



Kitchen Display System Guide

Table of Contents

| | |
|--|-----------|
| General Settings Tab..... | 3 |
| Time Based Alerts..... | 3 |
| Primary & Secondary Alerts, Served Alerts | |
| Display Settings..... | 5 |
| Special Tags, Exclude By Time, Status Colors, Order Type Colors, Expediter Tickets | |
| Expediter | 7 |
| Generate Ticket Method, Group Ticket Method, Enable immediate Items display, Track Ready Status, Manage urgent on Items, Exclude Items by Course | |
| Kitchen Stations | 11 |
| Managed preparing status on Items, Ready for pickup message, Tags Mapping | |
| Profiles..... | 13 |
| Expediter..... | 14 |
| Presentation | 14 |
| Item Display Method, Item Grouping Method, Show diner NO, Group Combo Items, Split Modifiers, Show Modifiers, Show Combo Name, Headers Only, Max tickets count | |
| Ticket Options | 18 |
| Open Course Dialog, Move to start, Mark all as served, Undo course served, Mark as delivered ¹⁹ , Print ticket, Notify customer | |
| Filters..... | 20 |
| Hide the following Items ²⁰ , Include excluded Items by Tag, Exclude by Order Type, Exclude Tables | |
| Operation..... | 21 |
| All-Day - Select Item Action, Print ticket on served, Alert on New Order, Review New Tickets | |
| Kitchen Stations..... | 23 |
| Operation..... | 23 |
| All-Day - Select Item Action, Print Ticket on prepared, Print Item on prepared, Enable sending SMS to customer, Alert on New Order | |
| Presentation | 26 |
| Ticket Display, Item Display Method, Item Grouping Method, Hide served Items, Group Combo Items, Split modifiers, Group by diner, Show Combo name ²⁸ , Show diner NO, Max tickets count | |
| Filters..... | 28 |
| Exclude tables | |
| Customer Display..... | 29 |
| Track Order Types, Track Course Types, Show Customer Name, Order Status Colors, Order Source Colors, Timing, Titles | |

General Settings Tab

General settings that affect the entire site.

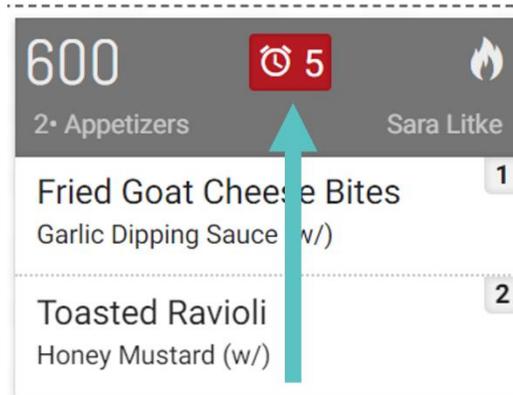
To access the General Settings tab tap the arrows  on the top right of the screen. Then tap the three dots  next to the username and tap setup.

Time Based Alerts

This section will control the alerts for each course. There are multiple levels of alerts set up that the user can turn on or off through the Station Display or the Expediter View.

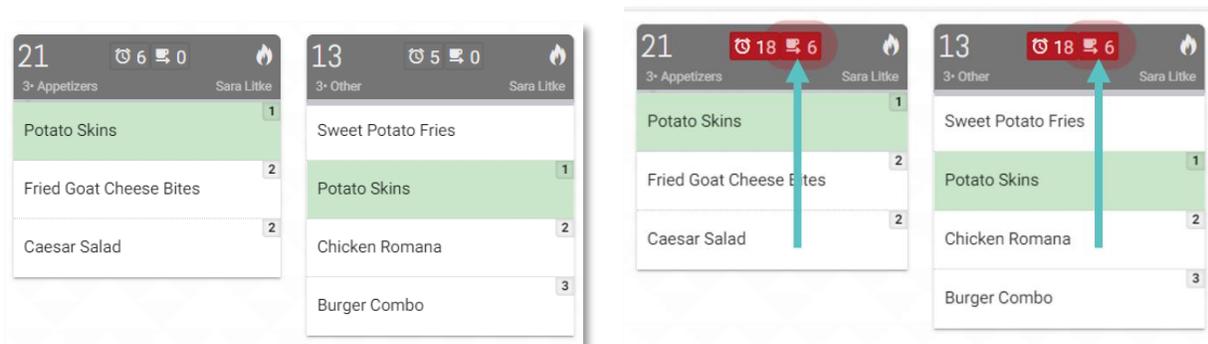
Primary & Secondary Alerts

Designated by the clock icon and will turn red after the specified amount of time.

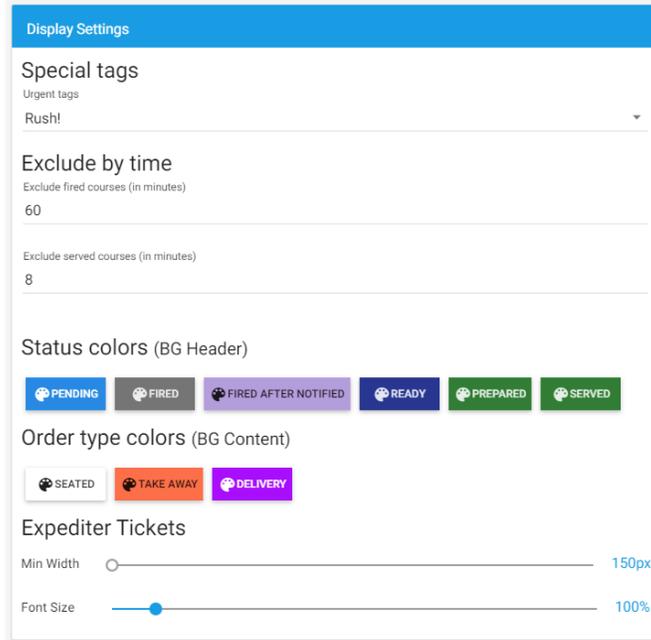


Served Alerts

Designated as a coffee cup icon with an arrow to indicate part of the ticket has been bumped by the Expediter. Once the Primary amount of time has passed, the icon will turn red and start to flash.

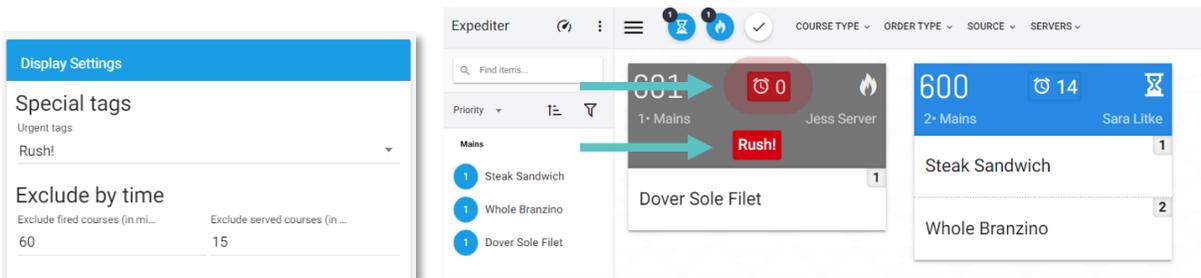


Display Settings



Special Tags

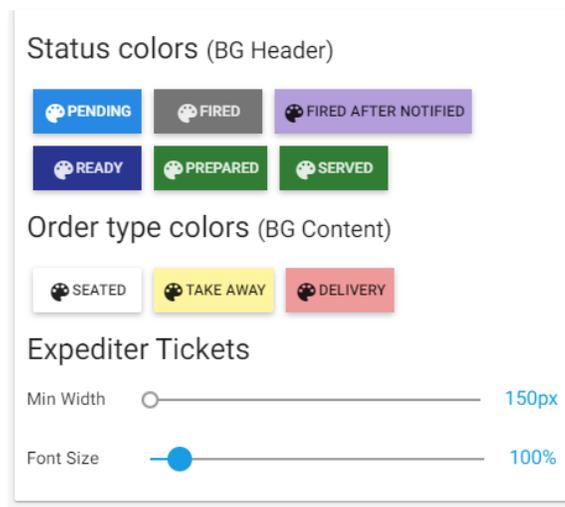
Designating a tag as “urgent” will pull any Item, course, order, or guest with the specified tag to the front of the Expediter screen and will cause the icon to turn red and flash.



