# andromeda we help you deliver

# RAMESES User's Manual

	Select your User name from the list	
· · · · ·	Refresh	Clock
andromeda	Mark Manager	
• _ we help you deliver	Vicky Jones	
Rameses POS 4.80.20.0 Copyright 1999-2017 Andromeda Traiding Ltd.		
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enu Version: 16		
omputer Name: SERVER0005B3		
ontact Numbers		
203 510 2510		
nelpdesk@androtech.com		
	Please enter your password O	R swipe card
Hide Login	Clear	Login

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

# 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 <u>New Order Menu</u>).

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.

Main New Order	<b>andromeda</b>	Rameses Enterprise Version 4.80.20.0 Computer Name:SERVER0005B3 Andromeda Trading Ltd.	Online Help
Dispatcher	• • • we help you deliver	Copyright 2000-2005	
2			
Supervisor			
Ŵ			
Manager			
Emp Sched			
NoticeBoard	System Information		
Passwords			
$\bigcirc$			
Logout			

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.

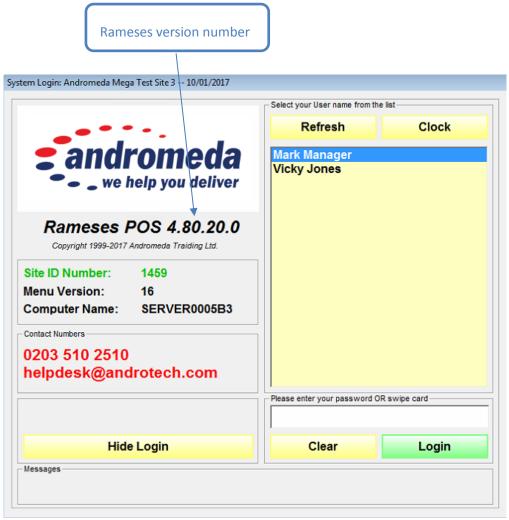


Figure 2: Rameses Login Screen

Click the <u>Refresh</u> button or press F1 to refresh the user list. Click <u>Clock</u> or press F2 to clock in using the employee's swipe card. The <u>Hide Login</u> 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 <u>Refresh</u> 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 <u>must</u> 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.

Float Count				
Todays Date			Instructions	
12/01/2017			Please press enter after each line	
Float Brea £50 x £20 x £10 x £5 x £2 x £1 x 50p x 20p x 10p x	kdown	= £100.00 = £100.00 = £100.00 = £100.00 = £0.00 = £0.00 = £0.00 = £0.00 = £0.00	<ul> <li>Please enter the amount of each note or coin you have in the float. NB - this is for the TOTAL float for the whole shop - not just your till.</li> <li>Once you have entered this float you can use the UP CASHIER in the till to move the money into your Till.</li> </ul>	
5p x		= £0.00		
2p x = £0.00				
1p x = £0.00		Ejec		
Total = £400.00		Cancel (Esc)	Confirm (F1)	



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

	Award Float to Employee
	Selected Employee
	Asen Colour
	Dark Blue
Enter the money you are giving this driver and press	Cash Float to give Manufacturer Opel
<u>Continue</u> to confirm.	Select Vehicle Make
	212121212 V
	GPS Allocation - select tracker
	Not Enabled
	Cancel Continue (Esc) (F1)
	Figure 4: Award Float to Employee

5. If you have a driver screen, login to the system and go to the <u>Dispatcher</u> 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.

[T] TASKS	Web :	ot Install Not Insta ot Install	alled		la	in
Drivers Working	g Today					
Name		Float	Status	In	Out	Due
Asen			Ready	11	-	-
Change Ord	lers		0 . IF			
(SPC)		Book	Out (Enter)		кер	ort (R)

#### 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.

Orders In Store STATS - AvgMake : 0 AvgDisp : 0 AvgDoor : 0		taining Rd to Blackpool			23
Num Type Details PostCode X-Y Due Status	- II_/ 🔼 °				
0 DEL 3ALWOODAVENUE FY38NG 00-00 43 Make	( ← →	C https://www.google.com/maps/di	ir/Staining+	+Rd,+Staining,+Blackpool+FY3+0DD,+UK/Blackpool+ 😭	:
	=	📀 🛤 🕫 🚓 🛧	×	Sign in	
	e e	Staining Rd, Staining, Blackpool FY3 0	) - 🚹	Berndd	
	•	FY3, Blackpool, UK		Por Rd	
	÷	Leave now 👻	OPTIONS	Anno Normoss	
	Ð	Send directions to your phone		GA <sub>2</sub> , <sup>7</sup> as <b>psprob</b> <b>G 3 min</b> 1.0 mie	
	<b>A</b>	via Staining Rd and B5266	3 min		
		Fastest route DETAILS	1.0 mile	lackpool O A 14 min	
Lock (F10) Reprint (F11) Cancel (F12) Map (M) Disp (Enter)	Ŕ	via Staining Rd	14 min 0.7 mile		os
Paytype of CASH(Abs Num=700875) THE CUSTOMER 09458458768 Quantity -	tails				
quantity	_				
3 ALWOOD AVENUE	Mec			pital	
BLACKPOOL FY3 8NG				-	
Taken by Developer at 09:31:41					1
Full Price £29.98				Earth Google	3
Net Price £29.98				Map data ©2017 Google Terms 1000 ft maps.google.bg Send feedback	1

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 <u>New Order</u> (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<sup>1</sup>.
- 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.

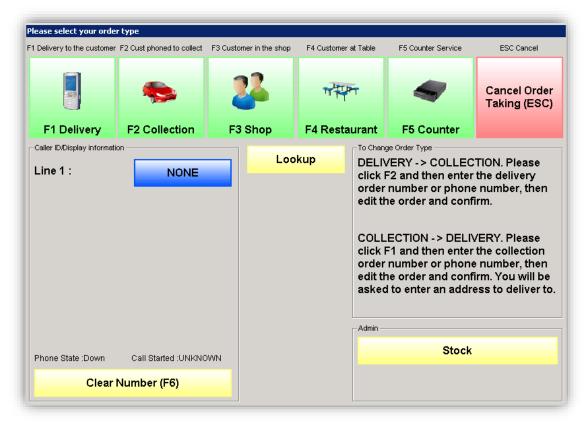


Figure 7: Rameses Order Taking Options

<sup>&</sup>lt;sup>1</sup> 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 **<u>F1 Delivery</u>** 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 <u>Clear Number</u> (F6) to clear or <u>Lookup</u> 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)**.

-Current CID Sta Number :UNKN Time :UNKNOW Please enter the 09876 _ength OK	DWN N phone number 54321	ticket num	If you want to change (edit) an order you have already sent through - just enter the ticket or phone number here and then choose EDIT from the main ordertaking screen
Cancel	Clear	Done	
(Esc)	(F9)	(F12)	

Figure 9: Enter customer's phone number

Click <u>Clear</u> (F9) to clear an existing phone number. Enter the phone number and click <u>Done</u> (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

Rameses Name Editor PLEASE ENTER TH	E CUSTOMERS NAI	ME
New Name Free Format name		
Default (F2)	New (F3)	Update Name (F4)
	Cancel (Esc)	Done (F1)

Figure 10: The Customer's Name Field

PLEASE ENTER TH	E CUSTOMERS NA	ME
New Name Title First Name MRS VICKY	Surname	
Default (F2)	New (F3)	Update Name (F4)
	Cancel (Esc)	Done (F1)



Rameses Address Locator Please Enter the Postcode NVV1	Laslum DestCade (FC)
	Lookup PostCode (F6)
PCODE NOT FOUND 1	RY STREETFINDER
	To enter a manual address or edit one, just press Manual Address (F11). You can then change all the address details by hand
	StreetFinder (F5)
	Manual Address (F11) Cancel (Esc)

Figure 12: The Postcode 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.

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

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.

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 <u>Manual Address</u> 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**:

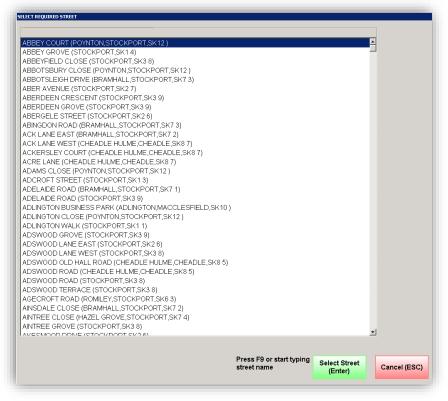


Figure 13: Select the required street after clicking the StreetFinder (F5) button

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 <u>Select Street (Enter)</u> button. Then select the street number and click **Select Address (Enter)**:



Figure 14: Select the exact customer's address

You can also use the <u>Map (F3)</u> 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 **<u>New (F12)</u>** 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 <u>Manual Address (F11)</u> button after customer phone number input. Then, the following entry form will be displayed:

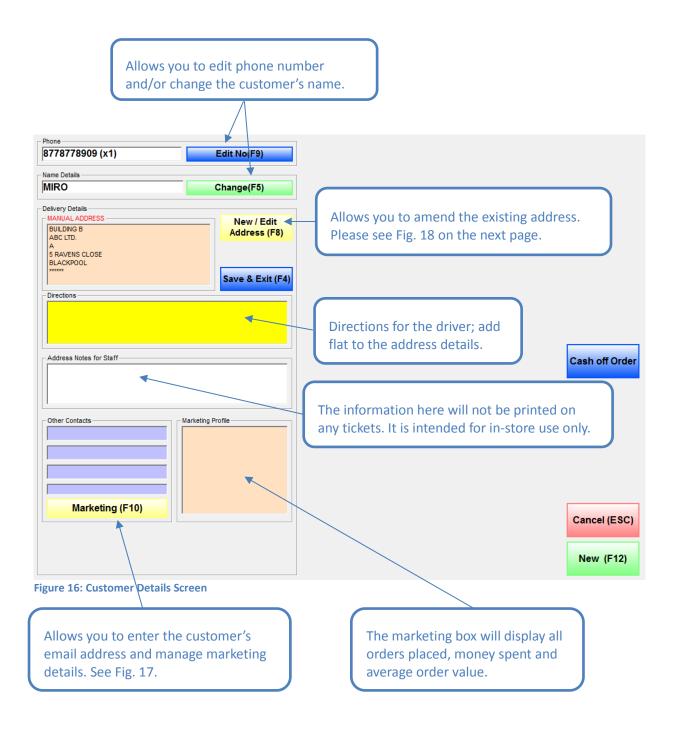
Rameses Manual Address Entry Form	n
Organisation	ABC Ltd.
Premises 1 A	Premises 2 Premises 3
Street Number	5
Street Name	
RAVENS CLOSE	•
User1/2/3	
Town	BLACKPOOL
Locality	·
County	
PostCode Complete(F6)	If zip/postcode incomplete or unknown, please click complete
Sub Address	Building B
Directions	
Directions	
Directions Map Grid	
	Cancel (Esc) Done (F12)
	Cancel (Esc) Done (F12)
Map Grid Reference 1	Cancel (Esc)

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.



Clicking on the <u>Marketing (F10)</u> 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.

Marketing Contacts	
Current contact links for this address 0123123123	Disable (F1) Do Not Market (F2)
New Contact Links - saved with address	
	Remove new Contact (F4)
	Do Not Market (F5)
	Toggle Work/Home (F6)
Phone Number Entry	
	Save Phone (F7)
Email address entry	
@	Save Email (F8)
	Cancel Done (Esc) (F12)

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

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

• The New/Edit Address (F8) button

lect address to add or update		Click this button if you
UILDING B,ABC LTD.,A,5 RAVENS CLOSE,BL	ACKPOOL,*****	want to:
EW ADDRESS 2	с	
EW ADDRESS 3	с	- update an existing
EW ADDRESS 4	с	address
EW ADDRESS 5	С	
Address Entry Options		<ul> <li>add another</li> </ul>
		address (see Fig. 18)
PostCode (F1) Manua	I (F2) Street Finder (F5)	- blacklist an address (see Fig. 19) - award credit - disable marketing

Figure 18: Add or update customer address

Credit/Blacklist/Do not Mail		
Address to apply options to 12,FLAT 10,THE MALTINGS,YOF		L,FY1 5BF
Do NOT Mail	Address Blacklisting	Address Credit
DO NOT MAIL	Rlacklisted	Credit £: 0.00
Allow Account	Date :	Date :
Address Type		
_None _	Blacklist Reason	Credit Reason
Enter tax exempt number	Cancel (Esc)	Done (F1)

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

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

Phone	
8778778909 (x1)	Edit No(F9)
Name Details	
MIRO	Change(F5)
Delivery Details	
BLACKLISTED - PRESS F8 12 FLAT 10	New / Edit Address (F8)*
THE MALTINGS YORKSHIRE STREET BLACKPOOL	Flat / Dept / etc
FY1 5BF	Save & Exit (F4)
Directions	
1	
Address Notes for Staff	
1	
Other Contacts	keting Profile
Marketing (F10)	
BLACKLIS	SIED

Figure 20: An example of a blacklisted address

Click **<u>Cancel (Esc)</u>** 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 <u>Dispatcher Menu</u> and select an order from the list. Then click the <u>Cancel (F12)</u> button and enter a reason for the cancellation or select from the predefined options given (the yellow buttons).

Orders In Store STATS - AugMake : 169 AugDorp : 170 AugDorp : 0       Protection XX for Status       In Out Due         With Termination of the store Status in the store S	Dispatcher	Time : 13:46:40 Cashier : Developer Float : £0.00	Orders :6 Cancels :0 Future :0	In Store : 5 Road : 1 Cashed : 0	EDT :44	[T] TASKS	LM : Not Installed Web : Not Installed EP : Not Installed	Main	
Main Merui         ColL         Intellig         4000023 (1000000000000000000000000000000000000			AvgMake : 169 AvgDisp : 170			Drivers Working			
2       COLL       PCVR       221500       Male         3       COLL       PVRYTY       103000003       PVRYTY       PVRYTY         4       COLL       MARE       PVRYTY       PVRYTY       PVRYTY         4       COLL       MARE       PVRYTY	<u> </u>					Name	Float St		
3       OOL       TVERTY       19990003       Main         4       OOL       MAIN       BITERSAGE       Main         5       OOL       MAIN       BITERSAGE       Main         6       OOL       MAIN       BITERSAGE       Main         7       Tongie View       Ooder       Ooder       Notes         7       Tongie View       Ooder       Ooder       Ooder       Notes         7       Transformer       Ooder       Ooder       Notes       Notes         60       Tongie View       Ooder       Ooder       Notes       Notes         7       Transformer       Ooder       Notes       Notes       Notes       Notes         60       Tongie View       Ooder       Notes       <	Main Menu			400000343		OVERDUE:Asen	Ro	ad*1 - 84 2	D
Image: Second				3215666					
Interesting				10300003					
TimeKeeping       Image: Second	(· Y -)	4 COLL MIX		15616646666	-149 Make				
Toggie View         Image: View		5 COLL MIRO		8778778909	36 Make				
Security       Particular         Image: Security       Particular	TimeKeeping								
Image: Second State       Particular         Image: Second State       First by Developer         Image: Second State       Full Price 647.377         Image: Second State       Full Price 647.377         Image: Second State       Second State         Image: Second State       Full Price 647.377         Image: Second State       Time Tuber: Therefore									
Image: Control of Statutes Texture       Particular of Statutes Texture <th>Toggle View</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	Toggle View								
The functions       Point for the control of the control	-								
Implementation       Imple	-						Corder to be CANCE	ELLED/REJECTED	
Image: Control of the control of th	Till Functions						1->		that you have selected the
MakeCut       Person	.034								
MakeCut       With accut       With accut       With accut       With accut       With accut       With accut       With a control with a	0						Pancon		
MakeCut       Image: Content of the print (F11)       Cancel (F12)       More (F12)       More (F12)       Cash (Enter)       Change Or (SPC)         Pask Report       Performe of CASH/Liss Hum-706170)       Product Details       Hoax       Cold       Cold         Print       TimeE       466665343       Product Details       Time of the order and press F12 to uncancel       Item missing         Is store Staff       Taken ty Developer       Time E 47.977       Meet Price £47.977       Item incorrect       Other         Cust History       Time Taken 12.49.40       Time Taken 13.49.40       Other       Cancel (Esc)       Done (F1)							Reason		
Image: Start Report       Lock (F10)       Reprint (F11)       Cancel (F12)       Marp (M)       Cash (Enter)       Change Ore (SPC)       Hoax       Cold         Image: Start Report Instein       Paytee of CASH/Ats Hum-Y00876)       Power of CASH/Ats Hum-Y00876)       Power of CASH/Ats Hum-Y00876)       Power of CASH/Ats Hum-Y00876)       Hoax       Cold         Image: Instore Start       Image:	48.							*	
Pash Report     Lock (F10)     Reprint (F11)     Cancel (F12)     Mittip (M)     Cash (Enter)     Change Ore (SPC)       Pash Report     Pashpe of CASH(ks flum=706/7g)     466666343     Pashpe of CASH(ks flum=706/7g)     Hoax     Cold       In store Staff     Taken by Developer     Total 102/03.4     Pashpe of CASH(ks flum=706/7g)     Hoax     Cold       In store Staff     Taken by Developer     Total 102/03.4     Total Proc 647/97     It is the pash of an and pess F12 to uncancel	MakeCut						>		
Pash Report     Lock (F10)     Reprint (F11)     Cancel (F12)     Mittip (M)     Cash (Enter)     Change Ore (SPE)       Pash Report     Pashpe of CASH(ks flum*708/7g)     466666343     Pashpe of CASH(ks flum*708/7g)     Hoax     Cold       In store Staff     Taken by Developer     110 20:34     Taken try Developer     Time F47     It is prove 647.977       Cust listory     Time Taken 13 48.40     Time Taken 13 48.40     Time Taken 13 48.40     Done (F1)							4		
Pash Report     Lock (F10)     Reprint (F11)     Cancel (F12)     Mittip (M)     Cash (Enter)     Change Ore (SPE)       Pash Report     Pashpe of CASH(ks flum*708/7g)     466666343     Pashpe of CASH(ks flum*708/7g)     Hoax     Cold       In store Staff     Taken by Developer     110 20:34     Taken try Developer     Time F47     It is prove 647.977       Cust listory     Time Taken 13 48.40     Time Taken 13 48.40     Time Taken 13 48.40     Done (F1)	73	· · · · · · · · · · · · · · · · · · ·						-	To uncancel an order go to
Particle (Pro)     Regimin (Pri)     Cancel (Pri2)     Map (m)     Cash (Enter)     (SPC)       Particle of CA SHULKs Hum-2700/76)     Particle of CA SHULKs Hum-2700/76)     Product Cetais     Duantify Product Cetais       Store Staff     Taken by Developer at 10:20:34     Particle of CASHULKs Hum-2700/76)     Product Cetais       Cust History     Taken by Developer at 10:20:34     Full Price 647:97     Price 10:00       Cust History     Taken 10:40:40     Taken 11:40:40		1 - 1 (540) D		(11)	C. L. W. L. N	Change Ord			
Flash Report     Product Details       Product Details     Cold       In Store Staff     Product Details       Taken by Developer     at 10 20 34       Taken by Developer     Time Exercise 44900		LOCK (F10) Rej	Cancel (F1)	(M)	Casn (Enter)		11	0.14	
In store Staff     THREE     466665343     Ouanity — Product     It is product     It is product       Image: Store Staff     Taken by Developer     If ull Proc 647 97     It is product     It is product     Other       Cust History     If ull Proc 647 97     It is product     Other     It is product     Other	Flash Report						ноах	Cold	
In store Staff     THREE     466665343     Ouantity — Product     It is broken by the store staff of the store s		Paytype of CASH(Abs Num-	-700876)		Product De	tails			
In store Staff  Source Staff  Cut History  C	77			1	Quantity -	Product			
In Store Staff	2.6				3	Lro Deeo* Mediterra	Late	Item missing	
Cast History Current User: Developer Time Taken 13 48 40								-	
Cast History Current User: Developer Time Taken 13 48 40	In Store Staff								
Taken by Developer         Totalen 13 48 40							Itom incorrect	Other	
Full Price 647 37         Curst History         Done (F1)           Curst History         Time Taken 13 48 40         Done (F1)							item incorrect	Other	
Cust History Cancel (Esc) Done (F1)		Taken by Developer at	10:20:34						
Custilistory Cancel (ESC) Done (F1)				Full Price £47.97					
Custilistory Cancel (ESC) Done (F1)				Net Price £47.97			0	Dame (E4)	
Current User : Developer Time Taken : 13:46:40	Cust History						Cancel (Esc)	Done (F1)	
	Current User : Dev	reloper Time Ta	aken :13:46:40						

