

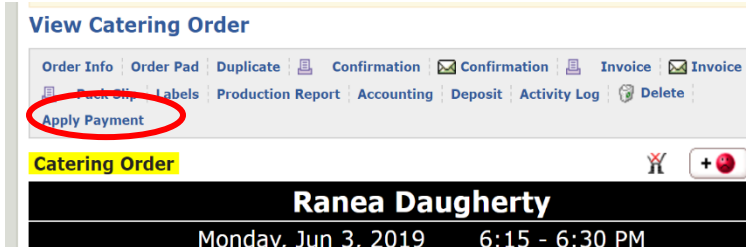
MONKEY DAILY TASKS

Morning

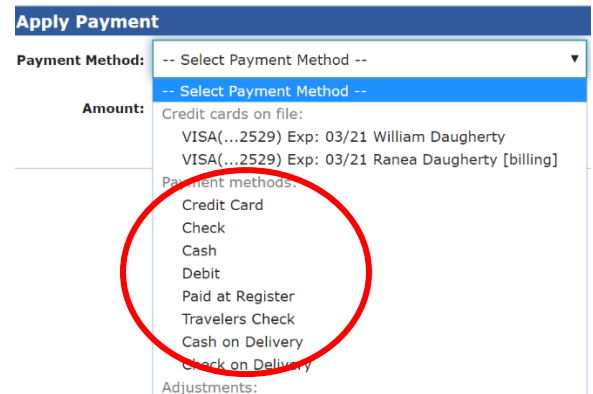
- Check to ensure all orders for the day are accepted
 - If an order is purple and it you already have it accepted, something changed. If you are unsure, call the catering line
 - If an order is flashing orange, the card did not process. Catering Team is working on it and will notify when it is corrected.

Throughout the day

- Check Monkey for orders for next day and accept
 - If a pack slip is incorrect, notify catering team so future orders are corrected as well
- Post Orders that have been fulfilled
 - If you are getting an error and are able, refresh your POS. If that does not work submit a ticket to POS help referencing order numbers and error you are getting. Include DEV288 Geiger and store number in ticket to poshelp@moes.com. Copy catering email
 - Do not manually post until you hear from us
- **Paid at Registers need to be closed out in Monkey – Even when posted!**
 - The POS does not communicate back to monkey when an order was paid. You need to go in and close out the check by going into the order and clicking **APPLY PAYMENT** on the order



Apply Payment



Evening

- Double check all orders were posted.
 - Any paid at registers were closed in Monkey. If we did not collect payment, email catering line immediately.
- Tips need entered by 11PM- after the order is locked and no changes can be made
- All orders for the next day are accepted
 - If an order is purple and it you already have it accepted, something changed. If you are unsure, call the catering line
- **DoorDash tips were cashed out and added to the deposit on a separate line**