MICROS RES Reports

**Tuesday, 16 March 2010**

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1.1 Defining a Sites Revenue Centres

Before beginning an installation it is important to understand the sites requirements for the configuration of Revenue Centres (RVC).

Revenue Centres are defined within the system to provide sales tracking, accounting, and transaction control. Typically, an RVC matches an outlet in the restaurant such as a bar, restaurant, or a retail shop. The configuration of RVC's should be discussed with the site, as the setup will also impact the operations of the business.

By defining separate RVC's for each outlet within the organisation, the site will have the ability to report at a separate sublevel on each configured outlet. E.g. sales and menu item reports can be run for just the bar or just the restaurant rather than a system report which will provide the total sales for both outlets with no breakdown.

Where separate RVC's have been configured, the site will still have the ability to run system reports to get the total sales and menu item reporting for the system.
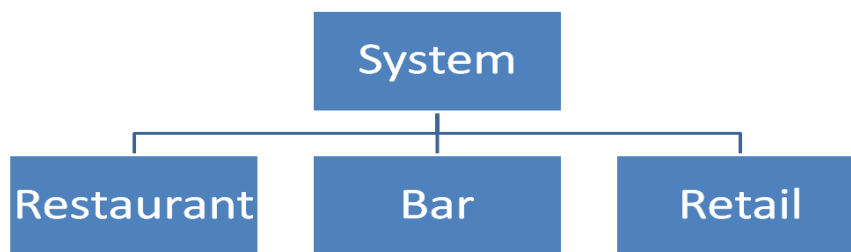
One of the main limitations of this setup is the ability to access checks belonging to another RVC through the POS from different outlets. Checks can be transferred within the system to another outlet, however they cannot be 'picked up', 'modified' or 'added' to from an RVC that does not 'own' the check. E.g. if a check is opened in the restaurant and the customers finish their meal and move to the bar, the check would need to be transferred to the bar before any further items can be added, or the check tendered.

In contrast to this operational limitation, configuring separate RVC's does allow the site to utilise different features within each of the outlets, this can include automatic discounting, conversational ordering, fast transactions opposed to table service, different security requirements, service charges, serving periods and more.

In a hotel environment it is often necessary to separate the outlets by RVC to ensure that the posting to the front office system can identify where, what and when the customer dined. E.g. a posting from the restaurant at lunch time can be configured to show on the customers front office account as restaurant, lunch, food. This configuration is dependent on the type of interface the site is running.

As a general rule, there should be one RVC configured for each outlet or department in an organisation. E.g. restaurant, bar, room service, mini bar, retail, however the limitations and benefits of separating RVC's should also be explained to the site. Where the restaurant and bar are in the same location and operate with the same staff and menu, it may be more appropriate from an operational perspective to keep the setup as one RVC.

1.2 Defining a Sites Report Requirements

Each site will have different report requirements, however most sites will depend on the MICROS RES reports to assist in analysing their business, fulfilling accounting requirements and improving operations.

It is important that the system is configured accurately and in a way that will meet the sites requirements. There are several configuration options for reporting, this section will explain how the system reports, and the recommended setup to match the different requirements of a site.

1.2.1 Report Groups

MICROS RES has four levels of reporting for menu items, each menu item can be programmed to post to one 'Major Group', 'Family Group' and 'Menu Item Group'. The system can then report on the sales of menu items by:

- Major Group
- Family Group
- Menu Item Group
- Menu Item

'Major Groups', 'Family Groups' and 'Menu Item Groups' are collections of menu item totals that are used to report sales. Each menu item must have a 'Major Group' and 'Family Group' configured, however the 'Menu Item Group' reporting is optional.

Below is an example of the reporting hierarchy and the types of categorisation that a site could use:
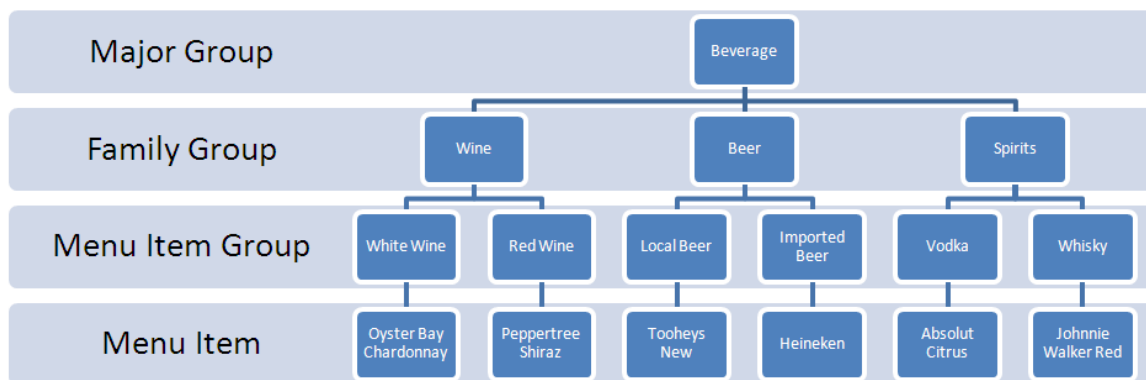
1.2.2 Major Groups

'Major Groups' are the highest level of reporting that can be configured, typically a site will categorise their items into 3-5 main groups. Each menu item must have a 'Major Group' configured, and only one 'Major Group' can be linked to each item.
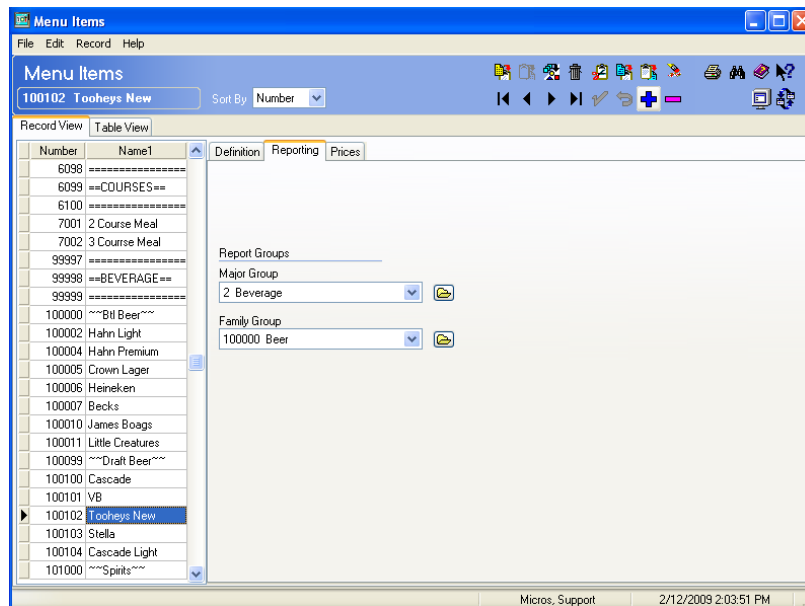
Examples of standard 'Major Groups' that are typically configured include:

- Food
- Beverage
- Miscellaneous
- Retail

There are several 'Major Group' reports that can be enabled for the site to run. Below is a list of the recommended reports that should be enabled:

- RVC Major Group Sales Detail
- RVC Major Group Sales Summary
- SYS Major Group Sales Detail
- SYS Major Group Sales Summary
- Consolidated RVC Major Group Sales Summary
- Consolidated SYS Major Group Sales Summary
- Consolidated RVC Major Group Sales Detail/Graph
- Consolidated SYS Major Group Sales Detail/Graph

NOTE: For more information on revenue centre, system, daily and consolidated reports see section 1.4

Below are some sample 'Major Group' reports:

Daily Consolidated System Major Group Sales Summary

Belrose Cafe - Belrose

Support Micros

Period From : 12/02/2009   To : 12/02/2009   Printed on Wednesday, 2 December 2009 - 2:19 PM

		Sales Qty	% of Ttl	Net Sales	% of Ttl
1	Food	4	40.00%	63.64	45.46%
2	Beverage	5	50.00%	30.91	22.08%
3	Miscellaneuos	1	10.00%	45.45	32.46%
	Grand Total	**10**		**140.00**	
	- Subtotal Disc			-0.91	
	- Suppressed			0.00	
	Net Sales Total			**139.09**	

Sales Quantity	This is the number of menu items that were sold in this 'Major Group'
Sales Quantity % of Total	This is the number of menu items sold, expressed as a percentage of the total number of items sold for all 'Major Groups', this field is calculated by dividing the quantity sold for each major group by the total quantity of items sold. E.g. Food Sales ((4/10 = .4) x 100 = 40%).
Net Sales	This is the net sales value for each 'Major Group', the net sales is expressed exclusive of tax and item discounts
Net Sales % of Total	This is the net sales value of each 'Major Group' expressed as a percentage of the total net sales for all 'Major Groups'. This field is calculated by dividing the net sales of each 'Major Group' by the total net sales for all 'Major Groups'. E.g. for the 'Food Major Group' (63.94/140.00 = .45.46) x 100 = 45.46%)
Grand Total Quantity	This is the total quantity of items sold for all 'Major Groups' combined
Grand Total Net Sales	This is the total net sales amount for all 'Major Groups' combined, exclusive of tax and item discounts
Subtotal Discounts	This is the total of all subtotal discounts that were applied, this total includes item discounts that were configured to report as subtotal
Suppressed	The value in this field represents any items that were sold and configured be excluded from the net sales total. Menu items can be linked to a 'Menu Item Class' that has an option enabled to 'Suppress from Net Sales Total'
Net Sales Total	This value will display the total of all 'Major Groups' less any subtotal discounts and suppressed net sales totals

Daily Consolidated System Major Group Sales Detail

Belrose Cafe - Belrose

Support Micros

Period From : 12/02/2009 To : 12/02/2009

Printed on Wednesday, 2 December 2009 - 4:05 PM

	Sales Qty	% of Ttl	Rtn Qty	% of Ttl	Gross Sales	% of Ttl	Item Disc	% of Ttl	Net Sales	% of Ttl
1 Food	4	40.00%	0	0.00%	63.64	45.46%	0.00	0.00%	63.64	45.46%
2 Beverage	5	50.00%	0	0.00%	30.91	22.08%	0.00	0.00%	30.91	22.08%
3 Miscellaneuos	1	10.00%	0	0.00%	45.45	32.46%	0.00	0.00%	45.45	32.46%
Grand Total	**10**		**0**		**140.00**		**0.00**		**140.00**	
							- Other Disc		-0.91	
							- Suppressed		0.00	
							Net Sales Total		139.09	

Sales Quantity	This is the number of menu items that were sold in this 'Major Group'
Sales Quantity % of Total	This is the number of menu items sold expressed as a percentage of the total number of items sold for all 'Major Groups', this field is calculated by dividing the quantity sold for each 'Major Group' by the total quantity of items sold. E.g. 'Food Sales' ((4/10 = .4) x 100) = 40%.
Return Quantity	This is the total quantity of items that were returned using the 'Return' function in POS Operations for each 'Major Group'
Return Quantity % of Total	This is the number of items that were returned using the 'Return' function in POS Operations expressed as a percentage of the total number of items returned for all 'Major Groups'.
Gross Sales	The gross sales is the total quantity of sales before any item discounts have been subtracted, this value is always shown net of any inclusive taxes for each 'Major Group'
Gross Sales % of Total	This is the gross sales for each 'Major Group' expressed as a percentage of the total gross sales for all 'Major Groups' .E.g. 'Food Gross Sales' \ 'Total Gross Sales' x 100 (($63.64\$140.00) x 100) = 45.46%

Item Discount	This is the total value of all item discounts that were applied to the specified 'Major Group'. The item discounts represented in this field will only be those that are not configured to report as subtotal
Item Discount % of Total	This field will show the item discounts for each 'Major Group' expressed as a percentage of total item discounts for all 'Major Groups', the item discounts used to calculate this percentage will not have the option enabled to 'Report as Subtotal'. E.g. 'Food Major Group Item Discounts' \'Total Major Group Item Discounts' = 'Item Discount Percentage'
Net Sales	The Net Sales fields will display the total 'Major Group Sales' net of item discounts and net of tax
Net Sales % of Total	This field will show the net sales of each 'Major Group' expressed as a percentage of the total net sales for all 'Major Group's. E.g. 'Food Net Sales' \ 'Total Next Sale's = '% Net Sales Total' ($63.64 \ $140.00) x 100) = 45.46%
Grand Total Sales Quantity	This is the total number of items that have been sold for all 'Major Groups'
Grand Total Return Quantity	This is the total number of returns that have been done for all 'Major Groups' using the 'Return' function in POS Operations
Grand Total Gross Sales	This is the total Sales for all 'Major Groups' excluding tax and item discounts
Grand Total Item Discounts	This is the total value of item discounts for all 'Major Groups', only item discounts that are not configured to report as subtotal will display in this field
Grand Total Net Sales	This is the total value of sales less item discounts and tax for all 'Major Groups'
Other Discounts	This is the total of all other discounts (excluding item discounts not configured to report as subtotal). E.g. all subtotal discounts and item discounts configured to report as subtotal
Suppressed	This is the total value of menu items that have been configured with the option enabled to 'Suppress From Net Sales Total' in the 'Menu Item Class'
Net Sales Total	This is the total value of all 'Major Groups' once all discounts and suppressed totals have been removed

1.2.3 Family Groups

'Family Groups' are the second level of reporting that can be configured, typically these allow the site to categorise their items into reportable groups for the purpose of menu mix reporting. 'Family Groups' must be configured for each menu item, and the net sales total of all 'Family Groups' should balance to the net sales total of all 'Major Groups'.
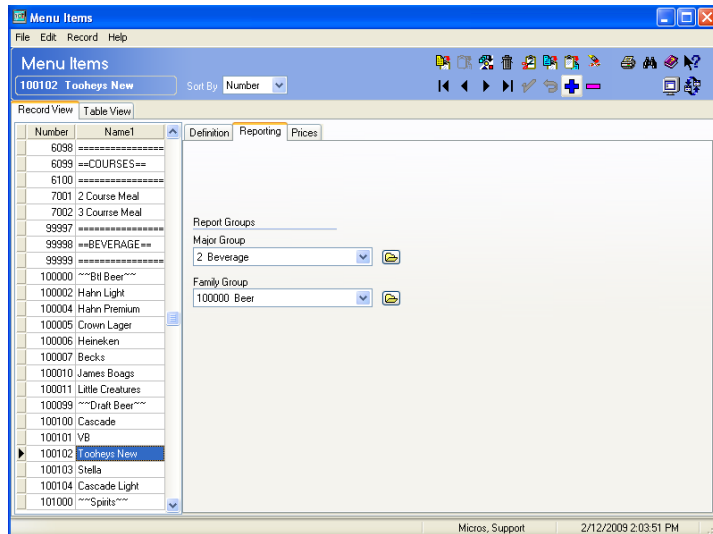
Examples of 'Family Groups' that could be configured include:

- Entrees

- Mains

- Desserts

- Beer

- Wine

- Spirits

There are several 'Family Group' reports that can be enabled for the site to run. Below is a list of the recommended reports that should be enabled:

- RVC Family Group Sales Detail
- RVC Family Group Sales Summary
- SYS Family Group Sales Detail
- SYS Family Group Sales Summary
- Consolidated RVC Family Group Sales Summary
- Consolidated SYS Family Group Sales Summary
- Consolidated RVC Family Group Sales Detail/Graph
- Consolidated SYS Family Group Sales Detail/Graph

NOTE: For more information on revenue centre, system, daily and consolidated reports see section 1.4

Below are some sample 'Family Group' reports:

Daily Consolidated System Family Group Sales Summary

Belrose Cafe - Belrose

Period From : 12/08/2009   To : 12/08/2009

Support Micros
Printed on Tuesday, 8 December 2009 - 12:44 PM

		Sales Qty	% of Ttl	Net Sales	% of Ttl
2,000	Entrees	3	15.00%	46.82	14.13%
3,000	Mains	3	15.00%	82.27	24.83%
4,000	Sides	3	15.00%	19.08	5.76%
5,000	Desserts	3	15.00%	37.27	11.25%
100,000	Beer	3	15.00%	19.54	5.90%
101,000	Spirits	1	5.00%	7.27	2.19%
104,000	White Wine	3	15.00%	119.10	35.94%
9,900,001	Beverage Condiment	1	5.00%		0.00%
Grand Total		**20**		**331.35**	
- Subtotal Disc					
- Suppressed				0.00	
Net Sales Total				**331.35**	

Sales Quantity	This is the number of menu items that were sold in this 'Family Group'
Sales Quantity % of Total	This is the number of menu items sold, expressed as a percentage of the total number of items sold for all 'Family Groups', this field is calculated by dividing the quantity sold for each 'Family Group' by the total quantity of items sold. E.g. 'Entree Sales' ((3/20 = .15) x 100 = 15%)

Net Sales	This is the net sales value for each 'Family Group', the net sales is expressed exclusive of tax and item discounts
Net Sales % of Total	This is the net sales value of each 'Family Group' expressed as a percentage of the total net sales for all 'Family Groups'. This field is calculated by dividing the net sales of each 'Family Group' by the total net sales for all 'Major Groups'. E.g. for the 'Entree Family Group' (46.32/331.35= 14.13) x 100) = 14.13%
Grand Total Quantity	This is the total quantity of items sold for all 'Family Groups' combined
Grand Total Net Sales	This is the total net sales amount for all 'Family Groups' combined, exclusive of tax and item discounts
Subtotal Discounts	This is the total of all subtotal discounts that were applied, this total includes item discounts that were configured to report as subtotal
Suppressed	This is the total value of menu items that have been configured with the option enabled to 'Suppress From Net Sales Total' in the 'Menu Item Class'
Net Sales Total	This value will display the total of all 'Family Groups' less any subtotal discounts and suppressed net sales totals

Daily Consolidated System Family Group Sales Detail

Belrose Cafe - Belrose

Period From : 12/08/2009   To : 12/08/2009

Support Micros
Printed on Tuesday, 8 December 2009 - 12:56 PM

|	Sales Qty	% of Ttl	Rtn Qty	% of Ttl	Gross Sales	% of Ttl	Item Disc	% of Ttl	Net Sales	% of Ttl
2,000 Entrees	3	15.00%	0	0.00%	46.82	14.13%	0.00	0.00%	46.82	14.13%
3,000 Mains	3	15.00%	0	0.00%	82.27	24.83%	0.00	0.00%	82.27	24.83%
4,000 Sides	3	15.00%	0	0.00%	19.08	5.76%	0.00	0.00%	19.08	5.76%
5,000 Desserts	3	15.00%	0	0.00%	37.27	11.25%	0.00	0.00%	37.27	11.25%
10,000 Beer	3	15.00%	0	0.00%	19.54	5.90%	0.00	0.00%	19.54	5.90%
11,000 Spirits	1	5.00%	0	0.00%	7.27	2.19%	0.00	0.00%	7.27	2.19%
14,000 White Wine	3	15.00%	0	0.00%	119.10	35.94%	0.00	0.00%	119.10	35.94%
10,001 Beverage Condiments	1	5.00%	0	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%
Grand Total	**20**		**0**		**331.35**		**0.00**		**331.35**	
- Other Disc									0.00	
- Suppressed									0.00	
Net Sales Total									331.35	

Sales Quantity	This is the number of menu items that were sold in this 'Family Group'
Sales Quantity % of Total	This is the number of menu items sold, expressed as a percentage of the total number of items sold for all 'Family

	Groups', this field is calculated by dividing the quantity sold for each 'Family Group' by the total quantity of items sold. E.g. 'Entree Sales' ((3/20 = .15) x 100) = 15%
Return Quantity	This is the total quantity of items that were returned using the 'Return' function in POS Operations for each 'Family Group'
Return Quantity % of Total	This is the number of items that were returned using the 'Return' function in POS Operations expressed as a percentage of the total number of items returned for all 'Family Groups'
Gross Sales	The gross sales is the total quantity of sales before any item discounts have been subtracted, this value is always shown net of any inclusive taxes for each 'Family Group'
Gross Sales % of Total	This is the gross sales for each 'Family Group' expressed as a percentage of the total gross sales for all 'Family Groups'. E.g. 'Entree Gross Sales' \ 'Total Gross Sales' x 100 (($46.82\$331.35) x 100) = 14.13%
Item Discount	This is the total value of all item discounts that were applied to the specified 'Family Group'. This field will not display item discounts that are configured to report as subtotal
Item Discount % of Total	This field will show the item discounts for each 'Family Group' expressed as a percentage of total item discounts for all 'Family Groups', the item discounts used to calculate this percentage will not have the option enabled to report as subtotal. E.g. 'Entree Family Group Item Discounts' \ 'Total Family Group Item Discounts' = 'Item Discount Percentage'
Net Sales	The net sales field will display the total 'Family Group Sales' net of item discounts and net of tax
Net Sales % of Total	This field will show the net sales of each 'Family Group' expressed as a percentage of the total net sales for all 'Family Groups'. E.g. 'Entree Net Sales' \ 'Total Next Sales' = '% Net Sales Total' ($46.82 \ $331.35) x 100) = 14.13%
Grand Total Sales Quantity	This is the total number of items that have been sold for all 'Family Groups'
Grand Total Return Quantity	This is the total number of returns that have been done for all 'Family Groups' using the 'Return' function in POS Operations
Grand Total Gross Sales	This is the total sales for all 'Family Groups' excluding tax and item discounts
Grand Total Item Discounts	This is the total value of item discounts for all 'Family Groups', only item discounts that are not configured to report as subtotal will display in this field
Grand Total Net Sales	This is the total value of sales less item discounts and tax for all 'Family Groups'

Other Discounts	This is the total of all other discounts excluding item discounts not configured to report as subtotal. E.g. all subtotal discounts and item discounts configured to report as subtotal
Suppressed	This is the total value of menu items that have been configured with the option enabled to 'Suppress From Net Sales Total' in the 'Menu Item Class'
Net Sales Total	This is the total value of all 'Family Groups' once all discounts and suppressed totals have been removed

1.2.4 Menu Item Groups

'Menu Item Groups' are the third level of reporting that can be configured, 'Menu Item Groups' are not a required report categorisation, but can be used to break the reporting down into smaller groups for the purpose of menu mix reporting. Because it is not required that all menu items are linked to a 'Menu Item Group', there may be discrepancies between these totals and 'Family Group'/'Major Group' totals if only some items have been configured to report to a 'Menu Item Group'.
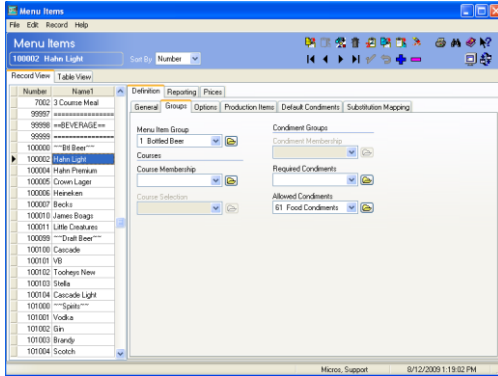
Examples of 'Menu Item Groups' that could be configured include:

- Meat
- Poultry
- Seafood
- Draft Beer
- Bottled Beer
- Chardonnay
- Merlot
- Vodka
- Bourbon

There are several 'Menu Item Group' reports that can be enabled for the site to run, these should only be enabled if the site is using 'Menu Item Groups' for reporting. Below is a list of the recommended reports that should be enabled:

- RVC Menu Item Group Sales Detail
- RVC Menu Item Group Sales Summary
- SYS Menu Item Group Sales Detail
- SYS Menu Item Group Sales Summary
- Consolidated RVC Menu Item Group Sales Summary
- Consolidated SYS Menu Item Group Sales Summary
- Consolidated RVC Menu Item Group Sales Detail
- Consolidated SYS Menu Item Group Sales Detail

NOTE: For more information on revenue centre, system, daily and consolidated reports see section 1.4

Below are some sample Menu Item Group reports:

Daily Consolidated System Menu Item Group Sales Summary

Belrose Cafe - Belrose

Support Micros

Period From : 12/08/2009   To : 12/08/2009

Printed on Tuesday, 8 December 2009 - 1:23 PM

		Sales Qty	% of Ttl	Net Sales	% of Ttl
1	Bottled Beer	5	50.00%	33.18	72.24%
2	Draft Beer	5	50.00%	12.75	27.76%
	Grand Total	10		45.93	
	- Subtotal Disc				
	- Suppressed			0.00	
	Net Sales Total			45.93	

Sales Quantity	This is the number of menu items that were sold in this 'Menu Item Group'
Sales Quantity % of Total	This is the number of menu items sold, expressed as a percentage of the total number of items sold for all 'Menu Item Groups', this field is calculated by dividing the quantity sold for each 'Menu Item Group' by the total quantity of items sold. E.g. 'Bottled Beer Sales' ((5/10 = .50) x 100) = 50%
Net Sales	This is the net sales value for each 'Menu Item Group', the net sales are expressed exclusive of tax and item discounts
Net Sales % of Total	This is the net sales value of each 'Menu Item Group' expressed as a percentage of the total net sales for all 'Menu Item Groups'. This field is calculated by dividing the net sales of each 'Menu Item Group' by the total net sales for all 'Menu Item Groups'. E.g. for the 'Bottled Beer Menu Item Group' (33.18/45.93= .7224) x 100) = 72.24%
Grand Total Quantity	This is the total quantity of items sold for all 'Menu Item Groups' combined
Grand Total Net Sales	This is the total net sales amount for all 'Menu Item Groups' combined, exclusive of tax and item discounts
Subtotal Discounts	This is the total of all subtotal discounts that were applied, this total includes item discounts that were configured to report as Subtotal
Suppressed	This is the total value of menu items that have been configured with the option enabled to 'Suppress From Net Sales Total' in the 'Menu Item Class'
Net Sales Total	This value will display the total of all 'Menu Item Groups' less any subtotal discounts and suppressed net sales totals

Daily Consolidated System Menu Item Group Sales Detail
Belrose Cafe - Belrose

Period From : 12/08/2009	To : 12/08/2009							Support Micros Printed on Tuesday, 8 December 2009 - 1:42 PM		
	Sales Qty	% of Ttl	Rtn Qty	% of Ttl	Gross Sales	% of Ttl	Item Disc	% of Ttl	Net Sales	% of Ttl
1 Bottled Beer	5	50.00%	0	0.00%	33.18	72.24%	0.00	0.00%	33.18	72.24%
2 Draft Beer	5	50.00%	0	0.00%	12.75	27.76%	0.00	0.00%	12.75	27.76%
Grand Total	10		0		45.93		0.00		45.93	
							- Other Disc		0.00	
							- Suppressed		0.00	
							Net Sales Total		45.93	

Sales Quantity	This is the number of menu items that were sold in this 'Menu Item Group'
Sales Quantity % of Total	This is the number of menu items sold, expressed as a percentage of the total number of items sold for all 'Menu Item Groups', this field is calculated by dividing the quantity sold for each 'Menu Item Group' by the total quantity of items sold. E.g. 'Bottled Beer Sales' ((5/10 = .50) x 100) = 50%
Return Quantity	This is the total quantity of items that were returned using the 'Return' function in POS Operations for each 'Menu Item Group'
Return Quantity % of Total	This is the number of items that were returned using the 'Return' function in POS Operations expressed as a percentage of the total number of items returned for all 'Menu Item Groups'
Gross Sales	The gross sales is the total quantity of sales before any item discounts have been subtracted, this value is always shown net of any inclusive taxes for each 'Menu Item Group'
Gross Sales % of Total	This is the gross sales for each 'Menu Item Group' expressed as a percentage of the total gross sales for all 'Menu Item Groups'. E.g. 'Bottled Beer Gross Sales' \ 'Total Gross Sales' x 100 (($33.18\$45.93) x 100) = 72.24%
Item Discount	This is the total value of all item discounts that were applied to the specified 'Menu Item Group'. This field will not display item discounts that are configured to report as subtotal
Item Discount % of Total	This field will show the item discounts for each 'Menu Item Group' expressed as a percentage of total item discounts for all 'Menu Item Groups', the item discounts used to calculate this percentage will not have the option enabled to report as subtotal. E.g. 'Bottled Beer Menu Item Group Item Discounts' \ 'Total Menu Item Group Item Discounts' = 'Item Discount Percentage'
Net Sales	The Net Sales fields will display the total 'Menu Item Group' sales net of item discounts and net of tax

Net Sales % of Total	This field will show the net sales of each 'Menu Item Group' expressed as a percentage of the total net sales for all 'Menu Item Groups'. E.g. 'Bottled Beer Net Sales' \ 'Total Net Sales' = '% Net Sales Total' ($33.18 \ $45.93) x 100) = 72.24%
Grand Total Sales Quantity	This is the total number of items that have been sold for all 'Menu Item Groups'
Grand Total Return Quantity	This is the total number of returns that have been done for all 'Menu Item Groups' using the 'Return' function in POS Operations
Grand Total Gross Sales	This is the total sales for all 'Menu Item Groups' excluding tax and item discounts
Grand Total Item Discounts	This is the total value of item discounts for all 'Menu Item Groups', only item discounts that are not configured to report as subtotal will display in this field
Grand Total Net Sales	This is the total value of sales less item discounts and tax for all 'Menu Item Groups'
Other Discounts	This is the total of all other discounts excluding item discounts not configured to report as subtotal. E.g. all subtotal discounts and item discounts configured to report as subtotal
Suppressed	This is the total value of menu items that have been configured with the option enabled to 'Suppress From Net Sales Total' in the 'Menu Item Class'
Net Sales Total	This is the total value of all 'Menu Item Groups' once all discounts and suppressed totals have been removed

1.2.5   Menu Item Reporting

It is possible to run menu item reports for individual, groups or all menu items that are configured in the system. This is the most detailed level of item reporting that the site will have to analyse menu mix and sales.

