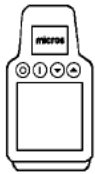
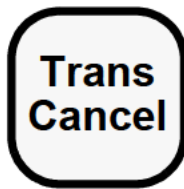


Reports	<p>Two figures for Returns post to financial reports. The first is the count—the total number of Returns less voided Returns (positive value). The second is the net value—all Returns recorded through Return keys (negative value). Thus:</p> <p>Returns = + Sum of all Return entries (-) + all Voids of Return entries</p> <p>Returns also affect the Net Sales Total and Tax Collected Total.</p>
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none">○ [Return] key <p>Employee Class File:</p> <ul style="list-style-type: none">○ Authorize/Perform Void and Return of Menu Item Not On Check - Transaction Privilege Code #26○ Auth/Perform Return of MI Entered on the Current Check - Transaction Privilege #32
Related	<p>Void an Item on a Guest Check</p>

Cancel a Transaction



Procedure

1. Press [Transaction Cancel].
2. At the prompt, "CANCEL TRANSACTION?", press [Enter] for "yes" or [Clear] for "no". One of the following will occur:

New Check

If this is a new check that has not yet been service totalled, the transaction is cancelled and the check is not begun. The group number for the entered table will not increment.

However, the check number will not be used again.

Check with Previous Service Rounds

If this is an open check with previous service rounds, only the current service round is cancelled. Items entered in this service round are disregarded, but items from previous service rounds are retained.

No Check Open

If you press [Transaction Cancel] without a guest check open on the system, you will be signed out at the UWS.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: CANCEL THIS TRANSACTION	You are not privileged to use this key.	An authorized person's ID must be entered; or, press [Clear].
AUTHORIZATION, ENTER ID NUMBER: CANCEL TRANSACTION WITH LDS ITEMS	You are not privileged to cancel a transaction after a menu item has been posted by an LDS.	An authorized person's ID must be entered; or, press [Clear].

<p>[Transaction Cancel] cancels a current transaction. A transaction consists of all entries posted to a guest check during a service round. Thus, when you cancel a transaction, you void all entries made during that service round including the operation of picking up or beginning the check. What cannot be cancelled is the check number. If you begin check #250 and immediately cancel the transaction, the next check opened will be #251.</p>	
Example	Mary is called away from the UWS before she has had time to enter all her items. She presses [Transaction Cancel] so that the kitchen does not receive a partial order. Later, when she has time, she enters her entire order.
Privileges	You must be specifically privileged to cancel a transaction.
Reports	Two totals for Transaction Cancel post to financial reports. The first is the count - the total number of times the key was pressed. The second is the net value - of all Transaction Cancels recorded. Cancellations do not affect any other values on reports. Thus, the figures are for general information only.
Program	Keyboard File or Touchscreen File: <ul style="list-style-type: none">○ [Transaction Cancel] key Employee Class File: <ul style="list-style-type: none">○ Authorize/Use Transaction Cancel Key - Transaction Privilege #40○ Authorize/Perform Voids/Cancels of North American LDS Items - Transaction Privilege #74
Related	Service Total or Print Guest Checks

Adjust a Closed Check

Adjust Closed Check

Adjust Payment Type or Amount

1. Type the check number of the check to adjust.
2. Press [Adjust Closed Check].
3. At the prompt, "ADJUST THIS CLOSED CHECK?", press [Enter] for "yes" and [Clear] for "no".
4. Press [Void]. (You must be privileged to void tenders.)
5. Type the amount of payment on the check.
6. Press the tender key(s) used to record payment on the check.
7. Type the tender amount and press the correct tender key.

The check payment is corrected, and the correction prints.

Adjust Charged Tip

The procedure is the same as above through the void of the original tender.

To change a charged tip:

- ❑ If the charged tip is a separate entry, void and re-enter with a [Charged Tip] key.
- ❑ If the charged tip is prompted by a tendering key, follow the tender procedures (refer to tender keys).

The charged tip is corrected, and the correction prints.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: ADJUST CLOSED CHECK	You are not privileged to use this key.	An authorized person's ID must be entered; or, press [Clear].
NOT ALLOWED WITH CLOSED CHECK ADJUSTMENT	You attempted to void a service charge that is not a charged tip. Or, attempted to change the tax (not allowed).	Void only charged tips, don't adjust tax.
ONLY CHARGE TIP SERVICE CHARGES ALLOWED DURING CLOSED CHECK ADJUST	You attempted to add a service charge that is not a charged tip.	Use a [Charged Tip] key.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

<p>[Adjust Closed Check] is used to reopen a guest check to perform either or both of these two adjustments:</p> <ul style="list-style-type: none"> ○ Correct an error in the method of payment. For example, [Adjust Closed Check] is used to change an erroneous VISA credit card payment to DISCOVER. ○ Correct a service charge error. The type cannot be changed, only the amount. All adjustment to service charges are recorded as a change to Charged Tips. <p>Sales tax and service charges other than Charged Tips cannot be adjusted.</p>	
Example	If a check was closed by mistake to VISA in the amount of 20.00, it could later be re-opened and closed to AMEX in the amount of 20.00, and add a 5.00 tip.
Reports	Closed Check Report check status "J" (UWS); "j" (RW).
Privileges	You must be specifically privileged to adjust a closed check. Usually this procedure is reserved for managers and possibly for cashiers.
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [Adjust Closed Check] key. This key only allows the last tender and the charge tip to be adjusted. <p>Employee Class File:</p> <ul style="list-style-type: none"> ○ Authorize/Perform Closed Check Adjust - Transaction Privilege #67 <p>Revenue Center Parameters File:</p> <ul style="list-style-type: none"> ○ Allow Void Discount, Service Charge, Tender Media in Current Service Round Only - Control Option(s) #4, #5, #6 <p><i>...optional</i></p> <ul style="list-style-type: none"> ○ Cashier Totals Declaration Required with Tender/Media and Tips Paid - Control Option #1 ○ Fast Transaction Do Not Generate Closed Check Records - RVC Option #12
Related	<p>Assign a Cashier</p> <p>Void an Item on a Guest Check</p> <p>Tender Check to Cash</p> <p>Tender Check to Credit Card (full payment)</p> <p>Re-open Check</p>

Note	<p>When a closed check is adjusted, the result is printed on the designated guest check printer. The nature of the printed output is determined by the nature of the original check:</p> <ul style="list-style-type: none">○ If the adjusted check was an On-demand guest check, or a fast transaction that was service totalled by an On-demand operator, the entire check is reprinted, showing the new information (e.g., the new method of payment).○ If the adjusted check was a By-round guest check, a Special By-round guest check, or a fast transaction that was service totalled by a By-round operator, an entry prints on the check that shows the nature of the adjustment (e.g., the void of the original method of payment, and the new method). <p>In either case, the legend, ADJUST CLOSED CHECK prints at the top of the transaction detail.</p>
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Re-open a Closed Check

Re-Opn Closed Check

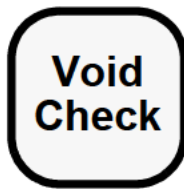
Procedure

1. Type the check number of the check to re-open.
2. Press [Re-open Closed Check].
3. At the prompt, "REOPEN THIS CLOSED CHECK?", press [Enter] for "yes" and [Clear] for "no".
4. If prompted, enter the table number.
The check is re-opened and assigned a new check number. You can now add or void menu items, discounts and service charges, and change the number of guests.
If there is change due from the tender, you must void the tender before you can modify the check.
5. To void the tender, use the line item void method. (Press the line number of the tender as it appears in the check detail and press [Void].)

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: REOPEN CLOSED CHECK	You are not privileged to use this key.	An authorized person's ID must be entered; or, press [Clear].
FINAL TENDER ENTRY MUST BE VOIDED	A final tender must be voided if there is change due, before you can modify the check.	Void the tender using the line item void method.
CLOSED CHECKS CANNOT BE SERVICE TOTALED	You cannot service total a closed check. You can only make changes to the check detail and tender.	Tender the check.
NO ITEMS TO REPEAT	The Repeat Round function does not work on a newly re-opened check.	Press [Clear] to continue. Enter item(s) normally.
VOID NOT ALLOWED: DISCOUNTS MUST BE IN CURRENT ROUND	This Revenue Center is not programmed to allow voids of this item that were entered before the check was closed.	Press [Clear] to continue. Database programming required to allow this action.
VOID NOT ALLOWED: SERVICE CHARGE MUST BE IN CURRENT ROUND		
VOID NOT ALLOWED: TENDER ENTRY MUST BE IN CURRENT ROUND		

Void Check



Procedure

1. Pick up a guest check.
2. Press [Void Check]. Any items entered in previous service rounds are voided. A void entry displays for each individual item.
3. If any CA or PMS payments are included on the check, the payment amount will be voided, bringing the amount due down to zero.



Note

The CA and/or PMS detail entries will remain on the check, showing a zero balance.

4. You may enter new items or tender the check to a zero balance.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: VOID CHECK	You are not privileged to void an entire check.	An authorized person's ID must be entered; or, press [Clear].
VOID CHECK NOT ALLOWED AFTER ENTRIES MADE THIS ROUND	You pressed [Void Check] after pressing another key in this service round.	Press [Clear]. Service Total, then pick up the check again, making sure to press [Void Check] first.
NO TRANSACTION IN PROGRESS	You pressed [Void Check] outside of a transaction.	Press [Clear]. Pick up a check, then press [Void Check].

[Void Check] is a convenient way to quickly void all of the items on a guest check that were entered in any previous rounds. When this key is pressed, a void entry is posted for all items on the check. New menu items may be posted, or the check can be closed to a zero balance.	
Example	Mary has just entered and service totalled the order for the couple at Table 8 when she notices the woman storm out of the restaurant. The man sheepishly informs Mary that dinner must be cancelled, then hurries after his wife. Mary informs the kitchen in time to stop preparation of the order and picks up the guest check. She presses [Void Transaction], and a void entry is posted for all of the items ordered by the couple. Mary then tenders the check to a zero balance, sighs, and resets the table.
Privileges	To void an item from a previous service round, you must be privileged to do so.
Reports	Refer to the <i>8700 Reports Manual</i> .
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [Transaction Void] key <p>Employee Class File:</p> <ul style="list-style-type: none"> ○ Authorize/Perform Void of Menu Items, Discounts, Service Charges, Tender/Media From a Previous Round - Transaction privileges #25, #27, #28, #29 ○ Authorize/Perform Void of Menu Items, Discounts, Service Charges on Closed Checks - Transaction Privileges #69, #70, #71 <p>Revenue Center Parameters File:</p> <ul style="list-style-type: none"> ○ Allow Void Discount, Service Charge, Tender Media in Current Service Round Only - Control Option(s) #4, #5, #6 <p>For a complete list of options, refer to the <i>8700 Feature Reference Manual</i>.</p>
Related	Void an Item on a Guest Check
Note	A voided item will print at the same remote printers and/or displays as it was originally printed, but with "VVV VOID VVV" usually in red.

*Chapter**8*

Print and Split Check Operations

This chapter discusses the procedures for printing and splitting guest checks.

In this chapter

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Introduction

Guest checks may be printed or reprinted at the end of a service round (“By-round”), On-demand, or upon payment. If your establishment uses seat numbers, checks may be split and printed as separate checks or as “memo checks”.¹ The [Filter Seat] key is discussed in this chapter because it is required for these operations.

Operators may be programmed as “On-demand”, “By-round”, or “Special, By-round” operators. This determines how and when checks are printed.

By-round Printing

By-round printing provides the server with a hard copy of all customer activity through the last service round. Each time the check is picked up on the UWS and service totalled, all new postings will print. If a roll printer is used, By-round printing will print a slip showing the balance due (Previous Balance) at the end of the previous service round and the detail from the current round.

In By-round printing with a slip printer, the original check is placed in the slip printer which automatically advances the check so that printing begins just below the last printed line. If it is the first time this check is printed, the check identification data will print as well as the detail. If not, the printer will feed the check until it can print on the second line below the last printed line.

Example

In the example shown on the following page, Check #424 was begun by a By-round operator:

1. First Printing. Two drinks were posted, and the check was service totalled by pressing [Service Total].
2. Second Printing. The check was picked up, and a third drink was posted and service totalled again.
3. Third Printing. The check was picked up, a fourth drink and a hamburger were posted and then tendered to cash by entering the amount (15.00) and pressing [Cash].

Each time the server service totalled, he inserted the check in the slip printer and the new check detail printed on it.

1. For more information on using seat numbers, refer to “Chapter 4: Begin a Guest Check”.

<p>1</p> <p>MICROS 8700 Fine Dining System</p> <p>411 MARY</p> <hr/> <p>TBL 1/1 CHK 424 GST 2 JAN14'94 11:30PM</p> <hr/> <p>1 CALL COCKTAIL 3.00 1 IMPORT DRAFT 2.25 BALANCE DUE 5.25</p>	<p>3</p> <p>MICROS 8700 Fine Dining System</p> <p>411 MARY</p> <hr/> <p>TBL 1/1 CHK 424 GST 2 JAN14'94 11:30PM</p> <hr/> <p>1 CALL COCKTAIL 3.00 1 IMPORT DRAFT 2.25 BALANCE DUE 5.25</p> <p>1 DOMESTIC DRAFT 1.85 BALANCE DUE 7.10</p> <p>1 DOMESTIC DRAFT 1.85 1 HAMBURGER 3.50 SUBTOTAL 12.45 SALES TAX 0.18 BALANCE DUE 12.63</p> <p>CASH 15.00 SUBTOTAL 12.45 SALES TAX 0.18 AMOUNT PAID 12.63 CHANGE DUE 2.37</p> <p>---196 CHECK CLOSED 01:30PM---</p>
<p>2</p> <p>MICROS 8700 Fine Dining System</p> <p>411 MARY</p> <hr/> <p>TBL 1/1 CHK 424 GST 2 JAN14'94 11:30PM</p> <hr/> <p>1 CALL COCKTAIL 3.00 1 IMPORT DRAFT 2.25 BALANCE DUE 5.25</p> <p>1 DOMESTIC DRAFT 1.85 BALANCE DUE 7.10</p>	

Example of By-round Printing on a Slip Printer

If guest checks print on a roll printer, the detail of the previous service round will not print, just a previous balance. Also, each time the guest check is printed, the complete check header and identification print. The checks below show what the first two transactions from the above example would look like printed on a roll printer.

<p>1</p> <p>MICROS 8700 Fine Dining System</p> <p>411 MARY</p> <hr/> <p>TBL 1/1 CHK 424 GST 2 JAN14'94 11:30PM</p> <hr/> <p>1 CALL COCKTAIL 3.00 1 IMPORT DRAFT 2.25 BALANCE DUE 5.25</p>	<p>2</p> <p>MICROS 8700 Fine Dining System</p> <p>411 MARY</p> <hr/> <p>TBL 1/1 CHK 424 GST 2 JAN14'94 11:30PM</p> <hr/> <p>PREV BAL 5.25</p> <p>1 DOMESTIC DRAFT 1.85 BALANCE DUE 7.10</p>
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Example of By-round Printing on a Roll Printer

On-demand Printing

On-demand printing means that the check is not printed or updated by printing at the end of a service round. All check detail is held in the System's memory until the check is tendered or service totalled with a service total with print key (often called [Print Check]), then it is printed in its entirety. A summary of tax, autogratuity, and the current balance due may print if [Print Check] is programmed to add this information.

MICROS 8700 Fine Dining System		
411 MARY		

TBL 5/1	CHK 424	GST 5
JAN14'94 1:30PM		

1 GLASS WHITE	2.50	
1 HOUSE COCKTAIL	2.85	
1 CALL COCKTAIL	3.00	
2 IMPORT DRAFT	4.50	
1 HOUSE CORDIAL	3.10	
BALANCE DUE	15.95	

[Print Check] Key

MICROS 8700 Fine Dining System		
411 MARY		

TBL 6/1	CHK 421	GST 2
JAN14'94 11:36PM		

1 GLASS WHITE	2.50	
1 HOUSE COCKTAIL	2.85	
1 CALL COCKTAIL	3.00	
2 IMPORT DRAFT	4.50	
1 HOUSE CORDIAL	3.10	
CASH	20.00	
SUBTOTAL	15.95	
AMOUNT PAID	15.95	
CHANGE DUE	4.05	
---196 CHECK CLOSED 01:32PM---		

[Tender] Key

Special, By-round Printing

A Special, By-round operator is an On-demand operator until a tendering or [Print Check] is pressed, after which the operator becomes a By-round operator. The purpose of this type of operator is to ensure that any additional items sold (perhaps desserts or after dinner drinks) are printed on a guest check after the check is printed or partially tendered.

Reprint Checks

If a check is lost or damaged, it may be necessary to reprint the entire check. This feature is accessed through a tender/media key programmed to reprint a check.

The reprint check function does not allow you to reprint a closed check unless you are specifically privileged to open a closed check.

The format of the reprinted check is determined by the type of operator who reprints it:

- If a **By-round operator** reprints a check, the entries from previous rounds are consolidated and sorted according to the programming of the print groups.

The check on the left in the illustration below is typical of the result of a series of service rounds. Note the blank lines indicating where the check was service totalled and picked up again. The reprinted check on the right using the [Reprint Check] key¹ consolidates and lists check detail by any print group programmed in the System. When the check is reprinted, the *****REPRINT #***** header will print the number of times the check has been reprinted using the Reprint Check key.

MICROS 8700 Fine Dining System	
411 MARY	

TBL 5/1	CHK 424 GST 2
JAN14'94 1:30PM	

1 CRAB SOUP	2.75
1 HOUSE SALAD	1.00
1 GLASS WHITE	2.50
1 CALL COCKTAIL	3.00
SUBTOTAL	9.25
SALES TAX	0.19
BALANCE DUE	9.44
1 DUCK A L'ORANGE	13.95
SUBTOTAL	23.20
SALES TAX	0.89
BALANCE DUE	24.09
1 COFFEE	1.00
1 PASTRY DU JOUR	2.50
1 GLASS WHITE	2.50
SUBTOTAL	29.20
SALES TAX	1.06
BALANCE DUE	30.26

Typical By-round Check

MICROS 8700 Fine Dining System	
411 MARY	

TBL 5/1	CHK 424 GST 2
JAN14'94 1:30PM	
* * * REPRINT 2 * * *	

1 CRAB SOUP	2.75
1 HOUSE SALAD	1.00
1 DUCK A L'ORNGE	13.95
1 PASTRY DU JOUR	2.50
1 COFFEE	1.00
2 GLASS WHITE	5.00
1 CALL COCKTAIL	3.00
SUBTOTAL	29.20
SALES TAX	1.06
BALANCE DUE	30.26

Reprinted Check

1. For By-round Operators, [Print Check] has the same effect as [Reprint Check].

Overview

- When an **On-demand operator** uses the reprint function, the reprinted check will print the number of times the check has been printed. This number will appear right justified from the employee name.

MICROS 8700
Fine Dining System

411 MARY	2	
<hr style="border-top: 1px dashed black;"/>		
TBL 5/1	CHK 424	GST 2
JAN14'94 1:30PM		
<hr style="border-top: 1px dashed black;"/>		
1 CRAB SOUP	2.75	
1 HOUSE SALAD	1.00	
1 DUCK A L'ORNGE	13.95	
1 PASTRY DU JOUR	2.50	
1 COFFEE	1.00	
2 GLASS WHITE	5.00	
1 CALL COCKTAIL	3.00	
SUBTOTAL	29.20	
SALES TAX	1.06	
BALANCE DUE	30.26	

Reprinted Check

← *Reprint Count*



Note

Revenue Center Format Option #9 must be set ON to have the "REPRINT CHECK #" and the "REPRINT COUNT" print within the check detail.

Print Trailer Lines

In many hotel operations, guests are allowed to charge bills in the hotel restaurant to their room account. The 8700 System's guest check can be programmed to print trailer lines so that guests can add a tip, sign their name, and print the room number.

An example of a check printed by a **Special, By-round** operator is shown below. The check was first printed with a print key programmed to print special trailer lines. Then, the check was tendered to [Room Charge]. Notice that the tender information prints below the original printed check.

MICROS 8700	
Fine Dining System	
411 MARY	

TBL 6/1	CHK 560 GST 0
JAN14'94 3:30PM	
*** REPRINT ***	

1 CRAB SOUP	2.75
1 HOUSE SALAD	1.00
1 DUCK A L'ORNGE	13.95
1 PASTRY DU JOUR	2.50
1 COFFEE	1.00
2 GLASS WHITE	5.00
1 CALL COCKTAIL	3.00
SUBTOTAL	29.20
SALES TAX	1.06
BALANCE DUE	30.26
Room Number	TIP
Print Name	
Sign	
CHARGE TIP	5.00
R209/SMITH	
ROOM CHARGE	35.26
SUBTOTAL	29.20
SALES TAX	1.06
GRATUITY	5.00
AMOUNT PAID	35.26
---196 CHECK CLOSED 01:30PM---	

Print Trailer Lines

Print Guest Checks

Service Total



Service Total

1. Begin or pick up a guest check.
2. Enter transaction items except payment in full.
3. If you are a By-round operator, insert the guest check in the slip printer.
4. Press [Service Total].

If you are a By-round operator, the current service round entries print on the check.

If you are an On-demand operator, no guest check will print (see procedure below).

Print Check



Print Check

1. Begin or pick up a guest check.
2. Enter transaction items except payment in full.
3. Insert the guest check in the printer (if you are using a slip printer).
4. Press [Print Check].
5. If the prompt, "INSERT CONTINUATION CHECK", appears, remove the check, insert the next page of the guest check into the printer and press [Clear].

The guest check prints.

The remainder of the guest check prints.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	This key is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
TENDER ENTRY REQUIRED	Items posted in this service round include one that requires the check to be tendered, such as a charged tip.	Void the item or tender the check.
AUTHORIZATION, ENTER ID NUMBER: REPRINT GUEST CHECK	You are a By-round operator not privileged to reprint a check or the check has already been printed a maximum number of times.	An authorized person's ID must be entered.

[Service Total] initiates guest check printing for By-round operators. For On-demand operators no printing takes place. [Print Check] (which is a service total key programmed to print) initiates guest check printing for On-demand operators and reprints checks for By-round operators.

Example

On-demand:
Pressing [Service Total] as an On-demand operator will not cause a guest check to print. However, if you close the check with a payment key or press [Print Check], a guest check will print.

By-round:
Pressing [Service Total] as a By-round operator *will* print the guest check. If your UWS is programmed to print guest checks at the slip printer, you must place the guest check in the printer.

MICROS 8700 Fine Dining System	
411 MARY	

TBL 5/1	CHK 424 GST 2
JAN14'94 1:30PM	

1 CRAB SOUP	2.75
1 HOUSE SALAD	1.00
1 GLASS WHITE	2.50
1 CALL COCKTAIL	3.00
SUBTOTAL	9.25
SALES TAX	0.19
BALANCE DUE	9.44
1 DUCK A L'ORANGE	13.95
SUBTOTAL	23.20
SALES TAX	0.89
BALANCE DUE	24.09
1 COFFEE	1.00
1 PASTRY DU JOUR	2.50
1 GLASS WHITE	2.50
SUBTOTAL	29.20
SALES TAX	1.06
BALANCE DUE	30.26

By-round Format

MICROS 8700 Fine Dining System	
411 MARY	

TBL 6/1	CHK 560 GST 5
JAN14'94 3:30PM	
* * * REPRINT * * *	

1 CRAB SOUP	2.75
1 HOUSE SALAD	1.00
1 DUCK A L'ORNGE	13.95
1 PASTRY DU JOUR	2.50
1 COFFEE	1.00
2 GLASS WHITE	5.00
1 CALL COCKTAIL	3.00
SUBTOTAL	29.20
SALES TAX	1.06
BALANCE DUE	30.26

On-demand Format

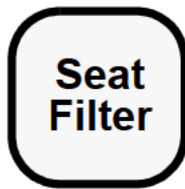
Program

- Keyboard File or Touchscreen File:
- [Service Total] key
 - [Print Check] key
- Tender/Media File
- Print Check On-demand - Type Definition #23
- Operator File
- On = On-demand; Off = By-round - Type Definition #5
- Employee Class File
- Authorize/Perform Unlimited Reprinting of a Check - Transaction Privilege #23

Note

For On-demand operators, the number of checks printed before authorization is required is determined in the Revenue Center Parameters File. For example, if the limit is set to "1", a server would only be allowed to print one check. Printing a second check would require an authorized person's ID number (usually a manager).

