ROUX POINT OF SALE

Step by step, every feature

Version 0.8.8. 42 how-tos. Numbered blue circles on each picture show where to tap; the line under the picture says what each number is.

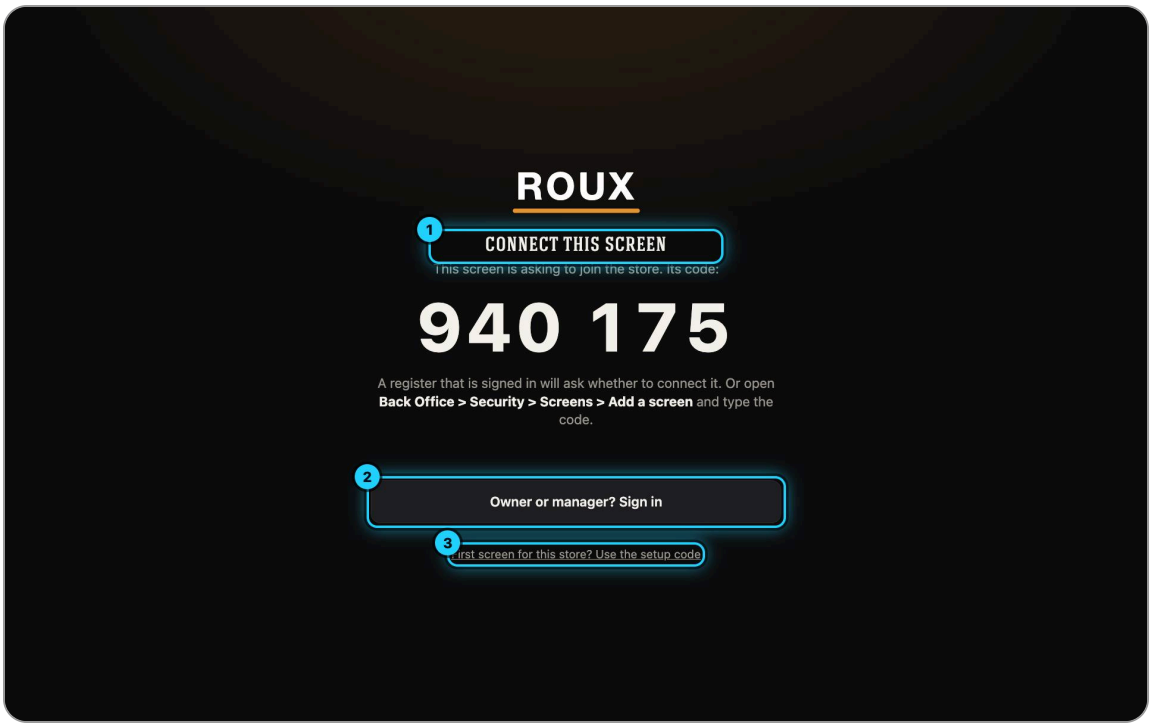
1. **Getting started**
   1. Connect a new screen
   2. Sign in and the time clock
   3. Your shift page and clocking out
   4. Owner and manager sign-in from anywhere
2. **Taking orders**
   1. Ring up an order
   2. Build a pizza
   3. Add a customer to an order
   4. Schedule an order for later
   5. Discounts
   6. Caller ID
   7. Rewards at the register
3. **Taking payment**
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   4. Gift cards
   5. Card payments when the internet is down
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4. **Kitchen and delivery**
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   3. Delivery board and your own drivers
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5. **Online and app orders**
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   2. Set up rewards
   3. Text messages
7. **Menu, prices and stock**
   1. Edit the menu
   2. Sold out and item counts
   3. Deals and price schedules
   4. Inventory and food cost
8. **Staff and security**
   1. Add and edit staff
   2. Positions and permissions
   3. Time clock report
   4. Schedule and payroll
9. **Money and reports**
   1. Today's report
   2. Count the cash drawer
   3. Tips
10. **Screens the customer sees**
    1. Display ads
    2. Menu boards
11. **Store settings and BPAUL's side**
    1. Store settings
    2. Connections

Getting started

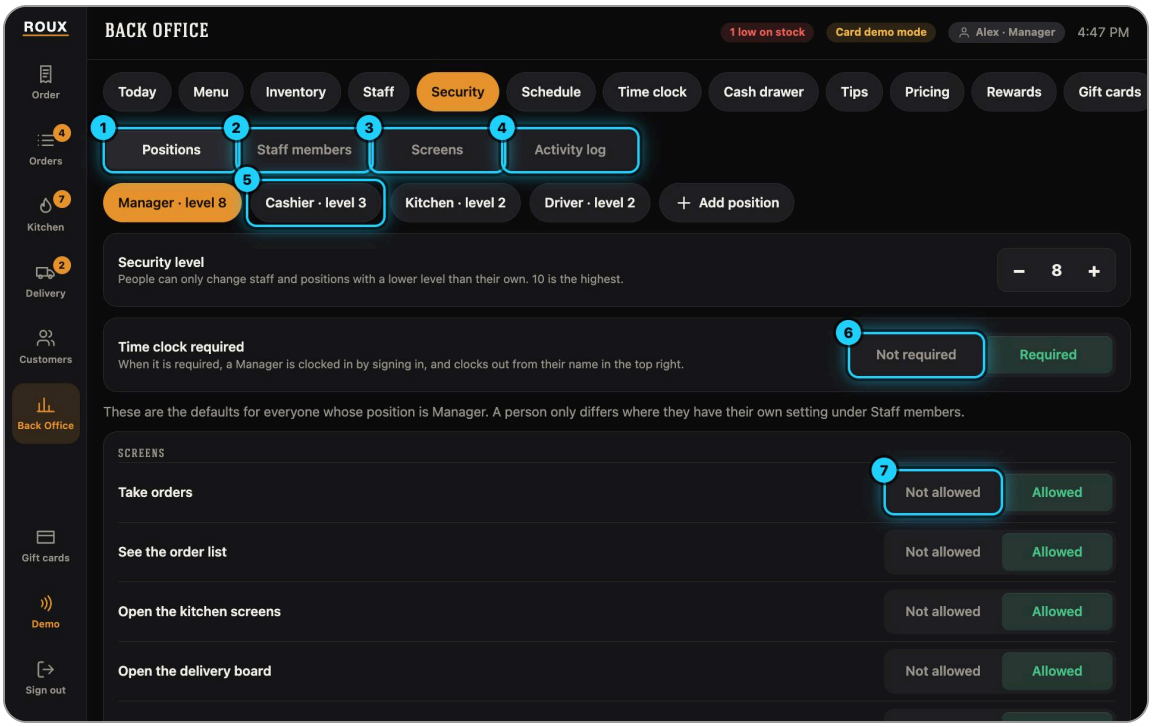
Connecting screens, signing in and the time clock.

CONNECT A NEW SCREEN

Every register, kitchen screen, customer display and menu board has to be connected to the store before it shows anything.



1 the new screen shows its code · 2 owner or manager sign-in · 3 the setup code, for a store's very first screen



A screen in another building is added under 3 Screens on the Security tab.

THE STORE'S VERY FIRST SCREEN

1. Open the store's address in the browser, or open the ROUX app and type the store's name.
2. The screen shows a six-digit code. Tap **First screen for this store? Use the setup code**.
3. Type the setup code BPAUL gave you.

EVERY SCREEN AFTER THAT

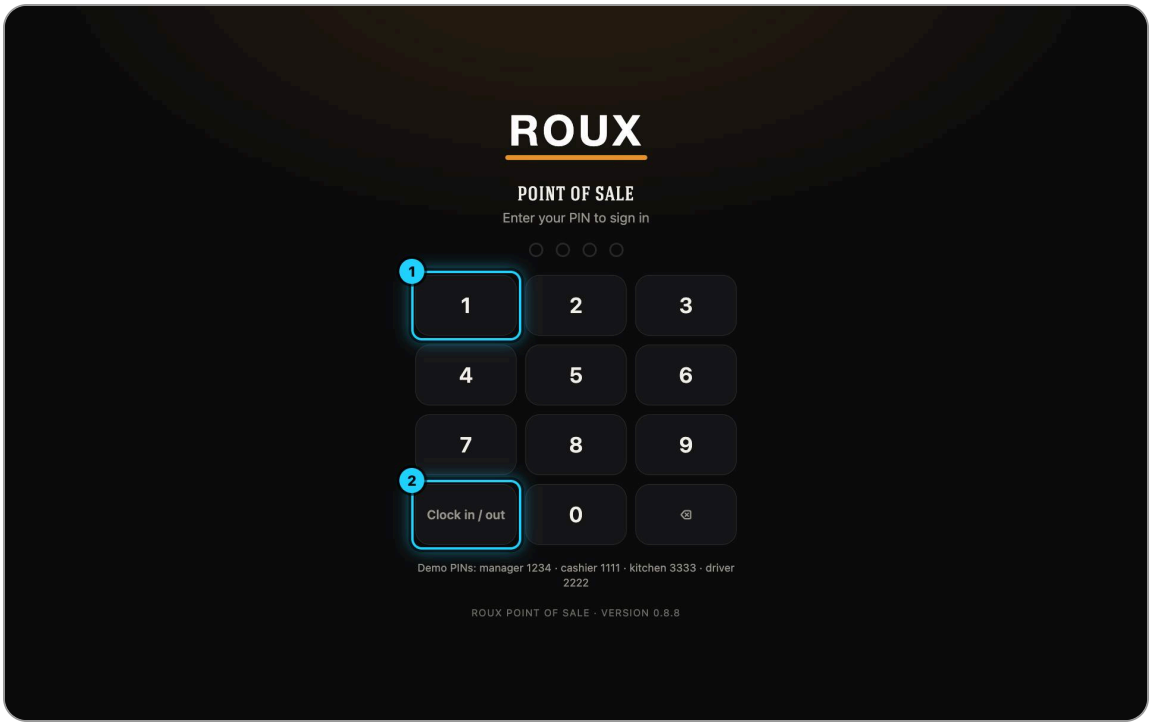
1. Open the store's address on the new screen. It shows a six-digit code. Nobody types anything on it.
2. On a register where a manager is signed in, a pop-up says **A new screen wants to connect**.
3. Check the code matches, choose what the screen is (register, customer display, kitchen screen or menu board), give it a name, and accept.
4. The new screen moves on by itself.

GOOD TO KNOW

- The pop-up only appears for screens in the same building. For a screen somewhere else, a manager types its code in **Back Office > Security > Screens > Add a screen**.
- Only someone with the Security permission can accept a screen.
- A lost or retired screen can be removed in the same Screens list.

SIGN IN AND THE TIME CLOCK

Staff sign in to a register with a four-digit PIN. If their position is on the time clock, signing in clocks them in.



1 type your PIN · 2 clock in or out without signing in

STEPS

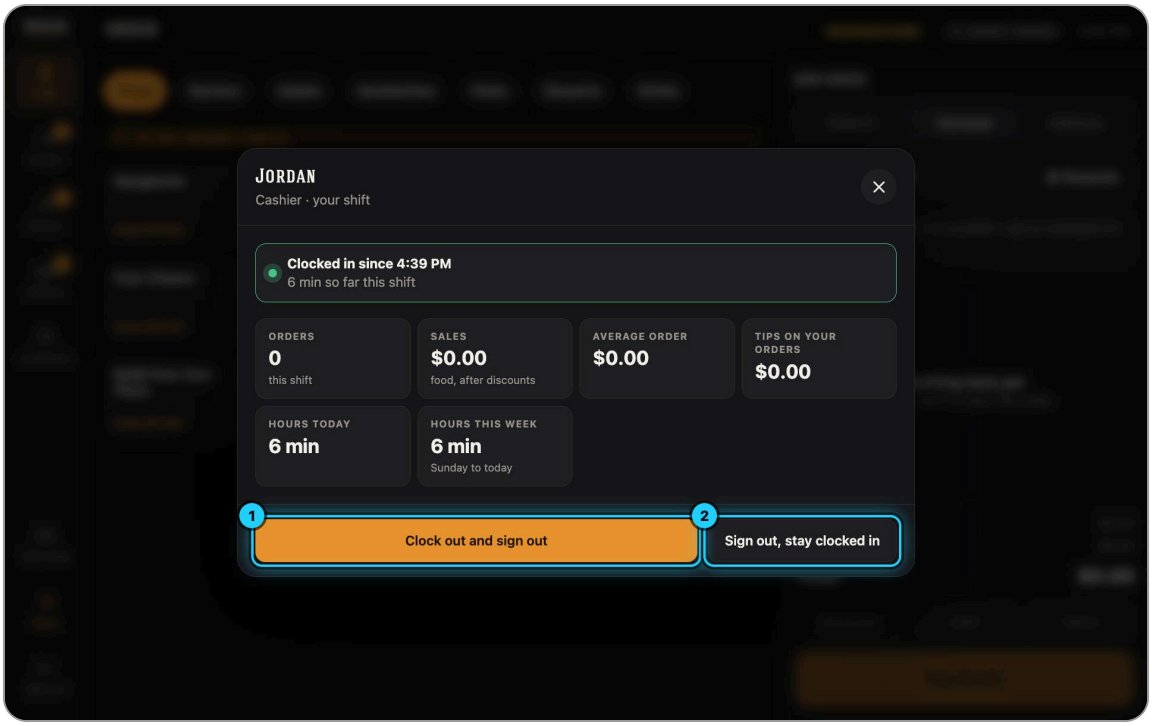
1. Type your PIN on the sign-in screen.
2. If you are on the time clock and not clocked in yet, you are clocked in now. A message confirms it.
3. If you work more than one position, pick which one you are working this shift. What you are allowed to do follows that position until you clock out.
4. Staff who never use a register (kitchen, for example) press **Clock in / out** on the sign-in screen and type their PIN.

GOOD TO KNOW

- Five wrong PINs in a row locks that screen for 30 seconds, doubling up to 15 minutes.
- After 5 minutes idle the sign-in screen shows a screen saver. Touch it to wake it.
- Whether a position is on the time clock is set in **Back Office > Security** under **Time clock required**.

YOUR SHIFT PAGE AND CLOCKING OUT

Tap your name in the top right to see your shift.



1 clock out and sign out · 2 sign out but stay on the clock

STEPS

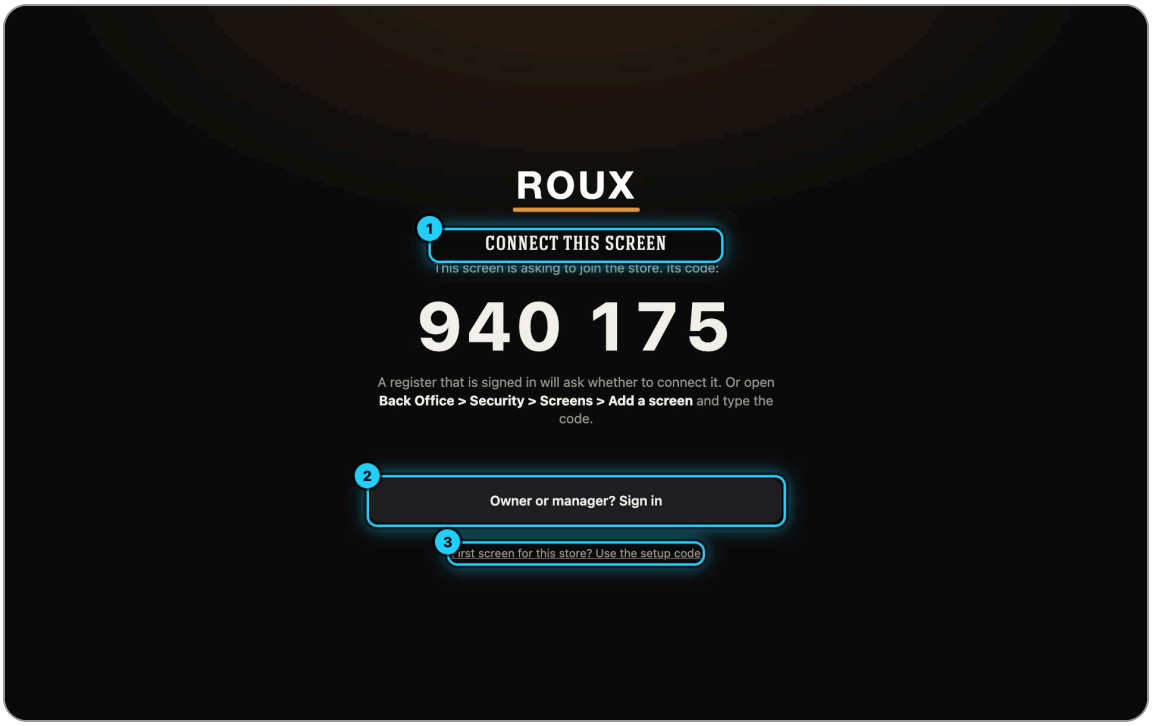
1. Tap your name in the top bar.
2. The page shows when you clocked in, your orders, sales, average order, tips on your orders, deliveries if you drive, and your hours today and this week.
3. If your schedule is published, your next shifts are listed.
4. Press **Clock out and sign out** to finish, or **Sign out, stay clocked in** for a break or a shared register.

GOOD TO KNOW

- It warns you if you still have held orders open.
- A manager fixes a missed clock-out in **Back Office > Schedule > Payroll**.

OWNER AND MANAGER SIGN-IN FROM ANYWHERE

An owner or manager can open their store from a phone or home computer with a username and password, without pairing that device.



On any device that is not connected, tap **2**.

SET IT UP

1. Open **Back Office > Staff**, press **Edit** on the person, and open **Online sign-in**.
2. Choose a username and password for them.

USE IT

1. Open the store's address on any device.
2. On the code screen, tap **Owner or manager? Sign in**.
3. Enter the username and password. The pass lasts two weeks on that device.

GOOD TO KNOW

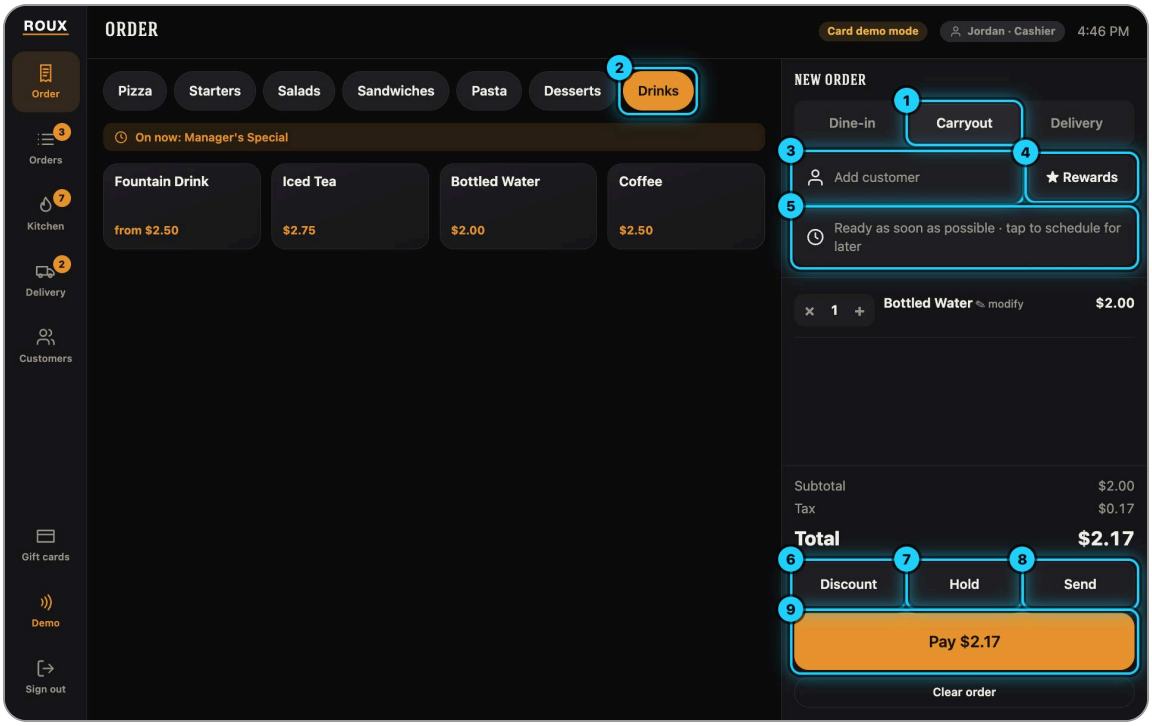
- An online sign-in acts only as that one person. It cannot use the PIN pad and never clocks anyone in.
- Changing the password, or turning online sign-in off, ends that person's passes everywhere.
- Only someone with the Security permission can set this up.

Taking orders

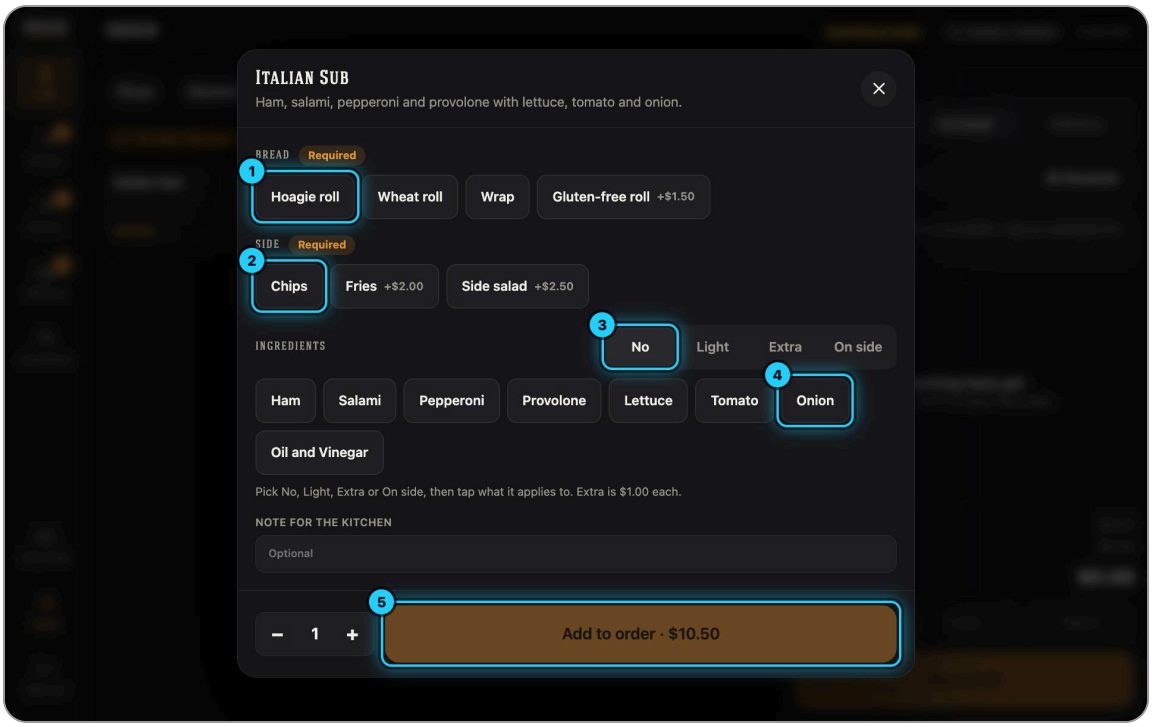
The Order screen: menu on the left, the ticket on the right.

