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Restaurant Enterprise Series

MICROS e7 User's Manual
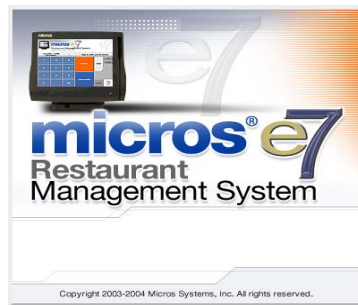
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Introduction

This chapter contains general information about the hardware and software components of the e7 POS System.

In This Chapter...

System Overview

The MICROS e7 Point of Sale (POS) System is designed to meet the needs of a wide range of food service operations. It has the advantage of an extensive feature set while still remaining easy to install, use, and maintain.

The MICROS e7 user interface offers an intuitive, user-friendly touchscreen design that takes advantage of color, font, and an efficient screen layout to guide servers through the order entry process. The simplicity of the design reduces training time, improves speed of service to the customer, and lowers error rates for daily operations.

With the MICROS e7, operators are not tied to a single workstation. Orders can be entered or picked up at any of the POS terminals through a secure sign-in process. Unless otherwise privileged, the only checks displayed are the ones assigned to that employee.

Peer-to-Peer Architecture

The MICROS e7 system consists of a peer-to-peer network of intelligent terminals with network connected check and kitchen printers. Each of the terminals can also drive up to 2 cash drawers and a single customer display per terminal. An optional PC may be added to the system to store guest check transaction detail for longer periods of time.

The following diagram shows an example of a MICROS e7 system.
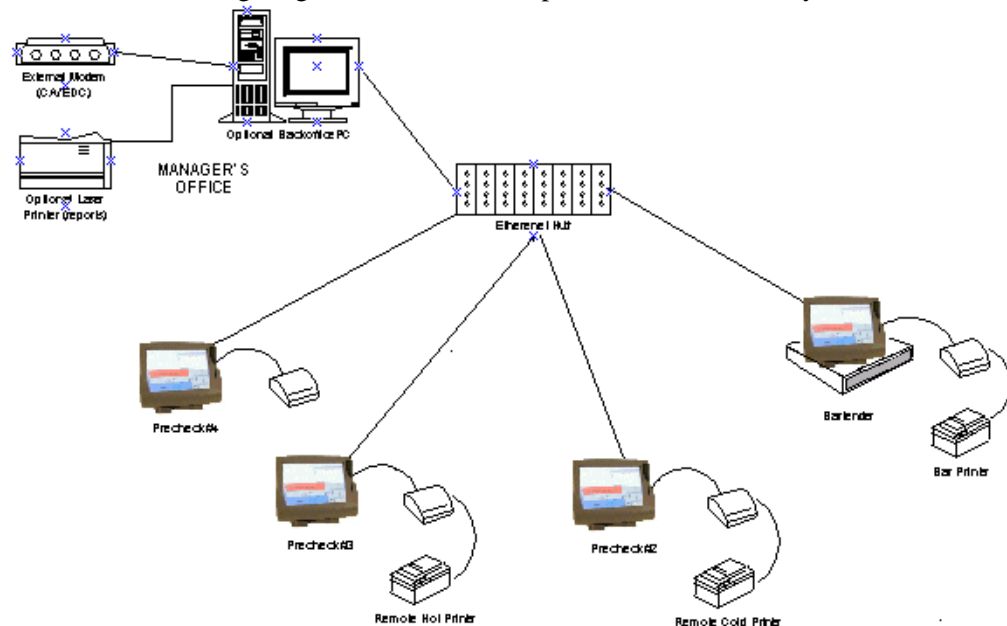
e7 Hardware Components

The e7 POS System includes the following hardware components:

- WS4 or WS4 LX with Mag Stripe Readers
- Cash Drawers
- Receipt Printers
- Pole Display
- License Key

The Workstation 4 and the Workstation 4 LX

The e7 POS System uses two types of terminals, the Workstation 4 (WS4), and the Workstation 4 LX (WS4 LX), that act as registers for customer sales and for recording all time-keeping activity in the system.

The WS4 and the WS4 LX contain similar functionality and appearance; however the WS4 LX provides increased processing power and speed.

Both workstations are highly reliable, solid state, 12.1" full color touchscreen terminal running Microsoft Windows CE.NET. The Workstation 4 includes 2 USB ports, and the Workstation 4 LX includes 4 USB ports. Both workstations contain 2 Cash Drawer ports, a serial port, and 2 IDN ports that may be converted to serial ports (a separate adapter is required), an integrated magnetic card reader and a customer display port.

The only difference between the appearance of the WS4 and the WS4 LX is when the unit is turned on. The WS4 will display a green light in the bottom-right corner of the unit where the WS4 LX will display a blue light in the bottom-right corner.

Each terminal is connected to the system via an industry standard Ethernet TCP/IP network. Each terminal contains a database which stores definition information and guest check information. This database is synchronized on all terminals in the system. Definition changes and Guest checks are updated immediately between all of the terminals. Printer access is also shared via the TCP/IP network. The peer-to-peer architecture gives the system built in resiliency capabilities. This protects the operation from a single point-of-failure which would affect the ability to service guests.

An e7 network may contain a mix of Workstation 4s and Workstation 4 LXs.

Touchscreens

The touchscreen on both the WS4 and the WS4 LX has a smooth, flat, touch-sensitive liquid crystal display (LCD) surface. Touchscreen keys are fully programmable and vary in size. They can be programmed to perform all functions and operations offered by traditional keyboards.

The advantage of a touchscreen is that it can be tailored to the needs of the business, displaying only those keys needed to complete a particular transaction. Screen flow can be optimized for rapid order entry, with the system providing all the necessary prompts for menu item preparation, side items, and up-sells.

Magnetic Stripe Reader (MSR)

The Magnetic Stripe Reader used by the e7 POS System is integrated into the workstation. The MSR reads track 1 (alphanumeric) and 2 (numeric only) of the magnetic card stripe on employee cards. Employee cards sign employees into the PCWS and enter manager authorization ID numbers.

Cash Drawers

The e7 POS System currently supports the **APG Series 4000 Cash Drawer** (MICROS PN 400018-026, -027, -028, and -029), which features an extra deep cash till and a MICROS DIN connector. Programming determines which employees will have privileges to open each drawer. These cash drawers are constructed of a highly durable metal and can be locked or opened with a special key.

Receipt Printers

The e7 POS Printers are used to print customer receipts, kitchen chits, time card chits, and reports. These printers are used as peripheral devices, connected to the WS4 units or daisy-chained along a single cable. The e7 POS System can prompt you to redirect print jobs to backup printers if a failure occurs, such as low paper, paper jam, or open door. These printers also have autocut mechanisms for pre-cut receipts.

The e7 POS System currently supports the following types of receipt printers:

- **Epson TM-88III** — A high-speed, low-noise, thermal printer that can print up to 16.5 lines per second and can accommodate two different character sets, up to 95 characters. This is the recommended local printer.

- **Epson TM-U220** — A 9-pin, serial impact dot matrix printer that can print 3.5 lines per second and can accommodate three different character sets, up to 128 characters. Recommended as a low cost local or kitchen printer.

- **Epson TM-U230** — A more robust version of the TM-220. Its sturdy, spill-resistant design makes it an ideal choice for the site's primary kitchen printer.

Customer Displays

The customer display shows transaction totals and status. When an order is paid, the display shows the amount tendered and then any change due to the customer. If the workstation is inactive, the display is blank. In addition to the integrated workstation display, the e7 System supports a remote pole-mounted MICROS display that plugs into the display port of the WS4 and the WS4 LX.

Both the workstation and the pole mounted display are built from a 240 x 64 dot LCD panel. This pole display tilts and rotates for adjustable viewing.

License Key

To access the full software package on the e7 System, a hardware license key must be inserted into the USB slot on each workstation. License keys are interchangeable and may be used with any e7/WS4 or WS4 LX unit.

If a hardware key is not present, or is inoperable, the user will be notified that a valid key is required. At that point, the user will be granted an 8-day grace period for using the software. Once the grace period expires, if a valid key is not provided, the software will no longer be fully operational.

A standard USB e7 license key is also required in order to utilize full functionality on the system PC. Although users may access the e7 Configurator and Manager Procedures to build a database on a PC without the key, it must be present to run Reports, Reports Plus, and the Credit Card utilities.

e7 Software Components

The e7 POS System software includes the following modules

- Point-of-Sale Application
- Manager Procedures
- e7 Configurator
- Credit Card Batch Utility
- Reports

Point-of-Sale Application

The e7 Point-of-Sale (POS) application contains the software program to ring up customer sales, perform various employee functions such as signing in and out, ringing orders, and printing receipts. The e7 POS also provides manager functions such as voiding checks, printing system reports, and assigning cash drawers. Access to these features is available through the POS touchscreens.

System Touchscreens

Although the e7 POS System supports an unlimited number of touch keys, the application arranges them using just a few basic screen layouts. Depending on how your system was programmed, the number and location of the touch keys may vary. The functionality remains the same, however.

Employee Sign-In

This is the first user screen displayed after powering up the WS4 unit.
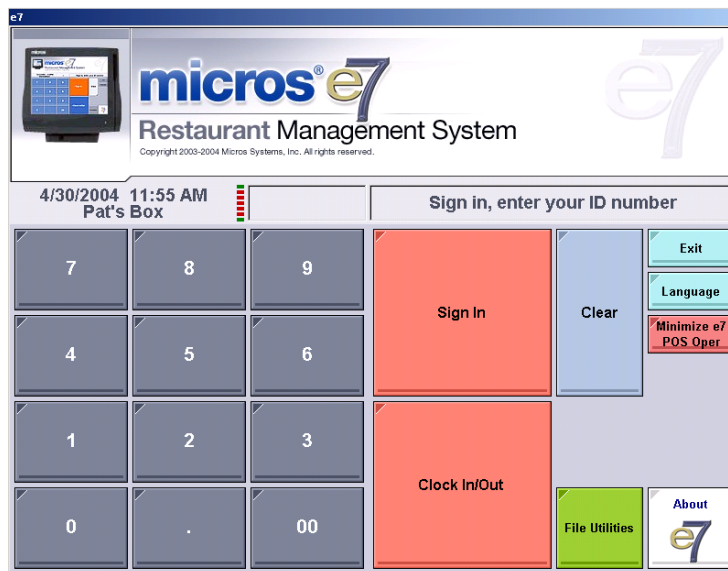
The Sign-In screen is the entry point for all e7 activities. Each time an employee accesses the workstation, he/she must log into the system by entering an employee ID via the touch keypad and pressing the **[Sign In]** button. Depending on the setup, employees may or may not have to clock in at the beginning of their shift.

Also of note is the Workstation Communication Status Indicator. This is displayed above the touch keys and to the right of the Date and Time. It is represented by as a vertical bar, composed of seven squares. The first six indicators represent Workstations 1 thru 6. The seventh indicator represents the system's PC.
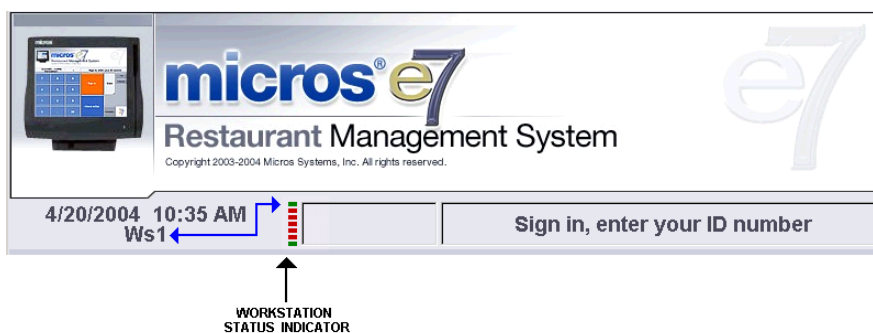
The squares are color-coded as follows to indicate the current status:

- Green = Configured and Active
- Red = Configured but Inactive
- Grey = Not Configured

Begin Transaction

The Begin Transaction screen is where all POS activities are initiated. The screen is divided into three parts:

- **Transaction Status Bar** — Identifies who is currently signed into this workstation, states the name of the server, the active serving period, and prompts for the next action.

- **Open Check List** — Includes the check number, table number, amount due, and server ID.

- **Function Keys** — The selection of keys will vary, but at a minimum, they should allow a user to open the order entry screen, access other functions, cancel the transaction, and sign-out of the system.
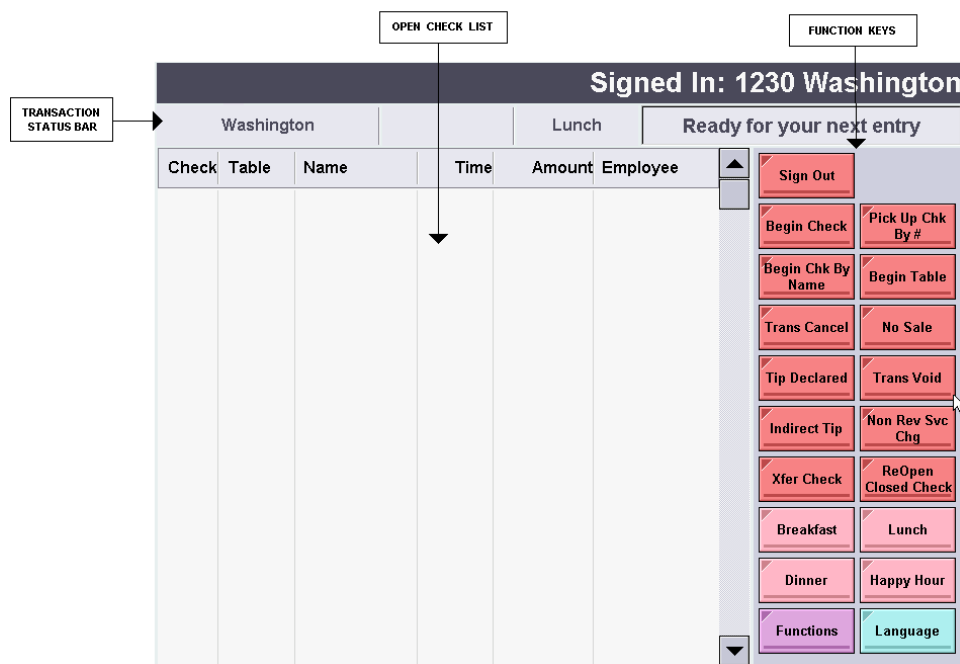
Order Entry Screen

The main Order Entry screen uses system-generated menu item keys to conserve space and display only those choices required to complete the current transaction. For example, if the server is ringing up Appetizers, only those appetizer touch keys will be displayed in the menu item area.

This layout works well for organizations with a large or complex menu. Because it is easy and intuitive to use, all samples in this manual will be based on this template.

The Order Entry screen is divided into 6 parts:

- **Check Status Bar** — Provides information on the open check, including the check number, time started, and employee assigned.

- **Check Detail Area** — Displays the current order. When an item is selected, posts the quantity, description, and price. Maintains running subtotals and totals at the bottom of the display.

- **Generated Keys** — Displays the touch keys generated for a selected menu item category or system function (e.g., discounts, tenders, etc.).
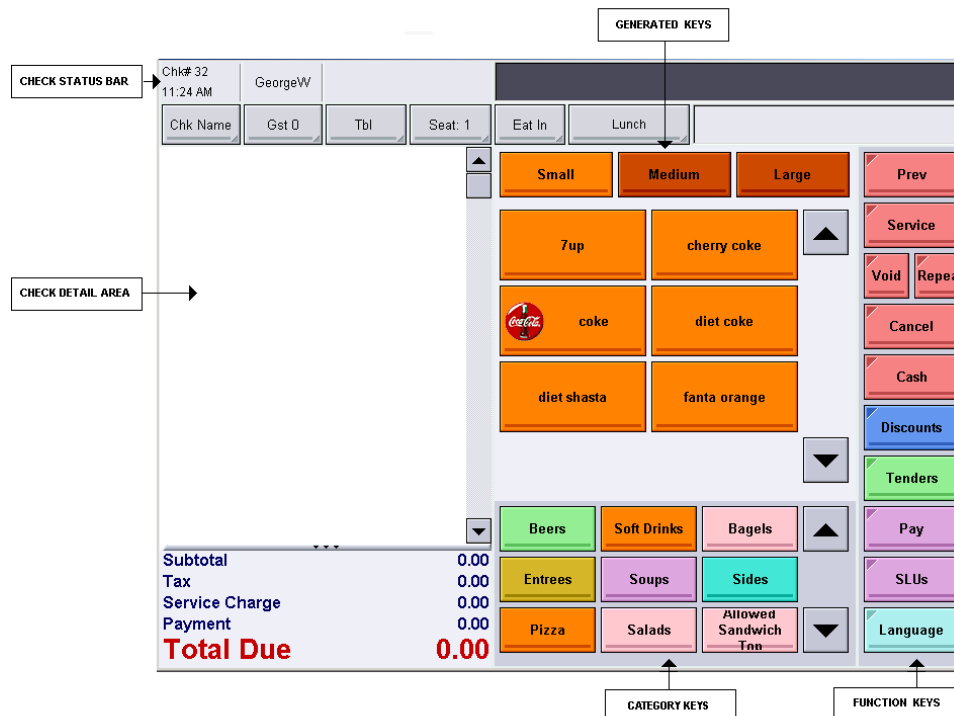
- **Category Keys** — Represents categories of menu items. When a category key is selected (e.g., Beverages), the system generates and displays touch keys for all of the menu items linked to that category.

- **Function Keys** — Provides space for up hard-coded function keys. Options will vary, but should include (at a minimum) touch keys to void, cancel, service total, and tender a check, as well as access to manager functions.

Custom Layouts

For users who want to exercise more control over their touchscreen layouts, alternative templates and custom configuration is provided through the e7 Configurator.

For more information on managing the touchscreen layout and design, please refer to the *e7 Getting Started manual*.

For assistance with touchscreen design, contact your e7 sales representative.

Manager Procedures

The Manager Procedures module provides privileged employees with an easy-to-use interface for updating the system database. The module may be accessed from any workstation device.

Although database tasks can also be handled through e7 Configurator, using Manager Procedures offers the following advantages:

- **Security** — An employee must be specifically privileged to access the Manager Procedures forms. Once opened, these forms provide a limited number of options that may be affected.

- **Simplicity** — With it's streamlined functionality, an employee can easily perform tasks that require more comprehensive training and system understanding if handled through e7 Configurator.

For more detailed information, refer to Chapter 4, Manager Procedures.

MICROS e7 Configurator

The MICROS e7 Configurator is the user interface to programming the database. It is used to define menu items, set prices, design touchscreen, and add employees. Access to the e7 Configurator is limited to system administrators and other privileged employees. For more information on programming the e7 POS System, refer to the *MICROS e7 Getting Started Manual*.

Credit Card Batch Utility

The MICROS e7 Credit Card Batch utility is a graphical tool that allows privileged employees to easily verify (create & edit) and transfer (settle) electronic draft data to the credit card processor. You can also view and print detailed information about each record in a credit card batch and each batch transfer. Additionally, diagnostics can be performed using a specific credit card driver.

Reports

The MICROS e7 Reports module provides on-demand, real-time reports that allow a manager to monitor and evaluate system performance from a number of perspectives. Reports can be run for an employee, a workstation, or the entire restaurant. They can be run at any time, for any business date or time period, from any POS terminal or from an optional PC system. The results can then be displayed on screen, saved to a file, printed to one of the system's roll printers, or printed to a Windows PC printer.

For more detailed information on using reports, refer to Chapter 6, Reports.

Getting Started

This chapter contains step-by-step instructions for accessing the MICROS e7 POS System.

In This Chapter...

Sign In/Clock In

This section describes how to enter the MICROS e7 POS System for cashier functions.

Signing In

Users are required to sign in at the start of every POS transaction. Sign-in allows the system to identify employees, track their activities, and limit access to their own checks and to those system-related functions for which they are privileged.

To sign-in:

1. Turn on the power to the MICROS e7 Workstation. The following Startup screen will display:
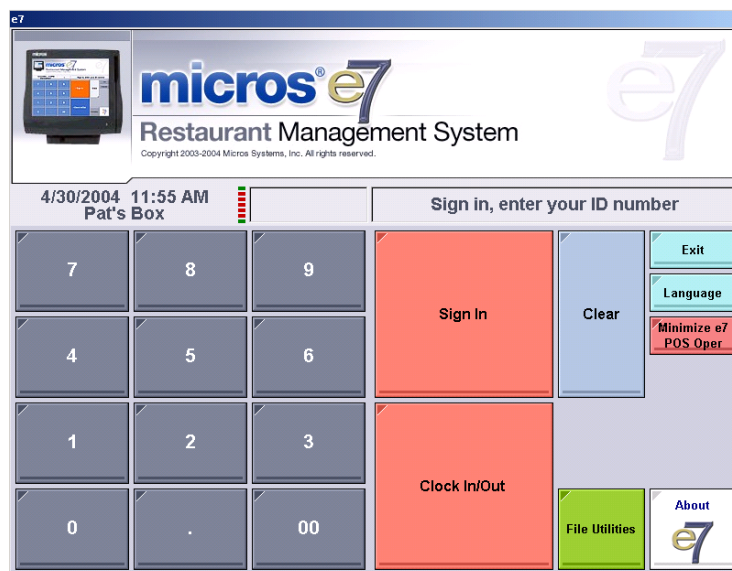
2. Using the keypad, enter your employee ID number and press **[Sign In]**.

3. If the authorization is accepted, sign-in is complete and the default transaction screen is displayed.

Clocking In

Depending on the site, some users may be required to clock-in at the start of the current shift. If clock-in is required, the system will automatically direct the user to the clock-in screen at the first attempt to sign in.

To clock-in:

1. Turn on the power to the MICROS e7 Workstation. The Startup screen will display:

2. When the Startup screen displays, use the numeric keypad to enter your employee ID number and press **[Clock In/Out]**. A list of the jobs is provided.

3. Select a job and press **[Ok]**.

4. If this is an authorized job, clock-in is complete and the default transaction screen is displayed. Sign-in is automatic for this transaction.

5. If you are not authorized for this job, an authorization screen will be displayed.

6. Using the numeric keypad, enter the job code to authorize the job assignment and press **[Enter]**.
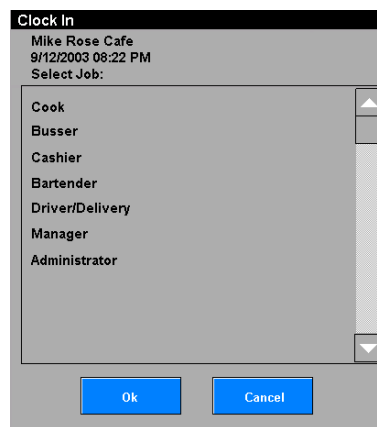
Note   *Depending on your status, this step may require a third-party (i.e., manager) permission.*

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7. If the authorization is accepted, clock-in is complete and the default transaction screen is displayed. Sign-in is automatic for this transaction.

Using an Employee Card

Instead of entering an ID number, employees may be given a magnetic stripe card for system identification. This card can be used whenever an employee ID or password is required (e.g., to sign-in/clock-in, to a transfer checks, etc.).

To use the employee card, simply slide it through the Magnetic Card Reader on the right-hand side of the MICROS e7 Workstation. If the card is authorized, the system automatically goes to the next required screen.

Set the Cash Drawers

Workstations may be configured to use one or two cash drawers to handle payment transactions. Depending on the programming, cash drawers can be shared by employees or assigned to a single server for the duration of the shift.

In most cases, managers will want to assign cash drawers. This protects all parties concerned by limiting access to legitimate employees and reducing the potential for theft.

This section describes how the process of assigning a cash drawer, adding and removing monies from the cash balance, and accessing the drawer outside of a transaction.

Assign/Unassign a Cash Drawer

Cash drawers are assigned when an employee sign onto a workstation. Only one employee can be assigned to a cash drawer at a time. However, a manager with higher level privileges may have access to any cash drawer in the system.

To assign a cash drawer:

1. Sign into the system at the workstation.

2. Navigate to the functions screen, where cash drawer keys are located. A separate cash drawer key should be available for each cash drawer at that workstation.

3. Select a **[Cash Drawer]** key. If the cash drawer is not in use, a confirmation dialog box displays.

4. Select **[Yes]** to accept the cash drawer assignment.

At the end of their shift, employees should remember to release the cash drawer before signing out/clocking out of the system. This will allow the next shift of employees to use the cash drawer device.

To unassign a cash drawer:

1. Return to the function screen where the cash drawer keys are located. Again, a separate key should be provided for clearing each drawer.

2. Select the appropriate **[Clear Drawer]** key.

3. At the prompt, select **[Yes]** to unassign the cash drawer.

Bank Loans

Bank Loans record the amount of cash added to a cash drawer, often (but not exclusively) at the beginning of a shift, to make change. This is also referred to as "Opening a Bank." At the end of the shift, the amount of the bank loan will be added to the expected totals when the drawer is counted.

To make a media loan:

1. Sign into the system, but do not begin a check. Bank Loans must be entered outside of an active transaction.

2. Use the [**Functions**] key to access the Tenders screen where the **[Bank Loan]** key is located.

3. Press the **[Bank Loan]** key. A dialog box is displayed, prompting the user to "Enter Bank Loan Amount."

Note	*If a check was started, an error message indicating that a transaction was already in progress will be displayed. You must complete or cancel the transaction before you will be allowed to enter a bank loan amount.*

4. Using the numeric keypad, enter the amount of the bank loan.

5. Press **[OK]** to accept.

A validation chit is printed to confirm the receipt of a cash loan to the drawer.

Bank Pick-ups

Bank Pick-ups decreases the amount of money in a cash drawer. Pick-ups may be performed throughout the day to limit the amount of cash on-hand (and reduce the risk of loss or theft). Pick-ups are also used to pay a vendor or supplier during the day (also referred to as Paid Outs).

To make a bank pick-up:

1. Sign into the system, but do not begin a check. Bank Pick-ups must be entered outside of an active transaction.

2. Use the [**Functions**] key to access the Tenders screen where the **[Bank Pick-up]** key is located.

3. Press the **[Bank Pick-up]** key. A dialog box is displayed, prompting the user to "Enter Bank Pick-up Amount."

Note   *.If a check was started, an error message indicated that a transaction is already in progress will be displayed. You must complete or cancel the transaction before you will be allowed to enter a bank loan amount.*

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4. Using the numeric keypad, enter the amount of the bank loan.

5. Press **[OK]** to accept.

Depending on the site, the system may be programmed to print a validation chit to confirm the payment or transfer of a cash from the drawer.

No Sale

The cash drawer normally opens at the end of a transaction, when a tender key is pressed. The **[No Sale]** key opens the cash drawer outside of a transaction.

Only employees assigned to a particular cash drawer (or managers with the appropriate access permissions) will be able to open it using this function.

To open a cash drawer:

1. Begin a new check.

2. Go to the screen where the **[No Sale]** key is located and press.

• If the user is permitted to use this key, the words "No Sale" will be displayed in the yellow status bar at the top of the screen and the cash drawer will open.

• If the user is not permitted to use the [No Sale] key, the system will prompt for authorization. Enter an authorized employee's ID (usually a manager's) and press the **[Enter]** key to continue.

Select a Language

The MICROS e7 POS System allows a site to configure touchscreens, dialog boxes, and error messages in up to 4 different languages. When an employee is added to the system, one of these defined languages is selected as the default for all touchscreen transactions. During sign-in, the system checks the database and automatically switches to the language configured for that employee.

Changing the Default

Occasionally during operations, a user may need to change from the default language to another defined language. For example, in a multi-lingual restaurant, an employee whose preferred language is English, may need assistance from another who prefers German. Instead of struggling with translations, the German co-worker can simply switch to his own language.

To change the default language:

1. Press the **[Language]** button displayed on one of the touchscreens. The system will switch all text to the next language on the list.

2. Repeat Step 1 to cycle through the list until the touchscreens are displayed in the preferred language.

Note   *If changed, the system will remain in this selected language until the transaction is complete. The next time the employee signs in, the default language will again be displayed.*

Setting the Output Language

In addition to controlling the language display at the workstations, MICROS e7 allows users to specify the language used when sending orders to the kitchen, to another workstation, or to one of the system printers. This allows each member of the staff to receive information in the language in which they are most comfortable.

Language output options are programmed through the MICROS e7 Configurator. For more information on using the MICROS e7 Configurator, refer to the *MICROS e7 Getting Started manual*.

Take a Scheduled Break

During a shift, an employee may be allowed one or more scheduled breaks. When the break time arrives, the employee must temporarily clock out of the POS.

To take a scheduled break:

1. From the MICROS e7 Startup screen, use the numeric keypad to enter your employee ID number (or swipe your employee card through the Mag Stripe Reader) and press **[Clock In/Out]**. A user prompt is displayed.

> **Breaks**
>
> 9234 Mike Rose
> 9/15/2003 5:29:28 PM
> Do you want to take a scheduled break?
>
> Yes   No
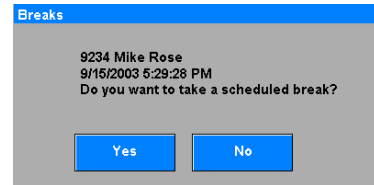
2. Select [**Yes**] to begin the scheduled break period.

Returning From a Scheduled Break

Once the break period is over, an employee must clock back onto the system before resuming operations.

From the MICROS e7 Startup screen:

1. Use the numeric keypad to enter your employee ID number (or swipe your employee card through the Mag Stripe Reader) and press **[Clock In/Out]**. A user prompt is displayed.

> **Breaks**
>
> 9234 Mike Rose
> 09/15/2003   05:45:03 PM
> Do you want to end a scheduled break?
>
> Yes   No
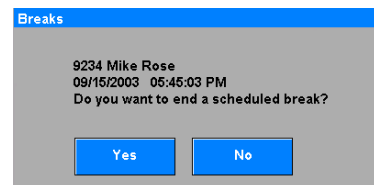
Note   *Selecting the [Sign In] key triggers the same prompt to end a scheduled break. In both cases, the system checks the employee's status, notes that he/she is on a break, and acts accordingly.*

2. Select **[Yes]** to resume your shift.

Note   *Depending on set up (i.e., the amount of break time allowed versus the amount taken), an employee may be prompted for an approval code to clock back in.*

Sign Out/Clock Out

At the end of a transaction (e.g., when the check is service totaled or paid), the system automatically returns the user to the default transaction screen. From there, the user is free to begin or pick-up another check, perform some administrative function, run a report, or sign off of this particular workstation.

Signing Out

The Sign Out function allows a user to end an order session on a particular workstation. This makes it possible for multiple users to work from a single MICROS e7 unit.

To sign out:

1. From the default transaction screen, press **[Sign Out]**.

2. The system automatically returns to the main screen.

Clocking Out

Clock out occurs at the end of the employee's work day.

To clock out:

1. From the MICROS e7 Startup screen, use the numeric keypad to enter your employee ID number (or swipe your employee card through the Mag Stripe Reader) and press **[Clock In/Out]**. The following prompt is displayed:
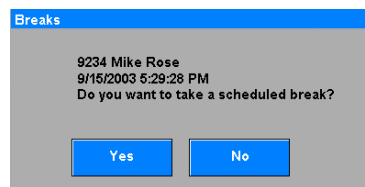
2. Select [**No**]. A second system prompt is presented:
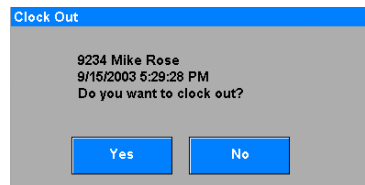
3. Select **[Yes]** to exit the MICROS e7 System.

User Operations

This chapter contains step-by-step instructions for handling common operator procedures on the MICROS e7 POS System.

In This Chapter...

Basic Operations

This section covers the basics of order entry and recall.

Begin a Guest Check

When a new check is started, a four-digit guest check number is assigned to uniquely identify it. Depending on your programming options, employees may be able to manually identify their checks by entering a name or table number.

Users who have properly signed into the MICROS e7 System will be presented with the default transaction screen.

To begin a check:

1. Select the **[Begin Check]** key to open the main order screen.

> *Note*   *Fast transaction employees will bypass this screen. On sign-in, the system will immediately present the main order screen. For more information, refer to the Fast Transaction section on page 3-19.*

Begin Check by Name

In addition to the check number, users may assign a customer name (Smith, Jones, Bob, Fred) or other type of label (golfers, blue hat) to further identify the order.

A customer's credit card can be swiped when beginning a check by name. The customer's name is extracted from Track 1 of the credit card and is assigned as the guest check name.

To begin a check by name:

1. From the default transaction screen, select the **[Begin Check by Name]** key. An alphanumeric touchscreen is displayed.

2. Enter a name or label using the touch keys. Note: The check name could also be entered by swiping a customer's credit card.

3. Select **[Ok]**. When the main Order Entry screen is opened, the assigned name is displayed in the **[Chk Name]** button at the top of the screen.

Note   *Check names do not have to be entered when the check is started but may be added or modified whenever the check is open. To do this, simply press the **[Chk Name]** button to bring up the alphanumeric touchscreen, type in a new name, and press **[Ok]** to accept.*

Begin Check by Numeric ID

To identify guest checks, users may substitute a numeric ID in place of the check name.

Like check names, numeric IDs may be applied at the start of the check or at any time that the check is open. Once a check ID is assigned, it may be changed an unlimited number of times before the check is closed.

A customer's credit card can be swiped when beginning a check by numeric ID. The customer's name is extracted from Track 1 of the credit card and is assigned as the guest check name.

A check cannot have both a check name and a numeric ID.

Note   *Numeric IDs should not be confused with check numbers, which are sequential values, assigned automatically by the system.*

To assign a numeric ID:

1. From the default transaction screen, begin a check by pressing the **[Begin Check by Numeric ID]** key. A numeric keypad is displayed.

2. Use the touch keys to enter a numeric ID. When the main Order Entry touchscreen is opened, this value will be displayed as the label on the **[Chk Name]** button at the top of the screen.

3. To modify the ID number (or if the numeric ID was not assigned at the start of the check), simply press the **[Chk Name]** button to reopen the numeric keypad and type in a new entry.

Begin Check By Table

In many businesses, servers are assigned to a group of tables which are identified by a table name. This name may be added to the guest check when it is opened.

To begin a check by table name:

1. From the default transaction screen, select the **[Begin Check by Table]** key. A graphic is displayed, with a box for each of the tables in the system. Tables that are already in use will be greyed out and unavailable for selection.

2. Touch-select one of the table names. The image will change color to indicate that it has been selected.

3. Press [**Ok**]. When the main Order Entry screen is opened, the table name will be displayed in the **[Tbl]** button at the top of the screen.
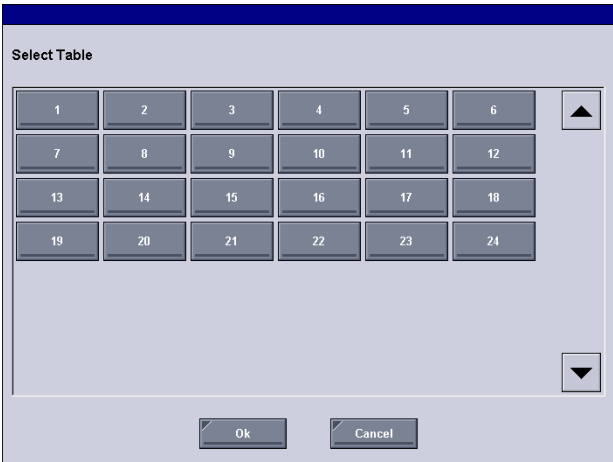
Note   *Table names do not have to be entered when the check is started but may be added after the check is opened. To do this, simply press the [Tbl] button to bring up the table selection screen. Select an available button and press [Ok]. The table name will be assigned to the check and will display on the [Tbl] key at the top of the check.*

Unlike check numbers, table names may not be changed after assignment. Pressing the [Tbl] key on a check with a table name will cause an error message to display indicating that a table name has already been assigned.

Ring Menu Items

To ring up an order:

1. From the main order screen, select one of the Category buttons (e.g., Beers, Entrées, Sides, etc.) at the bottom of the screen.

Touch keys are dynamically generated and displayed in the work space above the Category keys. Scroll bars allow the user to view any items which may not fit in the immediate viewing window. As an additional visual aid, the generated keys are color-coded to match their parent Category.

2. Select a menu item. The quantity, item description, and price are added to the check detail area. A running total displays in red below the check.

Tip   *To view more check detail on the screen, touch-select anywhere in the grey Totals block to hide the Subtotal, Tax, Service Charges, and Payment lines. To redisplay these items, simply touch the Totals Due line again.*

---

3. Add more items by touching the menu item keys. To change the menu item category, touch the appropriate button to generate another set of menu item keys.

Selecting Open-Price Menu Items

Open-price menu items have no fixed price, but prompt the user for an entry at the time they are ordered.
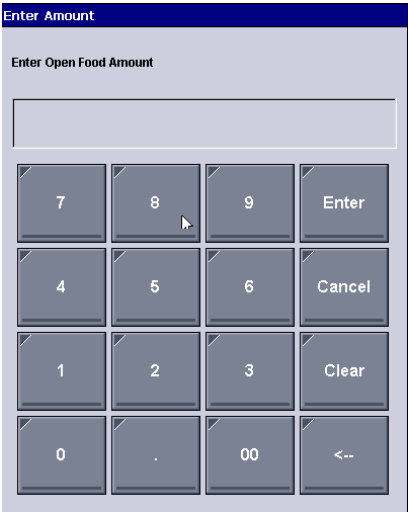
Open pricing is used for menu items whose availability is based on current market prices (e.g., Lobster, Catch-of-the-Day). It can also be used to price special orders that are not on the menu, but which the restaurant agrees to sell (e.g., "Yes ma'am, I'm sure the chef can make a peanut butter and jelly sandwich for your little boy.").

To ring an open-price menu item:

1. Press the menu item key. A dialog box will be displayed, prompting for the price of the menu item.

2. Specify an amount and press the **[Enter]** key. The open menu item and price are added to the check detail.

Alternatively, the user could:

1. Enter the menu item price, using the touchscreen's numeric key pad. Be sure to enter the correct number of digits and decimal places for the active currency.

2. Press the open menu item key. In this case, the dialog box is bypassed and the menu item description and price are added to the check detail.

Note   *Depending on the programming, users may be prompted for a reference entry when adding an open-price menu item. If so, a touchscreen keyboard will display so that the user can enter the appropriate information.*

For more information on Reference Entries, refer to the section beginning on page 3-35

Selecting Multiple Menu Items

Multiple quantities of a menu item can be ordered by pressing the same touch screen key several times. A separate check detail line will be added each time the key is pressed.

To save keystrokes, a quantity can be entered before the menu item is selected.

1. Enter a number from the numerical keypad in the lower left corner before touching the menu item key. The quantity amount will be shown in the information area at the top of the screen.

2. Select the menu item. The quantity (e.g., 2 Fries) will be displayed in front of the menu item description in the check detail along with the adjusted price.

Using the [@/For] Key

The **[@/For]** function key provides another way to enter a quantity of the same menu item. Typically, it is used with open-price menu items, which require the user to enter a value when the item is ordered. For example, if a customer is ordering 3 pounds of shrimp (an open-price menu item whose current market price is $6.00/pound) the operator would use the following key sequence:

[3] [@/For] [$6.00] [Shrimp]

When the **[Enter]** key is pressed, the check detail records the menu item as:

3 Open Food $18.00
    Shrimp

Choosing a Menu Item (Container) Size

When members of a menu item category are available in more than one size, a row of Container tags (e.g., small, medium, large) is displayed above generated menu item keys.

1. To specify a size (e.g., Pitcher Beer), select a Container button.

   Menu items not available in the selected size will be darkened automatically and will not respond to touch-selection.

2. Selecting the menu item. The size will be added to the description in the check detail and priced appropriately for the size selected.
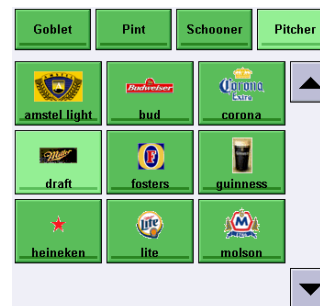
Note   *If no Container is selected, the default size will be entered.*

Posting a Menu Item by Weight

Menu items sold by weight can be placed on a scale and weighed automatically or a menu item's weight can be manually entered by an employee using a weighed menu item key.

Using a scale:

1. Place the menu item on the scale.

2. Press the menu item key. (Ex. [Lobster])

3. The item's weight (less the tare weight), price, quantity, and name posts to the check.

Entering weight manually:

1. Press a weighed menu item key. A dialog box displays, prompting the user for the weight of the item.

2. Enter the gross weight of the item. The gross weight includes the weight of both the container and the item itself. Partial units should be entered as decimal values (e.g., 2 lbs, 8 oz. = 2.5 lbs).

3. Press **[Enter]**. The price is calculated and posted to the check detail. If a tare weight was programmed for this item, the system automatically subtracts that value from the entered weight before calculating the price.

Scanning a Barcode

Menu item selections can be added to a check by scanning them with a barcode reader. If the system is configured properly, the user simply runs the UPC barcode label over the scanner device to post the item information to the check detail.

Occasionally, the system may have difficulty reading the label. When this happens, the user can manually enter the barcode as follows:

1. Pick-up or begin a check.

2. Using the numeric touch keys, enter the barcode number printed on the menu item.

3. Press the **[Barcode]** key to post the menu item information.

Apply Condiments

A condiment is an additional selection that an employee makes when ordering a menu item. It describes to the kitchen or bar, exactly how the customer wants the item prepared (e.g., medium rare, with mustard, no ice). Condiments are only ordered after a regular menu item is selected.

There are two types of condiments in a POS System — attachments and modifiers. Attachments are mandatory choices linked to the menu item. They may or may not be included in the price of the main menu item.

Modifiers are optional items that usually result in an additional charge (e.g., $0.25 for extra cheese.)

Attachments

When a menu item with an attachment is selected, a condiment screen will be displayed. Only those choices available for the selected menu item will be included:

1. From the condiment screen, select one or more attachments from the buttons provided. A secondary screen will be displayed if a sub-choice (e.g., type of cheese) is required.

2. Select **[Done]** to return to the main Food screen.

Modifiers

Depending on your setup, the system may or may not prompt for modifiers when a menu item is selected. If there are modifiers linked to the menu item, they will be presented after the attachments are selected. The information bar in the upper right-hand corner informs the user that a selection is optional.

1. Select a modifier. The item will be added to the check detail beneath the menu item. If a price is associated with the selection, it will be added as well.