Filter Seat



Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

Procedure

1. Begin or pick up a check.
2. At the prompt, "SEAT [1]: READY FOR YOUR NEXT ENTRY", enter the seat number to be filtered.
3. Press [Filter Seat].
All the detail associated with this seat displays.
4. To add another seat to filter, simply enter the seat number and press [Filter Seat] again.
The active seat(s) may be split, tendered, or printed.
5. Press [Clear] to exit the filter.

Prompts

Prompt	What it Means	Action Required
FILTER NOT ALLOWED DURING LINE-BY-LINE PRINTING	The [Seat Filter] key cannot be used if you are using line-by-line customer receipts.	Press [Clear] to continue.
NOT ALLOWED WHILE SEAT FILTER IS ACTIVE	[Transaction Cancel] or [Service Total] was pressed, or a discount was entered that is programmed to prevent its being posted while the seat filter is active.	Press [Clear] to continue. Tender check, or press [Clear] again.
SEAT CLOSED	The seat entered has already been tendered.	Enter correct seat number.
INVALID SEAT NUMBER	Incorrect seat number was entered.	Enter correct seat number.
SEAT HAS NO DETAIL ENTRIES	No menu items have been entered for this seat.	Press [Clear] to continue.
LAST ITEM VOID NOT ALLOWED	If filtering is active and a last item void is attempted, it is allowed only if the active filter contains the last item.	Change active seat in filter, then perform void.
PRESS CLEAR TO CONTINUE	If a check is tendered while filtering, a "split check" transaction occurs.	Press [Clear]. The remainder of the check may be filtered and tendered, or all of the check may be tendered.

<p>[Filter Seat] is used to select the group of entries (by seat number) for one or more guests at a time. Filtering is used to split a check, to print a memo check, and to memo tender. [Filter Seat] toggles on and off. Pressing [Clear] also exits the filter mode.</p>	
Example	A table of six has requested separate checks (at the end of the meal). Luckily, the restaurant uses seat numbers when placing orders. Printing separate checks is simply a matter of “filtering” the appropriate seat number and pressing [Print Memo Check].
Privileges	Anyone who can open a guest check can use [Filter Seat]. However, there are a variety of privileges to split a check, print a memo check, or memo tender. See the appropriate entries in this manual or refer to the <i>8700 Programming Manual</i> .
Program	Keyboard File or Touchscreen File: <ul style="list-style-type: none">○ [Filter Seat] key
Related	[Seat #] key [Edit Seat #] key Print a Memo Check Split a Memo Check

Print a Memo Check

**Filter
Seat**

**Print
Memo
Check**



Procedure

1. Pick up the check.
2. Enter the first seat number and press [Filter Seat].
3. Press [Print Memo Check]. The first memo check prints and the active seat prompt then increments to the next seat number. The tax and balance due on the memo check reflects only the total for this seat's items.
4. Repeat Step 3 until all individual memo checks have been created (or printed).
5. Press [Clear], then [Service Total] to complete the transaction.

Note

More than one seat may be included in the filter seat procedure. For example, if the guests at seats 1 and 2 want a separate check with just their meals on it, simply enter seat 1 and press [Filter Seat] and then enter seat 2 and press [Filter Seat] again. Press [Print Memo Check]. This memo check will reflect the combined order of seats 1 and 2.

6. Distribute memo checks to customers.
7. To tender checks, you must pick up the check and tender each memo check individually using [Filter Seat] and the appropriate tender.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	[Print Memo Check] is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: PRINT MEMO CHECK	You are not privileged to perform this operation.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: REPRINT MEMO CHECK	You are not privileged to perform this operation.	An authorized person's ID must be entered.

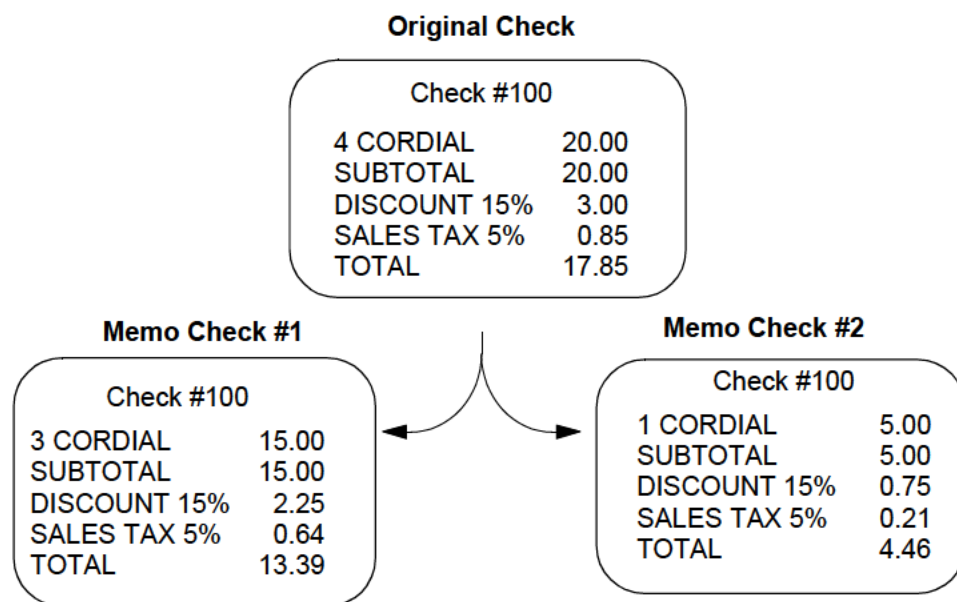
Memo checks are used to print separate checks quickly by seat number. The advantage of printing memo checks (instead of creating new checks using the split check feature) is that it keeps to a minimum the number of real guest checks which must be closed by the operator.

A memo check includes the detail and subtotal for one or more (but not all) seats assigned to the check. The totals of individual checks may not add up to a total of the original check due to tax break points.

Memo checks are identified as distinct from the original check by a line in the check header, "*** MEMO CHECK ***". The check header for a reprinted memo check is "*** REPRINT MEMO CHECK ***". Memo checks cannot be printed By-round.

Example

Memo checks are illustrated in the diagram shown below.



Two memo checks are printed to help the customers determine their respective shares. Guest check #100 remains intact.

Privileges

Separate employee privileges are required to print or reprint a memo check.

Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none">○ [Filter Seat] key○ [Print Memo Check] key <p>Tender/Media File</p> <ul style="list-style-type: none">○ Print Memo Check - Type Definition #13 <p>Employee Class File:</p> <ul style="list-style-type: none">○ Authorize/Perform Printing of Memo Check - Transaction Privilege #9○ Authorize/Perform Reprinting of Memo Check - Transaction Privilege #10 <p>For a complete list of options related to the seat feature, see Chapter 9, "Seat Handling", in the <i>8700 Feature Reference Manual</i>.</p>
Related	<p>[Filter Seat] key</p> <p>Split a Memo Check</p>

Split a Guest Check

You can split a check three ways:

- ❑ With seat numbers active (see Procedure 1 below)
- ❑ With no assigned seat numbers (see Procedure 2 on page 8-19)
- ❑ With TouchSplit, including TouchShare (see Procedure 3 on page 8-21)



Procedure 1: Split a Guest Check with Seat Numbers Active

Split Out One Seat at a Time

1. Pick up the check.
2. Enter the seat number and press [Split Check].
3. At the prompt, "SEAT #: SPLIT CHECK?", press [Enter] to confirm or [Clear] to cancel.

The new check prints if:

- ❑ you are a By-round operator
- ❑ your revenue center does not use table numbers (checks are begun by check number)
- ❑ you are a Special By-round operator who has already printed the original check

If you are an On-demand operator, the split checks will not print. You must pick them up separately and use [Print Check].

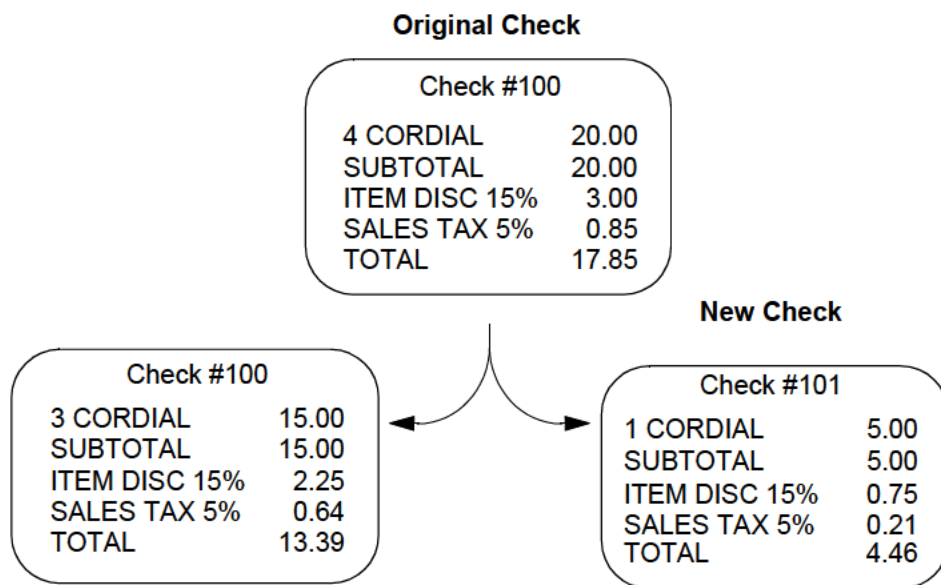
Split More than One Seat at a Time

1. Pick up the check.
2. Enter the first seat number and press [Filter Seat].
3. To add another seat to the filter, enter the next seat number and press [Filter Seat]. Repeat this for all seats to be included on the new check.
4. Press [Split Check].
5. At the prompt, "SPLIT CHECK? FILTER: #, #", where "#" is a seat number, press [Enter] to confirm or [Clear] to cancel. See the printing options described above.

Splitting a guest check transfers a portion of the original guest check detail to a new check. A Split Check is a separate guest check for each seat or a combination of seats at a table. A "seat" consists of all sales detail (menu items, discounts, tax, service charges, etc.) posted to a single seat number. A split check must be tendered and closed, as does the original check.

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

One of the customers who ordered a single cordial informs the server that she would like a separate check. The result of splitting the check is illustrated in the diagram below.



One menu item, along with its item discount and its share of sales tax, is split off to form a new guest check

Privileges You must be specifically privileged to split a guest check.

Program Keyboard File or Touchscreen File:

- [Split Check] key
- [Service Total] key
- [Print Check] key
- [Filter Seat] key

Employee Class File:

- Authorize/Use The SPLIT CHECK Key and Perform Memo Tenders - Transaction Privilege #8

For a complete list of options related to the split check feature, see Chapter 9, "Seat Handling", in the *8700 Feature Reference Manual*

Related	Print a Memo Check [Edit Seat #] key [Filter Seat] key
---------	--

Procedure 2: Split a Guest Check with No Assigned Seat Numbers

1. Pick up the check.
2. Enter a seat number and press [Seat #].
3. Enter the line number of an item (left of item) that you wish to include with this seat # and press [Edit Seat].
4. Repeat Step 3 for each item you wish to assign to this seat.
5. Press [Split Check].
6. At the prompt, "SEAT #: SPLIT CHECK?", press [Enter] to confirm or [Clear] to cancel.

The new check prints if:

- ☐ you are a By-round operator
- ☐ your revenue center does not use table numbers (checks are begun by check number)
- ☐ you are a Special, By-round operator who has already printed the original check

If you are an On-demand operator, the split checks will not print. You must pick them up separately and use [Print Check].

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: SPLIT CHECK	You are not privileged to perform this operation.	An authorized person's ID must be entered.
NO SEAT TO SPLIT	No seat is in the filter.	Enter seat number, then press [Filter Seat].
SEAT HAS NO DETAIL ENTRIES	Incorrect seat number was entered.	Enter correct seat.
TRANSACTION CANCEL NOT ALLOWED AFTER SPLITTING	[Transaction Cancel] was pressed.	Press [Clear] to continue. Either service total, print, or tender the check.

The manager procedures for splitting a guest check with no assigned seat numbers is the same as splitting a guest check with assigned seat numbers. See page [8-18](#).

TouchSplit
Check**Procedure 3: TouchSplit a Guest Check**

TouchSplit allows you to touch the detail items on a guest check in order to:

- ❑ Create one or more new checks at one time (see below)
- ❑ TouchShare detail items (see page 8-25)

Create One or More New Checks at One Time

1. Pick up a guest check.
2. Press [TouchSplit Check].

The system displays the original guest check in the left check window and a new, blank guest check in the right check window as shown in this example:

16.92 ▲	0.00 ▲
***** SEAT 1 ***** 1 Iced Tea 1 Fruit & Cheese ***** SEAT 2 ***** 1 Ginger Ale 1 Crab Puffs	
TBL 3/1 ▼	TBL 3/2 ▼

Split Check

New

Done

Share

Cancel

- ❑ If you want to create **one** new check, continue with the next step.
- ❑ If you want to create **more** than one new check, press [New] for as many new checks as you need before continuing with the next step.

Note: The screen will only display up to four check windows at one time. More checks are available when the right scroll button appears.

3. Touch the detail item(s) you want to move to a new check.

Remember: You may need to scroll down to access all detail items on the check.

The system highlights the item(s) while the Split Check window displays the table number/group number (or check

number depending on how the system is programmed) and the highlighted items' value as shown in this example:

The screenshot shows a mobile application interface for splitting a check. It consists of two vertical panels, each representing a table. The left panel is labeled 'TBL 3/1' and has a total of 16.92. It lists items for 'SEAT 1' (1 Iced Tea, 1 Fruit & Cheese) and 'SEAT 2' (1 Ginger Ale, 1 Crab Puffs). The right panel is labeled 'TBL 3/2' and has a total of 0.00. Below the panels is a 'Split Check' window showing 'TBL 3/1' with a 'Selected 8.50'. To the right of the split check window are four buttons: 'New', 'Done', 'Share', and 'Cancel'. Arrows point from the text labels to the corresponding UI elements: 'detail items' points to the item list in the left table; 'scroll buttons' points to the up/down arrows at the top of each table; 'split check window' points to the 'Split Check' window; and 'amount due' points to the 'Selected 8.50' value.

Table	Total	Items
TBL 3/1	16.92	SEAT 1: 1 Iced Tea, 1 Fruit & Cheese SEAT 2: 1 Ginger Ale, 1 Crab Puffs
TBL 3/2	0.00	

Split Check
TBL 3/1
Selected 8.50

New Done
Share Cancel

4. Touch the new check.

Note: If you attempt to move a consolidated detail item, such as four crab cakes, the system will prompt you for the number of detail items to be moved. In which case, you must enter the number before continuing.

The new check now contains the selected detail item(s) and an amount due total as shown in this example:

The screenshot shows the same mobile application interface after a split. The left panel 'TBL 3/1' now has a total of 7.64 and contains only the items from SEAT 1 (1 Iced Tea, 1 Fruit & Cheese). The right panel 'TBL 3/2' now has a total of 9.20 and contains the items from SEAT 2 (1 Ginger Ale, 1 Crab Puffs). The 'Split Check' window is no longer visible. The 'amount due' label points to the 9.20 total in the right table.

Table	Total	Items
TBL 3/1	7.64	SEAT 1: 1 Iced Tea, 1 Fruit & Cheese
TBL 3/2	9.20	SEAT 2: 1 Ginger Ale, 1 Crab Puffs

Split Check

New Done
Share Cancel

5. To share menu items while splitting the check, move on to the next procedure, TouchShare Detail Items on page 8-25, before exiting.
6. To save changes and exit this procedure, press [Done] and then [Yes] when prompted `Exit and save changes?`
or
To exit without saving, press [Cancel] and then [Yes] when prompted `Changes made. Quit?`

[TouchSplit Check] allows you to transfer detail items from the original guest check to one or more new checks at one time. When you TouchSplit a check, you create a separate guest check for any menu item(s) on the original check.	
Example	The two guests at table twelve have informed their server, Dan, that they would like separate checks. Dan picks up table twelve and presses [TouchSplit Check]. When the screen displays the original guest check and a new, blank guest check, Dan touches the detail items on the original guest check for seat two, and then touches the blank guest check window. The system posts the detail items and total for seat two to the new check and adjusts the total on the original guest check.
Privileges	You must be specifically privileged to split a guest check.
Program	Refer to the <i>8700 Feature Reference Manual</i> .
Related	TouchEdit TouchShare TouchVoid

TouchShare Detail Items

1. Pick up a guest check.
2. Press [TouchSplit Check].

The system defaults to the original guest check window and **one** new check window. You may need to press [New] to add additional checks before sharing detail items.

3. Touch the detail item(s) you want to share.

The system highlights your selection and notes the table number/group number and selected items' value in the Split Check window.

4. Press [Share].

The Select checks window will display a separate key for each check as shown in this example:

20.63	▲	0.00	▲
***** SEAT 1 *****			
1 Iced Tea			
1 Fruit & Cheese			
1 Cheesecake			
***** SEAT 2 *****			
1 Ginger Ale			
1 Crab Puffs			

Select checks

TBL 3/1 20.63	All
TBL 3/2 0.00	Enter
	Clear
	<div style="display: flex; justify-content: space-around;"> < > </div>

Share
Cancel

Remember: When the right scroll button under Select checks isn't grayed out, more checks than those appearing on screen are available for sharing.

5. Touch each check key in the Select checks window that will share the selected detail item(s), and then press [Enter].

or

Press [All] to select all checks.

[Share], when accessed through [TouchSplit Check], allows a detail item's cost to be shared among separate guest checks.	
Example	<p>The customer in seat two has ordered one Death by Chocolate dessert and three forks. Gary picks up the guest check and posts the dessert to seat two.</p> <p>Upon finishing the dessert, all three customers at the same table ask for separate guest checks. They also mention that they would like to share the cost of the dessert.</p> <p>Gary picks up the guest check, presses [TouchSplit Check], and presses [New] to add another blank check to the screen. After moving detail items to each new guest check, he then touches the Death by Chocolate detail item on the original guest check, presses [Share], and then presses [All] in the Select checks window. The dessert is divided into thirds, and the amount due in each check window now reflects the new charge.</p>
Program	Refer to the <i>8700 Feature Reference Manual</i> .
Related	TouchEdit TouchSplit

The detail item(s) appear in each check window you selected, with the quantity and cost divided evenly for the shared detail item(s) as shown in this example:

18.77 ▲	1.86 ▲
***** SEAT 1 ***** 1 Iced Tea 1 Fruit & Cheese 1/2 Cheesecake ***** SEAT 2 ***** 1 Ginger Ale 1 Crab Puffs	***** SEAT 1 ***** 1/2 Cheesecake
TBL 3/1 ▼	TBL 3/2 ▼

shared detail item

Split Check

New

Done

Share

Cancel

- To save changes and exit this procedure, press [Done] and then [Yes] when prompted Exit and save changes?

or

To exit without saving, press [Cancel] and then [Yes] when prompted Changes made. Quit?

Chapter

9

Tender a Guest Check

This chapter reviews procedures to tender (post payment to) a guest check.

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Introduction

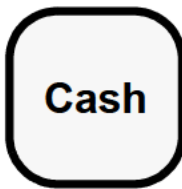
You tender a check to post payment by cash, room charge, credit cards, etc. If the payment is a partial payment, the check will not be closed. Full payment will close the check. Guest checks may also be split by seat number ("filtering") and partially tendered by seat number ("memo check" and "memo tender"). See Chapter 8, "Print and Split Guest Checks", for more information on splitting checks.

When a check is tendered and becomes a closed check, the System still remembers all of the check detail, the check totals and identification information (table, check number, check operator, date and time). After a check has been tendered, it can be reopened to void items, adjust the tip, or change the tender.

Keys that record payment of services—cash or charge payment, an employee meal, or other accounting such as closing a check when a customer leaves without paying—may tender a check. Charge tenders may be programmed to post to a property management system so customers may charge meals to their hotel bill.

Your payment keys may be programmed in a variety of ways. Your system may also be programmed to require a check to be fully tendered after any partial tender. This option would require a check to be paid up in one transaction but still allow "split tenders" (that is, payment partly in cash and partly by credit card).

Tender Check to Cash



With Open Entry Cash Key

1. Begin or pick up a guest check.
2. Complete all sales entries.
3. Press [Cash] to tender the check with the exact amount due.

OR:

Press an amount (for example, “5000” for “50.00”) and press [Cash] to tender the check with the amount received from the customer for payment.

The check is tendered. If no amount was entered with the [Cash] key, the change due is 0.00. If an amount was entered with the [Cash] key, the change due is displayed.

With Preset Cash Keys

1. Begin or pick up a guest check.
2. Complete all sales entries.
3. Press one or more preset cash amount keys, for example, [\$10].

Each cash key entry posts to the check detail with the value of the cash key (for example, \$10.00), and the balance due reduces that amount.

The check is tendered when the amount due is reduced to zero. Any change due is displayed.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	You are not privileged to use this key.	An authorized person's ID must be entered.
ENTER [t/m name] AMOUNT	Cash key requires an amount entry.	Type amount tendered and press [Enter].
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

[Cash] is used to tender a guest check when payment is made in cash.	
Example	Mary's customers are paying their check with cash. The check total is \$32.59 and they give Mary \$40.00. Mary uses the numeric keypad to enter the amount tendered ("4000" for "40.00") and presses [Cash]. The change due (\$7.41) is displayed on the screen and printed on the guest check. Because payment was made in full, the check is closed on the system.
Privileges	<p>Each tendering key may be used by any operator <i>or</i> linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tender/media in that privilege group.</p> <p>Additional privileges allow operators (usually cashiers) to post payment to another operator's check and allow (usually managers) to pick up closed checks and adjust or void tenders.</p>
Reports	Tender keys post to checks paid totals on all financial reports and can be tracked individually on Tracking Group reports. Tender keys can be programmed to post to food & beverage receipts and/or charge receipts on tip reports and payment totals on closed check reports.
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [Cash] key <p>Tender/Media File</p> <ul style="list-style-type: none"> ○ Tender/Media Type field. All tender/media payment keys are defined as Type 1 (Payment) keys. Additional fields define the function of each key. <p>Employee Class File:</p> <ul style="list-style-type: none"> ○ Post Payment to Check Belonging to Another Operator - Transaction Privilege #22. Usually set for cashiers. ○ Authorize Over HALO Amount on Tender/Media Keys - Transaction Privilege #35 ○ Authorize/Perform Post of Payments - Transaction Privilege #37 ○ Authorize/Perform Post of Tender/Media in Priv Group(s) 1, 2, 3 - Transaction Privilege(s) #58, #59, #60. ○ Auth/Perform Closed Chk Adjust - Transaction Privilege #67 ○ Auth/Perform Closed Chk Pkup - Transaction Privilege #68 <p>Revenue Center Parameters File:</p> <ul style="list-style-type: none"> ○ Default Cash Tender field - Revenue Center Parameters File ○ Cashier Totals Declaration Required with Tender/Media and Tips Paid - Control Option #1 ○ ON = Post Tenders to Transaction Operator; OFF= Post Tenders to Check Operator - Posting Option #7
Related	<p>Tender Check to Credit Card (full payment)</p> <p>Tender Check to Credit Card (open entry)</p>

Note	The [Cash] key can be programmed to “assume paid in full” when the key is pressed.
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Tender Check to Credit Card (Automatic Full Payment)



Procedure

1. Begin or pick up a guest check.
2. Complete all sales entries.
3. Press a credit card key, for example, [Visa].
4. If the prompt, "ENTER VISA CHARGED TIP", appears, type the amount, if any, and press [Enter].
5. At the prompt, "ENTER VISA INFO", type the credit card number and press [Enter] or run the card through the magnetic card reader.
6. At the prompt, "ENTER EXPIRATION DATE", type the date as a single number, for example, "996" for September, 1996, and press [Enter].