RING UP AN ORDER

Build the ticket, then send it to the kitchen or take payment.



1 order type · 2 category · 3 customer · 4 rewards · 5 schedule for later · 6 discount · 7 hold · 8 send to kitchen · 9 take payment



1 a required choice · 2 another required choice · 3 pick No, Light, Extra or On side · 4 then tap the ingredient · 5 add it to the order

STEPS

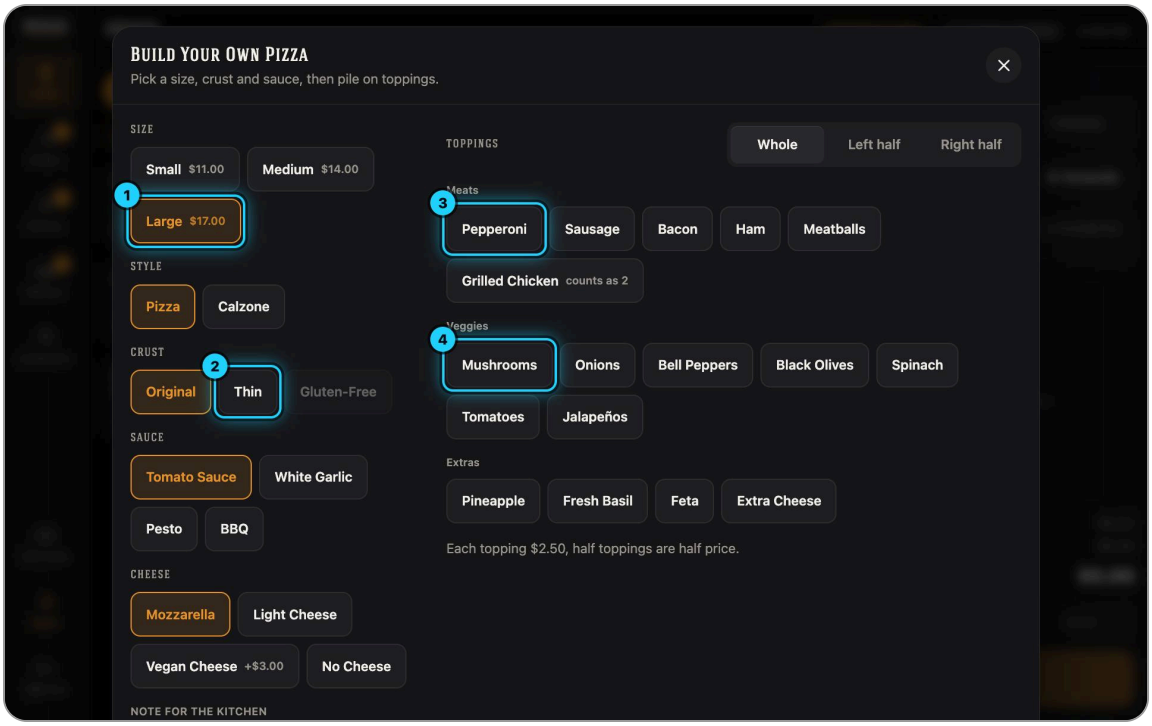
1. Open **Order** on the left rail.
2. At the top of the ticket choose **Dine-in**, **Carryout** or **Delivery**. For dine-in, press **Table** and enter the table number.
3. Tap a category across the top, then tap an item.
4. If the item has sizes or choices, pick them. Under "comes with", tap an ingredient to mark it no, light, extra or on the side.
5. Add a note for the kitchen if needed, then add it to the ticket.
6. Tap a line on the ticket to change or remove it.
7. Press **Pay** to take payment now, **Send** to send it to the kitchen unpaid, or **Hold** to park it.

GOOD TO KNOW

- A paid order goes to the kitchen by itself.
- Sending an order to the kitchen before it is paid needs that permission. Without it, the screen asks for a manager PIN.
- A sold-out item is greyed out. An item with five or fewer left shows how many remain.
- Held orders are under **Orders > Held**.

BUILD A PIZZA

Pizzas open their own builder.



1 size · 2 crust · 3 a topping · 4 another topping

STEPS

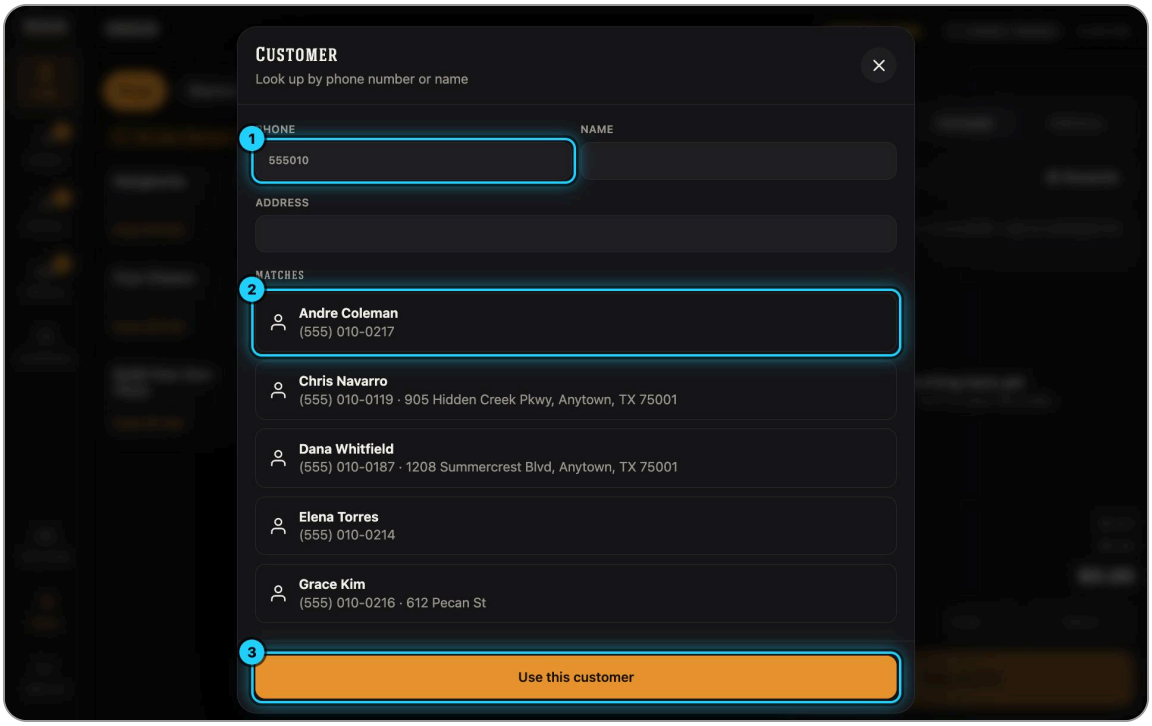
1. Tap the pizza, or **Build Your Own Pizza**.
2. Pick the size and crust.
3. On a build-your-own, pick the sauce and cheese, then tap toppings. Some toppings count as two.
4. For half and half, put a topping on one half only.
5. On a specialty pizza you can add toppings or take off what it comes with.
6. Add it to the ticket. The price updates as you go.

GOOD TO KNOW

- Sizes, crusts, sauces, cheeses, toppings and their prices are set in **Back Office > Menu > Pizza setup**.
- The first crust, sauce and cheese in that list are the defaults.

ADD A CUSTOMER TO AN ORDER

Attach a customer for carryout, delivery, rewards or a house account.



1 type a phone number or name · 2 tap the match · 3 use this customer

STEPS

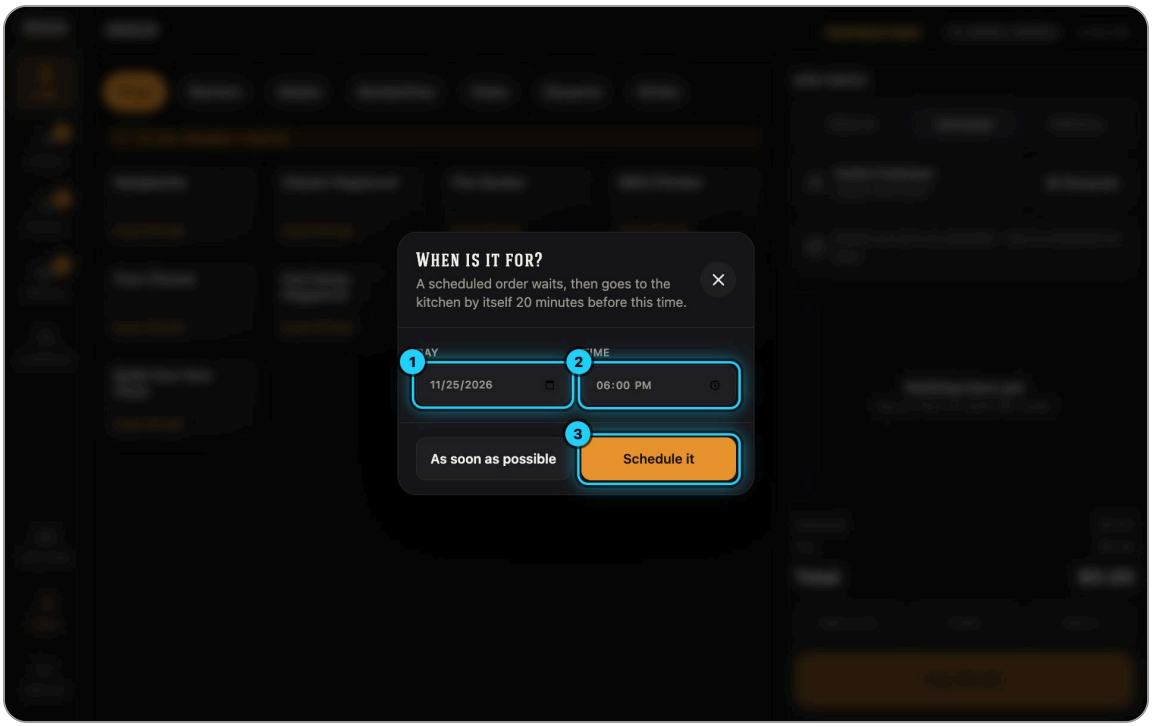
1. On the ticket, tap **Add customer**.
2. Type a phone number or a name. Matches appear as you type.
3. Tap a match, or fill in the name, phone and address for someone new.
4. Their notes and last order are shown. Press **Repeat this order** to put the same items on the ticket at today's prices.
5. Press **Use this customer**.

GOOD TO KNOW

- Delivery needs a 10-digit phone number and an address.
- If text messages are on, this window also shows the two text switches for that customer.

SCHEDULE AN ORDER FOR LATER

Take an order now for a later time or day.



1 the day · 2 the time · 3 schedule it

STEPS

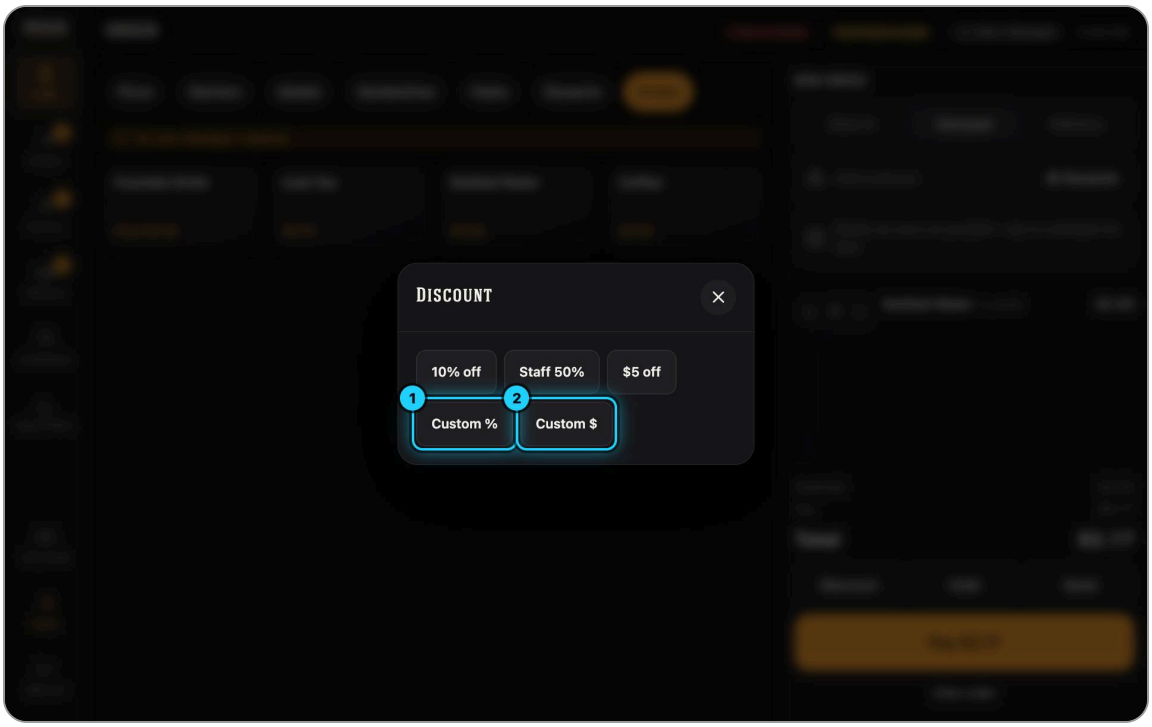
1. Add the customer first. A scheduled order needs a name and phone number.
2. On the ticket, tap the line that reads "Ready as soon as possible · tap to schedule for later".
3. Pick the day and time and press **Schedule it**.
4. Take payment now if you like. Paying does not send it to the kitchen early.

GOOD TO KNOW

- It goes to the kitchen by itself, ahead of its time by the store's prep minutes (set in Settings).
- Scheduled orders are under **Orders > Scheduled**.
- It can be from 10 minutes to 90 days ahead.

DISCOUNTS

Take money off an order.



1 your own percent · 2 your own dollar amount

STEPS

1. On the ticket press **Discount**.
2. Pick one of the amounts offered, or **Custom %** or **Custom $**.
3. To undo it, press **Discount** again and choose **Remove discount**.

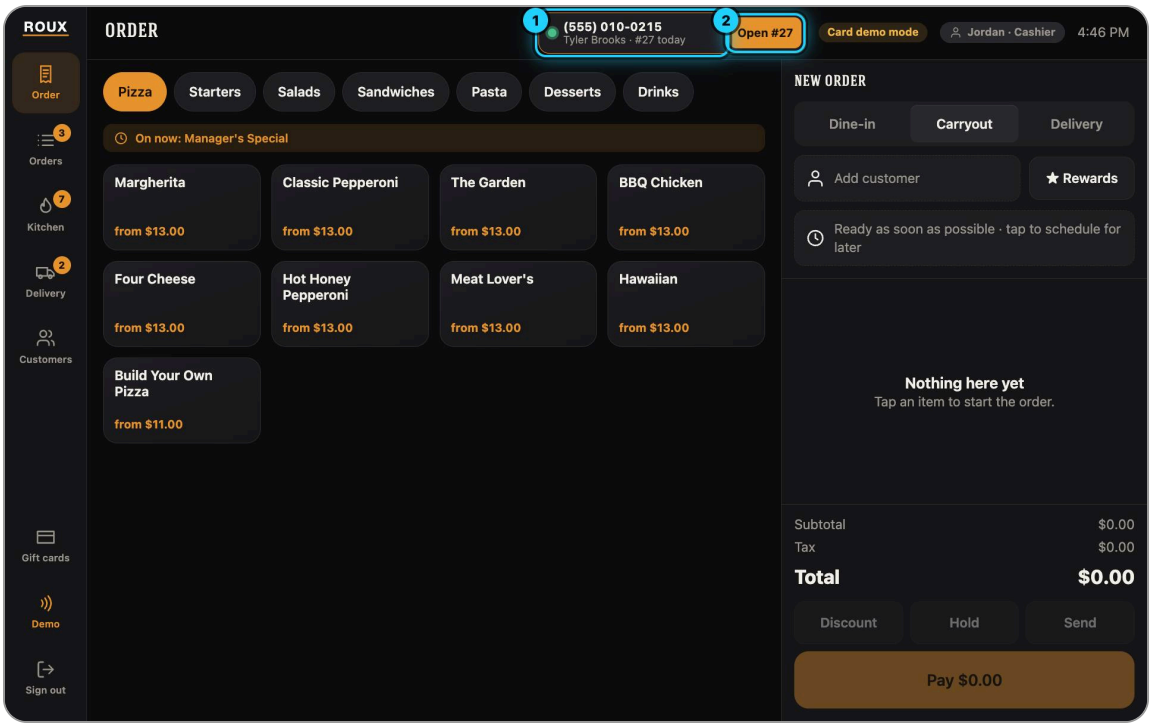
GOOD TO KNOW

- Applying a discount is a permission. Without it, a manager PIN is asked for and the approval is logged.
- An order has one staff discount. Automatic deals are worked out first, and the discount applies to what is left.

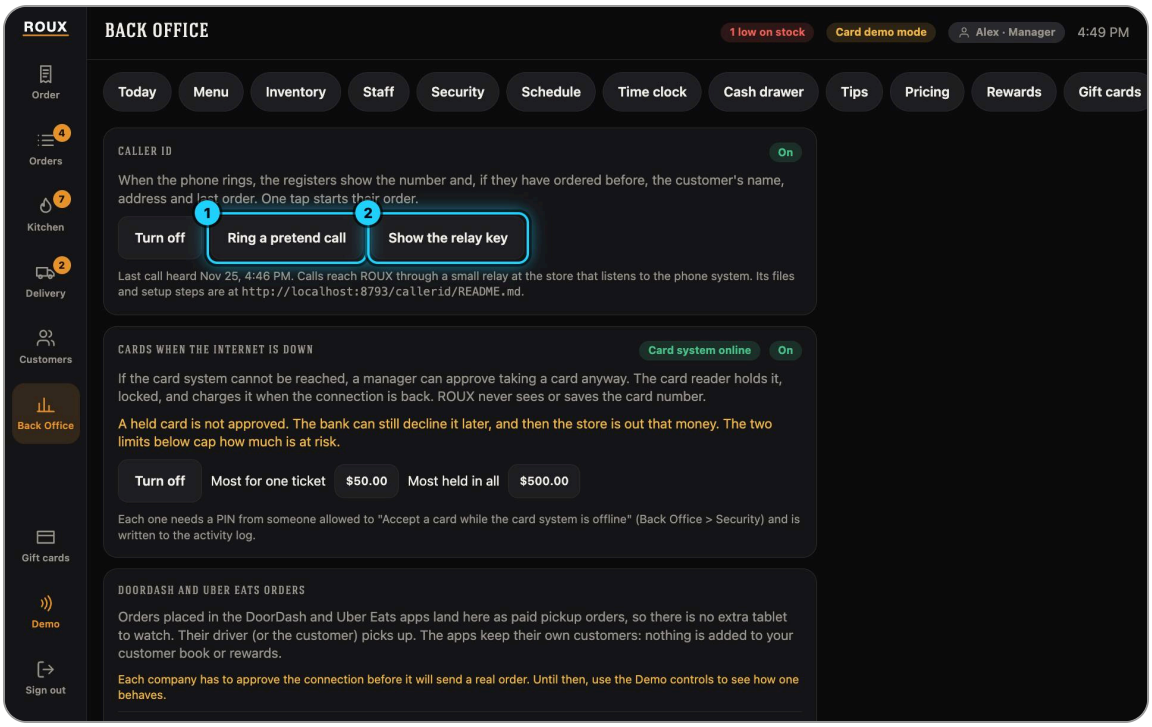
CALLER ID

Needs the store relay

When the phone rings, registers show who is calling.



1 who is calling · 2 opens the order they already have today



1 ring a pretend call · 2 the key the store relay needs

TURN IT ON

1. Open **Back Office > Settings > Caller ID** and press **Turn on**.
2. Press **Show the relay key**. The small relay program at the store needs it once, when it is installed.
3. Press **Ring a pretend call** to see it work.

