

# Food & Beverage

## Festival User Guide

# F&B User Guide

## Add an Event



Be sure to configure all Account and Register Settings prior to your event (Tipping, Offline Mode, Discounts, Manager PIN Codes, etc). For more information, please review the articles below:

- [Register Settings overview](#)
- [Account Settings overview](#)

### Create a New Event

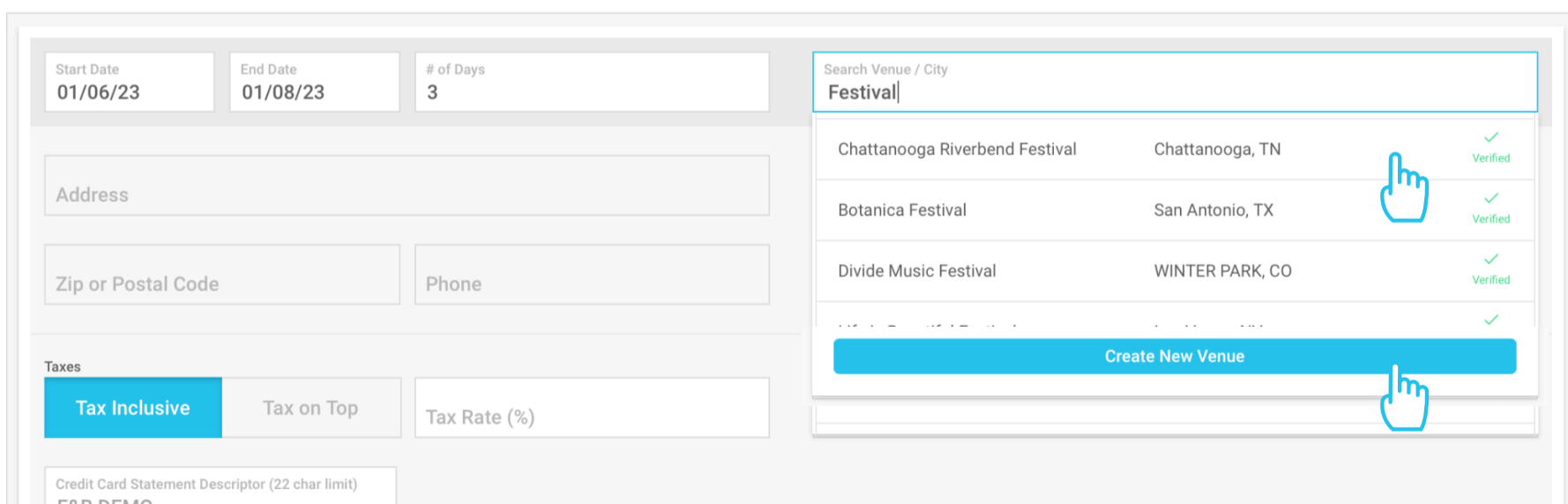
- Access the **Events** page
- Click on the **Add Event** button



### Event Date & Location

Add show details below are specific to a **Festival** account. If using a **Venue** account, there is no need to enter a location for your event, and you have the ability to customize the name of the event.

- Select show date, or select date range if the show is a multi-day event
- Type the city or Venue name in the **Search Venue/City** field. If the Venue already exists in the atVenu system, it will come up in the list. Select it, and the Venue details will automatically fill in
- If the Venue is not in our system, you can click the **Create New Venue** button at the bottom of the list to manually input all of the Venue details including address, phone, and capacity
- Use the **<X (Delete)** button in the Search field to clear a selection and start again



- **Green checkmarks indicate Verified Venues - A Venue is Verified when the details of the Venue have been confirmed by atVenu**

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## Add an Event

### Event Details

- **Tax Method:** Set Tax Method (*Tax Inclusive (Default) or Tax On Top*). Sales tax rates are auto-populated based on zip code but can also be edited
- **Time Zone:** Edit the event Time Zone as needed
- **Credit Card Descriptor:** The Credit Card Statement Descriptor can be used to change what appears on the Customer's Credit Card Statement, for each individual show. If the descriptor is not set for the show it will default back to the atVenu Account name. Credit Card descriptors are limited to 22 characters
- **Tax 2:** Set a secondary tax rate, and select which categories you would like secondary to apply to, and enter a Tax 2 Description
- **Settlements:** Enable or disable F&B Settlements for the event. Please review our [F&B Settlement Guide](#)
- Click **Save Event** or **Save + New** to continue adding new events

The screenshot shows the 'Add Event' form with the following fields and values:

- Start Date: 01/06/23
- End Date: 01/08/23
- # of Days: 3
- Venue Name: Festival Grounds
- Address: 1234 Main Street
- City: San Clemente
- State or Province: CA
- Country: United States
- Zip or Postal Code: 91234
- Phone: 4035551212
- Venue Capacity: 50,000
- Taxes: Tax Inclusive (selected), Tax on Top (highlighted with a hand icon), Sales Tax (%): 7.75
- Timezone: Pacific Time (US & Canada)
- Credit Card Statement Descriptor (22 char limit): F&B DEMO
- Tax 2 %: 5
- Tax 2 Categories: Beer x, Cocktails x
- Settlements Enabled: Off (selected), On (highlighted with a hand icon)
- Tax 2 Description: Tax 2 Description

At the bottom, there are three buttons: Cancel, Save & New, and Save Event (highlighted with a hand icon).

