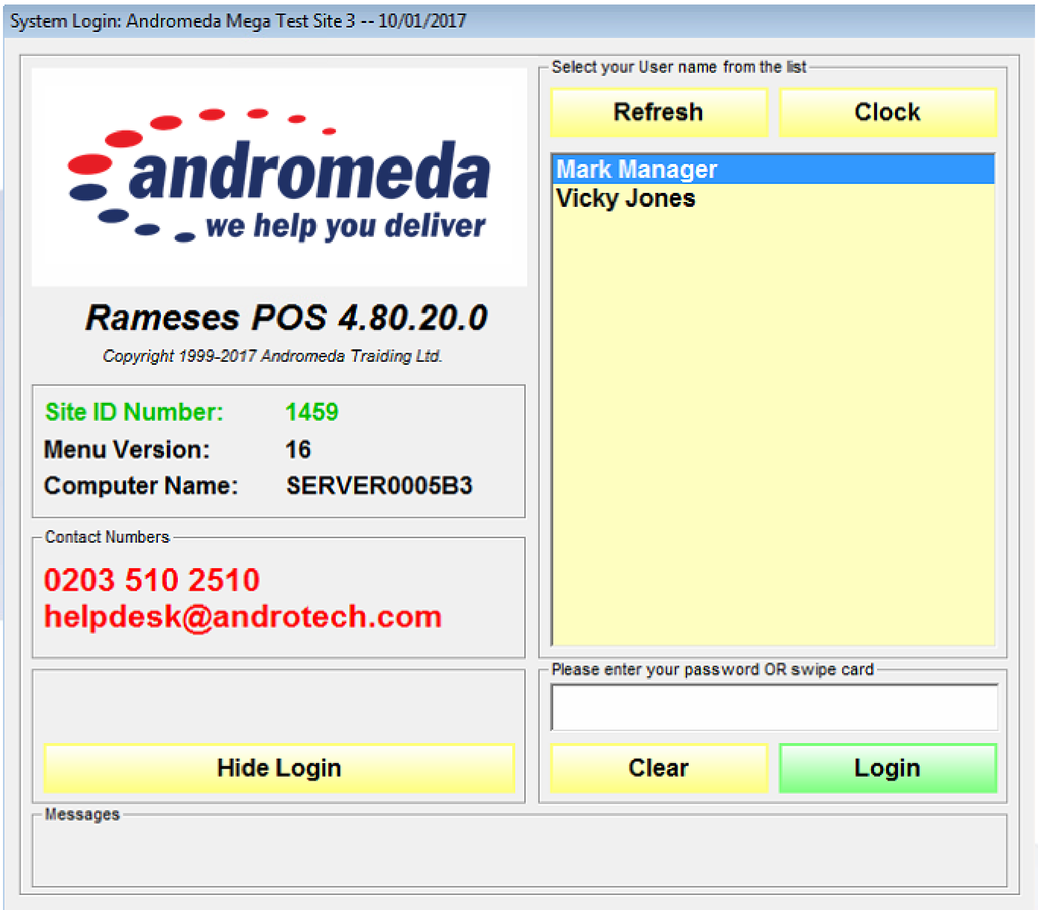
RAMESES

User’s Manual



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VERSION CONTROL

Date	Version	Author
May 2016	Version 1.0	Melissa Thompson
November 2016	Version 1.1	Viktoriya Dimitrova
March 2017	Version 1.2	Viktoriya Dimitrova

1. INTRODUCTION

Rameses is powerful and scalable delivery EPOS software designed to increase the performance and service of your business. **Rameses** software helps to manage a food delivery, collection or restaurant business in full, from the taking of orders to staff management, reporting and beyond. **Rameses** software fits your business and is generally aimed at meeting the requirements of different types of restaurants and the specifics of the restaurant business in general:

- ❖ **Delivery**

Rameses delivery EPOS excels at delivery with industry leading functions to help you optimise your drivers in store and on the road.

- ❖ **Collection**

Collection orders are easily dealt with by Rameses delivery EPOS allowing you to extend your customer reach.

- ❖ **Quick Service Restaurants**

We help the Quick Service Restaurant sector maximise their potential with Rameses delivery EPOS variable approach to restaurant operation.

- ❖ **Casual Dining**

Rameses dine-in functions allow for easy table service.

- ❖ **Online Ordering**

With **Rameses** you can integrate your online ordering platform with your delivery EPOS and seamlessly feed online orders to your kitchen.

- ❖ **Call Center Operations**

Rameses can help you operate a call center for large scale operations.

Please note that the functionality of the software you use depends on the licence purchased. If you see something that you would like integrated into your version, please feel free to contact us (see our contact details on page 130).

If you are interested in a specific module, then please refer to the relevant manual for this order type (see Rameses Quick Guides). The **Rameses Licences** available can be seen in the table below:

Rameses Core	Rameses Professional	Rameses Enterprise
• Andromeda Web Orders come directly to the system. • Menu changes made on the EPOS are synched to the online website. • Ability to take delivery, collection and shop orders. • Access to 11 reports*. • Can setup employees and book drivers in and out. • No inventory or labour management. Does not support MakeScreen. *The reports are accessible for 1 year.	• More reports*. • Supports the stock control/inventory add-on. • Labour Management. • More advanced marketing selection. • Ability to have MakeScreen and dedicated Driver dispatch. • Support for up to 5 stations per site. * The reports are accessible for an unlimited period of time.	• Full reports database. • Ability to have multiple Kitchen screens for different cuisines. • Full marketing selection. • Supports above-store reporting add-ons.

2. MAIN MENU OVERVIEW

No matter what the cuisine **Rameses** is designed to manage **all aspects of the food orders,** after a food order has been taken the order will pass through a series of stages which are explained further below (see the New Order Menu).

Apart from that, here are some of the other main functionalities of **Rameses** software:

- Build your menu online and manage the whole cycle from order taking, performance of your staff, dispatching the order, food delivery and payment types.
- Management options, such as planning employees' working schedules and payments, managing employees' files, marketing functions, and more.
- Receive stock, manage inventory items, prices and amounts.
- A wide range of custom settings allowing you to customise the software to fit your needs.
- Extensive reports including sales, customers, operations, trends, products and more.

All these are further explained in the sections below.

Figure 1: Rameses Main Menu

2.1. SETTING UP THE SYSTEM

Before the **Rameses** system can be used for the first time you will need to setup employees at their correct access levels and assign passwords to each user. Once this has been done you will be able to follow your start of day process and then commence trading.

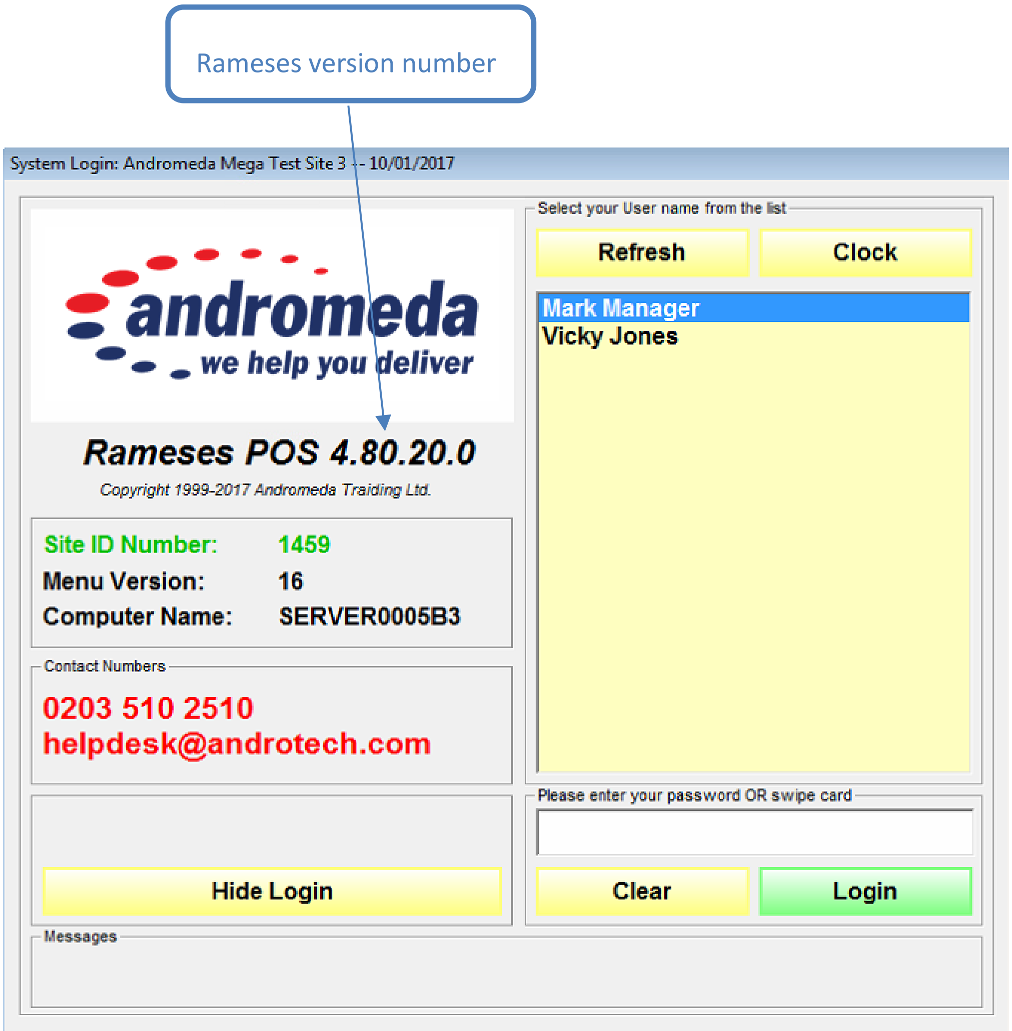


Figure 2: Rameses Login Screen

Click the **Refresh** button or press **F1** to refresh the user list. Click **Clock** or press **F2** to clock in using the employee's swipe card. The **Hide Login** button minimizes the login screen.

The main screen of the application provides secure system logon, with different levels of access depending on your position within the company.

Note: Employees with an employment ranking of Supervisor and above are always shown on the logon screen. All other employees are only shown if they are clocked in.

If you have clocked in and your name is currently not shown on the logon screen, click **Refresh** or press F1 to refresh the user list.

Users with Owner access level and above are never shown. They are recognised by their password.

2.2. START OF DAY PROCEDURES

The computer that is named as the SERVER must always be left on. It is this PC that will upload sales data at night and will also activate any changes that may have been made to the menu or postcode database the day before. All the other PC's can be turned off at night via the Shutdown Clients button in the End of Night screen (please see the **End of Night** section for more details).

Before using the system for the first time and at the start of the day you must follow the start of day process that is detailed below. Here is the **Start of Day Checklist:**

1. The server should never be turned off so it should still be on from the previous night. Turn on all remaining PCs and make sure each loads up and progresses to the login prompt.

2. Login to the cashier station and clock in yourself using the **Dispatcher** > **TimeKeeping** buttons. For more information on clocking in and out please see the Employees section 6.5.

3. Count your till float and enter it into the system by going to the **Supervisor Menu > Float Count.** Then enter the number of banknotes until you reach the desired total amount.

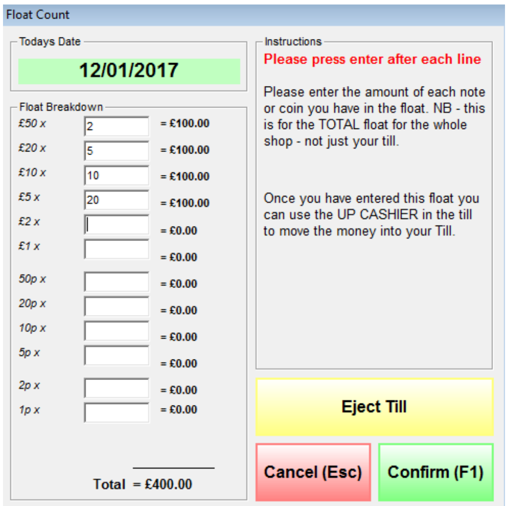


Figure 3: Float Count

4. Assign driver floats – clock in the driver first. Then go to **Dispatcher** > **Till Functions** and highlight the driver (Drivers Working Today section). Then click **Award Float**.

Enter the money you are giving this driver and press **Continue** to confirm.

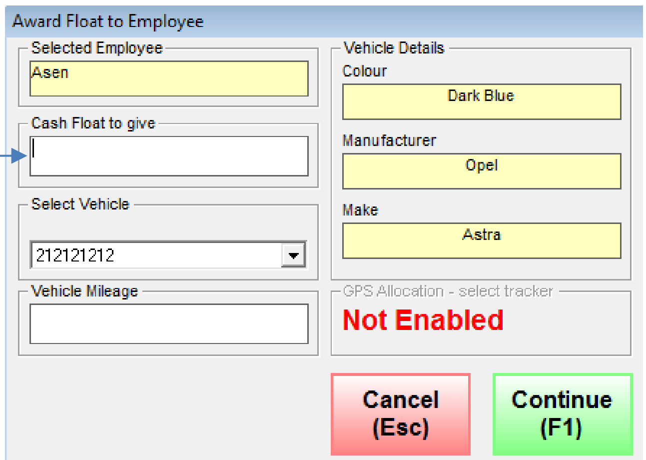


Figure 4: Award Float to Employee

5. If you have a driver screen, login to the system and go to the Dispatcher section.

Press **Lock (F10)** to make sure that the dispatcher is locked in the driver screen mode. Make sure that the driver screen shows **MAIN** mode in the top right (not VIEW mode), as shown in Fig. 5.

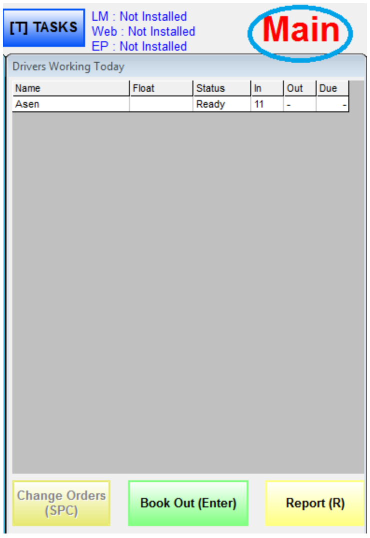


Figure 5: Main Mode

6. It is good practice to place a **TEST ORDER** to make sure that the printers are properly working.

Check the paper and ribbons in each printer. You can also check the internet connection using the **MAP** feature in the Dispatcher Menu.

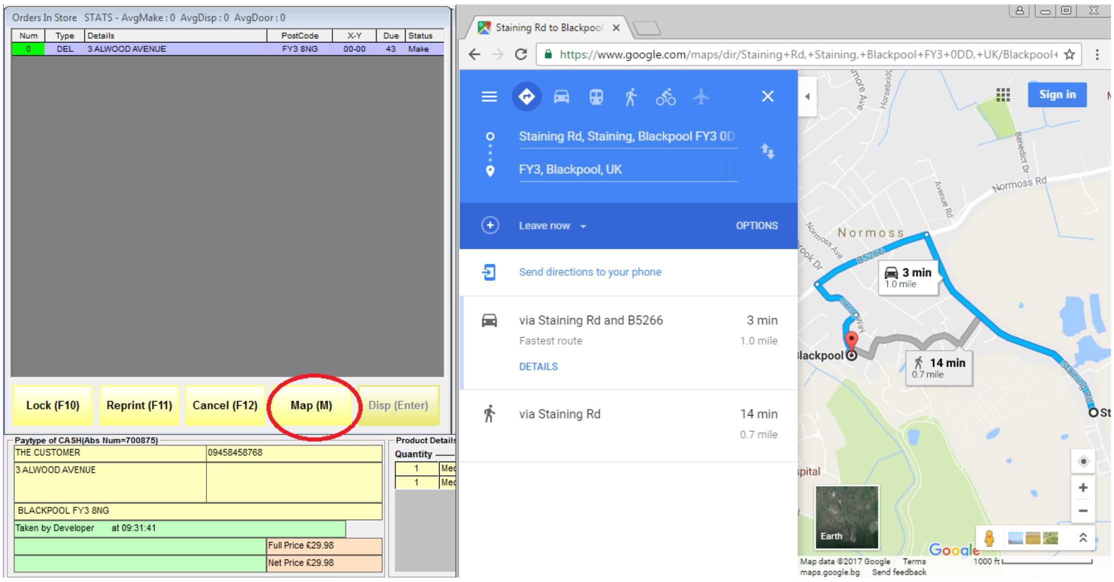


Figure 6: The Map (M) Button

At this stage, your **Rameses** system will be ready to take orders. If you are confident to do this then move on to the New Order (order taking) section.

Remember that employees have to be setup initially (and then managed when needed) but the Start of Day procedures must be completed at the start of every working day on **Rameses**.

Note: It is important to check that everything is working as soon as you get to the shop in the morning rather than wait until 7 pm when you are busy.

3. NEW ORDER MENU

Rameses software offers the ability to operate in various service styles (configurable via Custom Settings). There are five order taking options – you can choose the ones applicable to your business.

Order Taking Options

From the **Main Menu**, click the **New Order** button to access the order taking options (occasions).

- **F1 Delivery** mode is used when the customer wishes to have the order delivered to their address. For delivery orders, you must enter the customer's name, phone number and address - these details will be stored to use for repeat orders and for marketing purposes.
- **F2 Collection** mode is used when the customer requests to collect their order from the shop. Unlike Delivery, you only need the customer's name and phone number for collection orders.
- **F3 Shop** mode is used when customer places the order over the counter and then takes it away with them. **Shop** mode does not usually require any customer details to be recorded[1].
- **F4 Restaurant** mode allows access to a table plan. Customers can be assigned to a table number. Orders can then be added to the tables, with the option to keep the bill open until the customer is ready to pay. There is no customer details input.
- **F5 Counter** mode is the fastest service style and does not require any user details. It allows quick cash-off, reprint and void of orders. Counter service uses its own dedicated float rather than the main store float.

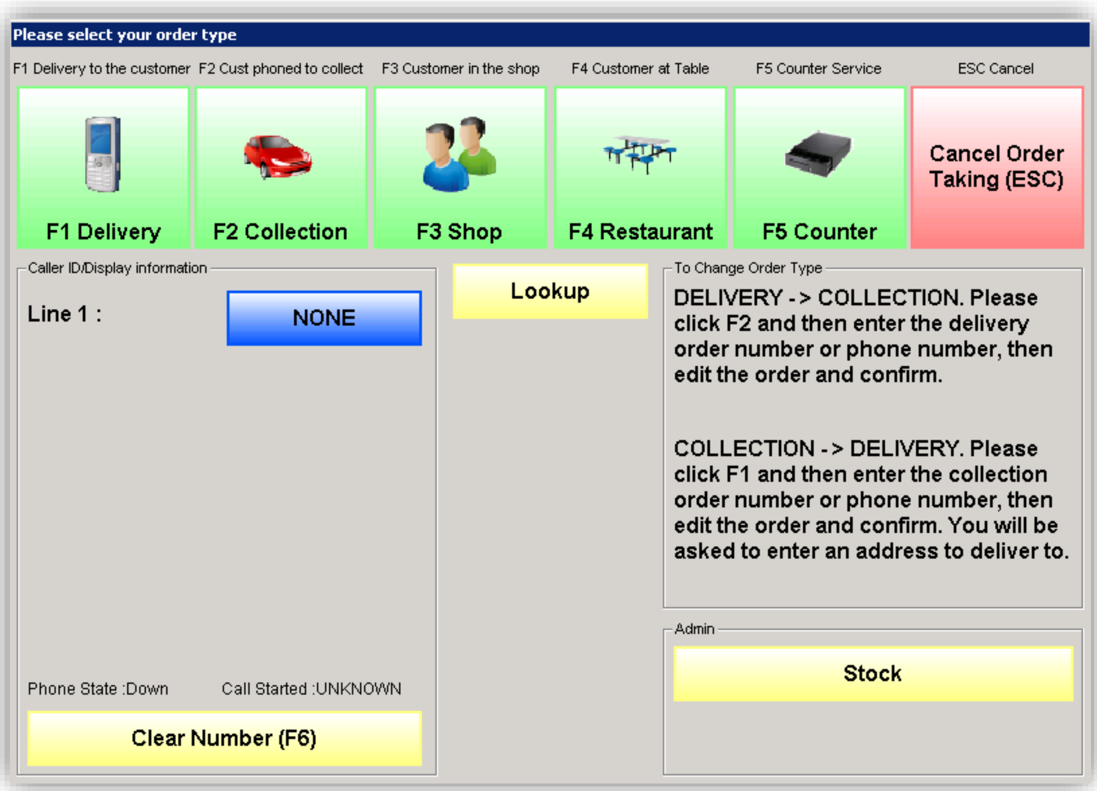


Figure 7: Rameses Order Taking Options

[1] There is the option to configure the order taking name format through Rameses Custom Settings. Please contact us if you need assistance with that. Our contact details are on page 130.

3.1. DELIVERY (F1)

Click **F1 Delivery** to input a new delivery order. When you enter an existing customer's phone number then their name and address details have already been recorded and saved. The phone number will link you to those details so that you don't have to enter the customers address details again.

3.1.1. Delivery Order – Using Caller ID

The first stage of the customer order is to enter the telephone number of the customer. This can be done via manual input or via a caller ID system. When the caller ID is correctly installed and the line activated, the number of an incoming call will be displayed.

Setup charges might apply so contact us before installing a caller ID. See contact details on p. 130.

Figure 8: Caller ID/Display Information

Click **Clear Number (F6)** to clear or **Lookup** to search addresses corresponding to the Caller ID.

Note: You must be taking an order on the telephone that is designated to the Rameses computer that you are working on. If not, the caller ID will not display.

3.1.2. Delivery Order – Enter customer's phone number manually

You can also enter the customer phone number by hand. Then click **Done (F12)**.

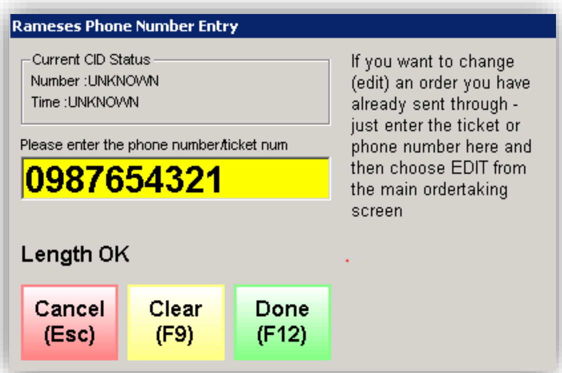


Figure 9: Enter customer's phone number

Click **Clear (F9)** to clear an existing phone number. Enter the phone number and click **Done (F12)**. For a new customer entry, you will be taken to the name entry screen.

Note: Phone numbers are the search item within the software that links an address to a customer.

3.1.3. Delivery Order - Enter customer's name

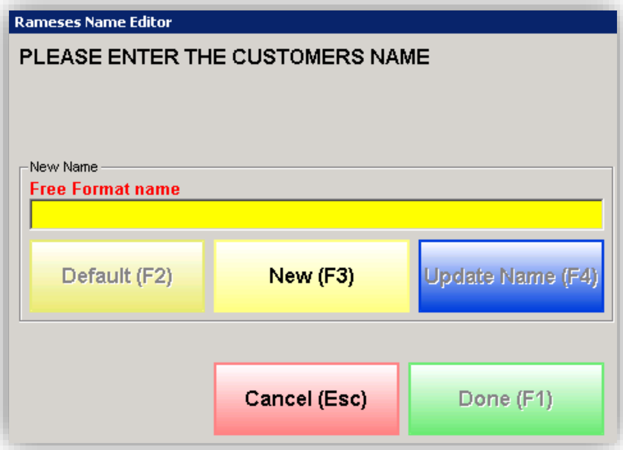


Figure 10: The Customer's Name Field

If an existing customer's name is not saved against the phone number, you will be required to enter the customer's name, and then click **Done (F12).**

Click **Default (F2)** to the default name 'THE CUSTOMER'.

Click **New (F3)** to clear the customer's name just entered and enter a new one. See Fig. 10.

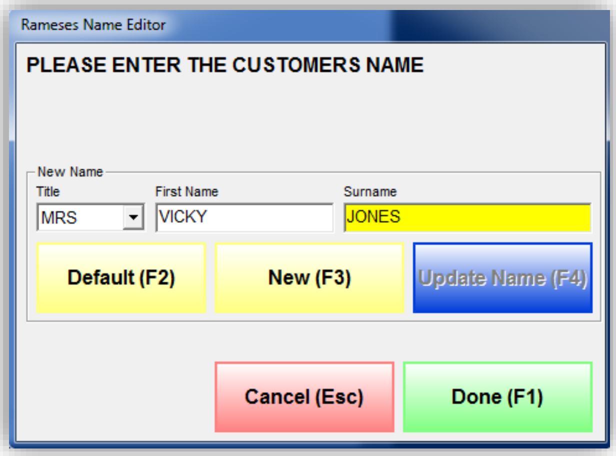


Figure 11: Different order taking name format

Click **Update Name (F4)** to update an existing customer's name. Or, click **Cancel (Esc)** to return to the main order taking screen. Enter customer details as required and once completed click **Done (F1)**.

As shown on the left (Fig. 11), the order taking name format can be changed, for ex. Title – First Name – Surname.

This is done through the Custom Settings.

Figure 12: The Postcode Field

The next step would be to enter the customer's address.

Enter the first half of the postcode (for the UK and Netherlands only), as shown in Fig. 12, or the full one if you know it.

For other countries, it would be through the **Manual Address** option with a list of streets manually imported.

Then click **Lookup PostCode (F6)** to select address.

Or, if the Address Locator delivers the message **PCODE NOT FOUND TRY STREETFINDER**, click the **StreetFinder (F5)** button to display a list of street names saved in **Rameses**:

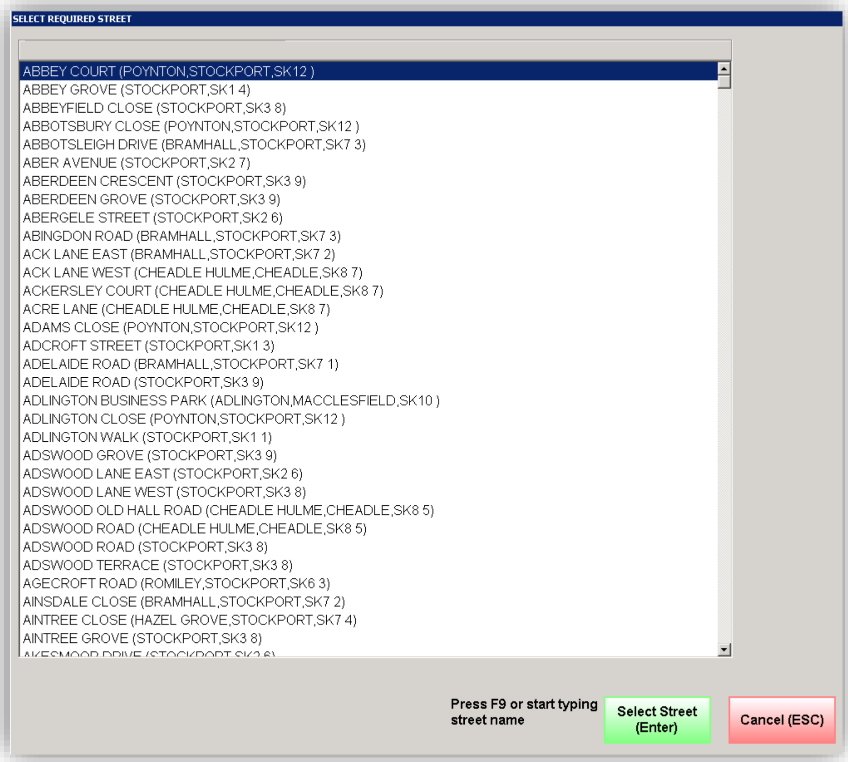


Figure 13: Select the required street after clicking the StreetFinder (F5) button

Use the arrow keys or the scroll bar to search through the list of street names or click **F9** to start typing the address. Highlight the street name and click the **Select Street (Enter)** button. Then select the street number and click **Select Address (Enter)**:

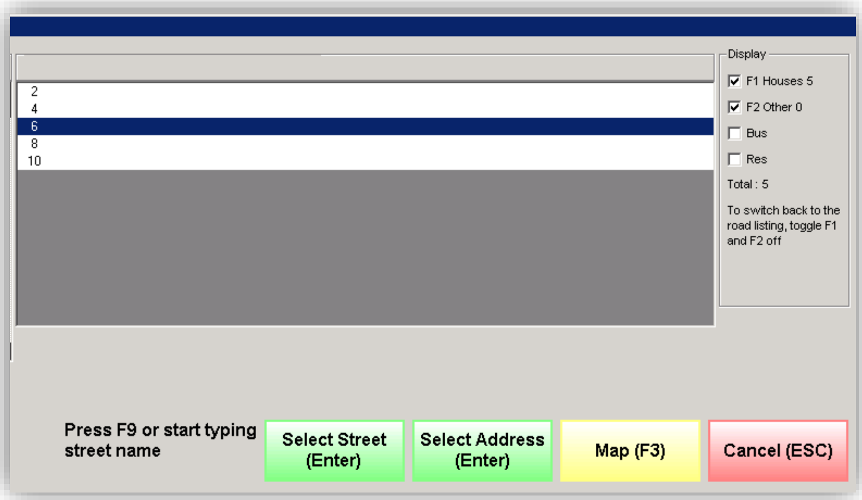


Figure 14: Select the exact customer's address

You can also use the **Map (F3)** button to view a selected address via the internet, see Fig. 6. Once the phone number, name and address have been saved, you will be directed to the customer details page.

To proceed with the order, click the **New (F12)** button.

3.1.4. Delivery Order – Enter customer’s address manually

If for any reason the postcode or **StreetFinder** options do not work, click on the **Manual Address (F11)** button after customer phone number input. Then, the following entry form will be displayed:

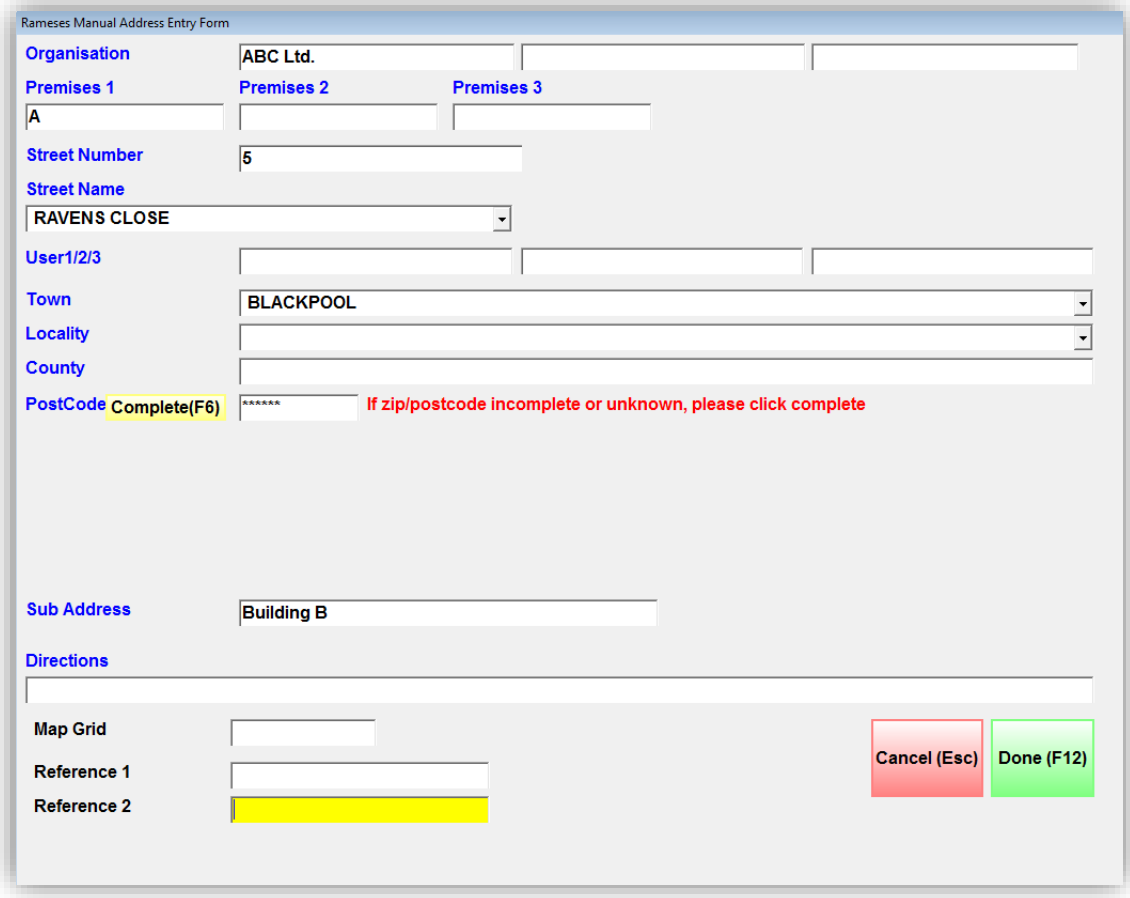


Figure 15: The Manual Address Entry Form

When complete select the **Done (F12)** button. Press **Complete (F6)** to autofill a customer’s postcode.

When you have finished entering the customer’s address details and phone number you will now progress to the Customer Details Screen, see Fig. 15.

Note: If you use the auto complete option for the post code, then **Rameses** will be unable to display the map grid co-ordinates for that particular order.

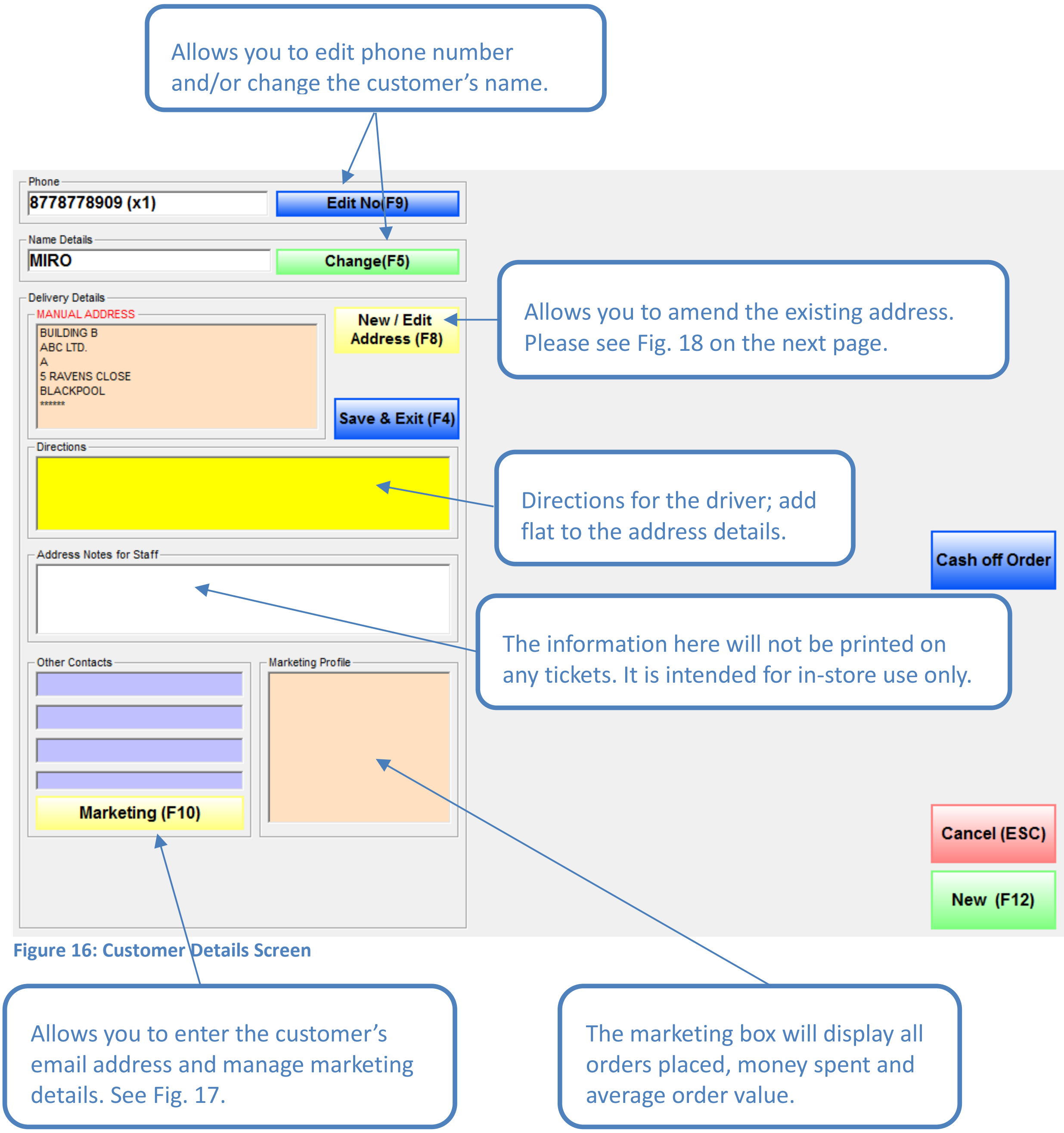


Figure 16: Customer Details Screen

Clicking on the **Marketing (F10)** button will open a separate screen – see Fig. 17 on the next page. The options available here are the following:

- **Disable (F1)** – disable phone number so it will not be used by the system.
- **Do Not Market (F2**) – set the selected phone number to Do Not Market, i.e. be excluded from marketing campaigns.
- **Remove new Contact (F4) –** remove this customer from the database.
- **Do Not Market (F5)** – set the selected email address to Do Not Market, i.e. be excluded from marketing campaigns.
- **Toggle Work/Home (F6)** – click here to mark the email address as a home or work one.
- **Save Phone (F7)**, **Save Email (F8)** - fields to type in and save phone number and email address.

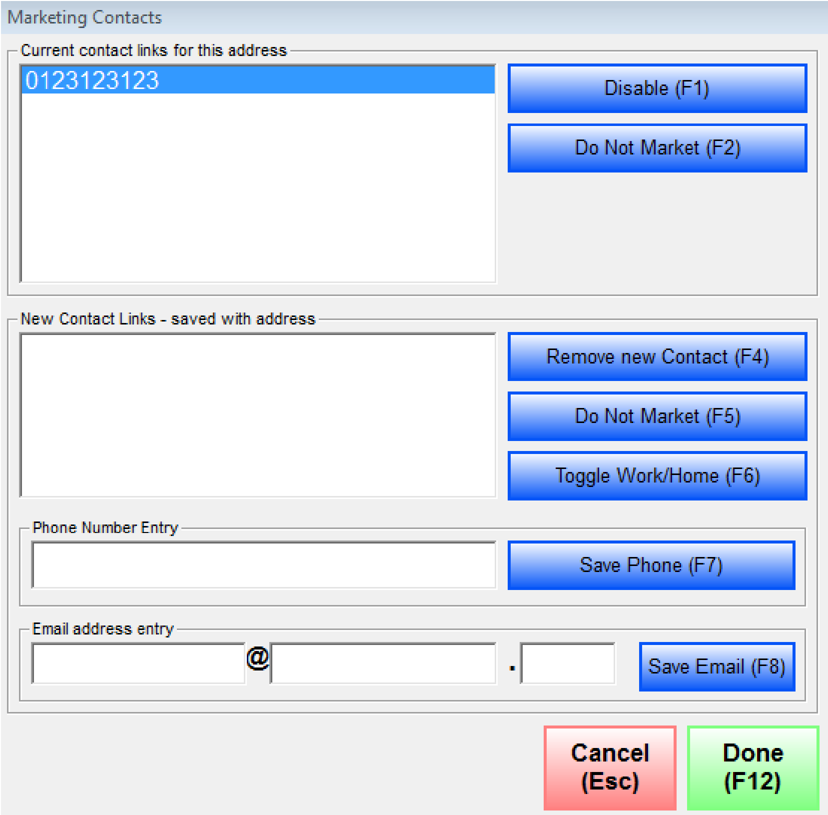
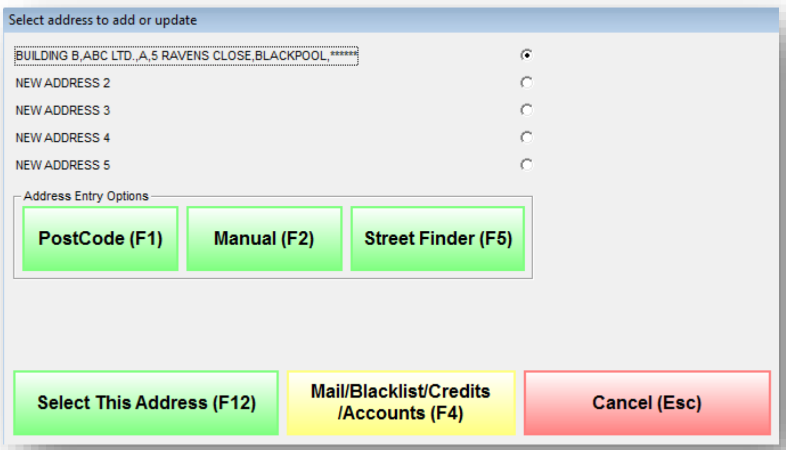


Figure 17: Screen displayed after you click on the Marketing (F10) button

Click the **Cancel (Esc)** button to cancel any changes and return to the Customer Details screen. Or enter the marketing details as required and then click **Done (F12)** (or press **F12**).

- **The New/Edit Address (F8) button**



Click this button if you want to:

- update an existing address
- add another address (see Fig. 18)
- blacklist an address (see Fig. 19)
- award credit
- disable marketing for an address (See Fig. 19 – DO NOT MAIL)

Figure 18: Add or update customer address

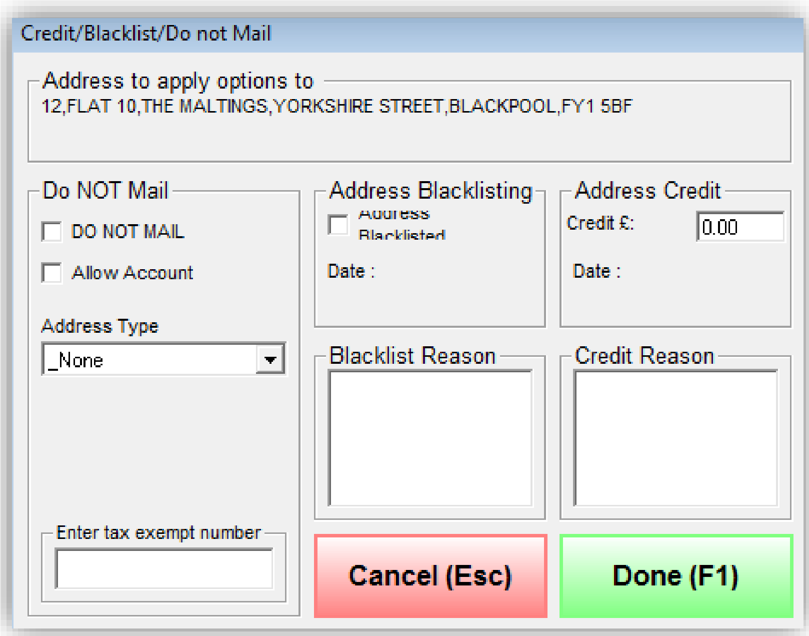


Figure 19: The Credit/Blacklist/Do NOT Mail Screen

Select the desired options and click **Done (F1).**

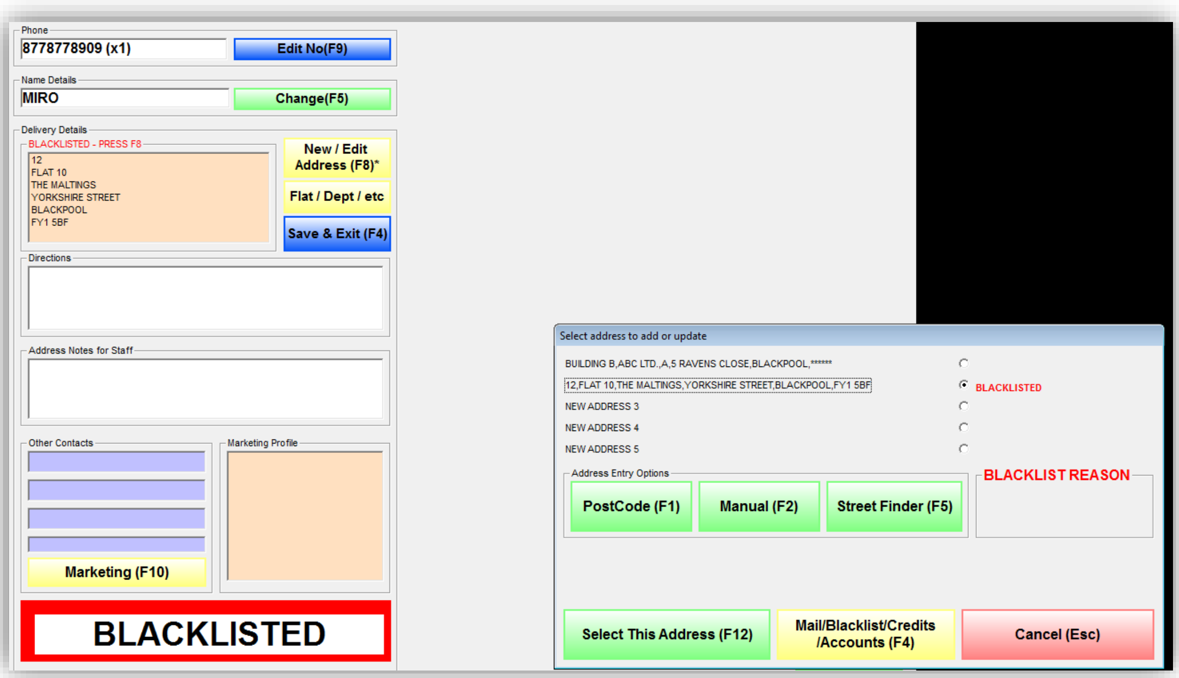


Figure 20: An example of a blacklisted address

Click **Cancel (Esc)** to cancel any changes and return to the Customer Details Screen.

3.1.5. Cancelling an order from the Customer Details Screen

Go to the Dispatcher Menu and select an order from the list. Then click the **Cancel (F12)** button and enter a reason for the cancellation or select from the predefined options given (the yellow buttons).

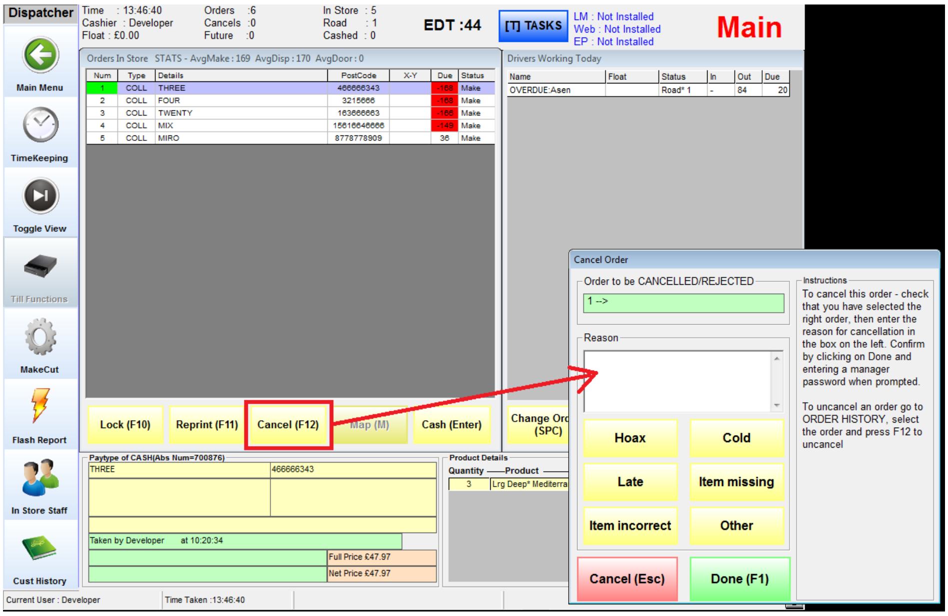


Figure 21: Cancelling an order – Give a reason

Click **Done (F12)** to confirm the cancellation. Manager password authorisation will be required to complete the cancellation.

3.1.6. Placing an order and Special Options

When ready with entering the customer's details, click on **New** to proceed with placing the order.

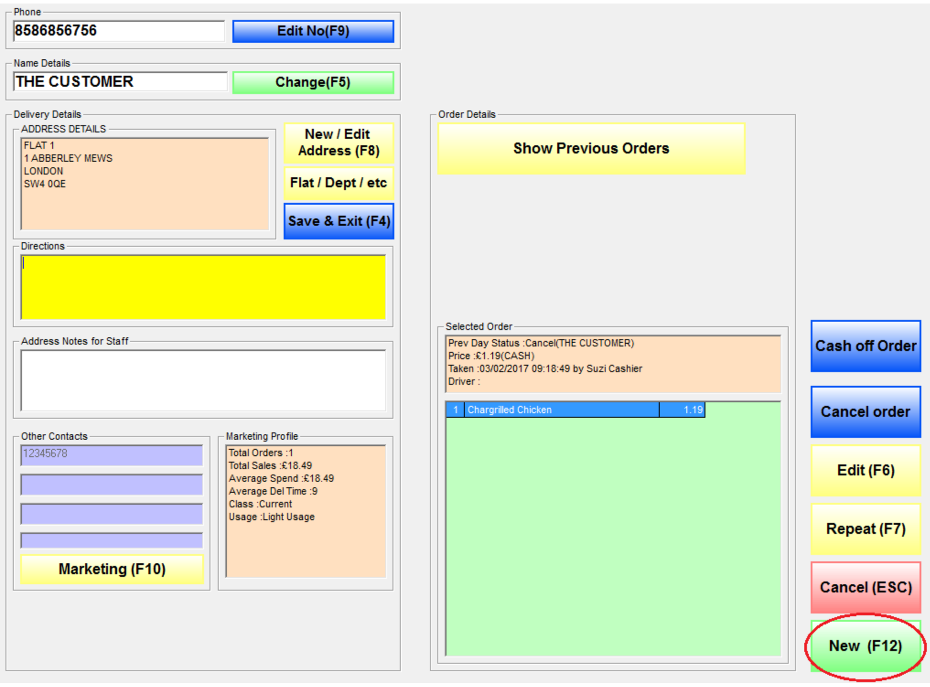


Figure 22: The button New

On the next screen, you will be able to see and select food from the various menu items on top. Click any menu item to further narrow your product selection. When ready, click **Continue (F12)**. The menu options will be displayed as set in the Menu Editor.

> **Note:** If your menu is a more complex one you may have extra screens available. If you have menu item buttons in dark blue it means this is a link to another screen of menu items.

Special Options

There are nine special options, see Fig. 23, any of which can be performed before clicking the **Continue (F12)** button. All these are explained in detail below.

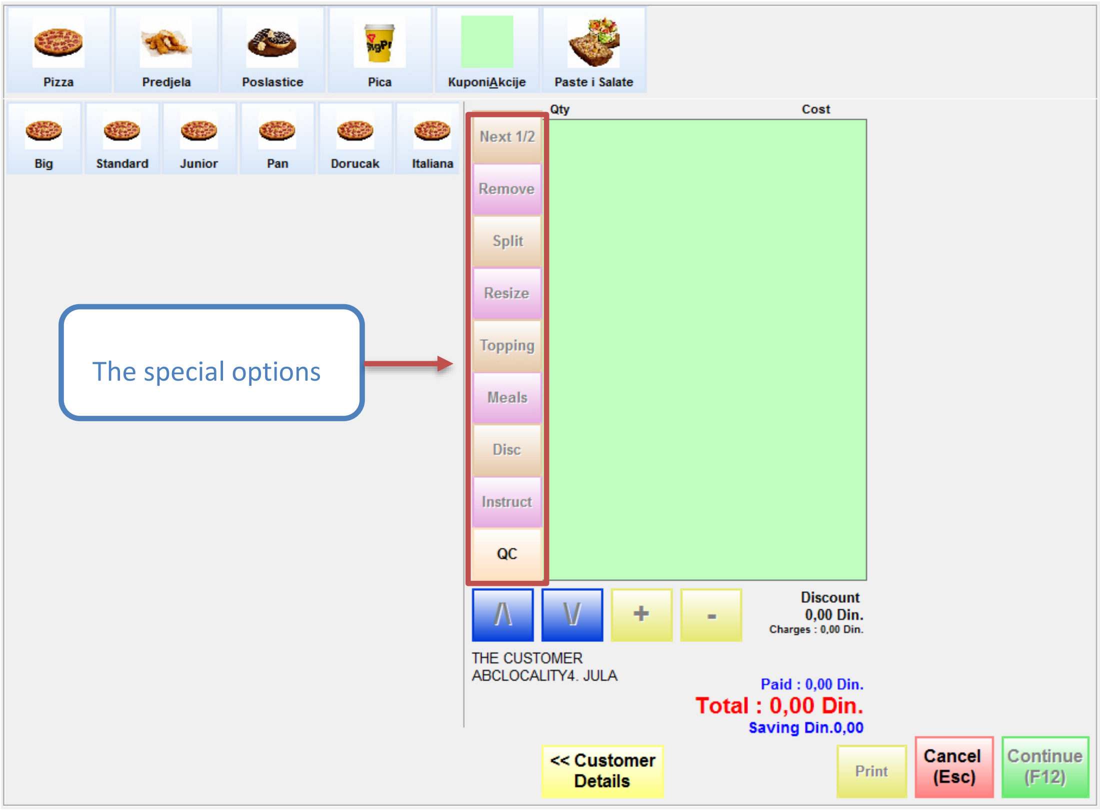


Figure 23: Special options in order taking

- **Next ½**

Allows you to make one pizza by combining two different halves. Select a pizza, then press Next ½ and select another pizza. Now you will have one pizza with two different flavours. Change the toppings on any half if you wish.

- **Remove**

Allows you to remove food items but **not** toppings.

- **Split**

Press the **Split** button to create a pizza with two different flavours. The pizza will be split into side A and side B, you can then highlight either side and change its toppings. Use this option if a customer requests one pizza with extra mushrooms on one side and no mushrooms on the other for example.

- **Resize**

Allows you to change the size and crust of the pizza. Does **not** work with Next ½.

- **Toppings**

- <u>Default toppings</u>

You can add/remove toppings from any pizza or pizza half/halves. There are default toppings on all kinds of pizza. If you press a default topping once it will give extra of that topping, press it again and you get double of that topping. When you press three times, the topping will be removed.

See Pizza Sauce in Fig.24 (marked in red).

- <u>Additional toppings</u>

You can add/remove additional toppings from any pizza or pizza half/halves. There are additional options for toppings on all kinds of pizza. If you press an additional topping once it will give extra of that topping, press it again and you get double of that topping. When you press three times, the topping will be tripled. Press once more and it will be removed[2].

See Red Peppers in Fig. 24 (marked in green).

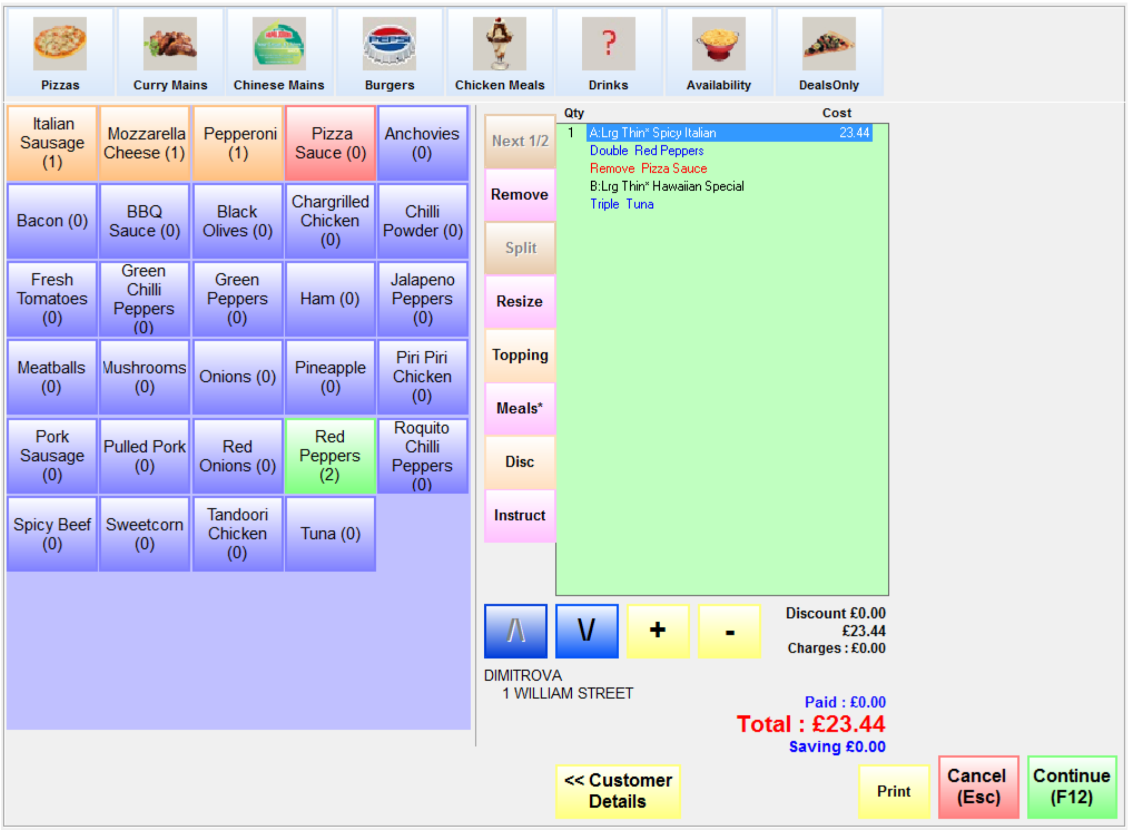


Figure 24: Default and additional toppings

- **Meals (Deals)**

There are two options related to meals (deals) – see options **A** and **B** on the next two pages.

