

How to Use the Kitchen Printer

After your kitchen printer has been installed (by your IT department) and configured (by CaterTrax), you are ready to start printing! Here are a few reminders to make things run smoothly every day:

- The computer displaying the printer queue(s) must be on. If it goes into hibernation mode, it will stop sending jobs to the printer. You may shut it down at the end of service.
- Use Internet Explorer 8.0. Be sure to leave the browser window(s) open throughout service and close down at the end of service.
- To use the automatic printing queue with a runner queue, additional setup must have been completed by CaterTrax.

Reminder:

Launch the queue(s) every morning. Leave the computer running and window(s) open for as long as you need to print orders. Close the queues at the end of each day.

This guide will help you to:

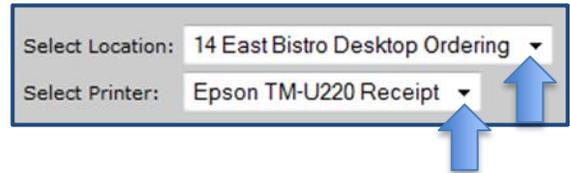
1. [Launch Automatic Printing \(if not using the Runner Queue\)](#)
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Launch Automatic Printing (if not using the Runner Queue)

1. From your CaterTrax administrative site, go to **Daily Site Stats** and click **Launch Printer Queue**. The queue will open in a new window. Leave it open throughout the day, and close it at the end of service.



2. **If multiple locations are configured on your site**, go to the **Printer Queue** and use the dropdown to select the location for which tickets will be printed. **Otherwise**, skip to **Step 3**.



3. In the Printer Queue, use the dropdown to select the printer.
4. To print customer tickets at the printer selected, check the **Print Customer Rec** box, to print kitchen tickets at the printer selected, check the **Print Kitchen Rec** box (*select either or both*).



5. Click **Start Printing**. Orders will print automatically 60 minutes prior to the event time (unless customized to print at a different time interval).
6. **To enable printing to additional printers, repeat Steps 1 - 5**. Each printer queue will open in a separate window. Leave them open throughout the day and close at the end of the day.

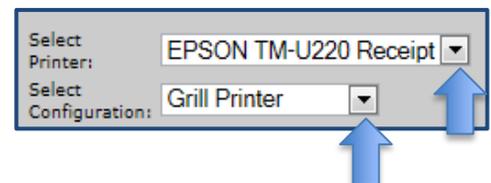
Launch Automatic Printing (if the Runner Queue is enabled)

1. From your CaterTrax administrative site, go to **Daily Site Stats** and click **Launch Runner Queue**. The queue will open in a new window. Leave it open throughout the day, and close it at the end of service.



2. Return to **Daily Site Stats** and click **Launch Printer Queue**. The queue will open in a new window. Leave it open throughout the day, and close it at the end of service.

3. Use the **Select Printer** dropdown to select the printer to which this queue will print.
4. Use the **Select Configuration** dropdown to select the ticket configuration to be used for the tickets printed at this printer.



5. Click **Start Printing**. Orders will print automatically 60 minutes prior to the event time (unless customized to print at a different time interval) at the selected printer.
6. **To enable printing to additional printers, repeat Steps 2 - 5**. Each printer queue will open in a separate window. Leave them open throughout the day, and close at the end of the day.

Use the Printer Queue to Monitor the Print Status of Orders

Monitor the printer queue(s) throughout the day to see orders as they flow through the queues.

Queued Jobs

Each order will appear on this list as soon as the order's event time reaches the "print ahead" time configured for your site (typically 60 minutes). **Note:** orders for the day which have not reached their "print ahead" time will not appear on the list.



Currently Printing Jobs

An order will appear in this list when the system sends the order to the printer device for the very small amount of time that it takes to print the ticket.



Printed Jobs

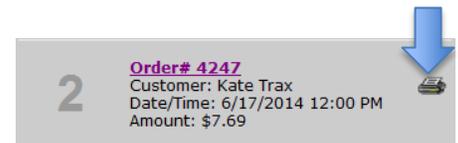
When the system recognizes that the order has been printed, you will see it in this list. It will remain there throughout the serving day.



Use the Printer Queue to Print Orders On Demand

You can easily reprint tickets for an order that has already been automatically printed.

