



How It Works

iPOS Technical Guide

Last Modified: 09.12.2019

iPOS Technical Guide



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INTRODUCTION

There are many ways to use iPOS. The iPOS application was initially targeted for use in the drive-thru, but has expanded to other uses, such as Upstream/Tablesides Ordering. Below are the primary ways of using iPOS:

- **Face-to-Face Ordering in the Drive-Thru:** Face-to-Face Ordering using iPOS allows one or multiple Team Members to take drive-thru customer orders outside in a single-lane or multilane drive-thru.
 - **Hold/Sequencing:** Using the Hold function or Sequencing keeps transactions stored in the drive-thru queue in the correct sequence. Both of these methods ensure that the Recall by Transaction Number screen displays all transactions in the order of the cars leading up to the drive-thru window. Sequencing is typically used for multilane drive-thrus, but can be used in any setup.
 - **Outside Payment:** In addition to the ability to take orders in the drive-thru, Restaurants can finalize transactions outside using iPOS. The typical setup includes order takers in the drive-thru lane(s) and a payment station configured with an iPad, cash drawer, and receipt printer for tendering orders prior to vehicles arriving at the drive-thru window.
- **iPOS Service Inside the Restaurant:** Upstream/Tablesides Ordering allows Team Members to submit customer orders to the kitchen while the customer is still in line or at the table.



- **Upstream Ordering:** Order takers use iPOS to take customers' orders while they are in line at the front counter. This creates downstream meal delivery opportunities.
- **Tablesides Ordering:** Order takers use iPOS to take orders at the table. This helps boost hospitality and could potentially drive incremental sales.

This document contains all necessary information for configuring iPOS for use inside the Restaurant or outside in the drive-thru. Before beginning to use iPOS on an iPad, complete the following tasks:

- Install and understand Workspace ONE
- Configure iPOS settings
- Learn the basic functionality of iPOS
- Understand troubleshooting tips

CONFIGURING SETTINGS IN SPSM, SPC

ServicePoint Store Management (SPSM)

Refer to this section for configuring optional settings in ServicePoint Store Management (SPSM) for Upstream/Tablesides Ordering. These recommended changes help streamline order taking and meal assembly. These settings are in SPSM under the Utilities package:

1. Navigate to **@Chick-fil-A** (www.cfahome.com) > **Reports & Tools** > **ServicePoint Store Management**.
2. Expand **Utilities**.
3. Refer to the steps in any or all of the following section(s) depending on the settings you want to configure: [Prompt for Table Marker](#), [Prompt for Guest Information](#), and/or [Prompt for Destination](#).
4. If changes are made, select **Save**.
5. Navigate to **Generate Relay Files**.
6. Press **Generate** in the lower-left corner of the screen. The changes will take effect the next morning after the nightly reboot.

ServicePoint Store Management

Destination Override

Destination Required | Hide Destination | Destination Security | Guest Information

55	Not Required	
56	Not Required	
57	Not Required	
60	Not Required	Required
61	Not Required	Required
62	Not Required	Required
63	Not Required	Required

Destination Override

Make Favorite

Save

Destination Required | Hide Destination | Destination Security | Guest Information | Vehicle Description | Release Times

Guest Name:

Default Value	Prompt at Start	Prompt at Store	Prompt at Total
Total	[No Override]	Prompt	[No Override]
	[No Override]	[No Override]	[No Override]
Total	[No Override]	Prompt	[No Override]
	[No Override]	Prompt	[No Override]

ServicePoint Store Management

Relay File Generation

Options

Only Relay Files With Changed Configuration (Recommended)

All Relay Files (May take up to five minutes)

Status

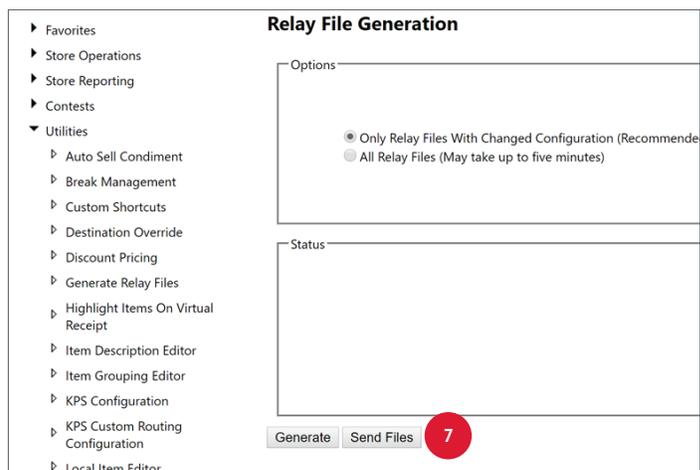
Generate Send Files

7. Alternatively, if the changes are needed before the next morning, press **Send Files**. To avoid iPOS, mobile and catering ordering from going offline during the reboot, these terminals will automatically be omitted from the update and will update overnight instead.

NOTE

If the virtual terminals (iPOS, Mobile, and Catering) require the change be available immediately, these terminals can be restarted by using the iPOS/Mobile Restart button on the POS (see the Restart iPOS/Mobile section of the [POS User Guide](#) for more information). Use caution when using this button since it will cause these virtual terminals to go offline. During this time, you will not be able to take iPOS orders or receive mobile or catering orders.

8. When the relay generation is complete, the POS terminals may need to be rebooted. A menu alarm displays at the bottom of each POS to alert cashiers that changes are made. If the alarm at the bottom of the screen is green, a reboot is not required for the changes to take effect; if the alarm is red, a reboot is necessary for the changes to take effect.

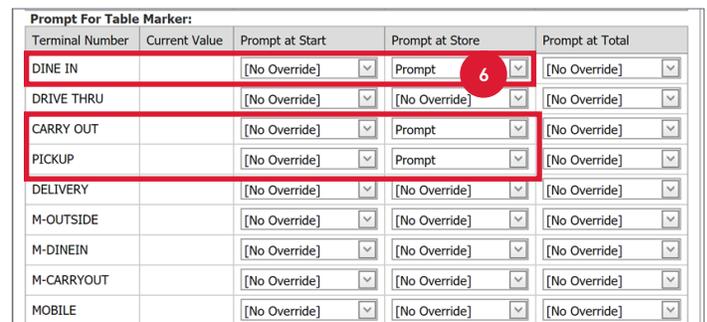
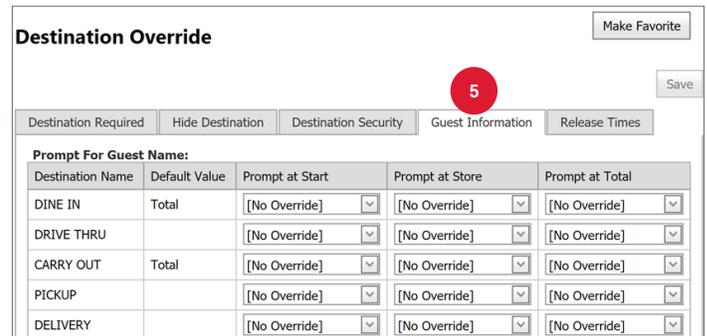
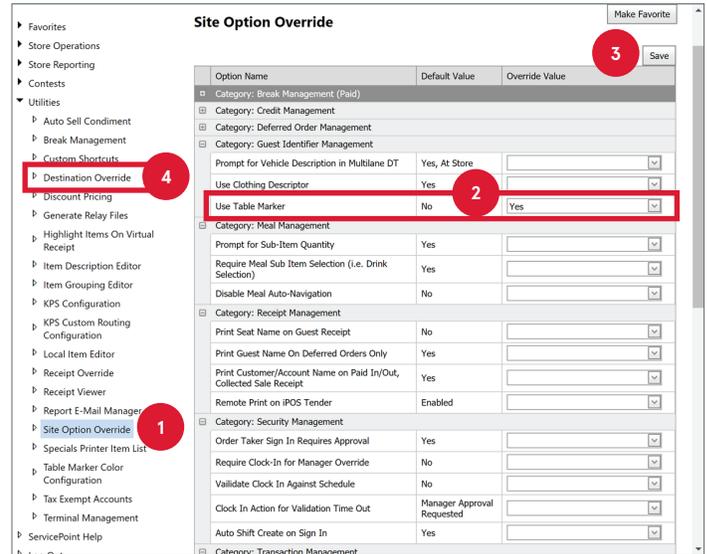


Prompt for Table Marker

Refer to this section if you want iPOS to prompt Team Members for a table marker when storing orders on iPOS for Tableside Ordering. Follow these steps to ensure Team Members enter a table marker before storing each order:

1. Select **Site Option Override**.
2. Locate the Use Table Marker option under the Guest Identifier Management Category and select **Yes** from the Override Value drop-down.
3. Press **Save**.
4. Under Utilities, navigate to **Destination Override**.
5. Select the **Guest Information** tab.

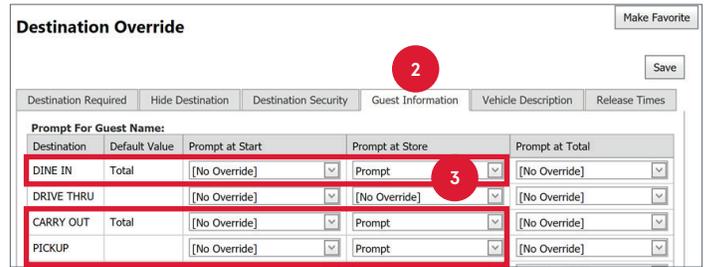
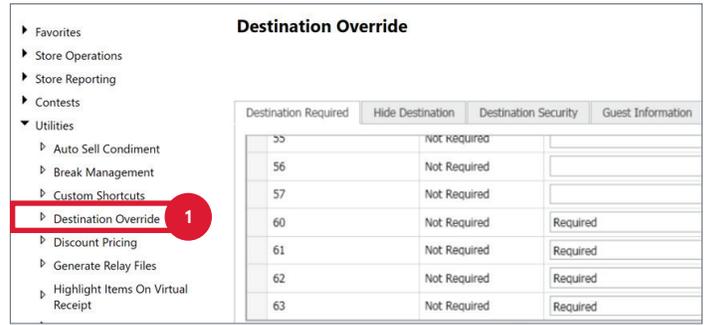
6. Scroll down to the Prompt For Table Marker section. Select **Prompt** next to the Dine In, Carry Out, and Pickup destinations from the Prompt at Store drop-down menus.



Prompt for Guest Information

These steps ensure that if the customer name is not entered before storing the order, the Guest Information screen displays. Verify the following settings in SPSM to ensure Team Members always enter the customer’s name in iPOS before storing an order:

1. Select **Destination Override**.
2. Select the **Guest Information** tab.
3. In the Prompt for Guest Name section, select **Prompt** next to the Dine In, Carry Out, and Pickup destinations from the Prompt at Store drop-down menus.

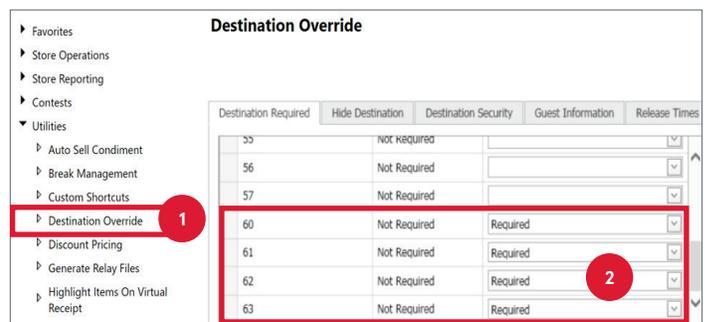


Prompt for Destination

If you are in a mall location that bags all meals and does not distinguish between dine-in and carryout customers, this section does not apply to you.

These settings configure iPOS to automatically prompt the Team Member to enter a destination at the beginning of each order:

1. Select the **Destination Override** package, stay on the **Destination Required** tab.
2. Under Destination Selection Required Before Item, select **Required** next to each upstream node (60-63).



ServicePoint Configuration (SPC)

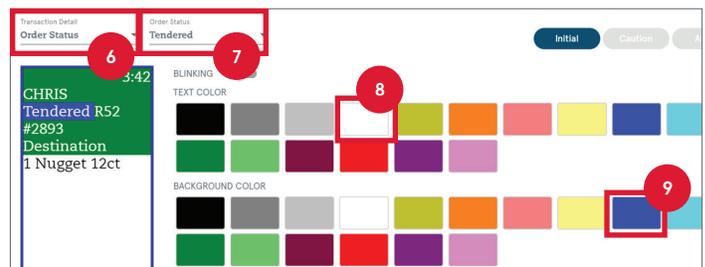
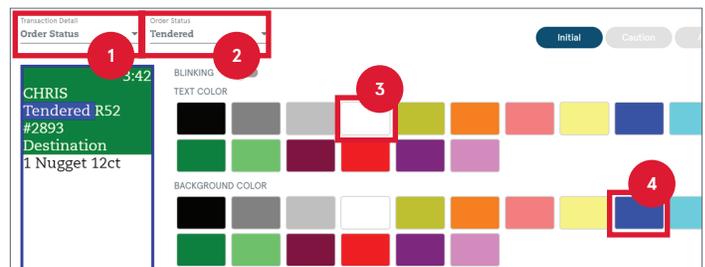
Changing the background color of the order status on the KPS screen helps baggers/expeditors quickly see when orders are totaled and tendered. Since tendered orders may appear out of order (not FIFO) on the KPS due to quick register times, it is important for the bagger to quickly see which orders are ready to be delivered to registers. You can change order color details within SPC.



Modify Order Color Details

To change how Totaled and Tendered orders display on the KPS, follow these steps. For additional information, see the Order Detail Colors section of the [ServicePoint Configuration User Guide](#).

1. On the Order Color Details screen, select **Order Status** from the Transaction Detail drop-down list.
2. Select **Totaled** in the Order Status field.
3. Select white for the text color.
4. Select royal blue for the background color.
5. Select **Save Colors**.
6. Select **Order Status** from the Transaction Detail drop-down list.
7. Select **Tendered** in the Order Status field.
8. Select white for the text color.
9. Select royal blue for the background color.
10. Select **Save Colors**.
11. Follow the steps in the Sending Changes section of the [SPC User Guide](#) to send the changes to the Restaurant.



WORKSPACE ONE

To use iPOS on an iPad, Workspace ONE, formerly AirWatch, must first be downloaded to the device. The Workspace ONE Unified Endpoint Management (UEM) application is used to facilitate the iPOS app download and the iPad configuration, which allows the iPad to connect to a Restaurant's wireless network. iPOS downloads automatically once Workspace ONE is installed.

Install Workspace ONE

To install Workspace ONE on your iPad, follow the steps below:

1. Search the App Store on the iPad for Intelligent Hub.
2. **Install** the Intelligent Hub app. Then launch the application.
3. Enter `mdm.cfahome.com` in the Email Address or Server field.
4. Press **Next**.
5. A GroupID field will appear under the Email or Address Server field. Enter your five-digit Restaurant number.
6. Touch **Next**.

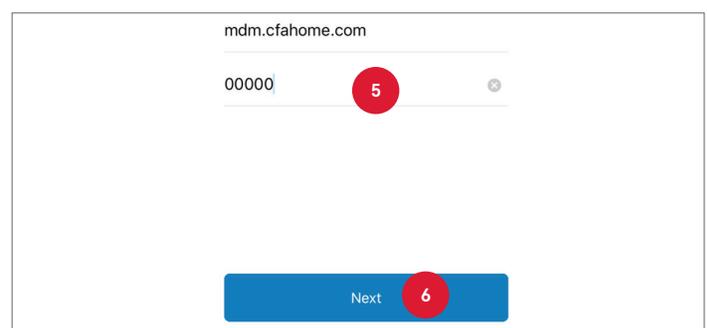
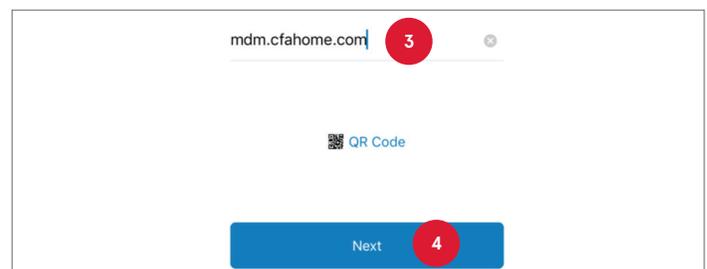
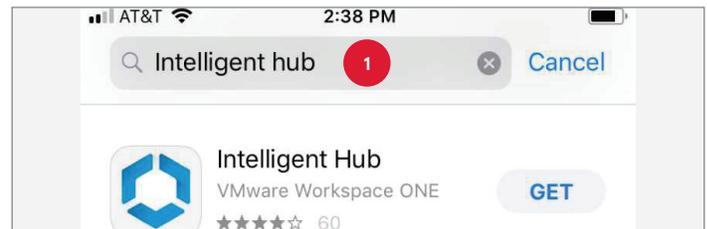
NOTE

If the iPad does not already have a passcode configured to lock the device, Workspace ONE enforces a four-digit passcode to help with the security of iPOS.

Enrolling in the Workspace ONE system means some device information can be seen by IT administrators (model, carrier, size, etc.). View the terms of use during the enrollment process for more details.

NOTE

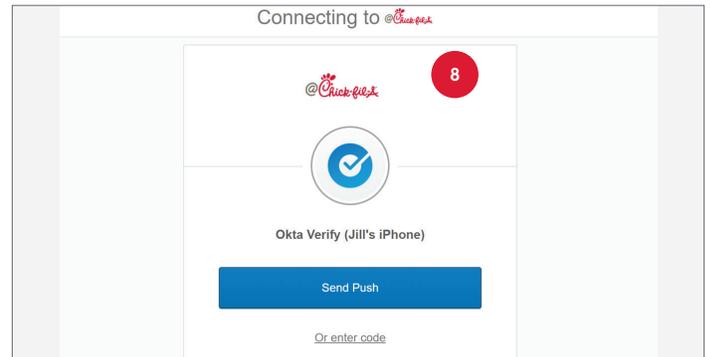
If the device is shared with others, consider creating a new Apple ID (<https://appleid.apple.com/>) specific to the Restaurant.



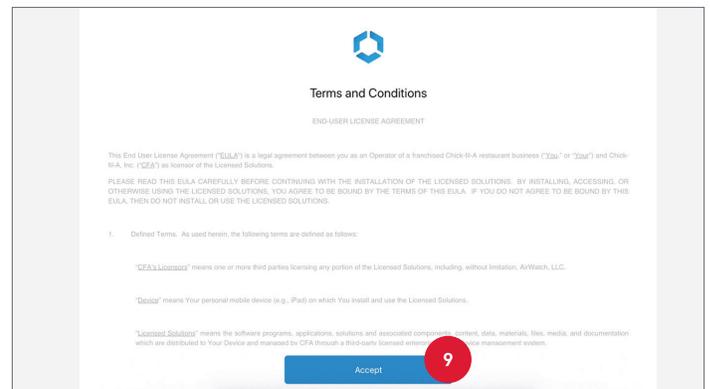
7. Enter your @Chick-fil-A credentials and touch **Login**. This is for Operator use only.



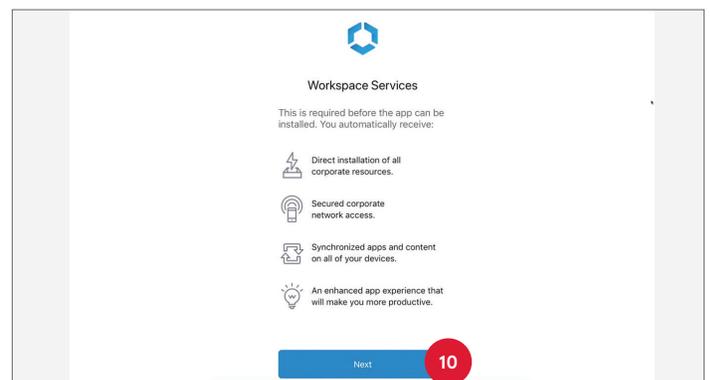
8. You will be prompted to verify Okta multi-factor authentication via your selected authentication method.



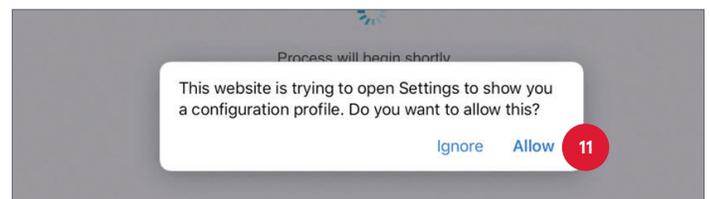
9. To complete enrollment, touch **Accept** on the Terms and Conditions screen.



10. On the next screen, press **Next**.



11. Tap **Allow** to continue to Settings.



12. Press **Install**.

13. After a few seconds, the Install Profile dialog box displays. Touch **Install**.

14. If the iPad has a passcode on the device, enter the passcode to continue the installation.

15. Touch **Install** again.

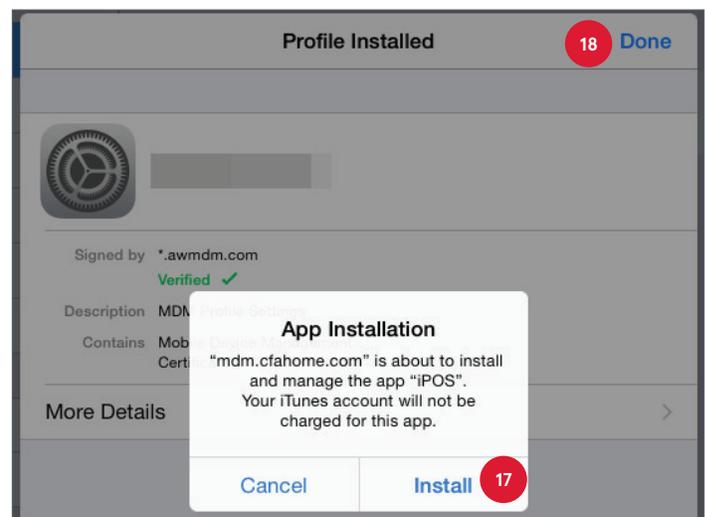
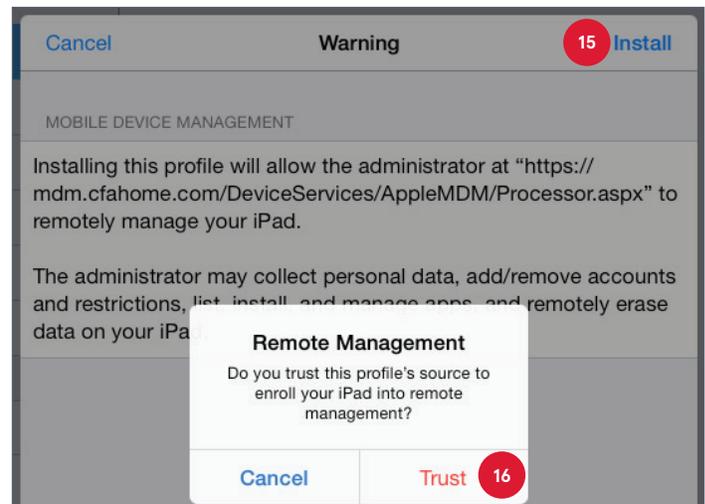
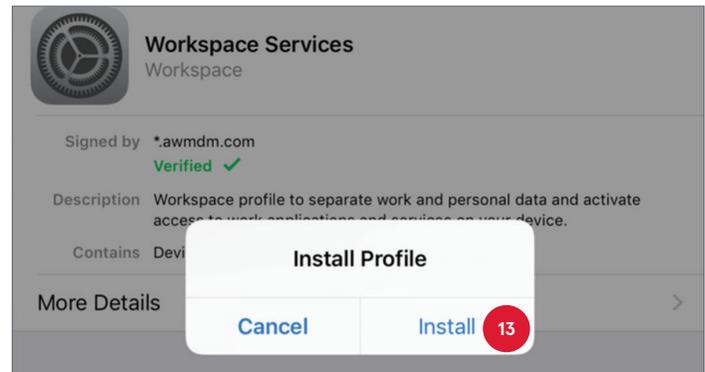
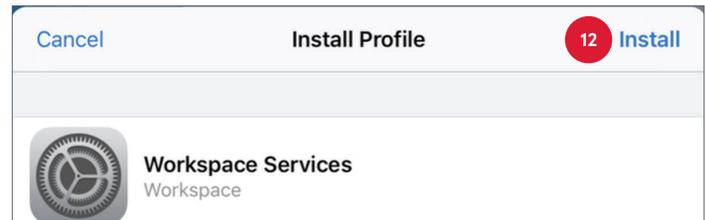
16. Tap **Trust** on the Remote Management prompt.