[2] The number of allowed toppings is configurable – please contact us if you need any special settings, p. 130.

Option (A)

Click the **Meals** button to view all available deals. Then all deals will be displayed as set in the Rameses Menu Editor. Select the deal that you want from the list.

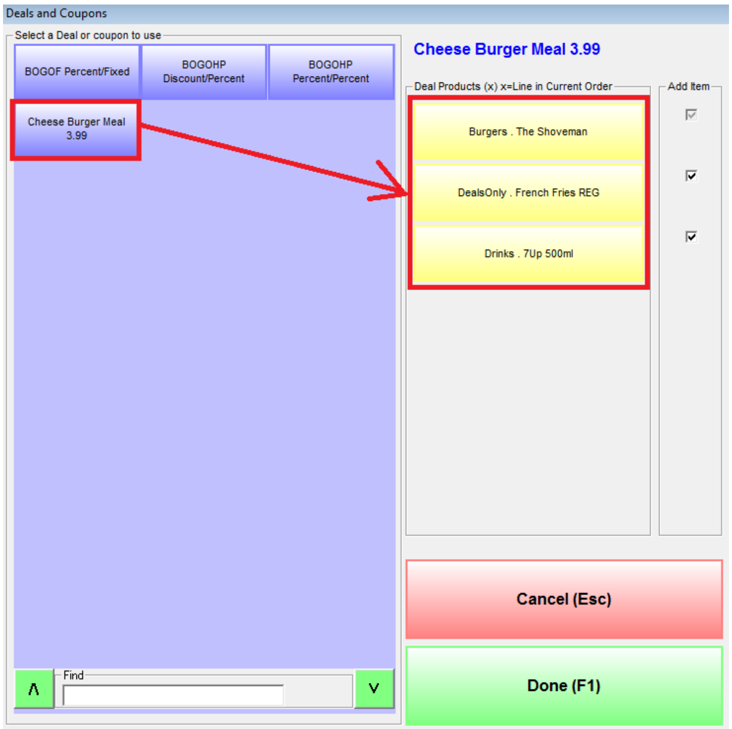


Figure 25: The Deals and Coupons Screen

Once you have selected a deal (for example, Cheese Burger Meal 3.99), you will see the default items for that deal, as shown in Fig. 25.

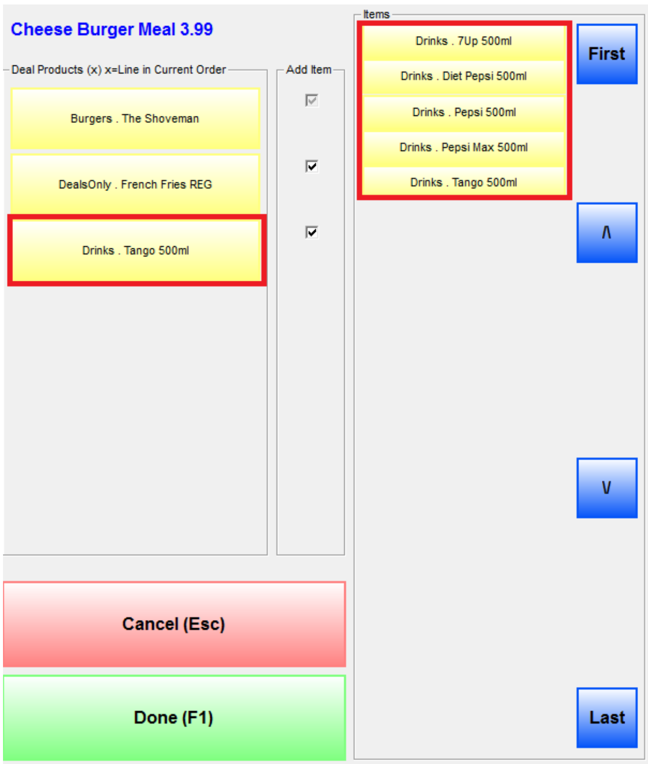


Figure 26: Replace a default item in a deal with another item

By clicking on the yellow buttons on the right, several other options will be displayed.

For example, the customer may require a different drink than the default one.

Please note these settings should be defined beforehand in the Menu Editor.

If you make a mistake at this point, you will need to remove the deal and start again. To do this, highlight the deal name on the screen and click **Cancel (Esc).**

Option (B)

Select a food item from the menu. Highlight it and then click **Meals**.

This will allow you to view all deals associated with this item. For example, if you have selected pizza American Hot, medium size with thin crust, and then click on **Meals,** the following special deals will be displayed:

Figure 27: View all deals associated with a specific food item

- **Dics (Discounts)**

You can apply a discount by clicking on the **Disc** button from the Special Options (see Fig. 23). The discount types are a fixed amount and % of the full price. In both instances, you will be shown the final Discounted Price.

You might want to specify the reason for the discount by clicking on one of the buttons under Discount Reasons, as shown below. When ready, click **Continue (F1).** You will be required to enter your password to confirm the discount.

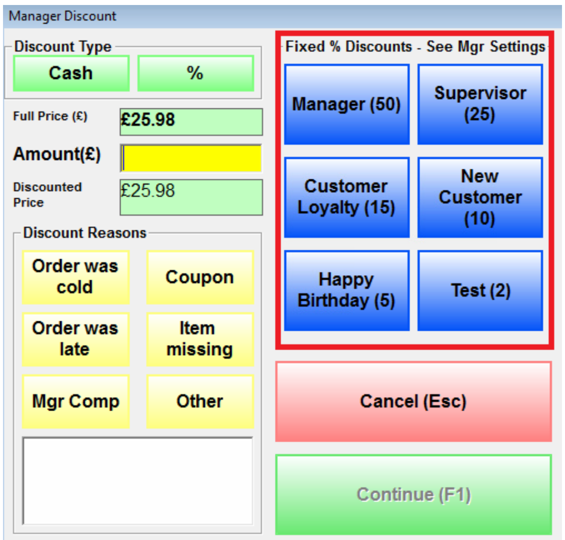


Figure 28: The Discount Screen

Fixed % Discount – See Mgr Settings

To set fixed discount options, please go to the **Manager Tab > Custom Settings > Touch tab.**

Some examples might be:

- Manager's discount (50%)
- Supervisor's discount (25%)
- Customer Loyalty discount (15%), etc.

After you have entered the discount and the discount reason, a window will pop up with the final order and amount. Click **Continue(F12)** to confirm the order. A system message will now appear for upselling purposes. Click **No (F1)** or **Yes (F12)** depending on what the customer has answered.

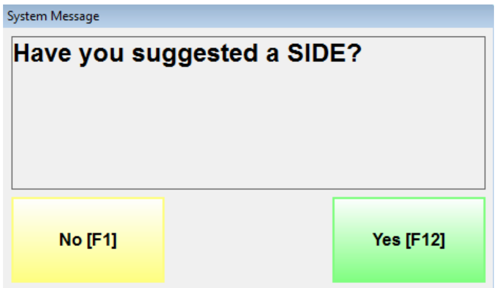
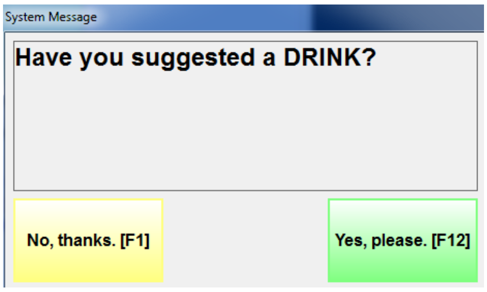


Figure 29: An upselling message

You can change the upselling question (and answers) from **Settings > Custom Settings > the Sell Tab.**



- **Instruct**

Click this button (Fig. 23) if you want to give additional information/comments about certain products.

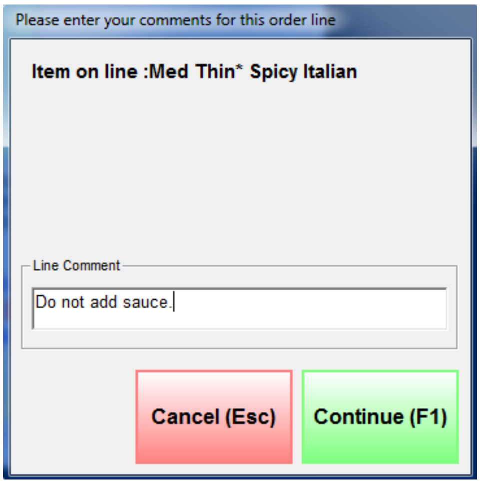


Figure 30: Enter additional notes or instructions

3.1.7. Completing a delivery order

Once you have finished selecting all the items on the customer order page and then press **Continue (F12)**, you will be taken to the confirm order screen. Before your final confirmation, a summary of the order will appear, along with the Customer's Details (name, phone number and address).

Moreover, there are four blank fields to leave notes, if you like (Fig. 31):

- Delivery Directions (printed on the ticket)
- Notes for Staff (will appear on the screen but not on the ticket)
- Other Specific Notes (will appear on both, but ONLY for this order, for ex. 'Baby asleep')
- Notes for Chef (For the Make Screen, for ex. 'Extra well-cooked, please')

- **Change to Collect** button – click if you want the delivery order to be changed to Collection.
- **PRIORITY** – tick this box if you want this order to appear at the top of the Make Screen.

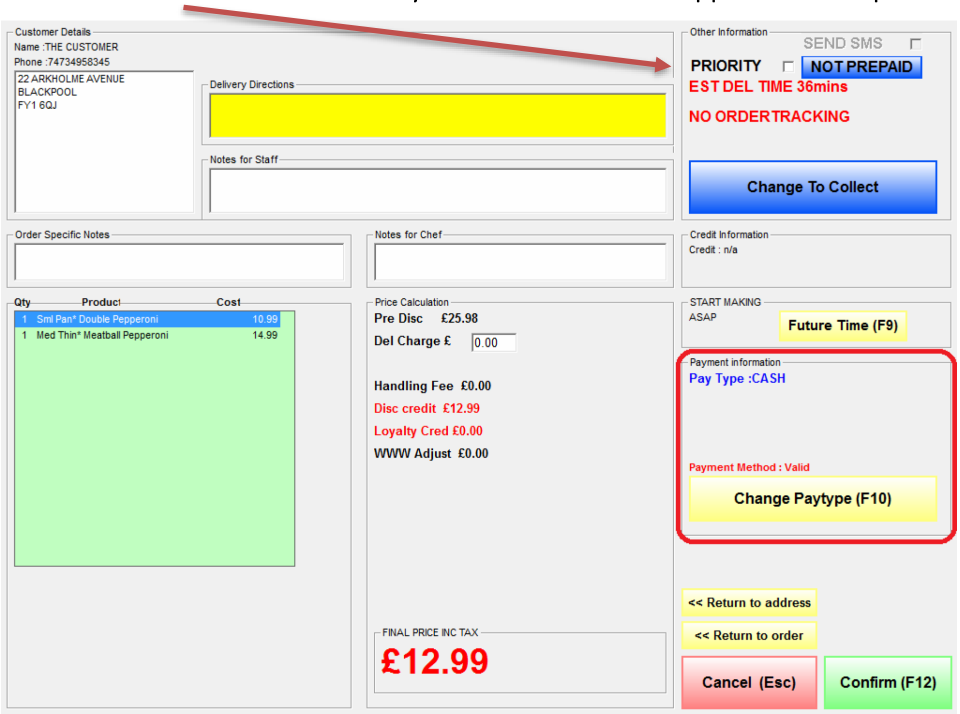


Figure 31: The Order Summary Screen

- **Change Paytype (F10)** button - by default, the payment type is **CASH**. Click on this button if you want to change that. Then the following screen will pop up:

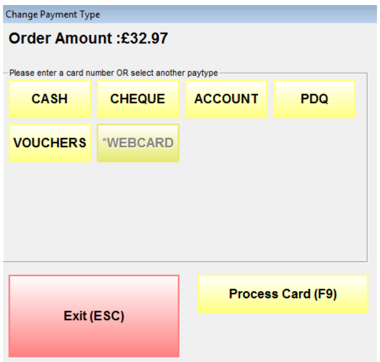


Figure 32: Change Payment Type

To pay by credit or debit card click on **Process Card (F9)**[3] and enter the card details. The **PDQ**[4] button is used if you have a payment terminal device installed which interfaces with payment cards to make electronic funds transfers. Please contact us (p. 130) for more information about these.

[3] Card processing over the phone/in store. This is a chargeable add-on module.
[4] PDQ is used for non-integrated card payments in the store. Integrated card payments in the store – chip & pin – are a chargeable add-on module too. Another option is MOTO - used for phone payments.

- **Future Time (F9)** button

Click on this button if the customer would like their order delivered at a future time or date. Enter the time the customer wants their order delivered, see Fig. 33. When ready, click **Commit (F1).**

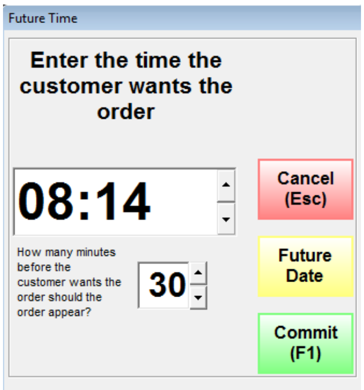


Figure 33: The Future Time option

Confirming an order

Check all order details and when ready, click the **Confirm (F12)** button, as shown in Fig. 31.

You also have the option to view this customer's previous orders by clicking on **Show Previous Orders**.

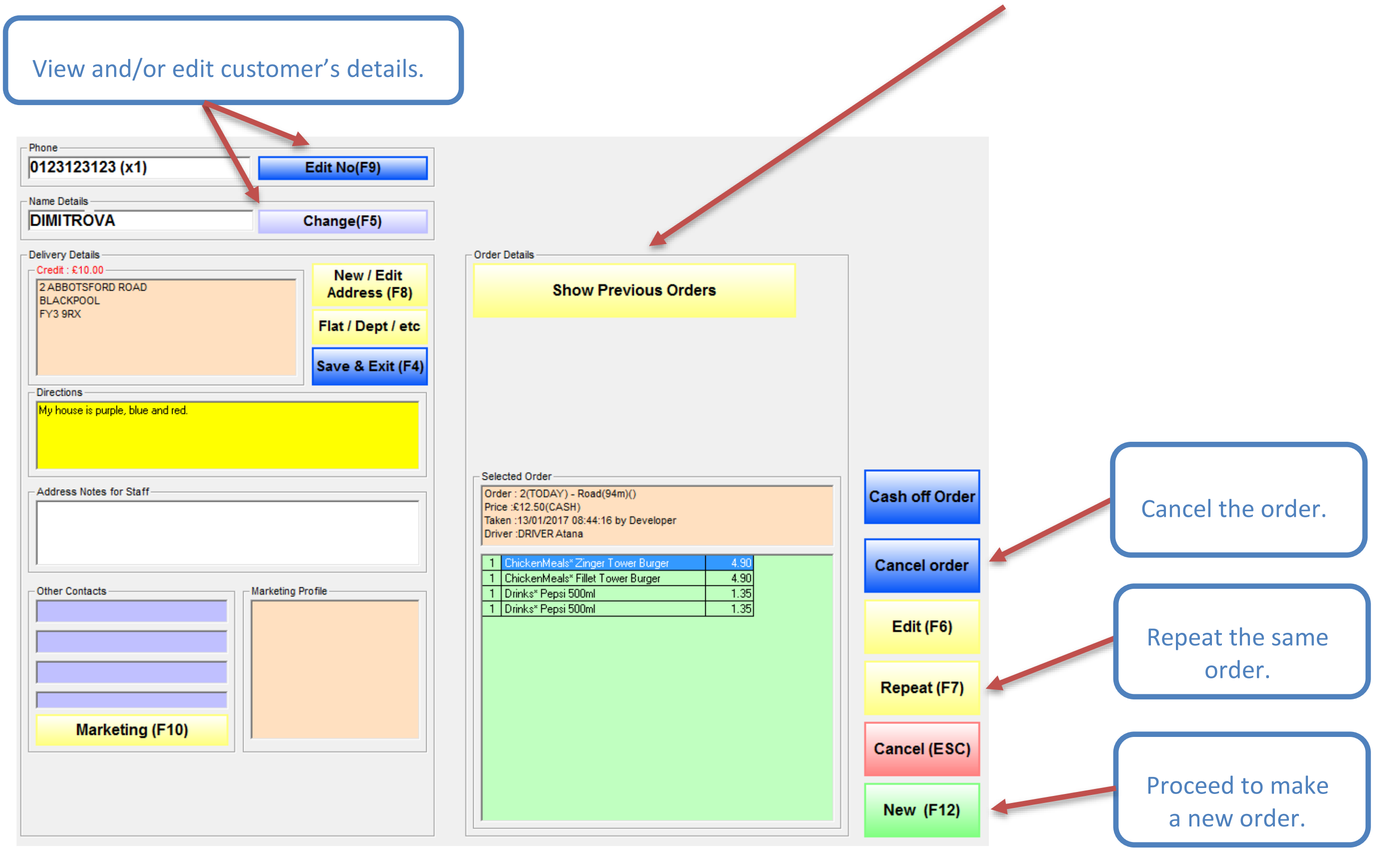


Figure 34: The Show Previous Orders button

The red button **Cancel (ECS)** is used to return to the main menu NOT to cancel the order.

Note: Clicking on the **Show Previous Orders** button will display all orders associated with this address and phone number. The orders delivered to the last customer address given will be displayed.

3.2. COLLECTION (F2)

The **Collection (F2)** mode can be selected from the **Main Menu > New Order,** as shown below.

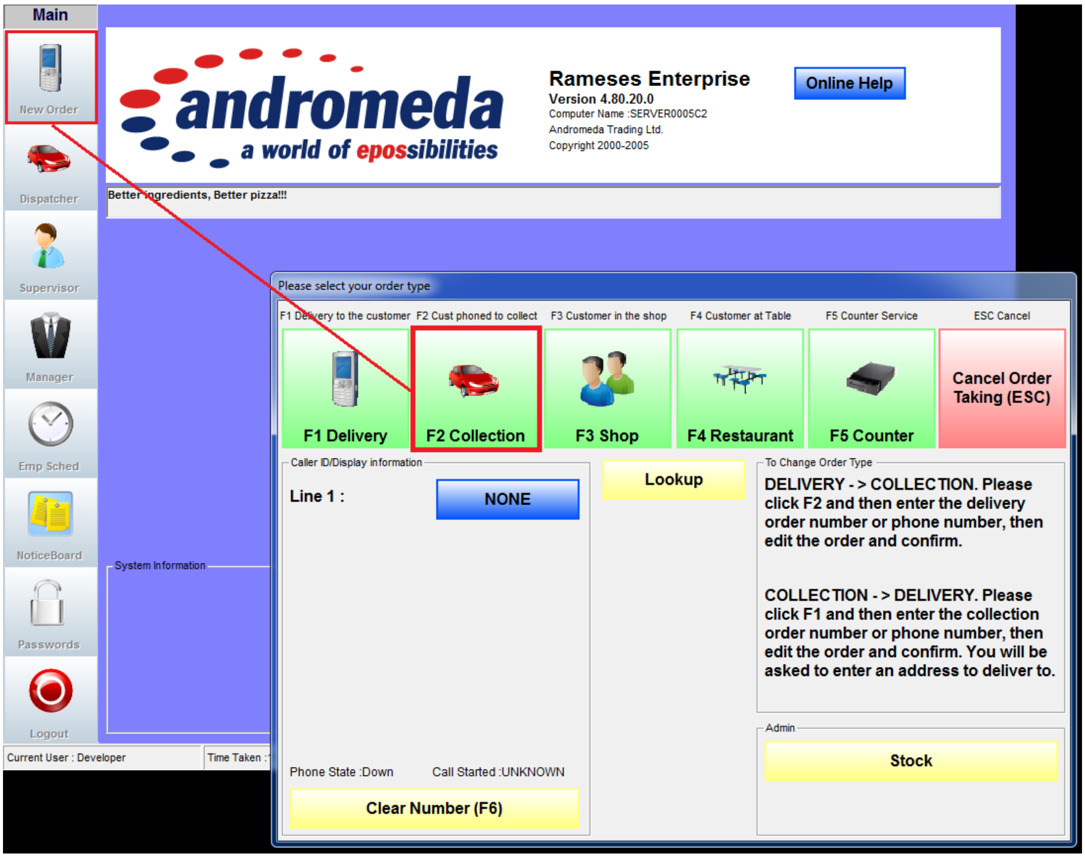


Figure 35: Rameses Collection Order Taking Type

When you choose the **Collection** option/mode from the **New Order** screen you will need to enter:

- the customer's phone number and
- the customer's name

You will need these details when the customer comes to collect their order.

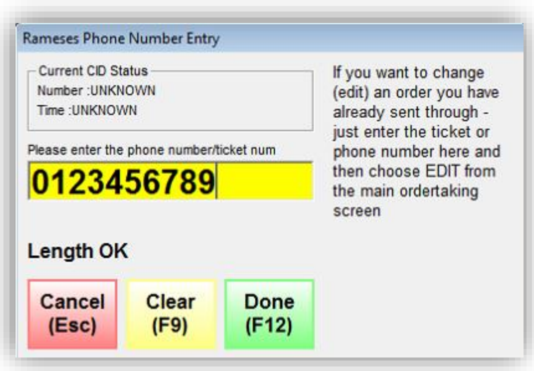


Figure 36: Rameses Phone Number Entry

You must then cash off the order from the Dispatch Screen when the customer arrives to collect the order. The rest of the order taking process is the same as the one for the Delivery mode.

3.3. SHOP (F3)

The Rameses **Shop** mode is used for customer present transactions where quick cash off mode is enabled so you can take money from customers over the counter. Select the New Order tab from the Main Menu and then **F3 Shop**.

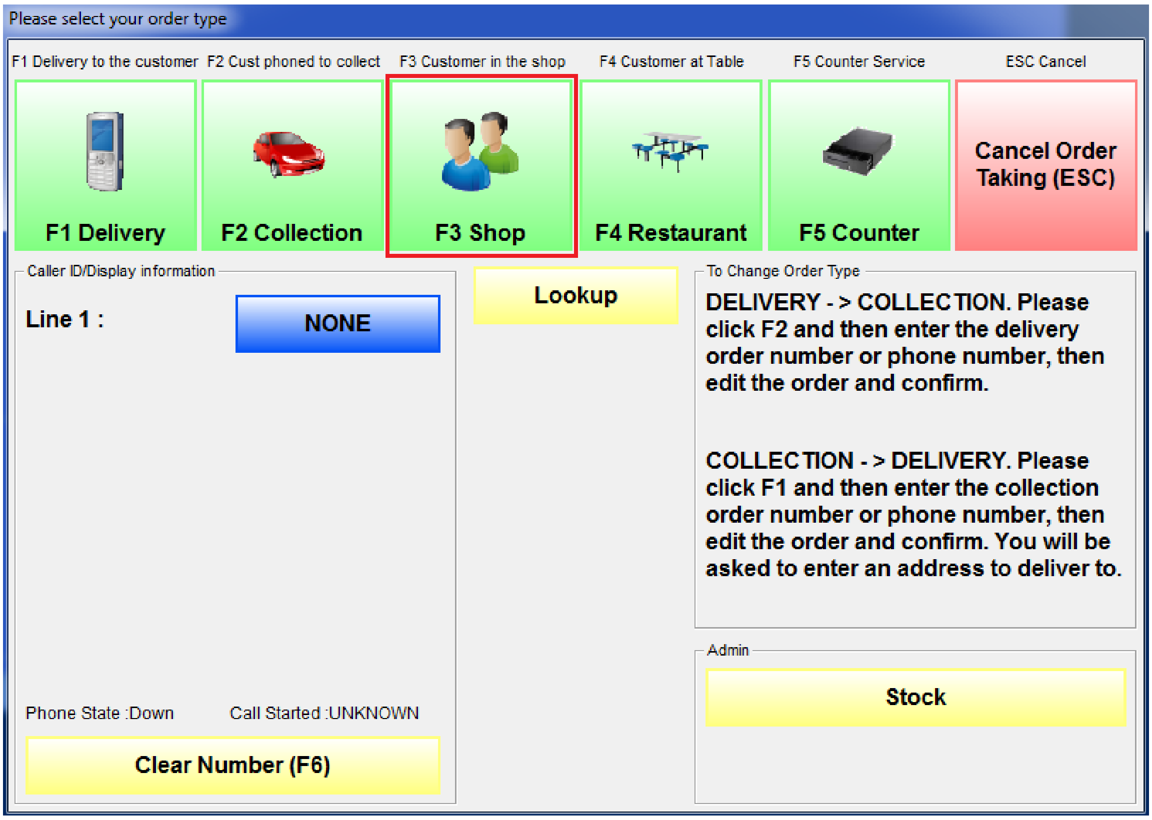


Figure 37: Rameses Shop Order Taking Type

Then enter the **Customer's Name.**

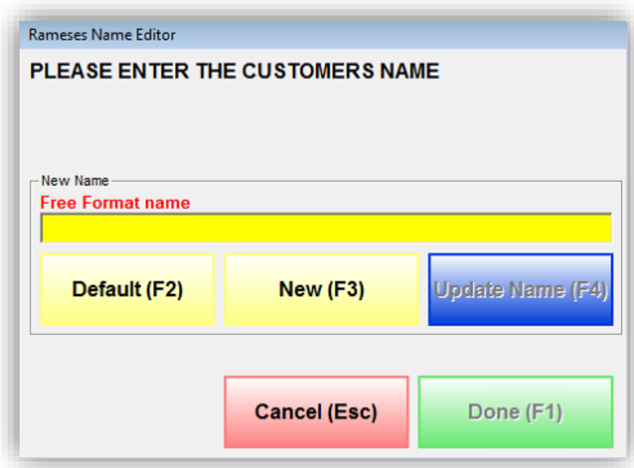


Figure 38: Rameses Name Editor screen

What is different with **Shop** mode is the quick cash off screen shown in Fig. 39.

This screen appears at the end of an order instead of the order confirmation screen that is shown in the Delivery and Collection modes.

Figure 39: The quick Cash-off screen

Depending on the amount given by the customer, click **Full** (in this case £13.99) for the exact sum to be paid OR the amount corresponding to one of the buttons - £5, £10, £20.

For example, if the customer gives £20.00 in cash, click the **£20** button, and the following message will appear - see Fig. 40-A.

(A) **(B)**

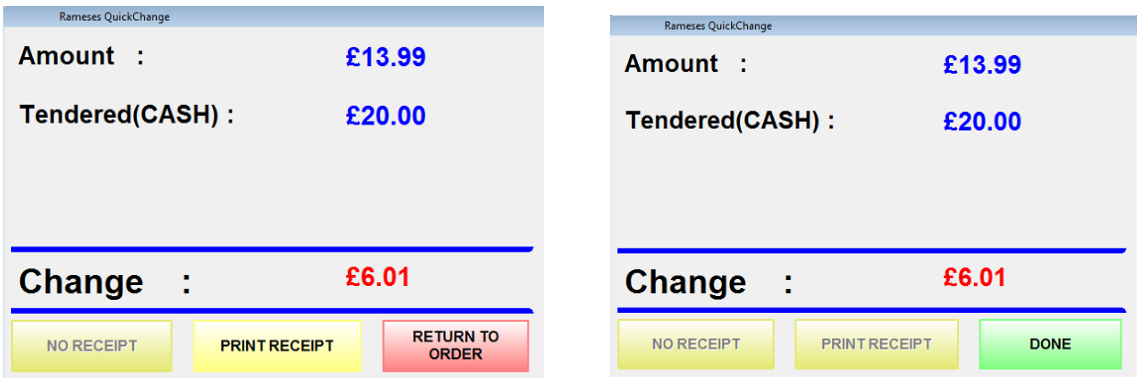


Figure 40: Rameses Quick Change screen

If the print function is enabled, click **PRINT RECEIPT**. Then press **DONE** to finish the order (Fig. 40-B).

3.4. RESTAURANT (F4)

The **Restaurant** mode allows access to a table plan. Customers can be assigned to a table number. Orders can then be added to the tables, with the option to keep the bill open until the customer is ready to pay. Select **F4 Restaurant** from the **New Order** tab in the Main Menu, see Fig. 41.

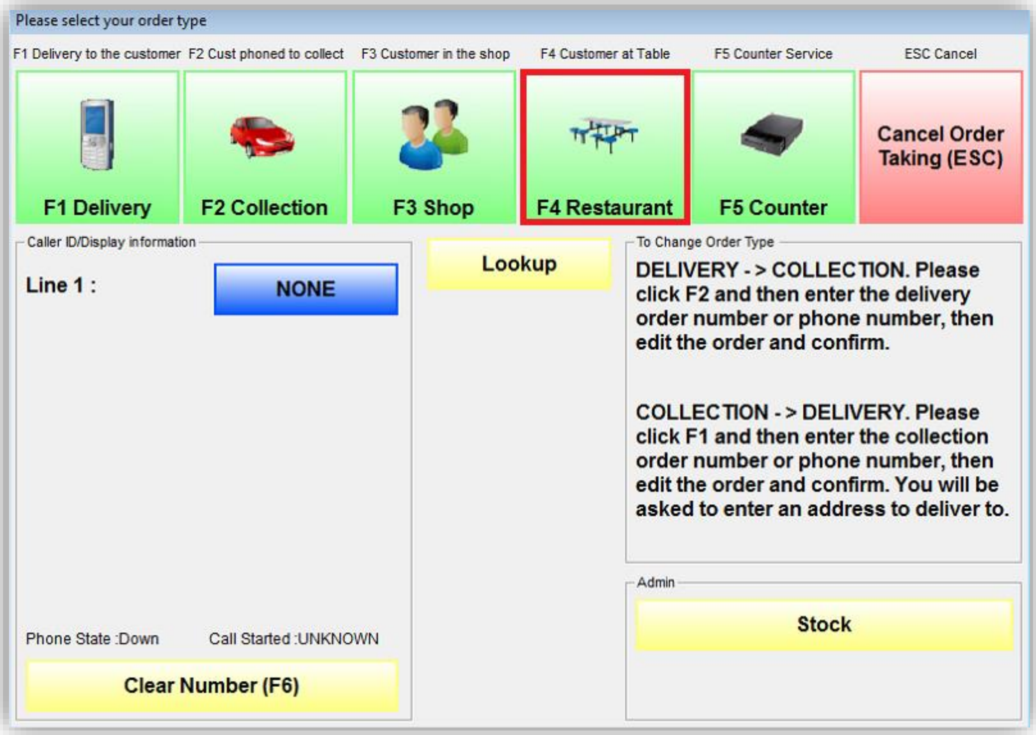


Figure 41: Rameses Restaurant Order Taking Type

Then you will need to select the relevant table.

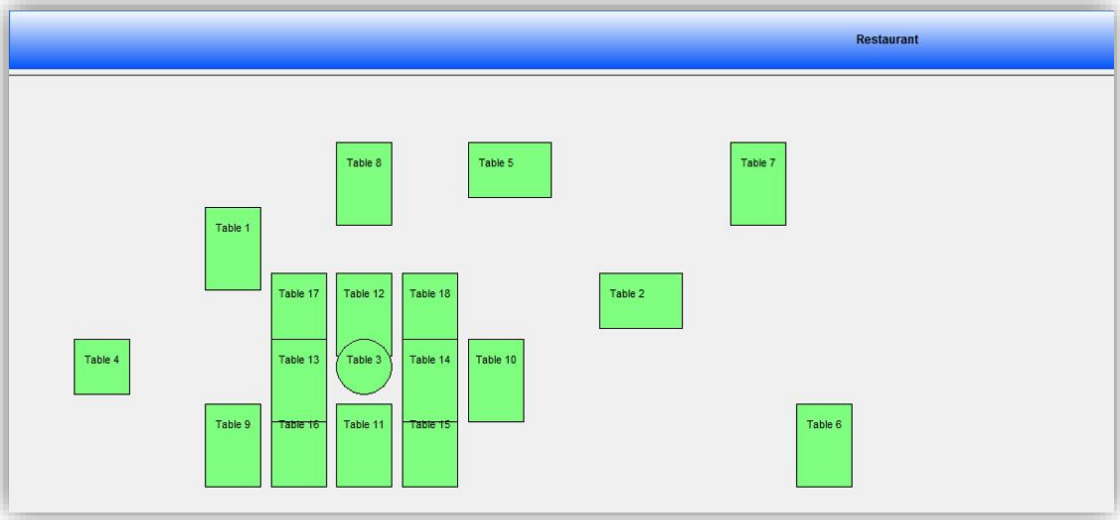


Figure 42: An example of a restaurant table plan

Note: To create a plan of the tables in your restaurant, go to the **Manager Menu > Settings > Table Planner.** This is explained in more detail in the Settings section in this manual.

Proceed by entering the order as you would do in any other order taking mode. To finish the order, you should enter the number of people at the table (*Please enter number of covers*), see Fig. 43.

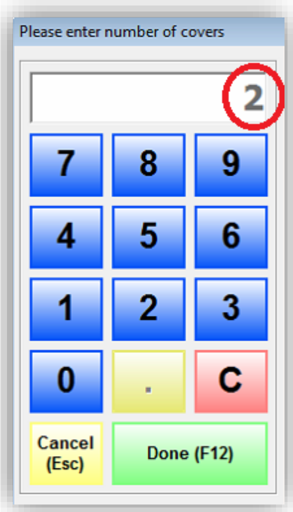


Figure 43: Enter number of covers

When ready, click **Done (F12).**

3.5. COUNTER (F5)

The Rameses **Counter (F5)** mode is used for customer present transactions where quick cash off mode is enabled so you can take money from customers over the counter. This option is mostly used by fast-food restaurants and chains where the usual process is pay first and then get your order.

Select the **New Order** tab from the Main Menu and then **F5 Counter**.

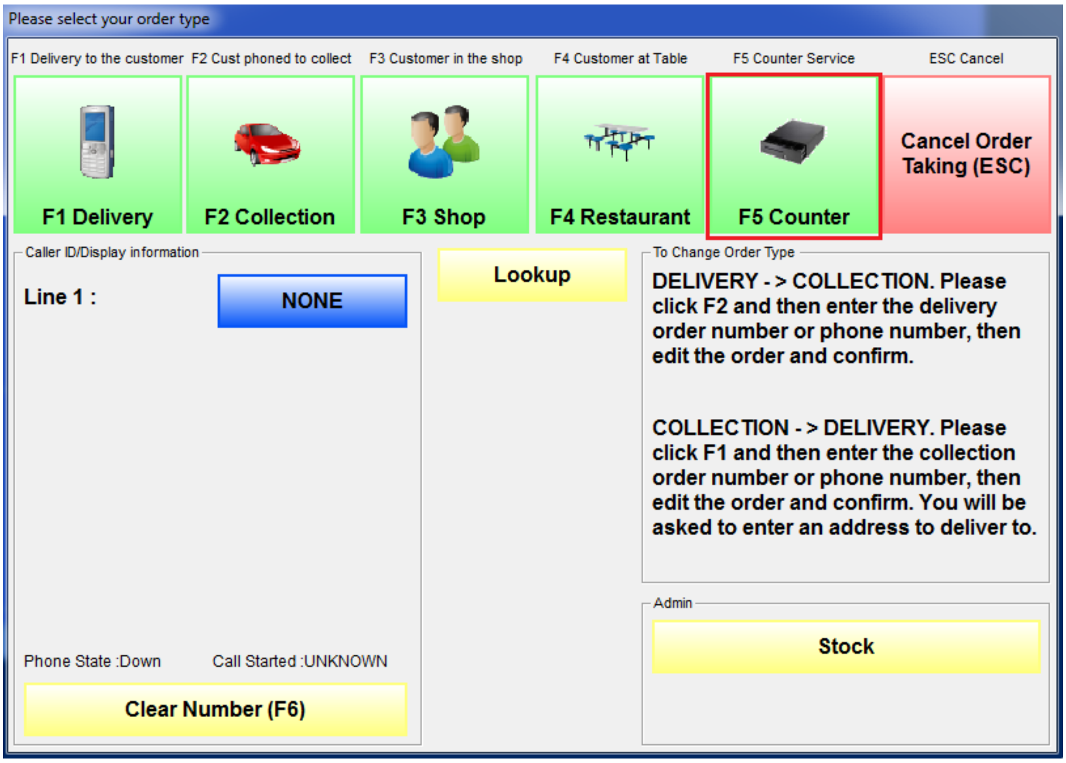


Figure 44: Rameses Counter Order Taking Type

Figure 45: The Payment Types buttons

The **Counter** mode is the fastest service style and does not require any user details. It allows quick cash-off, reprint and void of orders.

Counter service uses its own dedicated float, rather than the main store float.

Proceed by placing an order.

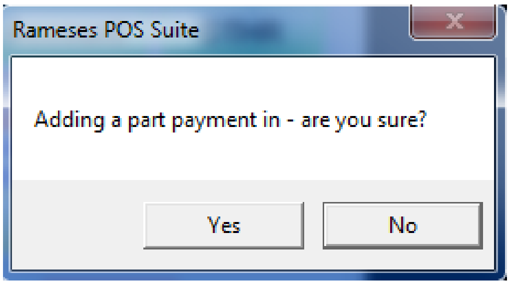
The amount and payment options will be displayed on the right-hand side of the screen, see Fig. 45.

Splitting payments

The customer has the option to split the payment, i.e. pay with different payment types (for example, to pay one part cash and the rest with credit/debit card).

Let's assume the bill to be paid is £13.99 and the customer wants to split the payment - £3.99 to be paid cash and the rest £10.00 with a voucher.

To do that type in the amount to be paid first - £3.99, then click the relevant payment type button – **CASH.** A pop-up window will appear asking you 'Adding a part payment in – are you sure?'



Click **Yes,** then select the second payment type (for example **Other > Vouchers**).

Note: Do not type in/select the second amount!

If you type in/select the second amount, it will automatically be processed as cash payment.

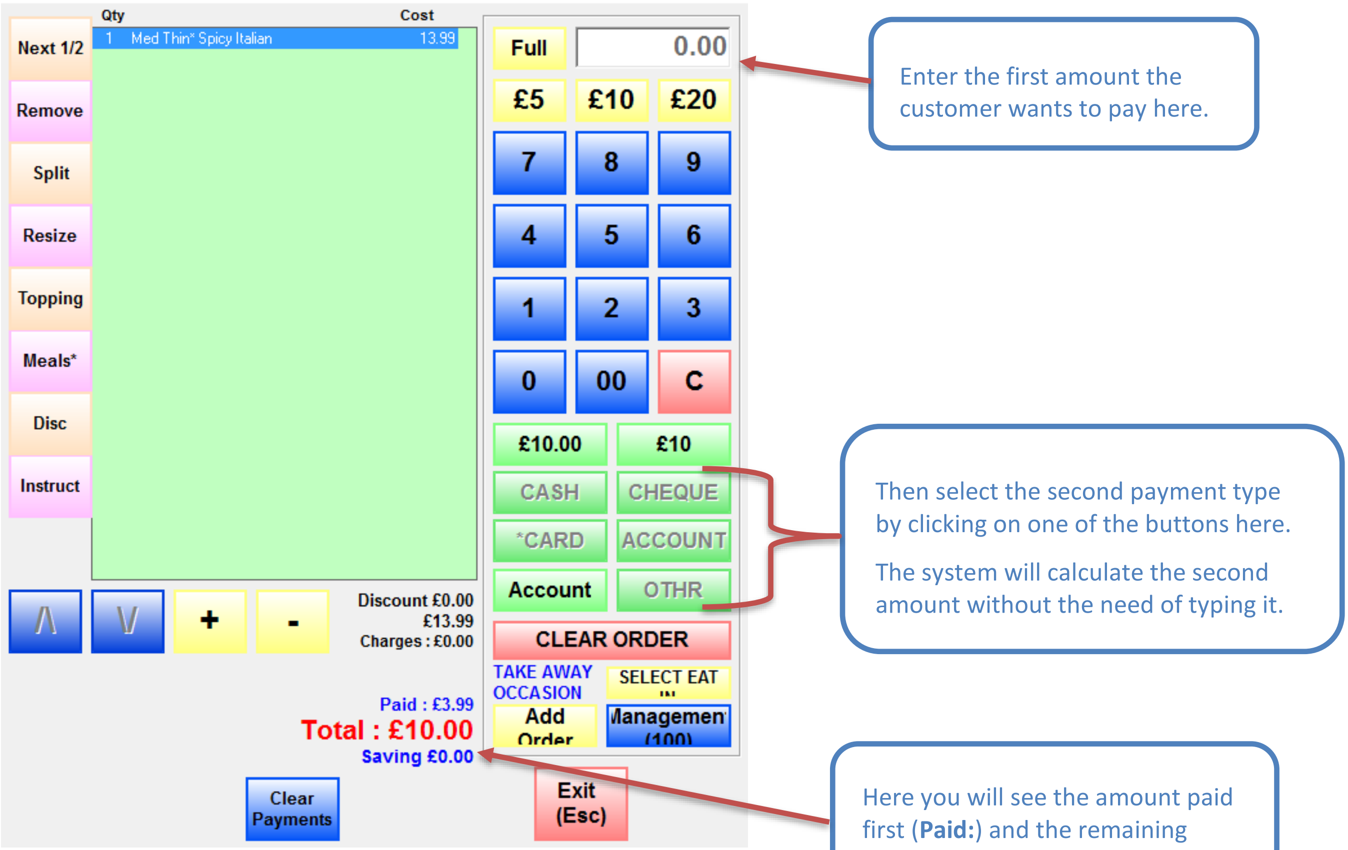


Figure 46: Splitting the payment

Finally, you will be shown how the full amount was split and how much the change is, if any:

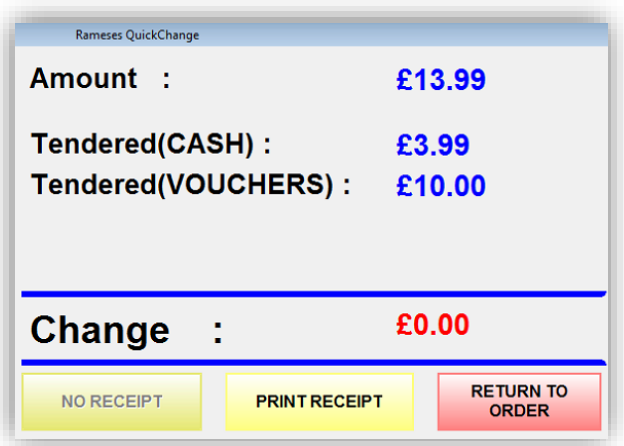


Figure 47: Rameses Quick Change screen

If the print function is enabled, click the **PRINT RECEIPT** button. Then press the button **DONE** to finish the order (see Fig. 40-B) or return to the order to make changes.

The **Management** button is used by employees with Manager or higher access to make more complex Rameses Settings.

4. DISPATCHER MENU

Click **Dispatcher** from the Main Menu to access the **Dispatcher Menu** and dispatcher functions.

Figure 48: The Dispatcher icon

4.1. OVERVIEW

The **Dispatcher Menu** allows you to:

- **TimeKeeping** – keep track of which employees are working; clock in/clock out employees.
- **Toggle View** – change orders screens.
- **Till Functions** – award and collect driver floats; keep track of expenses (paid outs).
- **MakeCut** – change the status of an order.
- **Flash Report** – view different reports related to your store performance.
- **In-Store Staff –** view in-store employees.
- **Cust History –** access customer history reports.

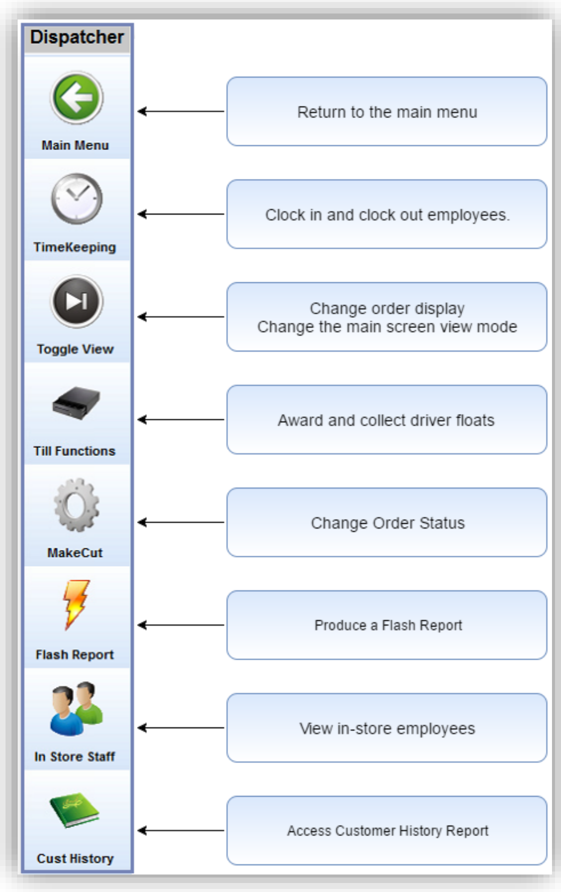
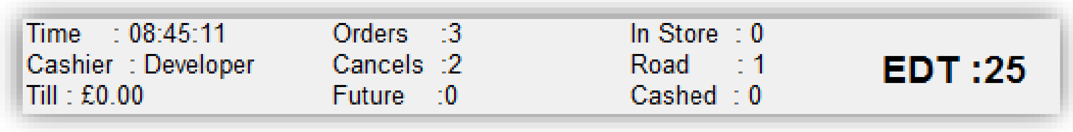


Figure 49: The Dispatcher Menu Options

Once orders have been placed in Rameses they pass through from the order entry screen to the **Dispatcher Screen**, see Fig. 50. It is from here that orders can be assigned to drivers, dispatched out of the store and then cashed off. The **Dispatcher Screen** also handles drivers, they are clocked onto the system, given floats and orders are then booked in and out, to and from the drivers as well.

4.2. DISPATCHER SCREEN

Once you have clicked **Dispatcher** from the Main Menu, the first thing you will see is the Dispatcher screen and a summary of the orders information (displayed at the very top of the screen):



From here it is easy to see the current time (**Time**), the money in the till (**Till**), the number of orders placed (**Orders**) or cancelled so far (**Cancels**), future orders, the number of orders on road and in the store, and the **EDT** (Estimated Delivery Time) which in the example given is 25 minutes.

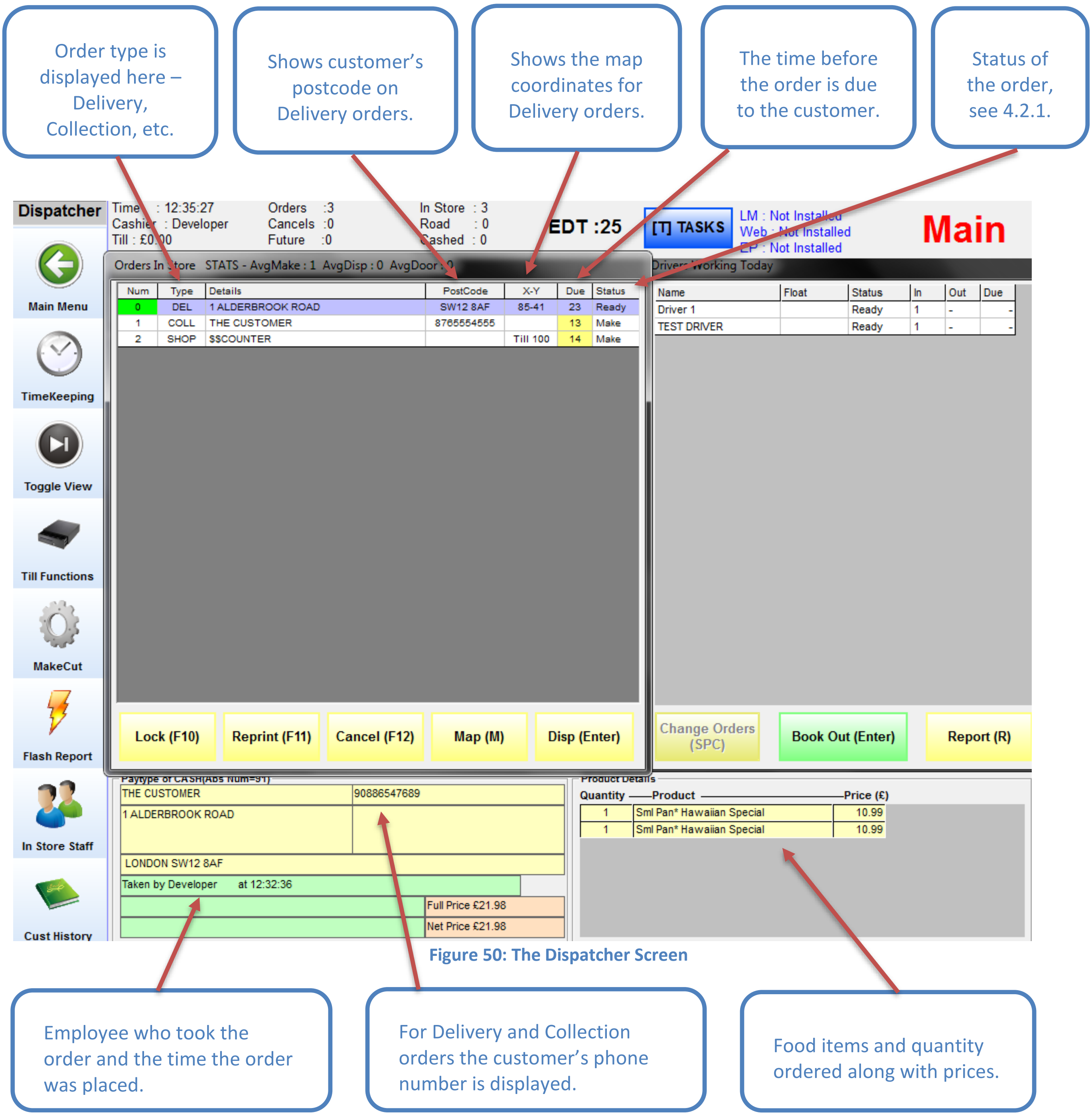


Figure 50: The Dispatcher Screen

Highlighting an order will show you the details of that order at the bottom of the screen. Customer Details are displayed on the left and a list of what is included in the order is displayed on the right, as shown in Fig. 50.

4.2.1. Status of the Order

The cut stages of an order are shown in the order information window on the **Dispatcher Screen** after clicking on the **MakeCut** button, as shown in Fig.51. Once an order has been placed, it moves into the 'Make' stage. If you have a Make Screen the order will be displayed here until it is bumped off the Make Screen (press **Skip Make (F1)**). From here the order moves through into the 'Oven' stage.

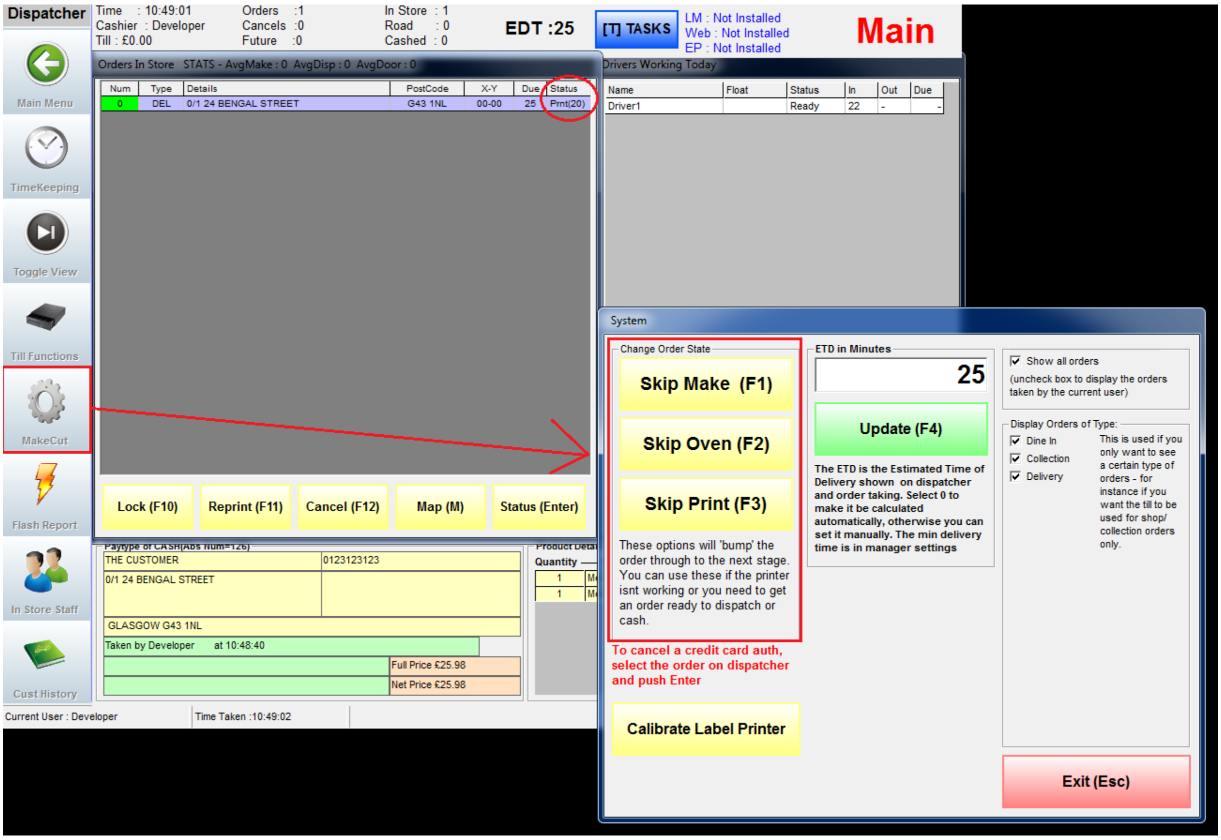


Figure 51: The MakeCut button > The three order statuses

Once an order has passed through its defined oven stage, it becomes ready (see Fig. 52). This means it can be dispatched from the system to a driver for delivery.

Between any of the cut stages you may have to set up your printer(s) to print your orders to ticket printers or labels. If you have an issue with one of your printers, you may also see that an order is in a 'Print' stage.

Figure 52: The 'Ready Order' message

4.2.2. Lock (F10) – Locking the Screen

From any view mode you can 'Lock' the driver screen while you are away from the computer. The Lock mode still allows drivers to book orders in and out. Click the **Lock (F10)** button to lock the screen on the driver screen. Then enter your password and click **Confirm.**

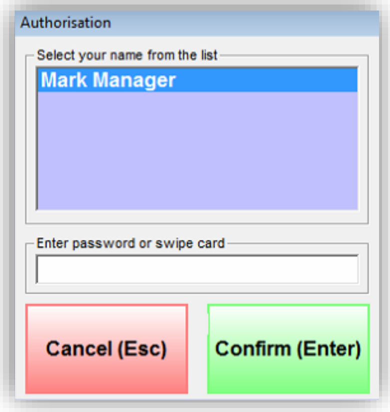


Figure 53: Manager Authorisation

After the screen is locked only delivery orders will appear on the Orders in Store screen. To unlock the screen, click the **Unlock (F10)** button, enter password where required and press **Confirm (Enter)**.

Note: You can only unlock the dispatcher screen with the same password as the person who locked it in the first instance.

4.2.3. Reprint (F11) – Reprinting a ticket

Click the **Reprint (F11)** button to reprint the ticket/label for the selected order. You will then get a ticket/label marked as "reprint".

4.2.4. Cancel (F12) – Cancelling an order

Highlight the order you wish to cancel and click the **Cancel (F12)** button. You will then be prompted to give a reason for the cancelled order, see Fig. 54.

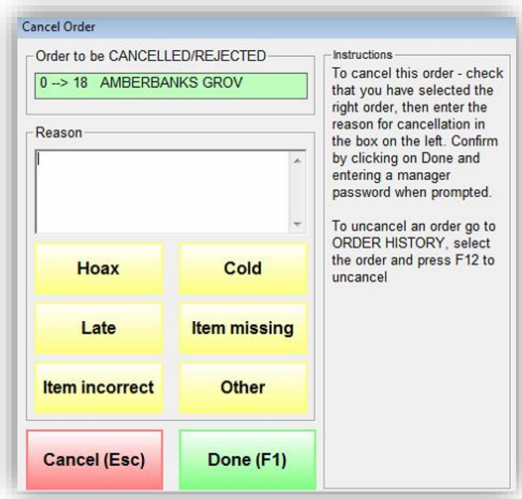


Figure 54: Cancelling an order

Click **Cancel (Esc)** to exit the Cancel Order screen without cancelling the order.

After entering the reason for the cancellation click **Done (F1)**.

A manager will need to provide password authorisation for the order to be cancelled.

4.2.5. Map (M) – Using the map feature

Highlight a delivery order and click the **Map (M)** button to view a map of the delivery destination.