USE IT

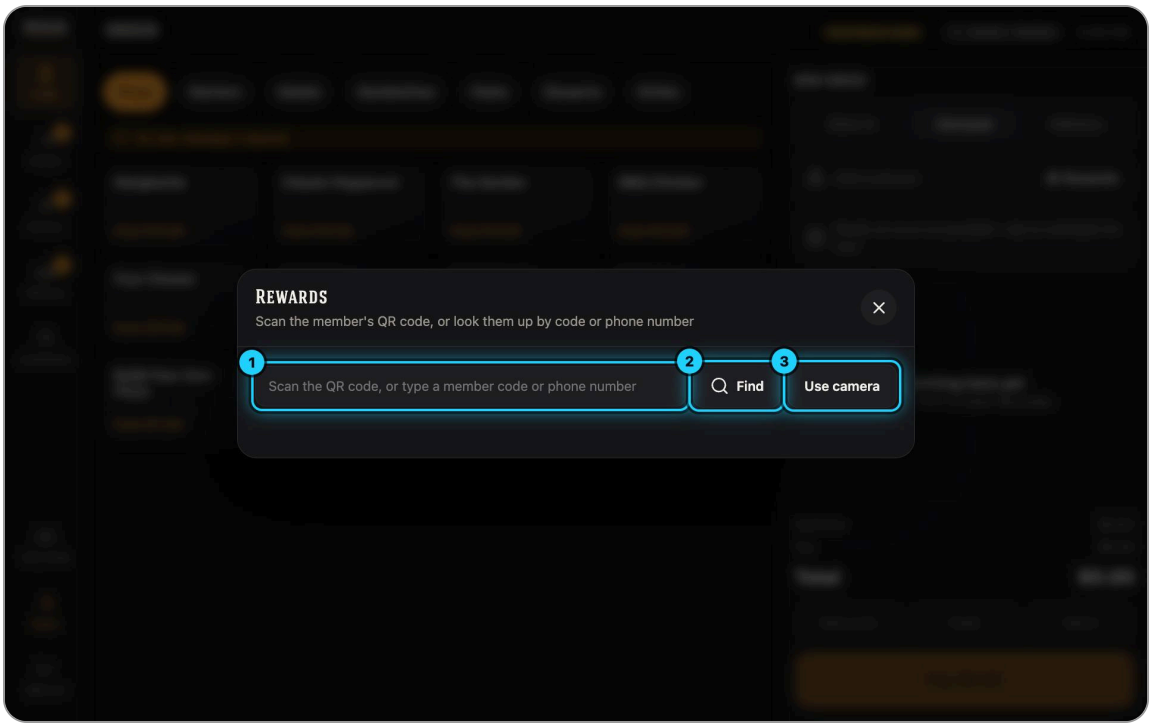
1. A slim banner appears in the top bar with the number and, if they have ordered before, their name. Up to three calls fit side by side.
2. Tap the banner for details.
3. If they already have an order today or a scheduled one, the button opens that order.
4. Otherwise press **Carryout order** or **Delivery** to start a ticket with the customer filled in.
5. Their last three orders are listed. Press **Use this order** to repeat one at today's prices.

GOOD TO KNOW

- It needs the relay at the store, which listens to the phone system. This has only been tested with pretend calls, not the real phone bridge.
- Recent calls are also listed on the Customers screen.
- Kitchen screens and customer displays never show calls.

REWARDS AT THE REGISTER

Look up a member, give them a reward, and let them earn points.



1 scan or type the code or phone number · 2 look them up · 3 use the camera to scan

STEPS

1. On the ticket press **★ Rewards**.
2. Scan the member's QR code with a handheld scanner, press **Use camera**, or type their code or phone number.
3. For someone new, press **Join rewards**.
4. Their points and the rewards they can afford are shown. Tap a reward to apply it to this order.
5. Take payment as usual.

GOOD TO KNOW

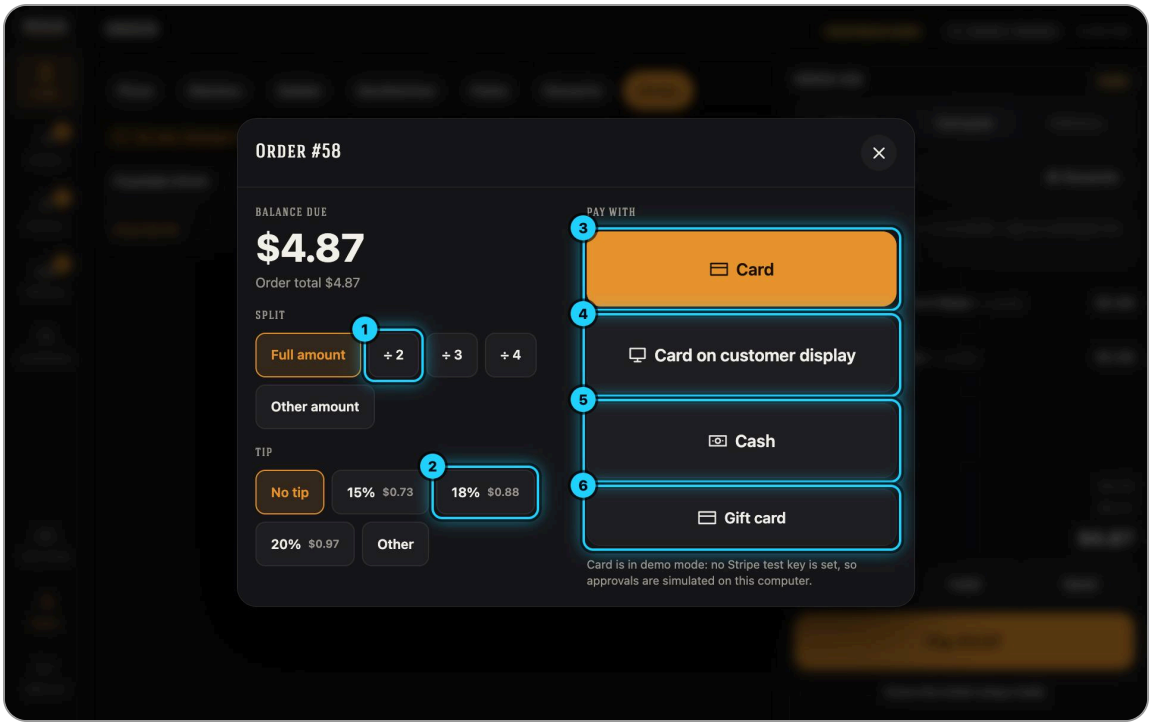
- Points move only when the order is paid in full: the reward's cost comes off, then points are earned on food after discounts.
- A reward is the order's one discount.
- The receipt prints points used, earned and the new balance.

Taking payment

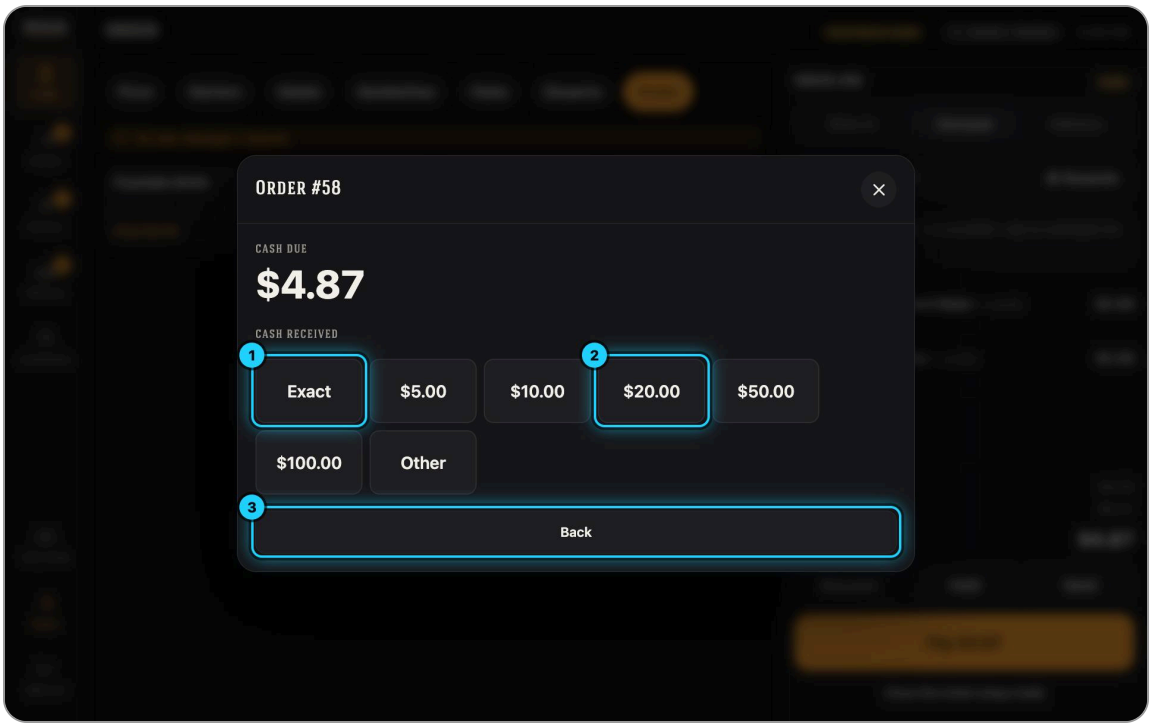
Everything in the payment window.

CASH, CARD, SPLIT AND TIPS

Open payment from the ticket with **Pay**, or from an order with **Take payment**.



1 split the bill · 2 add a tip · 3 card · 4 card on the customer's screen · 5 cash · 6 gift card



1 exact change · 2 what they handed you · 3 go back

STEPS

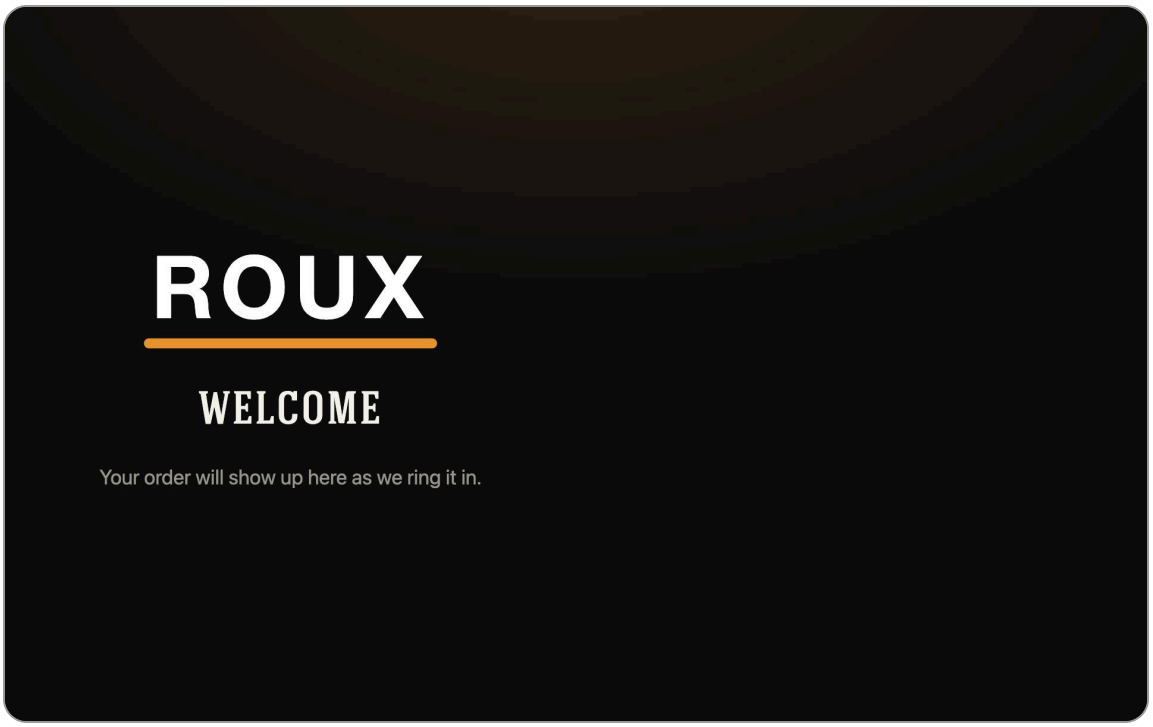
1. Under **Split**, leave it on **Full amount**, split it by 2, 3 or 4, or press **Other amount** for a part payment.
2. Under **Tip**, pick a percent, **Other**, or **No tip**.
3. For cash, press **Cash**, then the amount handed over. The screen shows the change due.
4. For a card, press **Card** and have the customer tap, insert or swipe.
5. If a balance is left, press **Take next payment**. Otherwise press **Done**.
6. Press **Receipt** to print one.

GOOD TO KNOW

- Cash goes to the drawer of the register that took it.
- Until a real card processor is connected, card approvals are pretend. The top bar shows "Card demo mode".

CUSTOMER DISPLAY

A second screen facing the customer shows the order as it is rung up, and can take the tip and the card.



The customer display while no order is on it.

STEPS

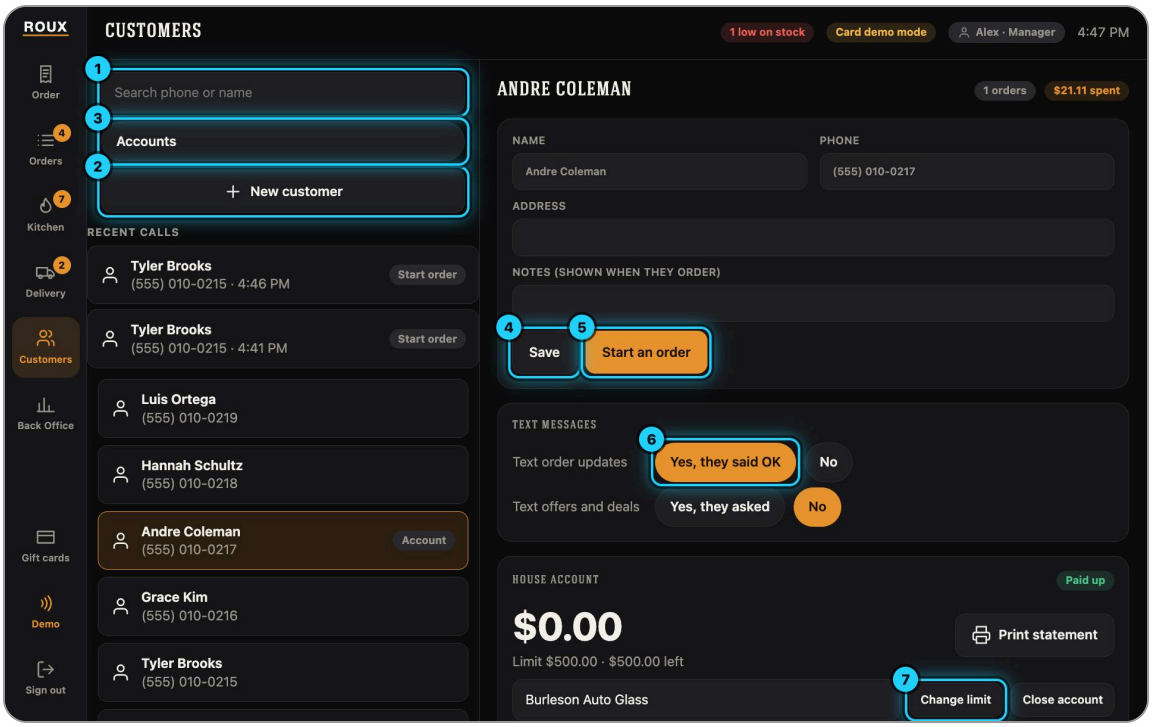
1. Connect the second screen as a customer display (see Connect a new screen).
2. It mirrors the ticket of the register it is linked to.
3. In the payment window press **Card on customer display**.
4. The customer picks their own tip on their screen, then presents the card.
5. The register shows the result. Press **Cancel and take it back** to return to the register.

GOOD TO KNOW

- When idle it shows your standby ads, or a welcome screen.

HOUSE ACCOUNTS

Let a business or regular charge orders and pay later.



On the customer's page, the house account is at **7**. The Accounts list is at **3**.

OPEN AN ACCOUNT

1. Open **Customers**, pick the customer, and press **Open an account**.
2. Enter a company name and a limit if you want one.

CHARGE AN ORDER

1. Put that customer on the order.
2. In the payment window press **Charge to account**. It shows what they already owe.

TAKE A PAYMENT ON THE ACCOUNT

1. Open the customer and press **Take a payment**.
2. Enter the amount, then choose cash, check, ACH or credit card.
3. A card payment runs on the reader. Check and ACH are recorded with a note; ROUX does not move that money.

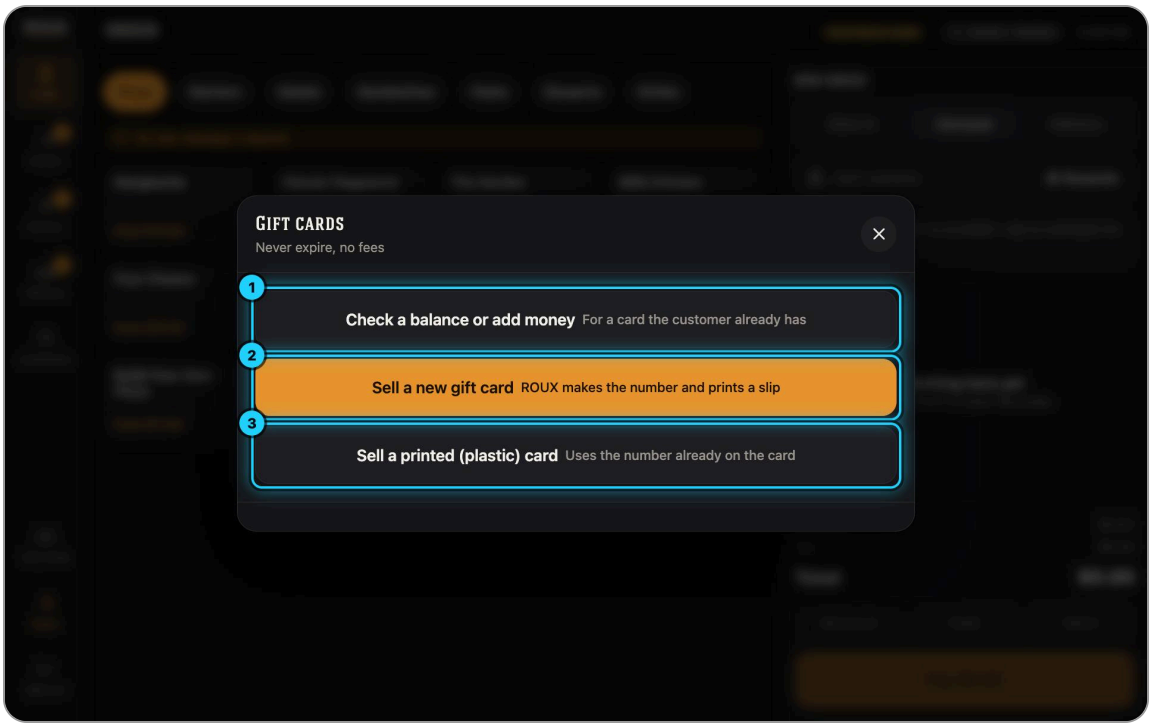
GOOD TO KNOW

- The sale counts on the day it is charged. Paying the account off later is not a sale, and the report lists it separately.
- Charging to an account starts as a manager permission.
- An account that still has a balance cannot be closed.
- **Accounts** on the Customers screen lists every account and what each owes.

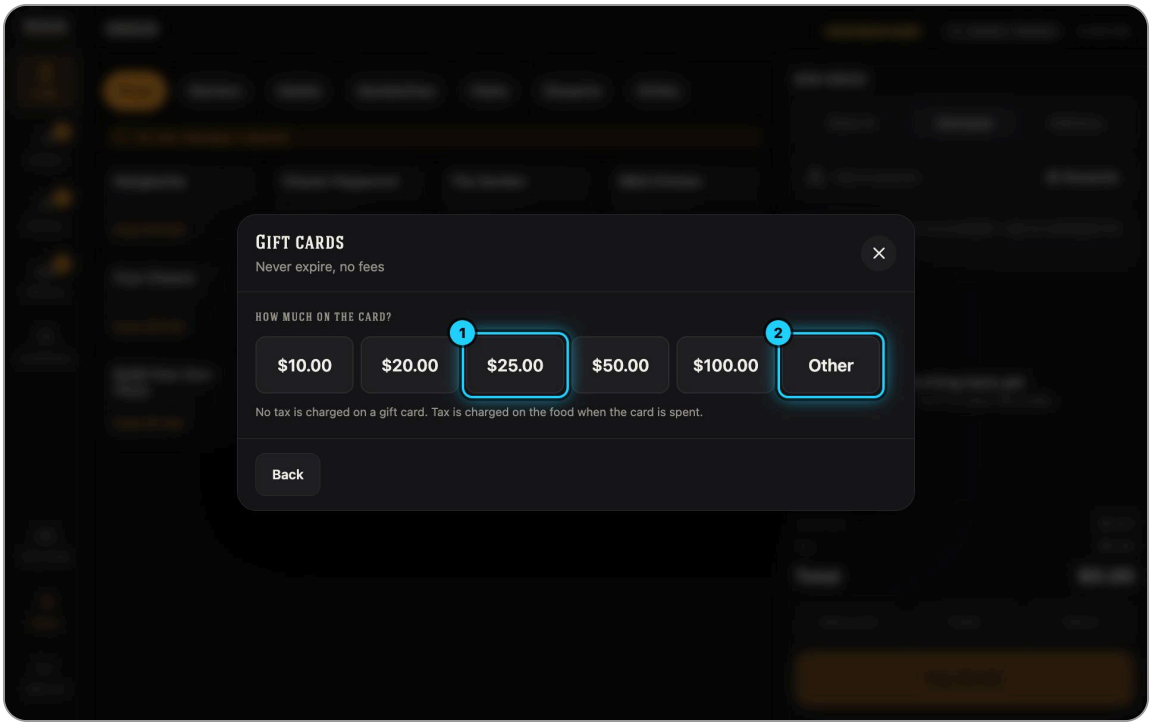
GIFT CARDS

Ready · Paid add-on

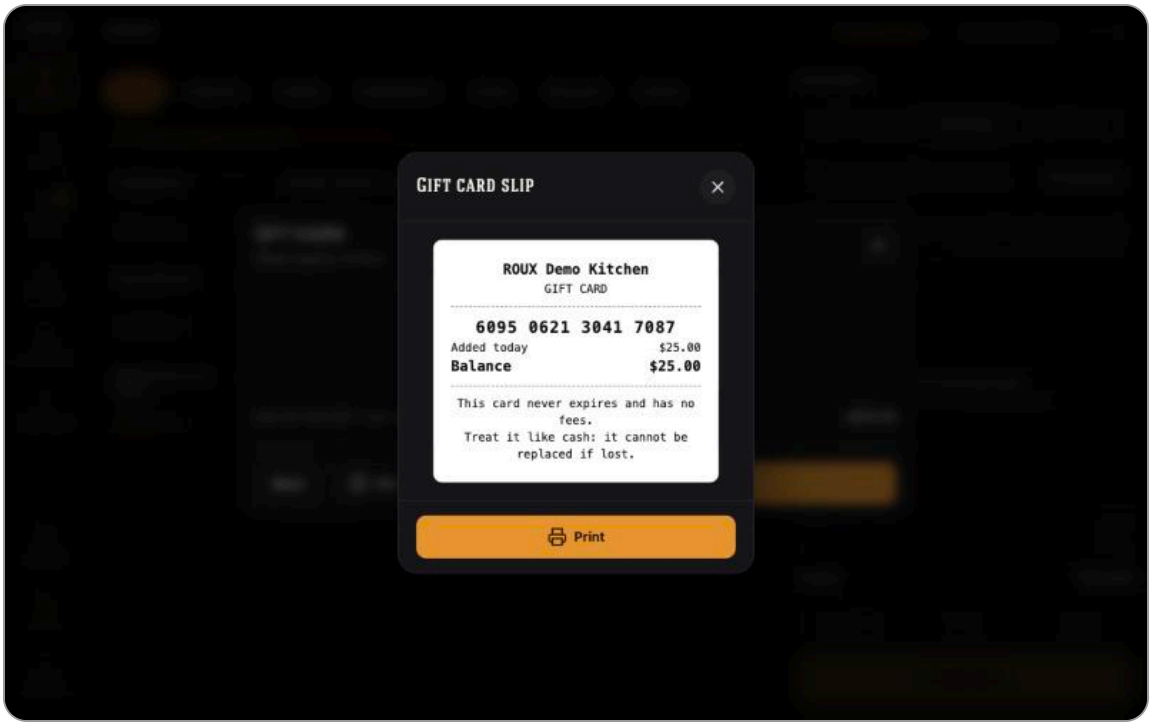
Sell a card, add money to one, and take one as payment.