It is recommended that the following menu item reports are enabled for the site:

- RVC Menu Item Sales Detail

- RVC Menu Item Sales Summary

- SYS Menu Item Sales Detail

- SYS Menu Item Sales Summary

- Consolidated RVC Menu Item Sales Summary

- Consolidated SYS Menu Item Sales Summary

- Consolidated RVC Menu Item Sales Detail

- Consolidated SYS Menu Item Sales Detail

- Menu Item List Report

NOTE: For more information on revenue centre, system, daily and consolidated reports see section 1.4.

Below are some sample menu item reports:

Daily Consolidated System Menu Item Sales Summary

Subtotal By Family Group

Belrose Cafe - Belrose

Support Micros

Period From : 12/08/2009	To : 12/08/2009		Printed on Tuesday, 8 December 2009 - 1:56 PM	
	Sales Qty	% of Ttl	Net Sales	% of Ttl
2006 Grilled Scallops	1	33.33%	17.73	37.87%
2008 BBQ Squid	1	33.33%	15.91	33.98%
2009 Prawn Risotto	1	33.33%	13.18	28.15%
	3	**15.00%**	**46.82**	**19.66%**
3002 Truffle Pasta	1	33.33%	25.91	31.49%
3005 Barramundi	1	33.33%	30.45	37.01%
3012 Peking Duck	1	33.33%	25.91	31.49%
	3	**15.00%**	**82.27**	**34.54%**
4002 Potato	1	33.33%	6.36	33.33%
4003 Beans	1	33.33%	6.36	33.33%
4004 Chips	1	33.33%	6.36	33.33%
	3	**15.00%**	**19.08**	**8.01%**
5001 Marquise	1	33.33%	11.36	30.48%
5003 Tart	1	33.33%	11.36	30.48%
5008 Cheese	1	33.33%	14.55	39.04%
	3	**15.00%**	**37.27**	**15.65%**
100005 Crown Lager	2	25.00%	12.72	24.13%
100006 Heineken	1	12.50%	6.82	12.94%
100007 Becks	2	25.00%	13.64	25.87%
100010 James Boags	2	25.00%	12.72	24.13%
100011 Little Creatures	1	12.50%	6.82	12.94%
	8	**40.00%**	**52.72**	**22.14%**
	20		238.16	
	- Other Disc		0.00	
	Net Sales Total		**238.16**	

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Sales Quantity	This is the number of each menu item that was sold
Sales Quantity % of Total	This is the number of menu items sold, expressed as a percentage of the total number of items sold for all menu item sales within the same 'Family Group', this field is calculated by dividing the quantity sold for each menu item by the total quantity of items sold for the 'Family Group'. E.g. 'Crown Lager Sales' ((2/8 = .25) x 100) = 25%
Net Sales	This is the net sales value for each menu item, the net sales is expressed exclusive of tax and item discounts
Net Sales % of Total	This is the net sales value of each menu item expressed as a percentage of the total net sales for all menu items within that 'Family Group'. This field is calculated by dividing the net sales of each menu item by the total net sales for all menu items in the 'Family Group'. E.g. for the 'Crown Lager' menu item (12.72/52.72= .2413) x 100) = 24.13%
Grand Total Quantity	This is the total quantity of items sold for all menu items combined
Grand Total Net Sales	This is the total net sales amount for all menu items combined, exclusive of tax and item discounts
Subtotal Discounts	This is the total of all subtotal discounts that were applied, this total includes item discounts that were configured to report as subtotal
Suppressed	This is the total value of menu items that have been configured with the option enabled to 'Suppress From Net Sales Total' in the 'Menu Item Class'
Net Sales Total	This value will display the total of all menu items less any subtotal discounts and suppressed net sales totals

Daily Consolidated System Menu Item Sales Detail

Subtotal By Family Group

Belrose Cafe - Belrose

Period From : 12/08/2009	**To : 12/08/2009**							Printed on Tuesday, 8 December 2009 - 2:05 PM			
Menu Item	MLVL	Price	Sales Qty	% of Ttl	Rtn Qty	% of Ttl	Gross Sales	% of Ttl	Item Disc	% of Ttl	Net Sales	% of Ttl
2006 Grilled Scallops	Std	19.50	1	33.33%	0	0.00%	17.73	37.87%	0.00	0.00%	17.73	37.87%
2008 BBQ Squid	Std	17.50	1	33.33%	0	0.00%	15.91	33.98%	0.00	0.00%	15.91	33.98%
2009 Prawn Risotto	Std	14.50	1	33.33%	0	0.00%	13.18	28.15%	0.00	0.00%	13.18	28.15%
Total Entrees			**3**	**15.00%**	**0**	**0.00%**	**46.82**	**19.66%**	**0.00**	**0.00%**	**46.82**	**19.66%**
3002 Truffle Pasta	Std	28.50	1	33.33%	0	0.00%	25.91	31.49%	0.00	0.00%	25.91	31.49%
3005 Barramundi	Std	33.50	1	33.33%	0	0.00%	30.45	37.01%	0.00	0.00%	30.45	37.01%
3012 Peking Duck	Std	28.50	1	33.33%	0	0.00%	25.91	31.49%	0.00	0.00%	25.91	31.49%
Total Mains			**3**	**15.00%**	**0**	**0.00%**	**82.27**	**34.54%**	**0.00**	**0.00%**	**82.27**	**34.54%**
4002 Potato	Std	7.00	1	33.33%	0	0.00%	6.36	33.33%	0.00	0.00%	6.36	33.33%
4003 Beans	Std	7.00	1	33.33%	0	0.00%	6.36	33.33%	0.00	0.00%	6.36	33.33%
4004 Chips	Std	7.00	1	33.33%	0	0.00%	6.36	33.33%	0.00	0.00%	6.36	33.33%
Total Sides			**3**	**15.00%**	**0**	**0.00%**	**19.08**	**8.01%**	**0.00**	**0.00%**	**19.08**	**8.01%**
5001 Marquise	Std	12.50	1	33.33%	0	0.00%	11.36	30.48%	0.00	0.00%	11.36	30.48%
5003 Tart	Std	12.50	1	33.33%	0	0.00%	11.36	30.48%	0.00	0.00%	11.36	30.48%
5008 Cheese	Std	16.00	1	33.33%	0	0.00%	14.55	39.04%	0.00	0.00%	14.55	39.04%
Total Desserts			**3**	**15.00%**	**0**	**0.00%**	**37.27**	**15.65%**	**0.00**	**0.00%**	**37.27**	**15.65%**
100005 Crown Lager	Std/Btl	7.00	2	25.00%	0	0.00%	12.72	24.13%	0.00	0.00%	12.72	24.13%
100006 Heineken	Std/Btl	7.50	1	12.50%	0	0.00%	6.82	12.94%	0.00	0.00%	6.82	12.94%
100007 Becks	Std/Btl	7.50	2	25.00%	0	0.00%	13.64	25.87%	0.00	0.00%	13.64	25.87%
100010 James Boags	Std/Btl	7.00	2	25.00%	0	0.00%	12.72	24.13%	0.00	0.00%	12.72	24.13%
100011 Little Creatures	Std/Btl	7.50	1	12.50%	0	0.00%	6.82	12.94%	0.00	0.00%	6.82	12.94%
Total Beer			**8**	**40.00%**	**0**	**0.00%**	**52.72**	**22.14%**	**0.00**	**0.00%**	**52.72**	**22.14%**
Grand Total			**20**		**0**		**238.16**		**0.00**		**238.16**	
								- Other Discount		0.00	
								- Suppressed		0.00	
								Total Net Sales		238.16	

Menu Item	This is the object number and menu item name
MLVL	This is the menu level that the item has been sold on. Different menu levels can be programmed for the same menu item to represent different prices. E.g. 'Bottle of Wine', 'Glass of Wine'.
Sales Quantity	This is the number of each menu item that was sold
Sales Quantity % of Total	This is the number of menu items sold expressed as a percentage of the total number of items sold for all menu items with the same 'Family Group', this field is calculated by dividing the quantity sold for each menu item by the total quantity of items sold in the same 'Family Group'. E.g. 'Crown Lager Sales' ((2/8 = .25) x 100) = 25%
Return Quantity	This is the total quantity of items that were returned using the 'Return' function in POS Operations for each menu item

Return Quantity % of Total	This is the number of items that were returned using the 'Return' function in POS Operations expressed as a percentage of the total number of items returned for all menu items within the 'Family Group'
Gross Sales	The gross sales is the total quantity of sales before any item discounts have been subtracted, this value is always shown net of any inclusive taxes for each menu item
Gross Sales % of Total	This is the gross sales for each menu item expressed as a percentage of the total gross sales for all menu items in the 'Family Group'. E.g. 'Crown Lager' Gross Sales \ Total Gross Sales x 100 (($12.72\$52.72) x 100) = 24.13%
Item Discount	This is the total value of all item discounts that were applied to the specified menu item. This field will not display item discounts that are configured to report as subtotal
Item Discount % of Total	This field will show the item discounts for each menu item expressed as a percentage of total item discounts for all menu items in the 'Family Group', the item discounts used to calculate this percentage will not have the option enabled to report as subtotal. E.g. 'Crown Lager Menu Item Discounts' \ 'Total Menu Item Discounts' = 'Item Discount Percentage'
Net Sales	The net sales field will display the total menu item sales net of item discounts and net of tax
Net Sales % of Total	This field will show the net sales of each menu item expressed as a percentage of the total net sales for all menu items in the 'Family Group'. E.g. 'Crown Lager Net Sales' \ 'Total Net Sales' = '% Net Sales Total' ($12.72 \ $52.72) x 100) = 24.13%
Grand Total Sales Quantity	This is the total number of items that have been sold for all menu items
Grand Total Return Quantity	This is the total number of returns that have been done for all menu items using the 'Return' function in POS Operations
Grand Total Gross Sales	This is the total sales for all menu items excluding tax and item discounts
Grand Total Item Discounts	This is the total value of item discounts for all menu items, only item discounts that are not configured to report as subtotal will display in this field
Grand Total Net Sales	This is the total value of sales less item discounts and tax for all menu items
Other Discounts	This is the total of all other discounts excluding item discounts not configured to report as subtotal. E.g. all subtotal discounts and item discounts configured to report as subtotal
Suppressed	This is the total value of menu items that have been configured with the option enabled to 'Suppress From Net Sales

	Total' in the 'Menu Item Class'
Net Sales Total	This is the total value of all menu items once all discounts and suppressed totals have been removed

1.3 Report Balancing Configuration

Depending on the setup requirements, layout of the organisation and type of service that is being offered, will determine the best method of configuring the system to enable the site to balance on a daily basis.

MICROS offers several configuration options, these can be discussed with a MICROS representative to best determine the method of reporting to be used. Below is a summary of balancing methods that are often used:

- Serving Periods
- Cashiers
- Employees
- Revenue Centre
- Cash Management

It is important to first understand the balancing requirements of the site prior to configuring one of the above options. The following sections explain the scenarios that each balancing method would best suit.

1.3.1 Serving Periods

'Serving Periods' are configured for sites that would like to track sales for a pre-defined time period. E.g. breakfast, lunch and dinner. 'Serving Periods' should only be used where a site balances their tills at the completion of each period. Because a 'Serving Period' is set for each RVC and only one 'Serving Period' can be active at any one time within that RVC, balancing by this method is best where there is only one user workstation used for cashiering for each RVC.

Where checks have been opened in one period and closed in another, balancing can be made difficult. E.g. the customer is dining at the restaurant for breakfast, but the transaction is not completed until the lunch period, the sales will be recognised in the breakfast period but the revenue (payment) will be recognised in the lunch period.

'Serving Periods' can be configured for use when posting sales to a front office system, allowing the site to track the period that the transaction was completed for reference on the customers front office account. Often this method is used for interface postings as the 'Serving Periods' can be configured to automatically roll to the next period, this ensures that the information that displays on the guests front office account is correct.

'Serving Periods' may also be configured to allow the site to analyse sales for pre-defined periods of time, or to control the availability of pricing and menus. Using 'Serving Periods' for these purposes does not mean that they are also required to be used for balancing.

In summary 'Serving Periods' should be enabled for the following scenarios:

- Where balancing is completed at the end of a pre-defined time period
- Where the total tenders are balanced for the entire RVC. E.g. either one terminal or all cash drawers for all terminals are balanced together
- To control the availability of menus and prices
- To control the front office account that a transaction will post to where a property management system (PMS) interface is configured.

1.3.2   Cashiers

'Cashiers' can be used for balancing both a user workstation, or an individual employee. 'Cashiers' are best utilised when there are multiple cash drawers to be balanced within the same revenue centre, or where transactions for multiple RVC's are being recorded through the same cash drawer.

'Cashiers' by user workstation will track the physical tenders and sales that are being recorded on an individual workstation regardless of the employee, RVC or serving period that is assigned. Only one 'Cashier' can be assigned to a single user workstation at any one time, however multiple cashiers can be used through the course of a day.

'Cashiers' will not automatically increment so if they are configured to be used for balancing multiple shifts in one day, then the user must manually change the shift.

'Cashiers' can also be linked to individual employees to track their sales and payment information. This allows the site to run an employee report at the end of shift to balance the till. If multiple employees are using the one cash drawer, balancing to an employee report will not be possible.   Often 'Cashiers' by employee can be implemented if the site use a server banking system and the server carries their float on their person.

'Cashiers' are best used when a site has one cash-up per day for individual workstations.

1.3.3   Employees

Employee reports can be used to balance the sales and payments of individual employees, this scenario is best used when there is only one employee responsible for the cash drawer or, the site use server banking where the employees float is carried on their person.

Employee balancing relies on the employee keeping their 'POS ID' secure, so that no other employee can record transactions under another employees ID.

Employee shifts will typically increment as part of the end of night process to prevent the sales from another shift, reporting on the wrong day, however, if the employee is doing multiple shifts on the same day, the employee shift will need to be manually incremented to allow the individual shifts to balance.

1.3.4   Revenue Centre

It is possible to balance by RVC, but the only time that this method of balancing would suffice is if the site do not want to individually balance each cash drawer for each terminal, but instead balance all drawers together. If there is only one cash up per day or if there is one terminal in each RVC and the terminal is not used to record transactions for any other outlet.

1.3.5   Cash Management

'Cash Management' is an additional module that comes free of charge with MICROS RES. This module allows the site to assign employees to tills to track every payment that is recorded through the cash drawer. This method is best used where individual employees are responsible for specific cash drawers or where the site use server banking.

This module will track only the payment or payment related information and is solely used for tracking tenders within the system.

If 'Cash Management' is enabled the site must be prepared to assign tills to workstations and employees to tills for every shift, they must also be prepared to close, count, and deposit each open till at the end of each shift or day. This method of balancing is used in many quick service restaurants where individual employees must be assigned to the till before a transaction can be tendered. This provides accountability to individuals for the balancing of the cash drawer.

1.3.6   Scenarios of Balancing Methods

Multiple Cash Drawers to be balanced separately. E.g. A bar environment

Where the site have multiple cash drawers and each of these cash drawers must be balanced independently of each other, 'Cashiers' or 'Cash Management' would provide the best method of balancing.

If 'Cash Management' is used then all employees that will be tendering transactions on the workstation will need to be assigned at the start of a shift.

If the workstations are balanced multiple times a day and 'Cashiers' are used, the 'Cashier' shift will need to be manually incremented by the employee.

Using either 'Cash Management' or 'Cashiers' will allow the site to tender transactions for multiple RVC's and balance the physical cash drawer.

One Cash Drawer/User Workstation used to tender transactions for multiple RVC's. E.g. Minibar/Room Service environment

Where a site have only one workstation and cash drawer, but this workstation is used to tender transactions for multiple RVC's, 'Cashiers' or 'Cash Management' would provide the best method of balancing.

A 'Cashier' will track all sales that are recorded through the terminal regardless of the RVC that the transaction is completed in.

'Cash Management' will track all tenders that are recorded through the workstation, regardless of the RVC that the transaction is completed in. If 'Cash Management' is utilised, the site must assign all employees to the till that will be using the workstation to tender transactions.

If 'Cashiers' are utilised, and the site balance the cash drawer multiple times a day, the employees will need to manually increment the 'Cashier' after balancing each shift.

One User Workstation used in one RVC balanced multiple times a day E.g. Hotel Restaurant environment

If the site have defined periods throughout the day that the cash drawer is balanced to, and the workstation is only used within the one RVC then 'Serving Periods' may be the best method for balancing. 'Serving Periods' can be configured to reflect the balancing periods. E.g. Breakfast, Lunch, and Dinner.

One User Workstation used in one RVC balanced once a day. E.g. Hotel bar environment

If the site have one workstation that is only used in one RVC and is only balanced once a day, a revenue centre report can be used to balance the cash drawer at the end of the day. Using this report will rely on the site not tendering transactions in this RVC on any other workstation.

One User Workstation with multiple Cash Drawers assigned to individual employees. E.g. A bar environment

If the site have one user workstation that has two cash drawers attached, the site could use either employee reports to balance or 'Cash Management'.

Employee reports can be used if the employee is specified to use either cash drawer 1 or cash drawer 2 at the start of their shift. Assuming that the employee does not tender transactions on any other user workstation throughout the course of their shift, an employee report can be run to balance their cash drawer at the completion of their shift.

An alternative to this is using 'Cash Management', the employees must be assigned to the till at the start of the shift, but this will allow the site to track the transactions for each cash drawer for each employee.

Server Banking. E.g. Table Service environment

Where employees carry a float on their person and all payments and change are made from their individual floats, 'Cash Management' or employee reports would provide the best method of balancing.

If 'Cash Management' is configured for server banking, once an employee begins a transaction a till is automatically opened in the system for them and all transactions are recorded to this till which can then be balanced to the employees personal float at the end of the shift.

Employee reports will also track the tenders and sales that the individual employee has completed, and the report may then be used to balance the employees float at the end of the shift.

Multiple User Workstations each with a separate Cash Drawer and each used by individual employees. E.g. Quick Service environment

'Cash Management' would provide the best solution for this type of balancing. The site assigns an employee to the workstation at the start of the shift, they are then the only employee that has access to the cash drawer and can therefore be held accountable for the balancing of the drawer at the end of the shift.

1.4 Report Types

Within each report group in 'Autosequences and Reports' there are specific types of reports that can be run, generally each group of reports are broken into the following types:

- Daily
- Consolidated
- System
- Revenue Centre

Below are details of each of the types of reports that are available.

1.4.1 System Reports

System reports will provide the site with a collective total of sales for all RVC's. E.g. if the site has two RVC's, restaurant and bar, and they run the sales report for the System, they will get the collective totals for both the bar and the restaurant.

The system reports can then be run as either a daily report or a consolidated report.

1.4.2 Revenue Centre Report

RVC reports will provide the site with the total sales for a specific outlet within the organisation. E.g. if the site has two RVC's, restaurant and bar, and an RVC report is selected, the user will be prompted to select for which RVC they would like to report on. The report will only display totals for the selected RVC.

The RVC reports can be run as either a daily report or a consolidated report.

1.4.3 Daily Reports

Daily reports will display totals for either the selected RVC or system report on a day by day basis. The daily report can be selected for a period of more than one day, however the report will still display totals for each of the individual days selected.

1.4.4 Consolidated Reports

Consolidated reports can be used to display totals for either the selected RVC or system for a consolidated period of time. E.g. a report can be run to display the totals sales for a 7 day period.

1.5 Generating Reports

Reports can be generated in any of the following ways:

- Directly, using the 'Reports' options in the 'Autosequences and Reports' module. Managers may choose to run some reports directly, either to produce seldom-used reports that are not included in autosequences, or to get the most current information available.

- Directly, using an autosequence in the 'Autosequences and Reports' module, or using a key programmed to run an autosequence. Usually wait staff will run end-of-shift or tip reports using a key that launches an autosequence.

- Automatically, through an autosequence scheduled to run at specified times. Autosequences can be programmed to produce a specified series of reports.

1.5.1 Autosequences and Reports

Within the MICROS application, the user will have access to 'Autosequences and Reports', it is from within this application that all POS related reports can be run. The application can be opened via Start | Programs | MICROS Applications | Reports | Autosequences and Reports or via a preconfigured desktop icon:

The user will be required to log in using their PC Application ID, or if enhanced security is enabled, using their user name and password.
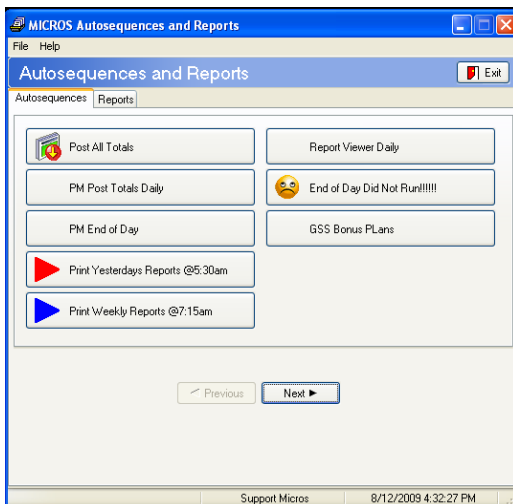
Depending on the security access of the employee logging in, they will be presented with two tabs, 'Autosequences' and 'Reports'. The 'Autosequences' tab provides the user with a list of preconfigured events that can be run. E.g. 'Printing Yesterdays Reports', or troubleshooting events such as 'End of Day Did Not Run'.
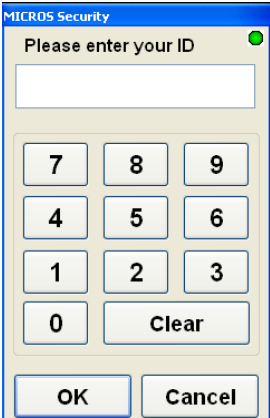
To access the MICROS reports, the user should select the 'Reports' tab.
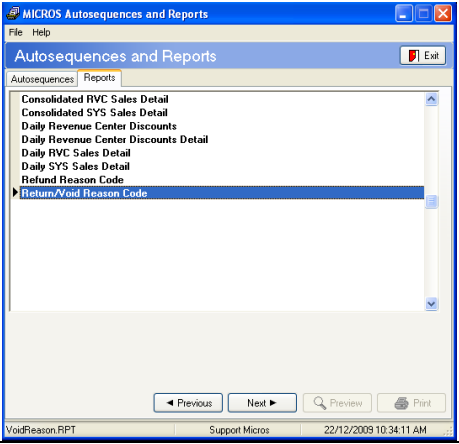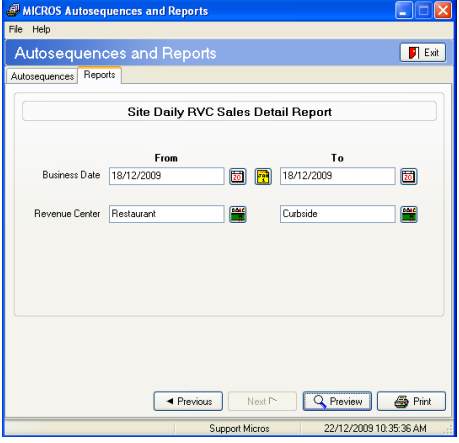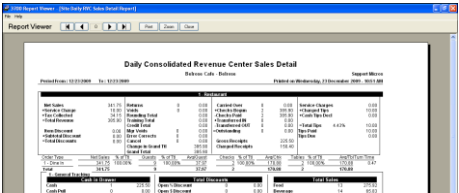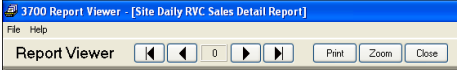
Depending on the type of report that is selected, the user will be prompted with specific parameters.

1.5.2 Running Reports

To run a report through 'Autosequences and Reports', take the following steps:

Select the 'Autosequences and Reports' icon from the desktop or navigate to Start | Programs | MICROS Applications | Reports | Autosequences and Reports	
Sign in using your PC Application ID as configured in POS Configurator | Employees | Employees | Security	

Select the 'Reports' tab at the top of the screen	
Select the report category of the report type that you want to run. E.g. 'Sales'	
Select the report from the category that you selected and click on the 'Next' button. Depending on the report type selected, the system will prompt the user for specific parameters. E.g. • Business Date • RVC • Serving Period • Employee • Major Group • Family Group • Menu Item • Cashier • Time Period	
Select the parameters for the report from the selection displayed. The 'From' business date must always be prior to the 'To' business date or the system will display an error. For predefined dates, select the icon between the two date parameters	

|	
A list of predefined dates will display, these have been configured to make date selections faster for the user. Additional pre-defined date selections can be configured if required by the site, see section 1.7.3 'Report Dates'. Once the pre-defined date is selected, select 'OK' to return to the parameters section	
Enter the remaining parameters and click on the 'Preview' button to view the report to screen. It is recommended that the report is previewed prior to printing however there is a 'Print' button on the parameters selection screen that can be used to print the report without previewing first	
Use the navigation buttons at the top of the page to scroll through multiple pages of the report, print the report or close the preview window. Using the 'Zoom' button will zoom in and out of the previewed report	

1.6   MICROS Reports Overview

The MICROS RES system provides a suite of standard reports, developed to meet the needs of most operations. These reports are designed to be easy to use and understand. They may be run on demand or scheduled for specific times of the day as part of an autosequence. They are, however, generic in design and may not include the level of detail required for every organization.

To improve usability, MICROS has included several features that allow you to make simple revisions to the report structure. For example, you can define tracking totals to track and report specific types of data. You can assign 'Major Groups', 'Family Groups', and 'Menu Item Groups' to categories, to delineate the grouping and subtotals that are printed on reports. You can define a fiscal period type to calculate date ranges for reports. In other words, through careful modifications, you can get the information you need without developing customized reports.

The reports section provides information and samples for each of the standard reports as they were developed and shipped with the product. Since templates can be changed and customized, your reports may not be identical to the ones included here.