### Access the Event

- To access the new event to add locations and items, click on the event tile

#### Quick Tip:

From the **Events** page, click **Copy** to duplicate any event, along with any/all Locations and Items

The screenshot shows an event tile for 'Festival Grounds' with the following details:

- Calendar view: Jan 6, 2023 to Jan 8, 2023
- Venue Name: Festival Grounds
- Address: 1234 Main Street, San Clemente, CA, 91234
- Capacity: 150000
- Actions: Edit, Cancel, Copy (highlighted with a hand icon)

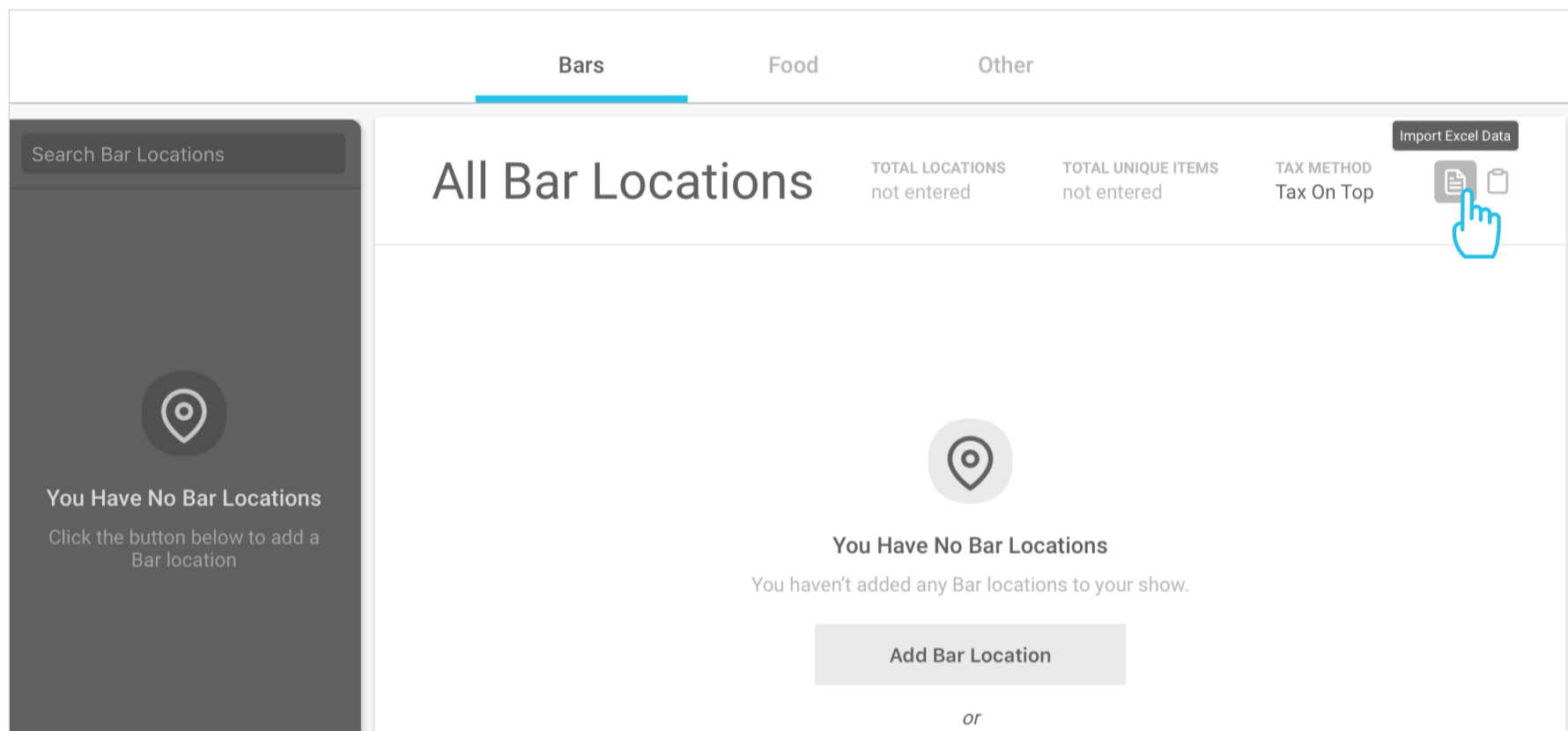
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## Location and Menu Import

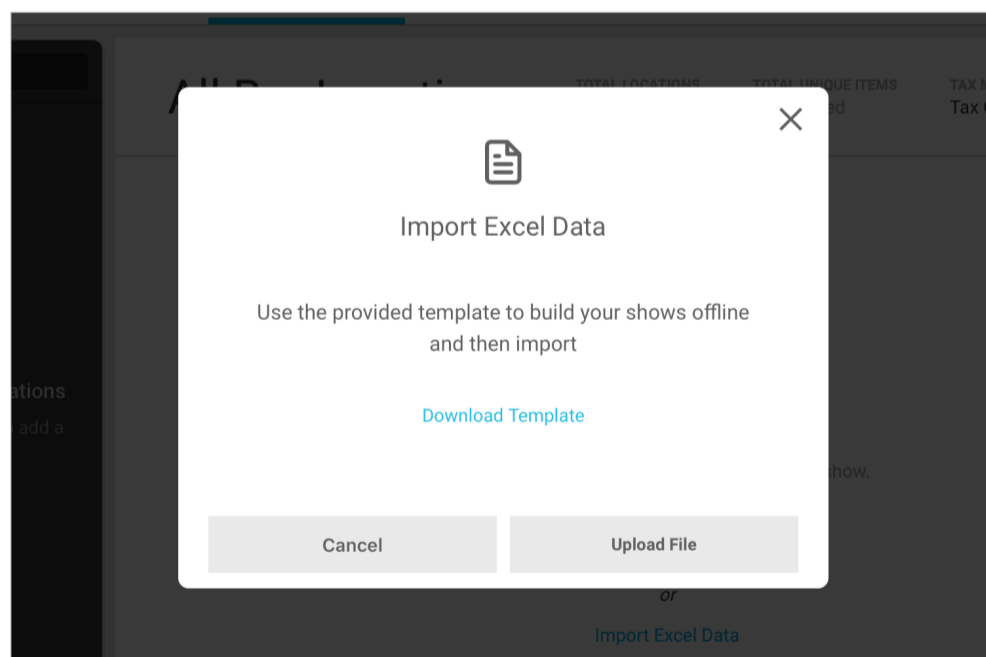
### Location and Menu Import

While you can always manually add locations and items to your event, you also have the ability to import locations and menu items using a properly formatted Excel file. *Continue to the next page for manual entry instructions.*