A credit card voucher prints and is presented to the customer for signature. If the UWS/3 is used, the cardholder's name prints on the credit card voucher and on the guest check.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	You are not privileged to use this key.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

<p>[Credit Card] is used to close a guest check when payment is charged. The key should be labelled by the type of credit card used, for example, Visa, American Express, Master Card, etc.</p> <p>In full payment transactions, the key is programmed to “assume paid in full.” Thus, when you press [Credit Card] <i>without</i> first entering an amount, the exact balance due is assigned and posted to the check. For self-banking servers (especially bartenders) who receive payment and close checks on their own, the “full payment” procedure may be preferred since it is the fastest method.</p>	
Example	The party at Table 8 has run up a balance of \$79.34. At the end of the meal, a customer hands Mary a VISA card to pay the bill. Mary picks up the check and presses [VISA]. The System posts a payment of \$79.34 to the check.
Privileges	<p>Each tendering key may be used by any operator <i>or</i> linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tender/media in the same privilege group.</p> <p>Additional privileges allow operators (usually cashiers) to post payment to another operator's check. Also, managers can be privileged to pickup closed checks and adjust or void tenders.</p>
Reports	Tender keys post to checks paid totals on all financial reports and can be tracked individually on Tracking Group reports.
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [Credit Card] key <p>Revenue Center Parameters File:</p> <ul style="list-style-type: none"> ○ Default Cash Tender field <p>Employee Class File:</p> <ul style="list-style-type: none"> ○ Post Payment to Check Belonging to Another Operator - Transaction Privilege #22. Usually set for cashiers. ○ Authorize Over HALO Amount on Tender/Media Keys - Transaction Privilege #35 ○ Authorize/Perform Post of Payments - Transaction Privilege #37 ○ Authorize/Perform Post of Tender/Media in Priv Group(s) 1, 2, 3 - Transaction Privilege(s) #58, #59, #60. ○ Auth/Perform Closed Chk Adjust - Transaction Privilege #67 ○ Auth/Perform Closed Chk Pickup - Transaction Privilege #68 <p>Tender/Media File:</p> <ul style="list-style-type: none"> ○ Tender/Media Type field. All tender/media payment keys are defined as Type 1 (Payment) keys. Additional fields defined the functionality of each key. ○ Amount Required - Type Definition #2. Set OFF. ○ Assume Paid in Full - Type Definition #3. Set ON. ○ Charged Tip Must be Less Than Payment - Type Definition #44

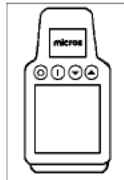
Tender a Guest Check

Tender Check to Credit Card (Automatic Full Payment)

[Contents](#)[Index](#)

Related	Tender Check to Credit Card (open entry) Tender Check to Cash
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Tender Check to Credit Card (Amount Required)



Procedure

1. Begin or pick up a guest check.
2. Complete all sales entries.
3. Type the **total** amount tendered from the credit card voucher.
4. Press the credit card key, for example, [Amex].
5. At the prompt, "CHARGED TIP AMOUNT IS (\$n.nn)?", press [Enter] for "Yes," or [Clear] for "No". If you press [Clear], the operation is cancelled.
6. At the prompt, "ENTER AMEX INFO", type the credit card number and press [Enter] or run the card through the magnetic card reader.
7. At the prompt, "ENTER EXPIRATION DATE", type the date as a single number, for example, "992" for September, 1992, and press [Enter]. This prompt does not display if you are using the magnetic card reader.)

A credit card voucher prints and is presented to the customer for signature. If the UWS/3 is used, the cardholder's name prints on the credit card voucher and on the guest check.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	You are not privileged to use this key.	An authorized person's ID must be entered.
AMOUNT REQUIRED	Pressed tender key before entering an amount.	Type amount tendered and press [Enter].
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

[Credit Card] is used to close a guest check when payment is charged. The key should be labelled by the type of credit card used, for example, Visa, American Express, Master Card, etc.

In an "amount required" transaction, the key is programmed to "default to zero". Thus, you are required to enter an amount before pressing the key. If the key is pressed *without* entering an amount, zero amount is entered and the balance due remains the same.

This procedure is slower than the "automatic full payment" method, but may be preferred because it keeps errors to a minimum.

Example	The party at Table 8 has run up a balance of \$79.34. While most of the party elects to remain for coffee and dessert, one of the diners announces that he must leave. He hands Mary an AMEX card and says, "Put \$25 toward the bill on this." Mary picks up the check and presses [2] [5] [00] [AMEX]. The System posts a \$25.00 AMEX payment to the check.
Privileges	Each tendering key may be linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tender/media in the same privilege group. Additional privileges allow operators (usually cashiers) to post payment to another operators check. Also, managers can be privileged to pickup closed checks and adjust or void tenders.
Reports	Tender keys post to checks paid totals on all financial reports and can be tracked individually on Tracking Group reports.
Program	Keyboard File or Touchscreen File: <ul style="list-style-type: none"> o [Credit Card] key Revenue Center Parameters File: <ul style="list-style-type: none"> o Default Cash Tender field Employee Class File: <ul style="list-style-type: none"> o Post Payment to Check Belonging to Another Operator - Transaction Privilege #22. Usually set for cashiers. o Authorize Over HALO Amount on Tender/Media Keys - Transaction Privilege #35 o Authorize/Perform Post of Payments - Transaction Privilege #37 o Authorize/Perform Post of Tender/Media in Priv Group(s) 1, 2, 3 - Transaction Privilege(s) #58, #59, #60. o Auth/Perform Closed Check Adjust - Transaction Privilege #67 Tender/Media File: <ul style="list-style-type: none"> o Tender/Media Type field. All tender/media payment keys are defined as Type 1 (Payment) keys. o Amount Required - Type Definition #2. Set ON. o Assume Paid in Full - Type Definition #3. Set OFF. o Charged Tip Must be Less Than Payment - Type Definition #44

Related

Tender Check to Credit Card (full entry)
Tender Check to Cash

Credit Card Lookup



Procedure

1. Pick up a guest check ready to be tendered.
2. To partial tender or full tender, type the amount tendered from the credit card voucher and press [Credit Card Lookup].

OR:

To record a card with zero tender, press [Credit Card Lookup].

3. If prompt, "ENTER [ccard name] CHARGE TIP", appears, type amount of tip from voucher and press [Enter].
4. Enter the card information using the magnetic card reader, or type the credit card number and press [Enter].
5. At the prompt, "ENTER EXPIRATION DATE", type the date as a single number, for example, "992" for Sept., 1992, and press [Enter].
6. At the prompt, "CHARGED TIP AMOUNT IS (\$n.nn)?", press [Enter] for "Yes," [Clear] for "No".

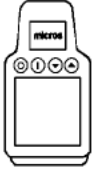
When [Enter] is pressed, a credit card voucher prints and is presented to the customer for signature. If the UWS/3 is used, the cardholder's name prints on the credit card voucher and on the guest check.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	You are not privileged to use this key.	An authorized person's ID must be entered.
AMOUNT REQUIRED	Pressed tender key before entering an amount.	Type amount tendered, press [Enter].
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CREDIT CARD NOT FOUND	First digits of credit card number typed incorrectly or this type card is not accepted.	Try again.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

[Credit Card Lookup] “looks up” a list of allowed credit card types programmed in your System to verify that the card is accepted by your establishment. More generally, it allows you to take the credit card, validate it, present the check, and complete the transaction in steps most convenient to the customer.	
Example	<p>As an example, the following shows the use of [Credit Card Lookup] and [Credit Card Recall] used together.</p> <ul style="list-style-type: none"> ○ At the end of the meal, Mary presents the check to her customer. ○ The customer submits a credit card. ○ Mary prepares a credit card voucher on the credit card imprinter and verifies credit with a credit authorization machine (see note below). ○ She picks up the check on the system and uses [Credit Card Lookup] (and magnetic card reader, if available) to add credit information to the guest check. She does not enter an amount. ○ Mary returns the check, credit card, and voucher to the customer. ○ When she retrieves the check, she will use [Credit Card Recall].
Privileges	Each tendering key may be linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tender/media in the same privilege group.
Reports	Tender keys post to checks paid totals on all financial reports and can be tracked individually on Tracking Group reports.
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [CCard Lookup] key <p>Tender/Media File</p> <ul style="list-style-type: none"> ○ Use with Credit Card Recall - Type Definition #7 ○ Test for Credit Card Validity Using Check Digit - Type Definition #27 ○ Charged Tip Must be Less Than Payment - Type Definition #44 ○ Tender/Media Preambles <p>Employee Class File:</p> <ul style="list-style-type: none"> ○ Authorize/Perform Post of Tender/Media in Priv Group(s) 1, 2, 3 - Transaction Privilege(s) #58, #59, #60.
Related	Recall a Credit Card
Note	<p>If [CCard Lookup] is programmed to post to a Property Management System (PMS), your UWS may be programmed to automatically query the PMS computer and determine if this card has been accepted.</p> <p>This key is used in instances where credit authorization (CA) is performed by a separate CA machine. This key <i>cannot</i> be used with 8700 Credit Authorization/Electronic Draft Capture (CA/EDC) operations.</p>

Recall a Credit Card



Procedure

1. Retrieve signed credit card voucher and check from customer.
2. Pick up the guest check.
3. Type the total amount tendered from the credit card voucher.
4. Press [Credit Card Recall]. Information from the *last* credit card entered for this check is recalled.



Note

When you close the check, you must know if the credit card to recall is programmed to assume full payment. If it is not, type an amount and press [Credit Card Recall]. If it does assume full payment, simply press [Credit Card Recall]. If you forget to enter an amount, a partial payment of \$0.00 will post to the check detail on the left side of the screen. To erase, press [Void] twice.

5. If the prompt, "ENTER (credit card) CHARGE TIP?", appears, type the amount of the tip from the voucher and press [Enter].
6. If the prompt, "CHARGED TIP AMOUNT IS (\$n.nn)?", appears, press [Enter] for "Yes," [Clear] for "No." When [Enter] is pressed, the tender posts to the check.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	You are not privileged to use this key.	An authorized person's ID must be entered.
AMOUNT REQUIRED	Pressed tender key before entering an amount.	Type amount tendered and press [Enter].
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CREDIT CARD NOT FOUND	Credit card not previously posted to this check.	Tender with credit card lookup key.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

[Credit Card Recall] is used to save time and avoid errors when re-entering credit card information such as the credit card number and expiration date when tendering or partially tendering a check with the same credit card.

The credit card recall function recalls the last charge tender entry. If VISA and then DISCOVER cards were entered as partial tenders, the second card entered, DISCOVER, will be recalled.

Example	<p>This example continues where the example for [Credit Card Lookup] ends:</p> <ul style="list-style-type: none"> ○ The customer fills in the credit card voucher, including a tip for Mary, totals the amount, and signs it. ○ Using the establishment copy of the credit card voucher, the cashier now picks up the customer's check, enters the actual amount from the signed voucher, and presses [Credit Card Recall]. The difference between the amount due and the amount entered is calculated as the charged tip. <p>Note: Employees may be privileged to use a tendering key such as credit card keys, but not be privileged to post payment. Such an employee could perform all but the last step described above. The actual payment might then be done by a cashier.</p>
Privileges	None. However, each tendering key may be linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tender/media in the same privilege group.
Reports	Tender keys post to checks paid totals on all financial reports and can be tracked individually on Tracking Group reports.
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [CCard Lookup] key ○ [CCard Recall] key <p>Tender/Media File:</p> <ul style="list-style-type: none"> ○ Use with Credit Card Recall - Type Definition #7 ○ Charged Tip Must be Less Than Payment - Type Definition #44
Related	Credit Card Lookup
Note	<p>For [Credit Card Recall] to work, the credit card information must first be stored using [Credit Card Lookup].</p> <p>This key <i>cannot</i> be used with Credit Authorization/Electronic Draft Capture (CA/EDC) procedures.</p>

Conduct a PMS Inquire



Procedure

1. Press [Inquire PMS]. (You do not have to be signed in to the UWS.)
2. At the prompt, "ENTER INQUIRY INFO", enter the customer information in the format required by the PMS computer. For example, if you are using the MICROS 452 MHM, the format for Ms. Jones in room 108 for \$200.00 is "R108/JONE\$20000."¹
3. Press [Enter].

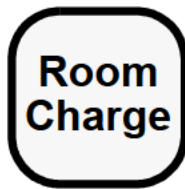
Prompts

Prompt	What it Means	Action Required
ACCOUNT INFO ENTRY REQUIRED	You did not enter the room number or account number.	Press [Clear] to continue. Enter information when prompted.
INVALID RESPONSE FROM PMS COMPUTER	The 8700 System is unable to interpret a message received from the PMS.	Press [Clear] to continue. Repeat the inquiry.
NO RESPONSE FROM PMS COMPUTER	The 8700 System has not received a response from the PMS within the programmed time limit.	Press [Clear] to continue. Repeat the inquiry.
ONE MOMENT PLEASE, SENDING MESSAGE	The 8700 System is attempting to establish communication with the PMS.	Wait.

1. It is possible to inquire about a specific amount of charge, since some customers may have a charge limit on their folio. In this case, to include an amount, simply type a "\$" and the amount. The format of money amounts may not be the same for the external computer you are using. In this example, the PMS will not recognize a decimal entry. The numeral 200.00 must be entered as 20000, or 55.44 as 5544.

A PMS (Property Management System) Inquire takes place when your UWS sends a charge posting inquiry to an external PMS computer. The main purpose of a PMS inquire function is to communicate with a hotel or motel front desk terminal or other property management system (PMS) to determine if a guest check may be charged to the customer's folio.	
Example	Mary's customer on table four has requested to charge his restaurant bill to his room in the adjoining hotel. He gives Mary his name (Mr. Jones) and hotel room number (108). Mary presses [Inquire PMS]. At the prompt, Mary enters the required customer information in the appropriate format, for example, "R108/Jones\$2000." The PMS response indicates that Mr. Jones is authorized to charge his room for his \$20.00 restaurant bill.
Privileges	No specific privilege is required to use [Inquire PMS] to determine if a charge may be posted to a customer's folio. You must, however, be privileged to use the tendering key involved to actually post a charge to the customer's front desk folio.
Program	Interface File: <ul style="list-style-type: none"> Complete all fields, including: Use 19 Digit Reference Entry for PMS Inquire - Type Definition #1 Allow Inquire without Sign-In - Type Definition #3 Revenue Center Parameters File: <ul style="list-style-type: none"> PMS Link Keyboard or Touchscreen File: <ul style="list-style-type: none"> [Inquire PMS 1]...[Inquire PMS 4] keys
Related	Tender Check to Room Charge

Tender Check to Room Charge



With Amount Required Key

1. Pick up a guest check to tender.
2. If necessary, print the check (usually with a trailer for guest signature) and present to the guest for signature.
3. Type the amount tendered and press [Room Charge].
4. At the prompt, "CHARGED TIP AMOUNT IS (\$n.nn)?", press [Enter] for "Yes," [Clear] for "No."
5. At the prompt, "ENTER ROOM CHARGE INFO", enter the information in the format required by the PMS computer. For example, if you are using the MICROS MHM452, the format for Ms. Jones in Room 108 is "R108/JONE."
6. Press [Enter].

The tender posts to the room.

With Automatic Full Payment Key

1. Perform the procedure as described above, except do not enter an amount; simply press [Room Charge].
2. At the prompt, "ENTER (room charge) CHARGE TIP", type the amount of the tip from the guest check and press [Enter].

Prompts

Prompt	What it Means	Action Required
CHARGED DENIED or similar message	Guest cannot charge to room	Tender by another means.
FOLIO NOT FOUND or ROOM NOT FOUND	Probably error in entering room charge info	Enter information again.
ACCOUNT INFO ENTRY REQUIRED	You did not enter the room number or account number.	Press [Clear] to continue. Enter information when prompted.
INVALID RESPONSE FROM PMS COMPUTER	The 8700 System is unable to interpret a message received from the PMS.	Press [Clear] to continue. Repeat the inquiry.
NO RESPONSE FROM PMS COMPUTER	The 8700 System has not received a response within the programmed time limit.	Press [Clear] to continue. Repeat the inquiry.
ONE MOMENT PLEASE, SENDING MESSAGE	The 8700 System is attempting to establish communication with the PMS.	Wait.

[Room Charge] is used to close a guest check by electronically posting the amount due to the customer's front desk folio.	
Example	Mary has conducted a PMS Inquire and confirmed that Mr. Jones can charge his \$20.00 restaurant bill to his room. He has signed his guest check and included a charged tip for Mary in the total. Mary presents the guest check to the cashier, who picks up the check and tenders it using [Room Charge].
Privileges	Each tendering key may be linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tender/media in the same privilege group.
Reports	Tender keys post to checks paid total on all financial reports and can be tracked individually on Tracking Group reports.
Program	<p>Interface File:</p> <ul style="list-style-type: none"> Complete all fields. <p>Keyboard or Touchscreen File:</p> <ul style="list-style-type: none"> [Post to PMS] tendering key. Usually this key is labeled "Room Charge". <p>Tender/Media File:</p> <ul style="list-style-type: none"> ON = Post 0.00 Transactions to PMS; OFF = Do Not Post - Transaction Privilege #29 PMS Print 2 Reference Numbers - Transaction Privilege #30 ON = PMS & Credit Cards Use 19 Digit Account Number; OFF = 16 Digit - Transaction Privilege #31 ON = Post Amt Tendered to PMS; OFF = Post Amt Due - Transaction Privilege #32 Charged Tip Must be Less Than Payment - Type Definition #44
Related	Conduct a Computer Inquire
Note	<p>The Room Charge function may be programmed to print a guest check trailer providing a space for the customer to sign the charge, or a validation slip to serve the same purpose.</p> <p>After a transaction has been posted to the PMS, transaction detail may not be removed from the check using the Last Item Void method.</p> <p>The System may be programmed to post a Room Charge tender to some other, pre-assigned tender, if there is no response from the PMS. This allows all Room Charges to be posted to a single alternate tender, for later manual entry in the PMS. If this feature is programmed, no action is necessary on the part of the operator; alternate posting takes place automatically.</p>

Use a Tender NLU



NLU Number Unknown

1. Pick up a guest check to be tendered.
2. Press [Tender NLU]. A help window is displayed listing the available tender types.
3. Type the number of the desired tender operation and press [Enter].
4. Follow the procedure for the tender type chosen (refer to the appropriate page in this chapter).

NLU Number Known

1. Pick up a guest check to be tendered.
2. Press the number of the tender type and press [Tender NLU].
3. Follow the procedure for the tender type chosen (refer to the appropriate page in this chapter).

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER GROUP	Tender key is linked to a group for which you are not privileged.	An authorized person's ID must be entered.
AMOUNT REQUIRED	You did not enter an amount greater than zero at the prompt for amount entry	Enter the amount.
TENDER/MEDIA NOT FOUND	Incorrect tender NLU number or menu level was entered.	Try again.
AUTHORIZATION, ENTER ID: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

<p>[Tender NLU] displays a help window of all tenders linked to the key. Tenders can be any of the types discussed in this chapter.</p> <p>[Tender NLU] changes the tendering procedure very little. The only significant difference from using the direct access keys occurs when a tendering key requires an amount entry first. You cannot enter an amount and then the NLU number of the desired tendering key. When ready to tender, press [Tender NLU] to get the help window if you need it. Then, type the NLU number and press [Enter]. You will then be prompted to enter the amount.</p>							
Example	<p>To see what tenders are available through the NLU key, simply press [Tender NLU]. A help window listing all tender keys that are programmed with an NLU number, and linked to this key, will display as shown below.</p> <table border="1"> <tbody> <tr> <td>1 Visa</td><td>4 Discover</td></tr> <tr> <td>2 AMEX</td><td>5 Diners Club</td></tr> <tr> <td>3 MasterCard</td><td>6 Carte Blanche</td></tr> </tbody> </table>	1 Visa	4 Discover	2 AMEX	5 Diners Club	3 MasterCard	6 Carte Blanche
1 Visa	4 Discover						
2 AMEX	5 Diners Club						
3 MasterCard	6 Carte Blanche						
Privileges	Each tendering key may be linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tender/media in the same privilege group.						
Reports	Tender keys post to gross and net sales on all financial reports and can be tracked individually on Tracking Group reports.						
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [Tender NLU] key <p>Tender/Media File:</p> <ul style="list-style-type: none"> ○ NLU Number field 						
Related	<p>Use a Discount NLU</p> <p>Use a Service Charge NLU</p>						
Note	The 8700 provides a tender/media function lookup (FLU) key. This key can have up to eight tenders linked to it. However, only one tender is available at any one time, depending on which main or sub menu level is active. As main or sub menu levels change, a different tender becomes active. When the FLU key is pressed, the tender will operate as a direct access key.						

Tender Check to Foreign Currency

Canadian
Currency



Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

Procedure

1. Pick up a guest check to be tendered to a foreign currency.
2. Press the foreign currency conversion key, for example, [Canadian Currency].

The total in the selected currency is shown below the check total on the UWS screen. For example:

Total	21.00
Canadian \$	23.82

3. Press the foreign currency cash key (in this example, [Canadian Cash]).

The check is tendered to the type currency paid.

Canadian
Cash



Prompts

Prompt	What it Means	Action Required
CURRENCY CONVERSION NOT ALLOWED WITH THIS TENDER/MEDIA KEY	A tender key not programmed to accept foreign currency was pressed.	Try again with correct tender key.
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

The 8700 System can maintain up to thirty foreign currency exchange rates. Each currency except the base currency will have a separate key on the keyboard. The foreign currency keys can provide the amount due in the foreign currency and convert an amount tendered in foreign currency to the base currency equivalent. Change can be computed, either in the base currency or the foreign currency, depending on how your System is programmed.

Example A U.S. airport restaurant near the Canadian border accepts Canadian dollars as a form of payment. The customer pays his check with \$50.00 Canadian. The server picks up the check and presses [Canadian Conversion] to see that the check balance of \$43.05 U.S. is equivalent to \$48.84 Canadian. The server enters 50.00 and presses [Canadian Cash]. The check reflects a payment of \$44.05 U.S. The change due is \$1.00 U.S.

Privileges Each tendering key may be used by any operator or linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tenders in the same privilege group.

Reports A line item total of each currency used is defined in the Tracking Group Reports. The scope of the total is determined by which report the Tracking Group is linked to, i.e., System Financial Report, Revenue Center Financial Report, Employee Financial Report, etc.

Program

Currency File:

- For each Currency Conversion, fill in all fields. Up to 30 Currency Conversion keys can be defined.

Keyboard or Touchscreen File:

- [Currency 1]...[Currency 30] keys
Place the appropriate currency conversion keys on the keyboard or link them to a Function Lookup Key (FLU).
- [Cash] key
The [Cash] key you use with the Currency Conversion key(s) must be direct access. The Tender/Media keys must also be direct access (NLU keys cannot be used with the currency conversion keys).

Tender/Media File:

- Two [Cash] keys must be set up: One for U.S. dollars (Type Def #4 = OFF) and one for currency conversion (Type Def #4 = ON).

For a complete list of options, please refer to "Currency Conversion" in the *8700 Feature Reference Manual*.

Related Tender Check to Cash

Note The exchange rates for each currency can be updated through UWS Procedure #16 (Update Currency Rates).

Tender a Memo Check

Seat
Filter

Tender



Procedure

1. Pick up the guest check to be tendered.
2. Enter the first seat number and press [Seat Filter].
3. Close the memo check with the appropriate tender (Cash, Visa, Room Charge, etc.)
4. Press [Clear]. The check display automatically increments to the next memo check to be tendered.
5. Repeat steps 3-4 above until all memo checks are tendered. If you are using a slip printer, you are prompted to put the original check in the slip printer after the last memo check is closed.



Note

When a seat is memo tendered and the Tender/Media is not set to increment the filter, the filter is turned off. If multiple seats are in the filter, it will always be turned off after tendering.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER GROUP	The Tender key is linked to group for which you are not privileged.	An authorized person's ID must be entered.
AMOUNT REQUIRED	You did not enter an amount greater than zero at the prompt for amount entry.	Enter the amount.
TENDER/MEDIA NOT FOUND	Incorrect tender NLU number entered.	Try again.
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

Tendering memo checks is performed much the same way as tendering regular checks. The only difference is that you must use [Filter Seat] to specify which memo check is being tendered. The check is closed on the system only when all memo checks have been tendered for an open check.