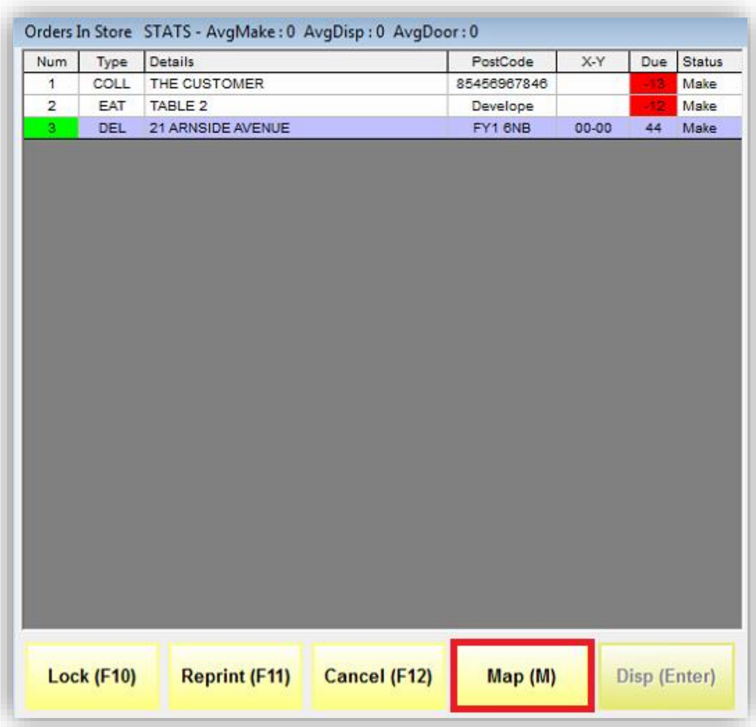


Figure 55: The Map (M) button

A Google map will open in a new window showing more details about the address:

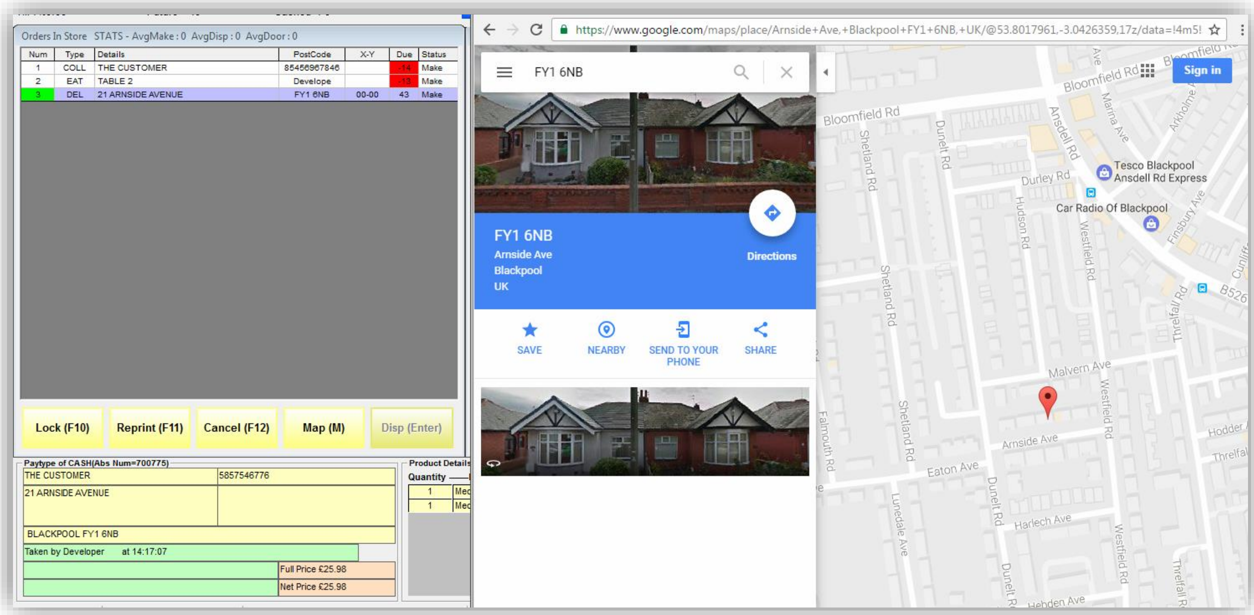


Figure 56: Google map showing details of a delivery destination

4.2.6. Disp (Enter) – The Cash and Dispatch Buttons

- <u>The Cash (Enter) button</u>

If you highlight a **Collection** or **Shop** order and click **<u>Cash</u>** or press Enter, this will cash off the order.

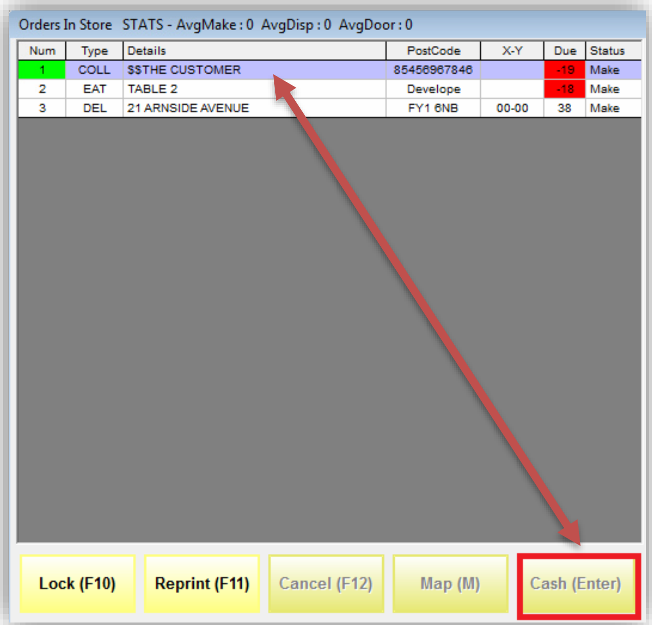


Figure 57: The Cash (Enter) button

- <u>The Disp (Enter) button</u>

If you highlight a **Delivery** order and click **<u>Disp</u>** or press the Enter key, this will dispatch the order.

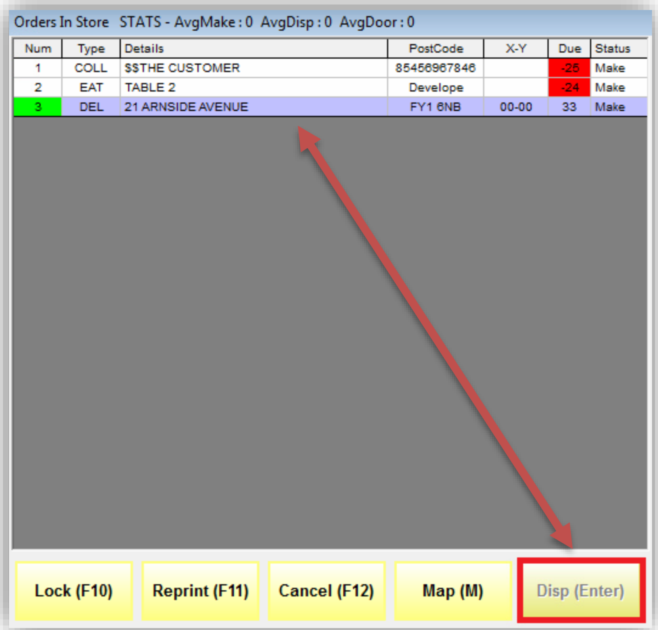


Figure 58: The Disp (Enter) button

4.3. TIMEKEEPING

From the Dispatcher Menu click the **TimeKeeping** button. Time keeping allows you to control when your employees start and finish their shifts. This builds a weekly payroll and shows you the labour you have used (for more information on payroll, go to section 6.5. Employees). Click the **Start Shift (S)** button or press the **S** key to show a list of employees that are not currently clocked in.

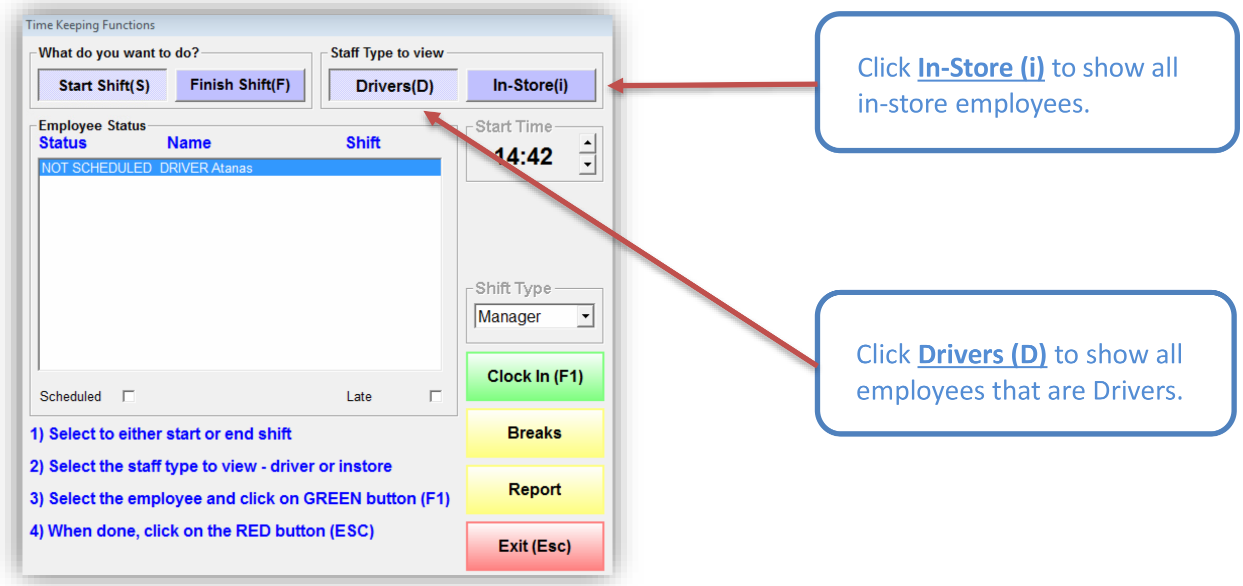


Figure 59: Time Keeping Functions

4.3.1. Clock In and Clock Out

To clock in an employee, highlight the employee name and click **Clock In (F1)**. Now the employee's name will be removed from the Start Shift list. Click **Finish Shift (F)** to show a list of employees who are clocked in. This is also used to end a shift.

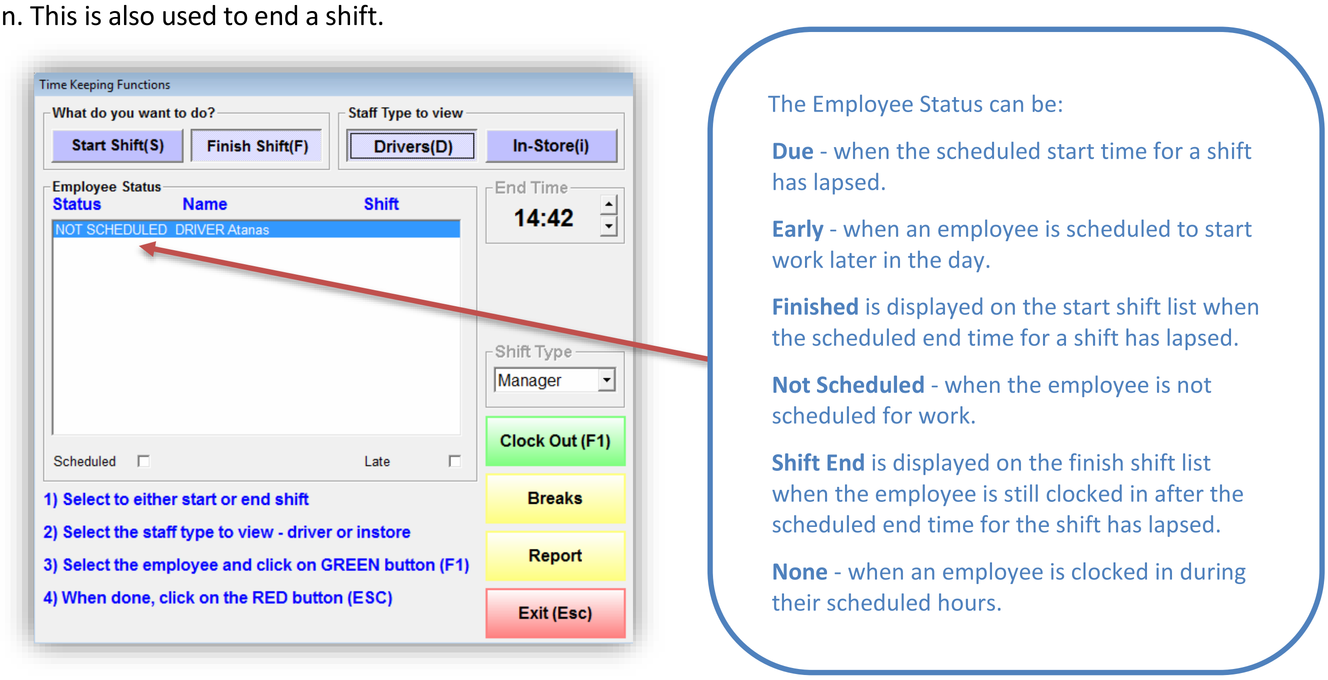


Figure 60: Employee Status

Highlight the appropriate employee name and click the **Clock Out (F1)** button. Then the employee's name will be removed from the Finish Shift list.

4.3.2. Employees Breaks

Click the **Breaks** button when an employee is going to or coming from a break.

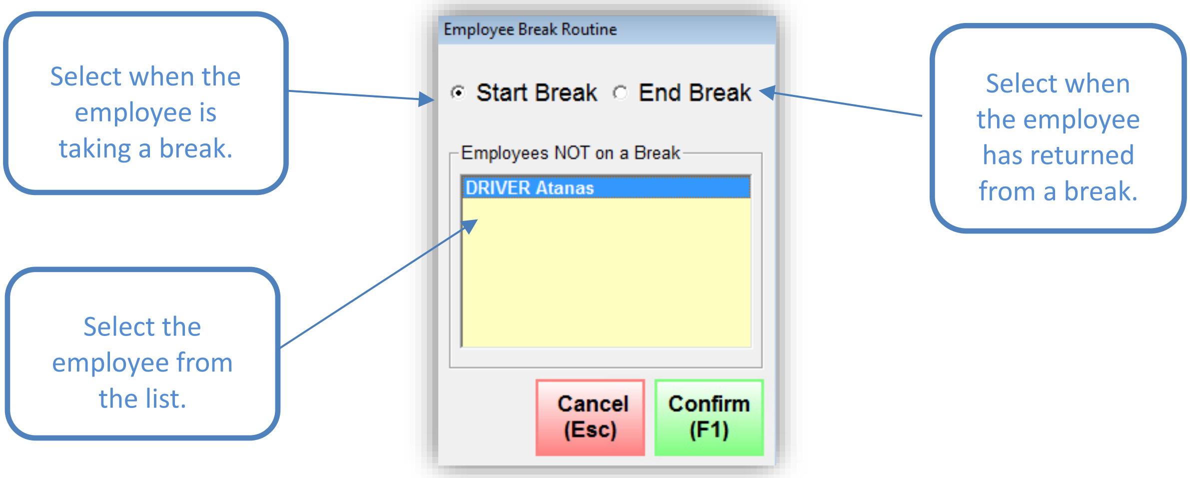


Figure 61: Employee Break

When taking a break, make sure the Start Break field is selected. Highlight the appropriate employee in the Start Break list and click **Confirm (F1)**. The name will then be removed from the Start Break list and will appear on the End Break list. Highlight the returning employees name in the End Break list and click the **Confirm (F1)** button. Click the **Cancel (Esc)** button to return to the TimeKeeping Functions screen.

4.3.3. Drivers Report

While viewing driving staff, click on **Report** to generate the **Driver Full Cash Rec Report (EMP-15).** It is used for drivers End of Night cash up and displays the information from all orders. You will have the option to print or export the report. For more details on all Rameses reports, go to the Reports section.

4.3.4. Additional Options

Tick the box next to **Scheduled** to show only the employees who are scheduled for work or tick the **Late** box to show employees that are currently late for their scheduled shift.

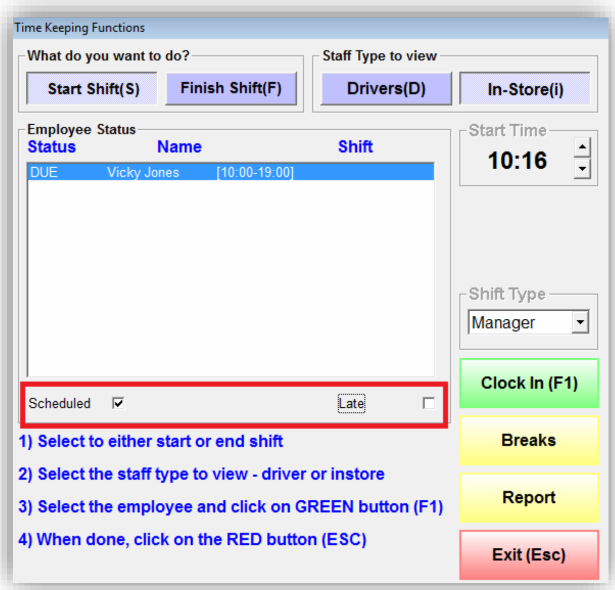


Figure 62: The 'Scheduled' and 'Late' boxes

4.4. TOGGLE VIEW

While you are still in the Dispatcher Menu, click the **Toggle View** button to toggle the screen between Orders In Store (Fig. 63), Orders On Road (Fig. 64), Orders History (Fig. 65) and Future Orders (Fig. 66).

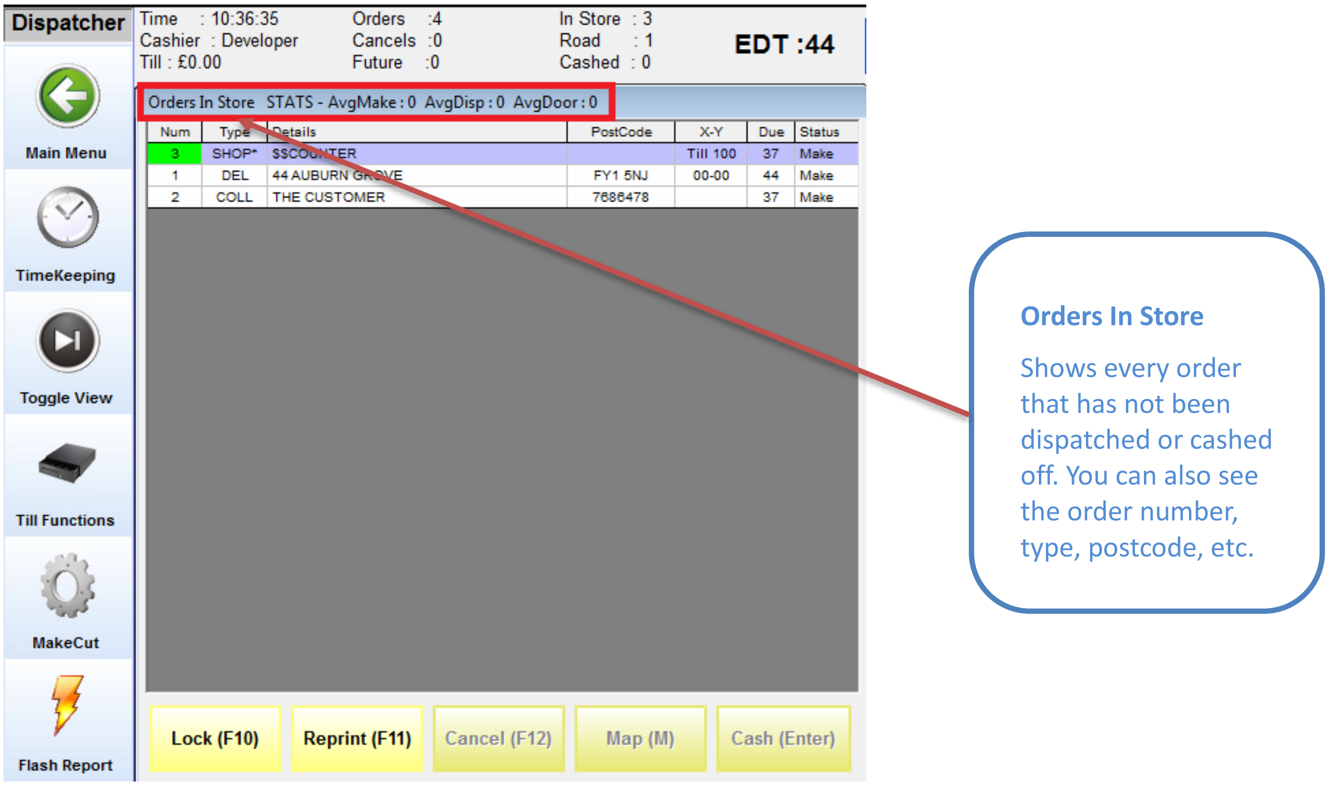


Figure 63: Orders In Store

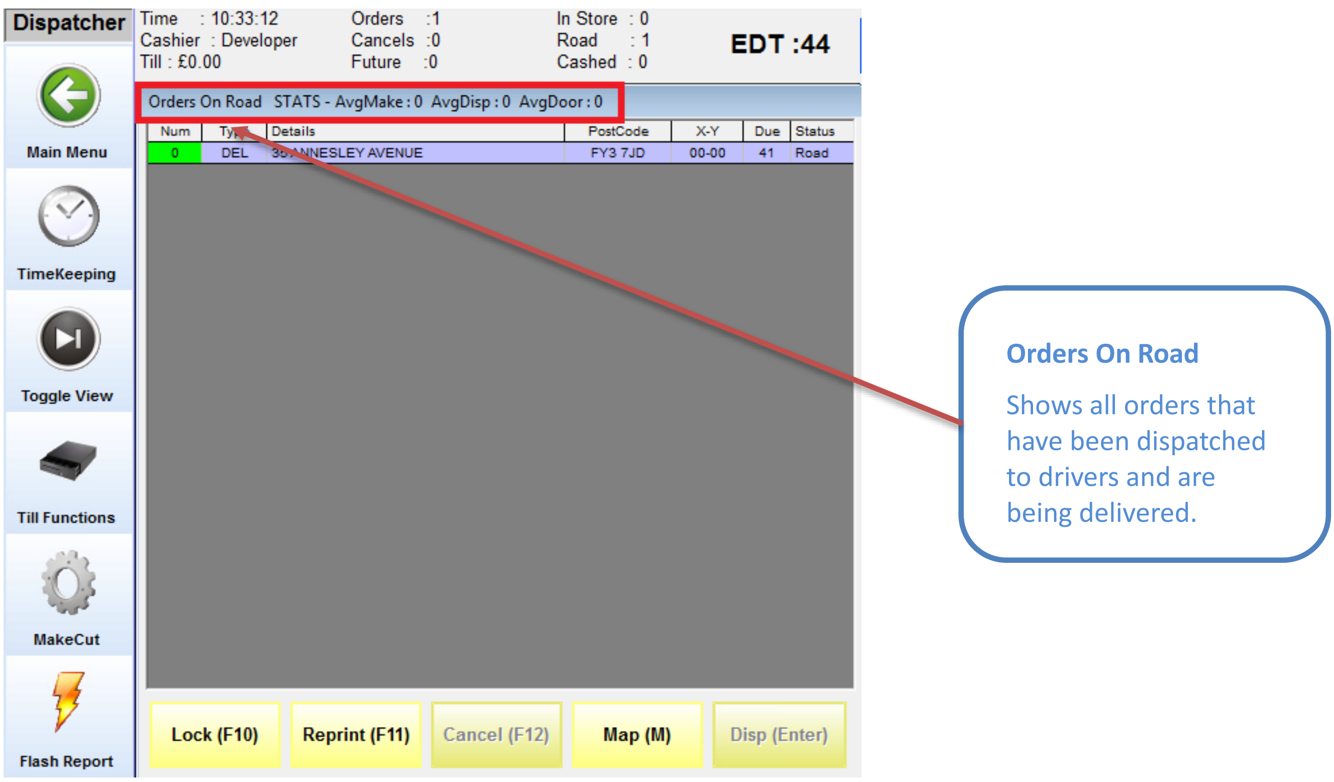


Figure 64: Orders On Road

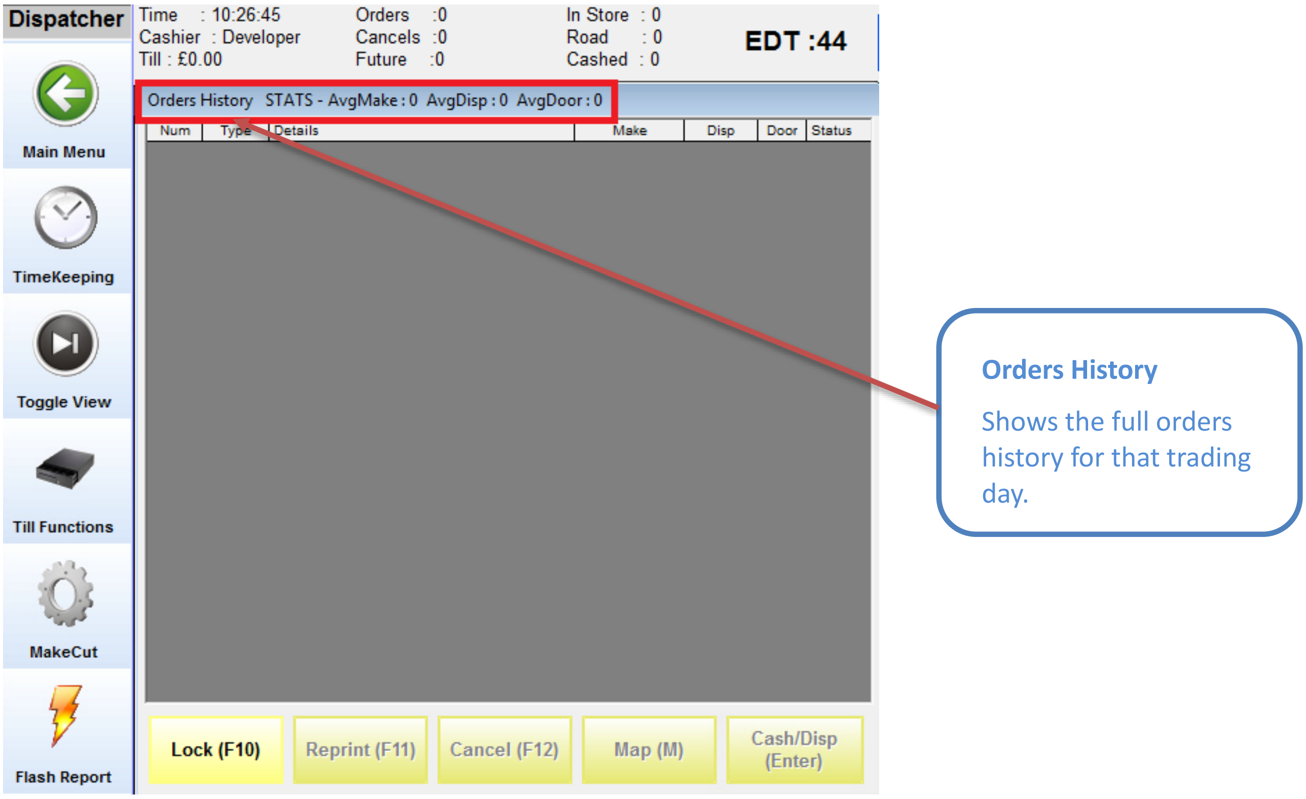


Figure 65: Orders History

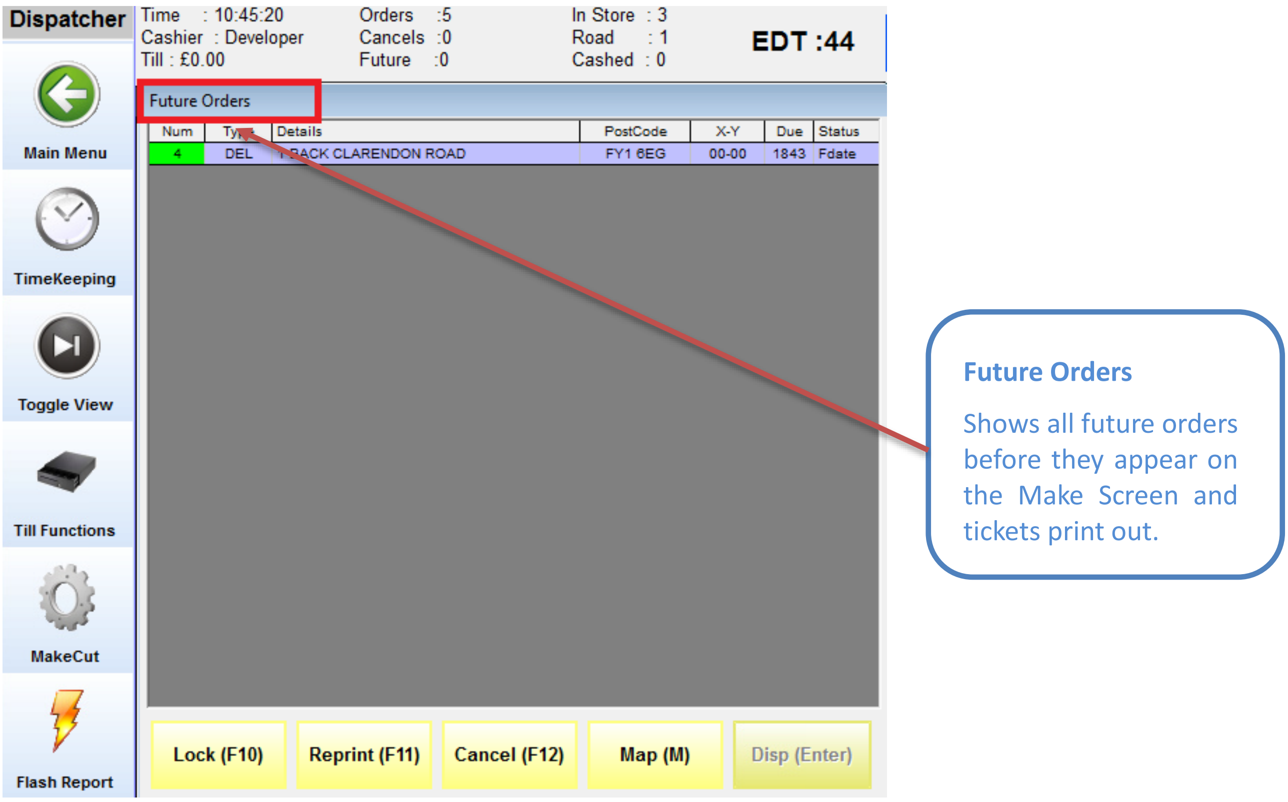


Figure 66: Future Orders

4.4.1. Toggle View - Drivers Working Today

The screen marked **Drivers Working Today** displays all employees currently clocked in and who are entered into Rameses as being drivers. This can include in-store employees as well.

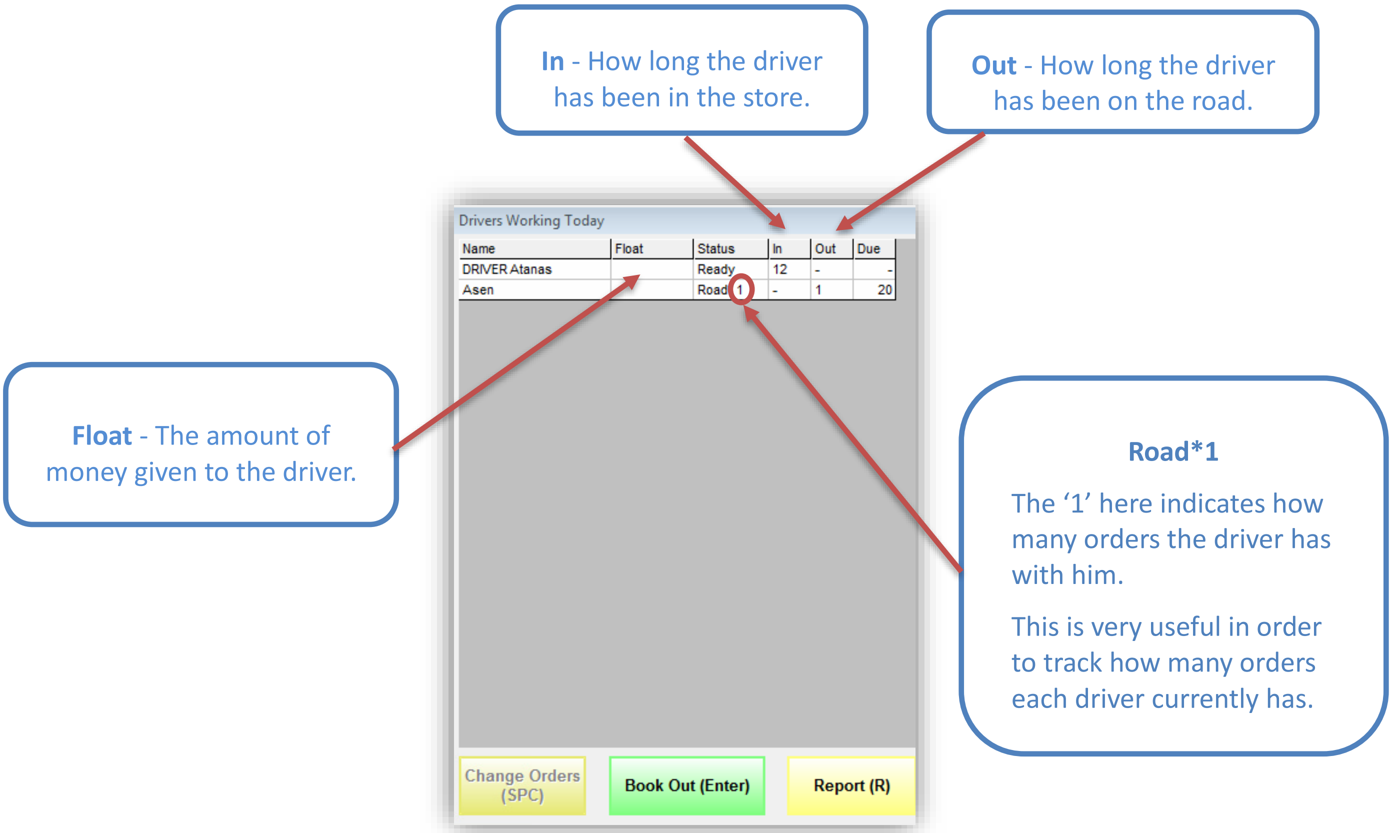


Figure 67: The Drivers Working Today Screen

At the bottom of the screen, you will see the following three buttons: **Change Orders (SPC)**, **Book Out (Enter)** and **Report (R).**

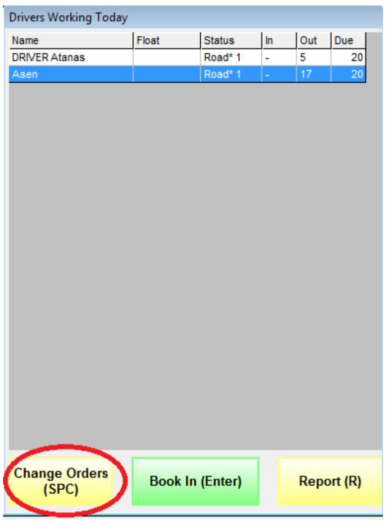


Figure 68: The Change Orders button

- The Change Orders (SPC) button

If you have sent the incorrect order out with a driver or wish to change an order on the road, highlight the driver, press the **Change Orders (SPC)** button.

To change an order after the driver has been booked out, highlight the driver and remove the order by clicking the **Remove Order** button. Then it will appear in the **Orders In Store** section (Fig. 63).

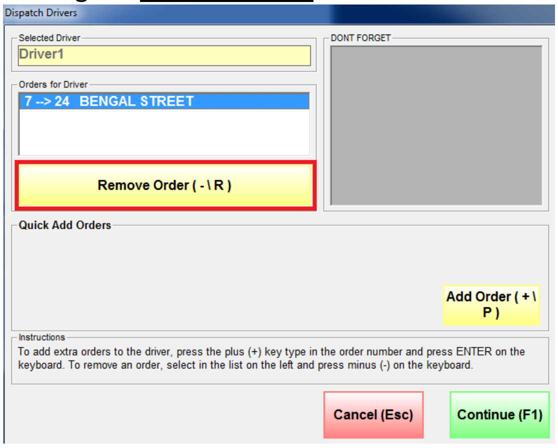


Figure 69: The Remove Order button

Once this has been done, you should go back to the Delivery order taking type, and enter the order ticket number into the field where you usually enter a customer's phone number, see Fig. 70.

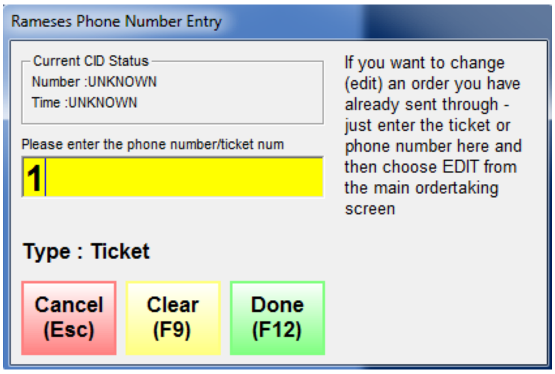


Figure 70: Enter ticket number to edit an order

Then click the **Edit** button, as shown below. Once an order has been removed from a driver, it can be cancelled as well - simply click **Cancel order**.

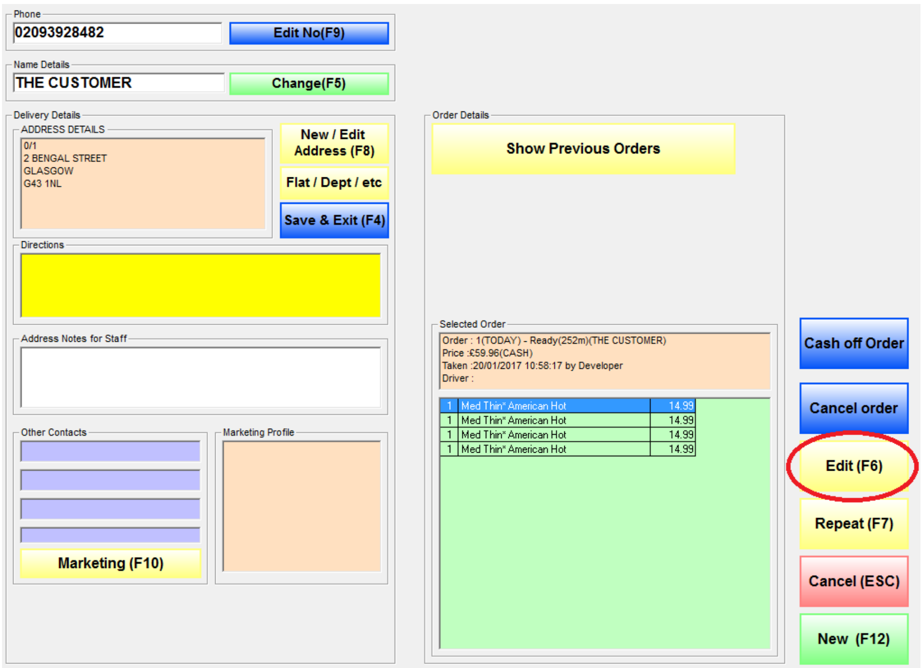


Figure 71: The Edit (F6) and Cancel order buttons

- The Book Out (Enter) button

When sending a driver on a delivery, highlight the order to be delivered and select a driver. Then click **Book Out (Enter)** and the following screen will be displayed, see Fig. 72.

From here you can remove the order by clicking on the **Remove Order** button (or press the – or **R** keys on the keyboard). The order will then be removed from the driver. Once an order has been removed from a driver, it appears back into the **Orders In Store** screen and can be assigned to another driver. You can also add an order to that driver by clicking the **Add Order (+\P)** button.

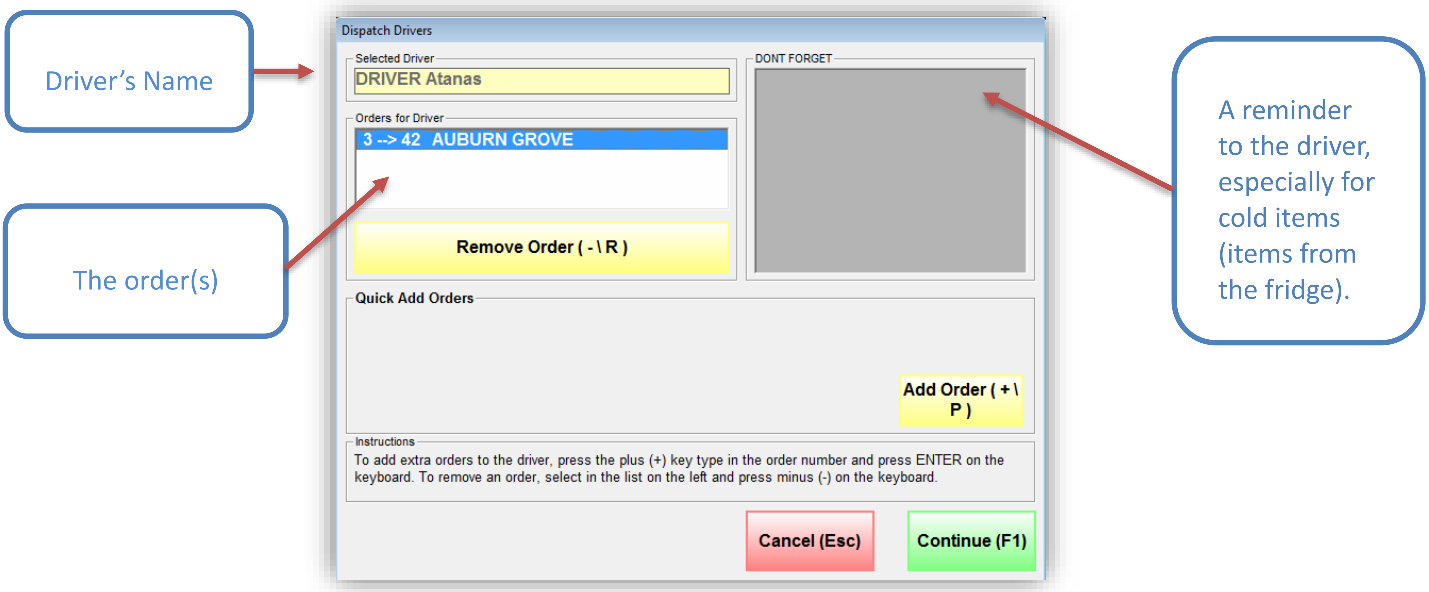


Figure 72: Update Driver Orders – Add or Remove Orders

- Assigning Multiple Orders to a Driver

To send multiple orders out with one driver click **Add Order** and enter the order number, see Fig. 73.

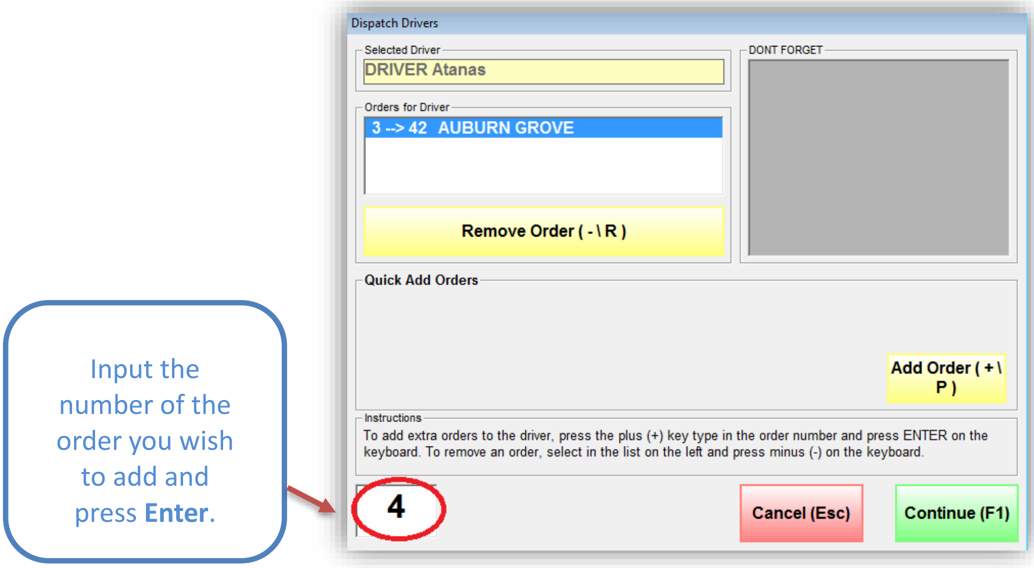


Figure 73: Add another order to the same driver

Click **Cancel (Esc)** to return to the Dispatcher Screen (Fig. 50) without assigning the order(s) to a driver. Click **Continue (F1)** and the driver status will indicate that they are on the road.

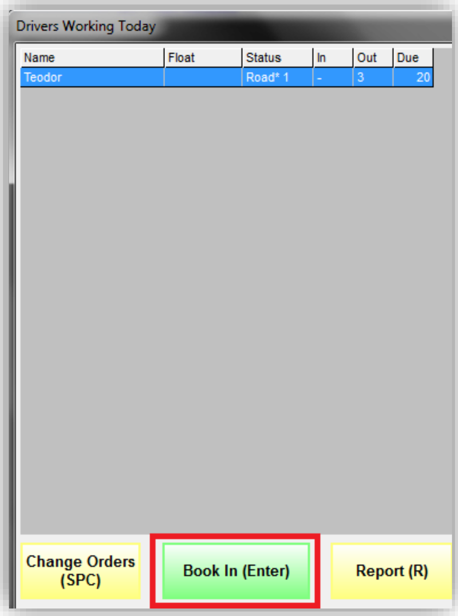


Figure 74: The Book In (Enter) button

• Book In (Enter) - Cashing In a Driver

When the driver has returned from delivery, highlight the driver's name and click the **Book In (Enter)** button.

Then a Late Delivery Confirmation prompt will pop up. Select **No [F1]** if no orders were delivered late or **Yes [F12]** if one or more orders were delivered late.

Note: This is a specific feature and additional fees will apply if you would like to use it. Please contact us for more details, see p. 130.

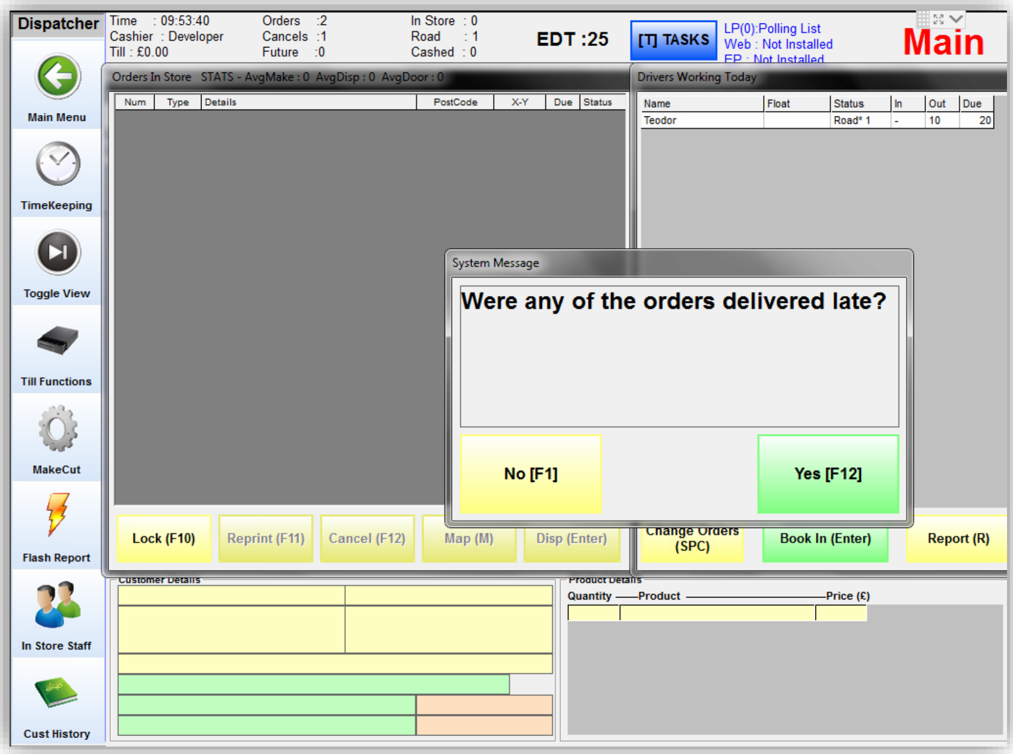


Figure 75: The Late Delivery Confirmation prompt

If you click **Yes**, a screen with all orders will be displayed and you will be able to select the delayed order(s). Below is an example of Rameses UI prompting user confirmation of late order if there were **multiple drops in a single run.**

Figure 76: Late Delivery Prompt when multiple orders

The Late Order Prompt is displayed when Late Delivery Confirmation results in a **Yes** response and the delivery run consisted of more than one delivery order. (See Fig. 76).

Once selected, the designated late orders are apparent to the user/driver. The driver has to select the late order/orders.

After clicking **<u>Confirm</u>**, a password will be required again.

Once the driver enters their password, the following screen pops up displaying two options, Fig. 77:

- **All Done with No Problems – F3** – late delivery cancelled.
- **Exit (Esc)** – late delivery accepted.

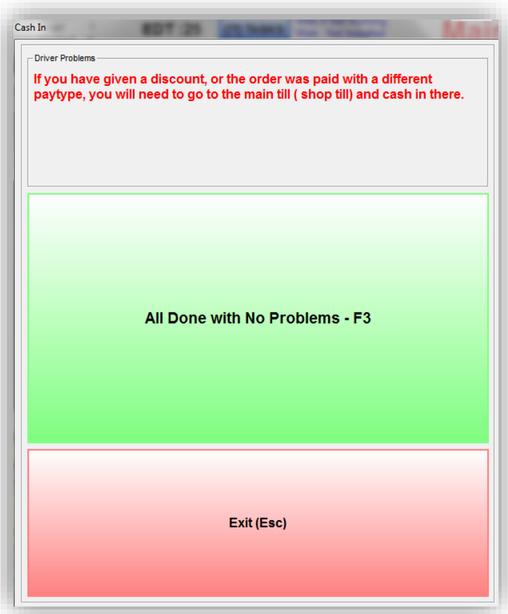


Figure 77: Accept or cancel a late delivery

Note: The primary purpose of the **Late Delivery Confirmation Prompt** is to inform a manager or supervisor if a driver delivered an order later than expected during their shift. This is referred to as Late Delivery.

The Late Delivery Confirmation Prompt is a configurable setting introduced in version 4.80.30.0 of Andromeda's Rameses Point of Sale order taking and service management system.

This function has been developed upon special customer request. Please contact us if you would like the feature enabled. Our contact details are on page 130.

Then the following window will appear allowing you to cash in the driver or apply a discount, Fig. 78.

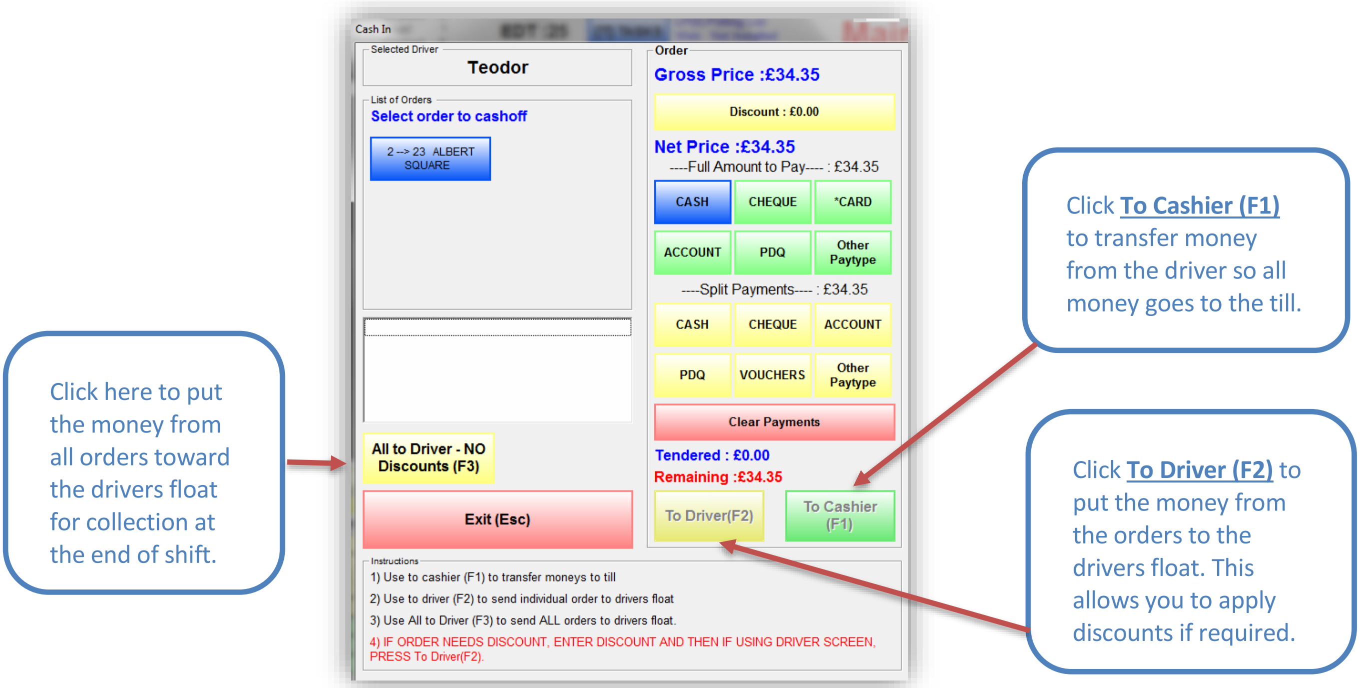


Figure 78: Cashing in the driver

Click **Exit (Esc)** to exit the Cash In screen and return to the Dispatcher screen without cashing in the driver. Please note that Manager Authorisation will be required to apply a discount. Enter the discount, then enter a reason for the discount. Click **Continue (F1)** to proceed.

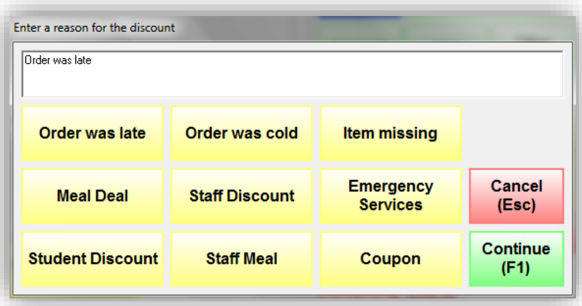


Figure 79: Enter a reason for applying a discount

- The Report (R) button

To generate a cash report **(Driver Full Cash Rec Report (EMP-15)**, highlight a driver and click the **Report** button or press the **R** key. Learn more about this and other reports in the Reports section.

4.5. TILL FUNCTIONS

From the Dispatcher Menu click the **Till Functions** button to access the Till Functions. Once you have accessed the Till Functions the menu buttons on the left side of the screen will change, as shown below.

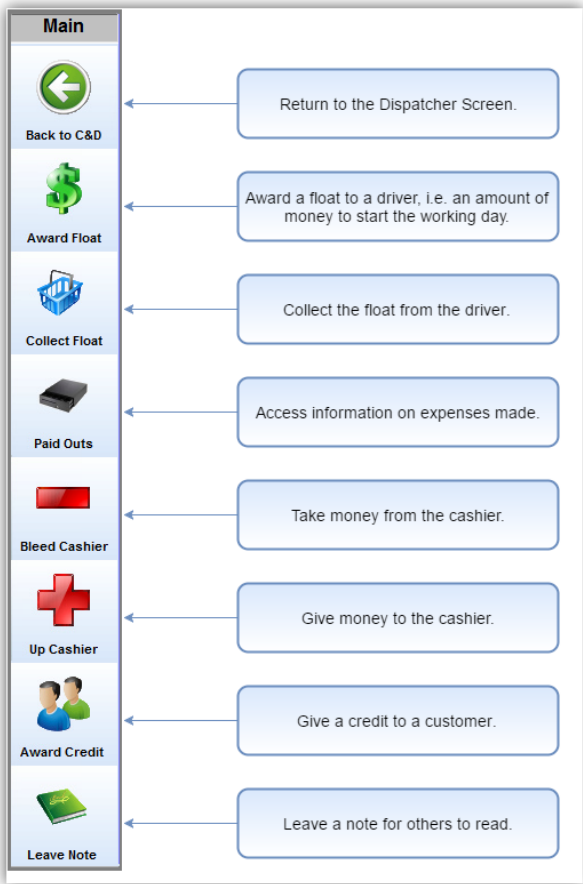


Figure 80: Till Functions

4.5.1. Award Float

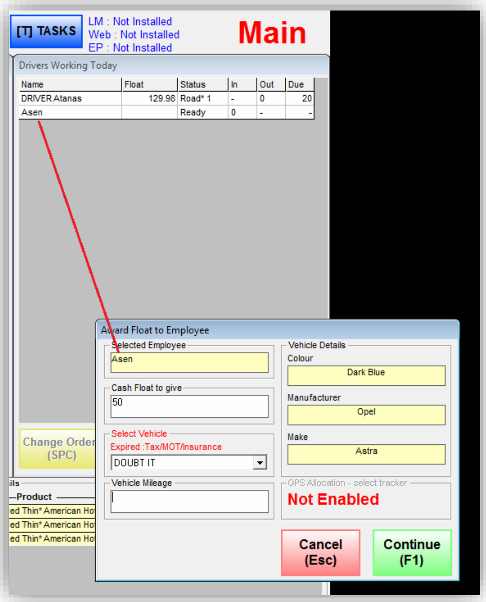


Figure 81: Award Float

Use this option to award a float to a driver so that they can give change to customers when delivering orders.

Highlight a driver from the Drivers Working Today list to assign a float to that driver.

Now click **Award Float** and enter an amount, as shown in Fig. 81.

Click **Cancel (Esc)** to return to the Till Functions or **Continue (F1)** for the float to be assigned to the driver.

The float will now be shown next to the driver's name on the Drivers Working Today list.

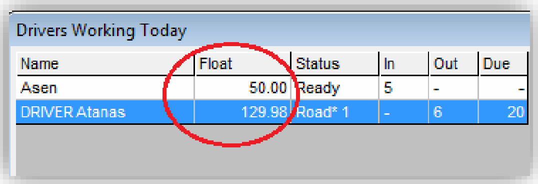


Figure 82: The Float Column

Note: The Float column gives the sum of the original float given and the money collected from orders.

