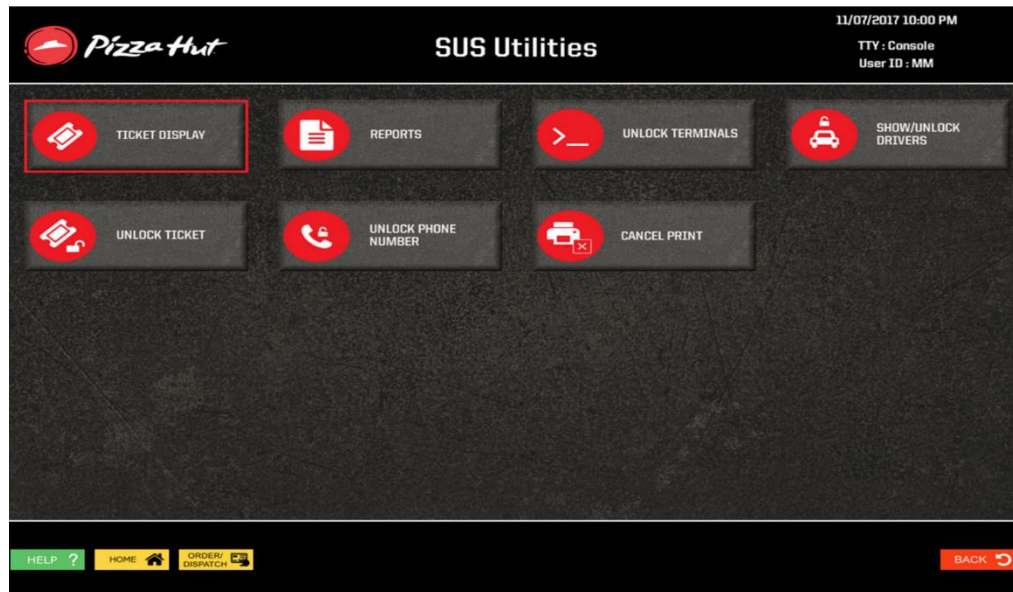




SUS Utilities


SUS Utilities is accessed through the SUS Management Menu. SUS Utilities offers access to Reports and Tickets. There are also self-help troubleshooting options to use prior to calling the Service Desk.



Ticket Display

Ticket Display is used to view or reprint a ticket for current day, previous 28 days, or a future order ticket.

Enter Selection > Select between Current Day, Previous Day or Future Day

 **Tickets can be searched by ticket number, order amount or phone number.**

- For the current day's tickets, enter the desired ticket number.
- For a previous or future day's tickets, select the date that the order was taken.
- To print the ticket, press the F5 key.
- To exit, press F1.

Reports

Used to view to or to print SUS reports.

Management Menu > SUS Utilities > Reports > Enter

 **To learn more about the individual reports, download the SUS Reports manual found in Hut Link.**

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Unlock Terminals

This option displays restaurant terminals that are either locked or frozen.

Management Menu > SUS Utilities > Unlock Terminals

To unlock a locked or frozen terminal:

Arrow over to the locked or frozen terminal > Enter Y to unlock

Show/Unlock Drivers

This option displays the status of drivers who are currently clocked in.

Management Menu > SUS Utilities > Show/Unlock Drivers

To unlock a locked driver:

Enter the Driver's ID > Press Enter

Press Q to Quit

Unlock Ticket

This option displays tickets that are locked. Tickets can become locked if a terminal loses power or freezes when the ticket is being cashed out or dispatched.

Management Menu > SUS Utilities > Unlock Tickets

To unlock a locked phone number:

Enter the Ticket Number > Press Enter

Press Q to Quit

Unlock Phone Number

This option displays phone numbers that are locked. Phone numbers can lock if the terminal loses power or freezes when an order with the phone number is being entered.

Management Menu > SUS Utilities > Unlock Phone Number

To unlock a locked phone number:

Enter the Phone Number > Press Enter

Press Q to Quit

Cancel Print

This option provides the ability to cancel any active reports printing to the BOH printer.

Management Menu > SUS Utilities > Cancel Print > Yes