Example	A table of ten has requested and received separate checks. The server used the Print Memo Check feature to distribute “separate” checks to the table. Using a combination of [Filter Seat] and the appropriate tender keys, the server tenders each memo check. After tendering the last memo check, she inserts the guest check into the slip printer for printing. The check is closed on the system when all memo checks have been successfully tendered.
Privileges	Each tendering key may be linked to one of three privilege groups. To use a tendering key that is linked to a privilege group, you must be privileged to post tenders in the same privilege group.
Program	Keyboard File or Touchscreen File: <ul style="list-style-type: none"> ○ [Seat Filter] key Tender/Media File: <ul style="list-style-type: none"> ○ Print Memo Check - Type Definition #13 ○ Increment Active Seat # After Memo/Seat Check Print - Type Definition #15. This option increments the active seat number every time a memo check or split check is printed, allowing memo checks to be printed or tendered in succession.
Related	[Edit Seat] key [Filter Seat] key Print a Memo Check Split a Check

Tender All of an Operator's Open Checks to Cash

Block Settle

Tender the Signed-In Operator's Checks to Cash

1. Sign in.
2. Press [Open Check Block Settlement - Signed Operator].
The System prompts, "Settle all checks?"
3. Press [Enter] to continue or [Clear] to cancel.
The system closes all of this operator's checks to cash. The UWS displays an amount due line for each of the closed checks, as well as the total amount due. This information prints at the guest check printer.

Tender another Operator's Checks to Cash

1. Sign in.
2. Press [Open Check Block Settlement - Prompt Operator].
The System prompts, "Enter check empl number", or "Enter check employee ID", depending on system programming.
3. Enter the operator's number.
The System prompts, "Settle all checks?"
4. Press [Enter] to continue or [Clear] to cancel.
The system closes all of this operator's checks to cash. The UWS displays an amount due line for each of the closed checks, as well as the total amount due. This information prints at the guest check printer.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	You are not privileged to use the [Cash] key.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: OPEN CHECK BLOCK SETTLEMENT	You are not privileged to enter payments with the [Open Check Block Settlement].	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

[Open Check Block Settlement] keys are used to tender all of an operator's open checks, when payment is made in cash.	
Example	<p>Samantha works as a cocktail waitress at a nightclub. During the course of the show, she orders drinks for 25 different tables. In the process, she opens 25 different guest checks. Samantha uses server banking. Therefore, she collects the payments for the drinks and makes change.</p> <p>Three of Samantha's tables pay their checks with credit cards. The rest pay in cash. Samantha closes those three tables to the appropriate credit card tender.</p> <p>At the end of the show, the crowd files out, and Samantha is left with 22 open checks of varying amounts, and an apron pocket full of cash. Rather than close each check to the exact amount, making 22 payments to the cashier, Samantha presses the [Open Check Block Settlement - Signed Operator] key.</p> <p>The System closes all of her open checks to cash. The UWS displays a list of the check numbers, table numbers, and amounts due for each of her open checks, followed by the total number of checks, and the total amount due. This same information prints on a receipt at the guest check printer. Samantha pays the cashier the amount due for these closed checks, and keeps the rest of the cash as her tips.</p>
Privileges	An operator who uses this key must be privileged to use the [Cash] key.
Reports	All checks closed using this method are reported as though they were closed with the [Cash] key.

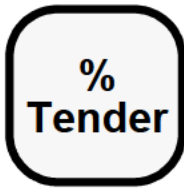
Tender a Guest Check

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Tender All of an Operator's Open Checks to Cash

Program	<p>Workstation Table</p> <ul style="list-style-type: none">○ Guest Check Printer field The block settlement receipt prints on this device. <p>Keyboard File or Touchscreen File</p> <ul style="list-style-type: none">○ [Cash] key○ [Open Check Block Settlement - Signed Operator] key○ [Open Check Block Settlement - Prompt Operator] key <p>Revenue Center Parameters File</p> <ul style="list-style-type: none">○ Default Cash Tender/Media field The [Open Check Block Settlement] keys post to the Tender/Media key entered here. This field should be programmed as the [Cash] key. <p>Operator File</p> <ul style="list-style-type: none">○ Use Employee Number to Open Check for Another Employee - Type Definition #4 Set this ON to cause this operator to be prompted for employee numbers; set this OFF to prompt for ID numbers. <p>Employee Class File</p> <ul style="list-style-type: none">○ Authorize/Perform Posting of Tender/Media in Privilege Groups 1, 2, 3 - Transaction Privileges #58, #59, and #60○ Authorize/Perform Open Check Block Settlement - Transaction Privilege #75
Related	Tender Check to Cash

Tender a Percentage of the Amount Due



Procedure

1. Sign in.
2. Pickup the guest check to be tendered.
3. Type the percentage amount.
4. Press [Percent Tender].
5. Press the appropriate [Tender] key.

The system tenders that percentage of the amount due to the [Tender] key you selected.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA GROUP	You are not privileged to use the [Cash] key.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: POST PAYMENTS	You are not privileged to enter payment amounts with a tendering key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.
PERCENT OF TOTAL DUE NOT ALLOWED AFTER AT	You cannot use the [*/For] key with [Percent Tender].	Press [Clear] to continue.

[Percent Tender] is used to tender a percentage of the balance due on a guest check.	
Example	<p>George works at a casino that offers a 50% comp to selected high rollers. The comp is set up as a tender key, not as a discount.</p> <p>Mr. Lou from Kalamazoo has just made himself very popular with the floor managers, who tell George to comp half of Mr. Lou's check.</p> <p>George picks up the check and presses [5][0] [Percent Tender] and then presses the [Comp] tender key. 50% of Mr. Lou's check is tendered to [Comp].</p>
Privileges	An operator who uses this key must be privileged to use the tender key to which the [Percent Tender] key posts.
Reports	All amounts posted using this method are reported as though they were posted in the ordinary fashion with the tender key used. The amount of the tender prints on reports, but the percentage does not.
Program	Keyboard File or Touchscreen File: <ul style="list-style-type: none">○ [Percent Tender] key
Related	Tender Check to Cash

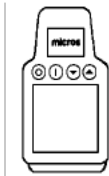
Tender Multiply



Performing this function on the HHT may require different steps than those described here. Refer to the *8700 HHT Programming & Operations Manual*.

The system allows you to multiply a tender/media inside or outside a macro, which means that you don't need to enter same-denomination tender/media individually. Both procedures are explained in this section:

- ❑ Multiply a tender/media outside a macro
(see Procedure 1 below)
- ❑ Multiply the tender/media inside a preset tender macro
(see Procedure 2 on page 33)



Procedure 1: Multiply a Tender/Media

Only the @For key will allow you to multiply a preset Tender/Media key by a selected quantity.

1. Begin or pick up a guest check.
2. Complete all sales entries.
3. Enter a quantity. For example, [3].
4. Press [@For].
5. Press [Preset Tender/Media]. For example, [\$10] or [Voucher].

The multiplied information will print and display in a consolidated format.

The system allows you to multiply a tender/media inside or outside a macro, which means that you don't need to enter same-denomination tender/media individually.	
Example	<p>The three guests at table two each have a \$10 Meal of the Month coupon towards the price of any entree.</p> <p>Kevin picks up the check for table two, presses [Pay], and then enters [3] + [\$10 Coupon]. The system posts the consolidated value of three Meal of the Month coupons to the guest check.</p>
Program	<p>Macro file:</p> <p>Macro Overhead Type Definition #2 - Apply Count to Tenders in Macro (Set ON if Macro should acknowledge count.)</p> <p>Revenue Center Parameters file:</p> <p>Format Option #1 - Print Unit Price as Well as Line Total on Checks</p>
Notes	<p>The system will NOT allow you to multiply a quantity by any macro key that includes the following:</p> <ul style="list-style-type: none">○ Autosequences○ Percent tender○ Procedures○ Reports
Related	Preset Tender key

Preset Tender Macro



Procedure 2: Multiply the Tender/Media Inside a Macro

You can multiply the tender/media within a macro by any number or quantity, but the macro itself will run only once. This procedure does **not** apply to macro instructions that include autosequences, manager procedures, or reports.

1. Begin or pick up a guest check.
2. Complete all sales entries.
3. Enter a quantity, for example [10], and press [Preset Tender Macro].

or

Enter a quantity, press [®For], and then press [Preset Tender Macro].

The multiplied information will print and display in a consolidated format.

Prompt

Prompt	What it means	Action Required
Percent of total due not allowed after AT key	You have attempted to multiply a macro key that includes a percent tender.	Press [Clear] to continue.

Chapter

10

Tip Operations

This chapter presents banking procedures, tip declaration, and tip payout.

In this chapter

Introduction	10-2
Declare Cash Tips	10-7
Pay Tips	10-9

Introduction

To understand tip operations, you must understand the two banking systems that may be used at your establishment: Server Banking or Cashier Banking. Which banking system you use will affect how your establishment handles tips.

Banking Systems

There are two scenarios for maintaining revenue accountability: Server Banking and Cashier Banking.

Server Banking

Using this method, servers close their own checks and make change for their customers. To do this, they are sometimes issued a supply of coins and small bills known as a **bank**. The bank must be returned to the house at the end of the shift. The servers are employees who are also entered in the Operator File. Thus, each is linked to their own set of operator totals. At the end of the shift, one cashier is used “cash out”: to reconcile cash and pay out charged tips.

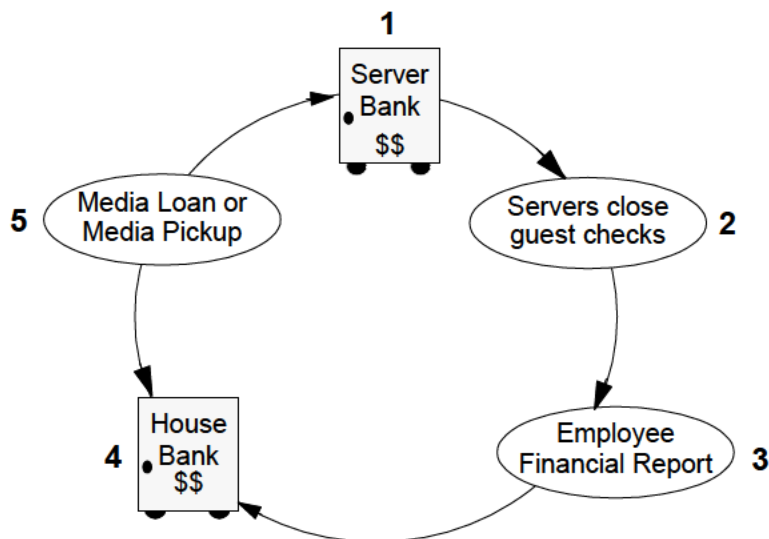
Cashier Banking

Using this method, one person (often a bartender or cashier) closes guest checks and makes change from a cashier bank for *all* the servers during a shift. At the end of the night, a single cashier report is taken to balance the cashier bank.

The diagrams on the following pages illustrate this concept.

Server Banking:

This example illustrates a typical server banking operation. An actual restaurant may vary some of the steps.



Steps:

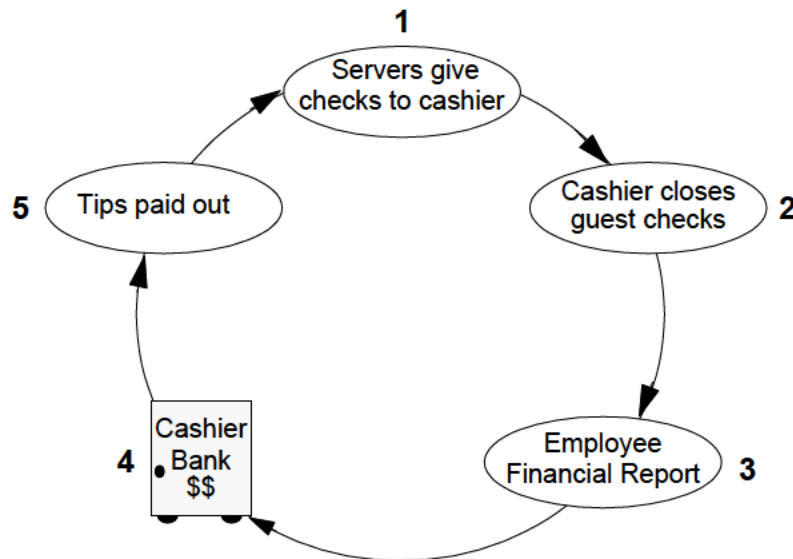
1. Servers are often issued a bank to make change for customers. Usually this is performed as a Media Pickup from the house bank.
2. Servers close their own guest checks using tendering keys. Servers usually keep the closed checks and cash until the end of their shift. The Operator Tracking Group maintains a record of each server's Tender/Media entries and charged tips received.
3. A manager takes an Employee Financial Report when the server is ready to end their shift. The Employee Financial Report includes Tracking Group Totals that add Charged Tips and Autogratuities to equal a subtotal labeled Tips.
4. After the Employee Financial Report is reviewed by a manager it is used to "cash out."
5. Tracking Group Totals are used again for cash settlement. Tracking Totals compute the server's Total Cash (cash received + bank issued in Step 1) and subtract the Tips Paid.

If the resulting total is negative, the house owes the server that amount. The cashier uses a [Media Pickup] key to record the cash paid to the server from the house bank.

If the resulting total is positive, the server owes the house that amount. The cashier uses a [Media Loan] key to record placing the cash in the house bank.

Cashier Banking

This example illustrates a typical cashier banking operation. An actual restaurant may vary some of the steps.

**Steps:**

1. Servers give their guest checks and cash to the cashier for tendering.
2. The cashier closes guest checks using tendering keys. Cash accumulates in the cashier bank during the shift. The Operator Tracking Group maintains a record of the cashier's tendering operations. Each server is also linked to a separate Operator Tracking Group. This is done primarily to record charged tips.
3. A manager takes an Employee Financial Report when the server is ready to end their shift.
4. After the Employee Financial Report is reviewed by a manager, it is taken to the cashier to "cash out."
5. The Employee Financial Report lists the amount of charged tips owed to the server. The cashier enters the amount owed and presses the [Tips Paid] key. The money is paid to the server from the cashier bank.

Note: If charge tips are linked automatically to tips paid, the cashier simply removes the tips from the cashier bank and pays the server.

Tips Handling

The 8700 provides **Tips Handling** features for keeping track of tips received from either cash, credit card charges, or automatic gratuity. To meet IRS reporting requirements, it also records tips paid to servers.

Definitions

Indirect Tips and Direct Tips

These represent cash tips from customers. Direct tips are those that a customer gives in cash directly to a server or bartender. Indirect tips are those that the server splits with other employees, such as a bus person. Employees use [Indirect Tips] key or [Direct Tips] to enter the amount of tips they've received in cash. (The system may be programmed to require an employee to declare tips when clocking out.) This information is added to Tips Totals on the Employee Tip Report and is used for Income Tax purposes.

Charged Tips

A Charged Tip is a gratuity credited to a server by adding it to a charge slip (such as a credit charge slip or room charge slip). Thus, like the meal, the tip is "charged" to a credit card, room account, etc. A charged tip is credited to the check operator.

Service Charge

This is a generic term which refers to a variety of gratuities added to a check, such as: Autogratuities, Room Service Charge, Cover Charge, etc. This does not include Indirect Tips or Direct Tips.

Autogratuity

A service charge that is automatically applied to all items posted to a check that are programmed to add to the auto service charge itemizer (Menu Item Class Type Definition #12). The autogratuity is defined in the Revenue Center Parameters File. It can be set to apply automatically to every check. It can also be set to default to "ON", which allows the operator to apply it selectively, using the [Exempt Auto Service Charge] key. A 15% auto service charge differs for a 15% regular service charge in that it is constantly updated, even when checks are split, whereas a regular service charge is applied all at once at the end of a transaction.

Tips Paid

Tips which are paid out to the check operator are known as Tips Paid. Usually at the end of a shift, the check operator is paid the value of the charged tip in cash through a separate action using [Tips Paid].

Charged Tips can add automatically to the Tips Paid total on the Employee Tip Report. In which case, no separate action is required, and the cashier simply removes the cash from the cash drawer, and pays the server. See the Cashier Banking diagram in this section.

Declare Cash Tips

Direct Tips

Procedure

1. Sign in.
2. Type the amount of tips received, for example, 3555 for \$35.55.
3. Press [Direct Tips].
4. If the prompt, "ENTER [name] EMPLOYEE ID (NUMBER)", appears, enter either your Employee Number or Employee ID Number.
5. Press [Enter].

The Amount declared displays, and a validation chit (if used) prints (usually at a roll printer).

Indirect Tips



Note

There are two types of Tips Declared keys: [Direct Tips] and [Indirect Tips]. Direct tips are cash tips received from a customer (usually given to waiters). Indirect Tips are tips paid by operators to other employees (usually buspersons). The procedure described above is the same for both keys, except that the keys will be labeled differently.

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: DECLARE TIPS	You are not privileged to use this key.	An authorized person's ID must be entered.
AUTHORIZATION, ENTER ID NUMBER: DECLARE TIPS FOR OTHER EMPLOYEES	You are not privileged to use this key.	An authorized person's ID must be entered.

This key is used to make a record of cash tips given to a server for tax reporting purposes. The employee who received the tips declares the amount, which will add to that employee's tip totals.											
Example	At the end of the shift a waiter declares \$26.00 in direct cash tips. Additionally, each busperson declares the indirect cash tips they received from the waiter.										
Privileges	<p>To declare a tip, an employee must be privileged to sign in on a User Workstation (or have someone who is authorized to do it) and be privileged to use [Direct Tips] or [Indirect Tips].</p> <p>The employee may be required to declare tips before clocking out. The "ENTER TIP AMOUNT" prompt displays on the screen.</p>										
Reports	<p>Declared tips are included in the Employee Tip Report:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <table> <tr> <td>Direct Cash Tips</td><td>26.00</td></tr> <tr> <td>Direct Charged Tips</td><td>48.00</td></tr> <tr> <td>Total Direct Tips</td><td>74.00</td></tr> <tr> <td>Indirect Tips</td><td>0.00</td></tr> <tr> <td>Total Tips</td><td>74.00</td></tr> </table> </div> <p style="margin-left: 400px;">← Cash Tips Declared</p>	Direct Cash Tips	26.00	Direct Charged Tips	48.00	Total Direct Tips	74.00	Indirect Tips	0.00	Total Tips	74.00
Direct Cash Tips	26.00										
Direct Charged Tips	48.00										
Total Direct Tips	74.00										
Indirect Tips	0.00										
Total Tips	74.00										
Program	<p>Keyboard File or Touchscreen File:</p> <ul style="list-style-type: none"> ○ [Direct Tips] key ○ [Indirect Tips] key <p>Employee Class File:</p> <ul style="list-style-type: none"> ○ Authorize/Use the [Direct Tips] & [Indirect Tips] keys - Transaction Privilege #65 ○ Authorize/Use the [Direct Tips] & [Indirect Tips] keys for Other Employees - Transaction Privilege #66 										
Related	Tips Paid										

Pay Tips



Procedure

1. Type the amount of cash to pay out, for example, 3555 for \$35.55.
2. Press [Tips Paid].
3. If the prompt, "ENTER TIPS PAID INFO", appears, type the required information using alpha and/or number keys.
4. At the prompt, "ENTER TIP EMPLOYEE ID (NUMBER)", enter either your Employee Number or Employee ID Number.
5. Press [Enter].

The amount paid displays on the screen, the cash drawer opens, and a validation chit (if used) prints (usually at a roll printer).

Prompts

Prompt	What it Means	Action Required
AUTHORIZATION, ENTER ID NUMBER: TENDER/MEDIA	You are not privileged to use this key.	An authorized person's ID must be entered.
CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Either the operator or the UWS must be linked to cashier totals.	Assign a cashier link.

	<p>Tips that are paid out to the check operator are called "Tips Paid". Usually at the end of a shift, check operators are paid the value of their charged tips in cash through a separate action using [Tips Paid].</p> <p>Charged Tips can add automatically to the Tips Paid total on the Employee Tip Report. In which case, no separate action is required, and the cashier simply removes the cash from the cash drawer, and pays the server. See the Cashier Banking diagram in this chapter.</p>										
Example	<p>The Employee Financial Report lists the amount of charged tips owed to the server. The cashier enters the amount owed and presses [Tips Paid]. The money is paid to the server from the cashier bank.</p> <p>Note: If charged tips are linked automatically to tips paid, the cashier simply removes the tips from the cashier bank and pays the server.</p>										
Privileges	<p>Each tendering key may be linked to one of three privilege groups. You must be privileged to post tender/media in the same privilege group.</p>										
Reports	<p>Sales Balance Reports, Service Charge field. Charged tips and autogratuity are combined. To separate charged tips from autogratuity, they must be assigned to a tracking group.</p> <p>Tracking Groups (usually linked to the Employee Balance Report) provide a way to track individual tip totals such as charged tips and autogratuity.</p> <p>Example: In this Tracking Group Report, the servers tips are subtracted from Cash receipts. If the server has more cash than was earned in tips, a Media Loan is performed. If the server earns more in tips than their Cash receipts, a Media Pickup or Tips Paid is performed.</p> <table data-bbox="586 1171 1268 1339"> <tr> <td>CASH</td><td>25.00</td></tr> <tr> <td>- CHARGED TIP</td><td>32.00</td></tr> <tr> <td>- AUTO SERVICE</td><td>10.50</td></tr> <tr> <td colspan="2"><hr/></td></tr> <tr> <td>MEDIA LOAN/PICKUP</td><td>17.50 ← Pickup</td></tr> </table> <p>After the report is printed, a Manager would circle either "LOAN" or "PICKUP". Then, the report is taken to a cashier for settlement.</p> <p>Establishment Tip Report and Employee Tip Report. The only difference between these two reports is the scope.</p> <ul style="list-style-type: none"> ○ Service Charge Receipts field. This includes all service charges programmed to post to the Service Charge field (Service Charge File - Type Definition #4). The tip report is designed to meet requirements of the IRS Form 8027 which requires that the Service Charge Receipts should represent all tips that: a) will be paid to the employee as wages, and b) are greater than 10% of the check total. ○ Charged Tips field. This is all tips charged to credit charge keys, or manually entered through the [Charged Tips] key. ○ Tips Paid field. A service charge can be set to automatically add to the Tips Paid total (Service Charge File - Type Definition #12). 	CASH	25.00	- CHARGED TIP	32.00	- AUTO SERVICE	10.50	<hr/>		MEDIA LOAN/PICKUP	17.50 ← Pickup
CASH	25.00										
- CHARGED TIP	32.00										
- AUTO SERVICE	10.50										
<hr/>											
MEDIA LOAN/PICKUP	17.50 ← Pickup										
Program	<ul style="list-style-type: none"> ○ [Tips Paid] key - Keyboard or Touchscreen File ○ Tender/Media File - The [Tips Paid] key is a Type 3 (Pickup) key. <p>For a complete list of options, see "Tips Handling" in the <i>8700 Feature Reference Manual</i>.</p>										

Chapter

11

User Workstation Procedures

This chapter reviews User Workstation Procedures. These procedures are used to edit the database and are performed at a UWS during live operations, typically by managers. User Workstation Reports are described in the *8700 Reports Manual*.

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1 - Change Next Guest Check Number	11-8
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3 - Employee Setup.....	11-10
4 - Employee Revenue Center Setup	11-12
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Introduction

UWS Procedures are used to perform tasks that modify (change or update) the system's database. For example, using UWS Procedures, a manager may edit, add, or delete records from the employee or menu item files.

Although many of these procedures can be performed at the PC through System Configurator, there are advantages to using UWS Procedures:

- First, they provide control and security by limiting the actions that a manager may perform. A person must specifically be privileged to perform a particular procedure. Only procedures that a person is privileged to perform will appear on the UWS display.
- Second, UWS Procedures are easy to use. A manager can easily perform tasks that would require more comprehensive training and system understanding to reliably perform in System Configurator.

This chapter is designed as a quick reference, and does *not* describe every option or field in complete detail. For programming information, please refer to the *8700 Feature Reference Manual*, and the *8700 Programming Manual*.

Access User Workstation Procedures

To access UWS Procedures, press the [Mode] key. At the prompt, select [2] for User Workstation Procedures. You may eliminate this step by pressing [2] [Mode]. A help window displays, listing the UWS Procedures.