Exclude By Time

Determines how long a ticket stays on the screen and available for reference.

- **Exclude fired courses**
 - Determines how long a ticket stays on the Expediter screen without being updated to 'served' status
- **Exclude served courses**
 - Determines how long a ticket is available when filtering, recalling, or looking at Served tickets



Status Colors

Assigns colors based upon actions and status of an Item and tickets. This changes only the header color of the ticket.

Order Type Colors

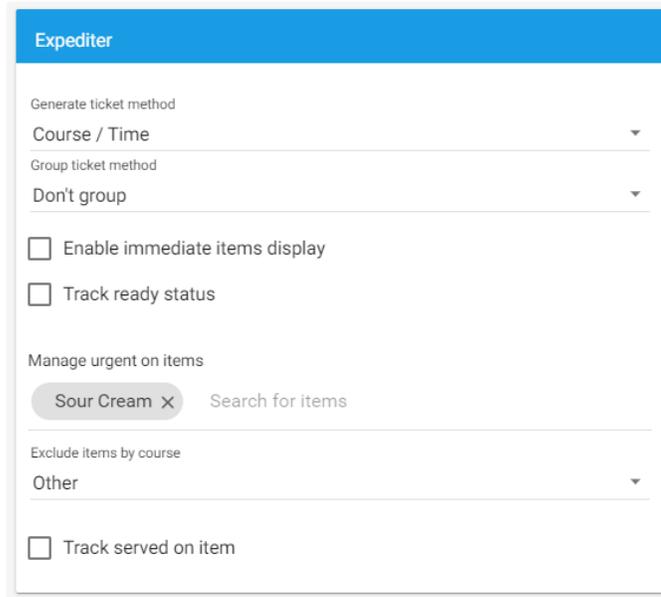
Assigns colors based upon service type (seated, takeaway, delivery). This changes the color of the body of the ticket.

Expediter Tickets

Controls the font size and the width of the tickets. This can be adjusted for each station.

Expediter

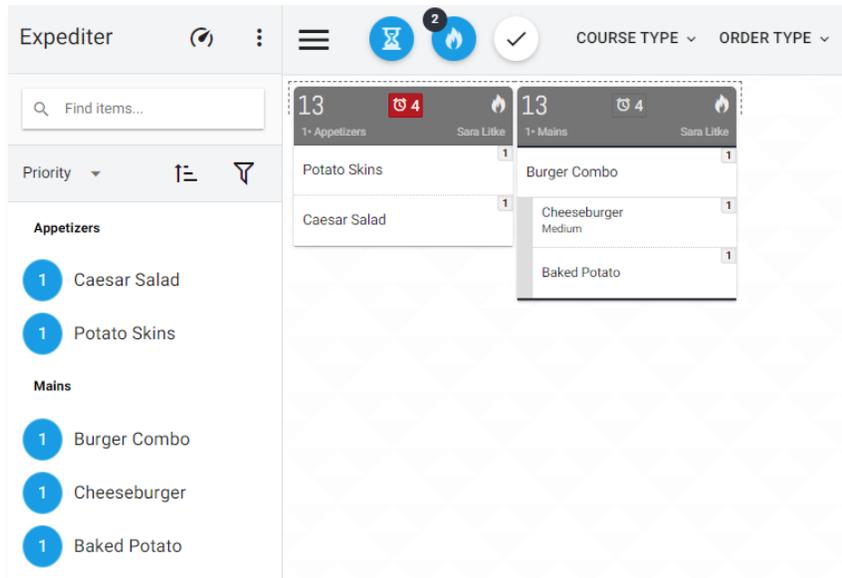
Controls the primary functions of the Expediter screen.



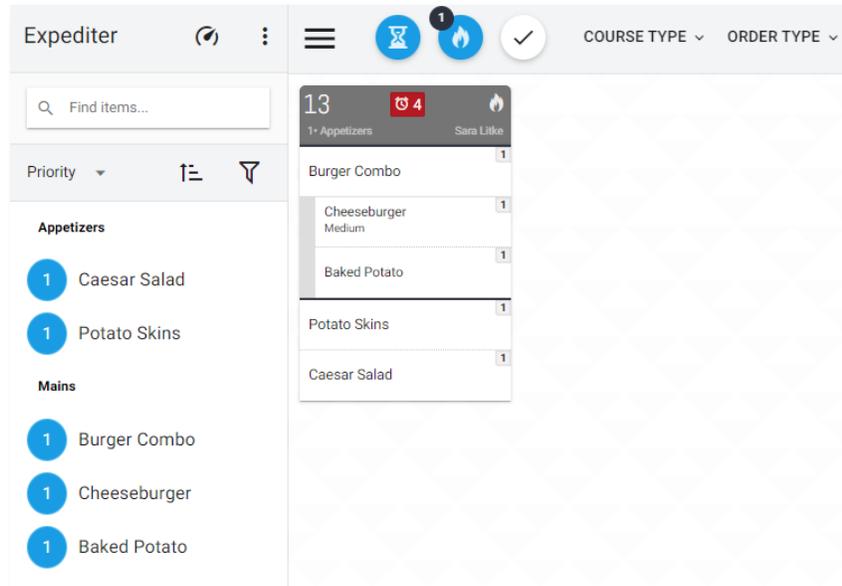
Generate Ticket Method

Determines how the user sees the tickets.

- **Course**
 - If multiple courses are ordered at the same time, each course will be displayed as a separate ticket



- **Course/Time:** recommended as **best practice**
 - If multiple courses are ordered at the same time, all Items will be displayed on one ticket

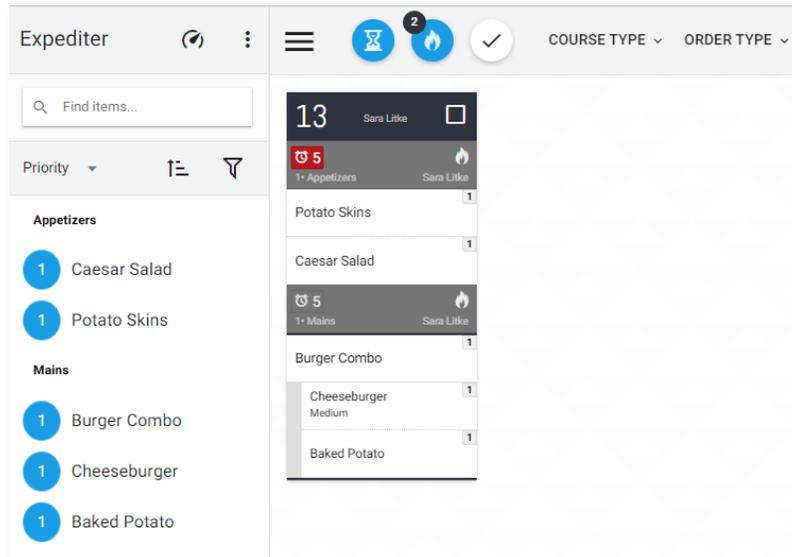


- **Offer**
 - Currently not supported

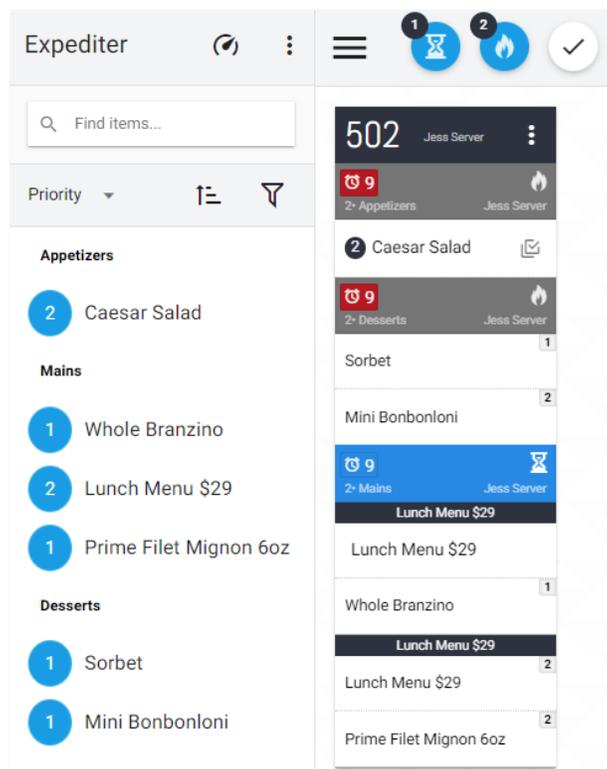
Group Ticket Method

Determines how the user sees the tickets.