17. Press **Install** on the App Installation prompt.

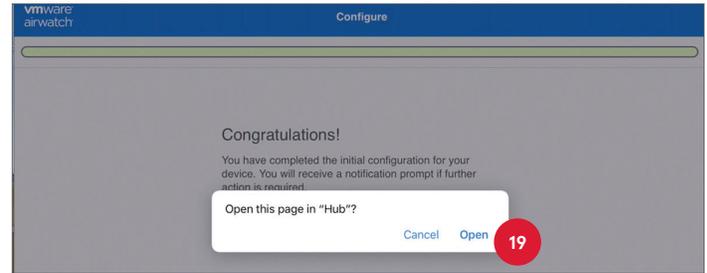
NOTE

If a passcode has not been created for this device, a prompt to create a passcode displays. Touch **Continue** and create a four-digit passcode. Touch **Continue** again and verify the passcode. The passcode cannot be ascending or descending numbers (e.g., 1234 or 9876), nor can it be repeating numbers (e.g., 1111 or 9999).

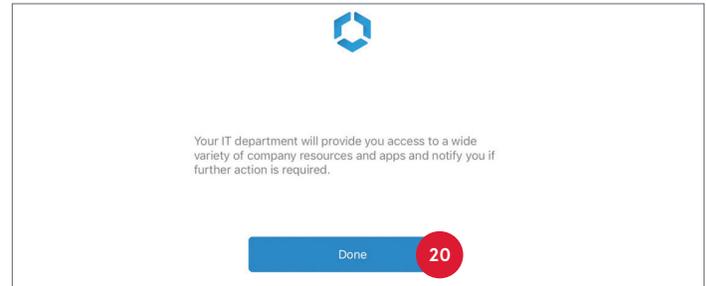
18. Once the profile is installed, select **Done**.



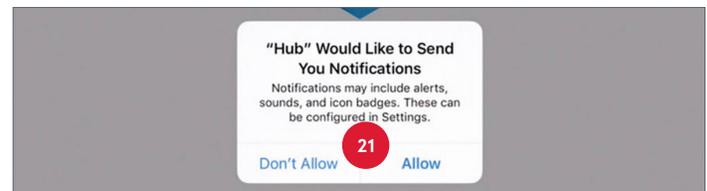
19. Press **Open**.



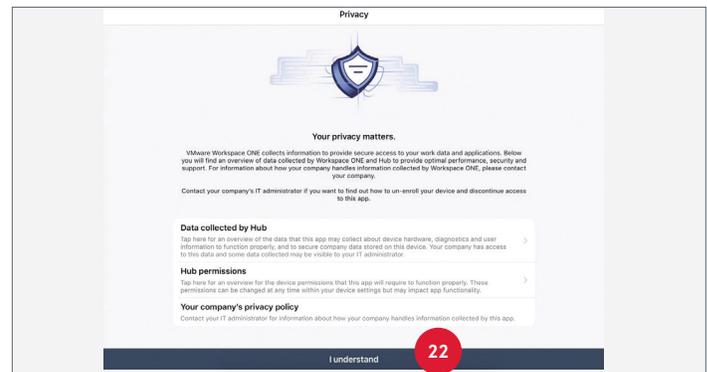
20. Enrollment is complete. Tap **Done**.



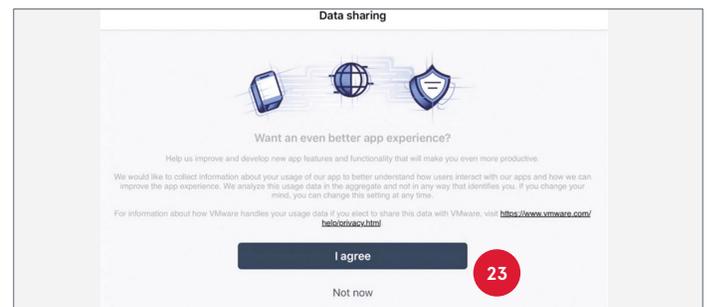
21. Select **Allow** or **Don't Allow** for push notifications.



22. Tap **I Understand**.



23. Select **I Agree** or **Not Now** to share your usage data.



24. Once setup is complete, beyond the Intelligent Hub icon, the iPad has two new icons with one for the iPOS application and one for updating iPOS when future updates are available.



Update Workspace ONE

Follow the steps below to update your Workspace ONE application to the latest version. Ensure the iPad is connected to a Wi-Fi network that is not iSPOTA1 before updating.

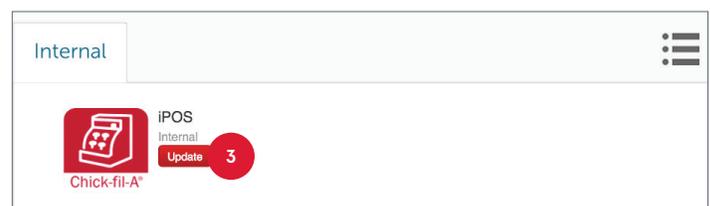
1. Navigate to the **App Store**. The App Store can be found on the iPad's Home screen or in a folder (e.g., Utilities, Productivity, Lifestyle).
2. Tap the **Updates** icon at the bottom of the iPad.
3. Locate the Intelligent Hub app and press **Update** to begin downloading the update.
4. Once the download is complete, open the **Intelligent Hub** app.
5. If any issues occur during this process, contact Chick-fil-A HELP at 1-800-232-2677.



Update iPOS

If the iPOS app needs an update, a message displays when the order taker attempts to sign in. When this message displays, follow these steps:

1. Touch **Go Back**.
2. Press the **iPOS Updates** icon.
3. Select **Update**.
4. The Application Installing screen displays. This process takes a few minutes and can be completed while the iPad is connected to any Wi-Fi network, including iSPOTA1.



HARDWARE FOR OUTSIDE PAYMENT

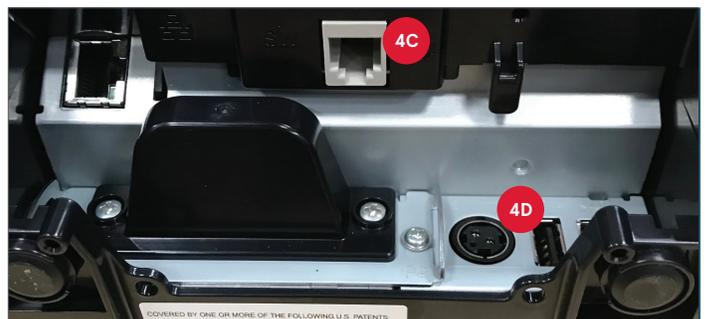
Connect Cash Drawer and Bluetooth Receipt Printer

Ensure the cash drawer and the Bluetooth receipt printer are properly connected. Complete these steps to set up the equipment:

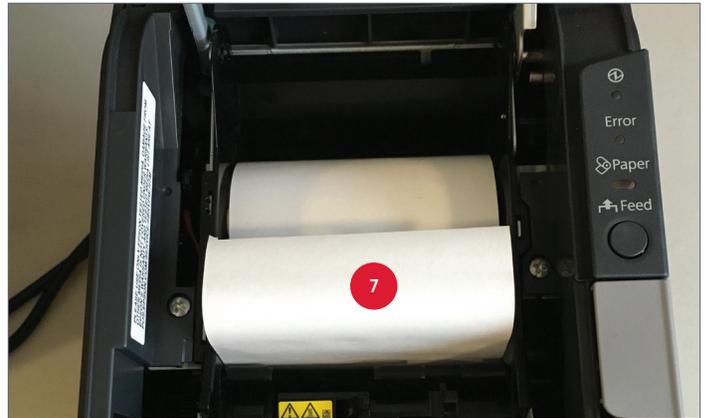
1. Remove the TM-88V or TM-88VI Bluetooth receipt printer, 13-inch cash drawer, cash drawer keys, and the cash drawer cable from their respective shipping boxes.
2. Connect the larger end of the cash drawer cable to the port located on the bottom of the cash drawer.
3. Ensure the cash drawer is set to the unlock position (12 o'clock position). Slide the cash drawer into the outside payment bag, feeding the cash drawer cable out through the back of the bag.
4. For the TM-88V, connect the smaller end of the cash drawer cable (4A) and the power cable (4B) to the printer. For the TM-88VI, connect the smaller end of the cash drawer cable (4C) and the power cable (4D) to the printer.

NOTE

The Epson TM-T88V Bluetooth receipt printer has a white Bluetooth interface rather than the serial port. The Epson TM-88VI Bluetooth receipt printer has a black Bluetooth interface rather than the serial port.



5. Plug the Bluetooth receipt printer's power cable into the power strip provided with the outside payment bag.
6. Reattach the plastic cover on the back of the printer. Feed the power cable and cash drawer cable through the partial opening on the bag. Slide the printer into the bag.
7. Open the lid of the printer to load a new roll of receipt paper. Ensure that the paper feeds from underneath the roll.



Connect the P20 Receipt Printer

The Epson P20 Bluetooth Hip Receipt Printer is an extension of Drive-Thru Outside Payment, building upon the existing Outside Payment system of using the TM-T88V Bluetooth Receipt Printer and Cash Drawer for tendering payment on iPOS. Like the TM-T88V Bluetooth Receipt Printer and Cash Drawer, the Epson P20 Bluetooth Hip Receipt Printer can only be used at the Outside Payment station.

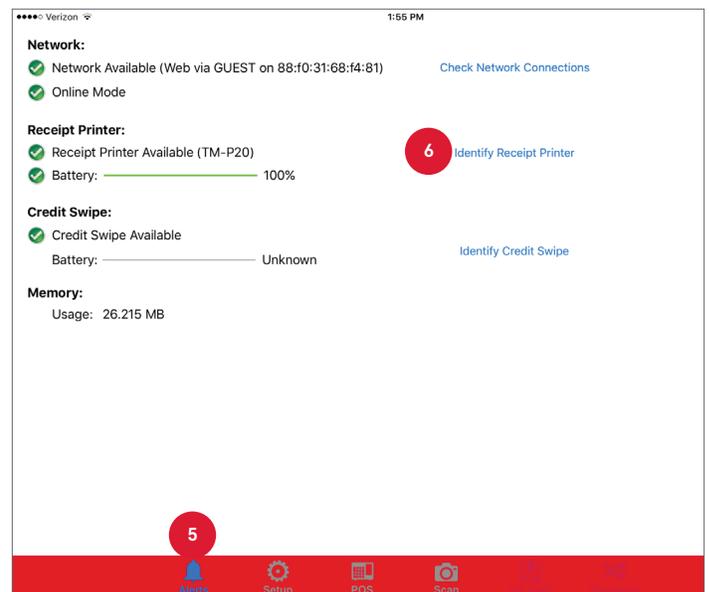
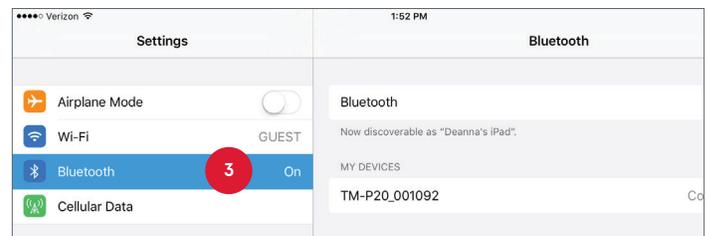
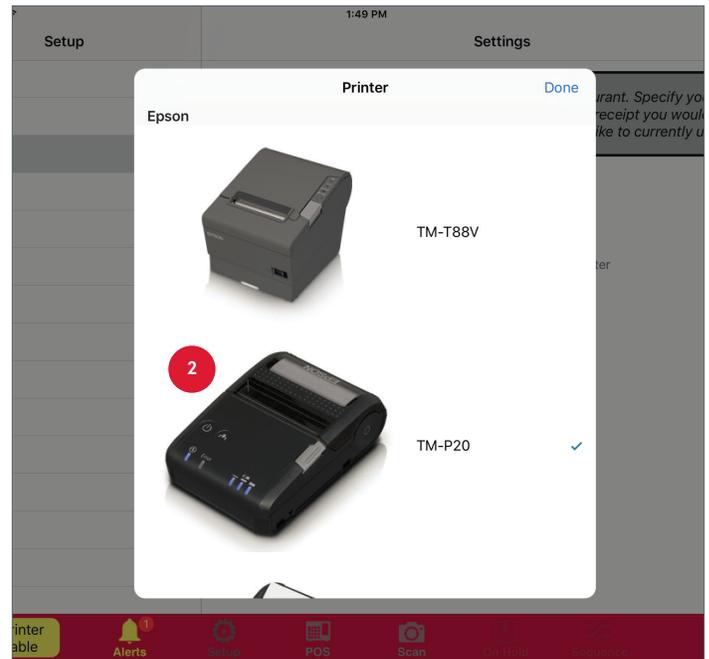
NOTE

Reference the [Drive-Thru Outside Payment Using iPOS](#) document for complete steps and information on setting up Outside Payment using iPOS.

The TM-T88V or TM-88VI that comes with the Payment Bundle on MoreDirect is still required for Outside Payment cash transactions because it is the only receipt printer that can open the cash drawer. If Restaurants choose to leverage the Epson P20 Bluetooth Hip Receipt Printer, it can only be used to tender credit card and scanned payments. Two iPads will be needed at the Payment Station; one iPad will be paired with the Epson P20 Bluetooth Hip Receipt Printer to take credit card and scanned payments, while the second iPad will be paired with the TM-T88V Bluetooth Receipt Printer and Cash Drawer to take cash payments.

To connect the P20 Hip Receipt Printer, follow these steps:

1. Ensure the Print Receipts setting found in the Settings tab of iPOS is On.
2. Touch **Configure Printer** next to Print Receipts and select **TM-P20**. Touch **Done**.
3. Turn on the receipt printer and pair it in the Bluetooth settings of the iPad. The Bluetooth ID of the receipt printer starts with TM-P20.
4. Open iPOS.
5. Navigate to the **Alerts** tab in iPOS. Ensure a green check displays next to the receipt printer.
6. Press **Identify Receipt Printer** to be sure communication is established with the device.
7. A small receipt should print with the line: Printed by iPOS.



SETTINGS

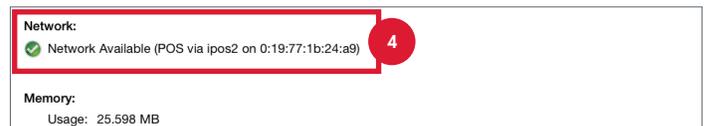
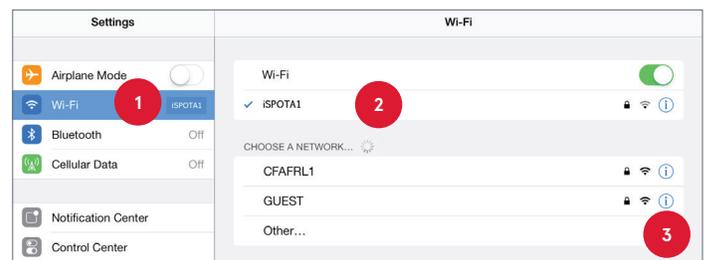
Once Workspace ONE has been downloaded onto the iPad, several configuration changes on the iPad and iPOS are recommended before use.

iPad Settings

Various iPad settings are recommended for optimal use of the device with iPOS. Follow these steps to check each setting:

Connect to iSPOTA1

1. Take the iPad outside to the drive-thru area and navigate to **Settings > Wi-Fi**.
2. Select **iSPOTA1**. iSPOTA1 is the only network that can be used with iPOS.
3. Forget other networks by selecting the **i** icon next to each network and selecting **Forget This Network**. Then, exit Settings.
4. Ensure connectivity has been established. Open iPOS and press **Alerts**.
 - If a green check mark displays next to Network Available, the iPad is connected to the correct network.
 - If Network Not Available displays while the connectivity icon at the top of the iPad shows it is connected, the iPad is not connected to the correct network.
 - If Server Not Available displays, verify all information, including the Restaurant number.
5. Verify the iPOS coverage area.



NOTE

Review the Troubleshooting section at the end of this document for more information on troubleshooting the Network Not Available message.

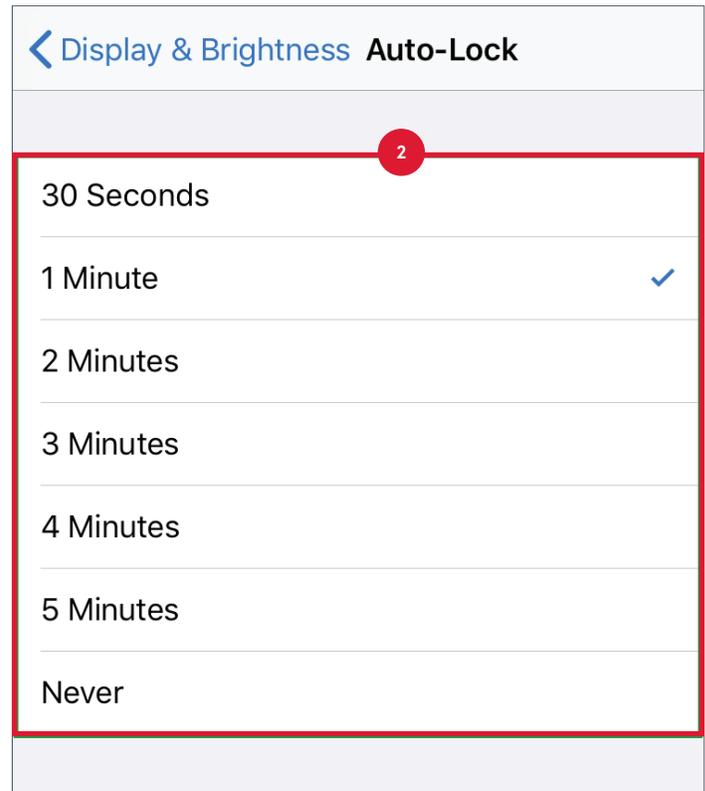
iPOS only works with the iSPOTA1 (ServicePoint Over The Air) wireless network. iPOS cannot force the iPad to connect to the correct wireless network. It is important to check that wireless connectivity is functioning properly when preparing to take orders.

Before a Team Member begins to use the iPad, it is important to verify that connectivity has been established.

Change Auto-Lock

Editing the Auto-Lock setting is recommended if iPOS users report that the iPad is going to sleep too frequently. To change this, follow the steps below:

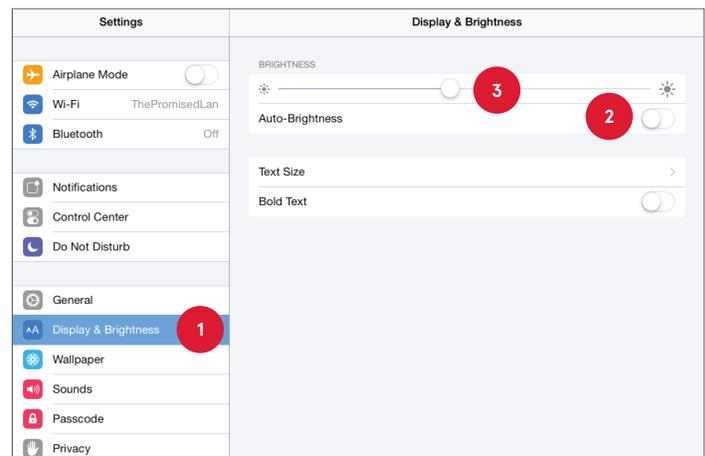
1. Navigate to Settings.
2. Touch **Display & Brightness**.
3. Touch **Auto-Lock** and select a time.



Turn Off Auto-Brightness

The brightness setting is helpful for iPOS users operating the iPad in the sun. Brightness can be adjusted up or down based on preferences. The higher the brightness, the faster the battery is depleted.

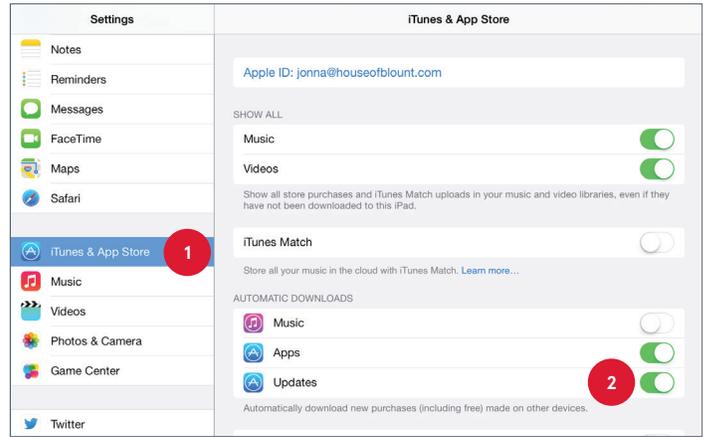
1. Touch **Display & Brightness**.
2. Turn off **Auto-Brightness**.
3. Adjust the brightness as desired.



Automatically Update Apps

Apps can be set to automatically update on the iPad. This is especially helpful for iPOS users. To set your iPad to receive all app updates automatically, follow the steps below:

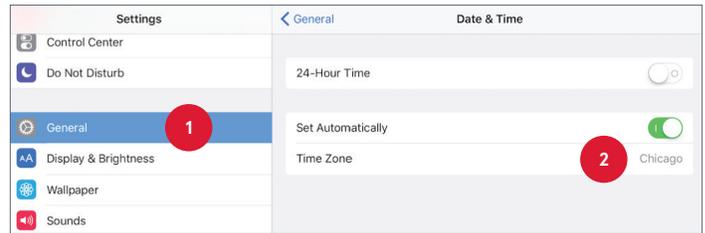
1. Touch the **iTunes & App Store** setting.
2. Slide the **Updates** toggle to display green.