- Once you have accessed the event, click the **Import Excel Data** button in the upper right



- Download our template file and format your file for import
- When ready to import, click **Upload File**
- **Macros must be enabled in Excel to use the import template. Refer to the first tab of the Excel file for instructions**

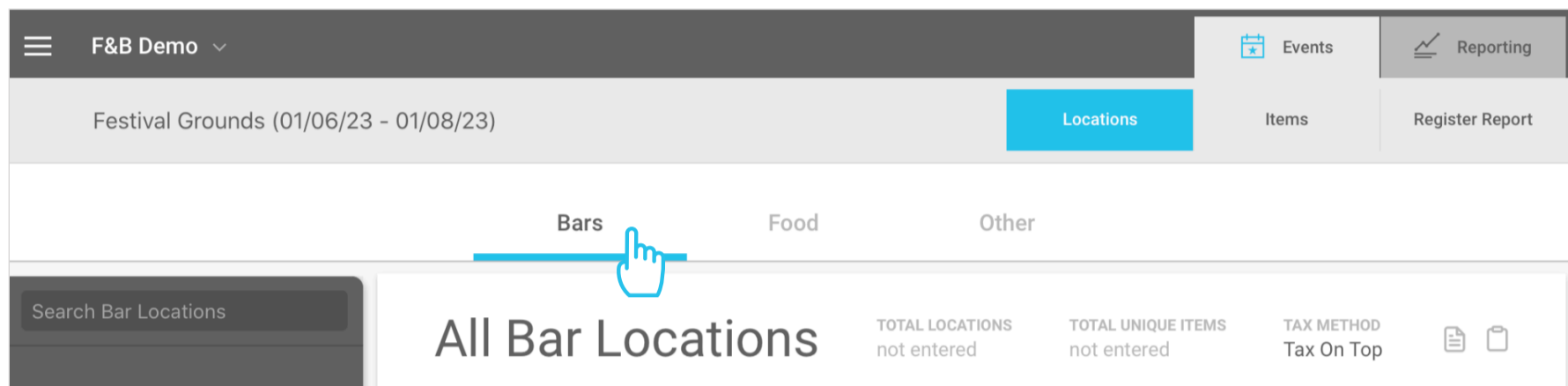


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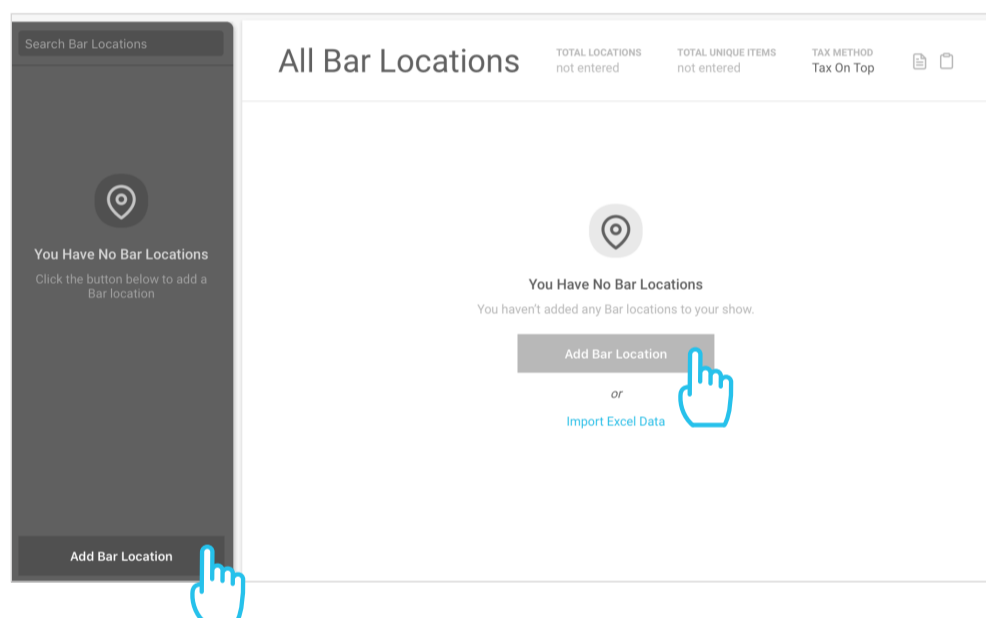
## Add Locations

### Add Locations

- Before adding locations, first select a location type at the top of the page (*Bar, Food, Other*)



