Report Guide

Version 9

Thank you for choosing MicroSale as your point of sale software solution. This manual explains how to run reports, when the reports are useful, and explanations of report details.

Organization

This manual is organized in logical groupings of related reports. There is a main table of contents to quickly find reports in the manual. Each section's table of contents briefly describes when the reports are useful.

About Reports

A Date Range Calendar typically populates before a report can be viewed (for closed days sales). Please read Understanding the Date Range Calendar in the Introduction Section before reading further in the manual.

As you get familiarized with MicroSale reports, you will notice that there are variations of the same information to meet restaurant operators' needs. Typically a handful of reports in each section will meet all of your management needs.

To view reports on screen in a PDF view, the terminal or back office computer must have the Reports Printer Checked in Register Set Up→Register Options by Terminal→Printing/Cash Drawer→ "Print Reports to Report Printer". A Report Printer is a standard printer with 8 ½ by 11 paper size.

For reports involving product costs, it will be shown as "0.00" if the costs are not inputted in the system. While it is not necessary to include costs in the software, you will maximize the benefits of the reporting features if you add costs to your menu items.
> To Add Costs: Manager's Menu→Menu Maintenance→Menu Items and Pricing (OR)
> > Manager's Menu→Menu Maintenance→Pricing and Number Available **NOTE: YOU MUST CLICK UPDATE PRICING BEFORE SAVING**

For Labor Cost Percentages to calculate, you must have Pay Rates inputted. While it is not necessary to include pay rates in the software, you will maximize the benefits of the reporting features if you add rates to your employees.
> To Add Pay Rates: Manager's Menu→Employee Maintenance

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Emailing Reports

MicroSale gives restaurant managers the convenience of emailing important sales information. Virtually all reports generated in MicroSale are available for email (sends as a PDF attachment).

While all reports viewable on screen are emailable on demand, the following reports may be emailed automatically at the end of the day (sending during the daily close out).

- Sales Mix (Product Mix)
- Hourly Sales
- Meal Period
- Sales (Daily Close Out)
- Daily Summary
- Balance Sheet
- Batch
- Department
- Void Report
- Serving Times

Setting up MicroSale to Email Reports

the following steps may be set up on any terminal or back office computer in the restaurant (with an internet connection)

1. Setup a new Gmail account, and confirm the following for the new Gmail account: Go to "Forwarding & POPMAP", and make sure you check "Enable IMAP".

2. In MicroSale, go to *Managers Menu*, *Register Setup*, *Misc Setup-Terminal Groups, Etc.*. At the top middle of the screen, type each email address that you want to "Email Sales Data To", and click *Save* after each one. These addresses will all receive the selected emails.

3. Click on the *Default Gmail* button, and info will automatically be filled in. You must change the **User Name** and **Password** to be appropriate for the Gmail account that you created. Then click *Save*. (Step 3 must be done at each terminal from which they want to be able to email reports.)

4. You must "Select Reports to Email" by putting a checkmark in appropriate boxes at the top of the screen. Most customers start out with "Balance Sheet" or "Daily Summary" and "Batch". Click *Save*. Click *Exit*, click *Register Setup*, click *Exit To Windows*, and restart MicroSale to allow it to make changes to the Windows registry and load the new settings.

Reports check marked will be emailed to all email addresses saved

Date Range Calendar

The Date Range Calendar prompts for historical reports. Historical reports are closed days in the system. While the Report Guide will tell you which reports are for the current open day, the calendar prompt is a good way to know that the information received from the report is based on closed days/weeks. When the calendar appears, you may choose to run a report for any range of days or for one selected date (selecting the same start and end date). The Date

Regular Usage of the Date Range Calendar

1. Make sure the Starting Date is highlighted in blue first (before clicking/touching the calendar)

2. Click/touch the ending date on the calendar (the correct date will insert in the "Select Ending Date" field.

3. Click/Touch Run Report

Option of Selecting Period to Date Button

Select Period to Date

A 13-period calendar splits the year into 13 four-week periods rather than 12 months of varying lengths. A 13-period calendar is useful for accounting purposes, such as comparing sales figures. MicroSale will automatically make a 13-period calendar for you. Depending on when you start your week (for example many restaurants start on Monday rather than Sunday), that first day in January is the start of the 13-period cycle and increments exactly 4 weeks.

Using the Calendar with Periods

Today's date is circled in red. The green highlighted day is the day you click on (first). When you use the Select Period to Date it will use the selected date, example the 27th and go back to the start of the current period. (Remember, 4 weeks)
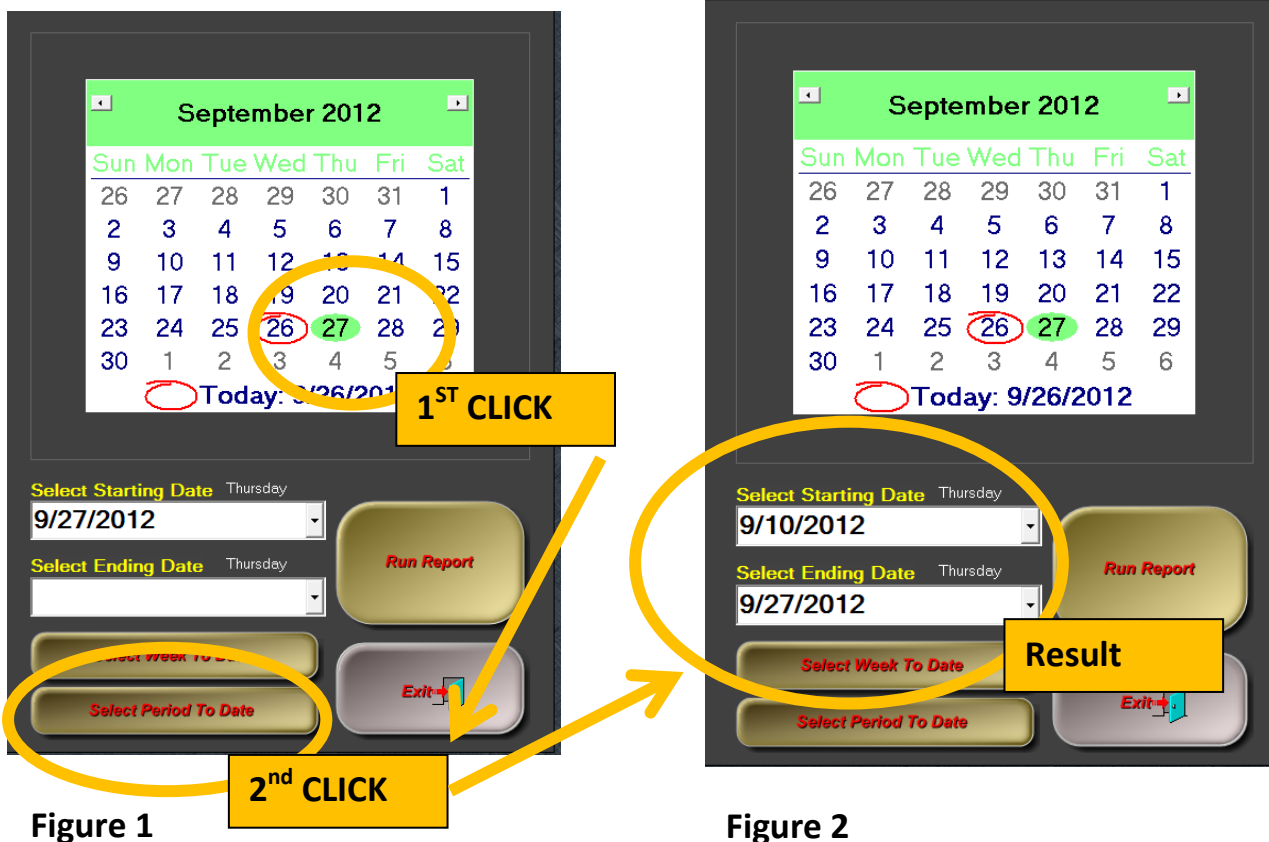
Figure 1   **Figure 2**

In Figure 2, you can see that the starting date changed to the 10th and then ending on the 27th (the period-to-date). The starting date only went back the 10th in this example, as that was the start of the 4 week period (so the 27th is only 2 weeks into the period).

Introduction

Audits make up all transactions and information such as net sales, gross sales, taxes, discounts, voids, and tender types for your business. Think of this as an "Audit Trail" that tracks all sales activity for a specific person and/or cash drawer. Audits are assigned to all employees that handle transactions on the computer.

Employee Audits are generally used to help balance the cash drawer or server bank and correct errors at an isolated level before chasing shortages/imbalances at the time of close out.

The report is useful when you need to go back and view individual audit summaries. The Audit History gives concentrated information only on individual employees' audits.

The Daily Audit Report is the most commonly used report in MicroSale. It is a daily breakdown of a day's sales by various areas.   The report allows management and operators to analyze a daily recap of sales with comparisons to last year, labor, and forms of payment in a quick snapshot view.

Driver Reports are used with Delivery. The Drive Report is useful for drivers to see their sales, money owed to the restaurant and tips.

Server Reports are used in Full Service/Bar settings only. Server Reports are used to view audits, sales averages, voids, tips, sales mixes and more.

The Transaction Review provides detailed financial information for an individual employee, voids, tenders, and check components. This information can be used to track an employee's sales performance, find user errors, and pinpoint check details.

Audit Procedures

Audits make up all transactions and information such as net sales, gross sales, taxes, discounts, voids, and tender types for your business. An Audit tracks all sales activity for a specific person, group, and/or cash drawer. Audits are assigned to all employees that handle transactions on the computer.

Audits are assigned to individuals in order to allocate responsibility with sales. For cashiers and/or bartenders, when an audit is assigned on a specific cash drawer, the drawer will only open for that employee or a manager. Depending on your programming, the assigned audit may only allow that cashier or bartender to ring in orders on that terminal. Other employees not assigned to that drawer will only have access to the time clock function.

Employee Audits are generally used to help balance the cash drawer or server bank and correct errors at an isolated level before chasing shortages/imbalances at the time of close out.

Assigning Audits for Cashiers
(Quick Service and Cashier Environment Cashier Stations)

1. Go to the Managers Menu
2. In the upper left corner, press the **Sales Audit** button, then press the first button, **Not Assigned**.
3. Scroll through the list of Employees to pick an employee.
4. Enter the starting amount in the drawer and press **Start Audit**.
5. Once this is done, it will put you back on the main ID screen. At this point, the Cashier can log in with his/her number to start placing orders.
      Note: The Employee's name will be at the top of the order screen.

Allowing Servers to Start Own Audit

Select the register option "*Allow Server Audit To Start On Log In*" from the *Full Service* tab of *Register Options*. Press **Save**. When this option is selected, when the server enters his/her ID number and presses **OK***,* MicroSale will display that an audit is required to begin a check. It will then ask if he/she would like to start one at this time. Press **OK** and an audit will be started. If you are using the Time Clock function, MicroSale will automatically open an audit when the server clocks in.

Closing a Cashier's Audit

1. Go to the Managers Menu
2. In the upper left corner, press the **Sales Audit** button, then press the name of the employee's audit that you need to close.
3. A prompt will appear, press yes.
4. Once this is done, it will put you back on the main ID screen. It will say "not assigned", replacing the employees name
5. Go back to the Sales Audit and press the bottom button that says "Enter Cash Deposit".
6. The screen displayed will show all audits open for the day.
7. Find the cashier's name for the audit that has just been closed, and touch anywhere in the row of information.
8. A keypad will prompt to enter the cash deposit.
9. Press Save Deposit when finished.

> The cash in drawer says how much *should* be in the drawer. The cash deposit is the actual cash that is on hand.

Applying Tips

To add a credit card tip, press the **Apply Tip** button on the Server Screen. Then select the appropriate check, and press **Apply Tip**. Enter the tip amount and press **Done**. MicroSale can print a chit with the tip summary information for the server to keep track of the tips they have applied.

Steps

1. Log in with your server number.
2. If you are on the table layout screen, press the **Server Menu** button.
3. Press the **Apply Tip** button.
4. Type the check number and press the **done** button to open the check, or press the **Done** button without typing a check number to display a list of available checks to choose from.
5. Touch the field *Tip Amount* and type in the tip.
6. Press **Done** when finished.
7. To verify that checks were not forgotten, Press Apply Tip again and press done without typing in a check number, this will show missing tips in RED

Closing and/or Printing a Bartenders/Server's Audit

Go to the Server's Menu. Press Server Report. If audits are set as manager only, pressing this button will only print the audit. **PRINTING THE AUDIT DOES NOT CLOSE THE AUDIT.**
If you have access, it will take you to the Server Reports Screen. Press Server Audits (top left button).

Left Picture shows the Server Audit Screen. It will display all servers'/bartenders' names in the yellow area.
Select the audit you wish to close. Then press Close Server Audit.
If there are open checks assigned to the audit, **IT WILL NOT LET YOU CLOSE THE AUDIT.**
If all checks are closed, it will prompt to verify that you wish to close the audit.-Right Picture
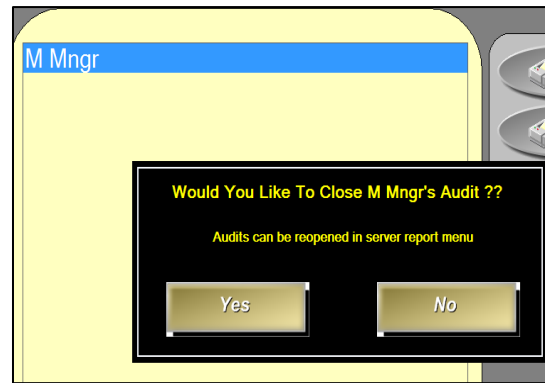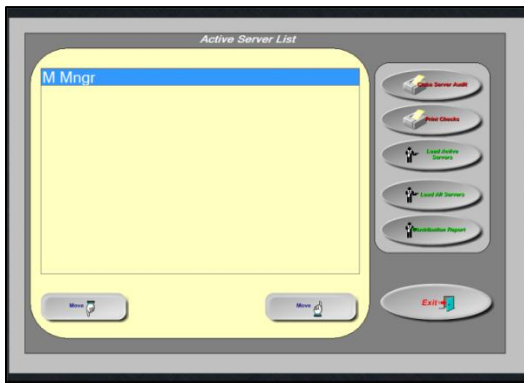
Audit History or Assigned Drawer Report

Located in the Managers Menu, Reports Menu, Sales History, **Audit History**

Also located on the main page of the Managers Menu. *As you become more familiar with MicroSale, you will notice some redundant areas for the same report. This allows lower access levels to access specific areas that could otherwise be off limits.*

The Audit History Report (or Assigned Drawer depending on configuration) is a date range report offering information on closed days/weeks. The report is useful when you need to go back and view individual audit summaries. The Audit History gives concentrated information only on individual employees' audits. The audit information is also available by solitary day in the Daily Sales Audit.

Register Name	Manager	Date	Start	End	Name	Sales	Discounts	Voids	Cash In Drw	Cash Dep.	+/-	Tips
POS3	Kim Johnson	08/13/12	10:09 AM	11:21 PM	Rei Pots	0.00	0.00	0.00	0.00	0.00	0.00	0.00
POS1	Jessica Jones	08/13/12	10:09 AM	05:59 PM	Jessica Jones	516.77	0.00	11.48	397.53	398.58	1.05	0.00
POS2	Jessica Jones	08/13/12	10:09 AM	04:56 PM	Jasmine Perry	1078.18	0.00	1.99	591.66	592.20	0.54	0.00
POS2	Kim Johnson	08/13/12	04:57 PM	11:00 PM	Nathan Corev	1487.46	0.00	0.00	930.16	930.60	0.44	0.00
POS1	Kim Johnson	08/13/12	05:59 PM	12:01 AM	Kim Johnson	1527.32	24.36	0.00	947.35	947.14	-0.21	0.00
Total						4609.73	24.36	13.47	2868.52	1.82	1.82	0.00

Audit History

A breakdown description of the audit summary is available on the Daily Sales Audit Report document. The notable area above is the **Cash In Drw** and **Cash Dep.** The 'Cash In Drawer' number is the cash amount that MicroSale knows *should* be in the drawer. The 'Cash Deposit' is the *actual* cash in the drawer, the number recorded after the cash countdown has been completed.

Start	Ending	Cashier	Register	Acct For	Disc	Void	Refund	Paid Out	Non Cash	Cash Collect	Skim	Expected	Total CID	+/-
10:09 AM	11:21 PM	Rei Pots	POS3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10:09 AM	05:59 PM	Jessica Jones	POS1	516.77	0.00	11.48	0.00	0.00	119.24	397.53	0.00	397.53	398.58	1.05
10:09 AM	04:56 PM	Jasmine Perry	POS2	1078.18	0.00	1.99	0.00	0.00	486.52	591.66	0.00	591.66	592.20	0.54
04:57 PM	11:00 PM	Nathan Corey	POS2	1487.46	0.00	0.00	0.00	0.00	557.30	930.16	0.00	930.16	930.60	0.44
05:59 PM	12:01 AM	Kim Johnson	POS1	1527.32	24.36	0.00	1.99	0.00	579.97	947.35	0.00	947.35	947.14	-0.21
				4609.73	24.36	13.47	1.99	0.00	1743.03	2866.70	0.00	2868.52	2868.52	1.82

Daily Sales Audit Report

Daily Audit Report

The Daily Audit Report is the most commonly used report in MicroSale. It is a daily breakdown of a day's sales by various areas.   The report allows management and operators to analyze a daily recap of sales with comparisons to last year, labor, and forms of payment in a quick snapshot view.
Quick Service Audit Report Below (Full Service Audit Reports do not include a breakdown of servers, since a server is responsible for a correct cash count)

The Sales Recap in teal is the list of final numbers for the day. Categories to the Sales Recap CAN have contradicting numbers. This means that the numbers were tampered with after the audits were closed. For example, Megan Manager forgot to void a check while an audit was open, this could throw off the voids. You will have to follow the numbers to determine why the numbers are off. Using other reports will give you the ability to find out exactly who and what is responsible for the skewed numbers.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Daily Audit Report For 01/30/12

Report Date 01/31/2012 10:22 AM Printed By Megan Manager

Start	Ending	Cashier	Register	Acct For	Disc	Void	Refund	Paid Out	Non Cash	Cash Collect	Skim	Expected	Actual CID	+/-
10:07 AM	03:56 PM		POS1	299.63	12.15	0.00	0.00	70.70	151.28	77.55	0.00	77.55	77.75	0.20
10:09 AM	05:01 PM		POS2	487.28	7.47	0.00	0.00	0.00	191.91	295.37	0.00	295.37	295.37	0.00
04:04 PM	11:02 PM		POS1	619.78	15.86	0.00	0.00	0.00	319.71	300.07	0.00	300.07	300.07	0.00
05:10 PM	09:14 PM		POS2	240.35	2.79	0.00	0.00	0.00	142.60	97.75	0.00	97.75	97.75	0.00
				1646.94	38.27	0.00	0.00	70.70	805.50	770.74	0.00	770.94	770.94	0.20

Hour	Dollars	Labor	Tran	LY$	LY Qty	+/-
12:00 AM	8.99	0.0	1			
11:00 AM	22.97	1.0	1			
12:00 PM	165.36	5.0	6	133.42	11	31.94
01:00 PM	151.86	4.9	15	183.96	13	-32.10
02:00 PM	84.17	5.6	10	144.45	11	-60.28
03:00 PM	90.78	6.1	9	65.57	9	25.21
04:00 PM	44.14	2.9	4			
05:00 PM	149.62	20.6	9	54.82	5	94.80
06:00 PM	194.12	26.8	12	121.77	8	72.35
07:00 PM	187.98	25.9	9	191.38	11	-3.40
08:00 PM	117.08	0.0	8	132.41	9	-15.33
09:00 PM	150.77	0.0	11	164.79	11	-14.02
10:00 PM	107.01	0.0	8	88.78	9	18.23
11:00 PM	8.99	0.0	1	26.36	1	-17.37
Total	1483.84		104	1307.71	98	176.13

Discount	Amount	Qty
Employee Discount	29.28	5
Made But NOT Sold	8.99	1
Total	38.27	6

Tender Name	Amount
Amex	81.53
Discover	73.79
Gift Card	9.40
MasterCard	147.68
Visa	493.10
Total	805.50

Sales Recap	Amount
Account For	1685.21
Account For(Less Disc)	1646.94
Sales Tax	161.74
Special Tax	1.36
Refunds	0.00
Discounts	38.27
Non Sales Revenue	0.00
Net Sales	1483.84
Voids	0.00
Bank Deposit	770.94
Non Cash Tender	805.50
Deposits Collected	0.00
Paid Outs	70.70
Over	0.20

Destination	Amount	Qty	Avg
Dine In	424.77	39	10.89
Go Order	336.26	22	15.28
Pick Up	722.81	43	16.81
Total	1483.84	104	14.27

Department	Amount	Qty
Bone-In	266.26	441
Boneless	75.21	130
Combos	994.46	1279
Discount	-38.27	6
Domestic Bottle	13.64	4
Gliders	28.75	14
Non-Alcoholic	18.18	23
Sides	75.95	77
Split	49.66	61
Total	1483.84	2035

Department Labor	Amount	Lab %
Bartender	0.00	0.00
Busser	0.00	0.00
Cashier	49.37	3.33
Cook	30.96	2.09
Dishwasher	0.00	0.00
Driver	0.00	0.00
Host(ess)	0.00	0.00
Manager	0.00	0.00
Prep	0.00	0.00
Server	0.00	0.00
Shift Leader	54.48	3.67
Hrs Used 35.17	134.82	9.09

Paid Outs	Amount
Beer - 52000	36.70
Produce - 51500	34.00
Total	70.70

1. Audits

Lists the employees that are handling the daily transactions
The Start and Ending shows the starting and ending times for the audits listed. (this is used later on for the labor breakdown)

Start/Ending: This is the start and ending time of the audit
Cashier: Shows list out cashier names
Register: Shows the terminal of the assigned audit
Acct For: Total revenue for the assigned audit Non Cash+ Cash Collected+ Paid Outs
       This does not include Discounts, Refunds, or Voids
Non Cash: Credit cards, gift cards
Cash Collected: Total that *SHOULD* be in the drawer
Skim: Total will subtract out of Cash Collected
Expected: This total is affected by the Skim amount. For example, if Cash Collected is $100.00 and $20.00 is skimmed, the Expected total would be $80.00. When the drawer is NOT skimmed, the Expected total will match Cash Collected.
Actual CID: Total of the "actual" count of money in the drawer.
+/- (Over/Short): Actual CID-Cash Collected= +/- *OR* Actual CID- (Expected+Skim)

2. Sales by Hour

Breaks down sales by hours
Dollars: Shows how much money was made that hour (net hourly sales)
Labor: (Labor Percentage) This column is dependent on wages inputted into job codes for each employee. If you do not have wages set in Employee Maintenance, these percentages will be skewed. The hourly labor percentage divides the employees' wages (on the clock) by the dollars per hour.
Tran: Shows number of transactions (number of orders paid) per hour
LY$: (Last Year's Sales) This is a used for comparing sales from the previous year
LY Qty: (Last Year's Quantity) Shows the number of transactions (number of orders paid) per hour for the previous year
+/-: Difference between the current hour and previous year's hour

3. Discount

Displays all discounts for that day
This total is included in the "Account For" under Sales Recap

4. Tenders

Displays all noncash tenders by credit card or gift card

5. Sales Recap

This section is the finalized numbers for the day
The numbers *CAN* differ from the Audit totals. The reason being, someone could have gone back into the system to do a discount, void, deposit or refund after the audits have been closed. If the numbers are off, you can go through the sales recap numbers and track down the variations. Please view other reports to view more detailed information.

Account For: Net Sales + (Sales Tax + Special Tax) + Discounts
Account For (Less Disc): Net Sales + (Sales Tax + Special Tax)

6. Destination

Shows sales based on destination type; Dine In, To Go, Pick Up, or Delivery

7. Department Labor

If you have job titles listed that do not apply, you can delete them in your options so that is does not show in the list.
Amount: These numbers could be skewed based on your Job Title's wages. All wages need to be properly entered in order for MicroSale to properly calculate out the dollars and percentages. The amount number will be the total dollars spent for that specific job title for the day.
Labor percentage: will divide the total net sales by the job title wage totals.

8. Paid Outs

Lists all paid outs for the day
In the above figure, you will see that only one paid out is listed. ($70.70). The reason being, the manager went into the system (not on an audit) and entered another paid out.

9. Department

The department lists all *departments* of food. Usually this will be limited to Food, Beverages, Beer, and/or Liquor.
Amount: Shows the department totals
Qty: Shows the number of menu items ordered in that department

Driver Report

A Driver Report represents the total sales, tips, and fees a driver has accumulated during his or her shift. In Quick Service, a driver needs to be clocked-in and have the job code of Driver or Manager to be assigned to a delivery. In full service anyone with an audit can be assigned to a delivery. This report allows the driver to know how much they have made in tips for the day and what is owed at the end of their shift. This report is viewable and printable at any time during the day.

Steps to generate the Driver Report:
1. Select Phone Orders
2. Select Access Phone Orders
3. Select Option Menu
4. Select Driver Sales Report

5. MicroSale will then prompt you to select a driver. This window will display a list of everyone who is clocked in that either has the job title of Driver or Manager.

6. See below for the Driver Sales Report:

The employee named 'AM Driver' was assigned an order that totaled $2.39 with a delivery fee of $1.00 and received a $1.00 tip. The following explains each field:

Net Open Sales = Orders that have not been closed and are still waiting to be delivered

Open Discounts = Total discounts applied to undelivered orders

Open Sales Tax = Total tax of undelivered orders

Total Open Sales = Total sales of undelivered orders

Total Delivery Sales = Total sales of delivered orders (not including tips)

Total Sales Open & Closed = Total amount for checks that are still open and those that have been closed

Cash Drop = Any cash drop (skim/deposit) that was performed during the day for this driver

Credit Card Charges = Includes the overall total of the check

Credit Cards Tips = Total tips that have been applied to credit card transactions

Total Charges = Credit Card Tips + Credit Card Charges

Delivery Charges Paid = Total delivery fee charges paid to driver

Total Delivery Charges = Total delivery fee charges

Net Del. Chg Due Driver = Total delivery charges the store owes to the driver

Net Cash Due (Restaurant) = Total the driver owes the restaurant

Total Deliveries = Number of deliveries made by this driver

Total Charges = Number of credit card transactions for a specific delivery driver

Server Reports

Server Reports are used in Full Service/Bar settings only. Server Reports are used to view audits, sales averages, voids, tips, sales mixes and more.

Server Audits

The Server Audit Report provides detailed financial information for an individual employee or a range of employees. The information can be used to balance an employee's bank, determine tips due, or track an Employee's sales performance.

The left displays the Active Server List. It gives a list of all the servers that have audits open.
Select the server name, and then touch the desired function button
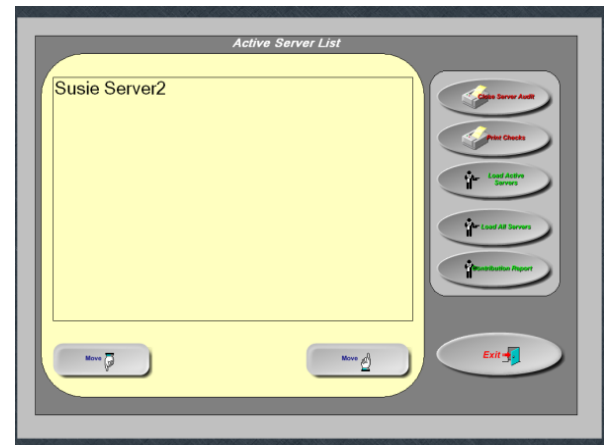
Understanding the Active Server List:

Close Server Audit: Close an individual server audit

Print Checks: Shows a printable report of every check that a specific server closed on this audit

Load Active Servers: Shows a list of all Servers with an open audit

Load All Servers: Shows all Servers with an open or closed audit for this day

Contribution Report: This report is used when employees with the job title "Team Member" are on the clock. The Contribution Report will show sales of the Team Member

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! Team Member: A job title that allows an employee to ring up items on existing checks. Team Members are unable to start new tables. This type of job is used for cocktail waitresses and servers' assistants.