There are 12 main report categories that reports can be grouped by, depending on the modules that are configured for a site, will determine which report groups a site will utilise to access reports. The 12 categories are:

- Sales Balance Reporting
- Period Reporting
- Cash Management Reporting
- Guest Check Reporting
- Employee Reporting
- Labour Reporting
- KDS Reporting
- Table Management Reporting
- Group Reporting
- Menu Item Reporting
- GSS Reporting
- Other Reporting
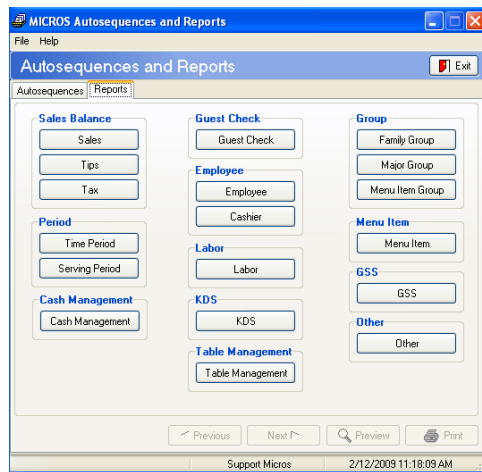
Typically most sites will utilise 'Sales Balancing', 'Period Reporting', 'Guest Check Reporting', 'Employee Reporting', 'Group Reporting', and 'Menu Item Reporting'.

'Cash Management Reporting' will only be used by those sites running the 'Cash Management' application.

'Labour Reporting' will only be used by those sites running 'Time and Attendance' or 'Labour Management'.

'KDS Reporting' will only be used by those sites that are running the 'Kitchen Display System'.

'Table Management Reporting' will only be used by those sites that are running the 'Table Management' module.

'GSS Reporting' will only be used by those sites running the 'Guest Service Solution' application.

The 'Other' reporting group contains additional reports for wastage, system status reports and system error reporting.

1.6.1   Sales Balance Reporting

The 'Sales Balance' reporting group contains sales based reports, tip reports, and tax reports, discount reports and void/return reports.

The reports contained under this section are typically used by the site for balancing their revenue on a daily basis.

Depending on the configuration of the site it is possible to use either a 'System Report' or a 'Revenue Centre Report' to balance total payments and sales back to net sales and total revenue.

1.6.2   Period Reporting

The 'Period Reporting' section contains reports that will allow a site to analyse their business by pre-configured time periods throughout the day. There are two sections in this category, 'Time Period' reporting or 'Serving Period' reporting.

Time period reporting is available at all sites, time periods are configured by the half hour to allow the site to analyse their sales throughout the day and identify highs and lows in trade. Graphical time period reports are also available.

'Serving Period' reports will be enabled if the site is configured to use 'Serving Periods'. 'Serving Periods' are typically configured to reflect specific periods throughout the day e.g. Breakfast, Lunch and Dinner. These reports allow the site to analyse sales and if required balance to specific time periods throughout the day.

1.6.3 Cash Management

'Cash Management' reports should only be enabled for sites that are utilising the 'Cash Management' module. This module allows the site to assign employees to specific tills and balance those tills to individuals, creating more accountability and ownership on the employee. The 'Cash Management' module has it's own set of built in reports, however reports such as 'Deposit', 'Paid In/Paid Out', and 'Till Over/Short' reporting can be accessed via 'Autosequences and Reports'.

1.6.4 Guest Check Reporting

Under the 'Guest Check' reporting tab, the site can access reports that will provide information on employee open and closed checks or reports on future orders that have been placed.

1.6.5 Employee Reporting

Under the 'Employee' reporting section there are two categories, 'Employee Reports' and 'Cashier Reports'. Depending on the configuration of the site, it is possible to balance revenue back to individual employees, or if configured, cashiers may be assigned to workstations or employees which can then be used for balancing revenue.

Within the 'Employee' section it is possible to select individual employees to analyse their sales, payments, service charges and tips.

If cashiers have been configured for the site then the reports that display within the 'Cashier' category will display the payments, net sales and total revenue.

1.6.6 Labour Reporting

Under the 'Labour' reporting section, reports will only be enabled if the site has 'Time and Attendance' or 'Labour' modules configured. The reports contained in this section allow the site to print employee time cards and analyse the labour costs by job categories and view employee's clock in status.

1.6.7 KDS Reporting

The 'KDS' reporting section is used to report speed of service and menu item preparation times for those sites that are using the 'Kitchen Display System'. These reports allow a site to analyse the time it is taking to prepare and deliver orders from the time the transaction was entered in the system until the time it is bumped from the KDS. These reports are typically utilised in a quick service environment.

1.6.8 Table Management Reporting

The 'Table Management' reporting section will only be utilised by those sites that are configured to use the 'Table Management' module. If configured, the reports in this section will allow the site to analyse reservations, waitlists, wait times, table requests and VIP reservations.

1.6.9 Group Reporting

Under the 'Group' reporting section reports on 'Major Groups', 'Family Groups' and 'Menu Item Groups' can be accessed. These reports allow the site to analyse sales by grouping items into relative categories. All sites will utilise the 'Major Group' and 'Family Group' reports, and where needed, a site may also be configured to utilise 'Menu Item Groups' for reporting.

1.6.10 Menu Item Reports

All sites will require 'Menu Item' reporting to analyse the sales of individual menu items across RVC's and the system. These reports will allow the site to analyse the quantity and sales of each menu item configured allowing them to maximise sales by identifying those items that are selling and those that are not.

1.6.11 Other Reporting

Depending on the sites requirements, some reports within the 'Other' category may be enabled. Reports in this section cover items such as 'Waste', 'System Status' and 'Error' reporting.

1.7 Enabling and Configuring MICROS Reports

Reports come in three formats: full-page, 40-column and UWS. A full-page report is designed for standard-size paper (A4), and can be printed on any Windows-compatible printer, excluding dot-matrix printers. All reports include a full-page version.

A 40-column report includes basically the same information as the full-page version, but is formatted to be 40 characters wide and is designed to be printed on a MICROS roll printer.

A UWS report is a 40-column report designed to run from a 'User Workstation' for the entire system. UWS reports must be run through an autosequence and can only print on a thermal or autocut roll printer. These reports look like standard 40-column reports, but do not use 'Crystal Report' templates and cannot be modified. For a detailed list of which reports are available in each of the formats see 'Appendix A'.

Standard system reports can be enabled and disabled for each site as needed. It is important to ensure that any reports that are not required by the site are disabled, and only those that are required are enabled.
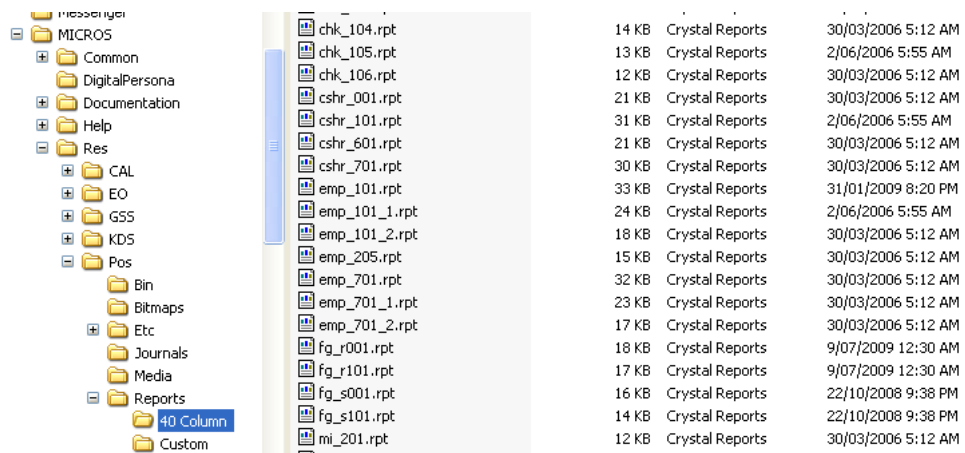
1.7.1 Report Templates

There are approximately 400 predefined report templates configured in POS Configurator, the configuration of the system report templates should not be modified however, it is possible to add custom report templates that may be a variation on a standard report.

The report templates are created, updated and modified using 'Crystal Reports', these report templates can be located in the \MICROS\RES\POS\Reports for all standard 80 column POS reports.


All standard 40 column POS report templates are located in the MICROS\RES\POS\Reports\40 Column folder:

All custom 80 column report templates that are created should be saved in the MICROS\RES\POS\Reports\Custom directory, and all 40 column custom report templates should be saved to the MICROS\RES\POS\Reports\40 Column\Custom directory.

Report templates specific to other modules can be found under the reports folder within each of the module folders e.g. 'Enterprise Office' report templates would be located under MICROS\RES\EO\Reports:
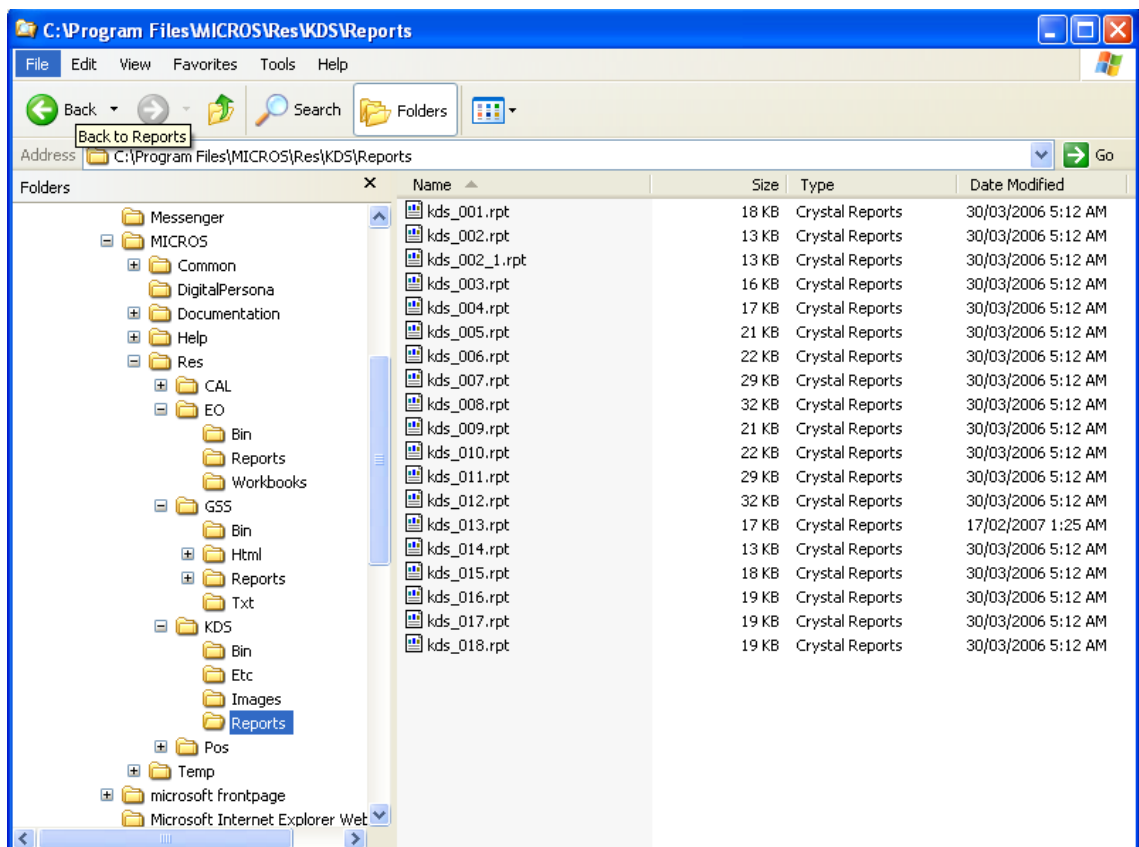

It is important that if a standard report template is modified, the modified report is saved as a new report in the custom directory. If a standard report template is replaced with a modified copy of the report, this may cause problems when upgrading to future versions.

‘Crystal Report’ software must not be loaded on any machine at site, unless the site have purchased a copy of the software. Report modifications should be done on the installers laptop/virtual machine and the templates copied to site.

Each standard report is generated using a ‘Crystal Reports’ template. Template information is included in each report description for advanced users.

A template is used to format and organize the information in a report. The fonts, spacing, and field placement of a report are all specified in the report template. Templates also include formulas that are used to calculate information for some fields.

The ‘Report Templates’ can be configured through POS Configurator | Reports | Report Templates. This section of POS Configurator should be secured so that only MICROS Installers and Support have access.
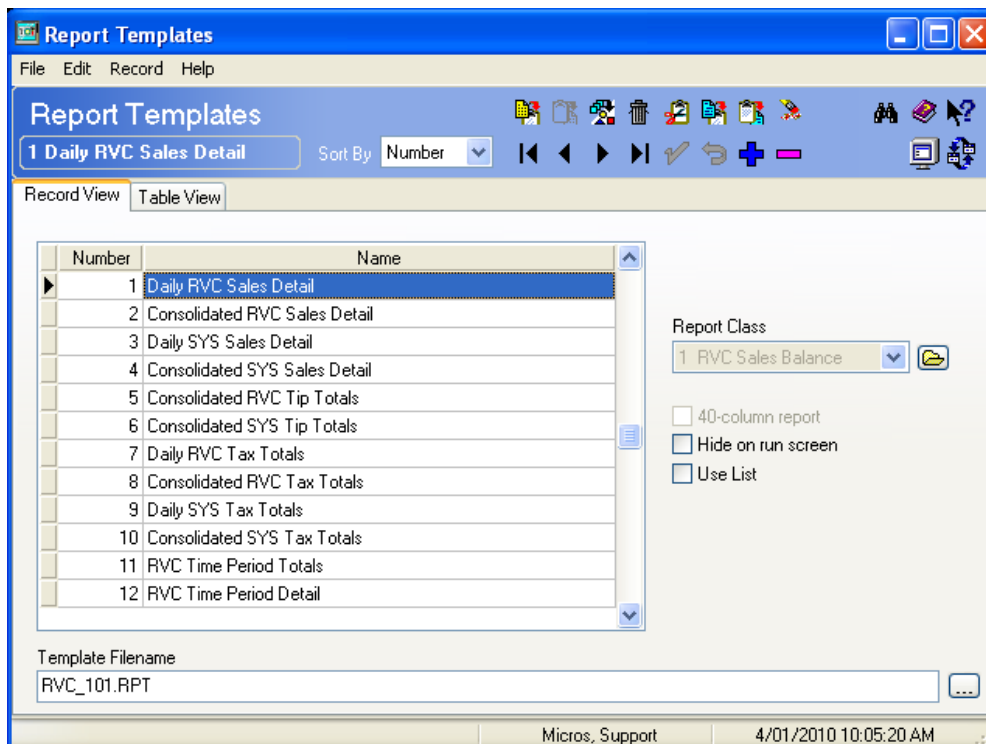
All report templates will be linked to a ‘Report Class’, the ‘Report Class’ determines the category under which the report will be displayed within ‘Autosequences and Reports’. The ‘Report Class’ also specifies the parameters that will be displayed when the report is run. E.g. Date, RVC etc...

If the report is a 40 column report template, the check option ’40 column report’ should be enabled to allow this report template to print on a roll/receipt printer. This option controls the directory that the system will check for the linked template when generating a report.

To prevent the report from displaying in ‘Autosequences and Reports’, check the option ‘Hide on Run Screen’. This option should be enabled for all reports that the site are not using.

The ‘Use List’ check option is used to create additional range fields that the user can be prompted with when running ‘Enterprise Office’ reports.

The ‘Template Filename’ field will display the name of the report template as it is saved within the reports directory.
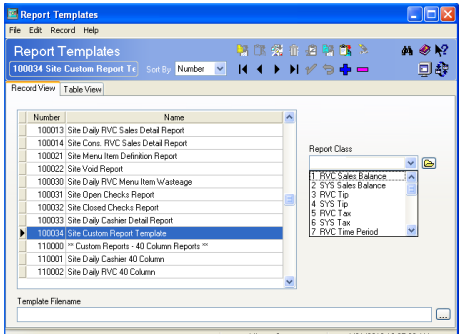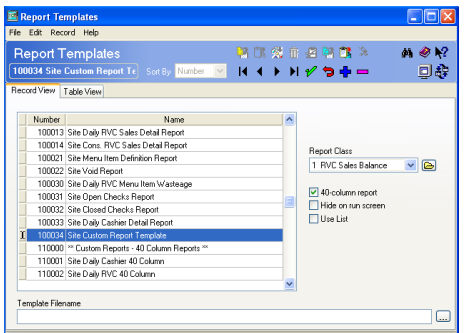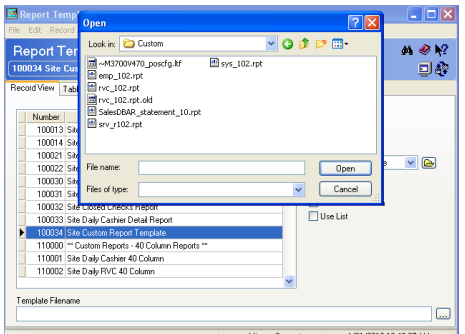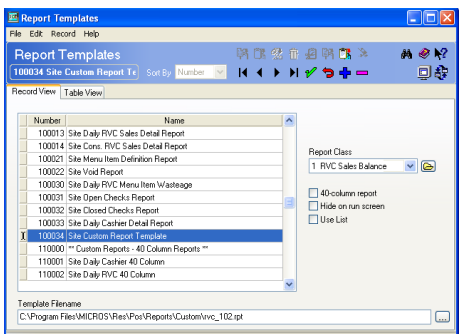
If custom report templates have been created, a new record will need to be added for the template, it is recommended that these templates are added at the end of the list of standard reports (object number 100000 upwards).
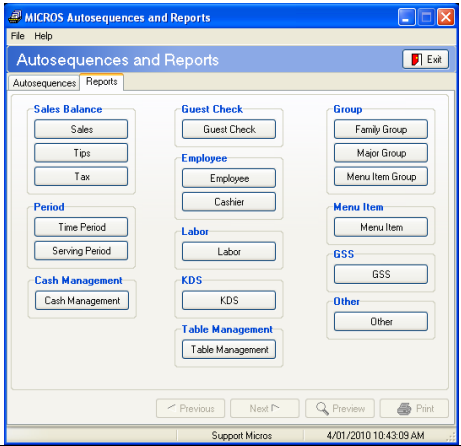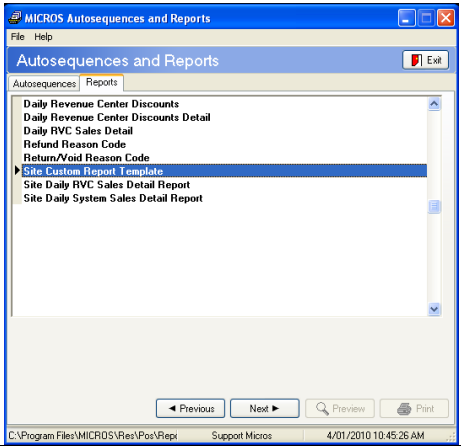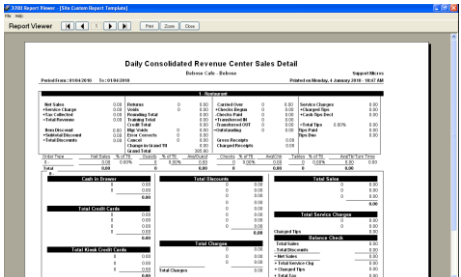
When a new report template is added, it must be linked to a 'Report Class' and the appropriate check options selected. The 'Template Filename' must then be entered including the pathing of the directory where the template has been saved.
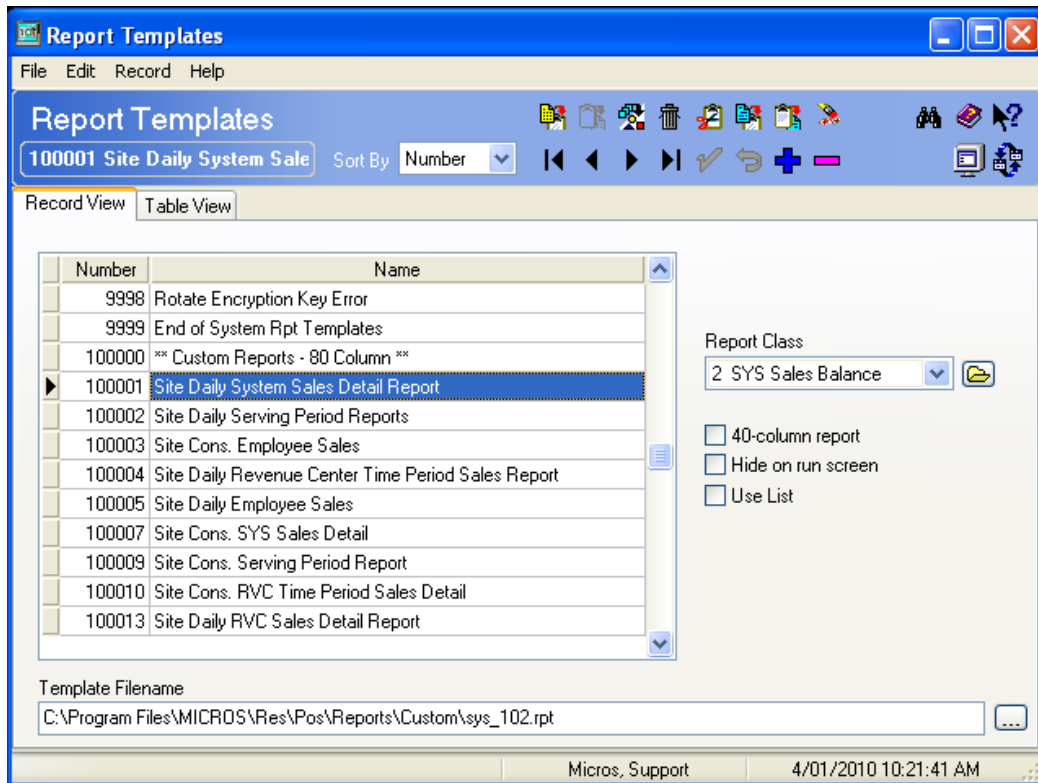
Take the following steps to add a new custom report template:

1	Sign in to POS Configurator and navigate to Reports | Report Templates	
2	Add a new record using the blue plus, and enter the name of the custom report in the 'Name' field	

3	Select the green tick to save, then the 'Report Class' field will become available for selection. Select the 'Report Class' from the drop down selection, this will specify which category the report will display in within 'Autosequences and Reports'	
4	Select the '40 Column' check option if this report is to be used to print on a 40 column printer	
5	Click in the 'Template Filename' field and select the ... button. This will open an explorer form. Navigate to the custom directory where the report template has been saved. Select the report template and select the 'Open' button	
6	The pathing of the report will now display in the 'Template Filename' field. Select the green tick to save the changes	

7	Sign into 'Autosequences and Reports', and select the 'Reports' tab	
8	Depending on the 'Report Class' specified in step 3, select the appropriate report category to check that the report template is displaying	
9	Preview the report to ensure that no errors are encountered	

1.7.2   Report Classes

'Report Classes' are used to group reports into specific categories to determine which report group they will display under in 'Autosequences and Reports'. 'Report Classes' will also determine which parameters the user will be prompted with when the report is run.

Typically the 'Report Classes' are pre-configured and additional classes are not required.
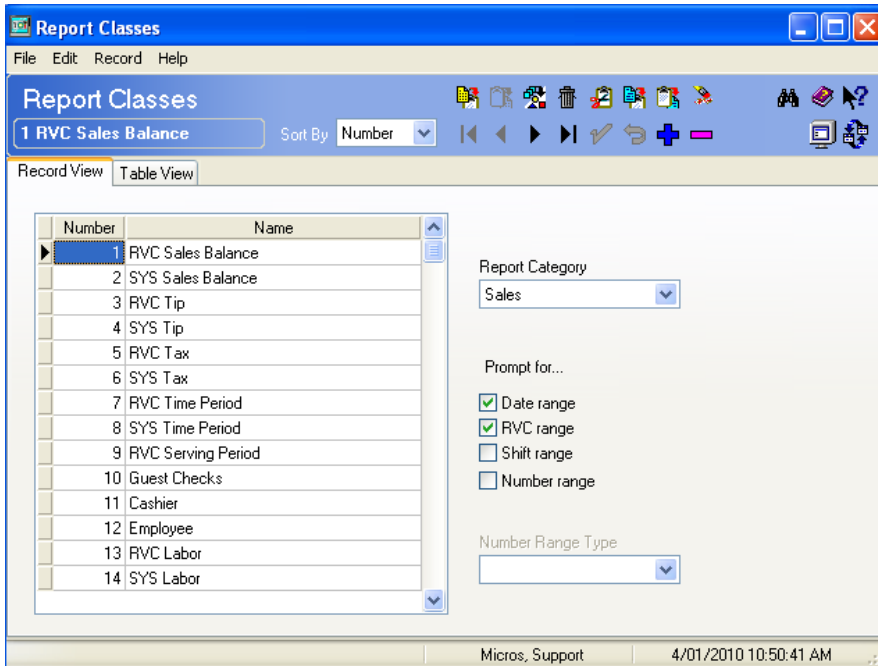
Each 'Report Class' is linked to a 'Report Category', the 'Report Categories' are pre-defined and cannot be modified. The categories specified in the drop down selection are the same categories that will display under the 'Reports' tab in 'Autosequences and Reports'.
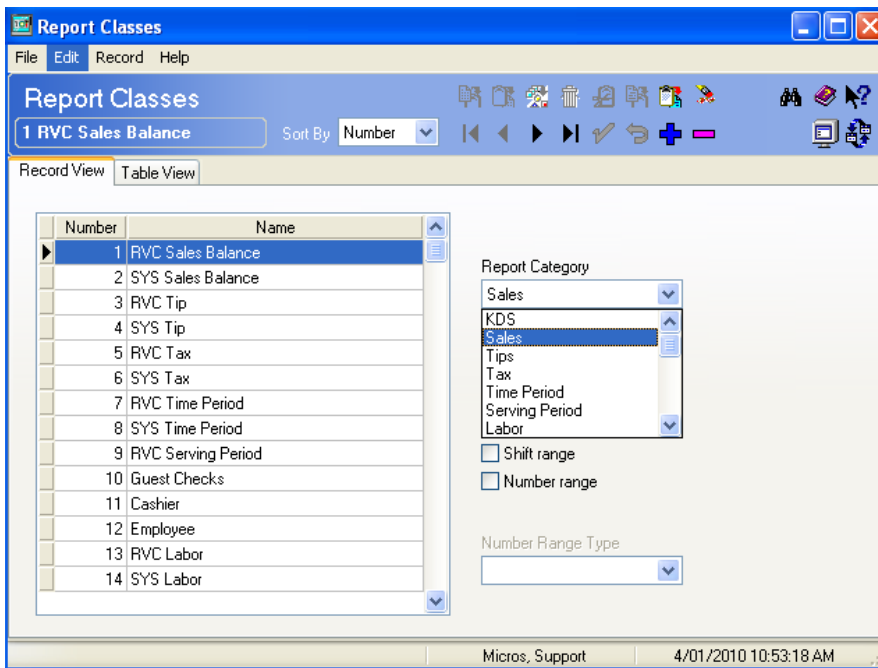
Under the 'Prompt For' section of the 'Report Classes' form, a set of pre-configured prompts will display, depending on the 'Report Class' and the type of reports that are linked will determine which prompts are enabled:

Most reports are designed to provide either RVC-level or system-level information. For example, the 'System Sales Detail Report' is inherently a system-wide report; you cannot select the RVC's to include in the report. You can, however, specify an RVC or range of RVC's for the 'Revenue Centre Sales Detail Report'. The following are common report selection options:

Date Range

Many reports include a 'From Date' and 'To Date' as selection options. The default value is always the current business date. For reports that are not consolidated, a report will be produced for each business day included in the range you specify. For consolidated reports, one report will be produced that provides combined totals for the period you specify.

