

# System3 Delivery Set

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## OVERVIEW

System3's Delivery set is designed to give you a comprehensive package of tools that will enhance the way you already run your business, while providing alternatives that can and will improve efficiency in your delivery flow process.

Utilizing these tools would be beneficial for not only pizza delivery establishment, but for any restaurant that offers delivery to their customers. These tools include, but are not limited to, System3 Mapping, Customer Loyalty features, and Driver tracking as well as Zoning, Delivery Surcharges, and Caller-ID capability.

## DETAILS

The Delivery Set is composed of approximately 10 screens from beginning to end. 3 of the 10 screens are used strictly for set-up purposes, while 6 (sometimes only 4 or 5) are used on a daily basis. We'll call those the Operational Screens

Let's take a look:

### SETUP SCREENS

1. *Terminal Options → Program Flow*
2. *'Delivery' Tab*
3. *'Set-Up Delivery Zones' screen*

### OPERATIONAL SCREENS

1. *Phone Number Screen*
2. *Customer Info Screen*
3. *Summary Screen*
4. *Dispatcher (Assign Drivers) Screen*
5. *Driver Side Screen*
6. *Driver Details Screen*
7. *View Map Screen*

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*Before using System3's Delivery features, you'll need to understand some of the preliminary steps involved in setting up. Once you understand the concepts outlined here, it's a good idea to sit with the client and run through a 'discovery process', so that you're very clear on how THEY do business. Because there are a number of functions that can be turned on or off which will impact daily operations, this is a crucial step.*

*Some questions you'll need answered:*

1. Will it be the Driver claiming his or her own orders, or will there be a dispatcher?
2. Whether it's a driver or a dispatcher is there a terminal dedicated to the function of assigning orders to drivers?
3. How is the Kitchen Print structured (i.e.: everything prints to one terminal or is the print split between the pizza line and the rest of the kitchen?)?
4. What is the commission structure for drivers? Is it based on zones?
5. What are the zones?
6. What style of Pizza Pricing are they using? (See Appendix B for different Pizza Pricing definitions)
7. Do they cash out drivers as they go or are they cashed out at the end of the night?
8. Do they intend to use System3's mapping features?

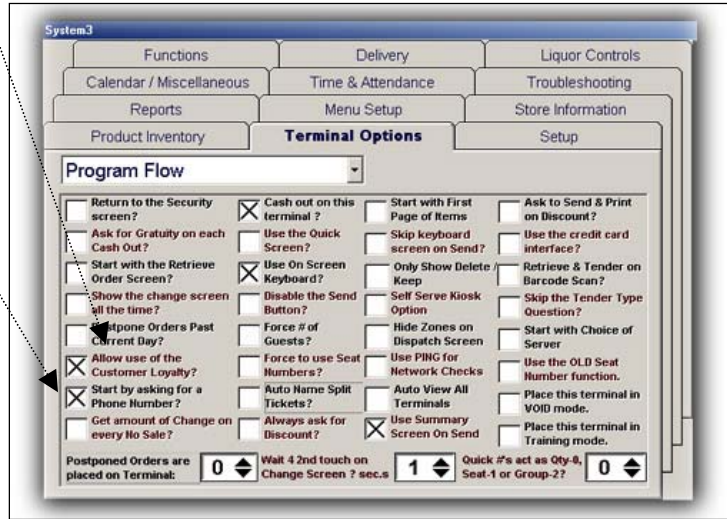
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## SET UP SCREENS

Once you've gotten answers to the preceding questions, you can begin the set-up process. Let's start with the Terminal Options tab.