Server Sales Report

This report is accessed by going to Server Reports/Server Audits/Sales Report. It will show the servers sales and payment history. (This is available for print on a 40-column printer or is viewable as a PDF with a Reports Printer attached)

```
Report Period From 05:09 PM To 05:17 PM
Audit Number     1
Payment Type                    Amount          No.
Cash                            109.49          1
Total Collected                 109.49          1
This Total Includes Tips
Total Charged Tips              0.00
Cash Deposits Collected         0.00
Open Check Sales                0.00
Closed Check Sales              109.00
Non Sales Revenue               0.00
Gross Sales                     109.00
Total Net Sales                 109.00
Net Sales Tax                   0.49
Discounts                       0.00
Dine In              :          109.00
Count                           1
Void Sales                      0.00
Voided Discounts                0.00
Total Amount Due                109.49
Non Cash Tenders                0.00
(Includes Charged Gratuity)
Starting Bank                   0.00
Net Cash Due                    109.49
(less cash deposits collected)
(all charge tip have been deducted)
Total Tables                    1
Total Customers                 1
Customer Average                109.00
Avg Table T/O Min               8
Report at least 8.72 in Tips
```

Close All Server Audits

The function allows a manager to quickly and easily close all server audits. This is convenient when closing the restaurant. If there are open checks or open tips, it will not allow you to close the audits.

List Closed Server Audits

The function allows a manager to view closed audits for a day or a date range. This report shows the manager on duty (during the time that the audit was active) along with the server/cashier, start and ending time of audit, sales, discounts, voids, CID, cash deposit, over/short, and tips.

Change Dining Room Section

Must have Table Layouts enabled for this function
The function is used for a restaurant with multiple floor plans and assigned sections.

Example: Judy is assigned to the PATIO floor plan, allowing this floor plan to populate automatically when she logs into the terminal. Gina then gets cut, switching Judy from the PATIO to DINING.
Simply select the server, then select the section.

Reopen Closed Audit

This function allows a manager to reopen a closed server's audit. This could be because a server accidently closed an audit or that the server had to go back on the floor.

Must be on the *SAME DAY*. Cannot access a detailed server audit after the daily close out has been done.) In order to access closed audits with general information, go the Server's History Reports

Voids Today by Department

This function will bring up a list of all servers. Click on the server name to view the Voids Today by Department

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Micro$ale
1221 W. Brandon Blvd.
Daily Void Report For Taylor Bell

Report Date 01/26/2012 04:32 PM Printed By New Employee

Department Name	Amount	Quantity
Food	$4.99	1
Total	$4.99	1

Server Sales Income/Tip Report

A starting and ending date range will need to be entered before this report can be accessed. You may pick the same date twice to access one day's data.

With this report you can monitor and eliminate the under declaration of tips, and also provide all the information you need for your financial filings. You and your tipped employees are responsible for reporting tip information.

Micro$ale
1221 W. Brandon Blvd.
Server Tip /Sales Income 1/21/2012 to 1/21/2012

Report Date 01/26/2012 02:41 PM Printed By Nancy Supervisor

Server	Tip Sales	Cash Tips	Chg Sales	Chg Tips	Tip Pd Out	Total Tips	Chg Tip%
Billie Harris	431.51	25.00	205.27	35.00	0.00	60.00	17.05
Gina Williams	3.74	0.00	0.00	0.00	0.00	0.00	
Heather Heim	238.14	8.02	58.75	17.42	0.00	25.44	29.65
Jessica Landis	428.81	11.25	364.79	35.59	0.00	46.84	9.76
Latisha Heaverin	0.00	0.00	0.00	1.00	0.00	1.00	
Rebecca Kimber	281.16	15.00	242.57	20.74	0.00	35.74	8.55
Sarah Thurman	420.10	13.00	313.73	29.71	0.00	42.71	9.47
Taylor Bell	309.67	20.98	69.35	10.59	0.00	31.57	15.27
Totals	2113.13	93.25	1254.46	150.05	0.00	243.30	11.96

Tip Sales: Excludes all sales that are non tipped (i.e. Gift Cards and Phone Orders)
Cash Tips: Claimed by your employees at the end of their shift
Chg Sales (Charged Sales): Total credit card sales
Chg Tips (Charged Tips): Credit card tips claimed
Tip Pd Out (Tip Paid Out): Tip outs and shared tips
Total Tips: Cash Tips+Chg Tips
Chg Tip%: Total tip percentage based on the Tip Sales in column one. (Tip Sales/(Cash tips+Chg Tips)
             ! This percentage should be over 8%

Today's Server Payments

This report shows all servers and the quantity and type of payments they received during their shifts. After touching the Today's Server Payment button, a screen will display that will require a server name to be selected.

When the server name has been selected, touch the Select a Server button to issue a payment report for that servers shift. (prints on receipt printer)

Payment Report

The Payment report lists all payments made during a day or date range for a single server. The report sorts the payments by tender, lists the total amount of the payment, as well as the tip amount applied to the tender. The ending is a grand total of all non-cash and cash tenders.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Payment Report 1/21/2012 to 1/22/2012

Report Date 01/26/2012 02:37 PM Printed By Nancy Supervisor

Heather Heim	Payment Type	Amount	Tips	Tip %
	Cash	19.58	0.00	
	Gift Card	40.27	7.00	17.38
	Cash	19.46	0.00	
	Cash	59.26	0.00	
	Cash	26.37	0.00	
	Cash	23.94	0.00	
	Cash	11.97	0.00	
	Credit Card	58.75	10.42	17.74
	Cash	77.94	0.00	
	Cash	37.53	0.00	
	Cash	29.36	0.00	
	Cash	53.35	0.00	
	Credit Card	64.70	13.00	20.09
	Total	522.48	30.42	

Voids Today By Detail

Click on the 'Voids Today By Detail' function button. Then select an employee. A list of voids for the day *in detail* will appear. If you have an integrated camera system, you can input the time shown on the right of the report to view the user's actions.

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Micro$ale
1221 W. Brandon Blvd.
Void Report

Report Date 01/30/2012 02:37 PM Printed By Megan Manager
Report For Wingstop Cashier_2

Void Date : 01/30/2012	Voided By	Void Reason	Time
Brisket Dinner	Megan Manager	Customer No Show	02:37:08 PM
Chicken Platter	Megan Manager	Customer No Show	02:37:08 PM
1/2 Onion Straws	Megan Manager	Customer No Show	02:37:08 PM
** Void Total 14.97			

Server Sales Mix

This report is a date range report (for a single or multiple days) of the Daily Sales Mix per individual server. It shows all sold items, quantity sold, the dollar amount per item sold, and the percentage.

Report Date 01/26/2012 03:10 PM Printed By New Employee

Server	Item Name	Quantity	Amount	Percentage
Heather Heim	Angus Burger	2	13.98	.00
	As Appetizer	1	0.00	.00
	As Meal	2	0.00	.00
	baked potato	3	1.99	.00
	Sides	1	0.00	.00
	Sweet Tea	2	0.00	.00
	Unsweet Tea	1	0.00	.00
	Well	1	0.00	.00
	Xangos Cheesecake	1	8.99	.00
	Total	44	100.32	

Department Sales

The Server Department Report shows the department sold. (The departments are food, beer, wine, etc.) This report may be accessed for a single day or date range. It will display a single server's department sales.

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Micro$ale
1221 W. Brandon Blvd.
Department Report 1/19/2012 to 1/19/2012

Report Date 01/26/2012 03:24 PM Printed By New Employee

Server	Item Name	Quantity	Amount	Percentage
Billie Harris	Alcohol	4	10.75	.00
	Food	130	242.18	.00
	Total	134	252.93	

Category Report

Drills down departments into Category Sales

The Server Category Report lists all Category's, with the dollar amounts and quantity sold per individual server. Also shows the percentage sold per category. Like all date range reports, there must be a starting and ending date range entered. A server name must also be selected from the server list screen.

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Micro$ale
1221 W. Brandon Blvd.
Category Report 1/19/2012 to 1/19/2012

Report Date 01/26/2012 03:30 PM Printed By New Employee

Server	Item Name	Quantity	Amount	Percentage
Billie Harris	Appetizers	6	7.74	.00
	Bar	4	10.75	.00
	Chicken	6	18.98	.00
	Desserts	2	4.99	.00
	Drinks	44	35.79	.00
	Pastas	8	41.95	.00
	Salads	30	59.88	.00
	Sandwiches	10	40.93	.00
	Side Orders	15	8.95	.00
	Soup	5	9.98	.00
	Steaks and Seafood	4	12.99	.00
	Total	134	252.93	

Transaction Review

The Transaction Review provides detailed financial information for an individual employee, voids, tenders, and check components. This information can be used to track an employee's sales performance, find user errors, and pinpoint check details.

Useful for: Viewing *check details* in previously closed days, weeks or years; or searching *details* to find checks (searching by menu item, server/cashier, voids, discounts, and more.

Accessed by: Managers Menu (main page)

The **Start Day** will display the date specified on the right.
The **File Name** shows which database is used to access the information.
The **Register Name** will show the current register that is accessing the information, such as 'Backoffice', 'POS1', etc.
Start **Time/End Time + Employee Name** drop down allows you to filter using the 'Time' button.

A collection of PDF reports showing 'at a glance' information involving check details.

Diagram of the Transaction Review Menu

Previously closed days in the current week are listed. If you do not find the date that needs to be viewed, press View Backups to find additional information going back up to two years.
(double click to choose a day)

Number of transactions (or checks) for the day specified above.

By default, a collection of all transactions will be viewed, not just terminal specific.
View Backups will show previously closed days for up to two years.

Search Criteria to view closed checks. You may press "done" in each search button to view all information.

The **Show Items by Time** option only affects Full Service operations. When the option is check marked, the transaction detail shows the minutes at which each item was rang in; the time starts when the check is opened; ex: Onion Rings (5 mins).

Example Scenarios

Viewing check details within a time filter and by a cashier/server

The manager would like to see transaction detail for 8/19/2012 from 1:00 PM to 4:00 PM specifically rang in from Jessica Jones.

Procedure: Double Click the Date, click the under the Start Time (a time prompt will appear) and then click the End Time (a time prompt will appear). Press the drop down under the Employee Name (will show the employees with open audits for the day). Then Press the teal **Time** button.

Please note that the Start Time/ End Time and Employee Name filters ONLY work with the Time button.

Finding an unhappy customer's order taken over the phone (from a closed day)

Robin calls and says that the other day her order was wrong. You as a manager need to ensure the order before taking action.

Procedure: Double Click the Date, and then press Phone Customer. Type in the phone number. You MUST separate out numbers with periods. For example, 813.681.1875 (this is how phone orders are organized in the software). You can see that Nathan took the order and she came in to pick up the order at 5:46 PM. You decide that she should get a discount for her inconveniences.

Using an integrated camera system, click on **Get Video Clip** to watch the transaction on the surveillances system.

Attach Coupon will attach a "have one on me coupon" preprogrammed. The coupon will be attached to the specified phone number.

For finding a customer's phone order for the current day, you can search through the regular POS phone order functions. The transaction review function is to find previously closed day check information

Introduction

MicroSale provides labor reporting capabilities in addition to tracking sales revenue and food costs.
Time Clock Reports are designed to provide you with information about labor use, wages, and an analysis of labor costs and net sales percentages for a particular job title or department. The following reports pertain to employees (in alphabetical order with a short description of use)

Useful to quickly verify that employees are claiming enough tips to meet minimum wage requirements

Allows you view your employees' breaks at a glance

Useful to see labor hours by department (or job code) and a full list of employee names. *Unlike the following report, Daily Labor Report, this shows the hours for the* **current pay period***; The current pay period could be for one week, two weeks, or whenever the last* **Close Time Records** *was performed*

Useful to quickly see labor hours for the day; this will only show the labor by department (or job code) such as Manager, Cook, Cashier, Server

Useful when you need to see the employees on the clock for a day, sales totals and labor percentages in previously closed days

This report will show you a history of each time an employee has used the time clock feature

The Hourly Time report shows how much labor dollars and sales occurred per hour since the first order was taken. This is useful to control labor costs for the business

Useful for quickly seeing which departments currently have the most hours worked. You can view this report for both closed and currently open time records

Displays employee sales and time record information for a specific date or date range. It is useful for seeing total sales and labor dollars quickly. The data is updated as the employee clocks in/out and closes their audit so it is available to be viewed before a close out is ran

Allows you to review and print a specific employee's time history for a specific date or date range. You can also select more than one employee at a time which gives you the ability to customize how your report will look. It includes a sign line for employees

Useful when you want to know if your sales are outweighing your labor costs. This report is viewable after a Daily Closeout is performed.

Shows employees that are near or at overtime for the open time period. The report can flag employees' times for any number of hours. By default, the watch starts at 30 hours

Useful for viewing current payroll information as well as viewing when the last payroll close out occurred. This report is populated with data as soon as someone clocks in for the day

This report is useful when you need to quickly find employees' access numbers

It is useful for viewing past payroll information. This report is populated with data as soon as a date or date range for time records are closed.

Used to print employees' phone numbers

Used to view employees who are on the clock (includes clock in time). This report is also helpful for seeing if employees did not clock out.

Average Hourly Rate Exception Report for Tipped Employees

It is required by law that all employees be paid at least minimum wage. If you touch the "Average Hourly Rate Exception Report for Tipped Employees", it will prompt a calendar for you to select a desired date range.

Once the date range has been selected, a message will display stating whether or not there are any employees that have fallen below the minimum wage that has been previously setup in *Register Options* under *Timeclock/Misc.*

A report will be generated with the names of the employees that fall below minimum wage. These are the "exceptions". This report can be affected by employees either not reporting all or enough of their tips when going to clock out or underperforming.

This report is useful to ensure that employees are claiming enough for minimum wage and to prevent auditing of your resaturant.
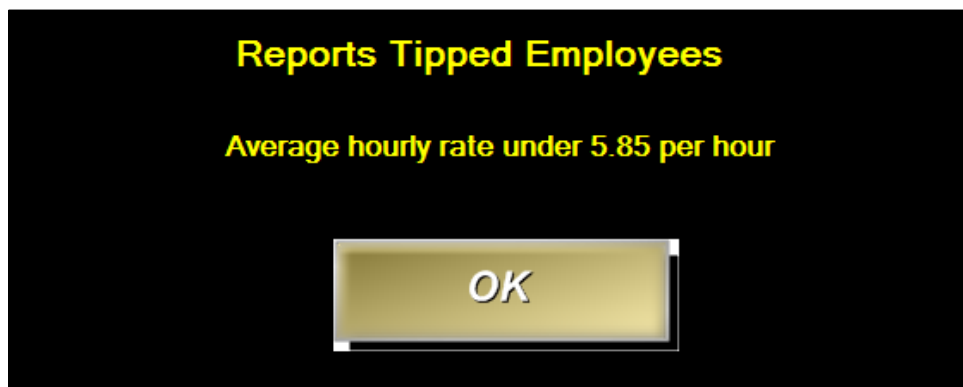
Break Report

Located in the Managers Menu→Reports Menu→Time Clock Reports

The Break Report allows you to preview breaks for the current pay period. You can also view breaks on the "Preview Time Records" Report. Some states enforce breaks every 4 hours. This report will help you view your employees' breaks at a glance.

The report is available in PDF view on a back office computer or any terminal that is connected to a reports printer. The report can also be printed on any terminal with a receipt printer attached.

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Micro$ale
1221 W. Brandon Blvd.
Break Report

Report Date 09/26/2012 01:21 PM Printed By Janet Marcello

Name	Work Date	Break Out	Break In	Total Mins
Aiden Colorado				
	08/22	12:00 PM	12:35 PM	35
Total Break Mins				35

Above: The report header will show the restaurant name and address along with the report title "Break Report".

It will show the date that the report was ran (the current day), time, and the employee who accessed the report. The report lists the employees that have taken breaks during the current pay period. It lists the work date, break times and the total minutes for the break. The "Break Out" is listed first, since the employee essentially "clocks out" before clocking back in.

It is helpful to use breaks instead of clocking in/out during break times. The break feature allows the option of paid or unpaid breaks and keeps the employees' shifts consolidated.

Current Pay Period Labor

This report is useful for showing employee hours per department. It includes overtime, dollars spent, labor percentage, and regular hours. You can view this report in two different formats. When select date it will prompt you "Show Summary Only?" and you must choose Yes or No.

```
Page 1
                              MicroSale
                          Labor Information
                     Period 12/24/2012 To 12/26/2012
Report Printed 12/26/2012 Printed By Wingstop Trainer
Summary Totals        Regular Hours      Over Time         Dollars          Percentage
Manager               14.28              0.00              120.01           5.61
Cashier               7.00               0.00              57.75            2.70
Cook                  10.50              0.00              84.00            3.93
Total Hours Used            31.78
Total OT-Hours Used         0.00
Total Dollars Spent         261.76
Labor Percentage            12.24
Net Sales                   2139.30
```

If you choose **Yes**, it will show you a summarized labor report (by department not employee):

If you choose N**o**, it will show you the information per each employee and their assigned departments with the summarized data at the end of the report:

```
Page 1
                              MicroSale
                          Labor Information
                     Period 12/24/2012 To 12/26/2012
Report Printed 12/26/2012 Printed By Wingstop Trainer
Anna Smith
Department            Regular Hours      Over Time         Sales
Cook                  4.25               0.00              0
Totals                4.25               0.00              0.00
George Gee
Department            Regular Hours      Over Time         Sales
Cook                  6.25               0.00              0
Totals                6.25               0.00              0.00
Manny Cashier
Department            Regular Hours      Over Time         Sales
Cashier               7.00               0.00              0
Totals                7.00               0.00              0.00
Robert Doe
Department            Regular Hours      Over Time         Sales
Manager               5.50               0.00              0
Totals                5.50               0.00              0.00
Amanda Smith
Department            Regular Hours      Over Time         Sales
Manager               8.78               0.00              0
Totals                8.78               0.00              0.00
Summary Totals        Regular Hours      Over Time         Dollars          Percentage
Manager               14.28              0.00              120.01           5.61
Cashier               7.00               0.00              57.75            2.70
Cook                  10.50              0.00              84.00            3.93
Total Hours Used            31.78
Total OT-Hours Used         0.00
Total Dollars Spent         261.76
Labor Percentage            12.24
Net Sales                   2139.30
```

Daily Labor Report (Summary Only)

Common Question: "The Daily Labor and Daily Audit Report Labor do not match."

Reason: The Daily Audit Report is captured when the daily close out is performed. The Daily Labor Report is closing at the default time of 4:00 am.

Example: Your restaurant closes at 11:00 pm, and you go ahead and run the daily close to start doing your other end of day processes. Your end of day is closed, however you still have employees cleaning and finishing their shift. The employees could clock out at 1:00 AM when their tasks are completed.

Solution: To make the totals always match, set the Daily Close to auto close at 4:00 am. This will ensure that the numbers always match.

The Daily Labor Report is located in the Manager's Menu, Reports Menu, Time Clock Reports, **Daily Labor Report.** The report pulls information from the Time Records Database (timerecords.mdb). The report offers information for single days in the current (open) payroll period. The report is useful when you would like to see your labor dollars and percentages for a single day in your current pay period.

The report is available for print as a PDF (when connected to a Reports Printer) or will print on a 40 column receipt printer.

It will provide information for the labor departments (or Job Codes) such as Manager, Cook, Cashier, Server, etc.

To populate the Dollars and Percentage fields, you must have the employees' wages inputted in the Employee Maintenance area.

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Labor Information
Period 08/23/2012 To 08/23/2012

Report Printed 08/24/2012 Printed by Adam Anderson

Summary Totals	Regular Hours	Over Time	Dollars	Percentage
Manager	30.03	0.00	290.00	0.143
Cook	46.00	0.00	378.00	0.1875
Cashier	44.50	0.00	315.00	0.156
Total Hours Used	120.53			
Total OT-Hours Used	0.00			
Total Dollars Spent	983.00			
Net				
Sales	2016.78			

Daily Labor Report Full Report

The Daily Labor Report shows previously closed days in the *current* payroll period. To access the report, go to the Managers Menu, Reports Menu, Time Clock Reports, **Daily Labor Report.**

The Daily Labor Report is useful when you need to see the employees on the clock for a day, sales totals and labor percentages. *Printable on a 40-column printer or viewed as a PDF when connected to a Reports Printer*

The report shows employees on the clock for the day, the department name (job code) for all of the jobs he/she has worked for the day, the hours, over time (if applicable) and the sales rang in with his/her audit.

Labor Information
Period 08/20/2012 To 08/20/2012
Report Printed 08/21/2012 Printed by Aiden Colorado

Name Kim Johnson

Department Name	Regular Hours	Over Time	Sales	
Cashier	7.00	0.00	1300.48	
Totals	7.00	0.00	1300.48	

Name Jessica Jones

Department Name	Regular Hours	Over Time	Sales	
Cashier	7.50	0.00	1489.33	
Totals	7.50	0.00	1489.33	

Name Ricky Mendez

Department Name	Regular Hours	Over Time	Sales	
Cook	8.00	0.00	0.00	
Totals	8.00	0.00	0.00	

Name Thomas Samuel

Department Name	Regular Hours	Over Time	Sales	
Cook	7.00	0.00	0.00	
Totals	7.00	0.00	0.00	

Name Anna Marco

Department Name	Regular Hours	Over Time	Sales	
Manager	9.00	0.00	0.00	
Totals	9.00	0.00	0.00	

Summary Totals	Regular Hours	Over Time	Dollars	Percentage
Cashier	14.50	0.00	120.58	.043
Manager	9.00	0.00	105.00	.037
Cook	15.00	0.00	170.00	.060

Total Hours Used	38.50
Total OT-Hours Used	0.00
Total Dollars Spent	395.58
Net Sales	2789.81

History Punch Report

This report will show you a history of each time an employee has used the time clock feature. The date, time in, break out, break in, time out, total time, labor dollars, sales, tips, and how many breaks they have taken since they began working for the store. This report is useful for viewing a historic total of how many breaks have been taken and time record information. It is only available after a daily close out is run and overtime is not shown on this report.

To view this report:

- Go to the Manager's Menu
- Click the Reports Menu button
- Click the Time Clock Reports button
- Click the History Punch button

MicroSale
1221 W. Brandon Blvd.
Punch Report

Report Date 12/26/2012 11:41 AM Printed By Wingstop Trainer

Name	Work Date	Time In	Break Out	Break In	Time Out	Total Time	Dollar	Sales	Tips	
BOBBY JOHNSON										
	12/12	04:45 PM	06:43 PM	07:10 PM	12:15 AM	7.05	59.93	0.00	0.00	Break 27
	12/13	04:45 PM	07:55 PM	08:24 PM	12:30 AM	7.27	61.80	0.00	0.00	Break 29
	12/14	04:45 PM	07:19 PM	07:48 PM	12:15 AM	7.02	59.67	0.00	0.00	Break 29
	12/15	09:00 AM	01:15 PM	01:43 PM	05:00 PM	7.53	64.01	0.00	0.00	Break 28
						28.87				
CARLY REY										
	12/15	07:15 PM			12:45 AM	5.50	48.13	0.00	0.00	
	12/15	02:45 PM			06:30 PM	3.75	32.81	0.00	0.00	
						9.25				
KELLY CASHIER										
	12/12	04:45 PM	07:55 PM	08:27 PM	12:15 AM	6.97	57.50	0.00	0.00	Break 32
	12/13	05:15 PM	08:57 PM	09:29 PM	12:30 AM	6.72	55.44	0.00	0.00	Break 32
	12/14	12:15 PM	04:10 PM	04:35 PM	08:00 PM	7.33	60.47	0.00	0.00	Break 25
						21.02				
MARIA SMITH										
	12/15	11:00 AM			08:00 PM	9.00	77.40	0.00	0.00	
						9.00				
MARTHA SMITH										
	12/13	11:00 AM	03:53 PM	04:21 PM	05:15 PM	5.78	46.24	0.00	0.00	Break 28
	12/14	05:00 PM	06:25 PM	06:54 PM	11:00 PM	5.52	44.16	0.00	0.00	Break 29
						11.30				
NATALIE NARVARO										
	12/12	05:00 PM			09:00 PM	4.00	33.00	0.00	0.00	
	12/14	05:00 PM	08:09 PM	08:37 PM	12:30 AM	7.03	58.00	0.00	0.00	Break 28
	12/15	05:00 PM	09:03 PM	09:36 PM	12:45 AM	7.20	59.40	0.00	0.00	Break 33
						18.23				
ROBYN RYLIE										
	12/12	06:00 PM	07:15 PM	07:44 PM	11:15 PM	4.77	38.16	0.00	0.00	Break 29
	12/13	05:00 PM	07:25 PM	07:53 PM	12:00 AM	6.53	52.24	0.00	0.00	Break 28
	12/14	09:00 AM	01:50 PM	02:17 PM	05:00 PM	7.55	60.40	0.00	0.00	Break 27
	12/15	09:00 AM	11:50 AM	12:20 PM	05:00 PM	7.50	60.00	0.00	0.00	Break 30
						26.35				
RUPERT HART										
	12/12	09:00 AM	01:13 PM	01:43 PM	05:00 PM	7.50	61.88	0.00	0.00	Break 30
	12/14	08:45 AM			12:45 PM	4.00	33.00	0.00	0.00	
						11.50				
SAMMY DOE										
	12/12	11:00 AM	01:45 PM	02:14 PM	05:00 PM	5.52	44.16	0.00	0.00	Break 29
	12/14	10:00 AM	02:17 PM	02:45 PM	03:30 PM	5.03	40.24	0.00	0.00	Break 28
	12/15	05:00 PM	08:22 PM	08:48 PM	11:00 PM	5.57	44.56	0.00	0.00	Break 26
						16.12				
SUZIE SERVER										
	12/13	05:30 PM			10:15 PM	4.75	38.00	0.00	0.00	
	12/14	05:00 PM	06:26 PM	06:56 PM	12:00 AM	6.50	52.00	0.00	0.00	Break 30
	12/15	05:00 PM	07:18 PM	07:54 PM	12:15 AM	6.65	53.20	0.00	0.00	Break 36
						17.90				
TARA DOE										
	12/14	12:45 PM			05:00 PM	4.25	34.00	0.00	0.00	
	12/15	05:00 PM			09:00 PM	4.00	32.00	0.00	0.00	
						8.25				
VERONICA STAR										
	12/12	10:00 AM			02:45 PM	4.75	39.19	0.00	0.00	
	12/13	10:15 AM	02:33 PM	03:03 PM	05:30 PM	6.75	55.69	0.00	0.00	Break 30
Total (Time by 100's) No overtime calculated						189.29	1556.66			

Hourly Time Report

The Hourly Time report shows how much labor dollars and sales occurred per hour since the first order was taken. This is useful to control labor costs for the business.

Labor Percentage is calculated by dividing Labor Dollars Spent by Sales Dollars.

To view:

- Log into the Manager's Menu
- Click on the Reports Menu button
- Click on the Time Clock Reports button
- Click on the Hourly Time Report button and select a date or date range

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MicroSale
1221 W. Brandon Blvd.
Hourly Labor For 12/26/12

Report Date 12/26/2012 03:44 PM Printed By Wingstop Trainer

Hours Used		Spent	Sales	Labor %	Production
12:00 PM Hours Used	0.25	2.06	0.00	0.00%	0.00
01:00 PM Hours Used	1.00	8.25	29.70	27.78%	29.70
02:00 PM Hours Used	1.00	8.25	0.00	0.00%	0.00
03:00 PM Hours Used	0.27	2.20	0.00	0.00%	0.00
Total Hours Used	2.52	20.76	29.70	69.91%	11.80

Hours by Department Report

The Hours by Department Report will display each Employee's time sorted by the department they are listed under. This is useful for quickly seeing which departments currently have the most hours worked. You can view this report for both closed and currently open time records.

To View:

- Go to the Manager's Menu
- Click on the Reports Menu button
- Click on the Time Clock Reports button
- Click on 'Hours by Department' button
- Select a date or date range to view the report; click Search

Below is a sample report. You can see that their were 3 different departments working for a specific date range. Each department has a final Hours total.