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 <u>New</u> to proceed with placing the order.

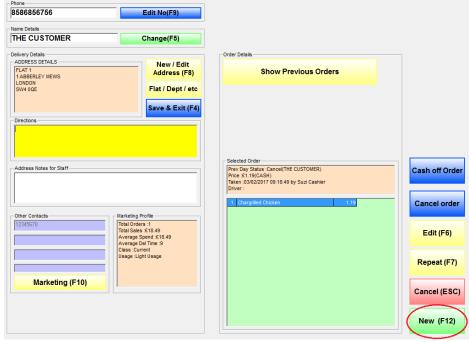


Figure 22: The button <u>New</u>

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.

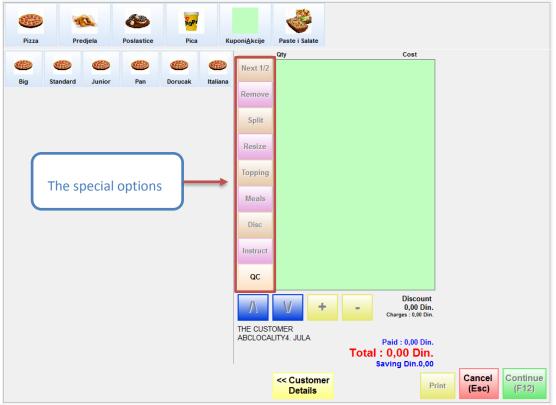


Figure 23: Special options in order taking

• 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

#### - Default toppings

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).

#### - Additional toppings

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<sup>2</sup>.

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.

<sup>&</sup>lt;sup>2</sup> 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.

Deals and Coupons				
Select a Deal or coupon to use -				
BOGOF Percent/Fixed Di	BOGOHP scount/Percent	BOGOHP Percent/Percent	Cheese Burger Meal 3.99	Add Item-
Cheese Burger Meal 3.99			Burgers . The Shoveman	V
		$\rightarrow$	DealsOnly . French Fries REG	~
			Drinks . 7Up 500ml	
			Cancel (Esc)	
∧ Find		- v	Done (F1)	

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.

		tems		By clicking on the yellow buttons on the
Cheese Burger Meal 3.99		Drinks . 7Up 500ml	First	right, several other options will be
Deal Products (x) x=Line in Current Order	Add Item	Drinks . Diet Pepsi 500ml		displayed.
Burgers . The Shoveman	V	Drinks . Pepsi 500ml		uispiayeu.
	<b>v</b>	Drinks . Pepsi Max 500ml		For example, the customer may require a
DealsOnly . French Fries REG		Drinks . Tango 500ml		different drink than the default one.
Drinks . Tango 500ml	V		٨	
				Please note these settings should be defined beforehand in the Menu Editor.
			V	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 <u>Cancel (Esc).</u>
Cancel (Esc)				
Done (F1)			Last	

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

#### 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 <u>Meals</u>, the following special deals will be displayed:

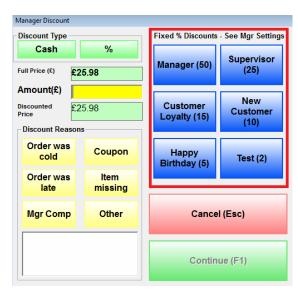


Figure 27: View all deals associated with a specific food item

#### • Dics (Discounts)

You can apply a discount by clicking on the **<u>Disc</u>** 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.



#### 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.

Figure 28: The Discount Screen

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

System Message					
Have vou su	ggested a SID	E?			
No [F1]		Yes [F12]			

Figure 29: An upselling message

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

System Message					
Have you su	ggested a DRI	NK?			
No, thanks. [F1]		Yes, please. [F12]			

#### • Instruct

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

Please enter your	Please enter your comments for this order line					
Item on line	:Med Thin* Spicy	Italian				
Line Comment						
Do not add s	auce.					
L	]					
	Cancel (Esc)	Continue (F1)				

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 <u>Continue</u> (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')
- <u>Change to Collect</u> 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.

Customer Details			Other Information
Name :THE CUSTOME	2		SEND SMS
Phone :74734958345			PRIORITY C NOT PREPAID
22 ARKHOLME AVEN	UE Delivery Directions		EST DEL TIME 36mins
BLACKPOOL	Delivery Directions		EST DEL TIME Jomins
FY1 6QJ			NO ORDER TRACKING
			NO ONDER INCOMING
	,		
	Notes for Staff-		
			Change To Callact
			Change To Collect
1	1		
- Order Specific Notes		- Notes for Chef	Credit Information
			Credit : n/a
1			
Qty Produ	ct Cost	Price Calculation	START MAKING
1 Sml Pan* Double		Pre Disc £25.98	ACAD
1 Med Thin* Meatb			Future Time (F9)
		Del Charge £ 0.00	
			- Payment information
		Handling Fee £0.00	Pay Type :CASH
		Disc credit £12.99	
		Loyalty Cred £0.00	
		WWW Adjust £0.00	Payment Method : Valid
			a dynene mediod . Valid
			Change Paytype (F10)
			<< Return to address
			SS Return to address
		FINAL PRICE INC TAX	<< Return to order
			SS Return to order
		£12.99	
		~12.00	Cancel (Esc) Confirm (F12)
			Cancer (ESC) Commit (F12)

Figure 31: The Order Summary Screen

• <u>Change Paytype (F10)</u> 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:

Change Payment Typ	e							
Order Amount :£32.97								
Please enter a card number OR select another paytype								
CASH	CHEQUE	ACCOUNT	PDQ					
VOUCHERS	*WEBCARD							
		Proces	s Card (F9)					
Exit (	ESC)							



To pay by credit or debit card click on <u>Process Card (F9)<sup>3</sup></u> and enter the card details. The <u>PDQ<sup>4</sup></u> 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.

<sup>&</sup>lt;sup>3</sup> Card processing over the phone/in store. This is a chargeable add-on module.

<sup>&</sup>lt;sup>4</sup> 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)**.

Future Time	
Enter the time the customer wants the order	
08:14 ÷	Cancel (Esc)
How many minutes before the customer wants the order should the	Future Date
order appear?	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.

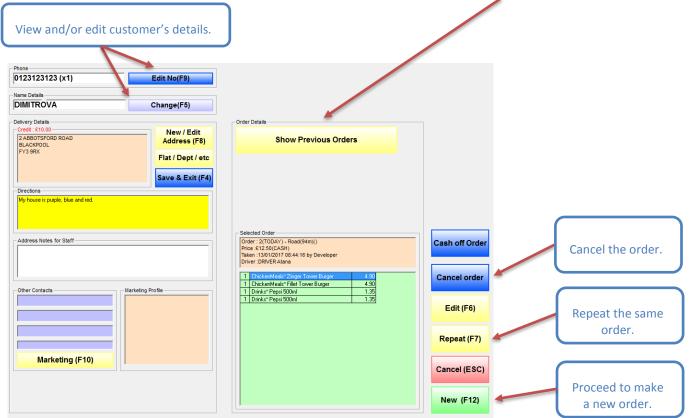


Figure 34: The Show Previous Orders button

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 <u>last</u> 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.

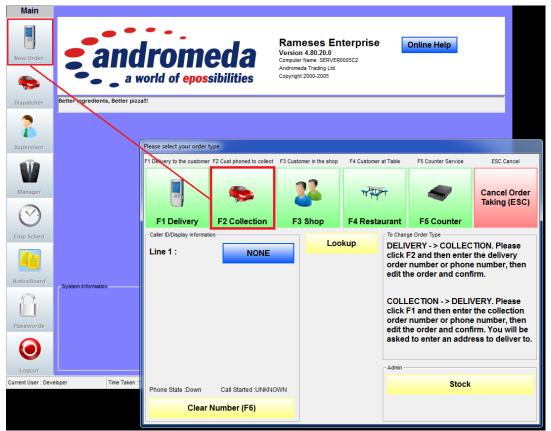


Figure 35: Rameses Collection Order Taking Type

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.

- Current CID St Number :UNKN Time :UNKNOV Please enter the 01234	OWN /N phone number/	 If you want to change (edit) an order you have already sent through - just enter the ticket or phone number here and then choose EDIT from
Length Ok		the main ordertaking screen
Lengaron		

Figure 36: Rameses Phone Number Entry

You must then cash off the order from the <u>Dispatch Screen</u> 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 <u>New Order</u> tab from the Main Menu and then **F3 Shop**.



Figure 37: Rameses Shop Order Taking Type

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

Rameses Name Editor		
PLEASE ENTER THI	E CUSTOMERS NA	ME
Free Format name		
Default (F2)	New (F3)	Update Name (F4)
	Cancel (Esc)	Done (F1)

Figure 38: Rameses Name Editor screen

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

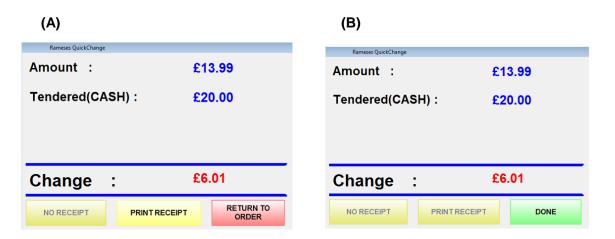
This screen appears at the end of an order instead of the order confirmation screen that is shown in the Delivery and Collection modes.

1				4	?		Sto-		
Pizzas	Curry Mains	Chinese Mains	Burgers	Chicken Meals	Drinks	Availability	DealsOnly		
				Next 1/2	Qty 1 Med Thin* G	arden Party	Cost 13.99	Full	13.99
				Remove				£5	£10 £20
				Split				7	89
				Resize				4	56
				Topping				1	2 3
				Meals*				0	00 C
				Disc				£13.99	£14
				Instruct	1			CASH	CHEQUE
							Discount £0.00	*CARD	ACCOUN
				Λ	V	• •	£13.99 Charges : £0.00		RORDER
						Tot	Paid : £0.00 tal : £13.99 Saving £0.00	Add Order	
	Waste			Change Name		Clear Payments		Cano (Es	

Figure 39: The quick Cash-off screen

Depending on the amount given by the customer, click <u>Full</u> (in this case £13.99) for the exact sum to be paid OR the amount corresponding to one of the buttons -  $\pm$ 5,  $\pm$ 10,  $\pm$ 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.



#### 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.

Delivery to the customer	F2 Cust phoned to collect	F3 Customer in t	shop F4 Custome	er at Table	F5 Counter Service	ESC Cancel
	•	22	TH	<b>P</b> T	-	Cancel Order Taking (ESC)
F1 Delivery	F2 Collection	F3 Sho	F4 Rest	aurant	F5 Counter	
Line 1 : Phone State :Down	NONE	WN	Lookup	click F order edit th COLL click F order edit th	/ERY - > COLLEC <sup>2</sup> and then enter number or phon- ne order and conf ECTION - > DELI <sup>5</sup> 1 and then enter number or phon- ne order and conf to enter an addr Stock	the delivery e number, then firm. VERY. Please the collection e number, then firm. You will be ess to deliver to
Clear	Number (F6)					

Figure 41: Rameses Restaurant Order Taking Type

Then you will need to select the relevant table.

		Restaurant
Table 1 Table 4 Table 9	Table 8     Table 5       Table 17     Table 12     Table 18       Table 13     Table 3     Table 14       Table 13     Table 11     Table 14       Table 16     Table 15	e 2 Table 6

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 <u>Settings</u> 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.

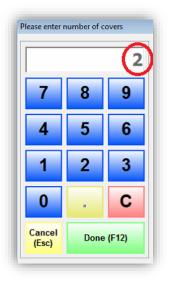


Figure 43: Enter number of covers

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.

P	Please select your order type							
F	1 Delivery to the customer	F2 Cust phoned to collect	F3 Custo	omer in the shop	F4 Customer	at Table	F5 Counter Service	ESC Cancel
		-		2	T	Ť	4	Cancel Order Taking (ESC)
	F1 Delivery	F2 Collection	E3	3 Shop	F4 Resta	urant	F5 Counter	
Г	Caller ID/Display informati	on ————				- To Chang	ge Order Type	
	Line 1 :	NONE		Loo	kup	click I order edit th COLL click I order edit th	/ERY - > COLLEC F2 and then enter number or phone he order and confi ECTION - > DELIN F1 and then enter number or phone he order and confi t to enter an addre	the delivery e number, then irm. /ERY. Please the collection e number, then irm. You will be
	Phone State :Down	Call Started :UNKNC	WN			Admin —	Stock	
	Clear	Number (F6)						

Figure 44: Rameses Counter Order Taking Type

	Qty		Cost		_		
Next 1/2	1 Med Thin* Spi	cy Italian	13.99	Full			0.00
Remove				£5	£1	0	£20
Split				7	8	;	9
Resize				4	5	;	6
Topping				1	2	2	3
Meals*				0	00	D	с
Disc				£13.9	9		£14
Instruct				CASH	1	CH	IEQUE
				*CAR	D	AC	COUNT
n			Discount £0.00 £13.99	Accou	nt	C	THR
Μ	V +	-	CLEAR ORDER				
		То	Paid : £0.00 tal : £13.99 Saving £0.00	TAKE AW OCCASIO Add Order	N	lana	IN I
		Clear Payments			xit Esc)		

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).

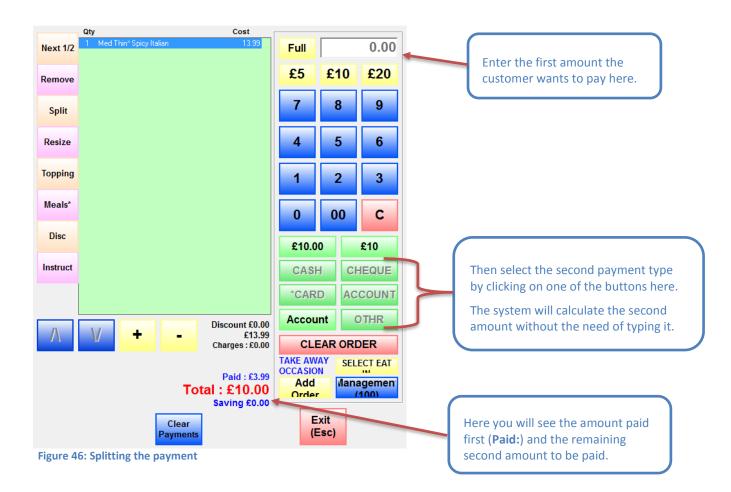
Let's assume the bill to be paid is £13.99 and the customer wants to split the payment -  $\pm$ 3.99 to be paid cash and the rest  $\pm$ 10.00 with a voucher.

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

Rameses POS	S Suite	×
Adding a p	art payment in - are y	you sure?
	Yes	No

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.



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

Rameses QuickChange	
Amount :	£13.99
Tendered(CASH) :	£3.99
Tendered(VOUCHERS) :	£10.00
Change :	£0.00

Figure 47: Rameses Quick Change screen

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

The <u>Management</u> 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.

