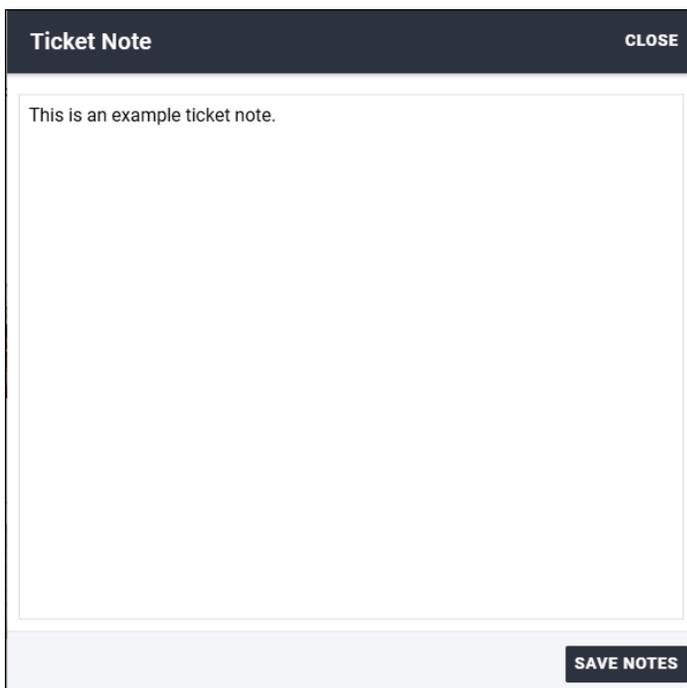
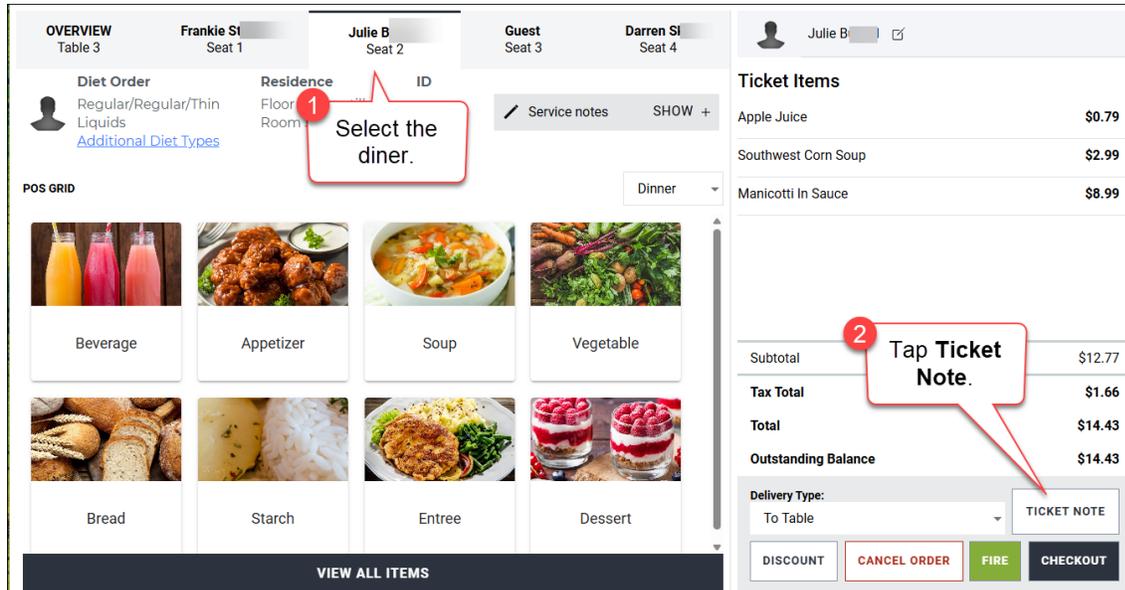
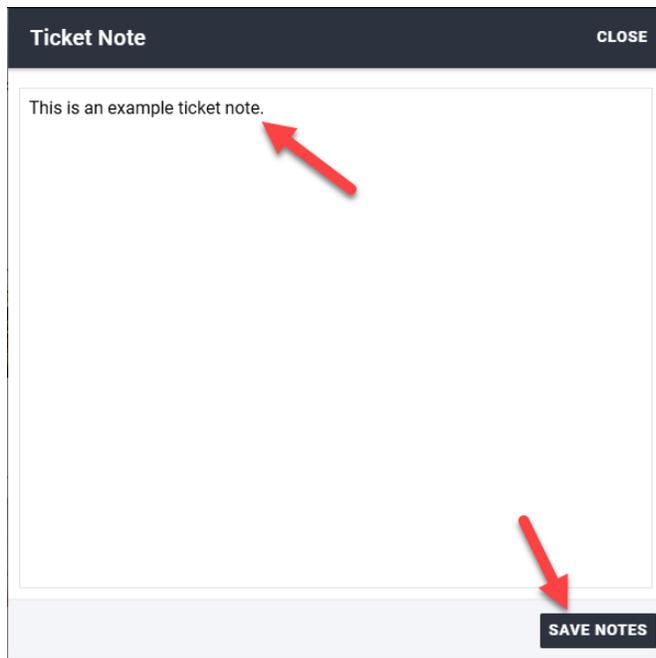


When you add a note to a ticket, that note will appear on the ticket sent to the KMS (kitchen management system) for your production staff to read. To add a note to a ticket:

1. If you are a POS dining room location, select the diner whose ticket you want to add a note to.
2. Tap the **Ticket Note** button. The Ticket Note pop-up window appears (second screenshot below).



3. Enter your note and tap the **Save Notes** button. The note will appear on the ticket sent to the KMS.



**Note:** The ticket note does not display on the POS order. If you want to see the note, then tap the **Ticket Note** button to open the Ticket Note pop-up window.

4. If required to edit the note, you can do so prior to firing the order to the kitchen by repeating the above steps.

### Is there a way to remove a note that was added to a ticket?

A ticket note, once added, can only be edited and not removed. The workaround to remove a note from a ticket is to cancel the order prior to firing, and then restart the order.