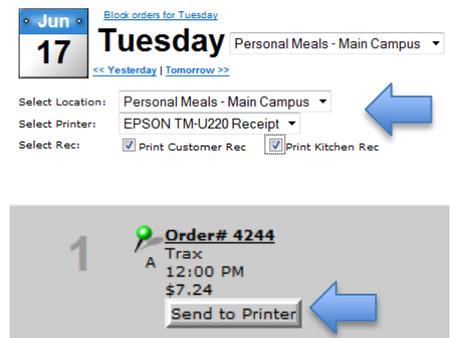
1. Go to the **Printed Jobs** list on your **Printer Queue**.
2. Locate the order to be reprinted.
3. Click the printer icon next to the order.



Use the Day View to Print Orders On Demand

You can print tickets from the day view before or after the order has been automatically printed.

1. From your CaterTrax administrative site, go to the Day View for the day on which the order occurs.
2. Use the dropdowns to select the configuration (type of ticket) and the printer.
3. Click on the order to be printed.
4. Click **Send to Printer**.



- To print another type of ticket for the same order, repeat Steps 2-4.

Reminder

If you print an order before the time it would automatically print, it may not print later as expected.

Use the Runner Queue to Manage Orders without Customer Notification

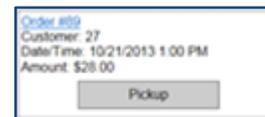
With a kitchen printer solution that is not configured to send order-ready notifications to customers, these steps enable you to manage your orders for the day via the Runner Queue.

Reminder:

All orders for the day appear in the **Pending Assembly** list until a kitchen staff member moves them.

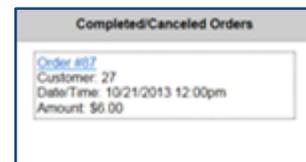


- When an order in **Pending Assembly** is ready to be picked-up or delivered, click **Pickup**. The order will move to the **Waiting for Pickup/Delivery** queue.
- When the order has been picked-up or delivered, click **Complete** to move the order to the **Completed/Canceled Orders** queue.



Reminder:

Orders will remain in the **Completed/Canceled Orders** list throughout the serving day, unless a staff member pushes it back to an earlier status (refer to **Revert or Recover** section).

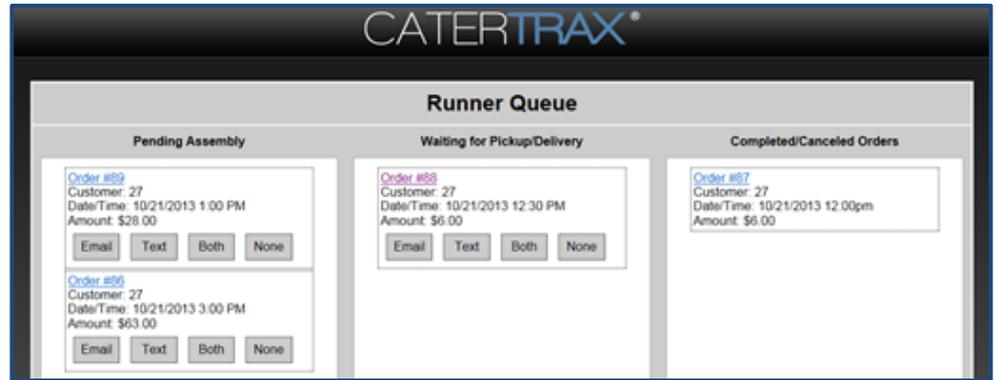


Use the Runner Queue to Manage Orders with Customer Order-Ready Notifications

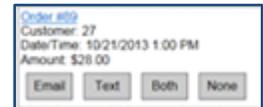
With a kitchen printer solution that is configured to send order-ready notifications to customers, these steps enable you to manage your orders for the day and send text and/or email messages via the Runner Queue.

Reminder:

All orders for the day appear in the **Pending Assembly** list until a kitchen staff member moves them.



1. When an order in **Pending Assembly** is ready to be picked-up or delivered, click the button which corresponds to the type of customer “order ready” notification message to be sent (**Email, Text, Both, None**). The order will move to **Waiting for Pickup/Delivery** and the message will be sent according to the selection made.

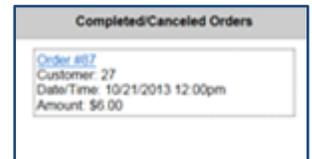


2. When an order in **Waiting for Pickup/Delivery** has been picked-up or delivered, click the button which corresponds to the type of customer “order ready” notification message to be sent (**Email, Text, Both, None**). The order will move to the **Completed/Canceled Orders** list and the message will be sent according to the selection made.



Reminder:

Orders will remain in the **Completed/Canceled Orders** list through the serving day unless a staff member pushes it back to an earlier status (refer to **Revert or Recover Orders** section of this guide).