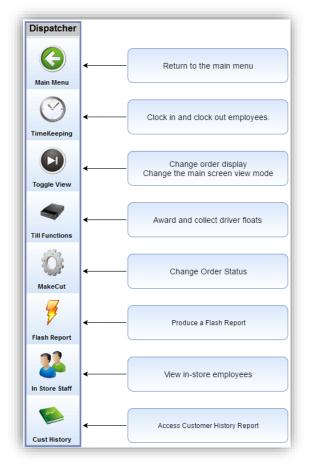


Dispatcher Figure 48: The Dispatcher icon

## 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

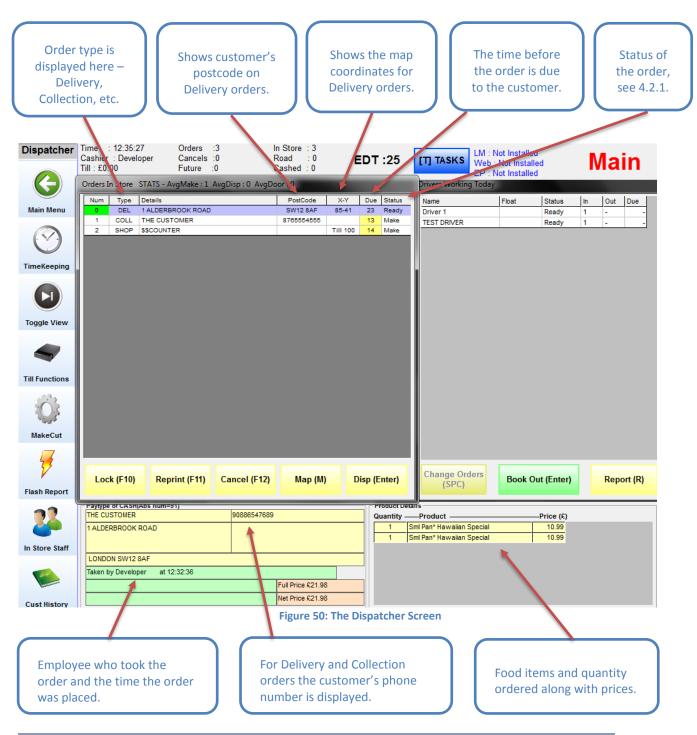
Once orders have been placed in Rameses they pass through from the order entry screen to the **Dispatcher Screen**, see Fig. 50. It is from here that orders can be assigned to drivers, dispatched out of the store and then cashed off. The **Dispatcher Screen** also handles drivers, they are clocked onto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

Time: 08:45:11OrdersCashier: DeveloperCancelsTill: £0.00Future	:2	In Store : 0 Road : 1 Cashed : 0	EDT :25
--	----	--	---------

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.



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 <u>MakeCut</u> 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 <u>Skip Make (F1)</u>). From here the order moves through into the 'Oven' stage.

Dispatcher	Time : 10:49:01 Cashier : Developer Till : £0.00	Orders : Cancels : Future :(	0 Ro	Store:1 bad:0 E ashed:0	DT :25	[T] TASKS	t Installed	Main	
Main Menu	Orders In Store STAT		vgDisp:0 AvgDoo	PostCode X-Y G43 1NL 00-00	Due Status 25 Prnt(20)	Name Flo			
TimeKeeping									
Toggle View									
						System	_		
Till Functions						Change Order State	(F1)	ETD in Minutes	25 Show all orders (uncheck box to display the orders taken by the current user)
MakeCut					$\rightarrow$	Skip Oven (		Update (F4)	Display Orders of Type: Dine In This is used if you only want to see of Collection a certain type of
Flash Report	Lock (F10)	Reprint (F11)	Cancel (F12)	Map (M) Sta	atus (Enter)	Skip Print (	F3)	Delivery shown on dispatche and order taking. Select 0 to make it be calculated automatically, otherwise you set it manually. The min deliv	er I✓ Delivery orders - for instance if you want the till to be used for shop/
22	Paytype of CASHIADS T THE CUSTOMER 0/1 24 BENGAL STREE		0123123123		Quantity —	These options will 'bun order through to the ne You can use these if th isnt working or you ne an order ready to dispa	mp'the ext stage. he printer ed to get	time is in manager settings	only.
In Store Staff	GLASGOW G43 1NL					cash.	aton or		
	Taken by Developer	at 10:48:40	F	ull Price £25.98		To cancel a credit can select the order on dis			
Cust History				let Price £25.98		and push Enter	spatemen		
Current User : Deve	eloper Tin	ne Taken :10:49:02				Calibrate Label	Printer		
									Exit (Esc)

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.

Ready Order: 0	
	Hide

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.

Authorisation	
Select your name from the	e list
Mark Manager	
Enter password or swipe	card
Cancel (Esc)	Confirm (Enter)

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 **<u>Reprint (F11)</u>** 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 <u>Cancel (F12)</u> button. You will then be prompted to give a reason for the cancelled order, see Fig. 54.

0> 18 AMBERBA	NKS GROV	To cancel this order - chec that you have selected the right order, then enter the
Reason	×	reason for cancellation in the box on the left. Confirm by clicking on Done and entering a manager password when prompted. To uncancel an order go to
Hoax	Cold	ORDER HISTORY, select the order and press F12 to uncancel
Late	Item missing	
Item incorrect	Other	
Cancel (Esc)	Done (F1)	

Click <u>Cancel (Esc)</u> 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.

Figure 54: Cancelling an order

### 4.2.5. Map (M) – Using the map feature

Highlight a delivery order and click the <u>Map (M)</u> button to view a map of the delivery destination.

Num	Туре	Details	PostCode	X-Y	Due	Status
1	COLL	THE CUSTOMER	85456967846		-13	Make
2	EAT	TABLE 2	Develope		-12	Make
3	DEL	21 ARNSIDE AVENUE	FY1 6NB	00-00	44	Make

Figure 55: The Map (M) button

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

Orders In Store STATS - AvgMake : 0 AvgDisp : 0	AvgDoor:0		$\epsilon  ightarrow$ C $$ https://ww	ww.google.com/maps/place/Arns	de+Ave,+Blackpool+FY1	+6NB,+UK/@53.8017961,-3.0426359,17z/data=!4m!	5! 🟠
Num         Type         Details           1         COLL         THE CUSTOMER           2         EAT         TABLE 2	PostCode         X-Y           85468987848         Develope	-14 Make -13 Make	FY1 6NB	۹ ×	·	a B	nfielu ign in
OEL 21 ARNSIDE AVENUE	FY1 8NB 00-01	0 43 Make	FY1 6NB Amaide Aree Blackpool UK	↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	Bioomfield Rd System Right Rd Specific Rd	Ourley Rd Car Radio Of Blackpool	entre alle
			★ ③ SAVE NEARBY	된 < SEND TO YOUR SHARE PHONE	ind Rd	Maivem Ave	
Lock (F10) Reprint (F11) Cancel		Disp (Enter) Product Detailt			Shetland Rd Falmouth Rd	Amside Ave	H
21 ARNSIDE AVENUE BLACKPOOL FY1 6NB Taken by Developer at 14:17:07					Lunedale Ave	Threft Dune (Rd Dune	
	Full Price £25.98 Net Price £25.98					Dunelt R	

Figure 56: Google map showing details of a delivery destination

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

• The Cash (Enter) button

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

Num	Type	Details	PostCode	X-Y	Due	Statu
1	COLL	\$\$THE CUSTOMER	85456967846		-19	Mak
2	EAT	TABLE 2	Develope		-18	Mak
3	DEL	21 ARNSIDE AVENUE	FY1 6NB	00-00	38	Mak

Figure 57: The Cash (Enter) button

• The Disp (Enter) button

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

1         COLL         SSTHE CUSTOMER         85456967846         26         Make           2         EAT         TABLE 2         Develope         24         Make	Num	Туре	Details	PostCode	X-Y	Due	Status
	1		\$\$THE CUSTOMER	85456967846		-25	Make
J         DEL         21 ARNSIDE AVENUE         FY1 6NB         00-00         33         Make	2	EAT	TABLE 2	Develope		-24	Make
	3	DEL	21 ARNSIDE AVENUE	FY1 6NB	00-00	33	Make

Figure 58: The Disp (Enter) button

## 4.3. TIMEKEEPING

From the Dispatcher Menu click the **<u>TimeKeeping</u>** 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 <u>6.5. Employees</u>). Click the <u>**Start Shift (S)**</u> button or press the **S** key to show a list of employees that are not currently clocked in.

Fine Keeping Functions     Staff Type to view       What do you want to do?     Staff Type to view       Start Shift(S)     Finish Shift(F)       Employee Status     Drivers(D)       Status     Name       Shift     Not SCHEDULED DRIVER Atanas	In-Store(i) Start Time	Click <u>In-Store (i)</u> to show all in-store employees.
Scheduled   Late	Shift Type Manager	Click <u>Drivers (D)</u> to show all employees that are Drivers.
1) Select to either start or end shift	Breaks	
2) Select the staff type to view - driver or instore 3) Select the employee and click on GREEN button (F1)	Report	
4) When done, click on the RED button (ESC)	Exit (Esc)	

Figure 59: Time Keeping Functions

## 4.3.1. Clock In and Clock Out

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

What do you wa	nt to do?	Staff Type to view	
Start Shift(S	) Finish Shift(F)	Drivers(D)	In-Store(i)
Employee Status Status	Name D DRIVER Atanas	Shift	End Time
			Shift Type Manager
Scheduled 🗖		Late 🗖	
	ier start or end shift		Manager
) Select to eith ) Select the sta	aff type to view - dri		Manager   Clock Out (F1)

The Employee Status can be:
<b>Due</b> - when the scheduled start time for a shift has lapsed.
<b>Early</b> - when an employee is scheduled to start work later in the day.
Finished is displayed on the start shift list when the scheduled end time for a shift has lapsed.
Not Scheduled - when the employee is not scheduled for work.
<b>Shift End</b> is displayed on the finish shift list when the employee is still clocked in after the scheduled end time for the shift has lapsed.
<b>None</b> - when an employee is clocked in during their scheduled hours.

#### Figure 60: Employee Status

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

#### 4.3.2. Employees Breaks

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

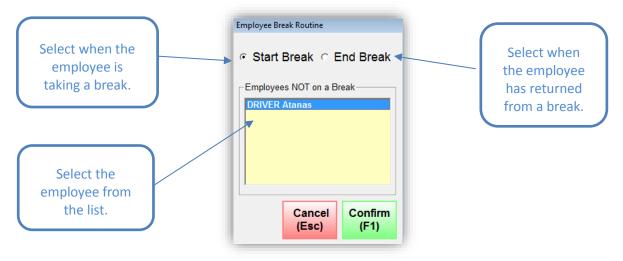


Figure 61: Employee Break

When taking a break, make sure the Start Break field is selected. Highlight the appropriate employee in the Start Break list and click <u>Confirm (F1)</u>. 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 <u>Confirm (F1)</u> button. Click the <u>Cancel (Esc)</u> button to return to the TimeKeeping Functions screen.

### 4.3.3. Drivers Report

While viewing driving staff, click on <u>Report</u> 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 <u>Reports section</u>.

## 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.

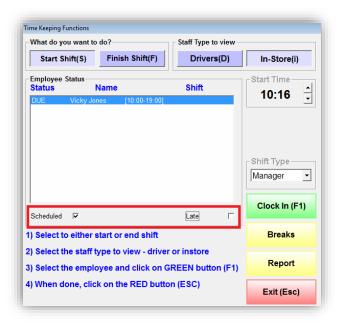


Figure 62: The 'Scheduled' and 'Late' boxes

# 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).

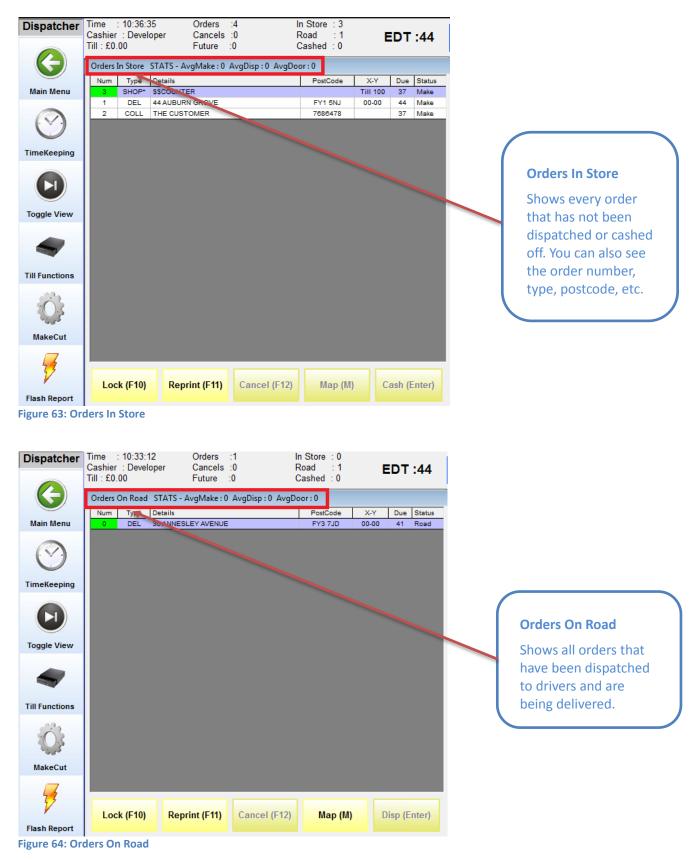
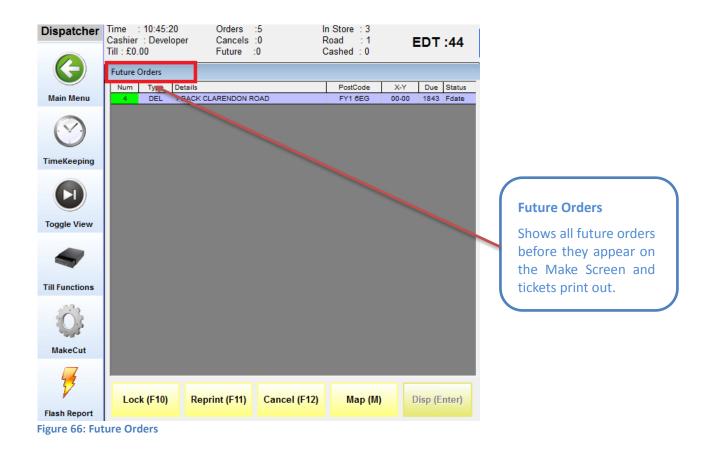




Figure 65: Orders History



#### 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.

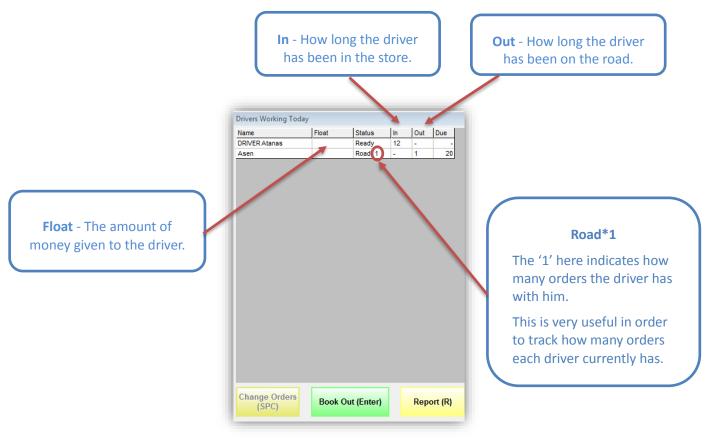


Figure 67: The Drivers Working Today Screen

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

Name	Float	Status	In	Out	Due
DRIVER Atanas		Road* 1	-	5	20
Asen		Road* 1	-	17	20
$\frown$					
Change Orders (SPC)		In (Enter)		_	ort (R)

• 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.

Figure 68: The Change Orders 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).

Dispatch Drivers		
Selected Driver	DONT FORGET	
Driver1		
Orders for Driver		
7> 24 BENGAL STREET		
Remove Order ( - \ R )		
	J	
Quick Add Orders		
		Add Order (+)
		P)
Instructions		
To add extra orders to the driver, press the plus (+) key type in	the order number and pre	ess ENTER on the
keyboard. To remove an order, select in the list on the left and p	press minus (-) on the key	yboard.
	Cancel (Esc)	Continue (F1)
	(200)	

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.

Rameses Phone	Number Entry		
Current CID St Number :UNKN Time :UNKNOW Please enter the	OWN /N	If you want to change (edit) an order you have already sent through - just enter the ticket or phone number here and then choose EDIT from the main ordertaking screen	
Type : Ticl	ket		
Cancel (Esc)	Clear (F9)	Done (F12)	

Figure 70: Enter ticket number to edit an order

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

Phone	
02093928482	Edit No(F9)
Name Details	
THE CUSTOMER	Change(F5)
Delivery Details	
ADDRESS DETALS	New / Edit Address (F8) Flat / Dept / etc Save & Exit (F4)
Idress Notes for Staff	
Other Contacts	Marketing Profile
Marketing (F10)	
Marketing (F10)	

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 <u>**Remove Order**</u> 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 <u>Add Order (+\P)</u> button.

Driver's Name	Dispatch Drivers Selected Driver DRIVER Atanas Orders for Driver Remove Order ( - \ R ) Ouick Add Orders	A reminder to the driver, especially for cold items (items from the fridge).
	Add Order (+ \ P) Instructions To add extra orders to the driver, press the plus (+) key type in the order number and press ENTER on the keyboard. To remove an order, select in the list on the left and press minus (-) on the keyboard. Cancel (Esc) Continue (F1)	

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.

	Dispatch Drivers
	Orders for Driver 3> 42 AUBURN GROVE
	Remove Order ( - \ R )
Input the	Add Order ( + )
number of the order you wish to add and	P) Instructions To add extra orders to the driver, press the plus (+) key type in the order number and press ENTER on the keyboard. To remove an order, select in the list on the left and press minus (-) on the keyboard.
press Enter.	4 Cancel (Esc) Continue (F1)

Figure 73: Add another order to the same driver

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

	Float	Status	In	Out	Due
Teodor		Road* 1	-	3	20
			1		
Change Orders (SPC)	Book	In (Enter)	1	Rop	ort (R)

• 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.