- **Group by stage**
 - All courses within an order that were sent to the kitchen at the same time will be grouped under one ticket



- **Group by table**
 - Groups all tickets by table regardless of course or fire time



Enable immediate Items display

Quick service feature relevant for PAD Over the Counter orders only.

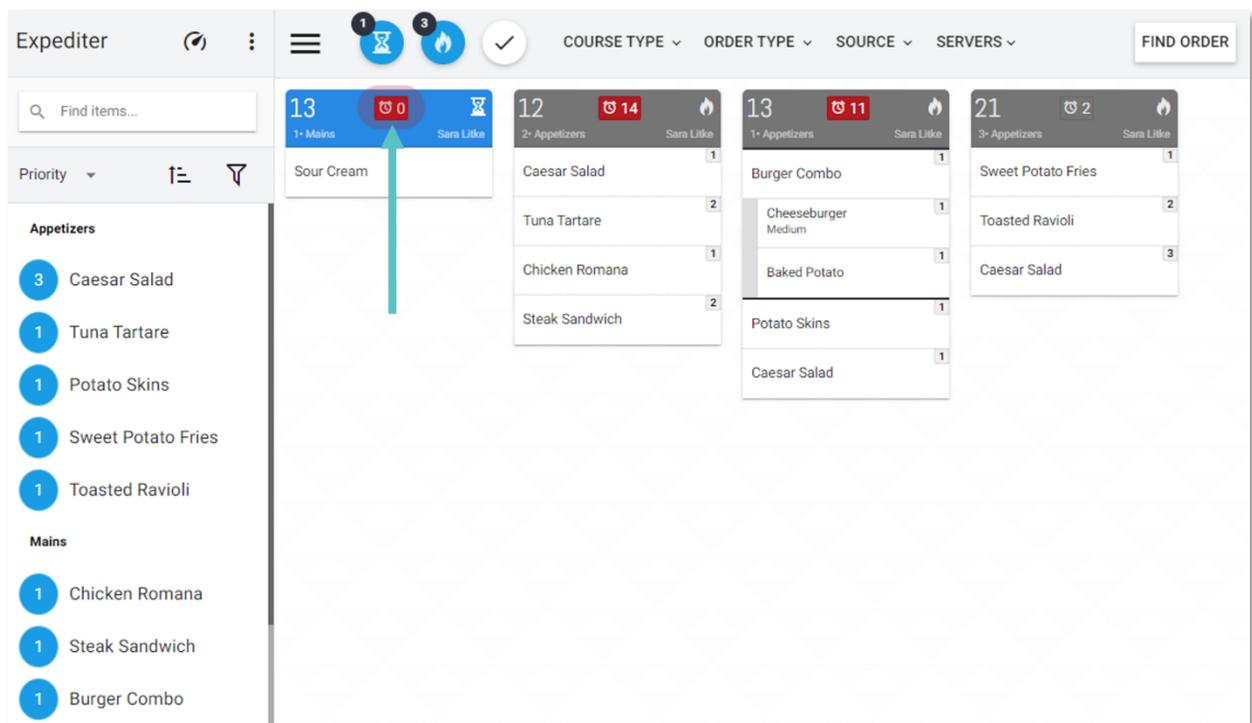
The Parameter **Settings > Site Parameters > OTC - Update KDS with Items Dragged into the Order** must be set to **True**. When enabled, any action performed on the order screen will be reflected immediately in KDS before the Item is fired. Until the Items are fired from the PAD, all actions on that ticket are blocked on the Expediter screen.

Track Ready Status

This is relevant for restaurants that work with 2 expediter stations – internal and external. It allows a 2-step bump before serving Items.

Manage urgent on Items

Designating an item as “urgent” will pull the item to the front of the Expediter screen and will cause the icon to turn red and flash.



Exclude Items by Course

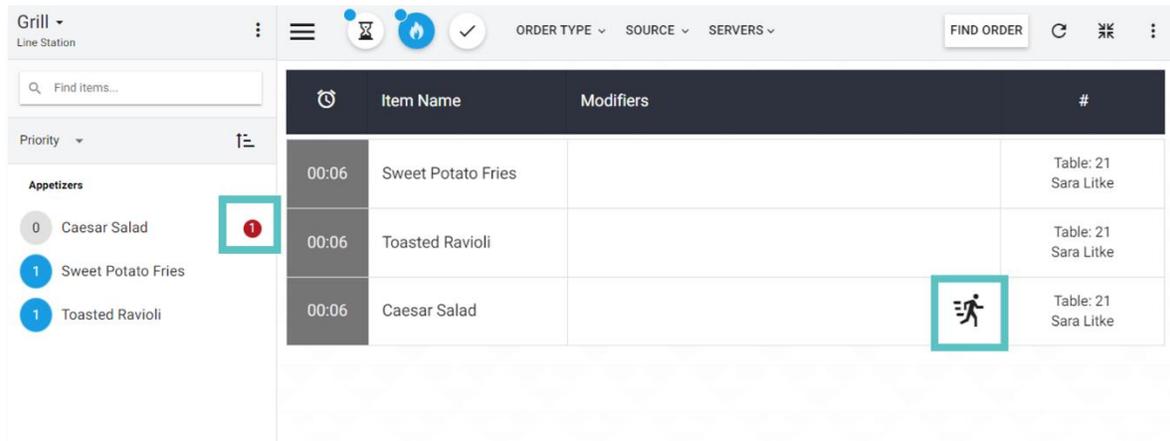
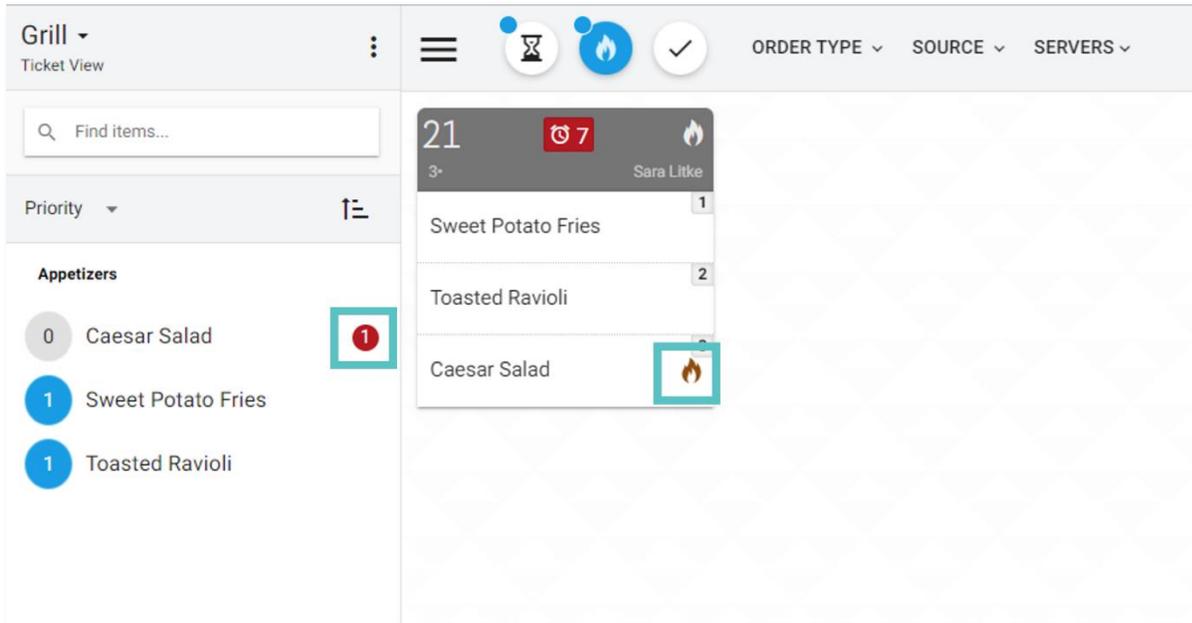
Determine what Courses should not be seen by the Expediter

- **Best practice** is to hide Beverages and Other

Kitchen Stations

Managed preparing status on Items

Allows the Kitchen Display user to let the Expediter know that an Item is being worked on. Also affects the All Day counter to indicate the number working compared to the number that still need to be made.