RVC Range

If selected, the user will be prompted to select the starting and ending RVC to run the report for. By default the system will prompt with all RVC's selected. You can specify one RVC or a range of RVC's. All RVC reports include this selection option.

Shift Range

If selected, the user will be prompted to select either the previous, current or a specific shift to run the report for. Alternatively the user will have the ability to select 'Shift by Date Range'. This type of range is typically used for 'Cashier Reporting' and 'Employee Reporting', by default the system will display the current shift.

Number Range

If selected, the user will be prompted to make a selection from a group of items by object number, if this option is enabled for the 'Report Class' a 'Number Range Type' will also need to be specified.

Number Range Type

If the 'Report Class' has the option enabled for 'Number Range' select the range of object numbers that should display. E.g. If the class is employee specific, then the user would be required to select the employees by number range.

1.7.3 Report Date Range

When a user runs a report through 'Autosequences and Reports', if the report type requires, they will be prompted to select a 'Date Range'. It is possible to pre-configure some date ranges that can be selected to eliminate the need for the user to select the 'From' and 'To' dates.

The pre-configured date ranges can be selected using the calendar icon between the 'From' and 'To' date fields:
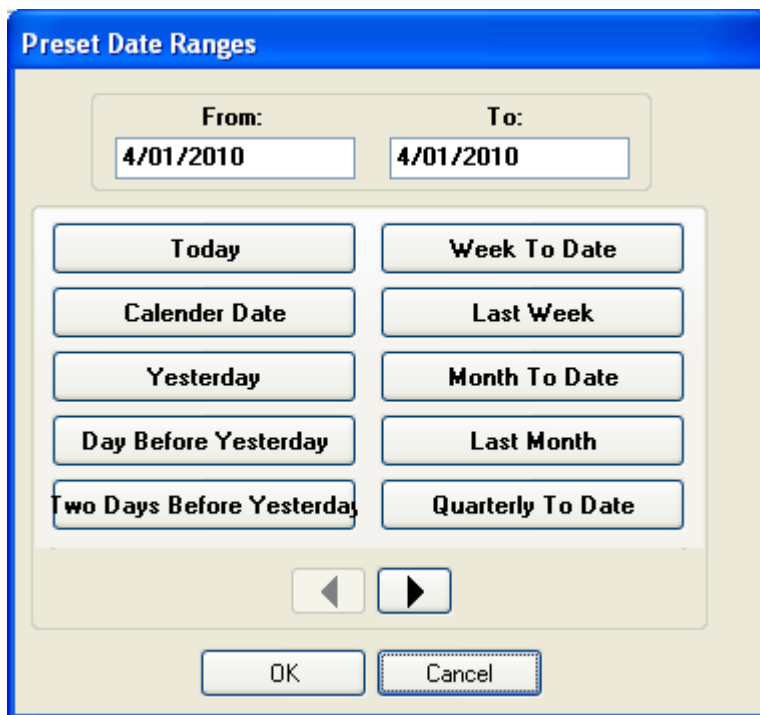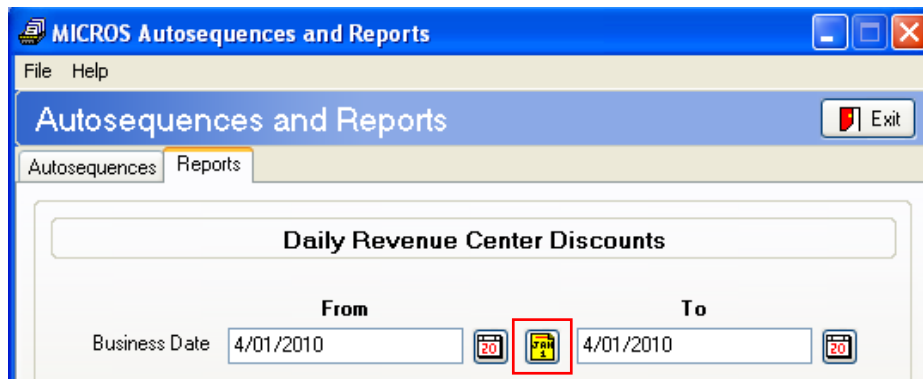
The 'Report Date Ranges' can be configured within POS Configurator to add or modify date ranges to suit the needs of the site.

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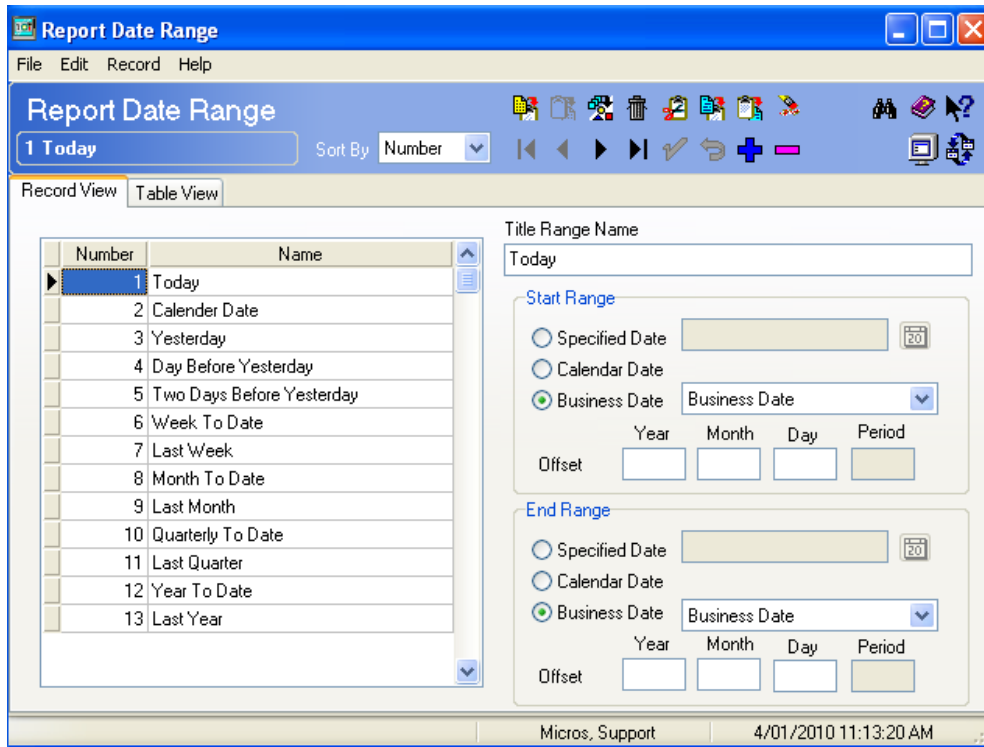
The 'Title Range Name' is the text that will display on the 'Preset Date Ranges' form when selected.

The 'Start Range' field can be defined as either a 'Specific Date' which will always run the report for the date specified in the date field. The 'Calendar Date' will use the current business date for the start of the business date range. If the 'Business Date' option is selected, a list of pre-defined business date options will display in the drop down selection, select the appropriate business date option. E.g. 'Business Date' will run the report for the current business date, 'Start of Month' will run the report for the first day of the current month.

The 'Offset' selections allow the user to specify an offset value for the date start range that is specified. The 'Offset' value can be specified by either 'Year', 'Month', 'Day' or 'Period'. If the 'Business Date' is specified as a 'Fiscal Period' then only the 'Day' and 'Period' offset values will be available. The 'Offset' values can be specified in either positive or negative. E.g. 'Business Date' -1 day would display the report for yesterday.
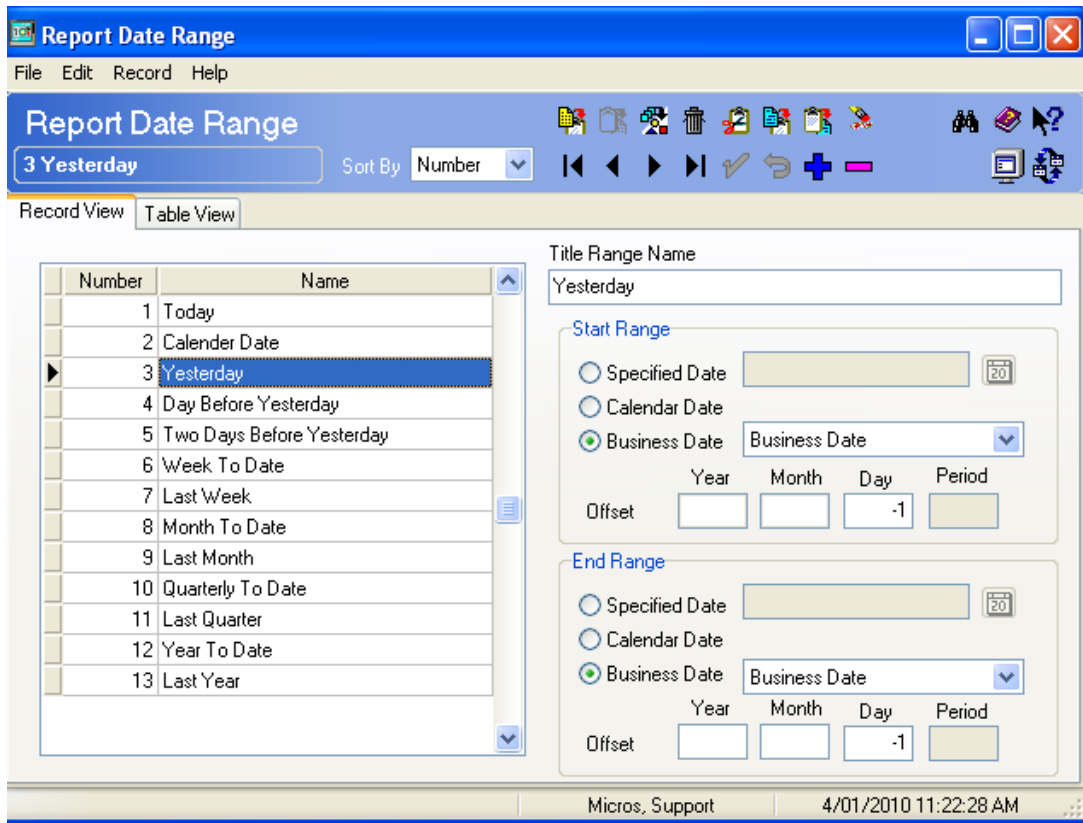
The 'End Range' options are the same as the 'Start Range' options, only they will determine the date that the report will be run to. The 'End Date' options should always result in the date being greater than the start date.

1.7.4   Employee Access and Privileges

Reports can be run either from the 'Reports' folder in the 'Autosequences and Reports' module, or through an 'Autosequence'. Access to the 'Reports' folder is controlled through the option Employee Classes | Privileges | Privilege Options | Use Reports. If this option is selected, employees assigned to the associated employee class will have access to any reports included in the 'Reports' folder.
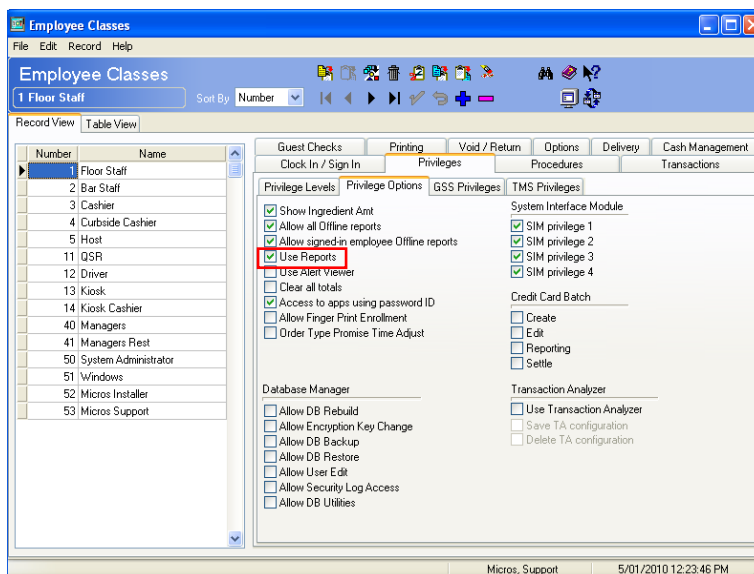
A report can be included in the MICROS RES system, and run by autosequences, but not appear in the 'Reports 'folder. The option Reporting | Report Templates | Hide on run screen determines if the report is included in the Reports tab.
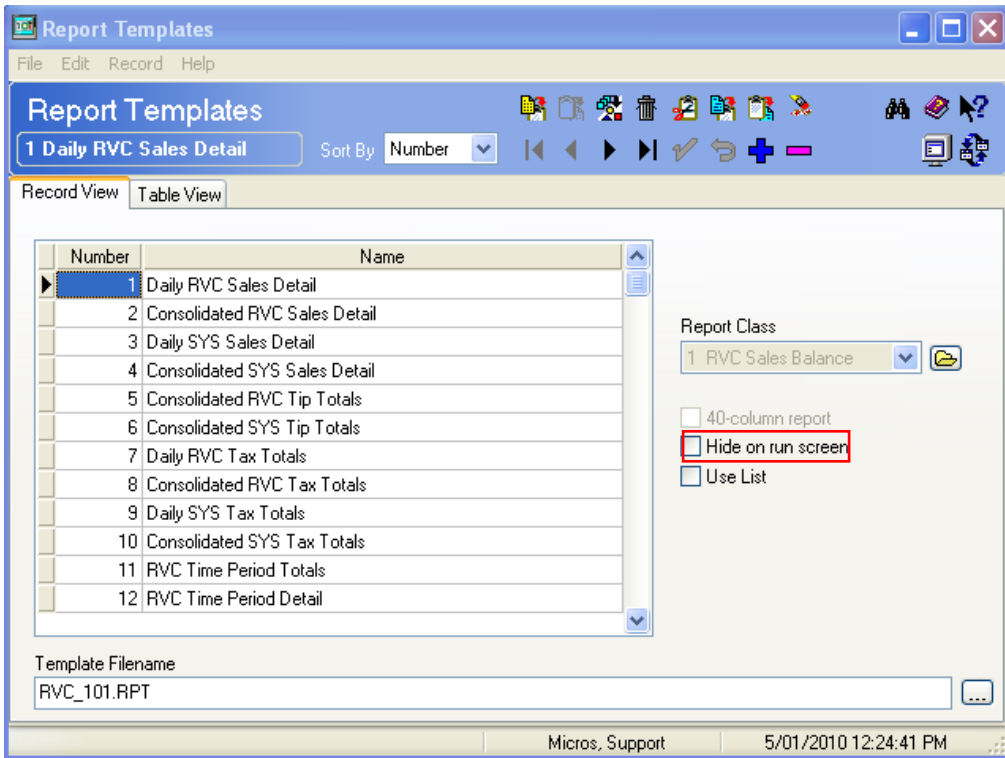
Access to autosequences is controlled through privilege levels. Privilege levels are assigned to an employee class in Employee Classes | Privileges | Privilege Levels |Autosequences. An employee class can be assigned a privilege level from 0 (lowest) to 3 (highest).
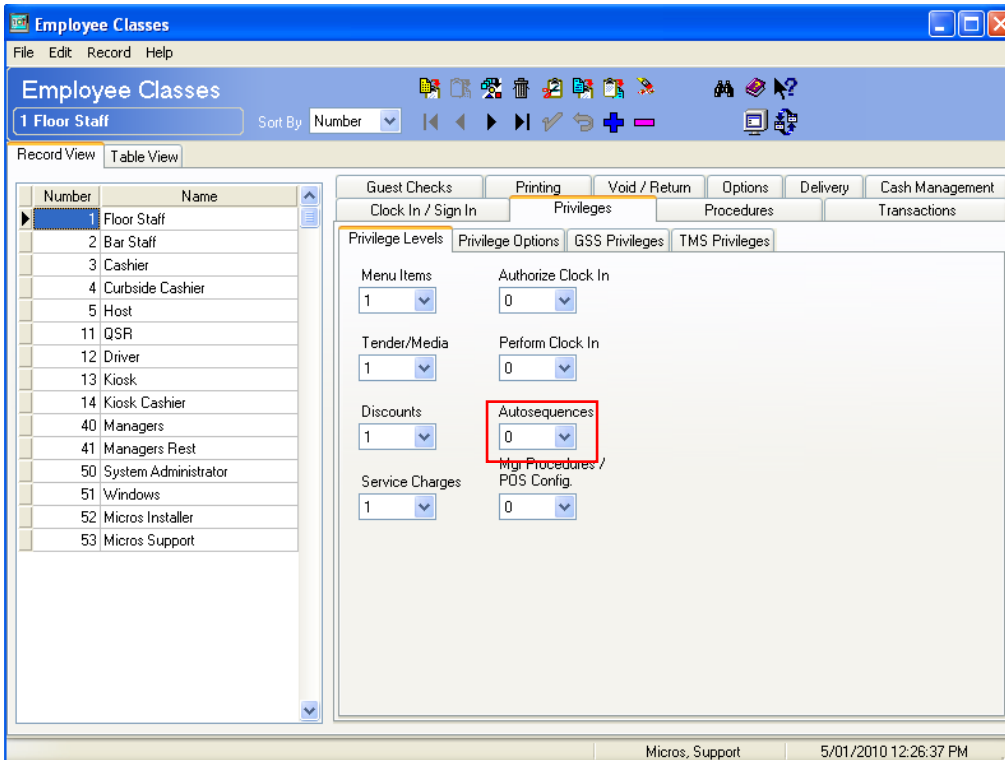
Required privilege levels are assigned to autosequences in Reporting | Autosequences | Privilege. An autosequence can require a privilege level from 0 (lowest) to 3 (highest).
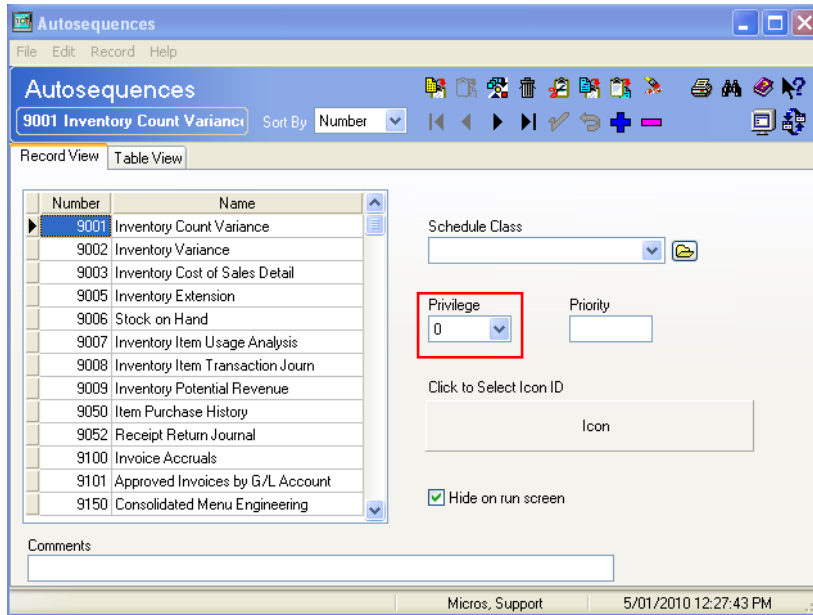
Employees can run any autosequence with a required privilege level equal to or less than the privilege level assigned to the employee class to which they belong. For example, an employee belonging to an employee class with an autosequence privilege level of 2 can run autosequences with a required privilege level of 0, 1, or 2.

1.8   Understanding MICROS RES Reports

The MICROS RES reports are designed to be easy to learn and use. To follow, is a brief outline on how to read the reports. There are various reports in the system, but the details contained in this document are based on an 'RVC' report.

There are 3 main sections on each report, at the top of the report is the 'Report Summary' section, this area displays a summary overview of the system activity including voids, no sales, cancels, checks paid, checks begun etc...

The middle section of the report will display the 'Check Detail' summary, this section will display order type totals, average checks, average guests and table turns.

The last section of the report will display the 'General Tracking' section. This section is typically customised to match the tracking for each site. It is also recommended that a 'Balance Check' section is included to allow the site to confirm that the figures for the day balance, or if they do not balance it will allow them to identify which area is causing a discrepancy.

1.8.1   Report Summary Section

1 - Restaurant							
Net Sales	312.82	Returns	0	0.00	Carried Over	0	0.00	Service Charges	3.70
+Service Charge	23.36	Voids	1	-4.09	+Checks Begun	11	367.80	+Charged Tips	20.00
+Tax Collected	31.64	Rounding Total		-0.02	-Checks Paid	11	367.80	+Cash Tips Decl	0.00
=Total Revenue	367.82	Training Total		419.50	+Transferred IN	0	0.00		
		Credit Total		-5.41	-Transferred OUT	0	0.00	=Total Tips 16.45%	23.70
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	20.00
+Subtotal Discount	-1.24	Error Corrects	0	0.00				Tips Due	3.70
=Total Discounts	-1.24	Cancel	2	5.00	Gross Receipts		144.10		
		Change in Grand Ttl		378.56	Charged Receipts		150.00		
		Grand Total		378.56					

The above summary section   provides detailed information on sales, including discounts, returns, voids, corrections, check data and tips

Below are the explanations of the fields above and how they are calculated.

Name	Description
Net Sales	The net 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 included tax)
	- All voids of menu items
	- All discounts
	- All returned menu items
	+ Any voids of discounted items
	+ Any voids of returned items
Service Charge	The sum of all service charge entries as calculated by the sum of all service charge keys plus the calculated value of

	any auto gratuities.
	The service charge is calculated as follows:
	+ Sum of all service charges entered
	- All voids of service charges
	+ Computed auto gratuity
	Examples of service charges are tips and public holiday surcharges
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 tax collected is calculated as follows:
	+ Sum of tax from taxable menu item sales
	- Tax from voided menu items
	- Tax from returned menu items
	- Tax from voided service charges
	- Tax from non-taxable discounts
	+ Tax from void or returned menu items
	+ Tax from voids of taxable discount items
	*Note Australian GST is calculated on each individual item and rounded at this level. Even if all the items configured in the database are GST inclusive, there will be rounding variances if the tax is calculated by dividing the Total Revenue by 11 to calculate the tax amount.
Total Revenue	The sum of net sales, service charges and tax collected.
	The total revenue is calculated as follows:
	+ Net Sales Total
	+ Service Charges
	+ Tax Collected
Item Discount	The net value of discounts recorded through any discount keys programmed as an item discount.
	The item discount is calculated as follows:
	+ Sum of all item discounts
	+ All voids of item discounts
	*An item discount will only apply to one item or highlighted items on a guest check. If the discount is configured to act as an item discount, but is set to report as a subtotal discount, it will not display under this section.

Subtotal Discount	The net value of all subtotal discounts including any item discounts that have been programmed to report as subtotal. A subtotal discount is a discount recorded through a discount key that is not programmed as an item discount.
	The subtotal discount is calculated as follows:
	+ Sum of all subtotal discounts
	+ Sum of all item discounts configured to report as subtotal
	- All voided subtotal discounts
	*A subtotal discount will apply to the subtotal of the check
Total Discounts	The sum of item discounts and subtotal discount amounts.
	The total discounts are calculated as follows:
	+ Item Discount
	+ Subtotal Discounts
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 returns
	- Number of voided returns
	The value of the returned items is calculated as follows:
	+ Value of returns
	- Value of voided returns
	*A return is a damaged good that cannot not be added back in to stock
Voids	The voids field includes two figures. The first is the number of items voided; the second is the value of the voided items.
	The number of voided items is calculated as follows:
	+ Number of voided menu items
	+ Number of voided service charges
	- Number of voided voids
	The value of voided items is calculated as follows:
	+ Value of voided menu items
	+ Value of voided service charges
	- Value of voided voids
	*A void is an error – when voided an item is added back in to stock

Credit Total	A credit total is created when rounding 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 the 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 are posted to the credit total. For example: If the waiter voids an item to the value of $4.50 and the tax is a 10% inclusive value, the negative tax total for the void will be -$0.41, this value will be posted to the credit total field. If the waiter selects an item that is configured as a negative priced menu item, the total value of the item will post to the credit total. E.g. if the waiter selects a -$5.00 menu item, the total value posted to the credit total will be -$5.00. This field is used in conjunction with the change in grand total field to verify system accounting security. Credit total is not used to balance revenue.
Change in Grand Total	The total value of all sales activity in the system for the period of the report. Change in grand total is represented as an absolute value (it is always a positive figure). Change in Grand Total is calculated as follows: + Total Revenue + Total Discounts + Returns + Voids + Credit Total This field is used in conjunction with credit total and grand total to verify system accounting security. Change in grand total is not used to balance revenue.
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. Rounding totals that have occurred by either RVC or tender will display in this column, however discount rounding values will not. This field will only display totals when the rounding options are enabled in POS Configurator	RVC	RVC Posting	Options or POS Configurator	Sales	Tender Media	Tender
Grand Total	The total value of all sales activity. Discounts, returns, voids,

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	and credits are included as positive numbers. This number is never reset; it will continue to accumulate over the life of the system.
	This field is used in conjunction with change in 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 Days Grand Total
	+ Change in Grand Total
Training Total	The sum of all items posted in training mode.
	Training sales activity does not add to any other values on this report.
	This total is similar to grand total, in that the amount is always positive, always accumulates, and is never reset.
Mgr Voids	The count and value of the voids that required manager authorization.
Error Corrects	The count and value amount of items that were voided in the current round. This is considered an error correction, rather than a void.
Cancel	The count and value amount of the entries that were cancelled using the [Transaction Cancel] key.
No Sale	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.
Carried Over	The amount carried over from the previous shift or business date. This field will be populated if checks are left open in the system from a previous shift or business date. When running a system sales report at the start and end of the day, this value should be $0.
Checks Begun	The count and value amount of the checks, including fast transactions, begun during the report period. These totals include checks created using spilt checks and closed check edit procedures. The value amount includes net sales, service charges and taxes.
	If a check is transferred to an RVC the check will not display in the checks begun value or count.
	*Does not include transactions involving non revenue generating service charges such as deposits and gift certificate sales.

Checks Paid	The count and value 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 taxes; it will also include any amount that has been tendered on a check, even if it was a partial payment. If a check is transferred to an RVC and paid, the payment total will display in the RVC that the check was finalised. *Does not include payments of non revenue generating service charges such as deposits and gift certificate sales.
Transferred IN	The count and value of guest checks that were transferred to an employee (and corresponding RVC) 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. *If you transfer a check from the Bar to the Restaurant – the net sales, service charges and tax will still report in the Bar. Any additional sales in the Restaurant will report on the Restaurant report and the payment will report where the check is closed.
Transferred OUT	The count and value of the guest checks that were transferred away from an employee (or out of an RVC) to any other 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 transfer.
Outstanding	The number and current value of open checks. This amount is calculated as follows: + Checks Begun - Checks Paid + Transferred In - Transferred Out
Gross Receipts	The total receipts recorded by tender/media keys programmed to add to this total. Tax collected can also be included. This figure does not include charged tips. Receipts posted to a tendering key will add to gross receipts if the option POS Configurator	Tender/Media	Tender 'Post to Gross Receipts' is selected.
Charged Receipts	The total receipts for this employee or RVC, recorded by tender/media keys defined as charge keys (such as 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) is included in this total.
Service Charge	A service charge is an amount that is added to the sales transaction in exchange for a service rendered. Service charges are determined either from a base amount (E.g., cover charge $5.00) or by percentage (E.g., room charge 15%), and they may be taxed like a menu item. Typical service charges include: Public Holiday surcharges, Room Service tray charge, and Entertainment cover charge.
Charged Tips	The total of all charged tips that will be paid to an employee through payroll. This is the value of the tips charged to credit cards or room charge keys when the tender key is programmed to automatically calculate any over-tendered amount as a charged tip. Because they are paid through the standard payroll process, these tips are subject to payroll tax withholding. These tips do not have to be declared separately, as do direct cash tips.
Total Tips	Total tips include a tip percentage and a value amount. The tip percentage is the value of the total tips expressed as a percentage of gross receipts. It is calculated using the following formula: Tips% = Total Tips / Gross Receipts x 100% The value amount is the total amount of service charge tips, charged tips and declared tips. It is calculated using the following formula: Total Tips = Service charge + Charged Tips + Declared Tips
Tips Paid	The sum of all charged tips and service charges that are programmed to add automatically to tips paid and/or recorded manually through a [Tips Paid] key. This figure should equal the sum of charged tips and service charge tips; otherwise, your employees have not been paid all their tips.
Tips Due	Tips due is calculated using the following formula: Tips Due = Total Tips - Tips Paid

1.8.2   Check Summary Section

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Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	453.27	100.00%	35	100.00%	12.95	14	100.00%	32.38	14	100.00%	32.38	0.46
Total	**453.27**		**35**		**12.95**	**14**		**32.38**	**14**		**32.38**	

Above is the check summary section of the report, in this section the order type totals, average check, average guest, and table turns will display.