2. Once you are finished entering condiments, press the **[Done]** key to return to the main Food screen.

Active Rules

Active rules refer to the prefixes used to qualify a condiment menu item selection. Examples of these are **[No]**, **[Extra]**, **[Side]**, and **[Sub]**.

Prefix keys are displayed on the condiment screen and should be pressed before the condiment selection to which it refers (e.g., **[No]** + **[Tomato]**). The prefix is printed on the same line as the condiment item.

Min/Max Condiments

Occasionally, menu items are programmed to allow a range of condiment options. The minimum value in this range represents the least number of condiments needed to complete an entry. It allows a user to select less than the number of attachments linked to the menu item.

For example, assume that the minimum set for all pizza menu items was 1 condiment. If a customer wanted a plain pizza but ordered the 2-topping Pizza Special because it was on sale, the user would be able to enter a condiment selection of **[No Choice]** to satisfy the minimum requirements for this order.

The maximum value places a limit on the number of items that may be added. Again, it may or may not coincide with the number of attachments.

For example, assume the maximum number of items is set to 9 for all pizza items. If a customer orders a 4-topping Pizza, but wants to add a few more toppings, the system will *prompt* for 4 selections, but will *allow* up to 5 more items to be added. A condiment charge may be added for each topping or (if the toppings are included in the pizza menu item price) may be added for the extra toppings only.

Insert/Replace Condiments

During order entry, users may need to change or complete the condiment selections of a menu item before service totaling the check. This can occur for several reasons: 1) the user entered the wrong condiments, 2) the customer changed his mind (e.g., wants mustard instead of mayo on his burger), or 3) the customer forgot something (e.g., hold the eggs in the chef salad).

If the error is spotted after another menu item has been entered, the user can either void the original menu item with its related condiments and start over (a time-consuming process) or edit the menu item using one of two specialized condiment function keys:

- **[Insert Condiment]** — Allows the user to add modifiers to a previously entered menu item. (Attachments cannot be inserted.) The list of available condiments will vary, depending on how the menu item has been programmed. A condiment or condiment prefix can only be added if the menu item has been programmed to accept it.

- **[Replace Condiment]** — Allows the user to highlight an entered condiment (with or without prefix) and replace it with an alternate selection. Condiments can be required (attachments) or allowed (modifiers). The list of replacement condiments will vary, depending on how the menu item has been programmed. A condiment or condiment prefix can only be substituted if the menu item has been programmed to accept it.

Inserting Condiments

To insert a condiment:

1. Highlights the main menu item and press the **[Insert Condiment]** key. The screens status is changed to *Insert* and a selection of allowed condiment (modifier) keys is displayed.

    In the check detail, a dotted line is inserted beneath the last condiment entry for that menu item, indicating that the system is waiting for an additional condiment selection.

2. Select the additional condiments, with or without prefixes. The condiments are added to the check detail.

3. When finished adding condiments, press **[Done]** to turn off the insert function and exit the condiment screen.

Replacing Condiments

To replace an existing condiment:

1. Highlights a condiment item and press the **[Replace Condiment]** key. The screens status is changed to *Replace* and a selection of allowed condiment (modifier) keys is displayed.

   In the check detail, the highlighted condiment is replaced with a dotted line, indicating that the system is waiting for a new condiment selection.

2. Select the replacement condiment, with or without prefix. The new selection is added to the check detail. The replace function is turned off and the condiment screen is closed automatically, returning the user to the previous screen.

Repeat Menu Items

Often, customers will want to reorder one or more items purchased in a previous service round. Typically, this occurs with beverage orders where the server or bartender is directed to ring up another round of drinks.

The functionality is not limited to beverage orders. In a quick service environment, for example, customers may queue up to add their individual orders on the same check. Customer A begins by ordering a meal with multiple side items, condiments, or other special instructions. The cashier enters the selections, only to have Customer B say, "I'll have the same."

Instead of entering each keystroke separately, users can save time by simply opening an existing check, highlighting one or more items in the check detail, and pressing the **[Repeat Item]** key.

Hold and Fire

The **[Hold / Fire]** key allow a server to control when menu items are sent to the kitchen. With this key, servers can enter an entire order, send some to the kitchen, and selectively place the rest of them on hold.

Suppose, for example, that a group of guests have placed an extensive order consisting of drinks, appetizers, and entrées. In this situation, the drinks and appetizers would be sent immediately to the bar/kitchen, but the entrées would be held back until the appetizers are served. This prevents the entrées from being prepared too quickly and either arriving with the appetizers or being served in a less-than-fresh state.

When it's time for the kitchen to prepare the remaining items, the server picks up the check, clears the held items, and service totals the check to send those items to the kitchen.

To use this feature:

1. Begin or pick up a check.

2. Enter one or more menu items.

3. Touch-select to highlight the items to be held and press the **[Hold/Fire]** key. An "H" will be added to the right of the seat number in the check detail. If no items are highlighted, all items will be held.

4. Press the **[Service Total]** key to send the non-held items to the kitchen.

Firing the Held Items

5. When it is time to send additional items to the kitchen, pick up the guest check. A warning box will be displayed advising that there are items on hold. Press **[OK]** to clear.

1	Cup Chicken	3.25	1
1	Potato	4.00	1
	Bacon		
	Cheese		
	Cheddar		
	Sour Cream		
1	Med. Diet Coke	1.25	1
1	Chicken Sand	7.00	1
	Dijon		
	Mustard		
	Lettuce		
	Onion		
	NO Tomato		
1	Sm. 7Up	0.75	1
1	Med. Veggie Pizza	7.99	1H
	Med. Hand Tossed		H

6. Highlight the held items to be fired and press the **[Hold/Fire]** key. The "H" will be deleted next to these items. If no items are highlighted when the **[Hold/Fire]** key is pressed, all remaining items will be released.

7. Press the **[Service Total]** key to send the non-held items to the kitchen.

Menu items can be held through multiple service rounds of a check. Additional items can be added and held up until the check is closed. Any items still held when a check is finally tendered will be automatically fired to the kitchen.

Service Total an Order

When all the menu item entries have been made for this service round, select the
[Service] button to send the order to the kitchen. The system will automatically
return to the default transaction screen and the order will be added to the list of
open checks.

Fast Transactions

A Fast Transaction is a sales transaction that is started by pressing a menu item
key instead of one of the **[Begin Check]** keys. This speeds up the transaction
process by eliminating the need to enter a check ID or table number.

The fast transaction option was designed for sales environments where purchases
are straightforward and the customer pays immediately. Examples of typical fast
transaction environments include a gift shop, a cash bar, or a carry-out counter.

Depending on the site, fast transaction employees may be allowed to service total
a check. If a fast transaction is service totalled, it can be picked up and service
totalled again, or picked up and closed, just like an ordinary guest check.

Pick Up a Check

Open checks are held in a guest check file until they are paid in full. An open check can be picked up from any workstation in the system. When a user signs in, the system automatically displays all open checks belonging to that employee.

Note	*Employees with the appropriate privileges will be able to see all open checks in the system. This privilege is typically reserved for managers.*

To pick-up a check, touch-select from the list of open checks. The check detail will be displayed in the main order screen. Once a check is opened, the user may post additional sales, add another check to it, transfer ownership to another user, or tender it.

Users looking for a specific check among a long list of entries may opt to pick up a check:

- by check number
- by check name with credit card swipe
- by table name (numeric or alpha-numeric)

Additionally, a check may be picked up from a dialog that displays a key for each open table. If multiple checks exist for a table, a specific check can be selected from a check selection screen.

Pick Up Check by Check Number

1. From the default transaction screen, press the **[Pick Up Check by Number]** key. A dialog box will be presented asking for the check number.

2. Using the numeric keypad, type in the check number and press **[Enter]** to open the check in the main order screen.

   If the check number is not found, an error message displays. Press **[Ok]** and try again.

   If the open check belongs to another employee and the current user does not have access privileges, a message stating that the guest check is not found displays. Press **[Ok]** and try again.

Pick Up Check by Check Name with Credit Card Swipe

1. From the default transaction screen, swipe the customer's credit card. The customer name is extracted from Track 1 of the credit card.

    If the check name is not found, an error message will be displayed. Press **[Ok]** and try again.

    If the open check belongs to another employee and the current user does not have access privileges, a second prompt will be displayed requesting manager's authorization. Enter the appropriate manager's ID and press **[Enter]** to continue.

Pick Up Check by Table Name

1. From the default transaction screen, press the **[Pick Up Check by Table]** key. A dialog box is presented asking for the table number.

2. Using the numeric or alphanumeric keypad, type in the table name and press **[Enter]** to open the check in the main order screen.

    If the table name is not found, an error message displays. Press **[Ok]** and try again.

    If the table belongs to another employee and the current user does not have access privileges, a message stating that the guest check is not found displays. Press **[Ok]** and try again.

    If there are multiple checks available for the table, a check selection prompt displays for the user to select a specific check. Select the desired check and press **[OK]**.

Pick Up Check by Table Name Dialog

1. From the default transaction screen, press the **[Pick Up Check by Table]** key. A dialog box is presented with a touchscreen key for each table number.

    If the current user is allowed to pick up other employee's checks, a key for all open checks is displayed.

2. Select the key for the desired table to open the check in the main order screen.

    If no open checks are found, an error message is displayed. Press **[Ok]**.

    If there are multiple checks available for the table, a check selection prompt displays for the user to select a specific check. Select the desired check and press **[OK]**.

Apply a Discount

Discounts come in a variety of shapes and sizes. They are used to promote daily specials, provide employee meals, reward frequent diners, and compensate unhappy guests. They can be applied to one or more menu items or to an entire check. The size of the discount can be preset (e.g., 5% or $2.00 off) or it can be calculated as a percentage of the price of the selected item(s) or of the entire check.

To apply a discount:

1. With an open check in the main order screen, press the **[Discount]** key to display the available discounts.

2. Select a discount key. For preset discounts, the amount is posted automatically. If an open discount is selected, a dialog box is displayed.

3. At the prompt, enter the percentage or dollar amount and select **[Enter]**. A new line item will be added to the bottom of the check detail and the amount will be automatically deducted from the **Total Due**.

    Depending on the selection, the discount will be calculated as follows:

- *For Item Discounts* — If a menu item is highlighted before the discount key is pressed, the discount will be applied to the selected menu item. If no menu item is selected, an error message will display.

- *For Subtotal Discounts* — The discount is calculated against all of the non-discounted menu items at the time the discount was applied.

Note   *Discounts are not available for every item, but depend on the items membership in a Discount Group, as defined during setup.*

Add a Service Charge

A Service Charge is an amount that is added to the sales transaction in exchange for services rendered. Service charges can be either a flat fee (e.g., cover charge $5.00) or a percentage (e.g., room charge 15%). They may be taxed like a menu item. Typical service charges include auto gratuities, room service charges, and entertainment cover charges.

To apply a service charge:

1. With an open check in the main order screen, press the **[Svc Chrg]** key to display the available service charges.

2. Select a service charge button. If the service charge is preset, the amount is posted automatically. If an open service charge is selected, a dialog box is displayed.

3. At the prompt, enter the percentage or dollar amount and select **[Enter]**. A new line item will be added to the bottom of the check detail and the amount will be automatically added to the **Service Charge** total and to the **Total Due.**

Non-Revenue Service Charge

A non-revenue service charges records the receipt of funds without posting the payment to the sales totals. Typically, this type of service charge is used to record a deposit against goods or services, or to record the purchase of a gift card or gift certificate. The actual sales are not recorded as such until the full amount is paid or the certificate is redeemed.

The procedure for ringing up a non-revenue service charge is the same as for any other service charge entry.

Auto Service Charge

This feature permits the user to automatically apply a service charge to all checks once certain conditions are met. An auto service charge may be selectively or automatically applied to every opened guest check. Privileged employees can exempt specific guest checks from the auto service charge by selecting a function key. A common use for auto service charges is to apply an auto-gratuity to certain guest checks to ensure that the server is fairly compensated for their work.

The auto service charge can be turned on when a minimum party size threshold is reached. The server will enter the party size when they begin the check and the system will determine if auto-gratuity should be applied. The guest count can be updated at any time by selecting the **[Guest Count]** key.

For example, suppose that the Mike Rose Cafe charges an 18% auto-gratuity for large parties of 6 or more. Customer A arrives with a party of 10 for dinner. When the server goes to enter their order they indicate the party size of 10 the system will automatically register an 18% charge to Customer A's total bill.

An auto service charge may be automatically applied to all guest checks. The auto service charge feature can also be selectively applied to some guest checks. Likewise, certain checks can be selectively exempted from being charged the auto service charge.

The procedure for ringing up an auto service charge is different than with a regular service charge.

Add Auto Service Charge

1. With an open check in the main order screen, press the **[Auto Service Charge]** key.

2. The auto service charge percentage will automatically be added to the **Service Charge** total and to the **Total Due**.

    If auto service charge is already in effect, a prompt will appear informing you.
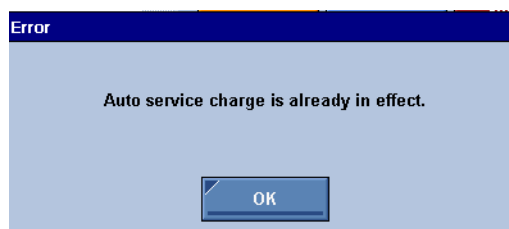
Exempt Auto Service Charge

1. With an open check in the main order screen, press the **[Exempt Auto Service Charge]** key.

If Exempt text will appear at the top of the screen
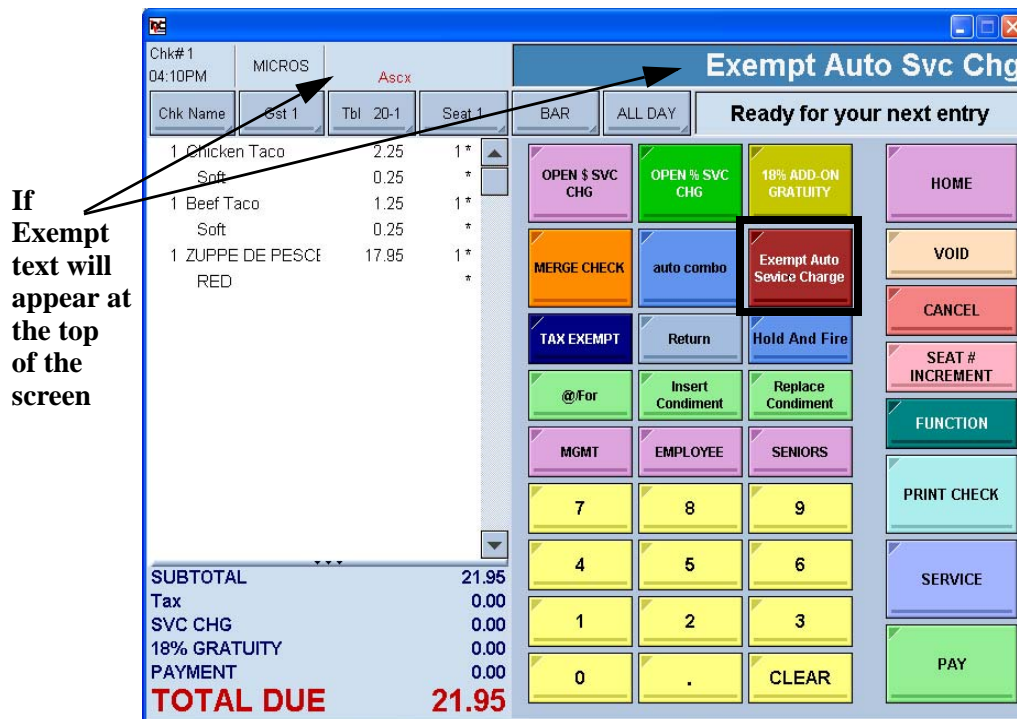
2. The auto service charge percentage will automatically be removed from the **Service Charge** total and to the **Total Due**.

Additional Check Functions

This section describes additional features that are used to define a guest check.

Guest Count

A guest count refers to the number of guests included on a single check. With guest counts, managers can assess productivity by tracking the total number of customer served and calculating (among other things) the average sales per guest.

Guest counts are generally added when a check is opened, but may be entered or revised at any point prior to payment. The current count is displayed on the **[Gst #]** button at the top of the screen. If a guest count is not assigned, this value will be 0.

Chk# 36 1:29 PM	GeorgeW					Check 36
Chk Name	Gst 2	Tbl 2/1	Seat: 1	Eat In	Lunch	Ready for your next entry

To enter a guest count:

1. From the default transaction screen, begin or pick up a guest check.

2. If the system has been programmed to require a guest count, a numeric dialog box will display. Touch-select the number of guests and press **[Enter]**. When the check opens in the main order screen, the **[Gst #]** button is updated to show the entered count.

    If the system is not programmed to require a guest count, the check will open with a default count of 0. To add a guest count, press the **[Gst #]** key in the status bar at the top of the screen. When the numeric keypad displays, type in the number of guests and press **[Enter]**.

Guest Count

Enter Number of Guests

7	8	9	Enter
4	5	6	Cancel
1	2	3	Clear
0	.	00	<--

Seat Handling

Seat numbers are used to identify individual guests on a check and to specify which transaction items belong to each. Seat numbers can be used to facilitate the coordination of food preparation and delivery. It also allows the customers to review and total their own selections without splitting the order onto separate checks.

When a check is started, the system automatically assigns a default seat number of 1. This number is posted to the right of each item in the transaction. The current seat number is also displayed in the status bar at the top of the screen.

Users can increment seat numbers at any time during order entry. The new seat number will be applied to items entered after the change.

Seat numbers can also be edited at any point (including previous service rounds) before the check is paid.

Seat Handling Options

The seat feature uses three separate touch keys to assign numbers during a transaction:

- **Seat** — Allows the user to set the current seat number BEFORE transactions items are posted to the check. This key does not change seat numbers on previously posted items.

- **Increment Seat** — Advances the seat number to the next number in the sequence. If the current seat number is 3, pressing this key will change the seat number to 4. This key does not change seat numbers on previously posted items.

- **Change Seat** — Changes a transaction item's seat number to the current seat number setting. To work, items must be highlighted before this key is pressed.
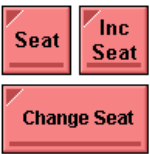
Using the Feature

To assign seat numbers:

1. Begin or pick up a guest check. Note that the default seat number (shown on the **[Seat]** button) is set to 1.
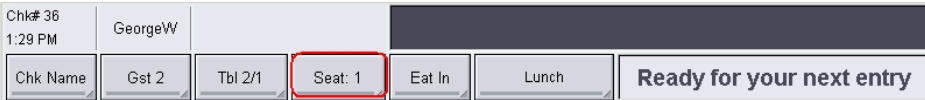
2. Enter one or more menu items. The current seat number will be posted to the right of each item entered.

3. To change the current seat number, go to the screen where the seat handling function keys are displayed.

- Press **[Inc Seat]** to increase the number by one. This option will only increment forward, one seat at a time.

To select a specific seat number or move the value backward.

- Press **[Seat]** to manually select the new number. A numeric keypad will display. Type in a new number and press **[Enter]**.

Items entered after the change will be automatically assigned the new (current) seat number.

Note   *The current seat numbers can also be changed by pressing the [Seat #] button in the status bar at the top of any open check screen. A numeric keypad will display. The user can then type in the seat number and press [Ok] to accept.*

---

4. To change a previously assigned seat number:

- Make sure that the current seat number (as shown in the status bar) is set to the desired value. For example, if the assigned seat number is 1 and you want to change it to 3, the system status must be set to "Seat 3."

- Touch-select a transaction item from the check detail. Only one item may be selected at a time.

- Press the **[Change Seat]** key. The seat number will be modified.

Order Types

Order types are used to identify customer orders that require special handling (e.g., carry out, room service), to determine the applicable tax rates, and to group sales for reporting purposes. Up to 8 order types may be defined.

For example, an establishment may sell food and beverages to be consumed on or off the premises. Preparation of carry out orders would involve placing the food in containers and supplying plastic utensils, napkins, and pre-packaged condiments. Dine-in orders would be placed on plates and served to a seated customer. In addition, local laws may apply different tax rates to food and beverage items, depending on whether they are consumed on site or taken out by the customer.

An order type must be selected before a check can be service totaled or paid out. Depending on the system, a default order type may be programmed. Default order types are specific to a workstation and apply only to new checks started from it. Once a check is service totaled, it will retain the original order type assigned, unless manually changed by a user.

This capability is limited to employees whose job type is programmed to use the change order type functions.

To assign an order type:

1. Begin or pick up a guest check.

2. Note the default order type as shown in the status bar. (If this is a new check, and the field is blank, a default order type has not been defined.)

3. To change the order type, press the status bar key to cycle through the available selections until the correct order type is displayed. If transaction items have been added to the check already, the system may recalculate the tax totals to reflect the change.

Note   *Users have the option of programming and placing individual order type keys on a specific touchscreen. Typically, this would be done to save time and keystrokes.*

For example, suppose that a restaurant has eight order types configured, with the default set to Eat In. Suppose also, that one of the workstations is used for Carry Out orders. Rather than cycle through all of the options each time a Carry Out order is placed, the user may opt to have a [Carry Out] button placed on the main transaction screen. This button can be pressed as soon as the customer specifies that the order is for carry out.

Order Type Override

Occasionally, a customer may want to order menu items that belong to different order types (e.g., an Eat-In customer who requests extra items to go). Traditionally, the only way to accommodate this customer was to create two different guest checks (i.e., one for the Eat In order and a second one for the Carry Out order).

The Order Type Override feature allows users to generate a single check with menu items posted to different order types. To do this, an order type override key is programmed and added to one of the transaction touchscreens. A separate override key must be programmed for each change of order type. For example, if the default order type is Eat In, the user may want to create a separate button for Carry Out, Room Service, Banquet, etc.

This capability is limited to employees whose job type is programmed to use the change order type functions.

Using the Feature

To change a menu item's assigned order type:

1. Begin or pickup a guest check. The status button should indicate the default order type (e.g., Eat In).

2. Ring in all of the required menu items.

3. Highlight the menu items that belong to a different order type.

4. Press the appropriate Order Type Override button (e.g., Carry Out) to switch the highlighted menu items to this new setting.

The message "Order Type Override: Carry Out" displays in the status block at the top of the screen. The order type status button will not change. In the check detail, the amended order type will be printed below each of the affected menu items.

Menus

The Menu feature is used to control item availability and to determine the item price, depending on when and where it is ordered.

For example, if the active menu is set to "Breakfast," the food selection screen would present only those menu items available during the breakfast hours (e.g., eggs, pancakes, waffles, omelets, etc.). When the active menu is changed to "Dinner," the touch keys for breakfast items would be replaced with dinner options (e.g., steak, lobster, pastas).

Similarly, menus can be used to set the prices of menu items for promotional purposes. In this case, beer, wine, and other alcohol-related products might be priced lower when the active menu is "Happy Hour," than it would be during lunch or dinner. Or, the price of a drink may be less in the bar than it would be in the restaurant during the same time period.

Using Menus

Menus are assigned by workstation. If the active menu is controlled by the system, a default menu is applied and the name is displayed on the status bar at the top of the screen.

During the day, as the service period changes (e.g., from happy hour to dinner), the system will change the menu and update the status button automatically. Privileged users may manually change the menu after sign in. This should be done before beginning or picking up the guest check.

Changing the active menu only affects the current service round; it will not affect items posted during the previous service round of an open check.

Reference Entries

A Reference Entry is a string of numbers or characters that an employee may be required to enter with a transaction item. Reference entries print and display as additional information. They print on guest checks, customer receipts, remote printers, journal printers, reports and validation chits.

A reference entry may be used to add an employee number, coupon number, or name to the transaction item to provide greater control and audit capability. A reference entry is used to record credit card numbers for credit card tendering keys and also for banking operations.

Menu items, discounts, service charges, tender/media, and tax exemptions can all be programmed to prompt the employee to enter a reference entry.

If a reference entry is required, the system will automatically display a touchscreen keyboard, prompting the user to enter the required value.

Once this information is keyed in, the user presses **[Enter]** to post the menu item with the reference entry in the check detail.

Combo Meals

A **Combo Meal** consists of two or more menu items grouped together and sold to the customer for a single price. Typically, combo meals are used to increase business by packaging the most frequently requested menu item combinations (e.g., hamburger, fries, and a drink) together and offering them for a lower price than if the items were purchased *à la carte*.

Combo meals improve sales and streamline service by automating the order-taking process. Using the combo meal feature, the system can prompt for selections, promote sales through bundling of menu items, and provide a price break for purchasing a pre-packaged meal.

Definitions

The following terms are relevant to a discussion of combo meals:

- **Combo Meal** – A combo meal consists of two or more menu items, grouped together and sold to the customer for a single price.

- **Combo Meal Main Item** – A menu item that can be ordered *à la carte*, but is also the central menu item in the combo meal. For example, for a Hamburger Combo, the combo meal main item is the Hamburger menu item.

- **Combo Item** – A combo item is a menu item that is the component of a combo meal (e.g. Cheeseburger). A combo item can be a regular menu item on its own, or a menu item that is configured as a combo main or side item in a combo group. Two or more combo items comprise a combo meal.

- **Combo Group** – A combo group consists of interchangeable menu items that can be included in a combo group. All combo meal types can be assigned to a single combo group. The combo group is used primarily for reporting purposes.

- **Combo Shell Item** – A combo shell item is a menu item that is not a menu item by itself, but a placeholder for the combo meal. A combo shell can have menu combo groups, combo items, and combo side items as attachments.

Using Combo Meals

This section provides basic instructions for using the combo meal feature. To assist you, the process has been divided into the following parts.

- Making a Combo Meal Selection

- Substituting Items

- Upsizing a Selection

- Voiding a Selection

- Discounting an Item

- Pricing an Item

- Sizing an Item

Making a Combo Meal Selection

When a combo meal is rung on a guest check the name of the combo meal will appear along with the price as well as the names of all accompanying menu items. The appearance of the display may vary.

Operationally, there are five methods for ordering a combo meal. Combo Meals can be selected in the following ways:

- **By Menu Item**

This order method uses individual combo meal buttons to act as meal selection keys. The user rings a **[Combo Meal #1]** and is prompted for condiments/prep instructions and side items. In this scenario, each combo meal is accessible from the touchscreen.

When a combo meal button is pressed, it triggers the order process. If there is a choice of menu items (and no default item is configured) the available selections are presented in an SLU display. If there is a default for a combo group, then the default item will be rung without prompting. Based on the pricing method, the combo meal price is posted automatically and updated as the selections are made.

To eliminate repetitive keystrokes, multiples of the same combo meal may be ordered by pressing a quantity key before selecting the menu item SLU.

For combo meals that use multiple instances of the same combo group, the system will track the number of pieces required to complete the order until all have been entered. If the quantity entered exceeds the number allowed, an error message will be displayed.

Follow these steps to order combo meals using the pre-configured combo meal buttons:

1. Ring one of the combo menu items. The combo name will be listed on the check and the composite price will be posted.

2. Select a main menu item from the list of options displayed (e.g., for a 3-pc Chicken Combo, the system might display 3-pc Dark, 3-pc White, 3-pc Custom).

3. Select the appropriate number of side menu items from the list displayed.

4. When the order is complete, service total or tender the check.

- **By Combo Key**

This order method uses the **[Combo]** function key to generate a combo meal based on either the last menu item ordered or another highlighted item in the check. The user rings a main item (e.g. cheeseburger) and then presses the **[Combo]** function key to build a combo meal. The system adds the appropriate side items (e.g., fries and prompts for a drink selection) and automatically adjusts the price of the transaction. In this scenario, menu items are accessible from the touchscreen along with the **[Combo]** function key.

If a combo meal can be built from the selected item, the selection is converted to a combo meal listing and the price is adjusted accordingly. If a choice is required from among the side items (i.e., no default item is configured) the available selections are presented in a SLU display. The combo meal price is posted and updated automatically as the selections are made.

This combo meal method is not allowed when a discount or service charge has been applied to the selected menu item. Only menu items from the current round will be considered.

Follow these steps to order combo meals using the **[Combo]** key:

1. Ring up multiple menu items as *à la carte* selections. Their individual prices will be listed.

2. Highlight a main dish selection from the list. This is the item around which a combo meal is built (e.g., Double Cheeseburger, Large Pizza, 3-pc White Chicken).

3. Click the **[Combo]** key. The system checks to ensure that a combo meal based on the highlighted item exists and takes the following action, as required:

- If the menu item is a combo main item, the selection is converted to a combo meal listing and the price is adjusted accordingly.

- If no existing item is highlighted, the system will try to build a combo meal based on the last item ordered.

- If the **[Combo]** key is pressed when the last item or highlighted item is not a combo main item, or the system cannot build a combo meal based on the selection, an error message will be displayed.

- If the selected menu item is used in more than one combo meal, then the system will build the one with the highest auto recognition priority.

- If the **Auto combo recognition with combo key** option on the Restaurant form is enabled, pressing the **[Combo]** key will activate the **Auto Combo with Combo Key** feature. That is, the system will first attempt to create a combo meal from the menu items already entered. If not successful, the system will then create a combo meal around the selected menu item.

4. Select the appropriate number of side items from the options displayed.

5. When the order is complete, service total or tender the check.

- **By Sized Combo Meal**

This order method uses a special **[Size]** function key along with a **[Menu Item]** key to generate a combo meal based on the selected size. The user presses a **[Size]** function key (e.g., [**Regular**], **[Large]**) before starting the combo meal itself. The size key tags the combo meal and ensures that the combo main and side items are displayed for the selected size only. In this scenario, each combo meal is accessible from the touchscreen along with the **[Size]** function keys.

Follow these steps to order combo meals using the **[Size]** key:

1. Click on a **[Size]** key (e.g., **[Regular]**, **[Large]**) before starting the combo meal order. The system checks to ensure that the combo main and side items are displayed for the selected size only. If the **[Size]** key is not pressed first, all members of the combo groups will be shown.

- Sized combo meals can be upsized or downsized, but only as a unit. Combo items within a sized combo meal cannot be upsized or downsized individually. If any part of a sized combo meal is highlighted and a **[Size]** key is pressed, the entire combo meal will be resized to the selected size.

- The combo sizing feature can be used with both manual and auto combo recognition. When building a combo meal from current detail, the system will restrict combo item selections for a sized combo meal. That is, if the combo meal to be created has the **Enable Sized Combo Meal** option set, the system will only build that combo as a sized combo meal.

- If the check detail includes two combo items of the same size, the first item that satisfies the sized combo meal requirement will be the one included in the combo.

- If a sized combo meal is ordered, the default item in a combo group attachment will be rung up automatically only if its size matches the specified size. Otherwise, the user will be prompted with items of the specified size in the combo group.

- To order multiple sized combos, the user needs to press the **[Size]** key first, then the number of meals to order before selecting the combo meal menu item. If the user enters the quantity first before pressing the **[Size]** key and the combo meal menu item, the quantity will be ignored and only one sized combo will be ordered.

2. Select the appropriate number of side items from the options displayed.

3. When the order is complete, service total or tender the check.

- **By Manual Combo Recognition**

The cashier rings all items in an order and then (within the same transaction round) highlights all the menu items that constitute a combo meal and presses the **[Combo]** function key. The system automatically groups the items together and adjusts the pricing on the check. In this scenario, menu items are accessible from the touchscreen along with the **[Combo]** function key.

The system will only generate complete meals from the selections, and list the remaining items as *à la carte.* Combo meals will be recognized or matched based on their auto recognition priority.

Combo meal selections can be from the current or previous service round. If the **Auto recognize previous round items** option is enabled for the combo meal being built, both current and previous round items are eligible. Otherwise only current round items are eligible.

If a previous round item is used, the system will automatically void the *à la carte* item and ring it up in the current round as part of the combo meal. If the user does not have privilege to **Auto recognize previous round items,** the system will prompt for an authorization code before allowing a manual combo to proceed.

If the system is configured to require confirmation (i.e., the **Do not confirm auto combo recognition** option is disabled on the *Restaurant* form), a dialog box will be displayed when a match is found. This dialog box lists the menu items that will be turned into a combo meal along with their *à la carte* prices. A comparison of the two prices is provided, showing the amount saved by ordering the combo meal.

The user will not be prompted for the number of combo meals to generate. Only one combo meal will be created at a time.

The manual combo recognition is considered complete once a combo meal is generated. The system will not present additional instances automatically. Instead, the user must re-select the items and repeat the process until no more combo meals can be generated.

This combo meal method is not allowed when a discount or service charge has been applied to the selected menu item. Voided or returned menu items are ignored. If a combo meal cannot be created, an error message will be displayed indicating that no combo meal is possible.

Follow these steps to order combo meals using manual combo recognition:

1. Ring up multiple items as *à la carte* selections. Their individual prices will be listed.

2. Highlight the ordered menu items. The user must select all of the items that make up a combo meal (e.g., hamburger, side, and a drink). If no menu items are highlighted, the system will try to build a combo meal based on the last main menu item ordered.

3. Click the **[Combo]** key. The system attempts to build instances of combos based on the menu items selected. Selected menu items are grouped under the combo meal name and the price is adjusted accordingly. Menu items that cannot be grouped, remain as *à la carte* listings.

4. When the order is complete, service total or tender the check.

• **By Auto Combo Recognition**

This order method uses a special **[Auto Combo]** function key to generate a combo meal based on all items in the check. The user rings all items in an order and then presses the **[Auto Combo]** function key. The system attempts to group items together to create instances of combos. If any are found, a combo meal is formed and the price of the menu items is adjusted accordingly. In this scenario, menu items are accessible from the touchscreen along with the **[Auto Combo]** function key.

After the menu items are rung, the order can be converted from *à la carte* items to combo meals through the use of the **[Auto Combo]** key. With this process, the user is not required to specify which menu items are to be included in a combo meal. Instead, the system automatically reviews the check detail and attempts to build the appropriate combo meal packages.

This combo meal method is not allowed when a discount or service charge has been applied to the selected menu item. Voided or returned menu items are ignored. If a combo meal cannot be created, an error message will be displayed indicating that no combo meal is possible.

Combo meal selections can be from the current or previous service round. If a previous round item is used, the system will automatically void the *à la carte* item and ring it up in the current round as part of the combo meal.

Auto combo recognition can be activated using one of the methods described below:

- **Using the Combo Key**

The **[Combo]** function key includes a basic auto combo recognition capability. With it, combo meals are generated one at a time, by selecting a menu item from the current order and pressing the **[Combo]** key. If no item is highlighted, the system will use the last item entered. It then scans the rest of the check and attempts to create a combo meal from the menu already entered. Only current round menu items are considered in this case.

The system cannot handle partial combo recognition. This may result in duplicate side items, which will have to be deleted manually.

To activate this function, you must select the **Auto combo recognition with combo key** option on the Restaurant form.

Follow these steps to order combo meals using the **[Combo]** key function to activate auto combo recognition:

1. Ring up multiple menu items as *à la carte* selections. Their individual prices will be listed.

2. Highlight a single main menu item from the list.

3. Click the **[Combo]** key. The system attempts to create a combo meal for the selected menu item or the last item entered.

    - If **all** of the required side items are present, the items are grouped under the combo meal name and the price is adjusted accordingly. Menu items that cannot be grouped remain as *à la carte* listings.

    - If **all** of the required components are **not** present, the system will create a combo meal around the selected menu item, prompting for side item selections or adding the default selections.

4. When the order is complete, service total or tender the check.

- **Using the Auto Combo Key**

The **[Auto Combo]** key provides the most direct method for creating combo meals from a list of menu items. When the **[Auto Combo]** key is pressed, the system scans the check detail and attempts to create instances of combo meals from the selections.

If the system is configured to require confirmation (i.e., the **Do not confirm auto recognition** option is disabled on the *Restaurant | Descriptors* tab), a dialog box will be displayed. This dialog box lists the proposed combo meal and its price and then lists the menu items that will be turned into a combo meal along with their *à la carte* prices. A comparison of the two prices is displayed showing the amount saved by ordering the combo meal.


```
Combo Recognition

Do you want to perform this operation?

Hamburger Combo                  3.75    ▲


Create From

---------------------------------------
Hamburger                        1.00
Lg. FRIES                        2.49
Sm. SPRITE                       1.25


Combo Savings                    0.99


                                         ▼

        OK              Cancel
```

If approved, the check detail will be adjusted to reflect the newly created combo meal.

If more than one type of combo meal can be created from the selection, the system will always build the highest priority combo meals first. Menu items that cannot be grouped remain as *à la carte* listings.

If the **Auto recognize previous round items** option is enabled for the combo meal being built, both current round and previous round items are eligible for selection. Otherwise only current round items are eligible.

If the combo meal is formed from current round items only, those items will be automatically converted to a combo meal.

If the combo meal includes previous round items, and the user is privileged to accept them, the combo meal will be generated.

If the combo meal includes previous round items, and the user is not privileged, a manager authorization dialog will display. The server will be prompted for a valid authorization code before the items can be converted to a combo meal.

After the first combo meal is posted, the system will continue to scan the detail, presenting the next combo meal combination for approval. The process will be repeated until no more combinations are found.

Follow these steps to order combo meals using auto combo recognition:

1. Ring up multiple menu items as *à la carte* selections. Their individual prices will be listed.

2. Click the **[Auto Combo]** key. The system attempts to build instances of combos based on the current check detail. If confirmation is required, a dialog box is displayed with the proposed combo meal and associated savings.

> *Note*
>
> *If more than one type of combo meal can be created from the selection, the system will always build the highest priority combo meals first.*

3. Click **OK** to accept. Selected menu items are grouped under the combo meal name and the price is adjusted accordingly. Menu items that cannot be grouped remain as *à la carte* listings.

4. When the order is complete, service total or tender the check.

- **Using the Send Order Key**

Auto combo recognition can be configured to run when a **[Send Order]** tender is selected. This option provides the same functionality as the **[Auto Combo]** key without requiring a separate touchscreen button. The process is assigned to send order tenders by the **Enable auto recognition** option on the Tender form.

When a send order tender is enabled for auto recognition and the **[Send Order]** key is pressed, the system scans the check detail and attempts to create instances of combo meals from the selections. If the system is configured for confirmation, a dialog box will be displayed. This dialog box lists the proposed combo meal and its price and then lists the menu items that will be turned into a combo meal along with their *à la carte* prices.

The customer display will show the new total due amount after the auto recognition is accepted.

The combo meal auto recognition option can be enabled for the service total type on the Tender form.

Follow these steps to order combo meals using **[Send Order]** tender key:

1. Ring up multiple menu items as *à la carte* selections. Their individual prices will be listed.

2. Click the **[Send Order]** key. The system attempts to build instances of combos based on the current check detail. If confirmation is required, a dialog box is displayed with the proposed combo meal and associated savings.

> *Note*
>
> *If more than one type of combo meal can be created from the selection, the system will always build the highest priority combo meals first.*

3. Click **Ok** to accept. Selected menu items are grouped under the combo meal name and the price is adjusted accordingly. Menu items that cannot be grouped remain as *à la carte* listings.

4. When the order is complete, service total or tender the check.

Substituting Items

Customers can change their minds. To accommodate the inevitable changes, the combo meal feature includes the option to substitute combo main and side items.

After the menu items are rung, the user can substitute a menu item in a combo meal with another menu item in the same combo group by selecting the menu item and pressing the **[Substitute]** key. The available options will be displayed in a SLU. After a substitute item is selected, the system updates the combo meal and displays the new selections. A price change is posted, if applicable.

This function only works for menu items that are part of a combo meal. Attempts to substitute *à la carte* items will result in an error message.

Substitute is not allowed when a discount or service charge has been applied to the selected menu item. Both menu items from the current round or previous round will be allowed for substitution.

If the original item was ordered as part of a sized combo meal, it can only be substituted with another item of the same size in the same combo group.

Substitute is only allowed for combo group attachment type. Items that were ordered as a menu item, menu item category or condiment group attachments cannot be substituted.

Follow these steps to substitute an item in a combo meal:

1. If the item is in the previous round then highlight the menu item from the combo meal portion of the check.

2. Click the **[Substitute]** key. The available options will be displayed in a SLU. If no combo item is highlighted, the last combo item listed in the Guest Check Detail will be replaced. If the item to be substituted is in a previous round you must highlight the item and then press the **[Substitute]** key.

> *Note*   *If the **[Substitute]** key is pressed when the last item or highlighted item is not a combo item, an error message will be displayed.*

3. Select a substitute item. The system updates the combo meal and displays the new selection. A price change is posted, if applicable.

Upsizing a Selection

Combo meals provide an additional function that allows the customer to change the portion or size of the items that comprise a combo meal. In a quick service environment, this is commonly referred to as **Upsizing**.

Sizing changes are made by selecting a menu item and pressing one of the size keys (e.g., **[Small]**, **[Large]**) added to the touchscreen. Resizing can be either upward (smaller to larger) or downward (larger to smaller), applied to the entire combo meal, or to items within the combo meal. Because size changes are linked to menu item pricing, changes in the selection are automatically reflected in the price of the combo meal as well as the check total.

Resizing is not allowed when a discount or service charge has been applied to the selected menu item. Only menu items from the current round will be allowed for resizing.

If the user selects a combo parent and presses the **[Size]** key, the entire combo meal will be resized. If the user selects a regular combo item and presses the **[Size]** key, only the selected item will be resized. If the user selects a sized combo item and presses the **[Size]** key, the entire combo meal will be resized. Combo items of a sized combo meal cannot be resized individually.

If the user presses the **[Size]** key without selecting a combo item, the last entry area will display the combo order size in effect.

If the **[Size]** key is pressed when the selected item is not a combo item, an error message will be displayed indicating the function key is not allowed for *à la carte* items. If the selected combo item cannot be resized to the specified size, an error message will be displayed indicating the specified size of the menu item is not configured in the combo group.

Voiding a Selection

Combo meals can be voided from an open check as easily as any other menu item selection. Voiding items can be done by any of the following:

- **Void Last Item**. While the combo meal is being built (i.e., the items are being selected), the user can void the last selected component by pressing the [Void] function key to remove the menu item from the check detail. The system will roll back to the proper combo group in the combo meal selection process, presenting the appropriate SLU for an alternate selection.

  You may last item void through the entire combo until the combo meal itself is deleted.

  When multiple combo meals are being built using the **[Combo]** key, the user can keep voiding the last item until the latest combo parent is voided, at which point the combo state will be reset and the combo process will be terminated.

The combo meals that have already been built will remain on the check, but the system will not prompt for more combo meals.

- **Void Entire Combo**. Once the combo meal has been defined, you can remove the entire combo by highlighting the combo meal (parent and all components) and pressing the [Void] key. Menu items within a completed combo meal may not be deleted individually.

  Combo meals are viewed in the system as a single entity with multiple parts. To qualify for the composite price, all elements of the combo meal must be present. Once a combo meal has been created, it cannot be deconstructed to *à la carte* menu items.