### Terminal Options

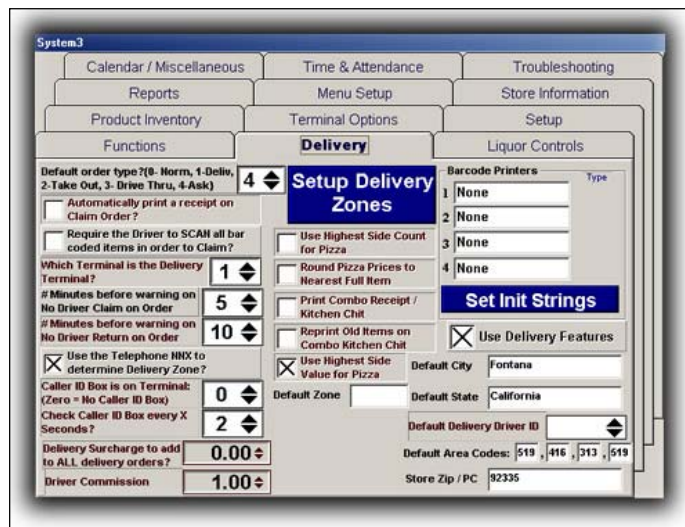
- Program Flow → Turn on (X) 'Allow use of Customer Loyalty'. This forces System3 to save Customer Info in the Customer Loyalty historical database.
- Program Flow → Turn on 'Start By Asking for a Phone Number'. This automatically displays an on-screen Phone Number pad upon entry to the server side of System3. This should be turned on at any terminal that will be used primarily for ringing in telephone orders.
- These are the only terminal options that need to be turned on to use delivery features.



After these terminal options are turned on, we can move on to the Delivery Tab. This is the heart and soul of the Delivery Set, so we'll go into some detail here. The 'Setup Delivery Zones' will be covered last

### 'Delivery' Tab

- Set the 'Default Order Type'. This affects **THIS TERMINAL ONLY**. If you have a restaurant that does a lot of Takeout as well as Delivery, you may want to set this number to '4 - Ask'. This forces the order taker to choose one of the 4 order types after the 'Send' button is pressed.
- **NOTE:** This does not control which terminal is the delivery terminal. That is determined by the 4<sup>th</sup> button, and **MUST** be set on every workstation to reflect the delivery terminal.
- If you want a receipt to print every time a driver claims an order, or every time an order is assigned by a dispatcher, turn the "Automatically Print Receipt..." on.
- If using a bar code blaster, and you



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want items scanned for accuracy before they leave the building, turn the next option on.

- The next two options control the look of the dispatch screen, but on different components. One is on the 'Assigned Orders' screen, and the other is on the 'Unassigned Orders' screen. These are used for basic driver and kitchen management.
  - By setting the '# of minutes before No Driver Claim...', the order will change color from black to red on the dispatch screen (Unassigned Orders) as a warning. This gives whoever is at the dispatch station a quick idea of how far behind the kitchen, or drivers are. An order is considered claimed when it is 'assigned' by a dispatcher, or 'claimed' by a driver.
  - The next box works much the same way, but instead of warning of 'No Claim', it warns of 'No Driver Return', and appears on the 'Assigned Orders' portion of the dispatch screen, also changing from black to red when in the warning state.
- The next check box determines how System3 deciphers a customer's geographic zone. When turned on, the first 3 digits of the customer's phone number are 'matched-up' with particular, customer-defined zones. When turned off, zones are determined by street address. There will be more on zones later.
- When using a Caller ID box, set the terminal that the box is connected to. Usually, this would be the terminal closest to the telephone PBX.
- Set the rate at which the Caller ID box is checked. The default is every 2 seconds, which is usually fine, but can be adjusted if necessary.
- 'Delivery Surcharge' is an amount that is added to every delivery, and therefore increases net sales. System3 uses this amount only if it can't determine a delivery zone, and its corresponding surcharge. The delivery surcharge also needs to be set up in the 'menu setup', if it needs to have taxes added, or if it needs to be printed on the bill. Go to 'Menu Setup' → 'Change Menu Items & Prices 1,1' → 'Edit Delivery Surcharge'
- Driver Commission works much the same way as a Delivery Surcharge, but since it is paid to the drivers, it is reflected in Net Sales in the opposite way - that is it decreases Net Sales

In the next column, 3 of the 6 buttons refer to Pizza Pricing. See Appendix B for an explanation of Pizza Pricing Structures. The other buttons:

- *Print Combo Receipt / Kitchen Chit.* This prints a 'hybrid' style, kitchen requisition ticket, but adds price information, time stamp, server name, and all of the other usual receipt information. In addition, it prints customer info on either the top or bottom, depending on printer options
- *Reprint Old Items on Combo Kitchen Chit.* When a customer calls back to add items to an order, the ENTIRE chit is reprinted, with 3 large rows of stars in between new items and items previously rung in.
- *Default Zone.* By entering a default zone, System3 will skip the prompt 'We were unable to determine delivery zone - would you like to select one?' whenever it cannot determine a zone. The default zone will instead be used.

