SOP – Using Product Manager to add/remove food specials from the customer app

Cloth	Blue
PPE	N/A
Chemicals	Sanitiser
Reference	Risk Assessment manual Chemical Safety Manual SOP - OF0088 - Dealing with short shelf life, delisted or slow moving stock
Equipment	eDMLB tablet

Step 1



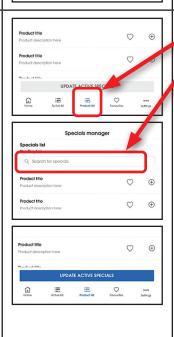
• Open the Product Manager app on the tablet.

Step 2



- Enter the pub email address for the username.
- Enter the product manager password.
- · Press 'SIGN IN'.
- Press the 'Specials manager' option.
- If the password is not known, press 'FORGOT PASSWORD?' and follow the instructions to reset the password.

Step 3



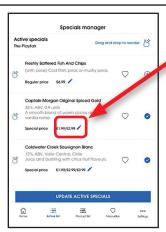
To add a special to the app:

- Tap on 'Product list' at the bottom of the screen.
- All of the products will be listed alphabetically.
- Tap in the 'Search for specials' box at the top of the screen and start typing in the name of product to be added as a food special.
- A list of all products which match the text entered into the search box will be displayed.
- Press the '+' icon next to the product to be added as a special.
- Select the required discount to be applied. A blue tick will be displayed next to the discount amount once selected.
- Press 'CONFIRM'.
- Once a discount amount has been selected, a blue tick will be displayed next to the product name.
- Press 'UPDATE ACTIVE SPECIALS'.
- The 'Active list updated' message will be displayed.
- Repeat the process for each product to be put on special.
- This special should show almost immediately on the app. The product will show in a 'SPECIALS' menu on the main page of the app as well as the price being updated in the relevant section of the menu.
- Once all stock of an item on special has been sold, the item must either be placed out of stock on the tills or returned to full price.

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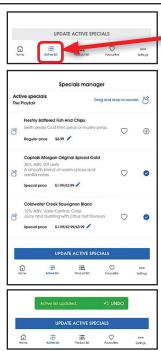
Step 4



To change the discount of an active special on the app:

- Press the 'Active list' button at the bottom of the screen.
- Press the blue pencil icon next to the product which requires the discount amount changing.
- Select the required discount amount. A blue tick will be displayed next to the price once selected.
- · Press 'CONFIRM'.
- Once a discount amount has been selected, a blue tick will be displayed next to the product name.
- Press 'UPDATE ACTIVE SPECIALS'.
- The 'Active list updated' message will be displayed.

Step 5

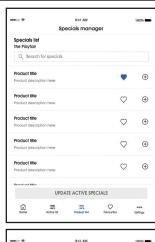


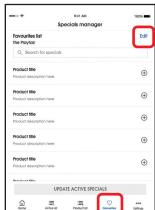
To remove specials from the app:

- Press the 'Active list' button at the bottom of the screen.
- Press the blue tick next to the special to be removed. Once selected, the blue tick will change to a '+' icon.
- Press 'UPDATE ACTIVE SPECIALS'.
- The 'Active list updated' message will be displayed.
- Repeat the process for each special to be removed.
- The product(s) will be removed from the 'SPECIALS' menu on the app and the price will return to the standard price in the relevant section of the menu.

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Step 6





Updating 'favourite' specials:

- Products which are frequently sold as specials in the pub can be added to the favourites list.
- Follow the search process in Step 3 to find the required product.
- Press the heart icon next to the product to be added to the favourites list.
- The 'Added to favourites' message will be displayed.
- To view the favourites list and add favourite menu items to the app, press the 'Favourites' button at the bottom of the screen.
- Press the '+' icon next to the product to be added as a special.
- Select the required discount amount. A blue tick will be displayed next to the price once selected.
- Press 'CONFIRM'.
- Once a discount amount has been selected, a blue tick will be displayed next to the product name.
- Press 'UPDATE ACTIVE SPECIALS'.
- The 'Active list updated' message will be displayed.
- To remove products from the favourites list, press 'Edit'.
- Press the blue heart next to any product to be removed from the favourites list.
- The heart icon will now be filled white.
- Press 'UPDATE FAVOURITES'.
- The 'Favourites updated' message will be displayed.

Step 7



• The tablet must be wiped using a blue cloth sprayed with sanitiser after each use.

Step 8



- If there are any issues with the tablet, contact Peak Ryzex on 0845 126 2810 or email uk.helpdesk@peak-ryzex.com to request a replacement. Peak Ryzex support hours are: 07:00 19:00.
- If there are any issues with missing products, contact EPOS.
- If there are any issues logging on to the Product Manager app, send an email to support@nn4m.com

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