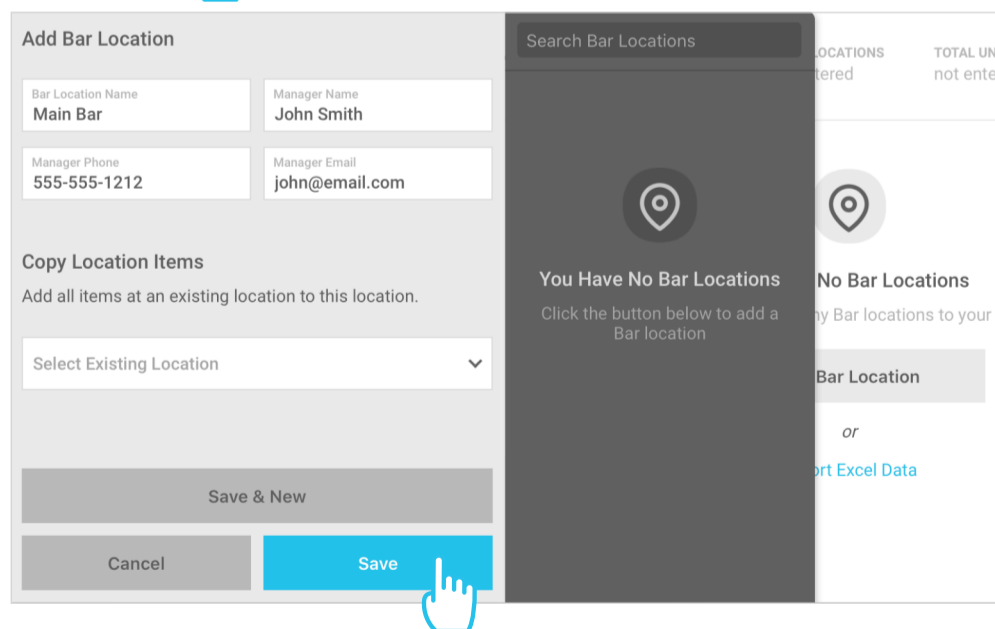
- Click the **Add Bar Location** button from the side bar or from the middle of the screen
- When adding additional locations to an existing event, the **Add Location** button is only available at the bottom of the locations sidebar



- In the slide out panel, enter the location details, including: Location Name (required), Manager Name, Manager Phone, and Manager Email
- Click **Save** or **Save & New** to continue adding locations

#### Quick Tip:

When creating a new location you can easily copy an existing location's item library to your new location for quick menu creation. Simply select an existing location from the **Copy Location Items** dropdown list to copy all items from that location to the new location.

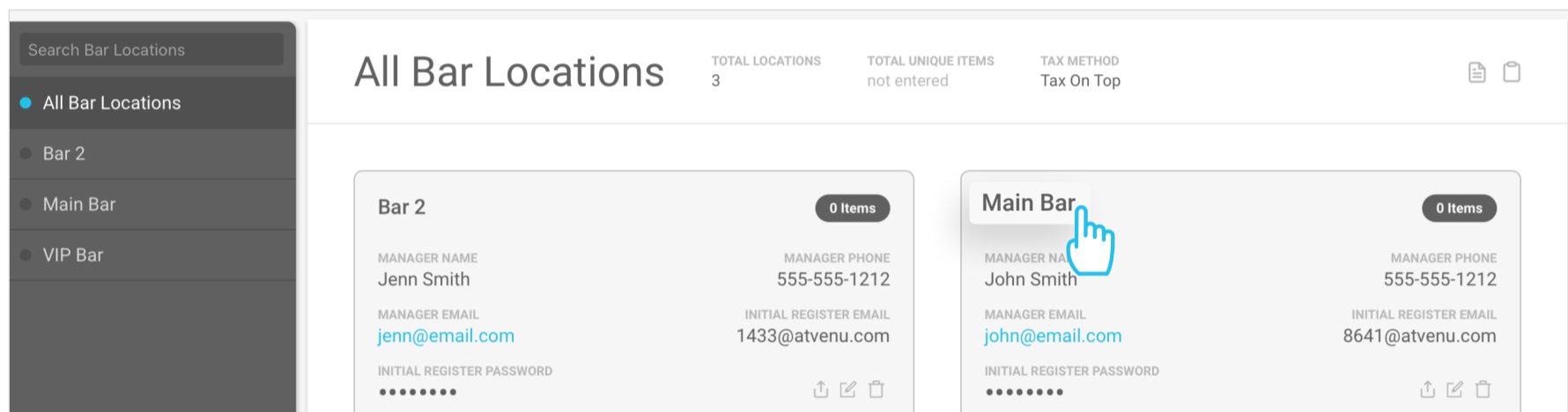


# F&B User Guide

## Add Locations

### Add Locations

- Click **All Bar Locations** from the top of the sidebar to view all of your locations
- Edit any location by clicking the **Edit** button in the bottom right of each location tile
- Click the bar name on any location tile or from the sidebar to load the location and its menu items

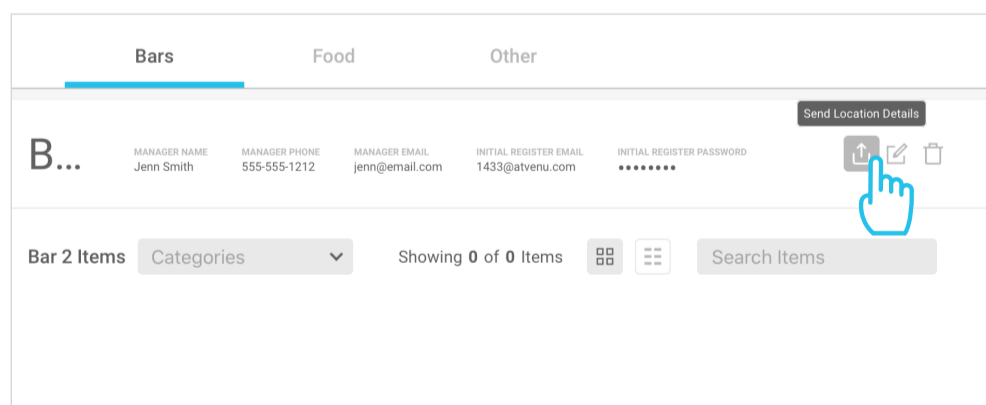
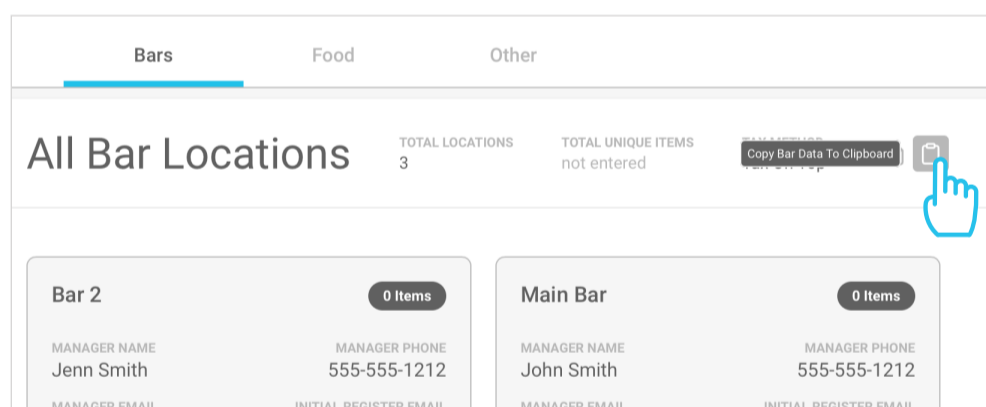