The next column allows you to set up bar code printers, by clicking in the boxes; System3 will ask what the path is for the printer. You are allowed up to 4. To set the Init Strings, you'll need to consult the printer manuals to determine the proper strings, and then touch the 'Set Init Strings' button.

- **USE DELIVERY FEATURES** - *Must be turned on for the delivery features to work properly. This needs to be turned on at all terminals.*
- The Default City and Default State work by automatically filling in these fields on the customer info page.

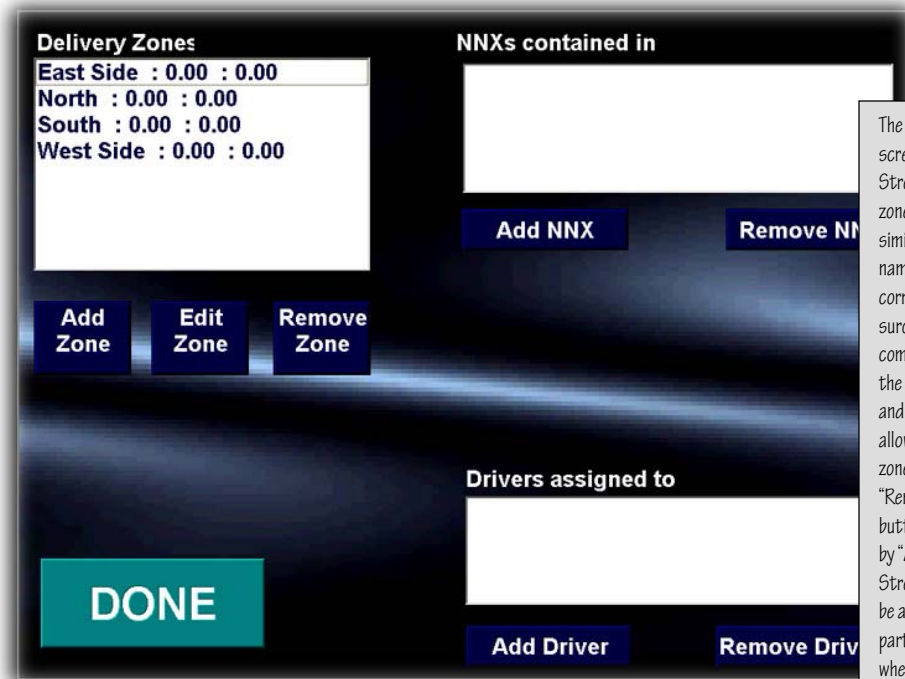
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- *Default Driver ID* - Is used if a restaurant wants to keep track of the TOTAL amount of commissions paid out, but doesn't care which driver gets them. You create a "Fake" driver ID, and commissions are all paid to that ID.
- *Default Area Codes* - Used on the phone number screen, these are handy if a restaurant services more than one area code, and is not using caller ID. It eliminates button touches for the phone order taker.

## 'Set-Up Delivery Zones' Screen

As discussed earlier, delivery zones can be set to be determined by either street address or by telephone NNX. The screens and their functionality are very similar.

- Already loaded in the System3 install set, the default Delivery Zones are as appears here. These can be used or you can add your own. To add your own, press 'Add Zone', and you will be prompted through a series of questions such as 'Zone Name', 'Delivery Surcharge', and 'Driver Commission', which are displayed in the Delivery Zone Window.



- To add NNX's or Streets to a zone, simply highlight the zone and touch
  - Add Street - Will prompt you for the street name, and then the beginning and ending address range.
  - Add NNX - Will prompt you for three different versions of the NNX. They are
    - Version 1 -
    - Version 2 -
    - Version 3 -
- When using Streets to establish Zones, another white box appears named 'Cities contained in Zone'. Again, you will see 'Add', 'Remove', or 'Edit' for the cities. This allow you to create a large zone with multiple cities in it.
- Finally, Drivers can be assigned to particular zones. Select the zone that you want to assign a driver to, press the 'Add Driver' button and a list of drivers will appear, select the driver you want to add and press OK. You can add more than one driver to a zone. This is used for busy delivery operations, with a large geographic zone, and long list of drivers. By assigning drivers to particular zones, you can simplify the look of the dispatch screen.