Dispatcher	Time : 09:53:40 Cashier : Developer Till : £0.00	Orders :2 Cancels :1 Future :0	In Store :0 Road :1 Cashed :0	EDT :25	[T] TASKS Web	):Polling List : Not Installed Not Installed	Main
G	Orders In Store STATS -	AvgMake : 0 AvgDisp : 0	) AvgDoor:0		Drivers Working Toda	y	
Main Menu	Num Type Details		PostCode	X-Y Due Status	Name Teodor	Float Status I Road* 1	n Out Due 10 20
$\bigcirc$							
TimeKeeping							
			System M	essage	1000		
Toggle View			Wer	e any of th	e orders de	livered late?	1
				•			
Till Functions							
O.s							
MakeCut				No [F1]		Yes [F12]	
- 7							
Flash Report	Lock (F10) Re	print (F11) Cancel	(F12) Map (M)	Disp (Enter)	(SPC)	Book In (Enter)	Report (R)
22	Customer Details			Quantity -	ans —Product ———	Price (£)	
In Store Staff							
Cust History							

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**.

Selected Driver -	Teodo	r
List of Orders		
		ers which were press Confirm
0>	ALBION	AVENUE
1> 1	2A ALIWA	L ROAD
		Confirm

**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.

Figure 76: Late Delivery Prompt when multiple orders

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.

All Done with No Problems - F3
Exit (Esc)

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.

	Selected Driver Teodor List of Orders	Teodor Gross Price :£34.35				
	Select order to cashoff					
	2 → 23 ALBERT SQUARE					
		CASH	CHEQUE	*CARD		Click To Cashier (F1)
		ACCOUNT	PDQ	Other Paytype		to transfer money from the driver so all
		Split	Payments	:£34.35		money goes to the till.
		CASH	CHEQUE	ACCOUNT		money goes to the thi.
Click here to put		PDQ	VOUCHERS	Other Paytype		
the money from			Clear Paymen	ts		
all orders toward	All to Driver - NO Discounts (F3)	Tendered : Remaining				Click <u>To Driver (F2)</u> to
for collection at	Exit (Esc)	To Driver	F2) T	o Cashier (F1)		put the money from the orders to the
the end of shift.	Instructions 1) Use to cashier (F1) to transfer moneys					drivers float. This
	2) Use to driver (F2) to send individual order					allows you to apply
	3) Use All to Driver (F3) to send ALL order	rs to drivers float.				· · · · · ·
	4) IF ORDER NEEDS DISCOUNT, ENTER PRESS To Driver(F2).	R DISCOUNT AND THEN IF	USING DRIVE	R SCREEN,		discounts if required.

#### 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.

Order was late			
Order was late	Order was cold	Item missing	
Meal Deal	Staff Discount	Emergency Services	Cancel (Esc)
Student Discount	Staff Meal	Coupon	Continue (F1)

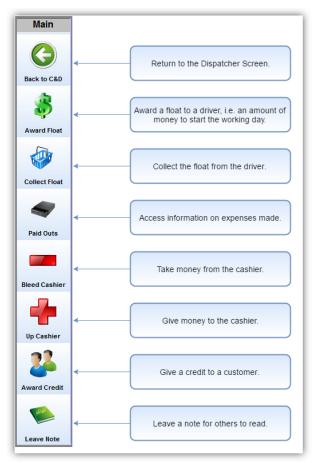
Figure 79: Enter a reason for applying a discount

## • The Report (R) button

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

# 4.5. TILL FUNCTIONS

From the Dispatcher Menu click the <u>Till Functions</u> 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

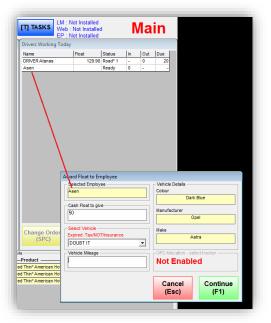


Figure 81: Award Float

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 <u>Drivers Working Today</u> list to assign a float to that driver.

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

Click <u>Cancel (Esc)</u> to return to the Till Functions or <u>Continue (F1)</u> 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.

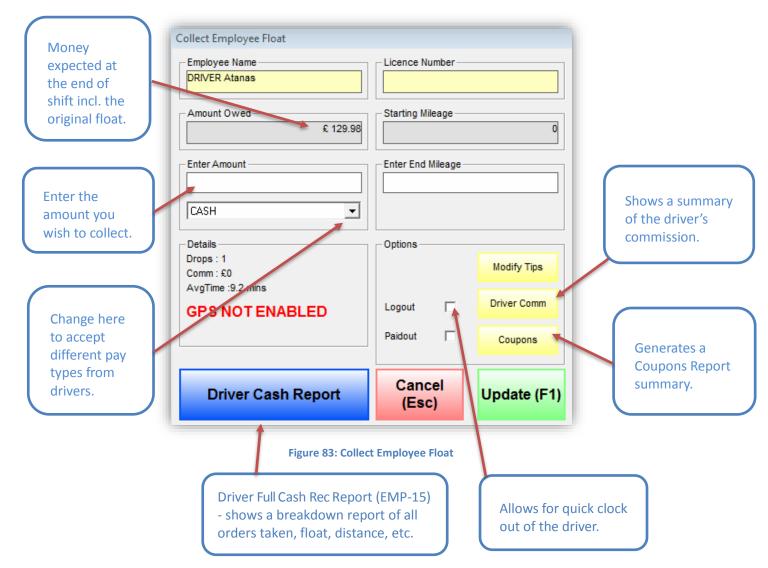
Name		Float	Status	In	Out	Due
Asen	1	50.00	Ready	5	-	
DRIVER Atanas		129.98	Road* 1	-	6	20
	~					-

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 <u>Collect Float</u> (see Fig.80) to collect the float from the driver. Then the following screen will be displayed:

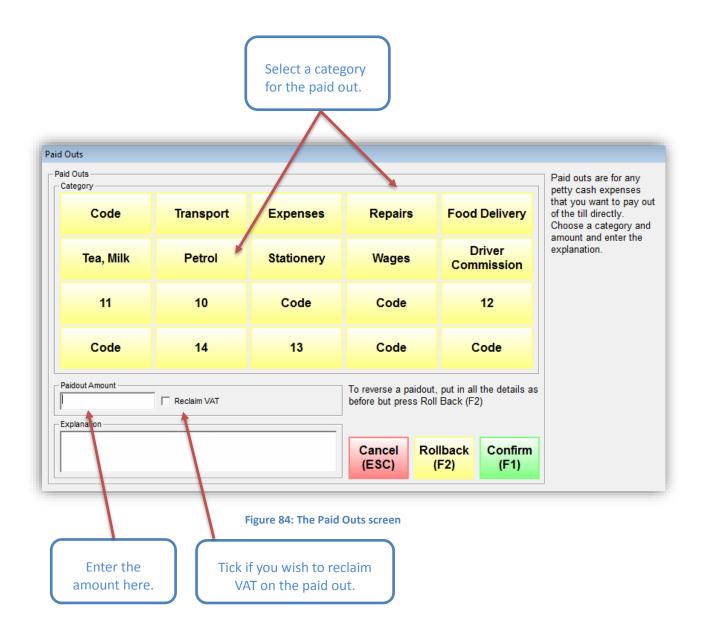


Click <u>Cancel (Esc)</u> to return to the Till Functions. Click <u>Update (F1)</u> for the float to be collected from the driver. If you have ticked the Logout box then the driver will be clocked off the system at this point.

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.



Click the **<u>Rollback (F2)</u>** button to reverse the transaction.

Click the **<u>Cancel (Esc)</u>** 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 <u>Bleed Cashier</u> to collect money from the cashier. Enter the amount to bleed, then click <u>Continue (F1)</u>, see Fig. 85.

Main	Time : 15:13:32 Cashier : Developer Till : £800.00	Orders :2 Cancels :0 Future :0	In Store :0 Road :1 Cashed :1	EDT :25	[T] TASKS We	(0):Polling List ab : Not Installed	Main
	Orders In Store STATS -	AvgMake : 0 AvgDisp : 9	AvgDoor:1		In Store		
Back to C&D	Num Type Details		PostCode	X-Y Due Status	Name Mark Manager	Ready	Out In
\$					Anna	Ready	
Award Float							
-				_			
				Bleed Cashier			
Collect Float				- Developer -	£100.00		
-					Small Safe (£)		
Paid Outs				£800.00			
				Amount To	Bleed		
Bleed Cashier				Carred		10 (54)	
				Cancel	(Esc) Continu	ue (F1)	
Up Cashier	Lock (F10) Re	print (F11) Cancel	(F12) Map (M)	Disp (Enter)	Change Orders (SPC)	Book in (Enter)	Report (R)
	Customer Details			Product Det	Product —	Price (£)	_
Award Credit							
Leave Note							

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 <u>In-Store</u> list to assign a float to that cashier. Now enter an amount to give. Then click <u>Increase (F1)</u> as shown below. Click <u>Cancel (Esc)</u> to return to the Till Functions.

Increase Cashier								
Small Safe £85.94	woves money norm your							
Developer £0.00								
Amount to increase 100	Cancel (Esc)	Increase (F1)						

Figure 86: Award float to a cashier

#### 4.5.6. Award Credit

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

Award a future credit	
Credit Details	
Ticket Number :	2
Credit Amount :	20.00
Enter the reason for	awarding the credit
2 delayed orders	
	<b>_</b>
	0
Exit (Esc)	Commit (F1)

Figure 87: Award a credit to a customer

Click **Exit (Esc)** to return to the Till Functions menu, or **<u>Commit (F1)</u>** 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 <u>Leave Note</u> to enter a note about a specific order from today's orders.

eave note for next tim	IE
Ticket Number Note	3
The bell does not work	k.
	1

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 <u>MakeCut</u> button to access the **MakeCut** screen. This feature allows you to override the automated in store process.

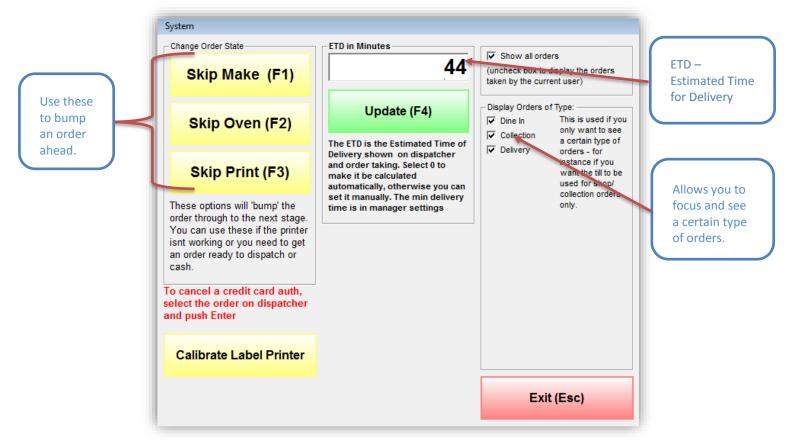


Figure 89: MakeCut - Bumping an order ahead

- 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 <u>Skip Print (F3)</u> 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 **<u>Update (F4)</u>**.



# 4.7. FLASH REPORT

Click the **<u>Flash Report</u>** button to open the flash report.

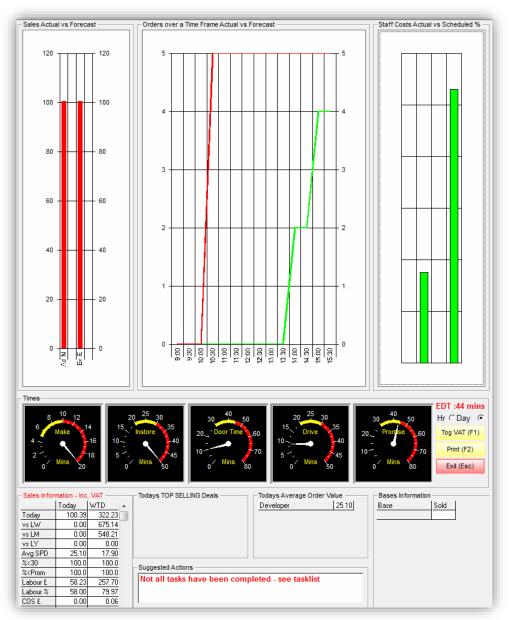


Figure 90: The Flash Reports panel

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.



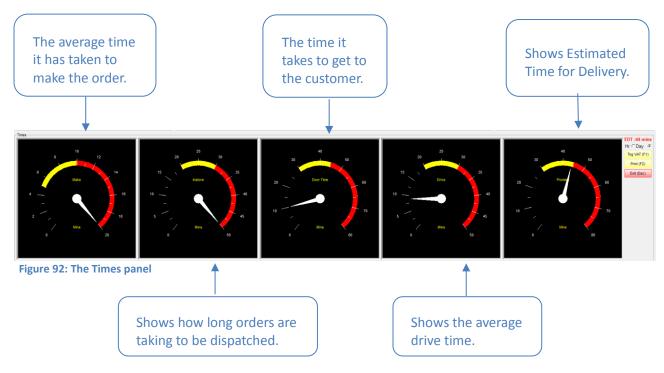
#### Figure 91: A Time Chart

### 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.



Click the <u>Tog VAT (F1)</u> 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 <u>Print (F2)</u>.

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

#### 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.

Sales Infor	mation - Ex.	VAT	Todays TOP SELLING Deals Todays Average Order Value Bases Information
	Today	WTD 🔺	Developer 20.91 Base Sold
Today	83.65	268.52	
vs LW	0.00	564.60	
vs LM	0.00	456.82	
vs LY	0.00	0.00	
Avg SPD	20.91	14.92	
%<30	100.0	100.0	Suggested Actions –
% <prom< td=""><td>100.0</td><td>100.0</td><td></td></prom<>	100.0	100.0	
Labour £	64.97	264.44	Not all tasks have been completed - see tasklist
Labour %	77.67	98.48	
COS £	0.00	0.06	[]
COS %	0.00	0.02	
DEL	2	2 -	F3 Refresh the list - done every minute Change Date

Figure 94: The Flash Reports panel – bottom section

-Sales Information - Ex. VAT									
	Today	WTD							
Today	83.65	268.52							
vs LW	0.00	564.60							
vs LM	0.00	456.82							
vs LY	0.00	0.00							
Avg SPD	20.91	14.92							
%<30	100.0	100.0							
% <prom< td=""><td>100.0</td><td>100.0</td><td></td></prom<>	100.0	100.0							
Labour £	63.03	262.50							
Labour %	75.35	97.76							
COS £	0.00	0.06							
COS %	0.00	0.02							
DEL	2	2	Ŧ						

#### Figure 93: The Sales Information table

# 4.8. IN STORE STAFF

Click the <u>In-Store Staff</u> 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 instore 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.

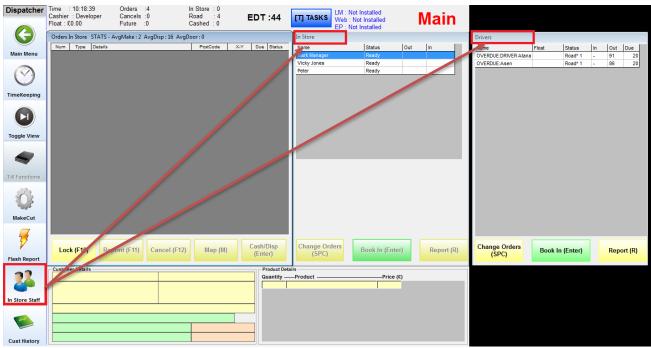


Figure 95: The In-Store Staff button

**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 <u>Cust History</u> 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.

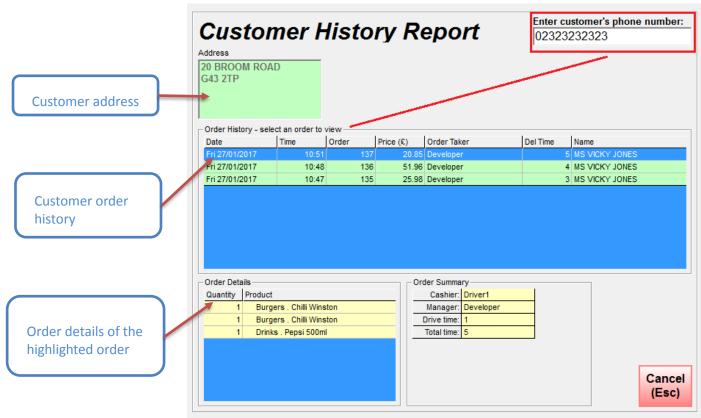


Figure 96: Customer History Report

Click the **<u>Cancel (Esc</u>**) 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.

nagement Diary		
ate Options	Daily Information	
Calendar Fri 13/01/2017 -	Sales Orders Service	
otes For Today	Scheduled Staff	
lo Entries	SCHEDULED HOURS	
	Name Start	End
	Vicky Jones 10:00 Asen 10:15	20:00
	Asen 10:15	10:10
	-	
o do list Io Entries		
io Entres		
		Taggla between Scheduled
		Toggle between Scheduled
	J	and Worked hours.
	Worked Table	
	Task	Check List
	Cancel	Update

Figure 98: Management Diary

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

Current Tasks Task	Details		Туре	Enabled	Dav	
Test task 1	None	Period		Enabled		
Lock Freezer	Keys in safe	H	Daily	Enabled		
Clean oven	Use white roll	Ħ	Daily	Enabled	1	
	None	Ħ	Weekly	Enabled	1	
				Д		
				····· //	☐ Show Disabled	
	Current User		Add New	Task		
	Current User		Add New	····· //		
			Add New	Task		

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 <u>Receive Stock</u> 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.

