



Huddle House Kitchen Printer Initiative Roll Out Guide

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Introduction

We are launching a system-wide initiative to install kitchen printers in all restaurants by April 29, 2018. BOH printers have many benefits and have been part of the remodel and new store equipment package for some time now, and owners that have kitchen printers have reported greatly enhanced cook line efficiency.

Benefits of BOH printers:

- Servers no longer have to walk their tickets to hang on the cook's line; cutting down congestion and cross traffic
- With reduced traffic and congestion, there are fewer drops on food and dishes, less interference with kitchen operations, and an overall cleaner workspace
- The ticket is immediately placed into production, increasing speed of service
- Servers can get back to serving their tables without the extra step to hang the ticket
- Provides two copies of the cook's chit, one yellow and one white allowing for immediate line of sight on to-go orders and/or a kitchen and expo copy
- New printer clearly identifies modifiers reducing production line mistakes

Ordering Information

Kitchen Printers are available through RTG at a cost of ***\$318.00**.

Adding a kitchen printer for your Huddle House restaurant will require a:

- Power outlet **and**
- Data run available at the desired printer location.

The printer will come with a data cable and adapters for integrating the printer into your system.

Kitchen Printer Upgrade Package		
Printer	Epson TM-U220b Impact Printer	\$299.00
Printer Adapter	RJ45 to DB25M, 431A	\$ 6.00
Patch Cable	25' patch cable	\$ 7.50
Terminal Adapter	RJ45 to DB9F Straight-Thru	\$ 5.50
Total	Subject to Additional Tax & Shipping Fees	*\$318.00

**The total listed above for the printer and adapters does not include the variable price for tax and shipping to your store.*

If you have any questions about this order kitchen printers, please contact:

Jaimie Davenport
 Senior Account Manager
jaimiedavenport@rtgpos.com
 636-680-8466



Kitchen Printer Integration Order Form

Kitchen Printer Upgrade Package		
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Total	Subject to Additional Tax & Shipping Fees	\$318.00

I authorize Retail Technology Group to charge my Credit Card or ACH information*

Store # _____ Date: _____

Credit Card Authorization Form

Credit Card Holder's Information

Name: _____

Name on Card: _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Restaurant # _____

Credit Card Information

Credit Card Type: [☐] Visa [☐] Master Card [☐] American Express

Credit Card No. _____ Exp. Date: _____

CCV# _____ (3 or 4 digit number on back of card after account #)

*If you prefer to pay by ACH information please reach out to Evan for an ACH form or using your store's maintenance ACH information.

Please send order form via email, fax or reach out to **Jaimie Davenport**.

Jaimie Davenport
Senior Account Manager
jaimiedavenport@rtgpos.com
636-680-8466

Installation Instructions

The below outlines how to add a new printer on the cook line, at the end of your hood, next to the sandwich unit.



Printer Shelf – Unless you have space on the hood plate shelf above the grill or on a shelf directly next to the hood, as shown above, you will need to order a universal stainless steel printer shelf from Concept Services that will mount directly to the end of the hood.

The cost is \$87.00, plus tax and shipping. Please contact **Robin Bigham at (512) 343-3100 to place your order.**

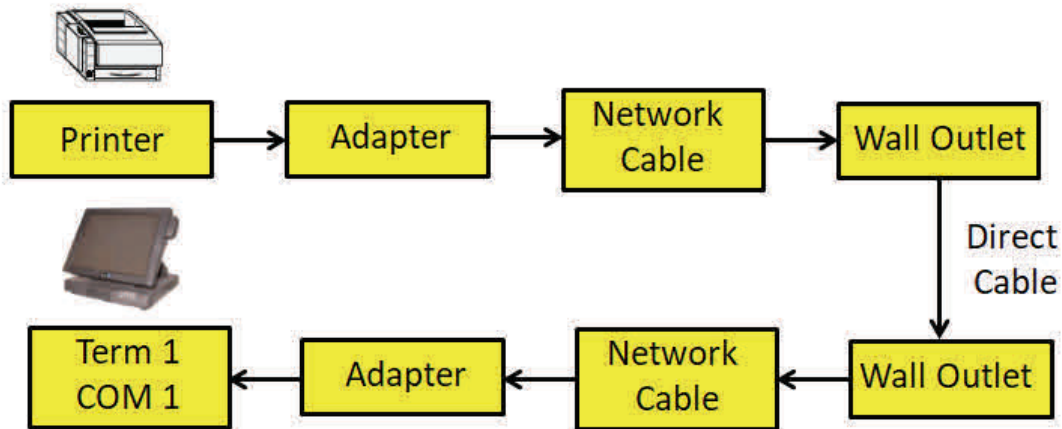
Upon arrival, please have the printer shelf mounted on the side of the hood (grill side, adjacent to the sandwich unit) so that the bottom of the shelf is at 68" above the floor.

Data and Power – The printer will require data and power, so you will most likely need to have an electrician install these before your printer arrives. Have the electrician install a standard 110v outlet and a Cat-5 data jack (female) on the back wall of the cook line at 70" above the floor to the centerline of the outlets. This will locate the data and power directly behind the printer shelf.

At the POS terminal, the electrician will need to install a Cat-5 data jack (female) that is wired to the Cat-5 data jack (female) installed behind the printer. The Cat-5 cable needs run direct from the printer's Cat-5 data jack (female) to the terminal's Cat-5 data jack (female). Do not run it to the office!

Installation Instructions

Data Wiring - Below is a diagram of how the data line from the printer to the POS terminal should be wired. All cabling needs to be Cat 5 Plenum and all terminations need to be 568 B, per RTG.



Final Connection: Set your printer on the printer shelf, plug the power cord into the new power outlet and connect the data line to the new Cat-5 data jack (female). At the POS, run a standard patch cord from the new Cat-5 data jack (female) to the POS unit.

Once the printer is fully contacted contact RTG to enable kitchen printing.

Note: The printer requires 2-ply thermal paper & ink, available from the Huddle House Distribution Center

Item # 3416 - 2-PLY PRINTER PAPER ROLLS 3" x 85' (50 ROLLS)	
Selling Price	\$46.32
Pack Size	50 ROLLS PER CASE

Item # 3455 - INK FOR 2-PLY PAPER PRINTER (6 EACH)	
Selling Price	\$7.20
Pack Size	6 EACH

Usage Instructions

To help expedite the process of delivering tickets to the cook's line, we are now installing printers on the cook's line.

In the past, servers would ring their orders into the POS and their tickets would print from the POS printers. Next, the servers would walk their tickets from the POS to the cook's line in order to hang their tickets for production. This process was very inefficient and often interfered with operations.

With the installation of the new kitchen printer, the flow of how the tickets arrive at the cook line is much quicker and easier to manage.

Servers no longer have to step onto the line to hang their tickets. The tickets will now print within reach of the Grill Cook(s) and can be immediately placed in line for production.

New steps are as follows:

- The kitchen tickets will now print straight to the kitchen printer. You should be able to hear the tickets printing shortly after the orders have been submitted in the POS.
- The server's receipts will still print to the POS where the order was initially rung in.
- The Grill Cook will pull all tickets from the printer and hang both copies on the line. (Pass items to the fryer as needed).
 - If the ticket is for a *table*, put the *white ticket* on top.
 - If the ticket is a *To Go order*, put the *yellow ticket* on top.
- As the ticket is close to completion, the extra copy of the ticket will be passed to the Expo/Sandwich or To Go person (where applicable). They will verify the order for quality, temperature, accuracy, and then get runners to get it to the guest quickly.