1 check a balance or add money · 2 sell a new card · 3 sell a printed plastic card



1 pick an amount · 2 or type another



The slip for a new card.

SELL OR RELOAD

1. Press **Gift cards** on the left rail.
2. Choose **Sell a new gift card** (ROUX makes the number), or **Sell a printed (plastic) card** and scan or type its number. To reload, choose **Check a balance or add money**.
3. Pick the amount, from $5 to $500.
4. Take the money, then press **Cash** or **Card**.
5. Print the slip and hand it over.

TAKE ONE AS PAYMENT

1. In the payment window press **Gift card**.
2. Scan or type the number.
3. The card pays what it can. Any rest stays due, and the screen shows what is left on the card.

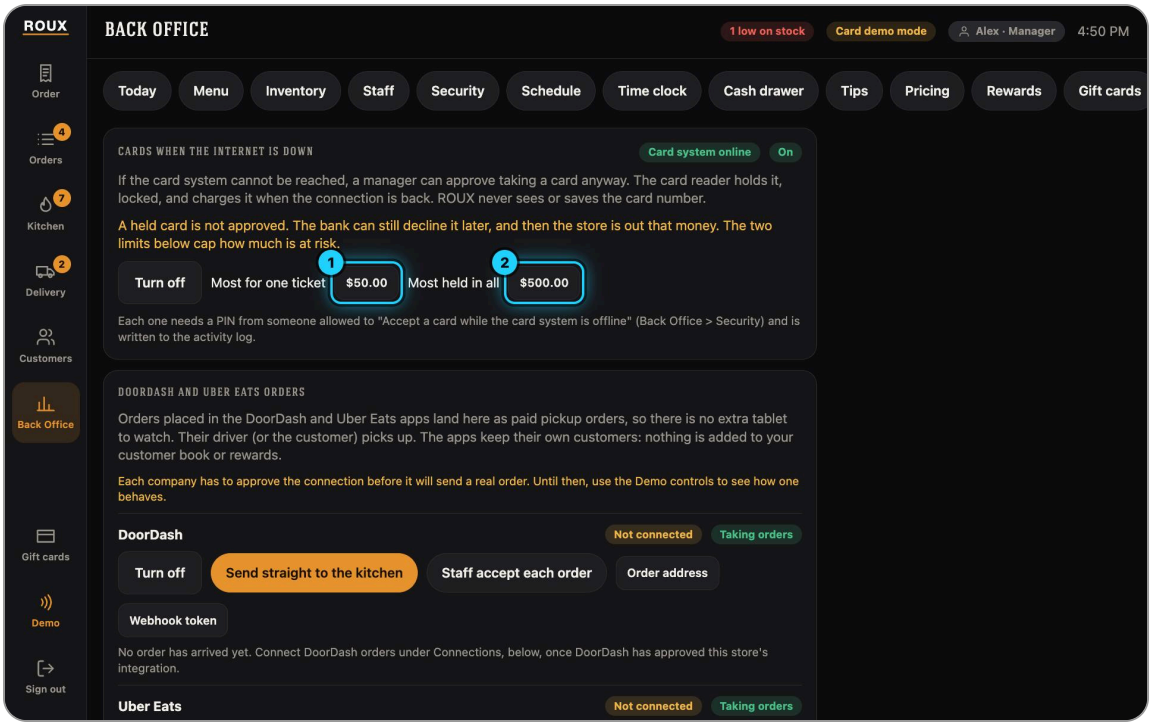
GOOD TO KNOW

- Cards never expire and have no fees. No tax is charged when one is sold.
- Selling a card is not counted as sales.
- A card with $2.50 or less left can be cashed out on request: open the card and press **Cash out**.
- A manager turns off a lost card in **Back Office > Gift cards** with **Change**.
- Paid add-on: switch it off on the admin site for a store that has not bought it.

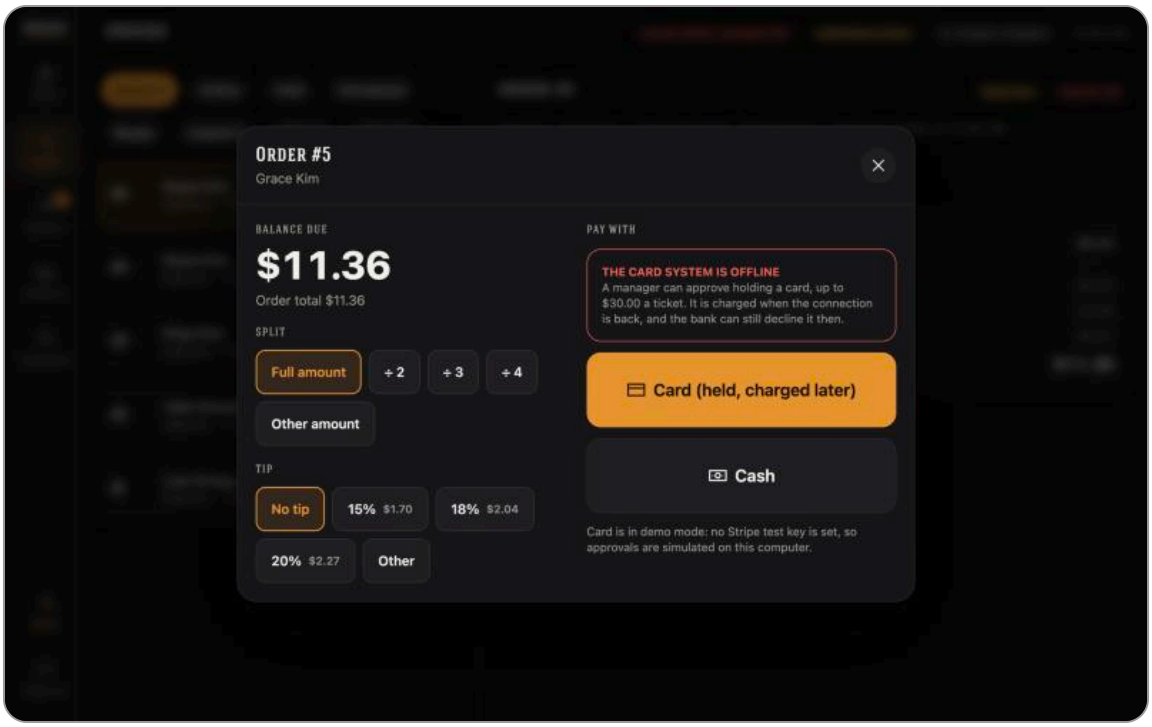
CARD PAYMENTS WHEN THE INTERNET IS DOWN

Demo only until a PAX reader

A manager can approve holding a card until the connection is back. ROUX never sees or saves the card number.



1 the most for one ticket · 2 the most held in all



The payment window while offline.

TURN IT ON

1. Open **Back Office > Settings** and find **Cards when the internet is down**.
2. Set **Most for one ticket** and **Most held in all**, then press **Turn on**.

USE IT

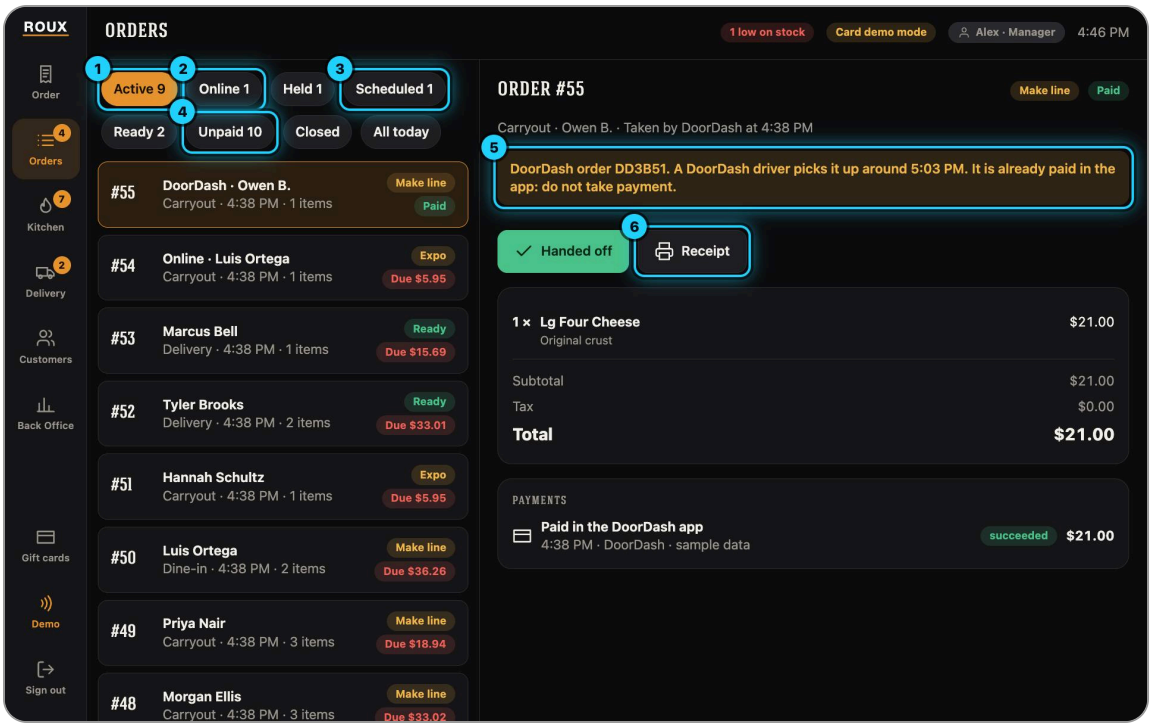
1. Registers show a red **Cards offline** tag in the top bar.
2. In the payment window press **Card (held, charged later)**. A manager enters their PIN.
3. The customer presents the card. The screen says **Card held**.
4. When the connection returns, held cards are charged by themselves.
5. Check the Settings card afterwards for any that were declined, take payment another way, and press **Clear**.

GOOD TO KNOW

- A held card can still be declined later, and the store carries that loss. The limits cap it.
- This needs a card reader that can hold cards. Today it only works with the pretend reader.

REFUNDS AND VOIDS

Give money back, or cancel an order.



Open the order from the Orders list. Refund sits beside each payment in the Payments box, and Void is with the buttons at the top.

REFUND A PAYMENT

1. Open **Orders** and pick the order.
2. Under Payments, press **Refund** beside the payment and confirm.

VOID AN ORDER

1. Refund any payments on it first.
2. Press **Void** on the order.

GOOD TO KNOW

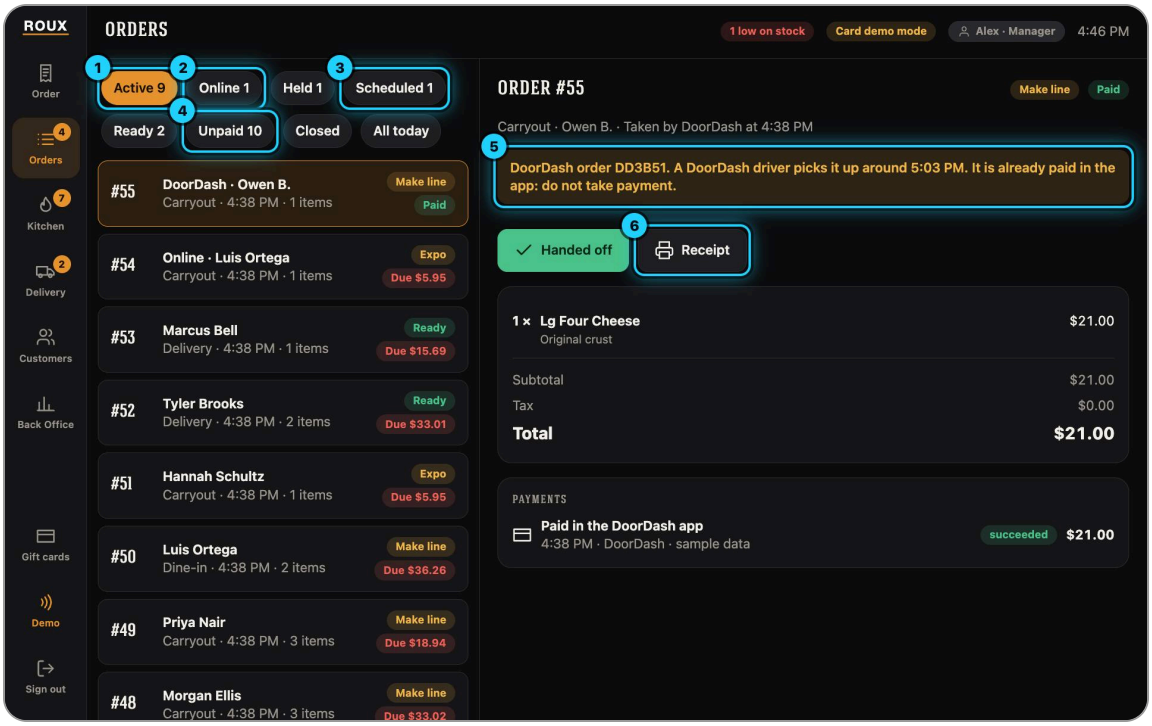
- Both are permissions. Without them a manager PIN is asked for, and it is logged.
- A gift card refund goes back onto the card.

Kitchen and delivery

From the ticket being sent to the food leaving.

THE ORDERS LIST

Find any order and act on it.



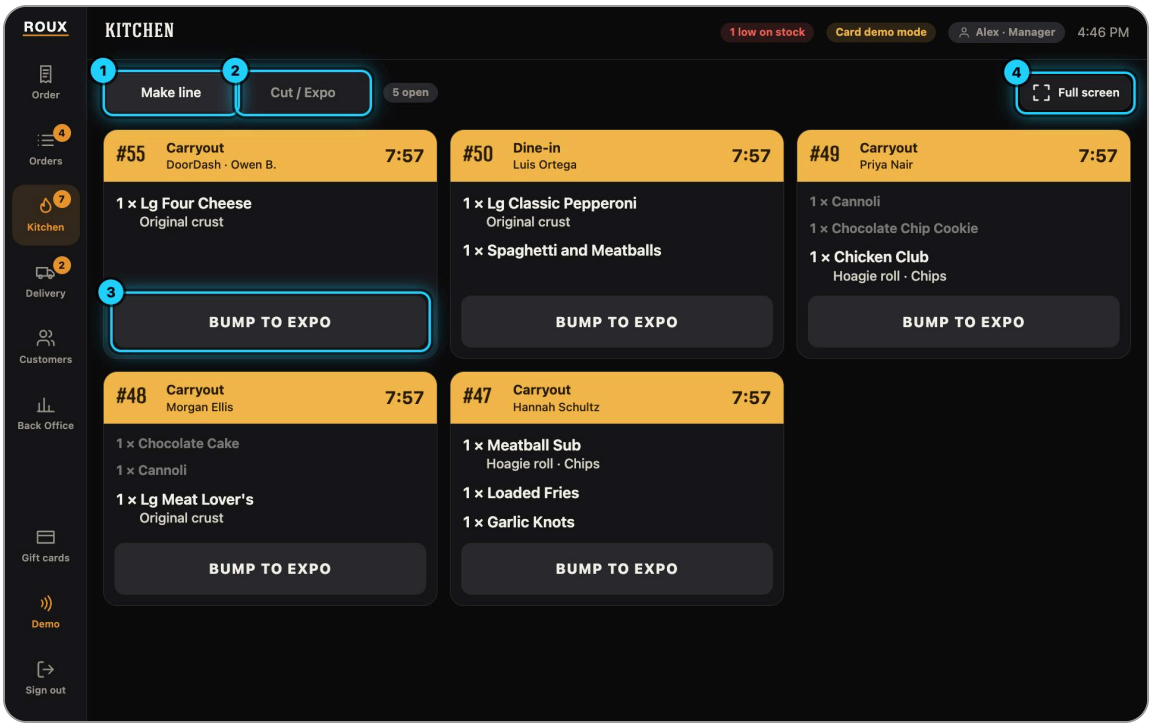
1 active orders · 2 online orders waiting · 3 scheduled · 4 unpaid · 5 take payment · 6 print a receipt

STEPS

1. Open **Orders**.
2. Use the filters: **Active**, **Online** (waiting to be accepted), **Held**, **Scheduled**, **Ready**, **Unpaid**, **Closed**, **All today**.
3. Tap an order to see its lines, payments and history.
4. From there: **Take payment**, **Edit**, **Send to kitchen**, **Receipt**, **Void**, or **Repeat**.

KITCHEN SCREENS

ROUX's own kitchen display. Orders move from the make line to cut and expo, then to ready.



1 the make line · 2 cut and expo · 3 bump a ticket on · 4 fill the whole screen

STEPS

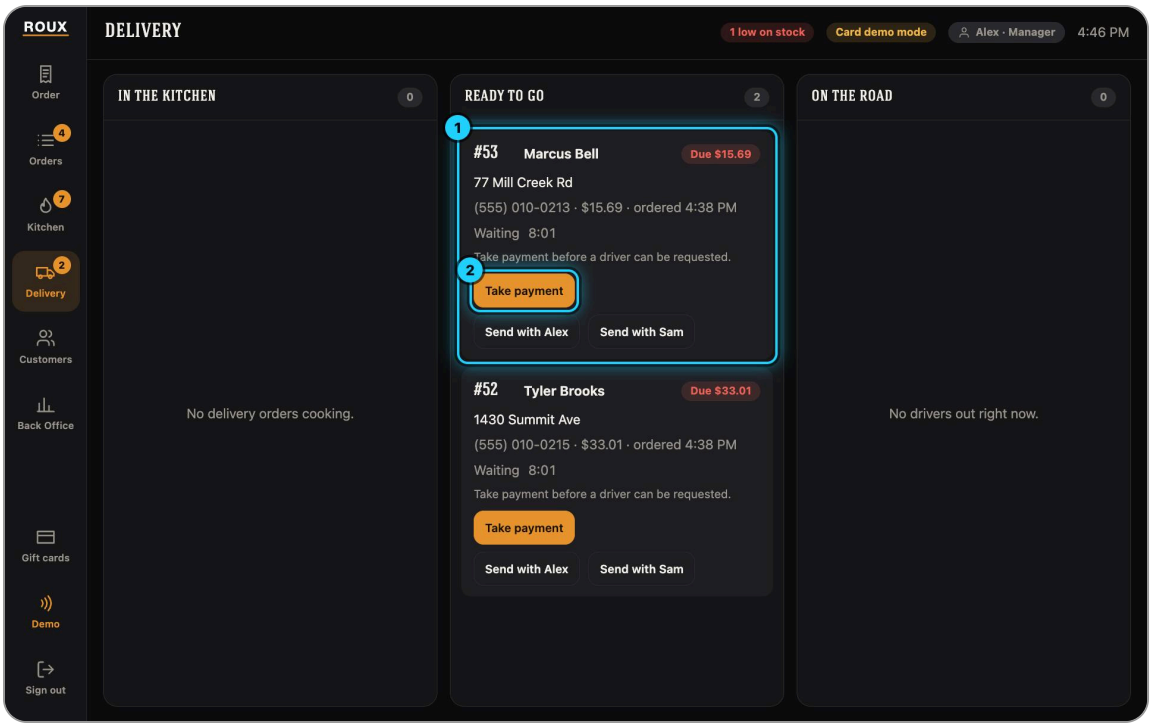
1. Open **Kitchen** on a screen in the kitchen. There are two views: **Make line** and **Cut / Expo**.
2. New orders appear on the make line with their items, changes and notes.
3. When it is made, bump the ticket. It moves to Cut / Expo.
4. When it is boxed or plated, bump it again. It is now ready.
5. Bumped the wrong one? Press **Undo last bump**.