W.O. – Weekly Order, i.e. the quantity of stock previously ordered.		of stoc	Total qu k receiv	ed on		er the amount k Received he	
ceipt of Order		/	/				
Stock Items - Please Enter Number of C	ases						
Name	W.O.	Today	Del	Case Price Line	Price Cas	e Size	Date of last food order
DAIRY							
American Cheese				1.50	0.00	1 bag	No last order
Applewood Cheddar				0.60	0.00	1 bag	Delivery Value : £0.00
Baby Mozzarella				0.01	0.00	1 pack	
Cheddar Cheese				0.01	0.00	1 bag	
Cream				0.01	0.00	1 pack	0.00 CASH -
KFC Cheese				0.01	0.00	1 bag	
Mozzarella Cheese			_	0.01	0.00	1 bag	- Sort Order
MEAT							Group and Name
Anchovies				0.01	0.00	1 jar	Group and Name
Bacon				0.01	0.00	1 bag	C Name only
Chargrilled Chicken				0.01	0.00	1 bag	C Prices
Ham Hahê Colou Boof			_	0.01	0.00	1 bag	
Hot & Spicy Beef		_		0.01	0.00	1 bag	
Hot & Spicy Calamari Hot & Spicy Chicken			_	0.01	0.00	1 bag 1 bag	
Hot & Spicy King Pra			_	0.01	0.00	1 bag	
Hot & Spicy Pork				0.01	0.00	1 bag	
Italian Sausage			_	0.01	0.00	1 bag	
KFC Bacon				0.01	0.00	1 bag	
KFC Ham				0.01	0.00	1 bag	
Lamb				0.01	0.00	1 bag	
Meatballs				0.01	0.00	1 bag	
Pepperoni				0.01	0.00	1 pack	
Piri Piri Chicken				0.01	0.00	1 bag	Stock Ordered Report
Pork Sausage				0.01	0.00	1 bag	
Pulled Pork		_		0.01	0.00	1 bag	Minus Line from Only
Spicy Beef		_		0.01	0.00	1 bag	Minus Line from Order
Tandoori Chicken		_		0.01	0.00	1 bag	
Tuna				0.01	0.00	1 can	Tue 13/12/2016
SAUCES				0.01	0.00	1 1.	108 13/12/2010
Avocado Mayo BBQ Sauce		_		0.01	0.00	1 jar 1 jar	
Chilli Powder				0.01	0.00	1 bag	Import
Chutney				0.01	0.00	1 jar	
Garrick Aoili				0.01	0.00	1 jar	
Ketchup [4]				0.01	0.00	1 jar	Show Report
Mayo [1]				0.01	0.00	1 jar	
Naga and Chipotle Ma				0.01	0.00	1 jar	
				0.01	0.00	1 jar	Save (F1) Exit (Esc)
Pepper Mayo [2]							

#### Figure 100: The Receipt of Order screen

4 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 <u>Stock Ordered Report</u> 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 <u>Reports section</u>.

## 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 <u>Import</u> 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 <u>6.3. Food Orders</u> for more details on this.

## 5.2.5. Show Report

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

Click <u>Save (F1)</u> 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 **<u>Inventory</u>** 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 <u>an independent store</u> wishing to use it, please contact us for more information on setting this up. Our contact details are on p. 130.

If you are <u>a chain customer</u>, 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 <u>**Count Stock**</u> button, the following screen will be displayed, see Fig. 102. The date column (04/10/2016) shows the figures from the last stock count.

Deliveries, i.e. Received stock		ck usage ling to sal	es		te/Tran of Stocl			vstem sto calculation		Variance between system & actual
							/			
ock Take							-			
ngredients	04/10/2016	Dels Id	leal	Adjust	Tot	Actual	Var 0.00	иом 🖌	Weekly	es
American Cheese	0.00	0.00	1.05	-0.03	-1.08	0.00	1.08			<u> </u>
Applewood Cheddar	0.00	0.00	0.40	-50.00	-50.40		50.40			
Baby Mozzarella	0.00	0.00	4.95	-0.10	-5.05			pack	- Reports	
Cheddar Cheese	0.00	0.00	1.23	-0.03	-1.26		1.26			
Cream	0.00	0.00	14.34	0.00	-14.34		14.34			
KFC Cheese	0.00	0.00	21.80	0.00	-21.80		21.80		Print	Stock Form
lozzarella Cheese	0.00	0.00	18.97	-0.36	-19.33		19.33			
<b>IEAT</b>							0.00			
Inchovies	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		3.43		D	CAReport
Chargrilled Chicken	0.00	0.00	12.37	-0.09	-12.46	0.00	12.46		F	Anepon
łam	0.00	0.00	2.79	0.00	-2.79	0.00	2.79			
lot & Spicy Beef	0.00	0.00	8.79	0.00	-8.79	0.00	8.79	bag		
lot & Spicy Calamari	0.00	0.00	7.84	0.00	-7.84	0.00	7.84			
lot & Spicy Chicken	0.00	0.00	1.40	0.00	-1.40	0.00	1.40	bag	Ir	iventory
lot & Spicy King Pra	0.00	0.00	10.56	-0.05	-10.61	0.00	10.61			
lot & Spicy Pork	0.00	0.00	9.63	0.00	-9.63	0.00	9.63			
talian Sausage	0.00	0.00	2.75	0.00	-2.75	0.00	2.75	bag		
(FC Bacon	0.00	0.00	19.55	0.00	-19.55		19.55			
(FC Ham	0.00	0.00	9.40	0.00	-9.40		9.40	bag		
.amb	0.00	0.00	4.80	-0.05	-4.85	0.00	4.85	bag		
featballs	0.00	0.00	0.71	0.00	-0.71	0.00	0.71	bag	No. 1	
<sup>o</sup> epperoni	0.00	0.00	5.18	0.00	-5.18			pack		entory for
Piri Piri Chicken	0.00	0.00	9.16	-0.10	-9.26		9.26		this day	/
<sup>p</sup> ork Sausage	0.00	0.00	1.96	0.00	-1.96		1.96			
Pulled Pork	0.00	0.00	0.04	0.00	-0.04			bag		
picy Beef	0.00	0.00	2.14	-0.04	-2.18		2.18			
andoori Chicken	0.00	0.00	1.78	-0.10	-1.88		1.88			
una	0.00	0.00	0.03	0.00	-0.03	0.00	0.03	can	- Inventory Ent	ry Date
SAUCES							0.00			
vocado Mayo	0.00	0.00	3.00	-0.10	-3.10		3.10	Less.	Mon	12/12/2016
BQ Sauce	0.00	0.00	4.88	0.00	-4.88		4.88			Ľ
hilli Powder	0.00	0.00	15.89	-0.05	-15.94		15.94			
Chutney	0.00	0.00	23.88	-0.40	-24.28		24.28			
arrick Aoili	0.00	0.00	5.31	-0.10	-5.41		5.41			
(etchup [4]	0.00	0.00	35.70	-0.20	-35.90		35.90			
layo [1]	0.00	0.00	19.51	-0.20	-19.71		19.71			
laga and Chipotle Ma	0.00	0.00	11.44	-0.20	-11.64		11.64			
Pepper Mayo [2]	0.00	0.00	4.10	0.00	-4.10		4.10			
Pizza Sauce	0.00	0.00	75.51	-1.07	-76.58			bottle	Exit (Es	c) Save (F1)
ihoveman Sauce	0.00	0.00	2.20	-0.10	-2.30		2.30			

#### 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 **<u>Save (F1)</u>** 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 **<u>Print Stock Form</u>** 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 ( Site ID :1459	(INV_01) Site Name :Andromeda	a Mega Test Sit	e 3	14/12/2016 09:12:22 Client Re	UOM Size	
IngredientName	Count		UOM (Counting Units)			
Dairy	Tally (Units)	Sub Total		Weight	Total	
American Cheese			bag			2,000
Applewood Cheddar			bag			250
Baby M ozzarella			pack			1,000
CheddarCheese			bag			2,000
Cream		i —	pack			1,000
KFC Cheese		i — —	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		ī — — —	bag			2,000



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

Click the <u>PCA Report</u> 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.

Site ID :1459			meda Mega Te:							nt Ref :		
Open 64/	10/2016		Close 08/12/2010									
n gred lent	UOM	O pen Stock	Receipts( +)	Trans (+/-)	Close Stock(-)	Actual	ideal	Vitste	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	60.14	£0.14
					<u>Dairy</u>	Actual £0.00	ideal 62.35	Vilaste 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&Sploy Beef	bag	0.00			0.00	0.00	8.78		8.78	£0.00	\$0.09	60.09
Hot & Sploy King Pra	bag	0.00			0.00	0.00	10.56	0.05	10.61	£0.00	£0.11	£0.11
Hot & Sploy Pork	bag	0.00			0.00	0.00	9.63		9.63	£0.00	£0.10	£0.10
Hot & Sploy Calamari	bag	0.00			0.00	0.00	7.83		7.83	£0.00	£0.08	£0.08
												1

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

#### • Inventory (INV-03)

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

Parameter Fields:			
InventoryRange			
Inventory Range			
Discrete Value	Daily Daily Weekly Monthly	<u>_</u>	

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 <u>Waste/Transfer Stock</u> 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 <u>reason for the transfer or shortage</u> in the field on the right.

Wastage				
Ingredients	Waste	TranIn	TranOut I	ЛОМ
Applewood Cheddar	10			aq
Baby Mozzarella	0.00			
Cheddar Cheese	0.00			
Cream	0.00	2		
KFC Cheese	0.00	2		pag
Mozzarella Cheese	0.00	2		
MEAT				- 2
Anchovies	0.00	0.00	0.00	31
Bacon	0.00	0.00		
Chargrilled Chicken	0.00			
Ham	0.00			
Hot & Spicy Beef	0.00			
Hot & Spicy Calamari	0.00			
Hot & Spicy Chicken	0.00			
Hot & Spicy King Pra	0.00			
Hot & Spicy Pork	0.00			ag
Italian Sausage	0.00			
KFC Bacon	0.00			
KFC Ham	0.00			
Lamb	0.00			
Meatballs	0.00			
Pepperoni	0.00			
Piri Piri Chicken	0.00			
Pork Sausage	0.00			
Pulled Pork	0.00			
Spicy Beef	0.00			
Spicy Beer Tandoori Chicken	0.00	0.00		ag Jag
Tandoori Unicken	0.00			
SAUCES	0.00	0.00	0.00	
Avocado Mayo	0.00	0.00	0.00	
BBQ Sauce	0.00			
Chilli Powder	0.00			
Chulli Powder Chulney	0.00	0.00		
Cnutney Garrick Aoili	0.00			
	0.00			
Ketchup [4]				
Mayo [1]	0.00			
Naga and Chipotle Ma	0.00			
Pepper Mayo [2]	0.00			
Pizza Sauce	0.00			
Shoveman Sauce	0.00	0.00		
Sweet Chilli Jam	0.00	0.00	0.00 j	ar i
VEGETABLES				
Black Olives	0.00	0.00	0.00	an

Figure 106: The Wastage Screen

Only the bright yellow columns allow editing of information.

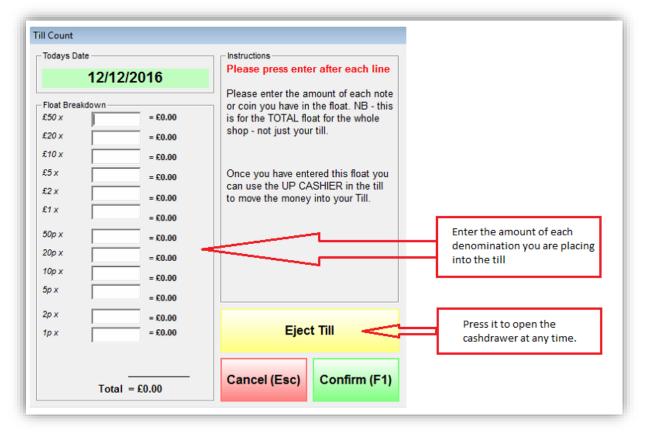
## 5.4. **REPORTING**

Click the <u>**Reporting</u>** 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 <u>Sales</u>. The <u>**Customers**</u> button will give you more information on past and current customers, <u>Labour</u> is related to your employees' payroll, labour costs, etc. For more information on the reports listed, please consult the <u>Reports section</u> in this manual.</u>

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 **<u>Time Keeping</u>** to clock yourself and your employees into the system.

**<u>Eject Till</u>** – 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 <u>End of Night</u> 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:

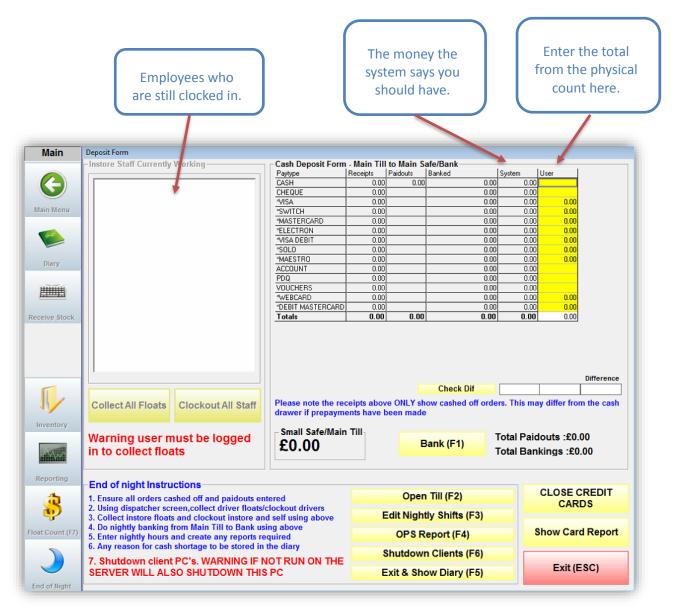


Figure 108: End of Night screen

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 <u>Dispatcher screen</u> 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 <u>Collect Float</u> button.

Driver Cash Report	Cancel (Esc)	Update (F1
	Paidout 🔽	Coupons
GPS NOT ENABLED	Logout 🔽	Driver Comm
Comm : £0 AvgTime :0.0 mins		Modify Tips
Details Drops : 0	Options	Madify Ting
CASH 🔽		
Enter Amount	Enter End Mileag	e
£ 0		
Amount Owed	Starting Mileage	
Employee Name DRIVER Atanas	Licence Number	

Figure 109: Collect Employee Float

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

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

What do you	want to	do?	Staff Type	to view –	
Start Sh	ift(S)	Finish Shif	t(F) Drive	ers(D)	In-Store(i)
Employee S Status NOT SCHED	N	<b>lame</b> ark Manager	Shift		End Time 08:50
					Shift Type
Scheduled			Late	Г	
		tart or end s		F	Manager
) Select to	either s				Manager Clock Out (F1) Breaks
) Select to ) Select th	either s e staff ty	/pe to view -	hift		Manager Clock Out (F

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 **<u>Finish Shift(F)</u>** button to show a list of employees that are currently clocked in highlight the appropriate employee name.

- Click **<u>Clock Out (F1)</u>** 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).

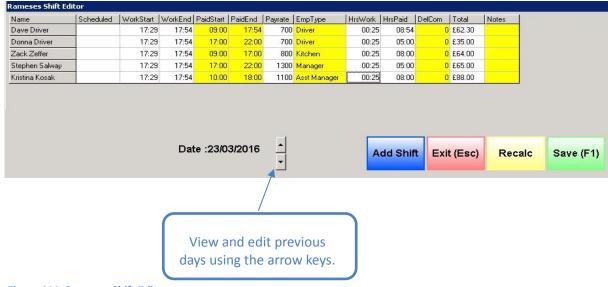
- Count the remaining cash. The cash total should match the System Count column on the End of Night screen. To verify your card, PDQ and other payments, you can put a copy of each receipt into the till, so that these are counted and verified against each Paytype at the end of the day.

- 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 **<u>Bank (F1)</u>** 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 <u>on a</u> <u>daily basis</u>. Failure to do so will result in the hours not being saved to the Payroll section of Rameses.

Click the <u>Edit Nightly Shifts (F3)</u> 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 <u>PaidStart</u> and <u>PaidEnd</u> columns as required so that the person receives the correct pay.



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

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 **<u>Shutdown Clients (F5)</u>** 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 **<u>Exit</u> <u>& Show Diary (F5)</u>** 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.

lanagement Diary						
Date Options	Mon 23/01/2017	▲ ▼		Sales Or N/A	ders Servic N/A	:e
Notes For Today —				Scheduled Staff		
No Entries			^		WORKED HOURS	
				Name	Start	End
				Mark Manager	11:17	
				DRIVER Atanas Asen	11:09 11:19	
To do list			*			
No Entries			*			
				,		
					Tas	k Che
			Ŧ		Cancel	Update

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.

Main			
New Order	andromeda	Rameses Enterprise	ine Help
	• we help you deliver	Copyright 2000-2005	
Dispatcher			
2			
Supervisor			
Ŵ			
Manager			
$\odot$			
Emp Sched			
NoticeBoard	-System Information		
Passwords			
$\bigcirc$			
Logout			

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.

Andromeda Help		e andromeda we help you deliver
	Username	
	Password	
	Login Now	
	Forgot Password? Powered by PHPKB (Knowledge Base Software)	

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.

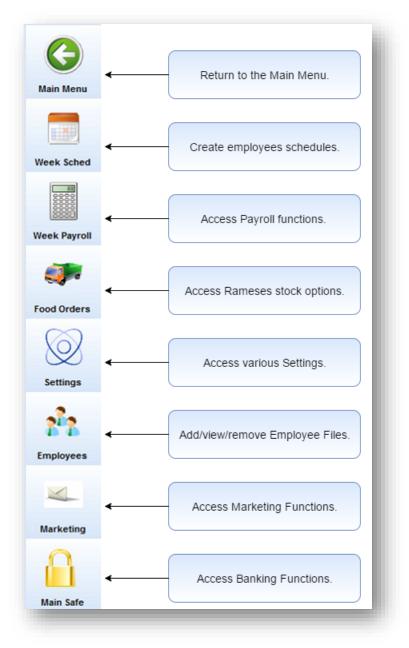


Figure 115: The Manager Menu Functions

For further details, please consult the relevant section below.

## 6.1. WEEKLY SCHEDULE

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

Once the schedule is saved <u>(Commit F1)</u>, 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. <u>Please note that additional fees may apply to enable this functionality</u>.