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MicroSale
1221 W. Brandon Blvd.
Daily Labor Report 11/24/2012 To 11/30/2012

Report Date 12/26/2012 11:03 AM Printed By Sarah Supervisor

Department	Employee	Date	In Time	Out Time	HOURS	Total Tips
Cashier	Kelly Cashier	11/24	17:00	22:30	5.50	0.00
Cashier	Kelly Cashier	11/26	00:15	00:15	0.00	0.00
Cashier	Kelly Cashier	11/27	18:00	22:00	4.00	0.00
Cashier	Kelly Cashier	11/28	10:00	17:15	7.25	0.00
Cashier					16.75	
Cook	Manny Juan	11/24	18:00	00:30	6.50	0.00
Cook	Manny Juan	11/25	10:00	17:30	7.50	0.00
Cook					14.00	
Supervisor	Sarah Supervisor	11/24	10:00	17:00	7.00	0.00
Supervisor	Sarah Supervisor	11/25	10:00	17:00	7.00	0.00
Supervisor	Sarah Supervisor	11/26	10:00	17:00	7.00	0.00
Supervisor	Sarah Supervisor	11/27	17:00	00:15	7.25	0.00
Supervisor	Sarah Supervisor	11/29	17:00	00:15	7.25	0.00
Supervisor	Sarah Supervisor	11/30	18:00	22:00	4.00	0.00
Supervisor					39.50	

Individual Daily Time and Sales Report

This report will display employee sales and time record information for a specific date or date range. It is useful for seeing total sales and labor dollars quickly. The data is updated as the employee clocks in/out and closes their audit so it is available to be viewed before a close out is ran.

To view this report:

- Log into the Manager's Menu
- Select Reports Menu
- Select Time Record Reports
- Select Individual Daily Time and Sales Report

The following information is included:

- Clock In/Out times
- Total Hours
- Total Labor Dollars
- Total Tips
- Total Individual Sales

Page 1

MicroSale
1221 W. Brandon Blvd.
Daily Labor Report 1/9/2013 To 1/9/2013

Report Date 01/09/2013 11:43 AM Printed By Wingstop Trainer

NAME	Department	In Time	Out Time	HOURS	DOLLARS	Total Tips	Ind. Sales
Sandra Smith	Manager	09:00	13:00	4.00	33.00	0.00	0.00
Kelly Cashier	Cashier	10:33	11:25	0.87	6.96	0.00	250.25
Total				4.87	39.96	0.00	250.25

Individual Time Card Review Report

This report will allow you to review and print a specific employee's time history for a specific date or date range. You can also select more than one employee at a time which gives you the ability to customize how your report will look. It includes a sign line for employees. This is printable on both a report printer and receipt printer.

To view this report:

- Log into Manager's Menu
- Select Reports Menu
- Select Time Clock Reports
- Select Individual Daily Time and Sales Report

What the top of the report shows:

- Employee Name
- SNN
- Date
- Time In/Time Out
- Break Out/Break In
- Total Hours
- Department Name
- Regular Hours (per dept.)
- Over Time Hours (per dept.)
- Total Hours
- Sign line

What the bottom of the report shows (Summary):

- Total Sales
- Total Tips
- Gross Pay
- Tip %
- Department Name
- Regular Hours (per dept.)
- Over Time Hours (per dept.)
- Dollars Spent
- Total Hours
- Total Dollars

Page 1

MicroSale
Individual Time Records
Period 12/17/2012 To 12/23/2012

Report Printed 01/09/2013 Printed By Wingstop Trainer

Name Kelly Cook   SSN

Work Date	Time	Break Out	Break In	Out	Reg	Day OT 0	Total Hours	Tip Sales	T-Tips	Job
12/17	17:00			0:15	7.25	0.00	7.25	0.00	0.00	Cook
12/19	17:00			21:15	4.25	0.00	4.25	0.00	0.00	Cook
12/21	17:15	18:59	19:28	0:45	7.02	0.00	7.02	0.00	0.00	Cook
12/23	9:00	13:42	14:11	17:30	8.02	0.00	8.02	0.00	0.00	Cook

Department Name	Regular Hours	Over Time
Cook	26.54	0.00
Total Hours	26.54	0.00

Sign :_____ I here by acknowledge that this is a true and complete record of my time.

Summary   Gross Pay 218.95   Tip Sales 0.00   % Sales

Totals	Regular Hours	Over Time	Dollars	Percentage
Cook	26.54	0.00	218.95	1.34

Total Hours Used	26.54
Total Dollars Spent	218.95
Labor Percentage	1.34
Net Sales	16317.99

Labor History

This report allows you to view how much labor had cost during the day or date range you select. As well as, the percentage compared to your sales for the day. This report is useful when you want to know if your sales are outweighing your labor costs. This report is viewable after a Daily Closeout is performed.

Percentage = Total Department Labor Cost / Net Sales

Amount = Department Labor Pay Rate * Department Labor Hours

To run a Labor History Report:

1) Log into the Manager's Menu
2) Select the Reports Menu button
3) Select the Daily Sales Summary button
4) Select the Labor History report along the top left of the page
5) Select a specific date or date range
   a. When you select the 'Labor History' button a Calendar will appear. You may either select a date by using the Calendar or you can use the drop-down fields for Start and End date.

Below is an example of the Labor History Report:

Page 1

Labor History
From 08/31/2012 To 08/31/2012

Department	Amount	Percentage
Manager	$35.76	35.1
Total	$35.76	

Overtime Watch

The Overtime Watch report is available in PDF view on a back office computer or any terminal that is connected to a reports printer. The report can also be printed on any terminal with a receipt printer attached.

The Overtime Watch Report shows employees that are near or at overtime for the open time period. The report can flag employees' times for any number of hours. By default, the watch starts at 30 hours. This can be altered in Register Options.

Page 1

Report Date 09/27/2012 09:52 AM Printed By Janet Marcello

Name	Hours Worked
Aiden Colorado	40.43
Kim Johnson	39.93
Jessica Jones	38.15
Nancy Mendez	40.27

To change watch hours:

1. Log into the Manager's Menu
2. Click Register Set up
3. Click Register Options
4. Click Time Clock/Misc.
5. Find the red box that says "enable alerts"

Please note: Checking the option for Enable Alerts will automatically send the associated report to a manager when the restaurant has met or gone above the set number.

Preview Time Records Report

This report allows you to preview open time records. It will list the following information: Name, SSN, Work Date, Time In/Out, Break In/Out, Regular Hours, Over Time Hours, Total Hours, Tip Sales, Total Tips, Job Title, Department Name, Gross Pay, % Sales, and a Sign line. If an employee altered a time record, it will be shown in this report.—Figure 2

It is useful for viewing current payroll information as well as viewing when the last payroll close out occurred. This report is populated with data as soon as someone clocks in for the day.

To run a Preview Payroll report:

1. Log into the Manager's Menu
2. Select the Reports Menu button
3. Select the Time Clock Reports button
4. Select the Preview Time Records button
5. Select a specific date or date range
   a. When you select the 'Preview Time Records' button a Calendar will appear. You may either select a date by using the Calendar or you can use the drop-down fields for the Start and End date. The only dates available in the drop-down Start and End fields are those records that are currently open or have yet to be closed out. This is a quick way to see when the site's last payroll closeout was performed.

Below is an example of the Preview Time Records report:

```
                                         Micro$ale


Report Printed 08/27/2012 Printed By William Train

Name  Aiden Colorado          SSN 1001
Work DateTime      Break Out   Break In    Out      Reg     Day OT 0  Total Hours   Tip Sales   T-Tips    Job
08/19    12:00                             18:00    6.00    0.00       6.00         0.00        0.00      Manager
Department Name                            Regular Hours        Over Time
Manager                                    6.00                 0.00
Total Hours                                6.00                 0.00

Sign :_____  I here by acknowledge that this is a true and complete record of my time.

Summary          Gross Pay 0.00         Tip Sales  0.00                    % Sales
```

Figure 1

```
Name  Kim Johnson          SSN 1003
Work DateTime      Break Out   Break In   Out      Reg    Day OT 0  Total Hours  Tip Sales   T-Tips   Job
08/19    17:00                            23:15    6.25   0.00       6.25        0.00        0.00     Cashier
08/20    18:00                            23:00    5.00   0.00       5.00        0.00        0.00     Cashier
08/21    17:00                            23:00    6.00   0.00       6.00        0.00        0.00     Cashier
08/22    11:00                            17:41*   6.68   0.00       6.68        0.00        0.00     Cashier
Shift Edit By Janet Marcello
Department Name                           Regular Hours       Over Time
Cashier                                   23.93               0.00
Total Hours                               23.93               0.00

Sign :_____  I here by acknowledge that this is a true and complete record of my time.
```

Figure 2

An altered shift will be represented by an asterisk (*). Below the time records, it will say "Shift Edit By Employee Name". The name is recorded when the employee logs into the Manager's Menu. In the Time Area of MicroSale, altered shifts are shown in red.

Print Access Codes Report

The Print Access Codes report is available for print on a reports printer or receipt printer. If pulling the report on the back office, you will be able to view the report on screen as a PDF. This report is useful when you need to quickly find employees' access numbers.

The employees will be listed in alphabetic order by the last name (first name, last name)

Report Formats:

```
Page 1
                                      Micro$ale
                                  1221 W. Brandon Blvd.
                               Employee Access Level List
Report Date 09/25/2012  03:42 PM Printed By Programmer
Winston Cash                                                        1
Nathan Corey                                                        1002
Robert Gavin                                                        1008
Sam Jara                                                            4550
Kim Johnson                                                         0315
Joe Levy                                                            5508
Nancy Mendez                                                        1009
Tracey Mode                                                         1234
Kate Mooney                                                         6917
Jasmine Perry                                                       1010
Rei Pots                                                            3
Shawn Reih                                                          2
Thomas Samuel                                                       1006
Bernie Santuin                                                      1007
```

PDF report on screen (available for the back office or terminals using a reports printer)

```
        Employee Access Level List


03:46 PM              Date 9/25/2012
.........................................


    Winston Cash           1
    Nathan Corey           1002
    Robert Gavin           1008
    Sam Jara               4550
    Kim Johnson            0315
    Joe Levy               5508
    Nancy Mendez           1009
    Tracey Mode            1234
    Kate Mooney            6917
    Jasmine Perry          1010
    Rei Pots               3
    Shawn Reih             2
    Thomas Samuel          1006
    Bernie Santuin         1007


.........................................
```

Report printed with a 40 column printer (available for regular terminals/workstations)

Print Closed Payroll Report

The Print Closed Payroll Report displays a historical record of time records that have been closed. It will list the following information: Name, SSN, Work Date, Time In/Out, Break In/Out, Regular Hours, Over Time Hours, Total Hours, Tip Sales, Total Tips, Job Title, Department Name, Gross Pay, % Sales, and a Sign line.

It is useful for viewing past payroll information. This report is populated with data as soon as a date or date range for time records are closed.

To run a Print Closed Payroll Report:

1. Log into the Manager's Menu
2. Select the Reports Menu button
3. Select the Time Clock Reports button
4. Select the Print Closed Payroll Report button
5. Select a specific date or date range
    a. When you select the 'Print Closed Payroll Report' button a Calendar will appear. You may either select a date by using the Calendar or you can use the drop-down fields for the Start and End date. The only dates available in the drop-down Start and End fields are those records that are currently closed out.

Below is an example of the Print Closed Payroll Report:

Print Phone List

This option will allow you to print out all of the employee's phone numbers that have been entered into the system in the *Employee Maintenance* portion of the program. A list will be automatically printed when the "Print phone list" button is selected. If the system is configured to print to an 80 column printer, the report shown below will be displayed on the screen for you to print and/or email.

Who's on the Clock?

Located in the Manager's Menu, Reports Menu, Time Clock Reports

This report is available in PDF view on a back office computer or any terminal that is connected to a reports printer. The report can also be printed on any terminal with a receipt printer attached.

This report is designed to indicate which employees are clocked in at the time the report is generated. The report is useful to quickly determine if anyone is late, if there are too many people on the clock, and/or to verify that everyone is clocked out at the end of the day.

```
Page 1
                                                  Micro$ale
                                            1221 W. Brandon Blvd.
                                             Who's Punched In
Report Date 09/26/2012  02:28 PM Printed By Janet Marcello
On the Clock...                                    Time On
Adam Gary                                          01:45 PM
Jessica Jones                                      09:58 AM
Robert Gavin                                       09:50 AM
```

Above: The report header will show the restaurant name and address along with the report title "Who's Punched In".

It shows the date that the report was run (the current day), time, and the employee who accessed the report. The report lists the employees that have clocked in for the shift.

Chapter 3 Sales Summaries

Introduction

Sales Summaries allow you to see summarized sales numbers of your revenue. The reports are designed for a more generic overview of sales comparative to Menu Item Reports. The summaries provide hourly, daily, weekly or a range of information organized by category, department, group, payment, tax, etc.

Order Destination is useful to see the ratio of Dine In versus To Go sales numbers

The report is useful when a manager or employee needs to view sales based on payment types for the current day, week to date, or individual days in the current week.

Useful to determine which area is generating the most sales; such as a "Bar" Group, "Patio" Group, "Main" Group, etc. The report will also provide information on gratuities, discounts and service charges applied.

The Sales by Terminal Report is useful for Quick Service establishments to see which terminals are generating the most sales.

This report is useful when you want to view sales by department for a closed day or range of days.

The dashboard is designed for an "at the glance" view to quickly see data for the current day

The report is useful to view a day's or range of days' information of generalized sales, payment types, discounts, and department sales.

The report is useful to view a day's or a collection of a range of days' sales and tax information.

Useful when you would like to quickly see the current sales for the day. The report is available for print on a 40-column printer or viewable as a PDF when attached to a Report Printer.

The reports are useful when you would like to see a visual breakdown of your sales numbers compared by day for the week.

The report is useful when you want to see summarized sales numbers for the week

Balance Report

Located in the Manager's Menu→Reports Menu→Daily Sales Summary→Balance Sheet

The Balance Sheet is based on Historical Data. The report can be chosen for a single day or selected date range of closed days.

Balance Sheet: *A financial statement that lists the assets, liabilities and equity of a company at a specific point in time and is used to calculate net worth. A basic tenet of double-entry book-keeping is that total assets (what a business owns) must equal liabilities plus equity (how the assets are financed). In other words, the balance sheet must balance.*

Page 1

Micro$ale
1221 W. Brandon Blvd.
Daily Balance Report For 08/18/12 to 08/18/12

Report Date 03/12/2013 05:06 PM Printed By Programmer

Total Revenue	08/18/12	08/18/12	Total Accounted	
Departments Sales	Totals		Credit Cards	Totals
Beer	44.00		Amex	12.31
Bone-In	1107.54		MasterCard	379.58
Boneless	123.40		Visa	1596.58
Combos	3562.86		Sub Total	$1988.47
Non-Alcoholic	82.26		Non Cash	
Sides	358.39		Sub Total	$0.00
Split	29.17		Total	$1988.47
Total *(includes discounts)*	$5307.62			
Sales Tax Collected			Discounts	$3.16
Sale Tax 1	433.94			
Total	$433.94		Bank Deposits	$3759.20
			** Drops ($3759.20)	
			Over	9.27
** ACCOUNT FOR	$5741.56		** ACCOUNTED FOR	$5741.56

** Gross Sales **	** Adjusted Gross	** Net Sales **	** Voids **		** Gratuity **
$5330.26	$5307.62	$5304.46		$22.64	$0.00
** Grand Total $5738.40					
** Tranaction Avg $16.89	Tran # 314		Trans $ 5304.46		
Labor		Percentage %			
Manager	0.14	0.00%	Discounts		
Total	$0.14	0.00%	10 % Discount		3.16
			Total		$3.16

(example screen shot)

The Balance Sheet has 3 Sections. Total Revenue, Total Accounted, and a Simple Recap for the day/week/period of time that your Balance Sheet is analyzing.

The Total Revenue side and Total Accounted *should* match closely/balance.

Total Revenue	11/12/11
Departments Sales	Totals
Beer	26.00
Bone-In	593.02
Boneless	202.67
Combos	2109.34
Non-Alcoholic	52.83
Sides	169.04
Split	63.13
Total "(includes discounts)"	$3216.03
Sales Tax Collected	
Sale Tax 1	283.38
Sale Tax 2	2.37
Total	$285.75
** ACCOUNT FOR	$3501.78

The Total Revenue breaks out into department sales. The total revenue includes discounts because discounts are not necessarily linked to any specific menu department or item.

← **Here the Sales tax is listed (+)**

←**Subtracting out Refunds if applicable (-)**

← Total Department Sales
  + Sales Tax Collected
  – Refunds

  Accounted For *Total Revenue*

The Total Accounted breaks out into your revenue sources.

Total Accounted	
Credit Cards	Totals
Amex	26.71
MasterCard	163.08
Visa	1882.09
Sub Total	$2071.88
Non Cash	
Online Ordering	69.17
Sub Total	$69.17
Total	$2141.05
Paid Outs	$5.44
Discounts	$77.56
Bank Deposits	$1272.00
** Drops ($1272.00)	
Short	-5.73
** ACCOUNTED FOR	$3501.78

Bank Deposits; (cash) how much money you put in the bank →

If you are OVER, the amount gets DEDUCTED from the Total →
If you are SHORT, the amount gets ADDED to the Total

(Note: An OVERAGE is a surplus of Cash; it needs to be removed from the Accounted For)

Total		
+Discounts	Short	-5.73
+Bank Deposits	** ACCOUNTED FOR	$3501.78
+Short		

Accounted For *Total Accounted*

** Gross Sales **	** Adjusted Gross **	** Net Sales **	** Voids **	** Gratuity **
$3216.03	$3216.03	$3138.47	$0.00	$0.00
** Grand Total $3424.22				
** Tranaction Avg $15.93	Tran # 197		Trans $ 3138.47	

Gross Sales: Net Sales + discounts + voids + refunds + non sales revenue (gift cards sold+ + deposits + service charges, + gratuity), *NO sales tax included.*

Net Sales: Gross sales – voids – discounts – refunds – non-sales revenue (NO sales tax included)

Adjusted Gross: Net sales + Non Sales Rev + Net Sales Tax + Liquor Tax + Tip Fee Income. Gratuity is included by configuration.

Gratuity: Gratuity automatically added to checks. (Example: an auto 18% Gratuity on a party or a server adding in a Gratuity to a customer's bill. This is not a regular 'tip'.)

Labor		Percentage %	Paid Outs	
Manager	0.14	0.00%	Kitchen Sup. - 81100	5.44
Total	$0.14	0.00%	Total	$5.44
			Discounts	
			10 % Discount	11.27
			Employee Discount	7.32
			Made Not Sold	58.97
			Total	$77.56

Labor is broken down into your labor types. This example is only lists management (this is a demo report)

The **Percentage** is the Labor type divided by NET SALES.

Discounts on this part of the report are a breakdown of your top Discounts;
(Displayed in RED)
Discounts and paid outs are totaled on the right side of the balance sheet and itemized at the bottom of the report

Total Accounted	
Credit Cards	Totals
Amex	26.71
MasterCard	163.08
Visa	1882.09
Sub Total	$2071.88
Non Cash	
Online Ordering	69.17
Sub Total	$69.17
Total	$2141.05
Paid Outs	$5.44
Discounts	$77.56
Bank Deposits	$1272.00
** Drops ($1272.00)	
Short	-5.73
** ACCOUNTED FOR	$3501.78

Category Report

The Category Report is located in the Manager's Menu, Reports Menu, Sales History. It is also located in the Daily Sales Summary Screen under History Reports. The report is a date range report based on historical data (closed days). To view live data for the current day, plus department information, use the Category/Department Report located on the main page of the Reports Menu.

The Category Report is useful to see closed day(s) or week's sales summarized by category only. The report is available for print on a 40-column printer or viewable as a PDF when attached to a Report Printer.

Page 1

Category Report

Period Begin 01/07/2013 09:48:52 AM
Period Ending 01/22/2013 11:04:27 AM

11:03 AM
01:24:2013 Printed By Adam Gary

Item Name	Quantity Sold	Dollars Sold	Percent Sold
Bagels / CC	21	24.68	0.57
Beverages	53	4117.80	95.22
Burgers / Hotdogs	9	17.97	0.42
Charge	18	27.00	0.62
Coupon	1	-5.00	-0.12
Discount	5	-5.10	-0.12
Draft Beer	1	3.00	0.07
Gourmet Sandwiches	20	22.96	0.53
Gratuity	1	1.10	0.03
Muffins	2	4.04	0.09
Salads	2	6.99	0.16
Salads / Chicken Bwl	4	9.90	0.23
Weekday Specials	21	31.15	0.72
Wine	2	12.01	0.28
Total Sales		4324.42	

The **Item Name** lists the names of categories (includes discounts, coupons, and gratuity if applicable). The **Quantity Sold** is the number of menu items sold within the category, dollars sold is dollars sold within the category, and the **Percentage Sold** generated by the category.

Category/Department Report

The Category/Department report is located in the Manager's Menu on the main screen of the Reports Menu. The report is available for the current day's information (touch "Daily") and Week to Date. The Week to Date is based on the current week's information; information accrued after the last weekly close out.

The Category/Department Report is useful to see your daily or week's sales summarized by category and department. The report is available for print on a 40-column printer or viewable as a PDF when attached to a Report Printer.

```
Page 1
                                          Micro$ale
                                     1221 W. Brandon Blvd.
                                          Daily 1/21/13
Report Date 01/21/2013  04:19 PM Printed By Meg D
Daily 1/21/13 Category    Qty        Gross          Discount       Net           Percentage
Burgers / Hotdogs          3         $17.97         $0.00          $17.97        %44.96
Draft Beer                 1         $3.00          $0.00          $3.00         %7.51
Salads                     1         $6.99          $0.00          $6.99         %17.49
Wine                       2         $12.01         $0.00          $12.01        %30.05
Total                      8         $39.97         $0.00          $39.97        %100.00
Daily 1/21/13 Dept        Qty        Gross          Discount       Net           Percentage
Beer                       1         $3.00          $0.00          $3.00         %7.51
Food                       5         $24.96         $0.00          $24.96        %62.45
Wine                       2         $12.01         $0.00          $12.01        %30.05
Total                      8         $39.97         $0.00          $39.97        %100.00
```

Formulas Used:

Gross Sales: Net sales + discounts + voids + refunds + non sales revenue (gift cards sold, service charges, + gratuity), *NO sales tax included.*

Net Sales: all sales – voids- discounts-refunds-non sales revenue (NO sales tax included)

Daily Sales Summary Screen

The main page of the Daily Sales Summary is the Daily Sales Sheet. The Daily Sales Sheet is located in the Manager's Menu, Reports Menu, Daily Sales Summary. The page gives you sales for the week at a glance. All information in the Daily Sales Summary is historical data. Historical data is compiled after a close out has been completed.

Common Uses for the Daily Sales Summary:

1. Viewing sales data for the day/week quickly
2. Accessing history reports on the tool bar
3. Editing daily deposits
4. Viewing the weather for the day or past days (including written memos)
5. Accessing sales trends
6. Reprinting the daily close out

Reports Accessed Through the Daily Sales Summary:
*(*duplicate link for report)*

1. Sales Summary*
2. Department Sales* (including by individual)
3. Category Sales* (including by individual)
4. Order Destination*
5. Weekly Sales
6. Meal Periods*
7. Labor History
8. Daily Audit Report
9. Misc. History: Paid Outs, Tenders, Deposits, Discounts, Voids [Discounts and Voids in this area only shows numerical data; does not include descriptions]
10. Product Mix*
11. Balance Sheet
12. Sales Recap (Today's Sales Recap is located on Reports page)
13. Top 10 Sales/Bottom Sales
14. Weekly Graphs
15. Period Reports (based on 4 week periods)

Understanding the Daily Sales Sheet

	Daily Sales Sheet screen
	Week of 01/14/2013

Summary	01/14/13	01/15/13	01/16/13	01/17/13	01/18/13	01/19/13	01/20/13	Total
Gross Sales	700.59	942.07	957.77	736.40	1260.47	2589.63	1627.69	8814.62
Net Sales	672.91	930.58	943.81	716.82	1241.66	2571.26	1617.94	8694.98
Sales Tax	40.44	55.89	56.76	43.07	74.57	154.53	97.20	522.46
Special Tax	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Surcharge :	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Voids	1.49	0.00	0.00	0.00	0.00	0.00	0.00	1.49
Discounts	26.19	11.49	13.96	19.58	18.81	18.37	9.75	118.15
Charges	366.66	458.17	436.74	363.14	601.81	1410.10	935.82	4572.44
Paid Outs	0.00	45.00	0.00	0.00	0.00	0.00	12.62	57.62
Bank Deposits	346.00	483.00	560.00	400.00	715.00	1320.00	766.70	4590.70
Non Taxed Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ttl To Acct for	713.35	986.47	1000.57	759.89	1316.23	2725.79	1715.14	9217.44
Ttl Accounted for	712.66	986.17	996.74	763.14	1316.81	2730.10	1715.14	9220.76
Over / Short	-0.69	-0.30	-3.83	3.25	0.58	4.31	0.00	3.32
Labor Dollars	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Labor Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Labor Percentage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Sales Percentage	7.74	10.70	10.85	8.24	14.28	29.57	18.61	99.99
Go Sales	7.48	0.00	0.00	0.00	0.00	0.00	0.00	7.48
Call In Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Drive Thru Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Gift Cert/Paid In	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tip Fee Income	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deposit Paid In	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Red Date Indicates Attached Memo

	Toolbar linking to various history reports (please refer to first page to see included reports)
	To go back to certain weeks or days, click a date in the calendar. To populate the entire grid, pick the starting day of the week. By default in the system, the business week starts on Monday.
	Bank deposits may be altered by right clicking on the number field in the Bank Deposits row.
	Double click any 0.00 value field to view the daily weather and attached memos.
	The left and right arrows will toggle through weeks. You may go back up to two years.
	Click somewhere in the column for the desired day to reprint a close out. The *Reprint Day* will allow you to reprint necessary information for a day that has been closed when the original printed copy has been lost or damaged. *Print* will print the current screen

side note For a 0.00 column with no date listed, means that either the daily close was not ran for the day, which will combine the sales with the current open day, or that the restaurant was closed and a daily close out was not necessary.

Department Report

The Department Report is located in the Manager's Menu, Reports Menu, Sales History. It is also located in the Daily Sales Summary Screen under History Reports. The report is a date range report based on historical data (closed days). To view live data for the current day, plus category information, use the Category/Department Report located on the main page of the Reports Menu.

The Department Report is useful to see closed day(s) or week's sales summarized by department only. The report is available for print on a 40-column printer or viewable as a PDF when attached to a Report Printer.

Page 1

Department Report

Period Begin 01/07/2013 09:48:52 AM
Period Ending 01/10/2013 03:24:57 PM

11:20 AM
01:24:2013 Printed By Adam Gary

Item Name	Quantity Sold	Dollars Sold	Percent Sold
Beverage	37	55.25	44.50
Coupon	1	-5.00	-4.03
Discount	2	-1.34	-1.08
Food	17	27.16	21.87
Gift Certificate	1	20.00	16.11
Gratuity	11	16.10	12.97
Service Charge	8	12.00	9.66
Total Sales		124.17	

The **Item Name** lists the names of departments (includes discounts, coupons, and gratuity if applicable). The **Quantity Sold** is the number of menu items sold within the department, **Dollars Sold** is dollars sold within the department, and the **Percentage Sold** is the ratio of sales that the specific department generated for the selected period of time.

Discount History Report (aka Coupon History Report)

The Discount History Report is located in the Manager's Menu, Reports Menu, Sales History

The report is a History Report is a date range report based on previously closed days. The report is useful when you are interested in seeing where discounts are originating. It displays the date, time the discount was taken, the employee's audit, discount name or typed reason, and the amount.