Name	Description
Order Type	Depending on the order types configured in the system, the total net sales value of each individual order type will display. The total of all order types should balance back to the 'Net Sales' field in the top summary section of the report. The net sales of each order type is a calculation of total sales excluding tax and discounts.
Order Type % of Total	The 'Order Type % of Total' field will display the percentage of net sales that the order type has contributed, in the above example there is only one order type configured, therefore this has contributed to 100% of the total net sales. This figure is calculated using the following formula: Dividing the individual order type net sales total by the total net sales. E.g. ((Dine In total 453.27 / Total Net Sales 453.27 = 1) x 100 = 100%)
Guest	The 'Guests' section of the report will display the total number of guests for each order type. In the above example, the total number of guests that were declared in the system for dine in orders was 35. This field will only be populated if the site are entering the number of covers for each transaction therefore it is not applicable in a fast transaction environment. The total number of guests for all order types will display at the end of this section.
Guest % of Total	The 'Guests % of Total' column will display the number of guest for each order type as a percentage of the total number of guests for all order types. In the above example there is only dine in orders displayed therefore dine in has contributed to 100% of the total number

	of guests.
	This figure is calculated using the following formula:
	Dividing the individual order type guest numbers by the total number of guests. E.g. ((Dine in Guests 35 / Total Guests 35 = 1) x 100 = 100%).
Avg/Guest	The 'Avg/Guest' column will display the average spend per guest for each of the configured order types. The total field will display the average spend per guest for the system.
	This figure is calculated using the following formula:
	Dividing the net sales for each of the order types by the total number of guests per order type. E.g. Dine In Net Sales / Dine In Guests 35 = $12.95.
Checks	The 'Checks' column will show the total number of checks that were created for each order type, the check count includes all orders that were started in the system this is fast transactions and table service. The total number of checks created for all order types will display at the end of the column.
Checks % of Total	The 'Checks % of Total' column will display the percentage that each order type has contributed to make up the total number of checks.
	This figure is calculated using the following formula:
	Dividing the number of checks for each order type by the total number of checks for all order types. E.g. ((Dine In Checks 14 / Total Number of Checks 14 = 1) x 100 = 100%).
Avg/Chk	The 'Avg/Chk' column will display the average spend per check for each order type, and then the average spend per check for the total of all order types.
	This figure is calculated using the following formula:

	Dividing the net sales for each order type by the total number of checks for all order types. E.g. Dine In Net Sales $453.27 / Dine In Checks 14 = $32.38.
Tables	The 'Tables' field will display the total number of tables that were opened for each order type. This will not always match the number of checks if the site are using both fast transactions and table service. In the above example, the site are only using table service, hence the number of checks and the number of tables are the same. At the end of this column the total number of tables for all order types will display.
Tables % of Total	The 'Tables % of Total' column will display the percentage that each order type has contributed to the total number of tables. This figure is calculated using the following formula: Dividing the number of tables for each order type by the total number of tables for all order types. E.g. ((Dine In Tables 14 / Total Number of Tables 14 = 1) x 100 = 100%)
Avg/Table	The 'Avg/Table' column will display the average spend per table for each of the order types, at the end of the column the average spend per table for all order types combined will display. This figure is calculated using the following formula: Dividing the net sales for each order type by the total number of tables for all order types. E.g. Dine In Net Sales $453.27 / 14 = $32.38 average spend per table.
Turn Time	The 'Turn Time' field is the average time it has taken to serve a table from opening the check to closing the check. This figure is calculated using the following formula: Adding the open time for each of the tables and dividing this by the number of

	tables served. This field is expressed in minutes and seconds, in the above example the average table turn time is 46 seconds.

1.8.3 General Tracking Section

Below is a sample report displaying the general tracking section. The details on the report are explained further below

.

1 - General Tracking

Cash in Drawer		
Cash	10	268.80
Cash Pull	0	0.00
= Cash in Drawer		268.80

Total Credit Cards		
Bankcard	0	0.00
Mastercard	3	220.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		220.00

Total Kiosk Credit Cards		
Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
=Total Kiosk CC		0.00

Total Discounts		
Open % Discount	4	-0.34
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks	0	0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-1.24

Total Charges		
Account Charge	1	40.70
Room Charge	0	0.00
Deposit Redeemed	1	100.00
Total Charges		140.70
Total Payments		629.50

Total Sales		
Food	13	322.71
Beverage	3	136.35
Misc.	1	-4.55
=Total Sales		454.51

Total Service Charges	
Service Charges	10.90
Deposit Paid	100.00
Charged Tips	20.00

Balance Check	
Total Sales	454.51
- Total Discounts	-1.24
= Net Sales	453.27
+ Total Service Chg	9.90
+ Charged Tips	20.00
+ Total Tax	46.35
= Total Revenue	529.52
+ Non Revenue S/C	100.00
- Rounding Total	-0.02
= Total Payments	629.50

The 'General Tracking' section of the report will display the breakdown of tenders, sales, service charges, tips, and discounts. This section is typically customised for each site based on the 'Tracking Groups' configured in POS Configurator. It is important to ensure that this section is accurate and all calculations are correct.

It is recommended that each report contains a balance section to allow the site to quickly identify if they have balanced for the day, and if not, then it will assist in identifying the area that may be causing the imbalance.

The sections that are configured on the reports may also vary from site to site, but below is a general description of the main sections that should be included:

Name	Description
Cash in Drawer	The 'Cash in Drawer' section should display the total cash that has been taken through the system, it is then possible to deduct any 'Paid Outs' or 'Cash Pulls' to give a total 'Cash in Drawer' figure. This is the amount of cash that should be in the cash drawer at the end of a shift. If a site pays tips out to their employees at the end of a shift, then the 'Charged Tips' value should also be deducted from the 'Cash in Drawer' figure e.g.
	Cash $1500.00
	Cash Pulls $200.00
	Paid Out $50.00
	Charged Tips $110.00
	Cash in Drawer $1140.00
Total Credit Cards	The 'Total Credit Card' section should display each of the configured credit cards that the site will use. Depending on the sites requirements, this may also include eftpos transactions, although some sites will require this to display under the 'Cash in Drawer' section or on a separate section altogether. A summary field should be included in this section that provides the total value of all credit card transactions. Also included in this section is the number of transactions that were made for each card type, this allows the site to confirm that all credit card receipts are included in their balancing.
Total Discounts	The 'Total Discounts' section of the report should display all configured discounts in the system. When reports are configured

	it is recommended that several 'Future Discounts' are configured and included on the report template to allow the site to add new discounts in the future without the need to have their report templates updated. Often it is this section of reports that will cause issues in balancing if the site have added new discounts but these have not been added to the tracking groups and reports.
	The discounts will always report exclusive of tax as tax on discounts is not required to be paid by the site as part of their annual tax returns.
	The quantity of each discount should also be included on the report so that the site can quickly identify the number of discounts that have been given for the period of the report. A total of all discounts should also be included in this section so that the site can balance back to the 'Balance Check' section of the report.
	It is possible to configure both subtotal and item discounts for the site, but to make the balancing of reports easier, it is recommended that the option to 'Report Discount as Subtotal' is enabled in POS Configurator | Discounts | Discounts for all item discounts. Further information on discount reporting can be found in section 1.11.
Total Charges	This section will not be required by all sites, however if the site have any tenders configured that do not involve a physical exchange of tender, then the 'Charges' section should be included.
	Charges are typically the payment of checks to a tender type that will be paid to the site at a later time. E.g. account charges or room charges, or acknowledging payment of a check where the physical payment has been made prior. E.g. Gift Certificates and Deposit Redeemed.
	Typically a 'Gift Certificate' or a 'Deposit Paid' amount is received by the site in advance of the goods and services being supplied. To ensure that the revenue is recognised at the correct time a 'Non

	Revenue Service Charge' is configured for the sale of gift certificates or the recognition of deposits paid. When the customer actually dines at the site and consumes the goods and services the revenue is recognised for the gift certificates and deposits redeemed, therefore these checks should be tendered to a specific tender media. For more information on the configuration of Non Revenue Service Charges see section 1.14. A summary total should be included to display the total charges that the site has incurred.
Total Payments	The 'Total Payments' section on this report is not a requirement, but can be added to allow the site to balance their report. In the above example the total payments for the site comes to a total of $629.50, this total is inclusive of a 'Deposit Paid' amount of $100 which is a 'Non Revenue Service Charge' and is therefore not included in the Checks Paid amount. Total 'Payments' less any 'Non Revenue Service Charges' should balance back to the 'Checks Paid' section of the report.
Total Sales	The 'Total Sales' section of the report will show the details of each 'Major Group' configured, it is also possible to display the 'Sales Itemisers' in this section, but for balancing purposes it is recommended that 'Major Groups' are used. 'Major Groups' are reported in this section excluding tax and inclusive of discounts. By deducting the total discount amount shown on the report from the total 'Major Group' sales, the sum should balance to the net sales value shown at the top of the report in the 'Report Summary' section. This section should also contain a summary of the total value of all 'Major Groups'.
Total Service Charges	The 'Total Service Charge' section should display all applicable service charges that

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	the site have configured. This should include any public holiday surcharges, charged tips, and non revenue service charges such as Deposits Paid and Gift Certificate purchases. All service charges not including charged tips and non revenue service charges will attract a tax component (for Australian GST), for more information on configuring service charges see section 1.14 of this document.
Balance Check	A 'Balance Check' section should be included on the report so that the site can confirm that the totals shown on the report balance. This section should include a check between the total net sales calculated from 'Major Groups' less 'Discounts', it should also contain a check to 'Total Revenue', which should be 'Major Groups' less 'Discounts' plus 'Service Charges' (excl tax) plus 'Charged Tips' (Incl Tax) plus the 'Tax Total'. There should also be a balance in this section to the 'Total Payments', this should be a calculation of the above items to reach the 'Total Revenue' amount, plus any 'Non Revenue Service Charges' less any 'Rounding Totals'. For further information on balancing reports, see the below section 'Report Balancing'.

1.9   Report Balancing

Below is a sample report with a description of how the fields/sections are calculated and how these can be checked to ensure that the site is balancing correctly.

Yesterday Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose   Support Micros

Period From : 11/30/2009   To : 11/30/2009   Printed on Tuesday, 1 December 2009 - 2:19 PM

1 - Restaurant

Net Sales	453.27	Returns	0	0.00	Carried Over	0	0.00	Service Charges		10.90
+Service Charge	29.90	Voids	1	-4.09	+Checks Begun	14	529.50	+Charged Tips		20.00
+Tax Collected	46.35	Rounding Total		-0.02	-Checks Paid	14	529.50	+Cash Tips Decl		0.00
=Total Revenue	529.52	Training Total		419.50	+Transferred IN	0	0.00			
		Credit Total		-5.41	-Transferred OUT	0	0.00	=Total Tips	19.12%	30.90
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid		20.00
+Subtotal Discount	-1.24	Error Corrects	0	0.00				Tips Due		10.90
=Total Discounts	-1.24	Cancel	4	61.65	Gross Receipts		161.60			
		Change in Grand Ttl		540.26	Charged Receipts		150.00			
		Grand Total		540.26						

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	453.27	100.00%	35	100.00%	12.95	14	100.00%	32.38	14	100.00%	32.38	0.46
Total	453.27		35		12.95	14		32.38	14		32.38	

1 - General Tracking

Cash in Drawer				Total Discounts				Total Sales		
Cash	10	268.80		Open % Discount	4	-0.34		Food	13	322.71
Cash Pull	0	0.00		Open $ Discount	0	0.00		Beverage	3	136.35
				$1 Discount	2	-0.90		Misc.	1	-4.55
= Cash in Drawer		268.80		50% Discount	0	0.00		=Total Sales		454.51
				Staff Drinks	0	0.00				
Total Credit Cards				Manager	0	0.00		**Total Service Charges**		
Bankcard	0	0.00		Staff Drinks	0	0.00		Service Charges		10.90
Mastercard	3	220.00		Promo	0	0.00		Deposit Paid		100.00
Visa	0	0.00		=Total Discounts		-1.24		Charged Tips		20.00
Amex	0	0.00						**Balance Check**		
=Total Credit Cards		220.00		**Total Charges**				Total Sales		454.51
				Account Charge	1	40.70		- Total Discounts		-1.24
Total Kiosk Credit Cards				Room Charge	0	0.00		= Net Sales		453.27
Kiosk Amex	0	0.00		Deposit Redeemed	1	100.00		+ Total Service Chg		9.90
Kiosk Visa	0	0.00		Total Charges		140.70		+ Charged Tips		20.00
Kiosk Diners	0	0.00						+ Total Tax		46.35
=Total Kiosk CC		0.00		Total Payments		629.50		= Total Revenue		529.52
								+ Non Revenue S/C Cha		100.00
								- Rounding Total		-0.02
								= Total Payments		629.50

1.9.1   Check Balancing

To ensure that a site is balancing on a daily basis, there are several checks that can be made. The first is to ensure that the total 'Checks Paid' balances to the 'Checks Begun' amount.

```
 Carried Over          0        0.00
+Checks Begun         14      529.50
-Checks Paid          14      529.50
+Transferred IN        0        0.00
-Transferred OUT       0        0.00
=Outstanding           0        0.00
```

Carried Over

The 'Carried Over' value will display the total of any checks that are still open from previous days. MICROS recommends that all checks are closed on a daily basis, if checks are left open in the system it may cause balancing issues in future days.

Checks Begun

The 'Checks Begun' value will represent the total of all checks begun, if the report that has been run is 'RVC' specific, then this field will only display the checks that were begun in the selected RVC.

Transferred IN

The 'Transferred IN' field will display the total of all checks that were transferred into this revenue centre, employee or cashier. The value of this field should always be $0.00 when running a system report. If checks have been transferred into the revenue centre, employee or cashier, the 'Checks Paid' and the 'Checks Begun' will not balance.

When a check is transferred, the sales for the check will be recognised by the RVC, employee or cashier where the items were selected, but revenue / payment of the check will be recognised by the RVC, employee or cashier where the check was tendered. E.g. If a check is started in the Restaurant RVC and total sales to the value of $500 was added to the check, the check was then transferred to the Bar RVC and a further $100 worth of items was added and the check was tendered. The Restaurant would recognise $500 worth of sales and no revenue / payments, but the Bar would recognise $100 worth of sales and $600 worth of revenue / payments.

Transferred OUT

Similar to 'Transferred IN', if checks are transferred out of the RVC, employee or cashier, the 'Checks Paid' and 'Checks Begun' values will not balance. The RVC, employee or cashier will recognise any sales added to the check while it was owned, but any further sales that are added in another RVC, employee or cashier and any revenue / payments that were applied to the check will not display in the selected RVC, employee or cashier report.

If a system report is selected this field should be a $0.00 value.

Outstanding

The 'Outstanding' value in this section of the report should always display a $0.00 balance at the end of service. This field is a calculation of:

+	Carried Over	$20.00
-	Checks Begun	$200.00
-	Checks Paid	$240.00
+	Transferred In	$30.00
-	Transferred Out	$10.00
	Outstanding	$0.00

The 'Outstanding' field will show a value if there are checks begun, carried over or transferred into the system that have not yet been paid.

1.9.2   Recognising Revenue and Payments

Below is an example of the recognition of revenue and payments for a check that has been transferred between RVC's:

1. In the Restaurant RVC a check is begun, $150.00 worth of food and $100 of beverage is added to the check.

2. The customer then advises that they would like to keep the check open but move to the Bar for some after dinner drinks.

3. The check is transferred in the system from the Restaurant to the Bar.

4. When an 'RVC Report' is run for the restaurant, it will display the following details:

+	Carried Over:	$0.00
+	Checks Begun	$250.00
-	Checks Paid	$0.00
+	Transferred In	$0.00
-	Transferred Out	$250.00
	Outstanding	$0.00

5. Once the check has been transferred to the Bar a further $100.00 worth of beverage is added.

6. The customer then settles the check in full to 'Mastercard'.

7. When a revenue centre report is run for the bar, it will display the following details:

+	Carried Over	$0.00
+	Checks Begun	$100.00
-	Checks Paid	$350.00
+	Transferred In	$250.00
-	Transferred Out	$0.00

Outstanding $0.00

1.9.3   Payments Balancing

The next check that the site can make to ensure that they are balancing on a daily basis is to ensure that the payments that have been recognised on the report, balance back to the checks paid value.

Cash in Drawer		
Cash	10	268.80
Cash Pull	0	0.00
= Cash in Drawer		268.80

Total Credit Cards		
Bankcard	0	0.00
Mastercard	3	220.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		220.00

Total Charges		
Account Charge	1	40.70
Room Charge	0	0.00
Deposit Redeemed	1	100.00
Total Charges		140.70
Total Payments		629.50

The 'Total Payments' is a calculation of all tenders that have been used to finalise a check, in the above example this includes, 'Cash', 'Bankcard', 'Mastercard', 'Visa', 'Amex', 'Account Charge', 'Room Charge' and 'Deposit Redeemed'.

The 'Total Payments' should balance back to the 'Checks Paid' section of the report, however, if any non revenue service charges have been selected these will not be included in the 'Checks Paid' total but they will appear in the payment section. In the above example there was a 'Deposit Paid' amount for $100 (this can be seen in the 'Total Service Charges' section of the report), the $100 deposit was paid off to a 'Mastercard' tender, therefore the payments will exceed the 'Checks Paid' value by $100.

Below is the calculation and balance for payments to checks Paid:

Cash	$268.80
Mastercard	$220.00
Account Charge	$40.70
Deposit Redeemed	$100.00
Payment Total	**$629.50**
Less Deposit Paid	$100.00
Checks Paid	**$529.50**

1.9.4 Sales Balancing

Another check that the site can make is to ensure that the 'Total Sales' balance to the 'Net Sales' as reported in the summary section at the top of the report.

The sample report is using 'Major Groups' to report system sales, 'Major Groups' will display excluding tax and inclusive of discounts (provided the system is configured for subtotal discounts or item discounts set to report as subtotal). If item discounts have been configured and these are not set to report as subtotal, the values of these discounts will already have been deducted out of the 'Major Group' sales (this is not recommended).

All discounts will display on the report as exclusive of tax.

Total Sales		
Food	13	322.71
Beverage	3	136.35
Misc.	1	-4.55
=Total Sales		454.51

Total Discounts		
Open % Discount	4	-0.34
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks	0	0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-1.24

Net Sales	453.27
+Service Charge	29.90
+Tax Collected	46.35
=Total Revenue	529.52

In the above example, the 'Total Sales' less the 'Total Discount' amount matches the 'Net Sales' as reported in the summary section at the top of the report:

Food	$322.71
Beverage	$136.35
Miscellaneous	-$4.55
Total Sales	**$454.51**
Less Total Discounts	$1.24
Net Sales	**$453.27**

1.9.5   Total Revenue Balancing

The 'Total Revenue' field on the report displays the total of all sales, less discounts, plus all charged tips, plus all service charges (not including non revenue service charges), plus tax totals.

All 'Major Group Sales', 'Discounts' and 'Service Charges' (not including charged tips or non revenue service charges) are reported net of tax. Depending on the country, charged tips do not attract tax. So to balance the 'Total Revenue', the following calculation would be made:

```
=Total Sales              454.51
=Total Discounts           -1.24
+ Total Service Chg         9.90
+ Charged Tips             20.00
+ Total Tax                46.35
=Total Revenue       529.52
```

Total Sales	$454.51
Less Discounts	-$1.24
Plus Total Service Charges	$9.90
Plus Charged Tips	$20.00
Plus Total Tax	$46.35
Equals Total Revenue	**$529.52**

The 'Total Revenue' less any rounding variances should then balance back to the 'Checks Begun' value:

```
=Total Revenue            529.52
Rounding Total             -0.02
+Checks Begun     14      529.50
```

Total Revenue	$529.52
Less Rounding Totals	-$0.02
Equals Checks Begun	**$529.50**

1.9.6 Balance Check

The 'Balance Check' section of a report should be configured to balance the 'Net Sales', 'Total Revenue' and 'Payments' on the report. The items that may appear in this section will vary from site to site, but the calculation should be made as follows:

Balance Check	
Total Sales	454.51
- Total Discounts	-1.24
= Net Sales	453.27
+ Total Service Chg	9.90
+ Charged Tips	20.00
+ Total Tax	46.35
= Total Revenue	529.52
+ Non Revenue S/C Cha	100.00
- Rounding Total	-0.02
= Total Payments	629.50

Net Sales

The 'Net Sales' should be calculated by creating a formula on the crystal report that adds the 'Tracking Groups' for each 'Major Group', less the report field for 'Subtotal Discounts'. This formula will only work if subtotal discounts or item discounts are set to report as subtotal.

```
{sp_R_cons_rvc_ttls.trk_ttl_60} +
{sp_R_cons_rvc_ttls.trk_ttl_61} +
{sp_R_cons_rvc_ttls.trk_ttl_59} +
{sp_R_cons_rvc_ttls.sbtl_discount_ttl} ;
```

Where tracking 59, 60 and 61 are the Major Group tracking in POS Configurator | Reporting | Tracking Groups
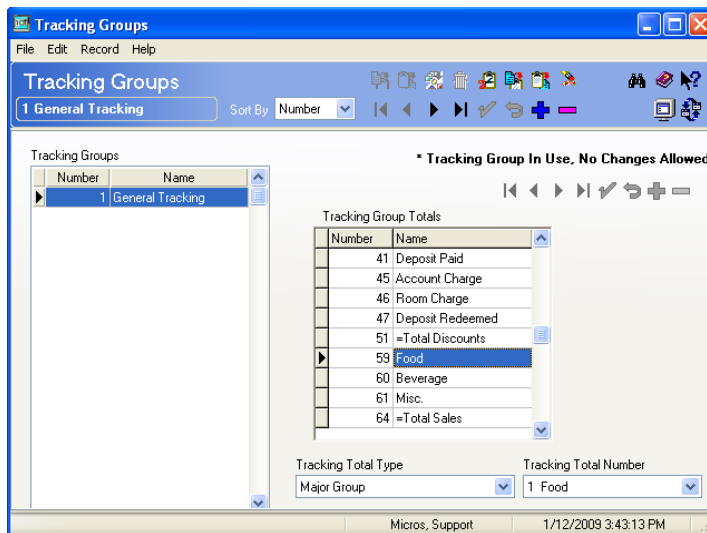
The total of this formula should then balance back to the 'Net Sales' total as shown in the summary section of the report.

Net Sales	453.27
+Service Charge	29.90
+Tax Collected	46.35
=Total Revenue	529.52

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Total Revenue

The 'Total Revenue' should be calculated by creating a formula on the Crystal report template that adds the 'Tracking Groups' for each 'Major Group' (as above), less the report field for 'Subtotal Discount', plus the report field for 'Service Charges', plus the report field for 'Charged Tips', plus the report field for 'Tax Collected'.

Balance Check	
Total Sales	454.51
- Total Discounts	-1.24
= Net Sales	453.27
+ Total Service Chg	9.90
+ Charged Tips	20.00
+ Total Tax	46.35
= Total Revenue	529.52
+ Non Revenue S/C Cha	100.00
- Rounding Total	-0.02
= Total Payments	629.50

```
{sp_R_cons_rvc_ttls.trk_ttl_59} +
{sp_R_cons_rvc_ttls.trk_ttl_60} +
{sp_R_cons_rvc_ttls.trk_ttl_61} +
{sp_R_cons_rvc_ttls.trk_ttl_40} +
{sp_R_cons_rvc_ttls.chgd_tips_ttl} +
{sp_R_cons_rvc_ttls.tax_coll_ttl} +
{sp_R_cons_rvc_ttls.sbtl_discount_ttl};
```

In the above example the 'Subtotal Discount' field is being added into the formula because the amount is already reported as a negative in the system.

Food	$322.71
Beverage	$136.35
Miscellaneous	-$4.55
Service Charges	$9.90 (net of tax amount e.g. $10.90 / 1.1)
Charged Tips	$20.00
Tax Collected	$46.35
Subtotal Discount	-$1.24
Equals Total Revenue	**$529.52**

1.9.7   Total Payments

The 'Total Payments' should be calculated by creating a formula on the Crystal report template that adds the 'Tracking Groups' for each 'Major Group' (as above), less the report field for 'Subtotal Discount', plus the report field for 'Service Charges', plus the report field for 'Charged Tips', plus the report field for 'Tax Collected', plus the 'Tracking Groups' of any non revenue service charges less the reports field for 'Rounding'.

Balance Check	
Total Sales	454.51
- Total Discounts	-1.24
= Net Sales	453.27
+ Total Service Chg	9.90
+ Charged Tips	20.00
+ Total Tax	46.35
= Total Revenue	529.52
+ Non Revenue S/C Cha	100.00
- Rounding Total	-0.02
= Total Payments	629.50

```
{sp_R_cons_rvc_ttls.trk_ttl_59} +
{sp_R_cons_rvc_ttls.trk_ttl_60} +
{sp_R_cons_rvc_ttls.trk_ttl_61} +
{sp_R_cons_rvc_ttls.trk_ttl_40} +
{sp_R_cons_rvc_ttls.chgd_tips_ttl} +
{sp_R_cons_rvc_ttls.tax_coll_ttl} +
{sp_R_cons_rvc_ttls.sbtl_discount_ttl}+
{sp_R_cons_rvc_ttls.trk_ttl_41} +
{sp_R_cons_rvc_ttls.rounding_ttl} ;
```

In the above formula, the rounding total is added as this value is already stored in the database as a negative figure.

Food	$322.71
Beverage	$136.35
Miscellaneous	-$4.55
Service Charges	$9.90 (net of tax amount e.g. $10.90 / 1.1)
Charged Tips	$20.00
Tax Collected	$46.35
Subtotal Discount	-$1.24
Non Revenue Service Charges	$100.00
Rounding Totals	-$0.02
Equals Total Payments	**$629.50**

1.10   Historical Totals and Tracking Group

'Tracking Groups' can be configured to allow the system to collect totals on specific items within the database for the purpose of customised reporting.

'Historical Totals' are configured to specify the number of days the information associated with each 'Historical Total Class' will be kept before it is purged from the database.

Each 'Historical Totals Class' is linked to a specific 'Tracking Group' definition, when the 'Historical Totals Class' is linked to a 'Tracking Totals' table. The tracking totals that are defined within the 'Tracking Group' will determine the information that is tracked and stored in this table as well as which tracking totals display on any associated reports.

1.10.1 Tracking Groups

A 'Tracking Group' is a set of up to 64 tracking totals that are used to track specific items of interest not included in the standard reports (although up to 64 tracking totals can be programmed in each tracking group, only the first 48 appear on standard reports. The additional tracking totals are included for customization purposes.)

Each tracking total includes a name, a quantity, and a value amount. The name is a descriptor programmed in the 'Tracking Group' form. The count is the number of specified items that were posted. The value is the sum of the associated dollar amounts.

The information is included on reports with tracking totals. An almost unlimited number of tracking groups can be defined, subject to the constraints of system resources. Tracking totals allow a manager to produce reports with customized totals information with a minimum of programming time and expertise.