**Warning: Do not rename or delete any location once you have processed Register sales. This will create issues with Register Report sales data**

### Location Specific Register Logins

atVenu auto-generates a unique POS login for each location as you build your event. This username and password can be used to log in to the atVenu Register app for that specific location only. To share login details:

- While viewing All Locations, click the **Copy Data to Clipboard** button in the upper right. This allows you to copy all login credentials and then quickly paste them into a shareable Google Sheet, for example
- Or, access a specific location, then click **Send Location Details** to email or text login credentials and/or Register Report to the location manager



#### Quick Tip:

When viewing an individual location, hover over the hidden password to reveal it.

# F&B User Guide

## Add Items

### Add Items

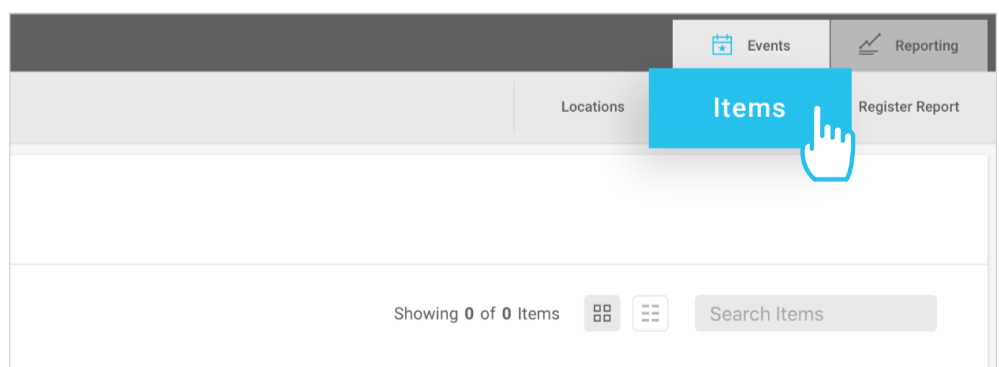
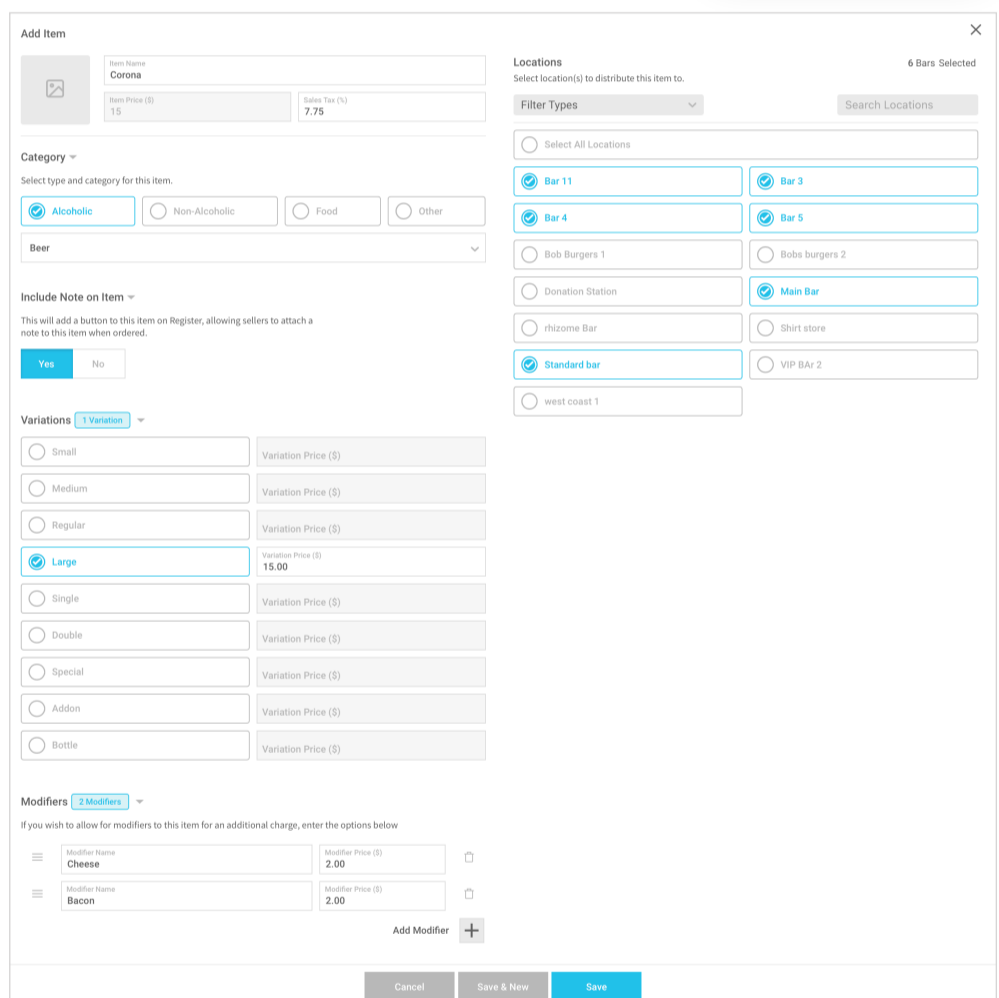
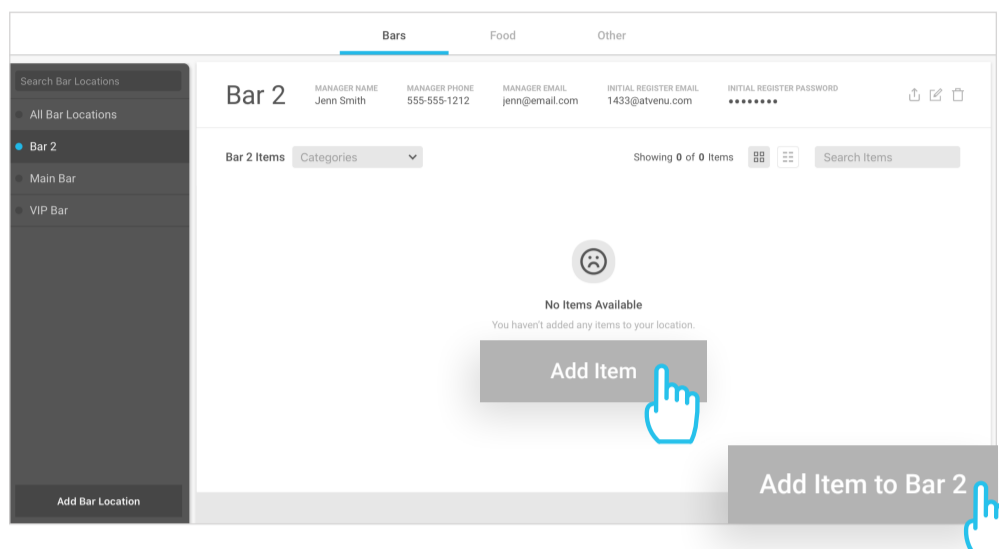
There are 2 ways to add items. Items can be added from the **Items** page and then assigned to specific locations, or items can be added directly to a location.