GOOD TO KNOW

- An order with nothing to cook (drinks only, say) goes straight to expo.
- Bumping is a permission, so a kitchen sign-in can bump without being able to take payments.
- When an order becomes ready, a text goes out if texts are on and the customer said yes.

DELIVERY BOARD AND YOUR OWN DRIVERS

Send ready delivery orders out and close them when delivered.



1 a delivery that is ready · 2 send it out with a driver

STEPS

1. Open **Delivery**.
2. Ready delivery orders are listed with the address.
3. Tap an order and pick the driver taking it.
4. When the driver is back, mark it delivered and take payment if it was not prepaid.

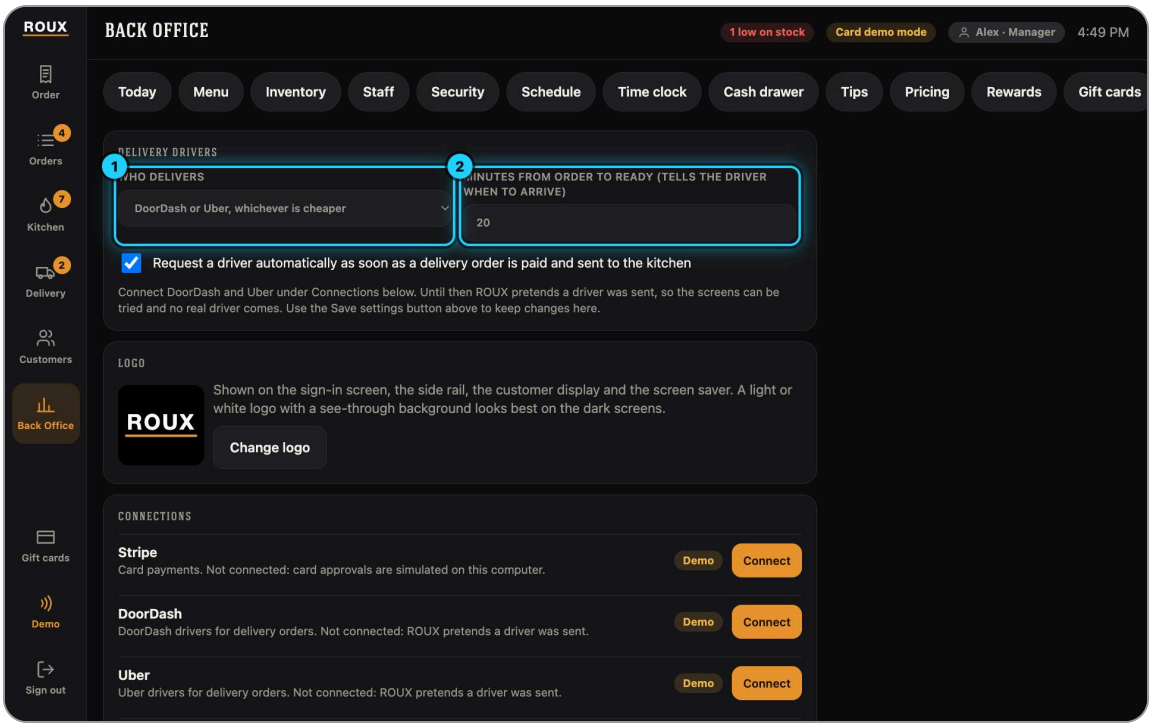
GOOD TO KNOW

- Who counts as a driver is the "Can be given deliveries" setting in **Back Office > Security**.

DOORDASH AND UBER DRIVERS FOR YOUR OWN ORDERS

Not tested with real accounts

Have a DoorDash or Uber driver deliver an order your store took. This is separate from orders placed in their apps.



1 who delivers · 2 minutes from order to ready

TURN IT ON

1. Open **Back Office > Settings > Connections** and connect DoorDash and/or Uber with the values from their developer pages.
2. In the delivery settings choose DoorDash, Uber, or whichever is cheapest, and whether a driver is requested automatically.

USE IT

1. With automatic on, a driver is requested once a delivery order is in the kitchen and paid.
2. Otherwise open the order and request one.
3. The order shows the driver's name and arrival time. Press **Track the driver** to follow them, or **Cancel driver** to cancel.

GOOD TO KNOW

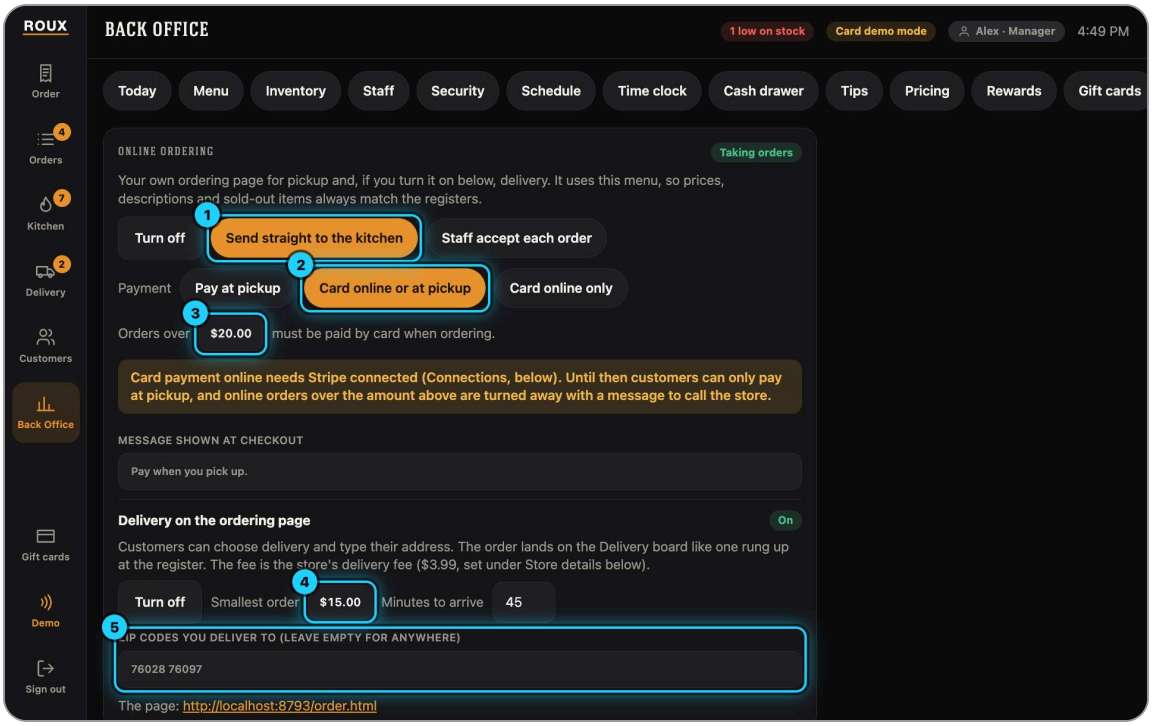
- Until a service is connected, ROUX pretends a driver was sent, clearly labelled. No real request has ever been made.

Online and app orders

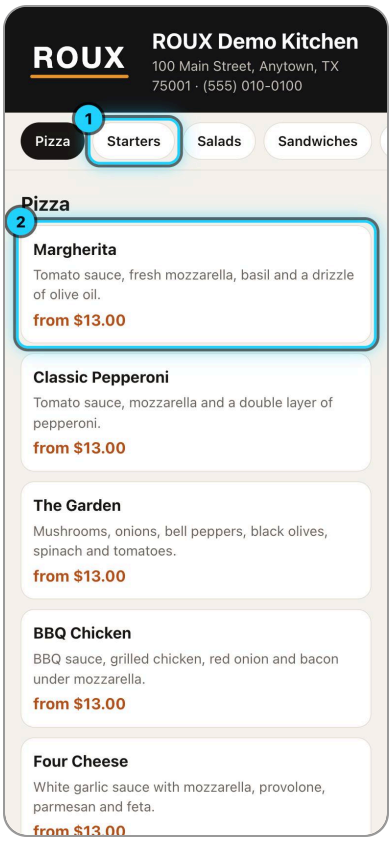
Orders that come in without anyone at the register.

YOUR ONLINE ORDERING PAGE

Each store has its own ordering page fed by the ROUX menu, so prices, descriptions and sold-out items always match.



1 kitchen or staff accept · 2 how customers pay · 3 card required over this amount · 4 smallest delivery order · 5 ZIP codes you deliver to



1 jump to a category · 2 tap an item to order it

TURN IT ON

1. Open **Back Office > Settings > Online ordering** and press **Turn on**.
2. Choose **Send straight to the kitchen** or **Staff accept each order**.
3. Choose how customers pay: at pickup, card online or at pickup, or card online only.
4. Set the amount over which an order must be paid by card (starts at $20; 0 means no rule).
5. Edit the message shown at checkout.
6. Copy the page address shown at the bottom of the card and link to it from the store's website.

USE IT

1. Online orders arrive marked "Online".
2. If staff accept each order, they wait under **Orders > Online**. Open one and press **Accept online order**.
3. A scheduled online order waits for its time like any other.

GOOD TO KNOW

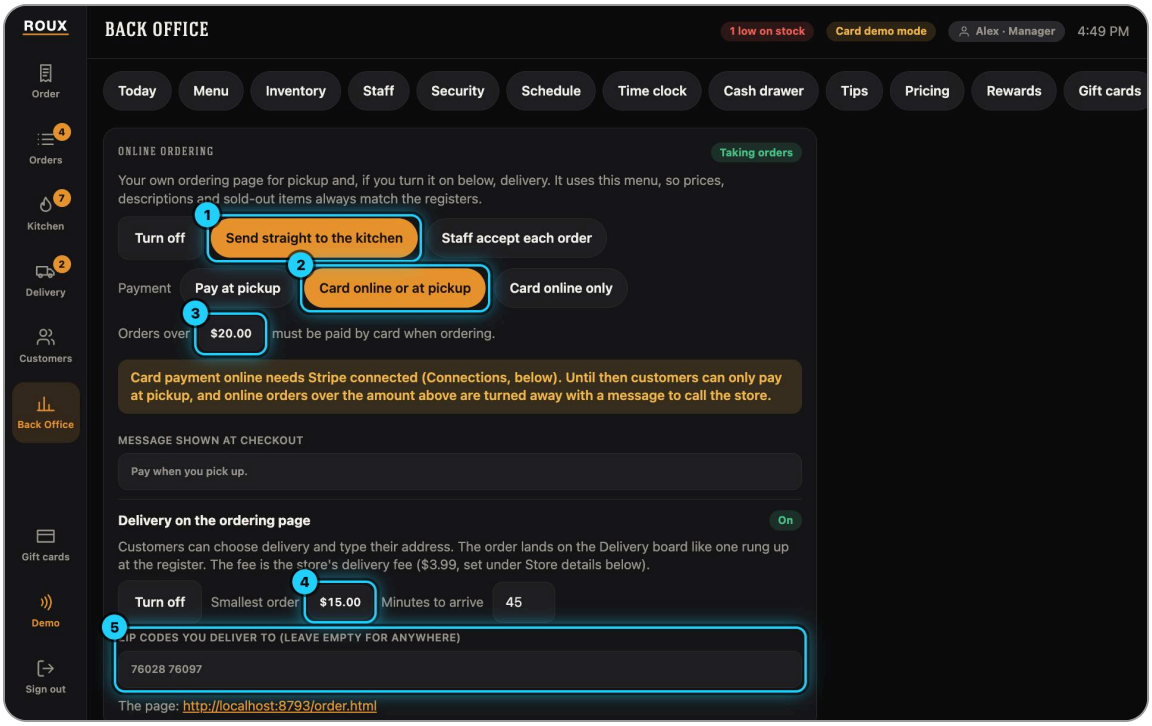
- Card payment online needs Stripe connected. Without it, orders over the card amount are turned away with a message to call the store.

- Payments from online orders are filed under one register, chosen in **Settings > Online orders go to**.
- It takes orders at any hour while it is on. Store hours are not built.

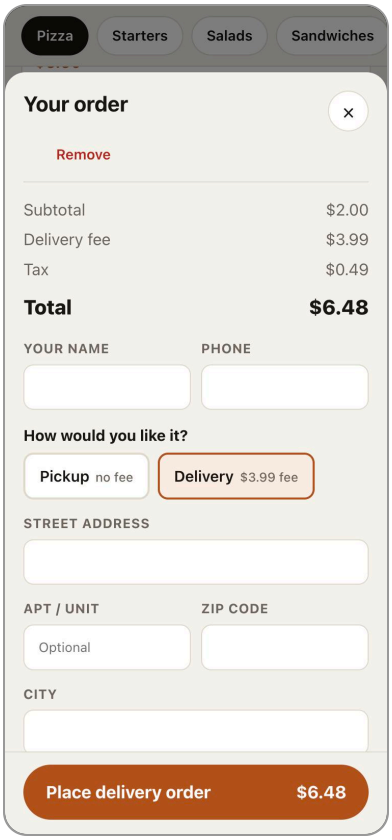
DELIVERY ON THE ORDERING PAGE

Ready

Let online customers choose delivery.



Delivery is the lower half of the Online ordering card: smallest order **4** and ZIP codes **5**.



The cart on a phone, with Delivery chosen.

TURN IT ON

1. In **Back Office > Settings > Online ordering**, under **Delivery on the ordering page**, press **Turn on**.
2. Set the smallest order, the minutes to arrive, and the ZIP codes you deliver to (empty means anywhere).

USE IT

1. The customer picks Delivery and enters their address.
2. The order arrives as an online delivery and shows on the Delivery board when ready.

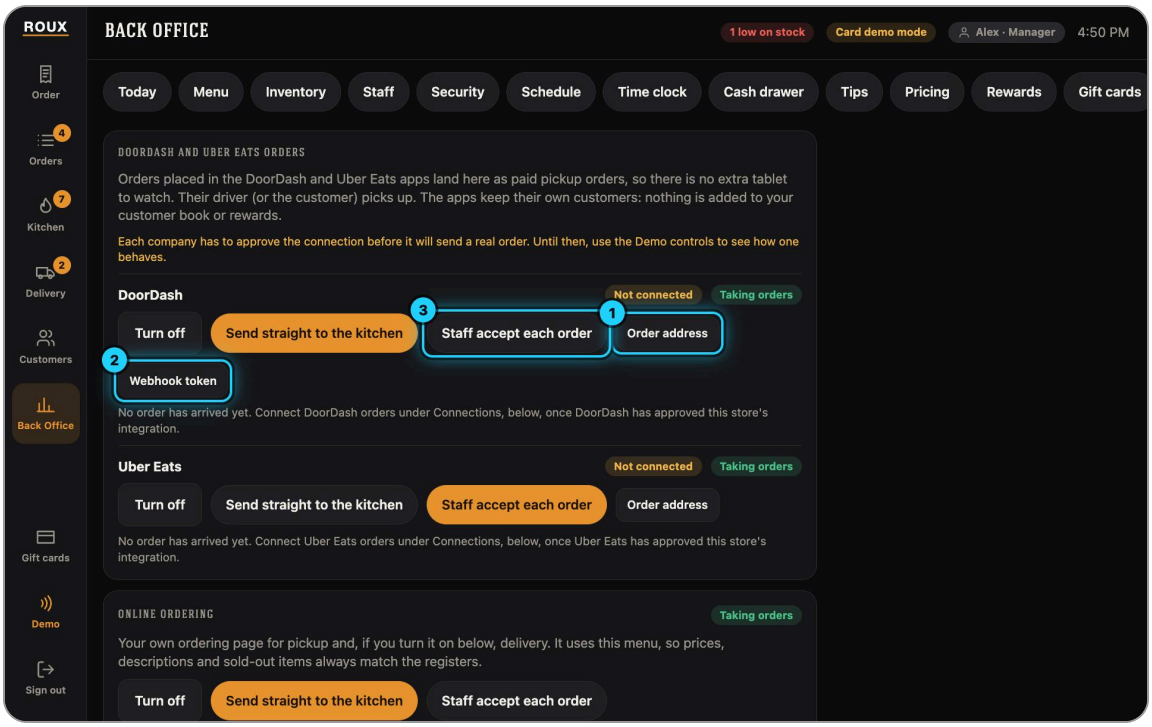
GOOD TO KNOW

- The area is by ZIP code only. The fee is the store's one delivery fee.
- Because of the card-over-$20 rule, most delivery orders are prepaid by card.

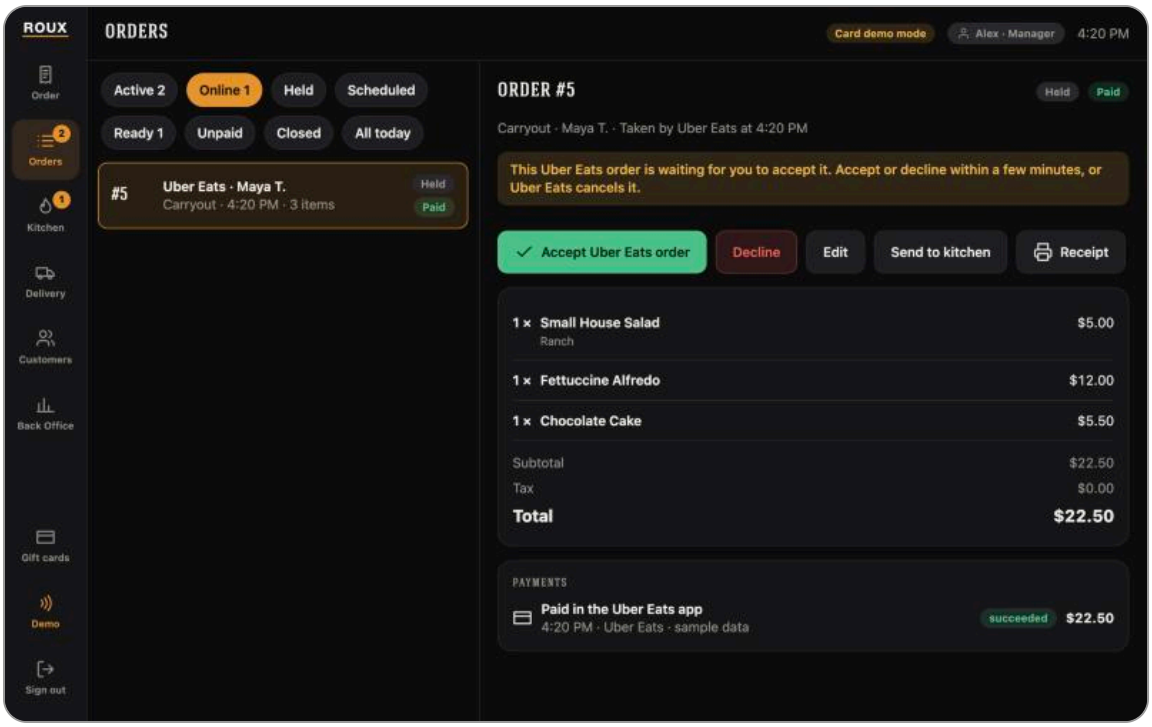
DOORDASH AND UBER EATS APP ORDERS

Demo only until approved

Orders placed in their apps land in the register as paid pickup orders.



1 the address to give the company · 2 the token to give DoorDash · 3 staff accept each order



An order waiting to be accepted.

TURN IT ON

1. Apply to DoorDash and to Uber for a point-of-sale integration. Both must approve first.
2. In **Back Office > Settings > DoorDash and Uber Eats orders**, press **Order address** and give that address to the company. For DoorDash also give them the **Webhook token**.

3. Under **Connections**, connect "DoorDash orders" and "Uber Eats orders".
4. Choose **Send straight to the kitchen** or **Staff accept each order**, then press **Turn on**.

USE IT

1. The order appears marked DoorDash or Uber Eats.
2. If it is waiting, press **Accept** or **Decline** within a few minutes.
3. Make it. Do not take payment.
4. Bump it to ready and hand it to the driver.

GOOD TO KNOW

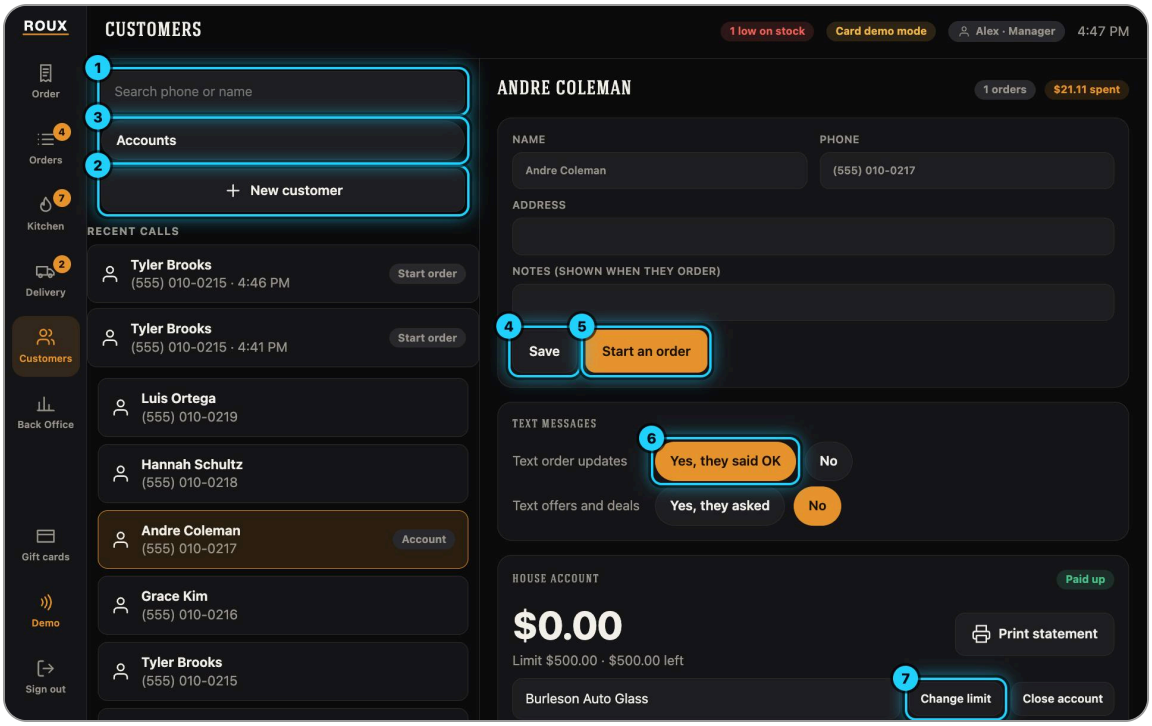
- The app's customers are not added to your customer book and earn no points.
- If the app cancels, the order is voided with a red banner.
- Only run against pretend servers so far.