Date & Time

Ensure that the date and time on the iPad are correct. It is important that these match the date and time in ServicePoint, or problems could occur with iPOS. To verify that the time zone is correct on the iPad, follow the steps below:

1. Touch the **General** setting.
2. Press **Date & Time** and ensure the time zone is correct.



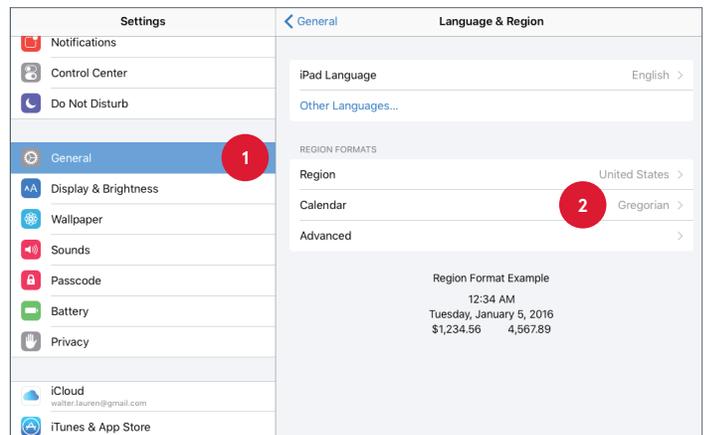
NOTE

If the iPad's date and time are wrong, a message displays on the iPad alerting the Team Member to verify that the date and time are correct in the iPad's Settings.

Calendar

It is important that the iPad is also set to the correct calendar. If the iPad is set to the wrong calendar, issues with iPOS could occur. Follow these steps to confirm the iPad is set to the correct calendar:

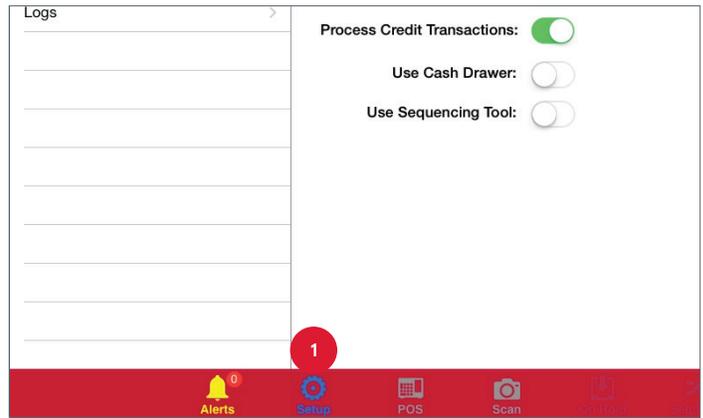
1. Navigate to the **General** setting.
2. Tap **Language & Region** and ensure Calendar is set to Gregorian.



iPOS Settings

Follow these steps to configure iPOS for its first use:

1. Launch iPOS and tap the **Setup** icon at the bottom of the app.



2. Touch **Settings**.

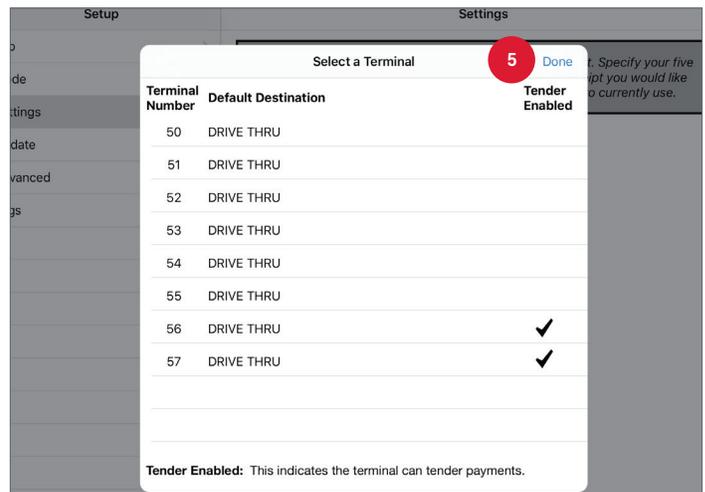


3. Enter your five-digit Restaurant number in the Restaurant Number field.

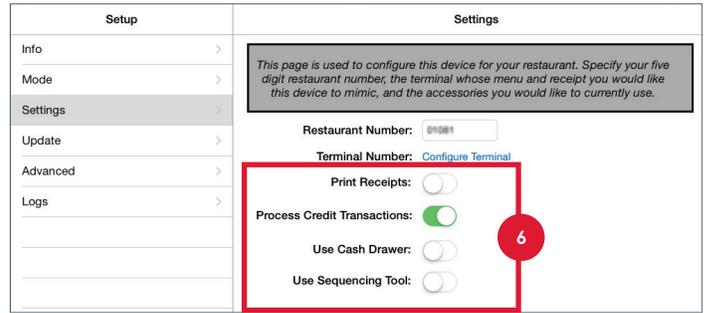
4. Tap **Configure Terminal** to select the terminal number.



5. If a check mark displays in the Tender Enabled column, the terminal can tender transactions. Select the desired terminal number and press **Done**.
 - **Terminal Number 50-55, 60-63:** Select for order-taker iPads. 50-55 are for use outside in the drive-thru and 60-63 are for use inside with Upstream/Tablesides Ordering.
 - **Terminal Number 56-57:** Select for outside payment iPads or sequencing iPads. These terminals contain the Store, Recall, and Tender buttons on the right side of the screen.



6. Depending on the use of the iPad, toggle the following settings to the On position:
 - **Print Receipts:** iPads (terminals 56 or 57) used to take outside payment. Select **Epson TM-T88V** and tap **Done**.
 - **Process Credit Transactions:** iPads used to take credit.
 - **Use Cash Drawer:** iPads (terminals 56 or 57) used to take outside payment.
 - **Use Sequencing Tool:** Sequencer iPads (terminals 56 or 57)



NOTE

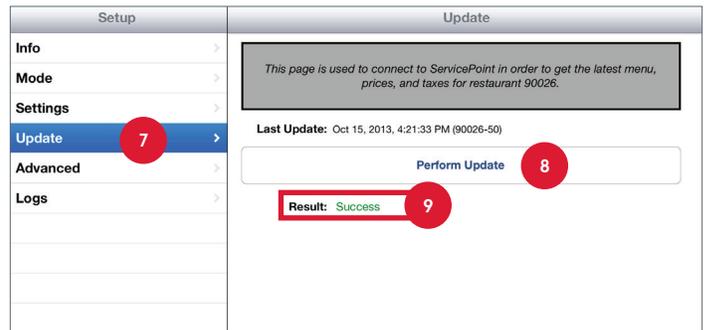
If the Restaurant is using two or more iPads, ensure that each iPad is set to have a unique terminal number. For example, if the Restaurant is using two iPads with iPOS (leapfrogging), select 50 for the terminal device of one iPad and select 51 for the other.

Terminal numbers 50 through 55 are used for drive-thru Face-to-Face order-taker iPads.

Terminal numbers 56 and 57 contain the Recall and Tender buttons on the right side of the screen. These terminal numbers are used for sequencer or outside payment iPads.

Terminal numbers 60 through 63 are used for Upstream/Tablesides order-taker iPads.

7. Touch the **Update** tab.
8. Press **Perform Update** and wait while files are extracted and images are downloaded.
9. When the process is complete, the Result displays Success.



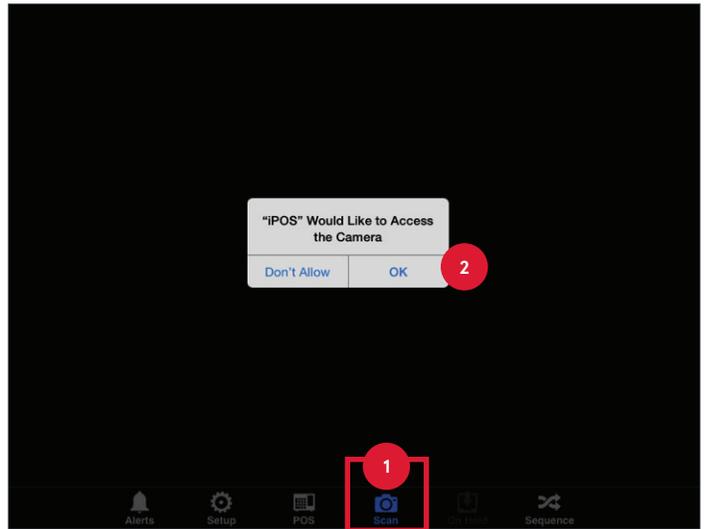
NOTE

After the initial update, any time an update is performed and additional images are available, the Device Upgrade message displays. To download the images, tap **Download Now**. If serving customers, touch **Wait Until Later**.

Camera Settings for Scanning

To configure the iPad camera settings for scanning in iOS 8, follow these steps:

1. Open iPOS and select the **Scan** icon to ensure the camera frame appears.
2. Select **OK** on the "iPOS" Would Like to Access the Camera prompt.



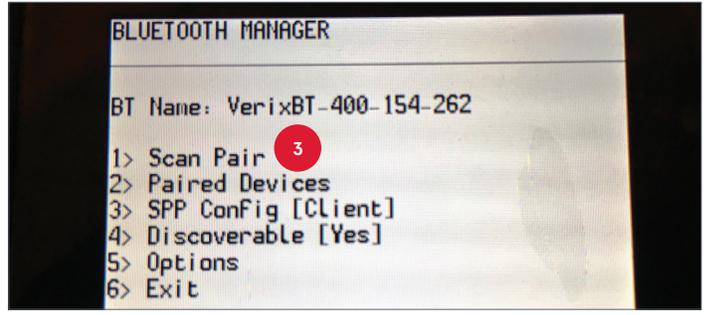
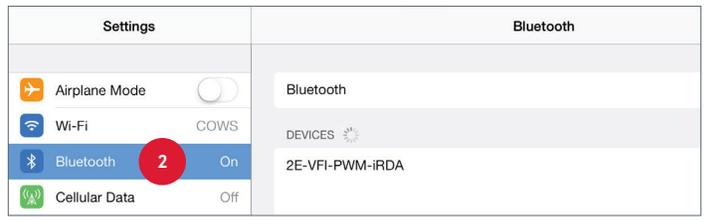
Pair the e355 Credit Reader

Before using the credit reader, it is necessary to pair it to the iPad. Once the credit reader is paired to the iPad, ensure that this is the only credit reader used with this iPad, as pairing multiple readers to an iPad or vice versa will cause performance issues.

1. To turn on the credit card reader, press the green **O** button. After a few minutes, the Bluetooth Manager menu screen displays.
2. On the iPad, navigate to **Settings > Bluetooth**. Verify it is set to On.
3. On the credit reader, select option **1** for Scan Pair.
4. Choose option **1** for New Scan and wait for the credit reader to find available Bluetooth connections. Once the scan is complete, the iPad shows as a connection option.
5. Tap the keypad button associated with the iPad the credit reader will be paired with for iPOS.

NOTE

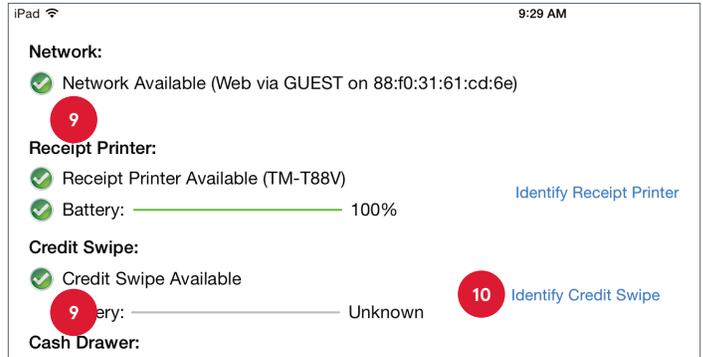
Click [here](#) for more information on pairing the e355 credit reader as well as best practices and troubleshooting tips. You can also visit the [Payment Terminal page](#) on @Chick-fil-A to view additional resources.



- On the iPad, touch **Pair** when prompted.
- Press **Yes** on the credit reader to pair it to the iPad and wait for the device to initialize. Then, navigate to **iPOS**.
- Open **iPOS** and navigate to the **Alerts** tab.
- Ensure a green check mark displays next to Network and Credit Swipe.
- Press **Identify Credit Swipe** to ensure communication is established with the credit card reader.

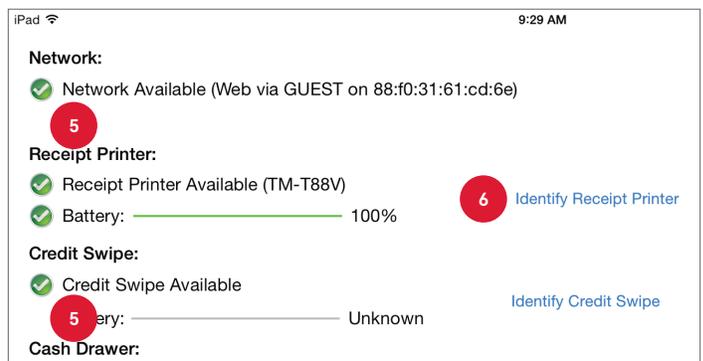
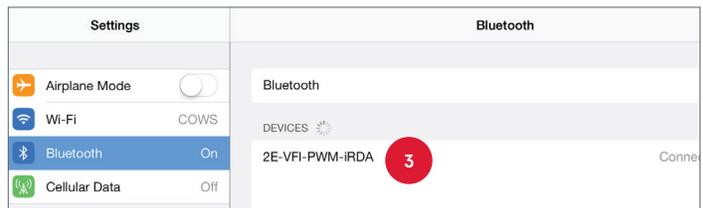
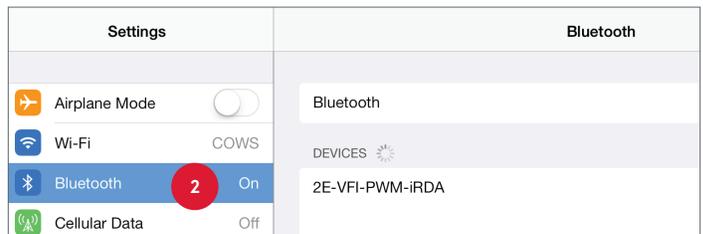
NOTE

It is a best practice to give each iPad a unique name to allow for easy identification when pairing the iPads to credit readers.



Connect Bluetooth Receipt Printer

- Turn on the receipt printer.
- On the iPad, navigate to **Settings > Bluetooth**. Verify it is set as On.
- Touch the device ID that matches the Bluetooth ID for the receipt printer. The Bluetooth ID of the receipt printer starts with TM-T88V.
- Open **iPOS** and navigate to the **Alerts** tab.
- Ensure a green check mark displays next to Network and Receipt Printer.
- Press **Identify Receipt Printer** to be sure that communication is established with each device.



Open an iPad Shift

Before taking orders, open an iPad-specific shift for the Team Member. This can be done using Store Management on the register or with ServicePoint Store Management.

Store Management on the Register

To open a shift using Store Management on the POS, follow the steps below:

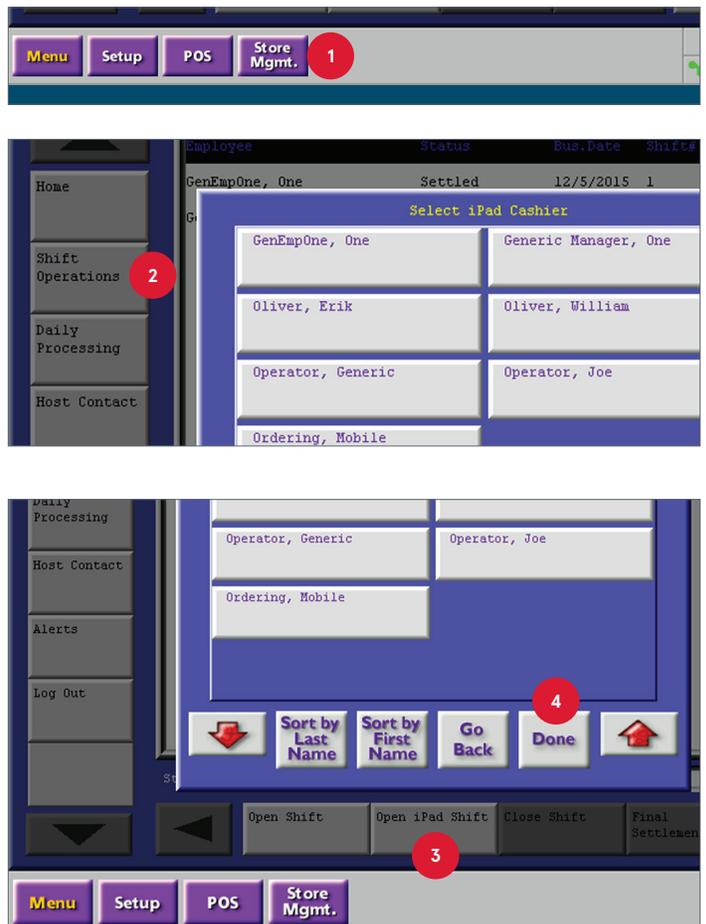
1. Press **Store Mgmt.** on any register.
2. Press **Shift Operations**.
3. Select **Open iPad Shift**.
4. Press the Team Member name(s) to open and touch **Done**.

NOTE

It is possible to open an iPad shift for a generic order taker. The benefit of using generic order takers is that it is easy to switch cashiers during a busy shift. Eight generic order takers are available. To use generic order takers, open an iPad shift for the following: iPad Order Taker (9991), iPad Order TakerTwo (9992), iPad Order TakerThree (9993), iPad Order TakerFour (9994), iPad Order TakerFive (9955), iPad Order TakerSix (9966), iPad Order TakerSeven (9977), and iPad Order TakerEight (9988).

NOTE

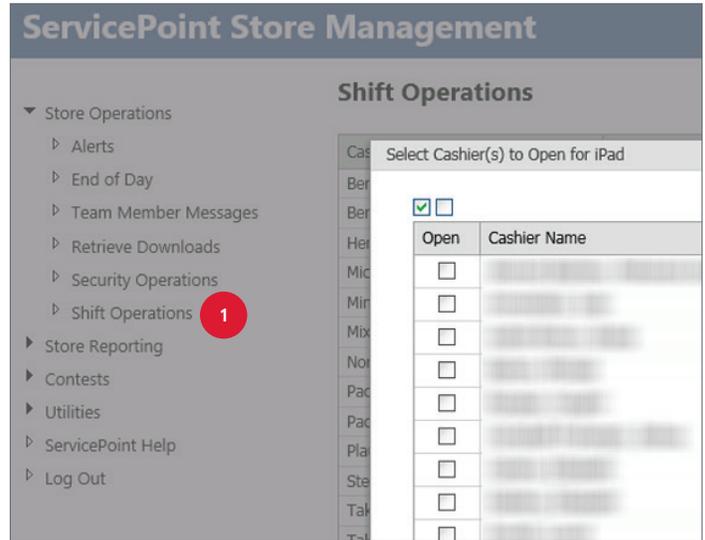
If a Team Member who is not clocked in attempts to sign in to iPOS with his sign-in PIN, a prompt displays alerting the Team Member to clock in.



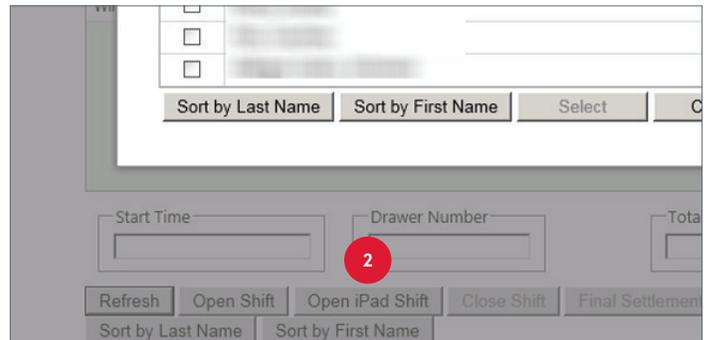
ServicePoint Store Management

To open a shift in ServicePoint Store Management, follow the steps below:

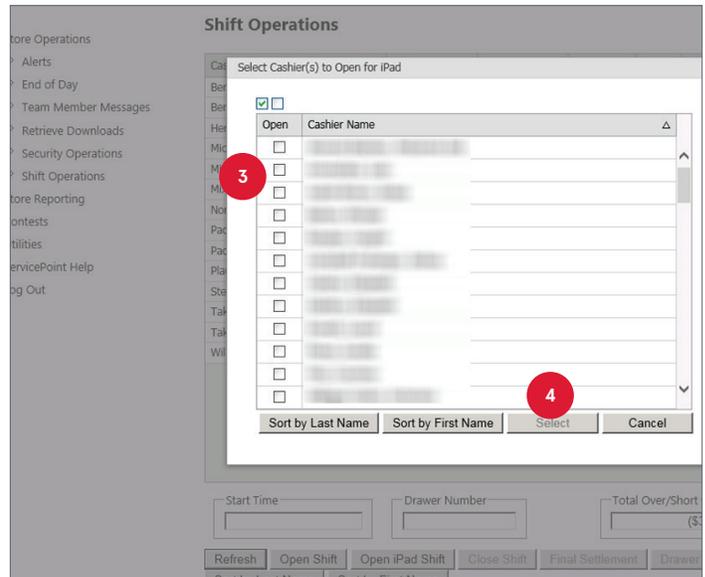
1. Open ServicePoint Store Management and select **Shift Operations**.



2. Press **Open iPad Shift**.



3. Place a check mark next to each Team Member designated to use iPOS.
4. Press **Select**. An iPad shift opens for the selected Team Members.