Procedures	8700 Ops	Manager 101	Dinner at 5 RVC1																				
		Enter procedure number _____																					
<table border="1"><tr><td>1 Change Next Guest Check Number</td><td>11 Redirect Order Output</td></tr><tr><td>2 Change Serving Period</td><td>12 Change Menu Item Class</td></tr><tr><td>3 Employee Setup</td><td>13 Change Menu Item Assignment</td></tr><tr><td>4 Employee Revenue Center Setup</td><td>14 Change Menu Item Availability</td></tr><tr><td>5 Change Employee Revenue Center</td><td>15 Print Menu Item Prices</td></tr><tr><td>6 Print Employee List</td><td>16 Update Currency Rates</td></tr><tr><td>7 Change Employee Training Status</td><td>17 Change Barcode Menu Item</td></tr><tr><td>8 Adjust Employee Time Card</td><td>18 Change Barcode File</td></tr><tr><td>9 Change Time Clock Schedule</td><td>19 Change HHT Assignment</td></tr><tr><td>10 Print Time Clock Schedule</td><td></td></tr></table>				1 Change Next Guest Check Number	11 Redirect Order Output	2 Change Serving Period	12 Change Menu Item Class	3 Employee Setup	13 Change Menu Item Assignment	4 Employee Revenue Center Setup	14 Change Menu Item Availability	5 Change Employee Revenue Center	15 Print Menu Item Prices	6 Print Employee List	16 Update Currency Rates	7 Change Employee Training Status	17 Change Barcode Menu Item	8 Adjust Employee Time Card	18 Change Barcode File	9 Change Time Clock Schedule	19 Change HHT Assignment	10 Print Time Clock Schedule	
1 Change Next Guest Check Number	11 Redirect Order Output																						
2 Change Serving Period	12 Change Menu Item Class																						
3 Employee Setup	13 Change Menu Item Assignment																						
4 Employee Revenue Center Setup	14 Change Menu Item Availability																						
5 Change Employee Revenue Center	15 Print Menu Item Prices																						
6 Print Employee List	16 Update Currency Rates																						
7 Change Employee Training Status	17 Change Barcode Menu Item																						
8 Adjust Employee Time Card	18 Change Barcode File																						
9 Change Time Clock Schedule	19 Change HHT Assignment																						
10 Print Time Clock Schedule																							

The list includes all UWS Procedures for which the current operator is privileged (in the Employee Class File's Supervisory Privileges). If the operator is not privileged to perform a specific UWS Procedure, it does not display in the list.

If Time and Attendance is not enabled in your system, UWS Procedures #8, #9, and #10 do not display.

If you have to enter a large amount of information on the UWS/3, a PC keyboard can be attached as an alternative means of data entry.

Use User Workstation Procedures

Select Procedure

At the prompt, "Enter Procedure Number," type the number of the procedure and press [Enter].

Change Revenue Center

You may be prompted to change Revenue Centers with the prompt, "Change Revenue Center?" If you press [Clear] (for "No"), the procedure continues. Any Revenue Center-specific changes will be made to the current Revenue Center. If you press [Enter] (for "No"), a list of available Revenue Centers appears. Type the number of the desired Revenue Center and press [Enter].

Select Item

After a procedure is selected, you may be prompted to enter the item number to change. For example, when Procedure #12 (Change Menu Item Class) is selected, you are prompted to "Enter Menu Item Class". Enter the item number. For many fields, you can press [Field Help] to display a list of valid numbers in a help window.

Procedure			
Mode of Operation		Operator	Revenue Center
Procedures	8700 Ops	Manager 101	Restaurant
Change Menu Item Class	←	Enter Menu Item Class number ← Prompt	

Each procedure displays fields that can be edited.

Procedure		Record	
Procedures	8700 Ops	Manager 101	Restaurant
Change Menu Item Class		Locate field and enter change	
2 Salads		Prompt Last Entry	
Current Revenue Center: Restaurant			
Name:	Salads	Tax Class:	1 Tax Class 1
Main Level Popup:	1 Transact	Sales Itemizer:	1 Food
Sub Level Popup:	1 Sn Size	Discount Itemizer:	1 Coupons
Privilege Group:	0	Svc Chg Itemizer:	1 Charged Tips
HALO:	00		
Type Definition: 00000010 00010000 00000000 00011000 00000000			
Output: 10110000 01000000 00000000			
Required Condiments: 00000010 00000000 00000000 00000000			
Allowed Condiments: 10000000 00000000 00000000 00000000			
Member of Cond Grps: 10000000 00000000 00000000 00000000			
1: Menu Items are in Condiment Group 1 (Prep Instruction)			

Number and description of highlighted Option: 0 = OFF, 1 = ON

Highlight Field

Use the arrow keys (\uparrow \downarrow), or press [Enter] to move the highlight to the appropriate field. Highlighted fields appear in reverse video.

Field Help

Press [Field Help] when editing a field that requires an entry from a database file. A pop-up window appears listing the names and object numbers of the records in the file. You cannot edit this information. To close the pop-up window, type an object number from the list and press [Enter], or press [Clear]. Some fields (such as the Menu Item Number field) do not offer field help.

The example below shows Procedure #2, Change Serving Period.

Procedures		Record	
8700 Ops	Manager 101	Restaurant	
Change Serving Period		Locate field and enter change	
Current Revenue Center: Restaurant			
Serving Period: 1 Lunch			

Press [Field Help] to display a help window of Serving Period number, as shown below.

Procedures	8700 Ops	Manager 101	Restaurant
Change Serving Period		Locate field and enter change	
Current Revenue Center: Restaurant			
Serving Period: <input type="text" value="1"/> Lunch			
<div>1 Lunch 2 Happy Hour 3 Dinner</div>			

Edit Field

After the field is selected, type in new information and press [Enter]. The "Last Entry" line will show information as it is entered.

For Option Fields, *each* Option appears in reverse video with the option number and description displayed at the bottom. Enter [0] to set the option OFF, and [1] to set an option ON.



Note

When editing a field, the alphanumeric key functions on your keyboard are automatically active. On the UWS/3 Touchscreen, the default alpha screen will display.

Select Next Screen

Some procedures have multiple entries for each record. For example, Procedure #8 (Adjust Time Card) will display a new screen for each timecard entry. To move to the appropriate entry, press [UWP Next Screen] or [UWP Prev Screen] key.

Select Next Record

[Page Forward] and [Page Back] can be used to increment to the next record. If you use the "page forward" or "page back" keys, any edits will automatically be saved.

You can also exit the procedure and reenter the desired item number.

Save Your Work

Press [Save/Exit] to exit and save changes, or press [Cancel] to exit the screen without saving changes.

After you exit, press [Clear] to return to the main window of UWS Procedures, and press [Clear] again to return to the POS Operations mode. Press [Transaction Cancel] to sign out at the UWS

Process the Changes

Changes that you make to the 8700 using UWS Procedures are recorded immediately in the database files stored on the PC. These changes are immediately available to every UWS. If a UWS is in the midst of a transaction when the change occurs, the change does not take effect until the end of that transaction.

If either of the following features are in use, a UWS does not process database changes until 30 seconds *after* the end of a transaction:

- On-demand customer receipts are in use.¹
- The operator display does not clear after a transaction.²

A UWS does not process database changes if the cash drawer is open and if the UWS is programmed to require drawer closure.³

1. Revenue Center Option #9 (On-demand Customer Receipts).
2. UWS Table Type Definition #6 (Do Not Clear Screen After Transaction).
3. UWS Table Type Definition #3 (Require Cash Drawer to be Closed Before New Transaction).

1 - Change Next Guest Check Number

This procedure is used to change the next check number in a Revenue Center. This may be useful for restaurants that want to start check numbers at 1 each day, use different check numbers for each Revenue Center, or match check numbers with preprinted guest checks.

This procedure prompts for Revenue Center, as described on page 11-4.

Screen	<table><tr><td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Restaurant</td></tr><tr><td colspan="2">Change Next Guest Check Number</td><td colspan="2">Locate field and enter change</td></tr><tr><td colspan="4">Current Revenue Center: Restaurant</td></tr><tr><td>Check Number:</td><td>497</td><td>Start:</td><td>1</td></tr><tr><td></td><td></td><td>End:</td><td>1000</td></tr></table>	Procedures	8700 Ops	Manager 101	Restaurant	Change Next Guest Check Number		Locate field and enter change		Current Revenue Center: Restaurant				Check Number:	497	Start:	1			End:	1000
	Procedures	8700 Ops	Manager 101	Restaurant																	
Change Next Guest Check Number		Locate field and enter change																			
Current Revenue Center: Restaurant																					
Check Number:	497	Start:	1																		
		End:	1000																		
Field	<p>Check Number - Enter the desired check number in this field and press [Enter]. MICROS recommends that the beginning check number be unique for each Revenue Center. For example, the "Restaurant RVC" could have check numbers starting at 1, and the "Bar RVC" could have check numbers starting at 1000.</p>																				

2 - Change Serving Period

This procedure changes the active Serving Period. A Serving Period is any time span for which sales totals tracking and reporting are desired by management. For example, Breakfast, Lunch, and Dinner.

Serving periods are not changed automatically by the System; when the current serving period ends, the system may be programmed to prompt for the period to be changed. Additional uses of the serving periods include changing the active Main and Sub Menu Level and as a Tax Mask. See the *8700 Feature Reference Manual* for more information.

This procedure prompts for Revenue Center, as described on page 11-4.

Screen	<table><tr><td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Restaurant</td></tr><tr><td colspan="2">Change Serving Period</td><td colspan="2">Locate field and enter change</td></tr><tr><td colspan="4">Current Revenue Center: Restaurant</td></tr><tr><td colspan="4">Serving Period: 1 Lunch</td></tr></table>	Procedures	8700 Ops	Manager 101	Restaurant	Change Serving Period		Locate field and enter change		Current Revenue Center: Restaurant				Serving Period: 1 Lunch			
Procedures	8700 Ops	Manager 101	Restaurant														
Change Serving Period		Locate field and enter change															
Current Revenue Center: Restaurant																	
Serving Period: 1 Lunch																	
Field	<p>Serving Period - Enter the Serving Period number and press [Enter]. Serving Periods may be displayed in a help window by pressing [Field Help].</p>																

3 - Employee Setup

The procedure gives you access to the Employee File. This system-wide file contains information specific to each employee. This procedure prompts for Employee Number. Employee numbers may be displayed in a help window by pressing [Field Help].

Screen	<table> <tr> <td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Restaurant</td></tr> <tr> <td colspan="2">Employee Setup 201 Server 201, Floor</td><td colspan="2">Locate field and enter change</td></tr> <tr> <td colspan="2">Last Name: Server 201</td><td colspan="2">ID Number: 6987904212</td></tr> <tr> <td colspan="2">First Name: Floor</td><td colspan="2">Int'l LDS ID Num: 1</td></tr> <tr> <td colspan="2">Check Name: On-demand</td><td colspan="2">Info Line 1:</td></tr> <tr> <td colspan="2">Class: 3 Server</td><td colspan="2">Info Line 2:</td></tr> <tr> <td colspan="2">Group: 0</td><td colspan="2">Info Line 3:</td></tr> <tr> <td colspan="2">Level: 0</td><td colspan="2">Info Line 4:</td></tr> <tr> <td colspan="2">Clock In Grace: 0</td><td colspan="2">Payroll ID:</td></tr> <tr> <td>Rate</td><td>Job Code</td><td>Regular Pay</td><td>Overtime Pay</td></tr> <tr> <td>1</td><td>1 Server</td><td>2.01</td><td>3.00</td></tr> <tr> <td>2</td><td>3 Bartender</td><td>7.00</td><td>10.50</td></tr> <tr> <td>3</td><td>9 Host</td><td>5.00</td><td>7.50</td></tr> <tr> <td>4</td><td>0 Not in file</td><td>0.00</td><td>0.00</td></tr> <tr> <td>5</td><td>0 Not in file</td><td>0.00</td><td>0.00</td></tr> <tr> <td>6</td><td>0 Not in file</td><td>0.00</td><td>0.00</td></tr> <tr> <td>7</td><td>0 Not in file</td><td>0.00</td><td>0.00</td></tr> <tr> <td>8</td><td>0 Not in file</td><td>0.00</td><td>0.00</td></tr> </table>	Procedures	8700 Ops	Manager 101	Restaurant	Employee Setup 201 Server 201, Floor		Locate field and enter change		Last Name: Server 201		ID Number: 6987904212		First Name: Floor		Int'l LDS ID Num: 1		Check Name: On-demand		Info Line 1:		Class: 3 Server		Info Line 2:		Group: 0		Info Line 3:		Level: 0		Info Line 4:		Clock In Grace: 0		Payroll ID:		Rate	Job Code	Regular Pay	Overtime Pay	1	1 Server	2.01	3.00	2	3 Bartender	7.00	10.50	3	9 Host	5.00	7.50	4	0 Not in file	0.00	0.00	5	0 Not in file	0.00	0.00	6	0 Not in file	0.00	0.00	7	0 Not in file	0.00	0.00	8	0 Not in file	0.00	0.00
Procedures	8700 Ops	Manager 101	Restaurant																																																																						
Employee Setup 201 Server 201, Floor		Locate field and enter change																																																																							
Last Name: Server 201		ID Number: 6987904212																																																																							
First Name: Floor		Int'l LDS ID Num: 1																																																																							
Check Name: On-demand		Info Line 1:																																																																							
Class: 3 Server		Info Line 2:																																																																							
Group: 0		Info Line 3:																																																																							
Level: 0		Info Line 4:																																																																							
Clock In Grace: 0		Payroll ID:																																																																							
Rate	Job Code	Regular Pay	Overtime Pay																																																																						
1	1 Server	2.01	3.00																																																																						
2	3 Bartender	7.00	10.50																																																																						
3	9 Host	5.00	7.50																																																																						
4	0 Not in file	0.00	0.00																																																																						
5	0 Not in file	0.00	0.00																																																																						
6	0 Not in file	0.00	0.00																																																																						
7	0 Not in file	0.00	0.00																																																																						
8	0 Not in file	0.00	0.00																																																																						
Fields	<p>Last Name - Enter employee's last name. This will appear on the UWS display when signed in and on journal entries.</p> <p>First Name - Enter employee's first name.</p> <p>Check Name - Enter the name which will appear on checks, orders, and transaction screens.</p> <p>Class - This field links this operator to an Employee Class File. The Classes File determines operational characteristics, which are shared among employees with similar duties and privileges, such as waiters, busepersons, and managers. The use of Classes avoids repeating the same information for each employee. Employee Class numbers may be displayed in a help window by pressing [Field Help].</p> <p>Group - (range 0 - 300). Each employee is linked to an employee group. If the group number is greater than zero, the employee is allowed access only to other employees in the same group when using Configurator, Workstation Procedures, Report Writer and Workstation Reports. This is used in multi-outlet operations (like an airport) in which managers can only access information on employees in <i>their</i> own group. If a null entry (0) is entered, the employee has unrestricted access.</p>																																																																								

Fields - continued	<p>Level - (range 0 - 9). If greater than zero, the employee is allowed access only to other employees of a higher number level in Configurator, Workstation Procedures, Report Writer and Workstation Reports.</p> <p>This is used in operations in which managers can only access information on employees at or above their own level. (For example, assistant managers could access information about their subordinates, but not about their superiors.) If a null entry (0) is entered, the employee has unrestricted access.</p>
	<p>Clk In Grace - This field specifies how many minutes an employee can clock in late before requiring authorization. Clock in times are defined in the Time Clock Schedule. See procedure #8 (Change Time Clock Schedule). Any change made to this field overrides the same field for this employee in the Revenue Center Parameters File.</p>
	<p>ID Number - (range 1 - 9999999999). The ID number is used to identify the employee to the UWS when signing in or clocking in or out. It is "secret" in the sense that it never displays when entered. The length of the ID number allows for Social Security Numbers (MICROS recommends using the last four digits) or other long numbers. MICROS recommends against using the Employee Number as the ID number.</p> <p>All ID numbers must be unique system wide. If you enter an ID that is already used in another employee record, the System prompts you with an error message.</p> <p>Type an identification (ID) number for each employee using the system. If magnetic cards are used, assign the encoded ID number by swiping the card through the mag card reader while the edit box is over the ID number field.</p> <p>Note: If Revenue Center Option #8 is ON (Hide Employee ID in Employee Setup Workstation Procedure), the ID number will not display, and must be programmed by a privileged operator in System Configurator.</p>
	<p>Int'l LDS ID Number - Enter a unique ID number to be used to identify the employee to a Liquor Dispensing System.</p>
	<p>Info Lines 1-4 - These fields may be used to record general information about an employee. They may include, for example, address, phone number, or person to contact in an emergency.</p>
	<p>Payroll ID - If non-blank, this entry appears on timecards. This field may be used to record a social security number or similar information.</p>
	<p>Job Code - Each employee can have up to eight pay rates. To enable a pay rate, enter the Job Code number in this field. When the employee clocks in, they may be privileged to select their pay rate. Zero is a null entry, establishing no cost center link.</p> <p>Press [Field Help] to display Job Code numbers in a help window.</p>
	<p>Regular Pay - Enter the regular hourly salary/wage paid to this employee at the specified rate (1-8).</p>
	<p>Overtime Pay - Enter the overtime hourly salary/wage paid to this employee at the specified rate (1-8).</p>

4 - Employee Revenue Center Setup

This procedure is used to change an employee's Revenue Center assignment. This procedure prompts for Employee Number. Employee numbers may be displayed in a help window by pressing [Field Help].

Screen	<table><tr><td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Restaurant</td></tr><tr><td colspan="2">Employee Revenue Center Setup 201 Server 201, Floor</td><td>Locate field and enter change</td></tr><tr><td colspan="3">Current Revenue Center: Restaurant</td></tr><tr><td>Cashier Number:</td><td colspan="2">1 Cashier #1</td></tr><tr><td>Table Count:</td><td colspan="2">6</td></tr><tr><td>Drawer Number:</td><td colspan="2">0</td></tr><tr><td>Default Trans Touchscreen:</td><td colspan="2">2 SERVER TRANS SCN</td></tr><tr><td>Type Definition:</td><td colspan="2">11111011 00010000</td></tr><tr><td colspan="3">14: Require Seat Number Entry</td></tr></table>	Procedures	8700 Ops	Manager 101	Restaurant	Employee Revenue Center Setup 201 Server 201, Floor		Locate field and enter change	Current Revenue Center: Restaurant			Cashier Number:	1 Cashier #1		Table Count:	6		Drawer Number:	0		Default Trans Touchscreen:	2 SERVER TRANS SCN		Type Definition:	11111011 00010000		14: Require Seat Number Entry		
	Procedures	8700 Ops	Manager 101	Restaurant																									
	Employee Revenue Center Setup 201 Server 201, Floor		Locate field and enter change																										
	Current Revenue Center: Restaurant																												
	Cashier Number:	1 Cashier #1																											
	Table Count:	6																											
	Drawer Number:	0																											
	Default Trans Touchscreen:	2 SERVER TRANS SCN																											
	Type Definition:	11111011 00010000																											
	14: Require Seat Number Entry																												
Fields	Cashier Number - Enter a Cashier number to link this employee to a set of Cashier Totals. Cashier numbers may be displayed in a help window by pressing [Field Help].																												
	Table Count - Enter the number of tables that this employee serves. The number in this field is used to calculate the “\$/Table” field in the Table Profile section of Operator Financial Reports.																												
	Drawer Number - If employees are permanently assigned to a cash drawer, enter the number of the cash drawer (1 or 2) to which this employee is assigned. Otherwise, enter 0.																												
	Default Trans Touchscreen - This field applies only to the UWS/3. Enter the number of the default touchscreen that appears when this employee signs in to a UWS/3. Touchscreen numbers may be displayed in a help window by pressing [Field Help].																												
	Type Definition - Select the Operator characteristics for this employee. Set each Type Definition to 1 for ON, or to 0 for OFF. The setting for each Type Definition appears at the bottom of the display when that Type Definition is highlighted. In the example shown above, Type Definition #14 is highlighted in the field, and its descriptor appears below.																												

5 - Change Employee Revenue Center

This procedure is used to change the active Revenue Center in which this employee will accumulate labor totals when clocked in or sales totals when signed in. This is required because User Workstations may only be active in certain Revenue Centers. If an employee wishes to use a User Workstation in a Revenue Center he or she is currently not working in, this procedure is required.

This procedure prompts for Employee Number. Employee numbers may be displayed in a help window by pressing [Field Help].

Screen	<table border="1"> <tr> <td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Restaurant</td></tr> <tr> <td colspan="2">Change Employee Revenue Center 201 Server 201, Floor</td><td colspan="2">Locate field and enter change [REDACTED]</td></tr> <tr> <td colspan="4">Revenue Center: [1] Restaurant</td></tr> </table>	Procedures	8700 Ops	Manager 101	Restaurant	Change Employee Revenue Center 201 Server 201, Floor		Locate field and enter change [REDACTED]		Revenue Center: [1] Restaurant			
Procedures	8700 Ops	Manager 101	Restaurant										
Change Employee Revenue Center 201 Server 201, Floor		Locate field and enter change [REDACTED]											
Revenue Center: [1] Restaurant													
Field	<p>Revenue Center - Enter the current revenue center that this employee is associated with for posting of labor totals and operator totals (if applicable). A null entry (0) causes no revenue center to be assigned; in that case, no operator totals may be assigned to this employee. This field may be set to zero for employees without operator totals (like a manager), to allow authorization, but not sales. Revenue Center numbers may be displayed in a help window by pressing [Field Help].</p>												

6 - Print Employee List

This procedure prints a list of employees in the Employee File. The employee listing is by employee number and provides the employee number, last name and employee ID number. The list prints on the roll printer assigned to perform UWR for this workstation. An example is shown below.

Screen

Procedures	8700 Ops	Manager 101	Restaurant
Print Employee List		Locate field and enter change	
START: 101 Decker			
END: 105 Supervisor 105			
Press the Save/Exit Key to start printing			

Fields

Start - Enter the beginning employee number. Employee numbers may be displayed in a help window by pressing [Field Help].

End - Enter the ending employee number. Employee numbers may be displayed in a help window by pressing [Field Help].

After selecting the “Start” and “End” ranges, press [Save and Exit] to print the report. To cancel the report, press [Cancel].

Sample Report

A sample Employee List is shown below. The heading gives the list name, the date and time the list was printed and page number. The page number will change, depending on how many lines are programmed for a page.

Employee ID numbers print on this report. Therefore, careful consideration should be given to allowing an employee to access this procedure.

Report Name	→	EMPLOYEE LIST	
Report Date/Time	→	JAN15'94 11:30AM	PAGE 1

Employee Number/Name	→	101 DECKER, JOE	
		747	← Employee ID Number
		105 Supervisor, 105	
		703	

7 - Change Employee Training Status

This procedure is used to move an employee into and out of the Training Mode. Training Mode may be used for practice— it allows an operator to enter sales without affecting real system totals. A separate set of training totals is kept that reflect the practice session of the training employee. While an employee is in training mode, his or her output is disabled and guest checks are printed with a special header indicating this employee is in training.

This procedure prompts for Employee Number. Employee numbers may be displayed in a help window by pressing [Field Help].

Screen

Procedures	8700 Ops	Manager 101	Restaurant
Change Employee Training Status 201 Server 201, Floor		Locate field and enter change [REDACTED]	
Not Training Training			

Fields

Training Status - To select "Not Training" or "Training", use the left (<) or right (>) arrow keys (or the [Enter] key) to highlight the desired setting. Remember to press [Save and Exit] to save any changes.

8 - Adjust Employee Time Card

This procedure is used to make corrections to an employee's time card file. For example, if an employee began work at 9:00AM but forgot to clock in until 10:15, or left without clocking out, the oversight can be corrected using this procedure.