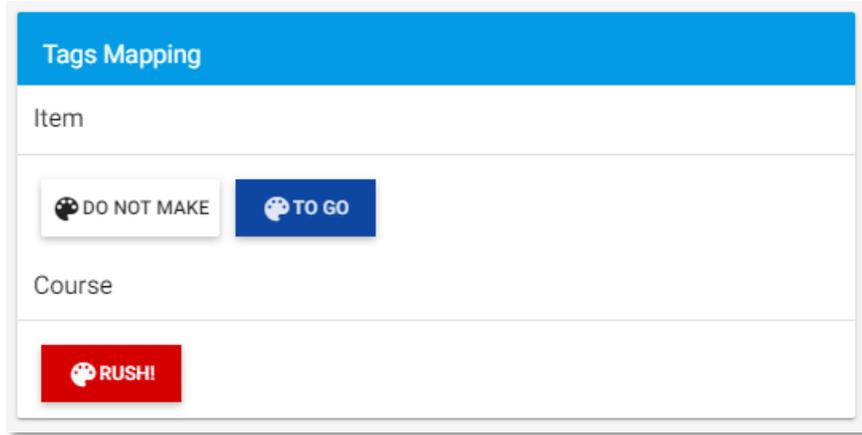


Ready for pickup message

Configure message that will be sent to the customer from the Kitchen Station.

Tags Mapping

Controls the different colors of tags, the color selected will show both on the Expediter and Kitchen Screens.



Profiles

A Profile is a pre-set configuration of a KDS station. For a step by step guide to set up a Profile please reference the KDS Profile Set-Up Guide.

Expediter

Presentation

Item Display Method

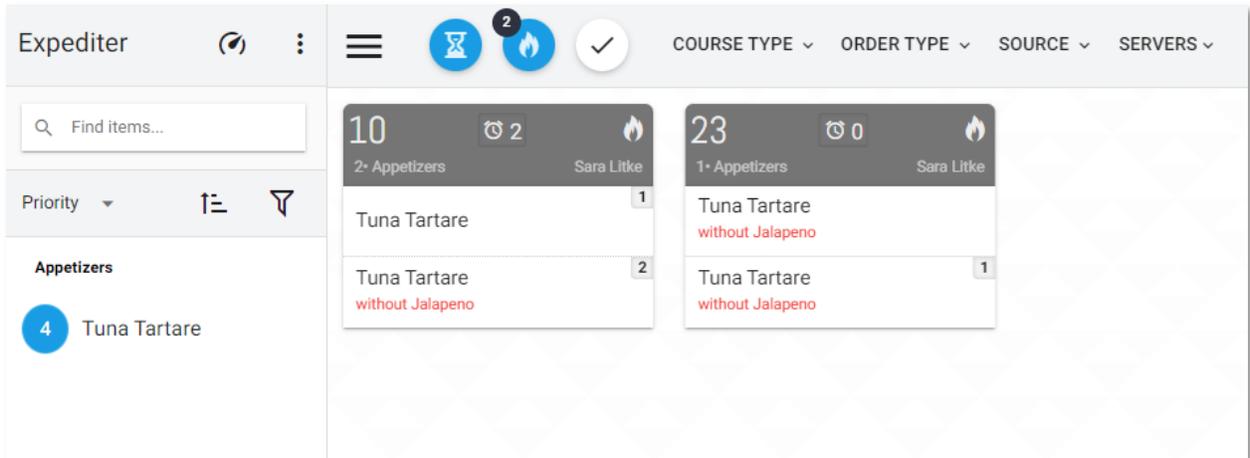
This setting determines whether the Item Name or the Item Name for Printing is looked at or in which Order the name appears.

- **Item Name**
 - Only shows the Item Name
- **Kitchen Name**
 - Only shows the Item Name for Printing
 - If there is nothing filled out, it will display Item Name
- **Item then Kitchen**
 - Shows the Item Name and then the Kitchen Name for Printing
- **Kitchen then Item:** recommended as **best practice**
 - Shows the Kitchen Name for Printing and then the Item Name

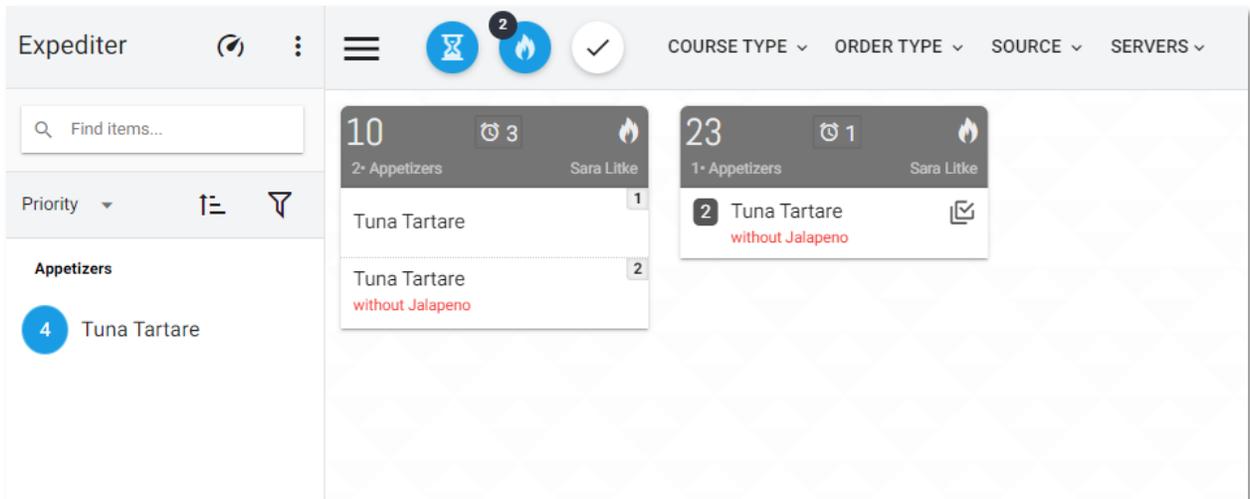
Item Grouping Method

Controls how multiples of the same Item appear on the expediter ticket.

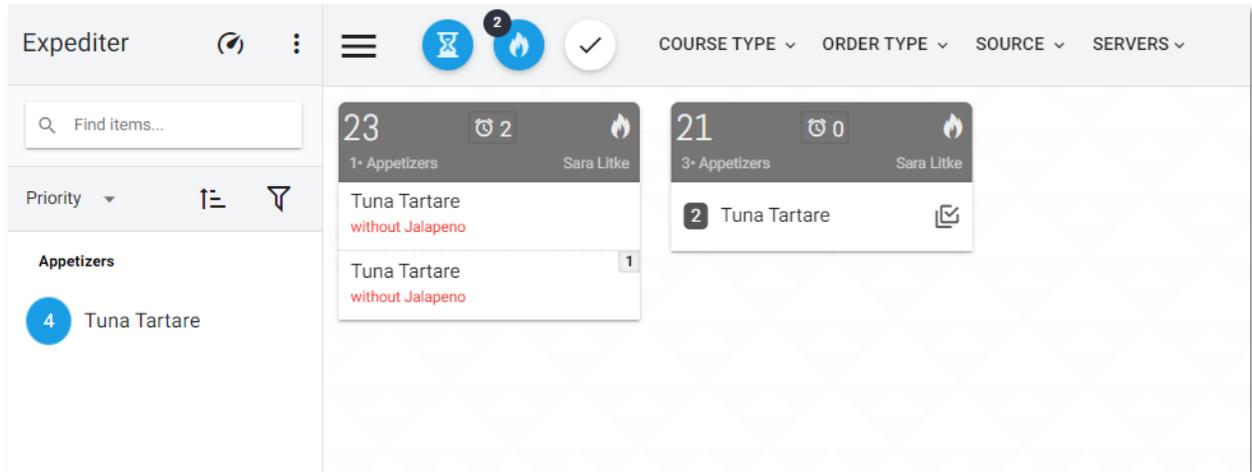
- **Don't Group**
 - Every Item ordered will appear individually on the ticket



- **Identical Items**
 - Items that are identical will be aggregated on the check, except for Items with different modifications (ex: 2 burgers with American cheese, one with Provolone)



- Unmodified Items:** recommended as **best practice**
 - Will only aggregate Items that are exactly the same and unmodified

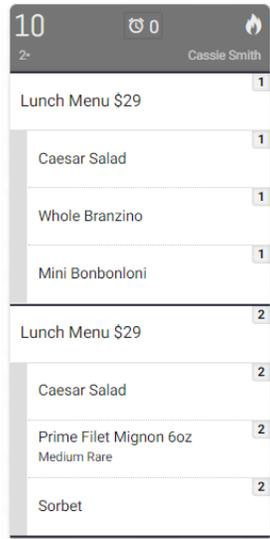


Show diner NO

Determines if seat numbers are visible.