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## OPERATIONAL SCREENS

There are many components involved in the successful day to day operation of the Delivery Set. We'll step through a typical process, and explain the different screens as we go.

### Phone Number Screen

When the Terminal Option (Program Flow) to 'Start by Asking for a Phone Number' is turned on, or when the Phone Number function button is pressed the following screen will appear:

The large number at the top represents the current default area code. To change it, either choose another preset area code (on the bottom, in blue), or use the backspace arrow to erase and then retype the number. Whether using area codes or not, to enter a phone number use the number pad. To return to the main menu or the current order, use the 'Cancel' button. When finished entering the number, simply hit the 'OK' button.

519		
Cancel		
Swipe Customer Loyalty Card Here:		
[Input Box]		
OK		
1	2	3
4	5	6
7	8	9
0	[Red Arrow]	
416	313	519

The only other option on this page is the blank white box with the words 'Swipe Customer Loyalty Card Here' over top of it. Customers can have cards that affiliate them with their own profile, in order to track visit info, etc. Since a Customer Loyalty Profile is usually associated with a phone number, this box appears on this screen. To use this feature, you'll need to have a magnetic card reader attached to the terminal.

### Customer Info Screen

After entering a customer phone number, one of two things will happen.

1. *System3 doesn't recognize the phone number as being one that is already in the Customer Loyalty Database. When this happens, the user will be prompted, in order, for; First name, Last name, and Address. If the user wants to skip one of these fields, they can simply press 'enter'. We usually recommend, however, that all users of the system capture as much info as possible from the customer. This allows for the most complete database possible. After this info is entered, the user will see the screen on the following page.*

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## Customer Info Screen (cont')

This screen displays basic information about the customer, including Phone Number, Multiple Contact Names (choose from the drop-down list) address, delivery zone, and special info. The Auto Complete box prompts users with streets previously entered, after keying in the first few letters of the street name. The screen also has check boxes to indicate 'VIP', 'Bad Check', and 'Do Not Deliver'. The 'View More Info'

shows some info not necessarily crucial to view every time, like e-mail address, country, etc. Once this page is complete a user can press the 'Start Order' button to be taken to the main menu. The 'Go To Summary' button allows users to go the 'Customer Summary' screen seen below.

2. If System3 recognizes the phone number entered as one that has called before, the following screen will appear:

If the customer has placed an order before, it will appear in the 'Last Order' box. To recreate the last order, press the yellow button named 'Last Order'. The user will be taken to the main menu, with the previous order already filled in. At this point, there are two options. One is to accept the order as is, and simply press the send button. The other option is to 'edit' the order, by adding to, or removing items from it; just as you

would if creating a new order. If the customer wants something completely different, press the 'New Order' button. You can add more than one contact name per phone number, by using the 'Add Contact' button at the top. If the user realizes that this is not the correct profile, they can 'Retry Phone #', and

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re-enter the customer's number. The 'Edit Info' button switches the user back to the previous (Customer Info) screen, in case a change has been made to the address or other info. You can also attach notes to this customer regarding special needs, or that there is a dog at the house. If a customer calls to complain, that can also be recorded here. The 'Dispatch' button will bring up the 'Assign Drivers' screen, which will be covered later on.

## The Summary Screen

The following screen can be accessed one of two ways. It can be accessed manually by pressing the 'Summary Screen' option button on the Main Menu page, or it can be set to pop up automatically after the 'Send' button is pressed. The latter way is set up in Terminal Options → Program Flow → Use Summary Screen on Send.