Screen	<table><tr><td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Restaurant</td></tr><tr><td colspan="2">Adjust Employee Time Card 202 Server 202, Floor</td><td colspan="2">Locate field and enter change [REDACTED]</td></tr><tr><td colspan="4">Time Card Entry Number: 1 of 1</td></tr><tr><td colspan="4">Rate Number [REDACTED] Server</td></tr><tr><td colspan="4"><table><tr><td></td><td>Clock In</td><td>Clock Out</td></tr><tr><td>Time:</td><td>13:23 1:23PM</td><td>14:59 2:59PM</td></tr><tr><td>Date:</td><td>07/12/94 TUE 12JUL'94</td><td>07/19/94 TUE 19JUL'94</td></tr><tr><td>Status:</td><td>108 Not scheduled</td><td>108 Not scheduled</td></tr><tr><td>Adjusted By:</td><td></td><td></td></tr></table></td></tr></table>	Procedures	8700 Ops	Manager 101	Restaurant	Adjust Employee Time Card 202 Server 202, Floor		Locate field and enter change [REDACTED]		Time Card Entry Number: 1 of 1				Rate Number [REDACTED] Server				<table><tr><td></td><td>Clock In</td><td>Clock Out</td></tr><tr><td>Time:</td><td>13:23 1:23PM</td><td>14:59 2:59PM</td></tr><tr><td>Date:</td><td>07/12/94 TUE 12JUL'94</td><td>07/19/94 TUE 19JUL'94</td></tr><tr><td>Status:</td><td>108 Not scheduled</td><td>108 Not scheduled</td></tr><tr><td>Adjusted By:</td><td></td><td></td></tr></table>					Clock In	Clock Out	Time:	13:23 1:23PM	14:59 2:59PM	Date:	07/12/94 TUE 12JUL'94	07/19/94 TUE 19JUL'94	Status:	108 Not scheduled	108 Not scheduled	Adjusted By:		
Procedures	8700 Ops	Manager 101	Restaurant																																	
Adjust Employee Time Card 202 Server 202, Floor		Locate field and enter change [REDACTED]																																		
Time Card Entry Number: 1 of 1																																				
Rate Number [REDACTED] Server																																				
<table><tr><td></td><td>Clock In</td><td>Clock Out</td></tr><tr><td>Time:</td><td>13:23 1:23PM</td><td>14:59 2:59PM</td></tr><tr><td>Date:</td><td>07/12/94 TUE 12JUL'94</td><td>07/19/94 TUE 19JUL'94</td></tr><tr><td>Status:</td><td>108 Not scheduled</td><td>108 Not scheduled</td></tr><tr><td>Adjusted By:</td><td></td><td></td></tr></table>					Clock In	Clock Out	Time:	13:23 1:23PM	14:59 2:59PM	Date:	07/12/94 TUE 12JUL'94	07/19/94 TUE 19JUL'94	Status:	108 Not scheduled	108 Not scheduled	Adjusted By:																				
	Clock In	Clock Out																																		
Time:	13:23 1:23PM	14:59 2:59PM																																		
Date:	07/12/94 TUE 12JUL'94	07/19/94 TUE 19JUL'94																																		
Status:	108 Not scheduled	108 Not scheduled																																		
Adjusted By:																																				
Fields	<p>Time Card Entry Number - This field identifies the time card entry (or shift) currently displayed and the total number of shifts recorded on this employee's time card record (since the last reset of the Employee Labor Report). To move to the appropriate shift, press [Next Screen] or [Previous Screen].</p> <p>Rate Number - This field specifies the salary/wage rate at which this employee clocked in for this shift. Adjust this field if the employee clocked in at the wrong rate.</p>																																			

Fields - continued

Clock In/Out Time and Date - These fields specify the clock-in and clock-out times for a specific date.

Adjust the time field (using a 24-hour format) if the employee clocked in or out at the wrong time.

Adjust the date field (in the format the System is programmed for: day/month/year or month/day/year) if the employee clocked in or out on the wrong date. Notice that the day of the week displays.

Before accepting the change, the System checks your entry for the following conditions.

The System will not accept an entry if:

- the clock-in is before the last reset of the Employee Labor Report.
- the clock-in is before the preceding clock-out (i.e., shifts may not overlap.)
- the clock-in is after the clock-out for this shift (or the clock-out is before the clock-in for this shift.)
- the resulting shift that is longer than 24 hours.
- the entry is later than the current date & time.

If any of these situations occur, the System prompts you with a specific error message.

If the Job Code under which an employee is clocked in is programmed to prevent clock-outs when the employee has open checks (Job Code Type Definition #3 is set ON), the System will search for open checks before allowing an employee to be clocked out using this procedure.

Status - This field may be used to enter a status code, which provides a reason for making the change. Status numbers may be displayed in a help window by pressing [Field Help].

Entries 1 through 16 in the help window are the 16 user-programmable Time Clock Adjustment Names entered in the Revenue Center Descriptor File. The System also provides 10 fixed status codes:

101 On time	106 Early from break
102 Early	107 Late from break
103 Late	108 Not scheduled
104 On break	109 Manager clock out
105 On paid break	110 No schedule

Adjusted By - After a status code is entered, the name and Employee Number of the person adjusting the entry is recorded in this field. This entry is recorded for security purposes, and may not be edited or erased.

9 - Change Time Clock Schedule

This procedure is used to set up or change a time clock schedule for the establishment's staff. The time clock schedule controls employee clock in and out date and time, and job rates.

This procedure prompts for the Time Clock Schedule Number. This can save scrolling by accessing a specific section of the schedule. In the example shown below, 1 was entered as the Time Clock Schedule Number. As a result, Schedule #1 appears as the first entry in the display.

Screen

Procedures		8700 Ops		Manager 101		Restaurant	
Change Time Clock Schedule				Locate field and enter change			
Sched Num	Employee	Date	In	Out	Job Code	RG	
1	101 Decker	08/14/94	10:30	03:45	11 Manager	1	
2	102 Manager 102	08/14/94	10:30	03:45	11 Manager	0	
3	103 Manager 103	08/14/94	10:30	03:45	11 Manager	0	
4	104 Supervisor 1	08/14/94	10:30	03:45	12 Supervisor	0	
5	105 Supervisor 1	08/14/94	10:30	03:45	12 Supervisor	0	
6	201 Server 201	08/14/94	10:30	03:45	1 Server	0	
7	202 Server 202	08/14/94	17:00	11:45	1 Server	0	
8	203 Server 203	08/14/94	17:00	11:45	1 Server	0	
9	204 Busperson 20	08/14/94	17:00	11:45	2 Busperson	0	
10	205 Busperson 20	08/14/94	17:00	11:45	2 Busperson	0	
11	301 Decker	08/14/94	17:00	11:45	3 Bartender	0	
12	302 Bartender 30	08/14/94	17:00	11:45	3 Bartender	0	
13	303 Bartender 30	08/14/94	17:00	11:45	3 Bartender	0	
14	304 Barback 304	08/14/94	17:00	11:45	5 Barback	0	
15	305 Barback 305	08/14/94	17:00	11:45	5 Barback	0	

Fields

Sched Num - This field displays the schedule entry number. This field is for reference and cannot be edited. Use [Page Down] and [Page Up] to move among the entries.

Employee - Enter the Employee Number (not employee ID) for each employee. The employee name will automatically display. If an incorrect number is entered, the name "Not In File" will appear.
Employee numbers may be displayed in a help window by pressing [Field Help].

Date - Enter the clock-in date in the format the System is programmed for: day/month/year or month/day/year. An invalid entry will bring up an error message "ENTRY CONVERSION ERROR".

In - Enter the clock-in time, using 24-hour format.

Out - Enter the clock-out time, using 24-hour format.

Fields - continued	Place an entry in <i>either</i> of the following two fields, but not both:	
	Job Code -	Enter the Job Code number under which this employee will be paid for this shift. The job code name will appear beside the number. If this field is set to 0, the employee is prompted at clock-in to choose from among the Job Codes included in the Report Group field in the Job Code File. Job Code numbers may be displayed in a help window by pressing [Field Help].
	RG -	Enter the report group number that was entered in the Job Code File to group specific Job Codes. This allows the employee clocking in to choose from among the Job Codes included in this Report Group.

10 - Print Time Clock Schedule

This procedure prints a listing, by employee, of the time clock schedule that was created through System Configurator or through the "Change Time Clock Schedule" Procedure. Only entries that are "greater than" (i.e., occur after) the current date and time will print.

Screen

Procedures	8700 Ops	Manager 101	Restaurant
Print Time Clock Schedule		Locate field and enter change	
START: 101 Decker			
END: 105 Supervisor 105			
Press the Save/Exit key to start printing			

Fields

Start - Enter the beginning Employee Number. Employee numbers may be displayed in a help window by pressing [Field Help].

End - Enter the ending Employee Number. Employee numbers may be displayed in a help window by pressing [Field Help].

After selecting the "Start" and "End" ranges, press [Save and Exit] to print the report. To cancel the report, press [Cancel].

Sample Report

An example of a Time Clock Schedule for one employee is shown below. The Shift # (1, 2, 3) indicates each schedule entry for this employee. If no Job Code is assigned for the shift, the Job Code entry prints "0 - NOT IN FILE".

Report Name	TIMECLOCK SCHEDULE
Report Date/Time	JAN15'94 11:30AM PAGE 1
Employee Number/Name	101 DECKER, JOE
Shift #	1) 2 WAITER
Scheduled Date Time In/Out	TUE AUG14 10:30AM TO 10:00PM
Next Shift	2) 2 BARTENDER
	WED AUG14 05:00PM TO 11:45PM

11 - Redirect Order Output

This procedure is used to redirect order output to another order device (i.e., a printer or VDU). This is useful when a particular food preparation area is closed during non-peak periods. For example, if the "Cold Printer" is not being used, cold food orders can be redirected to the "Hot Printer".

Redirecting order output is different from designating a backup printer. For example, orders directed to the Hot Printer will be sent to its designated backup printer only if the system tries, and fails, to send the output to the Hot Printer.

This procedure prompts for a Revenue Center number, as described on page 11-4. Revenue Center numbers may be displayed in a help window by pressing [Field Help].

The example below shows that output sent to the Cold Printer is redirected to the Hot Printer.

Screen

Procedures	8700 Ops	Manager 101	Restaurant
Redirect Order Output		Locate field and enter change	
Current Revenue Center: Restaurant			
1	Send: *** Hot Printer	* To: 0 Not in file	
2	Send: *** Cold Printer	* To: 1 *** Hot Printer	**
3	Send: *** Bar Printer	* To: 0 Not in file	
4	Send: Device Header	To: 0 Not in file	
5	Send: Device Header	To: 0 Not in file	
6	Send: Device Header	To: 0 Not in file	
7	Send: Device Header	To: 0 Not in file	
8	Send: Device Header	To: 0 Not in file	
9	Send: Device Header	To: 0 Not in file	
10	Send: Device Header	To: 0 Not in file	
11	Send: Device Header	To: 0 Not in file	
12	Send: Device Header	To: 0 Not in file	
13	Send: Device Header	To: 0 Not in file	
14	Send: Device Header	To: 0 Not in file	
15	Send: Device Header	To: 0 Not in file	

Fields

Send - This field displays the order devices listed for this Revenue Center. This field may not be edited.

To - Enter the output device number to which each order device should be redirected. Device numbers may be displayed in a help window by pressing [Field Help].

12 - Change Menu Item Class

This procedure gives you access to the Menu Item Class File. A Class consists of definition information that is repeated for several Menu Items, such as type definitions, tax classes, condiments, and printer links. Any change in this file will affect all Menu Items linked to this class.

This procedure prompts for the Menu Item Class number. Menu Item Class numbers may be displayed in a help window by pressing [Field Help].

After the Menu Item Class number is entered, the procedure prompts for a Revenue Center number, as described on page 11-4. Revenue Center numbers may be displayed in a help window by pressing [Field Help].

If your System uses shared Revenue Centers, you may perform this procedure only on a parent Revenue Center. If you are currently logged into a child Revenue Center, this procedure will prompt you to change Revenue Centers, and display a list from which you must select the parent Revenue Center.

Screen

Procedures	8700 Ops	Manager 101	Dining
Change Menu Item Class 13 Dessert		Locate field and enter change	
Current Revenue Center: Dining			
Name:	Dessert	Tax Class:	1 Tax Class 1
Main Level Popup:	1 Transact	Sales Itemizer:	1 Food
Sub Level Popup:	1 Sm Size	Discount Itemizer:	1 Coupons
Print Group:	8	Svc Chg Itemizer:	1 Charged Tips
Privilege Group:	2		
HALO:	00		
Type Definition:	00000010 00010000 00000000 00000000 00000000		
Output:	10110000 11110000 00000000		
Required Condiments:	00000000 00000000 00000000 00000000		
Allowed Condiments:	10000000 00000000 00000000 00000000		
Member of Cond Grps:	00000000 00000000 00000000 00000000		
32: Use Name 2 on HHT instead of Name 1			

Fields

Name - Type the desired name for this Class.

Main Level Popup - This field defines the Main Menu Level that pops up after a member of this Class is ordered. Main Menu Level numbers may be displayed in a help window by pressing [Field Help]. An entry of "0" causes the Main Menu Level to staydown after a Menu Item is ordered.

Sub Level Popup - This field defines the Sub-Menu Level that pops up after a member of this Class is ordered. Sub-Menu Level numbers may be displayed in a help window by pressing [Field Help]. An entry of "0" causes the Sub-Menu Level to staydown after a Menu Item is ordered.

Print Group - This field is used to link the menu items in this class to one of 8 print groups on guest checks and receipts.

Fields - continued	<p>Privilege Group - This defines the privilege group (1-3) to which this Class belongs. Only operators who have access to the same privilege group can post Menu Items in this Class. An entry of "0" makes items available to all operators.</p>
	<p>HALO - or High Amount Lock-Out defines the highest dollar amount allowed to be entered in a single transaction. This feature is used to filter out erroneous entries.</p> <p>If the dollar amount posted for this Menu Item (i.e., the quantity sold times the price changed) exceeds the HALO amount, the operator receives a confirmation prompt.</p> <p>The first digit in the HALO field is a number from 0 through 9, and the second digit is a tens multiplier from 0 to 7. For example, a HALO entry of 21 would prompt on any amount greater than \$20.00. An entry of 22 would trigger the HALO prompt for any entry greater than \$200.00.</p>
	<p>Tax Class - Enter the Tax Class to be applied to this Menu Item Class. Tax Class numbers may be displayed in a help window by pressing [Field Help].</p>
	<p>Sales Itemizer - Enter the Sales Itemizer to which sales of these Menu Items should post. Sales Itemizer numbers may be displayed in a help window by pressing [Field Help].</p>
	<p>Discount Itemizer - Enter the Discount Itemizer to which sales of these Menu Items should post. Only Discounts linked to the same itemizer will apply to this Class. Discount Itemizer numbers may be displayed in a help window by pressing [Field Help].</p>
	<p>Svc Chg Itemizer - Enter the Service Charge Itemizer to which sales of these Menu Items should post. Only Service Charges linked to the same itemizer will apply to this Class. Service Charge Itemizer numbers may be displayed in a help window by pressing [Field Help].</p>
	<p>Type Definition - Select the Type Definitions for this Menu Item Class. Set each Type Definition to 1 for ON, or to 0 for OFF. When each Type Definition is highlighted, its descriptor appears on the bottom line of the display.</p>
	<p>Output - Select the order device(s) to which Menu Items in this Class output. Set each Output Definition to 1 for ON, or to 0 for OFF. When each Output Definition is highlighted, its descriptor appears on the bottom line of the display.</p>
	<p>Allowed Condiments - Select the Condiment Menu Item Group(s) which are allowed when posting Menu Items in this Class. Set each Allowed Condiment Group to 1 for ON, or to 0 for OFF. When each Allowed Condiment Group is highlighted, its descriptor appears on the bottom line of the display.</p>

Fields - continued	<p>Condiment Groups - This field is used only for Menu Items that are designated as condiments (i.e., Type Definition #2 is set ON). Select the Condiment Menu Item Group(s) to which Menu Items in this Class belong. Set each Condiment Group to 1 for ON, or to 0 for OFF. When each Condiment Group is highlighted, its descriptor appears on the bottom line of the display.</p> <p>In the example shown above, Condiment Group #1 is highlighted in the field, and its descriptor appears below.</p>
Related	<p>UWS Procedure #13 - Change Menu Item Assignment UWS Procedure #14 - Change Menu Item Availability UWS Procedure #17 - Change Barcode Menu Item UWS Procedure #18 - Change Barcode File</p>

13 - Change Menu Item Assignment

This procedure is used to update certain fields from the Menu Item Definition File and Menu Item Price File.

The purpose of this procedure is to allow general maintenance of existing Menu Items. Complete programming of new Menu Items can only be accomplished in the System Configurator module. Refer to the *8700 Feature Reference Manual*, and the *8700 Programming Manual*.

This procedure prompts for a Menu Item number. Due to the size of the Menu Item Definition File, field help is not available for Menu Item numbers.

After the Menu Item number is entered, the procedure prompts for a Revenue Center number, as described on page 11-4. Revenue Center numbers may be displayed in a help window by pressing [Field Help].

If there is more than one Menu Item Definition, the first definition appears. Use the [Page Up] and [Page Down] keys to move between records. In the example shown below, the Menu Item number 405/2 displays before the Menu Item name. This indicates that this display shows Menu Item Definition #2 for Menu Item #405, N.Y. Sirloin.

If your System uses shared Revenue Centers, you may perform this procedure only on a parent Revenue Center.

If Menu Item Status #2 (Do Not Allow UWS Procedures to Display or Edit this Item) is set ON for any menu item in the Menu Item Master File, that menu item will not appear for this procedure. Attempting to enter this Menu Item number generates the error message, Cannot edit menu item <number> in UWS Procedures. If you are using the [Page Forward] or [Page Back] keys to move between records, a record is skipped (i.e., does not display) if it has Status #2 set ON.

Screen

Procedures	8700 Ops	Manager 101	Dining
Change Menu Item Assignment 1414/1 Lobster Tail		Locate field and enter change	
Report Name: Maine Lobst Tail		Current Revenue Center: Dining	
First Name: Lobster Tail		Class: 34 Weighed Item	
Second Name: Lob		NLU Group: 13 Entrees	
Main Level: 11111111		NLU Number: 1414	
Sub Level: 11111111		SLU Group: 13 Entrees	
		HHT SLU Group: 9 dinners	
Main Level	Price	Prep	Cost
Q All	10.00		0.00
		Tare Weight: 0.05	

Fields	Report Name - This field displays the name that prints and displays on reports. This is the name that is entered for this menu item in the Menu Item Master File. This field is for reference only, and may not be edited in User Workstation Procedures.
	First Name - Enter the name which will appear on the UWS display, customer receipts, and guest checks.
	Second Name - Enter a second name, which may be programmed to print on remote output devices. For example, the kitchen may require the name to be printed in another language or in restaurant shorthand.
	Main Level - This field determines the active Main Menu Level(s) on which this Menu Item is available. Set each Main Menu Level to 1 for ON, or to 0 for OFF. When each Main Menu Level is highlighted, its descriptor appears on the bottom line of the display. In the example shown above, Main Menu Level #1 is highlighted, and its descriptor appears below.
	Sub Level - This field determines the active Sub-Menu Level(s) on which this Menu Item is available. Set each Sub-Menu Level to 1 for ON, or to 0 for OFF. When each Sub-Menu Level is highlighted, its descriptor appears on the bottom line of the display.
	Revenue Center - This field displays the Revenue Center in which this menu item definition is active. This field is for reference only, and may not be edited in User Workstation Procedures.
	Class - The entry in this field links the Menu Item to a Menu Item Class. Menu Item Class numbers may be displayed in a help window by pressing [Field Help].
	NLU Group - Enter the number of the NLU Group to which this Menu Item belongs. NLU Group numbers may be displayed in a help window by pressing [Field Help].
	NLU Number - Enter a unique NLU number for this Menu Item.
	SLU Group - This field is used for non-HHT touchscreens. Enter a number to link this Menu Item to one of 64 Screen Look-up keys. SLU numbers may be displayed in a help window by pressing [Field Help].
	HHT SLU Group - this field is used only for the HHT. Enter a number to link this Menu Item with one of the 64 HHT Screen Look-up keys.
	Tare Weight - This field is used only for weighed Menu Items, and will not display for Menu Items that are not sold by weight. Enter the weight of the empty package in which this Menu Item is sold.

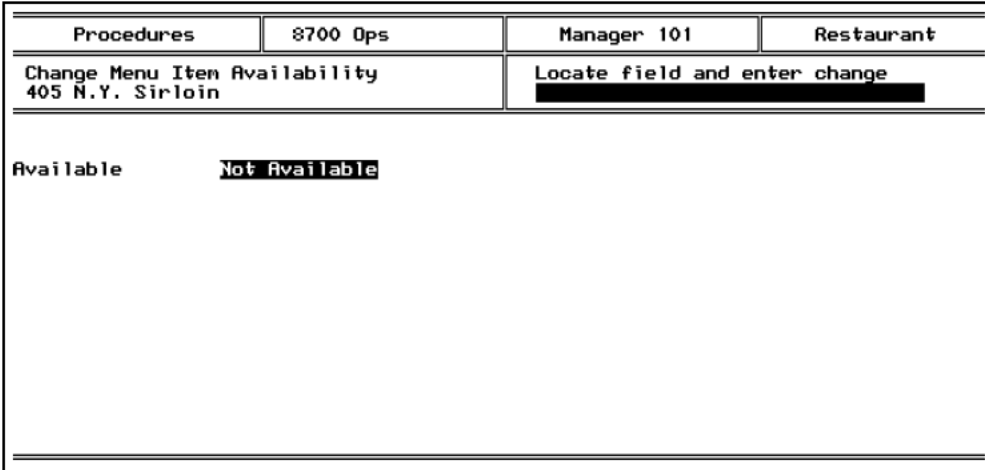
Fields-continued	<p>Main Level - (pricing). This field determines which price will be applied for the active menu level. Pricing Levels are used if there are multiple prices for a single Menu Item Definition. If only one price exists for this item, enter zero (ALL).</p> <p>Note: This field will display "Sub Menu Level" if Sub-menu level pricing is used. See Type Definition #10 (ON = Use Sub Level Pricing; OFF = Use Main Level Pricing), in the Menu Class File.</p> <p>Menu Level numbers may be displayed in a help window by pressing [Field Help].</p>
	<p>Price - Enter the sale price for this item. If multiple prices are used, enter the price for each menu level.</p>
	<p>Prep Cost - Enter preparation cost for this item. If multiple prices are used, enter the prep cost for each menu level. Note: This field is only used if preparation costs are tracked.</p>
	<p>Recipe Link - This field is used only if the MICROS Food & Beverage Interface is used. Enter the number that links this Menu Item Price record to a Recipe Name from the Menu Item Recipe Link File.</p>
Related	<p>UWS Procedure #12 - Change Menu Item Class</p> <p>UWS Procedure #14 - Change Menu Item Availability</p> <p>UWS Procedure #17 - Change Barcode Menu Item</p> <p>UWS Procedure #18 - Change Barcode File</p>

14 - Change Menu Item Availability

This procedure has several functions:

- Any Menu Item may be set to be "Not Available". This is used to prevent operators from posting an order for a Menu Item that has run out.
- The Special Count may be set for those Menu Items that are programmed for limited availability (Menu Item Class Type Definition #16 - Check Menu Item Availability Before Allowing Sale - is set ON.) The Special Count is reduced each time a Menu Item is ordered. When the count reaches zero, the Menu Item automatically shifts to "Not Available".
- Menu Items may be set to "Available" when they are again ready for sale. The Special Count may be reset when limited availability Menu Items become available for sale.

This procedure prompts for Menu Item number. Menu Item numbers may be displayed in a help window by pressing [Field Help].

Screen	
Fields	<p>Special Count - This field does not display for Menu Items that are not programmed to check for availability. Enter the number of Menu Items that are available for sale.</p> <p>Availability - This field determines if the item is available. Use the left (<) arrow or right (>) arrow key (or press [Enter]) to highlight the desired setting.</p>
Related	<p>UWS Procedure #12 - Change Menu Item Class</p> <p>UWS Procedure #13 - Change Menu Item Assignment</p> <p>UWS Procedure #17 - Change Barcode Menu Item</p> <p>UWS Procedure #18 - Change Barcode File</p>

15 - Print Menu Item Prices

This procedure is used to print the entire Menu Item list (or any selected range). For example, the daily specials can be printed and posted for servers.

This procedure prompts for Revenue Center, as described on page 11-4.

If your System uses shared Revenue Centers, you may perform this procedure only on a parent Revenue Center. If you are currently logged into a child Revenue Center, this procedure will prompt you to change Revenue Centers. If you elect to change Revenue Centers, the UWS displays a list of Revenue Centers, from which you must select the parent Revenue Center.