- **System Voids**. Previous round items that are voided as part of the auto combo process are not considered true voids, because they are re-entered to complete the combo package. To avoid distorting report totals, these voids are flagged in the database.

  Operationally, system voids behave the same way as regular voids.

Transaction Void and Return

Combo meals can be rung in transaction void or return mode.

- **Transaction Void**. The user can ring any combo meal items in transaction void mode using the combo meal menu item keys.

  In transaction void mode, the **[Combo]** key will work when only one combo main item is selected.

  The **[Substitute]** and **[Size]** keys will work in transaction void mode.

  Manual combo and auto combo will not work in transaction void mode.

- **Return**. The user can ring any combo meal items in return mode using the combo menu item keys.

  In return mode, the **[Combo]** key will work when only one combo main item is selected.

  The **[Substitute]** and **[Size]** keys will work in return mode.

  Manual combo and auto combo will not work in return mode.

Discounting an Item

The following apply to combo meal and combo item discounts.

- **Last Item Discount**. Last item discounts cannot be applied to a combo meal. Combo meals are typically listed as priced menu items, with the components of the meal listed as either priced or non-priced line items beneath it. When a last item discount is applied to a combo meal, the system will look for the last item posted and may not be able to calculate a discount if the last combo item is non-priced.

- **Touch Item Discount**. The user can touch-select a priced combo meal menu item or a combo item and apply a discount. If the discount is an item discount, the discount is listed after the selected item in the combo meal. If the discount is not an item discount, the discount is listed after the last item in the check. Touch item discount will work the same way for combo meals and combo items as for regular menu items with condiments.

- **Subtotal Discount**. Subtotal discount can be applied to entire check for all menu items associated with the discount group(s) in the discount. These include the combo meal menu items and combo items. No items need to be selected.

Pricing an Item

The system configures the combo meal price by using the following formula:

Combo Menu Item Price + Combo Group Item Price = Combo Meal Price

This formula works for all pricing scenarios.

The **Combo Menu Item Price** is the value assigned to the combo shell item in the *Configurator | Menu Item | Prices* tab. The default value is $0.00.

The **Combo Group Menu Item Price** is the special price assigned to a member of a combo group when the *Configurator | Combo Item | Use this Price* option is selected. This value will override the regular menu price, even if it is assigned a value of $0.00.

There are two ways to assign a price to a combo meal.

- **Base Pricing** – The combo meal shell carries the total cost of the combo meal. The main and side items that make up the combo meal are priced at $0.00. The user should enter the full price for the combo shell item and use price override with the price of $0.00 for each combo item in the combo meal.

- **Roll-Up Pricing** – Main and side items are assigned special combo group prices that contribute to the final combo meal price. If the combo shell item is priced as well, then the component prices are added to that price. The user should enter $0.00 for the combo shell item, and use price override for each combo item in the combo meal.

Information about configuring pricing for a combo meal is available in the *Configuring Combo Meals* section.

Sizing an Item

Combo meals can be configured to certain size by using a **[Size]** function key. The user would press the size key before selecting the combo meal itself. The size key indicates that the combo meal item should be displayed for the selected size only.

Order Assignment

This section discusses ways to change an order assignment by merging, splitting, and transferring checks.

Merge Checks

Merging a check moves the transaction detail from one open check to another, and closes the original to a zero balance. A merge is used to combine guest checks of customers who want to pay on one check.

This function is limited to employees whose job type is programmed to allow split and merge check functions.

To merge two checks:

1. From the list of open checks on the default transaction screen, select a check to open in the main order screen. (When the merge is complete, this will become the combined check.)

2. Select the **[Merge Check]** button. A list of open checks is displayed along with the names of the employees assigned to them.

Check	Table	Name	Time	Amount	Employee
33	4/1		1:14 PM	13.99	GeorgeW
39			4:01 PM	12.75	GeorgeW

Select check to merge

Ok   Cancel

3. Highlight the check that is to be merged with the current check. A message box is displayed.

Do you want to combine this check with the open check?
Owner: TJ
Total: 12.75
Check: 39
Table:
Name:

Yes   No
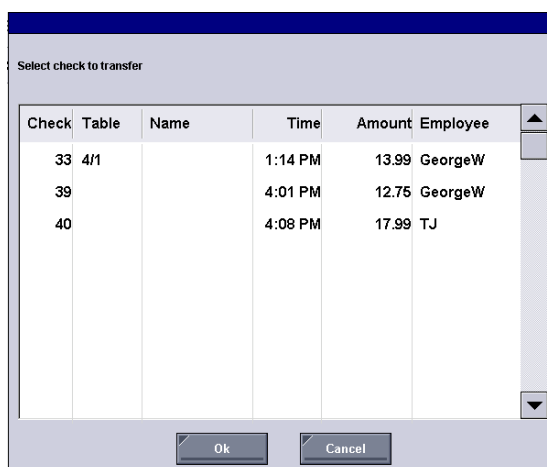
4. Select **[Yes]** to add this check's detail to the current check.

Transfer a Check

Transferring a check changes ownership of that check from one employee to another. This may be done when guests move from one part of the restaurant to another (e.g., from the bar to the dining room), or when an employee is leaving for the day and another employee will be taking over his/her open checks.
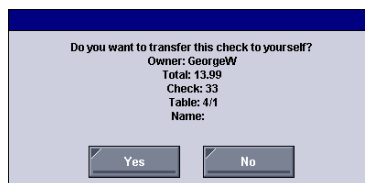
To transfer a check:

1. From the default transaction screen, select the **[Transfer Check]** button. A list of open checks is displayed along with the names of the employees assigned to them.

2. Highlight the check that you want to transfer to yourself. A message box is displayed.

3. Select **[Yes]** to transfer the check. The employee name is changed in the list and the check is opened in default food screen.

Split a Check

The split check feature is used to transfer portions of the original guest check detail to a separate new check which is then assigned its own check number. If table numbers are used, the split check is also given a new group number.

For example, four people at a table all order the same cordial, priced at $5.00. They each have a discount coupon for 15% off the cost of the cordial. A sales tax of 5% is added, resulting in a total of $17.85 for this check.

If one of the customers requests a separate check, one of the cordials would be split off onto a new check, along with its item discount and its share of the sales tax. The original check would be adjusted to show the remaining 3 menu items and discounts. The transaction is illustrated below:

Original Check

Check # 100

4 CORDIALS	20.00
ITEM DISC 15%	3.00
SUBTOTAL	17.00
SALES TAX 5%	0.85
TOTAL	17.85

New Check

Check # 100

3 CORDIALS	15.00
ITEM DISC 15%	2.25
SUBTOTAL	12.75
SALES TAX 5%	0.64
TOTAL	13.39

Check # 101

1 CORDIAL	5.00
ITEM DISC 15%	0.75
SUBTOTAL	4.25
SALES TAX 5%	0.21
TOTAL	4.46
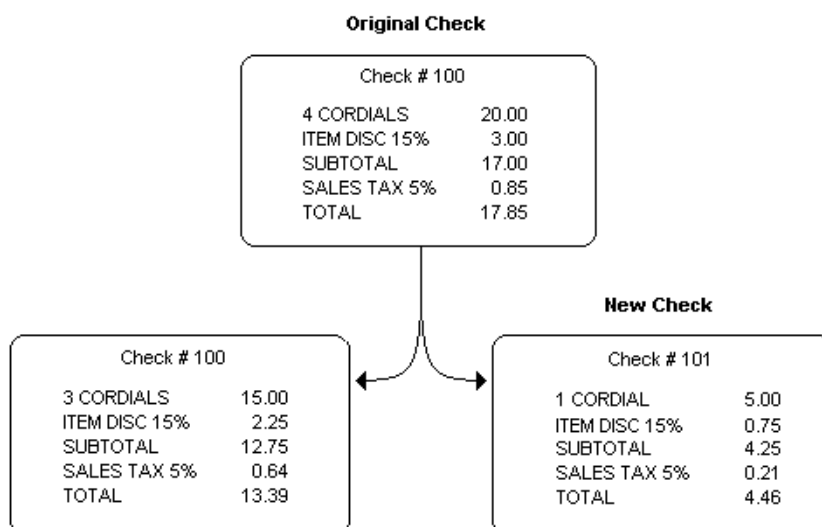
Note   *Percent discounts applied to a subtotal of eligible menu items cannot be split between checks, even if the menu items themselves are shareable.*

For example, suppose the four people in the preceding example ordered two bottles of wine at $15.00 per bottle. They also have a discount coupon for 20% off the entire check. If the customers then requested separate checks, the server would have to remove the discount before splitting the check, and then apply the discount to each check separately.

This function is limited to employees whose job type is programmed to allow split and merge check functions.

Using the Feature

To split a check:

1. Pick up a guest check from the list of open checks.

2. Press the **[Split Check]** key to open the split check screen and display a new (blank) check next to the original. If splitting to more than two check, press the **[New]** key at the bottom of the window until the required number of checks has been added.

3. In the original check detail, highlight the transaction items to be moved.

4. Touch-select the new check to move the highlighted items to it.

If the highlighted item is **consolidated** (e.g., 4 Cordials), the system will display a numeric keypad and prompt for the number of items to be moved. Select a number and press **[Enter]**.

If the highlighted item is **shared** (e.g., a bottle of wine, an appetizer), press the **[Share]** key to split the price between customers. A dialog window is displayed with a list of the split check numbers. Select the checks that will share this item and press **[Enter]**.
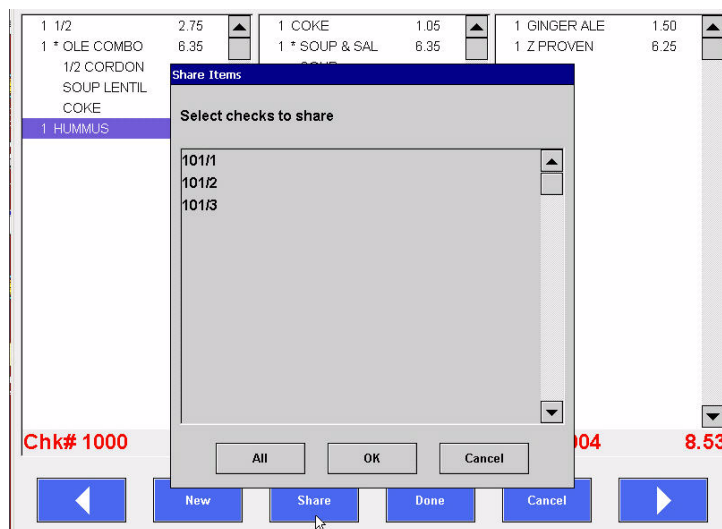
Note   *Open menu items entered using the [@/For] key, and menu items with condiments, must be moved in their entirety.*

---

5. Once an item is moved, the **Subtotals**, **Taxes** and **Total Due** field for each check is changed to reflect the transfer.

6. When all the items have been transferred to the appropriate checks, press the **[Done]** key to exit the split check window. A dialog box is displayed asking if the user wants to exit and save the changes.

7. Press **[Yes]** to confirm. The system will:

- Save the newly split checks as separate open checks.

- Service total all of the checks and close the split check window.

Payment Transactions

This section discusses ways to tender an order and close the check. More than one type of tender may be applied to the same check.

Cash Payments

To apply a cash payment to an open check:

1. Begin or pick up a guest check.

2. Complete all sales entries.

3. With the check open in the main order screen, press the **[Tenders]** button to display the available payment keys.

Note   *This step is only required if a [Cash] key has not been included on the main Food screen.*

---

4. To pay the exact amount, select the **[Cash]** button. The entire check total is posted to cash, the check is closed, and the system automatically returns to the default transaction screen.

5. To make a partial cash payment, select one of the preset amount keys (e.g., **[$5.00]**), or enter an amount (e.g., 18.00) and press **[Cash]**. A payment line item is added to the check detail and to the **Payment** total. The amount is automatically deducted from the **Total Due**.

6. Select additional tender keys, as necessary. The check will not be closed until the entire amount is paid.

> *Note*   *If the user tenders an amount greater than the amount due, the difference will be shown as a "Change Due (amount)" in the check detail area of the screen.*

Credit Card Payments

Credit card keys are used to close a guest check by charging payment to a customer's credit card account. A separate key may be programmed for each credit card type (VISA, MasterCard, Discover, etc.) accepted by the establishment, or the system may use generic credit auth/final keys to approve all credit card transaction. The number and type of touch keys available will depend on the system's hardware setup. (For more on this subject, refer to **Processing Options** on page 3-59.)

Credit card keys may be programmed to allow full or partial payment. More than one credit card may be applied to a single check and a mix of cash and credit cards is allowed. A charged tip may be added when the credit card is tendered.

A credit card payment may not exceed the total due on the guest check. However, if an amount greater than the Total Due is entered, a prompt will display asking if the difference represents a tip amount.

Credit card tenders may be programmed with a "ceiling" or limit on the maximum amount that can be charged to a credit card account. When the amount tendered exceeds the maximum charge listed, the system prompts for authorization to exceed the maximum.

Definitions

The following is a list of common terms used throughout this section:

- **Base Floor Limit** — The minimum charge amount for which an authorization is required. This programmable for each credit card tender.

- **Credit Authorization (CA)** — The process of requesting an authorization from a credit card processor for a charge amount on a customer's credit card, prior to accepting the card as payment.

- **Credit Card Processor** — Credit card authorization and charge handling services are offered by various vendors. A credit card processor can be a credit card vendor such as VISA/Mastercard, a bank, or a third-party processor.

- **Credit Finalization** — The process of closing a check to a previously authorized credit card. Before a credit card payment is finalized, a credit card voucher must be printed and signed by the customer. The finalized amount includes the charged tip.

- **Electronic Draft Capture (EDC)** — The process of storing credit card payments in files on the MICROS e7 POS System. These files are used in the reconciliation and settlement processes.

- **Initial Credit Authorization** — A request for authorization before any sales are posted to the guest check (i.e., permission to run a tab). The authorization amount can be preset in the system, or it can be specified by the employee at the time of the request.

- **Reconciliation** — The process of verifying electronic draft data before transferring it to a credit card processor for reimbursement of customer credit card payments.

- **Secondary Authorization** — An update of a previously authorized amount. This is usually required during the credit finalization process, if the amount of the actual payment exceeds the amount of previous authorizations. Authorization limits (programmed in the MICROS e7 POS System) determine if a secondary authorization is necessary.

- **Secondary Floor Limit** — The maximum amount that a tender may exceed the previous authorization amount before requiring a secondary authorization.

- **Settlement** — The process of transferring electronic draft data to a credit card processor for reimbursement of customer credit card payments.

- **Voucher** — A standardized form that is generated by the system when certain credit card authorization keys are used. A credit card voucher may be printed on a roll printer. Vouchers are presented to the customer for verification of the charges, inclusion of a tip, and a signature approving the transaction totals.

Processing Options

There are two ways to handle credit card processing in the MICROS e7 System. The first uses an external device with a communications link to the credit card processor. With this method, requests for authorization and approval are handled as separate, off-line transactions. The workstation has no direct communication with the credit card processor, but simply records the appropriate tender type along with the transaction amounts and charged tips. Credit card settlement is also handled separately.

The second method initiates credit requests directly from the workstation terminal to connect with the credit card processor. Once the credit request is started, the workstation cannot be used for any other POS operation until a response is received. Details of the credit transaction are saved to the database and can be included in the final daily report and reconciliation routines. Credit card settlement is also handled electronically via the system's Credit Card Batch Utility (see Chapter 5).

Using an External Device

Sites that use an external device to obtain credit authorization will do so independent of the workstation before paying out the check. Once the approval is received, the user can follow these steps to record the credit card payment and/or close out the check:

1. Begin or pick up a guest check.

2. Complete all sales transactions.

3. Select the **[Tenders]** key to open the payment screen with all the available credit card tenders.

4. Press the appropriate credit card key (e.g., **[VISA]**, **[Discover]**, **[AmExpress]**).

5. If the system is configured to allow partial payment to a credit card, the user will be prompted to "Enter (credit card) amount." Enter the portion of the check to be charged to this credit card and press **[Enter]**.

> *Note*   *You may still enter a partial payment to a credit card, even if the system was not programmed to prompt for an amount.*
>
> *To post a partial payment to a credit card, enter the amount BEFORE selecting the credit card key. Follow the prompts to finish the transaction.*

6. At the next prompt, the user is directed to "Enter Charged Tip Amount." Use the numeric touch keys to add a tip, if any. A value is required. If the customer has not included a tip, a "0" should be used.

7. Press **[Enter]** to close the screen and continue. A touchscreen keyboard is displayed with the prompt "Enter (credit card name) Reference."

8. Using the touch keys, enter the appropriate credit card number or run the card through the magnetic card reader. Press **[Enter]** to continue.

   If the information is incorrect (i.e., wrong number of digits, invalid credit card type), an error message is displayed and the credit card transaction (including the charged tip) is cancelled.

   If the information is accepted, the user may be prompted to "Enter Expiration Date (MMYY)." Cards swiped through the magnetic card reader will not be prompted to enter an expiration date, as this information will be read from the card itself.

9. If required, use the numeric touch keys to enter the expiration date. Do not use spaces or other separators between the month and year values. If the card expires in September 2004, enter "0904."

10. If the date is valid, the credit transaction is posted to the guest check. If the amount entered represents the total due, the check will be closed as well.

    If this is a partial payment, the portion of the check charged to the credit card is subtracted from the check total. A line item is posted to the check detail, indicating the card type and amount. The actual card number is masked except for the last four digits. If a charged tip was included, it will be shown above the credit card entry.

The system then returns to the payment screen and the check remains open, allowing the user to post additional transactions, service total, or close to cash, credit card, or other tender.

Using Integrated Credit Card Processing

Sites that have integrated credit card processing will initiate all transactions directly from the workstation terminal.

In addition to using the credit card tenders, user may have access to several function keys, including 3 authorization keys (Initial, Manual, and Credit Auth) and a key to finalize the credit transaction (Credit Final).

Step-by-step instructions for using these functions keys are provided below.

Credit Authorization

The **[Credit Auth]** key can be used to store credit card information against the current check, initiate a credit card authorization, or print/reprint a credit card voucher. More than one credit card authorization may be applied to the same check.

To authorize a credit transaction:

1. Begin or pick up a guest check.

2. Complete all sales transactions.

3. Select the payment screen where the credit card function keys are located.

4. Press the **[Credit Auth]** key. A numeric dialog box is displayed, prompting the user for the credit card number.

5. Run the customer's credit card through the magnetic card reader or, using the touch keys, type in the appropriate credit card number and press **[Enter]** to continue.

Enter Credit Card Number

4444333322221111

7	8	9	Enter
4	5	6	Cancel
1	2	3	Clear
0	.	00	<--

If the information is incorrect (i.e., wrong number of digits, invalid credit card type), an error message is displayed and the credit card transaction is cancelled.

If the information is accepted, the user may be prompted to "Enter Expiration Date (MMYY)." Cards swiped through the magnetic card reader will not be prompted for an expiration date, as this information will be read from the card itself.

6. If required, use the numeric touch keys to enter the expiration date. Do not use spaces or other separators between the month and year values. If the card expires in September 2004, enter "0904." Press **[Enter]** to continue. Wait as the credit authorization request is submitted to the credit card processor.

7. If the credit card is accepted, the message "Transaction Approved" will be displayed at the top of the screen. The check detail is updated to indicate the credit card type, authorization code, and amount. For security, the credit card number is masked except for the last four digits.

Chk# 65 10:58AM	TJ					**Transaction Approved**

Chk Name	Gst 1	Tbl	Seat 1	Eat In	Lunch	Ready for your next entry

1 Fried Chicken	4.00	1
Fries	2.00	
1 Fried Chicken	4.00	1
Fries	2.00	
1 Fried Chicken	4.00	1
Fries	2.00	
1 Sm. Cherry Coke	0.75	1
1 Gob. Amstel Light	2.50	1
1 Gob. Draft	2.50	1
1 Cup Chicken Nood	3.25	1
1 Fries	2.00	1
Authorization	29.00	
************1111		
VISA KV402900		

Whole Portion | Half Portion | Prev
Coffee Beans | fries | Service
| | Void | Repea
potato | T-Shirt | Cancel
| | Cash
Beers | Soft Drinks | Bagels | Discounts
Entrees | Soups | Sides | Tenders
Pizza | Salads | Allowed Sandwich Top | Pay | SLUs | Language

Subtotal	29.00
Tax	0.00
Service Charge	0.00
Payment	0.00
Total Due	**29.00**

8. A voucher is printed for the customer to review, verify the charges, and add an optional tip. When the voucher is signed and returned, the server can finalize the credit card payment and close the check.

Authorizing Multiple Cards

Users may authorize more than one credit card for payment on the same guest check. To do this, the server must produce a voucher for every customer who wishes to pay by credit card, so that each can specify a payment amount and charged tip.

To authorize multiple cards:

1. With the check open, navigate to the payment screen where the credit card function keys are located.

2. Using the numeric keypad, enter an amount before pressing the **[Credit Auth]** key. The amount entered does not have to be precise, but should be less than the Total Due. A dialog box is displayed, prompting the user for the credit card number.

> *Note*　*When more than one credit card is used, each should be authorized for some portion of the check total. Otherwise, the system may assume that the entire check is being charged to the first credit card. This will leave a balance of zero to apply to the rest of the credit cards. Credit cards may not be authorized for a zero amount.*

3. Run the customer's credit card through the magnetic card reader or, using the touch keys, type in the appropriate credit card number and press **[Enter]** to continue.

   If the information is incorrect (i.e., wrong number of digits, invalid credit card type), an error message is displayed and the credit card transaction is cancelled.

   If the information is accepted, the user may be prompted to "Enter Expiration Date (MMYY)." Cards swiped through the magnetic card reader will not be prompted for an expiration date, as this information will be read from the card itself.

4. If required, use the numeric touch keys to enter the expiration date. Do not use spaces or other separators between the month and year values. If the card expires in September 2004, enter "0904." Press **[Enter]** to continue. Wait as the credit authorization request is submitted to the credit card processor.

5. If the credit card is accepted, the message "Transaction Approved" will be displayed at the top of the screen. The check detail is updated and the first voucher is printed.

6. Press the **[Credit Auth]** key again. A dialog box is displayed with a list of the cards that have already been authorized for this check.

7. Select **New Account...** and press **[Ok]** to continue. The credit card entry dialog box is displayed, prompting the user for the new credit card number.

8. Repeat Steps 3 and 4 to enter the second credit card number and expiration date.

    When the approval is received, the authorization lines will be added to the check detail, along with the approved amount. A second voucher will be printed.

9. When both vouchers are signed and returned, the server can finalize the credit card payments, amending the payment amounts and adding the charged tip, if any.

Initial Authorization

The **[Initial Auth]** key is used to pre-authorize and store a credit card charge amount prior to posting sales to a guest check. The authorization amount can be preset in the system or specified for each authorization request. The credit card account number is also stored so that it can be recalled when the guest check is paid.

If more than one guest will be paying the check, and both want to use a credit card, both cards may be pre authorized. Depending on system programming, a credit card voucher can be printed with each use of the **[Initial Auth]** key.

Additionally, the **[Initial Auth/Store Customer Name]** key can be used to extract the customer's credit card name from Track 1 and assign it as the check name on the guest check along with performing an initial authorization.

To pre-authorize a credit card:

1. Begin or pick up a guest check.

2. Select the payment screen where the credit card function keys are located.

3. Press the **[Initial Auth]** key. A numeric dialog box is displayed, prompting the user for the credit card number.

4. Using the touch keys, enter the appropriate credit card number or run the card through the magnetic card reader. Press **[Enter]** to continue.

    If the information is incorrect (i.e., wrong number of digits, invalid credit card type), an error message is displayed and the credit card transaction is cancelled.

    If the information is accepted, the user may be prompted to "Enter Expiration Date (MMYY)." Cards swiped through the magnetic card reader will not be prompted for an expiration date, as this information will be read from the card itself.

5. If required, use the numeric touch keys to enter the expiration date. Do not use spaces or other separators between the month and year values. If the card expires in September 2004, enter "0904."

6. Press **[Enter]** to continue. A numeric
    dialog box may be displayed prompting
    for an initial authorization amount. Type in
    an amount and press **[Enter]** to submit the
    authorization request to the credit card
    processor.

    If an initial authorization amount was
    programmed for this tender type, the
    system will skip the prompt and
    immediately submit the request to the
    credit card processor.

7. If the request is accepted, the message
    "Transaction Approved" will be displayed. The check detail will be updated to
    indicate the credit card type, authorization code, and initial authorization
    amount. For security, the credit card number will be masked, except for the
    last four digits.

The system then returns to the payment screen and the check remains open,
allowing the user to post additional transactions, service total, or close to cash,
credit card, or other tender.

<u>Pre-Authorizing Multiple Cards</u>

Users can pre-authorize more than one credit card for payment to the same guest check. To pre-authorize a second card, simply repeat the preceding steps for the additional card. When the approval is received, the credit card information is stored and the authorization lines are added to the check detail.

Manual (voice) Authorization

The **[Manual Auth]** key is used when the workstation (via the credit card server) is unable to communicate with the credit card processor. Although the communications link is inactive, the guest check cannot be closed without confirmation that the charge payment will be accepted. To obtain confirmation, the user will need to contact (via telephone) the credit card processor to secure verbal approval of the charges. A manual authorization number will be provided.

To manually authorize a credit card:

1. Begin or pick up a guest check.

2. Complete all sales transactions.

3. Select the payment screen where the credit card function keys are located.

4. Press the **[Manual Auth]** key. A numeric dialog box is displayed, prompting the user for the credit card number.

5. Using the touch keys, enter the appropriate credit card number or run the card through the magnetic card reader. Press **[Enter]** to continue.

   If the information is incorrect (i.e., wrong number of digits, invalid credit card type), an error message is displayed and the credit card transaction (including the charged tip) is cancelled.

   If the information is accepted, the user may be prompted to "Enter Expiration Date (MMYY)." Cards swiped through the magnetic card reader will not be prompted for an expiration date, as this information will be read from the card itself.

6. If required, use the numeric touch keys to enter the expiration date. Do not use spaces or other separators between the month and year values. If the card expires in September 2004, enter "0904." Press **[Enter]** to continue. A touchscreen keyboard is displayed.

7. Enter the authorization code verbally provided by the credit card processor and press **[Ok]** to continue. The message "Transaction Approved" will be

displayed. The check detail will be updated to indicate the credit card type, authorization code, and amount. For security, the credit card number will be masked except for the last four digits.

A voucher is printed for the customer to sign, verify the charges, and add an optional tip.

Credit Finalize

The **[Credit Final]** key is used to close a guest check to a previously authorized credit card. This transaction assumes that a credit card voucher has been printed out and signed by the customer. More than one credit card payment may be applied to the same guest check.

When finalizing a credit card payment, keep in mind that the sequence of steps and prompts will depend on the configuration of the individual tenders. All credit cards do not have to be programmed alike.

For example:

- Credit Card A is programmed to assume payment in full. During final tender, the user enters a payment amount plus tip *before* the **[Credit Final]** key is pressed. (This is the only way to accommodate partial payments and charged tips.) Otherwise, the entire check total will be applied to the current tender. The charged tip will be 0.

- Credit Card B is programmed to require a credit final amount entry. During final tender, the user will always be prompted to enter the payment amount and charged tip *after* the **[Credit Final]** key is pressed.

When finalizing a credit card transaction, a second authorization may be required if the payment amount entered exceeds limits programmed for that tender. This can occur, for example, if the check total is greater than the initial, pre-authorized amount; or when the customer adds menu items to the check after the credit card voucher has been printed.

Credit Card Assumes Full Payment

1. Pick up a guest check.

2. Select the payment screen where the credit card function keys are located.

3. (Optional) Enter a payment amount.

4. Press the **[Credit Final]** key. One of the following will occur:

    - If an amount was not entered in Step 3, the system will apply the full amount to the current credit card, with a charged tip of 0.00. A message box will display requesting confirmation of the tip amount. Press **[Yes]** to accept.

- If the amount entered in Step 3 exceeds the Total Due, the system will assume the difference to be the charge tip. A message box will display asking for confirmation of the charged tip amount. Press **[Yes]** to accept.

- If the amount entered in Step 3 is less than the Total Due, a numeric keypad will display with a prompt to enter a charged tip amount. Type in an amount and press **[Enter]**. An entry is required. If the customer has not included a tip, a "0" should be entered.

5. When the payment is accepted, the check is updated as follows:

   - The payment transaction is included in the check detail.
   - The payment amount is subtracted from the Total Due.
   - The charged tip is added to the Service Charge subtotal.

If the Total Due is paid in full, the transaction is posted and the check is closed automatically. The user is returned to the payment transaction screen.

If the Total Due represents a partial payment only, the check remains open until the outstanding balance is tendered.

Credit Final Amount Required

1. Pick up a guest check.

2. Select the payment screen where the credit card function keys are located.

3. (Optional) Enter a payment amount and press the **[Credit Final]** key.

- If the amount entered in Step 3 exceeds the Total Due, the system will assume the difference to be the charge tip. A message box will display asking for confirmation of the charged tip amount. Press **[Yes]** to accept.

- If the amount entered is less than the Total Due, a numeric keypad will display with a prompt to enter a charged tip amount. Type in an amount and press **[Enter]**.

If Step 3 is omitted:

4. Press the **[Credit Final]** key. A numeric keypad is displayed, prompting the user for a payment entry.

- If the amount entered exceeds the Total Due, the system will assume the difference to be the charge tip. A message box will display asking for confirmation of the charged tip amount. Press **[Yes]** to accept.

- If the amount entered is less than the Total Due, a numeric keypad will display with a prompt to enter a charged tip amount. Type in an amount and press **[Enter]**.

5. Once the payment is accepted, the check is updated as follows:

- The payment transaction is included in the check detail.
- The payment amount is subtracted from the Total Due.
- The charged tip is added to the Service Charge subtotal.

If the Total Due is paid in full, the transaction is posted and the check is closed automatically. The user is returned to the payment transaction screen.

If the Total Due represents a partial payment only, the check remains open until the outstanding balance is tendered.

Finalize Multiple Credit Card Payments

Although multiple credit card payments may be authorized for a single guest check, each credit card payment is treated as a separate transaction. As such, payment procedures will vary in accordance with the credit card's programming.

This section describes, in general, the steps required to select and post a credit card payment when more than one credit card was authorized.

1. Pick up a guest check.

2. Select the payment screen where the credit card function keys are located.

3. Press the **[Credit Final]** key. A message box displays listing the authorized credit cards.
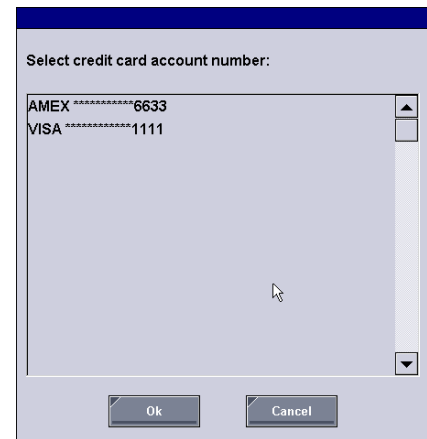
4. Touch-select an entry and press **[Ok]** to continue. A numeric keypad displays, prompting the user for a payment entry.

5. Enter the payment amount associated with this credit card and press **[Enter]**. A second numeric keypad displays, prompting the user for a charged tip amount.

6. Enter the charged tip amount. A value is required. If the customer has not included a tip, a "0" should be used. Press **[Enter]**. The credit card payment and charged tip are posted to the current check.

7. Repeat Steps 3-6 to post payments to the remaining credit cards.

Using Credit Card Lookup

The **[Credit Card Lookup]** key allows a user to swipe a credit card or enter a card number without selecting a specific credit card tender (i.e., AMEX, Visa, etc.) first.

When an account number is entered or read by the magnetic card reader, the system checks the first one to four digits (or *preamble*) of the credit card account number to identify the credit card type. For example, all VISA account numbers begin with 4 and American Express account numbers all begin with 37. When a credit card number beginning with a 4 is entered, the system recognizes it as a VISA card. If the establishment does not accept VISA credit cards, an error message is displayed and the payment transaction is cancelled.

To use the credit card lookup:

1. Begin or pick up a guest check.

2. Complete all sales transactions.

3. When the check is ready to be tendered, locate the payment screen containing the **[Credit Card Lookup]** key and press to activate. If only part of the check is to be charged to the credit card, use the numeric touchscreen keys to enter the charged amount before pressing the [**Credit Card Lookup**] key.

4. At the prompt, "Enter card number," swipe the credit card or manually type in the account number. Press **[Enter]** to continue.

5. At the next prompt, "Enter Charged Tip Amount," enter the tip, if any. A value is required. If the customer has not included a tip, a "0" should be used. Press **[Enter]** to continue.

6. If the information is accepted, the user may be prompted to "Enter expiration date (MMYY)." Cards swiped through the magnetic card reader will not be prompted to enter an expiration date, as this information will be read from the card itself.

   If required, use the numeric touch keys to enter the expiration date. Do not use spaces or other separators between the month and year values. If the card expires in September 2004, enter "0904."

Assuming that the date is valid, the credit transaction is posted to the guest check. If the amount entered represents the total due, the check will be closed as well. Otherwise, the amount charged to the credit card will be subtracted from the check total. The system will return to the payment screen and the check will remain open, allowing the user to post additional transactions, service total, or close to cash, credit card, or other tender.

Reprinting a Credit Card Voucher

Occasionally, after obtaining a credit card authorization, a user will need to reprint the credit card voucher. Usually, this is done if the original is unusable (e.g., the printer malfunctioned) or if the voucher is lost, damaged, or ruined (e.g., the customer made an entry error, or food/drink was spilled on it).

The system distinguishes an original voucher from a reprinted one by including the word "Reprint" in the header. All other information is the same.

Voucher reprints only occur when the original check is unaltered. Otherwise, the system will resubmit the request as a secondary authorization to the credit card processor.

```
                Voucher Header
  * * * * *       Reprint       * * * * * *
Date:          05/01/2004  02:04PM
Card Type:     MasterCard
Acct Num:      ************1234
Exp Date:      **/**
Auth Code:     5432121
Check:         2030
Server:        10  GeorgeB

Amount:                       $15.00

                Voucher Trailer
```

To reprint a voucher:

1. Pick up a guest check.

2. Select the payment screen where the credit card function keys are located.

3. Press the **[Credit Auth]** key. A message box displays listing the authorized credit cards.

4. Touch-select the entry and press **[Ok]** to continue. A numeric keypad displays prompting for authorization to use tender/media.

5. Enter an authorization code and press **[Enter]**. A second numeric keypad displays, prompting the user for authorization to reprint the credit card voucher.

```
Select credit card account number:

AMEX ***********6633
VISA ************1111




                ⌖

        [  Ok  ]      [ Cancel ]
```

6. Type in an authorization code and press **[Enter]** to clear the dialog box and reprint the voucher.

> *Note*   *Authorization codes (as described in Steps 4 and 5) are only required if the employee is not privileged to use this function. Otherwise, the system will approve the transaction and reprint the voucher after the credit card is selected in Step 3.*

Stored Value Cards

The Stored Value Card (SVC) interface allows a site to create and manage guest card payment and loyalty programs, and to issue SVCs that may be applied toward future purchases.

The MICROS e7 POS can support multiple programs and accounts, and customers may participate in more than one of them simultaneously. Note, however, that sites offering SVCs are only responsible for selling, reloading, redeeming, and cashing out cards provided to them by a third-party vendor. Rules of participation are determined by the SVC provider. At this time, MICROS e7 only supports the use of the *iCare* gift cards, available from *mymicros.net*.

A separate key may be programmed for each SVC function. The number and type of touch keys available depends on database configuration and the functionality supported by the SVC provider.

All examples found in this section were created using a demo database. These examples are meant to be demonstrative and may not reflect the database configuration at your site. Each example assumes that the site is using the *iCare* SVC provider. The prompts and available functions may differ if another SVC provider is used.

Definitions

The following is a list of common terms used throughout this section:

*   **Stored Value Card** is a generic term that refers to two types of customer accounts:

    *   **Gift Cards** — An account with a monetary balance that can be tendered in payment for products and/or services. Cards are purchased in advance by a customer, then loaded with a specific amount which may be applied toward future purchases.

    *   **Loyalty Cards** — An account that tracks customer purchases, assigns a point value to them, and, when a sufficient number of points has accrued, issues a reward in the form of a discount. Unlike gift cards, there is no direct monetary value associated with a loyalty card.

Gift Card Processes

Gift card functions can be accessed in the following ways:

- Outside of an open guest check (e.g. **Cash Out**, **Balance Inquiry**).

    In the example below, the gift card function keys are configured into the **Manager Sign In** screen.
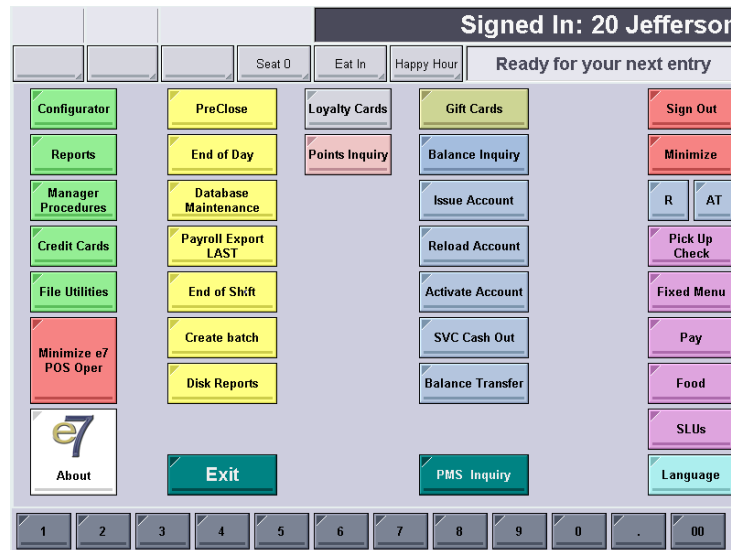
- Inside of an open guest check (e.g. **Issue Account**, **Activate Account**).

  In the example below, the gift card function keys are configured into the **Guest Check Payment** screen. Selecting the **[SVC]** key will bring the user to a list of available gift card functions.

  Follow these steps to access the **Guest Check Payment** screen:

  1. Begin or pick up a guest check.

  2. Select the **[Pay]** key to open the payment screen with all available tenders.

  3. Select the **[SVC]** key inside of the payment screen.

  4. A list of available gift card functions will appear. Select a gift card function from the list demonstrated in the example below:

Issuing an Account

The **Issue Account** function activates a gift card for any amount specified by the customer (e.g. $43, $75.50, $110). This function must be performed inside of an open guest check.

Follow these steps to issue an account:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Issue Account]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

5. The system will then prompt for an amount. Enter the amount manually.

6. Once the gift card is issued, the transaction will post to the guest check.

Activating an Account

The **Activate Account** function allows the user to activate a gift card for the preset amount printed on the face of the card (e.g. $15, $25, $50). This function must be performed inside of an open guest check.

Follow these steps to activate the gift card:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Activate Account]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

5. The system will then prompt for an amount. Enter the amount manually.

6. Once the gift card is issued, the transaction will post to the guest check.

Reloading an Account

The **Reload Account** function allows the customer to add value to an existing gift card. This function must be performed inside of an open guest check.

Follow these steps to reload an account:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Reload Account]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

5. The system will then prompt for an amount. Enter the amount manually.

6. Once the gift card has been reloaded, the transaction will post to the guest check.

Cashing Out

The **Cash Out** function pays out the remaining value of the gift card. To use this feature, the guest check cannot be open.

Follow these steps to cash out a gift card:

1. To cash out a gift card go to the **Manager Sign In** screen.

2. Select the **[SVC Cash Out]** button. At the prompt, enter an account number by swiping the gift card or by typing the numbers manually.

3. Once the transaction is complete, the printer will produce a chit indicating the amount redeemed.

Enabling the Maximum Change Amount

Users can limit the amount of cash that a customer may receive back after the guest check has been paid. This feature can be configured for any tender, including gift cards.

For example, the Mike Rose Cafe accepts gift cards, but limits the cash back amount to a maximum of $5.00. During lunch, a customer orders a $20.00 meal, pays with a $50.00 gift card, and asks the server to cash out the remaining balance ($30.00). When the tender is entered, the system rejects the cash back request because the value of the gift card exceeds the store's configured maximum change amount.

Follow these steps to configure this feature:

1. In Configurator, go to the *Tender* screen.

2. Highlight the tender type (e.g. **SVC Cash Out**) to be configured.

3. Select the *Tender* tab.

4. Check the **Enable Maximum Change Amount** option**.**

5. In the corresponding **Amount** box, enter the maximum amount of change that a customer can be given back on a transaction for that tender type (e.g. $5.00).

6. Save all changes.

Balance Inquiry

The **Balance Inquiry** function allows the user to check the remaining balance on a gift card. The inquiry can be initiated inside or outside of a guest check.

Follow these steps to perform a Balance Inquiry outside of an open guest check:

1. Go to the **Manager Sign In** screen.

2. Select the **[Balance Inquiry]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

3. Once the transaction is complete, the gift card balance will appear on the screen. The printer will produce a copy of the balance information on a separate chit.
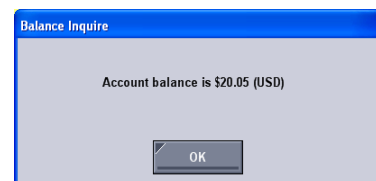
Follow these steps to perform a Balance Inquiry inside of an open guest check:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Balance Inquiry]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

5. Once the transaction is complete, the gift card balance will appear on the screen. The printer will produce a copy of the balance information on a separate chit.

Balance Transfer

The **Balance Transfer** function allows the user to move the balance from one gift card to another. This sequence can be initiated inside or outside of an open guest check.

Follow these steps to perform a Balance Transfer outside of an open guest check:

1. Go to the **[Manager Sign In]** screen.

2. Select the **[Balance Transfer]** key. At the prompt, enter the account numbers for both the new and old gift cards. Enter the account numbers by either swiping the gift card or by typing the numbers manually.

3. A separate chit will print for the customer once the transaction is complete.

Follow these steps to perform a Balance Transfer inside of an open guest check:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Balance Transfer]** key. At the prompt, enter the account numbers for both the new and old gift cards. Enter the account numbers by either swiping the gift card or by typing the numbers manually.

5. A separate chit will print for the customer once the transaction is complete.

Note   *When selecting this option, the customer must transfer the entire balance of the old gift card onto the new gift card. Dollar amounts less than the balance are not allowed.*

Redeem Account

The **Redeem Account** function is used when a customer would like to apply the value of their gift card towards their purchase. This function must be performed inside of an open guest check.