Training Mode

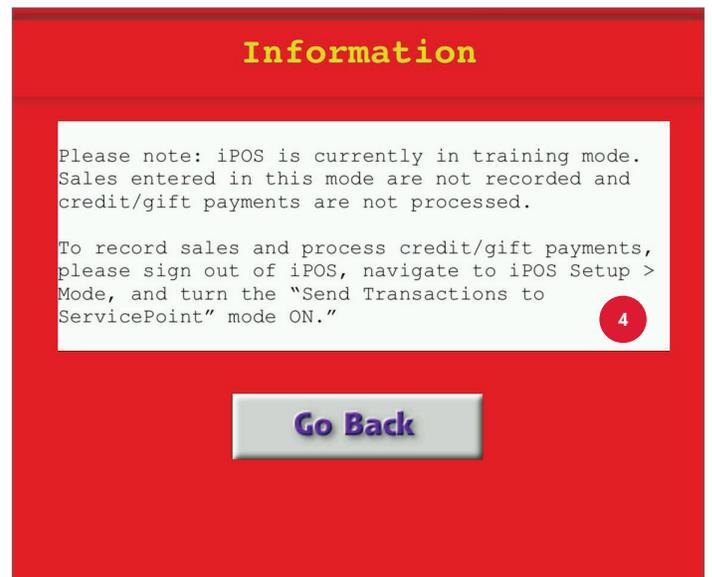
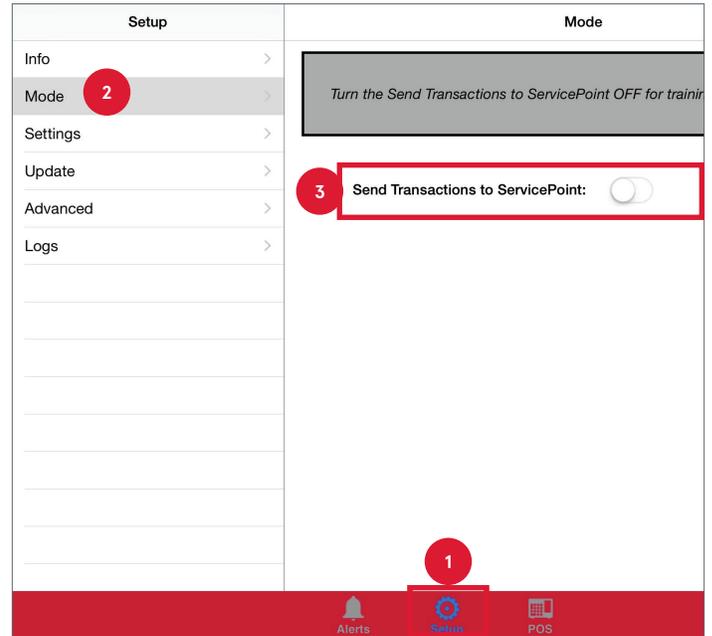
Only refer to this section if you are using iPOS as a tool to train Team Members. To use iPOS for taking orders in the Restaurant, proceed to the Pre-Flight Checklist.

Using the training mode on iPOS is different than training on the POS. For example, to train using the regular POS, open a shift for a Team Member assigned the Training POS User Mode in Team Member User Administration, and then sign in to a register. To configure iPOS for training Team Members, follow these steps:

1. Navigate to **iPOS > Setup**.
2. Select the **Mode** tab.
3. Tap the Send Transactions to ServicePoint toggle to the **Off** position. Turning this toggle off allows you to take orders offline without sending them to ServicePoint, including the KPS.
4. When the Team Member signs in to iPOS, the message to the right displays, alerting the Team Member that iPOS is in training mode.

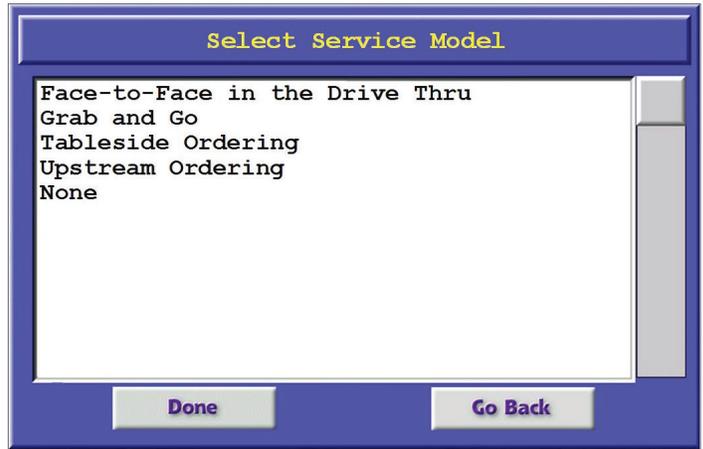
NOTE

To begin using iPOS for Upstream or Tableside Ordering or in the drive-thru to take real orders, ensure that the Send Transactions to ServicePoint toggle is turned On.



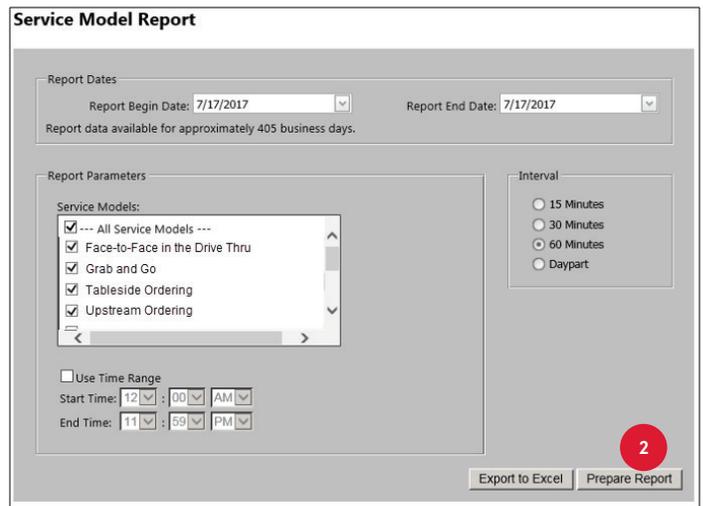
Service Model

After signing into iPOS, you are immediately prompted to select a service model. Choose the appropriate option and press **Done**. This feature is for accurate tracking of the service models used in your Restaurant and is designed only for reporting purposes. If it is necessary to select a different service model or navigate back to the Select Service Model screen, tap **Other Functions > Service Model**.



To access the Service Model Report, navigate to ServicePoint Store Management (SPSM) and follow these steps:

1. Expand **Store Reporting** and select **Service Model**.
2. Select the desired report parameters and press **Prepare Report**.



3. The report is split into separate service models. The service models are listed above each data table.

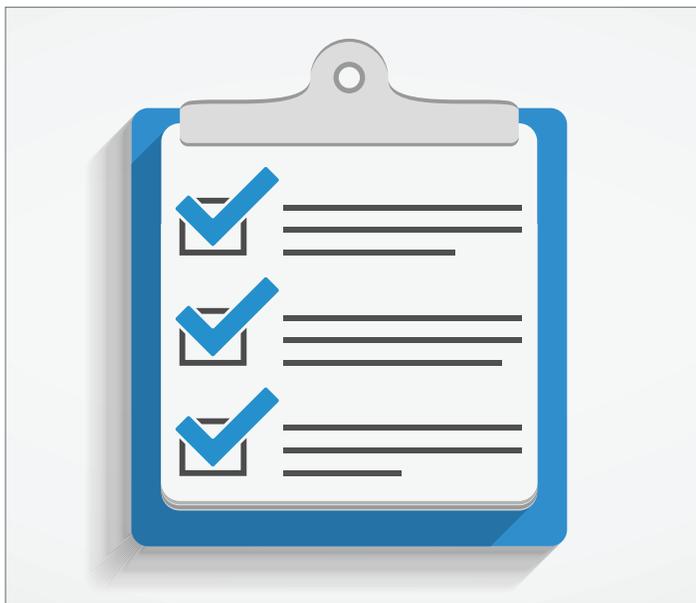
4. Each data table displays the following information for each service model selected:
 - a. Transaction Count: the number of transactions within the time range
 - b. Net Sales: the total amount in sales during the specified time range
 - c. Check Average: the check average for the designated time range

Service Model Report
 From Monday, February 20, 2017 through Friday, February 24, 2017
 Report Time: 2/25/2017 11:33:29 AM
 Restaurant: My CFA Restaurant, 90005
 Service Models: Grab and Go, Tableside Ordering, Upstream Ordering
 Between: 02:15 PM and 04:55 PM
 * Service models having no transactions are not listed

Service Model: Grab and Go			
Time	Transaction Count	Net Sales	Check Average
03:00 PM – 03:59 PM	12	157.44	13.12
04:00 PM – 04:55 PM	13	188.97	14.54
Totals:	25	346.41	13.86

Service Model: Tableside Ordering			
Time	Transaction Count	Net Sales	Check Average
03:00 PM – 03:59 PM	10	44.25	4.43
04:00 PM – 04:55 PM	5	43.22	8.64
Totals:	15	87.47	5.83

PRE-FLIGHT CHECKLIST FOR TEAM MEMBERS



Before a Team Member heads to the drive-thru with the iPad or begins using Upstream or Tableside Ordering inside, a few pre-flight steps should be completed to ensure a successful experience:

- Know your connectivity area. Ask your manager if you are not sure of the boundaries of the Wi-Fi coverage. It is recommended that Team Members walk the connection boundaries to understand where they extend. It is important to stay within those boundaries for iPOS to function properly. When using iPOS in the drive-thru, Wi-Fi coverage goes from car 4 to car 15 (with car 1 starting at the pickup window). A Restaurant may have more coverage than those 10 cars, but it is not guaranteed.
- Turn on the iPad and ensure it is fully charged. Check the battery icon in the top-right corner of the screen.
- If you have a credit reader, press the green **O** button on the front to power the e355 on.
- Confirm with the on-duty manager that an iPad shift has been opened for you.
- From **iPOS > Setup > Mode**, ensure the Send Transactions to ServicePoint mode is turned On.
- Proceed outside to the drive-thru for Face-to-Face Ordering or to the customer queuing area for Upstream/Tablesides Ordering. Press **Alerts** at the bottom of the screen and ensure there is a green check mark next to Network Available and the Credit Available message if using a credit card reader.
- If the network is not available, check the iPad's Settings to ensure the iPad is connected to the iSPOTA1 network. If it is connected to another network, be sure to forget that network.
- If credit displays as unavailable, turn the credit card reader off and then on. Then, check the iPad Bluetooth settings to verify that the device is connected.
- Sign in to iPOS. It is important to wait to sign in until outside and in range of the wireless network. This ensures that iPOS can fully communicate with your Restaurant's Point of Sale system from outside.
- Be sure to communicate with the drive-thru or front counter team before you begin taking orders to ensure that no customers are skipped.

Additional Items for Outside Payment

Before using iPOS for outside payment, complete the regular pre-flight checklist along with these additional steps:

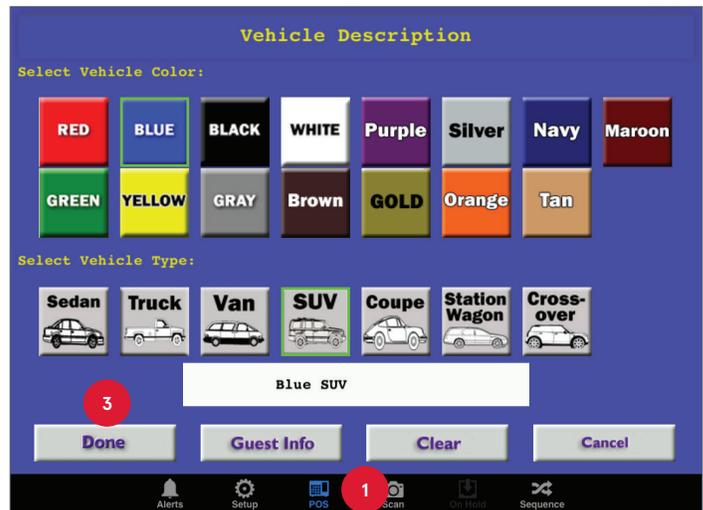
- Confirm all required equipment is ready for use: 13-inch cash drawer, cash drawer cable, and the TM-T88V or TM-T88VI Bluetooth receipt printer.
 - Ensure the cashier is signed out of iPOS.
 - Ensure that the Print Receipts and Use Cash Drawer settings of iPOS are set to On.
 - Touch **Configure Printer** next to Print Receipts and select **Epson TM-T88V**. Touch **Done**.
 - Turn on the Receipt Printer and pair it in the Bluetooth setting of the iPad. The Bluetooth ID of the receipt printer starts with TM-T88V.
 - Using the cable, connect the cash drawer to the open port on the back of the receipt printer.
 - Open iPOS and press **Alerts**. Ensure there is a green check mark next to the following items: Network, Receipt Printer, Credit, and Cash Drawer. This indicates they are available.
- 
- On the Alerts tab, press **Identify Receipt Printer** and **Identify Credit Swipe** to be sure that communication is established with each device.
 - Sign in to iPOS.
 - Ensure there is a power source (e.g., extension cord) available at the location of the drive-thru payment station for the receipt printer.

IPOS IN THE DRIVE-THRU

Take an Order

To take an order with iPOS, follow these steps:

1. Open iPOS and tap **POS** at the bottom of the screen. The Sign In screen displays.
2. Enter the sign-in PIN.
3. Press **Vehicle Description** and enter the vehicle description while approaching the car. Touch **Done**.
4. Enter the order as usual.
5. If the customer is paying with a credit card, gift card, or the Chick-fil-A App, refer to the Accept Payment section, as payment can be stored with transactions and tendered at the outside payment station or at the drive-thru window.
6. Press **Store** and direct the customer to pay at the outside payment station or the drive-thru window.



NOTE

If the vehicle description was not entered, the Vehicle Description screen displays after pressing Store. Enter the color and type of vehicle and press **Done**.

If a customer requests to modify his order after it is stored, you can recall, modify, and store the order again on iPOS. If you need to recall the order, tap **Other Functions > Recall By Trans #**.

Accept Payment

After taking a customer's order, if the customer is paying with credit or scanned payment, this information can be captured and stored with the transaction as prepayment. iPads configured with terminal numbers 50-55 can only store the payment information with the transaction. iPads configured with terminal numbers 56-57 are set up with the Tender button and can finalize transactions.

NOTE

When using scanning, consider the following requirements and limitations:

- Only QR codes issued by Chick-fil-A are redeemable. Invalid QR codes that are scanned cause an error message to display on iPOS.
- QR codes should not be scanned for payment prior to the beginning of the order.
- iPOS currently only accepts one form of prepay (credit or scanned) per transaction.

Credit Payment

When a customer wants to pay with credit and the credit reader is configured for use with iPOS, follow the steps below:

1. Follow the steps in the Take an Order section.
2. Swipe the customer's credit card. The virtual receipt displays Customer Prepay and the last four digits of the card.
3. Store the order when finished.



NOTE

A successful card swipe produces a beep. An unsuccessful card swipe is three short beeps. If a swipe fails, attempt another swipe.

Scanned Payment

If a customer wants to scan a QR code to pay for an order, follow these steps:

1. After the transaction has begun (i.e., the first item has been entered), the QR code can be scanned at any time.
2. Select the **Scan** icon at the bottom.
3. Align the QR code in the middle of the screen.
4. When the QR code is scanned, iPOS returns to the POS frame.
 - If the customer is a Chick-fil-A One Member, the customer's name appears at the top of the virtual receipt.
 - If a scanned prepay is associated with the QR code, the virtual receipt displays Customer Prepay XXXX.
 - If a Digital BOG is associated with the QR code, the virtual receipt displays DOC XXXX.



NOTE

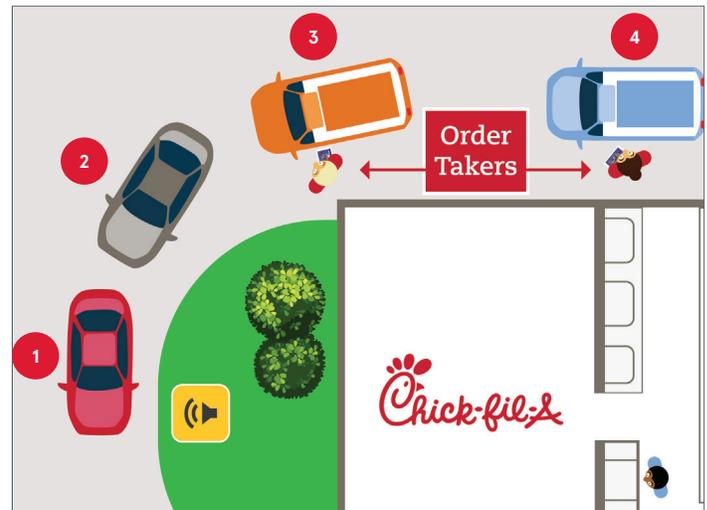
To remove a scanned prepayment from a transaction, highlight the Prepay line in the virtual receipt and press **Cancel Item**.

Digital BOGs cannot be added or queried while Send Transactions to ServicePoint is turned off.

Manage Multiple Order Takers

Leapfrogging is used to describe the process of using two or more order takers in the drive-thru working with iPOS. At least two order takers are recommended during busy periods. Ensuring that each vehicle's order is placed in the correct sequence requires teamwork. To practice leapfrogging, follow these steps:

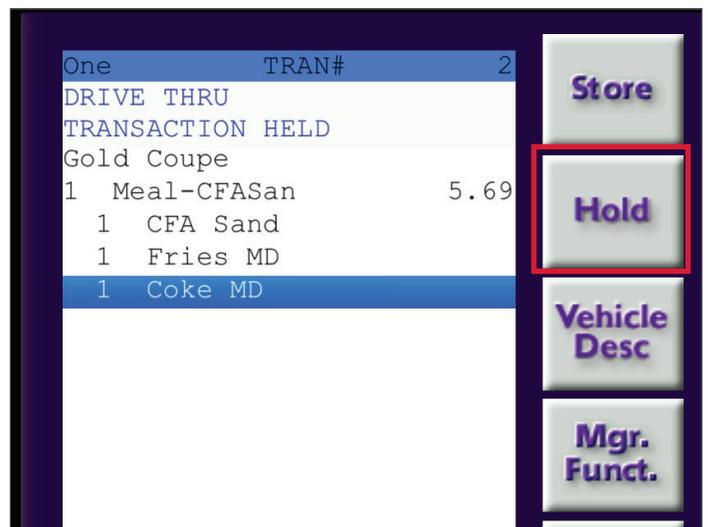
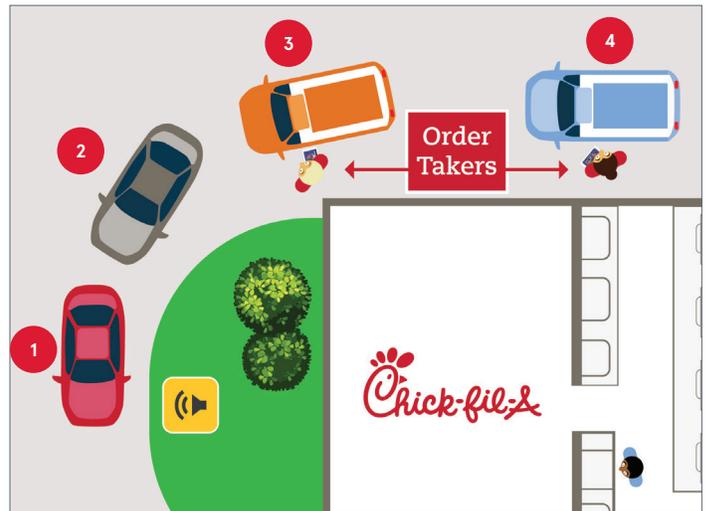
1. Order Taker A takes the order of the first car in line. The order is entered and Order Taker A presses **Store**.
2. Order Taker B takes the order of the second car. If Order Taker B is sure the order of the car in front has been completed and stored, she presses **Store**.
3. Order Taker A proceeds to car 3 to take its order as cars 1 and 2 continue to move closer to the drive-thru window.
4. Order Taker B proceeds to car 4 to take its order as cars 1 and 2 continue to move closer to the drive-thru window.
5. This process continues with each order taker serving every other car. Any time there is a disturbance in the ordering flow of every other vehicle, two features of iPOS ensure transactions are placed in the correct sequence:
 - **Hold:** Use this feature to hold the order until the other order taker's transaction is completed and stored.
 - **Sequence:** Use this feature to give each order a sequence number and drag the transactions to the correct place in the drive-thru queue.



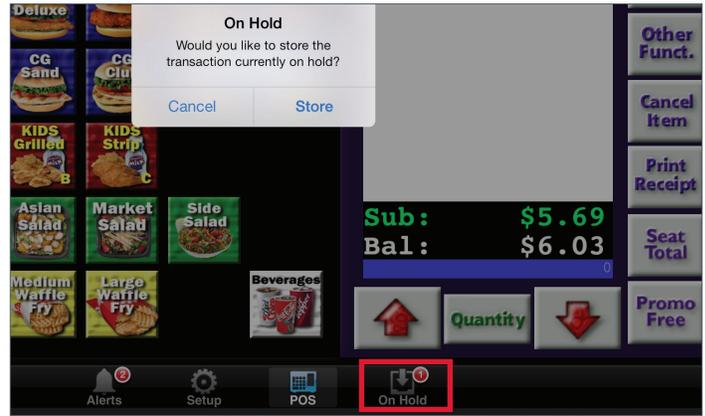
Hold Orders

When an order taker finishes taking an order while the order taker working at the car in the lead is not yet finished, she can use the Hold function to ensure the cars stay in the correct sequence. To practice leapfrogging with Hold, follow these steps:

1. Order Taker A begins taking the first vehicle's order. There are multiple people in the car and many items are ordered.
2. Order Taker B approaches the second vehicle in the line and finds a single occupant who places a simple order. Because Order Taker A is still working with car 1, Order Taker B presses **Hold**. This holds the order from sending to the kitchen and allows Order Taker A time to complete and send car 1's order in the appropriate sequence.
3. Now that Order Taker B has held vehicle 2's order, she can proceed to vehicle 3 and begin taking that customer's order.
 - If Order Taker B completes car 3's order before Order Taker A is finished with car 1's order, she presses **Hold** to hold both car 2 and 3's orders and moves to car 4.
 - If Order Taker B finishes car 3's order and notices that Order Taker A just completed car 1's order and is walking toward the back of the line, she presses **Store**. Both orders are sent to the kitchen in the order taken.



- If Order Taker B is still working on car 3's order and Order Taker A has reached car 4, Order Taker B presses **On Hold** in the middle of taking car 3's order. A prompt displays and Order Taker B presses **Store**. Car 2's order is stored and sent to the kitchen. Order Taker B can then continue with car 3's order. If Order Taker A completes car 4's order before Order Taker B has completed car 3's order, then Order Taker A uses the **Hold** button and moves to car 5.



NOTE

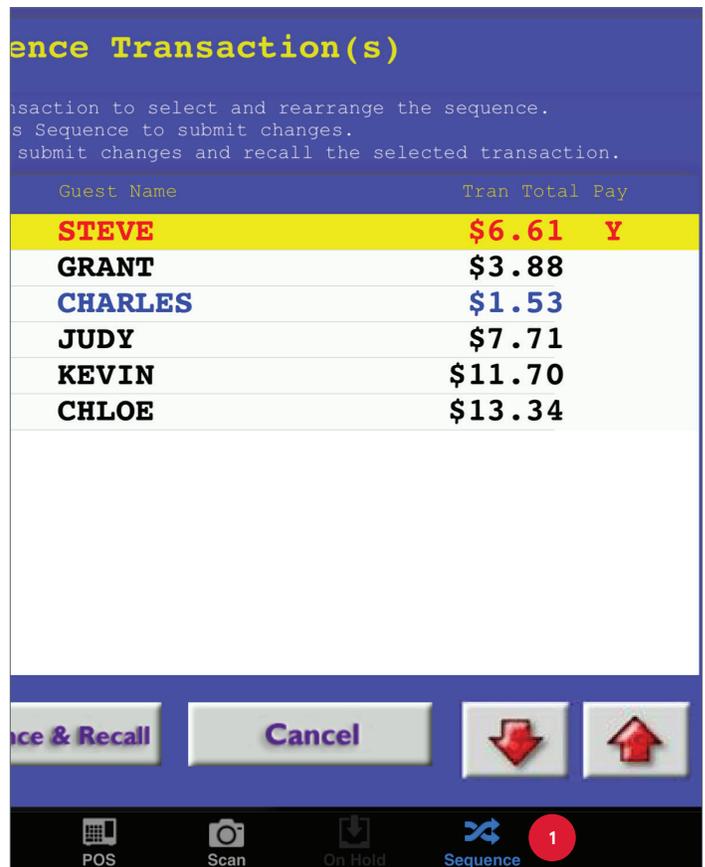
It is possible to store orders that are on hold at any time, even if the Team Member is in the middle of another order.