Screen	<div> <div> <div>Procedures</div> <div>8700 Ops</div> <div>Manager 101</div> <div>Restaurant</div> </div> <div> <div>Print Menu Item Prices</div> <div>Locate field and enter change</div> </div> <div> <div>START: 101 MOZZARELA STIX</div> <div>END: 105 LOBSTER BISQ</div> </div> <div>Press the Save/Exit key to start printing</div> </div>
Fields	<div> <div> START - Enter the beginning Menu Item number. The first Menu Item in the Menu Item Definition File appears as the default. Menu Item numbers may be displayed in a help window by pressing [Field Help]. </div> <div> END -Enter the ending Menu Item number. The last Menu Item in the Menu Item Definition File appears as the default. Menu Item numbers may be displayed in a help window by pressing [Field Help]. </div> <div> After selecting the “Start” and “End” ranges, press [Save and Exit] to print the report. To cancel the report, press [Cancel]. </div> </div>

Sample Report

A Menu Item Price List for a range of appetizers (#101 to #105) is shown below.

Report Name	MENU PRICES
Revenue Center Name	RESTAURANT
Report Date/Time	JAN15'94 11:30AM PAGE 1

Menu Item Number/Name	101 MOZZARELA STIX 3.00
	102 CHICKEN FINGER
	MAIN 1/SUB 1
	ALL 2.75
	103 QUESADILLAS
	MAIN 1*/SUB 1*
	MAIN 1 2.50
	MAIN 2 3.00
	MAIN 3 3.50
	104 CRAB CAKE APP 6.00
	104 CRAB CAKE APP 7.00
	105 LOBSTER BISQ 6.00 **
	=====

The format of the Menu Item Price List printout is determined by the programming of the Menu Item Definition File and the Menu Item Price File. The list shows the menu levels on which the Menu Item is available (from the Definition File) and the menu level on which a specific price is active (from the Price File).

In the example shown above:

- #101, Mozzarella Stix, is available on all Menu Levels. The price, \$3.00, is active on all menu levels. Therefore, menu levels are not printed.
- #102, Chicken Fingers, is available only on Main Menu Level 1 and Sub-Menu Level 2. The price, \$2.75, is active on all menu levels.
- #103, Quesadillas, is available on multiple menu levels, beginning with Main Menu Level 1 and Sub-Menu Level 2. The availability on other menu levels besides the first one listed is indicated by the presence of the asterisk (*).
\$2.50 is the active price on Main Menu Level 1, \$3.00 is the active price on Main Menu Level 2, and \$3.50 is the active price on Main Menu Level 3.
- #104, Crab Cake Appetizer, has two separate entries in the Menu Item Definition File. Both Menu Item Definitions print here. Both are available on all menu levels, and their respective prices are active on all menu levels.
- #105, Lobster Bisque, is available on all menu levels, and its price, \$6.00, is active on all menu levels. However, the presence of the double asterisk (**) in the right column indicates that this Menu Item has been set to "Not Available" using User Workstation Procedure #14.

16 - Update Currency Rates

This procedure is used to update the currency exchange rates for the currencies programmed in your System. There are **thirty** available currencies.

Screen

Procedures		8700 Ops	Manager 101	Dining	
Update Currency Rates			Locate field and enter change		
	Currency Name	Rate		Currency Name	Rate
1	Argentin Austral	0.9997	16	French Franc	4.8585
2	Australia Dollar	1.3984	17	German Mark	1.3975
3	Austria Schiling	9.805	18	Greek Drachna	226.38
4	Belgian Franc	28.67	19	Hong Kong Dollar	7.7395
5	Brazil Cruzado	0.9242	20	Hungarian Forint	126.03
6	British Sterling	0.6289	21	Indian Rupee	31.35
7	Canadian Dollar	1.3513	22	Indonesia Rupiah	2226.95
8	Chilean Peso	376.15	23	Iranian Rial	3000.0
9	Chinese Yuan	8.2801	24	Irish Pound	0.6132
10	Columbian Peso	892.70	25	Israeli Shekel	2.9462
11	Czech Crown	25.98	26	Italian Lira	1617.0
12	Danish Krone	5.4335	27	Japanese Yen	87.07
13	Ecuadorian Sucre	2571.50	28	Jordanian Dinar	0.6390
14	Egyptian Pound	3.397	29	Lebanese Pound	1619.50
15	Finnish Markka	4.2813	30	Maylasia Ringgit	2.4486

Fields

Currency Name - This field displays the currency name programmed in the Currency File. This field can be edited only in the System Configurator.

Rate - This field sets the exchange rate. To edit the exchange rate, you must know whether this exchange rate is programmed in the system to divide or multiply by the base currency. The choice of divide or multiply is usually made to make the exchange rate similar to the source used for updating them, such as a local newspaper. "Divide by" means that you divide the base currency (U.S. dollars in the above example) by the exchange rate (1.1345) to get the Canadian Dollar equivalent.

See Type Definition #1 (ON = Divide Base Currency; OFF = Multiply Base Currency) in the Currency File.

17 - Change Barcode Menu Item

This procedure is used to update certain fields from the Menu Item Definition File, the Menu Item Price File, and the Barcode Definition File.

The purpose of this procedure is to allow general maintenance of existing of Barcode NLU Items. Complete programming of new Menu Items can only be accomplished in the System Configurator module. Refer to the *8700 Feature Reference Manual*, and the *8700 Programming Manual*.

This procedure prompts for a Barcode number. Due to the size of the Menu Item Definition File, field help is not available for Barcode numbers.

After the Barcode Number is entered, the procedure prompts for a Revenue Center number, as described on page 11-4. Revenue Center numbers may be displayed in a help window by pressing [Field Help].

If your System uses shared Revenue Centers, you may perform this procedure only on a parent Revenue Center. If you are currently logged into a child Revenue Center, this procedure will prompt you to change Revenue Centers, and display a list from which you must select the parent Revenue Center.

The Barcode Definition File data appears on this screen only if the number entered to access this record was found in the Barcode Definition File, rather than the Menu Item Definition File NLU number field. Pressing Pg Up/Pg Dwn keys will allow the operator to scroll through the records in the Menu Item Definition File.

If Menu Item Status #2 (Do Not Allow UWS Procedures to Display or Edit this Item) is set ON for any menu item in the Menu Item Master File, that Menu Item will not appear for this procedure. Attempting to enter the Barcode number for this Menu Item generates the error message, Cannot edit menu item <number> in UWS Procedures. If you are using the [Page Forward] or [Page Back] keys to move between records, a record is skipped (i.e., does not display) if Status #2 is set ON.

Screen

Procedures	8700 Ops	Manager 101	Restaurant
Change Barcode Menu Item 1406/1 Cards		Locate field and enter change	
Report Name: Cards		Current Revenue Center: Restaurant	
First Name: Cards		Class: 36 Retail Item	
Second Name:		NLU Group: 18 Retail Items	
Main Level: 10000000		NLU Number: 0	
Sub Level: 10000000		SLU Group: 0 Not in file	
Main Level	Price	Prep Cost	Barcode File Record Nun: 1
0 All	0.00	0.00	Barcode: 42284197021
0 All	0.00	0.00	Price Nun: 0
0 All	0.00	0.00	Alt Price: 1.75
0 All	0.00	0.00	Alt Prep Cost 0.00

Fields	Report Name - This field displays the name that prints and displays on reports. This is the name that is entered for this menu item in the Menu Item Master File. This field is for reference only, and may not be edited in User Workstation Procedures.
	First Name - Enter the name which will appear on the UWS display, customer receipts, and guest checks.
	Second Name - Enter a second name, which may be programmed to print on remote output devices. For example, the kitchen may require the name to be printed in another language or in restaurant shorthand.
	Main Level - This field determines the active Main Menu Level(s) on which this Menu Item is available. Set each Main Menu Level to 1 for ON, or to 0 for OFF. When each Main Menu Level is highlighted, its descriptor appears on the bottom line of the display.
	Sub Level - This field determines the active Sub-Menu Level(s) on which this Menu Item is available. Set each Sub-Menu Level to 1 for ON, or to 0 for OFF. When each Sub-Menu Level is highlighted, its descriptor appears on the bottom line of the display.
	Revenue Center - This field displays the Revenue Center in which this menu item definition is active. This field is for reference only, and may not be edited in User Workstation Procedures.
	Class - The entry in this field links the Menu Item to a Menu Item Class. Menu Item Class numbers may be displayed in a help window by pressing [Field Help].
	NLU Group - Enter the number of the NLU Group to which this Menu Item belongs. NLU Group numbers may be displayed in a help window by pressing [Field Help].
	NLU Number - Enter a unique NLU number for this Menu Item.
	SLU Group - This field is used only for the UWS/3. Enter a number to link this Menu Item with one of 64 Screen Look-up keys. SLU numbers may be displayed in a help window by pressing [Field Help].
	Tare Weight - This field is used only for weighed Menu Items, and will not display for Menu Items that are not sold by weight. Enter the weight of the empty package in which this Menu Item is sold. Will display only for weighed Menu Items.

Main Level - (pricing). This field determines which price will be applied for the active menu level. Pricing Levels are used if there are multiple prices for a single Menu Item Definition. If only one price exists for this item, enter zero (ALL). Note: This field will display "Sub Menu Level" if Sub-menu level pricing is used. See Type Definition #10 (ON = Use Sub Level Pricing; OFF = Use Main Level Pricing), in the Menu Class File. Menu Level numbers may be displayed in a help window by pressing [Field Help].	
--	--

Fields-continued	Price - Enter the sale price for this item. If multiple prices are used, enter the price for each menu level.
	Prep Cost - Enter preparation cost for this item. If multiple prices are used, enter the prep cost for each menu level. Note: This field is only used if preparation costs are tracked.
	Recipe Link - This field is used only if the MICROS Food & Beverage Interface is used. Enter the number that links this Menu Item Price record to a Recipe Name from the Menu Item Recipe Link File.
	Barcode File Record Num - This field displays the record number of the item in the Barcode Definition File. This field is for reference and cannot be edited. Use [Arrow Up] and [Arrow Down] to move among the entries.
	Barcode - Enter a unique Barcode NLU number for this Menu Item.
	Price Num - Enter price number to link the Barcode NLU to the Menu Item Price File.
	Alt Price - Enter the alternate price of the Barcode NLU. When this is price is entered, it will override any price structure linked to this record in the Menu Item Definition File.
	Alt Prep Cost - Enter the alternate preparation cost of this Barcode NLU. When this is cost is entered, it will override any cost structure linked to this record in the Menu Item Definition File.
Related	<p>UWS Procedure #12 - Change Menu Item Class</p> <p>UWS Procedure #13 - Change Menu Item Assignment</p> <p>UWS Procedure #14 - Change Menu Item Availability</p> <p>UWS Procedure #18 - Change Barcode File</p>

18 - Change Barcode File

This procedure is used to update certain fields in the Barcode Definition File.

The purpose of this procedure is to allow general maintenance of existing Barcode NLU Items. Complete programming of new Menu Items can only be accomplished in the System Configurator module. Refer to the *8700 Feature Reference Manual*, and the *8700 Programming Manual*.

If Menu Item Status #2 (Do Not Allow UWS Procedures to Display or Edit this Item) is set ON for any menu item in the Menu Item Master File, that menu item will not appear for this procedure. Attempting to access this Menu Item generates the error message, Cannot edit menu item <number> in UWS Procedures. If you are using the [Page Forward] or [Page Back] keys to move between records, a record is skipped (i.e., does not display) if it has Status #2 set ON.

Screen	<table> <tr> <td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Restaurant</td></tr> <tr> <td colspan="2">Change Barcode File 1</td><td colspan="2">Locate field and enter change [REDACTED]</td></tr> <tr> <td colspan="4">Current Revenue Center: Restaurant</td></tr> <tr> <td colspan="4">Barcode: [REDACTED] 42284197021</td></tr> <tr> <td colspan="4">Item Number: 1406 Cards</td></tr> <tr> <td colspan="4">Definition Number: 0</td></tr> <tr> <td colspan="4">Price Number: 0</td></tr> <tr> <td colspan="4">Alternate Price: 1.75</td></tr> <tr> <td colspan="4">Alternate Prep Cost: 0.00</td></tr> <tr> <td colspan="4"> </td></tr> <tr> <td colspan="4"> </td></tr> </table>	Procedures	8700 Ops	Manager 101	Restaurant	Change Barcode File 1		Locate field and enter change [REDACTED]		Current Revenue Center: Restaurant				Barcode: [REDACTED] 42284197021				Item Number: 1406 Cards				Definition Number: 0				Price Number: 0				Alternate Price: 1.75				Alternate Prep Cost: 0.00											
Procedures	8700 Ops	Manager 101	Restaurant																																										
Change Barcode File 1		Locate field and enter change [REDACTED]																																											
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Item Number: 1406 Cards																																													
Definition Number: 0																																													
Price Number: 0																																													
Alternate Price: 1.75																																													
Alternate Prep Cost: 0.00																																													
Fields	<p>Barcode - Enter a unique Barcode NLU number for this Barcode File.</p> <p>Item Number - Enter the Item Number this Barcode NLU will be linked to in the Menu Item Definition File.</p> <p>Definition Number - Enter Definition Number this Barcode NLU will be linked to in the Menu Item Definition File.</p> <p>Price Num - Enter price number for the Barcode NLU will be linked to in the Menu Item Price File.</p> <p>Alt Price - Enter the alternate price of the Barcode NLU. When this is price is entered, it will override any price structure linked to this record in the Menu Item Definition File.</p> <p>Alt Prep Cost - Enter the alternate preparation cost of this Barcode NLU. When this is cost is entered, it will override any cost structure linked to this record in the Menu Item Definition File. Note: This field is only used if preparation costs are tracked.</p>																																												

Related	UWS Procedure #12 - Change Menu Item Class UWS Procedure #13 - Change Menu Item Assignment UWS Procedure #14 - Change Menu Item Availability UWS Procedure #17 - Change Barcode Menu Item
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19 - Change HHT Assignment

This procedure is used to change the physical ID that is entered in the database for a specific HHT.

The purpose of this procedure is to allow a new HHT unit to be swapped in to the System, in the event that an existing HHT is no longer in use (e.g., must be sent out for repair).

Screen	<table> <tr> <td>Procedures</td><td>8700 Ops</td><td>Manager 101</td><td>Dining</td></tr> <tr> <td colspan="2">Change HHT Assignment 1 HHT #1</td><td colspan="2">Locate field and enter change [REDACTED]</td></tr> <tr> <td colspan="4"> HHT: HHT #1 Base Station: 16 Base Station #1 Physical ID: 45E905000000 </td></tr> </table>	Procedures	8700 Ops	Manager 101	Dining	Change HHT Assignment 1 HHT #1		Locate field and enter change [REDACTED]		HHT: HHT #1 Base Station: 16 Base Station #1 Physical ID: 45E905000000			
Procedures	8700 Ops	Manager 101	Dining										
Change HHT Assignment 1 HHT #1		Locate field and enter change [REDACTED]											
HHT: HHT #1 Base Station: 16 Base Station #1 Physical ID: 45E905000000													
Fields	<p>HHT - This field displays the HHT Name from the UWS Table. This field is for reference only, and may not be edited in this procedure.</p> <p>Base Station - This field displays the Base Station Name (from the Device Table) to which this HHT is linked in the UWS Table. This field is for reference only, and may not be edited in this procedure.</p> <p>Physical ID - Enter the hardcoded, 12-digit physical ID, which is unique to each HHT. This number displays when the HHT is in Diagnostics mode.</p>												

20 - Change HHT Guest Check Printing

Use this procedure to quickly redirect Extech Printer output in the event that it fails to operate. This procedure cannot be used to redirect Credit Card Voucher printing.

Screen

Procedures	8700 Ops		Fine Dining
Change HHT Guest Check Printing		Enter HHT Number	

Fields

Enter HHT Number - Enter the number of the HHT from which you wish to redirect printing and press [Enter]. The System will respond by displaying a screen that indicates the workstation number, the HHT name, the HHT physical ID, Base Station #, and provides you with two options. Each option is described here:

No Print at HHT—Place the cursor on this field if you want to redirect guest check, receipt, and memo check printing to the printer designated in the User Workstation file.

Print at HHT—place the cursor on this field if you want guest check, receipt, and memo check printing to occur at the Extech printer associated with the Hand-held Terminal.

To make your selection, use the arrow keys or the Enter key to place the cursor on the appropriate field. Press [Save/Exit] to save your changes and return to the procedure screen. Continue pressing [Save/Exit] until you have exited the USW Procedure mode.

At the next print session, the guest checks, customer receipts, and memo checks will be printed at the designated printer. Keep in mind that this redirection only applies to guest check, receipt, and memo check printing. **Again, Procedure #20 will not redirect the Credit Card Voucher printing.**

Appendix

UWS Prompts and Messages

This Appendix lists and defines the various error and transaction privilege messages, operator prompts, status flags, activity messages, and communications messages that you may encounter while using the 8700 system.

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Introduction

UWS prompts and messages are features of the 8700 System that make it easy to learn and to use, by providing the operator with instructions or information. The most common may be divided into four types:

- ☐ Operator Prompts
- ☐ Transaction Privilege Messages
- ☐ Error Messages
- ☐ Programming Error messages

These four types are described in the sections that follow. A list of messages and prompts follows, beginning on page [A-7](#).

Additional prompts are described at the end of this appendix, beginning on page [A-74](#). These may include the following:

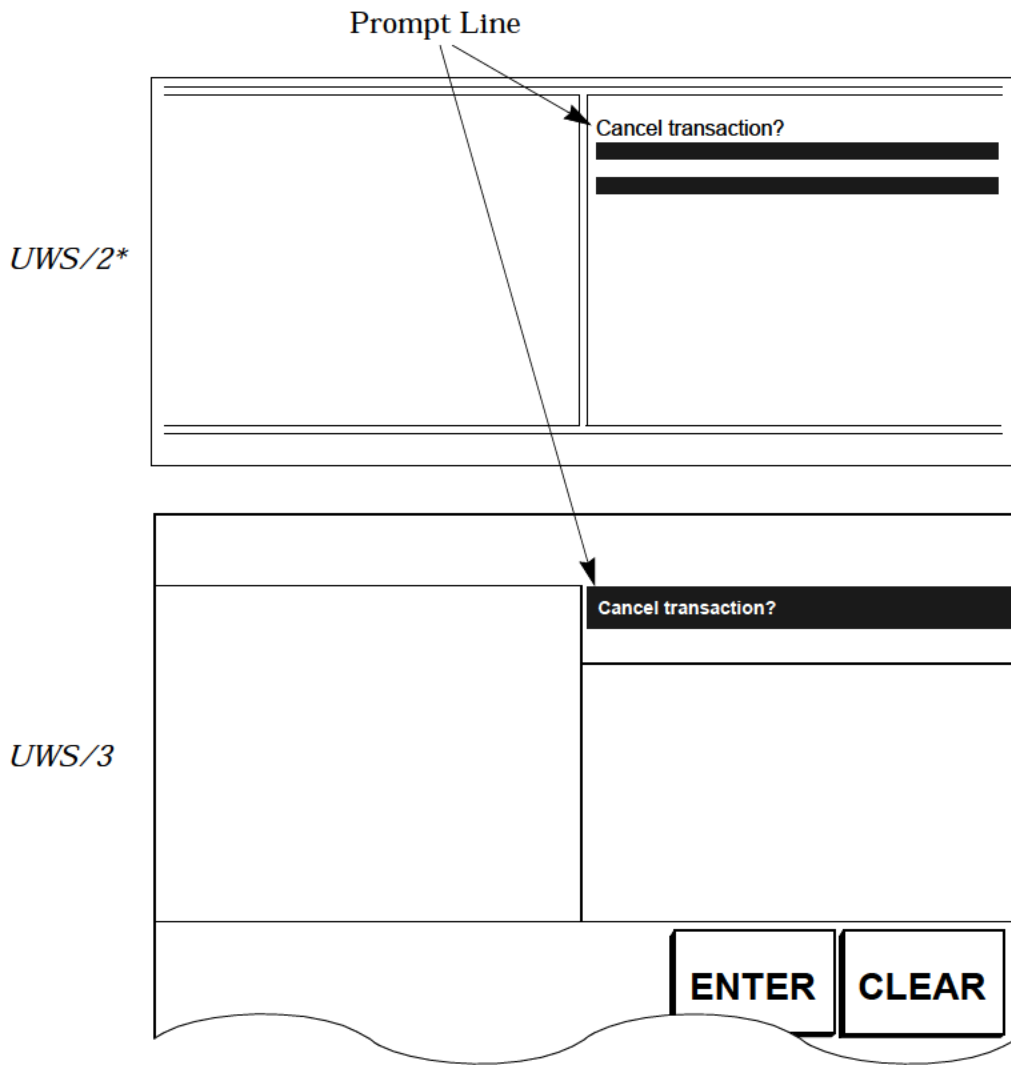
- ☐ Activity Prompts display check-processing activity in which the 8700 System may be engaged.
- ☐ Status Flags inform the operator that a certain type of transaction is in progress.
- ☐ Communications Messages may display, to describe communication conditions that exist between the UWS and other devices in the 8700 System.

Operator Prompts

An operator prompt is an instructional message intended to inform the operator of the action which the System expects or requires next.

If the operator prompt is in the form of a question (i.e., ending in a question mark), the System is prompting for confirmation of the operator's actions. Press [Enter] to confirm, or press [Clear] to end the operation.

Operator prompts display in the upper right side of the display, above the guest check summary. The displays below show the confirmation prompt that is programmed to display when an operator presses the [Transaction Cancel] key.



*The UWS/1 uses a format similar to that of the UWS/2.

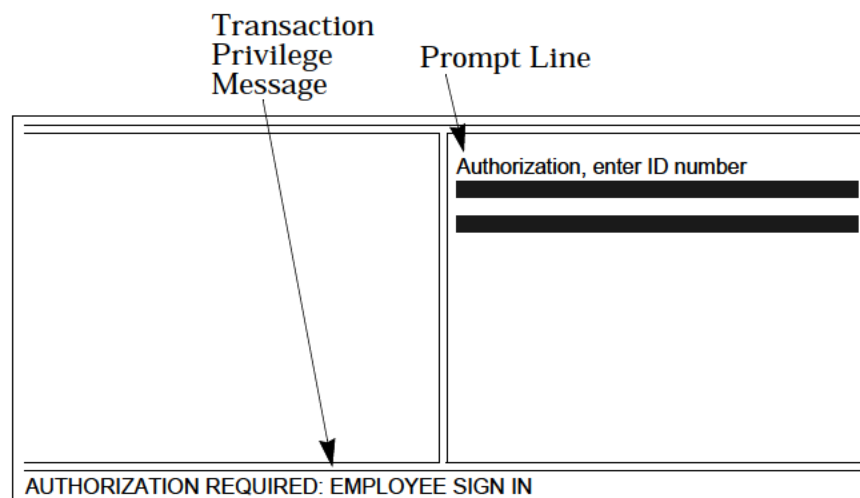
Transaction Privilege Messages

Transaction privilege messages display when operators attempt to perform an action for which their Employee Class is not privileged.

An authorized operator may enter his or her ID to authorize the action, or the operator may press the [Clear] key to cancel the attempt.

For the UWS/1 and UWS/2, transaction privilege messages display along the bottom of the display. For the UWS/3 transaction privilege messages display in inverse video on the top line of the display. For each type of UWS, the prompt line requests entry of an authorization ID.

The UWS/2 display is shown below. The UWS/1 display uses a similar format. All Transaction Privilege messages are preceded by the phrase, "AUTHORIZATION REQUIRED".



UWS/2 Display

Transaction privilege messages display on a UWS/3 display, as

shown below.

Transaction Privilege Message Prompt Line

EMPLOYEE SIGN IN					
		Authorization, enter ID number			
		ENTER		CLEAR	
		VOID	7	8	9
		TRANS CANCEL	4	5	6
		UWS REPORT	1	2	3
		CLOCK IN/OUT	0	.	00

UWS/3 Display

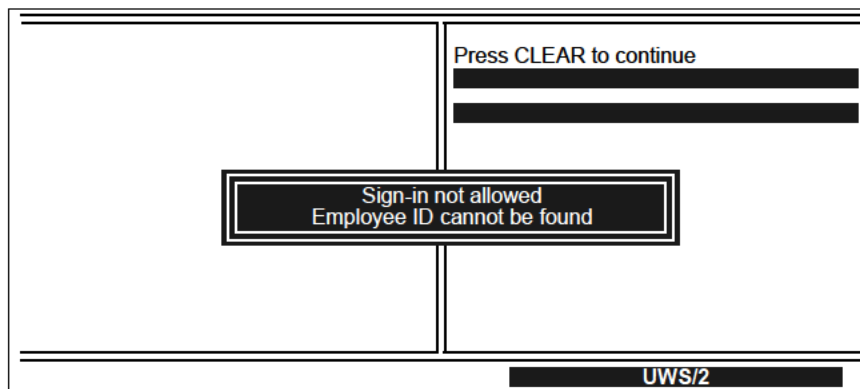
Error Messages

Error messages display when an operator attempts an incorrect action or when a condition exists that prevents that action from being completed.