4.5.2. Collect Float

Use this option to collect floats and customer money from drivers. Click **Collect Float** (see Fig.80) to collect the float from the driver. Then the following screen will be displayed:

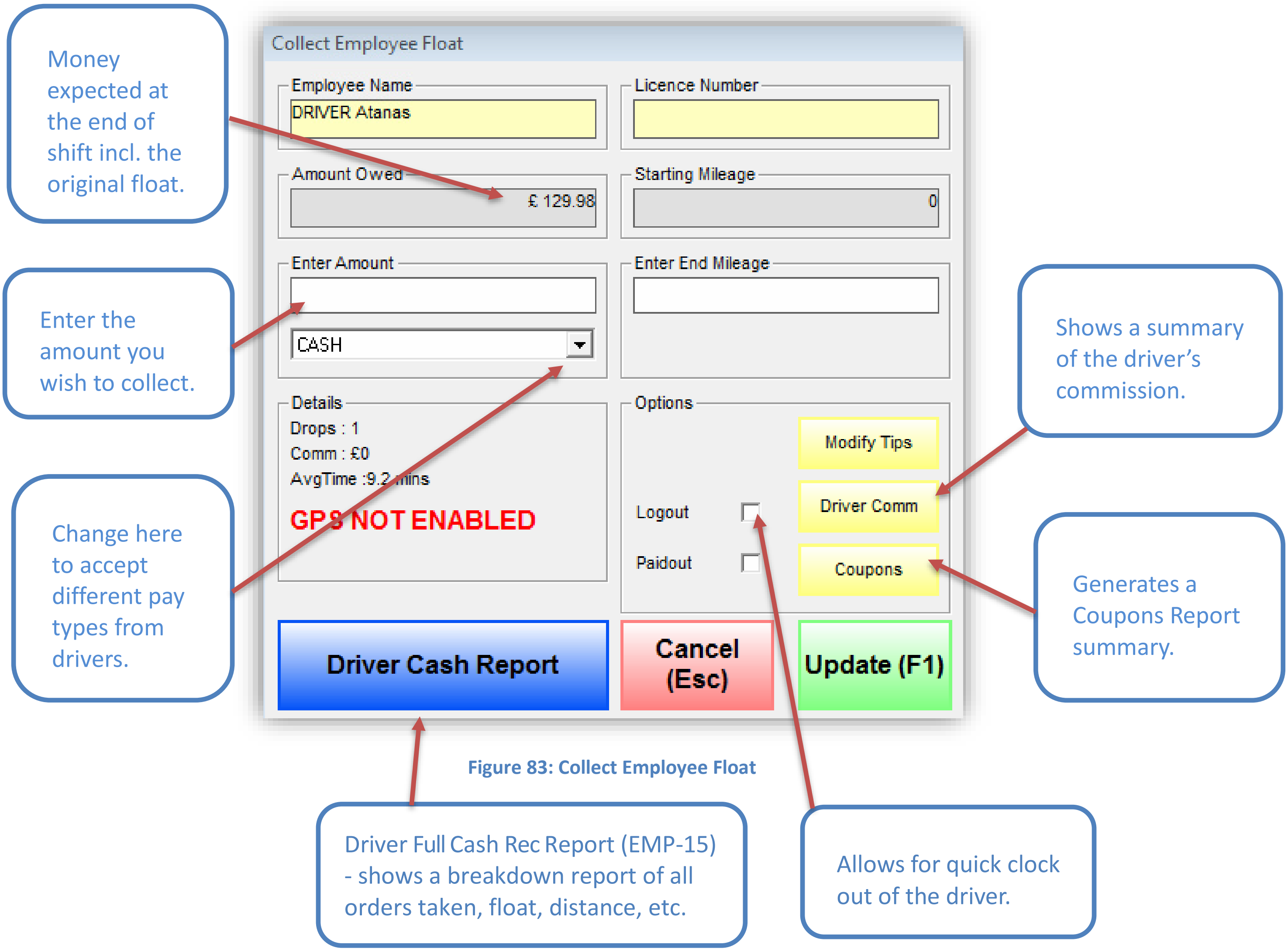


Figure 83: Collect Employee Float

Click **Cancel (Esc)** to return to the Till Functions. Click **Update (F1)** for the float to be collected from the driver. If you have ticked the Logout box then the driver will be clocked off the system at this point.

Click **Driver Comm** to open a Detailed Driver Commission Report (DCM-02) for the selected driver.

4.5.3. Paid Outs

Click the **Paid Outs** button to access the Paid Outs screen when paying expenses directly from the till.

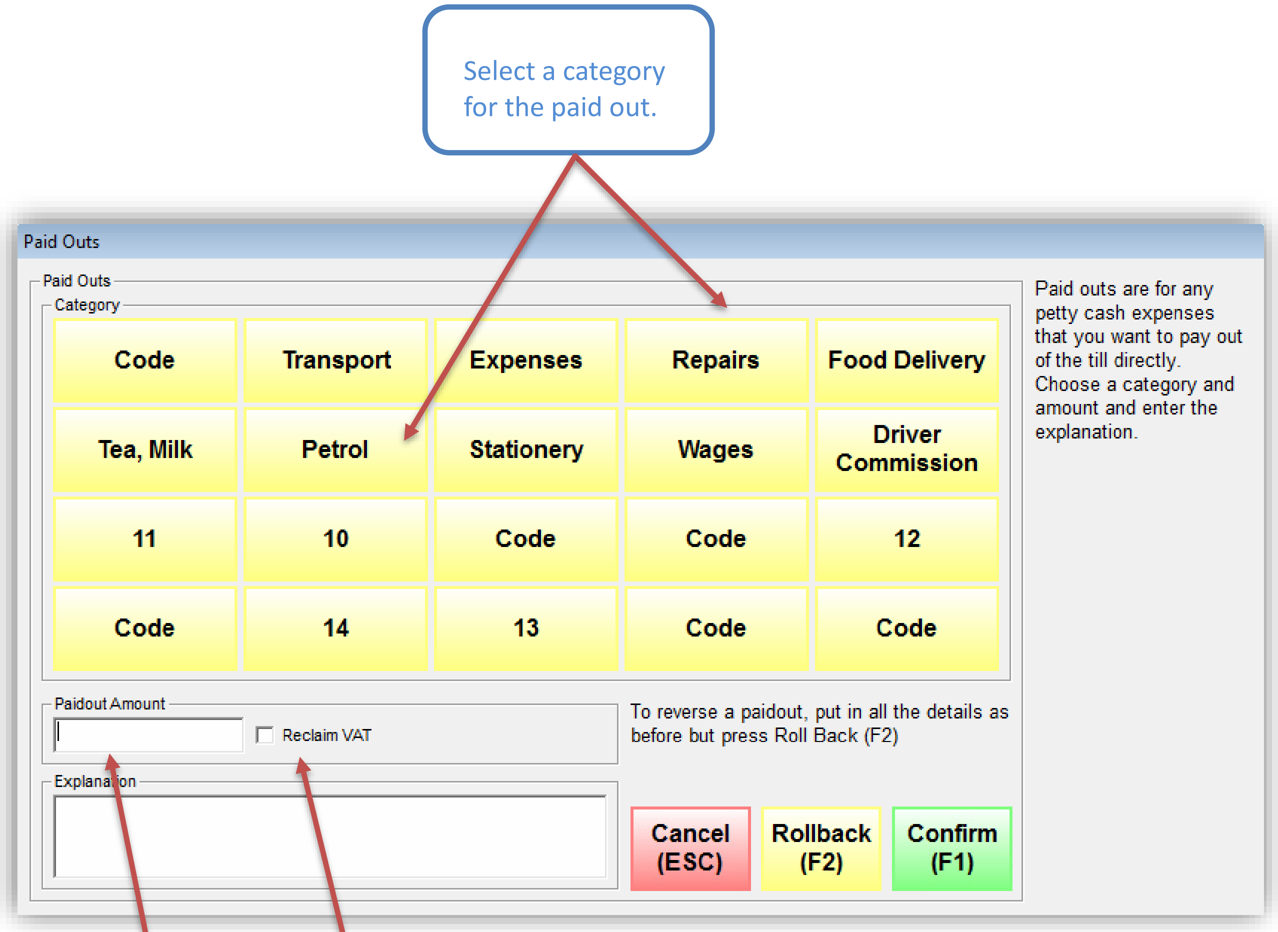


Figure 84: The Paid Outs screen

Click the **Rollback (F2)** button to reverse the transaction.

Click the **Cancel (Esc)** button to return to the Till Functions menu.

After inputting the relevant data click **Confirm(F1).**

Management confirmation will be required to proceed.

4.5.4. Bleed Cashier

Use this option to collect money from your total takings for the daily shift. Click **Bleed Cashier** to collect money from the cashier. Enter the amount to bleed, then click **Continue (F1)**, see Fig. 85.

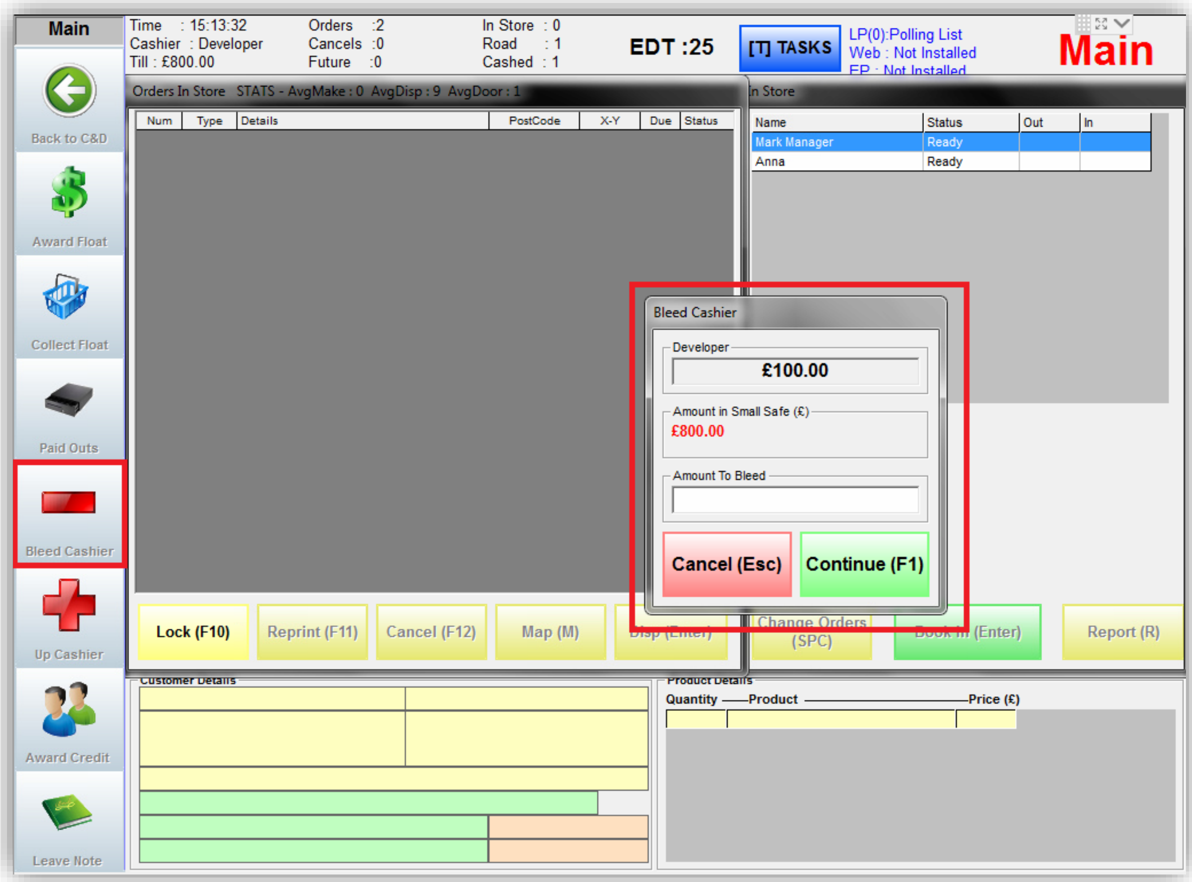


Figure 85: The Bleed Cashier function

4.5.5. Up Cashier

Use this option to award a float to a cashier so that they can give change to customers.

Highlight a cashier from the In-Store list to assign a float to that cashier. Now enter an amount to give.

Then click **Increase (F1)** as shown below. Click **Cancel (Esc)** to return to the Till Functions.

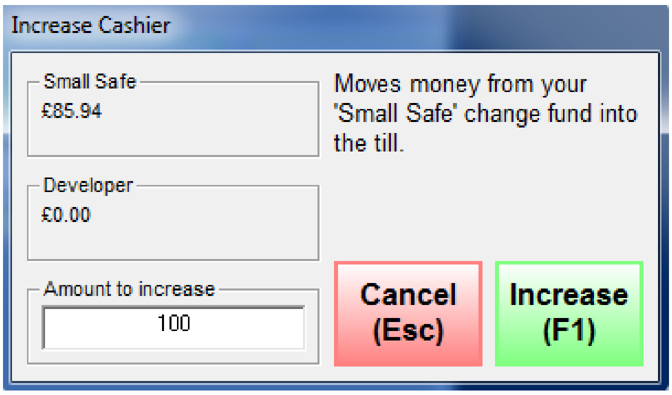


Figure 86: Award float to a cashier

4.5.6. Award Credit

Click the **Award Credit** button to award a credit to a customer from today's orders. This is often used to give credits for late or delayed orders.

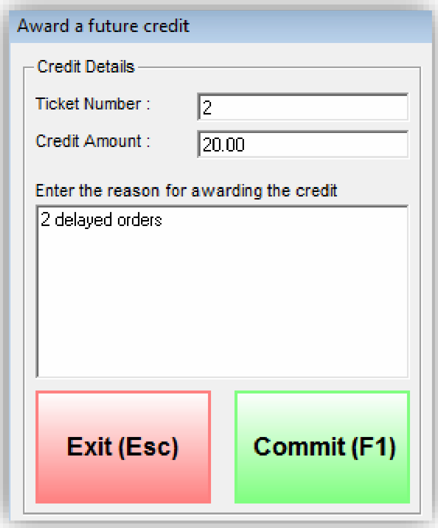


Figure 87: Award a credit to a customer

Click **Exit (Esc)** to return to the Till Functions menu, or **Commit (F1)** to confirm the amount and the reason for awarding the credit.

4.5.7. Leave Note

Use this option to add a delivery comment to a customer's account, if given useful instructions on the address, for example. Click **Leave Note** to enter a note about a specific order from today's orders.

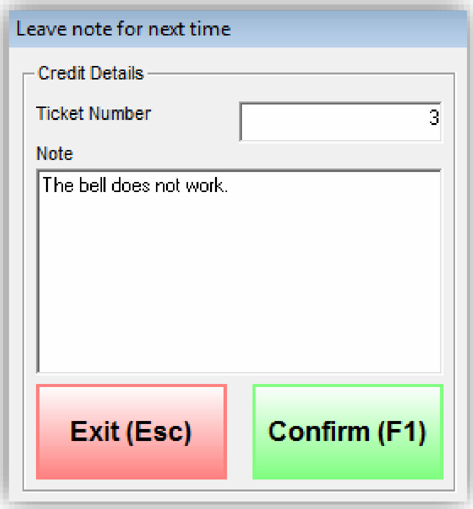


Figure 88: Leave a note

Click **Exit (Esc)** to return to the Till Functions menu or **Confirm (F1)** to confirm the notes. Management confirmation will be required to proceed.

Once management authorisation is acquired the note will be added to the Address Notes for Staff area on the Customer Details screen.

4.6. MAKECUT

From the Dispatcher Menu click the **MakeCut** button to access the **MakeCut** screen. This feature allows you to override the automated in store process.

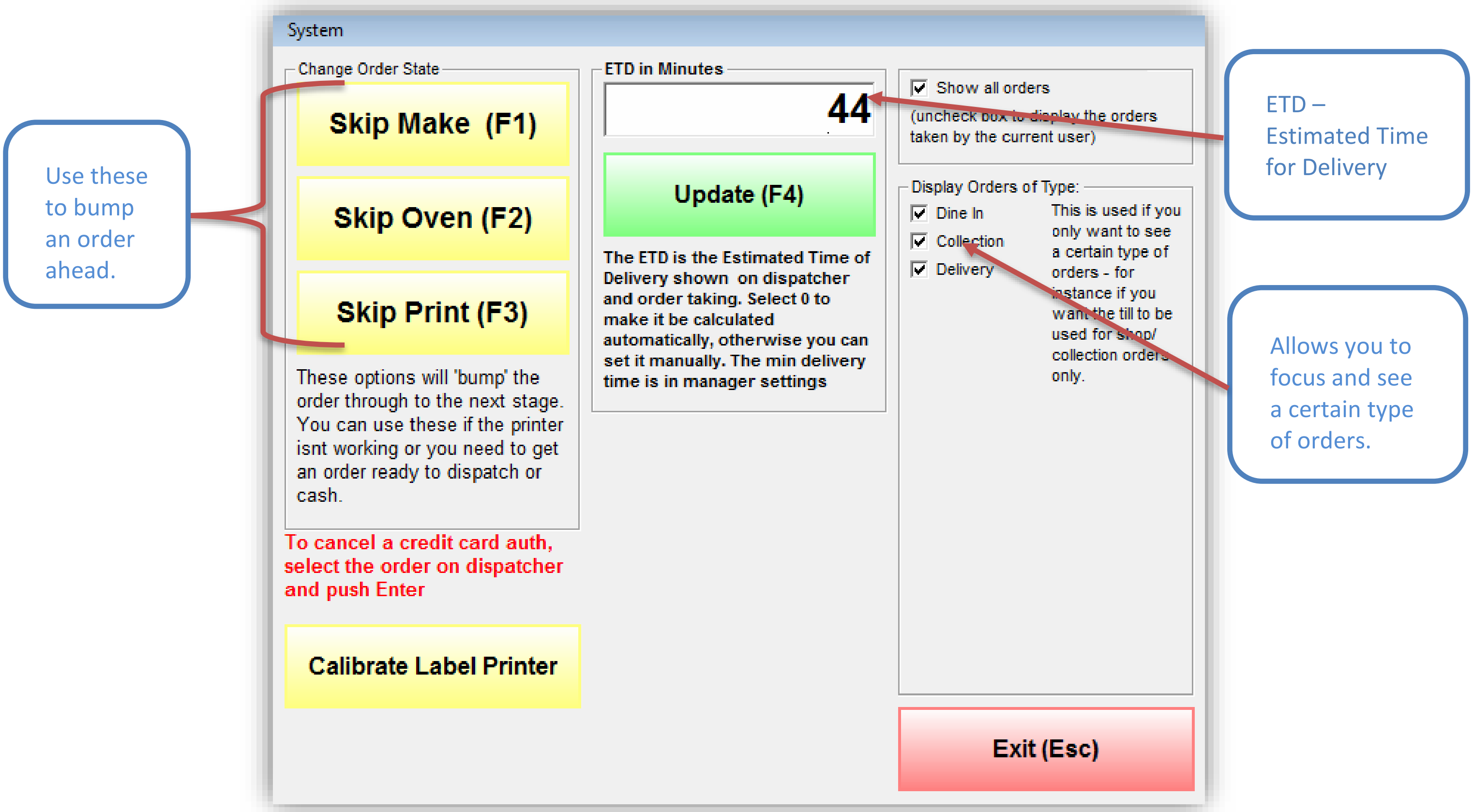


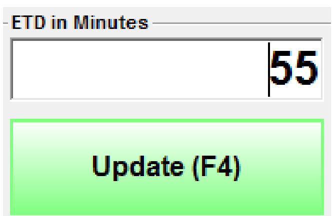
Figure 89: MakeCut - Bumping an order ahead

- The **Skip Make (F1)** button is used to set the order to 'Make' status.
- The **Skip Oven (F2)** button is used to set the order to 'Ready' status.
- The **Skip Print (F3)** button is used to skip the printing of the order (for example, if the printer isn't working).

Click **Exit (Esc)** to return to the Till Functions menu.

- **Setting the ETD (Estimated Time for Delivery)**

Setting the ETD to 0 (zero) will generate a delivery time automatically. You can also set time manually. After you have set the desired time, click **Update (F4)**.



4.7. FLASH REPORT

Click the **Flash Report** button to open the flash report.

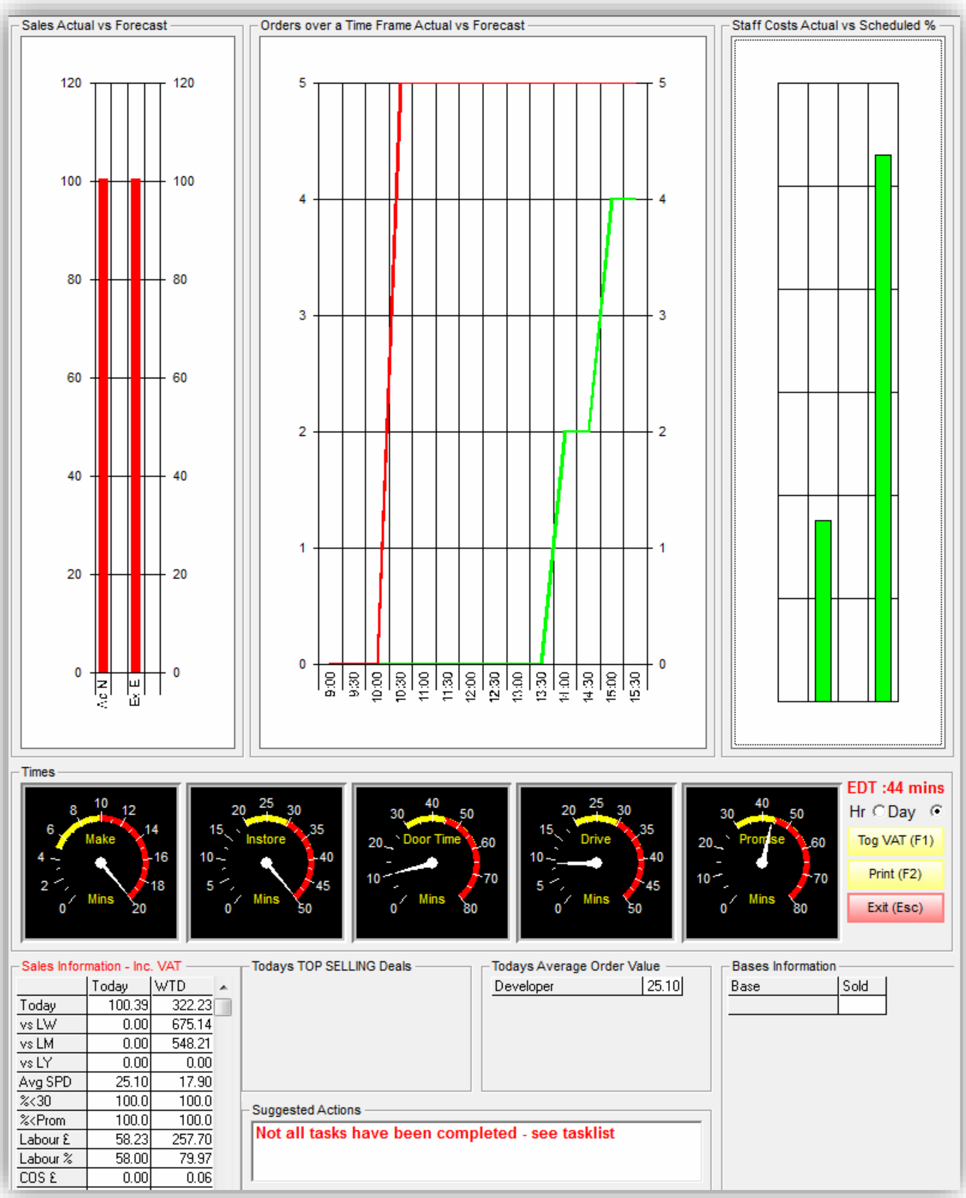


Figure 90: The Flash Reports panel

The flash report shows all current information relating to your store, displayed in the following panels:

- Sales Actual vs Forecast
- Orders over a Time Frame Actual vs Forecast
- Staff Costs Actual vs Schedule %
- Times
- Sales Information
- Today's Top Selling Deals
- Today's Average Order Value
- Suggested Actions
- Bases Information

For further information and more details about each panel, please read below.

4.7.1. Sales Actual vs Forecast

This panel shows the actual sales as compared to the same day of the prior week.

4.7.2. Orders over a Time Frame Actual vs Forecast

This panel shows the rise and fall of the day's orders on a time chart. This is compared to the same day of the previous week. This information can be viewed in one of two ways - by the day or by the hour - tick 'Hr' or 'Day' as shown in Fig. 91.

Figure 91: A Time Chart

4.7.3. Staff Costs Actual vs Schedule %

This panel indicates the actual staff costs compared with the scheduled cost for staff.

4.7.4. Times

This panel shows the average service times.

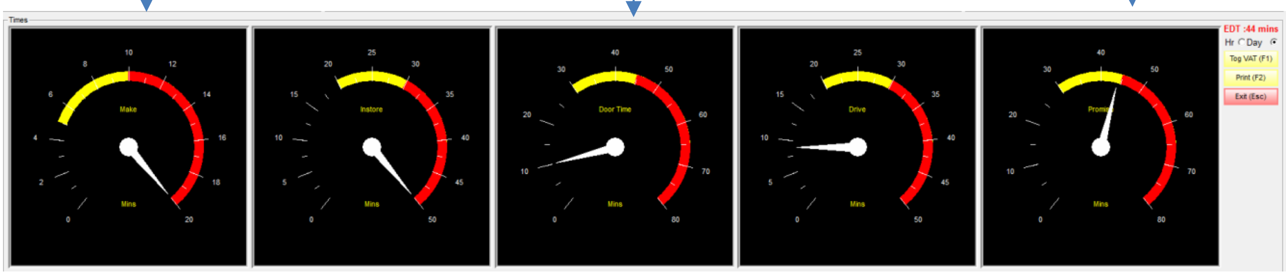


Figure 92: The Times panel

Click the **Tog VAT (F1)** button to toggle the VAT charges on and off. This feature changes the totals in 'Sales Actual vs. Forecast' and in the 'Sales Information' section. To print the flash report click **Print (F2).**

A screen prompt will tell you that the document is printing. The document will be printed to the reports printer. Click **Exit (Esc)** to exit the Flash Report and return to the Dispatcher screen.

4.7.5. Sales Information

This table (see Fig. 93) gives you information about:

- Today's sales vs. WTD (week to date)
- LW - Last Week
- LM - Last Month
- LY - Last Year
- Avg SPD - Average Spend
- %<30 – Orders to customers within 30 minutes
- %<Prom - Orders to customers within ETD
- Labour £ – Current Labour Cost
- Labour % - Current Labour Percentage
- COS £ - Food Cost
- COS % - Food Cost vs. Sales %
- DEL – Delivery

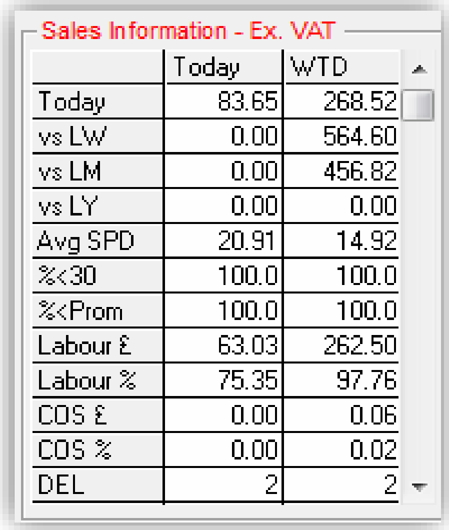


Figure 93: The Sales Information table

4.7.6. Today's Top Selling Deals

Shows the current days Top Selling deals, see Fig. 94.

4.7.7. Today's Average Order Value

Shows the average value of orders taken by employees, see Fig. 94.

4.7.8. Suggested Actions

Shows you if any tasks have not been completed yet.

4.7.9. Bases Information

Shows the number and types of pizza bases that have been sold during the day.

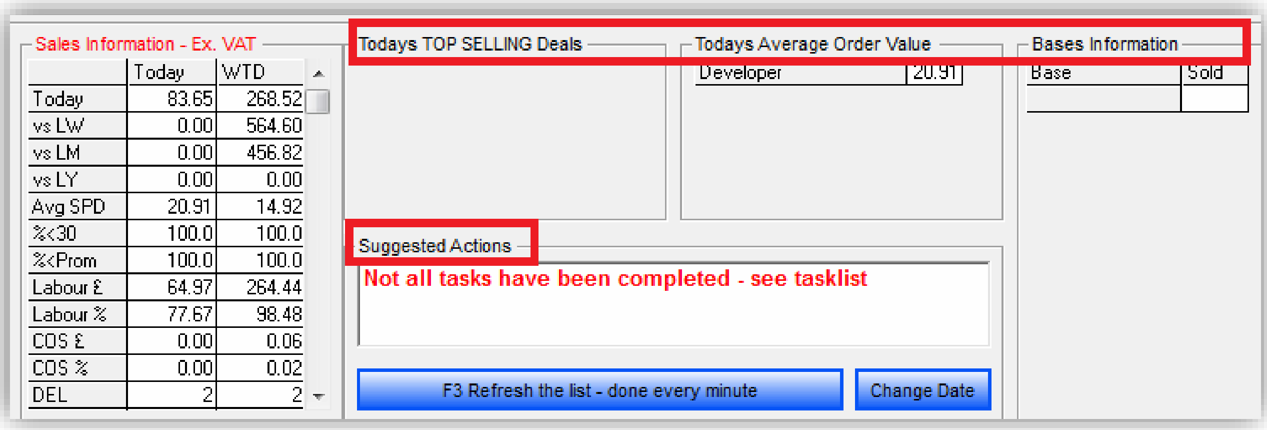


Figure 94: The Flash Reports panel – bottom section

4.8. IN STORE STAFF

Click the **In-Store Staff** button. This function toggles between a screen showing the In-store employees and a screen showing the Drivers, as shown in Fig. 95 below.

The screen marked **'In Store'** displays all employees currently clocked in that are entered as being in-store employees. From here you can view information such as status of the employee (ready), time in and out, etc.

The screen marked **'Drivers'** displays all employees currently clocked in and entered as being drivers.

From here you can view information such as:

- The status of the employee - ready, on the road.
- The float awarded, if any.
- How long the driver has been in the store or out.

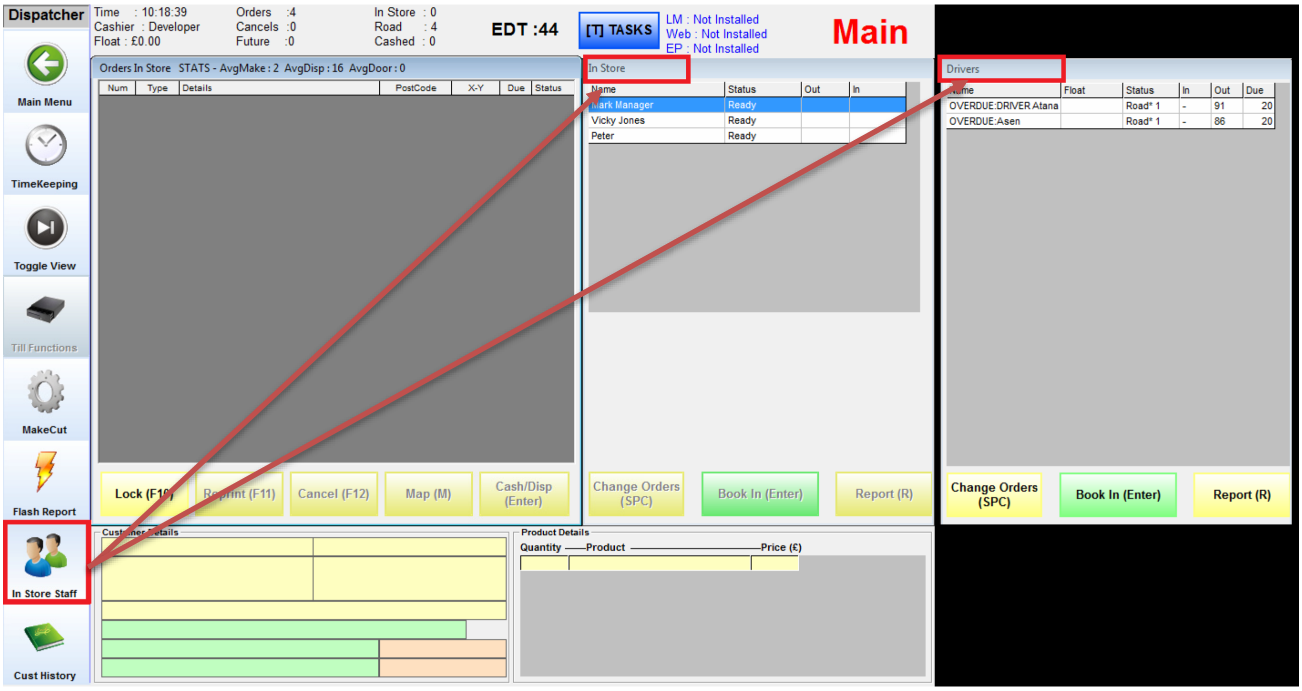


Figure 95: The In-Store Staff button

Note: In-store employees can also be drivers when entered as Driver/Order Taker in the details of their Employment file.

4.9. CUST (CUSTOMER) HISTORY

From the Dispatcher screen click the **Cust History** button to view a customer's history. After you have entered the phone number and pressed the **Enter** key the customer details are displayed.

Then the **Customer History Report** will be displayed, an example is shown in Fig. 96.

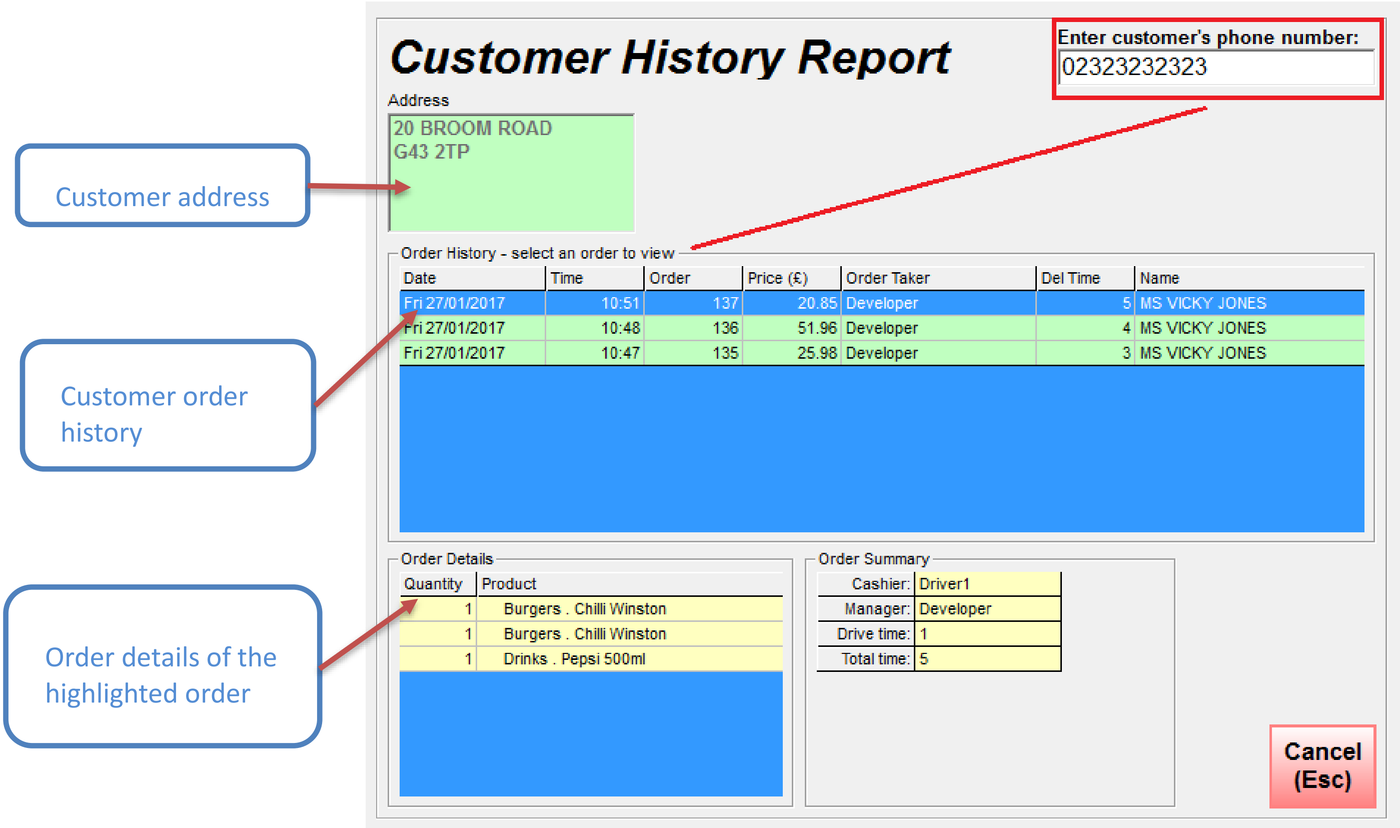


Figure 96: Customer History Report

Click the **Cancel (Esc)** button to return to the Dispatcher menu.

Note:
The orders shown here are ALL orders associated with this phone number, no matter what the the customer's address (or addresses) for delivery was stored in the system.

Compare with the **Show Previous Orders** function in the Customer Details screen, see page 30, which shows all orders made from the LAST address given by the customer for delivery.

5. SUPERVISOR MENU

The Supervisor screen handles the daily operations that open and close the stores cash. It is from this screen that you access not only the float count screen (as part of start of day) but from here you perform the **End of Night** procedures. The **Supervisor Menu** has important features that are dealt with in separate chapters in this manual. Please refer to these chapters for full information.

The **Supervisor Menu** is used for:

- **Diary** - updating the diary.
- **Receive Stock** – logging stock deliveries.
- **Inventory** – inventory and stock control.
- **Reporting** – accessing all available reports.
- **Float Count (F7**) - assigning floats.
- **End of Night** - cashing up at the end of the trading day.

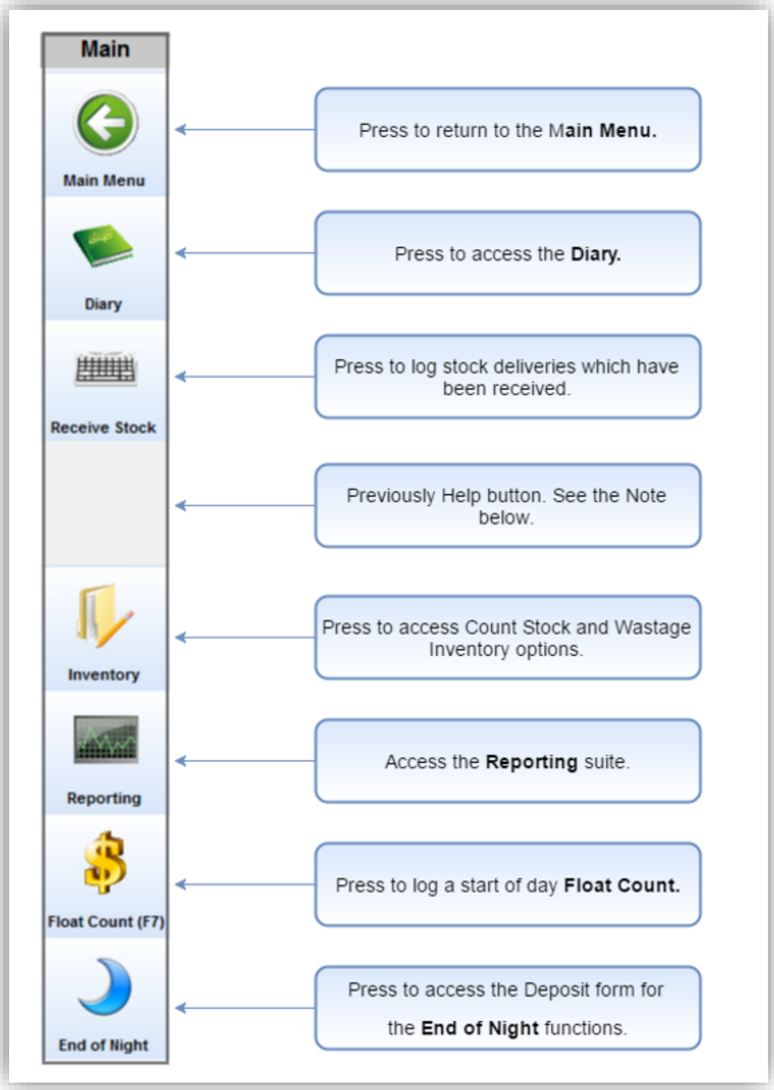


Figure 97: The Supervisor Menu

Note: The Online Help button is now located on Rameses home screen, see Fig. 1. It can also be seen on the Supervisor and Manager home screens as well. See page 78 for more details.

5.1. DIARY

From the Supervisor Menu, click the **Diary** button. The **Diary** allows you to leave notes and assign scheduled tasks to the team. The Supervisor should check the **Diary** each morning to check for important notices or scheduled tasks.

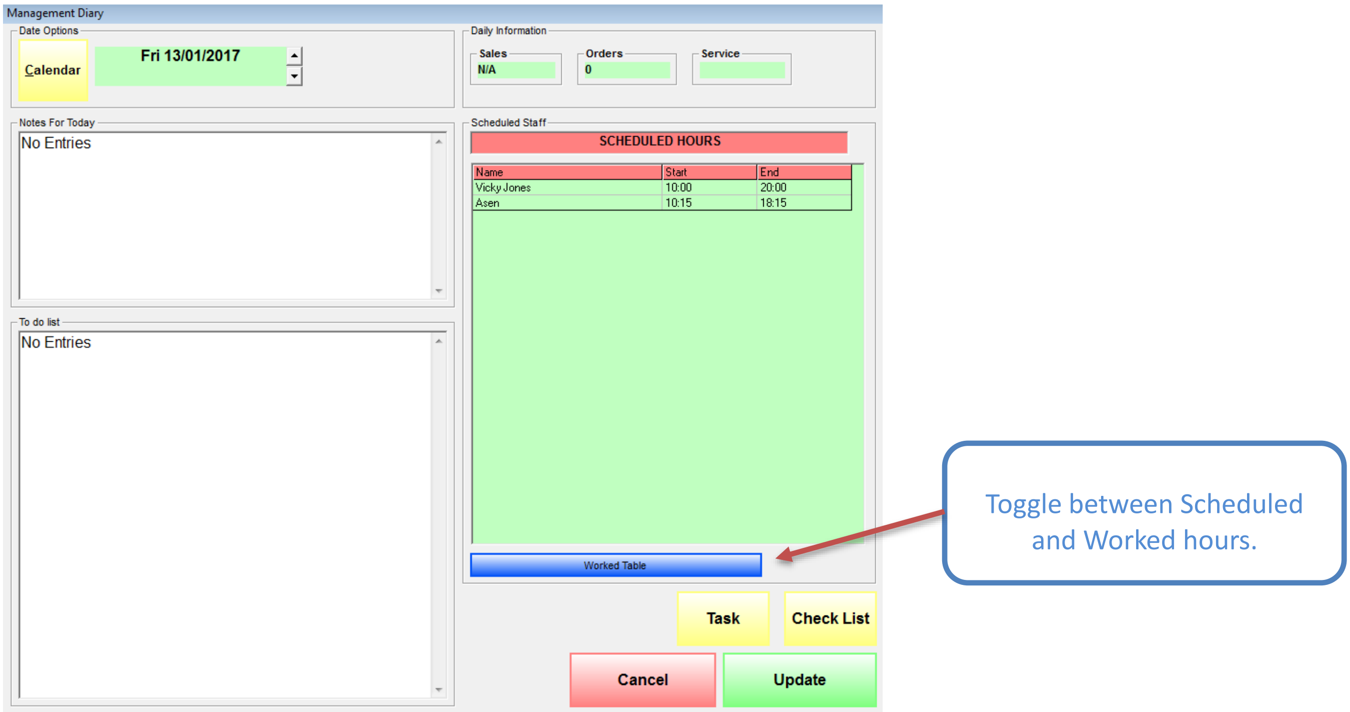


Figure 98: Management Diary

Click the **Calendar** button to select the date. Once selected, you can view the Management Diary for the given day. The **Check List** button opens the Master Check List. This list is used to check off tasks as they have been accomplished. The **Task** button opens the Master Task List. It allows you to create specific tasks as a reminder for a specific day.

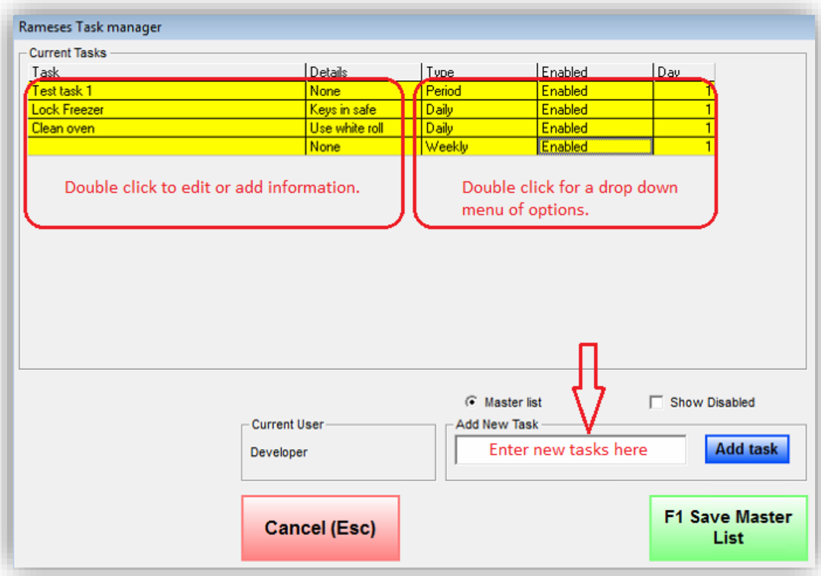


Figure 99: Rameses Task Manager

Click **F1 Save Master List** to save your changes or **Cancel (Esc)** to return to the Diary.

5.2. RECEIVE STOCK

The **Receive Stock** button provides access to the 'Receipt of Order' screen. This section allows you to confirm receipt of food deliveries. This option is not available in Rameses Core Licence.

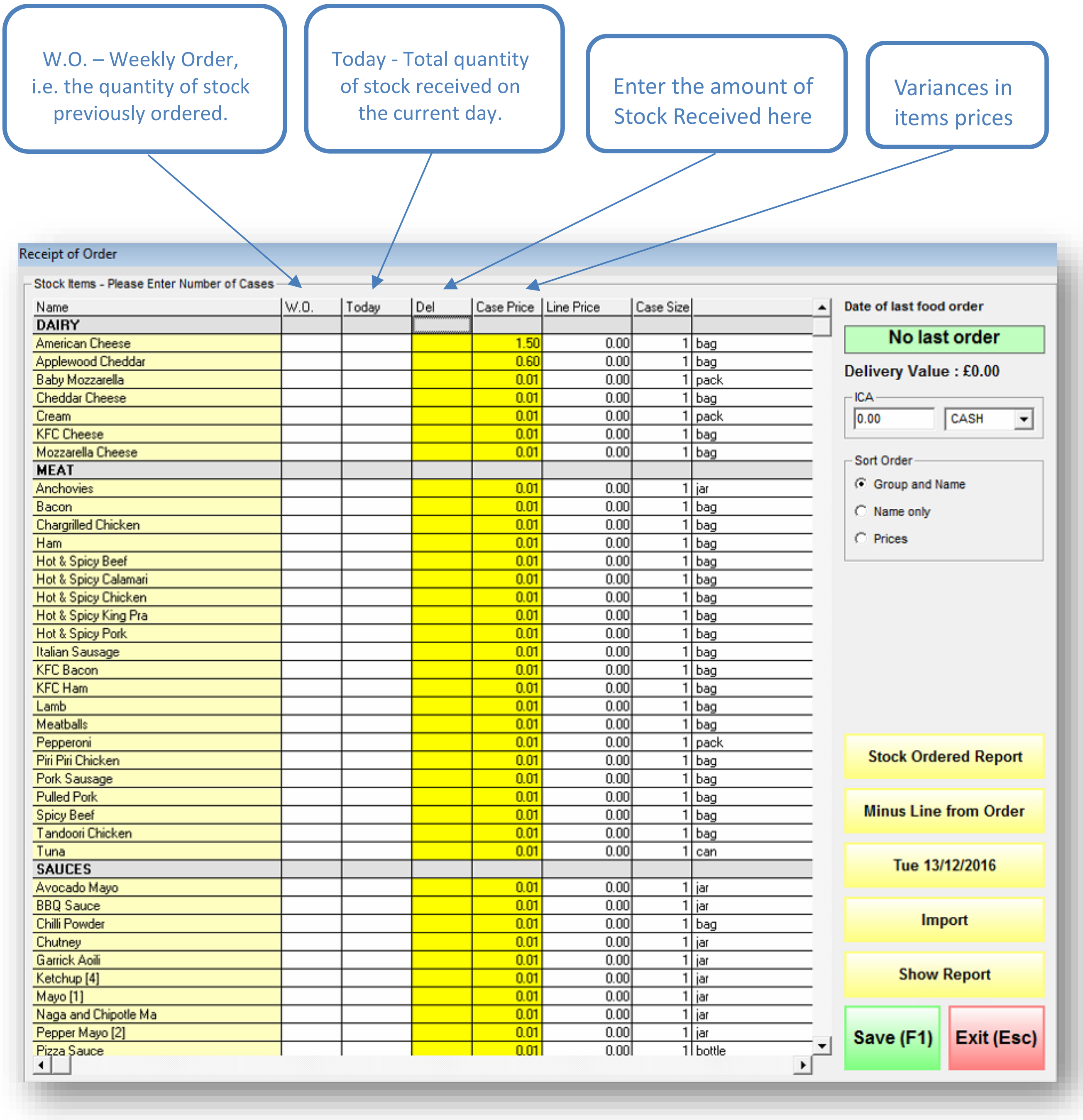


Figure 100: The Receipt of Order screen

- Only the yellow columns allow editing of information.

On the right-hand side of the **Receipt of Order** screen (Fig.100) you will see five yellow buttons. Their function is explained in detail below.

5.2.1. Stock Ordered Report

Click **Stock Ordered Report** to access, export and print a copy of the Stock Ordered Report (Food Order Report INV-04 report). This helps to verify that the delivered items match those that had been ordered.

Please note that if you enter a delivery on the same day that you do a stock take, it will not be counted as part of that inventory. For more information on Rameses report please consult the Reports section.

5.2.2. Minus Line from Order

The **Minus Line from Order** button is used to remove an erroneous value from the list.

5.2.3. Date (Tue 13/12/2016)

It allows you to change the date to view past, current and future stock orders.

5.2.4. Import

The **Import** button imports the figures from your last order- this is a good trick for speeding up the Receive Stock process, as it means you only have to verify and adjust the figures rather than enter them all in by hand.

Click this button if you want to import the data of the predicted order made using the Sales Forecast function – see section 6.3. Food Orders for more details on this.

5.2.5. Show Report

Click **Show Report** to open a printable version of the Stock Received report.

Click **Save (F1)** to save any changes. You will receive a screen prompt to confirm that the changes have been committed.

Click **Exit (Esc)** to return to the receive Stock options. If you have not saved changes before exiting Receive Stock, your changes will not be saved.

5.3. INVENTORY

From the Supervisor Menu, click the **Inventory** button.

There are two options:

- Count Stock and
- Waste/Transfer Stock.

Figure 101: Rameses Stock Options (Inventory)

Rameses **Inventory** helps a business to be able to control food costs at store level. Deliveries are entered along with weekly/monthly/daily item stock counts. These stock counts are then compared against the actual system sales for that item and if recipes are present, the system will also calculate the ingredients usage giving you a complete overall breakdown of your stock.

Note:

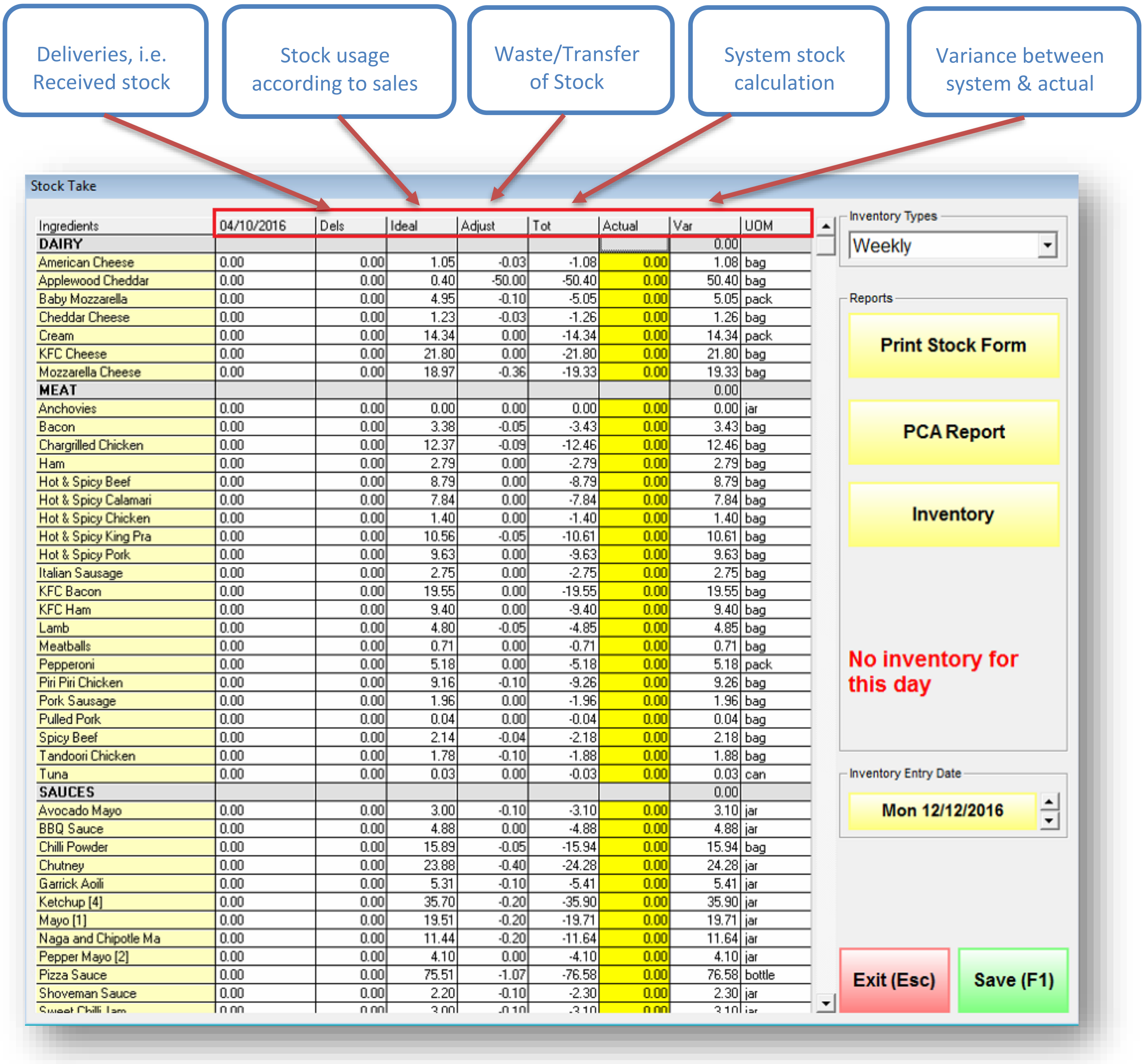
The Inventory setup is not a standard feature due to the extra time needed to set it up. Therefore, if you are an independent store wishing to use it, please contact us for more information on setting this up. Our contact details are on p. 130.

If you are a chain customer, then your menu will be managed via your head office. If you have a request regarding Inventory, then you should contact your head office to see if Inventory is currently available for your store. It is recommended that you do a weekly stock count, either before you open or after you close the store (i.e. Sunday night/Monday morning).

5.3.1. Count Stock

Your system should have been set up by your Manager to a Daily, Weekly or Monthly stock count (or a combination of these). The most common and effective way to count stock is to do it **Weekly** (the default setting). For best results, the stock count should be carried out on the same day and at the same time each time.

Once you have clicked the **Count Stock** button, the following screen will be displayed, see Fig. 102. The date column (04/10/2016) shows the figures from the last stock count.