Page 1

Coupon History Report
From 8/1/2012 to 8/8/2012

Date	Time	Discount Name	Amount
Server Name --> Aide Coronado			
08/03/2012	9:32 PM	Made Not Sold	$19.99
08/03/2012	9:33 PM	Made Not Sold	$7.48
08/03/2012	11:57 PM	Made Not Sold	$9.49
08/03/2012	11:57 PM	Made Not Sold	$42.78
			Discount Total --> 79.74
Server Name --> Jasmine Perez			
08/07/2012	7:56 PM	10 % Discount	$2.00
08/01/2012	4:08 PM	Employee Discount	$5.42
08/02/2012	9:59 PM	Employee Discount	$13.65
08/06/2012	5:48 PM	Employee Discount	$2.49
08/02/2012	11:30 PM	Made Not Sold	$18.28
08/02/2012	11:30 PM	Made Not Sold	$18.98
			Discount Total --> 60.82
Server Name --> Jessica Jimenez			
08/02/2012	5:59 PM	Employee Discount	$5.49
08/06/2012	4:43 PM	Made Not Sold	$7.88
			Discount Total --> 13.37
Server Name --> Nadia Corral			
08/01/2012	11:37 PM	10 % Discount	$1.32
			Discount Total --> 1.32
Server Name --> Vanessa Pacheco			
08/08/2012	11:42 PM	10 % Discount	$1.32
08/03/2012	7:29 PM	Employee Discount	$17.57
08/01/2012	11:53 PM	Made Not Sold	$9.49
08/01/2012	11:53 PM	Made Not Sold	$30.35
08/01/2012	11:54 PM	Made Not Sold	$12.48
08/01/2012	11:55 PM	Made Not Sold	$16.29
08/03/2012	8:04 PM	Made Not Sold	$16.98
08/03/2012	8:05 PM	Made Not Sold	$9.49
08/03/2012	8:06 PM	Made Not Sold	$13.15
08/03/2012	8:06 PM	Made Not Sold	$15.03
08/03/2012	8:06 PM	Made Not Sold	$6.59
08/05/2012	10:16 PM	Made Not Sold	$9.78
08/08/2012	9:19 PM	Made Not Sold	$10.87
Total		Quantity 26	$324.64

A summarized variation of the Discounts Report is offered in the Daily Sales Summary in Misc History under Discounts. (example below)

Page 1

Discount History
From 8/1/2012 To 8/8/2012

Discount Name	Type	Discount Amt	Quantity
10 % Discount	Discount	$4.64	3
Employee Discount	Discount	$44.62	5
Made Not Sold	Discount	$275.38	18
Discount		$324.64	26
Total		$324.64	26

"Find Top 10 Sales For" Reports

The Top 10 Sales Reports are gathered in the Daily Sales Summary area (involving only historical data). The report is located on the toolbar. The Top 10 Sales Report is a useful way to view your top or bottom grossing sales for the past two years (approximately 730 days by default)
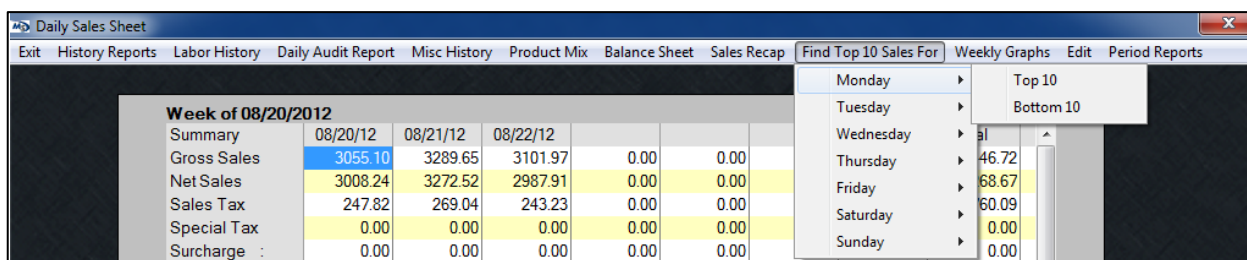

Figure 1

To view this report:

1. Log into the Manager's Menu
2. Go to the Reports Menu
3. Go to Daily Sales Summary
4. Click the report on the tool bar as shown in Figure 1.

When drilling down into the Top 10 or Bottom 10, a bar chart will appear along with the listed days. The list is in descending order by sales (not by date). The sales will show a total of 11 days to show you the difference in sales not included in the Top/Bottom 10—Figure 2.
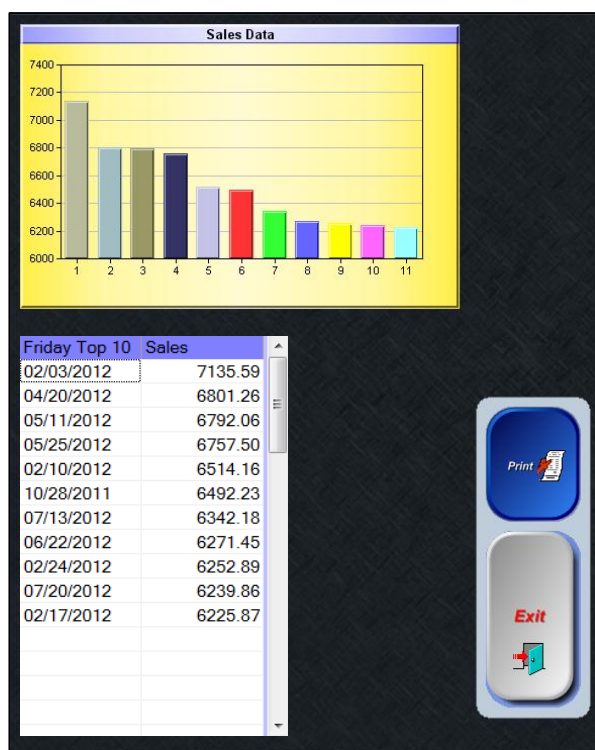
Figure 2

Hourly Sales

The Hourly Sales Report is located in the Manager's Menu, Reports Menu, Sales History. The report is a date range report based on historical data (closed days). If you would like to view the current day's hourly sales, please go to the *Sales Report Button* on the main page of the Reports Menu (or go to the Sales Report Dashboard Report in this chapter). To view sales by time intevals (Meal Periods) such as breakfast, lunch, and dinner, go to the Manager's Menu, Reports Menu, Sales History, Meal Periods.

The Hourly Sales Report is available for print on a receipt printer or viewable/printable when attached to a report printer. The example below is a PDF view of the report.
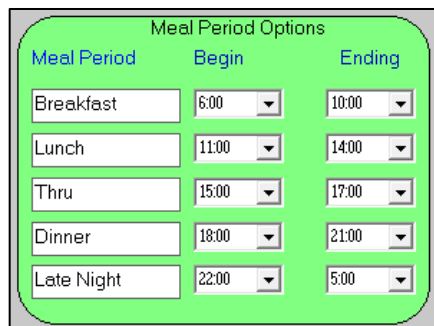
The report is useful when you would like to view a summary of sales specifically by hour for a certain day or range of days. This could help management understand sales trends by hour based on a day, week or year. Example; sales are extremely high for the hours of 12:00 PM-2:00 PM then drastically drop off at 3:00 PM. A happy hour from 3:00 PM- 6:00 PM could help increase sales numbers in the slow times.

Hourly Sales Periods From 2/6/2013 To 2/6/2013

HOURS	DOLLARS	QUANTITY
6:00 AM	$1.99	1
7:00 AM	$75.17	51
8:00 AM	$94.20	84
9:00 AM	$73.99	75
10:00 AM	$121.37	77
11:00 AM	$61.59	73
12:00 PM	$135.02	118
1:00 PM	$92.62	69
2:00 PM	$72.04	58
3:00 PM	$23.71	12
4:00 PM	$24.79	20
5:00 PM	$46.76	29
6:00 PM	$23.38	16
Total Sales For Period	$846.63	683

The report specifies which day's (or days') data are being used (above From 2/6/2013-2/6/2013), the hours of sales (above, the restaurant is only open from 6:00 AM- 6:00 PM), the sales (in dollars) for that time, and the quantity of menu items sold.

Meal Periods

The Meal Period Report displays the number of checks, number of guests, sales, average check amount and per customer average for each Meal Period established in Register Options→ Register Setup→Misc. The report allows you to see revenues generated during a specific time period. Comparing Meal Period Reports over a period of weeks or months can help you to analyze trends and link sales to other factors such as weather, holidays, or community events.

The example (to the left) are set times by default. You may change the *names* of the meal periods and change the *hours*. In order to NOT overlap sales in the meal periods, make sure the same hour is not listed twice. For example, Breakfast in the picture is set from 6:00-10:00 while Lunch starts at 11:00.

10:01 am is the beginning of the hour for 11:00, 14:01 is the beginning of the hour 15:00, etc.

⚠ **The Breakfast Hours of 6:00-10:00 are strictly the sales between 6:00-10:00.**

Military Time Conversion Chart

Military Time to Standard Time Conversion Chart			
Military Time	**Standard Time**	**Military Time**	**Standard Time**
0000	12 AM	1200	12 PM
0100	1 AM	1300	1 PM
0200	2 AM	1400	2 PM
0300	3 AM	1500	3 PM
0400	4 AM	1600	4 PM
0500	5 AM	1700	5 PM
0600	6 AM	1800	6 PM
0700	7 AM	1900	7 PM
0800	8 AM	2000	8 PM
0900	9 AM	2100	9 PM
1000	10 AM	2200	10 PM
1100	11 AM	2300	11 PM

Report Example

```
Page 1
                                            Micro$ale
                                         1221 W. Brandon Blvd.
                                          Meal Period Report
Report Date 02/18/2013  03:15 PM Printed By Meg D
Date Start : 10/7/2012
Date End   : 10/7/2012
```

Period Name	Period Start	Period End	Department	Sales	Count
Breakfast	6:00	10:00			
Lunch	11:00	14:00			
			Discount	-5.60	3.00
			Food	0.50	1.00
			Ice Cream	41.00	26.00
Thru	15:00	17:00			
			Discount	-5.80	3.00
			Ice Cream	28.00	15.00
Dinner	18:00	21:00			
			Discount	-19.60	7.00
			Food	4.50	6.00
			Ice Cream	177.50	100.00
Late Night	22:00	5:00			

Date	Day	Breakfast	Count	Lunch	Count	Thru	Count	Dinner	Count	Late Night	Count	Total	Tax
10/07/12	Sunday	845.04			101	722.36	91	175.51	22	1742.91			104.72
		0.00	00	845.04	101	722.36	91	175.51	22	0.00	00	1742.91	104.72
						Averages							
Day		Breakfast	C-Avg	Lunch	C-Avg	Thru	C-Avg	Dinner	C-Avg	Late Night	C-Avg	Total	C-Avg
Sunday		0.00	0.00	845.04	8.37	722.36	7.94	175.51	7.98	0.00	0.00	1742.91	8.14
Total												1742.91	8.14

In the above example, the restaurant ran a report for one day 10/7-10/7.

The Meal Period Report is broken into two sections; the top, displayed in red, consolidates all days' (or one day's) sales information into sales by the meal period names, start and end time, departments (of menu items sold), sales, and menu item count. The restaurant in the example is an ice cream shop with departments of Food, Ice Cream, and Discount.

The second section, in blue, will break down each day and provide a summary of each including menu item count per department, totals, customer average and tax.

Miscellaneous History

Located in the Managers Menu, Reports Menu, Daily Sales Summary (top tool bar: Misc History)

The Misc. History category includes reports for Paid Outs, Tenders, Deposits, Discounts and Voids. The Miscellaneous Reports are useful because it provides detailed information on how sales are being accrued by Tender Type, when Discounts and Voids are being applied and when Paid Outs are used for supplies.

Paid Outs

The Paid Outs option is the only Misc. History option that provides another drop down menu for more options. The Paid Out report can be displayed the following ways, Summary by Name, Summary by Description and List by Description. When the desired report is chosen, a date range calendar will appear. You may run the report for a single day or a range of dates. *You will not be able to choose the current day if the day has not been closed out.*

The Summary by Description and List by Description are very similar reports. The **Summary by Name Report** groups the Paid Outs by the category that was selected plus the total amount per category.

The **Summary by Description** shows the Paid Out by the name that was entered for the Description of the Paid Out. Each descriptive name will also display the total amount for the Paid Out.

The **List By Description** includes both the Summary by Name and the Summary by Description. It includes the Paid Outs by category and the descriptive name plus the amount total.

Tenders

The report lists all Non-Cash Tenders for a selected date range which includes Gift Cards, Credit Cards, and House Accounts. The report displays the Tender by name, the associated tip amount, and total amount of the tender. (Using the Tenders and Deposits together will allow you to see total tender amounts performed during the selected date range)

```
Page 1

                         Non Cash Tender History
                     From 10/24/2012 To 10/24/2012

Tender Name    Tip           Amount
House Account  0.00          32.02
Master Card    0.00          15.24
Total                        $47.26
```

Deposits

Deposits show the amount of money that was entered as a Cash Deposit for a specific day or date range. It is important to remember to put in Cash Deposits each day in order for your reports to be accurate. Cash Deposits entered into the system is the only way for MicroSale to "know" the actual cash on hand. Forgotten deposits can be revisited for adjustment.

```
Page 1

                         Deposit Report
                   From 10/24/2012 To 10/24/2012

Name                 Amount
Deposit              $43.84
Deposit              $54.43
Total                $98.27
```

Discounts

The Discount report will display information on the type of discount, the total dollar amount, and the total quantity for the discount in the selected date range. The report will help you track how often a discount is being applied at your store.

The discounts are organized by discount name. The discount will display the type, whether it was a discount or service charge, after the discount Name. The bottom of the report includes a total for the Discount Amount and the Discount Quantity. This will be the total dollar amount of discounts, regardless of the type of discount, and the total quantity of discounts. To see a more description version of this report, go to the Reports Menu, History Reports, Discounts (known as the Coupon History Report).

```
Page 1

                         Discount History
                       From 8/1/2012 To 8/8/2012

Discount Name        Type         Discount Amt      Quantity
10 % Discount        Discount     $4.64             3
Employee Discount    Discount     $44.62            5
Made Not Sold        Discount     $275.38           18
Discount                          $324.64           26
Total                             $324.64           26
```

Voids

The Void Report is sorted by check number; displaying the Menu Item and the price associated with the Menu Item. The reason for the void, the server and the manager name is also displayed. This places accountability on whoever is voiding transactions. The Menu Item name has a number in parenthesis signifying the quantity of the Menu Items voided. (Descriptive void information is available in the Current Week Void Report, Server Reports, or the Transaction Review)

This report is also located in the Reports Menu→History Reports

Page 1

Void Report
From 8/1/2012 To 8/8/2012

Name	Price	Check No	Reason	Manager	Server
(1) 6 BW Combo	7.49	1072	DIDNT WANT IT	Aide Coronado	Aide Coronado
(1) 6 MIX Combo	7.49	1072	DIDNT WANT IT	Aide Coronado	Aide Coronado
(1) Soda 20 oz.	1.99	1145			Aide Coronado
(1) 35 MIX	23.29	1009			Ana Martinez
(1) 15 SPL Combo	16.29	3022			Ana Martinez
(1) 6 BW Combo	7.49	3115			Ana Martinez
(1) ROL	0.39	3115			Ana Martinez
(1) Large Drink	2.29	3122	Rang in Wrong	Adam Garcia	Ana Martinez
(1) LFF	3.19	3122	Rang in Wrong	Adam Garcia	Ana Martinez
(1) RAN	0.89	3122	Rang in Wrong	Adam Garcia	Ana Martinez
(1) 6 BW Combo	7.49	1069	DIDNT WANT TO WAIT	Aide Coronado	Jasmine Perez
(1) 6 MIX Combo	7.49	1069	DIDNT WANT TO WAIT	Aide Coronado	Jasmine Perez
(1) RAN	0.89	1104			Jasmine Perez
(2) 6 MIX Combo	14.98	3040			Jasmine Perez
(1) ROL	0.78	3040			Jasmine Perez
(1) Soda 20 oz.	1.99	3041			Jasmine Perez
(1) 20 MIX	13.15	1004			Jessica Jimenez
(1) M/T 25 BW	12.50	1053			Jessica Jimenez
(1) 10 MIX	6.59	1058			Jessica Jimenez
(1) ROL	0.39	1058			Jessica Jimenez
(1) 10 MIX	6.59	1095			Vanessa Pacheco
Total	$143.64				

Order Destination

The Order Destination Report is located in the Manager's Menu, Reports Menu, in History Reports. It is also available on the tool bar under History Reports in the Daily Sales Summary Screen. The report is based on historical data (closed days) available to view in a single day or date range.

Order Destination is useful to see the ratio of Dine In versus To Go sales numbers. The Quantity is the number of menu items sold in each order destination, the Sales is the number of sales generated by the destination and then the percentage between the two types of destinations.

```
Page 1

                               Period Begin 10/3/2012
                               Period Ending  10/10/2012

  11:13 AM
  01:22:2013 Printed By Adam Gary
  Order Type                  Quantity          Sales           Percent
  Dine In                     1450              11148.28         99.38
  Go Order                    11                69.22            0.62
  Total Sales                                   11217.50
```

Payment Report

The Payment Report is located in the Manager's Menu on the main page of the Reports Menu. The report is useful when a manager or employee needs to view sales based on payment types for the current day, week to date, or individual days in the current week. There is also the option to view payments by hour in the day(s) selected.

The report is available for print on a 40-column printer or viewable as a PDF when attached to a Report Printer.

If the establishment accepts tips (most quick service establishments do not, like in the below example), there will be the total tip amount for each payment type. The Cash Tip Amount will be the total tips claimed at the end of servers' shifts.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Daily Payment Report Monday

Report Date 01/22/2013 10:19 AM Printed By Meg D

Payment Type	Payment Amount	Tip Amount
Amex	$72.14	$0.00
Cash	$955.74	$0.00
Discover	$37.45	$0.00
Master Card	$255.80	$0.00
Visa	$526.67	$0.00
Total Payments	$1847.80	$0.00

Format example based on Hourly Payments for Monday:

02:00 PM		
Cash	19	140.42
Discover	1	4.55
Master Card	3	40.28
Visa	6	55.42
03:00 PM		
Cash	13	79.63
Master Card	2	14.69
Visa	5	33.01
04:00 PM		
Amex	1	6.14
Cash	9	40.15
Discover	1	9.09
Visa	8	74.83

Sales by Register Group Report

Located in the Managers Menu on the main page of the Reports Menu

The Sales by Register Group displays department sales and discounts for menu items in a selected date range by groups of terminals (registers). You will assign terminals to a register group to separate sales from other register groups to utilize this report. The report will display the total sales for all register groups as well as the total sales for the business.

The report is useful to determine which area is generating the most sales by examining the total sales from each register group; such as a "Bar" Group, "Patio" Group, "Main" Group, etc. The report will also provide information on gratuities, discounts and service charges applied.

At the bottom of the report you will see the total quantity of menu items and total sales for all register groups.

```
Page 1
                                              MicroSale
                                         1221 W. Brandon Blvd.
                                            Revenue Center
                                       From 1/7/2013 to 1/10/2013
Report Date 01/10/2013  01:55 PM Printed By Greg Charles
 Group          Department          Quantity        Sales
                Beer                    16          $36.50
                Bone-In                 40          $58.66
                Boneless                21          $46.04
                Combos                  41          $40.31
                Discount                 8          -$8.00
                Gratuity                 1          -$1.00
                Price Adjust            16           $0.00
                Service Charge           2           $0.50
                Sides                   71         $146.18
                Split                   10          $24.95
 Bar           ** Total >>             226         $344.14
                Beer                    31          $72.50
                Bone-In                 30          $55.65
                Boneless                29          $43.36
                Combos                  20          $19.96
                Discount                12         -$12.00
                Gratuity                 7          -$7.00
                Price Adjust             1           $0.00
                Service Charge           2           $0.50
                Sides                   76         $157.00
                Split                   12          $23.54
 Dining Room   ** Total >>             220         $353.51
 All Groups    ** Total >>             446         $697.65
```

Sales by Terminal

Located by the Managers Menu, Reports Menu, Sales History, **Sales by Terminal**

The Sales by Terminal displays separated sales information for a selected date range. The Sales by Terminal Report is useful for Quick Service establishments to see which terminals are generating the most sales.

The report provides the terminal name, gross sales, tax, and net total. The report is generated with history data, meaning that it will only offer information on the current day after the close out is completed.

```
Page 1
                                        Micro$ale
                                   1221 W. Brandon Blvd.
                                      Register Name
                                From 01/01/2012 to 12/20/2012
Report Date 12/20/2012  11:26 AM  Printed By Meg D
Register                  Gross Total              Tax              Net Total
POS1                        516402.08          38993.86             477408.22
POS2                        520244.96          39368.62             480876.34
POS3                          1081.02             81.82                999.20
** Total >>               $1037728.06         $78444.30            $959283.76
```

Sales Recap (History)

Located in the Manager's Menu, Reports Menu, Daily Sales Summary, top tool bar "Sales Recap"

The Sales Recap displays department sales and discounts for menu items in a selected date range based on Historical Data (closed days' information). The report also displays Gross Sales, Voids, Sales Tax, Refunds and a simple balance of cash accounted. This report is useful when you want to view sales by department for a closed day or range of days.

Each Department includes the quantity of menu items sold and the dollar amount of the menu items sold. The bottom of the reports shows payments which will display credit card payments with the quantity of transactions, the dollar amount and the amout of tips claimed on credit cards.

The Discounts section shows the type of discounts used, the quantity, and the total dollars. *This is a good way to track how often discounts are being used during a selected period.*

```
Micro$ale
1221 W. Brandon Blvd.
Brandon
     Daily Sales Recap
     From 8/22/2012 To 8/22/2012
 DEPARTMENT SALES          QTY           DOLLARS
Beer                       12            38.50
Bone-In                    901           552.81
Boneless                   255           186.96
Combos                     2503          1962.78
Discount                   4             -69.50
Non-Alcoholic              62            94.22
Sides                      179           214.15
Split                      8             7.99
TOTAL                                    2987.91

PAYMENTS (Cash Not Included In Total)  QTY    DOLLARS    TIPS
Amex                       2             36.08      0.00
Discover                   1             24.12      0.00
MasterCard                 17            322.72     0.00
Online Ordering            1             18.54      0.00
Visa                       52            987.69     0.00
TOTAL                                    1389.15

DISCOUNTS                  QTY           DOLLARS
10 % Discount              2             2.75
Made Not Sold              2             66.75
TOTAL                                    69.50

SALES                                    DOLLARS
Gross Sales                              3101.97
Voided Sales                             44.56
Sales Tax                                243.23
Special Tax                              0.00
Surcharge   :                            0.00
Non Sale Revenue                         0.00
Net Sales                                2987.91
Refunds                                  0.00
TOTAL TO ACCOUNT FOR                     3231.14
CASH TO ACCOUNT FOR                      1841.99
```

2987.91
+69.50 (discounts)
+44.56 (voids)
+0.00 (refunds)
+0.00 (non sales rev)
_____
3101.97 GROSS SALES

Formulas Used:

Gross Sales: Net Sales + discounts + voids + refunds + non sales revenue (gift cards sold, service charges, + gratuity) (*NO sales tax included*)

Non Sale Revenue: gift cards sold + deposits + service charges + gratuity

Net Sales: Gross Sales – voids – discounts – refunds – non-sales revenue (*NO sales tax included*)

Total to Account For: Net Sales + Taxes (Sales Tax + Special Tax) + Non Sale Revenue

Cash to Account For: Cash that MicroSale 'thinks' you should have on hand (after tips are taken out)

Sales Report Dashboard

The Sales Report Dashboard is located on the main page of the Reports Menu. The dashboard provides critical summary data for the current day. The dashboard is designed for an "at the glance" view to quickly see data.

> **The Sales Report Dashboard provides live data.   The numbers are captured when the button is touched. Exit the screen to refresh the data (the numbers will not change if the screen is kept open)**

Formulas Used:

Gross Sales= net sales + discounts + voids + refunds + non sales revenue (gift cards sold, service charges, + gratuity) (*sales tax not included)*
Net Sales= gross sales – voids – discounts – refunds – non-sales revenue (*sales tax not included*)
Averages= Number of X/Net Sales
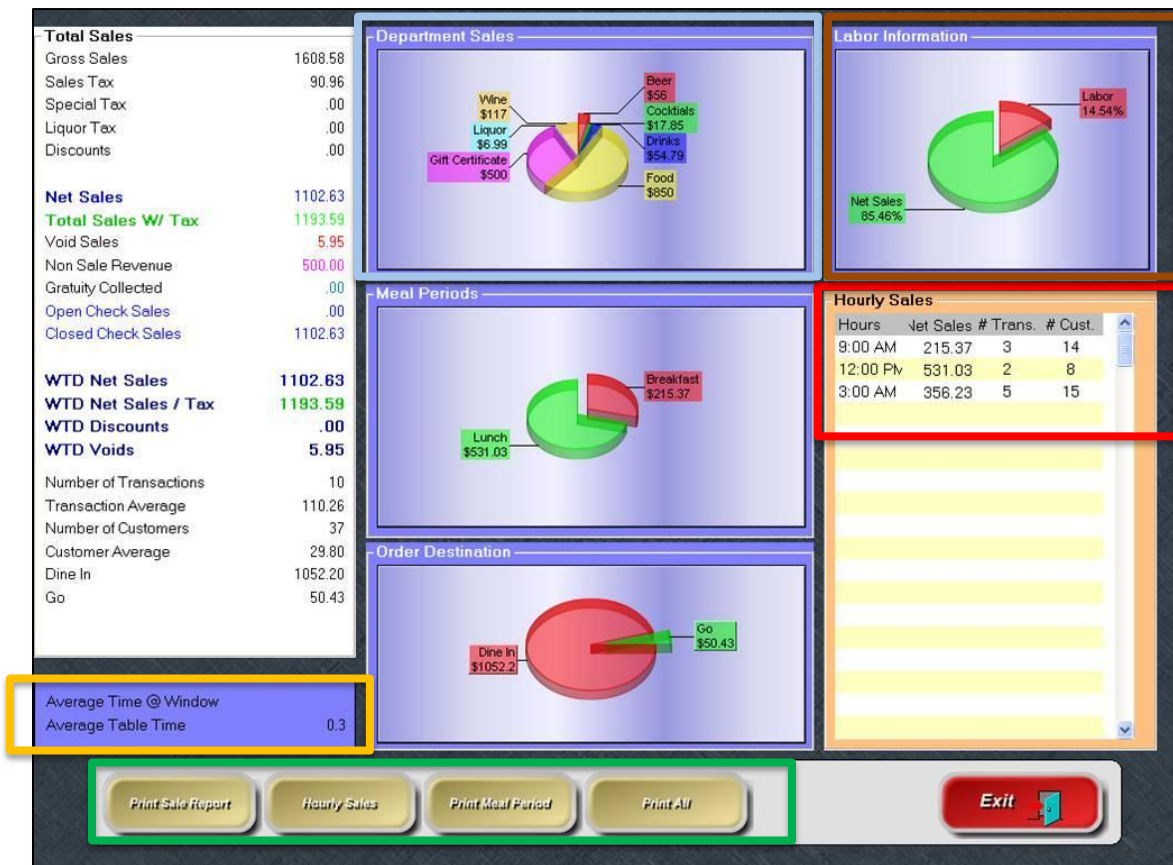
☐ **Average Time @ Window** is used for restaurants that offer Drive Thru services (using the Drive Thru Terminal Settings)

☐ **Average Table Time** is used for restaurants that offer table services (using Full Service Terminal Settings)

☐ The **Pie Charts** offer a visual to better understand percentages and costs for the restaurant.

▭ Since **Labor Rates** are not required in the system, you may discover that the **Labor Information** is blank or significantly wrong percentages. To get the most out of your system (including all Time Clock Reports), please put in the employees' rates of pay in the Employee Maintenance Section (more instruction is listed in the introductory of the Report Manual)

▭ If the terminal is connected to a report printer, the function buttons populate a PDF view of summary data. The reports print automatically on 40-column paper if attached to a receipt printer.

▭ The **Hourly Sales** displays sales by the hour, number of transactions (payments), and number of customers (if applicable)

Sales Summary Report

Located by the Manager's Menu, Reports Menu, Sales History, Summary (aka Sales Summary Report). Also located in the Daily Sales Summary Screen, on the toolbar labeled "Sales Summary".

The Sales Summary Report is a date range report based on historical data (closed days). The report is useful to view a day's or range of days' information of generalized sales, payment types, discounts, and department sales.