Typically the 64 tracking groups are used to track the standard tenders, discounts, service charges, and major groups for tracking on customised sales reports.

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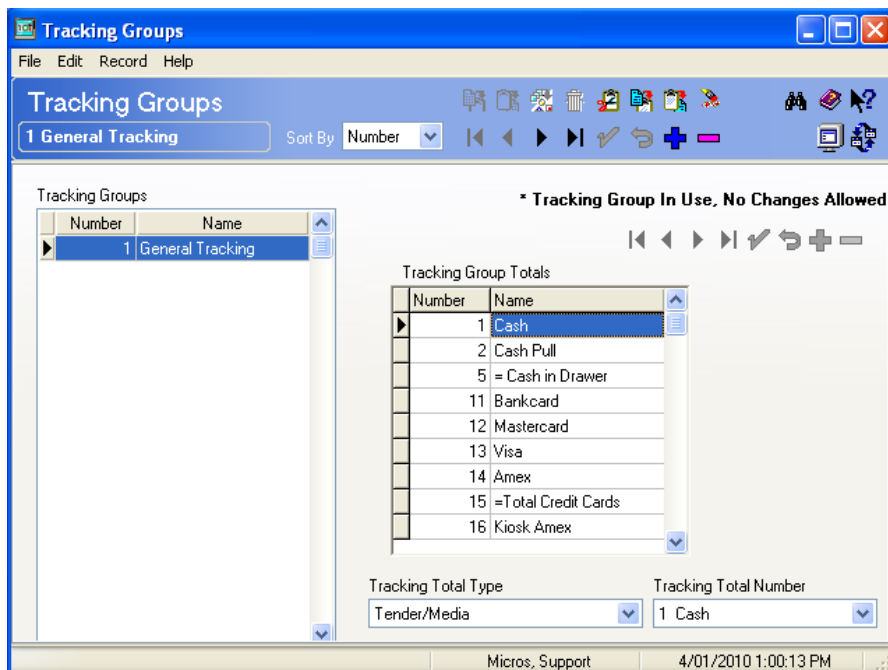
The 'Tracking Group' form within POS Configurator is locked by default so no modifications can be made. This prevents updates to this form that could have adverse effects on the reporting and balancing of the site.

To unlock the 'Tracking Group' form, the following statement must be run from dbisql:

> Update micros.trk_grp_def
> Set ob_grp_in_use = 'F'

Once this statement has been run, the 'Tracking Groups' form can be opened no longer displaying as 'In Use'.
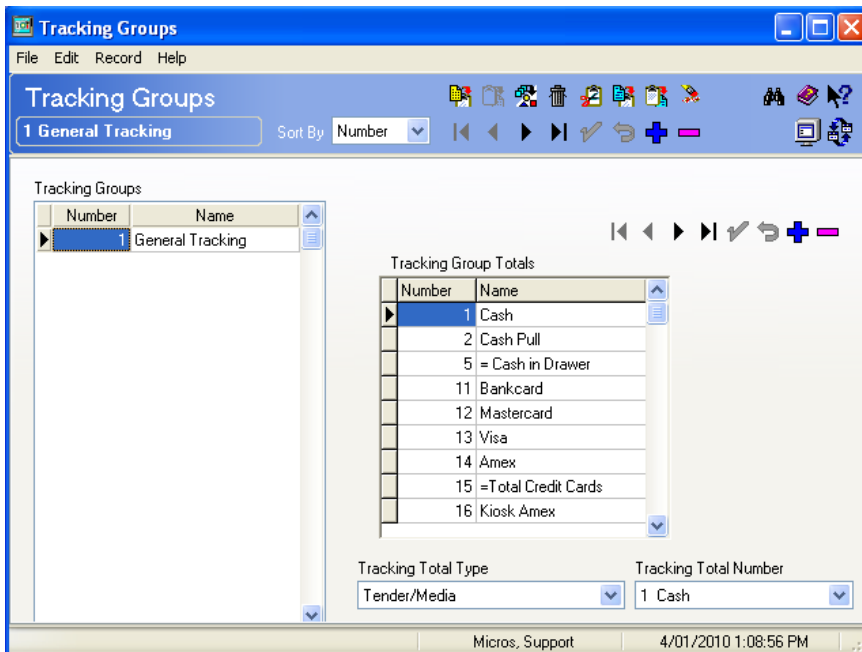
'Tracking Groups' are created and defined on the 'Tracking Groups' form. Some tracking types require that you specify a tracking number, to determine which item you wish to track. For example, if you select 'Void/Return Total' as a tracking type, you will need to select which reason to track using this tracking total.

Some tracking totals are predefined, and require no further selection. For example, 'Void' is predefined; no tracking number is required

The groups of items added to the 'Tracking Groups' should be ordered by number in a logical manner to allow them to be summarised on the reports. E.g. All cash related tracking is grouped together, all credit cards are grouped together.

A tracking group can include any of the tracking total types listed in the table that follows. Tracking total types are listed in the order in which they display in the 'Tracking Group' form.

When setting up tracking totals, keep in mind that although you can create up to 64 tracking totals for each tracking group, only 48 tracking totals will be printed on the standard reports. The system will record totals information for the remaining tracking totals, but you cannot report on these totals without using a customized report.

Tracking Total Type	Tracking Total Number required	
	Yes	No
Major Group	X	
Family Group	X	
Menu Item	X	
Discount/Service Charge	X	
Tender/Media	X	
Currency Conversion Total	X	
Tax Total	X	
Subtotal Discount	X	
Order Type Total	X	
Void/Return Total	X	
Insufficient Beverages Total		X
Beverages Total		X
Media Declaration Total		X
Cover Count		X
Void		X
Check Transfer		X
Employee Meal		X
Sales Itemiser		X
Discount/Service Charge Category		X
Tender/Media Category		X
Major Group Discount	X	
Family Group Discount	X	
Menu Item Discount	X	
Prorated Subtotal Discount		X
Commissions		X
Comissioned Sales		X
KDS SOS Total		X
KDS Parked Orders		X
KDS Prep Time		X
Inclusive Tax by Check	X	
System Voids		X
Combo Meal Savings	X	
Returned Voids		X

Tracking totals appear on standard reports in three columns, with a subtotal for each column. You may be able to get useful subtotal information by grouping tracking totals appropriately.

A subtotal is provided for each of the following groups of tracking totals:

- Tracking totals 1-14
- Tracking totals 15-28
- Tracking totals 29-42

When you have created a tracking group, you can assign it to a 'Historical Totals Class' in POS Configurator | Historical Totals |Classes.

'Historical Totals Classes' assign a tracking group to a specific totals table in Historical Totals |Descriptor. A tracking group can be linked to one or more of the following:

- Cashiers
- Employees
- Serving Periods
- Revenue Center Time Periods
- Revenue Centers
- System Time Periods
- System

Each of these tables can have only one associated tracking group. The tracking group link determines what tracking totals will be recorded for that table, and what will appear on related reports that include tracking totals.

For example, if you create a tracking group and assign it to the 'Employees Trk Total Table' on the 'Historical Totals' form, the tracking totals in the tracking group will be recorded for every employee, and will be reported on any employee reports that include tracking totals.

NOTE: Once a tracking group has been used it cannot be modified. To change a tracking total, create a new tracking group that includes the necessary changes and assign it to a historical totals class.

In a functioning MICROS RES system, changes made to a tracking group do not take effect until the next time the business day changes (as defined by the 'Business Day Start Time').

Example

A restaurant wants to see how many of a certain group of special desserts are sold. Each of these five desserts is assigned to a tracking total in the tracking groups assigned to employees, RVC's, and time periods. When these tracking groups are used, a manager can see any of the following:

- Which employee sold the most special desserts
- How many special desserts were sold in the Dining Room
- Which time period had the most sales of special desserts
- Which desserts are the most popular

1.10.2 Historical Totals

Every transaction that takes place in the MICROS RES system is recorded. 'Historical Totals' allow you to manage this stored data based on your business needs and the available resources.
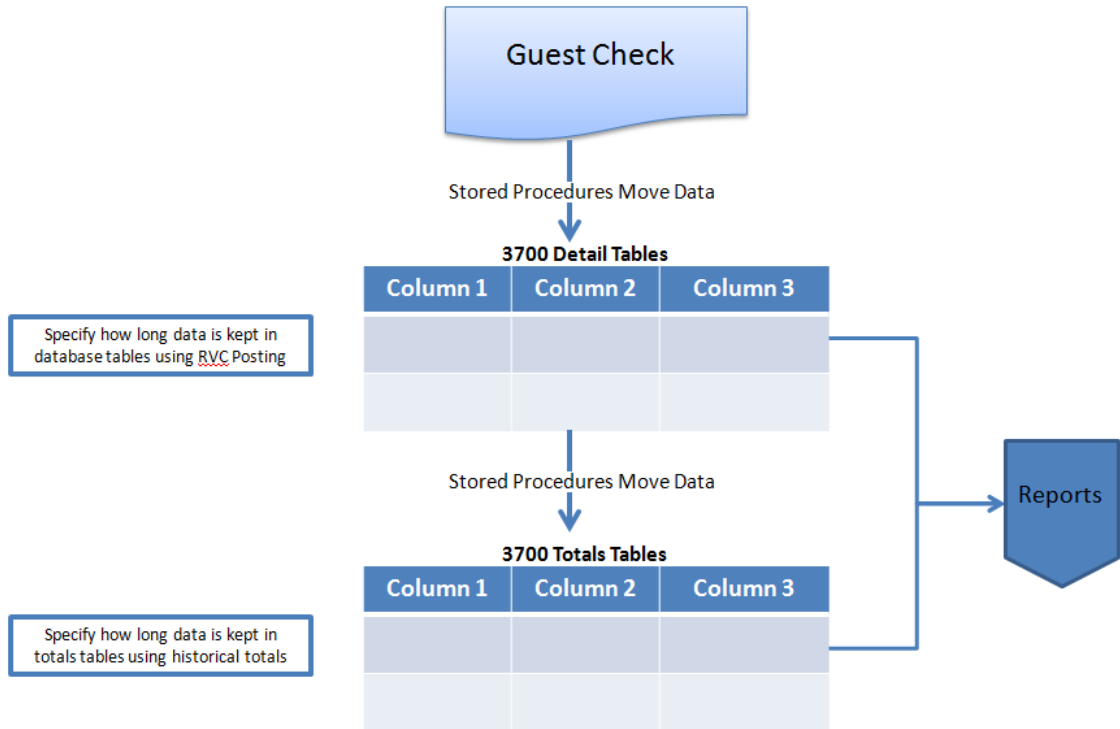
Detail tables contain all possible information about POS operations. Because these tables become large very quickly, data is usually only kept for several days. All detail tables are kept for the same amount of time; you cannot specify a time limit for specific tables. Very few reports draw information from detail tables.

Totals tables contain accumulated totals information that reflect transaction activity. These tables include the most important information but do not include as much detail as the detail tables. Almost all reports draw information from totals tables.

By using 'Historical Totals', you can specify on a table-by-table basis how long information is kept in each totals table.

Below is a list of standard MICROS RES reports and the historical totals that will affect these reports:

Report	Historical Total #	Historical Total
Order Type Total Reporting by Employee and Cashier	2	Shift Cashier Order Type Total
	5	Shift Employee Order Type Total
Serving Period Report	7	Daily Serving Period Total
	8	Daily Serving Period Order Type Total
	9	Daily Serving Period Tracking Total

Menu Item Group Reporting	12	Daily Revenue Centre Menu Item Group Total
Time Period Reporting by RVC	14	Daily Revenue Centre Fixed Period Total
	15	Daily Revenue Centre Fixed Period Order Type Total
	16	Daily Revenue Centre Fixed Period Tracking Total
Time and Attendance Reporting	32	Daily Job Code Total
	33	Daily Employee Job Code Total
System Time Period Reporting	25	Daily System Fixed Period Total
	26	Daily System Fixed Period Order Type Total
	27	Daily System Fixed Tracking Total
EO End of Day Reporting	34	Daily RVC Composite Menu Item Total
	35	Daily RVC Fixed Period Composite Menu Item Total
	36	Daily System Fixed Period Composite Menu Item Total
	37	Daily System Fixed Period Composite Menu Item Total

1.11 Discount Configuration

The following section explains the different reporting totals depending on the sites configuration of discounts and reporting groups. Examples used in this section are based on an inclusive tax configuration.

Discounts can be configured to report in three ways:

- Subtotal discount
- Item discount
- Item discount set to report as subtotal

The configuration of the discounts and the sales tracking, will determine how the values of the discounts are displayed on reports.

1.11.1 Subtotal Discounts

Where a discount has been configured as a subtotal discount, the total value of the discount will display in the discount section of a report excluding the tax component. E.g. if the discount value was $1 and the tax is 10% the total that will display on the report is $0.90.

Subtotal discounts are included in the total Sales Itemiser and Major Group values. E.g. if the total Sales Itemiser was $100, this could be made up of a $1 discount and $99 of sales, the same applies for Major Groups.

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose   Support Micros

Period From : 11/30/2009   To : 11/30/2009   Printed on Monday, 30 November 2009 - 9:26 AM

1 - Restaurant

Net Sales	90.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	99.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	99.00	+Cash Tips Decl	0.00
=Total Revenue	99.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	-0.90	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	90.00	100.00%	3	100.00%	30.00	1	100.00%	90.00	1	100.00%	90.00	0.57
Total	90.00		3		30.00	1		90.00	1		90.00	

1 - General Tracking

Cash in Drawer				Total Discounts				Total Sales		
Cash	2	99.00		Open % Discount	0	0.00		Food	1	45.45
Cash Pull	0	0.00		Open $ Discount	1	-0.90		Beverage	1	45.45
= Cash in Drawer		99.00		10% Discount	0	0.00		Misc.	0	0.00
				50% Discount	0	0.00		=Total Sales		90.90
				Staff Drinks	0	0.00				
Total Credit Cards				Manager	0	0.00				
Bankcard	0	0.00		Staff Drinks	0	0.00				
Mastercard	0	0.00		Promo	0	0.00				
Visa	0	0.00		=Total Discounts		-0.90				
Amex	0	0.00								
=Total Credit Cards		0.00								
Total Kiosk Credit Cards										
Kiosk Amex	0	0.00								
Kiosk Visa	0	0.00								
Kiosk Diners	0	0.00								
Kiosk M/C	0	0.00								
=Total Kiosk CC		0.00								

In the above example, the report is displaying Major Group Sales under the 'Total Sales' section. 'Major Groups' will display exclusive of tax. E.g. 'Total Sales' is showing $100, to remove the tax component $100 / 1.1 = $90.90, this amount includes the discount value of $0.90 and excludes the tax of $9.10.

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose

Support Micros

Period From : 11/30/2009   To : 11/30/2009

Printed on Monday, 30 November 2009 - 9:40 AM

1 - Restaurant

Net Sales	90.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	99.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	99.00	+Cash Tips Decl	0.00
=Total Revenue	99.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips	0.00%	0.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	-0.90	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	90.00	100.00%	3	100.00%	30.00	1	100.00%	90.00	1	100.00%	90.00	0.53
Total	90.00		3		30.00	1		90.00	1		90.00	

1 - General Tracking

Cash in Drawer

Cash	1	99.00
Cash Pull	0	0.00
= Cash in Drawer		99.00

Total Credit Cards

Bankcard	0	0.00
Mastercard	0	0.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		0.00

Total Kiosk Credit Cards

Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
Kiosk M/C	0	0.00
=Total Kiosk CC		0.00

Total Discounts

Open % Discount	0	0.00
Open $ Discount	1	-0.90
10% Discount	0	0.00
50% Discount	0	0.00
Staff Drinks	0	0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-0.90

Total Sales

Food	0	50.00
Beverage	0	50.00
Misc.	0	0.00
=Total Sales		100.00

In the above example, the report is displaying 'Sales Itemisers' under the 'Total Sales' section. 'Sales Itemisers' will display inclusive of tax and discounts. E.g. 'Total Sales' is showing $100 which is including the $1 discount and the $9.10 tax.

1.11.2 Item Discounts

When a discount is configured to be an item discount, the total value of the discount will display in the discount section of a report excluding the tax component. E.g. if the discount value was $1 and the tax is 10% the total that will display on the report is $0.90.

When the system is configured to display 'Sales Itemisers' on reports, the item discount value will be included in the 'Sales Itemiser' amounts on the reports. E.g. if the total 'Sales Itemiser' is $100, this could be made up of a $1 discount and $99 of sales (including tax).

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Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose   Support Micros

Period From : 11/30/2009   To : 11/30/2009   Printed on Monday, 30 November 2009 - 11:44 AM

1 - Restaurant

Net Sales	90.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	99.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	99.00	+Cash Tips Decl	0.00
=Total Revenue	99.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	-0.90	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	0.00	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	90.00	100.00%	3	100.00%	30.00	1	100.00%	90.00	1	100.00%	90.00	0.53
Total	90.00		3		30.00	1		90.00	1		90.00	

1 - General Tracking

Cash in Drawer		
Cash	1	99.00
Cash Pull	0	0.00
= Cash in Drawer		99.00

Total Credit Cards		
Bankcard	0	0.00
Mastercard	0	0.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		0.00

Total Kiosk Credit Cards		
Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
Kiosk M/C	0	0.00
=Total Kiosk CC		0.00

Total Discounts		
Open % Discount	0	0.00
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks	0	0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-0.90

Total Sales		
Food	0	50.00
Beverage	0	50.00
Misc.	0	0.00
=Total Sales		100.00

When the system is configured to display 'Major Groups' on reports, the item discount value will be excluded from the 'Major Group' amount on the reports. E.g. if the total 'Major Group' value was $90 this will represent 'Major Group Sales' less any item discounts applied less the tax component.

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose   Support Micros

Period From : 11/30/2009   To : 11/30/2009   Printed on Monday, 30 November 2009 - 11:54 AM

1 - Restaurant

Net Sales	90.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	99.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	99.00	+Cash Tips Decl	0.00
=Total Revenue	99.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	-0.90	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	0.00	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	90.00	100.00%	3	100.00%	30.00	1	100.00%	90.00	1	100.00%	90.00	0.47
Total	90.00		3		30.00	1		90.00	1		90.00	

1 - General Tracking

Cash in Drawer		
Cash	1	99.00
Cash Pull	0	0.00
= Cash in Drawer		99.00

Total Credit Cards		
Bankcard	0	0.00
Mastercard	0	0.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		0.00

Total Kiosk Credit Cards		
Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
Kiosk M/C	0	0.00
=Total Kiosk CC		0.00

Total Discounts		
Open % Discount	0	0.00
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks	0	0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-0.90

Total Sales		
Food	1	45.00
Beverage	1	45.00
Misc.	0	0.00
=Total Sales		90.00

1.11.3 Item Discount set to Report as Subtotal

An item discount can be configured to report as a subtotal discount, this option should be used when the site has a combination of both subtotal and item discounts configured. For each item discount that is configured in the system the option 'Report As Subtotal Discount' should be enabled under POS Configurator | Discounts | Discount.
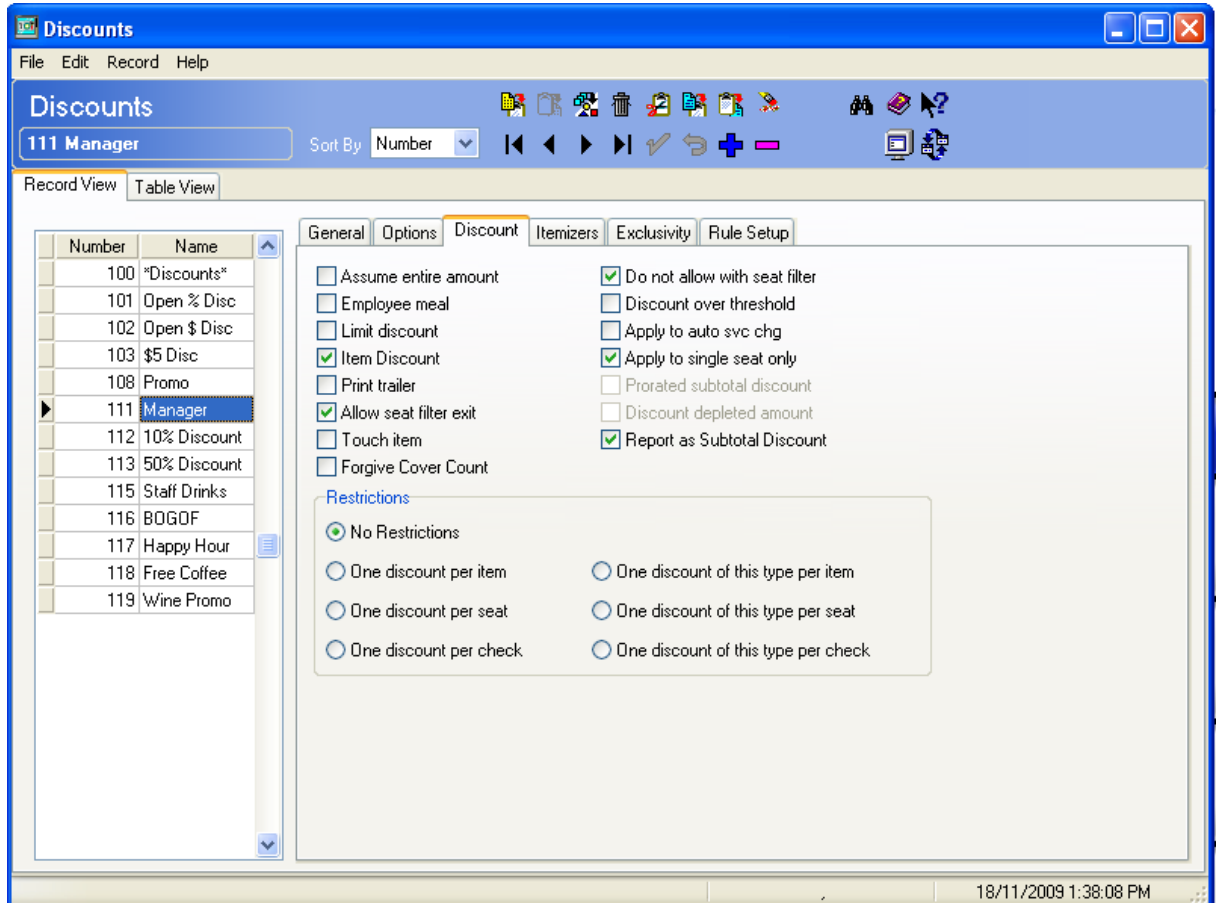
When the system is configured to display 'Sales Itemisers' on reports, the item discount value will be included in the 'Sales Itemiser' amounts. E.g. If the total 'Sales Itemiser' value is $100 , this could be made up of $1 discounts and $99 sales, the 'Sales Itemiser' amount will include tax totals.

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose

Period From : 11/30/2009   To : 11/30/2009

1 - Restaurant

Net Sales	90.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	99.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	99.00	+Cash Tips Decl	0.00
=Total Revenue	99.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	-0.90	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	90.00	100.00%	3	100.00%	30.00	1	100.00%	90.00	1	100.00%	90.00	1.15
Total	90.00		3		30.00	1		90.00	1		90.00	

1 - General Tracking

Cash in Drawer		
Cash	1	99.00
Cash Pull	0	0.00
= Cash in Drawer		99.00

Total Credit Cards		
Bankcard	0	0.00
Mastercard	0	0.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		0.00

Total Kiosk Credit Cards		
Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
Kiosk M/C	0	0.00
=Total Kiosk CC		0.00

Total Discounts		
Open % Discount	0	0.00
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks		0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-0.90

Total Sales		
Food	0	50.00
Beverage	0	50.00
Misc.	0	0.00
=Total Sales		100.00

When the system is configured to display 'Major Groups' on reports, the item discount value will be included in the 'Major Group' amounts and the total tax value will be excluded. E.g. if the total 'Major Group' sales is $90.90, this could be made up of $1 in discounts and $90 in sales (the total will display excluding tax amounts).

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose

Period From : 11/30/2009   To : 11/30/2009

1 - Restaurant

Net Sales	90.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	99.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	99.00	+Cash Tips Decl	0.00
=Total Revenue	99.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	-0.90	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	90.00	100.00%	3	100.00%	30.00	1	100.00%	90.00	1	100.00%	90.00	0.40
Total	90.00		3		30.00	1		90.00	1		90.00	

1 - General Tracking

Cash in Drawer		
Cash	1	99.00
Cash Pull	0	0.00
= Cash in Drawer		99.00

Total Credit Cards		
Bankcard	0	0.00
Mastercard	0	0.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		0.00

Total Kiosk Credit Cards		
Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
Kiosk M/C	0	0.00
=Total Kiosk CC		0.00

Total Discounts		
Open % Discount	0	0.00
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks		0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-0.90

Total Sales		
Food	1	45.45
Beverage	1	45.45
Misc.	0	0.00
=Total Sales		90.90

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1.11.4 Recommended Configuration

It is recommended that a site is configured to track the 'Major Group' sales on reports and all item discounts are set to report as subtotal discounts. This will mean that the total 'Major Group' amounts will display exclusive of tax values and inclusive of all discounts.

To reconcile reports with this configuration, it is then possible to subtract the total discount value from the total 'Major Group' value and this should calculate back to the total net sales value.

See the below report for an example:

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose   Support Micros

Period From : 11/30/2009   To : 11/30/2009   Printed on Monday, 30 November 2009 - 12:55 PM

1 - Restaurant

Net Sales	90.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	99.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	99.00	+Cash Tips Decl	0.00
=Total Revenue	99.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	-0.90	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	90.00	100.00%	3	100.00%	30.00	1	100.00%	90.00	1	100.00%	90.00	0.50
Total	90.00		3		30.00	1		90.00	1		90.00	

1 - General Tracking

Cash in Drawer		
Cash	1	99.00
Cash Pull	0	0.00
= Cash in Drawer		99.00

Total Credit Cards		
Bankcard	0	0.00
Mastercard	0	0.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		0.00

Total Kiosk Credit Cards		
Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
Kiosk M/C	0	0.00
=Total Kiosk CC		0.00

Total Discounts		
Open % Discount	0	0.00
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks	0	0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-0.90

Total Sales		
Food	1	45.45
Beverage	1	45.45
Misc.	0	0.00
=Total Sales		90.90

The $1 Discount is configured as an item discount set to report as subtotal. To reconcile the report, the user would subtract the total discount value from the total sales value and this will calculate back to the net sales value. E.g.

Major Group Sales	$90.90
Less	$0.90
Net Sales	$90.00

The net sales plus the tax value should now calculate back to the total payments. E.g. $99.00 Cash.

If there have been sales done that include a service charge or tip, the total sales less the discounts will still calculate back to the net sales amount, however the total revenue and payment values will now display including the service charge amount.

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose   Support Micros

Period From : 11/30/2009   To : 11/30/2009   Printed on Monday, 30 November 2009 - 12:58 PM

1 - Restaurant

Net Sales	180.90	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	10.00	Voids	0	0.00	+Checks Begun	2	209.00	+Charged Tips	10.00
+Tax Collected	18.10	Rounding Total		0.00	-Checks Paid	2	209.00	+Cash Tips Decl	0.00
=Total Revenue	209.00	Training Total		0.00	+Transferred IN	0	0.00		
					-Transferred OUT	0	0.00	=Total Tips 10.10%	10.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	10.00
+Subtotal Discount	-0.90	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	-0.90	Cancel	0	0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
1 - Dine In	180.90	100.00%	6	100.00%	30.15	2	100.00%	90.45	2	100.00%	90.45	0.47
Total	180.90		6		30.15	2		90.45	2		90.45	

1 - General Tracking

Cash in Drawer

Cash	1	99.00
Cash Pull	0	0.00
= Cash in Drawer		99.00

Total Credit Cards

Bankcard	0	0.00
Mastercard	1	110.00
Visa	0	0.00
Amex	0	0.00
=Total Credit Cards		110.00

Total Kiosk Credit Cards

Kiosk Amex	0	0.00
Kiosk Visa	0	0.00
Kiosk Diners	0	0.00
Kiosk M/C	1	110.00
=Total Kiosk CC		110.00

Total Discounts

Open % Discount	0	0.00
Open $ Discount	0	0.00
$1 Discount	2	-0.90
50% Discount	0	0.00
Staff Drinks	0	0.00
Manager	0	0.00
Staff Drinks	0	0.00
Promo	0	0.00
=Total Discounts		-0.90

Total Sales

Food	2	90.90
Beverage	2	90.90
Misc.	0	0.00
=Total Sales		181.80

In the above example the total sales are $200.00 less the inclusive 10% tax ($18.20) to display $181.80 in sales on the report. If the discount value is subtracted from this amount the sales will then balance to the net sales amount reported ($180.90).