This screen gives an order taker one more chance to make changes to an order. These changes can be to the order itself, or they can modify a number of other things. At this point you can correct customer info by using the 'Correct Info' button. Both the 'Promo' and the 'Discount' buttons display a drop down list of available Promos and Discounts. The user has to simply choose which one to apply and price information is

The screenshot shows the Summary Screen interface. On the left, there is a table with the following data:

#	Item	\$	Seat	Ordered By
1	Small Cheese	11.10	--	Mana
1	Anchovies	0.00	--	Mana
1	Crab Meat	0.00	--	Mana
1	Green Olives	0.00	--	Mana
1	Green Peppers	0.00	--	Mana

At the bottom of the table, there are fields for 'Discount' (0) and 'Gratuity' (0). To the right of the table is a vertical column of buttons: 'Return to Security Screen' (black), 'Cancel' (red), 'Correct Info' (blue), 'Promo' (blue with a dropdown), 'Discount' (blue with a dropdown), 'Remove Discount' (blue), 'Pre Auth' (blue), and 'Print Receipt' (blue). At the bottom right, there are four buttons for order types: 'Drive Thru', 'Pick Up', 'Delivery', and 'Dine In', each with a corresponding price below it: 11.10, 11.10, 11.10, and 11.10.

automatically updated and displayed along the bottom of the screen. There are different prices under different order types because discounts can be set to automatically apply depending on whether it's a delivery, take-out or dine-in order. These prices will also take Delivery Surcharges into consideration.

The 'Pre-Auth' button allows for Charge Card processing on an order, but will only work if using System3 to process credit cards. 'Remove Discount' will cancel any discounts that were applied in error. And 'Print Receipt' allows for check printing before the order is sent. When everything is to the users satisfaction, they simply choose the order type (Drive-Thru, Pick-Up, Delivery, Dine-In) and the order is sent to the appropriate printers/kitchen displays

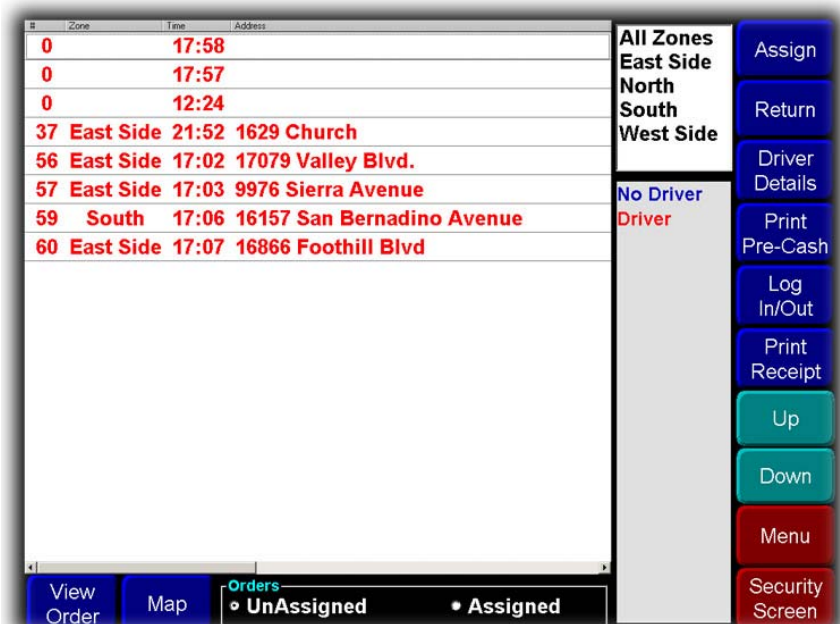
This concludes the portion of the Delivery Set used for capturing customer info, entering order info, and sending it to the kitchen.

The next part of the Delivery Set is used to manage the flow of those orders once they are in System3. There are different ways to manage those orders. They can either be 'assigned' by a dedicated Dispatcher, or Drivers can 'Claim' them on their own. We'll look at both ways, starting with the more common 'Dispatcher' method. The 'Dispatch', or as it is also known, 'Assign Drivers', screen is shown on the next page.

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## The 'Assign Drivers' Screen

The Assign Drivers screen is used in situations where there is a dispatcher assigning delivery orders to drivers. If Drivers are given access to a terminal, they can claim their own orders using the 'Drivers Side' screen. There are a lot of functions on this 'Assign Drivers' screen, so let's go through each of them.