The report is similar to the Sales Recap (based on historical data); except it is in a slightly different format and offers Gross Receipt Sales. As you familiarize yourself with MicroSale reports, you will discover that there are many variations of the same data to achieve different objectives.

```
Page 1
                                        Micro$ale
                                   1221 W. Brandon Blvd.
                                   Sales Summary Report
Report Date 01/16/2013  04:22 PM  Printed By Meg D
                                    Begin Period 8/1/2012
                                    End Period   8/1/2012

04:22 PM
01/16/2013
                            Dollars
Gross Receipts              4522.80
Gross Sales                 4186.60
Refunds                     0.00
Net Sales                   4109.26
Non Taxed Sales             32.50
Non Sales Revenue           0.00
Net Sales Tax               336.20
Net Special Tax             0.00
Net Surcharge   :           0.00
Discounts                   75.35
Voided Sales                1.99
Net Sales Including All Tax 4445.46
Bank Deposits               2512.35
Tenders                     Dollars
Amex                        38.16       3
MasterCard                  432.49      28
Visa                        1459.68     71
Discounts                   Dollars          Quantity
10 % Discount               1.32            1
Employee Discount           5.42            1
Made Not Sold               68.61           4
Department Sales            Dollars          Quantity      Percent
Beer                        32.50           10            0.79%
Bone-In                     645.50          1031          15.71%
Boneless                    92.98           81            2.26%
Combos                      2953.59         3757          71.88%
Discount                    -75.35          7             1.83%
Non-Alcoholic               103.73          62            2.52%
Sides                       265.97          240           6.47%
Split                       90.34           135           2.20%
```

Formulas:

Gross Receipts "the starting point": All Sales + voids + discounts + non sale revenue + tax

Gross Sales: All sales + discounts + voids + refunds + non sale revenue (gift cards sold, service charges, + gratuity). (NO sales tax included)

Net Sales: All sales – voids- discounts-refunds-non sales revenue. (NO sales tax included)

Sales Tax: Sales History Report

Located in the Manager's Menu, Reports Menu, Sales History, Sales Tax

The Sales Tax Report is a date range report based on historical data (closed days). The report is useful to view a day's or a range of days' sales and tax information. The report is available for print on a 40-column printer or viewable as a PDF when attached to a Report Printer.

```
Page 1
                                                    Micro$ale
                                              1221 W. Brandon Blvd.
                                   Sales Tax Collected From 08/01/12 To 08/08/12
Report Date 01/16/2013  02:55 PM Printed By Meg D
    Net Sales    Taxed Sales    Non Taxed    Reg Sale Tax    Spc Sale Tax    Total W/Tax
    34504.98       34322.98        182.00       2830.76          0.00         37335.74
```

Formulas Used:

Net Sales: Gross Sales – Voids- Discounts-Refunds-Non sales revenue (NO TAX INCLUDED)

Taxed Sales: *Sales that are taxable*
      Net Sales – Non Taxed Sales

Non Taxed: *Tax exempted sales or menu items*

Reg Sale Tax: *Regular sales tax collected only*

Spc Sale Tax: *Special tax collected only; menu items with special tax tables ex: liquor tax, beer tax, occupation tax*

Total W/ Tax: *Sum of sales that are taxable, regular sales tax and special tax*
      Taxed Sales + Reg Sales Tax + Spc Tax

Today's Sales Recap

The Sales Recap is located in the Manager's Menu on the main page of the Reports Menu. The Recap is a summary of the current day's sales (the open day). A similar report is located in the Daily Sales Summary under "Sales Recap". However, all sales in the Daily Sales Summary Screen are History Reports (based on closed days).

The Today's Sales Recap is useful when a manager or staff member would like to quickly see the current sales for the day. The report is available for print on a 40-column printer or viewable as a PDF when attached to a Report Printer.

The report displays sales organized by department, with the number of menu items sold in each area, total dollars, and the percentage of sales each department generates.

Payments (form of payment for sales) list the types of payments used such as Cash, Visa, American Express, Gift Card Charges, and/or House Account Charges. The Quantity is the number of transactions that used that specific type of payment.

```
Micro$ale
1221 W. Brandon Blvd.
Brandon
    Daily Sales Recap
            01/22/2013
 DEPARTMENT SALES         QTY          DOLLARS          PERC %
Food                      13           74.67            %65.9512
Liquor                    7            30.23            %26.7002
Wine                      2            8.32             %7.3485
TOTAL                                  113.22

PAYMENTS                  QTY          DOLLARS          TIPS
Cash                      4            122.58           0.00
TOTAL                                  122.58           0.00

DISCOUNTS                 QTY          DOLLARS
TOTAL                                  0.00

SALES                                  DOLLARS
Gross Sales                            113.22
Voided Sales                           0.00
Sales Tax                              9.36
Special Tax                            0.00
Surcharge    :                         0.00
Non Sale Revenue                       0.00
Net Sales                              113.22
TOTAL TO ACCOUNT FOR                   122.58
CASH TO ACCOUNT FOR (less tips)        122.58
gratuity not included in total
```

Formulas Used:

Gross Sales: Net sales + discounts + voids + refunds + non sale revenue (gift cards sold, service charges, + gratuity) (*NO sales tax included*)

Non Sale Revenue: gift cards sold + deposits + service charges + gratuity

Net Sales: Gross sales – voids – discounts – refunds – non sale revenue (*NO sales tax included*)

Total to Account For: Net sales + sales tax + non sale revenue

Cash to Account For: Cash that MicroSale 'thinks' you should have on hand (after tips are taken out)

Weekly Graphs

Accessed by the Daily Sales Summary Report on the toolbar, the Weekly Graphs reports offer a wide selection of reports in a pie chart format. The reports are useful when you would like to see a visual breakdown of your sales numbers compared by day for the week.
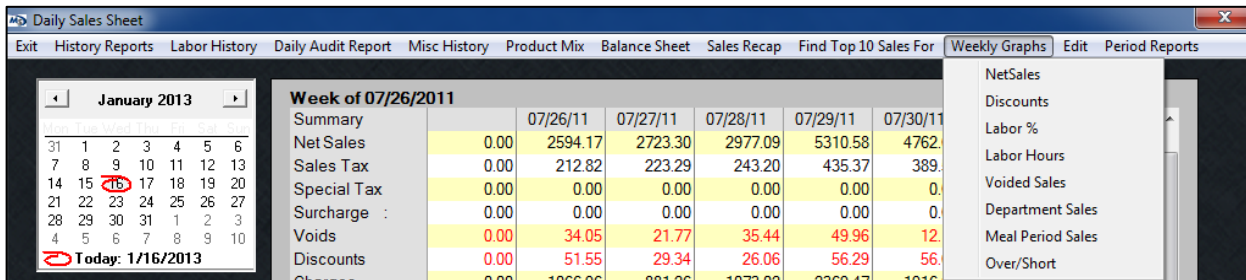
Daily Sales Summary Toolbar

Information available in pie chart format:

- Net Sales
- Discounts
- Labor Percentage
- Labor Hours
- Voided Sales
- Department Sales
- Meal Periods
- Over/ Short
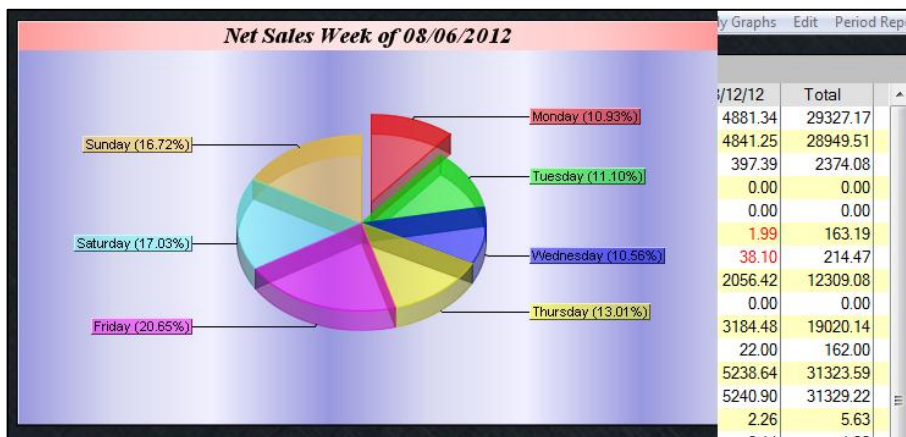
Net Sales for the Week Chart

Weekly Sales Report

The Weekly Sales Report is located in the Manager's Menu, Reports Menu, Daily Sales Summary, History Reports (on the toolbar)

The Weekly Sales Report is a History Report, which means that information populates after the Weekly Close Out has been completed. The report is useful when you want to see summarized sales numbers. You may see weeks in more detail by toggling through the spread sheet on the main page of the Daily Sales Summary screen.

The report is organized by Week Number, such as #1 is the first week in January, and so forth; based on 52 weeks in a year.

Week Number	Net Sales	Sales Tax	Discounts	Non Taxed
# 32	25070.37	2057.74	300.08	119.00
# 33	9434.61	773.02	24.56	63.00
Total	34504.98	2830.76	324.64	182.00

The week number, net sales, sales tax, discounts, and non-taxed numbers are listed in the report.

Net Sales: All sales minus voids, discounts, refunds, nonsales revenue, and NO sales tax included.

Non Taxed: Tax exempted menu items

Chapter 4   Menu Item Reports

Introduction

Menu Item Reports allow you to see how your revenue is being generated. The reports reveal which items are selling, which need to be repriced, discontinued or produced more.
The information received from the Menu Item Reports will give you a true, accurate approach on what items are selling.

Useful for determining which menu items and modifiers are most and/or least popular (History Report: not based on current/open days)

Useful to see menu items sold by category in each meal period (breakfast vs. lunch vs. dinner)

Lists check details such as the employee name, manager approval, date, check number, menu items voids, reason, and amount

Current Week Sales Mix Report
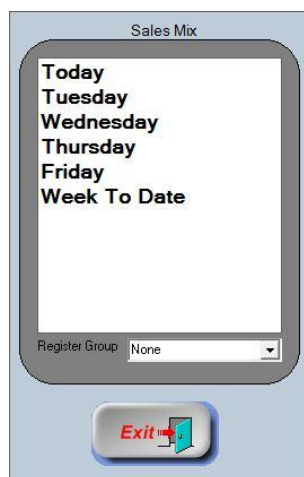
The following report will show the sales of current week by day, current day, and week to date.

The report displays sales broken down by category. Each menu item's column displays the quantity, cost (if applicable), dollar, and percentage.

Steps to run the Current Week Sales Mix Report:

1. Go to the Manager's Menu
2. Select Reports Menu
3. Select Menu Reports
4. Select the Current Week Sales Mix button

The following prompt is displayed when selecting the Current Week Sales Mix Reports. The selection offers the current day, closed days in the current week, and the week to date for the current week (including the current day). The prompt will appear differently depending on the settings selected in the Register options for the first day of week.

The report will contain information about the category sales, individual sales and percentage sales. Each menu item will have a Quantity, which will be the total amount of times the item was sold and Dollars, which will be the total amount of sales for the item.

The last column shows Percentages, which will be the total dollar amount of this individual item divided by the total dollar amount of the sales for the day. These columns will also be available for the category totals. The quantity represents the total amount of items sold in the category.

MicroSale
1221 W. Brandon Blvd.
Wednesday Product Mix

Report Date 09/11/2012 09:42 AM Printed By Greg Charles
Sale Mix Start : 08/29/2012
Sale Mix End : 08/29/2012

**BEVERAGES	Quantity	Cost	Dollars	Percentage
Domestic Bottle	4.00	0.00	12.00	32.0342
Domestic Draft	1.00	0.00	3.00	08.0085
Domestic Draft Spec	1.00	0.00	1.00	02.6695
Premium Bottle	1.00	0.00	3.50	09.3433
-- Category Total --	7.00	0.00	19.50	52.06
**COMBOS	Quantity	Cost	Dollars	Percentage
6 MIX Combo	1.00	0.00	4.99	13.3209
8 DRM Combo	1.00	0.00	4.99	13.3209
-- Category Total --	2.00	0.00	9.98	26.64
**COUPON	Quantity	Cost	Dollars	Percentage
Tab Deposit	1.00	0.00	0.00	00.0000
-- Category Total --	1.00	0.00	0.00	0.00
**M-COMBOS	Quantity	Cost	Dollars	Percentage
BC	1.00	0.00	0.00	00.0000
CS	1.00	0.00	0.00	00.0000
Diet Coke	1.00	0.00	0.00	00.0000
DRM LEM	1.00	0.00	0.00	00.0000
FF lem	1.00	0.00	0.00	00.0000
MIX TER	1.00	0.00	0.00	00.0000
Root Beer	1.00	0.00	0.00	00.0000
SID MLD	1.00	0.00	0.00	00.0000
-- Category Total --	8.00	0.00	0.00	0.00
**MISC	Quantity	Cost	Dollars	Percentage
TEST	2.00	0.00	4.00	10.6781
-- Category Total --	2.00	0.00	4.00	10.68
**SIDES	Quantity	Cost	Dollars	Percentage
CS	1.00	0.00	1.99	05.3123
PS	1.00	0.00	1.99	05.3123
-- Category Total --	2.00	0.00	3.98	10.62

-- Net Sales --   37.46
(less discounts)
-- Transaction Count   7
Transaction Avg   5.35

Current Week Voids Report

To access the report: Managers Menu, Reports Menu, Current Week Voids (middle button)

The Current Week Voids Report is only for the *current* week that has not been closed. When clicking on the report button, a calendar prompts. The software does not know if you are trying to view the voids for the current day, select few days, or the entire week. You must only pick days that are relevant.

To view Voids for previously closed weeks, go to Sales History (button under Current Week Voids) and select Void History, or go to the Daily Sales Summary, Misc History, Voids.

The Current Week Voids Report provides information and detail pertaining to the current week voids. It lists pertinent check details such as the employee name, manager approval, date, check number, menu items voids, reason, amount and void time. To investigate further, use the Current Week Voids report with the **Transaction Review** (Report listed in the Sales Summaries)

Page 1

MicroSale
1221 W. Brandon Blvd.
Void Report
From 12/18/2012 to 12/18/2012

Report Date 12/18/2012 02:11 PM Printed By Greg Charles

Date	Check Number	Item Name	Reason	Amount	Void By	Void Time
Server Name Greg Charles						
12/18/2012	1001	5 MIX	Customer No Show	$3.39	Greg Charles	11:50:20 AM
12/18/2012	1001	6 ROL	Customer No Show	$1.99	Greg Charles	02:05:14 PM
12/18/2012	1002	6 ROL	Customer No Show	$1.99	Greg Charles	11:50:05 AM
12/18/2012	1001	6 ROL	Customer No Show	$1.99	Greg Charles	02:05:14 PM
12/18/2012	1001	6 ROL	Customer No Show	$1.99	Greg Charles	02:05:14 PM
12/18/2012	1003	BB	Rang in Wrong	$2.00	Greg Charles	11:49:53 AM
12/18/2012	1004	BC	Out of Stock	$0.89	Greg Charles	11:50:51 AM
12/18/2012	1001	BC	Customer No Show	$0.89	Greg Charles	02:05:14 PM
12/18/2012	1004	BC	Out of Stock	$0.89	Greg Charles	11:50:51 AM
12/18/2012	1004	BC	Out of Stock	$0.89	Greg Charles	11:50:51 AM
12/18/2012	1001	CAR	Customer No Show	$0.99	Greg Charles	02:05:14 PM
12/18/2012	1001	CS	Customer No Show	$1.99	Greg Charles	11:50:20 AM
12/18/2012	1001	CS	Customer No Show	$1.99	Greg Charles	02:05:14 PM
12/18/2012	1002	CS	Customer No Show	$1.99	Greg Charles	11:50:05 AM
12/18/2012	1001	HM	Customer No Show	$0.89	Greg Charles	02:05:14 PM
12/18/2012	1003	lb. BB	Rang in Wrong	$3.19	Greg Charles	11:49:53 AM
12/18/2012	1002	lb. CS	Customer No Show	$3.19	Greg Charles	11:50:05 AM
12/18/2012	1001	lb. CS	Customer No Show	$3.19	Greg Charles	02:05:14 PM
12/18/2012	1001	lb. CS	Customer No Show	$3.19	Greg Charles	11:50:20 AM
12/18/2012	1002	lb. PS	Customer No Show	$3.19	Greg Charles	11:50:05 AM
12/18/2012	1001	lb. PS	Customer No Show	$3.19	Greg Charles	02:05:14 PM
12/18/2012	1001	lb. RAN	Customer No Show	$3.19	Greg Charles	02:05:14 PM
12/18/2012	1001	MIX GAR	Customer No Show	$0.00	Greg Charles	11:50:20 AM
12/18/2012	1001	PS	Customer No Show	$1.99	Greg Charles	02:05:14 PM
12/18/2012	1001	PS	Customer No Show	$1.99	Greg Charles	02:05:14 PM
12/18/2012	1003	PS	Rang in Wrong	$1.99	Greg Charles	11:49:53 AM
12/18/2012	1004	RAN	Out of Stock	$0.89	Greg Charles	11:50:51 AM
12/18/2012	1001	RAN	Customer No Show	$0.89	Greg Charles	02:05:14 PM
12/18/2012	1004	RAN	Out of Stock	$0.89	Greg Charles	11:50:51 AM
12/18/2012	1002	ROL	Customer No Show	$0.39	Greg Charles	11:50:05 AM
12/18/2012	1001	ROL	Customer No Show	$0.39	Greg Charles	02:05:14 PM
12/18/2012	1003	STX	Rang in Wrong	$0.99	Greg Charles	11:49:53 AM
12/18/2012	1001	STX	Customer No Show	$0.99	Greg Charles	02:05:14 PM
Total			Quantity 33	$58.49		

Daily Menu Inventory Report

The Daily Menu Inventory enables you to track menu items sold. While many of the reports in MicroSale allow you to see how many items are sold, this report gives you a clearer number to track.

"What's the difference between the Menu Inventory and Inventory Usage?"

The Daily Menu Inventory tracks whole items while the Inventory Usage tracks recipes.

Step 1
Input the Product Inventory Count

Go to the Manager's Menu→Menu Maintenance→Menu Items and Pricing (Select a menu item)

There are two sections you may fill out in the Menu Item, one is **Number Available** which will show the tracking of the product on the **Menu Item Button which will countdown to an 86, and not allow any more items to be rang in until restocked.** The second is **Product Inventory** which will track the **product being sold for the report**.

Step 2
Run the Report

Go to the Manager's Menu→Reports Menu→Daily Menu Inventory

Example Report

This will only display the Menu Items that are set up with Product Inventory in the Menu Items and Pricing section.

- The sales amount is the amount of the Menu Item that has been sold since the beginning Inventory.
- The On Hand Amount is the Beginning Amount *minus* the Sales Amount.
- The Count has a space for the manual count of the inventory
- Deviation is the difference between the manual count and the On Hand

Report Date 03/03/2013 10:13 AM Printed by John Smith

Item	Beginning	Sales	On Hand	Count	Deviation
Bud Light	100	17	83	- *82*	= *1*
Miller Lite	100	22	78	-_____	=_____
Bud Select	100	1	99	-_____	=_____
Amberbock	100	9	91	-_____	=_____
Mich Ultra	100	11	89	-_____	=_____

Inventory Usage

Included in MicroSale, the Inventory Usage feature is a tool to help you track recipes, menu components, and simple inventory. To access the feature go to the Manager's Menu➔Reports Menu➔Menu Reports➔*Inventory Usage Set up*

"What's the difference between the Menu Inventory and Inventory Usage?"
The Daily Menu Inventory tracks whole items while the Inventory Usage tracks recipes.

The Inventory Usage is Used For:

> A. Tracking menu items that make up a whole.
> B. Tracking a whole that is made up of single items.

Examples:

1. You sell glasses of wine. You want to know how many bottles of wine you should have in your inventory. (glasses of wine in ratio to bottle)

2. You sell a Mixed Drink. You want to know how much of the inventory is being used for that item.   (mixed drink in ratio to 4 oz of Red Bull, 1 oz of Grey Goose.)

You must follow these steps in order for it to work correctly.

Step 1: Create Inventory Item

What are the menu items being taken from? Case of Bud Light, House Merlot Bottle
How much did that unit cost? Bottle of Wine: $5.00
Press the gray Save Item button in the green oval.

Step 2: Find the menu item you want to link to the created Inventory Item

Press Load Menu from Mix. (this will list all menu items including shifts and modifiers; menu file list will only show menu items that are on buttons)

The green box is only used to input the Inventory Item. You will not need this in linking the menu item to the inventory item. Please view screen shot below for better understanding.
Once you complete the link, press the green Save Button.

Ask yourself: how many glasses of wine can I get from this bottle? Read ounces on the bottle and measure how many ounces are in your restaurant's wine glass.

>Our glasses are served with 5 oz. of Wine.
5 oz= 1 glass

>ounces of wine are the variable. (this example the wine is 25.4 oz)

Formula: Glass Ounces/Bottle Ounces
5oz/25.4=19.6% ~ .196

Each glass of wine is 19.6% of the bottle.

Step 3: Run the Report

At the end of the day, after your close out is complete, go to back to the Menu Reports and find the Inventory Usage button (above Exit). Depending if you are on a computer that has a reports printer, you may view the report on screen; otherwise the report will print on your receipt printer. The report will show how many bottles of wine you went through, plus your cost and percentage.

In conjunction with the Inventory Usage, it is recommended to use the Price and Number Available Screen. The Inventory Usage tracks components of menu items while the Number Available or Product Inventory Number tracks single menu items, such as bottled beer. To access the feature go to the Manager's Menu→Menu Maintenance→Price and Number Available. *(following page)*

Menu Item * Pricing * Available * Inventory			
20oz Bottled Water	1.99	9999	0
20oz Coke	1.99	9999	0
20oz Diet Coke	1.99	9999	0
20oz Iced Tea	1.99	9999	0
20oz Lemonade	1.99	9999	0
20oz Sprite	1.99	9999	0
Boxed Lunches	0.00	9999	0
C- Broccoli Cheddar	13.99	9999	0
C- Chicken Noodle	13.99	9999	0
C- Chili w/ Beans	13.99	9999	0
C- Clam Chowder	13.99	9999	0
C- Corn Chowder	13.99	9999	0
C- Italian Wedding	13.99	9999	0
C- Lobster Bisque	13.99	9999	0
C- Minestrone	13.99	9999	0
C- Mushroom Barley	13.99	9999	0
C- Pasta Fagioli	13.99	9999	0
C- Potato Soup	13.99	9999	0
C- Tomato Bisque	13.99	9999	0
C- Vegetarian	13.99	9999	0
Fresh Fruit Bowl	29.99	9999	0
LG Sweet Treats	23.99	9999	0
Paid Outs	0.00	9999	0
SM Sweet Treats	12.99	9999	0

By default, the white area will show every menu item programmed into your system. Press the drop down in the green box to filter by category.

Product Availability will always show 9999 by default. When this number is set, it does not decrease. Any number lower than this will decrease as your staff sells the items. When the item drops to 0, it will '86' and not allow any more of that item to be rang in until it is put back in stock. (use this screen to put items back in stock)

Product Inventory will always show 0 by default. This number is simply a beginning count. Unlike the Product Availability, this number will not cause the menu item to '86'. Both options will give you the same result, to see how many items you have sold versus what is actually counted at the end of the night.

For users with a keyboard, you may type in the numerical fields.

For users without a keyboard, use the purple area to the right. Double touch the fields to prompt a keypad.

YOU MUST PRESS **UPDATE PRICES** AND THEN **SAVE CHANGES**!!!!!

YOU MUST PRESS **UPDATE PRICES** AND THEN **SAVE CHANGES**!!!!!

YOU MUST PRESS **UPDATE PRICES** AND THEN **SAVE CHANGES**!!!!!

Menu Item(s) by Individual Report

The Menu Item(s) by Individual Report shows sales of menu items based on the current day or closed sales data. It is a customized report that lets the user filter sales in order to populate specific data. Please follow the documentation below from start to finish in order to accurately filter your data.

BEFORE YOU BEGIN FILTERING INFORMATION, DECIDE IF YOU NEED TO LOAD THE MENU FROM THE SAVED FILE OR BY SALES HISTORY

By default, the list will show all items saved from the "Menu File". The Menu File shows items as saved in the POS. The Sales History will show the actual items sold, with shift levels, special modifiers, etc. **For a more precise sales mix, click the "Load from Sales History".**
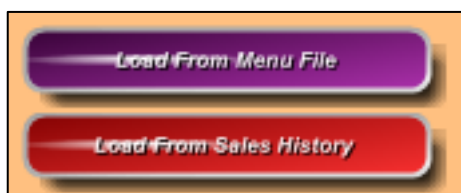
Filtering by Menu Item

You may filter menu items individually by manually checking off items, selecting all menu items (press Select All) or by specific category (choose the drop down and then press Select Category). *Clear All unchecks all items.
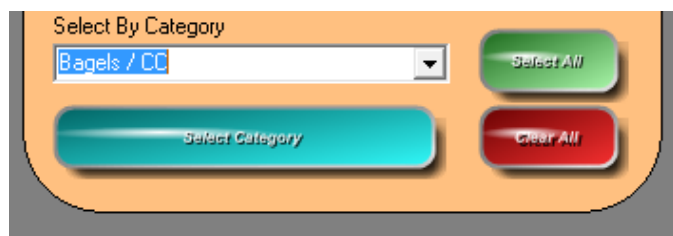
Once the menu items are selected, it can be saved for future usage by typing a title in the field to the right of the menu items under "Mix Name". **PRESS SAVE.**
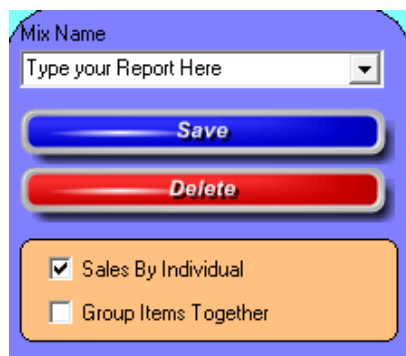
Sales by Individual: This report is also used for Sales Contests for employees. Sales by Individual will show the sales for the specific items chosen under each employee that sold the items.

Group Items Together: This groups menu items and modifiers with the same name together as one item. For example, if a Coke is a menu item and in a modifier for a combo, it will combine both Cokes into one item. With this unchecked, you will see Coke twice as two separate items in the report.

Filtering by Time/Date

If necessary, press the "None" under the Start Time to populate an hour/minute for the report to begin. If you are going to use a Start Time, you MUST choose an End Time.

Typically, you will leave the Start and End Time at "None" in order to view an entire day's sales. You may press "Today" to view the current day or Select Range to choose any date range desired.

Report Structure:

Header: includes restaurant name and address.
- Report Date lists the current day (that the report was ran), the time, and who accessed the report; *helpful when being emailed/printed.*
- Lists the date range for the sales information shown (currently showing 11/1-11/8)
- If specific times were chosen, that would be listed in place of "None".

Page 1

Micro$ale
1221 W. Brandon Blvd.
Date Range Item Mix

Report Date 11/15/2012 01:50 PM Printed By Megan Manager
Sale Mix Start : 11/1/2012 To Sale Mix End   : 11/8/2012
Mix Start Time : None Mix End Time   : None

Item Name	Quantity	Cost	Sales
** Sales For			
1/2 lb CC	17.00	0.00	66.13
12 Pack Muffins	1.00	0.00	19.99
16oz Chai Tea Latte	2.00	0.00	7.98
16oz Hot Cocoa	11.00	0.00	32.89
21oz Soft Drink	126.00	0.00	225.54
3 Dozen Mini Tin	1.00	0.00	21.99
3 Pack Mini Muffins	102.00	0.00	162.18
32oz Soft Drink	15.00	0.00	32.85
4 Pack Muffins	13.00	0.00	102.57
6 Bagels	23.00	0.00	136.62
6 Bagels BABS	15.00	0.00	89.10
6 Pack Muffins	9.00	0.00	104.31
Add a Soup	2.00	0.00	5.98
BABS Choice Bagel	47.00	0.00	70.03
Bagel w/ Butter	87.00	0.00	112.23
Bagel w/ Lox	13.00	0.00	115.57
Bagel w/CC	356.00	0.00	850.84
Bagel w/CC Combo	88.00	0.00	333.52
Big Apple Club	17.00	0.00	101.83
Big Apple Club Combo	14.00	0.00	111.72
Breakfast BLT	23.00	0.00	84.87
Breakfast Box	3.00	0.00	101.97
Breakfast Box BABS	5.00	0.00	169.95
20oz Cafe Caramella	3.00	0.00	10.77

[Email] [Zoom Out] [Zoom In] [ ] [ ] [Print]

Body Information: Displays all sales for the items previously chosen for the report. Lists the item name, number sold, the cost (*your* cost if applicable) and the total sales amount

Note: The report can be used for current (open) data or history. The product cost is only applicable for current data. It is not stored for history, as it is not necessary.

Report Tools: This report can be emailed or printed. (When emailed, it will automatically send to the predetermined addressees.)

Mix by Department Report

The Mix by Department shows sales of Menu Items by selected Departments. The report will also change during the day if you are viewing the current day instead of a past time period.