Ingredients	04/10/2016	Dels	Ideal	Adjust	Tot	Actual	Var	UOM
DAIRY							0.00	
American Cheese	0.00	0.00	1.05	-0.03	-1.08	0.00	1.08	bag
Applewood Cheddar	0.00	0.00	0.40	-50.00	-50.40	0.00	50.40	bag
Baby Mozzarella	0.00	0.00	4.95	-0.10	-5.05	0.00	5.05	pack
Cheddar Cheese	0.00	0.00	1.23	-0.03	-1.26	0.00	1.26	bag
Cream	0.00	0.00	14.34	0.00	-14.34	0.00	14.34	pack
KFC Cheese	0.00	0.00	21.80	0.00	-21.80	0.00	21.80	bag
Mozzarella Cheese	0.00	0.00	18.97	-0.36	-19.33	0.00	19.33	bag
MEAT							0.00	
Anchovies	0.00	0.00	0.00	0.00	0.00	0.00	0.00	jar
Bacon	0.00	0.00	3.38	-0.05	-3.43	0.00	3.43	bag
Chargrilled Chicken	0.00	0.00	12.37	-0.09	-12.46	0.00	12.46	bag
Ham	0.00	0.00	2.79	0.00	-2.79	0.00	2.79	bag
Hot & Spicy Beef	0.00	0.00	8.79	0.00	-8.79	0.00	8.79	bag
Hot & Spicy Calamari	0.00	0.00	7.84	0.00	-7.84	0.00	7.84	bag
Hot & Spicy Chicken	0.00	0.00	1.40	0.00	-1.40	0.00	1.40	bag
Hot & Spicy King Pra	0.00	0.00	10.56	-0.05	-10.61	0.00	10.61	bag
Hot & Spicy Pork	0.00	0.00	9.63	0.00	-9.63	0.00	9.63	bag
Italian Sausage	0.00	0.00	2.75	0.00	-2.75	0.00	2.75	bag
KFC Bacon	0.00	0.00	19.55	0.00	-19.55	0.00	19.55	bag
KFC Ham	0.00	0.00	9.40	0.00	-9.40	0.00	9.40	bag
Lamb	0.00	0.00	4.80	-0.05	-4.85	0.00	4.85	bag
Meatballs	0.00	0.00	0.71	0.00	-0.71	0.00	0.71	bag
Pepperoni	0.00	0.00	5.18	0.00	-5.18	0.00	5.18	pack
Piri Piri Chicken	0.00	0.00	9.16	-0.10	-9.26	0.00	9.26	bag
Pork Sausage	0.00	0.00	1.96	0.00	-1.96	0.00	1.96	bag
Pulled Pork	0.00	0.00	0.04	0.00	-0.04	0.00	0.04	bag
Spicy Beef	0.00	0.00	2.14	-0.04	-2.18	0.00	2.18	bag
Tandoori Chicken	0.00	0.00	1.78	-0.10	-1.88	0.00	1.88	bag
Tuna	0.00	0.00	0.03	0.00	-0.03	0.00	0.03	can
SAUCES							0.00	
Avocado Mayo	0.00	0.00	3.00	-0.10	-3.10	0.00	3.10	jar
BBQ Sauce	0.00	0.00	4.88	0.00	-4.88	0.00	4.88	jar
Chilli Powder	0.00	0.00	15.89	-0.05	-15.94	0.00	15.94	bag
Chutney	0.00	0.00	23.88	-0.40	-24.28	0.00	24.28	jar
Garrick Aoili	0.00	0.00	5.31	-0.10	-5.41	0.00	5.41	jar
Ketchup [4]	0.00	0.00	35.70	-0.20	-35.90	0.00	35.90	jar
Mayo [1]	0.00	0.00	19.51	-0.20	-19.71	0.00	19.71	jar
Naga and Chipotle Ma	0.00	0.00	11.44	-0.20	-11.64	0.00	11.64	jar
Pepper Mayo [2]	0.00	0.00	4.10	0.00	-4.10	0.00	4.10	jar
Pizza Sauce	0.00	0.00	75.51	-1.07	-76.58	0.00	76.58	bottle
Shoveman Sauce	0.00	0.00	2.20	-0.10	-2.30	0.00	2.30	jar

Figure 102: The Count Stock table

- Only the yellow column allows editing of information.
- UOM - Unit of Measurement (bag, bottle, etc.)

Once you have physically counted your stock, you need to enter the amounts into the **Actual** column.

Click **Save (F1)** if you wish to confirm your actual stock count.

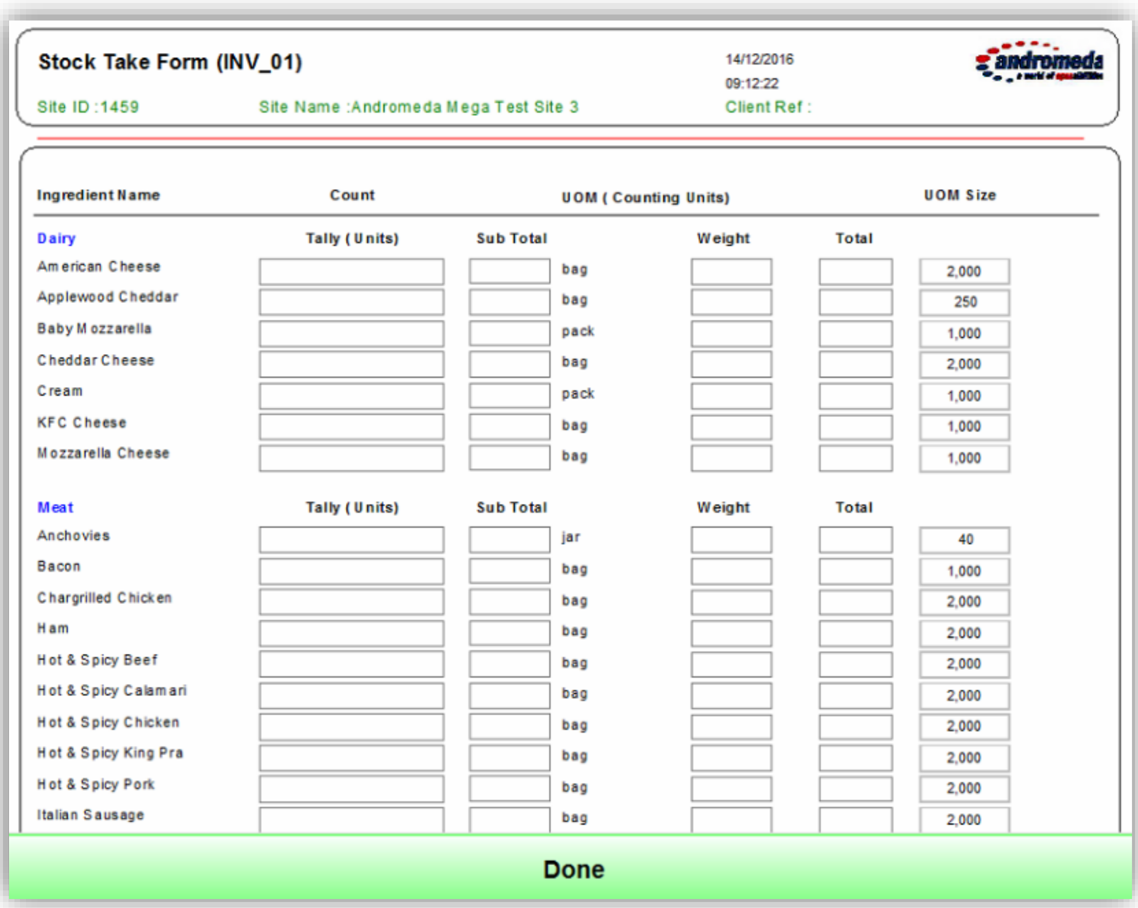
> **Note:** The stock count saves the data as if it were **06:00** on the date set in the date field. If you perform your stock count at the end of the day, be sure to set tomorrow's date for the system to record the stock from the start of the next trading day.

On the right-hand side of the screen (see Fig. 102) there are three buttons used to view specific stock-related reports:

- **Print Stock Form**
- **PCA Report**
- **Inventory**

- Print Stock Form – Stock Take Form (INV_01)

Click the **Print Stock Form** button to export, save or print a list of your stock items - this makes it easier to track the items when performing the physical stock count.



Stock Take Form (INV_01)

14/12/2016
09:12:22

Site ID :1459 Site Name :Andromeda Mega Test Site 3 Client Ref :

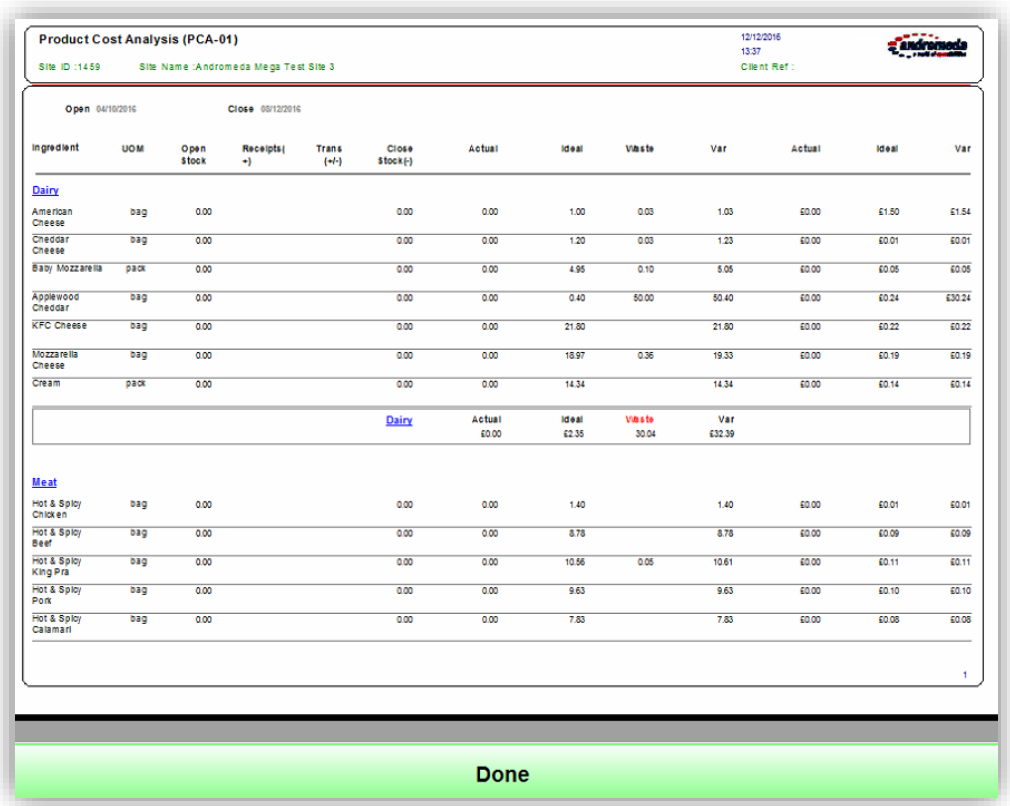
Ingredient Name	Count		UOM (Counting Units)			UOM Size
Dairy	Tally (Units)	Sub Total		Weight	Total	
American Cheese			bag			2,000
Applewood Cheddar			bag			250
Baby Mozzarella			pack			1,000
Cheddar Cheese			bag			2,000
Cream			pack			1,000
KFC Cheese			bag			1,000
Mozzarella Cheese			bag			1,000
Meat	Tally (Units)	Sub Total		Weight	Total	
Anchovies			jar			40
Bacon			bag			1,000
Chargrilled Chicken			bag			2,000
Ham			bag			2,000
Hot & Spicy Beef			bag			2,000
Hot & Spicy Calamari			bag			2,000
Hot & Spicy Chicken			bag			2,000
Hot & Spicy King Pra			bag			2,000
Hot & Spicy Pork			bag			2,000
Italian Sausage			bag			2,000

Done

Figure 103: The Stock Take Form (INV_01) Report

- PCA Report – Product Cost Analysis (PCA-01)

Click the **PCA Report** button to view the **Product Cost Analysis (PCA-01)** report. You can use the report to view and work out the variance between your actual count and the total that Rameses calculated.



Product Cost Analysis (PCA-01)

12/12/2016
13:37

Site ID :1459 Site Name :Andromeda Mega Test Site 3 Client Ref :

Open 04/10/2016 Close 08/12/2016

Ingredient	UOM	Open Stock	Receipts(+)	Trans (+/-)	Close Stock(-)	Actual	Ideal	Waste	Var	Actual	Ideal	Var
Dairy												
American Cheese	bag	0.00			0.00	0.00	1.00	0.03	1.03	£0.00	£1.50	£1.54
Cheddar Cheese	bag	0.00			0.00	0.00	1.20	0.03	1.23	£0.00	£0.01	£0.01
Baby Mozzarella	pack	0.00			0.00	0.00	4.95	0.10	5.05	£0.00	£0.05	£0.05
Applewood Cheddar	bag	0.00			0.00	0.00	0.40	50.00	50.40	£0.00	£0.24	£30.24
KFC Cheese	bag	0.00			0.00	0.00	21.80		21.80	£0.00	£0.22	£0.22
Mozzarella Cheese	bag	0.00			0.00	0.00	18.97	0.36	19.33	£0.00	£0.19	£0.19
Cream	pack	0.00			0.00	0.00	14.34		14.34	£0.00	£0.14	£0.14
					Dairy	Actual £0.00	Ideal £2.35	Waste 30.04	Var £32.39			
Meat												
Hot & Spicy Chicken	bag	0.00			0.00	0.00	1.40		1.40	£0.00	£0.01	£0.01
Hot & Spicy Beef	bag	0.00			0.00	0.00	8.78		8.78	£0.00	£0.09	£0.09
Hot & Spicy King Pra	bag	0.00			0.00	0.00	10.56	0.05	10.61	£0.00	£0.11	£0.11
Hot & Spicy Pork	bag	0.00			0.00	0.00	9.63		9.63	£0.00	£0.10	£0.10
Hot & Spicy Calamari	bag	0.00			0.00	0.00	7.83		7.83	£0.00	£0.08	£0.08

1

Done

Figure 104: The Product Cost Analysis (PCA-01)

- Inventory (INV-03)

Click the **Inventory** button to view the Inventory report. First, you will have to select the value for Inventory range – Daily, Weekly or Monthly.

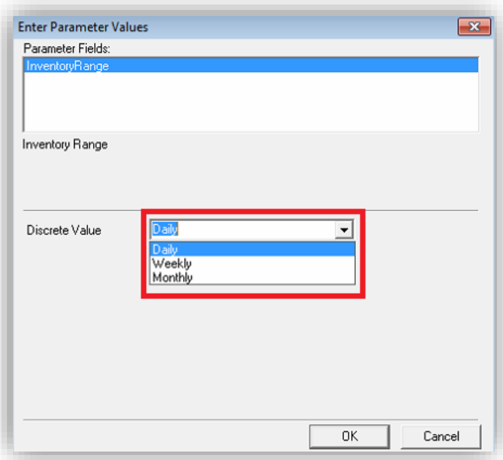


Figure 105: The Inventory Range dropdown

The **Inventory Report** provides an overview of your inventory figures – Ingredients, UOM, Cost per Item, etc. You can print the report out or export it in your preferred format. When ready, click **Done**.

5.3.2. Waste/Transfer Stock

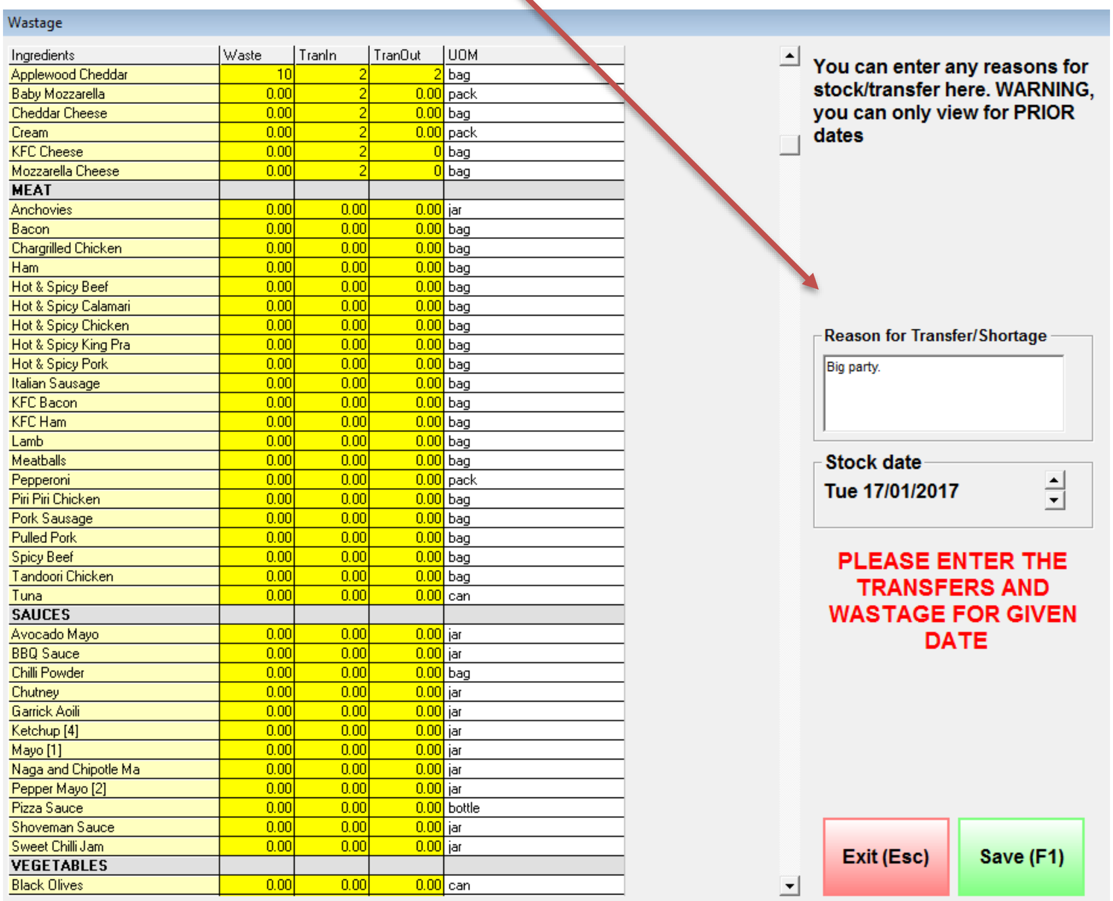
Wastage is recorded via the actual ingredients and not by the menu items. The easiest way to adjust menu items (for example, food that has been cooked and thrown away) is to enter the food thrown away as an order and use the discount feature in Order Taking to discount the order to '**0**'. Then you can use the discount reason 'wastage'.

There is a chargeable functionality which enables wastage of menu items through order taking. There are two additional reports associated with this function, see p. 126.

Click on **Waste/Transfer Stock** button if you would like to see:

- **Waste** – the food items wasted.
- **TranIn** – food items that have been **transferred in** this store from another store.
- **TranOut** – food items that have been **transferred** from this store **out** to another store.

This function can be very useful for chain stores to track their wastage and transfer of food stock among stores. Enter a reason for the transfer or shortage in the field on the right.


Wastage

Ingredients	Waste	TranIn	TranOut	UOM
Applewood Cheddar	10	2	2	bag
Baby Mozzarella	0.00	2	0.00	pack
Cheddar Cheese	0.00	2	0.00	bag
Cream	0.00	2	0.00	pack
KFC Cheese	0.00	2	0	bag
Mozzarella Cheese	0.00	2	0	bag
MEAT				
Anchovies	0.00	0.00	0.00	jar
Bacon	0.00	0.00	0.00	bag
Chargrilled Chicken	0.00	0.00	0.00	bag
Ham	0.00	0.00	0.00	bag
Hot & Spicy Beef	0.00	0.00	0.00	bag
Hot & Spicy Calamari	0.00	0.00	0.00	bag
Hot & Spicy Chicken	0.00	0.00	0.00	bag
Hot & Spicy King Pra	0.00	0.00	0.00	bag
Hot & Spicy Pork	0.00	0.00	0.00	bag
Italian Sausage	0.00	0.00	0.00	bag
KFC Bacon	0.00	0.00	0.00	bag
KFC Ham	0.00	0.00	0.00	bag
Lamb	0.00	0.00	0.00	bag
Meatballs	0.00	0.00	0.00	bag
Pepperoni	0.00	0.00	0.00	pack
Piri Piri Chicken	0.00	0.00	0.00	bag
Pork Sausage	0.00	0.00	0.00	bag
Pulled Pork	0.00	0.00	0.00	bag
Spicy Beef	0.00	0.00	0.00	bag
Tandoori Chicken	0.00	0.00	0.00	bag
Tuna	0.00	0.00	0.00	can
SAUCES				
Avocado Mayo	0.00	0.00	0.00	jar
BBQ Sauce	0.00	0.00	0.00	jar
Chilli Powder	0.00	0.00	0.00	bag
Chutney	0.00	0.00	0.00	jar
Garrick Aoili	0.00	0.00	0.00	jar
Ketchup [4]	0.00	0.00	0.00	jar
Mayo [1]	0.00	0.00	0.00	jar
Naga and Chipotle Ma	0.00	0.00	0.00	jar
Pepper Mayo [2]	0.00	0.00	0.00	jar
Pizza Sauce	0.00	0.00	0.00	bottle
Shoveman Sauce	0.00	0.00	0.00	jar
Sweet Chilli Jam	0.00	0.00	0.00	jar
VEGETABLES				
Black Olives	0.00	0.00	0.00	can

Figure 106: The Wastage Screen

- Only the bright yellow columns allow editing of information.

5.4. REPORTING

Click the **Reporting** button from the Supervisor Menu to access the reporting section of Rameses. Most report categories are self-explanatory so if you need sales data reports click on **Sales**. The **Customers** button will give you more information on past and current customers, **Labour** is related to your employees' payroll, labour costs, etc. For more information on the reports listed, please consult the Reports section in this manual.

For full description of each report, please refer to *Rameses Reporting Guide.*

5.5. FLOAT COUNT (F7)

Press the **Float Count (F7)** button to access the Float Count screen. The float count is a declaration to the POS of the total sum of money allocated to the store safe, cash register, or employee bank. The starting float is also declared here so that change can be given for cash transactions.

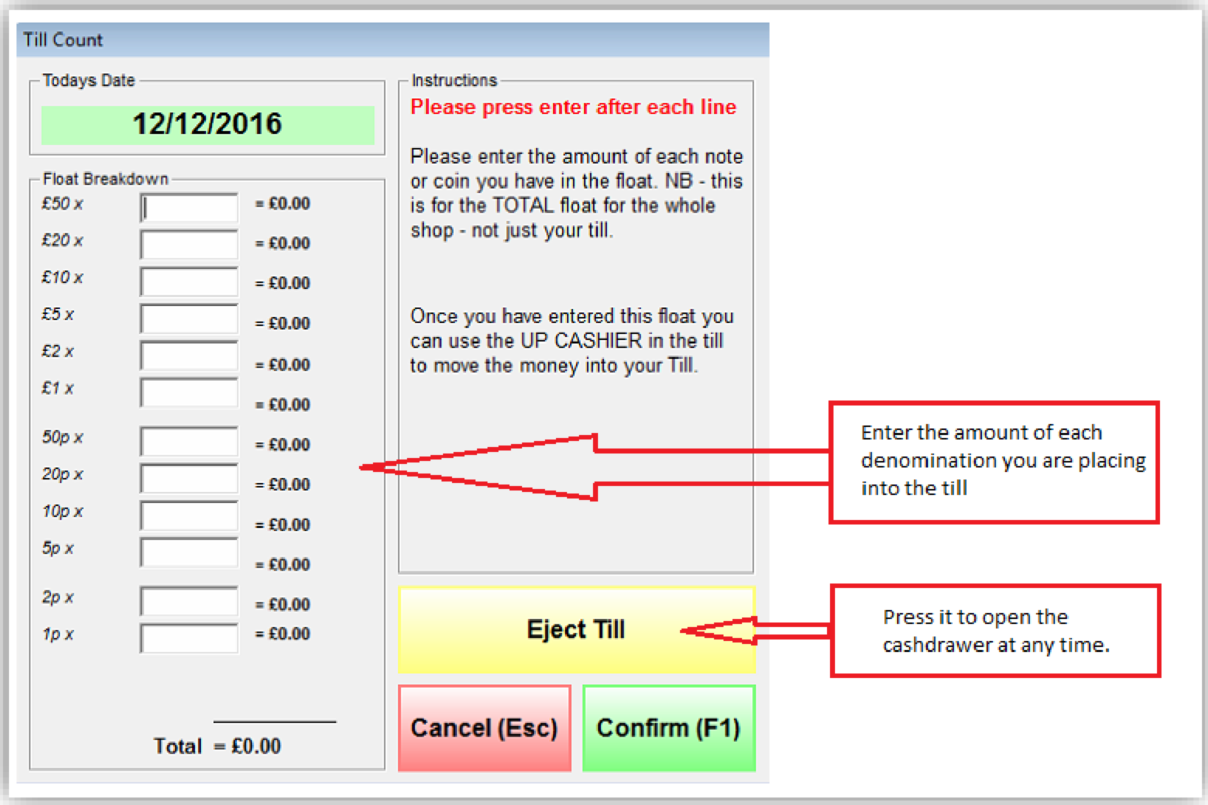


Figure 107: The Till Count screen

Once you have counted out your float, press **Confirm (F1)** to save the amounts to Rameses.

Press the **Cancel (Esc)** button to exit the Float Count screen. If you press **Cancel** before confirming your float, the details will not be saved. Once the main float count has been confirmed, you can assign individual floats to your employees.

To award floats, you should access the Dispatcher section by selecting **Dispatcher** from the Main Menu bar. From the Dispatcher menu, click **Time Keeping** to clock yourself and your employees into the system.

Eject Till – used only if the cash drawer option is supported and configured to work from Rameses.

5.6. END OF NIGHT

From the Supervisor menu, click the **End of Night** button. From the **End of Night** screen (see Fig. 108), you can complete the End of Night procedures.

Note: Please ensure you complete the End of Night process from the **Server** computer (the computer names are listed on the front login screen of Rameses).

Here is what the **End of Night** screen typically looks like:

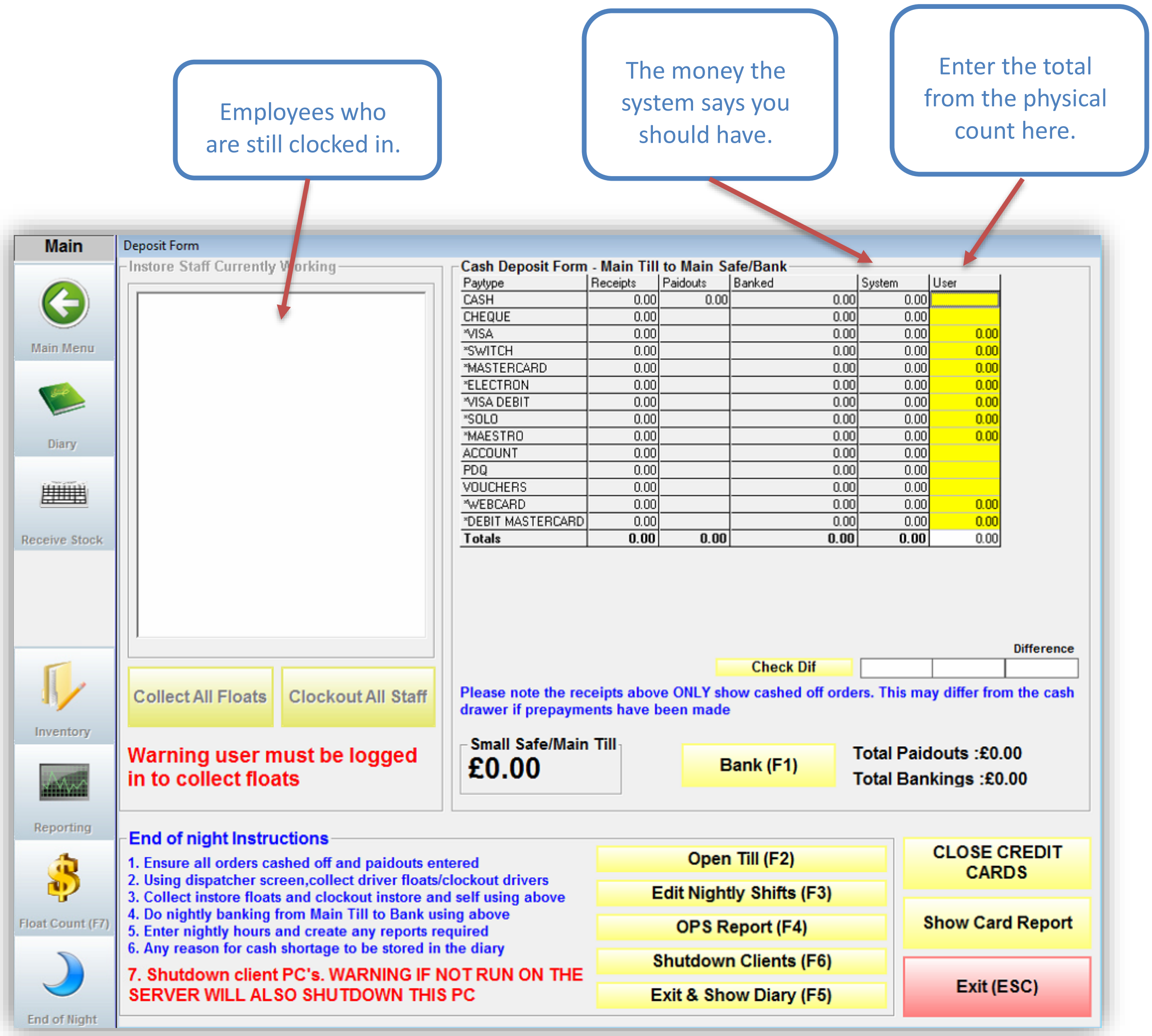


Figure 108: End of Night screen

- Only the yellow column allows editing of information.

To complete the **End of Night** process, follow the instructions described below.

5.6.1. Ensure all orders cashed off and paidouts entered

To ensure that all your orders have been cashed off, go to the Dispatcher screen and make sure that it is free of orders. Also, if you had any expenses, such as petrol, motor oil, etc. ensure that these are recorded in Paid Out from the **Till Functions** Menu.

5.6.2. Collect Driver Floats and Clock Out Employees from the Dispatcher Screen

From the Dispatcher screen, select **Till Functions** and check that you have collected the driver's floats. To do this, just as with awarding floats, highlight the driver, but instead click the **Collect Float** button.

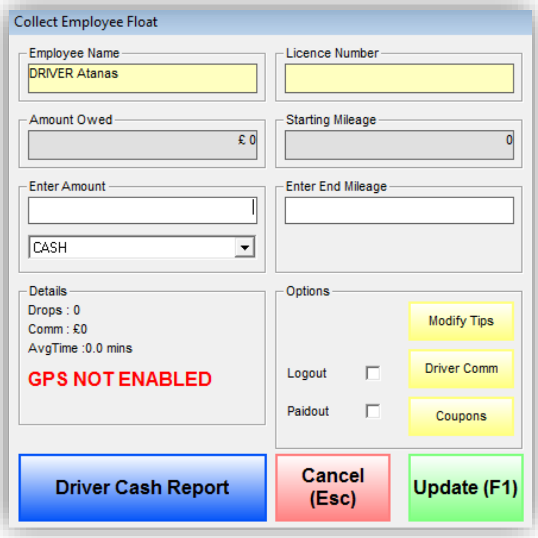


Figure 109: Collect Employee Float

After you have collected the floats, go back to **Dispatcher>TimeKeeping** and click **Finish Shift (F)** to show a list of drivers that are currently clocked in. Highlight the appropriate driver name.

Then, click **Clock Out (F1)** and the driver's name will be removed from the Finish Shift list.

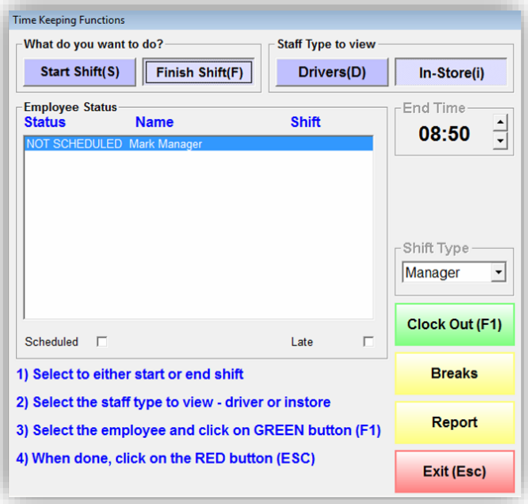


Figure 110: Time Keeping Functions

5.6.3. Collect instore floats and Clock out instore and self

From the Dispatcher screen, select **Till Functions** and check that you have collected all employees' floats. To do this, just highlight the employee and click the **Collect Float** button.

Once the floats have been collected, you can clock all employees and yourself out from the **TimeKeeping** screen.

After you have collected the floats, go back to the **Dispatcher > TimeKeeping** and follow the steps:

- Click the **Finish Shift(F)** button to show a list of employees that are currently clocked in highlight the appropriate employee name.
- Click **Clock Out (F1)** and the employee's name will be removed from the Finish Shift list.

5.6.4. Do nightly banking from Main Till to Bank - Count and Confirm Takings

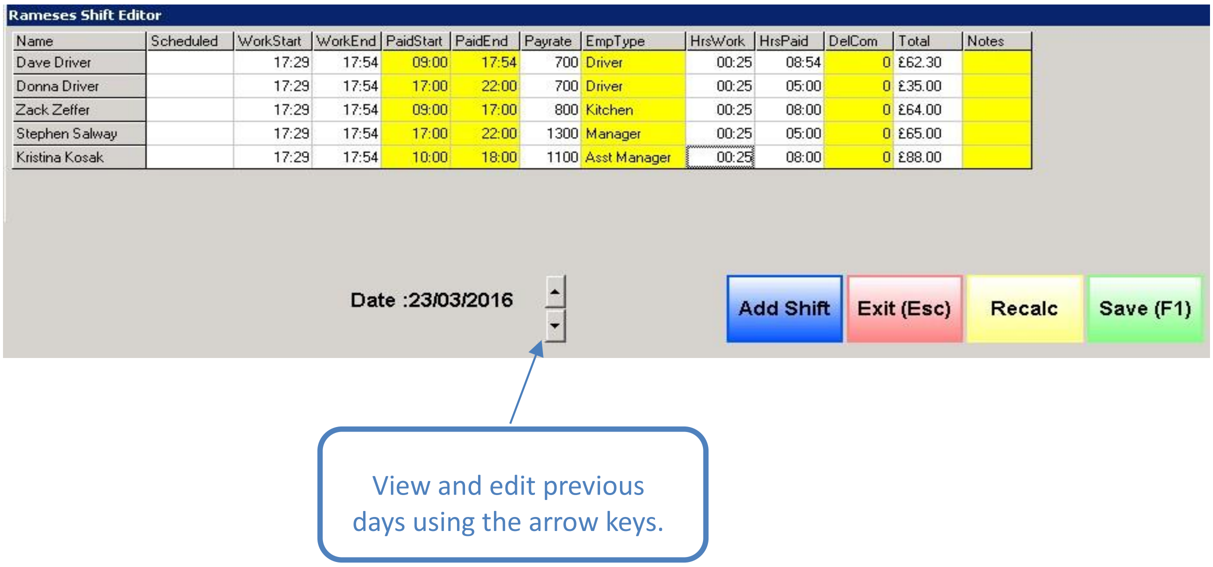
- Press the **Open Till (F2)** button and count out the original float that was entered into Rameses during the Float Count at the start of the day and put the money to one side (it's good to have the same daily float, so that you always know how much to collect).
- Count the remaining cash. The cash total should match the System Count column on the End of Night screen. To verify your card, PDQ and other payments, you can put a copy of each receipt into the till, so that these are counted and verified against each Paytype at the end of the day.
- Once you have counted and verified all the money, enter the amounts that you have into the yellow **User** column on the End of Night screen and click the **Bank (F1)** button.

5.6.5. Enter nightly hours and create any reports required

In order for your payroll to work, you must edit and save the shifts worked by your employees on a daily basis. Failure to do so will result in the hours not being saved to the Payroll section of Rameses.

Click the **Edit Nightly Shifts (F3)** button to open the payroll screen. From here you can edit shifts and commit the payroll. If somebody was clocked in or out incorrectly edit the **PaidStart** and **PaidEnd** columns as required so that the person receives the correct pay.

After making changes, click **Recalc**, then **Save**. If you exit without saving, the shifts will not be saved.



Rameses Shift Editor

Name	Scheduled	WorkStart	WorkEnd	PaidStart	PaidEnd	Payrate	EmpType	HrsWork	HrsPaid	DelCom	Total	Notes
Dave Driver		17:29	17:54	09:00	17:54	700	Driver	00:25	08:54	0	£62.30	
Donna Driver		17:29	17:54	17:00	22:00	700	Driver	00:25	05:00	0	£35.00	
Zack Zeffer		17:29	17:54	09:00	17:00	800	Kitchen	00:25	08:00	0	£64.00	
Stephen Salway		17:29	17:54	17:00	22:00	1300	Manager	00:25	05:00	0	£65.00	
Kristina Kosak		17:29	17:54	10:00	18:00	1100	Asst Manager	00:25	08:00	0	£88.00	

Figure 111: Rameses Shift Editor

Click the **OPS Report (F4)** button, see Fig. 108, to open an exportable and printable version of your report. Check the report to ensure that your sales have been recorded correctly.

5.6.6. Any reason for cash shortage to be stored in the diary

Click the **Shutdown Clients (F5)** button to shut down the CLIENT computers.

Once the **End of Night** procedures are complete and you are ready to leave for the day, click the **Exit & Show Diary (F5)** button to exit, see Fig. 108.

Then the **Diary** window will open which you can use to:

- record details of any discrepancies in your takings
- leave notes for colleagues
- create to-do-lists and more.

The **Diary** allows you to leave notes and assign scheduled tasks to the team. The Supervisor should open the **Diary** each morning to check for important notices or scheduled tasks.

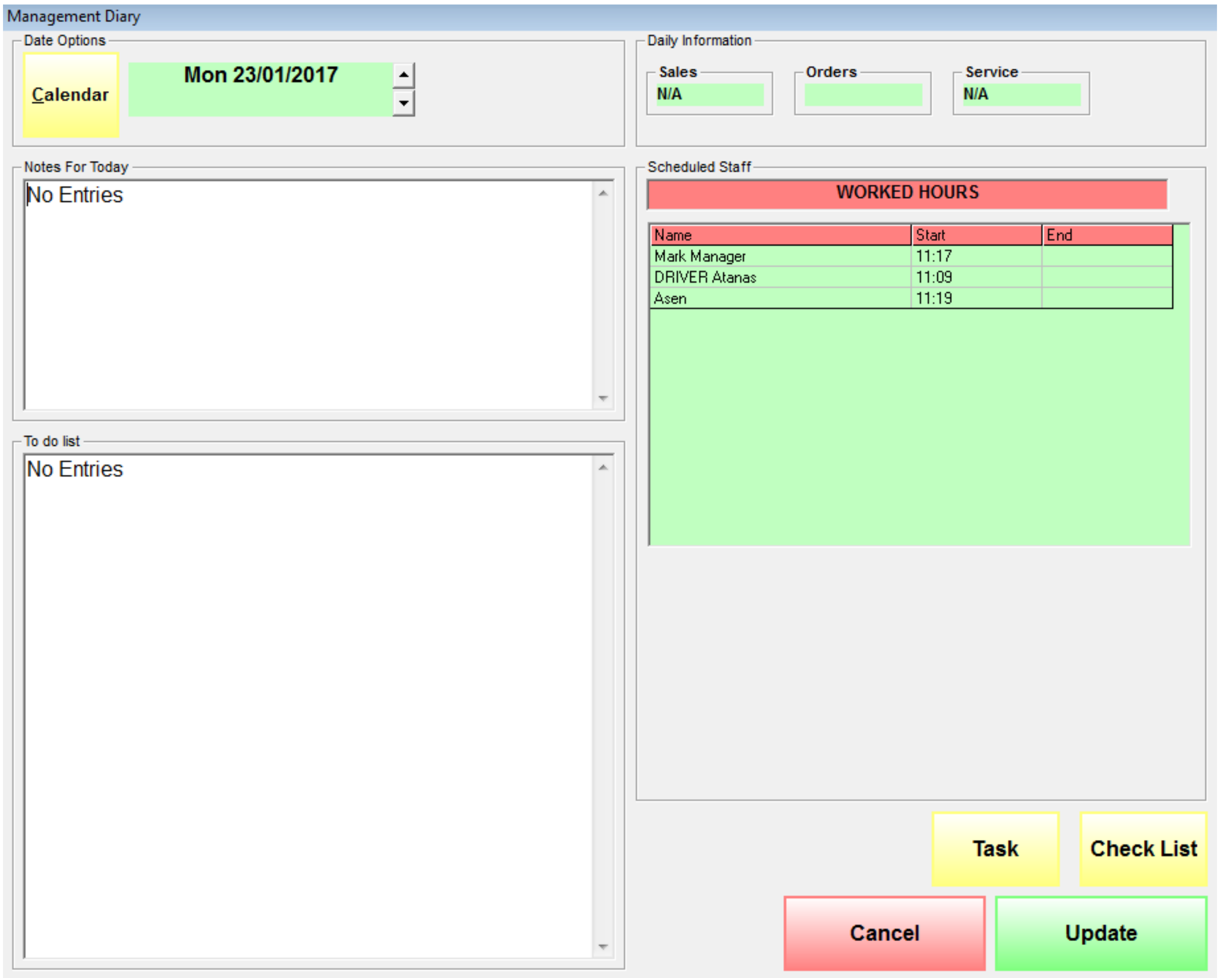


Figure 112: The Management Diary screen

5.7. ONLINE HELP

Click the **Online Help** button, located on Rameses home page, to open our dedicated Help page. There you will find useful information on Rameses, user guides and manuals along with a list of frequently asked questions and answers.

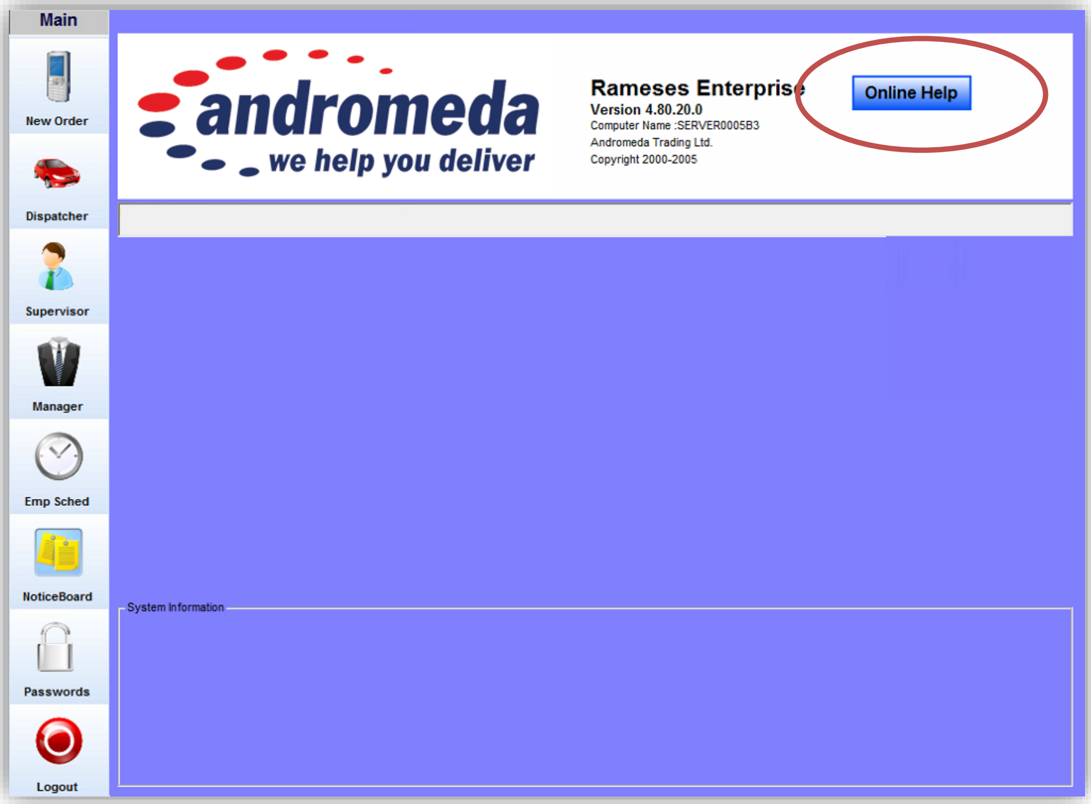
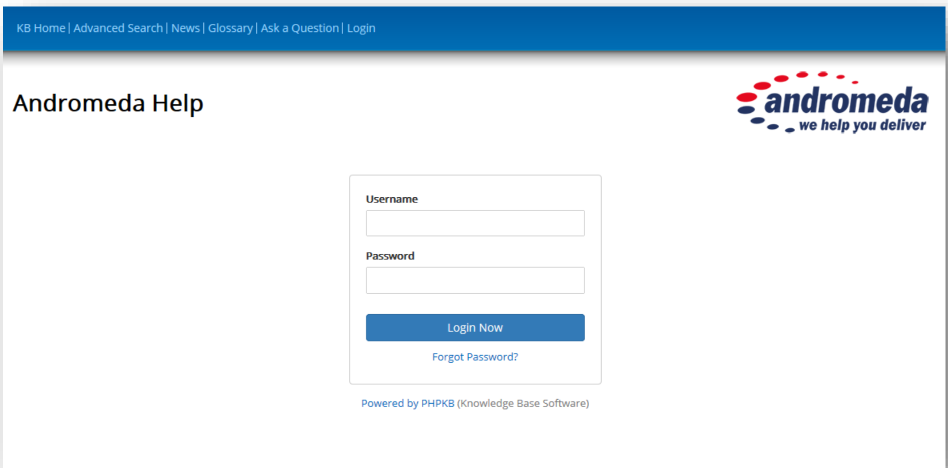


Figure 113: Rameses Online Help button

The Help button previously located in the Supervisor menu has been moved and is now accessible from the Main Menu screen, as shown in Fig. 113. Click on the blue button **Online Help** to access Andromeda Help website. Please contact us to receive your login credentials.



Our contact details can be seen on page 130.

6. MANAGER MENU

From the Main Menu click on **Manager**, as shown in Fig. 114 below.

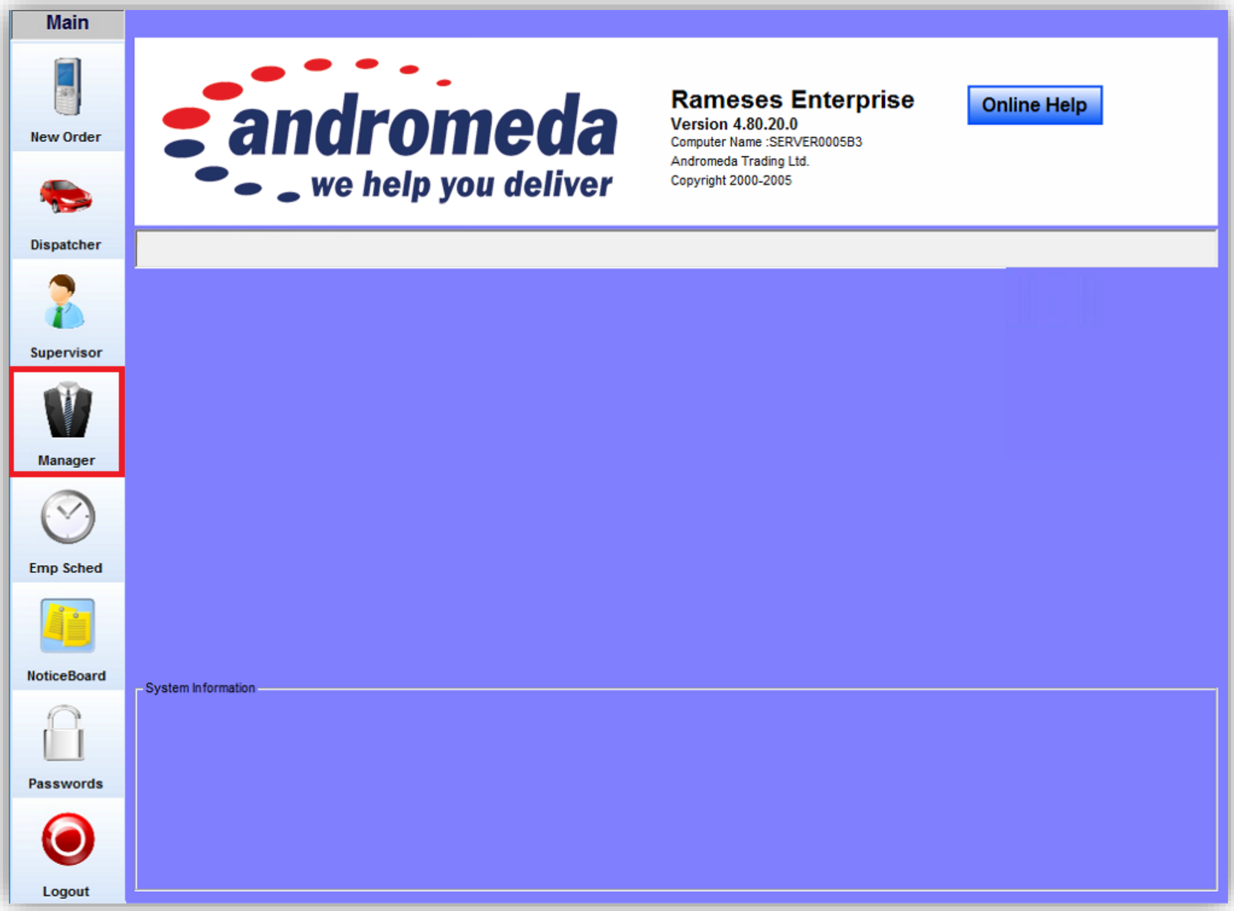


Figure 114: The Manager Menu

The **Manager Menu** is used for:

- **Week Sched** – creating staff schedule.
- **Week Payroll** – managing payrolls.
- **Food Orders** – generating a predicted food order based on a sales forecast amount.
- **Settings** – adjusting Rameses settings.
- **Employees** – employee account management.
- **Marketing** – marketing purposes.
- **Main Safe** – keeping track of all the money deposited via the End of Night process.

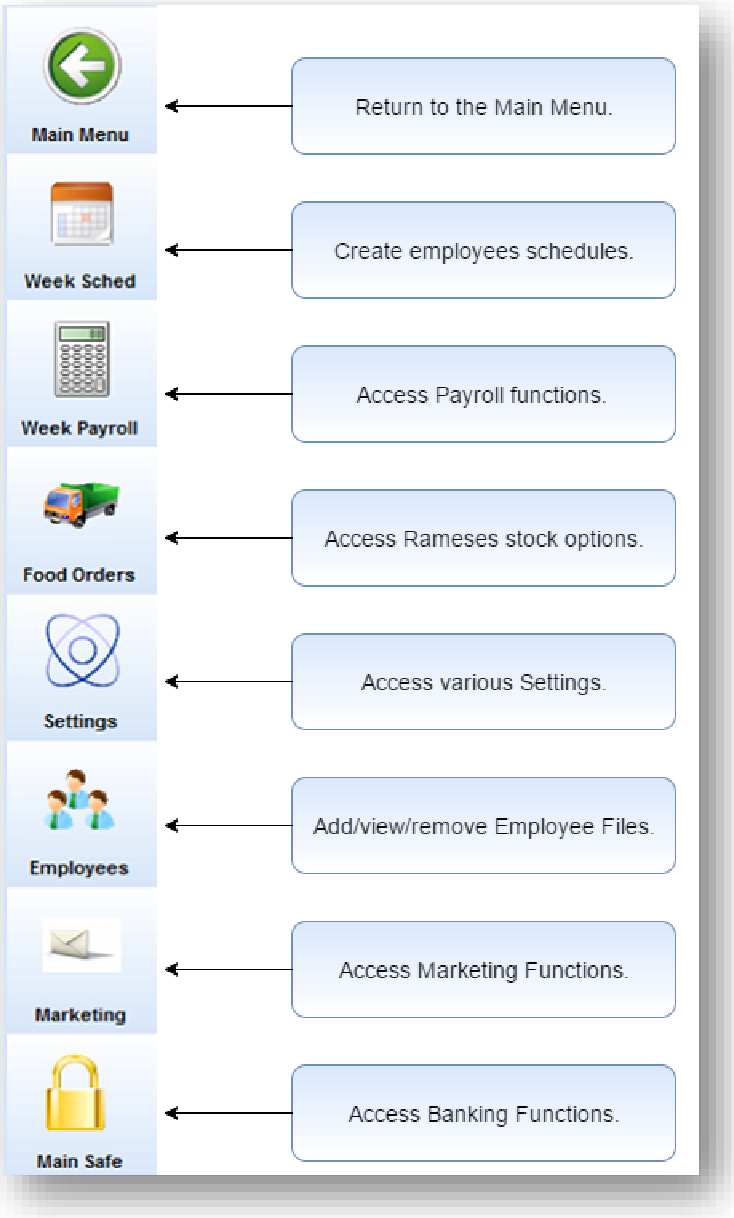


Figure 115: The Manager Menu Functions

For further details, please consult the relevant section below.

6.1. WEEKLY SCHEDULE

From the Manager Menu, click **Week Sched**. The Employee Schedule screen will then open. This allows you to build a schedule for your team.

Once the schedule is saved **(Commit F1),** it then reflects start times in TimeKeeping and tracks punctuality. Rather than repeating your schedule every week, you can load it to future weeks and then edit as required. Please note that additional fees may apply to enable this functionality.

6.1.1. Creating a schedule

Figure 116 shows a few simple steps to follow when you create an employee schedule.

2. Select the employee and the day(s) you wish to assign hours for.

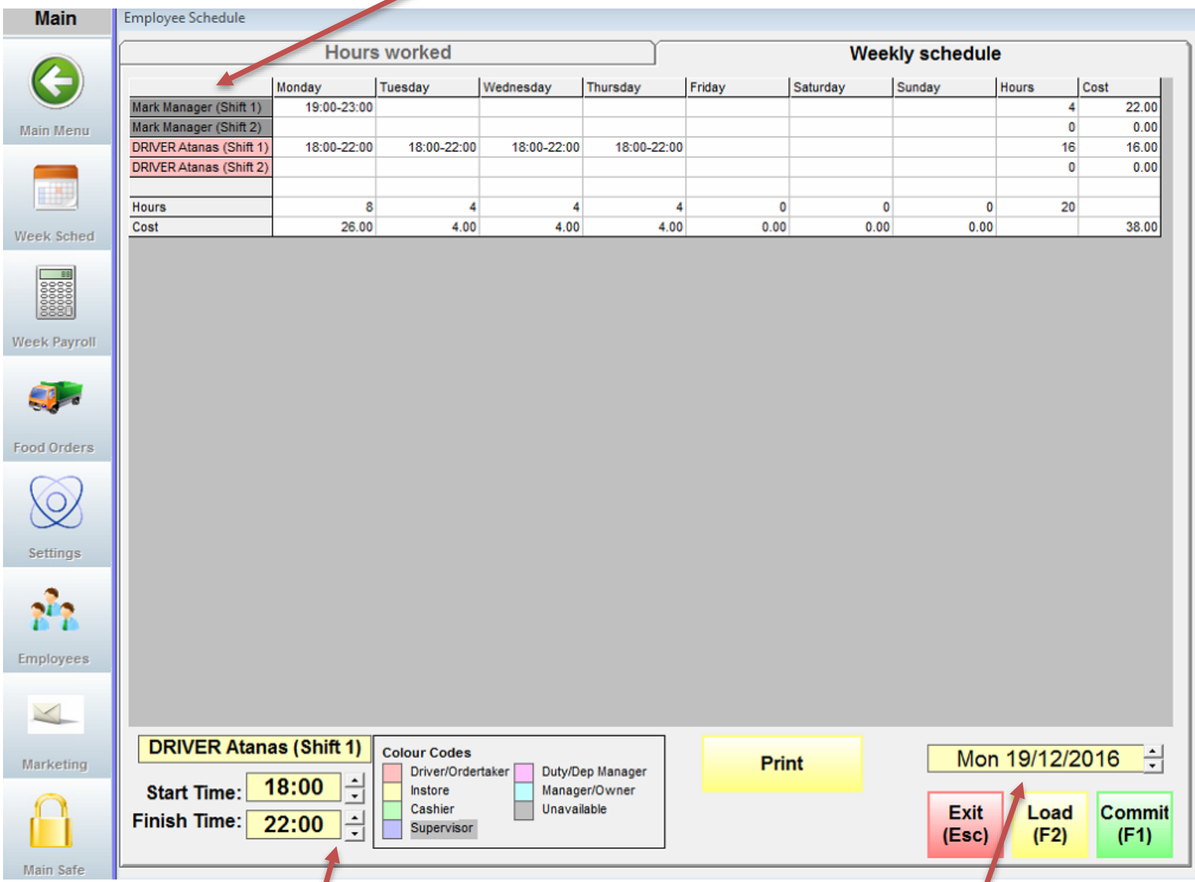


Figure 116: The Employee Schedule screen

3. Working hours - Adjust the start and finish times from here.

1.Select the start date of the week you wish to create a schedule for.

Note:
(Shift 1) - refers to the regular working hours of the employees.
(Shift 2) – is used for a different rate which is additionally set in the Custom Settings options.

6.1.2. Saving a Schedule

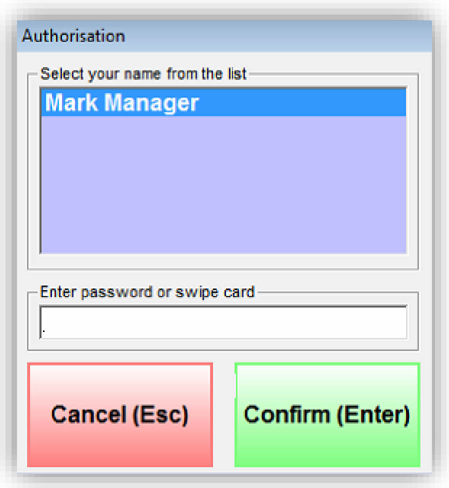


Figure 117: Management Authorisation

Once you have completed and are satisfied with your schedule, click **Commit (F1)** to save the schedule.

Management authorisation will then be required before the schedule can be committed.

Enter your password, then click the **OK** button and you will be returned to the Employee Schedule screen.

6.1.3. Printing a schedule

If you wish to have a hard copy of the schedule, click the **Print** button. An A4 printer must be connected to and installed on the machine in order to print the schedule.

6.1.4. Reloading an Old Schedule

If you have committed a schedule and then accidentally changed it, you can click the **Load (F2)** button or press the **F2 and** it will pull back the last committed schedule.

Click **Confirm (Enter)** after inputting your password and the original schedule will be reinstated.

Click **Cancel (Esc)** to leave the Authorisation Form and return to the Employee Schedule screen with the schedule changes still in place.