## 6.1.1. Creating a schedule

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

u Mark Manage DRIVER Atar	ager (Shift 2)	:00-23:00	0-22:00 18:0	day Thursd	day Frida	ay	Saturday	le i		
Mark Manage DRIVER Atar DRIVER Atar	ager (Shift 2) tanas (Shift 1) 18:00		0-22:00 18:0					Sunday		Cost
DRIVER Atar DRIVER Atar		:00-22:00 18:00	0-22:00 18:0						4	
	tanas (Snift 2)			00-22:00 18	8:00-22:00				16	
Hours									0	
		8	4	4	4	0			0 20	
Cost		26.00	4.00	4.00	4.00	0.00	0.0	0.00	0	
5										
5										
	/ER Atanas (Shift					Prin	nt	Мо	n 19/12/2	016
DRIVE	<mark>/ER Atanas (Shiff</mark> : Time: <mark>18:00</mark>	Drive Insto	er/Ordertaker	Duty/Dep Mana Manager/Owne		Prin	nt		n 19/12/2	-
	Time: 18:00	Drive Insto	er/Ordertaker			Prin	nt	Exit	Load	Co
DRIVE Start T	Time: 18:00	Drive Insto	er/Ordertaker	Manager/Owne		Prin	ıt		Load	-
DRIVE Start T	Time: 18:00	Drive Insto Cast	er/Ordertaker	Manager/Owne Unavailable	er			Exit	Load	Co

## 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

Mark Manager					
e card					
^'					

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 **<u>Print</u>** 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 **<u>Cancel (Esc)</u>** to leave the Authorisation Form and return to the Employee Schedule screen with the schedule changes still in place.

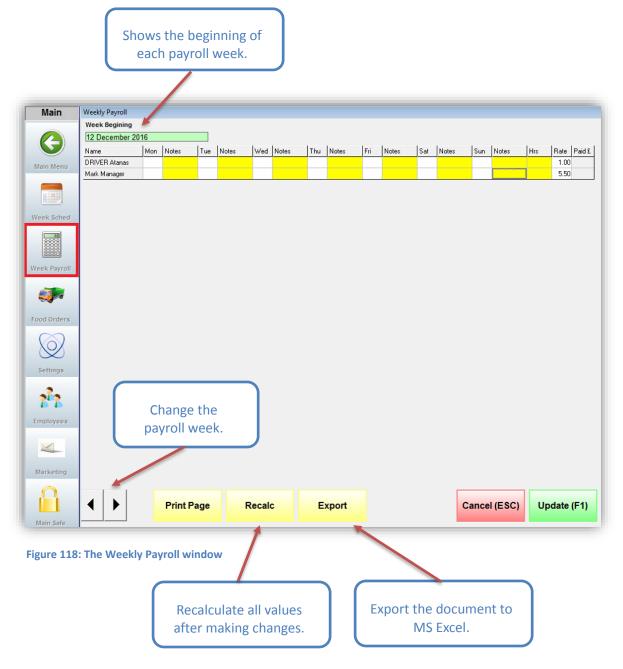
**Note:** Clicking <u>Cancel (Esc)</u> from the Employee Schedule screen without first committing a new schedule will return you to the Manager Menu and your new schedule will NOT be saved.

## 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 <u>Supervisor section</u> for more details about the **End of Night** process).

After clicking on <u>Weekly Payroll</u>, the following table will be displayed:



- 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 **Calculate (F3)** 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 **Import** button.

Sales Forcast ((£	50000		(Must be e forecast)	ntered to gener	ste				Calcul	ate (F3)	Report
Product	0	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	20.60	
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			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	20.09	
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	20.05	
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	20.01	
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	
Chilli Pourder		hanfe)		12.05	.15.99	29	29	an n	0.01	£U 2ð	-
	0				0						
Order Summary	Cases 1697		Lines 62		Cost of 0 £25.01	raer			Ent	t (Esc)	Save (F1)

#### 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 <u>Custom Settings</u> as well. These are fully explained in a separate user guide. Figure 121 shows the settings visible to Rameses users with **Owner** access level.

Manager Settings	Reports Security	Driver Comm	Order History	Editors	Menus
Administration Administration Shop Details Accounts Toolbars	Table Planner P Forea	Delivery Day Setup	Receive Stock Stock O	rder Custom	Nienus Nop Info RedoHO SckMenu CheckFlare
					Exit (Esc)

Figure 120: Manager Settings (Owner level)

For a detailed description of these settings (visible to users with Owner access only), please consult the <u>Manager Settings section</u> 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 <u>Manager Menu</u>, click the <u>Employees</u> 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.

	All Records (F1)	Employee File (F2)	Past Employe	es (F3)	
Press Esc to exit or select an employee then press F2					
Employee	Name	Address	Phone	County	
Code			number		
1	Developer	10 The Grove	1816861435	Surrey	
2	Mark Manager	11Colne Drive	07886658553	Surrey	

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.

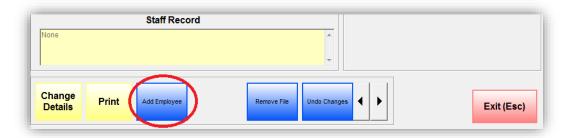


Figure 122: The Add Employee button

This will open a blank Employee File:

Main	🖷. Employee Records	×
	All Records (F1) Employee Fi	le (F2) Past Employees (F3)
	Personal Details Email:	Employment Details
	Traine, p	Employee code: 10
Main Menu		Security clearance: 0
_	Town/City: Mobile:	Job code: 34
n (80)	County: Language _Default	Job Description: Untrained
	Postal Code: LastUpdate: 23/02/2016	Password: WOTSRMJFY302384921C5BA31581144A4E
Week Sched	DOB:	Contractual Hrs: 0
000000		
1. Contraction (1.1)	AutoF	Fill I
Week Payroll		
	View PDF	
	PDF:	Swipe :0
Food Orders		
Toou oracis	Payroll Details and Staff Record	Staff Uniform and Driving License Details
	Manager 👻 Pay 1:£	Cap: Jumper: WP Trousers:
	Reset Pass Manager Pay 2:£	Shirt: Joggy botts: WP Coat:
Settings	Manager Pay 3:£	T-Shirt: Trousers: Coat:
	Manager V Pay 4:£	
212	N.I.: Payroll No.:	
10 10	Staff Record	
Employees		
	NONE	<u>A</u>
Marketing		
0	Change Print Generate File Remove File	Undo Changes
	Details Print Generale Removement	Exit (Esc)
Main Safe		

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 <u>AutoFill</u> and all ranges will be automatically completed with non-specific data, as shown below.

If you use the **<u>AutoFill</u>** 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.

Employment Details Employee code: Security clearance: Job code: Job Description: Password: Contractual Hrs:	1 21 32 Area Manager C5W3F4I0PC812647FF566E82BE89DA1C20 0	<ul> <li>Employee code – the number of the employee entered into the system.</li> <li>Security clearance – automatically assigned by the system.</li> <li>Job code - automatically assigned by the system.</li> <li>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.</li> <li>Password – automatically generated by the system. Field not to be used by the</li> </ul>
	Swipe :0	<ul> <li>Manager.</li> <li>○ Contractual Hrs – hours in contract.</li> </ul>

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

**Figure 124: The Employment Details fields** 

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 <u>Generate File</u> button at the bottom of the screen, see Fig. 123. When the file is generated it will deliver a prompt to confirm:

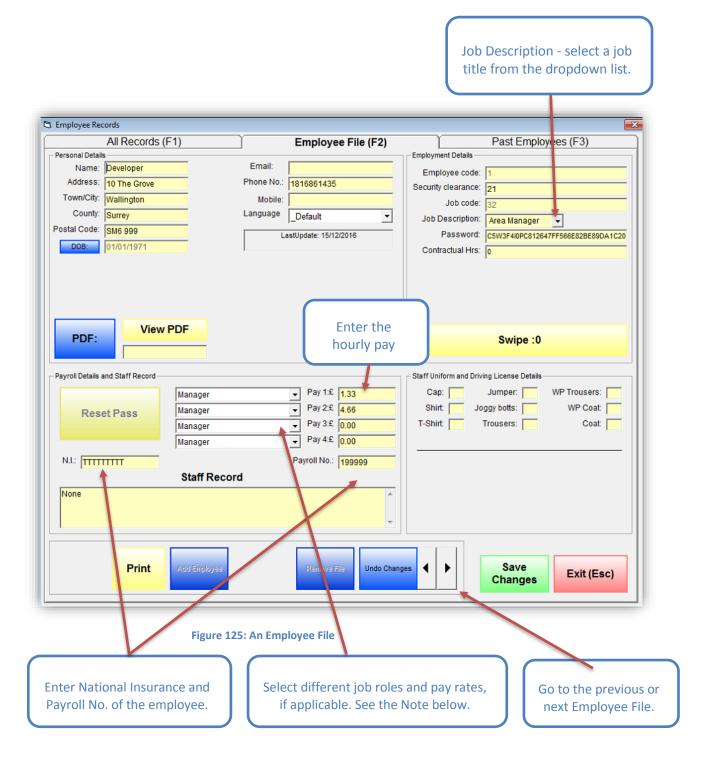
Rameses POS Su	ite		X
The employee file	e will be adde	d to the database. Passwo	ord is PASS
	<u>Y</u> es	<u>No</u>	

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:



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 **Cancel**, 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.

Main	🖏 Employee Records			
	All Records (F1)	Employee File (F2)	Past Employees (F3)	
G	Hame. Deretoper	mail: ne No.: 1816861435	Employee code: 1	
Main Menu	Town/City: Wallington	Mobile:	Security clearance: 21 Job code: 32	
	Postal Code: SM6 999	LastUpdate: 07/12/2016	Job Description: Area Manager Password: CSW3F40PC812647FF566E82BE89DA1C20	
Week Sched	DOB: 01/01/1971		Contractual Hrs: 0	
Week Payroll				
<b>a</b>	PDF: View PDF		Swipe :0	
Food Orders	Payroll Details and Staff Record			
$\bigcirc$	Manager Reset Pass Manager	→         Pay 1:£         1.33           →         Pay 2:£         4.66		Enter the reason
Settings	Manager	✓ Pay 3:£ 0.00 ✓ Pay 4:£ 0.00	- Remove Employee Record Enter reason for removing employee record:	for removing the
222	Manager	Pay 4:2 0.00 Payroll No.: 199999	On maternity leave	employee.
Employees	Staff Record		×	
<b>X</b>		Ţ	Confirm Cancel	
Marketing				
	Change Details Print Add Employee	Remove File Undo Chang	Exit (Esc)	
Main Safe	L			

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 **<u>Re-instate Employee</u>** button, as shown in Fig. 127.

Ę	Employee Reco	ords				×
ſ		All Records (F1)	)	Employee File (F2)	Past	Employees (F3)
Γ	Press Esc to ex					
	Date	Name	Phone	Address	Town	County
	Left		number			
	23/01/2017	Vicky Jones	999999999	Interpred	Sofia	Sofia
	▲ Staff Record:			Reason for removing employee record:		
	NONE		* *	Has gone to Australia for a one-year trainin	ng course.	Re-instate Employee Exit (ESC)

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 <sup>5</sup>

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)**<sup>6</sup> 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.

Refine your	Marketing Customer Type With Orders Time Have Ordered between (inclusive) Have Not Ordered between (inclusive) Conditions Average Customer Spend Number Of Orders ( For the above specified date ) Orders with total del time >=	Output Type Mailing Labels
search by ticking the small boxes.	Orders Between Hours (24)     Postcode Sectors     Enter postcode sectors/areas INCLUDING spaces, seperated by commas. e.g TW,SM6,SM7     TW,SM6,SM7 you will also get SM60 (for example)     Include the following postcode sectors:	2 Pizzas £10.99 2 Pizzas 1 Drink £10.99 2 Pizzas 2 Sides 2 Drinks £19.6 Available AID ays AIT Times Available For Collection ⋿
	Exclude the following postcode sectors:	Available For Delivery Available for Dine In Available Mon-Tue 13-22 Available Mon-Tue 9-13 Available Word-Fri Available Wed-Fri Available Wed-Fri 9-13 Available Workdays 13:00 to 22 Available Workdays 9:00 to 13:
	Customers with References Remove Collection orders	Available Workdays All Times BOGOF Discount/Fixed BOGOF Discount/Fixed BOGOF Percent/Fixed BOGOF Percent/Recont

Figure 128: Tick the boxes to refine your search

After ticking the boxes <u>new fields</u> 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)

Time Have Ordered be	tween (inclusive)		
From	01 January 2017	То	16 January 2017
	d between (inclusive) d between (inclusive)		
From	07 November 2016	То	07 December 2016
Figure 129: The Ti	ne boxes		

<sup>&</sup>lt;sup>5</sup> The functionality provided is based on the Rameses license used (Core, Pro, Enterprise). More details can be seen on p. 10. <sup>6</sup> 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 1<sup>st</sup> Jan - 16<sup>th</sup> 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 <u>not</u> made a purchase between 7<sup>th</sup> Nov - 7<sup>th</sup> 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.

Conditions		
✓ Average Customer Spend	>	20
	Select the condition	Enter the amount of money
✓ Number Of Orders	>= 🔻	3
(For the above specified date)	Select the condition	Enter the amount of orders
✓ Orders with total del time >=	30 •	
✓ Orders Between Hours (24)	12 20	Remove NON PAF

Figure 130: The Conditions boxes

## 6.6.3. Orders with total delivery time

- Conditions	
✓ Average Customer Spend	>
	Select the condition
Vumber Of Orders	>= 🔻
( For the above specified date )	Select the condition
✓ Orders with total del time >=	30
✓ Orders Between Hours (24)	12 20

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 **<u>Output (F1)</u>** 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)

Conditions	>
	Select the condition
Vumber Of Orders	>=
( For the above specified date )	Select the condition
✓ Orders with total del time >=	30
Orders Between Hours (24)	12 20

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.

Figure 132: Orders between hours

### 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.

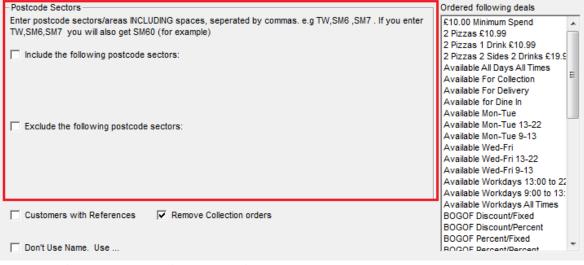


Figure 133: Filter customers according to post code area

#### 6.6.6. Ordered following deals

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

Postcode Sectors	Ordered following deals
Enter postcode sectors/areas INCLUDING spaces, seperated by commas. e.g TW,SM6 ,SM7 . If you enter	£10.00 Minimum Spend
TW,SM6,SM7 you will also get SM60 (for example)	2 Pizzas £10.99
	2 Pizzas 1 Drink £10.99
Include the following postcode sectors:	2 Pizzas 2 Sides 2 Drinks £19.9
	Available All Days All Times
	Available For Collection
	Available For Delivery
	Available for Dine In
	Available Mon-Tue
Exclude the following postcode sectors:	Available Mon-Tue 13-22
	Available Mon-Tue 9-13
	Available Wed-Fri
	Available Wed-Fri 13-22
	Available Wed-Fri 9-13
	Available Workdays 13:00 to 22
	Available Workdays 9:00 to 13:
	Available Workdays All Times
Customers with References Remove Collection orders	BOGOF Discount/Fixed
	BOGOF Discount/Percent
_	BOGOF Percent/Fixed
Don't Use Name. Use	ROGOE Percent/Percent
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

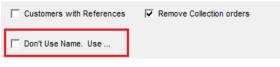
Tick this box to come up with a list of all the customers, who have a reference saved in the system in regards to a particular order. Now click on **<u>Output (F1)</u>** in order come up with a list of all the orders, made by customers with a reference saved in the system.

#### 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 **<u>Output (F1)</u>** 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 **<u>Output (F1)</u>** 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:

arketing Output Type Output Type		
With Orders Mailing Labe		New Customers in 7 days
Time		
Have Ordered between (inclusive)	(	Current Customers < 30 days
		Lazy Customers (<60 and >30 days)
Have Not Ordered between (inclusive)		Lapsed Customers (<90 and >60 days)
Conditions		Sort order and fields
Average Customer Spend		Sond
······		
Number Of Orders		Sort 2
		<u> </u>
(For the above specified date )		
Orders with total del time >=		
Orders Between Hours (24)	DN PAF	
Postcode Sectors	Ordered following deals	
inter postcode sectors/areas INCLUDING spaces, seperated by commas. e.g TW,SM6 ,SM7 . If you enter	£10.00 Minimum Spend	
W,SM6,SM7 you will also get SM60 (for example)	2 Pizzas £10.99	
Include the following postcode sectors:	2 Pizzas 1 Drink £10.99 2 Pizzas 2 Sides 2 Drinks £19.9	
	Available All Days All Times	
	Available For Collection	
	Available For Delivery Available for Dine In	
	Available Non-Tue	
Exclude the following postcode sectors:	Available Mon-Tue 13-22	
	Available Mon-Tue 9-13	
	Available Wed-Fri Available Wed-Fri 13-22	
	Available Wed-Fri 13-22 Available Wed-Fri 9-13	
	Available Workdays 13:00 to 22	
	Available Workdays 9:00 to 13:	
Customers with References Remove Collection orders	Available Workdays All Times BOGOF Discount/Fixed	Output (F1)
	BOGOF Discount/Percent	
T Deskiller News II.e.	BOGOF Percent/Fixed	Exit (Esc)
Don't Use Name. Use	BOGOE Percent/Percent	_/// (_00)

Figure 135: Additional options

New Customers in 7 days	New Customers in 7 days
Current Customers < 30 days	Click this button to create a list containing all new customers who have ordered in the last 7 days. Now click on <b>Output (F1</b> ) to come up with a list of
Lazy Customers (<60 and >30 days)	all the past orders made by new customers from the last 7 days of the
Lapsed Customers (<90 and >60 days)	
Sort order and fields Sort 1 Sort 2	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.
Output (F1)	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.
Exit (Esc)	

## 6.6.11. The Sort Order and Fields

Use the Sort order and fields (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.