Customers, rewards and texts

Looking after the people who order.

THE CUSTOMER BOOK

Every customer with their orders and what they have spent.



1 search · 2 new customer · 3 house accounts · 4 save · 5 start an order · 6 text message consent · 7 house account

STEPS

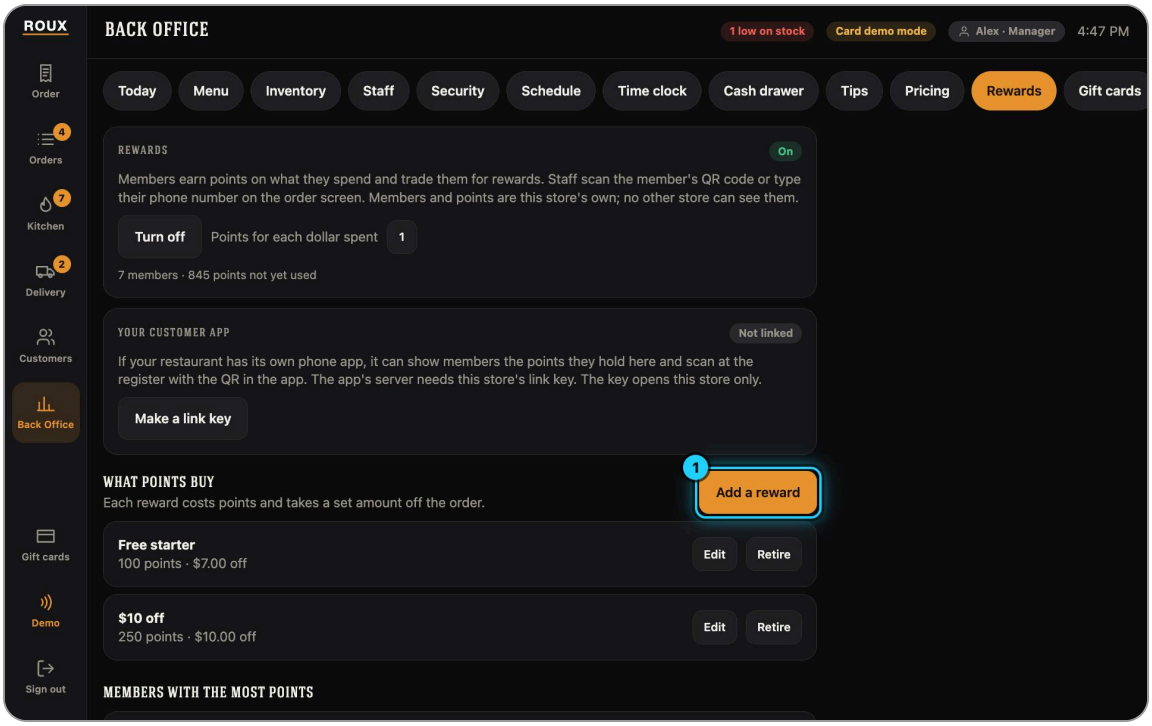
1. Open **Customers**.
2. Search by phone or name, or press **New customer**.
3. Edit the name, phone, address and notes, then press **Save**. Notes are shown whenever they order.
4. Their order history is below. Press **Repeat** on an order to ring it again at today's prices, or **Start an order** for a fresh ticket.

GOOD TO KNOW

- Each store's customers are that store's only. No other location can see them.

SET UP REWARDS

Points per dollar, and what the points buy.



1 add a reward

STEPS

1. Open **Back Office > Rewards** and turn rewards on.
2. Set how many points a customer earns per dollar.
3. Press **Add a reward**: a name, what it costs in points, and how much it takes off.
4. The list of top members is below. To fix someone's balance, use **Add points** or **Take points away**. The change is logged.

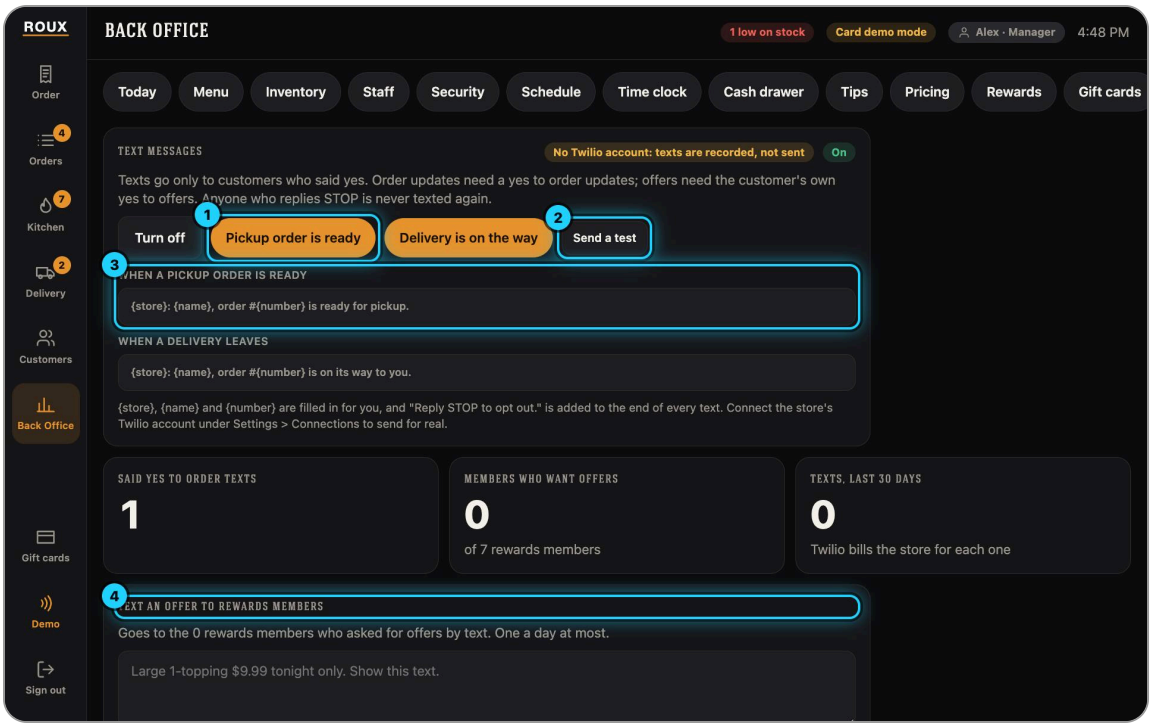
GOOD TO KNOW

- A store's own customer app can be linked with a link key made on this page. That is how the Palio's app would use ROUX for Burleson's rewards. The live move of Burleson's members is on hold.
- Not built: punch cards, coupons, and taking points back on a refund.

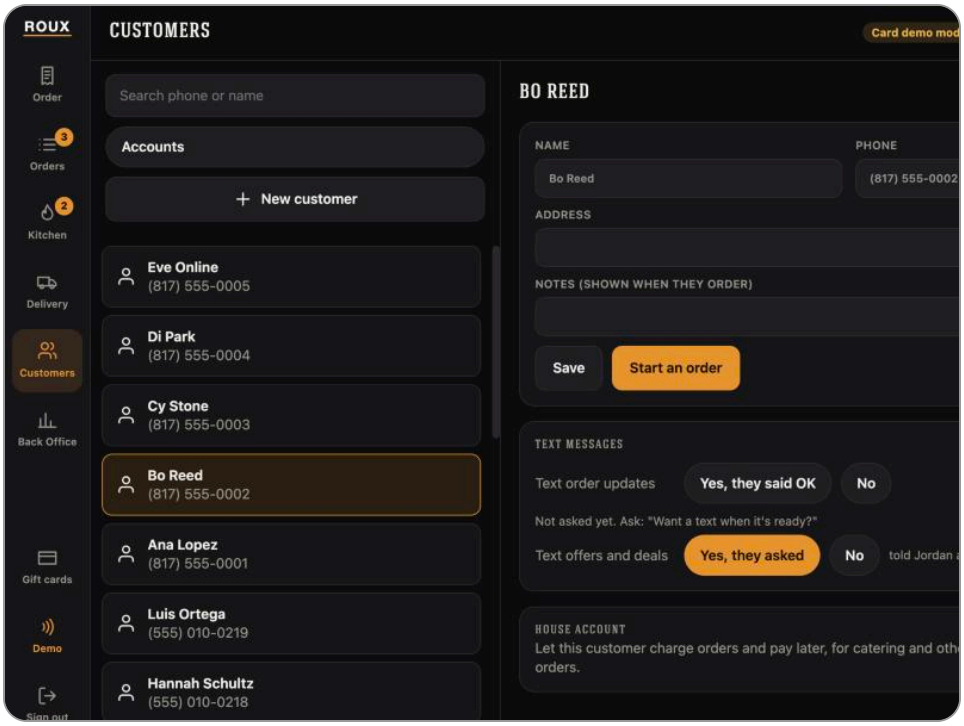
TEXT MESSAGES

Demo only until Twilio · Paid add-on

Order-ready and on-the-way texts, and offers to rewards members. Only to people who said yes.



1 which order texts to send · 2 send yourself a test · 3 the wording · 4 type an offer



Recording what a customer agreed to.

TURN IT ON

1. Get a Twilio account and texting number for this store, and register the number for business texting.
2. Connect Twilio in **Back Office > Settings > Connections**.
3. In **Back Office > Texts** press **Turn on**, choose which order texts to send, and press **Send a test**.

GET A YES

1. Online, the customer ticks the boxes they want.
2. At the register, open the customer and press **Yes, they said OK** for order texts.
3. Press **Yes, they asked** for deals only if they clearly asked.

SEND AN OFFER

1. In **Back Office > Texts** type the offer, read the preview, and press **Send the offer**.

GOOD TO KNOW

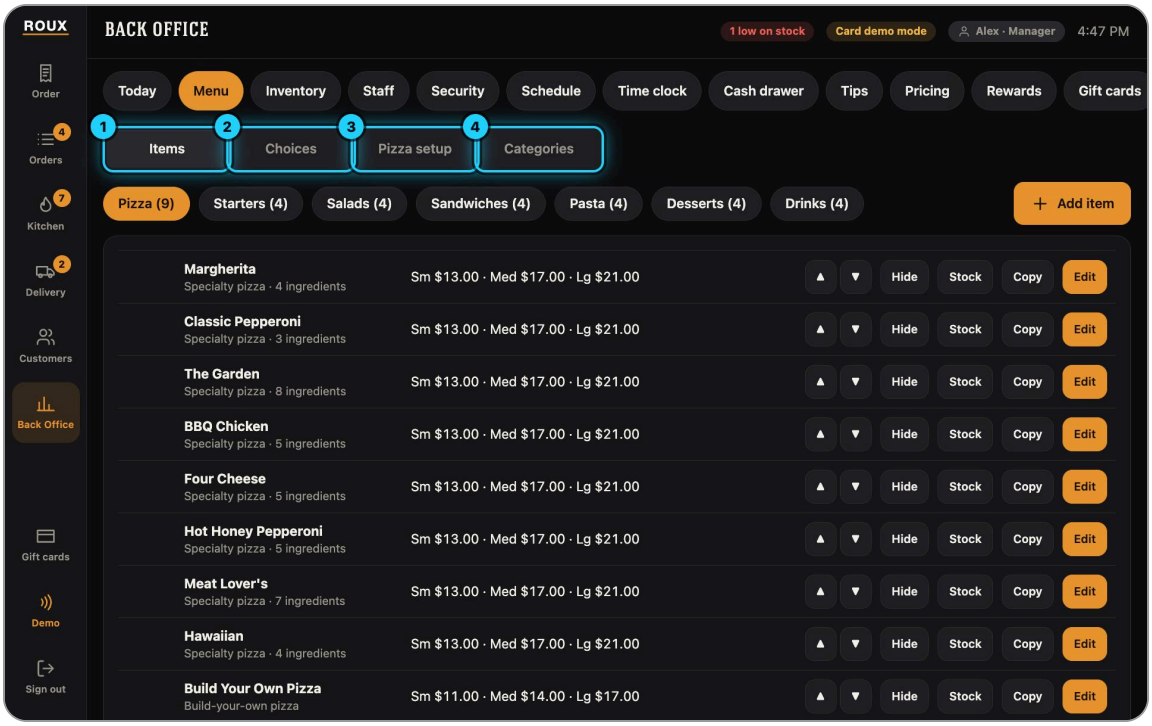
- Offers go out only Monday to Saturday 9am to 9pm and Sunday noon to 9pm, once a day at most.
- Anyone who replies STOP is switched off.
- Paid add-on.

Menu, prices and stock

What you sell and what it costs.

EDIT THE MENU

Items, choices, pizza setup and categories.



1 items · 2 choices · 3 pizza setup · 4 categories

STEPS

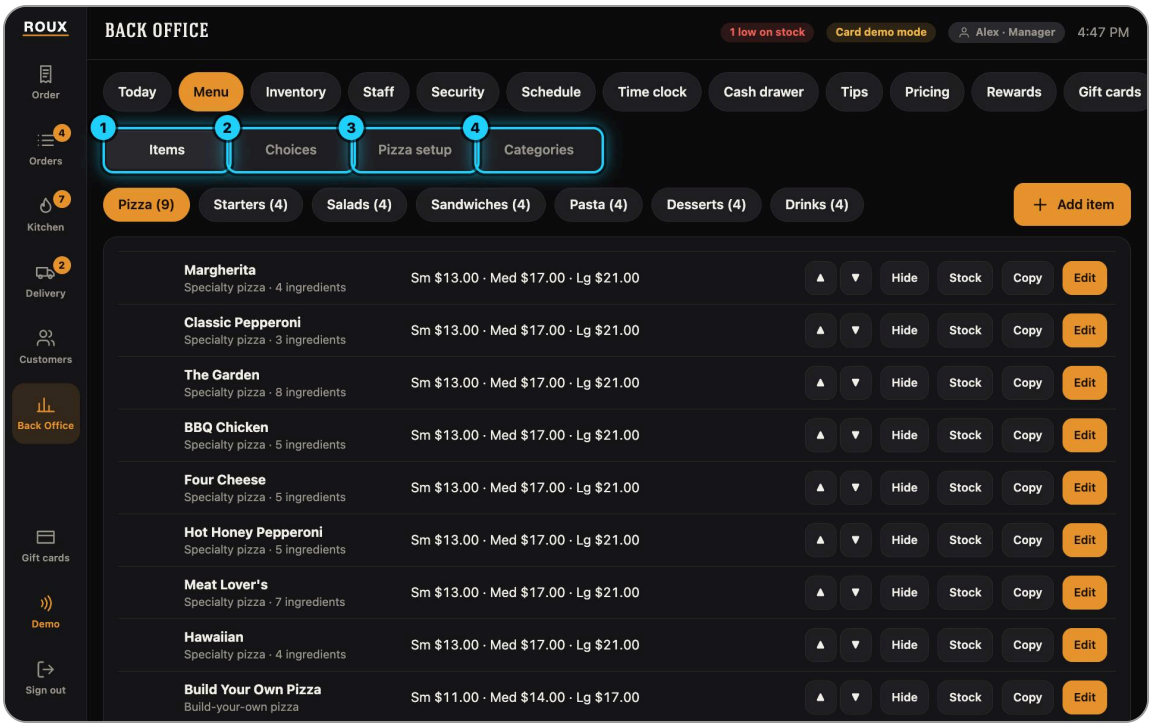
1. Open **Back Office > Menu**. It has four parts: **Items**, **Choices**, **Pizza setup** and **Categories**.
2. In Items, tap an item to change its name, description, prices by size, photo, the choices it offers and what it comes with.
3. Use the arrows to move an item up or down.
4. In Choices, edit the option groups (wing sauce, dressing, bread) and what each option adds to the price.
5. In Pizza setup, edit sizes, crusts, sauces, cheeses, toppings and the price per topping by size. Press **Save pizza setup**.
6. In Categories, rename, reorder or hide a category.

GOOD TO KNOW

- Items, choices and categories can be hidden but not deleted.
- A change shows on the registers, the ordering page and the menu boards at once.
- The store logo is changed with **Change logo** in Settings.

SOLD OUT AND ITEM COUNTS

Mark an item sold out, or count how many are left.



The Stock button is on each item's row in the Items list.

STEPS

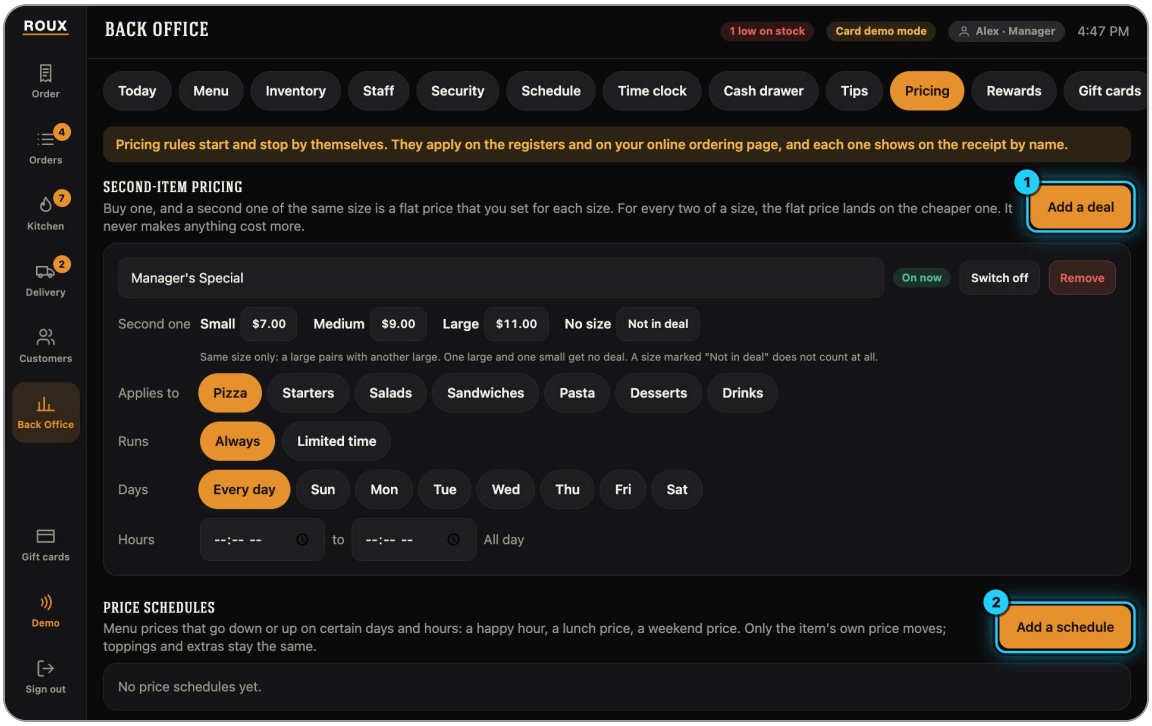
1. In **Back Office > Menu**, press the Stock button on the item (kitchen staff who can bump may also do this).
2. Enter how many are left. 0 means sold out. Leave it empty to stop counting.
3. The count goes down as orders reach the kitchen.

GOOD TO KNOW

- A sold-out item is greyed on the registers and the ordering page, and menu boards say "Sold out" or drop it.
- Counts do not reset by themselves each day.

DEALS AND PRICE SCHEDULES

Automatic second-item deals, and prices that change by day and hour.



1 add a second-item deal · 2 add a price schedule

SECOND-ITEM DEAL

1. Open **Back Office > Pricing** and press **Add a deal**.
2. Name it and choose the categories it covers.
3. Enter the flat price for the second item, per size.
4. Choose when it runs: always, certain days and hours, or between two dates.

PRICE SCHEDULE

1. Press **Add a schedule**.
2. Choose percent or dollars, the amount up or down, and which categories (none means the whole menu).
3. Choose when it runs.

GOOD TO KNOW

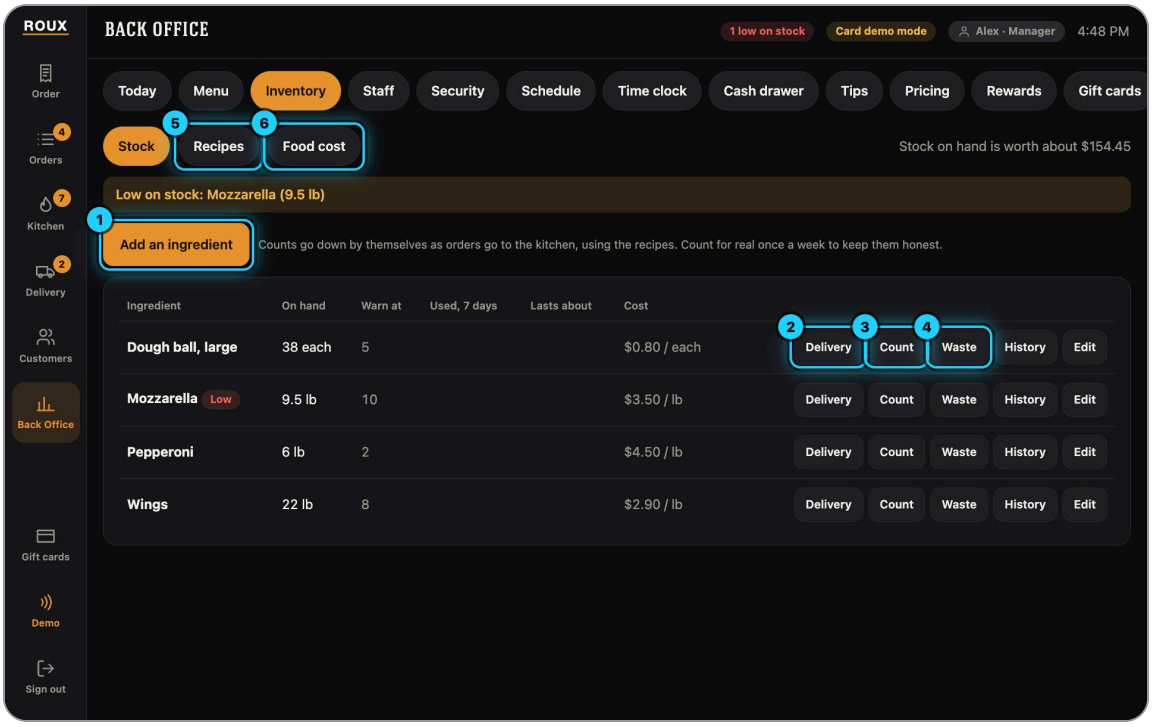
- A deal pairs items of the same size only. Of each pair, the cheaper one costs the flat price.
- A schedule moves the item's menu price. Toppings and choices do not move.