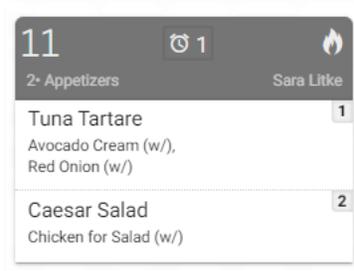
Group Combo Items

Shows Combo Items in a group.



Split Modifiers

Determines how modifiers are shown.

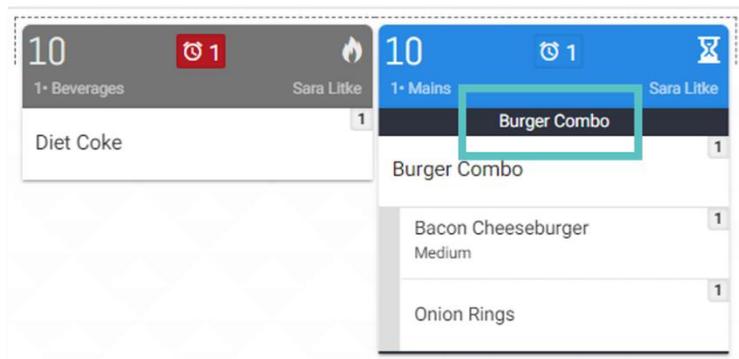


Show Modifiers

Determines if modifiers are visible.

Show Combo Name

Determines if Combo name is shown.



Headers Only

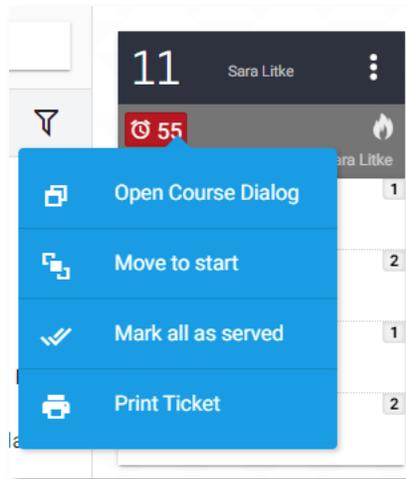
Collapses all Items ordered and only shows the header of the ticket.

Max tickets count

Determine max amount of tickets shown on the screen. This can also be configured from within the Profile.

Ticket Options

Can determine which of the ticket options will be available (from the header).



Open Course Dialog

Opens window that shows all Courses from a single Order.

Move to start

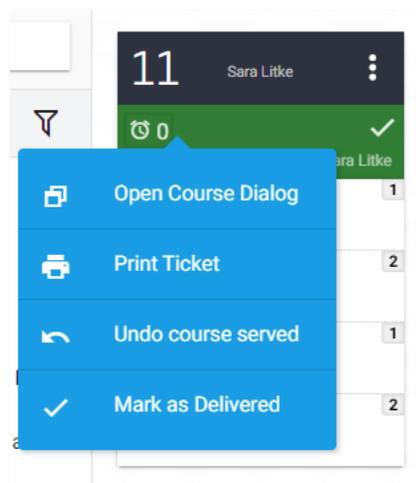
Will move the ticket to the far left of the screen.

Mark all as served

One tap will mark all Items in a ticket as served.

Undo Course served

One tap will unmark a Course that was marked served and bring the ticket back.



Mark as delivered

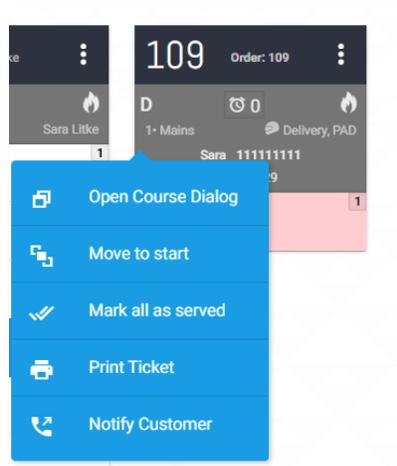
One tap will mark all tickets in an Order as delivered (for TD Orders).

Print ticket

Prints a physical kitchen ticket.

Notify customer

Sends an SMS text "Ready for pick up". Will only appear for Orders with a valid phone number. The default message can be changes in Tabit Office – **Settings > System Parameters > Regional Settings > SMS Templates**



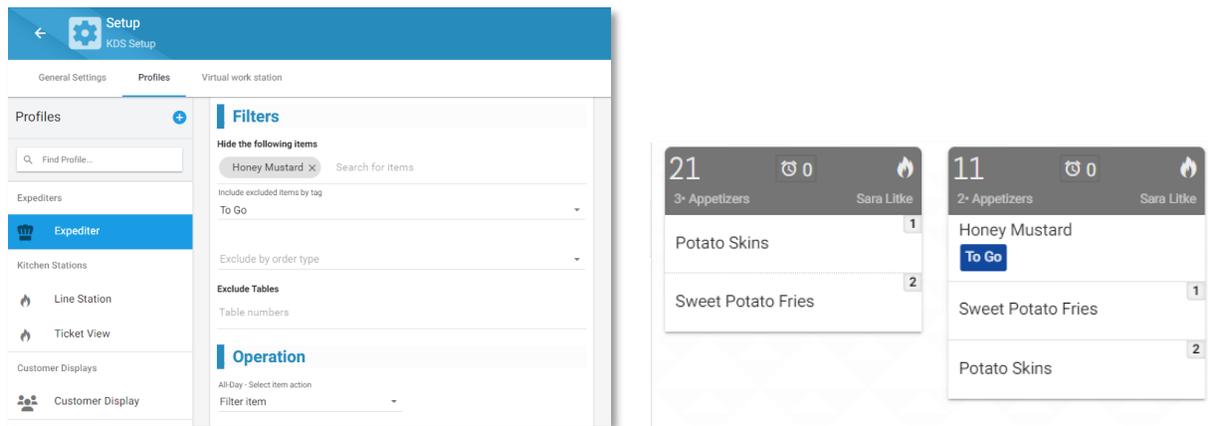
Filters

Hide the following Items

Allows an Item to be Ordered and excluded from being seen on the Expediter screen, it will still appear on the corresponding kitchen station screen.

Include excluded Items by Tag

If an Item is excluded due to Course or being hidden, this setting allows the use of a Tag to override these settings when applied.



Exclude by Order Type

Exclude certain Order types from being shown.

Exclude Tables

Exclude certain tables from being shown.