Follow these steps to redeem a gift card:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Redeem Account]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

5. The system will then prompt for an amount to be redeemed. Enter the amount manually.

6. When the transaction is approved, the item will post to the guest check as a tender.

Chk# 15 09:04AM	GeorgeB		
Chk Name	Gst 1	Tbl	Seat 1

1 Sm. Coke		0.75	1
1 Cheeseburger		6.00	1
Medium Rare			
Cheddar			
Potato		0.99	
Bacon			
Sour Cream			
Butter			
Chives			
Cobb Salad			
Redeem Card		3.00	
Account:500			
Authorization:0000			
Balance:32.50 (US			

Subtotal	7.74
Tax	0.00
Service Charge	0.00
Payment	3.00
Total Due	**4.74**

Redeem Authorize

The **Redeem Authorize** function requests verification in order to apply a gift card tender to an open guest check. This function must be performed inside of an open guest check.

Follow these steps to use the Redeem Authorize function:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Redeem Authorize]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

5. The system will then prompt for an amount to be redeemed. Enter the amount manually.

6. Once approved, the system will post the transaction item to the guest check and will print two authorization vouchers, one for the customer and one for the merchant.

Manual Redeem

Occasionally, a communication error will occur between the site and the gift card processor (e.g. *iCare*) when processing a transaction. When this occurs, the user must manually contact the processor to obtain verbal confirmation that the transaction has been completed and to obtain an authorization code. This function must be performed inside of an open guest check.

Follow these steps to manually redeem a gift card after contacting the processor for an authorization code:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available gift card functions.

4. Select the **[Manual Redeem]** key. At the prompt, enter an account number by either swiping the gift card or by typing the numbers manually.

5. The system will then prompt for the amount to be redeemed. Enter the amount manually.

6. The screen will prompt for the authorization code. Enter the authorization code received from the SVC processor.

7. If the transaction is approved, the system will post the transaction to the guest check and will print two authorization vouchers, one for the customer and one for the merchant.

Loyalty Card

Loyalty card functions can be accessed in the following ways:

- Outside of an open guest check (e.g. **Points Inquiry**).

    In the example below, the loyalty card function keys are configured into the **Manager Sign In** screen.
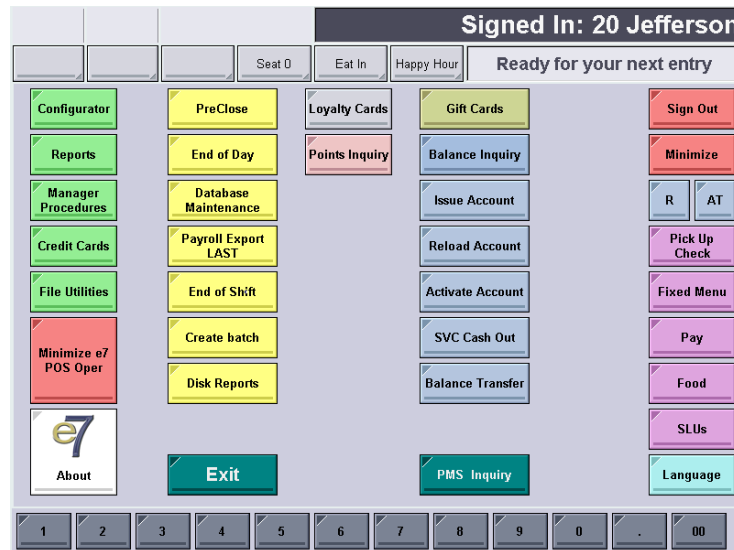
- Inside of an open guest check (e.g. **Issue Points**, **Accept Coupon**).

  In the example below an loyalty card function keys are configured inside of the
  Guest Check Payment screen. Selecting the **[SVC]** key will bring the user to
  a screen containing all of the available loyalty card functions.

  Follow these steps to access the **Guest Check Payment** screen:

  1. Begin or pick up a guest check.

  2. Select the **[Pay]** key to open the payment screen with all available tenders.

  3. Select the **[SVC]** key inside of the payment screen.

  4. A list of available loyalty card functions will appear. The user can select a
     loyalty card function from the list.

Issuing Points

The **Issue Points** function allows the user to add bonus points to an existing customer account based on eligible purchases of a certain amount or item type. This function must be performed inside of an open guest check.

Follow these steps to issue points on a loyalty card:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available loyalty card functions.

4. Select the **[Issue Points]** key. At the prompt, enter an account number by either swiping the loyalty card or by typing the numbers manually.

5. A point amount will be automatically assigned to the card based on the amount or type of items purchased.

6. If approved, the item will post on the guest check along with the point amount accrued.

Redeem Points

The **Redeem Points** function allows the customer to apply points accrued on their loyalty card toward a discount amount or item type to an open check. If accepted, the appropriate amount of points is automatically subtracted from the customer's loyalty account. This function must be performed inside of an open guest check.

Follow these steps to redeem points on a loyalty card:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available loyalty card functions.

4. Select the **[Redeem Points]** key. At the prompt, enter an account number by either swiping the loyalty card or by typing the numbers manually.

5. The system will then prompt for the number of points to be redeemed. Enter the amount manually.

6. If approved the transaction will post the item along with the amount of points used on the guest check.

Points Inquiry

The **Points Inquiry** function allows the customer to check the remaining balance on their loyalty card. This feature can be performed inside or outside of an open guest check.

Follow these steps to perform a Points Inquiry outside of an open guest check:

1. To perform a Points Inquiry go to the **Manager Sign In** screen.

2. Select the [**Points Inquiry**] key. At the prompt, enter an account number by either swiping the loyalty card or by typing the numbers manually.

3. Once the inquiry is complete, the loyalty card balance will appear on the screen. The printer will produce a customer copy of the balance information on a separate chit.
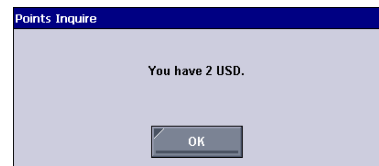
Follow these steps to perform a Points Inquiry inside of an open guest check:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available loyalty card functions.

4. Select the **[Points Inquiry]** key. At the prompt, enter an account number by either swiping the loyalty card or by typing the numbers manually.

5. Once the inquiry is complete, the loyalty card balance will appear on the screen. The printer will produce a customer copy of the balance information on a separate chit.

Issue Coupon

The **Issue Coupon** function issues a coupon for discounted menu items or currency amounts that can be applied toward future purchases. Coupons can only be issued in conjunction with an open guest check.

Follow these steps to issue a coupon:

1. Begin or pick up a guest check.

2. Select the **[Pay]** key to open the payment screen with all available tenders.

3. Select the **[SVC]** key to open the SVC screen and display all available loyalty card functions.

4. Select the **[Issue Coupon]** key. At the prompt, enter an account number by either swiping the loyalty card or by typing the numbers manually.

5. The user will then be prompted to enter the coupon code. Enter the code manually.

6. The system will then prompt for an amount to be issued. Enter the amount manually.

7. If approved, the coupon code and point value awarded will print on the guest check.

Accept Coupon

The **Accept Coupon** feature applies a discount based on the coupon value (amount or item type) to an open guest check. This function must be performed inside of an open guest check.

Follow these steps to accept a coupon:

1. Begin or pick up a guest check.

2. If applicable, highlight the menu item(s) that the coupon will be applied to.

3. Select the **[Pay]** key to open the payment screen with all the available tenders.

4. Select the **[SVC]** key to open the SVC screen and display all available loyalty card functions.

5. Select the **[Accept Coupon]** button. At the prompt, enter the coupon code to validate the transaction. Enter the coupon code manually.

6. If approved, the transaction item will post to the guest check.

SVC Report Changes

For accounting purposes, sales of (or additions to) Stored Value Cards are recorded in the system as non-revenue transaction items. This means that monies collected from the sale (either as cash or credit) are not included in the balance reports as income. Since a form of payment is accepted at the time of purchase, the amount paid is included in the tender totals. However, the sale is not posted to receipts (and is not realized as revenue) until the card is actually redeemed.

To account for differences in report totals, the System, Employee, and Workstation Balance Reports contain a **Non-Revenue Items** line. This is where revenue generated from the SVC Issue, Activate, and Reload functions is recorded.

The following sample report illustrates how the sale of a $20 gift card would be accounted for in the System Balance Report. Since the transaction was paid in cash, the monies are included as part of the **Non-Revenue Items** line.

Notice that the gift card sale is not included in any of the following report totals:

• Net Sales

• Gross F and B Receipts

• (Job Code) Labor%

• (Order Types) Total Net Sales

Note   *In the sample report, a tracking total is shown for the Issue Card item. This change is not part of the standard report, but must be added by the user.*

MICROS recommends creating a line item for all SVC transactions to the Default Tracking section of these reports.

Sample Report with the Sale of a $20 Gift Card

```
========================================
            Micros Cafe
          Gateway Drive
        System Balance Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 08:27AM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
========================================
 Net Sales                        619.77
+Service Charges                    3.03
+Tax Collected                      5.37
=Total Revenue                    628.17
----------------------------------------
 Cash                             522.08
+Paid In                            0.00
-Paid Out                           0.00
=Cash Due                         522.08
----------------------------------------
 Checks Carried Over   0            0.00
+Checks Begun         28          628.17
-Checks Paid          24          565.86
=Outstanding           4           62.31
----------------------------------------
Gross F and B Receipts            562.83
Charged Receipts                   38.25

 Service Charge Receipts           -2.50
+Charged Tips                       5.53
+Cash Tips Declared                 0.00
+Indirect Tips                      0.00
=Total Tips                         3.03
Tips Percentage                    0.54%

Tips Paid                           0.00
Tips Due                            3.03
----------------------------------------
Job          Hours      Pay   Labor %
Server                          365.35%
  Reg        8.00     56.00
  Ovt      210.32  2,208.36
  Ttl      218.32  2,264.36

Total                           365.35%
  Reg        8.00     56.00
  Ovt      210.32  2,208.36
  Ttl      218.32  2,264.36
----------------------------------------
Eat In                            610.67
  Guests, Avg        9             67.85
  Checks, Avg       28             21.81
  Tables, Avg        1            610.67
  Turn Time (Mins)              1,473.95
```

```
Carry Out                          9.10
  Guests, Avg        0             0.00
  Checks, Avg        0             0.00
  Tables, Avg        0             0.00
  Turn Time (Mins)                 0.00

No Tax                             0.00
  Guests, Avg        0             0.00
  Checks, Avg        0             0.00
  Tables, Avg        0             0.00
  Turn Time (Mins)                 0.00

Incl Only                          0.00
  Guests, Avg        0             0.00
  Checks, Avg        0             0.00
  Tables, Avg        0             0.00
  Turn Time (Mins)                 0.00

Total Net Sls                    619.77
Guests, Avg          9            68.86
Checks, Avg         28            22.13
----------------------------------------
Discounts                          4.77
Returns             -1            -5.00
Voids                6            12.00
Credit Total                       2.50
Change Grand Total               651.44
Rounding Total                     0.00
Grand Total                      651.44

Manager Voids        4            10.50
Error Correct       18            14.43
Cancel Total        35           134.45
Training Total                     0.00

Default Tracking
----------------------------------------
Food               103           509.04
Beer                30            94.00
Beverages           28            21.50
$1.23 Discount      -1            -1.23
open$ Discount       1             5.00
$1.00 Item Dsc       1             1.00
Open$ Svc Chg       -1            -2.50
Charged Tip          3             5.53
Cash                24           522.08
MasterCard           2            27.25
Diners/CB            1            16.53

Cash Section
Cash                24           522.08
+Bank Loan           0             0.00
-Bank Pickup         0             0.00
=In Drawer          24           522.08

========================================
```

The Gift Card sale does not add to Income

The increase in Cash is, however; noted and accounted for in the Non-Revenue items

The sale is also reflected in the Tracking Totals

Tax Exempt Status

Depending on local laws, certain persons or groups (e.g., religious, educational, or charitable organizations) may be eligible for exemption from some or all types of sales taxes. A government-issued tax ID number is required.

There are 9 possible **[Tax Exempt]** keys that may be programmed for the MICROS e7 System — one for each of the 8 tax rates (e.g., food tax, alcohol tax, delivery tax) that may be defined, and one that exempts all taxes.

A **[Tax Exempt]** key may be applied at any time prior to payment of the guest check. If applied in a previous round, any items added in the current round will automatically be given the same tax exemption. Once a tax exemption has been applied, it cannot be voided without cancelling the check and re-entering the order.

To apply a tax exemption:

1. Begin or pick up a guest check.

2. Locate the **[Tax Exempt]** key (typically placed on a payment screen) and press. A numeric keypad will be displayed.

3. Enter the customer's government-issued ID number and press **[Enter]**.

The dialog box closes. On the payment screen, the letters "Txex" are displayed in red in the status bar above the check detail. The check's Tax and Totals entries are automatically recalculated to reflect the change in the applicable tax.

Currency Conversion

Currency conversion lets employees accept and convert foreign currencies during transactions. This feature is particularly useful in countries that share a common border (e.g., U.S. and Canada or Mexico), or host a large number of foreign visitors (e.g., Great Britain and Europe). Often, visitors will not have exchanged their monies for the local currency at the time a service is rendered. Hotel and restaurant operations near airport terminals, train stations, and resorts are most likely to be affected.

The conversion feature allows a user to recalculate the check total by converting from the system's base currency to another currency (e.g., US$ to Euros) based on predefined conversion rates. To do this, a separate conversion key must be defined for each currency exchange. Up to 4 currency exchange keys are allowed.

In addition to the conversion key, a separate tender key may be programmed to track payments made in a foreign currency.

To tender a check to a foreign currency:

1. Begin or pick up a guest check.

2. Complete all of the sales transactions.

3. Select the **[Pay]** key to open the payment screen.

4. Press the foreign conversion key (e.g., **[Pounds£]**, **[Canadian$]**, etc.). When the key is pressed, the system converts the guest check total and displays the results on the workstation screen, pole display, and/or printed check.

5. Tender the check as follows:

    - For cash tenders, enter the amount in the units of the foreign currency and press the **[Other Cash]** key.

    - For credit card tenders, select the appropriate credit card key. Complete the transaction, making sure to enter all amounts in the units of the foreign currency.

Order Adjustments

This section describes ways to correct or adjust a guest check.

Note   *Depending on the system configuration, users may need privileges or manager approval to perform some types of order adjustments.*

Cancel Order

The Cancel feature allows a user to exit the current order without saving any of the changes. For this reason, a **[Cancel]** button is usually included on all of the forms in POS Operations.

When the **[Cancel]** button is pressed, a dialog box is displayed.

Select **[Yes]** to discard the changes. The system will automatically close the check and return to the default transaction screen.

Do you want to cancel this transaction?

Yes   No
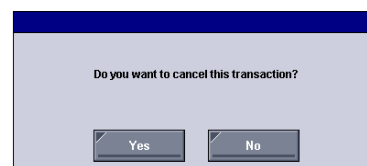
Void Items

Transaction items (menu, condiment, discount, service charge, etc.) may be deleted from the check in both the current and previous service rounds. Current round items have not been committed and may be simply deleted from the order. Items from a previous service round have already been sent to the kitchen. As such, their removal may require a privileged user or manager permissions.

Current Service Round

To delete an item from the current service round:

1. Select the **[Void]** key to delete the last item entered.

or

2. Select an item from the check detail area. Scroll through the order, if necessary, to locate the entry.

    Press the **[Void]** key to delete the item and recalculate the Total Due.

Previous Service Round

In addition to current round items, voids may be applied to transaction items entered in the previous service round of an open, unpaid check or a reopened closed check.

Users can void all or part of a selected order. Reasons for voiding a transaction item include:

- user entered them incorrectly

- customer changed his/her mind

- items were not available

To void a previous round item:

1. Begin or pick up a guest check. (See the section Reopen Close Check on page 3-96 for more information on that topic.)

2. Select a transaction item from the check detail. Condiment and side items may be individually selected. However, if a menu item with condiments or side item is selected, the main item and all of its related items will be automatically highlighted.

3. Select **[Void]** to remove the item(s) from the check detail.

If the user is not privileged to void menu items, a dialog box will display asking for the employee code of someone authorized to void previous round items. This is referred to as a **Manager Void** and is tracked as such in the Employee Balance Report.

To clear, the manager must swipe his employee card or type in his authorization code and press **[Enter]**.

4. If programmed, a dialog box will display with a list of reason for the void.

5. Select a reason and press **[Enter]**. The item is removed from the check detail and the check total is adjusted.

Return an Item

A Return item is one that was ordered and then rejected by the customer. For example, a customer orders a pasta dinner, which is prepared and delivered, then rejects it because the pasta is overcooked.

Return items are treated differently from Void items because inventory and preparation costs are incurred when an item is prepared and not consumed or paid for by the customer.

Only menu items may be posted as returns. If another type of transaction item is selected during a return (e.g., discounts, service charges, or other tenders), the error message "Return Not Allowed" will be displayed.

To return a menu item:

1. Pick up a guest check.

2. Press the **[Return]** key. A workstation status of Retn is displayed at the top of the screen. It will remain there until a return item is entered.

Chk# 42 11:12AM	TJ	Retn				
Chk Name	Gst 2	Tbl	Seat: 1	Eat In	Lunch	Ready for your next entry

3. .Press the menu key for the item to be returned.

4. If programmed, a dialog box will display with a list of reasons for the return.

5. Select a reason and press **[Enter]**.

A return line item is posted as a negative entry in the check detail, reducing the check total by the item amount. To further identify the return item, the letter "R" is printed to the right of the item price.

If the return item includes several priced side items, only the main item will be listed.

1 Lg. Veggie Pizza	11.99	1 *	
Lg. Pan		*	
1 Sm. Fanta Orange	0.75	1 *	
1 Sm. Cherry Coke	0.75	1 *	
1 Sm. Diet Coke	0.75	1 *	
1 Fries	2.00	1 *	
1 Fries	2.00	1 *	
-1 Sm. Fanta Orange	-0.75	R	1

Subtotal	17.49
Tax	0.00
Service Charge	0.00
Payment	0.00
Total Due	**17.49**

Note   *The numeric keypad may be used to return multiple instances of the same menu item (e.g., 3 Fries). However, Steps 1-4 must be repeated when returning different items (e.g., Fries, Side Salad) on the same check.*

Reopen a Closed Check

The Reopen Closed Check feature is used to modify, add to, or reprint a previously tendered check. With this feature, a closed check can be rolled back to the last service total before tender, thereby voiding the taxes and tips applied to the final bill.
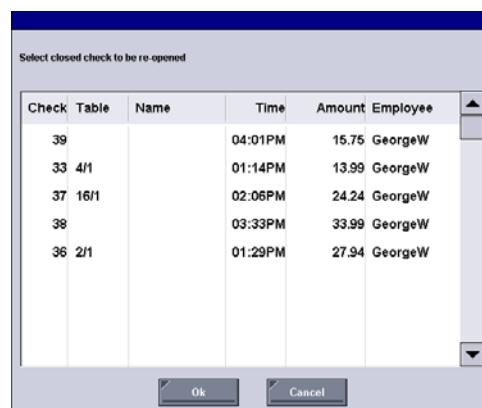
In its newly reopened state, the user can perform any of the functions available on an open check, including adding and deleting menu items, applying or amending discounts and service charges, merging with another check, or even splitting the current check.

Employees must be privileged to use this feature. In general, employees may only access their own closed checks. Managers will have access to all closed checks.

Checks can only be reopened for the current business date. However, it is not limited to the current employee shift. For reporting purposes, carry-over totals are not affected when a check from a previous shift is re-opened. Also, the outstanding total/counter always equals the carry-over total/counter on the next shift.

To reopen a closed check:

1. From the main order screen, press the **[Reopen Closed Check]** key. A list of closed checks is displayed.

2. Select a check from the list and press **[OK]**. The check is displayed in the default transaction screen with a 0.00 balance due.

Select closed check to be re-opened

Check	Table	Name	Time	Amount	Employee
39			04:01PM	15.75	GeorgeW
33	4/1		01:14PM	13.99	GeorgeW
37	16/1		02:06PM	24.24	GeorgeW
38			03:33PM	33.99	GeorgeW
36	2/1		01:29PM	27.94	GeorgeW

Ok   Cancel

At this point, any new items added to the check will be appended to the receipt but will not accumulate to the previous transaction. The taxes, services charges, and totals due will accumulate for the new items only.

3. To fully reopen the check, highlight the final tender(s) and press the **[Void]** key. The tender line item(s) will be removed from the check detail and the **Payment** line and check totals will be adjusted as well.

4. Add, modify, or delete transaction items as usual. All entries and adjustments made to this check will be handled as just another service round on an open check.

Refunds and Transaction Voids

The Transaction Void feature is used to record refunds or to correct mishandled transactions from a previous day. When the **[Transaction Void]** key is pressed, it places the system in Void mode. Every item entered thereafter is considered a void item.

Checks that include transaction voids cannot be service totalled. Checks must be paid in full to a single tender. Partial payments or payments in excess of the total due (i.e., to a preset cash tender) are not allowed.

An employee must be privileged to use this function.

To return a menu item:

1. Press the **[Transaction Void]** key.

2. If the current user is not privileged, a numeric dialog box is displayed, requesting the authorization code of someone privileged to void transactions. Enter a valid code to clear the screen.

3. Begin a check. A workstation status of Void is displayed at the top of the screen. It will remain there until the check is paid.

4. Enter one or more transaction items. All prices are posted as negative values, except for Discount line items. Since a discount represents a reduction in the price, voiding a discount would increase the sales total by the amount of the discount. In addition, each price is followed by the letter "V" to indicate that the item is a void.

5. Close the check to one of the payment keys. If tendering to a credit card, a charged tip amount may be included.

6. If the check total is a negative amount when the payment key is pressed (i.e., no positive menu items were rung to balance out the voided items), a second dialog box will be displayed asking for the authorization to close to a negative amount.

7. Enter a valid authorization code to clear the screen. The negative payment is posted and the check will be closed. The Total Due for the refunded items is zero, as shown in the reopened check below.

Note *Checks containing refund items can be reopened just like any other closed check. The payment can be voided, additional transaction items (both positive and negative) may be posted, and the check closed again to the same or a different payment tender.*

Under no circumstances can a negative transaction item be voided from a reopened closed check.

Tip Handling

Tip handling features keep track of the tips received in cash and credit card charges from customers. Tips are included as part of an employee's wages and must be recorded for tax reporting purposes. This section describes user procedures for voluntarily reporting tips. In most establishments, the system will be programmed to prompt an employee to declare direct or indirect tips at clock out.

Declare Tips

Employees who receive cash tips from customers are required to declare the amount, usually before signing out at the end of the shift.

To declare tips:

1. From the main order screen, press the **[Tips Declared]** key. A dialog box is displayed.

2. At the prompt, type in the tip amount (including decimal point) and press **[Enter]**. A value is required. If no cash tips were received, enter 0.00. Otherwise, the system will display the error message "Amount entry required."

3. Once the tip amount is entered, the employee will be prompted to "Confirm Tip Amount X.XX?" Press **[Yes]** to confirm or **[No]** to cancel the transaction.

Indirect Tips

Indirect Tips are cash tips that are split among two or more employees. They are generally used for employees who do not receive cash directly from the customer (such as bus persons or kitchen staff) or in a busy environment where tips are placed in a common jar until they can be divided equally among the workers. Indirect tips are usually entered by the manager at the end of the shift.

To declare indirect tips:

1. From the main order screen, press the **[Indirect Tip]** key. A dialog box is displayed.

2. At the prompt, enter the tip amount (including decimal point) and press **[Enter]**. A value is required. If no cash tips were received, enter 0.00. Otherwise, the system will display the error message "Amount entry required."

3. Once the tip amount is entered, the employee will be prompted to "Confirm Tip Amount X.XX?" Press **{Yes]** to confirm or **[No]** to cancel the transaction.

Receipt Printing

The print function is used to provide customers with a hard (paper) copy of a customer transaction. Depending on the programming, print-related tasks may be handled with or without prompting from the end user.

Automatic Verses On-Demand

In most situations, the system will be configured to print the guest check each time a tender key is pressed (e.g., at the end of every service round, or when the check is paid).

In addition, the system can be programmed for on-demand printing. This function allows a user to print a customer receipt by simply pressing a pre-configured print key.

Guest Checks Versus Customer Receipts

At first glance, guest checks and a customer receipts seem very much alike. Both provide a record of sales from the beginning of the order until the final payment is received. Both include transaction details such as menu items, discounts, service charges, guest counts, subtotals, and payments. The difference has to do with when and how they are printed.

Guest checks are provided while the check is open, allowing the user to review the transactions before final payment is tendered. Guest checks can include multiple customers and span several service rounds. Corrections can be made to the check at any point prior to final payment.

Customer receipts are printed after the check is paid. Discrepancies noted in the receipt must be handled through the Refund process or by reopening the closed check.

Customer receipts are typical of (but not limited to) fast transaction environments (e.g., gift shops, cash bars, and carry-out counters) where purchases are straightforward and the customer pays immediately. With fast transaction, not every customer wants a receipt, so printing a guest check automatically would be a waste of time and paper. In this situation, it makes more sense to print a receipt only when the customer specifically requests one.

On-Demand Print Keys

To accommodate on-demand printing, the following print function keys are available on the workstation touchscreens:

- **Print Check** — Use this key to print an open guest check during a service round.

- **Print Receipt** — Use this key to print the last (closed) check on the system. Once a new check is started, this print function is not allowed.

- **Reprint Last Closed Check.** This key will reprint the last closed check on the system. This key can be selected while a transaction is in progress.

- **Reprint Closed Check**. Provides a list of closed checks for the current business day. Select a check from the list of closed checks and press **[Ok]** to reprint a closed check.

  Enter a valid check number and then press this key to reprint a specific closed check. This operation will not generate a list of closed checks.

  This key can be selected while a transaction is in progress.

Note	*Cancelled closed checks cannot be reprinted.*

CHAPTER 4 *Manager Procedures*

This chapter contains information on how to perform managerial functions within the MICROS e7 POS System.

In This Chapter...

Introduction

Manager Procedures are used to perform tasks that modify (change or update) the system's database. For example, the manager can use this functionality to add, edit, or delete records from employee and menu item files.

Although many of these procedures can be performed through the MICROS e7 Configurator, there are advantages to having a separate Manager Procedures function:

- **Security** — Employees must be specifically privileged to use the **[Manager Procedures]** key to access the forms. This is confirmed by the system on sign-in. If a non-privileged employee presses the key, the system will display an error message stating "You do not have valid permissions to perform this function."

- **Control** — After accessing the Manager Procedure forms, an employee has a limited range of actions and activities that may be affected. These include the following areas:

  - Edit Employees
  - Edit Menu Items
  - Printer Control
  - Workstation Maintenance

- **Ease of Use** — Manager Procedures simplifies the configuration tasks relevant to the manager. The process does not require programming experience or the more in-depth training needed to setup the system through the MICROS e7 Configurator.

Accessing Manager Procedures

To open Manager Procedures:

1. Sign-in to the system.

2. Locate the **[Manager Procedures]** key (usually on the Functions screen) and press. The main Manager Procedures form will be displayed.

3. Select one of the category buttons to continue. Up to four buttons may be displayed.

> *Note*   *Access to individual categories is limited to privileged managers. For security purposes, the number and selection of category buttons will vary depending on the user's job definition settings.*

Edit Employees

This category provides access to the employee record. Managers cannot change an employee's personal data but may edit an employee identification number (ID), increment the shift, set the training status, and make time card adjustments.

Edit Employee ID

Employee IDs are required to access the MICROS e7 System. On sign-in, the system confirms the user identity and determines the job status and level of user privileges allowed.
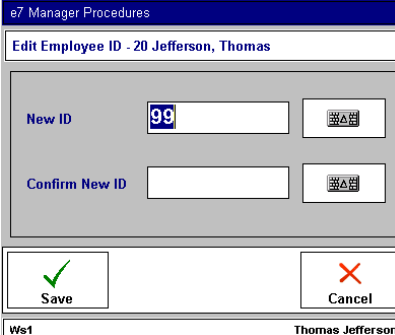
To edit the employee ID:

1. From the Manager Procedures main screen, press the **[Employees]** button. The Employees form is opened, displaying a table listing all the employees currently in the system.

2. Select an employee from the list.

3. Click the **[Edit Employee ID]** button to open a dialog box.

4. Click the [keypad icon] beside the **New ID** data entry field to open the numeric keypad.

5. Swipe an employee ID card or use the touch keys to enter a unique identification number for this employee. Up to 10 digits may be entered.

e7 Manager Procedures

Edit Employee ID - 20 Jefferson, Thomas

New ID   99

Confirm New ID

Save   Cancel

Ws1   Thomas Jefferson

6. Press **[Enter]** to close the keypad. The new number will be displayed in the **New ID** field and the **Confirm New ID** field will be enabled.

7. Click the [keypad icon] beside the **Confirm New ID** data entry field to open the numeric keypad.

8. Again, swipe the employee ID card or use the touch keys to enter the same number. Press **[Enter]** to close the keypad and return to the Edit Employee ID screen.

9. If the numbers in both the **New ID** and **Confirm New ID** are identical, press **[Save]** to close the form and update the employee record. Press **[Cancel]** to exit without changing the ID.

Using the Search Feature

If the list of employees is long, the search feature can be used to find a particular name more quickly.

To locate a specific employee:

1. Press the **Find** button at the bottom right of the screen. A search dialog box is displayed.
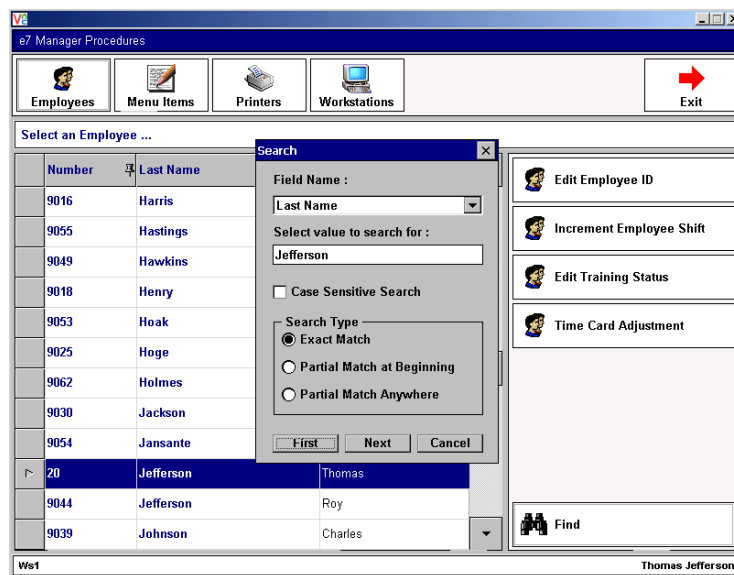
2. Complete the fields to define the search criteria.

   Users must specify which database field to search, enter the appropriate value, and specify whether to locate an exact or partial match. In the sample graphic above, the user has opted to search the **Last Name** field for an entry that exactly matches "*Jefferson*". The entry is not case-sensitive.

3. Once the value is defined, press **[First]** to locate the first record that satisfies the criteria. When that record is located, the search process pauses, the list is scrolled down, and employee name is highlighted in blue.

4. If this is not the correct employee name, press **[Next]** to continue the search. When there are no more records that satisfy the criteria, a dialog box displays indicating that no matches were found.

5. To clear the search box, press the **[Cancel]** button. The list will remain on the last employee name located in the search.

Increment Employee Shift

An Employee Shift is a block of time used to measure and evaluate productivity based on the totals that appear on employee reports. A shift begins when the previous one is incremented, and ends when it is incremented again.

Suppose, for example, that an employee works 12:00-3:00 and 6:00-11:00. To get a separate set of totals for both work periods, the manager would increment the employee's shift at 3:00. This way, there will be one set of report totals for work done before 3:00, and another set for work done after 3:00.

To manually increment an employee's shift:

1. From the Manager Procedures main screen, press the **[Employees]** button. A form is opened displaying a list of employees currently in the system.

2. Select an employee from the list.

3. Press the **[Increment Employee Shift]** button to open a dialog box. The employee name and current shift number are displayed.

4. Press the **[Increment Shift]** button.

5. The listed shift value is advanced to the next number and the dialog box is closed automatically.

Shifts can be configured to automatically increment each time an employee logs onto the system. This is done through the employee's job definition (MICROS e7 Configurator | Jobs | Clock In).

Shifts can also be configured to automatically increment as part of an end-of-shift or end-of-day autosequence.

Set Training Status

Training mode allows an employee to enter sales information in a real-world environment without affecting actual System totals. A separate set of training totals is kept to assess the practice sessions of the training employee. In addition, order output is disabled and guest checks are printed with a special header indicating that the operator is in training.

To set the training status of the employee:

1. From the Manager Procedures main screen, press the **[Employees]** button. The Employees form is opened, displaying a table listing all the employees currently in the system.

2. Select an employee from the list.

3. Click the **[Edit Training Status]** button to open a dialog box.

4. In the radio selection box, specify the employee's status by selecting one of the following:

   • Not In Training
   • In Training

5. Press **[Save]** to update the record. Press **[Cancel]** to exit without updating the record.

Make Time Card Adjustment

Time card adjustments are primarily used to correct an error in an employee's clock in/clock-out times. A drop-down list of **Status** entries allows the user to describe the employee's state during clock-in/clock-out. The options are defined in the POS Configurator but generally include the following:

- Early
- Early From Break
- Inactive
- Inserted
- Late
- Late From Break
- Manager Clock Out
- Not Scheduled
- On Break
- On Paid Break
- On Time

Employees who have more than one function (e.g., Server, Bartender) may mistakenly clock-in under the wrong job title. A drop-down list is provided in Manager Procedures to correct that error. Only those jobs associated with the employee will be included in the list.

Finally, a reasons field is supplied to describe the nature of any of these adjustment. The reasons list contains options defined through POS Configurator.

Modify an Existing Record

To adjust an existing time card record:

1. From the Manager Procedures main screen, press the **[Employees]** button to open the form and display a table listing all the employees currently in the system.

2. Select an employee from the list.

3. Click the **[Time Card Adjustment]** button to open the form.

4. Select a record from the list and press the **Edit** arrow at the bottom of the screen. A dialog box is displayed asking, "Do you want to edit the Clock-Out Time?"

5. Select either option (Yes/No) to clear this screen and open the time card adjustment form. Selecting **Yes** will make all fields available for edit. If **No** was selected, the **Clock-Out Date and Time** field will be disabled.

6. If the correct record was selected, adjust the time card as required. To modify the Clock-In/Clock-Out times, highlight the relevant part(s) of the entry (e.g., mm/dd/yyyy or hh:mm:ss or AM/PM) and press the **+** / **–** buttons to adjust the entry up or down. Pressing the **Today** button will reset the entire entry to the current date/time on the system clock. If necessary, update the **Clock-In/ Clock-Out Status** and **Job** fields by selecting an entry from the drop-down lists provided.

7. From the **Reasons** drop-down list, select an entry to provide an explanation for the adjustment.

8. Press the **Save** arrow to update the record, or **Cancel** to close the form without making any changes. To edit another record for this employee, press **Previous** to return to the time card entry selection screen.

Add a New Record

Occasionally, an employee may forget to clock in/out during the shift and a new time card record may need to be added after the fact.

To add a new time clock record:

1. From the Manager Procedures main screen, press the **[Employees]** button to open the form and display a table listing all the employees currently in the system.

2. Select an employee from the list.

3. Click the **[Time Card Adjustment]** button to open the form.

4. Select a record from the list and press the **Add** button at the bottom of the screen. A dialog box is displayed asking, "Are you sure you want to add a new time clock entry?" Press **Yes** to confirm the entry or **No** to cancel the record.

5. If **Yes** was pressed, an add time card form is displayed, populated with data from the last time card entry. The **Clock-In/Clock-Out Statu**s is changed to **Inserted** to indicate that this is a new entry. A note will be added below the date/time box, with the name of the person who made the last adjustment to this employee's record.

Clock In Date and Time

| 02-18-2004 01:36:39 PM |
| + | Today | - |

Clock In Status

| Inserted | ▾ |

Last adjusted by 20 Jefferson, Thomas

6. Modify the Clock-In/Clock-Out times by highlighting the relevant part(s) of the entry (e.g., mm/dd/yyyy or hh:mm:ss or AM/PM) and pressing the + / – buttons to adjust the entry up or down. Pressing the **Today** button will reset the entire entry to the current date/time on the system clock.

7. Update the **Clock-In/Clock-Out Status** and **Job** fields by selecting an entry from the drop-down lists provided.

8. From the **Reasons** drop-down list, select an entry to provide an explanation for the adjustment.

9. Press the **Save** arrow to add the record, or **Cancel** to close the form without making any changes. To edit another record for this employee, press **Previous** to return to the time card entry selection screen.

Edit Menu Items

This category allows managers to update menu item pricing and availability.

Edit Menu Item Prices

The criteria for setting menu item prices is determined during setup through the MICROS e7 Configurator. Prices can be defined as a single value under all conditions, or they can vary depending on the size of the serving (Container), the time it is served (Menu), or both (Container and Menu).

Manager Procedures allows a user to modify the price or prices associated with a defined menu item. It does not allow a user to add new items or to change the preprogrammed criteria for setting prices.

To change the price of a menu item:

1. From the Manager Procedures main screen, press the **[Menu Item]** button to open the main form with a list of all the menu item currently in the system.

2. Select a menu item from the list and press the **[Edit Menu Item Prices]** button.

3. Depending on the pricing criteria, the system will display data entry fields in the appropriate format for entering or revising the prices. The display options are:

-   **Menu** — A single-row grid where each column represents the price associated with that time period or Menu.

-   **Containers** — A two-column grid with a price listed for each serving size associated with the menu item.
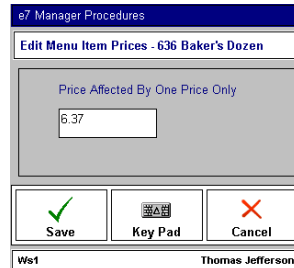
-   **Containers and Menu** — A combination grid with prices listed by both time and size of serving.

- **One Price Only** — A data-entry box that allows for a single price under all circumstances.

4. Highlight the appropriate menu price and modify the entry. This can be done from the attached keyboard or, by pressing the **[Keypad]** button to display one on the screen.

5. Press **[Save]** to save the changes or **[Cancel]** to exit without updating the record.

Edit Menu Item Access

Menu item status controls when an item is available for sale to a customer. Although the majority of menu items are always available, there are exceptions:

- **Seasonal** — These are items that are only available at certain times of the years (e.g., soft-shell crabs in the summer; pumpkin and sweet potato pie in the fall). Seasonal changes in the menu can be due to local harvests, regional interests and customs, store promotions, sporting events, holiday or any other short-term condition that affects the sale of menu items.

- **Limited Quantity** — These items are regularly available, but in short supply. Examples of limited quantity items are lobster and caviar, vintage wines, and retail items such as tee-shirts and mugs.

- **Temporary** — These are items which may or may not end up on the store's permanent menu, depending on the customer response. This might be a new recipe or product line that the site is trying out.

Edit Display Status

Display Status determines whether or not a menu item is included on the daily menu, and whether a touch key for that option will be shown on the display. This options is set when a menu item is added to the database (through the MICROS e7 Configurator). It can be changed through Manager Procedures, depending on current requirements.

The selectable options are:

- **Active** — The menu item is currently available. If this option is applied, a touch key will be displayed for that item whenever menu item category is selected. For example, if *Shrimp Cocktail* is designated as *Active*, a **[Shrimp Cocktail]** touch key will be among the menu items shown when the **[Entrées]** category is selected.

- **Inactive** — The menu item is not available at this time. The system will not display a touch key for this item when its menu item category is selected.

- **Check Date Range** — The menu item is only available on specified dates. When the menu item's category is selected, the system will check to see if the business date falls within this designated date range. If it is, a touch key for this item will be displayed when the item's category is selected. If not, the menu item will be excluded.

To change the display status of a menu item:

1. From the Manager Procedures main screen, press the **[Menu Items]** button to open the menu item selection form, displaying a list of all the menu items currently in the system.

2. Select a menu item from the list.

3. On the right side of the form, click the **[Edit Display Status]** button to open the change dialog box. The current status of the menu item is shown.

4. Click a non-selected radio button to change the status of the menu item.

   If the **Check Date Range** option is chosen, set the appropriate **From** and **To** dates as well. To do this, click in one of the date fields. A date selection box is displayed.

   Highlight the portion of the date to be updated (e.g., month, day, year, AM/PM). Use the + / – keys to change the selection. Click outside of the box to save the selection.

5. Press **[Save]** to record the changes and return to the Menu Item selection form. Press **[Cancel]** to exit without updating the record.

Edit Availability Status

Availability refers to whether or not an **active** menu item is currently in stock. This differs from the Display Status, which determines *if and when* a menu item is part of the daily menu. For example, *Shrimp Cocktail* may be a standard part of the menu (its display status is active), but the restaurant is unable to offer it because the kitchen has run out of shrimp.

Because the lack of availability is a temporary condition, a touch key is still displayed when the menu item category is selected during operations. Users are alerted to a dwindling supply or an out-of-stock item through changes in the appearance of the touch key itself.

Availability status (which can be changed in Manager Procedures) is reflected on the touchscreen as follows:

- **Currently Available** — The menu item is active and may be ordered at any time. The touch key is displayed as usual.

- **Out of Menu Item** — The menu item is active, but unavailable at this time. The item's touch key is still displayed with other members of its menu item category, but with a red "X" is drawn across it. If the user presses the key anyway, a message box pops up stating that the menu item is out of stock.

- **Limited Quantity** — The menu item is active, but in short supply. The current stock of menu items is listed in the **Available Quantity** data entry box and is shown in the upper-left corner of the touch key. This number decrements automatically whenever a menu item is ordered. It can be manually increased through Manager Procedures or increased automatically when stock is added through the POS Configurator.

  Should the available supply falls to zero, the system will draw a red "X" across the face of the key, just as it does when a menu item is manually changed to "Not Available." If the user presses the touch key in this state, an error message will display, reporting that the selection item is out of stock.

To change the display status of a menu item:

1. From the Manager Procedures main screen, press the **[Menu Items]** button to open the menu item selection form, displaying a list of all the menu items currently in the system.

2. Select a menu item from the list.

3. On the right side of the form, click the **[Edit Availability Status]** button to open the change dialog box. The current status of the menu item is shown.

4. Click a non-selected radio button to change the status of the menu item.

    If the **Limited Quantity** option is chosen, enter the appropriate number of items in the **Available Quantity** field.

5. Press **[Save]** to record the changes and return to the Menu Item selection form. Press **[Cancel]** to exit without updating the record.