#### Adding Items from the [Locations Page](#)

- Click **Add Item** from the center of the page if you have not yet saved any items to the location, or click **Add Item to [Location Name]** in the bottom right corner of the screen
- Enter item name and price
- **Categories:** Select item Category (Alcoholic, NA, Food, Other). Then select a sub-Category
- **Tax 2:** If Tax 2 was enabled for specific menu categories, the secondary tax rate field be available and can be edited on a per item basis
- **Item Notes:** Enable Item Notes if you would like the ability to add custom notes to items on the point of sale as you process transactions
- **Variations:** Variations can be used when an item is being sold at multiple price points. Note using price variations will override the original item price
- **Modifiers:** Click **+ Add Modifier**, then enter name and price. Use the sort button on the left to change the order in which the modifiers are listed. Click the trashcan to delete
- **Locations:** If the item should be distributed to multiple locations, select additional locations as needed on the right
- Click **Save** or **Save & New** to continue adding items

#### Adding Items from the [Items page](#)

- Click **Items** from the secondary navigation bar
- Click **Add Item** from the center of the page if no items have been saved, or click **Add Item to Event** in the bottom right corner of the screen
- Enter item details as per the above instructions
- When adding items from the **Items** page, locations are not pre-selected as they are when adding from a specific location. Be sure to select all locations the item should be available