Sequence Orders

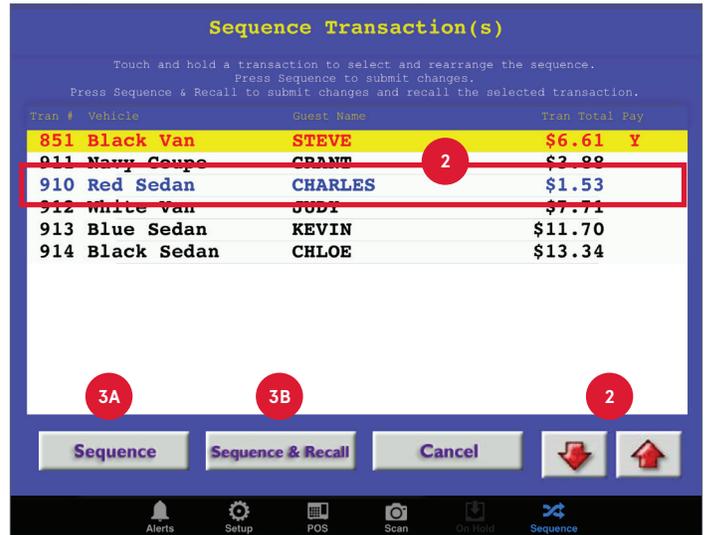
If using the sequencing tool in the drive-thru, order takers should direct vehicles to drive toward the Team Member in the sequencer position. For multilane drive-thrus, this is where cars merge from multiple lanes into a single lane. The sequencer role is critical to placing the orders into the correct sequence based on how the cars align. The ideal placement of the sequencer in the drive-thru queue is based on bagging. To ensure the expeditor has the correct sequencing information before bagging orders, the sequencer should be positioned such that an order is sequenced prior to bagging.

Follow these steps to understand the role of the sequencer:

1. As the vehicles approach and with a clear view of the order, press the **Sequence** icon on the iPOS task bar.



2. Tap the transaction and use the arrow buttons to move it up or down to the correct order. The order on the screen should correspond to the order the cars are in line, ensuring meals can be prepared in the correct order.
3. Perform one of the following:
 - a. If correcting the order of transactions only, press **Sequence**.
 - b. To confirm the contents of the customer's order or apply a credit payment to the order, select **Sequence & Recall**. This sequences the transactions and recalls the selected transaction.
4. If the customer wants to pay by credit card, apply a digital offer, or use mobile payment, that can be done at this time.
 - For credit sales and to apply digital offers, swipe the card on the credit reader.
 - For mobile payment or to scan a QR code, press the **Scan** button.
5. When the order has been confirmed and any applicable payments applied, press **Store**.
6. The transactions display on the Kitchen Production System (KPS) monitors in the order they were stored. Each order appears with its respective sequence number if it is configured to display in ServicePoint Configuration view settings. The expeditor bags each order by sequence number.



NOTE

When a transaction has been moved in the sequence tool, the transaction displays in blue. It remains blue until the sequence tool is closed.

If a transaction has prepayment associated with it, the transaction is highlighted in yellow and a Y displays in the Pay column.

NOTE

Never access the sequence screen if a transaction is currently recalled.



NOTE

Recalling a transaction can still be performed by pressing the Recall button on the menu screen, selecting the transaction, and pressing Done.

Entrees Only				
11:13 KATIE Shanon R51 #1113 DRIVE THRU Blue Sedan 1 CFA Sand +Well Done 1 Dt DrPpr MD TOTAL: 5.46 Sequence: 1	10:56 CHLOE Shanon R51 #1114 DRIVE THRU Black Sedan 1 Meal-CFASan 1 CFA Sand 1 Fries MD 1 Fanta Orange MD TOTAL: 6.77 Sequence: 2	10:33 TIFFANY Shanon R51 #1115 DRIVE THRU Gold Coupe 1 Meal-CGSand 1 GRL Sand 1 Fries MD 1 Dt Coke MD TOTAL: 7.37 Sequence: 4	10:04 JOSHUA Shanon R51 #1116 DRIVE THRU Green Truck 1 Meal-CSS 1 Cka Sid Sand 1 Fries MD 1 Hi-C FP MD 1 Icedra Cup KD TOTAL: 8.81 Sequence: 3	9:47 WAYNE Shanon R51 #1117 DRIVE THRU Red SUV 1 CknTrt Soup LG 1 Fries LG TOTAL: 9.50 Sequence: 5

Recall an Order

Orders can be recalled via iPOS or inside the Restaurant on the register.

Recall an Order on iPOS

During the order-taking process, it may be necessary to recall an order if a customer wishes to change his order after it has been stored. iPads assigned terminal numbers 50-55 do not have the Recall function on the right side of the screen; therefore, the steps for recalling an order are different from recalling an order at the register.

To edit an order after it has been stored on iPOS, follow these steps:

1. Based on the iPad's terminal ID, perform one of the following:
 - a. For terminals 50-55, navigate to **Other Functions > Recall by Trans #**.

NOTE

Pressing the Recall Trans button on the Other Functions screen automatically recalls the latest transaction in the drive-thru queue.

- b. For terminals 56-57, press the **Recall** button on the right side of the screen.
2. Select the appropriate transaction from the list of transactions in the drive-thru queue.
3. Press **Done** and the order displays.

NOTE

The transactions that display on the Recall by Transaction Number screen include the sequence numbers in ascending order if the sequencing tool is activated. The old stored orders display in red and orders with prepayment are highlighted in yellow.



Recall by Transaction Number

Tran #	Vehicle	Guest Name	Seq	Pay	Tran Total	POS #
3236	Yellow Sedan	SEB VETTEL	1		\$8.73	3
3232	Silver Mercedes	NICO ROSBERG	2		\$5.17	2
3240	Green SUV	REGINA GEORGE	3		\$5.11	3
3238	Red BMW	BLAIR WALDORF	4	Y	\$5.02	2
3243	Yellow Coupe	TOTO WOLFE	5	Y	\$5.11	2
3239		GRETCHEN WIENE	6		\$3.69	3
3207	Yellow SUV	INGRID DAUBECH	7	Y	\$6.74	3
3244	Green Truck	FERNANDO ALONS	8		\$5.02	2
3235	Black Van	PAUL JOHNSON	9		\$5.32	3
3237	Yellow Coupe	LEWIS HAMILTON	10	Y	\$5.24	3
3241		DANIEL RICCIAR	11		\$15.64	3
3245	Gold Truck	JOH MICHELL			\$3.47	2
3246	Yellow Van	WILLIAM HERSCH			\$5.54	2
3247	Blue Van	BERNIE ECCELST			\$5.17	2

Done
Go Back

IPOS INSIDE THE RESTAURANT

Take an Order

To take an order with iPOS, follow these steps:

1. Open iPOS and tap **POS** at the bottom of the screen. The Sign In screen displays.
2. Enter the sign-in PIN.
3. Enter the customer's name. If the customer's name is a common name, add the first letter of his last name (e.g., John S). Press **Done**.
4. Enter the order. If a destination other than the default is requested, tap **Dine In** or **Carry Out** on the right side of the screen or select **Other Functions > Destination Lookup** to change the destination.
5. Press **Store** and direct the customer to any register on the front counter.



NOTE

If a customer requests to change his order after it is stored, you can recall, modify, and store the order again on iPOS. If you need to recall the order, tap **Recall** on the right-hand side of the screen.

Accept Payment

For Tableside Ordering only, after taking a customer's order, if the customer is paying with credit or scanned payment, this information can be captured and stored with the transaction as prepayment. iPads configured with terminal numbers 60-63 can only store the payment information with the transaction.

Restaurants using Upstream Ordering do not take prepayment on the order-taker iPads 60-63. Restaurants using Tableside Ordering may take credit prepayment at the table using the Bluetooth credit card reader.

NOTE

When using scanning, consider the following requirements and limitations:

- Only QR codes issued by Chick-fil-A are redeemable. Invalid QR codes that are scanned cause an error message to display on iPOS.
- QR codes should not be scanned for payment prior to the beginning of the order.
- iPOS currently only accepts one form of prepay (credit or scanned) per transaction.

Credit Payment

When a customer wants to pay with credit and the credit reader is configured for use with iPOS, follow the steps below:

1. Follow the steps in the Take an Order section.
2. Swipe the customer's credit card. The virtual receipt displays Customer Prepay and the last four digits of the card.
3. Store the order when finished.

Scanned Payment

If a customer wants to scan a QR code to pay for an order, follow these steps:

1. After the transaction has begun (i.e., the first item has been entered), the QR code can be scanned at any time.
2. Select the **Scan** icon at the bottom.
3. Align the QR code in the middle of the screen.
4. When the QR code is scanned, iPOS returns to the POS frame.
 - If the customer is a Chick-fil-A One Member, the customer's name appears at the top of the virtual receipt.
 - If a scanned prepay is associated with the QR code, the virtual receipt displays Customer Prepay XXXX.
 - If a Digital BOG is associated with the QR code, the virtual receipt displays DOC XXXX.



NOTE

A successful card swipe produces a beep. An unsuccessful card swipe is three short beeps. If a swipe fails, attempt another swipe.



NOTE

To remove a scanned prepayment from a transaction, highlight the Prepay line in the virtual receipt and press **Cancel Item**.

Digital BOGs cannot be added or queried while Send Transactions to ServicePoint is turned off.

Recall an Order

Orders can be recalled via iPOS or inside the Restaurant on the register.

Recall an Order on iPOS

During the order-taking process, it may be necessary to recall an order if a customer wants to change an order after it has been stored. To edit an order after it has been stored on iPOS, follow these steps:

1. From the right side of the screen, press **Recall**.
2. Select the appropriate transaction from the list of transactions in the front counter queue.
3. Press **Done** and the order displays.

Recall and Tender an Order at the Front Counter

When transactions are stored on iPOS, they display on the appropriate KPS monitors in the order in which they were stored. The job of the front counter Team Member is to recall, complete, and tender the order when the customer reaches the front counter. To complete the procedures of the front counter Team Member, review the steps below:

1. Tap **Recall** on the front counter register.

NOTE

On the Recall by Transaction Number screen, the old stored orders display in red and orders with prepayment are highlighted in yellow.



Tran #	Vehicle	Guest Name	Seq Pay	Tran Total	POS #
1113	Blue Sedan	KATIE		\$5.46	51
1114	Black Sedan	CHLOE		\$6.77	51
1116	Green Truck	JOSHUA	Y	\$8.81	51
1115	Gold Coupe	TIFFANY		\$7.57	51
1117	Red SUV	WAYNE		\$9.50	51
1118	White Truck	JUDY		\$9.97	51
1119	Silver SUV	STEVE		\$7.40	51
1120	Black Crossover	KEVIN		\$9.86	51
1121	Purple St Wagon	BARBARA		\$4.82	51
1122	Orange St Wagon	ANTHONY		\$8.48	51

NOTE

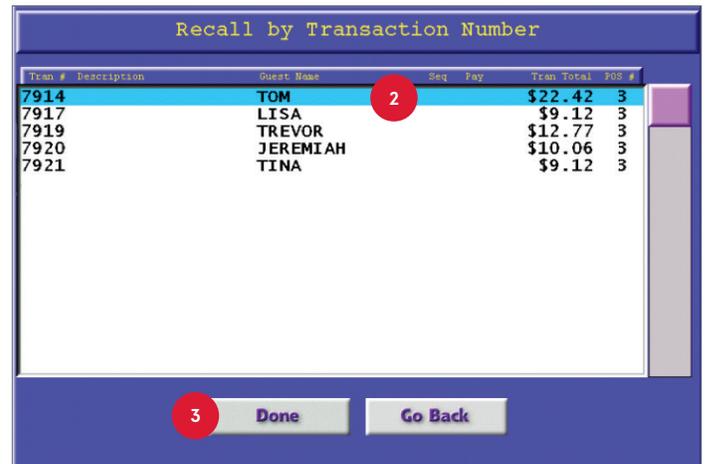
Pressing the Recall Trans button on the Other Functions screen automatically recalls the latest transaction in the front-counter queue.



- Touch the transaction that contains the appropriate customer information (name or table marker) and confirm the order using the customer's name.
- Press **Done**.

NOTE

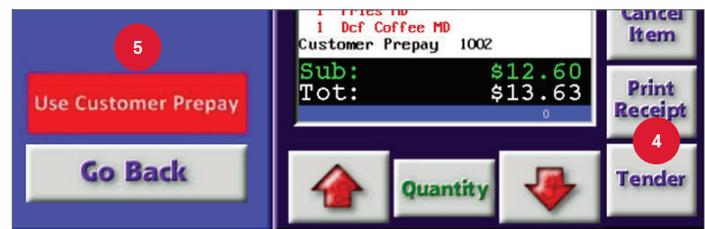
If the incorrect order is recalled, re-store the order using the Store Trans button on the Other Functions screen. Then, navigate to the Recall by Transaction Number screen to select the correct transaction.



- Tender** the order as usual. If the order has credit or scanned payment stored with it, the Use Customer Prepay button displays on the Amount Tendered screen.
- Touch **Use Customer Prepay** to process the prepayment. If a customer wants to use a different form of payment, select the new tender on the Amount Tendered screen, press **OK** to the message, and continue tendering with the new tender type.

NOTE

Changing the tender type at the front counter register deletes the stored credit information that was collected by the iPOS order taker.



TROUBLESHOOTING

Review this section for troubleshooting basic issues with iPOS. Other areas in which errors can occur include Wi-Fi connectivity and the iPad's scanner or credit reader functionalities.

Connectivity

If the iPad is not connected to the iSPOTA1 network or is experiencing other connection difficulties, iPOS will not function. Some of the first troubleshooting steps include the following:

- Attempting to reconnect
- Forgetting other Wi-Fi networks
- Ensuring the iPad is within connectivity range of the wireless network (see below)
- Restarting the app
- Rebooting the iPad

Chick-fil-A's ability to cover large areas using outdoor Wi-Fi is limited by the Wi-Fi equipment. Only a certain number of Wi-Fi access points may be installed on a Restaurant's router. Additionally, the signal broadcast from the outdoor Wi-Fi antenna is unidirectional. While most indoor Wi-Fi antennae broadcast a Wi-Fi signal in a circle with the signal getting weaker as the circle expands, the outdoor antennae broadcast a signal in a concentrated cone where the signal stays strong until it reaches its target. This ensures strong coverage in certain areas, but it also means that coverage cannot be provided everywhere.

It is recommended that Team Members walk the connection boundaries to understand where they extend.

With that in mind, a coverage range was created to provide strong Wi-Fi coverage in the drive-thru queue. Per Face-to-Face Ordering using iPOS guidelines, Chick-fil-A strives to provide strong Wi-Fi coverage starting at the fourth car in line from the drive-thru pickup window and 10 cars after. This includes cars 4 through 15, with car 1 being counted at the pickup window.

Connect to iSPOTA1

1. From the Home screen on the iPad, touch the **Settings** icon.
2. Touch the **Wi-Fi** option. The iSPOTA1 network option should be selected.
3. If it is not, touch **iSPOTA1** to select it and the iPad will attempt to connect to that network.

NOTE

You can also switch the Airplane Mode setting to On in the Settings app of the iPad while in the dining room. Then, proceed outside to the drive-thru area and turn that setting to Off to see if the network displays when the screen refreshes.

The iPad connects to any known Wi-Fi network that has the strongest signal. To prevent the iPad from connecting to a network other than iSPOTA1 while using iPOS, forget all other Wi-Fi networks previously used on that iPad. iPOS will not store orders if it is not connected to iSPOTA1. If the iPad is used for multiple functions (e.g., counting inventory), it is important to forget any other networks each time prior to using the iPad for iPOS.

Restart the App

If the iPOS screen is unresponsive or if there are continued connectivity issues, restarting the app may help. Follow the steps below to restart the app:

1. Press the **Home** button twice quickly. The apps that are running display across the screen.
2. Touch the **iPOS** frame and slide it upward to close the app. Be sure to also close the iPad Settings.
3. Press the **Home** button and reopen iPOS.
4. Navigate back to **Settings** and touch the **Wi-Fi** option to see whether the device is now connected to the iSPOTA1 network. If not, reboot the iPad.

Reboot the iPad

If connectivity is still an issue, reboot the iPad by following the steps below:

1. Press and hold the iPad's on/off switch on the top-right side. Then, slide the arrow to the right to power the device off.
2. Press and hold the switch again to power the device back on.
3. When the device turns on, navigate to **Settings** and touch the **Wi-Fi** option. Click to see if the device is connecting to the iSPOTA1 network.



NOTE

Be sure to also restart the iPad Settings app using the same procedure.

NOTE

Rebooting an iPad does not reboot the apps on the iPad. It is always best to first attempt to close and reopen all apps prior to rebooting the iPad in an attempt to resolve the issue.

NOTE

If problems continue with connectivity after these troubleshooting suggestions have been taken, contact Chick-fil-A HELP at 404.765.8911 to confirm that the iSPOTA1 network is functioning.

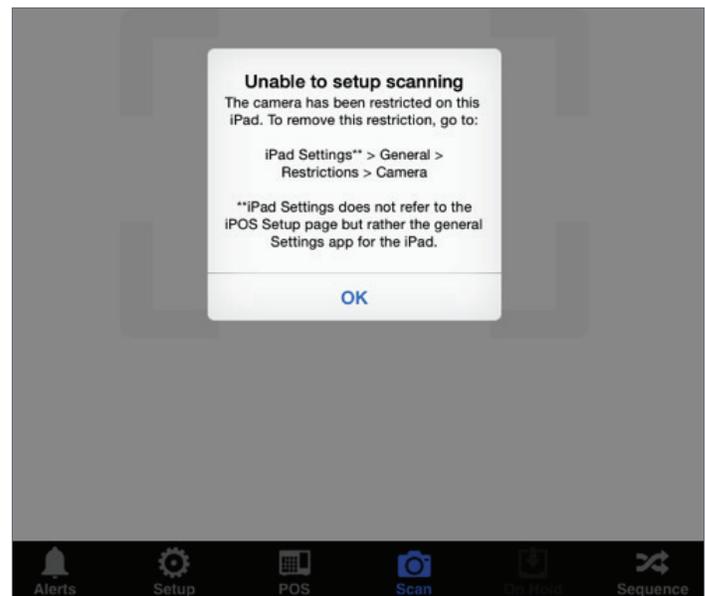
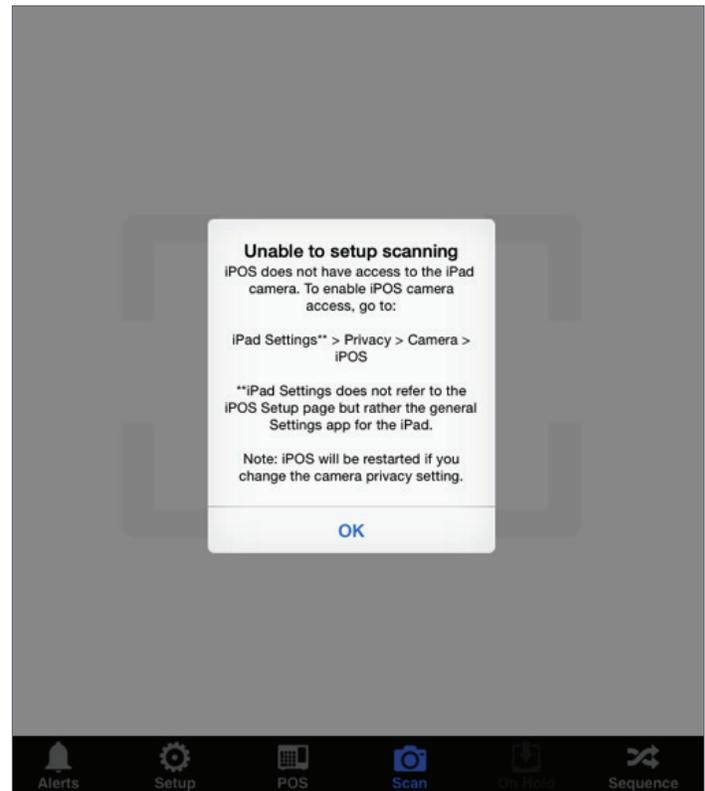
Scanner (iPad Camera)

Users might encounter some errors while configuring the iPad's camera for scanning as well as upon attempting payment.

Scanner Setup

Users may encounter error messages and privacy restrictions that limit their use of the scanning function on the iPad. The following are common scanning issues and resolutions:

- **Camera Orientation:** If the camera orientation is incorrect, the user should attempt to rotate the iPad display, allowing the camera to reorient.
- **Unable to Set Up Scanning – Privacy:** An error message may appear on the Scan frame, displaying the following message: iPOS does not have access to the iPad's camera. In this circumstance, users should navigate to **iPad Settings > Privacy > Camera > iPOS**. Then toggle the iPOS option switch to **On**.
- **Unable to Set Up Scanning – Restrictions:** An error message may appear on the Scan frame indicating that the camera has been restricted on the device. If this occurs, users should navigate to **iPad Settings > General > Restrictions > Camera**. Then toggle the Camera option switch to **On**.



Scanned Payment

Users may encounter the following issues when attempting to scan Digital BOGs or mobile QR codes for payment:

- **Server Offline:** If this occurs, iPOS cannot store orders. A message displays on the screen to alert the cashier that the digital offer function is unavailable. Verify that the iPad is connected to iSPOTA1 and continue to perform basic troubleshooting steps.
- **Loyalty is Down:** If iPOS is connected to the server but Loyalty is down, an error message displays when attempting to scan a Digital BOG or mobile app. If this occurs, direct the customer to the drive-thru window or front counter register, where the QR code can be scanned.

Credit Reader

There are times when the credit reader fails. Failures typically fall into one of two categories:

- **Credit Reader Registration Overwritten:** The credit card reader registration has been overwritten and an error occurs when the Use Customer Prepay button is selected after the order is recalled on the register.
- **Credit Reader Disconnects:** The credit card reader is having difficulty staying paired with an iPad, but it has worked in the past.

NOTE

For information on ordering or replacing an e355 credit reader, click [here](#).

The e355 purchases come with a one-year extended warranty and two-year priority exchange.