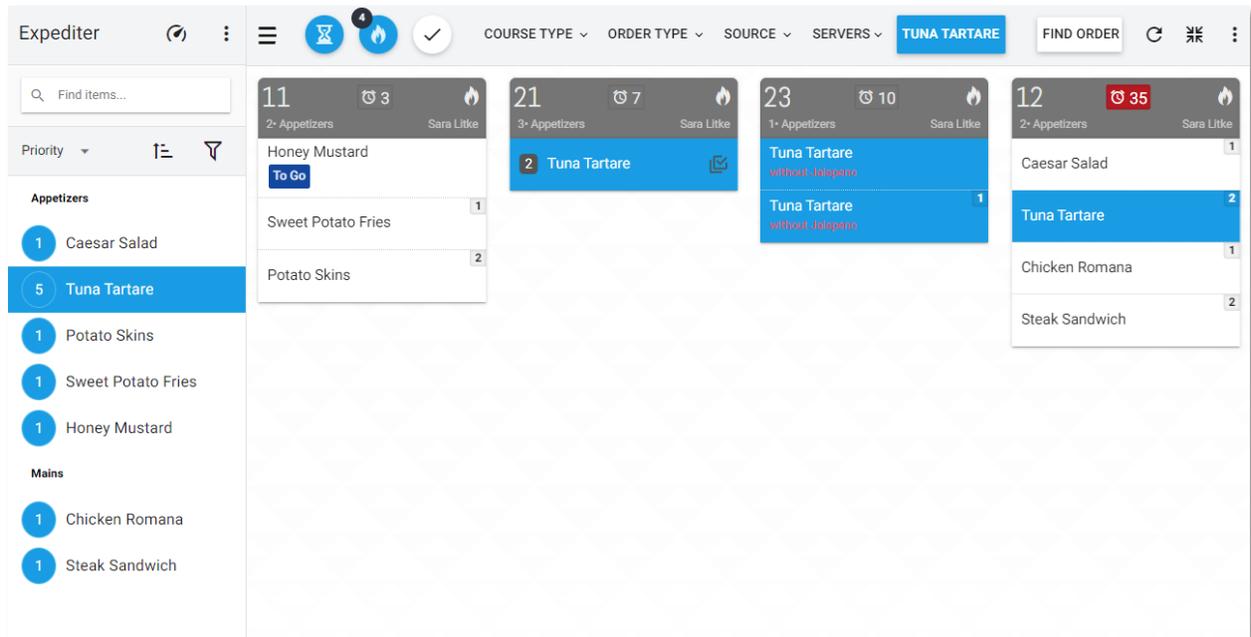
Operation

All-Day - Select Item Action

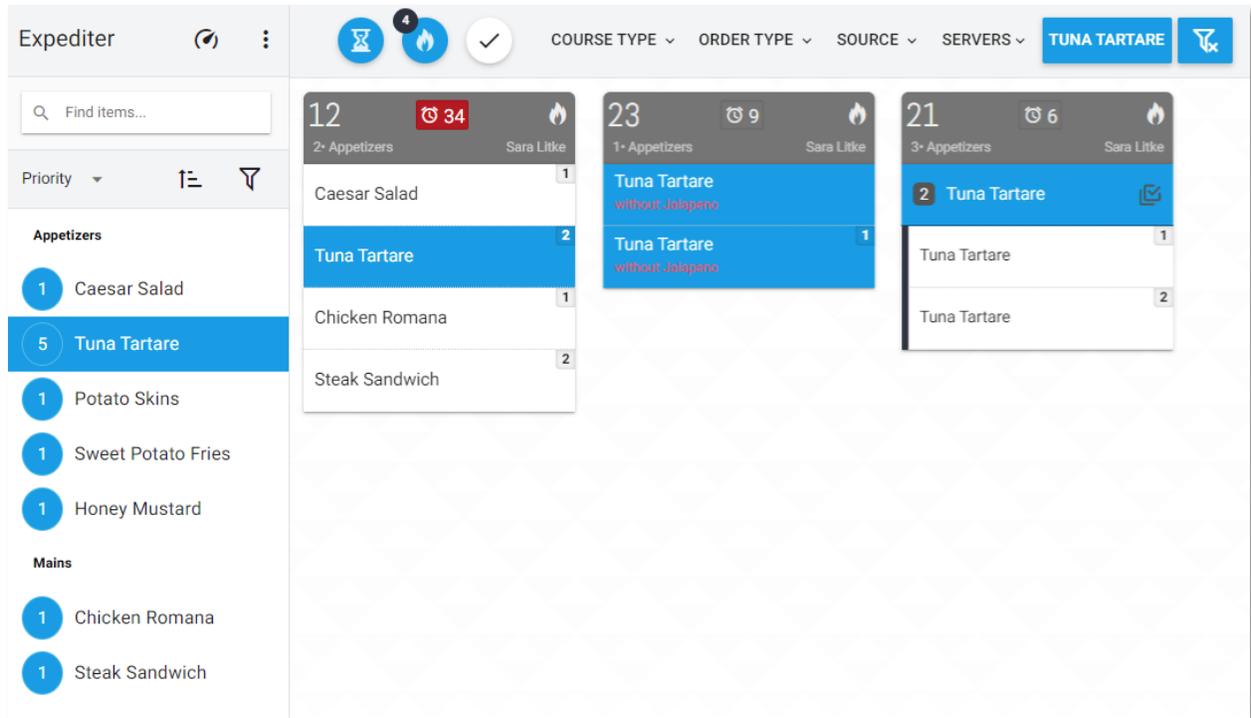
When utilizing the “All Day” functionality tapping on an Item will either highlight or filter the tickets with the corresponding Items.

- **Highlight Item**

- Will highlight where the Item is located on the corresponding tickets (all other tickets are still visible)



- **Filter Item**
 - Will collapse all other tickets and show all tickets the Item has been ordered



Print ticket on served

Will enable to print a ticket when served so the server can have a printed copy of the kitchen ticket. This requires a print spooler and a kitchen queue defined with the name ExpoTicket.

Alert on New Order

Turns on an audio indication when a new Order is fired from the PAD.

Review New Tickets

A pop up of the new kitchen ticket will appear and 3 actions can be taken on it: open Course dialog, move to start, or mark as reviewed.

Kitchen Stations

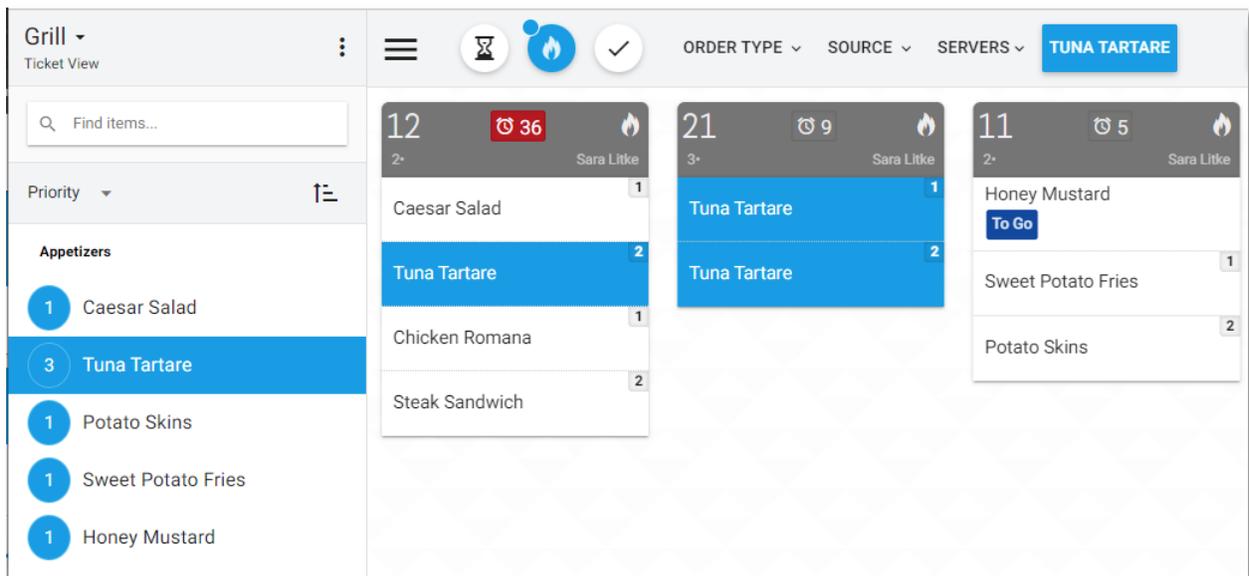
Determine whether Kitchen Station Profiles are connected to a specific Kitchen Queue. If “none” is selected, when the User logs in, after a Profile is selected, they will be sent to the “Select Kitchen Queue” option screen. From here configure multiple Profiles connected to different Kitchen Queues.