Note: Clicking **Cancel (Esc)** from the Employee Schedule screen without first committing a new schedule will return you to the Manager Menu and your new schedule will NOT be saved.

6.2. WEEKLY PAYROLL

Weekly payroll should be used to finalise the payroll for a working week. You can use the notes fields to keep records of changes that you make to any staff hours.

If you do not see recorded hours for your employees in the weekly payroll, then the hours have not been edited and saved as part of your **End of Night** process (please see the Supervisor section for more details about the **End of Night** process).

After clicking on **Weekly Payroll,** the following table will be displayed:

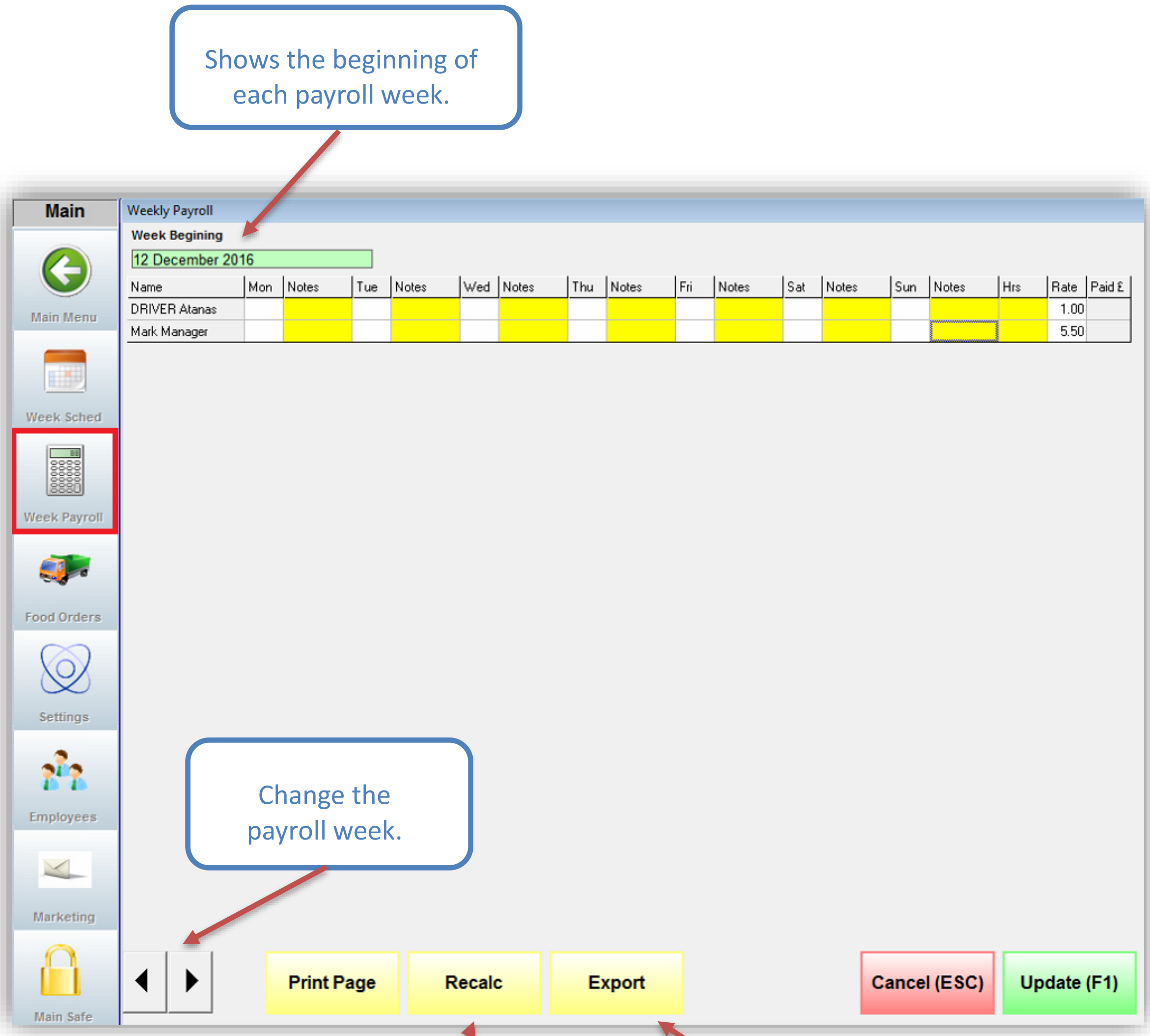
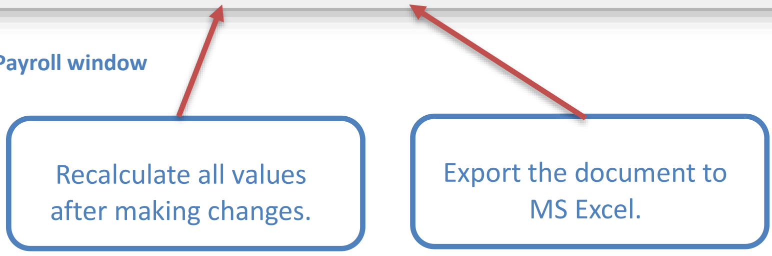


Figure 118: The Weekly Payroll window



- **Notes** - Type a note for each day of the week for each employee in the yellow fields.
- **Hrs (Hours)** – This column displays the total hours for the week. The total hours worked field can be changed if, for example, the **End of Night** was not run correctly and the hours

for one day have not been saved correctly. To do this, adjust the <u>Total Hours</u> column and press the **<u>Recalc</u>** button before you update.

- **Rate** - Displays the pay rate. This can be changed during the **End of Night** payroll process.
- **Paid** - This column shows the total hours paid per person.

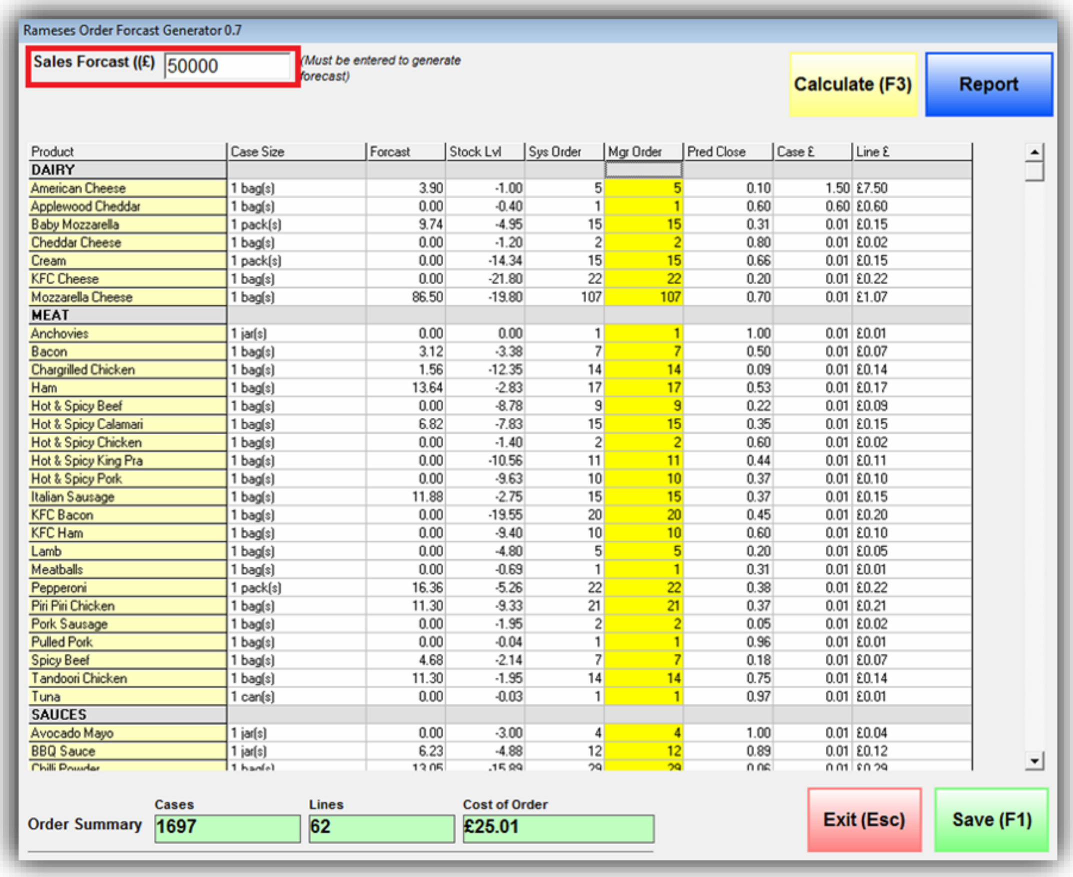
To exit the **Weekly Payroll** window, click the **<u>Cancel (Esc)</u>** button.

Use the **<u>Update (F1)</u>** button to save the table - you should only update on the last day of the payroll week. Confirmation prompt that all shifts have been completed will pop up. Manager Authorisation (Fig. 117) will be required to finish the process.

6.3. FOOD ORDERS

Click the **<u>Food Orders</u>** button to access the **Food Orders** section. This feature will give you a predicted food order based only on the sales forecast amount that you have entered. You do not have to use this feature to successfully complete inventory.

Enter the amount for which you wish to generate a sales forecast into the **Sales Forecast** field. Then click **<u>Calculate (F3)</u>** to show the predicted order for a future period. The data shown will be based on historical data of your store operations in the past 6 weeks. To import this data into the stock received, please see the <u>5.2. Receive Stock</u> section – the **<u>Import</u>** button.



Product	Case Size	Forcast	Stock Lvl	Sys Order	Mgr Order	Pred Close	Case £	Line £
DAIRY								
American Cheese	1 bag(s)	3.90	-1.00	5	5	0.10	1.50	£7.50
Applewood Cheddar	1 bag(s)	0.00	-0.40	1	1	0.60	0.60	£0.60
Baby Mozzarella	1 pack(s)	9.74	-4.95	15	15	0.31	0.01	£0.15
Cheddar Cheese	1 bag(s)	0.00	-1.20	2	2	0.80	0.01	£0.02
Cream	1 pack(s)	0.00	-14.34	15	15	0.66	0.01	£0.15
KFC Cheese	1 bag(s)	0.00	-21.80	22	22	0.20	0.01	£0.22
Mozzarella Cheese	1 bag(s)	86.50	-19.80	107	107	0.70	0.01	£1.07
MEAT								
Anchovies	1 jar(s)	0.00	0.00	1	1	1.00	0.01	£0.01
Bacon	1 bag(s)	3.12	-3.38	7	7	0.50	0.01	£0.07
Chargrilled Chicken	1 bag(s)	1.56	-12.35	14	14	0.09	0.01	£0.14
Ham	1 bag(s)	13.64	-2.83	17	17	0.53	0.01	£0.17
Hot & Spicy Beef	1 bag(s)	0.00	-8.78	9	9	0.22	0.01	£0.09
Hot & Spicy Calamari	1 bag(s)	6.82	-7.83	15	15	0.35	0.01	£0.15
Hot & Spicy Chicken	1 bag(s)	0.00	-1.40	2	2	0.60	0.01	£0.02
Hot & Spicy King Pra	1 bag(s)	0.00	-10.56	11	11	0.44	0.01	£0.11
Hot & Spicy Pork	1 bag(s)	0.00	-9.63	10	10	0.37	0.01	£0.10
Italian Sausage	1 bag(s)	11.88	-2.75	15	15	0.37	0.01	£0.15
KFC Bacon	1 bag(s)	0.00	-19.55	20	20	0.45	0.01	£0.20
KFC Ham	1 bag(s)	0.00	-9.40	10	10	0.60	0.01	£0.10
Lamb	1 bag(s)	0.00	-4.80	5	5	0.20	0.01	£0.05
Meatballs	1 bag(s)	0.00	-0.69	1	1	0.31	0.01	£0.01
Pepperoni	1 pack(s)	16.36	-5.26	22	22	0.38	0.01	£0.22
Piri Piri Chicken	1 bag(s)	11.30	-9.33	21	21	0.37	0.01	£0.21
Pork Sausage	1 bag(s)	0.00	-1.95	2	2	0.05	0.01	£0.02
Pulled Pork	1 bag(s)	0.00	-0.04	1	1	0.96	0.01	£0.01
Spicy Beef	1 bag(s)	4.68	-2.14	7	7	0.18	0.01	£0.07
Tandoori Chicken	1 bag(s)	11.30	-1.95	14	14	0.75	0.01	£0.14
Tuna	1 can(s)	0.00	-0.03	1	1	0.97	0.01	£0.01
SAUCES								
Avocado Mayo	1 jar(s)	0.00	-3.00	4	4	1.00	0.01	£0.04
BBQ Sauce	1 jar(s)	6.23	-4.88	12	12	0.89	0.01	£0.12

Figure 119: The Sales Forecast field

You can override the System Order prediction in the yellow 'Mgr Order' column. Click **<u>Save (F1)</u>** to confirm your order. The completed Food Order can be printed for future reference. To exit Food Orders, click **<u>Exit (Esc)</u>**.

6.4. SETTINGS

From the Manager Menu, click **Settings** to access the Manager Settings.

The Manager Settings screen consists of six tabs, each one containing unique functions:

- **Administration**
- **Reports Security**
- **Driver Comm**
- **Order History**
- **Editors**
- **Menus**

The settings area of Rameses allows you to customise the system settings - care should be taken when making any changes to the Custom Settings as well. These are fully explained in a separate user guide. Figure 121 shows the settings visible to Rameses users with **Owner** access level.

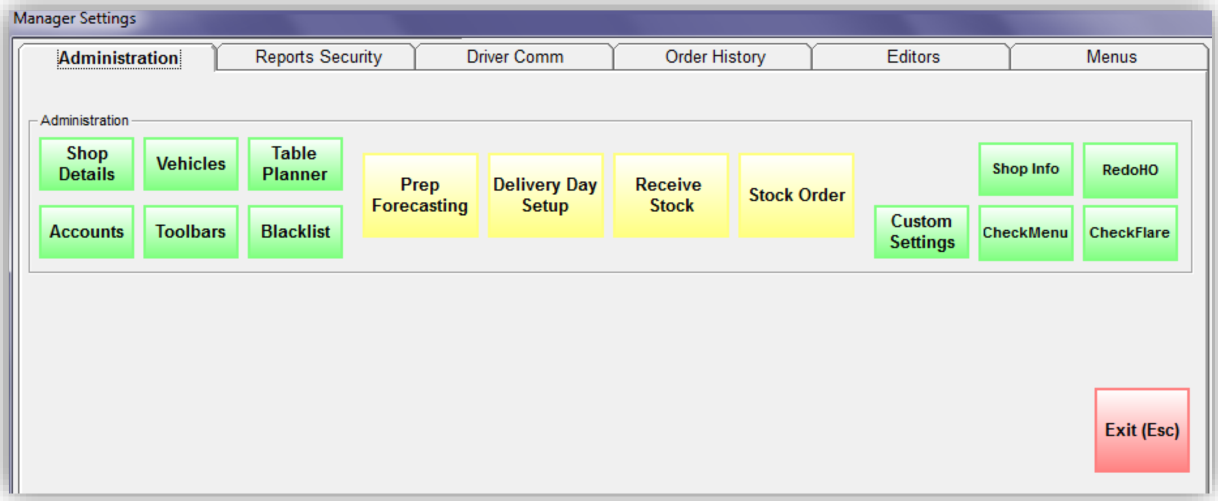


Figure 120: Manager Settings (Owner level)

For a detailed description of these settings (visible to users with Owner access only), please consult the Manager Settings section below.

Note: Some settings may not be activated or available if you are a chain customer. Please contact us if you require any help with this. Our contact details are on page 130.

6.5. EMPLOYEES

From the Manager Menu, click the **Employees** button. Then the Employee Records window will be displayed (see Fig. 121), which consists of three tabs:

- **All Records (F1)** – shows a list of all current employees and their details
- **Employee File (F2)** – shows the specific details of an employee
- **Past Employees (F3)** – shows a list of past employees

The **All Records** screen shows the employee code, name, address and phone number and helps you control your employee documentation. From this screen, you can press the **Esc** key to return to the Manager Menu or **F3** to progress through the tabs.

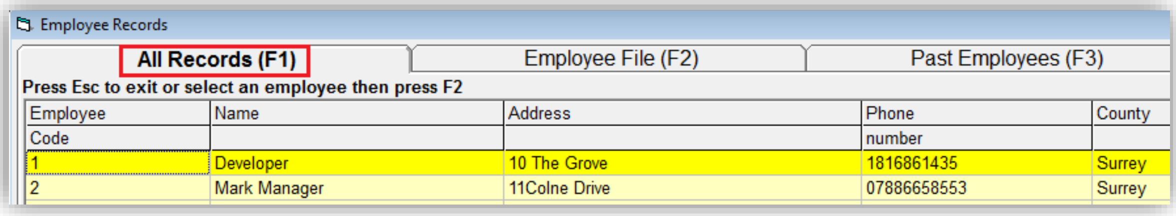


Figure 121: The Employee Records window

6.5.1. Adding a new employee

Select the **Employee File (F2)** tab. This will open the pre-selected Employee File. To add a new employee, click the **Add Employee** button.

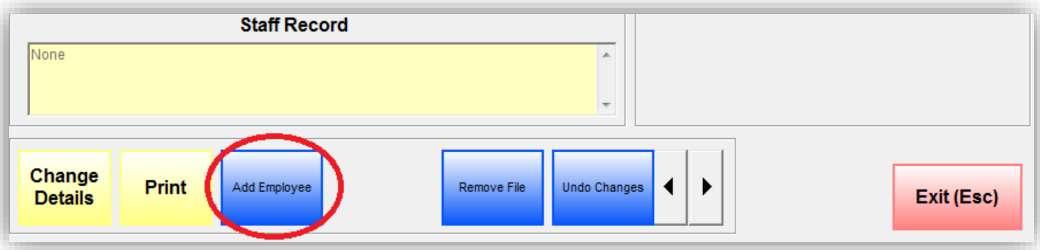


Figure 122: The Add Employee button

This will open a blank Employee File:

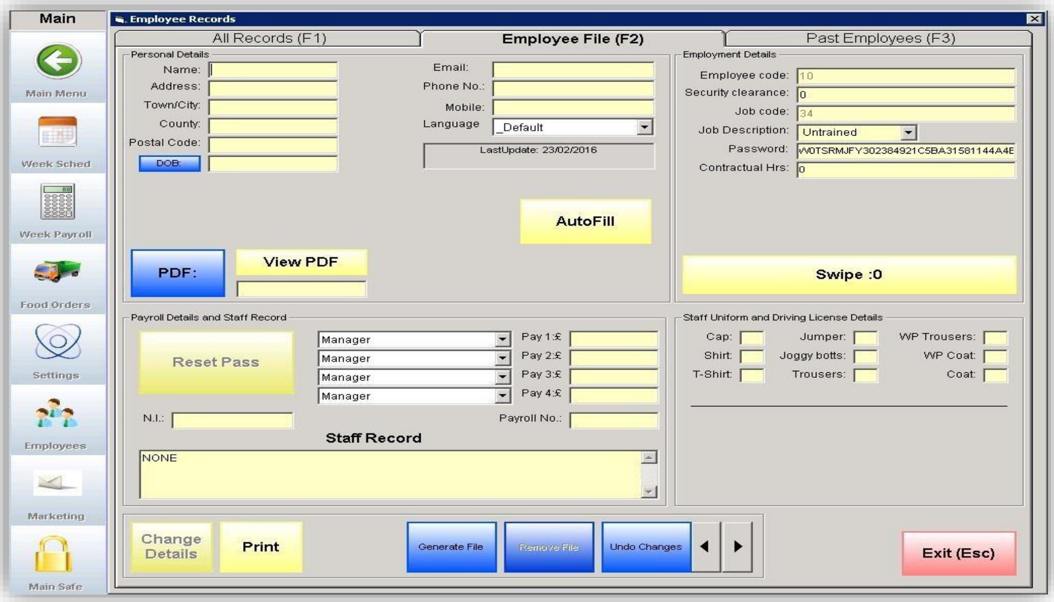


Figure 123: A blank employee file

Enter the Employee's name in the 'Name' field. All fields must be filled in before you can generate a new employee file.

If you are in a rush or plan to fill in the Employee details later, you can click **AutoFill** and all ranges will be automatically completed with non-specific data, as shown below.

If you use the **AutoFill** button, be advised that the 'Job Description' field in the Employment Details section **MUST** be set to the correct **Job Description**. An employee with untrained status will be prevented from using Rameses.

The **Employees Details** section (Fig. 123 on the right) has the following functions:

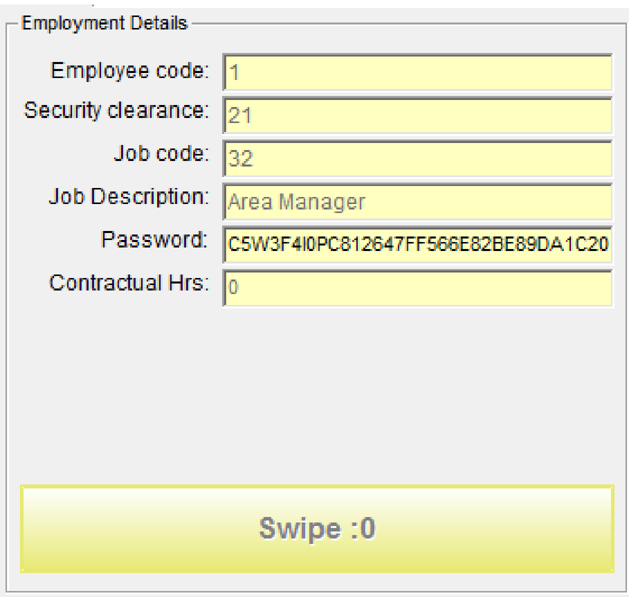
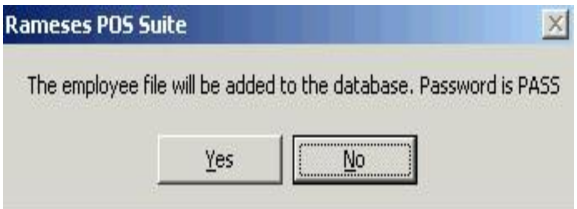


Figure 124: The Employment Details fields

- **Employee code –** the number of the employee entered into the system.
- **Security clearance –** automatically assigned by the system.
- **Job code -** automatically assigned by the system.
- **Job Description** – the Manager MUST select a job title from a dropdown list. Then, the Job code and Security clearance for that position will be automatically assigned by the system.
- **Password** – automatically generated by the system. Field not to be used by the Manager.
- **Contractual Hrs** – hours in contract.

Note: All new passwords are set to **PASS** and should be changed by the employee immediately.

After the employee's details have been entered, click the blue **Generate File** button at the bottom of the screen, see Fig. 123. When the file is generated it will deliver a prompt to confirm:



Click **Yes** to save the employee file to the database. Click **No** to return to the Employee files - the file will not be saved to the database.

6.5.2. Editing an existing employee

From the 'All Records' page, select the file that you wish to edit and click the **Employee File (F2)** tab. This will open the selected Employee File, see Fig. 126.

To alter the employee's details, click **<u>Change Details</u>** at the lower left hand side of the screen, see Fig. 123, after which the following screen will be displayed:

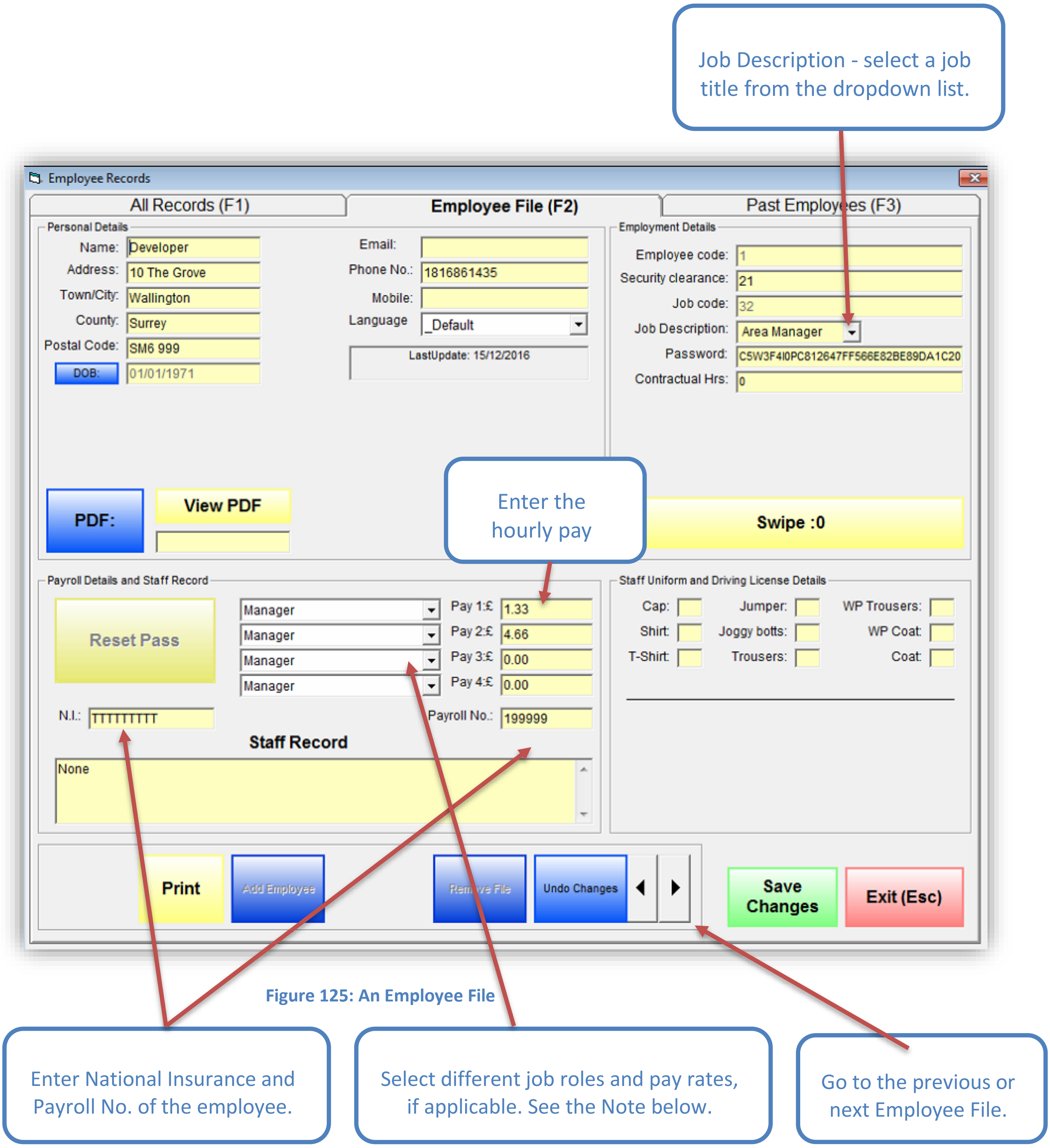


Figure 125: An Employee File

Enter all details in the relevant fields.

> **Note:**
> - If an employee has <u>one set job function</u>, set the job title and pay rate in the top row and disregard the remaining three entry fields.
> - If an employee has <u>multiple job functions</u>, you can set up different pay rates for each job title. For example, if you have an employee that works as a Manager on Monday, and Wednesday but on Tuesday works as a Driver, the pay can reflect the various jobs.

Once you have changed the employee details, click the **<u>Save Changes</u>** button.

By clicking the **<u>Exit (Esc)</u>** button you will be returned to the Manager Menu and any unsaved changes will be lost. Click the **<u>OK</u>** button to save the changes to the system.

If you click **<u>Cancel</u>**, you will be returned to the original employee file and your changes will be lost.

> **Note:** You must have relevant employee wages set up correctly for payroll use.

6.5.3. Removing an employee file

Select the file of the employee that you wish to remove and click the **<u>Remove File</u>** button. You cannot remove a file if you do not enter a reason in the **Remove Employee Record** field.

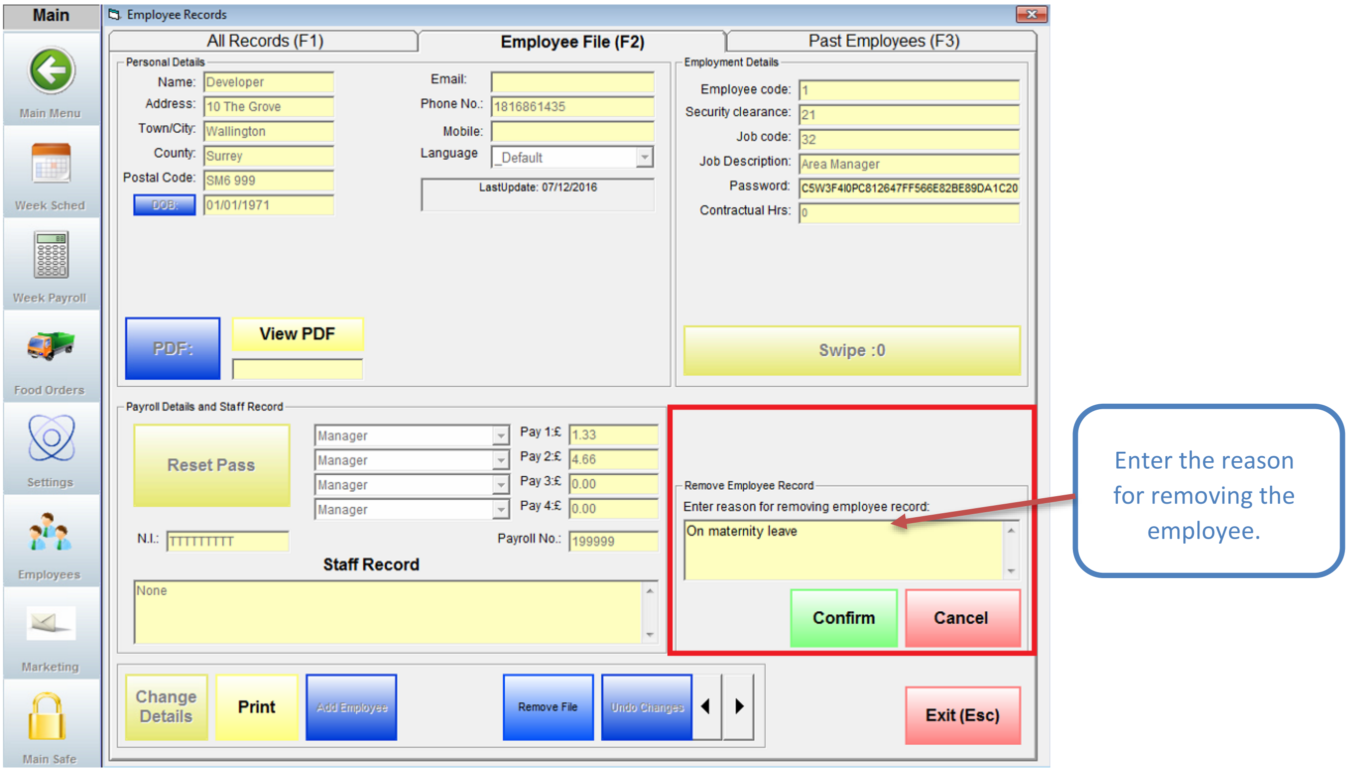


Figure 126: The Remove Employee Record field

After entering the reason for removing the file, click the **<u>Confirm</u>** button and the Employee file will be moved to the 'Past Employees' section of the Employee File Menu.

If you click **<u>Cancel</u>**, you will be returned to the employee file and the file will not be removed.

6.5.4. Reinstating an employee file

The **Past Employees** screen shows the details of all employees who have left and the date at which they were removed from the system. If an ex-employee returns to work, you can **Reinstate the Employee** rather than create a new file.

To reinstate an employee:

- Select the employee from the **Past Employees** screen.
- Click the **Re-instate Employee** button, as shown in Fig. 127.

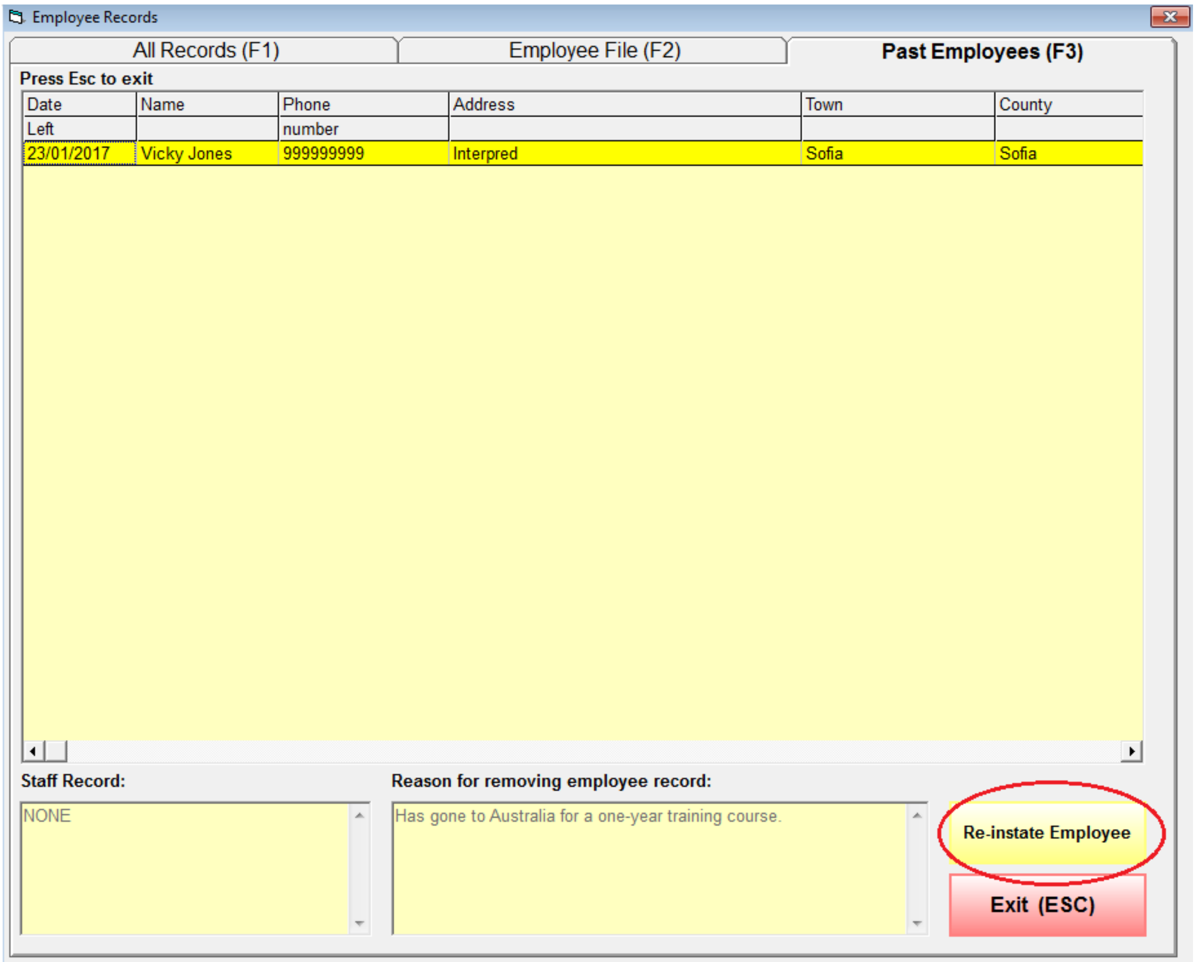


Figure 127: The Re-instate Employee button

Now the employee file will be returned to the **All Records** screen and can be edited as normal.

Note: Don't forget to change the job code and password after reinstatement.

6.6. MARKETING [5]

From the Manager Menu click the **Marketing** button. This is your own in-house marketing tool. This will open the Marketing screen, which provides various options for refining your search criteria.

If you click the **Output (F1)**[6] button without selecting any of the search fields, you will be presented with a list of everyone who has ever ordered. To create a specific list of customers, alter the parameters to refine your search by ticking the small boxes to the left, as shown in Fig. 128.

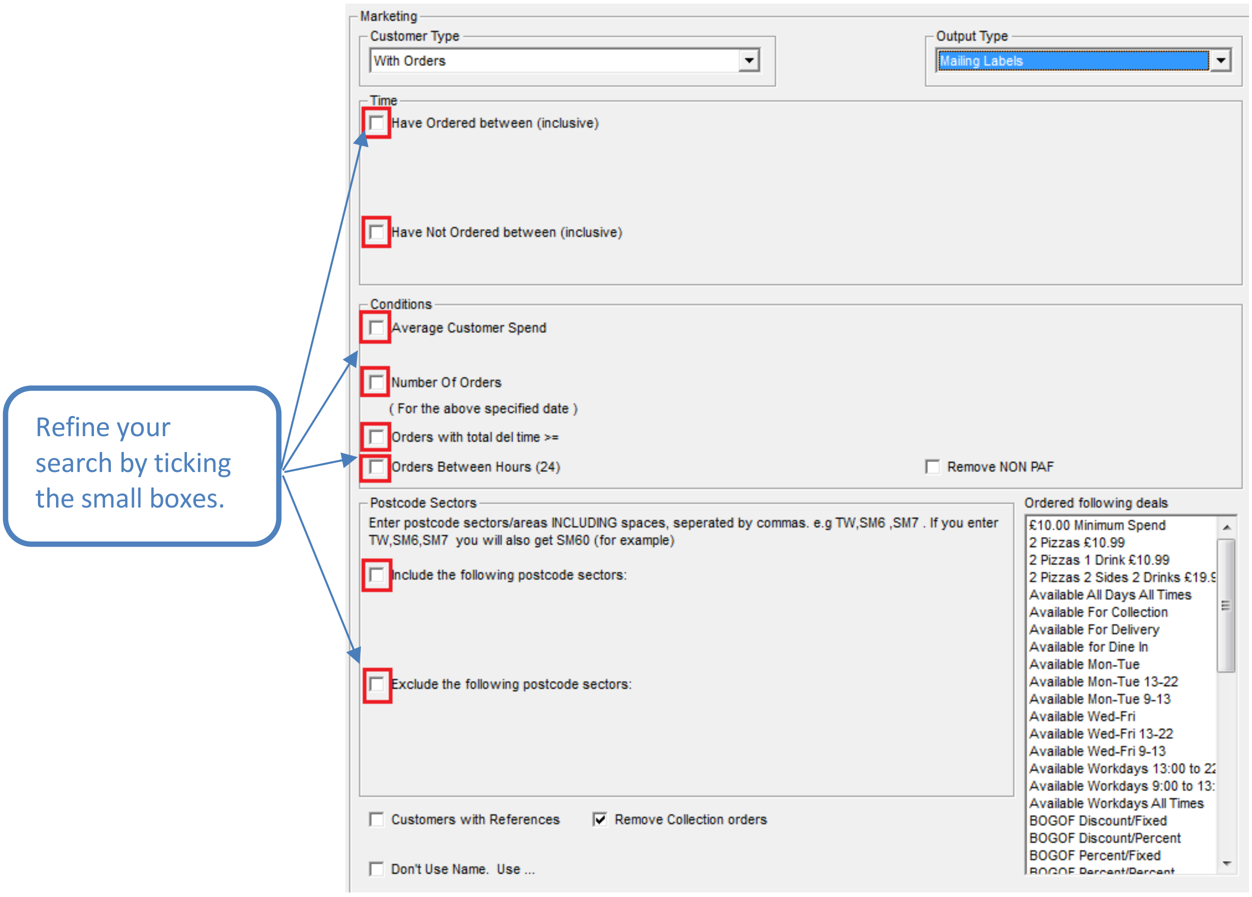


Figure 128: Tick the boxes to refine your search

After ticking the boxes new fields will appear to help you refine your search. They are explained below.

6.6.1. Have Ordered between (inclusive) and Have Not Ordered between (exclusive)

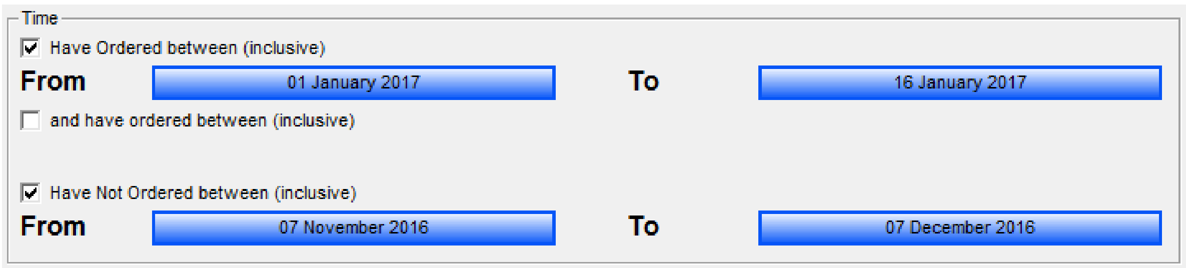


Figure 129: The Time boxes

[5] The functionality provided is based on the Rameses license used (Core, Pro, Enterprise). More details can be seen on p. 10.
[6] The option SMS output is a chargeable add-on.

This function allows you to find out which customers have or have not ordered within a certain period. For example, if you wish to see a list of customers who have purchased from you between 1st Jan - 16th Jan 2017 you would tick the box *'Have Ordered between (inclusive)'* and enter the relevant dates.

If you wish to see a list of customers that have not made a purchase between 7th Nov - 7th Dec 2016, tick the box beside *'Have Not Ordered between (inclusive)'* and enter the dates. This helps you find lapsed/regular customers and target them with the right marketing campaign.

6.6.2. Average Customer Spend and Number of Orders

You can further narrow your search by specifying for customers who spent an average amount that was greater than **>** or less than **<** an amount of your choice, as shown in Fig. 130.

You can also set it so that it shows customers by the number of orders they have placed. This allows you to see customers who have ordered greater than **>**, less than **<**, greater than or equal to **>=**, less than or equal to **<=**, or equal to **=** a number of your choice.

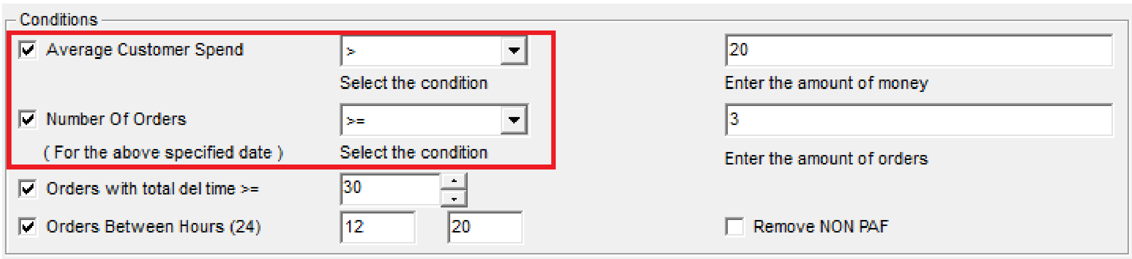


Figure 130: The Conditions boxes

6.6.3. Orders with total delivery time

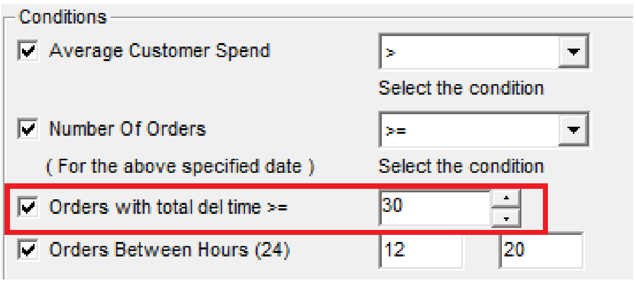


Figure 131: Orders with total delivery time

This shows all customers who received their orders above the selected time. Use the arrows to increase or decrease the delay time.

Now when you click the **Output (F1)** button all customers who have had a delay in service equal to the time specified will be listed.

6.6.4. Orders Between Hours (24)

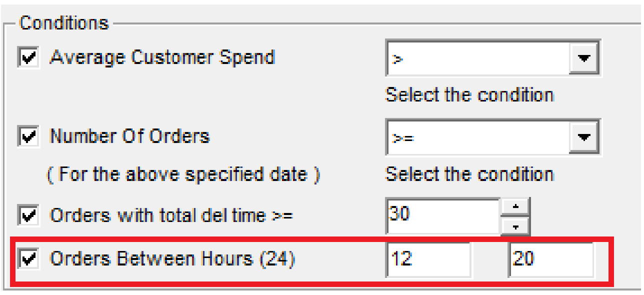


Figure 132: Orders between hours

This function is used for viewing all orders placed within a certain time period by setting the start time and the end time. Enter the start and end time in the field.

Now when you click the **Output (F1)** button all orders that have been placed starting from 12:00 and ending at 20:00 will be listed.

6.6.5. Include/Exclude the following postcode sectors

Customers can be grouped and included (or excluded) from the Output according to the post code area in which they live. Enter the postcode sector in the blank fields. Now when you click the **Output (F1)** button all the customers living within the postcode sector specified will be listed.

If you wish to be even more specific you can look up the exact postcode and see all customers who live within the specific sector.

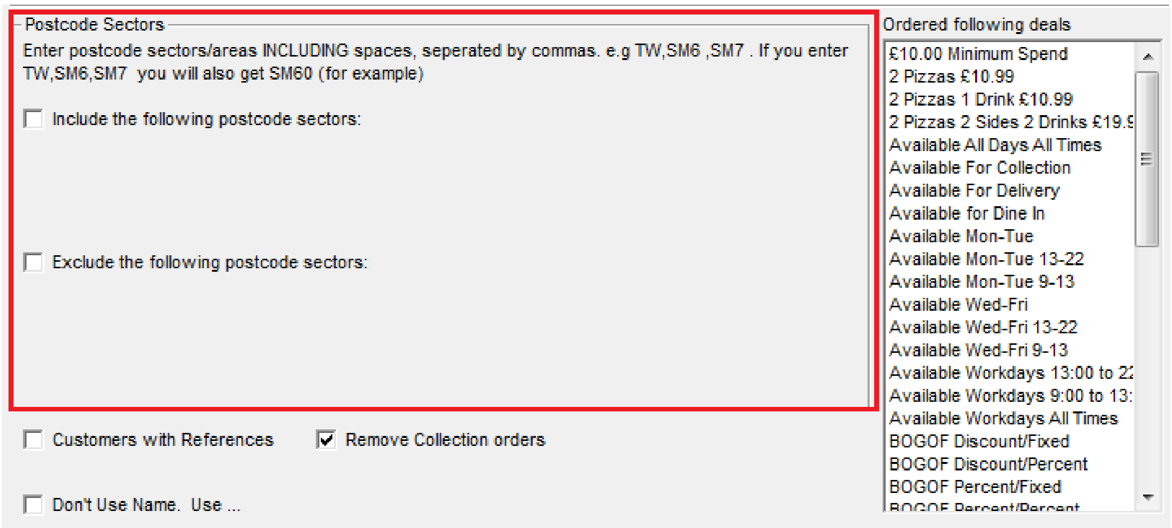


Figure 133: Filter customers according to post code area

6.6.6. Ordered following deals

Use this menu to search for customers who have ordered particular special offer or menu in the past.

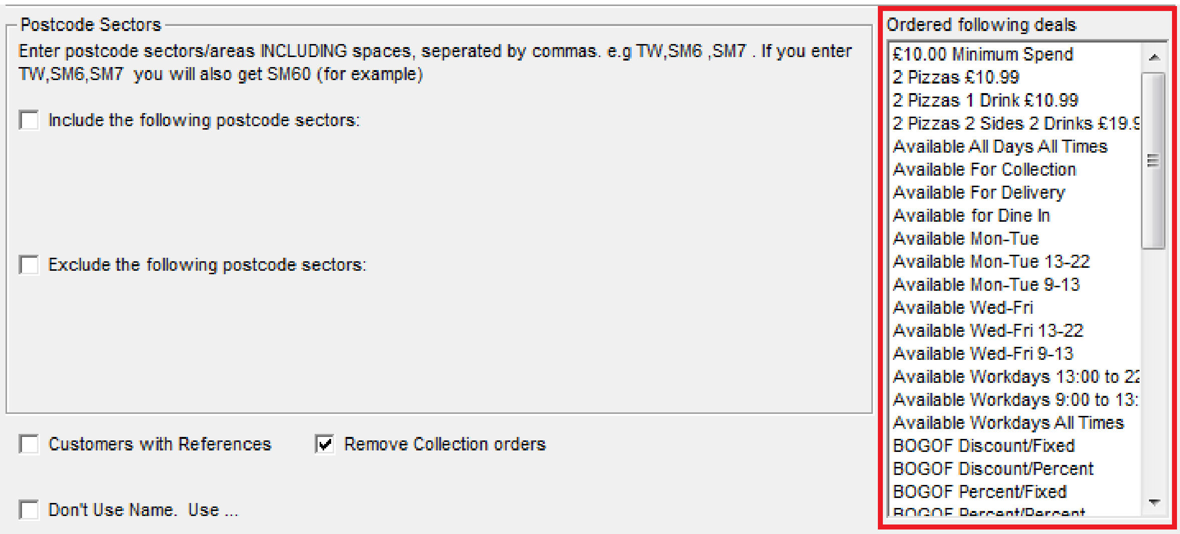


Figure 134: Filter customers who have ordered deals

Scroll up and down to locate the required special offer. Then click on **Output (F1)** to come up with a list of all the customers who have ordered this particular offer in the past.

6.6.7. Customers with References

Tick this box to come up with a list of all the customers, who have a reference saved in the system in regards to a particular order. Now click on **Output (F1)** in order come up with a list of all the orders, made by customers with a reference saved in the system.

6.6.8. Remove Collection Orders

Tick this box to create a list of past orders, excluding the orders which have been collected by the customers and not delivered. Now click on **Output (F1)** in order come up with a list of all the past orders, excluding the orders which have been collected by the customers and not delivered.

6.6.9. Don't Use Name. Use...

If you wish to use a title other than the customer's name as it is entered in Rameses, you can use the 'Don't Use Name' function. Normally the names appear as they are entered in Rameses.

If you tick the box and enter the title you wish to use all customers will be shown with the same name or title you have just entered. Now, when you click **Output (F1)** the customer names have been altered to the word/name/title you just designated. This can be very useful when making address labels.

6.6.10. Four additional options

There are four more buttons on the right-hand side of the Marketing screen marked in yellow:

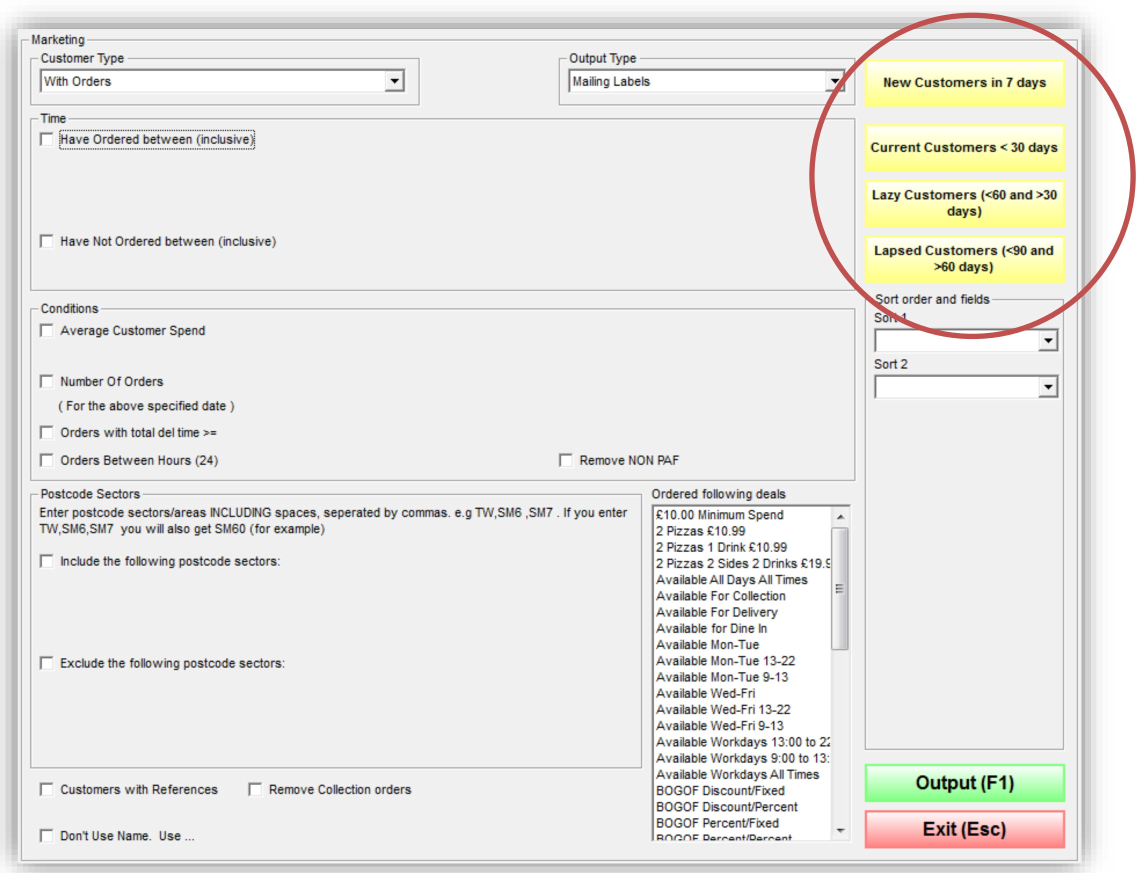
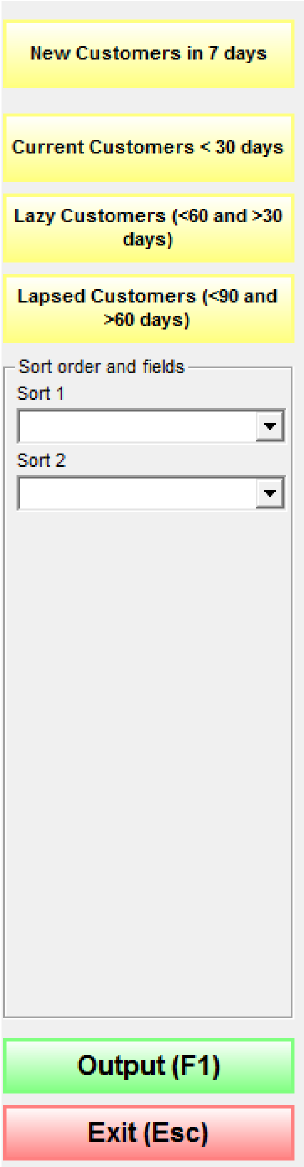


Figure 135: Additional options



New Customers in 7 days

Click this button to create a list containing all new customers who have ordered in the last 7 days. Now click on <u>**Output (F1)**</u> to come up with a list of all the past orders made by new customers from the last 7 days of the

Current Customers < 30 days

Click this button to create a list containing all current customers who have ordered in the last 30 days or less. Now click on <u>**Output (F1)**</u> to come up with a list of all the past orders made by customers from the last 30 days or less.

Lazy Customers (<60 and >30 days)

Click this button to create a list of all the past orders made by customers in more than 30 and less than 60 days ago. Now click on <u>**Output (F1)**</u> to come up with a list of all the past orders made by those new customers.

Lapsed Customers (<90 and >60 days)

Click this button to come up with a list of all the orders made by customers in more than 60 days and less than 90 days ago. Now click on <u>**Output (F1)**</u> to come up with a list of all the past orders made by those lapsed customers.

6.6.11. The Sort Order and Fields

Use the <u>Sort order and fields</u> (Fig. 137) options to set a particular order in the way past orders are listed.

For example, if you select Mailing Labels from the Output Type dropdown options and then:

- ‘Name’ from the **Sort 1 field** and
- ‘Post Code’ from the **Sort 2 field**, as shown in Fig. 136.