Total Sales: $181.80

Discounts: $0.90

Net Sales: $180.90

To balance the total revenue to total payments, the net sales plus service charges and tax should balance to total payments:

Net Sales: $180.90

Service Charges: $10.00

Tax: $18.10

Total Revenue: $209.00

When the total payments are added together they also total $209.00 ($99.00 + $110.00).

1.12 Sales Total Reporting

Sales totals can be configured to display on reports as either a 'Sales Itemiser' or a 'Major Group'. Depending on which is configured in the 'General Tracking' will determine if these values are presented including or excluding tax and including or excluding discounts.

'Sales Itemiser' totals will display as an inclusive of tax and inclusive of discount value. 'Major Groups' will display as an exclusive of tax and inclusive of discount value, where the discount is configured as an item discount the major group total will display excluding this value unless the option to 'Report as Subtotal Discount' is enabled.

1.12.1 Sales Itemiser Reporting

Sales itemisers will display the sales as an inclusive of tax and inclusive of discount value. See below for examples of the report output:

Scenario One – Food and Beverage Sales with a Subtotal Discount

Scenario - If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a discount of $0.50 is applied to the food.

Summary

This would give the customer a total bill of $8.90 payable after the discount is subtracted, which they then pay by cash ($4.45 +$4.45)

Reports

- The cash value on the report will show $8.90

- The food value on the report will show $4.95 (total food including tax and discount value)

- The beverage value on the report will show $4.45 (total beverage including tax and discount value)

- The total sales will show $9.40 (total sales including discount and tax)

- The net sales will show $8.09 (total revenue divided by 1.1 being the Australian tax component $8.90/1.1 = $8.09)

- The tax value will show $0.81 (value calculated by taking total revenue divided by 1.1 to get the net tax figure, then total revenue minus the tax calculation $8.90/1.1 = $8.09 then $8.90 - $8.09 = $0.81 or $8.90/11 = $0.81)

- The discount total on the report will show $0.46 (this is the total discount value of $0.50 less the 10% tax component)

Scenario 2 – Food and Beverage Sales with a Subtotal Food Discount and Service Charge

Scenario - If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a discount of $0.50 is applied to the food and the customer pays by credit card and tips $0.10.

Summary

This would give the customer a total bill of $9.00 payable after the discount is subtracted, which they then pay by credit card ($4.45 +$4.45 + $0.10)

Reports

- The credit card value on the report will show $9.00

- The tip (service charge) value on the report will show $0.10

- The food value on the report will show $4.95 (total food including tax and discount value)

- The beverage value on the report will show $4.45 (total beverage including tax and discount value)

- The total sales will show $9.40 (total sales including discount and tax)

- The total revenue will show as $9.00 (total payments including tax and discount)

- The net sales will show $8.09 (total payments – service charges divided by 1.1 being the Australian tax component $9.00 - $ $0.10 = $8.90/1.1 = $8.09)

- The tax value will show $0.81 (value calculated by taking total payments – service charges divided by 1.1 to get the net tax figure, then total payment minus the GST calculation $8.90/1.1 = $8.09 then $8.90 - $8.09 = $0.81 or $8.90/11 = $0.81)

- The discount total on the report will show $0.46 (this is the total discount value of $0.50 less the tax component)

** if the site pays tips out of cash in drawer this value can be displayed on the report to give a total cash in drawer after payment of tips.

Scenario 3 – Food and Beverage Sales with a Subtotal Food/Beverage Discount

Scenario - If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a 10% discount is applied to the bill.

Summary

This would give the customer a total bill of $8.50 payable after the discount is subtracted, which they then pay by cash ($4.95 +$4.45 - $0.95)

Reports

- The cash value on the report will show $8.50

- The food value on the report will show $4.95 (total food including tax and discount value)

- The beverage value on the report will show $4.45 (total beverage including tax and discount value)

- The total sales will show $9.40 (total sales including discount and tax)

- The net sales will show $7.72 (total revenue divided by 1.1 being the Australian tax component $8.50/1.1 = $7.72)

- The tax value will show $0.78 (value calculated by taking total revenue divided by 1.1 to get the net tax figure, then total revenue minus the tax calculation $8.50/1.1 = $7.72 then $8.50 - $7.72 = $0.78 or $8.50/11 = $0.78)

- The discount total on the report will show $0.83 (this is the total discount value of $0.90 less the tax component)

Scenario 4 – Food and Beverage Sales with an Item Discount on Food

Scenario - If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a 10% item discount is applied to the $4.95 food item on the bill.

Summary

This would give the customer a total bill of $8.90 payable after the discount is subtracted, which they then pay by cash ($4.95 +$4.45 - $0.50)

Reports

- The cash value on the report will show $8.90

- The food value on the report will show $4.95 (total food including tax and discount value)

- The beverage value on the report will show $4.45 (total beverage including tax and discount value)

- The total sales will show $9.40 (total sales including discount and tax)

- The net sales will show $8.10 (total revenue divided by 1.1 being the Australian tax component $8.90/1.1 = $8.10)

- The tax value will show $0.80 (value calculated by taking total revenue divided by 1.1 to get the net tax figure, then total revenue minus the tax calculation $8.90/1.1 = $8.10 then $8.90 - $8.10 = $0.80 or $8.90/11 = $0.80)

- The discount total on the report will show $0.45 (this is the total discount value of $0.50 less the tax component)

1.13 Major Group Reporting

'Major Groups' will display the sales exclusive of tax and inclusive of discounts. See below for examples of the report output:

Scenario 1 – Food and Beverage Sales with a Subtotal Food Discount

Scenario - If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a discount of $0.50 is applied to the food.

Summary

This would give the customer a total bill of $8.90 payable after the discount is subtracted, which they then pay by cash ($4.45 +$4.45)

Reports

- The cash value on the report will show $8.90

- The food value on the report will show $4.50 (total food excluding tax and including discount value)

- The beverage value on the report will show $4.05 (total beverage excluding tax and including discount value)

- The total sales will show $8.55 (total sales including discount and excluding tax)

- The net sales will show $8.09 (total revenue divided by 1.1 being the Australian tax component $8.90/1.1 = $8.09)

- The tax value will show $0.81 (value calculated by taking total revenue divided by 1.1 to get the net tax figure, then total revenue minus the tax calculation $8.90/1.1 = $8.09 then $8.90 - $8.09 = $0.81 or $8.90/11 = $0.81)

- The discount total on the report will show $0.46 (this is the total discount value of $0.50 less the tax component)

Scenario 2 – Food and Beverage Sales with a Subtotal Food Discount and Service Charge

Scenario If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a discount of $0.50 is applied to the food and the customer pays by credit card and tips $0.10.

Summary

This would give the customer a total bill of $9.00 payable after the discount is subtracted, which they then pay by credit card ($4.45 +$4.45 + $0.10)

Reports

- The credit card value on the report will show $9.00

- The tip (service charge) value on the report will show $0.10

- The food value on the report will show $4.50 (total food excluding tax and including discount value)

- The beverage value on the report will show $4.05 (total beverage excluding tax and including discount value)

- The total sales will show $8.55 (total sales including discount and excluding tax)

- The total revenue will show as $9.00 (total payments including tax and discount)

- The net sales will show $8.09 (total payments – service charges divided by 1.1 being the Australian tax component $9.00 - $ $0.10 = $8.90/1.1 = $8.09)

- The tax value will show $0.81 (value calculated by taking total payments – service charges divided by 1.1 to get the net tax figure, then total payment minus the tax calculation $8.90/1.1 = $8.09 then $8.90 - $8.09 = $0.81 or $8.90/11 = $0.81)

- The discount total on the report will show $0.46 (this is the total discount value of $0.50 less the tax component)

** if the site pays tips out of cash in drawer this value can be displayed on the report to give a total cash in drawer after payment of tips.

Scenario 3 – Food and Beverage Sales with a Subtotal Food/Beverage Discount

Scenario - If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a 10% discount is applied to the bill.

Summary

This would give the customer a total bill of $8.50 payable after the discount is subtracted, which they then pay by cash ($4.95 +$4.45 - $0.95)

Reports

- The cash value on the report will show $8.50

- The food value on the report will show $4.50 (total food excluding tax and including discount value)

- The beverage value on the report will show $4.05 (total beverage excluding tax and including discount value)

- The total sales will show $8.55 (total sales including discount and excluding tax)

- The net sales will show $7.72 (total revenue divided by 1.1 being the Australian tax component $8.50/1.1 = $7.72)

- The tax value will show $0.78 (value calculated by taking total revenue divided by 1.1 to get the net tax figure, then total revenue minus the tax calculation $8.50/1.1 = $7.72 then $8.50 - $7.72 = $0.78 or $8.50/11 = $0.78)

- The discount total on the report will show $0.83 (this is the total discount value of $0.90 less the tax component)

Scenario 4 – Food and Beverage Sales with an Item Discount on Food

Scenario - If a food item to the value of $4.95 and a beverage item to the value of $4.45 is sold, and a 10% item discount is applied to the $4.95 food item on the bill.

Summary

This would give the customer a total bill of $8.90 payable after the discount is subtracted, which they then pay by cash ($4.95 +$4.45 - $0.50)

Reports

- The cash value on the report will show $8.90

- The food value on the report will show $4.05 (total food excluding tax and including subtotal discount but excluding item discount value)

- The beverage value on the report will show $4.05 (total beverage excluding tax and discount value)

- The total sales will show $8.10 (total sales including subtotal discount excluding item discount and excluding GST)

- The net sales will show $8.10 (total revenue divided by 1.1 being the Australian tax component $8.90/1.1 = $8.10)

- The tax value will show $0.80 (value calculated by taking total revenue divided by 1.1 to get the net tax figure, then Total Revenue minus the tax calculation $8.90/1.1 = $8.10 then $8.90 - $8.10 = $0.80 or $8.90/11 = $0.80)

- The discount total on the report will show $0.45 (this is the total discount value of $0.50 less the tax component)

1.14 Service Charge Reporting

A 'Service Charge' is an amount that is added to the sales transaction in exchange for a service rendered. 'Service Charges' are determined either from a base amount (E.g., cover charge $5.00) or by percentage (E.g., tray charge 15%), and they may be taxed like a menu item. Typical service charges include: Autogratuities, Room Service tray charge, and Entertainment cover charge.

All menu items sold may be programmed to post the sales price to a service charge itemizer. Percentage service charges will affect menu items which are linked to the same itemizer as the service charge. This allows a service charge to be selectively applied to certain menu items.

> *Example: A 15% service charge is programmed to compute on service charge itemiser 1 (food items) only. If two items are entered in the transaction, for example, salad for $5 (programmed to add to service charge itemiser 1) and table rental for $10 (programmed to add to service itemiser 2) this key would add 15% of itemiser 1 only, or a service charge of $0.75*

Your system may be configured to reset the Itemizer total after the service charge is applied. This prevents the service charge from being applied again if the service charge key is pressed twice.

The following types of service charges are available:

Open $ Service Charge

The dollar amount for this type of service charge is entered manually by the employee.

Preset $ Service Charge

The dollar amount for this type of service charge is programmed in the **Service Charge** form. For example, a $5.00 entertainment cover charge may be set up as a preset dollar amount service charge.

Open % Service Charge

The percentage amount for this type of service charge is entered manually by the employee. This service charge will be applied to the total of all menu items that are linked to the service charge itemizer on which this service charge operates.

Preset % Service Charge

The percentage amount for this type of service charge is programmed in the service charge file. For example, a 15% gratuity that is applied to parties of six or more may be set up as a preset percentage service charge.

Automatic Service Charge

An automatic service charge, such as an autogratuity, may be selectively or automatically applied to every check opened in an RVC. An example of an automatic service charge is a 15% gratuity applied to every check in the dining room.

Privileged employees can use the [Exempt Auto Service Charge] key to exempt specific guest checks from the automatic service charge.

When a closed check is re-opened, the state of the autogratuity (selected or cleared) is returned to its setting at the time the check was closed. For example, if an autogratuity was selected when the check was closed, but is now cleared, it is set to selected when the check is re-opened, and remains selected for that check until it is service totalled, transferred, or closed.

Non-Revenue Service Charge

A non-revenue service charge is one that records the payment of a deposit (E.g., for a banquet) that does not affect actual sales totals. It can only be used in a fast transaction.

If the RVC is programmed to require a cashier for tip transactions, then the cashier totals must be declared in order to post a non-revenue service charge.

Non – Revenue Cash Back Service Charge

The non–revenue service cash back service charge is one that is used to record transactions where no purchase is made, but a customer has withdrawn cash on a debit card. Like the standard non-revenue service charge, this type of transaction will post only to tracking totals.

1.14.1 Gift Certificates and Deposits Redeemed

Gift certificates and deposits redeemed are unique in that they require the site to recognise the collection of money, but the recognition of revenue needs to be deferred to a later time.

To enable the revenue to be recognised at the correct time, a 'non–revenue service charge' is typically configured to recognise the payment of a deposit or gift certificate. At the time that the deposit is redeemed or the gift certificate used, the revenue associated with the sale is recognised. Payments of these types are typically configured as a separate tender media. E.g. Gift Certificate Redeemed or Deposit Redeemed.

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose   Support Micros

Period From : 01/22/2010   To : 01/22/2010   Printed on Friday, 22 January 2010 - 3:39 PM

3 - QSR

Net Sales	0.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	0	0.00	+Charged Tips	0.00
+Tax Collected	0.00	Rounding Total		0.00	-Checks Paid	0	0.00	+Cash Tips Decl	0.00
=Total Revenue	0.00	Training Total		0.00	+Transferred IN	0	0.00		
		Credit Total		0.00	-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	0.00	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	0.00	Cancel	0	0.00	Gross Receipts		0.00		
		Change in Grand Ttl		0.00	Charged Receipts		0.00		
		Grand Total		0.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
0 -	0.00	0.00%	0	0.00%	0.00	0	0.00%	0.00	0	0.00%	0.00	0.00
Total	0.00		0		0.00	0		0.00	0		0.00	

1 - General Tracking

Cash in Drawer				Total Discounts				Total Sales		
Cash	1	100.00	Open % Discount	0	0.00		Food	0	0.00	
Cash Pull	0	0.00	Open $ Discount	0	0.00		Beverage	0	0.00	
			10% Discount	0	0.00		Misc.	0	0.00	
= Cash in Drawer		100.00	50% Discount	0	0.00		=Total Sales		0.00	
			Staff Drinks	0	0.00					
Total Credit Cards			Manager	0	0.00		Total Service Charges			
Bankcard	0	0.00	Staff Drinks	0	0.00			0	0.00	
Mastercard	0	0.00	Promo	0	0.00			0	0.00	
Visa	0	0.00	=Total Discounts		0.00		Charged Tips		0.00	
Amex	0	0.00					Balance Check			
=Total Credit Cards		0.00	Total Charges				Total Sales		0.00	
				0	0.00		- Total Discounts		0.00	
Total Kiosk Credit Cards				0	0.00		= Net Sales		0.00	
Kiosk Amex	0	0.00		0	0.00		+ Total Service Chg		0.00	
Kiosk Visa	0	0.00					+ Charged Tips		0.00	
Kiosk Diners	0	0.00	Total Charges		0.00		+ Total Tax		0.00	
=Total Kiosk CC		0.00					= Total Revenue		0.00	
							+ Non Revenue S/C Cha		100.00	
Total Non Revenue Service Chgs							- Rounding Total		0.00	
Deposit Paid	1	100.00	Total Payments		100.00		= Total Payments		100.00	
Gift Cert Sold	0	0.00								

RVC_102.RPT v4.7.100   Page 1

In the aboveexample, a deposit has been paid, the report will show the deposit value of $100 under the 'Non Revenue Service Sharge' section, the deposit was paid in cash so this will display under the 'Cash in Drawer' section and the total payments will reflect this amount.

Under the sales section of the report, the $100 deposit amount will not display as this value will not to sales totals.

Daily Consolidated Revenue Center Sales Detail

Belrose Cafe - Belrose

Period From : 01/22/2010   To : 01/22/2010

Support Micros
Printed on Friday, 22 January 2010 - 4:44 PM

3 - QSR

Net Sales	91.00	Returns	0	0.00	Carried Over	0	0.00	Service Charges	0.00
+Service Charge	0.00	Voids	0	0.00	+Checks Begun	1	100.00	+Charged Tips	0.00
+Tax Collected	9.00	Rounding Total		0.00	-Checks Paid	1	100.00	+Cash Tips Decl	0.00
=Total Revenue	100.00	Training Total		0.00	+Transferred IN	0	0.00		
		Credit Total		0.00	-Transferred OUT	0	0.00	=Total Tips 0.00%	0.00
Item Discount	0.00	Mgr Voids	0	0.00	=Outstanding	0	0.00	Tips Paid	0.00
+Subtotal Discount	0.00	Error Corrects	0	0.00				Tips Due	0.00
=Total Discounts	0.00	Cancel	0	0.00	Gross Receipts		0.00		
		Change in Grand Ttl		100.00	Charged Receipts		0.00		
		Grand Total		100.00					

Order Type	Net Sales	% of Ttl	Guests	% of Ttl	Avg/Guest	Checks	% of Ttl	Avg/Chk	Tables	% of Ttl	Avg/Tbl	Turn Time
4 - Delivery	91.00	100.00%	0	0.00%	0.00	1	100.00%	91.00	0	0.00%	0.00	0.00
Total	91.00		0		0.00	1		91.00	0		0.00	

1 - General Tracking

Cash in Drawer			Total Discounts			Total Sales		
Cash	1	100.00	Open % Discount	0	0.00	Food	120	91.00
Cash Pull	0	0.00	Open $ Discount	0	0.00	Beverage	20	0.00
= Cash in Drawer		100.00	10% Discount	0	0.00	Misc.	0	0.00
			50% Discount	0	0.00	=Total Sales		91.00
Total Credit Cards			Staff Drinks	0	0.00			
Bankcard	0	0.00	Manager	0	0.00	Total Service Charges		
Mastercard	0	0.00	Staff Drinks	0	0.00			0.00
Visa	0	0.00	Promo	0	0.00			0.00
Amex	0	0.00	=Total Discounts		0.00	Charged Tips		0.00
=Total Credit Cards		0.00				Balance Check		
			Total Charges			Total Sales		91.00
Total Kiosk Credit Cards				0	0.00	- Total Discounts		0.00
Kiosk Amex	0	0.00	Total Charges		0.00	= Net Sales		91.00
Kiosk Visa	0	0.00				+ Total Service Chg		0.00
Kiosk Diners	0	0.00	Total Redemptions			+ Charged Tips		0.00
=Total Kiosk CC		0.00	Deposit Redeem	1	100.00	+ Total Tax		9.00
			Gift Cert Redeem	0	0.00	= Total Revenue		100.00
Total Non Revenue Service Chgs			Total Redemptions		100.00	+ Non Revenue S/C Cha		100.00
Deposit Paid	1	100.00				- Rounding Total		0.00
Gift Cert Sold	0	0.00	Total Payments		200.00	= Total Payments		200.00

RVC_102.RPT v4.7.100

Page 1

When the customer returns to either use the gift certificate or redeem the deposit, the sales are recorded in the system as normal and the check would be tendered to the correct value and the 'Deposit Redeem' or 'Gift Certificate Redeem' tender. In the example above $100 worth of sales and $100 payment to the deposit redeem tender is displayed.

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1.15 Report Viewer

The Report Viewer application permits the user to view any report configured in the database. This allows all Front-of-House, Back-of-House, and all custom reports to display within the same application.

Reports can then display on workstations, Win32 clients and PCs. Reports produced for Win32 machines are generated in pdf format, and reports produced for WinCE machines are generated in HTML format.

Report Viewer offers a simplified and efficient way for employees to interact with reports. The user can pre-define the report's parameters, and the user does not need to spend valuable time configuring this information at runtime.

Additionally, Report Viewer permits the user to customize user privileges by report. Read, and modify access can be granted or restricted based on the report being generated. This allows the user an unprecedented amount of control over access to individual reports. Default Report Viewer ranges are also configured by employee class for each report individually. Printing is not a privileged operation, and all employees with access to Report Viewer may use this function.

When a report is generated, it is assigned a URL. Users on the same network can access the report if they know the URL. URL's are generated based on the following parameters:

http://<servername or ip address>/ReportViewer/Default.aspx?reportNum=<Report Number as Configured in POSConfigurator>

For example, a sample server with the following parameters:

- Server Name = MICROSRESServer
- Report Number as generated in POS Configurator = 101

Would generate the following URL:

http://MICROSRESServer/ReportViewer/Default.aspx?reportNum=101

1.15.1 Installation

Report Viewer is installed as part of the RES core installation. These files are stored in the *MICROS\Common\Report Viewer* folder.
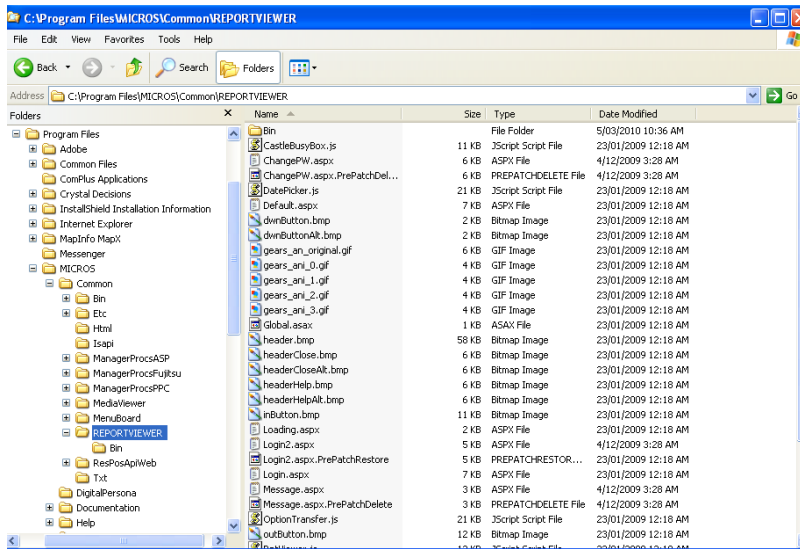
The Report Viewer application has significantly enhanced the experience of accessing reports. This application is fully integrated with both MICROS Desktop and POS Operations. This integration eliminates the need to log in multiple times when launching this application to view a report.

Report Viewer is an ASP .NET 1.1 application running under IIS, and may be accessed using either a Windows (Win32), or a Windows CE (WinCE) device. The output will appear differently depending upon the device used.

NOTE: Report Viewer is not supported for hand-held devices.

- **Win32 devices**. Reports will output as PDF's and display using a PDF viewer. Available options (e.g., modify) will depend upon employee class permissions as configured in POS Configurator. Printing, however is not a privileged operation and will appear for all employees accessing Report Viewer.

    Adobe PDF Viewer version 6 or higher must be installed on all Win32 clients to use Report Viewer.

    Note: The Adobe PDF plug-in is not translated using a Micros mechanism. To translate into another language, the user must download the appropriate Adobe PDF version for their country.

Downloads are available on the following website:

http://www.adobe.com/products/acrobat/readstep2.html

- **WinCE devices**. Reports will output in HTML format. Reports viewed in this format do not require a download of the Adobe PDF viewer. As a result, some functionality available on a Win32 device is not available on WinCE devices including zooming, email capabilities, and paging.

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1.15.2 Available HTML Pages

There are two main pages available for viewing reports, 'Default.aspx' and 'Viewer.aspx'. Each page-type provides a different level of customization and access when viewing a report.