Revert, Recover, or Cancel Orders in the Runner Queue

With a kitchen printer solution that is configured with a Runner Queue, orders may be moved back to a prior runner list via the buttons displayed at the bottom of the queue. This may be needed if an order was prematurely moved to a different status or if the order is to be canceled.

Revert

To move an order from **Waiting for Pickup/Delivery** to **Pending Assembly**:

1. Click the order to highlight it
2. Click the **Revert** button.
3. Click OK.

Recover

To move an order from **Completed/Canceled Orders** back to a prior status:

1. Click the order to highlight it
2. Click **Recover**.
3. Select the status it should be moved back to.
4. Click **Confirm**.

Cancel Order

To move an order from either status to **Completed/Canceled Orders**:

1. Click the order to highlight it
2. Click the **Revert** button
3. Click OK.

Reminder:

The **Cancel Order** button only moves the order to the new status within the Runner Queue itself. To completely cancel the order, you must process the cancelation from within the CaterTrax Administrative system.

Get Help

Q: *Can we print both customer and kitchen tickets on the same printer?*

A: *If your site uses only the Printer Queue*, you may print both customer and kitchen tickets on the same printer.

If your site uses both the Printer Queue and the Runner Queue, you may not print both customer and kitchen tickets on the same printer; you must select one type of ticket on each printer.

Q: *When I launched the Printer Queue, I received this error message:*

A runner queue must be operational before accessing the printer queues.

A: This will occur any time you open the **Printer Queue** without the **Runner Queue** already open. *To resolve this issue*, simply close the browser window showing the error, then return to **Step 1** and open the queues in proper order.

Q: *I don't see orders that I expected to see listed in the printer queue under the Queued Jobs list.*

A: *Remember* that orders only show up in this list when the order time meets the time displayed in the green highlighted area.

If you use multiple printers and orders do not appear even after reaching the “print ahead” time, your system may be filtering by items ordered.

Check other printer queues to see if the order is printing at a different printer.

Check the **Order Tracking** tab on the order. If it was manually printed prior to the time it would automatically print, then it will not print automatically. In this case, refer to **Print On Demand** section to reprint or print from the Day View.

Q: *I don't see my printer listed in the dropdown.*

A: First, make sure the printer is plugged in to the power outlet.

Contact your internal IT staff to find out if the printer is correctly configured on the same network as your computer and there is no current outage on your network. They will also perform troubleshooting steps to determine if the issue is related to the printer device itself.

Your site configuration may need to be updated. Please submit a **Support Request** via your CaterTrax administrative site.

Q: *I followed all of the instructions but nothing is printing.*

A: First, make sure that the printer has power and is connected to the same network as the

computer running the printer queue.

Close your Printer Queue window(s) and the Runner Queue, if applicable. Then follow the steps again to **Launch Automatic Printing**.

Contact your IT department to see if there are network issues that may be causing an interruption in service. They will also perform troubleshooting steps to determine if the issue is related to the printer device itself.

Gather the following information and include it in a **Support Request**:

- a. A brief description of your issue
- b. Screen shots or descriptions of any error messages or unexpected behaviors
- c. The time and date you experienced the issue
- d. Order invoice number(s), if applicable

Q: *Tickets are printing, but the details and/or layout are wrong.*

A: The printer configurations that define the ticket layout are set up by CaterTrax Support according to your specifications. Please submit a **Support Request** via your CaterTrax administrative site.

Q: *I clicked the Text (or the Both) option in the runner queue, but the customer never received a text message.*

A: A valid cell phone number **must be on the order** in order for the text message to be triggered.

1. **Update** the order with a valid cell phone number.
2. **Revert or Recover** the order back to the **Pending Assembly** list within the **Runner Queue**.
3. **Click** the **Text** button within the **Runner Queue** to trigger the text message and move the order to **Waiting for Pickup/Delivery**.

Q: *I clicked the Cancel Order button and the order appears in the list, so why the order is still active in the Administrative system?*

A: This button only moves the display of the order information within the Runner Queue.

To actually cancel the order, you need to process the cancelation from within the CaterTrax Administrative system.

Q: *I need customization of my kitchen printer solution.*

A: Submit a **Support Request**.

Related Documentation

- **How to Install the Kitchen Printer – for IT Professionals** – This document guides your IT professional in the installation of the Epson Kitchen Printer and its drivers.

Support

There are three ways to contact the CaterTrax support team for assistance:

- Place a **Support Request** from your CaterTrax administrative site.
- Call 1(585) 935-7105
- Email support@catertrax.com