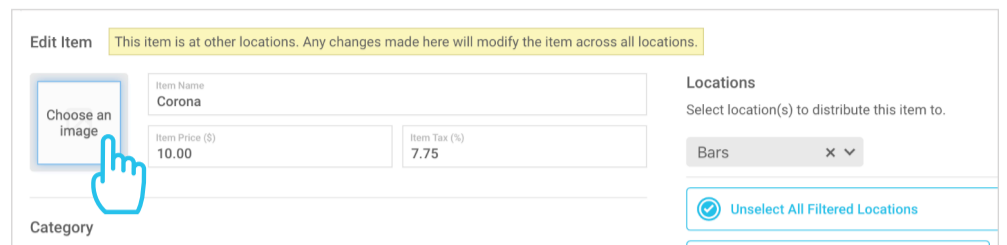


# F&B User Guide

## Add Items

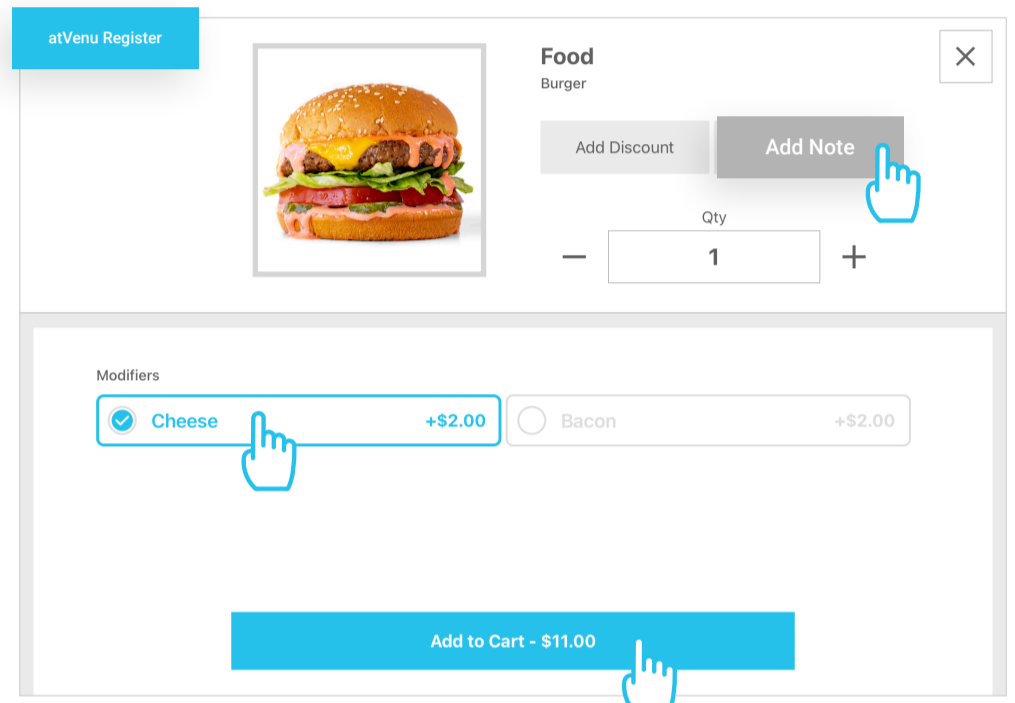
### Add Images

- To add images for your items, click on the image thumbnail to the right of the primary item details



### Using Item Notes on atVenu Register

- Select an item that has notes enabled
- Tap **Add Note**
- Enter note, then tap **Done** to save the note
- Tap **Add to Cart**



### Using Modifiers on atVenu Register

- Select an item that has modifiers enabled
- Select the modifiers you would like to add to the item
- Tap **Add to Cart**
- To remove a modifier, tap on the item to select it from the cart, then deselect the modifier, then tap **Add to Cart**

### Quick Tips:

- Modifiers are listed under the item they apply to on customer receipts and transaction lists
- Modifiers are listed on the **Items** page of the Register Report, nested under the items they apply to
- Modifiers cannot be refunded individually. Only complete items that include modifiers can be refunded



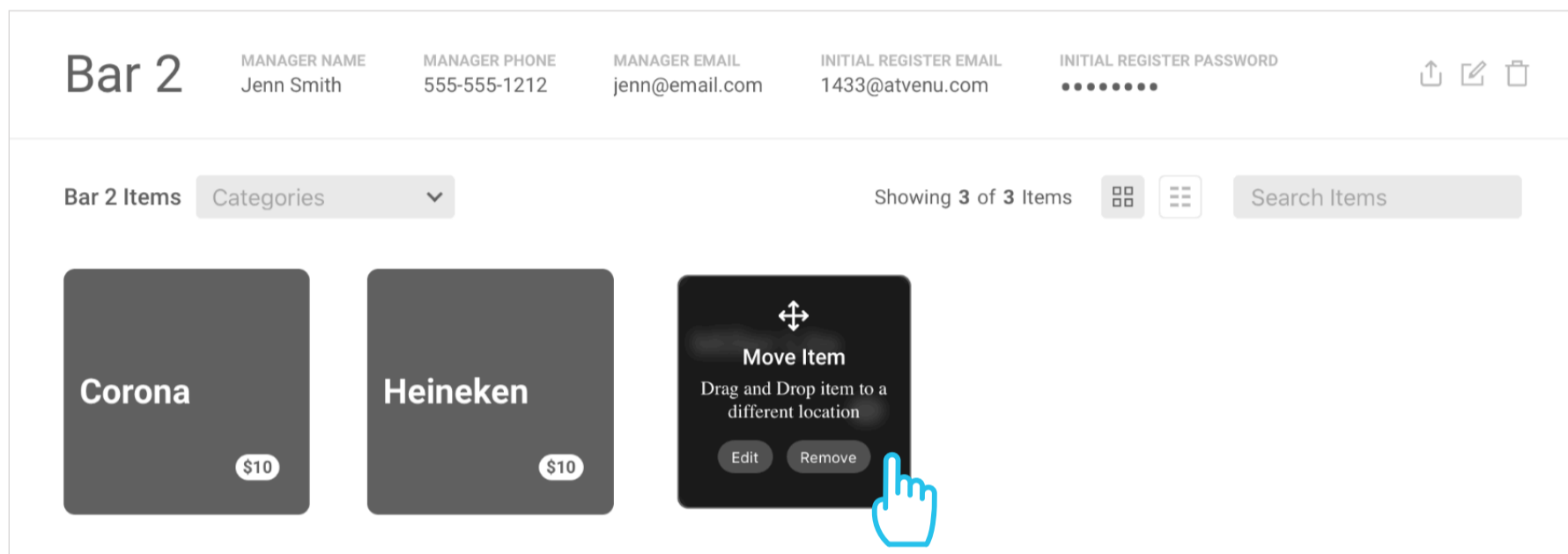
# F&B User Guide

## Add Items & Register Report

### Edit Items or Sort Items

#### From a Location Page

- Items can be edited or removed from any location page by hovering over the item
- You can also sort the order of items from any location page by dragging and dropping. This will update the order of the items on atVenu Register for this specific location



#### From the Items Page

- Items can be edited or deleted from the event by hovering over the item
- Sorting is not available from the Items page. To sort, you need to access the menu from a specific location page

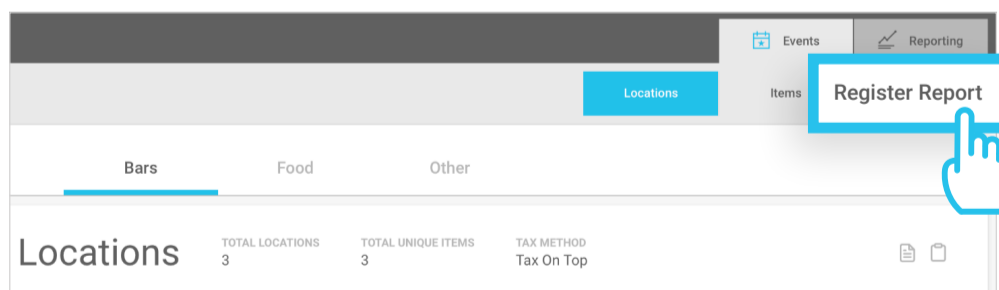


**Do not remove or delete items once you have processed Register sales. This will create issues with Register Report data**

### Register Report *(Real-Time Sales Reporting)*

The Register Report is an event specific, real-time sales report. This report includes total tenders, tips (tips by location), total transactions, top selling items, and total items sold across multiple locations. All data is filterable by day, time, and location.