Locate a Menu Item

If the site has an extensive and complex database, the user may want to filter the list before making a selection, or use the search function to locate a specific menu item.

To filter the list, select a category from the **Filter by Menu Item Category** drop-down list on the right-hand side of the screen. The system will redisplay the menu item table, listing only those items that belong to the selected category.

To locate a specific menu item, press the **Find** button at the bottom right of the screen. A search dialog box is displayed.

Complete the fields to define the search criteria. Users must specify which database field to search, enter the appropriate value, and specify whether to locate an exact or partial match. In the sample graphic above, the user has opted to search the **Name** field for an entry that includes the word *"salad"*. The entry is not case-sensitive.

Once the value is defined, press **[First]** to locate the first record that satisfies the criteria. When that record is located, the search process pauses, the list is scrolled down, and menu item is highlighted in blue. If this is not the correct menu item, press **[Next]** to continue the search. When there are no more records that satisfy the criteria, a dialog box displays indicating that no matches were found.

To clear the search box, press the **[Cancel]** button. The list will remain on the last menu item located in the search.
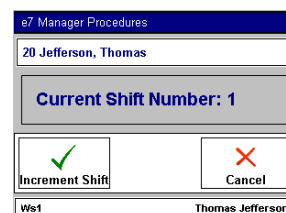
Printers

This category allows managers to control printer output.

Redirect/Disable Printer

Managers have the option of enabling/disabling a printer or redirecting its output to another print device. Redirection usually occurs during slow periods to prevent the system from sending orders to a prep station that is not being used.

If the redirect option is selected, the manager is presented with a list of defined printers, including the current printer. A **Status** field indicates the current state of printer functionality. The conditions are:

- **Enabled** — The printer is active.

- **Disabled** — The printer is not working. Disabled printers are further identified by a red "X" through the printer icon.

- **Redirected** — Printer output has been sent to the printer listed. (A printer cannot be redirected to itself.) A redirected printer is indicated by a blue arrow on the icon.

To redirect or disable a printer:

1. From the Manager Procedures main screen, press the **[Printers]** button. The Printers form is opened, displaying a list of available printers.
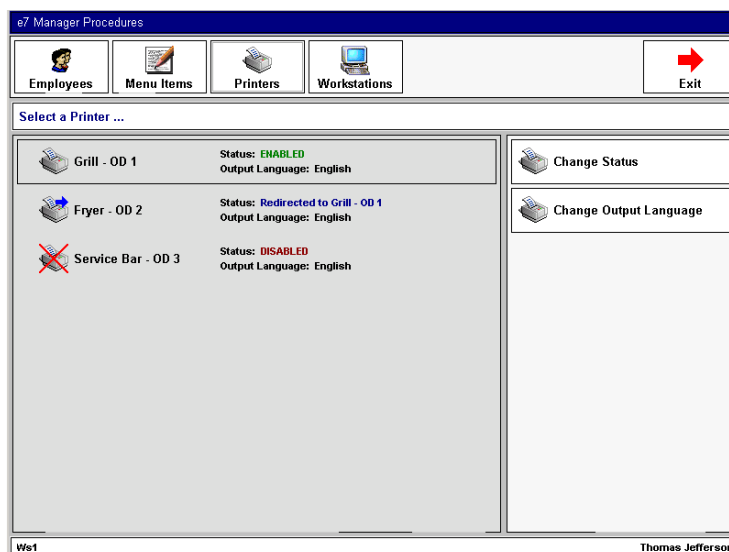
2. Select a printer from the list.

3. Press the **[Change Status]** button on the right side of the form. A printer dialog box is displayed.

4. Select one of the displayed radio buttons. The options are:

   • **Enabled**

   • **Disabled**

   • **Redirect to (printer X)** — In this case, a separate radio button will be added for every defined printer except the current one.

5. Press **[Save]** to accept the changes. Press **[Cancel]** to close the form without updating the record.

Change Default Language

Occasionally, staff changes may require that a manager change the language used to print orders on a system printer. The option ensures that staff members are able to receive information in the language in which they are most comfortable.

To change the printer's output language:

1. From the Manager Procedures main screen, press the **[Printers]** button. The Printers form is displayed.

2. Select a printer from the list. The **Output Language** field will indicate the current language used at that printer.

3. Press the **[Change Output Language]** button to open the language form.

4. Select one of the radio buttons to specify the language that will be used when printing orders on this device. The current output language will be checked already.

5. Press **[Save]** to save the changes or **[Cancel]** to exit without updating the record.

Workstation Maintenance

This category allows a manager to change the status of a workstation, set the business date and time, and increment the shift.

Workstation Shifts

A Workstation Shift is a block of time used to measure and evaluate productivity based on the totals that appear on system reports. A shift begins when the workstation is incremented to a new number, and ends when it is incremented again.

Suppose, for example, that workstation is active from 9:00 AM-1:00 PM and from 6:00-11:00 PM. To get a separate set of totals for both work periods, the manager would increment the workstation's shift some time between 1:00 and 6:00 PM. This way, there will be one set of report totals for activities completed before 1:00, and another set for activities completed after 6:00.

At setup, a workstation's shift number is set to 0. Each time the workstation shift is incremented, the shift number is increased by 1.

Shifts can also be configured to automatically increment as part of an end-of-shift or end-of-day autosequence.

Increment Shift

To increment the workstation's shift:

1. From the Manager Procedures main screen, press the **[Workstations]** button to open the form and display a list of workstations.

2. Select a workstation from the list. The current shift number is displayed in the right-hand column of the grey list box.

> *Note*   *Shifts cannot be incremented on an inactive workstation or if the workstation's network status is inactive.*

3. Press the **[Increment Shift]** key. A confirmation dialog box is displayed, asking if the user is sure about incrementing the workstation shift.

4. Select **Yes** to clear the dialog box and update the Shift Number. Select **No** to cancel the changes.

Reset Shift Number

Periodically, users may decide that the workstation shift number has increased past the point of clarity. That is, changing the shift number from 2732 to 2733 is a little less obvious to the end-user than changing the shift number from 1 to 2.

When this happens, the user has the option of resetting the numbering system to zero and starting the shift sequence all over again.

To reset the shift numbers:

1. From the Manager Procedures main screen, press the **[Workstations]** button to open the form and display a list of workstations.

2. Select a workstation from the list. The current shift number is displayed in the right-hand column of the grey list box.

3. Press the **[Reset Shift Number]** key. A message box is displayed, asking if the user wishes to reset the shift number for the current workstation.

4. Select **Yes** to reset the current shift number to 0. Select **No** to cancel the change.

> *Note*   *Do not reset the shift number more than once a day. Doing so will cause two shifts to have the same shift number (e.g., 0, 1) and will cause the totals for both shifts to be merged together.*

Set Communication Status

Manager Procedures allows a user to view the current communications status of every configured workstation on the network.

To change the status of a workstation:

1. From the Manager Procedures main screen, press the **[Workstations]** button. A form is opened displaying the list of workstations.
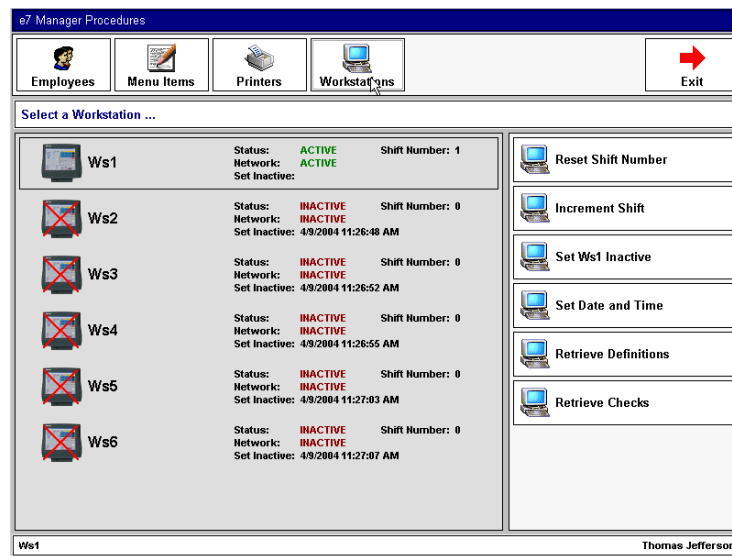
2. Select a workstation from the list.

3. Press the **[Set WS* Active/Inactive]** to change the status.

Note   *This button acts as a toggle switch. The exact name will change, depending on the current status of the selected workstation.*

---

4. When the button is pressed, the status is changed and the record saved automatically.

   If the workstation is set to *Inactive*, a message dialog displays, asking the user "Are you sure you want to set WSx to Inactive? Press **[Yes]** to confirm. The workstation icon will be altered with a large red "X". The date and time when the status was changed will also be posted.

Set Date and Time

Manager Procedures allows the user to change the current business date and time for the selected workstation.

To change the settings:

1. From the Manager Procedures main screen, press the **[Workstations]** button. A form is opened displaying the list of workstations.

2. Select a workstation from the list.

3. Press the **[Set Date and Time]** button to open the date change form. The current values are displayed.

4. Highlight a date or time segment (i.e., month, day, year, hours, minutes, seconds, AM/PM).

5. Use the **+ / –** keys to increase or decrease the current value. If Today is pressed, the current date and time will be inserted.

6. (Optional) Check the **Update all workstations** box to apply the same values to all of the workstations (active and inactive). If clear, the changes will only be applied to the selected workstation.

7. Press **[Update]** to accept the changes. Press **[Cancel]** to close the form without updating the records.

Retrieve Definitions

Occasionally, a workstation that has been off-line or out of service will be reactivated and brought back into the system. To ensure that the device's programming is consistent with the rest of the network, the user will need to resynchronize its database. This is done through Manager's Procedures using the Retrieve Definitions function.

To resynchronize a workstations database:

1. Turn on the workstation where the database needs to be updated.

2. From the Manager Procedures main screen, press the **[Workstations]** button. A form is opened displaying the list of workstations.

3. From the list, select the workstation whose files will be used to update the current workstation's database (i.e., the database source). The network and device status for both workstations must be ACTIVE.

4. Press the **[Retrive Definitions]** button. A confirmation dialog box displays, asking if you are sure you want to continue.

5. Select **Yes** to download the definitions. A status bar displays while the workstation resynchronizes its database. The process will take a few minutes. When the process is complete, the status bar will close automatically.

Retrieve Checks

During a shift, a workstation may malfunction or temporarily lose its network connection. While the workstation is off-line, the rest of the workstations will continue to add, update, and close checks. By the time this workstation recovers, it will no longer have the current check status.

To get back in sync with the rest of the system, the user needs to update the workstation's check tables with all the latest changes. This is done through Manager's Procedures using the Retrieve Checks function.

To retrieve all checks:

1. Turn on the workstation where the database needs to be updated.

2. From the Manager Procedures main screen, press the **[Workstations]** button. A form is opened displaying the list of workstations.

3. From the list, select the workstation whose files will be used to update the current workstation's database (i.e., the database source). The network and device status for both workstations must be ACTIVE.

4. Press the [**Retrive Checks**] button. A confirmation dialog box displays, asking if you are sure you want to continue.

5. Select **Yes** to download the checks. A status bar displays while the checks are copied to the workstation database. The process will take a few minutes. When the process is complete, the status bar will close automatically.

CHAPTER 5   *Credit Card Batch Utility*

This chapter provides information on using the Credit Card Batch Utility to reconcile and settle credit card payments.

In This Chapter...

About the Process

The MICROS e7 System's Credit Authorization and Electronic Draft Capture (CA/EDC) feature allows merchants to accept credit cards from their customers as an integrated part of the sales process. Credit authorization and processing reduces fraud and allows the restaurant to be reimbursed for purchases charged to a customer's credit card account.

The activities that occur within the credit card processing cycle include Credit Authorization, Electronic Draft Capture, Reconciliation, and Settlement. Credit authorization takes place before the credit card payment is posted and the check is closed. This is discussed at length in *Chapter 3: User Operations*, under the topic *Credit Card Payments* (beginning on page 3-57).

The remaining activities — electronic draft capture, reconciliation, and settlement — are more relevant to the payment process after the check is closed and the accounts are balanced. This Chapter describes how the MICROS e7 System organizes, verifies, and transfers the authorized payment records to the appropriate Credit Card Processor, which then completes the tender transaction by reimbursing the approved amounts.

Electronic Draft Capture (EDC)

The MICROS e7 System automatically stores data each time a credit card payment transaction occurs. The process is referred to is Electronic Draft Capture (EDC)

Credit card draft data may include the cardholder's credit card account number, the expiration date, purchase (payment) amount, and an authorization code. Although a paper credit voucher may still be created for the customer's signature, electronic draft capture eliminates the need for the restaurant to submit the voucher to the bank for payment.

Reconciliation and Settlement

At the end of each processing day, electronic draft data is verified (reconciled) and transferred (settled) to the Credit Card Processor. During the reconciliation phase, the MICROS e7 System creates a batch containing the transaction records that will need to be paid. It is during settlement that the batch is actually sent to the Credit Card Processor for payment against the customers credit card accounts.

The mechanism for creating, confirming, and transferring batch records is the Credit Card Batch Utility.

About the Utility

The Credit Card Batch Utility provides an interface for creating, transferring, and settling multiple credit card transactions. The interface is divided into five tabs, covering the following activities:

- Create
- Edit
- Settle
- Reports
- Diagnostics

Users must have a job that is privileged to use credit card applications.

Accessing the Utility

To open Credit Card Batch Utility:

1. Sign-in to the system.

2. Locate the **[Batch Utility]** key (usually on the Functions screen) and press. The main form will be displayed.
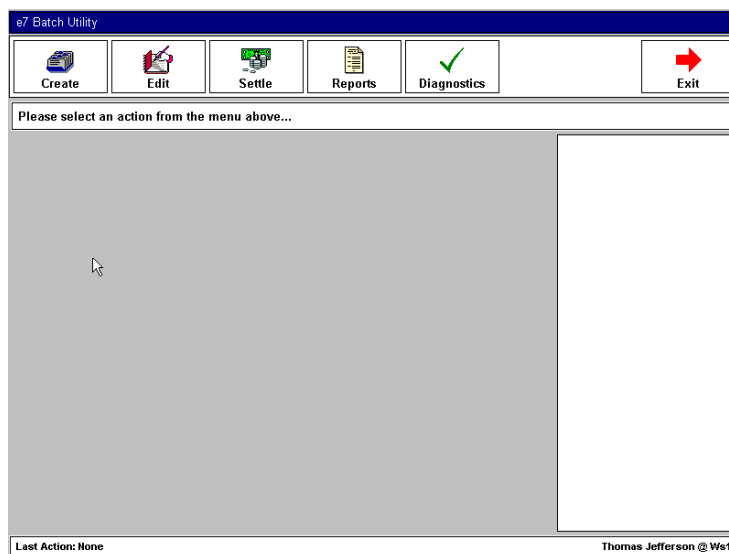
3. Select one of the category buttons to continue.

Create

To begin the settlement process, a batch consisting of all the credit card transaction records must be created.

During the Create process, the system scans the database for closed guest checks that include payments made by credit card using the integrated CA/EDC. For each closed check record that is included in the batch, a flag is placed on the item in the database. This prevents a payment from being placed in more than one batch. Cancelled checks, or those created in demo or training mode, are not included in this process.

The batch creation process can occur at any time throughout the operational/ business day. This provides flexibility for restaurants that batch at the end of each shift. It also accommodates 24-hour operations.

The business date cannot be incremented until all the checks containing credit cards payments have been batched.

Procedures

To create a batch:

1. Open the Credit Card Batch Utility and select the [**Create**] button.

2. In the right-hand column, click the **[Create Batch]** button to generate the batch file.
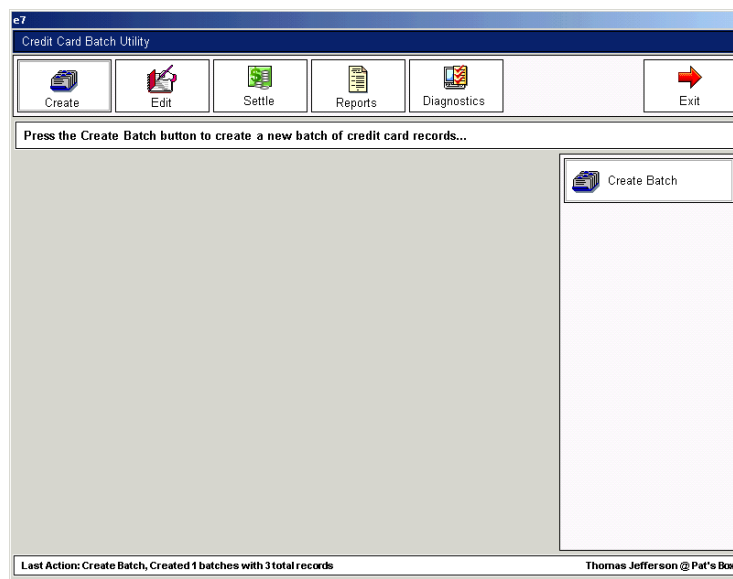
Each credit card batch is assigned a unique sequence number, starting with one and counting upward. Within the batch, records are sorted by credit card tender type and then by guest check number.

A given credit card batch will only contain records for a single EDC driver. If multiple drivers are configured in the system, multiple batches will be created.

3. When the Create process is complete, the **Last Action:** status line at the bottom of the screen will be updated, indicating the number of batches created, along with the number of checks included.

Edit

The Edit category is used to alter (fix) credit card records that may not have made it past the CA/EDC driver during the settlement procedure. Once the record is corrected, another attempt can be made to transfer it to the Credit Card Processor.

There are two reasons for editing a record:

- **Repair** — The record contains invalid draft data, such as an incorrect credit card number, authorization code, or authorized payment amount.

- **Removal** — The record is corrupted and the cause of the problem cannot be found. These records are intentionally omitted from the batch transfer prior to settlement. Users can omit a record by enabling the **Omit Record** flag. This should always be considered as a last resort.

Procedures

To edit a record in a batch:

1. Open the Credit Card Batch Utility and select the [**Edit**] button.

2. In the right-hand column, **Select a Batch** from the drop-down list of entries. These are listed by batch number and time of creation. Only unsettled batches will be shown.

3. Once a batch is selected, the contents are listed in table format on the left.

4. Highlight a record from the list. The transaction details are listed in read-only fields below the table.

5. Review the record.

    If the card number and expiration date are masked, the user is not permitted to edit these fields. If the card was swiped, these fields will not be editable.

    Authorization codes can only be edited if the credit card was manually authorized. Authorization codes that were obtained electronically cannot be edited.

    If the cause of the problem is not apparent, the record can be marked with the **Omit Record** flag. An omitted record will be skipped during the batch settlement process.

6. Press the **[Save Changes]** button to save the amended batch file. It is not necessary to save individually edited records.

Settle

Settlement is the transfer of credit card payment records from the MICROS e7 System to a designated Credit Card Processor. This is the last phase of the reconciliation and settlement process. A batch must be created before it can be settled.

Procedures

To settle a batch:

1. Open the Credit Card Batch Utility and select the **[Settle]** button.

2. In the right-hand column, **Select a Batch** from the drop-down list of entries, or choose **All** to run all of the batches sequentially. If **All** is chosen, the batches will be settled from oldest to newest. This ensures that a partially settled batch will be the first one settled on the next attempt.

3. Press the **[Settle Batch]** button. During the settlement process, the results will be continuously posted in the status box on the left. A progress bar is also provided.
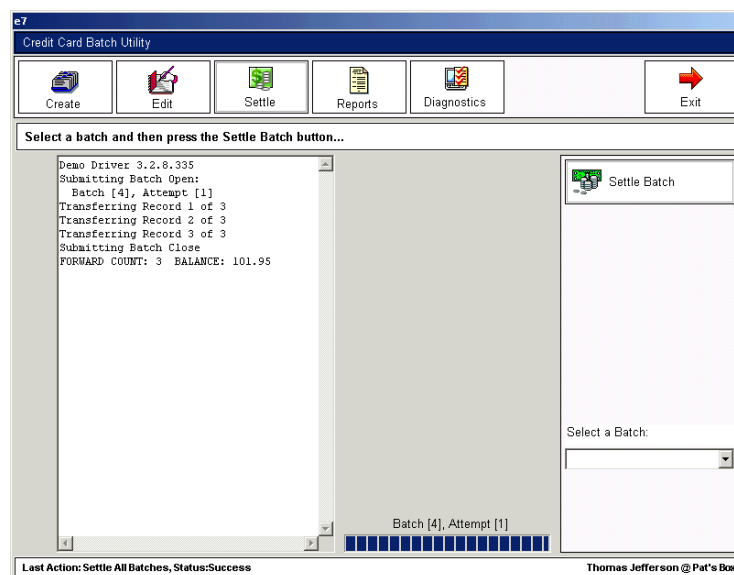
4. When the batch is complete, the **Last Action:** status line at the bottom of the screen will be updated, indicating the number of batches settled.

   The results of each settlement attempt are saved in the database and may be printed as a Batch Transfer Status Report.

Reports

The Reports category provides access to two credit card batch reports: the Batch Transfer Status Report and the Batch Detail Report.

Batch Transfer Status Report

The Batch Transfer Status Report documents the results of the transfer. It can be generated regardless of whether or not the transfer session was successfully completed. Each report provides information about the number of records that were transferred or excluded from being transferred.

To run this report:

1. Open the Credit Card Batch Utility and select the [**Reports]** button.

2. In the right-hand column, **Select a Batch** from the drop-down list of settled entries.

3. Press the **[Batch Transfer Report]** button to run the report. The results will be posted in the preview box on the left.
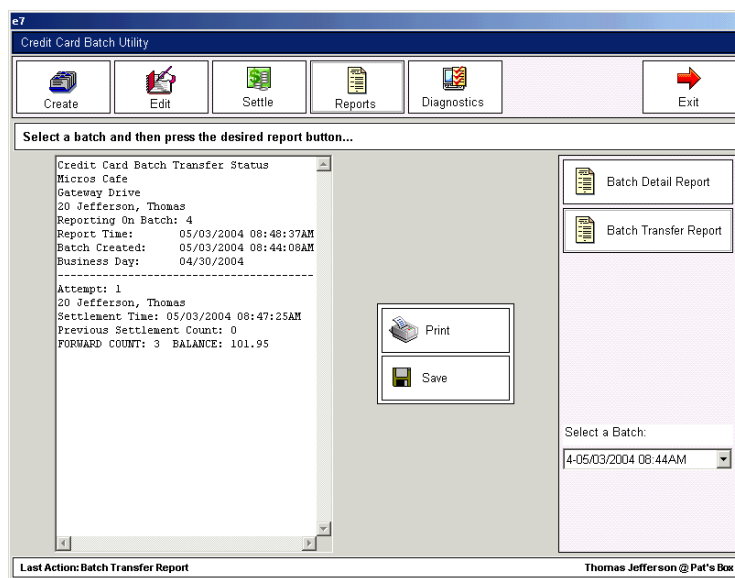
4. (Optional) Press **[Print]** to send the report to the 40-column printer.

5. (Optional) Press **[Print to PC]** to send the report to a Windows supported PC printer. A printer interface must be configured in the *Configurator | Interfaces* form for the [Print to PC] button to appear on the Credit Card Batch Utility Reports screen.

6. Press **[Save]** to store the report as a text file in the **e7/etc.** folder. When a report is saved, it is automatically given the title BatchTransferReportX.rpt, where X represents the batch number.

Batch Detail Report

The Batch Detail Report provides detailed information about each record in the batch, including the guest check number and total due, server name, credit card number (masked), payment and tip amount charged to this account, authorization code, and the time of the transaction. It is commonly used to balance the site's bank statement.

The Batch Detail report can be printed before or after a batch is transferred.

To run this report:

1. Open the Credit Card Batch Utility and select the [**Reports**] button.

2. In the right-hand column, **Select a Batch** from the drop-down list of entries.

3. Press the [**Batch Detail Report**] button to run the report. The results will be posted in the preview box on the left. Records are grouped by credit card type and are listed sequentially by check number.
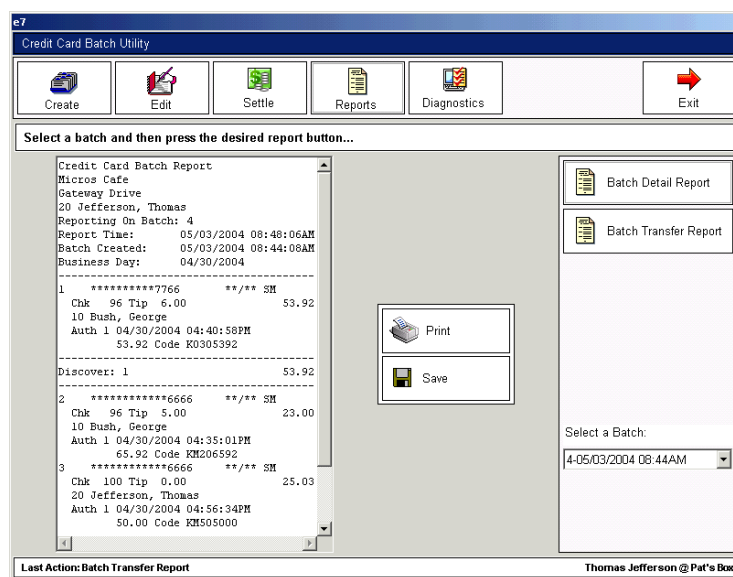
For each record in the report, up to two letters (representing status flags) may printed after the credit card expiration date. The statuses are:

*   **S** — Batch record has settled
*   **M** — Card number was manually entered

A subtotal section is provided after each credit card group. A batch total section is printed at the end of the report, showing a total record count and total amount.

4. (Optional) Press [**Print**] to send the report to a 40-column printer.

5. (Optional) Press **[Print to PC]** to send the report to a Windows supported PC printer. A printer interface must be configured in the *Configurator | Interfaces* form for the [Print to PC] button to appear on the Credit Card Batch Utility Reports screen.

6. (Optional) Press **[Save]** to store the report as a text file in the **e7/etc** folder. When a report is saved, it is automatically given the title BatchDetailReportX.rpt, where X the batch number.

Diagnostics

The Diagnostics category allows users to troubleshoot problems with the CA/EDC driver. From Diagnostics form, the following options are available:

- Display driver information
- Display driver version information
- Test authorization connections between driver and processor
- Test settlement connections between driver and processor
- Show specific user-defined information

Additionally, users can also determine the device number for TAPI devices.

Procedures

To run a test of the installed CA/EDC drivers:

1. Open the Credit Card Batch Utility and select the [**Diagnostics]** button.

2. In the right-hand column, **Select a Driver** from the drop-down list of installed drivers.

3. **Select a Diagnostic** test from the drop-down list of entries. The list will vary depending on the driver selected.

4. (Optional) For some drivers, an additional command may be allowed/required. For example, certain drivers allow the user to request a specific batch number. If necessary, enter this information in the **Optional Diagnostic Data** field.

5. Press the **[Run Diagnostic]** button to run the test. The results will be posted in the status box on the left.
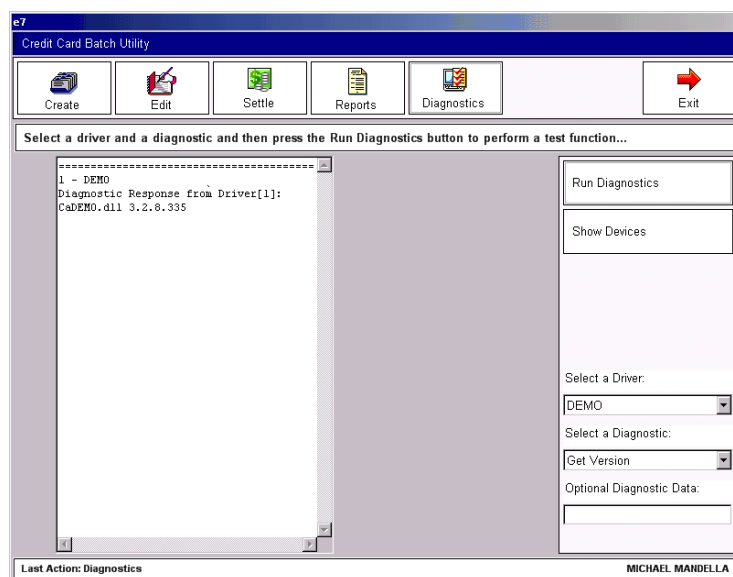
To determine the device number for TAPI devices:

1. Open the Credit Card Batch Utility and select the **[Diagnostics]** button.

2. In the right-hand column, select the **[Show Devices]** button. The devices are shown with their corresponding device number in the status box on the left.

Reports

This chapter contains information on running reports in the MICROS e7 POS System

In This Chapter...

Standard Reports

ReportsPlus

Reference

About Reports

The MICROS e7 Reports module gives restaurant operators on-demand, real-time reporting on all POS workstations. Reports can be run for an employee, a workstation, or the entire restaurant, at any time from any POS terminal, or from an optional PC system. The results can be displayed on screen, saved to a file, or printed to one of the system roll printers.

With the MICROS e7 System, reports are available in two distinct formats:

- **Standard Reports** — Based on pre-defined 40-column report templates. These can be viewed on the POS terminal, or printed on system roll printers.

- **ReportsPlus** — Based on flexible HTML-based templates. When reviewing the report totals from the POS terminal, the user can take advantage of hyper-linked entries to drill-down into the data, ending up with a detailed view of the items on each check.

The MICROS e7 System is capable of storing up to 60 days of historical totals and up to 21 days of transaction detail, depending on the sales volume of the restaurant. Check and totals history are stored on the 64 megabyte compact flash of each Workstation 4. Optionally, a larger compact flash can be used to store more days of history.

If an optional PC is added to an MICROS e7 System, totals and checks can be stored for up to 1 year or more. The optional PC also provides the ability to export totals to a text file where Microsoft Excel can be used to create custom reports.

Standard Reports

Run a Standard Report

To run a report from a POS terminal:

1. From the default transaction screen, select the **[Reports]** key to open the main Reports form.

2. Select a report from the list box on the left.

3. When a report is highlighted, the system prompts for additional selection criteria required to run the report.

The display of data fields and check boxes will vary depending on the type of report, but basically includes one or more of the following:

*   **Select Date Ranges** — Filters the data by calendar dates. The selection fields include a list of predefined ranges (e.g., Today, Yesterday, This Week, etc.), and a pair of list boxes. The list boxes specify the start and end dates for the report, based on the current system date. For example, if the current date is *01/05/04*, and the selected range is *This Month*, the start date will be *01/01/04* and the end date will be *01/31/04*.

If the range option *By Business Date* is chosen, the **From/To** drop-down boxes will contain identical lists of all the business dates for which data has been collected. In this case, the user must select the starting business date from the first box and the ending date from the second box. The report will provide results based on all business dates between these two selections, inclusively.

- **Select Scope** — Filters the data by workstation. A series of check boxes allows the user to run a report for all workstations or only for the workstations selected.

- **Select Range** — Specifies the range of items to be included in the report. As with date ranges, duplicate **Start/End** list boxes of data values (e.g., employees, menu items, discounts, service charges, etc.) are used to specify the range (first and last items, inclusive). By default, all items are included in a report. To select a single entry (e.g., to run an employee report on a single person), the same item should be chosen in both boxes.

4. Once the selections are made in the data field, press the **[Preview]** button The system displays the results on the touchscreen, allowing the user to review the data before printing.

If the criteria is incorrect, press **[Reports]** to return to the selection screen. Correct the data entry fields and preview the report again.

5. If the report is correctly defined, the user can:

- Press **[Print]** to print the report to the local slip printer.

- Press **[File]** to save the data to a file. The report is saved automatically to a text file in the **\CF\micros\e7\etc** folder on the local hard drive. The filename of the text file will be derived from the report title (e.g., Discounts.txt).

- Press **[Export]** to save the results in a comma-delimited text file, which can then be imported into a third-party application. The report is automatically stored in the **\CF\micros\e7\DbExports** folder on the local hard drive. The file name of the text file will be derived from the report title (e.g., MajorGroupTotals.txt).

When the selected action is complete, the system returns automatically to the list of reports where the user may continue to preview other reports or press **[Operations]** to return to the POS default transaction screen.

Run an Autosequence

An Autosequence is a predefined set of reports or other commands that can be executed in a single key stroke (e.g., the **[End of Day]** or **[End of Shift]** buttons). This saves managers' time during daily operations and reduces employee training time.

An autosequence may be run while workstations are operating without interfering with transactions. Autosequences can be programmed to perform functions such as:

- Running system reports

- Performing credit card settlement functions

- Backing up the database

- Exporting reports

Autosequences that run MICROS e7 reports can be programmed to send the report to:

- a disk file

- a system roll printer

- a Windows supported PC printer

Autosequences are programmed in the MICROS e7 Configurator and are customized to meet the needs of the site.

An autosequence can be run from a workstation by pressing the appropriate POS key. A status window displays while the autosequence is in progress, allowing the user to track its progress.

Although the system does not prohibit an employee from running an autosequence, in practice, autosequence buttons are usually placed on touchscreens that are only accessible to manager-level employees.

Business Day Update

Starting
Synchronizing Open Checks
Generating Daily Totals
Updating Date
Closing Workstation Shift
Closing Employee Shifts

System Reports

System reports provide detailed sales information about the enterprise for a specific business date or date range.

The reports allow management to see how and where revenues were generated, to view totals for the entire system or for a particular workstation.

The results can be used to determine successful products and policies, and highlight areas for improvement.

System Balance Report

This report provides detailed sales information for the entire enterprise, including guest, check, and table totals and averages for each order type (e.g., Eat In, Carry Out) in the system.

```
==========================================
               Micros Cafe
               Gateway Drive
            System Balance Report

Scope:           System
Business Date:   Fri 04/09/2004
Taken From:      Ws1
Generated:       Mon 04/26/2004 08:27AM

From Backup:     Ws6
Inactive:        Ws2
Inactive:        Ws3
Inactive:        Ws4
Inactive:        Ws5
==========================================
 Net Sales                        619.77
+Service Charges                    3.03
+Tax Collected                      5.37
=Total Revenue                    628.17
------------------------------------------
 Cash                             522.08
+Paid In                            0.00
-Paid Out                           0.00
=Cash Due                         522.08
------------------------------------------
 Checks Carried Over    0            0.00
+Checks Begun          28          628.17
-Checks Paid           24          565.86
=Outstanding            4           62.31
------------------------------------------
Gross F and B Receipts            562.83
Charged Receipts                   38.25

 Service Charge Receipts           -2.50
+Charged Tips                       5.53
+Cash Tips Declared                 0.00
+Indirect Tips                      0.00
=Total Tips                         3.03
Tips Percentage                    0.54%

Tips Paid                           0.00
Tips Due                            3.03
------------------------------------------
Job          Hours      Pay    Labor %
Server                                365.35%
  Reg          8.00    56.00
  Ovt        210.32 2,208.36
  Ttl        218.32 2,264.36

Total                                 365.35%
  Reg          8.00    56.00
  Ovt        210.32 2,208.36
  Ttl        218.32 2,264.36

------------------------------------------
Eat In                            610.67
  Guests, Avg         9            67.85
  Checks, Avg        28            21.81
  Tables, Avg         1           610.67
  Turn Time (Mins)              1,473.95
```

```
Carry Out                           9.10
  Guests, Avg         0             0.00
  Checks, Avg         0             0.00
  Tables, Avg         0             0.00
  Turn Time (Mins)                  0.00

No Tax                              0.00
  Guests, Avg         0             0.00
  Checks, Avg         0             0.00
  Tables, Avg         0             0.00
  Turn Time (Mins)                  0.00

Incl Only                           0.00
  Guests, Avg         0             0.00
  Checks, Avg         0             0.00
  Tables, Avg         0             0.00
  Turn Time (Mins)                  0.00

Total Net Sls                     619.77
Guests, Avg           9            68.86
Checks, Avg          28            22.13
------------------------------------------
Discounts                           4.77
Returns              -1            -5.00
Voids                 6            12.00
Credit Total                        2.50
Change Grand Total                651.44
Rounding Total                      0.00
Grand Total                       651.44

Manager Voids         4            10.50
Error Correct        18            14.43
Cancel Total         35           134.45
Training Total                      0.00

Default Tracking
------------------------------------------
Food                103           509.04
Beer                 30            94.00
Beverages            28            21.50
$1.23 Discount       -1            -1.23
open$ Discount        1             5.00
$1.00 Item Dsc        1             1.00
Open$ Svc Chg        -1            -2.50
Charged Tip           3             5.53
Cash                 24           522.08
MasterCard            2            27.25
Diners/CB             1            16.53

Cash Section
Cash                 24           522.08
+Bank Loan            0             0.00
-Bank Pickup          0             0.00
=In Drawer           24           522.08

==========================================
```

System Tax Report

Tax reports provide a detailed listing of all federal, state, province, or city taxes that may apply to menu items and service charges.

The MICROS e7 System supports the following tax types:

- Add-on and Inclusive taxes

- Florida Surcharge Tax

- European Value Added Tax (VAT)

- Australian GST

- Canadian GST

- Japanese

The System Tax report summarizes tax collections by active tax rate for an establishment.

```
=========================================
                Micros Cafe
               Gateway Drive
             System Tax Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 01:20PM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
=========================================

1 Maryland 5%
  Tax Collected                      1.59
  Taxable Sales                     74.00
  Tax Exempt Sales                  17.50

2 Florida 6.5%
  Tax Collected                      1.88
  Taxable Sales                     71.50
  Tax Exempt Sales                  17.50

3 10% Inclusive
  Tax Collected                      0.90
  Taxable Sales                      9.10
  Tax Exempt Sales                   0.00

Total
  Tax Collected                      4.37
  Non-Taxable                      523.94
  Surcharge Tax                      1.00
  Net Sales                        619.77


=========================================
```

System Tip Report

Tip reports are used to ensure compliance with IRS requirements. They track tips received by cash, charges, or automatic gratuities. A report may be generated for the entire establishment or for one or more employees.

This report provides information about charge tips and cash tips declared for the entire establishment.

```
========================================
               Micros Cafe
              Gateway Drive
            System Tips Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 10:09AM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
========================================

Gross F and B Receipts          562.83
Charged Receipts                 38.25

 Service Charge Receipts         -2.50
+Charged Tips                     5.53
+Cash Tips Declared               0.00
+Indirect Tips                    0.00
=Total Tips                       3.03
Tips Percentage                  0.54%

Tips Paid                         0.00
Tips Due                          3.03


========================================
```

System Status Report

This report describes the state of each of the workstations in the system and provides information on the contents of the hard-drive or compact flash memory cards.

Storage capacity is given for each active workstation and server PC unit, along the amount of free space currently available to the MICROS e7 System. A breakdown of the MICROS e7 Directories (with folder names and file sizes) is also provided.

```
========================================
                Micros Cafe
               Gateway Drive
            System Status Report

Scope:            System
Taken From:       PC
Generated:        Tue 07/19/2005 08:04AM
========================================


========================================
                1 CASHIER
========================================
Capacity:              62.22 MBytes
Free Space:            33.15 MBytes

e7 Directories:
Bin                     8.69 MBytes
CFG                     0.00 MBytes
db                      0.72 MBytes
db\ClosedChecks         0.01 MBytes
db\OpenChecks           0.00 MBytes
db\ReportDetail         0.01 MBytes
db\ReportDetailUws4     0.00 MBytes
DbBackups               0.17 MBytes
DbExports               0.36 MBytes
DbSave                  0.76 MBytes
ETC                     1.84 MBytes
Help                    3.33 MBytes
IBDB                    1.21 MBytes
Images                  0.69 MBytes
Report_Images           0.02 MBytes
Reports                 0.02 MBytes
Samples                 0.03 MBytes
temp                    0.06 MBytes


========================================
                2 COUNTER
========================================
Capacity:              62.35 MBytes
```

Sales Reports

Menu item sales reports provide detailed information about how revenues are being generated in the establishment. They indicate which items are selling and which need to be discontinued, advertised more, repriced, or sized differently. These reports allow managers to determine the best price for the daily specials, or evaluate the success of a menu change.

All menu item sales reports include totals. Reports can be organized by menu items, major groups, or family groups.

Time period sales reports determine how effectively revenues were generated during a specific time period. These reports include operational statistics such as the average turnaround time and amount per table.

To analyze the flow of sales over time, time periods may be of varying lengths and may overlap. For example, sales made between 5:00 PM and 6:00 PM may be included in two period reports — Happy Hour (5:00–6:00 PM) and Dinner (5:00 to 11:00 PM).

Longer time periods may be used to analyze shifts, while short time periods may help managers predict peak workload or peak demand times that can be used to better allocate server resources or to schedule kitchen activity. Over time, a comparison of these reports can help managers spot emerging trends or highlight seasonal factors such as the weather, sporting events, or holiday activity.

Because time periods can overlap, these reports are generally not used to balance cash drawers or banks.

NOTE:

Time periods must NOT be programmed to span the Business Day Start Time.

Void reports provide detailed information about the transaction activities associated with voided items from each employee's guest checks. A Void Count and Void Amount is included for each check number that includes at least one void. Once a check with voided items has been service totaled, the voided item is included in the void count and void amount. When an item is voided prior to a split or transfer check, the voided item remains with the original check or employee.

The following are considered to be voids and appear on Void reports:

- Voiding a menu item entered in a previous service round.

- Voiding a service charge entered in a previous service round.

The following are NOT included on Void reports:

- Voided menu items returned in a previous service round.

- Voided menu items rung in the current service round.

- Voided menu items from a merged check.

- Voided menu items from a cancelled check.

- Voided menu items from a training check.

- Voided discounts from a previous service round.

- Voided tenders from a previous service round.