- **Assign** - Used to affiliate drivers with orders. Simply highlight the orders you want to assign to a driver, highlight the driver you want to assign them to, and press 'Assign'. The driver's name changes color from black to red to indicate that he's out, and his name is moved to the bottom of the driver list. As well, the order will 'disappear' off of this screen. There's no need to worry, the order is not gone. To further separate orders, you'll notice two 'switches' on the bottom of the screen that say 'Unassigned' and 'Assigned'. Orders that haven't yet been given to a driver are on the 'Unassigned' screen. Once they have been given to a driver, they are moved to the 'Assigned' screen. To change the view between screens, just highlight the switch on the bottom according to what you want to see.
- **Return** - When drivers come back into the building after delivering an order (or a group of orders), highlight his name from the driver list, and press 'Return'. System3 will prompt with 'Did the Driver Deliver ALL Assigned Orders?'; Choose Yes or No. The driver's name then changes back from red to black, indicating that he/she is now able to deliver more orders.
- **Driver Details** - This button takes you to the driver details screen, which will be covered in the next section. To get to this screen, highlight the driver whose details you would like to view, and press 'Driver Details'.
- **Print Pre-Cash** - At the end of their shift, but before you cash drivers out, users can print a small driver cash-out report to the receipt printer. This report itemizes charge receipts, cash, and other payments so that the driver can get them ready. Simply highlight the driver and press 'Print Pre-Cash'.
- **Log In/Out** - Allows users to log drivers in or out without having to go to the security screen. When you press 'Log In/Out', a small screen with a full list of drivers appears. Select the driver you want to log in or out, press OK and the driver either is added to the driver list portion of the screen, or is taken off the list, depending on whether they were already logged in or not.
- **Print Receipt** - Select the receipts that need printing and press 'Print Receipt'.
- **Up/Down** - When there are too many orders to view on screen, the Up and Down buttons allow for quick scrolling to the next page of orders.
- **Menu** - In order to reach the Main Menu screen from the dispatch screen, just press the 'Menu' button. This is a handy function when a dispatcher is also a phone order taker, and needs to switch between screens frequently.
- **View Order** - On occasion, it will be necessary to view an order from the order list. The 'View Order' button displays the currently highlighted order without reopening the order, or moving it from the order list.
- **Map** - The 'Map' button works with the optional mapping software. When this software is installed, users can simply highlight the orders that they want to see mapped, and press the map button. See the appendix for more info on mapping features.

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## The 'Drivers Side' Screen

As mentioned before, certain establishments may want drivers to assign their own orders. We call this 'Claiming' orders, and it is done using the 'Drivers Side' screen. To access this screen, an employee would need to have the Delivery Driver setting turned on (Manager Side → Setup → Edit Employees → View Security). Managers can access this screen by choosing 'Driver Side' from the Manager options screen (the 'middle' screen that appears after inputting a manager number).

This screen has some similarities to other screens that we've looked at, as well as some differences. Let's take a look;

#	Address	Zone	Time	Phone #
47	5555 Tecumseh Road East	East Side	17:03	51
46	1629 Church	East Side	16:52	51
45	888 Wyandotte East	East Side	16:51	51
44	1629 Church	East Side	16:49	51
43	2221 Victoria	East Side	17:03	51
12		Not Avail	17:03	

- **The Order List Window** - At a glance, this screen looks very similar to the 'Assigned' and 'Unassigned' orders screens that the Dispatcher would use. The main differences lie in the color-coding of the individual orders.
  - **BLACK** - *New Orders / Unclaimed* - When an order is first placed in the delivery queue, and it hasn't yet been claimed by a driver it will be this color. When the number of minutes that the order sits in the queue exceeds the user set warning level (see the section regarding the setup of the Delivery Screen for details - '...Warning Before 'No Driver Claim'), the order changes color to...
  - **GREEN** - *New Orders / Unclaimed / Warning State* - If an order exceeds the amount of time that we have preset as a warning level, it will change color to GREEN. This gives drivers a visual indication that the order SHOULD be ready by now, and therefore this may be a good time to look for it.
  - **BLUE** - *Claimed Orders / Normal* - When a driver claims an order, it will change color to BLUE. It will remain this color until it reaches the user set warning level for '...No Driver Return' (see the Delivery Setup screen for details). Once it exceeds this preset, it changes color to...
  - **RED** - *Claimed Orders / Warning State* - Once an order has been claimed, System3 'times' the # of minutes until it is 'returned'. If an order is claimed, and it has not been returned in the user-preset number of minutes, it will change color to RED. This gives owners/managers a quick visual as to what orders still remain open, but SHOULD be closed.
- **Claim Order button** - This button is used by drivers in place of the Dispatcher's 'Assign' button. When a driver sees that an order is up, and has determined that he/she is going to deliver it, they would highlight the appropriate order(s) and then press the 'Claim Order' button. NOTE: If an order has already been claimed by one driver it will not disappear from the screen, but it will be inaccessible to all other drivers. If a driver tries to claim an already claimed order they will be presented with one of two warning messages.
  - "You cannot claim this order. It has already been claimed by another driver."