The Menu Items are broken down by Department. Each Menu Item includes a column that displays the Quantity, Cost and Dollar amount.

Steps to run the Mix by Department Report:

1. Go to the Manager's Menu
2. Select Reports Menu
3. Select Menu Reports
4. Select Mix by Department
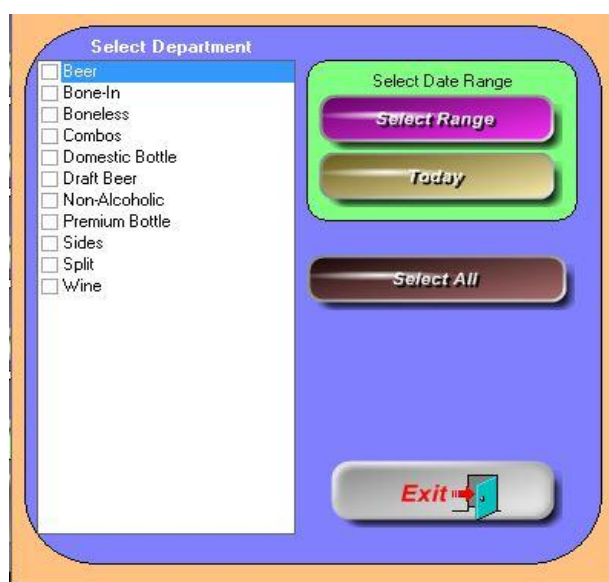
Figure 1
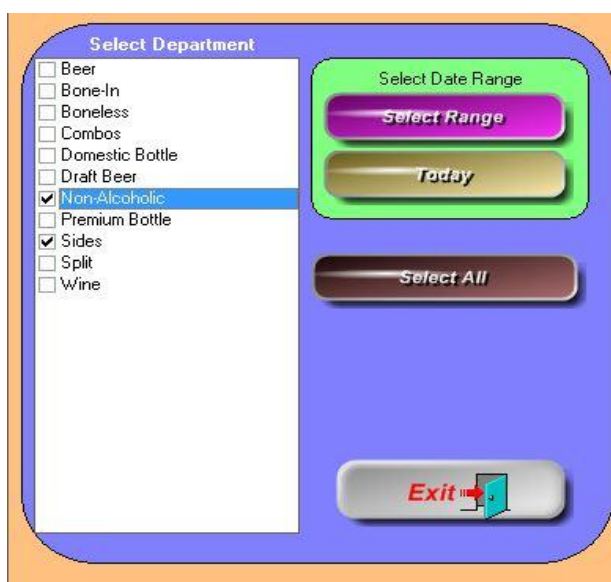
Figure 2

When selecting the Mix by Department button, the screen to the left will appear—Figure 1

First, select the departments you wish to view by checking the box next to the associated department (or press Select All)—Figure 2

Once the departments are selected, select a date range (or today). When you click on the button **Select Range**, the following prompt will display on the screen.—Figure 3

The first date selected is the Starting Date and the following date selected is the Ending Date. If you need to view another month, use the arrows to the right and left of the calendar header. Once the Starting and Ending Dates are entered, press the Search button. The following report is displayed below. The printing is determined by your report configuration.

Report Data:

The Departments are displayed in alphabetical order and contains the Menu Items associated with the Department. The Quantity is the amount of items sold during the selected time period. The Dollars is the price of the Item multiplied by the Quantity sold during the selected time period. The total row on the bottom displays the quantity for all of the Menu Items sold for the selected Departments as well as the total Dollar amount for the selected time period.

Page 1

MicroSale
1221 W. Brandon Blvd.
Department Sales Mix

Report Date 09/07/2012 02:29 PM Printed By Greg Charles
Sale Mix Start : 8/27/2012 To Sale Mix End : 8/31/2012

** Item Name	Quantity	Cost	Dollars
Non-Alcoholic			
2 Liter Bottle	1.00	0.00	2.99
Large Drink	2.00	0.00	4.58
Orange	1.00	0.00	0.00
Root Beer	2.00	0.00	0.00
Root Beer 32	1.00	0.00	0.00
Soda 20 oz.	4.00	0.00	7.96
Sweet Tea	1.00	0.00	0.00
Sweet Tea 32	1.00	0.00	0.00
Sides			
12 ROL	1.00	0.00	3.59
6 ROL	3.00	0.00	5.97
BB	14.00	0.00	28.67
BB (Splt) 10	1.00	0.00	2.00
BB (Splt) 2	5.00	0.00	9.76
BB (Splt) 3	0.99	0.00	2.00
BB (Splt) 5	1.00	0.00	2.00
BC	9.00	0.00	8.01
caj dry	2.00	0.00	0.00
CAR	3.00	0.00	2.97
CEL	4.00	0.00	3.96
CS	12.00	0.00	23.88
fry dry	1.00	0.00	0.00
gar dry	1.00	0.00	0.00
HOT	1.00	0.00	0.00
lb. BB	3.00	0.00	9.57
lb. BC	1.00	0.00	3.19
lb. CHZ	3.00	0.00	9.57
lb. CS	7.00	0.00	22.33
lb. PS	6.00	0.00	19.14
lb. RAN	1.00	0.00	3.19
lem dry	1.00	0.00	0.00
LFF	1.00	0.00	3.19
LOADED	1.00	0.00	0.00
Loaded FF	1.00	0.00	3.49
Med CHZ	4.00	0.00	7.96
PS	20.00	0.00	39.80
RAN	7.00	0.00	6.23
ROL	12.00	0.00	4.68
SID CHZ	6.00	0.00	5.94
SID Sauce	1.00	0.00	0.89
SID Seasoning	2.00	0.00	1.78
STX	8.00	0.00	7.92
Twister	1.00	0.00	1.99
– Total--	157.99	0.00	257.20

Mix by Revenue Center Report

To access the report: Manager's Menu→Revenue Center (main page). When the Revenue Center is touched, it prompts to choose the Daily Report or Week to Date.

The report shows the name of the receipts or tables and the amount of customers that used the receipt name. If the system is using check numbers then it will display the check numbers as well. This will allow you to track the number of customers you have plus the Dine In and Go Order customers you have in a day or week.

This report will help you see which days generate the most sales by area and will also allow you to track reopened checks and tables.

The *Daily Report* will display the revenue for receipts for the current day and *Week to Date* will show you the receipts for the current (open) week.

- If you are not assigning names to tables or receipts then it will use the regular check number scheme set up in the system. This will also show you the number of customers that have used the same table or receipt name.
- If you have express order they will be recorded as Dine In or Go Order depending on the selection. This will allow you to track Go Orders compared to Dine Ins at your place of business.

Daily Revenue Report (Full Service)

Page 1

Micro$ale
1221 W. Brandon Blvd.
Daily Revenue Report

Report Date 02/27/2013 09:30 AM Printed By Janet Marcello

Revenue Report	Amount	Customers
10	$13.99	1
Express	$105.96	8
John Smith	$18.99	1
Total	$138.94	10

Week to Date (Full Service)

```
Page 1
                                    Micro$ale
                              1221 W. Brandon Blvd.
                               WTD Revenue Report
Report Date 02/27/2013  09:28 AM Printed By Janet Marcello
```

Revenue Report	Amount	Customers
10	$13.99	1
1001	$24.60	4
1002	$15.50	4
1003	$19.00	4
1004	$26.00	4
1005	$30.50	4
1006	$30.25	4
1007	$19.00	4
1008	$7.00	4
1009	$22.10	4
1010	$17.50	4
1011	$18.00	4
1012	$16.50	4
1013	$26.50	4
1014	$29.00	4
1015	$24.00	4
1016	$14.50	3
1017	$12.90	3
1018	$13.50	3
1019	$17.00	3
1020	$18.50	3
1021	$21.00	3
1022	$20.50	3
1023	$10.50	2
1024	$14.00	2
1025	$18.00	2
1026	$12.50	2
1027	$11.00	2
1028	$10.00	2
1029	$7.50	2
1030	$11.50	2
1031	$14.00	1
Express	$105.96	8
John Smith	$18.99	1
Total	$691.29	108

Quick Service Revenue Reports

In Quick Service Settings, customer numbers are typically not tracked. The Revenue Center Report tracks the number of transactions.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Daily Revenue Report

Report Date 02/27/2013 09:26 AM Printed By Janet Marcello

Revenue Report	Amount	Transaction
Delivery	$18.99	1
Dine In	$119.95	9
Total	$138.94	10

Page 1

Micro$ale
1221 W. Brandon Blvd.
WTD Revenue Report

Report Date 02/27/2013 09:29 AM Printed By Janet Marcello

Revenue Report	Amount	Transaction
Delivery	$18.99	1
Dine In	$672.30	107
Total	$691.29	108

Print Utilities

Located in the Manager's Menu→Reports Menu→Print Utilities.

The Print Utilities area allows you to print a full list of the menu in the POS, modifiers, PLUs if applicable, and more.

The first option on the left is ***Print Store Menu.*** If your system is configured to only print to a 40 column printer as soon as you click the button it will automatically print to the receipt printer that is attached to the terminal. On this printout it will show all the menu items programmed into the system, along with each menu items price under the "$" column, if it's taxable under the "Tax" column, and if the item is set to print to a remote printer under the "Remote" column.

If your system is configured to print to an 80 column or "report printer" the following report will be generated on-screen.

Page 1

MicroSale
1221 W. Brandon Blvd.
Menu List

Report Date 01/09/2013 04:16 PM Printed By NancySupervisor

Item Name	Price	Taxable	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Modifier 5	Remote 1	Remote 2
Department Name Beer									
Domestic Bottle (None)	2.75	N	None	None	None	None	None	None	None
Domestic Draft (None)	2.75	N	None	None	None	None	None	None	None
Domestic Draft Spec (None)	1.00	N	None	None	None	None	None	None	None
Premium Bottle (None)	3.00	N	None	None	None	None	None	None	None
Premium Draft (None)	3.00	N	None	None	None	None	None	None	None
Premium Draft Spec (None)	1.00	N	None	None	None	None	None	None	None
Department Name Bone-In									
10 DRM (None)	7.29	Y	DRM Flavors	None	None	None	None	Kitchen	None
10 Free DRM (None)	0.00	Y	DRM Flavors	None	None	None	None	Kitchen	None
10 Free MIX (None)	0.00	Y	Mix Flavors	None	None	None	None	Kitchen	None
10 MIX (None)	6.29	Y	Mix Flavors	None	None	None	None	Kitchen	None
100 DRM (None)	75.57	Y	DRM Flavors 4	None	None	None	None	Kitchen	None
100 MIX (None)	56.69	Y	Mix Flavors 4	None	None	None	None	Kitchen	None
1000 MIX (None)	553.99	Y	Mix Flavors	None	None	None	None	Kitchen	None
15 DRM (None)	10.98	Y	DRM Flavors	None	None	None	None	Kitchen	None
15 MIX (None)	9.48	Y	Mix Flavors	None	None	None	None	Kitchen	None
20 DRM (None)	14.49	Y	DRM Flavors 2	None	None	None	None	Kitchen	None
20 MIX (None)	12.49	Y	Mix Flavors 2	None	None	None	None	Kitchen	None
25 DRM (None)	18.18	Y	DRM Flavors 2	None	None	None	None	Kitchen	None
25 MIX (None)	15.68	Y	Mix Flavors 2	None	None	None	None	Kitchen	None
3 Bone-In LTO (None)	0.99	Y	None	None	None	None	None	Kitchen	None
30 DRM (None)	21.78	Y	DRM Flavors 2	None	None	None	None	Kitchen	None
30 MIX (None)	18.78	Y	Mix Flavors 2	None	None	None	None	Kitchen	None
300 MIX (None)	169.49	Y	Mix Flavors	None	None	None	None	Kitchen	None
32 Strips (None)	31.49	Y	Strip Flavors 4	None	None	None	None	Kitchen	None
35 DRM (None)	25.49	Y	DRM Flavors 3	None	None	None	None	Kitchen	None
35 MIX (None)	21.99	Y	Mix Flavors 3	None	None	None	None	Kitchen	None
4 Free STRIPS (None)	0.00	Y	Strip Flavors	None	None	None	None	Kitchen	None
4 Strips (None)	4.99	Y	Strip Flavors	None	None	None	None	Kitchen	None
40 DRM (None)	28.98	Y	DRM Flavors 3	None	None	None	None	Kitchen	None
40 MIX (None)	24.98	Y	Mix Flavors 3	None	None	None	None	Kitchen	None
400 MIX (None)	225.99	Y	Mix Flavors	None	None	None	None	Kitchen	None
45 DRM (None)	32.67	Y	DRM Flavors 3	None	None	None	None	Kitchen	None
45 MIX (None)	28.17	Y	Mix Flavors 3	None	None	None	None	Kitchen	None
5 DRM (None)	3.69	Y	DRM Flavors	None	None	None	None	Kitchen	None
5 Free DRM (None)	0.00	Y	DRM Flavors	None	None	None	None	Kitchen	None
5 Free MIX (None)	0.00	Y	Mix Flavors	None	None	None	None	Kitchen	None
5 MIX (None)	3.19	Y	Mix Flavors	None	None	None	None	Kitchen	None
50 DRM (None)	34.99	Y	DRM Flavors 4	None	None	None	None	Kitchen	None
50 MIX (None)	29.99	Y	Mix Flavors 4	None	None	None	None	Kitchen	None
500 MIX (None)	282.49	Y	Mix Flavors	None	None	None	None	Kitchen	None
55 DRM (None)	38.68	Y	DRM Flavors 4	None	None	None	None	Kitchen	None
55 MIX (None)	33.18	Y	Mix Flavors 4	None	None	None	None	Kitchen	None
60 DRM (None)	42.28	Y	DRM Flavors 4	None	None	None	None	Kitchen	None

Email

Zoom Out

Zoom In

Print

Exit

This report is the same as the report that would print to the receipt printer except it shows more detail. On the 80 column printer the report will also show the menu items categorized by the departments they're assigned to, along with the names of the modifiers attached to the menu items and the names of the remote printers that the item is sent to. You also have the option to email this report, as well.

The next button in the list of options is ***Print Menu Inventory***.

If your system is configured to only print to a 40 column printer MicroSale will only print the item name and the amount on hand. The amount on hand reflects the number that MicroSale has recorded for the number available for a menu item. This can be looked up for each menu item under *Menu items and pricing.* If you are using an 80 column printer the report shown below will be generated.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Menu Inventory
Report Date 01/10/2013 09:43 AM Printed By Nancy Supervisor

Item Name	On Hand	Count	Cost	Value
1 Glider	5	( )	$1.15	$5.75
10 BW	8	( )	$2.00	$16.00
10 BW Combo	21	( )	$4.00	$84.00
16 Strip Family Pack	7	( )	$8.50	$59.50
Domestic Draft	60	( )	$1.00	$60.00
Total Inventory				$225.25

This report is more detailed than the report that would be printed to a 40 column printer. The report shows the menu item name, amount on hand, count, cost, and value. This report is meant to be printed out and used to count and verify that the amount listed as "on hand" matches the actual number that is available, which will be written in the "count" column. The price listed under the "cost" field is the actual price per unit and the "value" field is amount the items are worth retail. The total value amount is listed under total inventory.

The next button in the options list is **View Modifier list.**

If your system is configured to only print to a 40 column printer Micro$ale will show the modifier name, the dollar amount charged for the modifier, and if the modifier is modified by another modifier, the modifier it's modified by is listed as well. If your system is configured to print to an 80 column printer then the report below will be displayed or printed out.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Modifier List
Report Date 01/31/2013 11:03 AM Printed By Nancy Supervisor

Modifier Name	Cost	Category	Modified By
35 CMBO Sides	0.00	BB	None
35 CMBO Sides	0.00	CS	None
35 CMBO Sides	0.89	lb. BB	None
35 CMBO Sides	0.89	lb. CS	None
35 CMBO Sides	0.89	lb. PS	None
35 CMBO Sides	0.00	LFF	Seasoning
35 CMBO Sides	1.50	LFFLD	Seasoning Loaded
35 CMBO Sides	0.00	PS	None
35 CMBO Sides	0.00	TW	Seasoning
35 CMBO Sides	1.50	TWLD	Seasoning Loaded
Beverages	0.00	Coke	None
Beverages	0.00	Diet Coke	None
Beverages	0.00	Dr Pepper	None
Beverages	0.00	Fruit Punch	None
Beverages	0.00	Orange	None
Beverages	0.00	Root Beer	None
Beverages	0.00	Self-Serve	None
Beverages	0.00	Sprite	None
Beverages	0.00	Strawberry	None
Beverages	0.00	Sweet Tea	None
Beverages	0.00	Unsweet Tea	None
Beverages 32oz	0.00	Coke 32	None
Beverages 32oz	0.00	Diet Coke 32	None
Beverages 32oz	0.00	Dr Pepper 32	None
Beverages 32oz	0.00	Fruit Punch 32	None
Beverages 32oz	0.00	Orange 32	None
Beverages 32oz	0.00	Root Beer 32	None
Beverages 32oz	0.00	Self Serve 32	None
Beverages 32oz	0.00	Sprite 32	None
Beverages 32oz	0.00	Strawberry 32	None

The Modifier Name is actually the Modifier Title when being compared to the *Menu Modifiers* screen under *Menu Maintenance.* The Cost column is the price of the modifier or upcharge amount in some cases. The Category is actually the Modifier Name when being compared to the *Menu Modifiers* screen. The Modified By column is the modifier title that the modifier name is being modified by.

The next button in the options list is **Print Modifiers.**

If your system is configured to only print to a 40 column printer MicroSale will show the Modifier Name as the Modifier Title when being compared to the *Menu Modifiers* screen under *Menu Maintenance.* The "Mand" or mandatory column, "Multi" or multi-select, and "Opt" or optional columns are referencing which boxes are checked for each modifier title on the *Menu Modifiers* screen, which is shown below.

On the report each column is marked with either a "Y" for yes or an "N" for no.

The 80 column printout has the same columns as the 40 column printout along with an "Expanded Print" column to let you know if the "expand print on check" option is checked on the "*Menu Modifiers"* screen.

The next button in the options list is **Liquor PLU Dump.**

This report prints the same on both 40 and 80 column printers. The report shows the menu item name, PLU, and quantity for all menu items programmed into the system that have PLU's assigned to them.

The last button in the options list is **Order Type Report.**

This report prints the same on both 40 and 80 column printers as well. It breaks down sales by their order destination. The first column "$ Sold" shows the dollars sold for dine in, go orders, etc. the next column shows the quantity for each order destination, and the last category shows the dollar amounts for discounts by their

order destination. The report also provides totals for each column at the bottom of each column. You can also save your previously ran reports in the "Order Type Report" window shown below.
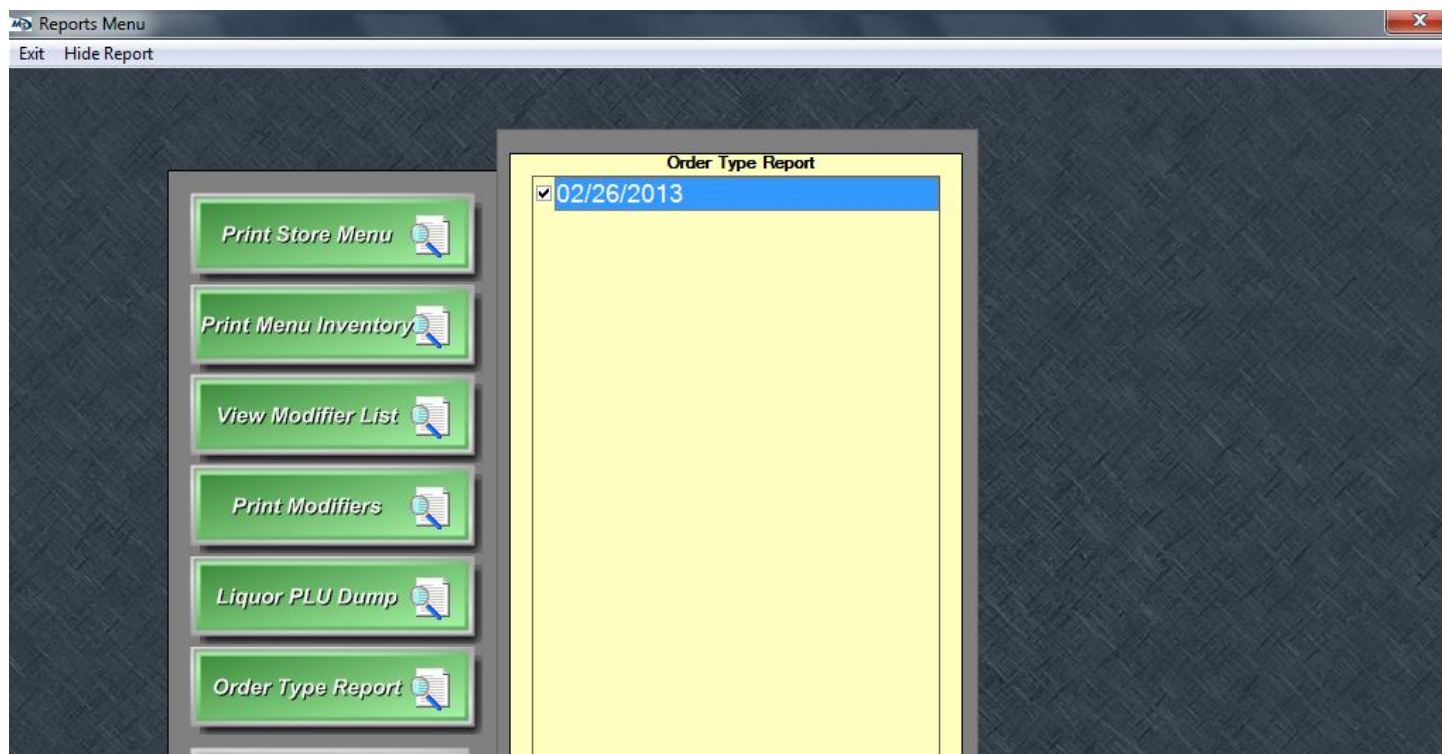
Once the box is checked next to the dated report it will automatically start to print if the print jobs are routed to the receipt printer. In this configuration the reports for the "Print Store Menu" and "View Modifier List" can be pretty lengthy, so make sure the printer has enough paper in it before selecting these reports.

Product Mix Daily by Hour Report

The following report shows the sales of menu items by hour for the current week by the day selected. This report will change as the days are closed. Once the day is closed, it will appear in this menu and the current day will get larger as more items are sold.

When examining this report, it will allow you to see what items are sold hourly for the day selected. If you select today, it will show you the current sales by hour for the current day. Also, you will be able to see the quantity for each item and the total amount for the current day as well as previous days closed out for the current week. This report can be viewed at any time of the day as it updates items as they are sold throughout the current day and will also have previous days already stored as they day was closed out.

Steps to run the Product Daily by Hour Report:

1. Go to the Manager's Menu
2. Select Reports Menu
3. Select Menu Reports
4. Select the Product Mix Daily by Hour

When you select Product Mix Daily by Hour, it will provide a screen display shown below. This displays the days that have been closed out for the current week as well as the today, or the current day that has not been closed out for the week.—Figure1

Figure 1

When selecting the Product Mix Daily by Hour button it will proceed to print out the report for the day selected. The day selected will be marked by a numerical value, e.g. Tuesday is 2 and Friday is 5. This numerical value will be determined by the first day of the week. This is selected in the Time/Clock Register Option by Terminal section of the Manager's Menu. The report will look like the one attached below. On this report you will have a header of a Name, Quantity, and Amount. Listed below the header is where you will see the menu items that were sold for the current day and hour of the day or the sales by hour from a previous day closed out during the current week. Again, this report will change by hour as there are sales on items throughout the day unless you select a day that has already been closed out for the week. –Figure 2

Figure 2

Product Mix Today by Hour Report

The following report shows the sales of menu items by hour for the current day. This report will change hourly as the day progresses, and will get larger as there are more items sold throughout the day. When examining this report it will allow you to see what items are selling during all hours of the day for the current day. Also, you will be able to see the quantity for each item and the total amount for the current day. This report can be viewed at any time of the day as it updates items as they are sold throughout the current day.

Steps to run the Product Mix Today by Hour Report:

1. Go to the Manager's Menu
2. Select Reports Menu
3. Select Menu Reports
4. Select Product Mix Today by Hour (top button located in the right sided column)

When selecting the Product Mix Today by Hour button it will proceed to print out the report. The report will look like the one attached below. On this report you will have a header of a Name, Quantity, and Amount. Listed below the header is where you will see the menu items that were sold for the current day and hour of the day.

Product Mix Daily WTD by Hour Report

The following report shows sales of menu items by hour for the current week. This report will change daily as the week progresses, and will get larger as there are more items sold throughout the week. When examining this report it will allow you to see what items are selling during all hours of the day for the current week. Also, you will be able to see the quantity for each item and the total amount for the current week. This report can be viewed at any time of the day as it updates items as they are sold throughout the current week.

Steps to run the Product Mix Daily WTD by Hour:

1. Go to the Manager's Menu
2. Select Reports Menu
3. Select Menu Reports
4. Select Product Mix WTD by Hour (third button from the top located in the right sided column)

When selecting the Product Mix WTD by Hour button it will proceed to print out the report. The report will look like the one attached below. On this report you will have a header of a Name, Quantity, and Amount. Listed below the header is where you will see the menu items that were sold for the current week and hour of the day. Again, this report will change by the hour as more items are recorded.

Report printed on a 40 column receipt printer

Product Mix Report

The Product Mix Report is located in the Manager's Menu, Reports Menu, in the **Daily Sales Summary** on the top tool bar. The Product Mix Report in this area is based on Historical Data. To view current sales, please go to the Menu Item Reports (Menu Reports).

The report will display all the menu items that were sold during a selected date range. The report is broken down by category type to display individual menu items/modifiers. Each menu item displays the quantity sold, dollars, and percentage sold. The report prints on a 40-column receipt printer or available to view as a PDF when connected to a Reports Printer.

The report is useful for determining which menu items are most popular/least popular. Since the report also shows modifiers, it will help determine modifiers that need to be eliminated or offered more.

Page 1

Sales Mix History Report

Period Begin 01/07/2013 09:48:52 AM
Period Ending 01/08/2013 12:05:50 PM

10:48 AM
01:22:2013 Printed By Adam Gary

Beverages

Item Name	Quantity Sold	Dollars Sold	Percent Sold
Coke	2	3.50	9.41
Gift Certificate	1	20.00	53.76
Mr Pibb	3	5.25	14.11
Sprite	1	1.75	4.70
Sundrop	1	1.75	4.70
Water	1	0.00	

Salads / Chicken Bwl

Item Name	Quantity Sold	Dollars Sold	Percent Sold
Chicken Bog Bowl	1	4.95	13.31
Potato Salad	1	0.00	

Sales Mix by Meal Period Report

The following report will show the sales of menu items by meal period. will show each menu item that has been sold for the selected date range. For each menu item there will be a category for each meal period and then the total amount. Inside of each category will be the quantity that was sold, then the total amount and the last category will be the sales amount. The sales amount will be the total quantity of the menu item multiplied by the price of the menu item. This report is viewable at any time of the day, but only for days that have been closed out.