Credit Reader Registration Error

In this case, cards swiped on a specific credit card reader fail when processed at the window. There are various scenarios that can cause this issue:

- If two iPads and two credit card readers are in the Restaurant, the credit card reader could be paired with the incorrect iPad. Always pair each credit card reader with the correct iPad. They are not interchangeable and should be marked immediately when received. If a credit device is paired with the incorrect iPad, the previous registration is overwritten.
- A Team Member reidentifies an iPad, and now two iPads have the same terminal number. For example, if both are identified as 50, instead of one as 50 and the other as 51, a processing error occurs at the drive-thru window.
- If the card swipes and the transaction stores but the drive-thru cashier receives the error message Please Retry 4M, this indicates a registration error. If this occurs, retry swiping the card at the window.

If any of these issues occur, follow these steps:

1. Open iPOS and navigate to **Settings** to be sure each iPad has its own terminal number. Each iPad must have a unique terminal number; Restaurants are configured with terminals 50–55 or 60–63 as order-taker iPads. Terminals 56 and 57 are used for sequencer or payment iPads.
2. After ensuring each iPad has a unique terminal number, navigate to iPad **Settings** > **Bluetooth**.
3. Find the device ID that corresponds with the credit card reader(s) and select the blue **i** icon to the right of the device ID. Select **Forget This Device**. Repeat this step with the second iPad.
4. To forget an iPad from the credit reader, first turn off the reader by pressing and holding the **X** button on the keypad. The reader will beep several times. Continue to hold the **X** button down until the reader powers off. Then press the green **O** button to turn the reader back on to display the Bluetooth Manager menu screen. Press **2** on the credit reader keypad to select the Paired Devices option. Then select option **2** to remove the pair or forget the iPad.
5. Pair the credit reader with the iPad by turning the credit reader on. The Bluetooth Manager screen displays. On the iPad, navigate to **Settings** > **Bluetooth** and verify it is set to ON. Select **1** on the credit reader for Scan Pair. Then choose option **1** for New Scan and wait for the credit reader to find available Bluetooth connections. Once the scan is complete, the iPad shows up as a connection option. Tap the keyboard button associated with the iPad the reader will be connected to for iPOS. On the iPad, touch **Pair** when prompted. Press **Yes** on the credit reader to pair it the iPad and wait for the device to initialize.

6. Open iPOS and navigate to **Setup > Advanced**. Turn on Show Advanced Settings and select **Yes** to the prompt. On the Advanced screen, select the **Register Credit** option. Once the Credit Registration Status screen displays stating that credit registration was successful, select **OK**. This should resolve any registration problems.

NOTE

During troubleshooting, if the Team Member discovers that two iPads are using the same terminal number, one iPad's terminal number must be changed to a unique number that is not assigned to any other iPad. Signing in to iPOS after changing the terminal number creates a new credit registration automatically.

Credit Reader Disconnects

If the credit reader keeps disconnecting from the iPad, reboot the credit reader. A best practice is to reboot the credit reader every morning.

iPad Overheating

When an iPad becomes overheated, it is designed to power down. If this happens, the iPad should be taken inside and allowed to cool down. A spare iPad is an important tool in this situation. Ice packs can be used on the back of the iPad to keep the device cooler longer.

Troubleshooting Quick Reference

Symptom	Problem	Potential Cause	Potential Solution
iPad not communicating with Restaurant, or attempts to Store a transaction stall or fail	No wireless signal	iPad is out of range of wireless network	Move into range of the iSPOTA1 wireless network. This is cars 4-15.
		iPad is connected to the incorrect wireless network	Attempt to reconnect via the Wi-Fi tab: <ol style="list-style-type: none"> 1. From the Home screen of the iPad, touch the Settings icon. 2. Touch the Wi-Fi option. The iSPOTA1 network option should be selected. 3. If it is not, touch iSPOTA1 to select it and the iPad will attempt to connect to that network.
		iPad does not see the iSPOTA1 wireless network	Navigate to the Settings app on the iPad and switch the Airplane Mode setting On and Off to see whether the network displays when the screen refreshes.
	Incorrect iPOS settings	iPOS settings accidentally changed	Confirm all iPOS settings and perform an update.
	Connected to the incorrect network	The iPad can connect to another network when it identifies a network with a stronger signal than the device connected to previously.	As part of the pre-flight checklist, it is important to forget all networks other than iSPOTA1 to prevent the iPad from connecting to another network while in use with iPOS. <ol style="list-style-type: none"> 1. Touch Settings on the iPad. 2. Select Wi-Fi. 3. Touch any other network that is showing. 4. Press Forget This Network.

Symptom	Problem	Potential Cause	Potential Solution
iPOS screen not responding	iPOS app unresponsive	Software issue	<p>Touch a tab on the task bar (e.g., Alerts or Setup), and then touch POS. This may refresh the screen.</p> <p>Restart the app:</p> <ol style="list-style-type: none"> 1. Press the iPad Home button to leave iPOS and return to the iPad main screen. 2. Press the Home button twice quickly. The applications that are running display across the screen. 3. Touch the iPOS frame and slide it upward to close the app. 4. Press the Home button and reopen iPOS.
iPad powered down unexpectedly	Battery depleted	Overuse	Recharge the iPad; use a spare iPad to continue taking orders.
	Overheated	Too hot outside	Attempt to cool the iPad quickly by placing it in front of a fan or in the refrigerator for 10 minutes. Using the freezer is not recommended. The use of an ice pack on the back of the iPad is also an option to keep the iPad cooler longer.

Symptom	Problem	Potential Cause	Potential Solution
Persistent problems	iPOS is working intermittently	Any number of causes	<p>Reboot the iPad:</p> <ol style="list-style-type: none"> 1. Press and hold the on/off switch found on the top-right side of the iPad. 2. Slide the red arrow to the right to power the device off. 3. Press and hold the switch again to power the device back on. 4. When the device powers back on, navigate to Settings and touch the Wi-Fi option. Check to see if the device is connecting to the iSPOTA1 network. <p>If this is unsuccessful, perform a hard boot on the iPad. To do so, hold down the Home and the Sleep/Wake buttons at the same time.</p>

GENERAL BEST PRACTICES

The following best practices can help resolve some minor iPOS issues you may encounter:

- Before using iPOS, close out of open apps to help with processing and memory:
 - Double-click the **Home** button on the iPad.
 - Swipe up on the open apps' preview to close the apps.
 - Tap the **Home** button once to return to the iPad home page.
- For best practices with the e355 credit card reader, reference the [e355 Verifone Credit Reader for iPOS User Guide](#).
- For information on recommended and supported iPad models, click [here](#).
- Ensure each iPad has a unique terminal number assigned in the setup of iPOS. Numbers 50-55 and 60-63 are used for order taking and include the Hold button. Numbers 56-57 are for outside payment or sequencing and include the Tender button:
 - To determine the terminal number configured for a particular iPad, navigate to iPOS, select **Setup > Settings**. The terminal number is displayed directly beneath the Restaurant number field.
- Consider using the same iPad daily for outside payment to avoid having to constantly reconfigure iPOS or peripherals.
- When pairing peripherals – such as credit card readers, cash drawers, etc. – consider labeling the devices to keep the peripherals with the appropriate iPad. If you choose to pair a previously used peripheral with a new iPad device, you must forget the peripheral on the previous device to avoid issues:
 - Go to the **Settings** app on the iPad.
 - Under Bluetooth, tap the blue info icon located to the right of the paired or previously paired device.
 - Then select **Forget This Network**.
- Check iPOS to determine whether your log files are piling up, which could cause memory issues:
 - In the iPOS application, select **Setup > Logs > Select File**.
 - If there are more than five files listed, contact Chick-fil-A HELP to reset the logs.
- Forget all other networks except iSPOTA1 when using iPOS to ensure proper connectivity throughout all transactions:
 - Go to the **Settings** app on the iPad.
 - Under Wi-Fi, tap the blue info icon to the right of previously connected networks (other than iSPOTA1).
 - Then, select **Forget This Network**.

- To charge the credit readers, it is recommended to use the micro-USB and wall charger shipped with the credit reader. If a replacement wall charger is needed, ensure that the output voltage on the charger is no higher than 5 volts; a higher voltage may damage the credit reader. The voltage should be listed on the back of the wall charger next to the word Output.
- Ensure your iPads are set to the correct date and time to prevent issues with iPOS sending transactions with the incorrect timestamp:
 - Go to the **Settings** app on the iPad.
 - Under General, scroll down and tap **Date & Time**.
 - Confirm that Set Automatically is turned on and that your time zone is correct.
 - Tap **General** to navigate back to the main General menu.
 - Scroll down and select **Language & Region**.
 - Confirm the Region is set to **United States**.
 - Confirm the Calendar is set to **Gregorian**.
- To avoid the iPad overheating, refer to these best practices:
 - Because charging the iPad can generate a lot of heat, take your iPad off the charger at least 1 hour prior to use.
 - Close all unnecessary apps in the multitask pane. Also, turn off unnecessary services such as Location/GPS in iPad settings. This reduces processor activity and resultant heat.
 - Avoid direct sunlight on the iPad. For areas with no natural shade options, Team Members should shield the iPad by putting their backs to the sun whenever possible.
 - Utilize the cases and ice pack options.
- If you experience incidences of iPOS freezing, dropped Wi-Fi coverage (or dead zones) in your drive-thru, or other issues, call Chick-fil-A HELP at 404-765-8911. This helps track all incidents to effectively work toward resolving them for all iPOS users.

CHICK-FIL-A HELP

Restaurant Configuration for iPOS

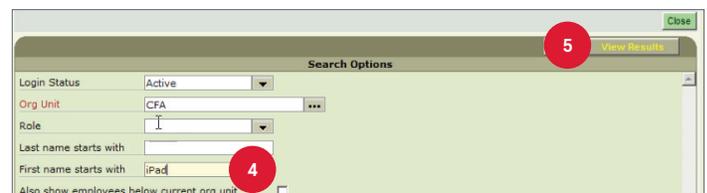
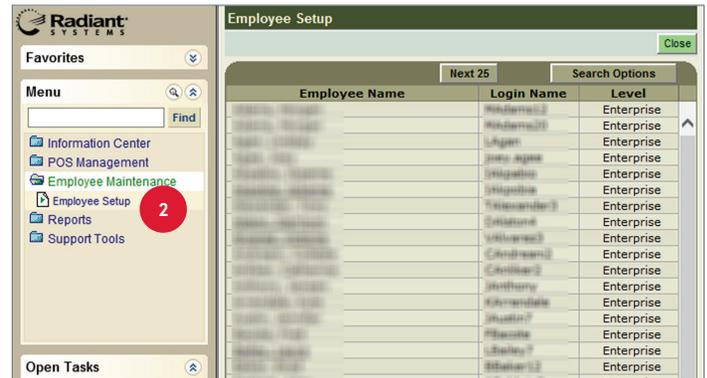
Certain settings must be configured in ServicePoint Enterprise (EP), LHDevCfg, and ServicePoint Store Management for iPOS to function properly in the Restaurant. These settings should already be configured; however, it is important for Chick-fil-A HELP analysts to be familiar with what they are in the event options are accidentally altered.



ServicePoint Enterprise

When using iPOS, most Restaurants prefer to use generic order takers. Eight generic order takers are available. To add a generic order taker, follow these steps:

1. Open Internet Explorer and navigate to pos.cfahome.com. Select the **Member Login** link and log in using your ServicePoint EP login credentials.
2. From the left navigation menu, go to **Employee Maintenance > Employee Setup**.
3. Select **Search Options** at the top-right of the page.
4. Type **iPad** in the First Name Starts With field.
5. Select **View Results**.



- From the results page, select one of the iPad order takers needing to be added.

NOTE

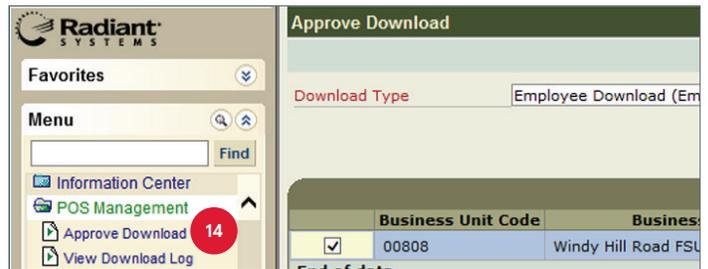
The standard iPOS setup includes adding all of the following: iPad Order Taker, iPad OrderTwo TakerTwo, iPad OrderThree TakerThree, iPad OrderFour TakerFour, iPad OrderFive TakerFive, iPad OrderSix TakerSix, iPad OrderSeven TakerSeven, and iPad OrderEight TakerEight.

Do not modify any of the generic iPad order taker settings. For example, changing iPad Order Taker to a manager would impact the iPad Order Taker for the chain, not just for a specific Restaurant.

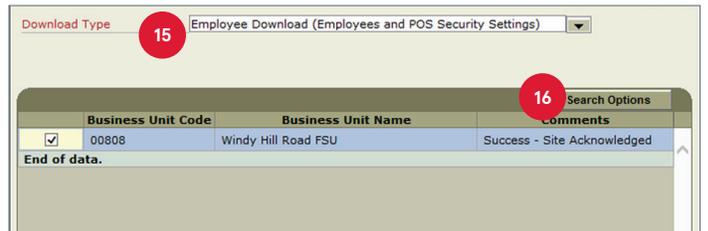
- Navigate to the **Organization** tab and select **Search Options**.
- Enter the five-digit Restaurant number in the Org Unit field.
- Press **View Results**.
- Check the box to the left of the Restaurant number.
- If you need to add the generic iPad order taker to multiple Restaurants, press **Search Options** and repeat steps 8-10 until all Restaurants needing that order taker have been checked.
- Select **Save & Close** at the top-right of the page.
- To add additional iPad order takers, select the appropriate iPad order taker name from the Employee Name search and repeat steps 7-12 for each additional iPad order taker needed.

6	Employee Name
Taker, iPad Order	
TakerEight, iPad OrderEight	
TakerFive, iPad OrderFive	
TakerFour, iPad OrderFour	
TakerSeven, iPad OrderSeven	
TakerSix, iPad OrderSix	
TakerThree, iPad OrderThree	
TakerTwo, iPad OrderTwo	
End of data.	

14. From the left navigation, go to **POS Management > Approve Download**.

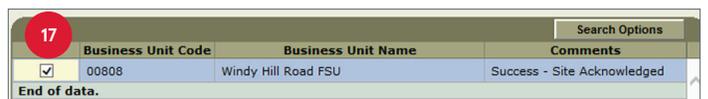


15. Select **Employee Download (Employees and POS Security Settings)** from the Download Type drop-down.



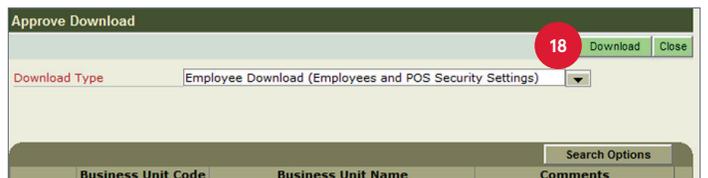
16. Select **Search Options**. Then, enter the five-digit Restaurant number in the Business Unit Code Starts With field and select **View Results**.

17. Check the box next to the Restaurant number.

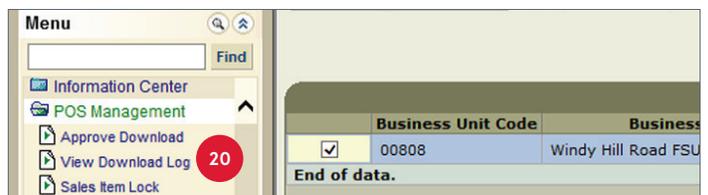


18. Press **Download**.

19. Repeat steps 16-18 for any additional Restaurants you previously assigned iPad order takers.



20. From the left navigation, select **POS Management > View Download Log** to verify that the download(s) was successful.



LHDevCfg

If a Restaurant is experiencing issues with hardware or routing, it may be necessary to troubleshoot in LHDevCfg. Remote into the Restaurant's POS server and open LHDevCfg. To verify settings are correct in LHDevCfg, refer to these configuration steps:

iPOS Nodes

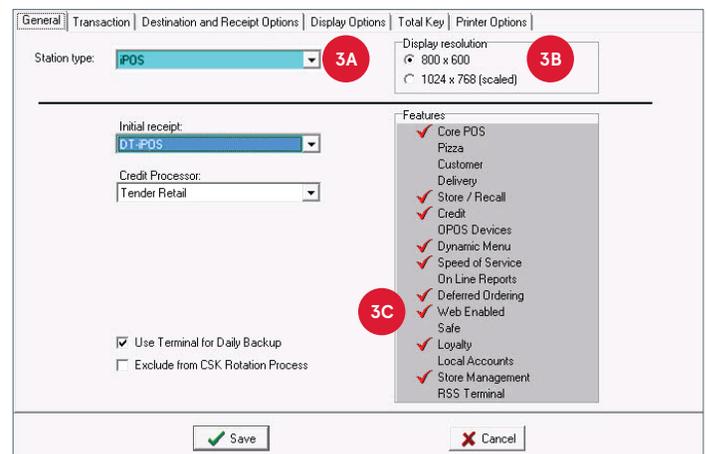
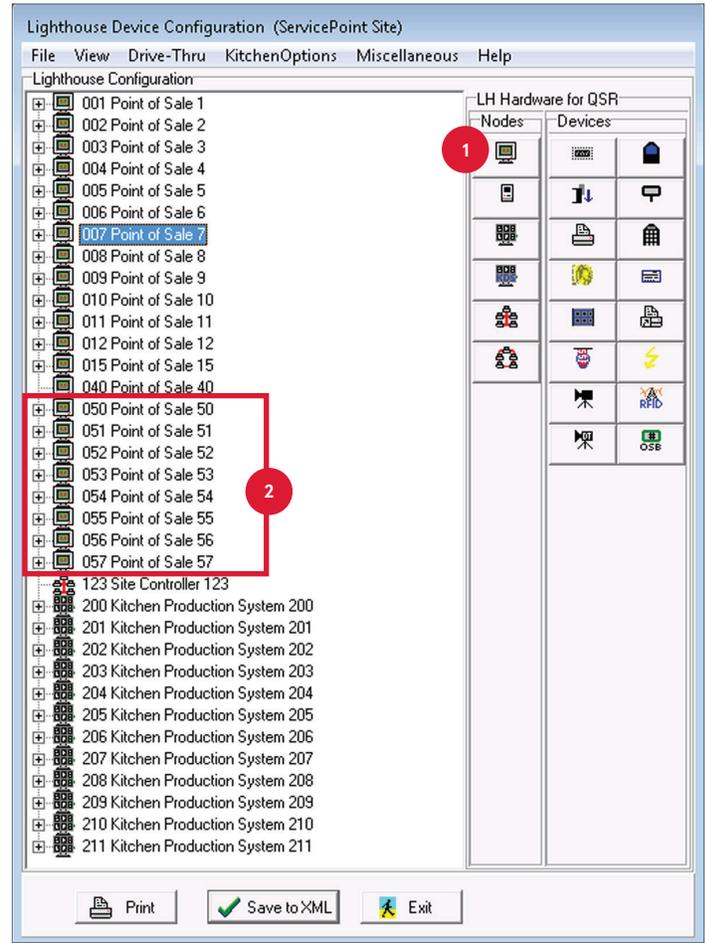
1. From the Lighthouse Device Configuration screen, verify that a node is set up for each iPOS iPad. If not, drag the Point of Sale (POS) icon to the Lighthouse Configuration area. Standard node number configurations for iPOS are the following:

- **Nodes 50-55:** These are order-taker iPads for Face-to-Face Ordering in the drive-thru.
- **Nodes 56-57:** These are sequencer or payment iPads used for sequencing or outside payment in the drive-thru.
- **Nodes 60-63:** These are order-taker iPads for Upstream/Tablesides Ordering inside the Restaurant.

2. Right-click on the desired POS node and select **Properties**.

3. On the General tab, ensure the following options are set:

- a. Station Type: **iPOS**
- b. Display Resolution: **800 x 600**
- c. **Web Enabled** is checked.



4. Set the Initial Receipt field to one of the following options:
 - **DT-iPOS:** Select this option for order-taker iPads 50-55.
 - **MultiLane SRT:** Select this option for sequencer/payment iPads 56-57.
 - **UpstreamiPOS:** Select this option for Upstream/Tablesides order-taker iPads 60-63.
 - **RT TaxiPOS:** Used in real-time tax Restaurants for the iPOS order taker
 - **RT Tax-Upstrm:** Used in real-time tax Restaurants for the iPOS Upstream order taker

5. Select the Credit Processor type from the drop-down. If the Restaurant has EMV enabled, choose **Tender Retail**. If the Restaurant does not have EMV enabled, choose **NCR/Epsilon**.

6. Navigate to the **Transaction** tab and determine if the following fields should be selected:

- a. **Allow Terminal Offline at EOD:** Select this option for terminals 50-57 and 60-63. This allows EOD to run with these virtual terminals not connected to the network, or offline.
- b. **Enable Multi Lane Drive-Thru:** This option determines how the Recall by Transaction screen displays. If checked, transactions are sorted by store time rather than start time. Leave this unchecked for Upstream/Tablesides nodes.

7. **Terminal Does Not Release/Fire Deferred Orders to the KPS:** This should be selected for iPOS. This option prevents deferred orders from firing to the drive-thru KPS automatically.

8. Select the **Destination and Receipt Options** tab and confirm the following:

- a. For terminals 50–57, **Drive Thru** is the Default Sales Destination. For terminals 60–63 in Free-Standing Restaurants (FSRs), **Dine In** is the Default Sales Destination. For terminals 60–63 in Mall and In-Line locations, **Carry Out** is the Default Sales Destination.

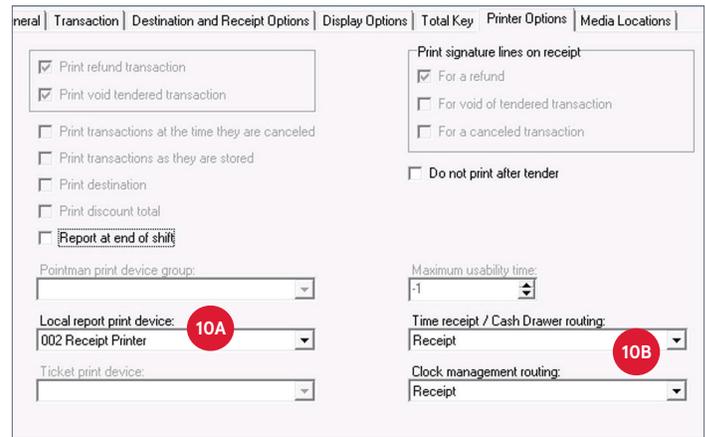
- b. **Large Font For Total** is checked.

NOTE

In some Restaurants, such as a Drive-Thru Only (DTO), the Default Sales Destination may be set to **Drive Thru 2**.

9. Navigate to the **Total Key** tab and ensure **Always Display** is selected in the Display Tax Line and Order Total Display Type areas.

