



Frequently Asked Questions

Panther .54 Release

General Information:

1. What is the Pizza Creator?

The Pizza Creator is a specialized tool that allows merchants to build and manage customizable pizza products. It organizes the setup into three distinct areas: Basic Details, Modifier Groups, and Promotions.

2. What is the Product View

The Pizza Product View allows viewing the pizza after it was created in the Pizza Creator, as well as editing its fields. In the Pizza Product View, you are able to view as well as fully edit the basic details, Modifiers Groups - including editing the layout of the screen by dragging and dropping groups and modifiers to reorganize them, and Promotions.

3. What is the difference between the Pizza Creator and Pizza Product View?

While there are many similarities and overlaps between the Pizza Creator and Pizza Product View, they serve as different functions. The Pizza Creator is where the pizza is created for the first time with its unique PLU, while the Pizza Product View allows viewing the already created unique product as well as editing it. Some key differences are also in the appearances:

- The Pizza Product View has a progress bar
- Pizza Creator has “Next” and “Back” buttons whereas Pizza Product View only has “Save” and “Delete Product” buttons.
- The title of the Pizza Product View is always “Pizza Product.”

4. What is the Pizza Builder in the Register?

The Pizza Builder is the interface used by cashiers during a sale. It allows them to select modifiers from previously made groups in accordance to the minimum or maximum modifier requirements that were set earlier, choosing their placement on the pizza (left, right, or whole), and adding a note for the pizza before adding the modified product to the basket.

5. What is the new Delivery enhancement?

The “Dine In” selection process has been expanded to include a third option: **Delivery**. This helps staff categorize orders accurately for kitchen printing and receipt tracking.

Setup & Requirements

4. **How do I access the Pizza Creator to make a new pizza?**
 - a. Navigate to **Products** and select **Create New Product**.
 - b. Choose the **Pizza** option instead of the standard Form.
 - c. Fill in the mandatory fields: PLU, Product Name, and Department.
 - d. Create Modifier Groups and Promotions.

 5. **How do I enable the Delivery option for my register?**
 - a. Navigate to **Settings** -> **Register Settings** -> **Print to Kitchen**.
 - b. Locate the toggle labeled **Display Basket Type Section when opening a new one** and turn it on.
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How the Process Works

6. How do I set up Modifier Groups?

Within the Modifier Groups tab, you can define how customers customize their pizzas:

- **Group Info:** Set the Group Name and the Min/Max number of modifiers required.
- **Split Modifiers:** Toggle this on to allow toppings on specific sides (Left/Right).
- **Pricing:** Split modifier prices are automatically calculated at 50% of the full modifier price.
- **Product Selection:** You can search your existing inventory to add items as modifiers or create new ones on the fly.

7. How do I manage Pizza Promotions?

- a. Go to the **Promotions** tab in the Pizza Creator.
- b. Select **Create a Promotion** and input the Name, Discount Type (% , \$, or New Price), and Dates.
- c. Toggle **BOSS Club** if the promotion is exclusive to members.

8. How does a cashier build a pizza during a sale?

- a. Tap or scan the Pizza Product in the Register to trigger the **Pizza Builder** popup.
- b. Select modifiers on the right side of the screen.
- c. Choose the **placement** (left, right, or whole) for each modifier.
- d. View the running total and selected items in the product log on the left.
- e. Tap **Add to Basket** to finalize the customization.

9. Where do the pizza details appear after the sale?

The specific breakdown of toppings and placements will be visible in:

- Receipt View and Transaction View.
 - Printed Customer Receipts.
 - "Print to Kitchen" and "Print Basket" tickets.
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Troubleshooting for Support

10. Why can't I click "Next" in the Pizza Creator?

The "Next" button is disabled if mandatory fields are missing.

- Ensure PLU, Product Name, and Department are all filled in under the **Basic Details** tab.

11. Why isn't the "Delivery" option appearing in the Register?

If the "Eat Here or To Go?" popup does not show "Delivery," check the following:

- Verify that **Print to Kitchen** is active in Register Settings.
- Ensure the **Display Basket Type** toggle is switched to the ON position.
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12. What if I accidentally close the Pizza Creator without saving?

The system will trigger an "Unsaved Changes" warning.

- a. Tap **Save Changes** to keep your progress.
- b. If required fields are missing, the system will redirect you to the specific tab that needs attention before allowing saving.