- 'Default.aspx' should be used if the user would like to view or edit the parameters used in producing the report. Includes toolbar that allows the user to set the report parameters.
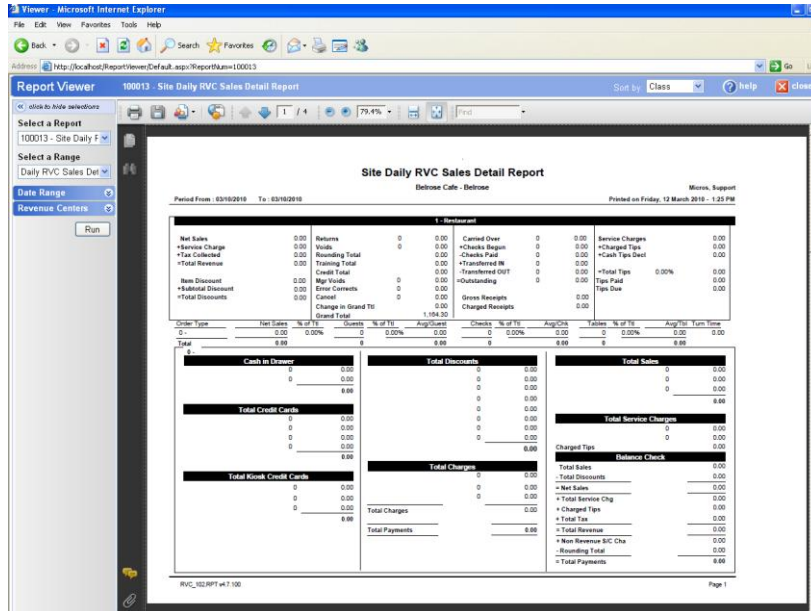
- 'Viewer.aspx' should be used when only the report needs be displayed without the need to view/modify report parameters. One use for this page-type is to restrict the user from altering the report parameters.
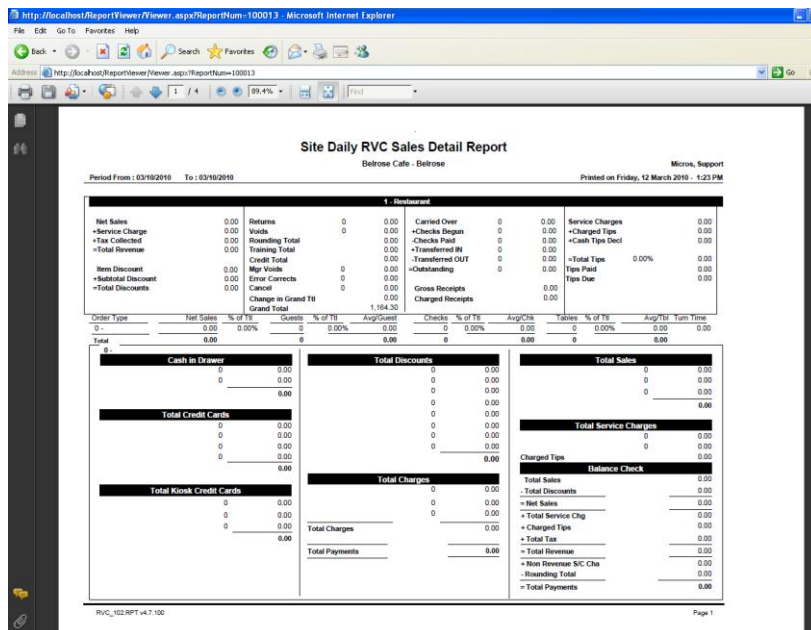
The user can enter the desired page-type in the command line, or enter it directly into the URL:

*http://localhost/ReportViewer/**Viewer.aspx**?ReportNum=9006*

1.15.3 Accessing Report Viewer
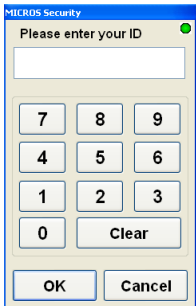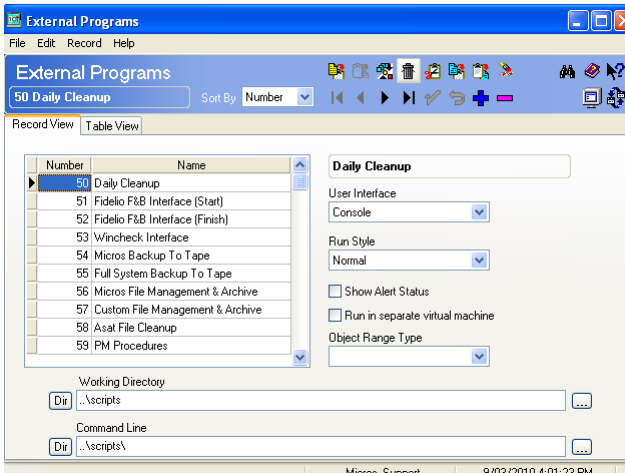
The user may access the Report Viewer application in the following ways:
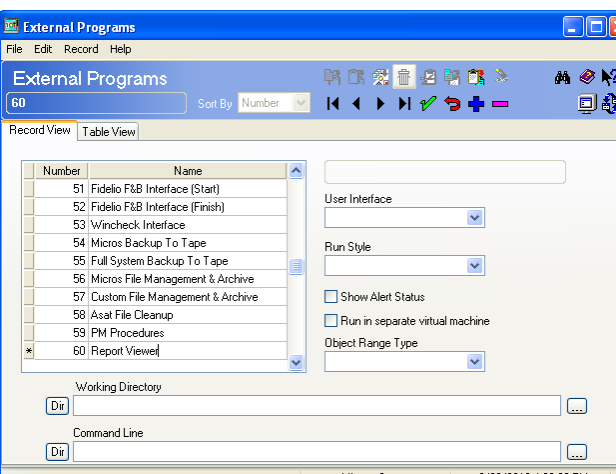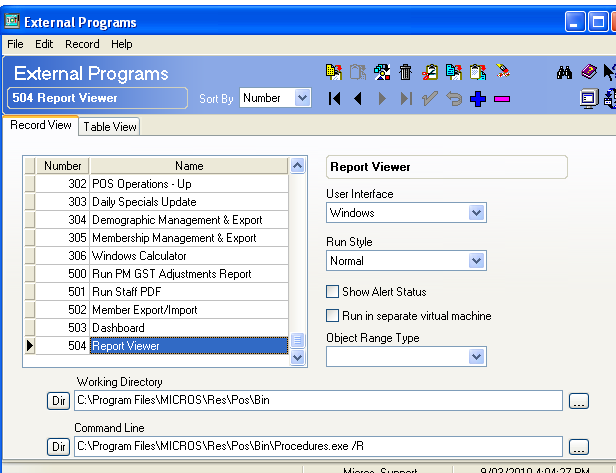
- Through POS Operations
- Through the MICROS Desktop
- From Any PC in the Network with Access to the RES Server
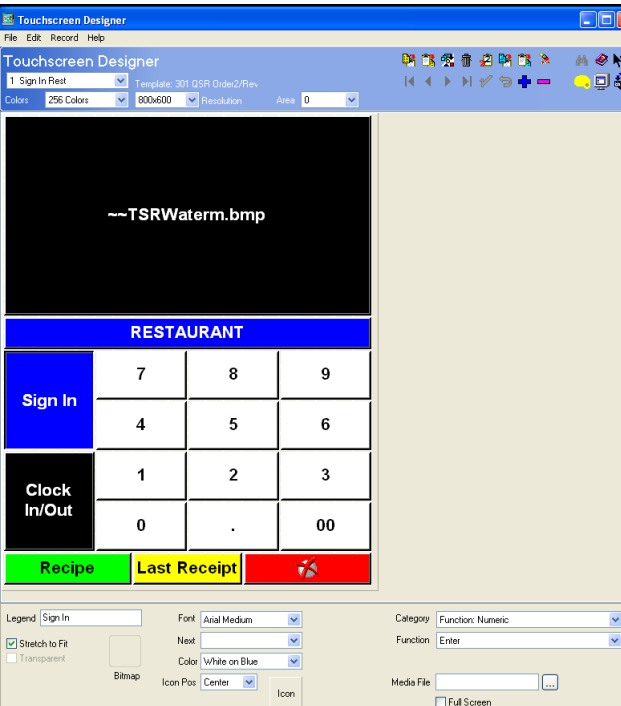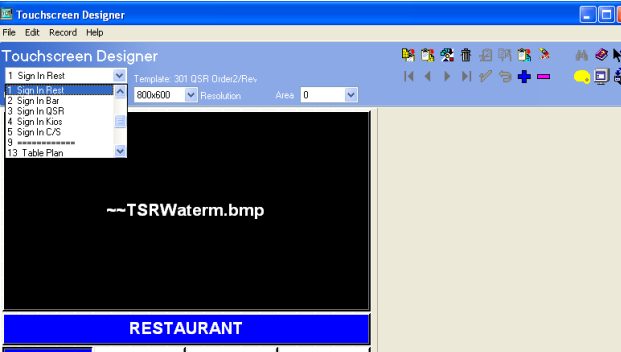
Through POS Operations
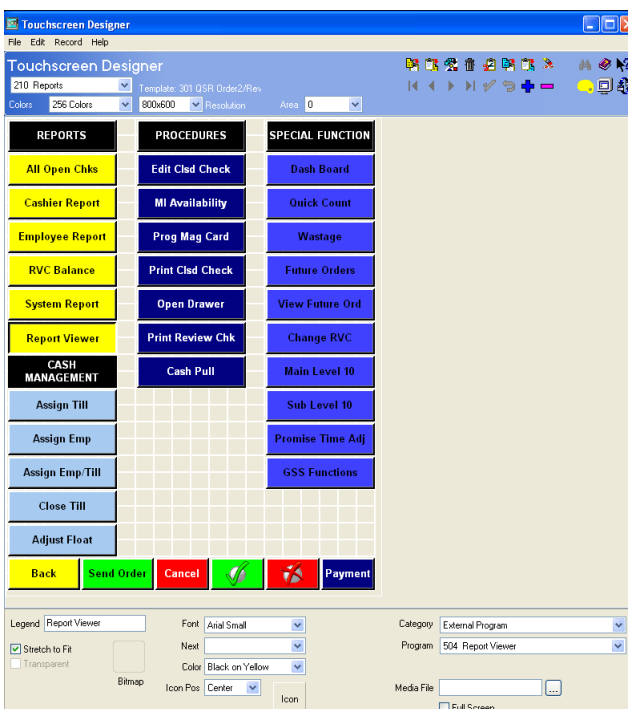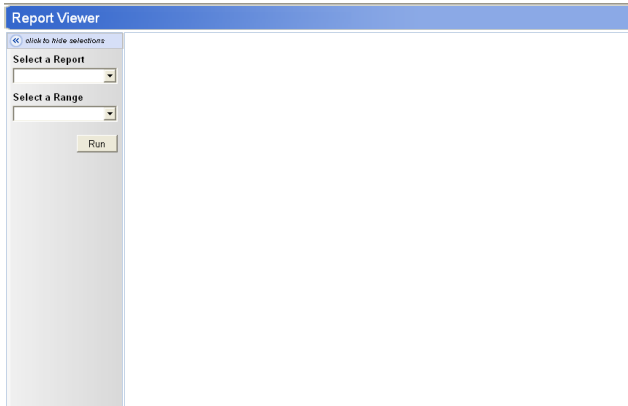
The report viewer can be launched via POS Operations by linking a touchscreen key to an external program that calls the 'Report Viewer' command line.

Take the following steps to configure the external program and touchscreen key:

1	Sign in to POS Configurator using your PC Application ID	
2	Navigate to the System	External Programs tab	

3	Add a new record by selecting the blue plus at the top of the screen. In the name field enter 'Report Viewer'.	
4	From the 'User Interface' drop down selection, select the 'Windows' option. From the 'Run Style' drop down selection, select the 'Normal' option. In the 'Working Directory' path, browse to the ..\Micros\RES\POS\BIN directory. In the 'Command Line' path, browse to the ..\Micros\RES\POS\BIN\Procedures.exe file. Once the 'Command Line' has been entered add /R after the command to force the system to call the 'Report Viewer' command. Select the 'Green Tick' to save the record and exit out of the form.	

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5	Navigate to the Devices | Touchscreen Designer tab	
6	Select the touchscreen from the drop down selection, where the 'Report Viewer' button will appear	

7	Add a new button to the screen using the blue plus sign. In the legend field enter 'Report Viewer'. From the 'Category' drop down selection, select 'External Program'. From the 'Program' drop down selection, select the 'Report Viewer' external program that was added in previous steps. Select the 'Green Tick' to save and exit the form.	
8	Launch POS Operations and navigate to the touchscreen where the 'Report Viewer' touchscreen key was added. Select the 'Report Viewer' key and ensure that the application launches.	

- Procedures.exe /R. Launches Default.aspx within the procedures browser.

- Procedures.exe /V. Launches Viewer.aspx within the procedures browser.

Parameters for use by the report can also be passed on the command line by enclosing them in quotes. For example, **Procedures.exe /R "&ReportNum=9006&Range=2"**

Note: If viewing reports via POS Operations, security information (i.e. the currently signed in MICROS user) is automatically passed to Report Viewer from POS Operations.

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Through the MICROS Desktop

Links can be added to any HTML page embedded in the desktop to allow access to any report available to the currently logged on MICROS user. HKEY_LOCAL_MACHINE\SOFTWARE\MICROS\Common\Micros Desktop\Html HandleNewWindow = 1

From any PC in the Network with access to the RES Server

Any user can navigate to a URL from any machine on the network with access to the RES Server. In this way users can access reports without having to install RES on office PC's, corporate etc. Users will be prompted to log in to the server with valid MICROS user credentials.

To launch 'Report Viewer' from a back office PC, open an 'Internet Explorer' session. In the address bar enter:

http://localhost/ReportViewer/Login.aspx. 'Local Host' can be used if running the command on the Micros Server, for all other back office PC's, the Micros Server name would need to be entered instead of the 'Local Host' E.g. http://MicrosServer/ReportViewer/Login.aspx the following screen will display:
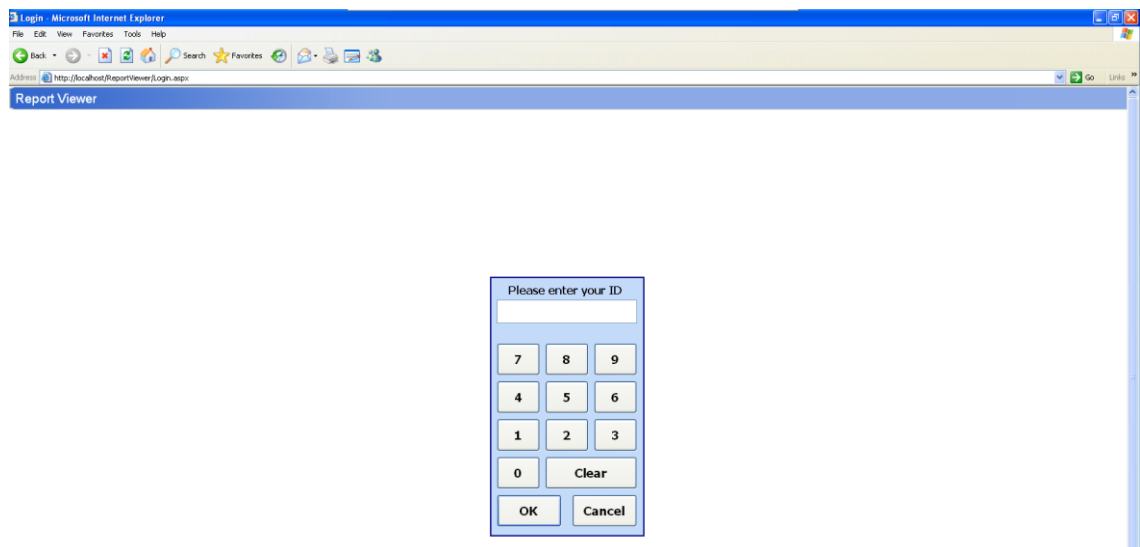
Enter your PC Application ID in the security pop up, this will then log you in to 'Report Viewer' and reports can be selected and viewed.

The following are known issues pertaining to the Report Viewer feature;

- When Internet Explorer is minimized, and a report is run, then the report selection drop-down will remain open and visible. This only occurs when minimizing in internet explorer by clicking on the taskbar button.

- The Adobe PDF plug-in is not translated using a Micros mechanism. To translate into another language, the user must download the appropriate Adobe PDF version for their country.

- WinCE devices will not show a multi-page report one page at a time. Rather, all reports will display as a single page HTML report.

- List items may move slowly when being moved from one list box to another. For example, moving menu items between available and selected lists.

NOTE: If viewing reports via MICROS Desktop, security information is NOT automatically passed from the Desktop to Report Viewer unless the Desktop has been configured to use its own secure browser window

1.15.4 Layout

The Report Viewer application contains the following report parameters:

- **Select a Report.** Use this drop-down to select the appropriate report to be generated.
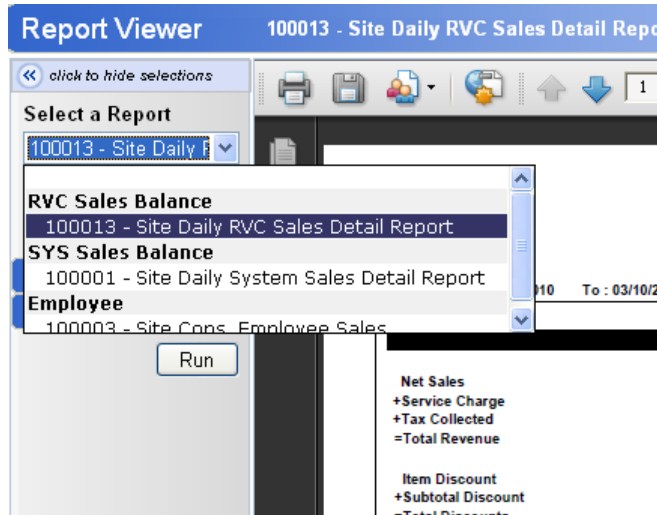
- **Select a Range**. Use this area to identify a range to be used when generating the report. For example, if running a 'Stock on Hand' report, the user could specify 'All Items'. Range parameters vary based on the report selected in the 'Select a Report' field.
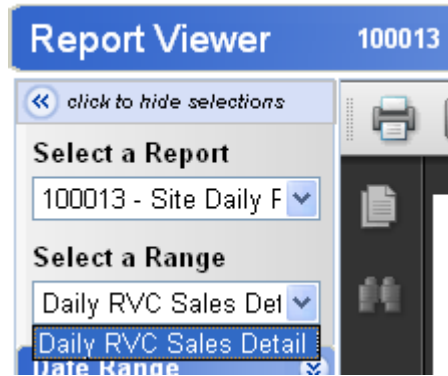
- **Range.** This area will populate based on the type of report you are running. These parameters mimic what can be seen in Report Explorer. There are generally three types of range parameters that may appear.

- **Date Range.** This allows the user to specify the range of dates to be used when running the report. This is a common range parameter. This range contains 'Start Date' (the first date to use for this report), 'End Date' (the last date to use for this report), and 'Quick Select' (date ranges defined in POS Configurator | Report) fields.

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- **Ranges.** Allows the user to define other start and end parameters. These parameters will vary based on the report being generated. For example, if generating an RVC report, these ranges would be the 'Start RVC', and the 'End RVC'.

- **Item Selection.** Allows the user to specify which items should be included in the report. These parameters will vary based on the report being generated. For example, if generating a 'Menu Item' report, the user would specify which menu items to include.

- **Sort By.** Identifies how the items should be sorted in the report. The available options are:

  o Number - The object number of the item.

  o Name - The name of the item.

  o Class - The report class as identified on the POS Configurator | Report | Report Class form.

  o Category - The report category (a grouping of report classes) as defined on the POS Configurator | Report | Report Category form.

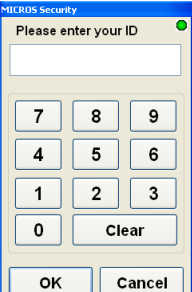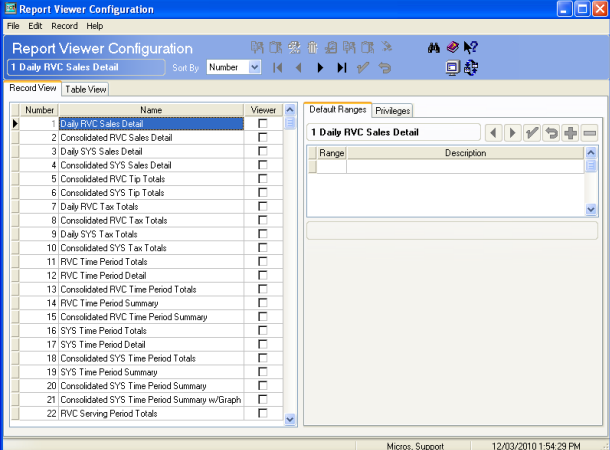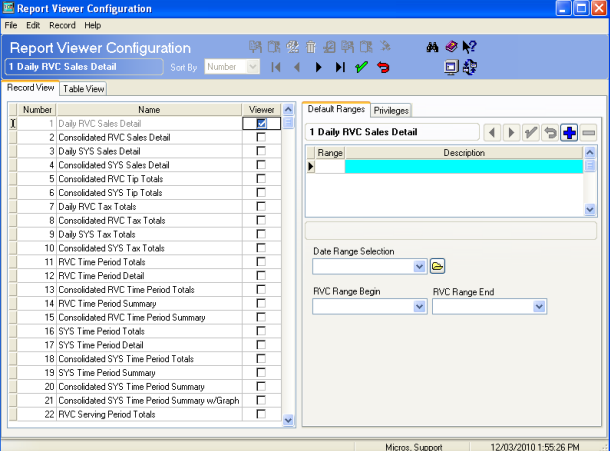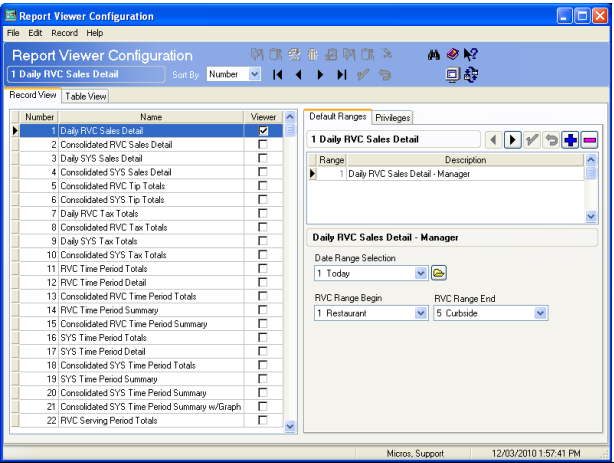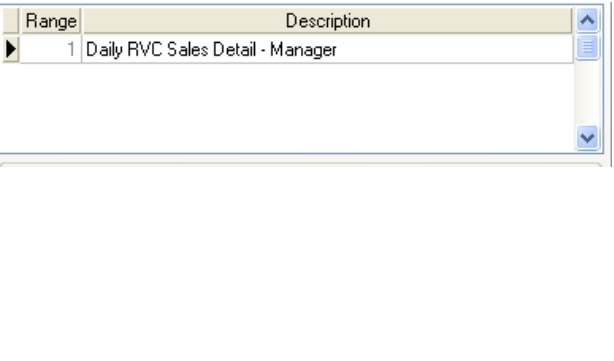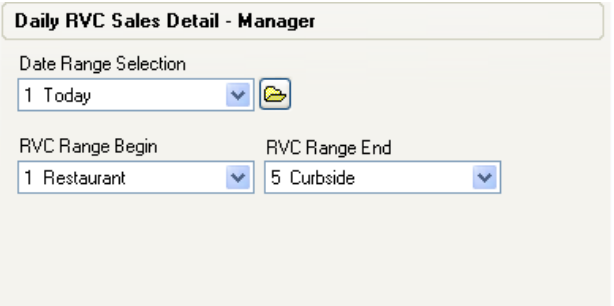- **Help**. Causes the Report Viewer help file to display

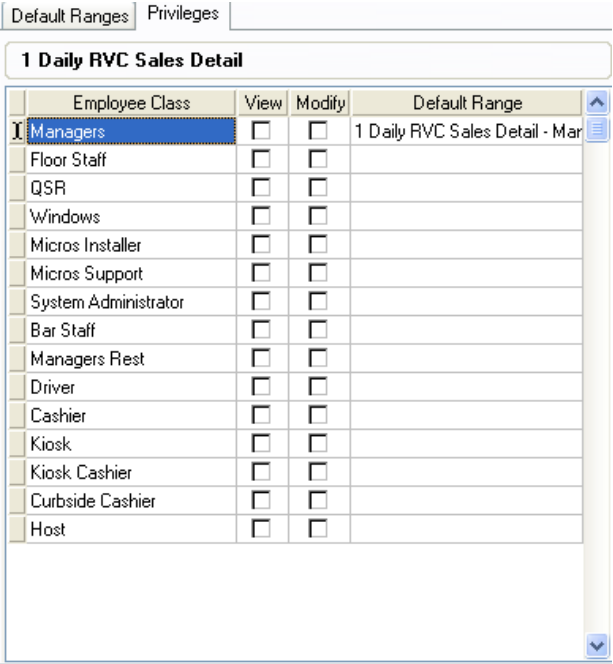- **Close**. Closes the Report Viewer application.

1.15.5 Configuration

This section describes how to configure Report Viewer to display the appropriate reports. This section pertains to all sites configuring this feature. These steps should be repeated for all reports that the user would like to view using the Report Viewer application.

1	Sign in to POS Configurator using your PC Application ID	
2	Navigate to Reporting | Report Viewer	
3	The 'Report Number' and 'Name' table will display all of the reports available in the database. This includes all Front-of-House, Back-of- House, and custom reports that have been defined in the 'Report Templates' form. Use the 'Viewer' column to indicate if the selected report should display in the Report Viewer application.	

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4	Go to the 'Default Ranges' tab and add a new record to configure a range record. Although this step is not required, MICROS recommends that a minimum of one 'Range' record be configured for each report. This limits the amount of data returned for each report. Ranges can be configured specific to employee classes E.g. the manager can run the Daily RVC report for all RVC's.	
5	Use the 'Description' column to assign a meaningful and concise name that represents this range. The user will be required to select a default range later, and creating a meaningful description will greatly assist in making this selection. There is no limit to the number of ranges that the user may create for a report.	
6	The remaining area at the bottom is used to display report-specific parameters. These will change depending on the report selected. Use this area to refine the selected range for this report. For example, if the 'Daily RVC Sales Detail' is selected, then this area will contain the following fields:

Date Selection – Use this field to select the appropriate date, or range of dates to use when generating this report.

RVC Range Begin – Select the first RVC to use when generating this report. E.g. Restaurant

RVC Range End – Select the ending RVC to use when generating this report. If you are only generating data for a single RVC then you would select the same record as the 'RVC Range Begin'. If a | |

	different RVC is selected, then all RVC's in between the 'Begin and End' ranges will be used in the report.	
7	Go to the 'Privileges' tab. All employee classes configured in the database will appear in this tab. Use this area to determine employee class privileges and their default range for the selected report. Configure the following fields for each employee class: View – Enable this option if the selected employee class can view the selected report. Modify – Enable this option if the selected employee class can modify the output of the selected report. Default Range – If desired, assign a 'Default Range' record to this employee class. If the employee fails to select a range when running the report, then this range will be used. MICROS recommends that a default be selected for each employee class with View privileges for this report.	Default Ranges Privileges **1 Daily RVC Sales Detail** | Employee Class	View	Modify	Default Range
---	---	---	---
Managers	☐	☐	1 Daily RVC Sales Detail - Mar
Floor Staff	☐	☐	
QSR	☐	☐	
Windows	☐	☐	
Micros Installer	☐	☐	
Micros Support	☐	☐	
System Administrator	☐	☐	
Bar Staff	☐	☐	
Managers Rest	☐	☐	
Driver	☐	☐	
Cashier	☐	☐	
Kiosk	☐	☐	
Kiosk Cashier	☐	☐	
Curbside Cashier	☐	☐	
Host	☐	☐		
8	Select the 'Green Tick' to save all changes.	

1.16 Appendix A

Report Name	Full Page (A4)	40-Column	UWS
Employee Reports			
Cashier Summary	X	X	
Cashier Detail	X		X
Consolidated Cashier Detail	X		
Daily Employee Detail	X	X	X
Consolidated Employee Detail	X		
Employee Sales and Tip Totals	X		
Labour Reports			
Employee Time Card and Job Detail	X		
Employee Job Summary	X	X	
Consolidated Employee Job Code Labour Summary	X		
Revenue Centre Job Summary	X	X	
Consolidated RVC Job Summary	X		
System Job Summary	X	X	
Consolidated System Job Code Labour Summary	X		
Clock In Status	X	X	X
Labour Availability	X	X	
Tax Reports			
Revenue Centre Tax Totals	X	X	
Consolidated Revenue Centre Tax Totals	X		
System Tax Totals	X	X	
Consolidated System Tax Totals	X		
Tip Reports			
Employee Tip Totals	X	X	X
Consolidated Employee Tip Totals	X		
Consolidated Revenue Centre Tip Totals	X		
Consolidated System Tip Report	X		
Time Period Sales Reports			
Revenue Centre Time Period Totals	X	X	
Revenue Centre Time Period Detail	X	X	
Consolidated Revenue Centre Time Period Totals	X		
Revenue Centre Time Period Summary	X	X	

Consolidated Revenue Centre Time Period Summary	X		
System Time Period Totals	X	X	
System Time Period Detail	X	X	
Consolidated System Time Period Totals	X		
System Time Period Summary	X	X	
Consolidated System Time Period Summary	X		
Consolidated System Time Period Summary w/Graph	X		
Serving Period Sales Reports			
Revenue Centre Serving Period Totals	X	X	
Consolidated Revenue Centre Serving Period Totals	X		
Revenue Centre Serving Period Detail	X	X	
Sales Balance Reports			
Daily revenue Centre Sales Detail	X	X	X
Consolidated Revenue Centre Sales Detail	X		
Daily System Sales Detail	X	X	X
Consolidated System Sales Detail	X		
Group Sales Reports			
Daily Revenue Centre Group Sales Detail	X	X	
Daily Revenue Centre Group Sales Detail by Category	X		
Consolidated Revenue Centre Group Sales Detail	X		
Daily Revenue Centre Group Sales Summary	X	X	
Consolidated Revenue Centre Group Sales Summary	X		
Daily System Group Sales Detail	X	X	
Daily System group Sales Detail Subtotal by Category	X		
Consolidated System Group Sales Detail	X		
Daily System Group Sales Summary	X	X	
Consolidated System Group Sales Summary	X		
Menu Item Sales Reports			
Daily Revenue Centre Menu Item Sales Detail	X	X	
Consolidated Revenue Centre Menu Item Sales Detail	X		
Daily Revenue Centre Menu Item Sales Summary	X	X	
Conoslidated Revenue Centre Menu Item Sales Summary	X		
Daily System Menu Item Sales Detail	X	X	
Consolidated System Menu Item Sales Detail	X		
Daily System Menu Item Sales Summary	X	X	

Consolidated System Menu Item Sales Summary	X		
Check Reports			
Employee Open Guest Check Report	X	X	X
Employee Closed Guest Check Report	X	X	