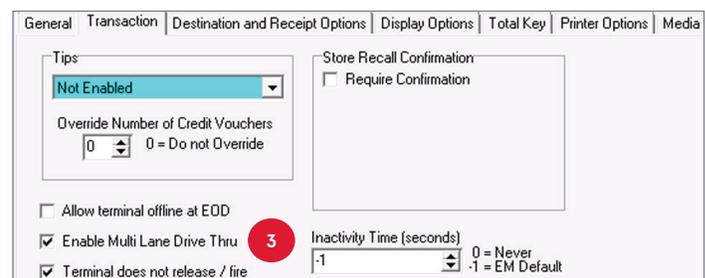
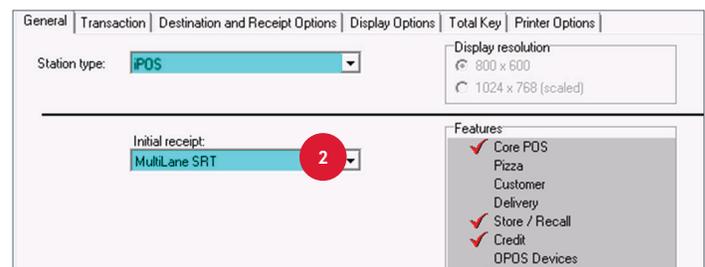
10. Select the **Printer Options** tab and verify the following:
 - a. For drive-thru, the Local Report Print Device is typically **002 Receipt Printer**, as the drive-thru money-taker printer is usually node 2. For Upstream/Tablesides ordering, the Local Report Print Device is a front counter receipt printer, typically nodes 3-7.
 - b. The Time Receipt/Cashier Drawer Routing and Clock Management Routing fields are set to **Receipt**.
11. Select **Save** if any changes were made.



Drive-Thru Money Taker Terminal

Follow these steps to ensure the drive-thru money-taker terminal is correctly configured to accept iPOS orders.

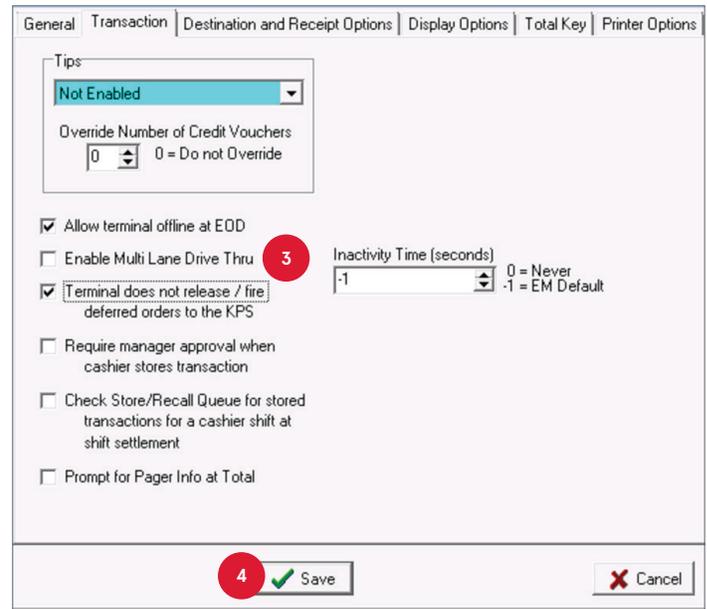
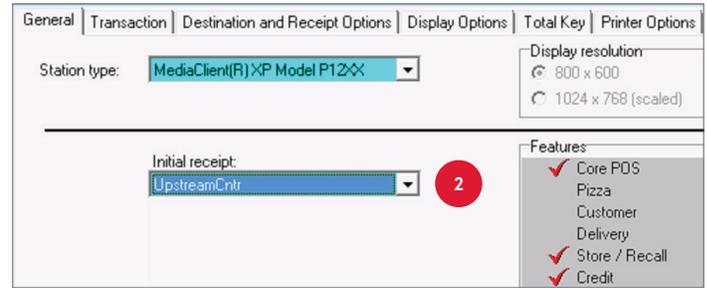
1. From the Lighthouse Device Configuration screen, right-click on the drive-thru cashier terminal and select **Properties**.
2. Ensure the Initial Receipt field is set as **MultiLane SRT**.
3. Navigate to the **Transaction** tab and verify that the **Enable Multi Lane Drive Thru** option is selected.
4. Press **Save** if any changes were made.



Front Counter Terminals

Follow these steps to ensure the front counter terminals are correctly configured to accept Upstream and Tableside ordering.

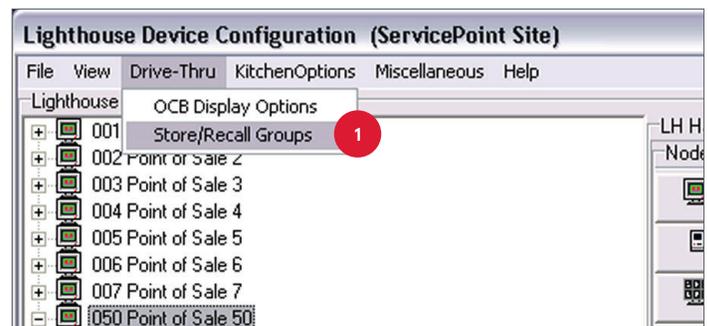
1. From the Lighthouse Device Configuration screen, right-click on the front counter terminal and select **Properties**.
2. Set the Initial Receipt field as **UpstreamCntr**.
3. Navigate to the **Transaction** tab and verify that the **Enable Multi Lane Drive Thru** option is unchecked.
4. Press **Save** if any changes were made.
5. Repeat steps 1-4 for every front counter terminal noted when checking the Counter Store/Recall Group.



Store/Recall Group

After configuring the properties of a new POS node, it is necessary to add it to the correct store/recall group. Drive-thru and front counter groups are configured from the Drive-Thru option in LHDevCfg.

1. From the Lighthouse Device Configuration screen, navigate to the **Drive-Thru** menu and select **Store/Recall Groups**.

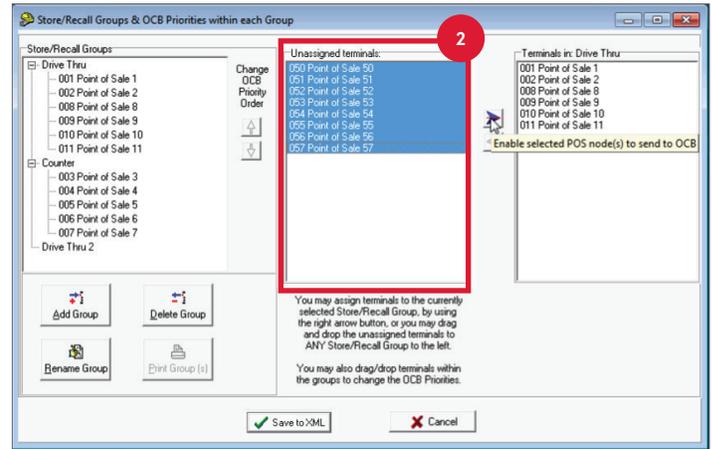


- The Store/Recall Groups & OCB (Order Confirmation Board) Priorities Within Each Group screen displays. Unassigned POS or iPOS nodes appear in the Unassigned Terminals section of the screen.

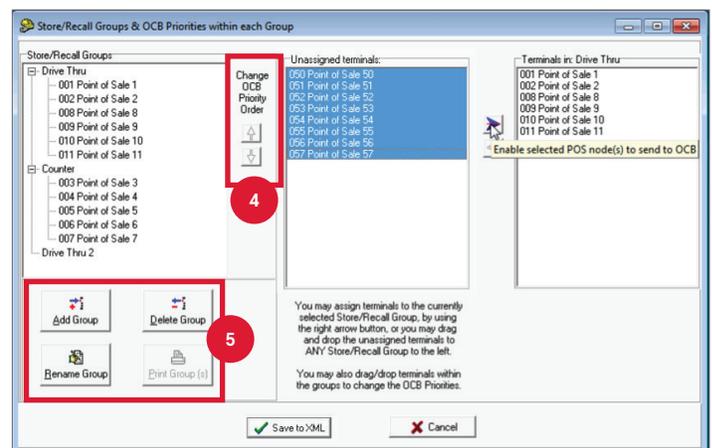
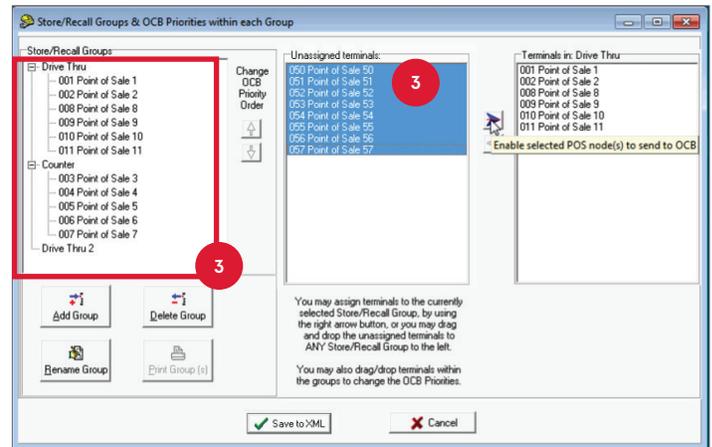
NOTE

Add newly created selected iPOS nodes or ensure existing iPOS nodes with numbers 50–57 are assigned to the appropriate Drive-Thru Store/Recall Group(s). iPOS nodes with numbers 60–63 should be assigned to the Counter Store/Recall Group.

For DTOs with more than one Drive-Thru Store/Recall Group, alternate terminals in each drive-thru group. For example, add 50, 52, and 54 to Drive-Thru 1 and add 51, 53, and 55 to Drive-Thru 2.



- Assign a POS terminal to its respective drive-thru or counter groups by dragging and dropping the new node from the Unassigned Terminals area into the appropriate store/recall group.
- The OCB priority order can be changed by using the arrow buttons or by dragging and dropping the terminals within the groups. Assigning an OCB priority number to an item displays the item by priority. For example, if the item is assigned a priority number of 1, the item will always display at the top of the order confirmation board.
- You can edit store/recall groups using the following options:
 - To add a group, select **Add Group**.
 - To delete a group, select **Delete Group**.
 - To rename a group, select **Rename Group**.
- Press **Save to XML** if any changes are made.



Add Receipt Printer

1. From the Lighthouse Device Configuration screen, press the plus sign next to each iPOS node. Right-click on the desired receipt printer and select **Properties**.
2. On the General tab, check the **Use Printer on Another POS** option. For drive-thru, select the drive-thru money-taker printer, usually node 2. For Upstream/Tablesides ordering, select the node number for the front counter terminal entered as the Local Report Print Device under the Printer Options tab of the Properties of the iPOS node.
3. Select **Save** if any changes were made.

Properties: Receipt Printer on 050 Point of Sale 50

General | Options

Device Name: not assigned

Device Model: Epson TM210

Adapter: Powered

Port Number: 2

Backup Printer:

Use printer on another POS?

2 Point of Sale Node: 002

Save 3 Cancel

Add Remote Printer

1. From the Lighthouse Device Configuration screen, identify the drive-thru cashier terminal, typically node 2, and press the plus sign to expand the view.
2. Drag the Remote Printer icon located under LH Hardware for QSR > Devices onto the drive-thru cashier terminal.
3. On the Properties: Remote Printer screen, configure the following on the General tab:
 - a. Device Model: **Epson T85**
 - b. Adapter: **COM**
 - c. Port Number: **2**
The drive-thru terminal is typically node 2.

Properties: Remote Printer on 002 Point of Sale 2

General | Options

Device Name: 002 Remote Printer

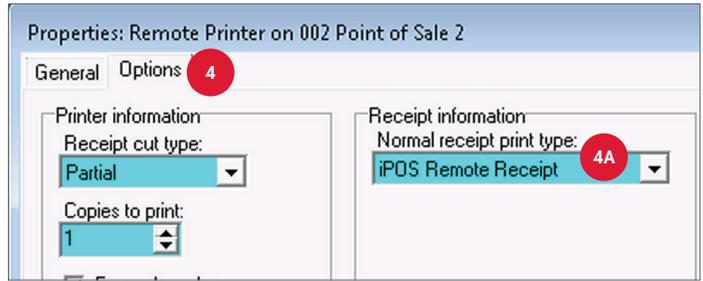
Device Model: Epson T85 3A

Adapter: COM 3B

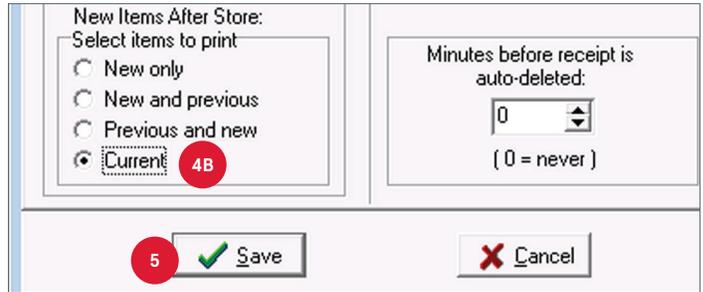
Port Number: 2 3C

Backup Printer:

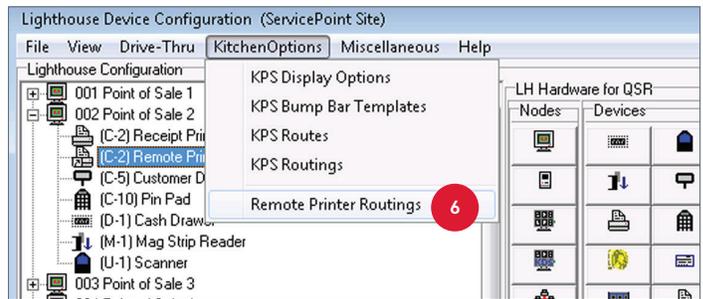
4. Select the **Options** tab and configure the following:
 - a. Normal Receipt Print Type: **iPOS Remote Receipt**
 - b. Select Items to Print is set to **Current**.



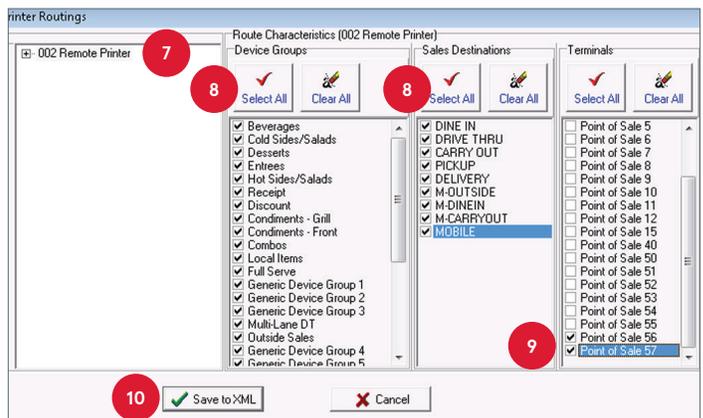
5. Press **Save** if changes were made.



6. Navigate to **KitchenOptions > Remote Printer Routings**.



7. Select the remote printer.
8. Press **Select All** under Device Groups and Sales Destinations.
9. Select the checkbox next to **Point of Sale 56** and **Point of Sale 57** under Terminals.
10. Select **Save to XML** if changes were made.



Add Service Receipt Printer

1. From the Lighthouse Device Configuration screen, press the plus sign next to 200 Kitchen Production System 200 to expand.
2. Confirm KPS 200 is the drive-thru bagging monitor. If KPS 200 has a receipt printer associated with it, skip to step 10 of this section.
3. Drag the Receipt Printer icon located under LH Hardware for QSR > Devices onto KPS 200.
4. On the Properties: Receipt Printer screen, configure the following:
 - a. Device Model: **Epson T85**
 - b. Adapter: **COM**
 - c. Port Number: **2**
The drive-thru terminal is typically node 2.
5. Select **Save** if changes were made.

Properties: Receipt Printer on 200 Kitchen Production System 200

General | Options

Device Name: 200 Receipt Printer

Device Model: Epson T85 4A

Adapter: COM 4B

Port Number: 2 4C

Backup Printer:

Use printer on another POS?

Point of Sale Node:

5 Save Cancel

ServicePoint Configuration

To finish the iPOS setup, navigate to the ServicePoint Configuration application:
@Chick-fil-A > Reports & Tools > ServicePoint Configuration.

POS Routing

Follow the steps in the POS Routing section of the [ServicePoint Configuration User Guide](#).

In the POS Routing section, place a check mark in the box next to any newly created iPOS nodes or ensure existing iPOS nodes with terminals 50-57 are assigned to the appropriate Drive-Thru and Grill KPS views. iPOS nodes with numbers 60-63 should be assigned to the appropriate Counter and Grill KPS routes.

NOTE

The Digital Ordering POS register manages mobile orders and is a virtual POS register.

Drive-Thru KPS Properties

See the View Settings section of the ServicePoint Configuration User Guide for additional details on navigating to these settings.

1. Select a front of house drive-thru KPS.
2. Navigate to **View Settings**.

Drive Thru Routing
Configure route options for this KPS view

ITEM ROUTING

POS ROUTING
Select which registers should send orders to this view

REGISTERS

<input checked="" type="checkbox"/> POS 1	<input checked="" type="checkbox"/> POS 2
<input checked="" type="checkbox"/> POS 3	<input checked="" type="checkbox"/> POS 4
<input checked="" type="checkbox"/> Digital Ordering POS	<input checked="" type="checkbox"/> POS 51
<input checked="" type="checkbox"/> POS 52	<input checked="" type="checkbox"/> POS 53
<input checked="" type="checkbox"/> POS 54	<input checked="" type="checkbox"/> POS 55

KPS / KPS Monitors

KPS Monitors
Select a KPS monitor to configure

<input checked="" type="checkbox"/> KPS 200 Drive Thru	<input type="checkbox"/> KPS 201 Counter	<input type="checkbox"/> KPS 202 Grill Monitor
<input type="checkbox"/> KPS 204 Show Everything	<input type="checkbox"/> KPS 205 Show Everything	<input type="checkbox"/> KPS 206 Show Everything

3. Expand the **Header** section and ensure the following options are turned ON.

- Show Customer Name
- Show Vehicle Description



4. Expand the **Footer** section and ensure the following option is turned ON.

- Show Sequence Number



5. Expand the **Printer** section and ensure the following options are selected:

- **Print on Bump:** All Transaction
- **Do Not Print for Bump Active:** Toggled ON



6. Select **Save Settings**.



Workspace ONE UEM

The Admin page of Workspace Unified Endpoint Management (UEM) allows Chick-fil-A to configure and manage mobile devices that Operators have enrolled in Workspace ONE. Analysts are able to assist Restaurants with multiple issues within Workspace ONE, such as confirming enrollment, checking devices, locating a device, locking a device, clearing a passcode, etc. The main use of this tool is for Chick-fil-A HELP analysts to assist users with enrollment issues.

Workspace ONE Roles and Permissions

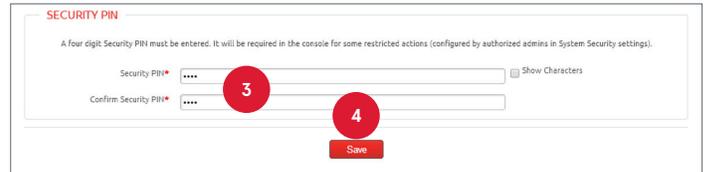
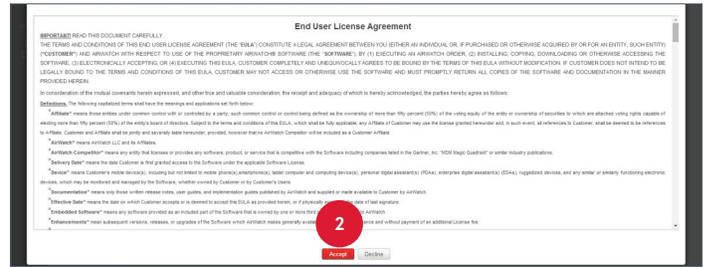
There are three different roles for Chick-fil-A HELP analysts:

- **CFA HELP Analyst – Lite:** All Chick-fil-A HELP analysts have the CFA HELP Analyst – Lite role. This role provides the ability to send a message to a device, find a device, request a device check-in, push down applications and profiles, and view device event logs.
- **CFA HELP Analyst:** Chick-fil-A HELP analysts with additional iPOS experience and knowledge are given the CFA HELP Analyst role. This role provides the ability to do everything included under the CFA HELP Analyst – Lite role, plus the ability to enterprise wipe a device.
- **iPOS Deployment Manager:** A small group of individuals identified by the IT Tools and iPOS team are given the iPOS Deployment Manager role. This role has the added ability to view and edit Smart Groups for iPOS releases. Additional training is required before selected analysts receive role permissions.

Access Workspace ONE UEM

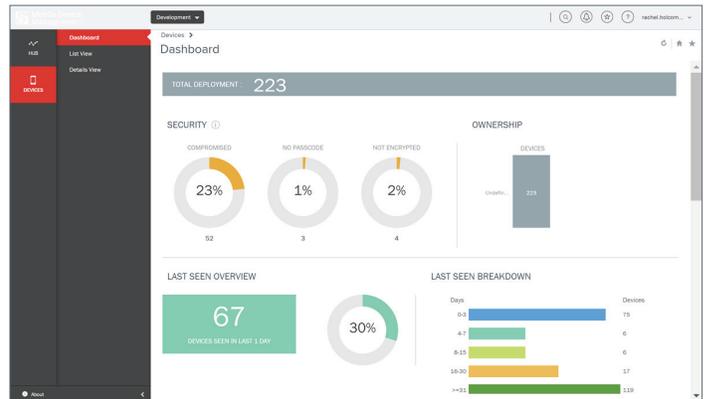
To access Workspace ONE UEM, follow these steps:

1. Navigate to the Workspace ONE website: <http://mdmadmin.cfahome.com>. Enter your @Chick-fil-A credentials and press **Login**.
2. Select **Accept** after reviewing the licensing agreement.
3. Enter a four-digit security PIN.
4. Select **Save**.



Navigate Workspace ONE

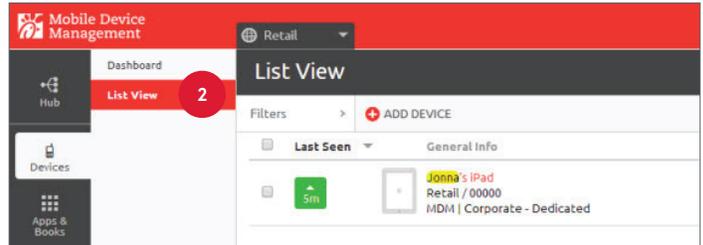
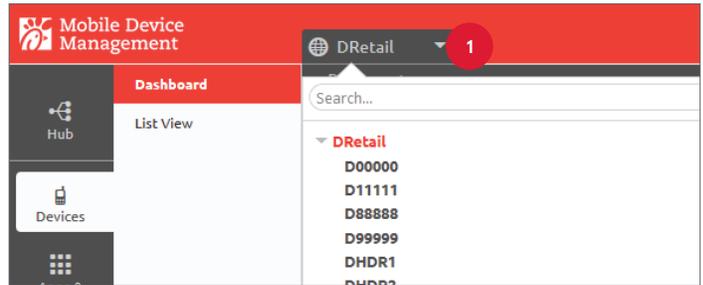
The Dashboard screen displays when Workspace ONE opens. All mobile devices are organized into an organizational group, which in most cases is the five-digit Restaurant number. The organizational groups are configured into buckets structured like an organizational chart. The top group is called CFA, which is then split into three subgroups: development, production, and test.