- Both apply on the registers, the ordering page and the menu boards.

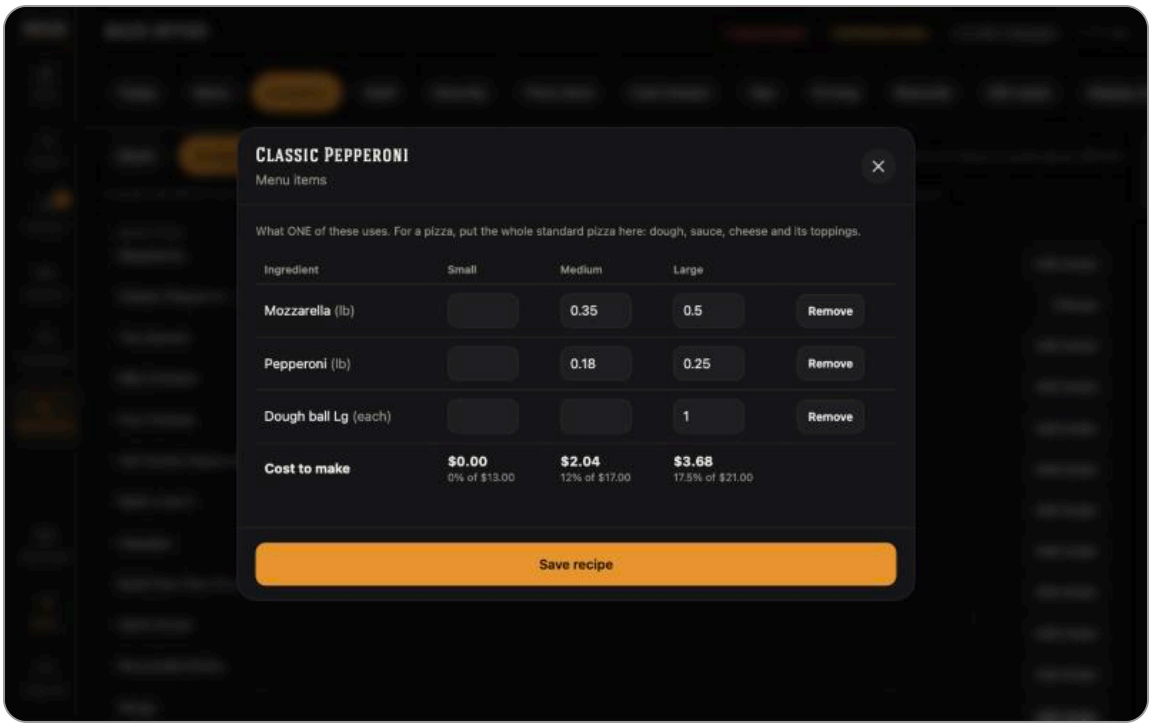
INVENTORY AND FOOD COST

Ready

Count ingredients and see what each item costs to make.



1 add an ingredient · 2 record a delivery · 3 record a count · 4 record waste · 5 recipes · 6 food cost



A recipe with its cost.

SET IT UP

1. In **Back Office > Inventory > Stock** press **Add an ingredient**: name, unit, how much you have, when to warn, and cost.
2. In **Recipes**, press **Add recipe** on an item and enter how much of each ingredient one uses, per size.

USE IT

1. Stock goes down as orders reach the kitchen.
2. Record a **Delivery** with what you paid, **Waste** with a reason, and a real **Count** once a week.
3. Open **Food cost** for each item's cost and percent.

GOOD TO KNOW

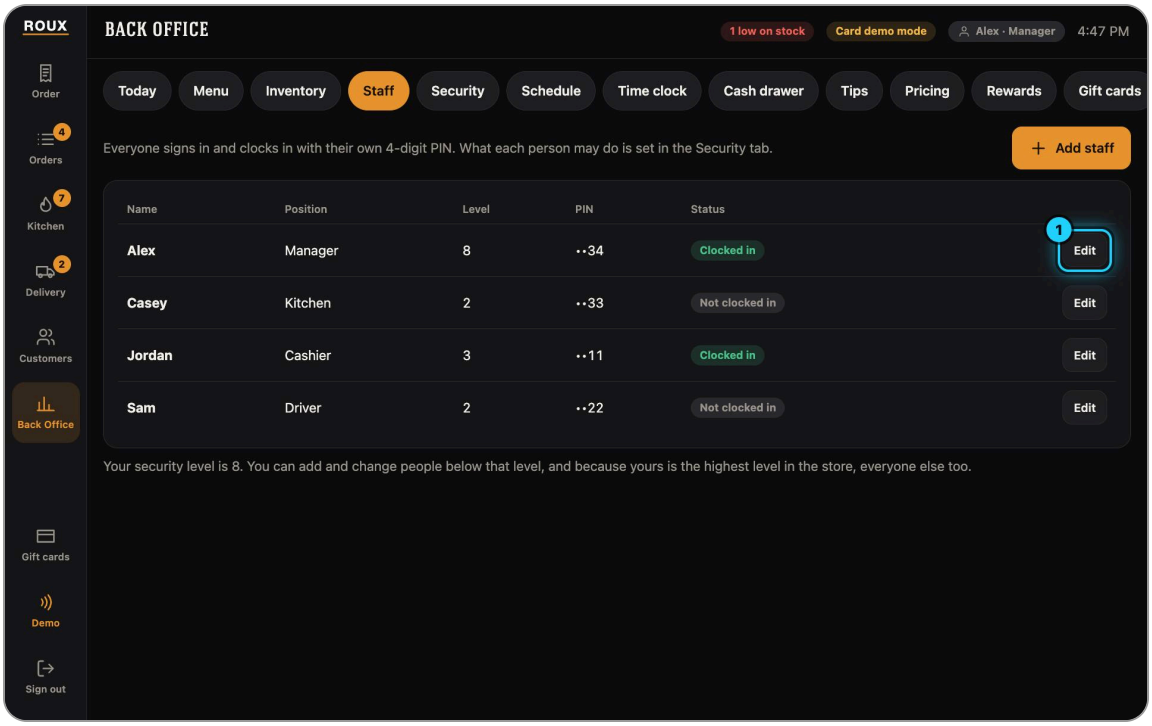
- Managers see a red low-stock tag in the top bar.
- Stock use is an estimate; the weekly count corrects it.

Staff and security

Who works here and what each may do.

ADD AND EDIT STAFF

Names, PINs and positions.



1 edit a person

STEPS

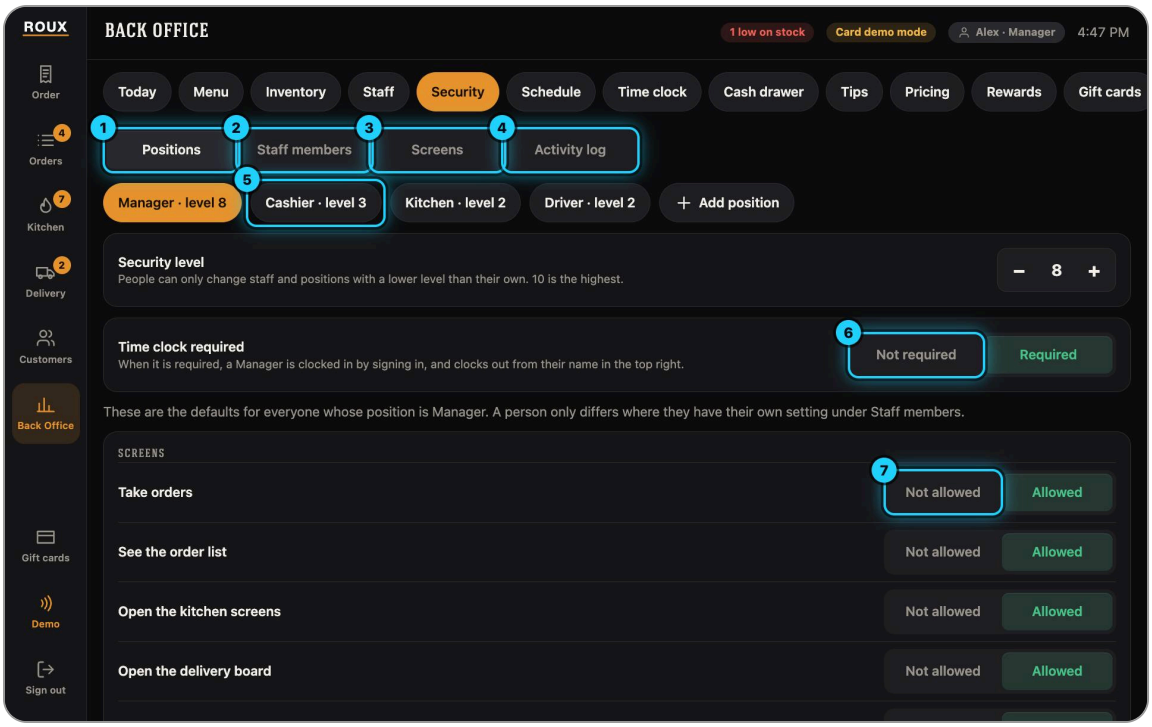
1. Open **Back Office > Staff**.
2. Add a person, or press **Edit** on one.
3. Enter their name, a four-digit PIN and their position.
4. Under "Also works as", tick any other positions they work. They then choose one each time they clock in.
5. Switch someone off when they leave, instead of deleting them, so their history is kept.

GOOD TO KNOW

- You can only change people below your own security level, and their PINs are hidden from you otherwise.

POSITIONS AND PERMISSIONS

Decide what each position may do, and make exceptions for a person.



1 positions · 2 exceptions for one person · 3 screens · 4 activity log · 5 pick a position · 6 time clock required · 7 allow or not allow each permission

STEPS

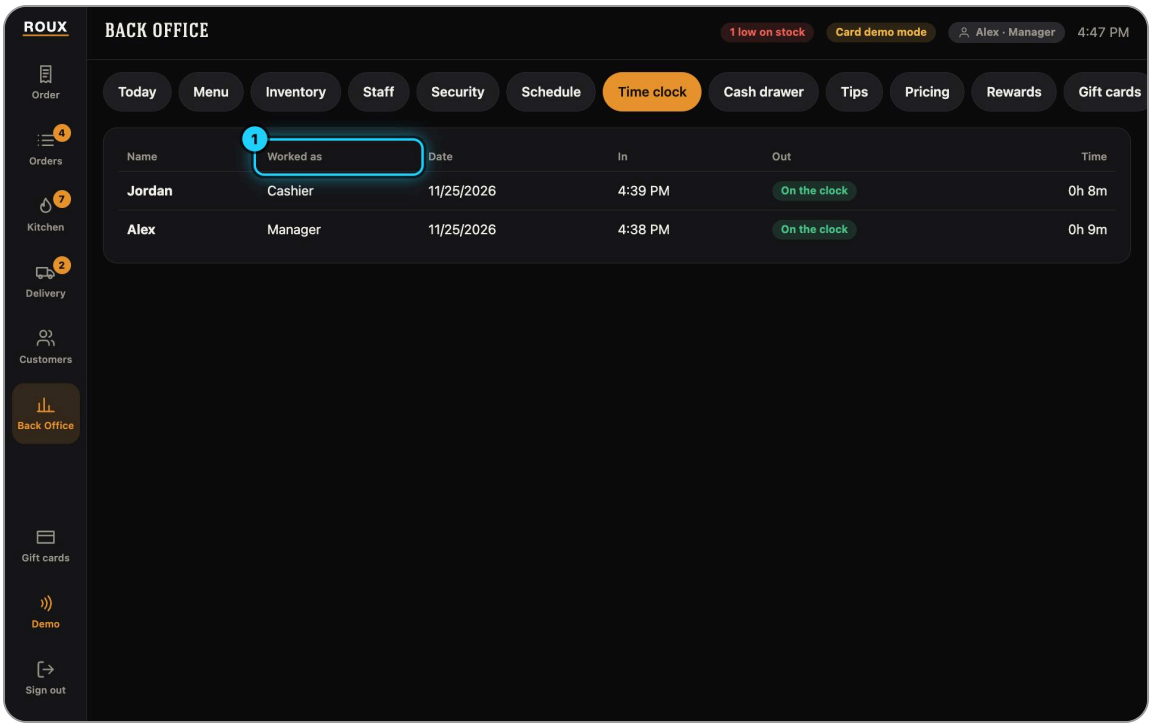
1. Open **Back Office > Security**.
2. Pick a position. Each permission is Allowed or Not allowed.
3. Set the position's **Security level** from 1 to 10. People can only change those below their level.
4. Set **Time clock required** for the position.
5. To make an exception, pick a person and set a permission to Allowed, Not allowed, or to follow their position.
6. Press **Add position** for a new one.

GOOD TO KNOW

- When someone tries something they are not allowed to do, the screen asks for the PIN of someone who is. That approval is logged.
- ROUX refuses a change that would leave nobody able to manage staff and security.
- The activity log on this tab records voids, refunds, PIN approvals, paid in and out, and every settings change.

TIME CLOCK REPORT

Every shift, who worked it and as what.



1 the position each shift was worked as

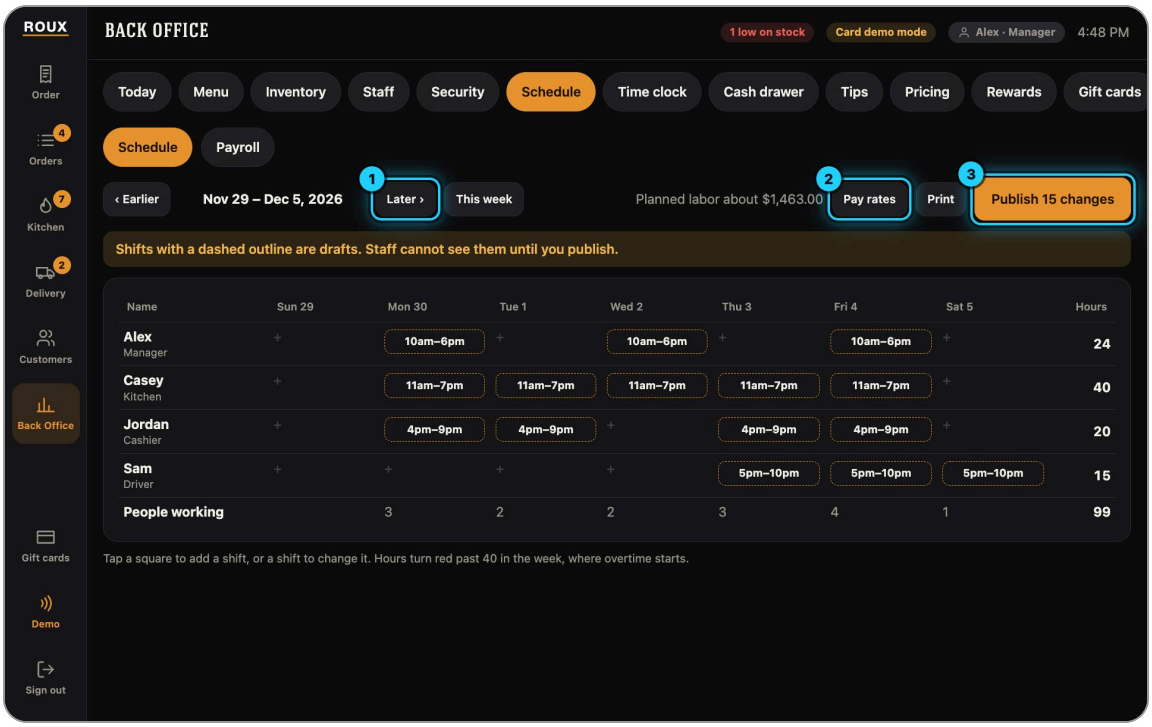
STEPS

1. Open **Back Office > Time clock**.
2. Each row shows the person, the position they worked as, the date, in and out times, and the length.
3. To correct an entry, use **Back Office > Schedule > Payroll** and press **Fix**.

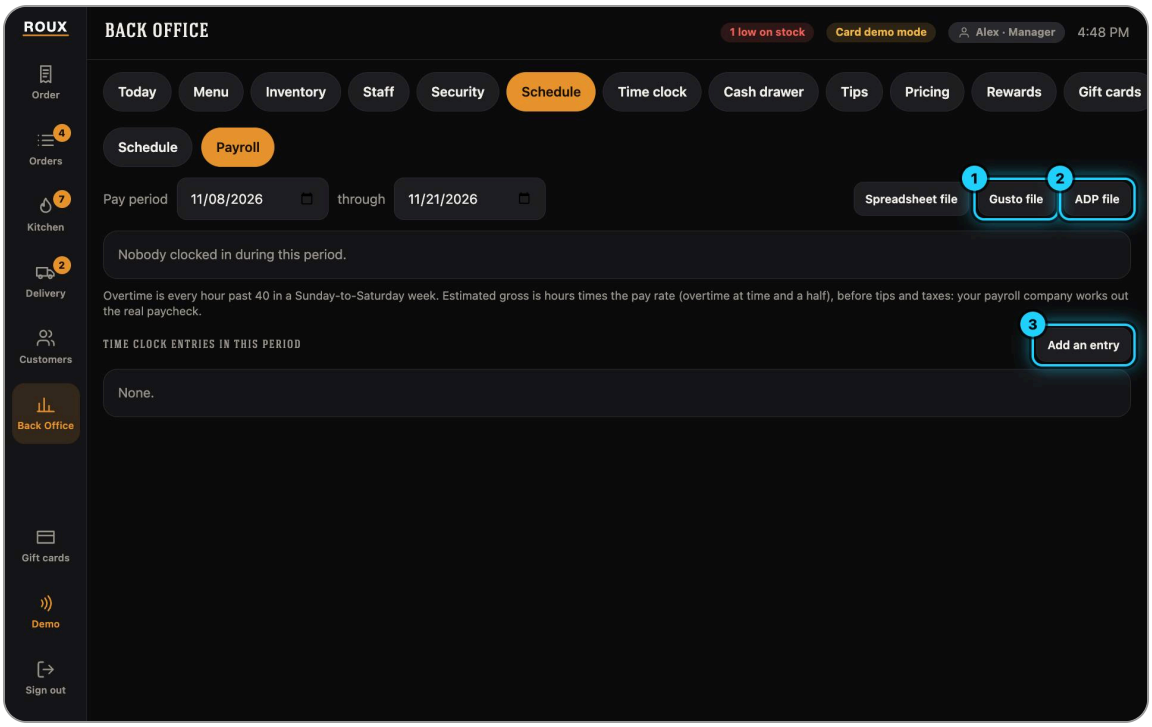
SCHEDULE AND PAYROLL

Ready

Plan the week, publish it, and export hours for payroll.



1 move to another week · 2 pay rates and payroll IDs · 3 publish to staff



1 Gusto file · 2 ADP file · 3 add a missing time clock entry

SET IT UP

1. In **Back Office > Schedule** press **Pay rates**. Enter each person's hourly rate per position and their payroll ID.

MAKE THE SCHEDULE

1. Tap a square to add a shift. Tap a shift to change it. **Copy last week** fills an empty week.
2. Press **Publish**. Staff then see their shifts on their shift page.

RUN PAYROLL

1. Open **Payroll** and set the pay period.
2. Read the warnings and **Fix** any wrong entries.
3. Press **Gusto file**, **ADP file** or **Spreadsheet file**.

GOOD TO KNOW

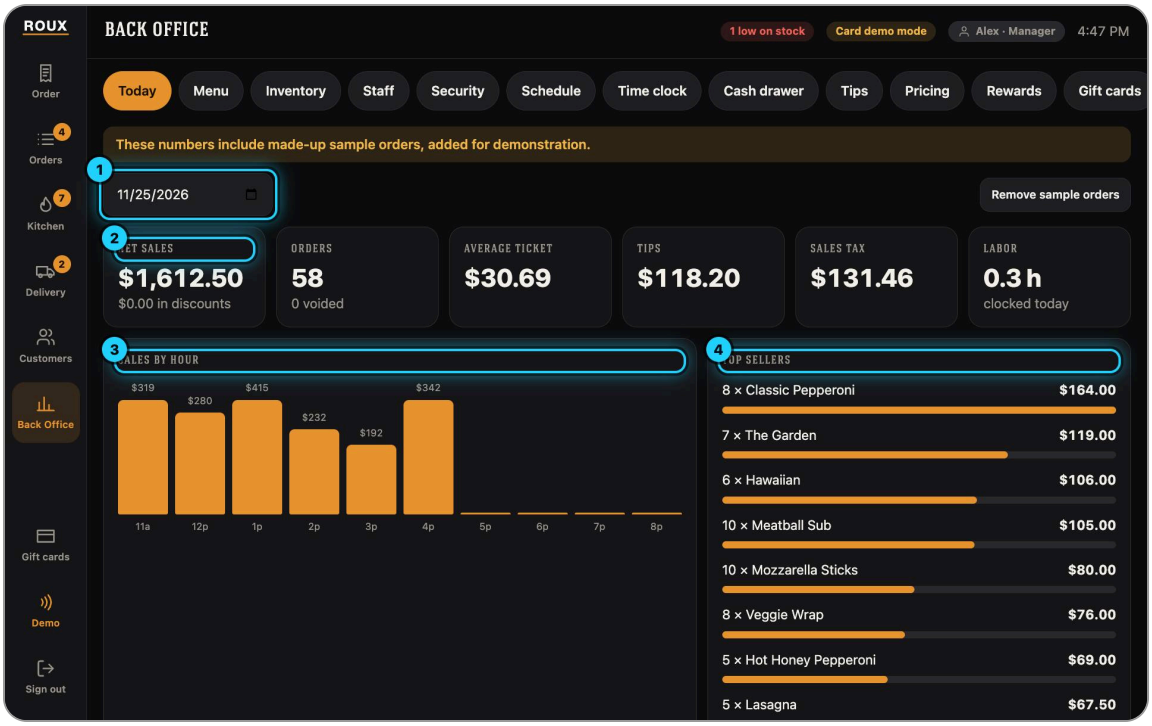
- Overtime is hours past 40 in a Sunday-to-Saturday week.
- ROUX exports hours and tips; your payroll company works out the paycheck.
- Check the Gusto and ADP files against your own template before relying on them.

