



US Operations Restaurant Technology – Deployment

Product Outage/Station Outage

December 2022

Product Outage

When a product or an ingredient has become unavailable / available managers will need to add or remove them via the POS, this will then remove or reactivate the product on all devices; Kiosk, POS, Digital Menu Boards and Mobile Order and Pay devices.

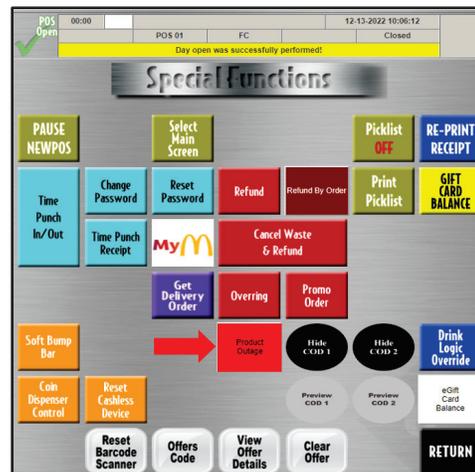
To Remove a Menu Item / Ingredient to Product Outage

From the main menu

- Select **Special Functions**.



- Select **Product Outage**.
- When prompted, enter the Manager ID and Password, or scan a finger if Biometrics is enabled.



- Select **Remove Menu Item/Ingredients** button.



- On the Outage Maintenance screen that now appears, select a pre-filter button or type in product name/number in the Search Products bar.
- Select the menu items that should be placed in outage.





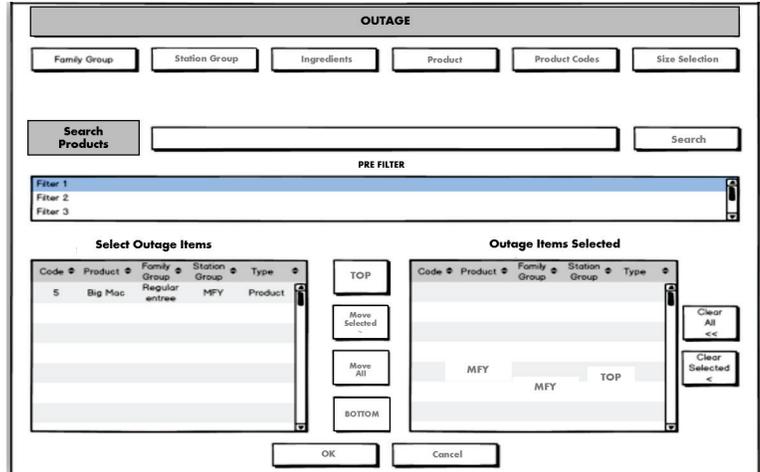
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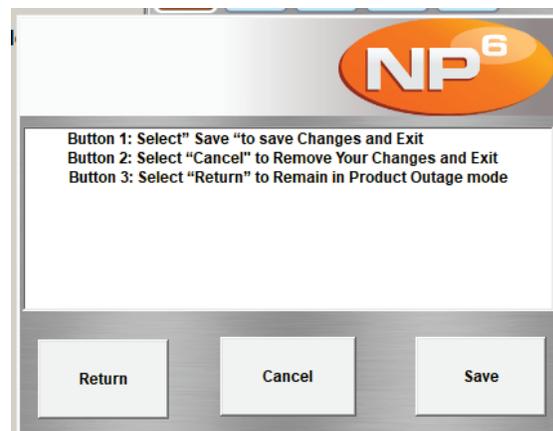
To Remove a Menu Item / Ingredient to Product Outage (continued)

- Select outage items on the left and **Move Selected** or **Move All** items selected to the right.



- Select **Save** when prompted.
- The Item(s) are placed into outage and will not be visible on the Kiosk, POS, Digital Menu Board and Mobile order and pay devices.

There will be a delay of up to 15 minutes for the Outage changes to be removed on the DMB and Mobile App.



To Restore a Menu Item / Ingredient from Product Outage

From the main menu

- Select **Special Functions**.





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To Restore a Menu Item / Ingredient from Product Outage (continued)

- Select **Product Outage**.



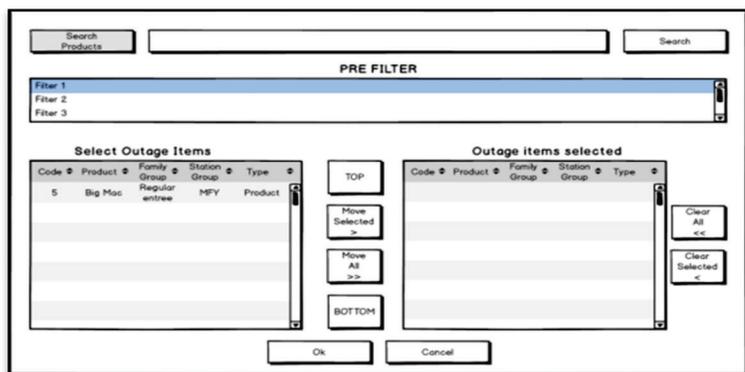
- Press **Restore Menu Item/Ingredients** button.