The production group contains a bucket called Retail. Retail contains each individual Restaurant organized by the five-digit Restaurant number. The development group includes the DRetail bucket. The DRetail group contains a list of device groups entitled DHDR1, DHDR2, DHDR3, and DHDR4. These groups represent each of the four ServicePoint releases in a year.

When assisting a Restaurant, it may be necessary to move the analyst's device to the organization group that corresponds with the ServicePoint version of the Restaurant.

1. Select the drop-down arrow in the DRetail field to select the desired device group.
2. Select the **List View** to see all devices that are in that organizational group.



NOTE

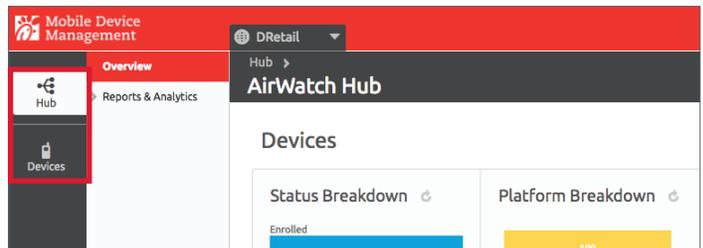
The only devices managed through Workspace ONE at Chick-fil-A are Apple iOS devices. Any other device types checked are irrelevant. If search results yield no data, ensure Apple iOS has not been deselected.

Each user can have 15 devices enrolled.

The green up and red down triangles indicate whether the device has been seen lately. Green means the device has had recent contact and red indicates it has not.

Hub

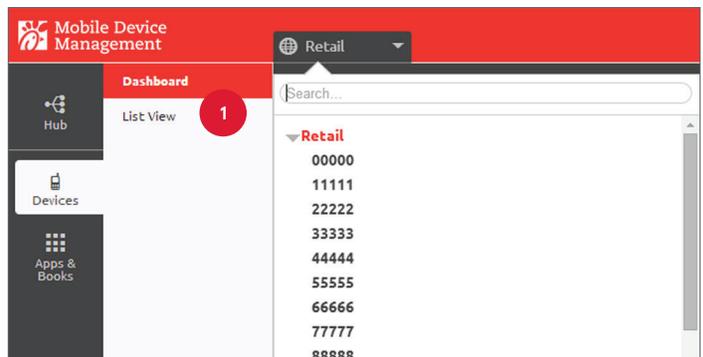
To begin using Workspace ONE, select **Hub**. The Overview and Reports & Analytics categories display. Select the **Devices** tab to return the screen to the organization groups.



Search Devices

Chick-fil-A HELP analysts can view the dashboard as read-only. To locate devices, use the search functionality:

1. Select the organization group and press **List View** to see all devices enrolled in an organizational group.



- The green check mark in the Enrollment column indicates the device is enrolled.

- Select **Layout** to view the devices in either Summary or Custom format.

NOTE

The Search box displays a magnifying glass and the name of the device can be entered to easily find it in an organization group.

- To manipulate a specific device, it is necessary to select the device link. All details for the specific device display.

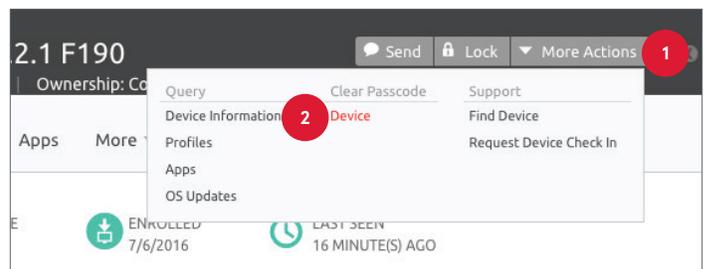
More Actions

There are various tools a Chick-fil-A HELP analyst can use to assist Operators with their iPad through Workspace ONE. Sometimes it is helpful for Chick-fil-A HELP to assist a Restaurant with finding a device or requesting a device check-in.

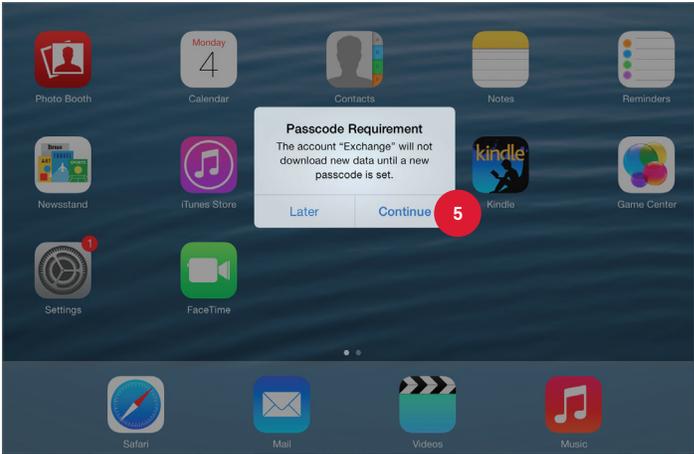
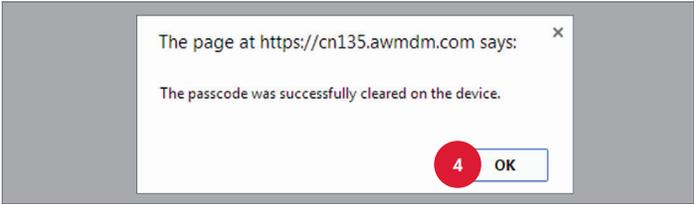
Clear Passcode

If the incorrect passcode is entered 10 consecutive times, the device returns to factory defaults. If the passcode is forgotten, clear the passcode by following these steps:

- Select the down arrow in the **More Actions** field.
- To allow the user to reset the passcode on the iPad, select **Device** under Clear Passcode.
- At the continue prompt, press **OK**.



- The passcode is cleared on the iPad and a notification displays on the computer showing that the passcode has been cleared. Select **OK**.
- The iPad owner sees a prompt message on the device. The user should touch **Continue** and set a new passcode.



NOTE

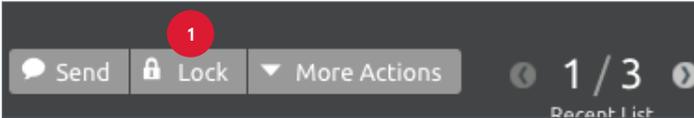
To interact with the Restaurant’s iPad from the Workspace ONE Admin site, the iPad must be connected to the internet via cellular or Wi-Fi, including iSPOTA1.

If the Restaurant is using Chick-fil-A Private Wi-Fi, it is necessary to open a Safari browser window and authenticate using Chick-fil-A credentials.

Lock a Device

To allow the user to lock a device on the iPad, follow the steps below:

- Select the **Lock** button. This might be useful if the iPad is temporarily missing and the Operator wants to ensure the information is protected.
- Select the drop-down in the Message Template field and select either **Custom Message** or **No Message**. Add a message if desired.
- Enter the reason for performing a device lock in the Note Description field.
- Press **Send**. The device automatically locks.



Restricted Action - Lock Device

You are about to perform the Lock Device action. Please review all the information below carefully and then enter a note to proceed. ⓘ

Device Lock will lock screen of the selected device.

Device and User Information

Message Template: Custom Message (circled with a red '2')

Message: [Text input field]

Phone Number: [Text input field]

*Note: A passcode must exist on the device in order to send a custom message. Max character count for message field should not exceed 256 characters.

Note Description *: [Text input field] (circled with a red '3')

Save (circled with a red '4') Cancel

Find a Device

To find an enrolled device, follow these steps:

1. Press **More Actions**.
2. Select **Find Device** under Support.
3. Enter the appropriate information into each field and select **Save**. The device is alerted.

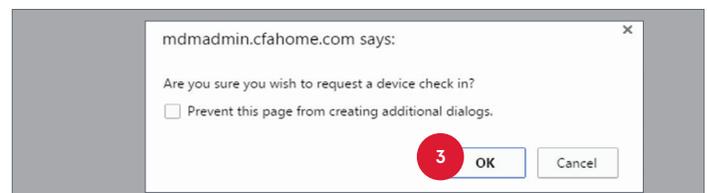
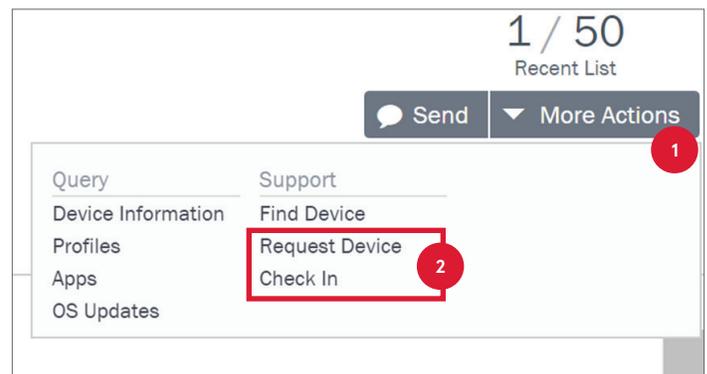
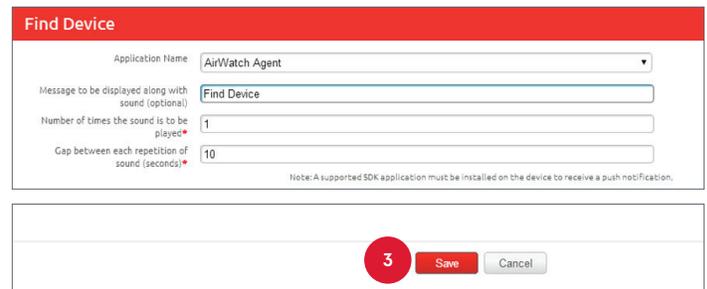
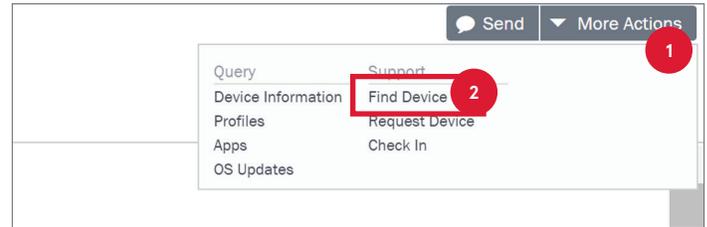
NOTE

The device beeps to help detect the location. This feature does not help an analyst locate an iPad on a map.

Request Device Check In

This option attempts to communicate with a device. This is useful when Workspace ONE has not been in recent contact with the device or if a change has been made and Workspace ONE wants to push the change immediately to the device. It is helpful to ask the user to open the Workspace ONE app on the iPad while performing these steps:

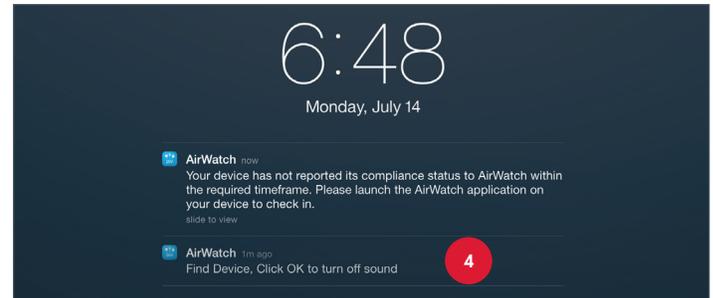
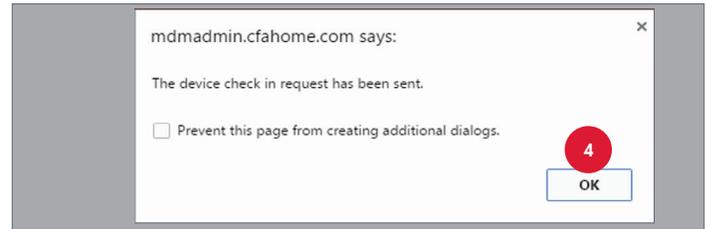
1. Select **More Actions**.
2. Select **Request Device Check In** under Support.
3. The prompt displays. Press **OK**.



4. Confirm the notification by touching **OK**. The notification displays on the iPad.

NOTE

It is possible to send a message to contact a device. This is a push notification. In this case, the device receives a test message sent from the Chick-fil-A HELP analyst.



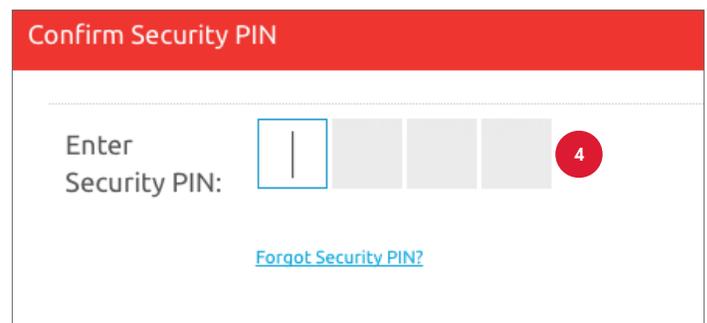
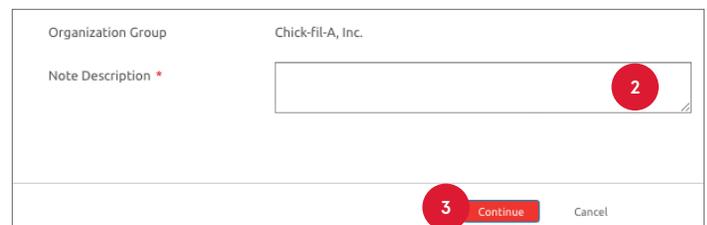
Perform an Enterprise Wipe

If a user has trouble that is not easily resolved by downloading iPOS, an Enterprise Wipe may be appropriate. This removes iPOS from the iPad and allows the user to go through the re-enrollment steps. An Enterprise Wipe is also necessary if an iPad is lost or stolen, as this prevents Chick-fil-A's proprietary iPOS application from being accessible. To perform an Enterprise Wipe, follow the steps below:

1. Select **More Actions > Enterprise Wipe** under the Management heading.
2. Enter the reason for the Enterprise Wipe under the Note Description field.
3. Press **Continue**.
4. Enter your PIN.

NOTE

To perform an Enterprise Wipe, the user must have the CFA HELP Analyst role.



Profiles

When a new profile for the device needs to be installed, it is not first deleted, but instead a new version is installed on top of the existing version. Follow the steps below to accomplish this installation:

1. From the Device List View screen, select the desired device.
2. Select **Profiles**.
3. Select the radio button for the profile to be reinstalled.
4. Press the **Install** button.

Apps

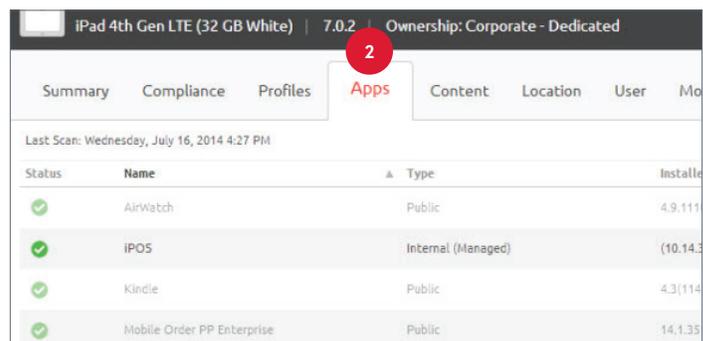
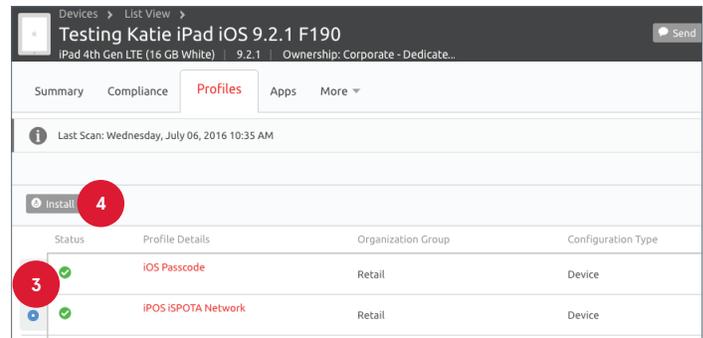
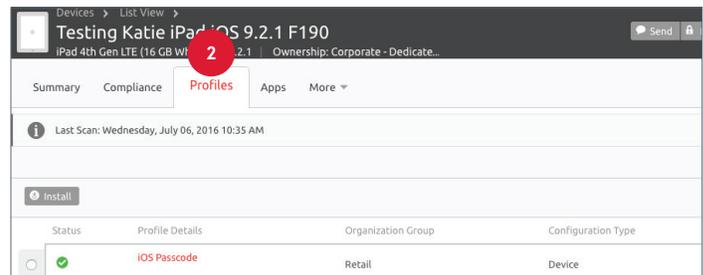
To view which apps are assigned to a specific device, utilize the Apps option.

1. From the Device List View screen, select the desired device.
2. Select **Apps**.

NOTE

The most common use for profiles is to push the iSPOTA1 profile if the Restaurant is unable to connect to it after enrolling in Workspace ONE. There are three profiles associated with iPOS Restaurants:

- **iOS Passcode:** This profile forces the user to maintain a four-digit passcode on the iPad.
- **iPOS iSPOTA1:** This profile contains the network information that allows iPOS to function properly.
- **iPOS Store Link:** This profile is what controls the iPOS Updates icon on the iPad that has iPOS installed.



3. Locate the specific app to research. In the case of iPOS, this version must match the version on the ServicePoint server at the Restaurant for iPOS to function properly.

- A green check mark next to the app indicates that the device has confirmed the installation.
- A gray check mark indicates that Workspace ONE cannot confirm whether the device has the correct assigned version.

Summary	Compliance	Profiles	Apps	Content	Location	Us
Last Scan: Wednesday, July 16, 2014 4:27 PM						
Status	Name	Type				
✓	AirWatch	Public				
✓ 3	iPOS	Internal (Managed)				
✓	Kindle	Public				

NOTE

The version number as shown here is (10.14.304). The 14 indicates the ServicePoint release year and the 3 at the beginning of the 304 portion indicates it is release 3 for that year. This version is compatible with ServicePoint 2014 R3.

When looking at Apps, all apps, including those not managed by Workspace ONE, display.

If a gray check mark displays, ask the device owner to confirm the iPOS version in iPOS Settings and to perform a device check-in.

Event Log

The Event Log is helpful when attempting to identify an issue with a device. This tool shows actions that originate both on the server and the device and can assist with fact-finding. To view this log, follow the steps below:

1. From the Device Search screen, select the desired device.
2. Select the down arrow next to **More > Troubleshooting**.
3. All of the events display. Check the Source column to determine whether the action occurred on the device or the server.

Severity	Time	Device	User	Source	Module	Category
Notice	7/6/2016 1:59 PM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command
Notice	7/6/2016 1:59 PM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command
Notice	7/6/2016 10:27 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Server	Catalog	Applications
Notice	7/6/2016 10:27 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command
Notice	7/6/2016 10:27 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Server	Catalog	Applications
Notice	7/6/2016 10:27 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command
Notice	7/6/2016 10:26 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command
Notice	7/6/2016 10:25 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command
Notice	7/6/2016 10:24 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command
Notice	7/6/2016 10:21 AM	Testing Katie iPad iOS 9.2.1 F190	Testing Katie	Device	Devices	Command

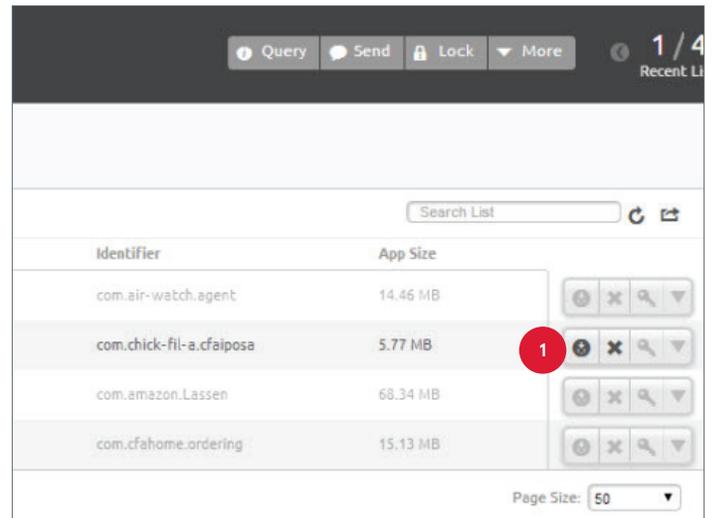
NOTE

The Date/Time column can also be helpful in fact-finding. Hovering over the event data line provides additional information.

Troubleshooting with Workspace ONE

If iPOS is not working properly, there are a few settings in Workspace ONE that should be confirmed.

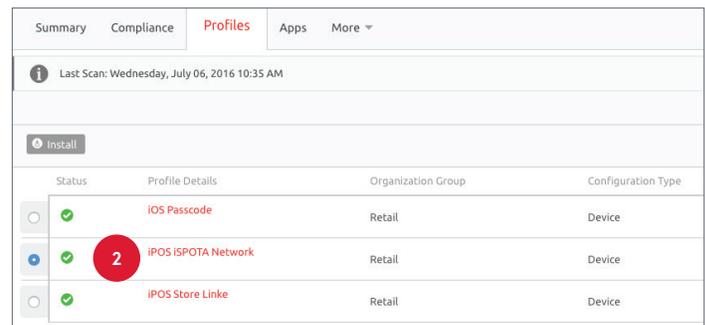
1. iPOS performs a version check to prevent a user from signing in if the iPOS version does not match the Restaurant's ServicePoint version. If a user cannot sign in, advise him to update iPOS from the iPOS Updates app or analysts can push down the app by pressing the **Install** icon next to iPOS on the Apps page. The Restaurant may need to open the Workspace ONE app to perform a device check-in.
2. Ensure the iPOS iSPOTA1 network profile has been successfully installed by looking at the device's list of profiles.
3. If this is unsuccessful, perform an Enterprise Wipe and assist the Restaurant with re-enrolling the iPad in Workspace ONE.



Identifier	App Size	
com.air-watch.agent	14.46 MB	
com.chick-fil-a.cfaiposa	5.77 MB	
com.amazon.Lassen	68.34 MB	
com.cfahome.ordering	15.13 MB	

NOTE

If the proper iPOS version does not install in 5–10 minutes, there is likely a version assignment problem. Please escalate the case to the iPOS group.



Status	Profile Details	Organization Group	Configuration Type
<input type="radio"/>	iOS Passcode	Retail	Device
<input checked="" type="radio"/>	iPOS iSPOTA Network	Retail	Device
<input type="radio"/>	iPOS Store Linke	Retail	Device