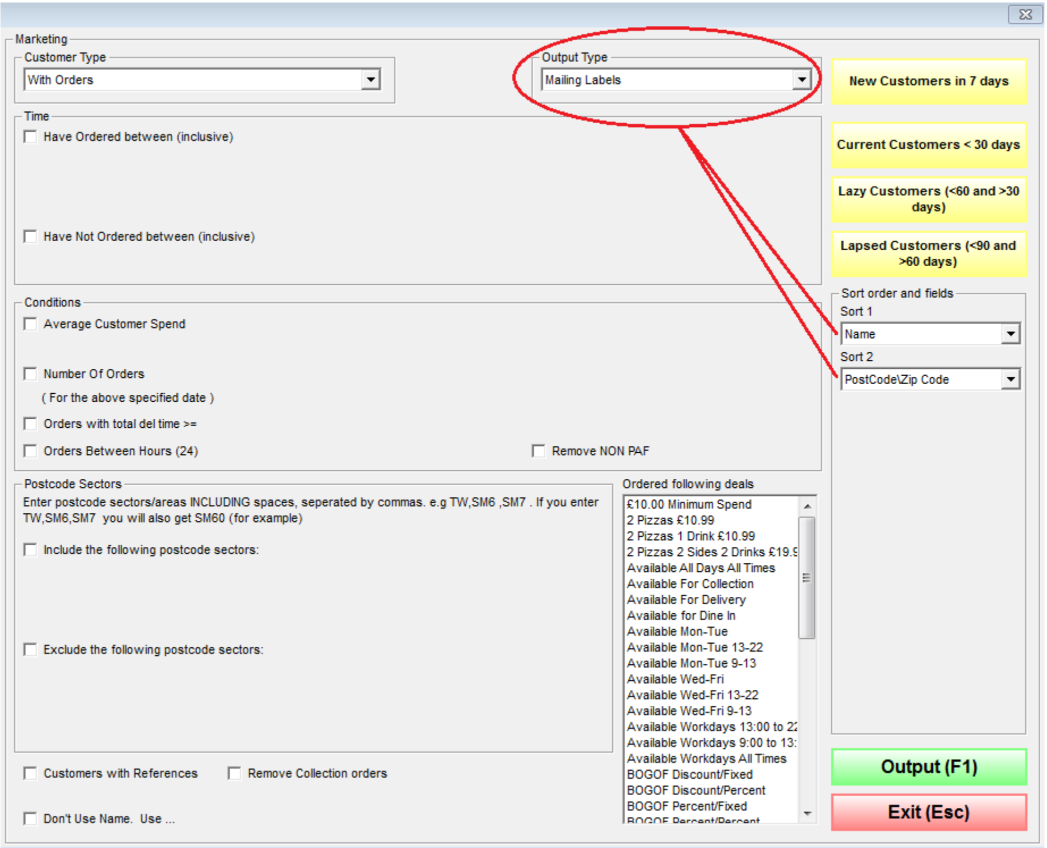


Figure 136: The Sort Order fields

Now click **<u>Output (F1)</u>** and you will get the following list with customers:

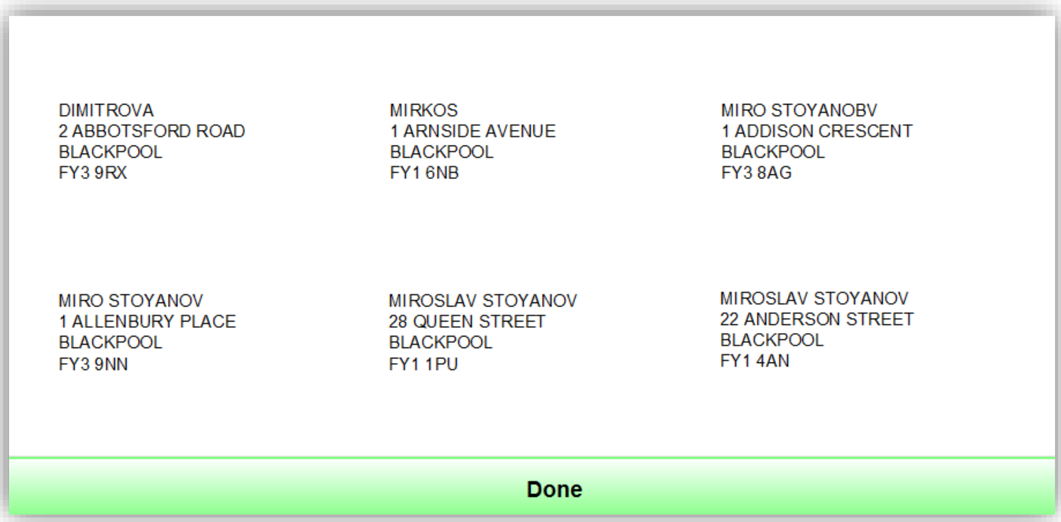


Figure 137: Customers list displayed in alphabetical order

As can be seen customers are arranged alphabetically first by their names and then by their post codes.

This option can be very useful when making address labels.

6.7. MAIN SAFE

Click the **Main Safe** button to access the Main Safe Menu. From here you can keep track of all the money deposited via the **End of Night** process.

Here you can see a list of money bags deposited into the safe. These are autogenerated from the banking totals (End of Night) and cannot be changed.

A certain day may have several bags deposited – e.g. 06/12/2016, where Bag No. 30 shows the money received in cash, Bag No. 31 the money received from credit card payments, etc.

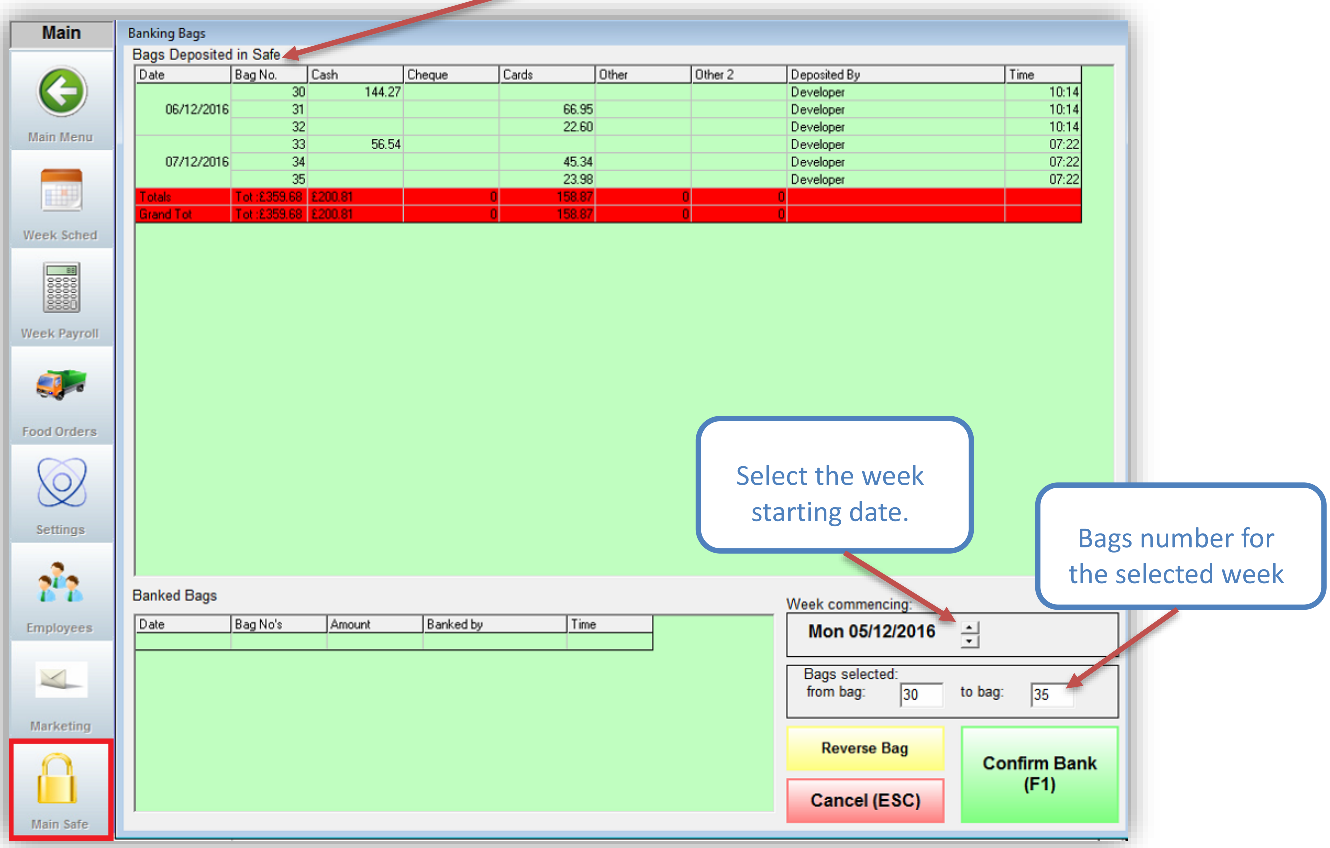
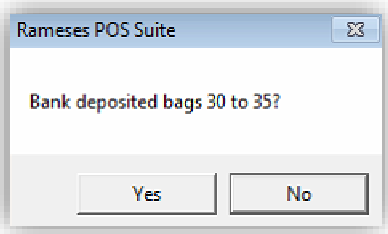


Figure 138: Main Safe > The Banking Bags screen

Click **Confirm Bank (F1)** to confirm the bank deposit bags, or **Cancel (ESC)** to exit the Main Safe.



Click **Yes** to confirm the bags as deposited. Click **No** if you do not want to deposit the bags to bank.

The **Reverse Bag** button is used if you wish to make any changes to past **End of Night** processes.

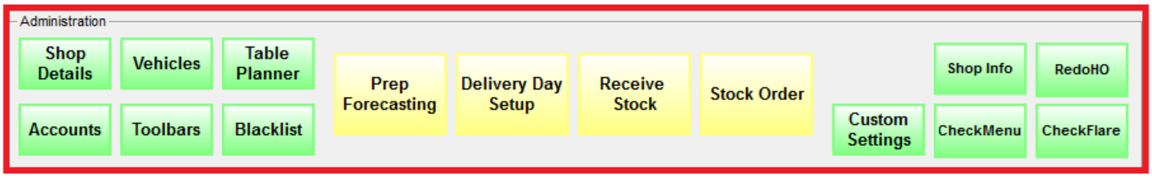
7. MANAGER SETTINGS

The Manager Settings screen consists of <u>six tabs</u> each containing unique functions:

- Administration, Reports Security, Driver Comm, Order History, Editors and Menus.

Note: The settings area of Rameses allows you to customise system settings – special care should be taken when making any changes! Note that some settings may not be activated or available in the edition you have purchased. Please contact us for more details – page 130.

7.1. THE ADMINISTRATION PANEL



- Shop Details

Click **<u>Shop Details</u>** to access the Shop Details screen. Most of the information should already be filled in for you, such as user name, company name, address, post code. You might want to add some more details such as your VAT number, for example.

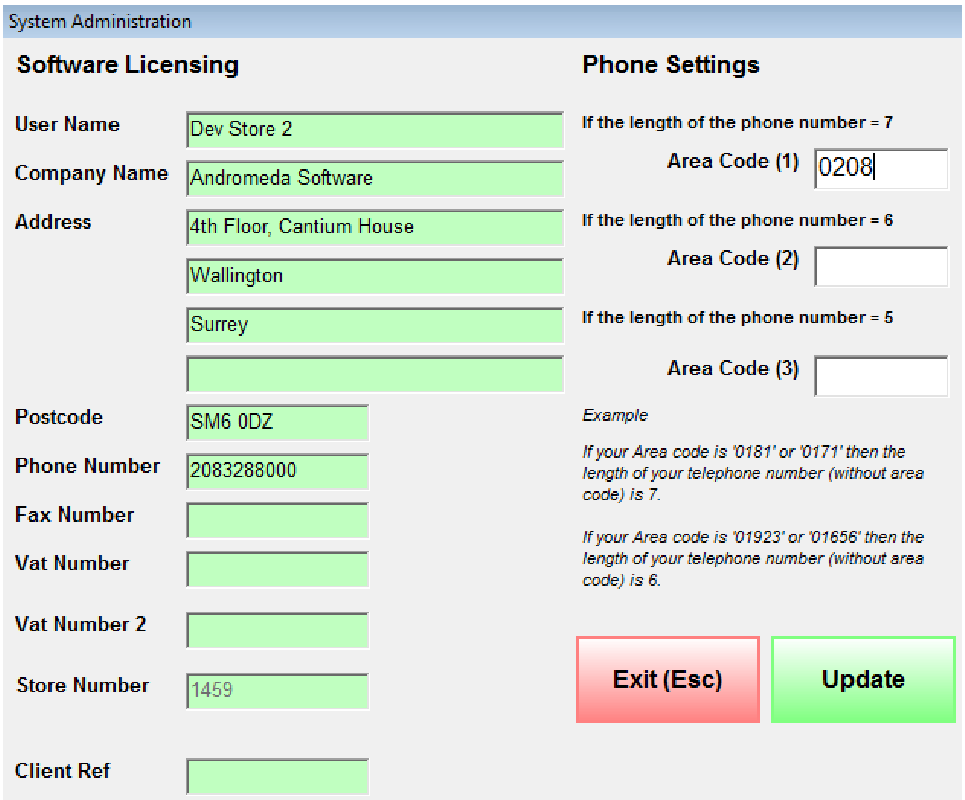
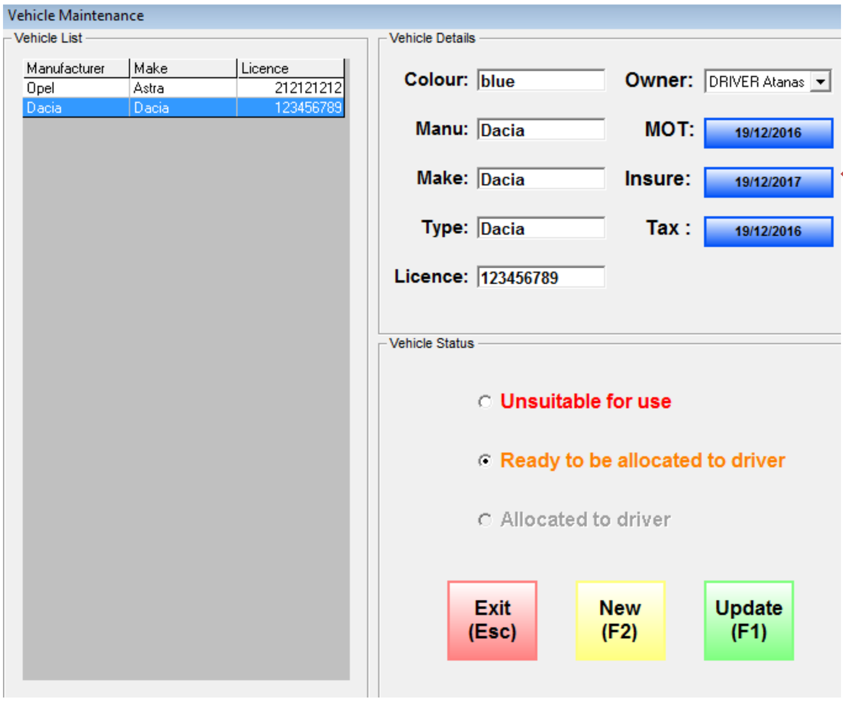


Figure 139: Manager Settings > The Shop Details window

Note: You should never delete or try to change the **USER NAME** field.

- Vehicles

Click the **Vehicles** button to access the Vehicle Maintenance screen.



MOT/Insure/Tax

If expired, this information will be flagged on the Dispatcher screen.

When activated, the vehicles option allows you to manage all company delivery vehicles. You MUST keep the MOT (a certificate in the UK stating that a vehicle is road legal) as well as the insurance and the road tax documents.

Figure 140: The Vehicles Maintenance window

If the MOT/Insurance/Tax document is out of date, you will not be able to assign the vehicle to a driver.

To add a new vehicle to the list, click the **New (F2)** button.

Award Float to Employee (Driver)

When you award float to a driver (see Dispatcher Menu) you will also need to assign a vehicle to that driver. In this case Vehicle Tracking must be enabled.

This can only be done after you have done the start of day process (see p. 13).

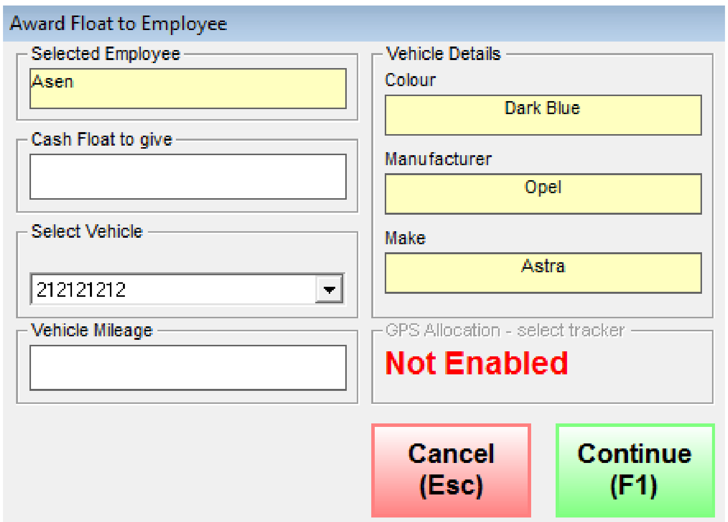


Figure 141: Award Float to an employee

When you collect the float from a driver (Vehicle Tracking enabled) you will also be shown the following:

- **Licence Number** - the licence plate of the vehicle that was assigned**.**
- **Starting Mileage** – the starting miles/kilometers of the vehicle.
- **Enter End Mileage** - a field to enter the finishing mileage of the vehicle.

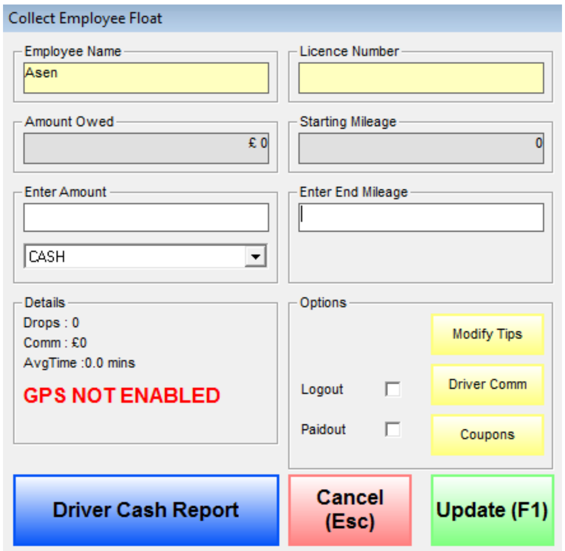


Figure 142: Collect Float from an employee

Enter new or changed information and click **Update (F1).**

- Table Planner

This setting allows you to create a table plan for your restaurant. You can change the shape and name of the tables.

Go to **Manager Settings > Administration** tab and click on the **Table Planner** button, see below.

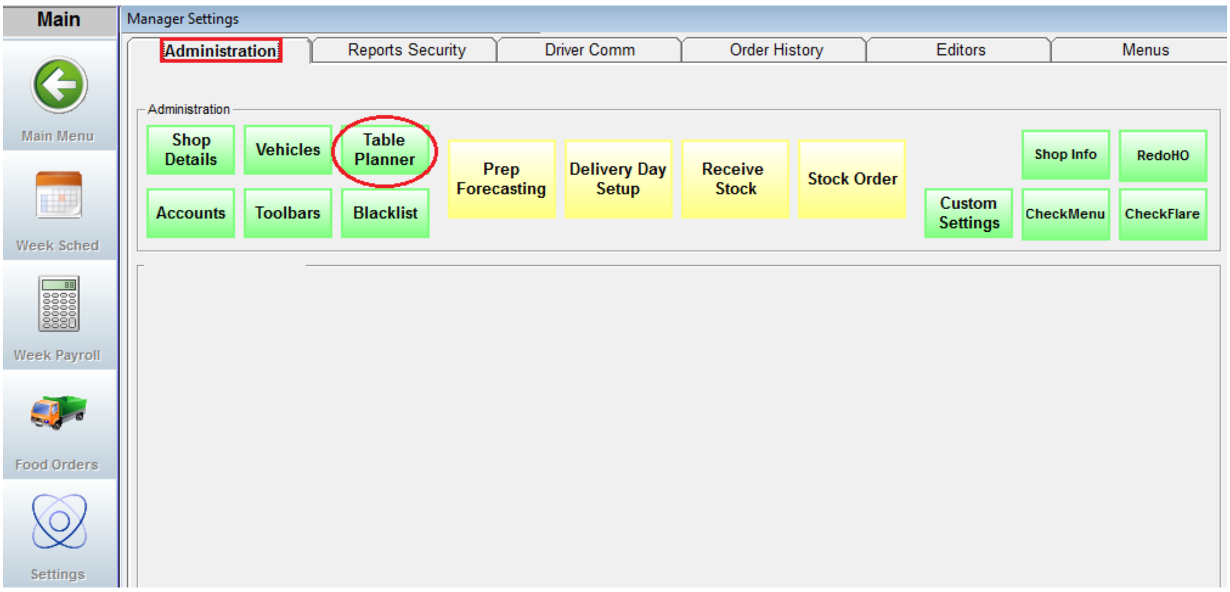


Figure 143: The Table Planner button

Then, you can click on the **Area Manager** button to create separate table plans for different areas of your restaurant – hall 1, hall 2, garden, terrace, etc.

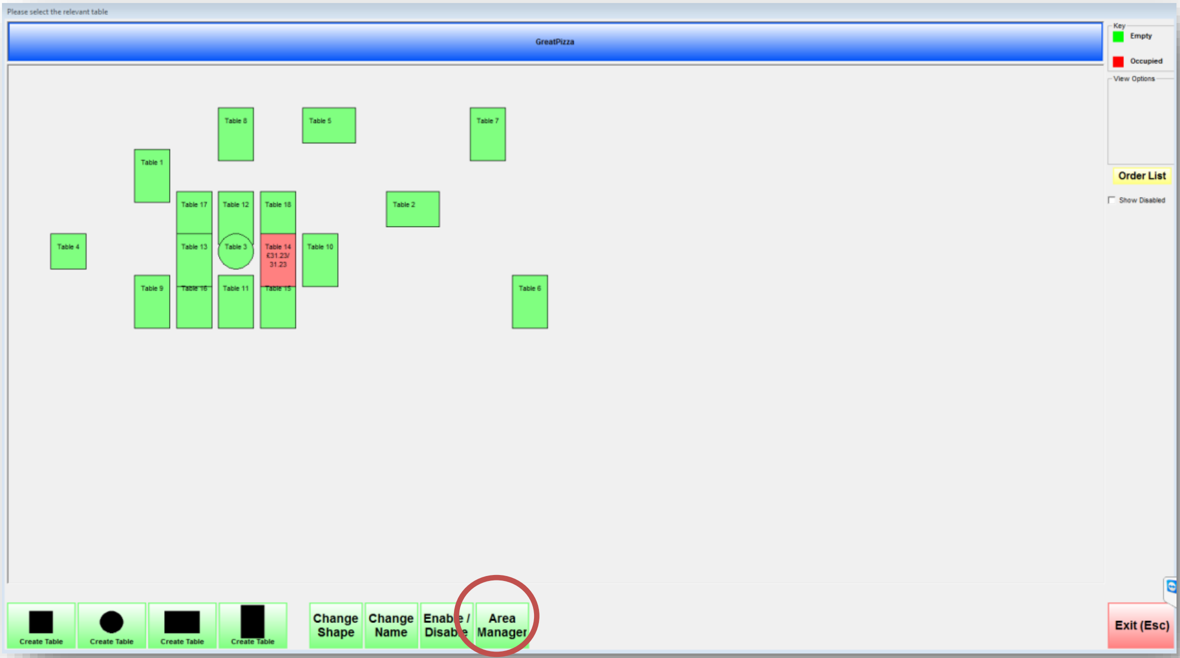


Figure 144: The Area Manager button

Click on the yellow button **Order List** to view all orders in the restaurant and their details, as shown in Fig. 144 - the time the order was made, the order price, the table it is to be served, etc.

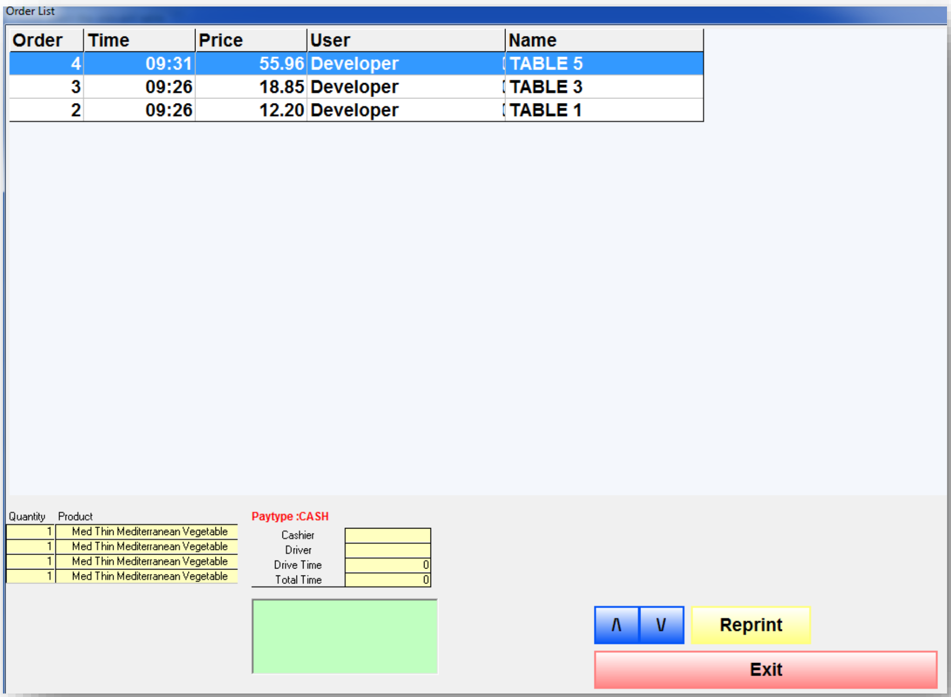


Figure 145: Restaurant - The Order List

- Accounts

This function allows you to create accounts and give them credit limit. When you have filled in all fields click **Save**. If you want to edit information, alter the field(s) first and then click **Update**.

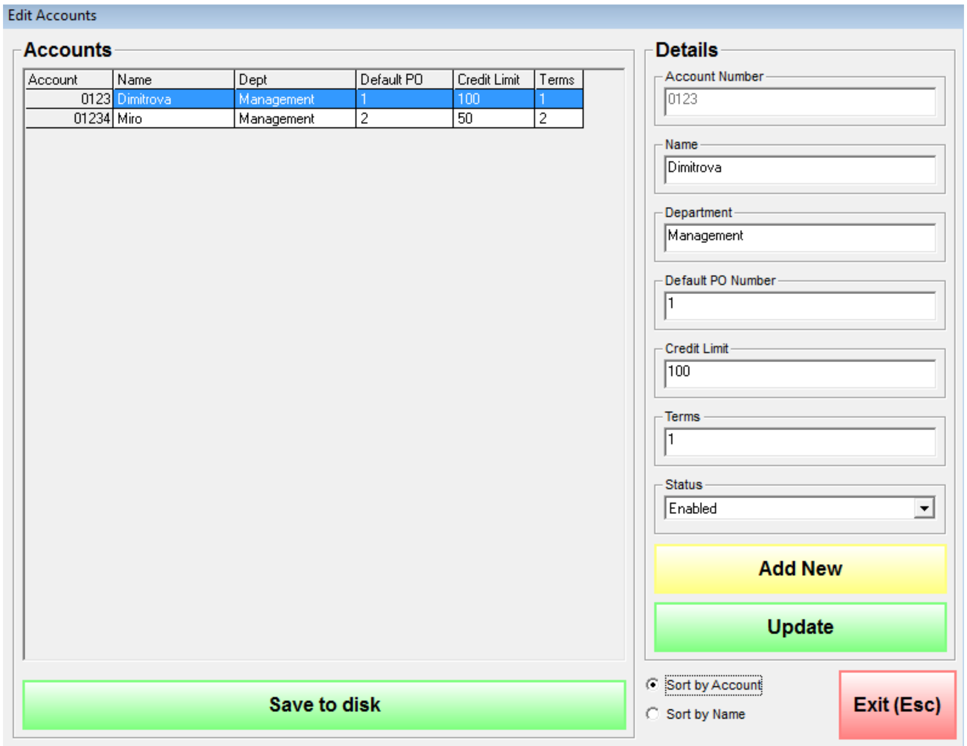


Figure 146: The Accounts Screen

- Toolbars

This screen allows you to change the required user access level needed to view different parts of the system. Use the dropdown boxes on the left-hand side of the screen, as shown in Fig. 147, to alter the accessibility or the menu buttons.

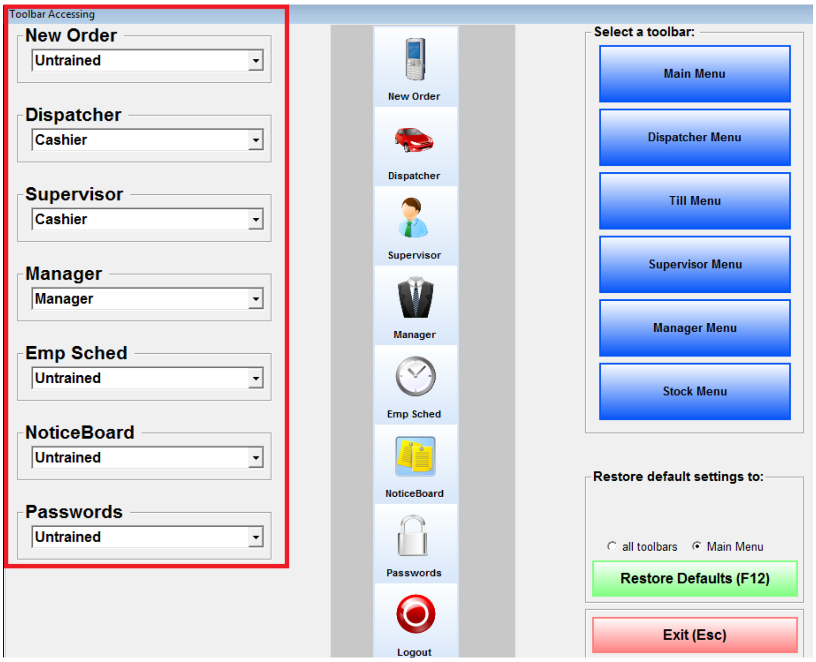


Figure 147: Change users access

Use the green **Restore Default (F12)** button to reset the menu accessibility to the original settings. Tick either the 'Main Menu' field to reset the Main Menu toolbar or tick the 'all toolbars' field to reset all toolbars. Then click **Restore Defaults (F12)** and you will be prompted to continue.

Select the toolbar you wish to edit from the Select a toolbar area. The toolbar for the menu you have selected will be displayed on the left of the screen, as shown in Fig. 148.

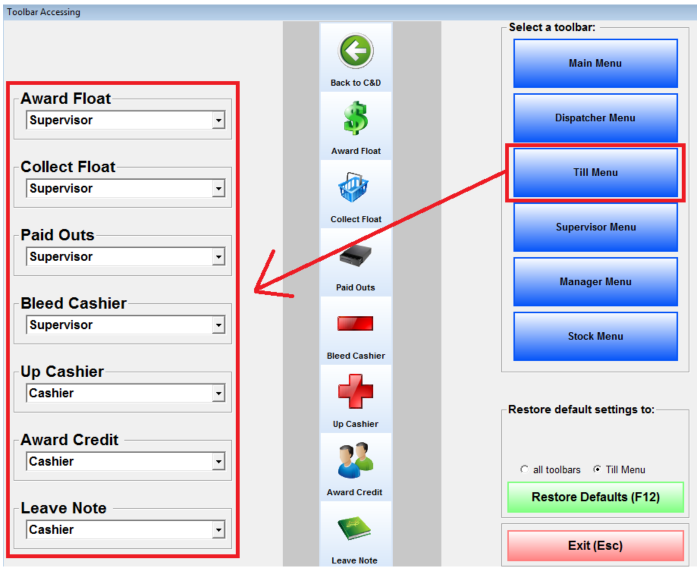


Figure 148: Select a toolbar

- Blacklist

The **Blacklist** button is located under the **Table Planner** button, as already shown in Fig. 121. The Blacklist function is used for blocking certain streets or houses from your delivery area (you can also blacklist from the Customer Details screen in order taking, see Fig. 18 and Fig. 19).

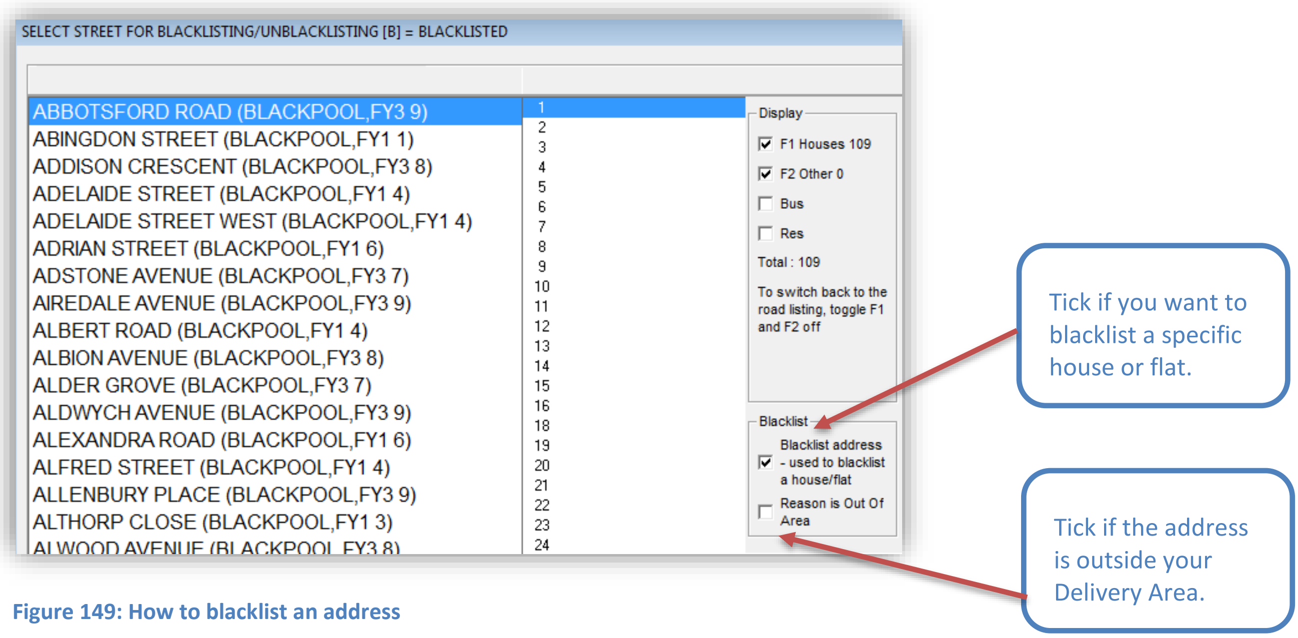


Figure 149: How to blacklist an address

To blacklist a specific house or flat, tick the **Blacklist address – used to blacklist a house/flat** box (see Fig. 149) and you will be presented with further options for picking an individual address.

Once a location has been blacklisted it will still be in the road list. A message - BLACKLISTED - will be displayed to inform you that the road or address is blacklisted, see Fig. 150. However, you will still be able to place the order if you want to.

Figure 150: A blacklisted address

Reasons for blacklisting could range from addresses being outside your designated delivery area (tick the **Reason is Out of Area** box) or related to certain problematic customers.

You can blacklist specific houses/flats, or entire roads.

After you have selected the road name that you wish to blacklist click the **Select Street (Enter)** button, see Fig. 151. This will blacklist an entire road.

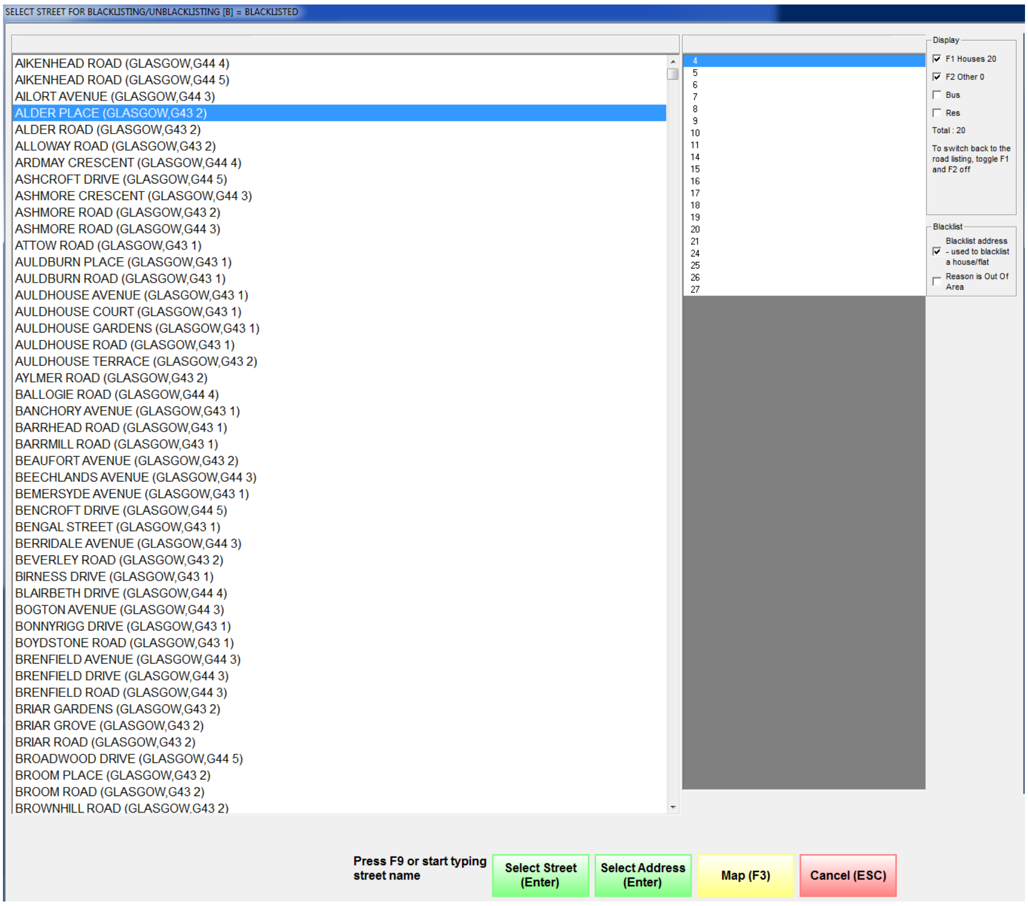


Figure 151: The Select Street (Enter) button

- Prep Forecasting, Delivery Day Setup, Receive Stock, Stock Order - under development.

- Custom Settings

All Custom Settings are explained in detail in a separate document. They are usually used by Andromeda Implementation and Help Desk Teams so please consult with them first if you want any changes/settings to be made. Custom settings are mainly intended for users with Manager and Owner access.

- Shop Info

Click the **Shop Info** button to access the Opening Hours configuration section. From here you can set the opening times of your business. This information is displayed on your website if you have Rameses web ordering. Click the **Reset** button if you would like to reset the currently set opening hours.

- Daily Opening Times

Once you have filled in the daily opening hours for your business click on **Save Daily Times** to save the changes made to the schedule. To finalise the changes made click on the **Save & Exit (F1)** button.

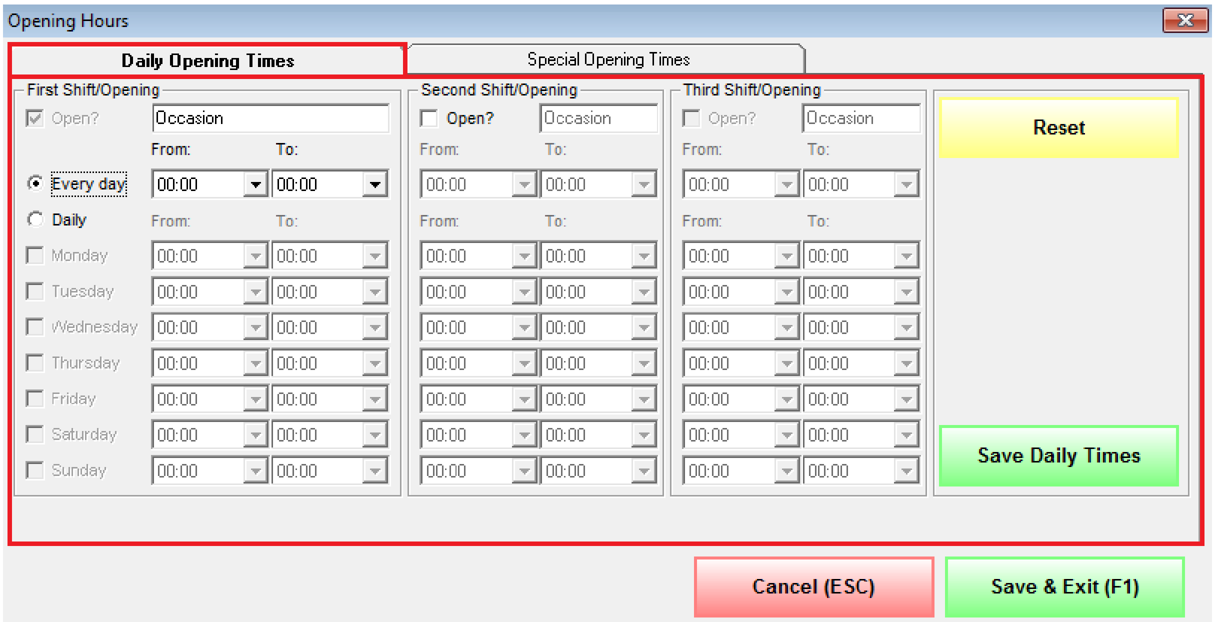


Figure 152: The Daily Opening Times tab

- Special Opening Times

This option allows you to configure the opening times of your business for special days, i.e. days which differ from the normal day to day schedule, see Fig. 153.

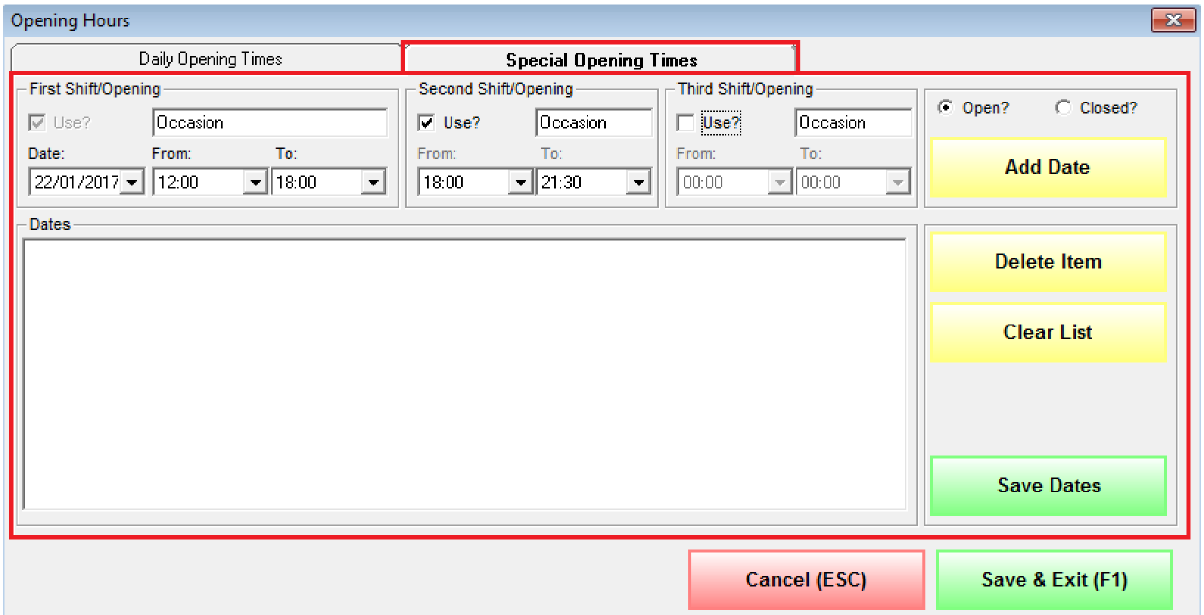


Figure 153: The Special Opening Times tab

- The **Add Date** button - Once you have selected a particular date from the calendar and you have set the opening hours for that day, you may click **Add Date** in order to add it to the list. You may add multiple special days to the opening times schedule using this list.
- The **Delete Item** button – click on it to remove a particular day from the list.
- The **Clear List** button - clear the entire list of special opening times currently set. Click on the **Save Dates** button to save the changes made to the schedule.

- RedoHO

Click **RedoHO** if you want to override and manually send data for AMS and polling purposes.

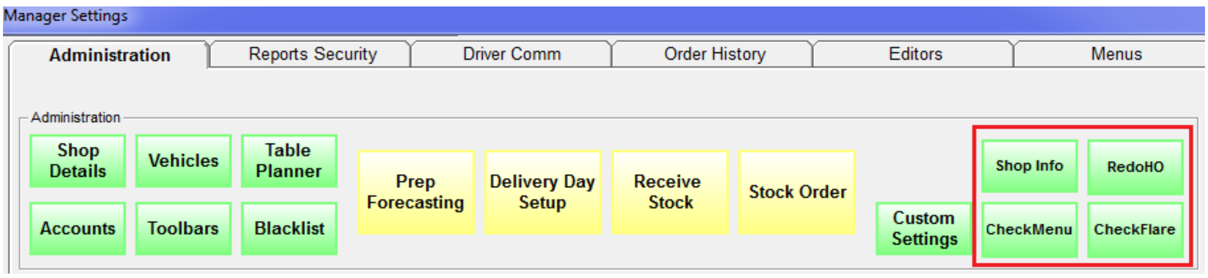


Figure 154: The Shop Info, RedoHO, CheckMenu and CheckFlare buttons

- CheckMenu

When changes are made to menu they are uploaded to FTP and come into effect upon restart (and usually in the morning on the next day). By clicking this button you download the latest menu changes from the FTP and apply them right away.

- CheckFlare

This function was developed upon special customer request.

7.2. REPORTS SECURITY

The **Reports Security** tab is the second tab in Manager Settings, as shown in Fig. 159. The **Reports Security** tab allows you to adjust the reports that are shown in the **FAVOURITES** Category in the Reports section, but also to change employees' access level needed to view different reports.

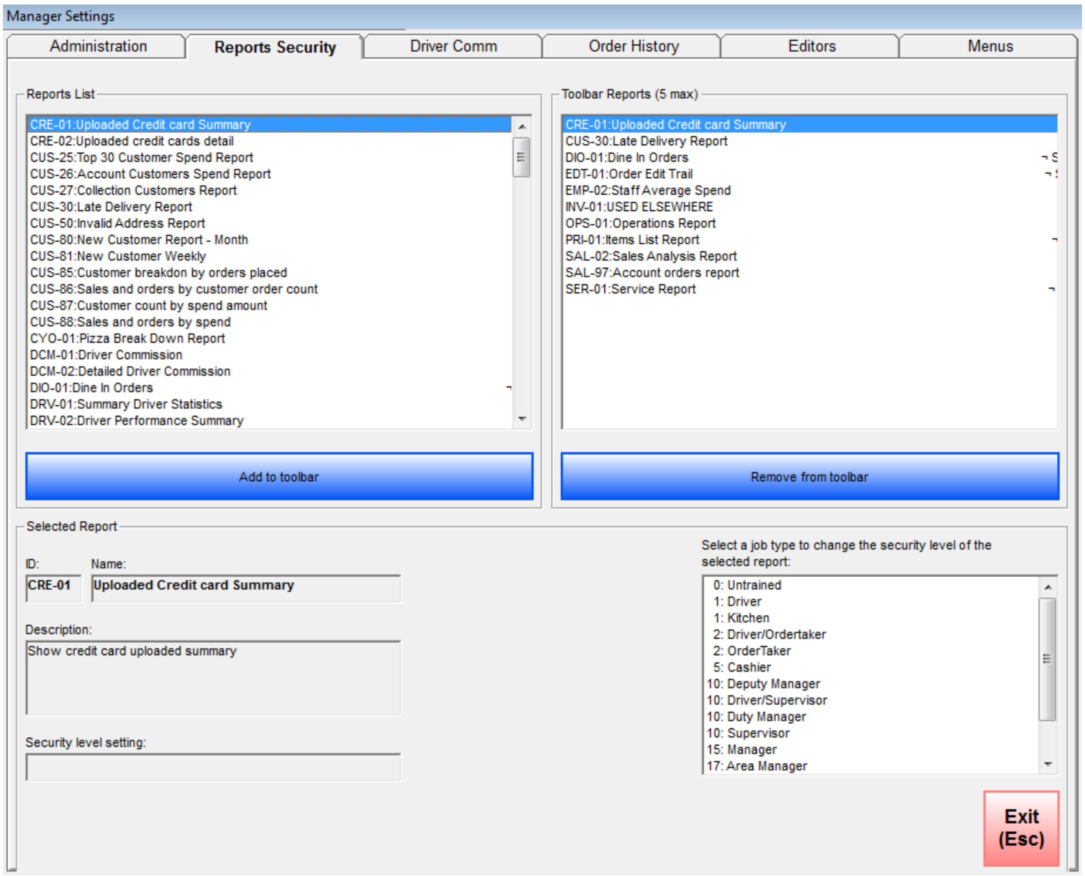
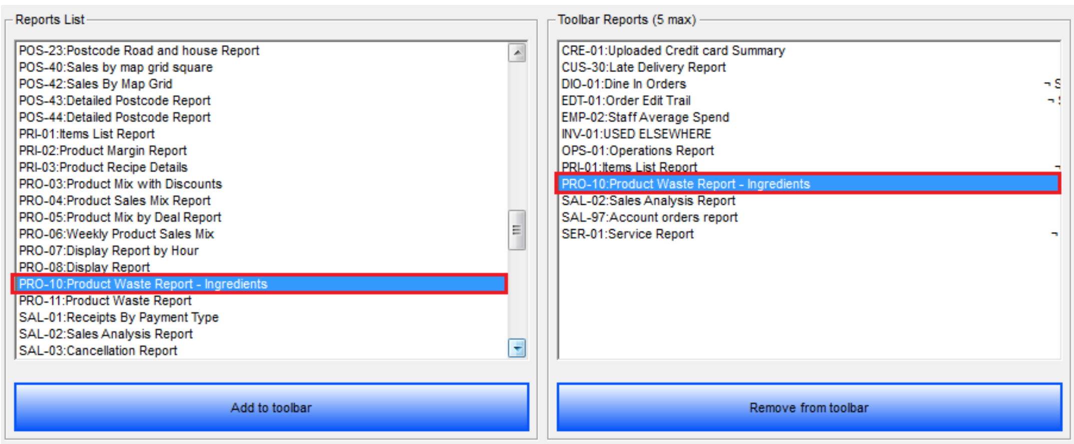


Figure 155: Manager Settings > Reports Security

To add a report to **FAVOURITES** select the report from the list on the left-hand window and then click **Add to toolbar**. You will now see that the report you have just selected appears on the right-hand screen now so it will be displayed in the **FAVOURITES** Category in your Rameses Reports section.



To subtract a report from the **FAVOURITES** Category, highlight the report from the list in the right-hand window and then press the **Remove from toolbar** button.

By selecting a report in either of the two windows you can then use the employee job title window to change the access level that is needed to view that particular report, see below.

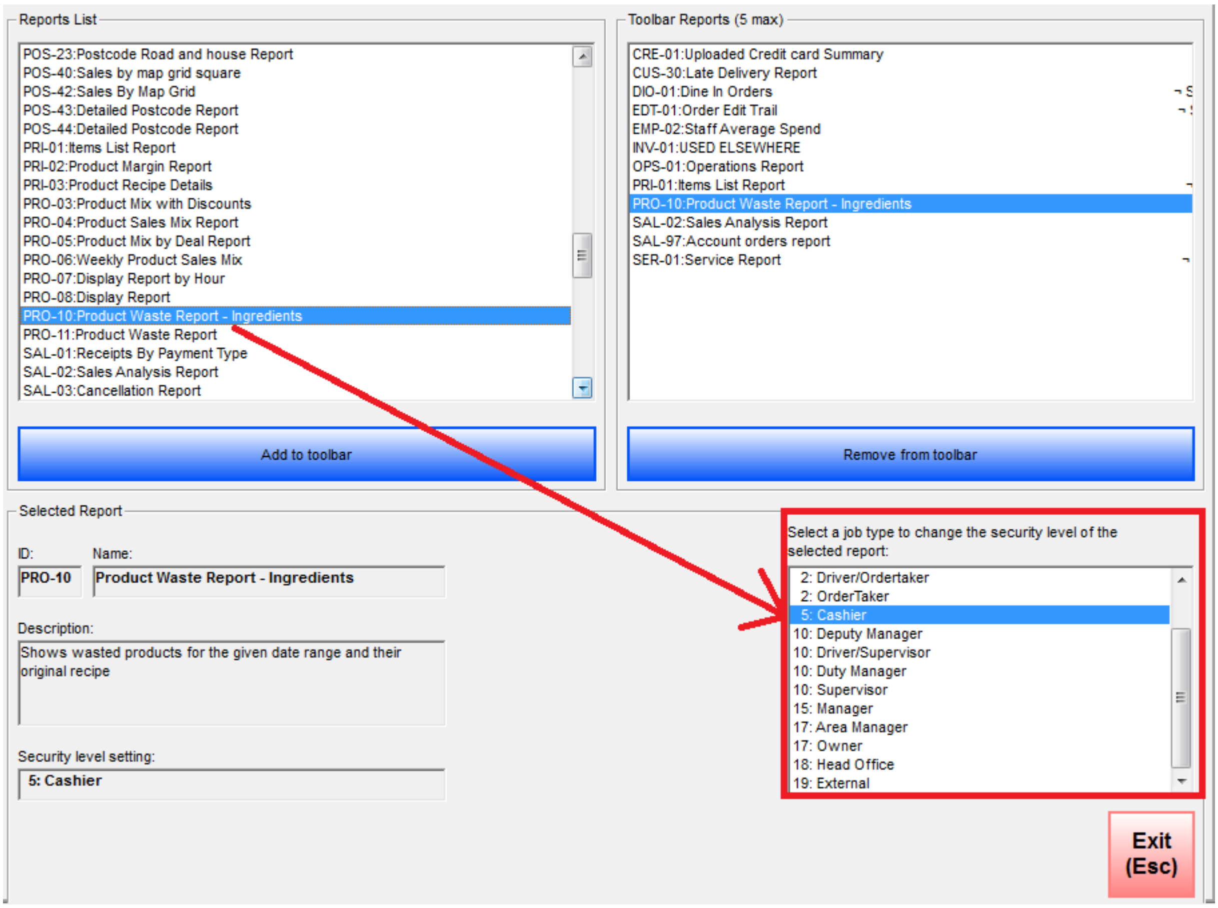


Figure 156: Selecting a job type to change access level to a report

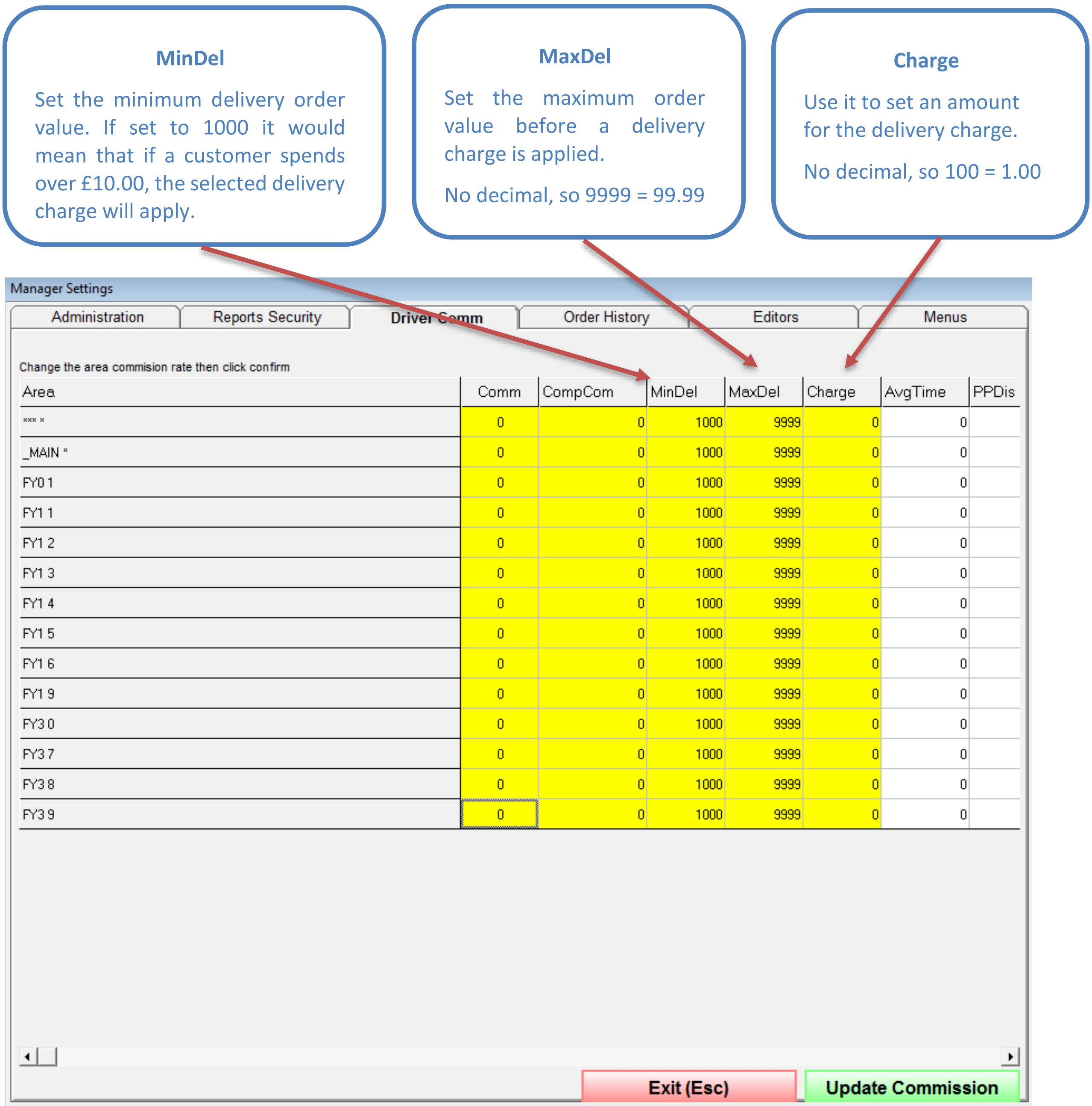
Note: Reporting is available with Supervisor access level, so if you would like to change the access level to an individual report then use this option. To deny access to reporting in full to a certain access level you should use the Toolbar security option.

7.3. DRIVER COMM (COMMISSION)

Click the **Driver Comm** tab to set extra delivery charges for your delivery orders. This can be set as a flat rate or as a varying rate dependent on post code.

For example, your standard delivery charge might be £1.00. Your minimum delivery amount might be £10.00, i.e. if a customer spends less than that amount, the delivery charge will be applied.

If the order is <u>under</u> £10.00, for example £6.00, Rameses will add up to £10.00, in this case £4.00.