Money and reports

Closing out the day.

TODAY'S REPORT

Sales, payments and the busiest hours.



1 pick the day · 2 net sales · 3 sales by hour · 4 top sellers

STEPS

1. Open **Back Office > Today**.
2. Pick a date at the top to look at another day.
3. It shows sales by order type, payments by kind, top items, sales by hour, labor hours, and what is still unpaid.
4. The printed closeout for the day, with every drawer on it, is on the **Cash drawer** tab.

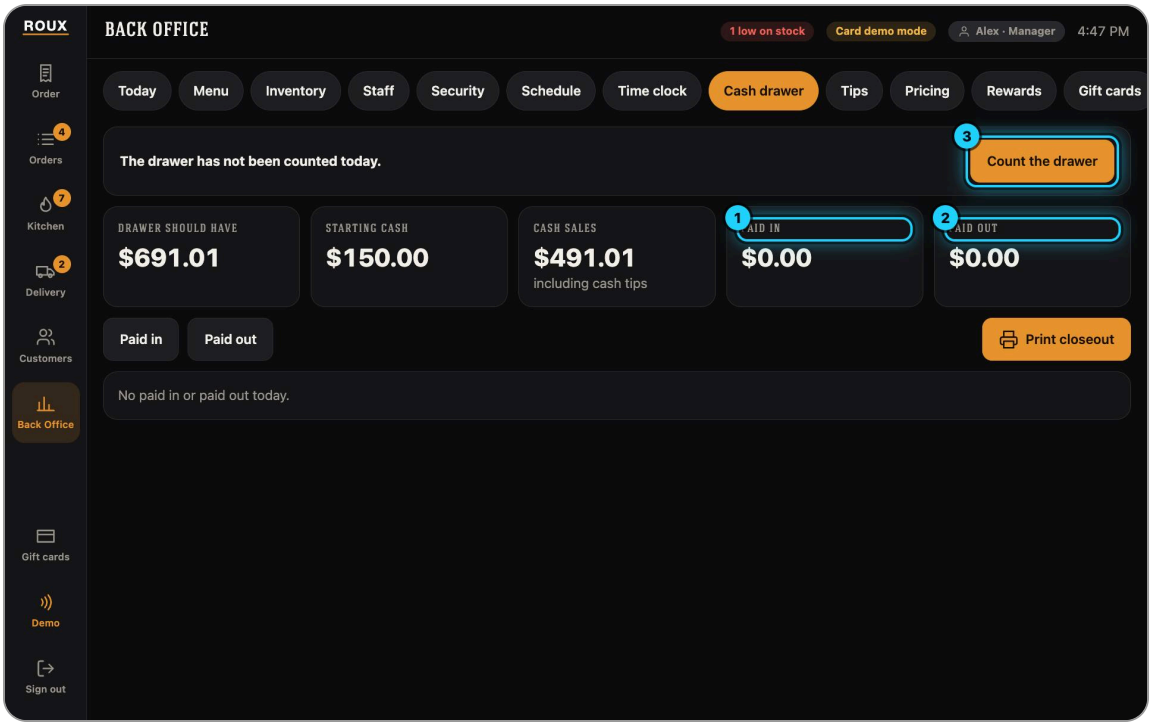
GOOD TO KNOW

- Gift cards sold, account payments, DoorDash and Uber Eats sales each have their own line, because they are not ordinary sales.

- **Add sample orders for a demo** fills the day with made-up sales, and **Remove sample orders** takes them out. Real orders are never touched.

COUNT THE CASH DRAWER

Check the drawer against what it should hold.



1 money put in · 2 money taken out · 3 count the drawer

STEPS

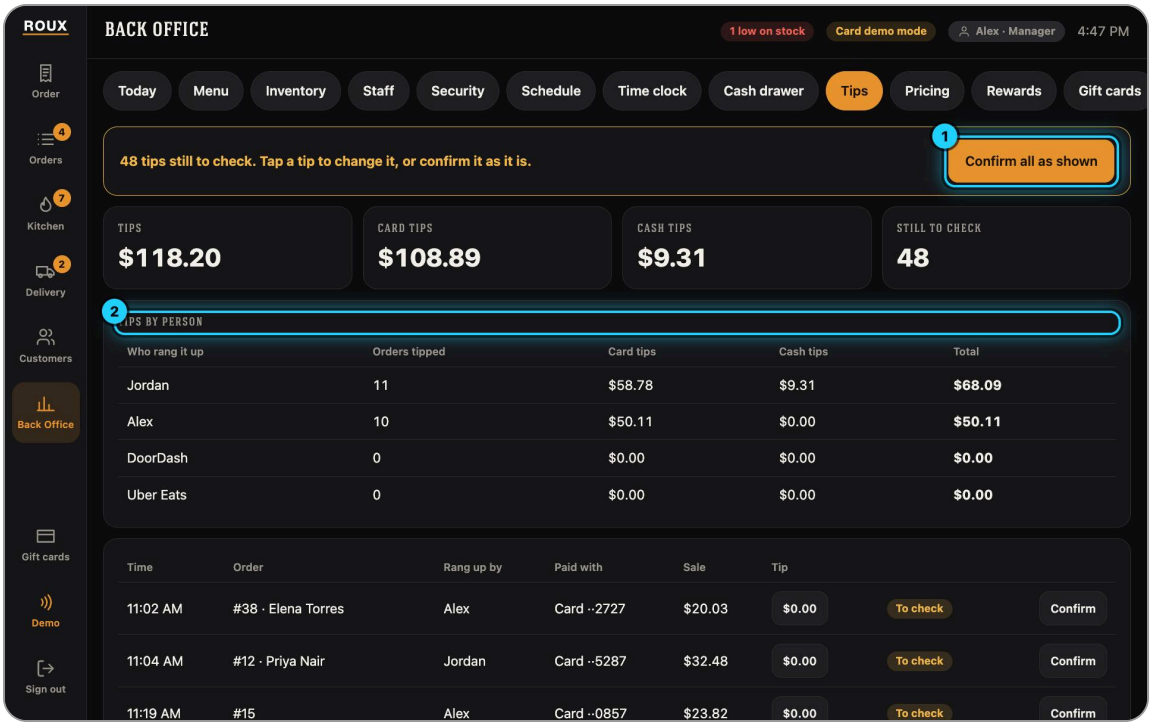
1. Open **Back Office > Cash drawer**. It opens on this register's drawer; pick another from the list if needed.
2. For money put in or taken out during the day, use **Paid in** or **Paid out** with a note.
3. Press **Count the drawer** and enter how many of each bill and coin.
4. Press **See if it balances**. It shows Balanced, Over or Short, the deposit to take out, and what stays in.
5. Press **Save and print** for a slip.

GOOD TO KNOW

- A count off by $5 or more needs a note.
- There is one drawer per register. The starting cash amount is set in Settings.
- If cash moves after a count, the screen says to count again.

TIPS

Check, correct and confirm the day's tips.



1 confirm every tip as shown · 2 tips by person

STEPS

1. Open **Back Office > Tips**. It follows the date picked on the Today tab.
2. Every payment is listed with its tip, with totals by person and by register.
3. Change a tip that was keyed wrong, then press **Confirm**, or **Confirm all as shown**.

GOOD TO KNOW

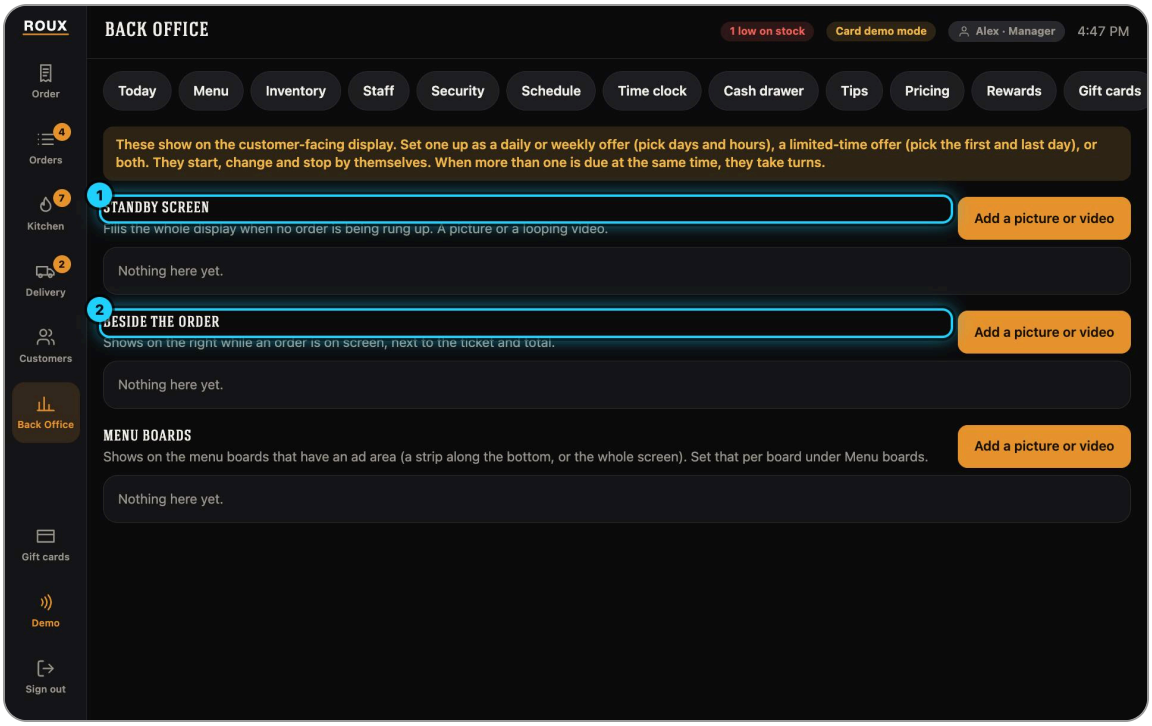
- A tip already charged through the card processor cannot be changed here.
- Changing a cash tip changes what the drawer should hold.
- Every change keeps the old amount and is logged.

Screens the customer sees

Ads and menu boards.

DISPLAY ADS

Pictures and videos on the customer display and menu boards.



1 add a standby ad · 2 add an ad beside the order · 3 add a menu board ad

STEPS

1. Open **Back Office > Display ads**.
2. Add a picture or a video and name it.
3. Choose where it shows: the standby screen, beside the order, or on menu boards.
4. Choose when: always, certain days and hours, or between two dates.

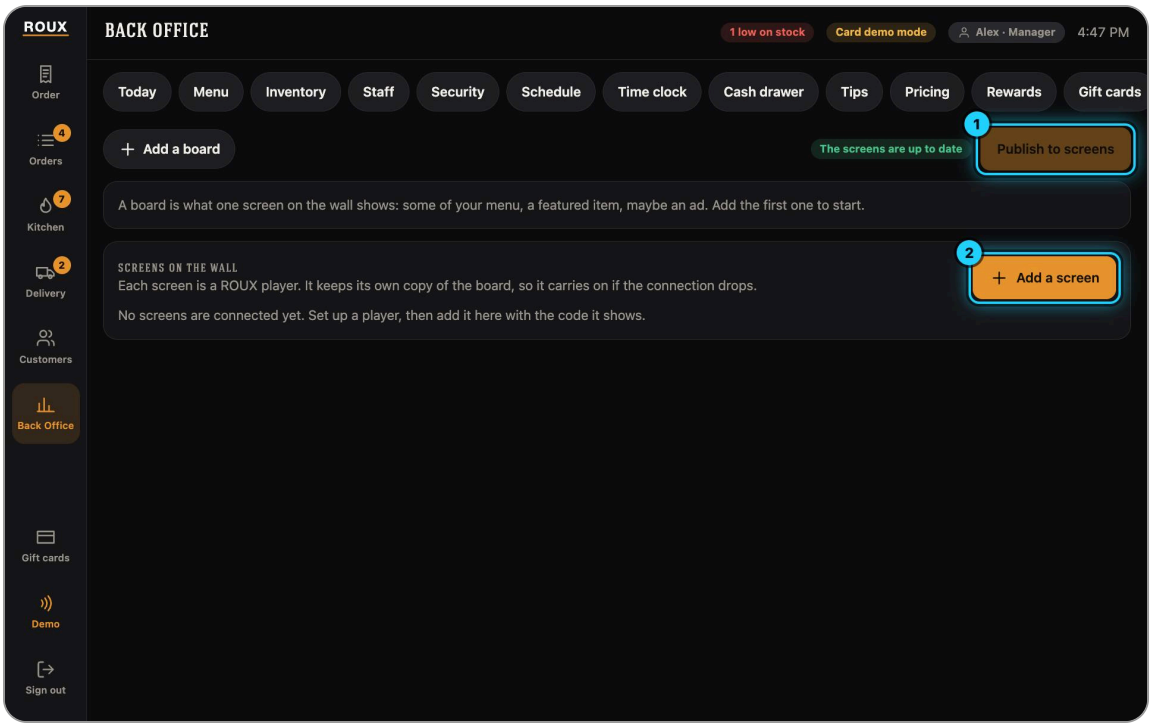
GOOD TO KNOW

- Several ads due at once take turns. Videos play muted.
- The list shows which are showing now, which start later, and which have ended.

MENU BOARDS

Not tested on a real TV

TVs on the wall that show your menu and update when the menu changes.



1 publish to the TVs · 2 add a TV

DESIGN A BOARD

1. Open **Back Office > Menu boards** and add a board.
2. Give it a heading, pick the categories and their order, and choose whether to show descriptions.
3. Pick a featured item and up to eight highlighted items.
4. Choose what happens to sold-out items, where ads go, and the look: colours and background.
5. Check the preview, then press **Publish to screens**.

PUT IT ON A TV

1. Set up the small player computer behind the TV with the installer from the store's address.
2. The TV shows a six-digit code. Accept it from a register, or use **Menu boards > Add a screen**, and choose which board it shows and which way it is turned.

GOOD TO KNOW

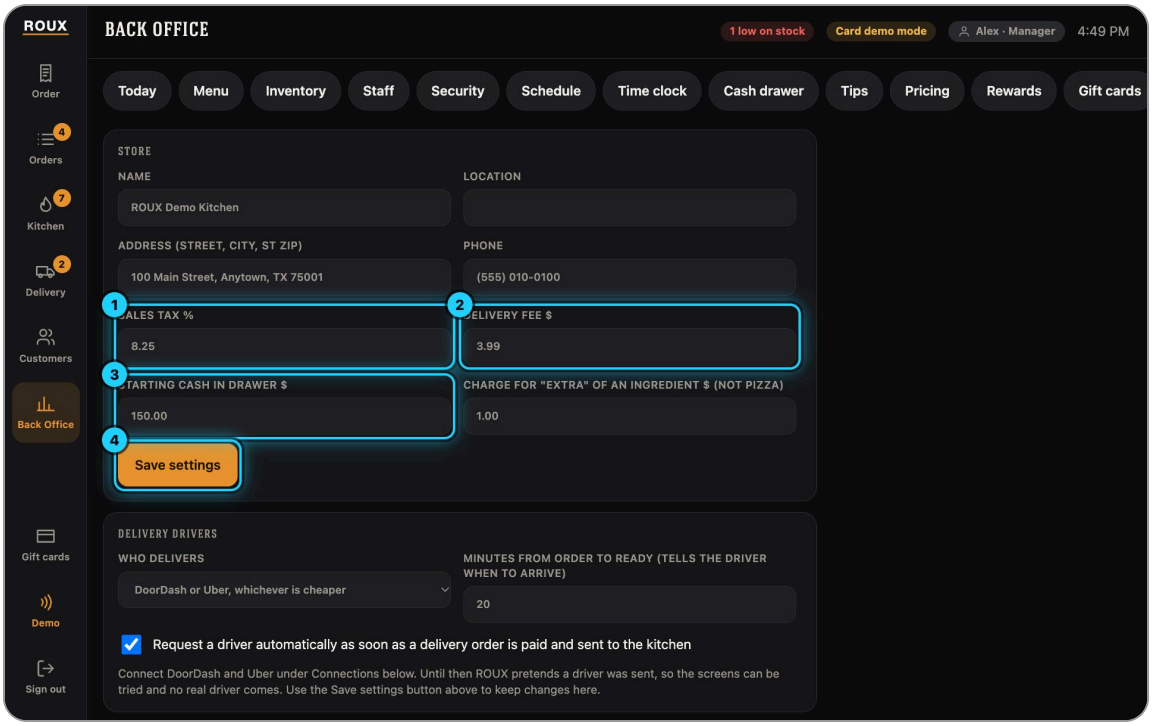
- Prices, descriptions and sold-out come from the menu. Nothing is typed twice.
- A board keeps showing if the internet drops, and still changes scheduled prices on time.
- Not yet tried on a real player or TV.

Store settings and BPAUL's side

Set once, changed rarely.

STORE SETTINGS

The basics every other screen relies on.



1 sales tax · 2 delivery fee · 3 starting cash in the drawer · 4 save

STEPS

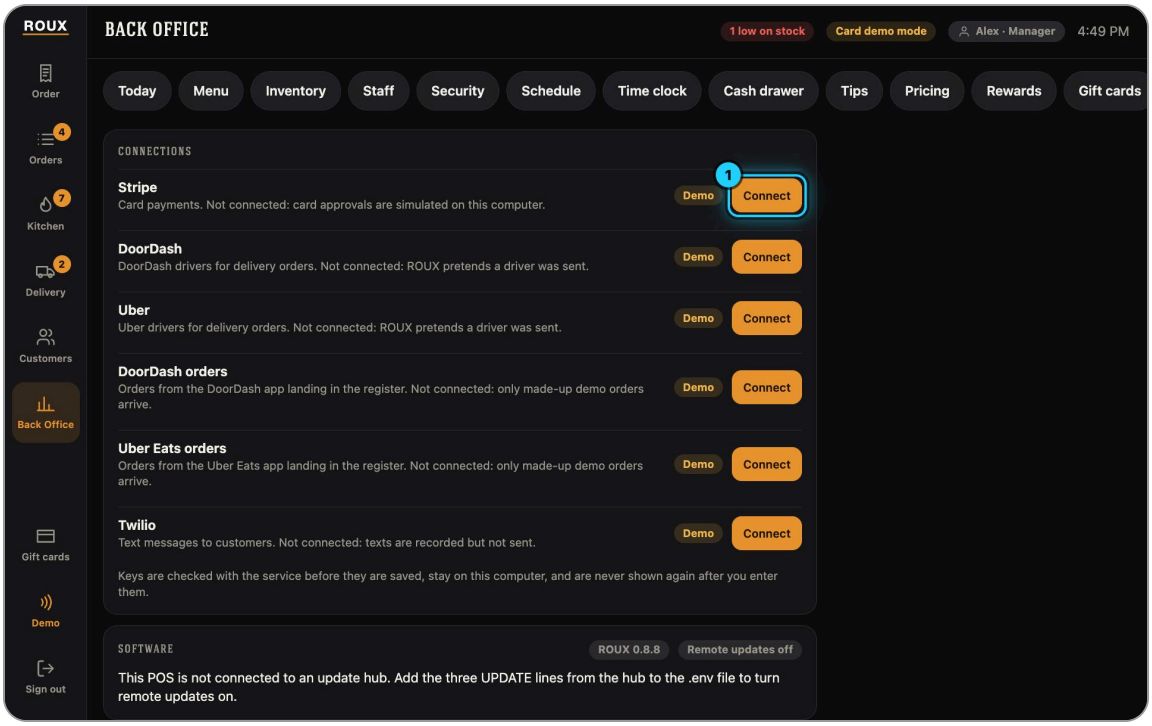
1. Open **Back Office > Settings**.
2. Under store details, set the store name, address and phone, the tax rate, the delivery fee, the drawer's starting cash, and the minutes from order to ready.
3. Press **Save settings**.
4. Use **Change logo** for the store's logo.

GOOD TO KNOW

- The same page holds the cards for Caller ID, offline cards, DoorDash and Uber Eats orders, online ordering, and which register online payments go to.

CONNECTIONS

Sign ROUX in to outside services.



1 connect a service

STEPS

1. At the bottom of **Back Office > Settings**, find **Connections**.
2. Press **Connect** beside a service and enter the values from that company's own dashboard.
3. Press **Check and connect**. ROUX tests the values with the service before saving them.
4. To remove one, press **Disconnect**.

GOOD TO KNOW

- Services: Stripe (cards), DoorDash and Uber (drivers), Twilio (texts), DoorDash orders and Uber Eats orders (app orders).
- Keys are typed into ROUX only. They are never shown again by any screen.
- Each store uses its own accounts. Nothing is shared between stores.
- This build accepts Stripe test keys only.