Operation

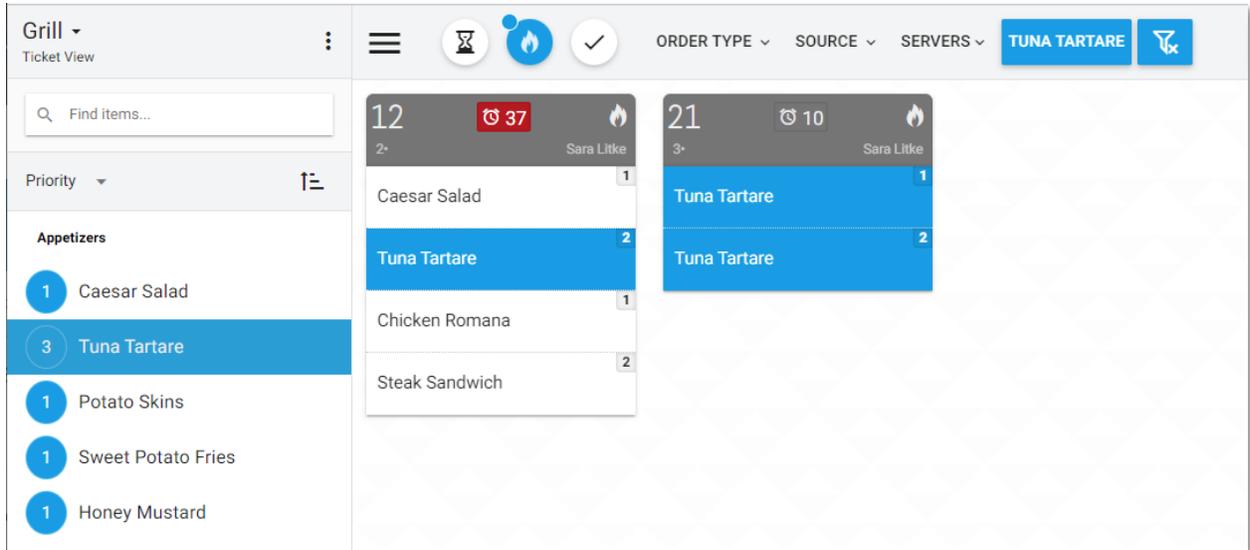
All-Day - Select Item Action

When utilizing the “All Day” functionality tapping on an Item will either highlight or filter the tickets with the corresponding Items.

- **Highlight Item**
 - Will highlight where the Item is located on the corresponding tickets



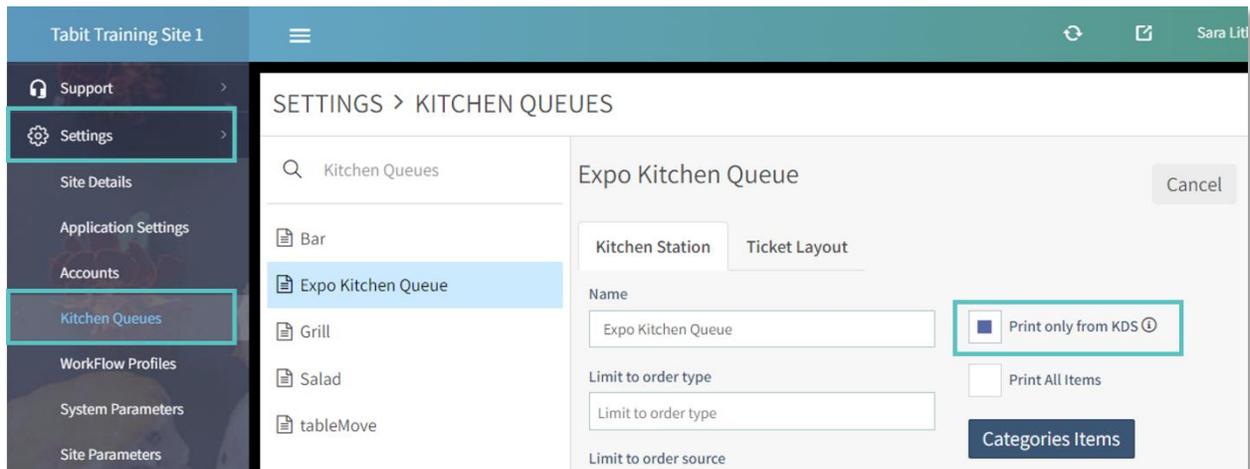
- **Filter Item**
 - Will collapse all other tickets and show all tickets the Item has been ordered



Print Ticket on prepared

All Items on a ticket must be marked as prepared for the Ticket to print.

To enable this the following setting must be checked - **Settings > Kitchen Queues > Print only from KDS**



Print Item on prepared

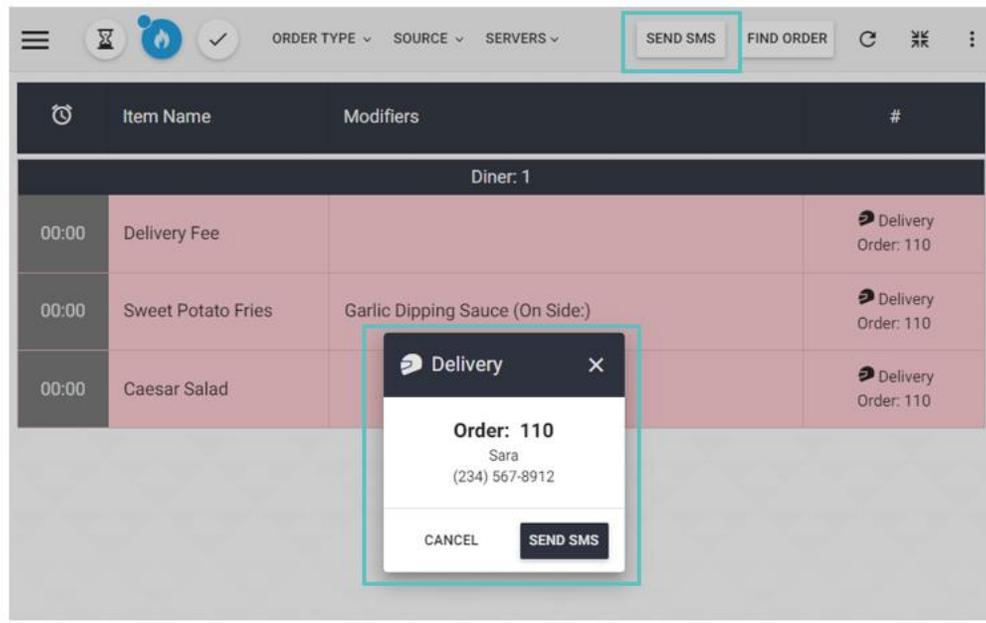
As each Item is marked as prepared, a Ticket will be printed.

To enable this the following setting must be checked - **Settings > Kitchen Queues > Print only from KDS**

Either Print Ticket on Prepared or Print Item on Prepared can be checked, not both

Enable sending SMS to customer

Allows the Site to send an SMS to a customer regarding a Take Away/Delivery or Over the Counter Order.



Alert on New Order

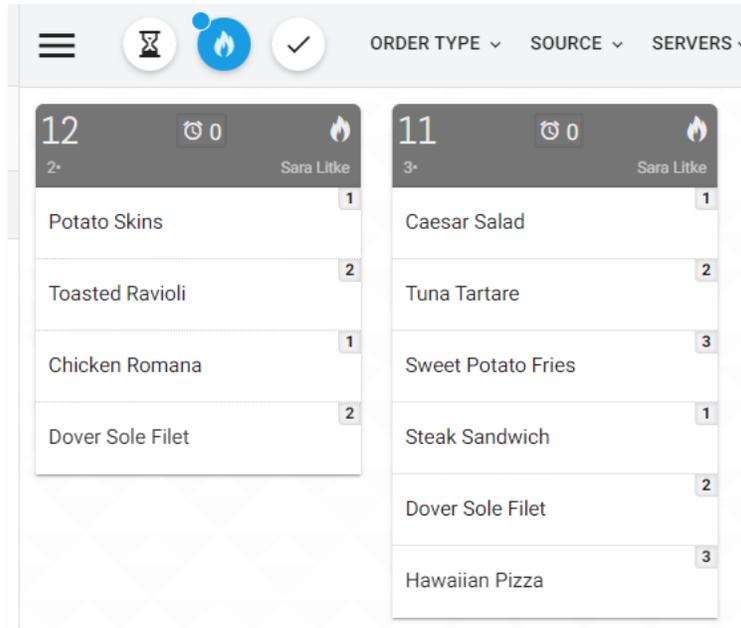
Turns on an audio indication when a new Order is fired from the PAD.

