will bring up only items in those categories)
3. Now that you have selected your item you can add ingredients by selecting the drop down menu by each number, and then editing the quantity used of that item in the Recipe.
4. Press “Save” and “Close” when you are finished.

Creating Inventory Worksheets.

1. Select the “Reports” tab from the top of your screen, and then from the drop down menu select “Setup”.
2. Select an open report from the list on the left side of the window.
3. In the “Type” field enter “Inventory Worksheet Report”.
4. Select an option from the “Sort” field.

5. The “Page Break” field will allow a page break between each vendor or subgroup.
6. Depending on your “Sort” selection you can now choose vendors, items, or subgroups from the list on the bottom.
7. Press “Save” and “Close” when you are finished.

Inputting your starting inventory.

1. Select the “Inventory” tab from the top of your screen, then from the drop down menu select “Enter Inventory”. Or, press the “Inventories” shortcut button.
2. From the window, press “New”.
3. Select the date and a “Worksheet” from the list.
4. Press “Create”.
5. The inventoried items from your worksheet will appear in a new window.
 - a. Double click the item in the “Qty” field to enter the quantity on hand.
6. When you are finished editing press “Save” and “Post”.

Inputting Invoices.

1. Select the “Inventory” tab from the top of your screen, and then from the drop down menu select “Enter Invoices”. Or, press the “Invoices” shortcut button.
2. From the window, press “New”.
3. Select the date and a “Worksheet” from the list that corresponds with the invoice.
4. Press “Create”.
5. The items from your worksheet will appear in a new window.
6. Double click the item on the left that you have received.

7. It will now appear on the right hand side.
8. Change the “Qty” received if needed.
9. You can also change the price if needed.
 - a. If you update the price, the price change will carry all the way through Focus and modify your food cost appropriately.
10. When you are finished editing press “Save” and “Post”.



Loyalty

(949) 336-7500 X 1
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help@focusca.com

Focus offers two different options for customer loyalty.

The first is a local loyalty that as a store manager you create and maintain after an extensive training course.

Local Loyalty.

1. Select the “Customers” tab from the top of your screen, and then from the drop down menu press “Plans”.
2. Select the “Loyalty Plans” tab.
3. There will be four (4) plans available to edit. Select one from the list on the left (there may only be blank spaces).
4. Fill out the applicable information.
5. In the “Reward Type” section choose one of the following:
 - a. “Bonus Coupon”.
 - i. When the Bonus Level is reached a coupon is printed.
 - b. “Bonus Discount”.
 - i. When the award level is reached the customer qualifies for an automatic discount on their NEXT purchase.
 - c. “Instant Discount”.
 - i. The customer qualifies for a discount on their current order, points are not accumulated.

6. Select the coupon or discount from the drop down menus
 - a. For setting up discounts for Loyalty follow the instructions in **Discounts**.
 - i. Make sure the box next to “Require Customer” is checked.
 - ii. Also from the Loyalty Plan drop down menu select a plan for the discount to follow.
7. Under the “Qualifying Bonus Items” you can filter the items that can acquire points; you can also change the number of points rewarded by item.
8. Now, if you select the “Receipt” tab you can enter a note to appear on the receipt for each Loyalty Program.
9. Press “Save” when you are finished, and “Close” when you are done.

The second, MyFocus, is web based. After an extensive training seminar a Focus team member will set up your Loyalty program for your store, then you will be able to manage loyalty, marketing, reports and more from the web.