- On the Outage Maintenance screen that now appears, highlight item(s) on the right side.



- Select item(s) currently in outage and choose **Clear All** or **Clear Selected**.





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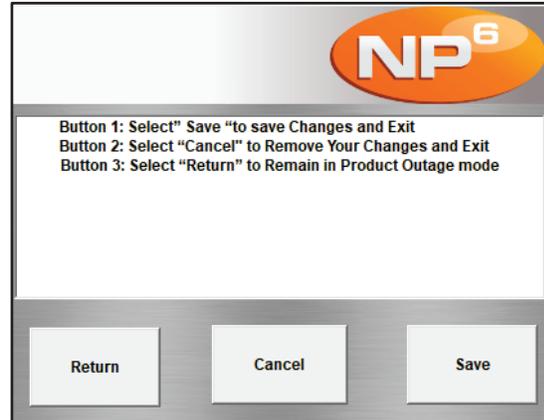
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To Restore a Menu Item / Ingredient from Product Outage (continued)

- Select **Save** when prompted.
- The Item(s) are removed from outage and will be visible again on the Kiosk, POS, Digital Menu Board and Mobile order and pay devices.

There will be a delay of up to 15 minutes for the Outage changes to be removed on the DMB and Mobile App.

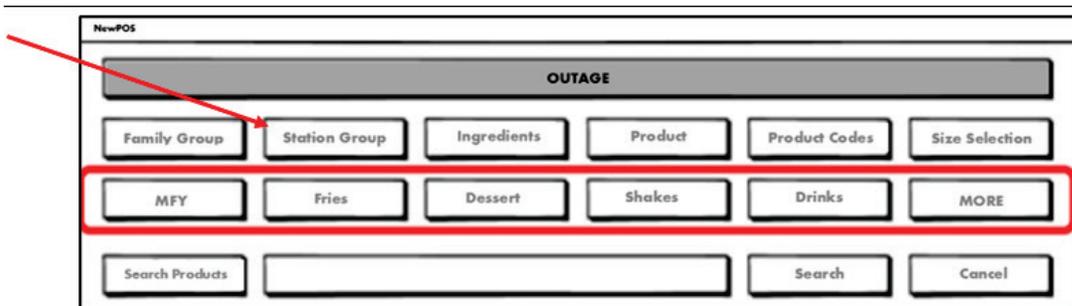


Product Outage by Station Group

When a menu item/ingredient has become unavailable/available managers need to add or remove the item via the POS using the product outage function. This will remove or reactivate the product on all devices; Kiosk, POS, Digital Menu Boards and Mobile Order and Pay devices.

Product Outage by **Station Group** allows for menu items to be put into outage based on the station they originate from. This is useful during times of cleaning for Shake Machines, and McCafé Machines as an example, or at times when product is not available for specific types of equipment with a menu item.

- Blended Ice
- Espresso Machine
- Frozen Coke
- Ice Cream Side Only
- Shake Machine
- Shake Machine Side Only



Select **Station Group** or type in product name/number in the search products bar.



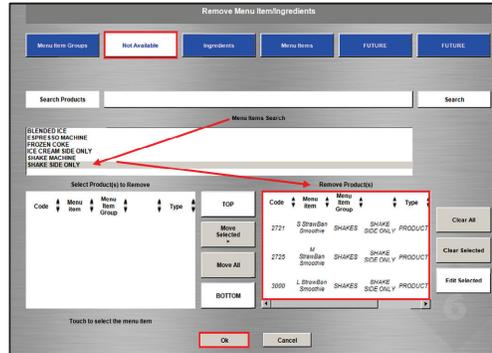
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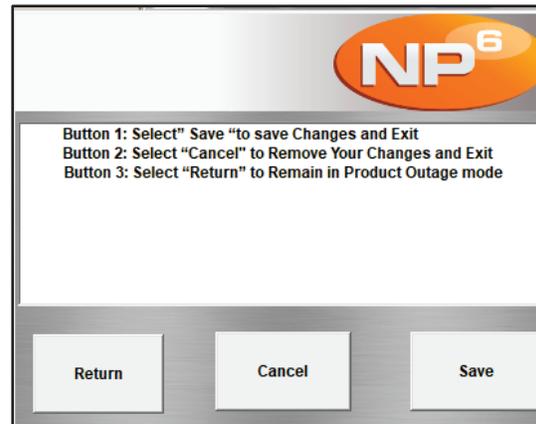
Product Outage by Station Group

Shake Machine	
1592	S VANILLA SHAKE
1598	M VANILLA SHAKE
1613	L VANILLA SHAKE



- Select **Save** when prompted.
- The Item(s) are placed into outage and will not be visible on the Kiosk, POS, Digital Menu Board and Mobile order and pay devices.

There will be a delay of up to 15 minutes for the Station Outage changes to be removed on the DMB and Mobile App.



To restore Station Groups, follow the same step listed for restoring Menu Items/Ingredients.