Presentation

Ticket Display

Determines how the tickets will appear in KDS.

- **Ticket View**



- **List View**

The screenshot shows the KDS interface in List View. At the top, there are navigation icons (hamburger menu, timer, flame, checkmark) and dropdown menus for ORDER TYPE, SOURCE, and SERVERS. A 'FIND ORDER' button is also present. Below this is a table listing order items with their respective modifiers and table information.

| 🕒 | Item Name | Modifiers | # |
|-------|--------------------|-----------|-------------------------|
| 00:01 | Potato Skins | | Table: 12 Sara Litke |
| 00:01 | Toasted Ravioli | | Table: 12 Sara Litke |
| 00:01 | Chicken Romana | | Table: 12 Sara Litke |
| 00:01 | Dover Sole Filet | | Table: 12 Sara Litke |
| 00:01 | Caesar Salad | | Table: 11 Sara Litke |
| 00:01 | Tuna Tartare | | Table: 11 Sara Litke |
| 00:01 | Sweet Potato Fries | | Table: 11 Sara Litke |
| 00:01 | Steak Sandwich | | Table: 11 Sara Litke |

[Item Display Method](#)

View the details for Item Display Methods at the link above.

[Item Grouping Method](#)

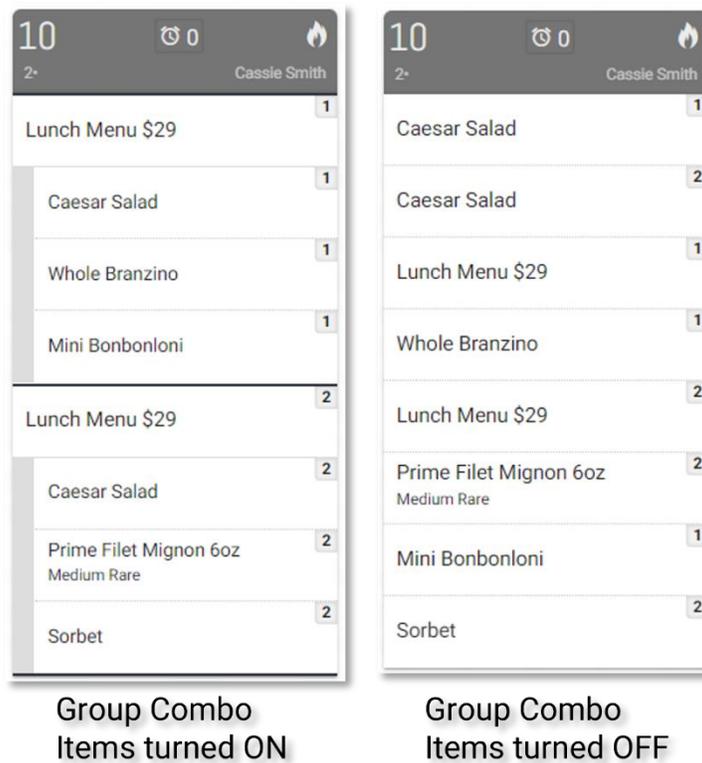
View the details for Item Grouping Methods at the link above.

Hide served Items

Hides Items that have been bumped by the Expediter. If not turned on, served Items on a ticket will have a red strike through.

Group Combo Items

Shows Combo Items in a group.



Split modifiers

Relevant only to Ticket View. Determines whether modifiers should be shown as their own line on a ticket.

Group by diner

Relevant only to List View. Groups Items on a ticket by diner.

| | Item Name | Modifiers | # |
|----------|----------------|-----------|-------------------------|
| Diner: 1 | | | |
| 00:00 | Cheeseburger | Medium | Table: 11 Sara Litke |
| 00:00 | Potato Skins | | Table: 11 Sara Litke |
| Diner: 2 | | | |
| 00:00 | Chicken Romana | | Table: 11 Sara Litke |
| Diner: 3 | | | |
| 00:00 | Steak Sandwich | | Table: 11 Sara Litke |
| Diner: 4 | | | |
| 00:00 | Burger Combo | | Table: 11 Sara Litke |
| 00:00 | Potato Skins | | Table: 11 Sara Litke |

Show Combo name

Determines if Combo name is shown.

Show diner NO

Determines if seat numbers are visible.

Max tickets count

Determine max amount of tickets shown on the screen. This can also be configured from within the Profile.

Filters

Exclude tables

Exclude certain tables from being shown.

Customer Display

Track Order Types

Defines which Order types should be shown in the customer display.

Track Course Types

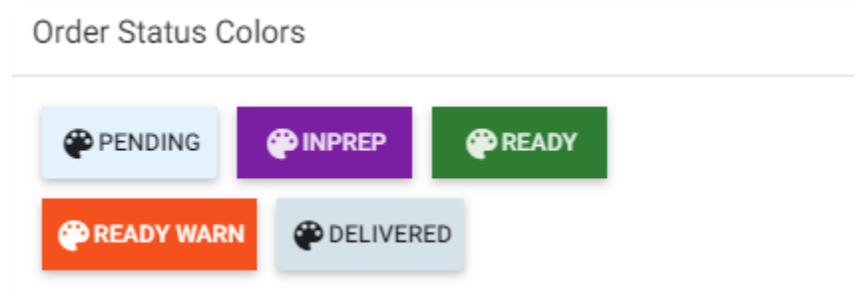
Define which Courses should be marked as ready so that the whole Order can appear in the customer display.

Show Customer Name

Will display customer name if entered before firing the Order into the kitchen.

Order Status Colors

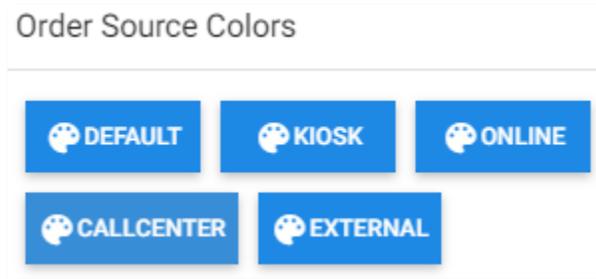
Controls the colors of the different status.



- **Pending:** Enables a delay so the customer will not see their Order immediately as “In Prep” it will delay from be showing in the INPREP status immediately
- **In Prep:** Every Order that is fired will move to this status
- **Ready:** All relevant Courses are marked as ready by the Expediter
- **Ready Warn:** After the defined time, the Order will be marked as Ready Warn to indicate the Order has been waiting
- **Delivered:** An Order is moved to this status when it is marked as “delivered” by a driver
 - This is dependent upon the following parameter being marked **TRUE** - **Settings > Site Parameters > TD & OTC > TD Enable “Delivered” status**

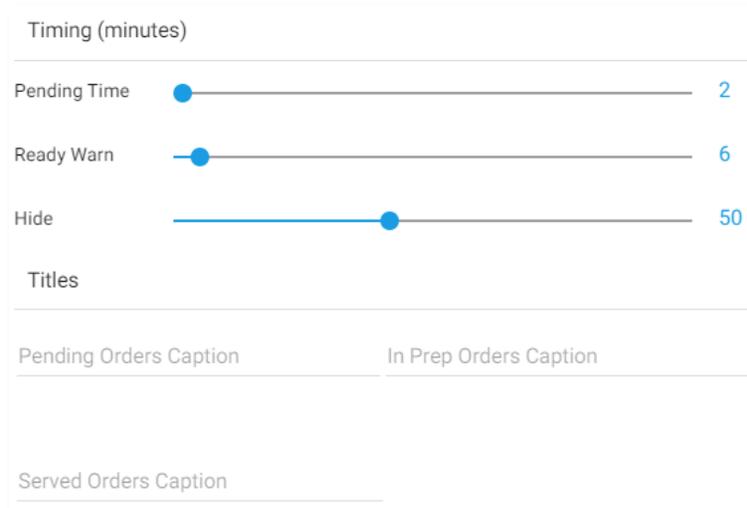
Order Source Colors

Controls the colors of the different sources of the Orders.



Timing

Controls the different timings of the statuses.



Titles

Control the captions shown for the different status.

Version 1.0

Version 2.0 – May 2022

Version 2.1 – August 2022