Family Group Sales Report

This report summarizes the quantities and net sales of family groups for a specific business date or date range. Percentage information is included for each group. If more than one day is covered, information for each day is presented separately.

```
=========================================
              Micros Cafe
             Gateway Drive
         Family Group Sales Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 11:02AM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
=========================================

100 Soups             Value    Percent
  Count                   2      1.24%
  Net Sales            6.50      1.05%

344 Sandwiches        Value    Percent
  Count                  11      6.83%
  Net Sales           71.00     11.46%

433 Salad             Value    Percent
  Count                   6      3.73%
  Net Sales           24.00      3.87%

500 Pizza             Value    Percent
  Count                  29     18.01%
  Net Sales          146.71     23.67%

700 Entrees           Value    Percent
  Count                  33     20.50%
  Net Sales          215.15     34.71%

1000 Side Orders      Value    Percent
  Count                  22     13.66%
  Net Sales           40.73      6.57%

1300 Soda             Value    Percent
  Count                  28     17.39%
  Net Sales           21.68      3.50%

1800 Domestics        Value    Percent
  Count                  11      6.83%
  Net Sales           45.50      7.34%

1900 Imports          Value    Percent
  Count                  19     11.80%
  Net Sales           48.50      7.83%
          ----------------------
Subtotal              Value    Percent
  Count                 161    100.00%
  Net Sales          619.77    100.00%
-----------------------------------------
Total                 Value    Percent
  Count                 161    100.00%
  Net Sales          619.77    100.00%


=========================================
```

Family Group Detail Sales Report

This report provides detailed summary of sales quantities, returns, item discounts, gross sales, and net sales of family groups on a specific business date or date range. Percentage information is included for each group. If more than one day is covered, information for each day is presented separately.

```
==========================================
              Micros Cafe
              Gateway Drive
      Family Group Detail Sales Report        1000 Side Orders      Value    Percent
                                                Count                 22     13.66%
Scope:            System                        Gross Sales         40.73     6.52%
Business Date:    Fri 04/09/2004                Discounts            0.00     0.00%
Taken From:       Ws1                           Net Sales           40.73     6.57%
Generated:        Mon 04/26/2004 11:54AM        Returns                0     0.00%

From Backup:      Ws6                         1300 Soda             Value    Percent
Inactive:         Ws2                            Count                 28     17.39%
Inactive:         Ws3                            Gross Sales         21.50     3.44%
Inactive:         Ws4                            Discounts           -0.18    -3.77%
Inactive:         Ws5                            Net Sales           21.68     3.50%
==========================================      Returns                0     0.00%

100 Soups             Value    Percent        1800 Domestics        Value    Percent
  Count                 2       1.24%            Count                 11      6.83%
  Gross Sales          6.50     1.04%            Gross Sales         45.50     7.29%
  Discounts            0.00     0.00%            Discounts            0.00     0.00%
  Net Sales            6.50     1.05%            Net Sales           45.50     7.34%
  Returns                0      0.00%            Returns                0     0.00%

344 Sandwiches        Value    Percent        1900 Imports          Value    Percent
  Count                11       6.83%            Count                 19     11.80%
  Gross Sales         71.00    11.37%            Gross Sales         48.50     7.77%
  Discounts            0.00     0.00%            Discounts            0.00     0.00%
  Net Sales           71.00    11.46%            Net Sales           48.50     7.83%
  Returns                0      0.00%            Returns                0     0.00%
                                                         ----------------------
433 Salad             Value    Percent
  Count                 6       3.73%        Subtotal              Value    Percent
  Gross Sales         24.00     3.84%            Count                161    100.00%
  Discounts            0.00     0.00%            Gross Sales        624.54   100.00%
  Net Sales           24.00     3.87%            Discounts            4.77   100.00%
  Returns                0      0.00%            Net Sales          619.77   100.00%
                                                Returns                1    100.00%
500 Pizza             Value    Percent        ------------------------------------------
  Count                29      18.01%
  Gross Sales        146.71    23.49%        Total                 Value    Percent
  Discounts            0.00     0.00%            Count                161    100.00%
  Net Sales          146.71    23.67%            Gross Sales        624.54   100.00%
  Returns                0      0.00%            Discounts            4.77   100.00%
                                                Net Sales          619.77   100.00%
700 Entrees           Value    Percent          Returns                1    100.00%
  Count                33      20.50%
  Gross Sales        220.10    35.24%        ==========================================
  Discounts            4.95   103.77%
  Net Sales          215.15    34.71%
  Returns                1    100.00%
```

Major Group Sales Report

This report summarizes the quantities and net sales of major groups for a specific business date or date range. Percentage information is included for each group. If more than one day is covered, information for each day is presented separately.

```
==========================================
                Micros Cafe
                Gateway Drive
           Major Group Sales Report

Scope:            System
Business Date:    Fri 04/09/2004
Taken From:       Ws1
Generated:        Mon 04/26/2004 10:49AM

From Backup:      Ws6
Inactive:         Ws2
Inactive:         Ws3
Inactive:         Ws4
Inactive:         Ws5
==========================================

1 Food                   Value    Percent
   Count                   103     63.98%
   Net Sales            504.09     81.34%

4 Beer                   Value    Percent
   Count                    30     18.63%
   Net Sales             94.00     15.17%
         ----------------------

Subtotal                 Value    Percent
   Count                   133     82.61%
   Net Sales            598.09     96.50%
------------------------------------------

5 Beverages              Value    Percent
   Count                    28     17.39%
   Net Sales             21.68      3.50%
------------------------------------------

Total                    Value    Percent
   Count                   161    100.00%
   Net Sales            619.77    100.00%


==========================================
```

Major Group Detail Sales Report

This report provides detailed summary of sales quantities, returns, item discounts, gross sales, and net sales of major groups on a specific business date or date range. Percentage information is included for each group. If more than one day is covered, information for each day is presented separately.

```
=======================================
              Micros Cafe
              Gateway Drive
      Major Group Detail Sales Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 10:55AM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
=======================================

1 Food               Value    Percent
  Count                 103     63.98%
  Gross Sales        509.04     81.51%
  Discounts            4.95    103.77%
  Net Sales          504.09     81.34%
  Returns                 1    100.00%

4 Beer               Value    Percent
  Count                  30     18.63%
  Gross Sales         94.00     15.05%
  Discounts            0.00      0.00%
  Net Sales           94.00     15.17%
  Returns                 0      0.00%
           ----------------------

Subtotal             Value    Percent
  Count                 133     82.61%
  Gross Sales        603.04     96.56%
  Discounts            4.95    103.77%
  Net Sales          598.09     96.50%
  Returns                 1    100.00%
---------------------------------------

5 Beverages          Value    Percent
  Count                  28     17.39%
  Gross Sales         21.50      3.44%
  Discounts           -0.18     -3.77%
  Net Sales           21.68      3.50%
  Returns                 0      0.00%
---------------------------------------

Total                Value    Percent
  Count                 161    100.00%
  Gross Sales        624.54    100.00%
  Discounts            4.77    100.00%
  Net Sales          619.77    100.00%
  Returns                 1    100.00%

=======================================
```

Menu Item Sales Report

This report summarizes the quantities and net sales of selected menu items for a specific business date or date range. Percentage information is included for each of these categories. If more than one day is covered, information for each day is presented separately.

```
=========================================
               Micros Cafe
              Gateway Drive
          Menu Item Sales Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 10:13AM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
=========================================

1 Burrito              Value    Percent
  Count                    3      5.77%
  Net Sales            15.58      8.29%

2 Cheeseburger         Value    Percent
  Count                    6     11.54%
  Net Sales            36.00     19.15%

3 Chicken Sand         Value    Percent
  Count                    5      9.62%
  Net Sales            35.00     18.62%

4 Chili                Value    Percent
  Count                    4      7.69%
  Net Sales            13.00      6.92%

5 Fries                Value    Percent
  Count                   18     34.62%
  Net Sales            27.74     14.76%

7 Potato               Value    Percent
  Count                    4      7.69%
  Net Sales            12.99      6.91%

8 Fried Chicken        Value    Percent
  Count                    7     13.46%
  Net Sales            27.64     14.71%

9 Chef Salad           Value    Percent
  Count                    5      9.62%
  Net Sales            20.00     10.64%
          ----------------------

Subtotal               Value    Percent
  Count                   52    100.00%
  Net Sales           187.95    100.00%
-----------------------------------------

Total                  Value    Percent
  Count                   52    100.00%
  Net Sales           187.95    100.00%

=========================================
```

Menu Item Detail Sales Report

This report provides detailed summary of sales quantities, returns, item discounts, gross sales, and net sales of selected menu items on a specific business date or date range. Percentage information is included for each of these categories. If more than one day is covered, information for each day is presented separately.

```
              Micros Cafe
             Gateway Drive
      Menu Item Detail Sales Report


Scope:          System
Business Date:  Fri 01/21/2005
Taken From:     WS1
Generated:      Thu 01/20/2005 09:53AM
========================================

5378 TOSCANA                   Percent
  Count                  1      50.00%
  Sales               4.95      49.75%
  -Incl Taxes         0.50      49.44%
  =Subtotal           4.45      49.44%
  -Discounts          0.00       0.00%
  =Sales              4.45      49.44%
  Returns                0       0.00%
----------------------------------------


5438 big Inc  Open bev         Percent
  Count                  1      50.00%
  Sales               5.00      50.25%
  -Incl Taxes         0.45      50.56%
  =Subtotal           4.55      50.56%
  -Discounts          0.00       0.00%
  =Sales              4.55      50.56%
  Returns                0       0.00%
----------------------------------------


Total                          Percent
  Count                  2     100.00%
  Sales               9.95     100.00%
  -Incl Taxes         0.95     100.00%
  =Subtotal           9.00     100.00%
  -Discounts          0.00       0.00%
  =Sales              9.00     100.00%
  Returns                0       0.00%


========================================
```

Menu Item Availability Report

This report provides a listing of all limited quantity menu items with the quantity remaining for each.

```
========================================
                MICROS CAFE
              7031 Columbia Rd
        Menu Item Availability Report

Scope:          System
Business Date:  Sun 07/01/2035
Taken From:     MY PC
Generated:      Thu 05/05/2005 08:41AM
========================================


Menu Item                      Available
---------                      ---------
ANTIPASTO                              0
CANNOLI                                0
EGGPLANT PARM                         22
FRIED CALAMARI                         9


========================================
```

Menu Item Price Report

This report presents a list of all menu items in the database with a price for each. A range of menu items can be selected for printing by object number, menu item name, or menu item category name. If multiple menu item prices are defined for containers or menus, they are printed separately on the Menu Item Price report.

```
              MICROS CAFE
            7031 Columbia Rd
         Menu Item Price Report

Scope:          System
Business Date:  Sun 07/01/2035
Taken From:     MY PC
Generated:      Wed 05/18/2005 08:01AM
========================================


130 APPETIZERS
--------------
ANTIPASTO                      8.95
FRIED CALAMARI                 7.95
FRIED ZUCCHINI                 4.95
GARLIC BREAD                   2.50
RED PEPPERS                    4.50
TOMATO & MOZZ                  6.95
TOMATO & ONION                 4.50
WHITE BEANS                    4.95

150 SOUP & SALAD
----------------
CEASAR SALAD                   7.95
CHIX CEASAR                    9.95
GARDEN SALAD                   3.95
MINESTRONE                     7.95
PASTA FAGOLI                   8.95
SALMON CEASAR                 10.95
SHRIMP CEASAR                 10.95


========================================
```

Menu Item Status Report

This report presents a list of all 86'd menu items. This includes all menu items that are marked as "Out of Menu Item" or whose limited quantity is zero.

```
========================================
                MICROS CAFE
              7031 Columbia Rd
           Menu Item Status Report


Scope:            System
Business Date:    Sun 07/01/2035
Taken From:       MY PC
Generated:        Thu 05/05/2005 08:20AM
========================================


Menu Item                        Status
---------                        ---------
ANTIPASTO                        Out of Item
CANNOLI                          Count Zero


========================================
```

Time Period Sales Report

This report provides a summary of sales information for a range of time periods. The report includes net sales, voids, manager voids, and default tracking totals.

```
=======================================
                Micros Cafe
                Gateway Drive
            Time Period Sales Report

Scope:              System
Business Date:      Fri 04/09/2004
Taken From:         Ws1
Generated:          Mon 04/26/2004 01:44PM

From Backup:        Ws6
Inactive:           Ws2
Inactive:           Ws3
Inactive:           Ws4
Inactive:           Ws5
=======================================


=======================================
    Dinner 7 day: 04:00PM to 08:00PM
=======================================
Net Sales                       114.46
Voids                   0         0.00
Manager Voids           0         0.00



=======================================
     Breakfast: 07:00AM to 09:00AM
=======================================
Net Sales                        19.00
Voids                   0         0.00
Manager Voids           0         0.00



=======================================
      Lunch: 11:00AM to 02:00PM
=======================================
Net Sales                       302.04
Voids                   0         0.00
Manager Voids           0         0.00



=======================================
     24 Hour: 12:00AM to 12:00AM
=======================================
Net Sales                       642.96
Voids                   0         0.00
Manager Voids           0         0.00



=======================================
    Happy Hour: 04:00PM to 06:00PM
=======================================
Net Sales                       114.46
Voids                   0         0.00
Manager Voids           0         0.00


=======================================
                 Total
=======================================
Net Sales                       642.96
Voids                   0         0.00
Manager Voids           0         0.00


=======================================
```

Time Period Detail Sales Report

This report provides sales information for a specified time period. The report includes net sales; turn time; and guest, check, and table averages. Default tracking totals are also shown.

```
=======================================
              Micros Cafe
              Gateway Drive
      Time Period Detail Sales Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 01:51PM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
=======================================


=======================================
    Dinner 7 day: 04:00PM to 08:00PM
=======================================
Net Sales                       114.46
Voids                 0           0.00
Manager Voids         0           0.00
---------------------------------------
Eat In                          114.46
  Guests, Avg         5          22.89
  Checks, Avg         7          16.35
  Tables, Avg         0           0.00
  Turn Time (Mins)                0.00

Carry Out                         0.00
  Guests, Avg         0           0.00
  Checks, Avg         0           0.00
  Tables, Avg         0           0.00
  Turn Time (Mins)                0.00

No Tax                            0.00
  Guests, Avg         0           0.00
  Checks, Avg         0           0.00
  Tables, Avg         0           0.00
  Turn Time (Mins)                0.00

Incl Only                         0.00
  Guests, Avg         0           0.00
  Checks, Avg         0           0.00
  Tables, Avg         0           0.00
  Turn Time (Mins)                0.00

Total Net Sls                   642.96
Guests, Avg          10          64.30
Checks, Avg           7          91.85

Default Tracking
---------------------------------------
Food                 19         104.96
Beer                  2           8.50
Beverages             8           6.00
Cash                  5         130.57

Cash Section
Cash                  5         130.57
+Bank Loan            0           0.00
-Bank Pickup          0           0.00
=In Drawer            5         130.57
```

```
=======================================
                 Total
=======================================
Net Sales                       642.96
Voids                 0           0.00
Manager Voids         0           0.00
---------------------------------------
Eat In                          633.86
  Guests, Avg        10          63.39
  Checks, Avg        29          21.86
  Tables, Avg         1         633.86
  Turn Time (Mins)             1,473.95

Carry Out                         9.10
  Guests, Avg         0           0.00
  Checks, Avg         0           0.00
  Tables, Avg         0           0.00
  Turn Time (Mins)                0.00

No Tax                            0.00
  Guests, Avg         0           0.00
  Checks, Avg         0           0.00
  Tables, Avg         0           0.00
  Turn Time (Mins)                0.00

Incl Only                         0.00
  Guests, Avg         0           0.00
  Checks, Avg         0           0.00
  Tables, Avg         0           0.00
  Turn Time (Mins)                0.00

Total Net Sls                   642.96
Guests, Avg          10          64.30
Checks, Avg          29          22.17


=======================================
```

Void Report

The Void report provides detailed information about the transaction activities associated with voided items from each employee's guest checks.

```
========================================
                Micros Cafe
                Gateway Drive
              Void Report

Scope:            System
Business Date:    Fri 04/09/2004
Taken From:       Ws1
Generated:        Mon 04/26/2004 01:44PM
========================================

========================================
        10024 Cashier, Cashier
========================================
Check             Count         Amount
  1025                7          38.45

Subtotal              7          38.45
========================================

Total                 7          38.45

========================================
```

Tender Reports

Tender Reports provide sales information relevant to discounts, service charges, and other tenders.

Tender Report

This report summarizes the quantities and net sales associated with selected tender types for a specific business date or date range. Percentage information is included for each group. If more than one day is covered, information for each day is presented separately.

```
========================================
             Micros Cafe
             Gateway Drive
             Tender Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 01:15PM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
========================================

5 MasterCard           Value   Percent
  Count                    2     7.41%
  Tenders              27.25     4.82%

8 Diners/CB            Value   Percent
  Count                    1     3.70%
  Tenders              16.53     2.92%

11 Cash                Value   Percent
  Count                   24    88.89%
  Tenders             522.08    92.26%
       ----------------------

Subtotal               Value   Percent
  Count                   27   100.00%
  Tenders             565.86   100.00%
----------------------------------------

Total                  Value   Percent
  Count                   27   100.00%
  Tenders             565.86   100.00%


========================================
```

Discount Report

This report summarizes the quantities and net sales associated with the selected discounts for a specific business date or date range. Percentage information is included for each group. If more than one day is covered, information for each day is presented separately.

```
=========================================
                 Micros Cafe
                Gateway Drive
               Discount Report

Scope:            System
Business Date:    Fri 04/09/2004
Taken From:       Ws1
Generated:        Mon 04/26/2004 12:03PM

From Backup:      Ws6
Inactive:         Ws2
Inactive:         Ws3
Inactive:         Ws4
Inactive:         Ws5
=========================================

1 $1.23 Discount         Value    Percent
   Count                    -1   -100.00%
   Discounts             -1.23    -25.79%

3 open$ Discount         Value    Percent
   Count                     1    100.00%
   Discounts              5.00    104.82%

7 $1.00 Item Dsc         Value    Percent
   Count                     1    100.00%
   Discounts              1.00     20.96%
              ----------------------

Subtotal                 Value    Percent
   Count                     1    100.00%
   Discounts              4.77    100.00%
-----------------------------------------

Total                    Value    Percent
   Count                     1    100.00%
   Discounts              4.77    100.00%


=========================================
```

Service Charge Report

This report summarizes the quantities and net sales associated with the selected service charges for a specific business date or date range. Percentage information is included for each group. If more than one day is covered, information for each day is presented separately.

```
                Micros Cafe
               Gateway Drive
            Service Charge Report

Scope:            System
Business Date:    Fri 01/21/2005
Taken From:       WS1
Generated:        Thu 01/20/2005 09:53AM
=========================================


3 OPEN $ SVC CHG               Percent
  Count                    1   33.33%
  Svc Chgs              5.00   66.93%
  -Incl Taxes           0.45   65.75%
  =Svc Chg Total        4.55   65.75%


6 1.00 SVC CHG                 Percent
  Count                    1   33.33%
  Svc Chgs              1.00   13.39%
  -Incl Taxes           0.10   13.01%
  =Svc Chg Total        0.90   13.01%
          ---------------------


Subtotal                       Percent
  Count                    2   66.67%
  Svc Chgs              6.00   80.32%
  -Incl Taxes           0.55   78.76%
  =Svc Chg Total        5.45   78.76%
-----------------------------------------


1 CHARGED TIP                  Percent
  Count                    1   33.33%
  Svc Chgs              1.47   19.68%
  -Incl Taxes           0.00   21.24%
  =Svc Chg Total        1.47   21.24%
-----------------------------------------


Total                          Percent
  Count                    3  100.00%
  Svc Chgs              7.47  100.00%
  -Incl Taxes           0.55  100.00%
  =Svc Chg Total        6.92  100.00%
```

Employee Reports

Employee reports provide both financial and operational statistics for servers and other employees. The employee balance reports include all sales-related transactions (checks opened, service charges, discounts, etc.) that occurred on a specific business date or date range. This information can be used to balance an employee's bank or cash drawer. It can also assist a manager in identifying employees who could benefit from additional training.

Employee Balance Report

This report provides detailed sales information by employee, including guest, check, and table totals and averages for each order type (e.g., Eat In, Carry Out) in the system.

```
========================================
              Micros Cafe
             Gateway Drive
         Employee Balance Report

Scope:          Wsl
Business Date:  Fri 04/09/2004
Taken From:     Wsl
Generated:      Mon 04/26/2004 09:45AM
========================================

========================================
         20 Jefferson, Thomas
========================================
 Net Sales                       325.11
+Service Charges                   5.53
+Tax Collected                     3.61
=Total Revenue                   334.25
----------------------------------------
 Cash                            217.38
+Paid In                           0.00
-Paid Out                          0.00
=Cash Due                        217.38
----------------------------------------
 Checks Carried Over    0          0.00
+Checks Begun          15        334.25
+Checks Transferred In  0          0.00
-Checks Paid           10        261.16
-Checks Paid By Others  0          0.00
-Checks Transferred Out 1         10.78
=Outstanding            4         62.31
----------------------------------------
Gross F and B Receipts           255.63
Charged Receipts                  38.25

 Service Charge Receipts           0.00
+Charged Tips                      5.53
+Cash Tips Declared                0.00
+Indirect Tips                     0.00
=Total Tips                        5.53
Tips Percentage                   2.16%

Tips Paid                          0.00
Tips Due                           5.53
----------------------------------------
Eat In                           316.01
  Guests, Avg          4          79.00
  Checks, Avg         15          21.07
  Tables, Avg          0           0.00
  Turn Time (Mins)                 0.00

Carry Out                          9.10
  Guests, Avg          0           0.00
  Checks, Avg          0           0.00
  Tables, Avg          0           0.00
  Turn Time (Mins)                 0.00
```

```
No Tax                             0.00
  Guests, Avg          0           0.00
  Checks, Avg          0           0.00
  Tables, Avg          0           0.00
  Turn Time (Mins)                 0.00

Incl Only                          0.00
  Guests, Avg          0           0.00
  Checks, Avg          0           0.00
  Tables, Avg          0           0.00
  Turn Time (Mins)                 0.00

Total Net Sls                    325.11
Guests, Avg            4          81.28
Checks, Avg           15          21.67
----------------------------------------
Discounts                          1.00
Returns               -1          -5.00
Voids                  0           0.00
Credit Total                       0.00
Change Grand Total               339.25
Rounding Total                     0.00

Manager Voids          0           0.00
Error Correct          9          23.42
Cancel Total          19          79.18
Training Total                     0.00
Employee Meals         0           0.00
No Sale Count          0

Default Tracking
----------------------------------------
Food                  53         251.86
Beer                  18          60.00
Beverages             19          14.25
$1.00 Item Dsc         1           1.00
Charged Tip            3           5.53
Cash                   8         217.38
MasterCard             2          27.25
Diners/CB              1          16.53

Cash Section
Cash                   8         217.38
+Bank Loan             0           0.00
-Bank Pickup           0           0.00
=In Drawer             8         217.38

========================================
```

Employee Shift Report

This report provides detailed sales information categorized by shift and by employee. Details include guest, check, and table totals and averages for each order type (e.g., Eat In, Carry Out) in the system.

```
=========================================
              Micros Cafe
             Gateway Drive
         Employee Shift Report

Scope:            Ws1
Business Date:    Fri 04/09/2004
Taken From:       Ws1
Generated:        Mon 04/26/2004 09:55AM
=========================================


=========================================
         20 Jefferson, Thomas
Shift:            1
From:             Tue 04/13/2004 01:36PM
=========================================
 Net Sales                        325.11
+Service Charges                    5.53
+Tax Collected                      3.61
=Total Revenue                    334.25
-----------------------------------------
 Cash                             217.38
+Paid In                            0.00
-Paid Out                           0.00
=Cash Due                         217.38
-----------------------------------------
 Checks Carried Over    0           0.00
+Checks Begun          15         334.25
+Checks Transferred In  0           0.00
-Checks Paid           10         261.16
-Checks Paid By Others  0           0.00
-Checks Transferred Out 1          10.78
=Outstanding            4          62.31
-----------------------------------------
Gross F and B Receipts            255.63
Charged Receipts                   38.25

 Service Charge Receipts            0.00
+Charged Tips                       5.53
+Cash Tips Declared                 0.00
+Indirect Tips                      0.00
=Total Tips                         5.53
Tips Percentage                    2.16%

Tips Paid                           0.00
Tips Due                            5.53
-----------------------------------------
Eat In                            316.01
  Guests, Avg         4            79.00
  Checks, Avg        15            21.07
  Tables, Avg         0             0.00
  Turn Time (Mins)                  0.00

Carry Out                           9.10
  Guests, Avg         0             0.00
  Checks, Avg         0             0.00
  Tables, Avg         0             0.00
  Turn Time (Mins)                  0.00
```

```
No Tax                              0.00
  Guests, Avg         0             0.00
  Checks, Avg         0             0.00
  Tables, Avg         0             0.00
  Turn Time (Mins)                  0.00

Incl Only                           0.00
  Guests, Avg         0             0.00
  Checks, Avg         0             0.00
  Tables, Avg         0             0.00
  Turn Time (Mins)                  0.00

Total Net Sls                     325.11
Guests, Avg           4            81.28
Checks, Avg          15            21.67
-----------------------------------------
Discounts                           1.00
Returns              -1            -5.00
Voids                 0             0.00
Credit Total                        0.00
Change Grand Total                339.25
Rounding Total                      0.00

Manager Voids         0             0.00
Error Correct         9            23.42
Cancel Total         19            79.18
Training Total                      0.00
Employee Meals        0             0.00
No Sale Count         0

Default Tracking
-----------------------------------------
Food                 53           251.86
Beer                 18            60.00
Beverages            19            14.25
$1.00 Item Dsc        1             1.00
Charged Tip           3             5.53
Cash                  8           217.38
MasterCard            2            27.25
Diners/CB             1            16.53

Cash Section
Cash                  8           217.38
+Bank Loan            0             0.00
-Bank Pickup          0             0.00
=In Drawer            8           217.38


=========================================
```

Employee Tip Report

Tip reports are used to ensure compliance with IRS requirements. They track tips received by cash, charges, or automatic gratuities. A report may be generated for the entire establishment or for one or more employees.

This report provides information about charge tips and cash tips declared by employees.

```
=========================================
                Micros Cafe
                Gateway Drive
             Employee Tip Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 10:05AM

From Backup:    Ws6
Inactive:       Ws2
Inactive:       Ws3
Inactive:       Ws4
Inactive:       Ws5
=========================================


=========================================
         20 Jefferson, Thomas
=========================================
Gross F and B Receipts          255.63
Charged Receipts                 38.25

 Service Charge Receipts          0.00
+Charged Tips                     5.53
+Cash Tips Declared               0.00
+Indirect Tips                    0.00
=Total Tips                       5.53
Tips Percentage                  2.16%

Tips Paid                         0.00
Tips Due                          5.53


=========================================
```

Employee Open Check Report

This report lists all checks that remain open at the time the report is generated. It is used to identify the owner of open checks so that they may be closed. This report is usually run prior to running autosequences, or as part of an autosequence that handles end-of-day procedures.

```
=========================================
              Micros Cafe
             Gateway Drive
       Employee Open Check Report

Scope:            System
Taken From:       Ws1
Generated:        Mon 04/26/2004 01:25PM
=========================================


=========================================
         20 Jefferson, Thomas
=========================================
Chk#   Table Date  Time          Amount
----   ----- ----- -----         ------
  46          04/20 02:43PM        29.94
  51          04/22 09:30AM         6.50

Total              2               36.44

=========================================
        1230 Washington, George
=========================================
Chk#   Table Date  Time          Amount
----   ----- ----- -----         ------
  52          04/26 01:24PM        13.99

Total              1               13.99


=========================================
```

Employee Closed Check Report

This report lists all checks that were closed by an employee, including reopened checks that were closed again, and memo tenders.

Checks are listed by number and include the date and time that the check was opened and closed, the amount tendered, and how many times it was printed.

If a check was subjected to other procedures (e.g., split, merged, or transferred), the entry is followed by a notation indicating the action taken. This information can be used as an employee audit trail, and can be helpful if the hard-copy of the check is lost.

```
                Micros Cafe
                Gateway Drive
        Employee Closed Check Report


Scope:           System
Business Date:   Wed 12/10/2003


Generated:       Wed 12/10/2003 11:37AM
=======================================


=======================================
            10 Bush, George
=======================================
Check  Date        Time          Amount
---------------------------------------
 1006  12/10/2003 10:55AM          12.00
       12/10/2003 10:55AM    0
       Closed to Cash
 1005  12/10/2003 10:54AM          32.75
       12/10/2003 10:55AM    0
       Closed to Cash
 1004  12/10/2003 10:54AM          12.85
       12/10/2003 10:54AM    0
       Closed to Cash
 1003  12/10/2003 10:54AM          13.00
       12/10/2003 10:54AM    0
       Closed to Room Charge
 1002  12/10/2003 10:53AM          30.48
       12/10/2003 10:54AM    0
       Closed to Cash
 1001  12/10/2003 10:53AM          63.75
       12/10/2003 10:53AM    0
       Closed to Cash


Total            10             164.83
```

Employee Listing Report

This report lists all employees available on the local workstation where the report is taken. The employees are sorted by job and the employee phone numbers may optionally be included.

```
=======================================
                MICROS CAFE
             7031 Columbia Rd
          Employee Listing Report

Scope:            System
Taken From:       MY PC
Generated:        Fri 04/22/2005 07:31AM
=======================================


999 MICROS
-------------------------
MICROS, MICROS
                 555-4321


1000 KITCHEN
-------------------------
SMITH, PETER
                 555-2222
JONES, SALLY
                 555-4444


1001 SERVER
-------------------------
Williams, BOB
                 555-5555
JOHNSON, WILLIAM
                 555-6666


1002 BAR
-------------------------
BROWN, TIM
                 555-8888


1004 MANAGER
-------------------------
ORTEGA, MICHAEL
                 555-1234
EDWARDS, STEVE
                 555-5678
```

Labor Reports

Time and attendance reports provide information on labor availability, an accounting of gross wages, and an analysis of labor costs and net sales percentages by job category or department.

Clock-In Status Report

This report indicates which employees are clocked in at the time the report is generated. This information can be useful for a variety of reasons, such as determining who is late at the start of a shift or determining who among the currently signed-in employees can be sent home early. It can also be used to ensure that no one is signed-in before running a labor report.

```
=======================================
                Micros Cafe
                Gateway Drive
            Clock In Status Report

Scope:             System
Taken From:        Ws1
Generated:         Mon 04/26/2004 02:19PM
=======================================

      Job              Date      Time
---------------------------------------
201 e7BST02, Uws02
  3 Server             04/14/2004 02:23PM

1230 Washington, George
  4 Bartender          04/26/2004 02:15PM

9039 Johnson, Charles
  3 Server             04/26/2004 02:17PM

9069 Ham, Jack
  4 Bartender          04/26/2004 02:16PM


=======================================
```

Time Clock Detail Report

This report summarizes labor information by employee subject to the time management system. It provides the dates and times that the employee clocked in/out, the number of regular and overtime hours worked, and their accumulated pay.

```
                Micros Cafe
               Gateway Drive
           Time Clock Detail Report

Scope:          System
Business Date:  Thu 01/20/2005
Taken From:     WS1
Generated:      Thu 01/20/2005 07:16PM
========================================


========================================
             10003 SOZA
========================================
     Job           Date        Time
----------------------------------------

  1  RUNNER
     In            01/20/2005   11:05AM
     Out           01/20/2005   07:15PM
                   -On Break


     RUNNER        Hours          Pay
----------------------------------------
     Reg           8.160         51.00
     Ovt           0.000          0.00


========================================
         10009 BROWN, JOE
========================================
     Job           Date        Time
----------------------------------------

  1  SERVER CAPT
     In            01/20/2005   11:05AM
     Out           01/20/2005   07:14PM


     SERVER CAPT   Hours          Pay
----------------------------------------
     Reg           8.150         22.57
     Ovt           0.000          0.00
```

Job Code Labor Report

This report summarizes labor information by job, including the hours worked, labor costs, and labor percentages.

```
=========================================
              Micros Cafe
             Gateway Drive
          Job Code Labor Report

Scope:          System
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 02:21PM
=========================================

3 Server         Hours          Pay
  Regular        8.0600       56.42
  Overtime     210.3200    2,208.36
  Total        218.3800    2,264.78
                 99.93%      99.93%
4 Bartender      Hours          Pay
  Regular        0.1600        1.62
  Overtime       0.0000        0.00
  Total          0.1600        1.62
                  0.07%       0.07%
-----------------------------------------
Subtotal         Hours          Pay
  Regular        8.2200       58.04
  Overtime     210.3200    2,208.36
  Total        218.5400    2,266.40
                100.00%     100.00%
=========================================
Total            Hours          Pay
  Regular        8.2200       58.04
  Overtime     210.3200    2,208.36
  Total        218.5400    2,266.40
                100.00%     100.00%


=========================================
```

Labor Availability Report

This report provides a count of all employees (by job) who are clocked in (including those on break) at the time the report is generated. This is particularly useful for establishments that need a quick summary — by job — of the number of employees that are currently active in the system. It also provides management with an efficient way of confirming that the scheduled number of employees is available.

```
==========================================
                Micros Cafe
                Gateway Drive
          Labor Availability Report

Scope:            System
Taken From:       Ws1
Generated:        Mon 04/26/2004 02:26PM
==========================================

                     In   Break   Total
1 Cook                0      0       0
2 Dishwasher          0      0       0
Subtotal              0      0       0

3 Server              2      0       2
4 Bartender           2      0       2
Subtotal              4      0       4

5 Manager             0      0       0
Subtotal              0      0       0

6 Cashier             0      0       0
Subtotal              0      0       0

9999 Property Expert  0      0       0
Subtotal              0      0       0

Total                 4      0       4

==========================================
```

Employee Job Code Labor Report

This report summarizes labor information for each employee and includes the job code, regular and overtime hours worked, and the pay information for each. At run time, users can limit results by selecting the applicable employee(s) and date range. This can be used to identify the employees and job types that are earning overtime pay. Management can use this report to better understand their labor costs.

```
========================================
            Micros Cafe
            Gateway Drive
    Employee Job Code Labor Report

Scope:          System
Business Date:  Fri 01/06/2006
Taken From:     Ws1
Generated:      Mon 01/09/2006 02:21PM
========================================
==================================
        2220 Brown, Joe
==================================

    Cook         Hours        Pay
----------------------------------
    Reg          0.720       4.32
    Ovt          0.000       0.00
==================================
        2831 Johnson, Ray
==================================

    Bartender    Hours        Pay
----------------------------------
    Reg          8.000      44.00
    Ovt          0.250       2.06
==================================
        3389 Parks, Laura
==================================

    Server       Hours        Pay
----------------------------------
    Reg          6.689      40.13
    Ovt          0.000       0.00
========================================
```

Time Period Labor Report

This report summarizes labor information by specified time period, and includes job title, job code, total number of hours worked for that job, total pay accrued, Net Sales. This report also includes labor totals for all jobs worked during the specified period including total number of hours worked, and total pay acrrued.

```
==========================================
               MICROS CAFE
             7031 Columbia Rd
          Time Period Labor Report

Scope:          System
Business Date:  Mon 08/13/2007
Taken From:     MY PC
Generated:      Thu 02/21/2008 03:16PM

From Backup:    COUNTER
==========================================


==========================================
   6P to 6:59P: 06:00PM to 06:59PM
==========================================


3 BARTENDER         Hours           Pay
  Total            1.9667          8.85
  Labor %                         3.23%


4 SERVER            Hours           Pay
  Total            0.9833          4.43
  Labor %                         1.62%

Net Sales                        273.75
------------------------------------------
Subtotal            Hours           Pay
  Total            2.9500         13.28
  Labor %                         4.85%



==========================================
   7P to 7:59P: 07:00PM to 07:59PM
==========================================


3 BARTENDER         Hours           Pay
  Total            1.8500          8.33
  Labor %                         2.17%


4 SERVER            Hours           Pay
  Total            0.9333          4.20
  Labor %                         1.10%

Net Sales                        383.25
------------------------------------------
Subtotal            Hours           Pay
  Total            2.7833         12.53
  Labor %                         3.27%

------------------------------------------
```

Time Period Detail Labor Report

This report summarizes labor information by specified time period, and includes job title, job code, total number of hours worked for that job, total pay accrued for that job. This report also includes labor totals for individual employees working during the specified time period including the number of hours worked, and total pay acrrued. Employees are grouped by the job(s) worked during that period.

```
==========================================
              MICROS CAFE
            7031 Columbia Rd
      Time Period Detail Labor Report

Scope:            System
Business Date:    Mon 08/13/2007
Taken From:       MY PC
Generated:        Thu 02/21/2008 03:01PM

From Backup:      COUNTER
==========================================


==========================================
    7P to 7:59P: 07:00PM to 07:59PM
==========================================

3 BARTENDER         Hours           Pay
  Total             1.8667         8.40
  Labor %                          2.19%
      Dodson, Janice
      In            03/22/2008  05:59PM
      Hours                       0.950
      Pay                          4.28
      Lutz, Brooke
      In            03/22/2008  05:59PM
      Out           03/22/2008  07:55PM
      Hours                       0.917
      Pay                          4.13


4 SERVER            Hours           Pay
  Total             0.9500         4.28
  Labor %                          1.12%
      Brickman, Rachel
      In            03/22/2008  05:59PM
      Hours                       0.950
      Pay                          4.28

------------------------------------------
```

Workstation Reports

Workstation Balance Report

This report provides detailed sales information by user workstation, including guest, check, and table totals and averages for each workstation in the system.

```
==========================================
              Micros Cafe
             Gateway Drive
         Workstation Balance Report

Scope:            Ws1
Business Date:    Fri 04/09/2004
Taken From:       Ws1
Generated:        Mon 04/26/2004 09:19AM
==========================================


==========================================
                 1 Ws1
==========================================
 Net Sales                          619.77
+Service Charges                      3.03
+Tax Collected                        5.37
=Total Revenue                      628.17
------------------------------------------
 Cash                               522.08
+Paid In                              0.00
-Paid Out                             0.00
=Cash Due                           522.08
------------------------------------------
Gross F and B Receipts              562.83
Charged Receipts                     38.25

 Service Charge Receipts             -2.50
+Charged Tips                         5.53
+Cash Tips Declared                   0.00
+Indirect Tips                        0.00
=Total Tips                           3.03
Tips Percentage                      0.54%

Tips Paid                             0.00
Tips Due                              3.03
------------------------------------------

Eat In                              610.67
   Guests, Avg          9            67.85
   Checks, Avg         28            21.81
   Tables, Avg          1           610.67
   Turn Time (Mins)              1,473.95

Carry Out                             9.10
   Guests, Avg          0             0.00
   Checks, Avg          0             0.00
   Tables, Avg          0             0.00
   Turn Time (Mins)                   0.00
```

```
No Tax                                0.00
   Guests, Avg          0             0.00
   Checks, Avg          0             0.00
   Tables, Avg          0             0.00
   Turn Time (Mins)                   0.00

Incl Only                             0.00
   Guests, Avg          0             0.00
   Checks, Avg          0             0.00
   Tables, Avg          0             0.00
   Turn Time (Mins)                   0.00

Total Net Sls                       619.77
Guests, Avg            9             68.86
Checks, Avg           28             22.13
------------------------------------------

Discounts                             4.77
Returns               -1            -5.00
Voids                  6            12.00
Credit Total                          2.50
Change Grand Total                  651.44
Rounding Total                        0.00
Grand Total                         651.44

Manager Voids          4            10.50
Error Correct         18            14.43
Cancel Total          35           134.45
Training Total                        0.00

Default Tracking
------------------------------------------
Food                 103           509.04
Beer                  30            94.00
Beverages             28            21.50
$1.23 Discount        -1            -1.23
open$ Discount         1             5.00
$1.00 Item Dsc         1             1.00
Open$ Svc Chg         -1            -2.50
Charged Tip            3             5.53
Cash                  24           522.08
MasterCard             2            27.25
Diners/CB              1            16.53

Cash Section
Cash                  24           522.08
+Bank Loan             0             0.00
-Bank Pickup           0             0.00
=In Drawer            24           522.08


==========================================
```

Workstation Shift Report

This report provides detailed sales information categorized by shift and user workstation. Details include guest, check, and table totals and averages for each workstation in the system.

```
=======================================
            Micros Cafe
           Gateway Drive
       Workstation Shift Report

Scope:          Ws1
Business Date:  Fri 04/09/2004
Taken From:     Ws1
Generated:      Mon 04/26/2004 09:34AM
=======================================

=======================================
            1 Ws1
Shift:          1
From:           Fri 04/09/2004 11:32AM
=======================================
 Net Sales                      619.77
+Service Charges                  3.03
+Tax Collected                    5.37
=Total Revenue                  628.17
---------------------------------------
 Cash                           522.08
+Paid In                          0.00
-Paid Out                         0.00
=Cash Due                       522.08
---------------------------------------
Gross F and B Receipts          562.83
Charged Receipts                 38.25

 Service Charge Receipts         -2.50
+Charged Tips                     5.53
+Cash Tips Declared               0.00
+Indirect Tips                    0.00
=Total Tips                       3.03
Tips Percentage                  0.54%

Tips Paid                         0.00
Tips Due                          3.03
---------------------------------------
Eat In                          610.67
  Guests, Avg        9           67.85
  Checks, Avg       28           21.81
  Tables, Avg        1          610.67
  Turn Time (Mins)             1,473.95

Carry Out                         9.10
  Guests, Avg        0            0.00
  Checks, Avg        0            0.00
  Tables, Avg        0            0.00
  Turn Time (Mins)                0.00

No Tax                            0.00
  Guests, Avg        0            0.00
  Checks, Avg        0            0.00
  Tables, Avg        0            0.00
  Turn Time (Mins)                0.00
```

```
Incl Only                         0.00
  Guests, Avg        0            0.00
  Checks, Avg        0            0.00
  Tables, Avg        0            0.00
  Turn Time (Mins)                0.00

Total Net Sls                   619.77
Guests, Avg          9           68.86
Checks, Avg         28           22.13
---------------------------------------
Discounts                         4.77
Returns             -1           -5.00
Voids                6           12.00
Credit Total                      2.50
Change Grand Total              651.44
Rounding Total                    0.00
Grand Total                     651.44

Manager Voids        4           10.50
Error Correct       18           14.43
Cancel Total        35          134.45
Training Total                    0.00

Default Tracking
---------------------------------------
Food               103          509.04
Beer                30           94.00
Beverages           28           21.50
$1.23 Discount      -1           -1.23
open$ Discount       1            5.00
$1.00 Item Dsc       1            1.00
Open$ Svc Chg       -1           -2.50
Charged Tip          3            5.53
Cash                24          522.08
MasterCard           2           27.25
Diners/CB            1           16.53

Cash Section
Cash                24          522.08
+Bank Loan           0            0.00
-Bank Pickup         0            0.00
=In Drawer          24          522.08

=======================================
```

Consolidated Workstation Shift Report

This report provides detailed sales information consolidated by user workstation. Details include guest, check, and table totals and averages for each workstation in the system.

```
========================================
 Workstation Consolidated Shift Report

Scope:          System
Business Date:  Mon 06/13/2005
Taken From:     UWS1
Generated:      Mon 06/13/2005 08:35AM
========================================


========================================
           1 PC_SERVER
Shift:          1
========================================
 Net Sales                      68.24
+Service Charges                 0.00
+Tax Collected                   6.83
=Total Revenue                  75.07
----------------------------------------
 Cash                           75.07
+Paid In                         0.00
-Paid Out                        0.00
=Cash Due                       75.07
----------------------------------------
Gross F and B Receipts          75.07
Charged Receipts                 0.00

 Service Charge Receipts         0.00
+Charged Tips                    0.00
+Cash Tips Declared              0.00
+Indirect Tips                   0.00
=Total Tips                      0.00
Tips Percentage                 0.00%

Tips Paid                        0.00
Tips Due                         0.00
----------------------------------------
EAT IN                          68.24
  Guests, Avg         2          34.12
  Checks, Avg         2          34.12
  Tables, Avg         2          34.12
  Turn Time (Mins)               0.14
```
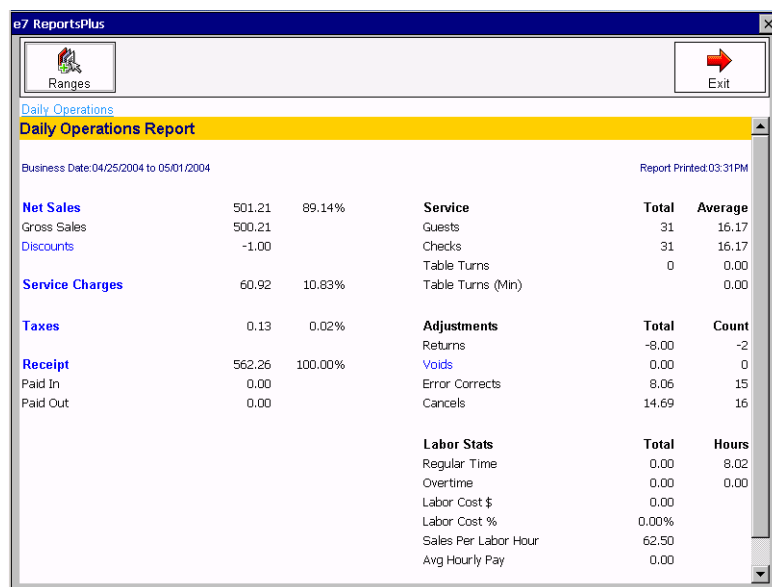
ReportsPlus

ReportsPlus is a interactive tool for viewing and analyzing report totals from the POS terminal. The feature is available through the Reports module as a supplement to the standard 40-column reports.