Time Have Ordered between (inclusive)	mers in 7 days omers < 30 days
With Orders     Mailing Labels     New Custor       Time     Current Custor     Lazy Custor	
Time Time Have Ordered between (inclusive) Lazy Customer	
Have Ordered between (inclusive)  Current Custom Lazy Custom	omers < 30 days
Have Ordered between (inclusive)  Current Custom Lazy Custom	omers < 30 days
Lazy Custome	omers < 30 days
Lazy Custom	
	ers (<60 and >30 ays)
	ays)
Have Not Ordered between (inclusive)	
	omers (<90 and days)
	uaysj
Conditions	fields
Sort 1	
Average Customer Spend	-
Sort 2	
Postcodelzip	Code 🔻
( For the above specified date )	
Orders with total del time >=	
Corders Between Hours (24)	
Postcode Sectors Ordered following deals	
Enter postcode sectors/areas INCLUDING spaces, seperated by commas. e.g TW, SM6 , SM7 . If you enter £10.00 Minimum Spend	
TW,SM6,SM7 you will also get SM60 (for example) 2 Pizzas £10.99	
2 Pizzas 1 Drink £10.99     Include the following postcode sectors:     2 Pizzas 2 Sides 2 Drinks £19.5	
Include the following postcode sectors: 2 Pizzas 2 Sides 2 Drinks £19.5 Available All Days All Times	
Available For Delivery	
Available for Dine In	
Available Mon-Tue	
Exclude the following postcode sectors: Available Mon-Tue 13-22	
Available Mon-Tue 9-13 Available Wed-Fri	
Available Wed-Fri 13-22	
Available Wed-Fri 9-13	
Available Workdays 13:00 to 22	
Available Workdays 9:00 to 13:	
Customers with References Remove Collection orders BOGOF Discount/Fixed Outp	out (F1)
Customers with References   Remove Collection orders BOGOP Discount/Precent	
BOGOF Percent/Fixed	(Esc)
Don't Use Name. Use BOGOE Percent Contract C	(ESC)

Figure 136: The Sort Order fields

Now click **Output (F1)** 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 <u>Main Safe</u> 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.

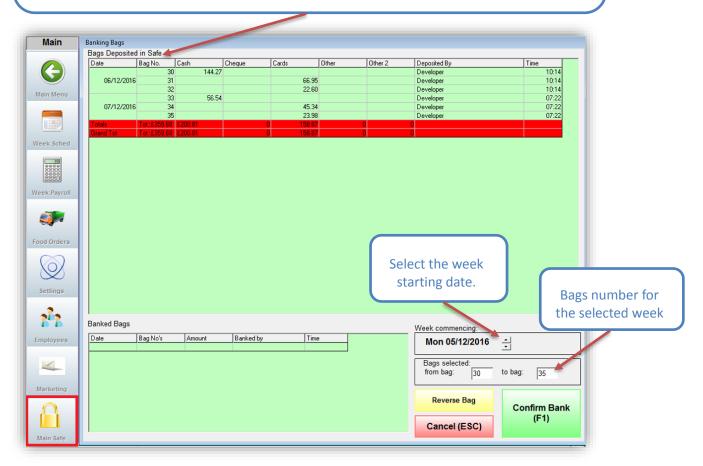


Figure 138: Main Safe > The Banking Bags screen

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

Rames	es POS Suite	23
Bank	deposited bags 30 to 35?	
	Yes	No

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

The **<u>Reverse Bag</u>** 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 **Shop Details** 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.

System Administratio	n				
Software Licer	nsing	Phone Settings			
User Name	Dev Store 2	If the length of the pho			
Company Name	Andromeda Software	Area Code	(1) 0208		
Address	4th Floor, Cantium House	If the length of the pho			
	Wallington	Area Code	(2)		
	Surrey	If the length of the pho	one number = 5		
		Area Code	(3)		
Postcode	SM6 0DZ	Example	-		
Phone Number	2083288000	If your Area code is '0181 length of your telephone r code) is 7.			
Fax Number		If your Area code is '0192	3' or '01656' then the		
Vat Number		length of your telephone r code) is 6.			
Vat Number 2					
Store Number	1459	Exit (Esc)	Update		
Client Ref					
Figure 139: Mana	ager Settings > The Shop Details window	N			

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

#### • Vehicles

Click the <u>Vehicles</u> button to access the Vehicle Maintenance screen.

Vehicle Maintenance		
Vehicle List	Vehicle Details	
Manufacturer Make Licence Opel Astra 212121212 Dacia Dacia 129455799	Colour: blue Owner: DRIVER Atanas 🔻	MOT/Insure/Tax
	Manu: Dacia MOT: 19/12/2016	If expired, this
	Make: Dacia Insure: 19/12/2017	information will be
	Type: Dacia Tax : 19/12/2016	flagged on the Dispatcher screen.
	Licence: 123456789	
	Vehicle Status  C Unsuitable for use  Ready to be allocated to driver  C Allocated to driver  Exit (Esc) New (F2) Update (F1)	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 <u>not</u> 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 <u>Dispatcher Menu</u>) you will also need to assign a vehicle to that driver. In this case Vehicle Tracking must be enabled.

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

Selected Employee	Vehicle Details	
Asen	Colour	
	Dar	k Blue
Cash Float to give	Manufacturer	
	C	)pel
Select Vehicle	Make	
212121212	A	stra
Vehicle Mileage	1 GPS Allocation - se	elect tracker ———
	Not Enabl	ed
	Cancel	Continue
	(Esc)	(F1)

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.

Collect Employee Float		
Employee Name	Licence Number	
Amount Owed	Starting Mileage	0
CASH	- Enter End Mileage -	
Details           Drops : 0           Comm : £0           AvgTime :0.0 mins	Options	Modify Tips
GPS NOT ENABLED	Logout 🕅	Driver Comm
	Paidout 🕅	Coupons
Driver Cash Report	Cancel (Esc)	Update (F1)

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 <u>Table Planner</u> button, see below.

Main	Manager Settings					
	Administration	Reports Security	Driver Comm	Order History	Editors	Menus
Main Menu	Administration Shop Details Vehicle		Prep Delivery Day	Receive Stark O		hop Info RedoHO
Week Sched	Accounts Toolba	Fore	casting Setup	Stock Stock O	Custom	eckMenu CheckFlare
BB 000000 000000 00000 00000						
Week Payroll						
Food Orders						
Settings						

Figure 143: The Table Planner button

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

GreatPizza	Key Empty
Tate 5	- Vew Options
1400 1	Order Lis
Take 0 Take 0	Γ Der Daab
e Table Create Tab	Exit (Es

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.

Order List	-	-		·		
Order			Price	User	Name	
	4	09:31		.96 Developer	TABLE 5	
	3	09:26	18	.85 Developer	TABLE 3	
	2	09:26	12	.20 Developer	TABLE 1	
Quantity P	Product Med Thin Med	iterranean Ve		pe :CASH		
1	Med Thin Med Med Thin Med	iterranean Ve	getable	Cashier Driver		
1	Med Thin Med Med Thin Med	iterranean Ve iterranean Ve		rive Time 0 otal Time 0		
						ΛV

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 **<u>Save</u>**. If you want to edit information, alter the field(s) first and then click **<u>Update</u>**.

Edit A	counts								
Ac	counts							Details	
-	ount	Name	Dept	Default PO	Credit Limit	Terms		- Account Number	
1		Dimitrova	Management	1	100	1		0123	
	01234		Management	2	50	2		1	
								Name	
								Dimitrova	
								1	
								Department	
								Management	
								,	'
								Default PO Number	
								1	
							111		
								- Credit Limit	]
								100	
								T	
								Terms	
								<u> </u>	
								Status	
								Enabled	•
								[Enabled	
								Add New	
								Update	
								opullo	
,									
			Save to o	liek			•	Sort by Account	Exit (Esc)
			Save to (	JISK			С	Sort by Name	EXIL(ESC)
							<u> </u>		

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.

Toolbar Accessing		
New Order	-	Select a toolbar:
Untrained		Main Menu
Dispetabor	New Order	
Dispatcher Cashier	-	Dispatcher Menu
	Dispatcher	
Supervisor		Till Menu
Cashier	<u> </u>	
	Supervisor	Supervisor Menu
Manager	-	Supervisor Menu
Manager 🗸 🗸		
	Manager	Manager Menu
Emp Sched		
Untrained -	()	Stock Menu
	Emp Sched	Slock menu
NoticeBoard		
Untrained		
	NoticeBoard	Restore default settings to:
Passwords		
Untrained -		⊂ all toolbars . ● Main Menu
	Passwords	Restore Defaults (F12)
		Exit (Esc)
	Logout	

Use the green **<u>Restore Default (F12)</u>** 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 **<u>Restore Defaults (F12)</u>** and you will be prompted to continue.

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

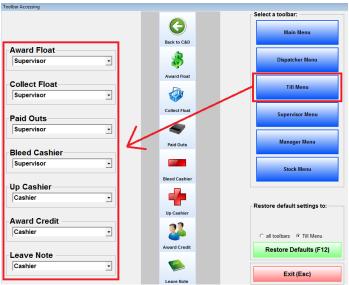
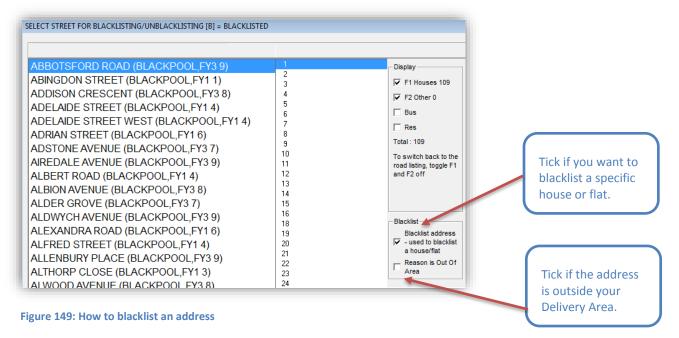


Figure 148: Select a toolbar

• Blacklist

The **<u>Blacklist</u>** button is located under the <u>**Table Planner**</u> 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).



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.

124124124		Edit No(F9)
ame Details		
THE CUSTOMER		Change(F5)
elivery Details		
BLACKLISTED - PRESS F8 4 ALDER PLACE GLASGOW		New / Edit Address (F8)
G43 2UX		Flat / Dept / etc
		Save & Exit (F4)
Directions		
Other Contacts	Marketing P	Profile
Marketin v (E40)		
Marketing (F10)		

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 <u>specific</u> houses/flats, or entire roads.

Figure 150: A blacklisted address

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

ALLDBURN PLACE (GLASGOW(G431) ALLDHOUSE AVENUE (GLASGOW(G431) ALLDHOUSE AVENUE (GLASGOW(G431) ALLDHOUSE CARDENS (GLASGOW(G431) ALLDHOUSE RADD (GLASGOW(G431) ALLDHOUSE RADD (GLASGOW(G431) ALLDHOUSE RADD (GLASGOW(G432) ALLOHOUSE RADD (GLASGOW(G431) BARRHEAR DAOI (GLASGOW(G431) BARRHEAR DAOI (GLASGOW(G431) BERNESS DRVE (GLASGOW(G431) BERNESS DRVE (GLASGOW(G431) BERNESS DRVE (GLASGOW(G431) BRAR GADENG (GLASGOW(G432) BRAR GADEN	SELECT STREET FOR BLACKLISTING/UNBLACKLISTING [B] = BLACKLISTED						
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MARTHEDR NRAD (GLASSON(G41) NORT/WEINE (GLASSON(G41) ALLOW Y CRAD Y CLASSON Y CRAD Y ALLOW Y CLASSON Y CR							
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Press F9 or start typing Select Street Select Address Map (5)				-			
etreet name Select Street Select Address Man (E3) Cancel (ESC)	[DROWN IEE ROAD (GEAGGOW, 0432]						
etreet name Select Street Select Address Man (E3) Cancel (ESC)		Press F9 or start typing	0.1	0.1			
(Enter) (Enter)			Select Street (Enter)	Select Address (Enter)	s Map (F3)	Cancel (ESC)	

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 **<u>Shop Info</u>** 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 **<u>Reset</u>** 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 <u>Save Daily Times</u> to save the changes made to the schedule. To finalise the changes made click on the <u>Save & Exit (F1)</u> button.

Da	aily Openi	ng Times			Special Oper	ning Tir	nes			
First Shift/Open	ing			CSecond Shi	ft/Opening		Third Shift/O	)pening		
🔽 Open?	Occasion	1		C Open?	Occasion		🔲 Open?	Occasion		Reset
	From:	To:		From:	To:		From:	To:		
Every day	00:00	▼ 00:00	-	00:00	- 00:00	-	00:00	- 00:00	-	
C Daily	From:	To:		From:	To:		From:	To:		
🗖 Monday	00:00	- 00:00	Ŧ	00:00	- 00:00	-	00:00	▼ 00:00	-	
🗖 Tuesday	00:00	- 00:00	-	00:00	- 00:00	-	00:00	- 00:00	-	
🗖 /Vednesday	00:00	- 00:00	-	00:00	- 00:00	-	00:00	▼ 00:00	-	
Thursday	00:00	▼ 00:00	-	00:00	- 00:00	-	00:00	- 00:00	-	
🗌 Friday	00:00	▼ 00:00	-	00:00	- 00:00	-	00:00	▼ 00:00	-	
🗌 Saturday	00:00	▼ 00:00	-	00:00	- 00:00	-	00:00	▼ 00:00	-	
🔲 Sunday	00:00	- 00:00	-	00:00	- 00:00	-	00:00	▼ 00:00	-	Save Daily Times
							C	ancel (ESC)		Save & Exit (F1)

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.

Opening Hours					<b>×</b>
	Daily Opening Times	Special Opening Ti	mes		
-First Shift/Ope	ning	Second Shift/Opening	Third Shift/Opening		Open? C Closed?
🔽 Use?	Occasion	Use? Occasion	Use? Occas	ion	Open? Closed?
Date:	From: To:	From: To:	From: To:		Add Date
22/01/2017	• 12:00 • 18:00 •	18:00 💌 21:30 💌	00:00 🚽 00:00	-	Add Date
- Dates					
					Delete Item
					Clear List
					CICUI LIST
					Save Dates
L					
			Cancel (ES	C)	Save & Exit (F1)

Figure 153: The Special Opening Times tab

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

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

Administration	Reports Sec	urity D	Driver Comm		story	Editors		Menus	
Administration Shop Details	es Table Planner	Prep	Delivery Day	Receive	Stock Order		Shop Info	RedoHO	
Accounts Toolba	rs Blacklist	Forecasting	Setup	Stock	Stock Order	Custom Settings	CheckMenu	CheckFlare	

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 <u>Reports section</u>, but also to change employees' access level needed to view different reports.

Manager Settings					
Administration	Reports Security	Driver Comm	Order History	Editors	Menus
Reports List CRE-01-Uploaded Credit c CRE-02-Uploaded credit c CUS-25:Top 30 Customer CUS-20:Collection Custome CUS-30:Late Delivery Rep CUS-50:Invalid Address R CUS-80:New Customer Rea CUS-81:New Customer breakdd CUS-86:Sales and orders	ard Summary ards detail Spend Report rrs Spend Report ort eport aport - Month eekly on by orders placed by customer order count	Driver Comm	Order History Toolbar Reports (5 max) CRE-01-Uploaded Credit co CUS-301-Late Delivery Rep DIO-01:Dine In Orders EDT-01:Order Edit Trail EMP-02:Staff Average Spe INV-01:USED ELSEWHERE OPS-01:Operations Report PRI-01:Items List Report SAL-07:Account orders re SER-01:Service Report	ird Summary ort	Menus - S - 1
CUS-87:Customer count b CUS-88:Sales and orders CYO-01:Pizza Break Dow DCM-01:Driver Commissio DCM-02:Detailed Driver C DIO-01:Dine In Orders DRV-01:Summary Driver S DRV-02:Driver Performance	by spend n Report n mmission Statistics	•		Remove from toolbar	
ID: Name:				lect a job type to change the se lected report:	curity level of the
CRE-01 Uploaded Cre Description: Show credit card uploaded Security level setting:	edit card Summary d summary		5 5 100 10 10 11 10 10	0: Untrained 1: Driver 2: Nichen 2: OrderTaker 5: Cashier 3: Deputy Manager 0: Driver/Supervisor 0: Duty Manager 1: Supervisor 3: Supervisor 5: Manager 7: Area Manager	E
					Exit (Esc)

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 <u>Reports section</u>.

Reports List	Toolbar Reports (5 max)
POS-23:Postcode Road and house Report       A         POS-40:Sales by map grid square       POS-42:Sales by Map Grid         POS-42:Sales by Map Grid       POS-44:Sales by Map Grid         POS-42:Sales by Map Grid       POS-44:Detailed Postcode Report         PRI-01:tems List Report       PRI-01:tems List Report         PRI-03:Product Margin Report       PRI-03:Product Recipe Details         PR0-03:Product Max with Discounts       PR0-04:Product Sales Mix Report         PR0-06:Weekly Product Sales Mix       PR0-07:Display Report by Hour         PR0-07:Display Report by Hour       PR0-01:Display Report         PR0-11:Product Waste Report       SAL-02:Sales Analysis Report         SAL-02:Sales Analysis Report       SAL-03:Cancellation Report	CRE-01:Uploaded Credit card Summary         CUS-30:Late Delivery Report         DIO-01:Dire In Orders       ~ S         EDT-01:Order Edit Trait       - 1         EMP-02:Staff Average Spend
Add to toolbar	Remove from toolbar

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.