- Access the Register Report for any event by clicking the **Register Report** button from the secondary navigation
- The Register Report can be shared with location managers or food vendors as needed. Share links can be restricted to specific locations



#### Quick Tips:

For a complete overview of the Register Report, please see: [Understanding the atVenu Register Report](#)

Also see: [How do I share the Register Report](#)

# F&B User Guide

## Event Reporting

### Event Reporting

#### Access Event Reporting

- Click **Reporting** in the primary navigation
- The page will default to (or click) **F&B Reports**
- Select an event and report type

#### Event Overview

- The report will default to **Event Overview** which provides a high level overview of your event:
  - Gross Sales, Net Sales, Tips, and Processing Fees are all displayed in the upper portion of the report
  - Below the graphs, you will provide a more granular breakdown of your event which includes, Refunds, Discounts, Declines, Taxes, Total Collected, Tenders, Fees, Net Total and atVenu Deposit

#### Location Recap

- The **Location Recap** will provide a detailed breakdown of sales by location with high level graphs up top, and more granular breakouts below for each event location
- Export the report by clicking the **XLS** button

#### Transactions

- The Transactions report will provide a record of all transactions across the entire event
- Use the filters to configure the report by date, location, tender, etc...
- Search for any transaction using the search field in the upper right
- Export the report by clicking the **XLS** button

- **Click the Register Report button in the upper right to load the live POS sales report**

The screenshot shows the top navigation bar of the F&B reporting interface. It includes tabs for 'Events' and 'Reporting'. Under 'Reporting', there are sub-tabs for 'F&B Reports' (which is highlighted with a hand cursor), 'Payment History', and 'Tax Summary'. Below the navigation bar, there are dropdown menus for 'Event Overview', 'Start Date', and 'End Date', along with a 'Register Report' button.

The screenshot displays the 'Event Overview' report. At the top, there are dropdown menus for 'Name of Festival Event', 'Event Overview', 'Start Date', and 'End Date', and a 'Register Report' button. Below these are four line graphs showing trends over time for: Gross Sales (\$3,289,233), Net Sales (\$3,281,490), Tips (\$316,267.46), and Processing Fees (\$57,806.87). A 'Last Updated: 12:00 PM PDT / Jun 9' timestamp is shown. Below the graphs is a summary table:

Gross Sales	\$3,289,233
Refunds	(\$312)
Discounts	(\$0)
Offline Declines	(\$7,431)
<b>Total Sales</b>	<b>\$3,281,490</b>
Taxes (Tax Inclusive)	Taxes included in Net Sales
<b>Net Sales</b>	<b>\$3,281,490</b>
Tips	\$316,267.46
<b>Total Collected</b>	<b>\$3,597,757.46</b>
Cash	\$939,111.97
Credit Card	\$1,633,106.08
Wristband	\$1,025,538.42
Credit Fees	(\$57,806.87)
<b>Net Total</b>	<b>\$3,539,950.59</b>
atVenu Deposit	\$2,600,838.62

The screenshot displays the 'Location Recap' report. It features dropdown menus for 'Name of Festival Event', 'Location Recap', 'Start Date', and 'End Date', and a 'Register Report' button. Below are four line graphs showing trends for: Highest Location Total (Location One: \$332,162.84), Lowest Location Total (Location Two: \$405), Highest Sales/POS Location (Location Three: \$36,018), and Lowest Sales/POS Location (Location Four: \$405). A 'Last Updated: 12:00 PM PDT / Jun 9' timestamp is shown.

The screenshot displays the 'Transactions' report. It includes filters for 'Payment Method', 'Location', and 'Declines/Refunds', along with a search bar. Below the filters is a table of transactions:

Time	Order Num.	Customer Name	Payment Meth.	Last 4 of CC	Location	Status	Amount	Refunds
10:25 PM / Oct 10	23aa2		Credit card			Approved	\$14	-
10:24 PM / Oct 10	139821		Cash			Approved	\$5	-
10:24 PM / Oct 10	41c965		Credit card			Approved	\$6	-
10:24 PM / Oct 10	06b78f		Cashless			Approved	\$12.50	-
10:23 PM / Oct 10	19bf56		Cash			Approved	\$10	-
10:23 PM / Oct 10	5c3a18		Credit card			Approved	\$24	-
10:22 PM / Oct 10	2bf40c		Cashless			Approved	\$6	-
10:22 PM / Oct 10	e9acfa		Cash			Approved	\$20	-
10:21 PM / Oct 10	56be53		Credit card			Approved	\$6	-
10:21 PM / Oct 10	ec6ad9		Cash			Approved	\$5	-
10:20 PM / Oct 10	497a4f		Cash			Approved	\$5	-
10:20 PM / Oct 10	54ed41		Credit card			Approved	\$24	-
10:19 PM / Oct 10	f7d7f		Cash			Approved	\$10	-
10:18 PM / Oct 10	69544a		Credit card			Approved	\$11.50	-
10:18 PM / Oct 10	818644		Credit card			Approved	\$6	-
10:18 PM / Oct 10	060e13		Cash			Approved	\$10	-
10:17 PM / Oct 10	e12865		Cash			Approved	\$15	-
10:17 PM / Oct 10	a01aa1		Cash			Approved	\$5	-
10:17 PM / Oct 10	380043		Credit card			Approved	\$5.75	-



# Thank You!

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If you have any further questions or concerns please contact us:

[atVenu.com/support](https://atVenu.com/support) or [support@atVenu.com](mailto:support@atVenu.com)