Area	Comm	CompCom	MinDel	MaxDel	Charge	AvgTime	PPDis
*** *	0	0	1000	9999	0	0	
_MAIN *	0	0	1000	9999	0	0	
FY0 1	0	0	1000	9999	0	0	
FY1 1	0	0	1000	9999	0	0	
FY1 2	0	0	1000	9999	0	0	
FY1 3	0	0	1000	9999	0	0	
FY1 4	0	0	1000	9999	0	0	
FY1 5	0	0	1000	9999	0	0	
FY1 6	0	0	1000	9999	0	0	
FY1 9	0	0	1000	9999	0	0	
FY3 0	0	0	1000	9999	0	0	
FY3 7	0	0	1000	9999	0	0	
FY3 8	0	0	1000	9999	0	0	
FY3 9	0	0	1000	9999	0	0	

Figure 157: The Driver Comm tab

Once you have updated the charges, click the **<u>Update Commission</u>** button to save the new settings.

7.4. ORDER HISTORY

Click the **Order History** tab to view the order history for a selected day. This is a very useful tool as part of an audit trail as it allows you to view not only the current day but also any previous day's orders.

Orders are shown in blue (when edited) or in red (when cancelled).

Click on a specific order to view more details, for example, see line 2 in Fig. 162 below.

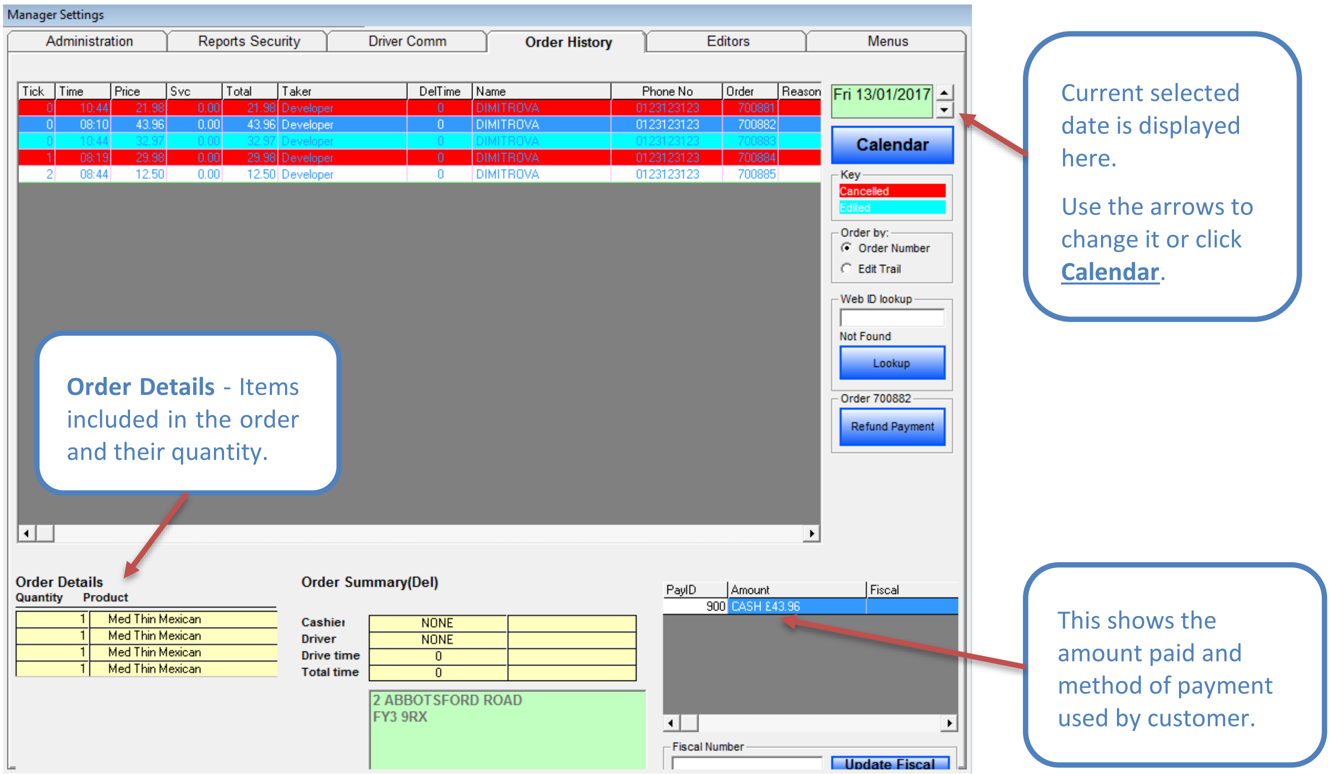


Figure 158: The Order History tab

Other information displayed on this screen is the following:

Tick	Time	Price	Svc	Total	Taker	DelTime	Name	Phone No	Order	Reason
0	10:44	21.98	0.00	21.98	Developer	0	DIMITROVA	0123123123	700881	
0	08:10	43.96	0.00	43.96	Developer	0	DIMITROVA	0123123123	700882	

Tick - the ticket number.
Time - the time the order was placed.
Price – the order value.
Svc - any charges applied to order.
Total – the total value of this order.
Taker – the employee who took the order.
DelTime – Delivery Time.
Name – the customer's name.
Phone No. – the customer's phone number.
Order – a unique number given by the system and stored in RamData.
Reason – the reason for cancellation.

7.5. EDITORS

From the **Editors** tab in Manager Settings you can make additional changes using two editors:

7.5.1. Paid Outs Editor

Allows you to edit the default names available in Dispatcher>Till Functions>Paid Outs.

To edit an existing Paid Out category simply select the desired category and click **Edit Existing** and change the name in the field, see Fig. 163.

Once you have made any changes click **Save.** This will generate a screen prompt confirming that the paid outs have been updated.

7.5.2. Payment Type Editor

Allows you to edit payment types. The Payment Type Editor and surcharges can only be used by an individual with Owner level access. It is used to add and remove payment types that as well as add surcharges. For all other employees, this area is a **View Only** section.

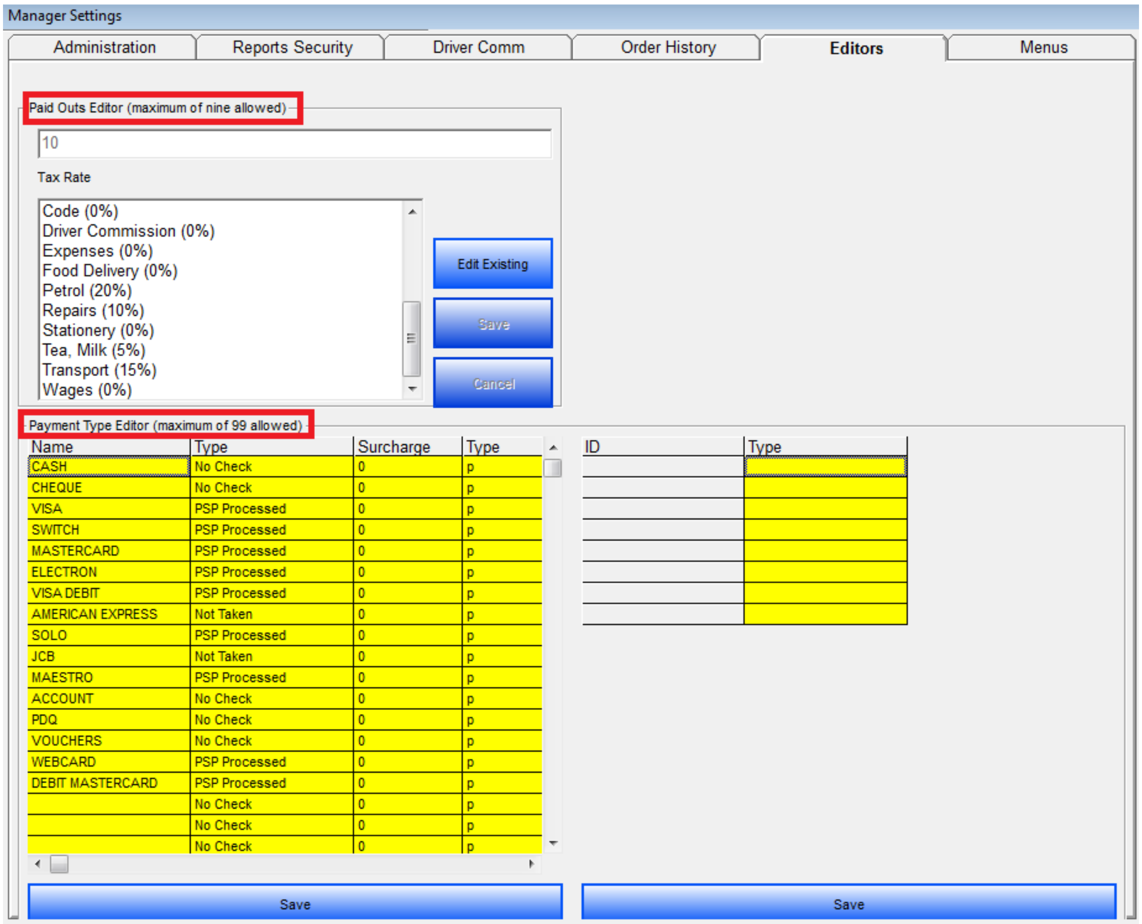


Figure 159: Manager Settings > The Editors tab

Once the changes have been made to the Payment types make sure to click the **Save** button in the Payment Type Editor; otherwise all changes will be lost.

If you want to see the changes made to the Paid Outs, go to **Dispatcher > Till Functions > Paid Outs.**

7.6. MENUS

The **Menus** tab allows you access to the Menu Editor. The level of menu changes that you can access depends on whether you are an independent customer or a chain customer.

There are four main settings under the **Menus** tab, as shown in Fig. 164:

- **Local Prices** – local price override. It must be allowed by the Head Office.
- **Local Stock** – local stock override. It must be allowed by the Head Office.
- **Local Deals** – The local deals must be allowed by the head Office.
- **Master Menu Edit** – This is a separate program to be supplied by Andromeda.

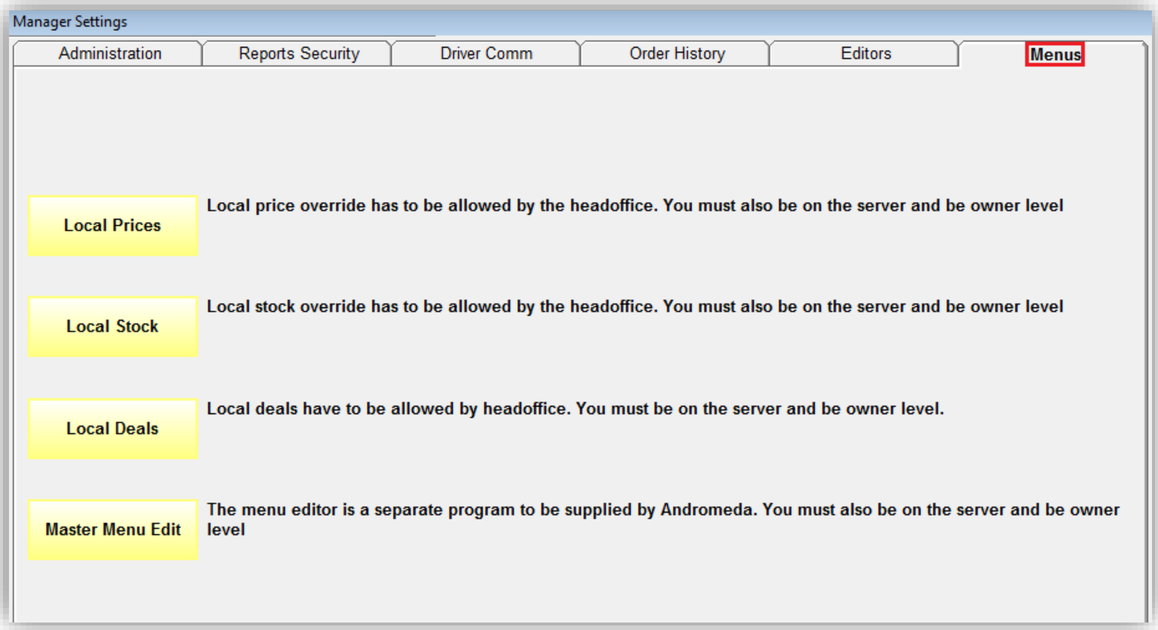
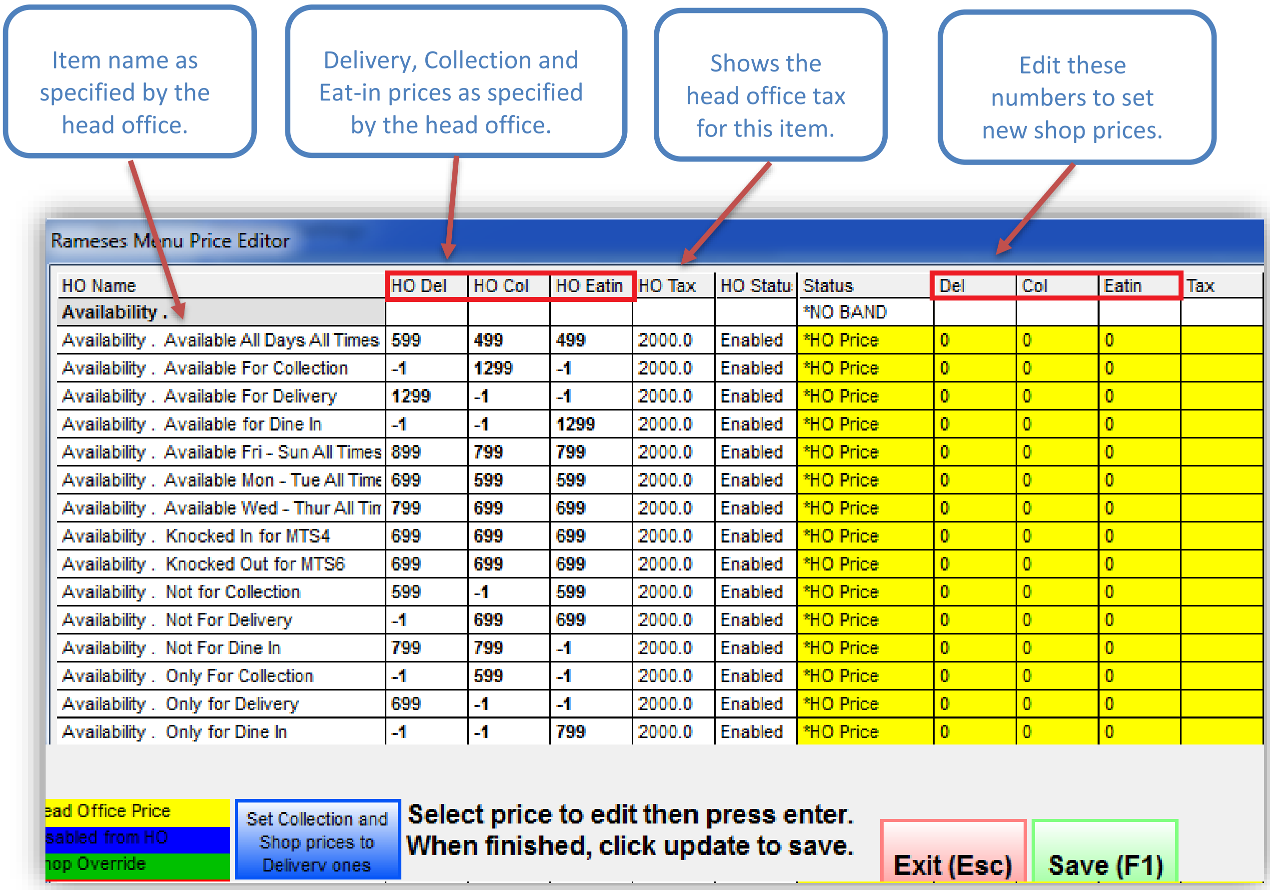


Figure 160: Manager Settings > The Menus tab

Note: You must make ALL of the above settings on the server and you must have Owner access.

7.6.1. Local Prices

Click the **<u>Local Prices</u>** button to overwrite the Head Office prices of menu items.



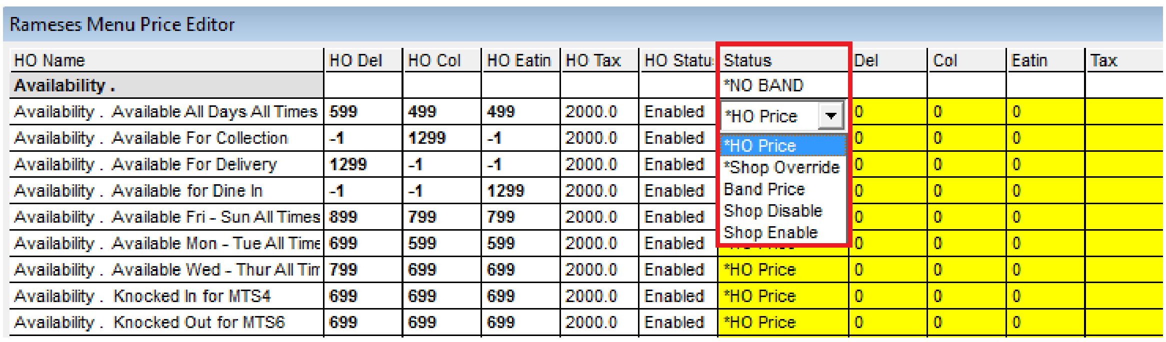
HO Name	HO Del	HO Col	HO Eatin	HO Tax	HO Statu	Status	Del	Col	Eatin	Tax
Availability .						*NO BAND				
Availability . Available All Days All Times	599	499	499	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available For Collection	-1	1299	-1	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available For Delivery	1299	-1	-1	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available for Dine In	-1	-1	1299	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available Fri - Sun All Times	899	799	799	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available Mon - Tue All Time	699	599	599	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available Wed - Thur All Tin	799	699	699	2000.0	Enabled	*HO Price	0	0	0	
Availability . Knocked In for MTS4	699	699	699	2000.0	Enabled	*HO Price	0	0	0	
Availability . Knocked Out for MTS6	699	699	699	2000.0	Enabled	*HO Price	0	0	0	
Availability . Not for Collection	599	-1	599	2000.0	Enabled	*HO Price	0	0	0	
Availability . Not For Delivery	-1	699	699	2000.0	Enabled	*HO Price	0	0	0	
Availability . Not For Dine In	799	799	-1	2000.0	Enabled	*HO Price	0	0	0	
Availability . Only For Collection	-1	599	-1	2000.0	Enabled	*HO Price	0	0	0	
Availability . Only for Delivery	699	-1	-1	2000.0	Enabled	*HO Price	0	0	0	
Availability . Only for Dine In	-1	-1	799	2000.0	Enabled	*HO Price	0	0	0	

Figure 161: Manager Settings > Rameses Menu Price Editor

Legend:

Yellow - Items set to Head Office Prices.
Blue - Items that are disabled from the Head Office.
Green - Items prices that have been changed with Shop Override.
Red - Items that have been disabled by the Shop.

Double clicking in the **Status** column enables a dropdown box from which you can make more changes, described in more detail on the next page.



HO Name	HO Del	HO Col	HO Eatin	HO Tax	HO Statu	Status	Del	Col	Eatin	Tax
Availability .						*NO BAND				
Availability . Available All Days All Times	599	499	499	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available For Collection	-1	1299	-1	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available For Delivery	1299	-1	-1	2000.0	Enabled	*Shop Override	0	0	0	
Availability . Available for Dine In	-1	-1	1299	2000.0	Enabled	Band Price	0	0	0	
Availability . Available Fri - Sun All Times	899	799	799	2000.0	Enabled	Shop Disable	0	0	0	
Availability . Available Mon - Tue All Time	699	599	599	2000.0	Enabled	Shop Enable	0	0	0	
Availability . Available Wed - Thur All Tin	799	699	699	2000.0	Enabled	*HO Price	0	0	0	
Availability . Knocked In for MTS4	699	699	699	2000.0	Enabled	*HO Price	0	0	0	
Availability . Knocked Out for MTS6	699	699	699	2000.0	Enabled	*HO Price	0	0	0	

Figure 162: The Status Column in Rameses Menu Price Editor

The dropdown gives you the following five options:

- **HO Price** – use the Head Office pricing.

- **Shop Override** – change from Head Office specified pricing.

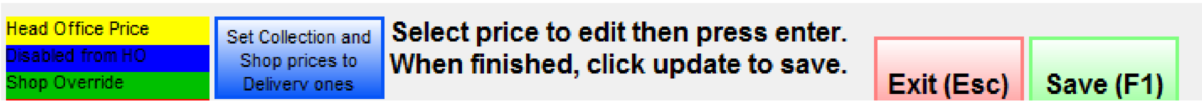
- **Band Price** – set in the Master Menu. This option is used to set prices for a specific group of stores. You can choose a pre-configured price tier from the Master Menu which would then apply to the whole category of items.

- **Shop Disable** – remove/hide items from the menu.

- **Shop Enable** – enable disabled items so they appear on the menu. You will not be able to change the price from here.

The button 'Set Collection and Shop prices to Delivery ones' (Fig. 165)

When changing prices once you have set the desired Delivery charge, if Collection and Eat-in charges are the same click **Set Collection and Shop prices to Delivery ones**. Then the collection and eat-in prices will autofill with the same figure that is in the Delivery column.



When you have finished editing the prices click the **Save (F1)** button to save the changes. You will be presented with a screen prompt confirming that the changes have been committed.

If you press the **Exit (Esc)** button you will then be returned to the Main menu. If you escape without committing the changes, they will be lost.

Note: This section is available only to Owner level with Head Office approval.

7.6.2. Local Stock

The **Local Stock** option allows you to change the local prices of your inventory items as well as to change the count frequency from weekly to daily counts. This is used if, for example, you have an issue with variances on select line items and you want to have greater visibility over the daily stock amounts.

UOM, Desc - Use these boxes to change the unit of measure that is displayed and the description and case prices.

Type - Change the item between a weekly and daily count.

Rameses Stock Prices 1.1

Name	HO UOM	HO Desc	HO Case £	HO CaseSize	HO Type	UOM	Desc	Case £	CaseSize	Type
DAIRY										
American Cheese	2000	bag	1	1	W	2000	bag	150	1	W
Applewood Cheddar	250	bag	1	1	W	250	bag	60	1	W
Baby Mozzarella	1000	pack	1	1	W					*NotSet
Cheddar Cheese	2000	bag	1	1	W					*NotSet
Cream	1000	pack	1	1	W					*NotSet
KFC Cheese	1000	bag	1	1	W					*NotSet
Mozzarella Cheese	1000	bag	1	1	W					*NotSet
MEAT										
Anchovies	40	jar	1	1	W					*NotSet
Bacon	1000	bag	1	1	W					*NotSet
Chargrilled Chicken	2000	bag	1	1	W					*NotSet
Ham	2000	bag	1	1	W					*NotSet
Hot & Spicy Beef	2000	bag	1	1	W					*NotSet
Hot & Spicy Calamari	2000	bag	1	1	W					*NotSet
Hot & Spicy Chicken	2000	bag	1	1	W					*NotSet
Hot & Spicy King Pra	2000	bag	1	1	W					*NotSet
Hot & Spicy Pork	2000	bag	1	1	W					*NotSet
Italian Sausage	2000	bag	1	1	W					*NotSet

Figure 163: Manager Settings > Menus tab > Local Stock

7.6.3. Local Deals

Click the **Local Deals** button to open the editing suite. The Local Deals function has to be allowed by the Head Office. You **must** be on the server and have Owner access.

The main purpose of this function is to set special prices for a specific store which are different from the prices in the master menu.

Adding a new deal

Step 1:

To add a new deal, click the **Add** button and type in the name of the deal. It will then appear in the Meal Deals section on the left.

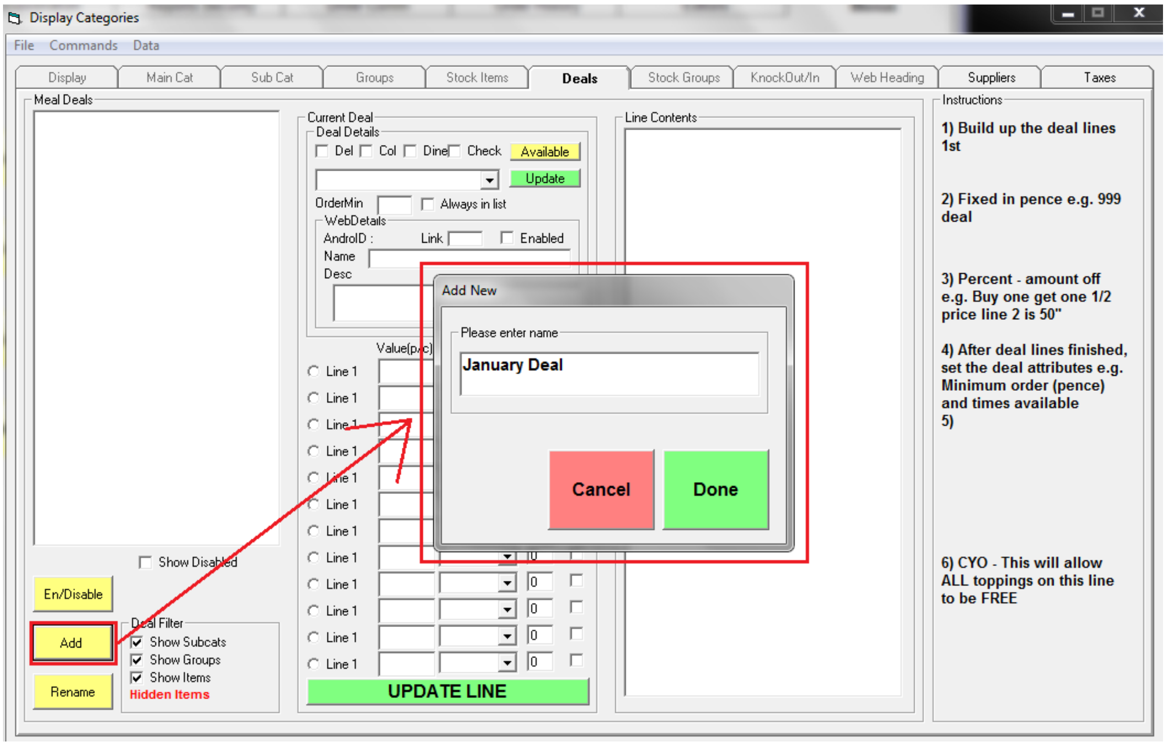


Figure 164: Adding a new deal

Step 2:

Select the items to be included in the deal from the **Line Contents** section, see Fig. 169. The menu groups, categories and items will be added to the deal on a line by line basis.

Step 3:

Under the **Current Deal** section, select the first available **Unused** line. Under the **Line Contents** heading, select all desired groups/items as required by the deal.

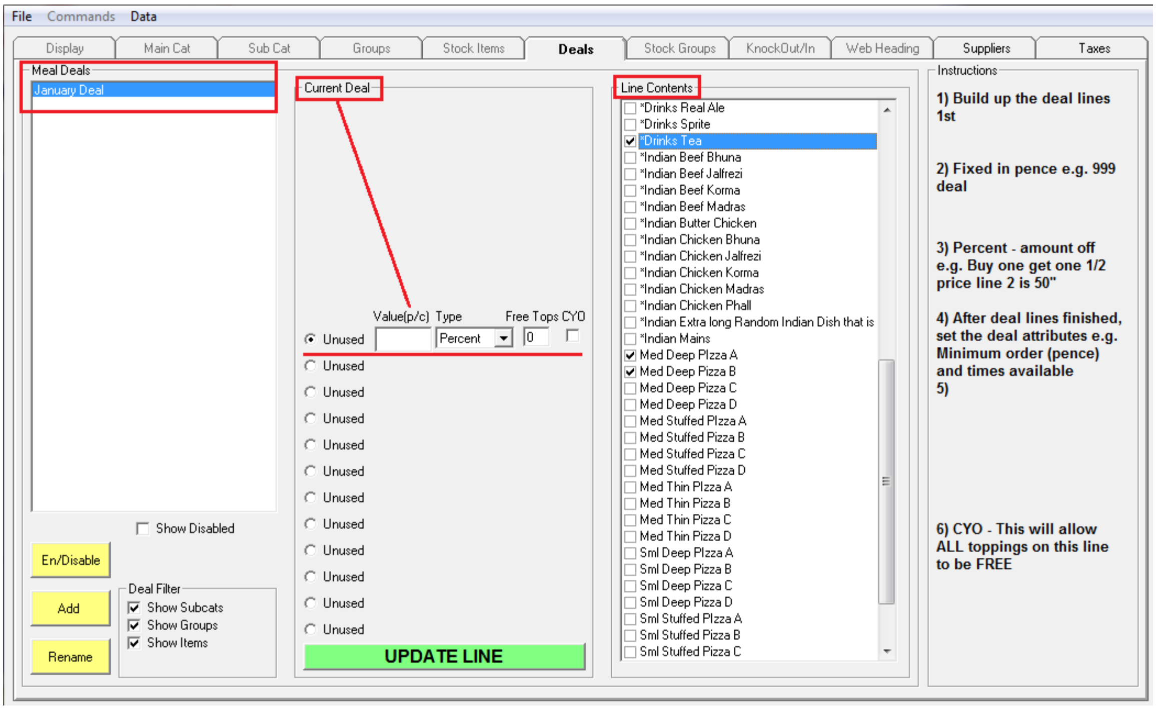


Figure 165: The Value field

Step 4:

The Value field

A value must be set for each line added to the deal. The Value (p/c) is blank by default. The options available are the following:

- **Percent:** used to set the percentage to be paid for a line, e.g. 90 to designate 10% off.
- **Fixed:** used when setting a line at a fixed cost, e.g. 999 to designate £9.99.
- **Discount:** used when offering a fixed discount on a line, e.g. 125 to designate £1.25.
- Cheapest: This feature is not functional yet.

Step 5:

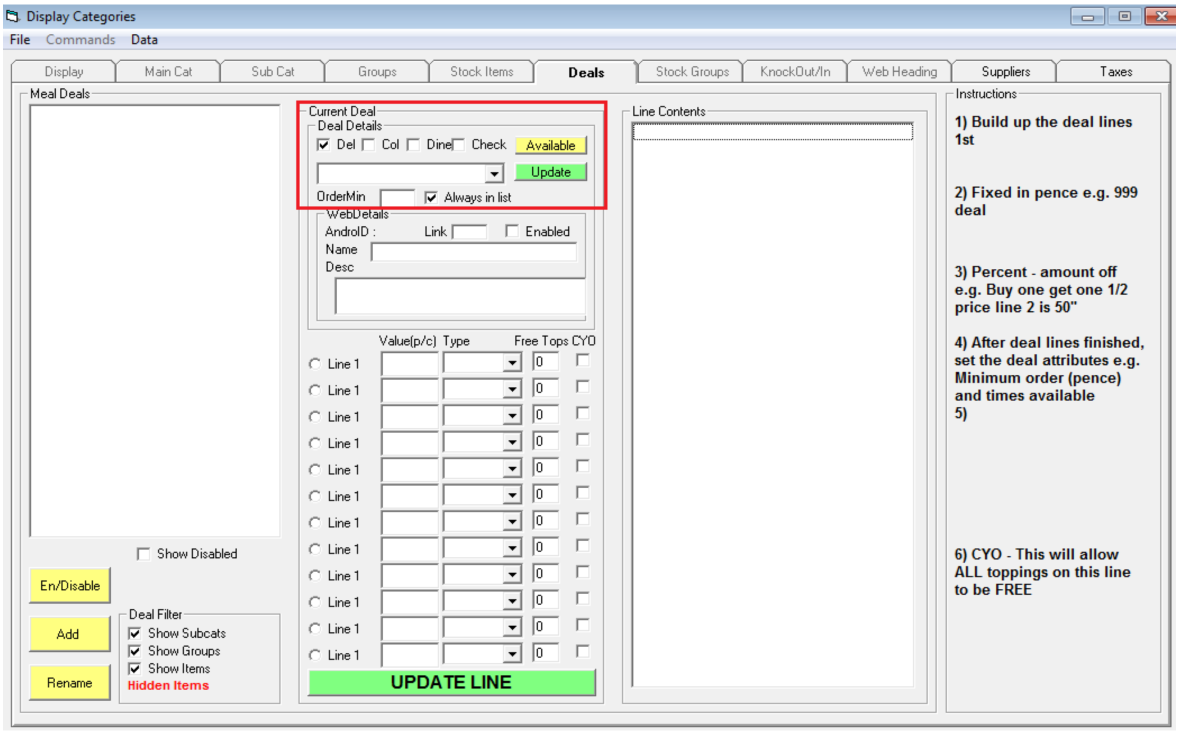
Once the Contents, Value and Type have been set for a line click the **Update Line** button to save the current deal configuration. Select the next unused line and follow the steps above to continue adding menu items to the deal.

Multiple menu items applied to a single line offer a choice between the items (e.g. Item A or Item B). If a deal requires an additional menu item each menu item would be set to a separate line under the 'Current Deal' heading.

Current Deal

From here you can manage the deal details such as:

- **Available** - select the order type the deal will be available for (check the box or boxes).
- **OrderMin** – specify the minimum order amount for the deal.
- **Always in list** – if checked, the deal will always appear in the deals list.

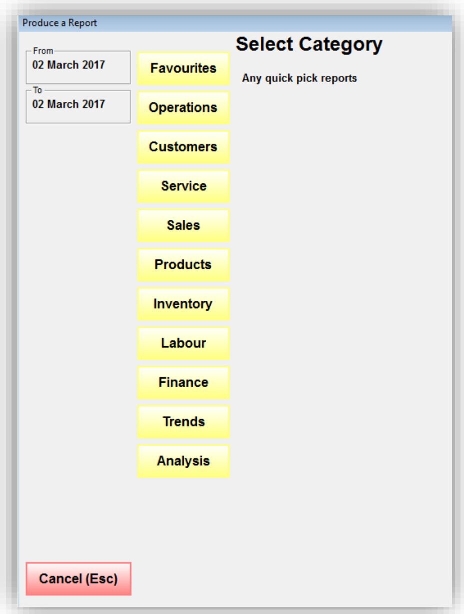


7.6.4. Master Menu Edit

This is a separate programme provided by Andromeda POS. If you would like to learn more, please contact us. You can see our contact details on p. 130.

8. REPORTS[7]

There are eleven report categories in Rameses:



Pay attention to the various options on the left allowing you to specify a period for which you would like to produce a report. Select **Calendar** for more specific date ranges.

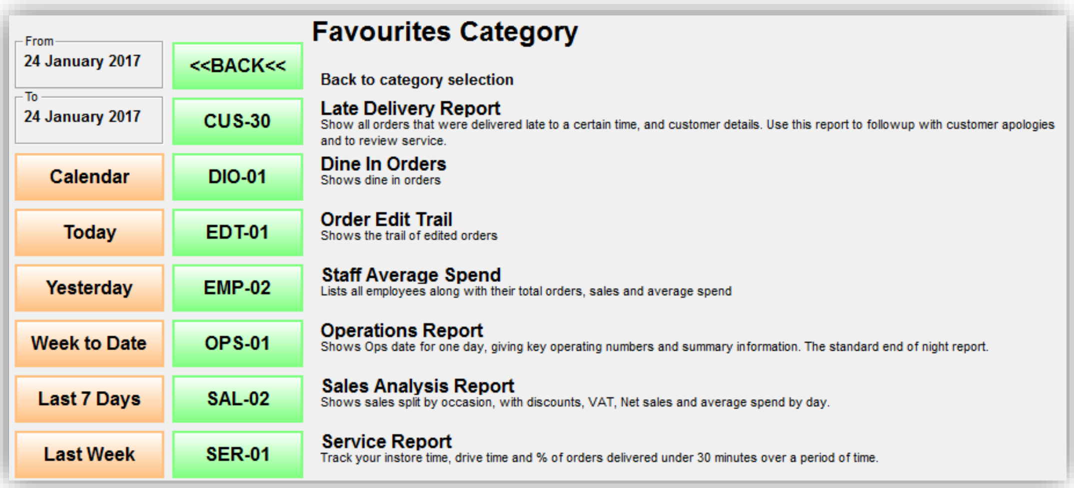


Figure 166: Options to select a specific day or date range

The **FAVOURITES** category can have any report included in it. In the **Favourites** Category you can place any reports to which you need quick access or are mostly used by yourself. To do that, go to Manager Menu > Settings > Reports Security tab. For more details, please refer to section 7.2. Reports Security.

Note: Certain reports have been developed upon special customer request and might not be available in your licence. For more information please contact us – see page 130.

[7] Access to the reports depends on the Rameses licence used. Please see the *Rameses Reporting Guide* for more details.

8.1. OPERATIONS REPORTS

	REPORT FULL NAME AND DESCRIPTION
HRS-01	**Hour by Hour** Review your orders, service times and sales on an hour by hour basis.
OPS-01	**Operations Report** Shows operations for one day, giving key numbers. The standard End of Night report.
OPS-02	**Operations Report 2** Shows operations for one day, giving key numbers, discounted and cancelled orders as well. The standard End of Night report.
OPS-03	**Daily Summary Report** Shows data day by day for a specified period of time.
ORD-02	**Hourly Details** Shows orders hour by hour for a selected day.
PRI-01	**Items List Report** Shows a list of valid items.

8.2. CUSTOMERS REPORTS

	REPORT FULL NAME AND DESCRIPTION
CUS-25	**Top 30 Customer Spend Report** Top 30 (enter the number you need) customers and their orders with average spend.
CUS-27	**Collection Customers Report** Name and phone number of all customers who have made collection orders over a period of time. Includes the amount spent by each customer.
CUS-30	**Late Delivery Report** Shows all orders that were delivered late. Use this report to follow up on customers, make apologies and improve your service. You can enter the time after which you consider an order to be late. The report gives you information about the exact delivery time and driver name.
CUS-50	**Invalid Address Report** Shows all addresses that do not match the PAF database.
POS-20	**Detailed Postcode Report** Shows various postcodes for a specified period and the orders associated with them, incl. the sales amount and delivery time.
POS-22	**Postcode and Road Report** Shows orders and sales by individual road name within each postcode sector. Includes sales amounts and delivery time as well.
POS-23	**Postcode Road and House Report** Same as POS-22 but includes house numbers as well.
POS-40	**Sales by map grid square** Shows orders and sales by map grid square.
POS-42	**Sales by Map Grid** Shows sales on the basis of map grid.
POS-43	**Detailed Postcode Report** Shows sales on the basis of map grid and street.
POS-44	**Detailed Postcode Report** Shows sales on the basis of map grid, street and house.
SAL-54	**Sales by Partner** Sales breakdown by payment source – instore and web.

8.3. SERVICE REPORTS

	REPORT FULL NAME AND DESCRIPTION
DRV-02	**Driver Performance Summary** Shows information about drivers' performance, such as delivery date, OPd, average drive time, total orders and total dispatched orders.
EMP-04	**Delivery Time Report** Shows drive times by order, customer details, order value and pay type.
SER-01	**Service Report** Tracks your instore time, drive time and % of orders delivered under 30 min
SER-30	**Late Delivery Confirmation** Shows detailed information about orders flagged as late.

8.4. SALES REPORTS

	REPORT FULL NAME AND DESCRIPTION
EMP-02	**Staff Average Spend** Shows a list of employees with their total orders (incl. and excl. VAT), sales and average spend (incl. and excl. VAT).
EMP-21	**Staff Sales/Bonus Report** Shows sales (divided into groups depending on the order taking type) and bonuses for the employees.
EMP-70	**Ordertaker Efficiency** Shows the average order takers time, average spend and productivity.
HRS-03	**Hourly Order Pattern** Shows total orders for each day and hour over a specified time frame.
HRS-07	**Products by Hour Report** Shows product by hour.
SAL-02	**Sales Analysis Report** Shows sales split by occasion, with discounts, the VAT and net amounts along with the average spend incl. tax.
SAL-10	**Predicted Sales Report** Shows predicted sales.
SAL-12	**Sales Analysis Split by Type Report** Shows sales split by type occasion.
SAL-93	**Tax Exempt Report** Shows orders exempt from tax.
SAL-96	**Sales Charges Report** Shows the gross, VAT and net sales for each occasion.
SAL-97	**Account Orders Report** Shows the date and time the orders were placed, who took the order, amount, etc.
SAL-98	**Float Count Report** Shows float counts for employees who have been assigned floats.
SAL-99	**Fundraising Report** Shows the fundraising activity for a selected date range.
TIC-01	**Z report for ticket printer** Must be on the computer that drives the printer.

8.5. PRODUCTS REPORTS

	REPORT FULL NAME AND DESCRIPTION
CYO-01	**Pizza Break Down Report** Shows how many pizzas have been sold according to toppings modified.
EMP-92	**Product Sales by Ordertaker** Shows a breakdown of items sold by each staff member.
PRI-02	**Product Margin Report** Shows products menu price, net value, cost, COS % and Gross Margin %.
PRI-03	**Product Recipe Details** Shows full recipe details for each product, along with costs and net selling price and COS %. It is used to check the accuracy of recipe setup.
PRO-03	**Product Mix with Discounts** Shows items sold over a specified period of time and discounted value.
PRO-04	**Product Sales Mix Report** Shows items sold over a specified period of time ranked by the number sold. Shows items individual menu price and total amount of items sold.
PRO-05	**Product Mix by Deal Report** Products sold grouped by deals along with total value by group & grand total value.
PRO-06	**Weekly Product Sales Mix** Shows product sales by week.
PRO-07	**Display Report by Hour** Shows the quantity of each display menu item split by hour.
PRO-08	**Display Report** Shows the quantity of each display menu item.
SAL-52	**Dough Base Sales Report** Shows which dough bases have been used.
SAL-53	**Deals Sales Report** Shows the top selling deals and their values.
SAL-60	**Deal Sales Report** Deals breakdown per day. Shows order date as well.
SAL-91	**Sales by Cat Base** Shows sales by category (drinks, pizza, burgers, etc.), amounts and menu prices.
SAL-92	**Sales by Cat Complex** Select order taking type/occasion first – All Occasions, Delivery, Collection, Dine in. Shows product sales grouped by menu categories (drinks, burgers, salads, etc.), amounts and menu prices.

8.6. INVENTORY REPORTS

	REPORT FULL NAME AND DESCRIPTION
INV-02	**Ideal Usage** Shows ideal usage for the specified period.
INV-03	**Inventory Report** Select daily/weekly or monthly inventory range first. The report shows the ingredients received, cost per item and value.
INV-04	**Food Order Report** Shows food orders for a specified period.

INV-05	**Stock Received Report** Shows food received, date the food was received, amount of cases.
INV-06	**Stock Received Report with food cost** Shows food received, cost for a specified period, amount of cases and cost per case.
WTR	**Waste Transfer Report** Shows transfers in/out of a specific restaurant and wasted food items.

8.7. LABOUR REPORTS

	REPORT FULL NAME AND DESCRIPTION
DCM-01	**Driver Commission** Shows drivers' commissions.
DCM-02	**Detailed Driver Commission** Shows drivers' commissions for each ordered delivered (customer address and phone number are displayed) along with drive time in min.
EMP-07	**Weekly Payroll Report** Shows the hours worked by employees, pay rates and amounts paid.
EMP-08	**Employee Time Sheet** Shows the hours worked by employee, start and end time for each working day, pay rates and theoretical pay.
EMP-09	**Detailed Labour Cost** Detailed analysis of labour costs - hrs worked by employee, pay rates and actual pay.
EMP-10	**Theoretical Labour Summary** Summary of clocked hours.
EMP-11	**Actual Labour Summary** Summary of hours paid.
EMP-13	**Labour over time** Labour overtime, shows hours worked and pay rate.
EMP-16	**New Detailed Labour Cost** Detailed analysis of labour costs. Shows start and end times of working days, hours worked, pay rates, commissions and shifts pay by employee.
EMP-17	**New Summary Labour Cost** Summary analysis of labour costs.
EMP-17o	**Old Summary Labour Cost** Old summary analysis of the labour costing.
EMP-19	**Advanced Employee Timesheet Report** Advanced report showing details such as: start and end times of employees' working days, hours worked, hours worked after midnight, employee name and job title.
EMP-20	**New Breaks Analysis Report** Shows labour shifts and breaks cost. Staff Time Keeping Report.
EMP-50	**Breaks and paid shift analysis** Shows paid labour shifts and breaks cost.
EMP-99	**Staff File Report (Employee Listing Report)** Shows staff files, including address, phone number and email address.
VEH-01	**Vehicle Usage Report** Shows vehicle usage by registration number. Shows vehicle make, registration date, mileage and money.
VEH-02	**Employee Vehicle Report** Shows vehicle usage per employee.

8.8. FINANCE REPORTS

	REPORT FULL NAME AND DESCRIPTION
CRE-01	**Uploaded Credit Card Summary**
CUS-26	**Account Customers Spend Report**
EMP-03	**PaidOuts Report** Shows all paidouts (by category) generated by each staff member.
EMP-12	**PaidOuts by Cat Report** Shows all paidouts by category.
EMP-14	**Driver Detailed Cash Rec** Shows delivery paytypes by driver.
EMP-15	**Full Driver Cash Rec** Used for drivers end of night cashup when the *All to float* option was used. Shows driver name, order number, dispatch time, drive time, distance, address and pricing.
SAL-01	**Receipts by Payment Type** Shows the amounts for each payment type (cash, credit card, PDQ, etc.) for the dates in the specified period.
SAL-03	**Cancellation Report** Shows cancelled orders, customer name and phone number, the employee who cancelled the order and the reason for it.
SAL-04	**Credits Report** Shows credits given or used.
SAL-06	**Cancels and Discounts** Shows sales for the specified time period, cancelled orders amounts and discounts given for each order.
SAL-07	**Discount Reasons Report** Shows the reasons for discounts given.
SAL-13	**Account Customers Spend Report** Shows account customers sales.
SAL-15	**Void Reasons Report** Shows reasons for refunds and void orders. The reports shows ticket number, customer, amount, discount (if any), the date the order was taken and made void and the reason for it.
SAL-22	**Sales by Coupons Report** Shows web and in-store sales breakdown by order taking type.
SAL-31	**Account Customers Cash Spend Report** Shows cash sales of account customers.

8.9. TRENDS REPORTS

	REPORT FULL NAME AND DESCRIPTION
TRE-01	**Trended Sales by Postcode Sector** Shows sales by post codes
TRE-03	**Trended Sales by Customer Order Count** Shows sales by customer order numbers – new and less than 5 orders.
TRE-04	**Trended Delivery Time Analysis**

	Shows number of orders delivered within a specified time range. These orders are displayed into columns depending on the delivery time – under 25 min, between 26-30 min, between 35-45 min, etc.
TRE-05	**Trended Sales by Order Value** Shows the quantity and value of orders
TRE-06	**Trended Sales by Premise Type** Shows sales split into business, residential, etc.

8.10. ANALYSIS REPORTS

	REPORT FULL NAME AND DESCRIPTION
DIO-1	**Dine In Orders** Shows dine in orders.
EDT-01	**Order Edit Trail** Shows the trails of edited orders.
FIS-01	**Fiscal Reconciliation Report** Fiscal reconciliation report.
FIS-02	**Fiscal Printer Exceptions Report** Shows exceptions for the fiscal printer.
PAR	**Printer Audit Report** Shows a list of audit events.
SAL-08	**Delivery Paytype Reports** Shows deliveries split by pay type.
SAL-70	**Shows Card Refund Stuff** Shows credit card refunds.
SAL-71	**Audit Report for Cleared Orders** Shows details of non-committed orders.
TOT-01	**Cash Reconciliation Report** Shows receipts, paidouts, deposits and cash.

9. LATEST REPORTS

Here is a list of the latest reports developed in Rameses. Please contact us to check if they are available for your licence and Rameses version. Additional fees might apply as well.

You will see our contact details on page 130.

REPORT CATEGORY	REPORT NAME	REPORT FULL NAME AND DESCRIPTION
PRODUCTS	PRO-10	**Product Waste Report – Ingredients** The **PRO-10** report shows wasted recipe items grouped by reason and assigned cost for the specific Item. The **PRO-10** report provides detailed information about who approved the wastage and the ingredients of the items wasted, the amount of each wasted item.
	PRO-11	**Product Waste Report** Shows wasted products grouped by reason and food cost. The **PRO-11** report shows wasted PRODUCTS grouped by reason and food cost. The **PRO-11** report provides detailed information about who approved the wastage, the product wasted (without the ingredients split), and how many products have been wasted.
INVENTORY	INV-06	**Stock Received Report With Food Cost** This report allows Andromeda customers to see the received stock items, the amount of cases, the price per case, the line price for the received quantity and the total cost. The report is based on the INV-05 report.
SERVICE	SER-30	**Late Delivery Confirmation Report** This new report shows all late deliveries for a selected period, the make and oven time, when the order was placed, the wanted time, the driver who delivered the late order and order value.

For a more detailed description of all reports, including visual representation of each one, please consult *Rameses Reporting Guide.*

10.EMP SCHED (EMPLOYEE SCHEDULE)

From the Main Menu, click on **Emp Sched** to view your employees' working schedules for the current week. You can toggle between the hours worked by employees (see Fig. 171) and their individual weekly schedules (see Fig. 172).

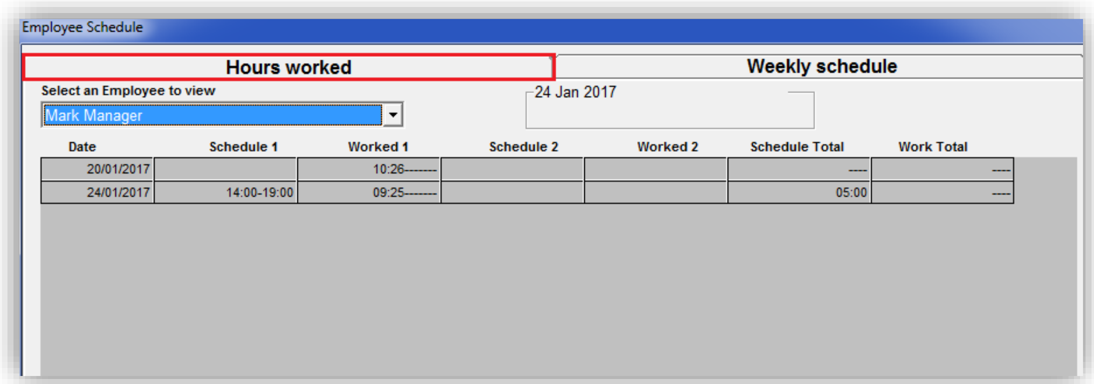


Figure 167: Employee Schedule > The Hours Worked tab

The **Weekly Schedule** tab displays the following information:

- **Employee name** and **Job title** - each marked in a different colour.
- **Hours** - the working hours for each day of the week.
- **Cost** - calculation of the payment due based on the hours worked and employee's pay rate.

Note:
(Shift 1) - refers to the regular working hours of the employee.
(Shift 2) - used for a different rate which is additionally set in the Custom Settings options.

For more details on how to create a schedule, please refer to section 6.1.1. Creating a schedule.

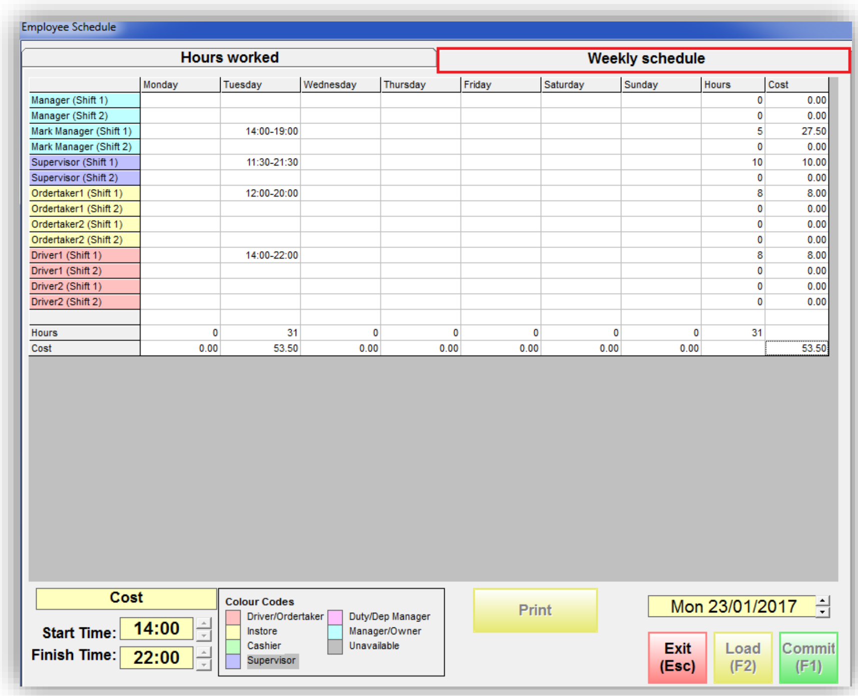


Figure 168: Employees weekly schedules

11.NOTICEBOARD

By clicking the **NoticeBoard** button on the Main Menu, you will open a screen from which you can send and receive messages.

Once you are logged in, go to the NoticeBoard to read or send a message.

You can send a message by clicking on the **Compose New Mail Message (F11)** button.

Select who to send the message to from the list of names in the dropdown.

When ready, click **Send Message (F1)**.

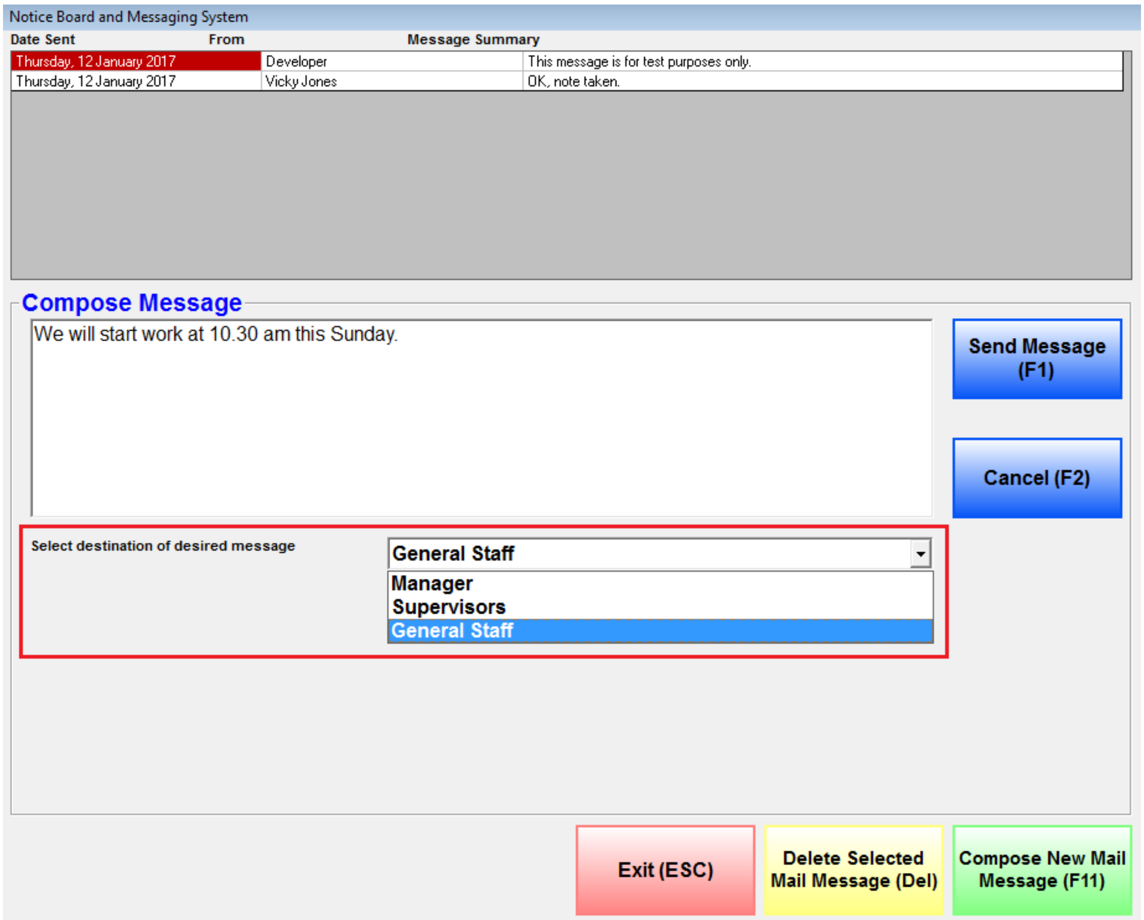
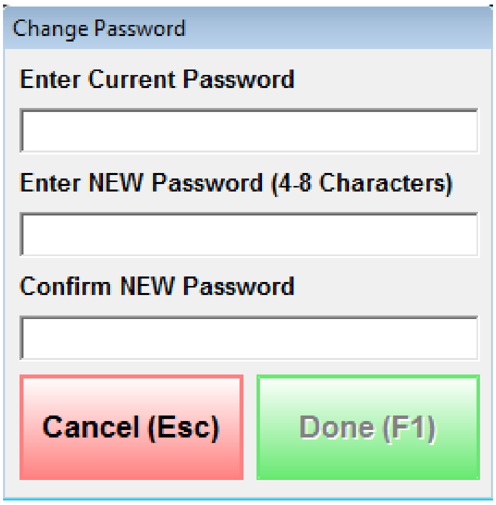


Figure 169: Rameses NoticeBoard

Delete a message by clicking the yellow button **Delete Selected Mail Message.**

12. PASSWORDS

To change your password, click the **Passwords** button from the Main Menu (or press the **F7**).



Clicking **Cancel** or pressing the **Esc** key will return you to the Main Menu and your password will **NOT** be changed.

Clicking **Done** or pressing the **F1** will activate the password change and deliver the following message: *Your password has been successfully changed.*

Click **OK** or press the Enter key to return to the Main Menu.

Any users who are lower than Supervisor level (for example, Drivers) must first be clocked in via the Dispatcher/TimeKeeping screen.

Note: If you do not see the name of an employee on the login screen but you can confirm that you have set them up and saved their Employee File, then most likely the issue is that the employee does not have Supervisor access or above.

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