ReportsPlus is built on an HTML-based framework. The report structure echoes web sites, consisting of a home page — The Daily Operations Report — and providing hyperlinks to additional report pages. These secondary pages drill down into the database, narrowing the scope of the report (i.e., number of items covered), while increasing the level of detail. Because pages are generated dynamically, the user is assured of receiving up-to-the minute results at the moment the report is displayed.

Report Levels

ReportsPlus pages can be divided into three levels, with results moving from a broad overview of all report totals, to the contents of a specific check.

The first level is the Daily Operations Report. This is the first page displayed when ReportsPlus is launched. It summarizes system totals for each of the major report categories — Sales, Tenders, Service Charges, Adjustments, Taxes, Service and Labor Totals. By default, the Daily Operations Report opens with totals for the current business date. A selection box is provided that allows users to set the date ranges and rerun the report.

From the Daily Operations Report, users can navigate to the second report level by selecting one of the blue hyperlinked entries. At this level, report totals are provided for groups of transaction items, from a general summary (e.g., major groups, discounts, service charges, tenders, taxes), to an analysis by type (e.g., cash, checks, VISA, MasterCard, AMEX). Data presented here are comparable to the results displayed in the 40-column standard reports.

Finally, second-level reports may include hyperlinks to a third level of detail — to the transaction itself. This is where ReportsPlus differentiates itself, providing a degree of information not otherwise available through the standard system report.

When a hyperlinked entry is selected (e.g., Senior Discounts or Cash Tenders), a Check Report is produced, listing all the guest checks that posted the transaction item during the report period. From this list, users can simply click on a hyperlinked check number to view the complete check detail.

Report Flow Diagram

The following diagram provides a site map of the current ReportsPlus feature, illustrates the flow of data from the general to the specific.
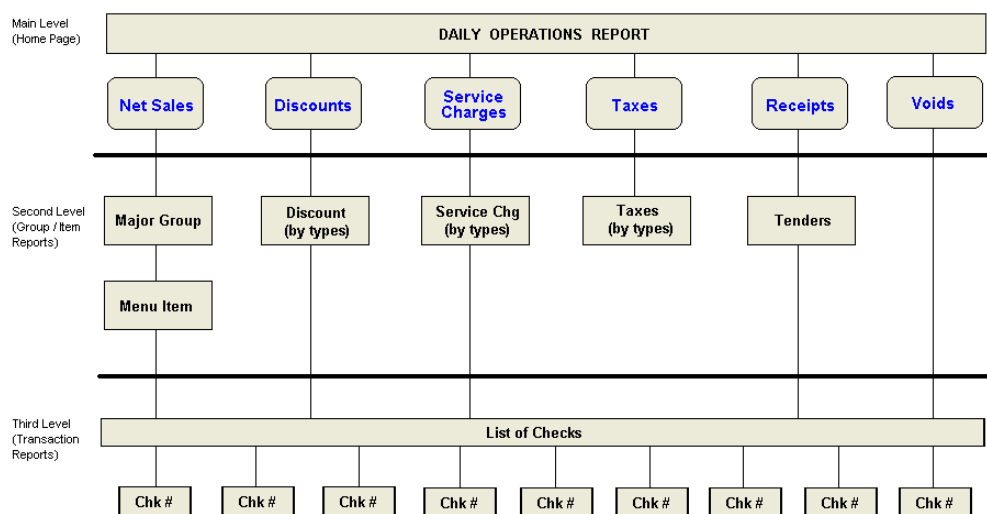
Navigating Back

As the user moves through the ReportsPlus site, a breadcrumb navigation trail builds above the yellow title bar, marking the path taken to get to the current page. Each step in the trail represents a hyperlink back to that preceding report page.
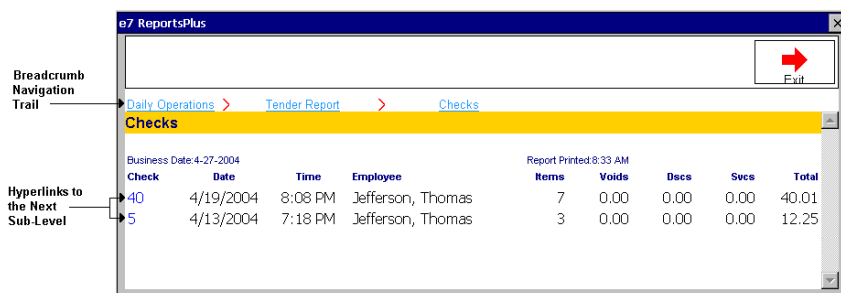
To change the data set (e.g., to view discounts instead of tenders), the user must return to the point in the path where discount reports were a selectable option. In this case, the user must return to the Daily Operations Report to find the Discount path.

Saving Data

ReportsPlus pages are view-only. The results displayed cannot be printed or saved to disk.

Running an HTML Report

To run a report from a POS terminal:

1. Open the Reports module to select the **[ReportsPlus]** key and run the Daily Operations Report.

By default the results for the current business date are posted.

2. To specify a particular date or range of dates, press the **[Ranges]** button in the top left-hand corner of the screen. A selection box is displayed.

Use the drop-down boxes to select the date range values and press the **[Run Report]** button. The totals will be adjusted accordingly.

3. To view transaction items in more detail, select one of the blue hyperlinks to drill down into the database and display the next level of reports.

To return to a previous page, select one of the report hyperlinks in the breadcrumb navigation trail, displayed above the yellow title bar.

Report Details

This section provides a detailed explanation of the line items and columns of information available throughout the MICROS e7 Reports. Not all items will be available on all reports.

Items are listed alphabetically and contain a description of the field as well as an explanation of how the results are calculated or derived. Where relevant, programming information is provided for those fields where the user are able to change the column header or label that will be printed on the report. These changes are made in the MICROS e7 Configurator.

Bank Loan

The count and value amount of all monies added to the system for the report period. This amount usually represents the starting balance "loaded" to the workstations so that they can make change during the initial transactions.

Bank Pickup

The count and value amount of all monies removed from the system during the report period. This amount represents a withdrawal of cash from a cash drawer to buy supplies, pay vendors, or remove excess cash and reduce the probability of theft or loss from a busy workstation.

Cancel Total

The count and value amount of entries that were cancelled using the **[Transaction Cancel]** key.

Cash

The count and/or value amount of all cash transactions executed in the system during the report period.

Cash Due

The value amount of cash monies expected at the end of the reporting period. This amount is calculated as follows:

+ Cash
+ Paid In
− Paid Out

Cash Tips Declared

The value of cash tips declared by the employee using the **[Declare Tips]** key.

Change Grand Total

The total value of all sales activity in the system for the period of the report. Change Grand Total is represented as an absolute value; it is always a positive number.

Change Grand Total is calculated as follows:

+ Total Revenue
+ Total Discount
+ Return
+ Voids
+ Credit Total

This field is used in conjunction with Credit Total and Grand Total to verify system accounting security. Change Grand Total is not used to balance revenue.

Charged Receipts

The total receipts recorded by **[Tender]** keys defined as charge keys (e.g., credit cards and/or room charges) that are programmed to require a charged tip.

Only tenders that include a non-zero charged tip (less the tip) are included in this total.

Charged Tips

The sum of all tips charged to credit cards or to room charges through a PMS system when the tender key is programmed to automatically calculate any overtendered amount as a charged tip. A charged tip can also be entered manually through a **[Charged Tip]** key.

Checks, Avg

The average number of checks opened and service totalled, along with the average revenue generated per check. This figure is calculated using the following formula:

Avg Total Per Check = Total Net Sales / Checks

Checks Begun

The count and value amount of checks, including fast transactions, begun during the report period. These totals include checks created using split check and closed check edit procedures. The value amount includes net sales, service charges, and tax.

Checks Carried Over

The count and value amount of open checks carried over from the previous report period. These totals include checks created using split check and closed check edit procedures. The value amount includes net sales, service charges, and tax.

Checks Paid

The count and value amount of all checks (including fast transactions) closed by tendering during the report period. Only closed checks will be included in the count. The value amount includes net sales, service charges, and tax; and will include any amount that has been tendered on a check, even if it wa a partial tender.

Checks Paid by Others

The count and value amount of checks that were opened by one employee, but picked up and paid out by another.

Checks Transferred In

The count and value amount of guest checks that were transferred to an employee using the **[Transfer Check]** key. The value amount includes net sales, service charges, and tax. The value of the check is determined at the time of the transfer.

Checks Transferred Out

The count and value amount of guest checks that were transferred away from an employee using the **[Transfer Check]** key. The value amount includes net sales, service charges, and tax. The value of the check is determined at the time of the transfer.

Count

The total number and percentage of sales for transaction items in this particular category. This figure can be calculated for menu items, major groups, or family groups.

Credit Total

A total created when a round results in a negative balance.

If the negative balance was created by voiding a menu item, the tax associated with the item is posted to Credit Total.

If the negative balance was created by a negative-value menu item, the entire value of the menu item and any associated taxes is posted to Credit Total.

In either case, the amount posted to Credit Total cannot exceed the negative balance of the round.

For example, a server voids two lobster dinners priced at $20 with $2 total tax for a void total of $42. In the same round, the server orders several more menu items with a total value (including tax) of $41. The transaction value of the round is -$1.

Since the round resulted in a negative balance, and the negative balance was created by voiding menu items, the tax associated with those menu items ($2) will post to Credit Total. However, the negative balance of the round is only $1; the amount posted to Credit Total cannot exceed this amount. In this example, -$1 is posted to Credit Total.

This field is used in conjunction with Change Grand Total and Grand Total to verify system accounting security. Credit Total is not used to balance revenue.

Discounts

The total value amount and percentage of discounts in this particular category. This figure can be calculated for menu items, major groups, or family groups.

Error Correct

The count and value amount of items that were voided in the current round. This is considered an error correction, rather than a void.

Grand Total

The total value of all sales activity. Discounts, returns, voids, and credits are included as positive numbers. This number is never reset; it always accumulates.

This field is used in conjunction with Change Grand Total and Credit Total to verify system accounting security. Grand Total is not used to balance revenue.

Grand Total is calculated as follows:

+ previous Grand Total
+ Change Grand Total

Gross F and B Receipts

The total receipts recorded by **[Tender]** keys that were programmed to add to this total. Tax Collected can also be included. This figure does not include charged tips.

Gross Sales

The total value amount and percentage of sales for items in this particular category. This figure can be calculated for menu items, major groups, or family groups. Inclusive taxes, add-on taxes, Florida surcharges, item discounts, and subtotal discounts are not included.

Guests, Avg

The average number of guests served along with the average revenue generated by each guest. This figure is calculated using the following formula:

Avg Total Per Guest = Total Net Sales / Guests

Hours, Regular

The total number of non-overtime hours worked in the period covered by the report. The number of hours is reported to the nearest hundredth of an hour and is represented as a decimal figure.

Hours, Overtime

The total number of overtime hours worked in the period covered by the report. The number of hours is reported to the nearest hundredth of an hour and is represented as a decimal figure.

Hours, Total

The total number of hours worked. This figure is calculated as follows:

Total = Regular [Hours] + Overtime [Hours]

Hours (% of Total)

The number of hours worked by employee or job code, expressed as a percentage of the total number of hours worked by all employees.

% of Total = (Total [Hours]) / Total Hours for Job) x 100%

In Drawer

The sum of all cash transactions (by count and value amount) for the report period. This figure is calculated as follows:

+ Cash
+ Bank Loan
– Bank Pickup

Indirect Tips

The sum of all tips declared through an **[Indirect Tips]** key so that they may be shared between two or more employees.

Item Discount

The net value of discounts recorded through any discount keys programmed as Item Discount keys. This figure is calculated as follows:

+ sum of all item discount entries
– all voids of item discount entries

Manager Voids

The count and value of the voids that required manager authorization.

Net Sales

The net sales total of all sales activity. All discounts, voids, returns, and any inclusive tax associated with the sales activity have been subtracted.

The Net Sales total is calculated as follows:

+ sum of all menu item entries (less any included tax)
– all voids of menu item entries
– all discount entries
+ any voids of discount entries
– all returns of menu item entries
+ any voids of returns of menu item entries

The report label for this field can be changed in **Taxes** | **General** | **Taxable Sales Name.**

No Sale Count

The number of times a transaction employee used the **[No Sale]** key to open the cash drawer outside of a transaction. If the **[No Sale]** key was not used during the reporting period, the count will be zero.

Outstanding

The count and current value of open checks. This is calculated as follows:

+ Check Carried Over
+ Checks Begun
+ Checks Transferred In
– Checks Paid
– Checks Paid by Others
– Checks Transferred Out

Paid In

The sum of all cash paid into the system during the report period. This value represents monies used to seed the cash drawer, not those received as the result of a customer transaction.

Paid Out

The sum of all cash paid out by the system during the report period. This amount represents the withdrawal of cash from a cash drawer for reasons such as payment of petty cash to vendors or payouts of employee tips.

Pay, Regular

The gross wages earned for non-overtime hours worked in the period covered by the report. The number of hours is reported to the nearest hundredth of an hour and is represented as a decimal figure.

Default regular wage rates are programmed by job in the MICROS e7 Configurator.

Pay, Overtime

The gross wages earned for overtime hours worked in the period covered by the report. The number of hours is reported to the nearest hundredth of an hour and is represented as a decimal figure.

Default overtime wage rates are programmed by job in the MICROS e7 Configurator.

Pay, Total

The total gross salary earned by employee for the period covered by this report. This figure is calculated as follows:

Total = Regular [Pay] + Overtime [Pay]

Pay (% of Total)

The percentage of the total wages earned by all employees in this job. This figure is calculated as follows:

% of Total = (Total [Pay]) / Total Pay for Job) x 100%

Returns

The Returns field includes two figures. The first is the number of items returned. The second is the value of the returned items.

The number of returned items is calculated as follows:

+   number of return entries
–   voids of return entries

The value of return items is calculated as follows:

+   value of return entries
–   value of voids of return entries

Rounding Total

The difference between the rounded totals printed on guest checks as the amount due and the actual totals (without rounding) posted to total revenue.

This field only prints if rounding is enabled.

Service Charges

The sum of all service charge entries as calculated by the sum of all service charge keys plus the calculated value of any autogratuity. The Service Charge is calculated as follows:

+   sum of all Service Charge key entries
–   all voids of service charge entries
+   computed autogratuity

Service Charge Receipts

The total of all service charges except for charged tips.

Subtotal Discount

The net value of all subtotal discounts. A subtotal discount is any discount recorded through a discount key that is not programmed as an item discount. This figure is calculated as follows:

+   sum of all subtotal discount entries
–   all voids of subtotal discount entries

Tables, Avg

The average number of tables served along with the average revenue generated by each table. This figure is calculated using the following formula:

Avg Total Per Table = Total Net Sales / Tables

Taxable Sales

The value amount of sales that were subject to taxation.

Tax Collected

The net tax collected based on taxable menu item sales adjusted for taxable (or non-taxable) discounts, taxable service charges, voids, and returns. The figure includes any U.S. inclusive tax or add-on taxes.

Tax Collected is calculated as follows:

+   sum of tax from taxable menu item entries
–   tax from voids of menu item entries
–   tax from returns of menu item entries
+   tax from voids of returns of menu item entries
–   tax from voids of taxable service charge entries
–   tax from non-taxable discount entries
+   tax from voids of taxable discount entries

The report label for this field can be changed in **Taxes | General | Tax Collected Name**.

Tax Exempt Sales

The value amount of all sales that were exempted from an applicable tax.

Tips Due

The value amount of charged tips to be paid to an employee. It is calculated using the following formula:

Tips Due = Total Tips — Tips Paid

Tips Paid

The sum of all charged tips along with any service charges that are programmed to add automatically to Tips Paid or are recorded manually through a **[Tips Paid]** key. This figure should equal the sum of charged tips and service charge tips; otherwise, the employees have not been paid all their tips.

Tips Percentage

The tip percentage is the value of total tips expressed as a percentage of gross receipts. It is calculated using the following formula:

Tip% = (Total Tips / Gross Receipts) x 100%

Total Discounts

The sum of Item Discount and Subtotal Discount amounts.

Total Discount is calculated as follows:

+   Item Discount
+   Subtotal Discount

Total Net Sls

The net sales total of all sales activity. All discounts, voids, returns, and any inclusive tax associated with the sales activity have been subtracted.

See also, Net Sales.

Total Revenue

The sum of Net Sales, Service Charge, and Tax Collected

The Total Revenue is calculated as follows:

+   Net Sales Total
+   Service Charges
+   Tax Collected

Total Tips

The sum of all tip amounts, calculated as follows:

+ Service Charge Receipts
+ Charged Tips
+ Cash Tips Declared
+ Indirect Tips

Training Total

The sum of all entries posted in the training mode. Training sales activity does not add to any other values on the report.

This total is similar to Grand Total, but for training totals. This amount is always positive, always accumulates, and is never reset.

Turn Time (Mins)

The average turn time of a table. A turn begins when a check is opened by table number while no other checks are open for this table. A turn ends with the tendering of a check that leaves no other checks open at the table. A turn is counted only if it is less than four hours.

The average turn time is calculated as follows:

(Avg) Turn Time = Sum of all Turn Times / Tables

Voids

The Voids field includes two figures The first is the number of void items. The second is the value of the void items.

The number of void items is calculated as follows:

+ number of voids of menu item entries
+ number of voids of service charge entries
– number of voids of void entries

The value of void items is calculated as follows:

+ value of void menu item entries
+ value of voids of service charge entries
– value of voids of void entries

Key Commands

This chapter describes the various types of key commands that are available and may be included on the MICROS e7 user touchscreens.

Availability of key commands will depend on how the individual system was programmed. If a key cannot be located, it may not have been programmed for use on the system.

In addition, certain function keys (i.e., voids, transfers, refunds, and employee assignments) may require a higher security level or a manager's permission to use.

In This Chapter...

Key Categories

Key command are grouped by function into seven categories:

- **Check Access** — Allows the user to create, open, and transfer checks within the system.

- **Check Operations** — Encompasses all of the functions relevant to check operations, including adding a name, table number, guest count, or order type.

- **Inquiry** — Allows the user to perform a PMS inquiry.

- **Non-Sales** — Allows the user to perform non-sales related functions such as accessing the MICROS e7 POS system, making configuration changes, and running reports.

- **Numeric** — Allows the user to enter numeric values.

- **Seat** — Allows the user to add, change, or increment seat numbers.

- **Touchscreens** — Allows the user to navigate between touchscreens.

- **Transactions** — Allows the user to generate an order and post sales transactions to it. Functions include adding and deleting menu items, discounts, and service charges, as well as posting payments using a variety of tender/media.

Key Functions

The following table provides an alphabetical listing of the available key types along with a brief description of their functionality.

The actual names that appears on the touchscreen buttons will vary, depending on the site's programming preferences. In some instances, a generic entry (e.g., Menu Item, Discount, Preset Tender) is used to represent an entire category of selections. Where relevant, samples of the key type are listed in brackets (e.g., [ITEM]) beneath the main heading.

Key Type	Function
@/For	Allows an employee to order odd quantities of items that are usually sold in fixed amounts (e.g., 3 donuts @ 4 for $1.00).
About MICROS e7 POS Operations	Provides information on the current version of the MICROS e7 System as well as the current business date.
Add Table Number	Adds a table number to an open check.
Assign Cash Drawer [CASH DRAWER 1] [CASH DRAWER 2]	Assigns a cash drawer to a signed-in employee. Usually requires manager-level permissions.
Auto Combo	Attempts to create a combo meal out of a la carte menu items that have already been added to the guest check.
Autosequence	Runs a series of steps that generates reports. This is usually done at the end of the day.
Backspace	Movement key. Takes the cursor back one character space.
Barcode	Allows the user to order a menu item by manually entering the barcode number.
Begin Check by Check Number	Begins a check and automatically assigns the next available check number.
Begin Check by Name	Begins a check and assigns a name to it. Opens a dialog box for the user to enter the name or other alphanumeric identifier. Automatically assigns the next available check number as well.
Begin Check by Numeric ID	Begins a check and opens a numeric dialog box for the user to assign a numeric identifier to it. Automatically assigns the next available check number as well.
Begin Check by Table	Begins a check and assigns a table number to it. Opens a dialog box for the user to select the table. Automatically assigns the next available check number as well.

Key Type	Function
Cancel	Ends the current transaction without saving the additions and changes. Usually linked to a numeric key pad or system dialog box.
Change Customer Output Language	Allows the user to specify the language used when printing customer guest checks or when information is shown on the pole display. This allows the customer to receive information in the language in which they are most comfortable. Up to 4 languages may be programmed. Press to cycle through the language options.
Change Language	Allows the user to change the language on the workstation displays (check detail, touch keys, error messages, etc.). Up to 4 languages may be programmed. Press to cycle through the options.
Change Screen	Movement key. Takes the user to another screen for additional selections.
Clear	Numeric key. Clears the entered values and allows the user to start over.
Clock In/Out	Clocks the user into and out of the system.
Combo	This key initiates a combo meal selection or manual combo recognition.
Condiment Modifier [EXTRA] [NO] [ON THE SIDE]	Allows the user to modify a condiment selection. This key is pressed before the condiment menu item (e.g., [EXTRA] [Onions]).
Configurator	Accesses the MICROS e7 Configuration utility. Usually requires manager-level permissions.
Credit Authorize	Opens a dialog box that allows a user to request authorization from a credit card processor for a charge amount on a customer's credit card, before accepting the card as payment.
Credit Card Lookup	Allows the user to request credit authorization without pressing a specific credit card tender key. When the credit card number is entered, verifies that the card type is accepted by the establishment and then proceeds with the authorization request.
Credit Finalize	Allows a user to close a check to a previously authorized credit card. Before a credit card payment is finalized, a credit card voucher must be printed and signed by the customer. The finalized amount therefore includes the charged tip.

Key Type	Function
Currency Conversion	Allows the user to accept foreign currencies during a transaction. A separate conversion key must be defined for each currency exchange. When pressed, converts the guest check totals to the selected currency (e.g., from US$to Euros) and displays the results on the workstation screen, pole display, and/or printed receipts.
Declare Tips	Allows the user to enter tips received during the current shift.
Discount (Type of): [$1.00 Off] [5% Discount] [Employee Meal]	Applies a discount (in the amount indicated on the key) to the current check. For "open amount" and "open percent" discounts, prompts the user to enter a specific amount or percentage before applying the discount to the current check.
Discount SLU	Links to a payment screen containing all of the programmed discounts available to the user.
Done	Allows the user to exit the condiment screen before all of the optional condiments have been selected. Also used to indicate that all the allowed condiments have been selected. Returns the user to the default transaction screen.
Edit Seat	Allows the user to change the seat number associated with a transaction item on an open check.
Exempt Auto Service Charge	Exempts the guest check from being charged the auto service charge fee, when one is in effect.
Exit	Allows the user to close the MICROS e7 system. May require manager-level permissions. (Use the Configurator | Jobs | Privileges | Use database tools option to define access to the Exit key.)
Guest Check ID	Adds a name or other alphanumeric identifier to an open check.
Guest Check Numeric ID	Adds a numeric identifier to an open check.
Guest Count	Allows the user to add the number of guests covered by a single check.
Hold and Fire	Allows the user to selectively hold and send menu items to the kitchen. Held items are shown in the check detail followed by the letter "H".
Indirect Tip Declare	Allows the user to split cash tips between two or more employees.

Key Type	Function
Initial CC Auth (Customer Name)	Allows the user to obtain authorization for a specific amount before any sales are posted to the guest check and assigns the customer name from Track 1 of the credit card as the check name on the guest check. The authorization amount can be preset using the Tender/Media	Credit Auth	Initial Auth Amount field, or it can be specified by the employee for each authorization.
Initial CC Authorize	Allows the user to obtain authorization for a specific amount before any sales are posted to the guest check. The authorization amount can be preset in the system, or it can be specified by the employee for each authorization.
Insert Condiment	Adds a condiment to the selected menu item.
Manager Procedures	Access the Manager Procedures screen. Usually requires manager-level permissions.
Manual CC Authorize	Allows a user to manually enter the credit card authorization received verbally over a phone line. This button is used for call-in orders (i.e., card not present) or as a backup when the electronic system is down.
Menu [BREAKFAST] [LUNCH] [DINNER] [HAPPY HOUR]	Allows the system to change the price of a transaction item depending on when it is ordered. Determines which transaction items (menu items, service charges, discounts) are available for selection.
Menu Item [HAMBURGER] [FRIES] [HOUSE SALAD] [ICE TEA]	Adds a menu item to the check. A separate key is provided for each menu item.
Merge Check	Combines two checks into a single total.
No Sale	Opens the cash drawer outside of a transaction.
Numeric [0] – [9] [00] [.] (decimal point)	Includes all the keys associated with a numeric keypad.
Numeric Keypad	Displays a dialog box with a numeric keypad.
On Demand Receipt	Allows the user to print a customer receipt for the previous order that was cashed out. This is valid until the next transaction has been completed.

Key Type	Function
Order Type [Dine In] [Take Out] [Delivery]	Specifies the order type for tax and reporting purposes.
Order Type Override [Dine In] [Take Out] [Delivery]	Allows the user to override the order type of the next selected menu item.
Pickup Check by Check Number	Allows the user to pick up a check by entering the check number in a dialog box.
Pickup Check by Table	Opens a dialog box for the user to select one of their open guest checks by table number. If the employee is allowed to pick up other employee's checks, all open checks are displayed. If more than one group exists on the table, a screen displays so the desired check can be selected.
Pickup Check by Table - Numeric	Allows the user to pick up a check by entering the table number in a dialog box. Use this key type when the table numbers are all numeric.
Pickup Check by Table - Alpha	Allows the user to pick up a check by entering the table number in a dialog box. Use this key type when the table numbers are alphanumeric.
PMS Inquiry	Sends an inquiry to an external Property Management System (PMS) to determine if a guest check may be charged to the customer's folio.
Preset Tender [$1.00] [$5.00] [$10.00] [$20.00]	Applies a preset cash amount to the current check.
Previous Screen	Returns the user to the previous touchscreen.

Key Type	Function
Remote File Utilities	Allows a user to remotely manage (i.e., copy, transfer, move, delete) files and directories and to remotely execute applications on any workstation running MICROS e7 software.
Reopen Closed Check	Reopens a previously closed check. Opens a dialog box where the user selects the check to be reopened.
Repeat Item	Adds a duplicate of the highlighted item to the current check. This button is useful for adding a second round of menu items with multiple condiment selections.
Replace Condiment	Deletes the highlighted condiment and allows the user to replace it with another.
Reports	Provides access to the Reports module. Usually requires manager-level permissions to access.
Reprint Time Card	Allows a user to reprint an employee's lost or damaged time card. Usually requires manager-level permissions.
Return	Allows the user to post a returned item.
Seat Number	Assigns a seat number to transaction items on an open check. Opens a dialog box for the user to specify which seat number will be applied BEFORE the transaction items are posted to the check.
Seat Number Increment	Advances the seat number to the next number in the sequence. If the current seat number is "3", pressing this key will change the seat number to "4."
Service Charge (Types of) [$5.00 Cover] [Autogratuity variable %] [10% Delivery Charge] [Open $ Svc Charge] [Open % Svc Charge]	Applies a service charge (in the amount indicated on the key) to the current check. For "open amount" and "open percent" service charge, prompts the user to enter a specific amount or percentage before applying the service charge to the current check.
Service Charge SLU	Links to a payment screen containing all of the programmed service charges available to the user.
Sign In	Verifies that the employee code entered by the user is valid and then signs him/her into the system. Opens a default transaction screen.
Sign Out	Ends the current session for the signed-in user and returns to the main sign-in screen.
Split Check	Transfers a portion of the original guest check detail to one or more new checks. Allows customers to divide the order and pay separately.
Size	Allows the user to configure a combo meal to a certain size.

Key Type	Function
Substitute	Allows the user to replace a menu item in a combo meal with another menu item from the same combo group. The available options will be displayed in a SLU. After a substitute item is selected, the system updates the combo meal and displays the new selections.
Tax Exempt	Deletes one or more types of taxes applied to an order. Customers must have a government-issued tax ID number to be exempt from the relevant tax type.
Tender/Media (Types of) [Cash], [VISA], [AMEX] [Service Total] [Media Loan] [Media Pickup]	Posts the flow of cash and the value of goods and services rendered during a service round or transaction. There are four types of tender/media keys: • **Payment** — Subtracts the amount entered from the balance due. Includes Cash, Credit Card, and Check keys. See also **Preset Tender**. • **Service Total** — Ends the current transaction and saves the check detail for future recall. • **Bank Loan** — Records the addition of cash to a cash drawer outside of a transaction. Typically used at beginning of a shift to record the opening bank amount. • **Bank Pickup** — Records the amount of cash withdrawn from a cash drawer outside of a transaction. Typically used during shift to remove excess cash and make petty cash payments, or at end of shift to balance out the drawer. Is also used to record payment of tips.
Tender/Media SLU	Links to a tender screen where the user selects a payment type and amount to complete the order.
Transfer Check	Transfers ownership of a check from the current employee to another employee. May require manager-level permissions.
Transaction Cancel	Ends the current transaction without saving the additions and changes.
Transaction Void	Places the system in a Void state. This allows a user to quickly void a number of items — all items entered while in this state are considered to be void items. Used to record refunds or to correct a mishandled check that was closed already.
Unassign Cash Drawer	Clears the assignment of the cash drawer to a signed-in employee. Usually requires manager permissions.
Void	Deletes the last item entered in the check detail. Can also be used to touch-void selected items.

CHAPTER 8 *TroubleShooting*

This chapter contains suggestions for diagnosing and resolving problems in the MICROS e7 POS System

In This Chapter...

Operator Prompts

Operator prompts are messages to the user indicating the next action required. These messages are usually displayed in the yellow status lines at the top and bottom of the screen. In some cases, they are included in a pop-up screen along with a numeric key pad for entering a required value. For example, you may be asked to specify an amount, provide an authorization code or employee ID, or confirm a selection before the system proceeds. When a numeric dialog box is displayed, enter the required value and press **[Enter]** to accept, **[Clear]** to erase and start over, or **[Cancel]** to exit the transaction.

Operator prompts are listed in alphabetical order.

Assign cash drawer (***)?

This confirmation dialog displays when a user presses a function key for the purposes of assigning a cash drawer, where (***) represents the cash drawer number.

Changing the Screen Template will position some buttons out of the Touchscreen area. These buttons will automatically be deleted. Do you wish to continue?

The user tried to modify the layout of an existing touchscreen by selecting a new Screen Template from the drop-down list. Select **[Yes]** to change the template or **[No]** to cancel the change.

Charged tip amount is ***

During a credit card transaction, the system displays the amount of the charged tip entered. Press **[Ok]** to confirm the amount or **[Cancel]** to abort the transaction.

Close Cash Drawer

The cash drawer is open.

Credit authorizations exist on this check. Are you sure you want to use the <tender name> tender?

After authorizing a credit card, the user selected another tender type to pay out the check (e.g., the customer decided to pay in cash). Select **[No]** to abort the tender or select **[Yes]** to continue with the designated tender.

Do you want to cancel this transaction

The **[Cancel]** key was pressed during a transaction. Press **[Yes]** to exit without saving the additions and changes made during the current service round. If this is a new check, the system will return to the default transaction screen without saving the record. If this was an existing check, the check will revert to the status as of the previous service round.

Do you want to clock out?

This confirmation dialog displays when a clocked-in employee has pressed the **[Clock In/Out]** button. Press **[Ok]** to clock out.

Clock out is only required if the employee is programmed to use the timekeeping functions.

Do you want to combine this check with the open check?

After selecting the **[Merge Check]** key, the user specified the open checks to be added. Press **[Ok]** to combine the two checks or **[Cancel]** to abort the process.

Do you want to transfer this check to yourself?

After pressing the **[Transfer Check]** key, the user selected from the list of open checks currently in the system. Checks are identified by owner, amount, check number, and table number and check name (if any). Only those checks belonging to other users are available for transfer. Press **[Yes]** to accept ownership of the check or **[No]** to cancel the process.

Employee is no longer a minor, but has an employee type that uses minor break rules. Enter authorization to continue with clock in.

During clock-in, the system compared the current calendar date with the employees's birthdate and found an inconsistency in the wage-rate criteria. To proceed, the employee's record should be updated; otherwise, an authorization code from a privileged employee is required.

Enter (***) amount

The selected transaction requires a user-defined amount to continue. A numeric dialog box is shown, with a prompt that reads, "Enter *** amount," where *** refers to the transaction type, such as discount, service charge, tip, tender, or menu item weight.

Enter (***) percent

The selected transaction key requires a percent value before attempting the calculation. A numeric dialog box is displayed, with a prompt that may read, "Enter discount percent," or "Enter service charge."

Enter (***) reference

The selected transaction requires a reference number before proceeding.

Enter auth code

This prompt displays when manual authorization of a credit card has been requested. A touchscreen keyboard is provided. To proceed, enter the code provided by the credit card processor and press **[Ok]**.

Enter authorization to (***)

The user selected a function that he or she is not privileged to use.

Examples of privileged activities include (but are not limited to) canceling transactions, assigning a cash drawer, clocking in early/late from a break, picking up/transferring another employee's guest checks, creating a negative balance due, and reopening a closed check. To complete the action, a privileged employee must authorize it by entering his/her own employee ID number.

Enter authorization to override check open on system. WARNING! This may cause an out-of-balance totals situation.

The user tried to open a check that another employee has open and active on the system. Because the system cannot allow two people to work on the same check simultaneously, the new user must be privileged to override the previous owner. However, if the first user is still posting items at the time the second user overrides the ownership, it can prevent the system from recording totals correctly.

Enter check name

This prompt displays with a touchscreen keyboard when a **[Check Name]** key is pressed. To proceed, type in an alphanumeric identifier for the current check and press **[Ok]**.

Enter credit card number

This prompt displays when a **[Credit Card]** key or the **[Credit Card Lookup]** key is pressed. To proceed, swipe the customer's credit card or manually enter the credit card number.

Enter expiration date (MMYY)

This prompts displays after a credit card is swiped or a credit card tender key is pressed. Enter the four-digit date (month and year) that the card expires.

Enter guest check number

This prompt displays when the **[Pick Up Check by Number]** key is pressed.

Enter initial auth amount

This prompt displays when a credit card is being pre-authorized at the start of a guest check (e.g., the customer has asked to run a tab). The amount entered represents the maximum that the customer may charge to the current guest check without requiring a secondary authorization from the credit card processor.

If the credit card tender was programmed with a initial authorization amount, this prompt will not display. When the **[Initial Auth]** key is pressed, the system will automatically submit a pre-authorization request for the programmed amount.

Enter item discount quantity

The user entered two or more discountable menu items and then pressed a discount key that could be applied to any of them. For example, after ringing up 3 **[Hamburger]** items, the server presses a **[$1.00 Off Burger]** discount key. The system needs to know how many of them are being discounted (e.g., how many coupons the customer has presented).

This message will not display if the menu items were touch-selected BEFORE the discount key was pressed.

Enter job code authorization

After clocking in, the user selected a job that requires an authorization code for which he/she is not privileged. To proceed, a manager or other privileged employee must provide authorization.

Enter meal employee

This prompt displays when an **[Employee Meal]** discount is applied to a check. To clear, the user selects the employee from a list provided by the system.

Enter number

This prompt displays whenever a numeric value is required.

Enter number of guests

This prompt displays when the **[Guest Count]** key is pressed.

Enter number to move

During a split check operation, this prompt displays if the user selects a menu item with a quantity greater than one. Using the numeric keys, specify how many of the items should be moved to the new check.

Enter optional (required) condiment

The selected menu item allows (requires) a condiment. The system will display touch keys of the appropriate condiment items. The system will return to the main menu item screen when the required number of condiments has been entered. For optional condiments, the user must press the **[Done]** key to exit this screen.

Enter seat number

This prompt displays when the **[Seat]** key is pressed. Use the numeric keypad to change the active seat.

Enter string

This prompt displays whenever a string value is required.

Enter tax exempt reference

This prompt displays when the **[Tax Exempt]** key is pressed. Using the touchscreen keyboard, enter the customer's tax exempt ID.

Enter tip employee

This prompt displays when the **[Tips Paid]** key is pressed. Enter the employee ID of the person to whom the tips were paid.

The **[Tips Paid]** key must be configured as a Pickup-type tender. It is used to account for money removed from the cash drawer to pay-out charged tips at the end of a shift.

Enter your employee ID number to sign in (clock in/out)

The **[Sign In]** or **[Clock In/Out]** key was pressed before an employee ID number was entered. To proceed, the user can either swipe his/her employee ID card or manually enter the employee number.

Exit and save changes?

This confirmation box displays when changes are made to an existing record. For example, after splitting a check, this message displays when the **[Save]** key is pressed.

Guest Count = (***).   Did you mean to enter more than 9 guests?

This confirmation box displays when the guest count entered is greater than 9. Press **[Yes]** to accept the entry or **[No]** to void the transaction and start again.

Issue change in foreign currency (***)?

This prompt displays when the user has converted to another currency prior to payment.

No beverages?

There were no beverage items on the check when the **[Service Total**] or **[Payment]** key was pressed. This message will only display if the restaurant has been programmed to use the beverage control feature.

Press **[Ok]** to close the prompt and service total the check. Press **[Cancel]** to continue the service round and enter beverage items.

Only (***) beverage(s) for (***) guests?

The number of beverages ordered is less than the number of guests specified in the guest count. This message only displays if the restaurant has been programmed to use the beverage control feature AND the number of beverages required is linked to the guest count.

Override guest check open on another workstation (***)? This may cause an out-of-balance totals situation.

The check is already open on another workstation. Press **[No]** to avoid posting duplicate or conflicting transaction items, or interfering with the calculation of check totals.

On the other hand, if a workstation failed with a check open on the system, it would be appropriate to pick up the check at another workstation, pressing **[Yes]** to override the original workstation.

Please place the item on the scale.

This message displays when a zero weight is received from the scale after ringing a weighed item.

Print new checks?

This message displays when the **[Done]** button is pressed after splitting a check. Press **[Yes]** to have the system print out each of the new guest checks.

Processing Authorization

This message displays in the status box when a credit card authorization or finalization is sent to the credit card processor for approval. It remains until a response is returned.

Quit and lose changes?

This confirmation dialog displays whenever a **[Cancel]** button is pressed on the split or share check screen.

Ready for your next entry

This prompt appears in the status box and indicates that the system is ready for the next transaction item.

Select check to merge

When the user opens or picks up a check and then pressing the **[Merge]** button, a list of open checks is presented. Once a check is selected and the **[Ok]** button pressed, the system asks for confirmation that the checks are to be merged. Press **[Yes]** to complete the transaction.

Select check to transfer

After the **[Transfer]** button is pressed, this message is displayed above a list of open checks. Only those checks belonging to another server are listed.

Select checks to share

When splitting a check, if a menu item is highlighted and the **[Share]** key is pressed, this message will be displayed above a list of the newly created checks. Highlight the check numbers that will share the menu item(s) and press **[Ok]** to split the costs equally between them.

Select closed check to be reopened

After the **[Reopen Closed Check]** button is pressed, this message is displayed above a list of checks closed on the current business date.

Select credit card account number

This message displays above a list of previously authorized credit card numbers. It can occur when adding or updating a credit card authorization on a previously authorized check, or when finalizing payment to one of the authorized credit cards.

To authorize another credit card on the open check, select **New Account...**. To update or finalize a previously authorized credit card, select the credit card number. Press [Ok] and follow the prompts to complete the transaction.

Select table

This prompt displays whenever a check is opened by table number or when a table number is added to an open check. To assign a check to a table, press one of the numbered keys and press **[Ok]**.

Sign In, enter your ID number

This prompt displays below the customer or MICROS e7 logo graphic on the system's Clock In/Sign-In screen. It indicates that the workstation is not currently in use. Authorized employees may clock into the system or sign in to begin a transaction by entering their employee IDs and pressing either the **[Clock In/Out]** or **[Sign In]** key.

This check has items on hold

This prompt displays when the user picks up a check that includes items held in the previous service round. The items will remain on hold until manually released by the user or until the check is tendered. Before closing, all held items are automatically sent to the kitchen.

Tip amount is (***)?

This confirmation dialog displays when declaring tips (direct or indirect) at the end of an employee's shift. Enter the total amount of tips received during that shift. This sum is considered taxable income and required for tax reporting purposes.

Transaction Approved

This message displays in the status box to indicate that the credit card authorization/payment request has been approved by the credit card processor.

Unassign cash drawer (***)?

This confirmation dialog displays when a user presses a programmed function key to terminate a cash drawer assignment, where (***) represents the number of the assigned cash drawer.