Steps to run the Sales Mix by Meal Period Report:

1. Go to the Manager's Menu
2. Select Reports Menu
3. Select Menu Reports
4. Select Sales Mix by Meal Period

Once the Sales by Meal Period report is selected a date range option will appear. The first date you will select will be the starting date, and then the following selection will be the ending date. Once the starting and ending date have been selected, then you will select search. The selection range allows this report to show one single day or a multitude of days.—Figure 1

Figure 1

Once the date range has been selected the following option will present itself. The question that will appear is a filter, that will ask whether you would like to include prices or not. –Figure2

Figure 2

If you select yes, the following report will be displayed. The menu items will be assorted by category and then it will list the menu items that were sold below the category title. The report will display each meal period and the quantity of the menu item that was sold during the meal period. At the end of each column it will have a Total quantity and then the Sales. The Sales is calculated by the total quantity that was sold multiplied by the price of the item.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Meal Period Mix Report

Report Date 08/30/2012 02:56 PM Printed By Greg Charles
Date Start : 8/28/2012
Date End   : 8/28/2012

Item	Breakfast	Lunch	Thru	Dinner	Late	Total	Sales
--> Beer	5.00	3.00	0.00	0.00	0.00	8.00	$22.00
***Beverages	5.00	3.00	0.00	0.00	0.00	8.00	$22.00
Domestic Bottle	2.00	2.00	0.00	0.00	0.00	4.00	$12.00
Domestic Draft	2.00	1.00	0.00	0.00	0.00	3.00	$9.00
Domestic Draft Spec	1.00	0.00	0.00	0.00	0.00	1.00	$1.00
--> Bone-In	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
***Bone-In	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
5 MIX	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
--> Sides	6.00	0.00	0.00	0.00	0.00	6.00	$10.44
***Sides	6.00	0.00	0.00	0.00	0.00	6.00	$10.44
BB	1.00	0.00	0.00	0.00	0.00	1.00	$1.89
CAR	1.00	0.00	0.00	0.00	0.00	1.00	$0.99
CS	1.00	0.00	0.00	0.00	0.00	1.00	$1.99
lb. CS	1.00	0.00	0.00	0.00	0.00	1.00	$3.19
PS	1.00	0.00	0.00	0.00	0.00	1.00	$1.99
ROL	1.00	0.00	0.00	0.00	0.00	1.00	$0.39
--> Split	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
***Split	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
5 SPL	0.00	1.00	0.00	0.00	0.00	1.00	$3.39

If you select no, the following report will be displayed. The menu items will be assorted by category and then it will list the menu items that were sold below the category title. The report will display each meal period and the quantity of the menu item that was sold during the meal period. At the end of each column it will have a Total quantity and then the Sales. The Sales is calculated by the total quantity that was sold multiplied by the price of the item. The menu items displayed without a price are the modifiers such as a flavor added to a menu item.

Page 1

Micro$ale
1221 W. Brandon Blvd.
Meal Period Mix Report

Report Date 08/30/2012 02:49 PM Printed By Greg Charles
Date Start : 8/28/2012
Date End : 8/28/2012

Item	Breakfast	Lunch	Thru	Dinner	Late	Total	Sales
--> Beer	5.00	3.00	0.00	0.00	0.00	8.00	$22.00
***Beverages	5.00	3.00	0.00	0.00	0.00	8.00	$22.00
Domestic Bottle	2.00	2.00	0.00	0.00	0.00	4.00	$12.00
Domestic Draft	2.00	1.00	0.00	0.00	0.00	3.00	$9.00
Domestic Draft Spec	1.00	0.00	0.00	0.00	0.00	1.00	$1.00
--> Bone-In	0.00	2.00	0.00	0.00	0.00	2.00	$3.39
***Bone-In	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
5 MIX	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
***M-Bone-In	0.00	1.00	0.00	0.00	0.00	1.00	$0.00
MIX BBQ	0.00	1.00	0.00	0.00	0.00	1.00	$0.00
--> Sides	6.00	0.00	0.00	0.00	0.00	6.00	$10.44
***Sides	6.00	0.00	0.00	0.00	0.00	6.00	$10.44
BB	1.00	0.00	0.00	0.00	0.00	1.00	$1.89
CAR	1.00	0.00	0.00	0.00	0.00	1.00	$0.99
CS	1.00	0.00	0.00	0.00	0.00	1.00	$1.99
lb. CS	1.00	0.00	0.00	0.00	0.00	1.00	$3.19
PS	1.00	0.00	0.00	0.00	0.00	1.00	$1.99
ROL	1.00	0.00	0.00	0.00	0.00	1.00	$0.39
--> Split	0.00	2.00	0.00	0.00	0.00	2.00	$3.39
***M-Split	0.00	1.00	0.00	0.00	0.00	1.00	$0.00
BW MED	0.00	1.00	0.00	0.00	0.00	1.00	$0.00
***Split	0.00	1.00	0.00	0.00	0.00	1.00	$3.39
5 SPL	0.00	1.00	0.00	0.00	0.00	1.00	$3.39

Void History Report

To access the report: Managers Menu, Reports Menu, Sales History, Void Report

Also located in the Daily Sales Summary, Misc History, under Voids

The Void History Report is only for closed days or weeks. When clicking on the report button, a calendar prompts. The software does not know if you are trying to view the voids for one day, select few days, or the entire week. You must only pick days that are relevant.

The Voids Report provides information and detail pertaining to the selected date range. It lists pertinent check details such as the employee name, manager approval, date, check number, menu items voids, reason, and amount. To investigate further, search Voids in Transaction Review.

Page 1

Void Report
From 8/1/2012 To 8/8/2012

Name	Price	Check No	Reason	Manager	Server
(1) 6 BW Combo	7.49	1072	DIDNT WANT IT	Aide Coronado	Aide Coronado
(1) 6 MIX Combo	7.49	1072	DIDNT WANT IT	Aide Coronado	Aide Coronado
(1) Soda 20 oz.	1.99	1145			Aide Coronado
(1) 35 MIX	23.29	1009			Ana Martinez
(1) 15 SPL Combo	16.29	3022			Ana Martinez
(1) 6 BW Combo	7.49	3115			Ana Martinez
(1) ROL	0.39	3115			Ana Martinez
(1) Large Drink	2.29	3122	Rang in Wrong	Adam Garcia	Ana Martinez
(1) LFF	3.19	3122	Rang in Wrong	Adam Garcia	Ana Martinez
(1) RAN	0.89	3122	Rang in Wrong	Adam Garcia	Ana Martinez
(1) 6 BW Combo	7.49	1069	DIDNT WANT TO WAIT	Aide Coronado	Jasmine Perez
(1) 6 MIX Combo	7.49	1069	DIDNT WANT TO WAIT	Aide Coronado	Jasmine Perez
(1) RAN	0.89	1104			Jasmine Perez
(2) 6 MIX Combo	14.98	3040			Jasmine Perez
(1) ROL	0.78	3040			Jasmine Perez
(1) Soda 20 oz.	1.99	3041			Jasmine Perez
(1) 20 MIX	13.15	1004			Jessica Jimenez
(1) M/T 25 BW	12.50	1053			Jessica Jimenez
(1) 10 MIX	6.59	1058			Jessica Jimenez
(1) ROL	0.39	1058			Jessica Jimenez
(1) 10 MIX	6.59	1095			Vanessa Pacheco
Total	$143.64				

Chapter 5   Close Outs

Introduction

"How do I close out my POS System at the end of the day?" This guide will walk you through the process of running your end of day reports and closing out the week. Daily and Weekly Close Outs are essential to the efficiency of your operation. A close out reconciles sales, batches credit card sales, and ensures that days' or weeks' sales are accounted properly.

Closing Time Records

This function allows you to close open time records for a specific date or date range. Once the time records are closed, they will no longer be editable. This function is useful for finalizing employee time records. This function should be used weekly or bi-weekly depending on the setup of the restaurant. A report is viewable after closing the records that will show each employee's times for a specific date or date range.

The report lists the following information: Name, SSN, Work Date, Time In/Out, Break In/Out, Regular Hours, Over Time Hours, Total Hours, Tip Sales, Total Tips, Job Title, Department Name, Gross Pay, % Sales, and a Sign line.

To use the Close Time Records:

1. Log into the Manager's Menu
2. Select the Reports Menu button
3. Select the Time Clock Reports button
4. Select the Close Time Records button
5. Select a specific date or date range
   a. When you select the 'Close Time Records' button a Calendar will appear. You may either select a date by using the Calendar or you can use the drop-down fields for the Start and End date. The only dates available in the drop-down Start and End fields are those records that are currently open.
   b. A report will print to either a receipt printer or a report printer depending on your configuration of the system. You can see an example of both below:

Printed with Report Printer

Micro$ale

Report Printed 08/27/2012 Printed By William Train

Name Aiden Colorado			SSN 1001							
Work Date	Time	Break Out	Break In	Out	Reg	Day OT 0	Total Hours	Tip Sales	T-Tips	Job
08/19	12:00			18:00	6.00	0.00	6.00	0.00	0.00	Manager
Department Name				Regular Hours		Over Time				
Manager				6.00		0.00				
Total Hours				6.00		0.00				

Sign :_____ I here by acknowledge that this is a true and complete record of my time.

Summary	Gross Pay 0.00	Tip Sales 0.00	% Sales

Micro$ale

Period 8/19/2012 To 8/19/2012

11:02:28 AM   Date 8/28/2012

Name : Aiden Colorado
SSN : 1001

Work Date	Time In	Brk Out	Brk In	Time Out	Total Hours
08/19	12:00			18:00	6.00

Dept Name			Reg Hr	OT Hr
Manager			6.00	.00
Total Hours			6.00	.00

Sign :_____
I here by acknowledge that this is a true and complete record of my time.

Summary

Sales 0.00   Gross Pay 0.00
Total Tips 0.00   Tip %

Formulas Used:

Gross Pay = Rate of Pay * Total Hours
Total Tips = Cash Tips + Non Cash Tips
Sales = Net Sales

The bottom of the report lists totals for Regular Hours and Over Time Hours per job title and a total for all job titles.

```
-----------------------------------
Summary
-----------------------------------
Sales 0.00              Gross Pay 0.00
Total Tips  0.00        Tip %
-----------------------------------
Totals                  Reg Hr    OT Hr
-----------------------------------
Manager                 12.75      .00
Cashier                 18.25      .00
Cook                    30.25      .00
Total Hours             61.25      .00
-----------------------------------
```

The credit card menu is a view of all transactions tendered with a credit card. From the credit card menu, you can view each check that was tendered using a credit card as well as any tip or gratuity added. If you select the "Batch Charges" button you will close the current batch. When you do this, MicroSale sends the credit card information that was stored for that day to the merchant provider for settling. The Daily Closeout will prompt you at the end to settle the batch, so you normally would not initiate this manually. If you select the "Batch Utilities" button you will have several more options to choose from, listed on page 2.

Viewing the Credit Card Menu:

1) Log into the Manager's Menu
2) Select Credit Card Menu button
3) Below is the Credit Card Menu screen:
   - **Auth. No** = comes from the processor
   - **Status** = Sale, Void, or Offline
   - **Check No** = The assigned number for a check
   - **Servers** = Name of the server/cashier who tendered the order
   - **Charge Amt** = The total price of the check including tax
   - **Gratuity** = Any tip or gratuity that was added to the card
   - **Account Number** = The card number on the swiped card showing only the last 4 digits
   - **Check Total** = Overall total of all checks tendered using a credit card
   - **Tip Total** = Overall total of all tips applied to credit cards
   - **Batch Total** = Check Total + Tip Total

List of Current Charges

Auth. No	Status	Check No	Servers	Charge Amt	Gratuity	Account Number
000037	Sale	1001	AM Driver	6.25	1.00	xxxx-xxxx-xxxx-6781

Check Total	Tip Total	Batch Total
6.25	1.00	7.25

Batch Utilities Batch Charges Exit

Selecting the "Batch Utilities" button will load the following menu options:

- **Print Batch** = Prints the currently open credit card batch
- **Clear Batch** = Erases the batch completely ***NOTE*** You will <u>lose</u> every charge that exists in MicroSale and it will <u>not</u> be recoverable!!!
- **Show Entire Batch** = If the batch close out has been skipped for a day or more (possibly due to a problem with the internet connection) this button will allow you to see all charges from those skipped days
- **Authorization is On** = Works as a toggle button, meaning if you touch it the word 'On' will changed to 'Off'. This is helpful if the client is offline and cannot process credit cards. You will have to manually change it back to 'On' once the client is back online. This is useful when there are intermittent internet connection problems
- **Change Batch #** = Allows you to adjust the batch number in case it did not get incremented after the last batch closeout (NetEPay users). You should not use this unless directed by Technical Support
- **Process Off Line Charges** = Searches through the approvals database for any charges that have the status as 'offline' and will attempt to obtain authorization numbers for these
- **Search all terminals for lost** charges = Looks through the network at each terminal in the system for any charges that aren't accounted for on the terminal you are currently on and will add them to the approvals database. This is used to recover lost charges due to network issues
- **Reprint Batch** = Launches a list of PDF files from previous batch closeouts that you can reprint
- **Exit** = Exits you back to the Credit Card Menu

Daily Close Out Procedures

A close out should be run at the end of each day to reset the starting day totals for the system and settle the credit card batch (if applicable). The following will explain proper procedure and settings to achieve a successful close out.

Note: A close out can occur at night or the next morning prior to ringing up sales for the new business day.

Before You Run a Close Out:

1) Close out any open orders (Tables, Tabs, Checks, Phone Orders, etc.)
2) Apply any remaining tips to credit cards (if applicable)
3) Make sure ALL audits (servers/cashiers) are CLOSED
4) Optional: Enter in the audit deposits (Quick Service only)

To Run a Close Out:

- Log into the Manager's Menu
- Select the "Daily Close" button. This button can also be found on the Report's Menu and the BackOffice "Dashboard" screen.
- Optional: Enter in any remaining cash deposits under the Bank Deposit (1-4) area. This will adjust your "Over/Short" amount.

Cash to Account For	3893.13	Daily Totals	
		Total Voids	2.83
Bank Deposit 1	0.00	Total Discounts	0.00
Bank Deposit 2	0.00	Total Non Cash Tenders	20.59
Bank Deposit 3	0.00	Total Bank Deposits	0.00
Bank Deposit 4	0.00	Total Paid Outs	0.00
Closing Deposit	0.00	Deposits Paid In	0.00
Amount Paid From Safe	0.00	Over / Short	-3893.13

- Select the "Close Daily Sales" button. This process can take several minutes to complete and when it is finished it will exit you back out to the Manager's Menu. Halfway through the close out it will prompt you to close your batch with a Yes/No message. You should always choose "Yes", unless there are still tips that need to be added to credit cards. You can settle the batch manually at a later time from the Credit Card Menu if there are tips that still need to be applied. The batch will display a successful message when completed and it will finish the close out process.

Configuring Specific Reports to Print or Email During the Close Out:

- Log into the Manager's Menu
- Select the "Register Setup" button
- Select the "Misc Setup – Terminal Groups Etc." button
- Select the Closing Reports you want to disable/enable for printing as well as Email. Save each section separately.
- For an example, reference the 'Daily Close Out Report – 40 Column Printer' and the 'Daily Close Out Report – 80 Column Printer' documents.

Daily Closeout Report Example on Receipt Printer (40-Column Printer)

Nightly Sales Report
Wednesday 09/26/2012

Hourly Sales

Time	Net	Total	Trans
12:00 PM	362.01	362.01	5
5:00 PM	18.00	380.01	
6:00 PM	88.26	468.27	1
7:00 PM	516.63	984.90	5
8:00 PM	307.42	1292.32	12
9:00 PM	167.31	1459.63	7
10:00 PM	182.76	1642.39	7
11:00 PM	108.83	1751.22	12
12:00 AM	80.12	1831.34	5
1:00 AM	23.13	1854.47	16
2:00 AM	41.30	1895.77	7
3:00 AM	66.63	1962.40	4

Meal Period Sales

Meal	Net	Trans	Cust.
Lunch	362.01	5	7
Cust Avg	51.72	Chk Avg	72.40
Thru	18.00		
Dinner	1079.62	25	44
Cust Avg	24.54	Chk Avg	43.18
Late	502.77	51	54
Cust Avg	9.31	Chk Avg	9.86
Total	1962.40	81	105
Cust Avg	18.69	Chk Avg	24.23

Daily 11/19/12 Cat/Dept

Name	$	Qty	%
Appetizers	136.70	32	6.67
Beverages	166.30	63	8.11
Bottle Beer	128.56	38	6.27
Bourbon Whiskey	300.85	58	14.68
Burgers Sandwiches	91.75	10	4.48
Coffee Drinks	6.50	1	0.32
Discount	-67.58	12	0.00
Frequent Diner	-20.00	2	0.00
House Wines	52.01	11	2.54
Irish Fare Favorites	321.00	27	15.66
Misc	0.01	1	0.00
Mixed Drinks K---R	9.82	2	0.48
OTooles Specials	431.82	112	21.06
Pints	268.55	68	13.10
Rum	6.25	1	0.30
Scotch	8.42	2	0.41
Shots	53.74	10	2.62
Vodka	67.70	12	3.30
Net Total	**1962.40**	**462**	**100.00**

Name	$	Qty	%
Beer	396.86	115	19.36
Discount	-65.71	12	0.09
Food	1065.74	224	51.99
Frequent Diner	-20.00	2	0.00
Liquor	318.19	91	15.52
Soft Drinks	215.31	7	10.50
Wine	52.01	11	2.54
Net Total	**1962.40**	**462**	**%100.00**

Dept. Void Report

Beer	$16.00	3
Food	$24.40	6
Liquor	$7.00	2
Soft Drinks	$10.00	5
Total	$57.40	16

Daily Sales
12:37 PM   Date 11/19/2012

Gross Sales	: 2107.38
Non Sales Revenue	: .00
Net Discounts	: 87.58
Voided Sales	: 57.40

Net Sales   1962.40

Net Sales Tax	: 139.06
Dine In	: 2049.98
Count	: 82
Customer Count	: 104
Transactions	: 82
No Sale	: 23

Week to Date Sales

Gross Sales	: 4718.45
Non Sales Revenue	: 115.00
Net Sales Tax	: 304.17
Net Discounts	: 410.59
Voided Sales	: 87.60
WTD Net Sales	: 4105.26

Bank Deposits

Bank Deposit	: 245.40
Total Bank Deposits	: 245.40

Tender Types

Cash Collected	: 735.53
Gift Certificate	: 100.00
Amex	: 122.37
Visa	: 945.26
MasterCard	: 528.43
Total Credit Cards	: 1596.06
Total Non Cash Tenders	: 1696.06
Credit Card Returns	: .00
Returns Included In Total	

Paid Outs

General	: 34.00
Music	: 63.00
Produce	: 5.00
Repairs	: 58.00
Total Paid Outs	: 160.00

Discount

Name	Disc	#
ITB Hero Discount	: 32.39	10
Manager Comp	: 35.19	2

Frequent Diner

Name	Disc	#
VIP $10 Discount	: 20.00	2
Total Discount	:67.58	
Total Frequent Diner	:20.00	
Total	:87.58	

Closed Check Voids

Check Number	Void Sale	Void Disc
Chk # 1006	4.00	.00
Chk # 3023	4.00	.00
Chk # 4001	9.90	.00
Chk # 3040	28.50	.00
Chk # 3016	11.00	.00
Total Void Sales		57.40

Cash To Account For	245.40
Adjusted Gross Total	2101.46
Total Accounted For	2101.46
Perfect	.00
Adjusted Net Sales	1962.40
Close Counter 268	

Calculations:

Non Sales Revenue = Gift Cards Sold, Service Charges, Gratuity, Deposits
Net Discounts = Total Disc.
Voided Sales = Total Voids

All Sales
+ Discounts
+ Voids
+ Refunds
+ Non Sales Revenue
= **Gross Sales**

Gross Sales
- Voids
- Discounts
- Refunds
- Non Sales Revenue
= **Net Sales**

Net Sales
+ Net Tax
- Non Cash Tenders
- Paid Outs
Cash to Account For

Net Sales
+Non Sale Revenue
+ Net Sales Tax
Adjusted Gross Total

Bank Deposits
+ Total Paid Outs
+ Non Cash Tenders
Total Accounted For

	1962.40 All Sales
+	87.58 Discounts
+	57.40 Voids
+	0.00 Refunds
+	0.00 Non Sales Rev
$2107.38 = Gross Sales	

	2107.38 Gross Sales
-	87.58 Discounts
-	57.40 Voids
-	0.00 Refunds
-	0.00 Non Sales Rev
$1962.40 Net Sales	

1962.40 Net Sales
+ 139.06 Net Tax
-1696.06 Non Cash Tenders
- 160.00 Paid Outs
$ 245.40 = Cash to Account For

1962.40 Net Sales
+Non Sale Revenue
+ 139.06 Net Tax
$ 2101.46 Adjusted Gross Total

245.40 Bank Deposit
+ 160.00 Paid Outs
+ 1696.06 Non Cash Tenders
2101.46 = Total Accounted For

Bragon Lair

Bank Deposits	
Bank Deposit	$245.40
Total Bank Deposits	$245.40

Tender Types	
Cash Collected	$735.53
Gift Certificate	$100.00
Amex	$122.37
Visa	$945.26
MasterCard	$528.43
Total Credit Cards	$1596.06
Total Non Cash Tenders	$1696.06
Total Credit Card Returns	$0.00
Returns Included In Total	
List of Returns	

Paid Outs	
General	$34.00
Music	$63.00
Produce	$5.00
Repairs	$58.00
Total Paid Outs	$160.00

Discount	Discount Amt	Quantity
ITB Hero Discount	$32.39	10
Manager Comp	$35.19	2
Frequent Diner	Discount Amt	Quantity
VIP $10 Discount	$20.00	2
Total Discount	$67.58	12
Total Frequent Diner	$20.00	2
Total	$87.58	14

Closed Check Voids	Void Sale	Void Disc
Check No. 1006	$4.00	0.00
Check No. 3023	$4.00	0.00
Check No. 4001	$9.90	0.00
Check No. 3040	$28.50	0.00
Check No. 3016	$11.00	0.00
Total Void Sales	$57.40	
Cash to Account For	$245.40	
Adjusted Gross Total	$2101.46	
Total Accounted For	$2101.46	
Perfect	$0.00	
Adjusted Net Sales	$1962.40	
Close Counter	267	

Sign _____

Sales Report For 09/26/2012

Daily Sales For 09/26/2012

Gross Sales	$2107.38	Net Sales	$1962.40
Non Sales Revenue	$0.00		
Net Discounts	$87.58		
Voided Sales	$57.40		
Net Sales Tax	$139.06	Net Special Tax	$0.00
Dine In	$2049.98	Transactions	82
Average Table Turn	459.48		
Customer Count	104	Transactions	82

Week to Date Sales			
WTD Gross Sales	$4718.45	WTD Net Sales	$4105.26
WTD Non Sales Revenue	$115.00	WTD Net Sales	$4105.26
Net Sales Tax	$304.17		
Net Discounts	$410.59		
Voided Sales	$87.60		

Weekly Close Out

A weekly close out should be run on the last day of the week after the Daily Close Out has been run. This will reset the week to date totals as well as perform maintenance on the system.

> **Before the weekly close out, you must perform the daily close out (for the current day)**

To run a weekly close out:

- Log into the Manager's Menu
- Select the "Reports Menu" button
- Select the "Weekly Close Out" button
- Note: The system will prompt the following message:

Weekly Close out Resets all Databases !!

Are You Sure ?

[Yes]   [No]
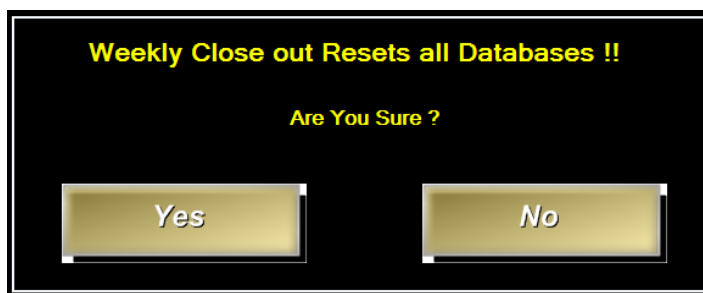
The system will display a Week to Date Mix report. You can always reprint this report at a later time for any desired date range.

Page 1

MicroSale
1221 W. Brandon Blvd.
Week to Date Mix

Report Date 02/26/2013 03:37 PM Printed By Sarah Supervisor
Sale Mix Start : 02/26/2013
Sale Mix End   : 02/26/2013

**BEVERAGES	Quantity	Cost	Dollars	Percentage
BOTTLE WATER	1.00	0.00	0.00	00.0000
Domestic Bottle	1.00	0.00	2.79	02.8239
Large Drink	1.00	0.00	2.19	02.2166
Premium Draft	1.00	0.00	3.25	03.2895
Root Beer 32	1.00	0.00	0.00	00.0000
Upsize Beverage	1.00	0.00	0.40	00.4049
– Category Total --	6.00	0.00	8.63	8.73

**BONE-IN	Quantity	Cost	Dollars	Percentage
30 MIX	1.00	0.00	4.99	05.0506
5 MIX	1.00	0.00	3.19	03.2287
MIX CAJ	30.00	0.00	0.00	00.0000
MIX GAR	5.00	0.00	0.00	00.0000
– Category Total --	37.00	0.00	8.18	8.28

**BONELESS	Quantity	Cost	Dollars	Percentage
55 BW	1.00	0.00	4.99	05.0506
BW GAR	55.00	0.00	0.00	00.0000
– Category Total --	56.00	0.00	4.99	5.05

**COMBOS	Quantity	Cost	Dollars	Percentage
3 Strip Combo	1.00	0.00	4.99	05.0506
8 MIX Combo	1.00	0.00	4.99	05.0506
BB	1.00	0.00	0.00	00.0000
FF fry	1.00	0.00	0.00	00.0000
LG Orange	1.00	0.00	0.39	00.3947
MIX LEM	8.00	0.00	0.00	00.0000
RAN	2.00	0.00	0.00	00.0000
S CAJ	3.00	0.00	0.00	00.0000
Self-Serve	1.00	0.00	0.00	00.0000
– Category Total --	19.00	0.00	10.37	10.50

**FAMILY PACKS	Quantity	Cost	Dollars	Percentage
16 Strip Family Pack	1.00	0.00	4.99	05.0506
30 BW Family Pack	1.00	0.00	4.99	05.0506
BW LEM	30.00	0.00	0.00	00.0000
CAR	1.00	0.00	0.00	00.0000
b. BB	1.00	0.00	0.00	00.0000
LFF caj	1.00	0.00	0.00	00.0000
RAN	6.00	0.00	0.00	00.0000
S BBQ	16.00	0.00	0.00	00.0000
STX	1.00	0.00	0.00	00.0000
– Category Total --	58.00	0.00	9.98	10.10

**SIDES	Quantity	Cost	Dollars	Percentage
12 ROL	1.00	1.22	3.69	03.7348
6 ROL	2.00	2.44	4.58	04.6356
BC	1.00	1.22	0.79	00.7996
CEL	2.00	0.00	1.58	01.5992
CS	1.00	0.00	1.79	01.8117
HM	1.00	1.22	0.79	00.7996
b. BB	1.00	1.22	3.19	03.2287
b. BC	1.00	1.22	3.19	03.2287
b. CHZ	1.00	0.00	3.19	03.2287
b. HM	1.00	0.00	3.19	03.2287
b. PS	2.00	0.00	6.38	06.4575
PS	1.00	0.00	1.79	01.8117
RAN	1.00	1.22	0.79	00.7996
Reg CHZ	2.00	0.00	3.58	03.6235
S/O Sauce	1.00	0.00	0.79	00.7996
Sm CHZ	2.00	0.00	1.58	01.5992
TER	1.00	0.00	0.00	00.0000

Week to Date Mix
Page 2

– Category Total --	22.00	9.76	40.89	41.39

**SPLIT	Quantity	Cost	Dollars	Percentage
5 SPL	1.00	0.00	3.19	03.2287
65 SPL	1.00	0.00	4.99	05.0506
BW HAW	5.00	0.00	0.00	00.0000
BW LEM	65.00	0.00	0.00	00.0000
– Category Total --	72.00	0.00	8.18	8.28

**STRIPS/GLIDERS	Quantity	Cost	Dollars	Percentage
1 Glider	1.00	0.00	2.59	02.6215
4 Strips	1.00	0.00	4.99	05.0506
G LEM	1.00	0.00	0.00	00.0000
S BBQ	4.00	0.00	0.00	00.0000
– Category Total --	7.00	0.00	7.58	7.67

– Net Sales –	98.80
(less discounts)	
– Transaction Count	4
Transaction Avg	24.70
Cost Percentage	9.88
Cost Dollars	9.76

Introduction

MicroSale includes customer relationship management tools that give you details of customers for call in orders, loyalty programs, memberships and house accounts.

A customer may be set up using the standard Phone Order functions. Basic customer information includes name, address, email, and phone number. Saved customers are searchable by keywords or phone number.

Useful to create loyalty programs; set up instant rewards plans or accumulating points plans

House Accounts can run up a tab for regular customers that is prepaid or paid monthly (and email statements when payment is due), keeps track of purchases, keeps credit cards on file while maintaining PCI compliancy, tracks special days (birthdays, anniversaries), and is considered a payment method.