Reports List	 Toolbar Reports (5 max)
POS-23:Postcode Road and house Report         POS-42:Sales by Map Grid         POS-42:Sales by Map Grid         POS-42:Detailed Postcode Report         POS-43:Detailed Postcode Report         POS-44:Detailed Postcode Report         PR-02:Product Margin Report         PRI-02:Product Margin Report         PR-03:Product Margin Report         PR-03:Product Mix with Discounts         PR-04:Product Sales Mix Report         PR-05:Product Sales Mix Peport         PR-06:Weekly Product Sales Mix         PR-0-06:Weekly Product Sales Mix         PR-0-10:Product Waste Report - Ingredients         PRO-11:Product Waste Report         PRO-11:Product Waste Report         SAL-01:Receipts By Payment Type         SAL-02:Sales Analysis Report         SAL-03:Cancellation Report	CRE-01:Uploaded Credit card Summary         CUS-30:Late Delivery Report         DIO-01:Dine in Orders         SEDT-01:Order Edit Trail         T         EMP-02:Staff Average Spend         INV-01:USED ELSEWHERE         OPS-01:Operations Report         PRI-01:Items List Report         PRO-10:Product Waste Report         SAL-02:Sales Analysis Report         SAL-02:Sales Analysis Report         SER-01:Service Report
Add to toolbar	Remove from toolbar
- Selected Report	Select a job type to change the security level of the selected report:
PRO-10 Product Waste Report - Ingredients Description: Shows wasted products for the given date range and their original recipe Security level setting: 5: Cashier	2: Driver/Ordertaker 2: OrderTaker 5: Cashier 10: Deputy Manager 10: Driver/Supervisor 10: Supervisor 10: Supervisor 10: Supervisor 11: Manager 17: Area Manager 17: Area Manager 18: Head Office 19: External
	Exit (Esc)

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 <u>Toolbar</u> 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  $\pm 1.00$ . Your minimum delivery amount might be  $\pm 10.00$ , 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.

value. If set to 1000 it would mean that if a customer spends over £10.00, the selected delivery charge will apply.	value be charge is No decim	applied. al, so 9999 =	elivery = 99.99		for the o	Charge o set an amount delivery charge. mal, so 100 = 1.0
Administration Reports Security Driver	iomm	Order Histor	у	Editors		Menus
Change the area commision rate then click confirm						
Area	Comm	CompCom	MinDel	MaxDel	Charge	AvgTime PPDis
жжи ж	0	(	0 1000	9999	C	0 0
_MAIN *	0	(	0 1000	9999	C	0 0
FY0 1	0	(	0 1000	9999	C	0 0
FY1 1	0	(	0 1000	9999	0	0 0
FY1 2	0	(	0 1000	9999	0	0 0
FY1 3	0	(	0 1000	9999	0	0 0
FY1 4	0	(	0 1000	9999	(	0 0
FY1 5	0	(	1000	9999	(	0 0
FY1 6	0	(	1000	9999	0	0 0
FY1 9	0	(	0 1000	9999	(	0 0
FY3 0	0	(	1000	9999	(	0 0
FY3 7	0	(	0 1000	9999	C	0 0
FY38	0	(	1000	9999	(	0 0
FY39	0	(	1000	9999	0	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.

nager Settings	-		_				
Administration	Reports Security	Driver Comm	Order History	E	Editors	Menus	
included	Svc         Total         Taker           0.00         21.98         Developer           0.00         43.95         Developer           0.00         32.97         Developer           0.00         23.98         Developer           0.00         23.98         Developer           0.00         23.98         Developer	0 D 0 D 0 D	ame MITROVA MITROVA MITROVA MITROVA	Phone No 0123123123 0123123122 0123123123 0123123123 0123123123	Order         Reason           200821         200822           200825         200855           7008855         2008655	Fri 13/01/2017	Current selected date is displayed here. Use the arrows to change it or click <u>Calendar</u> .
rder Details	Order	Summary(Del)		PayID 9	Amount 00 CASH £43.96	Fiscal	This shows the

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.

### 7.5. EDITORS

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

7.5.1. Paid Outs Editor

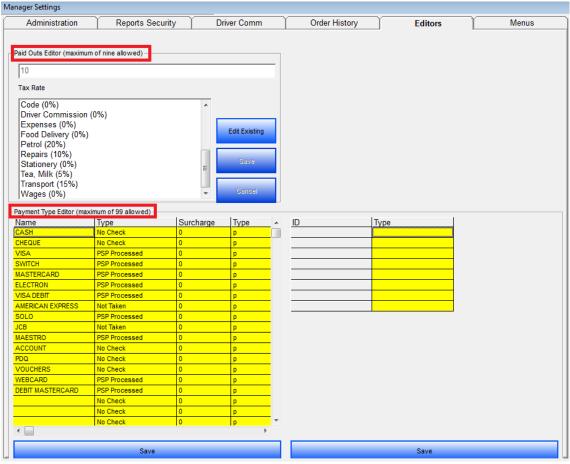
Allows you to edit the default names available in <u>Dispatcher>Till Functions>Paid Outs.</u>

To edit an existing Paid Out category simply select the desired category and click <u>Edit Existing</u> 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.





Once the changes have been made to the Payment types make sure to click the <u>Save</u> 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.

iger Settings			·		
Administration	Reports Security	Driver Comm	Order History	Editors	Menus
	Local price override ha	to be allowed by the b	eadoffice. You must also	be on the server and be	ownerlovel
Local Prices	Local price override na	s to be allowed by the h	leadonice. Tou must also	be on the server and be	owner level
Local Stock	Local stock override has	s to be allowed by the h	eadoffice. You must also	be on the server and be	e owner level
Local Deals	Local deals have to be	allowed by headoffice.	You must be on the serve	er and be owner level.	
Local Deals					
		parate program to be su	upplied by Andromeda. Y	ou must also be on the s	erver and be owne
Master Menu Edit	level				

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 Local Prices button to overwrite the Head Office prices of menu items.

· · · · · · · · · · · · · · · · · · ·	prices the hea			f	or this it	em.			s to set o prices.	J
ameses Monu Price Editor							¥			
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 Time	s 899	799	799	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available Mon - Tue All Tim	e 699	599	599	2000.0	Enabled	*HO Price	0	0	0	
Availability . Available Wed - Thur All Ti	r 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	
d Office Price Set Collection ar abled from HO Shop prices to		-	e to edi hed, cli			save	Exit (Esc)			1

#### Figure 161: Manager Settings > Rameses Menu Price Editor

Legend	d:	
	- Items set to Head Office Prices.	
	tems that are disabled from the Head Office.	
	<ul> <li>Items prices that have been changed with Shop Override.</li> </ul>	
Red - It	tems 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.

Rameses Menu Price Editor										
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 Tim	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 <u>Set Collection and Shop prices to Delivery ones</u>. Then the collection and eat-in prices will autofill with the same figure that is in the Delivery column.

Head Office Price	Set Collection and	Select price to edit then press enter.		
Disabled from HO		When finished, click update to save.		
Shop Override	Delivery ones	When ministred, click update to suve.	Exit (Esc)	Save (F1)

When you have finished editing the prices click the <u>Save (F1)</u> 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 <u>Local Stock</u> 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 - Us that is displa			-		ure	Ту		-	item betw daily count	
Rameses Stock Prices	1.1					*				X
Name	НО ООМ	HO Desc	HO Case £	HO CaseSize	HO Type	иом	Desc	Case £	CaseSize	Туре
DAIRY										1
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		1	1	W					*NotSet
Hot & Spicy Calamari	2000		1	1	W					*NotSet
Hot & Spicy Chicken	2000		1	1	W					*NotSet
Hot & Spicy King Pra	2000		1	1	W					*NotSet
Hot & Spicy Pork	2000	_	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 <u>Local Deals</u> 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 <u>Add</u> button and type in the name of the deal. It will then appear in the <u>Meal Deals</u> section on the left.

3. Display Categories		_		
File Commands Data				
Display Main Cat Sub Ca	at Groups Stock Items	Deals Stock Groups	KnockOut/In Web Heading	Suppliers Taxes
Meal Deals Show Disabled En/Disable Add Rename For Show Structs Show Structs Sh	Current Deal Deal Details Deal Details Deal Col Dine Check Avail webDetails AndrolD: Link Enable Name Desc Add New Please enter nam C Line 1 C LI	led ne		Instructions         1) Build up the deal lines         1st         2) Fixed in pence e.g. 999         deal         3) Percent - amount off         e.g. Buy one get one 1/2         price line 2 is 50"         4) After deal lines finished,         set the deal attributes e.g.         Minimum order (pence)         and times available         5)         6) CYO - This will allow         ALL toppings on this line         to be FREE

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.

File Commands Data			
Display Main Cat Sub I	Cat Groups Stock Items Deals	Stock Groups KnockOut/In Web Heading	Suppliers Taxes
Meal Deals January Deal Show Disabled En/Disable Add Peal Filter V Show Subcats V Show Subcats V Show Subcats V Show Items	Value[p/c) Type Free Tops CYO Value[p/c) Type Free Tops CYO Unused Percent V 0 Unused	Line Contents D'Drinks Real Ale Drinks Real Ale Drinks Sprite Drinks Sprite Dinks Sprite Tridian Beel Bhuna Tridian Beel Maraa Tridian Beel Maraa Tridian Beel Karaa Tridian Dricken Bhuna Tridian Dricken Jalfrezi Tridian Dricken Jalfrezi Tridian Dricken Madras Tridian Dricken Madras Tridian Dricken Madras Tridian Dricken Madras Tridian Dricken Plaza Med Deep Plaza A Med Deep Plaza A Med Stuffed Plaza A Med Stuffed Plaza A Med Thin Plaza B Med Thin Plaza A Med Thin Plaza A Med Thin Plaza B Med Thin Plaza A Med Thin Plaza B Med Thin Plaza A Med Thin Plaza A Med Thin Plaza A Med Thin Plaza B Med Thin Plaza A Med Thin Plaza A Med Thin Plaza B Med Thin Plaza A Med Thin Plaza A Med Thin Plaza A Med Thin Plaza A Med Thin Plaza B Med Thin Plaza A Med Thin Plaza B Med Thin Plaza B Med Thin Plaza A Med Thin Plaza B Med Thin Plaza B Med Thin Plaza A Med Thin Plaza B Med Th	Instructions         1) Build up the deal lines         1st         2) Fixed in pence e.g. 999         deal         3) Percent - amount off         e.g. Buy one get one 1/2         price line 2 is 50"         4) After deal attributes e.g.         Minimum order (pence)         and times available         5)         6) CYO - This will allow         ALL toppings on this line         to be FREE

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 **<u>Update Line</u>** 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.

play Categories		
Commands Data		
Display Main Cat Sub Ca	at Groups Stock Items <b>Deals</b> Stock Groups KnockOut/In Web Heading	Suppliers Taxes
eal Deals		Instructions
	Current Deal Deal Details Vel Col Dine Check Available DrderMin VebDetails AndrolD : Link Enabled Name Desc	<ol> <li>Build up the deal lines</li> <li>t</li> <li>Fixed in pence e.g. 99 deal</li> <li>Percent - amount off e.g. Buy one get one 1/2 price line 2 is 50"</li> </ol>
	Value(p/c)       Type       Free Tops C/V0         C       Line 1       Image: Comparison of the co	4) After deal lines finishe set the deal attributes e.c Minimum order (pence) and times available 5)
	C Line 1     ▼     0	6) CYO - This will allow ALL toppings on this line to be FREE

### 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<sup>7</sup>

There are eleven report categories in Rameses:

From		Select Category
02 March 2017	Favourites	Any quick pick reports
То		Any quick pick reports
02 March 2017	Operations	
	Customers	
	Service	
	Sales	
	Products	
	Inventory	
	Labour	
	Finance	
	Trends	
	Analysis	
Cancel (Esc)	-	

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.

From		Favourites Category
24 January 2017	< <back<<< th=""><th>Back to category selection</th></back<<<>	Back to category selection
-⊺₀ 24 January 2017	CUS-30	Late Delivery Report Show all orders that were delivered late to a certain time, and customer details. Use this report to followup with customer apologies and to review service.
Calendar	DIO-01	Dine In Orders Shows dine in orders
Today	EDT-01	Order Edit Trail Shows the trail of edited orders
Yesterday	EMP-02	Staff Average Spend Lists all employees along with their total orders, sales and average spend
Week to Date	OPS-01	Operations Report Shows Ops date for one day, giving key operating numbers and summary information. The standard end of night report.
Last 7 Days	SAL-02	Sales Analysis Report Shows sales split by occasion, with discounts, VAT, Net sales and average spend by day.
Last Week	SER-01	Service Report Track your instore time, drive time and % of orders delivered under 30 minutes over a period of time.

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 <u>7.2. Reports Security</u>.

**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.

<sup>&</sup>lt;sup>7</sup> 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.
	Invalid Address Report
CUS-50	Shows all addresses that do not match the PAF database.
	Detailed Postcode Report
POS-20	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
P05-22	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
P03-25	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	<b>Driver Performance Summary</b> Shows information about drivers' performance, such as delivery date, OPd, average drive time, total orders and total dispatched orders.
EMP-04	<b>Delivery Time Report</b> 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.
	Sales Analysis Report
SAL-02	Shows sales split by occasion, with discounts, the VAT and net amounts along with
	the average spend incl. tax.
	Predicted Sales Report
SAL-10	Shows predicted sales.
CAL 42	Sales Analysis Split by Type Report
SAL-12	Shows sales split by type occasion.
SAL-93	Tax Exempt Report
JAL-95	Shows orders exempt from tax.
SAL-96	Sales Charges Report
JAL-JU	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. New Breaks Analysis Report
EMP-20	Shows labour shifts and breaks cost. Staff Time Keeping Report.
	Breaks and paid shift analysis
EMP-50	Shows paid labour shifts and breaks cost.
	Staff File Report (Employee Listing Report)
EMP-99	Shows staff files, including address, phone number and email address.
	Vehicle Usage Report
VEH-01	Shows vehicle usage by registration number. Shows vehicle make, registration date,
	mileage and money.
	Employee Vehicle Report
VEH-02	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	<b>Full Driver Cash Rec</b> Used for drivers end of night cashup when the <i>All to float</i> option was used. Shows driver name, order number, dispatch time, drive time, distance, address and pricing.
SAL-01	<b>Receipts by Payment Type</b> Shows the amounts for each payment type (cash, credit card, PDQ, etc.) for the dates in the specified period.
SAL-03	<b>Cancellation Report</b> 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	<b>Cancels and Discounts</b> 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	<b>Void Reasons Report</b> 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
Trended Sales by Postcode Sector
Shows sales by post codes
Trended Sales by Customer Order Count
Shows sales by customer order numbers – new and less than 5 orders.
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
FI2-01	Fiscal reconciliation report.
FIS-02	Fiscal Printer Exceptions Report
FI3-02	Shows exceptions for the fiscal printer.
PAR	Printer Audit Report
PAN	Shows a list of audit events.
SAL-08	Delivery Paytype Reports
JAL-UO	Shows deliveries split by pay type.
SAL-70	Shows Card Refund Stuff
SAL-70	Shows credit card refunds.
SAL-71	Audit Report for Cleared Orders
SAL-71	Shows details of non-committed orders.
TOT 01	Cash Reconciliation Report
TOT-01	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	<b>Product Waste Report – Ingredients</b> The <b>PRO-10</b> report shows wasted recipe items grouped by reason and assigned cost for the specific Item. The <b>PRO-10</b> report provides detailed information about who approved the wastage and the ingredients of the items wasted, the amount of each wasted item.
	PRO-11	<b>Product Waste Report</b> Shows wasted products grouped by reason and food cost. The <b>PRO-11</b> report shows wasted PRODUCTS grouped by reason and food cost. The <b>PRO-11</b> 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	<b>Stock Received Report With Food Cost</b> 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 <u>Emp Sched</u> 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).

	Hours wor	ked		Weekly schedule			
ect an Employee to	view		_24 Jan 2	017			
rk Manager		•					
Date	Schedule 1	Worked 1	Schedule 2	Worked 2	Schedule Total	Work Total	
20/01/2017		10:26					
24/01/2017	14:00-19:00	09:25			05:00		
24/01/2017	14.00-19.00	09.23			05.00		

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 <u>6.1.1. Creating a schedule</u>.

Hours worked					Weekly schedule				
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours	Cost
Manager (Shift 1)								0	0.0
Manager (Shift 2)								0	0.0
Mark Manager (Shift 1)		14:00-19:00						5	27.5
Mark Manager (Shift 2)								0	0.0
Supervisor (Shift 1)		11:30-21:30						10	10.0
Supervisor (Shift 2)								0	0.0
Ordertaker1 (Shift 1)		12:00-20:00						8	8.0
Ordertaker1 (Shift 2)								0	0.0
Ordertaker2 (Shift 1)								0	0.0
Ordertaker2 (Shift 2)								0	0.0
Driver1 (Shift 1)		14:00-22:00						8	8.0
Driver1 (Shift 2)								0	0.0
Driver2 (Shift 1)								0	0.0
Driver2 (Shift 2)								0	0.0
Hours	0	31	0		0 0	0	0	31	
Cost	0.00	53.50	0.00	0.0	0.00	0.00	0.00		53.50

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).

Notice Board and Messaging	g System					
Date Sent	From		Message Summary			
Thursday, 12 January 2017		Developer		essage is for test purposes only.		
Thursday, 12 January 2017		Vicky Jones	OK, no	te taken.		
Compose Mess	sage-					
We will start work a	at 10.30	am this Sunda	V.			0
						Send Message
						(F1)
						Cancel (F2)
Select destination of de	aired mea					
select destination of de	sired mes	-	General Staff		<b>•</b>	
			Manager			
			Supervisors			
			General Staff			
				Exit (ESC)	Delete Selected	Compose New Mail
				EXIT(ESC)	Mail Message (Del)	Message (F11)

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**).

Change Password					
Enter Current Password					
Enter NEW Password (4-8 Characters)					
Confirm NEW Password					
Cancel (Esc)	Done (F1)				

Clicking <u>Cancel</u> 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 **<u>OK</u>** 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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