Warning -- current business date setting is incorrect. Do you want to continue?

The system's business date does not match the current calendar date registered by the workstation. Failure to reset the business date before preceding may affect the way transactions are posted to the database. The prompt is displayed each time a check is started or picked up.

Weighed entry required

The selected menu item is priced by weight. Enter the weight amount and press **[Enter]** to continue.

Error Messages

An error message displays when you attempt an incorrect procedure or when a condition exists that prevents the procedure from being completed. Error messages are shown in dialog boxes in the middle of the current screen. The user must clear this box before another action can be taken.

A check already exists for this table

The Restaurant programming restricts guest checks to one group per table. This message is displayed when the user tries to begin a check or modify an existing check by adding a table number that is already in use.

A check already exists with this name

Check ID must be unique. The user tried to begin a check or modify an existing check by entering a name that is already in use.

This does not apply when reopening a closed check of the same name.

A check already exists with this number

While splitting a check, the user entered a number that was already in the database records. This could be an open or closed check.

A condiment entry is required

During programming, user-defined menu item keys were placed on a touchscreen used to display condiment selections. The error occurs if user tries to enter one of these keys and it is the wrong type of item.

A condiment entry is required. Please select an item from the "X" category (group)

After selecting a menu item with required condiments, the user pressed the **[Done]** key before completing the entry.

Amount entered is not correctly rounded

The user tried to enter a payment amount that is not acceptable for the currently configured rounding rules.

Amount entry not allowed

When pre-authorizing a credit card, the user tried to enter an amount for a credit card that was already preprogrammed with an initial authorization amount. Initial authorization amounts cannot be overridden by the user.

Amount entry required

When presented with a numeric dialog box (e.g., for service charges or discounts), the user pressed the **[Enter]** key without specifying an amount.

At/For already entered. Press clear to start over

The user pressed the **[@/For]** key too many times during the key sequence. Typically, this error message displays when the key is pressed twice after the **second** instance of the key sequence:

[3] [@/For] [4] [@/For] **[@/For]** .... [1.00] [Donuts]

In other situations, pressing the **[@/For]** key twice will result in the error message "Numeric entry required."

Authorization Denied

The credit card processor denied the request for payment authorization.

Authorization Error

A problem was encountered during the authorization request. The request has been terminated.

Authorization Failed - No Reason Given

The authorization request was rejected by the credit card processor. No reason was supplied.

Authorization Failed -- Unsupported Response

The authorization request was rejected by the credit card processor. The system did not understand the reason offered for the refusal.

Bad magnetic stripe data

The system was unable to read the track data from a swiped card.

Barcode entry not found

The system was unable to match the entered or scanned barcode to a menu item record.

Cannot cancel transaction after check add

The user tried to cancel a transaction in which two checks were merged together. Once the checks have been added, the only way to separate the line items again is to use the split check function.

Cannot cancel transaction after check transfer

The user tried to cancel the transfer of a check. To return the check to its original owner, the check must be transferred again.

Cannot cancel transaction after Credit Authorization

The user tried to reverse payment of a check after receiving credit authorization. The system does not allow a completed credit card transaction to be voided after the fact. To fix the problem, the user must generate a refund check, crediting the check amount to the customer's credit card account.

Cannot cancel transaction after interface posting

The user tried to cancel a transaction in which the guest check amount was posted to the customer's room number or account (via a Property Management System).

Cannot cancel transaction after reopen check

The user tried to cancel a reopened closed check.

Cannot combine a check with itself

After pressing the **[Merge Check]** key, the user selected (from the displayed list of open checks) the number of the current check instead of the check that is being added to it.

Cannot create a new check at this workstation. All valid check numbers are in use

During setup, each worstation is programmed to assign check numbers within a specified range (e.g., Workstation 1 uses check numbers 100-199, Workstation 2 uses check numbers 200-299, etc.). As checks are opened during the business day, the system assigns the next available number in the sequence.

The error message displays when the user tries to start a new check on a workstation where all of the numbers in the specified range are already in use. The message only occurs when the checks are open. Closed check numbers are returned to the pool of available values. When the system reaches the end of the check number sequence, it returns to the beginning and assigns the first available number.

Cannot create a new check for this table. All valid group numbers are in use

During setup, the restaurant may be programmed to only allow one group per table. The maximum number of open checks allowed per group (i.e., per table) is 99.

Cannot increment seat number past the maximum

The user exceeded the maximum number of seats allowed on a single check. To continue seat assignments, you must begin another check.

Cannot locate the text file for the (x) language. Some text will be displayed in the default language

The language conversion file is incomplete. Contact the system administrator to correct this problem.

Cash drawer assignment is not allowed. This workstation uses a shared cash drawer

The user tried to assign a cash drawer to an employee when the workstation configuration allows all signed-in employees to access the cash drawers.

Cash Drawer X is not installed

When assigning a cash drawer to an employee, the user entered an invalid number.

Change due not allowed with non-revenue service charge

The user pressed a preset cash tender whose amount exceeds the check total for the non-revenue service charge. Non-revenue service charges are used to re-run a credit card transaction that failed during settlement.

Clear the error and close the check to a cash or credit tender in the exact amount shown.

Check is open on another workstation

After pressing one of the check keys, the user tried to pick up an open check by entering the check number, table number, or name of a check that is already open on another workstation.

Clock in record could not be found

A database error occurred during employee clock-in. Although the employee status indicates he is clocked in, the system is unable to locate the clock-in record in the time card detail

Clock in time is earlier than the previous clock out time

The employee's status is listed as clocked out, but the new clock-in time precedes the previously recorded clock-out entry. This error occurs if the system clock was changed during a workday.

For example, suppose an employee worked from 8 am to 3 pm, and after clocking out, the system time is rolled back to 2 pm. Any attempt by this person to clock back in before the system time passes 3 pm again would be viewed as clocking in before the previous clock-out time.

Clock out not allowed with open checks

The employee pressed the **[Clock In/Out]** key before closing or transferring all of his/her outstanding checks. The exception to this is when the employee clocks out on a break.

Clock out time is earlier than the previous clock in time

This error occurs if the system clock was changed during a workday.

For example, suppose an employee starts to work at 8 am. If, after clocking in, the system clock is then rolled back to 6 am, then any attempt to clock out before the system time passes 8 am again would be viewed as clocking out before the previous clock in time.

Combine checks not allowed after adding detail in the current round

The employee pressed the **[Merge Check]** key after one or more transaction items has been posted in the current round of the open check. This is not permitted. The merge function must be the first action taken after opening a check.

Condiment not allowed

A condiment was applied incorrectly. Examples of non-supported condiment use are: a) pressing the **[Add Condiment]** key without selecting a menu item first; b) exceeding the maximum number of condiments for the selected menu item; and c) adding a condiment to a non-food item (e.g., discounts, service totals).

Credit Auth amount exceeds amount due

Before pressing the **[Credit Auth]** key, the user entered an amount greater than the Total Due.

Credit Authorization entries cannot be voided

After authorizing a credit card payment, the user tried to touch-void the authorization — usually because the customer changed his mind and decided to pay in cash or use a different credit card. This is incorrect.

Authorization does not require a customer to pay using that credit card. Instead, the customer can pay cash or use a different credit card. To accommodate the change, the user simply authorizes the new card and then chooses it during the credit final process. Alternatively, if the payment is to cash, the user presses **[No]** when the prompt, "Credit authorizations exist on this check. Do you want to cancel this (cash) payment?" is displayed.

Credit authorization not enabled

The user pressed a **[Credit Auth]** key, but the system is not properly configured for integrated CA/EDC.

Credit Authorization not required for this type of card

The user tried to authorize a credit card that is not configured for CA/EDC.

Credit Authorization voucher cannot be voided

After finalizing a credit card payment and charged tip to guest check, the user tried to void the transaction. This is not allowed.

Credit card has already been tendered

After authorizing and finalizing a credit card payment, the user tried to post a second payment to the same guest check, using the same credit card account number.

Credit card has expired

While entering credit card information, the user keyed in a 4-digit (MMYY) credit card expiration date that precedes the current business date.

Credit Card Lookup is not allowed for tenders requiring Credit Authorization

After pressing the **[Credit Card Lookup]** key, the user entered (or swiped) a credit card type the requires a credit authorization before proceeding. The **[Credit Card Lookup]** key only validates that the type of credit card is accepted at the site; it does not require the operator to enter an amount at the time the credit card is tendered.

Credit card type not found

The user has entered a number with an unrecognized credit card preamble during a credit authorization/settlement or during a **[Credit Card Lookup]**.

A credit card preamble comprises the first one to four digits of a credit card account number and serves to identify the credit card type. For example, all VISA account numbers begin with 4 and American Express account numbers all begin with 37. When a credit card number beginning with a 4 is entered, the system recognizes it as belonging to a VISA account.

Discount amount is greater than discountable sales

The user entered an open discount amount that exceeds the sum of the discountable sales items. The net result would be a negative value, which is not allowed.

Discount greater than 100% is not allowed.

When applying an open percent discount, the user entered an amount greater than 100%. This is not allowed.

Discount must be voided first

The user tried to void a discounted menu item before clearing the discount first.

Discount not allowed

The user applied a discount to a transaction item (e.g., condiment, service charge, partial tender, etc.).

Disk is full. No new transactions are permitted

The system has run out of hard-drive space for storing transaction totals. Notify the system administrator to correct the problem.

Employee has no job assigned

The employee does not include a current job assignment. This error only occurs if the employee is not required to clock-in at the beginning of a shift.

Employee has no valid job links

There are no job rates programmed for this employee. An employee can be paid different rates, depending on the job assignment (e.g., Server, Bartender, Host). However, without a job rate, the system has no way to determine what that job is. This error only displays if the employee is required to clock in at the beginning of a shift.

Employee has no status entry

A internal database error has occurred. Notify the system administrator to correct the problem.

Employee is already clocked in

An employee who is already clocked into the system, tried to clock in again. This might occur if two people, using the same employee ID, tried to clock in at the same time on different workstations.

Employee is already signed in

A signed-in employee pressed the **[Sign In]** key or swiped an employee ID card while in the middle of a transaction.

Employee is not allowed to sign in

The employee is not privileged to sign in on a workstation. This function is linked to the employee's job code. Cooks and bussers, for example, would have no need to handle guest checks, so the sign-in function would be disabled through the MICROS e7 Configurator for employees with these job codes.

Employee not found

The employee ID number entered (manually or with an employee ID card) is not recognized by the system. The user may have keyed the number incorrectly or the record may have been deleted from the system.

Employee time clock information not found

A internal database error has occurred. Notify the system administrator to correct the problem.

Employee time clock record is locked by another workstation

The employee record is open on another workstation. The system does not allow two users to have the same record open at the same time.

End-of-day processing is in progress

The user tried to begin a transaction while the end-of-day autosequence was running.

The end-of-day process marks the transition from one business day to the next, providing a cut-off point for posting totals for system reports. As such, users cannot start a new transaction until the process is complete and the business date has been increment.

Enter amount first, then currency conversion, then tender key.

This error occurs if the check is converted to another currency *before* tendering a partial payment to cash. For example, if the check is in Euros, and the user wanted to apply a 5-pound note to the total, the incorrect key sequence would be:

[Currency] [5} [.] [00] [Cash]

The system does not know if the amount tendered is in the foreign currency or the base. To make a partial tender in the foreign currency, the correct key sequence would be:

[5} [.] [00] [Currency] [Cash]

Entry not allowed

The user entered a number before pressing a preset discount or service charge.

Entry too large

The value entered exceeds the maximum allowed. For example, when used with open percent discounts, entering a value greater than 100% would be considered too large. The error is also displayed when the system prompts for a credit card number and the user enters too many digits for the type of card presented.

Entry too small

The value entered is less than the minimum required. This error is displayed, for example, when the number of digits entered for a credit card entry does not equal the number required.

Error communicating to credit card server

A problem occurred in the communication link between the workstation and the credit card server. The credit card transaction is cancelled.

Error reading mag stripe (track 2)

A problem was encountered with the magnetic stripe reader. The problem may be with the card or with the card reader itself. Make sure the card is positioned correctly relative to the card reader and swipe again. If the problem persists, notify a manager.

Failure communicating to interface server

The user tried to perform an interface function (i.e. PMS inquiry or room charge posting) and the MICROS e7 workstation or PC that hosts the interface is not available. Note: It is recommended that you stop and restart the MICROS e7 system.

Failure communicating with scale

An error occurred while attempting to communicate with the scale. Make sure the scale is connected to its power source and the RS-232 cable is working properly.

Failure updating combined check, operation cancelled

An error occurred while attempting to merge the check detail of two checks into one. When the error message is cleared, the merge function is aborted and the system restores the original (separate) check records.

Fatal scale error [EEPROM Error]

A fatal error has occurred with the scale. Power cycle the scale and try the action again. If the power cycle does not correct the error, contact your service technician about replacing the scale.

Fatal scale error [RAM Error]

A fatal error has occurred with the scale. Power cycle the scale and try the action again. If the power cycle does not correct the error, contact your service technician about replacing the scale.

Fatal scale error [ROM Error]

A fatal error has occurred with the scale. Power cycle the scale and try the action again. If the power cycle does not correct the error, contact your service technician about replacing the scale.

Faulty calibration

A fatal error has occurred with the scale due to a calibration problem. Contact your service technician.

Guest check not found

When picking up a guest check by number or by name, the system was unable to locate an open check that matched the entry provided by the user.

Inclusive tax cannot be exempted

The user applied a **[Tax Exempt]** key to a menu item whose price includes the applicable tax(es). This action is not allowed. The system is not equipped to calculate the portion of the menu item price allocated for taxes and deduct that amount from the check totals.

Inquiry not allowed

The user tried to perform an inquiry function and the job of the currently signed in employee is not privileged to perform inquiry functions.

Invalid amount entry

The system did not understand the key sequence. The entry includes too many decimal points or text characters and symbols.

Invalid barcode data format

The scanned or entered barcode does not match any system-recognized barcode configuration.

Invalid Credit Card number

The credit card number does not match a type supported by the system. Credit card types are determined by the preamble (the first 1-4 digits of the card, which identifies the credit card company) and by the number of digits used.

Item cannot be replaced

The user highlighted an ineligible transaction item before pressing the [**Replace Condiment]** key.

Item discount not allowed

The user applied an item discount to a transaction item (e.g., condiment, service charge, partial tender, etc.).

Item has already been discounted

The user attempted to apply a second discount to a previously discounted item. This error only applies to item discounts and only occurs if the system is programmed to limit the number of discounts that may be applied to the same menu item.

Item marked as INACTIVE

The user has selected a hard-coded menu item key for an item that is no longer available or sold in the POS System.

Items from a previous round are not allowed

The user attempted to insert or replace a condiment item from a previous service round.

Job not found

A job definition was deleted while still assigned to an employee. When the employee tried to sign in, the system was unable to locate the record.

Last Item Void not allowed

After picking up a check, the user tried to void the last item in the previous service round. To void previous round items, the user must highlight first and then press the **[Void]** key.

Magnetic card entry required

An employee's ID card must be swiped before the transaction can continue.

Manual authorization required

The system is unable to communicate with the credit card processor. A manual authorization of the credit card is required.

Menu item is not available in the selected container

When the user selects a **[Container]** key (e.g., the **[Pitcher]** key on the Beers Menu), the system automatically filters out those menu items that are not sold (i.e., priced) in that size. This is done by displaying the unavailable menu items with a background color several shades darker. If the user presses one of these darkened keys, the error message is displayed.

Menu item is not available on this menu

Although the system is designed to generate keys for all items linked to a particular menu, users do have the option of manually adding menu items anywhere a function key may be programmed. This error is generated when use of the hard-coded key conflicts with the filtered selections presented by the system.

Modifier not allowed

While entering condiments, the user incorrectly applied a modifier to a selection. Typical modifiers are [**No], [Extra]**, and **[Side]**. They are not meant to be used with certain types of condiments such as pizza styles (pan, hand-tossed, or thin & crispy) or meat temperatures (rare, medium, well).

Must print voucher

After obtaining an initial authorization for the guest check, the user tried to final tender to the credit card without first obtaining a credit authorization for the Total Due and presenting a voucher to the customer for signature and charged tip amount (if any).

Must select at least two checks

When splitting a check, the user tried to share a menu item without selecting two or more checks numbers.

Network communications error

The system was unable to connect to the network or to sustain a network connection.

No cash drawer is assigned to the current employee

The employee pressed a tender key (e.g., Cash, No Sale) that is configured to open the cash drawer without having a cash drawer assigned. Typically, cash drawers are assigned through Manager Procedures by a privileged employee, and are only assigned for the duration of the employee's shift.

No Backup Available. Print Job Failed

A backup printer was not defined. When the workstation encountered a problem with the primary printer, the print job was aborted.

No discountable sales

A discount was applied to a check without any discountable menu items.

No items selected

The user selected a transaction key (e.g., item discounts, voids) without first specifying the item to which it applies.

No item was selected for discount

The user pressed an item discount key without highlighting a menu item first.

Non-training check cannot be picked up in training mode

The training user tried to pickup a guest check that was started by a non-training employee.

Non-training check cannot be transferred to an employee in training mode

The training user tried to transfer to himself/herself a guest check that was started by a non-training employee.

No previous authorizations found

The user pressed the **[Credit Final]** key on a check that had not been authorized for payment by credit card. Credit card tenders must be authorized, and a voucher presented and returned by the customer, before the payment can be finalized.

No sales to service charge

A service charge key was pressed before an applicable menu item was posted. Typically, this message applies to a percent-based service charge which is calculated against the price of the menu item(s).

No valid items selected

One of the following operation was incorrectly applied to the selected items.

Discount
Edit Seat
Hold and Fire
Void

For example, the user highlighted an unpriced condiment before pressing an **[Item Discount]** or the **[Hold]** key.

Not allowed after adding detail in the current round

The user tried to split a check after adding transaction in the current round.

Not allowed after making changes in a round

The user tried to perform a function after items have been added to a guest check. For example, if the user adds a menu item to a guest check and then tries to split the check, this message displays.

Not allowed during insert condiment

After pressing the **[Insert Condiment]** key, the user pressed a key other than a condiment.

Not allowed during replace condiment

After pressing the **[Replace Condiment]** key, the user pressed a key other than a condiment.

Not allowed in training mode

The signed-in employee has selected a function that is not available while the system is in training mode.

Not allowed to merge training and non-training checks

The user tried to merge a training check with a non-training check.

Not allowed with non-revenue service charge

The user tried to add another transaction item to a check containing a non-revenue service charge. Non-revenue service charges are used to re-run a credit card transaction that failed to settle. As such, it is the only item allowed on the check.

Not allowed with transaction void

The user pressed the **[Edit Seat]** or **[Service Total]** key during a transaction void. The **[Transaction Void]** function placing the system in Void mode for the entire check. While the system is in this state, every item key pressed is considered a void item. Under these circumstances, editing seats or service totalling the check is not allowed.

Not allowed while a transaction is in progress

Certain system functions may not be accessed in the middle of an open check. These include, reopening a closed check, accessing Manager Procedures, and using the **[No Sale]** key to open the cash drawer.

Not allowed while the server PC is INACTIVE

The user tried to perform an action that requires the server PC and the server PC is not active (i.e. not on the network or marked as inactive in Manager Procedures). For example, the user may have tried to authorize a credit card while the server PC is inactive.

Not a valid bank card

The user swiped a card that the system does not recognize.

Not a valid MICROS employee card

The user swiped an employee card that is not formatted correctly.

Number of guests must be entered

The user started a guest check by entering a menu item instead of the guest count. The message only displays if the user has been programmed to require a cover count for each check.

Numeric entry required

The user has pressed a key that must be preceded by a numeric value. Examples would include the **[@/For]** key, which is used with:

- Open pricing of multiple menu items (e.g., **[3] [@/For] [1.00] [Donut]** = $3.00, where donuts are not pre-priced menu items), and

- Split pricing of menu items sold in bulk (e.g., **[3] [@/For] [4] [@/For] [2.00] [Donut]** = $1.50).

In both cases, the user must specify the number of menu items affected before the **[@/For]** key is pressed.

Only active from (date1) to (date2)

The menu item selected is out of season (i.e., outside of its defined effectivity dates). For example, if crab cakes are only available from June to September, the **[Crab Cake]** menu item key would display with all other entrée keys, but would trigger this error message when selected in December.

Only one item may be selected when applying an item discount

The user highlighted more than one menu item before pressing an item discount key. Item discounts must be applied individually.

Only some of the items could be shared

When splitting a check, the user highlighted several items, only some of which were programmed to allow sharing.

Only (x) of this condiment may be ordered

When presented with condiment touch keys, the user entered a quantity that was greater than the number allowed for this menu item. The error message indicates the correct number of condiments that may be added.

For example, on a **[2-topping Pizza]** menu item, if the user presses **[4] [Pepperoni]**, the error message will read "Only 2 of this condiment may be ordered." Adjustments are made for previously selected condiments. If, in the preceding example, the user had already selected **[Cheese]** as one of the 2 toppings, the error message would be "Only 1 of this condiment may be ordered."

Only (x) remaining: (***)

When ordering a limited quantity menu item (e.g., Lobster), the user tried to enter a quantity greater than the number of items in stock.

Out of item: (x)

The user selected a limited-availability menu item which is currently not in stock. Limited-availability items are monitored by the system. When an order is received, the number of available items increases. Each time one of these items is ordered, the number is depleted. If the count of stock-on-hand is zero when the item is ordered, this error message is displayed.

Overtender is not correctly rounded

The user tried to enter a payment amount that results in change due where the change due amount is not acceptable for the currently configured rounding rules.

Partial payment is not allowed. There are too many items on this check

The number of items posted to the check exceeds the system's ability to handle with partial payments. The number of items allowed is 400.

Partial payment is not allowed with non-revenue service charge

Non-revenue service charges must be tendered in full when the check is closed.

Payment amount must be greater than the tip

The user entered a credit payment amount that does not meet the requirements of the credit card processor. American Express, for example, will not accept a credit card record that contains a charged tip greater than the payment amount.

Payment in full is required. There are too many items on this check.

The user tried to add another menu item to a check that already contains the maximum number allowed per check (400). The only allowable functions are voids and payment in full.

Percent entry required

During a transaction requiring a percent value, the user entered a non-numeric string (e.g., "fifty" instead of '50').

Price is already lower than discount limit

The discount amount entered was greater than the price of the menu item(s) selected. This occurs when the discount is programmed with a "down to" price limit, which means that the system discounts the menu item down to the entered amount.

For example, if a **[Cheeseburger]** is priced at $4.00, and the user enters an **[Open $ Discount]** amount of $3.00, the system will calculate the difference and post a discount of $1.00 against that menu item. However, if the price is $4.00, and the user enters $5.00 as the discount amount, the error will display because the price of the Cheeseburger is already less than the discount limit.

Printer communication error

The workstation could not connect to the assigned printer.

Printer busy

The assigned printer is already in use. Workstation is unable to send print job.

Printer definition not found

The touch key is not linked to a defined printer.

Printer error

Unable to complete the print job due to unspecified error. Check the network and printer connections and try again.

Print receipt not allowed

The system is unable to comply with the request to print an on-demand customer receipt. This error occurs when the **[Print Receipt]** button is pressed and there are no transaction items on the current check, or if the receipt has already been printed.

Quantity entry is not allowed when voiding items with condiments

The user tried to partially void a multiple menu item selection (e.g., 2 out of 3 Steak Platters) that included condiment. To correct this problem, void the entire entry and post again.

Quantity entry is not allowed when voiding items with reference entries

The user tried to partially void a multiple menu item selection (e.g., 2 out of 3 Mother's Day Specials) that included a reference entry. To correct an overing of referenced menu items, void the entire entry and post again.

Quantity entry is not allowed when voiding open price items

The user tried to partially void a multiple open-price menu item selection (e.g., 2 out of 3 Lobster Specials). To correct an overing of open-price menu items, void the entire line item and post again.

Quantity entry is not allowed with currency conversion

The user entered a quantity followed by the **[@/For]** key before pressing a currency key. Currency conversion is applied to the subtotal of the check. It cannot be applied to partial entries or specific menu items on the check.

Quantity entry is not allowed with last item void

The user tried to void the last menu item by entering a quantity and pressing the **[Void]** key. Last item void does not require a quantity value.

Furthermore, the system does not allow a user to void part of a multiple quantity line item using last item void. If the last item entered was *3 Fries*, the user cannot reduce the quantity to *2 Fries* by pressing **[1] [Void]**. To change the quantity, the user must highlight the menu item first.

Quantity entry is not allowed with percent (discount/service charge)

The user entered a quantity followed by the **[@/For]** key before pressing a percent discount or service charge key. To apply the discount/service charge to multiple menu items, highlight one item at a time before pressing the appropriate tender key.

Quantity entry is not allowed with Pickup/Loan

The user tried to enter multiple pickup/loan transactions using the **[@/For]** key. An example of the key sequence would be:

[3] [@/For] [200.00] [Bank Loan]

Since the amount of the pickup/loan entry is set by the user, there is no need for a quantity to be specified. In the above situation, the user would simply enter $600 as the Bank Loan amount.

Quantity is greater than the quantity of the selected item

The user tried to void more items than was entered. For example, with the line item *2 Fries* highlighted, the user pressed **[3] [Void]**.

Quantity entry not allowed

After highlighting multiple items, the user tried to void all of them by using the quantity key. An example of the key sequence would be:

[3] [@/For] [Void]

This is unnecessary. To void multiple items, simply highlight and press **[Void]**.

Quantity entry not allowed with this type of discount

The user tried to enter more than one of the selected discount by pressing a quantity key first.

Quantity entry not allowed with weighed item

The user entered a quantity followed by the **[@/For]** key before ringing a weighed menu item. Since weighed item is priced individually, a quantity key is not allowed.

Repeat Item can only be used with menu items

The user highlighted a non-menu item (e.g., discount, service charge, tender) before pressing the **[Repeat]** key.

Repeat Item cannot be used with (***)

This message is displayed when the user tries to repeat order ineligible menu items. These include weighed and limited quantity menu items, condiments, return (voided) items, and items that change price based on the current menu.

Return not allowed

After pressing the **[Return]** key to activate the function, the user pressed a transaction key (service charge, discounts, guest count, etc.) instead of a menu item.

Reprint failed

The user was unable to reprint a credit card voucher.

Scale in motion

The scale detected motion and returned back an error status when the request for weight was initiated.

Scale overcapacity

The scale was over the programmed capacity when a request for weight was initiated.

Scale under capacity

The scale was less than zero when a request for weight was initiated.

Seat number of a condiment cannot be changed

The user tried to change the seat assignment of a condiment without selecting the parent menu item as well.

Seat number feature is not enabled

The user pressed one of the seat keys when the system was not programmed to allow seat handling. Seat handling is enabled on the **Restaurant** form in the MICROS e7 Configurator.

Sent to backup

The assigned printer is unavailable. Print job has been sent to the designated backup printer.

Service charge must be voided first

The user tried to void items that were used to determine a percentage service charge before clearing the service charge first.

Service Total is not allowed at this workstation

The workstation is not configured to allow checks to be service totaled. This option is used in fast transaction environments.

Split price entry not allowed with preset price item

The **[@/For]** key was used with a fixed-price menu item. The system does not calculate partial amounts for preset menu item prices.

Split pricing can only be used with open-price menu items. It allows a customer to order odd quantities of items that are normally priced by bulk (e.g., donuts, bagels) or items whose unit weight varies with selection (e.g., lobster). For example, if Donuts are priced at 4 for a $2.00, and the customer wanted 3 Donuts, the correct key sequence would be:

[3] [@/For] [4] [@/For] [2.00] [Donuts]

In this case, the split price for the entry would be 3 Donuts = $1.50.

Table entry required

The user rang up menu items on a new check without entering a table number first. This error only occurs if the system was programmed to require a table number.

Table not found

The table number entered is outside the range of values programmed for this workstation. This message is displayed when a user begins a check by table number or adds a table number to an open check.

Tender entry required

The user tried to perform an action (ring a menu item, service total a check, etc.) other than a payment after a partial payment was made on a guest check where the Property Management System (PMS) is configured to prorate itemizers.

Tender must be voided first

The user tried to split a check before clearing the tender first.

The authorizing employee does not have permission

After pressing a transaction key that requires authorization, the user entered an employee ID or swiped the employee card of someone who is not privileged to perform this function.

The closed check has already been reopened by another workstation

After pressing the **[Reopen Closed]** check key, the user selected a closed check that is already active on another workstation.

The current employee does not a have cash drawer assigned at this workstation

The user pressed the **[No Sale]** key on this workstation without having an assigned cash drawer.

The seat number of a condiment cannot be changed

The user touch-selected a condiment entry and pressed the **[Edit Seat]** key without also selecting the parent menu item. Since a condiment cannot be separated from its parent item, this action is not allowed.

The selected check has been closed by another workstation

The user attempted to pick up a check that was closed by another workstation. This error message indicates that the workstations are not synchronized.

The selected item(s) cannot be shared.

When splitting a check, the user selected an item that is not programmed to allow sharing.

The software license key cannot be found

The user tried to log onto a workstation running unlicensed software. Exit and alert the system administrator.

The software license key cannot be found.
Grace period began: (date1)
Grace period will expire: (date1)

System is running demo software past the trial period. Licensed software is required.

The software license key cannot be found.
Grace period expired: (date)

System is running demo software past the trial period. Licensed software is required.

The system software is not installed properly. Missing or corrupt license data

The user tried to log onto an improperly installed system workstation. Exit an alert the system administrator.

There is no employee signed in

The user pressed one of the **[Begin Check]** key without signing in first.

There is a transaction in progress

The user tried to sign out, start a new check, pick-up another check, open the cash drawer, or declare tips, while a check is still active on the workstation.

There is no transaction in progress

An employee on a fast transaction workstation tried to tender a check that has no menu items entered. Since a fast transaction check is not started until the first item is entered, there is no check to tender.

This check already has a table number

After beginning or picking up a check with a table number assigned, the user pressed the **[Add Table Number]** key.

This check cannot be reopened. Its payment has already been included in a credit card batch.

The user tried to reopened a check after the credit card payment has been settled with the credit card processor.

This check cannot be reopened now. There was a communications error trying to contact the PC.

When the user tried to reopen a guest check, the system was unable to connect to the server PC.

When the system is configured for credit authorization and credit finalization through an integrated server PC, all attempts to reopen a check must pass through the server PC. This is true whether or not the check was paid to a credit card.

This check has items on hold

The user tried to tender a check with held items. These items must be either voided or fired to the kitchen before the check can be paid.

This employee is not required to clock-in

This message displays when an employee who is not configured to use the timekeeping functions, enters his/her ID number and presses the **[Clock In/Out]** key.

This function is only allowed on the server PC

The user tried to access certain functions that are not available on the workstation. For example, the Credit Card Batch Utility can only be run from the server PC.

This function is not allowed on the server PC

POS functions cannot be run from the server PC. Any attempt to begin, edit, or close a guest check from this workstation will cause this error message to display.

This function is not allowed on the workstation

The user tried to access functions that are not available on the workstation. For example, the [Minimize] key cannot be utilized on the workstation.

This tender does not allow currency conversion

After converting the currency, the user tried to pay using a tender key that is not programmed to handle the exchange.

This workstation is currently set as INACTIVE

The user tried to begin a transaction on an inactive workstation. The workstation can be activated by a privileged employee through Manager Procedures.

This workstation is not properly configured in the database

The current workstation has not been assigned a name in the MICROS e7 Configurator.

Timeout, the printer may be turned off

No response received from the assigned printer.

Too many checks

The user tried to split the current check too many times. During split check operations, up to 10 checks are allowed.

Too many items selected

The system is unable to complete the transaction based on the number of items highlighted. Typically, this message displays when the user highlight more than one item before pressing the **[Insert Condiment]** or **[Replace Condiment]** keys, or when used with some times of discounts.

Training checks cannot be reopened

The user attempted to reopen a closed check generated by an employee in training mode. Training checks are for instructional purposes only and are not included in the system totals or on reports.

Transaction void is not allowed if the check already has items

The transaction void function is used to record refunds or to reverse transactions items that were mishandled on a closed check. As such, a transaction void cannot be added to an existing check.

Transfer not allowed. You already own this check.

After pressing the **[Transfer Check]** key, the user selected one of his/her own checks from the list of open checks.

Unable to continue - interface [interface name] is hosted on [MICROS e7 node] which is inactive.

The user tried to perform an interface function (i.e. PMS inquiry or room charge posting) and the MICROS e7 workstation or PC that hosts the interface is either off the network or marked as inactive in Manager Procedures.

Unable to read check - aborting transaction

After splitting a check, the system is unable to read one of the new guest checks when the user tried to pick it up.

Unable to save original check - aborting split

After splitting a check, the system was unable to save the updated original check. Therefore, the split check process has been cancelled.

Unable to save new split check

After splitting a check, the system was unable to save some (but not all) of the new split checks.

Void items cannot be voided

Returned items are posted as negative entries or voids. Once the check has been service totalled or closed, the voided items cannot be deleted from the reopened check.

Void is not allowed with percent (discount/service charge) entries.

During a transaction void, the user tried to enter a discount or service charge entry. Discounts and service charges cannot be posted as negative entries.

Void of Credit Auth not allowed if there are no previous auths

During a transaction void, the user tried to perform a credit authorization. Credit authorizations cannot be generated for negative amounts.

Void of a required condiment is not allowed

The user tried to touch-void a required condiment from the check detail. Unless this is a last item void (which would allow the user to select a replacement condiment), the required condiment cannot be removed without voiding the parent menu item and all of its condiments.

Warning -- disk space low

The system is running out of available space for storing additional records. Notify the system administrator for guidance.

Weight entry has too many digits after the decimal

The decimal length of the weight entry is incompatible with the system database.

Weight entry is less than the tare weight for this item

The weight of a menu item (as keyed in or measured by an attached scale device) is less than its programmed tare weight (i.e., the weight of the packaging or container that holds it).

Since the tare weight is subtracted before the menu item price is calculated, the result would be a negative value. This is not allowed.

You are not allowed to (***) a guest check

The user pressed a guest check key (where *** indicates the selected function) that he or she is not privileged to use. This includes the option to begin, pick-up, transfer, or reopen a check.

Prohibited functions are linked to the employee's job code. Cooks, for example, would have no need to open and close guest checks, so the option to do so would be disabled in the MICROS e7 Configurator.

You are not allowed to use Tender or Media functions at this workstation

The user tried to perform one of the following functions on a workstation to which he/she was not assigned: a) service total or print a check, b) make payments on a check, or c) add or remove cash from the cash drawer.

You do not have valid permissions to perform this operation

A non-privileged user tried to access the MICROS e7 Configurator, Manager Procedures, or system Reports.

You must declare a bank amount before beginning a check

The starting balance for the cash drawer has not been provided. This message only occurs if the employee is programmed to enter the amount of the bank (i.e., cash in the cash drawer) at the start of his/her shift. Typically, this employee is responsible for the cash drawer, but self-banking servers may have this option selected as well.

To proceed, press **[Ok]** to clear the message box. Select the **[Bank Loan]** key on the payment screen. At the prompt, enter the starting balance for the cash drawer and press **[Enter]**.

You must select a job

During clock in, an employee with multiple job rates failed to select one from the list provided. The system needs to know which type of job the employee will be performing in order to apply the correct rates and privileges. Press **[Ok]** to clear the error message and display the job list again.

You must select a clock out type

When presented with a list of clock out options (e.g., Clock Out, Clock Out on Break, Clock Out on Paid Break), the user failed to select one before pressing **[Ok]** to continue.

You must select an order type

The user failed to specify an order type (e.g., Eat In, Carry Out, Room Service) before attempting to service total or pay out the check.

Workstation can be programmed to assign a default order type when a new check is begun. This message only displays if the workstation was not programmed with a default order type.

You must select the condiment to be replaced

The user pressed the **[Replace Condiment]** key without highlighting a condiment selection first.

Zero credit auth amount not allowed

The user pressed the **[Credit Auth]** key on a guest check with a Total Due of 0. Therefore, there is nothing to authorize. If this is a preauthorization of a credit card, use the **[Initial Auth]** key instead.

Zero entry not allowed

The user entered "0" as the value of the discount or service charge entry. A non-zero number is required.

Database Programming Errors

Programming errors alert the user to flaws in database configuration. The error message occurs when an improperly defined function is attempted. In the event of a programming error, alert the system administrator immediately. Press **[Ok]** to clear the message box and return to the current transaction.

All programming errors begin with:

Database programming error.

followed by a description of the problem:

Barcode scanner is not configured correctly.

A system is unable to read the data submitted via the barcode scanner. A configuration issue exists.

Charged Tip function key not allowed.

The charged tip function was enabled for a tender type that does not support charged tips (e.g., Cash, Service Total, Bank Loans/Pickups).

Container (x) is not valid.

The touch key is linked to a container whose key sequence is outside the acceptable range of values.

Credit card must be programmed as a payment key.

The credit card touch key is not configured for use as a payment key.

Currency definition not found.

The touch key is not linked to a defined currency.

Discount definition not found.

The touch key is not linked to a defined discount.

MICROS e7 is configured to use kilograms and the scale is configured to use pounds.

The weight unit designated for the scale must match the weight unit defined with the Restaurant | Descriptors | Weight unit is kilograms option.

MICROS e7 is configured to use pounds and the scale is configured to use kilograms.

The weight unit designated for the scale must match the weight unit defined with the Restaurant | Descriptors | Weight unit is kilograms option.

Inclusive tax not allowed with service charge.

Service charges are not taxable items.

Interface cannot be the backup for itself.

An interface cannot be programmed to be its own backup. A second instance of the interface must be programmed in the database to be used as a backup interface.

Invalid Cash Drawer Number.

The touch key is linked to a Cash Drawer whose key sequence is outside the acceptable range of values.

Invalid Condiment Touch Screen programmed.

The user signed in using a job type that does not have a valid condiment screen assigned. Either the option was not set, or the previously selected screen has been deleted from the system.

Invalid Default Touch Screen programmed.

The user signed in using a job type that does not have a valid default touchscreen assigned. Either the option was not set, or the previously selected screen has been deleted from the system.

Invalid Sign In Touch Screen programmed.

The workstation does not have a valid sign-in screen assigned. Either the option was not set, or the previously selected screen has been deleted from the system.

Invalid Touch Screen programmed.

The user selected a function key that does not have a valid touch screen assigned. Either the option was not set, or the previously selected screen has been deleted from the system.

Invalid tender/media type programmed.

The options selected are incompatible with the type of tender/media key.

Invalid Transaction Touch Screen programmed.

The user signed in using a job type that does not have a valid transaction screen assigned. Either the option was not set, or the previously selected screen has been deleted from the system.

Menu item definition not found.

The touch key is not linked to a defined menu item.

Menu item category definition not found.

The touch key is not linked to a menu item with a menu item category defined.

Menu item has no family group programmed. Reports will not balance.

The menu item family group must be selected.

Menu item has no major group programmed. Reports will not balance.

The menu item major group must be selected.

Menu item has no prices programmed.

At least one price is required.

Menu (x) is not valid.

The touch key is linked to a menu item whose key sequence is outside the acceptable range of values.

Modifier (x) is not valid.

The touch key is linked to a modifier whose key sequence is outside the acceptable range of values.

Non-revenue service charge must be programmed as an open amount, non-tip Service Charge.

Too many incompatible options were checked for this service charge.

Only one inclusive tax rate is allowed.

The item entered can only have one inclusive tax rate applied to it.

Order type (x) does not exist.

The touch key is not linked to a defined order type.

Order type (x) is not enabled.

The option to use this defined order type was not checked in MICROS e7 Configurator.

Preset tender amount must be greater than zero.

The preset tender is incorrectly defined. The value applied with against a check for this tender must be greater than 0.

Preset tender definition not found.

The touch key is not linked to a defined preset tender.

Print Group definition not found.

The touch key is not linked to a defined Print Group.

Required attachments cannot have an open price.

At least one of the required side items or condiments attached to this menu item is configured as an open-priced menu item.

Required attachments cannot have a reference entry.

At least one of the required side items or condiments attached to this menu item includes a reference entry.

Service charge definition not found.

The touch key is not linked to a defined service charge.

Tax rate (x) has not been defined.

The touch key is not linked to a defined tax rate.

Tax rate (x) is not valid.

The touch key is linked to a tax rate whose key sequence is outside the acceptable range of values.

Tender definition not found.

The touch key is not linked to a defined tender.

The bank declaration tender is not configured as a "Loan".

The touch key is not linked to the appropriate tender type.

The currency conversion rate cannot be zero.

The currency is incorrectly defined. The conversion rate must be greater than 0.

The default cash tender setting is not valid.

The cash tender key is incorrectly defined.

The default charged tip service charge is not programmed to be a charged tip.

The tender key is linked to an incorrectly defined charged tip service charge. This could occur if the wrong type of service charge was selected as the charged tip, or if the charged tip service charge entry itself has been changed.

The device programmed as the scanner for this workstation cannot be found or is not a scanner.

The scanner device assigned to this workstation is not properly configured.

The maximum count for one of this item's required condiments is 0.

The condiment was configured to use maximum/minimum values. Maximum value must be greater than 0.

The maximum count for one of this item's required condiments is less than it's minimum count.

The condiment was configured to use maximum/minimum values. Maximum value must be greater than minimum entered.

The required attachment generated the following error messages.

The system encountered a problem with the selected required side item or condiment. The error message indicates the nature of the incompatibility.

There is no default bank declaration tender programmed.

The tender key is linked to a non-existent bank loan tender. Typically, this error displays when programming changes are made without updating the existing links.

There is no default charged tip service charge programmed.

The tender key is linked to a non-existent charged tip service charge. Typically, this error displays when programming changes are made without updating the existing links.

This workstation has no device role programmed for a scanner.

The workstation is not configured to use a scanner.

Threshold discounts must not be item discounts.

The discount was incorrectly configured as both a threshold and an item discount.

Too many levels of required condiment nesting.

The number of sublevels programmed exceeds the maximum number allowed for condiments. Only two sublevels are supported.

For example, suppose the user selected a **[Steak]** menu item with condiment sides. The customer orders a baked potato (sublevel 1) and is presented with all the condiment toppings available with the baked potato menu item (e.g., butter, sour cream, chives, cheese). These toppings represent the sublevel 2. If the user selects butter or sour cream, the selection is entered without comment. However, the **[Cheese]** option is programmed to prompt for cheese type (cheddar, swiss, provolone). This constitute a third sublevel, which is not allowed.

Workstation definition not found.

The workstation record has not been found. Either the record is incomplete or was deleted from the system.

Workstation status file not found.

An internal database error has occurred. Unable to locate table entry for this workstation.

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