May be set up for country clubs or exclusive establishments where customers must be a member in order to purchase products

Customer Information & Customer Reports

Accessing Customer Reports: Manager's Menu→Reports Menu→Customer Information/Customer Reports

The customer information is based on phone orders. The amount of details shown is determined by the information inputted at the time of order. By default, only the phone number is required for order entry. However, for the Customer Information and Reports to be most beneficial, you should enter as much information as possible.   It is recommended to include the first name and/or email address.
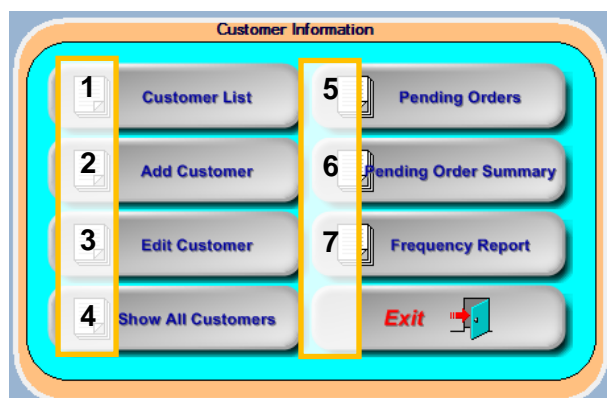
Figure 1

1 Customer List

The Customer List Button is a date range report (viewed as a PDF). The first pop up will display a calendar, to choose a range of dates. The range selected will show the customers who called for orders during the selected time frame. It is recommended to choose a specific amount of days (press the same date twice to view one day's customers), weeks, or months. If you press "done" without selecting a date, it will find all customers. This could take 3-6 minutes to search and if you search too far back, the information could become outdated (customer could change phone number, email address, etc.)

An example of the Customer List is shown in Figure 2. You will see that this report can be emailed or printed for marketing/management use. The header will show your restaurant's information, the date the report was ran (the current day), the manager who ran the report, followed by the pertained dates.

Figure 2

2 Add Customer

Adding a customer allows management/authorized staff to input a new customer that is not automatically saved through phone orders. This allows you to build a customer base on more than just phone order customers. This function also serves as a way to attach coupons for specific customers. Once the customer information is added (requires phone number), you can attach the coupon.

This eliminates "he said/she said" discounts. (An unhappy customer was promised a free appetizer by Manager X who is not working). Now you can say "what is your phone number, I will see what discount we have saved for you…"

In the screen, you may also attach a credit card to a phone number. Once the number is entered, you will not be able to see it, as it will encrypt (maintains PCI Compliancy)—Figure 3

If you choose to attach a credit card, you MUST fill out the full name, address, credit card number and expiration date.

Figure 3

3 Edit Customers

The Edit Customers screen—Figure 4 is identical to the "Add Customer" screen, however it will first display a list of saved customers. When you touch/click on a name, you will see the saved information for that specific person. This screen will show you the last time the customer ordered (remember, this is driven by the phone number!) and if it is within 90 days, you can touch/click on the Show Last Order to see the customer's last order placed. (the order will print on the receipt printer.—Figure 5)

Figure 4

Figure 5

4 Show All Customers

Show All Customers will display a list of all customers saved in the system. This screen is an easier way to search and view your customers—Figure 6. You can touch/click in a customer's row to view the same screen as "Add Customer" and "Edit Customer". Print List will print a PDF version which is the same as "Customer List"—Figure 2.

Name	Phone	Address	City	State	Zip	Instructions
MEGAN	214.755.5198		Dallas	TX	75228	
MEGAN	214.298.2234		Dallas	TX	75228	
MEGAN	214.650.7430		Dallas	TX	75228	
MEGAN	214.755.5498		Dallas	TX	75228	
MEGAN	214.557.5498		Dallas	TX	75228	
MEKA	214.994.9957		Dallas	TX	75228	
MEKA	214.967.6566		Dallas	TX	75228	
MEKA	214.524.3614		Dallas	TX	75228	
MEKA	214.641.5537		Dallas	TX	75228	
MEKA	214.859.7183		Dallas	TX	75228	
MEKA	214.664.2292		Dallas	TX	75228	
MEKA	469.463.0228		Dallas	TX	75228	
MEL	214.527.8270		Dallas	TX	75228	
MEL GIBSON	214.319.6928		Dallas	TX	75228	
MELANIE	469.348.8725		Dallas	TX	75228	
MELIK	469.438.0378		Dallas	TX	75228	
MELINDA	214.549.2410		Dallas	TX	75228	
MELINDA	214.425.5819		Dallas	TX	75228	
MELINDA	214.458.2448		Dallas	TX	75228	
MELINDA	214.727.1285		Dallas	TX	75228	
MELINDA	214.991.3415		Dallas	TX	75228	
MELISSA	214.557.6374		Dallas	TX	75228	
MELISSA	972.693.8505		Dallas	TX	75228	
MELISSA	469.360.0115		Dallas	TX	75228	
MELISSA	214.275.4977		Dallas	TX	75228	
MELISSA	469.231.5873		Dallas	TX	75228	
MELISSA	972.800.9365		Dallas	TX	75228	
MELISSA	214.918.4464		Dallas	TX	75228	
MELISSA	214.584.4723		Dallas	TX	75228	
MELISSA	214.728.3299		Dallas	TX	75228	
MELISSA	214.557.6771		Dallas	TX	75228	
MELISSA	469.826.0012		Dallas	TX	75228	
MELISSA	469.879.9161		Dallas	TX	75228	
MELISSA	214.779.8441		Dallas	TX	75228	
MELISSA	214.728.3333		Dallas	TX	75228	

Phone Search   Address Search   Name Search   Print List   Exit

Figure 6

5 Pending Orders

The Pending Orders button will print the pending orders for tomorrow's pick up. When the button is pressed, it will print the report to the receipt printer. The report is a quick way to view the inventory that will be used for the orders, and to see how many orders are scheduled for pick up. Please note that this report is not designed to be used for the kitchen, as it does not show pick up times. Figure 7 displays the report.
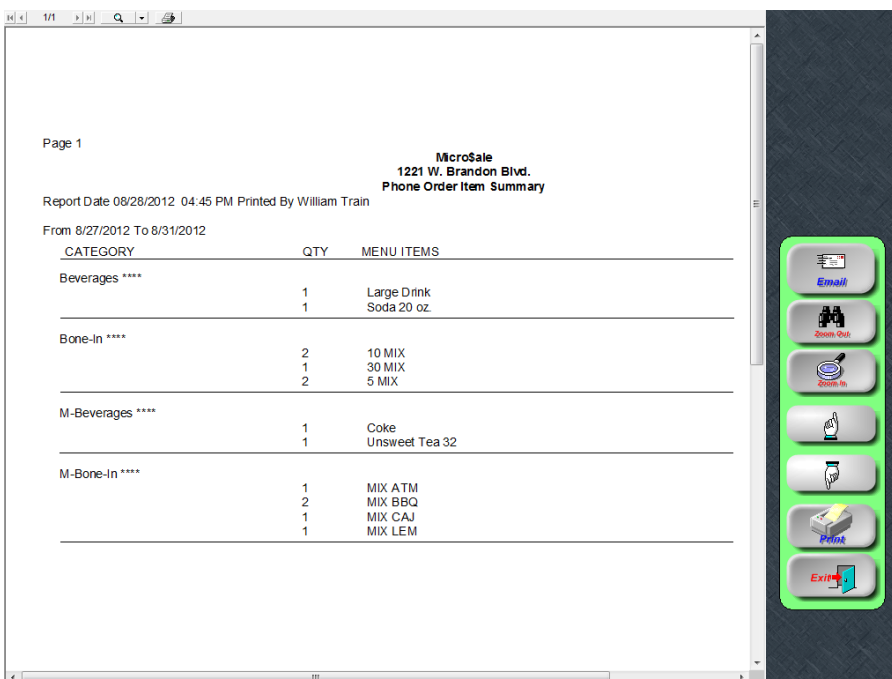
Figure 7

6 Pending Order Summary

The Pending Order Summary is a date range report (viewed as a PDF—Figure 8). The first pop up will display a calendar, to choose a range of dates. The range selected will show the pending orders for the selected time frame. It is recommended to choose a specific amount of days (press the same date twice to view one day's customers), weeks, or months. This report is a quick way to view the inventory that will be used for the orders. The report breaks down items by category. The categories displaying a prefix of "M" represent modifiers.

Figure 8

7 Frequency Report

The Frequency Report is a date range report (viewed as a PDF). The first pop up will display a calendar, to choose a range of dates. The range selected will show the customers with number of visits for the selected time frame. –Figure 9
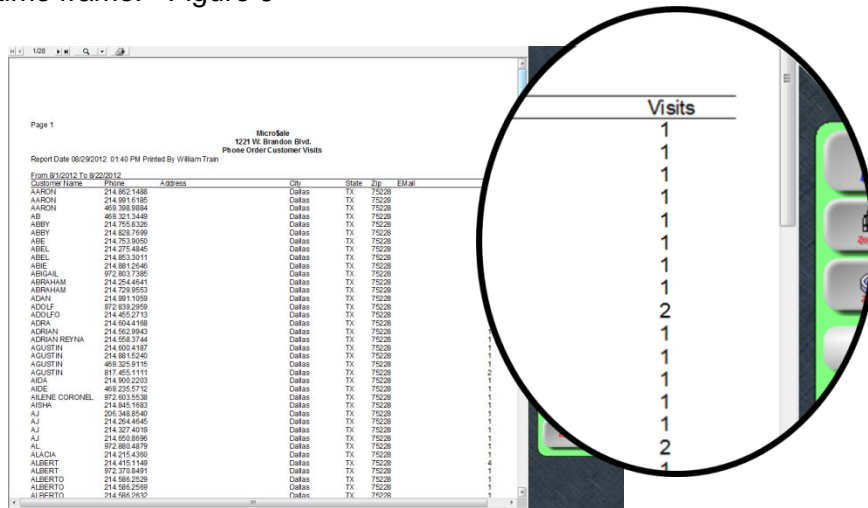
Figure 9

Frequent Diner

The Frequent Diner function of MicroSale allows you to provide discounts to customers who frequently dine at your restaurant. The discount can either be based on a number of dollars spent, or based on a number of points earned by purchasing certain products. The customers can use a magnetic card at the time of purchase, or you can assign them a unique account number. Each qualifying sale will then be tracked toward the completion of a plan.

This built in feature allows you to not only encourage customer frequency but to also build a customer database for marketing campaigns.

Using Frequent Diner

Adding Customers

1. Press the Frequent Diner button on the Order Screen
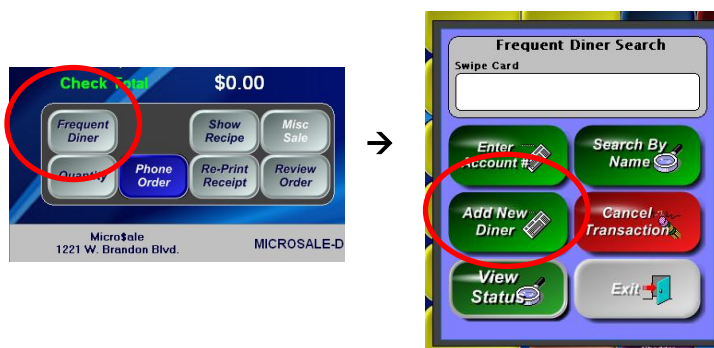
2. The Add New Diner will access the screen below.

Note: All of the information does not have to be filled out.

You may manually enter information or you can touch the <name> and swipe a driver's license to automatically insert information.

Beside the Account Number is where you can choose a unique number to give to the customer (ie, phone number) or you can swipe an encoded magnetic card to assign the card to a customer.

You are also able to reference an account by Name if you do not choose to assign a customer to an number or card.
The right displays the plans in the system. **You do not have to click on anything in this box.**

## Using Frequent Diner for existing Customers

Anytime during an order you can press Frequent Diner and swipe the card (or enter number/name) to register the customer's order into their frequent diner account.

NOTE: AFTER YOU TENDER THE ORDER, YOU CAN NOT PUT THE POINTS ONTO THE CUSTOMERS ACCOUNT. THE FREQUENT DINER MUST BE ENTERED DURING ORDER ENTRY

After you swipe the card, you should see flashing text at the top of the order screen. This shows that the card/number/name registered and that you are on their account.

After you ring in the order, you can simply tender out the order regularly. However, if the customer is interested to see where they are at on their points/dollars status, touch the flashing text
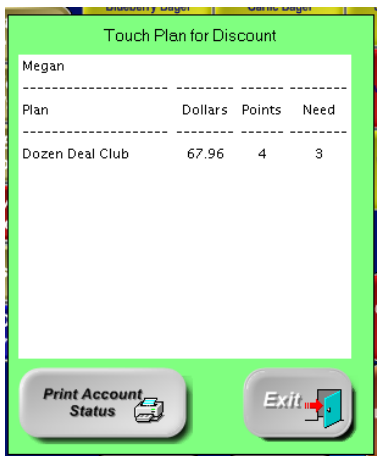
You may have many plans in your program. Only the plans that have points accumulated will show in this box.

Tracking and Maintaining Customers

Go to the Managers Menu and click on Frequent Diner

- *Customer Maintenance* is a similar screen previously discussed in Adding Customers.
- *Plan Maintenance* allows you to add and delete plans (discussed later)
- *Customer Status and Customer List* is a report of all of your customers.

Frequent Customer Status Report

Report Date : 12/06/2011
Time : 05:10 PM

Date	Name	Plan Name	Check No.	Total Spent	Total Points
12/06/11		Dozen Deal Club	174	67.96	4
Total				67.96	4
Life Time			6	102.18	22

Above: The Status Report lists out all of the customers in your Frequent Diner Database. Here you can see the customer's plans along with the check number in which the points were received, the total spent and total points.

Frequent Customer List

Report Date : 12/06/2011
Time : 05:13 PM

Name	Address	City	State	Zip	EMail
Meg	<Address>	<City>	<State>	<Zip>	<EMail>
Megan	1221 W Brandon Blvd.	Brandon	FL	33511	megan@microsale.net

Above: The Frequent Customer list is a great tool to use for marketing. If your cashiers take the time to fill out all of the customer's information, you can do direct marketing.
This database will help you track the locations of your customers.

Set Up

Create a customer discount in **Discount Maintenance**:
Example: *Buy 5 Sandwiches, get 6th Free*
Name the Discount: *Sixth Sandwich Free*
Select the type of discount: *Discount Percentage*
What amount or percentage of the item gets discounted? *100.0*
What is the minimum access level needed to apply the discount to a check without Manager approval? *Server*
Select the report designation for the discount: *Frequent Diner*

In the *Sales Tax Adjust* box, touch the drop-down beside *Sales Tax* and select **0** if the customers in your area are responsible by law for paying sales tax on the total before the discount is applied. If there is a **1** in the *Sales Tax* field, it means that the dollar amount after the discount will be taxed.
Set the discount to Match With: *Category*
From the Available Items, Assign: *Sandwiches*
Type a *Maximum Amount Allowed per Transaction*, if desired.
Touch **Save** after completed.

Plan Maintenance

Please Note: Multiple Plans CANNOT track the same menu items or link to the same discounts.

Banked Plan "Point Plan"

This plan can be taken whenever the customer would like. Can rack up or "bank" points to get something better for free.

! Once reward is redeemed, it takes the customer back to 0. Whatever is ordered additionally on this transaction, it will not count towards the new plan, because the reward must be tendered first.

Create the plan associated with the discount in **Frequent Diner, Plan Maintenance**:
Example: *Buy 5 Sandwiches, get 6th Free*
1. Name the Plan: *Buy 5 Sand, Get 6th Free*
2. Select the Discount for this plan: *Sixth Sandwich Free*
3. Choose the type of Plan: *Points*
4. Set the number of points needed to receive the discount: *6*

5. Choose how to assign the points – only to specific menu items, to all menu items in a certain category, or to all menu items that use a certain department: *Categories*
6. Assign the point values earned: Highlight a category in the list, and click the first empty box under "Selected Items". In the box next to it, type the number of points earned for menu items in that category: *Sandwiches 1*
7. Continue assigning all categories that apply.
8. Touch **Save** when completed.

Reward Plan "Dollar Plan"

! MUST BE TAKEN AT TIME OF QUALIFICATION. If you cannot choose when to take this reward.

! Once reward is redeemed, it takes the customer back to 0. Whatever is ordered additionally on this transaction, it will not count towards the new plan, because the reward must be tendered first.

This plan takes the AVERAGE price of all the customer's orders.
You will be UNABLE to get something of higher value for free.
Example: Sally orders a .99 coffee 5 times, and will only get a .99 coffee for free on the 6th visit.
Sally orders a $4.99 Mocha Latte 5 times, and will get a $4.99 coffee for free on the 6th visit.

Set up the discount associated with the Frequent Diner plan. In this example, a customer can get one free pasta after he spends $50.00. The discount is set up as follows:

Create the plan associated with the discount in **Frequent Diner Plan Maintenance**:

Example: *Spend $50.00, Get one Pasta Free*
Name the Plan: *Spend $50, Get 1 Pasta*
Select the Discount for this plan: *Free Pasta with $50*
Choose the type of Plan: *Dollars*
Set the number of dollars the customer must spend to receive the discount: *50*
Choose which purchases qualify for the plan – only specific menu items, all menu items in a certain category, or all menu items that use a certain department: *Categories*
Assign the specific Categories that qualify. Highlight a category in the list, and click the first empty box under "Selected Items".
Continue assigning all categories that apply. In this example, they can purchase any items and when the total reaches $50.00, one Pasta is free.
Click **Save** when completed

Tendering to a House Account

- Ring up the transaction as normal.
- Finalize the sale to "House Account"
- MicroSale will ask you to swipe the House Account card, or enter number manually.
- Swipe the card, if available.
- Touch "Accept Amount"

Applying Payment to a House Account

- Enter Manager # and "OK"
- Select "Express Order"
- Select the category button that the "Apply Payment" button is assigned to.
- Select "Apply Payment" button. (A window will pop up asking you to enter the amount of the payment.)
- Enter dollar amount they are paying including decimal point, and touch Done.
- Select "Tender" button and it will take you to the payment screen.
- Select Tender type that they paid with, such as "Cash" or "Credit Card" - - - - (Not "House Account").
- The "Account Payment" screen will appear.
- Swipe card or enter account # manually.
- Enter dollar amount paid.
- Select "Process" button

Printing House Account Statements

- *Manager Menu*, *Gift Certificate/House Account*
- Select "Reports/Utilities" button on bottom right of the screen
- On top right of screen, select "House Account" to print only those statements
- Select "Print Account Statements"
- This section gives you other information and options. The buttons in the red area allow you to reset account activity such as purge expired accounts and remove inactive credit cards.
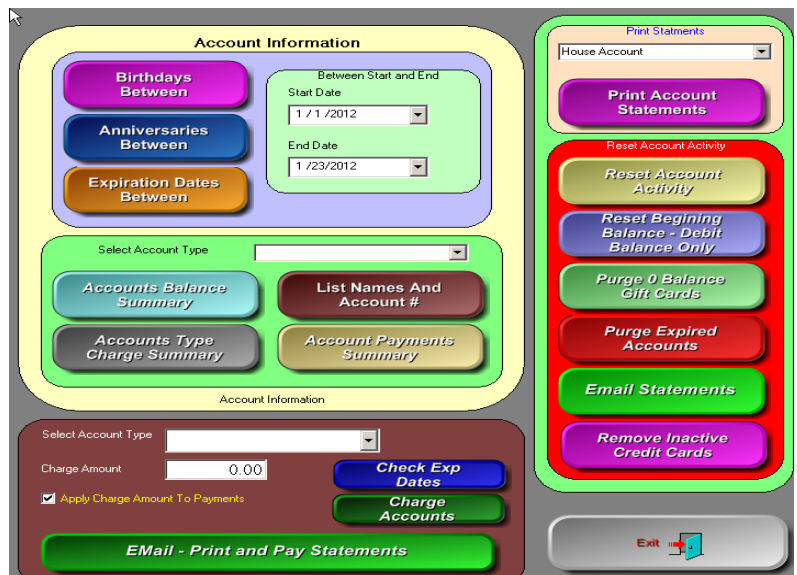
Emailing House Account Statements

- *Manager Menu, Gift Certificate/House Account*
- Select "Reports/Utilities" button on bottom right of the screen
- On top right of screen, select "House Account" to email only those statements.
- Select "Email Statements" button at bottom of the screen (Note: An email address must be assigned to each House Account you are emailing the statement to.)
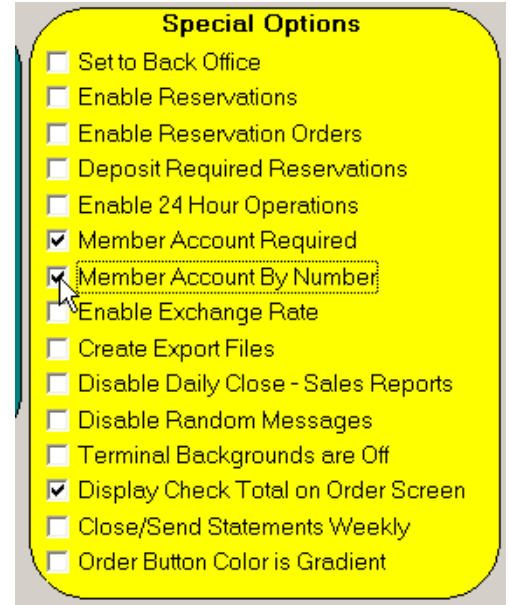- MicroSale will ask "Email All Statements Send?"
- Select "Yes"

Membership Configuration

MicroSale has a house account type known as *Membership.* This option is used mainly for country clubs, private clubs, etc. This would be used at an establishment to prevent the server to ring up any items, start any tables, etc. without putting in the member's name or account number. *To use this option, go to Manager's Menu/Register Setup/Register Options by Terminal.*

The Special Options box will pertain to the Membership Configuration:
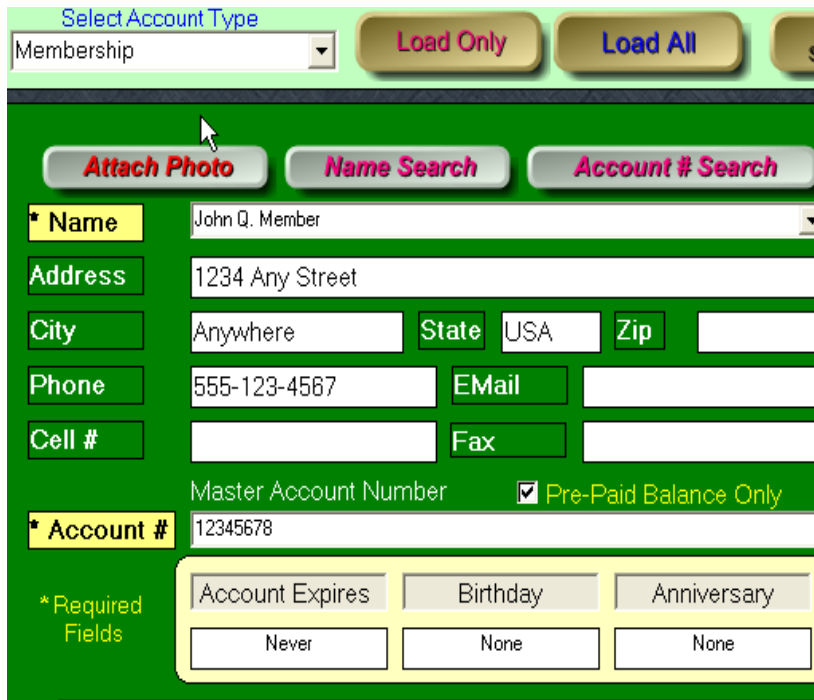
Notice that the boxes *Member Account Required* and *Member Account by Number* are checked. "Member account required" means just that. The server HAS to search and find the person's membership account before they can ring up an order. The server can either search on the person's first or last name (put in a few letters and then search) or swipe cards if those have been assigned to customers (this is probably the best option). The second option "Member Account by Number" means that the search by name option is not available and the server MUST have the member's number or swipe their card. *This is the more secure of the two methods.*

After the register option has been chosen, they must then put in the member's name, address, phone number, etc. The more information the better. The system can then either automatically generates an account number for the member, or they can use their own number or swipe a card. The number must be at least 5 digits long. See below:

Special Options
- ☐ Set to Back Office
- ☐ Enable Reservations
- ☐ Enable Reservation Orders
- ☐ Deposit Required Reservations
- ☐ Enable 24 Hour Operations
- ☑ Member Account Required
- ☑ Member Account By Number
- ☐ Enable Exchange Rate
- ☐ Create Export Files
- ☐ Disable Daily Close - Sales Reports
- ☐ Disable Random Messages
- ☐ Terminal Backgrounds are Off
- ☑ Display Check Total on Order Screen
- ☐ Close/Send Statements Weekly
- ☐ Order Button Color is Gradient

Notice all the fields available for personal information. The system uses this information for various tasks. There is also a checkbox for *Pre-Paid Balance Only.* This will not be used for membership accounts. This is only used for *Gift Card* accounts.

Select Account Type
Membership

Load Only   Load All

Attach Photo   Name Search   Account # Search

* Name   John Q. Member
Address   1234 Any Street
City   Anywhere   State USA   Zip
Phone   555-123-4567   EMail
Cell #   Fax

Master Account Number   ☑ Pre-Paid Balance Only
* Account #   12345678

*Required Fields

Account Expires	Birthday	Anniversary
Never	None	None

Setting Up a linked tender

If the restaurant is keeping customer's credit cards on file, it is possible to link their membership accounts to the credit card tender. Then, when the order is tendered out to "House Account" on the tender screen, the customer's credit card on file would be used.
See below:

It also gives you a chance to set the account to allow tips to be done on the house account tender.
This configuration is used in conjunction with a stored credit card. See illustration:

The illustration also shows the area in which *Meals Per Day, Daily Limit, and Period Limit* are configured. You could also have a discount be used every time this account is accessed.

Operation

When a customer comes into the restaurant/club, the server would either get their membership card or their name/number. Then, after the customer orders, the server would open up a table as usual. However, before the order screen can be accessed, the server will get this prompt:

This shows all the search options. Unless the option *Member Account By Number* has been turned on in the Register Options, any of these buttons can be pressed or the customer's card (if they have one) could be swiped through the card reader. If *Search All* is selected, you would get a keyboard

which would allow typing in a few letters of the person's name to narrow down the search. On this screen you could just hit "Done" and the system would just show a list of all customers in the system. See next illustrations:


At left is the search screen. You could enter a few letters and hit "Done". This would bring up a screen similar to the example shown below:

This is the only customer we have in at this time. Normally, you would get every customer that has any of the letters in the name shown. Or, if you hit "Done" without entering any letters or numbers you will get a list of all accounts in the system. After the check is entered and the customer is ready to leave, the server would bring up the tender screen and hit "House Account". There is a button at the top of the tender screen which would allow changing to a different membership account if so desired.

See below:
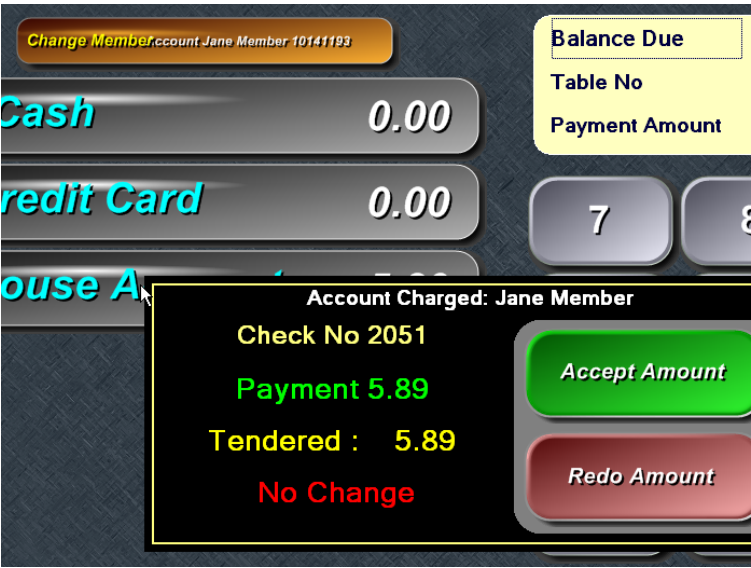
You can see the *Change Member* button at the top left of the screen. If this button is pressed, it brings up the member account prompt and allows the server to put in an alternate account to be charged. If not, the *Accept Amount* window shows that the primary member for this account is being charged.