The prompt line may display either of two messages, depending on System programming:

- ☐ Press CLEAR to continue -
If this prompt is displayed, press the [Clear] key to remove the error message and then continue operations.
- ☐ Ready for your next entry -
If this prompt is displayed, continue operations. The error message displays with the next keystroke.

Error messages display in inverse video in a box in the center of the UWS display. The UWS/2 display is shown below. The UWS/1 display and the UWS/3 display are similar.



UWS/2 Display

Programming Errors

Some error messages may display as a result of incorrect database programming. These error messages are titled "Programming Errors" in the list of prompts that begins on page [A-7](#).

If one of these messages displays, contact your MICROS representative, or refer to the *8700 Feature Reference Manual* and the *8700 Programming Manual*.

List of Prompts and Messages

ACCOUNT INFO ENTRY REQUIRED**Error Message**

This message displays if you attempt to post a transaction to a PMS without entering the room number or account number when prompted to do so.

ADD A GUEST CHECK**Transaction Privilege Message**

This message displays if you attempt to use an [Add/Transfer] key to add a check and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

ADD NOT ALLOWED: TOO MANY DETAIL ENTRIES**Error Message**

This message displays if you attempt to add checks, and the number of detail entries on the two checks exceeds the number allowed at this UWS.

ADD THIS CHECK?**Operator Prompt**

This prompt displays when you are in a guest check transaction and have not posted any sales to the check in the current service round, and have picked up another check with an [Add/Transfer] key. Press [Enter] if you want to add the check to the current check, [Clear] if not.

ADJUST CLOSED CHECK**Transaction Privilege Message**

This message displays when you attempt to adjust a closed check with the [Adjust Closed Check] key and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

ADJUST THIS CLOSED CHECK?**Operator Prompt**

This prompt displays when you have picked up a closed check with the [Adjust Closed Check] key. Pressing [Enter] allows you to adjust the closed check shown. Pressing [Clear] will cause the system to search for another closed check of the same number. If one is not found, the message, "NO MORE CLOSED CHECKS", displays and the action cancels.

ALL CASH DRAWERS AT THIS WORKSTATION ASSIGNED TO OTHER EMPLOYEES

Error Message

This message displays if the [Asgn Csh Drawr] key is pressed and both cash drawers are currently assigned to other operators. Press [Clear] to continue.

ALL ITEMS ON THIS LINE MUST BE VOIDED AT THE SAME TIME

Error Message

This message displays if the following three conditions are in effect:

- ☐ Line-by-line printing is used.
- ☐ Several items (menu items, discounts, etc.) are consolidated on a single line
- ☐ You attempt to void some (not all) of the items on the consolidated line.

AMOUNT NOT WITHIN ORIGINAL AMOUNT

Error Message

This message displays if, when adjusting or reopening a closed check, you attempt to void a tender or service charge amount that is larger than the original tender or service charge amount.

AMOUNT TOO LARGE: CONTINUE?

Operator Prompt

This prompt means that the total price or amount associated with the previous entry (a menu item or tender) exceeds the High Amount Lock Out (HALO) value defined for that item or function in its program file. For example, if a multiple of a menu item were ordered and the summed price of the item exceeded the HALO limit programmed in the Menu Item File for that item, this prompt would show. Since the prompt is a question, one of two keys must be pressed to respond: [Enter] to accept the amount; or, [Clear] to cancel the amount.

**ARE YOU CLOCKING OUT? or
ARE YOU TAKING A BREAK? or
ARE YOU TAKING A PAID BREAK?**

Operator Prompts

These prompts display in order if you are clocked in and attempt to clock out. The second and third messages display only if the system is programmed to check for breaks and paid breaks.

Press [Enter] to answer "yes", or press [Clear] to answer "no".

ASSIGN CASH DRAWER 1 (OR 2)?**Operator Prompt**

This prompt requires you to confirm that you wish to assign cash drawer 1 (or 2). Press [Enter] to confirm or [Clear] to cancel the operation.

**AT ENTRY NOT ALLOWED WITH PERCENTAGE DISCOUNT or
AT ENTRY NOT ALLOWED WITH PERCENTAGE SERVICE CHARGE****Error Message**

This message displays if you use the [*/For] key with a percentage [Discount] key or a percentage [Service Charge] key. You may only use the [*/For] key with an amount [Discount] or [Service Charge]. Press [Clear] to continue.

AT/FOR ENTRY NOT ALLOWED WITH WEIGHED MENU ITEM**Error Message**

This message displays if you use the [*/For] key with a menu item that is programmed to be sold by weight. Press [Clear] to continue.

AUTHORIZATION, ENTER ID NUMBER**Operator Prompt or
Error Message**

This prompt displays with all Transaction Privilege Messages. This prompt means that the operator is a member of an Employee Class that is not privileged to use the key that was pressed last. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

AUTHORIZING EMPLOYEE DOES NOT HAVE AUTHORITY**Error Message**

This message displays when authorization is required and the employee ID that is entered is for an employee not privileged to authorize the action. Press [Clear] and enter a privileged employee's ID number, or press [Clear] again to cancel the operation.

**AUTHORIZING EMPLOYEE IS NOT
IN THE CORRECT EMPLOYEE GROUP****Error Message**

This message displays within UWS Procedures if the operator attempts to access file information for an employee in a different Employee Group. Privileged employees may only access file information for employees in their own Employee Group. Press [Clear] to continue.

AUTOSERVICE CHARGE IS NOT ACTIVE	Error Message
---	----------------------

This message displays if you press the [Exempt Auto Service Charge] key and there is no Auto Service Charge programmed, or it is set OFF at the moment.

AUTO SERVICE IS ALREADY ON	Error Message
-----------------------------------	----------------------

This message displays if you press an [Auto Service Charge] key when an auto service charge is programmed to automatically apply to all checks in this Revenue Center. Press [Clear] to continue.

BANK AMOUNT ENTRY REQUIRED	Error Message
-----------------------------------	----------------------

This message displays if you attempt to begin a transaction without declaring an opening bank amount for your cash drawer. Press [Clear] to continue. Enter the opening bank amount with a [Media Loan] type tendering key. On your system, this key may be labelled [Opening Bank], [Declare Cash], etc.

BEGIN A NEW GUEST CHECK?	Operator Prompt
---------------------------------	------------------------

This prompt displays if the UWS is programmed to request a confirmation on beginning a new guest check.

Press [Enter] to confirm the beginning of a new guest check, or [Clear] to cancel it.

CANCEL THIS TRANSACTION	Transaction Privilege Message
--------------------------------	--------------------------------------

This message displays if you attempt to cancel a transaction and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CANCEL TRANSACTION?	Operator Prompt
----------------------------	------------------------

This prompt displays if the UWS is programmed to request a confirmation when the [Transaction Cancel] key is pressed.

Press one of three keys to respond: [Enter] to accept the cancellation; [Clear] to cancel the cancellation; or, [Transaction Cancel] again to accept the cancellation (same effect as pressing [Enter]).

CANCEL TRANSACTION WITH LDS ITEMS**Transaction Privilege Message**

This message displays if you attempt to cancel a transaction that includes a menu item that was posted by an LDS, and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CANNOT ADD CHECK, ALL ITEMS NOT FIRED**Error Message**

This message displays when you attempt to add checks, and one or both checks still have items on hold. All items must be sent (fired) to the appropriate order devices before adding checks.

CANNOT ADD CHECK TO ITSELF**Error Message**

This message displays if you type the number of the current open check and press an [Add/Transfer] key. For example, if you opened or picked up check #1234 (or the equivalent table number) and then entered 1234 (or the equivalent table number) and pressed [Add/Transfer], you would be trying to add check #1234 to itself. Press [Clear] and enter the correct check identification.

CANNOT ADD CHECK WITH ALLOCATED DISCOUNTS**Error Message**

This message displays if the [Add/Trans] key is used on a check which has a subtotal discount which is an allocated discount. Press [Clear] to continue.

CANNOT ADD CHECKS WITH DIFFERENT ORDER TYPES**Error Message**

This message displays if you attempt to add a check to another check with a different order type. For example, you cannot add a check with the order type TO GO to a check with the order type EAT IN. To proceed, change the order type of one check to match the other, then begin again.

**CANNOT ADD OR TRANSFER:
CHECK IS OPEN ON ANOTHER WORKSTATION****Error Message**

This message displays if you attempt to add a check to another check or transfer a check to another operator, and the check is currently open (in use) on another workstation.

CANNOT CONFIGURE OPEN PRICE ITEM WITH DECIMAL QUANTITY**Error Message**

This message displays if you attempt to post a decimal quantity order with an open menu item. Press [Clear] to continue.

CANNOT CREATE TRANSFER CHECK	Error Message
-------------------------------------	----------------------

This message displays when the Open Check file in the receiving check's Revenue Center is full. Press [Clear] to continue. Close as many open checks as possible, then begin again.

CANNOT INCREMENT SEAT NUMBER	Error Message
-------------------------------------	----------------------

This message displays if Seat #63 is currently active and the [Seat #] key is pressed to increment the active seat to #64, which is beyond the valid range (0-63) for seat numbers.

CANNOT ORDER OPEN PRICE MENU ITEM THROUGH LIQUOR DISPENSING SYSTEM	Error Message
---	----------------------

This message displays when an operator attempts to order an open priced menu item through the LDS. Only menu items with preset prices may be ordered through the LDS. Press [Clear] to continue.

CANNOT POST ENTRIES TO ANOTHER EMPLOYEE'S CHECK	Error Message
--	----------------------

This message displays if you are not privileged to post entries to another employee's check.

CANNOT REPRINT AFTER EDITING CLOSED CHECK	Error Message
--	----------------------

This message displays if you attempt to use the [Reprint Check] key for a closed check that has been adjusted or reopened.

CANNOT SPLIT CHECK WITH ALLOCATED DISCOUNTS	Error Message
--	----------------------

This message displays if the [Split Check] key is used on a check which has a subtotal discount which is an allocated discount. Press [Clear] to continue.

CANNOT SPLIT ITEMS WITH MODIFIER	Error Message
---	----------------------

This message displays if a line has more than one of an item (for example, 3 Hamburgers), and the line has condiments (for example, Rare) and you attempt to void only 1 or 2 of this line item. If a line has consolidated menu items that have condiments, the menu items cannot be split. You must void the entire line, and post the menu items separately. Press [Clear] to continue.

CANNOT SPLIT OPEN PRICED ITEM**Error Message**

This message displays if a line has more than one of an open priced item (for example, 3 Open Food), and you attempt to void only 1 or 2 of these items. Press [Clear] to continue. When a consolidated line is comprised of open priced menu items, you must void the entire line.

CANNOT USE WITH EXEMPTION**Error Message**

This message displays when you press a key other than a tendering key after using an [Exempt Tax] key or an [Exempt Auto Service Charge] key that requires a tendering key be pressed. Press [Clear] to continue. Press a tendering key; or, void the exemption.

CANNOT VOID PAYMENTS THAT ARE NOT ON THIS CHECK**Error Message**

This message displays if you adjust or reopen a closed check and attempt to void the tender using the wrong payment key. You must void the tender that was applied originally to the check (for example, you must void "Cash" if cash was used, "Visa" if that credit card was used, etc.). Press [Clear] to continue.

CANNOT VOID PERCENTAGE DISCOUNT**Error Message**

This message displays if you reopen a closed check and attempt to void a percentage discount. Press [Clear] to continue.

CASH DRAWER ASSIGNMENT**Transaction Privilege Message**

This message displays if you attempt to change a cash drawer assignment using the [Assn Cash Drawr 1] or [Assn Cash Drawr 2] key and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CASHIER ASSIGNED TO THIS UWS NOT FOUND**Error Message or
Programming Error**

This message displays if you attempt to sign in to another Revenue Center using a [Sign In to UWS RVC] key, and that Revenue Center does not have a cashier in its Cashier File that matches the cashier number assigned to this UWS. Press [Clear] to continue.

CASHIER ASSIGNMENT REQUIRED BEFORE THIS OPERATION	Error Message
---	---------------

This message displays if you attempt one of the following:

- ☐ Begin a check
- ☐ Perform a [Tips Paid] operation
- ☐ Perform a [Media Loan] or [Media Pickup] operation
- ☐ Service Total or Tender a check

and there is no active cashier assignment. To create an active cashier assignment, **one** of the following must be true:

- ☐ You, the operator, must have a cashier assignment (your record in the Operator File is linked to cashier totals)
- ☐ The UWS on which you are signed in must be linked to cashier totals.

A privileged employee must use the [Assign Cashier] key to link cashier totals to either the operator or the UWS before this operation may be performed.

CHANGE CASHIER ASSIGNMENT	Transaction Privilege Message
---------------------------	-------------------------------

This message displays if you attempt to assign or change the active cashier link, using the [Assign Cashier] key, and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CHANGE EMPLOYEE DEFAULT RVC	Operator Prompt
-----------------------------	-----------------

This prompt displays if you attempt to Change the Revenue Center of a non-privileged employee. Press [Enter] to confirm the change, or [Clear] to cancel it.

CHANGE KEYBOARD	Transaction Privilege Message
-----------------	-------------------------------

This message displays if you attempt to change keyboards and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CHANGE KYBD TO (name)?	Operator Prompt
------------------------	-----------------

This prompt displays if the UWS is programmed to request a confirmation when changing keyboards. The name used in the prompt is read from the selected keyboard's record in the Keyboard File.

Press [Enter] to confirm the change, or [Clear] to cancel it.

CHANGE MAIN MENU LEVEL**Transaction Privilege Message**

This message displays if you attempt to change the current Main Menu Level and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CHANGE NUMBER OF GUESTS**Transaction Privilege Message**

This message displays if you attempt to change the guest count and are not privileged to do so. An authorized employee's ID must be entered to allow the action to continue; or, you can press [Clear] to cancel the operation.

CHANGE SEAT NUMBER?**Operator Prompt**

This prompt displays if the UWS is programmed to request a confirmation when changing the current active seat. Press [Enter] to confirm the change, or [Clear] to cancel it.

CHANGE SUB MENU LEVEL**Transaction Privilege Message**

This message displays if you attempt to change the current Sub-Menu Level and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CHANGE TO (name)?**Operator Prompt**

This prompt displays when an employee signs on to a UWS which is programmed to access that employee's assigned Revenue Center, but is currently attached to another Revenue Center. The name used in the prompt is read from the selected Revenue Center's record in the Revenue Center Configuration File.

Press [Enter] to confirm the change, or [Clear] to cancel it.

CHANGE UWS DEFAULT RVC**Transaction Privilege Message**

This message displays if you press a [Download UWS] key to download a UWS with the database from another Revenue Center, and are not privileged to do so. A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CHARGE ENTRY REQUIRED

Error Message

This message appears if you attempt to do anything but tender a credit card after having entered a charged tip. Enter the credit card payment, or void the charged tip.

CHARGE TIP AMOUNT MUST BE LESS THAN PAYMENT

Error Message

This message displays when you attempt to enter a charged tip amount greater than the payment due on the check.

CHECK ALREADY EXISTS FOR THIS TABLE

Error Message

This message displays if you attempt to use a [Begin Check By Table] key to begin a new check at a table for which an open guest check already exists. Press [Clear] to continue. The open guest check may be closed (if the preceding party has left), or it may be picked up, and a new group may be added to it.

CHECK IS NOT OPEN ON THIS WORKSTATION

Error Message

This message appears if a privileged employee has overridden the "Check Open On System" status of your check in order to open it at another UWS (while it was open on your UWS.) Press [Clear] to continue. See the prompt listed below.

CHECK IS OPEN ON: (name)

Operator Prompt

This prompt displays the name of the UWS on which a check is currently open. This prompt displays in tandem with either of the following two error messages:

- ☐ CHECK IS NOT OPEN ON THIS WORKSTATION
(described above)
- ☐ OPEN ON SYSTEM
(described on page [A-48](#)).

CHECK NOT FOUND

Error Message

This message displays if you attempt to pick up a guest check using the [Pick Up Check By Number] key and enter the number of a check that is not in the Open Check File. Either a check with that number is already closed or has never been opened.

CHECK NUMBER (number) ALREADY EXISTS**Error Message**

This message may display under two conditions: a) If the system is programmed to allow the operator to assign check numbers and the operator enters the number of a currently opened check and presses the [Begin Check By Number] key; or, b) if the system is programmed to assign check numbers, the check counter has exceeded the upper limit for that UWS and the check numbers have cycled from the lower limit to the number of a check still open.

If this message displays under the first case, try another number. If the second case applies, pick up the old check and close it.

CHECK NUMBER ENTRY REQUIRED**Error Message**

This message displays if you neglect to enter a guest check number before any of several guest check operations, all of which require that the guest check number must be entered first. (Example: [Pickup Check By Number]) Press [Clear] to continue. Begin again, entering the guest check number first.

**CHECK NUMBER ENTRY TOO LARGE or
CHECK NUMBER ENTRY TOO SMALL****Error Message**

One of these messages displays if the check number entered with a [Begin Check by Number] key is outside of the range of Revenue Center check numbers. For example, if the check numbers are defined as 1000-2000 for a particular Revenue Center, and you entered 999, this message displays. Press [Clear] to continue. Enter a check number within the specified range.

CHECK NUMBER OUT OF RANGE**Error Message**

This message displays if, when prompted for the number of a memo tendered check, you press [Clear] or [Cancel] instead. Enter the memo check number.

CHECK PICKUP REQUIRED**Error Message**

This message displays if an operator presses a [Discount], [Service Charge], or [Tender/Media] key outside of a transaction. It also displays if an operator who is not privileged to begin a fast transaction presses a [Menu Item] key outside of a transaction. Press [Clear] to continue. Begin or pick up a guest check.

CHECK TRANSFER NOT REQUIRED	Error Message
------------------------------------	----------------------

This message displays if the server picking up a transferred check already owns it. Press [Clear] to continue.

CHECK with ID < ID#> ALREADY EXISTS	Error Message
--	----------------------

This message displays if you attempt to use a [Begin Check By ID] key to begin a new check for which an open guest check with that ID already exists. Press [Clear] to continue.

CLOCK IN? or CLOCK OUT?	Operator Prompt
------------------------------------	------------------------

This prompt displays if the UWS is programmed to request a confirmation when clocking in or out. Press [Enter] to confirm the timeclock action, or press [Clear] to cancel it.

CLOCK IN (name)	Transaction Privilege Message
------------------------	--------------------------------------

This message displays if you attempt to clock in for a job code for which you are not privileged. The name used in the prompt is read from the selected Job Code's record in the Job Code File.

A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel.

CLOCK IN/OUT, ENTER YOUR ID NUMBER	Operator Prompt
---	------------------------

This prompt displays when you press the [Clock In/Out] key without first entering your Employee Number or Employee ID. Press [Clear] to continue. Begin again by entering the correct number.

CLOCK IN IS AFTER CURRENT TIME	Error Message
---------------------------------------	----------------------

This prompt displays if you attempt to adjust an employee's clock-in time (using User Workstation Procedures) to a time later than the current time. Press [Clear] to continue.

CLOCK IN IS BEFORE RESET TIME	Error Message
--------------------------------------	----------------------

This prompt displays if you attempt to adjust an employee's clock-in time (using User Workstation Procedures) to a time before the last reset of the Employee Labor Report. This is not allowed, as it would create an imbalance in Labor totals. Press [Clear] to continue.

CLOCK IN IS BEFORE PREVIOUS CLOCK OUT**Error Message**

This prompt displays if you attempt to adjust an employee's clock-in time (using User Workstation Procedures) to a time before the last clock-out recorded on the employee's time card. This is not allowed, as it would cause shifts to overlap, and create an imbalance in Labor totals. Press [Clear] to continue.

CLOCK OUT IS AFTER NEXT CLOCK IN**Error Message**

This prompt displays if you attempt to adjust an employee's clock-out time (using User Workstation Procedures) to a time after the next clock-in recorded on the employee's time card. This is not allowed, as it would cause shifts to overlap, and create an imbalance in Labor totals. Press [Clear] to continue.

CLOCK OUT IS AFTER CURRENT TIME**Error Message**

This prompt displays if you attempt to adjust an employee's clock-out time (using User Workstation Procedures) to a time later than the current time. Press [Clear] to continue.

CLOCK OUT IS BEFORE CLOCK IN**Error Message**

This prompt displays in User Workstation Procedures if you attempt either of the following:

- ☐ adjust an employee's clock-out time to a time before the employee clocked in.
- ☐ adjust an employee's clock-in time to a time after the employee clocked out.

Press [Clear] to continue.

CLOCK OUT WITH OPEN CHECKS**Transaction Privilege Message**

This message displays if the following three conditions are all in effect:

- ☐ Checks, for which you are listed as the check operator, are still open on the system.
- ☐ You attempt to clock out.
- ☐ You are not privileged to clock out with open checks.

A privileged employee's ID must be entered to authorize the operation; or, you can press [Clear] to cancel. Then close any open checks and try again to clock out.

CLOSE CASH DRAWER 1 or CLOSE CASH DRAWER 2	Operator Prompt
---	------------------------

One of these prompts may display if you attempt to begin a transaction before closing the open cash drawer. Press [Clear] to continue. Close the cash drawer indicated in the prompt, and begin again.

CLOSED CHECK FILE FULL	Error Message
-------------------------------	----------------------

This message displays if you attempt to close (tender) a check when the disk space allocated for closed check data is full. A privileged employee may empty the Closed Check File by resetting the Closed Check report. If this problem recurs with any frequency, it constitutes a Programming Error. More memory must be allocated in the System Configurator for closed checks.

CLOSED CHECK NUMBER ALREADY EXISTS	Error Message
---	----------------------

This message displays if a check has been transferred out of this Revenue Center and you attempt to transfer it back in. Press [Clear] to continue.

CLOSED CHECKS CANNOT BE SERVICE TOTALLED	Error Message
---	----------------------

This message may display when you attempt to service total a check that you reopened using the [Reopen Closed Check] key. You can only tender the transaction after you have made any modifications using this key.

COMMUNICATIONS ERROR	Programming Error
-----------------------------	--------------------------

CONDIMENT NOT ALLOWED	Error Message
------------------------------	----------------------

This message displays if you attempt to add condiments to a menu item that is a member of a Menu Item Class that is not programmed to accept condiments.

CONDIMENT REQUIRED	Error Message
---------------------------	----------------------

This message displays if you attempt to perform some other action (e.g., service total, post a discount) after posting a menu item that is programmed to require a condiment. Enter the condiment required, or void the item.

CONFIRM ACCOUNT**Operator Prompt**

This prompt displays during PMS posting to request a confirmation of the account (e.g., the room number) to which the charge is being posted. Press [Enter] to confirm the PMS posting, or press [Clear] to cancel it.

CONFIRM YOUR JOB ASSIGNMENT**Operator Prompt**

This prompt displays if the UWS is programmed to request a confirmation when you clock in to a specific Job Code. Press [Enter] to confirm the timeclock action, or press [Clear] to cancel.

COURSE NOT REQUIRED. CONTINUE?**Operator Prompt**

The requirements for a Fixed Price Meal course group have not been satisfied. If you add another menu item from this course group to this seat, the selection will be priced. You have two options:

- ☐ Press [Enter] to add the priced selection to the current seat.
or
- ☐ Press [Clear] to continue without adding another selection to the current seat.

COVER CHARGE REQUIRES A PRESET AMOUNT SERVICE CHARGE**Error Message**

This message appears if you attempt to enter either an open dollar amount Service Charge, or a percentage Service Charge, as a Cover Charge. Press [Clear] to continue.

CREDIT CARD HAS EXPIRED**Error Message**

This message displays if the credit card swiped through the mag card reader (or entered manually by you) has an expiration date older than the current date in the System PC's clock/calendar.