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- “You’ve already claimed this order. Would you like to ‘Unclaim’ it? - Yes/No”. This is the error message that a driver would get if he/she accidentally selects an order that he/she’s already claimed. This function is used if a driver claims an order in error, and wants to ‘Unclaim’ it.
- **View Order.** - Prior to ‘Claiming’ an order, a driver can view its contents by selecting an order and pressing the “View Order” button. A small window will appear, with the order details. To make it disappear, simply select another order.
- **Claim By Phone #** - Works similar to the claim order button, but when a driver presses the button, the keyboard screen is displayed - asking for a phone number. The driver then inputs the correct phone number (including area code, if using them) and the order is then assigned to that driver.
- **Driver Return** -The ‘Driver Return’ function serves two purposes: 1) It allows management to accurately track driver in/out times, and therefore determine who is performing most effectively. 2) It is also the means by which drivers ‘cash out’ an order.
  - As drivers return from delivering an order, or a set of orders, they would put their number in, select the orders that were delivered and press ‘Driver Return’. System3 then prompts with a screen that allows you to choose payment type for the selected order. If more than one is selected, it will start with the first one selected in the list, prompt for payment type, then prompt for payment amount, then display change (if any), and then will prompt for the payment type for the second order in the list, and so on.
- **Print Receipt** - Allows the user to print a receipt (or receipts) for selected orders. Select the order, and then press ‘Print Receipt’.
- **Transfer Order** - On occasion, an order will need to be transferred from one driver to another after it’s been claimed. To do this, simply select the order(s) that need to be transferred, and press ‘Transfer Order’. System3 will pop up a window with a list of drivers. Simply select which driver the order is being transferred to, and press ‘OK’. System3 will then prompt with ‘Are you sure you want to transfer to...? Y/N?’. NOTE: The ability to transfer orders can be turned off in a driver’s security settings (Manager Side → Setup → Edit Employees → View Security).
- **Drop Cash** - Used for two purposes:
  - 1. *Giving Cash to a Manager*- Sometimes a driver will accumulate too much cash, and they want to give some of it to a manager. This amount will be deducted from a drivers daily cash drop total. To do this they press the ‘Drop Cash’ button and choose ‘Yes’ when asked if they are giving cash to a manager. If they choose ‘No’, System3 assumes the driver wants to...
  - 2. *Start or Add to a Cash Float* - If a driver is not bringing in their own money to make change each shift, they’ll need a cash float(advance) from the restaurant. This amount will be reflected on the Driver logout.

**In either situation, a number pad will appear, prompting for a dollar amount and once entered a receipt will be printed.**
- **Add Tips** - When using System3 in conjunction with optional Credit Card software (PC Charge, 911, etc.), drivers must close out all pre-authorized credit card transactions using the add tips button. When pressed, the ‘Add Tips’ button displays a window with a list of currently pre-authorized credit cards that need to be closed. Select an order that needs to be closed and press ‘Close’.
- **Map Info** - See Appendix B for information regarding setup and use of the mapping features.

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## APPENDIX A: PIZZA PRICING

Pizza Pricing presents its own unique challenges, and for this reason, we've created a separate section to help you better understand how to set up a Pizza Menu within System3.

Consider the following simple Pizza Menu for our example.

	Baby	Small	Medium	Large	Extra Large
<b>Cheese Only</b>	8.00	10	12	14	16
<b>Cheese + 1 Topping</b>	8.25	10.5	12.75	15	17.25
<b>Cheese + 2 Toppings</b>	8.95	11.25	13.60	16.10	18.75
<b>Cheese + 3 Toppings</b>	9.95	12	15	17.40	20.25
<b>Cheese + 4 Toppings</b>	11.15	13.25	16.40	18.80	22
<b>Gourmet Toppings</b>	2.00	2.25	2.60	3	3.4
<b>Easy Cheese</b>	-.50	-.60	-.75	-.9	-1.1

Toppings Available: *Regular* - Pepperoni, Mushroom, Ham, Pineapple, Onions, Tomatoes, Green Olives  
*Gourmet* - Artichokes, Sun-Dried Tomatoes, Anchovies, Baby Shrimp

Without System3's unique ability to handle this price grid, you would have formerly had to create modifier pages over and over again, for different prices, and different sizes, and each time a topping was pressed, an 'add, go to' shortcut would have to be used. Very time consuming.

With System3's pizza pricing capability, the steps have been greatly reduced.

### STEP ONE: IDENTIFY THE PIZZA MENU PRICING STRUCTURE

It would seem that there are as many different ways to price a pizza menu, as there are pizza places. But upon closer examination, almost all menus fall into one of 4 basic categories.

For the sake of explanation, let's consider the following example:

Eg. Cheese Pizza → Pepperoni and Mushrooms on the whole pizza → Green Olives and Tomatoes on one half → Ham, Pineapple and Onions on the other half.

***Other than exact pricing, all other pricing structures need to be toggled on under the "Delivery" tab on the Manager Side of System3.***

- ***Exact Pricing*** - The number of toppings whether ½'s, ¼'s, or 1/3's, are simply totaled and the EXACT amount of toppings are charged for. In the example we have: The Whole Pizza - 2 Whole Toppings (2), + 2 Toppings on ½ the pizza (2 x .5) + 3 toppings on the other ½ of the pizza (3 x .5) → **4.5 toppings** (2+1+1.5)
- ***Rounded Pricing*** - A variation on the exact pricing method. The difference is that System3 totals the number of toppings, and ROUNDS UP any fractions of toppings that remain. In the above example, the customer would be charged for 5 toppings.
- ***Highest Side Count Pricing*** - In a case where a customer orders a pizza with more toppings on one half, than on the other, System3 counts the toppings on each side, and calculates the price based on the side with the highest number of toppings. In the above example, there are 5 toppings on one side, and 4 toppings on the other, therefore the customer would be charged for a pizza with 5 items.
- ***Highest Side VALUE Pricing*** - In a case where a customer orders a pizza with different topping on each side of the pizza, the side that has the highest VALUE is charged for. Why not use highest side count? Some restaurants charge more for specific 'gourmet' toppings, that a 'Highest Side Count' method would not take into consideration. This way if a customer orders 2 toppings on each half of a pizza, but one of the toppings on one of the sides is a deluxe topping that costs more, the side that costs the most is charged for.

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## APPENDIX B: SYSTEM3 MAPPING FEATURES

### System Requirements

System3's powerful mapping features rely directly on the Microsoft MapPoint application as a backbone, therefore one copy of MapPoint needs to be installed on each workstation that will need to use the mapping features. You'll need 2 Gigs of free hard drive space for the full install, but only 1 Gig for the minimum install set.

### Installation and Setup

MapPoint comes bundled as a 2 CD set. The first CD is the application itself and can be installed without installing the full MapPoint database, which is on the second CD. If you opt to install only disk 1, then disk 2 will need to be loaded into the CD ROM drive any time you want to use the mapping features. For the sake of convenience, we recommend a full install. This will take 30-45 minutes, depending on the speed of your computer.

To install, simply insert the disk labeled 'Disk 1 - Setup', into the CD ROM drive, and follow the on-screen prompts. You'll need to restart the computer once MapPoint is installed.

Setup within System3 is also relatively simple. Because System3 uses the restaurant street address, city, state (or province), and zip-code (or postal code) as the beginning and ending points on any route, this information needs to be setup before using the mapping features

- Under Store Information (Manager Side → Store Information), enter the street address of the store.
- Under the Delivery setup tab (Manager Side → Delivery), enter the default city, default state and zip code.



Once this information is set-up, the mapping features are ready to use.